



Innovating the future of Mission-Critical Communications

C-Soft 7.0 License Server Setup

May 2015 Version A



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General

This document is intended to assist administrator and technical staff with the Installation, setup and operation of the Telex License Server used by C-Soft 7.0.

Telex License Server application is included in the C-Soft 7.0 install package along with C-Soft 7.0 and ADHB-4 drivers. C-Soft 7.0 installer can be obtained from our latest product CD, or once you have correctly logged in at <http://www.telex.com/us/dispatch/library>. Authorization is required to access downloads from this web site.

Instructions for installing C-Soft 7.0 are also located in the current C-Soft manual which is also located at the above discussed locations.

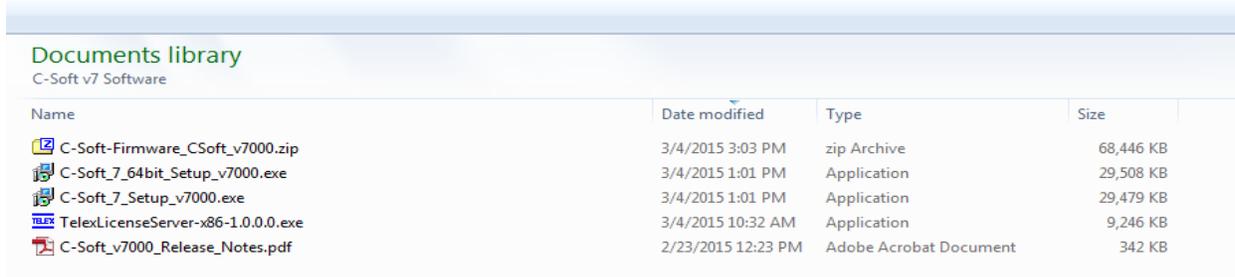


On the PC that will run C-Soft you will need to Extract/copy the files to the desktop.

Review the C-Soft_v70xx_Release_Notes.pdf file prior to installing, this will contain any special instructions or concerns you should be aware of before starting installation.

Installation

Choose the correct installer package (standard 32 or 64 bit) based on the PC's operating system.

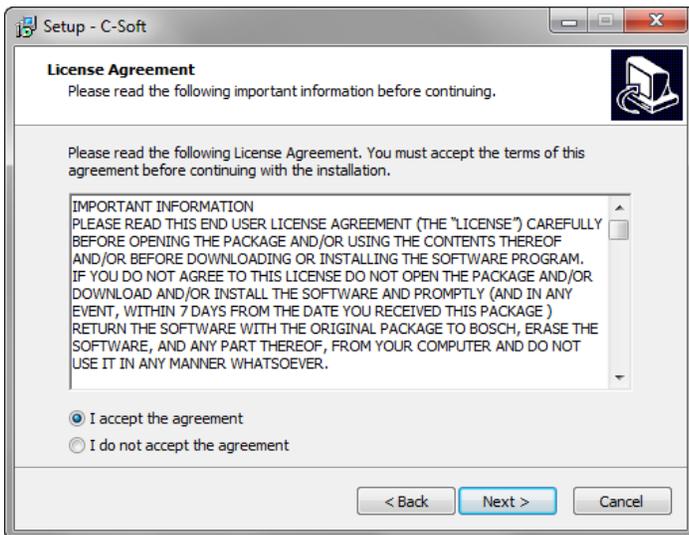


Documents library
C-Soft v7 Software

Name	Date modified	Type	Size
C-Soft-Firmware_CSoft_v7000.zip	3/4/2015 3:03 PM	zip Archive	68,446 KB
C-Soft_7_64bit_Setup_v7000.exe	3/4/2015 1:01 PM	Application	29,508 KB
C-Soft_7_Setup_v7000.exe	3/4/2015 1:01 PM	Application	29,479 KB
TelexLicenseServer-x86-1.0.0.0.exe	3/4/2015 10:32 AM	Application	9,246 KB
C-Soft_v7000_Release_Notes.pdf	2/23/2015 12:23 PM	Adobe Acrobat Document	342 KB



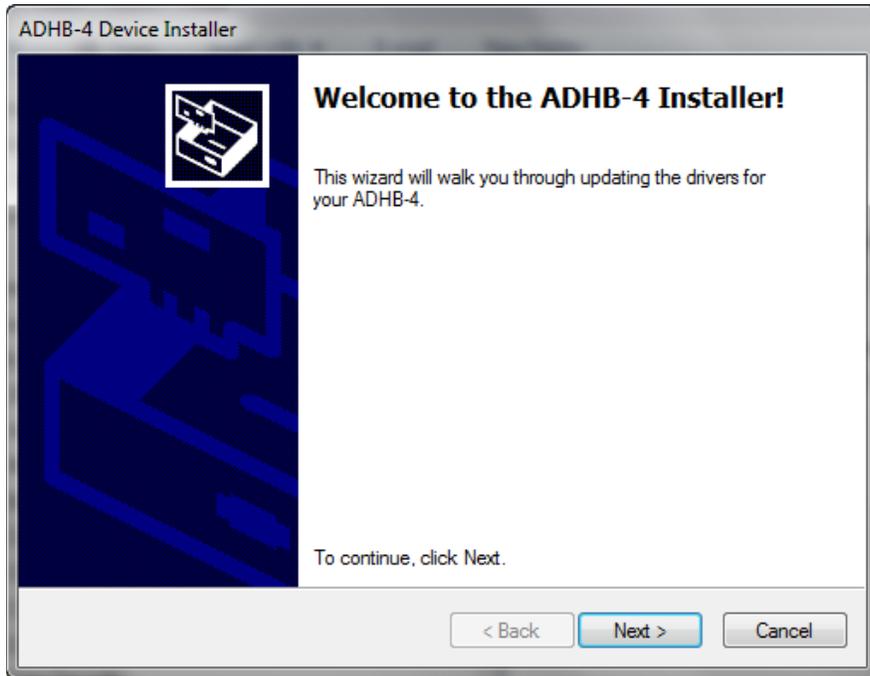
To begin, press Next



C-Soft License Server

Read License Agreement and accept to continue, press Next on all screens to complete C-Soft install.

After C-Soft install is complete you will install ADHB-4 drivers.

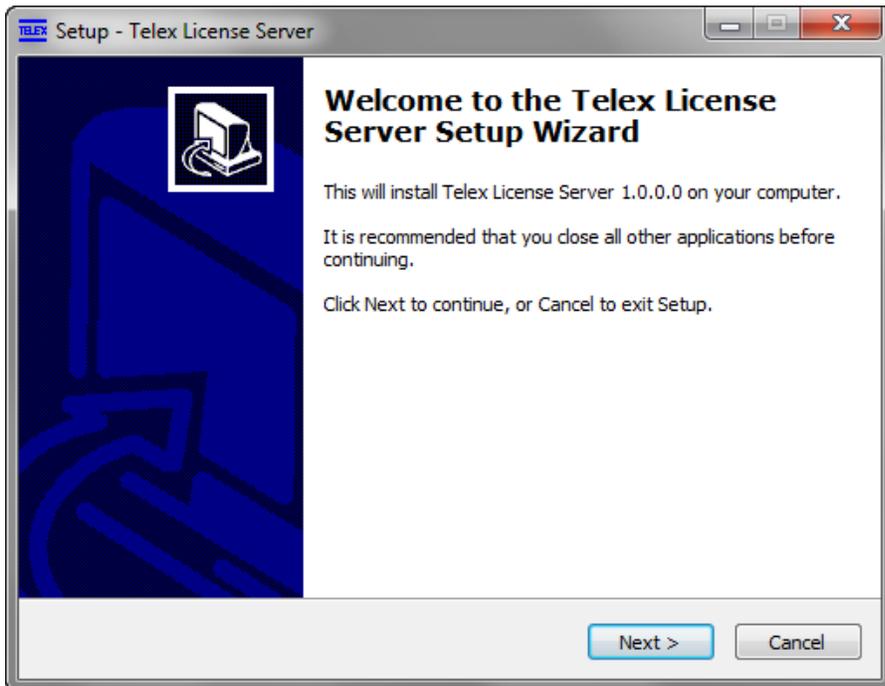


To begin, press Next until complete.

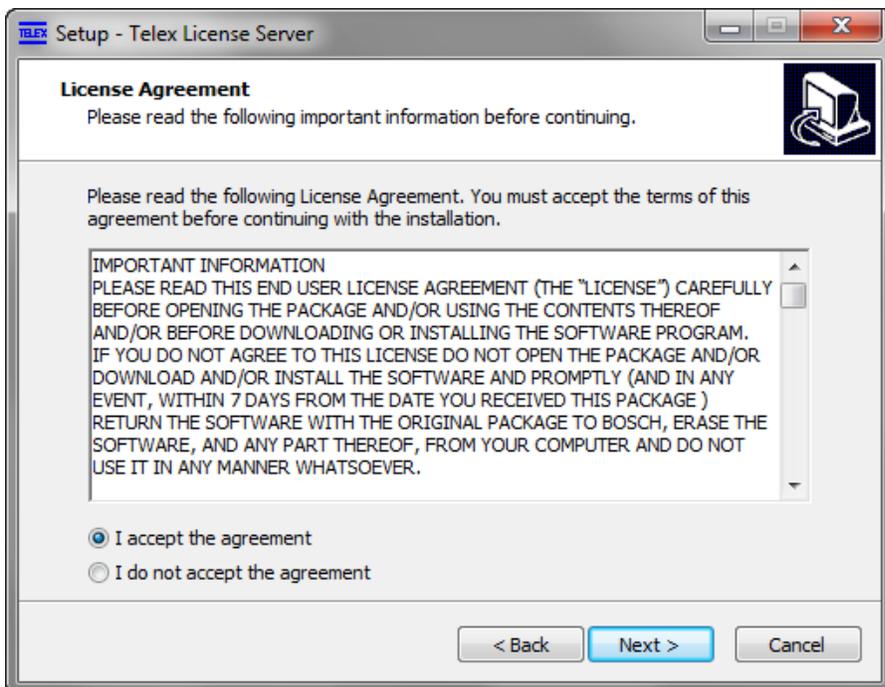


C-Soft License Server

After C-Soft and ADHB-4 drivers install is complete you will install Telex License Server.

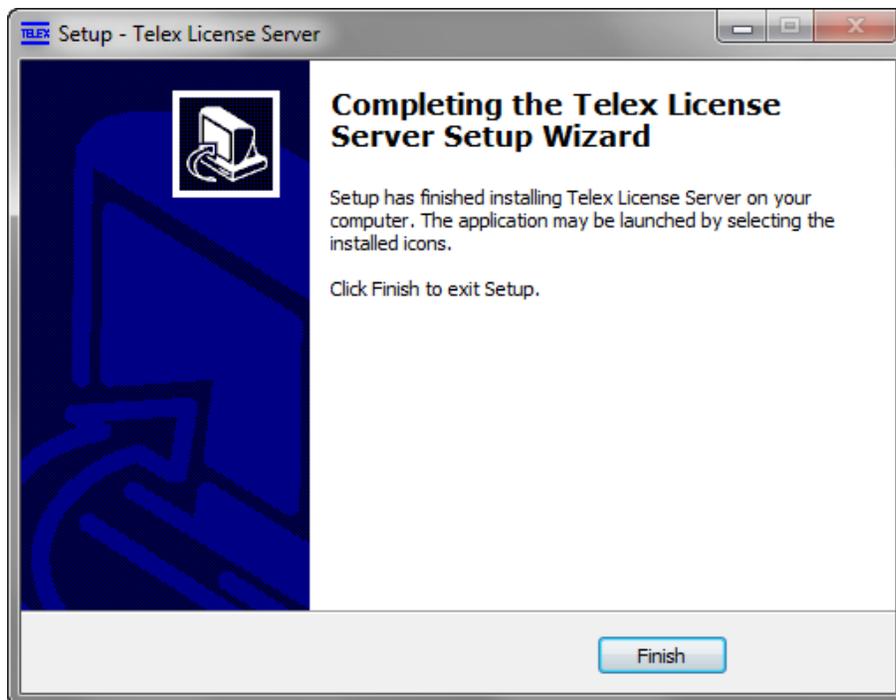


To begin, press Next.

