



**Cisco Enterprise
Agreement for
Collaboration**



Licensing Activation Guide

Enterprise Agreement

September 2017

Contact the Cisco Collaboration EA Operationsteam if you have any questions - collab-ela-support@cisco.com

1. Overview

Audience and Purpose of This Guide

If you are a Cisco customer or qualified partner, this document is designed to help you register your licenses for the various suites in the Cisco Collaboration Enterprise Agreement (EA). This document does not change the terms of any agreements that you have with Cisco.

This document describes how you can do the following:

- Understand the steps involved in the licensing activation process for the Cisco Collaboration EA
- Understand the tools and requirements to process a Cisco Collaboration EA license activation
- Identify the contact resources for any additional questions you may have about licensing activation in the Cisco Collaboration EA

All licenses included in your Cisco Collaboration EA are available in the Cisco Enterprise Agreement (EA) Workspace, which you can access from <https://software.cisco.com/> using your Cisco.com ID account. If you cannot access the EA Workspace, contact our Smart Support team at licensing@cisco.com.

Soft clients (such as Cisco Jabber messaging integration platform) included in Enterprise Agreement are available from the following site: [Soft Clients](#).

This table below lists the products in each Collaboration suite that Cisco offers.

Unified Communications	Multiparty	Customer Collaboration	Cisco Prime Collaboration
<ul style="list-style-type: none">• Cisco Unified Communications Manager• Cisco Emergency Responder• Cisco Unity Connection• Cisco Unified Attendant Console (Cisco UAC) Standard-Advanced• Cisco Expressway Series Server Licensing• Cisco soft clients• Cisco Unified Survivable Remote Site Telephony (Unified SRST)• Cisco Unified Communications Manager Express (CME)• Cisco Unity Express	<ul style="list-style-type: none">• Cisco Meeting Server• Cisco TelePresence Management Suite (TMS)• Cisco Expressway Series Server Licensing	<ul style="list-style-type: none">• Cisco Unified Contact Center Enterprise• Cisco Finesse• Cisco Unified Intelligence Center• Cisco Outbound Option• Cisco Unified Contact Center Management Portal• Cisco Enterprise Chat and Email• Cisco Unified Customer Voice Portal• Cisco Virtualized Voice Browser	<ul style="list-style-type: none">• Provisioning - Policy creation, MACD, and service activation• Assurance - Real-time monitoring, troubleshooting, and testing• Analytics - Historic quality, performance, technology consumption, and end-user trending

Notes:

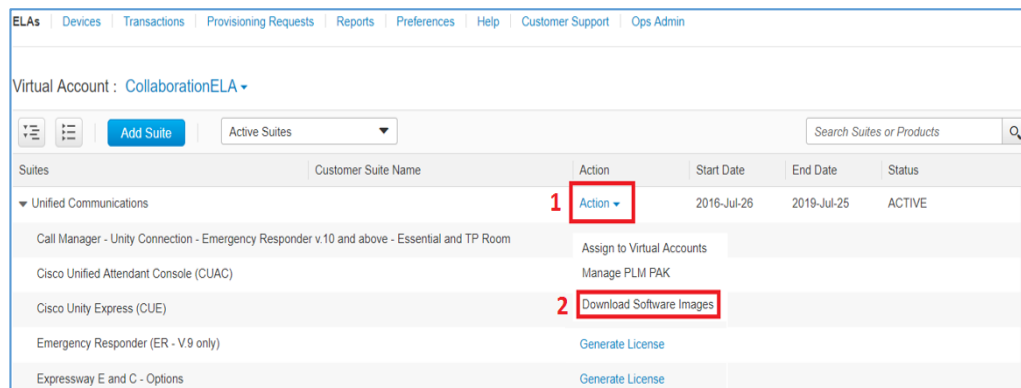
- **Knowledge Worker** – an employee or a contractor who makes use of a computing device as part of their job duties
- **Cisco Unified Communications Manager** – Cisco Unified Communications Manager
- **Collaboration device** - A computing or communications device capable of using Cisco Collaboration software and cloud subscriptions
- **Cisco Unified Communications Manager SME** - Cisco Unified Communications Manager Session Management Edition

2. Existing Installed Licenses


If you have existing Cisco Collaboration licenses that were installed before you entered into the Cisco Collaboration EA, these will have to be converted to EA licenses. Please contact the Operations Support team at collab-ela-support@cisco.com in order to assist with the conversion.

