

PureConnect®

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GENESYS

PureConnect Licensing

Technical Reference

Abstract

This document describes the system management for licensing PureConnect products. It includes steps for managing license information using the Genesys License Management website and allocating licenses using Interaction Administrator.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.

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Introduction to PureConnect Licensing

PureConnect uses an application server license model. All product features install at once, and you decide when to activate them by allocating the licenses for them. Various license types offer you flexibility in developing new applications and performing trials on new functionality.

If your environment has multiple servers, allocate the appropriate licenses for each server separately.

Customer Interaction Center (CIC) supports two interaction management client applications. This documentation uses the term CIC client to refer to either Interaction Connect or Interaction Desktop.

Important!

Beginning March 2018, the Activation File Management tool replaces the License Management System for PureConnect products. Also, the anniversary date and re-registration process are no longer applicable because PureConnect now uses perpetual software licenses with an expiration date of 1/1/2100. For more information, see <u>New Licensing System</u>.

New Licensing System

Customers and partners can now use the Activation File Management Tool (AFMT) to manage and configure PureConnect product licenses. This tool replaces the License Management System (LMS).

The following table lists what changed and what's new.

LMS	AFMT	Comment
Summary tab	Account Summary tab	
License Activity tab	Activation File Activity tab	
New License tab	New Activation File tab	
N/A	Software Details tab	Provides details about each product.
N/A	Upgrade Software tab	Provides ability to upgrade licenses to a newer version.
N/A	Install Sites tab	Provides ability to manage install sites.
Snapshot tab	N/A	Not migrated to new system. Historical information exists in LMS (at <u>http://license.inin.com/</u>) but not new orders or changes to a customer account that occurred after migration. To see new orders or changes after migration, see the service contract.
CIC and SIP products available in two separate locations.	CIC and SIP products appear together on all tabs.	
Licenses based on anniversary date and required re-registration.	Software licenses are perpetual and have an expiration date of 1/1/2100.	

New CIC distribution model and the CIC license

The CIC product suite has a new distribution model with new naming, faster release cycles, and higher quality. The new distribution model is based on the mainline continuous development of CIC 4.0, expressed in the 20## R# Patch# format. CIC 4.0 SU 6 was the last release using the older model. CIC 2015 R1 is first release of the new distribution model. For more information, see the Product Information site at https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx.

However, CIC licensing didn't change. CIC still requires a CIC 4.0 license.

- New CIC 2015 R1 or later installations require a CIC 4.0 license.
- Existing CIC 4.0 installations do not require any changes to the CIC 4.0 license to upgrade to CIC 2015 R1 or later.

Activation File Management Tool

The Activation File Management tool allows you to manage and configure your PureConnect product licenses. It replaces the License Management System for PureConnect products. Customers can access the tool on the My Support Dashboard at https://genesyspartner.force.com/customercare/GenesysCommunityLogin. Partners can access the tool on the Partner portal at https://genesyspartner.force.com/customercare/GenesysCommunityLogin. Partners can access the tool on the Partner portal at https://genesyspartner.force.com/partner/Home. You must have the appropriate credentials to access these portals.

Note: You can also use the Genesys Activation File Request Tool to communicate with the Genesys Licensing Team about licensing related issues or to request an activation file. The tool is available at https://genesys.secure.force.com/activationfile and doesn't require logon credentials. Follow the instructions on the web site to submit a question or request.

•				۰.	We	lcome,	
3 (BENESYS" My Sup	oport	My Cases Dashboard	d Announcements	FAQ Docur	mentation	Contact
	fanage ctivation Files		Activation File F	Related Question	Third-Party A	ctivation F	ile Reques
							HELP
Acco	unt Name: Genesys Customer	Care Platform V GO			Supp	ort Option	: Unknow
Accou	nt Summary Software Details Activation	on File Activity Upgrade Software	New Activation File Ins	tall Sites			
Summ	ay .						
	Il Site: Product Category:	Clear Filters			Number of	f Total Res	ults # 7
~	Part Number	Product Category	Description		То	tal Used	Availabl
0	SW-001-4.0-AL02 I3_ACCESS_CLIENT (1 assigned, 0 pooled)	CIC 4.0	Business Client		50) 50	0
	13_LICENSE_BASIC_STATION (1 assigned, 0 pooled)						
0	SW-001-4.0-AL06	CIC 4.0	Contact Center Level	3	12	25 120	5
0	SW-001-4.0-IDS2	CIC 4.0	Large PureConnect O system - Included w/ 3		ment 1	0	1
	SW-001-4.0-PL04	CIC 4.0	Advanced Session		10	1 100	1
0	311-001-4.01-2.04	010 4.0					
0 0	SW-001-4.0-PL06	CIC 4.0	Conference Session		10	1 100	1
Ŭ			Conference Session Media Session		10		1 49

Activation File Related Question: Opens the Activation File Related Question page to allow you to ask a license-related question or request an activation file.

Third-party Activation File Request: Opens the Third-Party Activation File Request page to allow you to submit a third-party license request.

Help: Open the Activation File Management Tool Guide, which provides an overview of the tool.

Account Name: Account for which to view licenses.

Tabs

- <u>Account Summary</u>
- Software Details
- <u>Activation File Activity</u>
- Upgrade Software
- <u>New Activation File</u>
- Install Sites

Account Summary

The **Account Summary** tab displays all ordered items that are available to license for a specified account. You can generate a license based on any of these items.

•			4	Welcor	ne,	
B GENESYS" My Supp	port	My Cases Dashboard	Announcements	FAQ Documer	tation	Contact (
Manage Activation Files		Activation File Re	lated Question	Third-Party Activ	ation Fi	le Reques
Account Name: Genesys Customer C	are Platform T GO			Support	Option	: Unknow
	File Activity Upgrade Software	New Activation File Instal	l Sites			
Install Site: Product Category:	Clear Filters			Number of Te	otal Res	ults # 7
Part Number	Product Category	Description		Total	Used	Available
SW-001-4.0-AL02 I3_ACCESS_CLIENT (1 assigned, 0 pooled) I3_LICENSE_BASIC_STATION (1 assigned, 0 pooled)	CIC 4.0	Business Client		50	50	0
SW-001-4.0-AL06	CIC 4.0	Contact Center Level 3		125	120	5
• SW-001-4.0-IDS2	CIC 4.0	Large PureConnect On system - Included w/ Se		ment 1	0	1
SW-001-4.0-PL04	CIC 4.0	Advanced Session		101	100	1
SW-001-4.0-PL06	CIC 4.0	Conference Session		101	100	1
				100	100	49
SW-001-4.0-PL09	CIC 4.0	Media Session		169	120	49

Software Details

The Software Details tab displays an overview of an account's eligibility to create and download an activation file.

Manage			Activation Fi	le Related Question	Third-Party A	ctivation File R	leque
Activation	Files						? HELP
count Name	Genesys Cus	tomer Care Platform 🔻 🛛 GO			Supp	oort Option: U	nkno
count Summary	Software Details	Activation File Activity Upgrade Software New A	ctivation File Install Site	5			
oftware Details							
		* Any licenses mirro	pred prior to Aug 201	7 will not show as Mir	rored but are co	onsidered Mirro	red.
art Number	Product Category	Description	Mirror	Sold To	Perpetual	Non Perpetual	Tota
SW-001-4.0- AL02	CIC 4.0	Business Client	No	Genesys Customer Care Platform	50	0	50
SW-001-4.0- AL06	CIC 4.0	Contact Center Level 3	No	Genesys Customer Care Platform	125	0	125
SW-001-4.0- DS2	CIC 4.0	Large PureConnect On Premise develop system - Included w/ Server	oment No	Genesys Customer Care Platform	1	0	1
SW-001-4.0- PL04	CIC 4.0	Advanced Session	No	Genesys Customer Care Platform	101	0	101
SW-001-4.0- PL06	CIC 4.0	Conference Session	No	Genesys Customer Care Platform	101	0	101
SW-001-4.0- PL09	CIC 4.0	Media Session	No	Genesys Customer Care Platform	169	0	169
SW-001-4.0-	CIC 4.0	Intermediate Server	No	Genesys Customer Care Platform	1	0	1

Activation File Activity

The Activation File Activity tab displays a summary of generated files and the actions available for licenses. Options available on the Activation File Activity tab include:

- <u>View licenses for an account</u>.
- View license details.
- Download an activation file
- Update a license
- Deactivate a license.

Manage Activation Files						Activation File Related Question Third-Party A	ctivation File Request
Account Name: Genesys	Customer Care Platform	C 60					Support Option: Unknow
Account Summary Software Detail	is Activation File Activity Up	ograde Software New Activation File Inst	al Sites				
Astivation File Astivity							
	Generation Date (>=)	Generation Date (<=)					
All Install Sites 🔻							
Active:	Product Line:	License Type:					
Yes 🔻	ALL 🔻	ALL 🔻					
Generated By:	Machine Name			_			Number of Total Results # 1
		Apply	Filters Clear Filters				Number of Total Results # 1
	Date Active Install Site	Generated By	Machine	Product	Туре	Sold To	Actions
Generated Date Expiration							

View licenses for an account

Use the filtering options on the **Activation File Activity** tab to view active and inactive licenses generated for an account. The following table describes the options available for filtering which licenses to display.

Option	Description
Install Site	Displays licenses for the specified install site only.
	All Install Sites displays licenses for all install sites.
Generation Date (>=)	Displays licenses that you generated on or after the specified date.
	[Blank] displays licenses regardless of generation date, unless you specify a date in the Generation Date (<=) box.
	You can use this option with the Generation Date (<=) option to specify a date range.
Generation Date (<=)	Displays licenses that you generated on or before the specified date.
	[Blank] displays licenses regardless of generation date, unless you specify a date in the Generation Date (>=) box.
	You can use this option with the Generation Date (>=) option to specify a date range.
Active	Yes displays active licenses only.
	No displays inactive licenses only.
	All displays active and inactive licenses.
Product Line	Displays licenses for the specified product line only.
	All displays licenses for all products.
License Type	Displays licenses for the specified license type only.
	All displays licenses for all license types.
Generated By	Displays licenses that the specified person generated only.
	[Blank] displays licenses that anyone generated.
Machine Name	Displays licenses for the specified computer only.
	[Blank] displays licenses for all computers.

View license details

Use the View icon on the Activation File Activity tab to display the View License page. This page displays detailed information about a license.

U License Management View License		
		Developed Lines
		📥 Download Licen
Product	t CIC 4.0	
Generation Date	09/04/2018	
Expiration Date	: 01/01/2100	
	/ Work Test80	
	e Genesys Customer Care Platform	
Site Name	e Test Install Site	
Details		
Server Info		
Machine Type	G607test testing Media Server Based (4.0+ only)	
	r Microsoft Exchange Server	
Expiration Date	-	
Description	Used in production settings. Licenses are generated by selecting Ordered Items from the Account Summary.	
Bundle	CIC 4.0 Production Bundle	
Features		
Feature		
I3_FEATURE_VERSION_CIC		
I3_FEATURE_RWP_CITY		
I3_FEATURE_SIP		
I3_FEATURE_SMS		
I3_FEATURE_MEDIA_SERVE	RS	
I3_FEATURE_ADVANCED_SE		
13_FEATURE_SU_ALLOWED		
Licenses		
License		
I3_ACCESS_SYSTEM_STATU	JS_SUPERVISOR_PLUGIN (10 assigned, 8 pooled)	
13_LICENSE_CONFERENCE_	SESSION_ADDON (100 assigned, 0 pooled)	
I3_ACCESS_CLIENT (170 ass	igned, 0 pooled)	
I3_ACCESS_ACD_MEDIA_3_	PLUS (120 assigned, 0 pooled)	
I3_ACCESS_RECORDER_QU	IALITYMONITORING_AGENT (120 assigned, 0 pooled)	
13_LICENSE_MEDIA_SESSIO	N_ADDON (120 assigned, 0 pooled)	
13_LICENSE_BASIC_STATION	V (170 assigned, 0 pooled)	
13 LICENSE ADVANCED SE	SSION_ADDON (100 assigned, 0 pooled)	
Ordered Items Used		
Ordered Item		
SW-001-4.0-SL03 Intermediate		
SW-001-4.0-AL02 Business Cli	ent (50)	
SW-001-4.0-AL08 Contact Cen	iter Level 3 (120)	
SW-001-4.0-PL04 Advanced S	ession (100)	
SW-001-4.0-PL08 Conference	Session (100)	
SW-001-4.0-PL09 Media Sessi	ion (120)	

Deactivate a license



on the Activation File Activity tab to deactivate a license. You can deactivate a license:

- If the license generated incorrectly
- To reallocate the license after an organizational change or after adding a server

When you deactivate a license, the number of lines and workstations are available again for allocation.

Note: PureConnect pools all licenses. When you allocate licenses, allocate them by site.

Upgrade Software

The Upgrade Software tab displays products with and without upgrade options.

Parts without Upgrade Options tab

Manage Activation Files		Activ	vation File Related Question	Third-Party Activation File Request
Ger	esys Customer Care Pla	form T GO		Support Option: Unknow
Account Summary Software	Details Activation File Activity	Upgrade Software New Activation File	Install Sites	
Parts without Upgrade Options				
Part Number SW-001-4.0-AL02	Product Category CIC 4.0	Description Business Client		Quantity 50
SW-001-4.0-AL06	CIC 4.0	Contact Center Level 3		125
SW-001-4.0-IDS2	CIC 4.0	Large PureConnect On Premise development sy	stem - Included w/ Server	1
SW-001-4.0-PL04	CIC 4.0	Advanced Session		101
SW-001-4.0-PL06	CIC 4.0	Conference Session		101
SW-001-4.0-PL09	CIC 4.0	Media Session		169

Parts with Upgrade Options tab

You can select individual products to upgrade. However, if mirroring is available, you must upgrade all products with the upgrade option.

