

TR1034[™] License Keys Installation Manual

April 29, 2004



Table of Contents

Purchasing and Installing License Keys for the TR1034	1
Placing Your Order	1
Finding out the Serial Number	1
Finding the Serial Number Label	1
Finding the Serial Number using the License Tool	1
Filling out the Questionnaire	2
Ordering the License Key	2
TR1034 License Keys	3
Using LicenseTool.exe to load a License Key to Your Board.....	3
Obtaining the LicenseTool	4
Appendix A: Detailed instructions on how to run <i>LicenseTool.exe</i>	5
Appendix B: Error codes	6

Purchasing and Installing License Keys for the TR1034

In the same way as you expand your T1 or E1 network connection you can now add capacity to your fractional T1 or E1 TR1034 Intelligent Fax boards from Brooktrout. Using a simple, software license key process, you can expand your board to support additional functionality.

This document tells you how to:

- Place your order including:
 - How to find out your serial.
 - How to purchase the new license file.
- Download the new license file and use the *LicenseTool* to apply the new license key your board.

Note: You may require a port license expansion for your LANfax application as well. Please check with your fax software vendor's sales department.

Placing Your Order

In order to create your new license file Brooktrout needs to know some information about the board you are upgrading. To order the new license key:

1. Find out the serial number of the board requiring a new license key
2. Fill out the TR1034 License Key Questionnaire.
3. Send the form to Equisys.

Finding out the Serial Number

To find the serial number of the board, either:

- Look for the serial number label on the board.

or, if you can't find the number on the board:

- Run the License Tool to query the board for the serial number.

Following are the specifics of these approaches:

Finding the Serial Number Label

Look on the back of the board for the serial number. The serial number is located on a white bar code label. The number will start with a B. The serial number is the complete 9 digit numeric string plus the initial two alpha characters.

Finding the Serial Number using the License Tool

You can run *LicenseTool.exe* to query the board for the serial number (and to confirm the number of fax and voice channels the board is currently licensed for if you don't know that)

(See "Obtaining the License Tool" on page 4 for details of how to acquire the program)

Follow these steps to find out the Serial Number using the tool:

1. Before running *LicenseTool.exe*, the board must be in the machine and your fax application, *if there is one*, must be turned off. Remember to turn it back on after you have run *LicenseTool.exe* and obtained the serial number.

Note: If a LANfax application is currently running that is accessing the driver, it will not be able to be stopped and you will be notified of this. You will first need to stop the application and then re-run the tool.

2. **Run *LicenseTool.exe*** from a command prompt window, or directly from file manager by double-clicking on it.
3. If prompted, **select a board number**. Each TR1034 board has a unique module number, which is set using the rotary switch on the board. If there is only one board in the system, then that board will be automatically displayed and selected without your having to specify it. If there are multiple boards, the tool will report the board numbers in your machine, and you will have to choose the one for which you want license information for.
4. **Write down the serial number** that is reported. The program will report the serial number and # of licensed channels on your board.
5. When asked if you want to continue to load a new feature key, **choose No**. You will do that later when you obtain the license file from Brooktrout Technology or a Brooktrout Channel Partner.
6. Press Return to **exit the program**

If you encounter errors, please write them down exactly, along with the error code number returned from the tool. Running the program with a **d** argument, as in:

```
LicenseTool d
```

might print out useful debugging information. Also, more detailed instructions, if you need them, can be found in Appendix A.

Filling out the Questionnaire

After filling out the top of the form with your identifying information, identify the part number of your board from the first table by either:

- Looking at the part number label on the board
- Based upon the number of supported channels reported by the License Tool and knowing if you are connecting to a T1 or E1 network.

Enter the serial number of the **board requiring a new license key** in the second table next to the functionality you want.

Ordering the License Key

Send the completed questionnaire to Equisys or to your supplier if you are outside the UK.

TR1034 License Keys

You will be sent an email with information on the location of your new license file, its name, and how to download it.

Load the key on your TR1034 board, you need to download the new license file to your PC and then download it to your board using *LicenseTool.exe*.

