

Cisco Unity Licensing FAQ

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Introduction

This document addresses Cisco Unity questions about licensing for Cisco Unity versions 2.4.6, 3.x, and 4.x. Refer to *Licensing for Cisco Unity (All Versions) White Paper* for additional information.

Q. How does Cisco Unity licensing work?

A. Cisco Unity enables and disables specific features based upon the run-time license that is installed on the machine. For Cisco Unity 3.x and earlier, the run-time license data is stored on a SentinelSuperPro security key (dongle). The keys are hardware devices that plug into the parallel or USB port on the Cisco Unity machine. As of Cisco Unity 4.0, the licensing mechanism is software-based, through FLEXlm, and does not have a hardware component.

Q. How do you stop the Cisco Unity error message Windows Server out of Licenses?

A. On a Cisco Unity server, you can receive an error message in the Application Log, EventID 202: Licenses Service. The product Windows Server is out of licenses. Use License Manager from Administrative Tools folder for more information. This error message is not caused by Cisco Unity. In order to fix this issue, choose **Start > Programs > Administrative Tools > Services**, choose **License Service**, stop and disable it. This does not affect the normal operation of Cisco Unity.

Q. How do I register online to request my license key?

A. Go to the Downloads Customer Registration page (registered customers only) in order to obtain your Digital License Agreement (DLA) or software activation key. When you access this page, scroll down to the **Voice Products** section, locate the **Cisco Unity Software** section, and choose either **New License Registration** or **Upgrade License Registration** for your product version.

Provide the required information. After registration, retain this document with your Cisco Unity software records. This information can be required by Cisco Technical Support.

- ◆ **Organization** Enter all requested fields.
- ◆ **Product Authorization Key (PAK)** Enter the PAK exactly as it appears on the sticker located on your Cisco Unity CD jewel case or serial number card, for example: UNTY-XX-XX-XXXXXX.

A. Complete the steps in this procedure in order to find and enter the MAC address for the network interface card (NIC) in the Cisco Unity server:

1. Choose **Start > Programs > Accessories > Command Prompt** on the server in order to install Cisco Unity.
2. Enter **ipconfig /all** and press **Enter** in the Command Prompt window.
3. Choose the value for Physical address, for example, 00-A1-B2-C3-D4-E, and type it into the text box as 00A1B2C3D4E for in this example. Enter the MAC address without any dashes or spaces.

Note: If the server contains more than one NIC, one value appears for each NIC. Scroll to the top of the window, and choose the value for the first NIC.

A. Complete these steps:

1. Enter the serial number printed on your dongle in the Serial Number field.
2. Although it says the Currently Installed Key Code field is required, you can leave it blank.
3. Choose **Submit**. You receive the needed license key within 24 hours.

Q. How do I receive licensing for the Cisco Unity Bridge?

A. Cisco Unity Bridge licensing differs based on the specific version of Cisco Unity and Bridge software. Go to the correct Cisco Unity upgrade license web page based on the current software version that you run in order to license the Cisco Unity Bridge.

- ◆ For Cisco Unity 3.1, enter the dongle number from the primary Cisco Unity server.
- ◆ For Cisco Unity 4.0 (10/4.0(2)) and Cisco Unity Bridge version 2.x, enter the MAC address of the primary Cisco Unity server and not the Cisco Unity Bridge server.

- ◆ For Cisco Unity 4.0(3) and later and Cisco Unity Bridge 3.0 and later, use the Cisco Unity Bridge license web page and enter the Cisco Unity Bridge MAC address.
- ◆ Send an email to unitykeyexchange@cisco.com with the primary Cisco Unity server MAC address, the Cisco Unity Bridge server MAC address, and the email address to which the new Bridge license should be sent in order to upgrade from Cisco Unity Bridge 2.x to version 3.0 and later.

Q. How do I license my failover Cisco Unity system when I upgrade to Cisco Unity 4.x?

A. Failover licensing changed significantly with Cisco Unity 4.x. Previously, the failover server had its own license and dongle. With Cisco Unity 4.x, failover licensing is on the primary server. Once failover is installed, the primary server copies the license to the failover server.

Because Cisco does not currently have records that link primary dongle numbers to the associated failover dongle number, this upgrade cannot occur automatically. Complete the steps in this procedure in order to upgrade the failover server:

1. Request your primary server upgrade on the web.
2. After you receive your Cisco Unity 4.0 primary server license, forward this license email to unitykeyexchange@cisco.com. Ask that failover be added to the license. Include the failover dongle number in the email. You then receive an upgrade license from licensing@cisco.com.
3. Enter both text licenses into the licensing directory. Complete the instructions in the installation guide.