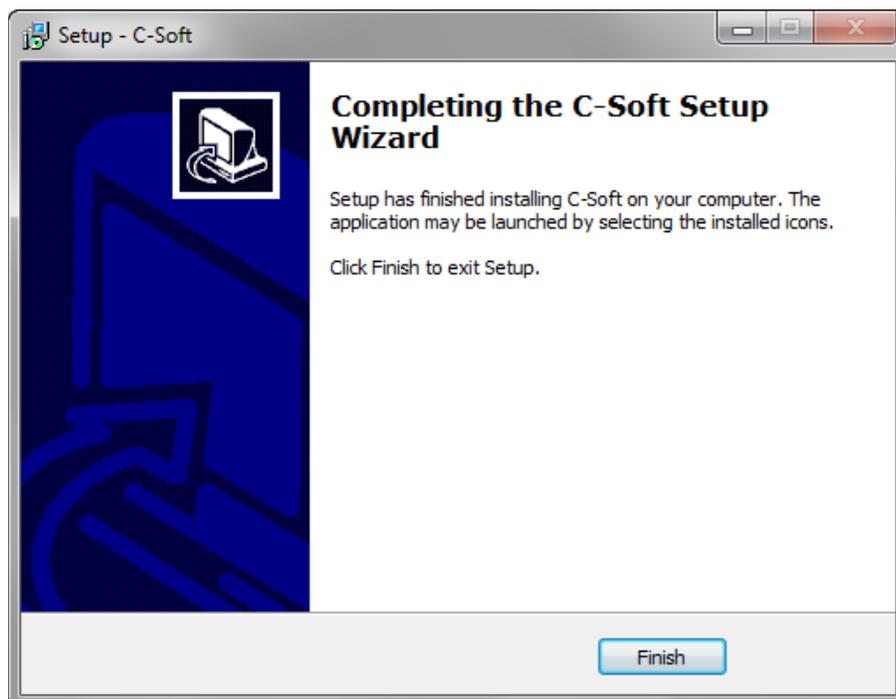


Read License Agreement and accept to continue, press Next on all screens to complete install.

C-Soft License Server



Telex License Server is now complete.



This is the final setup screen indicating that all installs are complete.

License Topology Scenarios

The new C-Soft 7.0 licensing supports multiple installation scenarios that allow you the most flexibility ever offered for C-Soft. Installation of licenses on individual PCs or Server locations holding all licenses are now supported. Additionally the ability to mix both topologies is supported. Please review a couple of possible scenarios shown here.

Licensing Scenario #1

Number of Positions: 3

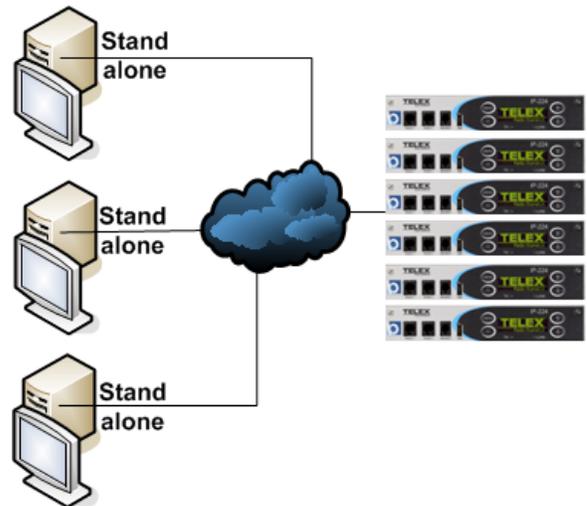
Number of Lines: 12

Requirement:

Have 12 line licenses installed on each dispatch position.

Solution:

Order 3 individual licenses with entitlements of 12 C-Soft lines each and install one each machine.



Licensing Scenario #2

Number of Positions: 3

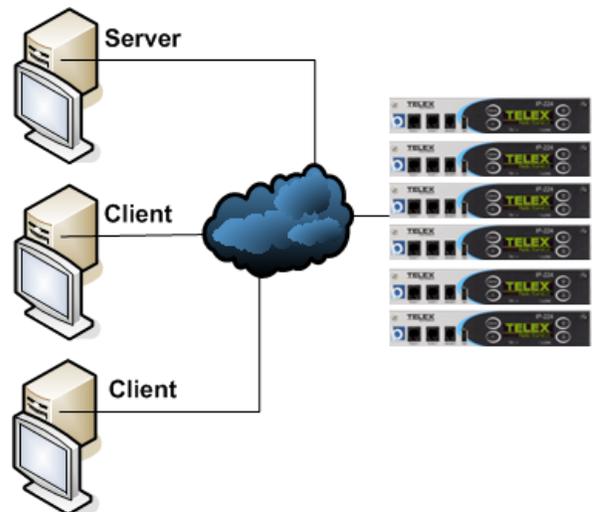
Number of Lines: 12

Requirement:

Support 12 lines on each C-Soft position supported from a central server console.

Solution:

Order 3 individual licenses with entitlements of 12 C-Soft lines each and install on a single PC. Other positions are configured to request license from central server console.



Licensing Scenario #3

Number of Positions: 22

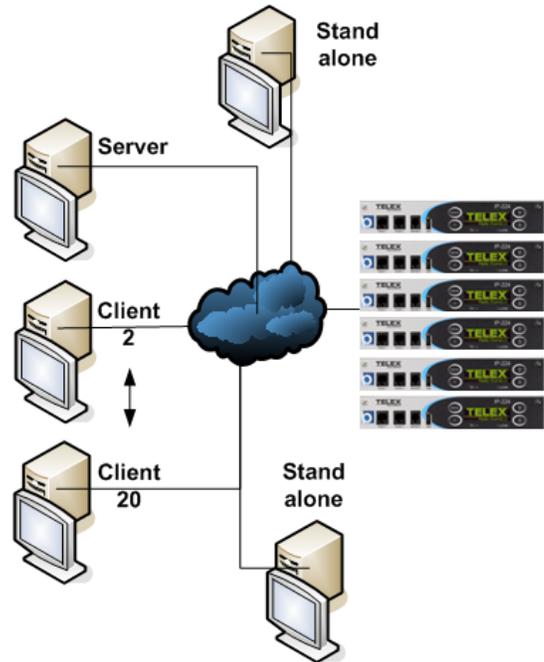
Number of Lines: 12

Requirement:

Support 12 lines on each C-Soft installation from a central server console for 20 positions with 2 positions working standalone.

Solution:

Order 22 individual entitlements of 12 C-Soft lines each. Install 20 of the 12 line entitlements on a server and 1 12 line each on the standalone PC's.



Licensing Scenario #4

Number of Positions: 20

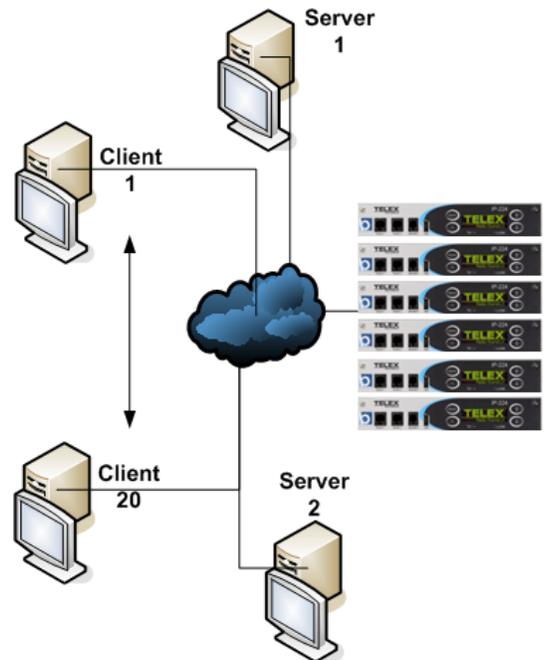
Number of Lines: 12

Requirement:

Support 12 lines on each C-Soft installation from 2 central license servers for 10 positions each.

Solution:

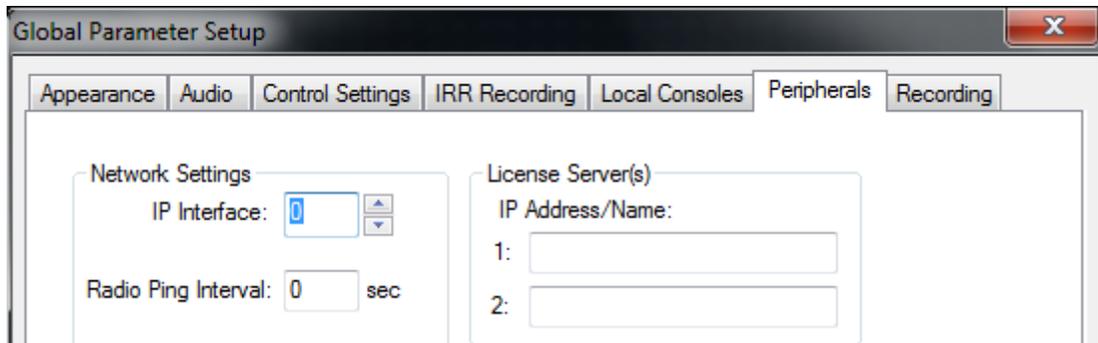
Order 20 individual entitlements of 12 C-Soft lines each. Install 10 of the 12 line entitlements on each server PC.



Server Deployment Operation

If you decide to deploy a License Server as shown in the previous scenarios 2 through 4, C-Soft is configured to access up to 2 different server locations using their IP Addresses or network computer name.

In Designer go to > **Edit/ Global Parameter Setup/ Peripherals** in the License Server(s) field enter up to 2 different IP addresses.



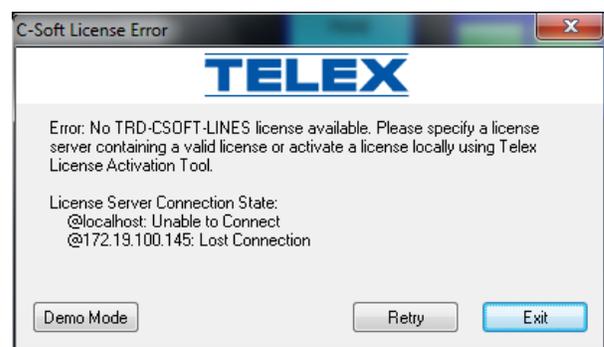
When C-Soft is started, it will pull the lowest license/s needed from the defined License Server to run the defined design. This allows the License Server to have different Entitlements (line and options) available for issuance, and only issue the minimum required to start.

Example, if the License Server has various 12-Line, 24-Line and 50-Line Entitlements installed and a C-Soft position launches a 23 line design. The position looks at available Entitlements on the local machine (position) first, then the server. The position would pull a 24-Line Entitlement and leave a 50-Line for another position. If the required Entitlement was available on the local position the PC would not use a server license.

