A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000 Assistant/Manager V10R1

License Management

Administrator Documentation
04/2025

P31003-H34A0-M120-10-7620

Mitel

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1 General Information

The OpenScape 4000 Manager License Management application allows the administrator to manage licenses for:

- OpenScape 4000
- OpenScape 4000 Manager

NOTICE:

Since V8, the licenses (Manager, Assistant, SoftGate) will NOT be locked into the MAC address of system where Central License Agent (CLA) is running. Instead, the licenses will be locked to Advanced Locking Identifier (ALI). This identifier is a text string generated by CLA based on system configuration.

The CLA is using following configuration parameters of system to generate ALI:

1) Hostname
2) Host IP Address
3) Gateway IP Address of the same network interface as Host IP Address
4) Primary DNS IP Address
5) Time Zone (GMT Offset)

All the parameters are mandatory for generation of the ALI string. If any of them is not configured ALI cannot be generated.

NOTICE:

With the introduction of OpenScape 4000 V10 software activation shall be prohibited if no valid contract (Total Care, SWA or SSP) is in place and the system is outside of the warranty period.

If the Software/ RLC was produced during the period when the current license still has a valid ContractEnd, then Codeword generation is allowed.

If the Software/ RLC was produced after the ContractEnd of the current license expired, then the Codeword generation in Assistant is denied.

For more details, see Section , “FAQs”, on page 23

1.1 Upgrades to major versions

The new software upgrade check does not change the way to order and install new major versions. New licenses for major versions need to be purchased and activated.

Special use case:

Sometimes an upgrade to a new major version requires a specific minimum system version, which needs to be installed before the upgrade. To install the latest version in any case (e.g. no valid service contract or system out of

warranty), an emergency key needs to be provided via the CLS hotline. It is a not orderable license which allows software installation for a period of 4 week.

1.2 No contract available

If no service contract has been signed, the system will allow software updates during the warranty period of 12 months.

The CLS will generate the license, the end date for the warranty period as well as the grace period. The starting date for the calculation is the activation of the base license in CLS.

Special use case

Some exceptions (e.g. a fix cannot be provided during this period and needs to be installed afterwards or the country specific warranty period is longer than 12 months) need to be handled via an emergency key. It is a not orderable license which allows software installation for a period of 4 weeks.

1.3 DC Maintenance (Total Care)

Total Care contracts grant the right to access the software center to download the OpenScape 4000 software.

During the contract period, software updates either on site or from remote sites must be possible.

The CLS will provide a “contract end date” to the OpenScape 4000 ecosystem via the license file.

1.4 Customers with SWA contracts

SWA provides several methods to define the start date of a contract.

The CLS will provide a “contract end date” to the OpenScape 4000 ecosystem via the license file.

1.5 Customers with SSP contracts

The SSP contract starts with the order confirmation or with a dedicated contract start date (selected in CPQ).

The CLS will provide a “contract end date” to the OpenScape 4000 ecosystem via the license file.

1.6 Contract renewal / contract termination

In case of an (automatic) contract extension/ renewal (e.g. twelve months or three or five years for SSP or Total Care) a new license key/ file with the new contract information needs to be generated and manually installed/ activated.

If the customer cancels his contract, no action needs to be done. After the system timer expires, no software installation will be possible.

1.7 Outlook / Potential V12 enhancements

In the future, the solution may be enhanced to also check the availability of a valid contract when installing/ activating Fix Releases and hotfixes.

The Internet Software-download mechanism allows to download new Software only if it can be activated later on in the OpenScape 4000.

If an OpenScape 4000 system has permanent access to the CLS new license files (which have been recently generated due to a contract renewal), it could automatically be transferred to the OpenScape system using the OSCLM Automatic Licensing process.

2 OpenScape 4000 Manager

On OpenScape 4000 Manager the user can see the most important license information on the OpenScape 4000 Manager dashboard:

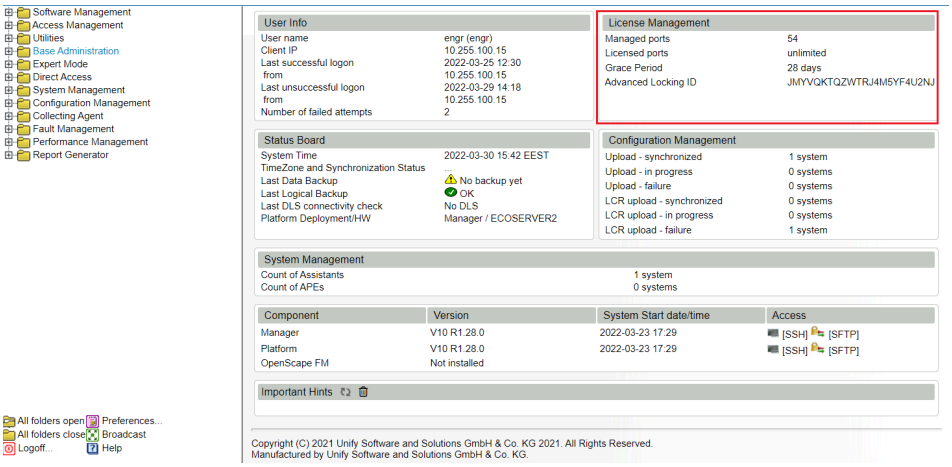

Figure 1: License Management information on OpenScape 4000 Manager dashboard

- **Managed ports**: number of OpenScape 4000 ports that are managed by OpenScape 4000 Manager

  NOTICE: The number of managed ports is retrieved once a day. If you want to check the most actual status, you have to do it via **License Management Tool --> Action --> Load License Data --> Get Actual Values.**

- **Licensed ports**: number of licensed OpenScape 4000 ports that can be managed by OpenScape 4000 Manager.

  NOTICE: During the Grace period this number is unlimited.

- **Grace period**: The initial value is set to 30 days. When the system is installed, the countdown starts automatically if the license has not been activated yet. On the dashboard, the remaining time of the Grace period is shown.

  NOTICE: When the Grace period expires, the OpenScape 4000 Manager's application will stop to work.

- **Advanced Locking ID**: the identifier of the Central License Agent running on OpenScape 4000 Manager required for generation of the license from Central License Server.
- To obtain the license information or manage the licenses for OpenScape 4000 Manager, from the License Management page you can select Access Management - > License Management.

2.1 License Management page

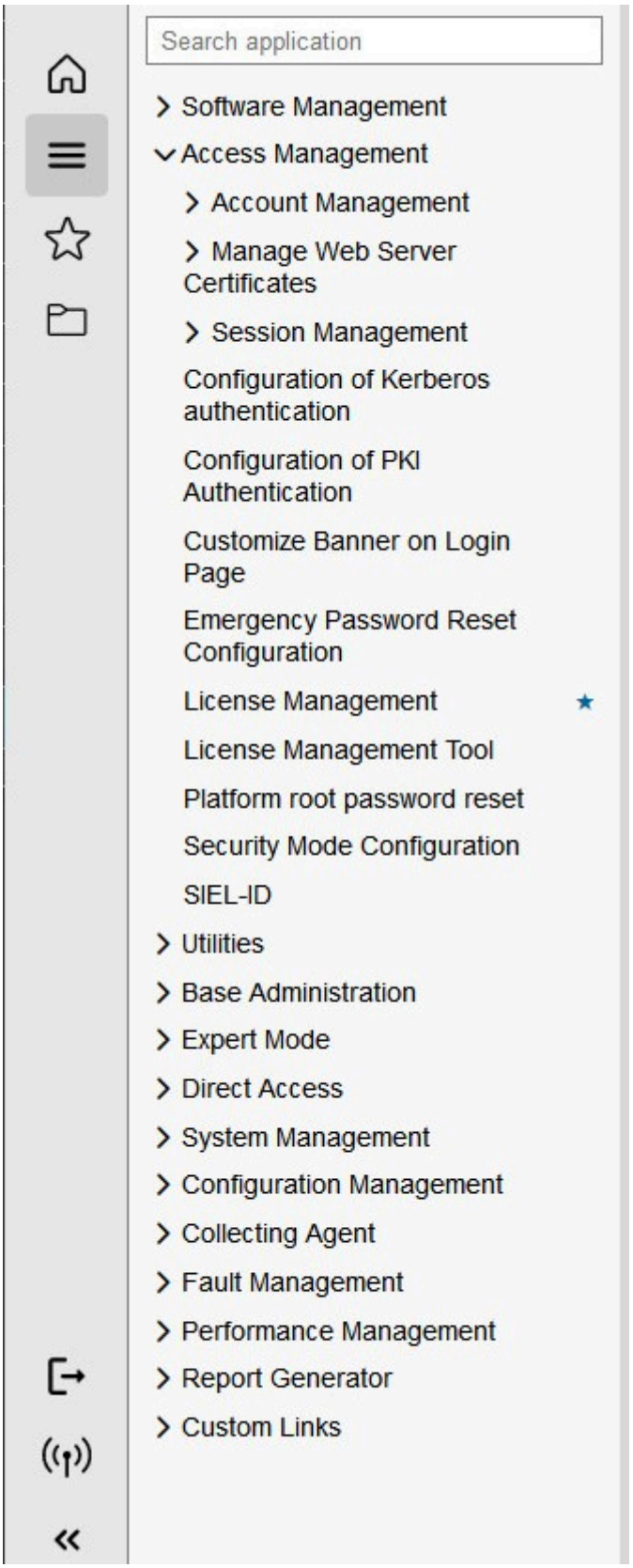

Figure 2: License Management

From this page, you can:

- Upload a license file to Central License Agent (CLA) running on OpenScape 4000 Manager server
- Setup/view the IP address or DNS name of remote CLA
- Display installed license data and license usage
- Display the details of license usage counting
- Configure the threshold for license usage warning

2.1.1 Upload License File on local CLA server

This function allows you to install the license generated from the Central License Server on the local CLA of the OpenScape 4000 Manager.

Starting with V10 R1, OpenScape 4000 Manager is running as appliance in its own container, whereas the CLA is running on the underlying platform. The Manager automatically forwards the uploaded license file to the CLA on platform.

Click the “**Browse**” button to locate the license file and use the “**Send**” button to upload it to the local CLA server. If the license was stored correctly in the local CLA, you will get a positive confirmation.

NOTICE: Important: this function does NOT check the license content, so you will get the positive confirmation also in case of invalid license!

2.1.2 Setup/view CLA IP or DNS name

By default, the OpenScape 4000 Manager is configured to use the CLA running locally on the same server. If you need to change this, enter the IP address or DNS name of the remote CLA and press the “**Send**” button to confirm your setting.

If you need the OpenScape 4000 Manager to use the **default setting** again (the local CLA), enter the following IP address: 127.0.0.1 and press the “**Send**” button to store this setting.

To see the IP address / DNS name which is currently in use by OpenScape 4000 Manager, click the link “**Display CLA IP-Address/DNS name**”.

2.1.3 Display Installed License data

The link “Display Installed License data” allows you to obtain the information about the license and its usage.

Following information is displayed:

- “**Data created at**” time stamp
- **IP address / DNS Name** of the CLA from where the license data are coming
- **Number of concurrent customer sessions** with the “Display existing sessions” link which opens the Session Manager.

- **Number of ports** that can be managed by the OpenScape 4000 Manager in total (“Licensed” value) and number of currently managed ports (“Used value”).

  NOTICE: The “Used value” of the Number of managed ports is retrieved once a day. If you want to check the most actual status, you have to do it via License Management Tool --> Action --> Load License Data --> Get Actual Values.

- **License version**: version and ID of the license file activated on CLA. For example: V8 (Grace Period).
- **Advanced Locking ID** identifier of the local CLA
- **Validity of the license**: this item is visible only when the system is in the grace period

2.1.4 Display License details

The link “**Display License details**” allows you to obtain the information about usage of the ports per managed system.

The total number of ports is divided into three groups:

- Number of ports used for telephony
- Number of used trunk/networking ports

If you want to save the displayed information, click the link “**Click here to save the license data as CSV-File**”.

NOTICE: The number of managed ports is retrieved once a day. If you want to check the most actual status, you have to do it via **License Management Tool --> Action --> Load License Data --> Get Actual Values.**

2.1.5 Configure License Warning Level

This function allows you to **configure** a threshold for number of managed ports: select the required value from the drop down list and click the “**Send**” button to store the selected percentage.

To **disable** the warning level, select “**0%**” value from the drop down menu and click the “Send” button.

NOTICE: If the number of managed ports reaches the configured threshold, a warning message will be displayed on dashboard of the Start Page, in the “Important hints” box after next login. Also, SNMP minor alarm (LICM_PORTCOUNT_WARN_REACHED class:113, group: 7) will be created regardless of the type of used ports.

2.1.6 Display SIEL-ID hierarchy in Manager

The OpenScape 4000 Manager Web UI displays a hierarchy of SIEL-IDs plus Locking IDs.

- The highest level shows the system number and SIEL-ID of the OpenScape Manager.
- Second level shows all OpenScape 4000 systems managed via this Manager system.Third level shows the SIEL-IDs and Locking IDs of the IPDA systems (SoftGate, OpenScape 4000 Branch, Enterprise Gateway).

You can start the SIEL ID from Launchpad in **Access Management -> SIEL-ID**.

