Licensing

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Licensing

Cisco Unified Communications Manager licensing is part of the overall commercial offer of Cisco Unified Communications Licensing.

		User Connect Licensing (Essential)	User Connect Licensing (Basic)	User Connect Licensing (Enhanced/ Enhanced Plus)	Unified Workspace Licensing
Cisco Unified CM Features	**Mobile Connect (SNR)**	Not Available	Included	Included	Included

		User Connect Licensing (Essential)	User Connect Licensing (Basic)	User Connect Licensing (Enhanced/ Enhanced Plus)	Unified Workspace Licensing
Device Support	**Number of Devices**	1	1	1/2	10
	Device Type Support	Analog/Voice (for details, see the User and Device table)	Voice (for details, see the User and Device table)	Voice (for details, see the User and Device table)	Voice (for details, see theUser and Device table)
	Number of User Profiles	1	1	1	1
Clients	**Jabber Mobile**	Not Available	Not Available	Included	Included
	Jabber Desktop	Not Available	Not Available	Included	Included
	Jabber IM/Presence	Included	Included	Included	Included
Application	**Webex Meetings**	Add-on	Add-on	Add-on	Included
	Webex Social	Add-on	Add-on	Add-on	Included
	Unity Connection	Add-on	Add-on	Add-on	Included
	Cisco Unified CM	Included	Included	Included	Included

Licensing for the Cisco Unified Communications Manager is determined by the total number of users, user features, and devices configured. Cisco Unified Communications Manager calculates its license usage based upon the total number of users (with user features and associated devices) and devices configured on the system. Cisco Unified Communications Manager reports the total license usage (per publisher) to the Cisco Smart Software Manager and gets back the license compliance or non-compliance status.

Unified Communications Manager Licensing

Cisco Unified Workspace Licensing (UWL) allows organizations to access a wide range of Cisco Collaboration applications and services in a cost-effective, simple package. It includes soft clients, application server software, and licensing on a per-user basis.

Cisco User Connect Licensing (UCL) is a user-based license for individual Cisco Unified Communications products. It includes a soft client, application server software licensing, and basic unified communications applications. Depending on your needs and device of choice, UCL is available in Essential, Basic, Enhanced, or Enhanced Plus.

The following are the license types for the Unified Communications Manager:

UC Manager Essential	Essential User Connect License - supports one device providing basic voice or analog device (phone or fax). (For example: analog phone, ATA 186, ATA 187, Cisco 3905, Cisco 6901)
UC Manager Basic	Basic User Connect License - supports one device, including all Essential devices, plus basic (voice and video) call control features. (For example: Cisco 6911, Cisco 6921, Cisco 9811)
UC Manager Enhanced	Enhanced User Connect License - supports one device, including all Basic devices, plus advanced (voice and video) call control features including desktop, mobile clients. (For example: Cisco 3911, Cisco 3951, Cisco 6941, Cisco 6945, Cisco 6961, Cisco 79xx, Cisco 89xx, Cisco 9841, 9851, 9861, and 9871, Cisco 99xx, Cisco E20, Cisco TelePresence EX60, Cisco TelePresence EX90, third party SIP)
UC Manager Enhanced Plus	Enhanced Plus User Connect License - supports up to two devices, and including all Enhanced devices.
UC Manager CUWL	Supports advanced (voice and video) call control features including desktop and mobile, professional collaboration workspace application features with a maximum of ten devices per user.
UC Manager TelePresence Room	TelePresence Room license - supports room based immersive and multipurpose Cisco TelePresence System endpoints and Spark Room. (For example: Cisco TelePresence System Series 3200, 3000, 1300, Cisco TelePresence MX Series, Cisco TelePresence TX Series, Cisco TelePresence System Profile Series, Cisco Expressway)

Commercial Licensing

Cisco Unified Communications Manager software and user licenses are available through Cisco Collaboration Flex Plan 3.0. Ordering options include:

- A-Flex-3
- A-FLEX-3-EDU (EOL, reaches LDOS June 30, 2026)
- A-Flex-3-FEDRAMP
- E3-COLLABORATION

Flex Plan 3.0 offers both Enterprise Agreement (EA) and Named User (NU) buying models.

Customers with older perpetual licenses (such as FLEX Subscription v10.x) should transition to On-Premises or Partner Hosted Smart Licensing under Cisco Collaboration Flex Plan 3.0. For comprehensive details on license types and ordering, refer to the Flex Plan 3.0 ordering guide.

