



Cisco Prime License Manager User Guide, Release 10.5(2)

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CHAPTER

1

Deployment

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- [Supported Browsers, page 3](#)

Deployment Options

You can deploy Cisco Prime License Manager in one of the following ways:

- Coresident deployments—Cisco Prime License Manager is installed automatically as part of the installation of Cisco Unified Communications Manager and Cisco Unity Connection. You may choose to run Cisco Prime License Manager on one of these servers in a coresident configuration. Refer to the latest release of the platform-specific installation document for more information:
 - [Installing Cisco Unified Communications Manager](#)
 - [Installation Guide for Cisco Unity Connection](#)
 - [Installing Cisco Business Edition 6000](#)
- Standalone deployments—Cisco Prime License Manager ISO is available either from the DVD that was sent to you or is available at the Software Download Center under Cisco Prime License Manager Virtual Machine Templates.

Supported Products

Cisco Prime License Manager supports the following products:

Product	Enterprise License Manager Release 9.1	Cisco Prime License Manager Release 10.x
Cisco Unified Communications Manager Release 9.1	Yes	Yes
Cisco Unity Connection Release 9.1	Yes	Yes
Cisco Unified Communications Manager Release 10.x	Yes, with license definition updates (see License Definitions, on page 42)	Yes
Cisco Unity Connection Release 10.x	Yes, with license definition updates (see License Definitions, on page 42)	Yes
Cisco Emergency Responder Release 10.x	No	Yes

Supported Locales

The following locales are supported for Cisco Prime License Manager:

- English (default)
- Japanese
- Chinese (simplified)
- Korean
- Chinese (traditional)
- German
- French (France)
- Italian
- Spanish (Spain)
- Spanish (Latin American) - also known as Spanish (Colombia)
- Portuguese (Brazil)
- Dutch (Netherlands)
- Russian

Supported Browsers

The following table defines Cisco Prime License Manager browser support:

Browser	Browser Version	Windows OS		Apple OS
		Win 8	Win 7 (32 and 64 bit)	OSX 10.8
Firefox	FF 17-33	Supported	Supported	Supported
Chrome	Chrome 23-24	Supported	Supported	Supported
	Chrome 22	Supported	Supported	Supported
Safari	Safari 6.0-6.1	Not supported	Not supported	Supported
Internet Explorer	IE 9-10	Supported	Supported	N/A
	IE 8	Not supported	Secondary	N/A



Note

The following browsers and operating systems are not currently supported: Opera, Linux OS, Google Chrome OS.



CHAPTER 2

Installation and Upgrade

- [Before You Begin, page 5](#)
- [Pre-Installation Tasks for Cisco Prime License Manager, page 6](#)
- [Frequently Asked Questions About the Installation, page 6](#)
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- [Upgrade Software Using the Cisco Prime License Manager CLI, page 16](#)
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Before You Begin

This section describes how to install Cisco Prime License Manager on a virtual machine. You install the operating system and application by running one installation program.

System requirements for installation

As defined in the OVA that should be used to install Cisco Prime License Manager, the following are the server requirements:

Requirement	Details
Product	Cisco Prime License Manager
Version	10.5(2)
CPU	1 vCPU with 1800 Mhz reservation
Memory	4 GB (RAM) with 4 GB reservation
Hard Drive	1 - 50 GB disk

The Cisco Prime License Manager OVA image is available for download at the Software Download Center, <http://software.cisco.com>, under **Downloads Home > Products > Cloud and Systems Management > Collaboration and Unified Communications Management > Cisco Prime License Manager > Cisco Prime License Manager 10.5**.

Pre-Installation Tasks for Cisco Prime License Manager

Perform all pre-installation tasks to ensure that you can successfully install Cisco Prime License Manager.

Procedure

- Step 1** Review the installation requirements and record the configurations settings for the server that you plan to install.
 - Step 2** Create your virtual machine using the Cisco Prime License Manager Virtual Server Template (OVA file) recommended for your current release.
 - Step 3** Verify that you have an NTP server accessible, since an NTP server is required for VMware deployments.
 - Step 4** Ensure that the hostname and address that you plan to use for Cisco Prime License Manager are registered with the name server and that both forward and reverse lookups are possible.
-

Frequently Asked Questions About the Installation

The following section contains commonly asked questions and responses. Review this section carefully before you begin the installation.

How Much Time Does the Installation Require?

The entire Cisco Prime License Manager installation process, excluding pre- and post-installation tasks, takes approximately 30 minutes.

What Usernames and Passwords Do I Need to Specify?

During the installation, you must specify the following usernames and passwords:

- OS Administrator account username and password
- Security password
- Cisco Prime License Manager application account username and password

Use the OS Administrator account username and password to log into the Command Line Interface. Use the Cisco Prime License Manager application account username and password to log into the Cisco Prime License Manager GUI interface.

**Note**

You can change the Administrator account password or add a new Administrator account by using the command line interface. For more information, see the [Command Line Interface Guide for Cisco Unified Communications Solutions](#).

What is a Strong Password?

The installation wizard checks to ensure that usernames and passwords configured during installation follow these guidelines:

- Username—A username must start with an alphabetic character and can contain alphanumeric characters, hyphens, and underscores.
- Password—A password must be at least six characters long and can contain alphanumeric characters, hyphens, and underscores.

In addition to the above requirements, we recommend that you create a strong password:

- Mix uppercase and lowercase letters.
- Mix letters and numbers.
- Include hyphens and underscores.
- Remember that longer passwords are stronger and more secure than shorter ones.

Can I Install Other Software on the Virtual Machine?

You cannot install or use unapproved third-party software applications. The system can upload and process only software that is Cisco approved.

Approved software installations and upgrades can be performed using the CLI.

Port Requirements

The following table provides a list of ports that you should allow through your firewall for Cisco Prime License Manager.

Description	Protocol	Inbound Port	Outbound Port
Browser HTTP	TCP	80/8080, 443/8443	N/A
SSH/SFTP	TCP	22	N/A
Ephemeral port ranges for clients initiating connections	TCP, UDP	32768-61000	N/A
DNS name resolution	TCP, UDP	N/A	53

Description	Protocol	Inbound Port	Outbound Port
To connect to Product instances and to Cisco Back office for e-Fulfillment	TCP	N/A	80, 8080, 443, 8443 (HTTP and HTTPS)
DRS	TCP	N/A	22 (SSH/SFTP)
DHCP client	UDP	N/A	67
NTP client	TCP, UDP	N/A	123

Gather Information for Installation

Use the following table to collect information that is pertinent to your system and network configuration.

Table 1: Server Configuration Data

Parameter	Description	Can Entry Be Changed After Installation?
OS Administrator Account Username	This field specifies the OS Administrator account username that you use for secure shell access to the CLI on Cisco Prime License Manager.	No, you cannot change the entry after installation. Note After installation, you can create additional Administrator accounts, but you cannot change the original Administrator account username.
OS Administrator Password	This field specifies the password for the Administrator account, which you use for secure shell access to the CLI. You also use this password with the adminftp user. You use the adminftp user to access local backup files, upload server licenses, and so on. For guidelines relating to strong passwords, see the corresponding password section.	Yes, you can change the entry after installation by using the following CLI command: CLI > set password user admin

Parameter	Description	Can Entry Be Changed After Installation?
Cisco Prime License Manager Application Account Username	This field specifies the Cisco Prime License Manager application account username that you use to log on to Cisco Prime License Manager GUI.	Yes, you can change the entry after installation by using the following CLI command: CLI > license management change user name
Cisco Prime License Manager Application Password	This field specifies the password for the Cisco Prime License Manager application account, which you use for secure shell access to Cisco Prime License Manager GUI.	Yes, you can change the entry after installation by using the following CLI command: CLI > license management change user password
Certificate Parameters	From the list, choose the appropriate organization, unit, location, and state for your installation.	Yes, you can change the entry after installation by using the following CLI command: CLI > set web-security
DHCP	Cisco Prime License Manager requires a static IP address. As a result, we recommend that you choose No for the DHCP option and then enter a hostname, IP address, IP mask, and gateway.	No, you should not change the entry after installation.
DNS Enable	A DNS server resolves a hostname into an IP address or an IP address into a hostname. Choose Yes to enable DNS. This will ensure that e-fulfillment will work properly.	No, you should not change the entry after installation.
DNS Primary	Enter the IP address of the DNS server that you want to specify as the primary DNS server. Enter the IP address in dotted decimal format as ddd.ddd.ddd.ddd.	Yes, you can change the entry after installation by using the following CLI command: CLI > set network dns To view DNS and network information, use the following CLI command: CLI > show network eth0 detail
DNS Secondary (optional)	Enter the IP address of the DNS server that you want to specify as the optional secondary DNS server.	Yes, you can change the entry after installation by using the following CLI command: CLI > set network dns

Parameter	Description	Can Entry Be Changed After Installation?
Gateway Address	<p>Enter the IP address of the network gateway.</p> <p>If you do not have a gateway, you must still set this field to 255.255.255.255. Not having a gateway will prevent Cisco Prime License Manager from communication outside of its subnet and will prevent the use of e-fulfillment.</p>	<p>Yes, you can change the entry after installation by using the following CLI command:</p> <p>CLI > set network gateway</p>
Hostname	<p>Enter a hostname that is unique to your server.</p> <p>The hostname can comprise up to 32 characters and can contain alphanumeric characters and hyphens. The first character cannot be a hyphen.</p>	<p>Yes, you can change the entry after installation.</p> <p>CLI > set network hostname</p> <p>Note Do not change your hostname while any tasks are running.</p>
IP Mask	<p>Enter the IP subnet mask of this machine.</p>	<p>Yes, you can change the entry after installation by using the following CLI command:</p> <p>CLI > set network ip eth0</p>
Location	<p>Enter the location of the server.</p> <p>You can enter any location that is meaningful within your organization. Examples include the state or the city where the server is located.</p>	<p>Yes, you can change the entry after installation by using the following CLI command:</p> <p>CLI > set web-security</p>
MTU Size	<p>The maximum transmission unit (MTU) represents the largest packet, in bytes, that this host will transmit on the network.</p> <p>Enter the MTU size in bytes for your network. If you are unsure of the MTU setting for your network, use the default value.</p> <p>Default specifies 1500 bytes.</p>	<p>Yes, you can change the entry after installation by using the following CLI command:</p> <p>CLI > set network mtu</p>

Parameter	Description	Can Entry Be Changed After Installation?
NTP Server	<p>Enter the hostname or IP address of one or more Network Time Protocol (NTP) servers with which you want to synchronize.</p> <p>You can enter up to five NTP servers.</p> <p>Note To avoid potential compatibility, accuracy, and network jitter problems, the external NTP servers that you specify for the primary node can be NTP v4 (version 4). If you are using IPv6 addressing, external NTP servers must be NTP v4.</p>	<p>Yes, you can change the entry after installation</p> <p>Yes, you can change the entry after installation</p> <p>CLI > utils ntp server</p>
Organization	<p>Enter the name of your organization.</p> <p>Tip You can use this field to enter multiple organizational units. To enter more than one organizational unit name, separate the entries with a comma. For entries that already contain a comma, enter a backslash before the comma that is included as part of the entry.</p>	<p>Yes, you can change the entry after installation by using the following CLI command:</p> <p>CLI > set web-security</p>
Security Password	<p>Enter your security password.</p> <p>The password must contain at least six alphanumeric characters. The password can contain hyphens and underscores, but it must start with an alphanumeric character.</p>	<p>Yes, you can change the entry after installation by using the following CLI command:</p> <p>CLI > set password user security</p>
State	<p>Enter the state that the server is located.</p>	<p>Yes, you can change the entry after installation by using the following CLI command:</p> <p>CLI > set web-security</p>

Parameter	Description	Can Entry Be Changed After Installation?
Time Zone	<p>This field specifies the local time zone and offset from Greenwich Mean Time (GMT).</p> <p>Choose the time zone that most closely matches the location of your machine.</p>	<p>Yes, you can change the entry after installation by using the following CLI command:</p> <p>CLI > set timezone</p> <p>To view the current time zone configuration, use the following CLI command:</p> <p>CLI > show timezone config</p>

Install Cisco Prime License Manager

Install Virtual Machine

Use this procedure and your VMware documentation to install your virtual machine.

Procedure

-
- Step 1** Access the Software Download Center at <http://software.cisco.com> and download the Cisco Prime License Manager OVA image for your desired release: **Downloads Home > Products > Cloud and Systems Management > Collaboration and Unified Communications Management > Cisco Prime License Manager**.
 - Step 2** From the vCenter Client, open the console of your newly downloaded virtual machine template.
 - Step 3** From the vCenter Client, choose **File > Deploy OVF Template**.
 - Step 4** Follow the **Deploy OVF Template** wizard to create the Cisco Prime License Manager virtual machine. After the installation is complete, the newly installed virtual machine appears in the selected location within the vCenter Client.
-

Install Cisco Prime License Manager

Before You Begin

Install virtual machine.

Procedure

-
- Step 1** Using the vCenter Client, choose **Edit virtual machine settings > Network adapter 1 > MAC Address** .
- Step 2** Select the Manual option and enter a unique MAC address.
For a standalone installation of Cisco Prime License Manager, only static MAC addresses are supported on the virtual machine.
- Step 3** From the vCenter Client, open the console of your virtual machine.
- Step 4** Power on the virtual machine. The installation begins automatically.
- Step 5** If you are using an ISO file, click **Skip** on the Disc Found screen to skip testing the media before installation. Otherwise, choose the **OK** tab and press Enter to initiate testing of the media before installation. The Media Found screen appears with the following message: "Found local installation media."
- Step 6** The Product Deployment Selection screen appears. Select the product (there may only be one product available to select) and click **OK** to proceed with the installation.
- Step 7** Click **Yes**.
- Step 8** The Platform Installation Wizard screen appears. Choose **Proceed** to continue with the installation.
- Step 9** The Basic Install screen appears. Click **Continue**.
- Step 10** In the Timezone Configuration screen, select your timezone and click **OK**.
- Step 11** Click **Continue** at the Auto Negotiation Configuration screen.
- Step 12** When asked if you want to change the MTU size from the OS default, click **No** to proceed.
- Step 13** For network configuration, choose **No** to set up a static network IP address for the node .
The Static Network Configuration screen appears.
- Step 14** Enter the following static network configuration values and choose .
- Host Name
 - IP Address
 - IP Mask
 - GW Address
- Click **OK**. Go to **Step 14**.
- Step 15** The DNS Client Configuration screen appears. To enable DNS, click **Yes**, then enter your DNS client information and click **OK**.
- Step 16** Enter your Administrator login and password information.
Note The Administrator login must start with an alphabetic character, be at least six characters long, and can contain alphanumeric characters, hyphens, and underscores. You will need the Administrator login to log into the command line interface.
- Step 17** The Certificate Information window displays. Enter the Certificate Information:
- Organization
 - Unit
 - Location
 - State
 - Country

Click **OK** to proceed.