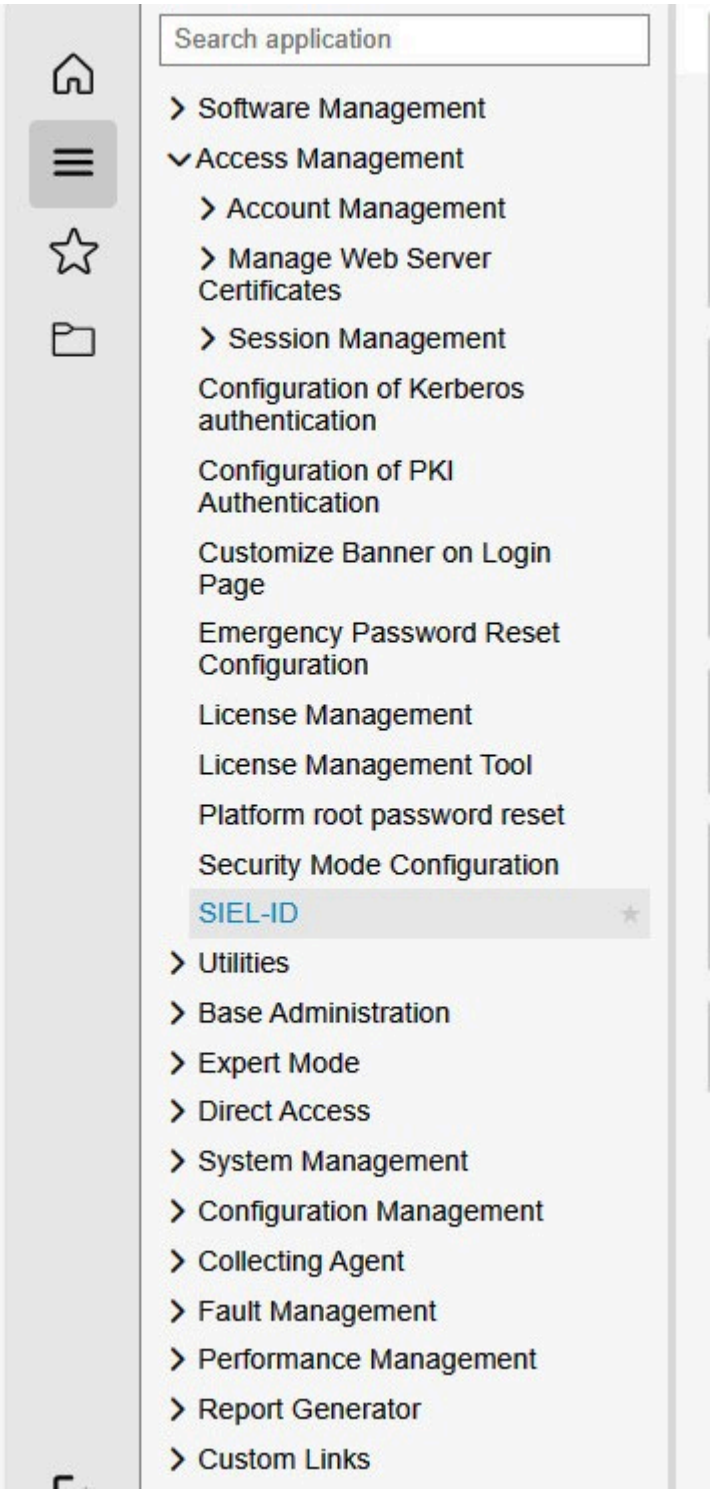

Figure 3: Display SIEL - ID hierarchy in Manager

2.1.7 Main window

After the start of SIEL-ID (Access Management -> SIEL-ID) the main window of the application is displayed.

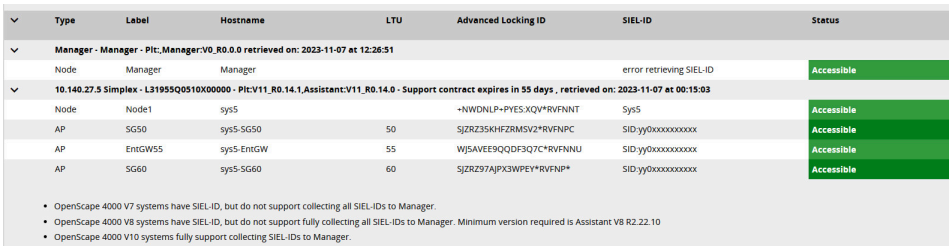

Figure 4: Main window of SIEL-ID

The SIEL-ID main window displays the following:

- A bar that shows different information about the system:
  - Type: In this section you can choose between node or AP.
  - Label: this column displays the types of deployment (Simplex, Simplex + SG , Duplex , GSD , GSD + iSG , Survivable SG , Softgate, Enterprise Gateway, Survivable Enterprise Gateway).
  - Hostname: the name of the system.
  - LTU: this displays the LTU number, as configured in RMX.
  - Advanced Locking ID: This is the unique number of the system.
  - SIEL-ID: This is a string that is generated with the license.
  - Status: This represents the current status of the system. This status can be one of the following: Accessible, Inaccessible and Unknown (very rare).
- Above the bar, there are the following buttons: Refresh button, Save API Json button, Documentation button and Logout button.
  - The Save API Json button downloads a copy of the information stored on the system.

