Remote Feature Activation
Getting Started with Remote Feature
Activation (RFA)

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Chapter 1: Remote Feature Activation Overview

Remote Feature Activation (RFA) is a web-based application that is used to create and deliver license files for Avaya products. The license files are created using information from the customer and the SAP order.The SAP ordering information can be entered directly into SAP or Avaya and Avaya BusinessPartners can use the Order Messaging/OA Price Tool.

RFA user requirements

To meet the requirements to access RFA you must:

l Be one of the following:

- An Avaya associate or designee with a valid Avaya HRID number. This requirement also includes the Variable Workforce associates.

- An approved BusinessPartner with a valid BusinessPartner number.

- An approved Avaya contractor. This individual typically works for Avaya without a valid HRID number.

l Have a computer equipped with:

- Internet Explorer 5.0 or later

- 128 bit encryption

- Internet access to the RFA web site

- The supported monitor resolution of 800 X 600

ₗ Be registered and authenticated for each of the Avaya products in which you wish to create or modify a license file:

 - To be registered means you have been given a SSO (Single Sign On) login and are identified in the RFA database.

 - To be authenticated means that your coach or your Avaya Group Authorization Identification (GAI) manager has approved your access to RFA. For information on what a GAI is see Group Authorization Identification (GAI) on page 10.

RFA Design configuration

RFA does not provide design configurations. Avaya configurations must continue to be engineered using the existing tools and processes. The RFA process begins with an approved and accurate SAP order. A correct SAP order is key to the successful creation of the license file.

RFA Reliability and availability

RFA has been designed for high reliability and high availability. RFA is normally available 24 hours a day, seven days a week. However, please be aware that there are factors that exist that will limit RFA availability for up to twelve hours at a time. These factors include maintenance, interactions with other systems that are not available, etc. The times for scheduled RFA outages are posted on the RFA Information page at http://rfa.avaya.com. Please check the RFA Information page regularly for the most current information.

Note:

 It is highly recommended that you create a license file as soon as you have all the needed information. Do not wait until the day of installation to obtain the license file.

Registration information

This section explains how to register for RFA for Avaya Associates and BusinessPartners.

Registration for Avaya Associates

To log on to RFA you must have a valid Single Sign On (SS0) login and password. The SSO system provides access security for many Avaya applications, including RFA. You do not have to register for a SSO login if you are an Avaya associate.

> ⚠ **Important:**
> Check your personal information in RFA for accuracy. Make sure your POST information is correct.

Complete the following steps to register in RFA for a product family:

1. Access the RFA web site at http://rfa.avaya.com. This link takes you to the SSO login site.

2. After you enter your SSO login and password the RFA Information page appears.

3. Click **Register to Use RFA for a product family**.

4. Select the product family from the drop-down menu:

   - Select the job function that most closely resembles the job function that you perform. You can find a detailed description for each job function on the RFA Information page under the **RFA Job Function Descriptions** link.

   - Complete the required information and click **Submit**.

   - Your coach automatically receives an e-mail that must be approved before you can become an RFA user.

Registration for Avaya BusinessPartners

To log onto RFA you must have a valid Single Sign On (SS0) login and password. The SSO system provides access security for many Avaya applications, including RFA.

Make sure that your business card information is correct. The business card information is the same as your SSO information. Ensure that your e-mail address is accurate. You can update this information from the SSO login screen.

Complete the following steps to register for a product family:

1. Access the RFA web site at http://rfa.avaya.com. This link takes you to the SSO login site. If you already have a SSO login, enter your login and password. If you do not have a SSO login, click **New User** and complete the required information.

   After you enter your SSO login and SSO password the system displays the RFA Information page.

2. Click **Register to Use RFA for a product family** and select the product family from the menu:

3. Select one of the following user types:

   - **Tier 1 BusinessPartner** if you purchase directly from Avaya.

   - **Tier 2 BusinessPartner** if you purchase from a Tier 1 BusinessPartner.

   - **Contractor** if you are a contractor working for Avaya and do not have an Avaya HRID number.

4. Enter a Group Authorization Identification (GAI) number. Click **Show GAI Name** to verify that you entered the correct GAI. For more information on GAI, see Group Authorization Identification (GAI) on page 10.

5. Enter the e-mail address that your company provided to Avaya to receive the RFA generated e-mail. RFA uses this e-mail address to e-mail your request to access RFA to your company. Avaya must receive a reply to the e-mail before you can become an authenticated RFA user.

Group Authorization Identification (GAI)

A GAI is a unique number assigned to each BusinessPartner in RFA. This number is included on the system record of each license. A BusinessPartner must have their GAI on a system record in order to access it. The GAI for a Tier II BusinessPartner is available from the Tier I BusinessPartner. During the creation of a system record, the Tier I BusinessPartner must include the Tier II BusinessPartner's GAI. Should a BusinessPartner require access to a system record that does not contain their GAI, they can complete a form called **Transfer System Record to a Different BP** located on the RFA Information page.

Training

The detailed instructions on how to use RFA for each product family can be found in the *Avaya Remote Feature Activation (RFA) User Guide* located at http://support.avaya.com. You should read the RFA User Guide shortly before an upcoming installation to ensure you can apply the knowledge that you obtained.

Feature Keywords

RFA creates a license file based on the material codes that appear in the SAP order. RFA maps between the SAP material codes and the features and capacities in the license file. While the license file does not contain the material codes themselves, it does contain the features and the capacities that will be activated for the system. The features and capacities are represented by Feature Keywords. Feature Keywords are English text that uniquely identify which features and capacities to activate. A list of Feature Keywords for each RFA supported product, except Communication Manager, can be found in Chapter 2: Important Product Information on page 17. For a complete listing of the Communication Manager Keywords see the RFA Information page at http://rfa.avaya.com.

Value types

Each feature, feature capacity, or customer entitlement, falls into one of the following types.

- Type I: The Type I Features table contains the software features that are entitlements and the features that are purchased by the customer. Type I features have an on and off, or a yes and no setting.

- Type II: The Type II Features table contains features that have a value or capacity. For some Feature Keywords, the Setting column can be used to set the value for the Feature Keyword.

- Type III: The Type III Features Table contains registration features that have a product ID, a release, and a capacity setting.

Host IDs and serial numbers

RFA uses either the Host ID or the serial number to identify the Avaya product. Each Host ID or serial number must be unique within its product group and therefore can only be used once. You may use the same Host ID or serial number for multiple RFA licenses if the licenses are created for different products.

For products using WebLM as their licensing server, the Host ID of the WebLM server is used in RFA. For information on how to obtain the Host ID of your server, see Table 1.

Table 1: Host ID information table

Operating System	Command	Description
Windows	ipconfig/all	A 12 digit hexadecimal physical address is shown. Remove the hyphens before entering the address in RFA.
AIX	/usr/bin/uname -m	An eight digit hexadecimal Host ID is returned.
Linux	/sbin/ifconfig -a | grep HWaddr	A 12 digit hexadecimal HWaddr is returned. Remove the colons before enter the address in RFA
Solaris	ifconfig -a	An eight digit hexadecimal Host ID is returned.

Note:

> If WebLM is already installed on the server, you can display the primary Host ID of your server after you log into WebLM by clicking Server Properties.

RFA Swap-Out functionality

The RFA Swap-Out functionality is used when a licensed server needs to be replaced. The Swap-Out functionality creates a new RFA system record that contains the new Host ID or the serial number.

All RFA supported products use the Swap-Out functionality. For Communication Manager and Branch Gateways an authenticated user can perform the swap-out. For all other RFA supported products, the RFA Swap-Out functionality can only be performed by a Tier III Avaya Global Services associate. Use the following information to contact an Avaya support center:

l Avaya technician call 1-800-248-1234

l Avaya BusinessPartner call 877-295-0099

l For international please refer to the following URL to locate your international support center: http://support.avaya.com/japple/css/japple?PAGE=OpenPage&temp.template.name=Support_Countries

Pre-installation and application readiness checklist

Table 2 contains information that you need to obtain before accessing RFA to create or update a license file.

