

# Cisco Connected Mobile Experiences (CMX) 10 Ordering and Licensing Guide

Customers can choose to deploy CMX 10 on-premises on Mobility Service Engine (MSE) 3365 hardware or virtual MSE appliance. This document details the ordering and licensing process for the CMX 10 software.

CMX is also available as a cloud-delivered software with a service (SaaS) model. Please see the [CMX Cloud Data Sheet](#) for ordering and licensing information on CMX Cloud.

To download, evaluate, and purchase the CMX software and virtual MSE:

1. Download the CMX software from [Cisco.com](#).
2. Install the software on a virtual server (see the [Cisco MSE data sheet](#) for supported virtualization platforms).
3. CMX 10 software comes with a 120-day evaluation license. After 120 days, licenses are required.
4. To purchase licenses, order L-MSE-PAK-N and choose amount and type of licenses required. Choose L-LS-1AP-N for base and L-AD-LS-1AP-N for advanced license
5. Software support has to be purchased separately and is priced for license type & number of APs

To purchase the **MSE 3365 physical** appliance:

1. Select AIR-MSE-3365-K9
2. Select software version NEW (10.x). Software comes with a built-in 120-day evaluation license. After 120 days, licenses are required
3. To purchase licenses, order L-MSE-PAK-N and choose amount and type of licenses required. Choose L-LS-1AP-N for base and L-AD-LS-1AP-N for advanced license
4. Software support has to be purchased separately and is priced for license type & number of APs
5. Hardware support is attached to the AIR-MSE-3365-K9 product ID

## Ordering the Services Licenses - Which Licenses Do I Need?

Cisco CMX requires licenses to enable functionality. All licenses are per access point.

There are three types of CMX licenses:

- **CMX Base license** provides the following services:
  - Location: The ability to determine the location of Wi-Fi clients, interfering devices (such as microwaves and BLE Beacons), and calculated location for RFID tags.
  - Location APIs: Third-party integration using standard REST APIs
  - High Availability: Ability to run on an Active/Standby pair
- **CMX Advanced license** provides the following services:

- Includes all the CMX Base services - Location, Location APIs Hyperlocation and FastLocate capabilities to improve location accuracy and Latency.
- Partner stream for sending raw RSSI values of RFID tags to partner applications.
- CMX Connect: Visitor Wi-Fi onboarding platform
- CMX Analytics
- CMX Connectors
- Location Analytics API
- CMX Presence Analytics
  - **Note:** CMX Analytics and CMX Presence Analytics cannot be used simultaneously. A CMX instance will use either location or presence.
- **CMX Upgrade license** provides the following services:
  - This license is used to upgrade customers using CMX Base License to the level of CMX Advanced license

CMX licenses are available as options under **L-MSE-PAK-N** in the Ordering Tool. Table 1 lists the SKUs for the various licenses.

**Table 1.** Cisco CMX License SKUs

Base Location License SKU	Description
L-LS-1AP-N	CMX Base license for 1 access point
L-AD-LS-1AP-N	CMX Advanced license for 1 access point
L-UPG-LS-1AP-N	Upgrade license from CMX Base to CMX Advanced for 1 access point

## CMX Scale - How Many Licenses Can I Add to CMX?

Cisco CMX 10 software can be installed on two platforms: Cisco 3365 MSE hardware appliance and the Cisco MSE Virtual Appliance (vMSE). For recommended vMSE specs, please see [Cisco MSE data sheet](#). Table 2 lists the scalability of each of the MSEs. CMX Location computation involves calculating (x, y) location while Presence involves determining location of the nearest access point. Hyperlocation with FastLocate computes highly accurate location estimate using Angle of Arrival (AoA) technology.

**Table 2.** Scaling of Cisco CMX/MSE Platform

Appliance	Presence		RSSI		Hyperlocation (includes FastLocate)		Analytics	Movement
	# of Access Points	# of Unique MACs Tracked Devices per Day	# of Access Points	# of Unique MACs Tracked Devices per Day	# of Access Points	# of Unique MACs Tracked Devices per Day	# of Zones	# of NMSP messages per second
<b>MSE 3365</b>	10,000	200,000	10,000	100,000	1000	10000	1000	2500
<b>High-end vMSE</b>	10,000	200,000	10,000	90,000	1000	10000	1000	2500
<b>Standard vMSE</b>	5,000	100,000	5,000	50,000	Not supported	Not supported	750	1500
<b>Low-end vMSE</b>	2,000	50,000	2,000	25,000	Not supported	Not supported	250	750

\* Scaling numbers are based on typical visitor behavior (movements per second). In certain situations, the number of tracked devices may be lower.

## Ordering Support for CMX 10

Hardware and software support are ordered separately. If using the MSE 3365, both hardware and software support are available. If using the vMSE, only software support is available. Table 3 lists the SKUs for MSE and CMX support.

**Table 3.** MSE and CMX Support SKUs

MSE Model	SKU	Service SKU	Description
<b>MSE 3365 hardware (physical) appliance</b>	AIR-MSE-3365-K9	CON-SNT-AIRMSE3K	Hardware support
<b>CMX Base license</b>	L-LS-1AP-N	CON-ECMU-LLS1APN	Software support
<b>CMX Advanced license</b>	L-AD-LS-1AP-N	CON-ECMU-LADLS1PN	Software support
<b>CMX Upgrade license (from CMX Base to CMX Advanced)</b>	L-UPG-LS-1AP-N	CON-ECMU-LUPGLSPN	Software support

## License Portability

CMX 10 licenses are portable and can be ported between different instances of CMX. A single license is required for the two servers in an active/standby pair. The same license should not be used in production concurrently on multiple, non High Availability pairs of CMX instances.

## Cisco MSE Licensing Help

For technical support related to licensing, contact the Cisco Technical Assistance Center (TAC) at 800 553-2447 or [tac@cisco.com](mailto:tac@cisco.com). For questions related to your licensing order, contact Cisco Customer Service at <https://www.cisco.com/go/customerservice>.

## For More Information

For more information about Cisco MSE, visit <https://www.cisco.com/go/mse> or the Cisco [MSE Support site](#). For information on licensing please visit Cisco licensing website.



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