Cisco Prime License Manager User Guide, Release 11.5(1)SU2

First Published: 2017-08-17

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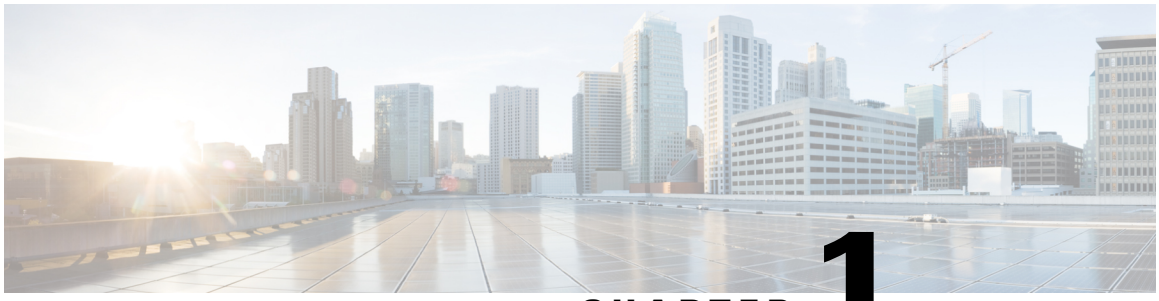

CHAPTER 1

Deployment

- Deployment Options, page 1
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Deployment Options

You can deploy Cisco Prime License Manager in one of the following ways:

- Coresident deployments—Cisco Prime License Manager is installed automatically as part of the installation of Cisco Unified Communications Manager and Cisco Unity Connection. You may choose to run Cisco Prime License Manager on one of these servers in a coresident configuration. Refer to the latest release of the platform-specific installation document for more information:
  - Installing Cisco Unified Communications Manager
  - Installation Guide for Cisco Unity Connection
  - Installing Cisco Business Edition 6000
- Standalone deployments—You need two files to install Cisco Prime License Manager:
  - A virtual machine template (OVA file) is available from Software Download Center.
  - An ISO file is available via electronic software download after you purchase Cisco Unified Communications Manager or Cisco Unity Connection.

Requirements

System Requirements

Here are the server requirements as defined in the virtual machine template that should be used to install a standalone instance of Cisco Prime License Manager.

Requirement	Details
Version	11.0(1)
CPU	1 vCPU with 1800 Mhz reservation
Memory	4 GB (RAM) with 4 GB reservation
Hard Drive	1 - 50 GB disk

Port Requirements

The following table provides a list of ports used by Cisco Prime License Manager. If you wish to use automatic license fulfillment, Cisco Prime License Manager should be allowed direct outbound access to the Internet.

Description	Protocol	Inbound Port	Outbound Port
Browser HTTP	TCP	80/8080, 443/8443	N/A
SSH/SFTP	TCP	22	N/A
Ephemeral port ranges for clients initiating connections	TCP, UDP	32768-61000	N/A
DNS name resolution	TCP, UDP	N/A	53
To connect to Product instances and to the Cisco licensing portal for e-Fulfillment	TCP	N/A	80, 8080, 443, 8443 (HTTP and HTTPS)
DRS	TCP	N/A	22 (SSH/SFTP)
DHCP client	UDP	N/A	67
NTP client	TCP, UDP	N/A	123

Supported Products

Cisco Prime License Manager supports the following products:

- Cisco Unified Communications Manager
- Cisco Unity Connection
- Cisco Emergency Responder

Supported Locales

The following locales are supported for Cisco Prime License Manager:

- English (default)
- Japanese
- Chinese (simplified)
- Korean
- Chinese (traditional)
- German
- French (France)
- Italian
- Spanish (Spain)
- Spanish (Latin American) - also known as Spanish (Colombia)
- Portuguese (Brazil)
- Dutch (Netherlands)
- Russian

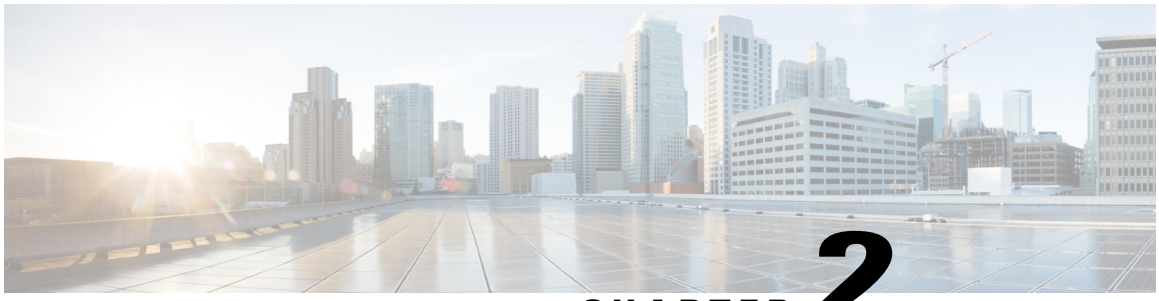
Supported Browsers

The following table defines Cisco Prime License Manager browser support:

Browser	Browser Version	Windows OS			Apple OS	
		Win 8	Windows 7 (32 and 64 bit)	Windows 10 (64 bit)	OSX 10.8	MAC - 10.10.5
Firefox	45.0b10	N/A	N/A	Supported	N/A	N/A
	FF 17-33	Supported	Supported	Supported	Supported	N/A
Chrome	49.0.2623.75	N/A	N/A	Supported	N/A	N/A
	Chrome 23-24	Supported	Supported	N/A	Supported	N/A
	Chrome 22	Supported	Supported	N/A	Supported	N/A
Safari	Safari 9.0.3	N/A	N/A	N/A	N/A	Supported
	Safari 6.0-6.1	Not supported	Not supported	N/A	Supported	N/A

Browser	Browser Version	Windows OS			Apple OS	
		Win 8	Windows 7 (32 and 64 bit)	Windows 10 (64 bit)	OSX 10.8	MAC - 10.10.5
Internet Explorer	IE 11	Supported	Supported for 64 bit	Supported	N/A	N/A
	IE 9-10	Supported	Supported	N/A	N/A	N/A
	IE 8	Not supported	Secondary	N/A	N/A	N/A
Edge	20.10240	N/A	N/A	Supported	N/A	N/A

Note The following browsers and operating systems are not currently supported: Opera, Linux OS, Google Chrome OS.



CHAPTER 2

Installation

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Pre-Installation Tasks for Cisco Prime License Manager

Perform all pre-installation tasks to ensure that you can successfully install Cisco Prime License Manager.

Procedure

Step 1 Review the system requirements and ensure that the server you wish to host the application on has sufficient resources.

Step 2 Create your virtual machine using the Cisco Prime License Manager Virtual Server Template (OVA file) recommended for your current release.

Step 3 Verify that you have an NTP server accessible, since an NTP server is required for VMware deployments.

Step 4 Ensure that the hostname and address that you plan to use for Cisco Prime License Manager are registered with the name server and that both forward and reverse lookups are possible.

Gather Information for Installation

Use the following table to collect information that is pertinent to your system and network configuration.

Table 1: Server Configuration Data

Parameter	Description	Can Entry Be Changed After Installation?

Time Zone	This field specifies the local time zone and offset from Greenwich Mean Time (GMT).
	Select the time zone that most closely matches the location of your machine.
		Yes, you can change the entry after installation by using the following CLI command:
		`set timezone`
		To view the current time zone configuration, use the following CLI command:
		`show timezone config`

MTU Size	The maximum transmission unit (MTU) represents the largest packet, in bytes, that this host will transmit on the network. Enter the MTU size in bytes for your network. If you are unsure of the MTU setting for your network, use the default value. Default specifies 1500 bytes.	Yes, you can change the entry after installation by using the following CLI command: `set network mtu`
DHCP	Cisco Prime License Manager requires a static IP address. As a result, we recommend that you select **No** for the DHCP option and then enter a hostname, IP address, IP mask, and gateway.	No, you should not change the entry after installation.
Hostname	Enter a hostname that is unique to your server. The hostname can comprise up to 32 characters and can contain alphanumeric characters and hyphens. The first character cannot be a hyphen.	Yes, you can change the entry after installation. `set network hostname` **Note** Do not change your hostname while any tasks are running.
IP Mask	Enter the IP subnet mask of this machine.	Yes, you can change the entry after installation by using the following CLI command: `set network ip eth0`

Parameter	Description	Can Entry Be Changed After Installation?
Gateway Address	Enter the IP address of the network gateway. If you do not have a gateway, you must still set this field to 255.255.255.255. Not having a gateway will prevent Cisco Prime License Manager from communication outside of its subnet and will prevent the use of e-fulfillment.	Yes, you can change the entry after installation by using the following CLI command: `set network gateway`
DNS Enable	A DNS server resolves a hostname into an IP address or an IP address into a hostname. Select **Yes** to enable DNS. This will ensure that e-fulfillment will work properly.	No, you should not change the entry after installation.

DNS Primary	Enter the IP address of the DNS server that you want to specify as the primary DNS server. Enter the IP address in dotted decimal format as ddd.ddd.ddd.ddd.	Yes, you can change the entry after installation by using the following CLI command:
		`set network dns`
		To view DNS and network information, use the following CLI command:
		`show network eth0 detail`

DNS Secondary (optional)	Enter the IP address of the DNS server that you want to specify as the optional secondary DNS server.	Yes, you can change the entry after installation by using the following CLI command: `set network dns`
Administrator ID	This field specifies the OS Administrator account username and password that you use for secure shell access to the CLI on Cisco Prime License Manager.	No, you cannot change the entry after installation. **Note** After installation, you can create additional Administrator accounts, but you cannot change the original Administrator account username.

