

System Configuration

License administration



Administration manual

for system providers

9/13/2021

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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2 Introduction

This manual describes how you can request and administrate licenses for the ASC recording system.

These functionalities are executed in the Licensing module of the application System Configuration.

The Licensing module is used for the granting, configuring, and administrating the licenses of a system. Different license types are distinguished, see [chapter "License types", p. 7](#).

The ASC system has been designed as a potential multi-tenant system. This means several different tenants can be administered within one system. These tenants are assigned resources (e. g. telephones) and licenses by the system provider that they can work with.

Depending on the licensing, the ASC system can be operated as 1-tenant system, too.

In 1-tenant systems, all purchased licenses are automatically assigned to the tenant who has been created by the system (*1st tenant*). In a multi-tenant system, you have to assign all licenses of the types *Tenant Concurrent* and *Tenant Configuration* to the different tenants specifically.

Every ASC system is initially installed as a 1-tenant system with one predefined tenant, the 1st tenant. For the system provider, a tenant is created automatically, too. However, the system provider cannot be considered a tenant in the true sense of the word.

For the respective administrators of the system provider and of the predefined tenant, an account with the following login data is created during the installation of the system by default:

Login data for the administrator of the system provider:

User name:	<i>system-admin</i>
<u>neo</u> version < 6.3	
Default password:	<i>1</i>
	If the default password <i>1</i> has never been changed before a software update to a <u>neo</u> version ≥ 6.3 , the password must be changed upon the next login or by entering it again. If the default password has already been changed before a software update to a <u>neo</u> version ≥ 6.3 , the changed password remains.
<u>neo</u> version ≥ 6.3	
Default password:	<i>A\$c123</i>

Tab. 1: Login data - system provider

Login data for the administrator of the 1st tenant:

User name:	<i>1st-tenant-admin</i>
<u>neo</u> version < 6.3	
Default password:	<i>1</i>
	If the default password <i>1</i> has never been changed before a software update to a <u>neo</u> version ≥ 6.3 , the password must be changed upon the next login or by entering it again. If the default password has already been changed before a software update to a <u>neo</u> version ≥ 6.3 , the changed password remains.
<u>neo</u> version ≥ 6.3	
Default password:	<i>A\$c123</i>

Tab. 2: Login data - 1st tenant

If you have purchased a 1-tenant system, you can turn it into a multi-tenant system by purchasing the respective license.

Once you have started operating a multi-tenant system, it remains a multi-tenant system with regards to administrating licenses even if only one tenant continues to exist in the system. The system does not assign any licenses automatically anymore.

Which licenses are available in the system is displayed in the reports, see [chapter "Reports", p. 28](#).

Only those licenses which have already been assigned to certain tenants are displayed in the main view of the Licensing module, see [chapter "Main view", p. 9](#).



The *neo* recording system can be installed and configured without licenses. The system runs for a grace period of 30 days without any licenses. Within this period you have to request a valid license. Without a license, all functions will be deactivated after these 30 days.



If you take advantage of the grace period and there is no valid license file in the system after its expiration, all integrations are deactivated. After uploading a valid license file, you have to activate the integrations again.

Open the Licensing module by clicking on the menu item *Licensing* in the navigation bar of the application System Configuration.



Basic information about using the application System Configuration can be found in the user manual for administrators *System Configuration - General information*.

3 License types

The system distinguished the following license types:

1. System Countable

System licenses which have to be available in the same number as licensed components are used in the system.

Example:

If you would like to set up 5 tenants in your system, you need a minimum of 5 licenses *tenant* of the license type *System Countable*.

2. System Option

System licenses which have to be available in the system only once so that the licensed component can be used in the entire system.

Example:

If you would like to use the *neo* key management in your system, you need 1 license *ASC Key Management* of the license type *System Option*.

3. Tenant Concurrent

Licenses which allow releasing certain components to be used by the tenants.

These licenses have to be assigned to a tenant so that the tenant can use the licensed component. The component is always available to the tenant in the same number as licenses have been assigned to him. If more licenses are available in the system than have been assigned, the remaining licenses are administrated dynamically, i. e. they are automatically assigned to individual tenants temporarily in case a tenant needs more licenses than have been assigned to him.

Exception: If a tenant has explicitly been assigned the number of 0 licenses for a certain component, he will not be assigned any licenses dynamically either. That way, you can exclude individual tenants from using certain components.

Example:

50 licenses *POWERplay Instant* of the type *Tenant Concurrent* are available in system. You assign 10 licenses to tenant 1, 15 licenses to tenant 2, and 10 licenses to tenant 3. The remaining 15 licenses are administrated dynamically. In case tenant 2 is using all of his 15 licenses but 2 more employees of the tenant would like to use the application *POWERplay Instant*, 2 additional licenses *POWERplay Instant* are automatically assigned to tenant 2 for as long as he needs them. Once the licenses are free again, they automatically return to the dynamic pool of licenses.

4. Tenant Configuration

Licenses which allow releasing certain components to be used by the tenants.

These licenses have to be assigned to a tenant so that the tenant can use the licensed component. The component is available to the tenant at the maximum in the same number as licenses have been assigned to him.

Example:

50 licenses *INSPIRATION User* of the type *Tenant Configuration* are available in system. You assign 10 licenses to tenant 1, 15 licenses to tenant 2, and 10 licenses to tenant 3. Even though 15 licenses remain, the tenants can only use the licenses in the number assigned to them. For instance, if tenant 1 needs 12 licenses temporarily, you have to assign him another 2 licenses and withdraw the assignment again later on.