NOTICE: If you hover the mouse over a Node or an AP, for 2 seconds, it will display the MAC address or MAC addresses of that node / AP. In the case of GSD, the Q node is displayed in the GUI only if it is Quorum with integrated softgate.

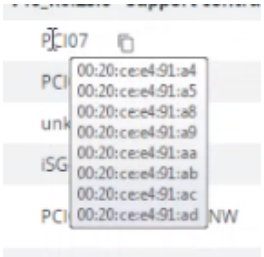

Figure 5: MAC address of the Node/AP

2.1.8 Information about MAC addresses

The information about MAC addresses, mentioned in Main window on page 12can also be found in Teil-Regen file. To view this file, you have to connect to the host, via ComWin and give the following command:
`START-LIST:FILENAME=":SCR:SIELINFO/INFO.TXT",FORMAT=M;`

After the command is executed, the following output is generated:

```
  <START-LIST:FILENAME=":SCR:SIELINFO/INFO.TXT",FORMAT=M;
START-LIST:FILENAME=":SCR:SIELINFO/INFO.TXT",FORMAT=M;
H500:  AMO LIST  STARTED
DEV NAME : SCR
FILE NAME: :SCR:SIELINFO/INFO.TXT
TYPE     : RMX
ADDRESS  : H'00000000'

|2020-05-12|00:15:24|
|L31922Q0510X00000|V10_R0.28.0|Simplex|
|host||sys2|SID:L31922Q0510X|+NWDNXRH#+XWF+JL*RVFNNS|00:20:ce:f0:4a:60,00:20:ce:
f0:4a:61,00:20:ce:f0:4a:62,00:20:ce:f0:4a:63,00:20:ce:f0:4a:64,00:20:ce:f0:4a:65
,00:20:ce:f0:4a:66,00:20:ce:f0:4a:67,00:20:ce:f0:4a:68|Accessible|3.74GB|
|ap|42|SG42|sys2-SG42|SID:L31988Q0693X00000-LTU42|+NWDNWREM7QJLK9X*RVFNPC|00:0c:
29:25:59:e6|Accessible|5.59GB|
|ap|52|SurvSG52|sys2-SurvSG52|SID:L31988Q0693X00000-LTU52|+NWDNX43:+#793LD*RVFNN
+|00:1a:e8:3c:e1:45,00:1a:e8:3c:e1:46,e0:69:95:3b:ae:49|Accessible|3.55GB|
LIST FINISHED
STATUS  =  H'0000
AMO-LIST -111       LISTING OF FILES
START COMPLETED;
  <
```

Figure 6: Teil-Regen file

3 OpenScape 4000 Assistant

The most important license information for OpenScape 4000 can be seen on the OpenScape 4000 Assistant dashboard:

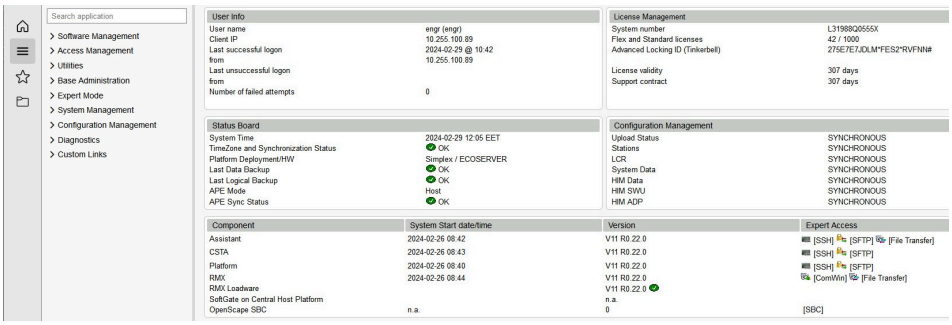

Figure 7: License Management information on OpenScape 4000 Assistant dashboard

- **System number:** configured on the system using AMO ANUM
- **Flex and Standard licenses**: configured/contracted sum of Flex and Std ports
- **Advanced Locking ID:** system locking ID which can be used as an identifier for requesting the license data
- **Support contract field** has been introduced to OpenScape 4000 V10 licenses to allow activation of Fix Releases and Minor Releases within V10, during contract validity period (defined by Total Care, SWA or SSP). After contract validity period has ended only Hotfix activations will be possible without a license update.

To display more detailed information, hover the mouse cursor over the fields.

