Main page: Cisco Unified Presence, Release 7.x

Contents

- 1 Previous Topic
- 2 Generating a License Unit Report
  - 2.1 Related Topics
- 3 Finding Licensed Users
  - 3.1 Procedure
  - 3.2 Related Topics
- 4 Locating Duplicate Licensed Users
  - 4.1 Procedure
  - 4.2 Related Topics
- 5 How to Manage Server License Requirements
  - 5.1 Obtaining a Server License for a New Installation
    - 5.1.1 Before You Begin
    - 5.1.2 Procedure
    - 5.1.3 Troubleshooting Tips
    - 5.1.4 Related Topics
    - 5.1.5 What To Do Next
  - 5.2 Uploading the Server License File to Cisco Unified Presence
    - 5.2.1 Before You Begin
    - 5.2.2 Restrictions
    - 5.2.3 Procedure
    - 5.2.4 Troubleshooting Tips
    - 5.2.5 Related Topics

Previous Topic

- Configuration and Maintenance of Cisco Unified Presence

Before configuring user or server licenses, read about licensing requirements for Cisco Unified Presence and Cisco Unified Personal Communicator in the *Deployment Guide for Cisco Unified Presence.* This document contains best practice information.

- Generating a License Unit Report
- Finding Licensed Users
- Locating Duplicate Licensed Users
- How to Manage Server License Requirements

Generating a License Unit Report

You can use the license unit report tool to view the total license capacity and the number of licenses in use. Select **System > Licensing > License Unit Report** in Cisco Unified Presence Administration to access the report.

The report lists the total number of available licenses by:

◊ Units Available ? total number of units currently available

◊ Units Used ? total number of units currently used

◊ Units Remaining ? total number of units currently remaining

◊ Permanent ? whether this is a temporary license or not. If Cisco Unified Presence is operating in Evaluation licensing mode, the Presence Engine (PE) and Proxy nodes are listed as Temporary. In Production mode, servers are listed as Permanent.

◊ Days to Expiry ? number of days before the temporary license expires. If Cisco Unified Presence is operating in Evaluation mode, the report shows the number of days remaining to the evaluation expiry date. If the 90-day evaluation period has already passed, or Cisco Unified Presence is in Production mode, the days to expiry is zero.

Note: See the *Licensing Warning(s)* message, in Cisco Unified Presence Administration, for the current licensing status during and after the trial evaluation period. To move Cisco Unified Presence to Production mode before or after Evaluation mode ends, upload the server license file to Cisco Unified Presence.

Related Topics

- Cisco Unified Presence Licensing Modes
- See the *Deployment Guide for Cisco Unified Presence* for information about Cisco Unified Presence licensing modes
- Getting More Information

Finding Licensed Users

You can view and query licensed and unlicensed users in the Cisco Unified Presence cluster, or run advanced queries on users of specific client applications including:

- Licensed Cisco Unified Presence-Displays all licensed users of Cisco Unified Presence.
- Licensed Cisco Unified Personal Communicator- Displays all licensed users of Cisco Unified Personal Communicator.
- Logged-In Cisco Unified Personal Communicator-Displays all active or signed-in users of Cisco Unified Personal Communicator.
- Logged-In Third-Party API- Displays all active or signed-in users of third party APIs.

- Assigned Desk Phone Control-Displays all users who are assigned desk phone control capability

Procedure

1. Select **User Management > End User**.

2. Select one of the following criteria from the Find list box in the End User Information window:

   ◊ Licensed Cisco Unified Presence
   ◊ Licensed Cisco Unified Personal Communicator

3. Perform one of the following actions to locate a licensed user:

If you want to search for:	Action
A particular licensed user or users	1. Specify the appropriate search text, if applicable. 2. Select **Find**.
All licensed users that are registered in the database	Select **Find** without entering any search text.

4. Perform the following actions when the list of discovered licensed users displays:

   ◊ Review the Search Results parameters, as described in the table below.

