

**Honeywell**

# **Honeywell Software Licensing Portal**

**User Guide**

# Disclaimer

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For patent information, please refer to [hsmpats.com](https://hsmpats.com)

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# INTRODUCTION

**IMPORTANT**

When accessing the Honeywell Software Licensing Portal, your browser must be configured to allow pop-ups.

The Honeywell Software Licensing Portal (HSLP) is the mechanism for delivering licenses for:

- Honeywell VoiceConsole 6.2 and later.
- Honeywell SwiftDecoder to enable SwiftOCR support in DevKit based apps.

**NOTE**

You may have other products licensed through the Honeywell Software Licensing Portal but those are not covered in this document.

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](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.

## Honeywell Single Sign-On

The Honeywell Software Licensing Portal now uses Honeywell Single Sign-On (SSO) for enhanced security. This SSO is also used for other Honeywell applications such as VoiceConsole SaaS deployments.

### TIP

With the change to Single Sign-On, some links may have changed. You may want to update any bookmarks to the Honeywell Software Licensing Portal.

## VoiceConsole Deployment Types

The following deployment types are used throughout this document. It is important to know which deployment is 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.

## How to Use this Guide

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

- [VoiceConsole License Management](#) - This section details the process of activating the license in VoiceConsole. Procedures are detailed for SaaS deployments with a Cloud Licensing Server and On Prem deployments with a Local Licensing Server. This section assumes the proper user account is activated. Refer to the appropriate section below.
- [Honeywell Software Licensing Portal User Accounts](#) - This section contains details on accessing the Honeywell Software Licensing Portal for new and existing users via Honeywell SSO.
- [FAQ: Troubleshooting Access with SSO](#) - This section contains help if you have trouble logging in to the Honeywell Software Licensing Portal.
- [FAQ: 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.

- [Devices](#) - This section contains details on the devices within the Honeywell Software Licensing Portal. These devices may be Cloud Licensing Servers, Local Licensing Servers, and (for Cloud Licensing only) Served Devices (the connected and licensed voice 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.

## 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, there is a new Activation ID but the Cloud Server ID remains the same throughout life of entitlement. You 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.

Term	Definition
Device	<p>There are three categories of devices that can be found in the Honeywell Software Licensing Portal:</p> <ul style="list-style-type: none"> <li>Local License Server: These devices are listed by the MAC address of the Local Licensing Server for VoiceConsole On Prem deployments.</li> <li>Cloud License Server: These devices are listed by the Cloud Server ID for VoiceConsole SaaS deployments.</li> <li>Served Device: These are the Voice devices (A700x and Android devices) that are connected to a Cloud License Server in a VoiceConsole SaaS Deployment.</li> </ul>
Entitlement (License Header)	<p>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.</p> <p>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.</p> <p>VoiceConsole On Prem deployment licenses can be consumed from one entitlement to another entitlement within same customer group.</p> <p>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.</p>
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)

Term	Definition
Legacy Licenses	<p>Legacy licenses are supplied by Honeywell but do not use the HSLP. VoiceConsole versions earlier than 6.2 require legacy licenses.</p> <p>Legacy licensing is deprecated for VoiceConsole 6.2 and later. Legacy licensing still used for VoiceConsole 6.1 and earlier.</p>
License Administrator	<p>For a VoiceConsole On Prem deployment, 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 Activation ID from Honeywell via email.</p>
Offline Device	<p>For VoiceConsole On Prem deployment only - the VoiceConsole server does not maintain a continuous internet connection to HSLP.</p>
Parent Activation ID	<p>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.</p>
Renewal license (replacement)	<p>An Renewal license is a license that extends the subscription expiration date. The previous license is replaced by the Renewal license.</p> <p>A new Activation ID is issued for the Renewal license and the original Activation ID is now the <a href="#">Parent Activation ID</a>.</p>
Single Sign-On (SSO)	<p>In this document, this refers to Honeywell Single Sign-On.</p>
Ship To	<p>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.</p>
Sold To	<p>The purchaser of VoiceConsole. This can be a Honeywell direct customer or a Honeywell partner.</p>
Upsell license (replacement)	<p>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.</p> <p>A new Activation ID is issued for the Upsell license and the original Activation ID is now the <a href="#">Parent Activation ID</a>.</p>

Term	Definition
VoiceConsole Administrator	For a VoiceConsole On Prem deployment, 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 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 as 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	<a href="mailto:VoiceCustomerServiceAmericas@Honeywell.com">VoiceCustomerServiceAmericas@Honeywell.com</a>	+1(866)862-6553
Europe, Middle East, Turkey, Africa	<a href="mailto:VoiceCustomerServiceEMEA@honeywell.com">VoiceCustomerServiceEMEA@honeywell.com</a>	+44 16989 15777
Japan	<a href="mailto:csjapan.pss@honeywell.com">csjapan.pss@honeywell.com</a>	+81-3-6730-7344
Brazil	<a href="mailto:ACSHSMCentraldepedidos@honeywell.com">ACSHSMCentraldepedidos@honeywell.com</a>	+55 (31) 2391-5600
Asia Pacific	<a href="mailto:VoiceCustomerServiceAPAC@honeywell.com">VoiceCustomerServiceAPAC@honeywell.com</a>	+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	<a href="mailto:VoiceTechnicalSupport@honeywell.com">VoiceTechnicalSupport@honeywell.com</a>	+1(866) 862-7877
Europe, Middle East, Africa	<a href="mailto:VoiceTechnicalSupport@honeywell.com">VoiceTechnicalSupport@honeywell.com</a>	+44 (0) 1344-65-6123
Rest of World	<a href="mailto:VoiceTechnicalSupport@honeywell.com">VoiceTechnicalSupport@honeywell.com</a>	+1 (412) 376-9384



# HONEYWELL SOFTWARE LICENSING PORTAL USER ACCOUNTS

HSLP access is now a two-part set up.

1. Register with Honeywell Single Sign-On.
2. Register with HSLP.

## What Information Is Needed?

To register for Honeywell Single Sign-On:

- First Name
- Last Name
- Email Address

### IMPORTANT

Do not use a shared or group email to register as this creates a security risk when passwords are shared. Each registrant must use a unique email.

To register for Honeywell Software Licensing Portal:

- Activation ID or Entitlement ID
- First Name
- Last Name
- Email Address
- Company Name
- Additional information may be completed as desired.

### IMPORTANT

The Activation ID or Entitlement ID is sent in an email to the Honeywell direct purchaser or Honeywell partner. If you bought through a partner, the partner can provide the ID to you.

# I Have HSLP Account But Don't Have SSO Account

In this case the user has a Honeywell Software Licensing Portal account, but doesn't have a Honeywell Single Sign-On account. Otherwise see:

- [I Have SSO and HSLP Accounts](#)
- [I Have SSO Account But Don't Have HSLP Account](#)
- [I Don't Have SSO or HSLP Accounts](#)


## IMPORTANT

To use this process, you must register for Honeywell SSO using the same email account that was used for your Honeywell Software Licensing Portal account.

## Register for Honeywell Single Sign-On Account

1. New users who have never registered with Honeywell Single Sign-On need to create a new account using this link  
<https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do>
2. Enter an email and click the **Create an Account** button.

### Sign On

Username / Email 

NEXT

[Create an Account](#)



3. Enter the details for registration and click on the **Send Validation Code** button.


# Account Registration

Enter the details to create your Honeywell ID.

First Name

Last Name

Email

Password 

Confirm Password

I agree and consent to [Honeywell's Terms & Conditions](#)

I have read and understood [Honeywell's Privacy Statement](#)

SEND VALIDATION CODE



4. After the successful registration, the notification below is displayed. The validation code is sent to the email address used above for registration. Click the **OK** button to continue.

## Validation Code Sent



You have successfully sent your validation code to your email address. This code is only valid for 15 minutes.



OK

5. Open your email account. Look for an email like the example below.



IDAdmin@ssoservice.honeywell.com

Date:

23-04-2025 14:10:27

Subject: Action Required: Flexera Cloud SPS Customer Portal Account Registration

Your validation code for the new account requested by "Flexera Cloud SPS Customer Portal" application is

XXXXXX

This code is valid for 15 minutes only.

Unfortunately, this email is an automated notification, which is unable to receive replies.

Thank you  
Customer Support Team

- Return to registration window and enter the validation code provided. After entering the Validation Code, click on **Create Account** to complete SSO registration.


## Account Registration

Enter the details to create your Honeywell ID.

First Name

Last Name

Email

Password 

Confirm Password

Validation Code



[RESEND VALIDATION CODE](#)

- Confirmation of account activation is displayed.

## Account Activated



You have successfully activated your account. You can now sign in to start using your tools, application and resources.



OK

8. Once Honeywell Single Sign-On (SSO) account creation has been successfully completed, you are automatically redirected to the registration page of the Honeywell Software Licensing Portal.
9. Complete at least the mandatory fields as indicated below and click the **Complete** button.

# Register for Account

Fill out the required fields to register a new user.

## Registration Details

Entitlement/Activation ID\*

First Name\*

Last Name\*

Email Address\*

Company\*

Phone

Fax

Street

City

State/Province

Zip/Postal code

Country

Locale

Time Zone

Opt in to receive email  Yes  No

## Additional Attributes

test:



Complete

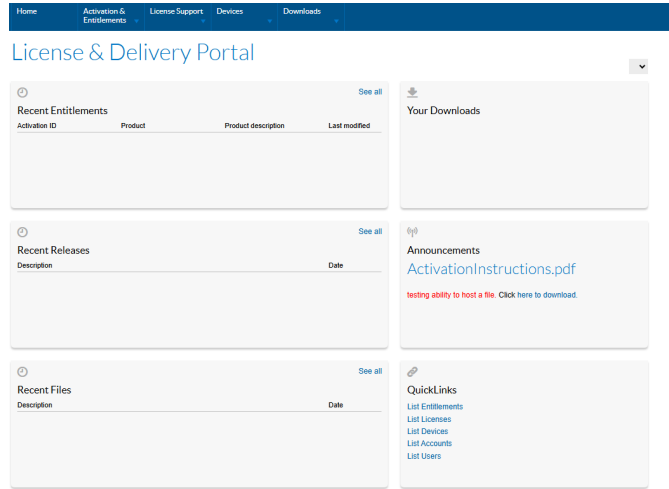
Reset

10. Since an account already exists in the Honeywell Software Licensing Portal the error below is displayed.



11. Close the browser.
12. Open a new browser window and use this link  
<https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do>

13. Sign in using your Honeywell SSO credentials. You are directed to the HSLP Homepage Dashboard as shown below.



## I Have SSO and HSLP Accounts

In this case the user is already registered with both Honeywell Single Sign-On and Honeywell Software Licensing Portal Otherwise see:

- [I Have HSLP Account But Don't Have SSO Account](#)
- [I Have SSO Account But Don't Have HSLP Account](#)
- [I Don't Have SSO or HSLP Accounts](#)


If you are unsure, see the following topics:


- [How can I tell if I am registered for Honeywell SSO?](#)
- [How can I tell if I'm registered with the Honeywell Software Licensing Portal?](#)

## Access HSLP with Single Sign-On

1. User to log-in to SSO at <https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do> with existing Honeywell Single Sign-On account and click the **NEXT** button to proceed.

### Sign On

Username / Email 

  
   
[Create an Account](#)

2. Provide a valid username / email address and password then click **Sign On**.

The image shows a 'Sign On' form. At the top, the title 'Sign On' is displayed in a large, dark font. Below the title, there are two input fields: 'Username / Email' and 'Password'. The 'Password' field has a small eye icon to its right. Below the password field, there is a checked checkbox labeled 'This is my device'. Underneath, a line of text states 'Your personal information will be processed accordance with Honeywell's Privacy Statement'. A prominent blue button labeled 'SIGN ON' is centered below the text, with a blue arrow pointing to it from the right. Below the button, there are four links: 'SIGN ON WITH PASSEKEY', 'SIGN ON AS A DIFFERENT USER', 'FORGOT PASSWORD', and 'MANAGE MY ACCOUNT'.

3. Authenticate using the validation code sent to the registered email address.

4. Once validation is completed, you are redirected to dashboard view of Honeywell Software Licensing Portal.

The screenshot shows the 'License & Delivery Portal' dashboard. At the top, there is a navigation bar with links for 'Home', 'Activation & Entitlements', 'License Support', 'Devices', and 'Downloads'. The main content area is divided into several sections: 'Recent Entitlements' with a table header (Activation ID, Product, Product description, Last modified), 'Your Downloads', 'Recent Releases' with a table header (Description, Date), 'Announcements' featuring a link to 'ActivationInstructions.pdf' with a note 'testing ability to host a file. Click here to download.', 'Recent Files' with a table header (Description, Date), and 'QuickLinks' with links to 'List Entitlements', 'List Licenses', 'List Devices', 'List Accounts', and 'List Users'.

