

Product Bulletin

Bulletin Number: P-2010-0033-Global

Date: 04 June 2010

Avaya 2050 IP Softphone for Windows PC Release 4.0 (Build 014) General Availability – Global

Revision History		
Date	Revision #	Summary of Changes
18 May 2010	Original bulletin	This is the original publication
04 June 2010	Revision 1	Updated to include support for SRG 50 and up-rev to build 014 to address license timeout issues with original 4.0 release.

1.0 Introduction

Avaya is pleased to announce the general availability of the 2050 IP Softphone 2050 Release 4.0 (Build 4.00.014) for Windows PC. This release delivers several minor enhancements to the 2050 IP Softphone as well as a large number of fixes.

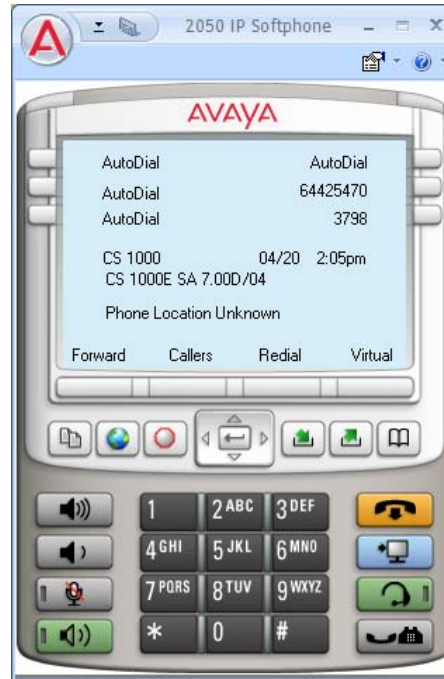
This release is being provided as a no charge update to all customers who have purchased or upgraded to Release 3.0.

Note that this release is for Windows PC on Communication Server 1000 and Communication Server 2100. Release 4.0 is also now supported on the Avaya Business Communication Manager (BCM) and Avaya Survivable Remote Gateway (SRG 50).

2.0 New Features and Enhancements with 2050 IP Softphone Release 4.0

Rebranding

As a result of the alignment for growth between Avaya and Nortel Enterprise Systems, the product has been renamed to “Avaya 2050 IP Softphone”. In addition, all logos, icons and color schemes have all been updated to Avaya standards.



The application now installs into the C:\Program Files\Avaya folder by default. As well, a new ‘Click to Accept’ license agreement is presented at installation.

Node-Locked Licensing

Software licensing was introduced with the 2050 IP Softphone Release 3.0 for Windows PC client. Software licensing eliminates the requirement to purchase a CDROM copy of the 2050 IP Softphone client application on a per-desktop basis.

With Release 4.0, support has been added for ‘Node-locked’ licenses that allow a license to be associated with a specific instance of the application, based on the Hardware ID or Media Access Control (MAC) address of the network interface where the client is installed. This eliminates the need for a license server located on network. Also, with node-locked licenses, occasional or roaming users who may only have intermittent connectivity to a license server can continue to use the client beyond the 30-day grace period.

The server-based licensing model introduced in Release 3.0 is still supported in Release 4.0 and remains unchanged. Customers will be able to select which type of license is desired when creating the licenses in the KRS tool.

Note: At the time of release, the ability to generate node-locked licenses through KRS is not available. Planned availability is with the 10.06 release of KRS, July 5th 2010. A follow-up bulletin be issued at that time to provide additional details.

Secure Signaling using DTLS

2050 IP Softphone Release 4.0 delivers the capability to encrypt the signaling communication between the client and the call server using standards-based Datagram Transport Layer Security (DTLS). DTLS guarantees a secure connection between the telephone and the call server ensuring the integrity and confidentiality of call control.

Support for DTLS was introduced with Communication Server 1000 (CS1000) Release 6.0 and requires the following patches for proper operation:

nortel-cs1000-tps-6.00.18.65-07.i386.000

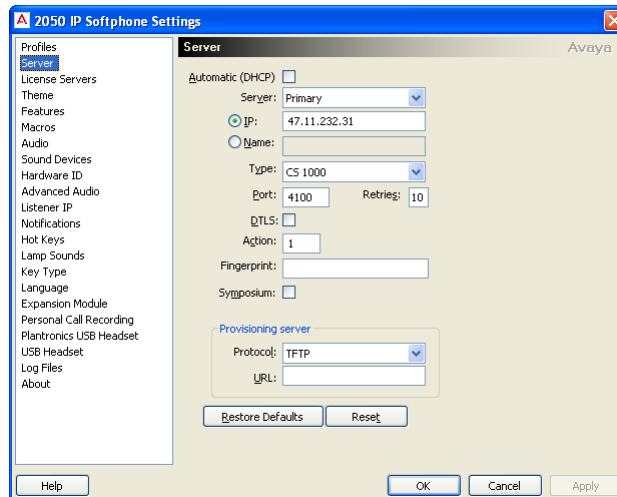
nortel-cs1000-csv-6.00.18.65-04.i386.000

These patches are available for download from the www.nortel.com/support website.

Additional information on support for DTLS on Communication Server 1000 can be found in this document as well as in updated CS1000 Release 6.0 Product Bulletin and NTP documentation, and in Communication Server 1000 Security Management Fundamentals NTP, NN43001-604 04.AC. Updates will be provided as more details become available.

The alternative to secure signaling between the 2050 IP Softphone and the Communication Server 1000 is to deploy the Secure Multimedia Controller (SMC) 2450.

The DTLS feature is enabled/disabled on the 2050 IP Softphone via the DTLS checkbox on the server settings screen.



This feature also requires the installation of a Certificate on the PC for proper operation. This must be installed by the customer at the time of deployment. The customer may use their own Certificate Authority ("CA") or may use "UCM" CA that is part of CS1K R 6+. Refer to the Technical Advisements section for further information on installing certificates.

Secure Call Recording

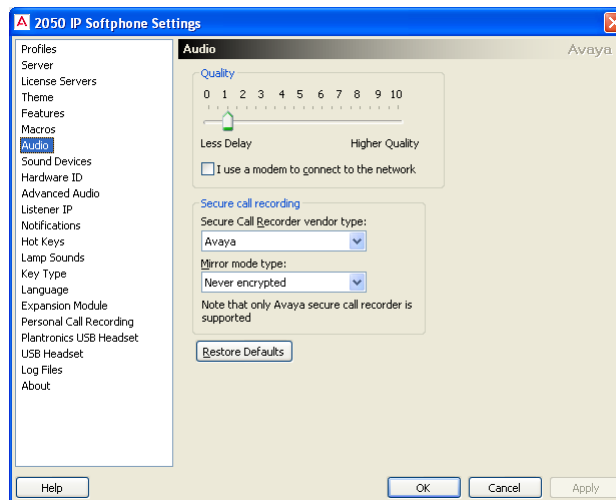
Secure Call Recording adds the ability for secure call recording to external device (Avaya, Cyber, Nice, Other) using Duplicate media stream encryption. 2050 IP Softphone Release 2.2 added support for dual audio streams (where the second audio stream is sent to a call recorder), however, the duplicate audio stream was sent unencrypted to a call recorder. Since the audio stream to the call recorder was not encrypted, the audio stream could potentially be captured and be reconstructed by a third party. This vulnerability compromised the confidentiality and integrity of the communication.

2050 IP Softphone Release 4.0 now delivers the capability to encrypt the communication between the Softphone and the call recorder. The DTLS with SRTP extensions protocol is used to establish the secure connection from the IP phone to the call recorder and to exchange SRTP keys. Once the connection is established and the keys exchanged, the SRTP protocol is used for the actual media encryption and authentication.

Support for Secure Call Recording (SCR), is a joint effort between the IP Phone and the Avaya Contact Recording and Quality Monitoring (CRQM) solution. The 2050 IP Softphone software must be at Release 4.0 or greater, the Communication Server 1000 must be at Release 6.0 or greater, and the Avaya CRQM must be on Release 7.0 or greater.

The model used to secure the media stream sent to the call recorder is called “mirror mode”. In this mode, the decision on whether or not to encrypt the secondary media stream being sent to the call recorder is based on the secure state of the primary media stream. If the primary media stream (between the two calling parties) is encrypted, so too will be the media stream sent to the call recorder. If the primary media stream is not encrypted, the media stream sent to the call recorder will also not be encrypted. The ability to encrypt the media stream sent to the call recorder, independent of the encryption status of the primary media stream, is not available.

To provision SCR, two new parameters have been added to the Audio section of the Settings screen:



Vendor Type:

- Avaya (default)
- Cyber
- Nice
- Other

Mirror Mode Type:

- Never encrypted (do not encrypt the stream to the call recorder)
- Same as primary (encrypt the audio stream to the call recorder based on the encryption status of the primary stream)

SCR requires that the 2050 IP Softphone and the call recorder share security credentials to establish a secure connection. The Avaya call recorder ships with a certificate installed allowing “out of the box” secure connections with the Avaya CRQM solution. However, if the customer wishes to use their corporate Certificate Authority (CA) then a customer root certificate must be installed on the PC. Please refer to the Technical Advisements section for details on installing certificates.

