

## License not converted when changing from 7.X (or older) to 8.1 (or newer) in AMC.

### PROBLEM

When upgrading a site, you change the Software Version from 7.X (or older) directly to 8.1 (or newer). After updating the record, it still shows 7.X licensing objects (listed as *EE*, *BE*, *Basic*, *Standard*, *Advanced*, *Premium* Agents or Employees).

### WORKAROUND

1. Set the Software Version back to where it was originally (or 7.1.3.3). Click Update.
  2. Set the Software Version to 8.0.0.0. Click Update.
- NOTE: The licensing should convert to the 8.X Licensing model now.
3. Set the Software Version to the correct version (8.1.X.X). Click Update.

If this does not work, please log a ticket with the AMC support team at [AMC\\_Accounts@Mitel.com](mailto:AMC_Accounts@Mitel.com).

### RESOLUTION

A code fix is being applied to the AMC on April 4th to ensure that the conversion occurs whether you change to 8.0.0.0, or any newer 8.X release.

### APPLIES TO

AMC, MiCC 8.1

**Keywords:** AMC conversion license update

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