



C-Soft 7.x Series License Activation Tool V1.400 And License Server Setup

September 2019 Version F



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General

This document is written to assist administrator and technical staff with the Installation, setup and operation of the Telex License Activation Tool version 1.4 used by C-Soft 7. Version 1.4 is included in C-Soft 7.500 installer package.

Telex License Activation Tool application is included in the C-Soft 7 install package along with C-Soft 7 and ADHB-4 drivers. C-Soft 7 installer can be obtained from our latest product CD, or once you have correctly logged in at <http://www.telex.com/us/dispatch/library>. Authorization is required to access downloads from this web site.

Instructions for installing C-Soft 7 versions are also located in the current C-Soft manual which is located at the above discussed locations.

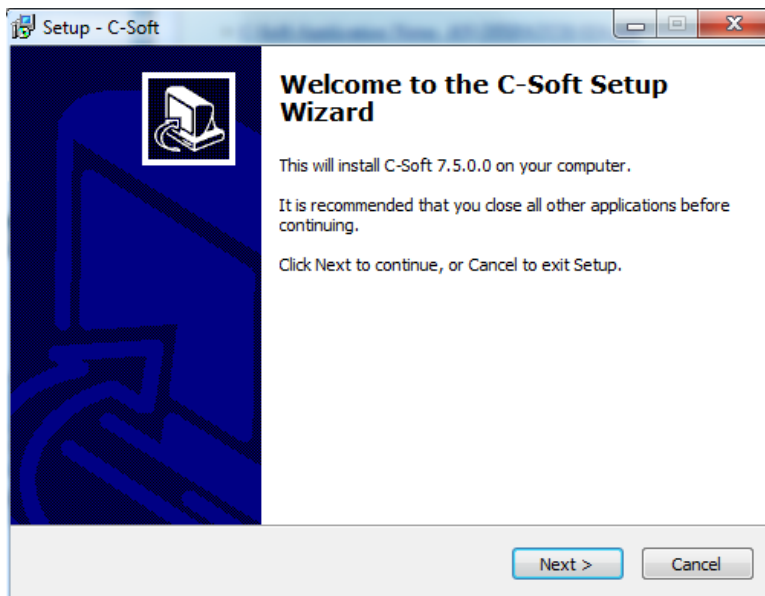
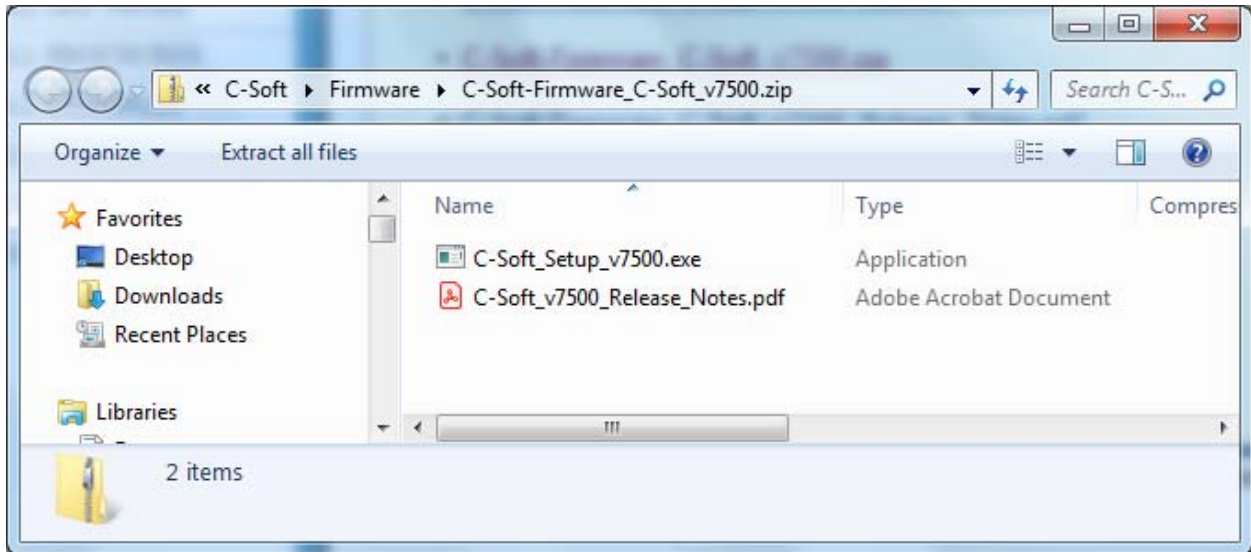


On the PC that will run C-Soft you will need to Extract/copy the files to the desktop.

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

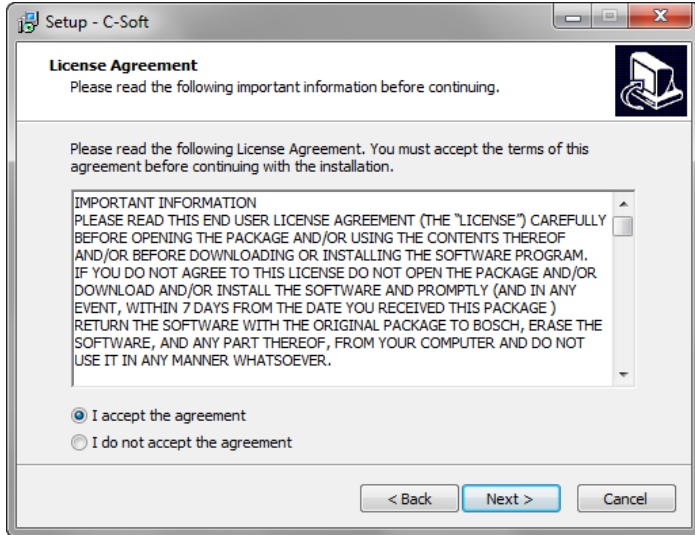
Installation

Click on exe installer package C-Soft_Setup_v7.500.exe or higher.



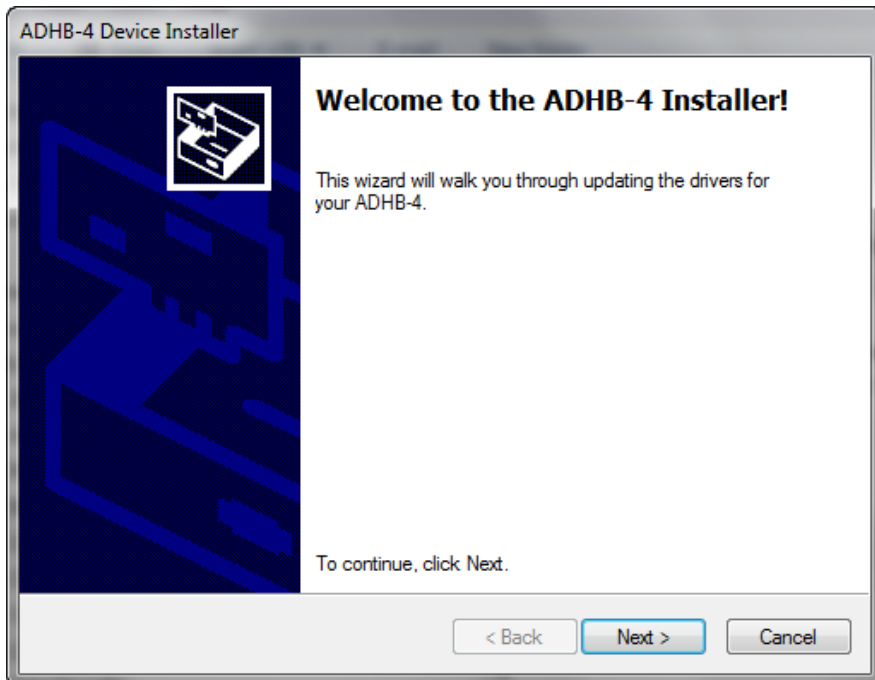
To begin, press Next

C-Soft Telex License Activation Tool

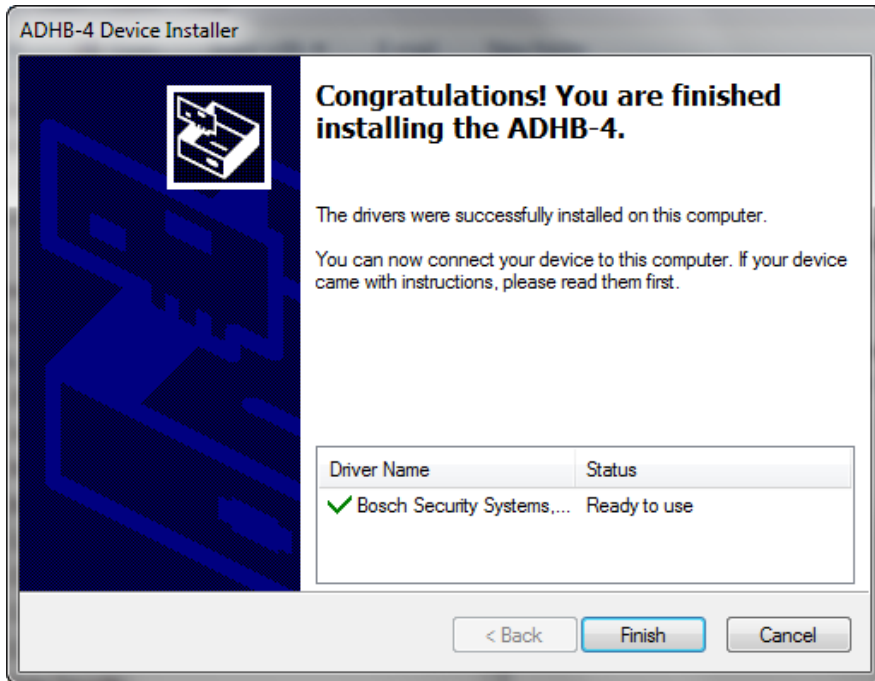


Read License Agreement and accept to continue, press Next on all screens to complete C-Soft install.

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

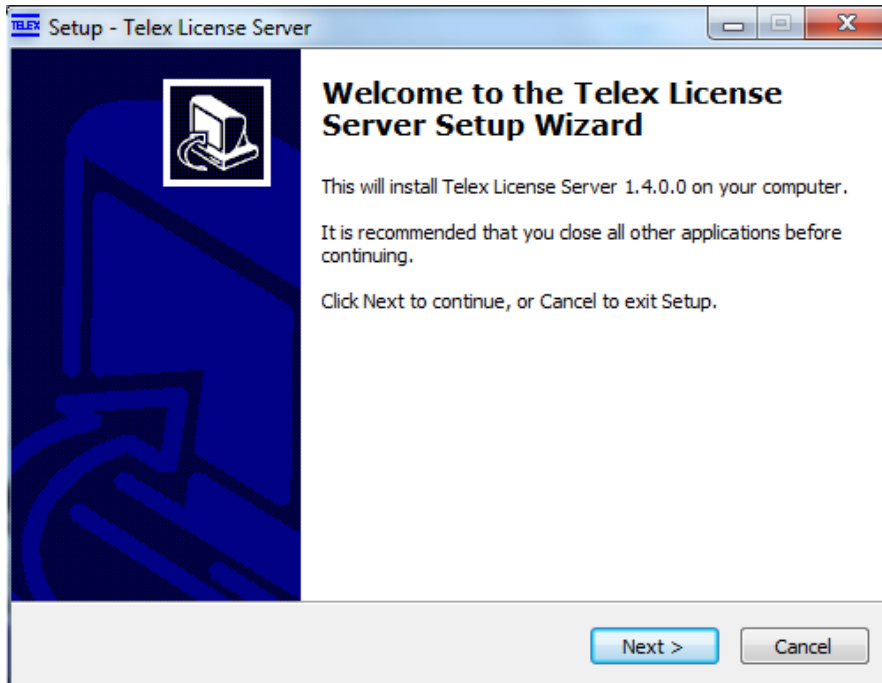


To begin, press Next until complete.

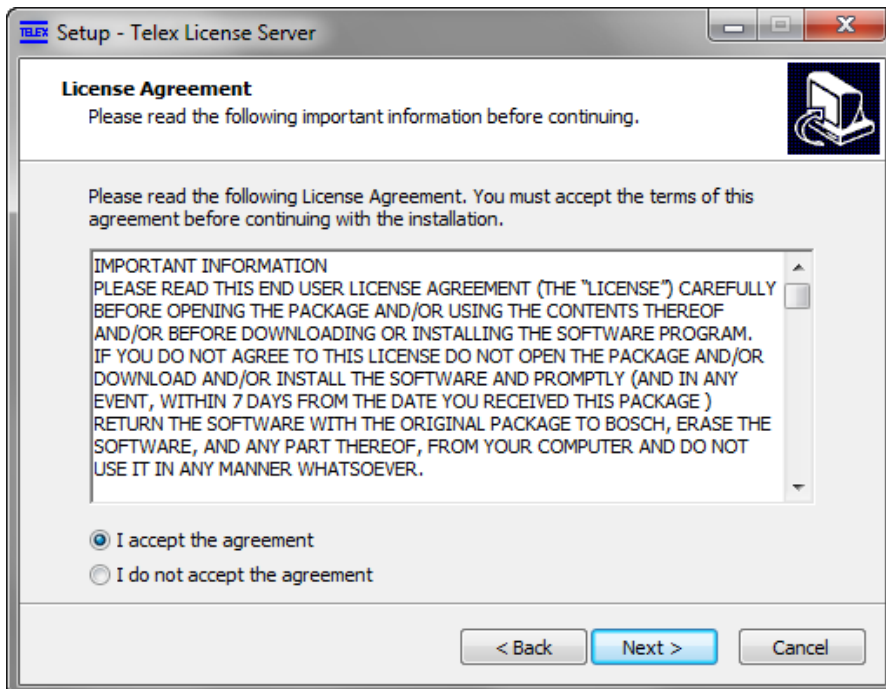


C-Soft Telex License Activation Tool

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

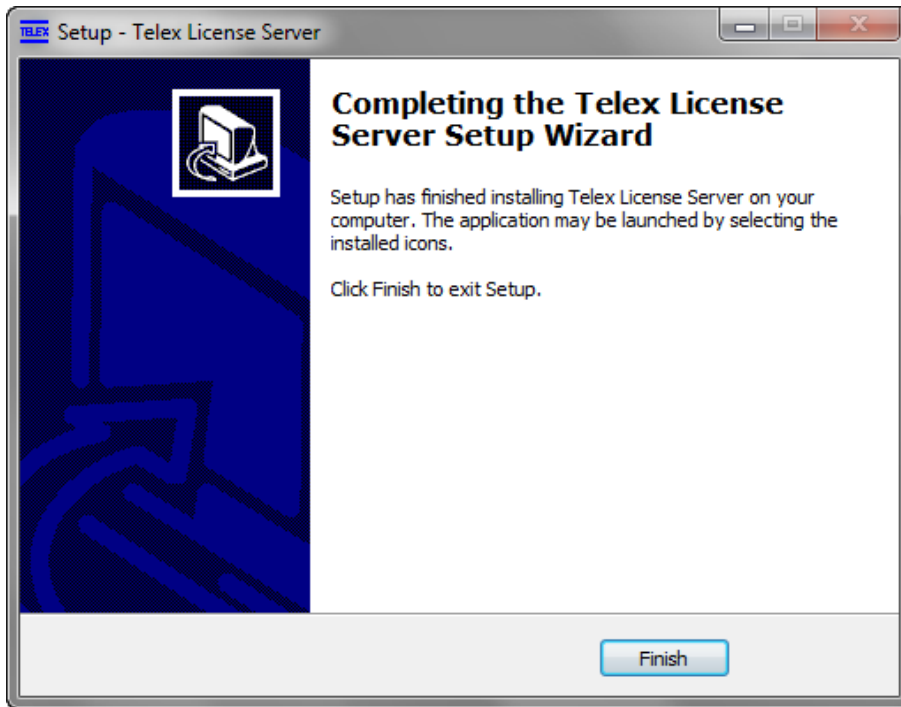


To begin, press Next.

