CUCM Version 10.x License Migration in PLM Configuration Example

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Introduction

This document describes the procedure that is used in order to migrate the Cisco Unified Communications Manager (CUCM) licenses after an upgrade to CUCM Version 10.x from previous CUCM versions.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these hardware and software components:

- CUCM Version 10.x

- License Count Utility (LCU) Tool

- Prime License Manager (PLM)

Background Information

After you migrate from an earlier version of CUCM to CUCM Version 10.x, the licenses must be migrated separately because the licensing for CUCM Version 10.x is managed by PLM.

There can be different two scenarios for this migration:

- An earlier version of CUCM is upgraded to Version 10.x and still runs on the same hardware.

- An earlier version of CUCM runs on different hardware, and the new version (10.x) is a fresh install with exported data from the earlier version.

In the first scenario, a version earlier than CUCM Version 9.x runs on a Virtual Machine (VM) and is upgraded to CUCM Version 10.x. In this case, after the migration, the product instance contains the license details, which you can use and convert to the licenses that correspond via the license migration option in PLM. Also, you can use the migration report in order to obtain the new license file from the licensing team.

The second scenario involves a migration from a Media Convergence Server (MCS) to the Cisco Unified Computing System (UCS), where the migrated CUCM instances do not contain the license details. In this scenario, an earlier CUCM version runs on a different server (such as an MCS server, for example). The same CUCM version is installed on a VM in the UCS, the backup taken is restored on the VM, and then it is upgraded to CUCM Version 10.x. In this case, the upgraded CUCM does not contain the license information from the old servers, which is similar to a fresh install of CUCM Version 10.x in regards to licensing.

Configure

This section describes the procedure that is used in order to migrate the licenses when an earlier version of CUCM runs on different hardware, and the new version (10.x) is a fresh install with exported data from the earlier version (second−scenario migration).

Obtain License Details from the Earlier CUCM Version

Before you begin the upgrade, you must obtain the license details from the earlier CUCM version. Complete these steps in order to gather the license details:

1. Navigate to the Cisco Download Software page.

2. Download the latest version of the LCU tool (LCUZIP−Ver9.1.2.zip).

3. Run the tool before the upgrade in order to generate a license report from the earlier CUCM cluster.

*Note*: This license information is used later for the license migration.

Generate a License Migration Request in PLM

After the upgrade, you must generate a License Migration request in PLM. Complete these steps in order to generate the request:

1. Log into PLM with the CUCM Version 10.x administration page credentials and choose *Fulfillment* from the Licenses drop down menu:
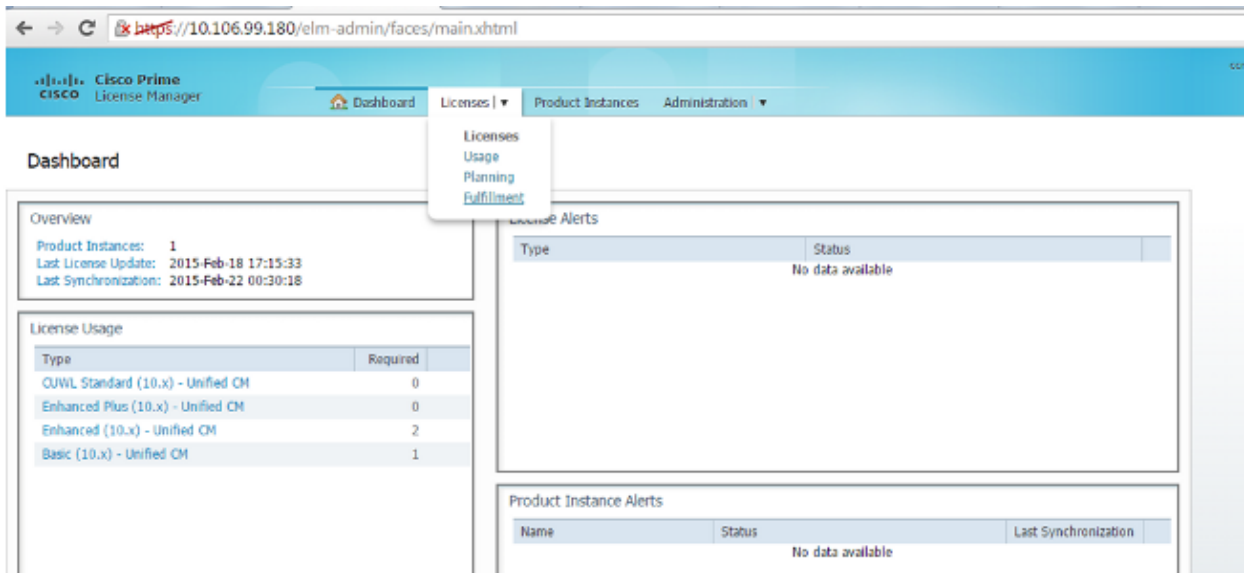
2. Choose *Migrate licenses...* from the Other Fulfillment Options drop down menu:
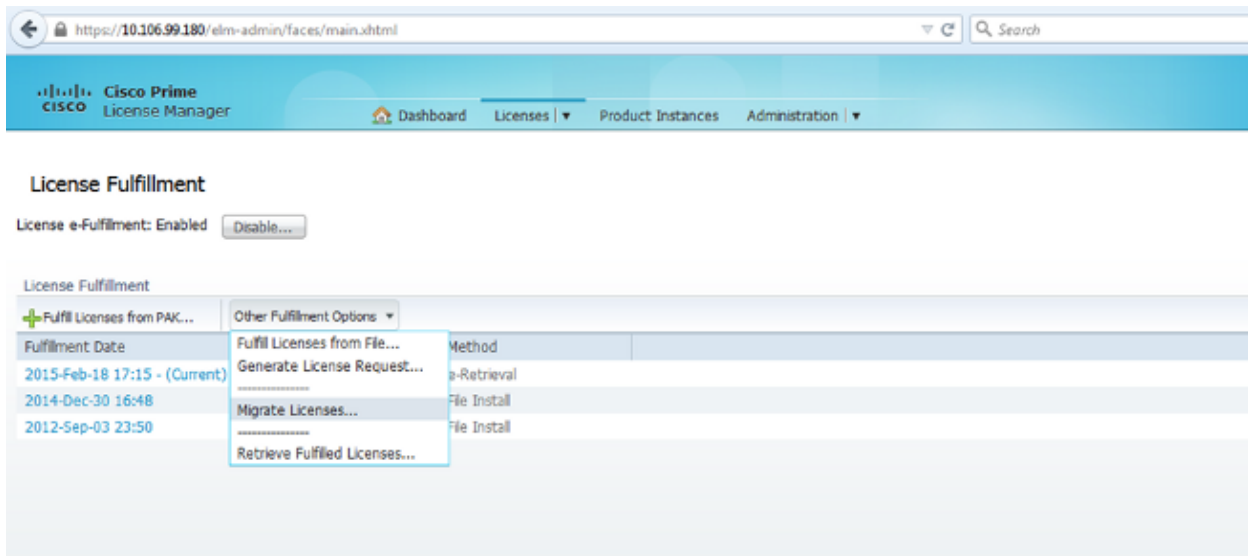
3. Select *Unified CM* for the Product Type and *10.X* for the New License Version, and then click *Next*:

Migrate Licenses to Cisco Prime License Manager   ✕

Choose Product Type *

The following screens will assist you in migrating your licenses for use with Cisco Prime License Manager. Begin by selecting the product type to upgrade.

* Product Type: [Unified CM   ▼]

* New License Version: [10.x   ▼]

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Process Overview: Migrating your licenses for use with Cisco Prime License Manager

Generate Request   Submit Request   Install License

1. Generate Request   Use this wizard to enter information about the instances with licenses to be migrated and generate a License Migration Request.

2. Submit Request   Email the License Migration Request to Cisco licensing support who will analyze your license usage and issue your license file via e-mail.

3. Install License   Use the Fulfill Licenses from File option on the Licenses page of Cisco Prime License Manager to install the license file.

[Previous] [**Next**] [Finish & Generate Request] [Cancel]

4. Check the ***Show additional Unified CM product instances*** check box in order to view the current upgraded CUCM instance (10.x).

Note: If you have upgraded a VM in the same box from a CUCM version earlier than Version 9.x to Version 10.X (first migration scenario) and it contains valid licenses, you see the earlier CUCM version in the Available Product Instances list. You can then select the earlier CUCM version and move it to the Product Instances to Migrate list.

Migrate Licenses to Cisco Prime License Manager

Select from the instances below that have licenses eligible to be migrated for use with Cisco Prime License Manager. Product instances will only appear in the list if they are of the selected product type and version and have licenses installed that can be migrated.

