Honeywell

Honeywell Software Licensing Portal

User Guide

Disclaimer

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Patents

For patent information, please refer to https://hsmpats.com.

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INTRODUCTION

> **IMPORTANT**
> When accessing the Honeywell Software Licensing Portal, your browner must be configured to allow pop-ups.

The Honeywell Software Licensing Portal (HSLP) is the mechanism for delivering licenses for VoiceConsole 6.2 and later.

HSLP is used by:

- Direct customers - Customers who have purchased their Voice Solution directly from Honeywell. These customers manage their own license deployment within the HSLP.

- Partners - Partners who are providing a Voice Solution to their end customers. Partners manage licenses for their end customers and provide these licenses to their end customers.

  - The partner may choose to handle all licensing functions for their customer within the Honeywell Software Licensing Portal. In this case, only partners have access to HSLP.

  - The partner may choose to have their end customers register as limited access users with the Honeywell Software Licensing Portal, allowing the customer to activate their license without partner assistance. Partners must share the HSLP link and the Entitlement ID with their end customer. The end customer must have this information to register with HSLP.

> **NOTE**
> If you bought your Honeywell Voice Solution through a partner, the partner provides the licensing information to you. Details are included in VoiceConsole online help: https://help.honeywellaidc.com/Software/VoiceConsole/Content/Console_Home.htm.

HSLP users receive license updates via email, and can view entitlement and Activation IDs per purchase order, and activate and deactivate licenses.

HSLP is used to license VoiceConsole 6.2 and later. Earlier versions of VoiceConsole continue to use Honeywell legacy licensing. Legacy licensing is delivered outside of HSLP.

VoiceConsole Deployment Types

The following deployment types are used throughout this document. it is important to know which deployment used as it affects the processes in HSLP.

- VoiceConsole SaaS deployment: VoiceConsole managed by Honeywell as a Cloud-only solution. These deployments use cloud licensing.

- VoiceConsole On Prem deployment: VoiceConsole installed within a customer-managed environment. That environment can be a local server or a customer-managed cloud environment. These deployments use a local licensing server.

Document Contents

Refer to the following sections for details on using the Honeywell Software Licensing Portal.

- User Accounts – This section contains details on accessing the Honeywell Software Licensing Portal for new and existing users as well as user account management.

- Devices – This section contains details on the devices within the Honeywell Software Licensing Portal. These devices may be Cloud Licensing server, Local Licensing Servers, and (for Cloud Licensing only) the connected and licensed voice devices Served Devices). Details on using the search feature are included.

- List Entitlements – This section details the entitlements and Activation IDs associated with the account. Details on using the search feature are also included.

- License Management – This section details the process of activating the license in VoiceConsole. Procedures are details for SaaS deployments with a Cloud Licensing Server and On Prem deployments with a Local Licensing Server.

- HSLP Access Troubleshooting – This section contains help if you have trouble logging in to the Honeywell Software Licensing Portal.

- HSLP Common Questions and Procedures – This section details common procedures you may wish to perform in the Honeywell Software Licensing Portal and frequently asked questions about using the portal.

Glossary

The terms below are used throughout this document. Certain terms may have different meanings within the context of the Honeywell Software Licensing Portal than they may in other Honeywell Voice documentation.

Term	Definition
Activate License	The process to make a license available to consume with the specified quantity
Activation ID (License Key)	The Activation ID is used to activate VoiceConsole On Prem deployment based licenses. For each Purchase Order (PO) submitted, you receive a new Activation ID via email which includes the quantity of licenses purchased.
Add On license	An add on license is when a customer purchases more or subsequent licenses. The Activation ID (license) adds more of the same licenses to an existing Entitlement.
Canceling License	Canceling a license means the customer no longer "owns" that license. Canceling is irreversible. After canceling an Activation ID all configurations are deleted.
Cloud Server ID	Used to activate VoiceConsole SaaS deployment licenses. For each Purchase Order (PO) submitted, you receive a new Activation ID but keep the Cloud Server ID remains the same throughout life of entitlement. Youl receive instruction via email to refresh VoiceConsole SaaS deployment using the Server ID to bring in latest features. For each Ship To there is a unique Cloud Server ID
Deactivate or Return License	The process to return a license from one instance of VoiceConsole. Deactivating a license makes it available in HSLP to be re-activated on the same or another VoiceConsole instance belonging to same customer. This feature is applicable to VoiceConsole On Prem deployments only.
Device	There are three categories of devices that can be found in the Honeywell Software Licensing Portal: • Local License Server: These deceives are listed by the MAC address of the Local Licensing Server for VoiceConsole On Prem deployments. • Cloud License Server: These devices are listed by the Cloud Server ID for VoiceConsole SaaS deployments. • Servers Device– These are the Voice devices (A700x and Android devices) that are connected to a Could License Server in a VoiceConsole SaaS Deployment.

Term	Definition
Entitlement (License Header)	An Entitlement is a combination of a Sold To (partner) and a Ship To (end customer) OR direct customer (same Sold To and Ship To). This means that a single entitlement for a partner and end customer combination can store and manage multiple licenses in one place. This system allows for easier organization and management of licenses.
	Entitlements are created based on Ship To details. Customers wanting flexibility to use licenses across all their different sites should submit Purchase Orders (POs) using the same Ship To address so there is a single entitlement.
	VoiceConsole On Prem deployment licenses can be consumed from one entitlement to another entitlement within same customer group.
	VoiceConsole SaaS deployment licenses cannot be consumed from one entitlement to another entitlement, hence why having one entitlement per customer group provides flexibility in this scenario. For this reason, it is important to establish the correct quantities when placing a purchase order (PO) to avoid the need to move licenses from one entitlement to another.
Features	Each SKU is a collection of related features
Honeywell Software Licensing Portal (HSLP)	Honeywell Software Licensing Portal is the licensing tool for Voice Partners and Direct Customers to receive, view, activate and return licenses for VoiceConsole 6.2 and later.
Initial License	An initial license is a brand-new Entitlement (license header) and Activation ID (license key)
Legacy Licenses	Legacy licenses are supplied by Honeywell but do not use the HSLP. VoiceConsole versions earlier than 6.2 require legacy licenses.
	Legacy licensing is deprecated for VoiceConsole 6.2 and use of this licensing system requires special approval from Honeywell.
License Administrator	This person is a member of the Sold To organization. The Sold to organization is either a Honeywell partner or a direct customer of Honeywell. This person is responsible for all license tasks within the Honeywell Software Licensing Portal. This person receives the Cloud Server ID from Honeywell via email.
Offline Device	For VoiceConsole On Prem deployment only – the VoiceConsole server does not maintain a continuous internet connection to HSLP.

Term	Definition
Parent Activation ID	When an Upsell or Renewal license is created, it is given a new Activation ID. The original Activation ID is now referred to as the Parent Activation ID.
Renewal license (replacement)	An Renewal license is a license that extends the subscription expiration date. The previous license is replaced by the Renewal license. A new Activation ID is issued for the Renewal license and the original Activation ID is now the Parent Activation ID.
Ship To	The user of VoiceConsole. If purchased through a Honeywell partner, this is the customer using VoiceConsole. For a Honeywell direct customer, the Ship To and Sold To are the same.
Sold To	The purchaser of VoiceConsole. This can be a Honeywell direct customer or a Honeywell partner.
Upsell license (replacement)	An Upsell license is an upgrade to a higher version of the product, such as upgrading from VoiceConsole_Core to VoiceConsole_Pro. The previous license is replaced by the Upsell license. A new Activation ID is issued for the Upsell license and the original Activation ID is now the Parent Activation ID.
VoiceConsole Administrator	This person is a member of the Ship To organization. The Ship To organization is either a direct customer of Honeywell or an end customer of a Honeywell partner. This person is responsible for all license activities within VoiceConsole. This person receives the Activation ID (VoiceConsole On Prem deployment) or Cloud Server ID (VoiceConsole SaaS deployment) from the License Administrator.
VoiceConsole On Prem Deployment	VoiceConsole On Prem deployments are managed by the customer. The deployment may be on a local server or on a cloud instance managed by the customer. This deployment type uses offline activation mode, also known ss local licensing within VoiceConsole.
VoiceConsole SaaS Deployment	VoiceConsole SaaS deployments are managed by Honeywell in the cloud. This deployment type connects directly to HSLP.

Contact Us

Voice Customer Service

Contact our regional VoiceConsole Customer Service Team should you have any general questions about your HSLP access, order or the license provided to you.

Region	Email	Phone
North America, Latin America	VoiceCustomerServiceAmericas@Honeywell.com	+1(866)862-6553
Europe, Middle East, Turkey, Africa	VoiceCustomerServiceEMEA@honeywell.com	+44 16989 15777
Japan	csjapan.pss@honeywell.com	+81-3-6730-7344
Brazil	ACSHSMCentraldepedidos@honeywell.com	+ 55 35 36299000
Asia Pacific	VoiceCustomerServiceAPAC@honeywell.com	+44 16989 15777

Voice Technical Support

Contact our Technical Support Team should you have more technical questions about Voice products or license issues.

Region	Email	Phone
Americas	VoiceTechnicalSupport@honeywell.com	+1(866) 862-7877
Europe, Middle East, Africa	VoiceTechnicalSupport@honeywell.com	+44 (0) 1344-65-6123
Rest of World	VoiceTechnicalSupport@honeywell.com	+1 (412) 376-9384

USER ACCOUNTS

There are two types of user accounts within the Honeywell Software Licensing Portal.

- General user - This user has full access to all functions and screens displayed within this document. This is the user role granted to partners and Honeywell direct customers by Honeywell.
- Self-registered user - Users can register themselves on the Honeywell Software Licensing Portal by providing an Entitlement ID. A self-registered user can only view the details of the entitlement they used when registering. Self-registered users fall into two groups:
  - Partners and Honeywell direct customers who need immediate access to HSLP. These users can contact Voice Customer Service to upgrade to a general user.
  - End customers of partners may be provided an Entitlement ID to self-register with HSLP. These users cannot be upgraded.

First Time User

Do you have a registration email?

If you have a registration email with your account details and password, follow the login process on the Registered User section.

I don't have a registration email

Honeywell has preregistered many new users in the Honeywell Software Licensing Portal.

To see if you are preregistered, follow the Password Assistance procedure. Allow up to five minutes for the password reset email to arrive.

I didn't get a password reset email, but I have a license email

If you did not get a password reset email after five minutes, first check any junk mail or spam filters.

If you still do not have a password reset email, but you do have a license email with an Entitlement ID, you can register for limited access using the Entitlement ID. This method provides instant access to HSLP.

See Self-Registered User for details on this process, including the limitations of this method.

I didn't get a password reset email, and I don't have a license email

If you did not get a password reset email after five minutes, first check any junk mail or spam filters.

If you still do not have a password reset email, it is necessary to register as a new user.

- Contact your regional Voice Customer Service team. They request creation of your User ID and provide login details via email. Please allow up to 24 hours turnaround.

After receiving the email confirming the registration, follow the Registered User process.

I'm a partner and I want my customers to handle the license activation process

If you are a partner, you can elect to have your users handle the entire licensing process. To do this provide the Entitlement ID to the customer and have them follow the Self-Registered User process.

> **IMPORTANT**
> If you use this process, for security purposes follow the Remove User Access if the person associated with the account leaves the company.

Additional Users

Please ensure all employees installing software licenses for customers have access to Honeywell Software Licensing Portal at least 24 hours before the go live date.

- Contact your regional Voice Customer Service team to add additional users, or
- Use the Register Other Users procedure to add additional employees.

> **IMPORTANT**
> If you use this process, for security purposes follow the Remove User Access if the person associated with the account leaves the company.

Self-Registered User

There are two instances where you may need to self-register as a user:

- You are a direct customer or a partner but don't have a registration email and an attempt to recover the account with the **Forgot Password** link did not work.

- You are a VoiceConsole On Prem deployment customer who purchased your Voice product through a partner and the partner wishes for you to handle the entire licensing process.

> **NOTE**
> This process provides limited access for users that have an Entitlement ID. This process only grants access to the Entitlement ID used when registering. If you are a partner or a Honeywell direct customer, you can contact Voice Customer Service to upgrade to full access. If you are a customer of a partner, this process provides details to your entitlement only.

- Partners with multiple Entitlement IDs need to contact their regional Voice Customer Service team to be upgraded to full access to view multiple Entitlement IDs.

- Partners who wish for their customers to manage licenses must provide the Entitlement ID to the customer for VoiceConsole On Prem deployments. For VoiceConsole SaaS deployments, the partner provides the Cloud Server ID and the end customer does not need to register with HSLP.

To self-register:

1. Access the Honeywell Software Licensing Portal (HSLP) through this link
   https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

   > **IMPORTANT**
   > When accessing the Honeywell Software Licensing Portal, your browner must be configured to allow pop-ups.

2. Click on the **Register** link.

3. The registration page is displayed.

Register for Account

Fill out the required fields to register a new user.

Registration Details

Entitlement/Activation ID*	
First Name*	
Last Name*	
Email Address*	
Company*	
Phone	
Fax	
Street	
City	
State/Province	
Zip/Postal code	
Country	United States
Locale	English (United States)
Time Zone	(GMT -8.0) Pacific Time
Opt in to receive email	○ Yes ◉ No

Complete   Reset

> **IMPORTANT**
> Honeywell recommends using a corporate address. Free email accounts such as Gmail.com, Yahoo.com, and similar may be purged from the Honeywell Software Licensing Portal for security purposes.

4. Click **Complete**.

5. Watch for a registration confirmation and instructions to reset the password.

Honeywell

Dear Voice User

You now have access to the Honeywell Software Licensing Portal, where you can view your Entitlements, Activation IDs, Devices and download the license file.