Parameter	Description	Can Entry Be Changed After Installation?
OS Administrator Password	This field specifies the password for the Administrator account, which you use for secure shell access to the CLI. You also use this password with the adminsftp user. You use the adminsftp user to access local backup files, upload server licenses, and so on. For guidelines relating to strong passwords, see the corresponding password section.	Yes, you can change the entry after installation by using the following CLI command: `set password user admin`
Certificate Parameters	From the list, select the appropriate organization, unit, location, and state for your installation. **Note** You can use this field to enter multiple organization units. To enter more than one organization unit name, separate each entry with a comma. For entries that already contain a comma, enter a backslash before the comma that is included as part of the entry.	Yes, you can change the entry after installation by using the following CLI command: `set web-security`
NTP Server	Enter the hostname or IP address of one or more Network Time Protocol (NTP) servers with which you want to synchronize. You can enter up to five NTP servers. **Note** To avoid potential compatibility, accuracy, and network jitter problems, the external NTP servers that you specify for the primary node can be NTP v4 (version 4). If you are using IPv6 addressing, external NTP servers must be NTP v4.	Yes, you can change the entry after installation Yes, you can change the entry after installation `utils ntp server`

Parameter	Description	Can Entry Be Changed After Installation?
Security Password	Enter your security password. The password must contain at least six alphanumeric characters. The password can contain hyphens and underscores, but it must start with an alphanumeric character.	Yes, you can change the entry after installation by using the following CLI command: `set password user security`
Cisco Prime License Manager Application Account Username	This field specifies the Cisco Prime License Manager application account username that you use to log on to Cisco Prime License Manager GUI.	Yes, you can change the entry after installation by using the following CLI command: `license management change user name`
Cisco Prime License Manager Application Password	This field specifies the password for the Cisco Prime License Manager application account, which you use for secure shell access to Cisco Prime License Manager GUI.	Yes, you can change the entry after installation by using the following CLI command: `license management change user password`

Install Virtual Machine

Use this procedure and your VMware documentation to install your virtual machine.

Procedure

Step 1 Access the Software Download Center and download the Cisco Prime License Manager OVA template for your desired release: **Downloads Home** > **Products** > **Cloud and Systems Management** > **Collaboration and Unified Communications Management** > **Cisco Prime License Manager**.

Step 2 From the vCenter or vSphere Client, open the console of your newly downloaded virtual machine template.

Step 3 From the vCenter or vSphere Client, select **File > Deploy OVF Template**.

Step 4 Follow the **Deploy OVF Template** wizard to create the Cisco Prime License Manager virtual machine After the installation is complete, the newly installed virtual machine appears in the selected location within the vCenter or vSphere Client.

Install Cisco Prime License Manager

Before You Begin

Install virtual machine.

Procedure

Step 1 Download the ISO installation file from Cisco electronic software delivery or locate the DVD provided with your order. Use vCenter or vSphere Client to copy the ISO image to your host datastore.

Step 2 Using the vCenter or vSphere Client, select **Edit virtual machine settings > Network adapter 1 > MAC Address** .

Step 3 Select the Manual option and enter a unique MAC address.
For a standalone installation of Cisco Prime License Manager, only static MAC addresses are supported on the virtual machine.

Step 4 Edit CD/DVD drive 1. Select **Connect at power on** and select the ISO installation file from where it was saved to the datastore or Host Device if using a physical DVD.

Step 5 From the vCenter or vSphere Client, open the console of your virtual machine.

Step 6 Power on the virtual machine. The installation begins automatically.

Step 7 If you are using an ISO file, click **Skip** on the Disc Found screen to skip testing the media before installation. Otherwise, select the **OK** tab and press Enter to initiate testing of the media before installation.
The Media Found screen appears with the following message: "Found local installation media."

Step 8 The Product Deployment Selection screen appears. Select the product (there may only be one product available to select) and click **OK** to proceed with the installation.

Step 9 Click **Yes**.

Step 10 Select **Proceed** to continue with the installation.

Step 11 Click **Continue**.

Step 12 In the Timezone Configuration screen, select your timezone and click **OK**.

Step 13 In the Auto Negotiation Configuration screen, click **Continue** .

Step 14 When asked if you want to change the MTU size from the OS default, click **No** to proceed.

Step 15 For network configuration, select **No** to set up a static network IP address for the node .

Step 16 Enter the following static network configuration values:

- Host Name
- IP Address
- IP Mask
- GW Address

Click **OK**. Go to **Step 14**.

Step 17 The DNS Client Configuration screen appears. To enable DNS, click **Yes**, then enter your DNS client information and click **OK**.

Step 18 Enter your Administrator login and password information.

Note The Administrator login must start with an alphabetic character, be at least six characters long, and can contain alphanumeric characters, hyphens, and underscores. You will need the Administrator login to log into the command line interface.

Step 19 The Certificate Information window displays. Enter the Certificate Information:

- Organization
- Unit

- Location
- State
- Country

Click **OK** to proceed.

Step 20 The Network Time Protocol Client Configuration screen appears. Enter your NTP server information.

Note If DNS client was not enabled, use an IP address. If DNS is enabled, either a hostname or IP address may be entered.

Click **OK** to proceed.

Step 21 When asked, enter your Security Password. Click **OK** to continue.

Step 22 The Application User Configuration screen appears. Enter your username and password and log into Cisco Prime License Manager. Click **OK**.

Step 23 The Platform Configuration Confirmation screen appears. Click **OK** to complete the configuration and start the installation.

The installation will take approximately 30 minutes to complete.

Note If there is an installation failure, the console will direct you to export the installation logs to a USB key, if required.

Remove Cisco Prime License Manager

In a coresident deployment, you have the option to remove Cisco Prime License Manager if it is not being used. For example, in a Cisco Unified Communications Manager cluster, Cisco Prime License Manager is installed on publisher nodes *and* subscriber nodes. Since the Cisco Prime License Manager only needs to be active on a single node to manage the licensing of all nodes, you may choose to remove Cisco Prime License Manager from the nodes where it is inactive.

Note A system reboot is required, impacting all services relating to the server. We recommend that you remove Cisco Prime License Manager during off-peak hours.

After Cisco Prime License Manager has been removed, you will continue to see a link to Cisco Prime License Manager upon login to the application, but if you try to access Cisco Prime License Manager, you are notified of the removal along with a date and time stamp.

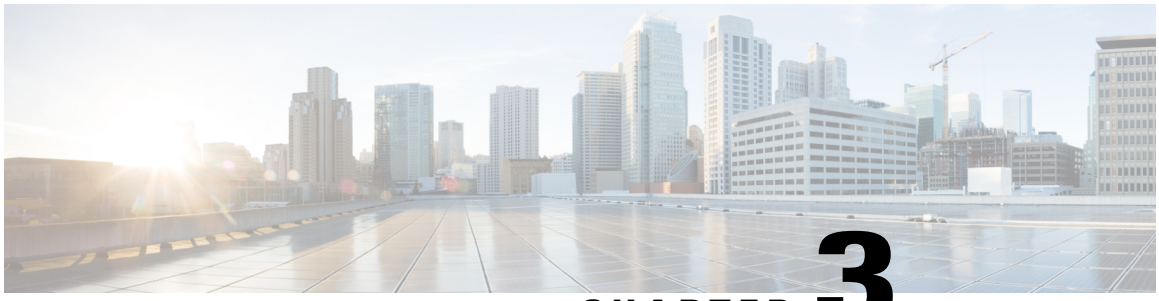
Caution You cannot restore Cisco Prime License Manager after it has been removed.

Procedure

Step 1 From the command line interface, enter the following command: **license management system remove**. Note that this command is not available if Cisco Prime License Manager has already been removed.

Step 2 Confirm that you would like to proceed with the removal by entering **y**.

Step 3 Perform a system reboot.



CHAPTER 3

Upgrade

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- Post-Upgrade Tasks, page 17

Upgrade Software Using the Cisco Prime License Manager GUI

You can upgrade software or apply a patch using a COP file. Use one of the following options to upgrade software using the Cisco Prime License Manager GUI:

- Upgrade from a remote file system
- Upgrade from a local source

Upgrade from a Remote File System

To upgrade the software from an FTP or SFTP server, use the following procedure.

Before You Begin

Copy the application ISO file to an FTP server that is accessible from Cisco Prime License Manager.

Procedure

Step 1 From the Cisco Prime License Manager main menu, select **Administration** > **Install/Upgrade**.
The Install/Upgrade page opens.

Step 2 Click **Install/Upgrade Software**.
The Install/Upgrade Software dialog box opens.

Step 3 Click **Install/Upgrade from Network** (this option should be selected by default).
Enter following information:

- IP Address/Hostname

- Username
- Password
- Directory (the path to the location where you placed the ISO)
- Transfer Protocol (select either **FTP** or **SFTP** from the drop-down menu)

Step 4 Click **Next**.

Step 5 All valid upgrades are listed in the table. Select the required upgrade file from the list.

Note There can be multiple options listed.

Step 6 Click **Start Installation/Upgrade**. A message appears asking you to confirm the upgrade. Click **Continue** to begin the upgrade.

Note You can leave the screen up while the upgrade is in progress, as it provides feedback on the progress of the upgrade, or close the browser. The upgrade proceeds even if you close the browser. The upgrade may take 45 minutes to an hour to complete.

Upgrade from a Local Source

Before You Begin

Define the media source of the virtual machine. For example, is it an ISO file in the datastore or a physical optical drive on the client or host. Check the **Connected** checkbox for the VM CD/DVD drive.

Procedure

Step 1 From the Cisco Prime License Manager main menu, select **Administration** > **Install/Upgrade**.

Step 2 Click **Install/Upgrade Software**.

Step 3 Click **Install/Upgrade from DVD/CD drive on Cisco Prime License Manager server**.

Step 4 All valid upgrades are listed in the table. Select the appropriate (valid) upgrade file from the list.

Step 5 Click **Start Installation/Upgrade**.

Step 6 Click **Continue** to begin the upgrade.

Note You can either leave the screen up while the upgrade is in progress or close your browser. Closing your browser does not impact the upgrade process. The upgrade may take 45 minutes to an hour to complete.

Upgrade Software Using the Cisco Prime License Manager CLI

You can upgrade software or apply a patch using a COP file. To initiate an upgrade from a local or remote source using CLI commands, use the following procedures.

Upgrade from Remote Source

To upgrade the software from an FTP server, use the following procedure. Keep in mind that this procedure uses example software versions. For the latest software version, see the appropriate *Release Notes for Cisco Prime License Manager*.

Before You Begin

You need to place the ISO on a network location or remote drive that is accessible from Cisco Prime License Manager prior to starting this procedure.

Procedure

Step 1 Enter the `utils system upgrade initiate` command, as shown in the following example.

Example:

```
admin:utils system upgrade initiate
```

The following options appear:

```
Warning: Do not close this window without first canceling the upgrade.

Source:

1) Remote Filesystem via SFTP

2) Remote Filesystem via FTP

3) Local DVD/CD

q) quit

Please select an option (1 - 3 or "q" ):
```

Step 2 Select either option 1 or 2.

