

## AudioCodes Quick Reference Guide

# Software License Activation

### Background:

This quick reference guide explains how a user can generate a new license key for an AudioCodes product installed on a virtual machine platform. AudioCodes products which reside on a virtual platform require a license key that is comprised of two components:

1. **Product Key:** This unique string is used to associate an AudioCodes product with a specific purchase and is used to reference the features options enabled for this product.
2. **Fingerprint** (or Machine ID/Serial Number): A unique string associated with the virtual machine in which the AudioCodes product is being installed.

When upgrading the virtual machine or performing maintenance to the platform, it's possible that the fingerprint can be changed. In these instances, the license key installed may no longer be valid. To resolve this issue, a new license key is required which contains the original Product Key as well as the new fingerprint information from the VM host.

Products supported by this process include the Mediant 9000/VE SBC, OVOC (SEM, IP Phone Manager) and AudioCodes Routing Manager (ARM).

### Identifying the Product Key and Fingerprint on SBC Products:

The Product Key is provided in the order-confirmation e-mail sent to a customer following the product purchase. If this e-mail is not available, you should be able to identify the Product Key on the previously installed product.

The Product Key and serial number should be displayed in the License Key page (**Navigation tree: Setup** menu > **Administration** tab > **License** folder > **License Key**) and on the Device Information page (**Monitor** menu > **Monitor** tab > **Summary** folder > **Device Information**) of your SBC's web interface.

The Product Key and serial number should also be displayed in the header of the configuration (INI) file as downloaded from the SBC's web interface.

If your License Key was purchased in an earlier version, the 'Product Key' field may appear empty. In such a scenario, you can contact AudioCodes Technical Support to submit a support ticket at <https://services.audiocodes.com>.

## Identifying the Product Key and Machine ID on OVOC Products:

The Product Key is provided in the order-confirmation e-mail sent to a customer following the product purchase. If this e-mail is not available, you should be able to identify the Product Key on the previously installed product.

The Product Key and Machine ID for OVOC can be found in the EMS Server Manager menu. To connect to the EMS Server Manager, connect to your OVOC server using Secure Shell (SSH) or use the management serial port or keyboard and monitor if you wish to run it locally.

Login to the OVOC server by SSH as 'acems' with the appropriate credentials.

Switch to user 'root'

```
su - root
```

And then type the command 'EmsServerManager':

```
# EmsServerManager
```

Select the "Application Maintenance" menu, and then choose the License option. Press enter, and the current license details are displayed, including the Server Machine ID and Product Key.

*Example:*

```
OVOC Server 7.4.2050 Management
-----
Main Menu > Application Maintenance > License
-----
License Configuration Manager:
Server Machine ID: D4547B4719EA
Product Key: 1111
License Status: ENABLED
OVOC Advanced: Yes
Floating License: ENABLED
Expiration Date: 01-01-2019

License Pool
Managed Devices: 10
SBC Sessions: 100
SBC Registrations: 188
SBC Transcoding: 288
Main Menu > Application Maintenance > License
-----
CB PBX Users: 10
CB Analog Devices: 10
CB Voicemail Accounts: 10
-----

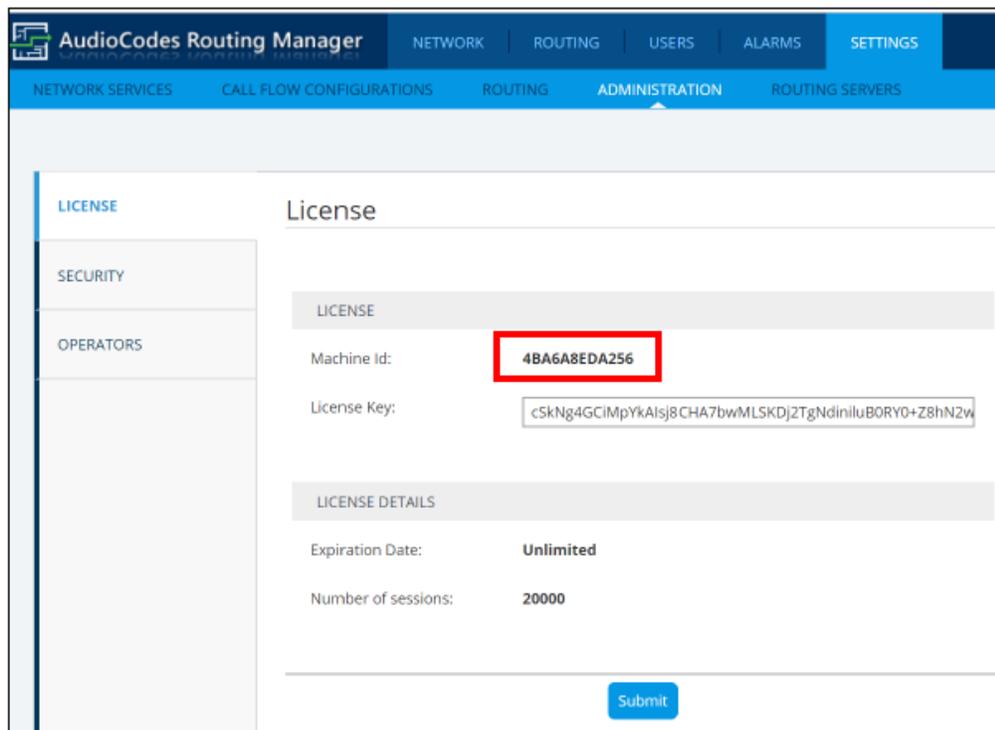
Endpoints
Managed Endpoints: 3,000
-----

Voice Quality
Total Devices: 1,000
Total Endpoints: 5,000
Total Sessions: 2,000
Total Users: 4,000
-----

>1. Load License
  b.Back
  q.Quit to main Menu
```

