

Technical Bulletin 32265

Activating Feature Licensing on Polycom® SoundPoint® IP, SoundStation® IP, and VVX® Phones



This Technical Bulletin provides detailed information on activating Feature Licensing on Polycom SoundPoint IP, SoundStation IP, and VVX phones.

This information applies to SoundPoint IP and SoundStation IP phones running SIP software 3.0 or later. This information applies to Polycom VVX 1500 phones running SIP software 3.2.2 or later. This information applies to Polycom SoundPoint IP 335 and SoundStation IP 5000 phones running SIP software 3.2.3 or later. This Technical Bulletin is up-to-date for Polycom UC Software 3.3.0 .

Introduction

The Polycom Feature Licensing process provides an efficient way for you to acquire licenses that activate value-added features and capabilities for your Polycom SoundPoint IP, SoundStation IP, and VVX phones.

This functionality is supported on all current SoundPoint IP, SoundStation IP, and VVX phones. Not all licensable features are available on all phone models. Support will vary depending on capabilities of each phone.

This Technical Bulletin contains information on:

- [Features Requiring Licenses](#)
- [Types of Licenses](#)
- [License Numbers](#)
- [Activation File and Keys](#)
- [Feature Licensing Activation](#)
- [Configuration Files](#)
- [Adding the License File to the Polycom Phones](#)
- [Viewing Licenses on the Phone](#)

For more information, refer to the latest *Administrator's Guide for the Polycom UC Software* at <http://www.polycom.com/support/voicedocumentation/>.



Read this Technical Bulletin carefully before proceeding with activation file retrieval.

Features Requiring Licenses

Currently, the following features require licenses:

Feature	Phones Where License Required
H.323 Protocol	Polycom VVX 1500
Productivity Suite which includes:	
<ul style="list-style-type: none"> Corporate Directory 	SoundPoint IP 32x/33x, 430, 450, 550, 560, 650, and 670 SoundStation IP 5000 and 6000 <i>Note: The SoundStation IP 7000 and the VVX 1500 phones do not require a license for the Corporate Directory feature.</i>
<ul style="list-style-type: none"> Recording and Playback of Audio Calls 	SoundPoint IP 650 and 670 <i>Note: The VVX 1500 phone does not require a license for the Recording and Playback feature.</i>
<ul style="list-style-type: none"> Managing Conference Calls 	SoundPoint IP 450, 550, 560, 650, and 670 <i>Note: The SoundStation IP 7000 and VVX 1500 phones do not require a license for the Managing Conference Calls feature.</i>
<ul style="list-style-type: none"> Voice Quality Monitoring 	SoundPoint IP 32x/33x, 430, 450, 550, 560, 650, and 670 SoundStation IP 6000 <i>Note: The SoundStation IP 7000 and the VVX 1500 phones do not require a license for the Voice Quality Monitoring feature.</i>

Types of Licenses

When you order a license, you can select between three license types to activate the licensable features:

- Single Phone.** This license is issued on a per-phone basis. You need the MAC address of the phones. The licensable features would be activated on that phone only.
- Multiple Phones.** This license is issued on a group basis. You need the MAC addresses of all phones. The licensable features would be activated on these phones only.

- **Site License.** This license is issued on a site basis. You need a site serial number, which will be given to you when the license is ordered.

License Numbers

License numbers are numbers generated by Polycom and issued to the purchaser. One license number is generated per order, and constitutes a unique ID that identifies:

- The type of software
- The software version number
- The order quantity (the number of phones to activate)
- An expiration date
- A new software activation

License numbers are redeemable once purchased.

Activation File and Keys

The activation file is an XML file that contains all of the activation keys for licensable feature activation on SoundPoint IP, SoundStation IP, and VVX phones. You will receive one file per order. The SoundPoint IP, SoundStation IP, and VVX phones are programmed to parse the XML file and activate only those features specific to its MAC address. The activation file will include any previous activation keys and additional keys just ordered.

The activation keys are generated based on the license number redeemed and the MAC address of the phones to be activated. In the case of a site license, the serial number is used. An activation key is an encrypted key that contains the software to be activated, whether it is new software or an upgrade, the MAC address of the phone, and expiration date (or an indication that the license does not expire). The activation keys are encrypted using public key cryptography.

Feature Licensing Activation

To activate the licensable features, there must be an activation file on your boot server.