Upgrade Option:	3.0 -> 4.0 •		Upgrade Selected		Number of Tot	al Results # 14
Mirror 3.0 -> 4 version of pro		lecting this checkbox, a	nnual support renewal will be	charged on th	ne most recen	t software
version of pro	ducts.					
Part Number	Product Category	Description		Upgrade Options	Mirroring Available	Upgrade Quanity
SW-001-3.0-AA01	CIC 3.0	Interaction Supervisor add-on		3.0 -> 4.0	Yes	1 of 1
SW-001-3.0-AA07	CIC 3.0	Interaction Client Mobile Edition -	Add on	3.0 -> 4.0	Yes	4 of 4
SW-001-3.0-AA08	CIC 3.0	Unified Messaging add-on		3.0 -> 4.0	Yes	35 of 35
SW-001-3.0-AAF1	CIC 3.0	Interaction Client for Outlook Edit	ion Add-on	3.0 -> 4.0	Yes	4 of 4
SW-001-3.0-AL01	CIC 3.0	Basic Station		3.0 -> 4.0	Yes	30 of 30
SW-001-3.0-AL02	CIC 3.0	Business Client		3.0 -> 4.0	Yes	35 of 35
SW-001-3.0-AL04	CIC 3.0	Contact Center Level 1		3.0 -> 4.0	Yes	9 of 9
SW-001-3.0-IDS1	CIC 3.0	Small PureConnect On Premise of	development system - Included w/ Server	3.0 -> 4.0	Yes	1 of 1
SW-001-3 0-PL03	CIC 3.0	Basic Session		₹ 3.0 -> 4.0	Yes	16 of 16

New Activation File

The **New Activation File** tab allows you to generate a new activation file. Trial bundle licenses and add-on bundle licenses are not available in the Activation File Management tool.

Manage Activation	n Files				Activation File Related Qu	estion Th	nird-Party Act	tivation F	ile Request	?
Account Name	e: Genesys Customer Ca	are Platform V GO						Su	upport Option:	Unknown
Account Summary		File Activity Upgrade Software New A	divation File Install Sites							
Sold To		nstall Site Product Test Install Site ▼ CIC	Ŧ		License Type	v	GoRes	et		
Machine Deta	ils									
and is available	e on the Support website.	Assistant. Host Id can also be generated	using the GetHostID utility							
Machine Nar System Type	e	urate or your license may not work as exp	nartad	None	T					
Mail Connec			pecoera.	None	¥					
Select One Va	alid Server Item									
Par	t Number	Description					Total	Used	Available	Use
SW	V-001-4.0-IDS2	Large PureConnect On Premise d	evelopment system - Inc	duded w/ Server			1	0	1	0
Provide	Switchover information at a	another time								
Switchover M	lachine									
Host Id This value can be retrieved from the IC Setup Assistant. Host Id can also be generated using the GetHostID utility and is available on the Support website. Machine Name										
There are n	no switchover parts	available								
		Generate Ad	tivation File Cancel							

Install Sites

The Install Sites tab allows you to view, edit, create, and deactivate install sites.

Manage				Activation Fil	e Related Question	Third-Party Activation	File Request
Activatio	n Files						P
ccount Na	Genesys Co	ustomer Care Platfor	m 🔻 😡			Support O	ption: Unknow
Account Summar	Software Details	Activation File Activity	Upgrade Software Ne	w Activation File Install Site	-		
		,					
Active: AL	L V		Net	w Install Site		Number of Tota	al Results # 1
Active: AL Actions Nar		Address	City	State	Country	Number of Tota Postal Code	al Results # 1 Active

New Install Site: Opens the Install Site Details dialog box to allow you to create an install site.

Name *			
Address Line 1			
Address Line 2			
Address Line 3			
City			
State			
Country			
Postal Code			
Active	2		
ſ	Save	Cancel	

Edit: Opens the Install Site Details dialog box in edit mode to allow you to modify an install site. To deactivate an install site, clear the Active check box

Install Site Details	
Name *	Test Install Site
Address Line 1	112 Test St
Address Line 2	
Address Line 3	
City	Test City
State	Test State
Country	Test County
Postal Code	88888
Active	×
C	Save Cancel

License Management in Interaction Administrator

In Interaction Administrator, you can view and allocate your available licenses. To add a feature, allocate the appropriate license. You do not have to interrupt service or restart the system, which means that you do not need to schedule downtime to add features.

tle	Assignable Allowed	Assignable Configured	Concurrent Allowed	Concurrent Configured	Concurrent In Use	-
3_ACCESS_ACD_MEDIA_1	100	0	100	0	0	
3_ACCESS_ACD_MEDIA_2	100	0	100	0	0	_
3_ACCESS_ACD_MEDIA_3_PLUS	100	2	100	0	0	
_ACCESS_ANALYZER	100	2	100	0	0	
ACCESS_APPLICATION_PORT_ADDON	100	0	100	0	0	
_ACCESS_CLIENT	100	2	100	0	0	
ACCESS_CLIENT_OUTLOOK_ADDON	100	2	100	0	0	
ACCESS_CONTENT_MANAGER_CLIENT	100	0	100	0	0	
ACCESS_CONTENT_MANAGER_CLIENT_READ_ONLY	100	0	100	0	0	
ACCESS_CONTENT_MANAGER_CLIENT_WEB	100	0	100	0	0	-

License Overview

License types

The following table describes the available types of licenses.

License Type	Description
Engine	License that controls the amount of system resource used to deliver a specific system capability.
Feature	License applied to a server or the system as a whole that enables a capability.
Hardware	License for hardware to support customer systems including servers, gateways, phones, headsets, and related components.
Session	License that allows a connection with the system for a specific purpose. Concurrent sessions control the maximum number of connections that can occur at one time. Time-based sessions control the maximum number of connections that can occur during a specific time interval. Only Interaction Mobilizer licenses are time-based. All other session licenses are of the concurrent type.
Station	License that allows a physical or virtual endpoint to connect with the system and use some set of capabilities.
Access	License assigned to either a user or a station that allows the user or station to use a specific set of capabilities of the system. A standard access license is consumed when assigned to the user or station and released when removed from the user or station. A concurrent access license is consumed when the user logs into the system and released when the user logs out of the system.
Education	License for instructional courses that are instructor-led, role-based, e-learning, or certification/re-certification related.
Documentation	License for documentation resources to guide users or serve as a reference for the configuration or use of system capabilities.
Services	License for services as provided and identified with a Statement of Work (SOW) referencing the licensing agreement and executed by the parties.
Tenant	License that allows subdivision of a system capability into smaller groups or partitions and then assignment as appropriate. Only certain Interaction Web Portal licenses are of this type.
Development	License or bundle of licenses that allows the creation of a development or test environment. You cannot use this license type in a production environment.
Disaster Recovery	License used as part of a Disaster Recovery (DR) System. You can only purchase a DR license as part of or after the purchase of the related production license. The number of licenses purchased for a DR system should not exceed the total number of related production licenses purchased.
Third-party Software or Service	License for software or a service offering from a third party.

New and discontinued licenses

For more information about new and discontinued licenses, see *CIC 4.0 License Upgrade Guide* on the Product Information site at https://my.inin.com/products/cic/Pages/Marketing-Collateral.aspx.

Virtualized Interaction Media Server

Genesys supports many components of CIC as virtual machines on a hypervisor host. However, Genesys does not advocate or support usage of Interaction Media Server as a virtual machine in a production environment. The reason is the importance of processing real-time communications, and the variability of performance and capabilities introduced with hypervisors.

You can install Interaction Media Server as virtual machines in hypervisors using the Software-Only license. However, if you encounter problems, Genesys does not provide technical support for virtual Interaction Media Servers.

For more information, see the CIC Virtualization Technical Reference at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/virtualization1.htm.

License allocation methods

There are two license allocation methods in CIC: Assignable and Concurrent. For a single system, you can allocate both Assigned and Concurrent licenses. However, you must allocate all licenses for a specific user as either Assigned or Concurrent.

Assignable license allocation method

The Assignable license method allows you to allocate licenses to users or stations.

Note: You can only allocate the Basic Station license to stations.

Rules for Assignable licenses

The rules for Assignable licenses are:

- When you allocate an assignable license to a user, the user immediately acquires the license, independent of whether the user is logged on. If the user logs on to another computer, the system logs off the user from the previous computer. Removing the license from the user or deleting the user releases the acquired Assignable license.
- When you allocate an assignable license to a station, the station immediately acquires the license, independent of whether a user is logged on to that station. Removing the license from the station or deleting the station releases the acquired Assignable license.
- You can only configure licenses for stations as Assignable.

Concurrent license allocation method

The Concurrent license allocation method allows you to allocate licenses to users only. It is based on the number of simultaneous users accessing a feature or function.

In the Concurrent license model, you still configure the license in Interaction Administrative. However, the system doesn't allocate the license until the user logs on to an application. CIC maintains a list of users, a list of licenses available, and a list of licenses in use.

The Concurrent license allocation method offers:

- Flexibility and easier administration.
- Automatic reallocation of licenses based on shift changes.
- Reduction in license counts and management.

Note: With a Concurrent license, the system allocates all of the licenses for a user when the corresponding product modules load. For example, suppose that a user has three licenses: Recorder, Supervisor, and Optimizer. When the use opens the **Optimizer** module, the system allocates all three licenses for the user even though the user is opening only one of the modules.

Rules for Concurrent licenses

The rules for Concurrent licenses are:

- A user who logs on to a client application with a license configured as Concurrent acquires a Concurrent license. When the user logs off, the system releases the acquired Concurrent license. If the user logs on to another computer, the system logs off the user from the previous computer.
- If a user acquires a license and any application on any computer reacquires that license for that same user, the system uses the license acquired previously. The license count doesn't increase.
- You cannot configure licenses for stations as Concurrent.

Server license types

PureConnect uses Server license types that indicate whether a server is a production server or another type of server. The license type also dictates expiration behavior, production behavior, or system re-registration behavior. The following table describes the available server license types.

License Type	Description
e-FAQ Production	Provides an e-FAQ only production license.
Evaluation	Used for evaluation purposes, which are small configurations that you purchase. You cannot add other components to the pre-defined configuration for this license.
Media Server	Provides a Media Server license.
Multi-site Administration	Multi-site Administration licenses used in production environments. Requires re-registration after one year.
Non-ordered Development	Genesys includes a small non-ordered development license at no cost when ordering a Basic or Intermediate Production Server. A small non-ordered development license includes all Feature Licenses; and Access and Sessions licenses (8 of each). Interactions disconnect hourly.
	Genesys includes a large non-ordered development license at no cost when ordering an Advanced Production Server. A large non-ordered development license includes all Feature licenses; and Access and Sessions licenses (30 of each).
	You generate and download the license using the Activation File Management tool. Interactions disconnect hourly.
Ordered Development	 If customers require another server for development purposes, they can order a small or large ordered development license. This license is active for one year. Interactions disconnect hourly. A small ordered development license includes all Feature Licenses; and Access and Sessions licenses (8 of each). A large ordered development license includes all Feature Licenses; and Access and Sessions licenses (30 of each).
Production	Used in a production environment to allow the usage of all purchased features. Production licensed servers request re- registration after one year.
Switchover	Used in a production environment on a backup system. Switchover licensed servers request re-registration after one year.
	Note: Production licenses include information for both IC servers in a switchover pair. You can apply this single license file to both computers. Information about how to generate, apply, and update your license file are in this document.
Trial	Used for trial purposes. It expires after 60 days. You can add components to the license.
Trial System	Allows existing customers to deploy into production as a trial, product that they do not own.

Other licenses such as disaster recovery, load test, and training licenses are also available.

Access licenses

PureConnect provides expanded flexibility in how you apply features to stations and users. Access licenses are accessible from a user license (Assigned or Concurrent) or from a station license. For example, if there are multiple shifts at a site, you can use station licenses. Alternately, if you have users such as sales or business managers who move around from place to place, you can use user licenses.

You can allocate Access licenses to stations in a new installation when running IC Setup Assistant during station configuration, using the Add Stations Assistant in the Station Licenses dialog box.

You can also allocate Access licenses during post-installation in Interaction Administrator:

- In the Stations container, when configuring stations in Add Stations Assistant in the Station Licenses dialog box.
- In the Station Configuration dialog box on the Licensing page.

For more information, see <u>Allocate licenses to stations</u>.

All workstations and configured remote stations must have a Basic Station license allocated to activate station audio. If you save an enabled station configuration that does not have the Basic Station license allocated, a message appears. The message indicates that you need a Basic Station license to activate the station.

Use Interaction Administrator to allocate Access licenses to a user after IC server installation.

Note: We recommend allocating Access licenses to both stations and users at the same time, so that you can balance the threshold of the license using the **License Allocation** container. For more information about the **License Allocation** container, see <u>License allocation</u> container, see <u>License</u> allocation in Interaction Administrator.

Access licenses types

The Access license types are:

- Basic Station license (station only)
- Client Access license (user or station)
- ACD Access license (user or station)
- Interaction Process Automation license (user or station)
- Add-on and Module Access licenses (user or station)

Basic Station license

The Basic Station license enables station audio for a phone device or for the SIP Soft Phone on a client workstation. All active stations require a Basic Station license. Without one, the station does not have a dial tone or audio.

