

# Technical Bulletin 44210

## Best Practices When Upgrading License Keys on SoundPoint® IP, SoundStation® IP, and VVX® Phones



This Technical Bulletin provides recommended practices when upgrading the license keys on SoundPoint IP, SoundStation IP, and VVX phones.

This information applies to SoundPoint IP and SoundStation IP phones running SIP software version 3.0 or later. This information applies to VVX 1500 phones running Polycom UC Software 3.3.1. This information has been updated for UC Software 3.3.1 or later.

## Introduction

As of SIP 3.0, the SoundPoint IP and SoundStation IP phones can be configured to activate value-added features and capabilities. As of UC Software 3.3.1, the VVX 1500 phones can be similarly configured. The phone automatically checks for a new license file if there was a licensable feature enabled that did not have a valid license.

As of SIP 3.1.2, the phone downloads the license file every time it boots up in case there is a new license file on the provisioning server. If the license file has expired, the phone restarts when it is safe to do so – not in an active call – and a check is made for a new license file.

This technical bulletin contains information on:

- [Types of Licenses](#)
- [License File Example](#)
- [Phone Behavior When Using License Keys](#)
- [Recommended Practices When Upgrading License Keys](#)

For more information, see the following documentation:

- The latest *Polycom UC Software Administrator's Guide* at <http://support.polycom.com/PolycomService/support/us/support/voice/index.html>.
- *Technical Bulletin 32265: Activating Feature Licensing on SoundPoint IP, SoundStation IP, and VVX Phones* at [http://support.polycom.com/PolycomService/support/us/support/voice/soundpoint\\_ip/VoIP\\_Technical\\_Bulletins\\_pub.html](http://support.polycom.com/PolycomService/support/us/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html).

## Types of Licenses

The SoundPoint IP, SoundStation IP, and VVX phones support two types of licenses:

- Phone-specific licenses.** This license is delivered as a `<MAC-ADDRESS>-license.cfg` file. This file must be downloaded from the phone’s provisioning server at least one time to activate the relevant features. Typically these licenses do not have an expiry date. Once the license file has been loaded one time by the phone, it is not necessary to maintain the license file on the provisioning server, although there are no negative effects of leaving it on the provisioning server. The license can be activated prior to deployment—for example, by a distributor—thereby relieving the phone’s service provider of the need to load the license file onto their provisioning server.
- Site Licenses.** In some circumstances, a service provider or enterprise may purchase a site license to activate one or more features on the phone. This site license is delivered to the customer as a `000000000000-license.cfg` file. Typically these licenses will have a finite expiry date. It is important that a new license file (with an extended license expiry date) is loaded onto the phone prior to the expiry of the previous license to avoid a feature becoming deactivated.

A phone can be configured with certain features that are activated as a site license and some that are activated based on the specific phone (by MAC Address). The resultant activated feature set will be the combination of the features licensed in these two files.

## License File Example

The following is a sample phone-specific license file:



```

version="1.0" encoding="iso-8859-1" standalone="yes"
Example File for Phone license

0004f2000001
2.0
Phone
0A00F001
00000000000000000000003AE000003AE0000000000000000...
38af175c8ed35f58c14fa54858abbf5ef07604677691ba...
    
```

where:

- Serial** – A 12 character string that is set to the MAC address of the target phone, for example, `Serial="0004f2000001"`. For site licenses, a site serial address is used, for example, `Serial="100000000001"`.



- If a new non-expired license is downloaded:
  - When a phone has no existing license, the features and expiry time for the new license are used.
  - When a phone has an existing license, the features and expiry time for the license with the longest duration are used.



If the phone boots up with an expired license, the license polling will not initiate a reboot to pick up a new license if it is placed on the provisioning server. This task must be initiated through other ways like configuration file polling or check-sync.

## Recommended Practices When Upgrading License Keys

When the feature licensing is enabled, the following practices are recommended:

- 1 Schedule (stagger when using site licenses) controlled phone reboots when updating a license prior to license expiry to limit the load on the provisioning servers in large deployments.
- 2 Ensure that you post a new license file at least one month prior to the expiry of the current license file.

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