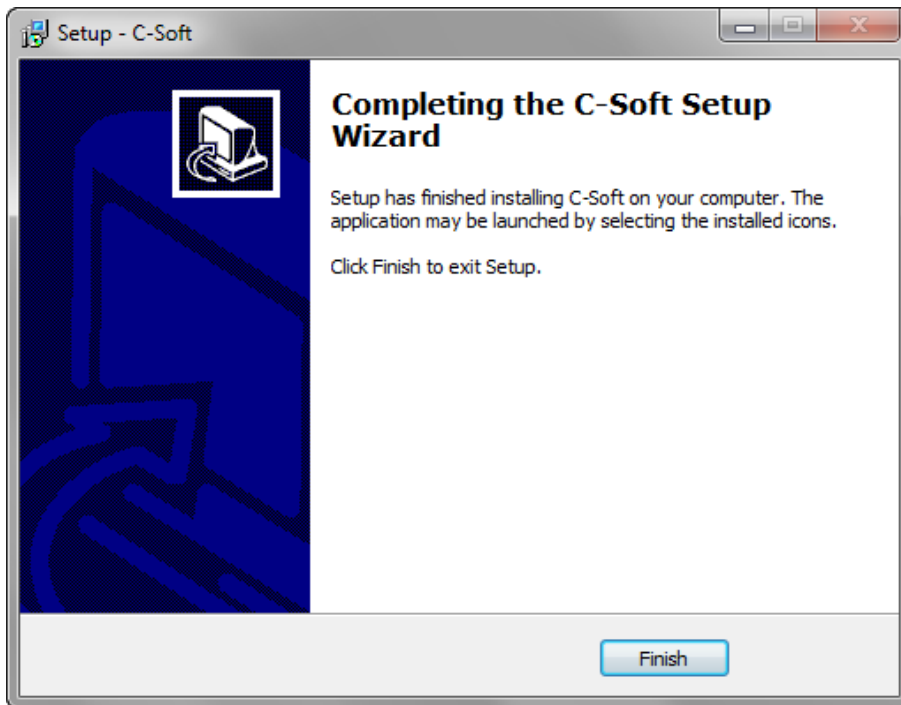


Read License Agreement and accept to continue, press Next on all screens to complete install.

C-Soft Telex License Activation Tool



Telex License Server is now complete.



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

License Topology Scenarios

The new C-Soft 7 licensing supports multiple installation scenarios that allow you the most flexibility ever offered for C-Soft. Installation of licenses on individual PCs or Server locations holding all licenses are now supported. Additionally the ability to mix both topologies are supported. Please review a couple of possible scenarios shown here.

Licensing Scenario #1

Number of Positions: 3

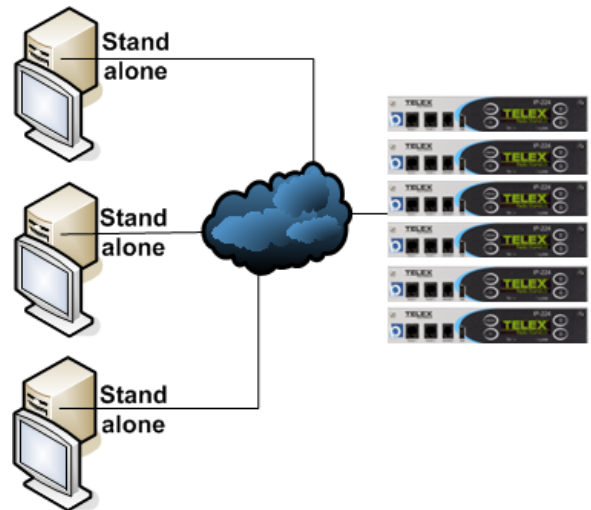
Number of Lines: 12

Requirement:

Have 12 line licenses installed on each dispatch position.

Solution:

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



Licensing Scenario #2

Number of Positions: 3

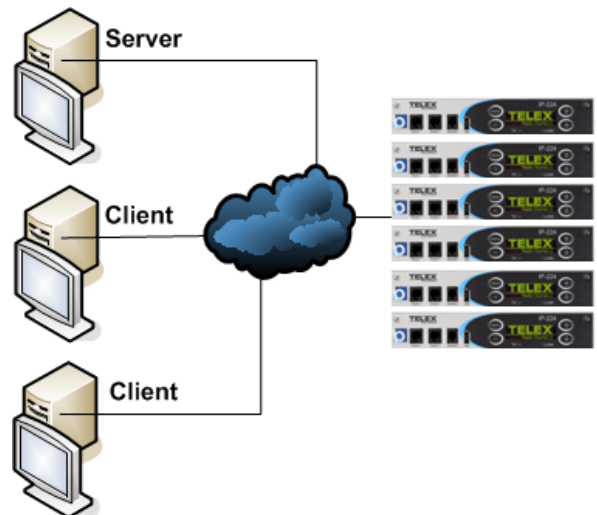
Number of Lines: 12

Requirement:

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

Solution:

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



Licensing Scenario #3

Number of Positions: 22

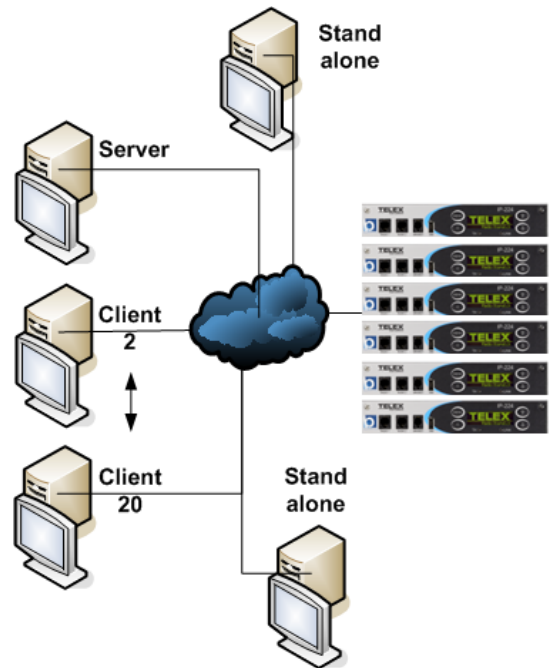
Number of Lines: 12

Requirement:

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

Solution:

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



Licensing Scenario #4

Number of Positions: 20

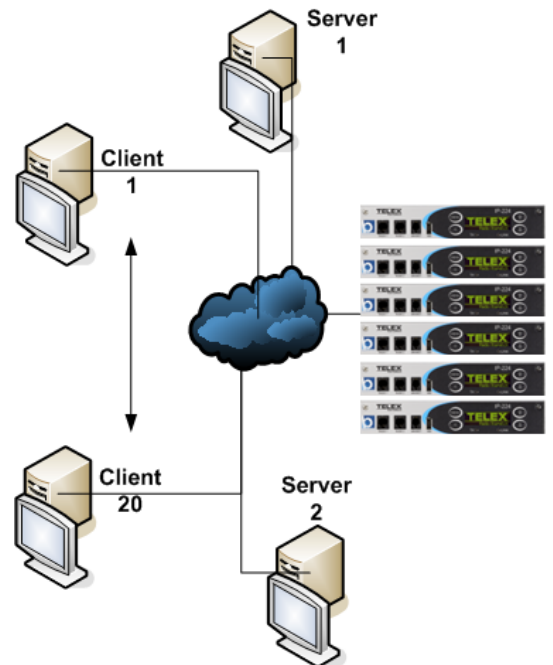
Number of Lines: 12

Requirement:

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

Solution:

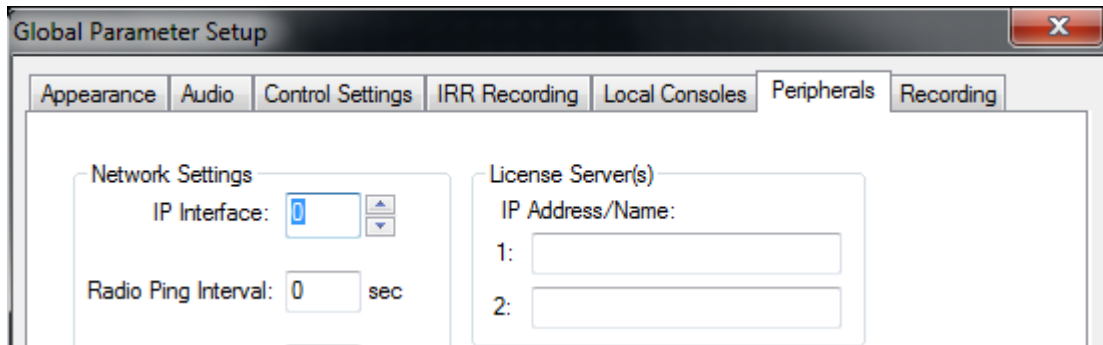
Order 20 individual entitlements of 12 C-Soft lines each. Install 10 of the 12 line entitlements on each server PC.



Server Deployment Operation

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

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



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

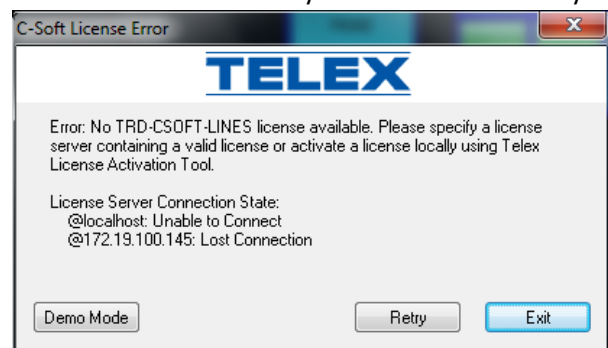
Example, if the License Server has various 12-Line, 24-Line and 50-Line Entitlements installed and a C-Soft position launches a 23 line design. The position looks at available Entitlements on the local machine (position) first, then the server. The position would pull a 24-Line Entitlement and leave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

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

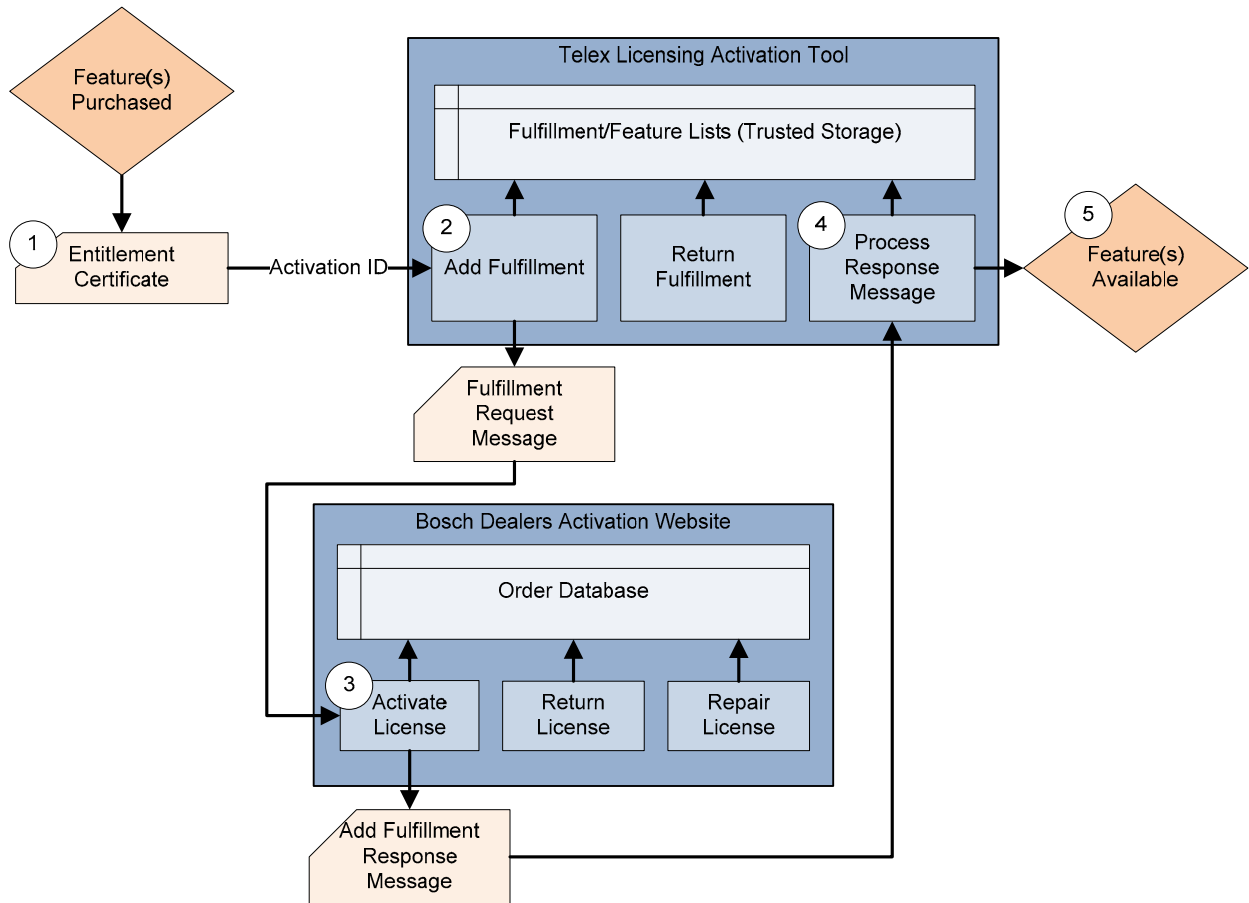
During normal shutdown C-Soft returns the License to the server and they are available instantly for the next launched position.

