

# Verify Webex Calling License Usage

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## Introduction

This document describes how to verify that the license summary in Control Hub accurately reflects the license usage for Webex Calling services.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Webex Control Hub

### Components Used

This document is not restricted to specific hardware and software versions.

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, ensure that you understand the potential impact of any command.

## Background Information

Webex Control Hub is a web-based, management portal for the Webex portfolio of products. It provides a centralized platform to manage users, licenses, and devices.

Within Control Hub, the License Summary acts as a dashboard that provides a comprehensive view of the license status in the organization. It displays detailed information about the types and quantities of licenses that have been purchased, how many are currently in use, and how many remain available.

By using the License Summary in Control Hub, administrators can ensure that their Webex Calling deployment is aligned with the needs from their organization and compliance requirements.

## Overview of License Type

In order to check the overview of licenses in your organization, navigate to the **License Summary** section.

Step 1. Under **MANAGEMENT > Account**, click **Subscriptions > License Summary**.

Step 2. In the **Calling** section you can find these licenses for Webex Calling services:

- Professional license (User)
- Professional license (Workspace)
- Standard license (User only)
- Workspace license (Workspace only)
- Cisco Calling Plan license (Outbound calls)
- Webex Go (Bring Your Own Device)
- Webex Go Mobile (Mobile Operator)
- Attendant Console (Add-on for Webex Calling Professional)

## Verification Process

### Check User License Usage

In order to count the number of Standard and Professional licenses assigned in your organization, download the Comma Separated Value (CSV) file containing this information.

Step 1. Under **MANAGEMENT > Users**, click **Manage Users > CSV add or edit**.

Step 2. Click **Download CSV** and wait for the file to be downloaded.

## CSV bulk add or edit users

### Download CSV data

[Download CSV](#) or [Download CSV template](#)

[How to edit the CSV file?](#)

### Upload CSV data

If your CSV file contains Unicode characters (e.g. あ, φ, ï, ü, ß), upload your file in the UTF-8 format.



Drag and drop a file to upload or

[Choose a file](#)

[View import history/tasks](#)

### Users CSV File

The downloaded CSV file can be opened with any visualizer. Depending on the visualizer the information

1	First Name	Last Name	Display / User ID/ User Status	Last Service / Days since Li	Preferre	Locale	Timezon	Extensi	Phone Nur	Mobile Nu	Alternat	Alterna	Caller ID Nur	Caller II	Caller ID	Location	City	Address	Zip/post	State/p	Country	Hybrid	Hybrid	Hybrid	Jabber wit	
2	User 1	HGTTest	VM HG7I aluna15@ Not Verified					3906					1.8302E+10	VM	HGTTest	Site										FALSE
3	User 2	Testing	Another aluna15@ Active	2024-05-28T	41			5125	1.39E+10				1.3856E+10	Another	For Testin	Site										FALSE
4	User 3	Forward	Proof Fo aluna15@ Verified	2024-05-28T	41			2344	1.39E+10				1.3855E+10	Proof	Forward	Site										FALSE
5	User 4	Test	User For aluna15@ Active	2024-05-28T	41			2740	1.83E+10				1.6062E+10	User	For Testin	test123										FALSE
6	User 5	Tests	aluna15 aluna15@ Active	2024-07-08T	0			1001	1.83E+10				1.8302E+10	Ale	XS	Site										FALSE
7	User 6	Name	Licencia aluna15@ Not Verified					4321	1.39E+10				1.3854E+10	Licenci	Puebla	Site										FALSE
8	User 7	Example	co.tania co.tania@ Active	2024-06-27T	12			1234	1.43E+10				1.4302E+10	Cle	YS	Site										FALSE

can be presented like this.

### Users CSV Content Sample

In here, the first row contains the names of the different columns, and each one of the other rows represent a user in your organization.

In the first row, search for the columns that represent the Standard and Professional licenses. The Webex Calling VAR Basic [*sub-site name*] column refers to the Standard licenses, and the Webex Calling VAR Professional [*sub-site name*] column refers to the Professional licenses.

The values for these columns can be either TRUE or FALSE. A TRUE value means that the user in that row is assigned with that license.

Finally, filter each one of these columns to show only the rows containing a TRUE value. The Webex Calling VAR Basic [*sub-site name*] column is assigned the total amount of Standard license usage, and the Webex Calling VAR Professional [*sub-site name*] column is assigned the total amount of Professional license usage.

