WORKFORCE CONNECT
Interworking Gateway 1.0.x

Administration Guide
for Licensing

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Introduction

The Workforce Connect Interworking Gateway (IWG) provides interworking among various PTT communication technologies, allowing connectivity between work groups using different communication products. This guide explains how to activate the licenses for the IWG.

Activation ID

To use the IWG, it must be licensed. Licensing requires one or more Activation IDs (also referred to as Activation Codes) and a connection to a licensing server. The Activation ID is a 32-digit code which is generated for all purchased or trial entitlements.

Enter the Activation IDs using one of the following methods:

- License deployment using a configuration file - Enter one or more comma separated Activation IDs into a dynamic or static configuration file.
- Manual entry - Enter one or more comma separated Activation IDs on the IWG activation screen or Licenses tab.

License Scheme

Zebra licenses the IWG by IWG Groups. Each IWG instance requires at least one IWG Group to operate. Once the IWG instance is enabled via at least one IWG Group, the following services are available:

- PTT Express (up to 32 channels per IWG instance)
- LMR (Land Mobile Radio, up to 32 per IWG instance)
- Announcer
- Messenger

In addition to enabling the above functionality, each IWG Group enables 1 PTT Pro individual or group license.

Refer to the IWG Administrator Guide for more information on PTT Express, LMR, PTT Pro, Announcer, and Messenger.

A single Activation ID can be used for multiple activations of a product. For example, if purchasing 10 IWG Groups, a single activation ID is generated that can be used 10 times. All 10 activations can be used on a single IWG instance, or 10 IWG instances can be enabled by using one activation on each IWG instance. The number of activations valid for each Activation ID is specified in the entitlement email received from Zebra software licensing.

The Zebra Licensing server generates one Activation ID for each purchase. When submitting additional orders for IWG groups after the initial order, it is important to specify the current Activation ID in use; otherwise, additional Activation IDs may be received for each order.

Software upgrades do not require a new Activation ID.

NOTE The IWG can accept multiple Activation IDs.

Activation Using a Configuration File

To activate the IWG using a configuration file, define the **licenseCodes** parameter with a value of one or more Activation IDs. The IWG accepts two types of configuration files.

- **Static configuration file** - Define a separate set of static parameters for each IWG. Static parameters override dynamic parameters.

  Import the static configuration file using the IWG Main Utility Menu. Refer to Workforce Connect Interworking Gateway Administrator Guide.

- **Dynamic configuration file** - Define a common set of dynamic parameters for multiple IWGs to share.

  Import the dynamic configuration file using the IWG Main Utility Menu or the IWG Management Portal. Refer to Workforce Connect Interworking Gateway Administrator Guide.

The following is an example of the `licenseCodes` parameter with multiple Activation IDs:

```
licenseCodes="xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx, yyyy-yyyy-yyyy-yyyy-yyyy-yyyy-yyyy-yyyy"
```

By default, each Activation ID retrieves one license. To activate a single Activation ID multiple times, after the code add a colon and the number of times to retrieve the license.

The following is an example of how to activate one license multiple times:

```
licenseCodes="xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx: zz"
```

For more information about activating the IWG using a configuration file, refer to Workforce Connect Interworking Gateway Administrator Guide.

Activation Using the IWG Management Portal

To activate the IWG using the IWG Management Portal, log in to the portal. The IWG Management Portal displays the activation screen.

The following is an example of how to enter multiple Activation IDs:

```
xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx, yyyy-yyyy-yyyy-yyyy-yyyy-yyyy-yyyy-yyyy
```

By default, each Activation ID retrieves one license. To activate a single Activation ID multiple times, after the code add a colon and the number of times to retrieve the license.

The following is an example of how to activate one license multiple times:

```
xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx: zz
```

For more information about activating the IWG using the IWG Management Portal, refer to Workforce Connect Interworking Gateway Administrator Guide.

Updating or Adding Licenses

To update or add licenses using the IWG Management Portal:

1. Log in to the IWG Management Portal. Refer to Workforce Connect Interworking Gateway Administrator Guide.
2. Select the **License** tab.
3. Select **Add Activation Code**.
4. Enter one or more Activation IDs. For examples of how to enter Activation IDs, see Activation Using the IWG Management Portal on page 4.
5. Select Apply.

To update or add licenses using the static or dynamic configuration file, see Activation Using a Configuration File on page 4.

Releasing Licenses

To release all activated licenses:

1. Log in to the IWG Management Portal. Refer to Workforce Connect Interworking Gateway Administrator Guide.
2. Select the **License** tab.
3. Select **Release All Licenses**. All licenses associated with this IWG are released.

