



Manage Licenses

This section explains the following:

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Manage Licenses

The Cisco Prime Collaboration Assurance license enables the endpoint quantities for the Cisco Prime Collaboration Assurance application that you choose to install. You can order license based on the quantity of the endpoints. You can view the already installed license details of Cisco Prime Collaboration Assurance by navigating to **System Administration > License Management**.

You can install Cisco Prime Collaboration Assurance in Advanced mode.

The number of endpoints that you can add during the Evaluation mode depends on the OVA size of Assurance. Cisco Prime Collaboration Assurance keeps track of the number of devices that you have added to the inventory. When the number of devices that you can add gets close to the allowed number of devices, a warning message is displayed. You can either upgrade the OVA or delete some of the existing devices in your system inventory.

The Evaluation period for Cisco Prime Collaboration Assurance is 60 days. After the evaluation period, Assurance redirects the License Management page every time you login.



Note “Smart Licensing” is not supported in the Cisco Prime Collaboration Assurance for Release 12.1.

Cisco Prime Collaboration Assurance Licensing

Cisco Prime Collaboration Assurance licensing is based on the endpoint quantity. The number of endpoints determine the number of licenses that you need to purchase to manage your network.

Cisco Prime Collaboration Assurance provides the license usage status of the Total Endpoints in the **License Management** page (**System Administration > License Management**).



Note Soft phones also consume license like hard phones; and every soft phone requires one license each even if they are sharing the same directory number as any hard phone registered in the same Unified CM.

For more information on these endpoints, see the [Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide](#).

Cisco Prime Collaboration Analytics Licensing

Cisco Prime Collaboration Analytics license must be applied only after or while deploying the Cisco Prime Collaboration Assurance license.

For Cisco Prime Collaboration Release 11.1 and earlier

You need to deploy Cisco Prime Collaboration Assurance in Enterprise mode to access the Cisco Prime Collaboration Analytics features. Cisco Prime Collaboration Analytics is not supported in Managed Service Provider (MSP) mode.

To access Cisco Prime Collaboration Analytics dashboards after the Evaluation mode (60 days), you must purchase Cisco Prime Collaboration Analytics license. You need to purchase the same scale license as that of Cisco Prime Collaboration Assurance. You can continue to access Cisco Prime Collaboration Analytics in Evaluation mode even after you add a license for Cisco Prime Collaboration Assurance in the Advanced mode.

To add Analytics license file, choose **System Administration > License Management**.

Adding Analytics License

Cisco Prime Collaboration Analytics licensing should be greater than or equal to the sum of the total assurance count.

In Evaluation mode, the Cisco Prime Collaboration Analytics license is same as that of Cisco Prime Collaboration Assurance.

To add Analytics license file, choose **System Administration > License Management**.

NFR license for Cisco Prime Collaboration Analytics can be purchased only after the purchase of Cisco Prime Collaboration Assurance license.

Enable and Disable Analytics

Before you begin

The Cisco Prime Collaboration Analytics must be in the Evaluation mode to enable or disable the Analytics features.

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- Step 1** Choose **System Administration > License Management**.
- Step 2** If you have deployed Cisco Prime Collaboration Assurance and Analytics very large OVA, perform the following steps after deploying the remote Cisco Prime Collaboration Analytics database.
- In the Analytics pane, click **Setup Remote Analytics DB** to configure the remote Cisco Prime Collaboration Analytics database.
 - Enter the IP address of the remote database and click **OK**.
- Step 3** In the Analytics pane, click **Enable Analytics** to enable data analysis.
- Step 4** Log out from the browser and log in to Cisco Prime Collaboration Assurance Serviceability User Interface.
- Step 5** Click **Dashboard**.

You can view all the processes along with their status and System Update History. You can Start and Stop all the processes.

Step 6 Log in to the Cisco Prime Collaboration Assurance server and verify if the Analytics license is activated. (**System Administration > License Management**).

If you want to disable Analytics, click **Disable Analytics** in the Analytics pane. You must restart the processes on application and database (only for very large OVA) servers after disabling. All analyzed data are purged and the Analyze tab is disabled.

Cisco Prime Collaboration Contact Center Assurance Licensing

Cisco Prime Collaboration Contact Center Assurance is supported only in the Cisco Prime Collaboration Assurance Advanced deployment. The Cisco Prime Collaboration Contact Center Assurance licensing is based on the number of concurrent Unified Contact Center Enterprise (Unified CCE) agents logged in. You must apply the Cisco Prime Collaboration Contact Center Assurance license only after adding the Cisco Prime Collaboration Assurance Advanced license.

Cisco Prime Collaboration Assurance polls the number of agents logged in to the Unified Contact Center Enterprise every 30 minutes; and if the number of logged-in agents exceeds the permitted number that is mentioned in the license file, the system displays a warning.

Cisco Prime Collaboration Assurance raises one violation per day irrespective of the number of warnings received. If there are 10 such violations within the 30 day period, then your license expires within the next 30 days of receiving the tenth violation.

If you add the license file for Cisco Prime Collaboration Assurance Advanced but not Cisco Prime Collaboration Contact Center Assurance, you can access the features for Cisco Prime Collaboration Contact Center Assurance only until the evaluation expiry or purchase of license.

Upon license expiry, the Unified Contact Center infrastructure devices are not displayed in the UC Performance dashboard, Threshold Rules, and Correlation Rules windows. SIP Call Flow Analyzer fails to analyze the call logs received from Contact Center devices (Unified CCE, CVP) and other UC components. The entire Contact Center Topology view is also not accessible.

