UC 9.1 Licensing and License Migration Update

Pat Gunn and Cleo Raulerson

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Licensing Community & Questions

- Community Participation is important

- Please post all questions in the Licensing Community

https://communities.cisco.com/community/partner/collaboration/licensing?view=discussions

- New

  Product Licensing Community Categories

  Coming soon new Migration Resources Community

Training Session Agenda

- CUCM 9.1(1)/9.1(1a) Updates

- Cisco Unified Communications Manager Licensing Explained

- License Migration Planning

- License Migration to 9.1

CUCM 9.1(1)/9.1(1a) Updates

9.1(1) /9.1(1a) Updates

UCM/ELM 9.1(1) – implemented simplified licensing of UC 9.x commercial offer

- Licensing Chapter added to Features and Services Guide

- Licensing caveats– corrected in 9.1 added to 9.1 release notes

- UCT version 2 updated and released to coincide with UCM/ELM 9.1

- Migration and Upgrade Guide added to documentation

UCM/ELM 9.1(1)a

- Extension Mobility licensed feature change in 9.1(1a)

Extension Mobility in 9.1.1a

- Extension Mobility has been removed as a licensed user feature in Unified CM 9.1(1a).

- Users with Extension Mobility only configured, no longer require an Essential license.

  Extension Mobility is configured when a device profile is entered for Extension Mobility in the End User Configuration.

- Mobility (Mobile Connect) is still a licensed user feature.

- Users with Enable Mobility only configured still require a Basic license.

  Mobility is configured for a user when Enable Mobility is configured.

- Devices with Extension Mobility enabled still require the device license (based on device type).

- Users with associated devices still require licensing (based device type for 1 device/user or by number of devices per user for over 2 devices/user).

Cisco Unified Communications Manager

Licensing Explained

License Compliance Processing

1. CUCM calculates license requirements based on current configuration (number of users and devices provisioned):

   - Users with no devices – with licensed user features
   - Unassigned devices – devices not assigned to a user
   - Users with devices assigned

2. ELM queries its product inventory once each 24 hours

3. CUCM responds with current licenses requirements

4. ELM aggregates current license requirements per product type for all managed CUCM publishers

5. ELM compares the total of license requirements for all CUCM publishers to the total of CUCM installed licenses

6. ELM allows for tiered substitution where higher level available licenses are used to meet lower level license requirements.

License Compliance Processing (cont'd)

7. ELM sends back status of compliance or non compliance to all managed CUCM publishers

8. Based on the compliance status from ELM – if non-compliance – each CUCM instances alert and 60 day period countdown

9. If in non-compliance for 60 days – on the 61st day CUCM will not allow provisioning of users and devices – call control functionality will continue – until licenses are added.

Cisco Unified CM Licensing

Device/User Association

Unified CM Licensing is determined by three different configuration scenarios:

User Only

Users with NO Devices

The user has no device assigned.

Licensed per user feature: Essential (Extension Mobility) 9.0 or 9.1; or Basic (Mobility/Mobile Connect/SNR)

Device Only

Unassigned Devices

The phone is not assigned to a user.

Licensed per device type.

User and Device

Users with Assigned Devices

The user has one (or more) devices assigned.

Licensed per device (for 1 device per user); otherwise per number of devices per user: Enhanced Plus (2 devices); or CUWL STD (3 – 10 devices).

User Only – Licensed User Features

Unified Communications Manager 9.0(1),9.1(1) Licensing

Feature /License	Essential UCL	Basic UCL	Enhanced UCL	Enhanced Plus UCL	CUWL Standard	CUWL Professional
Extension Mobility	Y	Y	Y	Y	Y	Y
Mobile Connect (SNR)	N	Y	Y	Y	Y	Y

Unified Communications Manager 9.1(1a) Licensing

Feature /License	Essential UCL	Basic UCL	Enhanced UCL	Enhanced Plus UCL	CUWL Standard	CUWL Professional
Extension Mobility	N/A	N/A	N/A	N/A	N/A	N/A
Mobile Connect (SNR)	N	Y	Y	Y	Y	Y

Example User Only License Requirements

UserID	Licensed User Feature	License Required	Note
UserA	None	None	no assigned devices
UserB	Extension Mobility	Essential UCL (<9.0/9.0/9.1) None (9.1(1a))	no assigned devices
UserC	Mobility	Basic UCL	no assigned devices
UserD	Extension Mobility and Mobility	Basic UCL	no assigned devices

- a user requires a license if they are using a licensed user feature.
- Extension Mobility is used if a user has a device profile listed under Extension Mobility.
- Mobile Connect is used if a user has Mobility Enabled
- a User Only requires a license only when configured with one of the licensed user features
- In 9.1(1a) EM is removed as a licensed user feature.

Device Only – Device Licenses

License Type	Device Only
Essential UCL	• Cisco Unified SIP Phone 3905 • Cisco Unified IP Phone 6901 • Analog devices
Basic UCL	Cisco Unified IP Phone 6911 and 6921 models
Enhanced UCL	• Cisco Unified IP Phone 3911, 3941, 3951 • Cisco Unified IP Phone 6941, 6945, and 6961 models • Cisco Unified IP Phone 7900 Series (7900G, 7911G, 7912G, 7931G, 794xG, 796xG, and 7975G models) • Cisco Unified IP Phone 8900 Series (8941, 8945, and 8961 models) • Cisco Unified IP Phone 9900 Series (9951 and 9971 models) with or without camera • Cisco Unified Wireless IP Phones Series (792xG and 7925G-EX models) • Cisco Unified IP Conference Stations (7936G and 7937G stations) • Cisco Unified Softphones (Cisco Unified Personal Communicator, Cisco UC Integration for Lync, Cisco UC Integration for Connect, and Cisco IP Communicator) • Jabber clients (Jabber for Mac, Jabber for Windows, Jabber for iPhone, Jabber for Android, Jabber for iPad, and Jabber SDK) • Cisco Virtual Experience Clients (VXC) with voice and video firmware • Cisco IP Video Phone E20 • Cisco TelePresence System EX Series (EX60 and EX90) • Third-party SIP devices