Step 3 Enter Directory, Server, User Name, and Password information when prompted.

```
Directory: /software/PLM/10.0.0.98030-1

Server: ftp.mycompany.com

User Name: bsmith

Password: ********

Checking for valid upgrades. Please wait...
```

Step 4 Enter SMTP Host Server (optional) to receive email notification once upgrade is complete.
The following options appear:

```
Available options and upgrades in "se032c-94-61:/software/PLM/10.0.0.98030-1":

1) CiscoPrimeLM_64bitLnx_10.0.0.98030-1.sgn.iso

q) quit
```

Step 5 Select option 1 to download upgrade file.

```
Accessing the file. Please wait...

Validating the file...

Downloaded 935 MB.
```

```
Checksumming the file...

A system reboot is required when the upgrade process completes or is canceled. This will
ensure services affected by the upgrade process are functioning properly.

Downloaded: CiscoPrimeLM_64bitLnx_10.0.0.98030-1.sgn.iso

File version: 10.0.0.98030-1

File checksum: c4:13:ad:95:7b:c8:c1:01:1b:91:bb:da:8d:84:09:ea
```

Step 6 When asked to automatically switch versions if the upgrade is successful, enter yes.

```
Automatically switch versions if the upgrade is successful (yes/no): yes
```

Step 7 Enter yes to start installation.

```
Start installation (yes/no): yes
```

Upgrade from Local Source

To upgrade the software from an FTP server, use the following procedure. Keep in mind that this procedure uses example software versions. For the latest software version, see the appropriate *Release Notes for Cisco Prime License Manager*.

Before You Begin

Define the media source of the virtual machine. For example, is it an ISO file in the datastore or a physical optical drive on the client or host. Check the **Connected** checkbox for the VM CD/DVD drive.

Procedure

Step 1 Insert the new DVD into the disc drive on the local server that is to be upgraded.

Step 2 Enter the `utils system upgrade initiate` command, as shown in the following example.

Example:

```
admin:utils system upgrade initiate
```

The following options appear:

```
Warning: Do not close this window without first canceling the upgrade.

Source:

1) Remote Filesystem via SFTP

2) Remote Filesystem via FTP

3) Local DVD/CD

q) quit

Please select an option (1 - 3 or "q" ):
```

Step 3 Select option 3.

Step 4 Select option 1 to download upgrade file.

```
Accessing the file. Please wait...
```

```
Validating the file...

Downloaded 935 MB.

Checksumming the file...

A system reboot is required when the upgrade process completes or is canceled. This will
ensure services affected by the upgrade process are functioning properly.

Downloaded: CiscoPrimeLM_64bitLnx_10.0.0.98030-1.sgn.iso

File version: 10.0.0.98030-1

File checksum: c4:13:ad:95:7b:c8:c1:01:1b:91:bb:da:8d:84:09:ea
```

Step 5 When asked to automatically switch versions if the upgrade is successful, enter yes.

```
Automatically switch versions if the upgrade is successful (yes/no): yes
```

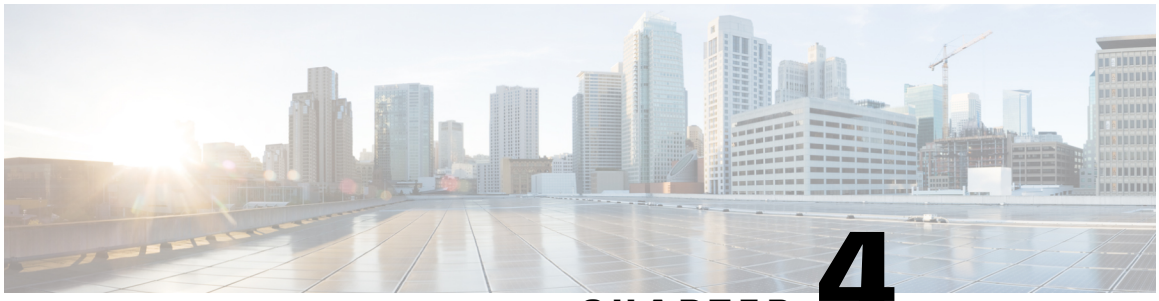
Step 6 Enter yes to start installation.

```
Start installation (yes/no): yes
```

Post-Upgrade Tasks

After the upgrade, perform the following tasks:

- Check the version number in the About box to verify that it is the expected upgraded version.
- Perform a synchronization by selecting **Product Instances** > **Synchronize Now**.
- Check the Dashboard to verify that there are no alerts and then run a backup by selecting **Administration** > **Backup/Restore**.



CHAPTER 4

Administration

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Initial Configuration

Follow these steps to begin using Cisco Prime License Manager:

- Add a product instance. See Add Product Instance, on page 19.

Add Product Instance

The following procedure describes how to add a product instance in Cisco Prime License Manager.

Before You Begin

Before you upgrade your system, make sure that the older version of the product instance has all of the purchased licenses installed prior to upgrading to a newer version. This will ensure that those licenses are eligible for migration.

Before adding a Cisco Unified Communications Manager instance to Cisco Prime License manager, make sure that the **accountlocking** setting is **disabled**. This will help to avoid a 401 error when you attempt to add the product instance. Check the status of the account using the following command: **show accountlocking**.

Procedure

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..

Note "Contains Migratable Licenses" appears in the Status field for all product instances whose licenses have not yet been migrated to Cisco Prime License Manager. To make any licenses that are installable at the product instance available in the Cisco Prime License Manager, they must be migrated. For information about migrating licenses, see: Migrate Licenses to Cisco Prime License Manager, on page 35.

Backup/Restore

Use the following procedure to perform a backup and restore of Cisco Prime License Manager. We recommend that you perform a backup immediately before and after a successful upgrade.

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 **Test Connection** to test your connection.

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

License Definitions

License definitions contain information about the license types managed by Cisco Prime License Manager. These definitions 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** window provides the following information for the currently installed license definition 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, the new license definition file can be installed using the following procedure:

Procedure

Step 1 Access the **License Definitions** window from the main menu by selecting **Administration** > **License Definitions**.
Step 2 Click **Install New License Definition File**.
Step 3 Click **Browse** to select the license definition file you just downloaded, then click **Install**.

Security Updates

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

Security updates for your desired release are available from the https://software.cisco.com: **Downloads Home** > **Products** > **Cloud and Systems Management** > **Collaboration and Unified Communications Management** > **Cisco Prime License Manager**. You can also subscribe for alerts.

Use the following procedure to perform security updates through CLI:

Procedure

Step 1 Enter the **license management security update** command.

Step 2 When prompted, enter Directory, Server, User Name, and Password information, 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 from those available in the target directory, 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 the appropriate file from the list to download the security update. The following messages appear:

Example:

```
Installing
    security update...
Continue
    (y/n)?
```

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

```
Security
    update installed.
```

TLS Setup

Transport Layer Security (TLS) provides secure and reliable signaling and data transfer between two systems or devices, by using secure ports and certificate exchange. TLS ensures a secure connection for Cisco Prime License Manager and it accepts the configured TLS version.

By default, Cisco Prime License Manager supports a minimum TLS version of 1.0. Use this procedure to reset the minimum supported TLS version for Cisco Prime License Manager to a higher version, such as 1.1 or 1.2.

Before You Begin

Before you configure the minimum TLS version, make sure that your network devices and applications both support the TLS version. Also, make sure that they are enabled for TLS that you want to configure with Cisco Prime License Manager.

Note If you are upgrading from an earlier release of Cisco Prime License Manager, make sure that all your devices and applications support the higher version of TLS before you configure it. For example, Cisco Prime License Manager, Release 9.x supports TLS 1.0 only. If you are upgrading from Release 9.x, then upgrade your devices and applications before you enable the higher version of TLS.

Procedure

Step 1 Log in to the Command Line Interface.

Step 2 To confirm the existing TLS version, run the **show tls min-version** CLI command.

Step 3 Run the **set tls min-version** <*minimum*> CLI command where <*minimum*> represents the TLS version. For example, run **set tls min-version 1.2** to set the minimum TLS version to 1.2.

Note Run **show tls min-version** command to view the minimum configured version of TLS.

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 **Generate Log File**.

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 computer and open a Service Request using the TAC Service Request Tool, https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case

Manage Product Instances

Edit a Product Instance

The following procedure describes how to edit a product instance in Cisco Prime License Manager.

Procedure

Step 1 To edit a product instance, select that instance from the Product Instances table.

Step 2 From the General tab of the Product Instance details page, edit the preferred settings for the product instance.

Important If the hostname or IP address of the product instance changes, you need to delete the product instance from the Cisco Prime License Manager prior to changing the hostname/IP address. You then re-add it to the Cisco Prime License Manager once you have completed the hostname/IP address change.

Delete a Product Instance

Procedure

Step 1 In the Action column for the product instance you wish to delete, click **Delete**.

Step 2 Following a successful deletion, click **Synchronize Now** to obtain the most up-to-date licensing information for all license types in the system.

Administrator Account Configuration

Add Administrator Account

During installation, the first account that is created is the Master Account. The Master Account has special privileges:

- It is the only account that can create or delete administrator accounts.
- It is the only account that can modify the credential policy.

Follow the steps below to add a new administrator account.

Procedure

Step 1 Log in to Cisco Prime License Manager using the Master Account.

Step 2 From the main menu in Cisco Prime License Manager, select **Administration** > **Administrator Accounts**.

Step 3 Select **Add Administrator**.

Step 4 Optionally add a name or description in the **Name/Description** field.

Step 5 Enter a username.

Step 6 Enter and confirm your password.
The system will evaluate the strength of the password.

Reset the Administrator or Security Password

If you lose the administrator password and cannot access your system, use this procedure to reset the password.

Before You Begin

- You require physical access to the node on which you perform this procedure.
- At any point, when you are requested to insert CD or DVD media, you must mount the ISO file through the vSphere client for the VMWare server. See "Adding DVD or CD Drives to a Virtual Machine"here for guidance.
- The security password on all nodes in a cluster must match. Change the security password on all machines, or the cluster nodes will not communicate.

Procedure

Step 1 Sign in to the CLI on the publisher node with the following username and password:
a) Username: pwrecovery
b) Password: pwreset

Step 2 Press any key to continue.

