Avaya IP Office License Key Installation Procedure
IP Office Essential Edition
Telquest Tech Support

You **MUST COPY AND PASTE** the License(s) into the KSU.
We cannot provide support if you type them in manually.

Feature Key and License Key are the same item.

Your License Key can be found in different places depending on how it was sent to you.

Method A

In the email your received it is listed in the column "License Key"
It is 33 characters long.
Example: cSREkfLALfri4HZrSuk7_0H7lUrAYtbT
The easy method is to copy the License Key from the body of the email.

Method B

It may also be attached as a "RUNxxxxxxxxxxxzzzzzzzzzzz.xls" file.

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Telquest Intl

Avaya IP Office Feature Key Installation Procedure

Method A

This is a sample of the License Key info you may have received by email:

Serial Number/ Feature Key Id	Certificate	Sales Item	Order Qty	Licence Key Name	CPU Location	Key Qty	Licence Key	Expiry Date
		Item Description						
1301234808	308A31F26294	243034	1	USR_MOBILE	Mobile Worker	1	QDBSZUmrEXyw123451wYg5etRPj@UFSN	
		IPO LIC R6 MOBILE WORKER 1						

This is the License Key
Copy and Paste it into the KSU...

Go to Page 3 and follow the steps to install it.

<mark>Method B</mark>

If your License Key was an Attachment to an email, an .XLS type file, it will look similar to this:

RUN13121709472114223480086.xls

Double click on the .xls file.

It will open Windows Excel or whatever program your computer uses for this type (xls) of file.

If you see a message that the file contains Macros, just click OK.

A Spreadsheet will appear and on the bottom you will find a tab for <mark>**"All Keys"**</mark>, click it.

L
Encrypted Key
2jc37YgOgXQ9tN0z0WRD9BYM8rZWpNm0
zbyHBoLkSVfXnRY_EfW0ulLCauptg3la

<mark>Column "L" (as in License) will contain the actual License Keys</mark>.
==

G
LicenceKey Description
Small Site Software Upgrade
IP500 Voice Networking Channels

Column "G" will contain the NAME of the License Keys.