Device	License Required	Note
Device6901	Essential UCL	With no Owner User Id
Device6921	Basic UCL	With no Owner User Id
DeviceEX60	Enhanced UCL	With no Owner User Id

- a device (phone or soft client) is not associated to a user if there is no entry in the "Owner User Id" field on the device configuration.
- a Device Only requires a license when added (configured) based on device type
- once a device is associated to a user by setting Owner User Id – then User and Device licensing applies (next slide)

User and Device License

Example Users and Device License Requirements

Device	Owner User Id	Licensed User Feature	License Required
Device6901	UserA	None	Essential UCL
Device6901	UserB	Extension Mobility	Essential UCL(<9.0/9.0/9.1) None (9.1(1a))
Device6901	UserC	Mobility	Basic UCL
Device6901	UserD	Extension Mobility and Mobility	Basic UCL
Device6921	UserA	None	Basic UCL
Device6921	UserB	Extension Mobility	Basic UCL
Device6921	UserC	Mobility	Basic UCL
Device6921	UserD	Extension Mobility and Mobility	Basic UCL
DeviceEX60	UserA	None	Enhanced UCL
DeviceEX60	UserB	Extension Mobility	Enhanced UCL
DeviceEX60	UserC	Mobility	Enhanced UCL
DeviceEX60	UserD	Extension Mobility and Mobility	Enhanced UCL

- a user is associated to a device when their userid is entered in the "Owner User Id" field of the device
- when associated, the User and Device share a license
- User and Device associations for users with one device are determined by device type
- For users with multiple devices – (next slide)

User and Device – Multiple Devices

Unified Communications Manager Licensing

	Essential UCL	Basic UCL	Enhanced UCL	Enhanced Plus UCL	CUWL Standard	CUWL Professional
Max # Devices per User	1	1	1	2	10	10

Example User and Multiple Devices License Requirements

UserID	Number of Devices	License Required	Note
UserA	1	per device type	See User and Device License
UserB	2	Enhanced Plus	
UserC	3 - 10	CUWL STD	
UserD	>10	CUWL STD and additional license	See User and Device License

- when a user is associated to more than one device then higher level licenses are required – independent of device type.
- Enhanced Plus, CUWL Standard and CUWL Professional support multiple device users.

Cisco Unified CM – License Usage

Unified CM license requirements can be viewed from the Cisco Unified Communications Manager – Administrator

select System -> License Usage Report

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

admin | Search Documentation | About | Logo

System ▼ Call Routing ▼ Media Resources ▼ Advanced Features ▼ Device ▼ Application ▼ User Management ▼ Bulk Administration ▼ Help ▼

License Usage Report

— License Usage Report —
ⓘ Below is a summary of current license usage on the system. Current usage details for each type are available by pressing "Update Usage Details". Note that collecting these data is a resource intensive process and may take several minutes to complete, depending on the size of your deployment.

View All License Type Descriptions And Device Classifications

[Update Usage Details]   Usage Details Last Updated: 2013-03-11 16:24:44

— License Requirements by Type —

License Type	Current Usage	Report	
CUWL Standard	0	Users(0)	Unassigned Devices(0)	
Enhanced Plus	0	Users(0)	
Enhanced	200	Users(200)	Unassigned Devices(0)	
Basic	70	Users(70)	Unassigned Devices(0)	
Essential	50	Users(50)	Unassigned Devices(0)	
TelePresence Room	100	Users(100)	Unassigned Devices(0)	

— Users and Unassigned devices —

Users	420	View Usage Report
Unassigned Devices	0	View Usage Report

— Enterprise License Manager —
The licenses for this system are managed by an Enterprise License Manager server.
Server Hostname / IP Address: bldr-vcm60.cisco.com
Last Successful Synchronization: 2013-03-11 19:18:37

Cisco Unified CM – License Usage

select Users from License Usage Report

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation | Cisco Unified CM Administration ▾

admin | Search Documentation | About | Log

System ▾   Call Routing ▾   Media Resources ▾   Advanced Features ▾   Device ▾   Application ▾   User Management ▾   Bulk Administration ▾   Help ▾

Enhanced Licensed Users

Related Links: License Usage Report ▾

Status
ⓘ 200 records found

View All License Type Descriptions And Device Classifications

Last Updated: 2013-03-11 16:24:44

Enhanced Licensed Users   *(1 - 50 of 200)*

Rows per Page 50 ▾

Find Enhanced Licensed Users where First name ▾ begins with ▾ [Find] [Clear Filter] ➕ ➖

User ID ▲	First Name	Last Name	SNR Enabled	EM Enabled	Device Count	Actions
7970-user1	7970-user1	7970-user1	no	no	1	View Details
7970-user10	7970-user10	7970-user10	no	no	1	View Details
7970-user100	7970-user100	7970-user100	no	no	1	View Details
7970-user101	7970-user101	7970-user101	no	no	1	View Details
7970-user102	7970-user102	7970-user102	no	no	1	View Details
7970-user103	7970-user103	7970-user103	no	no	1	View Details
7970-user104	7970-user104	7970-user104	no	no	1	View Details
7970-user105	7970-user105	7970-user105	no	no	1	View Details
7970-user106	7970-user106	7970-user106	no	no	1	View Details
7970-user107	7970-user107	7970-user107	no	no	1	View Details
7970-user108	7970-user108	7970-user108	no	no	1	View Details
7970-user109	7970-user109	7970-user109	no	no	1	View Details
7970-user11	7970-user11	7970-user11	no	no	1	View Details
7970-user110	7970-user110	7970-user110	no	no	1	View Details

select Unassigned Devices from License Usage Report

Licensed Unassigned Devices

Related Links: License Usage Report ▾ [Go]

Status
ⓘ 1 records found

Last Updated: 2012-10-15 10:34:13

Licensed Unassigned Devices   *(1 - 1 of 1)*

Rows per Page 50 ▾

Find Licensed Unassigned Devices where Name ▾ begins with ▾ [Find] [Clear Filter] ➕ ➖

Name ▲	Description	Device Type	License Type	Extension
SEP001FCAE92372	SEP001FCAE92372	Cisco 7962	Enhanced	

Migration Planning

Pre-Migration Checklist

Prior to UC 9.x migration:

- ✓ Fulfill any unused license PAKs*

- ✓ Install all licenses*

- ✓ Validate licensing installed and snapshot CUCM license usage

- ✓ Use Cisco License Count Utility (UCT) to plan UC 9.x CUCM license requirements

- ✓ Order and install UC 9.x

*IMPORTANT NOTE: You must apply all pre-9.x licenses to CUCM before you upgrade. After you upgrade, you cannot install pre-9.x licenses to the Enterprise License Manager.

