Dialogic
Making Innovation Thrive™

Dialogic® IP Media Server

License Activation Guide

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www.dialogic.com

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Introduction

This document describes how to activate your Dialogic® IP Media Server (which is also referred to herein as “IP Media Server” or “Media Server”). This document is not release specific. Some screen shots include release numbers, and are provided as examples.

Licensing Terminology

The following terminology is used within this document.

Term	Definition
License Key	The code to “unlock” IP Media Server functionality. Dialogic Sales can send the license key in a License Certificate or License Email.
License Certificate	Printed document provided by Dialogic containing License Key.
Node ID	Unique signature of your IP Media Server.
License File	A file created by Dialogic from the Node ID and License Key and that you install on the IP Media Server to activate it.
Re-host	Process to activate the IP Media Server by re-installing a new license file in case of a hardware failure.

Dialogic® IP Media Server Server Activation

This document describes how to activate your Dialogic IP Media Server.

The Media Server is controlled via software licensing. A license file must be installed on your Media Server in order to activate it.

Your license file is obtained from the Dialogic website (www.dialogic.com/activation), which generates a unique license file for your Media Server based upon a unique hardware fingerprint comprised of the following:

- Node ID of your Media Server
- License Key on the License Certificate or License Email from Dialogic

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Note: The Media Server hardware must meet defined minimum system requirements as described in the section, *Installing IP Media Server Software* in the *Dialogic IP Media Server Installation and Operations Guide.*

Summary of Steps

Activation involves the following steps which are explained in the document:

- ”Preparing for Activation’ (page 7)
- ”Obtaining the Node ID from Your System’ (page 8)
- ”Generating a License File from the Node ID and License Key’ (page 9)
- ”Installing a License File on Your System’ (page 13)

Generating the License File is a one-time event. It is not possible to re-set or correct mistakes themselves. For example, if you mis-type the Node ID, you will need to perform a time intensive Re-Hosting process. Therefore, please follow the steps in this guide carefully.

Preparing for Activation

The IP Media Server has limited functionality unless you activate the license. The primary method of activation is from the Web. To activate your license, you must have the following:

- Access to the license key from the License Certificate or via a License Email from Dialogic.
- Access to the IP Media Server Web User Interface to obtain your Node ID.
- Access to the Dialogic Web site from a system with a Web browser and Internet access.
- Secure access over HTTPS or HTTP.

Obtaining the Node ID from Your System

The Node ID is the unique signature for the system that will be the IP Media Server. It is used together with your license key to generate license files that are locked to that system. All activation options require the Node ID.

Note: The license key depends on the MAC address of an Ethernet port on the IP Media Server. Changes to other hardware components, such as the processor or hard drive, do not invalidate the license.

You can download the Node ID to an HTML formatted file to avoid mis-typing when activating your licenses. The file includes a link to the Dialogic License Activation Center, together with instructions.

To obtain the Node ID from the IP Media Server Web UI:

1 Select **System→License→Node ID** to display the License Node ID page:

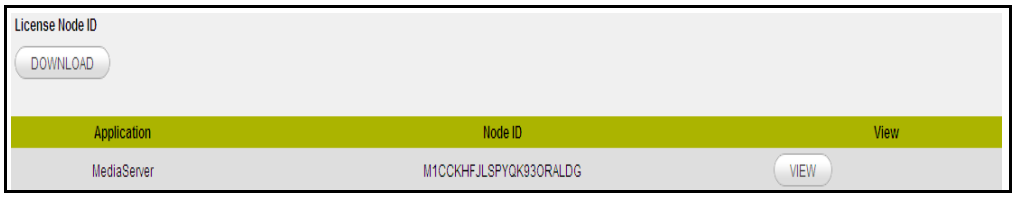

Figure 1. License Node ID Page

Note: The Node ID is important for the next steps, so do not close this window.

Note: The next step depends on whether or not this system has access to the Internet. If the IP Media Server can connect to the Internet, complete the following steps. If the IP Media Server cannot connect to the Internet, see ”Accessing the Dialogic License Activation Center’ (page 15).

2 From the **License Node ID** page, click **View** to display the License View Node ID page:

Figure 2. License View Node ID Page

3 Click **Activate Dialogic License**. The **Dialogic License Activation Center** page appears.

Generating a License File from the Node ID and License Key

1 In the **License Key f**ield, enter the License Key that is printed on your License Certificate or in the License Email from Dialogic.