Step 3 If you have a valid CD/DVD in the disk drive or you mounted an ISO file, remove it from the VMWare client.

Step 4 Press any key to continue.

Step 5 Insert a valid CD or DVD into the drive or mount the ISO file.
Note For this test, you must use a disk or ISO file that is data only.

Step 6 After the system verifies the last step, 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.

Note You must reset each node in a cluster after you change its security password. Failure to reboot the nodes causes system service problems and problems with the administration windows on the subscriber nodes.

Step 7 Enter the new password, and then reenter it to confirm.
The administrator credentials must start with an alphabetic character, be at least six characters long, and can contain alphanumeric characters, hyphens, and underscores.

Step 8 After the system verifies the strength of the new password, the password is reset, and you are prompted to press any key to exit the password reset utility.
If you want to set up a different administrator password, use the CLI command **set password**. For more information, see the *Command Line Interface Reference Guide for Cisco Unified Solutions* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

User Credential Configuration Settings

The following options display when you select an administrator account from the **Administrator Account** list. This table describes credential settings for each user.

Table 2: User Credential Settings

Field	Description
Account Locked By Administrator	Check this check box to lock this account and block access for this user. Uncheck this check box to unlock the account and allow access for this user.
User Cannot Change Credentials	Check this check box to block this user from changing their password. You cannot check this check box when the **User Must Change Credentials at Next Login** check box is checked.
User Must Change Credentials at Next Login	Check this check box to require the user to change their password at next login. Use this option after you assign a temporary password. You cannot check this check box when the **User Cannot Change Credentials** check box is checked.
Credentials Do Not Expire	Check this check box to block the system from prompting the user to change their password. You can use this option for low-security users. If checked, the user can still change their password at any time. When the check box is unchecked, the expiration setting in the associated credential policy applies.

Field	Description
Reset Failed Login Attempts	Check this check box to reset the number of failed login attempts for this user; The **Time Locked Due to Failed Login Attempts** and **Time of Last Login Attempt** fields are automatically cleared. The number of failed login attempts increases whenever authentication fails for an incorrect credential.
Time Locked Due to Failed Login Attempts	This field displays the date and time that the system last locked this user account due to failed login attempts. The time gets set whenever failed login attempts equal the configured threshold in the credential policy.
Time of Last Failed Login Attempt	This field displays the date and time for the most recent failed login attempt for this user credential.
IP Address of Last Failed Login Attempt	This field displays the IP address of the user who last entered an invalid username or password.
Time Locked by Administrator	This field displays the date and time that the administrator locked this user account. This field is cleared after the administrator unlocks the credential.
Failed Login Attempts	This field displays the number of failed login attempts since the last successful login, since the administrator reset the failed login attempts for this user credential, or since the last reset of failed login attempts.
Time Last Changed	This field displays the date and time of the most recent password change for this user.
Last Changed by User Name	This field displays the username of the administrator who made the last password change.
Last Successful Login	This entry shows the date and time of the last successful login of a particular administrator.
IP Address of Last Successful Login	This field displays the IP address of the user who last logged in successfully.

Credential Policy Configuration

Configure the Credential Policy

The credential policy defines password requirements and account lockouts for administrator accounts in Cisco Prime License Manager. The policy contains settings for failed login resets, lockout durations, expiration periods, and password requirements. The **Credential Policy Configuration** window allows the Master Account to modify the existing credential policy for your system.

Passwords can contain any alphanumeric ASCII character and all ASCII special characters. A non-trivial password meets the following criteria:

- Must contain at least one uppercase character, one lowercase character, one number (0-9), and one special character.
- Must not contain the username.
- Must not contain only consecutive characters or numbers (for example, 654321 or ABCDEFG).

Procedure

Step 1 From the main menu in Cisco Prime License Manager, select **Administration** > **Administrator Accounts**.

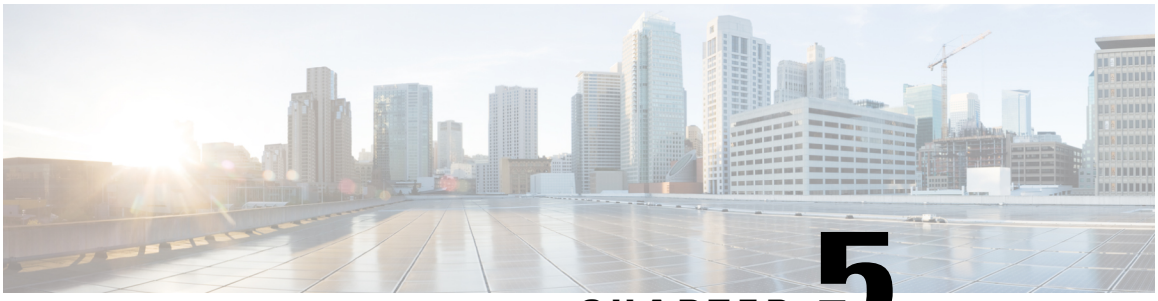
Step 2 Select **Credential Policy**.

Step 3 Modify the **Credential Policy Configuration** settings.
The system provides trivial credential checks to disallow passwords that are easily accessed. Enable trivial password checks by checking the **Check for Trivial Credentials** check box in the **Credential Policy Configuration** dialog box.

Customized Logon Message

In a co-resident deployment, a custom log-on message created for Cisco Unified Communications Manager automatically displays in the Cisco Prime License Manager logon window. You can upload a text file with your custom log-on message in the Cisco Unified OS Administration interface at **Software Upgrades** > **Customized Logon Message**.

Note A standalone deployment does not support a custom log-on message.



CHAPTER 5

License Management

- Introduction, page 29
- Create a License Plan, page 29
- Use Electronic Fulfillment to Add Licenses, page 30
- Upgrade Existing Licenses, page 31
- Other Fulfillment Options, page 33
- Encryption License, page 34
- License Rehost, page 34
- Migrate Licenses to Cisco Prime License Manager, page 35

Introduction

Here are some of the things you can do to administer your licenses:

- Determine licensing requirements for your product. See License View Settings.
- Migrate your existing licenses if your Cisco Prime License Manager manages upgraded product instances that implement a different licensing methodology. See Migrate Licenses to Cisco Prime License Manager, on page 35.
- Perform new license fulfillment. See Create a License Plan, on page 29.

Create a License Plan

Use the following procedure to plan the addition of new licenses.

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

1. **Place your order**: Purchase your licenses or use your service contract to get a PAK.
2. **Fulfill your licenses**: Enter your PAK into the License Fulfillment screen of Cisco Prime License Manager and, through the e-Fulfillment process, fulfill your licenses. Cisco Prime License Manager communicates with Cisco licensing servers and your new licenses will be installed and ready to use.

Use Electronic Fulfillment to Add Licenses

Complete the following procedure to electronically fulfill your licenses.

Before You Begin

Create a licenses plan.

Procedure

Step 1 From the Cisco Prime License Manager main menu, choose **Licenses** > **Fulfillment**.

Step 2 In eFulfillment mode, click **Fulfill Licenses from PAK**.

Step 3 Choose **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, choose **Add licenses from an already-installed PAK that supports partial fulfillment** and select the existing PAK code from the drop-down list.

Step 4 Click **Next**.

Step 5 If prompted for your Cisco.com account information, enter the username and password you entered when you registered at Cisco.com.

Step 6 Click **OK**.
If there are licenses remaining to be fulfilled (and the PAK username and password are validated), the **Fulfill Licenses** section appears.

Step 7 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.
The Fulfill Licenses window appears.

Step 8 Specify the count in the **Fulfill** column, and click **Save**

Step 9 Click **OK** to close the window.

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

The updated count now appears in the Fulfill column of the Fulfill Licenses table.

Step 10 After you have fulfilled your licenses, you may choose to **Run Compliance Check** to ensure that you are in compliance.

Step 11 Click **Next** to review your changes. If you are not satisfied with your changes, click **Previous** to return to the **Fulfill Licenses** section.

Step 12 If you are satisfied with your changes, click **Next** in the Fulfill Licenses section.

Step 13 In the **Transaction Options and License Agreement** section, enter a description (optional). You can 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 14 Indicate that you accept the conditions of the **End User License Agreement**.

Step 15 Click **Finish**.
Upon successful completion of the e-Fulfillment process, the new fulfillment appears in the **License Fulfillment** table.

Upgrade Existing Licenses

There are three types of license upgrades:

- License feature upgrades
- License version upgrades
- License feature and version upgrades

Note Upgrade licenses can only be used to convert currently installed licenses.

Use the following procedure to fulfill a major version upgrade using eFulfillment.

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.

Other Fulfillment Options

Next to the Fulfill Licenses from the PAK option on the **License Fulfillment** page, there is another option entitled **Other Fulfillment Options**.

In Manual Fulfillment mode, selecting the drop-down arrow under this option reveals only one option: Generate License Request.

In eFulfillment mode, selecting the drop-down arrow under this option reveals three options:

- Fulfill Licenses from File
- Generate License Request
- Retrieve Fulfilled Licenses

Fulfill Licenses from File

To fulfill licenses from a file on your computer:

1. Select **Other Fulfillment Options** > **Fulfill Licenses from File**.
2. The Install License File window opens. Click the **Browse** button to locate the file on your computer. Select the file and click **Open**.
3. You can add a description and associate the transaction with a saved license plan (optional).
4. Click the **Install** button to install the license file.

Generate License Request

To obtain a new license (using Manual fulfillment) generate a license request through the **Licenses** > **Fulfillment** page, and then use the information generated to submit a request. You receive your license file through email. Use the following procedure to generate a license request.

1. Log in to Cisco Prime License Manager.
2. From the **Licenses** > **Fulfillment** window, select **Generate License Request** from the drop-down list under Other Fulfillment Options.
3. Copy the selected text to your clipboard or click **Save it to a file on your PC**.

Remember Once you have your license request information saved either to your clipboard or to your computer, access the Cisco License Registration site and paste it into the appropriate field. When you receive your license file through email, install your new license file in Cisco Prime License Manager using the Fulfill Licenses from File, on page 33 procedure.

Retrieve Fulfilled Licenses

The **Retrieve Fulfilled Licenses** option is exclusive to e-Fulfillment. This feature connects to the Cisco licensing servers to retrieve and install the licenses that have been fulfilled for this Cisco Prime License Manager. This feature is useful if you wish to synchronize your Cisco Prime License Manager with the Cisco back office regarding licenses that have been fulfilled.