To get started:
1. Use this URL to set your password
2. Enter your email **Voice.User@email.com**
3. You will receive another email with a temporary password and further instructions

Best Regards,
Honeywell Software Licensing Portal

Home Page | Your Privacy |

6. When this email arrives, follow the link or return to the login screen above. Follow the Password Assistance procedure to receive a temporary password and set your password.

Dear Voice User,

This email has been sent to you because you requested a password reset. Use the following information to login to the Honeywell Software Licensing Portal:

Login: Voice.User@email.com
Temporary password: xxxxxxxxxxxxxxxx
Login URL   https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

After your initial login, you will be prompted to change this password.

! Warning: This temporary password expires shortly

Login as soon as you receive this email. If temporary password expires, select the "Forgot Password" link on the login page

Best Regards,

Honeywell Software Licensing Portal
Home Page | Your Privacy |

Register Other Users

If you are a general user, you can register other users from your organization within the Honeywell Software Licensing Portal.

1. Access the Honeywell Software Licensing Portal (HSLP) through this link
    https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

2. Click on **Accounts & Users**.
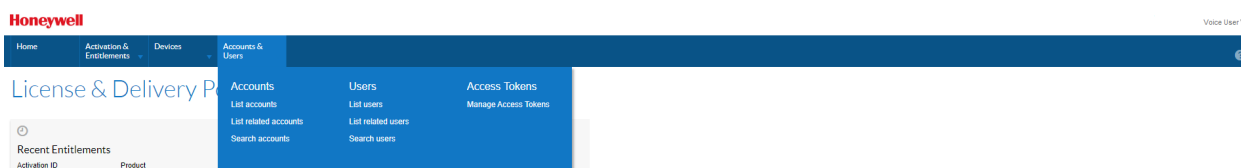
3. Click on **List Users**. The existing users are displayed in the table.
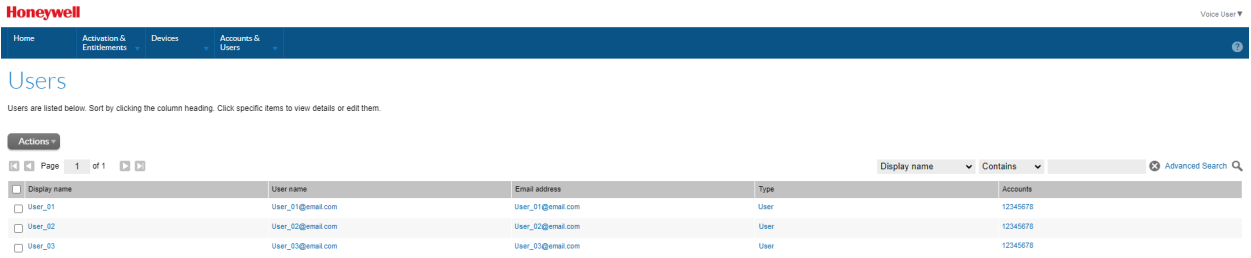
4. To create a new user, click **Actions** > **Create**.
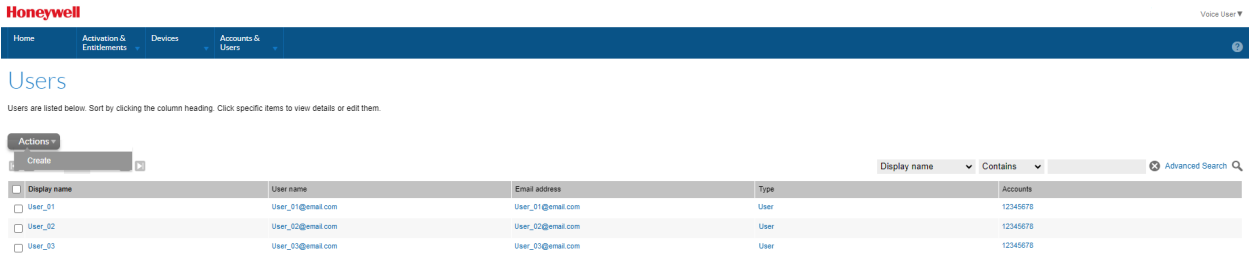
5. Complete the entries for the new user.
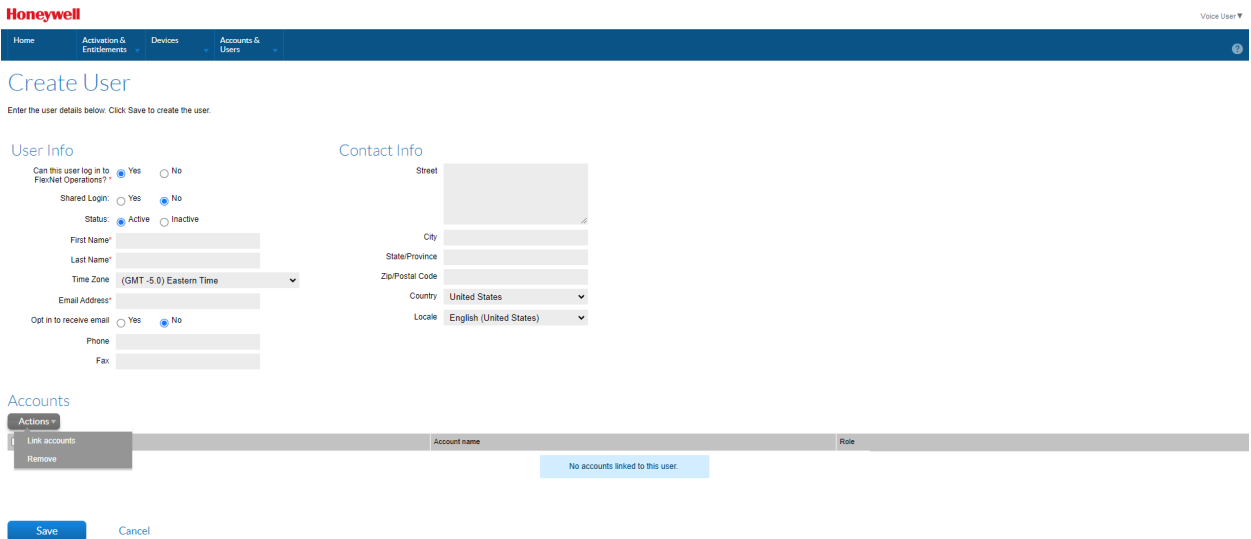
- An asterisk indicates a required field. Others are optional.
- Honeywell recommends creating individual users rather than using Shared Login. If you use Shared Login, it is your responsibility to remove access to shared users if they leave your company.

6. An account and role must be assigned to the new user. Click on **Actions** > **Link** accounts. The Select Accounts window pops up.

   Select an account from the list and then select a role. For the role, select **Portal Admin User Role**. Click **OK**.

7. This completes the entries on the user screen. Click **Save**.

Registered User

1. Access the Honeywell Software Licensing Portal (HSLP) through this link
   https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

   > **IMPORTANT**
   > When accessing the Honeywell Software Licensing Portal, your browner must be configured to allow pop-ups.

2. Login using your email address and the password received in the licensing email.

> **IMPORTANT**
> The only supported login for the Honeywell Software Licensing Portal is **With User Name**. The other login options are not currently available for this portal.

If you have difficulty with the login, check HSLP Access Troubleshooting or contact your regional Voice Customer Service team. They can check if you are preregistered as a User. If not, they can create your ID and provide details via email within 24 hours.

3. Once successfully logged in to Honeywell Software Licensing Portal, the home page is displayed.

Profile Preferences

Edit the user profile by clicking on the down arrow by the username in the upper right corner of the screen.
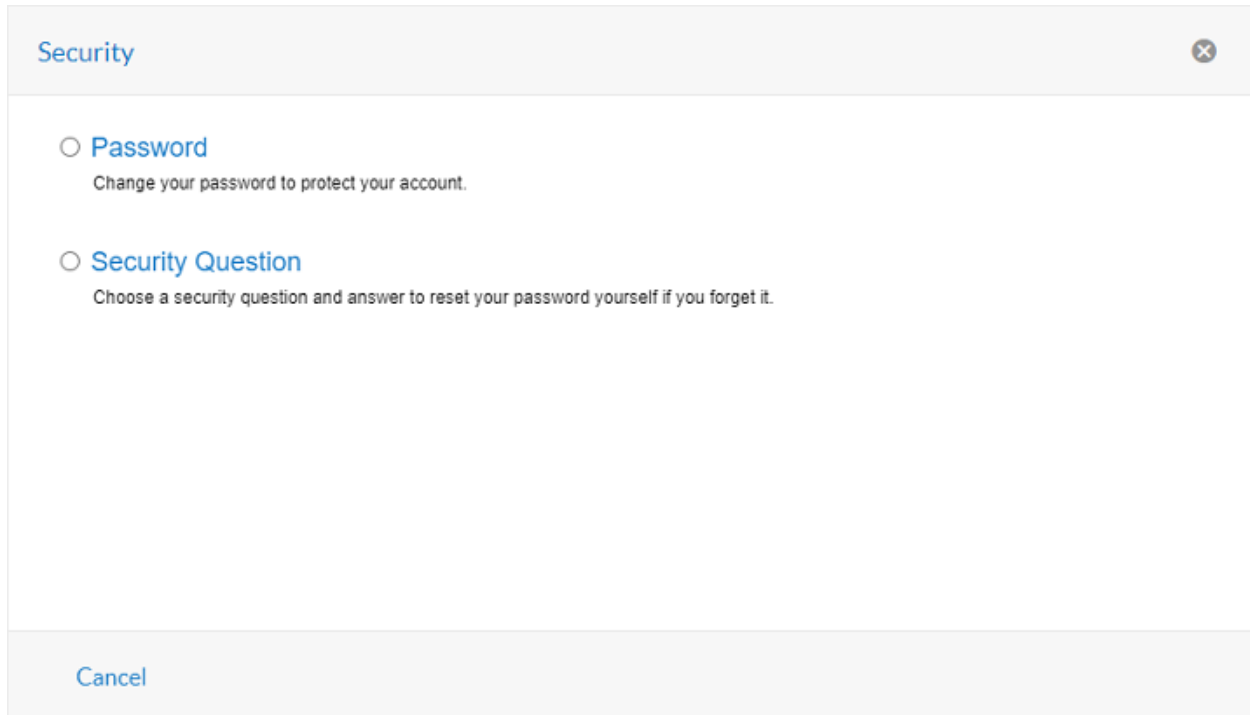

The Locale field specifies the language of the HSLP interface. Only English is supported currently.

The default time zone is India Standard Time. This can be set as desired.

Security

Click on Security from the User Profile screen.

This screen provides options to:

- Change your password.
- Set security question - set a security question and answer in case a password reset is needed.

Password Assistance

If you forget your password, follow this process to recover.

1. Access the Honeywell Software Licensing Portal (HSLP) through this link
   https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

   > **IMPORTANT**
   > When accessing the Honeywell Software Licensing Portal, your browner must be configured to allow pop-ups.

2. Click on **Forgot Password**.

3. Enter your email address as your User ID and click **Continue**.

4. If you are a registered user in the Honeywell Software Licensing Portal, a temporary password is emailed.

Honeywell

Dear Voice User,

This email has been sent to you because you requested a password reset. Use the following information to login to the Honeywell Software Licensing Portal:

Login:	Voice.User@email.com
Temporary password:	xxxxxxxxxxxxxxxxx
Login URL	https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

After your initial login, you will be prompted to change this password.

> **! Warning: This temporary password expires shortly**
>
> Login as soon as you receive this email. If temporary password expires, select the "Forgot Password" link on the login page

Best Regards,

Honeywell Software Licensing Portal
Home Page | Your Privacy |

5. If you do not receive an email with a temporary password within five minutes, review check HSLP Access Troubleshooting or contact your regional Voice Customer Service team.

6. Login using your email address and the temporary password from the email.

7. To change password, enter your temporary password and enter your new password. Confirm the new password in the following field. Click on **Continue**.

Change Password

Password*	
New Password*	
Confirm New Password*	

[Continue]   Cancel

8. Select a preferred secret question and fill in your answer. Then click on the **Continue** button. Optionally you can update the security question as well.

Remove User Access

Partners using the Honeywell Software Licensing Portal are responsible for managing their users. Honeywell recommends deactivating accounts (removing user access) when an employee leaves the organization. This could be an employee of the partner, an employee of a company that bought directly from Honeywell, or an employee of an end customer that was granted access by the partner.
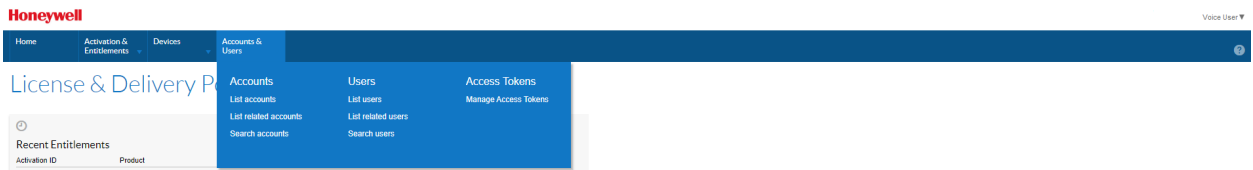
Removing Access from an End User's Account

If a partner has granted access to the Honeywell Software Licensing Portal by providing the Entitlement ID to an end user, the partner is responsible for removing this limited user account. Contact Voice Customer Service with the Entitlement ID used for the end user. Costumer service can view any accounts associated with that ID and remove access for the desired account(s).

Removing Access for a User from Your Company

If you are a general user, you can remove other users from your company (either a partner or a direct customer of Honeywell).