In 1-tenant systems, all licenses of the type *Tenant Concurrent* and *Tenant Configuration* are automatically assigned to the tenant created by the system.



Which licenses are available in the system and of which type they are, is displayed in the reports, see [chapter "Tab License File", p. 28](#).

4

Main view

All purchased licenses which have already been assigned to certain tenants are displayed in the main view. You can show or hide the licenses of different tenants by clicking on the arrow in front of the tenant name.




   Licensing ▾ General ▾			
Tenant Name	License ID	License Name	Assigned
▶ 1st-Tenant			
▼ 2nd-Tenant			
	10500002	INSPIRATIONneo User	10

Fig. 1: Main view

The scrollbar allows navigating through the list.

The following information is displayed in the main view:

<i>Tenant Name</i>	Name of the tenant
<i>License ID</i>	This ID clearly identifies the license.
<i>License Name</i>	Name of the license
<i>Assigned</i>	Number of licenses which have been assigned to the tenant.
<i>In Use</i>	Number of licenses which are currently in use.



For licenses which cannot be assigned to a tenant more than once (special sub-type of the license type *Tenant Configuration*), the columns *Assigned* and *In Use* display the icon ✓ instead of a number.




4.1

Toolbar

The toolbar offers the following functions.



Fig. 2: Toolbar

	<i>Add tenants</i>	Opens tabs in the detail view in which you can add tenants and assign licenses (see chapter "Assign licenses", p. 18). You can only add tenants who have already been created in the system.
	<i>Configure licenses</i>	Opens a list of all licenses in the detail view which have been assigned to the selected tenant (see chapter "Edit assigned licenses", p. 21).
	<i>Delete</i>	Deletes the selected tenant or the selected license.
<i>Licensing</i>	<i>Clone Tenant Configuration</i>	Copies the selected tenant configuration (see chapter "Clone tenant configuration", p. 25).
	<i>Request License File</i>	Requests a license file via Internet (see chapter "Request licenses via Internet", p. 12).

	<i>Export License Request</i>	Creates a file which allows requesting a license file via e-mail (see chapter "Request licenses via e-mail", p. 13).
	<i>Import License File</i>	Imports a license file received by e-mail into the system (see chapter "Request licenses via e-mail", p. 13).
	<i>Reports</i>	Offers different views of the available licenses (see chapter "Reports", p. 28).
<i>General</i>	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

5 Detail view

The detail view contains information of the selected tenant or the selected license.

5.1 Detail view Tenant



Fig. 3: Detail view Tenant

You see the tenant's name.

5.2 Detail view License



Fig. 4: Detail view License

You see the following information:

<i>Assigned</i>	Number of licenses which have been assigned to the tenant. Enter the number of licenses you would like to assign to the tenant.
<i>Available</i>	Number of licenses which are still available and can be assigned.



For licenses which cannot be assigned to a tenant more than once (special sub-type of the license type *Tenant Configuration*), no license details are displayed.

Request licenses

The licenses are administered centrally at ASC headquarters (ASC HQ). You can request the licenses via e-mail or via Internet.

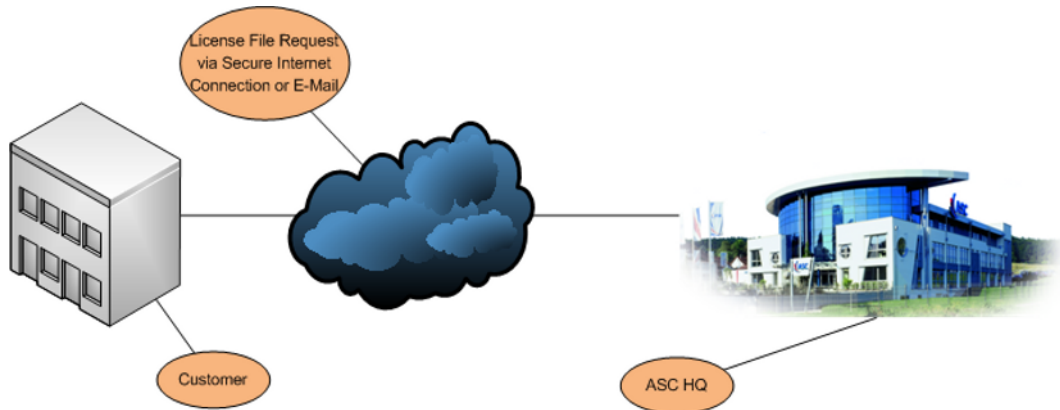


Fig. 5: Request licenses

To request licenses, you need your order number and the system ID. For German customers, this information can be found on the cover of the CD case which comes with the product. For international customers, this information is contained in the invoice, in the corresponding e-mail, and in the test report.

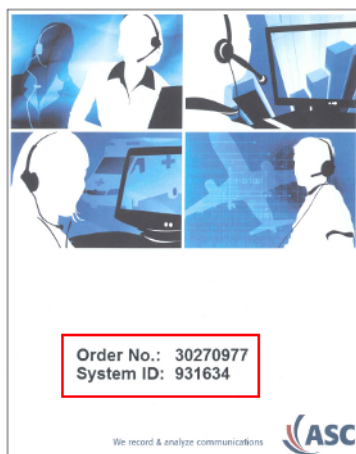


Fig. 6: CD case

6.1

Request licenses via Internet

The easiest way to request licenses is via Internet. In the process, the system accesses the ASC License Management System via <https://licensing.asc.de>.