Step 18 The Network Time Protocol Client Configuration screen appears. Enter your NTP server information.

Note If you are using Static, use an IP address. If using DHCP or DNS use an IP address or hostname.

Click **OK** to proceed.

Step 19 When asked, enter your Security Password. Click **OK** to continue.

Step 20 The Application User Configuration screen appears. Enter your username and password and log into Cisco Prime License Manager. Click **OK**.

Step 21 The Platform Configuration Confirmation screen appears. Click **OK** to complete the configuration and start the installation.

The installation will take approximately 30 minutes to complete.

Note If there is an installation failure, the console will direct you to export the installation logs to a USB key, if required.

Remove Cisco Prime License Manager

In a coresident deployment, you have the option to remove Cisco Prime License Manager if it is not being used. For example, in a Cisco Unified Communications Manager cluster, Cisco Prime License Manager is installed on publisher nodes *and* subscriber nodes. Since the Cisco Prime License Manager only needs to be active on a single node to manage the licensing of all nodes, you may choose to remove Cisco Prime License Manager from the nodes where it is inactive.



Note A system reboot is required, impacting all services relating to the server. We recommend that you remove Cisco Prime License Manager during off-peak hours.

After Cisco Prime License Manager has been removed, you will continue to see a link to Cisco Prime License Manager upon login to the application, but if you try to access Cisco Prime License Manager, you are notified of the removal along with a date and time stamp.



Caution You cannot restore Cisco Prime License Manager after it has been removed.

Procedure

Step 1 From the command line interface, enter the following command: **license management system remove**.

Note that this command is not available if Cisco Prime License Manager has already been removed.

Step 2 Confirm that you would like to proceed with the removal by entering **y**.

Step 3 Perform a system reboot.

Upgrade Software Using the Cisco Prime License Manager GUI

You can use one of the following options to upgrade software using the Cisco Prime License Manager GUI:

- Upgrade from a remote file system
- Upgrade from a local source

Upgrade from a Remote File System

To upgrade the software from an FTP or SFTP server, use the following procedure. Keep in mind that this procedure uses example software versions. For the latest software version, see the appropriate [Release Notes for Cisco Prime License Manager](#).

Before You Begin

Copy the application ISO file to an FTP server that is accessible from Cisco Prime License Manager.

Procedure

-
- Step 1** From the Cisco Prime License Manager main menu, choose **Administration > Install/Upgrade**. The Install/Upgrade page opens.
 - Step 2** Click **Install/Upgrade Software**. The Install/Upgrade Software dialog box opens.
 - Step 3** Click **Install/Upgrade from Network** (this option should be selected by default). Enter following information:
 - IP Address/Hostname
 - Username
 - Password
 - Directory (the path to the location where you placed the ISO)
 - Transfer Protocol (choose either **FTP** or **SFTP** from the drop-down menu)
 - Step 4** Click **Next**.
 - Step 5** All valid upgrades are listed in the table. Select the required upgrade file from the list.
Note There can be multiple options listed.
 - Step 6** Click **Start Installation/Upgrade**. A message appears asking you to confirm the upgrade. Click **Continue** to begin the upgrade.
Note You can leave the screen up while the upgrade is in progress, as it provides feedback on the progress of the upgrade, or close the browser. The upgrade proceeds even if you close the browser. The upgrade may take 45 minutes to an hour to complete.
-

Upgrade from a Local Source

Before You Begin

Define the media source of the virtual machine. For example, is it an ISO file in the datastore or a physical optical drive on the client or host. Check the **Connected** checkbox for the VM CD/DVD drive.

Procedure

- Step 1** From the Cisco Prime License Manager main menu, choose **Administration > Install/Upgrade**. The Install/Upgrade page opens.
 - Step 2** Click **Install/Upgrade Software**. The Install/Upgrade Software dialog box opens.
 - Step 3** Click **Install/Upgrade from DVD/CD drive on Cisco Prime License Manager server**.
 - Step 4** All valid upgrades are listed in the table. Select the appropriate (valid) upgrade file from the list.
 - Step 5** Click **Start Installation/Upgrade**. A message appears asking you to confirm the upgrade.
 - Step 6** Click **Continue** to begin the upgrade.
- Note** You can either leave the screen up while the upgrade is in progress or close your browser. Closing your browser does not impact the upgrade process. The upgrade may take 45 minutes to an hour to complete.
-

Upgrade Software Using the Cisco Prime License Manager CLI

To initiate an upgrade from a local or remote source using CLI commands, use the following procedures.

Upgrade from a Remote File System

To upgrade the software from an FTP or SFTP server, use the following procedure. Keep in mind that this procedure uses example software versions. For the latest software version, see the appropriate [Release Notes for Cisco Prime License Manager](#).

Before You Begin

You need to place the ISO on a network location or remote drive that is accessible from Cisco Prime License Manager prior to starting this procedure.

Procedure

- Step 1** Enter the **utils system upgrade initiate** command, as shown in the following example.

Example:

utils system upgrade initiate

The following options appear:

- Warning: Do not close this window without first canceling the upgrade.
- 1) Remote Filesystem via SFTP
- 2) Remote Filesystem via FTP
- 3) Local DVD/CD
- q) quit
- Please select an option (1 - 3 or "q"):

Step 2 Select option 1.

Step 3 Enter Directory, Server, User Name, and Password information when prompted.

- Please select an option (1 - 3 or "q") : 1
- Directory: /auto/ipcbu-builds2-published/ELM/10.0.0.98030-1
- Server: se032c-94-61
- User Name: bsmith
- Password: *****
- Checking for valid upgrades. Please wait...

Step 4 Enter SMTP Host Server (optional) to receive email notification once upgrade is complete.

The following options appear:

- Available options and upgrades in "se032c-94-61:/auto/ipcbu-builds2-published/ELM/10.0.0.98030-1":
- 1) CiscoPrimeLM_64bitLnx_10.5.1.11901-1.sgn.iso
- q) quit

Step 5 Select option 1 to download upgrade file.

The following messages appear:

- Accessing the file. Please wait...
- Validating the file...
- Downloaded 935 MB.
- Checksumming the file...
- A system reboot is required when the upgrade process completes or is canceled. This will ensure services affected by the upgrade process are functioning properly.
- Downloaded: CiscoPrimeLM_64bitLnx_10.5.1.11901-1.sgn.iso
- File version: 10.5.1.11901-1
- File checksum: c4:13:ad:95:7b:c8:c1:01:1b:91:bb:da:8d:84:09:ea

Step 6 Enter No when asked to automatically switch versions if the upgrade is successful.

Automatically switch versions if the upgrade is successful (yes/no): no

- Step 7** Enter Yes to start installation.
Start installation (yes/no): yes
-

Upgrade from Local Source

Before You Begin

If you do not have a Cisco-provided upgrade disk, create an upgrade disk by burning the upgrade file that you downloaded onto a DVD as an ISO image.

Just copying the .iso file to the DVD will not work. Most commercial disk burning applications can create ISO image disks.

Procedure

- Step 1** Insert the new DVD into the disc drive on the local server that is to be upgraded.
Step 2 Enter the **utils system upgrade initiate** command, as shown in the following example.

Example:

```
admin:utils system upgrade initiate
```

The following options appear:

```
Warning: Do not close this window without first exiting the upgrade command.
Source: 1) Remote Filesystem via SFTP 2) Remote Filesystem via FTP 3) Local DVD/CD
q) quit Please select an option (1 - 3 or "q" ):
```

- Step 3** Select option 3.
1) CiscoPrimeLM_64bitLnx_10.5.1.11901-1.sgn.iso q) quit
- Step 4** Select option 1 to download upgrade file.
Accessing the file. Please wait... Checksumming the file... Validating the file... A system reboot is required when the upgrade process completes or is canceled. This will ensure services affected by the upgrade process are functioning properly. Downloaded: CiscoPrimeLM_64bitLnx_10.5.1.11901-1.sgn.iso File version: 10.5.1.11901-1 File checksum: c4:13:ad:95:7b:c8:c1:01:1b:91:bb:da:8d:84:09:ea
- Step 5** Enter yes to automatically switch versions if the upgrade was successful.
Automatically switch versions if the upgrade is successful (yes/no): yes
- Step 6** Enter yes to start installation.
Start installation (yes/no): yes
-

Post-Upgrade Tasks

After the upgrade, perform the following tasks:

- Check the version number in the About box to verify that it is the expected upgraded version.
- Perform a synchronization by selecting **Product Instances > Synchronize Now**.

- Check the Dashboard to verify that there are no alerts.

Change Hostname using the Cisco Prime License Manager CLI

This procedure describes how to use the CLI to change the IP address or hostname for the Cisco Prime License Manager.



Note Do not change both the IP address and the hostname at the same time.

Before You Begin

If you have DNS configured anywhere on Cisco Prime License Manager, ensure that the following conditions exist before you change the IP address:

- The forward and reverse records (for example, A record and PTR record) for the new IP address and host name.
- The DNS is reachable and working.

Procedure

- Step 1** To check network connectivity and DNS server configuration, enter the `utils diagnose` CLI command as shown in the following example:

```
admin: utils diagnose module validate_network
Log file: /var/log/active/platform/log/diag1.log

Starting diagnostic test(s)
=====
test - validate_network      : Passed

Diagnostics Completed
admin:
```

- Step 2** Run a manual backup and ensure that all active services are backed up successfully.

- Step 3** Enter the `set network hostname` CLI command and follow the prompts to change the hostname, IP address, or default gateway. See the following example:

```
admin:set network hostname

WARNING: To avoid license synchronization failures, delete the
product instance from the Cisco Prime License Manager
managing this server's licenses before changing network
settings. You will have to re-add the product instance
after the network settings have been changed.

Continue (y/n)?y
```

```
ctrl-c: To quit the input.
```

```
*** W A R N I N G ***
```

```
Do not close this window without first canceling the command.
```

```
This command will automatically restart system services.  
The command should not be issued during normal operating  
hours.
```

```
=====  
Note: Please verify that the new hostname is a unique  
      name across the cluster and, if DNS services are  
      utilized, any DNS configuration is completed  
      before proceeding.  
=====
```

```
Security Warning : This operation will regenerate  
                  all CUCM Certificates including any third party  
                  signed Certificates that have been uploaded.
```

```
Enter the hostname:: newHostname
```

```
Would you like to change the network ip address at this time [yes]::
```

```
Warning: Do not close this window until command finishes.
```

```
ctrl-c: To quit the input.
```

```
*** W A R N I N G ***
```

```
=====  
Note: Please verify that the new ip address is unique  
      across the cluster.  
=====
```

```
Enter the ip address:: 10.10.10.28  
Enter the ip subnet mask:: 255.255.255.0  
Enter the ip address of the gateway:: 10.10.10.1  
Hostname:           newHostname  
IP Address:         10.10.10.28  
IP Subnet Mask:    255.255.255.0  
Gateway:           10.10.10.1
```

```
Do you want to continue [yes/no]? yes
```

```
calling 1 of 5 component notification script: ahostname_callback.sh
```

```

Info(0): Processnode query returned =
name
=====
bldr-vcml8
updating server table from:'oldHostname', to: 'newHostname'
Rows: 1
updating database, please wait 90 seconds
updating database, please wait 60 seconds
updating database, please wait 30 seconds
Going to trigger /usr/local/cm/bin/dbl updatefiles
--remote=newHostname,oldHostname
calling 2 of 5 component notification script: clm_notify_hostname.sh
notification
Verifying update across cluster nodes...
platformConfig.xml is up-to-date: bldr-vcml21

cluster update successfull
calling 3 of 5 component notification script: drf_notify_hostname_change.py

calling 4 of 5 component notification script: regenerate_all_certs.sh
calling 5 of 5 component notification script: update_idsenv.sh
calling 1 of 2 component notification script: ahostname_callback.sh
Info(0): Processnode query returned =
name
=====
Going to trigger /usr/local/cm/bin/dbl updatefiles
--remote=10.10.10.28,10.67.142.24
calling 2 of 2 component notification script: clm_notify_hostname.sh
Verifying update across cluster nodes...
Shutting down interface eth0:

```

- Step 4** Complete the [Post-Change Task List](#), on page 21.

Post-Change Task List

After you finish changing the IP addresses or hostname, complete the tasks in the following procedure.

Procedure

- Step 1** Run a backup and ensure that all active services back up successfully. For more information, see the Backup/Restore section of the Administration chapter.
- Note** You must run a manual DRS backup after you change the IP address of a node, because you cannot restore a node with a DRS file that contains a different IP address or hostname. The post-change DRS file will include the new IP address or hostname.
- Step 2** If using the integrated DHCP server that runs on Cisco Prime License Manager, update the DHCP server.
- Step 3** Perform manual synchronization and verify that there are no alerts in the dashboard.

Install COP Files

Use the following procedure to install Cisco Option files (COP) files. COP files are used to enable additional functionality (for example: patches).

