



License Management

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Introduction

Here are some of the things you can do to administer your licenses:

- Determine licensing requirements for your product. See [License View Settings](#).
- Migrate your existing licenses if your Cisco Prime License Manager manages upgraded product instances that implement a different licensing methodology. See [Migrate Licenses to Cisco Prime License Manager, on page 7](#).
- Perform new license fulfillment. See [Create a License Plan, on page 1](#).

Create a License Plan

Use the following procedure to plan the addition of new licenses.

Procedure

- Step 1** From the **Licenses > Planning** window in Cisco Prime License Manager, click **Create an Add Licenses Plan**.
- Step 2** From the **Choose Product** section, select the product type and license version of the product to which you will be adding a licence. Click **Next**.
- Step 3** From the **License Counts** section, adjust the number of licenses that will be allocated to each type of license and click **Save** to save your changes for that license type. You may also choose to run a compliance check by clicking **Run Compliance Check**, or reset the license values by clicking **Reset Values**. After the number of licenses has been set, click **Next**.
Clicking the arrow next to each license type reveals additional information about that license type.
- Step 4** If your compliance check fails, you can return to **License Counts** to make additional changes. If the compliance check passes, click **Next** to move to the next section.
- Step 5** In **Summary and Next Steps** section, you can view and save a summary of the changes you made. You can also enter your own summary name and description.
- Step 6** To view the summary, click **View Summary**. The **Save Summary in Cisco Prime License Manager** option is selected by default. A default name for the summary also appears in the **Name** field using the format `<product-type>-add-<date-time-stamp>` format. Instructions for placing your order and fulfilling your licenses also appear in this section.
- Step 7** Click **Finish**
-

What to Do Next

- 1 Place your order:** Purchase your licenses or use your service contract to get a PAK.
- 2 Fulfill your licenses:** Enter your PAK into the License Fulfillment screen of Cisco Prime License Manager and, through the e-Fulfillment process, fulfill your licenses. Cisco Prime License Manager communicates with Cisco licensing servers and your new licenses will be installed and ready to use.

Use Electronic Fulfillment to Add Licenses

Complete the following procedure to electronically fulfill your licenses.

Before You Begin

Create a licenses plan.

Procedure

- Step 1** From the Cisco Prime License Manager main menu, choose **Licenses > Fulfillment**.
- Step 2** In eFulfillment mode, click **Fulfill Licenses from PAK**.
- Step 3** Choose **Add licenses from a new PAK** and enter the Product Authorization Key (PAK) code.

If you have previously entered PAKs in Cisco Prime License Manager, choose **Add licenses from an already-installed PAK that supports partial fulfillment** and select the existing PAK code from the drop-down list.

Step 4 Click **Next**.

Step 5 If prompted for your Cisco.com account information, enter the username and password you entered when you registered at Cisco.com.

Step 6 Click **OK**.

If there are licenses remaining to be fulfilled (and the PAK username and password are validated), the **Fulfill Licenses** section appears.

Step 7 The licenses within the PAK are listed by SKU name. The numbers of each license are categorized under a number of headings to indicate how many have been fulfilled and how many are remaining. You can specify the number of licenses you want to fulfill by selecting **Fulfill** in the **Actions** column for that license type.

The Fulfill Licenses window appears.

Step 8 Specify the count in the **Fulfill** column, and click **Save**

Step 9 Click **OK** to close the window.

Important PAKs that are not eligible for partial fulfillment are packaged together, so they can only be fulfilled at a single Cisco Prime License Manager. For example, an NFR (not-for-resale) order is sold as a package with 20 CUWL Pro Cisco Unified Communications Manager and Unity Connection licenses and five TelePresence Room licenses.

The updated count now appears in the Fulfill column of the Fulfill Licenses table.

Step 10 After you have fulfilled your licenses, you may choose to **Run Compliance Check** to ensure that you are in compliance.

Step 11 Click **Next** to review your changes. If you are not satisfied with your changes, click **Previous** to return to the **Fulfill Licenses** section.

Step 12 If you are satisfied with your changes, click **Next** in the Fulfill Licenses section.

Step 13 In the **Transaction Options and License Agreement** section, enter a description (optional). You can associate this transaction with a saved license summary by selecting that option and then selecting the name of the license summary from the drop-down list.

Step 14 Indicate that you accept the conditions of the **End User License Agreement**.

Step 15 Click **Finish**.

Upon successful completion of the e-Fulfillment process, the new fulfillment appears in the **License Fulfillment** table.

Upgrade Existing Licenses

There are three types of license upgrades:

- License feature upgrades
- License version upgrades
- License feature and version upgrades



Note Upgrade licenses can only be used to convert currently installed licenses.

