

Genesys Quality Management 8.1

Licensing and Activation

The information contained herein is proprietary and confidential and cannot be disclosed or duplicated without the prior written consent of Genesys Telecommunications Laboratories, Inc.

Copyright © 2002–2012 Genesys Telecommunications Laboratories, Inc. All rights reserved.

About Genesys

Genesys is the world's leading provider of customer service and contact center software - with more than 4,000 customers in 80 countries. Drawing on its more than 20 years of customer service innovation and experience, Genesys is uniquely positioned to help companies bring their people, insights and customer channels together to effectively drive today's customer conversation. Genesys software directs more than 100 million interactions every day, maximizing the value of customer engagement and differentiating the experience by driving personalization and multi-channel customer service - and extending customer service across the enterprise to optimize processes and the performance of customer-facing employees. Go to www.genesyslab.com for more information.

Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

Notice

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc., cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

Your Responsibility for Your System's Security

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other company names and logos may be trademarks or registered trademarks of their respective holders. © 2012 Genesys Telecommunications Laboratories, Inc. All rights reserved.

The Crystal monospace font is used by permission of Software Renovation Corporation, www.SoftwareRenovation.com.

Technical Support from VARs

If you have purchased support from a value-added reseller (VAR), please contact the VAR for technical support.

Technical Support from Genesys

If you have purchased support directly from Genesys, please contact Genesys Technical Support. Before contacting technical support, please refer to the *Genesys Care Program Guide for* complete contact information and procedures.

Ordering and Licensing Information

Complete information on ordering and licensing Genesys products can be found in the Genesys Licensing Guide.

Released by

Genesys Telecommunications Laboratories, Inc. www.genesyslab.com

Document Version: 81gqm_license_10-2012_v8.1.501.00



Table of Contents

Chapter 1	Introduction	4
	Document Purpose	5
	Audience	5
	Document Version	5
	Typographical Conventions	6
	Expected Knowledge	6
Chapter 2	Licensing and Activation	8
	Activating Call Recording	9
	Uploading the Un-Activated Call Recording License File	11
	Activating an Un-Activated Version of Genesys Call Recording	14
	Restarting Call Recording	15
	Activating Quality Manager	17
	Open Quality Manager in your web browser	17
	Log In as Administrator	17
	Uploading the Un-activated Quality Manager License File	19
	The Activation Key	20
	Uploading the Activated Quality Manager License File	21
Chapter 3	Request Technical Support	24



Chapter

1 Introduction

This chapter provides an overview of this document, identifies the primary audience, introduces document conventions, and lists related reference information.

This chapter contains the following sections:

Document Purpose Audience Document Version Typographical Conventions Expected Knowledge

Document Purpose

This document describes the administration and configuration of the Genesys Call Recording software and describe the most important maintenance tasks for Administrators.

Audience

This document is intended for the technicians responsible for system administration and maintenance.

Document Version

The Genesys Quality Management products are provided by a partnership between Genesys and ZOOM International. The Genesys Quality Management products use a versioning format that represents a combination/joining of the versions used by these two separate entities. Although the Genesys Quality Management products and documentation use this combined versioning format, in much of the software and logs you will see the ZOOM versioning alone. You need to be aware of this, for example, when communicating with Technical Support.

The version for this document is based on the structure shown in the following diagram:



Typographical Conventions

Names of functions and buttons are in bold. For example: Upload.

File names, file paths, command parameters and scripts launched from the command line are in non-proportional font.

Referred documents are in italics. For example: see the document *This is a Document* for more information.

Code is placed on a gray background and bordered

Hyperlinks are shown in blue and underlined: http://genesyslab.com/support/contact.

Expected Knowledge

Readers of this document are expected to have the following skills or knowledge:

- · Basic functionality of Genesys Call Recording system
- Knowledge of Red Hat Enterprise Linux installation and configuration
- Unix-system administration skills

Chapter 1 Introduction



Chapter

2 Licensing and Activation

This chapter covers the procedures involved in licensing and activating your GQM installation.

Activating Call Recording
Activating Quality Manager

Activating Call Recording

This section gives a step-by-step guide to activate Call Recording.

Activating Call Recording is the first task you should complete after installation of the system.