Table 2: Readiness checklist

Item	Completed
SAP order number	
Host ID or serial number	
RFA Transaction number or activity	
Email address of person receiving license file (if applicable)	
SID (if this is an addition or an upgrade)	
Complete Tier I, Tier II, and end-user customer information	

RFA help

There may be times when you need help with RFA or with a RFA license file. The organization that you call for help depends on the type of problem you are experiencing. Table 3 shows examples of the types of problems for which each Helpdesk provides support.

Table 3: Who to call for support

Organization	What they support

The IT Helpdesk	l The RFA application, such as:
	  - SSO logins and passwords
	  - RFA navigational support such as screens, error messages, and so on.
	  - Mistakes made in the RFA system record such as using the wrong SAP order number or the wrong serialized hardware component in the system record.
	l Problems with the SAP order number or creation of the transaction record.
	l Downloading the FET or LIT
	l Problems with system records such as creating, locating, and accessing a system record.

The Avaya Services Helpdesk	The license file or the authentication file(s) such as: l Getting the license file in to the Avaya product including reading the error messages and providing solutions l FET and/or LIT interactions with DEFINITY l License-Error mode and No-License Mode l The inability to connect to DEFINITY using Connect2

⚠️ **Important:**

If you are having trouble with the RFA application, or creating a license file or an authentication file, call the IT Helpdesk. If you need help installing a license or an authentication file, or if you are having trouble with a license or an authentication file that is already installed, call the Avaya Services Helpdesk.

Table 4 shows the Helpdesk group to contact and the Helpdesk's contact information for RFA application support.

Table 4: IT Helpdesk information

Groups	Contact
l United States and Canada Avaya associates l Members of one of the Variable Workforce Groups l Avaya Contractors l Avaya BusinessParters	l For urgent matters call 866-282-2948 or (303)354-8999. l For less urgent matters with an expected 48 hour (or more) response time send an e-mail message to *userdvservices@avaya.com.*
l All international callers	l No language support: 866-282-9248 or (303)345-8999 l Language support: Contact your regional support center. Support center contact information see *http://support.avaya.com/ japple/css/ japple?PAGE=avaya.css.OpenPage&temp.te mplate.name=Escalations_Global*

Chapter 2: Important Product Information

This chapter explains how the following product families work with RFA:

Advanced IP Phone Features

Advanced IP Phone Features is a release of firmware for the Avaya 4600 series IP phone that is comprised of the Avaya IP Phone application and a VPN client. The Avaya 4600 phone uses the VPN client to establish a secure IPSec tunnel for all traffic including signalling, media and application. The use of the phone is controlled by the number of concurrent user licenses that are managed by a WebLM application residing on a WebLM server. After the VPN tunnel is established, the phone must obtain a license from the WebLM server. Once the phone obtains a license it is allowed to register with Communication Manager.

Advanced IP Phone Features uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA as a unique identifier. For information on how to identify the Host ID of your server, see .

Advanced IP Phone Features license file information

Table 5 shows information that you will need to know to create a license file for Advanced IP Phone Features.

Table 5: Advanced IP Phone Features license Information table

New Installs	Additions	Swap-Outs	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
X	X	X	REGISTRATION is used for concurrent use of IP endpoint registration features within the server. This feature is a type 3 feature and will have a quantity associated with it. If the feature setting is MAX than the setting for this feature is at its allowed maximum.	REGISTRATION	3
			FEAT_ENTERPRISE activates the enterprise licensing on the WebLM server. This feature is a type 1 feature with a on or off setting. When this feature is set to 'ON', the WebLM server acts as the master WebLM server. A master WebLM server is used for administration of local WebLM servers and can be used to generate allocation license files for enterprise licensing.	FEAT_ENTERPRISE	1

Application Assurance Networking

Application Assurance Networking is a Linux-based application that runs on specific configurations of IBM eServer xSeries 306 and 336 platforms. Application Assurance Networking performs the following functions:

- Identifies the applications running on the network.
- Monitors the quality of service (QoS) provided by the network to each application session over a specific network path.
- Determines an alternate network path providing a greater QoS.
- In real-time, reroutes application sessions to better performing paths, without the applications or the users being aware of the reroute.

Currently there is only one application under the Application Assurance Networking product family that is licensed by RFA.

Application Assurance Networking uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA as a unique identifier. For information on how to identify the Host ID of your server, see

Application Assurance Networking license file information

Table 6 shows information that you will need to know to create a license file for Application Assurance Networking.

Table 6: Application Assurance Networking license file information table

New Installs	Additions	Support Updates	Upgrades	Swap-Outs	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
X	X	X	X	X	Reporting Only mode enabled, web application model	VALUE_AAN_CNA	2
					Web application reporting only tier	VALUE_AAN_CNA_TIER	2
					Route Assert mode enabled	VALUE_AAN_APC	2
					Route Assert tier	VALUE_AAN_APC_TIER	2
					VoIP application model configurable	VALUE_AAN_VOIP	2
					VoIP tier	VALUE_AAN_VOIP_TIER	2
							1 of 2

Table 6: Application Assurance Networking license file information table (continued)

New Installs	Additions	Support Updates	Upgrades	Swap-Outs	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
					Enterprise application model configurable	VALUE_AAN_ENT	2
					Enterprise tier	VALUE_AAN_ENT_TIER	2
					Real-time multimedia app model configurable	VALUE_AAN_MMED	2
					Multimedia tier	VALUE_AAN_MMED_TIER	2
					Streaming audio and video app model configurable	VALUE_AANSTRM	2
					Streaming audio and video tier	VALUE_AANSTRM_TIER	2
					Load table entries enabled	VALUE_AAN_WCO	2
					Load table entries tier	VALUE_AAN_WCO_TIER	2
							2 of 2

Application Design Environment

Application Design Environment (ADE) is the product family name within RFA. Dialog Designer (DD) is the only application under the ADE product family that requires an RFA license.

There are two major components of DD:

- A development environment that runs on a PC.
- A run-time component that runs on a web container on a web server.

The run-time component is the only component of DD that is licensed in RFA.

> ⚠️ **Important:**
> When the Dialog Designer CTI Connector is used through the Application Enablement Services JTAPI/TSAPI interface, the appropriate number of Application Enablement VALUE_TSAPI_USERS must be set. This setting may cause a change in the Application Enablement product family license. The correct number of VALUE_TSAPI_USERS that you enable is based on the number of supported VRU channels that use CTI simultaneously.

RFA licensed ADE components

Table 7 shows a list of what is being licensed by RFA for ADE.

Table 7: ADE licensed components

Product family application description	Application name in RFA	What is being licensed?
ADE	Dialog Designer	- The Dialog Designer standalone package - The Computer Telephony Integration (CTI) library enablement - The Computer Telephony Integration (CTI) library universal enablement - The IC library enablement - The IC library universal enablement

ADE license file information

ADE uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA as a unique identifier. For information on how to identify the Host ID of your server, see Host IDs and serial numbers on page 11.

Table 8 shows that you will need to know to create a license file for ADE.