## I Have SSO Account But Don't Have HSLP Account

In this case the user has a Honeywell Single Sign-On account, but doesn't have a Honeywell Software Licensing Portal account. Otherwise see:

- [I Have HSLP Account But Don't Have SSO Account](#)
- [I Have SSO and HSLP Accounts](#)

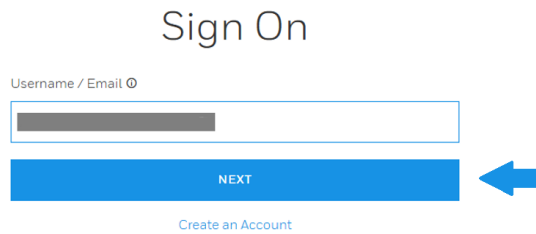
- [I Don't Have SSO or HSLP Accounts](#)

If you are unsure, see the following topics:


- [How can I tell if I am registered for Honeywell SSO?](#)
- [How can I tell if I'm registered with the Honeywell Software Licensing Portal?](#)

## Use Single Sign-On to Register for HSLP

1. Login to SSO using your existing username at <https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do>
2. Click **Next**.



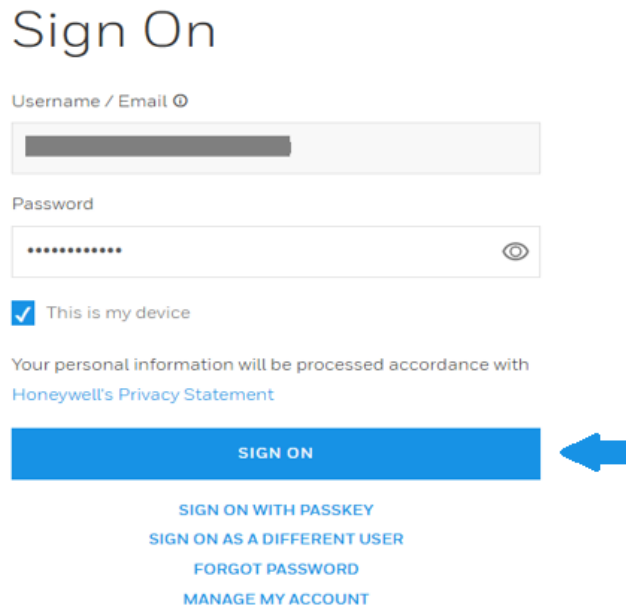
Sign On

Username / Email 


**NEXT**


[Create an Account](#)

3. Complete entering your credentials and click **Sign On**.



Sign On

Username / Email 

Password 

This is my device

Your personal information will be processed accordance with [Honeywell's Privacy Statement](#)

**SIGN ON**

[SIGN ON WITH PASSKEY](#)  
[SIGN ON AS A DIFFERENT USER](#)  
[FORGOT PASSWORD](#)  
[MANAGE MY ACCOUNT](#)

4. Authenticate using the validation code sent to the registered email address.
5. Once validation is completed, you are redirected to the registration page for the Honeywell Software Licensing Portal.

6. In the registration link <https://honeywellps.flexnetoperations.com/flexnet/operationsportal/showSelfRegisterUserPage.do> for the Honeywell Software Licensing Portal provide registration details (The minimum information required is Entitlement ID or Activation ID, FirstName, LastName, Company Email Address and Company Name). Click **Complete** after entering.

## Register for Account

Fill out the required fields to register a new user.

### Registration Details

Entitlement/Activation ID*	<input type="text"/>
First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Email Address*	<input type="text"/>
Company*	<input type="text"/>
Phone	<input type="text"/>
Fax	<input type="text"/>
Street	<input type="text"/>
City	<input type="text"/>
State/Province	<input type="text"/>
Zip/Postal code	<input type="text"/>
Country	United States ▼
Locale	English (United States) ▼
Time Zone	(GMT -8.0) Pacific Time ▼
Opt in to receive email	<input type="radio"/> Yes <input checked="" type="radio"/> No

### Additional Attributes

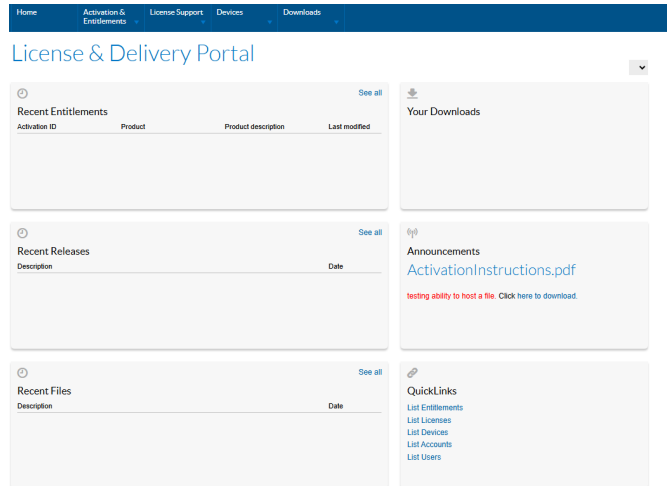
test:



Complete

Reset

7. Once registration is complete you are automatically redirected to the Homepage Dashboard as shown below



## I Don't Have SSO or HSLP Accounts

In this case the user does not have a Honeywell Software Licensing Portal account, or a Honeywell Single Sign-On account. Otherwise see:

- [I Have HSLP Account But Don't Have SSO Account](#)
- [I Have SSO and HSLP Accounts](#)
- [I Have SSO Account But Don't Have HSLP Account](#)

If you are unsure, see the following topics:

- [How can I tell if I am registered for Honeywell SSO?](#)
- [How can I tell if I'm registered with the Honeywell Software Licensing Portal?](#)

## Register for Honeywell Single Sign-On Account

1. New users who have never registered with Honeywell Single Sign-On need to create a new account using this link  
<https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do>
2. Enter an email and click the **Create an Account** button.

# Sign On

Username / Email ⓘ

NEXT

[Create an Account](#)



3. Enter the details for registration and click on the **Send Validation Code** button.

## Account Registration

Enter the details to create your Honeywell ID.

First Name

Last Name

Email

Password ⓘ

Confirm Password

I agree and consent to [Honeywell's Terms & Conditions](#)

I have read and understood [Honeywell's Privacy Statement](#)

SEND VALIDATION CODE



4. After the successful registration, the notification below is displayed. The validation code is sent to the email address used above for registration. Click the **OK** button to continue.

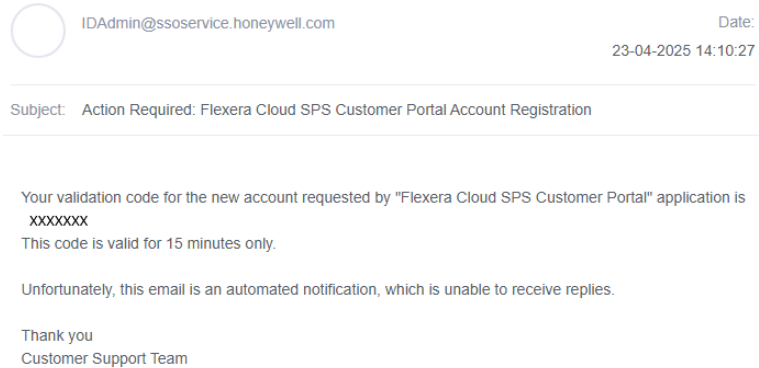
## Validation Code Sent

You have successfully sent your validation code to your email address. This code is only valid for 15 minutes.



OK

5. Open your email account. Look for an email like the example below.



6. Return to registration window and enter the validation code provided. After entering the Validation Code, click on **Create Account** to complete SSO registration.


# Account Registration

Enter the details to create your Honeywell ID.

First Name

Last Name

Email

Password 

Confirm Password

Validation Code



[RESEND VALIDATION CODE](#)

7. Confirmation of account activation is displayed.

## Account Activated



You have successfully activated your account. You can now sign in to start using your tools, application and resources.



OK

## Register for Honeywell Software Licensing Portal

1. Once your Honeywell Single Sign-On (SSO) account creation has been successfully completed, you are automatically redirected to the registration page of the Honeywell Software Licensing Portal.
2. Complete at least the mandatory fields as indicated below and click the **Complete** button to finish registration.

# Register for Account

Fill out the required fields to register a new user.

## Registration Details

Entitlement/Activation ID\*

First Name\*

Last Name\*

Email Address\*

Company\*

Phone

Fax

Street

City

State/Province

Zip/Postal code

Country

Locale

Time Zone

Opt in to receive email  Yes  No

## Additional Attributes

test:



Complete

Reset

- Once the registration is complete you are automatically redirected to the HSLP Homepage Dashboard as shown below.

# License & Delivery Portal

Recent Entitlements [See all](#)

Activation ID	Product	Product description	Last modified
---------------	---------	---------------------	---------------

Your Downloads

Recent Releases [See all](#)

Description	Date
-------------	------

Announcements

[ActivationInstructions.pdf](#)

testing ability to host a file. [Click here to download.](#)

Recent Files [See all](#)

Description	Date
-------------	------

QuickLinks

- [List Entitlements](#)
- [List Licenses](#)
- [List Devices](#)
- [List Accounts](#)
- [List Users](#)

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

Name	ID	Type	Account	Licenses	Last Modified
12456789ABCD	12456789ABCD (ETHERNET)	Local License Server	EndCustomer_Test1 (EndCustomer_Test1)	<a href="#">License info</a>	Sep 27, 2024
XXXXXXXXXXXX002	XXXXXXXXXXXX002 (STRING)	Cloud License Server	EndCustomer_Test2 (EndCustomer_Test2)	<a href="#">License info</a>	Sep 14, 2024
XXXXXXXXXXXX001	XXXXXXXXXXXX001 (STRING)	Cloud License Server	EndCustomer_Test3 (EndCustomer_Test3)	<a href="#">License info</a>	Sep 11, 2024
XXXXXXXXXXXX003	XXXXXXXXXXXX003 (STRING)	Cloud License Server	EndCustomer_Test4 (EndCustomer_Test4)	<a href="#">License info</a>	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.



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** Voice User ▼

Home Activation & Enrollments Devices Accounts & Users

## View Served Device

View Edit

### Details

Device ID: 100000000  
 Name: 100000000  
 Model: FLX\_CLIENT  
 Served Device Status: NORMAL  
 Last Sync Time: Tue Sep 17 12:44:54 PDT 2024  
 License Server ID: 333333333333  
 License Server ID Type: STRING  
 Account: Voice\_Testing (Voice\_Testing)  
 Notes:  
 Site Name: 2000-700000000

### Features

Feature Name	Version	Count	Overage	Valid Until
GWS_Ent	1.0	11	0	Tue Aug 18 18:59:59 PDT 2026

## Search Devices

There are several search options available from the devices list.

**Honeywell** Voice User ▼

Home Activation & Enrollments Devices Accounts & Users

## Devices

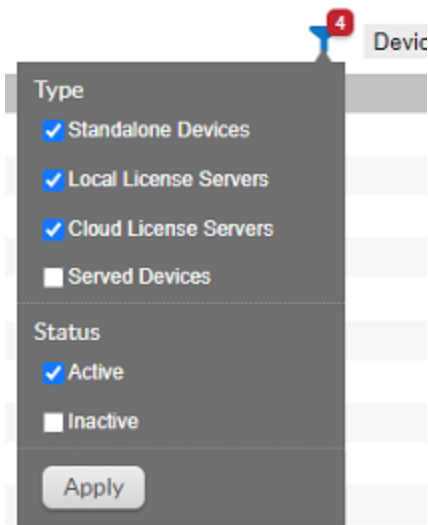
Devices  
Offline Device Management

1 to 50 of 76

Name	ID	Type	Account	Licenses	Last Modified
12345678ABCD	12345678ABCD (ETHERNET)	Local License Server	EndCustomer_Test1 (EndCustomer_Test1)	License Info	Sep 27, 2024
XXXXXXXXXXXX02	XXXXXXXXXXXX02 (STRING)	Cloud License Server	EndCustomer_Test2 (EndCustomer_Test2)	License Info	Sep 14, 2024
XXXXXXXXXXXX01	XXXXXXXXXXXX01 (STRING)	Cloud License Server	EndCustomer_Test3 (EndCustomer_Test3)	License Info	Sep 11, 2024
XXXXXXXXXXXX03	XXXXXXXXXXXX03 (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.



