Using Cisco Unified Communications Manager License Count Utility, Release 9.1(2)

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Preface

This preface describes the purpose, audience, organization, and conventions of this guide and provides information on how to obtain related documentation.

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- Audience, page v
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- Obtaining documentation and submitting a service request, page vii
- Cisco product security overview, page vii

Purpose

This preface explains the audience, purpose, and organization of the User Guide for Cisco Unified Communications Manager License Count Utility (referred to throughout this document as Cisco License Count Utility). It also defines the conventions that are used to present instructions and information.

Audience

This document provides information for network administrators who are responsible for managing the Cisco Unified Communications Manager system. This guide requires knowledge of telephony and IP networking technology.

Organization

The following table shows the organization of this guide:

Chapter	Description
Overview, on page 1	This chapter provides an overview of Cisco License Count Utility.

Chapter	Description
Download Cisco License Count Utility, on page 3	This chapter provides information about downloading Cisco License Count Utility.
Managing Unified Communications Manager servers, on page 7	This chapter provides information about managing your inventory with Cisco License Count Utility.
Manage license reports, on page 11	This chapter provides information about managing license reports with Cisco License Count Utility.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface.
italic font	Arguments for which you supply values are in italics.
[ ]	Elements in square brackets are optional.
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
boldface screen font	Information you must enter is in **boldface screen** font.
italic screen font	Arguments for which you supply values are in italic screen font.
——>	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control - for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:

Note Means reader take note. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

Warning Means the described action saves time. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

Tip Means the information contains useful tips.

Cautions use the following conventions:

Caution Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

Warning This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining documentation and submitting a service request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

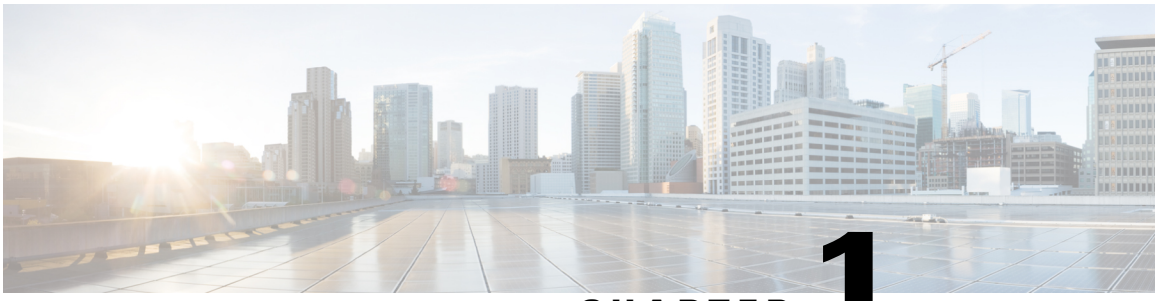
http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation a*s a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Cisco product security overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.



CHAPTER 1

Overview

This chapter provides overview information about Cisco License Count Utility:

- About Cisco License Count Utility, page 1
- Cisco License Count Utility features, page 2

About Cisco License Count Utility

Important For a complete overview of the license migration process for Release 9.1(2), refer to the New and Changed Information chapter of *Release Notes for Cisco Unified Communications Manager, Release 9.1(2)*.

Cisco License Count Utility is a desktop based application that aids administrators to migrate from the Device License Units (DLU) license type to the User Connect License (UCL) license type. Cisco License Count Utility is used for Unified Communications Manager devices that require Cisco licensing. New or upgraded Cisco devices should be registered, and a product authorization key (PAK) must be provided to obtain licenses from Cisco.

Important Before you upgrade to a Cisco Unified Communications Manager Release 9.x, download and run the latest version of the Cisco License Count Utility. See Download Cisco License Count Utility, on page 3 for more information.

This application provides an external interface, which enables you to perform the following licensing tasks from a central location:

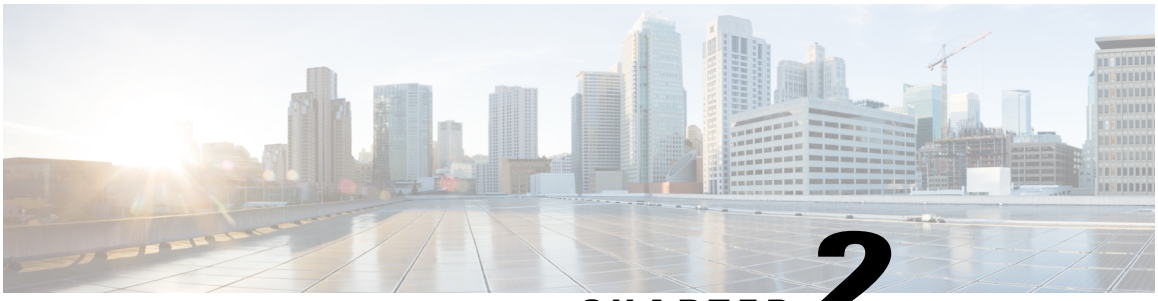
- Supply network-wide visibility of license usage for Cisco Unified Communications Manager Release 5.x or later.
- Assist you in planning for migration to Cisco Unified Communications Manager Release 9.0 or later.
- Migrations to 9.1(2)

Note For migrations to release 9.1(1), use License Count Utility version 2. For migrations to release 9.1(1a), use License Count Utility version 2.1a

Cisco License Count Utility features

Cisco License Count Utility provides these features:

- Intuitive and easy-to-use GUI.
- Ability to keep an up-to-date inventory of deployed licensed devices.
- Assist you in planning for migration to Cisco Unified Communications Manager Release 9.0 or later.



CHAPTER 2

Download Cisco License Count Utility

This section provides information about downloading and logging on to Cisco License Count Utility. It includes these topics:

- System requirements, page 3
- Download Cisco Unified Communications Manager License Count Utility software package, page 4
- Log in to Cisco License Count Utility, page 4

System requirements

The table below lists the software and hardware requirements for the Cisco License Count Utility workstation.

Table 1: Client workstation software requirements

Requirement Type	Minimum Requirement
Software	Operating system: • Windows 7 Professional, 32 bit and 64 bit • Windows XP Professional, 32 bit • Mac OS X 10.4, 10.5, and 10.6 Java 6: www.java.com/en/download/faq/java_6.xml **Important** Java 7 is not currently supported.

Download Cisco Unified Communications Manager License Count Utility software package

You can download the Cisco Unified Communications Manager License Count Utility software package to your workstation.

Before You Begin

- You must sign in to Cisco.com by using your Cisco.com username and password before you can download the software.
- Cisco Unified Communications Manager License Count Utility is free. There is no charge to download, install, or use it.

Procedure

Step 1 From the appropriate server host or client workstation, access http://www.cisco.com/cisco/software/navigator.html

Step 2 On the Download Software page:

a) Select **Products.**

b) In the next box, select **Voice and Unified Communications**.

c) In the subsequent boxes that appear, select the following items in the given order: IP Telephony > Unified Communications Platform > Cisco Unified Communications Manager (Call Manager) > Cisco Unified Communications Manager Version 8.6

d) Select **Unified Communications Manager / CallManager / Cisco Unity Connection Utilities**.

e) Click the **Download** button next to the LCU Zip File to launch a window with detailed information about the selected release and to add it to the Download Cart.

Step 3 Verify that the software and image information are what you want, and click **Proceed With Download**.

Step 4 Accept the Conditions by entering the appropriate information into the User Details section and by clicking **Accept**.

Step 5 Read the Cisco End User License Agreement, and click **Agree**.

Step 6 Select the appropriate Java download option.

Step 7 Download and save the Cisco Unified Communications Manager License Count Utility zip file to your host or workstation.

Step 8 Locate the saved file on the host or workstation, and unzip the file to your local drive or disk.

Log in to Cisco License Count Utility

Use the following procedure to log in to Cisco License Count Utility. After you log in to Cisco License Count Utility, you can add the Unified Communications Manager servers and generate license reports.

Before You Begin

- Verify that you have downloaded the Cisco License Count Utility application.

Important If you have DLUs that you have not yet installed, and you intend to include them in the migration, install them on your system prior to generating a license report. This will ensure that you have an accurate assessment of your available licenses.

Important Once you upgrade to Cisco Unified Communications Manager Release 9.0 (or higher), you will no longer be able to install DLUs. To use any currently installed DLUs, you must install them on your Cisco Unified Communications Manager servers prior to upgrading.

Procedure

Step 1 After you extract the contents of the ZIP file, double-click the License Count Utility application.