For additional information on Avaya CRQM solution and its support for Secure Call Recording, please refer to the CRQM 7.0 Planning, Installation and Administration Guide NN44480-300 found on the Technical Support Portal.

Incoming Call Pop-Up Enhancements

With Release 4.0, the incoming call pop-up window is now displayed after new call is ringing and is then updated in run time as soon as cookie with data is received. Also, along with CS1000 Release 7.0, a new 'KeyNumber' cookie has been integrated to indicate which DN the next cookie is for. This functionality allows support of incoming call pop-ups for multiple calls.

Note that pop-ups are not supported for KEM.

Note that with CC6 Call centers there is a limitation where Caller ID and Caller Name information are not provided. In this case, the 2050 IP Softphone R4.0 will display NA/NONAME in the window.

3.0 Quality Improvements

The Avaya 2050 IP Softphone Release 4.0 contains numerous resolved issues and closed cases. The list of resolved customer reported issues since Release 3.4 are listed below.

Case ID	Description
091210-67218 091216-70624	2050 is not marking QoS values in packets (see Technical Advisory Section)
091030-43866	IP Call Recording stops working after retrieve call from Hold
091203-63291	Unable to configure annotation feature keys in Expansion Module.
091008-30561	i2050.exe process does not release GDI Objects
100224-05132	2050 IP Softphone on CICM: Delay when hanging up from a call
100310-13208	Configuration tool does not support customized skins
100312-14320	Configuration tool errors when applying Node/TN info. The configuration tool will now allow empty values for any parameter in the config.ini file and will not overwrite the registry entry if it is blank. This allows customers to upgrade to new configuration settings without changing selected values such as the Node/TN information that may already be set in the registry.
100405-25547	Inconsistent behavior of IP 2050 Settings for first launch if ConfigurationTool
090812-96650	GN Netcom 8110 USB adaptor does not work on the docking station

4.0 Supported Platforms

Operating Systems

- Microsoft® Windows XP™ (Service Pack 3)
- Microsoft® Windows Vista™ (Service Pack 1)
- Microsoft® Windows 7™

Note 1: 64 bit versions of Microsoft Windows are not supported.

Note 2: Although the 2050 IP Softphone may run in VDI (Virtual Desktop Infrastructure) environments such as VM Ware and Citrix Xen Desktop, these are not supported at this time. Avaya will be testing in these environments and support will be announced in the near future.

Call Servers

- Avaya BCM 50 Release 3.0, 5.0
- Avaya BCM 450 Release 1.0, 5.0
- Avaya CS1000: Release 5.5, 6.0, 7.0
- Avaya CS2100: CICM 10.1 MR2 on Release SE10, SE11 and SE13
- Avaya SRG 50 Release 5.0

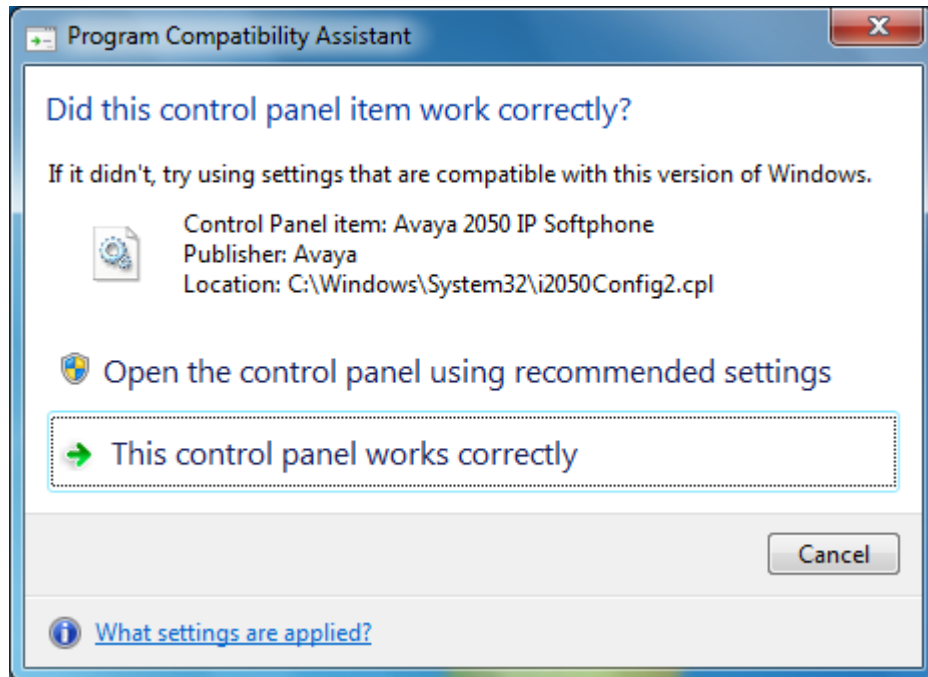
Note 1: The upcoming BCM Release 6.0 will be required for caller id information to be displayed in incoming call pop-up window as well as support of the Soft-Expansion module function.

Note 2: CS1000 Release 5.5 requires patch MPLR25653 for the incoming call pop-up feature to work properly.

5.0 Technical Advisements

6.1 Windows 7 Program Compatibility Assistant Pop-up Message

Occasionally, the screen below will be displayed when a non-administrator user exits the settings menu on Windows 7. If a user selects the option “Open the control panel using recommended settings” then next the 2050 Settings applet can be launched only under administrator privileges. If a user selects “This control panel works correctly” then next the 2050 Settings applet can be launched by non-power user as usual. In both cases this assistant pop-up message will not be shown except a user presses Cancel. The root cause of this issue has been identified and will be corrected in a future release. Users should select the “This control panel works correctly” option.

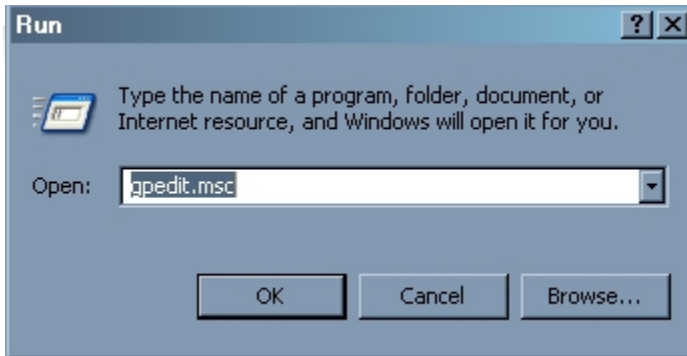


6.2 Enabling GQoS Settings.

With Microsoft Windows XP Service Pack 3 and Windows Vista Service Pack 1, Microsoft has changed the method for setting the Global Quality of Service settings. It is now necessary to set GQoS with the Group Policy Editor for all versions of Windows using the steps below.

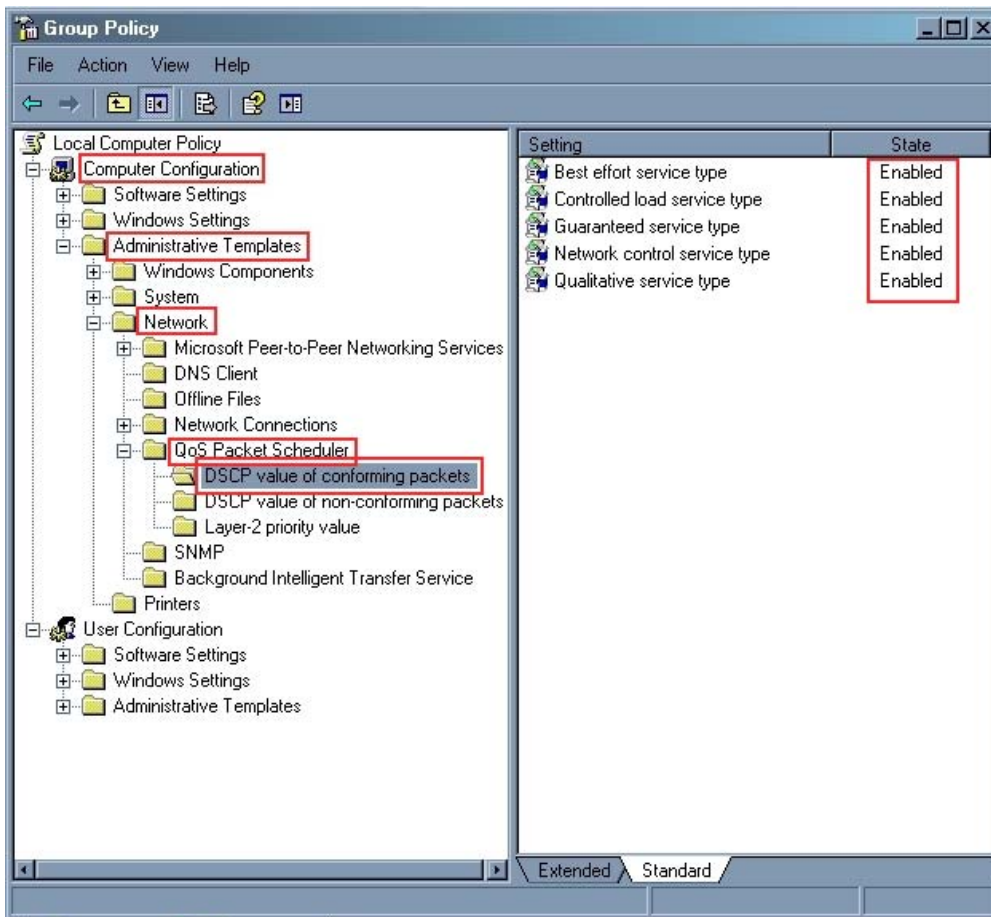
1. From the start menu, click Run.