Figure 8: License management on OpenScape 4000 Assistant: Detailed information

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NOTICE:

Since V8, the Assistant distinguishes between TDM and Flex (IP) ports. The TDM counter is used for Analog, Up0E, ISDN, Cordless, PSM and PSE V8 devices. This is NOT reflected on RMX yet, where the number of TDM and Flex contract/used licenses is counted together.

Starting with V11 TDM has been renamed to Standard.

To obtain the license information or to install the license, use the License Management page Select **Access Management --> License Management** from OpenScape 4000 Assistant Start Page.

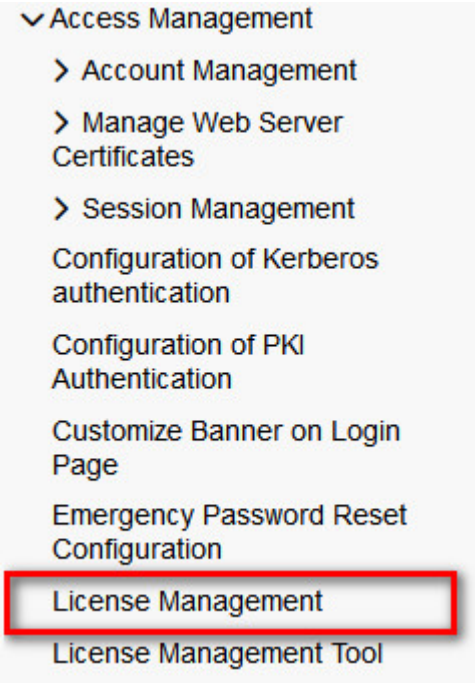

Figure 9: License Management menu item

3.1 License Management page

On this page, you can find License Management page on page 16

Figure 10: License Management page on OpenScape 4000 Assistant

- Main information about the installed license and system information
- License information from RMX point of view

Also, you can upload a new license file.

3.1.1 Installed license and system information

This box contains main license and system information (Figure 7):

Figure 11: License Management page on OpenScape 4000 Assistant: License and system information

- **License Version**: version (ID) of the activated license on the system

- **Advanced Locking ID (hostname)**: ALI used for generation of the license for the given host.
- **Used Network Management Ports:** the number of port licenses required for OpenScape 4000 Manager.

  To display details of counting, hover the mouse cursor over the fields (Figure 8). This information is updated once a day.

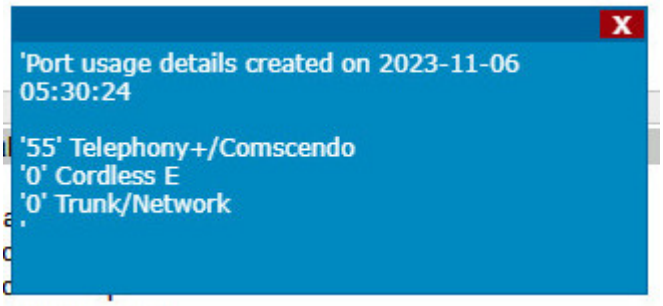

Figure 12: Detailed information

- **Assistant applications**: informs whether the activated license is valid so the Assistant applications can be used.
- **Phonetester (J-HPT)**: informs whether the J-HPT license is active or not.

3.1.2 OpenScape 4000 RMX

OpenScape 4000 RMX contains information about the contracted/used data relevant to RMX:

OpenScape 4000 RMX	Licensed	Used Value	Validity
System Number	L31988Q0771X	L31988Q0771X00000	
Support contract			408 days
Flex	3000	78 (counted at : Mon Nov 20 15:16:00 2023)	99 days
TDM (Analog, Up0E, ISDN, Cordless, PSM, PSE devices)	3000	110 (counted at : Mon Nov 20 15:16:00 2023)	99 days
Unify_Phone	49	0	99 days
Duplex	No	Yes	99 days

Figure 13: License Management page on OpenScape 4000 Assistant: RMX

- **System Number**: the system number available in the license file and the system number Configured on RMX over AMO ANUM.
- **AP Emergency**: number of APE licensed/used ports relevant to AMO CODEW.
- **Flex**: number of licensed/used Flex ports. The Used value is retrieved once a day and includes both, “Number of used Flexes by IP devices” and “Number of used Flexes by Standard devices”.

  There are 15 Standard and 27 IP devices configured on the system. Licensed are 14 Standard and 34 Flexes. Thus, one Flex license is used by one Standard license.

- **Standard (Analog, up0E, ISDN, Cordless, PSM, PSE V8 devices)**: number of licensed/used non-IP ports. The Used value is retrieved once a day.

