

Application Licenses- VM Cloning Issues

Dear **Customer**,

Thank you for purchasing an AudioCodes software product.

AudioCodes applications (e.g. SPS, AA IVR or Fax server) licenses are associated with the installed system's serial number. The system serial number is a unique ID-generated number according to the installed system operating system (OS) and hardware settings. The purpose of the serial number is to protect systems from being copied.

When an application is installed on a Virtual Machine (e.g. Hyper-V or VMware) and the application license is installed on the same machine, it is important that the system is not cloned to a different Virtual Machine (VM) instance. Cloning the system will as a consequence **disable** the application license. Moving the VM to another virtual system that uses different hardware is also considered as a cloning operation.

The following actions cause the application license mechanism to disable the existing license:

- VMotion /Live Migrate
- Any other action that leads to a change in the hardware of the machine where the application is installed.

Note: performing system backup using VM snapshot's will not be considered as cloning, and therefore will not impact the application license.

Avoiding VM Cloning-Related License Problems

To avoid the disabling of application licenses as a result of VM cloning, AudioCodes recommends the following measures:

- Refrain from using VMotion/Live Migrate and any other cloning action
- Use an external license server (not a virtual one) - In this case, cloning operations may be performed on the application server without any impact on the application license. For detailed instructions on how to implement an external license server, refer to document *LTRT-00875 SPS License Server Installation Configuration Note v3.0*.

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