Procedure

- Step 1** Obtain the desired COP file from the Cisco Software Download Center on Cisco.com and store locally.
- Note** To access the Software Patches site, go to <http://software.cisco.com>, choose **Upgrade and Update**, then select **Download Software**. From the Download Software page, navigate to **Downloads Home > Products > Cloud and Systems Management > Collaboration and Unified Communications Management > Cisco Prime License Manager > Cisco Prime License Manager 10.5**
- Step 2** Place the COP file on an FTP or SFTP server that the server that you are upgrading can access.
- Step 3** Log in to Cisco Prime License Manager.
- Step 4** Choose **Administration > Install/Upgrade**.
The Install/Upgrade page displays.
- Step 5** Click **Install/Upgrade Software**.
The Install/Upgrade Software window displays.
- Step 6** In the **Specify File Location** section of the **Install/Upgrade Software** window, enter the following:
- IP Address/Hostname
 - Username
 - Password
 - Directory
 - Transfer Protocol
- Step 7** Click **Next**.
The Select File section opens.
- Step 8** All valid COP files are listed in the table. Select the appropriate (valid) COP file from the list and click **Start Installation/Upgrade** to begin the install.
-



Configuration

The following sections provide information about how to use Cisco Prime License Manager.

- [Initial Configuration](#), page 23
- [Log In](#), page 24
- [Create a Custom Log-On Message](#), page 24
- [Add Product Instance](#), page 24
- [Edit a Product Instance](#), page 25
- [Delete a Product Instance](#), page 26
- [Migrate Licenses to Cisco Prime License Manager](#), page 26
- [New License Planning and Fulfillment](#), page 36
- [Upgrade Existing Licenses](#), page 38
- [Other Fulfillment Options](#), page 39

Initial Configuration

Follow these steps to begin using Cisco Prime License Manager:

- Log in to Cisco Prime License Manager. See [Log In](#), on page 24.
- Add a product instance. See [Add Product Instance](#), on page 24.
- Determine licensing requirements for your product. See License View Settings.
- Migrate your existing licenses if your Cisco Prime License Manager manages upgraded product instances that implement a different licensing methodology. See [Migrate Licenses to Cisco Prime License Manager](#), on page 26.
- Perform new license fulfillment. See [Create a License Plan](#), on page 36.

Log In

To log into a standalone Cisco Prime License Manager, enter your username and password. Click **Login**.
For coresident configurations, use the following procedure to log in:

Procedure

Step 1 Select Cisco Prime License Manager from the list of installed applications.

Step 2 Enter your username and password. Click **Login**

Note The initial login requires the application username and password that you created as part of the installation. If you are not sure what username and password to use for signing into Cisco Prime License Manager, see [Troubleshooting, on page 73](#).
The “Getting Started” window appears with options for the following:

- [Add Product Instance, on page 24](#)
- [New License Planning and Fulfillment, on page 36](#)

Note The “Getting Started” window will not appear after you add an instance, or install a license. You can also select the **Do not show this again** option to disable the window. If the window appears after you have completed these steps, log out of the Cisco Prime License Manager session and log in again.

Create a Custom Log-On Message

In a coresident deployment, a custom log-on message created for Cisco Unified Communications Manager is automatically displayed in the Cisco Prime License Manager login window. The message is created through the Cisco Unified Operating System Administration interface. For information about how to create or edit a custom log-on message, see the [Cisco Unified Communications Operating System Administration Guide](#).



Note A standalone deployment does not support a custom log-on message.

Add Product Instance

The following procedure describes how to add a product instance in Cisco Prime License Manager.

Before You Begin

Install licenses that are installable at the product instance prior to adding the product instance. This will ensure that those licenses are eligible for migration.

If you want to add a Cisco Unified Communications Manager instance, check the status of the account using the following command: **show accountlocking**. The account locking setting must be set to **disabled** to avoid a 401 error when you attempt to add the product instance.

Procedure

- Step 1** Log in to Cisco Prime License Manager using the application username and password that you created when you completed the installation.
- Step 2** Choose **Product Instances**.
- Step 3** Click **Add**. The Product Add dialog box appears.
- Step 4** Enter the following information:

- **Name**
- **Description (optional)**
- **Product Type**
- **Hostname/IP Address**
- **Username**
- **Password**

Note Credentials are the OS Administration username and password of the product.

- Step 5** Click **OK** to add the product instance.

- Step 6** Once the product instance has been successfully added, the product appears in the Product Instances table.

Note On the Product Instances page, click **Synchronize Now** to request the licensing information from the new product. If you do not synchronize, current product instance information will not appear in Cisco Prime License Manager.



Note "Contains Migratable Licenses" appears in the Status field for all product instances whose licenses have not yet been migrated to Cisco Prime License Manager. To make any licenses that are installable at the product instance available in the Cisco Prime License Manager, they must be migrated. For information about migrating licenses, see: [Migrate Licenses to Cisco Prime License Manager, on page 26](#).

Edit a Product Instance

The following procedure describes how to edit a product instance in Cisco Prime License Manager.

Procedure

- Step 1** To edit a product instance, select that instance from the Product Instances table.
- Step 2** From the General tab of the Product Instance details page, edit the preferred settings for the product instance.
- Important** If the hostname or IP address of the product instance changes, you need to delete the product instance from the Cisco Prime License Manager prior to changing the hostname/IP address. You then re-add it to the Cisco Prime License Manager once you have completed the hostname/IP address change.
-

Delete a Product Instance

Procedure

- Step 1** In the Action column for the product instance you wish to delete, click **Delete**.
A message appears, confirming that the product instance was successfully deleted.
- Step 2** Following a successful deletion, click **Synchronize Now** to obtain the most up-to-date licensing information for all license types in the system.
-

Migrate Licenses to Cisco Prime License Manager

This section describes the different migration paths you can follow using Cisco Prime License Manager.

A standard product is any product type supported by Cisco Prime License Manager other than Cisco Unified Communications Manager or Cisco Unity Connection.



Note

The migration path you follow depends upon a number of factors (for example: the product type, whether servers contain data from a previous version, and so on). The following flow charts provide a guide for the decisions that must be made to successfully complete your migration. For a broader view of the migration process, see the release notes for the product instance in question.



Note

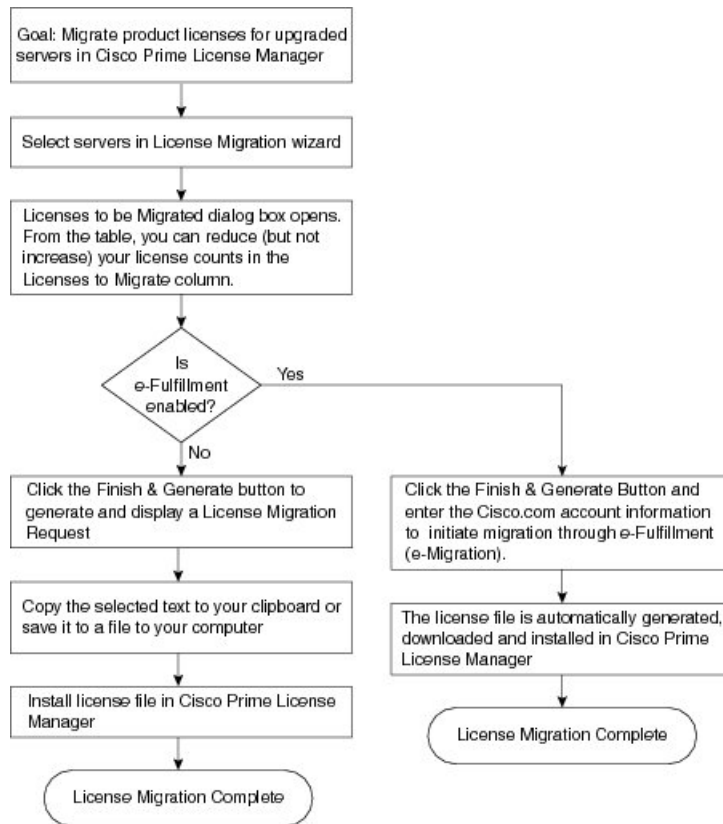
If Cisco Prime License Manager is in demo mode, do not create multiple migration requests. Complete the first migration, including installation of the license, prior to initiating a second migration. If a migration request results in multiple license files, install all of them, in order, before proceeding.



Note

Cisco Unified Communications Manager and Cisco Unity Connection each have unique migration processes.

Use the following procedure to plan for migration of product instances whose licenses have not yet been migrated to Cisco Prime License Manager if e-Fulfillment is enabled.



371089

Standard Product Migration Path with E-Fulfillment Enabled

Procedure

- Step 1** From the **Licenses > Fulfillment** page in Cisco Prime License Manager, choose **Fulfillment Options > Migrate Licenses**.
The Migrate Licenses to Cisco Prime License Manager wizard window appears.
- Step 2** From the **Choose Product Type** section, choose the type of product to upgrade from the drop-down menu and click **Next**.
The Choose Product Instances section appears.
- Step 3** From the **Available Product Instances** window, choose a product instance and click the arrow to move it to the **Product Instances to Migrate** window.
Click **Next**.
The Licenses to be Migrated dialog box opens.
- Step 4** From the table, you can reduce (but not increase) your license counts in the **Licenses to Migrate** column. You may also choose to run a compliance check by clicking **Run Compliance Check**, or reset the license

values by clicking **Reset Values**. Click **OK** to close the dialog box and then click **Next** to move on to the **Summary and Next Steps** section.

- Step 5** Specify an optional description for the transaction. Read the End User License Agreement and click **Finish & Generate Request**.
 - Step 6** Enter your Cisco user ID in the **Cisco.com (CCO) User ID** field.
The request is electronically submitted, and processed immediately. Your licenses are installed automatically.
-

Standard Product Migration Path with E-Fulfillment Disabled

Use the following procedure to plan for migration of product instances whose licenses have not yet been migrated to Cisco Prime License Manager if e-Fulfillment is disabled.

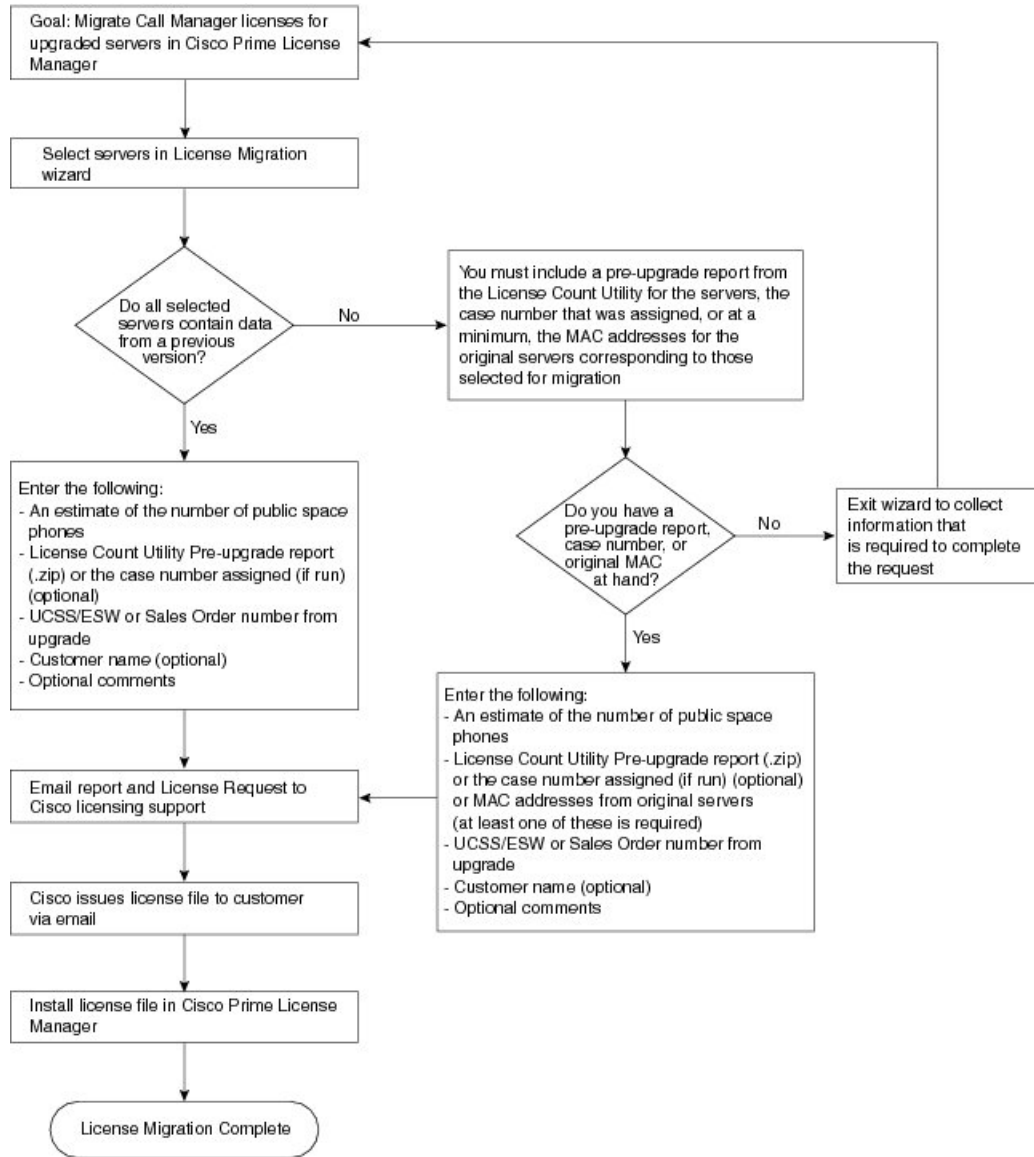
Procedure

- Step 1** From the **Licenses > Fulfillment page** in Cisco Prime License Manager, choose **Fulfillment Options > Migrate Licenses**.
The Migrate Licenses to Cisco Prime License Manager wizard window appears.
 - Step 2** From the **Choose Product Type** section, choose the type of product to upgrade from the drop-down menu and click **Next**.
The Choose Product Instances section appears.
 - Step 3** In the **Available Product Instances** window, choose a product instance and click the arrow to move it to the **Product Instances to Migrate** window.
Click **Next**.
The Licenses to be Migrated dialog box opens.
 - Step 4** From the table, you can reduce (but not increase) your license counts in the Licenses to Migrate column. You may also choose to run a compliance check by clicking the Run Compliance Check button, or reset the license values by clicking the Reset Values button. Click **OK** to close the dialog box and then click **Next** to move on to the **Summary and Next Steps** section.
 - Step 5** In the Summary and Next Steps section, you can view and save a summary of the changes you made. To view the summary, click **View Summary**. A default name for the summary also appears in the **Name** field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click **Finish & Generate Request**.
The License Migration Request and Next Steps window appears.
 - Step 6** Copy the selected text to your clipboard or click **Save it to a file on your computer**.
 - Step 7** Choose **License Migration Portal** under Step 2 and paste the copied text in the designated field or select the saved file from your computer.
 - Step 8** Click **Close** to return to the **License Fulfillment** page.
-

Cisco Unified Communications Manager Migration Path

The following flow chart will aid you in migrating Cisco Unified Communications Manager licenses to Cisco Prime License Manager:

Figure 1: Cisco Unified Communications Manager Migration Flow Chart



35.20101

Use the following procedure to plan for migration of all Unified Communication product instances whose licenses have not yet been migrated to Cisco Prime License Manager if e-Fulfillment is disabled.