Use the following procedure to fulfill a major version upgrade using eFulfillment.

Procedure

- Step 1** From the Cisco Prime License Manager main menu, select **Licenses > Fulfillment**.
- Step 2** In eFulfillment mode, click **Fulfill Licenses from PAK**.
- Step 3** Select **Add licenses from a new PAK** and enter the Product Authorization Key (PAK) code. If you have previously entered PAKs in Cisco Prime License Manager, you can select **Add licenses from an already-installed PAK that supports partial fulfillment**. After you have selected that option, select the existing PAK code from the drop-down menu.
- Step 4** Click **Next**. If prompted for your Cisco.com account information, enter the username and password you entered when you registered at Cisco.com.
- Step 5** Click **OK**.
If there are licenses remaining to be fulfilled (and the PAK username and password are validated), the **Fulfill Licenses** section appears.
Licenses can only be fulfilled using the cisco.com account to which they were initially issued.
- Step 6** The licenses within the PAK are listed by SKU name. The numbers of each license are categorized under a number of headings to indicate how many have been fulfilled and how many are remaining. You can specify the number of licenses you want to fulfill by selecting **Fulfill** in the Actions column for that license type. In the **Fulfill Licenses** window you can specify the license version, feature, or both, and click **Save** then click **OK** to close the window. The updated count now appears in the Fulfill column of the Fulfill Licenses table.
- Note** Some PAKs are not eligible for partial fulfillment. These PAKs are packaged together, so they can only be fulfilled at a single Cisco Prime License Manager in a single transaction. For example, an NFR (not-for-resale) order is sold as a package with 20 CUWL Pro Unified CM and Unity Connection licenses and five TelePresence Room licenses.
- Note** If licenses are listed as "Fulfilled" (under "Before Fulfillment" in the Fulfill Licenses table), those licenses have previously been fulfilled by this or another Cisco Prime License Manager.
- Note** Once you have fulfilled your licenses as selected, you may wish to click **Run Compliance Check** to ensure that you are in compliance.
- Step 7** Click **Next** to review your changes. If you are not satisfied with your changes, click **Previous** to return to the **Fulfill Licenses** section. If you are satisfied with the changes, click **Next** to move to the next section.
- Step 8** Click **Next** in the Fulfill Licenses section opens the Transaction Options and License Agreement section. In this section, you may enter a description (optional). You may also associate this transaction with a saved license summary by selecting that option and then selecting the name of the license summary from the drop-down list.
- Step 9** Select the checkbox to accept the conditions of the End User License Agreement.
- Step 10** Click **Finish**.
Upon successful completion of the e-Fulfillment process, the new fulfillment appears in the License Fulfillment table.
-

Other Fulfillment Options

Next to the Fulfill Licenses from the PAK option on the **License Fulfillment** page, there is another option entitled **Other Fulfillment Options**.

In Manual Fulfillment mode, selecting the drop-down arrow under this option reveals only one option: Generate License Request.

In eFulfillment mode, selecting the drop-down arrow under this option reveals three options:

- Fulfill Licenses from File
- Generate License Request
- Retrieve Fulfilled Licenses

Fulfill Licenses from File

To fulfill licenses from a file on your computer:

- 1 Select **Other Fulfillment Options > Fulfill Licenses from File**.
- 2 The Install License File window opens. Click the **Browse** button to locate the file on your computer. Select the file and click **Open**.
- 3 You can add a description and associate the transaction with a saved license plan (optional).
- 4 Click the **Install** button to install the license file.

Generate License Request

To obtain a new license (using Manual fulfillment) generate a license request through the **Licenses > Fulfillment** page, and then use the information generated to submit a request. You receive your license file through email. Use the following procedure to generate a license request.

- 1 Log in to Cisco Prime License Manager.
- 2 From the **Licenses > Fulfillment** window, select **Generate License Request** from the drop-down list under Other Fulfillment Options.
- 3 Copy the selected text to your clipboard or click **Save it to a file on your PC**.



Remember

Once you have your license request information saved either to your clipboard or to your computer, access the Cisco License Registration site and paste it into the appropriate field. When you receive your license file through email, install your new license file in Cisco Prime License Manager using the [Fulfill Licenses from File](#), on page 5 procedure.

Retrieve Fulfilled Licenses

The **Retrieve Fulfilled Licenses** option is exclusive to e-Fulfillment. This feature connects to the Cisco licensing servers to retrieve and install the licenses that have been fulfilled for this Cisco Prime License Manager. This feature is useful if you wish to synchronize your Cisco Prime License Manager with the Cisco back office regarding licenses that have been fulfilled.

