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Related Cisco Support Community Discussions

1. Prime Infrastructure Licensing - Resources for customers / partners/ account teams

MGMT license and Appliance Purchase / Acquire

Basic Ordering Help

- Ordering Guide

Clarification / Questions for large RFQs or Deals

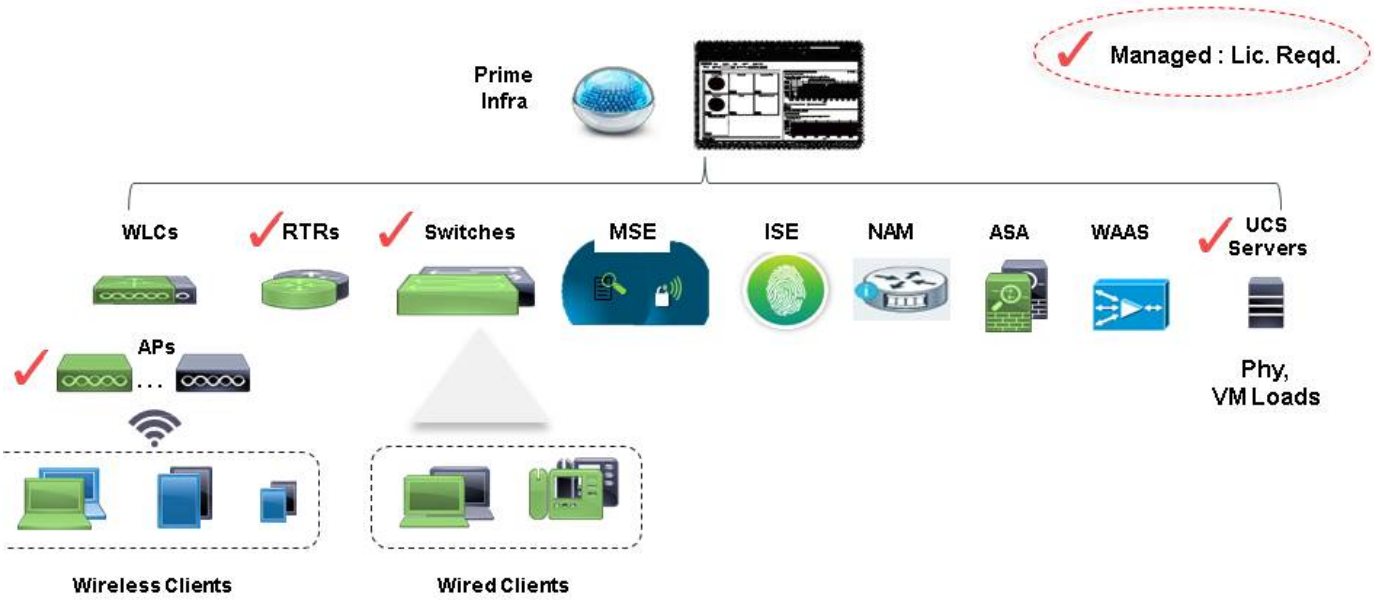
- BDM
- PMs

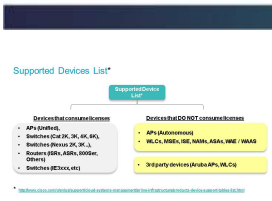
Purchase via CCW
https://apps.cisco.com/ccw/cpc/estimate/create
Upgrade Via PUT
https://tools.cisco.com/gct/Upgrade/jsp/index.jsp

PAK Registration / License File Redemption and

Customers WITH CCO ID
https://tools.cisco.com/SWIFT/LicensingUI/Quic
Customers WITHOUT CCO ID http://www.cisco.c
cisco-worldwide-contacts.html
License Support
(
https://survey.opinionlab.com/survey/s?s=10422

2. Prime Infrastructure 2.x, Network Devices and Servers (Managed versus supported)





3. Prime Infrastructure 3.x, Network Devices and Servers (Managed versus supported)

PI 3.x / Cisco Ent. MGMT 3.x (1 of 2)

No license files are involvedfor these top level SKUs

Top Level SKUs (New Purchase)
- R-MGMT3X-N-K9

Top Level SKUs (Upgrades)
- R-P-MGMT3X-U-K9

Top Level SKUs (Physical Appliances)
- PI-UCS-APL-K9
- PI-UCS-APL-U-K9
- APIC-EM-APL-R-K9
- APIC-EM-APL-G-K9

