Answers to Common Licensing Questions

Contents

Introduction

This document answers common licensing questions on Cisco Unified Call Studio, Universal Edition, and Cisco Unified Call Services, Universal Edition.

Prerequisites

Components Used

The information in this document is based on Cisco Unified Call Studio, Universal Edition, and Cisco Unified Call Services, Universal Edition.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Answers to Common Questions

I tried to automatically activate my software, but it failed. Now what?

If the built-in automatic activation mechanisms of Cisco Unified Call Studio, Universal Edition, and Cisco Unified Call Services, Universal Edition, do not successfully activate your software, you can activate your software on our website. Two situations are common:

- No Internet access on a given computer, or perhaps no access at the time you try to activate, for example, when you travel.
- A strict corporate network policy that prevents certain Internet traffic.

1. In order to activate manually, visit [CustomerCare](#).

2. Click the **Manual Activation** link in the sidebar. This activation page includes step-by-step instructions on how to generate a license for your software. You can then transfer this license to your machine in any way you choose: network drive, removable media, etc.
3. For more information about software activation, refer to [How Licensing and Software Work in Cisco Unified Call Studio](#).
4. For more information about software activation, refer to [How to Activate Cisco Unified Call Services 3.6 for the First Time, or Reactivate to Update its License](#).

Can I move a license from one machine to another?

The software is licensed by machine, and the licenses are non-transferable. Make sure that you install the software on the machine on which you intend to use the software permanently.

Machines can be defective, become obsolete, or simply not be used anymore. In those cases, you must contact your Account Representative, who can help you move your license to another machine. You can be asked to file paperwork with Cisco, which declares that you have uninstalled the software from the original machine and will move it to another machine. You can then be asked to reactivate the software on the old machine so that Cisco can confirm that the machine has been deactivated.

What does "license reactivation" mean?

Whenever your Account Representative updates your license (for example, to extend its expiration date or add support for new features), you must reactivate your software to take advantage of these changes. Reactivation does not consume a *seat* (for Cisco Unified Call Studio) or *sessions* (for Cisco Unified Call Services). It merely accesses the latest information of your license from the license server.

One exception to this is when a Cisco Unified Call Services user wants to increase the maximum sessions of their installation. If the license still has additional unclaimed sessions, the user can reactivate the installation and specify more sessions than were specified in previous activations. In this case, only the difference in sessions is subtracted from the free total. For details about this situation, refer to [How to Activate Cisco Unified Call Services 3.6 for the First Time, or Reactivate to Update its License](#).

Is there any difference between Cisco Unified Call Studio 5.0 and 5.1 licenses?

There is no difference. Cisco Unified Call Studio 5 installation keys can be used with 5.1; they are one and the same.

How does Cisco Unified Call Services licensing work?

Cisco Unified Call Services supports both automatic and manual activation, just as Cisco Unified Call Studio does, but rather than be licensed by *seats*, Cisco Unified Call Services is licensed by *max simultaneous sessions* (or *sessions* for short). This means that when you own a license that supports 100 sessions, you can have any of these setups (and others that total to 100 sessions):

- 1 server with 100 sessions
- 1 server with 10 sessions, and another server with 90 sessions

- 10 servers, each with 10 sessions
- 1 server with 50 sessions, and 50 sessions that remain to be claimed from your license (for example, for future expansion)

Can I deactivate Cisco Unified Call Services installations to reclaim sessions on my license?

No, once a Cisco Unified Call Services installation has been activated, it "owns" the sessions that it has requested, and the sessions cannot be returned for other installations to use. Should your license run out of sessions and you need to activate another server, contact your Account Representative to have additional sessions added to your license.

Does Cisco Unified Call Services or Studio offer "floating" licenses?

No, traditional floating licenses are not available at this time. Cisco does offer other flexible licensing arrangements. Contact your Account Representative for more information.