To obtain an activation file, you must have the following:

- a valid VOIP license number – supplied by your reseller or Polycom
- a license type – selected when you made your purchase

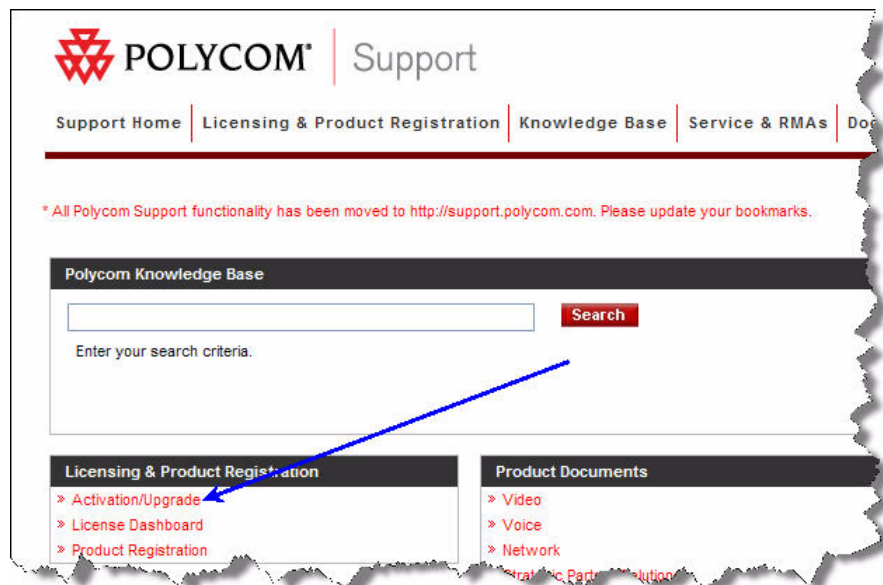
Redeeming Your License Number



The license and serial numbers shown in the figures below are examples only.

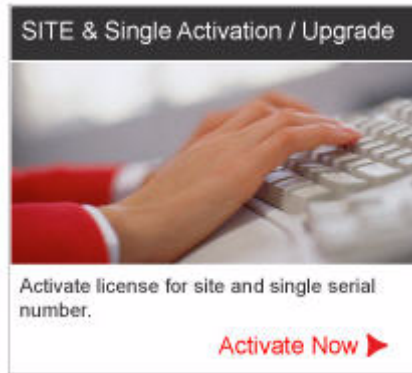
To obtain an activation file:

- 1 In your favorite browser, log into the Polycom Resource Center (<http://support.polycom.com>).
- 2 Under **Licensing & Product Activation**, select **Activation/Upgrade**.



You may be requested to allow pop-ups from support.polycom.com in order to continue.

- 3 If you purchased a single phone license or a site license:
 - a Locate the Single Activation area (shown below).



- b Select the **Activate Now** link.
A page similar to the following appears.



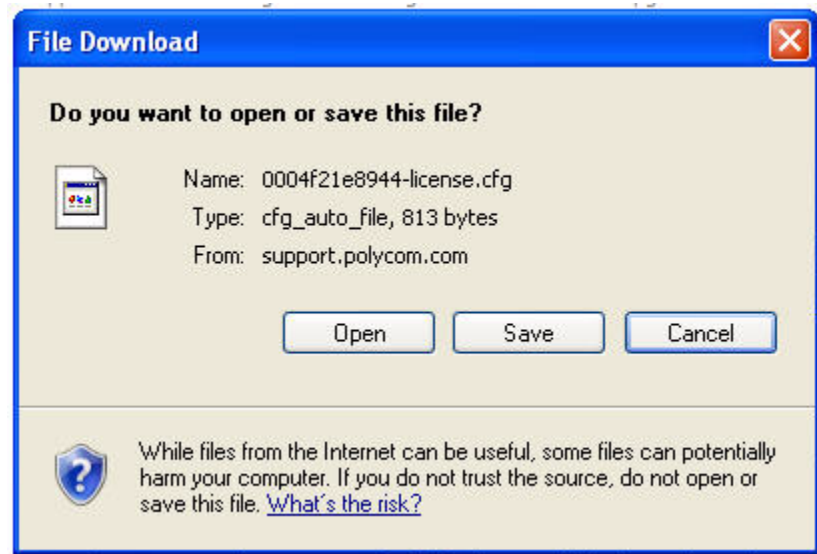
- c Enter the phone's MAC address (or the site serial address) where you want to activate the CFS features in the **Serial Number** text box and select **Next**.

You must enter the leading zeros in the phone's MAC address.

A page similar to the following appears.



- d Select **click here to download**.
- A page similar to the following appears.

