



Cisco Unified Communications Software Subscription Activation Instructions

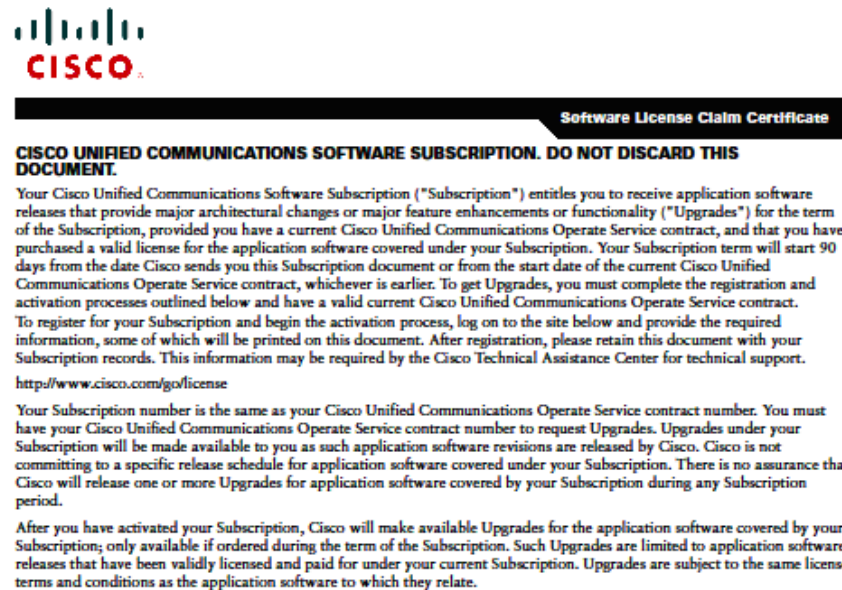
When you order Cisco® Unified Communications Software Subscription, Cisco ships a product activation key (PAK) to the “Ship To” address listed on your Cisco Sales Order. The PAK is also the same as the Serial Number listed on your Cisco Sales Order, which you can locate in the Cisco Status Tool when you select the “Display Serial Number” option.

You must register and activate the Cisco Unified Communications Software Subscription at: <http://www.cisco.com/go/license>. Effective February 2, 2009, the Unified Communications Software Subscription term will start 90 days from the date Cisco ships the Unified Communications Software Subscription PAK, or the activated term will begin from the start date of the current Cisco Unified Communications Operate Service (ESW) contract, whichever is earlier. Only activated subscriptions are entitled to major software upgrades.

Registering the subscription PAK will not result in the generation of a license file. All license files are associated to the actual software upgrades ordered through the upgrade tools, not through Cisco Unified Communications Software Subscription.

Figure 1 shows the Cisco PAK Claim Certificate.

Figure 1. Cisco Unified Communications Software Subscription Product Activation Key Document



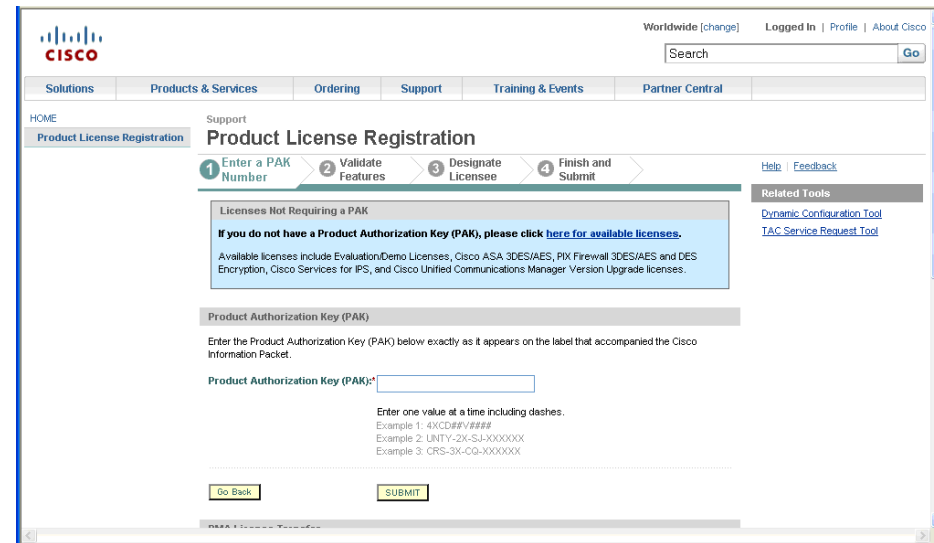
To register your product license, do the following:

Step 1: Enter a Product Authorization Key:

Type the Product Authorization Key into the PAK or Serial Number field (Figure 2). (Note: You must register individually each PAK that you have.)

