

E-IPA-HX Licensing Guide

The E-IPA-HX card is a high density IP card available in 4 different capacities shown below.

- **E-IPA-16-HX:** 16 IP ports
- **E-IPA-32-HX:** 32 IP ports
- **E-IPA-48-HX:** 48 IP ports
- **E-IPA-64-HX:** 64 IP ports

Cards are bought ready licensed but you can upgrade your card in increments of 16 ports. You can apply more than one 16 port license to your card, to a maximum of 64 ports in total.

- **E-IPA-UG-16-HX:** upgrade your card by 16 ports.

If you wish to purchase licenses to upgrade your E-IPA-HX port capacity, contact your Clear-Com dealer.

When you have purchased your licenses, Clear-Com will email or send you a **Ticket ID**.

Dear Customer,

Thank you for purchasing the Clear-Com License. Please find your license details below.

License Type: **E-IPA-UG-16-HX**

SO Number: 1234567

E-IPA-UG-16-HX: 2

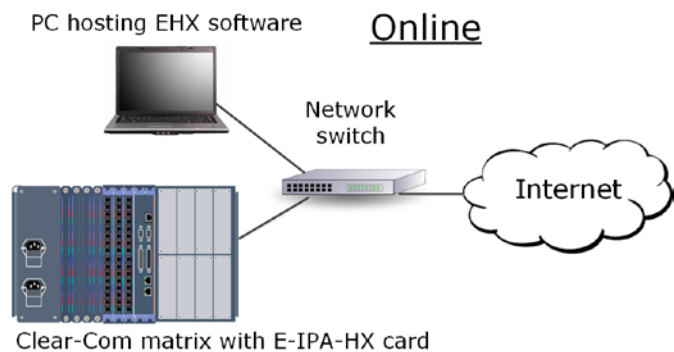
Ticket ID: XXXX-XXXX-XXXX-XXXX-XXXX

Please keep your Ticket ID as it is used to activate the licensing process.

Once you have received your licenses you must activate them. Licenses can be activated:

- **Online** (via the internet) or
- **Offline**

Online activation of your licenses is generally quicker and easier than offline activation. However, in some cases online activation is not possible.



Note: The Admin port on the E-IPA-HX card must be reachable from the PC.

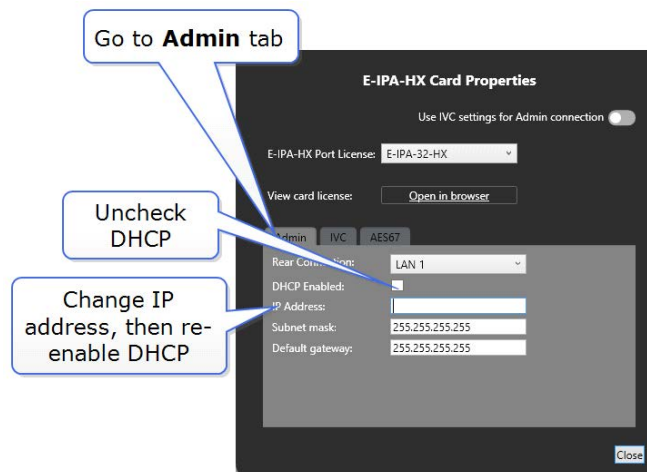
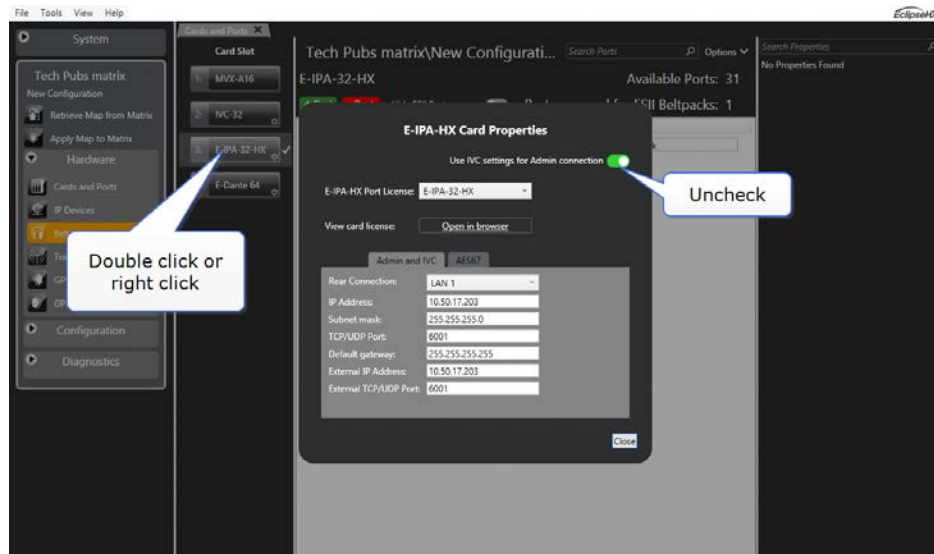
Online activation is only possible if:

- The **Admin** port of your E-IPA card has access to the internet.
- The **Admin** port has DHCP enabled.
- The **Admin** and IVC ports:
 - Have different IP addresses
 - Are on different subnets.

The E-IPA card uses up to 3 IP addresses and setup for the card often uses the same IP address for Admin and IVC functionality (recommended setting). This particular configuration must have a static IP address. If your system uses this setup, you must reconfigure these settings for the duration of the upgrade of you wish to use the online upgrade procedure. When port upgrade is complete, the IP settings can be returned to normal. If you do not wish to reconfigure your network settings for the duration of the upgrade you must use the offline licensing procedure outlined later in this document.

Reconfigure your network settings for online license upgrade.

Open the EHX software and navigate to **Hardware>Cards and Ports>E-IPA card>Card Properties**



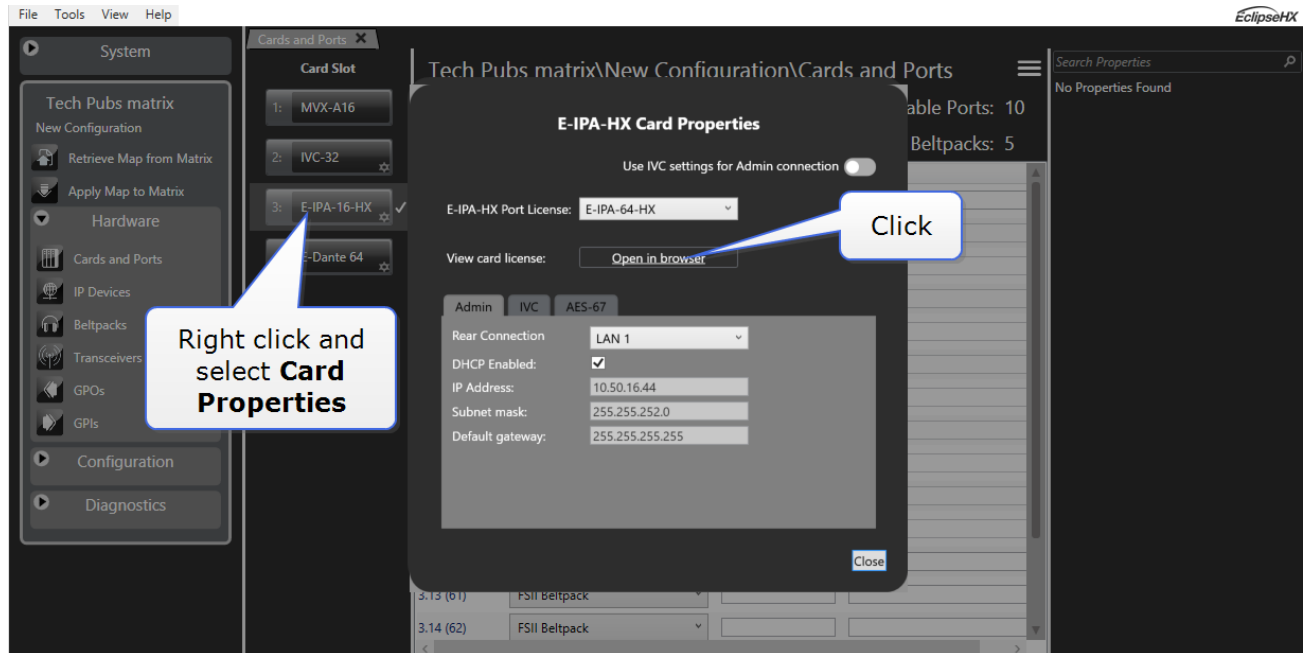
Ensure that the Admin IP and the IVC IP are on separate subnets.

Proceed to the online upgrade procedure outlined below. When finished, return the IP settings to normal.

See *Network Setup for the E-IPA card* in the Eclipse Matrix User Guides for more information.