Table 8: Application Design Environment license file information table

New Installs	Additions	Support Update	Upgrade	Swap-Out	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
X	X	X	X	X	DD standalone package: Allows customers without an Avaya IR or VP platform to run Dialog Designer applications.	VALUE_DD_UNIVERSAL	2
					CTI library enablement: Allows Avaya IR/VP customers who have purchased the CTI connector to interface with the CTI server through Dialog Designer applications.	VALUE_DD_CTI_LIBRARY	2
					CTI library universal enablement: Allows customers who don't have an IR/VP platform, but do have an Avaya CTI system to use the CTI connector in Dialog Designer to interface with their CTI system(s).	VALUE_DD_CTI_LIBRARY_ UNIVERSAL	2

1 of 2

Table 8: Application Design Environment license file information table (continued)

New Installs	Additions	Support Update	Upgrade	Swap-Out	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
					IC library enablement: Allows Avaya IR/VP customers who have purchased the IC connector to interface with their IC system through Dialog Designer applications.	VALUE_DD_IC_LIBRARY	2
					IC library universal enablement: Allows customers who don't have an IR/VP system, but who have an Avaya IC system, to use the IC connector in Dialog Designer to interface with their IC system(s).	VALUE_DD_IC_LIBRARY_ UNIVERSAL	2
							2 of 2

Application Enablement (AE) Services

![!] **Important:**

CVLAN is called Application Enablement (CTI) in RFA. Application Enablement (CTI) is the new name in RFA for the products formerly known as Computer Telephony Integration (CTI).

Upgrading to AE

You can upgrade to AE from a:

l Non-RFA windows platform (Avaya CT)

l CVLAN R9

l DEFINITY LAN Gateway (DLG):

  - Upgrades from DLG co-resident on Communication Manager to AE are supported.

  - Upgrades from a MAPD board to DLG are not supported.

An Upgrade to AE is considered a new install. You must invoke the new install functionality in RFA to perform the upgrade.

Upgrading CVLAN R9 to AE

Use the following process to upgrade CVLAN R9 to AE:

1. Obtain the existing System Identification Number (SID) of the CVLAN R9 to be upgraded to AE.

2. Call the help desk.

3. The help desk:

  - Checks the SID to verify that the RFA record is assigned to a CVLAN R9.

  - Executes the AE Conversion script that converts the CVLAN R9 system record to an AE system record.

Upgrading DEFINITY LAN Gateway to AE

DEFINITY LAN Gateway (DLG) can be installed on a MAPD board or co-resident on the same server as Communication Manager. When DLG is co-resident with Communication Manager, an upgrade to AE is considered a new install in RFA. There is no upgrade path to AE for a DLG on a MAPD board.

Note:
Communication Manager Release 3.0 does not support co-resident DLG.

CVLAN Server 9.0 for Linux

CVLAN is an Application Programming Interface (API) that allows applications to communicate with Avaya Communication Manager. The communication path between the CVLAN server and the Communication Manager server is made up of one or more ASAI links.

The CVLAN operating environment includes the following:

l CVLAN client

l CVLAN server running Linux 9.0

l Communication Manager server

CVLAN Client: The CVLAN client software runs on a workstation or a server and provides access to the Communication Manager server by way of the CVLAN server. You can obtain the CVLAN client software from the Avaya web site. You do not need an RFA license file for the CVLAN client software. Refer to Avaya CVLAN Server for 9.0 Linux Installation and Basic Administration Guide for information on the downloading the CVLAN client software.

CVLAN server: The CVLAN server software runs on a Linux based PC and manages ASAI traffic between the Communication Manager server and the CVLAN client. The CVLAN server requires an RFA license file.

RFA licensed AE applications

Table 9 shows what is being licensed for the applications that are in the AE product family.

Table 9: AE applications license information

Product family application description	Application name in RFA	What is being licensed
MVAP Server	Application Enablement Connections	Number of connections
CallVisor LAN	CVLAN	l Application l Number of connections l Proprietary links
DEFINITY LAN Gateway	DLG	Application
Telephony Services API	TSAPI	l Application l Number of users l Number of advanced users

AE license file information

AE uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA as a unique identifier. For information on how to identify the Host ID of your server, see Host IDs and serial numbers on page 11.

Table 10 shows information that you will need to know to create a license file for AE.

Table 10: AE license file information table

New Installs/Migrations	Additions	Swap-Out	RFA Feature Keyword Descriptions	RFA Feature Keywords for AE	Value Type
X	X	X	Application Enablement Connections Version	VALUE_AEC_VERSION	2
			Application Enablement Connections	VALUE_AEC_CONNECTIONS	2
			CVLAN	VALUE_CVLAN	2
			CVLAN Version	VALUE_CVLAN_VERSION	2
			CVLAN Proprietary Links	VALUE_PROPRIETARY_LINKS	2
			CVLAN Switch Connections	VALUE_SWITCH_CONNECTIONS	2
			DLG	VALUE_DLG	2
			TSAPI Version	VALUE_TSAPI_VERSION	2
			TSAPI Simultaneous Users	VALUE_TSAPI_USERS	2
			TSAPI Simultaneous Advanced Users	VALUE_TSAPI_ADVANCED_USERS	2

Avaya IQ

> ⚠️ **Important:**
>
> Avaya IQ is formally CCR. Avaya IQ does not display in the list of product families in RFA. Select CCR from the product family list to create or modify a license file for Avaya IQ.

Avaya IQ provides the existing features of the Communication Management System (CMS) while adding the following capabilities:

- Web based reporting
- Platform Choice
- Extensible Database
- Blending of Proactive Contact and CMS
- Greater capacity

An RFA license file is needed for Avaya IQ when you perform one of the following actions:

- New installations
- Additions
- Swap-out: A swap-out is performed when the hardware that was used for the Host ID in the RFA license file needs to be changed out for maintenance purposes. A swap-out allows the user to enter a new Host ID and obtain a replacement license file.
- Support Updates
- Upgrades
- Migrations

Host ID

Avaya IQ uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA license file as a unique identifier. For more information on how to identify the Host ID of the WebLM server, see

Avaya IQ licensing information

Table 11 shows information that you will need to know to create a license file for Avaya IQ.

Table 11: Avaya IQ licensing information

Keyword Description	Keyword	Value Type
Number of concurrent agents	VALUE_CCR_AGENTS	2
Number of concurrent report users	VALUE_CCR_REPORT_USERS	2
Historical Data Export	FEAT_CCR_HIST_DATAEXPORT	1
Realtime Data Export package A	FEAT_CCR_REAL_DATAEXPORT_A	1
Realtime Data Export package B	FEAT_CCR_REAL_DATAEXPORT_B	1
Realtime Data Export package C	FEAT_CCR_REAL_DATAEXPORT_C	1
Number of Communication Manager data resources	VALUE_CCR_CM_EVENTINPUTS	2
Number of Proactive Contact data sources	VALUE_CCR_PC_EVENTINPUTS	2
Enable Enterprise Licensing	FEAT_ENTERPRISE **Note:** This feature activates enterprise licensing on the WebLM server. If this feature is set to on, the WebLM server acts as a master and allows the administration of local WebLM servers.	1

Avaya Proactive Contact

Avaya Proactive Contact is a software and hardware product that provides a high performance predictive dialing functionality for calls centers for both inbound calls and outbound with blending.

An RFA license file is needed for Avaya Proactive Contact when you perform one of the following actions:

- New installations
- Additions
- Swap-out: A swap-out is performed when the hardware that was used for the Host ID in the RFA license file needs to be changed out for maintenance purposes. A swap-out allows the user to enter a new Host ID and obtain a replacement license file.
- Support Updates
- Upgrades

Host ID

Avaya Proactive Contact uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA license file as a unique identifier. For more information on how to identify the Host ID of the WebLM server, see Host IDs and serial numbers on page 11.

Avaya Proactive Contact licensing information

Table 12 shows information that you will need to know to create a license file for Avaya Proactive Contact.

