

# Enable Specific License Reservation for CUCM Version 12.5

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## Introduction

This document describes the Specific License Reservation for Cisco Unified Communications Manager (CUCM) version 12.5.


## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- CUCM version 12.5

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 **Note:** In order to get the Specific license reservation option enabled for your account, please open a case with the Licensing team.

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### Components Used

The information in this document is based on Cisco Call Manager version 12.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Background Information

Specific License Reservation is a feature that is used in highly secure networks. It provides a method for you to deploy a software license on a device (Product Instance - Unified Communications Manager) without

communicating usage information.


You can specify and reserve perpetual or term-based licenses against the Unified Communications Manager product. After the authorization code is exchanged, regular product synchronization is not required until there are changes in the reservation. Reserved licenses remain blocked in Cisco Smart Software Manager unless released from the product with a return code.

This feature is available through CLI, there is no GUI option available as of now.

## Product Instance Evaluation Mode

After installation, the Unified Communications Manager runs under the 90-day evaluation period. At the end of the evaluation period, the Unified Communications Manager does not allow the addition of new users or devices until registered with Cisco Smart Software Manager or Cisco Smart Software Manager satellite.

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 **Note:** The evaluation period is before the product is registered.

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## Procedure

This is the procedure to enable Specific License Reservation Feature:

Step 1. The device is not connected to the internet and is in the unregistered state.

Step 2. Use the CLI to enable the feature and get a License Reservation request code.

```
admin:license smart reservation enable
```

```
License reservation mode is enabled successfully.
```

```
admin:license smart reservation request
```

```
P:UCM,S:cc920,U:e53fc968-0253-4d61-a355-ba908a6cc920 --> UDI
```

Step 3. Log into CSSM (Cisco cloud service) and enter the reservation code.

## Smart Software Licensing

[Feedback](#) [Support](#) [Help](#)[Alerts](#) | [Inventory](#) | [Convert to Smart Licensing](#) | [Reports](#) | [Preferences](#) | [Satellites](#) | [Activity](#)Questions About Licensing?  
[Try our Virtual Assistant](#)Virtual Account: [TAC-CollabTesting](#)2 Major | [Hide Alerts](#)

General Licenses Product Instances Event Log

Available Actions Manage License Tags License Reservation... Show License Transactions Search by License

By Name By Tag

Advanced Search

License	Billing	Purchased	In Use	Balance	Alerts	Actions
Emergency Responder User License (12.x)	Prepaid	6	3	+ 3		Actions
UC Manager Basic License (12.x)	Prepaid	15	14	+ 1		Actions

### Smart License Reservation

STEP 1 Enter Request Code | STEP 2 Select Licenses | STEP 3 Review and confirm | STEP 4 Authorization Code

You can reserve licenses for product instances that cannot connect to the Internet for security reasons. You will begin by generating a Reservation Request Code from the product instance. To learn how to generate this code, see the configuration guide for the product being licensed.

Once you have generated the code:

- 1) Enter the Reservation Request Code below
- 2) Select the licenses to be reserved
- 3) Generate a Reservation Authorization Code
- 4) Enter the Reservation Authorization Code on the product instance to activate the features

Reservation Request Code:

To learn how to enter this code, see the configuration guide for the product being licensed

Step 4. Select the licenses that have to be purchased, and you want to reserve for this device.

Step 5. An authorization code is generated which contains a list of entitlement tags and counts that are allowed to be used on the product instance.

Step 6. Take this authorization code back to the product instance and use the CLI to install it.

## Smart License Reservation



STEP 1 ✓

Enter Request Code

STEP 2 ✓

Select Licenses

STEP 3 ✓

Review and confirm

STEP 4

Authorization Code

Enter this code into the Smart Licensing settings for the product, to enable the licensed features.

