

## How to perform a CCM license registration with no internet, or when you get the error “No License Servers are available”.

### PROBLEM

You are unable to license a CCM or IQ server when there is no internet access available, or there is a network or firewall configuration which prevents access to <http://www.prairieFyre.com:80>

When running the Licensing Wizard in such circumstances, you will get the error “No License Servers are available.”

### RESOLUTION

Perform an offline registration by providing a MiContact Center representative with the CCMv5.dlsc file from the server and having them manually sign the file.

1. Locate the DLSC file

CCM 7.x and later, and CCM 6.x on 64-bit servers:

<Install Drive>\Program Files (x86)\prairieFyre Software Inc\CCM\CCMv5.dlsc

CCM 5.8, and CCM 6.x on 32-bit servers:

<Install Drive>\Program Files\prairieFyre Software Inc\CCM\CCMv5.dlsc

IQ location:

<Install Drive>\Program Files\Mitel Networks\6160\Utilities\License Client\IQ.dlsc

2. If you are a Mitel partner, please open a web ticket and attach the file. If you are an end customer, please call MiContact Center Product Support at 1-613-599-0045.
3. The Mitel Product Support representative will sign the file and send it back to you

**NOTE:** It is very important to provide the correct information to avoid license key mismatch issues

4. Copy the file to the original folder and overwrite the existing file

### APPLIES TO

CCM/IQ version 5.8 GA or later

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