



IX Messaging Legacy Offline License

March 30, 2021



How to Request an Offline License

To request an offline license, you will need to access the server running IX Messaging. For HA systems, you will need to go to the Primary Voice server.

Go to your installed programs and run **UCLicenseUpgrade**, which is found in the IX Messaging program group from the Windows Start menu.

Click the **Upgrade** button if you do not see the screen below:

Field	Value
Serial Number	41101
Site ID	31247136ee
Hardware Signature	42010a8e0fc2-74e251cc



**** Important Note ****

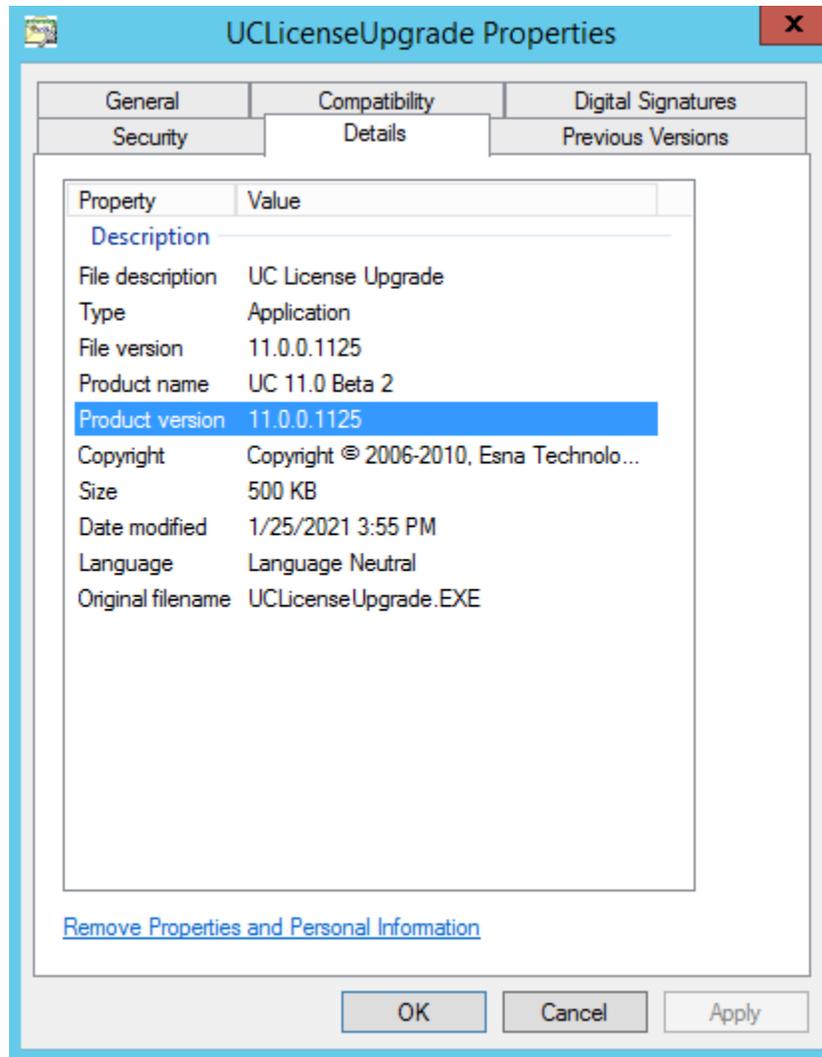
If you open **UCLicenseUpgrade** and you see the screen shown below with no errors, then you do not need to get an offline license.

