Licensing - March 17th expiry for Subscription Timer

PROBLEM

Sites which updated their licensing between July 19th, 2016 and January 19th, 2017 had a subscription expiry applied in error.

This licensing issue is not related to software assurance, and has to do with software functionality expiring.

If you allow the subscription to expire on March 17th, without updating your license you may experience the following:

In MiContact Center Version 7.X or older...

- The Update License button will be removed from the Mitel Contact Center Management Licensing Tool.
- You will receive a warning that your Demo License has expired.
- Users will not be able to log into client applications.
- Outbound workflows will not function.
- Your licensing will revert to 1 voice media server, 75 voice licenses, 1 premium supervisor, Business Reporter, Call Accounting, and 50 extensions.

In MiContact Center Version 8.X or newer...

- The License Key is no longer remembered by the MiCC Setup wizard.
- You will receive a warning that your Demo License has expired.
- Users will not be able to log into client applications.
- Outbound workflows will not function.
- Your licensing will revert to 1 voice media server, 75 voice licenses, 1 premium supervisor, Business Reporter, Call Accounting, and 50 extensions.

ENVIRONMENT

Sites will be affected if, during the above time period, they performed any of the following actions:

- Renewed their Software Assurance
- Added new Part Numbers to their license
- Upgraded their version of MiContact Center
- Requested a new Desaware key
- Installed a new system

RESOLUTION

NOTE 1: If you have a second MiCC server running from the same license key, please read http://micc.mitel.com/kb/KnowledgebaseArticle52504.aspx before continuing.

NOTE 2: If you are running MiContact Center version 5.7 or older, **you must not update your license**. As per PB20160091 your license on the server has been migrated to version 8.0 and a 5.7 license is no longer available for download.

Before March 17th:

<u>In MiContact Center Version 7.X or older...</u>
NOTE: You cannot determine if your server is affected from the AMC itself.
1. Launch the Mitel Contact Center Management Licensing Tool.
2. If it shows a message that "there are # days remaining" along the top, move on to step 3. If there is no such message and it reports a valid license found, there is no expiry, and you need not follow the next steps.
3. Click Update License.

4. The license update will take 60 seconds or less. This will not affect the server provided you have not made any licensing changes since the previous license update performed, it will merely re-sync with the licensing server to ensure accuracy.
5. We recomend restarting your MiContact Center server after hours in order to ensure all services have the updated license information.
NOTE: If you do not have an internet connection to complete this action, you will need to save a copy of your CCMv5.dlsc file and manually sign it through AMC.

<u>In MiContact Center Verison 8.X or newer...</u>
NOTE: You cannot determine if your server is affected from the AMC itself.
1. Launch MiCC Setup.
2. Click Update License.

NOTE: If the Update License button is not present you will need to run a Repair. Once you reach the User Agreement page, continue on step 3 below. If an update is required, continue until you receive a message stating that the license was updated, then close the MiCC Setup application. Completing the repair is not necessary.
3. When the User Agreement page comes up, hit F2. This will open the detailed licensing page.
4. Scroll down until you find "SubscriptionDaysRemaining". If this shows a positive value (Any number from 0 or above), proceed to step 5. A value of -1 means that there is no subscription expiry, and you need not follow the next steps.
5. Agree to the license agreement and complete the wizard by clicking Next until Finished.
6. The license update will take 60 seconds or less. This will not affect the server provided you have not made any licensing changes since the previous license update performed, it will merely re-sync with the licensing server to ensure accuracy.
7. We recomend restarting your MiContact Center server after hours in order to ensure all services have the updated license information.
NOTE: If you do not have an internet connection to complete this action, you will need to save a copy of your CCMv5.dlsc file and manually sign it through AMC.
After March 17th:

NOTE: You will need your License Key to recover after March 17th. If you do not have it on file, or the original email, you can log into AMC to find your current key.

<u>In MiContact Center Version 7.X or older...</u>
1. Launch the Mitel Contact Center Management Licensing Tool.
2. Click Register Online.
3. You will need to input your Desaware License Key.

4. Click Register.
5. Restart the MiContact Center Business Server.
NOTE: If you do not have an internet connection to complete this action, you will need to save a copy of your CCMv5.dlsc file and manually sign it through AMC.

In MiContact Center Verison 8.X or newer...
1. Launch MiCC Setup.
2. Click Update License.
NOTE: If the Update License button is not present you will need to run a Repair. Once you reach the User Agreement page, continue on step 3 below. If an update is required, continue until you receive a message stating that the license was updated, then close the MiCC Setup application. Completing the repair is not necessary.
3. You will need to input your Desaware License Key.
4. Click Next and follow the on-screen prompts.
5. Restart the MiContact Center Business server.
NOTE: If you do not have an internet connection to complete this action, you will need to save a copy of your CCMv5.dlsc file and manually sign it through AMC.

APPLIES TO
MiCC, all versions
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