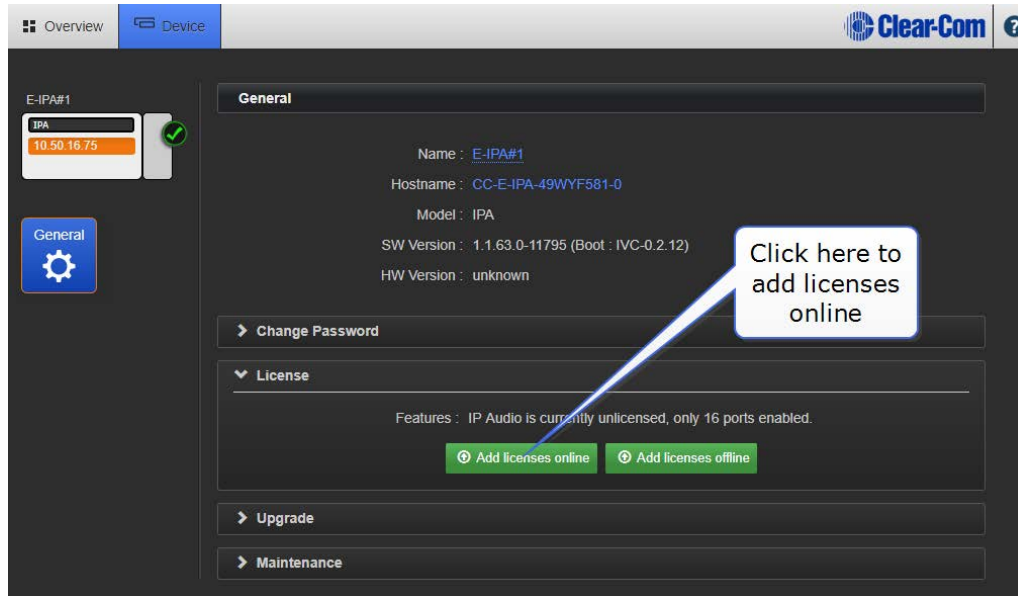
Online license activation

- 1) Open the EHX software and navigate to **Hardware>Cards and Ports**.



This opens the Core Configuration Manager (CCM) of the card.

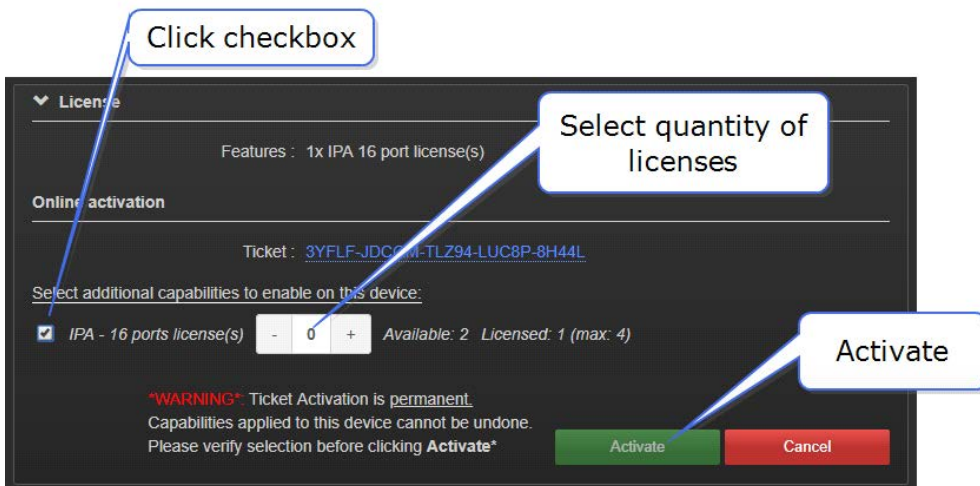
- 2) Enter the Password and Username: **admin, admin**.
- 3) Navigate to **Device>License**.



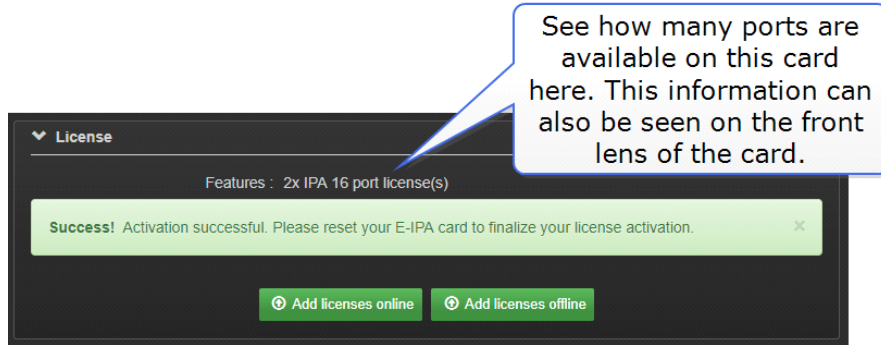
- 4) In the **Ticket** field, enter the **Ticket ID**, and then press the [Enter] key or click the blue check mark.