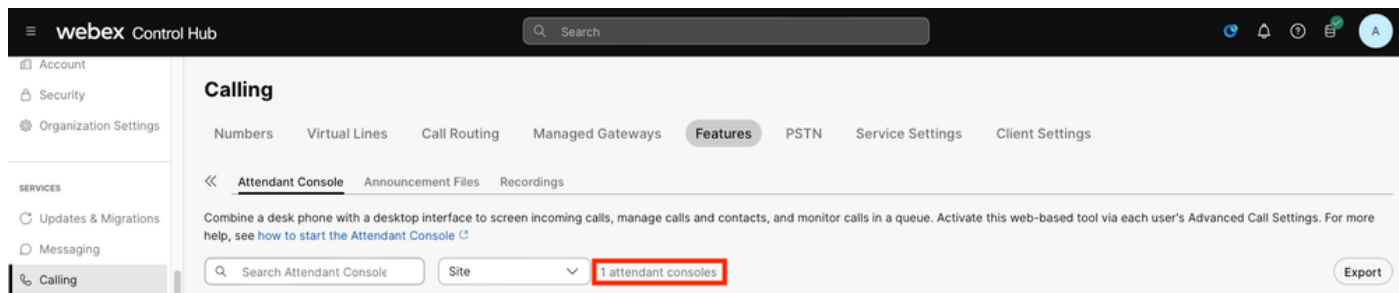
## Check Attendant Console License Usage

In order to count the number of Attendant Console licenses assigned in your organization, access the **Attendant Console** section and repeat this process for each one of your locations where you have users with the Attendant Console license assigned.

Step 1. Under **SERVICES > Calling > Features**, click the **Attendant Console** tab.

Step 2. Select a **location** in your organization.

Step 3. Review the amount of Attendant Console licenses used for this location.



#### Attendant Console Usage

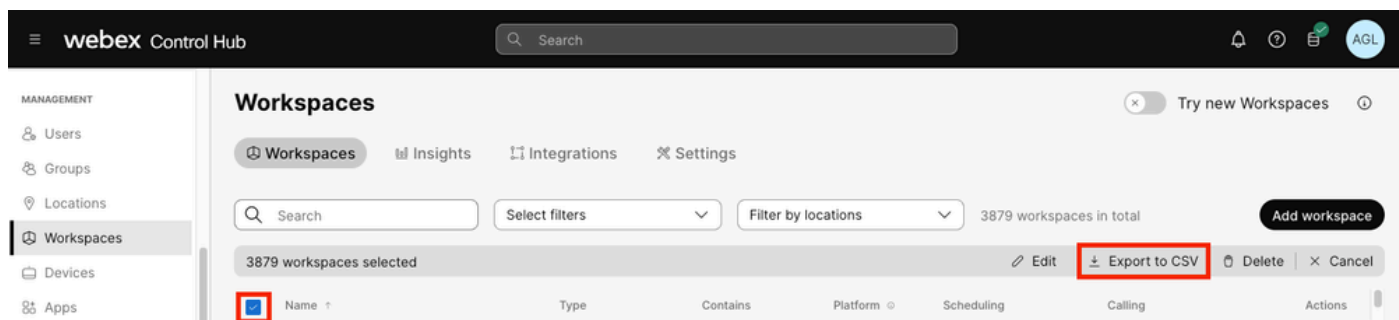
Finally, sum the licenses assigned to each location to get the total amount of Attendant Console license usage.

## Check Workspace License Usage

In order to count the number of Professional Workspace and Workspace licenses assigned in your organization, download the CSV file containing this information.

Step 1. Under **MANAGEMENT > Workspaces**, click the **checkbox** in the first row.

Step 2. Click **Export to CSV**.



#### Workspace CSV File

The downloaded CSV file can be opened with any visualizer. Depending on the visualizer the information can be presented like this.

1	ID	Name	Type	Contains	Scheduling	Email Address	Calling	Capacity	Device host	Location
2	768573d9	BE001 - A	Not set	Cisco 7832	None		Cisco Webex CallingWorkspace	Not set	Disabled	BE001
3	c86034fa	BE001 - E	Not set	Cisco 7841	None		Cisco Webex CallingWorkspace	Not set	Disabled	BE001
4	7772163b	BE001 - C	Not set	Cisco 7841	None		Cisco Webex CallingWorkspace	Not set	Disabled	BE001
5	4a592fa3	BE001 - E	Not set	Cisco 7841	None		Cisco Webex CallingWorkspace	Not set	Disabled	BE001
6	f799a204	BE001 - S	Other	Cisco 7841	None		Cisco Webex CallingWorkspace	Not set	Disabled	BE001
7	dcecd06e	BE004 - A	Not set	Cisco 7841	None		Cisco Webex CallingWorkspace	Not set	Disabled	BE004
8	e98e3434	BE004 - E	Not set	Cisco 7841	None		Cisco Webex CallingWorkspace	Not set	Disabled	BE004
9	dde85c4c	BE004 - E	Not set	Cisco 7841	None		Cisco Webex CallingWorkspace	Not set	Disabled	BE004
10	f4edf3eb-	BE004 - C	Not set	Cisco 7841	None		Cisco Webex CallingWorkspace	Not set	Disabled	BE004
11	23e3cc5f	BE004 - M	Not set	Cisco 7841	None		Cisco Webex CallingWorkspace	Not set	Disabled	BE004