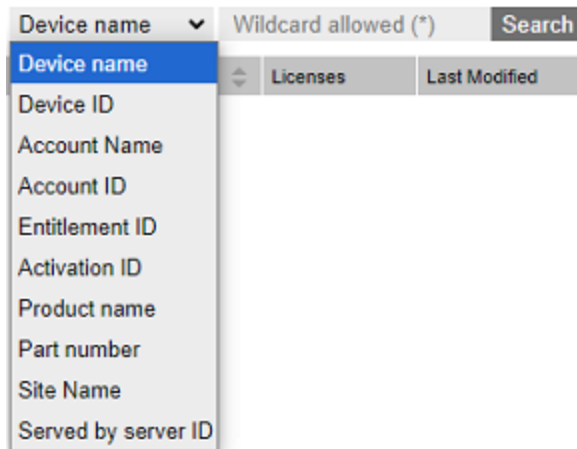
**Standalone Devices** is not used for Voice product licensing. You may see standalone devices in your list if you have other products licensed through Honeywell. To view only Voice related licenses, you can uncheck **Standalone Devices**

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.



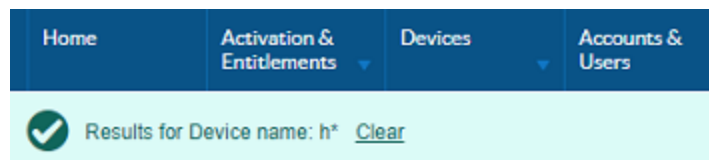
You can search any item in the **Search** pulldown by selecting your search category and entering all or part of the search string. Use the wildcard (\*) to search on a partial string. Click **Search** to perform the search.

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

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.

Home Activation & Entitlements Devices Accounts & Users

✓ Results for Device name: h\*, Product name: s\* [Clear](#)

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.

Type	Activation ID	Entitlement ID	Sold to	Product	Version	Available quantity	Total quantity	Expiration	Maintenance
<input type="checkbox"/>	1111-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	1a1a-1a1a-1a1a-1a1a-1a1a-1a1a-1a1a-1a1a	» EndCustomer_Test1 (EndCustomer_Test1) Type: End Customer 11111111 (Demo) Type: Distributor	XXXXXXXXXXXXXXXXXXXX	1.0	0	100	Sep 5, 2025	
<input type="checkbox"/>	2222-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	2b2b-2b2b-2b2b-2b2b-2b2b-2b2b-2b2b-2b2b	» EndCustomer_Test2 (EndCustomer_Test2) Type: End Customer 22222222 (Demo) Type: Distributor	XXXXXXXXXXXXXXXXXXXX	1.0	0	100	Oct 9, 2024	
<input type="checkbox"/>	3333-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	3c3c-3c3c-3c3c-3c3c-3c3c-3c3c-3c3c-3c3c	» EndCustomer_Test3 (EndCustomer_Test3) Type: End Customer 33333333 (Demo) Type: Distributor	XXXXXXXXXXXXXXXXXXXX	1.0	0	100	Nov 9, 2024	

The Entitlements table contains the following information:

## Type

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

### IMPORTANT

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

Icons indicate the special details of the license.



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



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

## Activation ID

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

## Entitlement ID

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

## Sold To

This identifies the customer using VoiceConsole.

## Product

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

## Version

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

## Available Quantity

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

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

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

## Total Quantity

This column represents the total copies of the license.

## Expiration

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

## Search Entitlements

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

## List Entitlements

Entitlements are listed below. Sort by clicking a column heading. Select specific entitlements to view or perform actions on them.

View Action Export

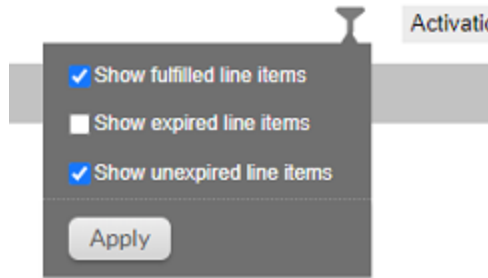
Page 1

Activation ID Contains Advanced Search

Type	Activation ID	Entitlement ID	Sold to	Product	Version	Available quantity	Total quantity	Expiration	Maintenance
<input type="checkbox"/>	1111-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	1a1a-1a1a-1a1a-1a1a-1a1a-1a1a-1a1a-1a1a	EndCustomer_Test1 (EndCustomer_Test1) Type: End Customer 11111111 (Demo) Type: Distributor	XXXXXXXXXXXXXXXXXXXX	1.0	0	100	Sep 5, 2025	
<input type="checkbox"/>	2222-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	2b2b-2b2b-2b2b-2b2b-2b2b-2b2b-2b2b-2b2b	EndCustomer_Test2 (EndCustomer_Test2) Type: End Customer 22222222 (Demo) Type: Distributor	XXXXXXXXXXXXXXXXXXXX	1.0	0	100	Oct 9, 2024	
<input type="checkbox"/>	3333-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	3c3c-3c3c-3c3c-3c3c-3c3c-3c3c-3c3c-3c3c	EndCustomer_Test3 (EndCustomer_Test3) Type: End Customer 33333333 (Demo) Type: Distributor	XXXXXXXXXXXXXXXXXXXX	1.0	0	100	Nov 9, 2024	

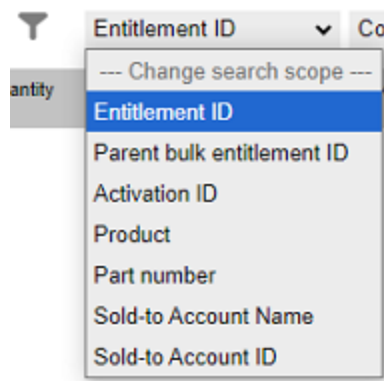
## Filter

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



## Basic Search

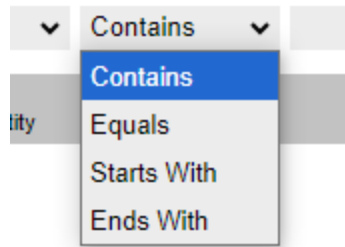
There are several items available in the pulldown list.



### 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 click 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

A screenshot of the 'Entitlements Advanced Search' interface. The title bar is dark blue with the text 'Entitlements Advanced Search' and a subtitle 'Please enter values for significant attributes and click Search to perform an advanced search.' Below the title bar, the section is titled 'Entitlement Attributes'. There are eight search criteria listed, each with a dropdown menu and an input field: 'Entitlement ID: Contains', 'Activation ID: Contains', 'Parent bulk entitlement ID: Contains', 'Product name: Contains', 'Product version: Contains', 'Product type: [dropdown]', 'License technology: Contains', and 'Part number: Contains'. The 'Product type' dropdown is currently empty.

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.

Partner tier name: Any

Account Name: Contains

Custom Attributes

+ Add

Contains

X

Search Clear Cancel

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.

**Honeywell** Voice User

Home Activation & Entitlements Devices Accounts & Users

### List Entitlements

Entitlements are listed below. Sort by clicking a column heading. Select specific entitlements to view or perform actions on them.

View Action Export

Export Selected Items

Export All Items

Type	Activation ID	Entitlement ID	Sold to	Product	Version	Available quantity	Total quantity	Expiration	Maintenance
<input type="checkbox"/>	1111-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	1a1a-1a1a-1a1a-1a1a-1a1a-1a1a-1a1a-1a1a	EndCustomer_Test1 (EndCustomer_Test1) Type: End Customer 11111111 (Demo) Type: Distributor	XXXXXXXXXXXXXXXXXXXX	1.0	0	100	Sep 5, 2025	
<input type="checkbox"/>	2222-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	2b2b-2b2b-2b2b-2b2b-2b2b-2b2b-2b2b-2b2b	EndCustomer_Test2 (EndCustomer_Test2) Type: End Customer 22222222 (Demo) Type: Distributor	XXXXXXXXXXXXXXXXXXXX	1.0	0	100	Oct 9, 2024	
<input type="checkbox"/>	3333-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx	3c3c-3c3c-3c3c-3c3c-3c3c-3c3c-3c3c-3c3c	EndCustomer_Test3 (EndCustomer_Test3) Type: End Customer 33333333 (Demo) Type: Distributor	XXXXXXXXXXXXXXXXXXXX	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.



# VOICECONSOLE 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. An account with Honeywell Single Sign-On. See [Honeywell Software Licensing Portal User Accounts](#).
2. Users should have received an automated email from [ACSHSMLicense@Honeywell.com](mailto: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](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. The Cloud Server ID is already entered in VoiceConsole when the license is created.

## 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 follow the [Honeywell Software Licensing Portal User Accounts](#) process to register.
- 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 named request file (requestfile.bin) and the Honeywell Software Licensing Portal generates the same named response file (capabilityResponse.bin). If the incorrect response file is returned to a server, there is an error processing the license request.

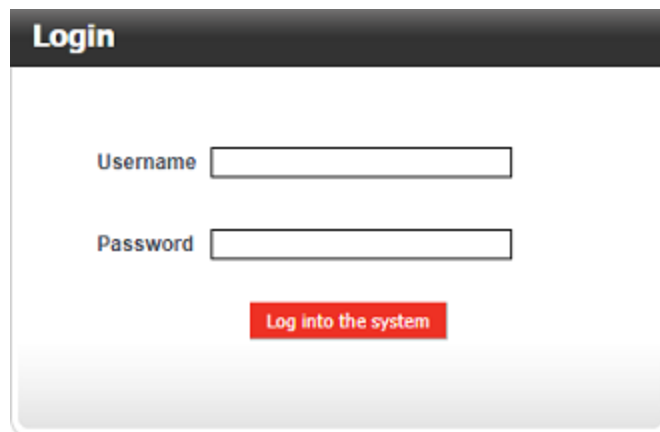
These files can be renamed after they are generated to avoid confusion.

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).

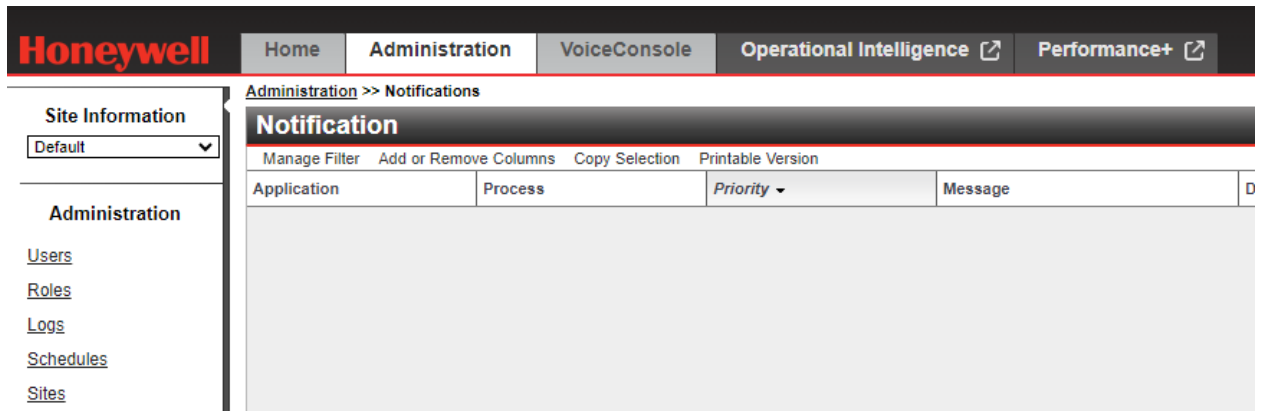
If you need to reduce the number of active copies, see [Deactivate License \(Full\) - On Prem Deployment](#) or [Deactivate License \(Partial\) - On Prem Deployment](#).

