



White Paper: Licensing for Cisco Unity (All Versions)

Revised September 1, 2009

This document describes how Cisco Unity licensing works for all versions of Cisco Unity.

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About Cisco Unity License Files

Cisco Unity license files enable Cisco Unity and all the licensed features that the customer purchased. License files do not include any hardware devices, so they do not use USB or parallel ports on the Cisco Unity server. The following sections discuss Cisco Unity license files:

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Cisco Unity Can Use Multiple License Files

Multiple license files can be installed on a server. Each license file may enable one or more features. All the installed license files combined enable the features that the customer wants.

License Files Must Be Installed

For license files to become effective, they must be installed. You install license files by running the Install License File wizard. The wizard prompts you to locate the license files you want to install. The wizard records the path to each license file. When the wizard finishes, it extracts the license data from the license files you located and stores the license data in the UnityDb database. The license data in the database is encrypted to prevent tampering.

Without an installed license file, the Cisco Unity server will not function—except for the secondary server in a failover configuration. For licensing restrictions for failover, see the “Licensing Restrictions on Using a Secondary Server Without a Primary Server” section in the “About Cisco Unity Failover” chapter of the applicable *Failover Configuration and Administration Guide for Cisco Unity*, at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.

We strongly recommend that you keep all license files in the CommServer\Licenses directory on the Cisco Unity server. The directory is where the default license file (CiscoUnity<version>.lic) is located. If you store a license file in a different directory, you can install the license file from that location. However, the Install License File wizard will ask if you want to copy the license file to CommServer\Licenses directory.

New License Files Can Be Added to Existing License Files

License files are cumulative. You can add new license files to an existing Cisco Unity system (for example, to enable additional features, subscribers, or voice messaging ports), and the enabled features for the system are the sum of features in all of the installed license files.

To install additional license files, you run the Install License File wizard again. When asked to locate the license files, the wizard lists the currently installed license files. You leave the currently installed license files in the list, and locate the new license file. When the wizard finishes, it extracts the license data from the current and new license files and stores the licensing date in the UnityDb database.

About Uninstalling License Files

If you want to uninstall a license file, you must run the Install License File wizard. In the list of currently installed license files, you select the license file that you want to uninstall, and remove the entry from the list. After the selected license file is removed from the list, the wizard extracts the license data from the remaining installed license files and stores the revised license data in the UnityDb database. The revised license data overwrites all existing license data in the database. After the wizard finishes, you can delete the uninstalled license file from the system.

Do not delete an installed license file if you are still using the features it enables. The next time you run the Install License File wizard, it will ask you to locate the missing license file before it will continue.

Effects of Adding, Deleting, Renaming, or Modifying License Files

Cisco Unity is not immediately affected if you copy a new license file into the CommServer\Licenses directory, delete an installed license file from the system, rename a license file, or modify an existing license file without running the Install License File wizard. Cisco Unity services are not immediately affected because only the wizard reads license files. All other Cisco Unity applications and services use the license data stored in the UnityDb database. The license data remains unchanged in the UnityDb database unless you run the wizard again.

If you change a license file, the changes are detected when you run the Install License File wizard because each INCREMENT line in a license file has a checksum to detect changes. The Install License File wizard identifies the INCREMENT lines that have been modified, and the features specified by the INCREMENT lines will not be available for use on the Cisco Unity system. For examples of INCREMENT lines, see the [“Format of the License Files” section on page 11](#).

License Files and MAC Addresses

Each license file (except the default license file) is registered to the MAC address (physical address) of the network interface card (NIC) on the Cisco Unity server. The license file for one computer cannot be used on a second computer (for example, because you want to replace the Cisco Unity server). You must obtain a replacement license file registered to the MAC address on the second computer. See the [“Replacing License Files When Replacing a Cisco Unity Server” section on page 10](#).

Dual NICs and the License File MAC Address

The license file can be registered to only one MAC address. If the Cisco Unity server has a dual NIC, you must either configure it for fault tolerance, which assigns one MAC address to both NICs, or disable one of the NICs (by disabling TCP/IP for that NIC or by disabling the NIC in the BIOS) and use the MAC address for the other NIC.

When you order a license file for a dual NIC that has been configured for fault tolerance, specify the virtual MAC address that applies to both NICs rather than the physical MAC address for either of the NICs. The license file is registered to the virtual MAC address, so the license will continue to be valid even if one of the NICs fails.

You can identify the virtual MAC address using the same application that you used to configure fault tolerance.

Permanent and Time-Limited License Files

Permanent license files—those without an expiration date—are issued for standard Cisco Unity systems. Time-limited license files—those with an expiration date—are issued to enable demonstration systems or to address critical customer requests.

For details on determining whether a license file is permanent or time-limited and what the expiration date is, see the [“Format of the License Files” section on page 11](#).

Exclusive License Files

Some license files are “exclusive.” An exclusive license file must be the only license file installed on the Cisco Unity server. For example, the default license file (CiscoUnity<version>.lic) is exclusive. The Install License File wizard prevents you from installing additional license files when an exclusive license file is already installed. The presence of the LicIsExclusive parameter makes a license file exclusive.