Use the following procedure to retrieve fulfilled licenses:

- 1 Log in to Cisco Prime License Manager.

- 2 Select **Licenses > Fulfillment**.
- 3 If not already selected, click the **Enable** button to enable e-Fulfillment.
- 4 Under Other Fulfillment Options, select **Retrieve Fulfilled Licenses**. The Retrieve Fulfilled Licenses window appears.
- 5 Enter your Cisco Username and Password. You can add a description (optional) in the Transaction Description field.
- 6 Click the **Retrieve and Install Licenses** button.
- 7 Your Cisco Prime License Manager is synchronized with the Cisco back office and all licenses currently fulfilled are installed.

License Rehost

Licenses are fulfilled to a specific Cisco Prime License Manager. If you require licenses to be moved to a new Cisco Prime License Manager, they will need to be rehosted.

A rehost may be required if:

- A hardware failure occurred and new hardware is required for Cisco Prime License Manager
- Multiple Cisco Prime License Managers are desired and a subset of fulfillment licenses need to be moved to a new Cisco Prime License Manager

License rehosts or transfers can be requested at www.cisco.com/go/license and do not require Global Licensing Operations (GLO) support.



Note

In order to use the rehost portal, you must use the same Cisco.com user ID that initially ordered or fulfilled the licenses.

To perform a rehost, the license registration ID from the source machine as well as license request or license registration ID from the target machine is required.

Use the following procedure to perform a license rehost.

Procedure

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- Step 1** From Product License Registration (www.cisco.com/go/license), select **Devices**.
- Step 2** Under the License ID tab of a particular device, select the license(s) that you want to rehost.
- Step 3** In the pop-up that appears, select **Rehost/Transfer**.
- Step 4** In the **Quantity to Assign** field, enter the number of licenses you want to transfer.
- Step 5** In the **License Request** field, enter the License Request from the Cisco Prime License Manager of the target device.
- Step 6** Click **Next**.
- Step 7** In the **Review** screen, review your selections.
- Step 8** Enter your email address, select your name from the drop-down list next to **End User**, and indicate that you agree with the Terms of the License.
- Step 9** Click **Submit**.
- Step 10** The rehosted license is emailed to you. It must then be manually installed on the target Cisco Prime License Manager.
- Note** The license can also be downloaded to your machine by clicking **Download Target** on the **License Request Status** window and choosing the download location.
-

Migrate Licenses to Cisco Prime License Manager

When you upgrade a product instance from 8.x and earlier to 9.x and later, you must manually migrate your licenses. With the assistance of the Global Licensing Organization (GLO), you must convert licensing from the old paradigm to the new paradigm. For example, you can transfer licenses from Cisco Unified Communications Manager Release 8.x and older to Release 9.x and later.

This section describes the different migration paths you can follow using Cisco Prime License Manager. Cisco Emergency Responder, Cisco Unified Communications Manager, and Cisco Unity Connection each have their own migration paths.



Note The migration path you follow depends upon a number of factors (for example: the product type, whether servers contain data from a previous version, and so on). The following flow charts provide a guide for the decisions that must be made to successfully complete your migration. For a broader view of the migration process, see the release notes for the product instance in question.