Use the following procedure to retrieve fulfilled licenses:

1. Log in to Cisco Prime License Manager.

2 Select **Licenses** > **Fulfillment**.

3 If not already selected, click the **Enable** button to enable e-Fulfillment.

4 Under Other Fulfillment Options, select **Retrieve Fulfilled Licenses**. The Retrieve Fulfilled Licenses window appears.

5 Enter your Cisco Username and Password. You can add a description (optional) in the Transaction Description field.

6 Click the **Retrieve and Install Licenses** button.

7 Your Cisco Prime License Manager is synchronized with the Cisco back office and all licenses currently fulfilled are installed.

Encryption License

With this release, Cisco Prime License Manager supports the encryption PAK to be fulfilled. Encryption license is fulfilled either by eFulfillment mode or Manual Fulfillment mode.

For more details on eFulfillment, see Upgrade Existing Licenses, on page 31 and for Manual Fulfillment, see Generate License Request, on page 33 sections of this chapter.

License Rehost

Licenses are fulfilled to a specific Cisco Prime License Manger. If you require licenses to be moved to a new Cisco Prime License Manager, they will be 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 ID from the source machine as well as license request or license registration ID from the target machine is required.

Use the following procedure to perform a license rehost.

Procedure

Step 1 From Product License Registration (www.cisco.com/go/license), select **Devices**.

Step 2 Under the License ID tab of a particular device, select the license(s) that you want to rehost.

Step 3 In the pop-up that appears, select **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, select 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 the target 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.

Migrate Licenses to Cisco Prime License Manager

When you upgrade a product instance from 8.x and earlier to 9.x and later, you must manually migrate your licenses. With the assistance of the Global Licensing Organization (GLO), you must convert licensing from the old paradigm to the new paradigm. For example, you can transfer licenses from Cisco Unified Communications Manager Release 8.x and older to Release 9.x and later.

This section describes the different migration paths you can follow using Cisco Prime License Manager. Cisco Emergency Responder, Cisco Unified Communications Manager, and Cisco Unity Connection each have their own migration paths.

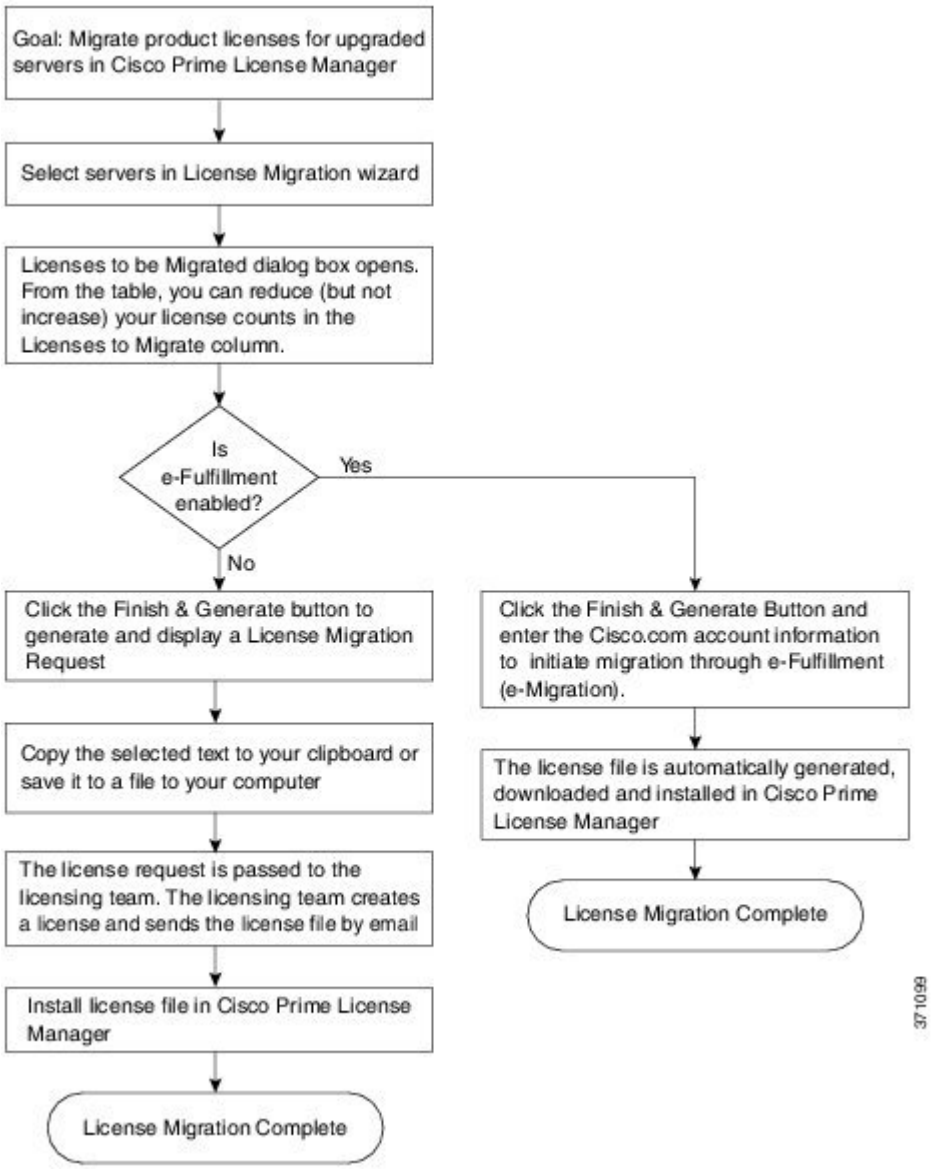
Note The migration path you follow depends upon a number of factors (for example: the product type, whether servers contain data from a previous version, and so on). The following flow charts provide a guide for the decisions that must be made to successfully complete your migration. For a broader view of the migration process, see the release notes for the product instance in question.

Note If Cisco Prime License Manager is in demo mode, do not create multiple migration requests. Complete the first migration, including installation of the license, prior to initiating a second migration. If a migration request results in multiple license files, install all of them, in order, before proceeding.

Use the following procedure to plan for migration of product instances whose licenses have not yet been migrated to Cisco Prime License Manager.

Cisco Emergency Responder Migration Path

The following flow chart will aid you in migrating Cisco Emergency Responder licenses to Cisco Prime License Manager:



Cisco Emergency Responder Migration Path with E-Fulfillment Enabled

The term Standard Migration refers specifically to Cisco Emergency Responder. Cisco Unified Communications Manager and Cisco Unity Connection have their own unique migration paths and are documented separately.

Use the following procedure to plan for migration of product instances whose licenses have not yet been migrated to Cisco Prime License Manager if e-Fulfillment is enabled.

Procedure

Step 1 From the **Licenses > Fulfillment** window in Cisco Prime License Manager, select **Fulfillment Options** > **Migrate Licenses**.

Step 2 From the **Choose Product Type** section, select the type of product to upgrade from the drop-down menu and click **Next**.

Step 3 From the **New License Version** section, select the version of the product to which you are migrating licenses.

Step 4 From the **Available Product Instances** window, select a product instance and click the arrow to move it to the **Product Instances to Migrate** window.
Click **Next**.

Step 5 From the table, you can reduce (but not increase) your license counts in the **Licenses to Migrate** column. You may also choose to run a compliance check by clicking **Run Compliance Check**, or reset the license values by clicking **Reset Values**. Click **OK** to close the dialog box and then click **Next** to move on to the **Summary and Next Steps** section.

Step 6 Specify an optional description for the transaction. Read the End User License Agreement and click **Finish & Generate Request**.

Step 7 Enter your Cisco user ID in the **Cisco.com (CCO) User ID** field.
The request is electronically submitted, and processed immediately. Your licenses are installed automatically.

Cisco Emergency Responder Migration Path with E-Fulfillment Disabled

The term Standard Migration refers specifically to Cisco Emergency Responder. Cisco Unified Communications Manager and Cisco Unity Connection have their own unique migration paths and are documented separately.

Use the following procedure to plan for migration of product instances whose licenses have not yet been migrated to Cisco Prime License Manager if e-Fulfillment is disabled.

Procedure

Step 1 From the **Licenses > Fulfillment** window in Cisco Prime License Manager, select **Fulfillment Options** > **Migrate Licenses**.

Step 2 From the **Choose Product Type** section, select the type of product to upgrade from the drop-down menu and click **Next**.

Step 3 From the **New License Version** section, select the version of the product to which you are migrating licenses.

Step 4 In the **Available Product Instances** window, select a product instance and click the arrow to move it to the **Product Instances to Migrate** window.
Click **Next**

Step 5 From the table, you can reduce (but not increase) your license counts in the Licenses to Migrate column. You may also choose to run a compliance check by clicking the Run Compliance Check button, or reset the license values by clicking the Reset Values button. Click **OK** to close the dialog box and then click **Next** to move on to the **Summary and Next Steps** section.

Step 6 In the Summary and Next Steps section, you can view and save a summary of the changes you made. To view the summary, click **View Summary**. A default name for the summary also appears in the **Name** field using

the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click **Finish & Generate Request**.

Step 7 Copy the selected text to your clipboard or click **Save it to a file on your computer**.

