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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 CUME?**

What are the different licensing modes offered by the CUME?

#### Resolution

The following are the different licensing modes offered by the CUME in increasing order of resources granted:

- SDK Mode
- Media SmallEnv Mode (max media resources: 8)

- Media SmallEnv Mode (max media resources: 16)
  - Media Mode (max media resources: 240)
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What is the default licensing mode applied to the CUME?

What is the default licensing mode applied to the CUME?

### 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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### mms.log file records entries that are not in accordance with the media license file resources

I see the following error in my logs : AVR (CSP) media resources exhausted Further, on reboot, the mms.log file records the following entry, that is not in accordance with the media license file resources:

RESX licensed resources follow:

RESX G711 connections . . . . . 1

RESX G729 low-bitrate resources 0

RESX voice resources . . . . . 1

RESX conference resources . . . 32

RESX text-to-speech ports . . . 1

RESX continuous speech resources 0

### Resolution

The RESX values referenced are exactly those which manifest after a faulty CUAE installation. A fresh install is needed to resolve the issue.

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### SDK License not available

I have applied an SDK license to my media engine, and the available licenses depicted on the cuae admin interface reflect this. However, application logs show the following: Info: **MCP Resources available for LocalMedia (cuae): ip=1(1) v=1(1) c=6(6) l=0(0)** I am unable to use more than one RTP port at a time.

### Resolution

- Ensure that licenses are not being held up by other application instances holding media resources.

## CUAE\_-\_Troubleshooting\_Cisco\_Unified\_Media\_Engine\_Licensing

- Ensure that the Dialogic HMP media engine is not using the default license that allows only 1 RTP stream. This will require applying the correct license. If that doesn't work either, it indicates a faulty install. A fresh install will be required to resolve the issue.
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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?

### 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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