Click the Submit button.

Figure 2. Product License Registration



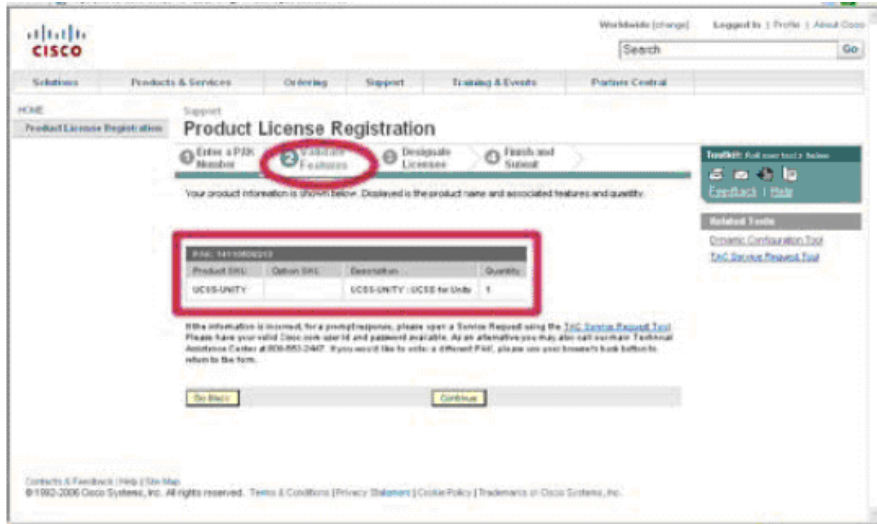
Step 2: Validate features:

Confirm that the Cisco Unified Communications Software Subscription part number displayed is the correct one that you wish to activate, and click the “Continue” button. Figure 3 shows an example.



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Figure 3. Product License Registration: Validate Features



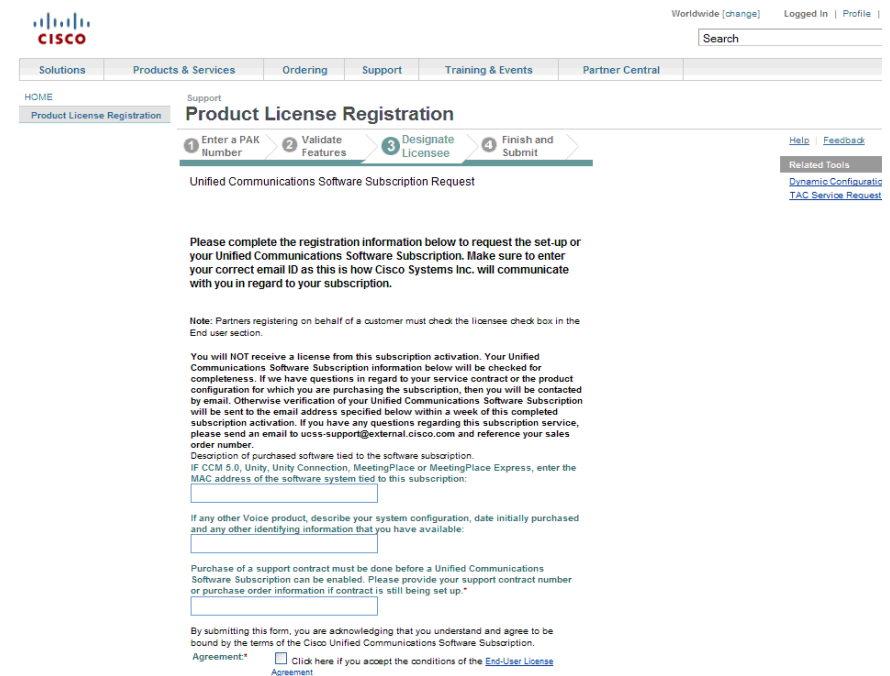
Step 3: Designate licensee:

Enter the registration information requested on the Licensee webpage (Figure 4).

- Product information: If the product is licensed to a MAC address, paste that MAC address into the first box; if the product is not licensed, describe the product configuration in the second box.
- Support contract information: Put your ESW software service contract number in the third box. Please note: A valid ESW software contract must be in effect and it must apply to the corresponding products for the Cisco Unified Communications Software Subscription registration to be activated.
- Click the check box to agree to the terms of your license agreement. This step is required.
- Verify that the registrant information is correct (edit as necessary) (Figure 5). It is important that you enter your correct email address because Cisco communicates with you regarding your subscription through email messages. We send communications to all email addresses listed on the registration. Such communications include confirmation, rejection, and renewal notifications.

