Honeywell Software Licensing Portal

User Guide

Disclaimer

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CHAPTER

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					
	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.					
Entitlement (License	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.					
Header)	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

CHAPTER

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.

Login	
With User Name With Entitlement ID With Activation ID	
English (United States)	¥
Forgot password? Register	Login

3. The registration page is displayed.

Register for Account

Fill out the required fields to register a new user.

Registration De	tails	
Entitlement/Activation ID*		
First Name*		
Last Name*		
Email Address*		
Company*		
Phone		
Fax		
Street		
City		11
State/Province		
Zin/Postal code		
Zip/Postal code	United Otates	
Country	United States	*
Locale	English (United States)	*
Time Zone	(GMT -8.0) Pacific Time	*
Opt in to receive email	O 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.

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 <u>URL</u> 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:

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.

Honeywell	oneywell Voice User Y						
Home A Ei	ctivation & Devices Accounts & Users	i ↓			0		
Users are listed below. Actions •	User S Jsers are listed below. Sort by clicking the column heading. Click specific items to view details or edit them. Actions						
Page 1	of 1 💽 🖸			Display name	✓ Contains ✓ State Advanced Search Q		
Display name		User name	Email address	Туре	Accounts		
User_01		User_01@email.com	User_01@email.com	User	12345678		
User_02		User_02@email.com	User_02@email.com	User	12345678		
User_03		User_03@email.com	User_03@email.com	User	12345678		

4. To create a new user, click **Actions > Create**.

Honeywel	Honeywell Voice User Y						
Home	Activation & Devices Acco	unts & ;				0	
Users are listed bell Actions v Create	ow. Sort by clicking the column heading. Click :	specific items to view details or edit them.			Display name 🗸 Conta	ins 🔹 🚱 Advanced Search Q	
Display name		User name	Email address	Туре	1	Accounts	
User_01		User_01@email.com	User_01@email.com	User	1	12345678	
User_02		User_02@email.com	User_02@email.com	User	1	12345678	
User_03		User_03@email.com	User_03@email.com	User	1	12345678	

5. Complete the entries for the new user.

Honeywell								Voice User 🔻
Home Activatic Entitlem	on&I ents ,	Devices	Accounts & Users -					Ø
Create Us	er							
Enter the user details below. C	Click Save to	create the use	f.					
User Info				Contact Info				
Can this user log in to FlexNet Operations? *	Yes	O No		Street				
Shared Login:	$\bigcirc^{\rm Yes}$	No						
Status:	 Active 	○ Inactive		Chr		11		
First Name*				State/Drovince				
Last Name*				Zin/Postal Code				
Time zone	(GM1 -5	0.0) Eastern 1	me	Country	United States	~		
Ont in to receive empil	- Yes	- No		Locale	English (United States)	~		
Opt in to receive email	0.00	() NO						
Fax								
Accounts								
Actions *								
Link accounts				A	scount name		Role	
Remove						No accounts linked to this user.		
Save	Cancel							

- 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**.

Select Account Select an account from the list of accounts below.									
Page 1 of 1 D				Account ID	✓ Contains ✓	Q 🛛 Advanced Search			
Customers Partners Account ID	Account name	City	State		Country	Role			
12343070					United States	Locked Dow Portal Admi n Portal Use n User Role r			
OK Cancel									

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

Honeywell									
Home Activation Entitlemen	k Devices IS v	→ Accounts & Users	*						l
Create Use	r								Ì
Enter the user details below. Clic	k Save to create t	he user.							
User Info			Conta	act Info					
Can this user log in to FlexNet Operations?*	Yes O No			Street					
Shared Login: (Yes 💿 No								
Status:	Active O Ina	tive				//			
First Name*				City					
Last Name*				State/Province					
Time Zone	(GMT -5.0) East	ern Time	~	Zip/Postal Code					
Email Address*				Country	United States	~			
Opt in to receive email	Yes 💿 No			Locale	English (United States)	~			
Phone									
Fax									
Accounts									
Actions =									
Account ID				4	locount name		Role		
12345678				X	/oice Customer Co			Portal Read User Role	
Sava	Cancol								

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.

Login	
With User Name With Entitlement ID With Activation ID	•
English (United States)	*
Forgot password? Register	Login

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.