Procedure

Step 1 From the Licences > Fulfilment page in Cisco Prime License Manager, click **Fulfillment Options > Migrate Licenses**.

Step 2 The Migrate Licenses to Cisco Prime License Manager wizard window appears. The first step involves choosing the product type. From the Choose Product Type section, select **Unified CM** from the drop-down menu. The migration process is outlined in this section, and is dependent on the type of product you select. Click **Next**.

Step 3 The Choose Product Instances section appears. To upgrade a product instance, select it in the Available Product Instances window and click the arrow to move it to the Product Instances to Migrate window.

Note By default, only product instances containing license data from a previous version of Cisco Unified Communications Manager are displayed in the Available Product Instances table. If the product instance you upgraded does not appear in the list, click the "Show additional Unified CM product instances" check box. Selecting this check box adds to the list those product instances that contain no prior license data and those that were included in prior license migration requests.

Click **Next**.

Step 4 The License Counts section appears. The Summary of Pre-Upgrade Product Instance Data table lists the product instances you selected in the previous step. This table cannot be edited. Below the table are a number of fields that require input:

Field	Input
Public Space Phones	An estimate of the number of public space phones. Public space phones do not have users assigned and are typically placed in shared workspaces, lobbies and meeting rooms. These phones generally require lower level licenses, so providing an estimate of the number of these phones in your deployment will help Cisco more accurately determine your license requirements.
Case Numbers (Optional)	A case number assigned if the report was sent to Cisco Licensing Support
License Count Utility Reports (Optional)	Click the Upload Report button to open the Upload License Count Utility Report dialog box. Click the Browse button to select the report file and then click Upload Report .
MAC Addresses (Optional)	The MAC addresses from the original servers that were upgraded. These MAC addresses can be used to look up the licenses that were registered on those product instances.

Once you have selected the appropriate option and entered the necessary information, click **Next**.

Step 5 The Summary and Next Steps section appears. In this section you must indicate how the upgrade was ordered:

- Upgraded using one or more service contracts
- Purchased the upgrade

If you select "Upgraded using one or more service contracts", enter the **UCSS/ESW Contract Numbers**. If you select "Purchased the upgrade", enter the **Sales Order Numbers**.

Step 6 Enter your Cisco user ID in the **Cisco.com (CCO) User ID** field.

Company Name and the field used to capture additional information are optional. However; if you enter the company name, it is used in the subject line of the email and is included in the name of the zip file.

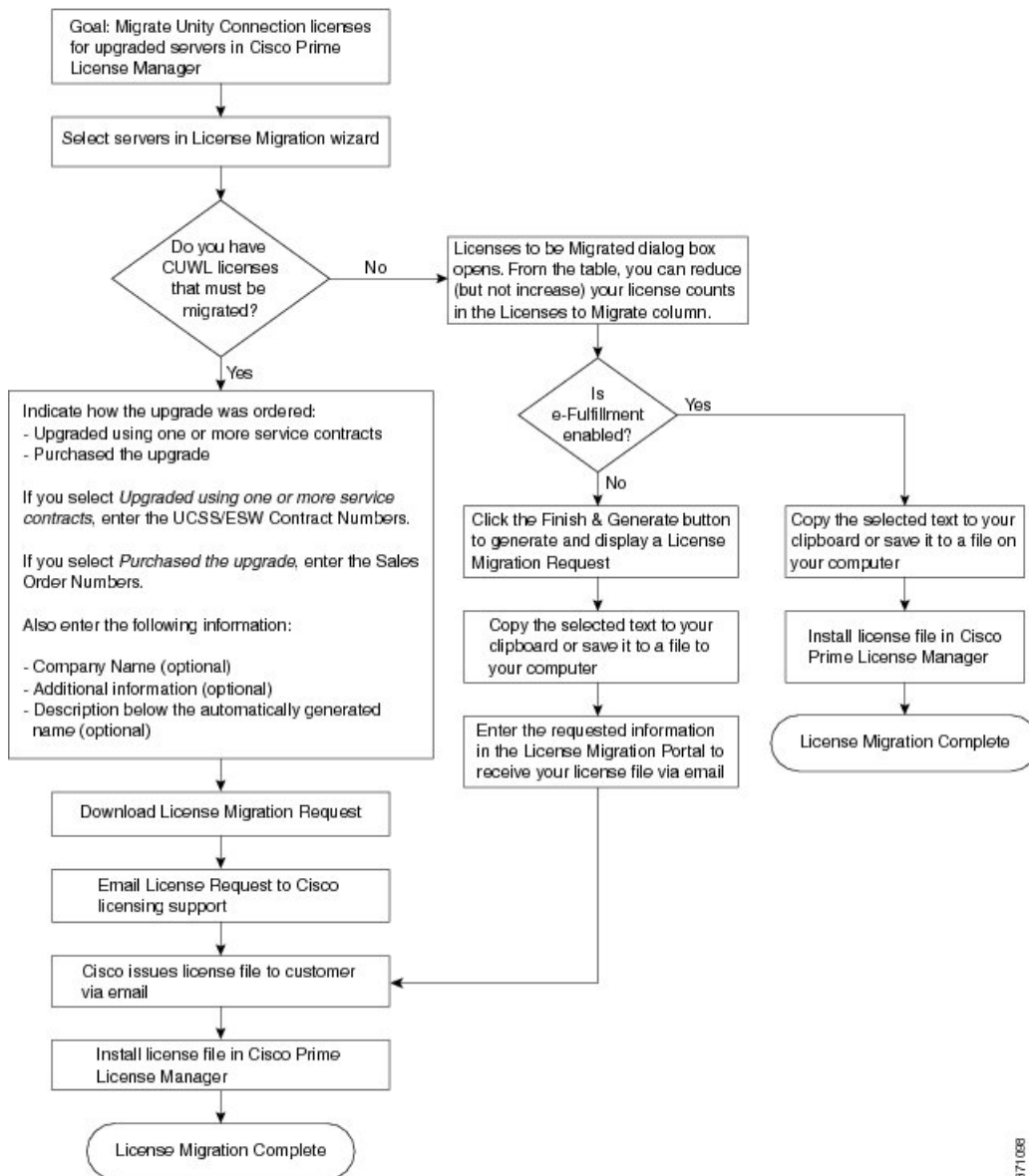
A default name for the summary also appears in the Name field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click **Finish & Generate Request**.

- Step 7** The License Migration Request and Next Steps window appears. Download the License Migration Request zip file to your computer.
Email the License Migration Request to Cisco licensing support using the link provided.
Click **Close** to return to the License Fulfillment page.
-

Cisco Unity Connection Migration Path

The following flow chart will aid you in migrating Cisco Unity Connection licenses to Cisco Prime License Manager:

Figure 2: Unity Connection Migration Flow Chart



371088

Use the following procedure to plan for migration of all Unity Connection product instances whose licenses have not yet been migrated to Cisco Prime License Manager.

Procedure

- Step 1** From the Licenses > Fulfillment page in Cisco Prime License Manager, click **Fulfillment Options > Migrate Licenses**.
- Step 2** The Migrate Licenses to Cisco Prime License Manager wizard window appears. The first step involves choosing the product type. From the Choose Product Type section, select **Unity Connection** from the drop-down menu. The migration process is outlined in this section, and is dependent on the type of product you select. Click **Next**.
- Step 3** The Choose Product Instances section appears. To upgrade a product instance, select it in the Available Product Instances window and click the arrow to move it to the Product Instances to Migrate window. Click **Next**.
- Step 4** The License Counts section appears. This section prompts you to choose between two options relating to Cisco Unified Workshop Licenses (CUWL):

Option	Input
I have CUWL licenses to be migrated	Click Next to move on to the Summary and Next Steps section.
I do not have CUWL licenses to be migrated.	The Licenses to be Migrated dialog box opens. From the table, you can reduce (but not increase) your license counts in the Licenses to Migrate column. You may also choose to run a compliance check by clicking the Run Compliance Check button, or reset the license values by clicking the Reset Values button. Click OK to close the dialog box and then click Next to move on to the Summary and Next Steps section.

- Step 5** The Summary and Next Steps section appears. The option you selected in Step 4 determines the information displayed in this section.

Option	Description
I have CUWL licenses to be migrated	<p>In this section you must indicate how the upgrade was ordered:</p> <ul style="list-style-type: none"> - Upgraded using one or more service contracts - Purchased the upgrade <p>If you select Upgraded using one or more service contracts, enter the UCSS/ESW Contract Numbers.</p> <p>If you select Purchased the upgrade, enter the Sales Order Numbers.</p> <p>Enter your Cisco user ID in the Cisco.com (CCO) User ID field.</p> <p>Company Name and the field used to capture additional information are optional. However; if you enter the company name, it is used in the subject line of the email and is included in the name of the zip file.</p> <p>A default name for the summary also appears in the Name field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click Finish & Generate Request.</p> <p>The License Migration Request and Next Steps window appears. Download the License Migration Request zip file to your computer.</p> <p>Email the License Migration Request to Cisco licensing support using the link provided.</p> <p>Click Close to return to the License Fulfillment page.</p>
I do not have CUWL licenses to be migrated and e-Fulfillment is enabled	<ol style="list-style-type: none"> 1 Specify an optional description for the transaction. Read the end User License Agreement and select the check box to confirm. 2 Click Finish and Generate. 3 Enter your Cisco.com login and click OK. 4 The request is electronically submitted, processed immediately, and your licenses are installed automatically.
I do not have CUWL licenses to be migrated and e-Fulfillment is disabled	<p>In this section you can view and save a summary of the changes you made. To view the summary, click View Summary. A default name for the summary also appears in the Name field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click Finish & Generate Request.</p> <p>The License Migration Request and Next Steps window appears. Copy the selected text to your clipboard or click Save it to a file on your computer.</p> <p>Select License Migration Portal under Step 2 and paste the copied text in the designated field or select the saved file from your computer.</p> <p>Click Close to return to the License Fulfillment page.</p> <p>Note Only e-Migration transactions are accessible on the License Fulfillment page. Since this is a manual Migration, the migration plan is accessible only on the License Planning page.</p>

Alternate Cisco Unified Communications Manager Migrations Path

The following are alternate migration paths, available for use under specific circumstances:

- Upgrades completed without the License Count Utility (LCU) Report
- Fresh install with imported pre-9.x data

Upgrades completed without LCU Report

The Cisco Prime License Manager Migration Utility relies on DLU and license usage retained during the upgrade.

In situations where a product is upgraded to 10.x without running License Count Utility on a pre-9.x version. Please contact the Cisco licensing office and have the license file reissued if changes are required.

Fresh install with imported pre-9.x data

A migration may be required following a fresh install in situations where pre-9.0 DLU or license information is not available in Release 10.x VM. This may occur when:

- UC Release 8.6 needs to be upgraded as a new VM, with phone data exported
- A new Release 10.x VM is created, with phone data imported

The following procedure enables you to perform a migration after a fresh install. This procedure requires that an LCU report be run against pre-upgrade product instance, if still accessible, or that MAC addresses of the pre-upgrade product instances be available.

Procedure

- Step 1** From the Licenses > Fulfillment page in Cisco Prime License Manager, click **Fulfillment Options > Migrate Licenses**.
- Step 2** The Migrate Licenses to Cisco Prime License Manager wizard window appears. The first step involves choosing the product type. From the Choose Product Type section, select the type of product to upgrade and the version from the drop-down menus. Click **Next**.
- Step 3** The Choose Product Instances section appears. Check the checkbox next to **Show additional Unified CM product instances**. Selecting this option allows you to view products without prior version data.
- Step 4** To migrate a product instance, select it in the Available Product Instances window and click the arrow to move it to the Product Instances to Migrate window. Click **Next**.
- Step 5** The Additional Information Will Be Required window appears. Once you have read the contents of the window, click **Continue** to close the window.
- Step 6** The License Counts section appears. Enter the following information
 - The number of public space phones in the Public Space Phones field
 - Case Numbers
 - License Count Utility Reports - select the zip file using the Upload Report button
 - The MAC address in the MAC Addresses field

Click **Next**.

- Step 7** The License Migration Request and Next Steps window appears. Download the License Migration Request zip file to your computer.
- Step 8** Email the License Migration Request to Cisco licensing support using the link provided.
- Step 9** Click **Close** to return to the License Planning page.
-

Licensing Migration Support

Product licensing has a grace period from the time that users are configured on the system. For Cisco Unified Communications Manager and Unity Connection, the grace period is 60 days.

The Global Licensing Operations (GLO) Team is available 24 x 7 x 365 and has knowledgeable agents that can help process your request and route it to the team best able to assist you. Expect a response within 48-72 hours.

To obtain migration support, select one of the following options:

- Open your service request through the web: <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>
- Open any service request through licensing@cisco.com (include Cisco.com user ID)
- Open a service request by telephone using country-specific numbers: <http://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>

New License Planning and Fulfillment

Use the following procedures to plan your licensing needs and electronically fulfill your licenses.

Create a License Plan

Use the following procedure to plan the addition of new licenses.

Procedure

- Step 1** From the **Licenses > Planning** page, click **Create an Add Licenses Plan**. The **Create an Add Licenses Plan** wizard window appears.
- Step 2** From the **Choose Product** section, choose the product type and license version of the product to which you will be adding a licence. Click **Next**.
- Step 3** From the **License Counts** section, adjust the number of licenses that will be allocated to each type of license and click **Save** to save your changes for that license type. You may also choose to run a compliance check by clicking **Run Compliance Check**, or reset the license values by clicking **Reset Values**. After the number of licenses has been set, click **Next**.
Clicking the arrow next to each license type reveals additional information about that license type.