- Check the End User License Agreement box shown in Figure 4. Shared support partners or others not wishing to record the end customer name can have this information left as matching the registrant. This field is a required field.
- Click the “Continue” button after you have entered all information.

Figure 4. Product License Registration: Designation Licensee



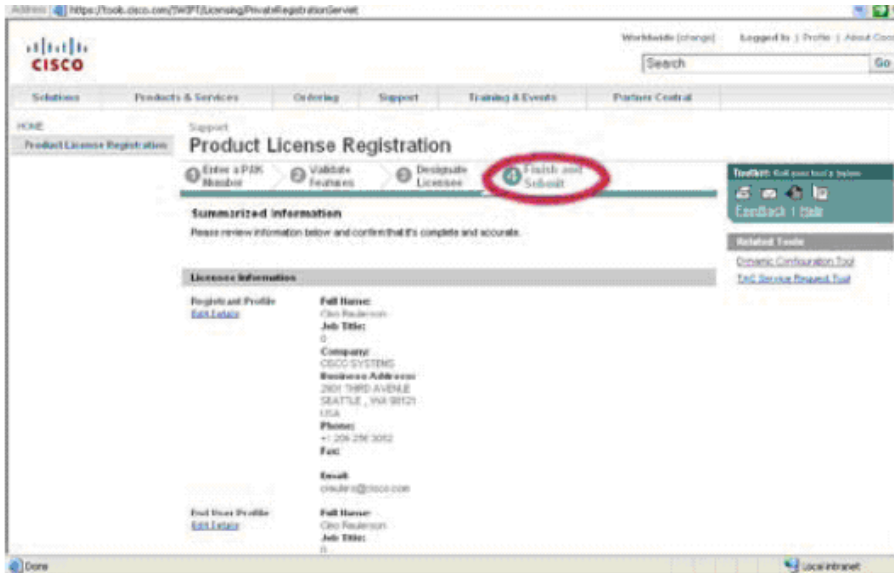
Step 4: Finish and Submit

Validate that all entered information is correct and click the “Submit” button as seen in the example in Figure 5.



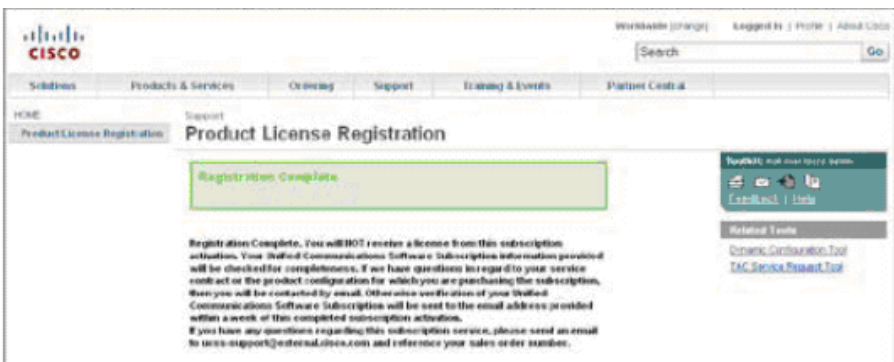
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Figure 5. Product License Registration: Validate and Submit



After you click “Submit, the Product Registration Complete page will be displayed, as shown in Figure 6. You will not receive a license file email message as you normally do for your Cisco Unified Communications Licensing registration actions because Cisco Unified Communications Software Subscription is a subscription to major software upgrades, not the software itself.

Figure 6. Product Registration Complete



Cisco will review the provided information for completeness and accuracy. If any information is missing or needs further clarification, we will send an email message to the email address provided during the activation process and request necessary information. Figure 7 is an example of such an email message.