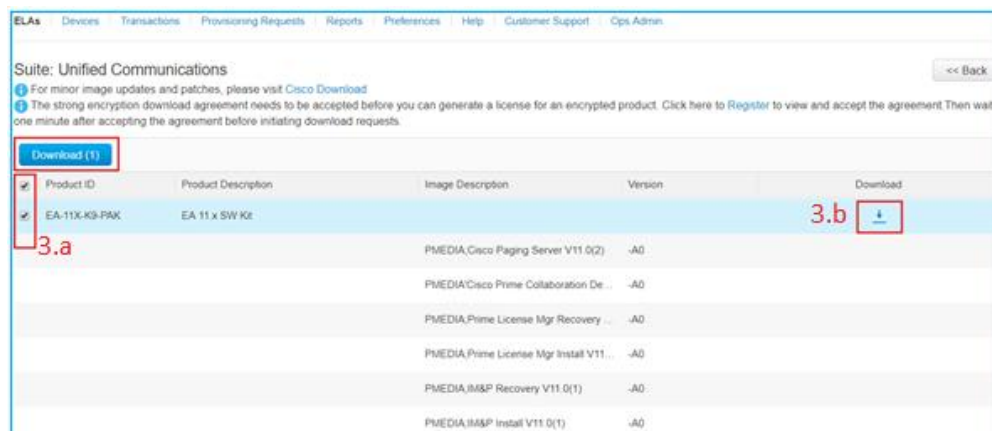
3. Downloading Software Images

1. Click the Action drop down
2. Select Download Software Images from the list of options



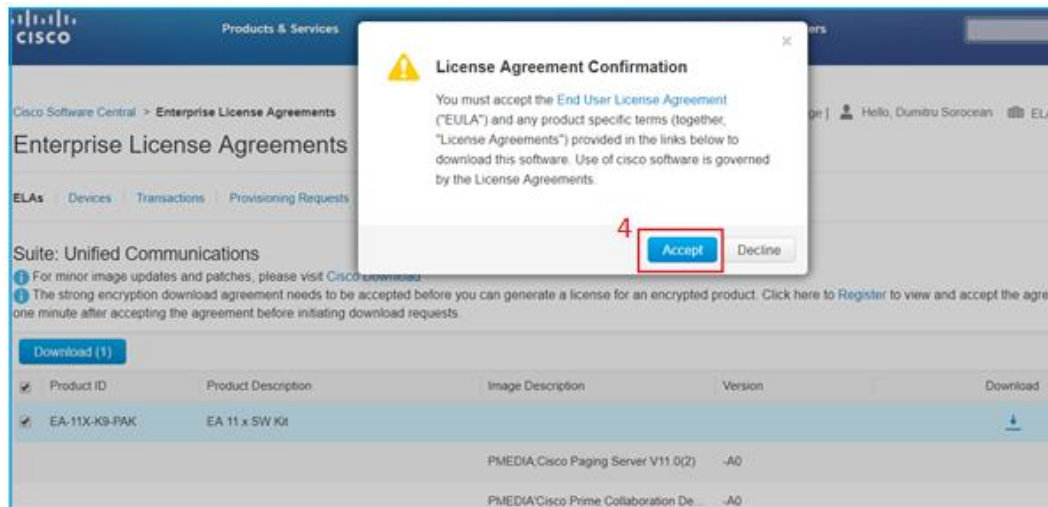
Note that not all suites will have the option to download software images and only the latest image version is available

3. To select the product for which you want to download a software image, either:
 - a. Check the boxes next to each Product ID you wish to download and click the Download button. Note that the number in the Download button will correspond to the number of products you have selected.
 - b. Click the  icon under the Download column for a specific product



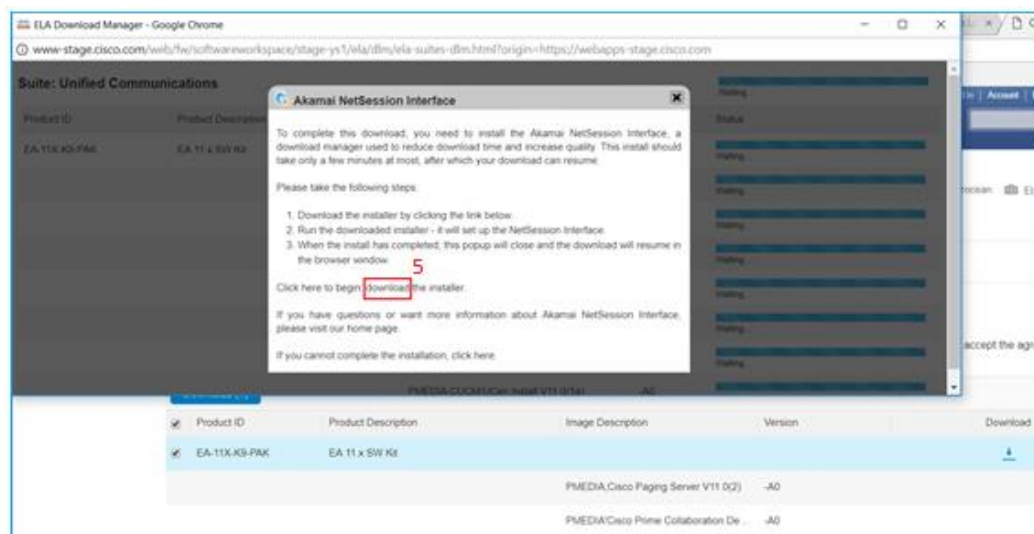
Note: You will need to accept the strong encryption download agreement before generating the license for an encrypted product

4. After reviewing the End User License Agreement (EULA) and agreeing to the conditions, click Accept.



Note: The download will not continue if you Decline. Users will need to enable pop ups on their computers in order for this functionality to work. If your laptop blocks the download, a pop up message will appear asking you to 'Try Again', disable the pop up blocker and then try the download again.

5. If this your first time downloading a SW image, you will need to download the Akamai NetSession Interface download manager. Click on the hyperlink to download the software. This will only appear if you have never downloaded a software image from Cisco.com. If you're a Cisco employee without Admin privileges on your computer, the Akamai app will not install.



Note: The browsers that are compatible for the downloads are: Edge, Firefox, Chrome, Safari – IE11 or below can be intermittent based on security settings

4. Generate Licenses

Starting October 2017, we introduce Smart Licenses. You will be able to generate new Smart Licenses in the workspace or convert any traditional licenses to Smart. For more details, please refer to the “EA and Smart Licensing Integration Guide in the [Learning Center](#).

To generate a license using the EA Workspace, log into the EA Workspace using your Cisco.com ID and password. From the Cisco Software Central page (<https://software.cisco.com/#>), click **Enterprise Agreement** under the License section (see the EA Workspace Release Notes (<https://software.cisco.com/#EA-CustomerHelp>) for a listing of supported browsers and versions).