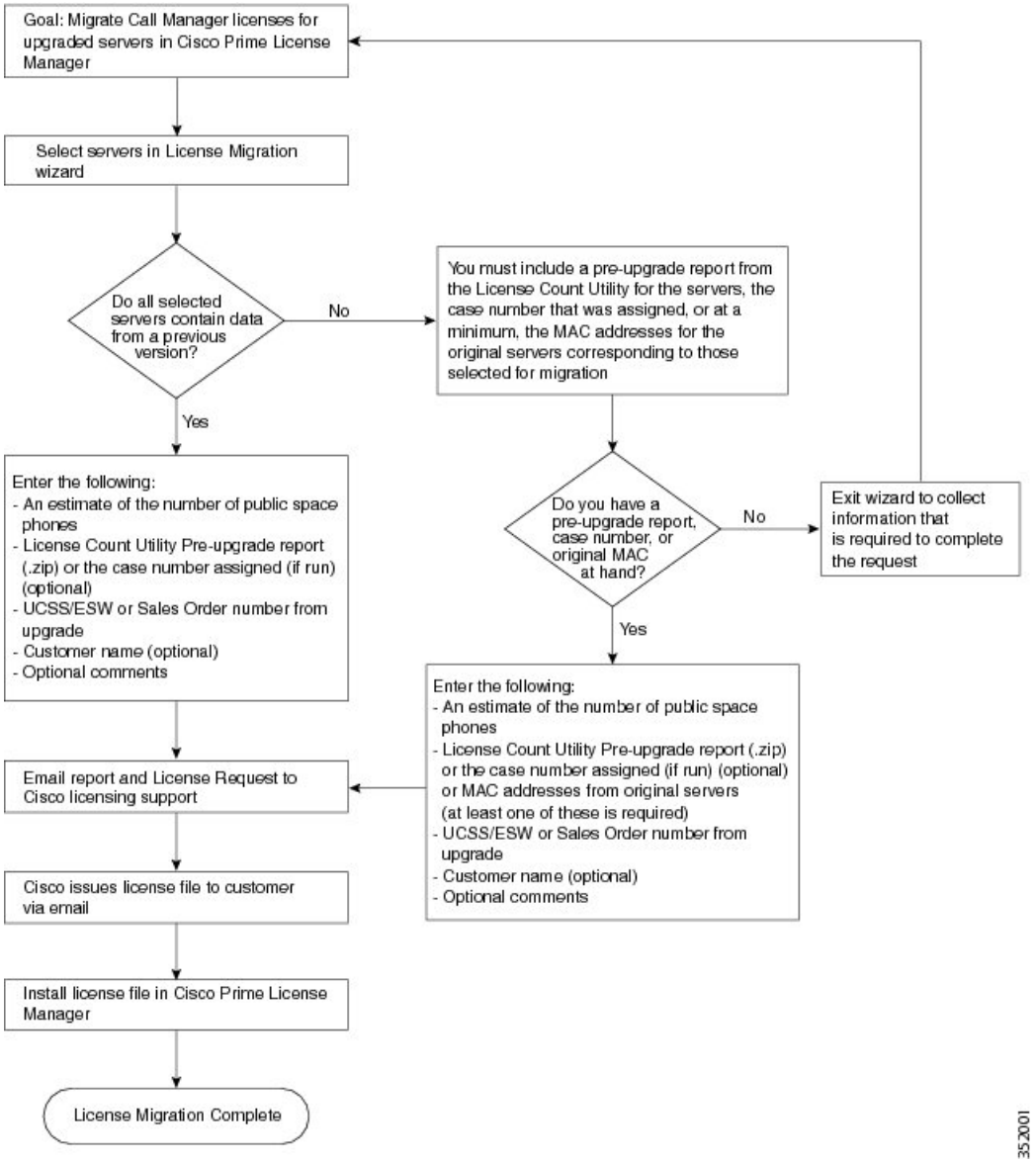
Step 8 Select **License Migration Portal** under Step 2 and paste the copied text in the designated field or select the saved file from your computer.

Step 9 Click **Close** to return to the **License Fulfillment** page.

Cisco Unified Communications Manager Migration Path

The following flow chart will aid you in migrating Cisco Unified Communications Manager licenses to Cisco Prime License Manager:

Figure 1: Cisco Unified Communications Manager Migration Flow Chart



Use the following procedure to plan for migration of all Unified Communication product instances whose licenses have not yet been migrated to Cisco Prime License Manager.

Procedure

Step 1 From the **Licenses** > **Fulfilment** window in Cisco Prime License Manager, select **Fulfillment Options** > **Migrate Licenses**.

Step 2 In the **Migrate Licenses to Cisco Prime License Manager** wizard, select **Unified CM** from the drop-down menu in the **Choose Product Type** section.

Step 3 From the **New License Version** section, select the version of the product to which you are migrating licenses. The migration process is outlined in this section, and is dependent on the type of product you select.

Step 4 Click **Next**.

Step 5 To upgrade a product instance, select the product instance in the **Available Product Instances** window and click the arrow to move it to the **Product Instances to Migrate** window.

Note By default, only product instances containing license data from a previous version of Cisco Unified Communications Manager are displayed in the Available Product Instances table. If the product instance you upgraded does not appear in the list, click the **Show additional Unified CM product instances** check box. Selecting this check box adds product instances that contain no prior license data to the list as well as those that were included in prior license migration requests.

Step 6 Click **Next**.

Step 7 The Summary of Pre-Upgrade Product Instance Data table lists the product instances you selected in the previous step. This table cannot be edited. Below the table are a number of fields that require input:

Field	Input
Public Space Phones	An estimate of the number of public space phones. Public space phones do not have users assigned and are typically placed in shared workspaces, lobbies and meeting rooms. These phones generally require lower level licenses, so providing an estimate of the number of these phones in your deployment will help Cisco more accurately determine your license requirements.
Case Numbers (Optional)	A case number assigned if the report was sent to Cisco Licensing Support
License Count Utility Reports (Optional)	Click **Upload Report** to open the **Upload License Count Utility Report** dialog box. Click **Browse** to select the report file and then click **Upload Report**.
MAC Addresses (Optional)	The MAC addresses from the original servers that were upgraded. These MAC addresses will be used to look up the licenses that were registered on those product instances.

Once you have selected the appropriate option and entered the necessary information, click **Next**.

Step 8 In this **Summary and Next Steps** section, indicate how the upgrade was ordered:

- Upgraded using one or more service contracts
- Purchased the upgrade

If you select "Upgraded using one or more service contracts", enter the UCSS/ESW Contract Numbers. If you select "Purchased the upgrade", enter the Sales Order Numbers.

Step 9 Enter your Cisco user ID in the **Cisco.com (CCO) User ID** field.

Company Name and the field used to capture additional information are optional. However, if you enter the company name, it is used in the subject line of the email and is included in the name of the zip file.

A default name for the summary also appears in the Name field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click **Finish & Generate Request**.

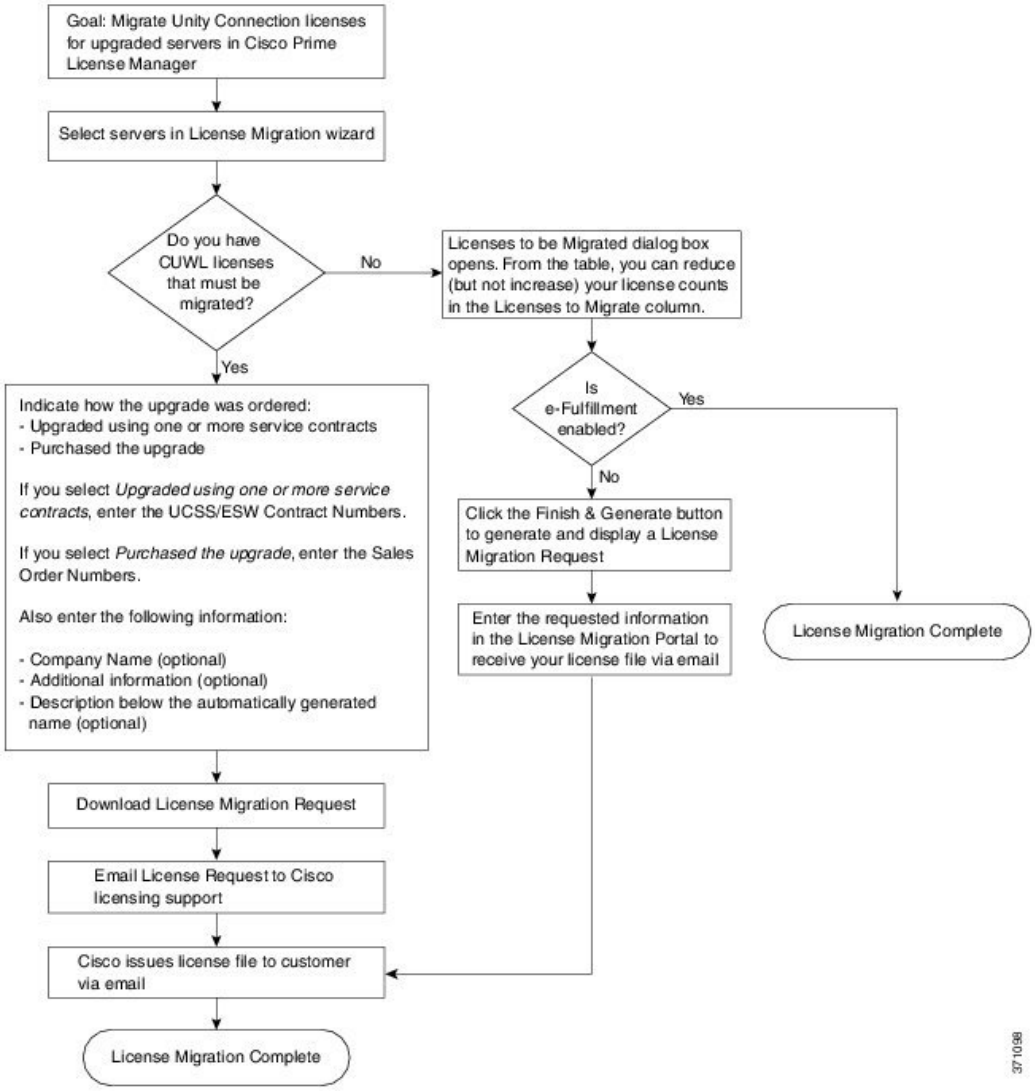
Step 10 From the **License Migration Request and Next Steps** window, download the License Migration Request zip file to your computer.
Email the License Migration Request to Cisco licensing support using the link provided.

Click **Close** to return to the License Fulfillment page.

Cisco Unity Connection Migration Path

The following flow chart will aid you in migrating Cisco Unity Connection licenses to Cisco Prime License Manager:

Figure 2: Unity Connection Migration Flow Chart



Use the following procedure to plan for migration of all Unity Connection product instances whose licenses have not yet been migrated to Cisco Prime License Manager.

Procedure

Step 1 From the **Licenses** > **Fulfillment** window in Cisco Prime License Manager, select **Fulfillment Options** > **Migrate Licenses**.

Step 2 In the **Migrate Licenses to Cisco Prime License Manager** wizard, select **Unity Connection** from the drop-down menu in the **Choose Product Type** section.