Honeywell					
Home Activati Entitlem	in & Devices ents 👻	→ Accounts & Users	-		
Edit User I	Profile				
Edit profile details for this use					
Profile Details			Contact Info		
User name:	voicecustomer@ho	neywell.com	Street:		
First Name:	Voice				
Last Name:	Customer				
Email Address:	voicecustomer@ho	neywell.com	City:		
Opt in to receive email:	No O Yes		State/Province:		
Phone:			Zip/Postal Code:		
Fax:			Country:	United States	~
Date Created:	Sep 23, 2024		Locale:	English (United States)	~
Date of Last Login::	Oct 1, 2024		Time Zone:	(GMT 5.5) India Standard Time	~
			Account:	DEMO	~
Save Se	curity	Cancel			

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.

Security	⊗
 Password Change your password to protect your account. 	
 Security Question Choose a security question and answer to reset your password yourself if you forget it. 	
Cancel	

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.

Login	
With User Name With Entitlement ID With Activation ID	
English (United States)	~
Forgot password? Register	Login

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

Password Reset							
To reset your password, you will need to follow these two steps: (a) Enter your User Id (b) Answer the security question							
User Id*							
Continue Cancel							

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

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:

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.

ssword.
the existing secret question / answer will be preserve
~
t

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.

Honeywell							
Home	Activation Entitlemen	& 113 -	Devices 🗸	Accounts & Users			
Licens	e & E	Deli	ivery P	Accounts	Users	Access Tokens	
(-)				List related accounts	s List related users	Manage Access Tokens	
Recent Entit	lements	Deadoral		Search accounts	Search users		

3. Click on List Users. The existing users are displayed in the table.

Honeywel	Honeywell Veix User V									
Home	Activation & Devices Entitlements	Accounts & Users 🗸						θ		
Users are listed bei Actions *	JSEES Isea are listed below. Sort by clicking the column heading. Click specific Rems to view details or edit them.									
🕻 🚺 Page	1 of 1 💽 🖸					Display name 🗸 🗸	Contains 👻	Advanced Search Q		
Display name		User na	ame	Email address	Туре		Accounts			
User_01		User_0	1@email.com	User_01@email.com	User		12345678			
User_02		User_0	2@email.com	User_02@email.com	User		12345678			
User_03		User_0	3@email.com	User_03@email.com	User		12345678			

- 4. Select the desired user.
- 5. The Edit User screen is displayed.

Home	Activation & Entitlements	Devices v	Accounts & Users v						
Edit User									
Edit or view the user	r details below. Clicl	k Save to update inf	0.						
User Info									
Can this user FlexNet Ope	r log in to erations? *	No							
Shar	ed Login: 🔿 Yes	No							

Status:	Active	Inactive

No

- 6. Change Status from Active to Inactive.
- 7. Click Save.
- 8. The user's access to the Honeywell Software Licensing Portal is disabled.



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

Honeywe									Voice User*	٣
Home	Activation & Entitlements 🚽	Devices	Accounts & Users v						e	
Device	50 of 76 🕨 50) 🗸 perpage					Pevice name 🔹 🕔	Wildcard allowed	(*) Search +	3
Name				\$ ID	\$ Туре	Account	4	Licenses	Last Modified 👘	Ł
12345678ABCD				12345678ABCD (ETHERNET)	Local License Server	EndCustomer_Test1 (EndCustomer_Test1)		License Info	Sep 27, 2024	
0000000000000000				X0000000002(STRING)	Cloud License Server	EndCustomer_Test2 (EndCustomer_Test2)		License Info	Sep 14, 2024	
000000000000000000000000000000000000000				200000000001 (STRING)	Cloud License Server	EndCustomer_Test3 (EndCustomer_Test3)		License Info	Sep 11, 2024	
X00000000003				X000000000033V(STRING)	Cloud License Server	EndCustomer_Test4 (EndCustomer_Test4)		License Info	Sep 10, 2024	

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.

Honeywell							Voice User 🔻				
Home Activation & Entitlement	S. Devices Ai ts v U	ccounts & sers					0				
View Server	r										
View v Action v											
License Server ID	****										
ID Type E	THERNET										
Name A Site Name											
Account : 0	Customer_Test1 (Customer_Te	est1)									
Server Status : A	ACTIVE										
Model Details The device model does not include	Model Details The derice model does not include any pre-installed licenses.										
Licenses											
Product	Activation ID)	Status	Qty mapped	Expiration	Owner	Expiration Status				
SWXxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	aaaa-bbbb-c	cccc-dddd-eeee-ffff-0000-1111	License generated	25	Sep 5, 2025	EndCustomer_1	Active				

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.