Licenses can be emailed, downloaded, and an option to re-send licenses is also available in the EA Workspace.

If you want to generate a license that is managed by Cisco Prime License Manager, you can do either of the following:

1. Web registration ([Section 2.1](#))
2. E-fulfillment ([Section 2.2](#))

For products not managed by the Cisco Prime License Manager, you must use the web registration process defined below.

2.1 License Generation through Web Registration

For products managed by the Cisco Prime License Manager, you must first generate a license request in the Cisco Prime License Manager. Then, save the license request as a .txt file and use it during registration in the EA Workspace. For products not managed by the Cisco Prime License Manager, skip this step.

How to Generate a License Request

- Step 1. Sign in to Enterprise License Manager/Cisco Prime License Manager.
- Step 2. Select **License Management > Licenses page**
- Step 3. From the drop-down list under Other Fulfillment Options, select **Generate License Request**.
- Step 4. Save the License Request File to your computer.

Generate licenses

To generate the appropriate Cisco Unified Communications licenses, you use the [EA Workspace](#). You will receive the license file in an email from licensing@cisco.com or you can download it directly from the EA Workspace.

1. Sign in to the EA Workspace.
2. Click **Generate a License** or **Request Activation** next to the license that you need to generate.

Cisco Emergency Responder v10.x-11.x
Cisco Unified Communications Manager, Unity Connection, TP Room version 9.x-11.x

Cisco Emergency Responder v.9

Enterprise License Agreements

ELAs | Devices | Transactions | Provisioning Requests | Reports | Preferences | Help | Customer Support

Virtual Account: CollaborationELA

[Add Suite](#) | Active Suites

Suites	Customer Suite Name	Action	Start Date	End Date	Status
Unified Communications	CPP-UC-ELA 93578936	Action	2013-Oct-27	2018-Oct-26	ACTIVE
Call Manager - Unity Connection - Emergency Responder v.10 and above - Essential and TP Room					
		Generate License			
Cisco Unified Attendant Console (CUAC)					
		Request Activation			
Cisco Unity Express (CUE)					
		Generate License			
Emergency Responder (ER - V.9 only)					
		Generate License			
Expressway E and C - Options					
		Generate License			
Expressway E and C - Release Keys					
		Generate License			
Telepresence Management Server (TMS) - Options					
		Generate License			
Telepresence Management Server (TMS) - Release keys					
		Generate License			
Video Communication Server (VCS E and C) - Options					
		Generate License			

3. Paste the license request for Enterprise License Manager/Cisco Prime License Manager licenses or add a device for all other licenses
 - a. To specify your License Manager, paste the License Request output from your Enterprise License Manager/Cisco Prime License Manager

Generate License - License will be generated for **Unified Communications Manager - Unity Connection - Emergency Responder 10.x** X

1 **Specify License Manager**
2 Select Features
3 Review

Specify UUID

OR

Specify License Manager

In Enterprise License Manager 9.1 or above, or Prime License Manager

- Navigate to Licenses > Fulfillment.
- In the "Other Fulfillment Options" menu select "Generate License Request".
- Copy the selected License Request text & Paste below.

In Enterprise License Manager 9.0

- Navigate to License Management > Licenses.
- Click the "Generate License Request" button.
- Copy the selected License Request text & Paste below.

License Request

Paste the content provided by License Manager

Paste in your License Request from your Cisco Prime License

Cancel
Select Features

- b. To "Add Device", enter the *Device Name*, *Description* (if desired), and *Serial Number* and click the **Add** button

NOTE: If this is for a device you already added, click **Select Devices** and select the desired device from the list.

4. Click **Select Features**.
5. In the quantity field, enter the number of required licenses. When finished click **Next**.
6. Click **Review**.
7. Click the **I agree with the Terms of the License** check box. Verify that your email address is displayed in the **Send to** field and click **Generate Licenses**.

The screenshot shows the 'Generate License for Video Communication Server (VCS E and C) - Release keys' window. It has a progress bar with four steps: STEP 1 (Add Devices), STEP 2 (Select Features), STEP 3 (Select S/W Version), and STEP 4 (Review). The 'Review & Submit' section shows a table of selected devices and features. Below the table is a 'User Preferences' section with a 'Notes' field, a 'Send To' dropdown menu, and an 'End User' dropdown menu. At the bottom, there is a 'Back' button and a 'Generate Licenses' button.

Devices	Features	Term End Date	Quantity
▼ Not Specified	12987826784 Virtual Serial Number	X8.6.0 Upgrade/Downgrade Ve...	
	LIC-VCS-BASE-EA-K9 LIC-VCS-BASE-EA-K9	Not Applicable	1

Showing 1 of 1 Selected Devices

User Preferences

Please provide preferences to generate license or request activation.

Notes

Notes

* Send To: dsoroc@csco.com

* End User: Dumitru Sorocan

☒ Include License as an email attachment.

☐ I agree with Terms of the License

[View License Agreement...](#)

Back Generate Licenses

You'll receive the release key or license file in an email from licensing@cisco.com. You will also have the option to download the release key or the license file.

If you need additional information about how to generate licenses in the EA Workspace, under the Help tab, you'll see videos and support documents

2.2 License Generation through E-Fulfillment (Cisco Unified Communications only)

Step 1. Go to the EA Workspace (<https://software.cisco.com/#module/EA>), click **Generate License PAK**, then click **Copy to Clipboard**.

Step 2. Sign in to Enterprise License Manager/Cisco Prime License Manager.

- a. Select **License Management > Licenses**.
- b. If not already selected, click **Enable** to enable e-Fulfillment.
- c. Select **Fulfill Licenses from PAK**. The **Add/Install Licenses** window appears.