Step 3 From the **New License Version** section, select the version of the product to which you are migrating licenses. The migration process is outlined in this section, and is dependent on the type of product you select.

Step 4 Click **Next**.

Step 5 To upgrade a product instance, select the product instance in the **Available Product Instances** window and click the arrow to move it to the **Product Instances to Migrate** window.

Step 6 Click **Next**.

Step 7 The **License Counts** section prompts you to select one of two options relating to Cisco Unified Workshop Licenses (CUWL):

Option	Input
I have CUWL licenses to be migrated	Click **Next** to move on to the **Summary and Next Steps** section.
I do not have CUWL licenses to be migrated.	You can reduce (but not increase) your license counts in the Licenses to Migrate column. You may also choose to run a compliance check by clicking **Run Compliance Check**, or reset the license values by clicking **Reset Values**. Click **OK** to close the dialog box and then click **Next** to move on to the **Summary and Next Steps** section.

Step 8 The option you selected in Step 4 determines the information displayed in the **Summary and Next Steps** section.

Option	Description
I have CUWL licenses to be migrated	In this section you must indicate how the upgrade was ordered: - Upgraded using one or more service contracts - Purchased the upgrade If you select Upgraded using one or more service contracts, enter the UCSS/ESW Contract Numbers. If you select Purchased the upgrade, enter the Sales Order Numbers. Enter your Cisco user ID in the **Cisco.com (CCO) User ID** field. Company Name and the field used to capture additional information are optional. However, if you enter the company name, it is used in the subject line of the email and is included in the name of the zip file. A default name for the summary also appears in the **Name** field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click **Finish & Generate Request**. From the **License Migration Request and Next Steps** window, download the License Migration Request zip file to your computer. Email the License Migration Request to Cisco licensing support using the link provided. Click **Close** to return to the License Fulfillment window.
I do not have CUWL licenses to be migrated and e-Fulfillment is enabled	**1** Specify an optional description for the transaction. Read the end User License Agreement and select the check box to confirm. **2** Click **Finish and Generate**. **3** Enter your Cisco.com login and click **OK**. **4** The request is electronically submitted, processed immediately, and your licenses are installed automatically.
I do not have CUWL licenses to be migrated and e-Fulfillment is disabled	In this section you can view and save a summary of the changes you made. To view the summary, click **View Summary**. A default name for the summary also appears in the **Name** field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click **Finish & Generate Request**. From the **License Migration Request and Next Steps** window, copy the selected text to your clipboard or click **Save it to a file on your computer**. Select **License Migration Portal** under Step 2 and paste the copied text in the designated field or select the saved file from your computer. Click **Close** to return to the **License Fulfillment** window. **Note** Only e-Migration transactions are accessible on the **License Fulfillment** window. Since this is a manual migration, the migration plan is accessible only on the **License Planning** window.

Alternate Cisco Unified Communications Manager Migrations Path

The following are alternate migration paths, available for use under specific circumstances:

- Upgrades completed without the License Count Utility (LCU) Report
- Fresh install with imported pre-9.x data

Upgrades completed without LCU Report

The Cisco Prime License Manager Migration Utility relies on DLU and license usage retained during the upgrade.

In situations where a product is upgraded to 9.x, 10.x, or 11.x without running License Count Utility on a pre-9.x version. Please contact the Cisco licensing office and have the license file reissued if changes are required.

Fresh install with imported pre-9.x data

A migration may be required following a fresh install in situations where pre-9.0 DLU or license information is not available in Release 9.x, 10.x, or 11.x VM. This may occur when:

- UC Release 8.6 needs to be upgraded as a new VM, with phone data exported
- A new Release 9.x, 10.x, or 11.x VM is created, with phone data imported

The following procedure enables you to perform a migration after a fresh install. This procedure requires that an LCU report be run against pre-upgrade product instance, if still accessible, or that MAC addresses of the pre-upgrade product instances be available.

Procedure

Step 1 From the **Licenses** > **Fulfillment** window in Cisco Prime License Manager, click **Fulfillment Options** > **Migrate Licenses**.

Step 2 In the **Migrate Licenses to Cisco Prime License Manager** wizard, select the type of product to upgrade and the version from the drop-down menus in the **Choose Product Type** section. The migration process is outlined in this section, and is dependent on the type of product you select.

Step 3 Click **Next**.

Step 4 From the **Choose Product Instances** section appears, check the checkbox next to **Show additional Unified CM product instances**. Selecting this option allows you to view products without prior version data.

Step 5 To migrate a product instance, select it in the **Available Product Instances** window and click the arrow to move it to the **Product Instances to Migrate** window. Click **Next**.

Step 6 After you have read the contents of the Additional Information Will Be Required window, click **Continue** to close the window.

Step 7 Enter the following information in the License Counts section:

- The number of public space phones in the Public Space Phones field
- Case Numbers
- License Count Utility Reports - select the zip file using the Upload Report button

- The MAC address in the MAC Addresses field

Click **Next**.

Step 8 Download the License Migration Request zip file to your computer.

Step 9 Email the License Migration Request to Cisco licensing support using the link provided.

Step 10 Click **Close** to return to the **License Planning** window.

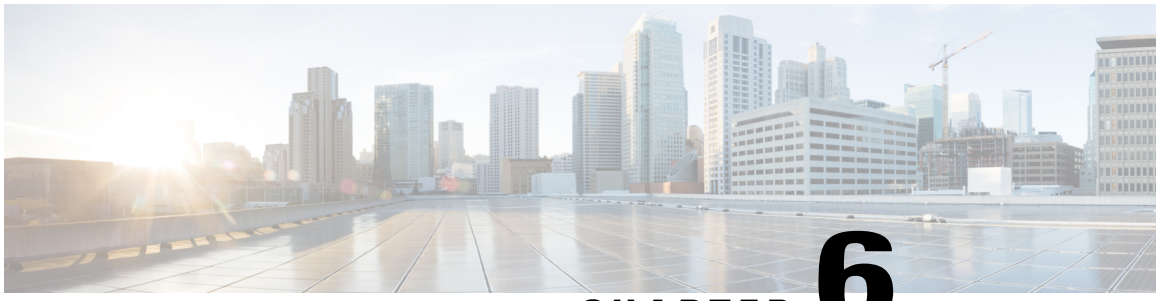
Licensing Migration Support

Product licensing has a grace period from the time that users are configured on the system. For Cisco Unified Communications Manager and Unity Connection, the grace period is 60 days.

The Global Licensing Operations (GLO) Team is available 24 x 7 x 365 and has knowledgeable agents that can help process your request and route it to the team best able to assist you. Expect a response within 48-72 hours.

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



CHAPTER 6

Troubleshooting

The following are recommended troubleshooting steps to address common issues that may occur when using Cisco Prime License Manager:

- Unknown Username and Password, page 47
- Configuration Changes Are Not Appearing, page 48
- The Cause of The Error Is Unknown, page 48
- Product Instance was not Added, page 48
- Product Instance was Deleted, but is Still Showing Up in License Usage Data, page 49
- Product Instance Was Added and Is Not Showing Up in License Usage Data, page 49
- License Usage Data in Product Admin GUI Does Not Match Product Instances View, page 49
- Non-Compliance Alerts are not Appearing when License Manager Goes into Non-Compliance, page 50
- License Manager Does Not Indicate a Product Overage, page 50
- Licenses Are Missing Following Restoration of License Manager on a Different Server, page 50
- Cannot Bring System into Compliance Using the Upgrade Licenses Wizard, page 51

Unknown Username and Password

Description

I do not know the username and password of the system when it was originally installed, so I cannot log into Cisco Prime License Manager.

Resolution

Log into the platform CLI with the OS administration credentials and use the *license management list users* command to view the username to use for signing into the Cisco Prime License Manager application. If you are not sure what the password is for this username, you can use the *license management reset user password* command to change this password.

Configuration Changes Are Not Appearing

Description

I made a configuration change in my products, but I am not seeing a change in the requested licenses reflected in Cisco Prime License Manager.

Resolution

Cisco Prime License Manager synchronizes with products every 24 hours. If you wish to see the latest configuration changes, **Update Usage Details** from the **License Usage** Report window and then select **Product Instances** and click **Synchronize Now**.

The Cause of The Error Is Unknown

Description

I received the following error message “The cause of the error is unknown”.

Resolution

Check the Cisco Prime License Manager diagnostic log for details. To access diagnostic logs, see Accessing Diagnostic Logs, on page 23.

If the cause of the error is not easily identifiable from these details, please open a Service Request using the TAC Service Request Tool, https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case. Please have your valid Cisco.com user ID and password available. As an alternative, you may also call our main Technical Assistance Center at 800-553-2447.

Product Instance was not Added

Description

I tried to add a product instance for Cisco Unified Communications Manager but received a 401 error.

Resolution

Check the status of the Cisco Unified Communications Manager account by executing the following CLI command: **show accountlocking**. You can only add a product instance if the account is unlocked. Disable the lock on the account using the following command: **set accountlocking disable**.

Product Instance was Deleted, but is Still Showing Up in License Usage Data

Description

I deleted a product instance, but I do not see it reflected in the license usage data reported on the Dashboard and **Licenses** > **Usage**.

Resolution

When a product instance is deleted from Cisco Prime License Manager, usage data is not available until the Cisco Prime License Manager synchronizes with the product instance. Synchronization happens once every 24 hours, or can be manually requested from **Monitoring** > **License Usage** using the **Synchronize Now** button.

Product Instance Was Added and Is Not Showing Up in License Usage Data

Description

I added a product instance, but I do not see it reflected in the license usage data in **Monitoring** > **Dashboard** and **Dashboard** > **License Usage**.

Resolution

When a product instance is added to the Cisco Prime License Manager, usage data is not available until the Cisco Prime License Manager synchronizes with the product instance. Synchronization happens once every 24 hours, or can be manually requested from **Monitoring** > **License Usage** using the **Synchronize Now** button.

License Usage Data in Product Admin GUI Does Not Match Product Instances View

Description

The license usage data in the administration GUI for that product (for example, when I select **Product Instances** > **Launch Admin** GUI) does not match the license usage reported at Cisco Prime License Manager in Product Instances (select Product Instance Name).

Resolution

Changes in the configuration of a product instance are not seen in the Cisco Prime License Manager until the next synchronization following the configuration change. Synchronization happens once every 24 hours. If

you wish to see the latest configuration changes, **Update Usage Details** from the **License Usage** Report window and then select **Product Instances** and click **Synchronize Now**.

