



APPENDIX **D**

Licensing

This appendix provides licensing information for Cisco Unified Service Monitor (Service Monitor). It contains the following sections:

- [Verifying Service Monitor Licensing, page D-1](#)
- [Obtaining and Registering Service Monitor Licenses, page D-2](#)
- [Using an Evaluation License, page D-3](#)
- [Determining License Size Exceeded, page D-3](#)

Verifying Service Monitor Licensing

Use this procedure to determine the status and size (number of phones supported) of the Service Monitor license.

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- Step 1** Select the CiscoWorks link in the upper righthand corner of the Service Monitor home page. A new window opens.
- Step 2** Select **Common Services > Server > Admin > Licensing**. The Licensing Information page appears, displaying the information described in the following table.

Column	Description
Name	Abbreviated product name—SM.
Version	Product version— <i>A.b</i> , where <i>A</i> is the major version number and <i>b</i> is the minor version number; for example, SM 2.0.
Size	Limit—Indicates the cumulative number of phones that Service Monitor is licensed to support, up to a maximum of 30,000. Note The licensing process permits you to install any valid licenses, even if, as a result, the number of phones exceeds the maximum value. To move a license from one Service Monitor server to another, call the Cisco Technical Assistance Center (TAC).
Status	One of the following: <ul style="list-style-type: none"> • Purchased—You have a registered, licensed product. • Evaluation—This license will expire on the expiration date; Service Monitor will stop running.
Expiration Date	Date on which Service Monitor stops running. Applies to evaluation licenses.

Obtaining and Registering Service Monitor Licenses

After you have installed Service Monitor, you might want to:

- Upgrade from an evaluation license to a purchased license for the same version of Service Monitor.
- Increase the number of phones that Service Monitor supports, up to a maximum of 30,000.



Note

For information about licensing Service Monitor during installation or upgrade from an earlier version, see *Quick Start Guide for Cisco Unified Service Monitor 2.1*.

When you purchase Service Monitor software, whether for the product or for incremental support of phones, a Product Authorization Key (PAK) is shipped to you. Use this procedure after you receive a PAK.

Step 1 Enter the PAK and the MAC address of the server where Service Monitor is installed at the following URL:

<http://www.cisco.com/go/license>

The license file will be e-mailed to you.

Step 2 Copy the license file to the Service Monitor server with read permission for casuser.



Note

Service Monitor uses casuser to perform tasks that require Administrator privileges.



Note If you copy a folder that contains the license file to the Service Monitor server, be sure to provide read permission for casuser on the folder as well as on the license file.

Step 3 Register the license file.



Caution

This procedure registers a license even when, as a result, license size exceeds the maximum value. Service Monitor manages up to a maximum of 30,000 phones even if license sizes exceed these maximum values.

- a. Click the CiscoWorks link from the upper righthand corner of the Service Monitor home page.
- b. Select **Common Services > Server > Admin > Licensing**. The License Information page appears.
- c. Click the **Update** button. The Select License File dialog box appears.
- d. Browse to and select the license file:
 - Click the **Browse** button.
 - Browse to the location where you copied the license file in [Step 2](#).
 - Select the license file.
 - Click **OK**. The Licensing Information page is updated. For more information, see [Table D-1](#).

Table D-1 License Registration Result

License registered...	Expected result on Licensing Information page
Upgrade from an evaluation license	Entry in the Status column changes from Evaluation to Purchased.
Increase number of phones supported	Entry in the Size column increases per license size.

Using an Evaluation License

If you have installed the evaluation version of Service Monitor, when you start Service Monitor, a licensing reminder is displayed. If you fail to upgrade your evaluation license after it expires, access to Service Monitor functionality will be prohibited. To upgrade from an evaluation license, see [Obtaining and Registering Service Monitor Licenses, page D-2](#).

Determining License Size Exceeded

Service Monitor supports a few more phones than the number specified by your licenses. (See [Verifying Service Monitor Licensing, page D-1](#).) If the number of phones exceeds the license size, you can purchase licenses to increase the number of phones supported—up to 30,000—or purchase an additional software license and install Service Monitor on an additional system. See [Obtaining and Registering Service Monitor Licenses, page D-2](#).

**Caution**

Service Monitor monitors up to the number of phones specified by your licenses plus a few more. When the number of phones in Service Monitor exceeds the limit, data from additional phones is not collected or analyzed.
