



## Licenses

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## After High-Availability Failover, Your System Starts Free-Trial Mode

**Problem** After a high-availability failover, your system starts free-trial mode, giving you 180 days to restore your connection to Prime License Manager (PLM).

**Possible Cause** PLM only runs on your primary system. After failover, your high-availability system cannot connect with PLM.

**Solution** Reboot your primary system by using VMware vCenter. Your system should reconnect to PLM automatically during the reboot process. If you still cannot connect with PLM when the reboot is complete, contact the Cisco TAC for additional assistance.

## Free Trial Alert Message Appears

**Problem** Your system indicates that it is running in free-trial mode on your Administration site.

**Possible Cause** After deploying your system, it is automatically placed in free-trial mode.

**Solution** Install licenses to end free-trial mode. Refer to the "Managing Licenses" section of the online help and *Administration Guide* for more information.

## License Usage has Exceeded the Number of Purchased Licenses

**Problem** You receive a licenses exceeded email.

**Possible Cause** Your license usage is exceeding the number of purchased licenses. Or the system was upgraded from a previous release and your licenses have not been installed on the upgraded system.

**Solution** Contact your Cisco sales representative to purchase a sufficient number of licenses to take usage to or below the number of installed licenses. If the system has been updated or upgraded recently, it might be necessary to rehost the original system licenses.

**Solution** See the **Managing Licenses** section in the [Cisco WebEx Server Administration Guide](#) for more information.

## Your License Usage Exceeded the Number of Purchased Licenses and the System is Deactivated

**Problem** You receive an email indicating that your system has been deactivated due to a *licenses exceeded* condition.

**Possible Cause** The number of users has exceeded the number of installed licenses for over six months.

**Solution** Contact your Cisco sales representative and purchase a sufficient number of licenses to take usage to or below the number of installed licenses. If the system has been updated or upgraded recently, it might be necessary to rehost the original system licenses.

**Solution** See the **Managing Licenses** section in the [Cisco WebEx Server Administration Guide](#) for more information.

## You Receive an Invalid Licenses Email

**Problem** You receive an email indicating that your system is operating with invalid licenses.

**Possible Cause** Your system is not communicating with the Cisco Prime License Manager (PLM). Possibly your system is configured for high availability, your primary system is not active, and you are using a failover system that is unable to communicate with the license server.

**Solution** Reboot your primary system using VMware vCenter. Your system should reconnect to PLM automatically during the reboot process. If you still cannot connect with PLM after the reboot is complete, contact the Cisco TAC for additional assistance.

**Solution** See the **Managing Licenses** section in the [Cisco WebEx Server Administration Guide](#) for more information.

## Licenses Invalid Email is Received and the System is Deactivated

**Problem** You receive an email indicating that your system has been deactivated because you are operating with invalid licenses that are over six months old.

**Possible Cause** Your system is not communicating with the Cisco Prime License Manager (PLM). Possibly your system is configured for high availability, your primary system is not active, and you are using a failover system that is unable to communicate with the license server.

**Solution** Reboot your primary system by using VMware vCenter. The system should reconnect to PLM automatically. If you cannot connect with PLM after the rebooting, contact the Cisco TAC for assistance.

**Solution** See the **Managing Licenses** section in the [Cisco WebEx Server Administration Guide](#) for more information.

## You Cannot Access Cisco Prime License Manager (PLM) from Cisco WebEx Meetings Server

**Problem** Administrators cannot access PLM from Cisco WebEx Meetings Server.

**Possible Cause** During deployment, the Administration URL was configured with a less common top-level domains type such as ".infra."

**Solution** Use common top-level domain types such as ".com." This is a known issue and will be addressed in a future release of Cisco WebEx Meetings Server.

## Manage Licenses Page Unavailable After Update to 1.5 MR3

**Problem** After you perform an update to Cisco WebEx Meetings Server Release 1.5 MR3 from Release 1.5 MR1, if you select **System > User Licenses** the **Manage Licenses** button might be inactive or if you select **Manage Licenses** the Cisco Prime License Manager page might display an error message.

