



CHAPTER 43

Managing Licenses in Cisco Unity Connection 9.x

See the following sections:

- [About Licenses in Cisco Unity Connection 9.x, page 43-1](#)
- [Viewing Reports for Licenses in Cisco Unity Connection 9.x, page 43-3](#)

About Licenses in Cisco Unity Connection 9.x

See the following sections:

- [License Management and Enterprise License Manager \(ELM\) in Cisco Unity Connection 9.x, page 43-1](#)
- [Licenses and Cisco Unity Connection Clusters, page 43-3](#)
- [Licenses and Migrations from Cisco Unity, page 43-3](#)

License Management and Enterprise License Manager (ELM) in Cisco Unity Connection 9.x

In Cisco Unity Connection 9.x, licenses are required to use the various features purchased by the customers. To use the licensed features on Connection, the licenses for the corresponding features must be installed on the Enterprise License Manager (ELM) server and Connection must communicate with the ELM server to obtain the license status. The ELM server provides centralized, simplified, and enterprise-wide management of user-based licensing. For more information on the ELM server and its configuration, refer to ELM user guide at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html.

Cisco Unity Connection remains in the “Demonstration (Demo)” mode until it connects with the ELM server for the first time. For more information on licensing states of Connection, refer to the [License Status in Cisco Unity Connection, page 43-2](#).

Obtaining and Installing the Licenses

For details on obtaining and installing the licenses in the ELM server, see the "New License Fulfillment" section in the ELM user guide at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html.

After obtaining and installing the licenses, you are required to configure Connection with the ELM server. For information on how to connect Connection with the ELM server, refer to the "Adding a Product instance" section in the ELM user guide. After Connection is configured with the ELM server, Connection is no longer in "Demo" mode. To check the details of the connected ELM server, see the "Status" section on the License page of Cisco Unity Connection Administration. The value of the ELM server is displayed as "Not Connected" on the **License** page until Connection is configured on the ELM server.

License Status in Cisco Unity Connection

When Cisco Unity Connection is connected with the ELM server and the required number of licenses for the features are installed on the ELM server, the license status becomes "Compliance". For example, if the ELM server is configured for 50 users, the Connection server can request for less than equal to 50 users to remain in "Compliance" mode.

If the required number of licenses are not installed on the ELM server, the license status becomes "Violation". However, you can still use the licensed features on Connection for 60 days, which is the grace period. During this grace period, you are required to obtain and install the required number of licenses or reduce the usage of the licensed features in order to avoid license violation. However, if you do not take the required action during the grace period, then license status becomes "Expire".

Once the license status of Cisco Unity Connection software changes to "Expire", the software will stop functioning. The Connection server will not answer any calls to leave or retrieve voicemails. However, you can still add, modify or delete configuration data on the server. You are required to obtain and install the required number of licenses or reduce the usage of the licensed features to avoid license violation. After taking the required action, the license status changes from "Expire" to "Compliance" and you can use the licensed features on Connection again.



Note

After obtaining and installing licenses for changing the license status from "Expire" to the "Compliance", you must restart Cisco Unity Connection.



Note

When the license status of Connection is "Expire", the synchronization of users and call handler profiles from Connection on the branch stops working. However, the voicemail and auto-attendant functionalities still work at branch. For more information on the licensing requirements of the branch, refer to the *Cisco Unity Connection Survivable Remote Site Voicemail (SRSV) Guide for Cisco Unity Connection Release 9.x* at guide

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/srsv/guide/9xcucsrsvx.html.

You can view the license status on the License page of the Cisco Unity Connection Administration. For more information, see the "Viewing the License Status for Cisco Unity Connection" section in this document.

**Note**

If the multiple Connection servers are configured with the same ELM server and the license violation occurs for one of the Connection, then the license status of all the Connection servers becomes “Violation”. Similarly, if the license expiration occurs for one of the Connection, then the license status of all the Connection servers becomes “Expire”.

Licenses and Cisco Unity Connection Clusters

In a Cisco Unity Connection (high availability) environment, only the publisher server needs to be configured and connected with the ELM to obtain the license status and for the license enforcement. When the publisher server stops functioning (for example, when it is shut down for maintenance), the subscriber server handles all the incoming calls for the cluster for 60 days grace period. However, if the publisher server does not resume its normal function within the 60 days grace period, Connection will move to “Expire” state.

Licenses and Migrations from Cisco Unity

Cisco Unity Connection 9.x can use existing license information from Cisco Unity to enable Cisco Unity Connection features when migrating from Cisco Unity 4.x or later to Connection 9.x.

