

Product Notice #0246

Mediant SE/VE SBC Software License Activation Tool

Notice Subject

AudioCodes announces the launch of its Web-based License Activation tool, facilitating product licensing process and improving customer experience.

Notice Date

January 5, 2015

Notice Effective Date

Immediate

Affected Product Family / Part Numbers

- Mediant SE/VE SBC

Notice Details

This Product Notice announces AudioCodes launch of its Web-based License Activation tool, a user-friendly tool that enables Customers to request license keys for initial activation of their software-based Mediant Server Edition (SE) SBC or Mediant Virtual Edition (VE) SBC products. Customers can quickly-and-easily activate and change licenses with a single click of the mouse, avoiding otherwise time-consuming back-office administrative processing. License activation through the License Activation tool can be performed once AudioCodes has processed the Customer's purchase order (PO) and the software product has been delivered to the Customer. The License Activation tool is intended only for first-time activation of software or in scenarios in which the License key is "lost" (due to whatever reason); for software feature upgrades, the upgrade License key is delivered immediately after AudioCodes has processed the PO.

The identifier of the Mediant SE/VE SBC product is the Product Key, which is issued to Customers upon purchase. The Product Key is used by AudioCodes to identify the Customer's product when contacting AudioCodes for any issue, for example, product upgrades and customer support. (Up until recently, the fingerprint was used to identify the product.)

AudioCodes is currently in the process of issuing Product Keys to Customers who did not receive a Product Key with their initial purchase. However, if you have still not received a Product Key, when

you make your next order or request support, AudioCodes will provide you one upon submission of your product's fingerprint (Serial Number).

The following procedure provides step-by-step instructions on how to obtain a product license key through the License Activation tool and activate your software product.



Note: The Mediant SE SBC or Mediant VE SBC must be installed prior to the below activation process, as the fingerprint (Serial Number) is a prerequisite for license activation.

1. Go to AudioCodes' Web-based License Activation tool at <http://www.audiocodes.com/swactivation>.

License Activation

Please enter your Product Key received from AudioCodes and the fingerprint (e.g. Serial Number or Server Signature) that was generated as a result of your installation.
For technical assistance, please contact AudioCodes support at support@audiocodes.com.

Product Key*

Fingerprint*

Email* +


Validation

3ECF8

Please enter the characters shown in the image. To refresh the image, [click here](#).

[Send](#)

2. Enter the following License Activation information and then click **Send**:
 - **Product Key:** The Product Key identifies your specific product purchase for the purpose of subsequent communication with AudioCodes, for example, for support and software upgrades. The Product Key is provided in the Order Confirmation e-mail that was sent to you by AudioCodes upon your purchase, as shown encircled in the example below:


Mediant SBC Virtual Edition (VE) and Server Edition (SE)

Dear Customer,

Customer PO# 12345
Order # 123456 , Line # 1
Ordered CPN: MSW/HIGH

Product Key Details:
Please note that products with same redundant pair should be installed together as redundant key.

Application	Product Key	Redundant Pair
Embedded (S/W SBC)	LC376CAD7FF01WR3	
Embedded (S/W SBC)	YDABF41BFFF01AY7	

**Notes:**

- Make sure you write down the Product Key and store it in a safe place where it can later be retrieved, if necessary, for re-use in a reinstallation.
- For 1+1 High-Availability orders, you are provided with two Product Keys, one for each unit. In such cases, you need to perform the license activation process twice in order to obtain license keys for both units.

- **Fingerprint:** The *fingerprint* is the Serial Number of your product. The Serial Number uniquely identifies the software installation. Instructions for locating the product's Serial Number can be found in the product's *Installation Manual*.
 - **Email:** Provide one or more e-mail addresses to where you want the license keys to be sent.
3. Install the Product License file that is attached to the Product License for Activating Product Key e-mail (see example below) sent to you by AudioCodes upon your License Activation request (Step 2), according to the instructions in the product's *Installation Manual*.

