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

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

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.

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

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.

one of the officer of the officer of the			English	[Change] 👗 Hello, Abhine	et Kumar 📖 BU Production Test 👻
Smart Software Licensing					Feedback Support Help
Alerts Inventory Convert to Smart Licensing Reports	Preferences Satellites	Activity			Questions About Licensing?
Virtual Account: TAC-CollabTesting					2 Major Hide Alerts
General Licenses Product Instances Ex	vent Log				
Available Actions - Manage License Tags	License Reservatio	n	Show License 1	ransactions Search by Lic	By Name By Tag
					Advanced Search ~
License B	Silling	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 👻
	Step 1 Enter Request Code	tion STEP 2 Select Licenses duct instances that cannot connece eservation Request Code from the te, see the configuration guide for vide: usest Code below served uthorization Code on the product ins see the configuration guide for the	STEP 3 Review and confirm to the Internet for security rea product instance. the product being licensed.	STEP 4 Authorization Code sons.	Χ
					Cancel Next

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	STEP $2 \checkmark$	STEP 3 🗸	STEP 4		
Enter Request Code	Select Licenses	Review and confirm	Authorization Code		
Enter this code into the Sm	art Licensing settings for the product,	to enable the licensed features.			
oduct Instance Details					
Product Type:	UCL				
UDI PID:	UCM				
UDI Serial Number:	cc920				
UUID:	e53fc968-0253-4d61-a3	355-ba908a6cc920			
Authorization Code:					
<pre>specificPLR><authorizationcod <entitlement><tag>regid.2017-0; <licensetype>PERPETUAL<subscriptionid><enddat Enhanced Plus Licenseo learn how to enter this code,</enddat </subscriptionid></licensetype></tag></entitlement></authorizationcod </pre>	te> <flag>A</flag> <version>C2.com.cisco.UCM_CUWL.12.0_cc59 anseType><displayname>UC Manag >><entilement><tag>re- te><licensetype>PERPE cription><subscriptionid>see the configuration guide for the</subscriptionid></licensetype></tag></entilement></displayname></version>	on> <piid>6ca07f56-145c-4ace-bdc2-40 375a-1cd8-4b36-8366-6f4d2abba965- ger CUWL License (12.X)egid.2016-07.com.cisco.UCM_Enhanc TUAL<displayname>U ionID><entitlement><tap e product being licensed</tap </entitlement></displayname></piid>	0417fd49d47 <timestamp>1552 /tap>count>5startDate>< re>tagDescription>UC Manager CU edPlus, 12.0_d8372792-588c-4caa-b IC Manager Enhanced Plus License (p>regid.2016-07.com.cisco.UCM_Est</timestamp>	292522579/startDate> <endda WL License (12, X 279-8587e5ce2f8; (12, x)sential, 12.0_25f9c</endda 	stamp> <entitlements> ate><(endDate>) 2<count>5</count> me><tagdescription>UC M 396-c67c-4519-aa98-</tagdescription></entitlements>
			Da	unlead on File	Conveto Clinkoord