#### Workspaces CSV Content Sample

In the CSV file, the first row contains the names of the different columns, and each one of the other rows represent a workspace in your organization.

In the first row, search for the column **Calling**. The value of this column for Webex Calling services can be

either Cisco Webex Calling Professional Workspace or Cisco Webex Calling Workspace, both of which describe the type of license assigned to the workspace in that row.

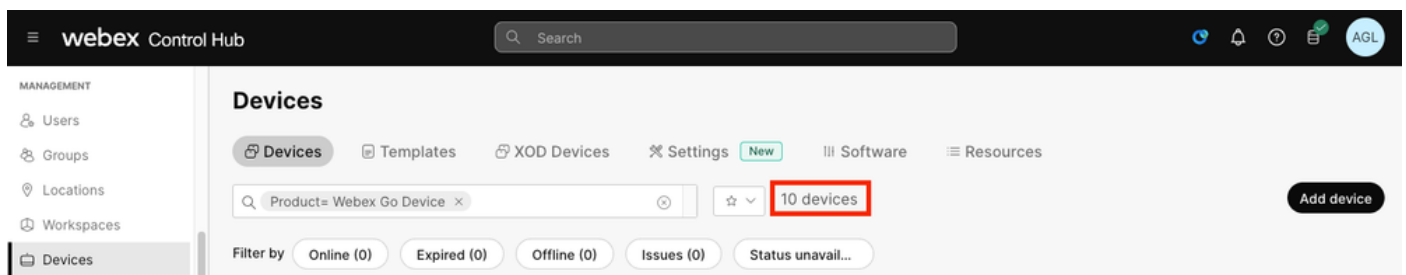
Finally, filter this column to show only the rows containing the Cisco Webex Calling Professional Workspace value, or the Cisco Webex Calling Workspace value, to get the total amount of Professional Workspace and Workspace license usage, respectively.

## Check Webex Go License Usage

In order to count the number of Webex Go licenses assigned in your organization, access the **Devices** page.

Step 1. Under **MANAGEMENT > Devices**, click the **search bar > Product > Webex Go Device**.

Step 2. Review the total amount of Webex Go devices to get the total amount of Webex Go license usage, as each Webex Go device uses one Webex Go license.



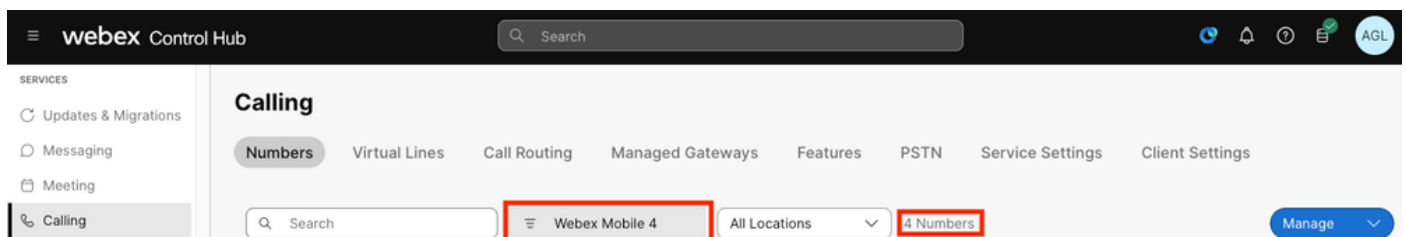
*Webex Go Usage*

## Check Webex Go Mobile License Usage

In order to count the number of Webex Go Mobile licenses assigned in your organization, access the **Numbers** section.

Step 1. Under **SERVICES > Calling > Numbers**, click the **filter menu** next to the **search bar > Webex Mobile**.

Step 2. Review the total amount of Webex Go Mobile numbers to get the total amount of Webex Go Mobile license usage, as each Webex Go Mobile number uses one Webex Go Mobile license.



*Webex Go Mobile Usage*

## Check Cisco Calling Plan License Usage

In order to count the number of Cisco Calling Plan licenses assigned in your organization, check the users, workspaces and virtual lines using a Cisco Calling Plan license. Then, sum all sub-totals to obtain the total Cisco Calling Plan license usage.

