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Introduction

This document describes general troubleshooting steps for Enterprise License Manager (ELM) and Prime License Manager (PLM). Perform the given checklist before opening a TAC case.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communication Manager (CUCM)
- License architecture of ELM/PLM
- License installation in ELM/PLM

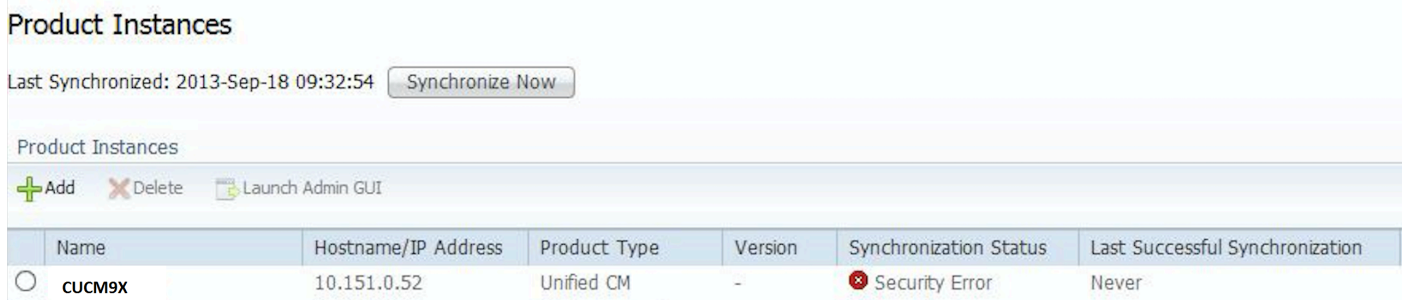
Components Used

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

- Cisco Unified Communication Manager (CUCM) 9.1.2.12900-11 and 10.5.2.12900-14
- Cisco Enterprise License Manager and Cisco Prime License Manager

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.

Problem 1. " when you add Product Instance in ELM/PLM.



Product Instances

Last Synchronized: 2013-Sep-18 09:32:54

Product Instances

	Name	Hostname/IP Address	Product Type	Version	Synchronization Status	Last Successful Synchronization
<input type="radio"/>	cucm9x	10.151.0.52	Unified CM	-	Security Error	Never

Solution

Security error triggers because of Network Time Protocol (NTP) synchronization issue in CUCM. In this case, log in to CLI and check the NTP sync status by running **utils NTP status** command.

Ensure that NTP is synchronized correctly to NTP reference and NTP stratum is less than five.

Problem 2. "

Solution

When you observe **Application Error** please delete and re-add the Product Instance to fix the issue. If that does not help, login to CLI and run **license management reset registration** command which will reset the registration of the instance, and then add Product Instance and get the license re-hosted from the Licensing team.

Problem 3. "Un

Solution

This error is observed when you add CUCM10.X as Product Instance in ELM (9.X). In order to avoid the error, install the COP file **elm_LicenseDef_9_1_v1.cop.sgn**.

Problem 4. "

Solution

This error is observed when you try to add the Product Instance in Multiple ELM/PLM servers. You can select **yes** as showed in the screenshot to delete the entry from other server and get it added to the new one.

Problem 5. "

Solution

If you observe the error **Service Not Responding**, make sure that the ELM services are running. Then log in to CLI and run the **license client reset registration** command to fix the issue.

Problem 6. "

Solution

This error is observed when you add incorrect IP address of the publisher in the Product Instance. Therefore, make sure that you enter the correct publisher IP address.

The same error is observed when you do not have connectivity between CUCM publisher and ELM server (Standalone). Check the Network connectivity between ELM and CUCM Publisher.

Problem 7.

Solution

This error is observed when the wrong IP address is entered in the **UCM_state** file and it is documented in defect [CSCtz94469](#). Please contact TAC for the workaround to fix the issue.

Problem 8.

Solution

This issue is documented in defect [CSCur95552](#). Refer to the defect for the workaround to fix the issue.