Table 12: Avaya Proactive Contact licensing information

Keyword Description	Keyword	Value Type
Number of agents	VALUE_APC_TOTAL_AGENTS	2
Number of agents with predictive dialing	VALUE_APC_PREDICTIVE_AGENTS	2
		1 of 2

Table 12: Avaya Proactive Contact licensing information (continued)

Keyword Description	Keyword	Value Type
Number of Supervisor Workstations	VALUE_APC_SUPERVISORS	2
Number of Telephone Lines	VALUE_APC_PHONELINES	2
Number of CTI agents	VALUE_APC_TOTALCTIAGENTS	2
Number of CTI agents with predictive dialing	VALUE_APC_PREDICTIVECTIAGENTS	2
		2 of 2

Branch Gateways

The G250 and the G350 media gateways are the only RFA supported gateways in the Branch Gateways product family. License file requirements for the G250 and the G350 media gateway vary depending on the configuration.

Use the information in Table 13 to determine when an RFA license file is needed.

Table 13: Branch Gateways information table

G250/G350 Configuration	RFA license required?
A Standalone G250 or a G350 without Virtual Private Networking (VPN).	No.
A standalone G250 or a G350 with VPN.	Yes. You need one RFA license file to activate VPN.
A standalone G250 or G350 with an S8300 Media Server.	Yes. You need one RFA license file for Communication Manager.
A standalone G250 or G350 is with an S8300 Media Server and VPN.	Yes. You need two RFA license files: l One for Communication Manger l One to activate the VPN feature
The G250 or G350 is remotely controlled by a server. The G250 or G350 does not have VPN.	No.
The G250 or the G350 is remotely controlled by a server. The G250 or the G350 has an S8300 Media Server acting as an LSP.	Yes. You need one RFA license file for the LSP.
The G250 or the G350 is remotely controlled by a server. The G250 or the G350 has an S8300 Media Server acting as an LSP and has VPN.	Yes. You need two RFA license files: l 1 for the LSP l 1 for the VPN

The serial number for the G250 or G350 Media Gateway

Each Branch Gateway has a license file that contains a unique serial number. The same serial number cannot be used more than once within the Branch Gateways product family. When the G250 or the G350 has VPN and a S8300 Media Server, you need two license files. In this case, the serial number of the G250 or the G350 can be used for both license files because each license file is created in a different product group. In this example, the G250 or the G350 with VPN is licensed in the Branch Gateway product family while the S8300 Media Server is licensed in the Communication Manager product family.

To identify the G250 or the G350 serial number type, `show sys` from the command line interface.

Post installation verification

If you attempt to load a license file with a serial number that does not match the serial number of the new G250 or the G350 media gateway:

l The license file fails to install

l A SNMP notification is sent

l A message is written in the Syslog

Activating the VPN

After you load the license file, you must perform a reset on the G250 or the G350 media gateway to activate VPN. A feature setting of 1 indicates that VPN is turned on. A feature setting of 0 (zero) indicates VPN is turned off.

Branch Gateway license file information

Table 14 shows information that you will need to know to create a license file.

Table 14: Branch Gateway license file information table

New Installs/Migrations	Additions	Swap-Out	RFA Feature Keyword Descriptions	RFA Feature Keywords	Value Type
X	X	X	Virtual Private Networking	VALUE_VPN	2
			Platform	VALUE_PLATFORM	2

Communication Manager

A separate license file is required for each of the following Avaya servers:

- DEFINITY Server R, SI, and CSI (starting with release 10)
- DEFINITY ONE or IP600 (starting with release 10)
- Media servers:
  - S8100
  - S8300
  - S8500
  - S8700 series servers
- WAN Spare Processor (WSP)
- Survivable Remote Processor (SRP)
- Local Survivable Processor (LSP)
- Enterprise Survivable Server (ESS)

Note:

> An Avaya system that is equipped with a duplicated processor only requires one license file. This license file contains the serial number for both processors.

Communication Manager requires a license file when you are performing one of the following:

l An installation or a migration

l An addition

l A support update

l An upgrade

l A server or processor swap-out

A list of Feature Keywords and Feature Keyword descriptions can be found in the *DEFINITY/ MultiVantage/Avaya Communication Manager and Audix Feature Keywords* document at http://rfa.avaya.com.

Applications under the Communication Manager product family

There are several applications that may appear in an SAP order when creating a license file for Communication Manager. Currently the applications are:

l Communication Manager

l Call Center

l Audix

Applications appear in the following RFA tabs:

l SAP Order tab: Applications are listed in the Detailed Feature Information.

l Assign Order Items tab

l Module/App Details tab

l Features tab

To view the applications in the Module/App Details and the Features tab, use the drop-down menu to select the application. A screen appears with the information for that application.

IP connect to Multi-Connect migration changes

RFA 10.3 contains the following enhancements for systems migrating from IP connect to Multi-Connect and upgrading to Communication 4.0 or later:

l A migration from IP connect to Multi-Connect does not involve a hardware change, therefore a new serial number is not needed and will not be allowed in RFA.

l The Platform Type changes in the module record.

Note:

> The migration from IP to Multi-Connect and the upgrade to Communication
> Manager Release 4.0 or later, must be on the same material code.

Serial numbers for Communication Manager

You can find the serial number for Communication Manager in one of the following ways:

- Hardware: All Communication Manager servers and IPSI boards have the serial number printed on a label found in the front or the back of the hardware.
- Firmware: Serial numbers can also be identified through the firmware of the server or IPSI board.
- RFA (DEFINITY only): RFA provides a method to retrieve serial numbers on Avaya DEFINITY servers.

For more information on how to find the serial number for a Communication Manager server, see *The Remote Feature Activation (RFA) User Guide* at http://support.avaya.com.

Working with authentication files

In addition to the license file, Avaya servers that use an open operating system require an authentication file. The authentication file contains non-default passwords and Access Security Gateway (ASG) keys for the Avaya services logins. When you create an RFA system record for an Avaya system Release 11 and later, RFA automatically creates an authentication file.

Note:

> The Avaya DEFINITY servers do not run on an open operating system and
> therefore do not require an authentication file.

Note:

> For the S8100 Media Server Release 10 or earlier, the Automatic Registration
> Tool (ART) is used to generate the authentication file. ART is available to Avaya
> associates or the regional registration teams.

> ⚠️ **CAUTION:**
>
> If you are going to request a new authentication file, you must be logged in to the server before you request the new ASG key. If you are not logged in to server you will be locked out and will not have access to the server.

DEFINITY upgrades

DEFINITY upgrades may consist of one of the following:

- An upgrade:
  - From a DEFINITY Release 4 to a DEFINITY Release 9
  - From a DEFINITY release to a Communication Manager release
- A DEFINITY server that is upgrading within the same platform. Platforms for DEFINITY include the CSI, the SI, the R, the DEFINITY ONE, and the IP600.

  Note:

  The Feature Extraction Tool (FET) must be used to extract features from a DEFINITY server that is upgrading to Release 10 or later. For more information on FET, see *The Remote Feature Activation (RFA) User Guide* at http://support.avaya.com.

DEFINITY migrations

A DEFINITY migration may consist of one of the following:

- DEFINITY ONE to S8700 IP Connect
- DEFINITY ONE to DEFINITY CSI
- DEFINITY ONE to DEFINITY SI
- DEFINITY G3i, s, or vs, to DEFINITY CSI
- DEFINITY G3i, si, or vs, to DEFINITY SI
- DEFINITY G3d, G3i, or G3si, to DEFINITY R
- DEFINITY G3s, G3i, or G3si, to S8700 Multi-Connect
- DEFINITY R to S8700 Multi-Connect
- Any system that is currently at pre Version 4 upgrading to a Communication Manager release
- Upgrades from pre Release 4 to a Release 10

Note:
> DEFINITY migrations cannot use FET to extract existing features. Instead the GES configurator provides tracking or migration codes that carry forward optional features and capacities previously purchased to the new system record and license file. When the account team requests a DEFINITY migration in the GES configurator, they manually identify and input the existing features. The configurator produces an output containing both existing features and new capabilities on a single SAP order.