Honeywell	Honeywell								
Home Activation & Devices Accour Entitlements Devices Users	nto &		0						
Devices			Device name V Wildcard allowed (*) Scand 4						
Name	÷ 10	Type Account	Licenses Last Modified (†)						
00000001	00000001 (STRING) Served by AAAAAAAAAA	Served Device 00000001 (Demo Account)	License Info May 26, 2021						
0000002	00000002 (STRING) Served by BBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBB	Served Device 00000001 (Demo Account)	License Info May 26, 2021						
0000003	00000003 (STRING)	Served Device 00000001 (Demo Account)	License Info May 25, 2021						

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.

Honeywell					
Home Activation & Devices Entitlements +	Accounts & Users				
View Served Devi	ice				
View 🚽 Edit 🚽					
Details					
Device ID: 100000000 Name: 100000000 Model: FLX_CLIENT					
Last Sync Time: Tue Sep 17 12:4 License Server ID: 33333333333	4:54 PDT 2024				
License Server ID Type: STRING Account: Voice_Testing (Voice_Testing) Notes:					
Site Name 2000-70000000)				
Features					
Feature Name	Version	Count	Overage	Valid Until	
GWS_Ent	1.0	11	0	Tue Aug 18 16:59:59 PDT 2026	

Search Devices

There are several search options available from the devices list.

Honeywell				Voice User V
Home Activation & Devices Accounts & Users				0
Devices Devices Office Device Management H 1 to 50 of 76 50				Device name V Wildcard allowed (*) Search +
Name	\$ ID	Ф Туре	Account	Licenses Last Modified (†)
12345678ABCD	12345678ABCD (ETHERNET)	Local License Server	EndCustomer_Test1 (EndCustomer_Test1)	License Info Sep 27, 2024
200000000002	X00000000002(STRING)	Cloud License Server	EndCustomer_Test2 (EndCustomer_Test2)	License Info Sep 14, 2024
300000000001	200000000001 (STRING)	Cloud License Server	EndCustomer_Test3 (EndCustomer_Test3)	License Info Sep 11, 2024
200000000003	X000000000033V(STRING)	Cloud License Server	EndCustomer_Test4 (EndCustomer_Test4)	License Info Sep 10, 2024

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.

Advanced search	1	8
Device name: Device ID: Account Name: Account ID: Entitlement ID: Activation ID: Product name: Part number: Site Name: Served by server ID:	*	
Search	Cancel	

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.

Honeywell									Voice User 🔻		
Home	Activation & Entitlements 🚽	Devices Accounts & Users	-								0
List Er	ntitleme	ents									
Entitlements are li	sted below. Sort by c	licking a column heading. Select sp	ecific entitlements to view or perform act	ions on them.							
View +	Action v	Export =									
🚺 🚺 Page	1						T Activation	D ¥	Contains .	,	Q 🔕 Advanced Search
Туре		Activation ID	Entitlement ID	Sold to	Product	Version	Available quantity	Total quantity	Expiration	Maint	lenance
		1111-3000-3000-3000-3000-3000 3000-3000	- tata-tata-tata-tata-tata-tata- tata-tata	EndCustomer_Test1 (EndCustomer_Test1) Type: End Customer 11111111(Demo) Type: Distributor	200000000000000000000000000000000000000	1.0	0	100	Sep 5, 2025		
□ ■ [©]		2222-3000-3000-3000-3000-3000	2b2b-2b2b-2b2b-2b2b-2b2b-2b2b- 2b2b-2b2b	EndCustomer_Test2 (EndCustomer_Test2) Type: End Customer 22222222 (Demo) Type: Distributor	200000000000000000000000000000000000000	1.0	0	100	Oct 9, 2024		
- •		3333-x000-x000-x000-x000-x000-x000	- 368-368-368-368-368-368- 368-368	 EndCustomer_Test3 (EndCustomer_Test3) Type: End Customer 33333333 (Demo) Timer, Onthibitduer 	X0000000000000000000000000000000000000	1.0	0	100	Nov 9, 2024		

The Entitlements table contains the following information:

Туре

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.

