

Aculab licence activation server

QuickStart guide

PROPRIETARY INFORMATION

The information contained in this document is the property of Aculab plc and may be the subject of patents pending or granted, and must not be copied or disclosed without prior written permission. It should not be used for commercial purposes without prior agreement in writing.

All trademarks recognised and acknowledged.

Aculab plc endeavours to ensure that the information in this document is correct and fairly stated but does not accept liability for any error or omission.

The development of Aculab's products and services is continuous and published information may not be up to date. It is important to check the current position with Aculab plc.

Copyright © Aculab plc. 2004-2024 all rights reserved.

Document Revision

Issue	Date	By	Detail
1.0.4	17-12-2018	KGB	Introduced as APB0467 at this version.
1.0.5	19-11-2019	KGB	Licences on VMs no longer need renewing.
1.0.6	05-12-2019	KGB	Note on multiple offline licences.
1.0.7	06-06-2024	DRG	Updated for new licence portal.

CONTENTS

1 Introduction	4
2 Notification of new licence credits	4
3 Creating a new license.....	5
4 Licence administration using the ACT (Graphical)	9
4.1 Installing a product or feature licence	9
4.2 Removing a product or feature licence	11
5 Licence administration using the LicenceAdmin tool (Command line)..	13
5.1 Installing a product or feature licence	13
5.2 Removing a product or feature licence	14
6 Emergency licences.....	17
7 Further reading	18

1 Introduction

This QuickStart guide walks you through the process of obtaining and installing licences required to activate product features in the following Aculab products:

- ProsodyS
- SIGTRAN
- SIP – Dual Redundant SIP Service (DRSS)
- AI AMD UniMRCP server plugin

Steps for installing the licences will be shown using the:

- Graphical **Aculab Configuration Tool** (ACT)
- Command line **LicenceAdmin** tool

NOTE

Licences for other Aculab licenced products, such as Aculab Biometrics (VoiSentry, FaiSentry and SentryFusion), are obtained through the licence portal, but installed via the product's own administration interface.

For licence installation instructions for these products, please refer to the relevant product administration guide.

The tasks associated with obtaining and installing licences can be broken down into the following steps:

1. Notification of licence credits being added to your account.
2. Creation of the required product and feature licences.
3. Installation of the created licences.

2 Notification of new licence credits

Aculab licences are provided on an annual subscription or perpetual basis.

Licence credits, used to create licences must be purchased from Aculab. These credits will be loaded on to your Aculab licence portal account, where licences are created.

NOTE

Separate Aculab Licence Portal accounts will be created for management of subscription and perpetual licenses.

Subscription license account usernames have a _SUB suffix. For example, MyCompany_SUB.

Once your order for purchasing licence credits has been processed, you will be notified the licence credits have been added to your account via receipt of an email similar to the one below.

Dear Customer Thank you for your above purchase order received by us earlier today. Please find our Sales Order Acknowledgement attached, for your records.

Your order has been processed and your software account (**Company Name account**) has been credited with your licenses against the following Sales Order numbers:-

90438F-A1

90438F-B

As you may know your SIGTRAN feature licence also requires an SS7 stack product licence, a cost-free item, which will have been credited to your account against our Sales Order number, note the 'P' denoting a product licence:-

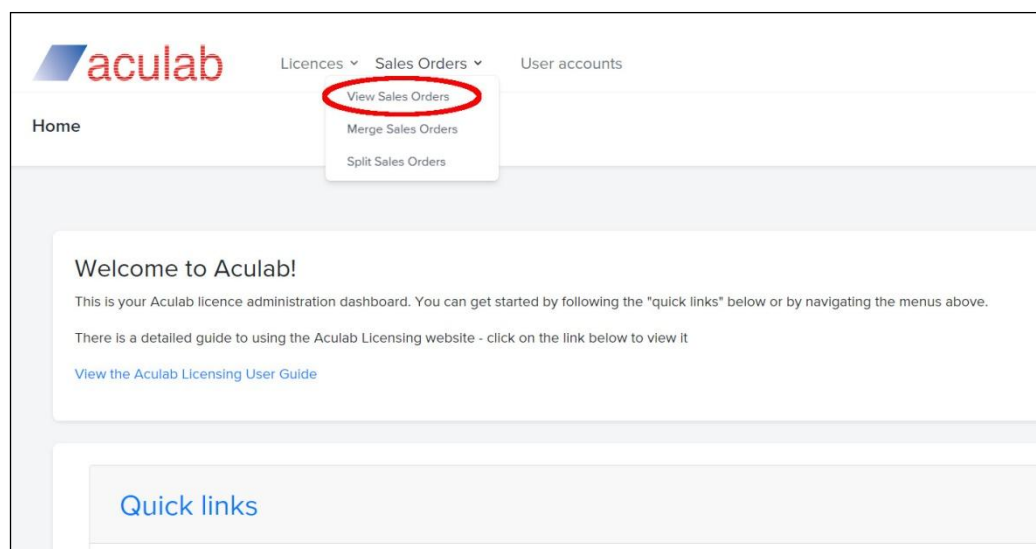
90438P-A 90438P-B

Log into <https://licensing.aculab.com> with your username and password. If you have not already been given a user name contact your account manager to arrange this.