- d. Select the **Add licenses from a new PAK** option and paste the Product Authorization Key code.
- e. If you have previously entered PAKs in Enterprise License Manager/Cisco Prime License Manager, you may select the second option, **Add licenses from an already-installed PAK**, from the drop-down menu select the existing PAK code.
- f. Click **Next**. If prompted for your Cisco.com account information, enter that information you entered when you registered at Cisco.com.
- g. Click **Ok**. The Review Contents section appears.
- h. To install the number of licenses that you want, do the following:
 - Click that license type.
 - Under the Install column, enter the number of licenses that you want.
- i. Click **Next**. The License Option section appears. You may enter a description (optional). You may also associate this transaction with a saved add/upgrade license summary by selecting that option and then selecting the name of the license summary from the drop-down list.
- j. Check the **End User License Agreement** checkbox to accept the conditions.
- k. Click **Finish**.
- l. When you have successfully completed the e-Fulfillment process, the new fulfillment appears in the Licenses table.

Adjust PAK Fulfillment

In e-Fulfillment mode, you can perform further fulfillment of a particular PAK that has already been partially fulfilled on that Enterprise License Manager:

1. Select **License Management > Licenses**.
2. In the License Fulfillment table, in the PAK column, select the PAK. The PAK Details window appears. This window shows the original number of licenses in the PAK. Select **Adjust PAK Fulfillment** to see the current status of the PAK.

Note: An edit (pencil) icon denotes PAKs that support partial fulfillment.

3. If prompted, enter your Cisco.com account information (the information that you entered when you registered at Cisco.com).
4. Edit the Install column for each license type.
5. Click **Update PAK Fulfillment**.

Note: You can only increase fulfillment numbers; you may never decrease them.

For more information about the e-Fulfillment option using the Enterprise License Manager, see (http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/Cisco Prime License Manager/10_0_1/Cisco Prime License Manager_BK_U7066CD8_00_user-guide-rel-10-0-1.html)

5. Upgrades

5.1 Software Upgrades

The Product Upgrade Tool (PUT) provides a list of available software updates. Your software can be provided through e-Delivery. Your software should be delivered within 1 business day of your request. Physical delivery requires shipping and takes longer to deliver.

Not all of the upgrade software that is available in the PUT is available through e-Delivery. If the software that you want to upgrade is available in e-Delivery, you'll see an e-Delivery radio button.

To make a software upgrade request, launch the [Product Upgrade Tool](#) and enter your ESW and/or Unified Communications Software Subscription (UCSS) contract number that entitles you to major software upgrades for the products in the suite that you purchased. Then fill in the required information and submit your request.

For Cisco TelePresence software updates, go to <http://www.cisco.com/cisco/software/navigator.html>.

If you need help, contact EA Operations at collab-ela-support@cisco.com.

5.2 License Upgrades

1. Sign in to EA Workspace.
2. Click **Devices**.
3. In the devices list, select the device (UUID or specific device name).
4. Select **License Upgrade**.

Enterprise License Agreements

ELAs **Devices** Transactions Provisioning Requests Reports Preferences Help Customer Support Ops Admin

Devices

Add New Devices Search Device(s) Name Or Identifiers Or Device(s) Description

Device Name	Actions	Device Identifiers	Device Description	Transactions	Licenses	Features
Not Specified	Action	0F874DFC Serial Number		2	5	5
Not Specified	Action	52D00121 Serial Number		1	4	4
vc1mn053tel201	Action	02B9B5CB Serial Number		2	5	5
Not Specified	Action	52D00119 Serial Number		1	3	3
Not Specified	Action	52A05381 UDI Serial Number		0	0	0
Not Specified	Action	d43559f5a1dd4b05ba151c1bb42ef33 UUID		4	16	16
cl0vscstrl.uhc.com	License Resend Resend with Regeneration		VCS lab	0	0	0
Not Specified	License Download License Upgrade			0	0	0

100 Showing All 39 Records

5. Select the quantity of licenses that you want to upgrade.

6. Select the version and click **Review**.

7. Select **Generate Licenses**.

6. Unified Communications Suite

Product License Activation (Unified Communications Suite only)

Technology	Version 9.x	Version 10.x/11.x
• Cisco Unified Communications Manager	• User based, supports up to 10 devices per user	• User based, supports up to 10 devices per user
• Cisco Unified Communications Manager Session Management Edition	• Session management not licensed separately, included in Cisco Unified Communications Manager on a right-to-use basis	• Session management not licensed separately, included in Cisco Unified Communications Manager on a right-to-use basis
• Cisco Emergency Responder	• Server and user licenses. If you have a primary and backup server, you will need to make sure to put in a total server count of 2.	• User based
• Cisco Unity Connection	• User based	• User based
• Cisco Unified Communications Manager IM and Presence Service	• Not licensed separately, included as a feature in Cisco Unified Communications Manager	• Not licensed separately, included as a feature in Cisco Unified Communications Manager
• Cisco Expressway Series Server Licensing	• Download and install software • Obtain release and option keys	
• Cisco Unified Attendant Console Advanced (Cisco UAC)	• Download and install software • Obtain licenses	

The following sections highlight information that you need to register your Cisco Unified Communications product licenses. If you need help, contact the Cisco Collaboration EA Operations team at collab-ela-support@cisco.com.

- Cisco Unified Communications Manager Licensing
- Cisco Unified Communications Manager Session Management Edition Licensing
- Public Space Licensing
- Cisco Emergency Responder Licensing
- Cisco Unity Connection Licensing
- Cisco Expressway Series Server Licensing
- Cisco Unified Attendant Console Advanced Licensing

6.1 Cisco Unified Communications Manager Licensing

If you do not know how to register your Cisco Collaboration EA licenses, review the Generate Licenses instructions in [section 4](#).

