

Generating License Keys for Cisco Unified CRM Connector for Microsoft CRM, Salesforce and Peoplesoft

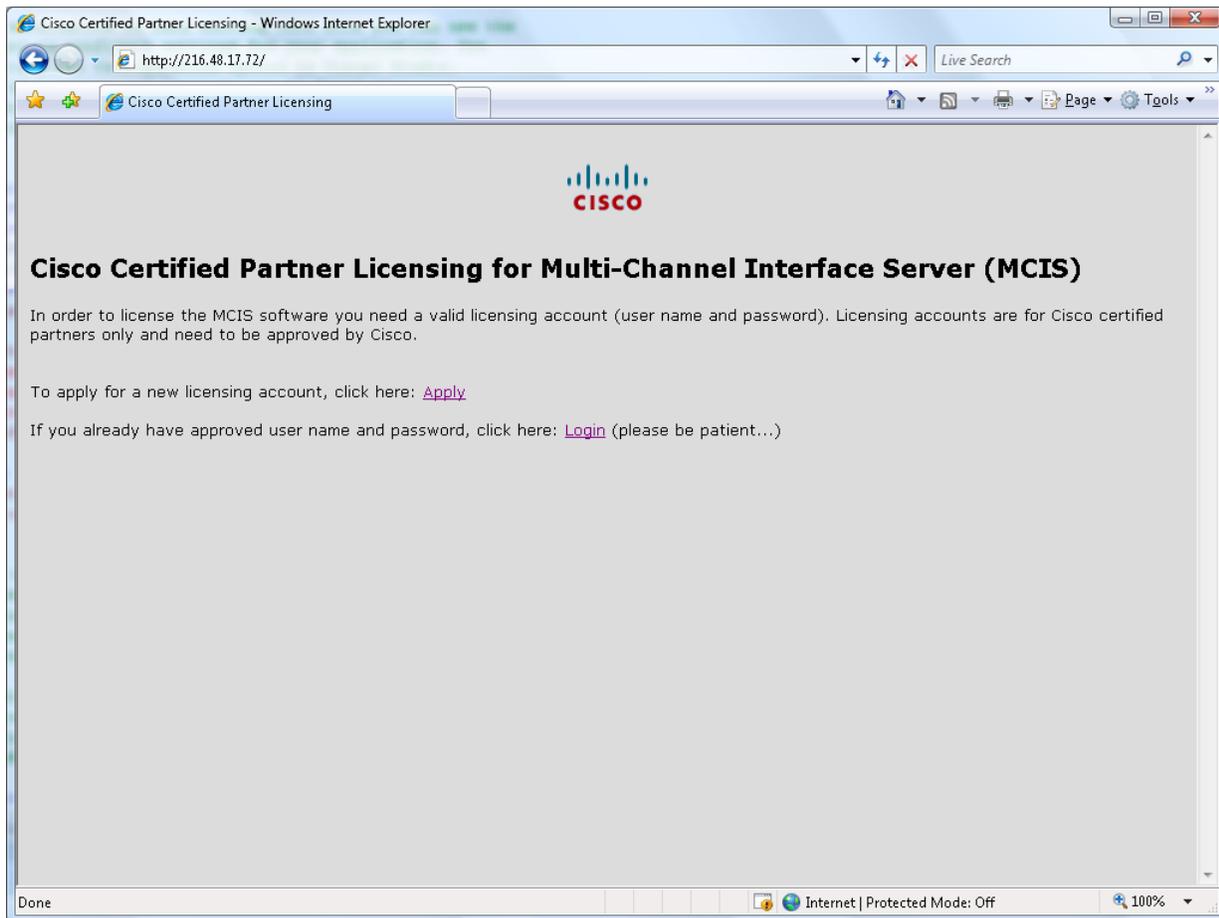
Process Description, V1.0

November 2007

This document describes how a certified ATP Partner can generate licenses for the Cisco Unified CRM Connector for Microsoft CRM, Salesforce or Peoplesoft. Basically the process consists of

- Requesting access to a license server
This step is described in this document. It is executed once to gain access.
- Going to that server to generate the keys
This step is described in this document. It is executed every time a new CRM Connectot installation needs to be licensed or when a license needs to be updated.
- Applying the keys to the application (this step is described in the regular product documentation)

