CUCM 9.x+和ELM — 许可证升级和安装

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简介

本文档介绍如何使用思科企业许可证管理器(ELM)在思科统一通信管理器(CallManager)(CUCM)上 升级或安装许可证。本文档重点介绍(CUCM许可专用于9.x版或更高版本。Cisco Unity Connection许可不同

先决条件

要求

Cisco推荐您:

- 安装Cisco Unified Communications Manager(CallManager)(CUCM)9.x版或更高版本。 注意:强烈建议使用CUCM 9.1.1.20000-5,因为已知许可错误。
- •确认思科企业许可证管理器(ELM)服务器和CUCM服务器的网络时间协议(NTP)层为4或更低。 在命令行界面(CLI)上**使用utils NTP status命令进行验证。**
- 在您的思科连接在线(CCO)帐户上拥有完整而准确的许可帐户信息。

使用的组件

本文档中的信息基于以下软件和硬件版本:

- •思科统一通信管理器(CallManager)(CUCM)9.x版及更高版本
- CUCM 9.x版及更高版本上的CiscoEnterprise License Manager

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您使用的是真实网络,请确保您已经了解所有命令的潜在影响。

规则

有关文档规则的信息,请参阅 <u>Cisco 技术提示规则。</u>

升级和安装

- 1. 登录Cisco Unified Communications Enterprise License Manager。
- 2. 在闪屏上,单击"License Manager(许**可证管理器)**"链接。

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This product contain and use. Delivery of Importers, exporters agree to comply with immediately.	s cryptographic features and is subject to United States and local country laws governing import, export, transfer Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product
A summary of U.S. I	aws governing Cisco cryptographic products may be found at http://tools.cisco.com/legal/export/pepd/Search.do

- 3. 展开"**库存"**,然后单**击"产品实例**"。
- 4. 将许可证管理器指向要在上使用许可证的CUCM服务器/集群。最好仅将CUCM发布方的主机 名/IP地址部分的IP地址使用。您不需要指向任何订阅者。

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- 6. 单击Test Connection并确保其成功。
- 7. 单击**立即同步**。
- 8. 如果集群已从CUCM的早期版本升级,且所有数据都已放入CUCM,请执行以下步骤。展开 "**许可证管理**",然后单**击"许可证规**划"。
- 9. 单击Upgrade Licenses。

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12. 单击Next查看许可证类型的选择。

13. 选择许可证类型;思科建议您选择您计划在将来购买的类型。例如,如果您当前购买Cisco Unified Workspace License(CUWL),请选择**CUWL**。

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- 17. 点击屏幕上步骤2中的链接,然后使用您的CCO ID登录。本步骤的其余部分假设您的帐户信息正确。
- 18. 选择Cisco Unified Communications 9.0并继续。

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许可证工具会快速生成许可证文件,因此您无需等待几分钟即可通过电子邮件接收许可证文 件。

22. 保存ZIP文件并解压其中的文件。

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23. 导航至ELM,展开**License Management**,然**后单击Licenses** 以安装许可证。根据ELM版本 ,选择适当的方法上传许可证;不同版本中有不同的上传选项。在本例中,有一个下拉列表 显示生成许可证请求。

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Licenses	Licenses				
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Invertory	File Name		Description	Installation Date	

验证

使用本部分可确认配置能否正常运行。

安装许可证文件后,单击ELM工具右上角的"关于"图标时,不应看到"演示模式"。

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当您检查许可证使用情况时,您会看到相应的详细信息。

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提示:请务必单击"立即同步"按钮。

故障排除

本部分提供的信息可用于对配置进行故障排除。

同步状态中出现安全错误

安全错误通常是由ELM或主机名/IP更改引起的基于证书的问题。

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检查NTP层,如先决条件中所述,然后在CLI上输入以下命令:

管理员:许可证客户端重置注册

删除并重新添加CUCM,它应该成功同步。如果同步失败,请向CUCM团队提交技术支持中心 (TAC)案例,以进一步调查。

许可证请求状态

如果您在许可工具上遇到许可证请求状态错误,请向许可团队提交TAC案例以重新生成许可证。在 ELM页面上,展开**License Management**,单**击Licenses**,然后运行License Generate Request。 TAC案例应在48小时内解决。

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无Unified CM产品实例

如果出现"No Unified CM产品实例"错误,请联系许可团队将案例上报给许可业务部门(BU)以重新生成许可证。这通常需要24-48小时。

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产品实例注册失败

如果您的产品实例注册失败,请找到控制集群的ELM实例。

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