<#root>

```
license smart reservation install
```

```
"<specificPLR><authorizationCode><flag>A</flag><version>C</version><piid>6ca07f56-145c-4ace-bdc2-40417fc
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. ×

General Licenses Product Instances	Event Log		
G		Search by Name, Product Type	୍
Name	Product Type	Last Contact Alerts	Actions
ccm12pub	UCL	2018-Dec-23 23:19:23	Actions -
cer	UCL	2019-Mar-10 12:30:28	Actions -
cucm125pub.cisco.com	UCL	2019-Feb-04 18:39:34	Actions -
cucm125pub.cisco.com	UCL	2019-Jan-27 09:14:45	Actions -
cucm12mp	UCL	2019-Mar-09 15:53:50	Actions -
divyacucm12	UCL	2019-Mar-11 07:29:26	Actions -
prema1try	UCL	2018-Dec-25 00:24:48	Actions -
UDI_PID:UCM; UDI_SN:707a0;	UCL	2019-Mar-09 15:22:43	Actions -
UDI_PID:UCM; UDI_SN:cc920;	UCL	2019-Mar-11 08:22:02 (Reserved Licenses)	Actions -
		Transf	er
		Update	e Reserved Licenses
		Remov	ve
		Rehos	t Licenses from a Failed Product

<#root>

license smart reservation install

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

	STEP 1 🗸	STEP 2 ✓	STEP 3			
	Select Licenses	Review and confirm	Authorization Code			
\checkmark	The Reservation Authorize	ation Code below has been generated	for this product instance. Several ste	ps remain:		
	1. This code must be enter 2. When the code has been	red into the Product Instance's Smart L en entered, a Reservation Confirmation	Licensing settings to complete the res a Code will be generated.	ervation.		
	3. To release licenses in tr	ransition, enter confirmation code gene	rated by device into CSSM.			
Auth	horization Code:					
<spr< td=""><td>ecificPLR><authorizationco< td=""><td>ode><flag>A</flag><version>C<td>on><piid>6191f5e5-319e-41ff-abba-b</piid></td><td>220ea4b2e1<ti< td=""><td>mestamp>159540533619</td><td>0<entitlements></entitlements></td></ti<></td></version></td></authorizationco<></td></spr<>	ecificPLR> <authorizationco< td=""><td>ode><flag>A</flag><version>C<td>on><piid>6191f5e5-319e-41ff-abba-b</piid></td><td>220ea4b2e1<ti< td=""><td>mestamp>159540533619</td><td>0<entitlements></entitlements></td></ti<></td></version></td></authorizationco<>	ode> <flag>A</flag> <version>C<td>on><piid>6191f5e5-319e-41ff-abba-b</piid></td><td>220ea4b2e1<ti< td=""><td>mestamp>159540533619</td><td>0<entitlements></entitlements></td></ti<></td></version>	on> <piid>6191f5e5-319e-41ff-abba-b</piid>	220ea4b2e1 <ti< td=""><td>mestamp>159540533619</td><td>0<entitlements></entitlements></td></ti<>	mestamp>159540533619	0 <entitlements></entitlements>
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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 +					
Ucense Management					
- Smart Software Licensing					
Denistration Status	Registered - So	erific License Recervation (Monday, March 11, 2010 1-55-22 PM IST)			
License Authorization Status	gistration Status Setting				
Export-Controlled Functionality	Allowed	(Holiday, Harch 11, 2019 1:55:22 PH 151)			
Licensing Mode	Enterprise				
- License Usage Report					
Below is a summary of current license usage on the system.	Current usage details for each type are available by pressing "Up	date Usage Details". Note that collecting these data is a resource inte	nsive process and may take several minutes to		
View All License Type Descriptions And Device Classifications					
Hadra Harris Batalla Last Hadrand, 2010 02	11 12-50-22				
Update Usage Details Usage Details Last Updated: 2019-03-11 13:59:22					
License Requirements by Type					
License Requirements by Type	Current Usage	Status			
License Requirements by Type License Type CUWL	Current Usage	Status	Users(0) Unassigned Devices(0)		
License Requirements by Type License Type CUWL Enhanced Plus	Current Usage	Status No Licenses in Use No Licenses in Use	Users(0.) Unassigned Devices(0.) Users(0.)		
License Requirements by Type License Type CUWL Enhanced Plus Enhanced	Current Usage 0 5	Status No Licenses in Use No Licenses in Use Authorized-Reserved	Users(0.) Unassigned Devices(0.) Users(0.) Users(0.) Unassigned Devices(5.)		
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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.

Cisco Software Central > Smart Software Licensing Smart Software Licensing				B BU Production Test Feedback Support H
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UDI_PID.UCM; UDI_SN edb10;	UCL	2020-Jul-22 08:11:19 (R	served Licenses)	Actions -
			T 1	ransfer Ipdate Reserved Licenses
Contacts Eeedback	Help Site Map I Terr	ns 8 Conditions Drivery	Statement Co	Rehost Licenses from a Failed Product

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
- <u>Technical Support & Documentation Cisco Systems</u>