



Licensing

Implement licensing in Cisco CallManager administration to accurately track the number of devices that a customer has connected to Cisco CallManager, including third party SIP phones and compare it with the number of unit licenses that have been purchased.

Licensing feature helps in managing Cisco CallManager licenses and in enforcing the licenses for Cisco CallManager applications and the number of IP phones. Using the Licensing Configuration window in Cisco CallManager Administration, you can manage the phone and node licenses purchased and used by the customer.

Licenses are generated for requested Cisco CallManager nodes (servers in a Cisco CallManager cluster) and the phones that are associated with those nodes.

Each phone type requires a fixed number of licenses and this number is called as phone license unit. For example, Cisco 7920 phones requires four license units and Cisco 7970 phones require 5 units. If you want licenses for four Cisco 7920 phones and four Cisco 7970 phones, then you require 36 phone license units.

To determine the number of units of licenses required for each phone, see *Cisco CallManager Administration Guide*.

This section covers the following topics:

- [Starting License Manager Service, page 14-1](#)
- [Splitting Licenses, page 14-2](#)
- [Alarms, page 14-3](#)
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Starting License Manager Service

The Cisco CallManager server where the license file is loaded, assumes the functionality of a license manager. For information on license files refer to *Cisco CallManager Administration Guide*.

The license manager serves as the logical component that keeps track of the licenses that the customer purchases and the licenses that customer uses. It refers to the processes that control the checkin and checkout of the licenses. It keeps track of the number of license units that are required for each phone type. The license manager has responsibility for issuing and reclaiming licenses, and detecting whether there is an overdraft of licenses.

Start license manager service using Cisco CallManager Serviceability. This section describes the procedures to start, stop, or restart the service.

Procedure

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- Step 1** In Cisco CallManager Serviceability, choose **Tools > Control Center - Network Services**.
The Control Center–Network Services window displays.
- Step 2** Choose the Cisco CallManager server from the Servers drop-down list box.
Cisco License Manager displays in list under Service Name column, in the Platform Services.
- Step 3** Click the radio button corresponding to Cisco License Manager.
- Step 4** If you want to start License Manager service, click **Start**.
The service starts, and the message, Service Started Successfully, displays.
- Step 5** If you want to stop the License Manager service, click **Stop**.
The service stops, and the message, Service Successfully Stopped, displays.
- Step 6** If you want to restart the License Manager, click **Restart**.
The service restarts, and the message, Service Successfully Restarted, displays.
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Additional Information

See the [“Related Topics” section on page 14-4](#).

Splitting Licenses

When you place an order for Cisco devices, Cisco provides a Product Authorization Key (PAK). Using PAK, you can split the licenses across multiple clusters.



Note

Cisco Product Marketing team will determine whether splitting of licenses across clusters is allowed for a PAK, depending on the number of licenses that are purchased.

For example, you request 20 Cisco CallManager nodes and 20000 phone units in one purchase order. A PAK gets issued once the request is approved. Using this PAK, you can split the licenses across multiple clusters with one license file containing 15 Cisco CallManager nodes and 15000 phone units, and another license file with 5 Cisco CallManager nodes and 5000 phone units.

To determine the number of license unit that are required for each device, in Cisco CallManager Administration, choose **System > Licensing > License Unit Calculator**. This window lists the number of license units that are required for each type of device.

Additional Information

See the [“Related Topics” section on page 14-4](#).

Alarms

The following alarms are generated for licensing.

- CiscoLicenseManagerDown
- CiscoLicenseOverDraft
- CiscoLicenseRequestFailed
- CiscoLicenseDataStoreError
- CiscoLicenseInternalError
- CiscoLicenseFileError

See *Cisco CallManager Serviceability Administration Guide* for more information on alarms.

Additional Information

See the [“Related Topics” section on page 14-4](#).

Migrating from Cisco CallManager 4.0(x) to 5.0(x)

When you migrate from Cisco CallManager version 4.0(x) to 5.0(x), the licenses that are required for existing phones and existing Cisco CallManager nodes is calculated and an intermediate file (XML file) that contains these license counts will be generated during the Cisco CallManager migration process. These licenses are given free of cost because you are already using these phones for Cisco CallManager version 4.x. If you are provisioning new phones and nodes after migrating to Cisco CallManager 5.0(x), you need to paste the intermediate license file in the License Registration window on CCO.

Use the following procedure to register existing licenses and request for new licenses.

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| Step 1 | In Cisco CallManager Administration, choose System > Licensing > License File Upload .
The License File Upload window displays. |
| Step 2 | Click View File . A pop-up window displays that has the license information for existing phones and nodes. Copy this information. To copy the contents on this window, you can use Ctrl-A (Select All) and Ctrl-C (Copy). |
| Step 3 | On the License Registration window of CCO website, in the text box provided, paste the file contents using Ctrl-V . |
| Step 4 | You must enter the MAC address of the Cisco CallManager server that you are requesting the licenses for, and a valid E-mail Id. |
| Step 5 | To obtain the actual license file, click Submit . A license file is generated. |
| Step 6 | You must upload the license file to the server with the matching MAC address that you provided in Step 4 . See the “Uploading a License file” section in the <i>Cisco CallManager Administration Guide</i> . This node takes on the functionality of the license manager. |
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Additional Information

See the [“Related Topics” section on page 14-4](#).

Transferring License Files

When the first node fails on the Cisco CallManager and a new node is configured as the first node, the license files need to be transferred to the new node.

Two scenarios might occur:

Scenario 1

The customer has already obtained the license file, but has not yet uploaded it to the license manager.

Solution Generate a new license file with the same license information but with a new MAC address.

Scenario 2

The customer has obtained the license file and uploaded the file to the license manager. The license information exists on the new node, but not the license file.

Solution Generate a new license file with the same license information but with a new MAC address.

Additional Information

See the [“Related Topics” section on page 14-4](#).

Related Topics

- [License File Upload](#), *Cisco CallManager Administration Guide*
- [License Unit Calculator](#), *Cisco CallManager Administration Guide*
- [License Unit Report](#), *Cisco CallManager Administration Guide*
- *Cisco CallManager Serviceability Administration Guide*
- *Cisco CallManager Security Guide*
- *Cisco IP Manager Assistant User Guide*
- *Cisco IP Communicator Administration Guide*