License Count Utility (UCT)

Used for planning license migration into UC 9.x licensing for CUCM instances.

Allows a customer to view CUCM license requirements for all CUCM instances and to plan for unused DLU allocation to UC 9.x licenses.

Cisco License Count Utility (UCT) may be downloaded from the software download site under CUCM 8.6 Utilities:

http://www.cisco.com/cisco/pub/software/portal/select.html?&mdfid=283782839&flowid=26422&softwareid=282204704

Version 2 : CUCM/ELM 9.1(1)

Version 2.1a: CUCM/ELM 9.1(1a)

Supports CUCM versions 6.x through 9.x

NOTE: License counts are determined by the current CUCM configuration

(number of users and devices)

License Count Utility (UCT)

License Count Utility (UCT) – (cont'd)

<u>License Requirements Based on Usage Data</u>

Install all licenses first

- Connects to CUCM publisher instances.

- Determines current license usage based on current configuration (number of users and devices provisioned).

- Carries forward unused DLUs.

- Displays summary per CUCM instance the license quantities required.

<u>License Conversion Worksheet</u>

- Current License Usage – uses same algorithm as CUCM 9.x to determine total license requirements based on configured devices and users

- Recommended License Count – shows minimum licenses required to meet the Current License Usage.

    For UCL recommendation mode Recommended License Count = Current License Usage.

    For CUWL recommendation mode Recommended License Count for Enhanced licenses = # Public Devices and for CUWL Standard = Current License Usage - # Public Devices

- Adjust Recommended Count – allows customers to adjust recommended license counts and allocate unused DLUs.

- DLUs per license – shows the number of DLUs used per license type when Recommended Counts are adjusted. The number of DLUs are used to subtract from the unused DLUs when Recommended counts are adjusted to require additional licenses – higher than the Recommended Counts.

File   Edit   Help

Clusters   License Report

Welcome to the Cisco License Count Utility. This utility will connect to the Cisco Unified CM servers you define below and generate a report of license usage that can be viewed, printed or saved. Begin by adding servers-- if you have clusters, only add the publishers-- and then press Generate Report.

Add...   Edit   Delete...   Generate Report

Hostname/IP address	Description	Version (Last Known)	Last Connection Status	Include in Report
10.94.171.171		8.0.3	Successful	☑

Cisco License Count Utility

File   Edit   Help

Clusters   License Report

Report Generated: 2013-Mar-11 14:10:30   Refresh Report   Save as...   Print...

License Requirements Based on Usage Data

The table below contains the minimum number of 9.0 licenses required to cover all users and phones currently configured on the Unified CM servers included in this report.

Hostname/ IPAddress	Description	Essential	Basic	Enhanced	Enhanced Plus	CUWL Standard	CUWL Professional	Telepresence Room	Unused DLUs
10.94.171.171		50	70	450	0	0	0	50	7410
TOTAL		50	70	450	0	0	0	50	7410

License Conversion Worksheet

Use this section to calculate scenarios for upgrading and using available Device License Units (DLUs). Note that the license values reported below only include licenses consumed by Cisco Unified CM, and not other products that can consume a CUWL license. If you will be using worksheet as a basis to place license order, it is important to note that software service (ESW) and subscription (UCSS) rates are based on the number of licenses specified, so you should only include current license requirements plus additional licenses you anticipate needing. Use the drop down menu to select whether to display the recommended license Counts as User Connect Licenses (UCL) or Cisco Unified Workspace Licenses (CUWL).

Recommendation Mode   UCL Licenses

License Type	Current License Usage	Recommended License Count	Adjust Recommended Count(+/-)	New License Count	DLUs Per License	DLU Change(+/-)
CUWL Professional	0	0	0	0	12	0
CUWL Standard	0	0	0	0	11	0
Enhanced Plus	0	0	0	0	9	0
Enhanced	450	450	1,100	1550	6	6600
Basic	70	70	175	245	4	700
Essential	50	50	0	50	0	0
Telepresence Room	50	50	10	60	11	110
			TOTAL DLU USAGE CHANGE:			7410

Run Compliance Check   Reset Values

Unused DLU's Remaining: 0

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License Count Utility (UCT)

Use for migration planning

1. Connect and generate license report
2. Review current license usage
3. Plan unused DLU license allocation

CUCM versions 3.x/4.x/5.x (or CME) to 9.1

For a migration from 4.x (RTU based) and 5.x (device only based) systems, This will need to be processed manually.

1. Fulfill any unused license PAKs*

2. Install all licenses*

3. Validate licensing installed and snapshot CUCM license usage (5.x only)

4. Open a case with licensing
   RE: Migration to 9.1 from 4.x/5.x
   a. Provide SO# of upgrade
   b. Provide device inventory (qty of each device type)
   c. Provide planned user counts (users with no features, users with mobility enabled)
   d. CUCM license usage screenshot (5.x only)

License Migration to 9.1

Objectives for the 9.x Migration

Cisco's goal in the migration process to version 9.1(1) is to finally come to agreement with our customer base on the number of user licenses and types to which they are entitled. This manual process will allow customers the flexibility to move forward with

- The same quantity and type of licenses,
- Decrease their license quantity and type (without refund),
- Increase their quantity and select additional license types by converting DLUs, or
- Pay to upgrade their license types

Once customers get through the upgrade process and "lock in", this will be the customer entitlement record moving forward. There will not be any further modifications and we will put a stake in the ground from which to move forward.