The screenshot shows the 'License Upgrade Utility' window. At the top, it displays 'Product' as 'UC6', 'Is DEMO' as unchecked, 'Soft License' as checked, 'SentinelNo' as '41101', and 'H/W Signature' as '42010a8e0fc2-74e251cc'. Below this, there are checkboxes for 'Is User Based' and 'Cloud Connect'. The main area is divided into several sections: 'General Settings' (PBXs: 4, Companies: 4, Mailboxes: 10000, Languages: 4, VoicePorts: 4, Redundant: 0), 'Users' (Messaging: 0, Collaboration: 0, VUC: 0, Fax: 0), 'Servers' (PrintServers: 1, TSE Connections: 1), 'Fax Ports' (OutFaxPorts: 1, Soft Fax: checked, SoftFaxPorts: 1), 'ASR' (ASR Provider: Nuance 8.5, ASR Names: AST-2, ASRPorts: 2, ASR Langs: 1, Verification Ports: 0, Speech Expiry), and 'TTS' (TTS Provider: RealSpeak 4.5, TTS Ports: 2). A 'Services' section on the right lists various features with checkboxes, including SMS, PMS, IVR, LAP, IMAP, CTILink, AMIS, VPIM, ActiveX, SIP, G729, OCS, JITC, SMTP/MAPI, Redundancy, Agent Login, FaxMail, Mobility(WAP), Messaging, CTI Only, SMDI/MCI, TAPI, Integrated Fax, PDF, Outcall, and Call Center. At the bottom right, there are 'Exit' and 'Upgrade' buttons. The bottom of the window is highlighted in yellow.



From the **License Activation** screen, record the **Sentinel** number and the **Hardware Signature** value.

Open **File Explorer** and go to the UC folder. Scroll down in the UC folder and find the file called **UCLicenseUpgrade**. Right-click on the file and select **Properties**. Go to the **Details** tab and record the product version.



Send the **Sentinel number**, **Hardware Signature** and the **Version** number to Avaya support by opening a Service Request.



Installing an Offline License

After you send the information to Avaya support, the team will email an offline license file back to you. Copy this license to the IX Messaging server. In HA environments, copy the file onto the Primary Voice server.

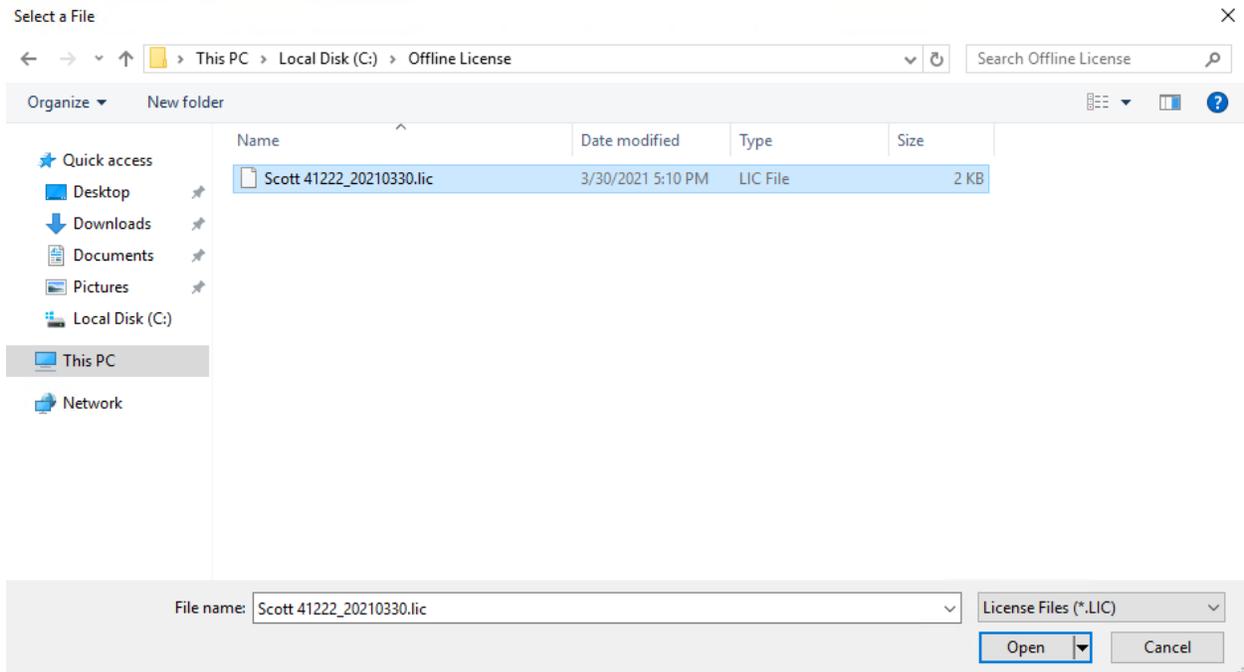
Open the **UCLicense Upgrade** program again and click on **Locate License File Offline**:

