



Release Notes for Cisco Prime License Manager, Release 11.5(1)

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CHAPTER 1

Introduction

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About Cisco Prime License Manager

Cisco Prime License Manager provides simplified, enterprise-wide management of user-based licensing, including license fulfillment. Cisco Prime License Manager handles licensing fulfillment, supports allocation and reconciliation of licenses across supported products, and provides enterprise-level reporting of usage and entitlement.

For more information about Cisco Prime License Manager, see the *Cisco Prime License Manager User Guide* at http://www.cisco.com/en/US/partner/products/ps13081/products_user_guide_list.html.

About Release Notes

These release notes describe features, requirements, restrictions, and caveats for Cisco Prime License Manager. These release notes are updated for every maintenance release but not for patches or hot fixes.

Upgrade

Upgrading Enterprise License Manager on MCS Server to Cisco Prime License Manager on Virtual Machine

Cisco Prime License Manager Release 10.0(1) and later is supported on ESXi VMware only. The OVA template is available from the Software Download Center under Prime License Manager Virtual Machine Templates. Bootable install media for new installs is available from the Electronic Software Delivery (ESD) along with the Cisco Unified Communications Manager software.

Procedure

-
- Step 1** Replace the MCS server with the VM Server as described in the following URL: http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/install/9_1_1/replace/CUCM_BK_R1B1A464_00_replace-server-cluster-cucm-91.html.
- Step 2** Upgrade the standalone Cisco Enterprise License Manager Release 9.x to standalone Cisco Prime License Manager Release 10.x using the refresh upgrade process with Cisco Prime License Manager standalone ISO as described in the *Cisco Prime License Manager User Guide*: <http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-license-manager/products-user-guide-list.html>.
- Step 3** Once the new instance has been installed, licenses must be transferred from the old instance. Cisco Global Licensing Organisation (GLO) can assist with this process.
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Product Interactions for Enterprise License Manager

The product interactions or product versions supported by Enterprise License Manager and Cisco Prime License Manager are shown below. For example, while Cisco Prime License Manager Release 10.x supports Cisco Unified Communications Manager and Cisco Unity Connection Release 10.x, a license definition update is required for Enterprise License Manager. License definition updates for Enterprise License Manager 9.x are applied by the installation of `elm_LicenseDef_9_1_v1.cop.sgn` (or the latest version) located at the Software Download Center under Prime License Manager Software Patches.

Table 1: Product Interactions Support Matrix

Product Instance Version	Managed By Enterprise License Manager 9.1	Managed by Cisco Prime License Manager 10.x and 11.x
CUCM 9.1	Yes	Yes
CUC 9.1	Yes	Yes
CUCM 10.0(1) and later	Yes W/ License Definition Updates	Yes
CUC 10.0(1) and later	Yes W/ License Definition Updates	Yes
CER 10.0(1) and later	No	Yes



CHAPTER 2

Important Notes

- [Manual License Fulfillment](#), on page 3
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Manual License Fulfillment

The license fulfilled with the first license request must be installed before subsequent license requests are generated.

Pre-Upgrade COP File

You can upgrade to Cisco Prime License Manager Release 11.5(1) from Cisco Prime License Manager Release 11.x or Enterprise License Manager Release 9.x. While upgrading from Cisco Prime License Manager Release 10.x or 11.x to Cisco Prime License Manager Release 11.5(1) is a direct upgrade, upgrading from pre-10.0(1) requires one or more COP files. Depending on the upgrade path, you may need to download and install one or both of the following COP files from Cisco.com:

- `elm_Elm_v9_1_1_PlmUpgrade.cop.sgn`
- `ciscocm.version3-keys.cop.sgn`



Note For information about which COP file you need to apply prior to performing an upgrade, see topics relating to license management in the *Compatibility Information for Cisco Unified Communications Manager* at <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-device-support-tables-list.html>.

The elm_Elm_v9_1_1_PlmUpgrade.cop.sgn COP file provides the means for a 9.1(1) standalone Enterprise License Manager server installation to upgrade to 10.x or later standalone Cisco Prime License Manager software.



Note This cop file is not required for 9.1(2) systems. The version3-keys file is required.