Communications Process Manager

Communications Process Manager is available in Phase A and Phase B. The following information provides a high-level description of Phase A and Phase B:

- Phase A provides a generalized click-to-call service for one or more parties using Avaya's Crystal 1.5 conference bridge.

- Phase B includes reference services that provide the following services:

  - Advisory Service

  - Notify and Response Service

  - Fire and Call

  - Exception Conference Service

  - Notify with Task Lists Service

  The above feature set requires Crystal R1.5 Conference Bridge and Avaya's Voice Portal R3.1.

An RFA license file is needed for Communications Process Manager when you perform one of the following actions:

- New installations

- Additions

- Swap-out: A swap-out is performed when the hardware that was used for the Host ID in the RFA license file needs to be changed out for maintenance purposes. A swap-out allows the user to enter a new Host ID and obtain a replacement license file.

- Support Updates

- Upgrades

Host ID

Communications Process Manager uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA license file as a unique identifier. For more information on how to identify the Host ID of the WebLM server, see Host IDs and serial numbers on page 11.

Communications Process Manager licensing information

Table 15 shows information that you will need to know to create a license file for Communications Process Manager.

Table 15: Communications Process Manager licensing information

Keyword Description	Keyword	Value Type
Communications Platform	VALUE_CPM_COMMUNICATIONS_PLATFORM	2
Communications Users	VALUE_CPM_COMMUNICATIONS_USERS	2
Advisory Service	FEAT_CPM_ADVISORY_SERVICE	1
Notify and Response Service	FEAT_CPM_NOTIFY_RESPONSE_SERVICE	1
Find and Call Service	FEAT_CPM_FIND_CALL_SERVICE	1
Notify with Task List Service	FEAT_CPM_NOTIFY_TASKLIST_SERVICE	1
Notify and Conference Service	FEAT_CPM_NOTIFY_CONFERENCE_SERVICE	1
Crisis Management Service	FEAT_CPM_CRISIS_MANAGEMENT_SERVICE	1

Customer Interaction Express

Customer Interaction Express (CIE) is a Contact Center application residing on a Microsoft based application server. CIE delivers a suite of Contact Center functionality including the following features:

 l Soft ACD

ₗ E-Mail Routing

ₗ Graphical Vectors

ₗ Skill Based Routing

ₗ IVR

ₗ Soft Dialer

ₗ Real-time and historical Contact Center reporting

> **Tip:**
>
> Customers may migrate from Business Contact Center (BCC) to CIE. Migrating from BCC to CIE requires an RFA license file. The New Install procedure in RFA is used to generate the license file for the migration.

> **Important:**
>
> Currently, orders for CIE that are placed in the Tenovis SAP (Atlas) box are not visible to RFA. Orders placed in Tenovis SAP require a manual RFA process to generate a license file. To kick off the manual process, the SAP order information should be provided to the KSPA group who handles most of the Tenovis license requests.

CIE licensing information

CIE uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA as a unique identifier. For information on how to identify the Host ID of your server, see Host IDs and serial numbers on page 11.

Table 16 shows information that you need to know to create a license file for CIE.

Table 16: CIE license information table

New Installs	Additions	Upgrades	Swap-Out	RFA Keyword Description	RFA Keywords	Value Type
X	X	X	X	Number of concurrent inbound voice user	VALUE_CIE_CC_USER_VOICE	2
						1 of 4

Table 16: CIE license information table (continued)

New Installs	Additions	Upgrades	Swap-Out	RFA Keyword Description	RFA Keywords	Value Type
				Number of concurrent outbound preview user	VALUE_CIE_CC_PREVIEW_USR	2
				Number of concurrent outbound autodialer user	VALUE_CIE_CC_AUTODIALER_ USER	2
				Number of concurrent outbound progressive dialer user	VALUE_CIE_CC_PROGRESSIVE _USER	2
				Number of concurrent e-mail user	VALUE_CIE_CC_USER_ NONVOICE	2
						2 of 4

Table 16: CIE license information table (continued)

New Installs	Additions	Upgrades	Swap-Out	RFA Keyword Description	RFA Keywords	Value Type
				Number of concurrent user with extended voice features	VALUE_CIE_CC_MONTELUSER	2
				Number of concurrent team leaders	VALUE_CIE_CC_TEAMLEADER	2
				Number of concurrent supervisors	VALUE_CIE_CC_SUPERVISOR	2
				Number of concurrent service users	VALUE_CIE_CC_SERVUSER	2
				Number of concurrent user with integration interface	VALUE_CIE_CC_BLCCON	2
				Number of concurrent TRS user	VALUE_CIE_CC-TRS	2
				Number of CIE ports	VALUE_CIE_IVR_PORT	2
				Number of CIE IVR systems	VALUE_CIE_IVR_CON	2
				Number of CIE TTS ports	VALUE_IVR_TTSPORT	2
				Number of CIE ASR ports	VALUE_CIE_IVR_ARSPORT	2
				Number of CIE TTS language ports	VALUE_CIE_IVR_TTSLANG	2
				Enablement of Texttemplates for users	VALUE_CIE_CC_TEXTMODULES	2
				Number of CLIP entries in DB	VALUE _CIE_CC_CLIP	2
				Number of ACM Switches connected	VALUE_CIE_CC_PX_ACM	2
				Number of I55 Switches connected	VALUE_CIE_CC_PX_I55	2
				Number of nonvoice media phone lines	VALUE_CIE_CC_MEDIA_LINE	2
				Enablement of SMTP Connector for Mail	FEAT_CIE_CC_SVC_SMTP	1
				Enablement of Faxrouting	FEAT_CIE_CC_SVC_FAX	1
				Enablement of SMS Routing	FEAT_CIE_CC_SVC_SMS	1
						3 of 4

Table 16: CIE license information table (continued)

New Installs	Additions	Upgrades	Swap-Out	RFA Keyword Description	RFA Keywords	Value Type
				Enablement of Skills Based Routing	FEAT_CIE_CC_SBR	1
				Enablement of Extended CallFlow Editor	FEAT_CIE_CC_EXTUI	1
				Enablement of CGI Scripts of Dialer	FEAT_CIE_CC_CGI	1
				Enablement of SPOP Server	FEAT_CIE_CC_SPOP	1
						4 of 4

Directory Enablement Management

An RFA license file is needed for Directory Enablement Management when you perform one of the following actions:

- l New installation

- l Additions

- l Upgrades

- l Swap-out: A swap-out is performed when the hardware that was used for the Host ID in the RFA license file needs to be changed out for maintenance purposes. A swap-out allows the user to enter a new Host ID and obtain a replacement license file.

- l Support upgrades

Host ID

Directory Enablement Management uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA license file as a unique identifier. For more information on how to identify the Host ID of the WebLM server, see

Directory Enablement Management licensing information

Table 17 shows information that you need to know to create a license file for Directory Enablement Management.

Table 17: Directory Enablement Management license information table

Keyword	Keyword description	Value type
VALUE_DEM_DSM	Concurrent directory connections	2

Enterprise Network Management Console

An RFA license file is needed for Enterprise Network Management Console (NMC) when you perform one of the following actions:

ı New installation

ı Swap-out: A swap-out is performed when the hardware that was used for the Host ID in the RFA license file needs to be changed out for maintenance purposes. A swap-out allows the user to enter a new Host ID and obtain a replacement license file.

ı Upgrades

Host ID

NMC uses WebLM as a licensing server. The Host ID of the WebLM server is used in RFA license file as a unique identifier. For more information on how to identify the Host ID of the WebLM server, see Host IDs and serial numbers on page 11.

