



Workcloud Communication

Voice Client
Versions Earlier than 9.0.20306

Administration Guide for Licensing

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Introduction



NOTE: This guide only applies to versions of WFC Voice earlier than 9.0.20306.

The Workforce Connect Voice (WFC Voice) provides PBX features for select Zebra mobile computers. These features improve the effectiveness of communications within an organization, providing enterprise voice communications across multiple media types on unified mobile devices.

Activation ID

To use the WFC Voice on your devices, the devices must be licensed. Licensing requires an activation ID(s) and a connection to a licensing server.

The activation ID is a 32-digit code which must be entered into WFC Voice via one of the following methods:

- Deployment via Mobile Device Manager (MDM) - Create a WFC Voice configuration file with one or more Activation IDs. Activation IDs are entered in the `<license_key>` element and separated by commas.
- Manual Entry - Enter one or more comma separated activation codes.

License Scheme

WFC Voice requires Activation IDs for the following components:

- PBX Standard (e.g. CUCM-Standard, CME-Standard, AURA, IPO, Mitel, etc.) and associated software version. One activation ID is required per standard PBX.
- PBX Premium (e.g. CUCM-Premium, CME-Premium) and associated software version. Depending on your entitlement, you may receive one or two activation IDs for each premium PBX. If you were provided two activation IDs, BOTH must be used to enable premium services.

The Zebra Licensing server generates one or more Activation IDs based on each order. By default, when purchasing additional blocks of Entitlements after an initial purchase, new Activation IDs are received for each order. To associate a new order with the Activation IDs from a previous order, include the Activation IDs on your purchase order.



NOTE: WFC Voice can accept multiple Activation IDs.

WFC Voice version 9.x is licensed on a subscription basis. The expiration date displayed in WFC Voice may include a 30 day grace period, allowing the client to continue operating 30 days past the actual expiration date. Refer to your software entitlement email for the actual expiration date. To view the expiration date in the WFC Voice application, which may include the grace period, go to **About > View Keys & Licenses**.



NOTE: If the license for WFC Voice is renewed inside the 30 day grace period, make sure to update the license(s) on the client. See [Updating Licenses Using an MDM on page 5](#) or [Updating Licenses Manually on page 6](#).

Upgrading from WFC Voice Version 8.2.x

Upgrading WFC Voice version 8.2.x to version 9.x requires new Activation IDs, which are provided with the purchase of WFC Voice version 9.x.

To update the Activation IDs in WFC Voice, use one of the following methods:

- Replace the 8.2.x Activation IDs with the 9.x Activation IDs in the XML configuration file. See [Activation Using an MDM on page 4](#).
- Enter the new Activation IDs in the activation screen. See [Activation Using Manual Entry on page 5](#).



NOTE: It is not necessary to delete 8.2.x licenses before upgrading to 9.x.

Activation Using an MDM

Deploying WFC Voice using an MDM requires a deployment package and an XML configuration file. The configuration file stores all WFC Voice configuration parameters as key and value pairs.

WFC Voice XML Configuration File

Two XML tags are used to define licensing information in the XML file:

- **license_key**: Contains one or more WFC Voice activation keys.
- **license_source**: URL of a license source server (optional).

When **license_source** is not defined, WFC Voice uses the default license source. Do not change the **license_source** parameter unless instructed to by Zebra Support.

The following example shows **license_key** and **license_source** configuration parameters in the WFC Voice XML configuration file. The default **license_source** parameter is shown.

<Profile>

...

<license_source>https://zebra-licensing.flexnetoperations.com/flexnet/deviceservices**</license_source>**

<license_key>xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx,
yyyy-yyyy-yyyy-yyyy-yyyy-yyyy-yyyy-yyyy, additional activation ids**</license_key>**

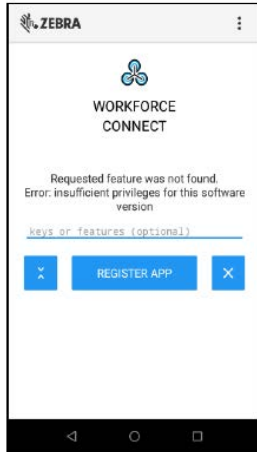



NOTE: Add "-uat" after "zebra-licensing" in the license source, when licensing within the development environment.