1. Access the Honeywell Software Licensing Portal (HSLP) through this link
    https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do
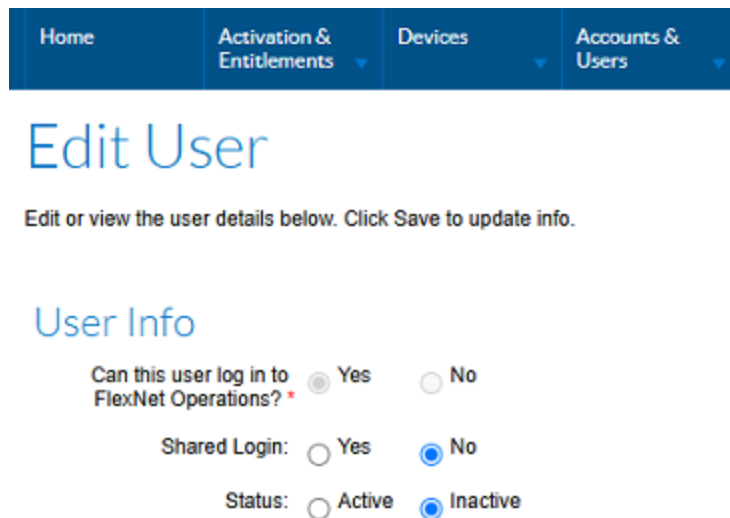
2. Click on **Accounts & Users**.

3. Click on **List Users**. The existing users are displayed in the table.
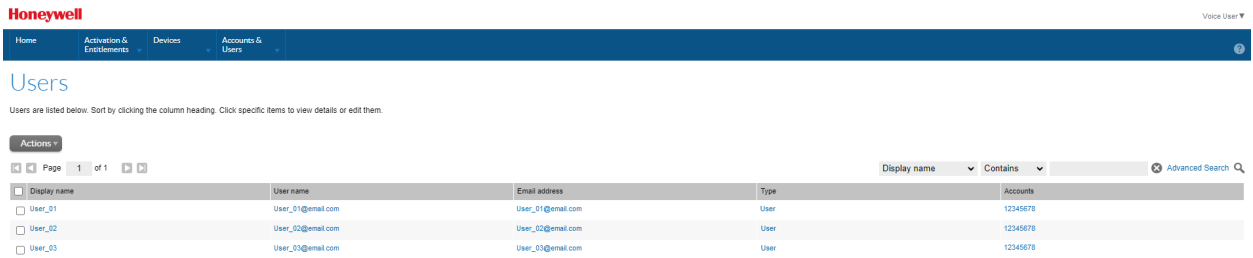
4. Select the desired user.

5. The Edit User screen is displayed.

6. Change **Status** from **Active** to **Inactive**.

7. Click **Save**.

8. The user's access to the Honeywell Software Licensing Portal is disabled.

DEVICES

From the Home page, select **Devices** > **Devices**. The Devices list is displayed.

The device list displays the following information:

- **Name**: The device name.
  - By default, these devices are the servers running VoiceConsole.
    - For a Local License Server (VoiceConsole On Prem deployment) the Device ID is the MAC address of the server.
    - For a Cloud License Server (VoiceConsole SaaS deployment) the Device ID is the Cloud Server ID
  - The filter can also be adjusted to show served devices. Served devices are the voice devices (Talkman and Android devices) connected to a VoiceConsole SaaS deployment. For these devices the device name from the VoiceConsole **View Devices** page is shown.
- **ID**: The Device ID is similar to the Device Name, but for license servers includes an indications of server type (STRING if a Cloud License Server or ETHERNET if a Local License Server).
- **Type**: Indicates the type of device. Valid types are Local License Server, Cloud License Server, and Served Devices. Served Devices are the Voice devices connected to a Cloud License Server. Voice licenses do not include Standalone Devices, but they may be displayed if you have licenses for other Honeywell products.
- **Account**: This is the Sold To or end user account information for the license.
- **Licenses**: Hovering over these links shows the license detail, including quantity and expiration.
- **Last Modified**: The last time the license was modified. Modifications include activation or deactivation of the license.

View Server

Click on the desired device in the list. The **View Server** page opens.
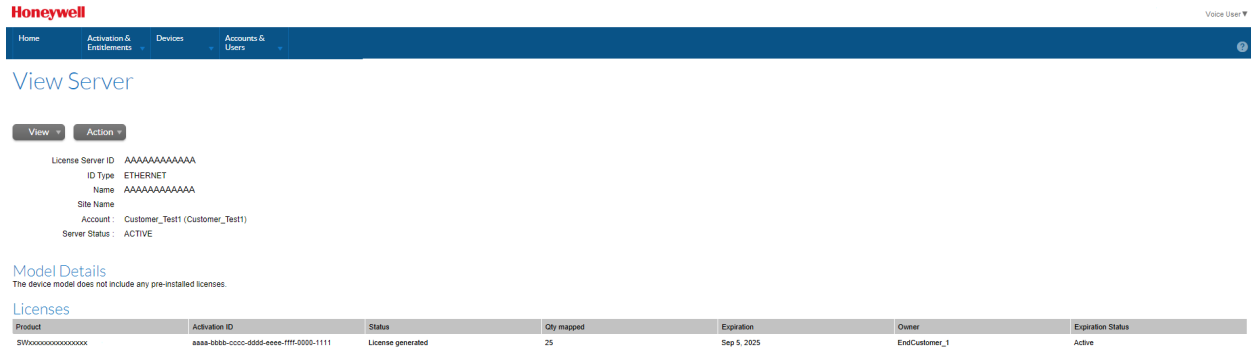
The detail includes information about the server including the server ID and name, site name, and account.

Local License Server shows ID Type = ETHERNET. For Cloud Server ID, the line is replaced by Auto Provisioned = Yes.

A table displays the license associated with the server and details about those licenses.

View History

From the **View Server** page, click **View** > **View History**. The table shows the history for this server.

View Served Devices

From the **View Server** page, click **View** > **View Served Devices**. For Cloud License Server, the connected licensed Voice devices for that server are shown. This list does not show devices for a Local License Server.

View Served Devices

Filtering the Device list by Served Devices displays a list of all served devices (connected licensed Voice devices). Only voice devices connected to a VoiceConsole SaaS deployment are listed.
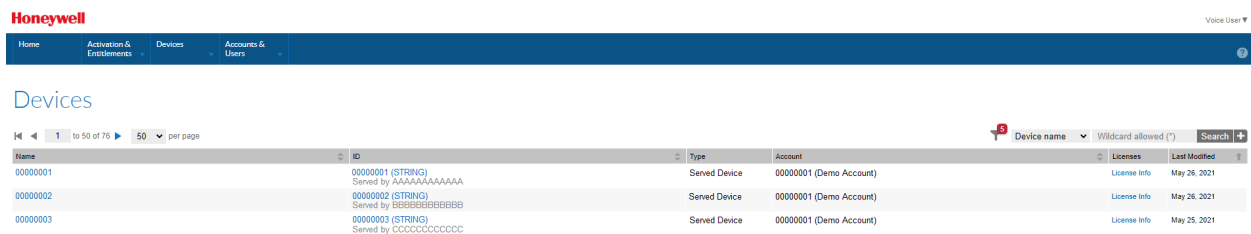
The list displays the Voice device's name (as assigned within VoiceConsole). The Device ID column also displays the Cloud License Server through which the Voice device is licensed.

Click on any device for more details about that device.

Search Devices

There are several search options available from the devices list.

Filter

The first step in searching is to apply the relevant filters. Click on the filter icon to view the filters being applied.

Standalone Devices is not used for Voice product licensing. You may see standalone devices in your list if you have other products licensed through Honeywell. To view only Voice related licenses, you can uncheck **Standalone Devices**

You can filter the device list by either **Local License Servers** (VoiceConsole On Prem deployments), **Cloud License Server** (VoiceConsole SaaS deployments), or both.

If you select **Served Devices** the list includes the Voice devices (both Talkman and Android) that are licensed via a Cloud Licensing Server in a VoiceConsole SaaS deployment. Devices licensed via a Local License Server are not included.

Basic Search

There are several items available in the Search pulldown list.
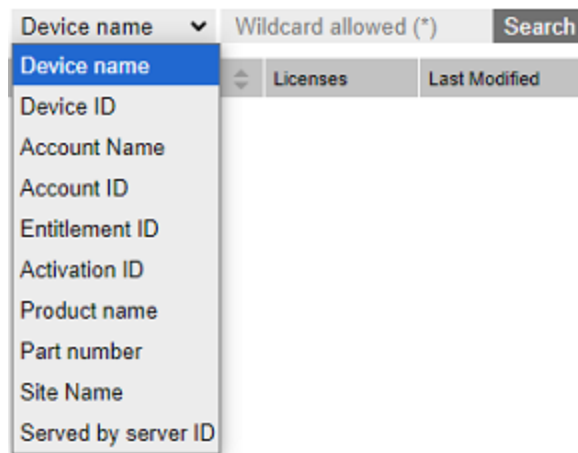
You can search any item in the **Search** pulldown by selecting your search category and entering all or part of the search string. Use the wildcard (*) to search on a partial string. Click **Search** to perform the search.

Note that for Voice licenses, the Device Name and the Device ID are the same except the Device ID contains an identifier (String for Cloud License Server and Ethernet for Local License Server). The Device Name and ID are the MAC address for Local License Servers.

Search by **Product Name** find the servers that are using a specific Product Name or SKU. Searching by terms such as "VoiceConsole" does not return any results. Instead use the Product Name found on the license email.

Part number is not used for Voice licenses, so nothing is returned for that search.

When the Device List is filtered, a notice is applied at the top of the screen.
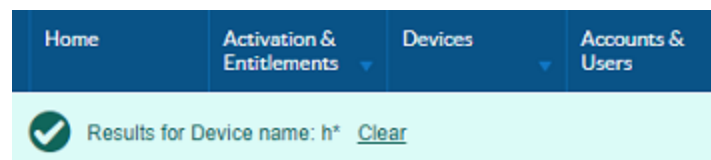
The notice includes a summary of the search filter applied and a **Clear** link to remove the search filter.

> **NOTE**
> The **Clear** function does not reset the filters. It only removes the search criteria.

Advanced Search

Click on the **+** icon to perform an advanced search.

The Advanced Search allows searching for the same criteria as the Basic Search. The difference is the Advanced Search allows you to search for multiple criteria at the same time. Only those devices that meet all criteria are displayed.

When the Device List is filtered, a notice is applied at the top of the screen.
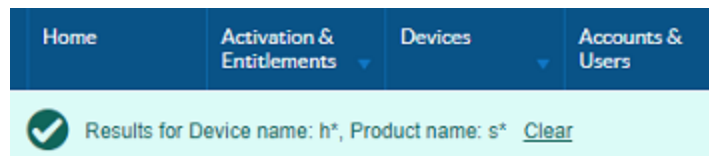
The notice includes a summary of the search filter(s) applied and a **Clear** link to remove the search filter.

LIST ENTITLEMENTS

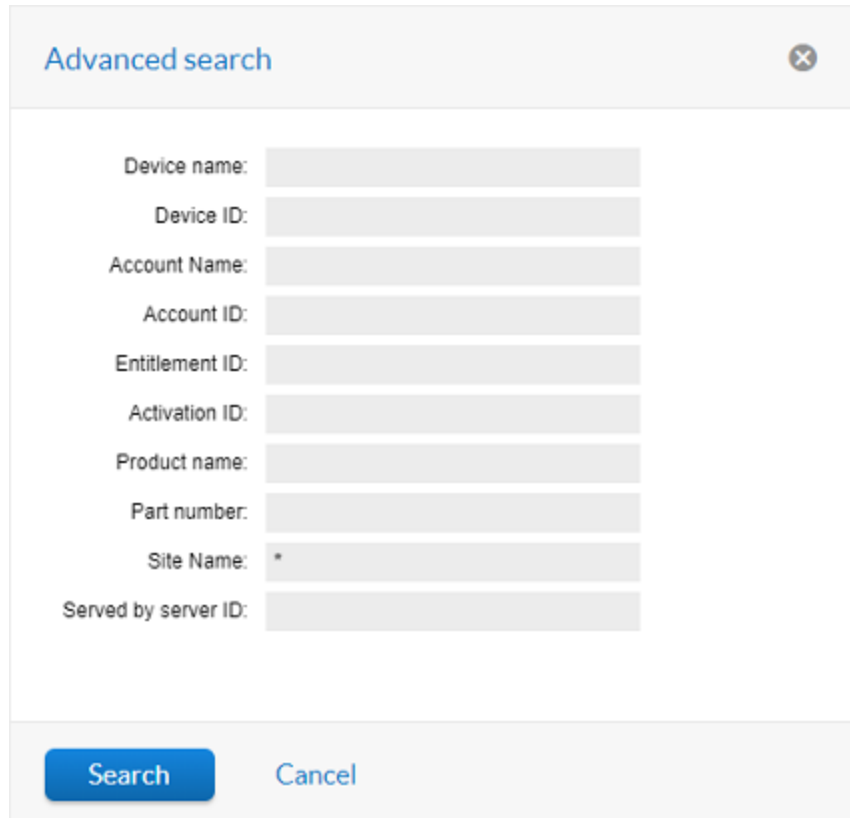From the Home page, select **Activation & Entitlements** > **List Entitlements**. The Entitlements list is displayed.

The Entitlements table contains the following information:

Type

This is the type of license. All VoiceConsole licenses are identified as Embedded. This indicates the license is embedded on the device and does not rely on a certificate.

> **IMPORTANT**
> This is not to be confused with the embedded database supported in VoiceConsole 6.1 and earlier.

Icons indicate the special details of the license.

The license is an upsell. This new Activation ID with additional features replaces an older Activation ID.

The license is a renewal. For subscription licenses this new Activation ID has the extended subscription start and expiration dates.

Activation ID

The Activation ID is used to activate VoiceConsole On Prem deployment licenses. For each purchase order submitted, you receive a new Activation ID via email which includes the quantity of licenses purchased.

