

How Do I MANAGE LICENSES

The Red Box software is designed to provide flexible licensing options for individual applications and features.

Note: From Jan 2022 all new channel/record licenses will be provided as time-limited licenses (subscription based). Any pre-existing perpetual channel licenses will remain unchanged.

Check & Apply Licenses

To check and apply licenses:



1. Login to Quantify with an administrator account (System Configuration permissions) and go to **Configuration > Setup > Licensing**.

From here you can check your current licenses.

To view "Time Limited" licenses, including subscription licensing, click the **Timed Licenses** button.

See "License Types" on page 2 for more details on the licenses available.

2. If you have a new license code, enter the code in the **New License Code** field and click **Update** to apply the license.

For some license types you will need to restart the recorder to apply the license (see "License Types" on page 2 and "Recorder Restart" on page 5).

If you need to purchase a new license, or need to be advised of an existing license code, please contact your dealer or Red Box.



* Screen layout modified for display purposes.

The screenshot shows the 'Configure Licensing' interface in the Red Box software. The interface is divided into several sections:

- Recorder ID: 3321**
 - Number of Archive Devices: 0
 - Max Number of PPs: 5
 - Number of Replay or Export Clients: 20
 - Number of Record Channels: 200
 - Time Synchronisation: Yes
 - Label Printing: Yes
 - Network Storage: Yes
 - Replay To Phone: Yes
 - Record On Demand: Yes
 - Call Authentication: Yes
 - Call Deletion: Yes
 - NAS Compression: Yes
 - CallSafe: Yes
 - Hosted: Yes
 - Analytics: No
 - Real-Time Forwarding: Yes
- Quantify Licensing**
 - Timeline View: Yes
 - Number of Event Reconstruct Clients: 20
 - Number of Event Reconstruct Concurrent Calls: 4
 - Number of OMI Clients: 20
 - Limited Calls: Yes
 - IQ Page: No
 - Audio Search: Yes
 - UTC Time Stamping: No
 - Centralisation: No
 - Contact Centre Aware Monitoring: No
 - Replay Authorisation: Yes
- Protocol Processor Number 1.**
 - PP Name: CISCO PP
 - PP Identity Number: 6
 - Options: (None listed)
- Protocol Processor Number 2.**
 - PP Name: WSC CTI Server
 - PP Identity Number: 35
 - Maximum Number of Clients: 50
 - Options:
 - PCI Screen Annotation
 - PCI Agent
 - Record on Demand

At the bottom of the interface, there is a 'New License Code' input field and three buttons: 'Update', 'Timed Licenses', and 'Reset'.

Your Red Box system may look different to the one used in this document.
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License Types

Use the following tables to review the license types available from Red Box. If a recorder restart is required to fully apply the license, see "Recorder Restart" on page 5.

Recorder Licenses

General licenses that apply directly to the recorder.