Note Legacy license types, such as Enhanced and Enhanced Plus, are no longer valid under Flex Plan 3.0.

Cisco has announced the End-of-Sale (EoS) for perpetual licensing models for Unified Communications Manager. You can continue to use on-premises calling while migrating to Flex Plan 3.0. The following are the Flex Plan 3.0 license types for Unified Communications Manager:

Flex 3.0	License Type	Consumed by
NU Access	Basic	Device (low-end phones) User and Device (low-end phones) Cisco IP Phones 7811, 7821, 6901, Cisco Analog Telephony Adapters, Cisco Unified SIP Phone 3905, and Fax.
NU Enhanced	Enhanced	Device User and Device Cisco IP Phones 7841 and 7861, Cisco IP Phones 7945 and 7965, Cisco IP Phones 8811, 8841, 8851, 8861, 8875, Cisco Unified IP Phones 9900 Series, Jabber clients, and Cisco Desktop Collaboration Experience DX Series
NU Professional	CUWL	User and Multiple Devices Cisco Unified IP Phone 7800 Series, Cisco Unified IP Phone 7900 Series, Cisco IP Phones 8811, 8841, 8851, 8861, 8875, Cisco Unified IP Phone 9900 Series, Jabber clients, and Cisco Desktop Collaboration Experience DX Series
EA Access	Basic	Device (low end phones) User and Device (low end phones) Analog phones, Cisco IP Phones 3905, 6901, 7811, 7821, Cisco IP Phone 9811.

Flex 3.0	License Type	Consumed by
EA Common Area	Enhanced	Device User and Device Cisco IP Phones 7841 and 7861, Cisco IP Phones 7945 and 7965, Cisco IP Phones 8811, 8841, 8851, 8861, 8875, Cisco IP Phones 9841, 9851, 9861, and 9871, Cisco Unified IP Phones 9900 Series, Jabber clients, and Cisco Desktop Collaboration Experience DX Series
EA Knowledge Worker	CUWL	User and Multiple Devices Cisco Unified IP Phone 7800 Series, Cisco Unified IP Phone 7900 Series, Cisco IP Phones 8811, 8841, 8851, 8861, 8875, Cisco Unified IP Phone 9900 Series, Jabber clients, and Cisco Desktop Collaboration Experience DX Series
UC Manager TelePresence Room	TelePresence Room license	Supports room based immersive and multipurpose Cisco TelePresence System endpoints and Spark Room. (For example: Cisco Desk Pro G2, Cisco Codec Pro G2, Cisco Board Pro 55 G2, and Cisco Board Pro 75 G2, Cisco TelePresence System Series 3200, 3000, 1300, Cisco TelePresence MX Series, Cisco TelePresence TX Series, Cisco TelePresence System Profile Series, Cisco Expressway)

License Compliance

When first installed, the Unified Communications Manager is fully operational in demonstration mode for an evaluation period of 90 days, until it has successfully registered with the Cisco Smart Software Manager. After registration, the Unified Communications Manager communicates with Cisco Smart Software Manager periodically. The Unified Communications Manager reports the total license requirements by license type to the Cisco Smart Software Manager and then gets back the license status.

Licenses in the non-compliant state for Unified Communications Manager are enforced after a 90-day overage period. At the conclusion of the grace period, Unified Communications Manager enforces non-compliance with the following service degradation:

Devices and Users cannot be provisioned. Changing the configuration of a user that affects licensing (For example: the Enable/Disable IM and Presence and the Enable/Disable Mobility check boxes) is not allowed.

For information about smart licensing operations, see the System Configuration Guide for Cisco Unified Communications Manager

User Only Licensing

If a user is configured on the system and is not associated with a device, that user does not own any devices and is a "User Only." A user is associated with a device or owns the device if that user's user ID is entered in the OwnerUserID field of the device. The licensing for a "User Only" is shown in the User and Device Support table, for the user not associated with any devices.

Simply adding a user to the system does not consume a license if that user does not own any devices or does not use a licensed user feature. If, however, the user is configured with a licensed user feature, or that user does own a device, then the user does consume a license. The only licensed feature currently is Mobile Connect (also known as Mobility or Single Number Reach or SNR).

Mobile Connect (or Mobility or Single Number Reach) for a user is configured when a Remote Destination Profile (RDP) has been created with the end-user set as the Device owner (User ID field).