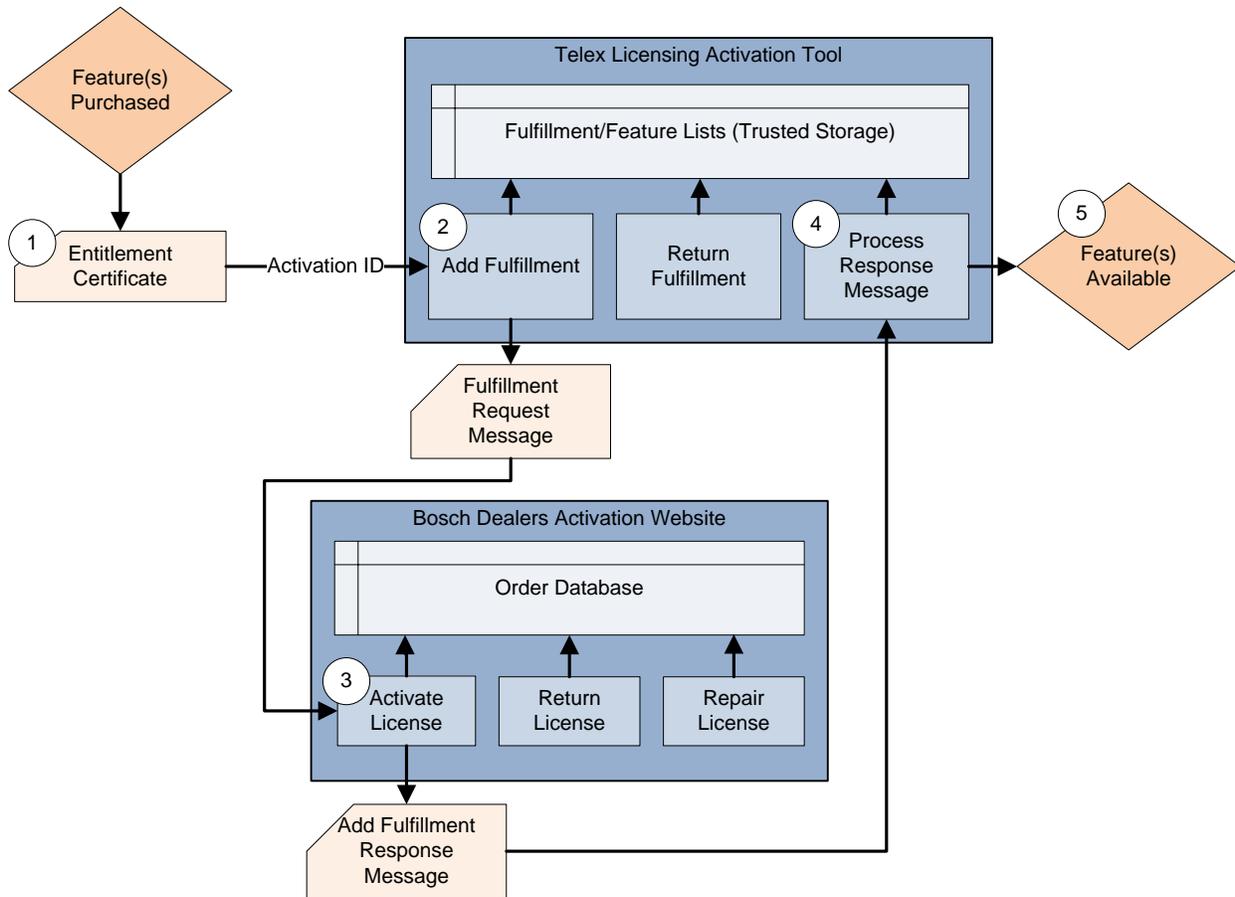
Every 30 seconds every position sends a “Keep my Entitlement registered to me” message to the server. The server will allow another position to take the Entitlements if 3 of these messages are not received or 90 seconds in the event of a computer crash or application lockup.

During normal shutdown C-Soft returns the License to the server and they are available instantly for the next launched position.

If the dispatch position fails or loses connection to the server the following error message will be displayed.



Entitlement Workflow



Un-activated C-Soft Line Licenses and optional features are called Entitlements. Each Entitlement is unique and supports a specific line count or feature. Some installs will require multiple Entitlements be activated (installed) on a single PC. Example C-Soft lines plus SIP, Per-Line Call Playback, DFSI or NXDN options could all be installed onto a single position.

Entitlement Certificate Email

When an order is processed, your account Admin will receive an email/s with Entitlement information included. You will also receive a hardcopy version shipped with a product CD as a deliverable. You can begin installation once you receive these emailed Entitlements.

Entitlement certificate for order: Larry Demo NEXEDGE attached

st.license@bosch.com

Sent: Wed 4/1/2015 3:11 PM

To: Ninh Hieu (ST-CO/ENG2.2); Benedict Larry (ST-CO/MKP3.3)

Message | EntitlementCertificate.html (25 KB)

Bosch Security Systems grants the right to activate the following product(s):

Sales order:	Larry Demo NEXEDGE	
Activation ID:	c29bc-96a27-7543e-68b1f-e98ce-d3e40-e2401	
Order number:	Description:	Qty
	TRD-CSOFT-NEXEDGE-6 Telex Radio Dispatch C-Soft NEXEDGE 6-Line License 1	

Your dealer account is required to login. The Activation ID can be used to create an account. The manual describes how to activate the system. If you have any questions, please contact your local Bosch Security System representative.

By using this entitlement you accept the Bosch Security Systems Software License Terms and Conditions which is part of the Entitlement Certificate which is attached to this email.

The screenshot shows an email client window with a browser view of a PDF document titled "Entitlement Certificate". The document contains the following information:

- BOSCH** logo and "Entitlement Certificate Number: 08541-56976-464ba-9abfe-58006-15e18-e0cc2"
- Sales order: Larry Demo 50 Line
- Bosch Security System grants the right to activate the following product(s):

Activation ID	Order number	Qty
8919d-022c7-ca4f5-ea172-f7c46-1579f-5b810	TRD-CSOFT-LINES-50	1

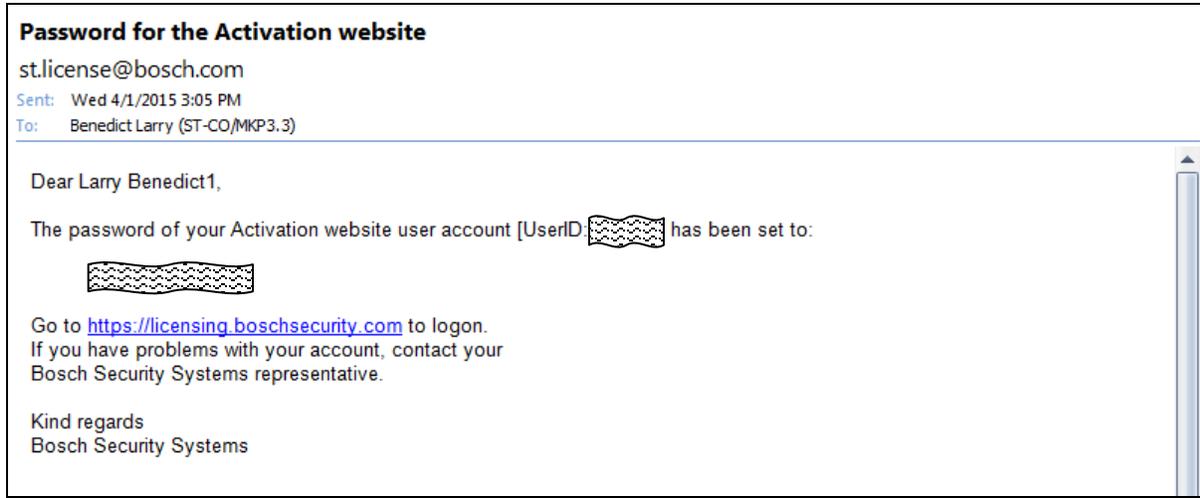
- Your account is required to login. The manual describes how to activate the system. If you have any questions, please contact your local Bosch Security System representative.
- By using this entitlement you accept the Bosch Security Systems Software License Terms and Conditions.

Below the certificate, there is contact information for Telex RADIO Dispatch Products and a section titled "IMPORTANT INFORMATION" which includes a license agreement and terms of use.

Before you start to Activate

Make sure you have access to the Bosch License Activation website at <https://licensing.boschsecurity.com/>

If you are your company's administrator, you should have received an email from the system providing you with your user name and password. If you have never received this email you will need to send an email to telexdispatch@us.bosch.com asking for your login info to be reset. Please note that technical support does not have the ability to reset passwords.



Installing technicians will need an account setup by their company's administrator; steps for this are covered in the Creating Technicians (User Accounts) section.

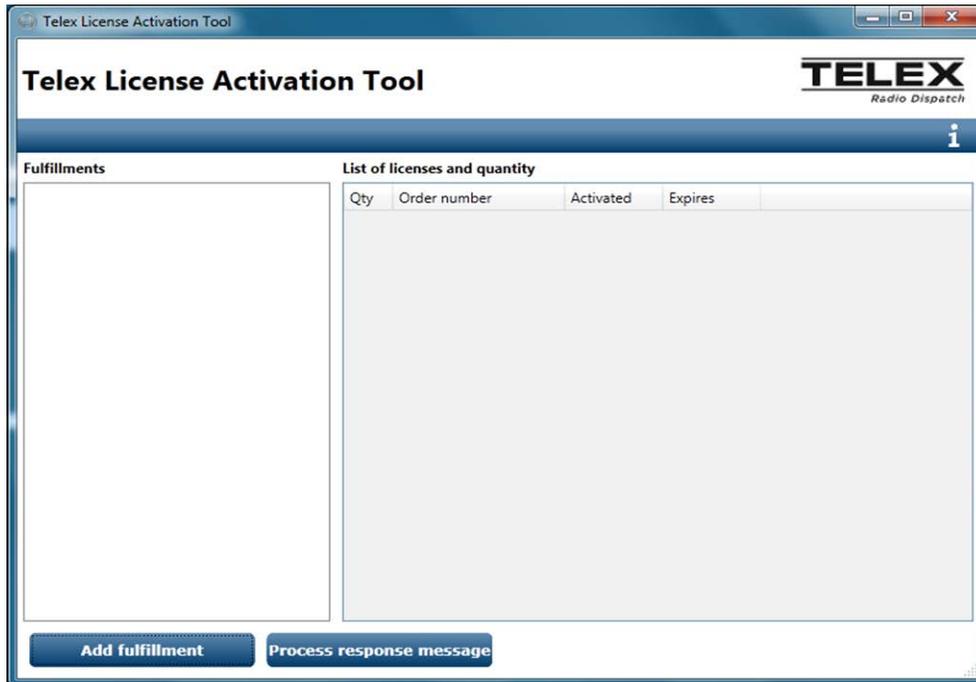
Entitlement Activation

When the Telex License Server was installed in the PC a new Desktop Icon was added. To begin Entitlement activation double-click this icon to start the Telex License Activation Tool application.



C-Soft License Server

The Telex License Activation Tool application will start.



Click "Add Fulfillment"

The screenshot shows the 'Add license' dialog box. It has a title bar with the text 'Add license'. The dialog is divided into two sections: 'Customer information' and 'Activation information'. The 'Customer information' section contains five text input fields: 'Location name:', 'Customer name:', 'Address:', 'City:', and 'Email:'. The 'Activation information' section contains an 'Activation ID:' text input field with an 'Add' button to its right, and an 'Activation ID list:' list box with a 'Remove' button to its right. At the bottom right of the dialog, there is an 'Activate offline' button.

C-Soft License Server

The “Add License” screen will display

Fill in all the data fields with pertinent information for the install. This will help you locate and track deployed Entitlements by site and position.

Customer information

Location name:

Customer name:

Address:

City:

Email:

Activation information

Activation ID:

Activation ID list:

Copy and Paste the Entitlement Activation ID supplied in the email into the Activation ID field and press “Add”

C-Soft License Server

The Entitlement will be added to the Activation ID List field

TELEX Add License

Customer information

Location name:

Customer name:

Address:

City:

Email:

Activation information

Activation ID:

Activation ID list:

Add

Remove

Activate

Complete the same steps to add any additional Entitlements.

