



Configure System Licensing

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System Licensing Overview

Your system uses centralized license management, whereby license usage moves away from the device-based licensing and towards user-based licensing. This user-centered model matches the overall requirements of your system and what your users actually use—for example, multiple devices that are associated with one user. From this model, licensing for your system is determined by the total number of users itself, user features, and configured devices.

The following licensing options are available to cover your users' needs:

Cisco Unified Workspace Licensing

Cisco Unified Workspace Licensing (UWL) provides the most popular bundles of Cisco Collaboration applications and services in a cost-effective, simple package. It includes soft clients, applications server software, and licensing on a per-user basis.

Cisco User Connect Licensing

A per-user based license for individual Cisco Unified Communications applications, that includes the applications server software, user licensing, and a soft client. Depending the type of device and number of devices that you require, User Connect Licensing (UCL) is available in essential, basic, enhanced, and enhanced plus versions.

For more information about these license types and the versions in which they are available, see <http://www.cisco.com/c/en/us/products/unified-communications/unified-communications-licensing/index.html>.

Cisco Prime License Manager

Cisco Prime License Manager consolidates all license requirements from all Cisco Unified Communications Managers in your system and compares the total requirements to the number of available licenses installed. When you provision users, phones, or other services in your system, license requirements are calculated. After this step, the Cisco Unified Communications Manager sends the corresponding license requirements to Cisco

Prime License Manager. The license then compares your system license requirements with the available licenses installed, and reports back license compliance or non-compliance. They continually synchronize data and keep your system licensing snapshot up to date.

System Licensing Prerequisites

- Understand the unified communications (UC) licensing structure. See <http://www.cisco.com/c/en/us/products/unified-communications/unified-communications-licensing/index.html>.
- Complete the installation steps for Cisco Prime License Manager. For more information about this process, see the *Cisco Prime License Manager User Guide* at <http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-license-manager/products-user-guide-list.html>.

If you are migrating your licenses from a previous release, verify the following requirements:

- Run a report from the License Count Utility (Releases from 6.x to 8.x). For detailed information about how to use this tool, see *Using Cisco Unified Communications Manager License Count Utility* at <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>
- Apply all pre-9.x licenses to your Unified Communications Manager before you upgrade.
- Match devices and users by running the Cisco Device Assignment Tool. For detailed information about how to use this tool, see the *User Guide for Cisco Device Assignment Tool* at <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.html>.

To obtain migration support, select one of the following options:

- Open your service request through the web: <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>
- Open any service request through licensing@cisco.com (include Cisco.com user ID)
- Open a service request by telephone using country-specific numbers: <http://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>

System Licensing Configuration Task Flow

Procedure

	Command or Action	Purpose
Step 1	Integrate Your Cluster with Cisco Prime License Manager, on page 3	Add your Unified Communications Manager publisher node to the Cisco Prime License Manager as a product instance. This task ensures synchronization of licensing requirements and usage between the two systems. Cisco Prime License Manager polls your system every 24 hours. You add the cluster by adding the publisher node.

	Command or Action	Purpose
Step 2	Synchronize Your Cluster, on page 4	Synchronize your cluster with Cisco Prime License Manager in order to upload all device data from the cluster and allow the license manager to allocate the licenses.
Step 3	Create a License Plan, on page 4	To obtain new licenses for your system, walk through the add licenses wizard to prepare your license request.
Step 4	Install the License File, on page 5	Follow the license fulfillment procedure to install the applicable licenses for your system. These steps ensure that your system is in compliance.

Integrate Your Cluster with Cisco Prime License Manager

Add your Unified Communications Manager publisher node to the Cisco Prime License Manager as a product instance. This task ensures synchronization of licensing requirements and usage between the two systems. Cisco Prime License Manager polls your system every 24 hours. You add the cluster by adding the publisher node.

Before you begin

Install the remaining licenses to the product instance that you want to add. This steps ensure that those licenses are eligible for migration.

Check the status of you account by using the following command: **show accountlocking**. You must set the account locking setting to **disabled** to avoid a 401 error when you attempt to add the product instance.

Procedure

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- Step 1** Log in to Cisco Prime License Manager using the application username and password that you created when you completed the installation.
- Step 2** Select **Product Instances**.
- Step 3** Click **Add**. The Product Add dialog box appears.
- Step 4** Enter the following information:
- **Name**
 - **Description (optional)**
 - **Product Type**
 - **Hostname/IP Address**
 - **Username**
 - **Password**
- Note** Credentials are the OS Administration username and password of the product.
- Step 5** Click **OK** to add the product instance.

- Step 6** Once the product instance has been successfully added, the product appears in the Product Instances table.
- Note** On the Product Instances page, click **Synchronize Now** to request the licensing information from the new product. If you do not synchronize, current product instance information will not appear in Cisco Prime License Manager until the next scheduled synchronization is completed..
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Synchronize Your Cluster

Synchronize your cluster with Cisco Prime License Manager in order to upload all device data from the cluster and allow the license manager to allocate the licenses.

Before you begin



- Note** If you have more than one cluster, we recommend that you add all your clusters before you perform your first synchronization.
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Procedure

- Step 1** In Cisco Prime License Manager, select **Product Instances**.
- Step 2** Click **Synchronize Now**.
- A message appears that confirms the synchronization is complete.
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Create a License Plan

To obtain new licenses for your system, walk through the add licenses wizard to prepare your license request.