Once you have received the email, you will be able to log on to your Aculab licence portal account to create the required licences.

3 Creating a new license

To create a licence, login to your Aculab licence portal account and go to the **Sales Orders – View Sales Orders** menu, to view all the sales orders against your account.



You will be able to see a list of available sales orders, along with the **Credits Available** associated with each sales order.

You can create new licences using available credits against any sales order.

To create a new licence using available credits, click the **Create** button next to the sales order from which you wish to take the licence credits.

To view licences already created against a sales order, click the **View** button next to a sales order.

Sales orders List

Export as Excel Export as CSV Search:

SALES ORDER	PRODUCT	FEATURE	CREDITS AVAILABLE	UNITS	DURATION	COMPANY	CONTACT DETAILS	CREATED ON	LICENCES
test_so_may2024	PROSODY3		36	VMP points	Permanent	Russo Limited		07/05/2024 15:22:59	View Create
22223_231116-0	PROSODY3		1	VMP points	Permanent	Russo Limited	Donato	06/12/2023 10:59:54	View Create
22222F_231116	S57	SIGTRAN/M3UA	100	msg/s	Permanent	Russo Limited	Donato	16/11/2023 15:11:01	View Create
22223_231117	PROSODY3		1	VMP points	Permanent	Russo Limited	Donato	16/11/2023 15:09:18	View Create

Once you have clicked **Create**, you will be taken to a screen where you must enter the **Quantity** of credits you wish to use to create the licence.

You may also enter a **Custom User Tag**, which is only visible in the licence portal. This could, for example, be used to identify the system on which the licence is to be installed.

aculab Licences Sales Orders User accounts

Add new licence Hi, Donato

Home > Licences > Add new licence

Create new licence

Sales order

Quantity

Custom user Tag

[Create licence](#) [Back](#)

WARNING

Ensure the quantity matches what you require as it is not possible to later split or merge a licence once it has been created

NOTE

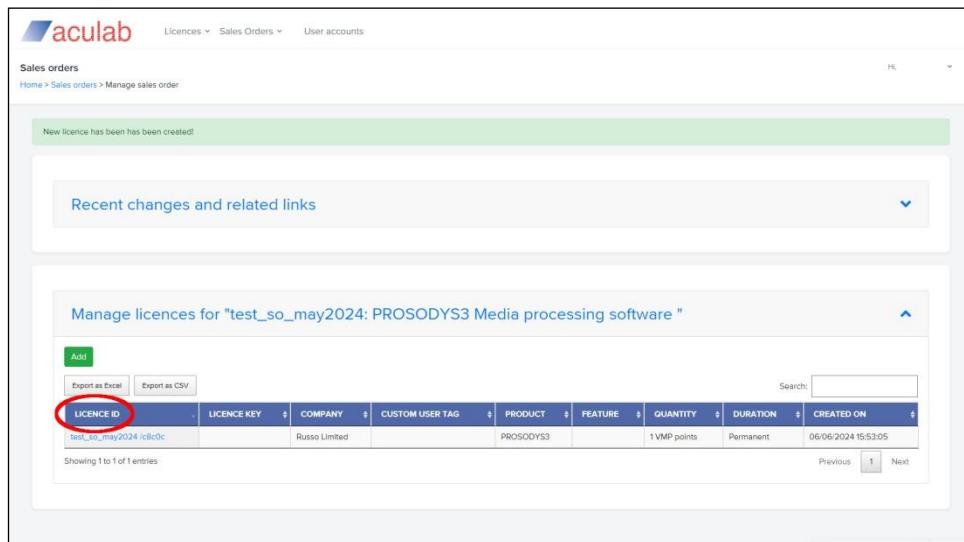
Some product and feature licences can only be created in certain quantities. See the table below.

Product	Feature	Allowed quantities
SS7 (Stack licence)	---	1
SS7	M3UA	100, 200, 400, 800, 1600, 3200, 6400, 12800, 25600
SIP (Stack licence)	---	1
SIP	DRSS	1
SIP	SIP-only	1

Once you have entered the quantity of licences required, and the Custom user Tag text (if required), click the **Create licence button**.

You will be asked to confirm licence creation, and if you click **Submit**, the licence will then be created.

The email address associated with the licence portal user under which the licence was created will receive email acknowledgment of the licence creation. You can also view the licence key, by clicking on the required **LICENCE ID** under the list of licences against the associated sales order.



