



CHAPTER 44

Managing Licenses

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About License Files

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See the following sections:

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- [Cisco Unity Connection Can Use Multiple Installed License Files, page 44-2](#)
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License Files and MAC Addresses

Each license file (except for the demonstration license file) is registered to the MAC address of the network interface card (NIC) on the Cisco Unity Connection server. The license file for one server cannot be used on a second server (for example, because you want to replace the Connection server). You must obtain a replacement license file that is registered to the MAC address on the second server.

The license file can be registered to only one MAC address. If the Connection server has a dual NIC, you must either configure it for network fault tolerance, which assigns one MAC address to both NICs, or disable one of the NICs and use the MAC address for the other NIC.

When you order a license file for a dual NIC that has been configured for network fault tolerance, specify the virtual MAC address that applies to both NICs rather than the physical MAC address for either of the NICs. The license file is registered to the virtual MAC address, so the license will continue to be valid even if one of the NICs fails.

Cisco Unity Connection Can Use Multiple Installed License Files

Multiple license files can be installed on a Cisco Unity Connection server. Each installed license file may enable one or more features. All of the installed license files combined enable the features that the customer wants.

Before a license file can be installed, it must be added to the Licenses page in Cisco Unity Connection Administration.

Note that if the Connection demonstration license is installed on the Connection server, it must be the only license file that is installed, even though you may have added other license files.

License Files Must Be Installed

For license files to become effective, they must be installed after they are added to the Licenses page. For details on installing license files, see the [“To Install the License Files” procedure on page 44-3](#).

Permanent, Time-Expiring, and Demonstration License Files

The following types of license files are available:

- Permanent license files are registered to the MAC address of the network interface card (NIC) on the Cisco Unity Connection server. These license files do not have an expiration date.
- Time-expiring license files are registered to the MAC address of the NIC on the Connection server. These license files have an expiration date. All of the features that are enabled by a time-expiring license file will be disabled after the expiration date.
- Demonstration license files are not registered to a MAC address. These license files do not have an expiration date and enable only a limited range of features (for example, a maximum of two voice messaging ports and ten users with voice mailboxes). A demonstration license file is included with every Connection server. If this license file is installed, it must be the only license file that is installed on the Connection server.

For information on obtaining and installing license files, see the [“Obtaining and Installing a License File” section on page 44-2](#).

License Files and Cisco Unity Connection Clusters

When a Cisco Unity Connection cluster (high availability) is configured, two licenses are required. The license that has the MAC address of the publisher server must be installed on the publisher server. The license that has the MAC address of the subscriber server must be installed on the subscriber server. For details on installing license files, see the [“To Install the License Files” procedure on page 44-3](#).

Obtaining and Installing a License File

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License files, which enable the features purchased by the customer, are required for configuring a new Cisco Unity Connection system and for adding or changing licensed features. You obtain the license files by completing registration information on Cisco.com.

**Note**

When a Cisco Unity Connection cluster (high availability) is configured, two licenses are required. The license that has the MAC address of the publisher server must be installed on the publisher server. The license that has the MAC address of the subscriber server must be installed on the subscriber server.

Shortly after registration, Cisco emails the license files. The email from Cisco contains instructions on how to save and store the files.

The following information is required during registration:

- The MAC address (physical address) for the network interface card (NIC) in the Cisco Unity Connection server.
- The product authorization key (PAK), which appears on the sticker located on the back of the Cisco Unity Connection Application Software Media kit.

This section contains three procedures. Do them in the order listed. For a Cisco Unity Connection cluster, you must do all three procedures on each Connection server in the cluster.

