

Unified Communications Manager Release 9.1 License Migration Overview

This document contains the official license migration policies for Cisco Unified Communications Manager and provides the process flow that is used to obtain Release 9.1 licenses.

License migration policies

Customers with Cisco Unified Communications Software Subscription (UCSS) are assured the same licensing capability and capacity at no cost as they migrate to Release 9.1 or later.

- Like-to-Like capability at no cost: Customers are granted new Release 9.x licenses for users and devices that they currently have configured on their systems. In addition, User Connect License (UCL) customers can apply their unused DLUs to new Release 9.x licenses at the time of migration. Permission to use features such as Extension Mobility is issued at no cost for the migration.
- Software services at next renewal: At the time of the next UCSS/ESW contract renewal after migrating to Release 9.x, the UCSS/ESW contract terms and price will be based on the user count and license type that are issued during license migration, plus any additional user licenses that were purchased after the migration. If a customer has multiple UCSS/ESW contracts, the license is attached to the first contract.
- Migration to Cisco Unified Workspace Licensing (CUWL) licenses: Customers migrating to new CUWL licenses that were not previously purchased must have purchased the migration to CUWL, including the associated UCSS and ESW.

At the time of migration, customers can choose how to use their existing licenses. The options are:

- Keep the same quantity and type of licenses.
- Decrease license quantity and type (no refund).
- Increase license quantity by converting DLUs.
- Upgrade license types using the Drive-to-9 promotion.

After the upgrade process is complete and the information is locked in, this becomes the customer entitlement record moving forward. There are no further modifications to the license migration information.

Process flow for obtaining 9.1 licenses

Partners and customers contact Global Licensing Operations (GLO) directly for all migrations. GLO then processes the request and sends the license file, a statement describing any user quantity changes, and the migration policy to the requester's email address. Cisco adjusts the product records for the current software service contract to reflect the number of Release 9.1 users that are licensed. The requester also receives an email message about the contract record update showing the current Release 9.1 user quantities.



Note

Make sure you register any unused PAKs for the system that is being migrated. If the customer planned for growth in the previous license model, take that in to consideration for the migration.

Procedure

Email the following information (if available) to licensing@cisco.com (GLO):

Title: License Migration to Cisco Unified Communications Manager Release 9.1

- Documentation that describes the current usage or configuration:
 - License Count Tool (UCT) analysis in Excel format that shows the required licenses and the unused DLUs that were allocated to new licenses.
 - OR ELM license usage report for all fully configured users and devices.
 - OR for Cisco Unified Communications Manager Releases 3.x, 4.x, and 5.x (or CME), the quantity of each device type, planned user counts for users with no features and for users with mobility enabled, and a Unified Communications Manager license-usage screenshot (Release 5.x only).
- Entitled UCSS/ESW contract numbers or proof of purchase of a version upgrade.
- Site information (name, city, state, country) for the contract update.
- Email addresses to which to send the license and software support contract updates.
- ELM-generated license request in .txt file format as an attachment.
- MAC address for the licensing MAC from the existing publisher servers.
- For UCL customers, how the customer wants to allocate any unused DLUs.

Customers must decide if they want to use their unused DLUs or drop them at the time of migration. There are no refunds for dropped DLUs; however, customers will save on future services charges. Record any differences between the current UCSS users on contract and estimate the change, if any, in their UCSS/ESW cost at renewal.

To support an upgrade to Cisco Unified Communications Manager release 9.1(x), licenses for any intermediate releases should be migrated or rehosted to the new release. Intermediate release updates may require licenses for server nodes, software features, and devices. License migration or rehosting should also be performed when migrating from physical MAC address-based licenses for MCS servers to MAC-based licenses for virtualized UCS servers.

License migration resources

Resource	URL
To install unused licenses on your pre-9.x system	www.cisco.com/go/license
Link to User Count Tool	http://www.cisco.com/en/US/partner/docs/voice_ip_comm/cucm/upgrade/uct/CUCM_BK_UCT_Admin_Guide.html
Software Service (UCSS) Support Alias	ucss-support@external.cisco.com
ELM User Guide	http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_1_1/license_migration/CUCM_BK_CBF8B56A_00_cucm-license-upgrade-guide.html
Global Licensing Operation	licensing@cisco.com
FAQs about license migration	Coming soon
VODs about license migration	Coming soon
License migration scenarios	Coming soon