Entitlement ID

The Entitlement ID is a unique identifier for a combination of a Sold To (partner) and a Ship To (end customer) or direct customer (same Sold To and Ship To). This means that a single Entitlement ID may have multiple Activation IDs.

Sold to

This identifies the customer using VoiceConsole.

Product

This indicates the products included in the license. Contact customer service for details.

Version

The version column does not reflect the version of VoiceConsole that is licensed. This column is to be ignored.

Available quantity

The available copies of the license that remain to be activated.

For a VoiceConsole SaaS deployment, all copies of the license are always activated and this column shows zero. To see the available copies of the license after activation, it is necessary to use the **View License** function within VoiceConsole.

For a VoiceConsole On Prem deployment, this column represents the maximum copies that can be requested for activation.

Total quantity

This column represents the total copies of the license.

Expiration

End date for a subscription license or Permanent for a permanent license.

Search Entitlements

There are several options available from the entitlements list. At any time, you can clear the search results by clicking the **X** icon. This clears the search results but does not affect any filter applied.

Filter

The first step in searching is to apply the relevant filters. Click on the filter icon to view the filters being applied.

Basic Search

There are several items available in the pulldown list.
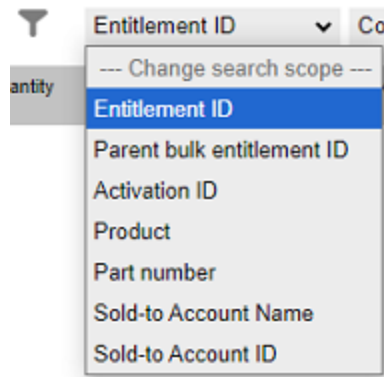
> **NOTE**
> **Parent bulk entitlement ID** and **Part number** are not used for Voice licenses. Searching for these items does not return any results.

Next select the type of search.
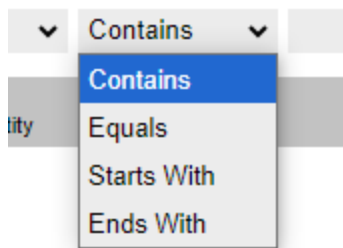
Enter the search text and clock the search (magnifying glass) icon.

> **TIP**
> To make searching for special licenses easier, Honeywell prefixes trial and failover licenses.
> To search for these types of licenses, search by Activation ID, set the type of search to Starts
> With, and enter either trial (for trial licenses) or backup (for failover licenses) and click the
> search (magnifying glass) icon.

Advanced Search
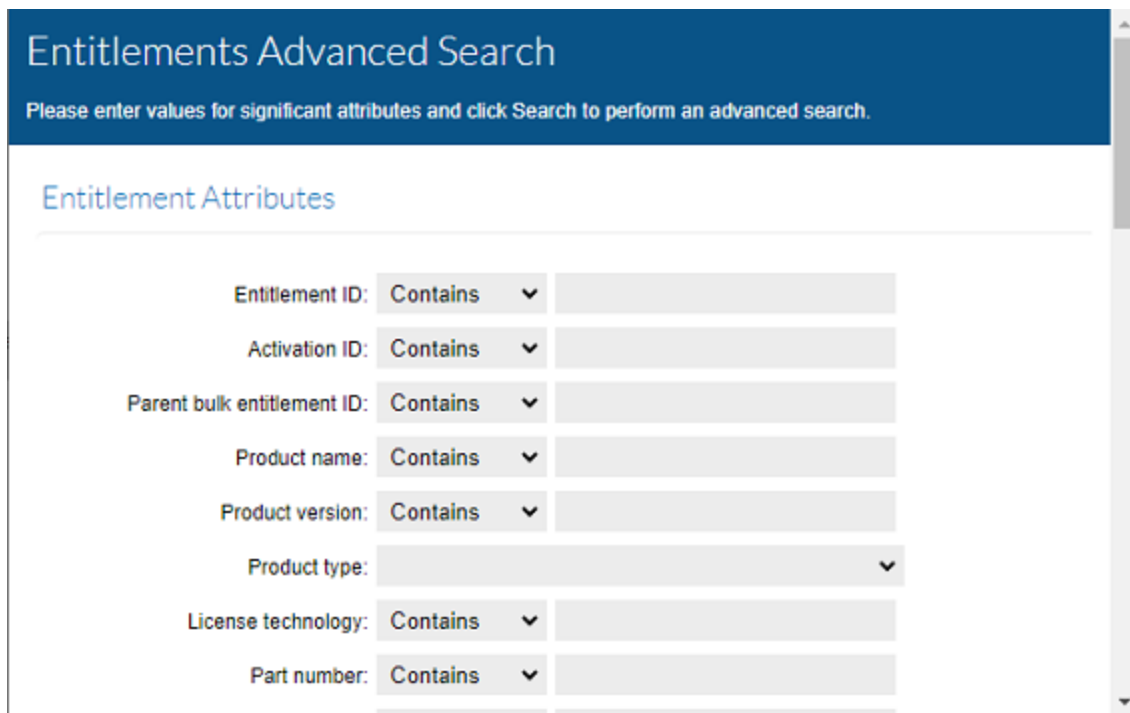
There are several categories available within the advanced search. Many of these do not apply to
Voice licenses, such as product version. Searching for these items does not return any results.

The Advanced Search allows you to search for multiple criteria at the same time. Only those
devices that meet all criteria are displayed.

Custom Attributes Search

At the bottom of the Advance Search page is the Customer Attributes search.

Many of the available search options have no effect on Voice licenses. One that is useful is searching by PO_Number which is available from this list.

Click **+ Add** to search for multiple criteria and **X** to remove the criteria from the list. Click **Search** to view the results.

Export Entitlements

You can export a list of entitlements to a csv file.

You can export all entitlements or you can select one or more entitlements and export those selected items.

LICENSE MANAGEMENT

The Honeywell Software Licensing Portal (HSLP) is used for licensing VoiceConsole 6.2. and later.

Prerequisites to activating a license in Honeywell Software Licensing Portal:

1. Voice Partner or Direct Customer contact should be preregistered as a User on the Honeywell Software Licensing Portal. If you are not, see First Time User. If you need further assistance, contact your regional Voice Customer Service team. Please allow up to 24 hours for new user requests.

2. Users should have received an automated email from ACSHSMLicense@Honeywell.com with details of their purchase order and associated license activation details before trying to login to Honeywell Software Licensing Portal (HSLP). Email samples are included in Sample License Emails.

There are three email templates as detailed below,

1. **New License** – For new entitlement with Activation ID (license) Perpetual or Subscription

2. **Revision License** – For Add-On, Renewal, and Upsell licenses

3. **Trial or Demo License** – For trial or demo licenses that not associated with a purchase order

Users should know which type of deployment (SaaS or On Prem) is required per purchase order or per customer, as this determines which process is used to activate the license. The deployment type is requested before the purchase order can be processed.

The user must have access to their VoiceConsole instance:

- For VoiceConsole SaaS deployments, the URL to access VoiceConsole is provided via an email. Follow the details to log onto VoiceConsole.

- For VoiceConsole On Prem deployments, users must have installed VoiceConsole on their own and have their credentials (username and password).

For online help see https://help.honeywellaidc.com/Software/VoiceConsole/Content/Console_ Home.htm and review the *Getting Started* section

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NOTE
Customers must be aware of their VoiceConsole deployments type as the process differs. Also, they may not see the licenses in HSLP if they filter by the wrong type.

The process to license VoiceConsole is summarized below.

VoiceConsole On Prem deployment summary:

For the detailed process see Activate License – On Prem Deployment in the next section.

1. Generate License Activation request file in VoiceConsole by providing the Activation ID and quantity of licenses (copies) to be activated.

2. Upload License Request file to Honeywell Software Licensing Portal.

3. Download License Response file from Honeywell Software Licensing Portal.

4. Import the License Activation Response File in VoiceConsole to activate software license (s).

> **NOTE**
> The VoiceConsole server requires an internet connection while uploading Activation Request and downloading License Response.

VoiceConsole SaaS deployment summary:

For the detailed process see Activate License – SaaS Deployment in the next section.

1. Provide Cloud Server ID in VoiceConsole to activate software license(s).

> **NOTE**
> VoiceConsole requires an internet connection to activate your license.

License Management Responsibilities

In the following sections, it is important to recognize the two roles.

- The **License Administrator** is a member of the Sold To organization. The Sold to organization is either a Honeywell partner or a direct customer of Honeywell. This person is responsible for all license tasks within the Honeywell Software Licensing Portal.

  - Optionally, a partner can elect to have their end customer assume this role. To do this the partner must provide the Entitlement ID to their end customer and that customer must Self–Registered User in the Honeywell Software Licensing Portal.

- The **VoiceConsole Administrator** is a member of the Ship To organization. The Ship To organization is either a direct customer of Honeywell or a customer of a Honeywell partner. This person is responsible for all license tasks within VoiceConsole.

For a direct customer of Honeywell, the Sold To and Ship To organization is the same.

In the following licensing sections:

- Any tasks performed within VoiceConsole are performed by the VoiceConsole Administrator.

- Any tasks performed within the Honeywell Software Licensing Portal are performed by the License Administrator.

For a direct customer of Honeywell, both administrators are part of the same company.

For a partner of a customer, these administrators are of different companies unless the partner has elected to have the customer register with the Honeywell Software Licensing Portal.

Activate License – On Prem Deployment

> **IMPORTANT**
> If you are a partner activating licenses for multiple customers or a customer with multiple servers, it is important to make sure not to mix the license request and response files. Each server generates the same request file (requestfile.bin) and the Honeywell Software Licensing Portal generates the same response file (capabilityResponse.bin). If the incorrect response file is returned to a server, there is an error processing the license request.
> These files can be renamed after they are generated to avoid confusion.

To perform an initial activation or to activate a greater number of copies of the license, follow the procedure below.

A new request replaces any previous request. It does not add to the previous request. If 25 copies of the license were activated previously and you now request 35 the total active is 35 (not 60).

If you need to reduce the number of active copies, see Deactivate License (Full) – On Prem Deployment or Deactivate License (Partial) – On Prem Deployment.

1. Generate the activation request file in VoiceConsole.

   a. Login into VoiceConsole with your Username and Password.

   b. From the VoiceConsole home screen, click on the **Administration** tab.
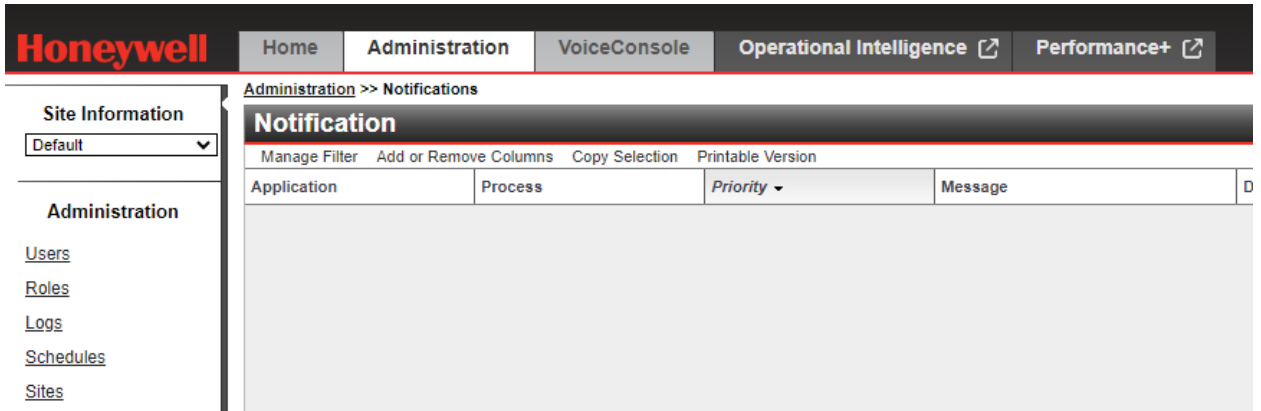
c. Click on **Licenses** > **Configure License**.
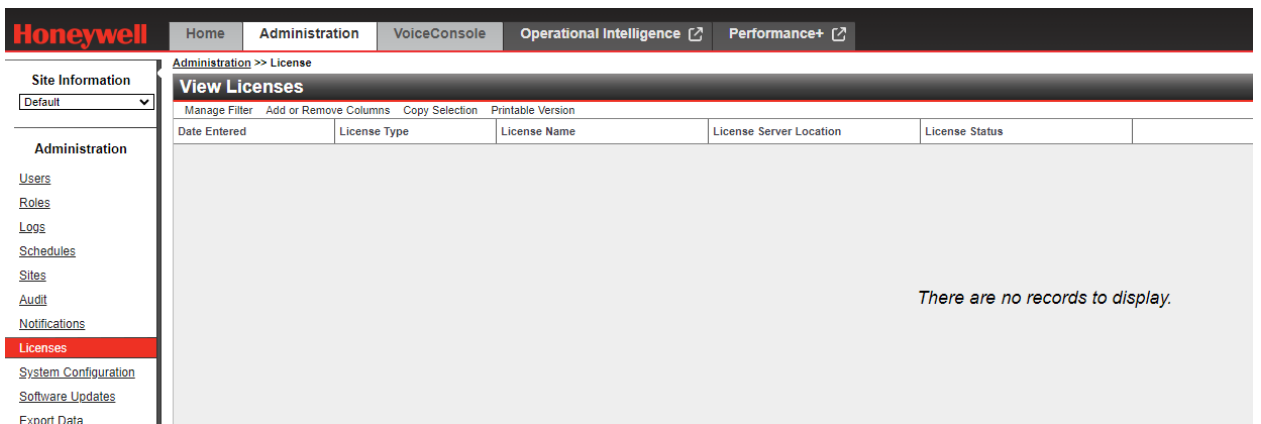
d. For On Prem deployments there are two options. Select **Local Licensing**.
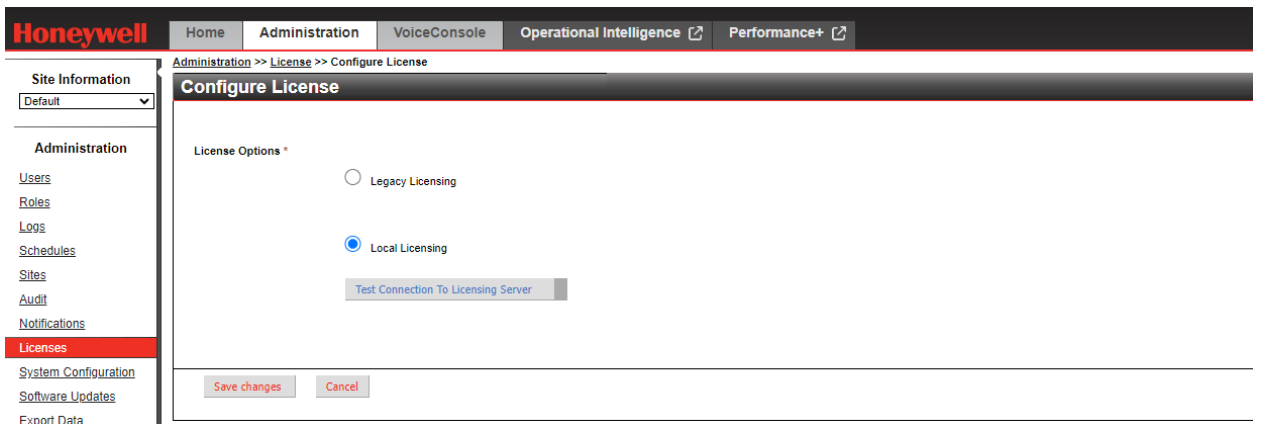
e. From the **License Actions** select **Activate License**.

