BCM-IVR Tools: Obtaining and Activating a PeriProducer or PeriStudio Keycode



The following process applies to new users of IVR 2.1 PeriProducer or PeriStudio, or both, who do not have the earlier versions (IVR1.1) of these tools installed. If you do have an earlier version of these tools installed and you want to upgrade them, refer to the *BCM/IVR 2.1 Upgrade Guide* (N0064485).

How to produce a PeriProducer or PeriStudio keycode (license file)

- 1 Purchase the appropriate authorization codes for PeriProducer (NTKC0275) or PeriStudio (NTKC0274) from the BCM catalog.
- **2** Install the BCM/IVR 2.1 workstation software (after you have installed the XVision7 preinstallation software on the CD) by following the instructions available in the Readme file on the IVR 2.1 CD.

```
-
```

Note: The CD with the PeriProducer and PeriStudio applications is contained in the *BCM450 IVR 2.1 Management and IVR Tools CD Kit* (NTC04030SW) available from the BCM catalog.

- **3** Determine the MAC address of the workstation on which you want to install the PeriProducer or PeriStudio software.
 - **a** Go to the DOS prompt and type plicnum.

C:\>plicnum

The interface address and hostname information appear on the screen.

```
Interface Address (Interface #0)--> 0:6:5b:da:51:3f
Interface Hostname -->BCMWKSTN-1
```

- **b** Record the MAC address that appears in the **Interface Address** field.
- 4 Contact Avaya Support by calling 1-800-466-7835.
- **5** Select option **5** and then option **1**.
- **6** Tell the Avaya support prime that you need assistance producing a keycode for BCM/IVR.

You are connected to the Avaya keycode support prime.

7 Tell the Avaya keycode support prime that you need to produce a BCM PeriPro or BCM PeriStudio keycode (licence file), or both. You must provide the support prime with the authorization code(s) obtained in step 1 and the MAC address obtained in step 3.

The Avaya keycode support prime generates the keycode and sends it to you by e-mail.

Complete steps 8 to 16 to enable the appropriate licenses for PeriProducer, PeriStudio, and plicd.

8 Move the keycode file that the Avaya keycode support prime sent to you to the following location on the PC where the PeriProducer and/or PeriStudio applications have been installed:

%VPSHOME%\PERIplic\etc(%VPSHOME%=C:\Program Files\Nortel)

9 Enable the LSHOST System variable to point to the license server by using **Start > Settings > Control Panel > System**.

The System Properties window appears.

- 10 From the System Properties window, click the Advanced tab.
- **11** Click **Environment Variables**.

The Environment Variables window opens. In this example, the localhost is BCMWKSTN-1.

12 In the Environment Variables window, in the User variables section, select the **HOME** directory.

Environment Variables							
<u>User variables for</u>	jværgh						
Variable HOME INCLUDE LIB TEMP	Value H:\ D:\Program Files\Microsoft Visual Studio D:\Program Files\Microsoft Visual Studio D:\Profiles\jvargh\Local Settings\Temp						
	D:\Profiles\jvargh\Local Settings\Temp						
Variable	Value						
LIB LSHOST NUMBER_OF_PR NUT_SUFFIXED	D:\Program Files\Microsoft Visual Studio BCMWKSTN-1 1 1						
NUTCROOT	C:\PROGRA~1\NORTEL\NUTC\NUTCROOT						
	CK Cancel						

13 In the System variables area, select the LSHOST variable from the variables column.

14 Click OK.

The LSHOST system variable now points to the license server.

- **15** Start the license service.
 - **a** Go to **Start > Settings > Control Panel > Administrative tools** and click the **Services** icon. The Services window opens.

Services				
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Tree	Name /	Description	Status	Startup Type
Services (Local)	ASP.NET State Service	Provides s Enables th	Started	Manual 🛁 Automatic
	Avaya License Service		Started	Automatic
	Avaya MPS Service		Started Started	Automatic Automatic
	Background Intelligent Transfer Ser	Transfers f Supports C	1	Manual Manual

- **b** From the list of services, select **Avaya License Service**.
- c Click Start.
- **16** Execute the following command to verify that the license server has obtained the appropriate licenses and thereby confirming that the license is activated on the workstation (bcmwkstn-1).

```
C:\>plicmon bcmwkstn-1
Available Licenses from Server: bcmwkstn-1
Product:PERIPRO x.x
Licensed to ethernet: 0:6:5b:da:51:3f
Refresh every 360 seconds
Product: plicd x.x
Licensed to ethernet: 0:6:5b:da:51:3f
Product: PERISTUDIO x.x
Licensed to ethernet: 0:6:5b:da:51:3f
Refresh every 360 seconds
```

- **17** On the BCM IVR 2.1 workstation, go to **Start > Settings > Control Panel > Vision Communications**.
 - **a** Click the **Transports** tab.

b Verify that TCP-Unix is enabled.

Vision Com	municatio	ons				? ×			
Hosts T	ransports	Databa:	se Diagr	nostics					
Transports define methods of accessing remote computers.									
Transp	ort		Status		Auto				
USP-TC	P		Unavailat	ole	Yes				
TCP-Uni	x		Enabled		Yes				
SPX-Uni	x		Disabled		No				
topip			Enabled		No				
Serial-co	m1		Available		No	t			
Modem			Unavailat	ble	No				
Xtrace			Available		Yes	1			
□ <u>W</u> arn me if status changes									
<u>U</u> pdate	Now	<u>A</u> dd	<u> </u>	move	Proper	ties			
0		Cancel		Apply		Help			

c If the XVision server is running, restart the server by going to **Start > Programs > Vision >Xvision Server**.

The server restarts.

18 Launch the licensed package (PeriProducer or PeriStudio) by going to **Start > Programs > Avaya**.

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