NMC license file information

Table 18 shows information that you need to know to create a license file for NMC.

Table 18: NMC license information table

Keyword	Keyword description	Value type
FEAT_NMC	Enterprise Network Management Console	1

Event Processor

An RFA license file is needed for Event Processor when you perform one of the following actions:

- New installation
- Additions
- Upgrades
- Swap-out: A swap-out is performed when the hardware that was used for the Host ID in the RFA license file needs to be changed out for maintenance purposes. A swap-out allows the user to enter a new Host ID and obtain a replacement license file.
- Support upgrades

Host ID

A Host ID is used to license Event Processor. The Host ID of the server on which Event Processor is installed will be used. Event Processor uses a WebLM license but does not use a WebLM server.

Event Processor Licensing Information

Table 19 shows information that you need to know to create a license file for Event Processor.

Table 19: Event Processor licensing Information table

Host ID used	RFA Keyword Description	RFA Keywords	Value Type
X	Event Processor Distributed Processing feature	FEAT_EP_DIST_ PROCESSING	1
	Event Processor Input Data Source The number of input data sources licensed.	VALUE_EP_INPUT_ DATA_SRC	2
	Event Processor Output Data Stream The number of output data sources licensed.	VALUE_EP_OUTPUT_DATA_ STRM	2

Integrated Management

RFA supports the following application within the Integrated Management product family:

l VoIP Monitoring Manager (VMM): An RFA license file is required for VoIP Monitoring Manager 3.0 or later. VMM versions earlier than 3.0 do not require an RFA license file.

Refer to Table 20 for information on applications licensed by RFA for Integrated Management.

Table 20: Integrated Management applications

[1]RFA Application Name for Integrated Management	What is being licensed
Integrated Management Monitoring Solutions	l Application (3.0 or later) l Number of endpoints: - Up to 2000 - Additional 2000 l Gateways: - Up to 40 - Additional 40

1 The RFA Application Name is the name that represents Integrated Management within RFA.

On new installations of Integrated Management, an SAP order is used to enable the minimum quantities for both endpoints and gateway capacity. The RFA New Install capability is used to create a system record and generate a license file.

For additional endpoint and gateway capacity, a SAP order is required. Endpoints and gateways are bundled together in quantities of 2,000 endpoints and 40 gateways. The RFA Additions capability is used to add the new capacity and generate a new license file.

Integrated Management license file information

Table 21 shows information that you need to know to create a license file for Integrated Management.

Table 21: Integrated Management license file information table

Host ID	Host ID information	New Installs/Migrations	Additions	Support Update	Upgrade	Swap-Out	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
X	For Integrated Management, a Host ID is the Media Access Control Address (MAC) of the first ethernet port (eth0) on the WebLM server	X	X	X	X	X	VoIP Monitoring Manager (VMM) Version	VALUE_VMM_VERSION	2
							Maximum Number of Endpoints	VALUE_VMM_ENDPOINT	2
							Maximum Number of Gateways	VALUE_VMM_GATEWAY	2

Note:

The number of gateways and the number of endpoints are calculated separately. Additional quantities must be purchased if a customer exceeds *either* the maximum purchased endpoints or managed gateways.

Interaction Center

RFA is used to obtain a license file for Interaction Center (IC) when:

ɩ IC is purchased with Release 6.1.3 or later.

> **Note:**
>> When IC is purchased with Release 6.1.3 or later, the Interaction Center Operational Analyst (IC/OA) Price Tool version 3.4 or later is required.

ɩ IC is used in a production environment. If IC is being used for demonstration or evaluating purposes, an RFA license is not needed.

ɩ A single WebLM (one Host ID) environment is being used.

ɩ A permanent license is needed.

ɩ A change in the Host ID is needed. In this case the RFA Swap-Out functionality is used to create a new license file containing the new Host ID.

> **Note:**
>> If your Avaya IC system includes multiple sites, or a redundant multi-server solution, you need a series of segmented licenses. Each segmented license is specific to a WebLM application in your Avaya IC system. In these situations, RFA is not used to generate a license file. When RFA is not used to license IC, the E-mail License Request process at **icoakeyrequest@avaya.com** is used.

E-mail license request and IC

Use the existing E-mail License Request process when:

ɩ IC is being used in a non-production environment. In this case IC uses a development and test license.

ɩ IC was purchased with release 6.0.X through 6.1.2, or you are upgrading IC from a earlier release.

ɩ Multiple WebLM applications are used requiring multiple segmented licenses.

ɩ The customer is evaluating IC.

ɩ IC contains a temporary license.

> **Note:**
>> An Operational Analyst (OA) license can be requested by the E-mail License Request process.

IC license file information

Table 22 shows information that you need to know to create a license file for IC.

Table 22: Interaction Center license file information table

Host ID	Host ID information	New Installs/Migrations	Additions	Support Update	Upgrade	Swap-Out	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
X	The Host ID is the Media Access Control Address (MAC) of the first ethernet port (eth0) on the server.	X	X	X	X	X	Max num users concurrently logged into IC	VALUE_ TOTALAGENTS	2
							Max num users for inbound voice channel media	VALUE_ INBOUNDVOICE AGENTS	2
							Max num users for email media channel	VALUE_ EMAILAGENTS	2
							Max num users for web media channel	VALUE_WEB AGENTS	2
									1 of 3

Table 22: Interaction Center license file information table (continued)

Host ID	Host ID information	New Installs/Migrations	Additions	Support Update	Upgrade	Swap-Out	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
							PeopleSoft connector enabled	FEAT_ PEOPLESOFT SERVER	1
							Sibel 7 Connector enabled	FEAT_SIBLE7GW	1
							Sibel 2000 Connector enabled	FEAT_ SIBLE2000GW	1
							Max num of content analysis servers	VALUE_ CONTENT ANALYSISVRS	2
							Business Advocate feature enabled	FEAT_BUSINESS ADVOCATE	1
							Max num Softdialer agents	VALUE_SOFT DIALERSVRS	2
							Max num Softdialer servers	VALUE_SOFT DIALERSVRS	2
									2 of 3

Table 22: Interaction Center license file information table (continued)

Host ID	Host ID information	New Installs/Migrations	Additions	Support Update	Upgrade	Swap-Out	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
							Outbound feature of import list enabled	FEAT_SOFT DIALERIMPORT LIST	1
							Outbound feature of predictive dialing enabled	FEAT_SOFT DIALER PREDICTIVE	1
							Max num Avaya switch servers	VALUE_TS DEFINITYSVRS	2
							Max num Aspect switch servers	VALUE_TS ASPECTSVRS	2
							Max num Nortel Meridian switch servers	VALUE_TS MERIDIAN	2
							Max num Nortel Symposium switch servers	VALUE_TS SYMPOSIUM SVRS	2
									3 of 3

Meeting Exchange

Meeting Exchange Groupware Edition is shipped pre-configured to the customer. The assembly and test team is responsible to obtain the license file from RFA and load the license on to the Meeting Exchange server.

A unique Host ID is required to license each instance of Meeting Exchange. For help in finding the Host ID on your Meeting Exchange server, see the *Avaya Remote Feature Activation (RFA) User Guide* located at http://support.avaya.com.

RFA supports the following application within the Meeting Exchange product family:

- Groupware Edition

Meeting Exchange license file information

Table 23 shows information that you need to know to create a license file for Meeting Exchange.

Table 23: Meeting Exchange license file information table

Host ID	Host ID information	New Installs/Migrations	Additions	Support Update	Upgrade	Swap-Out	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
X	For Meeting Exchange, the Host ID is the Media Access Control Address (MAC) of the first ethernet port (eth0) on the Meeting Exchange server.	X	X	X	X	X	Number of Meeting Exchange Groupware Edition G.711 CODEX supported.	VALUE_MXGE_ G711_CODEX	2
							Number of Meeting Exchange Groupware Edition ports.	VALUE_MXGE_ PORTS	2

Modular Messaging

An RFA license is required for the following Modular Messaging features:

- Seats: The number of voice mail-enabled mailboxes that are being licensed.