The screenshot shows the 'aculab' web interface. At the top, there are navigation links: 'Licences', 'Sales Orders', and 'User accounts'. Below this, the 'Sales orders' section is active, showing a breadcrumb trail: 'Home > Sales orders > Manage sales order'. A green notification bar at the top states 'New licence has been created!'. Below this is a section titled 'Recent changes and related links'. The main content area is titled 'Manage licences for "test_so_may2024: PROSODY3 Media processing software"'. It includes an 'Add' button, 'Export as Excel', and 'Export as CSV' options. A search bar is present. Below these is a table with the following columns: LICENCE ID, LICENCE KEY, COMPANY, CUSTOM USER TAG, PRODUCT, FEATURE, QUANTITY, DURATION, and CREATED ON. The first row of data shows: test_so_may2024/c8c0c, Russo Limited, PROSODY3, 1 VMP points, Permanent, 06/06/2024 15:53:05. The 'LICENCE ID' column header is circled in red. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous' and 'Next' navigation buttons.

When viewing the licence, you will also be able to change the **Custom user Tag**, and save any change by clicking the **Update** button.

Edit licences

Hi, Donato

[Home](#) > [Licences](#) > Edit licence

Edit licence

Licence quantity	1 VMP points
Company	Russo Limited
Product	PROSODY3
Feature	
Duration	n/a
Licence type	deployment
Licence key	XQ0P/22223_23117/Donato_Russo_aculab_com/c8cf0/PROSODY3/0/0/18518-ac7c-30e0-
Custom user Tag	↩ → B I ✂ 📄 📄

Licence info

Issued:

2024/03/08@14:42

Installed:

No

History:

Initial Issue: 2024-03-08 14:42

Update

Back

To install the licence, copy the **Licence Key**, and follow the installation steps outlined within this document.

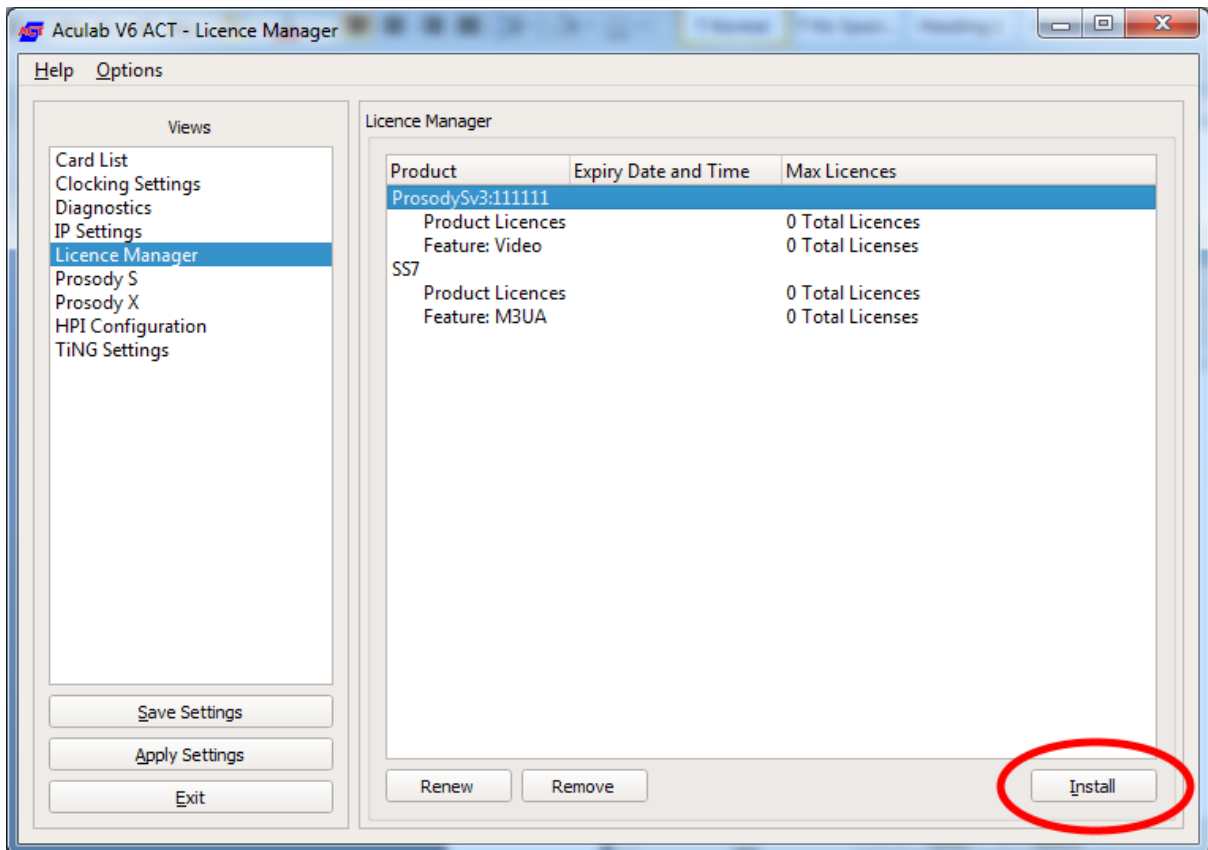
4 Licence administration using the ACT (Graphical)

On a system with a graphical user interface (GUI), licences can be installed via the Aculab Configuration Tool (ACT). The steps for licence installation are outlined below.