f. Copy the Activation ID from the license email.

g. Insert the Activation ID and the total license quantity in the Activate license fields as shown below. The quantity of licenses to activate must be less than or equal to the total purchased. Click **Generate License Request**

h. The activation request file (requestfile.bin) is generated and located in your downloads folder. This file is ready to upload to HSLP.

2. Upload the license activation request file to the Honeywell Software Licensing Portal.

   a. Access the Honeywell Software Licensing Portal (HSLP) through this link
   https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

   > **IMPORTANT**
   > When accessing the Honeywell Software Licensing Portal, your browner must be configured to allow pop-ups.

   b. After login you are redirected to the HSLP home page.

   c. Upload the activation request file (requestfile.bin) as shown below:

      i. Click on **Devices** > **Offline Device Management**.

      ii. Upload the activation request file (requestfile.bin) by selecting the **Generate license or confirm reduction or return**, click **Choose File** to select the correct file, and click **Upload**.

3. Download the license activation response file from the Honeywell Software Licensing Portal.

    a. Once the activation request file is uploaded successfully, the following notice is displayed "License has been generated successfully, please click here to download the new license".

    b. Click the **here** hyperlink in the message to download the license response file. This file is placed in your downloads folder and named capabilityResponse.bin.

4. Import the license activation response file into VoiceConsole.

    a. Use the **Choose File** button to browse for the capabilityResponse.bin file and click **Import**.

    b. Once the license response file has been imported successfully, a green pop-up notification shows **Successfully activated license file**.

c. To double check license detail, click the **Administration** tab > **Licenses** and the license Activation ID is shown in the **View Licenses**.

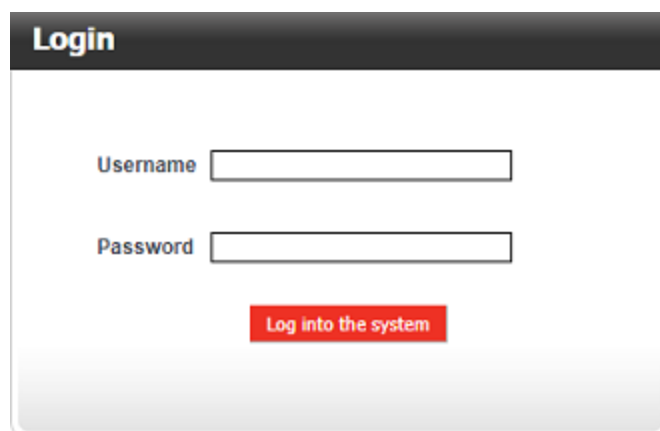# Deactivate License (Full) – On Prem Deployment

> **IMPORTANT**
> If you are a partner deactivating licenses for multiple customers or a customer with multiple servers, it is important to make sure not to mix the license request and response files. Each server generates the same request file (requestfile.bin) and the Honeywell Software Licensing Portal generates the same response file (capabilityResponse.bin). If the incorrect response file is returned to a server, there is an error processing the license request.
> These files can be renamed after they are generated to avoid confusion.

To deactivate a license means to return or remove a license from the customer's VoiceConsole instance but leave it available within HSLP to be re-activated on the same or another instance of VoiceConsole belonging to same customer group. The customer still owns the license after it is deactivated.

> **NOTE**
> This process deactivates all copies of the license. See Deactivate License (Partial) to deactivate only some copies of the license.

Follow the process below to fully deactivate a license.

1. Generate the activation request file in VoiceConsole.

   a. Login into VoiceConsole with your Username and Password.
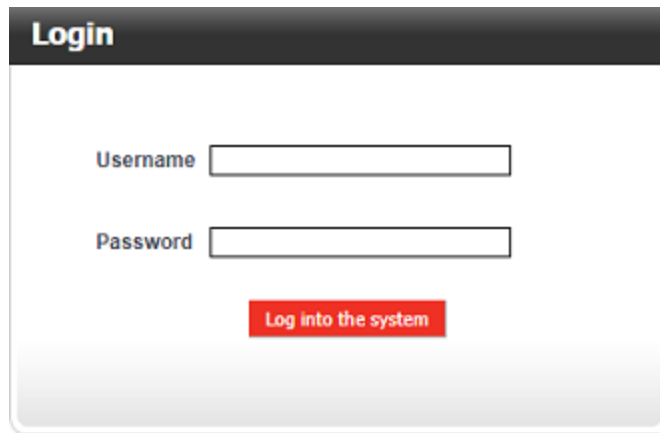

   b. From the VoiceConsole home screen, click on the **Administration** tab.
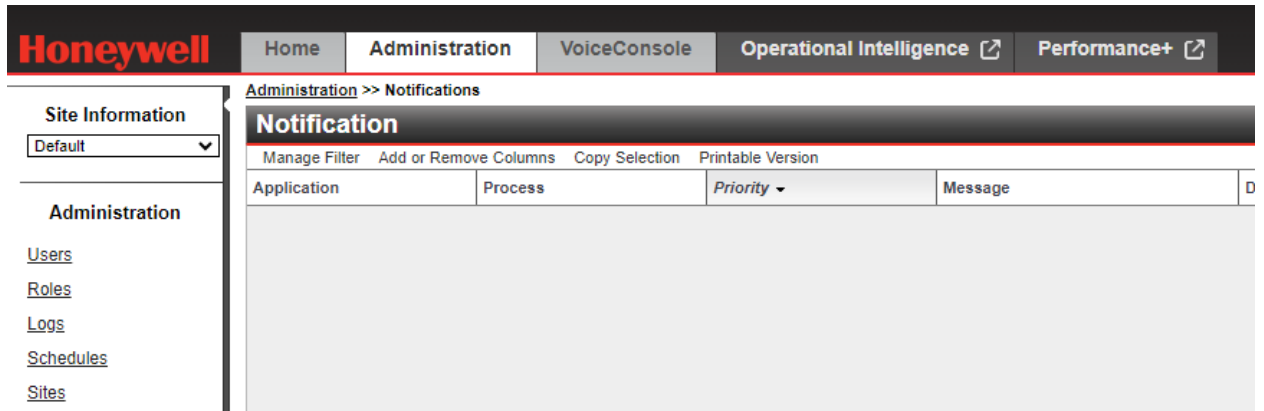
   c. Click on **Licenses** > **Configure License**.
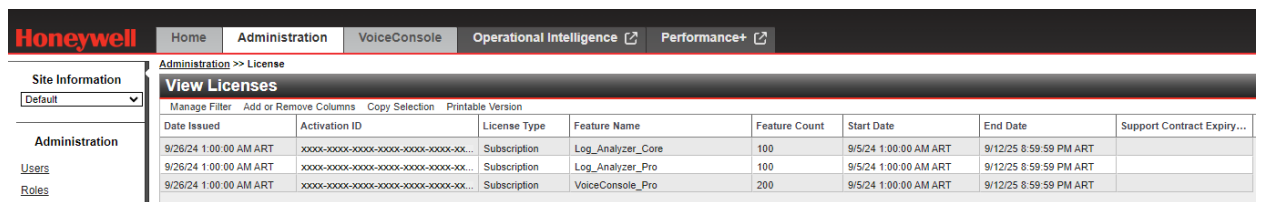
   d. For On Prem deployments there are two options. Select **Local Licensing**.
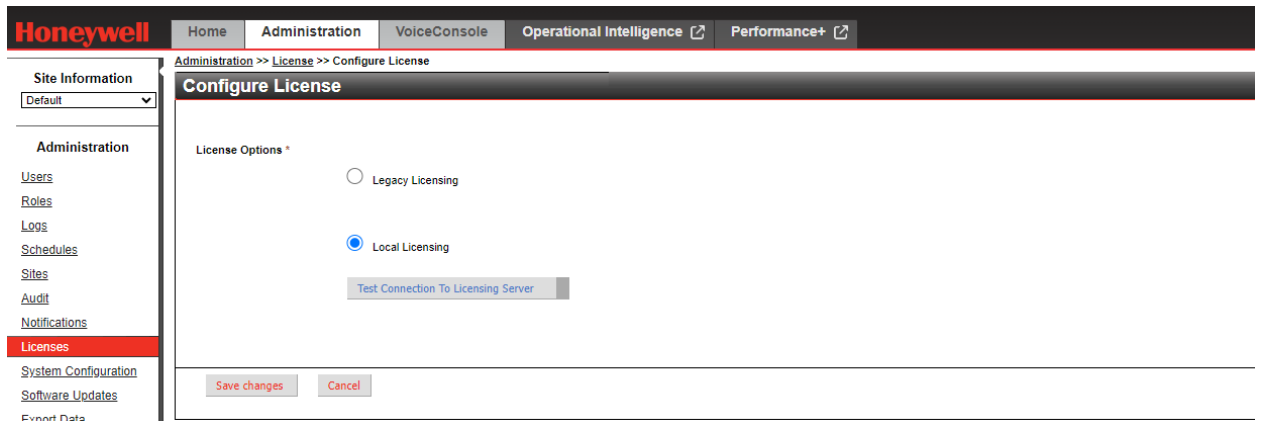
e. From the **License Actions** select **Deactivate License**.

f. Locate the Activation ID in the **View Licenses** table.

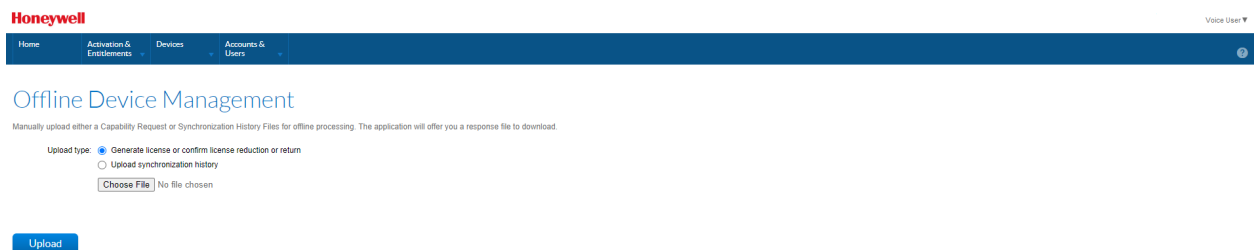g. Insert the Activation ID in the license field as shown below. Click **Generate License Request**

h. The activation request file (requestfile.bin) is generated and located in your downloads folder. This file is ready to upload to HSLP.