Figure 3. Dialogic License Activation Center Page

2 Click **Submit**. The **Enter Customer Information** page appears:

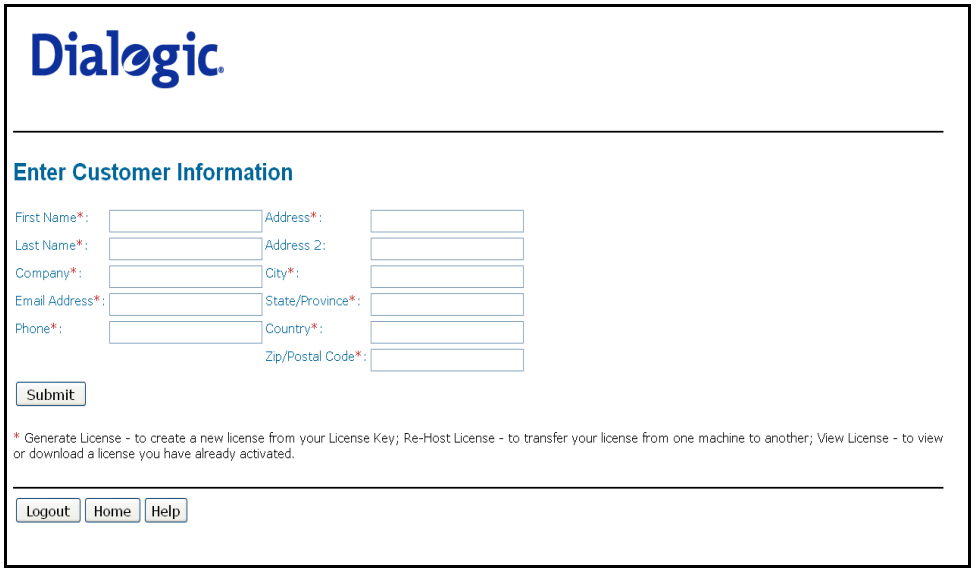

Figure 4. Enter Customer Information Page

3 Enter your registration information. Be sure to complete all the required fields, which are indicated by an asterisk (*).

If you are outside North America, you can enter your district or county information in the State/Province field.

4 Click **Submit**. The **Generate, Rehost, or View Licenses** page appears:

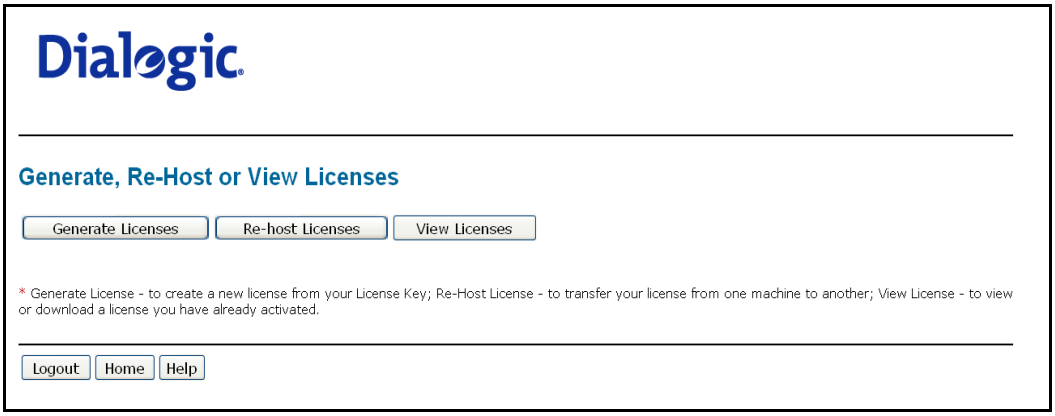

Figure 5. Generate or View Licenses Page

Note: The **View Licenses** button allows you to view the license file only if it has already been generated.