To determine whether a license file is exclusive, you can open the license file with Notepad or another text editor and search for LicIsExclusive.

Behavior of License Files That Expire on Different Dates

When a permanent license file and a time-limited license file are installed on the same Cisco Unity server and the expiration date of the time-limited license file arrives, the Cisco Unity server will stop functioning even though the permanent license file remains valid.

Similarly, if multiple license files that expire at different dates are installed on the same Cisco Unity server and the expiration date of a time-limited license file arrives, the Cisco Unity server will stop functioning even if one or more valid license files remain.

To allow the Cisco Unity server to resume functioning with the remaining valid license files, uninstall the expired license file.

Obtaining License Files for a New Cisco Unity System

Revised September 1, 2009

When you order a Cisco Unity system, you must obtain license files that will enable the features that the customer purchased. Do the following two procedures in the order listed.

To Get the MAC Address of the Cisco Unity Computer

- Step 1** On the computer on which Cisco Unity will be installed, do one of the following:
- If the server contains a dual NIC that has been configured for fault tolerance, run the NIC-configuration utility provided by the manufacturer, and write down the MAC address (excluding hyphens) that is shared by the two NICs. Then skip the rest of this procedure.
 - If the server does not contain a dual NIC or if the server contains a dual NIC that is not configured for fault tolerance, on the Windows Start menu, click **Programs > Accessories > Command Prompt**.
- Step 2** In the Command Prompt window, enter **ipconfig /all**, and press **Enter**.

- Step 3** Write down the value of Physical Address, excluding the hyphens, or save it to a file that you can access during online registration. (For example, if the physical address is 00-A1-B2-C3-D4-E5, record 00A1B2C3D4E5.)
- If the server contains a dual NIC, two values will appear. Write down the value for the NIC that you will use to connect the Cisco Unity server to the network.
- Step 4** Close the Command Prompt window.

To Register and Obtain the License Files for a New Cisco Unity System

- Step 1** Browse to the registration website at <http://www.cisco.com/go/license> (URL is case sensitive). You must be a registered user on Cisco.com to obtain license files.
- Step 2** Enter the PAK or software serial number, and click **Submit**.
- Step 3** Follow the on-screen prompts.
- Step 4** Shortly after registration, you will receive an e-mail with the Cisco Unity license files. If license files are lost, it can take up to one business day to get another copy.

If you do not receive the license files within 1 hour or to get another copy of a license file, call the Cisco Technical Assistance Center (TAC) and ask for the Licensing Team:

In the U.S.	800 553-2447
Outside the U.S.	For your local Cisco TAC phone number, see the Cisco Worldwide Contacts page at http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html .

Or open a service request by using the TAC Service Request Tool at <http://tools.cisco.com/ServiceRequestTool/create/DefineProblem.do>.

You will need to provide information to verify Cisco Unity ownership—for example, the purchase order number or the PAK (which appears on the sticker located on the front of the sleeve for Cisco Unity DVD 1 or CD 1).

License Pooling

Revised September 1, 2009

License pooling allows Cisco Unity servers to pool (or share) subscriber licenses for Voice Messaging, Unified Messaging, and the Cisco Unity Inbox.

For all licensed features other than subscriber licenses, licenses cannot be pooled and are set separately for each Cisco Unity server.

See the following sections:

- [System Requirements, page 6](#)
- [Using License Pooling in a Digital Network That Includes Cisco Unity 4.x Servers, page 6](#)

- [How License Pooling Works, page 6](#)
- [How License Pooling Is Enabled, page 6](#)
- [Failover and License Pooling, page 6](#)
- [Viewing the Servers in License Pooling, page 7](#)
- [Removing a Cisco Unity Server from a License Pool, page 7](#)

System Requirements

To use license pooling, Digital Networking must be configured. In addition, for Microsoft Exchange, the servers must be in the same forest. For IBM Lotus Domino, the servers share the same Domino address book.

Using License Pooling in a Digital Network That Includes Cisco Unity 4.x Servers

If you use license pooling in a Digital Network that includes Cisco Unity 4.x servers (for example, Cisco Unity 4.x servers and Cisco Unity 7.x server are Digitally Networked), you must install an Engineering Special on the Cisco Unity 4.x servers. (A separate ES is required for each version of Cisco Unity 4.x.) Refer to the documentation for the Engineering Special for installation instructions.

Engineering Specials are available at <http://sea-toolswww1.cisco.com/HotfixWeb/Download.asp>.

How License Pooling Works

If total utilization across all the networked Cisco Unity servers does not exceed total licenses for the feature, the Cisco Unity server is in compliance with licensing restrictions. For example, suppose two Cisco Unity servers each have 500 licenses for subscribers. With license pooling, one of the servers can use 501 or more licenses as long as the total used by both servers does not exceed 1,000.

License pooling requires that the Cisco Unity servers share the same corporate directory, which stores the license pooling information each server publishes as an attachment to the Location object. Because the pooling information is replicated to other server locations, each Cisco Unity server has the license pooling information it needs to monitor license usage in the pool.