Honeywe	Honeywell									Voice User 🔻
Home	Activation & Entitlements -	Devices Accounts & Users								0
List Er	List Entitlements									
Entitlements are li	sted below. Sort by clic	king a column heading. Select specif	ic entitlements to view or perform activ	ons on them.						
View -	Action • E	kport *								
🕻 🕻 Page	1						Activation ID	~	Contains 🗸	Q 🔇 Advanced Search
Туре		Activation ID	Entitlement ID	Sold to	Product	Version	Available quantity	Total quantity	Expiration	Maintenance
		1111-0008-0008-0008-0008-0008-0008- 2008-0008	tata-tata-tata-tata-tata- tata-tata	EndCustomer_Test1 (EndCustomer_Test1) Type: End Customer 11111111 (Demo) Type: Distributor	200000000000000000000000000000000000000	1.0	0	100	Sep 5, 2025	
0		2222-0001-0001-0001-0001-0001-0001- 10001-0001	2b2b-2b2b-2b2b-2b2b-2b2b-2b2b- 2b2b-2b2b	EndCustomer_Test2 (EndCustomer_Test2) Type: End Customer 22222222 (Demo) Type: Distributor	x0000000000000000000000000000000000000	1.0	0	100	Oct 9, 2024	
		3333-x00x-x00x-x00x-x00x-x00x- x00x-x00x	3e3e-3e3e-3e3e-3e3e-3e3e-3e3e- 3e3e-3e3e	EndCustomer_Test3 (EndCustomer_Test3) Type: End Customer 3333333 (Demo) Trans: Distributes	X0000000000000000	1.0	0	100	Nov 9, 2024	

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

Entitlements Advanced Search Please enter values for significant attributes and click Search to perform an advanced search. Entitlement Attributes										
Entitlement ID:	Contains	~								
Activation ID:	Contains	~								
Parent bulk entitlement ID:	Contains	~								
Product name:	Contains	~								
Product version:	Contains	•								
Product type:			~							
License technology:	Contains	~								
Part number:	Contains	*			+					

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.

~
+ Add
8

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.

Honeywe	Ioneywell Voice User V											lser▼		
Home	Activation & Entitlements 🚽	Devices	Accounts & Users v											0
List En Entitlements are lis	List Entitlements Entitlements are listed below. Sort by colorg a column heading. Select specific entitlements to View or perform actions on them.													
View 🔻	Action V	Export Export Selected I	Items					Ŧ	Activation ID	v	Contains	•	Q 🐼 Advanced Se	arch
🗌 Туре		Export All Items		Entitlement ID	Sold to	Product	Version	Available quantity		Total quantity	Expiration		Maintenance	
		1111-2000-2000 2000-2000		iala-laia-laia-laia-laia-laia- laia-laia	EndCustomer_Test1 (EndCustomer_Test1) Type: End Customer 11111111 (Demo) Type: Distributor	200000000000000000000000000000000000000	1.0	0		100	Sep 5, 2025			
•		2222-x00x-x000 x00x-x000x		2b2b-2b2b-2b2b-2b2b-2b2b-2b2b- 2b2b-2b2b	EndCustomer_Test2 (EndCustomer_Test2) Type: End Customer 22222222 (Demo) Type: Distributor	x0000000000000000000000000000000000000	1.0	0		100	Oct 9, 2024			
- 🖬 🕭		3333-x000-x000 x00x-x000x	- 2002-2002-2002-	3c3e-3c3e-3c3e-3c3e-3c3e-3c3e- 3c3e-3c3e	 EndCustomer_Test3 (EndCustomer_Test3) Type: End Customer 33333333 (Demo) 	X0000000000000000000000000000000000000	1.0	0		100	Nov 9, 2024			

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

CHAPTER

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

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.

Login	
Username [
Password [
	Log into the system

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

Honeywell	Home	Administra	tion	VoiceConsole	2	Operational Intellige	nce 🛯	Performance+ 🖸		
,	Administratio	n >> Notification	8							
Site Information	Notification									
Default V	Manage Filt	er Add or Remov	ve Columi	ns Copy Selection	Pri	intable Version				
	Application		Process	\$	1	Priority 👻	Message		D	
Administration										
<u>Users</u>										
Roles										
Logs										
Schedules										
Sites										

c. Click on Licenses > Configure License.