TELEX Add License

Customer information

Location name:

Customer name:

Address:

City:

Email:

Activation information

Activation ID: **Add**

Activation ID list: **Remove**

Activate

C-Soft License Server

When all Entitlements have been added, press Activate

TELEX Add License

Customer information

Location name:

Customer name:

Address:

City:

Email:

Activation information

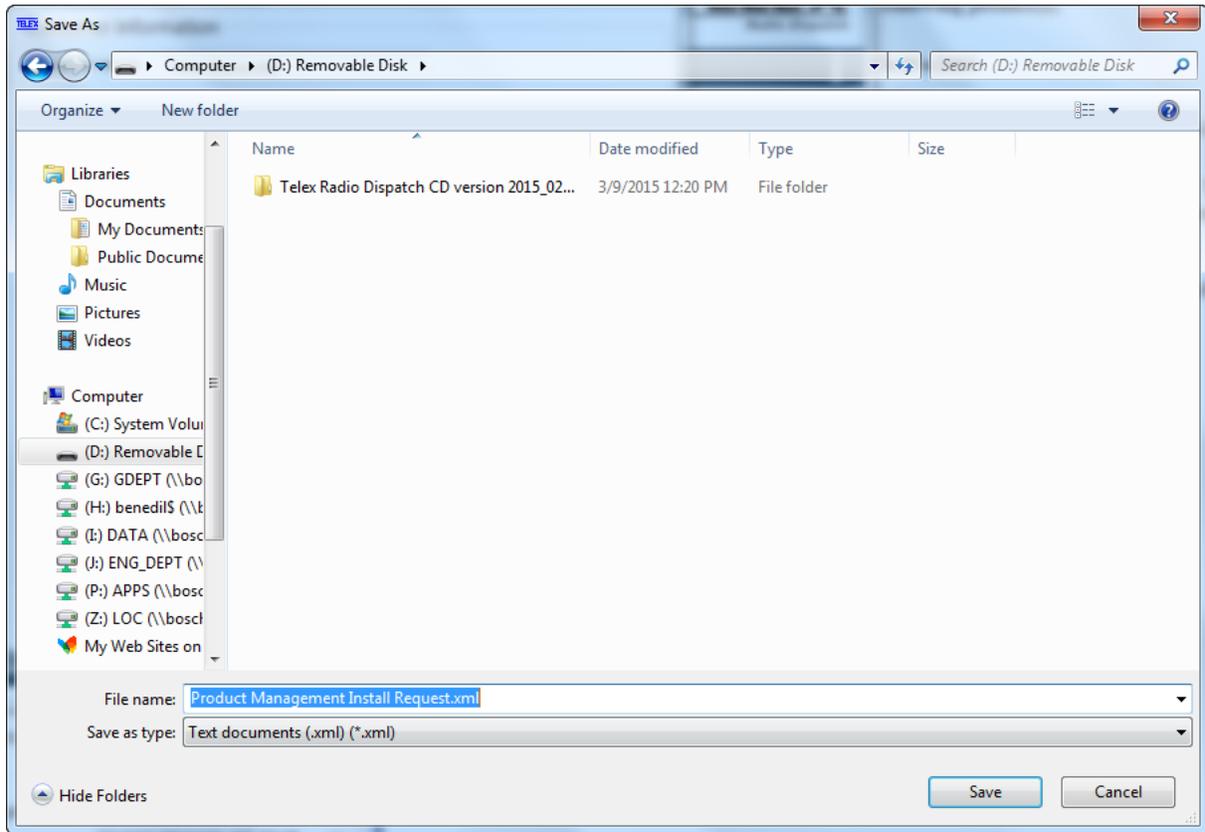
Activation ID:

Activation ID list:

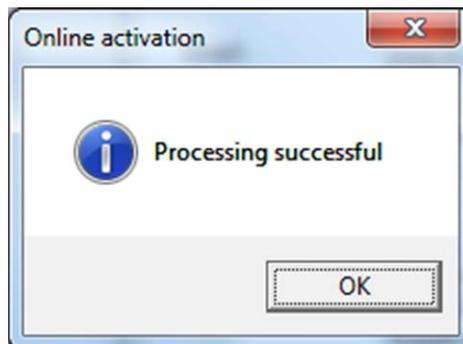
C-Soft License Server

A file will be created called “Request.xml” that will need to be saved to the PC or removable flash drive. It is a good practice to rename each file with a additional designator to help with activating multiple PC’s. Example “Request01.xml” will help you to not overwrite this file if activating additional machines.

In this example the file was called “Product Management Install Request.xml”

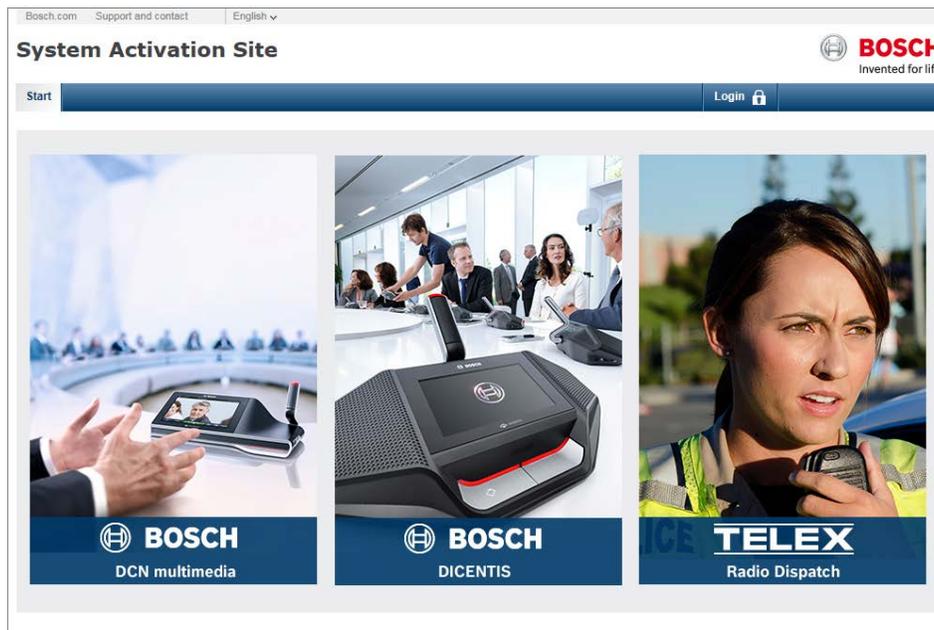


Once saved you will get the Processing successful window, press OK.

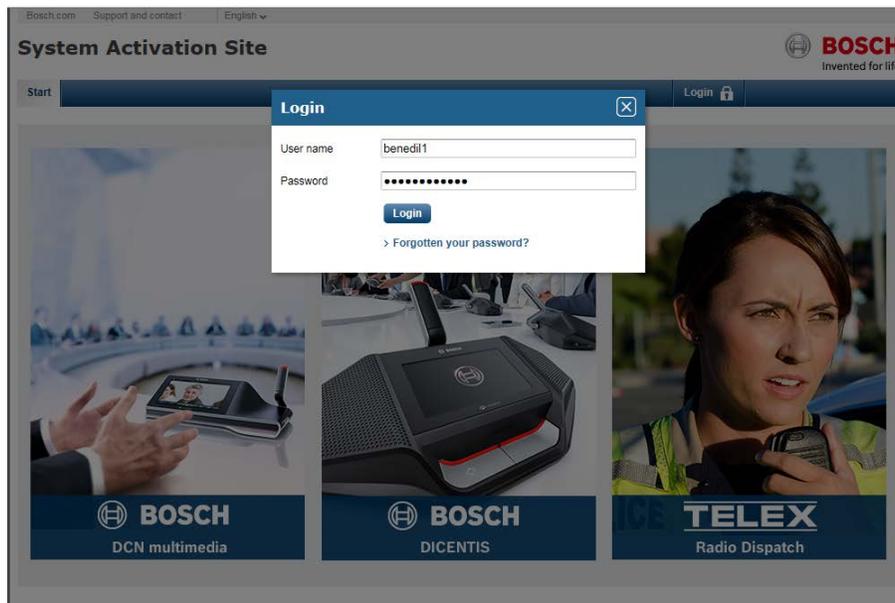


C-Soft License Server

Access the System Activation website at <https://licensing.boschsecurity.com/>



Press "Login" and enter your user name and password.



You are now ready to activate your C-Soft Licenses, select "Manage License" tab

C-Soft License Server

Bosch.com Support and contact English

System Activation Site

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Overview Manage license Manage webcasting Manage users Manage dealers Logout

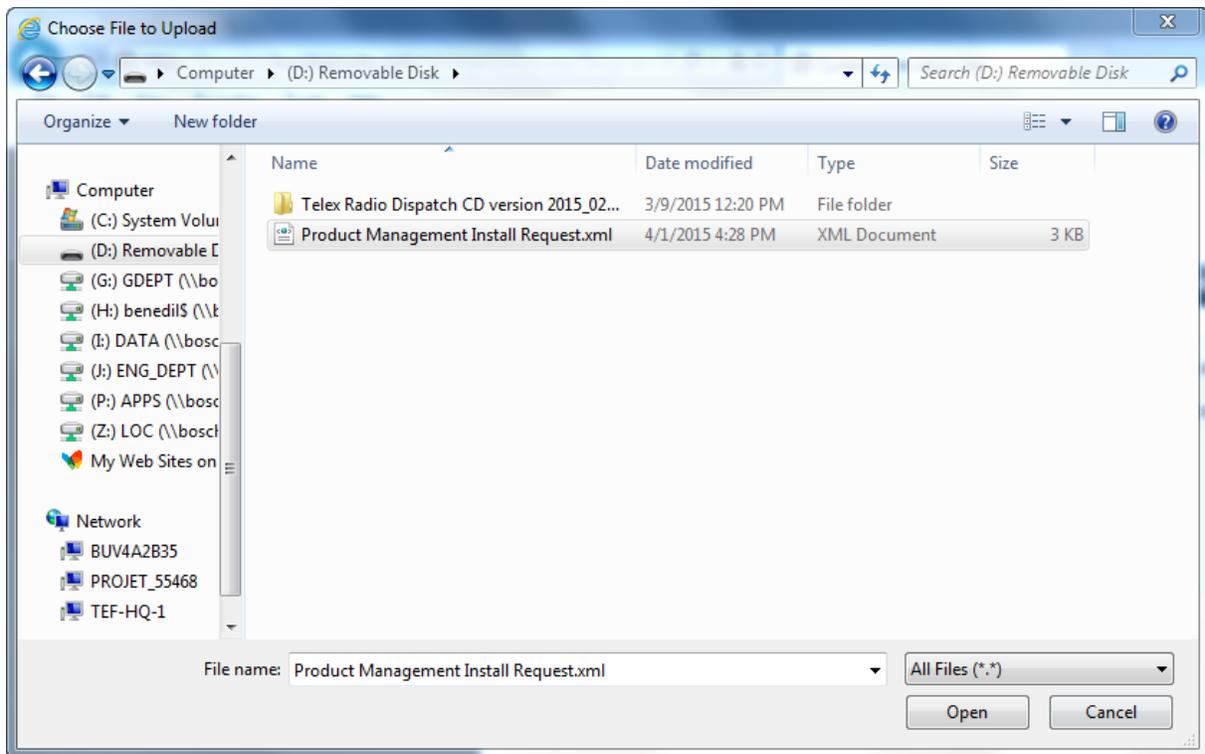
This page can be used to Activate, Repair or Return a license. The process is identical for all of them.
Please provide the link to the xml file via the browse button and press process to process it.

No file selected.

