



Cisco Prime Collaboration Assurance Licensing

Cisco Prime Collaboration Assurance is a licensed software product that is secured to the MAC of the virtual machine. The Cisco Prime Collaboration Assurance license enables the features and endpoint quantities for the Cisco Prime Collaboration Assurance application that you choose to install. You can order license based on the collaboration management options required, and the quantity of the endpoints.

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Access to the Software Image, PAK, and License File

The product numbers ordered for Cisco Prime Collaboration are: R-xxx and L-xxx. When you order the product numbers for Cisco Prime Collaboration, an email is sent to your ship-to email address. This email contains the instructions on how you can access the Cisco eDelivery site so that you can download the software images and license Product Authorization Keys (PAKs). The software image is downloaded and installed on the virtual machine. The license PAK ID from the ESD site allows you to access the Cisco Licensing Site to associate the virtual machine MAC address to a license key or keys that are then installed on the virtual machine(s). These license keys activate the Cisco Prime Collaboration software to be used in a production environment. These license keys together also convert a trial installation into a production environment. Only (1) R-xxx type license is required for each Cisco Prime Collaboration installation.



Note The PAK is used to log in to the Cisco software site and has a virtual machine MAC address associated to it. The PAK is emailed to you, and a license file is created for you to download. Cisco Prime Collaboration Assurance requires individual license files. After you download the license files, register them with the Cisco Prime Collaboration Assurance servers.

Cisco Prime Collaboration Assurance and Analytics Standard

Cisco Prime Collaboration Assurance Standard does not require a license.

Both Cisco Prime Collaboration Assurance and Analytics Advanced OVA can be installed in Standard mode.

Cisco Prime Collaboration Assurance Licensing

Cisco Prime Collaboration Assurance - Advanced, Standard, and Business licensing is based on the endpoint quantity. The number of endpoints determines the number of licenses that you need to purchase to manage your network. Along with the total number of endpoints, you must also consider the system capacity parameters, such as the number of each supported endpoint types, and CDR limits, to choose the most suitable virtual machine resources for your deployment.

For more information on system capacity parameters for Cisco Prime Collaboration Assurance and Business 12.x, see the [System Capacity for Cisco Prime Collaboration Assurance](#). [System Capacity for Cisco Prime Collaboration Assurance and Business](#)

For more information on system capacity parameters for Cisco Prime Collaboration Assurance and Analytics Business 11.5, see the [System Capacity for Cisco Prime Collaboration Business 11.5](#) wiki.

For more information on system capacity parameters for Cisco Prime Collaboration Assurance and Analytics Business 11.6, see the [System Capacity for Cisco Prime Collaboration Business 11.6](#) wiki.

The Cisco Prime Collaboration Assurance - Business Image (R-PC-xxxx) license is required to activate Cisco Prime Collaboration Assurance in a production network. You must order one license for each server. A new license is required for each major upgrade and is included in the upgrade parts and the Product Upgrade Tool entitlements.

You can purchase scale licenses based on the endpoints that you want to manage. For more information on the scale licenses and part numbers in Cisco Prime Collaboration Assurance and Analytics 12.x, see [Cisco Prime Collaboration Ordering Guide](#). You must have Cisco partner privilege to access the Ordering Guide.

You can purchase scale licenses based on the endpoints that you want to manage. For more information on the scale licenses and part numbers in Cisco Prime Collaboration 11.5, see [Cisco Prime Collaboration Ordering Guide](#). You must have Cisco partner privilege to access the Ordering Guide.

Cisco Prime Collaboration 11.6, see [Cisco Prime Collaboration Ordering Guide](#). You must have Cisco partner privilege to access the Ordering Guide.

When you install Cisco Prime Collaboration Assurance - Business OVA, it gets installed in Standard mode by default. You must navigate to **Activate Business** page in the main menu to activate the Business option. You can activate the Business option in Evaluation mode or by applying purchased license. The Evaluation period is valid up to 60 days. After the evaluation expires, you can apply for permanent license from the License Management page. If you do not apply for permanent license after the expiry of Evaluation period, the system comes back to Standard mode.

Cisco Prime Collaboration Assurance Advanced Licensing

Cisco Prime Collaboration Assurance - Advanced, Standard, and Business licensing is based on the endpoint quantity. The number of endpoints determines the number of licenses that you need to purchase to manage

your network. Along with the total number of endpoints, you must also consider the system capacity parameters, such as the number of each supported endpoint types, and CDR limits, to choose the most suitable virtual machine resources for your deployment.

With Assurance Advanced option, you can manage Cisco voice and video Collaboration Systems through a single, consolidated view. It includes continuous, real-time monitoring and advanced troubleshooting tools for Cisco Collaboration applications and endpoints, such as Cisco Unified Communications Manager, Cisco TelePresence Video Communication Server(Cisco VCS), Cisco TelePresence, and so on.