To Get the MAC Address of the Cisco Unity Connection Server

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- Step 1** Log on to Cisco Unified Communications Operating System Administration.
- Step 2** On the Show menu, click **Network**.
- Step 3** Write down the value for MAC Address, excluding the hyphens (for example, if the physical address is 00-a1-b2-c3-d4-e5, record 00a1b2c3d4e5), or save it to a file that you can access during online registration.
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To Register and Obtain the License Files

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- Step 1** Go to the software registration site at <http://www.cisco.com/go/license> (URLs are case sensitive; you may be required to log on).
- Step 2** Enter the PAK and click **Submit**.
- Step 3** Follow the on-screen prompts.
- Step 4** You will receive an email with the Cisco Unity Connection license file.
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To Install the License Files

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- Step 1** If Cisco Unity Connection is not configured for a cluster, in Cisco Unity Connection Administration, expand **System Settings**, then click **Licenses**.
If a Connection cluster is configured, on the publisher server, in Cisco Unity Connection Administration, expand **System Settings**, then click **Licenses**.
- Step 2** On the Search License page, click **Add New**.
- Step 3** On the Add New License page, click **Browse**, and locate the new license file.
- Step 4** If Connection is not configured for a cluster, in the Choose File dialog box, double-click the name of the license file.

If a Connection cluster is configured, in the Choose File dialog box, double-click the name of the license file that has the MAC address of the publisher server.

**Caution**

If you rename the license file, the file name can contain alphanumeric characters, hyphens, and underscores, but must start with an alphabetic character. Otherwise, the license file cannot be installed.

- Step 5** On the Add New License page, click **Add**.
- Step 6** If you have more than one new license file, repeat [Step 2](#) through [Step 5](#) until you have added all of the new license files.
- Step 7** On the Licenses page, check the check boxes for the license files that you added in [Step 2](#) through [Step 5](#).
- Step 8** Click **Install Selected**.
- Step 9** If Connection is not configured for a cluster, skip the remaining steps.
- If you are adding licensed features to a Connection cluster that is already installed and in use, skip the remaining steps.
- If you are installing a new Connection cluster, on the subscriber server, in Cisco Unity Connection Administration, expand **System Settings**, then click **Licenses**.
- Step 10** On the Search License page, click **Add New**.
- Step 11** On the Add New License page, click **Browse**, and locate the new license file.
- Step 12** In the Choose File dialog box, double-click the name of the license file that has the MAC address of the subscriber server.

**Caution**

If you rename the license file, the file name can contain alphanumeric characters, hyphens, and underscores, but must start with an alphabetic character. Otherwise, the license file cannot be installed.

- Step 13** On the Add New License page, click **Add**.
- Step 14** If you have more than one new license file, repeat [Step 10](#) through [Step 13](#) until you have added all of the new license files.
- Step 15** On the Licenses page, check the check boxes for the license files that you added in [Step 10](#) through [Step 13](#).
- Step 16** Click **Install Selected**.

Viewing Reports for Licenses

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Cisco Unity Connection can display the following information about Connection licenses:

- **License Usage**—Shows the status of licensed features for the Connection server. For features that are licensed for a number of seats, the report displays the number of used and unused seats. See the [“Viewing the License Usage” section on page 44-5](#).

- **License Expirations**—Shows the expiration dates, if any, for licensed features for the Connection server. A list of installed and uninstalled license files also appears on the report. See the [“Viewing the License Expirations”](#) section on page 44-5.

Viewing the License Usage

Do the applicable procedure to view the license usage for the Cisco Unity Connection server.

To View the License Usage for Cisco Unity Connection 7.1 and Later

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, then click **Licenses**.
- Step 2** On the Licenses page, under License Count, the license usage for the Connection server appears.
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To View the License Usage for Cisco Unity Connection 7.0 Only

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, then click **Licenses**.
- Step 2** On the Licenses page, in the Related links list, click **View License Usage**.
- Step 3** Click **Go**.
- The Cisco Unity Connection Administration Task Alerts window shows the License Usage for the Connection server.
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Viewing the License Expirations

Do the applicable procedure to view the license expirations for the Cisco Unity Connection server.

To View the License Expirations for Cisco Unity Connection 7.1 and Later

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, then click **Licenses**.
- Step 2** On the Licenses page, in the Status area, license expirations for the Connection server appear.
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To View the License Expirations for Cisco Unity Connection 7.0 Only

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, then click **Licenses**.
- Step 2** On the Licenses page, in the Related links list, click **Run License Report**.
- Step 3** Click **Go**.
- The Cisco Unity Connection Administration Task Alerts window shows the License Report for the Connection server.
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License Parameters for Cisco Unity Connection Features

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Table 44-1 lists the license parameters that are used by license files and the Cisco Unity Connection features that the license parameters enable.