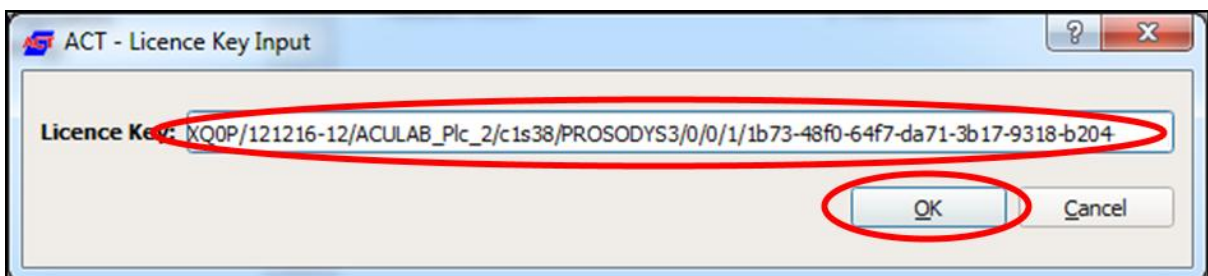
4.1 Installing a product or feature licence

Open the Aculab Configuration Tool (ACT), and navigate to the **Licence Manager** view.

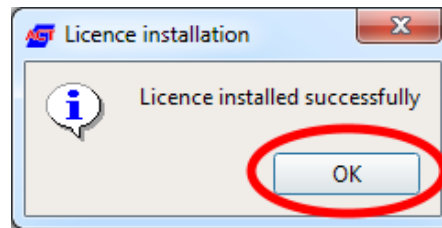
Select the licenced product for which you wish to install a product licence, and click the **Install** button.



Paste the product licence key in to the **Licence Key** field, and click **OK**.



If the licence key was installed successfully, you will be notified with the following dialog box.

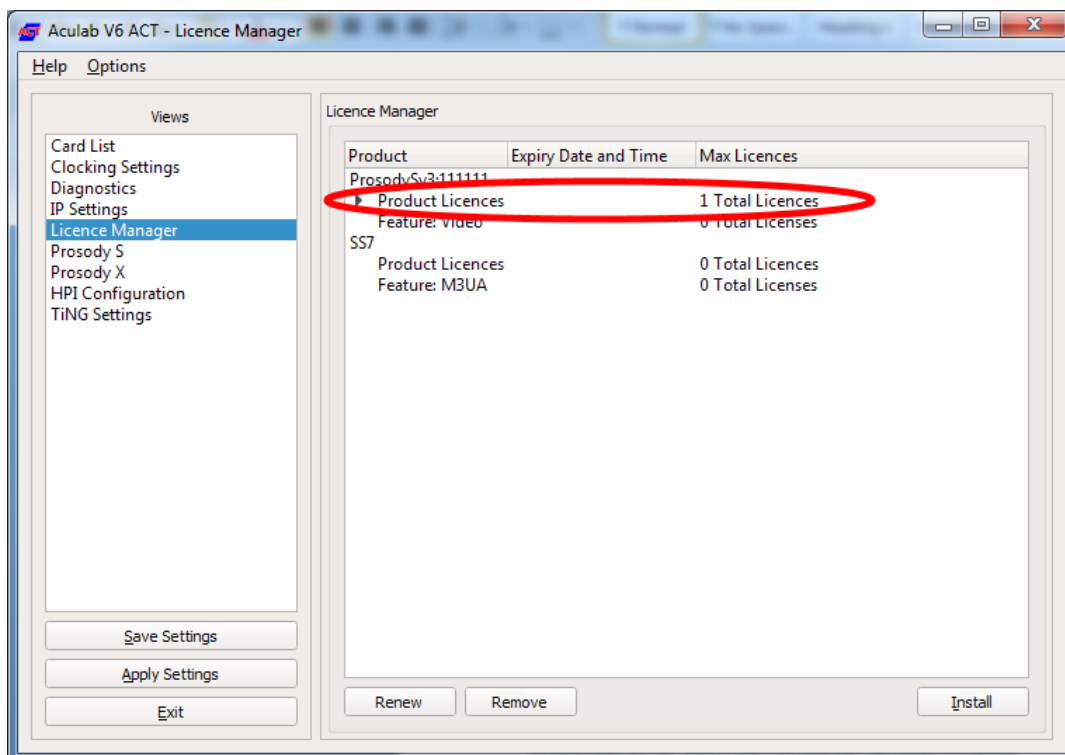


If the licence key installation fails, first check the target system has internet access, as during the licence installation process connectivity with the Aculab Licence servers is required on port 443, for licence validation.

