Using Cisco Unified Communications Manager License Count Utility, Release 9.0(1)

First Published: March 30, 2012

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Text Part Number: OL-25035-01

Americas Headquarters	Asia Pacific Headquarters	Europe Headquarters
Cisco Systems, Inc. San Jose, CA	Cisco Systems (USA) Pte. Ltd. Singapore	Cisco Systems International BV Amsterdam, The Netherlands

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CONTENTS

Preface

Preface v

Purpose v

Audience v

Organization v

Conventions vi

Obtaining documentation and submitting a service request vii

Cisco product security overview vii

CHAPTER 1

Overview 1

About Cisco Unified Communications Manager License Count Utility 1

Cisco Unified Communications Manager License Count Utility features 1

CHAPTER 2

Download Cisco Unified Communications Manager License Count Utility 3

System requirements 3

Download Cisco Unified Communications Manager License Count Utility software package 4

Log in to Cisco Unified Communications Manager License Count Utility 4

CHAPTER 3

Managing Unified CM servers 7

Add Unified CM server 7

View and change Unified CM server properties 8

Delete a Unified CM server 8

Generate license report 9

Clusters tab 9

CHAPTER 4

Manage license reports 11

Refresh, view, print, and save license report 11

Work with license conversion worksheet 12

License Report tab 12

CHAPTER 5 Troubleshooting 17

Cannot tab through all fields in a dialog box on Apple Macintosh operating system 17

Obtaining the log file 17

Preface

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

- Purpose, page v
- Audience, page v
- Organization, page v
- Conventions, page vi
- 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 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 Unified Communications Manager License Count Utility.

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

- About Cisco Unified Communications Manager License Count Utility, page 1
- Cisco Unified Communications Manager License Count Utility features, page 1

About Cisco Unified Communications Manager License Count Utility

Cisco Unified Communications Manager 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 Cisco 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.

This application provides an external interface, which enable 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.

Before you upgrade to a Cisco Unified Communications Manager Release 9.0, download and run the latest version of the Cisco Unified Communications Manager License Count Utility, a nonintrusive tool that enumerates the available DLUs in the Unified CM cluster and without changing the state of the system, suggests the corresponding UCLs required.

Cisco Unified Communications Manager License Count Utility features

Cisco Unified Communications Manager 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 Unified Communications Manager License Count Utility

This section provides information about downloading and logging on to Cisco Unified Communications Manager 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 Unified Communications Manager 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 and 10.5 Java Runtime Environment (JRE) 1.6 or later, or the equivalent Java Development Kit (JDK)

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 UCT 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 Unified Communications Manager License Count Utility

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

Before You Begin

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

Procedure

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

This section provides information about managing your inventory with Cisco Unified Communications Manager 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 CM 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 Unified Communications Manager License Count Utility inventory before you can request a license report.

Before you begin

- Verify that the Unified CM server is installed and configured correctly.
- You have configured an administrator user on the Unified CM 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 Cisco Unified Communications Manager server. **Note** In a Unified CM cluster, you must add only the publisher node in the License Count Utility application.

Field	Description
User Name	The user name of the administrator of the Unified CM server.
Password	Password for the administrator.
Description (Optional)	A short description of the Unified CM server.

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

Step 4 Click **OK** to save the details and add the Unified CM server.
The Warning - Security dialog box appears when you add the Unified CM 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 CM server

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

Procedure

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

Step 2 To delete the Unified CM server, click **Delete**.

The confirmation message appears.

Step 3 Click **Delete** to delete the Unified CM 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
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**.
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.
Include in Report	Check this check box if you want the license report to include the Unified CM server.

CHAPTER 4

Manage license reports

Cisco Unified Communications Manager License Count Utility provides the license reports that you can use to monitor and track license information for the Cisco Unified Communications Manager devices. The license reports are displayed in plain text format and you can view them only from the License Report tab. You can also save or export the license reports.

This section provides information about following topics:

- Refresh, view, print, and save license report, page 11
- Work with license conversion worksheet, page 12
- License Report tab, page 12

Refresh, view, print, and save license report

You can generate and view 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.
The license usage for each Unified CM server is displayed.

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

Step 3 Perform other tasks in this dialog box as required:

a) To print the report, click **Print**. Set your printer options, and click **Print**.

b) To export the report, click **Save As**. When you are prompted to save, enter the filename in which you want to save the comma separated value (CSV) filtered data.

Work with license conversion worksheet

When you generate the license report for the Unified CM servers in the Clusters tab, the Licence Count Utility enumerates the available DLUs in the Unified CM cluster and, without changing the state of the system, suggests the corresponding UCLs required in the License Report tab.

You can then use the license conversion worksheet to calculate scenarios for upgrading and using the available Device License Units (DLUs). To display the recommended license count as User Connect Licenses (UCL) or Cisco Unified Workplace Licenses (CUWL), select the corresponding option from the Recommendation Mode drop-down list. You can either enter the new license count value or click the stepper button for each License Type to calculate the upgrade scenarios.

After you calculate the update license count, you can click **Run Compliance Check** to validate your calculations. The Compliance Check function calculates if the number of existing licenses are enough for your upgrade scenario or not.