Step 1: Using Internet Explorer, connect to <http://216.48.17.72/>:



Step 2: Assuming the partner is not registered, select to apply for new licensing account. After clicking on the Apply link, you are redirected to a page where you can provide the registration details. Complete the form and click the **[Submit]** button:

The screenshot shows a web browser window titled "Cisco Certified Partner Licensing - Windows Internet Explorer". The address bar shows the URL "http://216.48.17.72/register_ccpa.aspx". The page content includes the Cisco logo and the title "Cisco Certified Partner Licensing for Multi-Channel Interface Server (MCIS)". Below the title is a paragraph of text: "This licensing form is intended for use by Cisco Certified Partners. If you are an end user, please contact your Cisco reseller for information on how to license your Cisco software. If you are a Cisco reseller, please fill out this form and submit. After your request has been processed, you will be emailed a valid licensing account (user ID and password)."

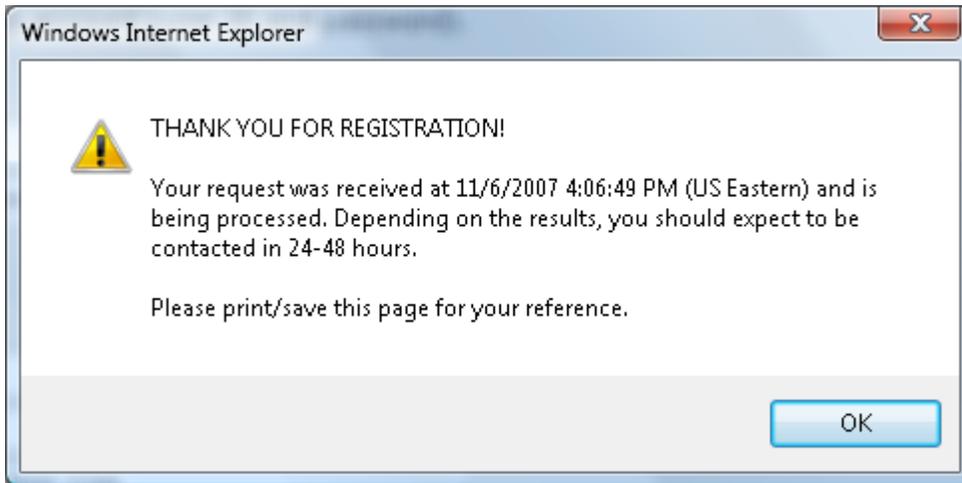
The form is divided into three sections:

- Company Info:**
 - Name: Best Bikes
 - Address: 123 Main St., Boston, MA 02023
- Contact Person Info:**
 - Name: Tom Green
 - Phone: 617-111-2233
 - E-mail: tom.green@bestbikes.com
- Partner Status:**
 - Other (dropdown menu)
 - Please specify: This is a test