2. Upload the license activation request file to the Honeywell Software Licensing Portal.

a. Access the Honeywell Software Licensing Portal (HSLP) through this link https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

> **IMPORTANT**
> When accessing the Honeywell Software Licensing Portal, your browner must be configured to allow pop-ups.
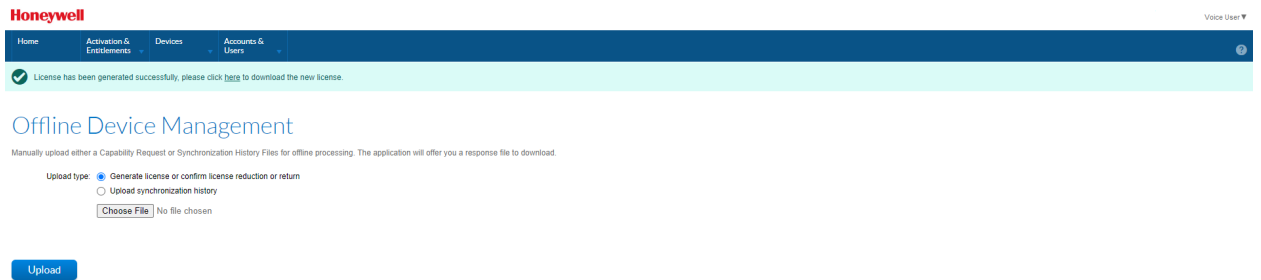
b. After login you are redirected to the HSLP home page.

c. Upload the activation request file (requestfile.bin) as shown below:
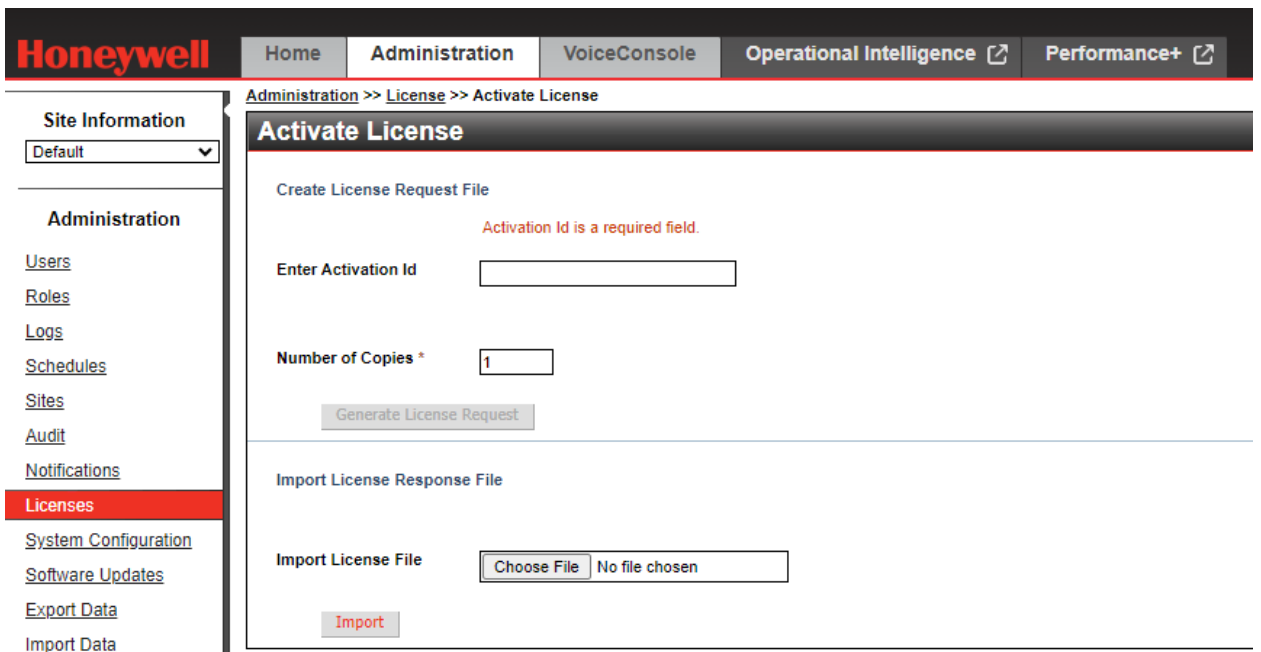
i. Click on **Devices** > **Offline Device Management**.

ii. Upload the activation request file (requestfile.bin) by selecting the **Generate license or confirm reduction or return**, click **Choose File** to select the correct file, and click **Upload**.

3. Download the license activation response file from the Honeywell Software Licensing Portal.

   a. Once the activation request file is uploaded successfully, the following notice is displayed "License has been generated successfully, please click here to download the new license".

   b. Click the **here** hyperlink in the message to download the license response file. This file is placed in your downloads folder and named capabilityResponse.bin.

4. Import the license activation response file into VoiceConsole.

   a. Use the **Choose File** button to browse for the capabilityResponse.bin file and click **Import**.

b. Once the license response file has been imported successfully, a green pop-up notification shows **Successfully deactivated license file**.
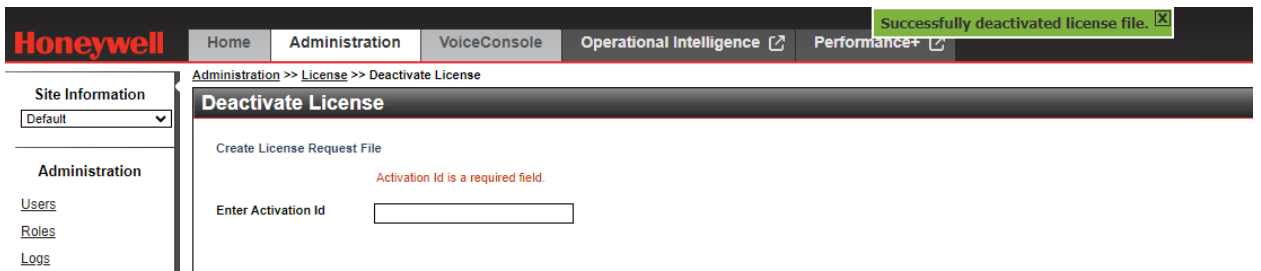
c. To double check license detail, click the **Administration** tab > **Licenses** and the license Activation ID is no longer shown in the **View Licenses**.
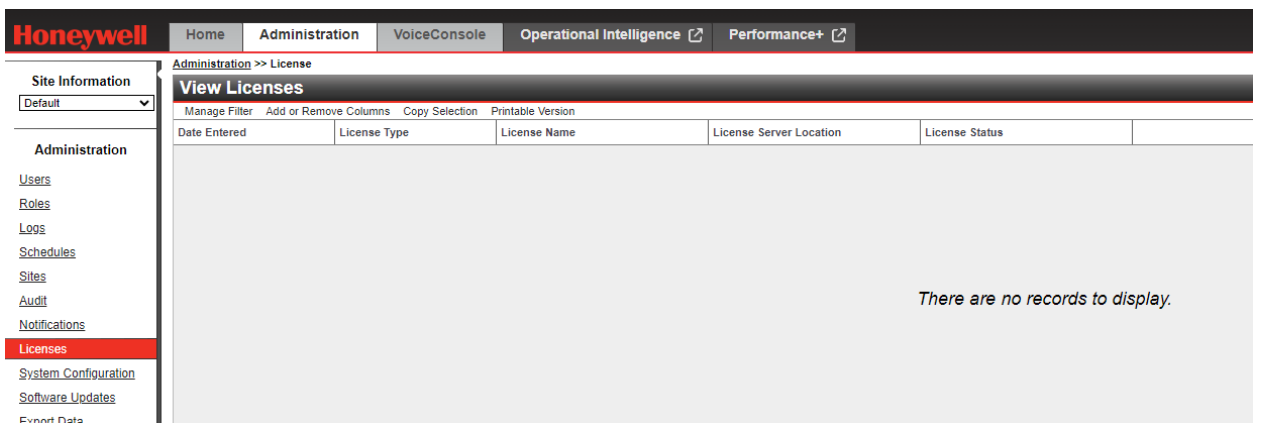
5. Confirm deactivation within Honeywell Software Licensing Portal.

> **IMPORTANT**
> At this time, the licenses are deactivated within VoiceConsole, but still show as active within the Honeywell Software Licensing Portal. To free the licenses it is necessary to generate the license request in VoiceConsole one more time.

a. Return to the Deactivate License screen within VoiceConsole and enter the Activation ID in the Deactivate license field. Click **Generate License Request**

b. The activation request file (requestfile.bin) is generated and located in your downloads folder. This file is ready to upload to HSLP.

c. Upload the license activation request file to the Honeywell Software Licensing Portal.

    a. Access the Honeywell Software Licensing Portal (HSLP) through this link
        https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

    > **IMPORTANT**
    > When accessing the Honeywell Software Licensing Portal, your browner must be configured to allow pop-ups.

    b. After login you are redirected to the HSLP home page.

    c. Upload the activation request file (requestfile.bin) as shown below:

        i. Click on **Devices** > **Offline Device Management**.

        ii. Upload the activation request file (requestfile.bin) by selecting the **Generate license or confirm reduction or return**, click **Choose File** to select the correct file, and click **Upload**.

d. After the file is uploaded, the license is now released and available in the Honeywell Software Licensing Portal. It is not necessary to download the response file.

Deactivate License (Partial) – On Prem Deployment

> **IMPORTANT**
> If you are a partner deactivating licenses for multiple customers or a customer with multiple servers, it is important to make sure not to mix the license request and response files. Each server generates the same request file (requestfile.bin) and the Honeywell Software Licensing Portal generates the same response file (capabilityResponse.bin). If the incorrect response file is returned to a server, there is an error processing the license request.
> These files can be renamed after they are generated to avoid confusion.

To deactivate a license means to return or remove a license from the customer's VoiceConsole instance but leave it available within HSLP to be re-activated on the same or another instance of

VoiceConsole belonging to same customer group. The customer still owns the license after it is deactivated.

This process performs a partial deactivation of the license. At least one copy of the license must be left active when using this process. To deactivate all licenses, see Deactivate Licenses (Full). The partial deactivation process is performed by requesting to activate a smaller quantity of licenses than are currently active. For example, if 100 copies are active, but you want to return 25 copies to be activated elsewhere, you must process a request to activate 75 copies in a partial reduction. The new activation request replaces the original activation.

Follow the process below to partially deactivate a license.

1. Generate the activation request file in VoiceConsole.

   a. Login into VoiceConsole with your Username and Password.

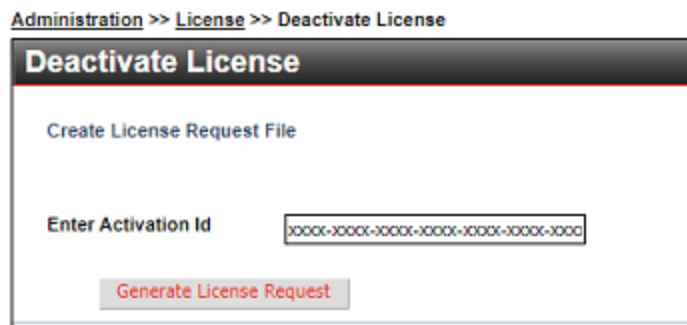   b. From the VoiceConsole home screen, click on the **Administration** tab.

   c. Click on **Licenses** > **Configure License**.

d. For On Prem deployments there are two options. Select **Local Licensing**.

e. From the **License Actions** select **Activate License**.

f. Locate the Activation ID in the **View Licenses** table.

g. Insert the Activation ID and the total quantity of licenses you wish to remain active after the deactivation in the Activate license fields as shown below. Click **Generate License Request**

h. The activation request file (requestfile.bin) is generated and located in your downloads folder. This file is ready to upload to HSLP.

2. Upload the license activation request file to the Honeywell Software Licensing Portal.

a. Access the Honeywell Software Licensing Portal (HSLP) through this link
https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

> **IMPORTANT**
> When accessing the Honeywell Software Licensing Portal, your browner must be configured to allow pop-ups.

   b. After login you are redirected to the HSLP home page.

   c. Upload the activation request file (requestfile.bin) as shown below:

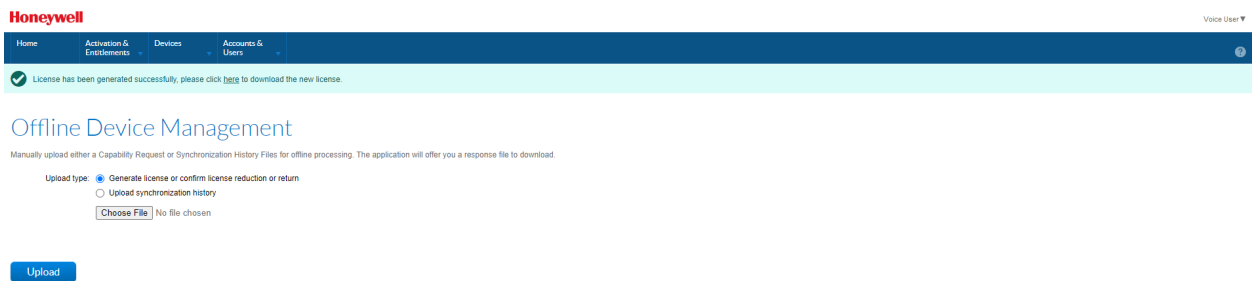   i. Click on **Devices** > **Offline Device Management**.

      ii. Upload the activation request file (requestfile.bin) by selecting the **Generate license or confirm reduction or return**, click **Choose File** to select the correct file, and click **Upload**.

3. Download the license activation response file from the Honeywell Software Licensing Portal.

   a. Once the activation request file is uploaded successfully, the following notice is displayed "License has been generated successfully, please click here to download the new license".

   b. Click the **here** hyperlink in the message to download the license response file. This file is placed in your downloads folder and named capabilityResponse.bin.


4. Import the license activation response file into VoiceConsole.

   a. Use the **Choose File** button to browse for the capabilityResponse.bin file and click **Import**.

b. Once the license response file has been imported successfully, a green pop-up notification shows **Successfully activated license file**.

c. To double check license detail, click the **Administration** tab > **Licenses** and the license Activation ID is shown in the **View Licenses** table with the reduce quantity.
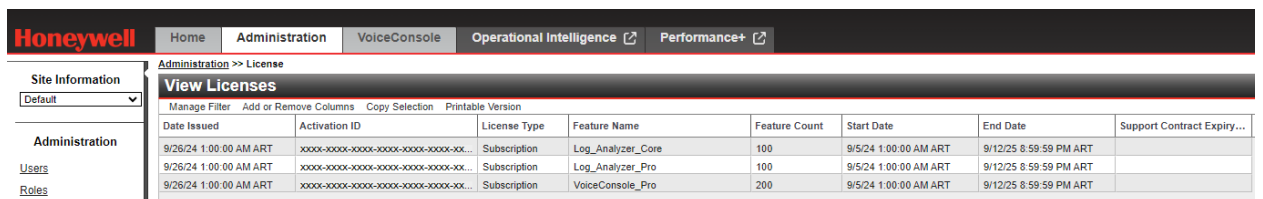
5. Confirm deactivation within Honeywell Software Licensing Portal.