Honeywell	Home	Administrat	ion VoiceConsole	Operational Intelligence [Performance+							
,	Administratic	on >> License										
Site Information	View Li	View Licenses										
Default 🗸	Manage Filt	er Add or Remove	e Columns Copy Selection F	Printable Version								
	Date Entered	t l	License Type	License Name	License Server Location	License Status						
Administration												
Users												
Roles												
Logs												
Schedules												
Sites												
Audit						There are no records to dis	splay.					
Notifications												
Licenses												
System Configuration												
Software Updates												
Export Data												

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

Honeywell	Home	Administration	VoiceConsole	Operational Intelligence 🖸	Performance+ [
	Administratio	n >> <u>License</u> >> Configu	re License				
Site Information	Configu	ure License					
Default 🗸							
Administration	License (Options *					
<u>Users</u>		0 ι	egacy Licensing				
Roles							
Logs		0					
Schedules		🤍 ເ	ocal Licensing				
Sites		Test	Constitute To Manada	0			
Audit		Test	Connection to Licensing	Server			
Notifications							
Licenses							
System Configuration	Course .	changes Cancel					
Software Updates	Save	unanges Cancel					
Export Data							

- 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**

Administration >> License >> Activate License									
Activate License	Activate License								
Create License Request File									
Enter Activation Id	20002000200020002000								
Number of Copies *	100								
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.

Honeywel	I .					Voice User ♥
Home	Activation & Entitlements +	Devices	Accounts & Users			0
License	e & Del	Devices Offline Device I	Management			
 Recent Entitle 	ements			See all	ିମ୍ବା Announcements	

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**.

Honeywell	Voice User 🔻
Home Activation & Devices Accounts & Users	Ø
Offline Device Management Manualy upbad effor a Capability Result or Synchronization Hillory Files for offline processing. The application will offer you a response file to download. Upbad type: Optionary formulation history Optionary formulation history Choose File No file choose	
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.

Honeywell	Voice User ¥
Home Activation & Devices Accounts & Users	0
C License has been generated successfully, please click here to download the new license.	
Offline Device Management Manually updad ether a Capability Researce of Synchronication History Files for offline processing. The application will offer you a response file to download. Upload type:	
Upload	

- 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**.

Honeywell	Home	Administration	VoiceConsole	Operational Intelligence []	Performance+ [
,	Administratio	on >> License >> Activate	License							
Site Information	Activate License									
Default 🗸										
	Create Li	cense Request File								
Administration		Activati	on ld is a required field.							
<u>Users</u>	Enter Act	tivation Id		Г						
Roles										
Logs										
Schedules	Number	of Copies * 1								
Sites	G	enerate License Request								
<u>Audit</u>										
Notifications	Import License Response File									
Licenses										
System Configuration										
Software Updates	Import Li	Choose File	se File No file chosen							
Export Data	T	mport								
Import Data	-									

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

					Successfully activated license file. 🗵				
Honeywell	Home	Administration	VoiceConsole	Operational Intelligence 🖸	Performance+ 🗠				
	Administratio	on >> License >> Activate	License						
Site Information	te Information Activate License								
Default 🗸									
	Create Li	cense Request File							
Administration		Activati	on ld is a required field.						
<u>Users</u>	Enter Act	ivation Id		7					
Roles									
Logs									

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

Honeywell	Home	Administr	ation VoiceConsole	Operational Int	elligence 🖸	Performance+	ß			
Site Information	Administration >> License									
Site Information	View Li	censes								
	Manage Fill	ter Add or Rem	ove Columns Copy Selection Printab	le Version						
	Date Issued		Activation ID	License Type	Feature Name		Feature Count	Start Date	End Date	Support Contract Expiry
Administration	9/26/24 1:00	:00 AM ART	X00X-X00X-X00X-X00X-X00X-X0X-XX	Subscription	Log_Analyzer_C	ore	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
Users	9/26/24 1:00	:00 AM ART	xxxxx-xxxxx-xxxxx-xxxxx-xxxxx-xxxxx-xx	Subscription	Log_Analyzer_P	o	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
Roles	9/26/24 1:00	:00 AM ART	XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XX	Subscription	VoiceConsole_P	o	200	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	

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.

Login
Username
Password
Log into the system

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

Honeywell	Home	Administra	tion	VoiceConsole	Operatio	onal Intelliger	nce 🖸	Performance+	Ø
	Administratio	n >> Notification	8						
Site Information	Notifica	ition							
Default V	Manage Filt	er Add or Remo	ve Column	s Copy Selection	Printable Version				
	Application		Process		Priority 👻		Message		
Administration									
<u>Users</u>									
Roles									
Logs									
Schedules									
<u>Sites</u>									

c. Click on Licenses > Configure License.