How License Pooling Is Enabled

For each Cisco Unity server, you can choose whether it will participate in the license pool. To place a Cisco Unity server in the pool, install a license file containing the license pooling feature. If the license pooling feature is not installed on a Cisco Unity server, the server does not participate in the pool, and compliance for all features is measured on a per-machine basis.

The license file that enables license pooling contains an INCREMENT line with the LicPoolingIsEnabled parameter.

Failover and License Pooling

When Cisco Unity is configured for failover, a license file containing the license pooling feature is installed only on the primary server.

Viewing the Servers in License Pooling

The networked servers that participate in the license pool can be viewed in the Cisco Unity Licensing utility. You can view these servers by doing the following procedure.

To View the Networked Servers Sharing in License Pooling

-
- Step 1** On the Cisco Unity desktop, double-click the **Cisco Unity Tools Depot** icon.
 - Step 2** In the left pane of the Tools Depot window, expand **Administration Tools**.
 - Step 3** Double-click **License Info Viewer**.
 - Step 4** Under Cisco Unity Licensing, expand **License Pool**.
 - Step 5** Under License Pool, click **Subscriber Mailboxes**, **Maximum Unified Messaging Subscribers**, or **Cisco Unity Inbox Subscribers**.
 - Step 6** In the right pane, the names of the networked servers that share the subscriber license appear.
-

Removing a Cisco Unity Server from a License Pool

You can remove a Cisco Unity server from a license pool by disabling license pooling on that server.



Caution

A Cisco Unity server that you remove from a license pool with other Cisco Unity servers must have enough installed subscriber licenses to enable the subscribers homed on that server. Also, the Cisco Unity servers that remain in the license pool must have enough installed subscriber licenses to enable the subscribers homed on those servers. Otherwise, a license violation will occur. For details on the effects of license violations, see the [“Effects of Cisco Unity License Violations” section on page 15](#).

Do the following procedure.

To Remove a Cisco Unity Server from a License Pool

-
- Step 1** On the Cisco Unity server, log on to Windows by using the Cisco Unity installation account.
 - Step 2** On the Windows Start menu, click **All Programs > Accessories Notepad**.
 - Step 3** In the Notepad window, on the File menu, click **Open**.
 - Step 4** In the Open dialog box, in the Files of Type field, click **All Files**.
 - Step 5** Browse to the CommServer\Licenses directory.
 - Step 6** Click the first Cisco Unity license file and click **Open**.
 - Step 7** Locate line that begins with the following text:


```
INCREMENT LicPoolingIsEnabled
```
 - Step 8** Delete the entire license pooling INCREMENT line and all of its parameters (HOSTID, NOTICE, and SIGN).

The license pooling INCREMENT line will appear similar to the following:

```
INCREMENT LicPoolingIsEnabled cisco x.0 permanent 1 \
  HOSTID=nnnnnnnnnn \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>7</LicLineID> \
```

```
<PAK></PAK>" SIGN=357126C08408
```

- Step 9** On the File menu, click **Save** and close the license file.
 - Step 10** Repeat [Step 4](#) through [Step 9](#) for each remaining Cisco Unity license file.
 - Step 11** Exit Notepad.
 - Step 12** On the desktop, double-click the **Cisco Unity Tools Depot**.
 - Step 13** Under Administration Tools, double-click **License File Install Wizard**.
 - Step 14** On the Welcome screen, click **Next**.
 - Step 15** On the Add or Remove License Files page, select all the license files that you revised in [Step 4](#) through [Step 9](#).
 - Step 16** Click **Delete**.
 - Step 17** Click **Add**.
 - Step 18** Browse the CommServer\Licenses directory.
 - Step 19** Double-click the first license file to add it to the License Files list.
 - Step 20** If you are adding more than one license file, click **Add**, and repeat [Step 19](#) and [Step 20](#) for each remaining license file.
 - Step 21** Click **Next**.
 - Step 22** On the Licensed Features in the Selected License Files page, confirm that the license information is correct.
 - Step 23** Click **Next**.
 - Step 24** Click **Finish**.
 - Step 25** Close the **Cisco Unity Tools Depot** window.
 - Step 26** Restart the Cisco Unity server.
-

Adding License Files to Add Features to an Existing Cisco Unity System

When you want to add features to an existing Cisco Unity system, you must obtain license files that will enable the new features the customer purchased. Do the following three procedures in the order listed.

To Get the MAC Address of the Cisco Unity Server

- Step 1** On the Cisco Unity server, do one of the following:
 - If the server contains a dual NIC that has been configured for fault tolerance, run the NIC-configuration utility provided by the manufacturer, and write down the MAC address (excluding hyphens) that is shared by the two NICs. Then skip the rest of this procedure.
 - If the server does not contain a dual NIC or if the server contains a dual NIC that is not configured for fault tolerance, on the Windows Start menu, click **Programs > Accessories > Command Prompt**.
- Step 2** In the Command Prompt window, enter **ipconfig /all**, and press **Enter**.