> **IMPORTANT**
> At this time, the licenses are shown with the reduced quantity within VoiceConsole, but still show the previous quantity as active within the Honeywell Software Licensing Portal. To free the licenses it is necessary to generate the license request in VoiceConsole one more time.

a. Return to the Activate License screen within VoiceConsole and enter the Activation ID and the total license quantity in the Activate license fields. The quantity of licenses to activate must be less than or equal to the total purchased. Click **Generate License Request**

b. The activation request file (requestfile.bin) is generated and located in your downloads folder. This file is ready to upload to HSLP.

c. Upload the license activation request file to the Honeywell Software Licensing Portal.

   a. Access the Honeywell Software Licensing Portal (HSLP) through this link https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

   > **IMPORTANT**
   > When accessing the Honeywell Software Licensing Portal, your browner must be configured to allow pop-ups.

   b. After login you are redirected to the HSLP home page.

    c. Upload the activation request file (requestfile.bin) as shown below:

        i. Click on **Devices** > **Offline Device Management**.

        ii. Upload the activation request file (requestfile.bin) by selecting the **Generate license or confirm reduction or return**, click **Choose File** to select the correct file, and click **Upload**.

  d. After the file is uploaded, the license is now released and available in the Honeywell Software Licensing Portal. It is not necessary to download the response file.

Activate License – SaaS Deployment

1. Enter the Cloud Server ID to activate the license.

  a. Within VoiceConsole click the **Administration** tab, > **Licenses**, > **Configure License**.

  b. The **Configure License** page is displayed.

  c. For SaaS Deployment, select **Cloud Licensing** and enter the Cloud Server ID from the license email that you received from ACSHSMLicense@Honeywell.com, into the below **Cloud Server ID** field.

d. Click **Save Changes**. if prompted, confirm that you want to change license type by clicking **Continue**.

e. Click on **Test connection to Licensing Server** to verify VoiceConsole can connect to the HSLP licensing server A successful connection is displayed.

2. The licenses are now activated. To view details go to the **Administration** tab > **Licenses**. In the top right-hand corner of the screen the Cloud Server ID is shown.

> **NOTE**
> The Cloud Server ID does not change throughout lifetime of the license. The **View Licenses** section lists the latest license details, as shown below,

Canceling License

Canceling a license is irreversible. After cancellation, all configurations are deleted. Canceling means a customer no longer owns the license. Contact your Voice Customer Service team to cancel a license.

> **IMPORTANT**
> Canceling is not the same as deactivation. Deactivation means the license is no longer active on the user's VoiceConsole instance, however the license can be activated on the same or another VoiceConsole instance.

HSLP ACCESS TROUBLESHOOTING

How can I access the Honeywell Software Licensing Portal?

See First Time User for initial access.

How can I reset my password?

See Password Assistance.

Why are some features/screens unavailable?

You are a limited access user.

- If you are a partner or a Honeywell direct customer, you can contact Voice Customer Service to upgrade to full access.
- If you are a customer of a partner, you have access only to certain portions of the Honeywell Software Licensing Portal which allow you to manage your On Prem deployment license. For other details, contact your partner.

What if I get an application error?

If any failure results in an access issue when logging into Honeywell Software Licensing Portal, please contact the Voice Customer Service team.

What if I Get Error 400: Bad Request?

If this error occurs, refer to the solution below.

Error 400 - Bad Request

Solution

1. Clear the browser cache and close the browser.

2. Open the browser.

3. Access the Honeywell Software Licensing Portal (HSLP) through this link
   https://honeywellsps-fno.flexnetoperations.com/flexnet/operationsportal/logon.do

   > **IMPORTANT**
   > When accessing the Honeywell Software Licensing Portal, your browner must be
   > configured to allow pop-ups.

HSLP COMMON QUESTIONS AND PROCEDURES

General Licensing Questions

Who is responsible for licensing management?

The responsibility is divided between the License Administrator and VoiceConsole Administrator.

- The **License Administrator** is a member of the Sold To organization. The Sold to organization is either a Honeywell partner or a direct customer of Honeywell. This person is responsible for all license tasks within the Honeywell Software Licensing Portal.

    ◦ Optionally, a partner can elect to have their end customer assume this role. To do this the partner must provide the Entitlement ID to their end customer and that customer must Self-Registered User in the Honeywell Software Licensing Portal.

- The **VoiceConsole Administrator** is a member of the Ship To organization. The Ship To organization is either a direct customer of Honeywell or a customer of a Honeywell partner. This person is responsible for all license tasks within VoiceConsole.

For a direct customer of Honeywell, the Sold To and Ship To organization is the same.

VoiceConsole SaaS Deployment Licensing

This process is summarized below. For more details see Activate License – SaaS Deployment.

1. The License Administrator activates their account in the Honeywell Software Licensing Portal.

2. The License Administrator sends the Cloud Server ID to the VoiceConsole Administrator.

3. The VoiceConsole Administrator enters the Cloud Server ID on the VoiceConsole Configure License screen.

4. VoiceConsole is now licensed.

VoiceConsole On Prem Deployment Licensing

This process is summarized below. For more details see Activate License – On Prem Deployment, Deactivate License (Full) – On Prem Deployment, and Deactivate License (Partial) – On Prem Deployment.

1. The License Administrator activates their account in the Honeywell Software Licensing Portal.

2. The License Administrator sends the Activation ID and available quantity to the VoiceConsole Administrator.

3. The VoiceConsole Administrator enters the Activation ID and quantity on the VoiceConsole Activate License screen.

4. The VoiceConsole Administrator generates the license request file and sends this file to the License Administrator.

5. The License Administrator imports the license request file into the Honeywell Software Licensing Portal.

6. The License Administrator receives the license response file and sends it to the VoiceConsole Administrator.

7. The VoiceConsole Administrator imports the license response file on the VoiceConsole Activate License screen.

8. VoiceConsole is now licensed.

How can I verify the Local License Server is running?

The Local License Server is used in a VoiceConsole On Prem deployment.

After a license has been activated, go to the Configure License screen in VoiceConsole. Click the **Test Connection to Licensing Server** button. If the licensing server is running, a successful message is displayed.

> **NOTE**
> The test button returns an error if a license has not yet been activated. If the following error message is received "Connection test to Licensing Server failed. Ensure that license is activated or contact support if issue persists." In this case, the license manager is likely running so it OK to proceed with the license activation process.

If any other error message is displayed, check that the service is running:

- **Flexnet License Server-honeywel** is the service on a Windows server.

- **flexnetls-honeywel** is the service on a Linux server.

> **NOTE**
> Please note the spelling of these services is with one "l".

How Can I Find My Activation ID?

There are three ways to find your activation ID.

1. The Activation ID is listed on the licensing email.

2. The Activation IDs for On Prem deployment licensing can be found on the List Entitlements screen. To further refine the list, use the Search Entitlements function.

3. The Activation ID can be viewed from the View Licenses table within VoiceConsole.

How Can I Find My Cloud Server ID?

The Cloud Server ID is listed on the licensing email. If this is not available, the Cloud Server IDs for SaaS deployment licensing can be found on the Devices screen. The Cloud Server ID is found in the **Name** column.

To further refine the list, use the Search Devices function.

What is an Upsell License?

An Upsell license is a replacement license that adds more features, such as an upgrade from VoiceConsole_Core to VoiceConsole_Pro.

The Upsell license has a new Activation ID. The old Activation ID is now the Parent Activation ID.

To request an upsell license, you mist provide your current Activation ID to Voice Customer Service. See How Can I Find My Activation ID?

VoiceConsole On Prem Deployment

Use the new Activation ID and follow the Activate License – On Prem Deployment process to access the Upsell features.

VoiceConsole SaaS Deployment

Log out of VoiceConsole and back in again to access the Upsell features.

What is a Renewal License?

A Renewal license is a replacement license that extends the subscription expiration date.

The Renewal license has a new Activation ID. The old Activation ID is now the Parent Activation ID.

To request a renewal license, you mist provide your current Activation ID to Voice Customer Service. See How Can I Find My Activation ID?

VoiceConsole On Prem Deployment

Use the new Activation ID and follow the Activate License – On Prem Deployment process to view the new subscription expiration date.

VoiceConsole SaaS Deployment

Log out of VoiceConsole and back in again to view the new subscription expiration date.

What is an Add On License?

An Add On license is when a user needs more licenses. For example, they have 100 licenses but now have 150 devices. They could purchase an Add On license for 50. In this case, the original Activation ID remains active for 100 devices and the new license is activated to cover the remaining 50 devices.

What is a Parent Activation ID?

If a license is an Upsell or Renewal license, the Upsell or Renewal license is a new Activation ID. The previous Activation ID (before the upsell or renewal) is now the Parent Activation ID.

What do I need to Upgrade or Renew my license?

You must request an Upgrade or Renewal license.

You need your Activation ID for the request. There are multiple ways to find the Activation ID:

- The easiest way to find the Activation ID is to view the license table in VoiceConsole. However, if the license is fully consumed or has expired, it does not show in VoiceConsole.
- Use the List Entitlements screen to find the Activation ID. The Search Entitlements function can be used to narrow the results.
- Use the Devices screen to find the device by MAC ID (On Prem deployment) or Cloud Server ID) SaaS deployment. The Search Devices function can be used to narrow the results. Click on the Device Name to view the Activation ID.

> **NOTE**
> Only the List Entitlements method displays both the current Activation ID and the Parent Activation ID (if any).

Find License Details

How can I identify if a license is for On Prem or SaaS deployment?

1. From the Honeywell Software Licensing Portal, select **Activations & Entitlements** > **List Entitlements**.

2. From the **List Entitlements** screen, click on the **Activation ID**.

3. In the **Entitlement Details** popup, scroll down to view the **License model**.

   - **On Prem Deployment Licensing (LLS)** – This is a license for On Prem deployment and uses the Local Licensing Server in VoiceConsole.

   - **SaaS Deployment Licensing (CLS)** – this is a license for SaaS deployment and uses the Cloud Licensing Server in VoiceConsole.

How can I tell if a license is permanent or subscription?

1. From the Honeywell Software Licensing Portal, select **Activations & Entitlements** > **List Entitlements**.

2. The license type is indicated in the **Expiration** column.

   - If the column contains a date, the license is subscription and the date displayed is the end date for the subscription.

   - If the column contains the word Permanent, the subscription is permanent and the end date for software support can be viewed by clicking on the Activation ID. In the Entitlement Details window, scroll down to view **SoftwareSupport_ContractExpiry**.

> NOTE
> **SoftwareSupport_ContractExpiry** is always empty for subscription licenses.

How can I view the support expiration date?

1. From the Honeywell Software Licensing Portal, select **Activations & Entitlements** > **List Entitlements**.

2. Select any Activation ID that shows Permanent in the Expiration column.

3. Click on the Activation ID. In the Entitlement Details window, scroll down to view **SoftwareSupport_ContractExpiry**.

How can I identify which license belongs to a server?

1. Identify the MAC address of the server. If you do not know the MAC address use an available command (such as getmac on a Windows server) to list all MAC addresses for the server.

2. From the Honeywell Software Licensing Portal, select **Devices** > **Devices**.

3. On the right side, select **Device ID** from the pulldown list.

4. In the text box to the right, enter all or part of the MAC address. Enter only the hexadecimal characters of the MAC address and no separators (–) or (:). The server may have multiple MAC addresses. Start with the first listed and try each one until results are displayed.

5. Click on **Search**.

6. If nothing is displayed, repeat for any additional MAC addresses for the server.

License Quantity Questions

Why is the available quantity zero for an Activation ID in HSLP?

VoiceConsole SaaS Deployments

The available quantify is always zero within the Honeywell Software Licensing Portal for a VoiceConsole SaaS deployment (Cloud Licensing). Refer to the View Licenses table within VoiceConsole to see how many copies of the license remain available.

> **NOTE**
> The copies consumed can be determined by subtracting the copies available (Feature Count) in the View Licenses table within VoiceConsole from the Total Quantity displayed in the List Entitlements column in HSLP.

VoiceConsole On Prem Deployments

The available quantity is zero if all copies of the license are activated on one or more Local Licensing Servers.

You can determine which servers have activated the license by following How can I find the server where an Activation ID is used?

If a license was either fully or partially deactivated, but that is not reflected in the Available Quantity, see Why are the returned (deactivated) licenses not reflected?

> **NOTE**
> The copies consumed can be determined by subtracting the copies available (Feature Count) in the View Licenses table within VoiceConsole plus the Available Quantity displayed in the List Entitlements column in HSLP from the Total Quantity. This assumes the Activation was only used on one server.

Why are the returned (deactivated) licenses not reflected?

When a license is fully or partially deactivated (returned) from within VoiceConsole it requires an extra step to free up those licenses within the Honeywell Software Licensing Portal. The process is highlighted below.

1. Generate request in VoiceConsole and upload request in HSLP.

2. Download response and import into VoiceConsole. At this time, VoiceConsole reflects the license deactivation but HSLP does not.

3. Generate a second request in VoiceConsole and upload request in HSLP. Now HSLP reflects the deactivation (return).

See VoiceConsole online help for more information on license deactivation: https://help.honeywellaidc.com/Software/VoiceConsole/Content/Console_Home.htm.

Why does VoiceConsole show no licenses available?

There are several reasons VoiceConsole may show no licenses available in the View Licenses table.

- All copies of the license may be consumed. VoiceConsole only displays available copies of the license.

- The license may not yet be valid. VoiceConsole does not display licenses that have a future start date.

- The license may have expired. VoiceConsole does not display licenses that have a past end date.

- An error may have been made during the license request process (On Prem deployments). If the Honeywell Software Licensing Portal indicated an error (such as an invalid Activation ID or incorrect quantity) and this error was ignored, VoiceConsole still reports the license response import as a success though no copies are activated.

In any of these cases, the Honeywell Software Licensing Portal can be accessed to verify the license details. See How can I filter by Activation ID? to search for the Activation ID.

How can I activate more (or fewer) licenses?