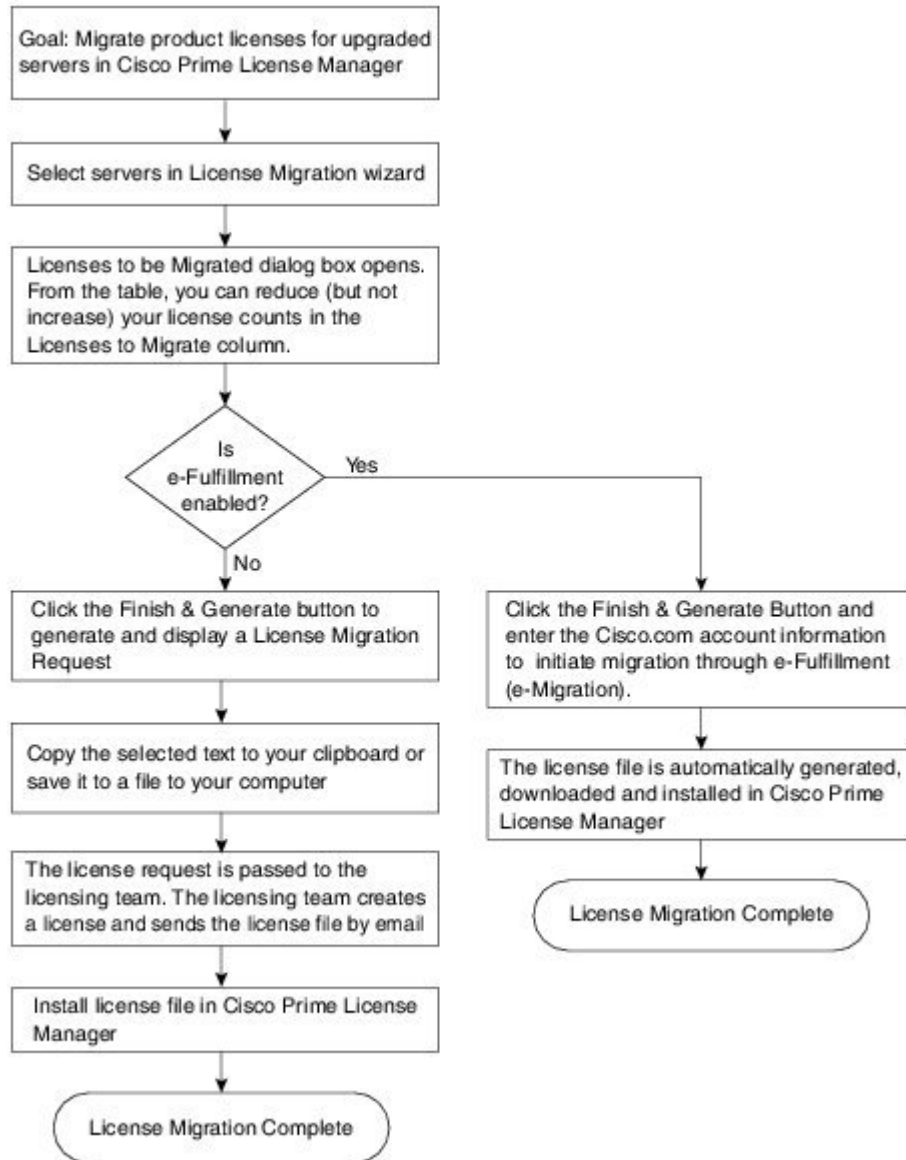


Note If Cisco Prime License Manager is in demo mode, do not create multiple migration requests. Complete the first migration, including installation of the license, prior to initiating a second migration. If a migration request results in multiple license files, install all of them, in order, before proceeding.

Use the following procedure to plan for migration of product instances whose licenses have not yet been migrated to Cisco Prime License Manager.

Cisco Emergency Responder Migration Path

The following flow chart will aid you in migrating Cisco Emergency Responder licenses to Cisco Prime License Manager:



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Cisco Emergency Responder Migration Path with E-Fulfillment Enabled

The term Standard Migration refers specifically to Cisco Emergency Responder. Cisco Unified Communications Manager and Cisco Unity Connection have their own unique migration paths and are documented separately.

Use the following procedure to plan for migration of product instances whose licenses have not yet been migrated to Cisco Prime License Manager if e-Fulfillment is enabled.

Procedure

- Step 1** From the **Licenses > Fulfillment** window in Cisco Prime License Manager, select **Fulfillment Options > Migrate Licenses**.
 - Step 2** From the **Choose Product Type** section, select the type of product to upgrade from the drop-down menu and click **Next**.
 - Step 3** From the **New License Version** section, select the version of the product to which you are migrating licenses.
 - Step 4** From the **Available Product Instances** window, select a product instance and click the arrow to move it to the **Product Instances to Migrate** window.
Click **Next**.
 - Step 5** From the table, you can reduce (but not increase) your license counts in the **Licenses to Migrate** column. You may also choose to run a compliance check by clicking **Run Compliance Check**, or reset the license values by clicking **Reset Values**. Click **OK** to close the dialog box and then click **Next** to move on to the **Summary and Next Steps** section.
 - Step 6** Specify an optional description for the transaction. Read the End User License Agreement and click **Finish & Generate Request**.
 - Step 7** Enter your Cisco user ID in the **Cisco.com (CCO) User ID** field.
The request is electronically submitted, and processed immediately. Your licenses are installed automatically.
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Cisco Emergency Responder Migration Path with E-Fulfillment Disabled

The term Standard Migration refers specifically to Cisco Emergency Responder. Cisco Unified Communications Manager and Cisco Unity Connection have their own unique migration paths and are documented separately.

Use the following procedure to plan for migration of product instances whose licenses have not yet been migrated to Cisco Prime License Manager if e-Fulfillment is disabled.