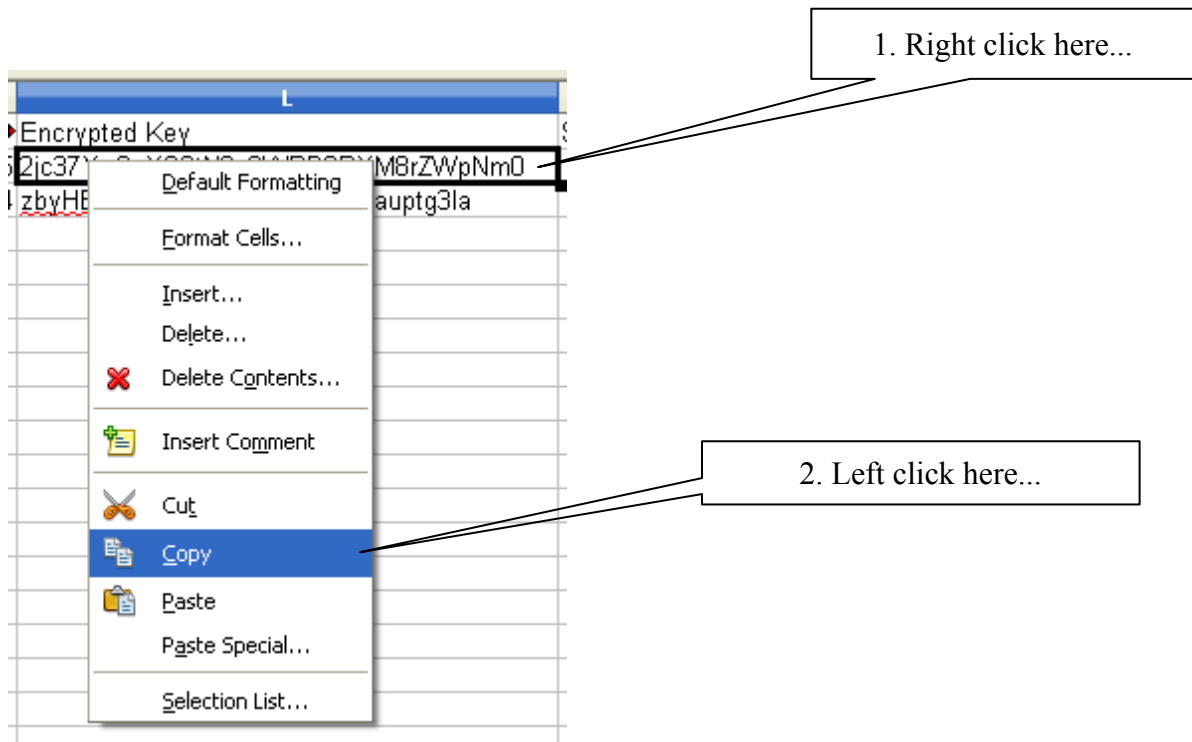==

In some cases you may see all the License Keys ever generated for your system.