A window appears to indicate whether the compliance check passed or failed.

- Step 4** If your compliance check fails, you can return to **License Counts** to make additional changes. If the compliance check passed, click **Continue** to move to the next section.
 - Step 5** In **Summary and Next Steps** section, you can view and save a summary of the changes you made. You can also enter your own summary name and description.
 - Step 6** To view the summary, click **View Summary**. The **Save Summary in Cisco Prime License Manager** option is selected by default. A default name for the summary also appears in the **Name** field using the format <product-type>-add-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section.
 - Step 7** Click **Finish**
-

What to Do Next

- 1 Place your order:** Purchase your licenses or use your service contract to get a PAK.
- 2 Fulfill your licenses:** Enter your PAK into the License Fulfillment screen of Cisco Prime License Manager and, through the e-Fulfillment process, fulfill your licenses. Cisco Prime License Manager communicates with Cisco licensing servers and your new licenses will be installed and ready to use.

Use Electronic Fulfillment to Add Licenses

Complete the following procedure to electronically fulfill your licenses.

Before You Begin

Create a licenses plan.

Procedure

- Step 1** From the Cisco Prime License Manager main menu, choose **Licenses > Fulfillment**. The License Fulfillment page opens.
- Step 2** In eFulfillment mode, click **Fulfill Licenses from PAK**. The Fulfill Licenses from PAK window appears.
- Step 3** Choose **Add licenses from a new PAK** and enter the Product Authorization Key (PAK) code. If you have previously entered PAKs in Cisco Prime License Manager, choose **Add licenses from an already-installed PAK that supports partial fulfillment** and select the existing PAK code from the drop-down list.
- Step 4** Click **Next**.
- Step 5** If prompted for your Cisco.com account information, enter the username and password you entered when you registered at Cisco.com.
- Step 6** Click **OK**. If there are licenses remaining to be fulfilled (and the PAK username and password are validated), the **Fulfill Licenses** section appears.
- Step 7** The licenses within the PAK are listed by SKU name. The numbers of each license are categorized under a number of headings to indicate how many have been fulfilled and how many are remaining.

You can specify the number of licenses you want to fulfill by selecting **Fulfill** in the **Actions** column for that license type.

The Fulfill Licenses window appears.

Step 8 Specify the count in the **Fulfill** column, and click **Save**

Step 9 Click **OK** to close the window.

Important PAKs that are not eligible for partial fulfillment are packaged together, so they can only be fulfilled at a single Cisco Prime License Manager. For example, an NFR (not-for-resale) order is sold as a package with 20 CUWL Pro Cisco Unified Communications Manager and Unity Connection licenses and five TelePresence Room licenses.

The updated count now appears in the Fulfill column of the Fulfill Licenses table.

Step 10 After you have fulfilled your licenses, you may choose to **Run Compliance Check** to ensure that you are in compliance.

Step 11 Click **Next** to review your changes. If you are not satisfied with your changes, click **Previous** to return to the **Fulfill Licenses** section.

Step 12 If you are satisfied with your changes, click **Next** in the Fulfill Licenses section.

Step 13 In the **Transaction Options and License Agreement** section, enter a description (optional). You can associate this transaction with a saved license summary by selecting that option and then selecting the name of the license summary from the drop-down list.

Step 14 Indicate that you accept the conditions of the **End User License Agreement**.

Step 15 Click **Finish**.

Upon successful completion of the e-Fulfillment process, the new fulfillment appears in the **License Fulfillment** table.

Upgrade Existing Licenses

There are three types of license upgrades:

- License feature upgrades
- License version upgrades
- License feature and version upgrades



Note The content of the PAK determines whether a license can be upgraded by feature or version.

Use the following procedure to fulfill a major version upgrade using eFulfillment.

Procedure

Step 1 From the Cisco Prime License Manager main menu, select **Licenses > Fulfillment**. The License Fulfillment page opens.

Step 2 In eFulfillment mode, click the **Fulfill Licenses from PAK** button. The Fulfill Licenses from PAK window appears.

Step 3 Select the **Add licenses from a new PAK** option and enter the Product Authorization Key (PAK) code.

If you have previously entered PAKs in Cisco Prime License Manager, you may select the second option, "Add licenses from an already-installed PAK that supports partial fulfillment". Once you have selected that option, select the existing PAK code from the drop-down menu.

- Step 4** Click the **Next** button. If prompted for your Cisco.com account information, enter the username and password you entered when you registered at Cisco.com.
- Step 5** Click the **Ok** button. If there are licenses remaining to be fulfilled (and the PAK username and password are validated), the Fulfill Licenses section appears.
- Step 6** The licenses within the PAK are listed by SKU name. The numbers of each license are categorized under a number of headings to indicate how many have been fulfilled and how many are remaining. You can specify the number of licenses you want to fulfill by selecting **Fulfill** in the Actions column for that license type. The Fulfill Licenses window appears. In this window you can specify the license version, feature, or both, and click **Save** then click **OK** to close the window. The updated count now appears in the Fulfill column of the Fulfill Licenses table.
- Important** Some PAKs are not eligible for partial fulfillment. These PAKs are packaged together, so they can only be fulfilled at a single Cisco Prime License Manager. For example, an NFR (not-for-resale) order is sold as a package with 20 CUWL Pro Unified CM and Unity Connection licenses and five TelePresence Room licenses.
- Note** If licenses are listed as "Fulfilled" (under "Before Fulfillment" in the Fulfill Licenses table), those licenses have been fulfilled by this or another Cisco Prime License Manager.
- Note** Once you have fulfilled your licenses as selected, you may wish to click the **Run Compliance Check** button to ensure that you are in compliance.
- Step 7** Click the **Next** button to review your changes. If you are not satisfied with your changes, click **Previous** to return to the Fulfill Licenses section. If you are satisfied with the changes, click **Next** to move to the next section.
- Step 8** Clicking Next in the Fulfill Licenses section opens the Transaction Options and License Agreement section. In this section, you may enter a description (optional). You may also associate this transaction with a saved license summary by selecting that option and then selecting the name of the license summary from the drop-down list.
- Step 9** Select the checkbox to accept the conditions of the End User License Agreement.
- Step 10** Click the **Finish** button.
- Step 11** Upon successful completion of the e-Fulfillment process, the new fulfillment appears in the License Fulfillment table.
-

Other Fulfillment Options

Next to the Fulfill Licenses from PAK option on the License Fulfillment page, there is another option entitled "Other Fulfillment Options".

In Manual Fulfillment mode, selecting the drop-down arrow under this option reveals only one option: Generate License Request.

In eFulfillment mode, selecting the drop-down arrow under this option reveals three options:

- Fulfill Licenses from File
- Generate License Request
- Retrieve Fulfilled Licenses

Fulfill Licenses From File

To fulfill licenses from a file on your computer:

- 1 Select **Other Fulfillment Options > Fulfill Licenses from File**.
- 2 The Install License File window opens. Click the **Browse** button to locate the file on your computer. Select the file and click **Open**.
- 3 You can add a description and associate the transaction with a saved license plan (optional).
- 4 Click the **Install** button to install the license file.

Generate License Request

To obtain a new license (using Manual fulfillment), you must first generate a license request through the Licenses > Fulfillment page, and then use the information generated to submit a request. You will then receive your license file via email. Use the following procedure to generate a license request.

- 1 Log in to Cisco Prime License Manager.
- 2 From the Licenses > Fulfillment page, select **Generate License Request** from the drop-down list under Other Fulfillment Options.
- 3 The License Request and Next Steps window appears. Copy the selected text to your clipboard or click **Save it to a file on your PC**.



Remember

Once you have your license request information saved either to your clipboard or to your computer, you need to access the Cisco License Registration site and paste it into the appropriate field. When you receive your license file via email, install your new license file in Cisco Prime License Manager using the [New License Planning and Fulfillment, on page 36](#) procedure.

Retrieve Fulfilled Licenses

The "Retrieve Fulfilled Licenses" option is exclusive to e-Fulfillment. This feature connects to the Cisco licensing servers to retrieve and install the licenses that have been fulfilled for this Prime License Manager. This feature is useful if you wish to synchronize your Cisco Prime License Manager with the Cisco back office with regard to licenses that have been fulfilled.

Use the following procedure to retrieve fulfilled licenses:

- 1 Log in to Cisco Prime License Manager.
- 2 Select **Licenses > Fulfillment**.
- 3 If not already selected, click the **Enable** button to enable e-Fulfillment.
- 4 Under Other Fulfillment Options, select **Retrieve Fulfilled Licenses**. The Retrieve Fulfilled Licenses window appears.
- 5 Enter your Cisco Username and Password. You can add a description (optional) in the Transaction Description field.
- 6 Click the **Retrieve and Install Licenses** button.
- 7 Your Cisco Prime License Manager is synchronized with the Cisco back office and all licenses currently fulfilled are installed.



Administration

The following sections provide information on using the Cisco Prime License Manager administrative tools.

- [Backup/Restore, page 41](#)
- [License Definitions, page 42](#)
- [Security Updates, page 42](#)
- [License Rehost, page 43](#)
- [Accessing Diagnostic Logs, page 44](#)
- [Administrator Account Configuration, page 44](#)

Backup/Restore

Use the following procedure to perform a backup and restore of Cisco Prime License Manager. We recommend that you perform a backup immediately before and after a successful upgrade.

Procedure

Step 1 From the main menu, select **Administration > Backup/Restore**.

Step 2 The Backup/Restore page opens. Enter the following information:

- IP Address/Hostname
- Username
- Password
- Directory

Note At this point, you can click the **Test Connection** button to test your connection.

Step 3 To perform a backup, click the **Run Backup** button.

Note A maximum of two backups are stored. Creating a third backup will overwrite the oldest backup.

Step 4 To restore, select the file you wish to restore and click the **Run Restore** button.

License Definitions

License definitions contain information about the license types managed by Cisco Prime License Manager. These definitions should be updated prior to upgrading any of your product instances to a new version or before adding a product instance of a new type. The Administration > License Definitions page provides the following information for the currently installed license definition file:

- File name
- Version
- Date Installed

You can click the **Check for Latest Version** link to access the Download Software site. From this site, you can locate the latest release and download it.

Once downloaded, the new license definition file can be installed using the following procedure:

Procedure

- Step 1** Access the License Definitions page from the main menu by selecting **Administration > License Definitions**.
- Step 2** Click the **Install New License Definition File** button. The Install License Definitions window appears.
- Step 3** Click the **Browse** button to select the license definition file you just downloaded, then click **Install**.
-

Security Updates

Security updates may be required at Cisco Prime License Manager periodically to permit electronic operations with the Cisco License Office.

Security updates will be available at the Cisco Software Download Center: <http://software.cisco.com>.

Use the following procedure to perform security updates through CLI:

Procedure

- Step 1** Enter the **license management security update** command.
- Step 2** Enter **Directory**, **Server**, **User Name**, and **Password** information when prompted, as shown in the following example:

Example:

Directory: /users/bsmith/security_update/update

Server: se032c-94-61

User Name: bsmith
Password: *****

Step 3 You are then asked to select the security update from those available in the target directory, as shown in the following example:

Example:

Available options for security update in "se032c-94-61:/users/bsmith/security_update/update":

1) SecUpd_v1.upd
q) quit

Step 4 Select the appropriate file from the list to download the security update. The following messages appear:

Example:

Installing security update...
Continue (y/n)?

Step 5 Select **y** to continue the security update.
When the update is complete, the following message appears:
Security update installed.

License Rehost

Licenses are fulfilled to a specific Cisco Prime License Manager. If you require licenses to be moved to a new Cisco Prime License Manager, they will need to be rehosted.

A rehost may be required if:

- A hardware failure occurred and new hardware is required for Cisco Prime License Manager
- Multiple Cisco Prime License Managers are desired and a subset of fulfillment licenses need to be moved to a new Cisco Prime License Manager

License rehosts or transfers can be requested at www.cisco.com/go/license and do not require Global Licensing Operations (GLO) support.



Note

In order to use the rehost portal, you must use the same Cisco.com user ID that initially ordered or fulfilled the licenses.

To perform a rehost, the license registration from the source machine as well as license request or license registration from the target machine is required.

Use the following procedure to perform a license rehost.

Procedure

- Step 1** From Product License Registration (<https://tools.cisco.com/SWIFT/LicensingUI/Quickstart>), choose **Licenses**.
 - Step 2** Under the License ID tab of a particular device, choose the license(s) that you want to rehost.
 - Step 3** In the pop-up that appears, choose **Rehost/Transfer**.
 - Step 4** In the **Quantity to Assign** field, enter the number of licenses you want to transfer.
 - Step 5** In the **License Request** field, enter the License Request from the Cisco Prime License Manager of the target device.
 - Step 6** Click **Next**.
 - Step 7** In the **Review** screen, review your selections.
 - Step 8** Enter your email address, choose your name from the drop-down list next to **End User**, and indicate that you agree with the Terms of the License.
 - Step 9** Click **Submit**.
 - Step 10** The rehosted license is emailed to you. It must then be manually installed on Cisco Prime License Manager.
- Note** The license can also be downloaded to your machine by clicking **Download Target** on the **License Request Status** window and choosing the download location.
-

Accessing Diagnostic Logs

Use the following procedure to run diagnostic logs in Cisco Prime License Manager.

Procedure

- Step 1** From the main menu in Cisco Prime License Manager, select **Administration > Diagnostic Logs**.
 - Step 2** The Diagnostic Logs screen appears. Under the Log Settings tab, set the log level to **Debug** for both "Cisco Prime License Manager core services: and "Communication with product instances". Click **Save** to save your changes.
 - Step 3** Select the **Download Logs** tab and select the date and time range to include in your log file (the time period during which the issue occurred). Click the **Generate Log File** button.
 - Step 4** The link to the log file appears below the Generate Log File button. Click the link to download the log file to your computer and then send the log file to Cisco: licensing@cisco.com
-

Administrator Account Configuration

Reset OS Administrator and Security Passwords

To reset a password, you must connect to the system through the system console. You cannot reset a password when you connect to the system through a secure shell session.