## Identifying the Machine ID on AudioCodes Routing Manager (ARM):

The Machine ID should be displayed in the License page (**Settings** menu > **Administration** tab > **License** item) of your ARM web interface:



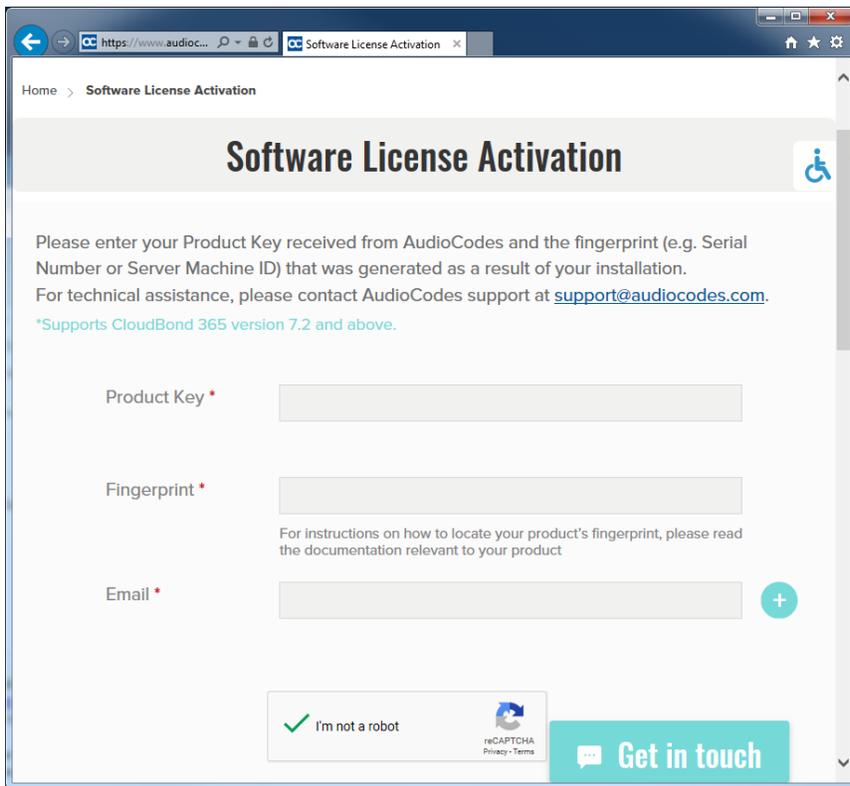
## Generating a new License Key:

Once you have identified the Product Key and current serial number/machine ID information for your product, you can generate a new license key based on these values by visiting the webpage:

<https://www.audiocodes.com/swactivation>

On the “Software License Activation” page, enter the Product Key in the field labeled “Product Key”. In the “Fingerprint” field, please enter either the serial number (SBC) or Machine ID strings (OVOC/ARM).

Once both strings are entered, simply include your e-mail address and press the “SUBMIT” button. A new license key should then be sent to your e-mail address.



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## Software License Activation

Please enter your Product Key received from AudioCodes and the fingerprint (e.g. Serial Number or Server Machine ID) that was generated as a result of your installation.  
For technical assistance, please contact AudioCodes support at [support@audiocodes.com](mailto:support@audiocodes.com).  
*\*Supports CloudBond 365 version 7.2 and above.*

Product Key \*

Fingerprint \*

For instructions on how to locate your product's fingerprint, please read the documentation relevant to your product

Email \*

I'm not a robot

Get in touch

For instructions on how to install the new license key, please refer the product documentation.

## For any further questions regarding this topic or other technical topics:

- Contact your AudioCodes Sales Engineer
- Visit our AudioCodes Services and support page at <https://www.audiocodes.com/services-support>
- Access our technical documentation library at <https://www.audiocodes.com/library/technical-documents>
- Access to AudioCodes Management Utilities is available at [https://services.audiocodes.com/app/answers/detail/a\\_id/20](https://services.audiocodes.com/app/answers/detail/a_id/20)
- Contact Technical Support to submit a support ticket at <https://services.audiocodes.com>