Proceed as follows:

1. Click on the menu item *Licensing > Request License File* in the toolbar.
2. Enter the order number and the system ID.

Request License File ✕

Order number*	66666666
System ID*	2323290

Request Cancel

Fig. 7: Request license file

- Click on the button *Request* to confirm your entry.
 - ⇒ The license server sends a message as soon as the license file has been received successfully; if the action could not be executed, an error message is sent.
- Upon successfully receiving the license file, the purchased licenses are displayed in the report *License File*, see [chapter "Tab License File", p. 28](#).
 - ⇒ Now you can assign the licenses, see [chapter "Assign licenses", p. 18](#).



In 1-tenant systems, all purchased licenses are automatically assigned to the tenant who has been created by the system (*1st tenant*).

6.2

Request licenses via e-mail

Another possibility to request licenses is the e-mail request. To do so, system information is saved as an encrypted file, sent to the ASC headquarters via e-mail and sent back directly to the addressee with the respective license file in the attachment. This file is then imported into the system and can be used.

Proceed as follows:

- Click on the menu item *Licensing > Export license request* in the toolbar.
- Enter the order number and the system ID.

Export System Information ✕

Order number*	66666666
System ID*	2323290

Download Cancel

Fig. 8: Export system information

- Click on the button *Download* to confirm the entry.
 - ⇒ The file *request.zip* is created. Save this file in your system.
- Send this file via e-mail to the recipient *licensing@asc.de*.

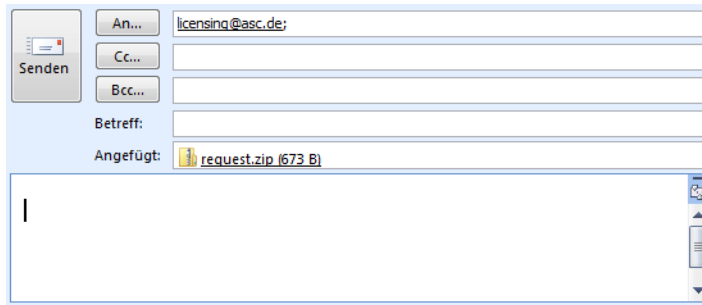


Fig. 9: Send system information

5. Within the next few minutes you will receive an answer with the respective license file in the attachment.

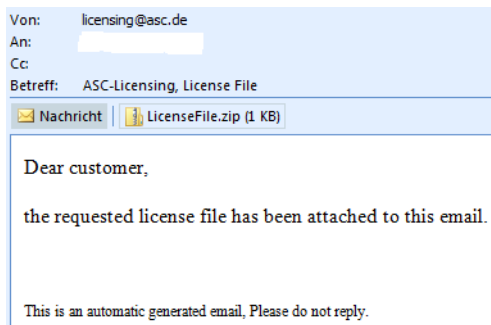


Fig. 10: Receive license file



Your request is processed automatically. If you do not receive an answer, contact ASC head-quarters.

6. Save the file *LicenseFile.zip* on the hard disk of your system.
7. Click on the menu item *Licensing > Import license file* in the toolbar.
⇒ The window *Upload File* appears.
8. Click on the button *Choose File*.

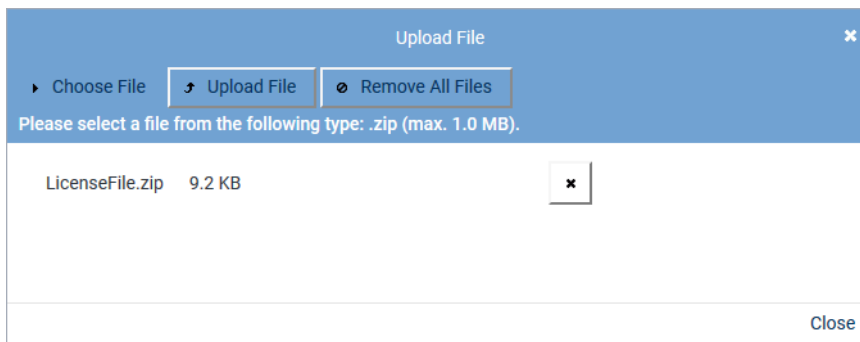



Fig. 11: Upload File

9. Select the saved file *LicenseFile.zip* via the explorer and click on the button *Open*.
10. To upload the file, click on the button *Upload File*.
To remove a selected file from the list, click on the button  next to the respective file.

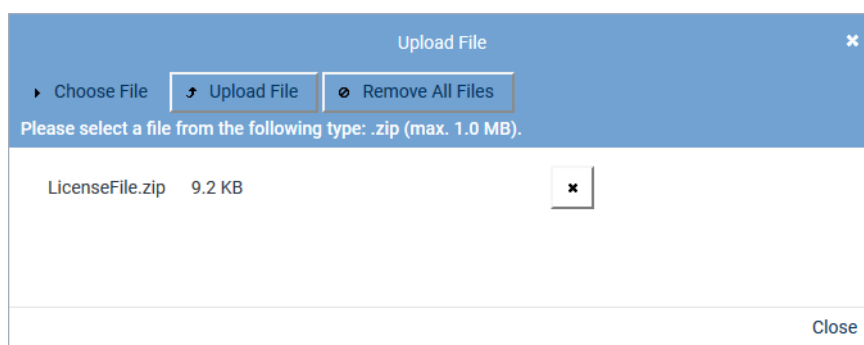


Fig. 12: Upload File

11. Upon clicking on the button *Upload File*, the file is imported into the system.

- ⇒ The purchased licenses are displayed in the report *License File*, see [chapter "Tab License File", p. 28](#).
- ⇒ Now you can assign the licenses, see [chapter "Assign licenses", p. 18](#).