The resulting xml can then be processed with the Activation Tool on the DCN multimedia server PC.

Return to top of page Font size Print

Press Browse, and select the desired .xml file and press "Open".



C-Soft License Server

When entered and ready, press the Process button.

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System Activation Site

Overview Manage license Manage webcasting Manage users Manage dealers Logout

This page can be used to Activate, Repair or Return a license. The process is identical for all of them.
Please provide the link to the xml/bin file via the browse button and press process to process it.

D:\Product Management Browse...

Process

The resulting xml must be processed with the Activation Tool on the DCN multimedia server PC.

The system activation site will provide a “Response.xml” file, rename as needed and save to a flash drive.

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System Activation Site

Overview Manage license Manage webcasting Manage users Manage dealers Logout

This page can be used to Activate, Repair or Return a license. The process is identical for all of them.
Please provide the link to the xml/bin file via the browse button and press process to process it.

Browse...

Process

Response Xml

```
<?xml version="1.0" encoding="utf-8" ?><Response xmlns="FLEXnetPublisher_01EFFF13-92D7-469e-B7CC-35E13C2E8D4A"><ResponseHeader><VersionNumber>5</VersionNumber><VersionBase>5</VersionBase><ResponseType>COMPOSITE</ResponseType><RequestSequenceNumber>1</RequestSequenceNumber><RequestHash>C525B0FCE419711049B2255381EE41F8006C6DF0</RequestHash><ResponseHeader><RequesterVerification><UniqueMachineNumbers><UniqueMachineNumber><Type>1</Type><Value>52FF06FD7A45C22A4D3D6155714C2AE82771A783</Value></UniqueMachineNumber><UniqueMachineNumber><Type>2</Type><Value>17E0964C28356751600E17E5FA93A7C64117072F</Value></UniqueMachineNumber></UniqueMachineNumbers></RequesterVerification><ResponseData><ResponseActions><ResponseConfig><ConfidData>
```

Save to file

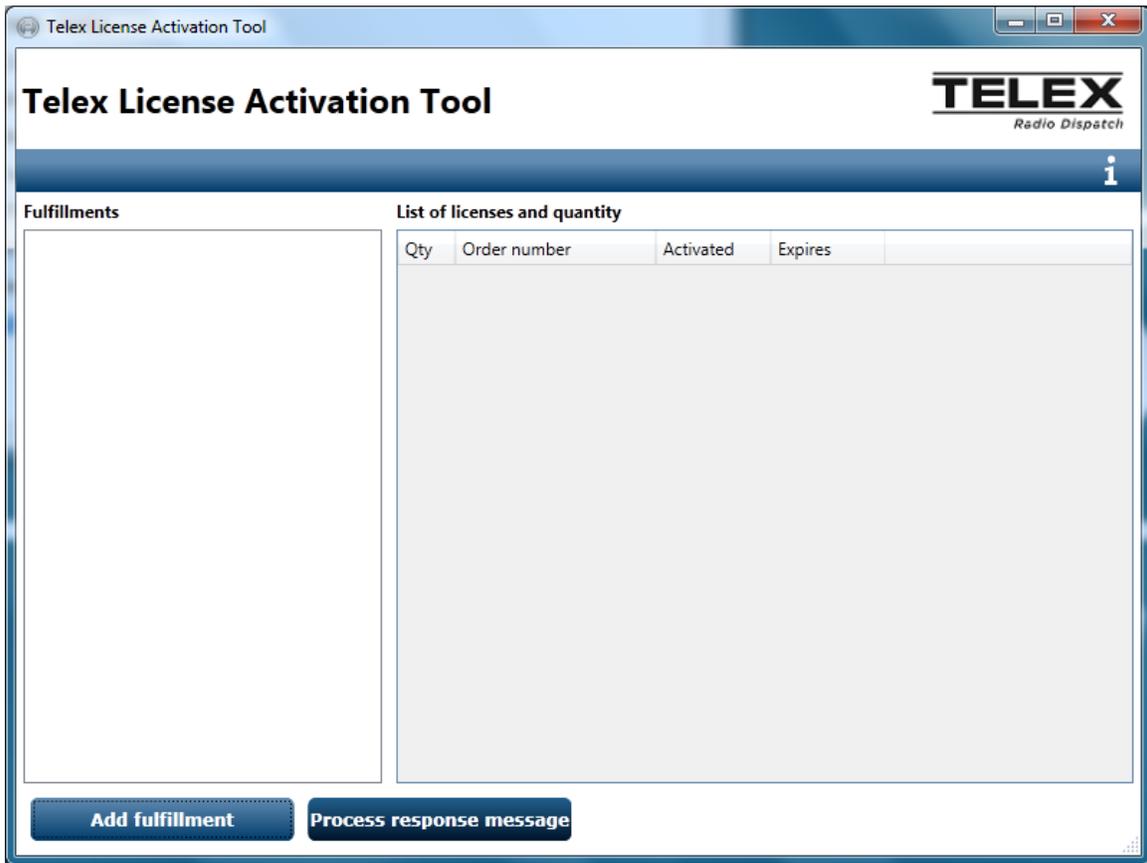
Return to top of page Print

Terms of use | Imprint | 1.91.8200
© Bosch Security Systems BV

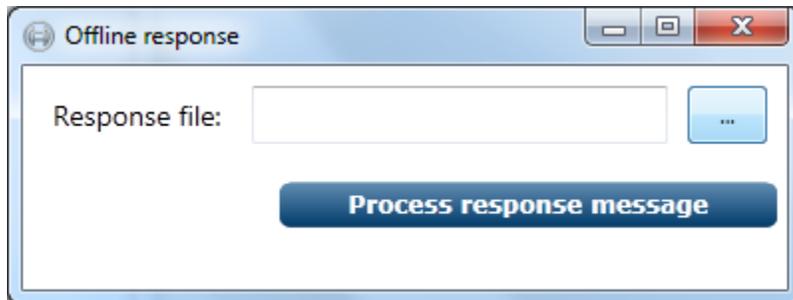
Do you want to open or save Response.xml (18.0 KB) from licensing.boschsecurity.com? Open Save Cancel

Take the new “Response.xml” file to the C-Soft PC position on the Telex License Activation Tool press

“Process response message”

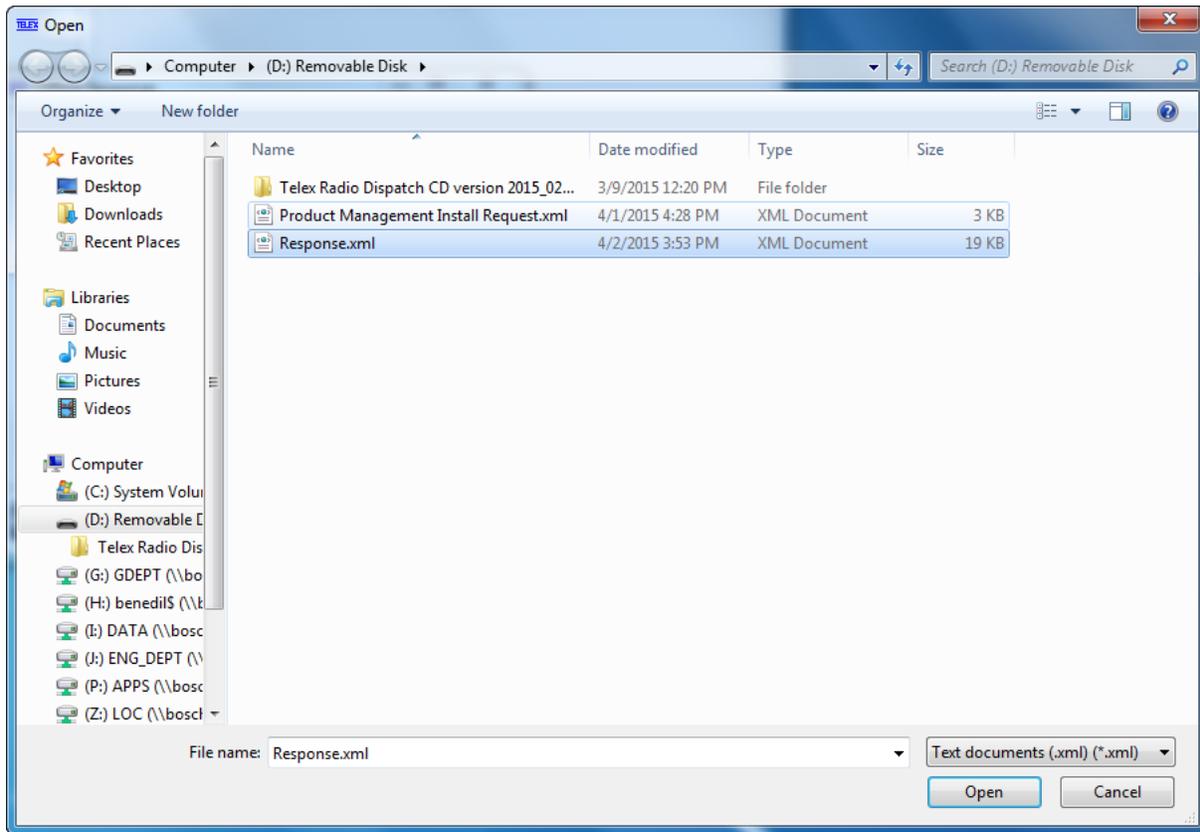


The Offline Response window will open; press the Browse button next to the data field.

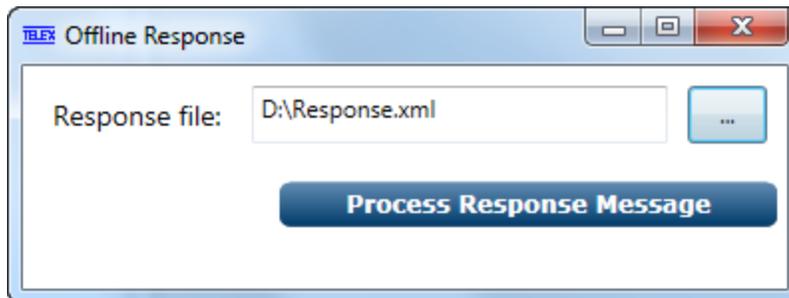


C-Soft License Server

Locate and select the desired "Response.xml" file, press Open



Now press the "Process Response Message" button



C-Soft License Server

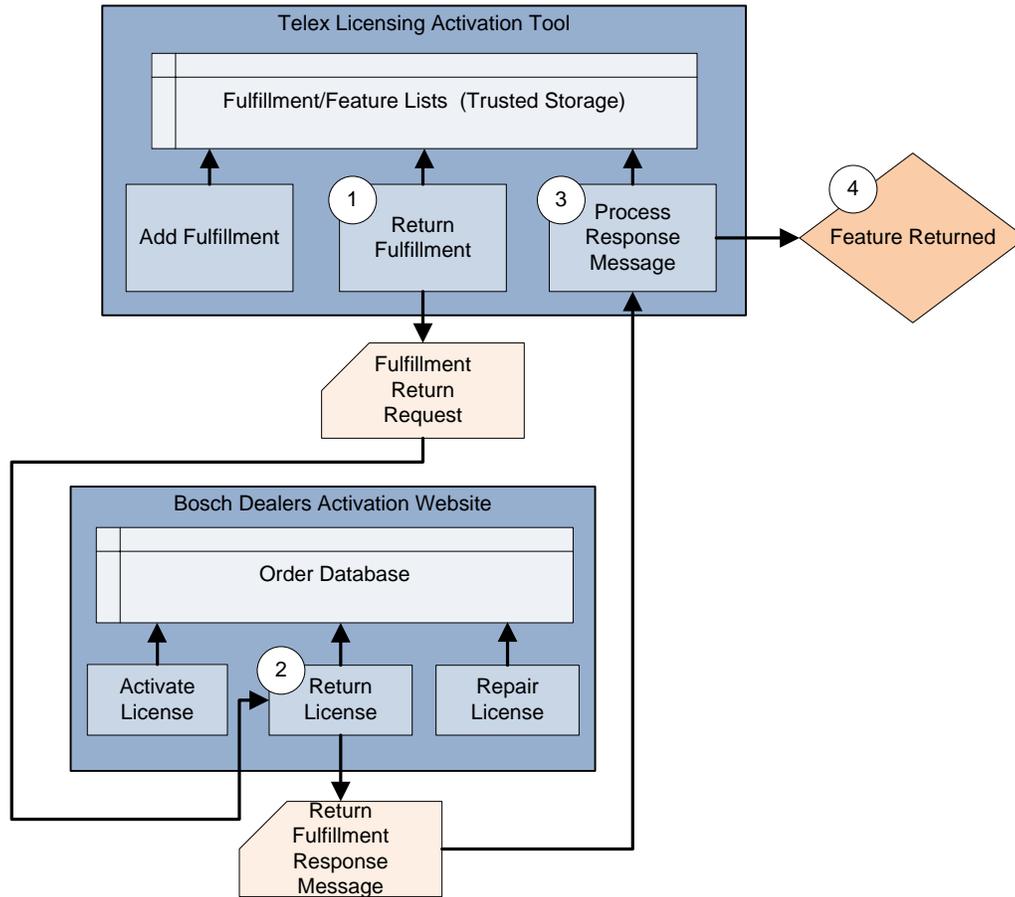
The Telex License Activation Tool now displays the active Entitlements on this PC. This PC is now ready to operate 50 Lines of radio control with 6 lines being configurable for Kenwood NEXEDGE Direct IP interfaces.