Note: You can use a non-audio station (for example, fax machine) for non-audio interactions.

- Allocate a Basic Station license to Workstations, Managed Workstations, Stand-alone Fax, Stand-alone Phone, and Remote stations.
- Allocate a Basic Station license to Remote stations. For Dynamic Remote stations, where you provide just a phone number, CIC allocates a Basic Station license if any are available.
- You cannot configure a Basic Station license as Concurrent.
- You cannot allocate a Basic Station license to users.

For more information, see **Basic station license allocation**.

Client Access license

The Client Access license enables the client functionality of the CIC client. You license the features by user, station, or both. Without this license allocation, the CIC client cannot run on the station. If a user logs on to a remote station, that station also must acquire a Client Access license. If a user logs on to a dynamic remote station—uses a remote phone number to log on to a CIC client—the user doesn't need a Client Access license.

ACD Access license

You license ACD features by user, station, or both. Without this license allocation, ACD is not active on the station.

The ACD features are:

- Media 1, allows for one interaction type.
- Media 2, allows for two interaction types.
- Media 3, allows for multiple interaction types.

The interaction types include Call/Callback, Chat, Email, and Generic.

Interaction Process Automation license

This license allows Interaction Process Automation (IPA) access. There are four IPA license types:

- Direct Routed Work Items
- Group Routed Work Items
- Process Monitor (user license only)
- Process Designer (user license only)

For more information about this topic, see the Interaction Administrator documentation.

Add-on and module access licenses

You can purchase add-on and module licenses as a package or individually to expand system features and functionality. The following table describes the available add-on and module licenses.

License	Description
Interaction Analyzer Access	Allows real-time word/phrase spotting on CIC calls recorded with Interaction Recorder. Requires the Interaction Analyzer Real Time Server, Interaction Recorder Server, and Interaction Recorder add-on access licenses.
Interaction Client Operator Add-On	Allows using operator add-on features in CIC.
Interaction Client Outlook Add-In	Allows using Outlook add-on features in CIC.
Interaction Dialer Add-On	Allows a user to take calls managed by Interaction Dialer.
Interaction Feedback Access	Allows a user to have a survey applied to an interaction in which they were a participant or to open the Interaction Feedback module in IC Business Manager.
Interaction Optimizer Access Real-time Adherence	Provides access for viewing real-time adherence events in multiple applications. For example, IC Business Manager, Interaction Desktop, and Interaction Supervisor.
Interaction Optimizer Client Access	Provides access for viewing individual schedules and submitting time-off request in Interaction Desktop.
Interaction Optimizer Real-time Adherence Tracking	Allows calculating and logging real-time adherence and actual schedule worked for a user.
Interaction Optimizer Schedulable	Allows scheduling of an agent.
Interaction Quality Manager	Allows users to create questionnaires (quality evaluations), score Interaction Recorder's recorded interactions, and search for completed scorecards in IC Business Manager.
Interaction Recorder Access	Allows recording a user. Without this license, recordings are encumbered. To access an encumbered recording, acquire a code from PureConnect Customer Care. For more information, see <u>KB Article, How to Handle Encumbered Recordings</u> .
Interaction Recorder Client Access	Allows users to search for and play back recorded interactions in the Interaction Recorder module of IC Business Manager.
Interaction Recorder Extreme Query	Provides access to Interaction Recorder Extreme Query Client so that a user can search and play back recorded calls; and view Graph Data of search results.
Interaction Scripter	Provides access to Interaction Scripter.
Interaction Supervisor iPad Edition	Provides access to Interaction Supervisor iPad Edition.
Interaction Supervisor Plug-in: Historical Reporting	Provides access to Historical Reporting in IC Business Manager.
Interaction Supervisor Plug-In: Interaction Dialer	Provides access to Dialer views in IC Business Manager.
Interaction Supervisor Plug-In: Reporting Assistant	Provides access to Interaction Reporter in IC Business Manager.
Interaction Supervisor Plug-In: System Status	Provides access to the System Status views in IC Business Manager. For example, Call Activity, License Statistics, Queues, Session Manager, System Graph, and System Statistics.
Interaction Supervisor Plug-In: Workgroup	Provides access to Agents and Workgroups views in IC Business Manager. For example, Agent Details, Agent Graph, Agent or Workgroup Queue, Agent Overview, Workgroup Details, Workgroup Directory, Workgroup Graph, Workgroup Overview, and Workgroup Statistics.
Interaction Tracker Access	Provides access to Tracker menu in CIC.
Salesforce Business User	Provides access to Salesforce as a business user.
Salesforce Standard User	Provides access to Salesforce as a standard user.

CIC client licensing

CIC client licensing affects the way a user accesses a client workstation.

- A CIC client user can only log on to one station on one computer at a time.
- To run the CIC client on a workstation:
 - The station the user logs on to must have a Basic Station license allocated and available.
 - Either the user or the station must have a Client Access license or ACD Access license allocated and available.
- When a user logs on to a specified station, that user exclusively acquires all the licenses available to that station while the user is logged on to the station. When the user logs off, those licenses become available for the next user who logs on to that station.
- A user can log on through a Dynamic Remote station using a remote phone number to log on to the CIC client. However, if the system reaches the Basic Station license threshold, it's possible that the station isn't available immediately. Although there's no station associated to the user in this situation, the system attempts to acquire a Basic Station license for the Dynamic Remote station. Therefore, this logon affects the Basic Station license usage count.

Access key for installing updates

While you are paying maintenance, you can use the I3_FEATURE_SU_ALLOWED access key to install updates.

Access license key examples

The following table provides examples of keys in the license file that apply to a user or station.

			Access Licenses	
4.0 Part Number	Number of Assigned Licenses	Number of Pooled Licenses	Description	4.0 Key
SW-001- 4.0- AL01	0	25	Basic Station	I3_LICENSE_BASIC_STATION (1)
SW-001- 4.0- AL02	5	0	Business Client	I3_LICENSE_BASIC_STATION (1) I3_ACCESS_CLIENT (1)
SW-001- 4.0- AL03	5	25	Phone-only Call Center	I3_LICENSE_BASIC_STATION (1) I3_ACCESS_ACD_MEDIA_1 (1)
SW-001- 4.0- AL04	5	25	Contact Center Level 1	I3_LICENSE_BASIC_STATION (1) I3_ACCESS_CLIENT (1) I3_ACCESS_ACD_MEDIA_1 (1)
			Access Add-on Licens	es
4.0 Part Number	Number of Assigned Licenses	Number of Pooled Licenses	Description	4.0 Key
SW-001- 4.0-	2	0	Interaction	I3_ACCESS_DIALER_SUPERVISOR_PLUGIN (1)
AA01			Supervisor Add-on	I3_ACCESS_WORKGROUP_SUPERVISOR_PLUGIN (1)
				I3_ACCESS_HISTORICAL_REPORT_SUPERVISOR_PLUGIN (1)
SW-001- 4.0- AA02	1	1	Interaction Scripter Add-on	I3_ACCESS_INTERACTION_SCRIPTER_ADDON (1)
SW-001- 4.0- AA17	2	2	Interaction Report Assistant	I3_ACCESS_REPORT_ASSISTANT_SUPERVISOR_PLUGIN (1)

License allocation in Interaction Administrator

In Interaction Administrator, you can access the **Licenses Allocation** container to view Access license information and allocate Access licenses to users and stations. Allocation of Basic Station licenses differs somewhat from allocation of all other Access Licenses so this document discusses it separately.

4 D R D B 8 P	2								
Sollective	~	Name /	Assignable Allowed	Assignable Configured	Concurrent Allowed	Concurrent Configured	Concurrent In Use	Notes	T
A Home Site		ACD Access Social Media	20000	52	20000	0	0		
🔿 Peer Sites		ACD Media 1	20000	0	20000	0	0		
🖃 📢 SPEAROW - 2018 R4	≡	ACD Media 2	20000	0	20000	0	0		
💠 Lines		ACD Media 3	20000	52	20000	0	0		
Line Groups		Analytics Core	20000	0	20000	0	0		
E West Stations		Analytics Designer	20000	0	20000	0	0		
Managed IP Phones		Analytics Enterprise	20000	52	20000	0	0		
Registration Groups		Arbitrary: EASYSCRIPTER_EDITOR	0	0	20000	0	0		
SIP Bridges		Arbitrary: EASYSCRIPTER_EXECUTOR	0	0	20000	0	0		
Audio Sources Server Parameters		Arbitrary: EASYSCRIPTER_REPORTING	0	0	20000	0	0		
Server Parameters		Arbitrary: MSCRM_INTEGRATION	0	0	20000	0	0		
Structured Parameters		Basic Station	20000	52	0	0	0		
Licenses Allocation		Client Access	20000	52	20000	0	0		
People		Interaction Analyzer Access	20000	52	20000	0	0		
Default User		Interaction Client Mobile Edition	20000	52	20000	0	0		
Soles		Interaction Client Operator Add-On	20000	52	20000	0	0		
Users		Interaction Client Outlook Add-In	20000	52	20000	0	0		
🙇 Workgroups		Interaction Data Extractor	20000	52	20000	0	0		
🗉 🥜 Password Policies		Interaction Dialer Add-On	20000	52	20000	0	0		
Schedules		Interaction Feedback Access	20000	52	20000	0	0		
Cocure Input Forme	~	Interaction Ontimizer Access Post ti	20000	52 III	20000	0	0	_	>

Name: Name of the license.

Assignable Allowed: Number of Assignable licenses purchased.

Assignable Configured: Number of Assignable licenses assigned to users or stations.

Concurrent Allowed: Number of Concurrent licenses purchased.

Concurrent Configured: Number of Concurrent licenses assigned to users.

Concurrent In Use: Number of Concurrent licenses currently in use.

Notes: Message that displays when the count exceeds the number of licenses available.

Basic station license allocation

You can allocate Basic Station licenses to stations:

• During a new installation when running IC Setup Assistant.

Tip: Genesys recommends that you allocate the Basic Station license during a new installation.

• After installation in Interaction Administrator, when adding a station through the Stations container.

ACD Access License Interaction C Media 1 Interaction C Int	es / / / / / / / / / / / / / / / / / / /
Interaction Types ACD Sodal Media Interaction O	ata Extractor
Group Routed Work Items	uality Manager (1) III (2) Inses are enabled and will impact the license int.

• After installation in Interaction Administrator when modifying a station through the **Stations** container.

Configuration Licensing Access Control Station Options Licensed Machine Name: station 1	Licensed Machine Name: station 1 Basic Station License Additional Licenses Client Access License Interaction Analyzer Access ACD Access License Interaction Client Mobile Edition Media 1 Interaction Client Operator Add-On Media 2 Interaction Data Extractor Media 3 Plus Interaction Data Extractor	ons
 ✓ Basic Station License Client Access License Client Access License ACD Access License Media 1 Media 2 Media 3 Plus Interaction Types ACD Social Media IPA License Direct Routed Work Items Group Routed Work Items 	✓ Basic Station License Additional Licenses Client Access License Interaction Analyzer Access △ ACD Access License Interaction Client Mobile Edition ○ Media 1 Interaction Client Operator Add-On ○ Media 2 Interaction Data Extractor ○ Media 3 Plus Interaction Data Extractor	_
□ Client Access License □ Interaction Analyzer Access □ ACD Access License □ Interaction Client Mobile Edition □ Media 1 □ Interaction Client Operator Add-On □ Media 2 □ Interaction Client Outlook Add-In □ Interaction Types □ Interaction Data Extractor □ ACD Social Media □ Interaction Optimizer Access □ Direct Routed Work Items □ Interaction Quality Manager ○ Group Routed Work Items □ These licenses are enabled and will impact the license	Client Access License Interaction Analyzer Access ACD Access License Interaction Client Mobile Edition Media 1 Interaction Client Operator Add-On Media 2 Interaction Client Outlook Add-In Media 3 Plus Interaction Data Extractor	-
 ACD Access License Media 1 Media 2 Media 3 Plus Interaction Client Operator Add-On Interaction Client Outlook Add-In Interaction Data Extractor Interaction Data Extractor Interaction Dialer Add-On Interaction Dialer Add-On Interaction Feedback Access Interaction Optimizer Access Real-time Adherence Interaction Quality Manager ✓ ✓<td>ACD Access License Interaction Client Mobile Edition Media 1 Interaction Client Operator Add-On Media 2 Interaction Client Outlook Add-In Media 3 Plus Interaction Data Extractor Interaction Dialer Add-On Interaction Data Extractor</td><td></td>	ACD Access License Interaction Client Mobile Edition Media 1 Interaction Client Operator Add-On Media 2 Interaction Client Outlook Add-In Media 3 Plus Interaction Data Extractor Interaction Dialer Add-On Interaction Data Extractor	
 Media 1 Media 2 Media 3 Plus Interaction Types ACD Social Media IPA License Direct Routed Work Items Group Routed Work Items Interaction Quality Manager 	Media 1 Interaction Client Operator Add-On Media 2 Interaction Client Outlook Add-In Media 3 Plus Interaction Data Extractor Interaction Dialer Add-On Interaction Dialer Add-On	
 Media 1 Media 2 Media 3 Plus Interaction Types ACD Social Media IPA License Direct Routed Work Items Group Routed Work Items Interaction Quality Manager Interaction Quality Mana	Media 1 Interaction Client Outlook Add-In Media 2 Interaction Data Extractor Media 3 Plus Interaction Dialer Add-On	_
 Media 2 Media 3 Plus Interaction Types ACD Social Media IPA License Direct Routed Work Items Group Routed Work Items Interaction Quality Manager Inte	Media 2 Media 3 Plus Interaction Data Extractor Interaction Dialer Add-On	
 Media 3 Plus Interaction Types ACD Social Media IPA License Direct Routed Work Items Group Routed Work Items Interaction Quality Manager 	O Media 3 Plus	
Interaction Types ACD Social Media IPA License Direct Routed Work Items Group Routed Work Items These licenses are enabled and will impact the license Unteraction Content Interaction Optimizer Client Access Interaction Optimizer Client Access Interaction Quality Manager Interaction Quality Manager Interaction Content of the license Interaction Quality Manager Interaction Quality Manager <td></td> <td>_</td>		_
ACD Social Media IPA License Direct Routed Work Items Group Routed Work Items These licenses are enabled and will impact the license usage count.	Interaction Feedback Access	-
 Acco Social Media IPA License Direct Routed Work Items Group Routed Work Items Interaction Quality Manager ✓ III ✓ These licenses are enabled and will impact the license usage count. 	Tatasactian Optimizer Assess Deal time Adherence	
 IPA License Direct Routed Work Items Group Routed Work Items Interaction Quality Manager III These licenses are enabled and will impact the license usage count. 	Act Social Media	
Group Routed Work Items Group Routed Work Items These licenses are enabled and will impact the license usage count.	IPA License	
These licenses are enabled and will impact the license usage count.	O Direct Routed Work Items	>
	usage count.	