Activation Using Manual Entry

When WFC Voice is initialized on the device, the user is prompted to enter the activation ID.

Figure 1 App Activation Screen



1. In the **keys or features** field, enter your activation code(s) separated by commas. Alternately, you may scan in your activation codes as follows:
 - a. Using a tool to generate a bar/QR code (e.g. www.barcodesinc.com/generator/qr), enter in your activation code(s), separating by commas.
 - b. Generate the code.
 - c. While in the WFC Voice activation screen, scan in the code. It will populate directly into the keys/features field.
2. Touch  to left of **Register App** and in the **device alias** field, enter a name to identify the device on the license source (optional).
3. Touch **Register App**.



NOTE: When licensing within the development environment, follow the steps below to switch to the UAT, before selecting **Register App**:

- a. Click on the arrows to expand the parameters,
- b. Long press on the license source field,
- c. Add "-uat" after "zebra-licensing".

Updating Licenses Using an MDM

To update all WFC Voice licenses using an MDM, send the `wfc.voice.ACTION_UPDATE_CONFIG` start activity intent with the `license_key` parameter.

Example command:

```
adb shell am start -a wfc.voice.ACTION_UPDATE_CONFIG --es license_key
1234-1234-1234-1234-1234-1234-1234
```

Updating Licenses Manually

To update all WFC Voice licenses:


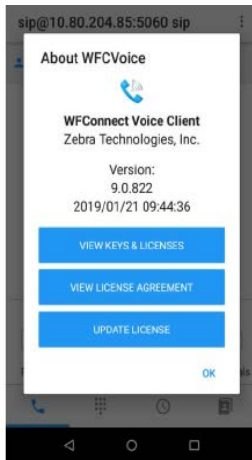
1. Touch  > **About**.

Figure 2 About Screen



2. Touch **Update License**.

WFC Voice connects to the license source to refresh license data.



NOTE: To view a list of activated features, touch **View Keys & Licenses**. Features that appear in red are expiring within seven days.

Licensing Server Connectivity

WFC Voice uses activation codes to communicate with the license server and retrieve a license for the software. A forward or reverse proxy server is required when using a device that does not have direct access to the license source.