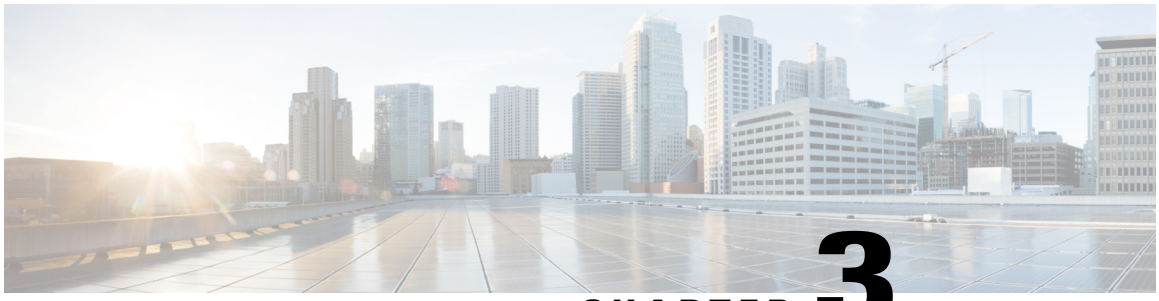
Note The first time you log in, enter the password and click **Start Over**. This clears all previous service and creates a fresh user experience.

The **Create Password** dialog box appears.

Step 2 Enter the password.

Step 3 Re-enter the password.

Step 4 To save the details and log on, click **Submit**.



CHAPTER 3

Managing Unified Communications Manager servers

This section provides information about managing your inventory with Cisco License Count Utility. It includes these topics:

- Add Unified CM server, page 7
- View and change Unified CM server properties, page 8
- Delete a Unified Communications Manager server, page 8
- Generate license report, page 9
- Clusters tab, page 9

Add Unified CM server

You must add the Cisco Unified Communications Manager server to the Cisco License Count Utility inventory before you can request a license report.

Before you begin

- Verify that the Unified Communications Manager server is installed and configured correctly.
- You have configured an administrator user on the Unified Communications Manager server.

Procedure

Step 1 Click **Add** in the **Clusters** tab.
The **Add Cisco Unified CM Server** dialog box appears.

Step 2 Enter the information described in the table below.

Field	Description
Host Name/IP Address	The host name or the IP address of the Unified Communications Manager server. **Note** In a Unified Communications Manager cluster, you must add only the publisher node in the Cisco License Count Utility application.
User Name	The user name of the administrator of the Unified Communications Manager server.
Password	Password for the administrator.
Description (Optional)	A short description of the Unified Communications Manager server.

Step 3 (Optional) To ensure that you can connect to the Unified Communications Manager server, click **Test Connection**.

Step 4 Click **OK** to save the details and add the Unified Communications Manager server.
The Warning - Security dialog box appears when you add the Unified Communications Manager server for the first time.

Step 5 Check the Always trust content from this publisher checkbox and click **Yes**.

View and change Unified CM server properties

You can use the Edit dialog box to view and change the Unified CM properties. You can:

- Modify the user name, password, and description.
- Test the connection to the Unified CM server

Procedure

Step 1 In the **Clusters** tab, select the Unified CM server

Step 2 Double-click the Unified CM record in the table or click **Edit.**
The Edit dialog box appears.

Step 3 Modify the required information.

Step 4 Click **OK** to save the changes

Delete a Unified Communications Manager server

Use this procedure to delete a Unified Communications Manager server from Cisco License Count Utility.

Procedure

Step 1 In the **Clusters** tab, select the Unified Communications Manager server that you want to delete.
To delete multiple Unified Communications Manager servers, press and hold the Ctrl key and click the corresponding rows in the table.

Step 2 To delete the Unified Communications Manager server, click **Delete**.
The confirmation message appears.

Step 3 Click **Delete** to delete the Unified Communications Manager server

Generate license report

You can generate and display the license report to monitor and track license information in your inventory.

Before You Begin
If you have a large quantity of devices in the inventory, generating report might take some time.

Procedure

Step 1 In the **Clusters** tab, check **Include in Report** check box for the Cisco Unified Communications Manager servers that you want to include in the license report.

Step 2 Click **Generate Report** to generate the new report.

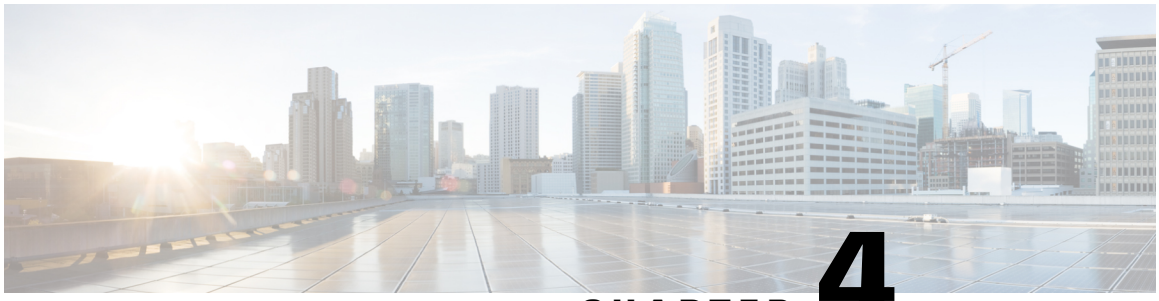
Clusters tab

The following table describes the settings on the Clusters tab.

