

## Licensing

**Admin â** Licenses web portal menu shows the list of the available applications and if they are licensed, in evaluation mode, permanent mode or if the licenses are expired.

### Evaluation period

After the first installation/deployment, each application runs for 30 days in evaluation mode.

Evaluation may be extended upon request to Imagicle Sales department.

### License Activation

Starting from Imagicle 2019.Summer.1 release, we have added a brand new cloud-based activation method, using an "Activation Token" generated by Imagicle Cloud portal. The existing "offline" activation method", based on "Request String" + "Response Strings" is still available for backward compatibility.

In the following paragraphs, we are describing both methods, starting from most recent one.

### Cloud Licensing (available from Imagicle 2019.Summer.1 release)

Cloud-based activation method requires IAS server to reach a specific Internet URL: <https://api.imagicle.com>

If Internet access is controlled by a Proxy Server, then please make sure that it allows a transparent connection to above web URL (i.e. tunnel), **not** using "Decrypt and Scan" mode. Proxy configuration instructions are available [here](#).

Test Cloud Connection:

Open a browser in Application Suite Server and go to <https://api.imagicle.com/test> this message confirms the correct connection to our Cloud.

```
{
  "message": "successfully connected!"
}
```

From Imagicle web portal Admin â Licenses, it's possible to view current licenses status. See below sample:

#### Imagicle ApplicationSuite activation

Activation mode

*Offline*

PRODUCT NAME	QUANTITY	METRIC	LICENSE TYPE	CARE TERM DATE	TERM DATE	LICENSE STATUS
Blue's Attendant Professional	12	clients	Trial	-	19/07/2019	Expiring
Blue's One Enterprise	2	clients	Trial	-	19/07/2019	Expiring
Call Recording	22	channels	Subscription	-	26/07/2019	Expiring
Billy Blue's 4	100	extensions	Perpetual	-	-	Licensed
SSAM Professional		channels	Subscription	-	02/05/2019	Expired
Hotel Link		rooms	Unknown	-	-	Invalid

For every license, the following information are included:

<u>Column Name</u>	Content Description
PRODUCT NAME	Application name
QUANTITY	License volume
<u>METRIC</u>	License based on " <u>channels</u> " or " <u>Clients</u> "
LICENSE TYPE	License type <sup>1</sup>
CARE TERM DATE	<u>Imagicle CARE expiring date</u>
TERM DATE	License <u>expiring date</u>
LICENSE STATUS	License <u>activation status</u> <sup>2</sup>
LICENSE CODE	License ID code. <u>Included for older, offline activations</u>

**Ã¹ License Type**

Supported IAS license types are:

- Perpetual: never expires
- Subscription: it expires, depending on annual subscription
- Evaluation: trial license for evaluation purposes, expiring in 30 days from deployment
- Unknown: Wrong or not recognized license

**Ã² License Status**

Each license is associated to own status:

- Licensed: active license
- Expiring: trial or subscription license, expiring within 30 days
- Expired: trial or subscription license, already expired
- Invalid: invalid license code

Perpetual licenses never expires.

Licenses web page shows offline/online activation mode. If that's a brand new IAS, this information is not shown. Moreover, for each node, the following data is shown:

- Node ID
- Customer name
- Customer ID

If you are updating a IAS with a release older than 2019.Summer.1, some of above information are not available and subsequently not displayed. See below:

**Application Suite activation**

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Activation mode                      *Offline*

**Node: Massarosa**

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Customer Name:                      *Imagicle S.p.a*  
 Customer ID:                          *002902927*

**First time activation**

From "Licenses" web page, please click on **Activate Now** button to initiate the license activation procedure. You are immediately prompted to select desired activation mode:

- **Online Activation:** Self-service activation through Imagicle cloud service
- **Offline Activation:** Offline activation, through Imagicle Delivery team

### Online Activation

It requires an "Activation Token", generated from [Imagicle Cloud licensing portal](#). Please make sure you have received a "Smart Account" from Imagicle, otherwise you can request it from above Imagicle Cloud portal.

Once you have the token, pls. enter it in the relevant field "Activation Token". Hit **Save** to enable licenses or **Cancel** to go back to initial license screen.

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A new way to make the assignment and management of Imagicle licenses faster, smarter and easier.

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Online Activation

**Activation token**

0d88e0d51a76a04929b8d7cb78b467e38ffea05d6eea6cb0b848c5a773054936

If activation is successful, you are redirected to initial license page, which now shows:

- ActivationMode: **Online**
- A **Change** button which allows to change activation mode or add/remove licenses by updating the Activation Token.