- Text-to-Speech/engine type/language: The number and type of concurrent sessions of test-to-speech conversion that is being licensed.

- Platform: Messaging platform that is being licensed. Different versions of Modular Messaging work with Avaya, Microsoft, and IBM/Lotus messaging stores.

Host ID information

For Modular Messaging the Host ID is the voice mail domain identifier. The Host ID may be alpha/numeric and can be up to 50 characters in length. The format for a Modular Messaging Host ID is:

<8 hex char>-<4 hex char>-<4 hex char>-<4hex char>-<12 hex char>

Note:

Modular Messaging does not distinguish between upper and lower case letters.

Note:

For information on how to find the Host ID for Modular Messaging, see *The Remote Feature Activation (RFA) User Guide* at http://support.avaya.com.

Post installation verification

If the Host ID in the RFA license file does not match the Host ID in the Modular Messaging system, the License import Wizard in VMSC fails. The system displays a message that states that the license is not valid. The Windows event log on MAS, through which the import was requested, also contains an error event that says "The license does not refer to this system. Please obtain a new license."

Modular Messaging license information

Table 24 shows information that you need to know to create a license file for Modular Messaging.

Table 24: Modular Messaging license file information table

Host ID	Host ID information	New Installs/Migrations	Additions	Support Update	Upgrade	Swap-Out	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
X	Modular Messaging Host IDs are known as voice mail domain identifier outside of RFA.	X	X	x	X	X	Platform	VALUE_PLATFORM	2
							Modular Messaging Mailboxes	VALUE_MM_SEATS	2
							Text to speech, ScanSoft RealSpeak, Any Language	VALUE_TTS_ REALSPEAK_ANY	2
							Text to speech, Fonix, DECtalk US English	VALUE_TTS_ DECTALK_EN_US	2
							Text to speech, Scansoft TTS-3000 International	VALUE_TTS_ TTS3000_INT	2

one-X Mobile

one-X Mobile is a software application supporting multiple client types in a client/server environment. one-X Mobile communicates through AES to Communication Manager.

An RFA license file is needed for the following actions:

- New installs
- Upgrades and updates
- Additions
- Swap-Outs

one-X Mobile licensing information

Table 25 shows information that you need to know to create a license file for one-X Mobile.

Table 25: one-X Mobile license file information table

Host ID used	RFA Feature Keyword Descriptions	RFA Feature Keywords	Value Type
X	Maximum number of one-X Mobile administered users.	VALUE_ONEXM_USERS	2

one-X Portal

One-X Portal provides a web access point to Avaya servers such as:

l IP telephony

l Modular Messaging

l Mobility (EC 500)

l Meeting Exchange conferencing

One-X Portal is easy to install, can be managed centrally, and works without a VPN client installation on the PC desktop. One-X Portal users are able to support remote workers by way of remote call control of an Avaya Communication Manager station or a VoIP connection.

one-X Portal licensing information

Table 26 shows information that you need to know to create a license file for one-X Portal.

.

Table 26: one-X Portal license file information table

Host ID used	New Installs	Upgrades	Additions	Swap-Out	RFA Feature Keyword Descriptions	RFA Feature Keywords	Value Type
X	X	X	X	X	Maximum number of one-X Portal configured users	VALUE_ONEXPORTAL_USERS	2
					Maximum number of one-X Portal high availability configured users.[1]	VALUE_ONEXPORTAL_HA_USERS	2

1 This feature is reserved for future use.

Operator Set PC (OSPC)

OSPC is a PC based attendant console for Communication Manger that runs on XP, Server 2003, and the Vista operating system. OSPC provides a high integration into customer's workflow with two different modes: road warrior and telecommuter.

An RFA license file is needed for the following actions:

- New installs
- Upgrades and updates
- Additions
- Swap-Outs

OSPC licensing information

Table 27 shows information that you will need to know to create a license file for OSPC.

Table 27: OSPC licensing information

Keyword Description	Keyword	Value Type
OSPC client licenses	VALUE_OSPC_CLIENT	2
OSPC connection to external data bases	FEAT_OSPC_EXTERNAL_DB	1
OSPC absence info from calendar (outlook)	FEAT_OSPC_CAL_ABSENCE_OUTLOOK_NOTES	1
OSPC absence info from absence assist (Exchange)	FEAT_OSPC_ABSENCE_ASSIST_EXCHANGE	1
OSPC absence info from web tool	FEAT_OSPC_ABSENCE_WEB_TOOL	1
OSPC Network wide busy lamp	FEAT_OSPC_NBA_GENERAL	1
OSPC Network wide busy lamp number of stations	VALUE_OSPC_NBA_STATIONS	1
OSPC use of PUM users	FEAT_OSPC_PUM_USERS	1

Security Gateway

Avaya ships the Security Gateway product family with a default license file. An Avaya Security Gateway does not require an RFA license file unless additional capabilities are added. Additional capabilities include increasing the number of site-to-site connections and remote users.

Since the Security Gateway unit is shipped with a default license file the Security Gateway does not have a corresponding system record in RFA. When you add additional capabilities for the first time, use the New Install option in the RFA Application Main Menu. After the system record is created in RFA, use the RFA Additions functionality to create any future license files.

When you create a license file, the RFA system record reflects only the additional capabilities contained in the SAP order. RFA does not reflect the default settings. You can use the RFA **Features** screen to view the additional capacities. The Security Gateway combines both the capabilities of the default settings and the capabilities in the license file. Table 28 shows an example of a Security Gateway with increased capabilities.

Table 28: Security Gateway example

Scenario	Site-to-Site Connections	Remote Users
The default settings of the Security Gateway	25	50
The additional capabilities from the SAP order	10	30
RFA system record reflects this total	10	30
Security Gateway provides this total capability	35	80

Security Gateway models

Avaya requires a RFA license file on the following Security Gateway Solutions models:

  l SG5 Security Gateway

  l SG5X Security Gateway

  l SG200 Security Gateway

  l SG203 Security Gateway

  l SG208 Security Gateway

   Note:

   An RFA license is not required for Security Gateway unless you are adding additional site-to-site connections or remote users that are above the default entitlements.

Security Gateway license file information

Table 29 shows information that you need to know to create a license file for Security Gateway.

Table 29: Security Gateway license file information

Serial Number	New Installs/Migrations	Additions	Swap-Out	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
X	X	X	X	Site-to-site Remote Users	VALUE_SITETOSITE	2
				Number of Remote Users	VALUE_REMOTEUSERS	2

SIP Enablement Services

SIP Enablement Services integrates with Communication Manager to extend a set of SIP-based software services and SIP registration for:

- All current endpoints
- SIP endpoints
- Third-party applications

Most often, the SIP Enablement Services application requires SIP Trunking activated on the host Communication Manager server. Avaya Communication Manager, Release 2.0 and later, integrates with SIP Enablement Services as a telephony feature server to SIP-based endpoints.

The SIP Enablement Services solution typically requires two RFA license files: One for the Communication Manager host server, to activate SIP trunking, and one for the SIP Enablement Services server.

SIP Enablement Services module type

There is a single module type for SIP Enablement Services. The module type for SIP Enablement Services is SES_Main.

Post installation verification

If the Host ID of the server and the Host ID within the license file do not match, the SIP Enablement Services server enters in to a license-error mode. The SIP Enablement Services server can run in a license-error mode for up to 10 days. Service is not affected while the server is in the license-error mode. If the problem that created the license-error mode is not corrected after the 10 days, the SIP Enablement Services server ceases to operate.