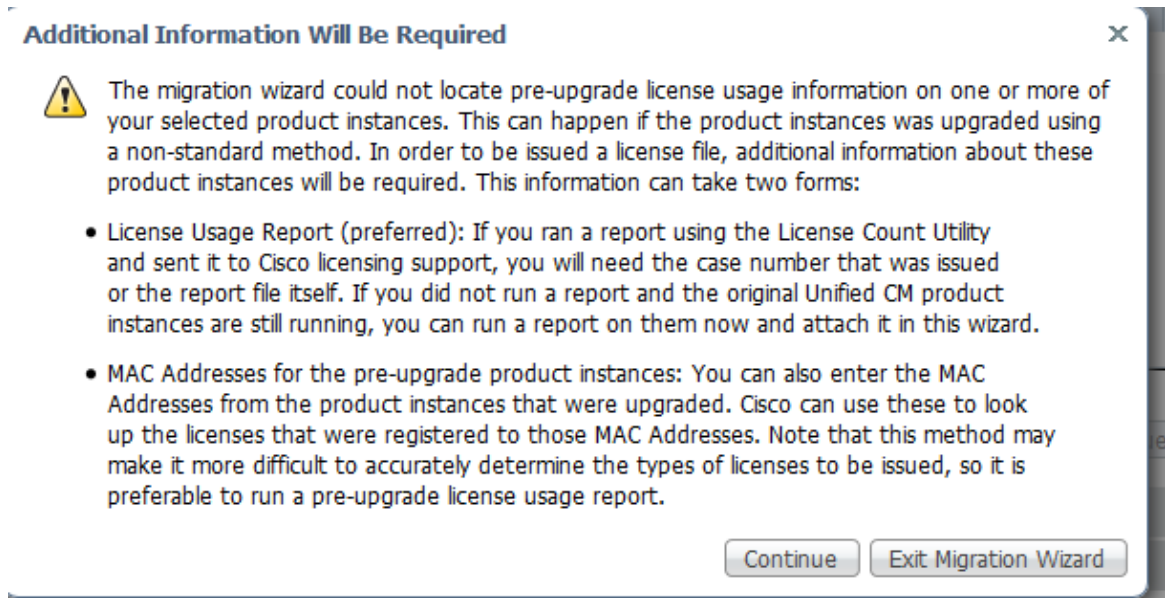| Available Product Instances				Product Instances to Migrate		
Name	Product Type	Version		Name	Product Type	Version
☑ CUCM10*	Unified CM	10.5.2		No data available		

[>]

[<]

*Product instance contains no prior license usage data

ⓘ By default, only product instances containing license data from a pre-9.0 version of Unified CM are displayed above. If a product instance you upgraded is not in the list, click the checkbox below.

☑ Show additional Unified CM product instances

[Previous] [Next] [Finish & Generate Request] [Cancel]

5. Once the product instance is visible in the Available Product Instances list, select it and click the > button in order to move it to the Product Instances to Migrate list. Click ***Next*** once complete.

6. Click *Continue* when you see this message:

7. Enter a value into the Public Space Phones field for the phones that are not associated with any user. If there are no public space phones, or if you are not sure, you can enter *0* (this is a mandatory field):

On this page, there are three options that allow you to obtain information for the current licenses in the previous CUCM version:

♦ *Option 1*: If you have already generated an LCU report and also have a Service Request (SR) opened with the licensing team, you can include the SR number where the LCU report is attached.

♦ *Option 2*: You can upload the LCU report that you generated in the Obtain License Details from the Earlier CUCM Version section.

♦ *Option 3*: This option is applicable only for CUCM versions earlier than Version 9.x, where the licenses are bound to the Media Access Control (MAC) address in a MCS deployment, or bound to the License MAC in a VM deployment. Provide the MAC address of the later

CUCM version to which all the licenses are bound for attempts to obtain the Device License Unit (DLU) information.

Choose one of the three options and click *Next*.

8. On the next page, provide additional information about the manner in which this upgrade was purchased. If you use a valid contract, provide the contract details. For other means, provide the sales order number for the purchase and provide the Cisco Connection Online (CCO) ID. Provide additional details if needed, along with a description, and then click *Finish & Generate Request*:

Obtain and Install the New License File

Complete these steps in order to obtain a new license file from the licensing team and install it:

1. Download the License Migration Request (zip file), which contains all of the details that are needed for license migration, and send it to the licensing team in order to obtain a new license file (.bin file).

2. Once the licensing team sends the new license file, choose *Fulfill Licenses from File...* from the Other Fulfillment Options drop down menu:

3. Upload the new license file (.bin file) when the Install License File pop–up window appears in order to install the new license in PLM:

4. After the license is installed, navigate to the Product Instances page and click *Synchronize Now*:

Verify

In order to verify that your configuration works properly, navigate to *Licenses > Usage*. If the migration is successful, the status for all of the license types appear as *In Compliance*:

License Usage

Last Synchronized: 2015-Feb-22 00:30:18 [Synchronize Now]

Table View   Chart View   History

License Usage

Type	Product Type	Required	Installed	Available	Status
CUWL Standard (10.x)	Unified CM	0	30	30	In Compliance
Enhanced Plus (10.x)	Unified CM	0	20	20	In Compliance
Enhanced (10.x)	Unified CM	2	20	17	In Compliance
Basic (10.x)	Unified CM	1	0	0	In Compliance

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- *Cisco Prime License Manager User Guide, Release 10.5(1)*
- *Technical Support & Documentation – Cisco Systems*