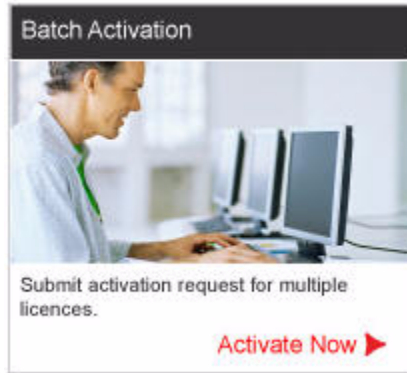


Depending on your browser, the download dialog box that you see may be different from the one shown above (example shown in Internet Explorer 7).

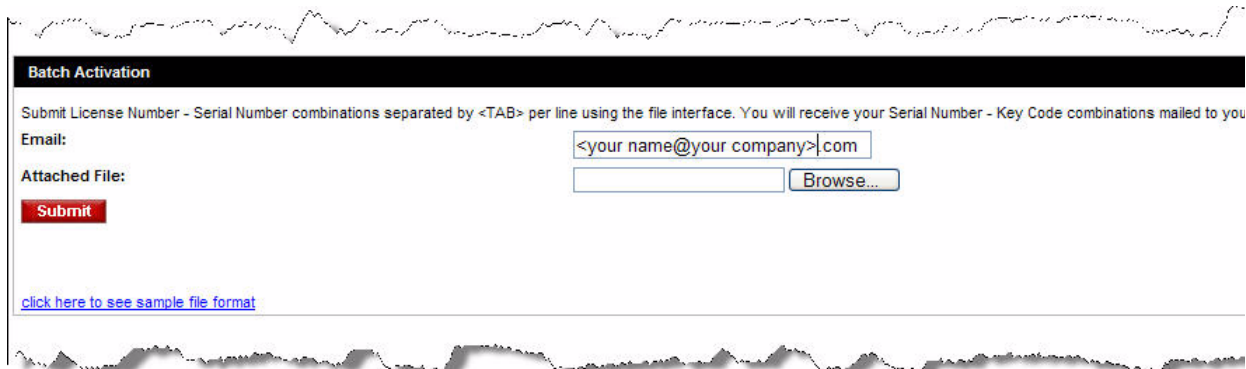
Save the activation file to your provisioning server.

- e Go to step 4.

- 4 If you purchased numerous phone licenses:
 - a Locate the Batch Activation area (shown below).



- b Select the **Activate Now** link.
A page similar to the following appears.



- c Enter your e-mail address.
 - d Create a text file containing all of the MAC addresses where you want to activate the CFS features.

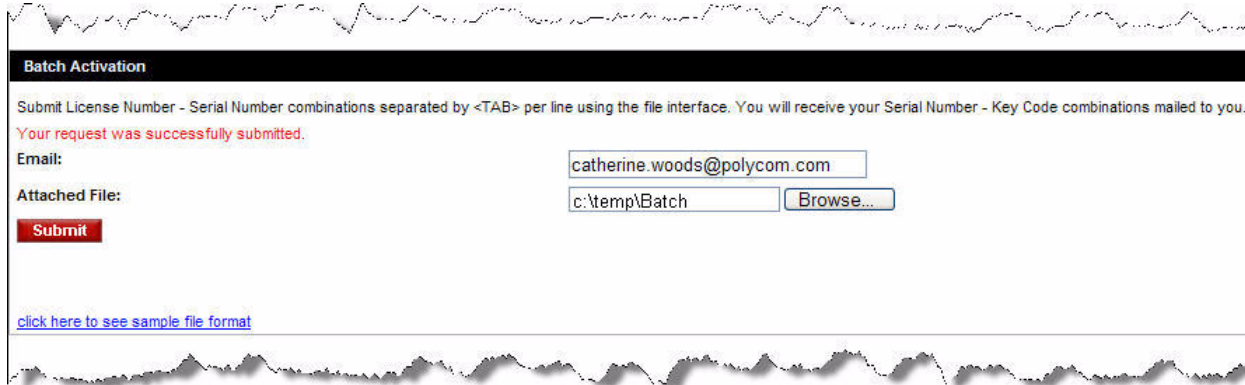
Select **click here to see a sample file format** for assistance on creating the file.

For example:

```
22222222AB22C2<tab>0004f1144bd4
22222222AB22C3<tab>0004f1155bd4
22222222AB22C4<tab>0004f1166bd4
22222222AB22C5<tab>0004f1177bd4
```

- e Browse to the file on your computer and select **Submit**.

A page similar to the following appears.



Your activation files will be made mailed to you.

- 5 Log out of the Polycom Resource Center.
- 6 Close your browser.

For instructions on how to download the license file to your Polycom phones, refer to [Adding the License File to the Polycom Phones](#) on page 9.