Q. After I get my license, how do I configure failover with Cisco Unity 4.x?

A. There is only one license that is provided for failover systems, and it goes onto the Primary Cisco Unity server. If you open the license file with Notepad, you should see the field `LicSecondaryServerIsLicensed` is set to `Licensed`. This helps ensure that you are correctly licensed. Refer to the Installation Guide for your specific release, for instructions on how to install failover. After installation, Configuring Cisco Unity Failover provides additional detail.

As a confirmation, pull up the licensing applet on the Secondary server. It should display the licensing information that is present on the Primary server.

Q. How can I verify which features I have on my system?

A. For Cisco Unity 4.x systems, the License Info Viewer is used in order to view licensed features. Complete the steps in this procedure in order to access License Info Viewer:

1. On the Cisco Unity server, log on to Microsoft Windows through the Cisco Unity installation account.
2. Double-click the **Cisco Unity Tools Depot** icon on the desktop.
3. Under Administration Tools, double-click **License Info Viewer**.
4. Verify that the licensing features are correct.

A. For Cisco Unity 2.4/3.x systems, the Key Dump utility is used in order to view licensed features. Choose **Start > Programs > Unity > Key Dump** in order to access Key Dump. Once you access Key Dump, you see a summary of your currently licensed features.

Q. How do you resolve the eAvLicErr_SysStateCorruptCurrLoc error that occurs with CiscoUnity_AvLic displayed in the application event log, which runs on the Cisco Unity server?

A. Reload the current license file on the Cisco Unity Licensing control panel in order to resolve this error.

Q. Are there any demo license files supported on Cisco Unity 4.0?

- ◆ **Default license file in commserver** The default license file in commserver\licenses is a non-expiring license file licensed for two ports, 10 users, 30 seconds message length, and so forth.
- ◆ **Demo license file (for example, time expiring license file)** Cisco also introduced a time expiring license file in Cisco Unity version 4.0. The license file comes with 50 users with 16 sessions, set to expire in 60 days or 90 days. Go to Customer Registration in order to create the file. Keep in mind that you cannot register a second Cisco Unity demo license with the same MAC address on this web site.

Q. What is pooling?

A. License pooling, which is available in Cisco Unity version 4.0 and later, allows Cisco Unity servers to pool or share subscriber licenses for Voice Messaging, Unified Messaging, and the Cisco Unity Inbox. Refer to the White Paper Licensing for Cisco Unity (All Versions) for more information.

Q. Why are all the servers added into Cisco Unity license pooling not seen?

A. Some of the servers are not seen in the license pooling due to the synchronization between Active Directory and the Cisco Unity server. Run **DOHProptest tool** from `\commserver\techtools\DOHProptest.exe` in order to resolve this.

- ◆ Click **OK** and **Ignore** in order to bypass the password.
- ◆ Choose **AD monitor**, do a **Total Resync** and close the window.
- ◆ Choose **GC Monitor** and do a **Total Resync**.

This process can might take a few moments, which depends on your Active Directory.

Q. What happens if I run Key Dump and it reports a serial number of 00000001?

A. If your serial number appears as 00000001, Cisco Unity cannot properly read the dongle or thinks that no dongle is attached. Complete these steps in this procedure:

1. Verify that the dongle is attached to the parallel port or USB port of the Cisco Unity server, which depends on which kind of dongle you have.
2. Remove the existing driver and reinstall the dongle driver on the Cisco Unity server, as indicated in the instructions in Installing the Cisco Unity System if you verified that the dongle is attached.

Q. I received a text file dongle upgrade from Cisco. How do I apply the upgrade code?

A. For a new Cisco Unity 4.x license Run the **Cisco Unity Install License File wizard** in order to install the Cisco Unity license file(s) for the additional features. Complete the steps in this procedure in order to install the license files:

1. Log on to Windows through the Cisco Unity installation account from the Cisco Unity server.
2. Double-click **Cisco Unity Tools Depot** on the desktop.
3. Double-click **License File Install Wizard** under Administration Tools.
4. Click **Next**.
5. Click **Add**.
6. Insert the Cisco Unity license file disk in drive A, or browse to the location where the license files are stored.
7. For each license file, double-click the file, click **Next**, and if prompted, click **Yes** in order to copy the license file to the local system.

Note: Choose **Add** in order to add additional files to the list if you already have a license file installed.

Note: Cisco Unity 4.x license files are used cumulatively. Do not remove license files from the list, or the licenses provided by those files become deactivated.

8. Confirm that the license information is correct.
9. Click **Next**.
10. Click **Finish**.
11. Restart the **Cisco Unity server**.