1. Generate the activation request file in VoiceConsole.
  - a. Login into VoiceConsole with your Username and Password.

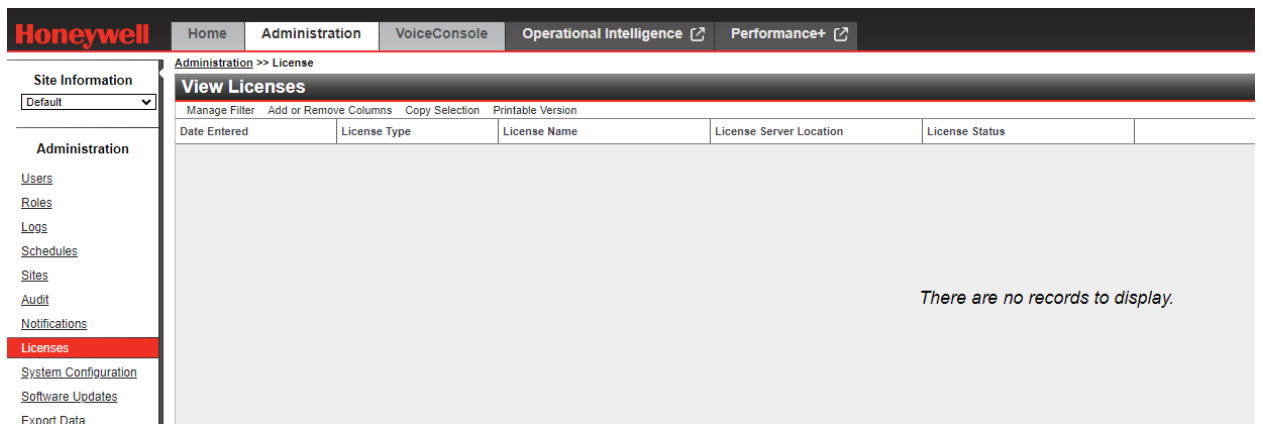


The screenshot shows a login form with a dark header containing the text "Login". Below the header, there are two input fields: "Username" and "Password". Below the password field is a red button with the text "Log into the system".

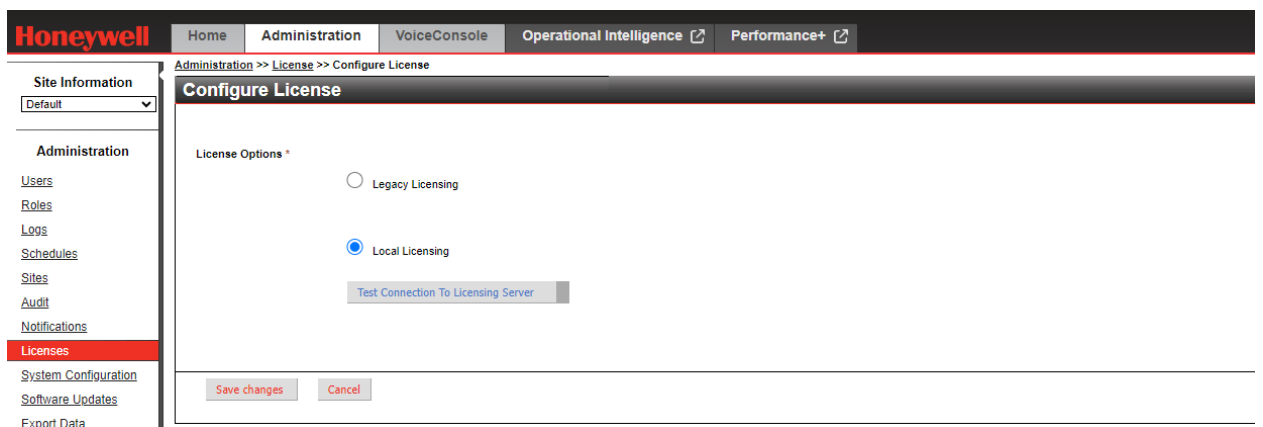
- b. From the VoiceConsole home screen, click on the **Administration** tab.



c. Click on Licenses > Configure License.



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



e. From the License Actions select Activate License.

f. Copy the Activation ID from the license email.

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

Administration >> License >> Activate License

### Activate License

Create License Request File

Enter Activation Id

Number of Copies \*

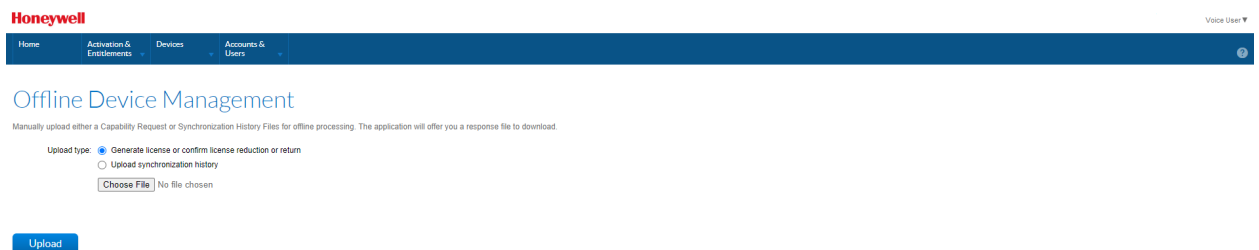
- h. The activation request file (requestfile.bin) is generated and located in your downloads folder. This file is ready to upload to HSLP.
- 2. Upload the license activation request file to the Honeywell Software Licensing Portal.
  - a. Access the Honeywell Software Licensing Portal (HSLP) through this link <https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do>

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

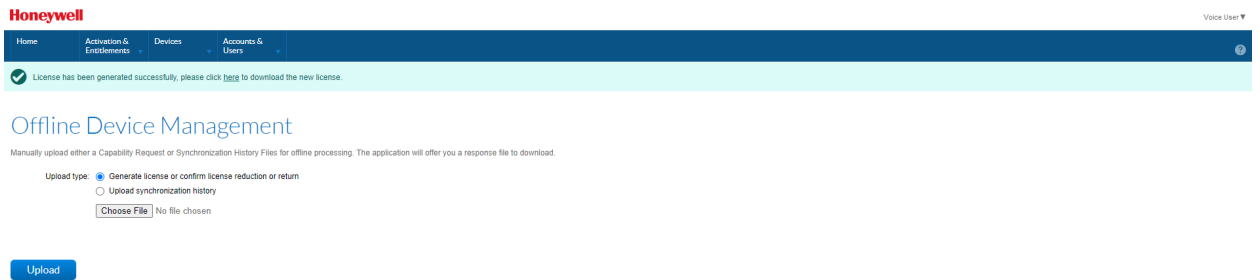
- b. After login you are redirected to the HSLP home page.
- c. Upload the activation request file (requestfile.bin) as shown below:
  - i. Click on **Devices > Offline Device Management**.



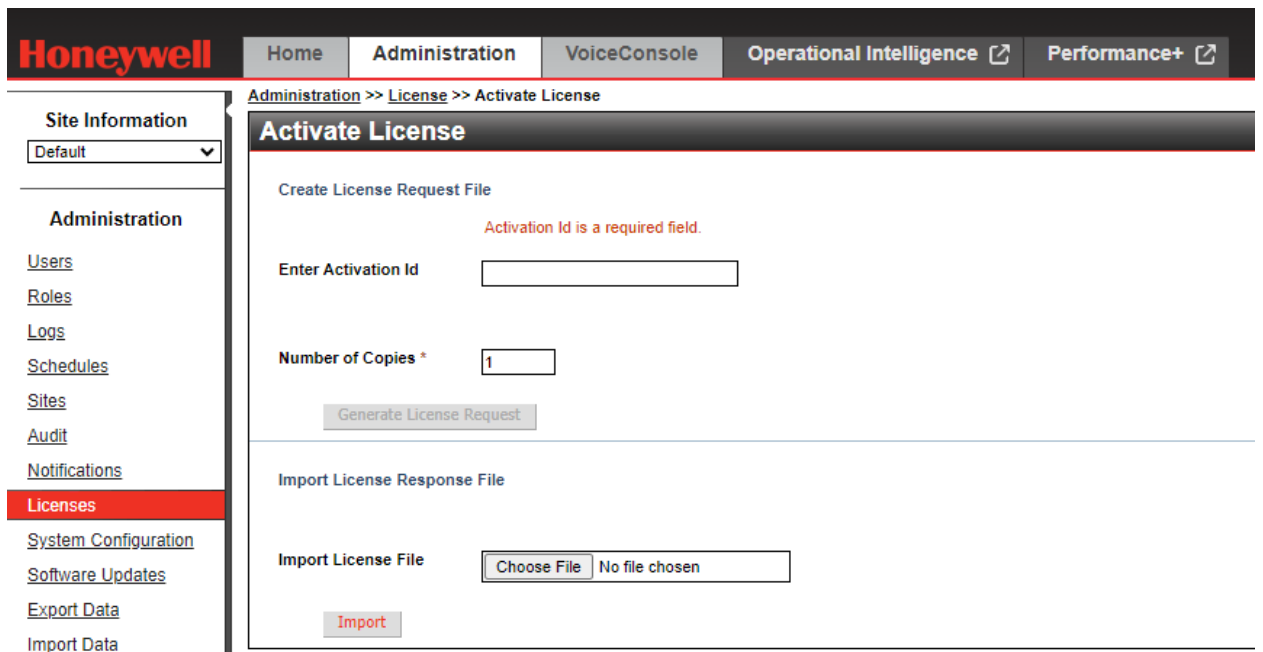
- ii. Upload the activation request file (requestfile.bin) by selecting the **Generate license or confirm reduction or return**, click **Choose File** to select the correct file, and click **Upload**.



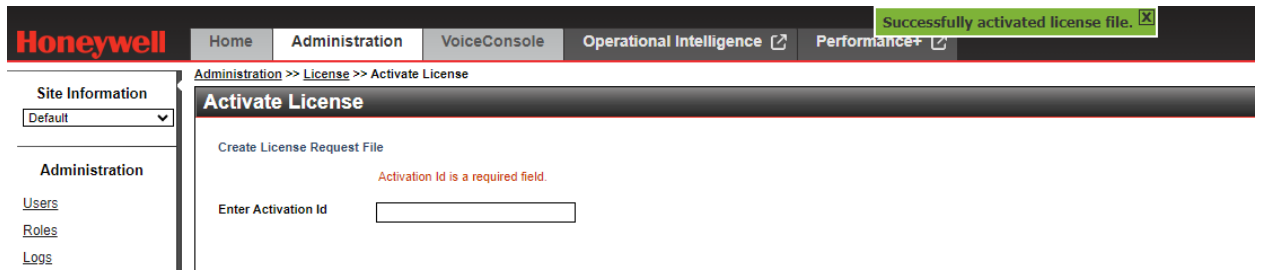
3. Download the license activation response file from the Honeywell Software Licensing Portal.
  - a. Once the activation request file is uploaded successfully, the following notice is displayed “License has been generated successfully, please click here to download the new license”.
  - b. Click the **here** hyperlink in the message to download the license response file. This file is placed in your downloads folder and named capabilityResponse.bin.



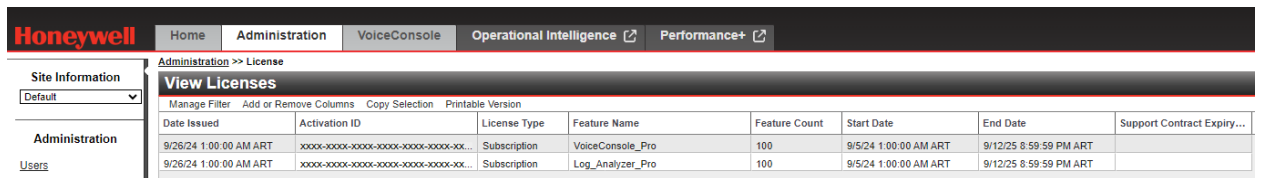
4. Import the license activation response file into VoiceConsole.
  - a. Use the **Choose File** button to browse for the capabilityResponse.bin file and click **Import**.



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



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



## Deactivate License (Full) - On Prem Deployment

### IMPORTANT

If you are a partner deactivating licenses for multiple customers or a customer with multiple servers, it is important to make sure not to mix the license request and response files. Each server generates the same named request file (requestfile.bin) and the Honeywell Software Licensing Portal generates the same named response file (capabilityResponse.bin). If the incorrect response file is returned to a server, there is an error processing the license request.

These files can be renamed after they are generated to avoid confusion.