2. In the Open box, type "gpedit.msc" and then press OK.



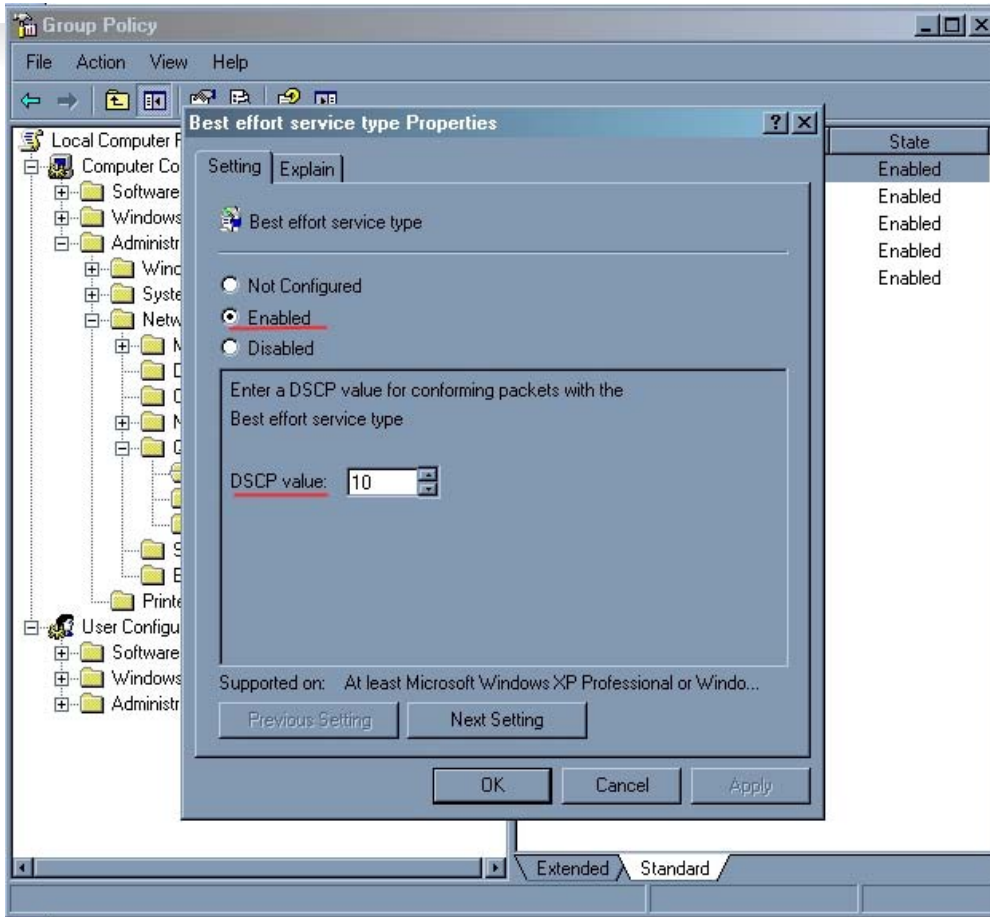
3. On the left side follow to "Computer Configuration" -> "Administrative Templates"-> "Network" -> "QoS Packet Scheduler" -> "DSCP value of conforming packets".

4. Check if settings on the right side are enabled.



5. For every disabled setting use step 6.

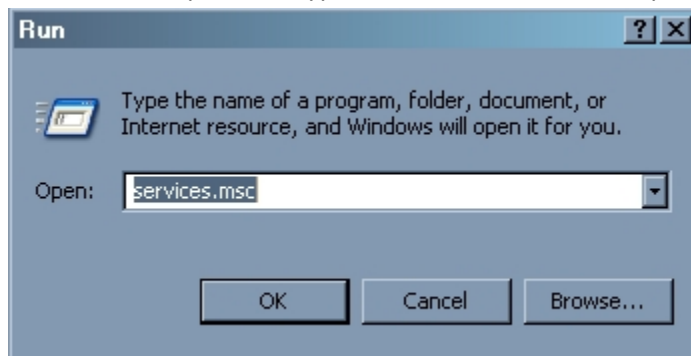
- Double click on the disabled setting, click the “Enabled” radio button, and configure DSCP if it is needed and



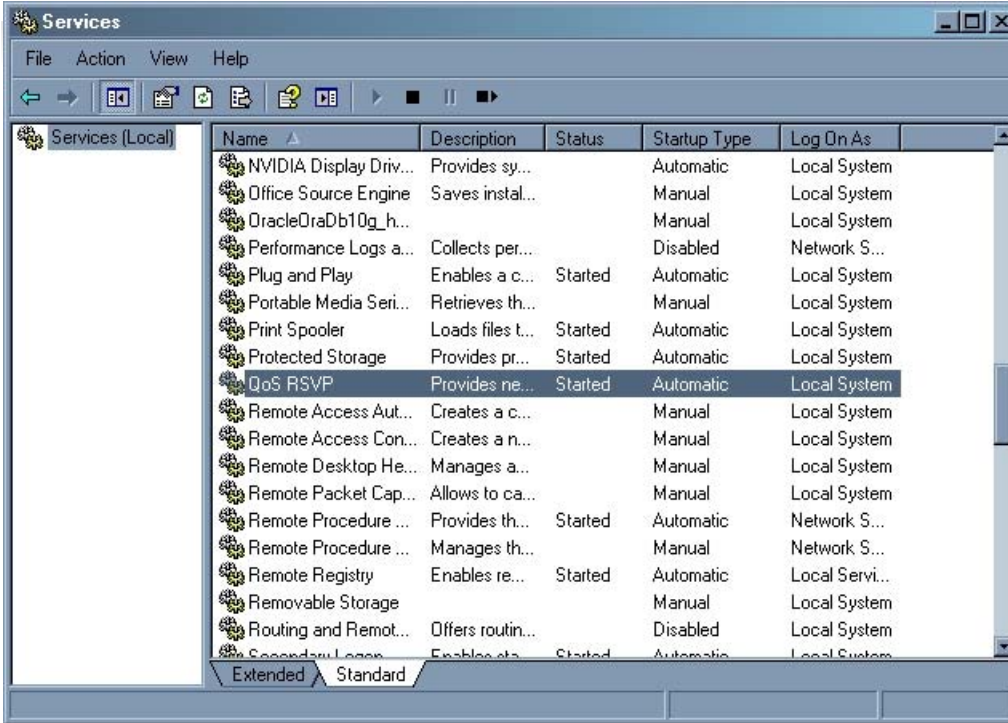
press OK.