License Migration to 9.1 Agenda

- Key Points

- Changes to 9.1 Migration

- Migration Process Overview

- User Scenarios with Numerical Examples
  1. Migrating Unused DLUs to 9.1 UCL User Licenses
  2. Migrating Unused DLUs or Existing UCL Licenses to 9.1 CUWL User Licenses
  3. Migrating Existing CUWL Licenses to 9.1 CUWL Licenses
  4. Converting Existing CUWL Licenses to mixed 9.1 CUWL/UCL Licenses
  5. Configuring Extension Mobility
  6. User Device Association

- 5 Top FAQs

- Summary

Key Points

LICENSING MIGRATION

- For the migration to 9.x, Customers are granted new 9.x licenses for the users and devices they have currently configured on their systems at no additional licensing cost.

- At the time of the next UCSS/ESW contract renewal, the UCSS/ESW contract terms and price will be based on the user count and license type issued during license migration, plus any additional users purchased after migration.

- Use of Extension Mobility will be issued at no cost for the migration and additional licenses issued for Extension Mobility will not alter the existing UCSS/ESW contract

BENEFITS OF 9.X LICENSING

- Licensing requirement timing
  - 60 Day grace period after Installation/Configuration before needing the license
  - ELM reports licensing requirements after migration which can be used to obtain permanent licenses

- Licensing is now controlled at the customer level rather than by cluster/server simplifying the licensing process
  - Pooling across clusters/servers is defined by customer through attachment to an Enterprise License Manager (ELM)
  - One place to go for all licensing information
  - Licensing is by tiers of users, each lower tier is a sub-set of the higher tier

Changes to 9.1 License Migration

- Communications Manager is moving to manual migration so that Cisco can properly generate licenses for all of the different types of configurations and deployments
  - Submit case to GLO to obtain your 9.1 license or get your 9.1 license migration questions answered

- Connection will continue to use the automated migration tool in ELM

- Extension mobility license changes are included in 9.1(a)

Process Flow Overview to Migrate 9.1 Licenses

Data Collection

- Register & apply unused PAKs
- Run License Count Utility (UCT) for 6.x/ higher
- Validate licensing installed and compare UCT to purchases

Planning

- Read (these) migration guidelines for user license migration
- Plan for UCSS/ ESW at renewal on additional licenses issued
- Decide on unused DLU allocation (UCL only)

Install Software

- Migrate existing deployment to 9.1 release
- Install & configure Enterprise License Manager (ELM)
- Run system under 60 day grace period
- Copy ELM License Request to Text File

Request License

- Submit licensing case to GLO with required information
- Receive 9.1 license from GLO
- Receive confirmation email on 9.1 users licensed
- Receive email on updated contract record update to licensed quantities

Ongoing Deployment

- Install license in ELM
- Receive UCSS/ ESW renewal quote based on 9.1 user quantities

Full Process description in "Details for Future Reference" Section

Initiate your request for 9.1 License Migration Assistance

TAC Service Request Tool

Open your service request by web: www.cisco.com/tac/caseopen

Email

Open any service request via licensing@cisco.com

Phone

Open service request by telephone via country-specific numbers
http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

The Global Licensing Operations (GLO) Team is available 24 x 7 x 365 and has knowledgeable agents that can help.

- Process your request and route it to the team best able to assist you
- Expect a response within 48-72 hours
- Remember: Communications Manager & Connection licensing has a 60 day grace period from the time that users are configured on the system

Information to send to GLO

- Title: License Migration to 9.1

- License Count Tool (UCT) analysis in Excel format showing required licenses and unused DLUs allocated to new licenses OR ELM license usage report (all users/devices have been fully configured)

- Entitled UCSS/ESW Contract number(s) or proof of purchase of a version upgrade

- Site information (name-all name permutations, City, state, country) for contract update

- Email address(es) to send license and software support contract updates

- ELM Generated License Request (in .txt file as an attachment)

- MAC address/Licensing MAC from existing publisher server(s)

- If a UCL customer, how customer wants to allocate unused DLU's

Common Migration Scenario #1
Migrating Unused DLUs to 9.1 UCL User Licenses

- **Unused DLUs may be used to add more Enhanced user seats at <u>no additional license charge</u>.**

- **<u>UCSS/ESW will increase</u> to cover additional Enhanced user seats.**
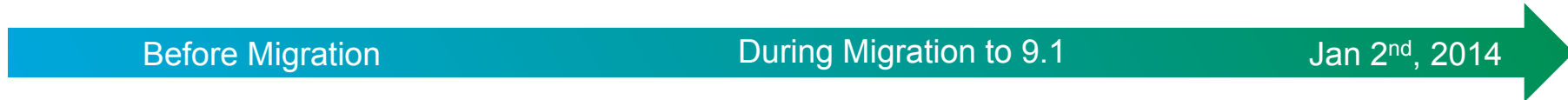
Customers with UCSS Today

UCSS/ESW coverage on any new user licenses added will be provided under the customer's current UCSS/ESW contracts until next renewal at which time UCSS/ESW rates will be calculated at the new license level & quantity.
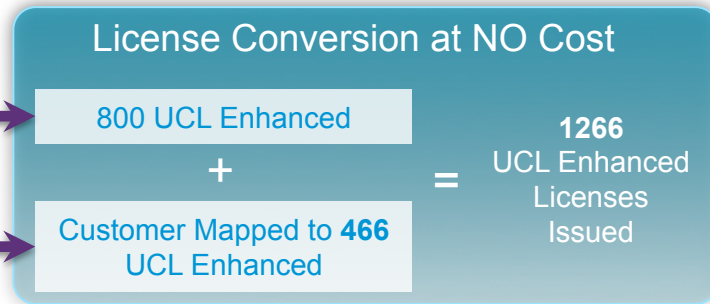
Customers without UCSS Today

UCSS/ESW needs to be acquired at time of conversion (check available incentives).

