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

AVAYA

Information Sheet

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:

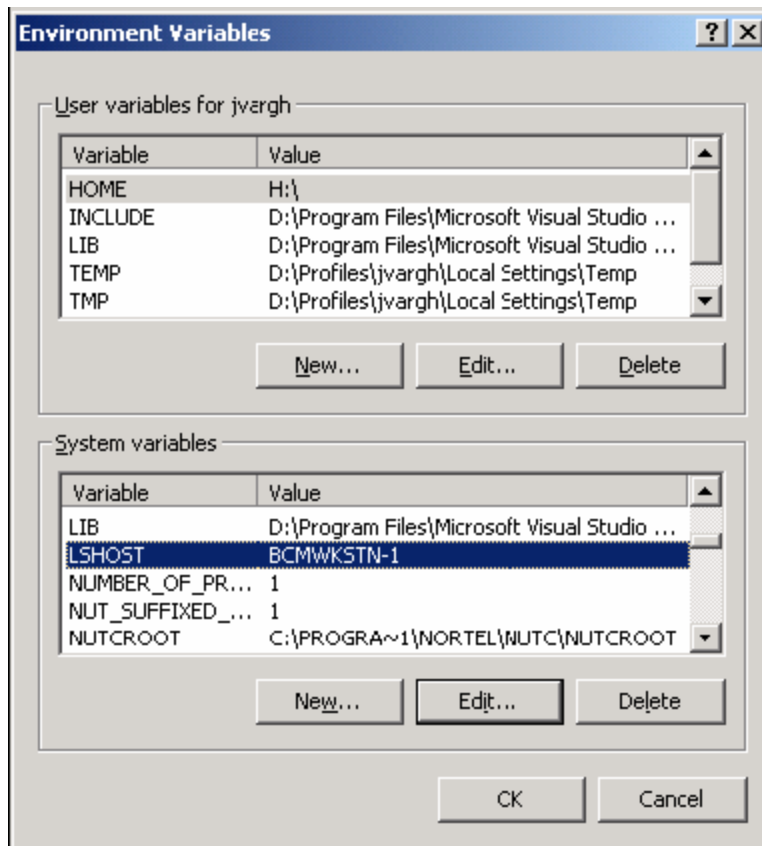   %VPSHOME%\PERIplic\etc(%VPSHOME%=C:\Program Files\Nortel)

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.
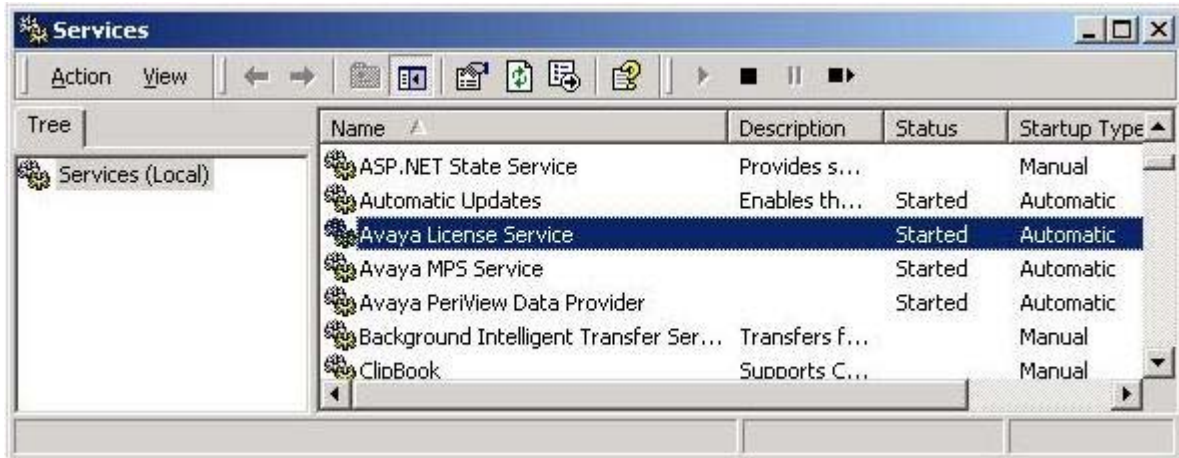

13 In the System variables area, select the **LSHOST** variable from the variables column.

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.

    b From the list of services, select **Avaya License Service**.
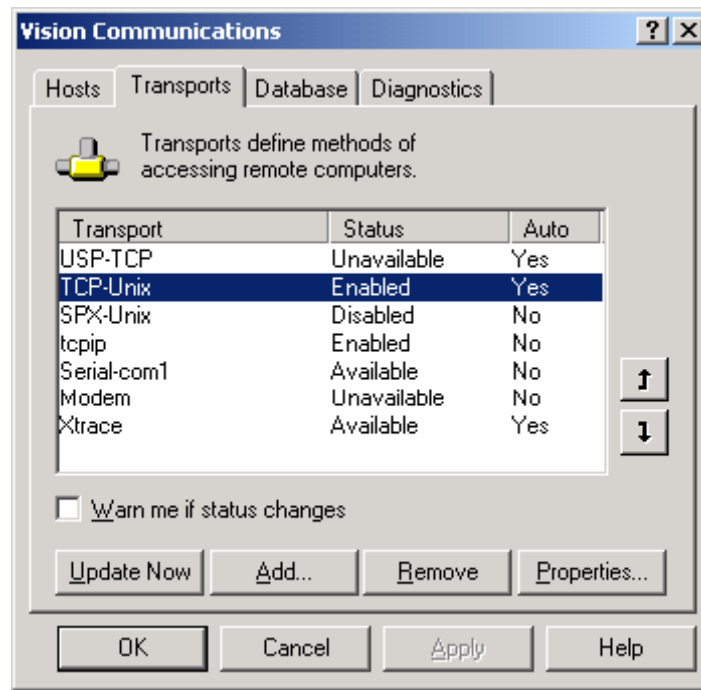
    c Click **Start**.

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.

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**.