A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Enterprise License Manager User Guide

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◁▷ Mitel®
Powering connections

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INTRODUCTION

MiCC Enterprise uses the Enterprise License Manager (ELM) to manage licenses. The ELM Technical Guide is installed with the ELM server. This document focuses on information specific to MiCC Enterprise. Please refer to the ELM Technical Guide for details on the use of ELM.

TO INSTALL THE ENTERPRISE LICENSE MANAGER SERVER

> **Note**: The Enterprise License Manager should be installed on only one PC on the network. If you already have ELM installed, simply provide the license server name during installation. The ELM client will automatically be installed with MiCC Enterprise.

1. Launch the **Enterprise License Manager** installation.

2. On the **Feature Selection Page**, select **Enterprise License Manager Server** and click **Next**

3. Select **Install License Server** Locally and click Next twice.

ENTERPRISE LICENSE MANAGER ON WINDOWS SERVER 2016, 2019 AND 2022

To be able to run ELM on Windows Server 2016, Windows Server 2019, or Windows Server 2022 IIS 6 compatibility has to be setup on the web server. To install the IIS 6.0 Management Compatibility Components, do the following:

1. Click **Start**, **Administrative Tools**, and then **Server Manager**.

2. In the left navigation pane, expand **Roles**.

3. Right-click **Web Server (IIS)** and select **Add Role Services**.

4. On the **Select Role Services** pane, scroll down to **IIS 6 Management Compatibility**.

5. Tick **IIS 6 Metabase Compatibility** and **IIS 6 Management Console**, and click **Next**.

6. Click **Install** at the **Confirm Installations Selections** pane.

7. Click **Close** to leave the Add Role Services wizard.

LICENSE HANDLING WITH MICC ENTERPRISE

MiCC Enterprise is delivered with a 60 day license file giving the customer time to test and purchase features and functions that are licensed. The trial license is located on the MiCC Enterprise DVD in the \ELM directory. Within 60 days a final license file (permanent license keys) must be installed to continue to use the system. The license file is downloaded from a Mitel Web interface on the Internet for smooth and fast administration. To access the web application the user needs a user id and password to the Web application. See Providing access to the application.

The license file downloaded through the web must be installed in the Enterprise License Manager. Enterprise License Manager controls the licenses for the MiCC Enterprise server. The MiCC Enterprise server periodically communicates with Enterprise License Manager to determine whether the license information has changed. If this is the case, MiCC Enterprise will update the internal license information within the MiCC Enterprise server. The periodic interval is 15 minutes, but licenses can be refreshed immediately using the Enterprise License Manager application.

For detailed information of Enterprise License Manager, please refer to Enterprise License Manager Technical Guide.

SYSTEM LICENSE HANDLING

In addition to the licenses for features, four system licenses are available:

- MiCC-E 9.8 Multimedia System Version Key/System License

- MiCC-E 9.8 Multimedia Lite System Version Key/System License (SME)

- MiCC-E 9.8 IVR Only Version Key/System License

- MiCC-E 9.8 OAS Only Version Key/System License

Table 1: System Licenses

TYPE OF LICENSE	NUMBER OF CONNECTED USERS
MiCC-E 9.8 Multimedia System	6000
MiCC-E 9.8 Multimedia System Lite (SME)	50
MiCC-E 9.8 IVR Only Version Key	N/A
MiCC-E 9.8 OAS Only Version Key	N/A

When a MiContact Center Agent, MiContact Center Expert , Web Agent or Phone Agent log on to a system, a license of the type MiCC-E Number of Connected Users will be allocated. The maximum number of connected simultaneous users for all system licenses is 6000.

If multiple system licenses are applied the MiCC Enterprise system will determine which one to use by first selecting the latest version that has been applied and second by selecting a Multimedia System license over Multimedia System Lite license.

For a complete list of available feature licenses and mapping between system and feature licenses, please refer to ordering information.

ORDER AND INFORMATION FLOW

Licenses are ordered in the same way as any other product from Mitel. Since licenses are a non-physical product there is no physical delivery.

The concept that Mitel has developed for delivering licenses is based on the needs to be able to handle each ordered product as a individual item independent if it is a physical product or not. When purchasing licenses the deliverable will include a unique identity (Unique Pick Number □ UPN) for each license or license package ordered. The Unique Pick Numbers (UPNs) are used in the License Web application to uniquely identify the purchased licenses. To access the ordered licenses, a user Id and password are needed to the License Web application and the unique pick numbers generated for each of the ordered licenses.

The unique pick numbers are delivered through E-mail to a predefined E-mail address. The unique pick numbers can then easily be redistributed to the persons that need the unique pick number to be able to generate the license file for a specific MiCC Enterprise system.

GENERATING FINGERPRINT FILE

On the machine where the Enterprise License Manager software will be installed, copy Fingerprinter.exe from the ELM directory on the media kit to a local drive and run the program. A file named **Fingerprint.blob** will be created after the program is run. This is the file that will be uploaded in the Web application.

WEB APPLICATION

The application is available through the enterprise partner interface, look for License Administration. Clicking on License Administration results in a request to enter a user id and password.

After authentication, the user can choose to:

1. Create License

2. Download License

3. Verify License information

To obtain a new license file for a MiCC Enterprise system the user must select:

1. Create License

At this point the user will be taken to a Wizard that will guide the user through the step-by-step process.

The main steps are:

1. Select the UPN(s) to be assigned to the system.

2. Upload the fingerprint file from the MiCC Enterprise system in question. The generated fingerprint file must be uploaded to create the new license file.

3. Give End Customer Information.

4. Verify that all are included before Submit.

5. Submit initiates the creation of the new license file.

6. Download the new license file.

7. The new license file can now be installed in the MiCC Enterprise system.

A number of checks are built into the Wizard to avoid basic faults.

If a problem arises when using the tool, support is provided through the Enterprise License Center.

PROVIDING ACCESS TO THE APPLICATION

The way to obtain user id and password to the system follows the same routines as for other applications like Doc Center or PowerUp.

The normal procedure to get the user id and password is to send the user data for the users (name, company and E-mail address) to the contact person at the Partner Unit. The Partner Unit will forward the information to Global Channel Operations for registration.

A partner can also let the retailers get access to the applications in the same way.

The E-mail address for UPN distribution is supplied in the same way.

SUPPORT

When a partner has a problem with the license web application or a license file, they must contact the License Center using the Enterprise Partner Interface (MiAccess).

When a reseller has a problem with the license web application or a license file, they must contact the partner where they have service support.

ELM SERVER REQUIREMENTS FOR MULTIPLE INSTALLATIONS OF THE SAME APPLICATION(S)

Multiple OAS servers can be configured to use the same ELM server. Please refer to Software Configuration (OAS) for details.

For other Mitel applications, installations of multiple applications will require additional ELM servers. For example, two MiCC Enterprise installations may not use the same ELM server. If two installations of the same application are using the same ELM, the first application to start will take all of the available licenses.

Please follow the following guidelines when installing multiple Mitel applications:

- 2 or more MiCC Enterprise installations - 1 ELM server per MiCC Enterprise server

- 2 or more Script Manager installations - 1 ELM server per Script Manager

- 2 or more OAS installations - 1 ELM server per OAS