Honeywell	Home	Administr	ation VoiceConsole	Operational Int	telligence 🖸	Performance+	ß			
	Administration >> License									
Site Information View Licenses										
Derault	Manage Filter Add or Remove Columns Copy Selection Printable Version									
	Date Issued		Activation ID	License Type	Feature Name		Feature Count	Start Date	End Date	Support Contract Expiry
Administration	9/26/24 1:00	:00 AM ART	xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xx	Subscription	Log_Analyzer_C	ore	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
Users	9/26/24 1:00	:00 AM ART	XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XX	Subscription	Log_Analyzer_P	o	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
Roles	9/26/24 1:00	:00 AM ART	x000x-x000x-x000x-x000x-x000x-x00x-x0	Subscription	VoiceConsole_P	o	200	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	

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

Honeywell	Home	Administration	VoiceConsole	Operational Intelligence 🖸	Performance+ 🕐		
	Administration >	>> <u>License</u> >> Configur	e License				
Site Information	Configure	e License					
Default 🗸							
Administration	License Opti	ions *					
Users		О ь	egacy Licensing				
Roles							
Logs		-					
Schedules		🔍 L	ocal Licensing				
Sites							
Audit		Test	Connection To Licensing	Server			
Notifications							
Licenses							
System Configuration	Course altern	Consul					
Software Updates	Save cha	nges Cancel					
Export Data							

- 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**

Administration >> License >>	Administration >> License >> Deactivate License						
Deactivate License							
Create License Request	File						
Enter Activation Id	2000-2000-2000-2000-2000-2000						
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.

Honeywel	vneywell Voier L							
Home	Activation & Entitlements 👻	Devices	Accounts & Users					
License	e & Del	Devices Offline Device	Management					
 Recent Entitle 	ements			See all	ဖျာ Announcements			

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**.

Honeywe				Voca User ¥
Home	Activation & Entitlements 👻	Devices	Accounts & Users -	9
Offline Manually upload Upload	e Devicu either a Capability Re type: Generate I Upload syn Choose File	e Man quest or Synchron icense or confirm inchronization hist No file chose	nagemen onization History Files fo n license reduction or re- tory en	offline processing. The application will offer you a response file to download. an
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**.

Honeywell	Home	Administration	VoiceConsole	Operational Intelligence [2]	Performance+ 🖸
	Administratio	n >> License >> Deactiva	ate License		
Site Information	Deactiv	ate License			
Default 🗸					
	Create Li	cense Request File			
Administration		Activati	on ld is a required field.		
<u>Users</u>	Enter Act	ivation Id		1	
Roles					
Logs	G	enerate License Request			
Schedules					
<u>Sites</u>	Import Li	cense Response File			
Audit					
Notifications	Import Lie	cense File Choose	se File No file chosen		
Licenses					
System Configuration	Ir	nport			

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

Honeywell	Home	Administration	VoiceConsole	Operational Intelligence 🖸	Successfully deactivated license file. X Performance+				
,	Administratio	on >> License >> Deactiva	te License						
Site Information	Deactiv	ate License							
Default 🗸									
	Create Li	cense Request File							
Administration		Activati	on ld is a required field.						
<u>Users</u>	Enter Act	ivation Id		7					
Roles									
Logs									

c. To double check license detail, click the **Administration** tab > **Licenses** and the license Activation ID is no longer shown in the **View Licenses**.

Honeywell	Home	Administrat	tion VoiceConsole	Operational Intelligence 🕑	Performance+ 🖸					
,	Administration >> License									
Site Information	View L	icenses								
Default V	Manage Fi	Iter Add or Remov	e Columns Copy Selection	Printable Version						
	Date Entere	d	License Type	License Name	License Server Location	License Status				
Administration										
Users										
Roles										
Logs										
Schedules										
Sites										
Audit						There are no records to dis	play.			
Notifications										
Licenses										
System Configuration										
Software Updates										
Export Data										

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://honeywellspsfno.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.