The screenshot displays the 'Telex License Activation Tool' window. The title bar reads 'Telex License Activation Tool'. The main header features the 'TELEX Radio Dispatch' logo and an information icon. The interface is divided into two main sections: 'Fulfillments' on the left and 'List of licenses and quantity' on the right. The 'Fulfillments' section contains two entries: 'FID_43438161_14c3a846c01_7fec' and 'FID_43438161_14c3a846c01_7feb'. The 'List of licenses and quantity' section contains a table with the following data:

Qty	Order number	Activated	Expires
1	TRD-CSOFT-LINES-50	1-Apr-2015	-
1	TRD-CSOFT-NEXEDGE-6	1-Apr-2015	-

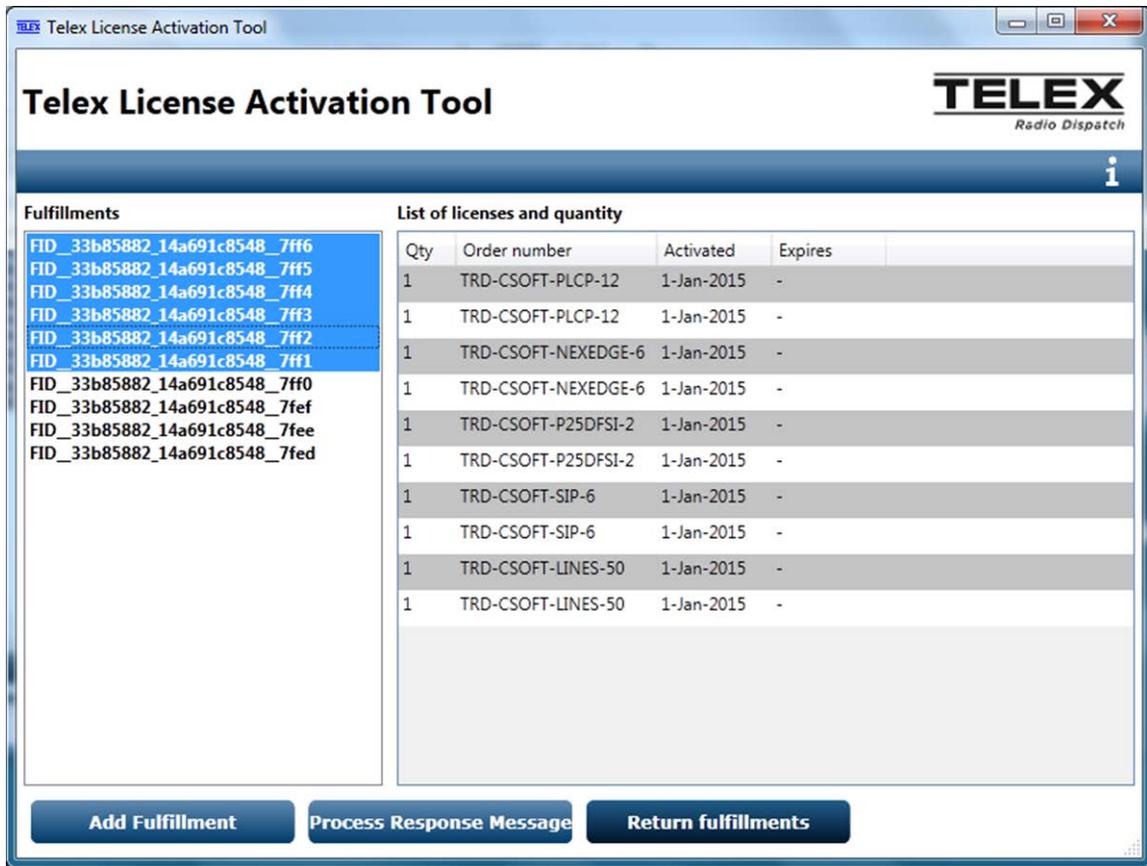
At the bottom of the window, there are three buttons: 'Add Fulfillment', 'Process Response Message', and 'Return fulfillments'.

Returning Entitlements



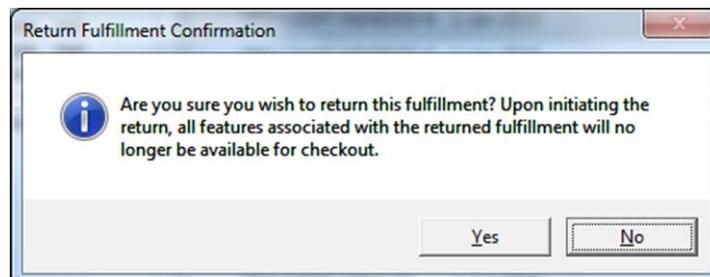
The ability to move Fulfillment(s) from one PC to another is supported using the Return Fulfillment process supported by the Telex License Activation Tool. The purpose for this might be computer hardware issues or upgrade of hardware (lease expired).

The Fulfillment(s) needs to be removed from the PC, placed back on the Bosch License repository in your account so you can reissue to another PC.



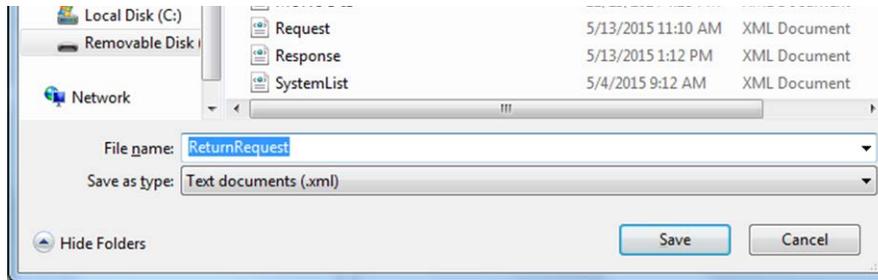
On the Telex Licenses Activation Tool, select the desired Fulfillments you would like to return. Use the CTRL key to select multiple Fulfillments.

Press the “Return Fulfillments” button, select Yes or No to the question in the popup window.

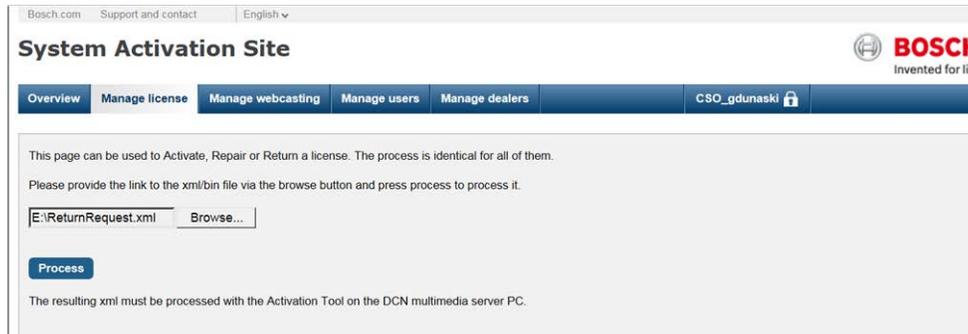


Selecting Yes will create a “ReturnRequest.xml” file, save to flash drive.

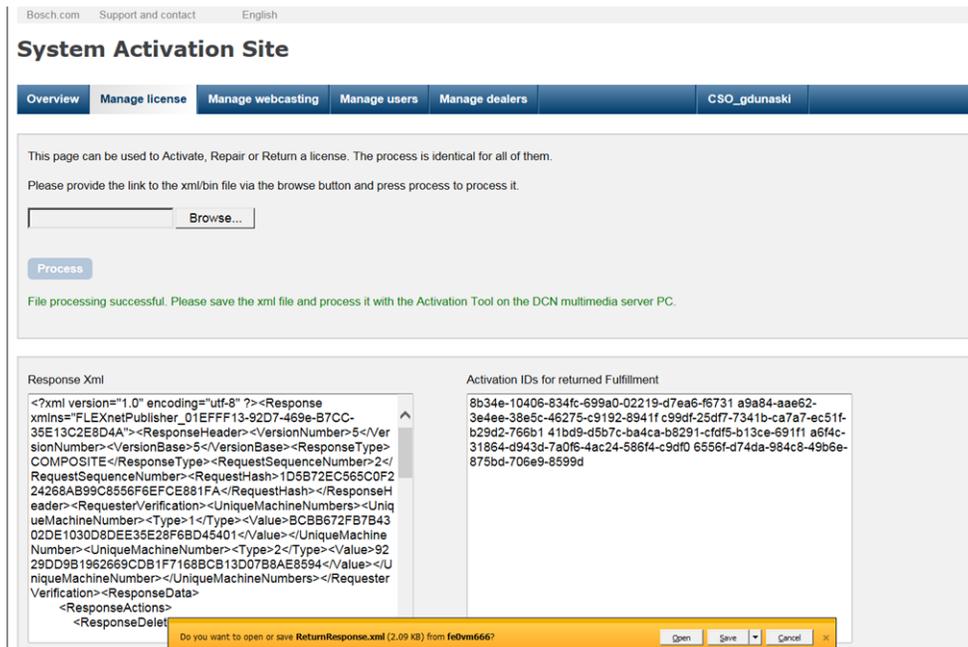
C-Soft License Server



Login to the Bosch System Activation Website at <https://licensing.boschsecurity.com/>

