

How to Activate Cisco Unified Call Services for the First Time or Reactivate to Update its License

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Introduction

This document explains how to activate Cisco Unified Call Services, Universal Edition, for the first time and how to reactivate it at a later time to update its license.

Prerequisites

Components Used

The information in this document is based on Cisco Unified Call Services, Universal Edition.

Conventions

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

Common Questions

How can I activate Cisco Unified Call Services, Universal Edition, for the first time?

This segment explains how to activate a new installation of Cisco Unified Call Services, Universal Edition.

Each time Cisco Unified Call Services is started without an active license, it logs a message to the application server console to indicate that it must be activated.

1. While Cisco Unified Call Services is on, visit this URL in a web browser to access the Software Activation Console:

`http://IP:PORT/Audium/Licensing.`
2. When the console appears, log in with the username and password that you specified at installation. An introduction to the Software Activation Console displays; read this and click **Next**.
3. Choose either **automatic** or **manual activation**. If your machine has Internet access, automatic

activation is recommended. Manual activation is used in situations where the machine that hosts Cisco Unified Call Services does not have Internet access.

4. If **automatic activation** is your choice:

- a. You are asked to specify how many concurrent sessions that this installation should support. Specify a number up to the amount that your installation key supports; refer to your installation key fulfillment email for information about how many total concurrent sessions your installation key allows.
- b. Click **Activate**. Your software will be automatically activated. Restart Cisco Unified Call Services when prompted to complete the activation process.

5. If **manual activation** is your choice:

- a. You are asked to provide a license key. A license key can be requested from Audium Customer Care.
- b. The manual software activation page asks for your installation key, system ID, and the desired number of concurrent sessions that this installation supports.

Note: Your installation key and system ID display on the Software Activation Console.

- c. Once the form is submitted, a license key is produced that can be copied and pasted into the text field in the Software Activation Console. One option would be to store this license key in a text file and transfer it from an FTP or other means to the Cisco Unified Call Services machine so that you can paste it into the required text field.
- d. Click **Activate**. Your software will be activated. Restart Cisco Unified Call Services when prompted to complete the activation process.

How can I reactivate Cisco Unified Call Services to update its license?

This segment explains how to reactivate Cisco Unified Call Services, Universal Edition, at a later time to update its license, for example, to add support for a new feature.

1. When your software license is updated, you must reactivate Cisco Unified Call Services so that it picks up the changes. The most common reason to reactivate your software occurs when your license expiration date has been extended and reactivation acquires the new date. Additionally, you might reactivate to gain support for a new gateway adapter or other feature that has been added to your license.
 - a. Reactivation is performed from the Software Activation Console. Bring up the console and log in with your username and password. On the bottom of the first page, you see text similar to this example:

The current installation is activated with a valid license.

The license expired on Friday, 30–June–2006 EDT.

In order to update the Cisco Unified Call Services installation with a new license, click **Next** where the date listed is the actual expiration date of your license.
 - b. If you do not see a message such as this, your software has most likely not been activated. If you do see this message, click **Next** to continue with your reactivation.
2. Your installation key and system ID are listed at the bottom of the next page. Choose either **automatic** or **manual activation**. If your machine has Internet access, automatic activation is recommended. Manual activation is used in situations where the machine that hosts Cisco Unified Call Services does not have Internet access.

3. **Automatic activation** is your choice:

- a. You are asked to specify how many concurrent sessions that this installation should support. Specify a number up to the amount that your installation key supports; refer to your installation key fulfillment email for information about how many total concurrent sessions your installation key allows.
- b. Click **Activate**. Your software is automatically activated. Restart Cisco Unified Call Services when prompted to complete the activation process.

4. **Manual activation** is your choice:

- a. You are asked to provide a license key. A license key can be requested from Audium Customer Care.
- b. The manual software activation page asks for your installation key, system ID, and the desired number of concurrent sessions that this installation supports.

Note: Your installation key and system ID display on the Software Activation Console.

- c. Once the form is submitted, a license key is produced that can be copied and pasted into the text field in the Software Activation Console. One option is to store this license key in a text file and transfer it from an FTP or other means to the Cisco Unified Call Services machine so that you can paste it into the required text field.
- d. Click **Activate**. Your software is activated. Restart Cisco Unified Call Services when prompted to complete the activation process.

Note: If a current installation is reactivated, that is, when the system ID is the same as your initial activation, and you specify the same or fewer concurrent sessions as your initial activation, that reactivation does not subtract additional concurrent sessions from the total sessions which your license allows. For example, if you initially activate with 100 concurrent sessions, and reactivate again with 100 sessions, your license will have only 100 concurrent sessions subtracted from it (once, at the initial activation), not 200. Additionally, if you later reactivate and specify 120 concurrent sessions, only the additional 20 concurrent sessions will be subtracted from your license.

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Related Information

- **Technical Support & Documentation – Cisco Systems**
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