## Check Users with Cisco Calling Plan

In order to count the number of users with a Cisco Calling Plan licenses assigned in your organization, generate the CSV file as described in the Check User license usage section previously described in this article.

In the CSV file, locate the column Calling Plan. The value of this column can be either TRUE or FALSE, in which TRUE means that the user in that row is assigned with the Cisco Calling Plan license.

1	Hybrid Mess	Jabber with V	Jabber Callin	Contact Migr	Upgrade Prof	Preferred We	External Call	Custom Ext	Manager Em	Department	Title	Basic Me	Basic Space	Call on Web	Calling Plan	Hybrid Calen	Hybrid Calen	Hybrid Mess	On-Prem UCI	Advanced Me	Advanced Sp	Customer Ex	Webex Calling
2	FALSE	FALSE	FALSE				DIRECT_LINE					TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
3	FALSE	FALSE	FALSE				DIRECT_LINE					TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
4	FALSE	FALSE	FALSE				DIRECT_LINE					TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
5	FALSE	FALSE	FALSE				DIRECT_LINE					TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
6	FALSE	FALSE	FALSE				OTHER	Cisco Test				TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
7	FALSE	FALSE	FALSE				DIRECT_LINE					TRUE	TRUE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE
8	FALSE	FALSE	FALSE				DIRECT_LINE					FALSE	FALSE	TRUE	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE

Users CSV Cisco Calling Plan Content Sample

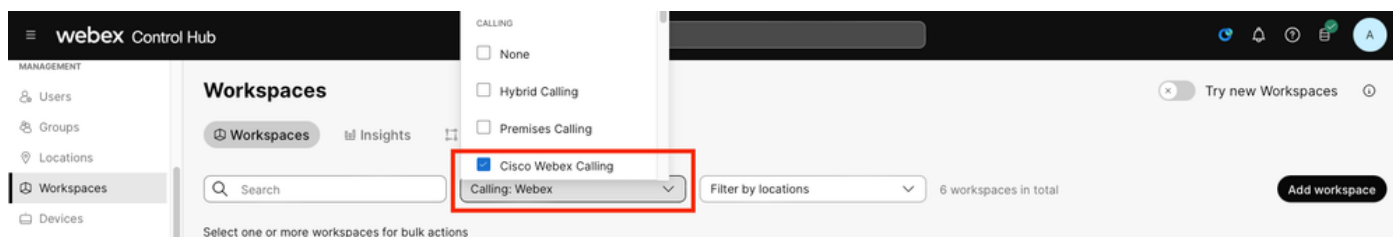
Finally, filter this column to show only the rows containing a TRUE value, to get the sub-total amount of Cisco Calling Plan license usage for users.

### Check Workspaces with Cisco Calling Plan

In order to count the number of workspaces with a Cisco Calling Plan licenses assigned in your organization, access the **Outgoing Call Permissions** page for each workspace.

Step 1. Under **MANAGEMENT > Workspaces**, click the **filter menu** next to the **search bar**.

Step 2. Under **CALLING**, select **Cisco Webex Calling**.