Four types of Cisco Unified Communications Manager licenses are provided as part of the Cisco Collaboration EA

1. **Professional licenses** – Licenses that allow full-featured desk phone and Jabber soft phone Unified Communications functionality. These licenses are required for your Knowledge Workers.
2. **Public Space licenses** – Licenses for desk phone systems that are used in public spaces and not associated to "knowledge worker" users. Phones that are deployed in lobbies, hallways, and so on would use these licenses.
3. **Essential licenses** – Licenses that enable basic analog phone and fax capability.
4. **TelePresence Room licenses** – Room-based endpoints and multipurpose TelePresence System.

Cisco Unified Communications Manager is userbased and supports up to 10 devices per user. The Unified Communications Manager licensing provided under the Cisco Collaboration EA can be used to substitute for any lower-tier requirements.

6.2 Cisco Unified Communications Manager Session Management Edition Licensing

In version 9.x and later, Cisco Unified Communications Session Management is no longer licensed separately and is provided on a right-to-use basis as part of the Unified Communications Manager provided in the Enterprise Agreement.

6.3 Cisco Emergency Responder Licensing

If you do not know how to register your Cisco Collaboration EA licenses, review the Generate Licenses instructions in [section 4](#).

Version 9.x

For Cisco Emergency Responder licensing, you must register the number of users (product ID [PID]: ER-911-LIC-EA-USR) and servers (PID: ER-911-LIC-EA-SVR). If you are supporting multiple servers in a cluster for redundancy, you should account for the total server count during registration and apply this number to the publisher.

Note: Version 9.x Cisco Emergency Responder is locked to the license MAC address.

Version 10.x, 11.x

Cisco Emergency Responder version 10.x/11.x is user based.

Note: Cisco Emergency Responder version 10.x and later is locked to the license request.

6.4 Cisco Unity Connection Licensing

Step 1: If you do not know how to register your Cisco Collaboration EA licenses, review the Generate Licenses instructions in [section 4](#).

Cisco Unity Connection is userbased and is the top tier of licensing. It can be used to substitute for any lower-tier requirements.

6.5 Cisco Unified Communications Manager IM and Presence Service

Cisco Unified Communications Manager IM and Presence Service (formerly known as Cisco Unified Presence) is installed on Cisco Unified Communication Manager cluster nodes. IM and Presence Service features are available to users who are assigned a Cisco Unified Communications Manager Essential or higher user license.

6.6 Cisco Expressway Series Server Licensing

Virtual Editions of Cisco Expressway-C and Expressway-E servers are offered as part of the Cisco Collaboration EA Unified Communications bundle.

Install the Software

You must download and install the software prior to registering the licenses. Refer to [section 3](#) above.

(**Note:** If you do not follow this procedure, Expressway will work only in a limited capacity.)

- Step 1. Obtain the software here: [Expressway Series Software](#). The **Download Software** window appears.
- Step 2. Select the most recent Advanced Encryption Standard (AES) encrypt version of VCS and click **Download**

Activate Your Cisco Expressway Series Server Software

1. Ensure you have downloaded and installed the Cisco Expressway Series Virtual Edition software before you attempt to register your licenses. You must download Cisco Expressway Series Virtual Edition software from <http://software.cisco.com/download/navigator.html>
2. Retrieve the 8-character serial number from the option keys page (Maintenance > Option keys) or from the bottom right hand corner of the Cisco Expressway Series Virtual Edition web interface.
3. Register your software, go to the EA Workspace at <https://software.cisco.com/#EA>, and obtain your release key and feature licenses.
 1. Select **Generate License** next to the Expressway - Release Keys.
 2. Add a new device by entering the device name, description (if desired), and serial number. Click **Add**.
 3. Click **Select Features**.
 4. In the quantity field, enter 1 and click **Next**.
 5. From the Upgrade/Downgrade Version drop-down list, select the version and click **Review**.
 6. Click accept the terms, ensure "Sent to" is complete, and click **Generate License**
 7. On the Cisco Expressway Series Virtual Edition web interface (**Maintenance > Option keys**), enter your Release key and any Option keys on the Option keys page.

Note that only one system restart is required after the release key and option keys have been entered.

6.7 Cisco Unified Attendant Console Licensing

6.7.1 Install the Software

You must download and install the software before you register the license activation codes. Follow these steps to obtain your Cisco Unified Attendant Console server's registration code, which is used with your license activation codes to generate a permanent license.

- Step 1. Go to <http://www.cisco.com/go/ac>.
- Step 2. Create a login/password for the site (this is independent of your Cisco.com login).
- Step 3. In the left menu, click **Downloads**.
- Step 4. Select **Cisco Unified Attendant Console**.
- Step 5. Click **Download** for the latest version.
- Step 6. Install the server by following the UAC Administration and Installation Guide.
- Step 7. From the Advanced server's Web Admin tab, select **Help > Licensing**.
- Step 8. Register the software using the registration code (8-character code).

6.7.2 License the Software

If you chose electronic delivery, you provided an email address in the "Electronic Delivery Details" at the time of your order. Go to the EA Workspace (<https://software.cisco.com/#EA>) and follow the steps in the [Generate License](#) section to obtain your license activation codes.