Note During this procedure, you must remove and then insert a valid CD or DVD in the disk drive to prove that you have physical access to the system.

Procedure

- Step 1** Log in to the system with the following username and password:
- Username: pwrecovery
 - Password: pwreset
- The **Welcome to platform password reset** window appears.
- Step 2** Press any key to continue.
- Step 3** If you have a CD or DVD in the disk drive, remove it now.
- Step 4** Press any key to continue.
The system tests to ensure that you removed the CD or DVD from the disk drive.
- Step 5** Insert a valid CD or DVD into the disk drive.
- Note** For this test, you must use a data CD, not a music CD. The system tests to ensure that you have inserted the disk.
- Step 6** After the system verifies that you have inserted the disk, you are prompted to enter one of the following options to continue:
- Enter **a** to reset the Administrator password.
 - Enter **s** to reset the security password.
 - Enter **q** to quit.
- Step 7** Enter a new password of the type that you chose.
- Step 8** Reenter the new password.
The password must contain at least six characters. The system checks the new password for strength. If the password does not pass the strength check, you are prompted to enter a new password.
- Step 9** After the system verifies the strength of the new password, the password is reset. You are prompted to press any key to exit the password reset utility.
-

Add Administrator Account

During installation, the first account that is created is the Master Account. The Master Account has special privileges:

- It is the only account that can create or delete administrator accounts.
- It is the only account that can modify the credential policy.

Follow the steps below to add a new administrator account.

Procedure

-
- Step 1** From the main menu in Cisco Prime License Manager, select **Administration > Administrator Accounts**.
- Step 2** Select **Add Administrator**.
- Step 3** Optionally add a name or description in the **Name/Description** field.
Make sure you enter a name or description that is intuitive. This will help you distinguish between multiple accounts.
- Step 4** Enter a username.
- Step 5** Enter and confirm your password.
The system will evaluate the strength of the password.
-

User Credential Configuration Settings

The following table describes credential settings for each user.

Table 2: User Credential Settings

Field	Description
Account Locked By Administrator	Check this check box to lock this account and block access for this user. Uncheck this check box to unlock the account and allow access for this user.
User Cannot Change Credentials	Check this check box to block this user from changing this credential. You cannot check this check box when User Must Change Credentials at Next Login check box is checked.
User Must Change Credentials at Next Login	Check this check box to require the user to change this credential at next login. Use this option after you assign a temporary credential. You cannot check this check box when User Cannot Change Credentials check box is checked.
Credentials Do Not Expire	Check this check box to block the system from prompting the user to change this credential. You can use this option for low-security users. If checked, the user can still change this credential at any time. When the check box is unchecked, the expiration setting in the associated credential policy applies.
Reset Failed Login Attempts	Check this check box to reset the number of failed login attempts for this user; The Time Locked Due to Failed Login Attempts and Time of Last Login Attempt fields are automatically cleared. The number of failed login attempts increases whenever authentication fails for an incorrect credential.

Field	Description
Time Locked Due to Failed Login Attempts	This field displays the date and time that the system last locked this user account due to failed login attempts. The time gets set whenever failed login attempts equal the configured threshold in the credential policy.
Time of Last Failed Login Attempt	This field displays the date and time for the most recent failed login attempt for this user credential.
Time Locked by Administrator	This field displays the date and time that the administrator locked this user account. This field goes blank after the administrator unlocks the credential.
Failed Login Attempts	This field displays the number of failed login attempts since the last successful login, since the administrator reset the failed login attempts for this user credential, or since the last reset of failed login attempts.
Time Last Changed	This field displays the date and time of the most recent credential change for this user.
Last Changed by User Name	This field displays the username of the administrator who made the last credential change.
Last Successful Login	This entry shows the time/date stamp of the last successful login of a particular administrator.

Credential Policy Configuration

Configure the Credential Policy

A credential policy defines password requirements and account lockouts for administrator accounts in Cisco Prime License Manager. The policy contains settings for failed login resets, lockout durations, expiration periods, and credential requirements. The **Credential Policy Configuration** window allows the Master Account to modify the existing credential policy for your system or site.

Passwords can contain any alphanumeric ASCII character and all ASCII special characters. A non-trivial password meets the following criteria:

- Must contain at least one uppercase character, one lowercase character, one number (0-9), and one special character.
- Must not contain the username.
- Must not contain only consecutive characters or numbers (for example, 654321 or ABCDEFG).



Note

You cannot create or delete credential policies.

Procedure

-
- Step 1** From the main menu in Cisco Prime License Manager, choose **Administration > Administrator Accounts**.
- Step 2** Choose **Credential Policy**.
- Step 3** Modify the **Credential Policy Configuration** settings.
The system provides trivial credential checks to disallow credentials that are easily accessed. Enable trivial credential checks by checking the **Check for Trivial Credentials** check box in the **Credential Policy Configuration** dialog box.
-

Credential Policy Configuration Settings

The following table describes the credential policy settings.

Table 3: Credential Policy Settings

Field	Description
Maximum Failed Login Attempts / No Limit for Failed Login Attempts	Specify the number of allowed failed login attempts. When this threshold is reached, the system locks the account. Enter a number in the range 1-100. To allow unlimited failed logins, check the No Limit for Failed Login Attempts check box. Uncheck the check box to enter a value greater than 0. The default value is No Limit for Failed Login Attempts .
Reset Failed Login Attempts Every (minutes)	Specify the number of minutes before the counter is reset for failed login attempts. Enter a number in the range 1-120. The default value is 30.
Lockout Duration (minutes) / Administrator Must Unlock	Specify the number of minutes an account remains locked when the number of failed login attempts equals the specified threshold. Enter a number in the range 1-1440. The default value is 30. Use the check box when the credential policy specifies that an Administrator Must Unlock this account type after an account lockout. The account will remain locked until an administrator manually unlocks them.
Minimum Duration Between Credential Changes (minutes)	Specify the number of minutes that are required before a user can change credentials again. A value of 0 allows a user to change credentials at any time. The default value is 0.
Minimum Credential Length	Specify the minimum length for user credentials (password). Do not enter 0 because blank passwords are not allowed. The default value is 1. The minimum setting must equal at least 1.

Field	Description
Number of Previous Credentials Stored	<p>Specify the number of previous user credentials to store. This setting prevents a user from configuring a recently used credential that is saved in the user list.</p> <p>Enter a number in the range 0-25. If no previous credentials should be stored, enter 0. The default value is 0.</p>
Minimum Characters Different During Credential Change	<p>Specify the minimum number of characters that must be unique when you change credentials. The default value is 0.</p>
Inactive Days Allowed	<p>Specify the number of days that an account can remain inactive before it gets locked.</p> <p>Enter a number in the range 0-5000. The default value is 0.</p>
Credential Expires After (days)/ Never Expires	<p>Specify the number of days before a credential will expire.</p> <p>Enter a number in the range 1-365. To allow credentials to never expire, check the Never Expires check box. Uncheck the check box to enter a value greater than 0. Use the Never Expires option for low-security accounts, for example. The default setting is Never Expires.</p>
Expiry Warning Days	<p>Enter a number from 0-90 to specify the number of days before a user password expires to start warning notifications. The default value is 0.</p>
Check for Trivial Credentials	<p>Check this check box to require the system to disallow credentials that are easily accessed. The password must contain at least one uppercase character, one lowercase character, one number (0-9), and one special character. The password must not contain the username or only ascending or descending characters (such as 12345). The default setting does not include a check for trivial credentials.</p>



Setup

- [About Window, page 51](#)
- [Dashboard View Settings, page 52](#)
- [Licenses View Settings, page 53](#)
- [License Usage Page Settings, page 53](#)
- [License Planning Page Settings, page 55](#)
- [License Fulfillment Page Settings, page 56](#)
- [Product Instances View Settings, page 65](#)
- [Administration View Settings, page 68](#)

About Window

Setting	Description
About	<p>The About dialog box contains the Cisco Prime License Manager version number, license definition version, and Registration ID number.</p> <p>Note This information can be used for re-hosting. Re-hosting is the process that customers must follow to move licenses from one instance of Cisco Prime License Manager to another. Licenses that have already been issued and fulfilled in one instance of Cisco Prime License Manager are moved to a new or different instance of Cisco Prime License Manager through the re-hosting process. As part of this process, it is suggested that the version number and Registration ID number be recorded in some fashion following any installation of Cisco Prime License Manager.</p>

Dashboard View Settings

Setting	Description
Overview section	
Product Instances	The total number of product instances managed by Cisco Prime License Manager. Clicking Product Instances takes you to the Product Instances page.
Last License Update	The date of the last license update. Clicking Last License Update takes you to the Licenses > License Fulfillment page.
Last Synchronization	The date of the last successful synchronization. Clicking Last Synchronization takes you to the Product Instances page where you can view the Synchronization Status and Last Successful Synchronization for each product instance. You can also perform a synchronization from this page by clicking the Synchronize Now button. Note Synchronization occurs when Cisco Prime License Manager collects up-to-date licensing information for all license types in the system.
License Alerts section	
Type	License types that are non-compliant
Status	Provides information about the alert (for example, insufficient licenses or when a license is due to expire)
License Usage section	
Type	Specifies the product type
Required	The number of licenses allocated to each of those product types
Product Instance Alerts section	
Name	Specifies the product name
Status	Provides information about the product
Last Synchronization	The date and time of the last successful synchronization

Licenses View Settings

The Licenses view contains three pages that allow you to view licensing information and configure product licenses:

- [License Usage Page Settings](#), on page 53
- [License Planning Page Settings](#), on page 55
- [License Fulfillment Page Settings](#), on page 56

License Usage Page Settings

The License Usage page provides three distinct views of how licenses are being used:

- Table View
- Chart View
- History


Note

In both Table and Chart views, you have the option of synchronizing the licenses by clicking **Synchronize Now**.

Setting	Description
Table View tab	
Type	The name of the license types supported within the product scope. For more information, click on a particular license type in the Type column to open a detailed license type page.
Product Type	The product type
Required	The number of licenses required by the product instances in order to deliver the services you have provisioned on those servers.
Installed	The number of licenses currently installed
Available	The difference between the number of Required and Installed licenses. The numbers in this column are color-coded to represent the state of unused licenses for a particular license type. If the number is red, the number of licenses is considered insufficient. If the number is black, the number of licenses is considered to be in compliance.

Setting	Description
Status	The license status (ex: “Temp Licenses Nearing Expiration”, “In Compliance”)
Synchronize Now button	Synchronizes Cisco Prime License Manager with the product instances to obtain the most up-to-date licensing information for all license types in the system
Chart View tab	
License Type	The License Type drop down menu allows you to choose the type of license you wish to view.
Installed/Borrowed	<p>The Installed/Borrowed licenses are categorized as:</p> <ul style="list-style-type: none"> • Installed • Borrowed from Upper Tier <p>Important Not all products support tiering</p>
Required/Loaned	<p>The Required/Loaned licenses are categorized as:</p> <ul style="list-style-type: none"> • Requested • Loaned to Lower Tier <p>Note Moving your mouse over the bars in the chart reveals the number of licenses installed/borrowed or required/loaned</p>
Synchronize Now button	Synchronizes Cisco Prime License Manager with the product instances to obtain the most up-to-date licensing information for all license types in the system
History tab	
History tab	You can download the usage history for your licenses into a csv file that can be opened in a spreadsheet application. Usage data is collected at every synchronization with product instance and with each action that changes license usage.
Date Range	Allows you to choose the start and end date for the period of time you wish to cover.
Product Type	Specifies the type of product instance
Generate File button	Clicking Generate File creates a usage history file for the product type chosen. A link to the file appears at the bottom of the screen. When you click on the link, you have the option of opening the file or saving it to your computer.

Setting	Description
License Usage details page	
Note	Clicking on a license in the Table View in the License Usage page opens this License Usage details page
License Description section	The License Description section provides a description of that license type. There is also a link provided to view descriptions of all license types on Cisco.com.
Usage Chart section	The Usage Chart section provides a graphical representation of how many of that particular license type are available, and of those, how many are installed or borrowed from the upper tier. It also indicates how many of that license type are being used, and of those, how many are requested or loaned to the lower tier.
Usage by Instance section	The Usage by Instance section lists the systems that are using that particular license type, and identifies the product type of the system, release version, and the number of licenses required for each of those systems.
Installed Licenses by Type section	The Installed Licenses by Type section distinguishes between Permanent and Temporary licenses, the number of licenses that each is limited to, and the expiry date for the temporary licenses.

License Planning Page Settings

Setting	Description
License Planning page	
Name	Specifies the name of the license plan Selecting a license plan name from the list in the History table opens the Details window for that license plan. This window contains the following information: <ul style="list-style-type: none"> • Name (editable) • Description (editable) • Type • Created Date • Summary (includes a View Summary link that provides summary information for that license plan)
Description	Provides a brief description of the license plan

Setting	Description
Type	Specifies the license plan type: Migration or Add
Creation Date	Specifies the license plan creation date
Action	The Action column provides a Delete button to delete a license plan
Create an Add Licenses Plan button	Clicking the Create an Add Licenses Plan button opens the Create an Add Licenses Plan wizard. For instructions on how to complete the Create an Add Licenses Plan wizard, see the License Planning section of this guide.
Create an Add Licenses Plan page	
Choose Product section	From the Choose Product section of the Create an Add Licenses Plan window, you can select (from the drop-down menus) the Product Type and the License Version to which you want to add licenses.
Specify License Counts section	From the Specify License Counts section of the Create an Add Licenses Plan window, you can adjust the number of licenses to be allocated to each type of license and save your changes for that license type. You may also choose to run a compliance check by clicking the Run Compliance Check button, or reset the license values by clicking the Reset Values button.
Summary and Next Steps	From the Summary and Next Steps section of the Create an Add Licenses Plan window, you can view and save a summary of the changes you made in the Choose Product and Specify License Counts sections. The Save Summary in Cisco Prime License Manager option is selected by default. A default name for the summary also appears in the Name field using the format <product-type>-add-<date-time-stamp> format.

License Fulfillment Page Settings

Table 4: License Fulfillment Page

Setting	Description
Enable button	Allows you to enable e-Fulfillment. This is the default state.
Disable button	Allows you to disable e-Fulfillment. If e-Fulfillment is disabled, by selecting the Disable button, only Manual Fulfillment options are visible. Note e-Migration is disabled if e-Fulfillment is disabled.