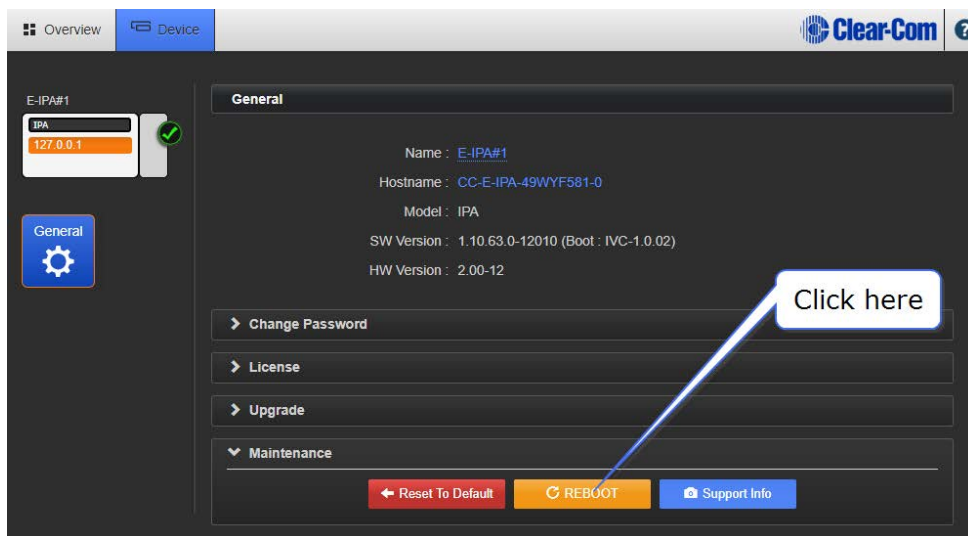
- 5) Select the checkbox and the quantity of licenses to be added, then click **Activate**.



Note: Select your licenses with care as once activated they cannot be moved or transferred to another E-IPA-HX card.



6) Reboot the card to finalize the license activation process.



Offline license activation

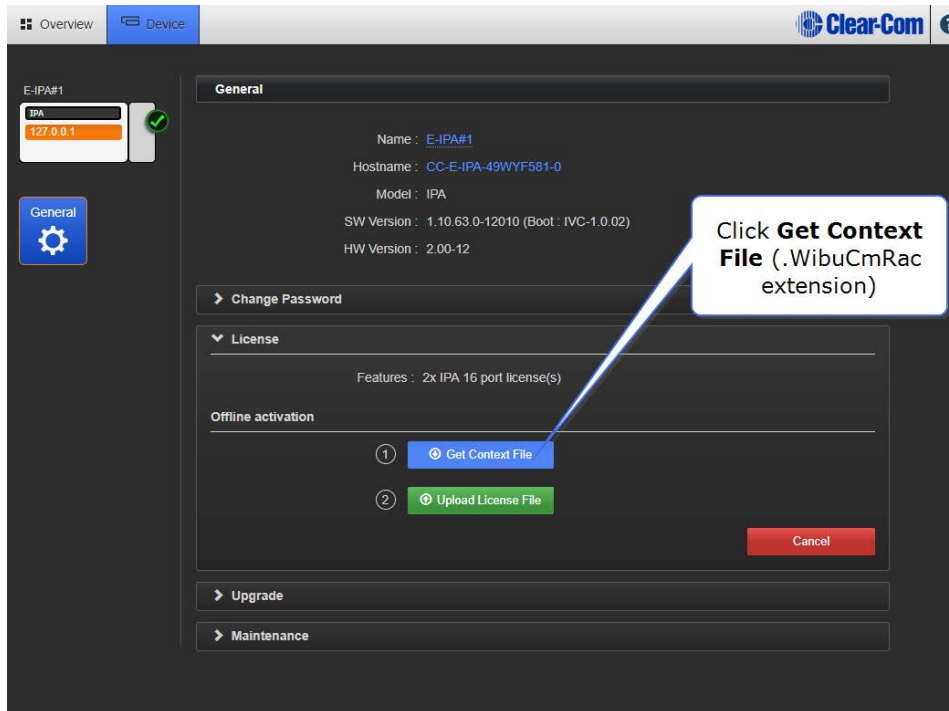
To activate licenses offline you must download a Context File from the card. This file acts as a holder for the licenses. You will email the Context File to Clear-Com where it will be loaded with the licenses and then returned to you. You will then upload the licenses to your card.