Procedure

- Step 1** From the **Licenses > Fulfillment** window in Cisco Prime License Manager, select **Fulfillment Options > Migrate Licenses**.
- Step 2** From the **Choose Product Type** section, select the type of product to upgrade from the drop-down menu and click **Next**.
- Step 3** From the **New License Version** section, select the version of the product to which you are migrating licenses.
- Step 4** In the **Available Product Instances** window, select a product instance and click the arrow to move it to the **Product Instances to Migrate** window.
Click **Next**.
- Step 5** From the table, you can reduce (but not increase) your license counts in the Licenses to Migrate column. You may also choose to run a compliance check by clicking the Run Compliance Check button, or reset the license values by clicking the Reset Values button. Click **OK** to close the dialog box and then click **Next** to move on to the **Summary and Next Steps** section.
- Step 6** In the Summary and Next Steps section, you can view and save a summary of the changes you made. To view the summary, click **View Summary**. A default name for the summary also appears in the **Name** field using

the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click **Finish & Generate Request**.

Step 7 Copy the selected text to your clipboard or click **Save it to a file on your computer**.

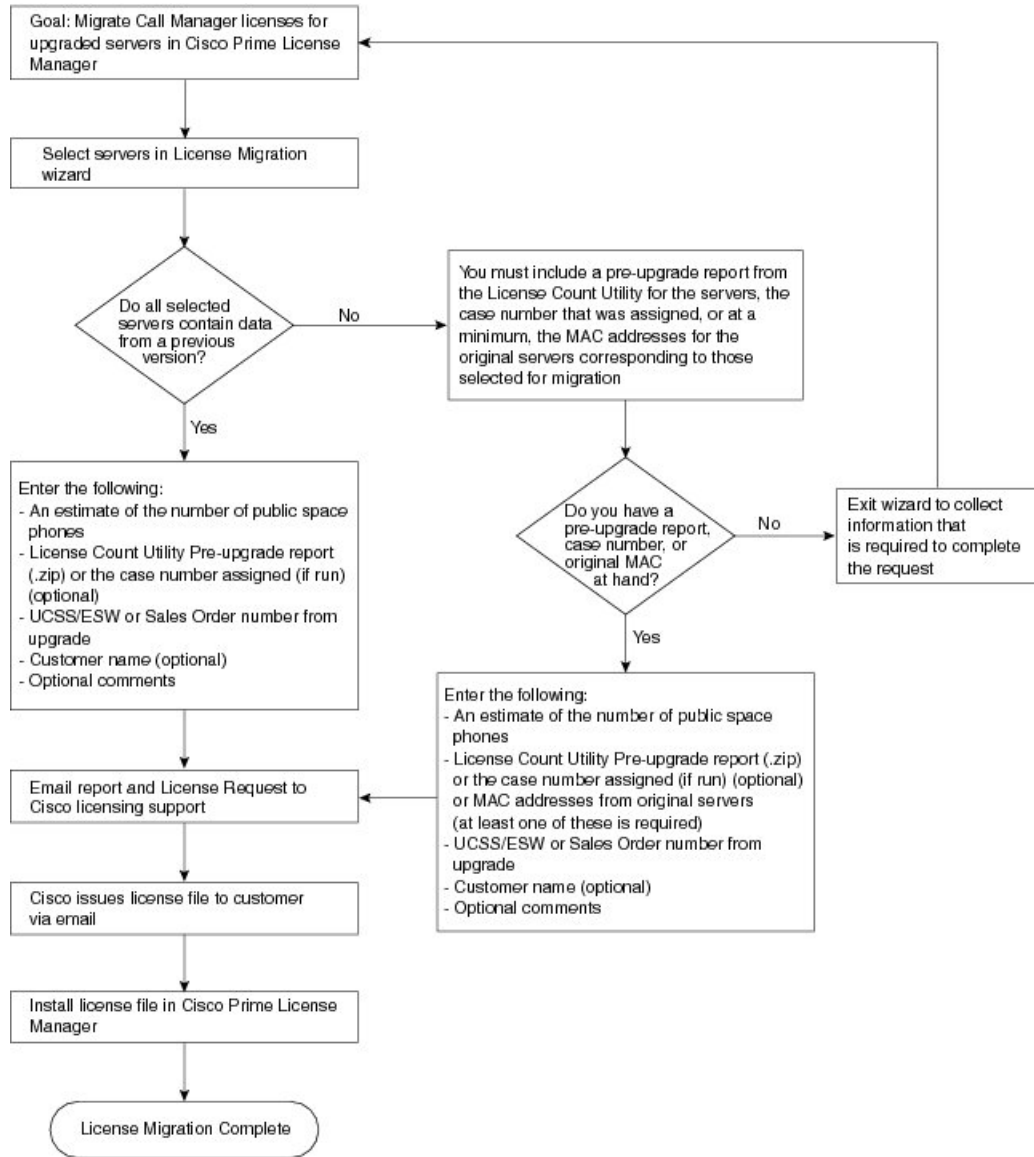
Step 8 Select **License Migration Portal** under Step 2 and paste the copied text in the designated field or select the saved file from your computer.