You can add the number of licenses required for your upgrade scenario in the Adjust Recommended Count (+/-) column. In case, the number of existing licenses does not meet your upgrade needs, the Unused DLU's Remaining field displays a negative value. If you run a compliance check with the Unused DLU's Remaining field displaying a negative value, the compliance check fails.

Note The value in the Adjust Recommended Count field cannot be less than zero.

Procedure

Step 1 To refresh the license report, click **Refresh Report** on the **License Report** tab.

Step 2 Perform other tasks in this dialog box as required:

a) If you have selected the Recommendation Mode as CUWL License, specify the number of public space phones in your deployment to allocate user connect licenses instead of Cisco Unified Workplace Licenses.
b) To calculate the upgrade scenarios, you can either enter the Adjust Recommended Count value or click the stepper button.
c) To reset values in the **Adjust Recommended Count** field, click **Reset Values**.
d) To run compliance report, click **Run Compliance Check**.
e) To print the license conversion worksheet, click **Print**. Set your printer options, and click **Print**.
f) To export the license conversion worksheet, click **Save As**. When you are prompted to save, enter the filename in which you want to save the comma separated value (CSV) filtered data.

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**.
Save As	To export the license report, click **Save As**. When you are prompted to save, enter the filename in which you want to save the comma separated value (CSV) filtered data.
Print	To print the license report, click **Print**. Set your printer options, and click **Print**.
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.
Essential	Essential license is a User Connect License (UCL) type that covers call control for a single essential-level phone, such as a 3905, 6901 or analog device.
Basic	Basic license is a UCL type that covers IM/Presence and call control for a single basic-level phone, such as a 6921 or 6911, or essential-level phone.
Enhanced	Enhanced license is a UCL type that covers IM/Presence and call control for an enhanced-level phone, such as an E Series, 9900 or 8900, basic-level phone, or essential-level phone.
Advanced	Advanced license is a UCL type that covers IM/Presence and call control for up to two of the following devices: advanced-level phone, such as a Cius, EX Series or Jabber Desktop Client, enhanced level phone, basic-level phone, or essential-level phone.
CUWL Standard	CUWL standard license covers IM/Presence and call control for up to two of the following devices: advanced-level phone, such as a Cius, EX Series or Jabber Desktop Client, enhanced level phone, basic-level phone, or essential-level phone
CUWL Premium	CUWL premium license covers IM/Presence and call control for up to six phones of any model including Jabber Mobile Client.
CUWL Professional	CUWL standard license covers IM/Presence and call control for up to ten phones of any model including Jabber Mobile Client.

Setting	Description
Telepresence Room	Telepresence Room license type covers a single telepresence device and a single enhanced-level phone, such as an E Series, 9900 or 8900, basic-level phone or essential-level phone.
Unused DLUs	The unused Device License Units (DLUs) available for the Unified CM servers.

You can use the license conversion worksheet to calculate scenarios for upgrading and using the available Device License Units (DLUs). To calculate the license that you need to order, you must first select the recommended mode.

Table 4: Settings on the License Conversion Worksheet section

Setting	Description
Recommendation Mode	Specify if you want to display the recommended license count as User Connect Licenses (UCL) or Cisco Unified Workplace Licenses (CUWL).
Public Space Phones	Specify the number of public space phones in your deployment to allocate user connect licenses instead of Cisco Unified Workplace Licenses. This field appears only if you have selected the Recommendation Mode as CUWL License.
License Type	Displays the licence types supported.
Current Licence Usage	The minimum number of licenses required to cover all users and phones currently configured on the Unified CM servers included in this report.
Recommended License Count	The recommended number of licenses required to cover all users and phones currently configured on the Unified CM servers included in this report. The recommended values in this column will be displayed as CUWL or UCL licenses based on the selected Recommendation Mode.
Adjust Recommended Count (+/-)	Use this column to make adjustments to the recommended number of licenses. You can shift license counts between license types or increase the number of licenses in order to consume unused DLUs. The updated license count will appear in the New License Count column.
New License Count	The updated total number of licenses for a given licnes type based on the Recommended License Count and the changes that you have specified in the Adjust Recommended Count column.

Setting	Description
DLUs Per License	The number of DLUs consumed by a single license of a given license type. Device license units are assigned to each device that is connected to Cisco Unified Communications Manager. Each device is assigned a unit number based on the type and capabilities of the device. Devices with more complex and high-end capabilities are assigned a higher number of units.
DLU Changes (+/-)	The increase or decrease in number of DLUs consumed for a given license type based on your adjustments. The DLU changes is calculated as the value of Adjust Recommended License Count and the DLUs per license.
Run Compliance Check	To run compliance report that will validate the value that you have entered, click **Run Compliance Check**.
Reset Values	To reset values in the Adjust Recommended Count (+/-) field, click **Reset Values**.
Unused DLU's Remaining	The unused Device License Units (DLUs) available.

CHAPTER 5

Troubleshooting

This section provides troubleshooting information for Cisco Unified Communications Manager Licence Count Utility.

- Cannot tab through all fields in a dialog box on Apple Macintosh operating system, page 17
- 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 Unified Communications Manager Licence Count Utility from the following directory:

\<userid>\UserCountTool\com\cisco\uct\log4j\

INDEX

A

add Unified CM server 7

G

gathering customer data before deployment 4

L

logging on to UCT 4

R

refresh, view, print, and save license report 11

V

view or change communications manager server properties 8

W

working with license conversion worksheet 12