5 Click **Generate Licenses**. The **Select Items to Fulfill** page appears:

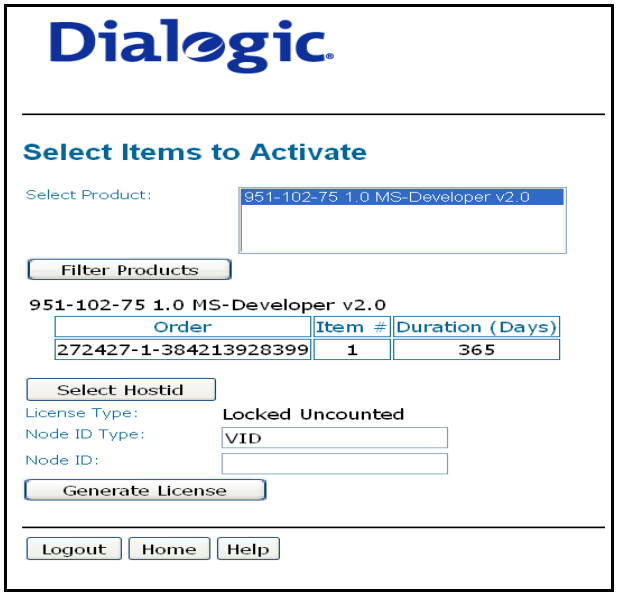

Figure 6. Select Items to Fulfill Page

6 Enter your Node ID in the **Node-locked Hostid** field. Copy the Node ID from the browser window to avoid error. This is the only field on this page you can modify.

Be sure to enter the correct Node ID. Entering an incorrect Node ID will create an invalid license and you will need to contact Dialogic Technical Support to perform the re-hosting process.

7 Click **Generate**. The **Confirm Your Selection** page appears:

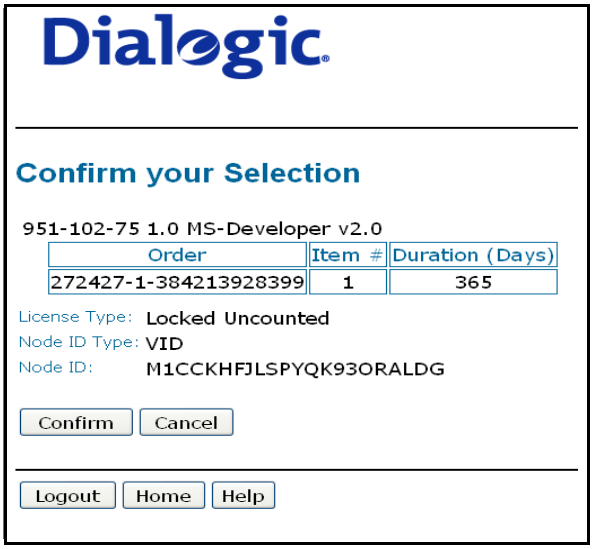

Figure 7. Confirm Your Selection Page

8 Click **Confirm**. The **Deliver License** page appears:

Figure 8. Deliver License Page

9 Click **Save to File** or enter your email address and click **Email** to have the License file emailed to you. (The email address defaults in from your Registration Information. You change it here if required.)

10 Click **Logout**.

Installing a License File on Your System

To install your license:

1 Copy the License file on a server accessed by the IP Media Server.

2 Select **System→License→Install** on the IP Media Server Web UI to install the license on the IP Media Server. The following page appears:

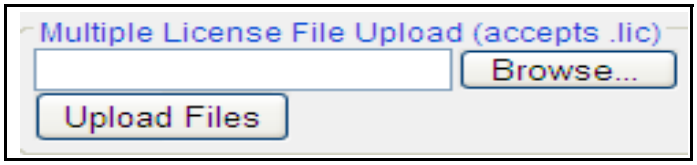

Figure 9. License Install Page

3 Browse to the license file(s) and click **Upload Files**.

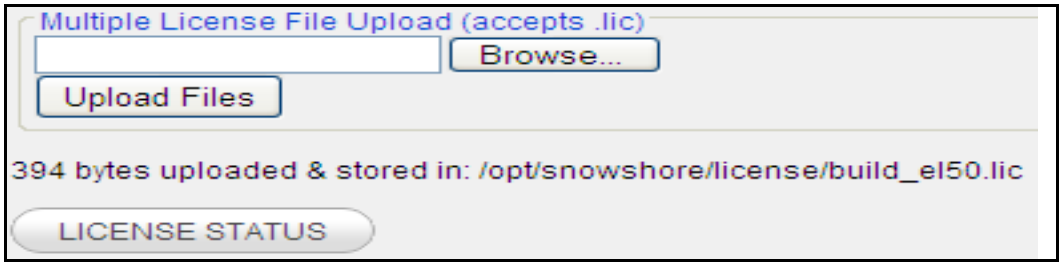

Figure 10. License Install Results Page

4 Click License Status and the following screen apears.

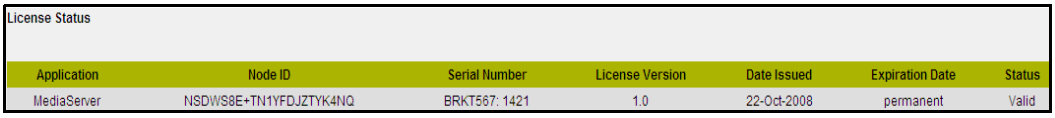

Figure 11. License Status Page

5 Select **System→Reset Media Server.** The following screen appears**.**

Figure 12. Reset Media Server Page

6 Click **OK** to reset the IP Media Server.

When the IP Media Server restarts, you are ready to configure and deploy it.

Accessing the Dialogic License Activation Center

This section describes how to access the Dialogic License Activation Center if you are unable to connect to the Internet directly from your IP Media Server.

If the IP Media Server is Unable to Connect to the Internet

If your IP Media Server is unable to connect to the Internet, but you do have access to the Internet from a different computer, follow the steps below:

1 Access the **License Node ID** page through the IP Media Server Web UI (**System > License > Node ID**).

2 Select the node ID and then click **Download**. The file Download page appears:

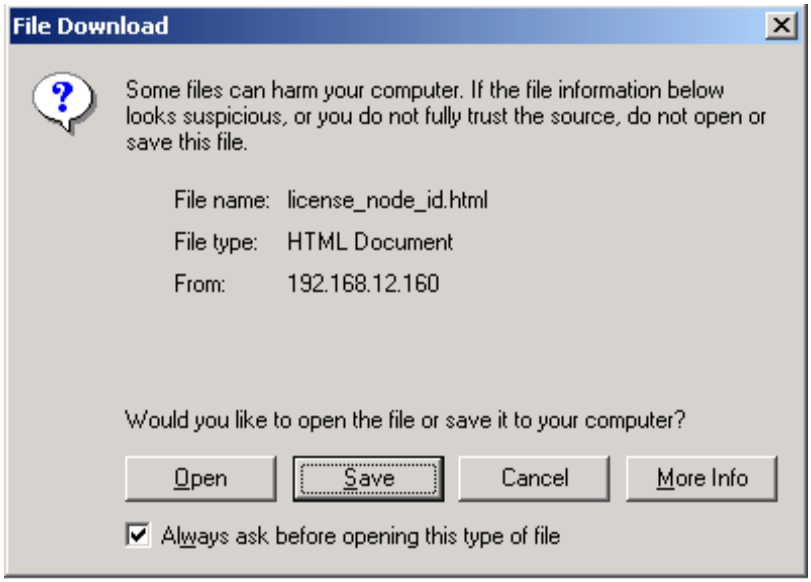

Figure 13. File Download Page

3 Save the HTML formatted file (default name is `license_node_id.html`). This file includes the IP Media Server Node ID and a link to the Dialogic License Activation Center.

Note: If you cannot activate your license using the Website, contact Dialogic Technical Support. Please have your License Keys and Node ID ready when contacting Technical Support.

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4 Transfer the HTML file to a PC that can connect to the Internet, and open the file in a Web browser.

5 To continue with the activation of your product, go to "Generating a License File from the Node ID and License Key' (page 9).

Keep the browser window open that shows the Node ID. You need the Node ID when activating your license.

Note: You do not need to use the HTML formatted file. You can access the Dialogic License Activation Center (www.dialogic.com/activation), from any location. All you need is your Node ID and License Key from the IP Media Server. It is important to enter the Node ID exactly as it appears.

Managing Licenses

Once you have installed a license, you can use the Web UI to get information about it and to manipulate the license file.

If you remove or add network boards to your system or change your motherboard, the license files become invalid. This is due to the method used to generate the Node ID (see "Obtaining the Node ID from Your System' (page 8)). In order to re-activate the product, you need to re-host the licenses (see "Re-Hosting (Moving) License Files for the IP Media Server' (page 21)).