- Step 1. Go to <http://www.cisco.com/go/ac>.
- Step 2. Sign in with the login/password from Step 2 in Section 3.7.1.
- Step 3. In the navigation bar, click **ACTIVATE PURCHASED SOFTWARE**.
- Step 4. Select your reseller, your customer, and your customer site.
Note: If your reseller, customer, or site are not available, click **Control** to add them.
- Step 5. Select **version 10.x** and **Cisco Unified Attendant Console Advanced**, and then click **Next**.
- Step 6. Enter the registration code from Step 8 in Section 3.7.1 and then click **Next**.
- Step 7. Enter at least one License Activation Code and then click **Submit**.
- Step 8. In the **License Request Confirmation** page, enter an additional/optional email address and click **Submit**. If you want to change the License Activation Code you entered in Step 7 before proceeding, click **Back**. A registration (.RGF) file is emailed to you, and license request confirmation information is displayed in the web page.
- Step 9. Open the email and save the registration file to a location that can be browsed by the Cisco UAC Advanced server.
- Step 10. Log into the Cisco UAC Advanced server's Web Admin tab and select **Help > Licensing**.
- Step 11. In the **License Management** page, select **Registration File**.
- Step 12. Click **Browse** and then open the registration file.
- Step 13. Click **Submit** to complete the registration.

6.8 Cisco Unified Communications Manager Express, Cisco Unity Express, and Cisco Unified Survivable Remote Site Telephony

Cisco Unified Communications Manager Express (Unified CME), Cisco Unity Express and Cisco Unified Survivable Remote Site Telephony (Unified SRST) software and licensing require a separately priced Unified Communications technology license to be installed on a per Integrated Service Router (ISR) router basis. In order to use the Unified CME, Unity Express and Unified SRST licensing, you must purchase the ISR hardware separately. For upgrade and maintenance for Unified CME, Unity Express, and Unified SRST software, you must purchase the SmartNet service separately. Cisco Unity Express Integrated Voice Response licenses are not included in the Unified Communications Suite.

6.8.1 Cisco Unified Communication Manager Express and Cisco Unified Survivable Remote Site Telephony

Unified CME/SRST licenses are available on a right-to-use (RTU) basis.

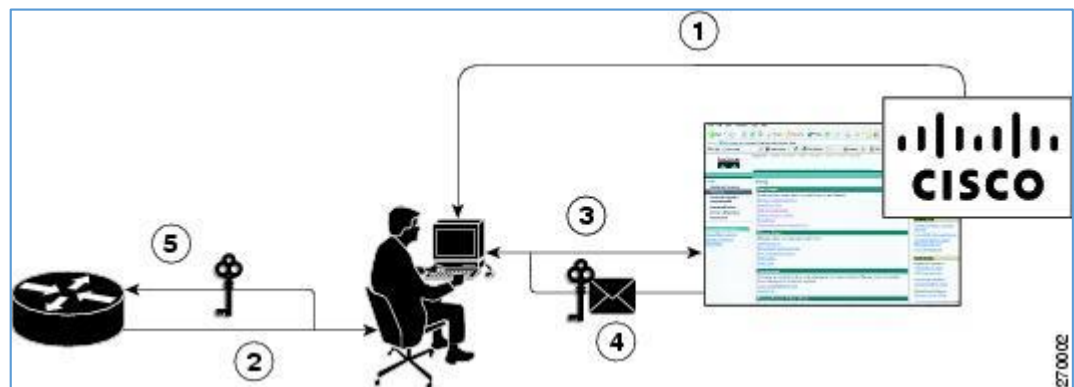
6.8.2 Cisco Unity Express

For information regarding Software Activation for Cisco Unity Express see

(http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/unity_exp/rel7_1/Licensing/CUElicensing_book/csa_overview_CUE.html)

6.8.3 License Software Activation Using EXEC Commands

The Cisco Software Activation feature includes EXEC commands that allow you to perform basic licensing tasks from the command line.



Install Licenses

1. The customer obtains licenses from the EA Licensing Workspace.
2. The license file is sent to customer via Email or can be downloaded directly from EA Licensing Workspace.
3. The customer installs licenses on the devices.

Use CLI Commands to Install Licenses

After you obtain a license file from Cisco's licensing portal and copy it to a FTP or TFTP server, use the following commands to install the license. Only the use of FTP is shown below.

DETAILED STEPS

Step 1 **license install** `ftp://username:password@ip_address/path/license_file`.

Use this command to install all of your licenses. As shown in the following example (which is truncated for easier readability), the command initiates several actions that result in either the printing of an end-user license agreement with prompts to accept the agreement (for extension licenses only) or messages indicating that the license is installed. When a license is successfully installed, a message confirms the installation and states whether the licensed feature is in the current image.

```
service-module# license install ftp://192.1.1.53/lic/nme-159/nme-159.lic
```

```
Installing...Feature:VMVR-IVR-SESS...Successful:Supported
```

```
License Note:
```

```
Application will evaluate this change upon next reload
```

```
Installing...Feature:VMVR-VM-MBX...Successful:Supported
```

```
License Note:
```

```
Application will evaluate this change upon next reload
```

```
Installing...Feature:TCV-USER...Successful:Supported
```

```
License Note:
```

```
Application will evaluate this change upon next reload
```

```
Installing...Feature:VMVR-PORT...Successful:Supported
```

```
License Note:
```

```
Application will evaluate this change upon next reload
```

```
4/4 licenses were successfully installed
```

```
0/4 licenses were existing licenses
```

```
0/4 licenses were failed to install
```

The installation process does not install duplicate licenses. The following message is displayed when duplicate licenses are detected:

```
Installing...Feature:xxx-xxx-xxx...Skipped:Duplicate
```

Note: You must install all of your licenses before you continue to the next step.

Step 2 **reload**

Use this command to reboot the module:

```
service-module# reload
```

Step 3 **enable**

Use this command to enter privileged Exec mode:

```
service-module# enable
```

Enter Your Password If Prompted.