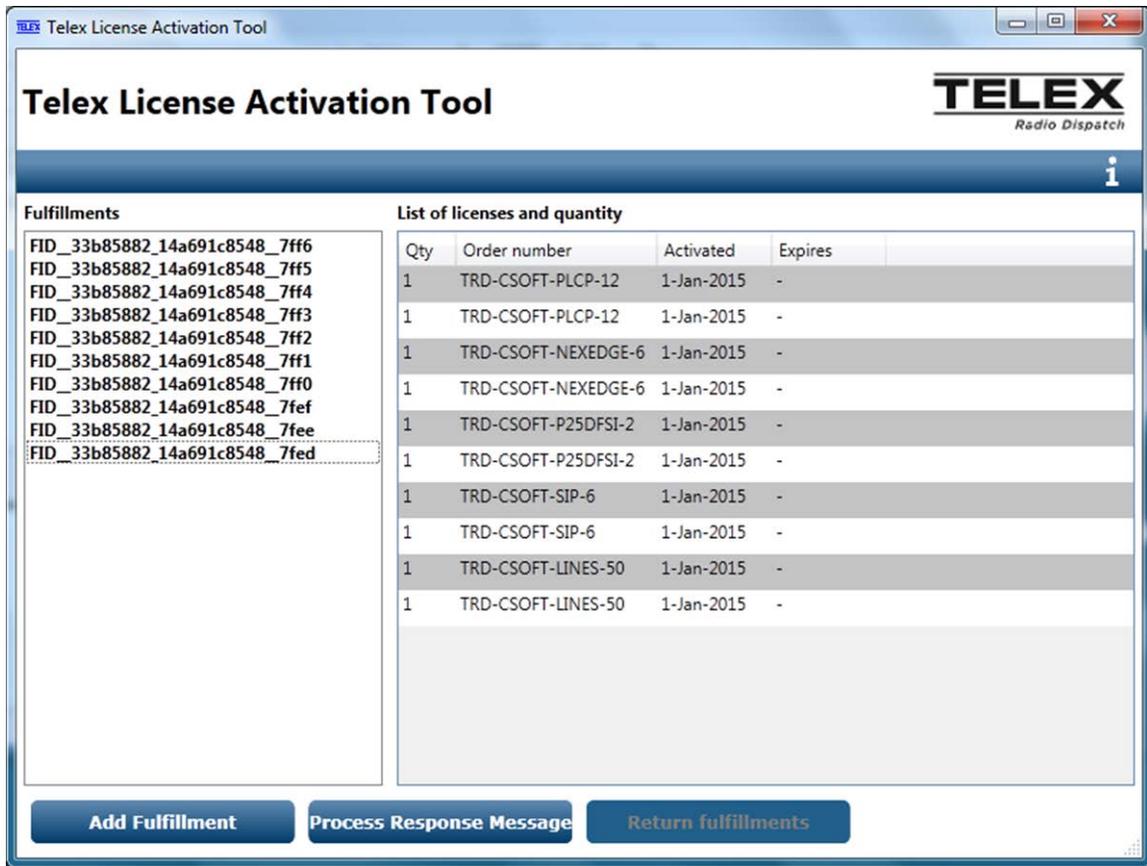


Go to Manage License tab and select browse, locate the saved “ReturnRequest.xml” file from the previous step and press “Process.”

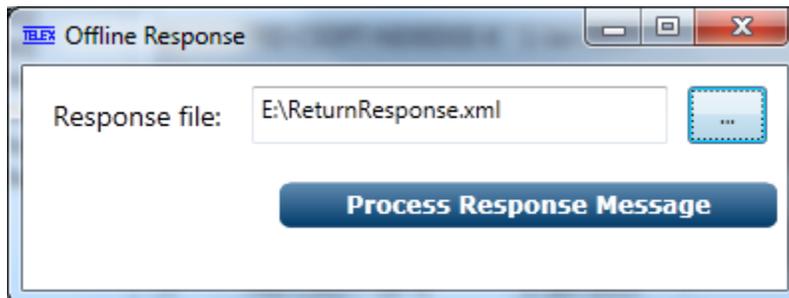


Save the “ReturnResponse.xml” file on the flash drive.

Take the “ReturnResponse.xml” file to the C-Soft PC position on the Telex License Activation Tool press “Process response message”.

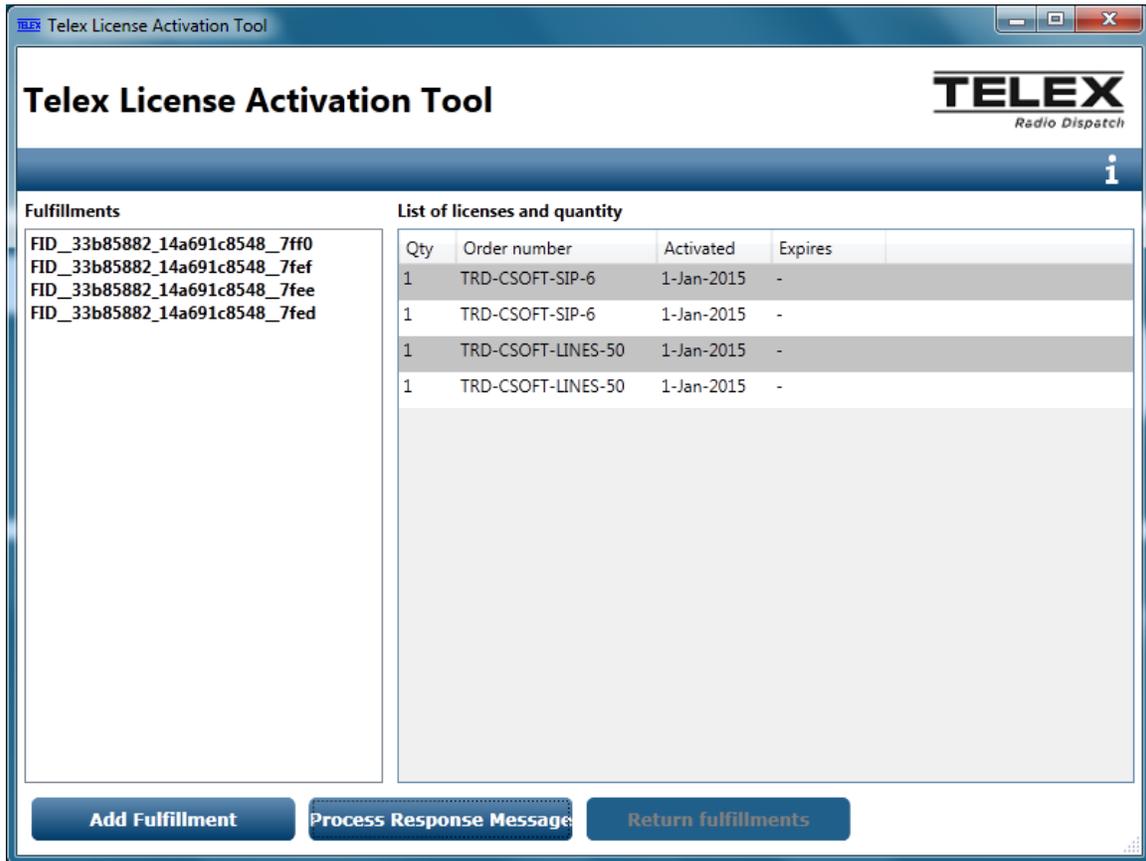


The Offline Response window will open; press the Browse button next to the data field and select the "ReturnResponse.xml" file. Press the "Process Response Message" button



C-Soft License Server

The selected Fulfillments are now removed from the License Server and available to reissue to another PC.



Creating Technicians (User Accounts)

Each Account is typically set up with an Administrator, the admin account can create technician accounts that can install and manage licenses. To create technician users, press the "Create Technician" button.

Bosch.com Support and contact English

System Activation Site

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Overview Manage license Manage webcasting **Manage users** Logout

This page allows you to manage the users of the System Activation Site, by creating Technicians and modifying the Logistics and Admin user.

A user with Technician rights is able to access the website and manage licenses (activate, return and repair licenses).
 A user with Admin rights is able to Manage users and Manage dealers.
 A user with Logistics rights receives the e-license emails from Bosch and is able to assign orders to dealers.

Successfully deleted the user with user name JSmith12. [Create Technician](#)

First name	Last name	User name	Email address	Admin	Logistics	Technician	
Greg	Dunaski	GDunaski1	dontaskme@acmeradio.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	> Edit

Fill in the mandatory fields, and press Create.

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System Activation Site

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Overview Manage license Manage webcasting **Manage users** Logout

Create Technician

* Mandatory field

First name *

Last name *

User name : *

Email * x

Tick this if you are willing to receive the emails from us

[Create](#) [Back](#)

Technicians will now be viewable on your Manage Users tab. You can edit or delete as needed.

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System Activation Site



Invented for life

Overview Manage license Manage webcasting **Manage users** Logout

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 A user with Admin rights is able to Manage users and Manage dealers.
 A user with Logistics rights receives the e-license emails from Bosch and is able to assign orders to dealers.

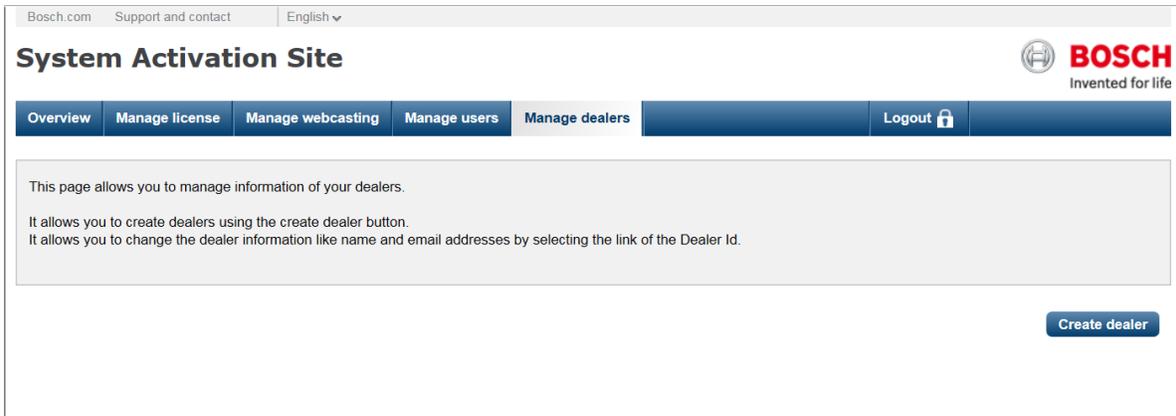
[Create Technician](#)

First name	Last name	User name	Email address	Admin	Logistics	Technician		
Greg	Dunaski	GDunaski1	dontaskme@acmeradio.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	> Edit	
John	Smith	JSmith12	JSmith12@acmeradio.com	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	> Edit	> Delete

Creating Dealers (Sub Accounts)

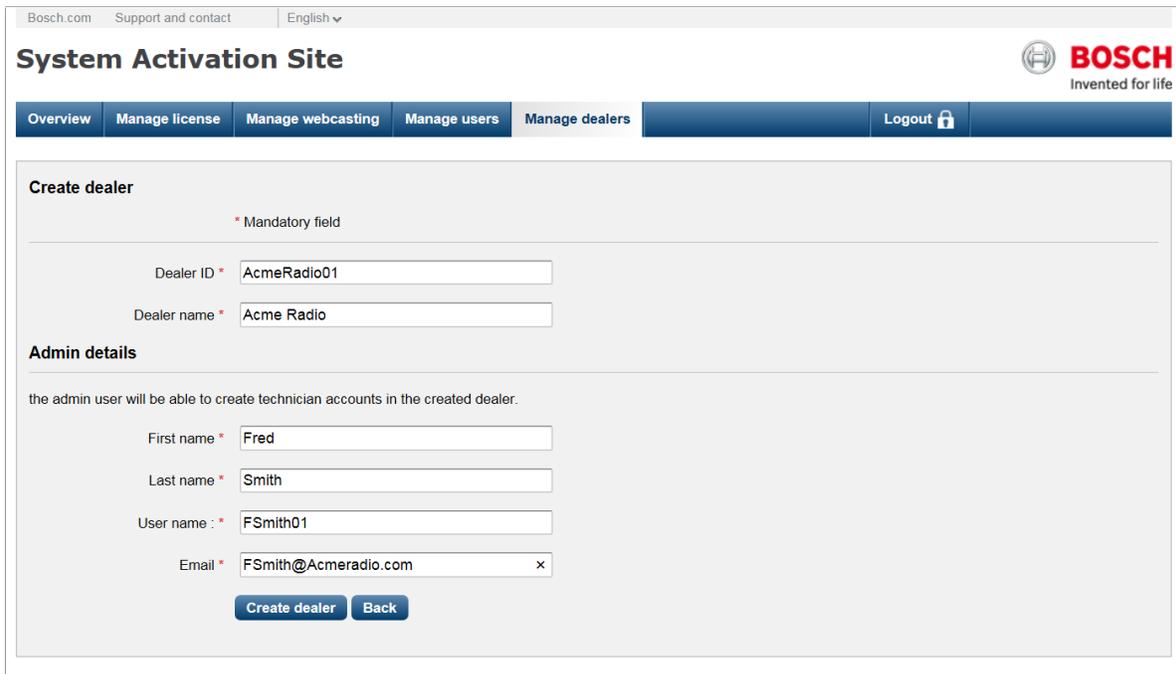
Distribution of licenses to Dealers or Self-Supporting End-users starts with the account admin creating Sub-accounts to the primary account. Creating these accounts allows a purchasing dealer to forward Entitlements to another company that will be installing the licenses.