Next, the “QoS RSVP” service must be started using the following steps:

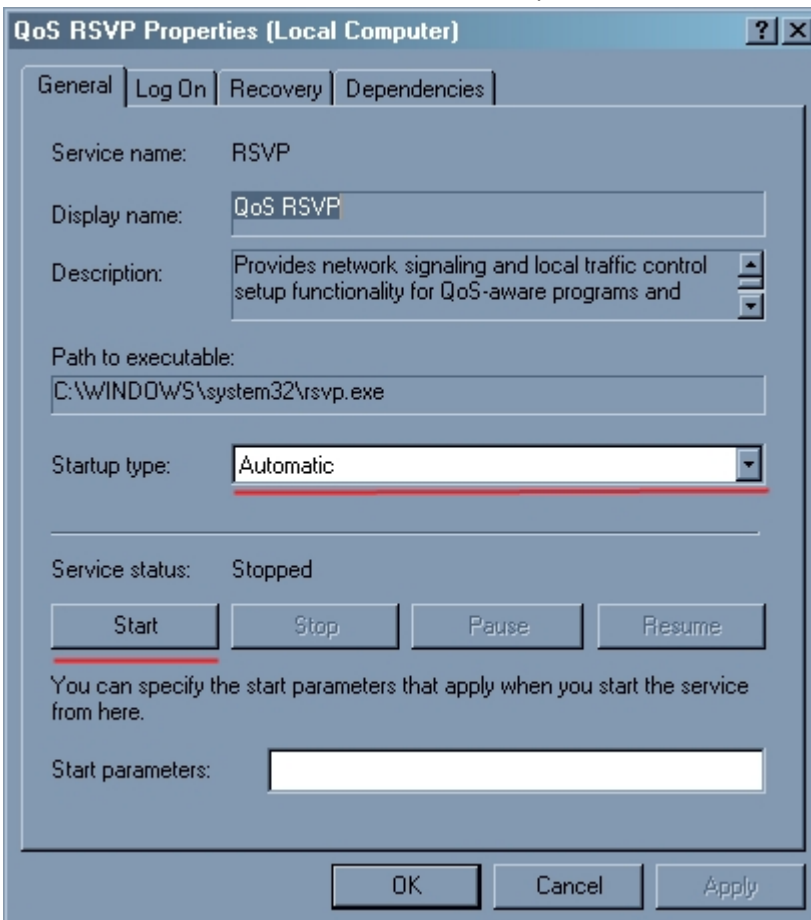
- From the start menu, click Run.
- In the Open box, type “services.msc” and then press OK.



3. On the right side find “QoS RSVP”. If it’s status isn’t “Started” then use step 3.

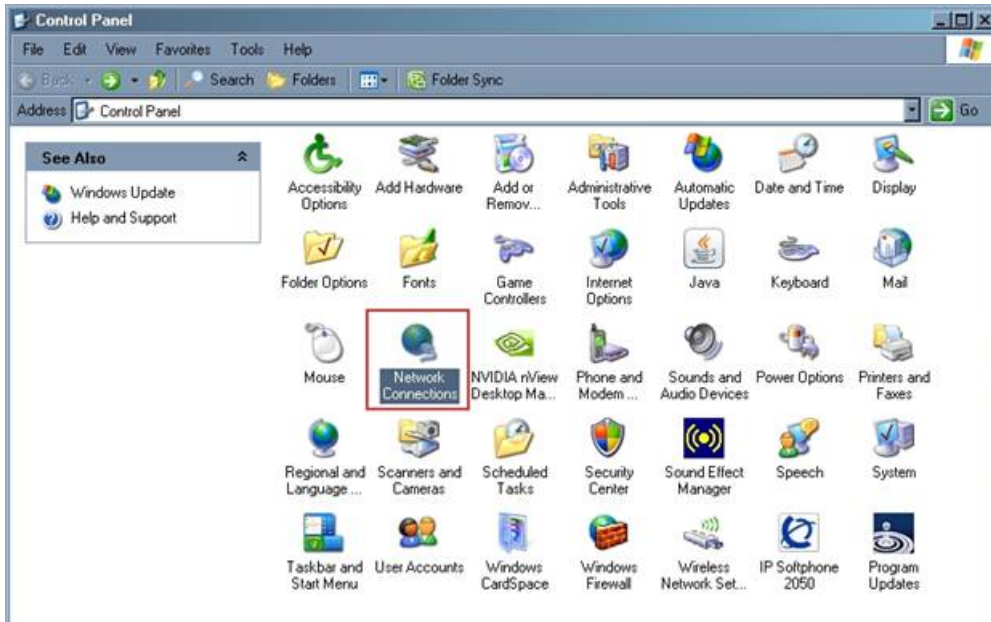


4. Double click on “QoS RSVP”, from dropdown list box select “Automatic”, click “Start” and then OK.

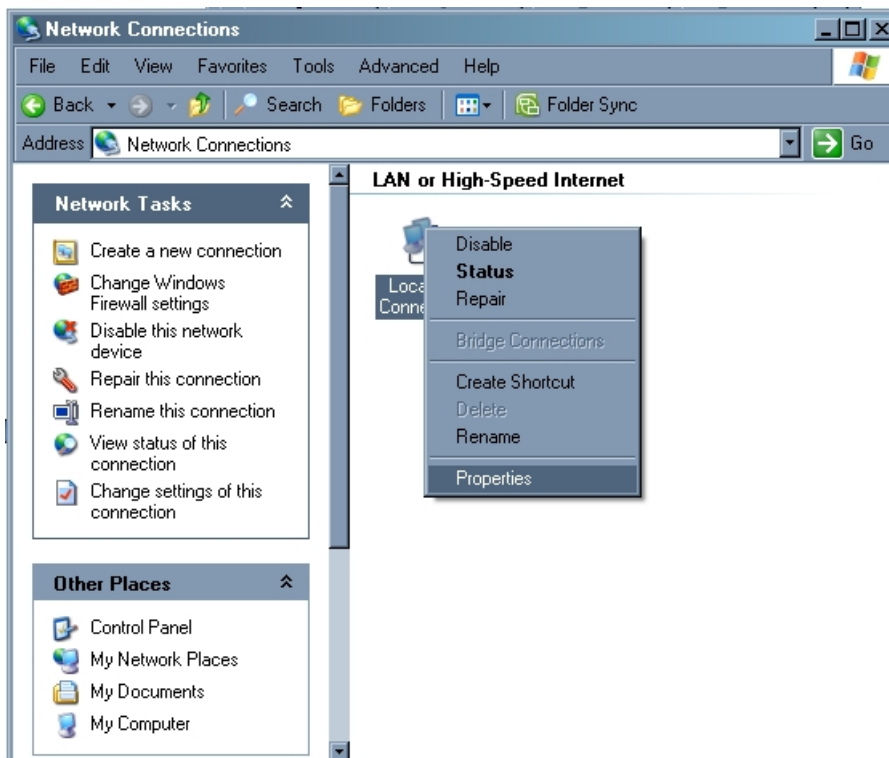


Finally, the following steps detail how to enable the QoS Packet Scheduler for network connection

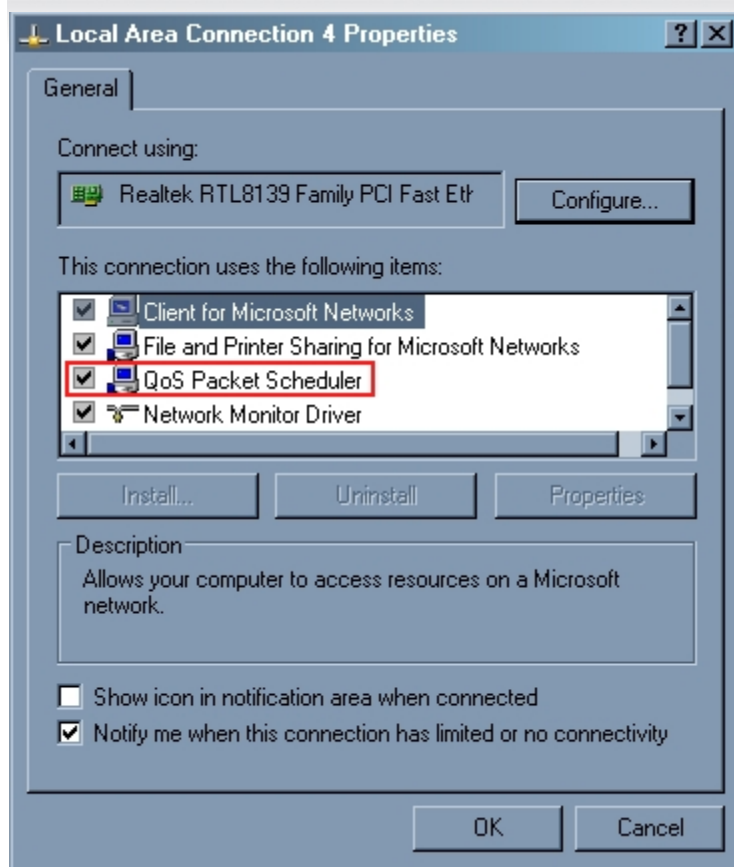
1. From the start menu, click Control Panel.
2. Double click on "Network connections".