- Step 3** Write down the value of Physical Address, excluding the hyphens, or save it to a file that you can access during online registration. (For example, if the physical address is 00-A1-B2-C3-D4-E5, record 00A1B2C3D4E5.)
- If the server contains a dual NIC, two values will appear. Write down the value for the NIC that you will use to connect the Cisco Unity server to the network.
- Step 4** Close the Command Prompt window.

To Register and Obtain the License Files for Adding Features to an Existing Cisco Unity System

- Step 1** Browse to the registration website at <http://www.cisco.com/go/license> (URL is case sensitive). You must be a registered user on Cisco.com to obtain license files.
- Step 2** Enter the PAK or software serial number, and click **Submit**.
- Step 3** Follow the on-screen prompts.
- Step 4** Shortly after registration, you will receive an e-mail with the Cisco Unity license files. If license files are lost, it can take up to one business day to get another copy.

If you do not receive the license files within 1 hour or to get another copy of a license file, call the Cisco Technical Assistance Center (TAC) and ask for the Licensing Team:

In the U.S.	800 553-2447
Outside the U.S.	For your local Cisco TAC phone number, see the Cisco Worldwide Contacts page at http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html .

Or open a service request by using the TAC Service Request Tool at <http://tools.cisco.com/ServiceRequestTool/create/DefineProblem.do>.

You will need to provide information to verify Cisco Unity ownership—for example, the purchase order number or the PAK (which appears on the sticker located on the front of the sleeve for Cisco Unity DVD 1 or CD 1).

To Run the License File Wizard to Add Features to an Existing Cisco Unity System

- Step 1** On the Cisco Unity server, log on to Windows by using the Cisco Unity installation account.
- Step 2** Double-click the **Cisco Unity Tools Depot** icon on the desktop.
- Step 3** Under Administration Tools, double-click **License File Install Wizard**.
- Step 4** On the Welcome screen, click **Next**.
- Step 5** Click **Add**.
- Step 6** Insert the Cisco Unity license file disk, if applicable.

(When Cisco Unity was registered on Cisco.com, Cisco replied with an e-mail containing attached files with the licenses for Cisco Unity features. The instructions in the e-mail directed that the attached files be saved.)

Step 7 Browse to drive A or to the location where the license files are stored.

Step 8 Double-click the license file to add it to the License Files list.

If prompted, click **Yes** to copy the license file to the local system.



Caution License files are used cumulatively. Do not remove files from the License Files list, or the licenses provided by those files will be deactivated.

Step 9 If you are adding more than one license file, click **Add**, and repeat [Step 7](#) and [Step 8](#) for each license file.

Step 10 Click **Next**.

Step 11 In the Licenses list, confirm that the license information is correct.

Step 12 Click **Next**.

Step 13 Click **Finish**.

Step 14 Close the **Cisco Unity Tools Depot** window.

Step 15 Restart the Cisco Unity server.

Replacing License Files When Replacing a Cisco Unity Server

To replace the server on which Cisco Unity is installed, you must obtain new license files that will be tied to the NIC in the new computer. Do the following two procedures in the order listed.

To Get the MAC Address of the Replacement Cisco Unity Server

Step 1 On the replacement computer, do one of the following:

- If the server contains a dual NIC that has been configured for fault tolerance, run the NIC-configuration utility provided by the manufacturer, and write down the MAC address (excluding hyphens) that is shared by the two NICs. Then skip the rest of this procedure.
- If the server does not contain a dual NIC or if the server contains a dual NIC that is not configured for fault tolerance, on the Windows Start menu, click **Programs > Accessories > Command Prompt**.

Step 2 In the Command Prompt window, enter **ipconfig /all**, and press **Enter**.

Step 3 Write down the value of Physical Address, excluding the hyphens, or save it to a file that you can access during online registration. (For example, if the physical address is 00-A1-B2-C3-D4-E5, record 00A1B2C3D4E5.)

If the server contains a dual NIC, two values will appear. Write down the value for the NIC that you will use to connect the Cisco Unity server to the network.

Step 4 Close the Command Prompt window.

To Obtain a Replacement License File

Step 1 Send an e-mail to licensing@cisco.com with the following information:

- A request for a replacement license file.
- The MAC address of the current server.
- The MAC address of the replacement computer.
- A statement that you will delete the Cisco Unity license from its current computer after the new server is installed.

Within one business day, you will receive the replacement license file attached to an e-mail from licensing@cisco.com.

Format of the License Files

Each license file is a text file that can be viewed with Notepad or another text editor.

Features are enabled with INCREMENT lines. Each INCREMENT line enables one feature, which is named in the first parameter. Licensed quantities appear to the right of the expiration date. The expiration date is either “permanent” for standard license files or a date (such as “1-jan-2004”) for time-limited license files.

Cisco Unity enables multiple languages with multiple INCREMENT lines in the license file. One INCREMENT LicLanguagesMax line shows a quantity of 1. The next INCREMENT LicLanguagesMax line shows a number equal to the total number of languages ordered minus one. For example, if you order three languages, one INCREMENT LicLanguagesMax line shows 1 to the right of “permanent,” and the next INCREMENT LicLanguagesMax line shows 2 to the right of “permanent.”