Figure 3 Forward Proxy Server

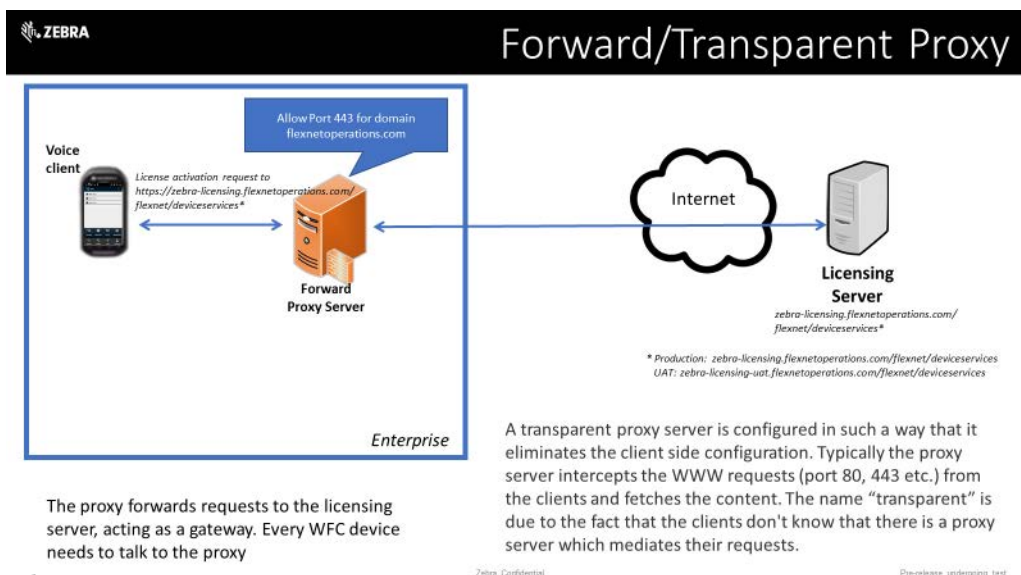
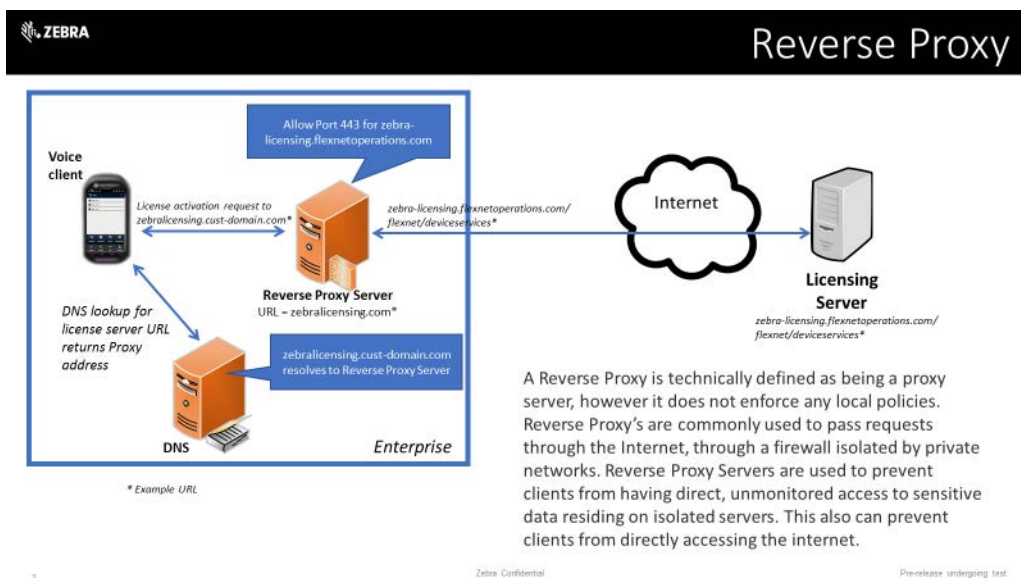


Figure 4 Reverse Proxy Server



Configuring a Proxy Server

To set up a Proxy Server for the Licensing Server:

1. Deploy a proxy server. There are many commercial and open source proxy servers available.
2. Ensure your WFC Voice applications have the appropriate DNS information to access the DNS server (e.g. via DHCP options).

3. Add a DNS record in the DNS server to resolve the Licensing Server domain to one of the following addresses:
 - Production: 64.14.29.39
 - <https://zebra-licensing.flexnetoperations.com>
 - <https://zebra-licensing-fno.flexnetoperations.com>
 - UAT: 64.14.29.38 (optional - special cases only)
 - <https://zebra-licensing-uat.flexnetoperations.com>
 - <https://zebra-licensing-fno-uat.flexnetoperations.com>
 - The following IPs are used for redundancy planning. Highly suggested to ensure proxy/firewall supports the DR address range
 - DR - 162.244.222.0/24
4. Configure the Proxy Server to allow traffic on port 443 to the Licensing Server through to the internet, while blocking all other traffic.

Frequently Asked Questions

Does the device check the licensing server on every run of the application?

WFC Voice checks in with the licensing server at least once every 30 days. Checking regularly with the licensing server ensures the WFC Voice application receives the most current privileges and entitlements. However, it should be noted that the WFC Voice application, once activated, continues to operate (connected to call server with latest privileges) even if unable to reach the Zebra licensing server.

What if the device cannot reach the licensing server?

WFC Voice must reach the Zebra licensing server to be initially activated and receive entitled features or to receive entitlement updates. If WFC Voice is unable to reach Zebra licensing server, the operation depends on the activation state of WFC Voice.

- If WFC Voice has not been activated no Telephony service will be available.
- If WFC Voice has been activated Telephony service is available based on entitlement received in last contact with Zebra licensing server.