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

NOTE: If redundant license servers are used and a license is available, the position will auto switch to the second server without an error message.



Entitlement Workflow



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

Entitlement Certificate Email

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

Entitlement certificate for order: Larry Demo NEXEDGE attached

st.license@bosch.com

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

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

Message | EntitlementCertificate.html (25 KB)

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

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

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

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

Entitlement Certificate Number: 08541-56976-464ba-9abfe-58006-15e18-e0cc2

Entitlement Certificate

Sales order: Larry Demo 50 Line
Bosch Security System grants the right to activate the following product(s):

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

Your account is required to login. The manual describes how to activate the system. If you have any questions, please contact your local Bosch Security System representative.

By using this entitlement you accept the Bosch Security Systems Software License Terms and Conditions.

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www.telex.com

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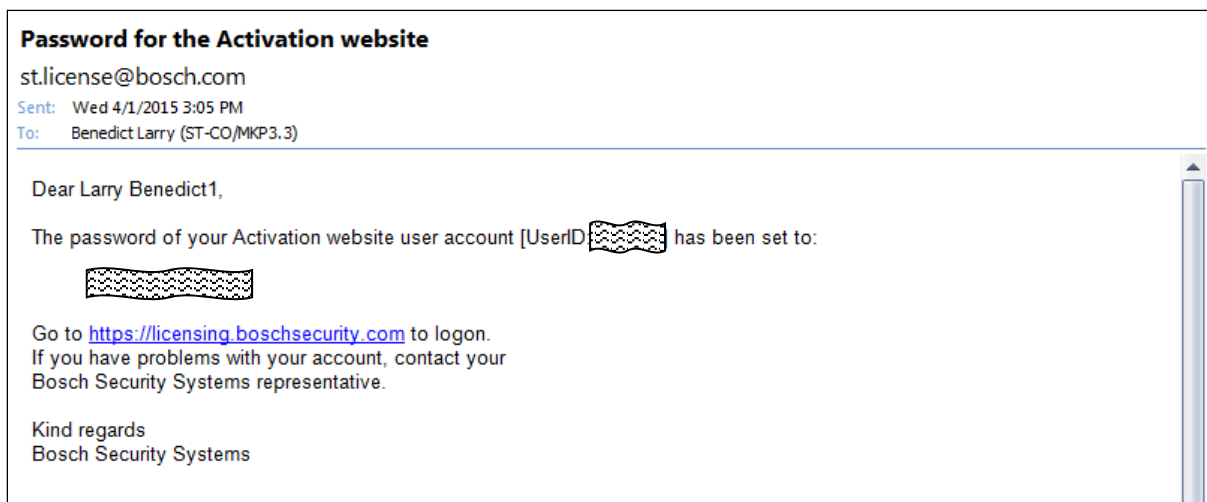
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Before you start to Activate

Make sure you have Internet access to the Bosch License Activation website at <https://licensing.boschsecurity.com/> before starting install. Please note that Bosch sets up and manages accounts it sells product to (dealers). If you are repurchasing from a dealer, contact your dealer for your account information or setup. Creating Dealer Sub Accounts on page 33.

If you are your company's administrator, you should have received an email from the system providing you with your user name and password. If you have never received this email you will need to send an email to telexdispatch@us.bosch.com asking for your login info to be reset.

Please note that technical support does not have the ability to reset passwords.



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

Entitlement Activation

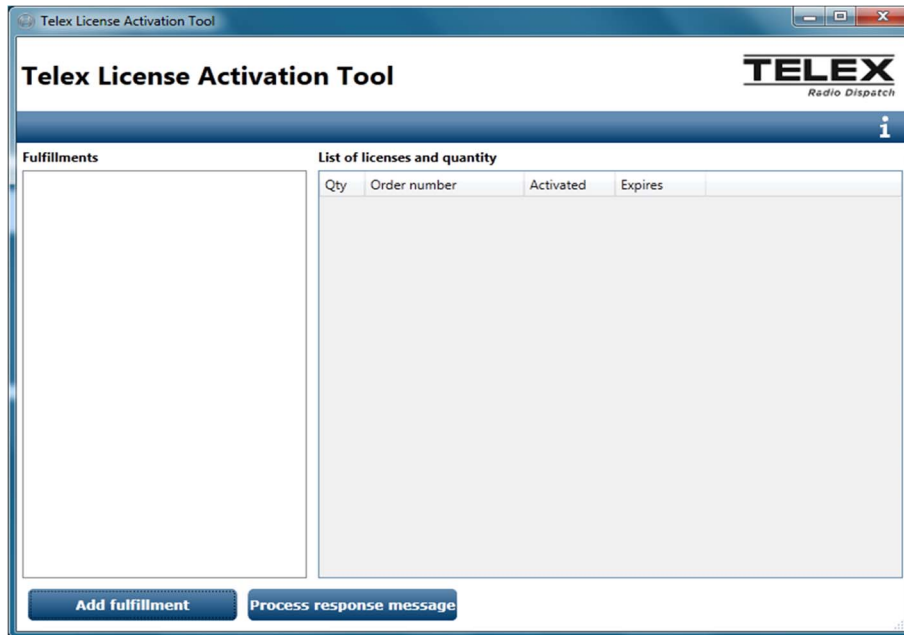
When the Telex License Server was installed in the PC a new Desktop Icon was added. To begin Entitlement activation double-click this icon to start the Telex License Activation Tool application.

The following steps are required to be performed on each PC that will have activated licenses. Unique PC hardware information is electronically obtained by this tool to assign the license to the PC making each "Request.xml" special to that PC.



C-Soft Telex License Activation Tool

The Telex License Activation Tool application will start.



Click "Add Fulfillment"

The screenshot shows a software window titled "Add license". It is divided into three main sections. The first section, "Customer information", contains five input fields: "Location name", "Customer name", "Address", "City", and "Country" (a dropdown menu). The second section, "Activation information", contains an "Activation ID" input field with an "Add" button to its right, and an "Activation ID list" list box with a "Remove" button to its right. The third section has two tabs, "Online" and "Offline". Below the tabs, there is instructional text: "Use this method if the server has access to the internet. Enter your user name and password for the Dealer site and press activate button to activate the activation IDs." followed by a blue link: "[Use this link to configure your proxy settings.](#)". Below this are "User name:" and "Password:" input fields, and a large blue "Activate licenses" button. At the bottom of the window is a "Progress" section with a large empty rectangular box.

The "Add License" screen will display

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

Special notes:

Special characters (:"';<>*&#) are not supported in these fields.

"Location Name" field for each PC at an install site should be unique, example "Position 1" or PC Serial number, etc.

C-Soft Telex License Activation Tool

Customer information

Location name:

Customer name:

Address:

City:

Country:

Activation information

Activation ID:

Activation ID list:

Online Offline

Use this method if the server has access to the internet. Enter your user name and password for the Dealer site and press activate button to activate the activation IDs.

[Use this link to configure your proxy settings](#)

User name:

Password:

Progress

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

C-Soft Telex License Activation Tool

The Entitlement will be added to the Activation ID List field

Customer information

Location name:

Customer name:

Address:

City:

Country:

Activation information

Activation ID:

Activation ID list:

Online Offline

Use this method if the server has access to the internet. Enter your user name and password for the Dealer site and press activate button to activate the activation IDs.

[Use this link to configure your proxy settings](#)

User name:

Password:

Progress

Complete the same steps to add any additional Entitlements.

The screenshot shows a window titled "Add license" with the following sections:

- Customer information:** Fields for Location name (Greg Lab PC), Customer name (Bosch), Address (8601 Cornhusker HWY), City (Lincoln), and Country (United States).
- Activation information:** An Activation ID field (8919d-022c7-ca4f5-ea172-f7c46-1579f-5b810) with an "Add" button, and an Activation ID list field (a61dd-5c3f0-8c4f2-aa58a-77726-7d9a2-25040) with a "Remove" button.
- Online/Offline:** Two radio buttons, with "Offline" selected.
- Instructions:** Text stating "Use this method if the server has access to the internet. Enter your user name and password for the Dealer site and press activate button to activate the activation IDs." and a link: [Use this link to configure your proxy settings.](#)
- User name and Password:** Two input fields.
- Activate licenses:** A large blue button.
- Progress:** A large empty rectangular box at the bottom.

C-Soft Telex License Activation Tool

When all Entitlements are added, you now have two different methods to activate. Online (NEW) or Offline (Previous way). The Online will require the Dispatch PC be on a network with Internet access.

Customer information

Location name:

Customer name:

Address:

City:

Country:

Activation information

Activation ID:

Activation ID list:

Online Offline

Use this method if the server has access to the internet. Enter your user name and password for the Dealer site and press activate button to activate the activation IDs.

[Use this link to configure your proxy settings](#)

User name:

Password:

Progress

To activate **Online**, enter your User name and Password. Press Activate Licenses Button.

The screenshot shows the 'Online' activation interface. At the top, there are two tabs: 'Online' (selected) and 'Offline'. Below the tabs, there is a text box with instructions: 'Use this method if the server has access to the internet. Enter your user name and password for the Dealer site and press activate button to activate the activation IDs.' Below this, there is a blue link: 'Use this link to configure your proxy settings.' There are two input fields: 'User name:' with the text 'gdunaski' and 'Password:' with a masked password of 12 dots. Below the input fields is a large blue button labeled 'Activate licenses'. At the bottom, there is a 'Progress' section with a large empty rectangular area.

This will start the activation process and the Progress field will update with each step.

The screenshot shows the 'Progress' field updated with the following steps: 'User authenticated.', 'Request file created.', 'Response file processed successfully.', and 'Activation process finished successfully.'

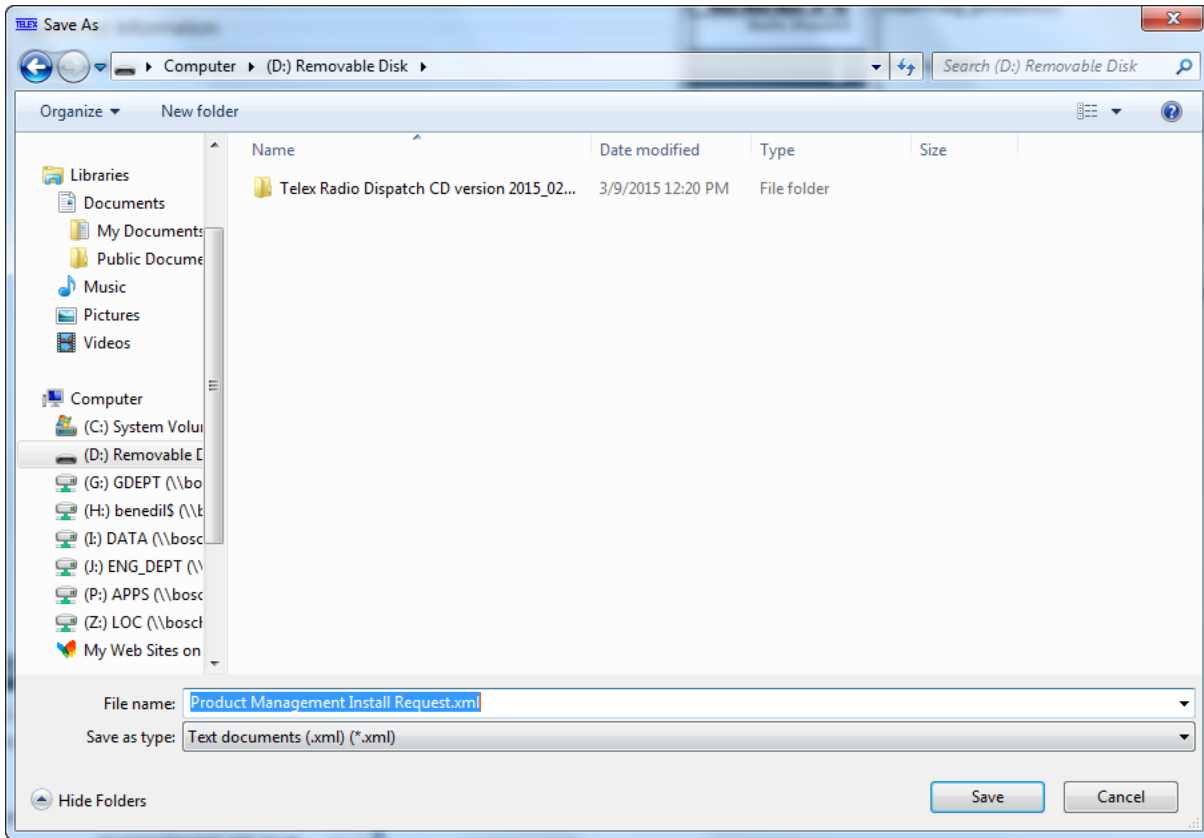
To activate **Offline**, press the Create Request button.