The ciscocm.version3-keys.cop.sgn COP file has the RSA keys that are required to validate the upgrade. Missing RSA-3 keys will, for example, result in status errors in the Software Installation/Upgrade window.



Note Without the RSA-3 key update, validation fails even if the md5sum value of the ISO is correct.

To find COP files on Cisco.com, navigate to the software patches specific to your release: **Support > Downloads > Unified Communications > Unified Communications Management > Cisco Prime License Manager**.

You can verify that you have the correct COP file installed by entering the following commands:

```
admin:show version active

Active Master Version: <8.5.1.10000-26>

Active Version Installed Software Options:

<ciscocm.version3-keys.cop>

admin:
```

Deployment

In Release 10.0(1) and later, virtualized deployments of Cisco Prime License Manager are only supported on VMware ESXi hypervisor hosts.

Set Manual MAC

On a virtual machine, the MAC can be dynamic or static (manual). We recommend a static MAC because the licenses are linked to MAC. Configure virtual machines with static (manual) MAC by following the steps below.

Procedure

- Step 1** Using vCenter or vSphere Client, select **Edit virtual machine settings**.
- Step 2** Select **Network adapter 1**.
- Step 3** Take note of the MAC address.
- Step 4** Select the manual option for the MAC address.
- Step 5** Set the MAC address as noted earlier, or set another unique MAC address.

Step 6 Select **OK** to save the settings.

Browser Support

The following browser versions are officially supported by Cisco Prime License Manager:

Browser	Supported Version
Firefox	17 - 33 , 45.0b10
Internet Explorer	9, 10 , 11
Chrome	23 - 38 , 49.0.2623.75
Safari	6.0 , 9.0.3
Edge	20.10240

Supported Languages

Cisco Prime License Manager supports 13 languages:

- English (default)
- Japanese (Japan)
- Chinese (simplified)
- Chinese (traditional)
- Korean (Korea)
- German(Germany)
- French (France)
- Italian (Italy)
- Spanish (Spain)
- Spanish (Colombia)
- Portuguese (Brazil)
- Dutch (Netherlands)
- Russian (Russia)

Upgrade Prime License Manager

Install the **ciscocm.elm.switchversion.V1.k3.cop.sgn** COP file, while upgrading Cisco Prime License Manager from any of the following versions to Cisco Prime License Manager version 11.5.1 SU2 or any higher version.

- 11.5.1.11900-5 - PLM 11.5.1 SU1a
- 11.5.1.11900-4 - PLM 11.5.1 SU1
- 11.5.1.12001-2 - PLM 11.5.1 ES(12001-2)
- 11.5.1.12001-1 - PLM 11.5.1 ES(12001-1)

Synchronization Failure with Application Error

If you see an application error during synchronization with Unified Communications Manager of 11.5.1 SU3 or of a higher version, the error is actually a version mismatch error.



CHAPTER 3

New and Changed Information

- [Apple Push Notification Services, on page 7](#)

Apple Push Notification Services

Support for APNS (Apple Push Notification Services) is available on Cisco Prime License Manager (PLM) starting from 11.5.1 SU1 release.

PLM provides a voucher in response to a voucher request from Cisco Unified Communications Manager.



CHAPTER 4

Caveats

- [Bug Search Tool](#), on page 9
- [Open Caveats](#), on page 10

Bug Search Tool

The system grades known problems (bugs) per severity level. These release notes contain descriptions of the following bug levels:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

You can search for open and resolved caveats of any severity for any release using the Cisco Bug Search tool, an online tool available for customers to query defects according to their own needs.

To access the Cisco Bug Search tool, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Follow these steps to use Cisco Bug Search tool:

1. Access the Cisco Bug Search tool: <https://tools.cisco.com/bugsearch/>.
2. Log in with your Cisco.com user ID and password.
3. If you are looking for information about a specific problem, enter the bug ID number in the **Search for:** field and click **Go**.



Tip Click **Help** on the Bug Search page for information about how to search for bugs, create saved searches, and create bug groups.

Open Caveats

Table 2: Open Cavets for Cisco Prime License Manager 11.5.1

Incident	Headline
CSCvn59991	Inability to paste password in ELM/PLM