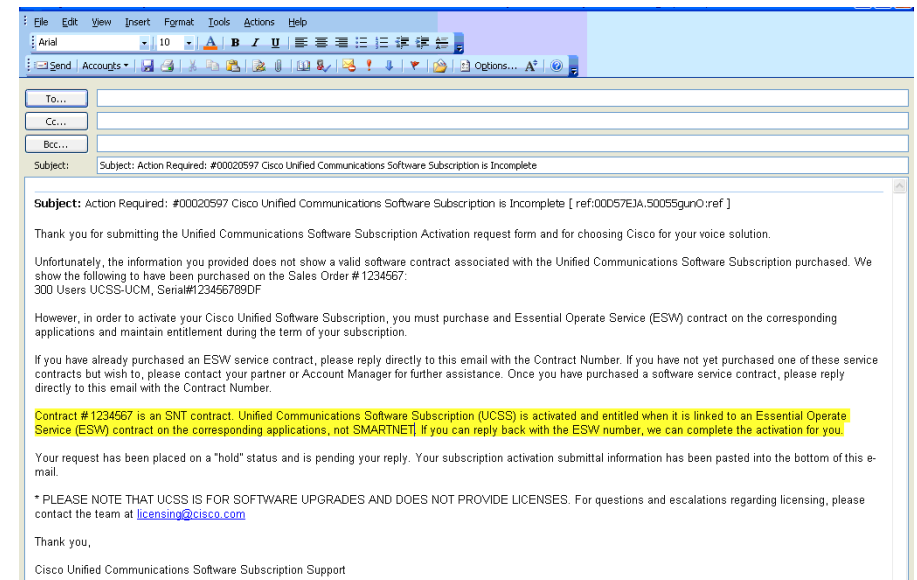
An ESW contract is required for all Cisco Unified Communications Software Subscription activations to be completed. If you need assistance with determining the appropriate service to order, please contact your service sales representative (SSR) or services representative Service Account Manager, CSAM (Cisco Service Account Manager) etc. If you are unaware of your local service representative, please visit the Cisco Service Support Center for more information: <http://www.cisco.com/go/ssc>.

For service pricing-related inquiries, you may visit one of these two websites:

Customers and partners: <http://www.cisco-servicefinder.com/>

Partners (Pricing Tool): <https://tools.cisco.com/qtc/pricing/MainServlet>

Figure 7. Email Requesting Additional Subscription Information



When all information is obtained, a Cisco Unified Communications Software Subscription line item will be added to the appropriate ESW contract so that you can use the product upgrade process later to request major version upgrades. Information about this process is available at: <http://www.cisco.com/upgrade>. Please note that you

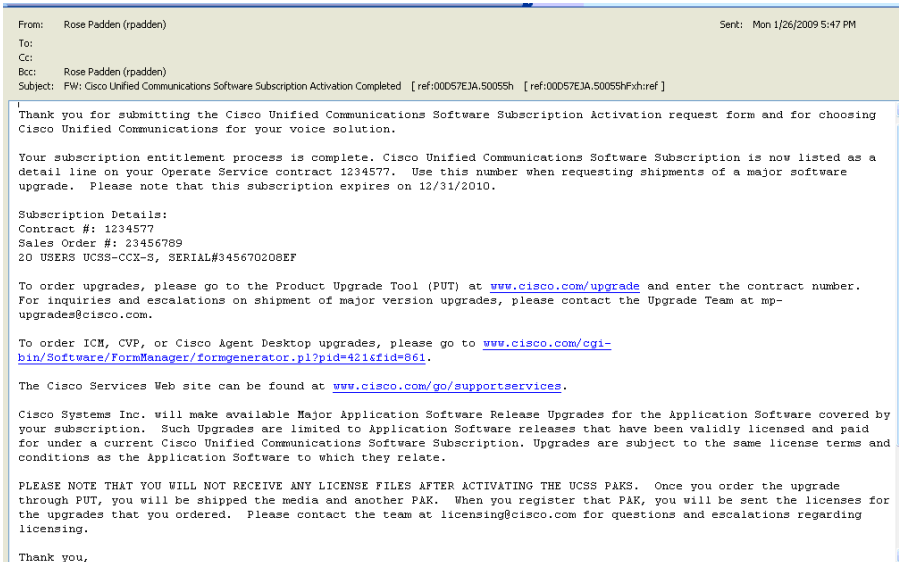


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will use your ESW contract in the upgrade tools to access the list of available software upgrades.

We will send you an email message notifying you that activation is complete. Figure 8 is an example of this email message.

Figure 8. Email Notification that Subscription Activation Is Complete



Where to Order Upgrades

To order upgrades, please go to the Product Upgrade Tool (PUT) at www.cisco.com/upgrade and enter your ESW contract number. For inquiries and escalations on shipment of major version upgrades, please contact the Upgrade Team at mp-upgrades@cisco.com.

To order Cisco Unified Intelligent Contact Management, Cisco Unified Customer Voice Portal, or Cisco Agent Desktop upgrades, please visit:

<http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl?pid=421&fid=861>.

Please order one copy of the software for each server that you are upgrading. The number of valid copies is dictated by the servers covered on your ESW contract.

How to Obtain Major Upgrade Software License Files

When the Cisco Unified Communications Software Subscription is activated and you order the upgrades ordered through the upgrade tools, we will ship the upgrade as physical media; shipping takes approximately 5 to 15 days. A new PAK will be packaged with this upgrade shipment. Please register this new PAK by visiting <http://www.cisco.com/go/license> to obtain your license file. We will send you the licenses for the upgrade software version ordered through the upgrade tool in an email message within 2 hours.