

Unity Connection 9.x Licensing

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Introduction

This document describes the ordering, installing and maintain of licenses for the Cisco Unity Connection 9.x release of the product.

Included are the various scenarios that the customers would encounter in the process of installing, upgrading or migrating their Cisco UC Messaging solutions.

Executive Summary

The Cisco Unity Connection 9.0(1) release revamps how licensing works in the product. With the 9.0(1) release, the Enterprise License Manager (ELM) server manages the licenses. To use the licensed features on Cisco Unity Connection, the valid licenses for the features must be installed on the Enterprise License Manager (ELM) server and Connection must communicate with the ELM server to validate its licenses.

The ELM server provides centralized, simplified, and enterprise-wide management of user-based licensing. It may run co-resident on the Unity Connection server or may run centralized to manage licenses from multiple Cisco Unity Connection and Cisco Unified Communication Manager servers

In Cisco Unity Connection 9.0(1), the “Basic Messaging” user license enables all features except:

- SpeechView
- SpeechView Professional

In addition, users can add the following licensed features:

- Speech Connect Guest
- Speech Connect Port (no additional charge)

In Cisco Unity Connection 9.1(1), the “Enhanced Messaging” user license was added. This includes all the “Basic Messaging” user functions plus the ability to configure a standby mailbox at a branch office as part of a Survivable Remote Site Voicemail (SRSV) deployment. Both “Basic Messaging” and “Enhanced Messaging” user licenses can be installed at the same time on the same Cisco Unity Connection server.

Scenarios

Adding new licenses to a Unity Connection 9.x server.

- 1) Order new Users from the Cisco Commerce Workspace ([CCW](#))
 - a) Choose L-UNITYCN9-LIC-UPG SKU
 - b) Configure the number of User Licenses.
 - c) Once ordered, the licenses will be delivered via email which will include the Product Activation Key (PAK) that is required in the following steps.
- 2) Use the ELM Add Licenses wizard to add new licenses using Unity Connection as the Product. - [Adding License Wizard Steps](#)
- 3) Generate a license request from the ELM. - [Generate License Request Steps](#)
- 4) Go to the [Cisco License Registration](#) site, enter your PAK ID and upload the License Request file in order to receive your license file via email
- 5) Install the licenses - [Install License Steps](#)

Upgrading pre 9.0 Unity Connection to Unity Connection 9.x non-UCSS

- 1) Check the [CUCSPL](#) to ensure the target platform or virtual machine will install the Unity Connection version.
- 2) Order an upgrade from the Cisco Commerce Workspace ([CCW](#))
 - a. Choose UNITYCN9-VUP-K9
 - b. Configure the number of user licenses
- 3) Upgrade the Unity Connection software to the 9.x release. The license data from the installed image will be migrated over to the new software but it is not fulfilled yet. **Note:** The migration takes into account only the license files that are installed on the server.
- 4) Add the 9.0 Unity Connection to an ELM instance - [Add Product instance steps](#)
- 5) Migrate the Unity Connection licenses using the Migrate license wizard - [Migrate licenses Steps](#)
- 6) Install the licenses - [Install License Steps](#)

Upgrading pre 9.0 Unity Connection to Unity Connection 9.x via UCSS

- 1) Check the [CUCSPL](#) to ensure the target platform or virtual machine will install the Unity Connection version.
- 2) Order the upgrade via the Product Upgrade Tool (PUT)
 - a. Choose product number UNCN9-VER-VUP-K9=
- 3) Upgrade the Unity Connection software to the 9.x release. The license data from the installed image will be migrated over to the new software but

it is not fulfilled yet. **Note:** The migration takes into account only the license files that are installed on the server.

- 4) Add the 9.x Unity Connection to an ELM instance - [Add Product instance steps](#)
- 5) Migrate the Unity Connection licenses using the Migrate license wizard - [Migrate licenses Steps](#)
- 6) Install the licenses - [Install License Steps](#)

Upgrading Unity to Unity Connection 9.x non-UCSS

- 1) Check the [CUCSPL](#) to ensure the target platform or virtual machine will install the Unity Connection version.
- 2) Order an upgrade from the Cisco Commerce Workspace ([CCW](#))
 - a. Choose UNITYCN9-VUP-K9
 - b. Configure the number of user licenses
- 3) Export the licensing data from the Unity software using the [COBRAS Tool](#).
Note: The migration takes into account only the license files that are installed on the server.
- 4) Install the Unity Connection 9.x software. Import the COBRAS data from the Unity software. The license data from the Unity software will be migrated over to the new software but it is not fulfilled yet.
- 5) Add the 9.x Unity Connection to an ELM instance - [Add Product instance steps](#)
- 6) Migrate the Unity Connection licenses using the Migrate license wizard - [Migrate licenses Steps](#)
- 7) Install the licenses - [Install License Steps](#)

Upgrading Unity to Unity Connection 9.x via UCSS

- 1) Check the [CUCSPL](#) to ensure the target platform or virtual machine will install the Unity Connection version.
- 2) Order the upgrade via the Product Upgrade Tool (PUT)
 - a. Choose product number UNCN9-VER-VUP-K9=
- 3) Export the licensing data from the Unity software using the [COBRAS Tool](#).
Note: The migration takes into account only the license files that are installed on the server.
- 4) Install the Unity Connection 9.x software. Import the COBRAS data from the Unity software. The license data from the Unity software will be migrated over to the new software but it is not fulfilled yet.
- 5) Add the 9.x Unity Connection to an ELM instance - [Add Product instance steps](#)
- 6) Migrate the Unity Connection licenses using the Migrate license wizard - [Migrate licenses Steps](#)
- 7) Install the licenses - [Install License Steps](#)

Migrating pre 9.0 licenses that were never fulfilled earlier

If there are pre 9.0 licenses that were not installed on a server that was migrated to a Cisco Unity Connection 9.x server follow one of these paths:

- 1) If possible, fulfill the licenses on a pre 9.0 server and then migrate to a 9.x release.
- 2) If not possible to do step 1, then the licenses have to be manually migrated. Send an email to vtglicensingops@external.cisco.com with all the details. The migration process can take a few days.

Understanding CUWL license fulfillment

CUWL Messaging licenses need to be explicitly added to the ELM.

E.g. Customer is using a central ELM for both Cisco Unified Communication Manager and Cisco Unity Connection licenses. If they fulfill and install the CUCM CUWL licenses, it does not automatically add in the Messaging entitlements. The messaging CUWL licenses need to be fulfilled and added separately.

Resources

Training VOD for the license changes in the 9.0(1) release. -

http://ciscounitytools.com/Training/Connection/CUC9_01.html

Training VOD for the license changes in the 9.1(1) release -

http://www.ciscounitytools.com/Training/Connection/CUC9_1.html

Users Guide for the Enterprise License Manager -

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html

Cisco Unity Connection 9.x Ordering Guide -

http://www.cisco.com/web/partners/downloads/partner/WWChannels/technology/ipc/downloads/messaging_ordering_guide.pdf