3. Right click on the desired network connection.
4. Click "Properties" from the appeared context menu.

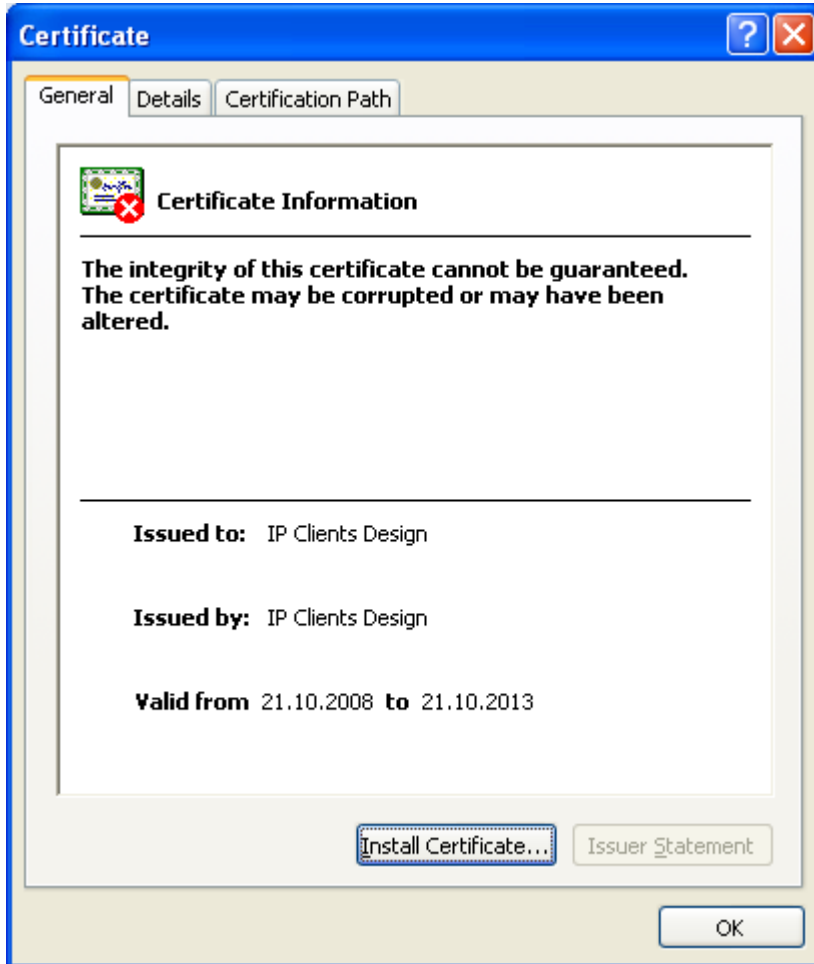


5. Find “QoS Packet Scheduler” and make check it’s checkbox if it’s not and then press OK.

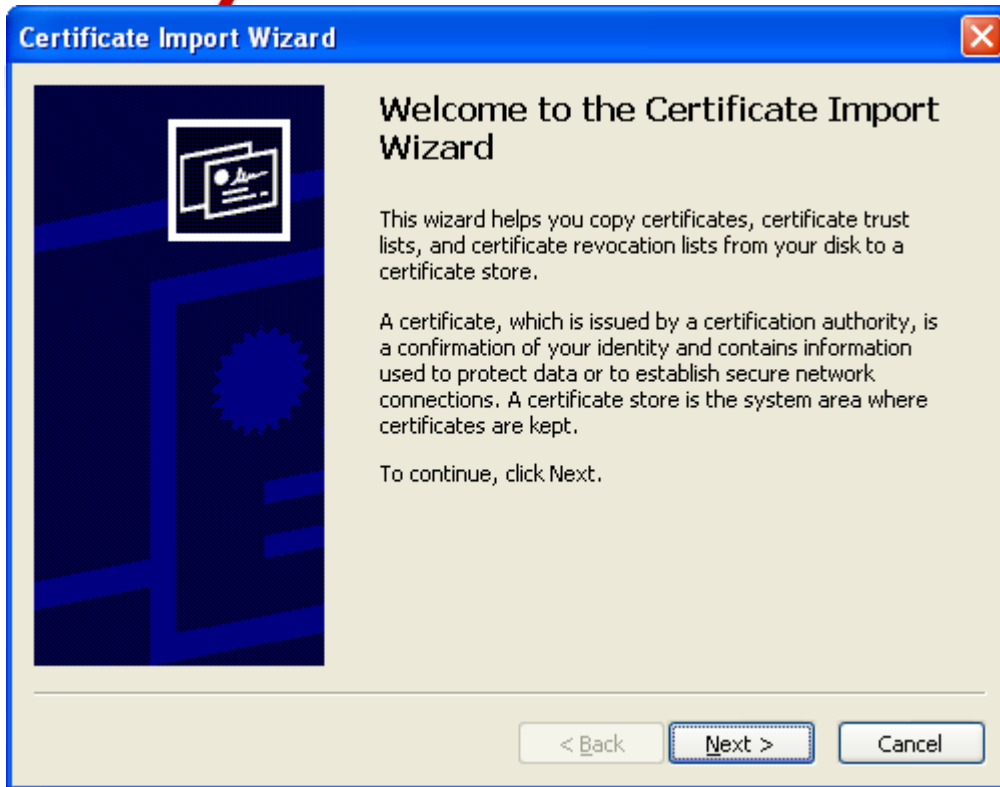


6.3 Installing Certificates for DTLS

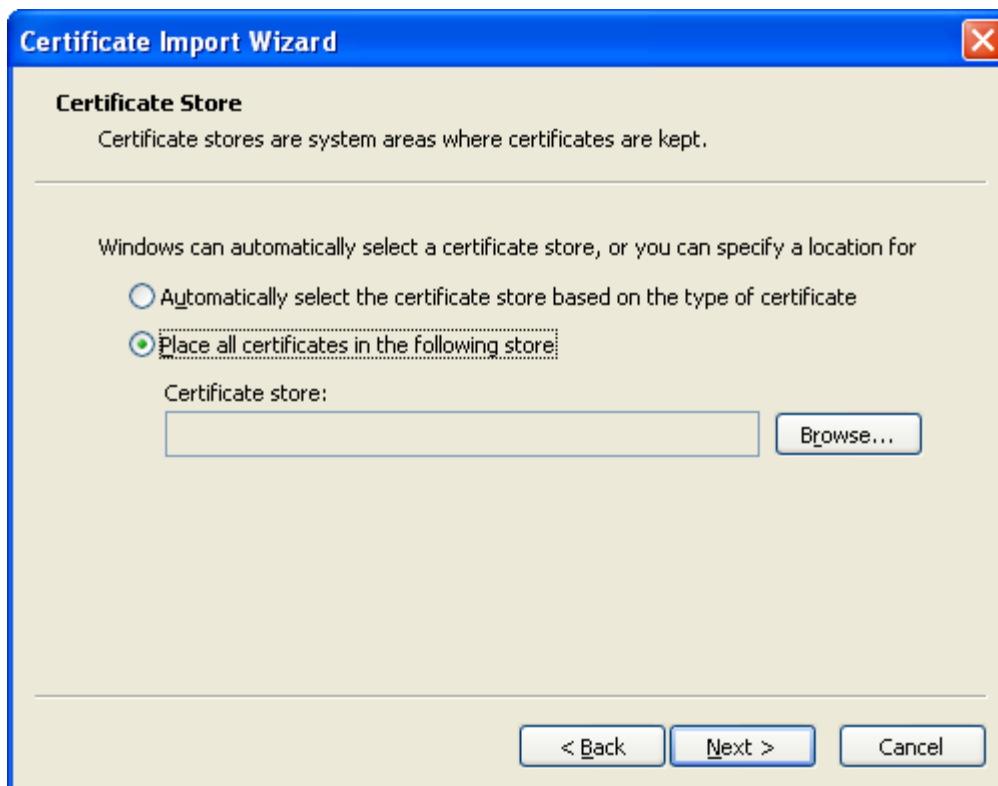
1. Obtain the client certificate in *.der format. If it's same in *.pem format then rename it to *.der.
2. Copy the client certificate to a desired machine where the i2050 R4.0 is attempted to be used.
3. Logon as an administrator
4. Double-click on the certificate.



5. Press "Install Certificate...". The Setup Wizard will be started.



6. Press Next



7.