Common Migration Scenario #1
Migrating Unused DLUs to 9.1 UCL User Licenses

Before Migration	During Migration to 9.1	Jan 2nd, 2014

CUCM SW Version	7.1 (3)
# Server Nodes	5
# of DLUs bought	6000
Used DLUs	800 7960 Phones Configured
Unused DLUs	2800 DLUs
User Licenses	N/A
Service Contract	700 CUCM users on current Contract (Renewal - Jan 2nd, 2014)

Optional

License Conversion at NO Cost

800 UCL Enhanced

+

Customer Mapped to **466** UCL Enhanced

= **1266** UCL Enhanced Licenses Issued

Service Contract/Install Base changed to reflect the 1,266 9.1 UCL Enhanced users that have been installed but NO immediate change in Cost

UCSS/ESW contract renewal quote will be for 1,266 9.1 UCL Enhanced licenses

Common Migration Scenario #2
Migrating Unused DLUs or Existing UCL Licenses to 9.1 CUWL User Licenses

Use <u>unused DLUs</u> for additional CUWL Standard licenses: Unused DLUs can be used for CUWL licenses. This conversion of unused DLUs to CUWL seats is done in two steps:

1. Migrate DLUs to UCL Enhanced. This gives the customer the entitlement to Communications Manager.

2. Order the appropriate CUWL migration part number to complete the process (check available incentives). This entitles the customer to the complete feature set of the CUWL bundle with appropriate UCSS

Use <u>existing UCL seats</u> for additional CUWL Standard seats: This conversion of existing UCL licenses to CUWL licenses is done in a single step and that is step 2 above.

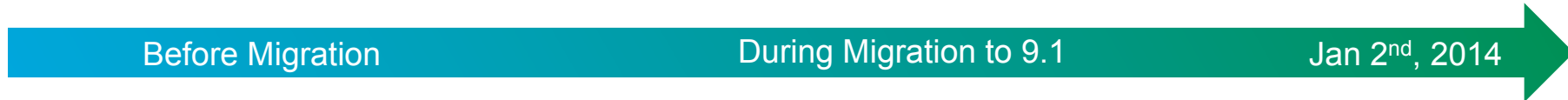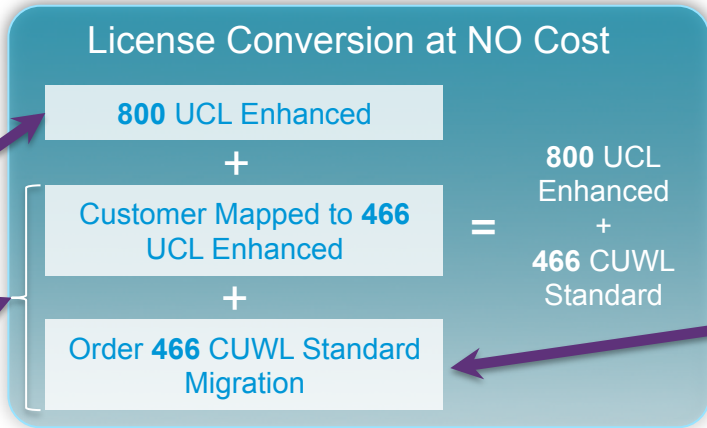| Customers with UCSS Today	Customers without UCSS Today
UCSS/ESW coverage on any new user licenses migrated to CUWL will be obtained as part of the CUWL Migration purchase. Current users not migrated to CUWL will be covered by the customer's current UCSS/ESW contracts until next renewal at which time UCSS/ESW rates will be calculated at the new license level and quantity.	UCSS/ESW needs to be acquired at time of conversion (check available incentives).

Common Migration Scenario #2
Migrating Unused DLUs or Existing UCL Licenses to 9.1 CUWL User Licenses

Before Migration	During Migration to 9.1	Jan 2nd, 2014

CUCM SW Version	7.1 (3)
# Server Nodes	5
# of DLUs bought	6000
Used DLUs	800 7960 Phones Configured
Unused DLUs	2800 DLUs
User Licenses	N/A
Service Contract	700 CUCM users on current Contract (Renewal - Jan 2nd, 2014)

License Conversion at NO Cost

800 UCL Enhanced

+

Customer Mapped to **466** UCL Enhanced

+

Order **466** CUWL Standard Migration

Optional

=

800 UCL Enhanced + **466** CUWL Standard

To complete the move to CUWL & receive the complete CUWL feature set, purchase the CUWL migration (check available incentives)

Service Contract/Install Base changed to reflect the 800 9.1 UCL Enhanced & 466 CUWL Standard licenses that have been installed

UCSS/ESW contract renewal quote will be for 800 9.1 UCL Enhanced and 466 CUWL Standard licenses

Common Migration Scenario #3
Migrating Existing CUWL Licenses to 9.1 CUWL Licenses

- **Users purchased as CUWL are migrated to 9.1 as CUWL users:** Number of CUWL users purchased in previous version is issued as the same number/type of 9.1 CUWL users.

- No changes to UCSS/ESW
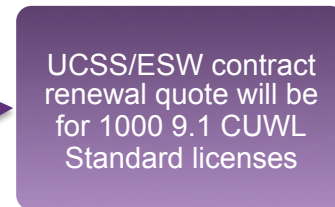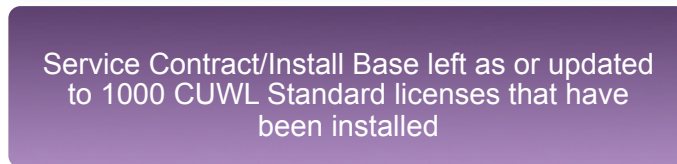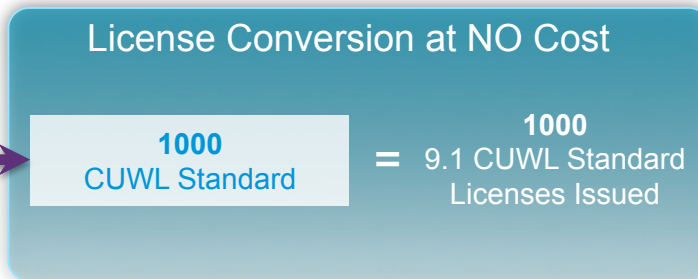
Common Migration Scenario #3
Migrating Existing CUWL Licenses to 9.1 CUWL Licenses

Before Migration	During Migration to 9.1	Jan 2nd, 2014

CUCM SW Version	7.x
# of User Licenses bought	1000 CUWL Standard
Used Licenses	1000 7970 Phones Configured with Soft Client
Unused Licenses	None
Service Contract	1000 CUWL Standard users on current Contract (Renewal - Jan 2nd, 2014)

License Conversion at NO Cost

1000 CUWL Standard = **1000** 9.1 CUWL Standard Licenses Issued

Service Contract/Install Base left as or updated to 1000 CUWL Standard licenses that have been installed

UCSS/ESW contract renewal quote will be for 1000 9.1 CUWL Standard licenses

Common Migration Scenario #4
Converting Existing CUWL Licenses to mixed 9.1 CUWL/UCL Licenses

- **DLU's issued from CUWL purchased users converted to additional UCL users**: CUWL Users are issued on the 9.1 license for the total number of CUWL Standard or Pro users that were purchased. If there are still additional users that need licensing, the appropriate level of UCL user licenses will be issued to cover the remaining users.