In 1-tenant systems, all purchased licenses are automatically assigned to the tenant who has been created by the system (*1st tenant*).

Installation of neo on customer hardware or usage of EVOLUTIONneo

During the installation, the license is coupled with the hardware. I. e. after having requested a license, it is permanently assigned to the hardware. If hardware components are exchanged or neo must be installed on new hardware, a new license must be requested, see [chapter "Request licenses"](#), p. 12.

If a hardware system is supposed to be used with neo key management, additionally the ASC Dongle Manager is required. The ASC Dongle Manager is a service that can be installed on any system within the customer network. The service accesses the encrypted database installed there which contains information about the deployed product.

Installation in a virtual environment

If you use the recording system in a virtual environment, the Licensing module must authenticate with one of the following instances:

- **ASC License Management System (LMS)**
Service which is operated at ASC Headquarters. This service enables you to request licenses, see [chapter "Request licenses"](#), p. 12. The Licensing module of your neo system accesses this service by means of [SSL](#). To be able to do so, a permanent Internet connection to the ASC LMS must be guaranteed.



Attention! The ASC License Management System does not support neo key management! If you would like to use neo key management, you must use a Trusted License with the ASC Dongle Manager.

- **Trusted License**
To operate a neo system in a virtual environment where a permanent Internet connection to the ASC licensing system cannot be guaranteed, the option *76523120 Trusted License* is required. If this licensing option is supposed to be used in connection with neo key management, additionally the ASC Dongle Manager is required.

The ASC Dongle Manager is a service that can be installed on any system within the customer network. The service accesses the encrypted database installed there which contains information about the deployed product.



When using a *Trusted License*, [VMs](#) can change hosts without requiring a license reset.

- **Hardware Dongle via Digibox (only for upgrades of older neo versions)**
It is possible that older neo versions are still using a hardware dongle for authentication. The dongle is connected via the Digibox and the ASC Dongle Manager. This constellation supports neo key management. The authentication server is configured in the Servers module.



For information about the configuration of servers and recording architectures refer to the administration manual for system providers *Configuration servers and recording architectures*.

8 Refresh licenses

8 Refresh licenses

If you purchase licenses later, they are requested and imported into the system exactly the same way as described in [chapter "Request licenses via Internet", p. 12](#) and [chapter "Request licenses via e-mail", p. 13](#).

Assign licenses

If you have purchased a multi-tenant system, you can assign the different licenses to the different tenants of the system.



Before you can configure the licenses for a tenant in the Licensing module, this tenant has to be created in the Tenants module (see administration manual *System Configuration - User management*).

The number of tenants who can be created is equal to the number of the *Tenant* licenses which are available in the system.


By default 2 tenants are created during the installation (system provider and first tenant).



In 1-tenant systems, all purchased licenses are automatically assigned to the tenant who has been created by the system (*1st tenant*).



You can exclude tenants from using certain modules by explicitly assigning them 0 licenses for the respective module. That way, you block the dynamic assignment of licenses from the license pool.

1. If the tenant to whom you would like to assign licenses to is not yet known within the Licensing module, click on the icon  (*Add tenants*) in the toolbar.



This functionality is only available if the license *Tenants* is available and tenants have been created in the system.

2. Click on the button **+** (*Add*).

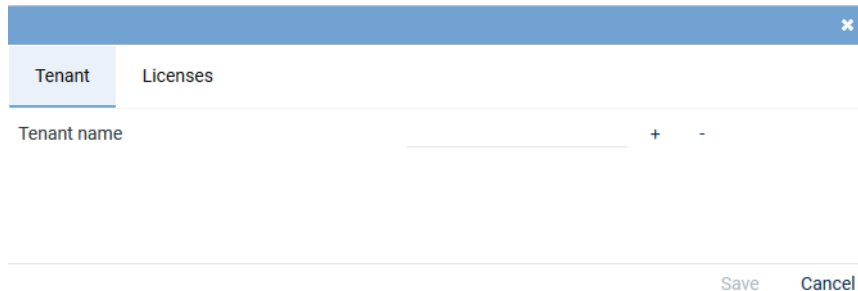


Fig. 13: Add tenants

3. Select the respective tenant.

Tenants					
Tenant	Contact Person	E-mail	Street	City	Country
3rd-Tenant					

Rows per page: 20 1 - 1 of 1

Add Cancel

Fig. 14: Select tenants

- To add the selected tenant, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.
- Switch to the tab *Licenses*.

Tenant Licenses		
License ID	License name	Assigned
No records found		
Add Delete		

Fig. 15: Tab Licenses

- Click on the button *Add*.
- Select the licenses you would like to assign to the agent.

Assign Licenses

License ID ↕	License Name ↕
10101001	Recording MVTC
10101002	Recording PCM30
10101003	Recording PRI Passive
10101004	Recording Analog
10101005	Recording PRI Active
10102008	EVOIPneo active for Mitel MiVoice MX-ONE
10102009	EVOIPneo active for Alcatel-Lucent OmniPCX Enterprise IP-DR
10102010	EVOIPneo active for Avaya Aura

Add
Cancel

Fig. 16: Select licenses

8. To add the selected licenses, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.
9. Enter the number of licenses you would like to assign to the tenant.