Setting	Description
Fulfill Licenses from PAK button (e-Fulfillment)	Opens the Add/Install Licenses wizard (e-Fulfillment)
Other Fulfillment options (e-Fulfillment)	<p>Clicking the Other Fulfillment Options drop-down menu, visible when e-Fulfillment is enabled, allows you to select:</p> <ul style="list-style-type: none"> • Fulfill Licenses from File • Generate License Request • Migrate Licenses • Retrieve Fulfilled Licenses <p>Note Only the Generate License Request and Migrate License options are available under Manual fulfillment. The Fulfill Licenses from File option opens the Install License File dialog box.</p> <p>The Generate License Request option opens the License Request and Next Steps dialog box.</p> <p>The Migrate License option opens the Migrate Licenses to Cisco Prime License Manager page.</p>
Fulfill Licenses from File button (Manual Fulfillment)	Opens the Install License File page
Other Fulfillment options (Manual Fulfillment)	<p>Drop-down menu, visible when e-Fulfillment is disabled, that allows you to:</p> <ul style="list-style-type: none"> • Generate License Request • Migrate Licenses <p>The Generate License Request opens the License Request and Next Steps dialog box</p>
Fulfillment Date	Specifies the date of license fulfillment
Description	The description, specified by the user in the wizard, of the license fulfillment
Method	Specifies the type of license fulfillment used (e-Fulfillment or File Install)
PAK	Specifies the PAK ID (in e-Fulfillment mode, the PAK IDs are clickable links that open the PAK detail window which allows you to adjust PAK fulfillment for that particular PAK)

Table 5: Migrate Licenses to Cisco Prime License Manager

Setting	Description
Choose New License Version	From the Choose New License Version section of the Migrate Licenses to Cisco Prime License Manager window, you can select the Product Type and New License Version from the drop-down menus.
Choose Product Instances	From the Choose Product Instances section of the Migrate Licenses to Cisco Prime License Manager window, you can upgrade a product instance by selecting it in the Available Product Instances window and click the arrow to move it to the Product Instances to Upgrade window.
License Counts (Unified CM)	<p>From the License Counts section of the Migrate Licenses to Cisco Prime License Manager window, you can view a summary of pre-upgrade product instance data. This table cannot be edited.</p> <p>If you selected Unified CM as your product type, the following options appear:</p> <ul style="list-style-type: none"> • Public Space Phones - An estimate of the number of public space phones. Public space phones do not have users assigned and are typically placed in shared workspaces, lobbies and meeting rooms. These phones generally require lower level licenses, so providing an estimate of the number of these phones in your deployment will help Cisco more accurately determine your license requirements. • Case Numbers (Optional) - A case number assigned if the report was sent to Cisco Licensing Support • License Usage Reports - Allows you to upload a License Usage Reports from a local drive. • MAC addresses - The MAC addresses from the original servers that were upgraded. These MAC addresses can be used to look up the licenses that were registered on those product instances. <p>Note The MAC Addresses field is only displayed if pre-upgrade license usage information is not available. For more information, see Alternate Cisco Unified Communications Manager Migrations Path, on page 35.</p>

Setting	Description
License Counts (Unity Connection)	<p>The content of the License Counts section of the Migrate Licenses to Enterprise License Manager window depends entirely upon the options you have selected in previous sections.</p> <p>If you selected Unity Connection, the following options appear:</p> <ul style="list-style-type: none">• I have CUWL licenses to be migrated• I do not have CUWL licenses to be migrated
License Counts (standard product)	<p>From the License Counts section of the Migrate Licenses to Cisco Prime License Manager window, you can view a table of the licenses available to migrate. This table is editable. From the table, you can reduce (but not increase) license counts in the Licenses to Migrate column. You can also run a compliance check by clicking the Run Compliance Check button, or reset the license values by clicking the Reset Values button.</p>

Setting	Description
Summary and Next Steps (Unified CM or Unity Connection > I have CUWL licenses to be migrated)	<p>The content of the Summary and Next Steps section of the Migrate Licenses to Enterprise License Manager window depends entirely upon the options you have selected in previous sections.</p> <p>If you selected Unified CM as your product type, or Unity Connection > I have CUWL licenses to be migrated, the following options appear:</p> <p>In this section you must indicate how the upgrade was ordered:</p> <ul style="list-style-type: none"> • Upgraded using one or more service contracts • Purchased the upgrade <p>If you select Upgraded using one or more service contracts, enter the UCSS/ESW Contract Numbers.</p> <p>If you select Purchased the upgrade, enter the Sales Order Numbers.</p> <p>The Cisco.com (CCO) User ID field.</p> <p>Company Name and the field used to capture additional information are optional. However; if you enter the company name, it is used in the subject line of the email and is included in the name of the zip file.</p> <p>A default name for the summary also appears in the Name field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click Finish & Generate Request.</p> <p>The License Migration Request and Next Steps window appears. Download the License Migration Request zip file to your computer.</p> <p>Email the License Migration Request to Cisco licensing support using the link provided.</p> <p>Click Close to return to the License Fulfillment page.</p>

Setting	Description
Summary and Next Steps (Unity Connection > I do not have CUWL licenses to be migrated) when e-Fulfillment/e-Migration is enabled	<p>The content of the Summary and Next Steps section of the Migrate Licenses to Enterprise License Manager window depends entirely upon the options you have selected in previous sections.</p> <p>If e-Fulfillment is enabled, and you selected Unity Connection > I do not have CUWL license to be migrated, the following options appear: In this section, you can optionally enter a description of the e-Migration transaction.</p> <p>Read the End User License Agreement and select the checkbox to acknowledge the agreement.</p>
Summary and Next Steps (Unity Connection > I do not have CUWL licenses to be migrated) when e-Fulfillment/e-Migration is disabled	<p>The content of the Summary and Next Steps section of the Migrate Licenses to Enterprise License Manager window depends entirely upon the options you have selected in previous sections.</p> <p>If you selected Unity Connection > I do not have CUWL licenses to be migrated, the following options appear:</p> <p>In this section, you can view and save a summary of the changes you made. To view the summary, click View Summary. A default name for the summary also appears in the Name field using the format <productname>-migrate-<date-time-stamp> format. Instructions for placing your order and fulfilling your licenses also appear in this section. Click Finish & Generate Request.</p> <p>The License Migration Request and Next Steps window appears. Copy the selected text to your clipboard or click Save it to a file on your computer.</p> <p>Select License Migration Portal under Step 2 and paste the copied text in the designated field or select the saved file from your computer.</p> <p>Click Close to return to the Add or Upgrade Licenses page.</p>
License Migration Request and Next Steps when e-Fulfillment/e-Migration is enabled	<p>Clicking Finish & Generate Request in the Summary and Next Steps section of the Migrate License Manager window initiates the e-Migration. Enter your Cisco user ID and password. The request is electronically submitted, and processed immediately. Your licenses are installed automatically.</p>

Setting	Description
License Migration Request and Next Steps when e-Fulfillment/e-Migration is disabled	<p>Clicking the Finish & Generate Request button in the Summary and Next Steps section of the Migrate Licenses to Cisco Prime License Manager window opens the License Migration Request and Next Steps.</p> <p>You have the option of copying the selected text or clicking the Save it to a file on your computer link.</p>

Table 6: Add/Install Licenses Wizard

Setting	Description
Specify PAK	<p>From the Specify PAK section of the Fulfill Licenses from PAK wizard, you can add licenses from:</p> <ul style="list-style-type: none"> • A new PAK • An already-installed PAK that supports partial fulfillment <p>Only PAKs that support partial fulfillment are displayed in the drop-down menu.</p>
Fulfill Licenses	<p>From the Fulfill Licenses section you can choose the licenses in the PAK that you want to fulfill.</p> <p>The Fulfill option, under the Actions column, allows you to fulfill a particular license. Clicking the Fulfill option opens the Fulfill Licenses window. From that window, you can adjust the number of licenses you wish to fulfill for a particular license type.</p> <p>You can also perform a compliance check of your licenses by clicking the Run Compliance Check button.</p> <p>To reset the values you have entered, click the Reset Values button.</p>
Review Contents	<p>From the Review Contents section of the Fulfill Licenses from PAK wizard, you can review the contents of the PAK. If the PAK supports partial fulfillment, you can adjust the license installation counts.</p>
Transaction Options and License Agreement	<p>From the License Options section of the Fulfill Licenses from PAK wizard, you can add a description to the transaction or associate it with a previously generated add or upgrade plan.</p>

Table 7: Install License File Dialog Box

Setting	Description
Browse button	Allows you to select a license file from your computer.

Setting	Description
Options	The Options section of the Install License File dialog box allows you to add a description and associate your transaction with a saved add/migration license summary. This step is optional.
Install button	When the license file has been selected (using the Browse button), it appears in the License File field. The Install button is then used to install that license file.

Table 8: License Request and Next Steps Dialog Box

Setting	Description
Copy the selected text	The first step in the License Request and Next Steps dialog box provides the following options: copy the text in the text box to your clipboard or click the link to save the license request file to your computer.
Register your Licenses	The second step instructs you to register your licenses by clicking the link provided.
Install your Licenses	The third step advises you to return to Cisco Prime License Manager and install your licenses once you have received them. License files are generally obtained via email or downloaded from the Cisco portal. Clicking the Install button returns you to the Licenses page.

Table 9: PAK Details Page

Setting	Description
Adjust PAK Fulfillment option	Clicking the Adjust PAK Fulfillment link at the top of the PAK Details page retrieves the latest PAK details, changes the table from read-only to editable, and allows you to adjust the PAK fulfillment for Cisco Prime License Manager.

Setting	Description
PAK Contents table	<p>The PAK Contents table contains the following columns:</p> <p>SKU Name specifies the name of a license contained in the file</p> <p>Type specifies the license type (ex: Permanent, Time-limited)</p> <p>Expiration specifies the expiry date of time-limited licenses</p> <p>Purchased specifies the total number of that license type in the PAK</p> <p>If you select the Adjust PAK Fulfillment option, the following additional columns appear in the table:</p> <ul style="list-style-type: none"> • Before Fulfillment <ul style="list-style-type: none"> ◦ Purchased ◦ Fulfilled ◦ Remaining • Fulfill • Remaining • Actions

Table 10: View <File ID> Page

Setting	Description
Transaction Details	<p>The File Details section contains the following information:</p> <ul style="list-style-type: none"> • Fulfillment Date • Description • Associated Summary • Method (File Install, e-Fulfillment, or Retrieve Fulfilled Licenses) • Cisco.com Username • PAK • PAK Partial Fulfillment

Setting	Description
License Details	<p>The Licenses Fulfilled section contains a table that lists license files under the following categories:</p> <ul style="list-style-type: none"> • Type • Product Type • Total on System (the number of that particular license type) • Expiration date

Table 11: Edit Transaction Details Dialog Box

Setting	Description
Edit Transaction Details	<p>Clicking the Edit Transaction Details button in the View <File ID> window opens the Edit Transaction Details dialog box, which contains the following information:</p> <ul style="list-style-type: none"> • Fulfillment Date • Description • Associated Summary • Method (File Install, e-Fulfillment, or Retrieve Fulfilled Licenses) • Cisco.com Username • PAK • PAK Partial Fulfillment <p>The Description and Associated Summary fields can be edited.</p>

Product Instances View Settings

The Product Instances page allows you to view product license information. From this page, you can add, delete, or synchronize product instances.

Setting	Description
Product Instances	
Name	Specifies the name of the product instance
Hostname/IP Address	Specifies the hostname or IP address of the product instance
Product Type	Specifies the type of product instance

Setting	Description
Version	Specifies the product release of the product instance
Status	Specifies the status of the product instance synchronization (for example, "Success", "Registration Conflict", "Invalid Server Type", "Insufficient Licenses")
Last Successful Synchronization	Specifies the date and time of the last successful synchronization.
Add button	<p>Clicking the Add button on the Product Instances page opens the Product Add dialog box. From this dialog box, you can enter the following information:</p> <ul style="list-style-type: none"> • Name • Description (optional) • Product Type • Hostname/IP Address • Username • Password <p>Note Once you have added your new product instance, be sure to click the Synchronize Now button to extract current licensing information from the product. If you do not synchronize, current product instance information may not appear in Cisco Prime License Manager.</p>
Test Connection button	<p>From the Product Add dialog box, you can click the Test Connection button to test the connection to the product instance prior to adding it.</p> <p>If the connection cannot be established, either through the connection test or by clicking OK to add a product instance, you may receive one of the following error messages:</p> <ul style="list-style-type: none"> • Instance Unreachable • Login Failed • Certificate Mismatch • Registration Conflict • Invalid Server Type • Product Type Mismatch • Duplicate Product Instance <p>Note You may also skip the Test Connection button and click OK on the Add Product Instance dialog box.</p>

Setting	Description
Delete button	You can delete a product instance by clicking the Delete link under the Action column for the product instance.
Launch Admin GUI button	You can open the administration GUI for a particular product instance by selecting the check box next to the product instance and clicking Launch Admin GUI.
Synchronize Now button	Synchronizes Cisco Prime License Manager with the product instances to obtain the most up-to-date licensing information for all license types in the system
Product Instance details page	
Note Clicking on a product instance in the Product Instance table opens the following details page	
General tab	<p>The General tab is divided into two sections:</p> <ul style="list-style-type: none"> • Product • Administrator Account <p>The Product section contains the following information:</p> <ul style="list-style-type: none"> • Name • Description • Hostname/IP Address • Product Type • Product Version <p>The Administrator Account section contains the following fields:</p> <ul style="list-style-type: none"> • Username • Password <p>Clicking the Save button saves your changes.</p> <p>Note Prior to clicking the Save button, you have the option of clicking the Test Connection button to ensure that the connection is established.</p>
License Usage tab	The License Usage tab contains a graphical representation of the license requests and a table illustrating the number of licenses requested by license type.

