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Licensing

What are License and Feature Keys

Some applications and devices for IP Office require the entry of license keys before they will work. They may also require licenses to enable certain features.

- **Example 1: Enabling Software**
  Phone Manager software is provided free with IP Office. If the Phone manager Pro license key is not installed then it operates as PhoneManager Lite. If the correct license key is installed, it operates as PhoneManager Pro.

- **Example 2: Enabling Software and Features**
  The CCC application is enabled by a license key which also allows for support of 5 call agents. Additional license keys may be entered to enable support for additional call agents.

Each license is a 32-character string based on a number of unique factors:

- The Serial Number of a Feature Key. The Feature Key is a hardware device attached to the parallel port of a PC running the Feature Key Server software.
- The feature and software being enabled.

License keys are also known as RFA (Remote Feature Activation) codes.

How License Keys Operate

The Feature Key Server software is installed on a Windows PC connected to the IP Office via the LAN. The Feature Key is then attached to that PC's parallel port.

When a License Key is issued, it is entered into the Manager application and uploaded to the IP Office. This causes the IP Office to reboot. During the reboot, the IP Office attempts to connect to the PC running the Feature Key Server software.

When connected it checks the License Keys it has against the serial number of the Feature Key found on the Feature Key Server PC. If okay then the status each license is changed to 'valid'.

During normal operation, the IP Office checks its License Keys by connecting to the Feature Key Server PC at regular intervals.
Installation

Note: Each Feature Key Server PC will only support License Key validation for one IP Office. If you have more than one IP Office then you will require a Feature Key Server PC for each.

Installation Requirements

Administration CD
- This CD contains the Feature Key Server software.

Feature Key
- Ensure that the serial number on the Feature key is noted and recorded in a safe location.

Feature Key Server PC:
- Windows 95 or higher. Windows NT4 or 2000 are strongly recommended as the Feature Key Server is then able to install as a service, giving greater reliability.
- The server PC should be located in a secure area. The Feature Key is fundamental to the correct operation of many features, so a record of its location and serial number must be kept.
  - If a Voicemail or Voicemail Pro server PC has or is being installed then it is recommended that this also act as the Feature Key Server PC.
- A 25-pin port 1, set to bi-direction operation in the PC's BIOS.
  - Bi-directional parallel port operation is the normal default on most PCs. The PC's BIOS may support several bi-directional modes, eg. ECP, EPP and/or SPP.

Network
- The PC should be configured and tested for TCP/IP networking.
- It is preferable that it is on the same network segment as the IP Office.
- The PC Should have a fixed IP address. While PC's in a DHCP network usually retain the same IP address between reboots this is not guaranteed.
  - If the IP Office is acting as a DHCP server, then in default it uses addresses 192.168.42.2 to 192.168.42.200 for DHCP clients. This leaves addresses up to 192.168.42.254 free for devices that require fixed IP addresses.
Obtaining License Keys

The exact method for obtaining License Keys will depend on your business relationship with Avaya, eg. you may have to obtain your License Keys via a distributor or reseller.

Feature Key Installation

The Feature Key is plugged into the PC's parallel port.

**WARNING**
Do not connect a printer to the Feature Key. Poorly wired printer cables or printers that have not been grounded correctly can cause the Feature Key to stop working.

Server Software Installation

The Feature Key Server software is supplied on the Administration CD. Inserting the CD in the PC's CD drive should start the installation wizard. Select **Install Suite** and then from the list of programs available select **Feature Key Server**.

- If installed on a Windows 95/98/ME PC, the Feature Key Server installs a shortcut link in the PC's StartUp folder so that is runs whenever the PC is started.
- If installed on a Windows NT/2000 PC, the Feature Key Server installs itself as a Service. It appears as **Key Server** in the Services Panel.
- In the **Add/Remove Programs** panel, an entry **Sentinel System Driver** appears. This is part of the Feature Key Server.

Feature Key Server Icon

Following installation and reboot, the Feature Key Server appears as an icon in the Windows System Tray.

The icon appears as a red block when running correctly. Right-click on the icon and select **About** to display the server software version and the Feature Key number.

If the icon appears as a white block with a red cross through it, then there is some error. The most likely error is that the Feature Key is missing from the parallel port.
Entering & Checking License Keys
License Keys are entered through the Manager application.