Important:

It is of utmost importance to activate your license file immediately. There is a 30 day grace period from the date of issue. At 00:00 hours on the 30th day, an un-activated license will stop working.

To access your installation's licensing information once you have installed and started Call Recording

Welcome to Call Recording Version: 8.1.500	Name : admin Password : ••••• Login
Genesys Call Recording powered by ZOOM CallREC English (US)	
Owner Expiration Date License State	
Base License ZOOM R&D 3/27/13 OK	
Support License Unknown License never expires Unknown	

Figure 1: Log in for Activation

Open the Call Recording web interface. Log in as admin and enter the password. If this is the first login after installation, enter the default password: admin; you will be prompted to change your password.



Figure 2: License Details

- 1. Open the Settings tab.
- 2. Click License info.
- 3. Click License Detail. The License activation form appears.

License activation

NO BASE LICENSE FOUND!

License Infor	mation	License Properties		License Feature
Product Name	Unknown	Registered terminals - warning	0	Recorder
Major Version	0	Registered terminals	0	Decoder
Minor Version	0	Concurrent calls - warning	0	SIP
Owner	Unknown	Concurrent calls	0	SKINNY
Commercial	false	Recorded calls - warning	0	JTAPI
Number	Unknown	Recorded calls	0	
Product Edition	Unknown	Servers in cluster	0	
Issue Date	-	Concurrent screens	0	LiveMON
Expiration Date	-	Concurrent screens - warning	0	Pre-recording
License State	Unknown		-	Instreamer
				ScreenREC
				Cisco UCCX IM
				Cisco UCCE IM
				Genesys IM

License Infor	mation	License Properties	License Features
Product Name	Unknown	Max couples in database	e 0
Major Version	0	Max users	0
Minor Version	0	Max user groups	0
Owner	Unknown	Max record capacity	0
Commercial	false		
Number	Unknown		
Product Edition	Unknown		
Issue Date	-		
Expiration Date	-		
License State	Unknown		



Uploading the Un-Activated Call Recording License File

Genesys Support has sent you an email containing an un-activated license file named callrec.license. Save your un-activated license file on your local computer in a location that you will be able to find. Do not rename this file.

Important:

Call Recording will not record without a valid license file.

First you must upload your un-activated license file. This generates your unique license key, based on information including the MAC addresses of the NICs in the server. If you have to change these, then you will require a new license file. Please contact Support at the email address listed at http://genesyslab.com/support/contact.

GENESYS CALL RECORDING Logged in as: admin	
📼 Recorded calls 🛛 ன Restored calls 🤹 Users 🙀 Recording rules 🕂 Settings 📝 About 🔑 Audit 🗙 Logout	
Configuration Logs Status Reporting License info	
Licenses License details License Actions	
License File Browse_ Upload	
Reload License File Reload	

Figure 4: License actions dialog

- 1. Open the Settings tab and click License info.
- 2. Click License Actions. The license action dialog appears.
- 3. Click **Browse** and navigate to the un-activated license file on your local computer.
- 4. Click Upload.

Licenses License	details License Actions				
License activat	tion Q-B7CNY-DE63Y-KU7GJ-BD	6PR Request License File			
License details	: Base License	License Properties		License Feature	5
Product Name Major Version Minor Version Owner Commercial Number Product Edition Issue Date Expiration Date	CalIREC 5 0 200M Documentation true 201110010000 27 September 2012	Registered terminals - warning Registered terminals Concurrent calls - warning Concurrent calls Recorded calls - warning Recorded calls Servers in cluster Concurrent screens Concurrent screens - warning	10 10 10 10 10 1 10 10 10	Recorder Decoder SIP SKINNY JTAPI LDAP Advanced search API LiveMON Pre-recording	
License State	Not Activated Evaluation	D		Instreamer ScreenREC Cisco UCCX IM Cisco UCCE IM Genesys IM	

Figure 5: Un-Activated License

Once the license has been successfully uploaded:

- 1. Your license key is visible on the License details tab.
- 2. Note the License State is Not Activated Evaluation.

Important:

If the system notifies you that you must reload your license file, follow the same procedure as above, and click **Reload**.