• After installation in Interaction Administrator in the License Configuration dialog box when allocating licenses through the Licenses Allocation container.

		License Configuration - Basic St	ation	?
ssignable				
User Name				Add
				Delete
Station Name			~	Add
operator			=	Delete
spearow			_	Delete
station 1				
station 10				
station11				
station 12				
station 13				
station 14				
station 15				
station 16				
station17			~	
Number of licenses:	20,000			
Total configured:	52			
Confirm aut	to-save		OK Cancel	Apply
Constra du	N DOVE		Un Cance	Appry

Single station allocation

You can allocate the Basic Station license one station at a time through the **Station** container. For example, in the right pane of the **Stations** container, double-click the station name to display the **Station Configuration** dialog box. Click the **Licensing** tab, select the **Basic Station License** check box, and then click **OK**.

S	tation Confi	guratior	- station1		?	>
	ergency Informa icensing		Custom Attribut	~~	Histor	/
-	tation 1	AC		5120011	options	
Basic Station License	Additio	nal License	5			^
Client Access License ACD Access License Media 1 Media 2		eraction Cli eraction Cli	alyzer Access ent Mobile Edition ent Operator Add-On ent Outlook Add-In			=
Media 3 Plus Interaction Types ACD Social Media		eraction Di eraction Fe	ata Extractor aler Add-On edback Access otimizer Access Real-ti	me Adheren	ce	
Direct Routed Work Item	Inte		otimizer Client Access Jality Manager			~
Group Routed Work Item			ш		>	
Enable Licenses		These licer usage cou	nses are enabled and nt.	will impact th	e license	
Confirm auto-save			ОК	Cancel	Ap	yly

Multiple station allocation

You can allocate the Basic Station license to multiple stations at once through the License Allocation container. For example, in the right pane of the Licenses Allocation container, double-click Basic Station to display the License Configuration – Basic Station dialog box. To allocate the Basic Station license to multiple stations, add the stations to the list box.

		License Config	juration - Basic	Station		?	1
Assignable							
User Name						Add	
						Delete	_
Station Name						Add	
operator					- Â L		_
spearow					=	Delete	
station 1							
station 10							
station 11							
station 12							
station 13							
station 14							
station 15							
station 16							
station 17							
1.17 48					~		
Number of licenses:	20,000						
Total configured:	52						
Confirm a				0 1			
Connrm a	uto-save			OK	Cance	App	Ŋ

Post-installation testing

For post-installation verification testing, allocate a Basic Station license to a station used to test outbound and inbound calls. For example, calls on a CIC client phone and calls on a client workstation.

Post-migration verification

The CIC 2.4/3.0 to CIC 2015 R1 or later migration package contains the tools and documentation to guide you through the process of migrating existing CIC 2.4/3.0 systems to CIC 2015 R1 or later. See the CIC 2.4/3.0 to CIC 2015 R1 and later migration package page on the Product Information site at https://my.inin.com/products/cic/Pages/Migrations.aspx to download the latest versions of the migration tools and documentation. In a CIC migration, the IC server might attempt to allocate a Basic Station license to existing stations. We recommend that you review the Basic Station license allocation in Interaction Administrator after migration and adjust it as needed.

Access license allocation

You can allocate Access licenses to a user or station on the **License Configuration** dialog box in the **Licenses Allocation** container. You can configure the licenses as either Assignable or Concurrent.

• In the right pane of the Licenses Allocation container, double-click Client Access to display the Assignable tab of the License Configuration – Client Access dialog box.

Assignable tab

Use the **Assignable** tab to view and modify the users and stations allocated to the license and configured as Assignable. You can also view the number of Assignable licenses and the number of licenses configured as Assignable.

Licer	nse Configuration - Client Access	? ×
Assignable Concurrent		
User Name	<u>^</u>	Add
operator		
spearow_user	=	Delete
user1		
user 10		
user 11		
user 12		
user13		
user 14		
user 15		
user 16		
user17	~	
		1
Station Name		Add
		Delete
Nuclear Character and And		
Number of licenses: 20,000		
Total configured: 52		
Confirm auto-save	ОК СА	ncel Apply

Concurrent tab

Use the **Concurrent** tab to view and modify the users allocated to the license and configured as Concurrent, the number of licenses that are Concurrent, and the number of licenses configured as Concurrent.

	License Configuration - Client Access		? X
Assignable Concurrent			
User Name			Add Delete
Number of licenses: 20,000 Total configured: 0	(52 dynamic)		
Confirm auto-save		Car	Apply

You can add and delete users, workgroups, and stations allocated to the license as needed, while keeping within the License Threshold. This dialog box is especially useful when allocating an Access license because of the overview it provides of users, workgroups, and stations at the same time. Access to this information can save you time when determining availability of licenses for new staff or departmental changes, and in setting up newly purchased licenses to configure. If you have large quantities of items such as the CIC clients, or ACD and media level, you can grant the license to a user, workgroup, or station quickly.

Manage licenses in Interaction Administrator

View license information

In Interaction Administrator, you can access the **Licenses** page of the **License Management** dialog box to view information about their licenses and track license compliance.

To view license information

- 1. On the File menu, click License Management. The License Management dialog box appears.
- 2. Click the Licenses tab.

Title	Assignable Allowed	Assignable Configured	Concurrent Allowed	Concurrent Configured	Concurrent In Use	- 4
I3_ACCESS_ACD_MEDIA_1	20000	0	20000	0	0	Ξ
I3_ACCESS_ACD_MEDIA_2	20000	0	20000	0	0	
I3_ACCESS_ACD_MEDIA_3_PLUS	20000	52	20000	0	0	
13_ACCESS_ACD_SOCIAL_MEDIA	20000	52	20000	0	0	
I3_ACCESS_ANALYTICS_CORE	20000	0	20000	0	0	
13_ACCESS_ANALYTICS_DESIGNER	20000	0	20000	0	0	
I3_ACCESS_ANALYTICS_ENTERPRISE	20000	52	20000	0	0	
I3_ACCESS_ANALYZER	20000	52	20000	0	0	
13_ACCESS_APPLICATION_PORT_ADDON	100	0	100	0	0	
I3_ACCESS_CLIENT	20000	52	20000	0	0	

View feature information

In Interaction Administrator, you can access the **Features** page of the **License Management** dialog box to view the features included with your licenses.

To view feature information

- 1. On the File menu, click License Management. The License Management dialog box appears.
- 2. Click the **Features** tab.

License Management	? X
Licenses Features	
Name	~
I3_FEATURE_2_3_1_FP1	
I3_FEATURE_2_4_FPCLIENT	
I3_FEATURE_AD_HOC	
I3_FEATURE_ADVANCED_CAMPAIGN_MANAGEMENT	
I3_FEATURE_ADVANCED_SECURITY	
I3_FEATURE_ALTERNATE_FIRMWARE_DISTRIBUTION	
I3_FEATURE_ANALYTICS	
I3_FEATURE_ANALYZER	
13_FEATURE_ANALYZER_LANGUAGE_CA	
I3_FEATURE_ANALYZER_LANGUAGE_DE	~
Trial Dates: 2018-08-30 - 2019-08-30	
Load License View Host ID	Close

Load licenses

The Load License feature in Interaction Administrator allows you to update the license file while the system is in production. You can add seats or users during typical working hours.

Title	Assignable Allowed	Assignable Configured	Concurrent Allowed	Concurrent Configured	Concurrent In Use	1
I3_ACCESS_ACD_MEDIA_1	20000	0	20000	0	0	Ξ
I3_ACCESS_ACD_MEDIA_2	20000	0	20000	0	0	
I3_ACCESS_ACD_MEDIA_3_PLUS	20000	52	20000	0	0	
I3_ACCESS_ACD_SOCIAL_MEDIA	20000	52	20000	0	0	
I3_ACCESS_ANALYTICS_CORE	20000	0	20000	0	0	
I3_ACCESS_ANALYTICS_DESIGNER	20000	0	20000	0	0	
I3_ACCESS_ANALYTICS_ENTERPRISE	20000	52	20000	0	0	
I3_ACCESS_ANALYZER	20000	52	20000	0	0	
I3_ACCESS_APPLICATION_PORT_ADDON	100	0	100	0	0	
I3_ACCESS_CLIENT	20000	52	20000	0	0	٦,

Remote station licensing

CIC supports two types of remote stations:

- Configured (static) Remote stations are Remote Station types in Interaction Administrator with a single remote phone number for all calls to the remote user's extension. These stations use a Basic Station license. If the Remote station is using a trunk, however, it does not require a session.
- Dynamic Remote stations allow traveling users to connect to the IC server and place or receive calls from any remote location. The system looks for an available Basic Station license to process Dynamic Remote station logons. If there are no available Basic Station licenses, the system rejects the logon attempt.

For more information about this topic, see <u>Configuring remote stations</u>.

New License Generation

Your license defines what product version, Server features, Basic Station and Access license components, more license components, and license quantities are in your agreement. Before generating and downloading your license to your IC server, ensure that you ordered your CIC product.

Tip: Check the Activation File Management tool at least two weeks before installing CIC to confirm that your license information is correct. Having your license on your computer can save you time during the CIC installation process. For more information about opening the Activation File Management tool, see <u>Open the Activation File Management tool</u>.

Process overview

After Genesys processes your order and creates your company account, generate the license using the Activation File Management tool. Download the license to the IC server.

Who can generate licenses

Only an individual who holds a current CIC Core Technology Certification for a product can generate a license. You can obtain your license file from the Activation File Management tool. Certified partner employees can generate an unlimited number of 30-day non-ordered development licenses for any product and any configuration.

Open the Activation File Management tool

<u>Customers</u> and <u>partners</u> with the appropriate logon credentials can use the Activation File Management tool. The method for opening the tool differs but the functionality is the same.

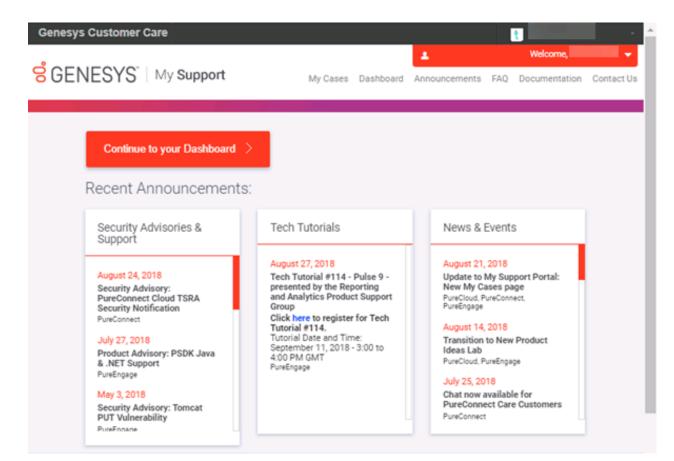
Customers

To access the Activation File Management tool

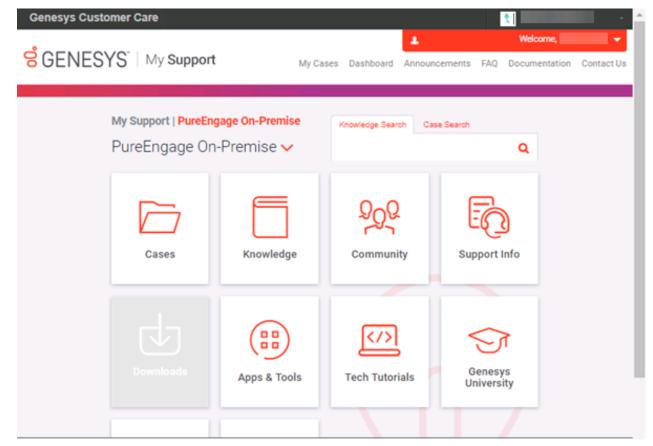
1. Open the My Support Dashboard at https://genesyspartner.force.com/customercare/GenesysCommunityLogin. The Customer Care Communications Portal Logon dialog box appears.

Our C	Customer Care C	communications Po	ortal
0	LOG IN	GET STARTED	
	Username		
	Password		
		Password?	
	Please Note: All passwords we If you have not rec	re changed on October 28th, 2017. eived a new password, rgot Password link above.	