License	Description	Restart Required?
Number of Archive Devices	Maximum number of removable archives (DVD and Tape). Note that a dual drive system counts as two archive devices.	Y
Max Number of PP's	Maximum number of Protocol Processor (PP) licenses. This refers to the total number of integration types licensed on the recorder and can refer to a telephony type (e.g. Cisco, Avaya, Mitel), trader turret type (e.g. BT Unified Trading, Etrali Open Trade), radio type (e.g. Motorola Astro), mobile telephony type (e.g. Vodafone, Teleware), PC comms (e.g. Cisco IM, Microsoft Teams), or PC support (WorkStation Client – PCI suppression, agent call annotation, agent record on demand, channel naming). See "Protocol Processor (PP) Licenses" on page 4 for more details.	N
Number of Replay or Export Clients	Maximum number of users that can concurrently replay or export recorded communications. See "Replay Licenses" on page 5 for more details.	N
Number of Record Channels	Maximum number of channels (devices) that can be recorded simultaneously — this includes any valid time limited/subscription licenses. See "Record Licenses" on page 5 and "Time Limited Licenses" on page 4.	N
Time Synchronisation	Enable time synchronisation (SNTP).	Y
Label Printing	Enable label printing. This feature is used to create labels for removable archive media — go to Configuration > Status > Media .	Y
Network Storage	Allow use of Network Storage (NAS) — Callstore Extension or Network Archive.	Y
Replay to Phone*	Allow calls to be replayed to a phone (selected via the Options menu in Search & Replay).	Y
Record on Demand	Enable use of agent Record on Demand with WorkStation Client.	N
Call Authentication	Enable Call Authentication. This enables both the digital signature within the recorder and the Call Authentication tab in the Quantify Media Player.	Y
Call Deletion	Enable use of the Call Delete feature. Call Delete is usually a restricted feature — access is assigned within user account settings.	Y
NAS Compression*	Allow use of a NAS Compression server.	N
Callsafe	Enable use of the Callsafe feature. Callsafe is usually a restricted feature — access is assigned within user account settings.	Y
Hosted	Display features and options for Quantify Hosted. Note that once Hosted has been licensed on a recorder, it cannot be "unlicensed"/disabled.	Y
Analytics	Enable use of Quantify Insight.	Y
Real-Time Forwarding	Enable real-time/live data (call) streaming service for consuming applications such as AI, BI, Analytics Engines, CRM, and more.	Y

* Feature not supported for all communication systems.

Quantify Licenses

General licenses that apply to the Quantify software suite.

License	Description	Restart Required?
Timeline View	Allow use of the Timeline View in Quantify Search & Replay.	N
Number of Event Reconstruct Clients	Maximum number of concurrent Quantify Event Reconstruct users.	N
Number of Event Reconstruct Concurrent Calls	Maximum number of concurrent communications (voice call, video call, IM, text messages, screen recording) that can be used with Event Reconstruct.	N
Number of QM Clients	Maximum number of Agents that can be used with Quantify Quality Management (QM).	Y
Linked Calls *	Enable automatic identification of linked calls (highlighted by the + Linked Calls icon). This feature can be customised further by users, via their own Replay Preferences .	N
iQ Page	Historic feature. No longer enabled.	—
Audio Search	Enable Quantify Audio Search — search for spoken words and phrases. Legacy product feature, no longer available for new licenses.	Y
UTC Time Stamping	Enable UTC Time Stamping (Coordinated Universal Time) of recorded communications. If UTC is not enabled, the recorder's local time is used. Note that once UTC has been licensed on a recorder, it cannot be "unlicensed"/disabled.	Y
Centralisation	Enable Centralised Live Acquire — allow the use of Centralised Live Acquire on a Media Server giving "visibility" of all channels across a multi-recorder systems.	Y
Contact Centre Aware Monitoring	Enable Contact Centre Aware Monitoring — for multi-recorder systems, allow Monitoring (Quantify Live Acquire) to show the status of channels (devices) from all recorders.	N
Replay Authorisation	Enable use of the Replay Authorisation feature — request and allow/deny replay.	Y

* Feature not supported for all communication systems.

Protocol Processor (PP) Licenses

Protocol Processor (PP) licenses refer to the integration types licensed on the recorder.

PP Type	Description	Restart Required?
Telephony Trader Turret Radio Mobile Telephony PC Comms	Integration type(s) licensed on the recorder — license will refer to a telephony type (e.g. Cisco, Avaya, Mitel), trader turret type (e.g. BT Unified Trading, Etrali Open Trade), radio type (e.g. Motorola Astro), mobile telephony type (e.g. Vodafone, Teleware), or PC comms type (e.g. Cisco IM, Microsoft Teams). Red Box actively supports over 50 integration types — too many to list here.	Y
PC Support	WorkStation Client — This is a slightly unique integration type and refers to PC support, covering PCI suppression, agent call annotation, agent record on demand, and channel naming.	Y

Time Limited Licenses

Time Limited Licenses define the number of channels that can be recorded, but as the name suggests they have an expiry date. These are used to provide a range of subscription licensing options. To view time limited licenses, click the **Timed Licenses** button.