Login		_
Username		
Password		
	Log into the system	
	Log into the system	

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

Honeywell	Home	Administra	tion	VoiceConsole		Operational Intellige	nce 🖸	Performance+ (2
,	Administratio	n >> Notification	s						
Site Information	Notification								
Default V	Manage Filt	er Add or Remo	ve Column	s Copy Selection	Prir	ntable Version			
	Application		Process		P	Priority 👻	Message		
Administration									
<u>Users</u>									
Roles									
Logs									
Schedules									
Sites									

c. Click on Licenses > Configure License.

Honeywell	Home	Administr	ation VoiceConsole	Operational Inte	elligence 🖸	Performance+	Ľ			
	Administration	<u>n</u> >> License								
Site Information View Licenses										
Default 🗸	Manage Filte	Manage Filter Add or Remove Columns Copy Selection Printable Version								
	Date Issued		Activation ID	License Type	Feature Name		Feature Count	Start Date	End Date	Support Contract Expiry
Administration	9/26/24 1:00:0	00 AM ART	xxxx-xxxx-xxxx-xxxx-xxxx	Subscription	Log_Analyzer_C	ore	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
Users	9/26/24 1:00:0	00 AM ART	xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxx	Subscription	Log_Analyzer_P	ro	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
Roles	9/26/24 1:00:0	00 AM ART	xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	Subscription	VoiceConsole_P	ro	200	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	

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

Honeywell	Home	Administration	VoiceConsole	Operational Intelligence 🖸	Performance+ 🖸		
	Administratio	on >> <u>License</u> >> Configur	e License				
Site Information	Config	ure License					
Default 🗸							
Administration	License (Options *					
<u>Users</u>		О L	egacy Licensing				
Roles							
Logs		0					
Schedules		🔍 L	ocal Licensing				
Sites		Test	Constantion To Unservice (
Audit		Test	Connection to Licensing :	erver			
Notifications							
Licenses							
System Configuration	Cava	changer Cancel					
Software Updates	Save	CallCel					
Export Data	L						

- 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

Administration >> License >> Activate License							
Activate License							
Create License Request	File						
Enter Activation Id	20004-20004-20004-20004-20004-20004-2000						
Number of Copies *	100						
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.

Honeywel	oneywell Voice Us								
Home	Activation & Entitlements 👻	Devices	Accounts & Users						
License	e & Del	Devices Offline Device	Management						
 Recent Entitle 	ements			See all	ିଲ୍ଲ Announcements				

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**.

Honeywel	N v	'oice User▼						
Home	Activation & Devices Accounts & Ensitiements Users	0						
Offline Manually upload eit	Dffline Device Management analy upbad ether a Capability Request of Synchronization History Files for offline processing. The application will offer you a response file to download.							
Upload ty	Que de la cente el contre el contre la contre el co							
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.

Honeywell	Voice User 🔻
Home Activation & Devices Accounts & Uvers - Uvers -	Θ
CLense has been generated successfully, please click here to download the new license.	
Offline Device Management Manually updat ether a Catability Request or Synchronization History Files for offline processing. The application will offer you a response file to download. Uplade type: enderstate lacence or continu license reduction or return Updat synchronization history Chooses File: No file chosen	
Upload	

- 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**.

Honeywell	Home	Administration	VoiceConsole	Operational Intelligence [경	Successfully activated license file.					
noncytten	Administratio	un XX Lingungs XX Antiunte	License	- -						
Site Information	Automatic	Administration >> License >> Activate License								
Default V	Activat	Activate License								
Administration	Create Li	cense Request File								
Auministration		Activat	ion Id is a required field.							
Users	Enter Act	ivation Id		7						
Roles										
Logs										

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.

Honeywell	Home	Administra	tion VoiceConsole 0	Operational Inte	elligence 🕑	Performance+	C				
Site Information	Administratio	on >> License									
Site information	View Licenses										
Default	Manage Filt	Manage Filter Add or Remove Columns Copy Selection Printable Version									
	Date Issued		Activation ID	License Type	Feature Name		Feature Count	Start Date	End Date	Support Contract Expiry	
Administration	9/26/24 1:00	:00 AM ART	000x-x00x-x00x-x00x-x00x-x00x-x00x-x00x	Subscription	Log_Analyzer_Con	8	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART		
Users	9/26/24 1:00	00 AM ART	0000-0000-0000-0000-0000-0000-0000-0000	Subscription	Log_Analyzer_Pro		100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART		
Roles	9/26/24 1:00	:00 AM ART	0000-0000-0000-0000-0000-0000-0000-0000	Subscription	VoiceConsole_Pro		200	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART		

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://honeywellspsfno.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**.