What if subscription is not paid? Does the current version of the application turn off?

Expiration of the trial or subscription results in termination of WFC Voice features and functions. A grace period may be granted and provide a short additional period of operation beyond the expiration date.

Can an Enterprise customer have an environment where some of their Zebra Mobile Computers have WFC Voice version 9.x, and some devices have a previous release of WFC Voice?

Yes - the customer can have some devices that are on WFC Voice version 9.x, and some that are on other versions in the same enterprise.

Can an environment contain several devices with WFC Voice for a CISCO Basic PBX, and other devices with the WFC Voice for a CISCO Premium PBX Upgrade?

Yes. A customer may have an environment where some Zebra Mobile Computers have the Standard license, and other devices having the Upgraded license. In this manner - only those users (like Managers) who need the advanced features of the Premium Client Upgrade license will need to purchase only as many Premium Upgrade licenses as will be required by the devices needing those advanced features. And the users who only required the features available with the Standard client license do not need to purchase the Premium Upgrade.

How is WFC Voice software and licensing delivered and installed on a customer's Zebra mobile computer?

On receipt and processing of a valid Order, Zebra Software Distribution Services will contact the customer and manage the registration of the device serial numbers and provisioning of the WFC Voice Software APK, and license Entitlement Activation Code

I am currently running a group of Zebra mobile computers with WFC Voice version 7.x licensing to Cisco CUCM PBX today and accessing the features identified as Premium Upgrade features. Can I access those features with their existing license, or are they somehow violating their license?

Customers using older WFC Voice licensing may continue to utilize those licenses and the features of the license for as long as that license is valid and supported. If the Customer needs additional licenses, they will only be able to purchase currently available versions of WFC Voice. Older releases are no longer available for purchase - even if the customer has some of the older licenses in production. See PMB announcing EOS of older WFC Voice versions.

What about devices that already have a WFC Voice software and license and are returned for an authorized repair? Will the license be transferred? Is there a difference in how Zebra mobile computers are treated if they are still under warranty versus under a maintenance agreement?

If a customer is covered under Zebra Standard Warranty, or an existing software maintenance agreement for WFC Voice, they are eligible to receive the new release of their WFC Voice version 9.x. After the Zebra Standard Warranty period, no licenses can be transferred. They will need to acquire and install a new license entitlement

How is the licensing of the application handled?

Please refer to Licensing Scheme section in this document

Is the license only valid for the version that is on the device at the time of licensing or is it any version if maintenance has been paid?

An activation ID is valid for a particular X.Y release, and any patch or fix releases applicable to that X.Y release. If maintenance has been purchased, the customer is entitled to new versions as they appear, but upgrading to new software releases (e.g. X.Y to X.Y+1 or X.Y to X+1.Y) requires new Activation IDs.

Troubleshooting

The following table provides suggested troubleshooting.



NOTE: Rights ID refers to the IWG activation ID.

When the error message **acquiring license, Requested feature was not found** is preceded by another error message, address the initial error first.

Table 1 WFC Voice Licensing Troubleshooting

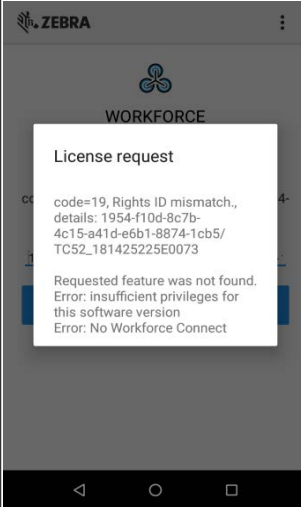
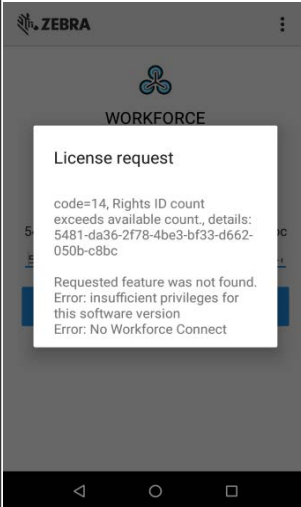
Problem	Sample Screenshot	Cause	Solution
Error message: Rights ID mismatch		The device is registered to one account, while the activation ID belongs to another account. For example, a user activates a trial license belonging to one account, and then attempts to activate a purchased license belonging to another account.	Contact Zebra support.
Error message: Specified rights ID has no available copies or Rights ID count exceeds available count		All purchased licenses are already allocated to other devices.	Contact your account manager to purchase more WFC Voice licenses.