### Application Suite activation

Activation mode **Online**

#### Node: Massarosa

Customer Name: **Imagicle S.p.a**  
 Customer ID: **002902927**

PRODUCT NAME	QUANTITY	METRIC	LICENSE TYPE	CARE TERM DATE	TERM DATE	LICENSE STATUS
Blue's Attendant Enterprise	5	clients	Trial	-	09/08/2019	
Blue's Attendant Professional	5	clients	Trial	-	09/08/2019	
Blue's One Enterprise	25	clients	Trial	-	09/08/2019	
Queue Manager Enterprise	4	channels - shared with IVR Module	Trial	-	09/08/2019	
IVR module for Queue Manager Enterprise	4	channels - shared with QME	Trial	-	09/08/2019	
IVR Manager Professional	20	channels	Trial	-	09/08/2019	
Call Recording	1	channels	Trial	-	09/08/2019	
Speedy Enterprise	100	users	Perpetual	-	-	Licensed
StoneFax	2	channels	Trial	-	09/08/2019	
Billy Blue's 4	250	extensions	Trial	-	09/08/2019	
Budget Control			Trial	-	09/08/2019	
StoneLock	100	users	Trial	-	09/08/2019	
SSAM Professional	1	channels	Trial	-	09/08/2019	
Hotel Link	50	rooms	Subscription	30/11/2019	31/12/2019	Licensed
UIC Licenses	100	licenses	Perpetual	-	-	Licensed

## Offline Activation

First you need to retrieve the Request String from Imagecle Licenses web page.

Then you can generate the "Response String" from [Imagecle licensing portal](#), by entering License Code (provided by Imagecle) and above Request String.

Once you have the string, pls. enter it in the relevant field "Response String". Hit **Save** to enable licenses or **Cancel** to go back to initial license screen.

### Imagecle ApplicationSuite activation

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Cloud Licensing**

A new way to make the assignment and management of Imagecle licenses faster, smarter and easier.

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Offline Activation
▼

**Request string**

```
REQ=1|app=sas|ops=6.2_(build_9200)|pkg=2019.6.1|vm=1|reqdate=2019-10-14|SupKey=3.32A243K6.A51K|MachineKey2=4.9URA517T.A51K|84bc91925f7110c4ec63175d8a14512c
```

**Response string**

```
RESP=1;app=bib;extensions=250;virtual=1;lic=Normal;lictype=EU;cust=;supkey=3.32A243K6.A51K;97fabf56d56a12c5cbaca0bac0711e11|RESP=1;app=bdg;liccode=PRODUCTION;virtual=1;lic=Normal;lictype=EU;supkey=3.32A243K6.A51K;b907bf6952e04a7aae0c1128a8684121|RESP=1;app=slo;users=250;liccode=PRODUCTION;virtual=1;lic=Normal;lictype=EU;supkey=3.32A243K6.A51K;34186afb14d5cecaaf744d0a918f226f|RESP=1;app=s
```

Save Cancel

If activation is successful, you are redirected to initial license page, which now shows:

- ActivationMode: **Offline**
- A **"Switch to online or update your license"** button which allows to change activation mode or add/remove licenses by updating the Response String.

### Imagecle ApplicationSuite activation

Activation mode
*Offline*
Switch to online or update your license

PRODUCT NAME	QUANTITY	METRIC	LICENSE CODE	LICENSE TYPE	CARE TERM DATE	TERM DATE	LICENSE STAT
Blue's Attendant Enterprise	40	clients	PRODUCTIO	Perpetual	-	-	Licensed
Blue's Attendant Professional	40	clients	PRODUCTIO	Perpetual	-	-	Licensed
Blue's One Enterprise	40	clients	PRODUCTIO	Perpetual	-	-	Licensed
Queue Manager Enterprise	8	channels - sl	PRODUCTIO	Perpetual	-	-	Licensed
IVR module for Queue Manager Enterprise	8	channels - sl	PRODUCTIO	Perpetual	-	-	Licensed
IVR Manager Professional		gateways		Subscription	-	08/05/2019	Expired
Call Recording	30	channels	PRODUCTIO	Perpetual	-	-	Licensed
Speedy Enterprise	250	users	PRODUCTIO	Perpetual	-	-	Licensed
StoneFax	4	channels	PRODUCTIO	Perpetual	-	-	Licensed
Billy Blue's 4	250	extensions		Perpetual	-	-	Licensed
Budget Control			PRODUCTIO	Perpetual	-	-	Licensed
StoneLock	250	users	PRODUCTIO	Perpetual	-	-	Licensed
SSAM Professional	8	channels	PRODUCTIO	Perpetual	-	-	Licensed

## Limitation

- CARE TERM DATE field is empty, when offline activation is selected. It might include outdated information

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- While updating to latest IAS, from an existing, production 2019.Spring.1 or older release, resulting activation mode is Offline. No need for further activation activities.
- New IAS installations are configured by default with Online activation.
- "Licenses" web page is accessible to Admin users only, with level 10 permissions (Complete Management)
- Replacing an existing activation token with a new one is allowed
- If an empty Activation Token/Response String is configured, all active licenses are removed. If you are within evaluation period, it doesn't make any difference. To re-activate the node, please enter previously removed valid Activation Token/Response String.

