# CUCM 9.x+ et ELM - Mise à niveau et installation des licences

# Contenu

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# Introduction

Ce document décrit comment mettre à niveau ou installer une licence sur Cisco Unified Communications Manager (CallManager) (CUCM) avec Cisco Enterprise License Manager (ELM). Ce document se concentre sur (licence CUCM spécifiquement pour la version 9.x ou ultérieure. La licence Cisco Unity Connection est différente

# Conditions préalables

### **Conditions requises**

Cisco vous recommande :

Installez Cisco Unified Communications Manager (CallManager) (CUCM) version 9.x ou ultérieure.

**Note**: CUCM 9.1.1.2000-5 est fortement recommandé en raison de divers bogues de licence connus.

- Vérifiez que le serveur Cisco Enterprise License Manager (ELM) et le serveur CUCM ont une strate NTP (Network Time Protocol) de 4 ou moins. Utilisez la commande **utils NTP status** sur l'interface de ligne de commande (CLI) pour la vérification.
- Disposez d'informations complètes et précises sur votre compte Cisco Connection Online (CCO).

### **Components Used**

Les informations contenues dans ce document sont basées sur les versions de matériel et de logiciel suivantes :

- Cisco Unified Communications Manager (CallManager) (CUCM) version 9.x et ultérieure
- Cisco Enterprise License Manager sur CUCM version 9.x et ultérieure

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, make sure that you understand the potential impact of any command.

#### Conventions

Pour plus d'informations sur les conventions utilisées dans ce document, reportez-vous à <u>Conventions relatives aux conseils techniques Cisco.</u>

## Mise à niveau et installation

- 1. Connectez-vous à Cisco Unified Communications Enterprise License Manager.
- 2. Dans l'écran de démarrage, cliquez sur le lien Gestionnaire de licences.

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This product co and use. Delive Importers, expo agree to comply immediately.	Intains cryptographic features and is subject to United States and local country laws governing import, export, transfer ny of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Inters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you y with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product
A summary of U	J.S. laws governing Cisco cryptographic products may be found at. http://tools.cisco.com/legal/export/pepd/Search.do

- 3. Développez Inventaire et cliquez sur Instances de produit.
- 4. Pointez le Gestionnaire de licences sur le serveur/cluster CUCM sur lequel vous voulez utiliser les licences. Il est préférable d'utiliser l'adresse IP pour la section Nom d'hôte/Adresse IP du serveur de publication CUCM uniquement. Vous n'avez pas besoin de pointer sur l'un des abonnés.

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 Pointez License Manager sur le serveur CUCM sur lequel vous voulez utiliser les licences. Il est préférable d'utiliser l'adresse IP pour la section Nom d'hôte/Adresse IP du serveur de publication CUCM uniquement.

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- 6. Cliquez sur Tester la connexion et assurez-vous qu'elle réussit.
- 7. Cliquez sur Synchroniser maintenant.
- 8. Si le cluster a été mis à niveau à partir d'une version antérieure de CUCM et que toutes les données sont placées dans le CUCM, procédez comme suit. Développez **Gestion des licences** et cliquez sur **Planification des licences**.
- 9. Cliquez sur Mettre à niveau les licences.

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10. Sélectionnez Unified CM dans la liste déroulante Type de produit, puis cliquez sur Suivant.

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- 12. Cliquez sur **Suivant** pour afficher la sélection des types de licence.
- 13. Sélectionnez le type de licences ; Cisco vous recommande de sélectionner les types que vous comptez acheter à l'avenir. Par exemple, si vous achetez actuellement une licence Cisco Unified Workspace (CUWL), sélectionnez **CUWL**.

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15. Cliquez sur **Terminer et générer la demande**. Ne modifiez pas le nom du fichier.



16. Cliquez sur le lien **Enregistrer le fichier sur votre ordinateur** et enregistrez le fichier localement.



- 17. Cliquez sur le lien de l'étape 2 à l'écran et connectez-vous avec votre ID CCO. Le reste de cette procédure suppose que les informations de votre compte sont correctes.
- 18. Sélectionnez Cisco Unified Communications 9.0 et continuez.

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21. Vérifiez les informations afin d'assurer l'exactitude, puis cochez la case afin d'accepter le

fichier de licence. Cliquez sur **Obtenir une licence**, puis choisissez de télécharger ou d'envoyer le fichier par e-mail. L'e-mail est basé sur les informations de compte.

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L'outil de licence génère un fichier de licence rapidement, vous n'avez donc pas à attendre plus de quelques minutes pour recevoir le fichier de licence par e-mail.

22. Enregistrez le fichier ZIP et extrayez-le.

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23. Accédez à l'ELM, développez Gestion des licences, puis cliquez sur Licences pour installer la licence. En fonction de la version ELM, sélectionnez une méthode appropriée pour télécharger la licence ; il existe différentes options de téléchargement dans différentes versions. Dans cet exemple, il existe une liste déroulante dans laquelle la demande de licence Generate est affichée.

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# Vérification

Référez-vous à cette section pour vous assurer du bon fonctionnement de votre configuration.

Une fois le fichier de licence installé, vous ne devriez pas voir le mode Démo lorsque vous cliquez sur l'icône **À propos** dans le coin supérieur droit de l'outil ELM.

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Lorsque vous vérifiez l'utilisation de votre licence, vous voyez les détails appropriés.

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	Туре	Product Scope	Required	Installed	Unused	Status	
	CUWL Professional (9.0)	Unified CM	0	200000	1999999	In Compliance	
	Enhanced (9.0)	Unified CM	1	0	0	In Compliance	

Astuce : Veillez à cliquer sur le bouton Synchroniser maintenant.

# Dépannage

Cette section fournit des informations que vous pouvez utiliser pour dépanner votre configuration.

#### Erreur de sécurité dans l'état de synchronisation

Une erreur de sécurité est le plus souvent un problème basé sur un certificat causé par des modifications apportées aux ELM ou au nom d'hôte/aux adresses IP.

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Vérifiez la strate NTP, comme indiqué dans Prérequis, puis entrez cette commande sur l'interface de ligne de commande :

#### admin:enregistrement de la réinitialisation du client de licence

Supprimez et réajoutez le CUCM et il doit être synchronisé correctement. En cas d'échec de la synchronisation, ouvrez un dossier auprès du centre d'assistance technique (TAC) auprès de l'équipe CUCM pour une enquête plus approfondie.

#### État de la demande de licence

Si vous recevez une erreur License Request Status sur l'outil de licence, ouvrez un dossier TAC avec l'équipe de licence afin de régénérer votre licence. Sur la page ELM, développez **Gestion des licences**, cliquez sur **Licences** et exécutez la demande de génération de licences. Le cas TAC doit être résolu dans les 48 heures.



#### Aucune instance de produit Unified CM

Si vous recevez une erreur No Unified CM Product Instances, contactez l'équipe chargée des licences afin de transmettre le dossier à l'unité commerciale chargée des licences (BU) afin de régénérer votre licence. Cela prend généralement 24 à 48 heures.

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#### Échec de l'enregistrement de l'instance de produit

Si l'enregistrement de votre instance de produit a échoué, recherchez l'instance ELM qui a le contrôle du cluster.

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# Informations connexes

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