



Managing Licenses


Prime Collaboration licensing secures and enables the features and end point quantities for Prime Collaboration Assurance and Prime Collaboration Provisioning. You can view the already installed license details of both Prime Collaboration Assurance and Prime Collaboration Provisioning (or either one, for a standalone application) by navigating to **Administration > License Management**.

Prime Collaboration Assurance Licensing

Prime Collaboration Assurance licensing is based on the endpoint type and quantity. The type of an endpoint determines which licenses you need and the quantity of the endpoints determine the tier and quantity of licenses that you need to purchase to manage your network.

Prime Collaboration Assurance provides the following license categories:

- High-end, single-codec endpoint
- High-end, multi-codec endpoint
- Midrange endpoint
- Mass endpoint

To learn the endpoint types that are mapped to each of these licenses, see the [Cisco Prime Collaboration 9.0 Quick Start Guide](#). You can also view a list of endpoint types from the Prime Collaboration Assurance UI (**Administration > License Management > Show Endpoints icon**  on the **License Management page**).

Prime Collaboration Provisioning Licensing


Prime Collaboration Provisioning licensing is modeled on feature-based licensing and endpoint-based (endpoints in Prime Collaboration Provisioning refer to phones) licensing. Prime Collaboration Provisioning licensing comes with a set of features that are made available for the user upon purchase. In addition, Prime Collaboration Provisioning provides licenses in terms of Image license and Scale license for endpoints.

The Prime Collaboration Provisioning Northbound Interface (NBI) and User Self-care features are optional, so to use these features, you must have the appropriate license.

Image licensing refers to a license that is mandatory, along with one or more scale licenses, on purchase of Prime Collaboration Provisioning. Scale licenses are cumulative, you can combine licenses to increase the number of phones you support.

License Count

For Prime Collaboration Assurance, the license count is updated after a discovery task is performed. For example, for endpoints in the Managed state, a license count based on endpoint type is updated after a few minutes (approximately five minutes) after discovery is completed. A device in any state other than Managed or Suspended is not counted.

Clicking the Show Endpoints icon  in the Prime Collaboration Assurance License Status pane displays a list of endpoints and the license category to which they belong.



Caution

If the number of endpoints exceeds the license count, endpoints are randomly managed in the Prime Collaboration Assurance server.

For details on how devices are discovered and managed, see [Cisco Prime Collaboration 9.0 Device Management Guide](#). Endpoints that are not added are listed in the discovery job.

If a number of phones have the same IP address, they are counted as a single endpoint, and only one license unit is used.

For a Prime Collaboration Provisioning scale license, the license count is updated based on the number of phones (MAC addresses) that are ordered and in sync with the Unified CM.

Phone count in Prime Collaboration Assurance

- If an IP phone shares the same phone number as a softphone, Prime Collaboration Assurance counts this pair as a single phone and thus one license unit.
- Mobile phones are counted separately.
- Analog phones connected to a voice gateway are not counted.

Phone count in Prime Collaboration Provisioning

Provisioning manages each endpoint separately; regardless of the number of lines or DNs it uses. Every single endpoint is counted for licensing even if two endpoints are shared. Provisioning runs license entitlement every minute and calculates the number of endpoints and the entitlement. It decides if it can allow more endpoints to be managed based on the licenses available in the license directory.

If you add endpoints directly through Cisco Unity CM interface, they will not show up in Provisioning. When you synchronize Cisco Unity CM, if the number of endpoints exceeds the licensing limit, synchronization will fail and the additional endpoints will be ignored. You cannot predict which ones will be left unmanaged as this is determined by Cisco Unity CM and not Provisioning.

The following phones are counted from the Provisioning database:

- IP phones (Cisco or third-party phones attached to Cisco Unified Communications Manager or Cisco Unified Communications Manager Express)
- Soft phones, Client Service Framework (CSF), or Jabber, with or without an IP phone shared
- Dual-mode phones or Cius
- Video or TelePresence endpoints
- Active analog ports in the ATA-186, ATA-187, or VG224 family
- All phones are counted individually
- Active analog ports on a voice gateway are counted as phones

CTI port and EM access (device profile) are not counted.

Adding a License File

In the License Management page (**Administration > License Management**), you can view the following information:

- Type of license or Active Base License Installed—Evaluation or Base.
- Total number of licenses allowed for the license categories and the number of licenses used currently. For more details, see [License Count, page 2-2](#)
- Expiration Date—Date when the license expires. This value is applicable to Evaluation license only.
- Northbound Interface Licenses and Northbound Interface Expiration Date- for Prime Collaboration Provisioning application.

You must review the [Cisco Prime Collaboration 9.0 Quick Start Guide](#) to learn how to register and obtain the license file for Prime Collaboration.

**Note**

You must first add the Base license file before adding the add-on license files. You can add any number of single device license files but the Base license file is added only once and added separately for Prime Collaboration Assurance and Prime Collaboration Provisioning.

To add the license file:

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- Step 1** Choose **Administration > License Management**.
- Step 2** In the License Management page, under **License Files**, click **Add**.
- Step 3** In the Add License File window, choose the **License Type**- Assurance or Provisioning.
- Step 4** Upload the license file and click **OK**.

The newly added license file information appears in the License Status pane of either Prime Collaboration Assurance or Prime Collaboration Provisioning based on the License Type you have chosen.

**Note**

When you upgrade from evaluation mode to production, perform a rediscovery of devices. For details on rediscovering devices, see [Cisco Prime Collaboration 9.0 Device Management Guide](#).