SKUs with RTU Lic.
- L-MGMT3X-HA
- L-MGMT3X-GW

PI 3.x / Cisco Ent. MGMT 3.x (2 of 2)

Prime Infra 3.x Lic. Types

Per Server Licenses
(One Lic. Per Server)

Base License
L-MGMT3X-PI-BASE (Prime Infra)
L-MGMT3X-OPRCTR-B (Oper. Center)

H/A License (RTU = Right To Use)
L-MGMT3X-HA

PnP Gateway License (RTU)
L-MGMT3X-GW

Collector License
L-MGMT3X-N-CL

Per Device Licenses
(One Lic. Per managed device)

AP Mgmt.
L-MGMT3X-AP-K9

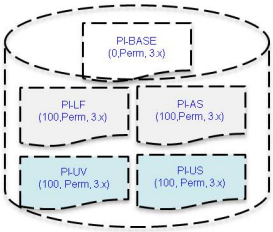
Switch Mgmt. (Catalyst)
L-MGMT3X-<xx>-K9
(xx = Cat Switch model = 2K, 3K, 4K, 6K)

Switch Mgmt. (Nexus)
L-MGMT3X-(xxxx)-K9 (N3K, N5K, …)

Router Mgmt. (800 ser, ASRs, ISRs)
L-MGMT3X-<xxxx>K9 (xxxx = ASR1K, ISR1K ..)

