

Cisco Unified CallManager Licensing

Following are some commonly asked questions and associated answers regarding licensing for Cisco® Unified CallManager.

Q. My customer wants to upgrade from Cisco Unified CallManager 4.0 to 5.1 using existing hardware. What steps do I need to follow to ensure the licensing transfers?

A. Follow documented procedures as defined in Cisco Unified CallManager Documentation found at: [Migrating from Cisco CallManager 4.0\(0\) to 5.0\(0\)](#). Note: Cisco Unified CallManager 4.2 does not have an upgrade path to 5.0 or 5.1. These Cisco Unified CallManager customers will need to migrate to 6.0 or newer as these releases become available.

Q. I have a Cisco Unified CallManager Express (CME) customer who wishes to upgrade to Cisco Unified CallManager 5.1. What steps do I need to follow to ensure the licensing transfers?

A. Do the following:

1. Determine how many and what type of devices are on the customer's Cisco Unified CME.
2. Enter the quantity of each device in the "yellow" cell in the Cisco Unified CallManager Device License Unit Calculator pasted at the end of this document.
3. Contact licensing@cisco.com with the MAC address of the publisher and the number of device license units calculated in step 2. The customer does not need a node license—it comes with the new Cisco Unified CallManager.
4. The customer adds this license file to the new Cisco Unified CallManager 5.1.

Q. My customer wants to upgrade from Cisco Unified CallManager 4.0 to Cisco Unified CallManager 5.1 on new hardware (decommission old hardware). What steps do I need to follow to ensure the licensing transfers?

A. Do the following:

1. Perform a Backup and Recovery System (BARS) backup.
2. Run Data Migration Assistant (DMA) export on the existing system.
3. Obtain the new license file using the upgrade process in the Cisco Unified CallManager documentation.
4. After receiving the new license file, send an e-mail to licensing@cisco.com requesting rehost of this license on the new cluster (publisher).
5. Obtain an Extended Markup Language (XML) license file from export and send it to licensing@cisco.com to do a rehost of this license. Also provide the MAC address of the new publisher. The same quantity of device license units and nodes will be returned with the new MAC address.
6. Perform a fresh install of Cisco Unified CallManager 5.1, DMA import, and upload license files received in step 3.
7. If the installation fails, reinstall the basic input/output system (BIOS), reinstall Cisco Unified CallManager, and reinstall BARS restore.

Q. My customer wants to upgrade Cisco Unified CallManager 4.0 to 5.1 on new hardware (keeping the old hardware running for lab, pilot, or other purpose). What steps do I need to follow to ensure the licensing transfers?

A. Do the following:

1. Perform a BARS backup.
2. Run DMA export on the existing system.
3. Obtain the new license file using the upgrade process in the Cisco Unified CallManager documentation.
4. After receiving the new license file, send an e-mail to licensing@cisco.com requesting rehost of this license on the new cluster (publisher).
5. Upgrade the existing system.
6. Obtain an XML license file from export and send it to licensing@cisco.com to do a rehost of this license. Also provide the MAC address of the new publisher. The same quantity of device license units and nodes will be returned with the new MAC address.
7. Perform a fresh install of Cisco Unified CallManager 5.1, DMA import, and upload license files received in step 3.
8. Back up the old hardware.
9. Restore the new hardware.

Note: The customer is responsible for two full copies of the Cisco Unified CallManager software planning to continue to run the two systems. If the customer plans to remove the old hardware from service when the other system is operational, the customer is not required to purchase the software.

Q. My customer wants to upgrade from Cisco CallManager 3.0 to Cisco Unified CallManager 5.1 (migrate data). What steps do I need to follow to ensure the licensing transfers?

A. Do the following:

1. Perform a BARS backup.
2. Run a Bulk Administration Tool (BAT) export. Obtain the service order or purchase order number for the customer's purchase of Cisco phones.
3. Send the service order or purchase order number to licensing@cisco.com to request device license units.
4. Upgrade from Cisco CallManager 3.0 to Cisco Unified CallManager 4.0 and follow the procedures given previously for upgrading to 5.1.

Q. How do I obtain licensing for customer field demos?

A. You have several options:

- Demo Depot systems will contain licensing for demonstration of appropriate applications and devices.

- Customer Proof of Concept Labs (CPOC) systems are fully licensed for your customer's POC.

For partner demo systems:

1. Partners can purchase not-for-resale (NFR) licenses at discounted levels off the wholesale price list. The part numbers begin with CM5.1-K9-NFR for the Cisco Unified CallManager software, including a media kit and Product Authorization Key PAK. Then they will purchase device license units and phones, other applications, etc. according to what is required for the demo.
2. Partners can use the Demo-Box program, which is intended to provide a more complete package of Cisco applications for demo purposes. This program is being finalized and will be available shortly.

Additional Cisco Unified CallManager resources on the Web are available at:

- [Migrating from Cisco CallManager 4.0\(0\) to 5.0\(0\)](#)
- [Licensing](#)
- [License File Upload](#)



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