Configuration Files

The license file is downloaded to a SoundPoint IP, SoundStation IP, or VVX phone only if there are unlicensed features configured for use and there is no valid license file on the phone.

For the phone license, the license files are called **[MACaddress]-license.cfg** .
 For the site license, the license file is called **000000000000-license.cfg** .



An individual phone license is permanent and cannot be removed or transferred to another phone.

The expiry of licenses is checked every day at a time specified in the **site.cfg** configuration file (refer to [<license>](#) below). If the license has expired, the phone will reboot to remove the now-unlicensed feature. (Active calls are not be interrupted and the message "Reconfiguring network, please wait." appears. Phone licenses do not expire.)

If a feature is configured and there is no valid license, the information is logged, the feature is disabled, and the phones continues operating as before.

A sample log is shown below:

```
0101070000|lic |4|03|cfgCfsFlashKeyScratchLoad: key is blank
0101070000|lic |*|03|License: new key for UsbAudio expiry THU JAN 01
06:59:58 1970 added
0101070000|lic |*|03|License: new key for NwayConference expiry THU
JAN 01 06:59:58 1970 added
0101070000|lic |*|03|License: new key for LDAP expiry THU JAN 01
06:59:58 1970 added
0101070000|lic |*|03|License: new key for VoiceQualityMetrics expiry
THU JAN 01 06:59:58 1970 added
0101070000|lic |*|03|License: new key for Unknown expiry THU JAN 01
06:59:58 1970 added
0101070000|lic |4|03|cfgCfsXmlKeyValidate: Key signature is not valid
0101070000|lic |4|03|cfgCfsKeysUpdateLicenseParse: Phone license is
not valid
0101070000|lic |3|03|cfgCfsKeysUpdate: 0 keys updated
0101070000|lic |4|03|License: feature LDAP is not available
0101070000|ldap |*|03|Initial log entry. Current logging level 4
0101070000|ldap |4|03|ldap: Not Licensed
0101070000|ldap |4|03|cDynamicData::cDynamicData:cDynamicData:Failed
0101070000|efk |*|03|Initial log entry. Current logging level 4
```

When a new license is obtained, the phone must be manually rebooted to get the license file downloaded to the phone.

Multiple licenses can exist on the phone at any time.

<license>

The <license/> attribute’s settings control aspects of the feature licensing system.

This configuration attribute is defined as follows:

Attribute	Permitted Values	Default	Interpretation
license.polling.time	00:00 – 23:59	2:00am	The time to check whether or not the license has expired.

Adding the License File to the Polycom Phones

You will need to download the license file to your provisioning server, so it is downloaded to the appropriate phones. By default, the phone will look in the root directory of the provisioning server for the license file.

For more information, refer to ‘Master Configuration Files’ in the latest *Administrator’s Guide for the Polycom UC Software* at <http://www.polycom.com/support/voicedocumentation/>.

Viewing Licenses on the Phone

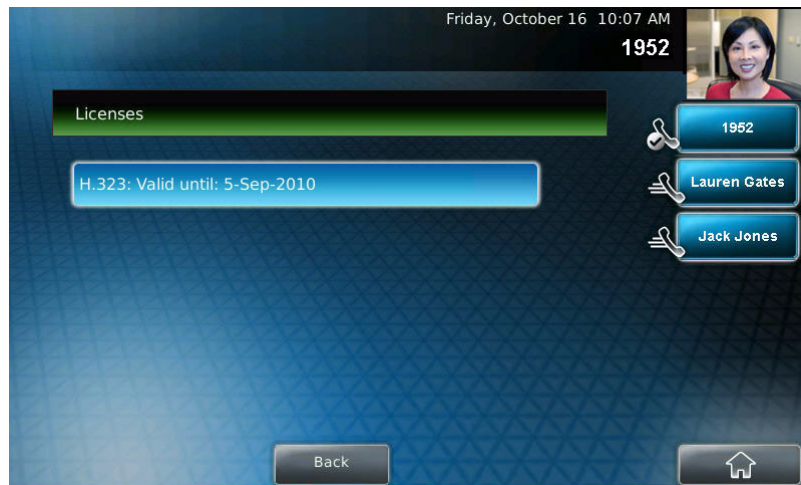
To view the current licenses on a SoundPoint IP, SoundStation IP, and VVX phone:

- Press the **Menu** key, then select **Status > Licenses**.
- Using the arrow keys, verify that the feature in question has a valid license.

The following figure shows the screen that appears on the SoundPoint IP 670 phone.



The following figure shows the screen that appears on the Polycom VVX 1500 phone.



If no licenses are installed, the “No license installed.” message appears.

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