

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.

- 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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