The license filename will be in the form:


```
SerialNumber_BrooktroutSalesOrderNum_CustomerPO.lic
```

Using LicenseTool.exe to load a License Key to Your Board

You use the *LicenseTool.exe* to download the license file to your board.

See obtaining the License Tool on page 4 if you did not do so earlier to determine your serial number.

1. **Copy your new license file to the same directory as the *LicenseTool* files.**

If you don't remember where that directory is (because you ran it a while ago), use the Search/Find option on the Start menu  **Start** to find *LicenseTool.exe* on the server's local hard drive.

2. Before running *LicenseTool.exe*, the board must be in the machine and your fax application, *if there is one*, must be turned off. Remember to turn it back on after you have run *LicenseTool.exe* and obtained the serial number.

Note: If a LANfax application is currently running that is accessing the driver, it will not be able to be stopped and you will be notified of this. You will first need to stop the application and then re-run the tool.

3. **Run *LicenseTool.exe*** from a command prompt window, or directly from file manager by double-clicking on it.

4. If prompted, **select a board number**. Each TR1034 board has a unique module number, which is set using the rotary switch on the board. If there is only one board in the system, then that board will be automatically displayed and selected without your having to specify it. If there are multiple boards, the tool will report the board numbers in your machine, and you will have to choose the one for which you want license information for.

Firmware will be downloaded to the board and the serial number and # of licensed channels will be reported.

5. When asked if you want to continue to load a license file, **Choose Yes**.

6. **Enter the name of the license file**. It is *not* case sensitive, and if you make a mistake, you can try again. Include the file name extension .lic. The tool should report a successful license update as well as display the new number of channels and the new Brooktrout part number. The part number should match the one identified as the Brooktrout part number on the questionnaire you filled out earlier.

7. Press Return to **exit the program**

If you encounter errors, please write them down exactly, along with the error code number returned from the tool. Running the program with a **d** argument, as in:

```
LicenseTool d
```

might print out useful debugging information. Also, more detailed instructions, if you need them, can be found in Appendix A.

Afterwards, reconfigure your fax application software to the expanded number of ports you have just enabled.

Note: You may require a port license expansion for your LANfax application as well. Please check with your fax software vendor's sales department.

If you have difficulty please contact Brooktrout Technical Support at +32 2658 5170 or techsupport@Brooktrout.com.

Obtaining the LicenseTool

If you do not have the *LicenseTool.exe* program installed on your system, you can find a copy with associated files packaged as a self-extracting executable file, appropriate to your system on the Brooktrout website:


<http://www.brooktrout.com/licensekey>

Windows customers

- *LicensePackage.exe* for use with TR1034 SDKs 3.1, 3.0 and 2.1 on a Windows system (drivers v4.7, v4.6 and v4.5 respectively)

Download the self-extracting file to your system, place in an empty directory, and run it.

Appendix A: Detailed instructions on how to run *LicenseTool.exe*

1) If wanting to apply new license info, place the license file obtained in the same directory as the LicenseTool files. If you don't remember where that directory is (because you ran it a while ago), use the Search/Find option on the Start menu  Start to find LicenseTool.exe on the server's local hard drive. You may rename the license file to a shorter name if you want, however keep the serial number in the name so the file can be associated with the correct board.

2) Before running LicenseTool.exe, the board must be in the machine and your fax application, *if there is one*, must be turned off. Remember to turn it back on after you have run LicenseTool.exe.

This tool does NOT require that there be a fax application installed on the machine, or for that matter, any Brooktrout Technology files, drivers, or firmware. ALL the files needed to obtain license information from a board are included in the License Tool package obtained from the web site. This includes the tool itself (LicenseTool.exe, sublt45.exe, and sublt47.exe), a board device driver (boston.sys), and firmware file (cp.bin)

If you do have a TR1034/TR1000-based fax application installed, this tool will take advantage of the device driver that already exists on the machine, whether it be v4.5, v4.6, or v4.7-based. In any case, you do not need to know what driver is installed; the tool will determine this and take appropriate action.