Setting the License Server Location
1. Start Manager and load the system configuration.
2. Double-click on System and select the LAN1 tab.
3. The field License Server IP Address contains the IP address of the Feature Key Server PC. By default this is set to a broadcast address (255.255.255.255). It may be necessary to set an exact address if:
   - More than one Feature Key Server PC is running on the network.
   - The Network Manager wishes to restrict the number of devices making broadcast requests.
   - The Feature Key Server PC is on a different LAN segment from the IP Office.
4. If the License Server IP Address is changed, the configuration must be uploaded to the IP Office for the change to take effect.
Entering License Keys

You can view, add, delete and edit License Keys through the Manager application.

License keys can be copied and pasted into the Manager application. This will help prevent errors arising from manual entry of the 32-character strings.

1. Start Manager and load the system configuration.
2. Select **License** in the left-hand panel. The right-hand panel will now show details of the License Keys entered on the system.
3. By right-clicking on the right-hand panel or on an existing license you can select to add, delete or modify License Keys.
4. After altering or adding any license keys, upload the new configuration to the system and allow the system to reboot.
5. Load the system configuration again and check the **Status** of the License Keys. If any keys are listed as **Invalid** check that the correct key has been entered. Repeat the previous steps if necessary to correct any errors.
6. **Important: Save a Copy of the Configuration**
   Once the License Keys have been correctly entered, it is very important that you save a copy of the configuration. Select **File | Save as** to save a copy of the configuration onto the PC from which you are programming.
Backing/Restoring License Keys

In theory the following events could halt the validation of License Keys:

- **IP Office Failure:**
  If this occurs, the License Keys (and rest of the configuration) can be restored from the backup copy of the configuration saved following previous license key changes (see "Entering License Keys" on page 7).

- **Feature Key Server PC Failure:**
  If this occurs, the Feature Key can simply be installed on a new PC and the Feature Key Server software installed from the Admin CD. If the new PC has a different IP address check the **License Key Server Address** in the Manager application.

- **Feature Key Failure:**
  This is an extremely rare occurrence. If it does occur, a replacement Feature Key and new set of License Keys will be required. These can be obtained from the same source as the original Feature Key. Note: In order to avoid being charged for the replacement license keys you will have to return the original Feature Key.
License Keys

This section lists the licenses that currently exist. It uses the license names as shown in the Manager Application.

<table>
<thead>
<tr>
<th>CCC Licenses</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCC Server</td>
<td>Enable the CCC Server application (Archiver and Wallboard Manager).</td>
</tr>
<tr>
<td>CCC Agents</td>
<td>Enables various numbers of agents for CCC reporting.</td>
</tr>
<tr>
<td>CCC PC Wallboards</td>
<td>Enables CCC PC Wallboard. One license per user.</td>
</tr>
<tr>
<td>CCC Supervisors</td>
<td>Enables CCV and Report Viewer users. One license per user.</td>
</tr>
<tr>
<td>CCC Designer</td>
<td>Enables CCC Report Designer. One license per user.</td>
</tr>
<tr>
<td>CCC Agent Rostering</td>
<td>Enables the Agent Rostering Interface for CCC.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CTI Licenses</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTI Link Pro</td>
<td>Enables TAPILink Pro and DevLink Pro.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Voicemail Licenses</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voicemail Pro</td>
<td>Enables Voicemail Pro for 4 ports (2 maximum on IP401).</td>
</tr>
<tr>
<td>Additional Voicemail Pro</td>
<td>Enables additional Voicemail Pro ports.</td>
</tr>
<tr>
<td>Integrated Messaging</td>
<td>Enables IMS operation with Voicemail Pro.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PhoneManager Licenses</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Manager Pro</td>
<td>Enables Phone Manager Pro.</td>
</tr>
<tr>
<td>Phone Manager Pro IP</td>
<td>Enables Phone Manager Pro IP soft-phone operation. One license per user.</td>
</tr>
<tr>
<td>Audio Enabled</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Licenses</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compact Business Centre</td>
<td>Enables the CBC application supplied on the Admin CD.</td>
</tr>
<tr>
<td>eBLF</td>
<td>Enables the eBLF application supplied on the User CD. The license controls the number of users up to a maximum of 4.</td>
</tr>
<tr>
<td>eConsole</td>
<td>Enables the eConsole application supplied on the User CD.</td>
</tr>
<tr>
<td>Interaction Manager</td>
<td>Enables one user for the Interaction Manager application. Multiple license can be used for up to 25 users.</td>
</tr>
<tr>
<td>IP End Points</td>
<td>Controls the number of H323 VoIP devices. Note that this license is not required for Avaya 4600 series telephones (which do not require a license) or IP enabled Phone Manager Pro (which is licensed separately).</td>
</tr>
</tbody>
</table>
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