2. Specify your credentials and then click Login. The Recent Announcements page appears.



3. Click Continue to your Dashboard. Your Dashboard appears.



4. In the PureEngage On-Premise list box, click PureConnect On-Premise. The options for PureConnect On-Premise appear.

Genesys Cu	stomer Care			<u>*</u>	
<mark>ទ</mark> ំGENE	SYS [*] My Support	My Ca	ises Dashboard Announ	Welcome	tion Contact Us
	My Support PureCor PureConnect Or		Knowledge Search Cas	te Search Q	
	Cases	C Licensing	Resource Center	Knowledge	
		Self Help	Tech Tutorials	Community	

5. Click Licensing. The Manage Activation Files page appears.



My Cases Dashboard Announcements FAQ Documentation Contact Us

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Welcome,

	lanage ctivation Files		Activation File Related Question Third-Po	arty Activ	ation Fil	le Reques
Acco	unt Name: Genesys Customer	Care Platform GO		Support	Option:	Unknow
Accour		upgrade Software	New Activation File Install Siles			
nsta	Il Site: Product Category: Istall Sites V - ALL - V	Clear Filters	Nur	nber of To	otal Res	ults # 7
	Part Number	Product Category	Description	Total	Used	Availab
0	SW-001-4.0-AL02 I3_ACCESS_CLIENT (1 assigned, 0 pooled)	CIC 4.0	Business Client	50	50	0
	13_LICENSE_BASIC_STATION (1 assigned, 0 pooled)					
0	SW-001-4.0-AL06	CIC 4.0	Contact Center Level 3	125	120	5
0	SW-001-4.0-IDS2	CIC 4.0	Large PureConnect On Premise development system - Included w/ Server	1	0	1
0	SW-001-4.0-PL04	CIC 4.0	Advanced Session	101	100	1
0	SW-001-4.0-PL06	CIC 4.0	Conference Session	101	100	1
-	SW-001-4.0-PL09	CIC 4.0	Media Session	169	120	49
0						

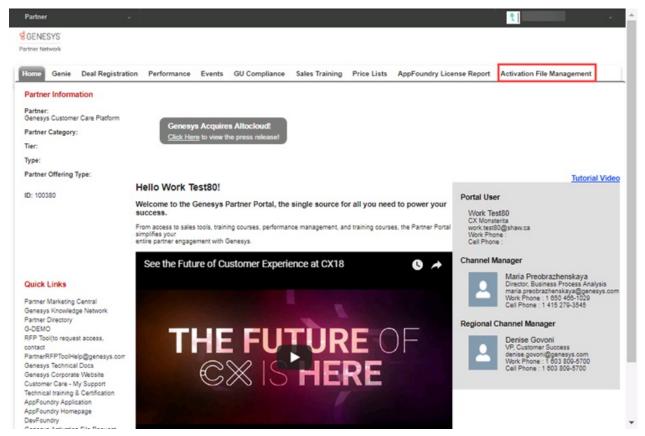
Partners

To access the Activation File Management tool

1. Open the Partner Network portal at https://genesyspartner.force.com/partner/Home. The Partner Network Logon dialog box appears.

Serverse GENESYS
User Name
Password
Log in Remember User Name
Forgot your password? Need to register?
How to Apply Video Guide

2. Specify your credentials and then click Login. The Partner Network Home page appears.



3. Click Activation File Management. The Manage Activation Files page appears.

er Net														
me	Genie	Deal Registration	Performance	Events	GU Compliance	Sales Training	Price Lists	AppFound	Iry License Report	Activatio	on File Manag	jement		
	anage Activati	ion Files							Activation File Relate	d Question	Third-Party Acti	ivation Fi	ile Reques	t I
cour	nt Name:	Genesys Custome	er Care Platform	▼ GO								Sup	port Opti	on: Unkno
cour	in nume.	Concepto edistante										545	portopu	on onaic
ount	-													
	Summary	Software Details	Activation File Activi	ty Upgrad	de Software New Ad	ctivation File Inst	all Sites							
		Software Details	Activation File Activi	ty Upgrad	de Software New Ad	ctivation File Inst	all Sites							
	mary	Software Details	Activation File Activi	ty Upgrad	de Software New Ar	ctivation File Inst	all Sites							
Sumr	mary Il Site:	Product Catego		ty Upgrad	de Software New Ad	ctivation File Inst	al Sites				4	Number o	of Total Res	iults # 7
Sumr	mary Il Site:	Product Catego	ry:	ty Upgrad	Product Category	ctivation File Inst	Description					Number o Total	f Total Res Used	iults # 7 Available
Sumr Install All Ir	mary Il Site: nstall Site: Part Nu	Product Catego	ry:	ty Upgrad		tivation File Inst		ŧ			1			
Sumr	mary Il Site: nstall Site: Part Nu SW-001	Product Catego s V - ALL V	ry:	ty Upgrad	Product Category	tivation File Inst	Description				1	Total	Used	Available
Sumr Install All Ir	mary Il Site: nstall Site: Part Nu SW-001	Product Catego S ▼ [ALL ▼] mber 1-4.0-AL02	ry:	ty Upgrad	Product Category CIC 4.0	tivation File Inst	Description Business Clien Contact Center	Level 3	se development system	- Included w/	1	Total 50	Used 50	Available 0
Sumr All Ir O	mary Il Site: Natall Site: Part Nu SW-001 SW-001	Product Catego s ▼	ry:	ty Upgrad	Product Category CIC 4.0 CIC 4.0	ctvation File Inst	Description Business Clien Contact Center	Level 3 inect On Prem	se development system	- Included w/	1 Server 1	Total 50	Used 50 120	Available 0 5
Sumr All Ir	mary Il Site: Install Site: Part Nu SW-001 SW-001 SW-001	Product Catego s ▼) ALL ▼ mber 1-4.0-AL02 1-4.0-AL08 1-4.0-IDS2	ry:	ty Upgrad	Product Category CIC 4.0 CIC 4.0 CIC 4.0	dvašon File inst	Description Business Clien Contact Center Large PureCor	Level 3 inect On Prem	se development system	- Included w/	Server 1	Total 50 125 1	Used 50 120 0	Available 0 5 1
Sumr All Ir	mary II Site: Install Site: Part Nu SW-001 SW-001 SW-001 SW-001 SW-001 SW-001 SW-001 SW-001	Product Catego s ▼) ALL ▼ mber 1-4.0-AL06 1-4.0-AL06 1-4.0-DS2 1-4.0-PL04	ry:	ty Upgrad	Product Category CIC 4.0 CIC 4.0 CIC 4.0 CIC 4.0 CIC 4.0	dvašon File inst	Description Business Clien Contact Center Large PureCor Advanced Ses	Level 3 inect On Prem	se development system	- Included w/	Server 1	Total 50 125 1 101	Used 50 120 0 100	Available 0 5 1 1

Generate a production license

CIC 4.0 Production licenses include information for both IC servers in a switchover pair. You can apply this single license file to both computers.

To generate and download a new license file to your IC server

- 1. Ensure that you placed an order for a CIC production license with Sales, Genesys processed the order, and Genesys created your company account.
- 2. <u>Open the Activation File Management tool</u>. The Account Summary tab appears.



My Cases Dashboard Announcements FAQ Documentation Contact Us

4

Welcome,

	fanage ctivation Files		Activation File Related Question Th	hird-Party Activ	ation Fi	le Reques
Acco	unt Name: Genesys Customer	Care Platform V GO		Support	Option	Unknov
Accou Summ		on File Activity Upgrade Software	New Activation File Install Sites			
	II Site: Product Category:	Clear Filters		Number of Te	otal Res	ults # 7
	Part Number	Product Category	Description	Total	Used	Availabl
⊙	SW-001-4.0-AL02 I3_ACCESS_CLIENT (1 assigned, 0 pooled)	CIC 4.0	Business Client	50	50	0
	13_LICENSE_BASIC_STATION (1 assigned, 0 pooled)					
0	SW-001-4.0-AL06	CIC 4.0	Contact Center Level 3	125	120	5
~	SW-001-4.0-IDS2	CIC 4.0	Large PureConnect On Premise developmen system - Included w/ Server	nt 1	0	1
0						1
• •	SW-001-4.0-PL04	CIC 4.0	Advanced Session	101	100	
Ŭ	SW-001-4.0-PL04 SW-001-4.0-PL06	CIC 4.0 CIC 4.0	Advanced Session Conference Session	101	100 100	1
0						1 49

- 3. In the **Account Name** list box, select the account to view. A summary of all ordered products that are available to license for the selected account appears.
- 4. Click the New Activation File tab.

Manage				Activa	tion File Relate	ed Question	Third-Party Activat	ion File Request
Activation I	Files							?
Account Name	Genesys Cu	ustomer Care Platfor	m ▼ GO				Support O	ption: Unknown
Account Summary	Software Details	Activation File Activity	Upgrade Software	New Activation File	Install Sites			
Please select a produc	4							
Sold To		Install Site	Product				License Type	
Genesys Cust	omer Care Platfo	orm 🔻 🛛 All Install Sit	es 🔻 🔤 SELEC	CT T	- S	ELECT 🔻	SELECT 🔻 G	io Reset

5. From the list boxes, select an Install Site, Product, Product Version, and License Type and then click Go.

Activation Files	Rever Teve Activation File Install Siles Product Product Version License Type CC Total Co a generated using the GetHostD utility Image: Im
Account Name: Genesys Customer Care Platform ▼ 60	Support Option: Unknown
Account Summary Software Details Activation File Activity Upgrade Software New Activation File Instal Siles	
Genesys Customer Care Platform ▼ Test Install Site ▼ CIC ▼ CIC 4	0 V Production V Go Reset
Machine Details	
Host Id * This value can be retrieved from the IC Setup Assistant. Host Id can also be generated using the GetHostID utility and is available on the Support website.	
Machine Name *	
System Type Important Note: The System Type must be accurate or your license may not work as expectedNo	ne 🔻
Mail ConnectorNo Please specify the type of Mail Connector in use.	ne 🔻
Select One Valid Server Item	
Part Number Description	Total Used Available Use
SW-001-4.0-IDS2 Large PureConnect On Premise development system - Included v	/ Server 1 0 1 O
Provide Switchover information at another time	
Switchover Machine	
listed at	
Host Id This value can be retrieved from the IC Setup Assistant.	
Host Id can also be generated using the GetHostID utility and is available on the Support website.	
Machine Name	
There are no switchover parts available	
Generate Activation File Cancel	

- 6. In the Machine Details section, do the following:
 - a. In the Host Id box, type the host ID of your IC server.

Note: PureConnect Licensing is based on a host ID for the IC server and media server, instead of the MAC address. (The host ID is the code that uniquely identifies a server and locks a license to that server.) Use the GetHostID utility program to generate the host ID before installation. Download the program from the CIC 4.0 iso or from the product information site at https://my.inin.com/products/cic/Pages/Utilities-Downloads.aspx.

If the physical processor chips found on the IC server have different CPUID values, virtual machines hosted on the server randomly show different CPU IDs when starting a virtual session. For assistance with modifying your CIC Service License to accommodate this condition, contact PureConnect Customer Care. Record and provide the following information to the representative: CPU1:D5 | CPU2:F3.

- b. In the Machine Name box, type the name of the IC server to which to download the license file.
- c. In the System Type list box, click Media Server Based.
- d. In the Mail Connector list box, click the type of mail connector in use.
- 7. In the Select One Valid Server Item section, select the server type for which to generate and download a license.
- 8. If you have licensing for a switchover server, do one of the following:
- If you aren't ready to provide information about the switchover server, select the **Provide Switchover information at another time** check box. The system hides the **Switchover Machine** section. You can return to the Activation File Management tool later to generate a new license that includes both servers.
- If you are ready to provide information about the switchover server, clear the **Provide Switchover information at another time** check box.
- 9. To provide information about the switchover server, in the Switchover Machine section, do the following:
 - a. In the Host ID box, type the host ID for the MAC address of the network card on the second IC server in the switchover pair.

- b. In the Machine Name box, type the name of the second IC server in the switchover pair.
- c. In the Select One Valid Switchover Server Item section, select the switchover server type for the second server in the pair.
- 10. In the **Select Any Add-on Items** section, select the add-on items to associate to this server license.
- 11. Click Generate Activation File. The license file generates and is ready for download.

Note: Trial bundle licenses and add-on bundle licenses are not available in the Activation File Management tool.

Download the activation file

After generating and viewing the license, download the activation file to the IC server or a location accessible from the IC server.

To download the activation file

1. Open the Activation File Management tool. The Account Summary tab appears.

0			A	Welcome,	
GEN	NESYS" My	Support	My Cases Dashboard Announcements FA	Q Documentati	on Contact
Manage	on Files		Activation File Related Question Thin	d-Party Activatio	n File Reques
Account Na		mer Care Platform V GO]	Support Opt	tion: Unknow
Account Summ Summary	Software Details A	ctivation File Activity Upgrade Softw	are New Activation File Install Sites		
nstall Site All Install S	Product Catego	Clear Filters		Number of Total	Results # 7
Part	lumber	Product Category	Description	Total Ur	sed Available
13 assi 13_L	001-4.0-AL02 ACCESS_CLIENT (1 gned, 0 pooled) ICENSE_BASIC_STATI ssigned, 0 pooled)	CIC 4.0	Business Client	50 50	0 0
SW-0	001-4.0-AL06	CIC 4.0	Contact Center Level 3	125 12	20 5
⊙ SW-0	001-4.0-IDS2	CIC 4.0	Large PureConnect On Premise development system - Included w/ Server	1 0	1
SW-0	001-4.0-PL04	CIC 4.0	Advanced Session	101 1	00 1
⊙ SW-0	001-4.0-PL06	CIC 4.0	Conference Session	101 1	00 1
0 000	001-4.0-PL09	CIC 4.0	Media Session	169 12	20 49
⊙ sw-					

2. Click the Activation File Activity tab.

C Manage Activation Files	Activation File Related Question Third-Party Activation File Request
Account Name: Genesys Customer Care Platform 🔻 😡	Support Option: Unknown
Account Summary Software Dotails Activation File Activity Upgrade Software New Activation File Install Siles	
Astrophy File Astrony	
Install Site: Generation Date (>=) All Install Sites ▼ Generation Date (>=) Active: Product Line: License Type: Yes ▼	
Apply Filters Clear Filters	Number of Total Results # 1
Generated Date Expiration Date Active Install Site Generated By Machine Product Type	Sold To Actions
08/30/2018 01/01/2100 Yes Test Install Site Work Test80 testing CIC 4.0 Production	Genesys Customer Care Platform 🧧 📥 📷 📷

3. In the Actions column, click the Download icon . The file downloads to your default download location (for example, your **Downloads** folder) with a file name extension of "I3Lic.".