Honeywell	Home	Administration	VoiceConsole	Operational Intelligence []	Performance+ 🖸						
	Administration >> License >> Configure License										
Site Information	Configu	ire License									
Detault 🗸											
Administration	License C)ptions *									
Users		О ь	egacy Licensing								
Roles											
Logs		~									
Schedules		🔘 c	loud Licensing								
Sites			Cloud Server Id *	[]							
Audit											
Notifications											
Licenses		Test	Connection To Licensing S	erver							
System Configuration											
Software Updates											
Export Data											
Import Data	Save o	hanges Cancel									
Security Salt											

- 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.

Honeywell	Home	Administration	VoiceConsole	Operational Intelligence 🖸	Performance+ 🖸			
Site Information	Administration >> License >> Configure License Configure License							
Administration	License C)ptions *						
Users			egacy Licensing					
Roles								
Logs								
Schedules		🔘 c	loud Licensing					
Sites			Cloud Server Id *	200000000000	1			
Audit			Cioud Server id "	xxxxxxxxxxxx]			
Notifications								
Licenses		Test	Connection To Licensing S	erver				
System Configuration								
Software Updates								
Export Data								
Import Data	Save	thanges Cancel						
Security Salt								
	r							

- 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.

Honeywell	Home	Administration	VoiceConsole	Operational Intelligence 📝	Performance+ 🖸
	Administratio	n >> <u>License</u> >> Configur	e License		
Site Information	Configu	ure License			
Administration	License C	Options *			
<u>Users</u>		О L	egacy Licensing		
Roles					
Logs					
Schedules		🔍 c	loud Licensing		
Sites			Cloud Server Id *	20000000000	1
Audit					
Notifications					
Licenses		Test	Connection To Licensing	Server	
System Configuration		Succe	essfully connected to Lic	ensing Server.	
Software Updates					
Export Data					
Import Data	Save	changes Cancel			
Security Salt					

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,

Honeywell		Home	Administr	ation VoiceConsole	Operational Inte	elligence 🖸	Performance+	C			
	Administration >> License										
Site Information		View Licenses									
Default 🗸	Manage Filter Add or Remove Columns Copy Selection Printable Version										
Administration		Date Issued		Activation ID	License Type	Feature Name		Feature Count	Start Date	End Date	Support Contract Expiry
	9	9/26/24 1:00:00 AM ART		xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xx	Subscription	Log_Analyzer_Core		100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
Users	9	9/26/24 1:00:00 AM ART xxxxx-xxxxx-xxxxx-xxxxx-xxxxx-xxxxx-		Subscription	Log_Analyzer_Pro		100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART		
Roles	9	9/26/24 1:00:0	00 AM ART	XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX	Subscription	VoiceConsole_P	0	200	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	

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.

APPENDIX

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.

You cannot log in until an administrator reactivates your user name.

Application Error

Error occurred.

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.

APPENDIX

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.

Honeywell	Home	Administra	ation VoiceConsole O	Operational Inte	elligence 🖸	Performance+	ß			
	Administration >> License									
Site Information	View Licenses									
Default 🗸	Manage Filt	Manage Filter Add or Remove Columns Copy Selection Printable Version								
	Date Issued		Activation ID	License Type	Feature Name		Feature Count	Start Date	End Date	Support Contract Expiry
Administration	9/26/24 1:00:	00 AM ART	xxxx-xxxx-xxxxx-xxxxx-xxxxx-xxxxx-xxxx	Subscription	Log_Analyzer_C	ore	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
Users	9/26/24 1:00	00 AM ART		Subscription	Log_Analyzer_Pro		100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
Roles	9/26/24 1:00	00 AM ART	xxxx-xxxxx-xxxxx-xxxxx-xxxxx	Subscription	VoiceConsole_P	o	200	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	

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-Sxxxxxxx
Order Date	Jan 12, 2024
Ultimate Consignee Name	SHIP TO End Customer Name
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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- 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- 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.c om	+1 (866)862- 6553
Customer Service	EUROPE, META	VoiceCustomerServiceEMEA@honeywell.com	+44 16989 15777
Customer Service	АРАС	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
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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-Sxxxxxxx
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- 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	АРАС	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
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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-Sxxxxxxx

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	P012345	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.

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