The contents of the default license file do not reference a MAC address (see the parameter HOSTID=ANY) and are similar to the following:

```
# This file contains a run-time license that anyone may use
# on any installation of Unity 4.0.

SERVER this_host ANY
DAEMON cisco
INCREMENT LicVoicePortsMax cisco 4.0 permanent 2 HOSTID=ANY \
  NOTICE="<LicFileID>sn-Default-Unity40</LicFileID> \
  <LicIsExclusive/>" SIGN=AA279CD6C144
INCREMENT LicSubscribersMax cisco 4.0 permanent 10 HOSTID=ANY \
  NOTICE="<LicFileID>sn-Default-Unity40</LicFileID> \
  <LicIsExclusive/>" SIGN=8280F1146856
INCREMENT LicUMSubscribersMax cisco 4.0 permanent 10 HOSTID=ANY \
  NOTICE="<LicFileID>sn-Default-Unity40</LicFileID> \
  <LicIsExclusive/>" SIGN=AA3555904D4A
INCREMENT LicVMISubscribersMax cisco 4.0 permanent 10 HOSTID=ANY \
  NOTICE="<LicFileID>sn-Default-Unity40</LicFileID> \
  <LicIsExclusive/>" SIGN=41A43DB69966
INCREMENT LicRealspeakSessionsMax cisco 4.0 permanent 2 HOSTID=ANY \
  NOTICE="<LicFileID>sn-Default-Unity40</LicFileID> \
  <LicIsExclusive/>" SIGN=57CC4F30F8AC
INCREMENT LicLanguagesMax cisco 4.0 permanent 6 HOSTID=ANY \
  NOTICE="<LicFileID>sn-Default-Unity40</LicFileID> \
  <LicIsExclusive/>" SIGN=6B850B38C01A
```

The contents of a standard license file reference a MAC address (see the parameter HOSTID=<MAC address>) and are similar to the following:

```

SERVER this_host ANY
DAEMON cisco
INCREMENT LicMaxMsgRecLenIsLicensed cisco 4.0 permanent 1 \
  HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>1</LicLineID> \
  <PAK></PAK>" SIGN=6184A9F2D6CE
INCREMENT LicLanguagesMax cisco 4.0 permanent 1 HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>2</LicLineID> \
  <PAK></PAK>" SIGN=24C00D3CCD44
INCREMENT LicVPIMIsLicensed cisco 4.0 permanent 1 HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>3</LicLineID> \
  <PAK></PAK>" SIGN=4F49FD58E528
INCREMENT LicAMISIsLicensed cisco 4.0 permanent 1 HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>4</LicLineID> \
  <PAK></PAK>" SIGN=841897B066F2
INCREMENT LicBridgeSessionsMax cisco 4.0 permanent 8 \
  HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>5</LicLineID> \
  <PAK></PAK>" SIGN=2B96EF6A60C8
INCREMENT LicLanguagesMax cisco 4.0 permanent 6 HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>6</LicLineID> \
  <PAK></PAK>" SIGN=FDBBCD6ED8AC
INCREMENT LicRealspeakSessionsMax cisco 4.0 permanent 4 \
  HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>7</LicLineID> \
  <PAK></PAK>" SIGN=E75E97D6DC84
INCREMENT LicVMISubscribersMax cisco 4.0 permanent 300 \
  HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>8</LicLineID> \
  <PAK></PAK>" SIGN=5F3F0F923450
INCREMENT LicVoicePortsMax cisco 4.0 permanent 32 HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>9</LicLineID> \
  <PAK></PAK>" SIGN=3905A93C96C0
INCREMENT LicSubscribersMax cisco 4.0 permanent 7500 \
  HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>10</LicLineID> \
  <PAK></PAK>" SIGN=312B7408C0D6
INCREMENT LicUMSubscribersMax cisco 4.0 permanent 7500 \
  HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>11</LicLineID> \
  <PAK></PAK>" SIGN=6C082ADCEA62
INCREMENT LicSecondaryServerIsLicensed cisco 4.0 permanent 1 \
  HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>12</LicLineID> \
  <PAK></PAK>" SIGN=B5FBE3A4853C
INCREMENT LicPoolingIsEnabled cisco 4.0 permanent 1 \
  HOSTID=00d04f1d0d1d \
  NOTICE="<LicFileID>20021218085128004</LicFileID><LicLineID>13</LicLineID> \
  <PAK></PAK>" SIGN=357126C08408

```

Verifying the Enabled Features

You can verify the features that are enabled on Cisco Unity installed license files.