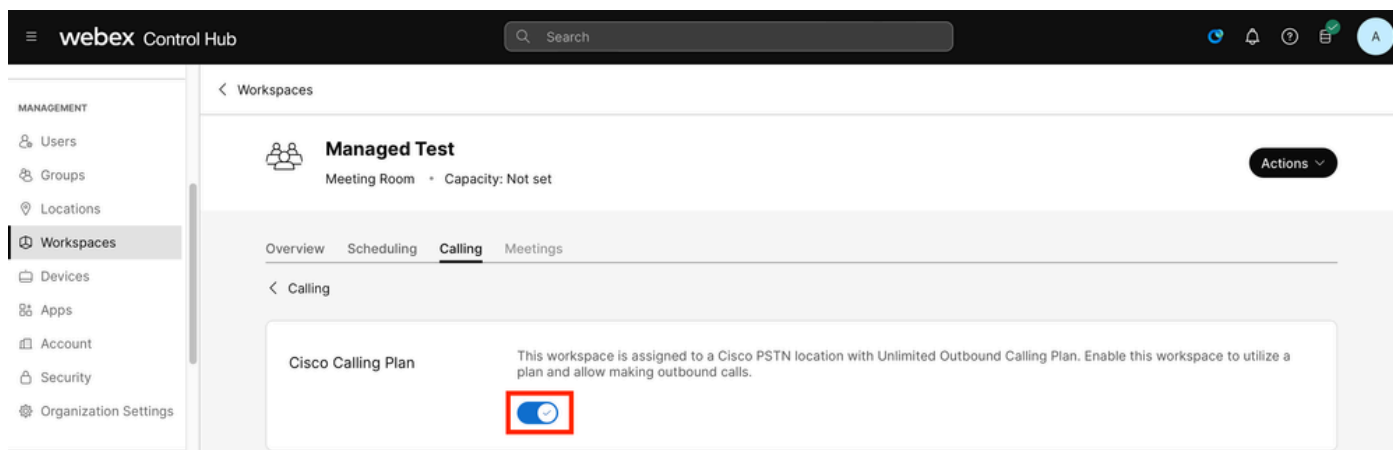


Cisco Webex Calling Filter

Step 3. Click the **Workspace > Calling**.

Step 4. Scroll to **Call handling > Outgoing Call Permissions**.

Step 5. Check if the **Cisco Calling Plan** toggle is enabled. If so, the workspace is using one Cisco Calling Plan license.



Step 6. Repeat steps 4 to 6 for each workspace until you get the sub-total amount of Cisco Calling Plan license usage for workspaces.

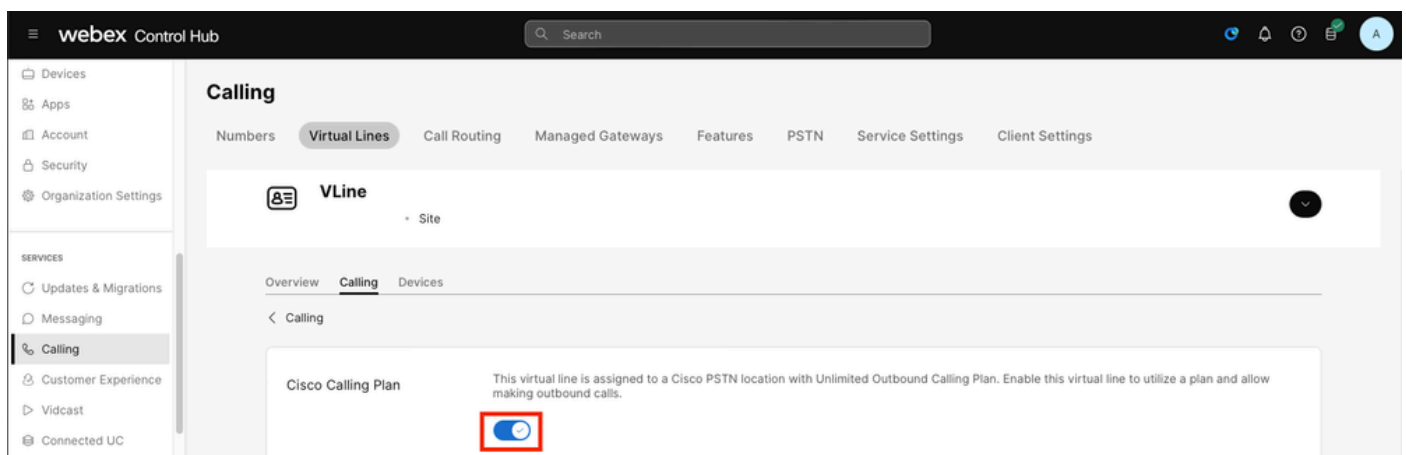
## Check Virtual Lines with Cisco Calling Plan

In order to count the number of virtual lines with a Cisco Calling Plan licenses assigned in your organization, access the **Outgoing Call Permissions** page for each virtual line.

Step 1. Under **SERVICES > Calling**, click the **Virtual Line > Calling**.

Step 2. Scroll to **Call handling > Outgoing Call Permissions**.

Step 3. Check if the **Cisco Calling Plan** toggle is enabled. If so, the virtual line is using one Cisco Calling Plan license.



Cisco Calling Plan Virtual Line

Step 4. Repeat steps 2 to 4 for each virtual line until you get the sub-total amount of Cisco Calling Plan license usage for virtual lines.

## Recommended Information for a TAC Case

If you find any discrepancies between the License Summary in Control Hub and the license count process described in this article, open a case with TAC.

Cisco recommends you include this information:

- Organization ID
- A description of where the discrepancy resides
- Attach the CSV file and/or screenshots of the evidence about the discrepancies

## Related Information

- [View assigned licenses in Control Hub](#)
- [Add multiple users in Control Hub with the CSV template](#)
- [Get started with the Attendant Console](#)
- [What is Webex Go](#)
- [Workspaces in Control Hub](#)

- [Get Started with the Cisco Calling Plans](#)
- [Multi line support in Webex Calling using virtual lines](#)