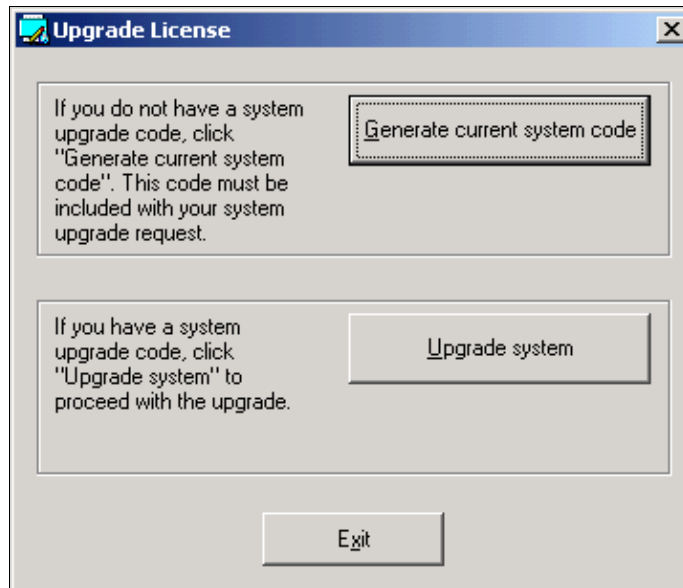
A. Complete the steps in this procedure in order to confirm the license is installed properly:

1. Log on to Windows through the Cisco Unity installation account from the Cisco Unity server.
2. Double-click **Cisco Unity Tools Depot** on the desktop.
3. Double-click **License Info Viewer** under Administration Tools.
4. Verify that the RealSpeak sessions are displayed and correct.

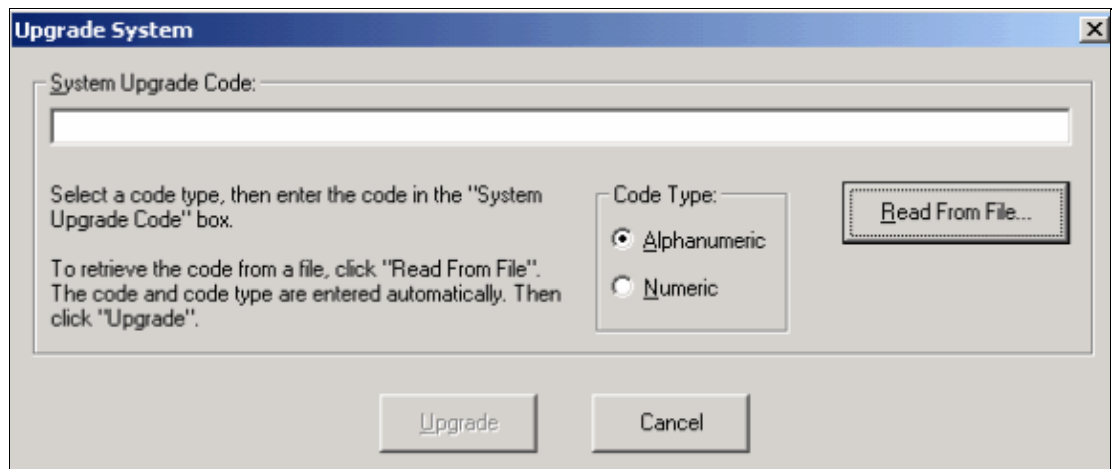
A. Complete the steps in this procedure for a new Cisco Unity version 2.4.6/3.1 license:

Note: The text file name obtained from Cisco can vary. For the purpose of this example, the most common name is used (AvSysCode.txt). The name of your text file can be different.

1. Copy the Cisco text file, which is AvSysCode.txt, in this example, to your local hard drive on the Cisco Unity server.
2. Choose **Start > Programs > Unity > Upgrade License**.
3. Click **Upgrade System** on the Upgrade License window.



4. Click **Read From File** on the Upgrade System window.



5. Locate the AvSysCode.txt file that you copied to the Cisco Unity Server and click **Open**.
6. Click **Upgrade**.
7. Reboot the **Cisco Unity server** in order to allow the new licensed features to take effect.

Q. How can I verify that the license upgrade was successful?

A. Cisco Unity typically generates an error, if the upgrade did not complete successfully. But in order to verify that the upgrade worked, you can use File Info Viewer (Cisco Unity 4.x) or Key Dump (Cisco Unity 2.4.6/3.1) in order to check that the appropriate change occurred.

Q. I initially installed Cisco Unity as a demo system and now I need to upgrade it to a real system. What is the process to do so?