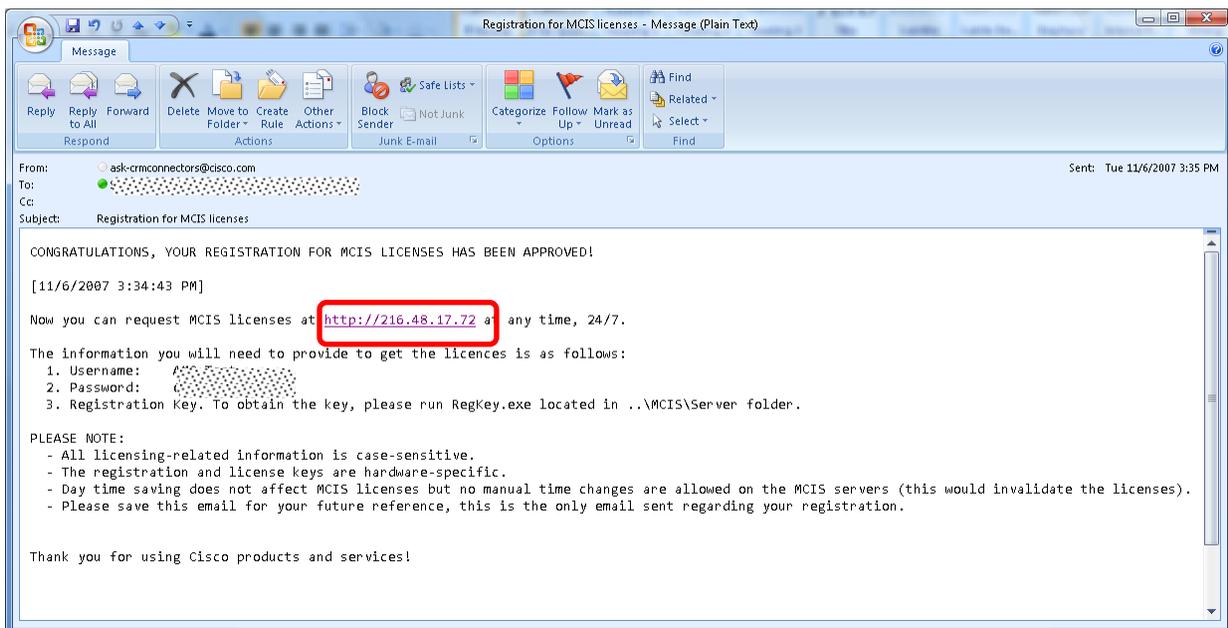
At the bottom of the form, there is a red warning message: "Please note all fields are required!" and a "Submit" button.

Step 3: Registration data are being saved in database

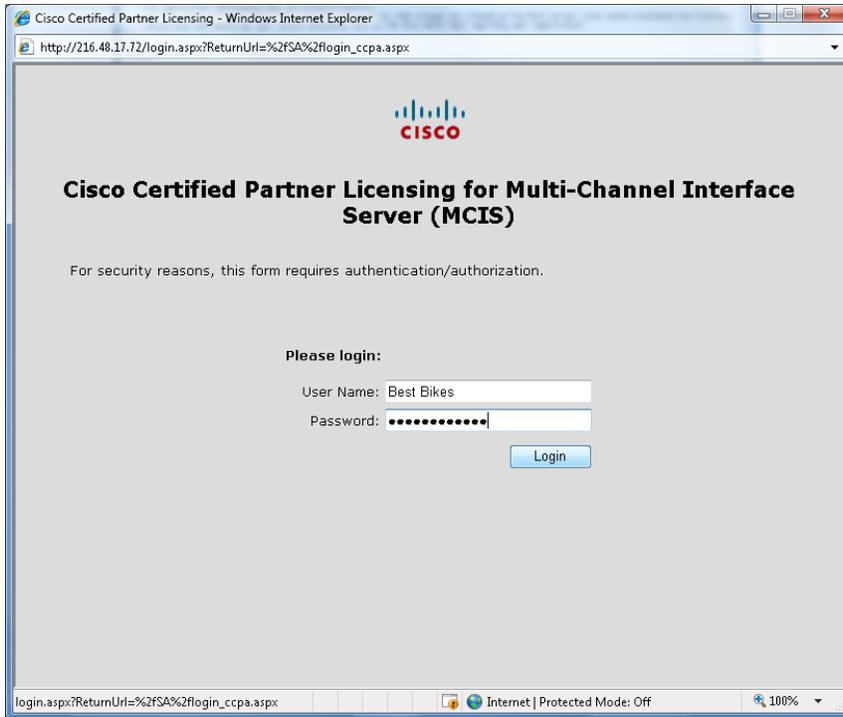
Assuming the registration went successfully, you are presented a confirmation:



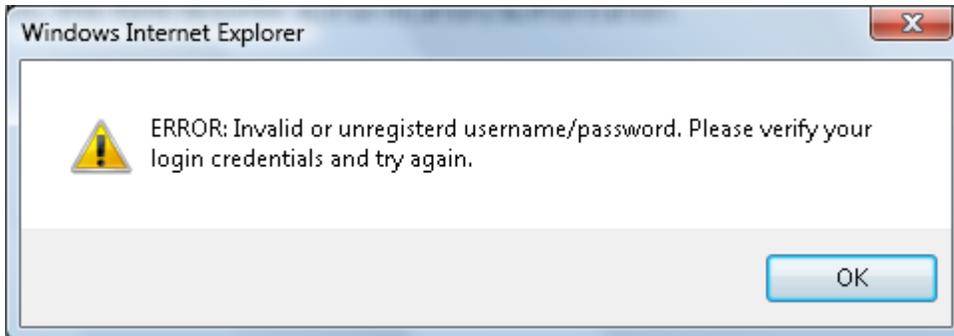
Step 4: When approved, you will receive an email notification from ask-crmconnectors@cisco.com to the email address provided during the registration (Step 2, above)