Table 44-1 License Parameters for Cisco Unity Connection Features

License Parameter	Feature	Description
LicAdvancedUserMax	TTS and ASR (advanced) users	Sets the maximum number of users who can use voice recognition.
LicIMAPSubscribersMax	Users with IMAP access to voice messages	Sets the maximum number of users who can use a third-party IMAP client to access voice messages.
LicMaxMsgRecLenIsLicensed	Voice message recordings longer than 30 seconds allowed	<p>Depending on whether the parameter is present in any of the installed license files, determines the maximum length of recorded messages:</p> <ul style="list-style-type: none"> If the parameter is not present in any of the installed license files (the License Usage report shows a value of “No”), the maximum message length is 30 seconds regardless of the settings in Cisco Unity Connection Administration. If the parameter is present in any of the installed license files (the License Usage report shows a value of “Yes”), the maximum length for all messages is restricted by the Maximum Recording Time in Milliseconds field on the System Settings > Advanced > Telephony > Telephony Configuration page. <p>The following settings further restrict the maximum length depending on the origin of the call:</p> <ul style="list-style-type: none"> Message length from other users is restricted by the Message Length—Maximum Length field on the Class of Service > Class of Service > Edit Class of Service page. Message length from unidentified callers is restricted by the Maximum Message Length field on the Users > Users > Edit Message Settings page.
LicRealspeakSessionsMax	Text to Speech sessions	Sets the maximum number of simultaneous Text to Speech (TTS) sessions allowed on the Cisco Unity Connection server.

Table 44-1 License Parameters for Cisco Unity Connection Features (continued)

License Parameter	Feature	Description
LicRegionIsUnrestricted	U.S. English usage and personal call routing rules allowed	Depending on whether the parameter is present in any of the installed license files, determines whether the English-United States language and personal call transfer rules are allowed: <ul style="list-style-type: none"> If the parameter is not present in any of the installed license files (the License Usage report shows a value of “No”), the English-United States language and personal call transfer rules are not allowed. If the parameter is present in any of the installed license files (the License Usage report shows a value of “Yes”), the English-United States language and personal call transfer rules are allowed.
LicServerBackend	(not used)	This parameter may be present in a license file but does not affect the Cisco Unity Connection server.
LicServerVoiceRec	(not used)	This parameter may be present in a license file but does not affect the Cisco Unity Connection server.
LicSubscribersMax	Users with voice mailboxes	Sets the maximum number of voice messaging users allowed in Cisco Unity Connection.
LicUCxnUpgrades	License files from previous releases allowed	Depending on whether the parameter is present in any of the installed license files, determines whether Cisco Unity Connection will use license files from an earlier version of Connection: <ul style="list-style-type: none"> If the parameter is not present in any of the installed license files (the License Usage report shows a value of “No”), license files from an earlier version of Connection cannot be used. If the parameter is present in any of the installed license files (the License Usage report shows a value of “Yes”), license files from an earlier version of Connection can be used.
LicUnityVoiceRecSessionsMax	Voice recognition sessions	Sets the maximum number of simultaneous voice recognition sessions (or ports) allowed on the Cisco Unity Connection server.
LicVMISubscribersMax	Cisco Unity Inbox users	Sets the maximum number of users who can be enabled to access the Cisco Unity Inbox. There is no restriction on the number of users who can access the Cisco Unity Inbox at one time.
LicVoicePortsMax	Voice ports	Sets the maximum number of Cisco Unity Connection voice messaging ports that can be installed on the Connection server.

Table 44-1 *License Parameters for Cisco Unity Connection Features (continued)*

License Parameter	Feature	Description
LicVPIMIsLicensed	VPIM Networking delivery locations allowed	<p>Depending on whether the parameter is present in any of the installed license files, determines whether VPIM Networking is allowed:</p> <ul style="list-style-type: none"> • If the parameter is not present in any of the installed license files (the License Usage report shows a value of “No”), VPIM Networking is not allowed. • If the parameter is present in any of the installed license files (the License Usage report shows a value of “Yes”), VPIM Networking is allowed.