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### Applicable to 2.3 releases

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Are 2.3 and 2.4 licenses interchangeable?

Are 2.3 and 2.4 licenses interchangeable?

#### Resolution

2.3 and 2.4 licenses are not interchangeable. Licenses from before 2.4 will not work on a system after 2.4. Licenses must be re-generated for 2.4 and beyond.

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### Applicable to 2.4 release onwards

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Are 2.4 and 2.5 licenses interchangeable?

Are 2.4 and 2.5 licenses interchangeable?

#### Resolution

Licenses from 2.4 will work on a 2.5 system.

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What are the different licensing modes offered by the CUAE?

What are the different licensing modes offered by the CUAE?

#### Resolution

## CUAE\_-\_Troubleshooting\_Cisco\_Unified\_Application\_Server\_Licensing

The following are the Application Server licensing modes offered by the CUAE, in increasing order of resources granted:

- SDK Mode
  - Small Env Mode (Script Instances - 8)
  - Small Env Mode (Script Instances - 16)
  - Standard Mode (Script Instances - 25; maximum 50)
  - Enhanced Mode (Script Instances - 50; 100 maximum)
  - Premium Mode (Script Instances - 100, 9999 maximum)
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**What is the default licensing mode applied to the CUAE?**

What is the default licensing mode applied to the CUAE?

### **Resolution**

SDK Mode is the default installation with no additional licenses applied. This version will auto-license itself with a small number of resources so it is ready to use right away. Once any license is applied, whether it is for the application server or the media engine, all components on that server will no longer be in SDK mode. It is possible to revert back to 'SDK mode' by removing all licenses and restarting the media engine.

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**How can I revert back to SDK licensing mode?**

How can I revert back to SDK licensing mode?

### **Resolution**

It is possible to revert back to 'SDK mode' by removing all licenses and restarting the media engine.

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**How do I determine the current usage statistics of a resource**

Is there a method I can call to determine the current usage statistics of a resource?

### **Resolution**

In 2.5, you can use the management API to get the license information. `getActiveLicense` API will give you the current usage stats of the resource (ex. Application) that you specify.

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**License does not work after few re-tries**

When I run my application, after a few tries, I seem to run out of licenses.

### **Resolution**

Ensure that your application is releasing resources correctly by use of properly placed `Endscript` actions.

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**How to view the resource details of an applied license**

Where can I view the resource details for the license I've applied?

What are the different licensing modes offered by the CUAE?

## Resolution

You can view these details at **System> License Management** on the CUAE admin console.

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### License does not apply after a fresh upload

I have uploaded a license to my CUAE, but it doesn't seem to be applied.

## Resolution

Ensure that the MAC address in the license file is the correct one, and that it is in Upper Case.

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### How to edit a license file

Can I edit my license file. For example, can I change the MAC ID on it?

## Resolution

No, that will make the file invalid.

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### Where can I find license related logs?

Where can I find license related logs?

## Resolution

C:\Program Files\Cisco Systems\Unified Application Environment\LicenseServer\flexlm.log on the CUAE server.

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### How do I ascertain that my license has expired?

How do I ascertain that my license has expired?

## Resolution

Go to **System > License Management** on CUAE admin page. The License Mode will be shown to be SDK.

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### Where is the uploaded license stored?

Where is the uploaded license stored?

## Resolution

C:\Program Files\Cisco Systems\Unified Application Environment\LicenseServer\Licenses\ on the CUAE server.

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