To Verify the Enabled Features on Cisco Unity License Files

-
- Step 1** On the Cisco Unity desktop, double-click the **Cisco Unity Tools Depot** icon.
 - Step 2** In the left pane of the Tools Depot window, expand **Administration Tools**.
 - Step 3** Double-click **License Info Viewer**.
 - Step 4** Under Cisco Unity Licensing, click **Effective Licenses**.
 - Step 5** In the right pane, confirm that the features you want are listed.
-

Cisco Unity Demonstration Systems

Cisco Unity can function as a demonstration system with limited features. The following sections discuss Cisco Unity demonstration systems:

- [About Enabling a Demonstration System, page 13](#)
- [Ordering a Cisco Unity Time-Limited Demonstration License File, page 14](#)
- [Ordering a Cisco Unity Standard License File to Convert a Demonstration System into a Standard Cisco Unity System, page 14](#)

About Enabling a Demonstration System

The demonstration system is enabled with one of two license files:

- The non-expiring default license file (CiscoUnity<version>.lic), when installed, enables limited features. This file is on the Cisco Unity software disc and is automatically copied to the server when Cisco Unity is installed.
- The time-limited license file, when installed, enables a broader range of features for 60 or 90 days. This file must be ordered. You can obtain only one time-limited license file for each MAC address. For instructions on ordering the time-limited license file, see the [“Ordering a Cisco Unity Time-Limited Demonstration License File” section on page 14](#).

For details on demonstration systems and their license files, see the “Installing a Cisco Unity Demonstration System” section in the applicable *Release Notes for Cisco Unity* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

To convert a demonstration system to a standard Cisco Unity server, order and install the applicable Cisco Unity license file. For instructions on ordering a standard license file, see the [“Ordering a Cisco Unity Standard License File to Convert a Demonstration System into a Standard Cisco Unity System” section on page 14](#). For instructions on installing license files, see the “Converting a Cisco Unity Demonstration System to a Standard System” section under “Installing a Cisco Unity Demonstration System” in the applicable *Release Notes for Cisco Unity* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Ordering a Cisco Unity Time-Limited Demonstration License File

Revised September 1, 2009

After obtaining the software for a time-limited Cisco Unity demonstration system, you must obtain a time-limited license file that will enable the demonstration system. Do the following procedure.

To Order a Cisco Unity Time-Limited Demonstration License File

-
- Step 1** Browse to the registration site <http://www.cisco.com/go/license>. (URLs are case sensitive).
You must be a registered user on Cisco.com to obtain license files.
 - Step 2** On the Enter a PAK Number page, under Licenses Not Requiring a PAK, click **Here for Available Licenses**.
 - Step 3** On the Select License page, in the Voice Products section, to the right of Cisco Unity Software, click **Cisco Unity 5.x Demo License**.
 - Step 4** On the Cisco Unity 5.x Demo License page, enter the requested information, and click **Continue**.
 - Step 5** On the Summarized Information page, verify the information and click **Submit**.

Within one business day, you will receive the time-limited demonstration license file attached to an e-mail from licensing@cisco.com.

Ordering a Cisco Unity Standard License File to Convert a Demonstration System into a Standard Cisco Unity System

After installing the Cisco Unity demonstration system, you can purchase a standard license file to convert the demonstration system into a standard Cisco Unity system. Do the following procedure.

To Order a Cisco Unity Standard License File

-
- Step 1** Browse to the registration site <http://www.cisco.com/go/license>. (URLs are case sensitive).
 - Step 2** Enter the PAK or software serial number, and click **Submit**.
 - Step 3** Follow the on-screen prompts.

Within one business day, you will receive the standard license file attached to an e-mail from licensing@cisco.com.

Upgrades That Require an Upgrade License

Added September 1, 2009

[Table 1](#) is a matrix of the Cisco Unity upgrade combinations that require an upgrade license to upgrade Cisco Unity.

Table 1 Matrix of Cisco Unity Upgrades That Require an Upgrade License

To Version	From Version	Required Upgrade License
5.x	4.x	4.x upgrade license ¹
	5.x	Not applicable
7.x	4.x	4.x upgrade license ¹
	5.x	Not applicable
	7.x	Not applicable

Footnotes for Table 1

1. The upgrade license activates Cisco Unity 4.x licensed features on the upgraded Cisco Unity system.

Cisco Unity Failover

License files are installed only on the primary server. The Install License File wizard extracts the license data from the license files and stores the license data in the UnityDb database. When you run the failover configuration wizard on both the primary and the secondary server, the license data in the UnityDb database replicates to the secondary server. When this replication occurs, all of the features enabled on the primary server are enabled on the secondary server.

When you run the failover configuration wizard, it makes the license files available to the secondary server. If you do not run the failover configuration wizard on both servers, the secondary server cannot access the license files from the primary server and therefore is not enabled. Installing license files on the secondary server has no effect and does not enable any features.

Without contact with a primary server (and its license files), the secondary server will continue to function for a limited time. For licensing restrictions on using a secondary server without a primary server, see the “Licensing Restrictions on Using a Secondary Server Without a Primary Server” section in the “About Cisco Unity Failover” chapter of the applicable *Failover Configuration and Administration Guide for Cisco Unity*, at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.