The mode of installation is two modes of installations are—Standard and Evaluation or Advanced. To learn more about Standard and Advanced install mode, see [Deployment Model - Advanced Deployment Models—Standard and Advanced Deployment Models - Standard and Advanced](#).

The quantity of the endpoints determines the number of licenses that you need to purchase to manage your network.

Along with the total number of endpoints, you must also consider the system capacity parameters, such as the number of each supported endpoint types, and CDR limits, to choose the most suitable OVA for your deployment.

For more information on system capacity parameters for Cisco Prime Collaboration Assurance Advanced 12.x, see the [System Capacity for Cisco Prime Collaboration Assurance System Capacity for Cisco Prime Collaboration Assurance and Business](#).

For more information on system capacity parameters for Cisco Prime Collaboration Assurance Advanced 11.0, see the [System Capacity for Cisco Prime Collaboration](#) wiki.

For more information on system capacity parameters for Cisco Prime Collaboration Assurance Advanced 11.1, see the [System Capacity for Cisco Prime Collaboration](#) wiki.

For more information on system capacity parameters for Cisco Prime Collaboration Assurance Advanced 11.5, see the [System Capacity for Cisco Prime Collaboration](#) wiki.

For more information on system capacity parameters for Cisco Prime Collaboration Assurance Advanced 11.6, see the [System Capacity for Cisco Prime Collaboration](#) wiki.

The Cisco Prime Collaboration Assurance Image (R-PC-xxxx) license is required to activate Cisco Prime Collaboration Assurance in a production network. You must order one license for each server. A new license is required for each major upgrade and is included in the upgrade parts and the Product Upgrade Tool entitlements.

You can purchase scale licenses based on the endpoints that you want to manage. For more information on the scale licenses and part numbers in Cisco Prime Collaboration Assurance and Analytics 12.x, see [Cisco Prime Collaboration Ordering Guide](#). You must have Cisco partner privilege to access the Ordering Guide.

You can purchase scale licenses based on the endpoints that you want to manage. For more information on the scale licenses and part numbers in Cisco Prime Collaboration 11.0, see [Cisco Prime Collaboration Ordering Guide](#) , in Cisco Prime Collaboration 11.1, see [Cisco Prime Collaboration Ordering Guide](#) , in Cisco Prime Collaboration 11.5, see [Cisco Prime Collaboration Ordering Guide](#) , and in Cisco Prime Collaboration 11.6, see [Cisco Prime Collaboration Ordering Guide](#) . You must have Cisco partner privilege to access the Ordering Guide.



Note All Unified CM registered endpoints in a specific cluster must be managed in Cisco Prime Collaboration Assurance to provide the statistics data to support all monitoring, testing, and reporting features in Cisco Prime Collaboration Assurance and Analytics; for example, statistics from the Unified CM Publisher CDR are required to compute route group utilization, Severely Conceal Seconds Ratio (SCSR)(%), and call failure measurements. When the Unified CM publisher is discovered, all endpoints (including phones) registered with it are discovered.

To add Cisco Prime Collaboration Assurance license file, go to **System Administration > License Management**. For more information in Cisco Prime Collaboration 12.x, see the *Add and Delete a License File* section of “Manage Licenses” chapter in the [Cisco Prime Collaboration Assurance User Guide - Advanced](#).

For more information in Cisco Prime Collaboration 11.0, see the *Add and Delete a License File* section of “Manage Licenses” chapter in the [Cisco Prime Collaboration Assurance Guide - Advanced](#).

For more information in Cisco Prime Collaboration 11.1, see the *Add and Delete a License File* section of “Manage Licenses” chapter in the [Cisco Prime Collaboration Assurance Guide Advanced](#).

For more information in Cisco Prime Collaboration 11.5, see the *Add and Delete a License File* section of “Manage Licenses” chapter in the [Cisco Prime Collaboration Assurance Guide - Advanced](#).

For more information in Cisco Prime Collaboration 11.6, see the *Add and Delete a License File* section of “Manage Licenses” chapter in the [Cisco Prime Collaboration Assurance Guide - Advanced](#).

Cisco Prime Collaboration Contact Center Assurance Licensing

Cisco Prime Collaboration Contact Center Assurance requires the Cisco Prime Collaboration Assurance Advanced license. The Cisco Prime Collaboration Contact Center Assurance licensing is based on the number of concurrent Unified Contact Center Enterprise (Unified CCE) agents logged in. Apply the Cisco Prime Collaboration Contact Center Assurance license only after adding the Cisco Prime Collaboration Assurance Advanced license.

Cisco Prime Collaboration Contact Center Assurance polls the number of agents logged in to the Unified CCE every 30 minutes. If the number of agents logged in exceeds the permitted number mentioned in the license file, the system displays a popup window with a warning message.