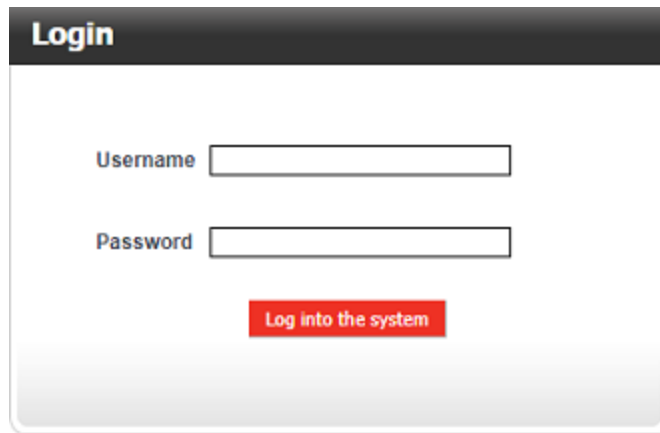
To deactivate a license means to return or remove a license from the customer's VoiceConsole instance but leave it available within HSLP to be re-activated on the same or another instance of VoiceConsole belonging to same customer group. The customer still owns the license after it is deactivated.

### NOTE

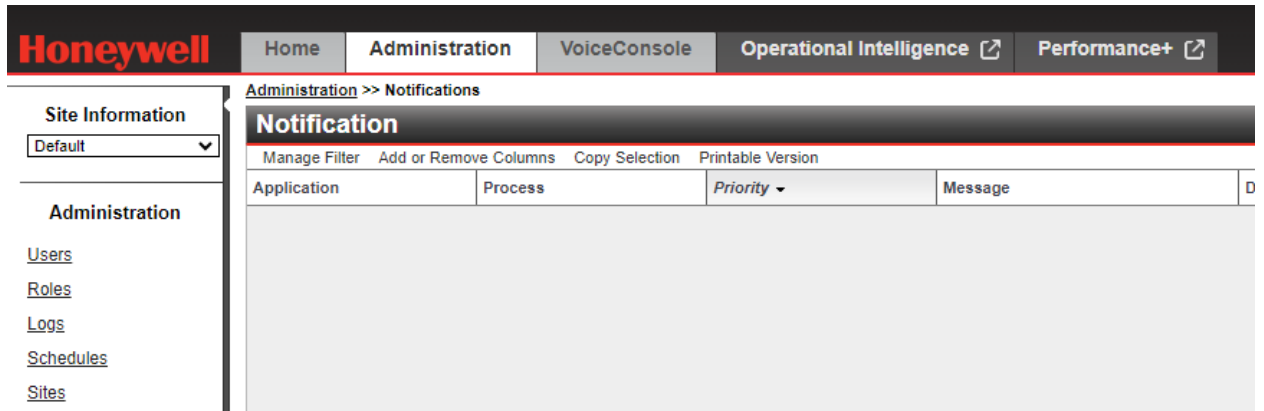
This process deactivates all copies of the license. See [Deactivate License \(Partial\)](#) to deactivate only some copies of the license.

Follow the process below to fully deactivate a license.

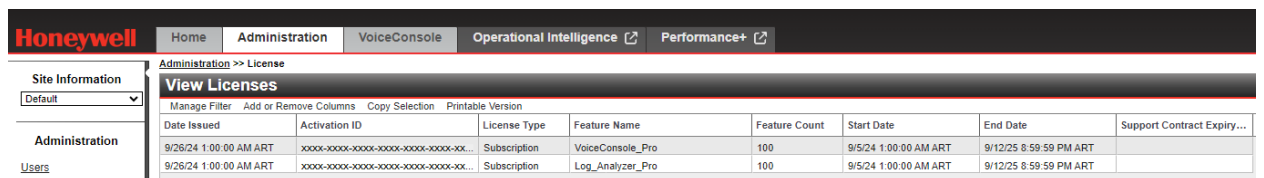
1. Generate the activation request file in VoiceConsole.
  - a. Login into VoiceConsole with your Username and Password.



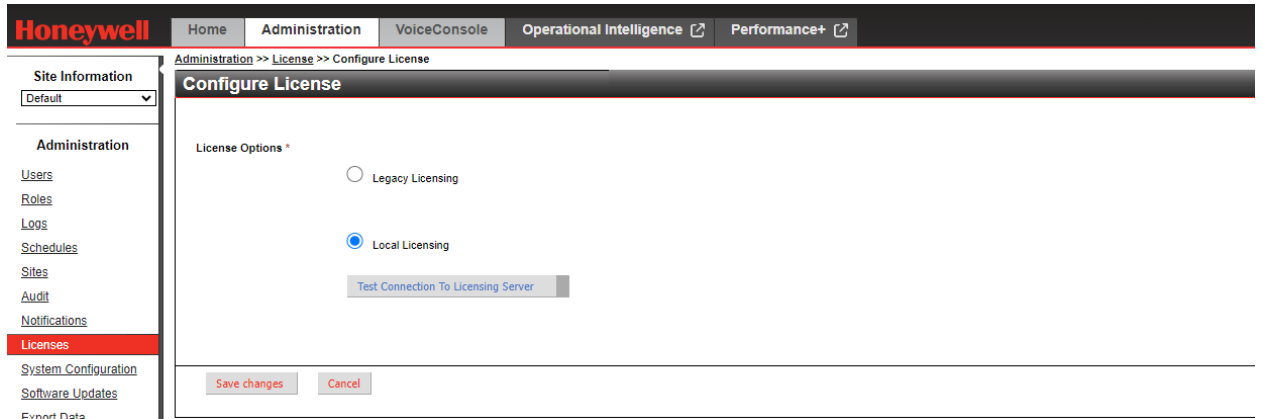
- b. From the VoiceConsole home screen, click on the **Administration** tab.



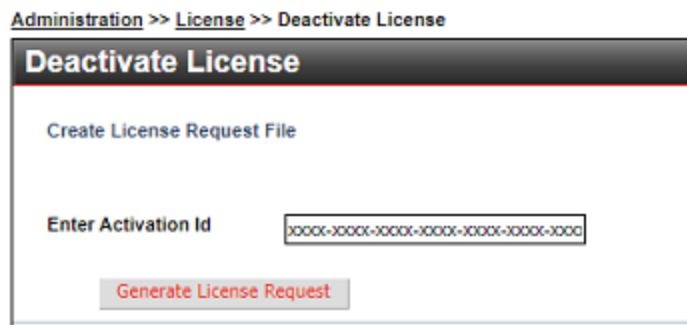
- c. Click on **Licenses > Configure License**.



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



- e. From the **License Actions** select **Deactivate License**.
- f. Locate the Activation ID in the **View Licenses** table.
- g. Insert the Activation ID in the license field as shown below. Click **Generate License Request**



- h. The activation request file (requestfile.bin) is generated and located in your downloads folder. This file is ready to upload to HSLP.
2. Upload the license activation request file to the Honeywell Software Licensing Portal.
    - a. Access the Honeywell Software Licensing Portal (HSLP) through this link <https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do>

**IMPORTANT**

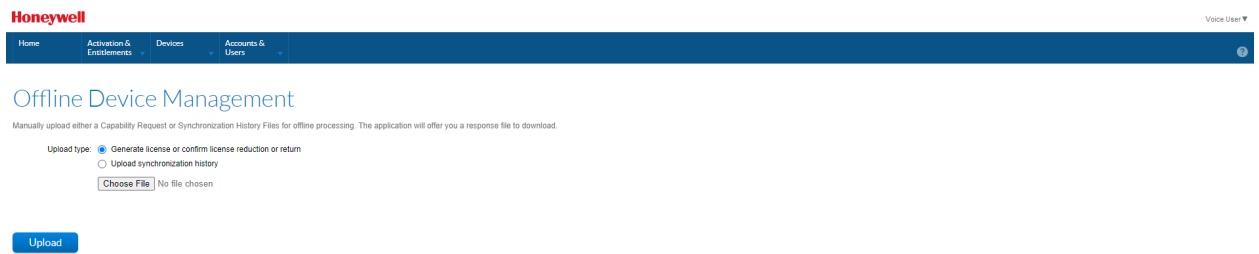
When accessing the Honeywell Software Licensing Portal, your browser must be configured to allow pop-ups.

- b. After login you are redirected to the HSLP home page.
- c. Upload the activation request file (requestfile.bin) as shown below:

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

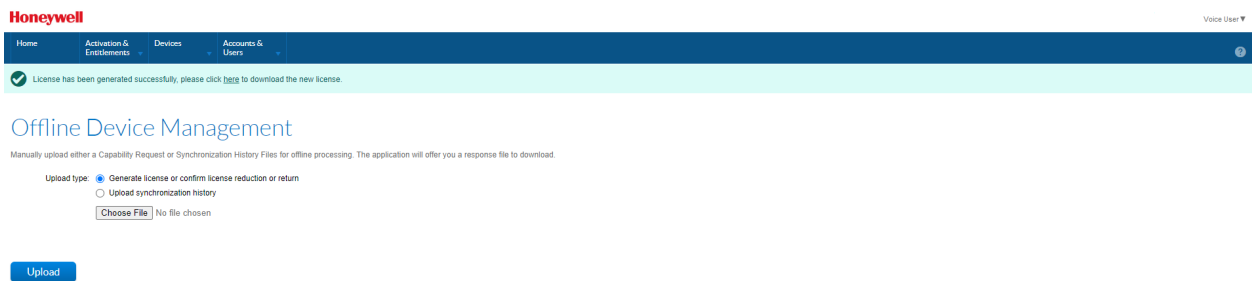


- ii. Upload the activation request file (requestfile.bin) by selecting the **Generate license or confirm reduction or return**, click **Choose File** to select the correct file, and click **Upload**.



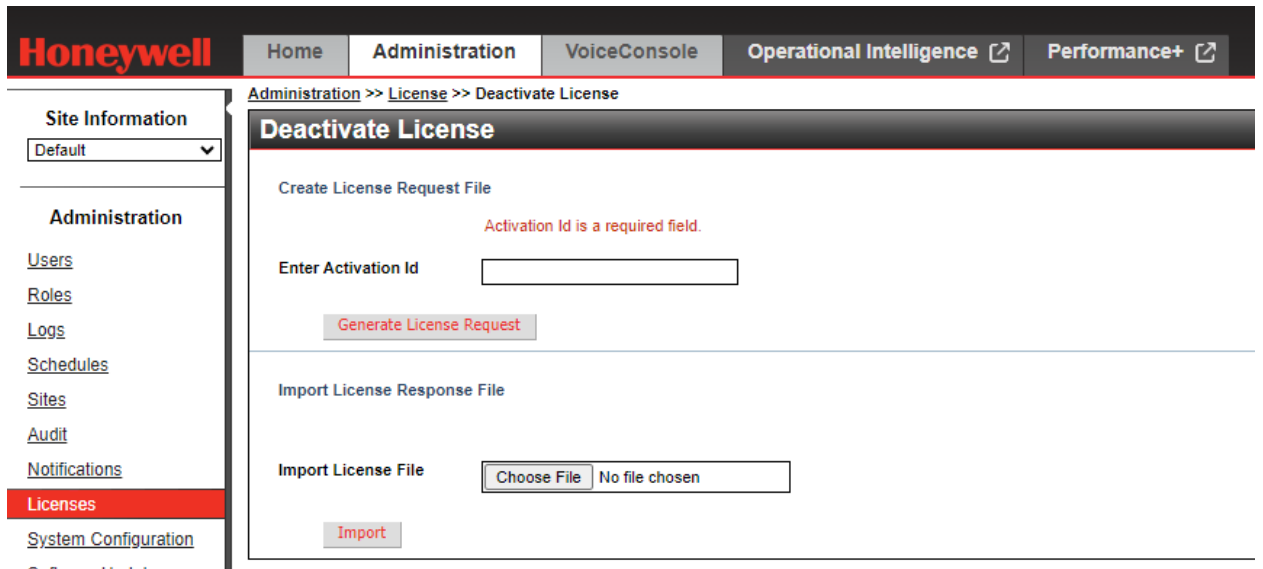
3. Download the license activation response file from the Honeywell Software Licensing Portal.

- a. Once the activation request file is uploaded successfully, the following notice is displayed “License has been generated successfully, please click here to download the new license”.
- b. Click the **here** hyperlink in the message to download the license response file. This file is placed in your downloads folder and named capabilityResponse.bin.