IC Setup Assistant and other installations such as Language Packs require this license file. The system requests it when you install the CIC server software.

License validity

Your new license is valid immediately after you download it. You can download this license as many times as you need.

Tip: Make a backup copy of your downloaded license file.

Licensing in IC Setup Assistant

During CIC installation, the IC Setup Assistant wizard allows you to configure the IC server. The IC Setup Assistant tasks applicable to licensing are:

- Selecting your license file.
- Configuring your switchover servers.
- Allocating Access licenses to newly created stations.

For more information about IC Setup Assistant as it pertains to licensing, see "IC Setup Assistant" in the *PureConnect Installation* and *Configuration Guide*, available at https://beln.gengeus.com/cic/mergedProjects/wh_iandc/desktop/ic_installation_and_configuration_intro.htm

https://help.genesys.com/cic/mergedProjects/wh_iandc/desktop/ic_installation_and_configuration_intro.htm.

Select your license file

IC Setup Assistant requires the valid CIC 4.0 license file that you generated and downloaded from the Activation File Management tool, as described in <u>Generate a production license</u> and <u>Download the activation file</u>. By default, IC Setup Assistant looks in the $\I3\IC$ directory for your license file (xxx.I3Lic). If your license file is not in this directory, browse to the appropriate directory.

🚡 IC Setup Assistan	t			? ×
Select the License	e File			6
License File:	sample.i3lic			Browse
Host IDs:	26C09F43CD9F			(
		< <u>B</u> ack	Next >	Cancel

You must have an appropriate license for your version of CIC. Your license defines what version, server components, and quantities are in your agreement. If you have any questions about your license or to resolve any licensing issues, contact your reseller.

Configure your switchover servers

If you have licensing for switchover and you provided the information for the switchover server when you generated the new license, specify the same license file on each server when running IC Setup Assistant.

Allocate licenses in IC Setup Assistant

We recommend that you allocate Basic Station licenses to the stations that you create in IC Setup Assistant. You can also allocate Client Access and ACD Access licenses to the stations in IC Setup Assistant or you can wait until post-installation and allocate them in Interaction Administrator. For more information about this topic, see <u>Station licensing</u>.

Licensing in Interaction Administrator

After you complete all installations and restart the IC server with CIC running as a service, you can allocate licenses to users, stations, or both in Interaction Administrator.

Station licensing

All workstations and configured remote stations require allocation of a Basic Station license to activate station audio. If you save an enabled station configuration that does not have the Basic Station license allocated, a message appears indicating that the station cannot activate until you allocate a Basic Station license.

Allocate licenses to stations

You can allocate licenses to stations in Interaction Administrator when you:

- Add a station through the Stations container.
- Modify an existing station through the Stations container.
- Allocate licenses to stations through the Licenses Allocation container.

Allocate licenses when adding a station

The Licensing dialog box allows you to allocate licenses when adding a station.

To allocate licenses when adding a station

- 1. Click the Stations container and then press the Insert key.
- 2. Provide a station name, station type, and station template.
- 3. Click Next, configure the station, and then click Next. The Licensing dialog box appears.

Basic Station License Additional Licenses Interaction Analyzer Access Interaction Client Mobile Edition Interaction Client Operator Add-On Interaction Client Operator Add-On Interaction Client Outlook Add-In Interaction Client Outlook Add-In Interaction Data Extractor Interaction Optimizer Access Interaction Optimizer Client Access Interaction Optimizer Client Access Interaction Quality Manager III	_
ACD Access License Interaction Client Mobile Edition Media 1 Interaction Client Operator Add-On Media 2 Interaction Client Outlook Add-In Media 3 Plus Interaction Data Extractor Interaction Types Interaction Peedback Access ACD Social Media Interaction Optimizer Access Real-time Adherence IPA License Interaction Quality Manager Direct Routed Work Items Image: Client Mobile Edition	
Media 2 Media 3 Plus Interaction Client Outlook Add-in Interaction Data Extractor Interaction Data Extractor Interaction Dialer Add-On Interaction Dialer Add-On Interaction Peedback Access Interaction Optimizer Access Real-time Adherence IPA License Direct Routed Work Items	
Interaction Types Interaction Types ACD Social Media IPA License Direct Routed Work Items Interaction Quality Manager	
IPA License Direct Routed Work Items Interaction Quality Manager	
O Direct Houted Work Items	
C Group Routed Work Literis	>
Enable Licenses	2.06

Licensed Machine Name: If selected, allows you to change the machine name to which to associate the station. The machine name cannot be a duplicate of an already Licensed Machine Name and it cannot be blank.

Basic Station License: If selected, allocates a Basic Station license to the station. Represents an audio path between CIC and a station. The system doesn't require this license but without it, the station does not have a dial tone or audio. You can use a non-audio station for non-audio interactions.

Note: Allocate a Basic Station license to remote stations.

Client Access License: If selected, allocates a Client Access license to the user to allow the station to run an instance of the CIC client software. Without this license allocation, the CIC client cannot run on the station.

ACD Access License: If selected, allocates an ACD Access license to the station. Failure to have an ACD Access license allocated to a station prevents the station from being active in ACD calls.

Media 1: Allows one interaction type at a specified time.

Media 2: Allows two interaction types at a specified time.

Media 3 Plus: Allows three or more interactions at a specified time. Valid Interaction Types are: Call/Callback, Chat, Email, and Generic.

ACD Social Media: If selected, allocates an ACD Social Media license to the station to allow the station to receive routed social media interactions.

IPA License: If selected, allocates an IPA license to the station. If the station is an IPA station, select this license and then specify the license type. Valid IPA license types for a station are:

Direct Routing Work Items: (I3_ACCESS_IPA_USER) If selected, allows the station to start any process to which the station has rights. It also allows the station to receive Work Items that route to it directly.

Group Routed Work Item: (I3_ACCESS_IPA_USER_ACD) If selected, allows the station to receive Work Items that either route to it directly or to a workgroup (similar to an ACD queue.)

Enable Licenses: If selected, activates the license settings. If cleared, the system ignores the license settings in this dialog box. This option allows you to turn off licensing for a station, but keep the license settings.

Additional Licenses: If selected, allocates the license to the station. Only purchased licenses display in the list box.

- 4. Complete the information and then click Next.
- 5. Continue setting up the new station. For more information, see the Interaction Administrator documentation.

Allocate licenses when modifying a station

The Licensing tab in the Station Configuration dialog box allows you to allocate licenses when modifying a station.

To allocate licenses when modifying a station

- 1. In the right pane of the **Stations** container, double-click the station for which to allocate a license. The **Station Configuration** dialog box appears.
- 2. Click the Licensing tab.

Configuration Licensing Access Control Station Options Licensed Machine Name: station 1 Basic Station License Basic Station License Additional Licenses Client Access License Interaction Analyzer Access ACD Access License Interaction Client Mobile Edition Media 1 Interaction Client Outlook Add-In Media 2 Interaction Data Extractor Interaction Types Interaction Peedback Access Interaction Optimizer Access Real-time Adherence Interaction Optimizer Access Real-time Adherence Interaction Quality Manager Interaction Quality Manager Interaction Quality Manager III Interaction Quality Manager III Image Count. III	Call Forwarding	Emergen	cy Information	Custom Attrib	utes Histor	у
	Configuration			Access Control	Station Options	
□ Client Access License □ Interaction Analyzer Access □ ACD Access License □ Interaction Client Mobile Edition □ Media 1 □ Interaction Client Operator Add-On □ Media 2 □ Interaction Client Outlook Add-In □ Media 3 Plus □ Interaction Dialer Add-On □ Interaction Types □ Interaction Dialer Add-On □ ACD Social Media □ Interaction Optimizer Access Real-time Adherence □ Direct Routed Work Items □ Interaction Quality Manager ✓ Ⅲ > □ These licenses are enabled and will impact the license usage count.	Licensed Machine N	ame: station	n1			
ACD Access License □ Interaction Client Mobile Edition Media 1 □ Interaction Client Operator Add-On Media 2 □ Interaction Client Outlook Add-In Media 3 Plus □ Interaction Data Extractor Interaction Types □ Interaction Dialer Add-On ACD Social Media □ Interaction Optimizer Access Real-time Adherence □ Direct Routed Work Items □ Interaction Quality Manager ✓ III ✓ III ✓ III ✓ III	Basic Station Licens	e	Additional Lice	enses		Ī,
 Neb Access been det Media 1 Media 2 Media 3 Plus Interaction Client Outlook Add-In Interaction Data Extractor Interaction Dialer Add-On Interaction Optimizer Access Real-time Adherence Interaction Optimizer Client Access Interaction Quality Manager Interaction Quality Manager Interaction Quality Manager Interaction Quality Manager 	Client Access Licens	e	Interactio	n Analyzer Access		
 Media 1 Media 2 Media 3 Plus Interaction Client Outlook Add-In Interaction Data Extractor Interaction Data Extractor Interaction Dialer Add-On Interaction Optimizer Access Real-time Adherence Interaction Optimizer Client Access Interaction Quality Manager ✓ III ✓ These licenses are enabled and will impact the license usage count. 	ACD Access License		Interactio	n Client Mobile Edition		
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 □ PA License ○ Direct Routed Work Items ○ Group Routed Work Items □ Interaction Quality Manager ○ Interaction Quality Manager					time Adherence	1
O Direct Routed Work Items Group Routed Work Items These licenses are enabled and will impact the license usage count.						1
Group Routed Work Items Comparison of the second		ark Thomas	Interactio	n Quality Manager		,
These licenses are enabled and will impact the license usage count.			<	III	>	
	Enable Licenses		Usage	count.		

Licensed Machine Name: If selected, allows you to change the machine name to which to associate the station. The machine name cannot be a duplicate of an already Licensed Machine Name and it cannot be blank.

Basic Station License: If selected, allocates a Basic Station license to the station. Represents an audio path between CIC and a station. The system doesn't require this license but without it, the station does not have a dial tone or audio. You can use a non-audio station for non-audio interactions.

Note: Allocate a Basic Station license to remote stations.

Client Access License: If selected, allocates a Client Access license to the user to allow the station to run an instance of the CIC client software. Without this license allocation, the CIC client cannot run on the station.

ACD Access License: If selected, allocates an ACD Access license to the station. Failure to have an ACD Access license allocated to a station prevents the station from being active in ACD calls.

Media 1: Allows one interaction type at a specified time.

Media 2: Allows two interaction types at a specified time.

Media 3 Plus: Allows three or more interactions at a specified time. Valid Interaction Types are: Call/Callback, Chat, Email, and Generic.

ACD Social Media: If selected, allocates an ACD Social Media license to the station to allow the station to receive routed social media interactions.

IPA License: If selected, allocates an IPA license to the station. If the station is an IPA station, select this license and then specify the license type. Valid IPA license types for a station are:

Direct Routing Work Items: (I3_ACCESS_IPA_USER) If selected, allows the station to start any process to which the station has rights. It also allows the station to receive Work Items that route to it directly.

Group Routed Work Item: (I3_ACCESS_IPA_USER_ACD) If selected, allows the station to receive Work Items that either route to it directly or to a workgroup (similar to an ACD queue.)

Enable Licenses: If selected, activates the license settings. If cleared, the system ignores the license settings in this dialog box. This option allows you to turn off licensing for a station, but keep the license settings.

Additional Licenses: If selected, allocates the license to the station. Only purchased licenses display in the list box.

3. Modify the information as necessary and then click OK.

Allocate licenses to stations through the Licenses Allocation container

You can only configure Station licenses as Assignable.

To allocate a license to a station through the Licenses Allocation container

1. In the right pane of the Licenses Allocation container, double-click the license to allocate to a station.

If	Then
You are allocating a Basic Station license	The License Configuration dialog box appears.
	License Configuration - Basic Station ? X Assignable User Name Add Delete
	Station Name Add operator spearow station1 station10 station11 station12 station13 station14 station15 station15 station16 station17
	Number of Icenses: 20,000 Total configured: 52
	Confirm auto-save
You are allocating a non-Basic Station license	The License Configuration dialog box appears as follows:
	License Configuration - Client Access ? X
	User Name Add operator operator user o v v
	Station Name Add Delete
	Number of licenses: 20,000 Total configured: 52
	Confirm auto-save

2. Next to the Station Name box, click Add to select the stations to which to allocate the Basic Station license.

3. Click OK.

Note: For more information about allocating licenses to users, see <u>Allocate licenses to users through the Licenses Allocation</u> <u>container</u>.