Step 5: Partner clicks on the hyperlink in the message (or enters it in a browser), selects **Login** link and enters received in the notification email login credentials:



Provided credentials are being authorized and in case of a failure, you are being notified about the error:



If the authorization is successful, you are redirected to a page where you can request license keys for the various CRM Connector software components MCIS, Telephony Connector for ICM, and .NET Application Adapter (all on a single request):

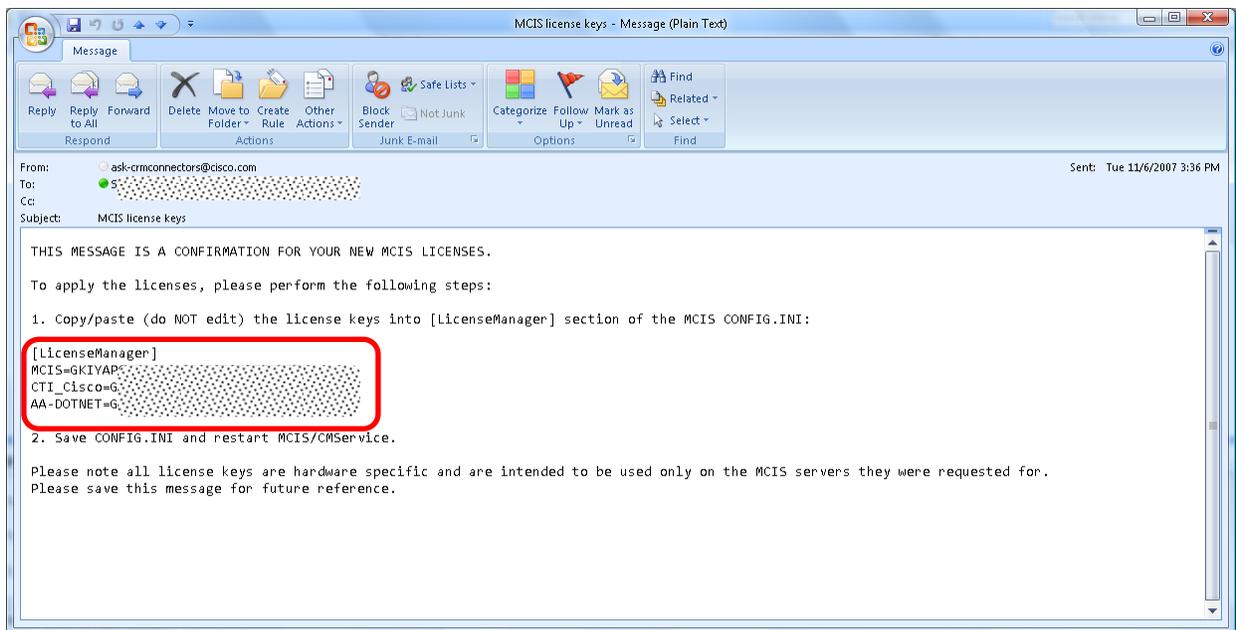


You can provide the Registration Key, Number of users/agents, and clicks **[Submit]** button.

Step 8: Assuming the data submitted in the form are correct, the web site generates license keys, updates the database, presents the licenses to the screen:



A confirmation email from ask-crmconnectors@cisco.com with the license keys and step-by-step instructions on how to apply them is also sent to the partner:



Step 9: The Partner copy/pastes new license keys from the web page from the confirmation email (highlighted section above) into the MCIS CONFIG.INI file, saves the file, and restarts MCIS. This completed the process of CRM Connector licensing for Cisco certified ATP partners.