CUCM 9.x+和ELM — 許可證升級和安裝

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簡介

本文說明如何使用Cisco Enterprise License Manager(ELM)在Cisco Unified Communications Manager(CallManager)(CUCM)上升級或安裝許可證。 本文檔重點介紹(CUCM許可專門用於9.x版 或更高版本。Cisco Unity Connection許可不同

必要條件

需求

思科建議您:

- 安裝Cisco Unified Communications Manager(CallManager)(CUCM)版本9.x或更高版本。 附註: 強烈建議使用CUCM 9.1.1.20000-5,因為已知存在各種許可錯誤。
- 確認Cisco Enterprise License Manager(ELM)伺服器和CUCM伺服器的網路時間協定(NTP)層數 為4或更少。在命令列介面(CLI)上使用**utils NTP status**命令進行驗證。
- 擁有有關您的Cisco Connection Online(CCO)帳戶的完整且準確的許可帳戶資訊。

採用元件

本文中的資訊係根據以下軟體和硬體版本:

- Cisco Unified Communications Manager(CallManager)(CUCM)版本9.x及更高版本
- CUCM 9.x及更高版本上的CiscoEnterprise License Manager

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路正在作用,請確保您已瞭解任何指令可能造成的影響。

慣例

如需檔案慣例的相關資訊,請參閱思科技術提示慣例。

升級和安裝

- 1. 登入到Cisco Unified Communications Enterprise License Manager。
- 2. 在閃屏上,按一下License Manager鏈接。

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

- 3. 展開Inventory,然後按一下Product Instances。
- 4. 指向要在其上使用許可證的CUCM伺服器/群集上的許可證管理器。最好只使用CUCM Publisher的主機名/IP地址部分的IP地址。您無需將任何內容指向任何訂閱者。

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5. 指向您要在其上使用許可證的CUCM伺服器上的許可證管理器。最好只使用CUCM Publisher的主機名/IP地址部分的IP地址。

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- 6. 按一下Test Connection並確保它成功。
- 7. 按一下「Synchronize Now」。
- 8. 如果群集已從早期版本的CUCM升級,並且所有資料都放入CUCM,請執行以下步驟。展開 License Management,然後按一下License Planning。
- 9. 按一下「Upgrade Licenses」。

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10. 從Product Type下拉選單中選擇**Unified CM**,然後按一下**Next**。

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12. 按一下**下一步**檢視許可證型別的選擇。

13. 選擇許可證型別;思科建議您選擇您計畫將來購買的型別。例如,如果您當前購買了思科統 一工作空間許可證(CUWL),請選擇**CUWL**。

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14. 在螢幕的右下角,「剩餘未使用的DLU」計數需要等於0。(DLU是「裝置許可證單位」的縮 寫。)修改「調整建議計數」列中的引數,以便獲得0剩餘未使用的DLU。思科建議您選擇 集群中最常用的最高許可證型別值,如果可能,請考慮稍高一些的許可證型別。請記住,您 可以使用CUCM中的許可工具自動借用許可。在本示例中,選擇多個CUWL標准許可證和 CUWL專業許可證,並包括幾個基本或增強許可證。

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15. 按一下Finish & Generate Request。請勿更改檔名。



16. 按一下Save File to your computer連結並在本地儲存檔案。

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- 17. 在螢幕上按一下步驟2中的連結,然後使用您的CCO ID登入。此過程的其餘部分假定您的帳 戶資訊正確。
- 18. 選擇Cisco Unified Communications 9.0並繼續。

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21. 檢視資訊以確保準確性,然後按一下覈取方塊接受許可證檔案。按一下Get License,然後選 擇是下載檔案還是通過電子郵件傳送檔案。電子郵件基於帳戶資訊。

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22. 儲存ZIP檔案並在其中解壓檔案。

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23. 導航到ELM,展開**License Management**,然後按一下**Licenses**以安裝許可證。根據ELM版本 ,選擇適當的方法上傳許可證;不同版本中有不同的上傳選項。在此範例中,有一個下拉式 清單,其中顯示有Generate License Request。

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驗證

使用本節內容,確認您的組態是否正常運作。

安裝許可證檔案後,按一下ELM工具右上角的About圖示時,不應看到演示模式。

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當您檢查許可證使用情況時,可以看到適當的詳細資訊。

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	Enhanced (9.0)	Unified CM	1	0	0	In Compliance	

提示:請務必按一下Synchronize Now按鈕。

疑難排解

本節提供的資訊可用於對組態進行疑難排解。

同步狀態中的安全錯誤

安全錯誤通常是由於更改ELM或主機名/IP而引起的基於證書的問題。

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檢查NTP層(如先決條件中所述),然後在CLI上輸入以下命令:

管理員:許可證客戶端重置註冊

刪除並重新新增CUCM,它應該能夠成功同步。如果同步失敗,請與CUCM團隊一起開啟技術支援 中心(TAC)案例,以供進一步調查。

許可證請求狀態

如果在許可工具上出現「License Request Status(許可請求狀態)」錯誤,請與許可團隊一起開啟 TAC案例以重新生成許可證。在ELM頁面上,展開**License Management**,按一下**Licenses**,然後運 行**License Generate Request**。TAC案例應在48小時內解決。

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無Unified CM產品例項

如果出現「No Unified CM Product Instances(無Unified CM產品例項)」錯誤,請與許可團隊聯 絡,以便將案例上報到許可業務部門(BU)以重新生成許可證。這通常需要24-48小時。

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產品例項註冊失敗

如果產品例項註冊失敗,請查詢擁有群集控制權的ELM例項。

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E e s	Administration	Name Hootname/17 A	Description: * Product Type: * Hostname/IP Address * Usemame: * Password: Test Connection	Unfed DI	Last Successful Synchronization	

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