Field	Value
Serial Number	41222
Site ID	3158A32B29
Hardware Signature	42010a8e0019-7e30f28

Buttons: Locate License File Offline, Request Online Activation, Close



Browse to the file location, select the license file, and click open:





The license will then populate the license upgrade utility and have a button to Set as Active License:

The screenshot shows the 'License Upgrade Utility' window with the following configuration details:

- Product:** UC6
- Is DEMO:**
- Soft License:**
- SentinelNo:** 41222
- H/W Signature:** 42010a8e0019-7e30f28
- Expiry Date:** (empty)
- Is User Based:**
- Cloud Connect:**

General Settings	
PBXs	1
Companies	99
Mailboxes	20
Languages	2
VoicePorts	4
Redundant	0

Users	
Messaging	20
Messaging and Collab	0
Collaboration	0
VUC	0
Fax	0

Servers	
PrintServers	0
TSE Connections	1

Fax Ports	
OutFaxPorts	0
<input checked="" type="checkbox"/> Soft Fax	
SoftFaxPorts	2

Transcription Provider: None
Transcription Expiry: 2022/03/27
Transcription Type: Auto
Transcription Users: 50

Services	
<input checked="" type="checkbox"/> SMS	<input checked="" type="checkbox"/> SMTP/MAPI
<input checked="" type="checkbox"/> PMS	<input type="checkbox"/> Redundancy
<input checked="" type="checkbox"/> IVR	<input checked="" type="checkbox"/> Agent Login
<input checked="" type="checkbox"/> LAP	<input checked="" type="checkbox"/> FaxMail
<input checked="" type="checkbox"/> IMAP	<input checked="" type="checkbox"/> Mobility(WAP)
<input checked="" type="checkbox"/> CTILink	<input checked="" type="checkbox"/> Messaging
<input checked="" type="checkbox"/> AMIS	<input type="checkbox"/> CTI Only
<input checked="" type="checkbox"/> VPIM	<input checked="" type="checkbox"/> SMDI/MCI
<input checked="" type="checkbox"/> ActiveX	<input checked="" type="checkbox"/> TAPI
<input checked="" type="checkbox"/> SIP	<input checked="" type="checkbox"/> Integrated Fax
<input type="checkbox"/> G729	<input checked="" type="checkbox"/> PDF
<input checked="" type="checkbox"/> OCS	<input type="checkbox"/> Outcall
<input type="checkbox"/> JITC	<input type="checkbox"/> Call Center

ASR	
ASR Provider	Nuance 8.5
ASR Names	AST-2
ASRPorts	20
ASR Langs	1
Verification Ports	0
Speech Expiry	

TTS	
TTS Provider	RealSpeak 4.5
TTS Ports	20

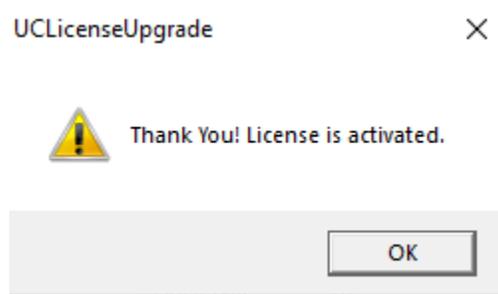
Scheduled Resources: 0

Buttons: Exit, Upgrade, Set as Active License

Click **Set as Active License**.



You will get a message stating that the license is activated:



Your offline license is now loaded. You will need to reboot the IX Messaging server for it to take effect. For HA systems, you will need to reboot the Primary Voice server first, followed by the Consolidated Server, and then all other servers.

If you experience any errors, please reach out to Avaya support.