



Troubleshooting Licensing

- [Troubleshooting Licensing, on page 1](#)

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Troubleshooting Problems with Licenses

When a Cisco Unity Connection feature stops working, when Cisco Unity Connection Administration displays an alert concerning a license violation, or when Unity Connection stops functioning every 24 hours, use the following task list to determine whether the cause is a license violation. Following are the tasks to confirm that Unity Connection is not in license violation state:

1. Check if there are unused licensed seats for the applicable Unity Connection feature. To view the licenses that are used currently, see the "[Managing Licenses in Cisco Unity Connection](#)" chapter of the Install, Upgrade, and Maintenance Guide for Cisco Unity Connection, Release 11.x at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/install_upgrade/guide/b_11xcuciumg.html. To view the unused licenses on the ELM server, see the "Dashboard view" section of the ELM user guide.
2. Check if Unity Connection is not running in "Expire" mode.
3. Check if you need to add a licensed feature when Unity Connection is running in "Expire" mode.

Licensing Problems

The following section covers different licensing problems that may occur in Unity Connection and their solutions.

License Violation Status Appears on Cisco Unity Connection Administration

If Unity Connection is registered with the ELM sever and the license violation status is displayed on the Cisco Unity Connection Administration, do the following:

- Confirm that a valid license file for the Unity Connection features is installed on the ELM server.
- Confirm that the status of the licensed feature on the ELM server is "Compliance" for all the Unity Connection license tags.

Loss of Connectivity Warning Appears on Cisco Unity Connection Administration for Publisher Server

If the "Loss of Connectivity" warning appears on Cisco Unity Connection Administration for publisher server, check the network connectivity of the publisher server with the ELM server.

Loss of Connectivity Warning Appears on Cisco Unity Connection Administration for Subscriber Server

If the "Loss of Connectivity" warning appears on Cisco Unity Connection Administration for subscriber server, check the network connectivity of the subscriber server with the publisher server.

Unity Connection Not Answering Calls

If the Unity Connection server is not answering calls, make sure that the license status of the server is not "Expire". If the license status is "Expire", install the required licenses to change the license to "Compliance".

Unity Connection Not Answering Calls After License Status Changes from "Expire" to "Compliance"

If Unity Connection is not answering calls after the license status changes from "Expire" to "Compliance", restart the system to resolve the problem.

SpeechView Services are Not Working

If the SpeechView services are not working on Unity Connection, confirm whether the Unity Connection is configured with the ELM server and the required licenses for SpeechView are installed on the server.