Oper. Center Server Lic.
L-MGMT3X-OPRCTR-1

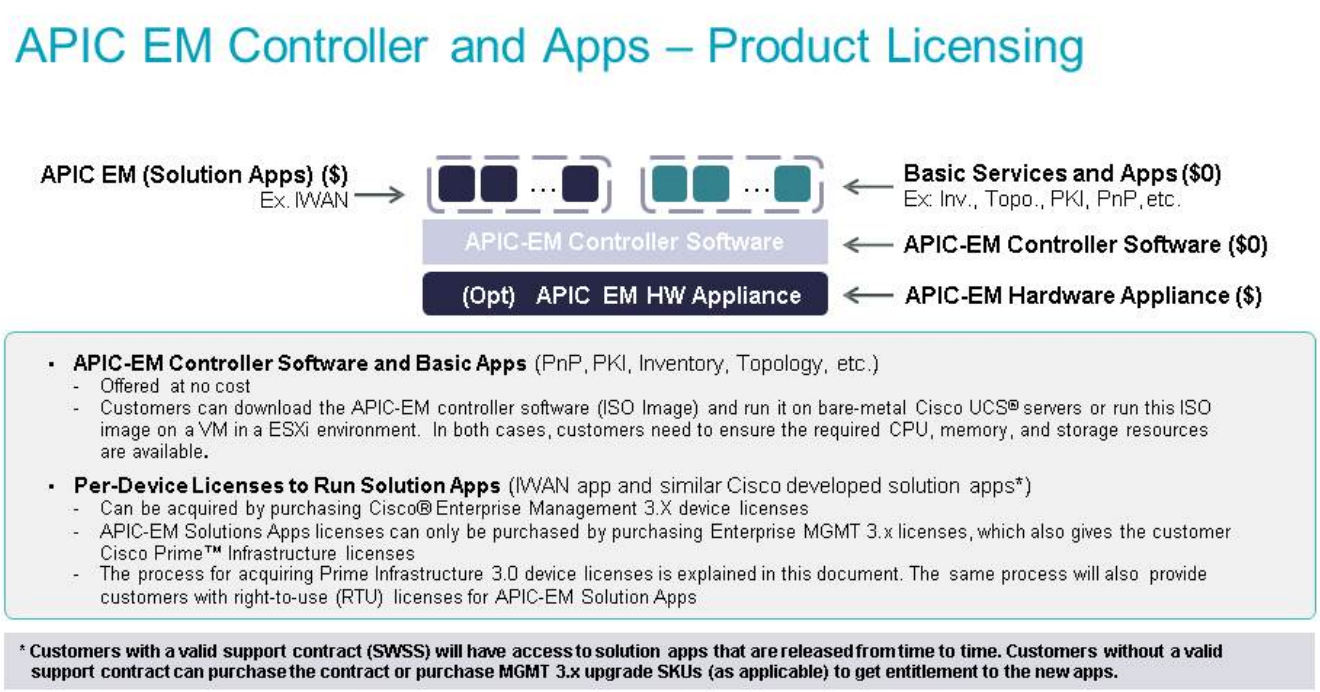
PI 3.x License Inventory

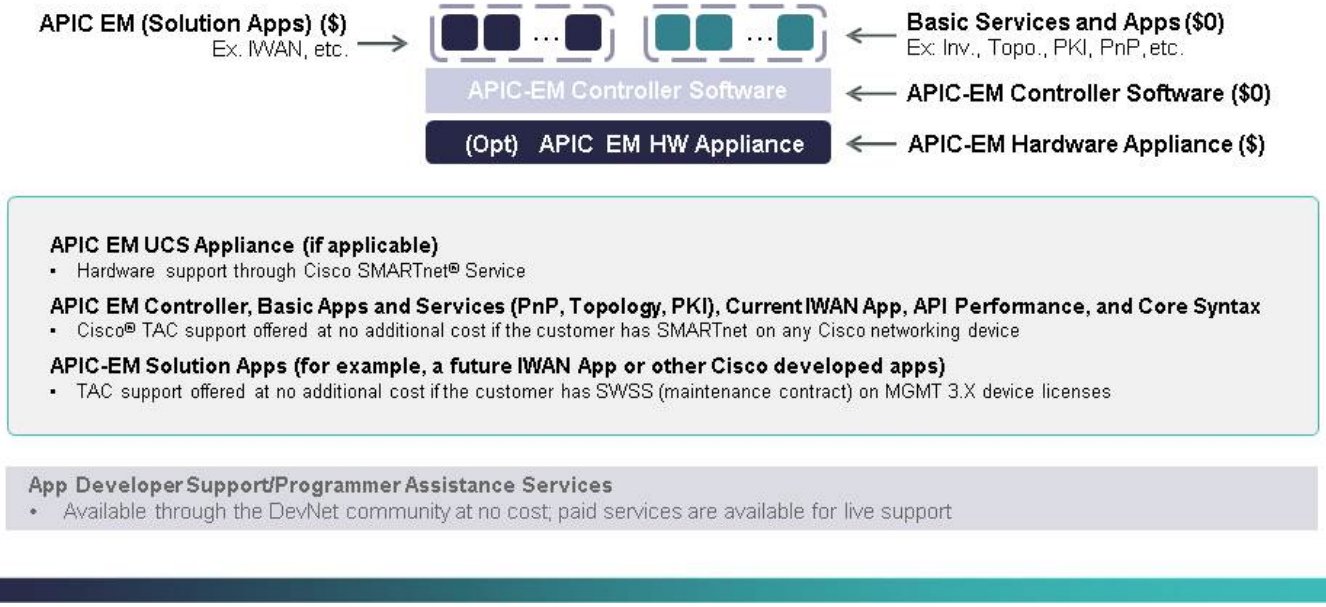


Inventory of Licenses / TOKENs

Customer has in his / her PI an inventory of tokens or licenses
- 1 PI-BASE Token
- 100 PI-LF Tokens
- 100 PI-AS Tokens
- 100 PI-US Tokens
- 100 PI-UV Tokens

4. APIC EM Controller and Apps – Product Licensing & Support





5. FAQs and Proposed Solutions

Q 1

- Expired demo license or nearing expiration data

Solution

- Go to https://survey.opinionlab.com/survey/s?s=10422

Q 2

- Requiring assistance with downgrading license from one version of Prime Infrastructure to a lower version of Prime Infrastructure (node-lock removed license to node-locked license, Prime Infrastructure 2.x to Prime Infrastructure 1.x)

Solution

- Go to https://survey.opinionlab.com/survey/s?s=10422

Q 3

- Trying to mix evaluation and permanent licenses

Solution

- Use one or the other depending on the situation (evaluation OR permanent license)

Q 4

- Installing multiple base licenses and getting an error

Solution

- Remove the extra base license

Q 5

- Trying to install LMS, LMS Compliance or WCS licenses on Prime Infrastructure, and getting an error

Solution

- Remove the licenses causing issues and install only Prime Infrastructure Licenses

Note: LMS licenses provided with Prime Infrastructure purchases cannot be used on Prime Infrastructure. Prime Infrastructure Compliance license (despite its name), can only be applied on LMS. Basic compliance functionality is provided in Prime Infrastructure and it does not require the compliance license.