Table 1 WFC Voice Licensing Troubleshooting

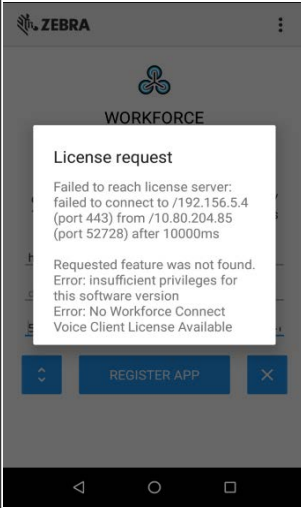
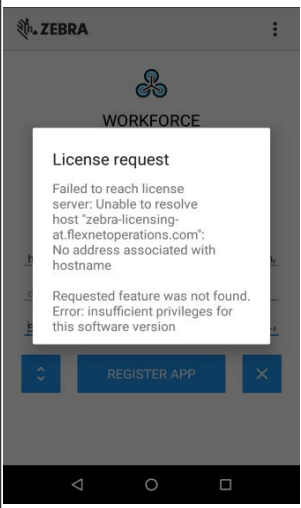
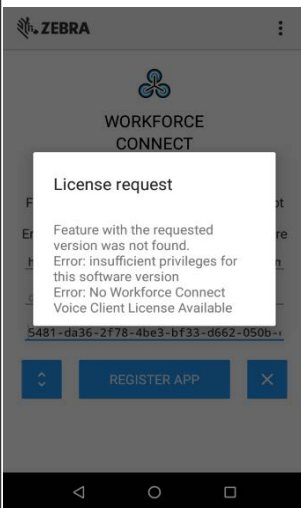
Problem	Sample Screenshot	Cause	Solution
Error message: Failed to reach license server: failed to connect...		The company firewall is blocking access to the license server.	Ensure that the device can reach URL https://zebra-licensing.flexnetoperations.com/flexnet/deviceservices using port 443. To use a reverse proxy to open a path to the Zebra licensing system, see Configuring a Proxy Server on page 7 .
		Zebra licensing system is temporarily unavailable.	Wait 15 to 30 minutes and activate the device again. If the problem persists, contact Zebra support.
Error message: Failed to reach license server: Unable to resolve host...		Invalid URL entered in activation screen.	Activate again using the production URL https://zebra-licensing.flexnetoperations.com/flexnet/deviceservices .
Error message, not preceded by any other errors: Feature with the requested version was not found. Error: insufficient privileges for this software version		The activation ID(s) do not allow for the installed version of WFC Voice.	Load the software version of WFC Voice which corresponds to the entitled product. Contact Zebra support for more information.
		This is the initial activation and the activation ID was not entered.	Activate again using the activation ID(s) required for your service.
		The SW (software) license is missing. Note: For premium services, two activation IDs are required.	Activate again using both activation IDs required for the premium service.

Table 1 WFC Voice Licensing Troubleshooting

Problem	Sample Screenshot	Cause	Solution
Basic services are working, but not premium services.		The device license is missing. Note: For premium services, two activation IDs are required.	Activate again using both activation IDs required for the premium service.
Some purchased PBXs are not working.		Activation IDs not entered for each PBX. Note: Each PBX requires a separate activation ID.	Activate again using all purchased activation IDs.
Changes made to the licensing information in the XML configuration file do not take effect.		WFC Voice has not reloaded the XML file.	Reload the XML file by: <ul style="list-style-type: none"> • Loading a new profile. Refer to the WFC Voice Client Administrator Guide for your PBX. • Sending an intent using an MDM. Refer to the WFC Voice Client MDM Administrator Guide.