Tenant
Licenses

License ID	License name	Assigned
10102008	EVOIPneo active for Mitel MiVoice MX-ONE	50
10300003	POWERplay Pro	30
10101003	Recording PRI Passive	10

Add
Delete

Save
Cancel

Fig. 17: Select number of licenses


10. To save the settings, click on the button *Save*.
To discard the settings or changes, click on the button *Cancel*.

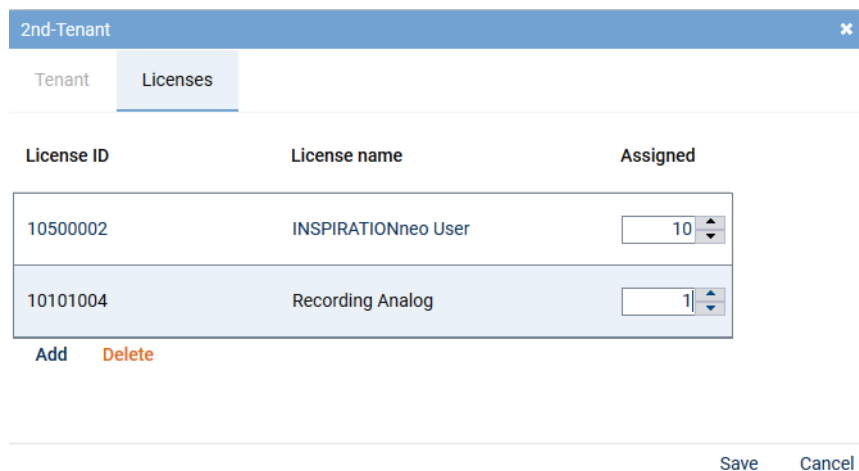
10 Edit assigned licenses

If you have already assigned licenses to a tenant, you can edit the assignments as follows:

- Add licenses (see [chapter "Add licenses", p. 21](#))
- Delete licenses (see [chapter "Delete licenses", p. 23](#))
- Change number of the assigned licenses (see [chapter "Change number of licenses", p. 22](#))

10.1 Add licenses

1. In the main view, select the tenant for whom you would like to edit the licenses.
 2. Click on the icon  (*Configure licenses*) in the toolbar.
- ⇒ The following window appears:



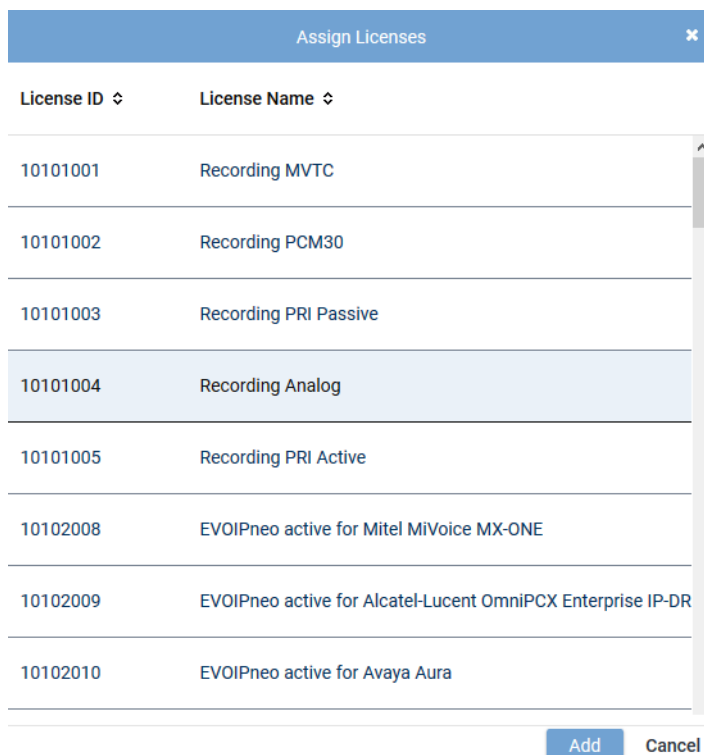
License ID	License name	Assigned
10500002	INSPIRATIONneo User	10
10101004	Recording Analog	1

[Add](#) [Delete](#)

[Save](#) [Cancel](#)

Fig. 18: Edit licenses (example)

3. Click on the button *Add*.
4. Select the licenses you would like to assign to the tenant.
To select several licenses or to revoke the selection, click on the respective line while holding the [Ctrl] key down.



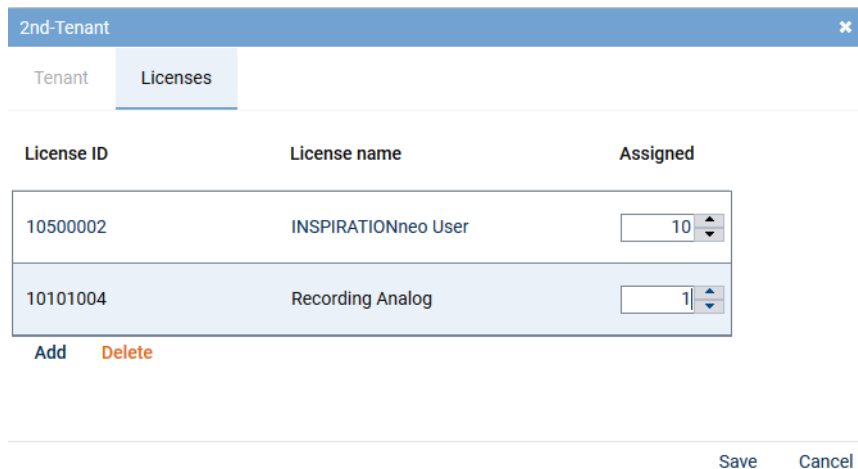
Assign Licenses

License ID ↕	License Name ↕
10101001	Recording MVTC
10101002	Recording PCM30
10101003	Recording PRI Passive
10101004	Recording Analog
10101005	Recording PRI Active
10102008	EVOIPneo active for Mitel MiVoice MX-ONE
10102009	EVOIPneo active for Alcatel-Lucent OmniPCX Enterprise IP-DR
10102010	EVOIPneo active for Avaya Aura