Effects of Cisco Unity License Violations

Added September 1, 2009

When a Cisco Unity license violation occurs (for example, a time-limited license expires), Cisco Unity takes the actions described in the following sections:

- [Actions of Cisco Unity 7.x and Later for License Violations, page 15](#)
- [Actions of Cisco Unity 5.x and 4.x for License Violations, page 17](#)

Actions of Cisco Unity 7.x and Later for License Violations

When a Cisco Unity license violation occurs, Cisco Unity posts warnings in the Event log. If the license violation is not corrected, Cisco Unity will stop taking calls after the designated period of time. The steps that Cisco Unity takes depends on whether Cisco Unity failover is configured.

Steps When Failover Is Not Configured

When failover is not configured, Cisco Unity takes the following steps when a Cisco Unity license violation occurs and until the license violation is corrected:

1. During the first 30 days after a Cisco Unity license violation, Cisco Unity sends warnings of the license violation:
 - Each day, the members of the Unaddressed Messages public distribution list receive a voice message that a license violation has occurred.
 - Each day, a warning is entered in the Event log.
 - A warning is displayed in the Licensing snap-in.
2. During the period of 31 through 60 days after a Cisco Unity license violation, Cisco Unity sends warnings of the license violation:
 - On the 31st day after a license violation, all subscribers on the local server receive a broadcast message that the license violation has occurred.
 - Each day, a warning is entered in the Event log.
 - A warning is displayed in the Licensing snap-in.
3. After this 60-day period, Cisco Unity takes the these actions:
 - On the 61st day after a Cisco Unity license violation, Cisco Unity waits 48 hours, then stops taking calls. When the Cisco Unity software is restarted, Cisco Unity will take calls for 48 hours, then stop taking calls again.
 - Each day, an error is entered in the Event log.
 - An error is displayed in the Licensing snap-in.

Steps When Cisco Unity Is Configured for Failover

When Cisco Unity is configured for failover, the steps in the [“Steps When Failover Is Not Configured”](#) list above apply to the primary Cisco Unity server.

However, the secondary Cisco Unity server, if it is active, takes the following steps when a Cisco Unity license violation occurs or when it has not contacted the primary server:

1. During the first 60 days, Cisco Unity sends warnings of the Cisco Unity license violation:
 - Each day, the members of the Unaddressed Messages public distribution list receive a voice message that the license violation has occurred.
 - Each day, a warning is entered in the Event log.
 - A warning is displayed in the Licensing snap-in.
2. During the period of 61 through 120 days, Cisco Unity sends warnings of the Cisco Unity license violation:
 - On the 61st day after a license violation, all subscribers on the server receive a broadcast message that the license violation has occurred.
 - Each day, a warning is entered in the Event log.
 - A warning is displayed in the Licensing snap-in.
3. After this 120-day period, Cisco Unity takes the these actions:
 - On the 121st day after a Cisco Unity license violation, Cisco Unity waits 48 hours, then stops taking calls. When the Cisco Unity software is restarted, Cisco Unity will take calls for 48 hours, then stop taking calls again.

- Each day, an error is entered in the Event log.
- An error is displayed in the Licensing snap-in.

Actions of Cisco Unity 5.x and 4.x for License Violations

When a Cisco Unity license violation occurs, Cisco Unity posts warnings in the Event log. If the license violation is not corrected, Cisco Unity will stop taking calls after the designated period of time. The steps that Cisco Unity takes depends on whether Cisco Unity failover is configured.

Steps When Failover Is Not Configured

When failover is not configured, Cisco Unity takes the following steps when a Cisco Unity license violation occurs and until the license violation is corrected:

1. During the first 30 days after a Cisco Unity license violation, Cisco Unity sends warnings of the license violation:
 - Each day, a warning is entered in the Event log.
 - If the Event Monitoring Service (EMS) is configured to monitor the Event log for warnings, the EMS can send the administrator a message that the warning has been entered.
2. After this 30-day period, Cisco Unity takes the these actions:
 - Beginning with the 31st day after a license violation, Cisco Unity waits 48 hours, then stops taking calls. When the Cisco Unity software is restarted, Cisco Unity will take calls for 48 hours, then stop taking calls again.
 - Each day, a warning is entered in the Event log.
 - If the Event Monitoring Service (EMS) is configured to monitor the Event log for warnings, the EMS can send the administrator a message that the warning has been entered.

Steps When Cisco Unity Is Configured for Failover

When Cisco Unity is configured for failover, the steps in the [“Steps When Failover Is Not Configured”](#) list above apply to the primary Cisco Unity server.

However, the secondary Cisco Unity server, if it is active, takes the following steps when a Cisco Unity license violation occurs or when it has not contacted the primary server:

1. During the first 30 days after a Cisco Unity license violation, Cisco Unity sends warnings of the license violation:
 - Each day, a warning is entered in the Event log on the primary server.
 - If the Event Monitoring Service (EMS) is configured to monitor the Event log for warnings, the EMS can send the administrator a message that the warning has been entered.
2. After this 30-day period, Cisco Unity takes the these actions:
 - Beginning with the 31st day after a license violation, Cisco Unity waits 48 hours, then the primary server stops taking calls. Failover to the secondary server occurs. When the Cisco Unity software on the primary server is restarted, the primary server will take calls for 48 hours, then stop taking calls again.
 - Each day, a warning is entered in the Event log.
 - If the Event Monitoring Service (EMS) is configured to monitor the Event log for warnings, the EMS can send the administrator a message that the warning has been entered.
3. After 60 days, Cisco Unity takes the these actions:

- Beginning with the 61st day after a license violation, Cisco Unity waits 48 hours, then the secondary server stops taking calls. When the Cisco Unity software on the secondary server is restarted, the secondary server will take calls for 48 hours, then stop taking calls again.