Step 4 **show license all**

Use this command to display a summary of all of the licenses installed on your module:

service-module# **show license all**

StoreIndex: 0 Feature: VMVR-PORT Version: 1.0

License Type: Permanent

License State: Active, In Use

License Count: 4 / 4

License Priority: Medium

License Store: Evaluation License Storage

StoreIndex: 0 Feature: VMVR-VM-MBX Version: 1.0

License Type: Evaluation

License State: Active, Not in Use, EULA not accepted

Evaluation total period: 8 weeks 4 days

Evaluation period left: 8 weeks 4 days

License Count: 600 / 0

License Priority: None

License Store: Evaluation License Storage

StoreIndex: 1 Feature: VMVR-PORT Version: 1.0

License Type: Evaluation

License State: Inactive

License Count: 60 / 0

License Priority: None

License Store: Evaluation License Storage

StoreIndex: 2 Feature: VMVR-IVR-SESS Version: 1.0

License Type: Evaluation

License State: Active, Not in Use, EULA not accepted

Evaluation total period: 8 weeks 4 days

Evaluation period left: 8 weeks 4 days

License Count: 60 / 0

License Priority: None

Step 5 **show license in-use**

Use this command to display information about the licenses that are in use on your module:

service-module# **show license in-use**

StoreIndex: 0 Feature: VMVR-PORT Version: 1.0

License Type: Permanent

License State: Active, In Use

License Count: 4 /4

License Priority: Medium

StoreIndex: 1 Feature: VMIVR-VM-MBX

Version: 1.0

License Type: Permanent

License State: Active, In Use

License Count: 5 /5

License Priority: Medium

Step 6 **show license status application** *application-name*

Use this command to display information about the applications that are installed on your module. If you do not supply an application name, information is displayed for voicemail and IVR.

service-module# **show license status application**

voicemail enabled: 4 ports, 4 sessions, 5 mailboxes

ivr disabled, no activated ivr session license available

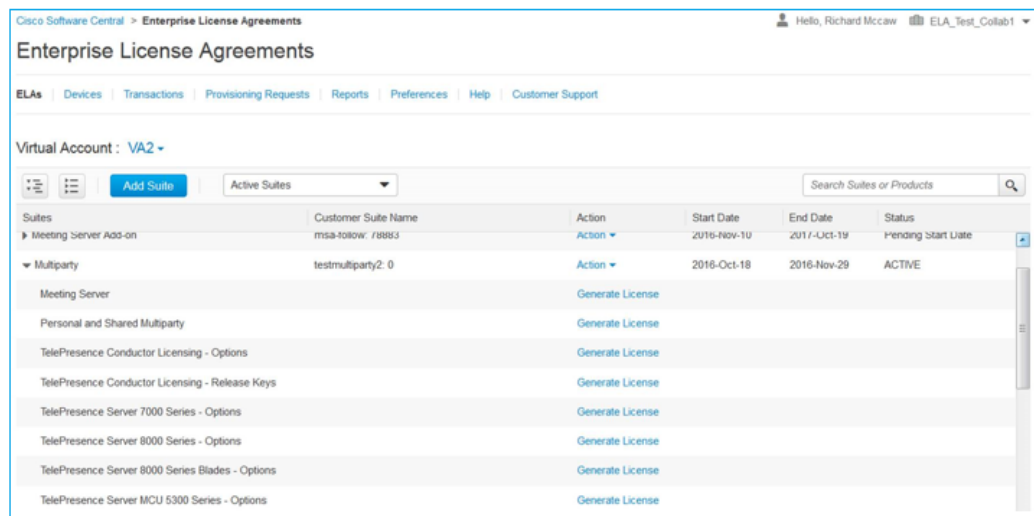
7. Multiparty Suite

7.1 Cisco Meeting Server License

Obtain the licenses

Note: You should have your activation key already preinstalled with the software of Cisco Meeting Server

1. Sign in to the EA Workspace at <https://software.cisco.com/#EA>.
2. Under the Multiparty section in the Action column of the Meeting Server row, select **Generate License**.



3. Select your device and click **Select Features**.

The screenshot shows the 'Generate License for Meeting Server' dialog box in Cisco Software Central. It is at Step 1: Add Devices. The progress bar shows Step 1 as active, Step 2 as 'Select Features', and Step 3 as 'Review'. Below the progress bar, the 'Selected Devices' section states 'You have selected following devices to generate license.' and contains a table with one device entry.

Device Name	Identifiers	Device Description	Action
Not Specified	34:56:78:24:35:72 MAC Address		Delete

Showing 1 Record

Buttons: Cancel, Select Features

4. Select the features and quantity.

The screenshot shows the 'Generate License for Meeting Server' dialog box at Step 2: Select Features. The progress bar shows Step 1 as complete with a green checkmark, Step 2 as active, and Step 3 as 'Review'. The 'Add Features to your Devices' section prompts the user to 'Please select product features to generate license.' and shows a table of available features.

Include	Feature Description	Feature Name	Qty
<input type="checkbox"/>	Cisco Meeting Server (CMS) PMP User License		
<input type="checkbox"/>	LIC-CMS-EA-USER	LIC-CMS-EA-USER	0
<input type="checkbox"/>	Cisco Meeting Server (CMS) System branding (Single Brand)		
<input type="checkbox"/>	LIC-CMS-SBRD-EA	LIC-CMS-SBRD-EA	0

Showing All 2 Records

Buttons: Back, Review

5. Review the transaction and click **Generate Licenses**.

Devices	Features	Term End Date	Quantity
▼ Not Specified	34:56:78:24:35:72 MAC Address		
	LIC-CMS-SBRD-EA LIC-CMS-SBRD-EA	Not Applicable	2

Showing 1 of 1 Selected Devices

User Preferences

Please provide preferences to generate license or request activation.