Table 2: Settings on the Clusters tab

Setting	Description
Include in Report	Check this check box if you want the license report to include the Unified CM server.
Add	To add a new record, click **Add**.
Edit	To make changes to a record, click **Edit**.
Delete	To delete the record from the database, click **Delete**. A message warns that you are deleting the record.
Generate Report	To generate the license report, click **Generate Report**.

Setting	Description
Hostname/IP Address	The IP address or the hostname of the Unified CM server
Description	Term to describe the Unified CM server
Version (Last Known)	Version of the Unified CM software.
Last Connection Status	The connections status of the Unified CM server.



CHAPTER 4

Manage license reports

Cisco License Count Utility provides the license reports that you can use to monitor and track license information for the Unified Communications Manager devices. The license reports are exported from the License Report tab in a zipped .csv file format.

This section provides information about following topics:

- License Report tab, page 11
- Types of licences available, page 12
- Refresh license report, page 13
- Request Pre-Upgrade License Review, page 13

License Report tab

The following table describes the settings on the License Report tab.

Table 3: Settings on the License Requirements Based on Usage Data section

Setting	Description
Refresh Report	To refresh the license report, click **Refresh Report**.
Hostname/IP Address	The host name or the IP address of the Cisco Unified Communications Manager server
Description	The description provided for the Unified CM server when it was added
Version	The version number of the Unified Communications Manager server
MAC Address	The MAC address of the Cisco Unified Communications Manager server

Setting	Description
Installed DLUs	The total number of installed Device License Units (DLUs) on the server.
Used DLUs	The number of installed Device License Units (DLUs) currently in use on the server.
Unused DLUs	The number of Device License Units (DLUs) remaining on the server that are not being consumed by currently configured users or devices.

Types of licences available

The table below describes the different type of licenses that are available.

License Type	Description
Essential	User based license that supports any one type of device providing basic voice via analog device (phone or fax). The devices can be of type analog phone, ATA 186, ATA 187, Cisco 3905, or Cisco 6901.
Basic	User based license that supports any one type of device which includes all essential features and basic (voice and video) call control features. The devices can be of type Cisco 6911 and Cisco 6921.
Enhanced	User based license that supports any one type of device which includes all basic features and advanced (voice and video) call control features including desktop and mobile clients. The devices can be of type Cisco 3911, Cisco 3951, Cisco 6941, Cisco 6945, Cisco 6961, Cisco 79xx, Cisco 89xx, Cisco 99xx, Cisco E20, Cisco TelePresence EX60, Cisco TelePresence EX90, and third party SIP.
Enhanced Plus	User based license that supports up to two devices and includes all the features of the Enhanced license type.
CUWL Standard	Unified Workspace Licensing (UWL) license for call control which supports advanced (voice and video) call control features including desktop and mobile. This license type supports multiple devices per user.
CUWL Professional	Unified Workspace Licensing (UWL) license for call control which includes all the features of the CUWL Standard license type and professional collaboration workspace application features.

License Type	Description
Telepresence Room	License type that supports room-based immersive and multipurpose Cisco TelePresence System endpoints. The devices can be fo type Cisco TelePresence System Series 3200, 3000, 1300; Cisco TelePresence MX Series; Cisco TelePresence TX Series; Cisco TelePresence System Profile Series.
Unused DLUs	The number of Device License Units (DLUs) remaining on the server that are not being consumed by currently configured users or devices.

Refresh license report

You can refresh the license report to monitor and track license information for the Unified CM devices .

Before You Begin
If you have a large quantity of devices in the inventory, generating reports might take some time.

Procedure

Step 1 To view the license report that is already generated, click the **License Report** tab.

Step 2 To regenerate the existing license report, click **Refresh Report**.

Request Pre-Upgrade License Review

The pre-upgrade license review enables you to plan for growth in the form of additional licenses or users and, if necessary, adjust your DLU allocation. You can also use this information to plan for additional UCSS/ESW at renewal for any additional licenses.