  The number of used Standard ports is taken from RMX and counted based on the REGEN as follows:

  – Every found **ADD-SCSU** entry increases the Standard counter by **1** (except ACL stations - virtual help devices with AMO parameter “INS=ACLSTN” and SIGNOFF devices).
  – Every **CMI BASE** station configured via ADD-SBCSU increases the Standard counter by **4**.
  – The following digital devices configured via **ADD-SBCSU** increases the Standard counter by **1** (qualified by the “device type” parameter in the AMO command):
    – KEY300, SET500, SET600, SET700, OPTISET, S0PP

      Furthermore, the extension boards (CBUSEXP, MBUSEXP, OPTIEXP) increases the Standard counter by 1 as well.
  – The following digital devices configured via **ADD-SBCSU** increases the Standard counter by **2** (qualified by the “device type” parameter in the AMO command):
    – SET500&, SET600&, SET700&, OPTISET&
  – A primary rate interface configured via **ADD-SBCSU**, “device type” parameter “**S2PP**”, increases the Standard counter by **30**.
  – The virtual devices (**VIRTDTE** configured via **ADD-SBCSU**) and the **SIGOFF** devices (changed on **BCSU** or **SBCSU** level) detected from REG-SBCSU do NOT increase the Standard counter.
  – Every **ADD-RCSU** entry increases the Standard counter by **1**
  – Every **ADD-ACSU** where ACTYPE is AC4 or ACW2Q or ACWMQ, increases the Standard counter by **1**
  – Every **ADD-TSCSU** (special trunk) entry increases the Standard counter by **1**
  – Every **ADD-SSC** entry increases the Standard counter by **1** (the list of ADD-SSC entries for the same PEN on different LTUs are counted as 1 entry)
- **Duplex**: licensed/used duplex

3.1.3 Upload License File on local CLA server

To upload a new license, select the file by using the “**Browse**” button and confirm by click on the “**Upload license**” button (Figure 11).

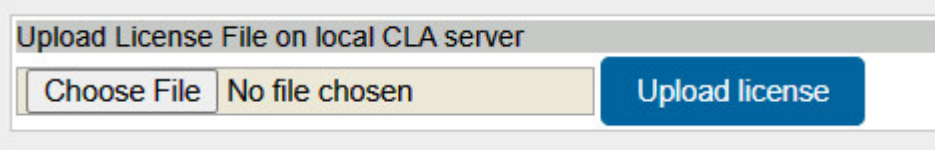

Figure 14: License Management page on OpenScape 4000 Assistan: Upload License File

3.1.4 Display SIEL-ID hierarchy in Assistant

The OpenScape 4000 Assistant Web UI displays a hierarchy of SIEL-IDs plus Locking IDs.

- The highest level shows the system number of the OpenScape 4000 system.
- Second level shows the SIEL-IDs and Locking IDs of the IPDA systems (SoftGate, OpenScape 4000 Branch, Enterprise Gateway).

You can start the SIEL ID from Launchpad in Access Management -> SIEL-ID

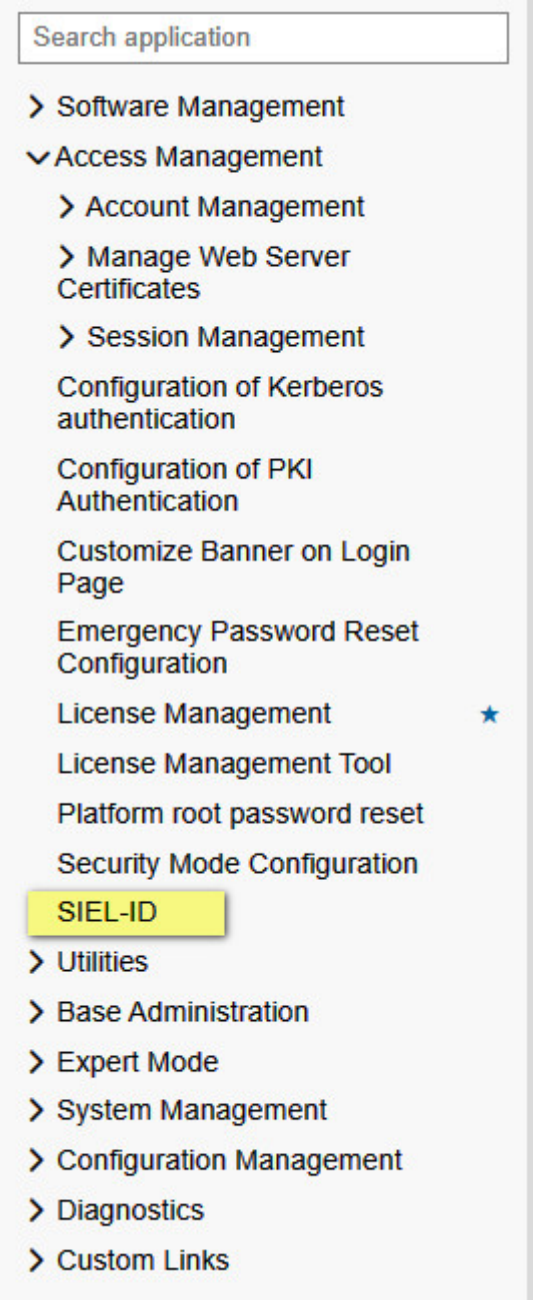

Figure 15: Display SIEL-ID hierarchy in Assistant

For more information about SIEL-ID, see Main window on page 12 and Information about MAC addresses on page 13 .