Configure remote stations

Dynamic and Configured (static) Remote station connections each serve a slightly different purpose, depending on the needs of the call center and of the remote agent. Both provide the same full functionality in the CIC client.

Dynamic remote client connections

Dynamic Remote stations allow traveling users to connect to the IC server and place or receive calls from any remote location. This feature provides maximum flexibility for users who work from multiple locations and receive calls to a single phone number.

Dynamic Remote stations are not predefined station names configured in Interaction Administrator—the telephone number given when the user starts the CIC client and logs on to the IC server is the Remote station. The IC server detects when the user is logged on and routes calls for that user's extension to the remote phone number.

These Dynamic Remote stations do not appear in Interaction Administrator. However, for a remote user to use a Dynamic Remote station by entering a new phone number in the logon dialog box, that user must have the appropriate security rights granted in Interaction Administrator.

You can associate licenses to users or stations. However, there is no way to associate Access license keys to Dynamic Remote stations. Therefore, apply Access licenses to users when using Dynamic Remote stations. An unused Basic Station license must be available when the user logs on for the system to use a Dynamic Remote station. For example, if the system allocated all Basic Station licenses to stations, no Dynamic Remote stations logons succeed.

Dynamic remote station licensing

Even though you don't configure Dynamic Remote stations in Interaction Administrator, each Dynamic Remote station connection counts toward the total number of station licenses purchased for your IC server. The system adds the number of current Dynamic Remote station connections to the number of configured stations, such as Remote stations, Workstations, and Stand-alone phones that are active to calculate the total number of active stations. If a remote user attempts to start the CIC client and log on to the IC server when the total number of station licenses is in use, that user cannot connect and a message appears indicating that no stations are available. The system logs a message on the Event Log on the IC server also.

To enable a Dynamic Remote station, select the **User-defined Telephone Number on Remote Login** check box in the **Client Rights** section of the **Security Rights** dialog box, or this option can be an inherited right. The option is selected by default for all users.

ecurity Rights			
Category: User		Search:	Clear
Name Persona rules Receive Voicemail Response Management Status Notes User-defined Telephone Number on Workgroup Queue Statistics Workgroups/Profiles Tab	Has Right	Inherited From Default User Default User	
Handler Rights Debug Manage Publish Interaction Command Rights - (R Advanced Access Details	ectricte wi	sich commands are visible in the Client'	, , , , , , , , , , , , , , , , , , ,

Configured remote stations

Configured Remote stations ensure that the remote user always connects to the IC server using the same remote phone number, unless a CIC Administrator changes it. Some call centers prefer this approach to ensure that remote agents are working from the prescribed location.

The Remote station name can be the same as the remote user's workstation (computer) name, or it can be another name. The CIC administrator is responsible for creating these Remote station workstations and either installing the CIC client with the appropriate command-line parameters on the remote user's computer, or educating the remote user on how to use the CIC client (remote) **Login** dialog to specify the station name.

Configured remote station licensing

You can associate licenses to Remote stations by configuring specific Remote stations, such as a user's home phone or a mobile user's cell phone. You can also allocate licenses to Remote stations from other PBXs.

Call Forwarding	Emerg	ency Information	Custom Attri	butes	History	,
Configuration	Lice	nsing ,	Access Control	Statio	on Options	
Licensed Machine N	Name: stat	tion 1]		
Basic Station Licens	se	Additional Licer	ises			Ē
Client Access Licens	se	Interaction	Analyzer Access			I
ACD Access License	e	Interaction	Client Mobile Edition			
O Media 1			Client Operator Add-			ľ
O Media 2			Client Outlook Add-In	n		ļ
O Media 3 Plus			Data Extractor			ł
Interaction Types.			Dialer Add-On Feedback Access			ł
			Optimizer Access Rea	al time Adhere	0000	l
ACD Social Media			Optimizer Client Acce		circe	l
IPA License	to do the		Quality Manager			h
 Direct Routed W Group Routed W 		<			>	
Enable Licenses		usage c	censes are enabled a ount.			

SIP stations

Remote users who use a SIP-enabled device or IP phone to receive calls from the IC server are not Remote stations, either dynamic or configured. The reason is because SIP devices and phones connect directly to the IC server by an IP-based network connection. Distance or location with a SIP device or phone has nothing to do with its classification as a Remote station.

You configure each SIP device and phone as a local Workstation type of station in Interaction Administrator, with the Connection Type of SIP, instead of a Connection Type of Line for analog phone Workstations. The configuration specifies the SIP address of the computer, which must be on the same domain or trusted domain as the IC server. Some remote users with SIP devices and phones can use a Virtual Private Network (VPN) connection over the Internet to connect to the domain, run the CIC client, and log on to the IC server. The IC server treats these stations as local workstations.

Complete post-installation certification testing

For post-installation verification testing, allocate a Client Access license to any stations used to test calls on CIC client phones on client workstations. Allocate an ACD Access license to any stations used to test ACD calls.

User licensing

Allocate licenses to users

You can allocate licenses to users in Interaction Administrator when you:

- Add a user through the Users container.
- Modify an existing user through the Users container.
- Allocate licenses through the Licenses Allocation container.

Allocate licenses when adding a user

The Licensing tab in the User Configuration dialog box allows you to allocate licenses when adding a user.

To allocate licenses when adding a user

- 1. In the People container, click the Users subcontainer and then press the Insert key.
- 2. Specify a user name and then click OK. The User Configuration dialog box appears.
- 3. Configure the user and then click OK. For more information, see the Interaction Administrator documentation.
- 4. Click the Licensing tab.

			User (Configuratio	n - user1			2	?
Client Configu	ration	Phonetic S	pellings	Options	Security	Custom Attribu	utes	ŀ	istory
Configuration	Licensing	Person	al Info	Workgroups	Roles	Password Policies	ACD		MWI
License allocat Assignable Concurrent Client Acces ACD Acces Media 1 Media 2 Media 3	t Iss License Is License			ional Licenses teraction Analyz teraction Client teraction Client teraction Client teraction Dialer teraction Dialer teraction Feedb teraction Optimi	Mobile Editio Operator Ad Outlook Add Extractor Add-On ack Access zer Access R	id-On -In Real-time Adherence		-	
Interaction Types			Interaction Optimizer Real-time Adherence Tracking						
ACD Social	Media		<				>		
IPA License	Sector Sector Sector	Thoma	1	These licenses license usage		bled and will not imp	act the	1	
Process Process Analytics L	Couted Work Monitor Designer		-						
Group F Process Process Analytics L Core	Routed Work Monitor Designer icense		_						
Group F Process Analytics L	Routed Work Monitor Designer icense		_						
Group F Process Process Analytics L Core	Routed Work Monitor Designer icense		_						

License allocation method:

Assignable: If selected, the system requires Assignable user and station licenses immediately upon allocation.

Concurrent: If selected, the system requires Concurrent user licenses as needed.

Client Access License: If selected, allocates a Client Access license to the user to allow the user to run an instance of the CIC client software. Without this license allocation, the CIC client cannot run on the station.

ACD Access License: If selected, allocates an ACD Access license to the user. Failure to have an ACD Access license allocated to a station prevents the station from being active in ACD calls.

Media 1: Allows one interaction type at a specified time.

Media 2: Allows two interaction types at a specified time.

Media 3 Plus: Allows three or more interactions at a specified time. Valid Interaction Types are: Call/Callback, Chat, Email, and Generic.

ACD Social Media: If selected, allocates an ACD Social Media license to the user to allow the user to receive routed social media interactions.

IPA License: If selected, allocates an IPA license to the user. The following license types are available:

Direct Routing Work Items: (I3_ACCESS_IPA_USER) If selected, allows the user to start any process to which the user has rights. It also allows the user to receive Work Items that route to them directly.

Group Routed Work Item: (I3_ACCESS_IPA_USER_ACD) If selected, allows the user to receive Work Items that either route to them directly or to a workgroup (similar to an ACD queue.)

Process Monitor: (I3_ACCESS_IPA_MONITOR) If selected, allows the user to view process status and details in the Process Monitor or to use Process Reporting in IC Business Manager applications.

Process Designer: (I3_ACCESS_IPA_DESIGNER) If selected, allows the user to use the Process Designer to create and modify Interaction Process Automation processes.

Analytics License: If selected, allocates an Analytics license to the user. The following licensing tiers are available:

Core: (I3_ACCESS_ANALYTICS_CORE) If selected, allows the user to log on and view dashboards.

Designer: (I3_ACCESS_ANALYTICS_DESIGNER) If selected, allows the user to log on; and view, create, and edit dashboards.

Enterprise: (I3_ACCESS_ANALYTICS_ENTERPRISE) If selected, allows the user to log on; view, create, and edit dashboards; and merge in external data sources.

Enable Licenses: If selected, activates the license settings. If cleared, the system ignores the license settings in this dialog box. This option allows you to turn off licensing for a station, but keep the license settings.

Additional Licenses: If selected, allocates the license to the station. Only purchased licenses display in the list box.

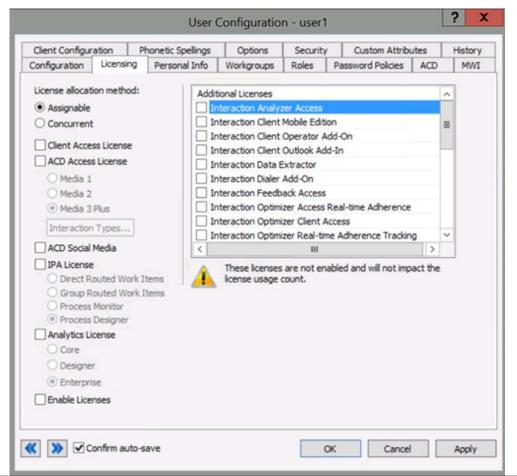
5. Complete the information and then click OK. For more information, see the Interaction Administrator documentation.

Allocate licenses when modifying a user

The Licensing tab in the User Configuration dialog box allows you to allocate licenses when modifying a user.

To allocate licenses when modifying a user

- 1. In the right pane of the **Users** subcontainer, double-click the user for which to modify a license. The **User Configuration** dialog box appears.
- 2. Click the Licensing tab.



License allocation method:

Assignable: If selected, the system requires Assignable user and station licenses immediately upon allocation.

Concurrent: If selected, the system requires Concurrent user licenses as needed.

Client Access License: If selected, allocates a Client Access license to the user to allow the user to run an instance of the CIC client software. Without this license allocation, the CIC client cannot run on the station.

ACD Access License: If selected, allocates an ACD Access license to the user. Failure to have an ACD Access license allocated to a station prevents the station from being active in ACD calls.

Media 1: Allows one interaction type at a specified time.

Media 2: Allows two interaction types at a specified time.

Media 3 Plus: Allows three or more interactions at a specified time. Valid Interaction Types are: Call/Callback, Chat, Email, and Generic.

ACD Social Media: If selected, allocates an ACD Social Media license to the user to allow the user to receive routed social media interactions.

IPA License: If selected, allocates an IPA license to the user. If the station is an IPA station, select this license and then specify one of the following license types:

Direct Routing Work Items: $[I3_ACCESS_IPA_USER]$ If selected, allows the station to start any process to which the station has rights. It also allows the station to receive Work Items that route to it directly.

Group Routed Work Item: (I3_ACCESS_IPA_USER_ACD) If selected, allows the station to receive Work Items that either route to it directly or to a workgroup (similar to an ACD queue.)

Process Monitor: (I3_ACCESS_IPA_MONITOR) If selected, allows the user to view process status and details in the Process Monitor or to use Process Reporting in IC Business Manager applications.

Process Designer: (I3_ACCESS_IPA_DESIGNER) If selected, allows the user to use the Process Designer to create and modify Interaction Process Automation processes.

Analytics License: If selected, allocates an Analytics license to the user.

Core: If selected,

Designer: If selected,

Enterprise: If selected,

Enable Licenses: If selected, activates the license settings. If cleared, the system ignores the license settings in this dialog box. This option allows you to turn off licensing for a station, but keep the license settings.

Additional Licenses: If selected, allocates the license to the station. Only purchased licenses display in the list box.

3. Modify the information as necessary and then click OK.

Allocate licenses to users through the Licenses Allocation container

You can configure Access licenses, except Basic Station, as either Assignable or Concurrent when allocating them to users.

To allocate a license to a user through the Licenses Allocation Container

- 1. In the right pane of the Licenses Allocation container, double-click the license to allocate to a user. The License Configuration dialog box appears with the Assignable tab selected.
- 2. Do one of the following:

То	Then
Allocate the license to users and configure the license as Assignable	On the Assignable tab, click Add and select the users to which to allocate the license.
	License Configuration - Client Access ? X Assignable Concurrent User Name Add perrow_user III user 10 IIII user 13 IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII
Allocate the license to users and configure the license as Concurrent	On the Concurrent tab, click Add and select the users to which to allocate the license.
	License Configuration - Client Access Assignable Concurrent User Name Add Delete

3. Click OK.

ACD workgroup queues

Agents with an ACD Access License type can participate in ACD workgroup queues, hunt groups, and simultaneous ringing groups. You license CIC ACD users based on how many media that can be in the workgroup queue in which that agent is participating.

er Configuration - Miranda Philips	
Configuration Licensing Person	
License allocation method: Assignable Concurrent Client Access License ACD Access License Media 1 (Call/Callback) Media 2 Media 3 Plus Interaction Types IPA License Coroup Routed Work Items Group Routed Work Items Coroup Routed Work Items Process Monitor Process Designer Enable Licenses	Additional Licenses Interaction Analyzer Access Interaction Client Mobile Edition Interaction Client Operator Add-On Interaction Client Outlook Add-In Interaction Dialer Add-On Interaction EasyScripter Editor Interaction EasyScripter Executor Interaction EasyScripter Reporter Interaction Optimizer Access Interaction Optimizer Access Real-time Adherence Image count.
	OK Cancel

The following license rules apply for ACD utilization on the Licensing tab:

Media 1: You can choose only one type of interaction to queue to an agent. The agent can participate only in workgroup queues that have only one object type (for example, phone calls) in the queue. Do not put an agent in a workgroup that has a queue with more than one (1) object type routing through that workgroup queue.