### Product Instance Details

Product Type:	UCL
UDI PID:	UCM
UDI Serial Number:	cc920
UUID:	e53fc968-0253-4d61-a355-ba908a6cc920

Authorization Code:

```
<specificPLR><authorizationCode><flag>A</flag><version>C</version><piid>6ca07f56-145c-4ace-bdc2-40417fd49d47</piid><timestamp>1552292522579</timestamp><entitlements>
<entitlement><tag>regid.2017-02.com.cisco.UCM_CUWL,12.0_cc59375a-1cd8-4b36-8366-6f4d2abba965</tag><count>5</count><startDate></startDate></endDate></endDate>
<licenseType>PERPETUAL</licenseType><displayName>UC Manager CUWL License (12.X)</displayName><tagDescription>UC Manager CUWL License (12.X)</tagDescription>
<subscriptionID></subscriptionID></entitlement><entitlement><tag>regid.2016-07.com.cisco.UCM_EnhancedPlus,12.0_d8372792-588c-4caa-b279-8587e5ce2f82</tag><count>5</count>
<startDate></startDate></endDate></endDate><licenseType>PERPETUAL</licenseType><displayName>UC Manager Enhanced Plus License (12.x)</displayName><tagDescription>UC Manager
Enhanced Plus License</tagDescription><subscriptionID></subscriptionID></entitlement></entitlement></specificPLR>
```

To learn how to enter this code, see the configuration guide for the product being licensed

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Close

admin:license smart reservation install

```
<#root>
```

```
license smart reservation install
```

```
"<specificPLR><authorizationCode><flag>A</flag><version>C</version><piid>6ca07f56-145c-4ace-bdc2-40417fd49d47</piid><timestamp>1552292522579</timestamp><entitlements>
S:cc920,U:e53fc968-0253-4d61-a355-ba908a6cc920</udi></specificPLR>"
```

Authorization code installed successfully.

Step 7. If you need to get more licenses for your product instance, you can do it from the CSSM portal to update the reserved license and get a new authorization code.

Copy the authorization code to the production instance and execute the license smart reservation install **<authorization-code>** command to install.

Confirmation code is generated on the product after the authorization code is successfully installed. Copy the confirmation code to the CSSM and enter to complete the reservation update.

Name	Product Type	Last Contact	Alerts	Actions
<a href="#">ccm12pub</a>	UCL	2018-Dec-23 23:19:23		<a href="#">Actions</a> ▾
<a href="#">cer</a>	UCL	2019-Mar-10 12:30:28		<a href="#">Actions</a> ▾
<a href="#">cucm125pub.cisco.com</a>	UCL	2019-Feb-04 18:39:34		<a href="#">Actions</a> ▾
<a href="#">cucm125pub.cisco.com</a>	UCL	2019-Jan-27 09:14:45		<a href="#">Actions</a> ▾
<a href="#">cucm12mp</a>	UCL	2019-Mar-09 15:53:50		<a href="#">Actions</a> ▾
<a href="#">divyacucm12</a>	UCL	2019-Mar-11 07:29:26		<a href="#">Actions</a> ▾
<a href="#">prema1try</a>	UCL	2018-Dec-25 00:24:48		<a href="#">Actions</a> ▾
<a href="#">UDI_PID:UCM; UDI_SN:707a0;</a>	UCL	2019-Mar-09 15:22:43		<a href="#">Actions</a> ▾
<a href="#">UDI_PID:UCM; UDI_SN:cc920;</a>	UCL	2019-Mar-11 08:22:02 (Reserved Licenses)		<a href="#">Actions</a> ▾

- Transfer...
- Update Reserved Licenses...
- Remove...
- Rehost Licenses from a Failed Product...

<#root>

license smart reservation install

"<specificPLR><authorizationCode><flag>A</flag><version>C</version><pid>6ca07f56-145c-4ace-bdc2-40417f6

### Update License Reservation

STEP 1 ✓

Select Licenses

STEP 2 ✓

Review and confirm

STEP 3

Authorization Code

✓ The Reservation Authorization Code below has been generated for this product instance. Several steps remain:

1. This code must be entered into the Product Instance's Smart Licensing settings to complete the reservation.
2. When the code has been entered, a Reservation Confirmation Code will be generated.
3. To release licenses in transition, enter confirmation code generated by device into CSSM.

