



CHAPTER 9

Licensing

See the following sections:

- [Problems with Licenses, page 9-1](#)
- [Viewing the License Usage, page 9-2](#)
- [Viewing the License Expirations, page 9-2](#)
- [Confirming That the LicMaxMsgRecLenIsLicensed License Tag Is Enabled in the License File, page 9-3](#)
- [Confirming That the LicRegionIsUnrestricted License Tag Is Enabled in the License File, page 9-3](#)

Problems with Licenses

Revised May 2009

When a Cisco Unity Connection feature stops working, when Connection posts an alert concerning a license violation, or when the English-United States language is not available, use the following task list to determine the cause and to resolve the problem. Do the tasks in the order presented until the problem is resolved.

Task List for Troubleshooting Licenses

1. Confirm that there are unused licensed seats for the applicable Connection feature. See the [“Viewing the License Usage”](#) section on page 9-2.
2. Confirm that the applicable Connection licensed feature has not expired. See the [“Viewing the License Expirations”](#) section on page 9-2.
3. If recorded voice messages are not allowed to exceed 30 seconds, confirm that the Connection license file has the LicMaxMsgRecLenIsLicensed license tag enabled. See the [“Confirming That the LicMaxMsgRecLenIsLicensed License Tag Is Enabled in the License File”](#) section on page 9-3.
4. If the English-United States language is not available, confirm that the Connection license file has the LicRegionIsUnrestricted license tag enabled. See the [“Confirming That the LicRegionIsUnrestricted License Tag Is Enabled in the License File”](#) section on page 9-3.
5. If personal call transfer rules cannot be enabled or set up, confirm that the Connection license file has the LicRegionIsUnrestricted license tag enabled. See the [“Confirming That the LicRegionIsUnrestricted License Tag Is Enabled in the License File”](#) section on page 9-3.
6. If you need to add a licensed feature, you need additional seats, or you need to replace an expired license, see the [“Managing Licenses”](#) chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x*.

Viewing the License Usage

Revised May 2009

Do the applicable procedure to determine the license usage of 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 displays license usage for the Connection server.
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Viewing the License Expirations

Revised May 2009

Do the applicable procedure to determine whether the applicable Cisco Unity Connection licensed feature has expired.

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 appears.
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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 displays a license report for the Connection server.
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Confirming That the LicMaxMsgRecLenIsLicensed License Tag Is Enabled in the License File

Added May 2009

Do the applicable procedure to confirm that the Cisco Unity Connection license file has the LicMaxMsgRecLenIsLicensed license tag enabled.

To Confirm That the LicMaxMsgRecLenIsLicensed License Tag Is Enabled in the License File 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, confirm that the value of Voice Message Recordings Longer Than 30 Seconds Allowed (LicMaxMsgRecLenIsLicensed) is set to **Yes**.
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To Confirm That the LicMaxMsgRecLenIsLicensed License Tag Is Enabled in the License File 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**.
 - Step 4** In the Cisco Unity Connection Administration Task Alerts window, confirm that the value of Voice Message Recordings Longer Than 30 Seconds Allowed (LicMaxMsgRecLenIsLicensed) is set to **Yes**.
 - Step 5** Close the Cisco Unity Connection Administration Task Alerts window.
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Confirming That the LicRegionIsUnrestricted License Tag Is Enabled in the License File

Added May 2009

Do the applicable procedure to confirm that the Cisco Unity Connection license file has the LicRegionIsUnrestricted license tag enabled.

To Confirm That the LicRegionIsUnrestricted License Tag Is Enabled in the License File 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, confirm that the value of US English Usage and Personal Call Routing Rules Allowed (LicRegionIsUnrestricted) is set to **Yes**.
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To Confirm That the LicRegionIsUnrestricted License Tag Is Enabled in the License File 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**.
- Step 4** In the Cisco Unity Connection Administration Task Alerts window, confirm that the value of US English Usage and Personal Call Routing Rules Allowed (LicRegionIsUnrestricted) is set to **Yes**.
- Step 5** Close the Cisco Unity Connection Administration Task Alerts window.
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