In this case use the License Key(s) that is lowest on the list since this is where the newest are found.
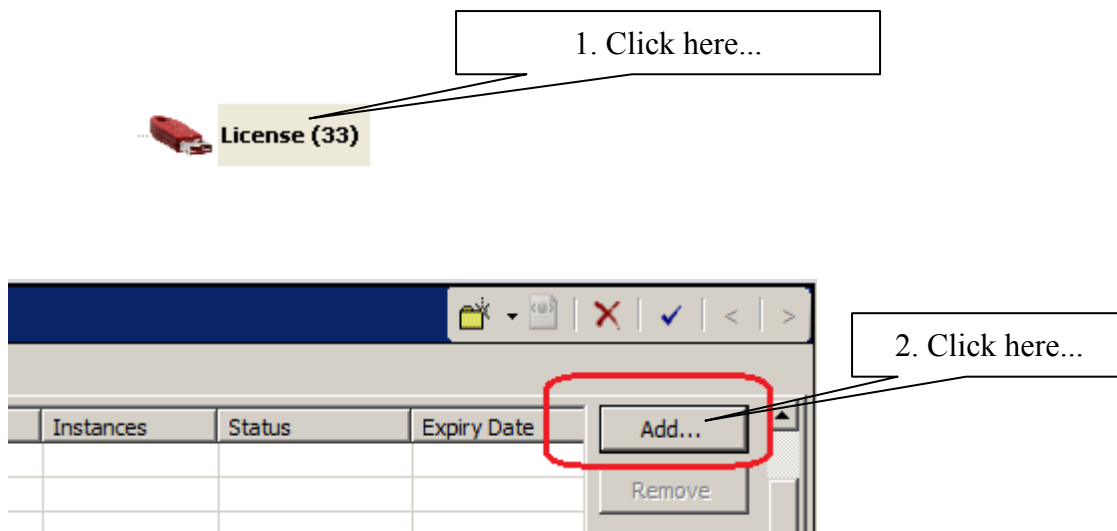
<mark>Note: Do not try to type the License Key into the IP Office manually.
You must Copy it from Excel and then Paste it into the IP Office.</mark>
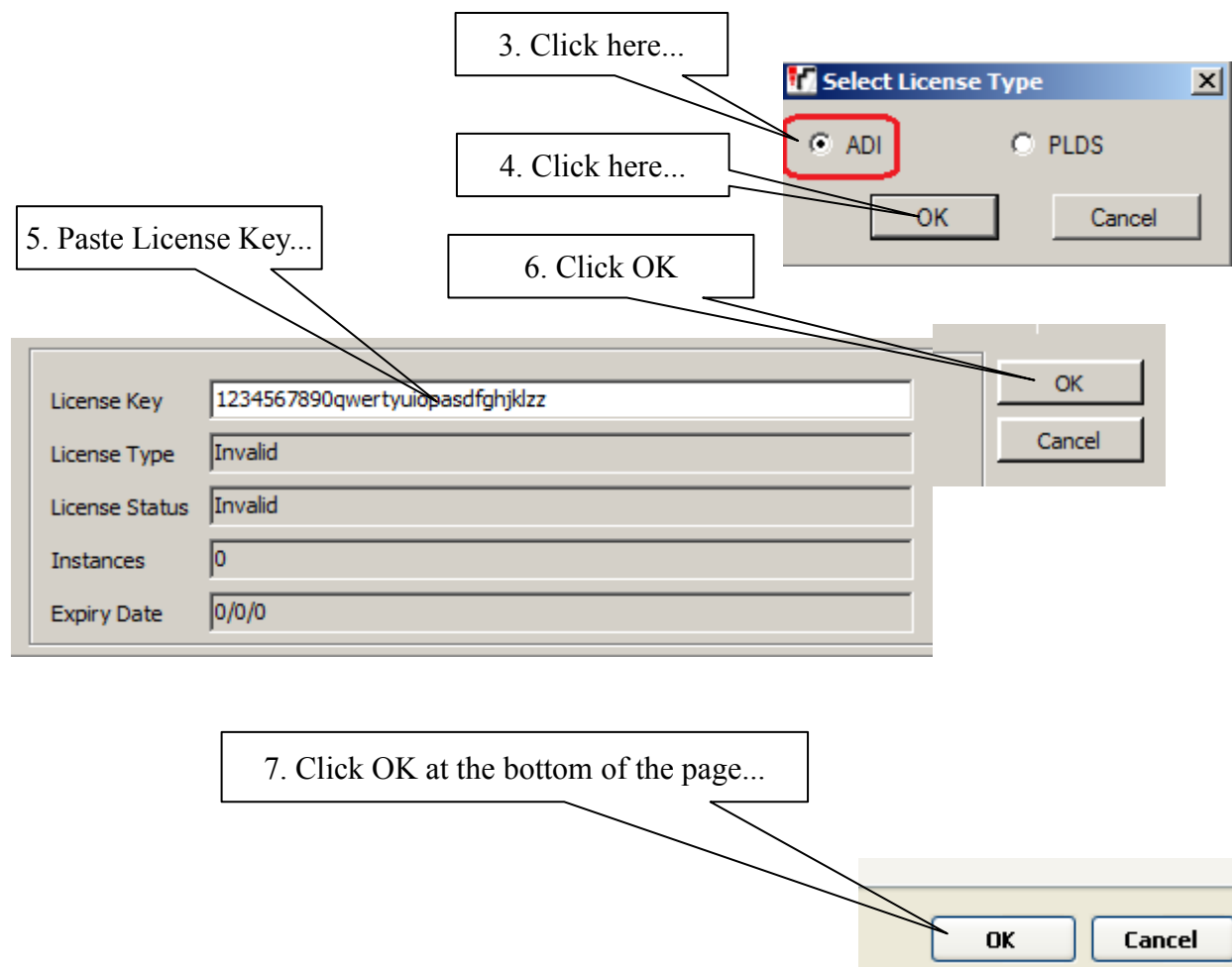We cannot provide support if you type them in manually.

Right click on the cell that contains the License Key that you want to install into the IP Office and select Copy.

(I am not using Excel, so your view may be different.)

1. Right click here...

2. Left click here...

Page 4B   **Now go to the Manager program for the IP Office:**

1. Click here...

License (33)

2. Click here...

Instances	Status	Expiry Date	Add...
			Remove

3. Click here...

Select License Type

☉ ADI   ○ PLDS

4. Click here...

OK   Cancel

5. Paste License Key...

6. Click OK

License Key	1234567890qwertyuiopasdfghjklzz	OK
License Type	Invalid	Cancel
License Status	Invalid	
Instances	0	
Expiry Date	0/0/0	

7. Click OK at the bottom of the page...

OK   Cancel

Repeat the above steps to install any additional License Keys.

When you are done, click the Blue Floppy Disk **icon to send new License Key(s) to the KSU.**

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File   Edit   View   Tools   Help

IP Offices

Note:
The License Status may show incorrect status until the configuration is closed and re-opened