Important Notes

Pre-Upgrade COP File

You can upgrade to Cisco Prime License Manager Release 10.5(x) from Cisco Prime License Manager Release 10.0(1) or Enterprise License Manager Release 9.x. While upgrading from Cisco Prime License Manager Release 10.0(1) to Cisco Prime License Manager Release 10.5(x) is a direct upgrade, upgrading from pre-10.0(1) requires one or more COP files. Depending on the upgrade path, you may need to download and install one or both of the following COP files from Cisco.com:

- **elm_Elm_v9_1_1_PlmUpgrade.cop.sgn**
- **ciscocm.version3-keys.cop.sgn**

Note   For information about which COP file you need to apply prior to performing an upgrade, see topics relating to license management in the *Compatibility Information for Cisco Unified Communications Manager*: http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-device-support-tables-list.html.

The **elm_Elm_v9_1_1_PlmUpgrade.cop.sgn** COP file provides the means for a 9.1(1) standalone Enterprise License Manager server installation to upgrade to 10.x or greater standalone Cisco Prime License Manager software.

The **ciscocm.version3-keys.cop.sgn** COP file has the RSA keys that are required to validate the upgrade. Missing RSA-3 keys will, for example, result in status errors in the Software Installation/Upgrade window.

Note   Validation will fail even if the md5sum value of the ISO is correct.

To find COP files on Cisco.com, navigate to **Support** > **Downloads** > **Unified Communications** > **Unified Communications Management** > **Cisco Prime License Manager** > **Cisco Prime License Manager 10.5** > **Prime License Manager Software Patches**.

You can verify that you have the correct COP file installed by entering the following commands:

```
admin:show version active

Active Master Version: <8.5.1.10000-26>

Active Version Installed Software Options:

<ciscocm.version3-keys.cop>

admin:
```

Deployment

In Release 10.0(1) and later, virtualized deployments of Cisco Prime License Manager are only supported on VMware ESXi hypervisor hosts.

Set Manual MAC

On a virtual machine, the MAC can be dynamic or static (manual). We recommend a static MAC because the licenses are linked to MAC. Configure virtual machines with static (manual) MAC by following the steps below.

Procedure

Step 1	Using vCenter or vSphere Client, select **Edit virtual machine settings**.
Step 2	Select **Network adapter 1**.
Step 3	Take note of the MAC address.
Step 4	Select the manual option for the MAC address.
Step 5	Set the MAC address as noted earlier, or set another unique MAC address.
Step 6	Select **OK** to save the settings.

Browser Support

The following browser versions are officially supported by Cisco Prime License Manager:

Browser	Supported Version
Firefox	17 - 33 , 45.0b10
Internet Explorer	9, 10 , 11

Browser	Supported Version
Chrome	23 - 38 , 49.0.2623.75
Safari	6.0 , 9.0.3
Edge	20.10240

Supported Languages

Cisco Prime License Manager supports 13 languages:

- English (default)
- Japanese (Japan)
- Chinese (simplified)
- Chinese (traditional)
- Korean (Korea)
- German(Germany)
- French (France)
- Italian (Italy)
- Spanish (Spain)
- Spanish (Colombia)
- Portuguese (Brazil)
- Dutch (Netherlands)
- Russian (Russia)

Manual License Fulfillment

The license fulfilled with the first license request must be installed before subsequent license requests are generated.

Synchronization Failure with Application Error

If you see an application error during synchronization with Unified Communications Manager of 10.5.2 SU6 or of a higher version, the error is actually a version mismatch error.

Synchronization Failure with Application Error