Troubleshooting Licensing in Cisco Unity Connection 8.x

See the following sections:

Troubleshooting Problems with Licenses in Cisco Unity Connection 8.x

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When a Cisco Unity Connection feature stops working, when Cisco Unity Connection Administration displays an alert concerning a license violation, or when Connection stops functioning every 24 hours, use the following task list to determine whether the cause is a license violation. We recommend that you do all tasks in the task list to confirm that there are not multiple license violations.

Task List for Troubleshooting Licenses

1. If Connection is installed on a virtual server, confirm that the license MAC that appears in the license files matches the license MAC that is displayed by the CLI command **show status**. See the "Comparing the License MAC of a Connection Virtual Server with the License MAC in the License Files" section on page 12-102.

Note When Connection is installed on a virtual server, the license is based on a calculated license MAC. The calculation is based on the server name, IP address, time zone, and several other values. Changing any of these values changes the calculated license MAC and invalidates the license files for the server. For more information, see the "License Files and MAC Addresses" section of the "Managing Licenses in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

2. Confirm that there are unused licensed seats for the applicable Connection feature. See the "Viewing the License Usage in Cisco Unity Connection 8.x" section on page 12-103.

3. Confirm that the applicable Connection licensed feature has not expired. See the "Viewing the License Expirations in Cisco Unity Connection 8.x" section on page 12-103.

4. 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 in Cisco Unity Connection 8.x" section on page 12-103.

5. If you need to add a licensed feature, add more seats, replace an expired license, or change the license MAC in the licenses for a virtual server, see the "Managing Licenses in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Comparing the License MAC of a Connection Virtual Server with the License MAC in the License Files

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Note   Do this procedure only if Cisco Unity Connection is installed on a virtual server.

Do the following procedure to confirm that the license MAC of a Cisco Unity Connection virtual server matches the license MAC in the license files.

To Compare the License MAC of a Cisco Unity Connection Virtual Server with the License MAC in the License Files

Step 1   On the virtual Connection server, run the CLI command **show status**.

The command will return a value like this:

License MAC : 78acc1573f20

Leave the CLI command window open.

Step 2   In Cisco Unity Connection Administration, expand **System Settings**, then select **Licenses**.

Step 3   On the Licenses page, under License Files, select the name of the first license file for which the value of the Installed column is **Yes**.

Step 4   On the View License page, near the top of the File Content field, find **HOSTID=**:

   • If the value of HOSTID for this license file does not match the value that you displayed in Step 1, this license is in violation due to mismatched license MACs. Write down the name of the license file.

   • If the value of HOSTID for this license file matches the value that you displayed in Step 1, this license is not in violation due to mismatched license MACs.

Step 5   Repeat Step 2 through Step 4 for the remaining license files, if any.

Viewing the License Usage in Cisco Unity Connection 8.x

Do the applicable procedure to determine the license usage of the Cisco Unity Connection server.

To View the License Usage

Step 1   In Cisco Unity Connection Administration, expand **System Settings**, then select **Licenses**.

Step 2   On the Licenses page, under License Count, the license usage for the Connection server appears.

Viewing the License Expirations in Cisco Unity Connection 8.x

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

To View the License Expirations

Step 1   In Cisco Unity Connection Administration, expand **System Settings**, then select **Licenses**.

Step 2   On the Licenses page, in the Status area, license expirations for the Connection server appears.

Confirming That the LicMaxMsgRecLenIsLicensed License Tag Is Enabled in the License File in Cisco Unity Connection 8.x

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

Step 1   In Cisco Unity Connection Administration, expand **System Settings**, then select **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**.