The screenshot shows the 'Offline' activation interface. At the top, there are two tabs: 'Online' and 'Offline' (selected). Below the tabs, there is a text box with instructions: 'Use this method if the server does not have access to the internet. A request file will be generated. Process the Request file on the Dealer activation site. And then process the Response file from the Dealer activation site with the process response button of the activation tool.' Below the text box are two blue buttons: 'Create request' and 'Process Response Message'.

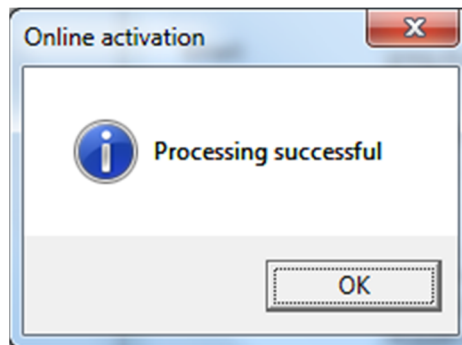
C-Soft Telex License Activation Tool

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

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

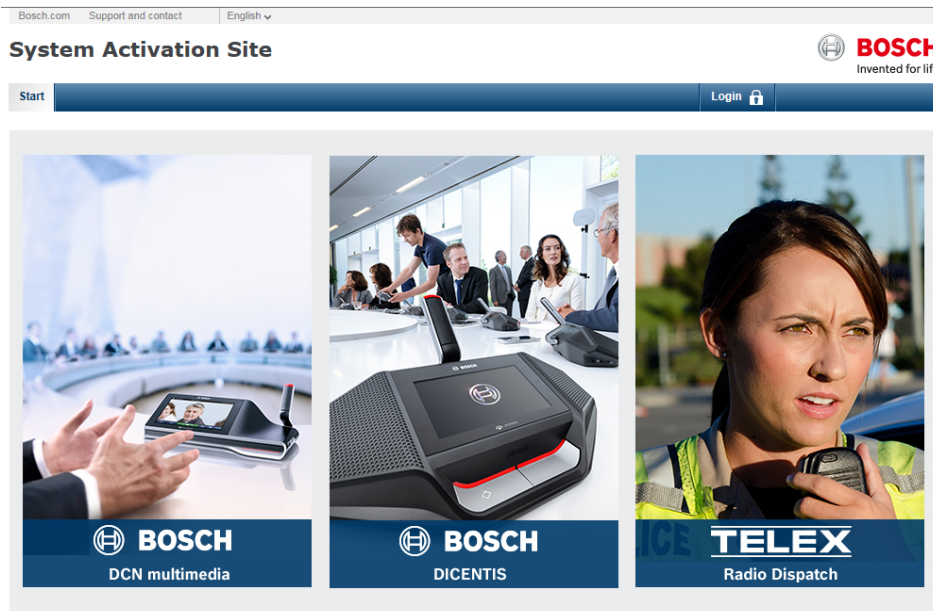


Once saved you will get the Processing successful window, press OK.

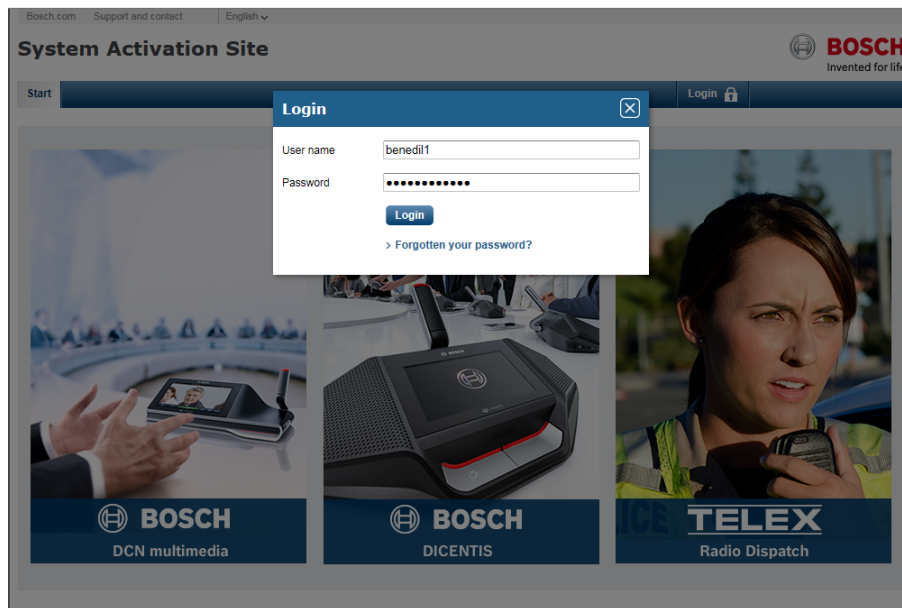


C-Soft Telex License Activation Tool

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



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



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

C-Soft Telex License Activation Tool

Bosch.com Support and contact English

System Activation Site

BOSCH
Invented for life

Overview Manage license Manage webcasting Manage users Manage dealers Logout

This page can be used to Activate, Repair or Return a license. The process is identical for all of them.

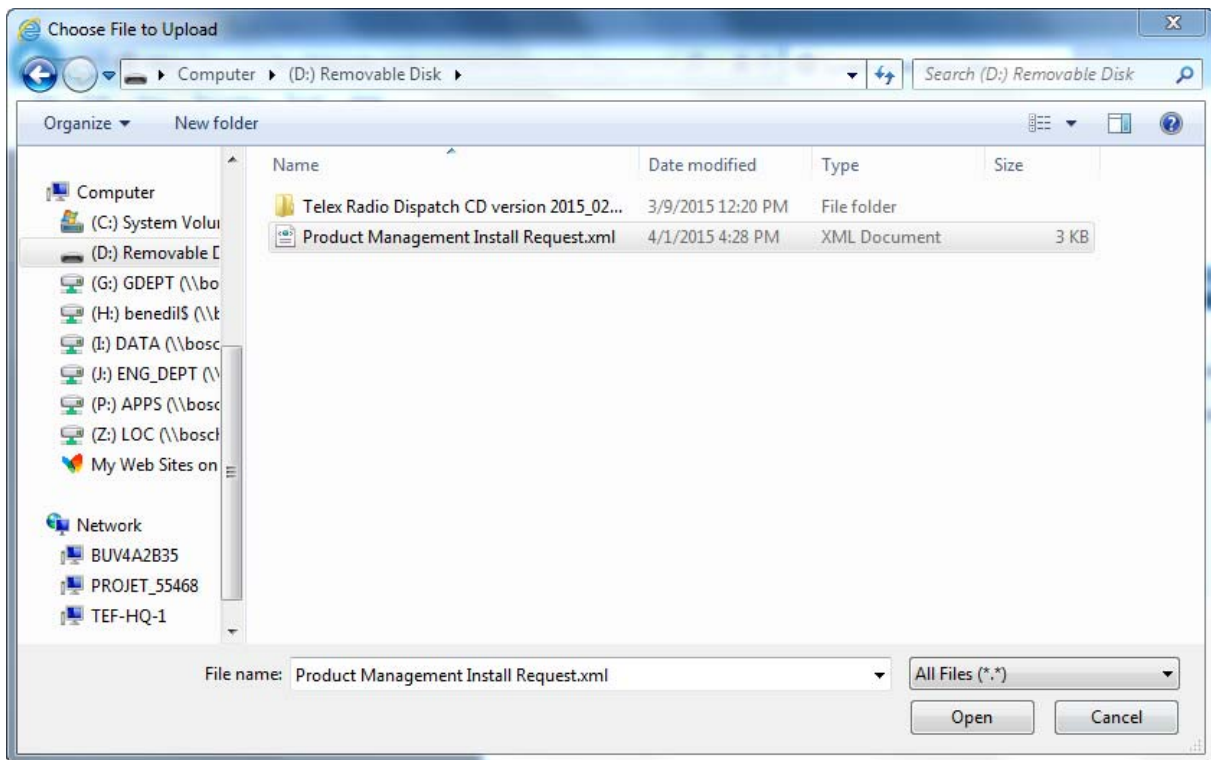
Please provide the link to the xml file via the browse button and press process to process it.

No file selected.

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

[Return to top of page](#) Font size Print

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



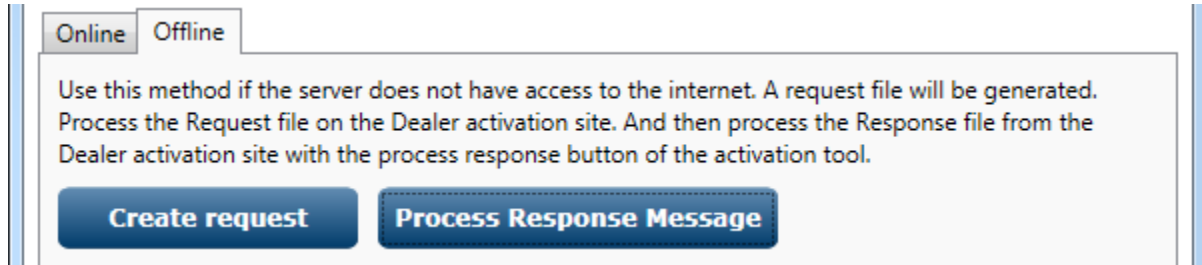
C-Soft Telex License Activation Tool

When entered and ready, press the Process button.

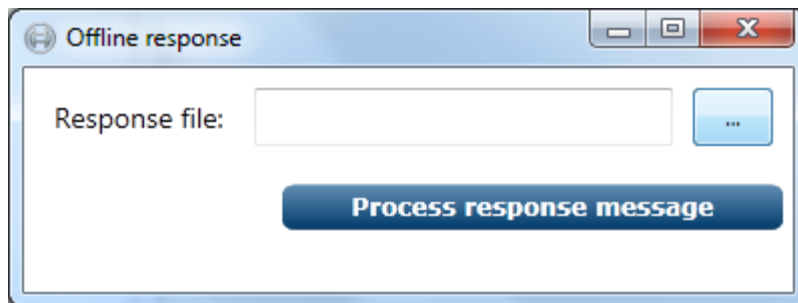
The system activation site will provide a “Response.xml” file, rename as needed and save to a flash drive.

C-Soft Telex License Activation Tool

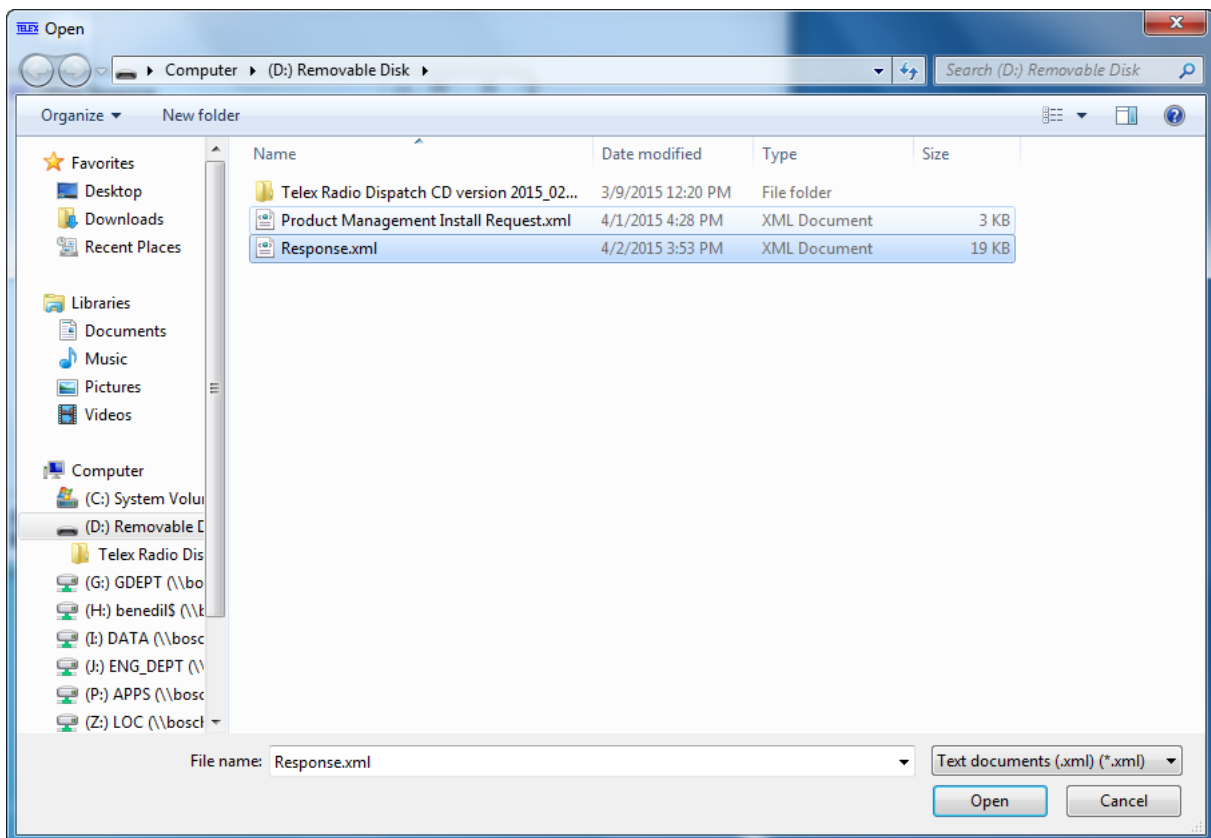
Take the new "Response.xml" file to the C-Soft PC position on the Telex License Activation Tool press "Process response message"