Note: If you remove the IP Media Server files using the uninstall option, license files are removed with the IP Media Server. If you perform an IP Media Server update, the files are not removed.

Viewing Licensed Features

To view what features are enabled under the license you have installed, select **System→License→Features** from the IP Media Server Web UI to display the Licensed Features page.

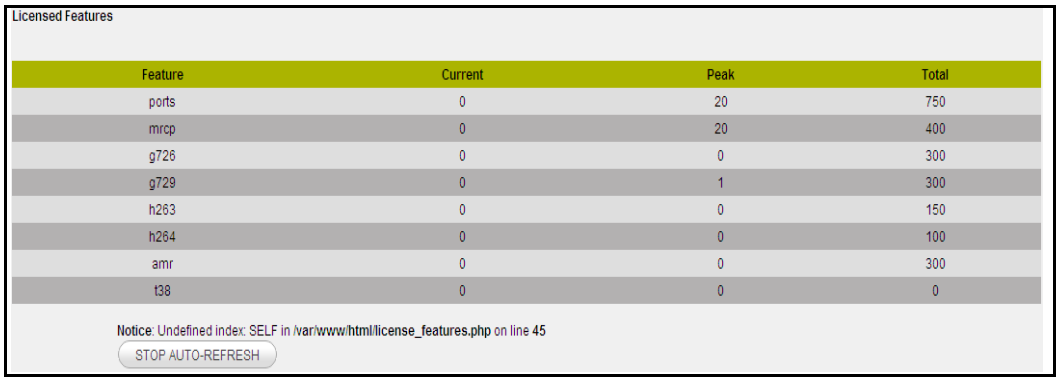


Figure 14. Licensed Features

The Licensed Features page shows the following information for each licensed feature:

Item	Description
Current	Number of instances of the feature that are currently active.
Peak	Highest number of instances of the feature that have been active since the IP Media Server was started.
Total	Number of instances of the feature authorized by the license.

Obtaining License Status

To view the current License Status:

1 Click **System→License→Status.**

The **License Status** page provides detailed information on each individual license installed on the IP Media Server. If you purchased a license that will expire, the Expiration Date appears on this page.

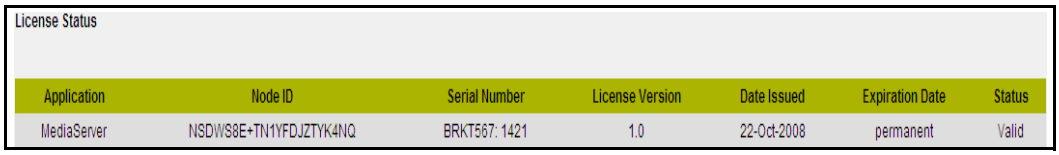


Figure 15. License Status

Naming License Files

All license files end with the .lic extension. The license filename is usually in one of two formats: dd-mmm-yyyy.lic dd-mmm-yyyy-x.lic (next available number). However, the license filename can be any filename with a .lic extension.

Removing License Files

You cannot remove license files through the Web UI. To remove a license file, you need to re-build the IP Media Server.

Backing Up License Files

License files are backed up as part of the Media Server system backup, or you can copy them prior to installation.

Recovering License Files

When a license is lost or not recoverable, you need to obtain a copy by going through the Web Activation Center again. You will need to enter your License Key, and then click on **View License**. The registration data will not be requested and the 'Select Items to be Fulfilled' page will not be available. You will then have an option to email the license or save it to a local directory.

Restoring License Files

The Dialogic software licensing process uses your Node ID, which is based on the network hardware in the system.

If you want to re-install you product on the same computer system after upgrading or replacing your hard disk or any other upgrade that maintains the network hardware, you can use the same license file without having to reactivate your product.

Re-Hosting (Moving) License Files for the IP Media Server

To allow you to upgrade your computer to a new system or recover from a hardware failure, Dialogic allows you to move your licensed software from one computer system to another. This process is called “re-hosting”.

There are two methods to re-host license files and both are explained in this section:

- ”Working with Dialogic Technical Services and Support to Re-Host License Files’ (page 21)
- ”Self Re-Hosting License Files’ (page 23)

Working with Dialogic Technical Services and Support to Re-Host License Files

Although the re-hosting process is straightforward, this method involves correspondence between you and Dialogic Technical Services and Support during normal Dialogic Technical Services and Support business hours.