3) Run LicenseTool.exe from a command prompt window, or directly from file manager by double-clicking on it.

It will check the version of the driver installed, if there is one, and in the case of v4.5 or v4.7, it will seamlessly start a separate program, sublt45.exe or sublt47.exe respectively. (Do not start sublt45.exe or sublt47.exe directly if you know you have either of those drivers, let it start it for you). If the BSMI Service that is associated with v4.5 is already started, it will be stopped automatically. The existing driver will be stopped and started, except in the case where you have the v4.7 Plug and Play driver already installed; that driver cannot and will not be attempted to be stopped.

Important note: If a LANfax application is currently running that is accessing the driver, it will not be able to be stopped and you will be notified of this. You will first need to stop the application and then re-run the tool.

If no driver is installed on the system, you will be asked if you want to install the v4.6 driver included with this package and have it started automatically after installation. You should answer yes.

4) Select a board number if prompted to do so.

Each TR1034 board has a unique module number, which is set using the rotary switch on the board. If there is only one board in the system, then that board will be automatically displayed and selected without your having to specify it. If there are multiple boards, the tool will report the board numbers in your machine, and you will have to choose the card you wish to apply a new license key to.

Firmware will be downloaded to the board and the serial number and # of licensed channels will be reported.

5) Choose 'yes' if you want to continue to apply a new license key. Answer 'No' if you only wanted to retrieve license info, in which case the tool will proceed to exit.

6) Enter the name of the license file. It is not case sensitive, and if you make a mistake, you will be prompted to try again. Include the file name extension .lic.

The tool should report a successful license file download as well as display the new number of channels and the new Brooktrout part number. If you enter a license file that was not made to match the serial number on the board you are downloading to, an error will be reported; the license file is specifically created to work with only the board whose serial number matches the serial number coded in the license file.

If the v4.6 driver was installed when running this tool as mentioned above, it is removed; do not shut down the program with Control-C or other unfriendly means while it is running or the driver will not be removed. Close the program by answering the questions designed to let you do so appropriately.

7) Press ENTER to exit the program. The program will stop and restart the driver before exiting to reset the product. If

you started the program from file manager, the command window will disappear.

If you encounter errors, please write them down exactly, along with the error code number returned from the tool. A log file called LUT.txt will be created in the directory where the program is run to save relevant output. You can use this for troubleshooting, or simply to have a record of your success. Running the program with the argument 'd' (LicenseTool d) might print out additional debugging information. A list of potential return codes from the tool can be found in Appendix B.

Appendix B: Error codes

Positive error codes indicate that the user made a choice to quit the program for the reason indicated.

Negative error codes indicate an error occurred and the program quit itself.

Zero indicates success.

0 User got existing license info and then updated with new license successfully (this includes cases where the subl45.exe or subl47.exe was automatically started and returned successfully)

Negative codes

- 1 BSMI Service could not be stopped (applies to v4.5 driver only)
- 2 TR1000/TR1034 device driver could not be stopped (applies to all drivers)
- 3 Unable to install TR1000/TR1034 device driver v4.6
- 4 Unable to start TR1000/TR1034 device driver v4.6 after installing it
- 5 Unable to start TR1000/TR1034 device driver (applies to all drivers)
- 6 Unable to get driver handle even though driver started successfully
- 7 Unable to get driver version with driver handle
- 9 No board in system
- 10 Firmware failed to be downloaded to board
- 11 Error getting license info before license is updated
- 12 License was not updated because of failure at least once and user was forced to finally quit.
- 13 Error getting license info after license was updated
- 14 User ran subl45.exe or subl47.exe instead of LicenseTool.exe
- 15 If driver is 4.7, then unable to determine whether it's the Plug and Play or Legacy version

Positive Codes

- 1 User did not want to install device driver 4.6
- 2 User did not want to choose a board number
- 3 User got license info and didn't want to continue and download new license info
- 4 License was not updated because user decided to quit without trying at least once