Media 2: You can select two types of interactions to queue to an agent. The agent can participate in only workgroup queues that have one or two objects in the queue. Do not put an agent in a workgroup that has a queue with more than two (2) objects routing through that queue.

Media 3: You can select more than two (2) types of interactions to queue to the agent. Agents can be members of any workgroup queue.

The ACD Access license allows a workstation to monitor ACD queues for telephone calls only without the CIC client workstation software. ACD Phone Only workstations don't have licensing for screen pops, unified messaging, faxing, and the ability to start recording or realtime monitoring.

Supervisors can monitor ACD Phone Only workstations in real-time using the Call Center Workstation License.

Notes for ACD Routing of Multimedia

- CIC incorporates licensing for Contact Center 1, 2, and 3 licenses. Ensure in advance that you licensed your agents correctly for the number of media types they handle. If not licensed appropriately, they cannot pick up the interactions they see in the queue.
- If you configure a user with a Media 1 level ACD Access License and the user is a member of a workgroup queue that supports other media types, when the user logs on to the client, the system determines this user doesn't have sufficient licensing to receive all the media types available in the workgroup. A warning message appears, stating that the system limits the ACD interaction types that the user receives until you resolve the licensing problem.
- A warning message appears, for example, when an ACD Media Level 1 user has licensing for emails only, and the user's assigned workgroup requires only calls.
- Users can only process workgroup interactions for their configured interaction types, through IA licensing configuration. For example, a warning message appears to an ACD Media Level 2 user if all the interaction types of the workgroups the user is a member of are not available in the Level 1 or Level 2 user licensing configuration.

For more information about logging on to CIC, see the *Interaction Desktop* documentation. For more information about this topic, see the *ACD Processing Technical Reference* in the <u>PureConnect Documentation Library</u>.

For more information about phone-only operations, see the Phone Features Quick Reference.

Existing License Update

Update a license

You can update an existing license to increase the number of stations or lines.

To update your license

1. <u>Open the Activation File Management tool</u>. The **Account Summary** tab appears, with a summary of all ordered items available to license for an account.

				4		Welcor	ne,	
GENESYS" My Sup	port	My Cases Da	shboard	Announcements	FAQ	Documen	tation	Contact
Manage		Activati	on File Re	lated Question	Third-	Party Activ	ation Fi	le Reques
Activation Files								?
Account Name: Genesys Customer C	Care Platform T GO					Support	Option	Unknov
Account Summary Software Details Activation	File Activity Upgrade Software	New Activation F	ile Instal	Sites				
Summary								
Install Site: Product Category:	Clear Filters				Nu	mber of To	tal Res	ults # 7
Part Number	Product Category	Description				Total	Used	Availabl
 SW-001-4.0-AL02 I3_ACCESS_CLIENT (1 assigned, 0 pooled) 	CIC 4.0	Business Clie	nt			50	50	0
13_LICENSE_BASIC_STATION (1 assigned, 0 pooled)								
SW-001-4.0-AL06	CIC 4.0	Contact Cent	er Level 3			125	120	5
SW-001-4.0-IDS2	CIC 4.0	Large PureCo system - Inclu		Premise develop	ment	1	0	1
SW-001-4.0-PL04	CIC 4.0	Advanced Se	ssion			101	100	1
SW-001-4.0-PL06	CIC 4.0	Conference S	ession			101	100	1
SW-001-4.0-PL09	CIC 4.0	Media Sessio	n			169	120	49
0 011001000								

2. Click the Activation File Activity tab.

Activation Files							Activation File Related Question Third-Party	Activation File Request
ccount Name: G	enesys Customer C	Care Platform V GO)					Support Option: Unknow
Iccount Summary Softw	vare Details Activato	u File Activity Upgrade Software	New Activation File Install Sites					
nstall Site: All Install Sites V Inctive: Yes V	Generation Product Lin	ine: License						
enerated By:	Machine N	ame	Apply Filter	s Clear Filters				Number of Total Results # 1
	piration Date Act	ive Install Site	Generated By	Machine	Product	Туре	\$old To	Actions
Generated Date Exp								🚔 📥 📷 i

Note: CIC 4.0 Production licenses include the information for both servers in a switchover pair. If you have licensing for switchover and you specified the information for both servers when you generated and downloaded your license, your license shows the Multiple Servers icon beside the server name in the Machine column. If you hover over the icon, a pop-up appears with information for both server names.

If you didn't provide the information for the second server in the switchover pair when you generated and downloaded your license, you can specify the information when you update your Production license.

3. In the Actions column, click the Update icon

for the license to update. The Activation File Update page appears.

		Update Activation File Can	icel					
tivatio	on File Update							
lost Id his val n the S	 ue can be retrieved from the IC Setup A Support website. 	ssistant. Host Id can also be generated using the GetHostID utility	and is available G607tr	est				
Machin	e Name *		testing	1				
System	n Type nt Note: The System Type must be accu	rate or your license may not work as expected.	Media	Server Based	(4.0+ only) V			
Mail Co	onnector specify the type of Mail Connector in use		Micros	oft Exchange S	Server V			
elect O	ne Valid Server Item							
	Part Number	Description			Total	Used	Available	Use
0	SW-001-4.0-SL03	Intermediate Server			1	0	1	
	witchover parts available							
	ny Add-on Item							
	Part Number	Description	Total	Used	Available	Use		
0	SW-001-4.0-AL02	Business Client	50	0	50	50		
0	SW-001-4.0-AL06	Contact Center Level 3	125	0	125	120		
0	SW-001-4.0-PL04	Advanced Session	101	0	101	100		
<u> </u>	SW-001-4.0-PL06	Conference Session	101	0	101	100		
0			169	0	169	120		

4. Update the license information and then click Update Activation File. The system updates your licenses and displays a message indicating that the activation file updated successfully.

Account Summary	Software Details	Activation File Activity	Upgrade Software	New Activation File	Install Sites	
Activation File Activity	- Update File					
			Activation	File has been upda	ted successfully.	
		Return to Acti	vation File Activit	y View Activa	tion File Download Ac	tivation File

Update Activation File Cancel

5. Click Download Activation File. The file downloads to your default download folder. The file name extension is "I3Lic".

You are now ready to load the file in Interaction Administrator. For more information, see Load the license file.

Load the license file

After you update your existing license, you are ready to load the license file.

To load the license file

1. In Interaction Administrator, on the File menu, click License Management. The License Management dialog box appears.

Title	Assignable Allowed	Assignable Configured	Concurrent Allowed	Concurrent Configured	Concurrent In Use	^
I3_ACCESS_ACD_MEDIA_1	20000	0	20000	0	0	=
I3_ACCESS_ACD_MEDIA_2	20000	0	20000	0	0	
I3_ACCESS_ACD_MEDIA_3_PLUS	20000	52	20000	0	0	
I3_ACCESS_ACD_SOCIAL_MEDIA	20000	52	20000	0	0	
I3_ACCESS_ANALYTICS_CORE	20000	0	20000	0	0	
I3_ACCESS_ANALYTICS_DESIGNER	20000	0	20000	0	0	
I3_ACCESS_ANALYTICS_ENTERPRISE	20000	52	20000	0	0	
I3_ACCESS_ANALYZER	20000	52	20000	0	0	
13_ACCESS_APPLICATION_PORT_ADDON	100	0	100	0	0	
13 ACCESS CLIENT	20000	52	20000	0	0	
				-		

2. Click Load License. The Load License dialog box appears.

Look in	C Documents	💌 😳 🧊 🖽 •
0	Name A	Date modified Type
2	Integration Services Script Comparison Services Script Comparison	mponent: 4/6/2011 11:47 AM File folder
ecent Places	Integration Services Script Ta	sk. 4/6/2011 11:46 AM File folder
	My Music	5/11/2010 10:12 File folder
_	 My Music 	7/14/2009 1:06 AM File folder
Desktop	My Pictures	5/11/2010 10:12 File folder
-	A My Pictures	7/14/2009 1:06 AM File folder
	My Videos	5/11/2010 10:12 File folder
Libraries	A My Videos	7/14/2009 1:06 AM File folder
	🔋 🎉 SQL Server Management Stu	dio 1/13/2011 2:37 PM File folder
	🎉 Visual Studio 2005	1/13/2011 2:38 PM File folder
Computer	🔋 🐌 Visual Studio 2008	10/5/2010 10:24 File folder
	🔋 🔑 Visual Studio 2010	5/11/2010 4:12 PM File folder
	hostid.13lic	10/1/2013 8:16 PM I3LIC File
Network	KRONO.13lc	10/1/2013 8:17 PM I3LIC File
	1	
	File name: hostid.13lic	 Open

- 3. In the **File Name** list box, click the name of the license file that you downloaded and then click **Open**. When the license file loads, a confirmation message appears.
- 4. Click **OK**. The updated license information appears in the **License Management** dialog box.

Note: The switchover subsystem determines that the license file that you created is a switchover bundled license and contains the information for both servers. It replicates the license to the backup server automatically. Check the Windows Application Event log on the primary and backup IC servers to confirm the license applied correctly; if any errors occur, they appear there.

Product upgrade request

Existing CIC 4.0 installations do not require any changes to the CIC 4.0 license to upgrade to CIC 2015 R1 or later. You don't have to request a product upgrade to upgrade from CIC 4.0 GA through SU 6 to CIC 2015 R1 or later.

If you are migrating from CIC 2.4 or 3.0 to CIC 2015 R1 or later, see the CIC Migration Guide at

https://help.genesys.com/cic/mergedProjects/wh_iandc/desktop/ic_installation_and_configuration_intro.htm. The guide provides more information about product upgrade requests.

Troubleshooting

Examples of issues that you may encounter include:

- You confirmed that you are using the correct license file, whether it is an original license or an upgrade license, and the install doesn't continue.
- You cannot locate your license file because the install did not copy it to the ${\tt i3IC}$ directory.

For more information about licensing issues during installation, see the CIC Installation and Configuration Guide.

If you have questions concerning the terms of your agreement, contact your reseller.

If you need assistance generating a license, or have a license-related question, click **Activation File Related Question** in the Activation File Management tool.

°.			A	Welco	me,	
30	ENESYS" My Su	pport	My Cases Dashboard Announceme	nts FAQ Docume	ntation	Contact
	lanage ctivation Files	_	Activation File Related Question	Third-Party Activ	ation Fi	le Reque
						HELP
cco	unt Name: Genesys Customer	Care Platform GO GO		Support	Option	: Unknov
locour	t Summary Software Details Activat	on File Activity Upgrade Software	New Activation File Install Sites			
Summ	νγ					
	Il Site: Product Category: stall Sites V ALL V	Clear Filters		Number of T	otal Res	ults # 7
	Part Number	Product Category	Description	Total	Used	Availab
0	SW-001-4.0-AL02 I3_ACCESS_CLIENT (1 assigned, 0 pooled)	CIC 4.0	Business Client	50	50	0
	I3_LICENSE_BASIC_STATION (1 assigned, 0 pooled)					
0	SW-001-4.0-AL06	CIC 4.0	Contact Center Level 3	125	120	5
0	SW-001-4.0-IDS2	CIC 4.0	Large PureConnect On Premise devel system - Included w/ Server	opment 1	0	1
0	SW-001-4.0-PL04	CIC 4.0	Advanced Session	101	100	1
0	SW-001-4.0-PL06	CIC 4.0	Conference Session	101	100	1
-	SW-001-4.0-PL09	CIC 4.0	Media Session	169	120	49
0						

Change Log

Date	Changes
12-March-2012	Added a reference to the CIC 4.0 License Upgrade Guide
27-June-2012	General edits for UI controls
25-February-2013	Updated Copyright and Trademarks
11-November-2013	Added new content for license types (non-ordered small development, non-ordered large development, ordered small development, ordered large-development). Updated screenshots. Updated formatting and wording as per new template and Acrolinx.
23-April-2014	Minor updates to fix typos
29-July-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to the Product Information site URLs, and copyright and trademark information.
24-September-2014	Updated licensing information for 2015 R1.
12-January-2015	Add table of add-on licenses and descriptions. Updated copyright and trademark information.
03-March-2015	Updated Virtualized Interaction Media server section. Updated copyright and trademark page.
21-August-2015	Updated documentation to reflect the addition of two CIC client applications, Interaction Desktop and Interaction Connect. Updated cover page and screen shots for rebranding.
11-April-2017	Removed reference to Interaction Client .Net Edition and Interaction Client Web Edition.
28-April-2017	Removed reference to Interaction Client Mobile Edition.
15-March-2018	 Rebranded to Genesys. Added link to "CIC 4.0 License Upgrade Guide" to the "New and discontinued licenses" section.
6-September-2018	 Genesys replaced the License Management System with the Activation File Management Tool. Updated procedures and graphics accordingly. The anniversary date and re-registration process is no longer applicable because PureConnect now uses perpetual software licenses with an expiration date of 1/1/2100. Removed the "Anniversary date and licensing behavior" and the "Appendix A: License warnings and behavior" sections accordingly.