NOTE

If you do not have internet connectivity then please refer to the Aculab Licence Tool (ALT) and its documentation, available at <https://www.aculab.com/downloads>, as offline installation is outside the scope of this guide.

If the licence has been installed successfully, you will be able to see this via the **Licence Manager** view in the ACT.



For licenced products that also require a feature licence, you can now proceed to install that feature licence.

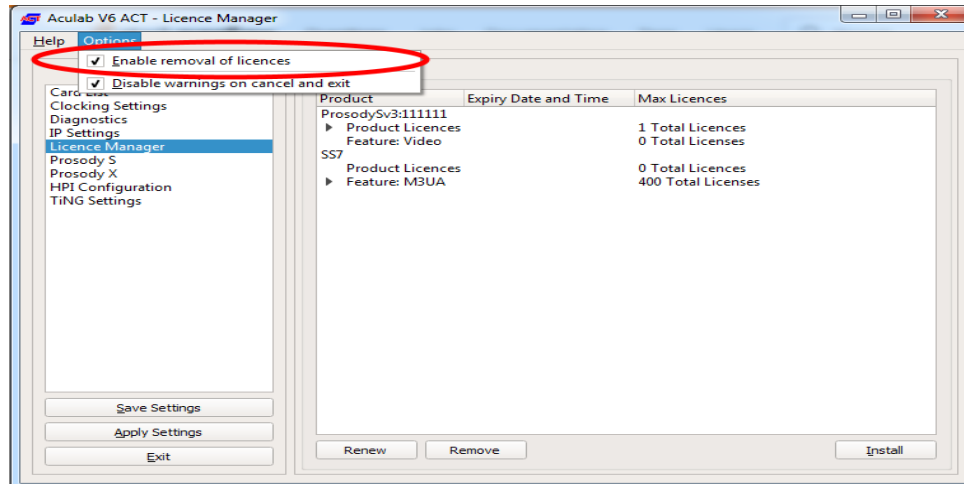
WARNING

When a feature licence is required, the appropriate product licence should be installed first.

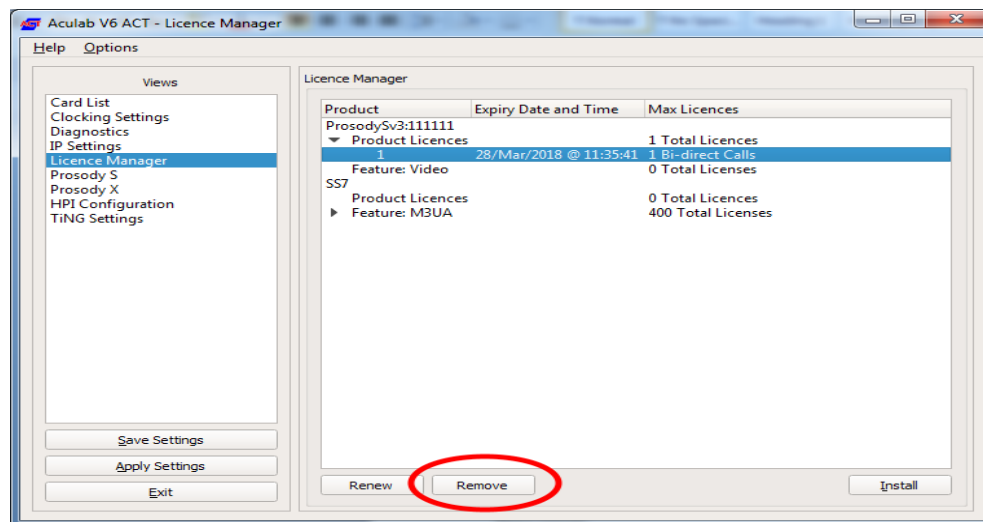
4.2 Removing a product or feature licence

Once installed, licences may be removed from one system to be installed on another. Details of how to do this are outlined below.

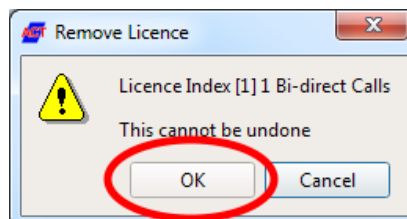
Navigate to the **Licence Manager** View, and make sure the **Enable Removal of licences** option has been selected in the **Options** menu.



Expand the product, or feature which contains the licence you wish to remove. Select the licence you wish to remove, and click the **Remove** button.