This section only applies to an On Prem deployment. In a SaaS deployment, all licenses under the ID are always activated.

To activate **more licenses**, repeat the Activate License – On Prem Deployment and request a larger number of licenses than are currently activated.

- The new request replaces any previous request. It does not add to the previous request. If 25 copies of the license were activated previously and you now request 35 the total available is 35 (not 60).

- The new activation request must be for more than the currently activated copies and cannot exceed the total available within the Honeywell Software Licensing Portal.

To activate **fewer licenses**, you must follow the Deactivate License (Partial) – On Prem Deployment procedure.

- The new request replaces any previous request. It does not add to or subtract from the previous request. If 35 copies of the license were activated previously and you now request 25 the total available is 25 (and 10 copies were deactivated).

- The new activation request must be for a minimum of one and less than the currently

activated amount. If you need to deactivate all copies, use Deactivate License (Full) – On Prem Deployment.

I'm a partner and need to move licenses between sites

> **NOTE**
> In this case, site means different Ship To locations, not to be confused with a site defined within VoiceConsole.

How this is handled depends on how the license was set up.

Partner has one Ship To for different sites

In this case the same Activation ID (On Prem deployment with local licensing) or Cloud Server ID (SaaS deployment with cloud server licensing) can be shared across the multiple partner sites. There is no need to "move" a license as all licenses belong to the same Ship To account.

Partner has separate Ship To for each site

In this case, licenses cannot be "moved" from one Ship To account to another.

- In On Prem deployments (local licensing) if there are unused licenses at Site A, these licenses could be activated at Site B.

- In SaaS deployments (cloud server licensing) the unused licenses at Site A cannot be used at Site B.

Search License Details

How can I search for a license by customer?

1. From the Honeywell Software Licensing Portal, select **Activations & Entitlements** > **List Entitlements**.

2. In the filter pulldown list, select:

    - Sold-to display name - this is the name of the customer (sold-to) it is the portion displayed in the parentheses. Example 12345678 (ABC corp) – ABC corp is the sold-to display name.

    - Sold-to ID - this is the ID of the customer (sold-to) it is the portion displayed before the name which is in parentheses. Example 12345678 (ABC corp) – 12345678 is the sold-to ID.

3. Select the desired search type: Contains, Equals, Starts With, Ends With.

4. Enter the search string in the text box.

5. Click the magnifying glass icon to search.

6. The results are displayed.

How can I filter the device (server) list by other criteria?

There are several options available from the devices list. Refer to Search Devices for available options.

How can I search by a purchase order?

1. From the Honeywell Software Licensing Portal, select **Activations & Entitlements** > **List Entitlements**.
2. On the right side of the screen select **Advanced Search**.
3. The **Entitlements Advanced Search** window opens.
4. Scroll down to **Custom Attributes**.
5. Select **PO Number** from the pulldown list.
6. Select the search criteria: Contains, Equals, Starts With, Ends With.
7. Enter all or part of the PO number.
8. Click **Search**.
9. The results are displayed.

How can I filter by Activation ID?

1. From the Honeywell Software Licensing Portal, select **Activations & Entitlements** > **List Entitlements**.
2. In the filter pulldown list, select **Activation ID**.
3. Select the desired search type: Contains, Equals, Starts With, Ends With.
4. Enter the search string in the text box.
5. Click the magnifying glass icon to search.
6. The results are displayed.

How can I find the server where an Activation ID is used?

1. From the Honeywell Software Licensing Portal, select **Devices** > **Devices**.
2. On the right side, select **Activation ID** from the pulldown list.
3. In the text box to the right, enter all or part of the Activation ID.
4. Click on **Search**.
5. The results are displayed.

How can I find the voice devices connected to a server?

This is available only for SaaS deployments.

1. From the Honeywell Software Licensing Portal, select **Devices** > **Devices**.

2. To find the desired server, either click the filter icon and filter by Cloud License Server or use the server ID to search.

3. Select the desired server.

4. From the **View** pulldown select **View served devices**.

5. The results are displayed.

How can I find the server to which a voice device is connected?

This is available only for SaaS deployments.

1. From the Honeywell Software Licensing Portal, select **Devices** > **Devices**.

2. Click the filter icon and filter by **Served Devices**.

3. To further refine the list, select **Device Name** from the pulldown.

4. Select the desired search type: Contains, Equals, Starts With, Ends With.

5. Enter the search string in the text box.

6. Click **Search**.

7. The search results are displayed.

8. Click on the desired device name.

9. The details for the voice device are displayed, including the associated License Server ID.

How can I search entitlements?

There are several options available from the entitlements list. Refer to Search Entitlements for available options.

SAMPLE LICENSE EMAILS

The following are sample emails. Refer to your actual licensing emails for your specific details.

New License Email

This template is to support new perpetual and subscription licenses.

Email Subject Example: **Your new license for SO#xxxx – PO#xxxx, for Customer XXXX (City XXXX)**

Dear Voice Customer,

Thank you for your recent order of Honeywell Voice software. You can access the personal Honeywell Software Licensing Portal (HSLP) to manage/activate your licenses. If this is your first time using the HSLP portal, use this **link** to create a new password. If you are an existing user, login to the portal directly **here**.

Below is a high-level summary of activation process depending on deployment of license (On Prem or SaaS):

On Prem Deployment Process:

1. Generate License Activation Request File in VoiceConsole by providing the latest Activation ID (refer to the table below) and quantity.

2. Upload the License Activation Request File to the Honeywell Software Licensing Portal.

3. Download the License Activation Response File from the Honeywell Software Licensing Portal.

4. Import the License Activation Response File (Generated in step 3) into VoiceConsole to activate software license(s).

SaaS Deployment Process:

1. Provide Cloud Server ID (mentioned in the below table) in VoiceConsole to activate software license(s).

   Note: VoiceConsole requires internet connection to automatically activate your license.

If you know the process to activate your new Voice software license, use the information below to do so. If not, see the *Honeywell Software Licensing Portal User Guide* to guide you through the required steps.

Order Information

==

Entitlement ID	A-Sxxxxxxxx
Order Date	Jan 12, 2024

Ultimate Consignee Name	SHIP TO End Customer Name
Ultimate Consignee Account ID	SHIP TO Account Number
Ultimate Consignee Address	SHIP TO Address

Line-Item Details

==

Deployment Type	Product Name	Product Description	Activation ID	Cloud Server ID	Quantity	PO Number	SO Number	License Type	License Start Date	License Expiration Date	Software Support Contract Expiry
On Prem	name	description	xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	Not Applicable	100	PO12345	098765	Subscription	Apr 30, 2024	Apr 30, 2025	Apr 30, 2025
SaaS	name	description	xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	Cloud Server Id	200	PO12345	098765	Subscription	Apr 30, 2024	Apr 30, 2025	Apr 30, 2025

Note: Software SKUs with the same Activation ID do not require multiple activations for On Prem deployment.

For more information, please see the *Honeywell Software Licensing Portal* or VoiceConsole online help upon your first visit to the portal. The Honeywell Software Licensing Portal advanced features are all explained in the online documentation.

Contact our regional Voice Customer Service Team should you have general questions about your HSLP access, order or license provided to you.

Functional Group	Region	Email Address	Telephone
Customer Service	NORTH AMERICA,LATAM	VoiceCustomerServiceAmericas@Honeywell.com	+1 (866)862-6553
Customer Service	EUROPE, META	VoiceCustomerServiceEMEA@honeywell.com	+44 16989 15777
Customer Service	APAC	VoiceCustomerServiceAPAC@honeywell.com	+44 16989 15777

Customer Service	JAPAN	csjapan.pss@honeywell.com	+81-3-6730-7344
Customer Service	BRAZIL	ACSHSMCentraldepedidos@honeywell.com	+55 35 36299000

Contact our Technical Support Team should you have more technical questions on Voice Products or License issues.

Technical Support	GLOBAL	VoiceTechnicalSupport@honeywell.com	Americas: +1(866) 862-7877 EMEA: +44 (0) 1344-65-6123 Rest of World: +1 (412) 376-9384

Revision License Email

This template is to support a revised perpetual or subscription license.

Email Subject Example: **Your revised license for SO#xxxx – PO#xxxx, for Customer XXXX (City XXXX)**

Dear Voice Customer,

Thank you for your recent order of Honeywell Voice software. You can access the personal Honeywell Software Licensing Portal (HSLP) to manage/activate your licenses. If this is your first time using the HSLP portal, use this **link** to create a new password. If you are an existing user, login to the portal directly **here**.

Below is a high-level summary of activation process depending on deployment of license (On Prem or SaaS):

On Prem Deployment Process:

1. Generate the License Activation Request File in VoiceConsole by providing the latest Activation ID (refer to the table below) and quantity.

2. Upload the License Activation Request File to the Honeywell Software Licensing Portal.

3. Download the License Activation Response File from the Honeywell Software Licensing Portal.

4. Import the License Activation Response File (Generated in step 3) into VoiceConsole to activate software license(s).

SaaS Deployment Process:

1. Logout and login again to VoiceConsole to automatically reflect the latest revision of your license(s).

   Note: VoiceConsole always requires an internet connection when it's configured for Cloud Licensing

If you know the process to activate your new Voice software license, use the information below to do so. If not, see the *Honeywell Software Licensing Portal User Guide* to guide you through the required steps.

Order Information

===

Entitlement ID	A-Sxxxxxxxx
Order Date	Jan 12, 2024
Ultimate Consignee Name	End Customer Name
Ultimate Consignee Account ID	End Customer Account Number
Ultimate Consignee Address	End Customer Address

Line-Item Details

===

Deployment Type	Product Name	Product Description	Activation ID	Cloud Server ID	Quantity	PO Number	SO Number	License Type	License Start Date	License Expiration Date	Software Support Contract Expiry
On Prem	Usage Test	Usage test product	xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx		1	PO12345	098765	Subscription		Apr 30, 2025	Apr 30, 2025

Note: Software SKUs with the same Activation ID will not require multiple activations for On Prem deployment.

For more information, please see the *Honeywell Software Licensing Portal* or VoiceConsole online help upon your first visit to the portal. The Honeywell Software Licensing Portal advanced features are all explained in the online documentation.

Contact our regional Voice Customer Service Team should you have general questions about your HSLP access, order or license provided to you.

Functional Group	Region	Email Address	Telephone
Customer Service	NORTH AMERICA, LATAM	VoiceCustomerServiceAmericas@Honeywell.com	+1(866)862-6553
Customer Service	EUROPE, META	VoiceCustomerServiceEMEA@honeywell.com	+44 16989 15777

Customer Service	APAC	VoiceCustomerServiceAPAC@honeywell.com	+44 16989 15777
Customer Service	JAPAN	csjapan.pss@honeywell.com	+81-3-6730-7344
Customer Service	BRAZIL	ACSHSMCentraldepedidos@honeywell.com	+55 35 36299000

Contact our Technical Support Team should you have more technical questions on Voice Products or License issues.

Technical Support	GLOBAL	VoiceTechnicalSupport@honeywell.com	Americas: +1(866) 862-7877 EMEA: +44 (0) 1344-65-6123 Rest of World: +1 (412) 376-9384

Trial or Demo License Email

This template is to support licenses without a purchase order, such as evaluation, demo, trial, pilot, testing, etc.

Email Subject Example: **Your temporary license for Customer XXXX (City XXXX)**

Dear Voice Customer,

You can access the personal Honeywell Software Licensing Portal (HSLP) to manage/activate your temporary license. If this is your first time using the HSLP portal, use this **link** to create a new password. If you are an existing user, login to the portal directly **here**.

Below is a high-level summary of activation process depending on deployment of license (On Prem or SaaS):

On Prem Deployment Process:

1. Generate the License Activation Request File in VoiceConsole by providing the latest Activation ID (refer to the table below) and quantity.

2. Upload the License Activation Request File to Honeywell Software Licensing Portal

3. Download the License Activation Response File from Honeywell Software Licensing Delivery Portal.

4. Import the License Activation Response File (Generated in step 3) into VoiceConsole to activate software license(s).

SaaS Deployment Process:

1. Provide Cloud Server ID (mentioned in the below table) in VoiceConsole to activate software license(s).

   Note: VoiceConsole SaaS needs internet connection to automatically activate your license(s).

If you know the process to activate your new Voice software license, use the information below to do so. If not, see the *Honeywell Software Licensing Portal User Guide* to guide you through the required steps.

Order Information

===

Entitlement ID	A-Sxxxxxxxx

Order Date	Jan 12, 2024
Ultimate Consignee Name	End Customer Name
Ultimate Consignee Account ID	End Customer Account Number
Ultimate Consignee Address	End Customer Address

Line-Item Details

===

Deployment Type	Product Name	Product Description	Activation ID	Cloud Server ID	Quantity	PO Number	SO Number	Quantity	License Type	License Start Date	License Expiration Date	Software Support Contract Expiry
On Prem	name	description	xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx		100	PO12345	098765	1	Subscription	Subscription	Apr 30, 2025	Apr 30, 2025

Note: Software SKUs with the same Activation ID will not require multiple activations for On Prem deployments.

For more information, please see the *Honeywell Software Licensing Portal* or VoiceConsole online help upon your first visit to the portal. The Honeywell Software Licensing Portal advanced features are all explained in the online documentation.

Contact our regional Voice Customer Service Team should you have general questions about your HSLP access, order or license provided to you.

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Customer Service	EUROPE, META	VoiceCustomerServiceEMEA@honeywell.com	+44 16989 15777
Customer Service	APAC	VoiceCustomerServiceAPAC@honeywell.com	+44 16989 15777

Customer Service	JAPAN	csjapan.pss@honeywell.com	+81-3-6730-7344
Customer Service	BRAZIL	ACSHSMCentraldepedidos@honeywell.com	+55 35 36299000

Contact our Technical Support Team should you have more technical questions on Voice Products or License issues.

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