Activating an Un-Activated Version of Genesys Call Recording

To fully activate the system you must upload a permanent activated license. You can get a permanent activated license file in two ways:

With SMTP Access: If the server that Call Recording is installed on has SMTP server access, on the License Details page, click **Request License File**. This sends an email request to Genesys Labs, Inc. containing your license key.

Without SMTP Access: If the server that Call Recording is installed on has no SMTP server access or is installed behind a firewall, then send an email to Genesys Support at the email address listed at

<u>http://genesyslab.com/support/contact</u> with your complete license key. The key is required to generate your license file.

Genesys Support will send a permanent activated license file that corresponds to your system and purchase details. Save your activated license file on your local computer in a location that you will be able to find. Do not rename this file. The license file contains the parameters of your license, ensuring that all permitted features are properly activated.

GENESYS CALL RECORDING Logged in as: admin Recorded calls Restored calls & Users Recording rules F Settings & About & Audit × Logout	n
Configuration Logs Status Reporting License info)
License details License Actions License File Browse_ Upload	*
Reload License File Reload	

Figure 6: License Actions Dialog

The procedure for uploading the activated license is the same as for the unactivated license:

- 1. Open the Settings tab, and click License info.
- 2. Click License Actions. The license action dialog appears.
- 3. Click **Browse**, and navigate to the activated license file on your local computer.
- 4. Click Upload.

Important:

If the system notifies you that you must reload your license file, follow the same procedure as above, and click **Reload**.

Once the permanent license has been successfully uploaded, your license keys are visible on the **License details** tab.

If you have a support License, repeat the process for the support license. The license file will be named callrec-support.license.

Licenses License	details License Actions				
License activa	tion				
License Key: DLGR	Q-B7CNY-DE63Y-KU7GJ-	BD6PR License already activated or	licen	se activation not required.	
License	e Information	License Properties		License Features	
Product Name Major Version Minor Version Owner Commercial Number Product Edition Issue Date Expiration Date License State	CallREC 5 0 ZOOM Documentation true 201110010000 27 September 2012 27 March 2013 OK	Registered terminals - warning Registered terminals Concurrent calls - warning Concurrent calls Recorded calls - warning Recorded calls Servers in cluster Concurrent screens Concurrent screens - warning	10 10 10 10 10 10 10	RecorderIDecoderISIPISKINNYIJTAPIILDAPIAdvanced searchIAPIILiveMONIPre-recordingIScreenRECICisco UCCX IMI	
				Cisco UCCE IM Genesys IM	

Figure 7: Activated Licence

Restarting Call Recording

Access the Call Recording server via an ssh client for example PuTTY.

Log in as admin and enter: su - to log in as the root user. Enter the password (default is: zoomcallrec).

Enter the following command:

service callrec restart

Call Recording will restart. This may take a few minutes.

Activating Quality Manager

Important:

You only need to do this step if you intend to use Quality Manager. If you have not purchased a Quality Manager license, skip this step.

Before you can begin to configure Quality Manager, you will need to upload and install a valid license.

You will need to know the web URL to the Call Recording installation. Genesys Support has sent an un-activated license file. Save this un-activated license file in a location where you can access it easily. Do not rename this file.

Open Quality Manager in your web browser

Open a web browser and enter the following URL:

http://<CallREC server>/scorecard-webui

Quality Manager will now open in the browser window. It usually takes a few seconds for the application to load before the login window appears.

Log In as Administrator

	Log In
Log In:	admin
Password:	••••
Log	In Forgot password? Clear

Figure 8: Log in as Administrator

Log in as admin and enter the password (default: admin). The admin account is the only login that will work without a valid license.

Cł	noose a New Password		
Your password has expired. Please provide a new one.			
Old Password:	•••••		
New Password:	•••••		
Repeat Password:	•••••		
	Change and Continue Cancel		

Figure 9: Choosing a New Password

When logging in for the first time, a password change is required. The default password admin can never be used again.

Important:

If you log in with an incorrect password twice, you will receive the message, "Warning: The next incorrect entry will lead to the account being locked". After the third attempt with the wrong password, the account will be blocked. This will become unblocked after a configurable period, typically half an hour.