Authorization Code:

```

<specificPLR><authorizationCode><flag>A</flag><version>C</version><pid>6191f5e5-319e-41ff-abba-be220ea4b2e1</pid><timestamp>1595405336190</timestamp><entitlements>
<entitlement><tag>regid.2017.02.com.cisco.UCM_CUWL.12.0_cc59375a-1cd8-4b36-8366-6f4d2abba965</tag><count>1</count><startDate>2020-Mar-04 UTC</startDate><endDate>2020-
Aug-31 UTC</endDate></licenseType>TERM</licenseType><displayName>UC Manager CUWL License (12 X)</displayName></tagDescription>UC Manager CUWL License</tagDescription>
</subscriptionID></subscriptionID></entitlement><entitlement><tag>regid.2016.07.com.cisco.UCM_Enhanced.12.0_66d0d1cf-4863-4761-91d0-d01d3eb1949a</tag><count>1</count>
<startDate></startDate><endDate></endDate></licenseType>PERPETUAL</licenseType><displayName>UC Manager Enhanced License (12 x)</displayName></tagDescription>UC Manager
Enhanced License</tagDescription></subscriptionID></subscriptionID></entitlements></authorizationCode><signature>MEQCIFDLpw4k+0O+Zr3bp
/ucJ3KNyKVGdGumUvN0BuGyvi9JAiBcB6O+c2GxA52FufiAIZdVhHz9xcVbbr/raWoavm9Hmw=</signature><ud>P UCM,S edb16,U d9a2c661-8fe1-4ce7-9e6f-bbc68a3edb16</ud>

```

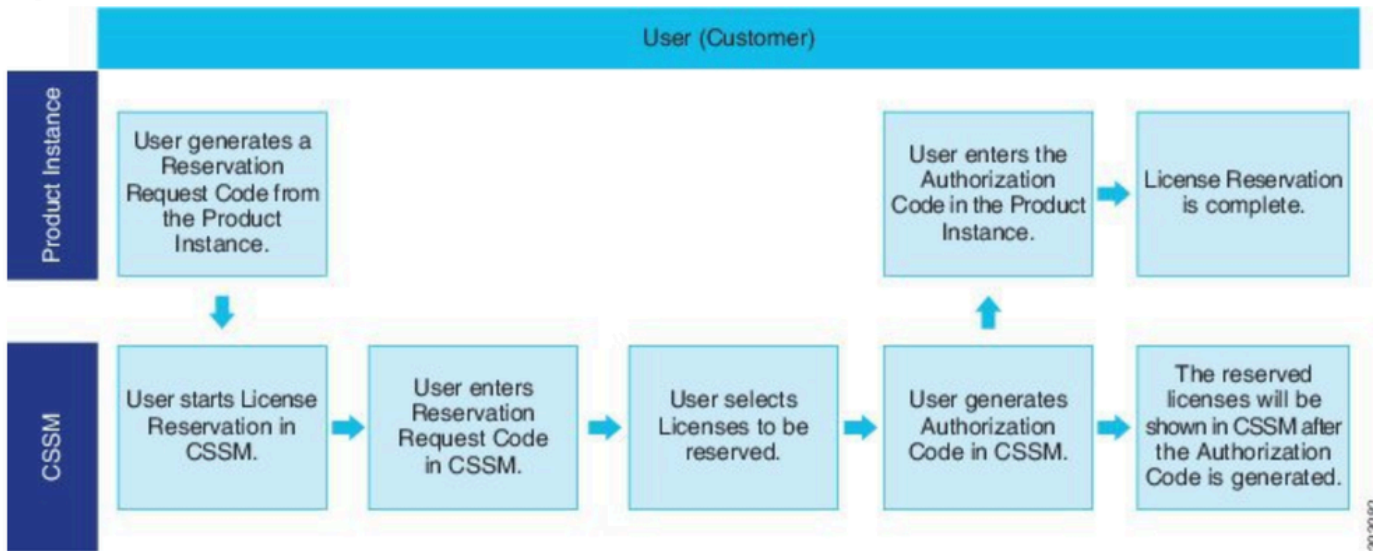
To learn how to enter this code, see the configuration guide for the product being licensed