8. Select the second option: Place all certificates in the following store. Click Browse button



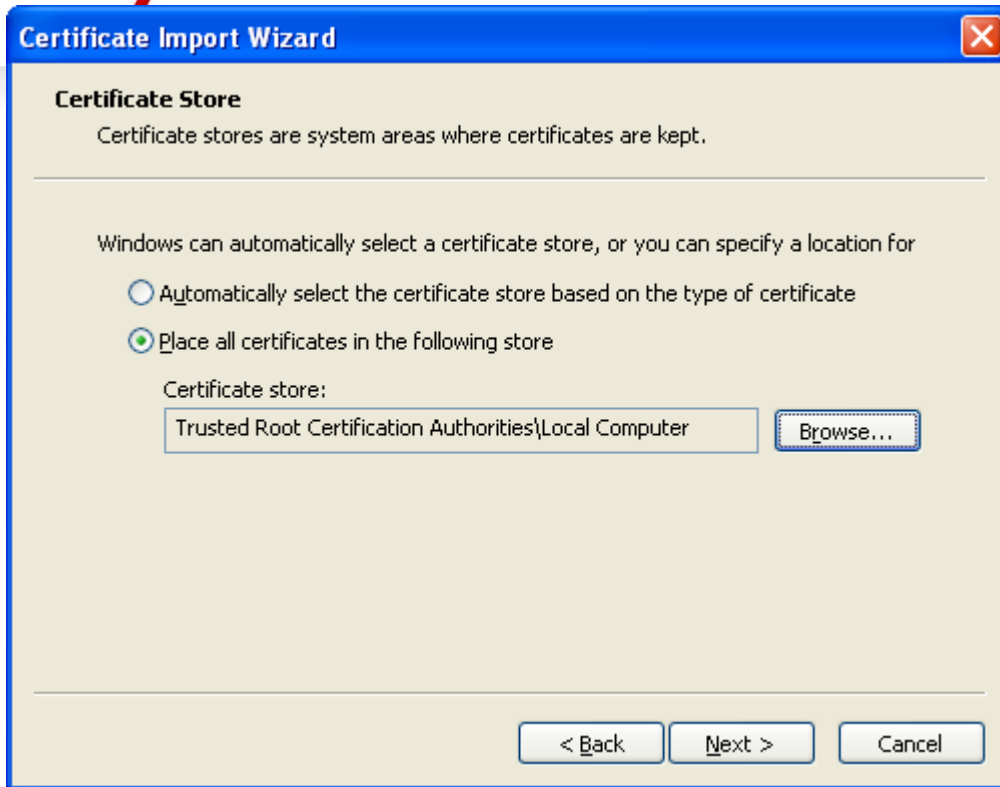
- 9.
10. Check the Show physical stores



- 11.
12. Select Trusted Root Certification Authorities->Local Machine

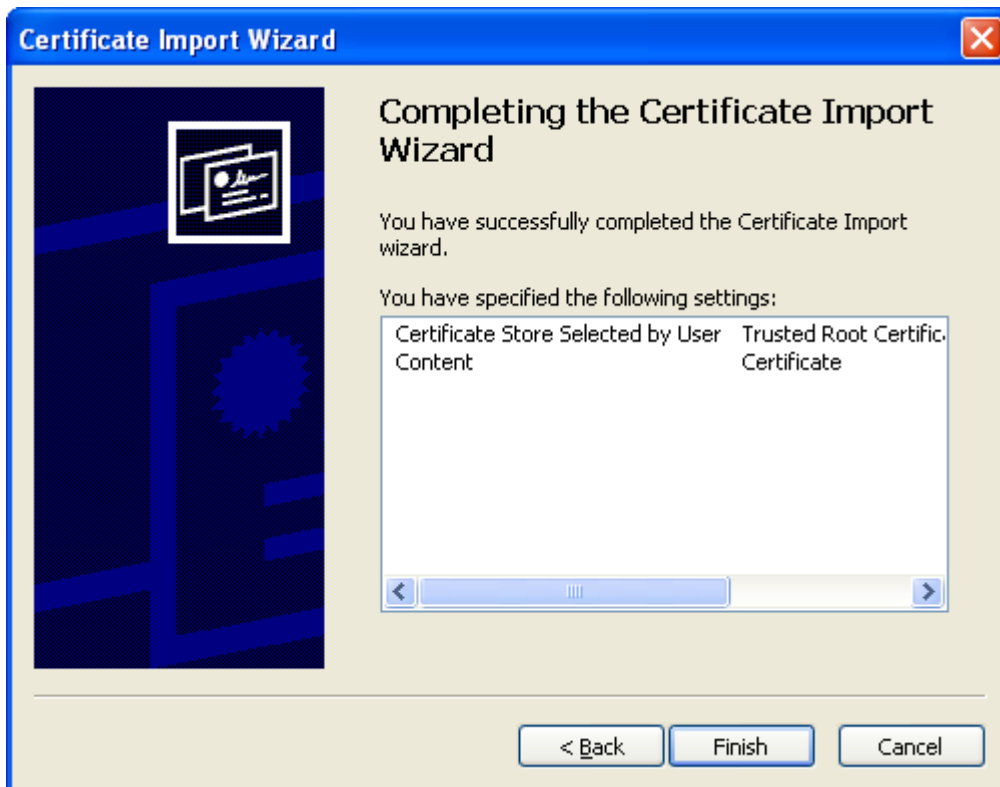


- 13.
14. Press OK



15.

16. Press Next



17.

18. Press Finish

19. If the import was successful the message box is appeared:



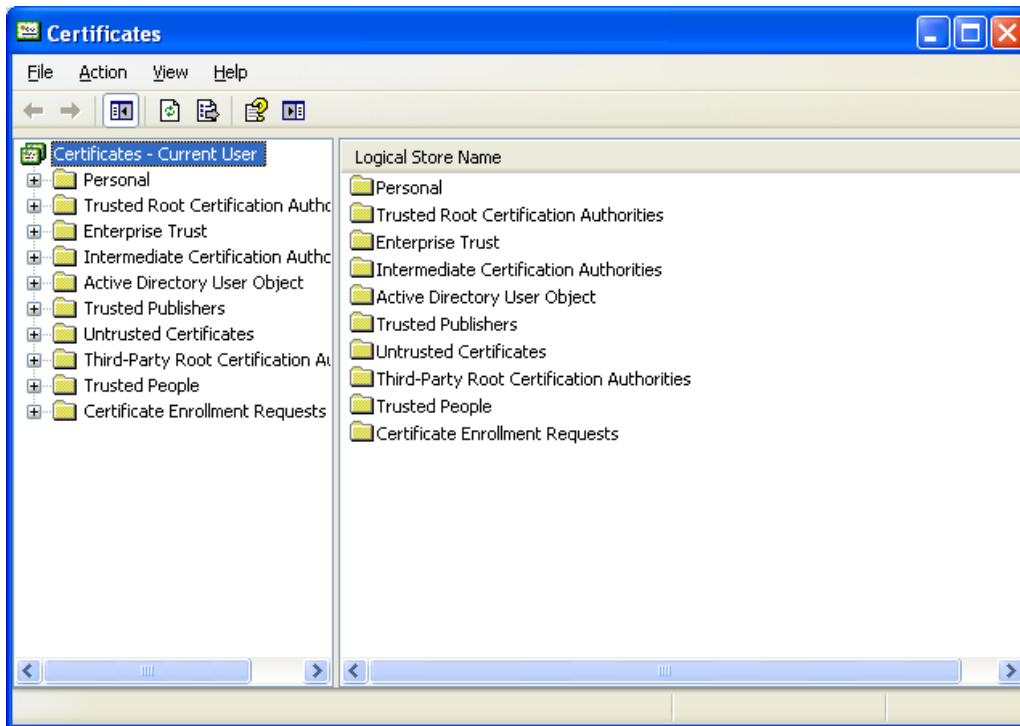
20.

To look for certificates installed on the machine:

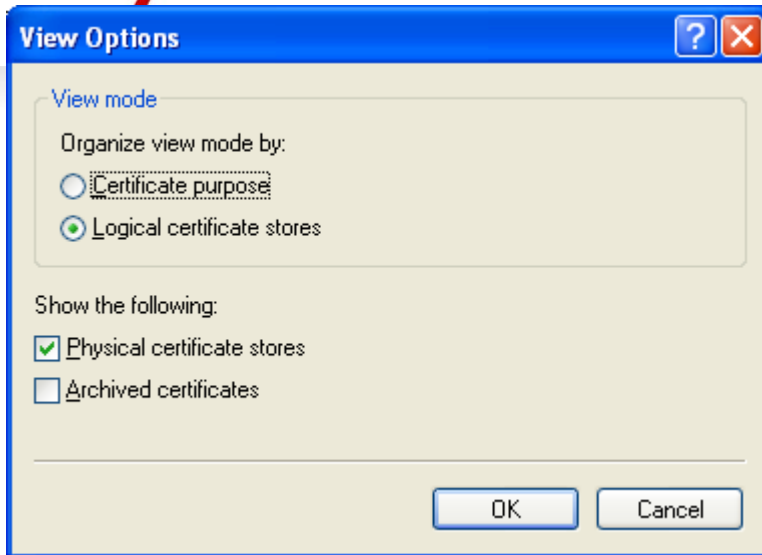
1. Run as an administrator the command:

```
run certmgr.msc
```