License	Description	Restart Required?
Number of Record Channels - Time Limited	Defines the number of additional channels (devices) that can be recorded simultaneously, which are applied on a “temporary basis” until the defined Expiry Date .	N

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As a time limited license approaches and exceeds the expiry date, this is shown in the **Status** field. You will also receive notifications via events and alarms.

The screenshot shows the Red Box Recorders web interface. At the top, there is a navigation menu with options: Management, Status, Setup, Events, Maintenance, and All. A search filter is present with the text 'Enter search filter:' and a 'Clear' button. The main content area is titled 'Time Limited Licenses' and contains a sub-section 'Record Channels'. Below this is a table with the following data:

Time Limited ID	Channels	Expiry Date	Status	Action
123	8	19 Oct 2016	OK	Delete

Below the table is a 'Back' button. The interface also includes a 'Logout' button in the top right corner and a copyright notice: 'Copyright 2001 - 2007 Red Box Recorders Ltd.'

Monitor & Manage Licenses

In general, licenses require very little attention — simply use **Licensing** within the **Configuration** app to monitor and manage your licenses, and you will also receive notifications via events and alarms if there are any issues.

The two most “dynamic” license types are the record licenses (maximum number of channels that can be recorded simultaneously) and replay licenses (maximum number of users that can concurrently replay or export recorded communications). Issues with these licenses can result in calls not being recorded or users being unable to replay calls, so they may need to be monitored a little more closely.

Replay Licenses

A replay license is used whenever a user attempts to replay or export a call using any Quantify application. The license is not released until that user performs a logout — that is, they click **Logout** in Quantify, not just close their browser or the Quantify tab. Once the user performs a logout, the replay license is released and becomes available for another user.

With this in mind, it’s advisable to promote a simple login/logout etiquette so that licenses are used and released efficiently. To monitor and manage this, go to **Configuration > Status > Logged in Users** — here you can see the number of logged in users and the number of allocated replay licenses. To force a logout, simply click the user’s name — you’ll be asked to confirm the logout.

If you have Quantify Insight installed, you can use the **Users** status indicator to keep an eye on your replay licenses. You can even have alerts sent to you via email so there’s no need to constantly monitor the status for issues.



Record Licenses

Similar to a replay license, a record license is used whenever recording is started for a channel (device). To see how many devices are being recorded, go to **Configuration > Status > Recorder Status**.

As with replay licenses, if you have Quantify Insight installed, you can use the **Recording Status** indicator to keep an eye on your record licenses. You can even have alerts sent to you via email so there’s no need to constantly monitor the status for issues.



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Recorder Restart

As indicated in “License Types” on page 2, some licenses require a recorder restart before the license is fully applied. Follow the steps below to restart your recorder — note that a restart can take a number of minutes and no recording will take place during the restart, therefore we recommend this is done outside of normal usage hours.

To restart your recorder:

1. Although not essential, we recommend that you prepare and download config (Configuration) & diag (Diagnostics) files before performing a restart:
 - **Prepare (Create):** Go to **Configuration > Maintenance** and click **Prepare Config** or **Prepare Diagnostic**. Enter a filename and click the **Prepare** button to create the file. Note that recorder performance can be affected.
 - **Download:** Go to **Configuration > Maintenance > Download Files** and select the file to download. Click the **Empty** button to clear the file folder on the recorder.
2. To perform the restart, go to **Maintenance > Recorder**, select the **Restart** radio button and then click the **Stop Recorder** button.



Troubleshooting

Troubleshooting licenses is pretty straightforward. If an attempt is made to exceed license restrictions (try to exceed number of replay or record licenses, attempt to use an unlicensed feature, etc.) then an appropriate error message will be displayed and/or an event/alarm will be raised.

If you enter a new license code within **Licensing** and you get an error message stating “The license code entered was invalid”:

- Firstly, check the license code you’ve been provided with and re-enter the code. Make sure you enter the hyphen characters and check for the obvious similarities between letter “O” and number “0”, letter “l” number “1”, letter “S” number “5”, etc.
- License codes are associated with an individual Recorder ID — make sure you’re using the correct recorder and license “combination”.

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