- Cisco does not encourage this scenario as CUWL is sold with the terms and conditions of use for only one user.

Customers with UCSS Today

UCSS/ESW coverage on any new user licenses added will be provided under the customer's current UCSS/ESW contracts until next renewal at which time UCSS/ESW rates will be calculated at the new license level and quantity

Customers without UCSS Today

UCSS/ESW needs to be acquired at time of conversion (check available incentives).

Common Migration Scenario #4
Converting Existing CUWL Licenses to mixed 9.1 CUWL/UCL Licenses

Before Migration | **During Migration to 9.1** | **Jan 2nd, 2014**
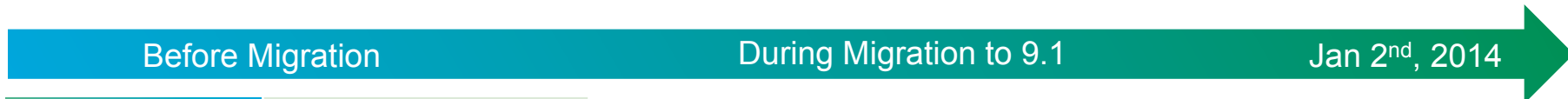
CUCM SW Version	7.1 (3)
# Server Nodes	5
# of User Licenses Bought	1000 CUWL Standard (11,000 DLU's per 5 Server Node + 1000/250 ports/HA Unity Connection Licenses)
Used DLUs	1200 8.6 7970 Phones Configured
Unused DLUs	N/A
Service Contract	1000 CUWL Standard users on current Contract (Renewal - Jan 2nd, 2014)

License Conversion at NO Cost

1000 CUWL Standard & 200 Enhanced

=

1000 9.1 CUWL Standard licenses + 200 UCL Enhanced licenses
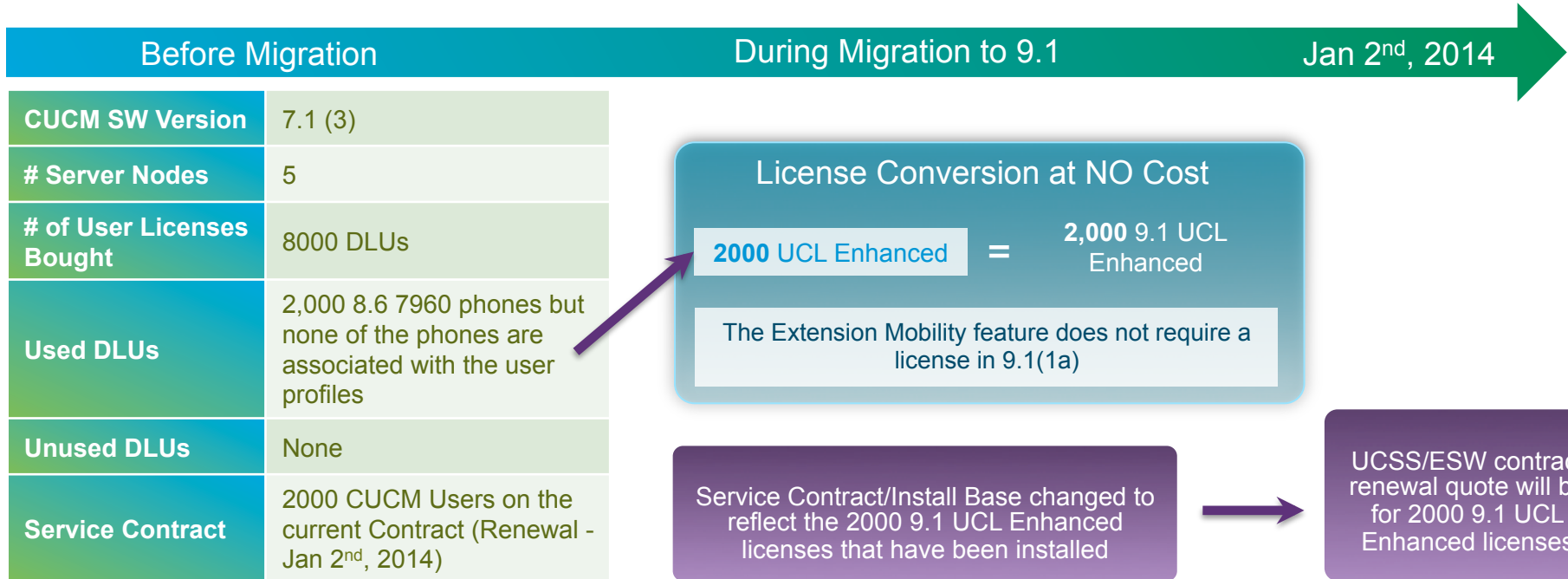
Service UCL Base changed to reflect the 1000 9.1 CUWL Standard & 200 UCL Enhanced licenses that have been installed but NO immediate change in Cost

UCSS/ESW contract renewal quote will be for the 1000 9.1 CUWL Standard & 200 UCL Enhanced licenses

Common Migration Scenario #5
Configuring Extension Mobility

Users with extension mobility configured: Customers will not require an additional license for users with extension mobility configured when migrating to 9.1(1a). The requirement for a license for a user profile has been turned off (provided not using SNR or soft-client). Example Below:

Before Migration	During Migration to 9.1	Jan 2nd, 2014

CUCM SW Version	7.1 (3)
# Server Nodes	5
# of User Licenses Bought	8000 DLUs
Used DLUs	2,000 8.6 7960 phones but none of the phones are associated with the user profiles
Unused DLUs	None
Service Contract	2000 CUCM Users on the current Contract (Renewal - Jan 2nd, 2014)

License Conversion at NO Cost

2000 UCL Enhanced **=** **2,000** 9.1 UCL Enhanced

The Extension Mobility feature does not require a license in 9.1(1a)

Service Contract/Install Base changed to reflect the 2000 9.1 UCL Enhanced licenses that have been installed

UCSS/ESW contract renewal quote will be for 2000 9.1 UCL Enhanced licenses

Common Migration Scenario #6
User Device Association

Two options for User Device Association:

Recommended

As part of the migration, associate users to devices. Where appropriate, the preferred solution is to associate users to devices. Tools are being developed to simplify this association.