Parameter	Description
User ID	Displays the User ID **Note:** You can create users in Cisco Unified Communications Manager but not in Cisco Unified Presence.
Primary Extension	Displays the primary extension that is associated with this user
Devices	Displays a link to the total number of contacts that are associated with this user. To display a popup window that contains a list of the devices, select the link.
Contacts	Displays a link to the total number of contacts that are associated with this user as a link. To display a popup window that contains a list of the contacts, select the link. Users can add contacts on the Cisco Unified Presence End-User Contacts window.
Watchers	Displays the total number of watchers that are associated with this user. To display a popup window that contains a list of the watchers, select the link. **Note:** Watchers represent users who have this particular user on their contact lists, so, in effect, they are watching this user.
Licensed UPC	Displays a black check mark if this user is licensed to use Cisco Unified Personal Communicator
Desk Phone Control-Enabled	Displays a black check mark if this user is allowed to use the desk phone control feature

5. Select **Devices** to view the devices that are associated with a user.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

Locating Duplicate Licensed Users

Procedure

You can determine which users are licensed on more than one Cisco Unified Presence cluster. Cisco Unified Presence displays the number of users that are duplicated and reports status information by User ID. Either:

- Select **User Management > End User**.
- Select **Diagnostics > System Dashboard**.

Related Topics

- Getting More Information

How to Manage Server License Requirements

- Obtaining a Server License for a New Installation
- Uploading the Server License File to Cisco Unified Presence

Obtaining a Server License for a New Installation

You can obtain a license file for a new installation of Cisco Unified Presence. Cisco.com generates a license file with the number of unit licenses that you request and sends it to you via email using the email address that you provide.

Before You Begin

When you place an order for Cisco devices, Cisco provides a Product Authorization Key (PAK). The PAK provides the software activation key and the license file. Ensure that you know the PAK.

Procedure

1. Register the PAK that you received with Cisco Unified Presence using the License Registration web tool that is provided on Cisco.com.
2. Enter the following details:
   - MAC address of the Cisco Unified Presence server for which you are requesting the licenses
   - A valid email address.
   - The number of servers and devices for which you want licenses.
3. Upload the license file to the server with the matching MAC address that you provided in the step above.

Troubleshooting Tips

- To update the licenses when you buy new phones, go to the License Registration web tool that is provided on Cisco.com and follow the Steps 2 through 3 in the procedure above.
- The license file is uploaded into the database only if the version that is specified in the license file is greater than or equal to the Cisco Unified Presence version that is running in the cluster. If the version check fails, an alarm is generated. You must obtain a new license file with the correct version. The system bases the version check only on major releases.
- The license that you upload on the Cisco Unified Presence server covers service activation for the Presence Engine and Proxy services. You must also upload user licenses on the associated Cisco Unified Communications Manager server to cover Cisco Unified Presence and Cisco Unified Personal Communicator users.
- You can use the licenses that are specified in the license file only within the cluster on which the license file is uploaded.

Related Topics

- Getting More Information

What To Do Next

Uploading the Server License File to Cisco Unified Presence

Uploading the Server License File to Cisco Unified Presence

Note: This section is only applicable if you are configuring the Cisco Unified Presence *publisher* node. You only need to upload the Cisco Unified Presence server license file on the publisher node of a Cisco Unified Presence cluster. The license file contains the number of Cisco Unified Presence servers in a cluster that are licensed to the customer.

Before You Begin

- Upload the Cisco Unified Presence user licenses on Cisco Unified Communications Manager, and assign Cisco Unified Presence capabilities to these users.
- Obtain a server license for a new installation.

Restrictions

License files must have a .lic suffix.

Procedure

1. Select **System > Licensing > License File Upload**.
2. Select **Upload License File**.
3. Locate the file on your local computer.
4. Select **Upload**.

Troubleshooting Tips

- The license file is uploaded into the database only if the version that is specified in the license file is greater than or equal to the Cisco Unified Presence version that is running in the cluster. If the version check fails, an alarm is generated. You must obtain a new license file with the correct version. The system bases the version check only on major releases.
- Verify that the license file has uploaded correctly by confirming the license file is listed in the existing licenses menu on the License File Upload screen. Select the license file in the existing license file menu, and select **View File**.

Related Topics

- Getting More Information