**Possible Cause** Cisco WebEx Meetings Server receives an unknown status from the Cisco Enterprise License Manager (ELM) until the timed audit jobs are finished. By design, this error condition can occur during updates or failover events.

**Solution** The administrator should wait 48 hours for the timed audit jobs to occur. After the audit jobs are finished, the error will disappear and the **Manage Licenses** button will become active.

## Licensing Installation Fails with Multiple Browser Windows Open

**Problem** License installation fails.

**Possible Cause** Your Administration Site and PLM (Prime License Manager) Administration pages are open on two different browser windows and both of them share the same Administration Site URL.

**Solution** Make sure the admin tab is closed and select **Install** again. Sign into the Administration Site. Select **System** and then select **View More** in the Licenses section. Select **Manage Licenses** to open the PLM page. Close the original browser window that displays the **User Licenses** page. Select **Install License File** on the PLM page and proceed with your license installation. Refer to "Manage Licenses" in the *Cisco WebEx Meetings Server Administration Guide* for more information.

## The Manage Licenses Button is Disabled

**Problem** The **Manage Licenses** button is disabled on the **User Licenses** page.

**Possible Cause** In a high-availability environment, your Administration site is running on a secondary virtual machine.

**Solution** Determine why your Administration site is running on your secondary virtual machine. Fix your primary system and reboot it from VMware vCenter. Your system should function normally after reboot.

## Out-of-Date License Alert Message

**Problem** You receive an out-of-date license alert message, such as: The PAK you have entered, *nnnnnnnn*, cannot be fulfilled because there are no licenses remaining in the PAK.

**Problem** Or: The license file you are attempting to install was not issued for this system. Ensure that you are installing the correct file on this system.

- Your system version and license version do not match.
- You are viewing the page too soon after starting the system or after a system altering procedure (for example, an upgrade, grow, and so forth).
- An incorrect version of the licenses was installed, for example if the wrong version of the licenses was ordered.
- **Possible Cause** The message might be: Unable to fulfill all the upgrade licenses in a PAK. For example, the PAK has 100 upgrade licenses, but in **Upgrade Licenses** you are only allowed to select 50 licenses. This is because you are only allowed to upgrade to 2.0 licenses as many 1.0 licenses as were installed on the 1.0 system. In this example the error is sent, because there are only 50 1.0 licenses installed. You must re-host and/or install enough 1.0 licenses on the system to match the number in the upgrade PAK before trying to fulfill the PAK. PAK also allows partial fulfillment, so you can upgrade some of the licenses currently installed and later to upgrade the remaining licenses.  
**Possible Cause** The error message might be: The upgrade PAK you have entered, *nnnnnnnnn*, cannot be fulfilled either because there are no licenses remaining in the PAK or there are no licenses installed on this Cisco Prime License Manager eligible to be upgraded using the PAK. You might receive this message if you try to fulfill a PAK with upgrade to 2.0 licenses and have not installed the re-hosted licenses from a 1.x system. You must either re-host and install the licenses from the 1.x system first, then try to fulfill the PAK again, or if you need new 2.0 licenses, purchase the new licenses. You should receive a non-upgrade PAK.

**Note**

This behavior is expected if you are re-hosting licenses from a previous release of CWMS to a new release, such as CWMS 2.0, during an upgrade.

- Make sure you have installed the latest license version. It might be necessary to wait up to 20 minutes for the PLM to fully start and CWMS to detect the PLM. It might also be necessary to wait up to 24 hours for the count of installed licenses to be updated in CWMS, since license analysis is run only once a day at 2:00 am GMT.
- If the message occurs after an upgrade, re-host and upgrade the licenses before the expiration date included in the message.
- If the wrong version of the licenses was ordered, obtain the correct license version and install before the date included in the message.