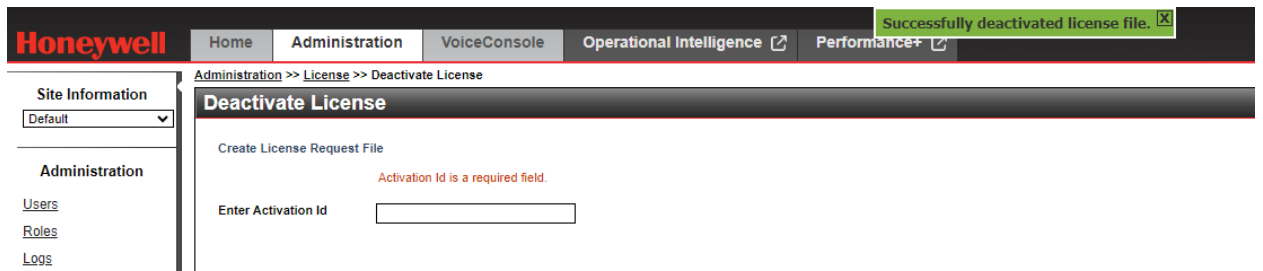


4. Import the license activation response file into VoiceConsole.

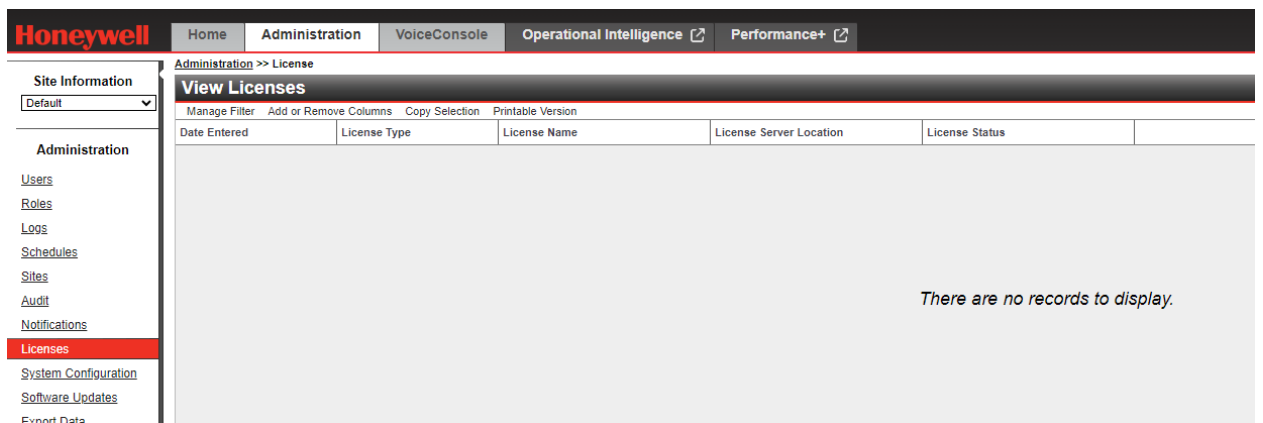
- a. Use the **Choose File** button to browse for the capabilityResponse.bin file and click **Import**.



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



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



5. Confirm deactivation within Honeywell Software Licensing Portal.

**IMPORTANT**

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

- a. Return to the Deactivate License screen within VoiceConsole and enter the Activation ID in the Deactivate license field. Click **Generate License Request**
- b. The activation request file (requestfile.bin) is generated and located in your downloads folder. This file is ready to upload to HSLP.
- c. Upload the license activation request file to the Honeywell Software Licensing Portal.
  - a. Access the Honeywell Software Licensing Portal (HSLP) through this link <https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do>

**IMPORTANT**

When accessing the Honeywell Software Licensing Portal, your browser 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 named request file (requestfile.bin) and the Honeywell Software Licensing Portal generates the same named response file (capabilityResponse.bin). If the incorrect response file is returned to a server, there is an error processing the license request.

These files can be renamed after they are generated to avoid confusion.

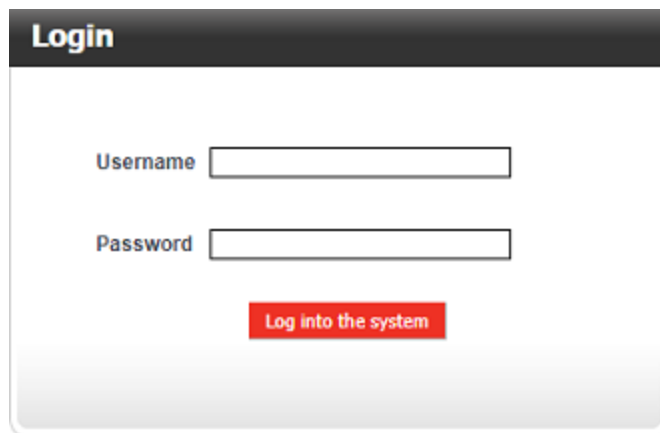
To deactivate a license means to return or remove a license from the customer's VoiceConsole instance but leave it available within HSLP to be re-activated on the same or another instance of

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

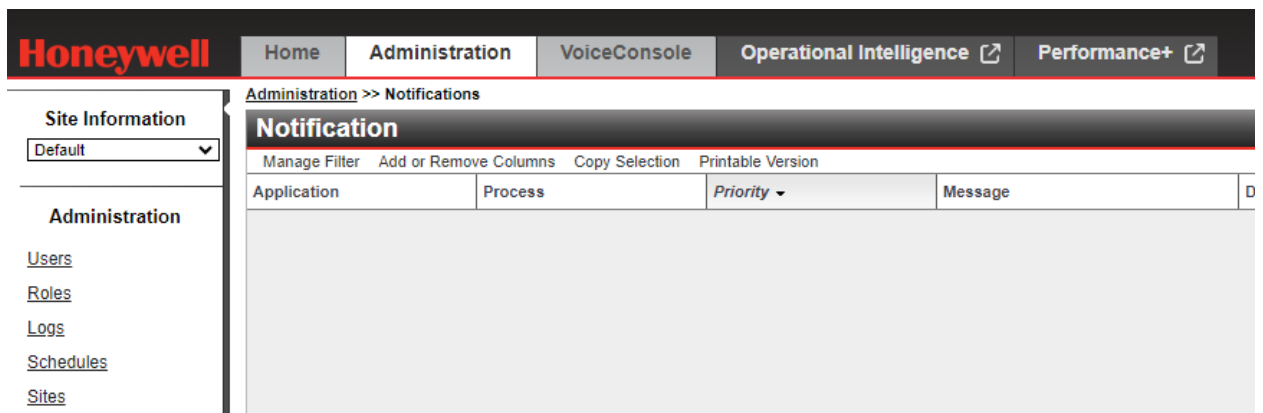
This process performs a partial deactivation of the license. At least one copy of the license must be left active when using this process. To deactivate all licenses, see [Deactivate Licenses \(Full\)](#). The partial deactivation process is performed by requesting to activate a smaller quantity of licenses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

Follow the process below to partially deactivate a license.

1. Generate the activation request file in VoiceConsole.
  - a. Login into VoiceConsole with your Username and Password.



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



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

Administration >> License

**View Licenses**

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...
9/26/24 1:00:00 AM ART	xxxx-xxxx-xxxx-xxxx-xxxx-xx...	Subscription	VoiceConsole_Pro	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
9/26/24 1:00:00 AM ART	xxxx-xxxx-xxxx-xxxx-xxxx-xx...	Subscription	Log_Analyzer_Pro	100	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**.

Administration >> License >> Configure License

**Configure License**

License Options \*

Legacy Licensing

Local Licensing

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

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

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

Administration >> License >> Activate License

**Activate License**

Create License Request File

Enter Activation Id

Number of Copies \*

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://honeywellsp.flexnetoperations.com/flexnet/operationsportal/logon.do>

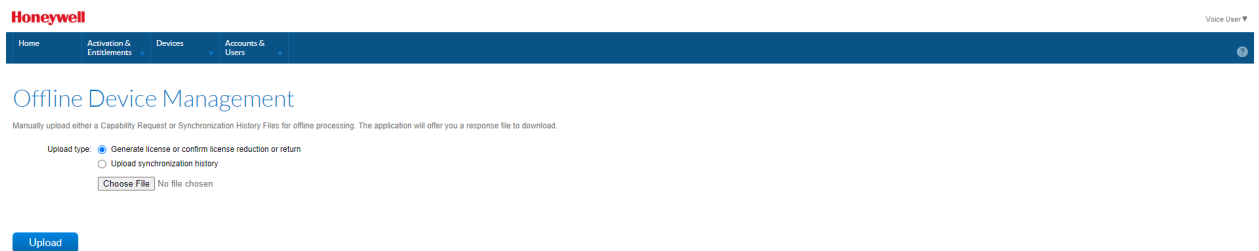
## IMPORTANT

When accessing the Honeywell Software Licensing Portal, your browser must be configured to allow pop-ups.

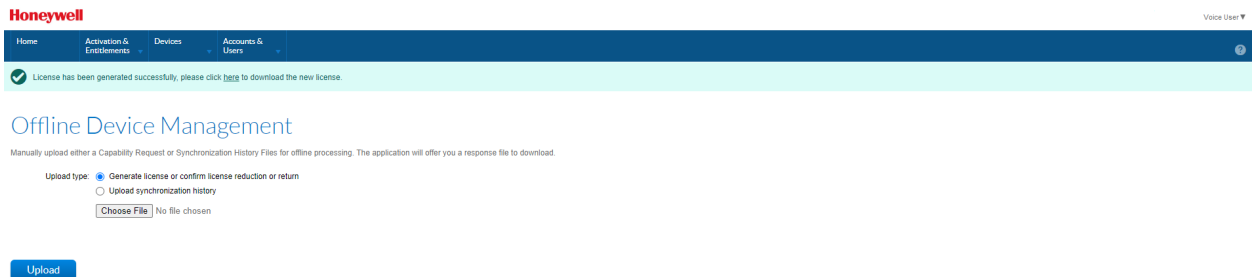
- b. After login you are redirected to the HSLP home page.
- c. Upload the activation request file (requestfile.bin) as shown below:
  - i. Click on **Devices > Offline Device Management**.



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

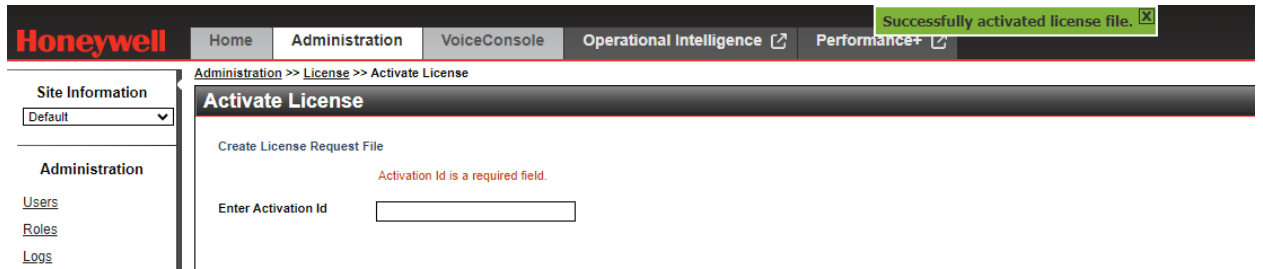


3. Download the license activation response file from the Honeywell Software Licensing Portal.
  - a. Once the activation request file is uploaded successfully, the following notice is displayed “License has been generated successfully, please click here to download the new license”.
  - b. Click the **here** hyperlink in the message to download the license response file. This file is placed in your downloads folder and named capabilityResponse.bin.

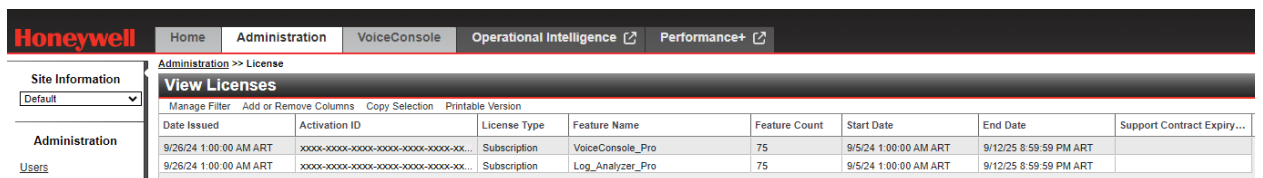


4. Import the license activation response file into VoiceConsole.
  - a. Use the **Choose File** button to browse for the capabilityResponse.bin file and click **Import**.