Administration View Settings

In a standalone deployment, the Administration view allows you to configure the following Cisco Prime License Manager settings:

- Administrator Accounts
- Backup/Restore
- Install/Upgrade
- License Definitions
- Diagnostic Logs
- Restart

A coresident deployment has similar settings but backup/restore and install/upgrade options must be configured using Cisco Unified Communications Manager:

- Administrator Accounts
- OS Administration
- Disaster Recovery
- License Definitions
- Diagnostic Logs
- Restart


Note

For information about OS Administration or Disaster Recovery, see the [Cisco Unified Communications Operating System Administration Guide](#) or [Disaster Recovery System Administration Guide for Cisco Unified Communications Manager](#).

Setting	Description
Administrator Accounts	
Add Administrator button	<p>Selecting the Add Administrator button in the Administrator Accounts window opens the Add Administrator Account window.</p> <p>From this window, you can add an administrator account. You are prompted for the following information:</p> <ul style="list-style-type: none"> • Name/Description • Username • Password • Re-enter Password

Setting	Description
Change Password	<p>Selecting the Change Password link in the Administrators table opens the Change Password page. From this page you can change the password of an existing administrator account. You are prompted for the following information:</p> <ul style="list-style-type: none"> • New Password • Re-enter New Password
Backup/Restore	
Backup Server	<p>The Backup Server section contains the following fields:</p> <ul style="list-style-type: none"> • IP Address/Hostname • Username • Password • Directory <p>The IP Address/Hostname specifies the IP Address/Hostname of the server to be backed up or restored. Enter your username and password to connect to the server. The Directory field specifies the location of the backed up server (for example: /ws/user1-rcd/backup2)</p> <p>The Backup/Restore page also indicates when the last backup was performed.</p>
Run Backup button	The Run Backup button initiates a backup of the server specified in the IP Address/Hostname field.
Run Restore button	The Run Restore button initiates a restore of the server specified in the Directory field.
Test Connection	The Test Connection button allows you test the connection to the product instance prior to performing a backup or restore.
Install/Upgrade	
Install/Upgrade page	Use this page to upgrade your Cisco Prime License Manager software or to add options such as language packs to your system.
System Software	Lists the active and inactive system software versions

Setting	Description
Install/Upgrade Software wizard	<p>Clicking on the Install/Upgrade Software button opens the Install/Upgrade Software wizard. This is a two-step wizard:</p> <ol style="list-style-type: none"> 1 Specify File Location 2 Select File <p>The Specify File Location page provides two options:</p> <ul style="list-style-type: none"> • Install/Upgrade from Network • Install/Upgrade from DVD/CD drive on Cisco Prime License Manager server <p>The Install/Upgrade from Network option requires the following information:</p> <ul style="list-style-type: none"> • IP Address/Hostname • Username • Password • Directory • Transfer Protocol <p>The IP Address/Hostname field specifies the location of the file to be installed or used for the upgrade . Enter your username and password to connect to the server. The Directory field specifies the location where the install or upgrade will be saved.</p> <p>The Transfer Protocol specifies the method: SFTP or FTP</p> <p>All valid upgrades are listed in the table. Select the appropriate (valid) upgrade file from the list and click the Start Installation/Upgrade button to begin the upgrade.</p>
License Definitions	
License Definitions	The License Definitions page contains information about the license types managed by Cisco Prime License Manager. The License Definition file should be updated prior to upgrading any of your product instances to a new version or before adding a product instance of a new type.
Check for Latest Version	Clicking Check for Latest Version opens the Cisco Prime License Manager Dashboard, which provides an overview of the license types currently in use.
View Release Notes	<p>Clicking View Release Notes opens the License Definitions Release Notes page, which lists:</p> <ul style="list-style-type: none"> • Changes Since Previous Version • Supported Products

Setting	Description
Install New License Definition File button	Clicking the Install New License Definition File button opens the Install License Definitions window. Click the Browse button to locate the License Definitions File and then click Fulfill to install the file.
Diagnostic Logs	
Log Settings tab	<p>The Log Settings tab lists the diagnostics categories and log levels. The diagnostic categories include:</p> <ul style="list-style-type: none"> • Cisco Prime License Manager core services • Communication with product instances <p>The Log Level drop-down list for each diagnostic category can be set to one of the following:</p> <ul style="list-style-type: none"> • Error • Warning • Info • Debug <p>Once the log level has been set for each diagnostic category, you can save your changes by clicking the Save button. You may also opt to reset your log settings by clicking the Reset button.</p>
Download Logs tab	The Download Logs tab allows you to generate a log file, using the date and time range of your choice to include in the log file. The default range is from 12 AM of the current day until the current time. You can then generate the file by clicking the Generate Log File button. The log file is generated and downloaded to your computer.
Restart	
Restart	Pressing the Restart button below restarts all Cisco Prime License Manager services. This generally takes less than a minute and you will automatically be taken to the login screen when the restart is complete.



Troubleshooting

The following are recommended troubleshooting steps to address common issues that may occur when using Cisco Prime License Manager:

- [Unknown Username and Password](#), page 73
- [Configuration Changes Are Not Appearing](#), page 74
- [The Cause of The Error Is Unknown](#), page 74
- [Product Instance was not Added](#), page 74
- [Product Instance Was Modified, but Changes Are Not Reflected in License Usage Data](#), page 75
- [Product Instance Was Deleted, but Is Still Showing Up in License Usage Data](#), page 75
- [Product Instance Was Added and Is Not Showing Up in License Usage Data](#), page 75
- [License Usage Data in Product Admin GUI Does Not Match Product Instances View](#), page 76
- [Overage Alerts Are Not Appearing When License Manager Goes Into Overage](#), page 76
- [License Manager Does Not Indicate a Product Overage](#), page 76
- [Licenses Are Missing Following Restoration of License Manager on a Different Server](#), page 77
- [Cannot Bring System Into Compliance Using the Upgrade Licenses Wizard](#), page 77

Unknown Username and Password

Description

I do not know the username and password of the system when it was originally installed, so I cannot log into Cisco Prime License Manager.

Resolution

Log into the platform CLI with the OS administration credentials and use the *license management list users* command to view the username to use for signing into the Cisco Prime License Manager application. If you are not sure what the password is for this username, you can use the *license management reset user password* command to change this password.

Configuration Changes Are Not Appearing

Description

I made a configuration change in my products, but I am not seeing a change in the requested licenses reflected in Cisco Prime License Manager.

Resolution

Cisco Prime License Manager synchronizes with products every 24 hours. If you wish to see the latest configuration changes, choose **Product Instances** and click **Synchronize Now**.

The Cause of The Error Is Unknown

Description

I received the following error message “The cause of the error is unknown”.

Resolution

Check the Cisco Prime License Manager diagnostic log for details. To access diagnostic logs, see [Accessing Diagnostic Logs](#), on page 44.

If the cause of the error is not easily identifiable from these details, please open a Service Request using the TAC Service Request Tool, <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or send an email to licensing@cisco.com. Please have your valid Cisco.com user ID and password available. As an alternative, you may also call our main Technical Assistance Center at 800-553-2447.

Product Instance was not Added

Description

I tried to add a product instance for Cisco Unified Communications Manager but received a 401 error.

Resolution

Check the status of the account by executing the following CLI command: **show accountlocking**. You can only add a product instance if the account is unlocked. Disable the lock on the account using the following command: **set accountlocking disable**.

Product Instance Was Modified, but Changes Are Not Reflected in License Usage Data

Description

I modified the configuration of a product instance, but I do not see it reflected in the license usage data reported on the Dashboard and License > Usage.

Resolution

When a product instance is added to the Cisco Prime License Manager, usage data is not available until the Cisco Prime License Manager synchronizes with the product instance. Synchronization happens once every 24 hours, or can be manually requested from Product Instances using the Synchronize Now button.

Product Instance Was Deleted, but Is Still Showing Up in License Usage Data

Description

I deleted a product instance, but I do not see it reflected in the license usage data reported on the Dashboard and Licenses > Usage.

Resolution

When a product instance is deleted from Cisco Prime License Manager, usage data is not available until the Cisco Prime License Manager synchronizes with the product instance. Synchronization happens once every 24 hours, or can be manually requested from Monitoring > License Usage using the Synchronize Now button.

Product Instance Was Added and Is Not Showing Up in License Usage Data

Description

I added a product instance, but I do not see it reflected in the license usage data in Monitoring > Dashboard and Monitoring > License Usage.

Resolution

When a product instance is added to the Cisco Prime License Manager, usage data is not available until the Cisco Prime License Manager synchronizes with the product instance. Synchronization happens once every 24 hours, or can be manually requested from Monitoring > License Usage using the Synchronize Now button.

License Usage Data in Product Admin GUI Does Not Match Product Instances View

Description

The license usage data in the administration GUI for that product (for example, when I select Product Instances > Launch Admin GUI) does not match the license usage reported at Cisco Prime License Manager in Product Instances (select Product Instance Name).

Resolution

Changes in the configuration of a product instance are not seen in the Cisco Prime License Manager until the next synchronization following the configuration change. Synchronization happens once every 24 hours, or can be manually requested from Product Instance using the Synchronize Now button.

Overage Alerts Are Not Appearing When License Manager Goes Into Overage

Description

I am not receiving any alerts when my Cisco Prime License Manager goes into overage.

Resolution

Overage alerts are generated by the product instances, not by Cisco Prime License Manager. Ensure that the product supports overage alerting. If a product supports overage alerting, it must be configured in the GUI for that product. For example, the administration interface in Cisco Unified Communications Manager allows you to specify which conditions are alerted and in what manner. Therefore, if you are not seeing overage alerts for Cisco Unified Communications Manager, you should verify that overage alerts are configured in Cisco Unified Communications Manager. If not, the alerts will be visible in the administration interface, but you will not receive those alerts via the mechanism you have selected (for example, email, SNMP, syslog).

License Manager Does Not Indicate a Product Overage

Description

My product says it is in overage, but my Cisco Prime License Manager does not show overage.

Resolution

If a product instance is unable to synchronize with its Cisco Prime License Manager, it goes into overage because it is unable to confirm that there are licenses available. Please check the last synchronization date for the product instance under Inventory > Product Instances. If synchronization is not occurring, verify that the credentials in the Cisco Prime License Manager for the product instance are accurate and that there is network connectivity between your Cisco Prime License Manager and the product instance.

Licenses Are Missing Following Restoration of License Manager on a Different Server

Description

I have restored my Cisco Prime License Manager on a different server and I do not have any licenses.

Resolution

When you move your Cisco Prime License Manager to a different virtual server, your licenses need to be rehosted to the new server and reinstalled. Please open a Service Request using the TAC Service Request Tool, <https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>, or send an email to licensing@cisco.com for next steps. Please have your valid Cisco.com user Id and password available. As an alternative, you may also call our main Technical Assistance Center at 800-553-2447.

Cannot Bring System Into Compliance Using the Upgrade Licenses Wizard

Description

In the Licenses > Planning > Create an Add Licenses Plan wizard, I am unable to bring the system into compliance.

Resolution

If, across all the product instances managed by your Cisco Prime License Manager, you are using more licenses than are already installed combined with those available from the product instances you are upgrading, you will not have sufficient licenses to upgrade to bring your Cisco Prime License Manager into compliance. You will need to purchase additional licenses to cover your needs, or reduce the number of licenses required by your product instances by changing their configuration.



Note

From the License Counts screen of the Create an Add Licenses Plan wizard, click the **Run Compliance Check** button to determine your license count needs. If you receive a message stating "Compliance Check Passed", you have a sufficient number of licenses and can click Next to move to the next screen in the wizard. For more information, see [Create a License Plan](#), on page 36



APPENDIX **A**

Cisco Prime License Manager CLI Commands

- [Introduction, page 79](#)
- [license file, page 79](#)
- [license management change user name, page 80](#)
- [license management reset user password, page 80](#)
- [license management list users, page 81](#)
- [license management product re-register all, page 81](#)
- [license management reset, page 82](#)
- [license management security update, page 82](#)
- [license management service, page 82](#)
- [license management show system, page 83](#)
- [license management system remove, page 83](#)

Introduction

The commands in this section are specific to Cisco Prime License Manager. For platform-specific commands, see the [Command Line Interface Guide for Cisco Unified Communications Solutions](#).

license file

This command asks to select a license file from a list.

license file {**diagnose**| **get**}

Syntax Description

Parameters	Description
diagnose	Prints diagnostic information of the selected file.

Parameters	Description
get	Creates a TAR file of the license file(s) on the system and transfers the TAR file to a remote area.

Command Modes

Administrator (admin:)

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management change user name

This command takes parameters interactively and changes the username of the administrator.

license management change user {name}

Syntax Description

Parameters	Description
name	Specifies the administrator username.

Command Modes

Administrator (admin:)

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management reset user password

This command takes parameters interactively and changes the username of the administrator.

license management reset user {password}

Syntax Description

Parameters	Description
password	Specifies the administrator password.

Command Modes Administrator (admin:)

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Applies to: Cisco Prime License Manager

license management list users

This command lists the administrative users.

license management list users

Command Modes Administrator (admin:)

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management product re-register all

This command forces re-registration of all product instances associated with this Enterprise License Manager/Cisco Prime License Manager server. This command may take some time for re-registration and synchronization with all product instances to complete.

license management product re-register all

Command Modes Administrator (admin:)

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management reset

This command resets the identity, store data, and essentially removes all the installed licenses. It also restarts the Cisco Prime License Manager server process to make the changes effective.

license management reset {identity| registration}

Syntax Description

Parameters	Description
identity	Resets the identity
registration	Resets the registration

Command Modes

Administrator (admin:)

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management security update

This command downloads Cisco Prime License Manager security update from the specified remote server location and installs the contents of the specified security update file.

license management security update

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management service

This command activates or deactivates a given service on the Cisco Prime License Manager server.

license management service {activate| deactivate}

Syntax Description	Parameters	Description
	activate	Activates a given service on the Cisco Prime License Manager server.
	deactivate	Deactivates a given service on the Cisco Prime License Manager server.

Command Modes

Administrator (admin:)

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management show system

This command lists the administrative users.

license management show system**Command Modes**

Administrator (admin:)

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Applies to: Enterprise License Manager, Cisco Prime License Manager

license management system remove

This command allows you to remove an unused Cisco Prime License Manager instance from a coresident deployment.

license management system remove**Command Modes**

Administrator (admin:)

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

Applies to: Cisco Prime License Manager