A. Refer to Cisco Unity Release Notes for the procedure in order to upgrade a demonstration system to a standard system.

Q. How do I obtain an upgrade for my dongle?

A. Refer to How to Receive a Cisco Unity Upgrade for more information.

Q. Which Cisco Unity upgrades are controlled by the dongle?

A. This table shows which Cisco Unity upgrades the dongle controls:

| Cisco Unity Version | Upgrade to Cisco Unity Version | Dongle Upgrade Needed |
|---------------------|------------------------------------------|-----------------------|
| 2.4.6.x | 2.4.6.x (ex 2.4.6.102, 135 to 2.4.6.161) | No |
| 2.4.6.x | 3.x.x | Yes |
| 3.0.x | 3.1.x | No |
| 3.1.x | 3.1.x (ex. 3.1.1 to 3.1.3) | No |
| All | 4.0 | Yes |

All versions of Cisco Unity 2.4.x that are upgraded to Cisco Unity 3.x/4.x and all versions of Cisco Unity 3.x that are upgraded to Cisco Unity 4.0 require a dongle upgrade. You do not need to physically change the dongle itself; rather, only the license in the dongle needs to be upgraded.

Q. What features are controlled by licensing?

A. For Cisco Unity 4.0, these features are controlled by licensing:

- ◆ Software version
- ◆ Sessions/ports
- ◆ Voice mail users
- ◆ Unified messaging/viewmail users
- ◆ Text to speech (TTS) sessions/ports
- ◆ Cisco Unity inbox/voice messaging interface (VMI) users
- ◆ Bridge sessions/ports
- ◆ Full languages
- ◆ Audio Messaging Interchange Specification (AMIS)
- ◆ Voice Profile for Internet Messaging (VPIM)
- ◆ Failover backup server (on primary server license)
- ◆ Pooling

For Cisco Unity 2.4.x/3.1.x, these features are controlled by licensing:

- ◆ Software version
- ◆ Voice mail ports
- ◆ Voice mail users
- ◆ Fax mail ports
- ◆ Fax mail users
- ◆ TTS ports
- ◆ TTS users
- ◆ TTS vendor

- ◆ Integration
- ◆ VMI users
- ◆ Bridge sessions/ports
- ◆ Full languages
- ◆ SA languages
- ◆ Unified messaging/viewmail users
- ◆ Active assistant users
- ◆ Networking
- ◆ AMIS
- ◆ Failover backup server

Q. What if a purchased upgrade conflicts with a configuration that already exists or exceeds published maximums?

A. It is possible that a purchased upgrade causes technical problems with the Cisco Unity system, if it conflicts with approved configurations or maximum capacity limits. Such conflicts cause Cisco Unity to move into a four-hour shutdown mode, which requires a reboot of Cisco Unity every four hours until the licensing violation is resolved. If this is identified as the cause of the problem by Cisco Technical Support, then the customer is requested to work with the licensing team in order to remove the conflicting upgrade and return to an approved configuration.

Q. If the NIC of a customer fails, how do they receive a replacement license?

A. The licensing team handles switching licenses. Send an email to licensing@cisco.com with the old NIC address and the NIC address from the new server. Explain why you switch servers. The licensing team deactivates the license associated with the old server and re-issue it for the new server.

Q. What MAC address do I need to use if I have a dual NIC card?

A. If the Cisco Unity server has dual NICs configured to be a fault-tolerant team, the license file can be registered to only one MAC address. You must identify the virtual MAC address assigned by the device driver for the team rather than either of the physical MAC addresses (burned-in addresses) when you order a license file. The license file is registered only to the virtual MAC address and therefore the active NIC is used. You can identify the virtual MAC address through the NIC device driver.

Q. Who do I contact if I need help to place an order?

A. Contact your account team or Cisco Customer Service at 1-800-553-6387, or refer to Cisco Worldwide Contacts.

Q. Where can I find the details about the Cisco Unity Licenses on a Cisco Unity server?

A. In the Cisco Unity server, choose **Start > Programs > Unity > Cisco Unity Tools Depot**. Expand **Reporting Tools** and open **Gather Unity System Info (GUSI)**. The output shows the Cisco Unity licensing information.

Choose **Start > Programs > Unity > Licensing** in order to find more details about the Cisco Unity licenses, for example available licenses, than on the GUSI output.

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| Voice & Video: IP Phone Services for End Users |
| Voice & Video: Unified Communications |
| Voice & Video: IP Phone Services for Developers |
| Voice & Video: General |

Related Information

- [Cisco Unity 4.0 FLEX Im Q&A](#)
- [Problems Adding Subscribers to Newly Installed Cisco Unity 3.X and 4.X Systems](#)
- [Adding or Changing Cisco Unity Licensed Features \(4.x\)](#)
- [Adding Cisco Unity User Licenses \(4.x\)](#)
- [Converting from the System Key to License Files](#)
- [Licensing for Cisco Unity \(All Versions\)](#)
- [Voice Technology Support](#)
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- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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