Note: If you prefer to re-host the license files yourself, refer to ”Self Re-Hosting License Files’ (page 23)

The re-hosting process requires you to fax a return confirmation on company headed notepaper to formally acknowledge the removal, disablement or disuse of the original license file or files. (See ”Example of Formal Letter’ (page 22)).

To move your software from your current computer to a new computer with a different “Node ID” signature, perform the following steps:

1. Gather the original License Keys that represent the License Files you need to re-host and your original Node ID, if available.
2. Obtain a new Node ID for the new system.
3. Set in motion any approval necessary in your organization for the formal acknowledgement (see Step 6).
4. Visit www.dialogic.com/support/ to open a Dialogic Technical Support Ticket.
5. Dialogic Technical Support will contact you and guide you through the remaining steps before emailing a replacement License File or Files.
6. Create a formal letter (example below) on company letterhead and return it, signed, to Dialogic. Copy this wording into your document and insert the License Key or Keys that you originally used to activate the License or Licenses you are re-hosting. This template will be made available to you when required.

Example of Formal Letter

Given below is an example of the formal letter required by Dialogic when moving a license.

_____ [INSERT COMPANY NAME] ("User"), hereby represents and warrants to Dialogic that the original License File or Files represented by the License Keys listed below have been removed, disabled or are no longer in use:

List all License Keys here

List old Node IDs here

List new Node IDs here

User further represents and warrants to Dialogic that the above-referenced License Keys are not and will not be used for any purpose, including without limitation, on the original computer used to activate the License.

User acknowledges that if any of the foregoing is found to be untrue, User shall be liable to Dialogic for the full list price of the License Key still in use, then in effect, as established by Dialogic.

Signed:

COMPANY NAME

By: _____

Name:

Title:

Phone Number:

Technical Support Ticket Reference:

Self Re-Hosting License Files

To allow you to upgrade your computer to a new system or recover from a network card failure, Dialogic allows you to "re-host" your licensed software from one computer system to another. This process involves returning your current license and receiving another one.

Note: If you prefer to work with Dialogic Technical Services and Support, refer to "Working with Dialogic Technical Services and Support to Re-Host License Files' (page 21)

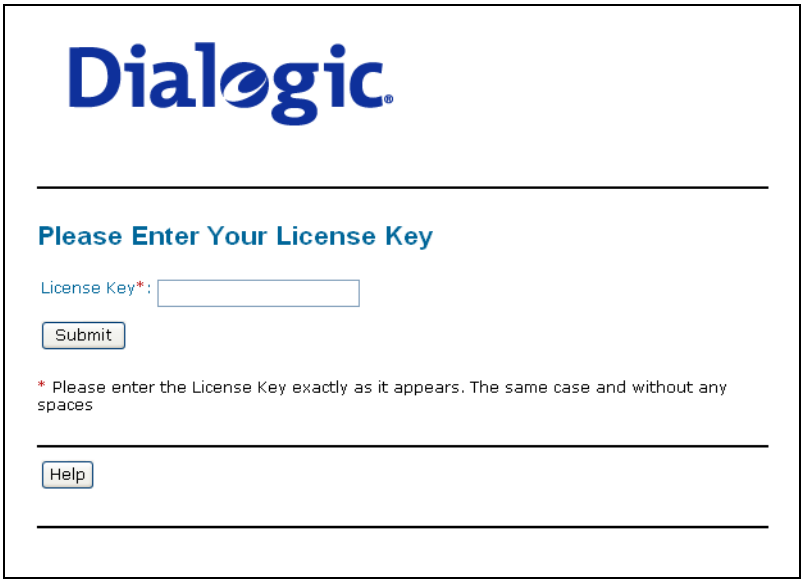
The activation center web site allows you to automatically re-host your licensed software one time without technical support. For subsequent re-hosts you will need to contact Dialogic Technical Support.

Note: Use the buttons on the screens to navigate. Do not use the **Back** and **Forward** buttons on your browser to navigate.