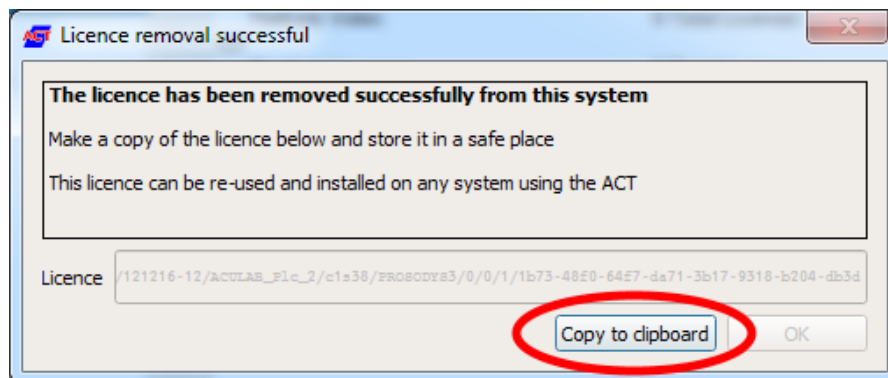
You will then need to confirm you wish to proceed with the licence removal by clicking **OK**.



WARNING

It is not possible to move an Emergency, Evaluation, or rental licence.
If one of these licences is selected for removal, it will be removed from the system, but cannot be re-installed.

The licence will be removed and returned to you in the following dialog box. Click **Copy to clipboard**, to copy the licence, and then the **OK** button to close the dialog box.



You are also able to view the licence and its installation status in the Aculab licence portal.

NOTE

If you do not have internet connectivity then please refer to the Aculab Licence Tool (ALT) and its documentation, available at <https://www.aculab.com/downloads>, as offline installation is outside the scope of this guide.

5 Licence administration using the LicenceAdmin tool (Command line)

For systems with a command line only interface, licences can be installed via a utility called LicenceAdmin.

5.1 Installing a product or feature licence

Start the LicenceAdmin tool. You will be presented with a menu similar to the one below.

```

C:\> Command Prompt - LicenceAdmin
Licence Admin - v4.3.7.0
=====
1. Set licence manager IP address
2. Display licence information
3. Generate machine ID
4. Install legacy licence Key
5. Show products supported features
6. Check connection with licence server
7. Show licence manager version
8. Show VM status of the Licence Manager
9. Install licence with online server
  a. Renew licences with online server
  b. Get the number of licences that can be renewed
  c. Remove a licence key
  d. Install licence with offline server (offline mode via Aculab Licence Tool (ALT))
  e. Renew licences with offline server (offline mode via Aculab Licence Tool (ALT))
  f. Install licence key or renewal key returned by Aculab Licence Tool (ALT)
  g. Install Subscription
  h. Remove Subscription
  i. Force online renew of subscription
  q. Quit
=>

```

Selection option **1**, to set the licence manager IP address.

Enter the IP address of the system on which the licensed product is installed, and hit **enter**. The default is localhost.

Enter the licence manager port for the product you are installing, and hit **enter**.

```

C:\> Command Prompt - LicenceAdmin
IP address (default 127.0.0.1): 127.0.0.1
Port number Common Defaults - PS 2546, SIP 13579, SIGTRAN 50519
(default 2546): 2546

```

The default ports are provided in the table below.

Product	Default licence manager port
ProsodyS	2546
SS7 (SIGTRAN)	50519
SIP	13579
AI AMD (UniMRCP server plugin)	13581

You can now select option **2**, to check you have connected to the licensed product. You will see output similar to the following:

```

Command Prompt - LicenceAdmin
Product: PROSODY3

Admin: false

Total Product Licence Units Available: 0
Total Product Licence Units Used: 0
Number of Installed Product Licence Keys: 0

Number of Supported Features: 2
Supported feature Ids: 2 3

Feature Licences:
  Feature ID: 2
  Total Licences Available: 0
  Total Licences Used: 0
  Number Of Installed Keys: 0

  Feature ID: 3
  Total Licences Available: 0
  Total Licences Used: 0
  Number Of Installed Keys: 0

Press Any Key to Continue

```

To install a licence your target system must have internet access. You can confirm the licensed product can connect to the Aculab licence servers using option **6**.

NOTE

If you do not have internet connectivity then please refer to the Aculab Licence Tool (ALT) and its documentation, available at <https://www.aculab.com/downloads>, as offline installation is outside the scope of this guide.

To install a licence, select option **9**. Copy in the licence key, and hit **enter**. You will be asked to confirm the licence key is correct, and you can confirm by hitting **y**.

```

=>
Enter Licence: XQ0P/Presales_PS_1-14/Zz_Aculab_-_presales/ca4ci/PROSODY3/0/0/10/bc05-4b75-7630-ea26-a5de-c731-
Is Key correct? [y/n/q]

Key Installed

Press Any Key to Continue

```

For licenced products that also require a feature licence, you can install the feature licences once you have installed the required product licence.

WARNING

When a feature licence is required, the appropriate product licence should be installed first.

5.2 Removing a product or feature licence

Once installed, licences may be removed from one system to be installed on another. Details of how to do this are outlined below.