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



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



5. Confirm deactivation within Honeywell Software Licensing Portal.

**IMPORTANT**

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

- a. Return to the Activate License screen within VoiceConsole and enter the Activation ID and the total license quantity in the Activate license fields. The quantity of licenses to activate must be less than or equal to the total purchased. Click **Generate License Request**
- b. The activation request file (requestfile.bin) is generated and located in your downloads folder. This file is ready to upload to HSLP.
- c. Upload the license activation request file to the Honeywell Software Licensing Portal.
  - a. Access the Honeywell Software Licensing Portal (HSLP) through this link <https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do>

**IMPORTANT**

When accessing the Honeywell Software Licensing Portal, your browser 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

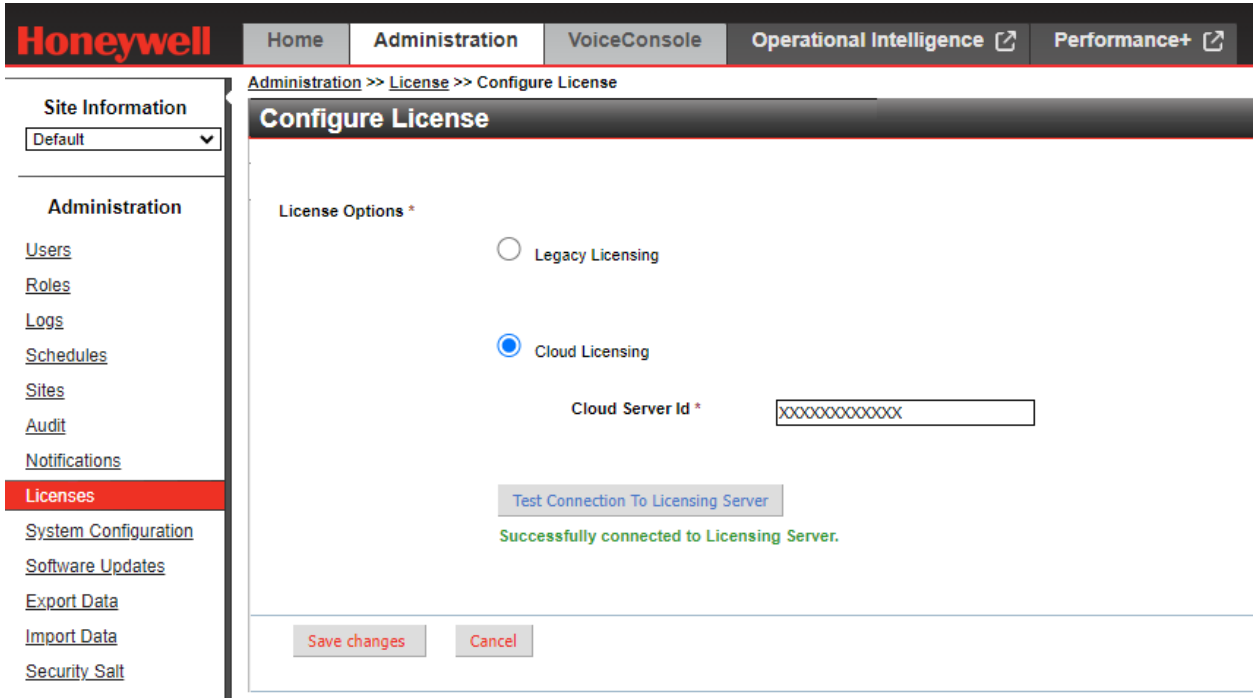
When the Cloud Server ID is used to activate the license, all copies of the license are activated on that server. Honeywell enters the Cloud Server ID when the license is created, therefore the license is already activated.

1. Verify Cloud licensing is selected.
  - a. Within VoiceConsole click the **Administration** tab, > **Licenses**, > **Configure License**.
  - b. The **Configure License** page is displayed..

The screenshot displays the 'Configure License' interface. At the top, there are navigation tabs: Home, Administration, VoiceConsole, Operational Intelligence, and Performance+. The breadcrumb trail reads 'Administration >> License >> Configure License'. The main content area is titled 'Configure License' and contains a section for 'License Options \*'. Two radio buttons are visible: 'Legacy Licensing' (unselected) and 'Cloud Licensing' (selected). Below the radio buttons is a text input field for 'Cloud Server Id \*' containing the masked text 'XXXXXXXXXXXX'. A button labeled 'Test Connection To Licensing Server' is positioned below the input field. At the bottom of the form, there are two buttons: 'Save changes' and 'Cancel'. The left sidebar contains a 'Site Information' dropdown set to 'Default' and a list of administrative functions, with 'Licenses' highlighted in red.

- c. Click **Save Changes**. if prompted, confirm that you want to change license type by clicking **Continue**.
- d. Click on **Test connection to Licensing Server** to verify VoiceConsole can connect to

the HSLP licensing server A successful connection is displayed.



- To view license 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,

Date Issued	Activation ID	License Type	Feature Name	Feature Count	Start Date	End Date	Support Contract Expiry...
9/26/24 1:00:00 AM ART	xxxx-xxxx-xxxx-xxxx-xxxx-xxx...	Subscription	VoiceConsole_Pro	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
9/26/24 1:00:00 AM ART	xxxx-xxxx-xxxx-xxxx-xxxx-xxx...	Subscription	Log_Analyzer_Pro	100	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.

# SWIFTDECODER LICENSE MANAGEMENT

A license is required to use SwiftOCR. SwiftOCR is a part of SwiftDecoder and is available to users with either GWS Professional or GWS Enterprise licenses. Contact Voice Technical Support to obtain this license.

#### **IMPORTANT**

SwiftOCR is available in applications built from DevKit 2.3 or later.

You do not have to perform any actions within the Honeywell Software Licensing Portal to activate the SwiftDecoder license. However, if you have an HSLP you can view your SwiftDecoder license along with your other Honeywell licenses.

Within the List Entitlements page, a SwiftDecoder license is identified by **SD-SDK-Premium** in the product column. This distinguishes it from VoiceConsole licenses that start with **SW**.

After the license is granted, an email is sent listing the Entitlement ID for your SwiftDecoder license. If you view the details, located the Entitlement ID in the List Entitlements table. Here you can view

- Available Quantity - the number of SwiftDecoder licenses that you have available to consume.
- Total Quantity - the total number of SwiftDecoder licenses (the sum of available and consumed licenses).
- Start Date - license start date
- Expiration - end date for subscription License Administrator

## Request SwiftDecoder License

If you have a GWS Professional or GWS Enterprise license contact [Voice Customer Service](#) and provide as much of the following detail from your current GWS license as possible:

- PO, Contract Number, or Sales Order Number
- Quantity of SwiftDecoder licenses requested
- Location
- Customer Name
- GWS License Entitlement ID

Upon approval, an email is sent to you that includes the Entitlement ID necessary for licensing SwiftOCR in a DevKit application

## Activate SwiftDecoder License

To activate the SwiftDecoder license, the Entitlement ID must be included in the OnetimeStartupSettings.config file for the app using SwiftOCR. For more details, refer to the instructions delivered with your SwiftDecoder license or refer to the help delivered with DevKit.

Refer to DevKit help for information on integrating SwiftOCR input into the application.



# FAQ: TROUBLESHOOTING ACCESS WITH SSO

## Why has the User login experience changed?

The primary reason for this change is to ensure we provide a better security experience for all users. This change now integrates the Honeywell Single Sign-On (SSO) to our Honeywell Software Licensing Portal. This improves the customer experience, by allowing them to sign on to all Honeywell applications using the same Honeywell Single Sign-On.

## Why do I have to re-register for the Honeywell Software Licensing Portal?

After you create a Honeywell SSO account (if necessary) you are redirect to the HSLP registration screen. Even if you used HSLP previously you see the HSLP registration screen after your first attempt to logon with SSO. See [I Have HSLP Account But Don't Have SSO Account](#).

## Which email address can I use to register to Honeywell SSO and HSLP?

Honeywell recommends only using your company / work email address (no free accounts like Gmail or Yahoo) since the log on process includes an OTP validation through that email account.

### IMPORTANT

Do not use a shared or group email to register as this creates a security risk when passwords are shared. Each registrant must use a unique email.

## What information do I need to provide during registration?

Honeywell Single Sign-On Registration

- First Name
- Last Name
- Company Email Address

Honeywell Software Licensing Portal

- Activation ID or Entitlement ID
- First Name
- Last Name
- Company Email Address
- Company Name

## Can I register more than one email at a time?

No, only one unique email address should be used while registering for Honeywell Single Sign-On and Honeywell Software Licensing Portal.

## Should I use Entitlement ID or Activation ID when registering for HSLP?

It is recommended to provide Entitlement ID to register at Honeywell Software Licensing Portal, either can be used at time of registration.

## What company name should I enter when registering in HSLP?

Provide the complete company name where you are employed.

## How do I create a Honeywell SSO Account?

1. New users who have never registered with Honeywell Single Sign-On need to create a new account using this link  
<https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do>
2. Enter an email and click the **Create an Account** button.

# Sign On

Username / Email ⓘ

NEXT

[Create an Account](#)



3. Enter the details for registration and click on the **Send Validation Code** button.

## Account Registration

Enter the details to create your Honeywell ID.

First Name

Last Name

Email

Password ⓘ

Confirm Password

I agree and consent to [Honeywell's Terms & Conditions](#)

I have read and understood [Honeywell's Privacy Statement](#)

SEND VALIDATION CODE



4. After the successful registration, the notification below is displayed. The validation code is sent to the email address used above for registration. Click the **OK** button to continue.

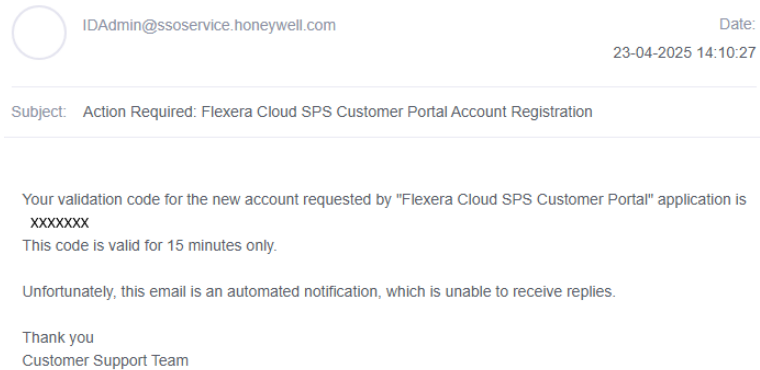
## Validation Code Sent

You have successfully sent your validation code to your email address. This code is only valid for 15 minutes.



OK

5. Open your email account. Look for an email like the example below.



6. Return to registration window and enter the validation code provided. After entering the Validation Code, click on **Create Account** to complete SSO registration.


# Account Registration

Enter the details to create your Honeywell ID.

First Name

Last Name

Email

Password 

Confirm Password

Validation Code



[RESEND VALIDATION CODE](#)

7. Confirmation of account activation is displayed.

## Account Activated



You have successfully activated your account. You can now sign in to start using your tools, application and resources.



OK

## How do I register for Honeywell Software Licensing Portal?

1. Once your Honeywell Single Sign-On (SSO) account creation has been successfully completed, you are automatically redirected to the registration page of the Honeywell Software Licensing Portal.

2. Complete at least the mandatory fields as indicated below and click the **Complete** button to finish registration.

## Register for Account

Fill out the required fields to register a new user.

### Registration Details

Entitlement/Activation ID\*

First Name\*

Last Name\*

Email Address\*

Company\*

Phone

Fax

Street

City

State/Province

Zip/Postal code

Country

Locale

Time Zone

Opt in to receive email  Yes  No

### Additional Attributes

test:



3. Once the registration is complete you are automatically redirected to the HSLP Homepage Dashboard as shown below.

Home   Activation & Entitlements   License Support   Devices   Downloads

## License & Delivery Portal

Recent Entitlements See all

Activation ID	Product	Product description	Last modified

Your Downloads

Recent Releases See all

Description	Date

Announcements

[ActivationInstructions.pdf](#)

testing ability to host a file. [Click here to download.](#)

Recent Files See all

Description	Date

QuickLinks

- [List Entitlements](#)
- [List Licenses](#)
- [List Devices](#)
- [List Accounts](#)
- [List Users](#)


## How do I log in to my account after registration?


Login to Honeywell Software Licensing Portal at <https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do> by providing the valid Username / Email address and the password provided at the time of registration.

## How can I reset my HSLP password if I forget it?

1. Login to Honeywell Software Licensing Portal at <https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do> and provide your Username / Email address and click on the **Next** button.


## Sign On

Username / Email 


  
   
[Create an Account](#)

2. Click on **Forgot Password** and follow the steps to reset your password.

## Sign On


Username / Email 

Password 

  
 This is my device  


Your personal information will be processed accordance with [Honeywell's Privacy Statement](#)


  
[SIGN ON WITH PASKEY](#)  
[SIGN ON AS A DIFFERENT USER](#)  
[FORGOT PASSWORD](#)   
[MANAGE MY ACCOUNT](#)

## How can I tell if I am registered for Honeywell SSO?

1. Log on using this link  
<https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do>
2. Enter your email and click the **Next** button.