Notes

/Notes

Send To:

☒ Include License as an email attachment.

End User:

☒ I agree with Terms of the License [View License Agreement...](#)

[Back](#) [Generate Licenses](#)

7.4 Cisco TelePresence Management Licensing

Cisco TelePresence Management Suite (TMS) is offered as part of the Cisco Collaboration EA Unified Communications bundle. You can obtain your serial number, release key, and options keys from the EA Workspace.

7.4.1 Obtain the Software

You **must** download and install the software before you can register your release key and the option licenses.

To obtain the software refer to [Section 3](#) above, see the link: [TMS Software](#).

7.4.2 Obtain your Cisco TMS Serial Number and Release Key

1. Sign in to the EA Workspace at <https://software.cisco.com/#EA>.
2. Select **Generate License** next to the "TelePresence Management Suite - Release Keys".
3. Select or add devices. To select a device from My Devices(s), click Select Devices. To add a new device, enter the device and click **Add**.
1. If you need a TMS serial number to be generated with the release key, in the Generate New Serial Number section, click **Yes**.
2. Click **Select Features**.

Generate License - License will be generated for **Telepresence Management Server - Release Keys**

1 **Add Devices** 2 Select Features 3 Select S/W Version 4 Review

Add Device(s)
You can select devices from My Device(s) list or add a new device to generate license. Select Devices

Device Name Generate New Serial Number ? ☐ Yes ☒ No Virtual Serial Number *

Device Description

Add

Selected Device(s)

Device Name	Identifiers	Device Description	Delete
You have not yet added any device to generate license.			
No Records to Display			

Cancel Select Features

- From the **Upgrade/Downgrade** Version drop-down list, select the version that you want and click **Review**.

Generate License - License will be generated for **Telepresence Management Server - Release Keys**

1 **Add Device(s)** 2 Select Features 3 **Select S/W Version** 4 Review

Select Desired Software Version

Device Name	Node Locks
Cindy TMS	80E00442 Virtual Serial Number

TMS Serial Number	Current Version	Upgrade/Downgrade Version	SKU Id
80E00442	TMS14.4.0	Select Version	S80100

Showing 1 Record

Back Review

4. In the **Send to** field, verify that your email address is displayed and click **Generate License**.

Generate License - License will be generated for **Telepresence Management Server - Release Keys**

Progress: Add Device(s) ✓ Select Features ✓ Select S/W Version ✓ **4 Review**

Review & Submit Expand All | Collapse All
Review the Features & Quantity to Devices shown below.

Devices	Features	Term End Date	Quantity
<div>⊖</div> Cindy TMS	<div>80E00442</div> <div>Virtual Serial Number</div> <div>TMS14.4.0</div> <div>Current Version</div> <div>TMS14.4.1</div> <div>Upgrade/Downgrade Version</div>	Not Applicable	1
LIC-TMS-SW-EA-K9 EA TMS Software Lic Key for Base Software			

Showing 1 of 1 Selected Devices

Enter Notes

Send To * Please only enter valid email address(es) separated by comma (NO SPACES).
 cibloch@cisco.com

End User *
 Cindy Bloch

☒ Include License as an email attachment. ☐ I agree with Terms of the License * [View License Agreement...](#)

[Back](#) [Generate Licenses](#)

You'll receive the release key in an email from licensing@cisco.com. You will also have the option to download the release key.

7.4.3 Cisco TelePresence Management Server – Option Keys

You must first have a TMS release key before you register feature option keys. Follow these steps to obtain your TMS option keys.

1. Sign in to the EA Workspace at <https://software.cisco.com/#EA>.
2. Select **Generate License** next to the "TelePresence Management Server - Option Keys".
3. Follow Steps 2 through 6 in section 2.1.

10. Customer Collaboration Suite

License Installation

To obtain licenses for the Customer Collaboration suite, follow instructions in Generate Licenses instructions in [Section 4](#)

If you need help, contact collab-ela-support@cisco.com.

11. Cisco Prime Collaboration Suite

1. To obtain the software refer to [Section 3](#) above
2. To obtain licenses follow instructions in Generate Licenses instructions in [Section 4](#)
3. Add the licenses (.lic) to Cisco Prime Collaboration installation as follows
 - a. Select **Administration>License**.
 - b. Click **browse** and **add** the file.
4. The license appears and the features are now activated.

If you are interested in seeing Training VODs to learn how to install and deploy licenses see:
www.cisco.com/go/primecollaboration.

12. Software Licensing Operations

12.1 Obtain Clients

The Cisco Collaboration EA entitles you to download soft clients, such as Cisco Jabber for Windows or Mac, on a right-to-use basis. Be aware that Use of the clients as call-control devices will consume DLUs on the Cisco Unified Communications Manager system, but no additional licenses are needed.

You may download Jabber for desktop and desktop soft clients at [Soft Clients](#). To access Jabber for mobile and mobile clients, download these applications from the mobile app stores.

12.2 Rehosting Licensing

Any time you need to rehost your licenses onto a new server for reasons such as an incorrect MAC address or an upgrade to a new server, go to <http://www.cisco.com/go/license> and click **Transfer**. If you need additional instructions, click on **Help**.

For information about MAC parameters, see the product documentation at http://www.cisco.com/en/US/partner/docs/voice_ip_comm/cucm/virtual/servers.html#wp86411

If you need help, contact the Cisco EA Operations team at collab-ela-support@cisco.com

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