

# Unity Connection License Issues

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## Introduction

Cisco Unity Connection includes a new license tag, *LicRegionIsUnrestricted*, that allows you to use FlexLM software license manager. This license tag is included in Cisco Unity Connection version 1.2 and version 1.1 distributed after April 2006.

If you purchased Cisco Unity Connection 1.1 prior to April 2006, you should receive a supplemental license file that includes the new tag. If you received and installed this supplemental file or you purchased Cisco Unity Connection after April 2006, you should experience no license issues.

If you purchased Cisco Unity Connection 1.1 prior to April 2006 and did not receive or install the supplemental license file you might experience license issues when you upgrade to Cisco Unity Connection 1.2.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based these software versions:

- Cisco Unity Connection version 1.1 and later

## Conventions

Refer to Cisco Technical Tips Conventions for information on document conventions.

## Problem: Violation Errors

When you install Cisco Unity Connection 1.2, the installation software checks for the *LicRegionIsUnrestricted* tag. If the software does not find the tag, it assumes the system is a restricted European version.

If US English voice prompts or Personal Call Routing Rules are enabled within your system, you receive a license violation error when you upgrade to Cisco Unity Connection 1.2. These scenarios expose the violation errors:

- If US English is the only language on your system:
  - ◆ When you upgrade, the Cisco Unity Connection Configuration Assistant alerts you that English–United States cannot be used on this system. In addition, the Configuration Assistant alerts you that you must either install a license that allows you to use English–United States or install one or more Cisco Unity Connection languages.
  - ◆ When you log into Cisco Unity Connection Administration, the Licensing page appears. You are not allowed to display any other Connection Administration page until you either install a license that includes the *LicRegionIsUnrestricted* tag or you install one or more Cisco Unity Connection languages.
  - ◆ Cisco Unity Connection logs errors in the Windows application event log. On the Windows 2003 operating system, click **Start**, and then choose **Programs > Administrative Tool > Event Viewer**. Cisco Unity Connection errors are located in the Application Logs.
  - ◆ After 48 hours, Cisco Unity Connection no longer accepts calls. The application checks hourly to determine whether the license violation is resolved. Once the violation is resolved, you must restart Unity Connection in order to allow the application to accept calls. In order to restart Cisco Unity Connection, right–click the Cisco Unity Connection system tray icon, and choose **Restart Cisco Unity Connection**.
- If languages other than US–English are on your system, you are allowed to proceed with the upgrade, but you may still experience license violations if mailboxes on the system have US English or Personal Call Transfer Rules enabled. These scenarios expose the violation errors:
  - ◆ Cisco Unity Connection logs errors in the Windows application event log. On the Windows 2003 operating system, click **Start**, and then choose **Programs > Administrative Tool > Event Viewer**. Cisco Unity Connection errors are located in the Application Logs.
  - ◆ After 48 hours, Unity Connection no longer accepts calls. The application checks hourly to determine whether the license violation is resolved. Once the violation is resolved, you must restart Cisco Unity Connection in order to allow the application to accept calls. In order to restart Cisco Unity Connection, right–click the Cisco Unity Connection system tray icon, and choose **Restart Cisco Unity Connection**.

## Solution

In order to resolve the licensing problem, install a license that includes the *LicRegionIsUnrestricted* tag, or complete these steps:

1. Install one or more Cisco Unity Connection languages other than US English.
2. Change all mailbox language settings from US English to other languages.
3. Disable Personal Call Transfer Rules in any Classes of Service.

4. Delete all Personal Call Transfer Rules.

You can download additional language files for Cisco Unity Connection from the Cisco Software Downloads (registered customers only) website.

Refer to *Installing Cisco Unity Connection Version 1.1(1) Languages* for more information about how to install additional license files.

## Verify

Complete these steps in order to verify that a license file includes the new tag:

1. In Cisco Unity Connection Administration, expand **System Settings**, and click **Licenses**.
2. On the Licenses page, select the first license file.
3. In the File Content box on the View License page, search for this text: *LicRegionIsUnrestricted*.
4. If you do not find the text in the first file, search the other license files listed on the Licenses page.

## Error: The Cisco Unity Connection license file(s) that are installed do not allow you to use U.S. English for language-specific Connection features, and no other languages are installed.

With Cisco Unity Connection 1.1(1), you are unable to navigate to the Cisco Unity Connection System Administration pages after a license upgrade. The The Cisco Unity Connection license file(s) that are installed do not allow you to use U.S. English for language-specific Connection features, and no other languages are installed. error message appears on the SAWeb page.

**Note:** The Cisco Unity Connection License file(s) already has the *LicRegionIsUnrestricted* tag.

## Solution

Complete these steps in order to resolve this issue:

1. Use the **SQL Enterprise Manager**, and browse to the SQL database named **UnityDirDb**. Open and view the **tbl\_InstalledLanguage** table.
2. Verify if there are four rows of data. Each row should have 'LanguageCode' = 1033 and 'Loaded' = 1. For each row, the LanguageType should be 0, 1, 2, 3 respectively.
3. If the previously mentioned data does not match, update the table row entries accordingly. Then **Exit** and **Save** the table, and restart **Cisco Unity Connection**.

**Note:** This issue is fixed in Cisco Unity Connection version 2.0(1).

## Error: The license file(s) that you have installed do not allow you to use U.S. English for the system default language

With Cisco Unity connection 7.x, the The license file(s) that you have installed do not allow you to use U.S. English for the system default language..... If you want to use a language that is not in the list, install that language, and then restart Cisco Unity Connection. error message is received when

the Cisco Unity license files are loaded.

## Solution

This error message is received when the connection licenses do not include the *LicRegionIsUnrestricted* tag.

If you want to use United State English for the Cisco Unity Connection conversation or you want users to be able to create personal call transfer rules, the Connection license must include the license tag *LicRegionIsUnrestricted*. Refer to Release Notes for Cisco Unity Connection Release 7.0(1) for more information on how to determine whether the tag is present or not.

**Note:** Licenses without this tag are intended only for use outside the United States.

## Error: Install script of option /common/download//UC-locale-es\_ES-7.0.1.0-323.cop failed

When you attempt to upload a license on Cisco Unity Connection, this error message is received:

```
Error Encountered : Error : Install script of option /common/download//UC-locale-es_ES-7.0
```

## Solution

In order to resolve this issue, you need to stop these services on Cisco Unity Connection before you upload the UC Locale:

- Connection Conversation Manager
- Connection Mixer

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

- **Installing Cisco Unity Connection Version 1.1(1) Languages**
  - **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support & Documentation – Cisco Systems**
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