Step 9 Click **Close** to return to the **License Fulfillment** page.

Cisco Unified Communications Manager Migration Path

The following flow chart will aid you in migrating Cisco Unified Communications Manager licenses to Cisco Prime License Manager:

Figure 1: Cisco Unified Communications Manager Migration Flow Chart



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Use the following procedure to plan for migration of all Unified Communication product instances whose licenses have not yet been migrated to Cisco Prime License Manager.

Procedure

- Step 1** From the **Licenses > Fulfilment** window in Cisco Prime License Manager, select **Fulfillment Options > Migrate Licenses**.
- Step 2** In the **Migrate Licenses to Cisco Prime License Manager** wizard, select **Unified CM** from the drop-down menu in the **Choose Product Type** section.
- Step 3** From the **New License Version** section, select the version of the product to which you are migrating licenses. The migration process is outlined in this section, and is dependent on the type of product you select.
- Step 4** Click **Next**.
- Step 5** To upgrade a product instance, select the product instance in the **Available Product Instances** window and click the arrow to move it to the **Product Instances to Migrate** window.
- Note** By default, only product instances containing license data from a previous version of Cisco Unified Communications Manager are displayed in the Available Product Instances table. If the product instance you upgraded does not appear in the list, click the **Show additional Unified CM product instances** check box. Selecting this check box adds product instances that contain no prior license data to the list as well as those that were included in prior license migration requests.
- Step 6** Click **Next**.
- Step 7** The Summary of Pre-Upgrade Product Instance Data table lists the product instances you selected in the previous step. This table cannot be edited. Below the table are a number of fields that require input:

Field	Input
Public Space Phones	An estimate of the number of public space phones. Public space phones do not have users assigned and are typically placed in shared workspaces, lobbies and meeting rooms. These phones generally require lower level licenses, so providing an estimate of the number of these phones in your deployment will help Cisco more accurately determine your license requirements.
Case Numbers (Optional)	A case number assigned if the report was sent to Cisco Licensing Support
License Count Utility Reports (Optional)	Click Upload Report to open the Upload License Count Utility Report dialog box. Click Browse to select the report file and then click Upload Report .
MAC Addresses (Optional)	The MAC addresses from the original servers that were upgraded. These MAC addresses will be used to look up the licenses that were registered on those product instances.

Once you have selected the appropriate option and entered the necessary information, click **Next**.

- Step 8** In this **Summary and Next Steps** section, indicate how the upgrade was ordered:
- Upgraded using one or more service contracts
 - Purchased the upgrade

If you select "Upgraded using one or more service contracts", enter the UCSS/ESW Contract Numbers. If you select "Purchased the upgrade", enter the Sales Order Numbers.

- Step 9** Enter your Cisco user ID in the **Cisco.com (CCO) User ID** field.

Company Name and the field used to capture additional information are optional. However, if you enter the company name, it is used in the subject line of the email and is included in the name of the zip file.