SIP Enablement Services license file information

Table 30 shows information that you need to know to create a license file for SIP Enablement Services.

Table 30: SIP Enablement Services license file information

Host ID	Host ID information	New Installs/Migrations	Additions	Support Update	Upgrade	Swap-Out	RFA Feature Keyword Description	RFA Feature Keywords	Value Type
X	For SIP Enablement Services, a Host ID is the Media Access Control Address (MAC) of the first ethernet port (eth0) on the server.	X	X	X	X	X	Number of Edge Proxy seats	VALUE_EDGE_ PROXY	2
							Number of Basic Proxy seats	VALUE_BASIC_ PROXY	2
							Number of Client seats	VALUE_CLIENTS	2

Softclients

The Softclients product family contains one RFA licensed application that is named SIP Softphone.

Over a SIP, the Avaya SIP Softphone is a PC-based endpoint enabling users to:

- Initiate and receive calls
- Send and receive instant messages

There are three supported SIP softphone configurations:

- Avaya SIP Infrastructure (Converged Communications Server): When the Avaya SIP Softphone operates in a CCS environment, the SIP Softphone communicates using TLS with Avaya CCS 2.x and later. The SIP Softphone implements features as per IETF RFC 3261, IETF drafts for message-waiting indication, and a subset of the SIPPING 19 features (where applicable). For more information on CCS see SIP Enablement Services on page 60.
- Non-Avaya SIP Proxy, registrar, and endpoints: When the Avaya SIP Softphone operates in a non-Avaya SIP Proxy environment, it communicates using TCP and UDP with other vendor's SIP proxies, registrar, and endpoints. The SIP Softphone implements the SIPPING 19 (where applicable).
- No SIP Infrastructure (Peer-to-Peer): When the Avaya SIP Softphone is installed in an environment where no proxies are used, SIP Softphone provides basic telephony and IM functionality when communicating directly with another Avaya SIP Softphone.

Softclients Host ID information

The Host ID that is used for Softclients is the MAC address of the first Network Interface Card (NIC) on the WebLM server. The Host ID may consist of:

- Numbers and letters
- Up to 50 characters in length
- Upper and lower case letters
- Some special characters

Softclients license file information

A license for SIP Softphone contains the maximum number of SIP Softphones that can be running at one time. Once the maximum number is obtained, a user attempting to start a new session receives an error message that directs them to contact their support organization.

There is a single module type for Softclients. The name for the module type is SIPSP_Main.

Table 31 shows information that you need to know to create a license file for Softclients.

Table 31: Softclients license file information table

Host ID	New Installs/Migrations	Additions	Swap-Out	RFA Keyword Description	RFA Keywords	Value Type
X	X	X	X	IP Endpoint Registration	REGISTRATION	3

Unified Communication Center

Unified Communication Center (UCC) consists of a suite of applications. Each application uses the UCC License Server to obtain a license that allows the UCC application to run. The UCC applications are:

l Avaya Web Messaging Application (WMA)

l Avaya Web Collaboration Application (WCA)

l Avaya Advanced Speech Access (ASA)

A UCC License Server software is a product called Avaya License Manager. The RFA license file is installed on the UCC License Server. If the customer purchases the Web Messaging Application (WMA) or the Web Collaboration Application (WCA), then the UCC License Server is the UCC Base Server. If the customer purchases only the Advanced Speech Access (ASA) application, then the UCC License Server is the ASA Server (UCC Speech Server).

The UCC license file contains feature settings for the following:

l For the Web Messaging and Web Collaboration applications:

- Number of seats: The number of people who can use each UCC application at the same time.

- Expiration date

ı For the Advanced Speech Access application:

- Number of seats

- Expiration date

- Number of Automatic Speech Recognition ports

- Number of Text-to-Speech sessions

UCC Host ID information

For UCC the Host ID is the MAC address of the first Network Interface card in the UCC license server. If the customer purchases the:

ı Web Messaging Application (WMA) or the Web Collaboration Application (WCA), the Host ID is the MAC address of the first Network Interface Card (NIC) in the UCC Base Server.

ı Advanced Speech Access (ASA) application only, the Host ID is the MAC address of the first NIC in the ASA Server. The ASA server is also referred to as the UCC Speech Server.

UCC license file information

Table 32 show information that you need to know to create a UCC license file.

Table 32: UCC license file information table

New Installs/Migrations	Additions	Upgrade	Swap-Out	RFA Keyword Description	RFA Keywords	Value Type
X	X	X	X	Number of Adv. speech resource ports	VALUE_ASR_PORTS	2
				Number of Text to Speech ports	VALUE_TTSPORTS	2
				Number of seats	VALUE_SEATS	2
				Number of switch connections	VALUE_SWITCH_CONNECTIONS	2
				Text to speech, ScanSoft RealSpeak, any language	VALUE_TTS_REALSPEAK_ANY	2
				Maximum ports	VALUE_PORT	2
				Node locking	FEAT_NODELOCK	1

Voice Self Service (VSS)

The Voice Self Service (VSS) product family contains two applications that require an RFA license file:

l Interactive Response

l Voice Portal

VSS Host ID information

VSS uses the MAC address of the first Network Interface Card (NIC) on the WebLM server for licensing. The Host ID can contain:

- Numbers or letters
- Up to 50 characters in length
- Upper and lower case letters
- Some special characters

VSS license file information

Table 33 shows information that you need to know to create a license file for VSS.

Table 33: VSS license file information table

Host ID used	New Installs	Additions	Upgrades	Support Update	Swap-Out	RFA Keyword Description	RFA Keywords	Value Type
X	X	X	X	X	X	This Feature Keyword enables the Enterprise Licensing feature on the WebLM server	FEAT_ENTERPRISE	1
								1 of 2

Table 33: VSS license file information table (continued)

Host ID used	New Installs	Additions	Upgrades	Support Update	Swap-Out	RFA Keyword Description	RFA Keywords	Value Type
						Number of IR ports	VALUE_IR_PORTS	2
						Number of ASR ports	VALUE_IR_ASR_ PORTS	2
						Number of Test to Speech ports	VALUE_IR_TTS_ PORTS	2
						Number of servers with SNMP enabled	VALUE_IR_SNMP	2
						Maximum number of concurrent telephony ports	VALUE_VP_PORTS	2
						Maximum number of ASR connections	VALUE_VP_ASR_ CONNECTIONS	2
								2 of 2

Glossary

F

Feature Keywords See Feature Keywords on page 11. RFA uses Feature Keywords to identify features

FSO Field Service Organization

G

GAI See Group Authorization Identification (GAI) on page 10.

L

License File Encrypted file that activates features and capacities

P

POST Avaya's internal directory web resource.

Product family Identifies the Avaya product line such as Avaya Communication Manager and Branch Gateways.

R

RFA Remote Feature Activation. See Chapter 1: Remote Feature Activation Overview on page 7.

RFA IBM Helpdesk Navigational, escalation and SSO password support for the RFA application.

RTU Right-to-use

S

SAP Avaya's ordering system for products and services.

Serial numbers A serial number of the Avaya hardware is used to create a valid license file. The hardware serial number and the serial number within the license file must match.

Swap-Out RFA functionality used to create a new license file for maintenance.

SSO Single Sign-On is the Avaya corporate mechanism requiring a single login to allow users access to certain web sites.

System Record An RFA record for each licensed Avaya product.

T

Tier I BusinessPartner	A BusinessPartner that has a direct purchasing relationship with Avaya (Distributor).
Tier II BusinessPartner	A BusinessPartner that purchases from a Tier I BusinessPartner (Dealer).
Transaction Record	Temporary state when an RFA System Record is being created or updated. This converts to a permanent System Record upon completion.
Type 2 features	A feature that has a value.

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