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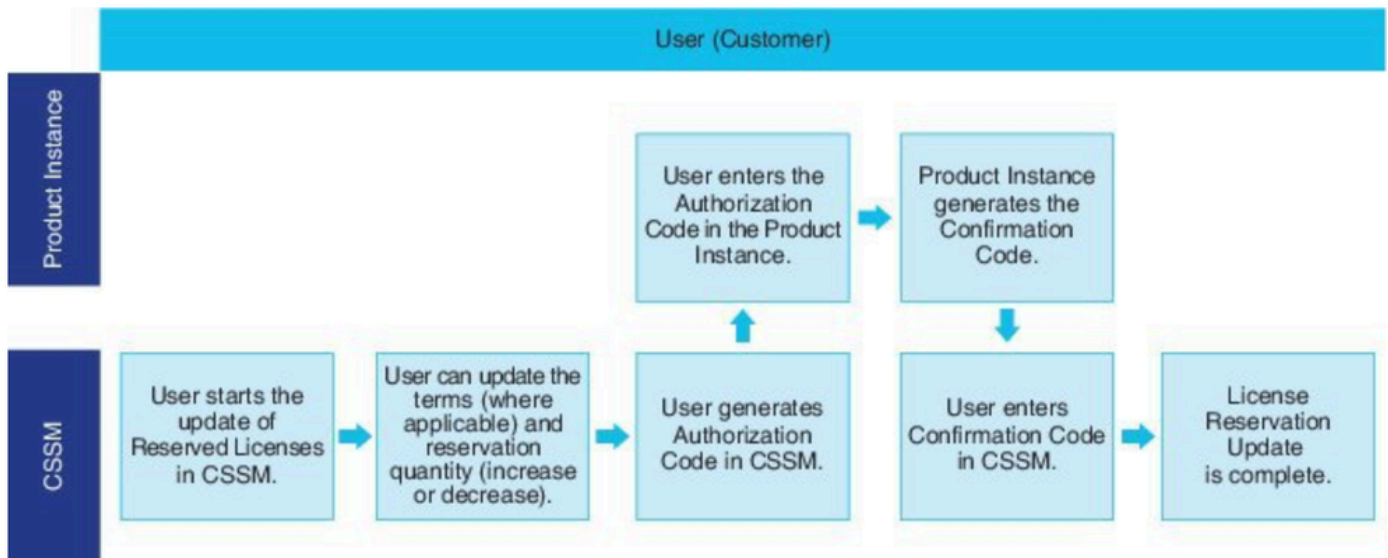
Enter Confirmation Code

Close

**Figure 1. Reserve Licenses**



**Figure 2. Update Reserve Licenses**



## Verify

In this image, you get to see CUCM GUI with Smart License Reservation enabled.

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

### License Management

**Smart Software Licensing**

Registration Status ✔ [Registered - Specific License Reservation](#) (Monday, March 11, 2019 1:55:22 PM IST)  
 License Authorization Status ✔ [Authorized - Reserved](#) (Monday, March 11, 2019 1:55:22 PM IST)  
 Export-Controlled Functionality Allowed  
 Licensing Mode Enterprise

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**License Usage Report**

*i* Below is a summary of current license usage on the system. Current usage details for each type are available by pressing "Update Usage Details". Note that collecting these data is a resource intensive process and may take several minutes to complete.  
[View All License Type Descriptions And Device Classifications](#)

[Update Usage Details](#) Usage Details Last Updated: 2019-03-11 13:59:22


**License Requirements by Type**

License Type	Current Usage	Status	
CUWL	0	<span style="color: green;">✔</span> No Licenses in Use	<a href="#">Users( 0 )   Unassigned Devices( 0 )</a>
Enhanced Plus	0	<span style="color: green;">✔</span> No Licenses in Use	<a href="#">Users( 0 )</a>
Enhanced	5	<span style="color: green;">✔</span> Authorized-Reserved	<a href="#">Users( 0 )   Unassigned Devices( 5 )</a>
Basic	1	<span style="color: green;">✔</span> Authorized-Reserved	<a href="#">Users( 0 )   Unassigned Devices( 1 )</a>
Essential	0	<span style="color: green;">✔</span> No Licenses in Use	<a href="#">Users( 0 )   Unassigned Devices( 0 )</a>
TelePresence Room	0	<span style="color: green;">✔</span> No Licenses in Use	<a href="#">Users( 0 )   Unassigned Devices( 0 )</a>