Non-Compliance Alerts are not Appearing when License Manager Goes into Non-Compliance

Description

I am not receiving any alerts when my Cisco Prime License Manager goes into non-compliance.

Resolution

Non-compliance alerts are generated by the product instances, not by Cisco Prime License Manager. Ensure that the product supports non-compliance alerting. If a product supports non-compliance alerting, it must be configured in the GUI for that product. For example, the administration interface in Cisco Unified Communications Manager allows you to specify which conditions are alerted and in what manner. Therefore, if you are not seeing non-compliance alerts for Cisco Unified Communications Manager, you should verify that non-compliance alerts are configured in Cisco Unified Communications Manager. If not, the alerts will be visible in the administration interface, but you will not receive those alerts via the mechanism you have selected (for example, email, SNMP, syslog).

License Manager Does Not Indicate a Product Overage

Description

My product says it is in overage, but my Cisco Prime License Manager does not show overage.

Resolution

If a product instance is unable to synchronize with its Cisco Prime License Manager, it goes into overage because it is unable to confirm that there are licenses available. Please check the last synchronization date for the product instance under Inventory > Product Instances. If synchronization is not occurring, verify that the credentials in the Cisco Prime License Manager for the product instance are accurate and that there is network connectivity between your Cisco Prime License Manager and the product instance.

Licenses Are Missing Following Restoration of License Manager on a Different Server

Description

I have restored my Cisco Prime License Manager on a different server and I do not have any licenses.

Resolution

When you move your Cisco Prime License Manager to a different virtual server, your licenses need to be rehosted to the new server and reinstalled. Please open a Service Request using the TAC Service Request Tool, https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case, or send an email to licensing@cisco.com for next steps. Please have your valid Cisco.com user Id and password available. As an alternative, you may also call our main Technical Assistance Center at 800-553-2447.

Cannot Bring System into Compliance Using the Upgrade Licenses Wizard

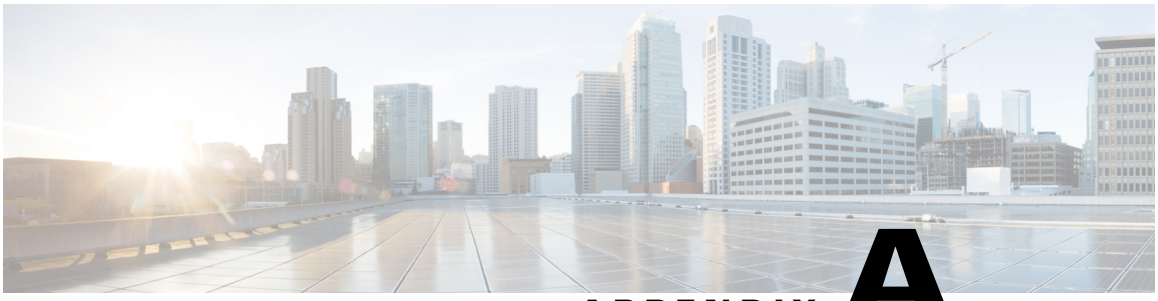
Description

In the **Licenses** > **Planning** > **Create an Add Licenses Plan** wizard, I am unable to bring the system into compliance.

Resolution

If, across all the product instances managed by your Cisco Prime License Manager, you are using more licenses than are already installed combined with those available from the product instances you are upgrading, you will not have sufficient licenses to upgrade to bring your Cisco Prime License Manager into compliance. You will need to purchase additional licenses to cover your needs, or reduce the number of licenses required by your product instances by changing their configuration.

Note From the **License Counts** window of the **Create an Add Licenses Plan** wizard, click **Run Compliance Check** to determine your license count needs. If your receive a message stating "Compliance Check Passed", you have a sufficient number of licenses and can click **Next** to move to the next window in the wizard. For more information, see Create a License Plan, on page 29



APPENDIX A

Cisco Prime License Manager CLI Commands

- Introduction, page 53
- license file, page 54
- license management change user name, page 54
- license management reset user password, page 55
- license management list users, page 55
- license management product re-register all, page 56
- license management reset, page 56
- license management security update, page 57
- license management service, page 57
- license management set log level, page 57
- license management show log level, page 59
- license management show system, page 60
- license management system remove, page 60
- license client reset registration, page 60
- license management unlock admin, page 61

Introduction

The commands in this section are specific to Cisco Prime License Manager. For platform-specific commands, see the Command Line Interface Guide for Cisco Unified Communications Solutions.

Different command privilege levels for a user are 0,1 and 4.

Table 3: The privilege levels definitions are as follows:

Privilege	Definition
Privilege level 0	Specifies an ordinary privilege level. Users with ordinary privileges can run CLI commands with privilege level 0 only.
Privilege level 1	Specifies an advanced privilege level. Users with advanced privileges can run CLI commands with privilege level 1 and below.
Privilege level 4	The administrator account that the system creates when Cisco Unified Communications Manager installs has a privilege level of 4. The administrator can run all commands in the CLI.

license file

This command asks to select a license file from a list.

license file {**diagnose| get**}

Syntax Description

Parameters	Description
diagnose	Prints diagnostic information of the selected file.
get	Creates a TAR file of the license file(s) on the system and transfers the TAR file to a remote area.

Command Modes

Administrator (admin:)

Requirements

Command privilege level for **diagnose** : 1 and 4

Command privilege level for **get** : 4

Allowed during upgrade: No

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management change user name

This command takes parameters interactively and changes the username of the administrator.

license management change user {**name**}

Syntax Description

Parameters	Description
name	Specifies the administrator username.

Command Modes Administrator (admin:)

Requirements

Command privilege level: 4

Allowed during upgrade: No

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management reset user password

This command takes parameters interactively and changes the password of the administrator.

license management reset user {**password**}

Syntax Description

Parameters	Description
password	Specifies the administrator password.

Command Modes Administrator (admin:)

Requirements

Command privilege level: 4

Allowed during upgrade: No

Applies to: Cisco Prime License Manager

license management list users

This command lists the administrative users.

license management list users

Command Modes Administrator (admin:)

Requirements

Command privilege level: 0,1, and 4

Allowed during upgrade: No

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management product re-register all

This command forces re-registration of all product instances associated with this Enterprise License Manager/Cisco Prime License Manager server. This command may take some time for re-registration and synchronization with all product instances to complete.

license management product re-register all

Command Modes Administrator (admin:)

Requirements

Command privilege level: 1 and 4

Allowed during upgrade: No

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management reset

This command resets the identity, store data, and essentially removes all the installed licenses. It also restarts the Cisco Prime License Manager server process to make the changes effective.

license management reset {**identity**| **registration**}

Syntax Description

Parameters	Description
identity	Resets the identity
registration	Resets the registration

Command Modes Administrator (admin:)

Requirements

Command privilege level: 4

Allowed during upgrade: No

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management security update

This command downloads Cisco Prime License Manager security update from the specified remote server location and installs the contents of the specified security update file.

license management security update

Requirements

Command privilege level: 4

Allowed during upgrade: No

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management service

This command activates or deactivates a given service on the Cisco Prime License Manager server.

license management service {**activate**| **deactivate**}

Syntax Description

Parameters	Description
activate	Activates a given service on the Cisco Prime License Manager server.
deactivate	Deactivates a given service on the Cisco Prime License Manager server.

Command Modes

Administrator (admin:)

Requirements

Command privilege level: 1 and 4

Allowed during upgrade: No

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management set log level

license management set log level core_services

This command sets the log level for core services.

license management set log level core_services {**debug**| **info**| **warn**| **error**}

Syntax Description

Parameters	Description
debug	Provides detailed information about the flow of the process. We recommend that you use set this parameter on an as needed basis only.
info	Provides general information that may be useful. This parameter is set by default.
warn	Provides messages about potential problems.
error	Provides runtime errors or unexpected conditions that could be critical.

Command Modes

Administrator (admin:)

Requirements

Command privilege level: 1

Allowed during upgrade: No

Applies to: Cisco Prime License Manager

Example

```
admin:license management set log level core_services warn
Log level changed to warn
```

license management set log level product_instances

This command sets the log level for product instances.

license management set log level product_instances {**error**| **warn**| **info**| **debug**}

Syntax Description

Parameters	Description
error	Provides runtime errors or unexpected conditions that could be critical.
warn	Provides messages about potential problems.
info	Provides general information that may be useful. This parameter is set by default.
debug	Provides detailed information about the flow of the process. We recommend that you use set this parameter on an as needed basis only.

Command Modes

Administrator (admin:)

Requirements

Command privilege level: 1

Allowed during upgrade: No

Applies to: Cisco Prime License Manager

Example

```
admin:license management set log level product_instances warn
Log level changed to warn
```

license management show log level

license management show log level core_services

This command displays the current log level for core services.

license management show log level core_services

Command Modes Administrator (admin:)

Requirements

Command privilege level: 0

Allowed during upgrade: No

Applies to: Cisco Prime License Manager

Example

```
admin:license management show log level core_services
Log level for core_services is: warn
```

license management show log level product_instances

This command displays the current log level for product instances.

license management show log level product_instances

Command Modes Administrator (admin:)

Requirements

Command privilege level: 0

Allowed during upgrade: No

Applies to: Cisco Prime License Manager

Example

```
admin:license management show log level product_instances
Log level for product_instances: warn
```

license management show system

This command lists the administrative users.

license management show system

Command Modes Administrator (admin:)

Requirements

Command privilege level: 1 and 4

Allowed during upgrade: No

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management system remove

This command allows you to remove an unused Cisco Prime License Manager instance from a coresident deployment.

license management system remove

Command Modes Administrator (admin:)

Requirements

Command privilege level: 4

Allowed during upgrade: No

Applies to: Cisco Prime License Manager

license client reset registration

This command resets the license client registration state to unregistered.

Command Modes Administrator (admin)

Requirements

Command privilege level: 1 and 4

Allowed during upgrade: No

Applies to: Cisco Prime License Manager

license management unlock admin

This command unlocks a Cisco Prime Licence Manager server defined user. The command will prompt for the name of the user to unlock.

Command Modes

Administrator (admin:)

Requirements

Command privilege level: 1 and 4

Allowed during upgrade: No

Applies to: Cisco Prime License Manager