Add Cancel

Fig. 19: Select licenses

- To add the selected licenses, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.
- Enter the number of licenses you would like to assign to the tenant.



2nd-Tenant

Tenant Licenses

License ID	License name	Assigned
10500002	INSPIRATIONneo User	10
10101004	Recording Analog	1


Add Delete

Save Cancel

Fig. 20: Select number of licenses

- To save the settings, click on the button *Save*.
To discard the settings or changes, click on the button *Cancel*.

10.2 Change number of licenses

- In the main view, select the tenant for whom you would like to edit the licenses.
 - Click on the icon  (*Configure licenses*) in the toolbar.
- ⇒ The following window appears:

2nd-Tenant ×

Tenant Licenses

License ID	License name	Assigned
10500002	INSPIRATIONneo User	10
10101004	Recording Analog	1

Add Delete


Save Cancel

Fig. 21: Edit licenses (example)

- Adjust the number of licenses as necessary.
- To save changes, click on the button *Save*.
To discard the changes, click on the button *Cancel*.

10.3

Delete licenses

- In the main view, select the tenant for whom you would like to edit the licenses.
 - Click on the icon  (*Configure licenses*) in the toolbar.
- ⇒ The following window appears:

2nd-Tenant ×

Tenant Licenses

License ID	License name	Assigned
10500002	INSPIRATIONneo User	10
10101004	Recording Analog	1


Add Delete

Save Cancel

Fig. 22: Edit licenses (example)

- Select the license you would like to delete.
To select several licenses or to revoke the selection, click on the respective line while holding the [Ctrl] key down.
- Click on the button *Delete*.
⇒ The selected licenses are deleted from the list.
- To save the changes, click on the button *Save*.
To discard the changes, click on the button *Cancel*.



You can delete individual licenses directly, too, by clicking on the icon  (*Delete*) in the toolbar of the main view.

11 Invalid licenses

There are different scenarios that the system interprets as a sign that there are no valid licenses available, e. g.:

- Change of hardware or changes to the supporting [VM](#) infrastructure
- Defective dongle
- No connection to the dongle, e. g. because the dongle has been unplugged, the [USB](#) box is defective or not available or the ASC DongleMan is cannot be reached.

In these cases, the system behaves as it would during the grace period and will continue to be running for the next 30 days.

Invalid licenses due to issues with the hardware or the [VM](#) infrastructure can be refreshed by re-requesting them once again, see [chapter "Refresh licenses", p. 17](#).

No more audio recording licenses available

If no more audio licenses are available, recording takes place nonetheless. However, the recordings are tagged as blocked and can neither be replayed not evaluated. Replay and evaluation of recordings which have been blocked due to missing licenses can be released by ASC. In this case, contact your local ASC support or the ASC support at +49 700 27278776.

Clone tenant configuration

You can clone a tenant configuration. In the process, all licenses (assignment and number) of the cloned tenant are assigned to the new tenant, too. During the cloning process the systems checks whether enough licenses are available to create an identical configuration for the new tenant.

1. In the main view, select the tenant whose configuration you would like to clone.
2. Click on the menu item *Licensing > Clone tenant configuration* in the toolbar.
3. Click on the button *Add* in the detail view to select one or several tenants for whom you would like to clone the configuration.

