CUCM 9.x+ e ELM - Aggiornamento e installazione della licenza

Sommario

Introduzione Prerequisiti Requisiti Componenti usati Convenzioni Aggiornamento e installazione Verifica Risoluzione dei problemi Errore di protezione nello stato di sincronizzazione Stato richiesta di licenza Nessuna istanza del prodotto Unified CM Registrazione dell'istanza del prodotto non riuscita Informazioni correlate

Introduzione

Questo documento descrive come aggiornare o installare una licenza su Cisco Unified Communications Manager (CallManager) (CUCM) con Cisco Enterprise License Manager (ELM). Questo documento è incentrato su (CUCM licensing specific for version 9.x or later). Le licenze di Cisco Unity Connection sono diverse

Prerequisiti

Requisiti

Cisco consiglia di:

 Installare Cisco Unified Communications Manager (CallManager) (CUCM) versione 9.x o successive.

Nota: Si consiglia VIVAMENTE CUCM 9.1.1.2000-5 a causa di diversi bug noti relativi alle licenze.

- Confermare che il server Cisco Enterprise License Manager (ELM) e il server CUCM abbiano uno strato NTP (Network Time Protocol) pari o inferiore a 4. Per la verifica, usare il comando NTP status sull'interfaccia della riga di comando (CLI).
- Informazioni complete e accurate sull'account Cisco Connection Online (CCO).

Componenti usati

Le informazioni fornite in questo documento si basano sulle seguenti versioni software e

hardware:

- Cisco Unified Communications Manager (CallManager) (CUCM) versione 9.x e successive
- Cisco Enterprise License Manager su CUCM versione 9.x e successive

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Convenzioni

Per ulteriori informazioni sulle convenzioni usate, consultare il documento <u>Cisco sulle convenzioni</u> nei suggerimenti tecnici.

Aggiornamento e installazione

- 1. Accedere a Cisco Unified Communications Enterprise License Manager.
- 2. Nella schermata iniziale, fare clic sul collegamento License Manager.

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A summary of U.S	5. Iaws governing Cisco cryptographic products may be found at: http://tools.cisco.com/legal/export/pepd/Search.do

- 3. Espandere Inventario e fare clic su Istanze prodotto.
- 4. Puntare Gestione licenze sul server/cluster CUCM su cui si desidera utilizzare le licenze. È consigliabile utilizzare l'indirizzo IP solo per la sezione Nome host/Indirizzo IP dell'editore CUCM. Non è necessario indicare alcun elemento a nessuno degli abbonati.

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5. Posizionare il puntatore del mouse sul server CUCM su cui si desidera utilizzare le licenze. È consigliabile utilizzare l'indirizzo IP solo per la sezione Nome host/Indirizzo IP dell'editore CUCM.

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- 6. Fare clic su **Test connessione** e verificare che abbia esito positivo.
- 7. Fare clic su Sincronizza.
- 8. Se il cluster è stato aggiornato da una versione precedente di CUCM e tutti i dati vengono inseriti in CUCM, eseguire la procedura seguente. Espandere **Gestione licenze** e fare clic su **Pianificazione licenze**.
- 9. Fare clic su Aggiorna licenze.

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- 12. Fare clic su Avanti per visualizzare la selezione dei tipi di licenza.
- 13. Selezionare il tipo di licenze; Cisco consiglia di selezionare i tipi di prodotti che si prevede di acquistare in futuro. Ad esempio, se al momento si acquista una licenza Cisco Unified Workspace License (CUWL), selezionare **CUWL**.

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16. Fare clic sul collegamento **Salva file nel computer** e salvare il file localmente.



- 17. Fare clic sul collegamento al punto 2 sullo schermo e accedere con il proprio ID CCO. Nella parte restante di questa procedura si presume che le informazioni sull'account siano corrette.
- 18. Selezionare Cisco Unified Communications 9.0 e continuare.

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21. Esaminare le informazioni per verificarne l'accuratezza, quindi fare clic sulla casella di controllo per accettare il file di licenza. Fare clic su **Get License** (Ottieni licenza), quindi

scegliere se scaricare il file o inviarlo tramite e-mail. L'e-mail si basa sulle informazioni dell'account.

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22. Salvate il file ZIP ed estraetene il contenuto.

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23. Passare a ELM, espandere **Gestione licenze** e fare clic su **Licenze** per installare la licenza. In base alla versione ELM, selezionare un metodo appropriato per caricare la licenza; ci sono diverse opzioni di caricamento nelle diverse versioni. Nell'esempio, è disponibile un elenco a discesa in cui è visualizzata la voce Generate License Request.

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Verifica

Per verificare che la configurazione funzioni correttamente, consultare questa sezione.

Una volta installato il file di licenza, quando si fa clic sull'icona **Informazioni su** nell'angolo superiore destro dello strumento ELM non dovrebbe essere visualizzata la modalità Demo.

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Quando si controlla l'utilizzo della licenza, vengono visualizzati i dettagli appropriati.

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Suggerimento: Assicurarsi di fare clic sul pulsante Sincronizza.

Risoluzione dei problemi

Le informazioni contenute in questa sezione permettono di risolvere i problemi relativi alla configurazione.

Errore di protezione nello stato di sincronizzazione

Un errore di sicurezza è molto spesso un problema basato sui certificati causato dalle modifiche agli ELM o ai nomi host/IP.

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Controllare lo strato NTP, come indicato in Prerequisiti, quindi immettere questo comando sulla CLI:

admin:registrazione per la reimpostazione del client delle licenze

Eliminare e aggiungere nuovamente il CUCM e la sincronizzazione dovrebbe essere completata correttamente. Se la sincronizzazione non riesce, aprire una richiesta TAC (Technical Assistance

Center) con il team CUCM per ulteriori informazioni.

Stato richiesta di licenza

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Registrazione dell'istanza del prodotto non riuscita

Se la registrazione dell'istanza del prodotto non è riuscita, individuare l'istanza ELM che ha il controllo del cluster.



Informazioni correlate

Documentazione e supporto tecnico – Cisco Systems