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**Users and Unassigned devices**

Users	0	<a href="#">View Usage Report</a>
Unassigned Devices	6	<a href="#">View Usage Report</a>

 **Note:** De-register of product instance cannot work in case of Smart License Reservation Feature. You can always return the license with the commands listed here, depending upon the scenarios.

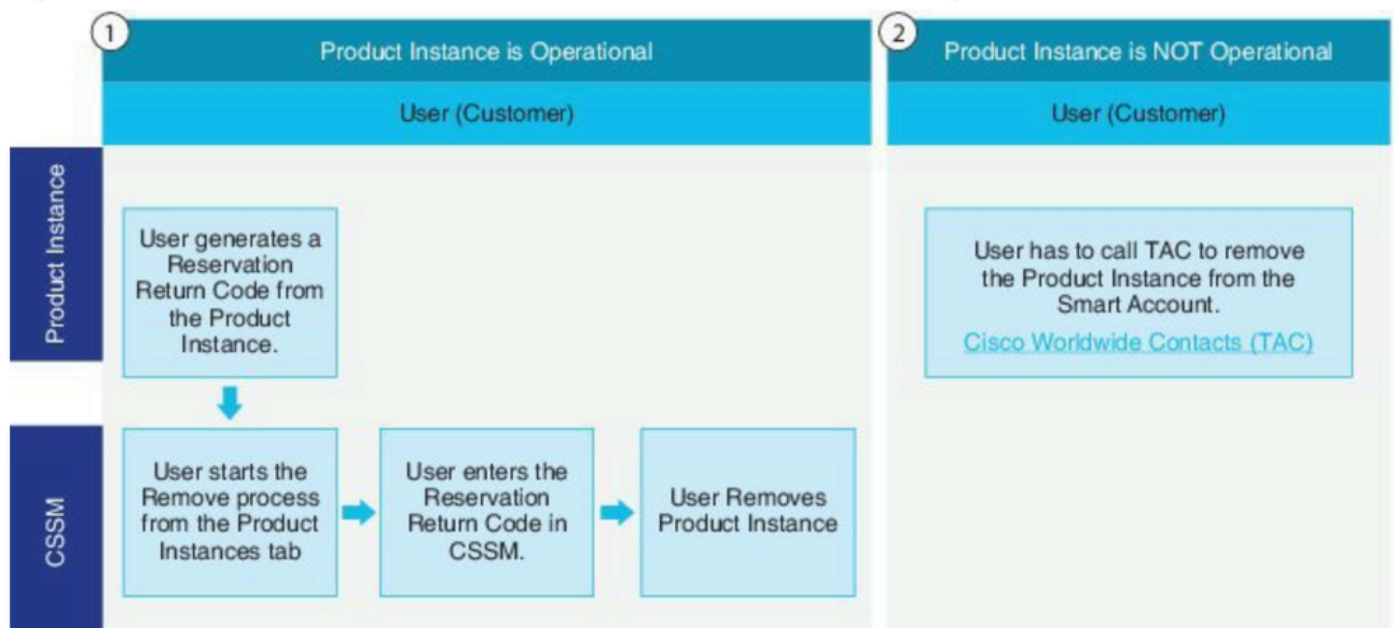
## Remove Licenses or Product Instance

When licenses are reserved on a Product Instance (Unified Communications Manager), there are two ways to remove the product from the smart account and release all the licenses that are reserved for that Product Instance (Unified Communications Manager).

Product Instance is operational (graceful removal): You can return the Specific License Reservation authorization by creating a Reservation Return code on the Product Instance (which removes the Authorization Code) and then enter the Reservation Return code into Cisco Smart Software Manager.