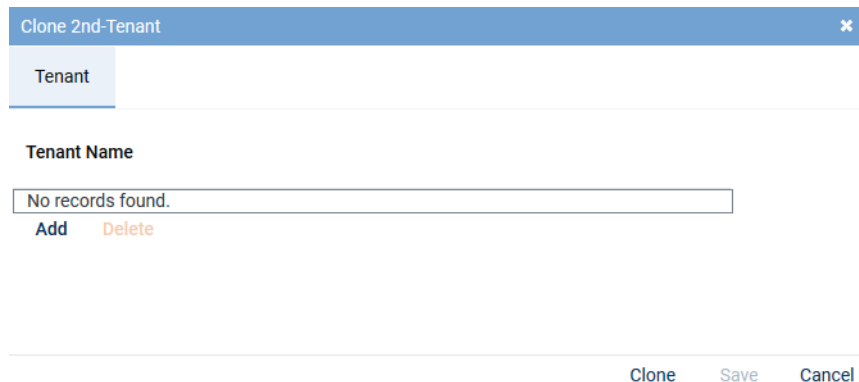


Fig. 23: Clone tenant configuration - add tenants

4. Select one or several tenants.
To select several tenants or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

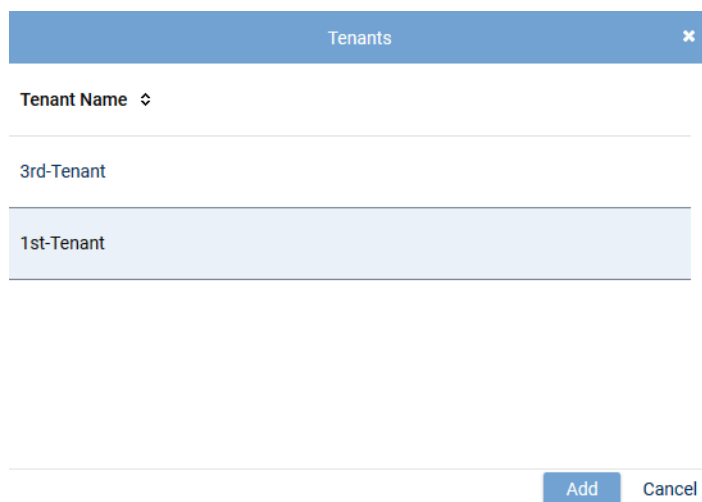


Fig. 24: Clone tenant configuration - select tenants

5. To add the selected tenant, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.
6. Click on the button *Clone* to check the status of the cloned license assignment.

Clone 2nd-Tenant

Tenant

Tenant Name

1st-Tenant

Add Delete

Clone Save Cancel

Fig. 25: Clone tenant configuration - check status

- ⇒ A window appears displaying the status of the individual licenses.
 You can show or hide the licenses of different tenants by clicking on the arrow in front of the tenant name.

Clone status					
Tenant Name	License ID	License Name	Assigned	Failed	Status
▼ 1st-Tenant					✓
	10500002	INSPIRATIONn 10	0	0	✓

OK Cancel

Fig. 26: Clone tenant configuration - view status

- To apply the licenses the way they are displayed, click on the button *OK*.
If you do not want to clone the license assignment, click on the button *Cancel*.
- To save the cloned configurations, click on the button *Save*.
- To cancel the cloning process, click on the button *Cancel*.

Clone 2nd-Tenant

Tenant

Tenant Name

1st-Tenant

Add Delete

Clone Save Cancel

Fig. 27: Save cloned tenant configuration

13

Reports

Reports offers different views of the available licenses. These views can be found in the following tabs:

- Tab *License File*
Overview of all licenses available in the system, their number, and type
- Tab *Summary Report*
Overview of all licenses available in the system, their number, and usage
- Tab *License Usage*
Overview of the maximum usage of the different licenses.
NOTICE! This tab is only available for multi-tenant systems.

To open the report view, click on the menu item *Licensing > Reports* in the toolbar.

13.1

Tab License File

In the tab *License File*, all licenses available in the system, their number, and type are displayed.

Reports			
License File	Summary Report	License Usage	
License ID ↕	License Name ↕	Number of Licenses	License Type ↕
10101001	Recording MVTC	200	Tenant Concurrent
10101002	Recording PCM30	200	Tenant Concurrent
10101003	Recording PRI Passive	200	Tenant Concurrent
10101004	Recording Analog	200	Tenant Concurrent
10101005	Recording PRI Active	200	Tenant Concurrent
10102008	EVOIPneo active for Mitel MiVoice MX-ONE	200	Tenant Concurrent
10102009	EVOIPneo active for Alcatel-Lucent OmniPCX Enterprise IP-DR Link	200	Tenant Concurrent
10102010	EVOIPneo active for Avaya Aura	200	Tenant Concurrent

Fig. 28: Tab License File

The following information is displayed for each license:


<i>License ID</i>	This ID clearly identifies the license
<i>License Name</i>	Name of the license
<i>Number of Licenses</i>	Number of purchased single licenses
<i>License Type</i>	Type of the license. A description of the license types can be found in chapter "License types", p. 7.



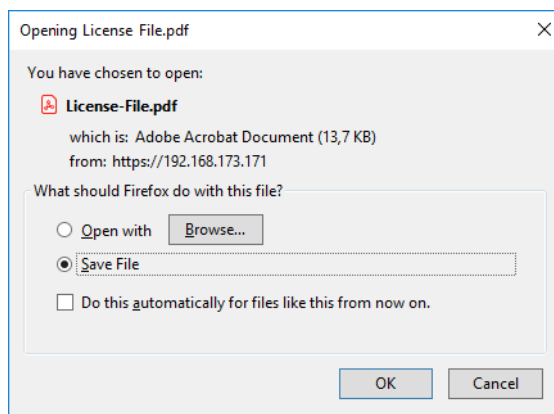
Icons for the supported export formats.

Click on the respective format icon to save or display a content of the license file in this format. The following formats are available:

- PDF
- CSV
- XML

1. To save or display the content of the license file in one the available formats, click on the icon for the respective format, e. g. .

⇒ The following window appears:



2. To open the license file in the selected format, select the option *Open with*.
To save the license file in the selected format, select the option *Save File*.
3. Click on the button *OK*.
⇒ The file is opened or saved in the local download directory.
4. To close the window *Reports*, click on the button *Close*.

13.2 Tab Summary Report

In the tab *Summary Report*, all licenses available in the system, their number, and information about their usage are displayed.