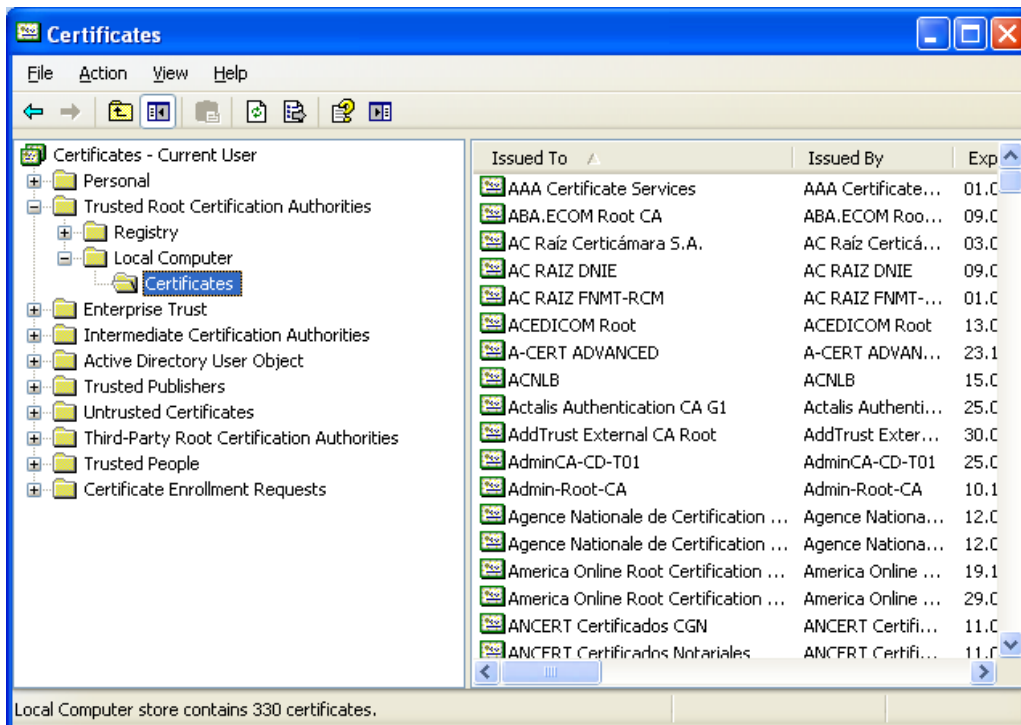
2. The following window will be shown



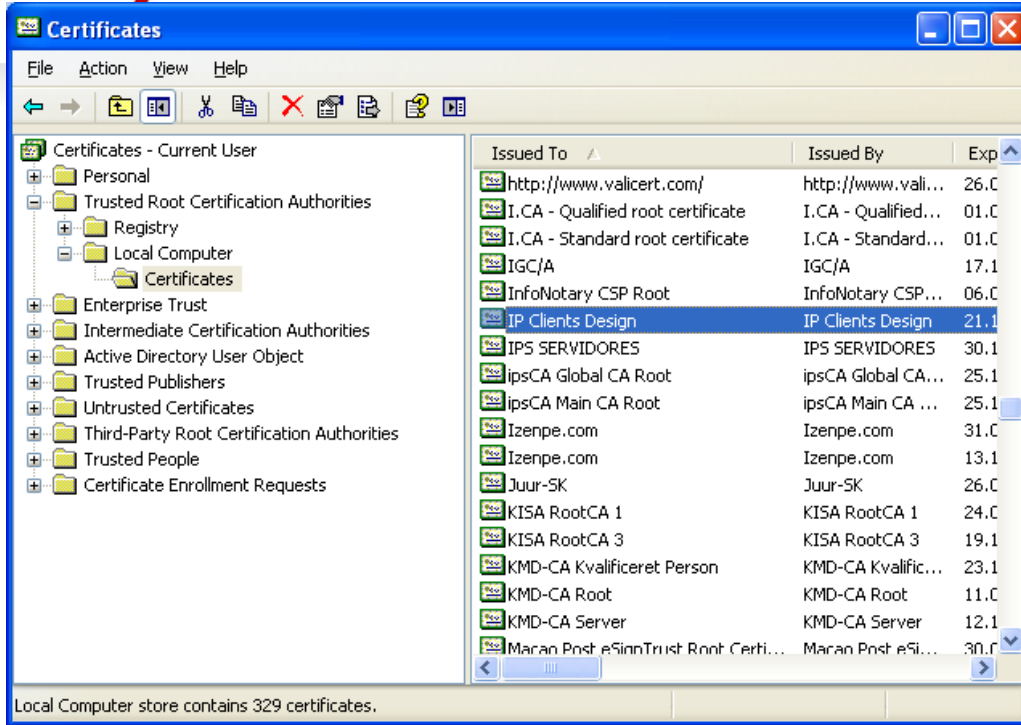
- 3.
4. Select View->Options->Physical certificate stores



- 5.
6. Press OK
7. Browse the tree of certificate to Trusted Root Certificate Authorities->Local Computer->Certificates



- 8.
9. In the table on the right side found the certificate installed



10.

6.0 Ordering Guidelines and Procedures

The 2050 IP Softphone Release 4.0 for Windows PC is generally available globally as of May 18th, 2010.

Software licensing was introduced with the 2050 IP Softphone Release 3.0 for Windows PC client. Software licensing eliminates the requirement to purchase a CDROM copy of the 2050 IP Softphone Release 3 client application on a per-desktop basis. Instead, Right-to-Use Licenses are purchased from Nortel's Keycode Retrieval System (KRS) which is accessible via the Nortel support portal at the link below:

www.nortel.com/support/tools/krs.

Additional information on generating and retrieving keycodes is provided in a later section of this notice.

Software licensing is based on "pool-of-users" approach to provide increased cost-effectiveness to customers. For example, if a customer has identified that they have 100 active users of the 2050 IP Softphone Release 3 client at any given time out of a total population of 500 2050 IP Softphone users, then they should plan on purchasing 100 (or more) licenses to support their employees. An active (or "checkout") license is required in order to make a call with the 2050 IP Softphone Release 3 client. Licenses are hosted on a Licensing Server, which is a customer supplied PC and is located at the customer premise.

Two order codes are established with 2050 IP Softphone. There is a Right-to-Use (RTU) license for new 2050 IP Softphone Release 4.0 client purchases. An upgrade Right-to-Use license has been established offering a discount for installed base customers of Release 1.x and 2.x wishing to upgrade to Release 4.

New Purchases:

PEC	Description
NTDW84BA	2050 IP Softphone New User License

Upgrades from 2050 IP Softphone Releases 1.x/2.x to Release 4:

PEC	Description
NTDW84CA	2050 IP Softphone Upgrade License from RIs 1 and 2

Note: The Software CD Package will not be available for the 2050 IP Softphone Release 4.0. The full release is available for download from the Technical Support web site. Refer to the following section for additional details.

Upgrades from 2050 IP Softphone Release 3.x:

Customers who have previously purchased and installed an earlier version of 2050 IP Softphone, may download this maintenance release from www.nortel.com/support using their existing licensing. Please refer to the following section.

7.0 Software Download

Those users who have purchased and installed Release 3.0 and later may proceed to download the upgrade version of 4.0. If the software has not been installed, the full installation must be done first:

Full Software Download Instructions:

To download the complete software file from the Nortel web site, follow these instructions:

Note: You will need to login to complete the steps below.

1. Access the www.nortel.com/support web site.
2. Select "Phones, Clients & Accessories".
3. Select "2050 IP Softphone" on the Phones, Clients & Accessories page.
4. Select "Software Downloads" on the 2050 IP Softphone page. Select "Major Release"
5. Select the "2050 IP Softphone Release 4.0" link.
6. Download either the .exe file or the Windows MSI file as required for the 2050 IP Softphone client software which is installed on each PC.
7. Download the "Licence Server Software" which is installed on a customer-provided PC and provides licences to each installed 2050 IP Softphone client.
8. Refer to the applicable NTP for instructions on installing and configuring.

Release 4.0 Upgrade Software Download Instructions:

Note: Users are advised to uninstall any previous versions of the 2050 IP Softphone application before upgrading to Release 4.0. This may be done through either the Start menu or selecting "Uninstall 2050 IP Softphone" or through the Control Panel using "Add or Remove Programs". All user settings are retained in the registry after un-installation.

To download the upgrade file from the Nortel web site, follow these instructions:

Note: You will need to login to complete the steps below.

1. Access the www.nortel.com/support web site.
2. Select "Phones, Clients & Accessories".
3. Select "2050 IP Softphone" on the Phones, Clients & Accessories page.
4. Select "Software Downloads" on the 2050 IP Softphone page. Select "Major Release"
5. Select the "2050 IP Softphone Release 4.0" link.
6. Download either the .exe file or the Windows MSI file as required for the 2050 IP Softphone client software which is installed on each PC.
7. Refer to the applicable NTP for instructions on installing and configuring..

8.0 Keycode Retrieval Process from KRS

Note: Additional information on creating node-locked licenses will be provided via Product Bulletin when this option becomes available in KRS.

Before proceeding with the install, you must have the following information available:

- Fully Qualified Domain Name (FQDN) of the PC on which the Licence Server Software is installed. The 2050 IP Softphone Licence Server Software can be pre-installed and used to determine the FQDN of the PC.
- Purchase Order Number

Registering/generating keycodes for the 2050 IP Softphone:

1. Access the www.nortel.com/support web site.
2. Select "Support & Training – Online Self-Service – Keycode Retrieval".
3. At Step 1, Select "Global Login"
4. At Step 2 , Select product family "2050 IP Softphone"
5. Enter login credentials.
6. Click on "Product Registration" on the sidebar.
7. Enter hostname in Site Name

Note: CLLI code is not used for the 2050

8. Enter the geographical location in City, Country , State fields.

Note: This information is used for reference purposes only.