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

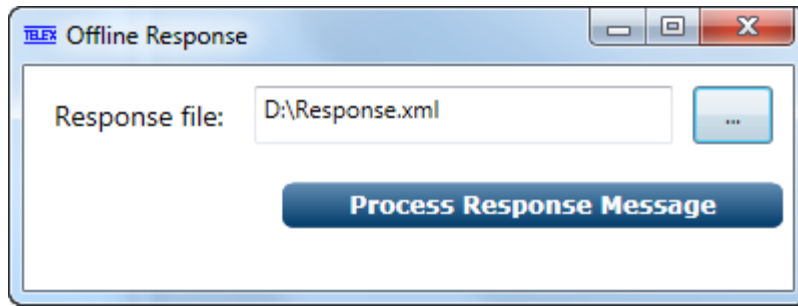


Locate and select the desired "Response.xml" file, press Open

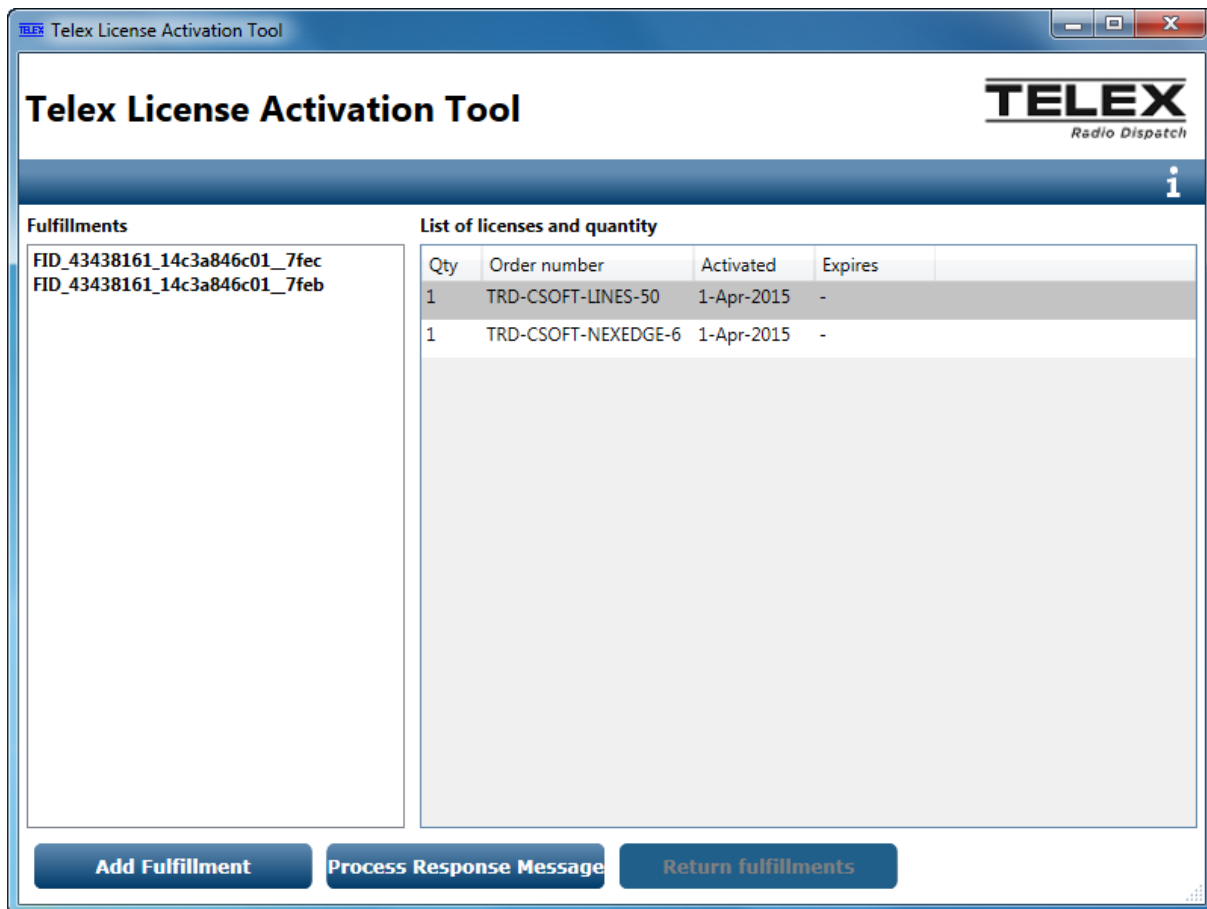


C-Soft Telex License Activation Tool

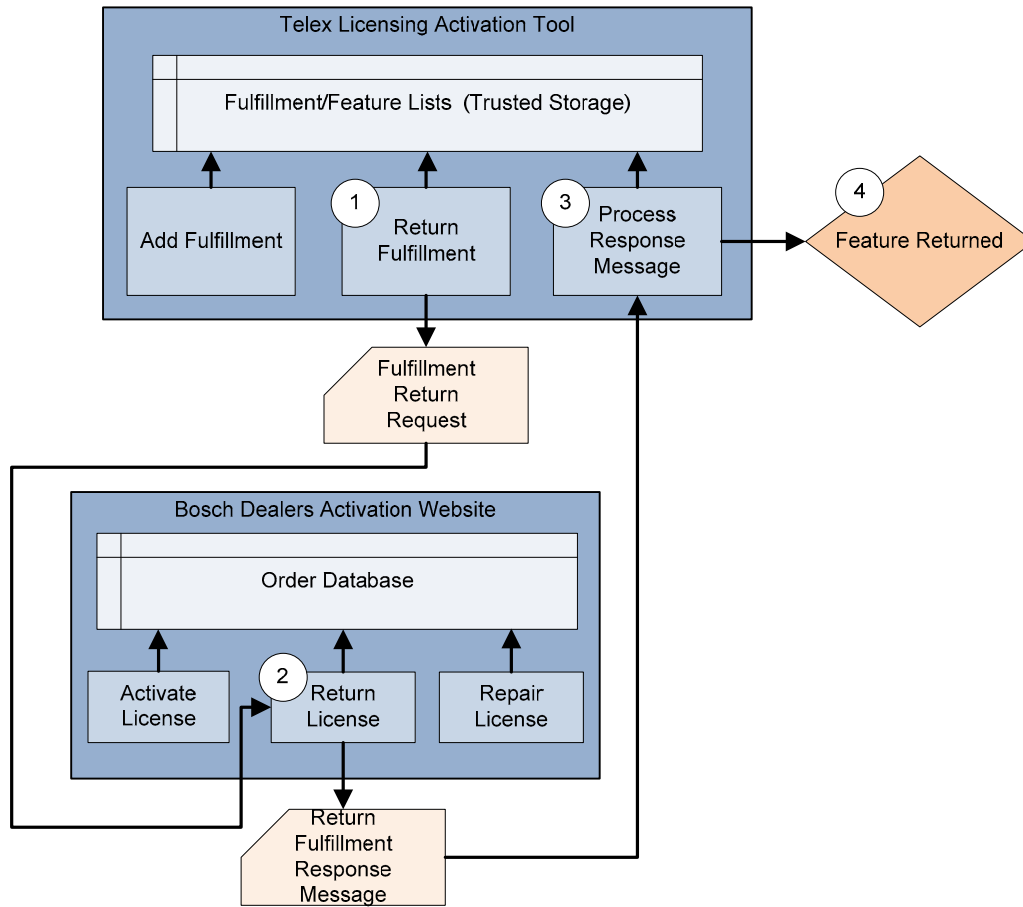
Now press the “Process Response Message” button



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



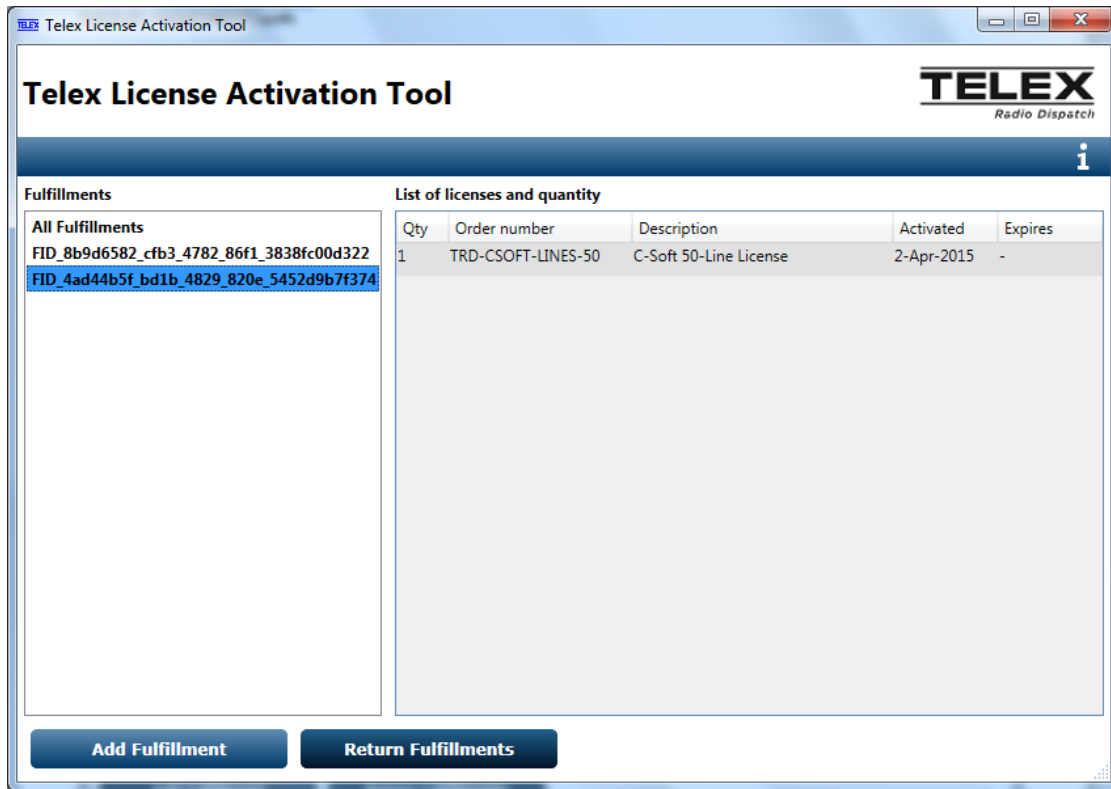
Returning Entitlements



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

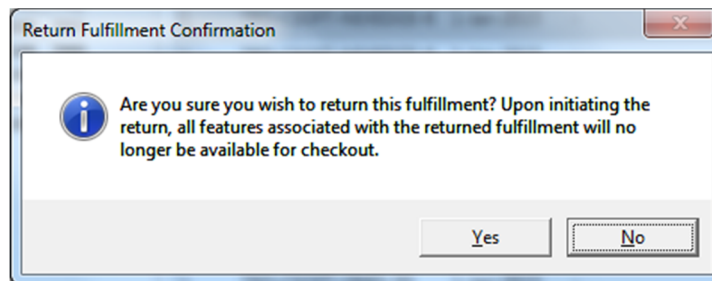
The Fulfillment(s) needs to be removed from the PC, placed back on the Bosch License repository in your account so you can reissue to another PC.

C-Soft Telex License Activation Tool



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

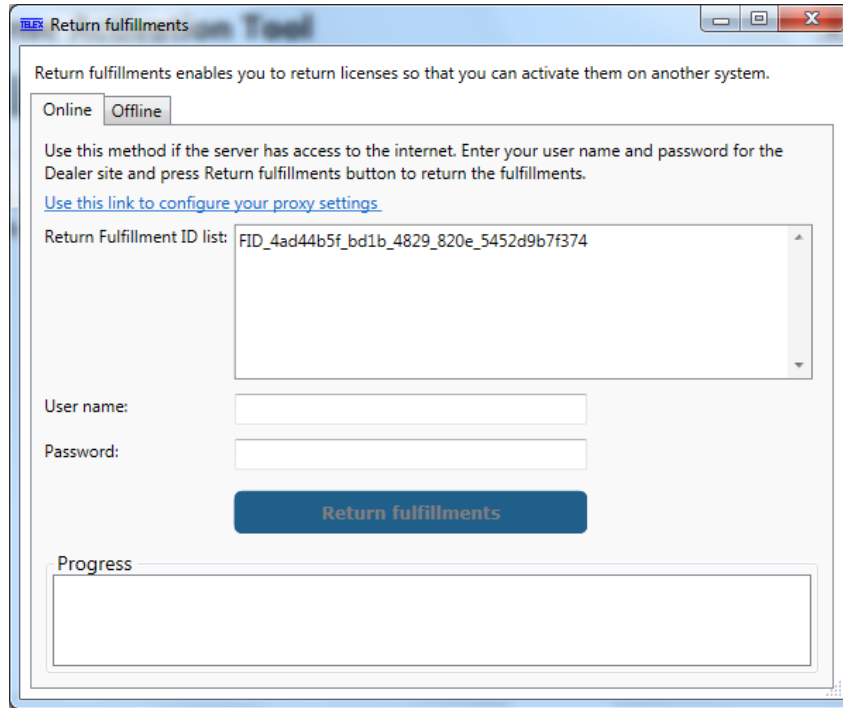
The Return Fulfillments Confirmation window will open.



Selecting Yes will open the Return Fulfillments page.