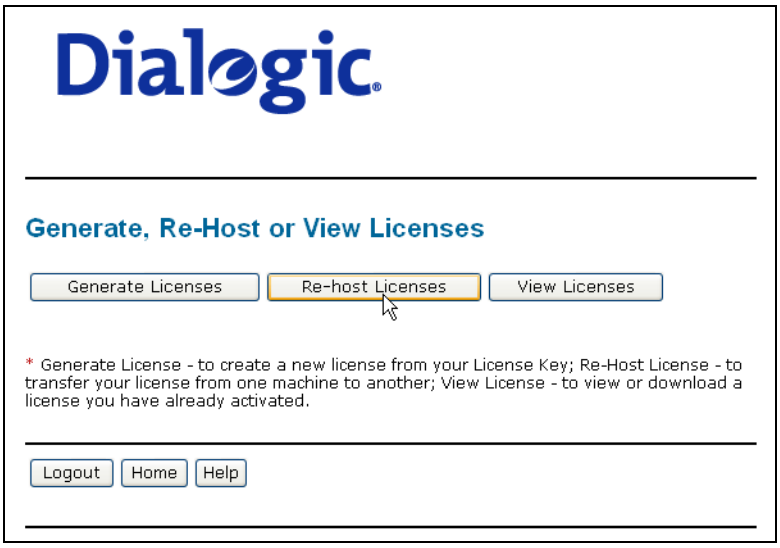
Follow the steps below:

1 Visit the Dialogic activation website at:
www.dialogic.com/activation

The following screen appears.

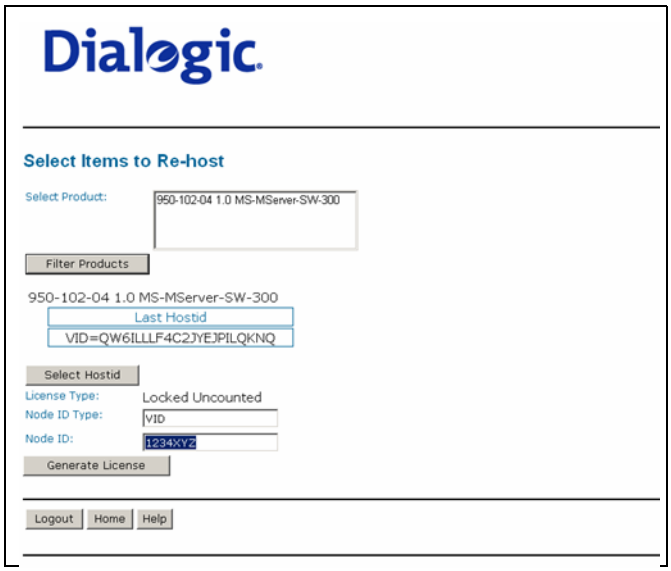


2 Enter your original License Key. (Found on your License certificate or in the electronic version of the license that was emailed to you when you purchased/obtained your license.) Click Submit. The following screen appears.



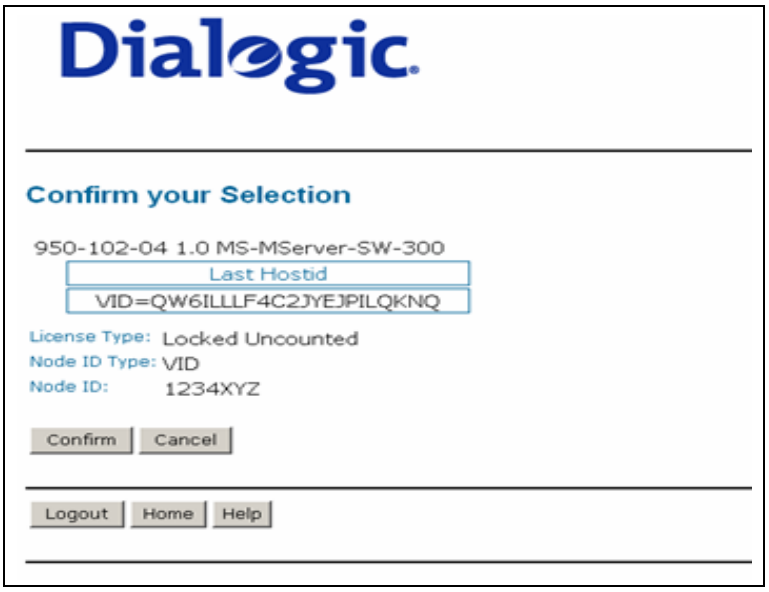
3 Click Re-host Licenses. The following screen appears.