Uploading the Un-activated Quality Manager License File

Click About in the left hand menu. The tab below opens.

About	
Product Info	
Version:	8.1.500
Build:	120929_1614
Upload License	
	Browse Upload License File
ile Upload Corrow ↓ Libra	ries > Documents > 5.0 + 49 Search 5.0 P
Organize	iolder 🔠 🕶 🛄 🔞
☆ Favorites ↓ Downloads	Documents library Arrange by: Folder -
Desktop Recent Places SharePoint	Name Callrec.license
200m_exec	scorecard.license
Desktop	
Documents	
J Music	
Pictures	▼
Fi	le name:
	786x789

Figure 10: Browse to the License File and Click 'Upload License File'

- 1. Click **Browse**, and navigate to the folder containing the licence file named scorecard.license.
- 2. Select the license file.
- 3. Click Open.
- 4. Click Upload License File.

The license file generates a unique **Activation key** based on information including the MAC addresses of the NICs in the server. If the MAC addresses need to be changed, a new license file will be required. Please contact the email address listed at http://genesyslab.com/support/contact for assistance.

Tip:

If your import browser is Chrome, the file path may display incorrectly. For example, C:\fakepath\scorecard.license. This is an issue with Chrome and does not affect the upload.

The Activation Key

	🔽 Tooltips On 🦽 Admin, Admin (admin) 🔊 Logout 🖂 Mes
About 🗵	
Product Info	
Version:	8.1.500
Build:	120929_1614
Product License	
Product Name	Quality Manager
Product Version	5.0
Owner	ZOOM Documentation
Issue Date	Thu Sep 27 00:01:00 GMT+200 2012
Expiry Date	
License Type	COMMERCIAL
State	ОК
Activation Key	DL5NM-KF6C5-YDAGJ-QE84H-NJ9A3
Maximum Allowed Users	100
Maximum Allowed Users [warning]	100
Upload License	
scorecard.license	Browse Upload License File

Figure 11: License is Now Uploaded

Once the un-activated license has been successfully uploaded, the Activation Key is visible on the Product License section of the About tab. Copy and paste the Activation Key into a new email and send it to the email address listed at http://genesyslab.com/support/contact. Genesys Support will send you an activated license file. Save this file where it can be access easily. Do not rename the file.

Important:

If the license file is not accepted, ensure that it is named scorecard.license. Try uploading it in either Firefox or Internet Explorer if you have used a different browser, or try again after restarting Call Recording.

If you are still having an issue, contact Service and Support via the email address listed at <u>http://genesyslab.com/support/contact</u>.

Uploading the Activated Quality Manager License File

	File Upload	X
About 🗵	Search 49	0
Product Info		~
Version:	Organize Vew folder	
Build:	SharePoint Documents library Arrange by: Fol	lder 🔻
Product License	🔚 Libraries	
Product Name	Documents Name Date modi	fied
Product Version	Music 9/2/2011 1	1:44 AM
Owner	Pictures Callrec-support.license 9/2/2011 1	2:15 PM
Issue Date	Videos 0/2/2011 1	2:14 PM
Expiry Date	r Computer	
License Type		
State	🗣 Network	
Activation Key	▼ <	4
Maximum Allowed Users	File name: scorecard All Files	-
Maximum Allowed Users [wa	Open 🔽 Ca	ancel
Upload License		
scorecard.license	Browse Upload License File	

Figure 12: Browse to the License File

- 1. Click **Browse**, and navigate to the folder containing the activated licence file named scorecard.license.
- 2. Select the license file.
- 3. Click Open.
- 4. Click Upload License File.

Please check the information on the About tab.

The GQM web server now has to be restarted. Log in to the server using an ssh client and switch to the root account, as described earlier for the Call Recording license.

Restart the Web UI using the following command:

/opt/callrec/bin/rc.callrec_web restart

Chapter 2 Licensing and Activation



Chapter

3 **Request Technical Support**

Technical Support from VARs

If you have purchased support from a value-added reseller (VAR), contact the VAR for technical support.

Technical Support from Genesys

If you have purchased support directly from Genesys, please contact http://genesyslab.com/support/contact Genesys Technical Support.