Device Only

If a device is added to Cisco Unified Communications Manager and does not have an entry for OwnerUserID field in its Device Configuration window, then the device is not assigned or not associated to a user and called "Device Only". The licensing for "Device Only" devices is listed in the Cisco Unified Communications Manager Licensing - User and Device Support table. If a device is added to Cisco Unified Communications Manager and does not have an entry for OwnerUserID, then the device would require the minimum license type determined by device type, as shown in the Licensing - User and Device Support table.

User and Device

Once a device is assigned or associated with a user, by entering a user ID in the OwnerUserID field of the device, the licensing requirements for that user and device are determined by the type of device and the number of devices assigned to the user. For a user that owns one device, if the user ID of that user is added as OwnerUserID to one Essential device (such as a 3905, 6901, or analog device), then the User and Device minimum license that is required is an Essential license. This means that the one Essential license supports both the user and the device. If instead, that user ID of that user is added as OwnerUserID to one Basic device (such as 6911 or 6921), then the user and device minimum license that is required is one Basic icense. If the user ID of a user is added as OwnerUserID to one Enhanced device, the user and device minimum license that is required is an Enhanced license.

For users that own more than one device, the minimum licensing is determined by the number of devices that are owned by the user. Cisco Unified Communications Manager Licensing table shows the maximum number of devices per user license that is supported. A user that owns two devices requires an Enhanced Plus license at a minimum. A user that owns more than two devices requires a CUWL license at a minimum.

Cisco Unified Communications Manager Licensing - User and Device Support table summarizes Cisco Unified Communications Manager Licensing for User Only, Device Only, and User and Device.

Table 1: Cisco Unified Communications Manager Licensing - User and Device Support

License Type	Device Only	User and Device	User Only
UC Manager Essential	• Cisco Unified SIP Phone 3905 • Cisco Unified IP Phone 6901 • Analog devices	A user with 1 Essential device.	N/A
UC Manager Basic	Cisco Unified IP Phone 6911 and 6921 models OR Any device from **UC Manager Essential** license type.	A user with 1 Basic device. OR A user and associated device from the **UC Manager Essential** license type.	A user with Single Number Reach (Mobile Connect). OR A user with an **UC Manager Essential** license type.

License Type	Device Only	User and Device	User Only
UC Manager Enhanced		A user with 1 Enhanced device. OR A user and associated device with **UC Manager Essential** or **UC Manager Basic** license type.	N/A

License Type	Device Only	User and Device	User Only
	• 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 a 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		

License Type	Device Only	User and Device	User Only
	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 • Cisco Desktop Collaboration Experience DX600 Series • Transnova S3 • Cisco Spark Room Device • IMS OR Any device from the UC Manager Essential or UC Manager Basic license type.		
UC Manager Enhanced Plus	N/A	A user with 2 devices. OR A user and associated devices with **UC Manager Essential, UC Manager Basic, UC Manager Enhanced**, or **UC Manager Enhanced Plus** license type.	N/A

License Type	Device Only	User and Device	User Only
UC Manager TelePresence Room License		A user with 1 UC Manager TelePresence Room device associated.	N/A

License Type	Device Only	User and Device	User Only
	• Cisco TelePresence System 500 Series • Cisco TelePresence System 1100 • Cisco TelePresence System 1300 Series • Cisco TelePresence System 3000 Series • Cisco TelePresence System 3200 Series • Cisco TelePresence TX9000 Series (TX9000, TX9200) • Cisco TelePresence TX1300 Series • Cisco TelePresence System Profile Series (42-inch 6000 MXP, 52- inch MXP, 52- inch Dual MXP, 65-inch, and 65- inch Dual) • Cisco TelePresence System Codecs C90/C60/C40 • Cisco TelePresence System Quick Set C20 • Cisco TelePresence MX Series (MX300 and MX200) • Cisco TelePresence 1000 • Cisco TelePresence SX series • Cisco Webex devices • Generic Desktop Video Endpoint • Generic Multiple Screen Room		

License Type	Device Only	User and Device	User Only
	System • Generic Single Screen Room System		

Device Only means a device configured in Cisco Unified Communications Manager that does not have a user association, where the OwnerUserID field is blank.

User and Device means a device configured in Cisco Unified Communications Manager that has a user associated, the OwnerUserID field has a registered userid.

User Only means a user configured in Cisco Unified Communications Manager that does not have any devices associated with the user - whose user id is not found as OwnerUserID for any Cisco Unified Communications Manager devices.