If you did not associate users to devices, Cisco will support this current configuration on an as-needed basis. The current solution is to do a manual migration with permanent, incremental licenses for each device which is not associated. Cisco will be delivering tools and streamlined processes to associate devices with users.

Multi-Device users (UCL Enhanced Plus & CUWL): If users are not associated with shared devices (e.g., for hot desking), we will provide additional licenses (Enhanced) with no additional UCSS/ESW services charges for the additional licenses.
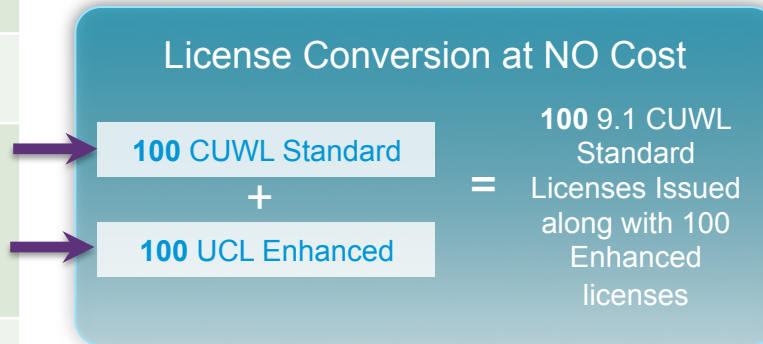
Common Migration Scenario #6
User Device Association

Before Migration	During Migration to 9.1	Jan 2nd, 2014

CUCM SW Version	8.x
# of User Licenses bought	100 CUWL Standard
Used Licenses	100 9971 Hard Phones for Hot Desking. Not associating users to phones and deploying Jabber
Unused Licenses	None
Service Contract	100 CUWL Standard users on current Contract (Renewal - Jan 2nd, 2014)

License Conversion at NO Cost

100 CUWL Standard
+
100 UCL Enhanced
=
100 9.1 CUWL Standard Licenses Issued along with 100 Enhanced licenses

Service Contract/Install Base left as 100 CUWL Standard licenses that have been installed

UCSS/ESW contract renewal quote will be for 100 9.1 CUWL Standard licenses

5 Top FAQs

- How do I migrate multiple clusters?
  Answer: From a technical perspective, migrate clusters one at a time. For Licensing, customers/partners can request licensing at the time that they move each cluster, OR they can ask that all user licenses be migrated all at once and then the pre-9.x systems run on their old licenses until time of migration.

- Do "Jabber for Everyone users" require a license when migrating to 9.x?
  Answer: The Jabber for Everyone user does not require a license to use the IM&P capabilities delivered through the Jabber for Everyone promotion. However, if the user would like to take advantage of the click-to-call functionality included as part of the Jabber for Everyone promotion in either in either pre-9.x or 9.x, they would need to have an IP phone connected to Cisco's UC Manager as well as the appropriate license for that IP Phone.

- How are CUCM-BE licenses migrated?
  Answer: all CUCM-BE licenses must be migrated manually. Please open up a case with GLO, providing all requested fields as described on the "Information to send to GLO" slide earlier in the presentation.

- What do I do if I get an error message stating "The license file cannot be validated because there is a problem with its security certificate"?
  Answer: Open a case with the Global Licensing Operations (GLO) team and ask for the license to be resent with regeneration. This will resend the license with the signature file and will resolve the issue.

- How do I get a PAK for my 9.x version upgrade order—no PAKs were shipped with the order?
  Answer: No PAKs are needed for migrations to 9.x for Communications Manager and Unity Connection. To obtain your 9.x license, please open up a case with GLO, providing all requested fields as described on the "Information to send to GLO" slide earlier in the presentation.

Summary of the Migration Training

- After the license migration, you have all of the benefits of 9.1 licensing:
    - Pooling across clusters
    - Electronic issuance for additional user licenses purchased
    - Accurate reporting of licenses and usage

- License migration is manual for Communications Manager
    - Open a case with GLO by emailing licensing@cisco.com

- This manual process will allow customers the flexibility to move forward with
    - The same quantity and type of licenses,
    - Decrease their license quantity and type (without refund),
    - Increase their quantity and select additional license types by converting DLUs

- 9.1 License type/quantity will drive the next UCSS/ESW renewal quote

- Collateral links in the "Details for Later Reference" section

Details for Later Reference

Official 9.x License migration guidelines

- For the migration to 9.x, Customers are granted new 9.x licenses for the users and devices they have currently configured on their systems. In addition, for Communications Manager (UCL), they will have the ability at the time of migration to apply their unused DLUs to new 9.x licenses. Use of features like extension mobility will be issued at no cost for the migration.

- If the customer's license counts or license types change from what was previously purchased, as determined by the ELM migration utility or the Licensing Operations team, then the customer is granted those licenses during the migration process.

- At the time of the next UCSS/ESW contract renewal after migration to 9.x, the UCSS/ESW contract terms and price will be based on the user count and license type issued during license migration, plus any additional users purchased after migration. Where a customer has multiple UCSS/ESW contracts, it will attach to the first one.

- Customers migration to new CUWL licenses that have not been previously purchased require purchase of migration to CUWL including the associated UCSS and ESW.