Q 6

- Installing licenses and the license count displayed is different (generally less than) the license count on the license file

Solution

- Inspect the license file content and the displayed content
- Remove and reinstall the license

Q 7

- Missing base license and trying to install Assurance (PI-AS) license

Solution

- You need to purchase the base license and install that on Prime Infrastructure 2.x prior to installing Assurance license (PI-AS)

Q 8

- Installing UCS Server management license (PI-US) on Prime Infrastructure 2.2 (or earlier) version without the necessary Tech Pack
- Installing UCS VM management license (PI-UV) on Prime Infrastructure 2.2 (or earlier) version without the necessary Tech Pack

Solution

Note: UCS Server and UCS VM Management functionality was introduced with the introduction of tech packs

- You need to upgrade to PI 2.2 and apply the necessary tech packs (refer to associated release notes on Cisco.com)

Q 9

- Installing Node Lock Removed Licenses on Prime Infrastructure 2.1 or earlier and getting an error

Solution

- Node lock removed licenses can only be installed on Prime Infrastructure 2.2 or higher versions
- Upgrade to Prime Infrastructure 2.2 or Replace node lock removed licenses with node locked license
- Contact Global Licensing Operations (https://survey.opinionlab.com/survey/s?s=10422) and request that they be issued node locked licenses; Note that Global Licensing Operations will invalidate the node lock removed licenses; you will need to provide UDI

Q 10

Deploying a mix of node-locked, node-locked removed and/or licenses from different versions of Prime Infrastructure

Solution NOTE

Prime Infrastructure 2.2 and higher will accept licenses from NCS 1.0, Prime Infrastructure 1.x, Prime Infrastructure 2.x (node-locked license) and Prime Infrastructure 2.x (node lock removed licenses).

Prime Infrastructure 3.0 will accept all licenses accepted by 2.2 and also accept Prime Infrastructure 3.0 licenses

Q 11

- Re-hosting your licenses from one Prime Infrastructure to another

Solution NOTE

Re-hosting of license is required only if you are running Prime Infrastructure 2.1 or earlier. Starting with Prime Infrastructure 2.2, the licenses are not node locked. Node lock removed licenses do not need to be re-hosted. You can just save a copy of your node lock removed licenses and use them in your Prime Infrastructure

Migrating from Virtual Appliance to Physical Appliances also do not require re-hosting if you are

running Prime Infrastructure 2.2 or higher

Q 12

- Installing both Prime Infrastructure and Prime Infrastructure Operations Center licenses on the same instance of Prime Infrastructure and getting an error

Solution

Note: You cannot run a server as both Prime Infrastructure and Prime Infrastructure Operations Center at the same time

- You need to remove Prime Infrastructure licenses from the Prime Infrastructure Operations Center Instance

Q 13

- Consolidating multiple licenses or splitting one large license to multiple licenses

Solution

- Go to https://survey.opinionlab.com/survey/s?s=10422

Q 14

- Assistance request with licenses purchased with Cisco ONE SKUs

Solution

- Go to https://survey.opinionlab.com/survey/s?s=10422
- Note: Cisco ONE licenses cannot be applied on Prime Infrastructure 1.x or NCS 1.0

Q 15

- Question regarding Prime Infrastructure license for some specific networking device or UCS servers

Solution

- Please see ordering guides for Prime Infrastructure 3.x or Prime Infrastructure 2.x http://www.cisco.com/c/dam/en/us/products/collateral/cloud-systems-management/prime-infrastructure/presentation-c97-735996.pdf
- Go to https://survey.opinionlab.com/survey/s?s=10422

Q 16

- Resends: Prime Infrastructure 2.x and 3.0 do not require node-locking so rehost or RMA are not applicable. For resends of an existing license, customers should use LRP (License Registration Portal) rather than open a case with Global Licensing Operations.

Solution

- License Registration Portal Guide: https://www.cisco.com/web/fw/tools/swift/xui/PDF/licensing_portal_user_guide.pdf