Bold text in the above table indicates that a device is supported through license substitution where an available license of the license type listed may be used to meet lower-level license requirements. This is done in Cisco Smart Software Manager.

Note MGCP FXS ports do not require any license because they are not considered analog phones.

Maximum Number of Devices Per User

The Essential, Basic, and Enhanced licenses support users with one associated device, where the user's id is entered in the OwnerUserId field of one device. The Enhanced Plus license supports users with two associated devices. UWL supports users with three and up to ten associated devices.

TelePresence Room License

Multi-purpose and immersive TelePresence devices are licensed under a separate device license type that is called the TelePresence Room license. The TelePresence Room license covers both the TelePresence device and phone that is registered to Cisco Unified Communications Manager, only if the same userid is entered as the OwnerUserID field for the TelePresence device and the phone. If the same userid is not entered as OwnerUserID for both the TelePresense device and the phone, then the devices are not associated and two licenses are required: one TelePresence Room license for the device and one Enhanced for the phone. The TelePresence touch device does not register to the Cisco Unified Communications Manager, and therefore does not require a separate license or the OwnerUserID association.

License Substitution

The Cisco Smart Software Manager (CSSM) allows for tiered license substitution of available licenses to enable compliance. The available higher-level licenses are substituted or loaned to meet lower level license requirements. For example, if a customer has 100 UC Manager CUWL licenses installed, however Cisco

Unified Communications Manager is reporting back license requirements for 10 CUWL licenses and 50 UC Manager Enhanced Plus licenses, CSSM will calculate that there are 100-10 or 90 UC Manager CUWL license available to be loaned to lower tiers. Of the 90 UC Manager CUWL available licenses 50 CUWL would then be used to meet the requirements for the 50 Enhanced Plus licenses. CSSM will show 40 UC Manager CUWL licenses as available.

Note When Cisco Smart Software Manager On-Prem (Cisco SSM On-Prem) or Smart Software Manager satellite is used in Unified Communications Manager for licensing, there is a difference in the way the license Hierarchy Substitution breakdown is displayed in CSSM, when compared to Cisco SSM On-Prem. See the Cisco SSM On-Prem user interface for details on the insufficient license information if the license authorization status of Unified CM is Out of Compliance. Refer CSCwf47221 for more details.

Note If the Virtual account is already used by Product Instance using direct communication and license reserved for Specific License Reservation, the available license quantities are shown incorrectly. Refer CSCwf47223 for more details.

Licensing Scenarios

The following licensing scenarios will walk through the configuration changes on the Cisco Unified Communications Manager Administration that result in licensing requirements.

Adding Users

When a new user (UserA) is first added to Cisco Unified Communications Manager Administration through the End User configuration or through the Bulk Administration tool, if the user does not have remote device profiles under Enable Mobility, then the new user does not require a license.

If a new user (UserB) is first added to Cisco Unified Communications Manager with remote destination profiles configured under Enable Mobility, then the new user, UserB, requires a Basic license.

UserID	Licensed User Feature	License Required	Note
UserA	None	None	With no assigned devices
UserB	Mobility	Basic	With no assigned devices

Adding Unassociated Devices

If a new device is registered to Cisco Unified Communications Manager and there is no user id entered in the OwnerUserID field for the device, then the device is unassociated to a user, and requires the license per device type for unassociated devices, as indicated in Cisco Unified Communications Manager Licensing - User and Device Support table. For example, Device6901 is added and it requires an Essential license. Device6921 is added and it requires a Basic license. DeviceEX60 is added and it requires an Enhanced device.

There are currently no devices that require an Enhanced Plus, CUWL Standard, or CUWL Professional license. So you will not see a requirement in Cisco Unified Communications Manager for an unassociated device that requires an Enhanced Plus or above license.

Table 2: Example Device Only License Requirements

Device	License Required	Note
Device6901	UC Manager Essential	With no OwnerUserID
Device6921	UC Manager Basic	With no OwnerUserID
DeviceEX60	UC Manager Enhanced	With no OwnerUserID

Adding Users with Associated Devices

When a device is added, if the device is associated with a user, then the user and device share a license. For one device per user, the license that is required is the greater of the user license or device license required. The following scenarios review the different combinations of device and user associations for one device per user.

Essential Device Associated to User

If Device6901 (an Essential device) is assigned to UserA, by entering OwnerUserID = UserA, then both the device and user are supported by one Essential license.

If however, Device6901 (an Essential device) is assigned to UserB (a Basic user), by entering OwnerUserID = UserB then both device and user are supported by one Basic License.

