

Cisco Unity 4.0 FLEXlm

Q. How does licensing work?

A. Cisco Unity enables and disables specific features based upon the run-time license installed on the machine. For Cisco Unity 3.0 and prior versions, the run-time license data are stored on a Sentinel SuperPro security key (dongle). The keys are hardware devices that plug into the parallel or USB port on the Cisco Unity machine. Starting with the newly released Cisco Unity 4.0, the licensing mechanism will be software based, through FLEXlm and will not have a hardware component. The licensing process will remain the same, other than eliminating the hardware dongle.

Q. How does licensing work?

A. Cisco Unity enables and disables specific features based upon the run-time license installed on the machine. For Cisco Unity 3.0 and prior versions, the run-time license data are stored on a Sentinel SuperPro security key (dongle). The keys are hardware devices that plug into the parallel or USB port on the Cisco Unity machine. Starting with the newly released Cisco Unity 4.0, the licensing mechanism will be software based, through FLEXlm and will not have a hardware component. The licensing process will remain the same, other than eliminating the hardware dongle.

Q. What is FLEXlm?

FLEXlm is a toolset for generating electronic license files. It is a third-party “license manager” product manufactured by Globetrotter. The license files are text files. They are in a format that a human can understand, but include checksums to prevent tampering. FLEXlm has the same capabilities as is provided today through the dongle and associated programs.

Q. How will licensing be handled for customers remaining on older versions of Cisco Unity?

A. The processes and systems currently in place to support the Sentinel security key (dongle) will remain. Upgrade options for these older versions will be limited to increasing ports and/or users. The license upgrade process remains the same when these capacity upgrades are purchased, in that a PAK is sent to the customer who then goes to a web site to register the upgrade PAK and their security key serial number. The link is:

Customers without a CCO user ID:

<http://www.cisco.com/pcgi-bin/Software/FormManager/formgenerator.pl>

Customers with a CCO user ID:

<http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl>



Q. How are existing license keys being converted when an older version of Cisco Unity upgrades to Cisco Unity 4.0?

A. The license data for each existing Cisco Unity system has been loaded into a table that can be accessed by the system that generates FLEXlm licenses. The customer will register on the upgrade web site, supplying the server MAC address and the existing Cisco Unity key serial number on the dongle. The license configuration associated with that dongle will be transferred to the FLEXlm license with the software version noted as 4.0.

The following information is required to during web registration:

- The MAC address (physical address) for the network interface card (NIC) in the Cisco Unity computer
- The product authorization key (PAK) in the Cisco Unity compact disc wallet
- The serial number of the currently installed system key
- The currently installed system key code

The dongle will then be marked as having been upgraded so that each dongle can only be upgraded once. The dongle is also deactivated during the upgrade process. However, customers will still be able to use keydump to obtain the serial number.

Q. How do I convert existing Failover systems?

A. Today, failover systems have a separate PAK and security key/dongle. This changes with the move to FLEXlm. Failover capability is now being tracked on the primary system license. Once a failover server is installed, the license data will be replicated to the failover system. This significantly improves failover licensing, but creates difficulties for converting existing failover systems. To convert existing failover systems, request a FLEXlm license for the primary system as part of upgrading to Cisco Unity 4.0. Then send an e-mail to: unitykeyexchange@external.cisco.com with the existing Cisco Unity key serial number for the Failover system AND the NIC address of the Cisco Unity 4.0 primary system key code. A FLEXlm upgrade license will be e-mailed to you, turning on failover on the primary system.

Q. How do I convert existing Cisco Unity Bridge systems?

A. Cisco Unity Bridge systems are already tracked on the primary Cisco Unity system. Thus, the Bridge ports will be automatically converted when the primary system is upgraded.

Q. How do I register new Cisco Unity Bridge systems?

A. A separate PAK is shipped to the customer when Cisco Unity Bridge is ordered. The customer is instructed to register the Bridge as an upgrade to the Primary system. The NIC address from the primary system must be entered on the web site so that the Bridge ports are added to the primary system. Do NOT use the NIC address of the Cisco Unity Bridge system.

Q. How do I request a customer demo?

A. Automatically expiring customer demo licenses can now be requested via the web.

The link is: <http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl>

Customers with a CCO user ID:

<http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl>

Enter all requested information, including the MAC address, and select whether voice messaging or unified messaging is needed. You also have the option of the license expiring in 60 days or 90 days. This license cannot be renewed. Cisco Unity Bridge and voice boards are available through Demo Depot. A default license file (2 port, 10 users, etc) will be shipped with the Cisco Unity CD set under licenses directory to replace the keyless demo mode functionality.

Q. Will the 2 port/10 user “keyless demo” be supported in Cisco Unity 4.0?

A. Yes, although it will require the installation of a default license file (2 port, 10 users, etc) that is shipped with the Cisco Unity disk set (in the licenses directory). The default license file replicates the keyless demo mode functionality, including the 15 second message limit.

Q. What if a purchased upgrade conflicts with existing configuration or exceeds published maximums?

A. It is possible that a purchased upgrade will cause technical problems with the Cisco Unity system if it conflicts with approved configurations or maximum capacity limits. Such conflicts will result in Cisco Unity moving into a four hour shutdown mode, requiring a reboot of Cisco Unity every four hours until the licensing violation is resolved. If this is identified as the cause of the problem by TAC, the customer will be requested to work with the licensing team to remove the conflicting upgrade and return to an approved configuration.

Q. If a customer’s NIC Card fails, how do they get a replacement license?

A. The licensing team handles switching licenses. Send an e-mail to licensing@cisco.com with the old NIC address and the NIC address from the new server. Explain why you are switching servers. The licensing team will deactivate the license associated with the old server and re-issue it for the new server.



Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
Capital Tower
168 Robinson Road
#22-01 to #29-01
Singapore 068912
www.cisco.com
Tel: +65 317 7777
Fax: +65 317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the

Cisco Web site at www.cisco.com/go/offices

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland • Israel • Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland • Portugal • Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden • Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

All contents are Copyright © 1992–2002, Cisco Systems, Inc. All rights reserved. CCIP, the Cisco Arrow logo, the Cisco Powered Network mark, the Cisco Systems Verified logo, Cisco Unity, Follow Me Browsing, FormShare, iQ Breakthrough, iQ Expertise, iQ FastTrack, the iQ logo, iQ Net Readiness Scorecard, Networking Academy, ScriptShare, SMARTnet, TransPath, and Voice LAN are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, Discover All That’s Possible, The Fastest Way to Increase Your Internet Quotient, and iQuick Study are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, Fast Step, GigaStack, Internet Quotient, IOS, IP/TV, LightStream, MGX, MICA, the Networkers logo, Network Registrar, Packet, PIX, Post-Routing, Pre-Routing, RateMUX, Registrar, SlideCast, StrataView Plus, Stratm, SwitchProbe, TeleRouter, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0208R)
ETMG 202864.B/12.02