4 FAQs

4.1 What is ALI and how is it calculated?

The ALI (Advanced Locking ID) is a text string used to pair the licensed system with the license file. It is required for the generation of the License file on the Central License Server.

The ALI string is calculated by the Central License Agent (CLA) from the following configuration parameters of the host system:

- customer IP address
- default gateway
- hostname
- primary DNS IP address
- timezone

NOTICE: Since V8R0, the configuration of all parameters is mandatory, except for the DNS IP, see the Section 4.3, “If I do not use DNS, what should be configured?”

4.2 What will happen if some of the mandatory parameters are not configured on the host?

The ALI string cannot be calculated and a warning message stating the reason of failure is displayed on the Assistant/Manager dashboard.

NOTICE: Without the ALI string, you cannot request the license from the Central License Server.

4.3 If I do not use DNS, what should be configured?

If the primary DNS IP address is not provided to OpenScape 4000 (for example, it is not included in the first install configuration file), the system will automatically setup the loopback IP (127.0.0.1) as a primary DNS IP address into the host.

NOTICE: The automatic DNS setup is only done via the First Installation. In case of a RLC/PP upgrade from V7R1/V7R2, the DNS IP has to be set **manually**. The loopback 127.0.0.1 can still be used.

4.4 What will happen if one or more of the identifiers will be changed when the license is already active?

If following identifiers are changed:

- customer IP address,
- default gateway,
- hostname
- primary DNS IP address

The system will enter the 30 days Fail Over Period (FOP). New license from CLS has to be requested by a technician and activated on the system within 30 days.

NOTICE: Changes of timezone have NO impact on the validity of the license.

4.5 What will happen when you add a subscriber and you do not have enough of licenses available?

For example: you purchased 10 Standard and 10 Flex licenses but you want to configure 20 IP ports on RMX: In this case, the codew will show “Flex + Standard ...20”. If you configure 20 IP and 0 Standard, this will be possible because RMX controls only the sum in V8R0).

On the Assistant, the LMT will display an alarm and a message of the days stating that the counter was exceeded. With this alarm you will not be able to regenerate the codeword for RMX over LMT.

4.6 How is the number of ports counted?

Number of Ports required for OS4K Manager license is counted from:

- number of Telephony+/Comscendo ports
- number of Trunk/Network ports

Number of Telephony+/Comscendo ports is counted like a number of OPENSCAPE 4000 FLEX and Standard used ports.

Number of Trunk/Network ports is counted based on the following: a port licenses is required for each voice channel. We count the channels as described below.

From REGEN-TDCSU we count the maximum channels possible for each type of trunk:

- For Each HG3550 trunk 30 channels shall be counted. This is not yet done by Manager, but customer shall consider this when the license is ordered.
- For each S0COD, S0CONN or WAML 2 channels will be counted.
- For each S2COD, S2CONN, S7COD, S7CONN, MCCOD, MCCONN, MCTERM, CDGCOD, CDGCOD, CDGCONN, ATMPBB, ATMIW, ATMPVCCO, ATMPVC30 or ATMSVC 30 channels will be counted.
- For each ATMPVC2X or ATMPVC23 23 channels will be counted.
- For each ATMPVC15, VCCONN, VCCOD 15 channels will be counted.

- For each ATMPVC7 7 channels will be counted.
- For each ATMPVC3 3 channels will be counted.
- From REG-TACSU and REG-TSCSU
- 1 port is counted from each ADD-TACSU or ADD-TSCSU .

4.7 How is Unify Phone license count handled?

Starting with V11 the licensing feature **Unify_Phone** can have a separate validity period then the rest of the licensed features.

If the validity of **Unify_Phone** expires, the license count of `UNIFY PHONE` in `AMO CODEW` will be set to **0**, but the `CODEW` itself will keep its validity.

You can order a new license file with renewed or modified **Unify_Phone** license feature and import it as usual in Assistant LicM GUI. Then the quantity of `UNIFY PHONE` in `AMO CODEW` will be set new.

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