4 Select your product and click Return to return the license to Dialogic. The following screen appears.



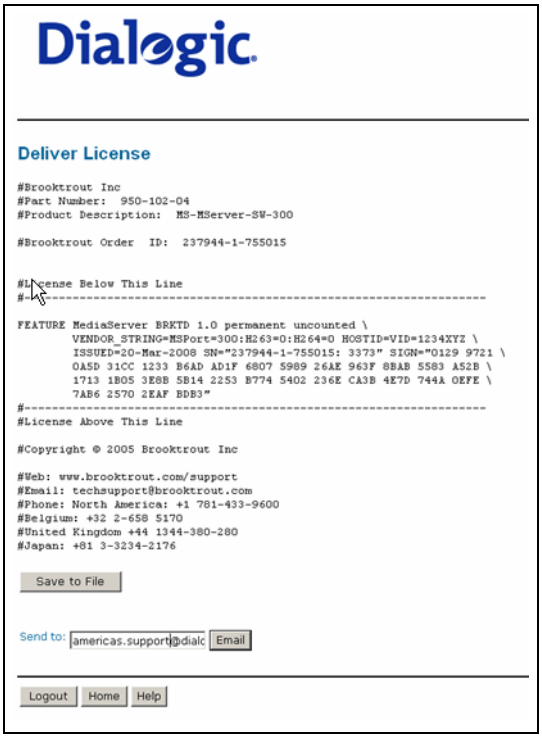
5 In the **Select Product** box click the product for which you are re-hosting. Select the Node ID Type and enter the Node ID of your Media Server as it appears from the Web UI. (Refer to *Obtaining the Node ID from Your System on page 8*

Click **Generate License**. The following screen appears.

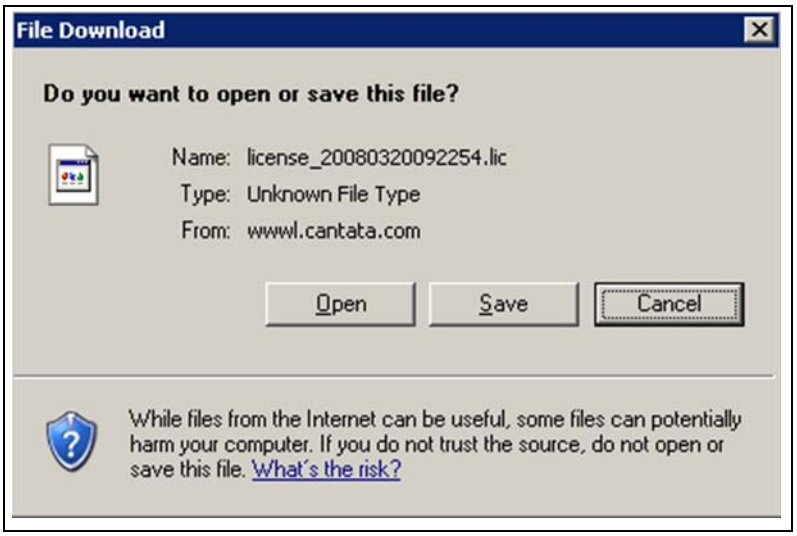


6 Verify that the information on this screen is correct and click **Confirm**. The following screen appears.

Note: Be sure you enter the correct Node ID. If you enter an incorrect Node ID, your license will be invalid when you try to use it on your Media Server.



7 Click Save to File to save the license file to your computer or click Email to have the License file emailed to you. If you Clicked **Save to File** the following screen appears.



8 Click **Save** and save the file to your desktop.

9 You will see a message indicating that the download has completed and the file is saved.

10 Install the license file on your Media Server (Refer to the *Installing a License File on your System* in the *Media Server Installation and Operations Guide*) or copy it "as is" into the following directory of your Media Server:

```
/opt/snowshore/license
```

Please make sure the file has “read” permission.

A - License Exhibits

This appendix contains exhibits for various End User Software License Agreements.

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10.5 Waiver. The waiver of one breach or default or any delay in exercising any rights shall not constitute a waiver of any subsequent breach or default.

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10.7 Headings. The headings are for convenience and shall not be used to construe this Agreement.

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Supplement A-3

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