



Administration

The following sections provide information on using the Cisco Prime License Manager administrative tools.

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Backup/Restore

Use the following procedure to perform a backup and restore of Cisco Prime License Manager.

Procedure

Step 1 From the main menu, select **Administration > Backup/Restore**.

Step 2 The Backup/Restore page opens. Enter the following information:

- IP Address/Hostname
- Username
- Password
- Directory

Note At this point, you can click the **Test Connection** button to test your connection.

Step 3 To perform a backup, click the **Run Backup** button.

Note A maximum of two backups are stored. Creating a third backup will overwrite the oldest backup.

Step 4 To restore, select the file you wish to restore and click the **Run Restore** button.

License Definitions

License definitions contain information about the license types managed by Cisco Prime License Manager. This file should be updated prior to upgrading any of your product instances to a new version or before adding a product instance of a new type. The Administration > License Definitions page provides the following information for the currently installed file:

- File name
- Version
- Date Installed

You can click the **Check for Latest Version** link to access the Download Software site. From this site, you can locate the latest release and download it.

Once downloaded, a new license definition file can be installed using the following procedure:

Procedure

- Step 1** Access the License Definitions page from the main menu by selecting **Administration > License Definitions**.
 - Step 2** Click the **Check for Latest Version** link to access the Download Software site. Download the desired license definition file to your computer.
 - Step 3** Click the **Install New License Definition File** button. The Install License Definitions window appears.
 - Step 4** Click the **Browse** button to select the license definition file you just downloaded, then click **Install**.
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Security Updates

Security updates may be required at Cisco Prime License Manager periodically to permit electronic operations with the Cisco License Office.

Security updates will be available at the Cisco Software Download Center: <http://software.cisco.com>.

Use the following procedure to perform security updates through CLI:

Procedure

- Step 1** Enter the **license management security update** command.
- Step 2** Enter **Directory**, **Server**, **User Name**, and **Password** information when prompted, as shown in the following example:

Example:

Directory: /users/bsmith/security_update/update

Server: se032c-94-61

User Name: bsmith

Password: *****

Step 3 You are then asked to select the security update, as shown in the following example:

Example:

Available options for security update in "se032c-94-61:/users/bsmith/security_update/update":

1) SecUpd_v1.upd

q) quit

Step 4 Select option **1** to download the security update. The following messages appear:

Example:

Installing security update...

Continue (y/n)?

Step 5 Select **y** to continue the security update.
When the update is complete, the following message appears:
Security update installed.

License Rehost

Licenses are fulfilled to a specific Cisco Prime License Manager. If you require licenses to be moved to a new Cisco Prime License Manager, they will need to be rehosted.

A rehost may be required if:

- A hardware failure occurred and new hardware is required for Cisco Prime License Manager
- Multiple Cisco Prime License Managers are desired and a subset of fulfillment licenses need to be moved to a new Cisco Prime License Manager

License rehosts or transfers can be requested at www.cisco.com/go/license and do not require Global Licensing Operations (GLO) support.



Note In order to use the rehost portal, you must use the same Cisco.com user ID that initially ordered or fulfilled the licenses.

To perform a rehost, the license registration from the source machine as well as license request or license registration from the target machine is required.

Use the following procedure to perform a license rehost.

Procedure

- Step 1** From Product License Registration (<https://tools.cisco.com/SWIFT/LicensingUI/Quickstart>), choose **Licenses**.
 - Step 2** Under the License ID tab of a particular device, choose the license(s) that you want to rehost.
 - Step 3** In the pop-up that appears, choose **Rehost/Transfer**.
 - Step 4** In the **Quantity to Assign** field, enter the number of licenses you want to transfer.
 - Step 5** In the **License Request** field, enter the License Request from the Cisco Prime License Manager of the target device.
 - Step 6** Click **Next**.
 - Step 7** In the **Review** screen, review your selections.
 - Step 8** Enter your email address, choose your name from the drop-down list next to **End User**, and indicate that you agree with the Terms of the License.
 - Step 9** Click **Submit**.
 - Step 10** The rehosted license is emailed to you. It must then be manually installed on Cisco Prime License Manager.
- Note** The license can also be downloaded to your machine by clicking **Download Target** on the **License Request Status** window and choosing the download location.
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Accessing Diagnostic Logs

Use the following procedure to run diagnostic logs in Cisco Prime License Manager.

Procedure

- Step 1** From the main menu in Cisco Prime License Manager, select **Administration > Diagnostic Logs**.
 - Step 2** The Diagnostic Logs screen appears. Under the Log Settings tab, set the log level to **Debug** for both "Cisco Prime License Manager core services:" and "Communication with product instances". Click **Save** to save your changes.
 - Step 3** Select the **Download Logs** tab and select the date and time range to include in your log file (the time period during which the issue occurred). Click the **Generate Log File** button.
 - Step 4** The link to the log file appears below the Generate Log File button. Click the link to download the log file to your PC and then send the log file to Cisco: licensing@cisco.com
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Reset OS Administrator and Security Passwords

To reset a password, you must connect to the system through the system console. You cannot reset a password when you connect to the system through a secure shell session.



Note During this procedure, you must remove and then insert a valid CD or DVD in the disk drive to prove that you have physical access to the system.

Procedure

- Step 1** Log in to the system with the following username and password:
- Username: pwrecovery
 - Password: pwreset
- The **Welcome to platform password reset** window appears.
- Step 2** Press any key to continue.
- Step 3** If you have a CD or DVD in the disk drive, remove it now.
- Step 4** Press any key to continue.
The system tests to ensure that you removed the CD or DVD from the disk drive.
- Step 5** Insert a valid CD or DVD into the disk drive.
- Note** For this test, you must use a data CD, not a music CD. The system tests to ensure that you have inserted the disk.
- Step 6** After the system verifies that you have inserted the disk, you are prompted to enter one of the following options to continue:
- Enter **a** to reset the Administrator password.
 - Enter **s** to reset the security password.
 - Enter **q** to quit.
- Step 7** Enter a new password of the type that you chose.
- Step 8** Reenter the new password.
The password must contain at least six characters. The system checks the new password for strength. If the password does not pass the strength check, you are prompted to enter a new password.
- Step 9** After the system verifies the strength of the new password, the password is reset. You are prompted to press any key to exit the password reset utility.
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