C-Soft Telex License Activation Tool

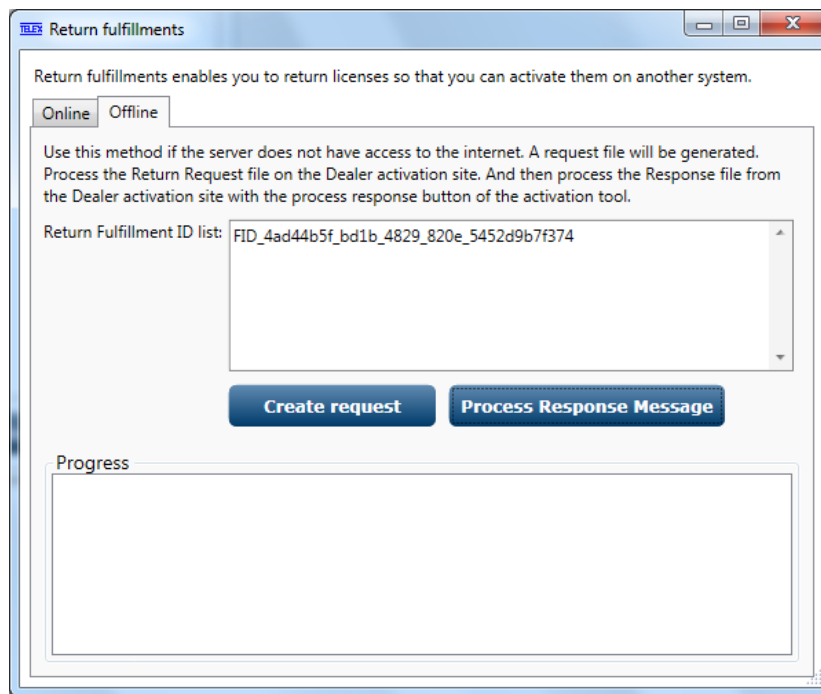
Return Online tab if PC has internet access, enter account User Name and Password, press Return Fulfillment button. The Progress field will update as each process is completed.



The screenshot shows the 'Return fulfillments' window with the 'Online' tab selected. The window title is 'Return fulfillments' and it contains the following elements:

- Header: 'Return fulfillments enables you to return licenses so that you can activate them on another system.'
- Tab selection: 'Online' (selected) and 'Offline'.
- Instructions: 'Use this method if the server has access to the internet. Enter your user name and password for the Dealer site and press Return fulfillments button to return the fulfillments.' A link is provided: [Use this link to configure your proxy settings.](#)
- Return Fulfillment ID list: A text box containing 'FID_4ad44b5f_bd1b_4829_820e_5452d9b7f374'.
- User name: An empty text input field.
- Password: An empty text input field.
- Return fulfillments button: A blue button labeled 'Return fulfillments'.
- Progress: A large empty rectangular area for displaying progress.

Return Offline tab if no Internet access is available to the PC.

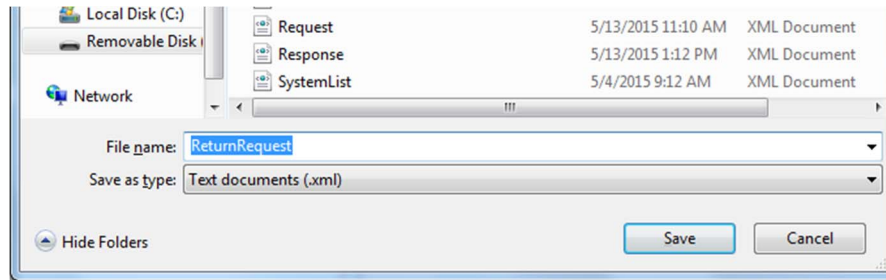


The screenshot shows the 'Return fulfillments' window with the 'Offline' tab selected. The window title is 'Return fulfillments' and it contains the following elements:

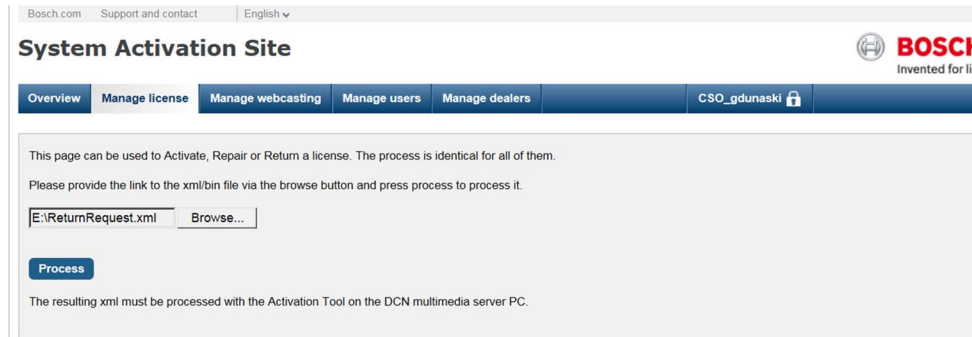
- Header: 'Return fulfillments enables you to return licenses so that you can activate them on another system.'
- Tab selection: 'Online' and 'Offline' (selected).
- Instructions: 'Use this method if the server does not have access to the internet. A request file will be generated. Process the Return Request file on the Dealer activation site. And then process the Response file from the Dealer activation site with the process response button of the activation tool.'
- Return Fulfillment ID list: A text box containing 'FID_4ad44b5f_bd1b_4829_820e_5452d9b7f374'.
- Create request button: A blue button labeled 'Create request'.
- Process Response Message button: A blue button labeled 'Process Response Message'.
- Progress: A large empty rectangular area for displaying progress.

Press the Create Request button to create a "ReturnRequest.xml" file, save to flash drive.

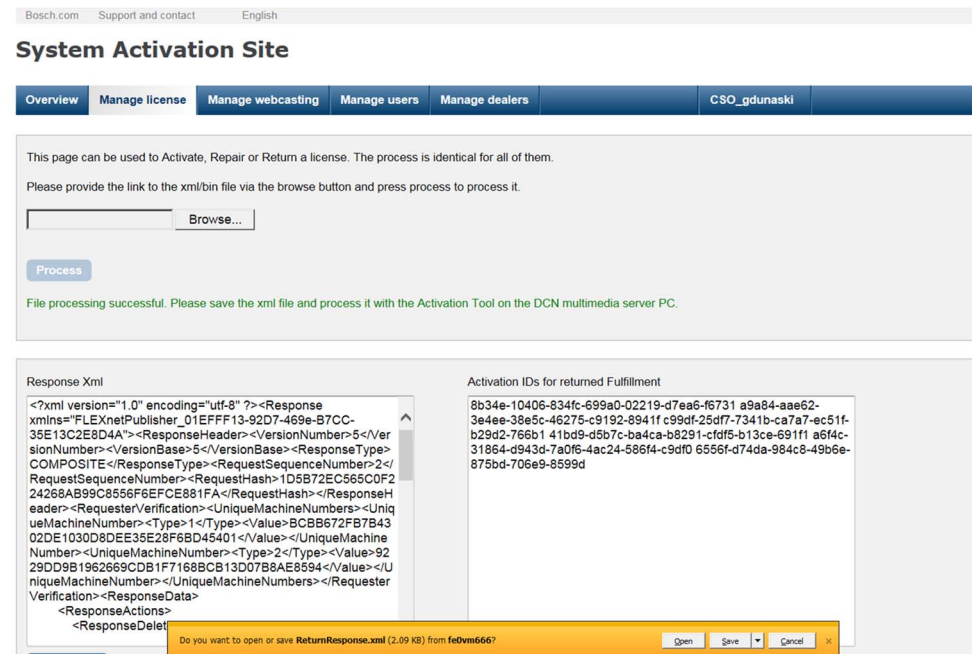
C-Soft Telex License Activation Tool



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



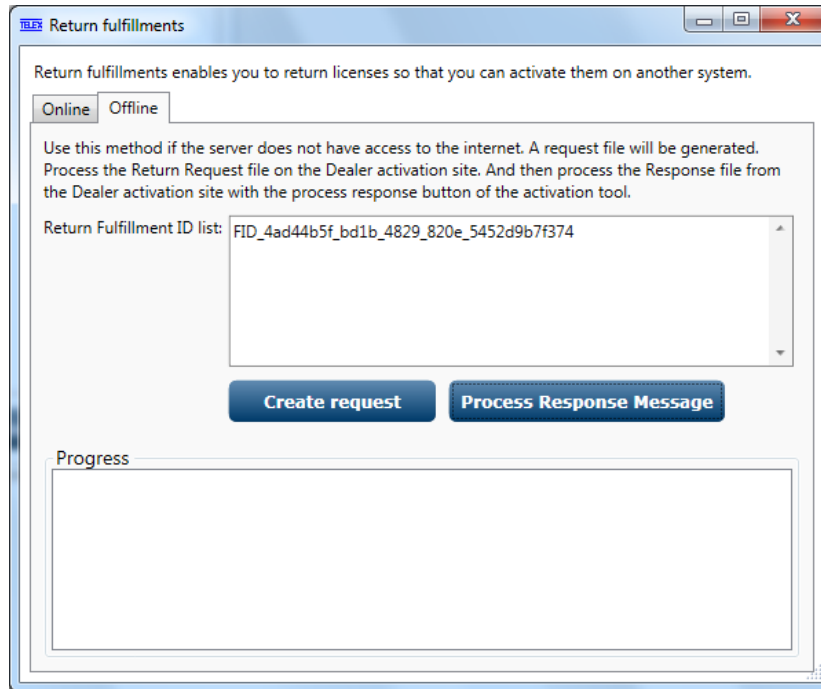
Go to Manage License tab and select browse, locate the saved "ReturnRequest.xml" file from the previous step and press "Process."



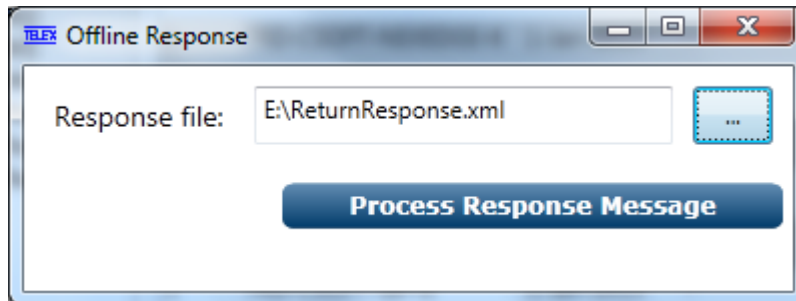
Save the "ReturnResponse.xml" file on the flash drive.

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

C-Soft Telex License Activation Tool



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



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

Creating Technicians (User Accounts)

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

Bosch.com Support and contact English

System Activation Site

BOSCH
Invented for life

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

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

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

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

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

Fill in the mandatory fields, and press Create.

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System Activation Site

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

Create Technician

* Mandatory field

First name *

Last name *

User name : *

Email *

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


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


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

C-Soft Telex License Activation Tool

Bosch.com Support and contact English ▾

System Activation Site

 **BOSCH**
Invented for life

[Overview](#) [Manage license](#) [Manage webcasting](#) [Manage users](#) [Logout](#) 

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

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

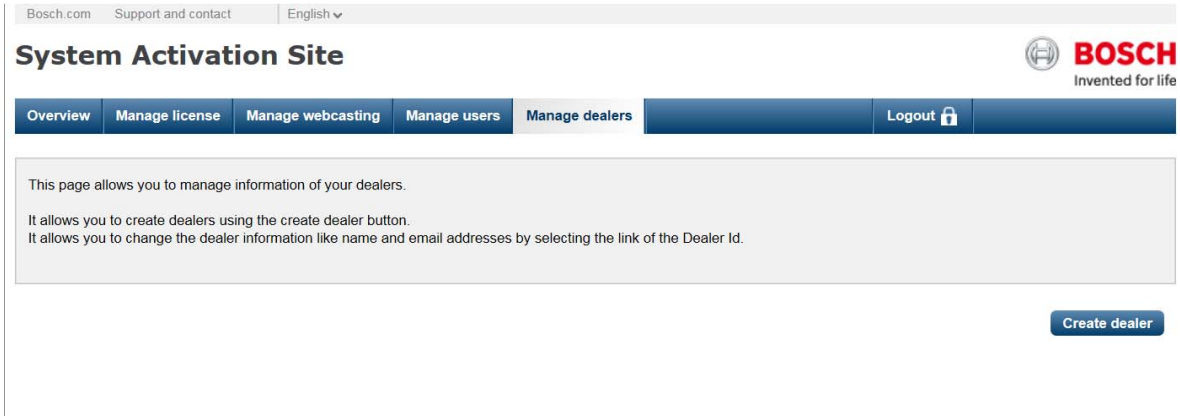
[Create Technician](#)

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

Creating Dealers (Sub Accounts)

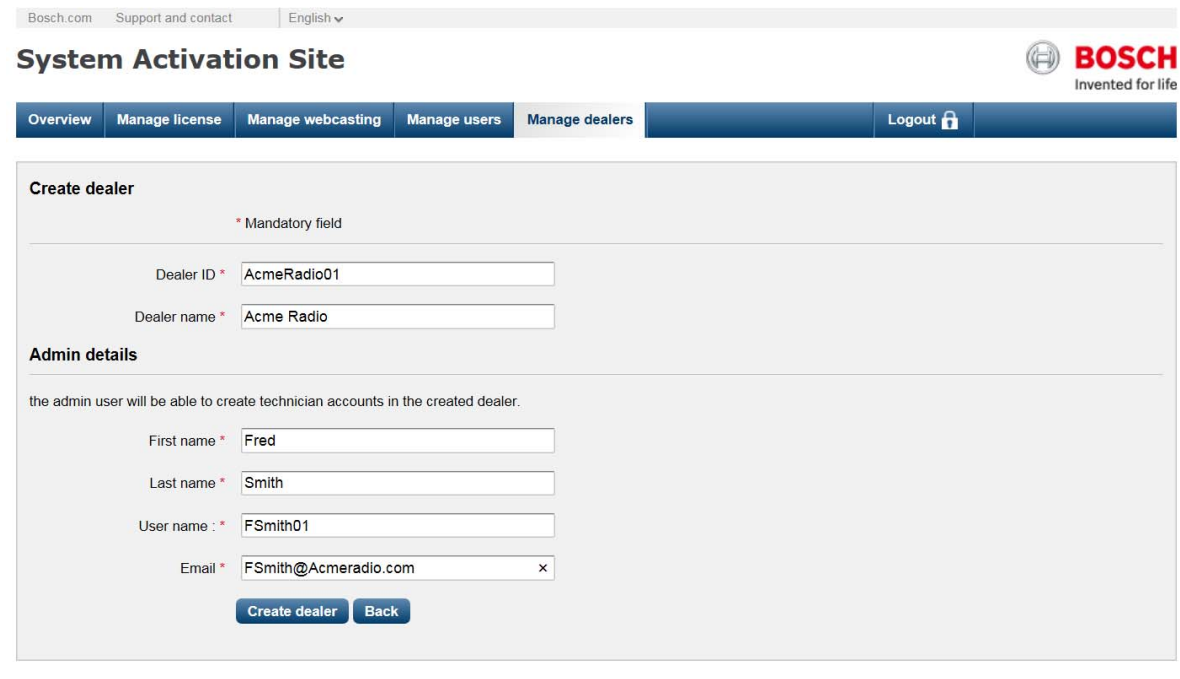
Distribution of licenses to Dealers or Self-Supporting End-users starts with the account admin creating Sub-accounts to the primary account. Creating these accounts allows a purchasing dealer to forward Entitlements to another company that will be installing the licenses.

