# CUCM 9.x+ en ELM - upgrade en installatie van licenties

# Inhoud

Inleiding Voorwaarden Vereisten Gebruikte componenten Conventies Uploaden en installeren Verifiëren Problemen oplossen Security fout in synchronisatiestatus Status Licentieaanvraag Geen Unified CM-productomstandigheden Registratie van productinstantie is mislukt Gerelateerde informatie

# Inleiding

Dit document beschrijft hoe u een licentie op Cisco Unified Communications Manager (CallManager) (CUCM) kunt verbeteren of installeren met behulp van Cisco Enterprise License Manager (ELM). Dit document is gericht op (CUCM-licenties specifiek voor versie 9.x of hoger. Cisco Unity Connection-licentie is anders

# Voorwaarden

### Vereisten

Cisco raadt u aan:

- Laat Cisco Unified Communications Manager (CallManager) versie 9.x of hoger geïnstalleerd. **Opmerking:** CUCM 9.1.1.2000-5 wordt ten zeerste aanbevolen vanwege verschillende bekende licentieafbrekers.
- Controleer of de Cisco Enterprise License Manager (ELM)-server en CUCM-server een NTPstratum (Network Time Protocol) van 4 of minder hebben. Gebruik de opdracht **utils NTP**status in de opdrachtregel-interface (CLI) ter verificatie.
- beschikken over volledige en nauwkeurige licentieaccountinformatie over uw Cisco Connection Online (CCO)-account.

#### Gebruikte componenten

De informatie in dit document is gebaseerd op de volgende software- en hardware-versies:

- Cisco Unified Communications Manager (CallManager) versie 9.x en hoger
- Cisco Enterprise License Manager op CUCM versie 9.x en hoger

De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk live is, moet u de potentiële impact van elke opdracht begrijpen.

#### Conventies

Raadpleeg Cisco Technical Tips Convention voor informatie over documentconventies.

# Uploaden en installeren

- 1. Meld u aan bij de Cisco Unified Communications Enterprise License Manager.
- 2. Klik op het spetsscherm op de link Licentiebeheer.

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Installed App	lications
Cisco Unified     Cisco Enterp	Communications Manager rise License Manager
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This product cont and use. Delivery Importers, export agree to comply v immediately.	tains cryptographic features and is subject to United States and local country laws governing import, export, transfer of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. ers, distributors and users are responsible for compliance with U.S. and local country laws. By using this product yo with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product
A summary of U.	S. laws governing Cisco cryptographic products may be found at. http://tools.cisco.com/legal/export/pepd/Search.do

- 3. Vul de inventaris uit en klik op Product-middelen.
- 4. Wijs Licentiebeheer aan op de CUCM-server/cluster waarop u de licenties wilt gebruiken. Het is best om het IP-adres voor de Hostname/IP-adressectie van alleen de CUCM-uitgever te gebruiken. U hoeft geen van de abonnees aan te wijzen.

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5. Wijs Licentiebeheer naar de CUCM-server waarop u de licenties wilt gebruiken. Het is best om het IP-adres voor de Hostname/IP-adressectie van alleen de CUCM-uitgever te gebruiken.

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- 6. Klik op **Test Connection** en controleer of deze succesvol is.
- 7. Klik op nu synchroniseren.
- 8. Als het cluster vanaf een eerdere versie van CUCM is bijgewerkt en alle gegevens in het CUCM zijn gezet, neemt u deze stappen. Licentiebeheer uitvouwen en op Licentieplanning klikken.
- 9. Klik op Upgradelicenties.

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- 12. Klik op Volgende om de selectie van licentietypen te bekijken.
- 13. Selecteer het type licenties; Cisco raadt u aan de typen te selecteren die u in de toekomst wilt kopen. Als u bijvoorbeeld momenteel een Cisco Unified Workspace License (CUWL) koopt, selecteert u CUWL.

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16. Klik op de koppeling Bestand opslaan om het bestand lokaal op te slaan.

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- 17. Klik op de koppeling in Stap 2 op het scherm en logt u in met uw CCO-id. De rest van deze procedure gaat ervan uit dat uw rekeninggegevens juist zijn.
- 18. Selecteer Cisco Unified Communications 9.0 en ga verder.

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Het licentiegereedschap genereert snel een licentibestand, zodat u niet meer dan een paar minuten hoeft te wachten om het licentibestand per e-mail te ontvangen.

22. Sla het ZIP-bestand op en extraheer het bestand erin.

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23. Blader naar de ELM, **Licentiebeheer** uitvouwen en klik op **Licenties** om de licentie te installeren. Selecteer op basis van de ELM-versie een geschikte methode om de licentie te uploaden. er zijn verschillende uploadopties in verschillende versies. In dit voorbeeld is er een vervolgkeuzelijst waar de aanvraag voor een licentie wordt weergegeven.

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# Verifiëren

Gebruik dit gedeelte om te bevestigen dat de configuratie correct werkt.

Nadat het licentiebestand is geïnstalleerd, ziet u de demomodus niet meer wanneer u op het pictogram **Info** in de rechterbovenhoek van het ELM-gereedschap klikt.

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Wanneer u het gebruik van uw licentie controleert, ziet u de juiste gegevens.

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Tip: Zorg ervoor dat u op de knop Nu synchroniseren klikt.

# Problemen oplossen

Deze sectie bevat informatie waarmee u problemen met de configuratie kunt oplossen.

#### Security fout in synchronisatiestatus

Een veiligheidsfout is meestal een op certificaat gebaseerde kwestie veroorzaakt door veranderingen in de ELM's of de Hostname/IP's.

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Controleer het NTP stratum, zoals opgemerkt in Voorwaarden, en voer vervolgens deze opdracht in op CLI:

#### admin:registratie van licentiecliënten opnieuw instellen

Verwijdert en voeg het CUCM opnieuw toe en het dient met succes te synchroniseren. Als de sychronisatie mislukt, opent u een TAC-case met het CUCM-team voor verder onderzoek.

#### Status Licentieaanvraag

Als u een fout in de licentiestatus van het licentiegereedschap hebt, opent u een TAC-case bij het licentieteam om de licentie te regenereren. vouwt op de ELM-pagina Licentiebeheer uit, klikt u op Licenties en voert u de Licentieaanvraag uit. De TAC-case moet binnen 48 uur worden opgelost.

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#### Geen Unified CM-productomstandigheden

Als u een fout optreedt voor Geen Unified CM-producten, neemt u contact op met het licentieteam om de case te escaleren naar de licentienemer (BU) om uw licentie te regenereren. Dit duurt meestal 24 tot 48 uur.

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#### Registratie van productinstantie is mislukt

Als de registratie van de productinstantie is mislukt, vindt u de ELM-instantie die de controle over het cluster heeft.

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# Gerelateerde informatie

• Technische ondersteuning en documentatie – Cisco Systems