Use this procedure to request a pre-upgrade license review from Cisco licensing support.

⚠

Caution Modifying the file in any way will invalidate it.

Procedure

Step 1 From the License Report tab, click **Request Pre-Upgrade License Review**.
You also have the option of clicking the **Exclude cluster hostnames and IP addresses from request** checkbox to prevent that information from appearing in the pre-upgrade license review.

Step 2 The Request Pre-Upgrade License Review dialog box appears.

Step 3 Enter the information described in the table below.

Field	Description
Number of 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.
I plan to upgrade using one or more service contracts	Select this option if you wish to upgrade using one or more service contracts. Enter the UCSS/ESW contract numbers in the field provided.
I plan to purchase the upgrade without a service contract	Select this option if you wish to purchase the upgrade without a service contract.
I have already purchased the upgrade or ordered the upgrade using one or more service contracts	Select this option if you have already purchased the upgrade or ordered the upgrade using one or more service contracts. Enter the sales order and UCSS/ESW contract numbers in the fields provided
Cisco.com (CCO) User ID	Your Cisco.com User ID. Follow-up emails will be sent to the user ID you enter here.
Company Name	The company name (optional)
Additional information field	Enter additional information to include in the migration request (optional)

Step 4 Click **Next**.

Step 5 The Pre-Upgrade License Summary Request and Next Steps dialog box appears. Click **Download Pre-Upgrade License Report** and save the zip file to your computer.

Step 6 Attach the Pre-Upgrade License Report to an email and send it to licensing@cisco.com. The subject line "Cisco License Summary Request" is automatically generated when you click the link to licensing@cisco.com. If you need to manually create the email subject line, enter the following: **Pre-upgrade License Review Request**.
You will be assigned a case number and will receive an email response from Cisco licensing support containing your license review.

Step 7 Click the **Close** button.

- You can use this report to complete the license migration process in Enterprise License Manager after the servers have been upgraded.

Export Report

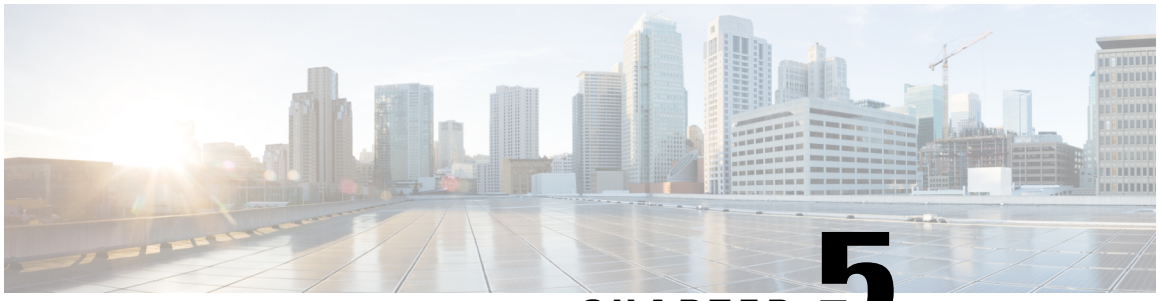
To view your report data without sending it to the licensing office, you can click the Export Report button to generate a report in a zipped .csv file.

Caution Modifying the file in any way will invalidate it.

Use the following procedure to export report data:

Procedure

	Command or Action	Purpose
Step 1	From the License Report tab, click **Export Report**. • To exclude cluster hostnames and IP addresses from the report, click the check box next to the Export Report button. This will generate the report without that information if, for security reasons, you do not want it included.	
Step 2	Select the location on your computer where you wish to save the zip file.	
Step 3	Locate the zip file on your computer and extract it. It contains three files. Open the .csv file. This step is optional.	



CHAPTER 5

Troubleshooting

This section provides troubleshooting information for Cisco Licence Count Utility.

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- Obtaining the log file, page 17

Cannot tab through all fields in a dialog box on Apple Macintosh operating system

If you cannot tab through fields in a dialog box on a Macintosh system, you need to switch on the Full Keyboard Access feature on your Macintosh system.

To enable the Full Keyboard Access feature, do the following:

1. On your Macintosh system, open **System Preferences**.
2. Click **Keyboard**.
3. Click the **Keyboard Shortcuts** tab.
4. Under the **Full keyboard access** option, select the **All Controls** option.

Obtaining the log file

You can obtain the log file for Cisco Licence Count Utility from the following directory:

\<userid>\LicenseCountUtility\com\cisco\lcu\log4j\

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