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



The screenshot shows the 'System Activation Site' interface. At the top, there are navigation links for 'Bosch.com', 'Support and contact', and 'English'. The main header includes the Bosch logo and the tagline 'Invented for life'. A navigation menu contains 'Overview', 'Manage license', 'Manage webcasting', 'Manage users', 'Manage dealers', and 'Logout'. The 'Manage dealers' section is active. Below the menu, a text box explains the page's purpose: 'This page allows you to manage information of your dealers. It allows you to create dealers using the create dealer button. It allows you to change the dealer information like name and email addresses by selecting the link of the Dealer Id.' A 'Create dealer' button is located at the bottom right of this section.

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



The screenshot shows the 'Create dealer' form within the 'System Activation Site'. The form is titled 'Create dealer' and includes a note: '* Mandatory field'. The form fields are: 'Dealer ID *' with the value 'AcmeRadio01', 'Dealer name *' with the value 'Acme Radio', 'Admin details' section with a note 'the admin user will be able to create technician accounts in the created dealer.', 'First name *' with the value 'Fred', 'Last name *' with the value 'Smith', 'User name : *' with the value 'FSmith01', and 'Email *' with the value 'FSmith@Acmeradio.com'. There are 'Create dealer' and 'Back' buttons at the bottom of the form.

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

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

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System Activation Site

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

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

[Create dealer](#)

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

Moving Entitlements to Created Dealers (Sub Accounts)

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

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System Activation Site

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

Search for Orders

Enter the search text Search For [Search](#)

Sales order	Dealer	Location	Customer	City	Activation ID	Activation date
> MLL Demo unit	MISC ACCO NT	> Lockwood Home Of fice	Michael Lockwood	Taylor Lake Villa ge	fd300-b8cca-2a477-eac34-dd9bc-79bbf- 593c1	2015-05-14
> Larry Demo NEXED GE	MISC ACCO NT				c29bc-96a27-7543e-68b1f-e98ce-d3e40- e2401	
> Larry Demo 50 Line	MISC ACCO NT	> Telex Burnsville	Dispatch Product Manage ment	Burnsville MN	8919d-022c7-ca4f5-ea172-47c46-1579f-5 b810	2015-04-02

C-Soft Telex License Activation Tool

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

System Activation Site

Order details

Order number: Larry Demo NEXEDGE
Create date: 2015-04-01

Assign order

Select Dealer: **Acme Radio** [Assign order]
Dealer ID: AcmeRadio01

Products

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

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

System Activation Site

Overview | Manage license | Manage webcasting | Manage users | Manage dealers | Logout

Search for Orders

Enter the search text: [] Search For: Order number [Search]

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

FAQ

- **Would the current USB C-Soft keys be compatible with C-Soft v7.x?**
 - No, an upgrade is required.
- **Is there any restriction about how old can the C-Soft be in order to be upgradeable?**
 - No, any age dongle can be upgraded.
- **Will my existing license(s) on ADHB-4 be compatible with C-Soft v7.x?**
 - No, they will need to be converted to a new software based license as part of your C-Soft upgrade.
- **How do I transfer my existing ADHB-4 license(s) to the new C-Soft v7.x?**
 - Contact technical support with your ADHB-4 serial number prior to updating the unit firmware to 3.000 as all existing hash code enabled features will be erased.
- **What are the procedures to upgrade Safenet (Hardware Dongle) license to Flexera (Software) licensing for the same number of lines?**
 - For each operator position, your purchase order will need to specify the C-Soft 7.x license for the correct number of lines plus qty 1 C-SOFT7 UPGRADE P/N F01U307031. An RMA will be issued to return your Hardware dongles to receive credit value.
- **What are the procedures to upgrade Safenet (Hardware Dongle) license to Flexera (Software) licensing for a different number of lines?**
 - For each operator position, your purchase order will need to specify the C-Soft 7.x license for the correct number of lines plus qty 1 C-SOFT7 UPGRADE P/N F01U307031. A RMA will be issued to return your Hardware dongles, contact your regional sales person to develop upgrade package cost.
- **I placed a Purchase Order for C-Soft 7.x and haven't received an Entitlement email, what is my next step?**
 - 1. Make sure the email for the Account admin hasn't received the emails and are sitting in Junk/Spam folder.
 - 2. Contact Bosch Customer Service at 800-289-0096 to make sure your order has been processed; they will be able to see if the order has been shipped or send a internal request for status.
- **I haven't received an email from the system providing me with my user name and password, what is my next step?**
 - If you have never received an email you will need to send an email to telexdispatch@us.bosch.com asking for your login info to be reset. Please note that technical support does not have the ability to reset passwords.
 - If you purchased through a dealer contact the dealer to see if they created an account for you. This is required to install your licenses.
- **Can an existing license be moved from one PC to another?**
 - Yes, using the Return Entitlement steps on the Telex License Activation Tool a license can be placed back on the Bosch System Activation site to be reissued.
- **What are the procedures if a PC with an installed license crashes or malfunctions?**
 - Complete the C-Soft Reset Request form at the end of this document and Email to telexdispatch@us.bosch.com
- **I need to upgrade to C-Soft v7.x from a previous version and increase the number of lines from the original value, do I still need to order the upgrade part number?**
 - Yes, both the new C-Soft 7.x license P/N and Upgrade P/N will need to be on the purchase order. Contact your regional sales person to develop upgrade package cost.
- **Will the license support a server type deployment?**
 - Yes, the Flexera license can be deployed on each individual PC or multiple licenses on a single server location.

- **Can multiple license servers be deployed?**
 - C-Soft 7.x supports the ability to program up to 2 different IP addresses for server operation, if one is unreachable or all licenses are used it will attempt to connect to second server.
- **Does a license server PC need to be a server quality PC?**
 - No special quality PC is required; if the PC can run C-Soft 7.0 it will work as a license server. See C-Soft manual for PC specifications.
- **If I purchased consoles with the EF Johnson branded version of C-Soft, can I upgrade them to C-Soft v7.000?**
 - Yes, but C-Soft 7.x does not support the “EFJ P-25 Trunk” line type, so direct control of the EFJ repeaters are lost.
- **Can license line counts be additive if installed on the same PC?**
 - No, combing 2 each 6-line licenses on a single PC will not support a 12-line design.
- **Can license line count be divided between multiple instances of C-Soft?**
 - No, dividing a 12-line license between 2 PC's for 6-line each is not supported.
- **Can I install different line count licenses on a license server PC?**
 - Yes, C-Soft when launched will go to the license server and check out the minimum license(s) needed to run properly.
- **What Port numbers are used to communicate between C-Soft position and License Server?**
 - Initial communications happen between ports 27000 and 27009, additional ports will be dynamically assigned per console position based on communications with Server Application.

Glossary

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

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

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

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

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

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

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

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

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

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

TRD-CSOFT-API - Optional API interface license for C-Soft, each position requires its own option.

License Site User levels

Admin – Manages (creates) users and dealers

Logistics – Receives and moves Entitlements to dealers when needed

Technician – Manages licenses (activate, return and repair)

Troubleshooting

Problem #1 – When trying to process a Request.xml file, the Bosch Licensing web site returns an error.

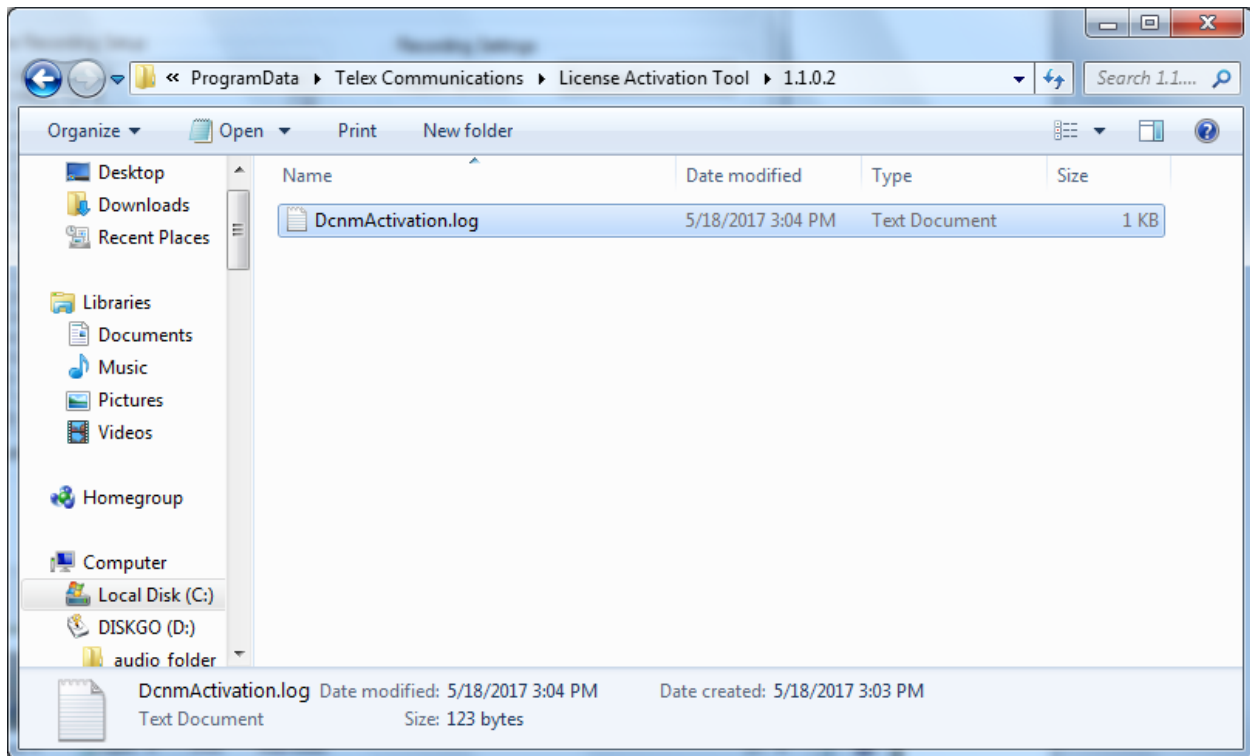
Possible Solution – The Request.xml file had unacceptable special characters in the data entry fields, see page 13. Delete the Request file and generate new one with corrected data fields.

Problem #2 – When trying to process a Response.xml file, the application returns an error.

Possible Solution – PC is not the same one used to create the Request.XML file. Try to process the file on the correct PC and then return to complete the install process again.

Problem #3 – When trying to process a Response.xml file, the application returns an error and is the same PC used to create the Request.xml file.

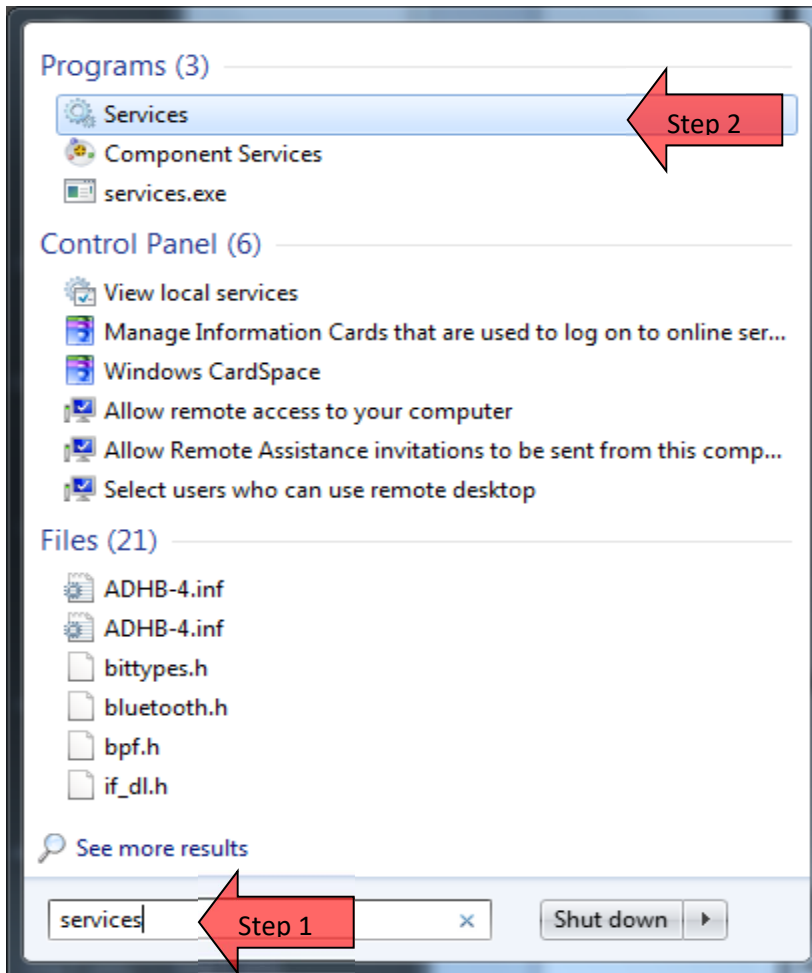
Possible Solution – Technical support team needs the following file emailed to them to start a problem ticket. Email to telexdispatchtechsupport@us.bosch.com the DcnmActivation.log file from the version of License Activation Tool installed. File for version 1.102 is shown in the view below.



