Enterprise License Manager License Removal

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Introduction

This document describes how to remove licenses that are installed in the wrong instance of Enterprise License Manager (ELM). It is necessary to remove these licenses from the wrong instance in order to prevent confusion.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager (CUCM) Version 9.x.

Components Used

The information in this document is based on CUCM Version 9.x.

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

Since there is an instance of ELM on every call manager node, sometimes licenses get associated with the wrong node. For example, a license might get associated with the subscriber's instance of ELM instead of with the publisher's instance of ELM.

Solution

Complete these steps in order to remove all ELM licensing information from a specific node's instance of ELM:

1. Log in to the CUCM CLI.
2. Enter this command:

```
license management reset registration
```
3. When prompted, enter *Y* in response to the question, and press *Enter*. This causes ELM to reset.
4. The ELM web page launches after the reset completes.
5. When The ELM web page is back up, log in, and press the *Synchronize now* button.

The licenses on this node are gone after the synchronization is complete. ELM still shows a historial transaction for when you loaded the license under *License Management --> Licenses*. However, the actual License usage data (*Monitoring --> License Usage*) is cleared, and ELM returns to <Demo mode> for this node.