See also the “Licensing Restrictions on Using a Secondary Server Without a Primary Server” section in the “About Cisco Unity Failover” chapter of the applicable *Failover Configuration and Administration Guide for Cisco Unity* at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.

License Parameters for Cisco Unity Features

Revised September 1, 2009

Table 2 lists the license parameters that are used by license files and the Cisco Unity features that the license parameters enable.

Table 2 License Parameters for Cisco Unity Features

License Parameter	Feature	Description
LicAMISIsLicensed	AMIS	Depending on whether the parameter is present in any of the installed license files, determines whether AMIS Networking is allowed: <ul style="list-style-type: none"> If the parameter is not in any of the installed license files, AMIS Networking is not allowed. If the parameter is present in any of the installed license files, AMIS Networking is allowed.
LicBridgeSessionsMax	Bridge sessions	Sets the maximum number of Bridge sessions allowed on the Cisco Unity server.
LicSubscribersMax	Cisco Unity Subscriber	Sets the maximum number of Voice Messaging (VM) subscribers allowed in Cisco Unity.
LicUMSubscribersMax	Cisco Unity Subscriber Feature - Unified Messaging	Sets the maximum number of Unified Messaging (UM) subscribers allowed in Cisco Unity.
LicVMISubscribersMax	Cisco Unity Subscriber Feature - Unity Inbox	Sets the maximum number of subscribers who can be enabled to access Cisco Unity Inbox.
LicLanguagesMax	Languages	Sets the maximum number of languages allowed on the Cisco Unity server.
LicPoolingIsEnabled	License pooling	Depending on whether the parameter is present in any of the installed license files, determines whether license pooling is allowed: <ul style="list-style-type: none"> If the parameter is not in any of the installed license files, license pooling is not allowed. If the parameter is present in any of the installed license files, license pooling is allowed.

Table 2 License Parameters for Cisco Unity Features (continued)

License Parameter	Feature	Description
LicMaxMsgRecLenIsLicensed	Message recording full length	Depending on whether the parameter is present in any of the installed license files, determines the maximum length of recorded messages: <ul style="list-style-type: none"> If the parameter is not in any of the installed license files, the maximum length is 30 seconds regardless of the setting for the subscriber class of service (COS) in Cisco Unity Administrator. If the parameter is present in any of the installed license files, the maximum length is the setting in Cisco Unity Administrator.
LicRealspeakSessionsMax	Realspeak sessions	Sets the maximum number of simultaneous Text-to-speech (TTS) sessions allowed on the Cisco Unity server.
LicSecondaryServerIsLicensed	Secondary Unity server	Depending on whether the parameter is present in any of the installed license files, determines whether Cisco Unity failover is allowed: <ul style="list-style-type: none"> If the parameter is not in any of the installed license files, Cisco Unity failover is not allowed. If the parameter is present in any of the installed license files, Cisco Unity failover is allowed. <p>Note Cisco Unity license files are installed only on the primary server.</p>
LicUnityUpgrades	Upgrade from Unity 4.x	Depending on whether the parameter is present in any of the installed license files, determines whether upgrading from Cisco Unity 4.x is allowed: <ul style="list-style-type: none"> If the parameter is not in any of the installed license files, upgrading from Cisco Unity 4.x to Cisco Unity 5.x or later is not allowed. If the parameter is present in any of the installed license files, upgrading from Cisco Unity 4.x to Cisco Unity 5.x or later is allowed.
LicVoicePortsMax	Voice ports	Sets the maximum number of Cisco Unity voice messaging ports that can be installed on the Cisco Unity server.
LicUnityVoiceRecSessionsMax	Voice recognition sessions	Sets the maximum number of simultaneous voice recognition sessions (or ports) allowed on the Cisco Unity server. <p>Note This parameter does not apply to Cisco Unity 4.x.</p>
LicVPIMIsLicensed	VPIM	Depending on whether the parameter is present in any of the installed license files, determines whether VPIM Networking is allowed: <ul style="list-style-type: none"> If the parameter is not in any of the installed license files, VPIM Networking is not allowed. If the parameter is present in any of the installed license files, VPIM Networking is allowed.

Additional References

See the following documents for further information on Cisco Unity licensing:

- The Cisco Unity installation guide at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.
- *Release Notes for Cisco Unity* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.
- The *Failover Configuration and Administration Guide for Cisco Unity* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.
- The *Reconfiguration and Upgrade Guide for Cisco Unity* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

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