Problem #4 – When computer first starts I get message that no Licenses are available when starting C-Soft but after a few minutes it will work.

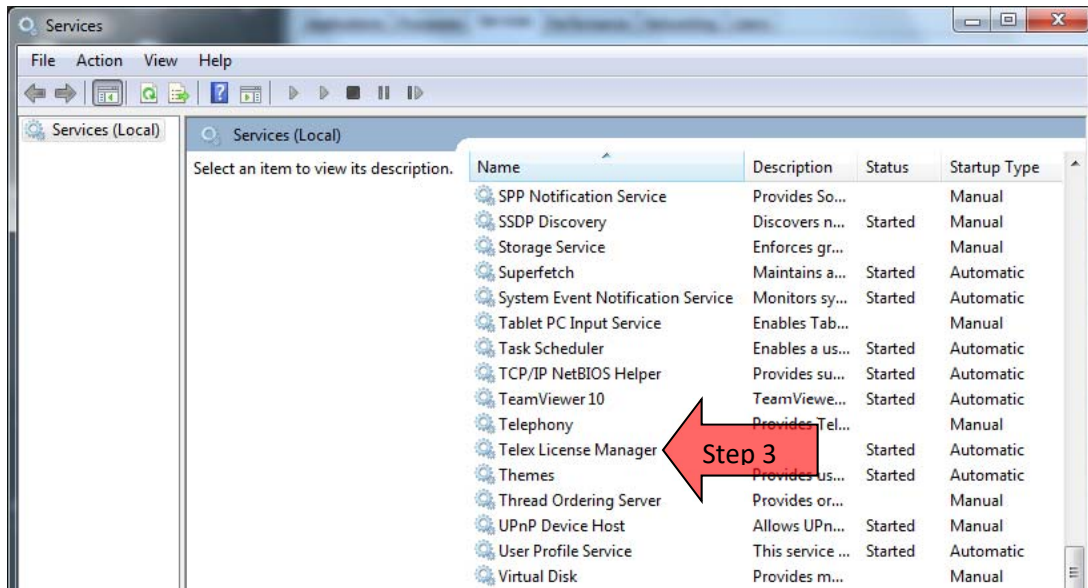
Possible Solution - At random times during the install/upgrade, the settings for Telex License Manager are not set correctly. Please follow these steps to verify when the position stops seeing available licenses after the install or upgrade.

From the Start menu in Windows, enter services (1)



Select Services (2), view below opens

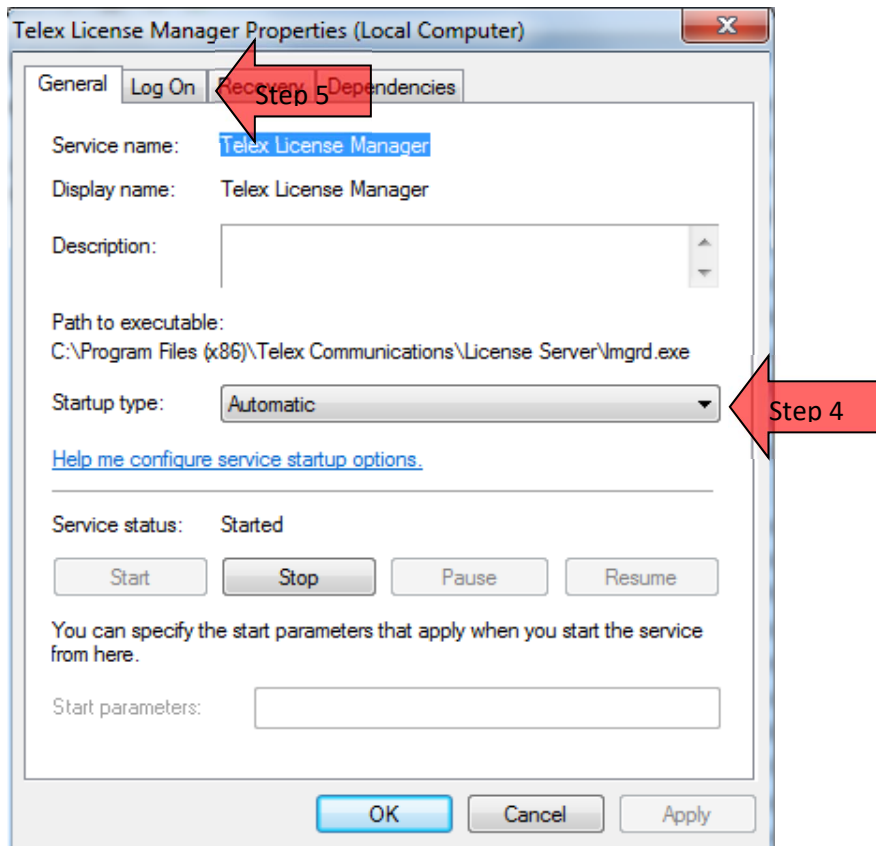
C-Soft Telex License Activation Tool



New screen will populate, scroll down until you see Telex License manager (3)

Right click on Telex License Manager and select Properties

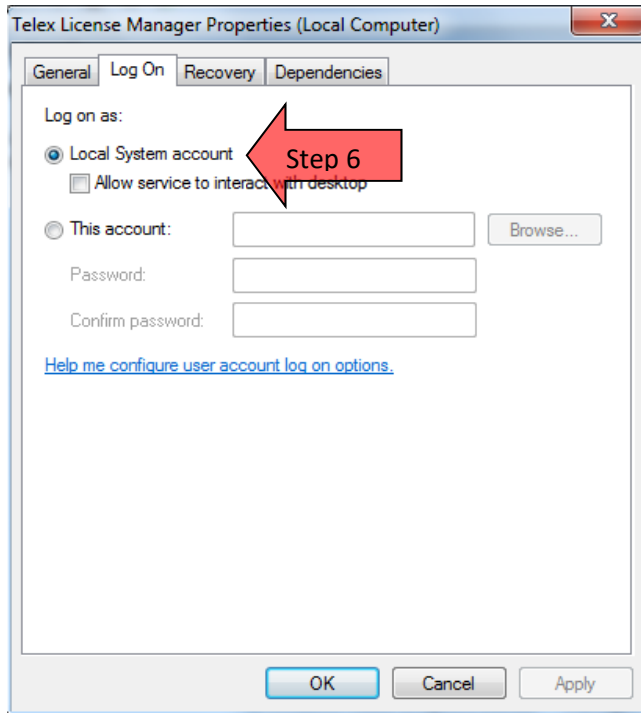
New screen opens, make sure startup Type is set to Automatic (4), and hit Apply



C-Soft Telex License Activation Tool

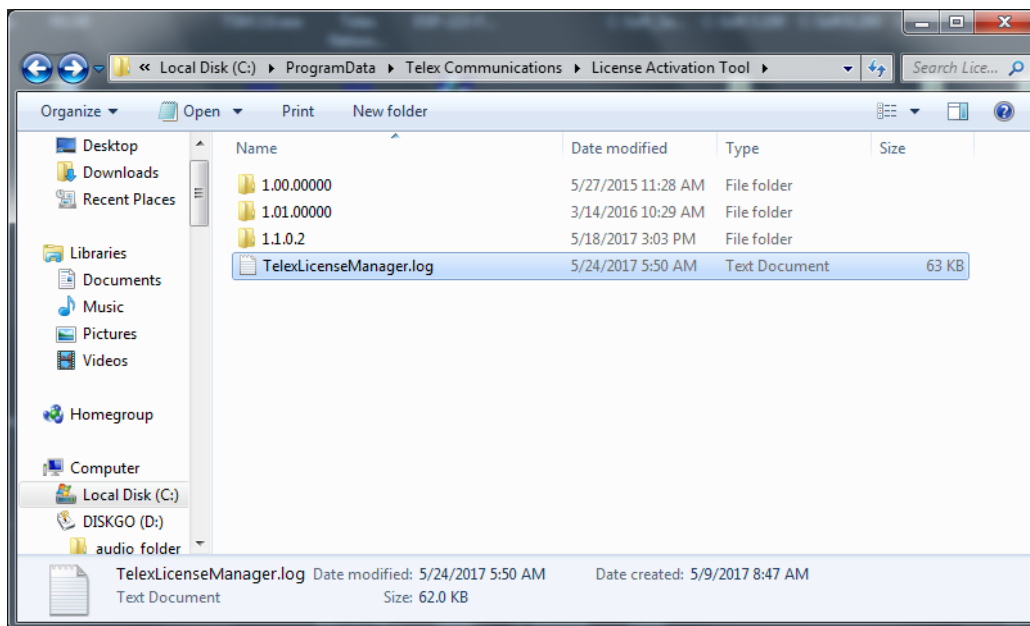
Go to Log On tab (5), make sure Local System account is the only item set (6), and hit Apply.

NOTE: Complete the following steps for both Telex License Manager and FLEXnet Licensing Service



Problem #5 – C-Soft is operational but at various times an Error message popup stating that No TRD-CSOFT-LINES are available and after pressing the “Retry” button you still get error.

Possible Solution – Technical support team needs the following file emailed to them to start a problem ticket. Email to telexdispatchtechsupport@us.bosch.com the TelexLicenseManager.log file.



Revision History		
Document Title: C-Soft 7.x License Server Setup		
Document Number: AN-DISPATCH-053		
Revision	Change Description	Date
A	Initial Release	29-MAY-2015
B	Entitlement activation clarification (page 11), additional FAQ's	11-DEC-2015
C	Special Notes (page 13)	17-JUN-2016
D	Port Number Information and Troubleshooting tips	23-MAY-2017
E	Updated to show Online activations and return steps introduced in version 1.400	18-JAN-2018
F	Updated to show new License Reset information	5-SEPT-2019

Suggestions or comments:

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

Technical Support:

Email: TelexDispatchtechsupport@us.bosch.com

Fax: 1-402-467-3279

Phone: 1-800-898-6723

Bosch Security Systems, Inc.
8601 East Cornhusker Highway
Lincoln Nebraska 68507

Phone: (800) 752-7560 Fax: (402) 467-3279

Email: Telexdispatch@us.bosch.com

Web: www.telex.com



C-Soft License Reset Request

Dealer Name			
Agency Name			
Agency Address City, State, Zip Code			
Agency Phone Number			
Activation ID			
Fulfillment ID			
Installed Date		Position/Location ID	
	<i>MM/DD/YY</i>		
Reason For Reset			
<i>I certify that the above information is true to the best of my knowledge. On behalf of my agency, I authorize my dealer to reset the C-Soft license.</i>			
End-Customer Name/Title			
End-Customer Signature		Date	
			<i>MM/DD/YY</i>

Scan and email this document to telexdispatch@us.bosch.com to have the license reset within one business day.

If you are unable to provide the Activation or Fulfillment ID's to reset the license/s. The following steps are required to determine which C-Soft licenses are active at the site so we can then localize the non-working license.

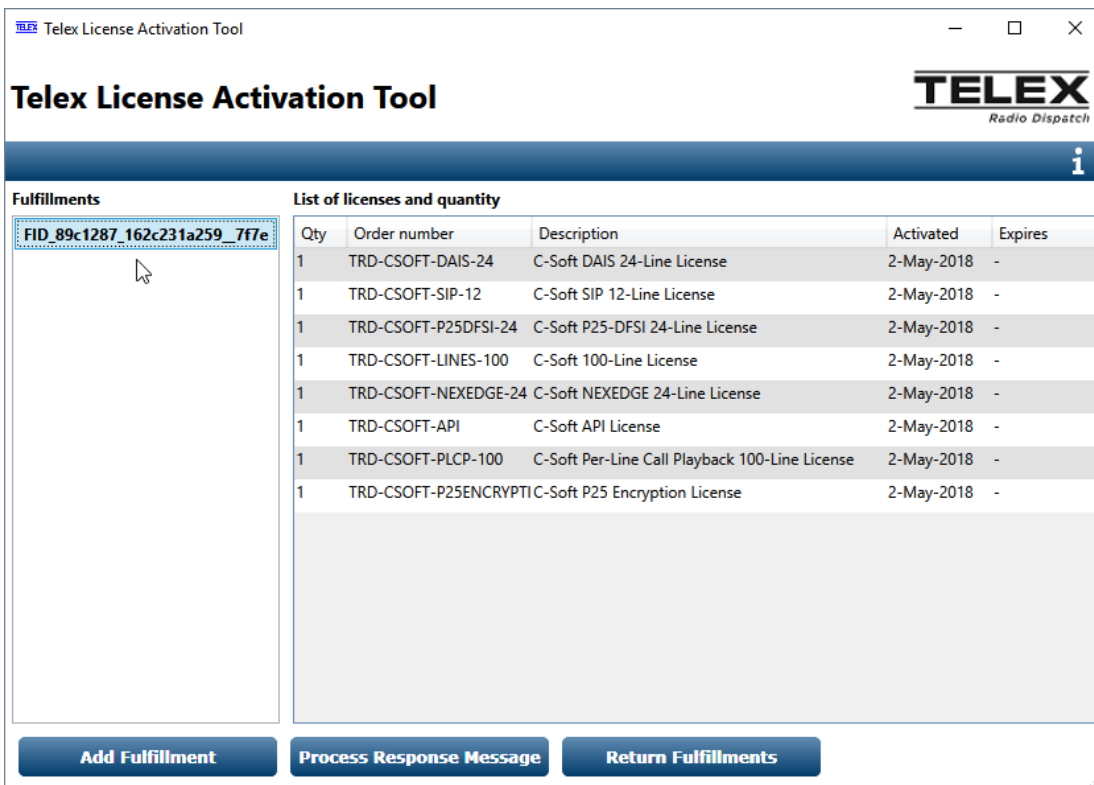
Step 1 – Go to a working Dispatch Position.

Step 2 – Minimize all running applications.

Step 3 – Locate The Telex License Activation shortcut on desktop, double click to start



Telex License Activation tool will launch (view below), in the left column are Fulfillment ID's installed on this PC.



Record all ID's shown in the Fulfillment column in the spaces below. Close application and maximize all applications.

Step 4 – Go to next working Dispatch Position and complete the same steps.