For instructions on migrating from Cisco Unity 4.x or later to Cisco Unity Connection 9.x, see the “[Migrating from Cisco Unity 4.x or Later to Cisco Unity Connection 9.x](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html.

**Note**

Before starting migration, you need to configure Connection with the ELM server. For more information on configuring Connection with the ELM server, refer to the ELM user guide at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html.

Viewing Reports for Licenses in Cisco Unity Connection 9.x

You can view the reports for the licenses associated with the licensed features on the **License** page of the Cisco Unity Connection Administration. The license report includes the following information:

- **Status:** Shows the license status, host name/IP address of the connected ELM server, last connectivity time of Connection with the ELM server, and last compliance time of Connection with the ELM server.
- **License Usage:** Shows the usage of licensed features of the Connection server. For features that are licensed for a number of seats, the report displays the number of used seats.

Viewing the License Status for Cisco Unity Connection

Do the following procedure to view the license status for the Cisco Unity Connection server.

To View the License Status for Cisco Unity Connection

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, then select **Licenses**.
- Step 2** On the Licenses page, under Status, you can view the following types of License status:
- **Demonstration (Demo):** If Connection is in the “Demo” mode, the value of License status will be “Demo”.
 - **Compliance:** If the required number of licenses for the desired feature are installed on the ELM server, the Connection is in the “Compliance” mode.
 - **Violation:** If required number of licenses for the desired feature are not installed on the ELM server, the License status becomes “Violation”. In addition, a warning message stating “License Violation has occurred. License will expire in 60 day(s). Please contact ELM administrator” appears.
 - **Expire:** If you do not obtain and install the required number of licenses for the desired features on the ELM server within the 60 days grace period, the license status becomes “Expire”. A warning message stating “**License violation has occurred for x day(s) and crossed the grace period. System is now in Expiration mode**” appears, where “x” is the number of days. In addition, a warning message stating “**Cisco Unity Connection cannot answer calls. A license violation has occurred. To review licenses, go to the System Settings > Licenses page in Cisco Unity Connection Administration**” appears on the Home page of the Cisco Unity Connection Administration.
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Viewing the Last Connectivity Time with the ELM Server

Do the following procedure to view the Last Connectivity Time with the ELM Server.

To View the Last Connectivity Time with the ELM Server

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, then select **Licenses**.
- Step 2** On the Licenses page, under Status, the value of the Last Connectivity Time of Connection with the ELM server is displayed.



Note The value of the Last Connectivity Time with ELM Server will be in Coordinated Universal Time (UTC) time zone.

Viewing the Host Name/ IP Address of the Connected ELM Server

To View the Host Name/ IP Address of the Connected ELM Server

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

- Step 2** On the Licenses page, under Status, the Host name/ IP address of the Connected ELM server is displayed.

Viewing the Last Compliance Time

To View the Last Compliance Time of the Cisco Unity Connection

- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, then select **Licenses**.
- Step 2** On the Licenses page, under **Status**, the value of the last compliance time of Connection with ELM server is displayed.



Note The value of the Last Compliance Time will be in Coordinated Universal Time (UTC) time zone.

Viewing the License Usage

To View the License Usage for Cisco Unity Connection

- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, then select **Licenses**.
- Step 2** On the Licenses page, under **License Usage**, the license usage for the Connection server is displayed in the “**Current usage**” column.

License Parameters for Cisco Unity Connection 9.x Features

Table 43-1 License Parameters for Cisco Unity Connection Features

License Parameter	Feature	Description
CUC_BasicMessaging	Total number of voicemail users	Specifies the maximum number of voice mail users configured in Cisco Unity Connection
CUC_SpeechView	Total number of speech view standard users	Specifies the maximum number of Speech view Standard users configured in Cisco Unity Connection
CUC_SpeechViewPro	Total number of speech view professional users	Specifies the maximum number of Speech view Professional users configured in Cisco Unity Connection
CUC_SpeechConnectPort	Total number of speech connect ports	Specifies the maximum number of Speech Connect calls configured in Cisco Unity Connection

Table 43-1 License Parameters for Cisco Unity Connection Features (continued)

License Parameter	Feature	Description
CUC_EnhancedMessaging	Total number of enhanced messaging users	Specifies the maximum number of Connection SRSV users configured on Cisco Unity Connection. The Connection SRSV users are reflected under this tag only when the branch is active.