## Sign On

Username / Email 

  
   
[Create an Account](#)

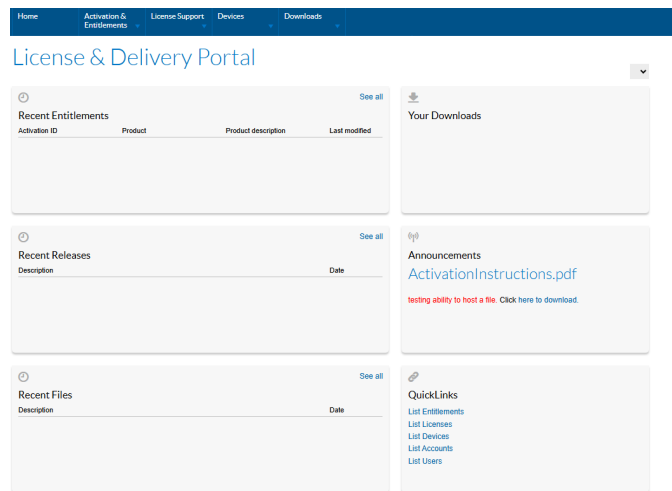
- a. If this error is shown you are not registered for the Honeywell Single Sign-On using the process below, see [How do I register for Honeywell Software Licensing Portal?](#)

## SIGN ON

Invalid Username / Email

ENTER VALID USERNAME

- b. If you are redirected to the Honeywell Software Licensing Portal, then you have both an SSO account and an HSLP account that is registered for use with SSO. No further registration is necessary.



- c. If you are prompted to register for the Honeywell Software Licensing Portal, then you already have an SSO account. to complete registration for the portal see [How do I register for Honeywell Software Licensing Portal?](#)

### NOTE

Even if you were previously registered with HSLP you must complete this screen the first time you attempt to access HSLP with single sign on. See [I Have HSLP Account But Don't Have SSO Account](#)

# Register for Account

Fill out the required fields to register a new user.

## Registration Details

Entitlement/Activation ID\*

First Name\*

Last Name\*

Email Address\*

Company\*

Phone

Fax

Street

City

State/Province

Zip/Postal code

Country

Locale

Time Zone

Opt in to receive email  Yes  No

## Additional Attributes

test:

Complete

Reset


## How can I tell if I'm registered with the Honeywell Software Licensing Portal?


### IMPORTANT

This section assumes you have a Honeywell SSO Account. If you get an error Honeywell Single Sign-On using the process below, see [How do I register for Honeywell Software Licensing Portal?](#)

1. Log on using this link  
<https://honeywellsp.flexnetoperations.com/flexnet/operationsportal/logon.do>
2. Enter your SSO credentials and click the **Next** button.

## Sign On

Username / Email 

**NEXT** 

[Create an Account](#)

3. If you are redirected to the Honeywell Software Licensing Portal, then you have both an SSO account and an HSLP account. No further registration is necessary.

4. If you are prompted to register for the Honeywell Software Licensing Portal, then you must complete registration for the portal see [How do I register for Honeywell Software Licensing Portal?](#) Click **Complete** when finished.

### NOTE

Even if you were previously registered with HSLP you must complete this screen the first time you attempt to access HSLP with single sign on. See [I Have HSLP Account But Don't Have SSO Account](#)

# Register for Account

Fill out the required fields to register a new user.

## Registration Details

Entitlement/Activation ID\*

First Name\*

Last Name\*

Email Address\*

Company\*

Phone

Fax

Street

City

State/Province

Zip/Postal code

Country

Locale

Time Zone

Opt in to receive email  Yes  No

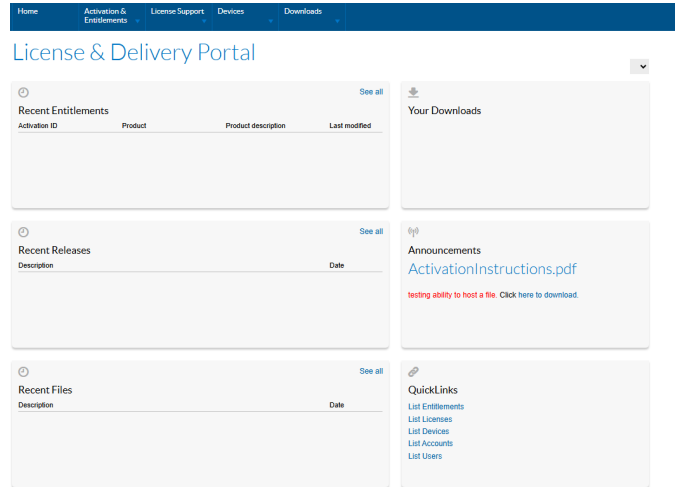
## Additional Attributes

test:

- a. If you are shown this error you already had an HSLP account and that HSLP account is now ready for use with SSO. Close the browser window with the error below and got to <https://honeywellsps.flexnetoperations.com/flexnet/operationsportal/logon.do> in a new browser window.



b. When registration is complete, the HSLP home screen is displayed.



c.



# FAQ: COMMON QUESTIONS AND PROCEDURES

## General Licensing Questions

### Who is responsible for licensing management?

#### VoiceConsole SaaS Deployment Licensing

For more details see [Activate License - SaaS Deployment](#).

1. Honeywell enters the Cloud Server ID when the license is created.
2. The VoiceConsole user can view the Cloud Server ID on the VoiceConsole Configure License screen.
3. VoiceConsole is licensed. The license details are displayed in VoiceConsole.

#### VoiceConsole On Prem Deployment Licensing

- 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 follow the [Honeywell Software Licensing Portal User Accounts](#) process to register.
- 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.

#### Licensing Process

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.

Date Issued	Activation ID	License Type	Feature Name	Feature Count	Start Date	End Date	Support Contract Expiry...
9/26/24 1:00:00 AM ART	xxxx-xxxx-xxxx-xxxx-xxxx-xx...	Subscription	VoiceConsole_Pro	100	9/5/24 1:00:00 AM ART	9/12/25 8:59:59 PM ART	
9/26/24 1:00:00 AM ART	xxxx-xxxx-xxxx-xxxx-xxxx-xx...	Subscription	Log_Analyzer_Pro	100	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 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.

The Cloud Server ID can also be viewed within VoiceConsole.

## 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 must 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

VoiceConsole automatically refreshes the license at regular intervals and displays the Upsell features after the refresh. You can also log out of VoiceConsole and back in again to view 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 must 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

VoiceConsole automatically refreshes the license at regular intervals and displays the new date after the refresh. You can also 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 Licensing (LLS)** - This is a license for On Prem deployment and uses the Local Licensing Server in VoiceConsole.
  - **SaaS 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

When viewing the license details within HSLP, **SoftwareSupport\_ContractExpiry** is always empty for subscription licenses. However in the license email, the license expiration date and the support contract expiration date are the same 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 quantity 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](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 (Entitlement ID) 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 (Entitlement ID) for each site

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

- In SaaS deployments (cloud server licensing) the unused licenses at Site A cannot be used at Site B.
- In On Prem deployments (local licensing) if there are unused licenses at Site A, these licenses could be activated at Site B.

For example, if the entitlement contains 100 licenses and Site A has only activated 70, the unused 30 licenses could be activated by Site B by using Site A's activation ID. The [License Activation](#) process must be completed for each site and the total activated between the multiple sites cannot exceed the license total.

# 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.

## How can I identify the licensed product?

When viewing the list of entitlements click on the Activation ID. The Product Info section of the popup contains the description of the licensed product.

The license can also be identified by the product field.

- Licenses for VoiceConsole start with SWB or SWV.
- Licenses for SwiftDecoder (which includes SwiftOCR) start with SD-SDK



# SAMPLE LICENSE EMAILS

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

# New License Email

This sample template is to support new perpetual and subscription licenses. Links are not active in the document below.

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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 register. 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
----------------	------------

<b>Order Date</b>	Jan 12, 2024
<b>Ultimate Consignee Name</b>	SHIP TO End Customer Name
<b>Ultimate Consignee Account ID</b>	SHIP TO Account Number
<b>Ultimate Consignee Address</b>	SHIP TO Address

## Line-Item Details

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

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

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

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

Functional Group	Region	Email Address	Telephone
Customer Service	NORTH AMERICA, LATAM	<a href="mailto:VoiceCustomerServiceAmericas@Honeywell.com">VoiceCustomerServiceAmericas@Honeywell.com</a>	+1 (866)862-6553
Customer Service	EUROPE, META	<a href="mailto:VoiceCustomerServiceEMEA@honeywell.com">VoiceCustomerServiceEMEA@honeywell.com</a>	+44 16989 15777

Customer Service	APAC	<a href="mailto:VoiceCustomerServiceAPAC@honeywell.com">VoiceCustomerServiceAPAC@honeywell.com</a>	+44 16989 15777
Customer Service	JAPAN	<a href="mailto:csjapan.pss@honeywell.com">csjapan.pss@honeywell.com</a>	+81-3-6730-7344
Customer Service	BRAZIL	<a href="mailto:ACSHSMCentraldepedidos@honeywell.com">ACSHSMCentraldepedidos@honeywell.com</a>	+55 (31) 2391-5600

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

Technical Support	GLOBAL	<a href="mailto:VoiceTechnicalSupport@honeywell.com">VoiceTechnicalSupport@honeywell.com</a>	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 sample template is to support a revised perpetual or subscription license. Links are not active in the document below.

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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 register. 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

<b>Entitlement ID</b>	A-Sxxxxxxxx
<b>Order Date</b>	Jan 12, 2024
<b>Ultimate Consignee Name</b>	End Customer Name
<b>Ultimate Consignee Account ID</b>	End Customer Account Number
<b>Ultimate Consignee Address</b>	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		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	<a href="mailto:VoiceCustomerServiceAmericas@Honeywell.com">VoiceCustomerServiceAmericas@Honeywell.com</a>	+1(866)862-6553
Customer Service	EUROPE, META	<a href="mailto:VoiceCustomerServiceEMEA@honeywell.com">VoiceCustomerServiceEMEA@honeywell.com</a>	+44 16989 15777

Customer Service	APAC	<a href="mailto:VoiceCustomerServiceAPAC@honeywell.com">VoiceCustomerServiceAPAC@honeywell.com</a>	+44 16989 15777
Customer Service	JAPAN	<a href="mailto:csjapan.pss@honeywell.com">csjapan.pss@honeywell.com</a>	+81-3-6730-7344
Customer Service	BRAZIL	<a href="mailto:ACSHSMCentraldepedidos@honeywell.com">ACSHSMCentraldepedidos@honeywell.com</a>	+55 (31) 2391-5600

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

Technical Support	GLOBAL	<a href="mailto:VoiceTechnicalSupport@honeywell.com">VoiceTechnicalSupport@honeywell.com</a>	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 sample template is to support licenses without a purchase order, such as evaluation, demo, trial, pilot, testing, etc. Links are not active in the document below.

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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 register. 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

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

### Line-Item Details

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

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

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

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

Functional Group	Region	Email Address	Telephone
Customer Service	NORTH AMERICA, LATAM	<a href="mailto:VoiceCustomerServiceAmericas@Honeywell.com">VoiceCustomerServiceAmericas@Honeywell.com</a>	+1 (866)862-6553
Customer Service	EUROPE, META	<a href="mailto:VoiceCustomerServiceEMEA@honeywell.com">VoiceCustomerServiceEMEA@honeywell.com</a>	+44 16989 15777
Customer Service	APAC	<a href="mailto:VoiceCustomerServiceAPAC@honeywell.com">VoiceCustomerServiceAPAC@honeywell.com</a>	+44 16989 15777

Customer Service	JAPAN	<a href="mailto:csjapan.pss@honeywell.com">csjapan.pss@honeywell.com</a>	+81-3-6730-7344
Customer Service	BRAZIL	<a href="mailto:ACSHSMCentraldepedidos@honeywell.com">ACSHSMCentraldepedidos@honeywell.com</a>	+55 (31) 2391-5600

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

Technical Support	GLOBAL	<a href="mailto:VoiceTechnicalSupport@honeywell.com">VoiceTechnicalSupport@honeywell.com</a>	Americas: +1(866) 862-7877 EMEA: +44 (0) 1344-65-6123 Rest of World: +1 (412) 376-9384
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