Start the LicenceAdmin tool. You will be presented with a menu similar to the one below.

```
Command Prompt - LicenceAdmin
Licence Admin - v4.3.7.0
=====
1. Set licence manager IP address
2. Display licence information
3. Generate machine ID
4. Install legacy licence Key
5. Show products supported features
6. Check connection with licence server
7. Show licence manager version
8. Show VM status of the Licence Manager
9. Install licence with online server
  a. Renew licences with online server
  b. Get the number of licences that can be renewed
  c. Remove a licence key
  d. Install licence with offline server (offline mode via Aculab Licence Tool (ALT))
  e. Renew licences with offline server (offline mode via Aculab Licence Tool (ALT))
  f. Install licence key or renewal key returned by Aculab Licence Tool (ALT)
  g. Install Subscription
  h. Remove Subscription
  i. Force online renew of subscription
  q. Quit
=>
```

Selection option **1**, to set the licence manager IP address.

Enter the IP address of the system on which the licensed product is installed, and hit **enter**. The default is localhost.

Enter the licence Manager ports for the product you are installing, and hit **enter**.

```
Command Prompt - LicenceAdmin
IP address (default 127.0.0.1): 127.0.0.1
Port number Common Defaults - PS 2546, SIP 13579, SIGTRAN 50519
(default 2546): 2546
```

The default ports are provided in the table below.

Product	Default licence manager port
ProsodyS	2546
SS7 (SIGTRAN)	50519
SIP	13579
AI AMD (UniMRCP server plugin)	13581

You can now select option **2**, to check you have connected to the licensed product. You will see output similar to the following:

```

Command Prompt - LicenceAdmin
Product: PROSODY3

Admin: false

Total Product Licence Units Available: 0
Total Product Licence Units Used: 0
Number of Installed Product Licence Keys: 0

Number of Supported Features: 2
Supported feature Ids: 2 3

Feature Licences:
  Feature ID: 2
  Total Licences Available: 0
  Total Licences Used: 0
  Number Of Installed Keys: 0

  Feature ID: 3
  Total Licences Available: 0
  Total Licences Used: 0
  Number Of Installed Keys: 0

Press Any Key to Continue

```

To remove a licence your target system must have internet access. You can confirm the licensed product can connect to the Aculab licence servers using option **6**.

NOTE

If you do not have internet connectivity then please refer to the Aculab Licence Tool (ALT) and its documentation, available at <https://www.aculab.com/downloads>, as offline installation is outside the scope of this guide.

To remove a licence, select option **c**. Enter the numeric index of the licence you wish to remove. The licence will now be removed from the target system.

```

=>
0 - Presales_PS_1-14_XQ0P_1_ca4ci/Zz_Aculab_-_presales/6f6a-13cf-614/PROSODY3/0/10/6b1f-c0ae-f7b0-e
Choose a Licence to Remove (or return to cancel)
  - XQ0P/Presales_PS_1-14/Zz_Aculab_-_presales/ca4ci/PROSODY3/0/0/10/bc05-4b75-7630-ea26-a5de-c731-
This is the deleted licence and may be now installed again

Press Any Key to Continue

```

Copy the returned licence to the clipboard, for installation on another system.

You are also able to view the licence and its installation status in the Aculab licence portal.

WARNING

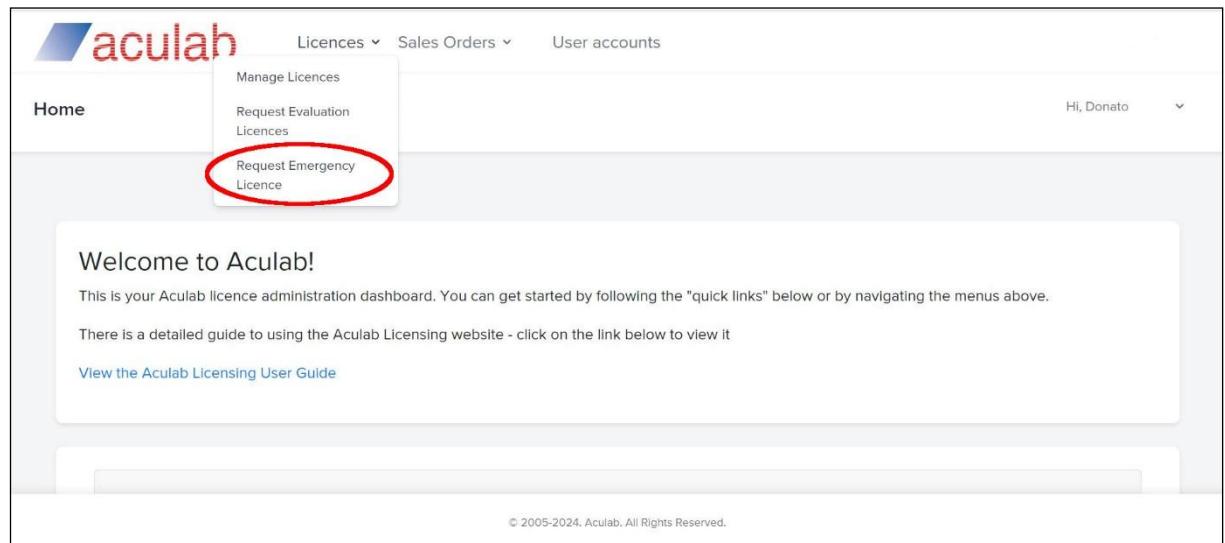
It is not possible to move an Emergency, Evaluation, or rental licence.