Product Instance is not operational (failure/RMA or due to the VM/container destroyed): You must contact TAC, who can remove the Product Instance from their smart account.

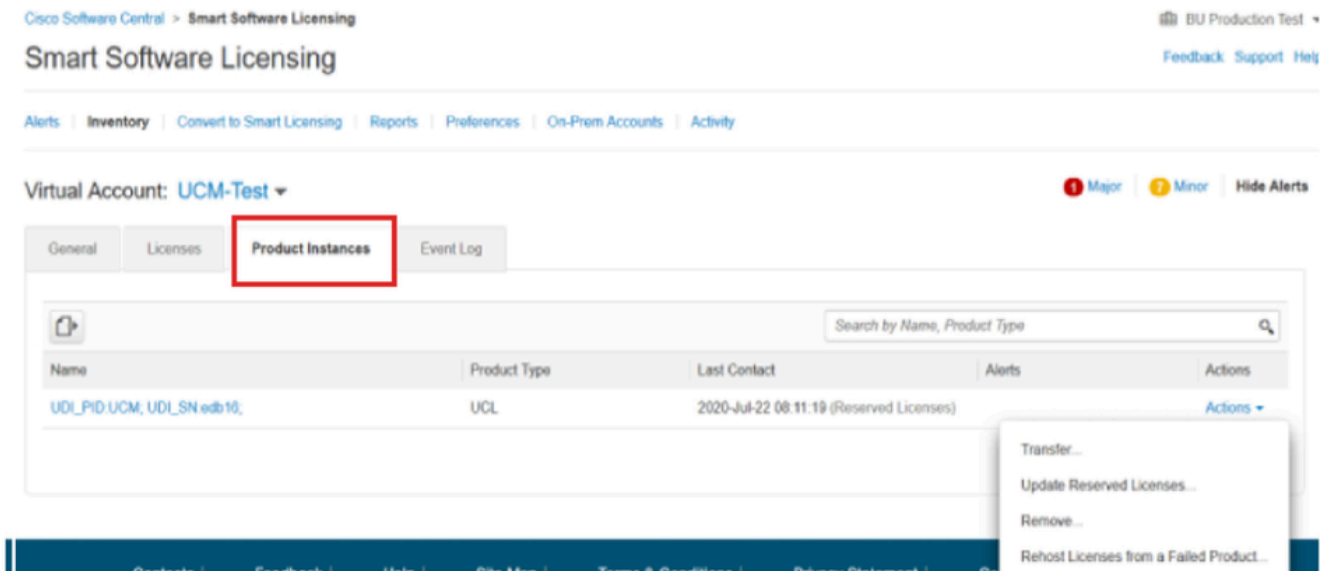
**Figure 3. Remove a Product Instance - Unified Communications Manager**



admin:license smart reservation return

Use this procedure to generate a return code that must be entered into the Cisco Smart Software Manager to return the licenses to the virtual account pool, and remove the product instance from CSSM.

- From Cisco Unified CM Admin Console, execute the license smart reservation return command.
- Copy the reservation return code to CSSM and remove the product instance.



license smart reservation return-authorization <authorization-code>

Use this procedure to generate a return code for the authorization code not installed yet. The return code must be entered into the Cisco Smart Software Manager to return the licenses to the virtual account pool and remove the product instance from CSSM.

- From Cisco Unified CM Admin Console, execute the license smart reservation return-authorization <authorization-code> command.
- Copy the reservation return code to CSSM and remove the product instance.

## Troubleshoot

In case of any issue, you need to collect these logs :

- Smart agent logs are a part of slm.log (activelog/cm/trace/slm/log4j/slm.log)
- Call home logs are written into:
  - activelog/cm/trace/slm/log4j/gch.log
  - activelog/cm/trace/slm/log4j/tp.log

## Related Information

- [System Configuration Guide for Cisco Unified Communications Manager, Release 12.5\(1\)SU2](#)
- [Technical Support & Documentation - Cisco Systems](#)