To continue using these features, you must purchase the required number of Cisco Prime Collaboration Contact Center concurrent agent licenses. You can view the license details for Cisco Prime Collaboration Contact Center Assurance by navigating to the **System Administration > License Management** page.

For details on the features that are enhanced after you add the Cisco Prime Collaboration Contact Center Assurance license, see the [Cisco Prime Collaboration Contact Center Assurance Guide](#).

The number of agents that you can manage after you purchase a license remains the same as the Evaluation mode. See the *Endpoints and Contact Center Agents Count* section in the [Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide](#) for more information.

License Count

For Cisco Prime Collaboration Release 12.1 and later

Endpoint Licensing runs every 15 minutes. As per the licensing criteria, the total managed endpoint count should not exceed the purchased license count.

- If the licensing criteria is not met, endpoints are deleted. Deletion starts with Unregistered endpoints.
- If the licensing criteria is still not met, registered endpoints are deleted.

For details on how devices are discovered and managed, see [Discover Devices](#). Endpoints that are not added are listed in the discovery job.

When Cisco Prime Collaboration Assurance is deployed in MSP mode, phones that have the same overlapping IP address are counted as different endpoints.

Endpoint Count in Cisco Prime Collaboration Assurance

The following phones are counted in the Cisco Prime Collaboration Assurance database:

- The soft clients include Cisco Unified Personal Communicator, Cisco IP Communicator, Cisco Jabber and Client Services Framework (CSF).
- Mobile phones are counted separately.
- Analog phones connected to a voice gateway are not monitored and hence not counted.



Note The system counts each endpoint; and counts Jabber and IP Phones separately.

View License Details

In the **License Management** page (**System Administration > License Management**), you can view the following Cisco Prime Collaboration Assurance License information:

For Cisco Prime Collaboration Release 11.6 and later

System Information

- MAC Address
- DB Server IP Address



Note DB server IP Address field is specific to Cisco Prime Collaboration Assurance very large OVA deployment model and does not appear in the Assurance Information link for Cisco Prime Collaboration Assurance small, medium, and large OVA deployment models.

For Cisco Prime Collaboration Release 12.1 and later

This implies to all the three types of licensing types (Assurance, Analytics, and Contact Center Assurance).



Note You can also track the number of licenses allocated to each type of license types (Assurance, Analytics, and Contact Center Assurance).

When you upload a license file, a license count is introduced that allows you to check the count per profile and if it exceeds the maximum count a warning message indicating that the License has exceeded the maximum count allowed appears. The message is specific to the modes of licensing.



Note You will receive a common warning message specific to Assurance and Analytics mode and one specific to Contact Center Assurance mode.

Assurance License Status

- Active Base License Installed - Evaluation or Image.
- Total Endpoint Licenses Used - The total number of licenses allowed and the number of licenses used currently. For more details about the total number of licenses for the Advanced mode, see the “License Count” section.
- License Expiration Date - The date when the license expires. This value is applicable to Evaluation license only.



Note The value of License Expiration Date changes to **Permanent** when you obtain license after evaluation expires.

- Total Endpoint Licenses Installed - The total number of licenses that are installed.

For Analytics and Contact Center Assurance licensing, you can view the following information:

Enterprise Mode	Managed Service Provider (MSP) Mode
Analytics: <ul style="list-style-type: none"> • Licenses Installed • License Expiration Date 	For Cisco Prime Collaboration Release 11.5 and later Analytics: <ul style="list-style-type: none"> • Licenses Installed • License Expiration Date
Contact Center Assurance: <ul style="list-style-type: none"> • Licenses Installed • License Expiration Date 	Contact Center Assurance: <ul style="list-style-type: none"> • Licenses Installed • License Expiration Date



Note Although the License Expiration Date of Contact Center Assurance licensing is same as that of the Assurance License Status in the user interface, the License Expiration Date of Contact Center Assurance may change depending on the number of concurrent Unified CCE agents logged in.

You must review the [Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide](#) to learn how to register and obtain the license file for Cisco Prime Collaboration Assurance.

Add and Delete a License File

The image license files for Cisco Prime Collaboration Assurance are mandatory if you wish to activate the Cisco Prime Collaboration Assurance applications in the production network. You can add any number of scale licenses, however, the image license file is added once for Cisco Prime Collaboration Assurance.

To add the license file in Cisco Prime Collaboration Assurance:


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- Step 1** Choose **System Administration > License Management**.
The **License Management** page is displayed.
- Step 2** Under **License Files**, click **Add**.
The **Add License File** pop-up page is displayed.
- Step 3** Click **Browse** to upload the license file and click **OK**.
The newly added license file information appears in the License Status pane of Cisco Prime Collaboration Assurance.
- Note** To delete a license file, choose **System Administration > License Management**. On the **License Management** page, select the license file and click **Delete**.
- When you upgrade from Evaluation mode to production, perform a rediscovery of devices. For details on rediscovering devices, see [Rediscover Devices](#).
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Switch Between Advanced Evaluation to Advanced (Purchase License) in Cisco Prime Collaboration Assurance

Cisco Prime Collaboration Assurance allows you to switch from the Advanced Evaluation to Advanced (Purchase License) in Cisco Prime Collaboration Assurance.

The following table captures the different scenarios of switching:

Table 1: Switch from the Advanced Evaluation to Advanced (Purchase License) in Cisco Prime Collaboration Assurance

Installation Mode	Advanced Evaluation to Advanced (Purchase license)
Cisco Prime Collaboration Assurance	Yes. (Click the Get Advanced icon  at the top right corner of the User Interface and click Add Licenses . In the License Management page, click Add and upload the license file for the advanced mode.)