To license the IWG and enable interworking services, activation codes must be entered.

To increase or decrease how many licenses are associated with an activation ID, use a configuration file to modify the `licenseCodes` parameter. Refer to Workforce Connect Interworking Gateway Administrator Guide.

Frequently Asked Questions

When does the IWG check the licensing server?

The IWG registers with the Zebra licensing server on initial activation, and then again every night. Checking regularly with the licensing server ensures that the IWG receives the most current privileges and entitlements. The IWG, once activated, continues to operate even if unable to reach the Zebra licensing server, unless its licenses expire.

What if the IWG cannot reach the licensing server?

The IWG must reach the Zebra licensing server for initial activation, to receive entitled features, or to receive entitlement updates.

If the IWG is not activated, and unable to reach the Zebra licensing server, features are not available. After initial activation, if the IWG is unable to reach the Zebra licensing server, features are available based on the last entitlement received from the Zebra licensing server.

How is the IWG software and licensing delivered and installed?

After an order is processed, Zebra Software Distribution Services sends the license entitlement Activation ID(s). Activation ID(s) and the IWG software download are also available in the Customer License Portal.

Troubleshooting

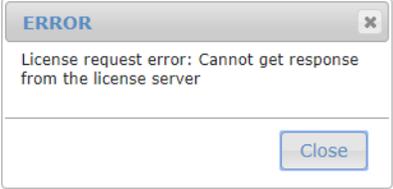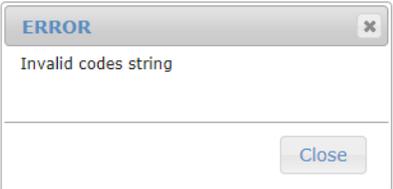The following table provides suggested troubleshooting.

NOTE Rights ID refers to the IWG activation ID.

Table 1 WFC Voice Client Licensing Troubleshooting

Problem	Sample Screenshot	Cause	Solution
Error message: **License request error: code: 1 (Specified rights ID is invalid)**	ERROR — License request error: code: 1 (Specified activation ID is invalid), details: fa91-377a-6f6b-4aef-a8cc-36e8-b15b-9ce7? — Close	Mistyped Activation ID.	Activate again using the Activation ID(s) required for your service.
Error message: **Received successful response. Current features: … IWG is NOT licensed**	INFORMATION — Received successful response Current features: -->> wfciwg-feature-pttp-audio count=1 IWG is NOT Licensed. The licenses for 'IWG' plus one of the resources are required — Close	A PTT Pro product is activated before activating the WFC IWG Base System Package. The WFC IWG Base System Package is required to run the IWG.	Activate again using the Activation ID for the WFC IWG Base System Package. Previously activated PTT Pro products remain active.
		The Activation ID is not valid for currently installed version of the WFC IWG Base System Package.	Activate again using the Activation ID for the WFC IWG Base System Package.
Error message: **License request error: code: 19 (Activation ID/Host owner mismatch)**	ERROR — License request error: code: 19 (Activation ID/Host owner mismatch), details: 5444-647d-9536-43bc-8098-6fa9-6e16-6c76/564D8130-55F3-14E9-1B36-9459AC2A1B23_000C292A1B23? — Close	The Activation ID entered belongs to a different IWG instance.	Contact Zebra support.
Error message: **License request error: code: 14 (Activation ID copies exceeds available copies)**	ERROR — License request error: code: 14 (Activation ID copies exceeds available copies), details: 84ba-4e05-3152-4d06-bf72-7113-29a2-0bfa? — Close	All licenses are allocated to other IWG instances.	Contact Zebra support to purchase additional IWG licenses.

Table 1   WFC Voice Client Licensing Troubleshooting

Problem	Sample Screenshot	Cause	Solution
Error message: **License request error: Cannot get response from the license server**	ERROR ✖ License request error: Cannot get response from the license server Close	The company firewall is blocking access to the license server.	Ensure the device can reach the following URL using port 443: `https://zebra-licensing.flexnet operations.com/flexnet/deviceservices`
		Invalid URL entered in activation screen.	Activate again using the production URL https://zebra-licensing.flexnetoperations.com/flexnet/deviceservices. Do not change the default URL.
		Temporary issue with Zebra licensing system availability.	Wait 15 or 30 minutes and activate again. If the problem persists, contact Zebra support.
Error message: **Invalid codes string**	ERROR ✖ Invalid codes string Close	Activation ID was not entered.	Activate again using the Activation ID(s) required for your service.

8

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