If one of these licences is selected for removal, it will be removed from the system, but cannot be re-installed.

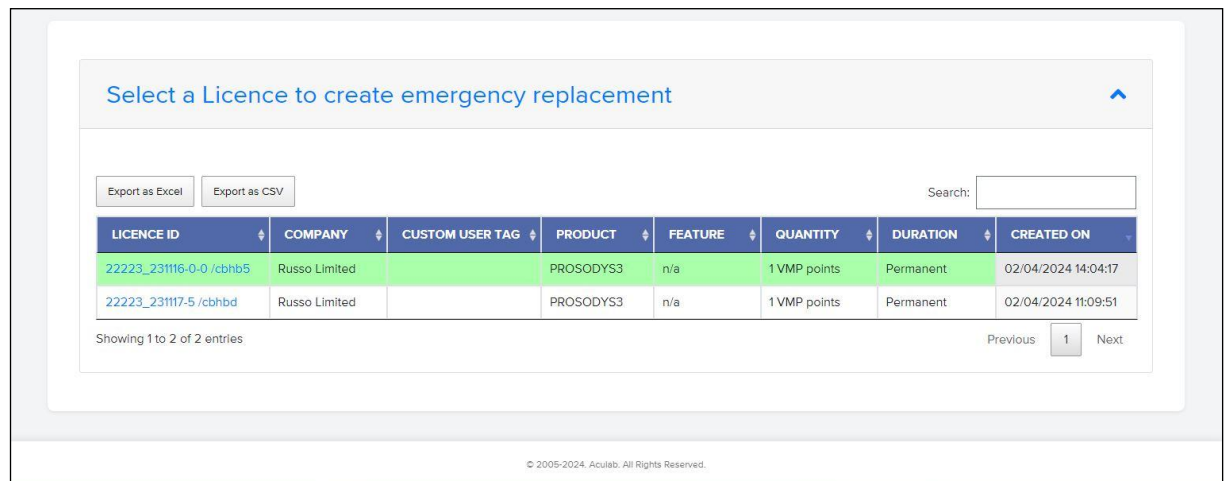
6 Emergency licences

A system failure or corruption may cause the loss of an installed licence. Should this happen, it is possible to recover a system without contacting Aculab Support, through the installation of an emergency licence.

To obtain an emergency licence, log in to the licence portal, and go to the **Licences – Request Emergency Licence** menu.



Find the licence for which you wish to obtain an emergency licence, and select that licence.



Review the licence details are correct, and click **Submit**, to request an emergency licence.

To confirm your emergency licence request, please press the submit button. Note that once the submit button has been pressed, you will no longer have access to the original licence being replaced. This will create a new style key that requires ACT and LM v4.x for installation.

Please note: The emergency licence is temporary and its duration is limited to **10 days**.

WARNING: We will no longer process an emergency request if the request is for an old-style licence type. Please make sure that the key against which you are requesting an emergency is a new-style licence by checking that its key string begins with XQ0P or XQ0T before you proceed. You will find the key string for the original key in the Custom User Tag field below. If the original licence key string does not start with XQ0P or XQ0T then please DO NOT proceed, press the Cancel button instead.

Complete your licence replacement request by clicking "Submit" below

Licence quantity	1
Company	Russo Limited
Desired quantity	1
Product	PROSODY33
Feature	n/a
Duration	10 days
Licence type	deployment
Licence key	A new temporary key will be generated on submit.
Custom user Tag	Request emergency replacement for licence key: XQ0P/22223_231116-0-0/Donato_Russo_aculab_com/cnrb5/PROSODY33/0/0/1/

Submit **Cancel**

© 2009-2024 Aculab. All Rights Reserved.

The emergency licence will be emailed to the email address associated with the account. It is also possible to view the Emergency licence details via the **Licences – Manage Licences** menu. The licence will have an emergency licence shown against it.

NOTE

This emergency licence lasts for 10 days once installed. During this period, you **must contact Aculab support** (support@aculab.com) to get the lost licence recredited.

7 Further reading

https://www.aculab.com/support/licensing/licence_activation_server_user_guide.pdf.

<https://www.aculab.com/downloads> Windows and Linux tools for ALT documentation.

\$ACULAB_ROOT/Docs/Aculab_configuration_tool.pdf version 4 and higher or email support@aculab.com for ACT documentation covering the licence mechanism.