To start, press the **“Create Dealer”** button



The screenshot shows the 'Manage dealers' page in the Bosch System Activation Site. The page has a navigation bar with 'Overview', 'Manage license', 'Manage webcasting', 'Manage users', 'Manage dealers', and 'Logout'. Below the navigation bar, there is a text box explaining the page's purpose: 'This page allows you to manage information of your dealers. It allows you to create dealers using the create dealer button. It allows you to change the dealer information like name and email addresses by selecting the link of the Dealer Id.' A 'Create dealer' button is located at the bottom right of the page.

Fill in the mandatory fields for the sub-account administrator and press Create Dealer.



The screenshot shows the 'Create dealer' form in the Bosch System Activation Site. The form has a navigation bar with 'Overview', 'Manage license', 'Manage webcasting', 'Manage users', 'Manage dealers', and 'Logout'. Below the navigation bar, there is a section titled 'Create dealer' with a note: '* Mandatory field'. The form contains the following fields: 'Dealer ID *' with the value 'AcmeRadio01', 'Dealer name *' with the value 'Acme Radio', 'Admin details' section with a note: 'the admin user will be able to create technician accounts in the created dealer.', 'First name *' with the value 'Fred', 'Last name *' with the value 'Smith', 'User name *' with the value 'FSmith01', and 'Email *' with the value 'FSmith@Acmeradio.com'. There are 'Create dealer' and 'Back' buttons at the bottom of the form.

An email will be sent to this new Sub-accounts Admin

The new sub-account (dealer) will display in your Manage Dealers tab.

Bosch.com Support and contact English

System Activation Site

BOSCH
Invented for life

Overview Manage license Manage webcasting Manage users Manage dealers Logout

This page allows you to manage information of your dealers.
It allows you to create dealers using the create dealer button.
It allows you to change the dealer information like name and email addresses by selecting the link of the Dealer Id.

[Create dealer](#)

Dealer ID	Dealer name	Admin user name	Admin email
> AcmeRadio01	Acme Radio	FSmith01	FSmith@Acmeradio.com

Moving Entitlements to Created Dealers (Sub Accounts)

The Overview tab shows all Entitlements in your account. To move un-activated Entitlements select the desired Entitlement using the Sales order number. Example, Larry Demo NEXEDGE

Bosch.com Support and contact English

System Activation Site

BOSCH
Invented for life

Overview Manage license Manage webcasting Manage users Manage dealers Logout

Search for Orders

Enter the search text Search For

Order number

Sales order	Dealer	Location	Customer	City	Activation ID	Activation date
> MLL Demo unit	MISC ACCOUNT	> Lockwood Home Office	Michael Lockwood	Taylor Lake Village	fd300-b8cca-2a477-eac34-dd9bc-79bbf-593c1	2015-05-14
> Larry Demo NEXEDGE	MISC ACCOUNT				c29bc-96a27-7543e-68b1f-e98ce-d3e40-e2401	
> Larry Demo 50 Line	MISC ACCOUNT	> Telex Burnsville	Dispatch Product Management	Burnsville MN	8919d-022c7-ca4f5-ea172-f7c46-1579f-5b810	2015-04-02

C-Soft License Server

The Order Details window will open. At the Select Dealer dropdown, select the desired dealer account you wish to move the Entitlement to and press "Assign Order".

The screenshot shows the 'System Activation Site' interface. At the top, there are navigation links for 'Bosch.com', 'Support and contact', and 'English'. The main header displays 'System Activation Site' and the Bosch logo with the tagline 'Invented for life'. Below the header is a blue bar labeled 'Order details' with a close button. The main content area contains the following information:

- Order number:** Larry Demo NEXEDGE
- Create date:** 2015-04-01
- Assign order:** A dropdown menu is set to 'Acme Radio' with an 'Assign order' button next to it.
- Dealer ID:** AcmeRadio01
- Products:** A table with columns: Quantity, SAP number, Type number, Description, Activation ID, Fulfillment ID, and Activation date. One product is listed:

Quantity	SAP number	Type number	Description	Activation ID	Fulfillment ID	Activation date
1	F.01U.307.039	TRD-CSOFT-NEXEDGE-6	Telex Radio Dispatch C-Soft NEXEDGE 6-Line License	c29bc-96a27-7543e-68b1f-e98ce-d3e40-e2401		

At the bottom, there are links for 'Return to top of page', 'Terms of use', 'Imprint', and '1.51.8300', along with a 'Print' button and copyright information for Bosch Security Systems BV.

Larry Demo NEXEDGE Entitlement is now moved to Acme Radio and can be viewed and installed by a Acme Radio technician.

The screenshot shows the 'System Activation Site' interface. At the top, there are navigation links for 'Bosch.com', 'Support and contact', and 'English'. The main header displays 'System Activation Site' and the Bosch logo with the tagline 'Invented for life'. Below the header is a blue bar with navigation tabs: 'Overview', 'Manage license', 'Manage webcasting', 'Manage users', 'Manage dealers', and 'Logout'. The main content area contains the following information:

- Search for Orders:** A search bar with the text 'Enter the search text' and a dropdown menu set to 'Order number'. A 'Search' button is next to it.
- Table of Orders:** A table with columns: Sales order, Dealer, Location, Customer, City, Activation ID, and Activation date. Three orders are listed:

Sales order	Dealer	Location	Customer	City	Activation ID	Activation date
> MLL Demo unit	MISC ACCOUNT	> Lockwood Home Office	Michael Lockwood	Taylor Lake Village	fd300-b8cca-2a477-eac34-dd9bc-79bbf-593c1	2015-05-14
> Larry Demo NEXEDGE	Acme Radio				c29bc-96a27-7543e-68b1f-e98ce-d3e40-e2401	
> Larry Demo 50 Line	MISC ACCOUNT	> Telex Burnsville	Dispatch Product Management	Burnsville MN	8919d-022c7-ca4f5-ea172-f7c46-1579f-5b810	2015-04-02

FAQ

- **Would the current USB C-Soft keys be compatible with C-Soft v7.000?**
 - No, An upgrade is required.
- **Is there any restriction about how old can the C-Soft be in order to be upgradeable?**
 - No, any age dongle can be upgraded.
- **Will my existing license(s) on ADHB-4 be compatible with C-Soft v7.000?**
 - No, they will need to be converted to a new software based license as part of your C-Soft upgrade.
- **How do I transfer my existing ADHB-4 license(s) to the new C-Soft v7.000?**
 - Working on details, but it would be “Contact technical support with your ADHB-4 serial number prior to updating the unit firmware to 3.000 as all existing hash code enabled features will be erased” will also be discussed in application note.
- **What are the procedures to upgrade Safenet (Hardware Dongle) license to Flexera (Software) licensing for the same number of lines?**
 - For each operator position, your purchase order will need to specify the C-Soft 7.0 license for the correct number of lines plus qty 1 C-SOFT7 UPGRADE P/N F01U307031. A RMA will be issued to return your Hardware dongles to receive credit value.
- **What are the procedures to upgrade Safenet (Hardware Dongle) license to Flexera (Software) licensing for a different number of lines?**
 - For each operator position, your purchase order will need to specify the C-Soft 7.0 license for the correct number of lines plus qty 1 C-SOFT7 UPGRADE P/N F01U307031. A RMA will be issued to return your Hardware dongles, contact your regional sales person to develop upgrade package cost.
- **I placed a Purchase Order for C-Soft 7.0 and haven't received an Entitlement email, what is my next step?**
 - 1. Make sure the email for the Account admin hasn't received the emails and are sitting in Junk/Spam folder.
 - 2. Contact Bosch Customer Service at 800-289-0096 to make sure your order has been processed; they will be able to see if the order has been shipped or send a internal request for status.
- **I haven't received an email from the system providing me with my user name and password, what is my next step?.**
 - If you have never received an email you will need to send an email to telexdispatch@us.bosch.com asking for your login info to be reset. Please note that technical support does not have the ability to reset passwords.
- **Can an existing license be moved from one PC to another?**
 - Yes, using the Return Entitlement steps on the Telex License Activation Tool a license can be placed back on the Bosch System Activation site to be reissued.
- **What are the procedures if a PC with an installed license crashes or malfunctions?**
 - Contact Technical support using email containing details about the Entitlement (Entitlement ID number, Company, Location and customer name, city, etc.) Once the entitlement is located we then can work to restore so you can reissue on a new PC.
- **I need to upgrade to C-Soft v7.000 from a previous version and increase the number of lines from the original value, do I still need to order the upgrade part number?**
 - Yes, both the new C-Soft 7.0 license P/N and Upgrade P/N will need to be on the purchase order.
- **Will the license support a server type deployment?**
 - Yes, the Flexera license can be deployed on each individual PC or multiple licenses on a single server location.
- **Can multiple license servers be deployed?**

- C-Soft 7.0 supports the ability to program up to 2 different IP addresses for server operation, if one is unreachable or all licenses are used it will attempt to connect to second server.
- **Does a license server PC need to be a server quality PC?**
 - No special quality PC is required; if the PC can run C-Soft 7.0 it will work as a license server. See C-Soft manual for PC specifications.
- **If I purchased consoles with the EF Johnson branded version of C-Soft, can I upgrade them to C-Soft v7.000?**
 - Yes, but C-Soft 7.0 does not support the “EFJ P-25 Trunk” line type, so direct control of the EFJ repeaters are lost.

Glossary

Entitlement - Inactive license that is available on the Bosch License repository.

Fulfillment - Active license that has been installed on a local or server PC.

TLAT - Telex License Application Tool is used to manage Entitlements and Fulfillments on local and server PCs.

TRD-CSOFT-LINES-xx - C-Soft license for basic total line count for the position, XX = maximum number of lines

TRD-CSOFT-DFSI-xx - Optional DFSI interface license, XX = maximum number per position and each position requires its own option.

TRD-CSOFT-NXDN-xx - Optional NXDN Direct IP interface license, XX = maximum number per position and each position requires its own option.

TRD-CSOFT-PLCP-xx - Optional Per-Line Call Playback license, XX = maximum number per position and each position requires its own option.

TRD-CSOFT-SIP-xx - Optional SIP Telephony interface license, XX = maximum number per position and each position requires its own option.

License Site User levels

Admin – Manages (creates) users and dealers

Logistics – Receives and moves Entitlements to dealers when needed

Technician – Manages licenses (activate, return and repair)

Revision History		
Document Title: C-Soft 7.0 License Server Setup		
Document Number: AN-DISPATCH-053		
Revision	Change Description	Date
A	Initial Release	29-MAY-2015

Suggestions or comments:

Contact technical support with suggestions or comments concerning this application note.

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