Before you begin

[Synchronize Your Cluster, on page 4](#)

Procedure

- Step 1** From the **Licenses > Planning** window in Cisco Prime License Manager, click **Create an Add Licenses Plan**.
- Step 2** From the **Choose Product** section, select the product type and license version of the product to which you will be adding a licence. Click **Next**.
- Step 3** From the **License Counts** section, adjust the number of licenses that will be allocated to each type of license and click **Save** to save your changes for that license type. You may also choose to run a compliance check by clicking **Run Compliance Check**, or reset the license values by clicking **Reset Values**. After the number of licenses has been set, click **Next**.

Clicking the arrow next to each license type reveals additional information about that license type.

- Step 4** If your compliance check fails, you can return to **License Counts** to make additional changes. If the compliance check passes, click **Next** to move to the next section.
- Step 5** In **Summary and Next Steps** section, you can view and save a summary of the changes you made. You can also enter your own summary name and description.
- Step 6** To view the summary, click **View Summary**. The **Save Summary in Cisco Prime License Manager** option is selected by default. A default name for the summary also appears in the **Name** field using the format <product-type>-add-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section.
- Step 7** Click **Finish**

What to do next

[Install the License File, on page 5](#)

Install the License File

Follow the license fulfillment procedure to install the applicable licenses for your system. These steps ensure that your system is in compliance.

Procedure

- Step 1** From the Cisco Prime License Manager main menu, select **Licenses > Fulfillment**.
- Step 2** In eFulfillment mode, click **Fulfill Licenses from PAK**.
- Step 3** Select **Add licenses from a new PAK** and enter the Product Authorization Key (PAK) code.
If you have previously entered PAKs in Cisco Prime License Manager, you can select **Add licenses from an already-installed PAK that supports partial fulfillment**. After you have selected that option, select the existing PAK code from the drop-down menu.
- Step 4** Click **Next**. If prompted for your Cisco.com account information, enter the username and password you entered when you registered at Cisco.com.
- Step 5** Click **OK**.

If there are licenses remaining to be fulfilled (and the PAK username and password are validated), the **Fulfill Licenses** section appears.

Licenses can only be fulfilled using the cisco.com account to which they were initially issued.
- Step 6** The licenses within the PAK are listed by SKU name. The numbers of each license are categorized under a number of headings to indicate how many have been fulfilled and how many are remaining.
You can specify the number of licenses you want to fulfill by selecting **Fulfill** in the Actions column for that license type. In the **Fulfill Licenses** window you can specify the license version, feature, or both, and click **Save** then click **OK** to close the window. The updated count now appears in the Fulfill column of the Fulfill Licenses table.

Note Some PAKs are not eligible for partial fulfillment. These PAKs are packaged together, so they can only be fulfilled at a single Cisco Prime License Manager in a single transaction. For example, an NFR (not-for-resale) order is sold as a package with 20 CUWL Pro Unified CM and Unity Connection licenses and five TelePresence Room licenses.

Note If licenses are listed as "Fulfilled" (under "Before Fulfillment" in the Fulfill Licenses table), those licenses have previously been fulfilled by this or another Cisco Prime License Manager.

Note Once you have fulfilled your licenses as selected, you may wish to click **Run Compliance Check** to ensure that you are in compliance.

Step 7 Click **Next** to review your changes. If you are not satisfied with your changes, click **Previous** to return to the **Fulfill Licenses** section. If you are satisfied with the changes, click **Next** to move to the next section.

Step 8 Click **Next** in the Fulfill Licenses section opens the Transaction Options and License Agreement section. In this section, you may enter a description (optional). You may also associate this transaction with a saved license summary by selecting that option and then selecting the name of the license summary from the drop-down list.

Step 9 Select the checkbox to accept the conditions of the End User License Agreement.

Step 10 Click **Finish**.
Upon successful completion of the e-Fulfillment process, the new fulfillment appears in the License Fulfillment table.

Licensing Interactions and Restrictions

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System Licensing Interactions

Table 1: System Licensing Interactions

Feature	Interaction
Extension Mobility	Users who are configured with extension mobility but have no associated devices do not require an essential license.
MGCP	MGCP FXS ports do not require licenses, because they are not considered to be analog phones.

Feature	Interaction
TelePresence Room	<p>Multi-purpose and immersive TelePresence devices are licensed under a separate device license type of the TelePresence Room license. The TelePresence Room license covers both the TelePresence device and registered phone, only if the same user ID is entered as the OwnerUserID field for the TelePresence device as is entered for the phone.</p> <p>If the same user ID is not entered as the owner user ID for both the TelePresence device and the phone, then the device and phone are not associated and two licenses are required: one TelePresence Room license for the device and one enhanced user connect license (UCL) for the phone. The TelePresence touch device does not register, and therefore does not require a separate license or the owner user ID association.</p>

System Licensing Restrictions

Table 2: System Licensing Restrictions

Restriction	Description
Maximum Number of Devices Per User	The essential, basic, and enhanced User Connect Licensing (UCL) licenses support users with one associated device, where the user ID is entered in the OwnerUserId field of one device. The Enhanced Plus UCL license supports users with two associated devices. The Unified Workspace Licensing (UWL) Standard and UWL premium support users with three and up to ten associated devices.
Product Authorization Keys	Some product authorization keys (PAKs) are not eligible for partial fulfillment. These PAKs are packaged together, so they can only be fulfilled at a single Cisco Prime License Manager. For example, a not-for-resale (NFR) order is sold as a package with 20 CUWL Pro Unified Communications Manager and Unity Connection licenses as well as five TelePresence Room licenses.