## License renewal upon crash or migration

If your server crashes or your configuration is corrupted, you can resume full operativity by restoring all data and configurations, previously saved with a backup. See [here](#) the procedure for data backup/restore.

If you do not have a backup, or if you want to **migrate** IAS to a new OS or a new hardware, please reinstall Imagicle Application Suite as described in the Installation section. A new Activation Token/Response String will be generated, so you'll need to run through the activate procedure to enable licenses in new server.

## Offline-only Licensing (available up to Imagicle 2019.Spring.1 release)

Prior to Imagicle 2019.Summer.1 release, **Admin** **License** web portal menu includes almost same information available through latest "Offline Activation" method:

- Request String
- Customer name
- The list of all applications, with relevant license code, status and size

General Information	
Detected Operating System	Windows 2012 Server 6.2 (Build 9200)
SAS Version and Platform	Imagicle Application Suite for Cisco UC 2018.1.1
Request String	<pre>REQ=1 app=sas ops=6.2_(build_9200) pkg=2018.1.1 vm=1 reqdate=2018-01-11 SupKey=3.6FMU9LME.K7TE MachineKey2=4.37K5T27M.K7TE fa6823857ae56072f50db95cb980a71c</pre>
Customer Name	<input type="text" value="Imagicle"/>
Reseller Name	<input type="text" value="Imagicle"/>

### Installed Applications

Name	License code	License Status	Size
UCL Users			0 users
Billy Blue's 4		Licensed	250 extensions
Budget Control		Expired	
StoneLock		Licensed	
StoneFax		Licensed	4 channels
Speedy Enterprise		Licensed	
IVR Manager Enterprise		Expired	
IVR module for Queue Manager Enterprise		Licensed	8 channels - shared with QME
Queue Manager Enterprise		Licensed	8 channels - shared with IVR Module
Blue's CTI Server		Licensed	40 Blue's One Enterprise Clients 40 Blue's Attendant Professional Clients 40 Blue's Attendant Enterprise Clients
Call Recording	Production02	Licensed	30 channels
SSAM Enterprise		Licensed	8 channels
Hotel Link		Expired	

"Response String" field is available, too. Instead of having a single, long Response String, here you have to enter a Response String for each license/application you need to activate, like below screenshot sample:

### Attiva licenze - i

Nome	Response String
UCL Users	RESP=1;app=mai;ucls=145;liccode=TQ4X9XC3;virtual=1;tel=ccm;lic=Normal;lictype=EU;cust=UnCliente;res=Tele
Billy Blue's 4	RESP=1;app=bib;extensions=1000;liccode=TQ4X9XC3;virtual=1;tel=ccm;lic=Normal;lictype=EU;cust=UnCliente;r
Budget Control	
StoneFax	RESP=1;app=sfx;ports=8;virtual=1;lic=Normal;lictype=EU;supkey=3.ARM61R1T.15F9;44bee7440756b4aac18fe4d
Speedy Enterprise	RESP=1;app=spd;users=1000;liccode=TQ4X9XC3;virtual=1;tel=ccm;lic=Normal;lictype=EU;cust=UnCliente;res=T
IVR Manager Enterprise	
Queue Manager Enterprise	RESP=1;app=qme;Channels=30;liccode=TQ4X9XC3;virtual=1;tel=ccm;lic=Normal;lictype=EU;cust=UnCliente;res:
Blue's CTI Server	RESP=1;app=att;bae_clients=10;liccode=TQ4X9XC3;virtual=1;tel=ccm;lic=Normal;lictype=EU;cust=UnCliente;res
StoneLock	RESP=1;app=slo;devices=1000;liccode=TQ4X9XC3;virtual=1;tel=ccm;lic=Normal;lictype=EU;cust=UnCliente;res=
SSAM Enterprise	RESP=1;app=sam;ports=8;virtual=1;lic=Normal;lictype=EU;cust=LABS;supkey=3.ARM61R1T.15F9;86e8148f2e51i

Hit **Save** to enable licenses.