9. Click Save

Assuming an order has been placed for a number of users. SAP will have created a non-stock PO and will send to KRS.

10. Click on "Generate Keycode" on the sidebar
11. At Step 1, Enter the Host ID into the Enter HostID field.
12. At Step 2, Enter the Purchase Order Number. Alternatively, you can search by Nortel Order #, COEO, Customer PO# or Alternate Order #.

Note: COEO = Common Equipment order number for carrier customers. Authorization codes are used by stocking distributors.

13. At Step 3. Select the quantity of the number of licenses desired.
14. Click Continue. The program then returns back to the Select PO screen to allow users to pull licenses from multiple POs if desired.
15. Click Go To Summary
16. Click Generate Keycode. A new keycode is generated in KRS database. The User is then directed to the Keycode Retrieve screen.
17. Select Download Keycode and apply to the system. Saves as a .lic file on the local system.

Expansions:

1. Click on "Generate Keycode" on the sidebar
2. At Step 1, Enter the Host ID from the previous step into the Enter HostID field.
3. At Step 2, Enter the Purchase Order Number to pull license entitlement from.
4. At Step 3. Enter quantity of additional number of seats required.
5. Click Generate Keycode.

Note: With the IP Phone 2050, each license increment generates an additional license file. This is different from other products where a single license file is revised to include the additional values.

If you are experiencing any problems with the KRS system, click on the CONTACT KRS SUPPORT link at the bottom of the page. Some of the documents may include Product Bulletins, Sales and Marketing Bulletins, and NTPs.

9.0 References and Related Documents

The following documents are associated with 2050 IP Softphone for Windows PC on the CS1000:

- Communication Server 1000 IP Phones Fundamentals [NN43001-368]
- IP Softphone 2050 User Guide [NN43119-101]
- IP Softphone 2050 Call Center User Guide [NN43119-100]

These documents can be found on the Nortel Technical Support Portal at:

<http://support.nortel.com/go/main.jsp?cscat=DOCUMENTATION&poid=10601>

In addition, the following documents are associated with the 2050 IP Softphone for Windows PC on BCM:

- IP Softphone 2050 Installation Guide [NN40050-300]
- IP Softphone 2050 User Guide [NN40050-100]

These documents can be found on the Nortel Technical Support Portal at:

<http://support.nortel.com/go/main.jsp?cscat=DOCUMENTATION&poid=15181>

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

Appendix

The following Appendix provides information on how to download and install the licensing server. This capability was introduced in 2050 IP Softphone Release 3.0 but is new for BCM customers (since 2050v3 was not supported with BCM). Additional information on installing and troubleshooting the License Server can be found in the following document:

- Communication Server 1000 IP Phones Fundamentals [NN43001-368]

This document can be found on the Nortel Technical Support Portal at:

<http://support.nortel.com/go/main.jsp?cscat=DOCUMENTATION&poid=10601>

License Server

The License Server Manager and the vendor daemon make up the License Server system. The License Server Manager is the main point of contact for 2050 IP Clients, which require license certificates.

Because the License Server components are lightweight, you can install the components on any machine running other applications, which runs one of the following operating systems

- Microsoft Windows 2000
- Microsoft Windows 2000 Server
- Microsoft Windows XP
- Microsoft Windows 2003 Server
- Microsoft Windows Vista

The Licensing Server requires ports 27000 and 27001 to be accessible. You can modify the TCP/IP port number of the License Server Manager (lmgrd) in the Server line. For information about modifying the Server line, refer to information late in this Appendix.

License Server components

The License Server includes the following components:

- vendor daemon—service which provides license rights to 2050 IP Softphone clients (nortelIP.exe)
- License Server Manager (lmgrd.exe)
- FLEXnet Licensing Administration Tools
 - command line tools available with the installer
 - lmtools.exe—graphical user interface (GUI) for license server management

For FLEXnet Licensing and license management provided by Macrovision, go to www.macrovision.com.

Installing the License Server

Use the following procedure to install the License Server components.

1 Obtain the 2050 IP Softphone License Server Installer software:

- Access the www.nortel.com/support web site.
- Select “Phones, Clients & Accessories”.
- Select “2050 IP Softphone” on the Phones, Clients & Accessories page.
- Select “Software Downloads” on the 2050 IP Softphone page. Select “Major Release”
- Select the “2050 IP Softphone Release 4.0” link.
- Finally, select the “Setup_Server.exe” link.

2 On your license server PC, execute the file **setup_server.exe**.

3 Click **Next** on the Welcome window.

4 If you agree with the terms of the License Agreement, select the appropriate button and click **Next**. The Welcome to the InstallShield Wizard opens.

5 Click **Next**.

6 Choose the Installation Path of the target directory for the License Server component files.
A Confirmation window appears.

7 Click **Next**.
A progress bar appears to show the progress of the installation.

8 To install the License Server as a Windows Service, select the "Install as a service" checkbox.

9 Click **Finish**.

Obtaining a valid license

1 To view your FQDN, select **Start > All Programs > Avaya > 2050 IP Softphone Licensing Server > GetHostID**.

2 Go to www.nortel.com/support/tools/krs.

3 Login to Keycode Retrieval System (KRS).
For information about creating key codes, see the KRS User Guide at www.nortel.com/support/tools/krs. Select Product family, Documentation, Forms and User Guides.

4 On the Retrieve Keycode page, enter your FQDN (for example, `yourlicenseserver1.yourcompany.com`) in the System ID (site ID) field.

5 Select the product keycode from the list, then save file, for example, `yourlicenseserver1.yourcompany.com.lic` to a directory on your PC .

Before you continue with the following steps, Avaya recommends that you shut down your license server.

6 To shut down your license server, go to **Start > All Programs > Avaya > 2050 IP Softphone Licensing Server > Manual Server > Shut Down License Server**.

7 Go to the directory on your PC where the License server software is located, for example, `C:\Program Files\Avaya\IPSoftphone2050`. Rename the file `counted.lic` to `counted_old.lic`.

8 Go to the directory where `yourlicenseserver1.yourcompany.com.lic` is located. Move `yourlicenseserver1.yourcompany.com.lic` to the directory where the License Server software is located, for example, `C:\Program Files\Avaya\IPSoftphone2050`.

9 Rename `yourlicenseserver1.yourcompany.com.lic` to `counted.lic`.

10 Restart the License Server. Go to **Start > All Programs > Avaya > 2050 IP Softphone Licensing Server > Manual Server > Restart License Server**.

Verifying user licenses

1 Go to **Start > All Programs > Accessories > Command Prompt** to open the Command Prompt window.

2 From the Command Prompt window, go to the directory on your PC where the License server software is located, for example, `C:\Program Files\Avaya\2050 IP Softphone Licensing Server`.

3 At the prompt, enter `lmstat -A`.
The number of user licenses and the number of licenses in use are displayed.

Starting the License Server Manager

Use one of the following options to start the License Server Manager:

- Manual Server
- Configure as a service

Manual server

If the server is run as "manual server" a console window appears on the desktop, which displays the output of both the `lmgrd.exe` and `nortelip.exe` processes.

You can select one of the following options from **Start > All Programs > Avaya > 2050 IP Softphone Licensing Server > Manual Server.**

- Restart Licensing Server
- Shut Down Licensing Server
- Start Up Licensing Server

Configure as a service

If the server is run as “server service” the server can supply licenses even when you are not logged on to the computer. You can observe the status of the service in the Windows Services administrative tool. The output of the lmgrd.exe and nortelip.exe processes, writes to a log file called “ServiceLog.log” in the installation path of the licensing server.

You can select one of the following options from **Start > All Programs > Avaya > 2050 IP Softphone Licensing Server > Server Service.**

- Install Licensing Server as a Service
- Uninstall Licensing Server Service
- Restart Licensing Server Service

License file

You can modify the following elements in the license file

- Host name on the SERVER line
- TCP/IP port number on the SERVER line

The SERVER line specifies the host name and hostid of the license server system and the TCP/IP port number of the license server manager (lmgrd).

The format of the SERVER line is:

SERVER host hostid [port]

Field	Description
host	The system host name or IP address. On NT/2000/XP, ipconfig / all; on Windows 95/98/ME, winipcfg/all return the host name.
hostid	The hostid generated by the Get Host ID command. KRS requires the host ID in order to provision the server system with valid licenses.
port	TCP/IP port number to use. A valid number is any used port number between 0 and 64000. If you do not specify a TCP/IP port number, one of the default ports in the range of 27000 to 27009 is used.