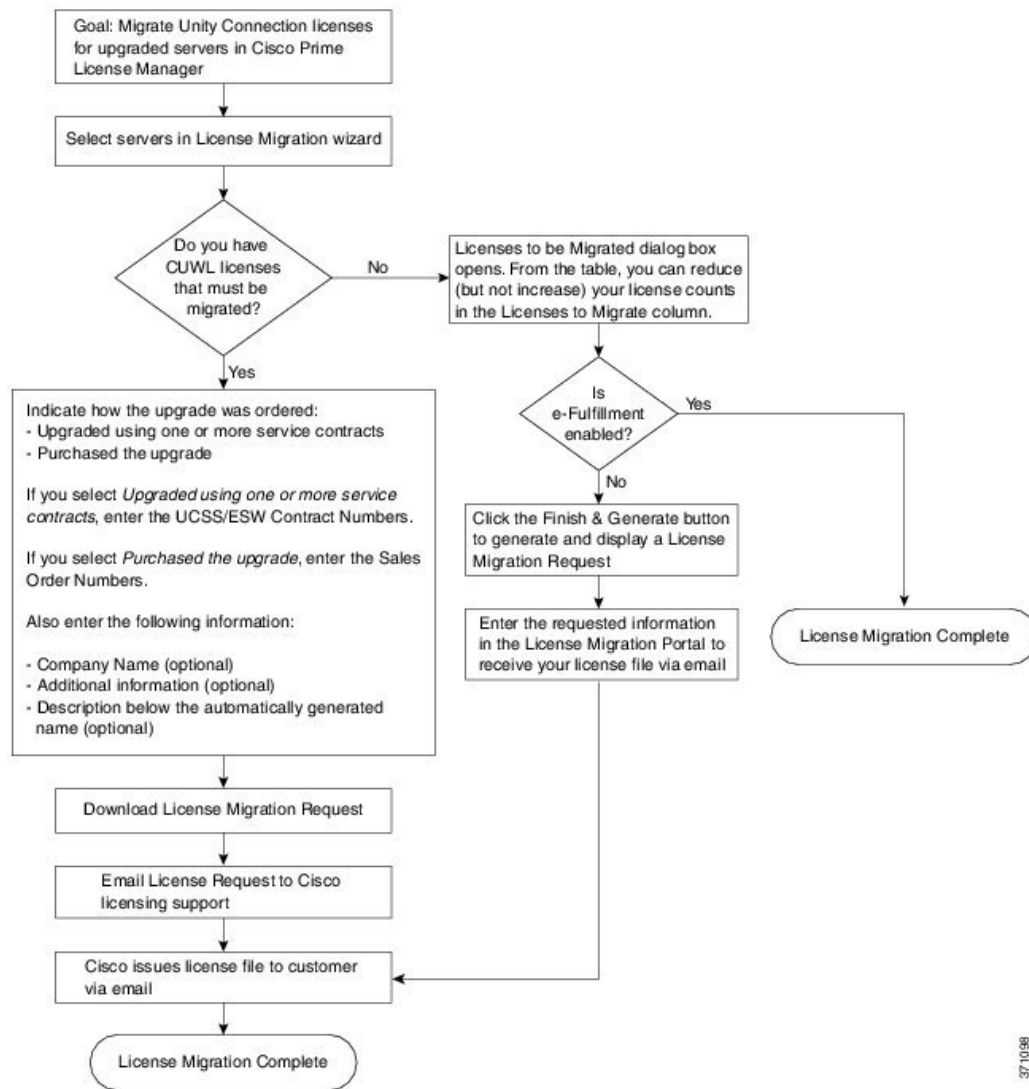
A default name for the summary also appears in the Name field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click **Finish & Generate Request**.

- Step 10** From the **License Migration Request and Next Steps** window, download the License Migration Request zip file to your computer.
Email the License Migration Request to Cisco licensing support using the link provided.
Click **Close** to return to the License Fulfillment page.
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Cisco Unity Connection Migration Path

The following flow chart will aid you in migrating Cisco Unity Connection licenses to Cisco Prime License Manager:

Figure 2: Unity Connection Migration Flow Chart



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Use the following procedure to plan for migration of all Unity Connection product instances whose licenses have not yet been migrated to Cisco Prime License Manager.

Procedure

- Step 1** From the **Licenses > Fulfillment** window in Cisco Prime License Manager, select **Fulfillment Options > Migrate Licenses**.
- Step 2** In the **Migrate Licenses to Cisco Prime License Manager** wizard, select **Unity Connection** from the drop-down menu in the **Choose Product Type** section.
- Step 3** From the **New License Version** section, select the version of the product to which you are migrating licenses. The migration process is outlined in this section, and is dependent on the type of product you select.
- Step 4** Click **Next**.
- Step 5** To upgrade a product instance, select the product instance in the **Available Product Instances** window and click the arrow to move it to the **Product Instances to Migrate** window.
- Step 6** Click **Next**.
- Step 7** The **License Counts** section prompts you to select one of two options relating to Cisco Unified Workshop Licenses (CUWL):

Option	Input
I have CUWL licenses to be migrated	Click Next to move on to the Summary and Next Steps section.
I do not have CUWL licenses to be migrated.	You can reduce (but not increase) your license counts in the Licenses to Migrate column. You may also choose to run a compliance check by clicking Run Compliance Check , or reset the license values by clicking Reset Values . Click OK to close the dialog box and then click Next to move on to the Summary and Next Steps section.

- Step 8** The option you selected in Step 4 determines the information displayed in the **Summary and Next Steps** section.