Other Migration Examples

- CUCM-BE Example:

  Purchased 100 user CUCM-BE system and later purchased 25 more UCL users

  License that will be issued: 125 9.1 UCL Enhanced users and 100 Unity Connection users on same license

- Migrating Analog, Adjunct and Public Space Licenses

  Analog users are migrated to 9.1 Essential Users

  Adjunct users are not migrated

  Public Space licenses are migrated to 9.1 Enhanced Users

DATA COLLECTION

- Register and apply any unused PAKs to the system that will be migrated. Install all licenses into the pre-9.0 system(s). If customer has planned for growth in the previous license model, consider this when migrating. cisco.com/go/license

- Run License Count Utility (UCT) on existing system for 6.x/higher to determine how current configuration will map to 9.1 users http://www.cisco.com/en/US/partner/docs/voice_ip_comm/cucm/upgrade/uct/CUCM_BK_UCT_Admin_Guide.html

- Collect data to compare UCT analysis to software purchases & UCSS. If there appear to be significant differences or questions, do further analysis.

  Determine how the UCT analysis of users compares to UCSS users on contract. If additional information on UCSS Contract is needed, contact the UCSS Support team ucss-support@external.cisco.com

  If you have questions about the data or the process, send an email to ctglicensing@cisco.com

PLANNING

- ## Plan user license migration

    Cisco will generate migration license to match current configuration but will modify the NextGen UCSS/ESW contracts & Install Base records to reflect the 9.1 users on the migration license. This means that the cost of UCSS and ESW could increase if more, or different types of, users are migrated than had been purchased earlier.

    If CUWL was purchased then CUWL licenses will be issued during the migration. Do NOT consider Unused DLU's in your migration planning. Cisco will address through the migration.

    If CUWL was purchased, and the total number of users exceeds the number of CUWL licenses purchased, licenses will be issued to cover those users configured on the earlier release. The renewal quote for Nextgen UCSS/ESW will include these additional users unless it can be determined some number of users are not associated with devices. Those customers where extension mobility has not been associated to a user are requested to run on release 9.1.1(a) or higher.

    If CUWL was not purchased, note the number of unused DLU's that are available and discuss with the customer whether they want to allocate the DLU's to 9.1 UCL users or return some/all of the unused DLU's to Cisco. Recommendation is to convert unused DLU's to Enhanced @ 6 DLU's/user. Note: that there will be NO REFUND for returned DLU's but the customer is saving on future services charges that they would otherwise pay on the licensed users generated from those unused DLU's.

    Note the differences between what has been configured and current UCSS users on contract and estimate if there will be an increase in UCSS/ESW cost

    Decide on desired 9.1 license configuration – IMPORTANT: Disposition of unused DLU's must be decided at time of migration and all unlicensed DLU's must be licensed in the pre-9.x release of Communications Manager. Changes to the migrated license cannot be made after migration is complete.

Process to Migrate 9.1 Licenses 3 of 5

INSTALL SOFTWARE

- Migrate existing deployment to 9.1 release

  Obtain the software for UC Manager 9.1 with ELM either through the Product Upgrade Tool (http://tools.cisco.com/gct/Upgrade/jsp/index.jsp) or through the Cisco ordering tools.

  Migrate the existing deployment to 9.1 (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). If platform migration is not possible, install 9.1 independently.

- Install & configure Enterprise License Manager (ELM)
  http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_1_1/CUCM_BK_EDEFFAEB_00_enterprise-license-manager-user-91.html

- Provision all users and devices on the 9.1 system (have 60 day grace period before license is needed)

- Provision all users and devices on the 9.1 system (There is a 60-day grace period before license compliance/installed valid licenses are required).

- Add the product instances to the ELM product inventory, test connection, and synchronize.

- From the ELM, generate a License Request, and save it to a text file.

REQUEST LICENSE

- Submit a case to the Global Licensing Operation (GLO) by sending an email to licensing@cisco.com with this information:

  Title: License Migration to 9.1

  Documentation showing current usage/configuration:

  License Count Tool (UCT) analysis in Excel format showing required licenses and unused DLUs allocated to new licenses

  OR ELM license usage report (all users/devices have been fully configured)

  OR for CUCM versions 3.x/4.x/5.x (or CME): inventory (qty of each device type), planned user counts (users with no features, users with mobility enabled) andCUCM license usage screenshot (5.x only)

  Entitled UCSS/ESW Contract number(s) or proof of purchase of a version upgrade

  Site information (name-all name permutations, City, state, country) for contract update

  Email address(es) to send license and software support contract updates

  ELM Generated License Request (in .txt file as an attachment)

  MAC address/Licensing MAC from existing publisher server(s)

  If a UCL customer, how customer wants to allocate unused DLU's

REQUEST LICENSE, Cont.

- Receive 9.1 license from GLO. An email will be sent explaining the quantities that have been issued.

  If after reviewing the user quantities that were issued, the customer decides that the quantities are too high because they do not wish to pay support on that many users, please send an email to ctglicensing@cisco.com and request changes. IMPORTANT: no refunds will be given for any reduction in licensed users.

- Cisco will adjust current Software Service contract product records to reflect the 9.1 users that have been licensed. This will not impact partner renewal metrics , but it may impact the value of the renewal. The person receiving the license will be sent an email on the Contract record update to 9.1 user quantities.

ONGOING DEPLOYMENT

- Install license in ELM
  http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_1_1/CUCM_BK_EDEFFAEB_00_enterprise-license-manager-user-91.html

- 90 days prior to UCSS/ESW contract end, generate a renewal quote for the customer based on 9.1 user quantities that we previously update on the contract records

Additional Resources

Release Notes for Cisco Unified Communications Manager, Release 9.0
http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/9_0_1/CUCM_BK_RF912712_00_cucm-release-notes-90.html

Release Notes for Cisco Unified Communications Manager, Release 9.1
http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/9_1_1/CUCM_BK_R6F8DBD4_00_release-notes-for-cucm-91.html

Cisco Unified Communications Manager Features and Services Guide, Release 9.1(1)
http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/9_1_1/ccmfeat/CUCM_BK_C3E0EFA0_00_cucm-features-services-guide-91.html

Cisco Unified Communications Manager 9.1 Migration and Upgrade Guide

Enterprise License Manager User Guide, Release 9.1(1)
http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_1_1/CUCM_BK_EDEFFAEB_00_enterprise-license-manager-user-91.html

Using Cisco Unified Communications Manager License Count Utility
http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/upgrade/uct/9_1_1/CUCM_BK_U0AE00F5_00_uct-admin-guide.html

Thank you.