Reports					
License File	Summary Report	License Usage			
License ID ↕	License Name ↕	Number of Licenses	Assigned	In Use	Dynamic
10101001	Recording MVTC	200	0	0	200
10101002	Recording PCM30	200	1	0	199
10101003	Recording PRI Passive	200	0	0	200
10101004	Recording Analog	200	0	0	200
10101005	Recording PRI Active	200	0	0	200
10102008	EVOIPneo active for Mitel MiVoice MX-ONE	200	1	0	199
10102009	EVOIPneo active for Alcatel-Lucent OmniPCX Enterprise IP-DR Link	200	0	0	200
10102010	EVOIPneo active for Avaya Aura	200	0	0	200
10102011	EVOIPneo passive for Avaya Aura	200	1	0	199

Fig. 29: Tab Summary Report

The following information is displayed for each license:

License ID	This ID clearly identifies the license.
License Name	Name of the license.
Number of licenses	Number of purchased single licenses.
Assigned	Number of licenses which have been assigned to tenants. Information is only available for the following license types: <i>Tenant Concurrent</i> and <i>Tenant Configuration</i>
In Use	Number of licenses which are currently in use. Information is only available for the following license types: <i>Tenant Concurrent</i> and <i>Tenant Configuration</i>
Dynamic	Number of licenses which have not been assigned statically but are available for dynamic assignment. Information is only available for the following license types: <i>Tenant Concurrent</i>
Dynamic in use	Number of licenses which have been automatically assigned temporarily at the moment. Information is only available for the following license types: <i>Tenant Concurrent</i>

13.3

Tab License Usage



This report is only available for multi-tenant systems.

In the tab *License Usage*, you can see the how intensely the different tenants have made use of their licenses.

Reports ×

License File
Summary Report
License Usage




Tenant name ▼

Start Date 07/08/2021 📅

End Date 07/08/2021 📅

Submit




License ID ⚙	License Name ⚙	Date ⚙	Peak Value	Time ⚙
10500005	INSPIRATIONneo eLearning Module	2021-07-08	1	Thu Jul 08 00:00:00 CEST 2021
10700014	Import & Export	2021-07-08	1	Thu Jul 08 00:00:00 CEST 2021
10102046	Recording Video	2021-07-08	2	Thu Jul 08 00:00:00 CEST 2021
10500010	INSPIRATIONneo Agents Module	2021-07-08	1	Thu Jul 08 00:00:00 CEST 2021
10500003	INSPIRATIONneo Assignment Module	2021-07-08	1	Thu Jul 08 00:00:00 CEST 2021

Close

Fig. 30: Tab License Usage

- Select for which tenant and for which period of time you would like to determine the usage of the licenses.

<i>Tenant name</i>	<p>Tenant for whom the usage of licenses is supposed to be determined.</p> <p>Select the tenant name from the drop-down list.</p> <p>NOTICE! When selecting the value <i>Select One</i>, an overview of all tenants is displayed. You can show or hide the licenses of different tenants by clicking on the arrow in front of the tenant name. In this view, you cannot download a report.</p>
<i>Start date</i>	Beginning of the period of time for which the usage of licenses is supposed to be determined.
<i>End date</i>	End of the period of time for which the usage of licenses is supposed to be determined.
<div style="background-color: #4f81bd; color: white; padding: 2px 5px; display: inline-block;">Submit</div>	Transmits the selected values (tenant name and period of time) to the system so that a list of results is created.
List of results	Displays all licenses which were used by the selected tenant throughout the selected period of time including information about peak usage.
  	<p>Icons for the supported export formats.</p> <p>Click on the respective format icon to save or display a report in this format. The following formats are available:</p> <ul style="list-style-type: none"> PDF CSV XML

- Click on the button *Submit* to display the license usage according to the selected settings.
 - ⇒ In the list of results, all licenses are displayed which have been used by the selected tenant throughout the selected period of time.
 - ⇒ The following information is displayed for every license:

<i>License ID</i>	This ID clearly identifies the license.
-------------------	---


<i>License Name</i>	Name of the license.
<i>Date</i>	Date on which the peak value was reached.
<i>Peak Value</i>	Maximum number of licenses used simultaneously.
<i>Time</i>	Time when the peak value was reached.

When displaying the license usage of all tenants (*Select One*), the list of results features all used licenses including their peak value for all tenants.

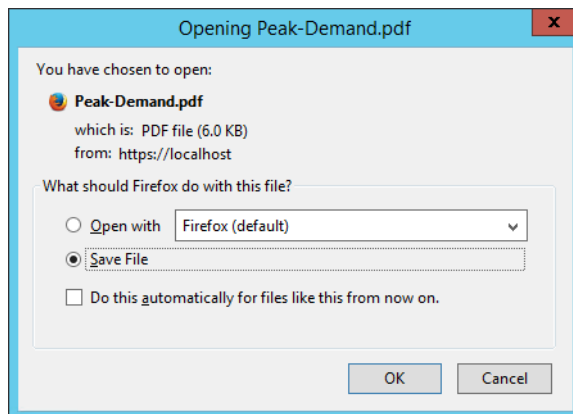


For the system provider, the licenses he has used himself as well as all the licenses used by all other tenants are displayed. The displayed peak values equal the sum of all concurrently used licenses of the tenants including the system provider.

In this view, you cannot download a report.

- To save or display the current report in one the available formats, click on the icon for the respective format, e. g. .

⇒ The following window appears:



- To open the report in the selected format, select the option *Open with*.
To save the report in the selected format, select the option *Save File*.
- Click on the button *OK*.
⇒ The file is opened or saved in the local download directory.
- To close the window *Reports*, click on the button *Close*.

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Glossary

ID

Identifier, ID

SSL

Secure Socket Layer

USB

Universal Serial Bus

VM

Virtual machine