Basic Device Associated to User

If Device6921 (a Basic device) is assigned to UserA by entering OwnerUserID = UserA, then both the device and user are supported by one Basic license. Similarly, if Device6921 (a Basic device) is assigned to UserB (a Basic user) by entering OwnerUserID = UserB, then both the device and user are supported by one Basic license.

Enhanced Device Associated to User

Most physical phones, soft clients, and desktop video devices such as the EX60 and EX90 are included in the Enhanced device level. If Device EX60 (an Enhanced device) is assigned to UserA by entering OwnerUserID = UserA, then both the device and user is supported by one Enhanced license. Similarly, if DeviceEX60 (an Enhanced device) is assigned to UserB (a Basic user) by entering OwnerUserID = UserB, then both the device and user are supported by one Enhanced license.

Table 3: Example Users and Device License Requirements

Device	OwnerUserID	Licensed User Feature	License Required
Device6901	UserA	None	UC Manager Essential
	UserB	Mobility	UC Manager Basic

Device	OwnerUserID	Licensed User Feature	License Required
Device6921	UserA	None	UC Manager Basic
	UserB	Mobility	UC Manager Basic
DeviceEX60	UserA	None	UC Manager Enhanced
	UserB	Mobility	UC Manager Enhanced

Number of Devices Per User

The above examples for Users and Devices apply only when a user is associated with one device - where their userid is found in only one device configuration OwnerUserID field. When a user is associated with more than one device, then higher level licenses are required independent of device type.

If UserA is assigned to OwnerUserID for one device then the scenarios above apply. If, however, UserA is assigned OwnerUserID for two devices, then one Enhanced Plus license is required for both the user and the two associated devices. If UserA is assigned OwnerUserID for more than two devices, then one UWL Standard license is required. UserA can be assigned up to ten devices with one UWL Standard license. If more than ten devices are assigned to one user, then the user requires one UWL Standard license and also requires an additional license for the additional device.

License Usage Report

Usage details are available by license type, users, and unassigned devices. Usage information is updated once every six hours and maybe updated manually by clicking on Update Usage Details. Clicking Update Usage Details is a resource-intensive process and may take a few minutes depending on the size of your system. There is a link provided to review the Unified Communications licensing information in **View all license type descriptions and device classifications.**

The **Status** message displays if there is an alarm or licensing alert (license non-compliance). See Alarms alerts and license status notifications for further information on status messages. See License Compliance for further information on license compliance and non-compliance.

The **License Requirements by Type** table shows the current system license requirements. It shows current license usage (number of licenses required) by license type and summarizes the number of users and unassigned devices that are requiring licenses by license type. The Report links by license type are provided by (number of) Users or (number of) Unassigned devices and allow drill-down links. For the User report, the user id link provides details on user configuration per the user id. The view details link provides license requirements per user id. For the Unassigned Devices report, the Device Type and License Type that is required is displayed for each unassigned device.

License Usage Reports are also available summarized by Users and Unassigned devices. The Users row lists the total number of users configured on the system. View Usage Report for the users provides a report for all users configured on the system and their corresponding license requirements. View Usage Report for the Unassigned Devices shows the total number of unassigned devices (devices with no associated user).

Note Assigning a user ID to a device using Cisco Unified Communications Administration moves the device from "Unassigned Devices" to "Users" in the License Usage Report. However, adding a device to the list of controlled devices for an end-user does not modify the "License Usage Report" results for the device.

Cisco Unified Reporting

The following reports are available from the Cisco Unified Reporting console for Cisco Unified Communications Solutions.

1. From Cisco Unified Communications Manager Administration login page Navigation bar, click Cisco Unified Reporting.
2. Choose System Reports.
3. Choose Unified CM Device Counts Summary.

The generated report will summarize, per cluster, the device counts by model.

1. From Cisco Unified Communications Manager Administration login page Navigation bar, click Cisco Unified Reporting.
2. Choose System Reports.
3. Choose Unified CM User Device Count.

The generated report will summarize, per cluster, the phone to user relationship the number of phones with no users, users with one phone, and users with more than one phone.

1. From Cisco Unified Communications Manager Administration login page Navigation bar, click Cisco Unified Reporting.
2. Choose System Reports.
3. Choose Unified CM User Device Count.

The generated report will summarize, per cluster, the phone to user relationship the number of phones with no users, users with one phone, and users with more than one phone.