Cisco Prime Collaboration Contact Center Assurance raises one violation per day irrespective of the number of warning popup windows displayed. If there are 10 such violations within the 30-day period, then your license expires within the next 30 days of receiving the tenth violation.

If you add the license file for Cisco Prime Collaboration Assurance Advanced but not for Cisco Prime Collaboration Contact Center Assurance, you can access the features for Cisco Prime Collaboration Contact Center Assurance only until the evaluation expiry or purchase of license. After the evaluation period for Cisco Prime Collaboration Assurance Advanced expires, you can access Cisco Prime Collaboration Assurance Standard mode only.

Upon license expiry, the Unified CCE infrastructure devices are not displayed in the UC Performance dashboard, **Threshold Rules**, and **Correlation Rules** windows. You cannot view the Contact Center Topology page. To continue using these features, purchase the required number of Cisco Prime Collaboration Contact Center concurrent agent licenses. You can view the license details for Cisco Prime Collaboration Contact Center Assurance by navigating to the **System Administration > License Management** page.

For details on the features that are enhanced after you add the Cisco Prime Collaboration Contact Center Assurance license 12.x, see the "Overview of Cisco Prime Collaboration Contact Center Assurance" chapter in [Cisco Prime Collaboration Contact Center Assurance Guide](#).

For details on the features that are enhanced after you add the Cisco Prime Collaboration Contact Center Assurance license 11.0, see the "Overview of Cisco Prime Collaboration Contact Center Assurance" chapter in [Cisco Prime Collaboration Contact Center Assurance Guide](#).

For details on the features that are enhanced after you add the Cisco Prime Collaboration Contact Center Assurance license 11.1, see the *Overview of Cisco Prime Collaboration Contact Center Assurance* chapter in [Cisco Prime Collaboration Contact Center Assurance Guide](#).

The number of agents that you can manage after you purchase a license remains the same as the Evaluation mode. For more information, see [Endpoints and Contact Center Agents Count](#) section.

Cisco Prime Collaboration Analytics Licensing

Cisco Prime Collaboration Analytics is supported only in the Cisco Prime Collaboration Assurance Advanced deployment. Apply the Cisco Prime Collaboration Analytics license after adding the Cisco Prime Collaboration Assurance Advanced license.

The total number of Cisco Prime Collaboration Analytics scale licenses obtained must be greater than or equal to the total number of scale licenses you have for Cisco Prime Collaboration Assurance Advanced. For example, if you are managing 1000 endpoints in Cisco Prime Collaboration Assurance Advanced, you must have Cisco Prime Collaboration Analytics license for 1000 or more endpoints.

Endpoints and Contact Center Agents Count

The number of endpoints and agents that are supported in Cisco Prime Collaboration Assurance - Advanced (including Cisco Prime Collaboration Analytics and Contact Center Assurance) depends on the OVA size. The Cisco Prime Collaboration Analytics endpoints count must be greater than or equal to the total number of endpoints you have in Cisco Prime Collaboration Assurance - Advanced.

You can manage the following endpoint and agent quantities in the Cisco Prime Collaboration Assurance - Advanced and Cisco Prime Collaboration Contact Center Assurance. These numbers are applicable for Evaluation and Licensed modes.

OVA Deployment Model	Total Number of Endpoints	IP Phones/Software Clients/DX Series ¹	Collaboration Room Endpoints/EX Series	Immersive TelePresence	Concurrent Contact Center Agent
Small (Enterprise and MSP)	Up to 3000	Up to 3000	Up to 250	Up to 50	Up to 500
Medium (Enterprise and MSP)	Up to 20,000	Up to 20,000	Up to 2500	Up to 500	Up to 4000
Large (Enterprise and MSP)	Up to 80,000	Up to 80,000	Up to 3000	Up to 500	Up to 12000

Enterprise Very Large	Up to 150,000	Up to 150,000	Up to 5000	Up to 1000	Up to 12000
MSP Very Large	Up to 150,000	Up to 150,000	Up to 5000	Up to 1000	<p>Up to 12000</p> <p>For more information on Cisco Prime Collaboration 12.x, see System Capacity for Cisco Prime Collaboration Assurance - Advanced and Contact Center Assurance.</p> <p>For more information on Cisco Prime Collaboration 11.0, see 2 and for Cisco Prime Collaboration 11.1, see 3 and for Cisco Prime Collaboration 11.5, see 4 and for Cisco Prime Collaboration 11.6, see 5</p>

¹ You can have Cisco Prime Collaboration Assurance deployment with only IP Phones/Software Clients/DX Series endpoints. This can include only hard phones or a combination of soft phones and hard phones.

² See [System Capacity for Cisco Prime Collaboration](#)

³ See [System Capacity for Cisco Prime Collaboration](#)

⁴ See [System Capacity for Cisco Prime Collaboration](#)

⁵ See [System Capacity for Cisco Prime Collaboration](#)

For more information on endpoint types, see [Collaboration Endpoints](#).