C H A P T E R 12

Troubleshooting Licensing in Cisco Unity Connection 9.x

See the following sections:

- Troubleshooting Problems with Licenses in Cisco Unity Connection 9.x, page 12-1
- Licensing Problems in Cisco Unity Connection 9.x, page 12-2

Troubleshooting Problems with Licenses in Cisco Unity Connection 9.x

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. Check if there are unused licensed seats for the applicable Connection feature. To view the licenses that are used currently, see the "Viewing the License Usage in Cisco Unity Connection 9.x" section of the "Managing Licenses in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection* Release 9.x at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx .html. To view the unused licenses on the ELM server, see the "Dashboard view" section of the ELM user guide.

2. Check if Connection is not running in "Expire" mode. See the "Viewing the License Status for Cisco Unity Connection 9.x" section of the "Managing Licenses in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection* Release 9.x at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx .html.

3. If you need to add a licensed feature when Connection is running in "Expire" mode, see the "Managing Licenses in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection* Release 9.x at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx .html.

Licensing Problems in Cisco Unity Connection 9.x

The following are different licensing problems that may occur in Cisco Unity Connection 9.x and their solutions:

- License Violation Status Appears on Cisco Unity Connection Administration, page 12-2
- Loss of Connectivity Warning Appears on Cisco Unity Connection Administration for Publisher Server, page 12-2
- Loss of Connectivity Warning Appears on Cisco Unity Connection Administration for Subscriber Server, page 12-2
- Cisco Unity Connection is Not Answering Calls After the License Status Changes from "Expire" to "Compliance", page 12-3
- SpeechView Services are Not Working, page 12-3

License Violation Status Appears on Cisco Unity Connection Administration

If Connection is registered with the ELM sever and the license violation status is displayed on the Cisco Unity Connection Administration, do the following:

- Confirm that a valid license file for the Cisco Unity Connection features is installed on the ELM server.
- Confirm that the status of the licensed feature on the ELM server is "Compliance" for all the Cisco Unity Connection license tags.

Loss of Connectivity Warning Appears on Cisco Unity Connection Administration for Publisher Server

If the "Loss of Connectivity" warning appears on Cisco Unity Connection Administration for publisher server.

Loss of Connectivity Warning Appears on Cisco Unity Connection Administration for Subscriber Server

If the "Loss of Connectivity" warning appears on Cisco Unity Connection Administration for subscriber server, do the following:

- Check the network connectivity of Cisco Unity Connection on the subscriber server with the ELM server.
- Check the network connectivity of the subscriber server with the Cisco Unity Connection on the publisher server.

Cisco Unity Connection is Not Answering Calls After the License Status Changes from "Expire" to "Compliance"

If Connection is not answering calls after the license status changes from "Expire" to "Compliance", restart the system to resolve the problem.

SpeechView Services are Not Working

If the SpeechView services are not working on Connection, confirm whether the Cisco Unity Connection is configured with the ELM server.