Option	Description
I have CUWL licenses to be migrated	<p>In this section you must indicate how the upgrade was ordered:</p> <ul style="list-style-type: none"> - Upgraded using one or more service contracts - Purchased the upgrade <p>If you select Upgraded using one or more service contracts, enter the UCSS/ESW Contract Numbers.</p> <p>If you select Purchased the upgrade, enter the Sales Order Numbers.</p> <p>Enter your Cisco user ID in the Cisco.com (CCO) User ID field.</p> <p>Company Name and the field used to capture additional information are optional. However, if you enter the company name, it is used in the subject line of the email and is included in the name of the zip file.</p> <p>A default name for the summary also appears in the Name field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click Finish & Generate Request.</p> <p>From the License Migration Request and Next Steps window, download the License Migration Request zip file to your computer.</p> <p>Email the License Migration Request to Cisco licensing support using the link provided.</p> <p>Click Close to return to the License Fulfillment window.</p>
I do not have CUWL licenses to be migrated and e-Fulfillment is enabled	<ol style="list-style-type: none"> 1 Specify an optional description for the transaction. Read the end User License Agreement and select the check box to confirm. 2 Click Finish and Generate. 3 Enter your Cisco.com login and click OK. 4 The request is electronically submitted, processed immediately, and your licenses are installed automatically.
I do not have CUWL licenses to be migrated and e-Fulfillment is disabled	<p>In this section you can view and save a summary of the changes you made. To view the summary, click View Summary. A default name for the summary also appears in the Name field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click Finish & Generate Request.</p> <p>From the License Migration Request and Next Steps window, copy the selected text to your clipboard or click Save it to a file on your computer.</p> <p>Select License Migration Portal under Step 2 and paste the copied text in the designated field or select the saved file from your computer.</p> <p>Click Close to return to the License Fulfillment window.</p> <p>Note Only e-Migration transactions are accessible on the License Fulfillment window. Since this is a manual migration, the migration plan is accessible only on the License Planning window.</p>

Alternate Cisco Unified Communications Manager Migrations Path

The following are alternate migration paths, available for use under specific circumstances:

- Upgrades completed without the License Count Utility (LCU) Report
- Fresh install with imported pre-9.x data

Upgrades completed without LCU Report

The Cisco Prime License Manager Migration Utility relies on DLU and license usage retained during the upgrade.

In situations where a product is upgraded to 9.x, 10.x, or 11.x without running License Count Utility on a pre-9.x version. Please contact the Cisco licensing office and have the license file reissued if changes are required.

Fresh install with imported pre-9.x data

A migration may be required following a fresh install in situations where pre-9.0 DLU or license information is not available in Release 9.x, 10.x, or 11.x VM. This may occur when:

- UC Release 8.6 needs to be upgraded as a new VM, with phone data exported
- A new Release 9.x, 10.x, or 11.x VM is created, with phone data imported

The following procedure enables you to perform a migration after a fresh install. This procedure requires that an LCU report be run against pre-upgrade product instance, if still accessible, or that MAC addresses of the pre-upgrade product instances be available.

Procedure

- Step 1** From the **Licenses > Fulfillment** window in Cisco Prime License Manager, click **Fulfillment Options > Migrate Licenses**.
- Step 2** In the **Migrate Licenses to Cisco Prime License Manager** wizard, select the type of product to upgrade and the version from the drop-down menus in the **Choose Product Type** section. The migration process is outlined in this section, and is dependent on the type of product you select.
- Step 3** Click **Next**.
- Step 4** From the **Choose Product Instances** section appears, check the checkbox next to **Show additional Unified CM product instances**. Selecting this option allows you to view products without prior version data.
- Step 5** To migrate a product instance, select it in the **Available Product Instances** window and click the arrow to move it to the **Product Instances to Migrate** window. Click **Next**.
- Step 6** After you have read the contents of the Additional Information Will Be Required window, click **Continue** to close the window.
- Step 7** Enter the following information in the License Counts section:
 - The number of public space phones in the Public Space Phones field
 - Case Numbers
 - License Count Utility Reports - select the zip file using the Upload Report button

- The MAC address in the MAC Addresses field

Click **Next**.

- Step 8** Download the License Migration Request zip file to your computer.
- Step 9** Email the License Migration Request to Cisco licensing support using the link provided.
- Step 10** Click **Close** to return to the **License Planning** window.
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Licensing Migration Support

Product licensing has a grace period from the time that users are configured on the system. For Cisco Unified Communications Manager and Unity Connection, the grace period is 60 days.

The Global Licensing Operations (GLO) Team is available 24 x 7 x 365 and has knowledgeable agents that can help process your request and route it to the team best able to assist you. Expect a response within 48-72 hours.

To obtain migration support, select one of the following options:

- Open your service request through the web: <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>
- Open any service request through licensing@cisco.com (include Cisco.com user ID)
- Open a service request by telephone using country-specific numbers: <http://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>