To order your license for offline activation you must send the following to Clear-Com:

- The context file
- The ticket ID
- Details of exactly which licenses from the ticket you wish to activate on this unit.

Note: Select your licenses with care as once activated they cannot be moved or transferred to another E-IPA-HX card.

- 1) In the CCM of the E-IPA card (see step 1, Online license activation), navigate to **Device > License**.
- 2) Click **Add licenses offline**.

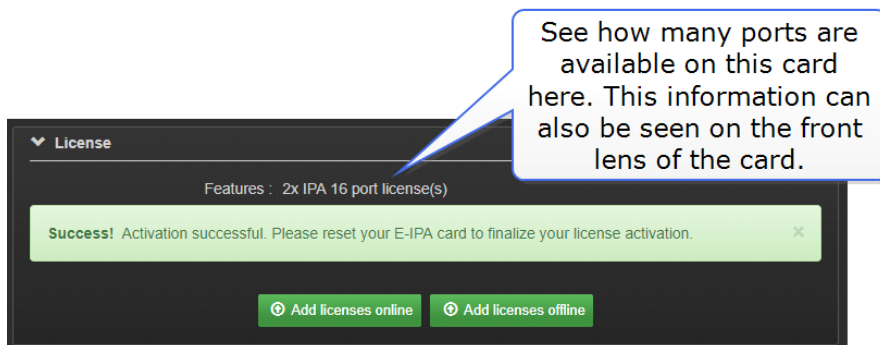
3) Click **Get Context File**.

4) Save the context file to an appropriate location (a folder or USB stick).

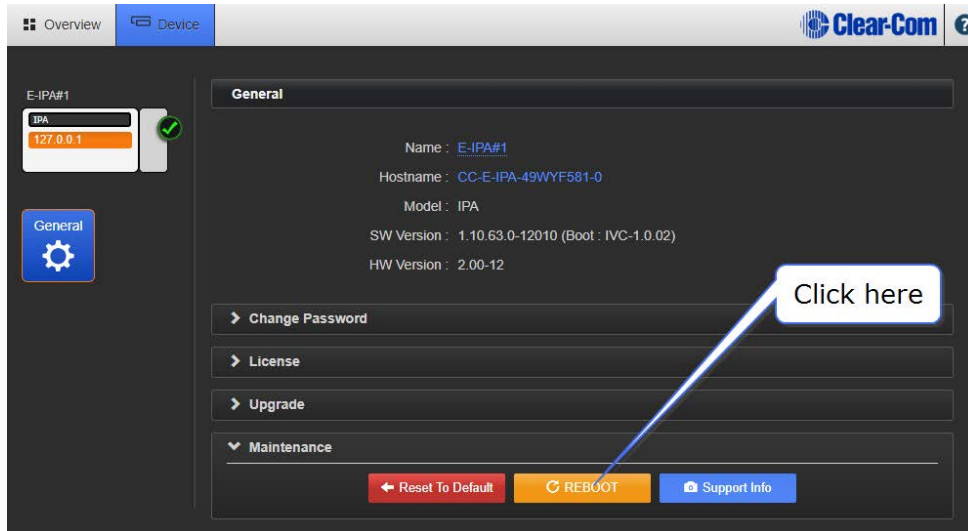
5) Send the context file, ticket ID and details of which license you require on the unit to this address: licenses@clearcom.com

The context file will be returned to you by email, loaded with your licenses. When you receive the loaded context file go on to the next step (6, below).

6) In the **Licenses** tab in the CCM, click **Upload License File** and navigate to where you have stored the loaded file. Double click the context file to begin activating licenses.



7) Reboot the card to finalize the license activation process.



Checking license allocation

You can check how many ports are available on your card:

- In the CCM under **License**
- In the EHX software in the Event Log.
- On the front lense of the E-IPA card.

In the event that you configure and try to use more ports than are available on your card, the additional ports will not work. If a beltpack is unable to connect to a transceiver, consider the possibility of a port/port license mismatch.