

FREQUENTLY ASKED QUESTIONS

SARVAM UCS



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Version: V1R1

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How to Activate License in SARVAM UCS?

Step 1: Open the License file received from Matrix and find the 'Serial Number' and 'Software License PIN'.

| | |
|------------|-----------------------|
| PRODUCT | SAPEX |
| MODEL | SARVAM GENX/MENX/LENX |
| PART NO. | SARVAM VARTA USER5C |
| SERIAL NO. | 5053543 |
| MFG. DATE | 05/06/2017 |

CAUTION:
Please check that the license is not opened or tampered before reaching you.
Once a license is activated on a product, it cannot be uninstalled or reinstalled on any other product.

product.

Step 8: The new license is activated on your Matrix product.

Step 9: The License Management page should now show all the licenses including the new license you just activated.

SOFTWARE LICENSE PIN:

1043-2456-9105-0617

Where to Contact for License Information:

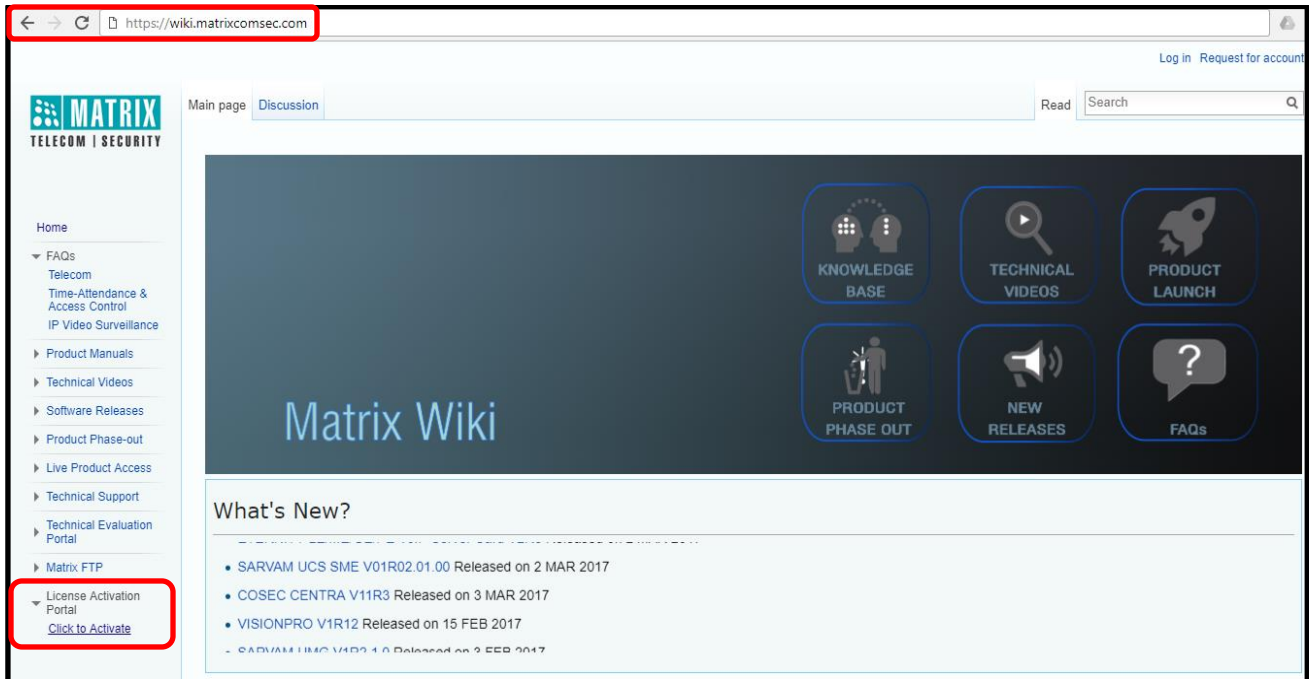
MATRIX COMSEC PVT. LTD.

15&19,GIDC,Waghodia- 391760, Dist. Vadodara, Gujarat, India

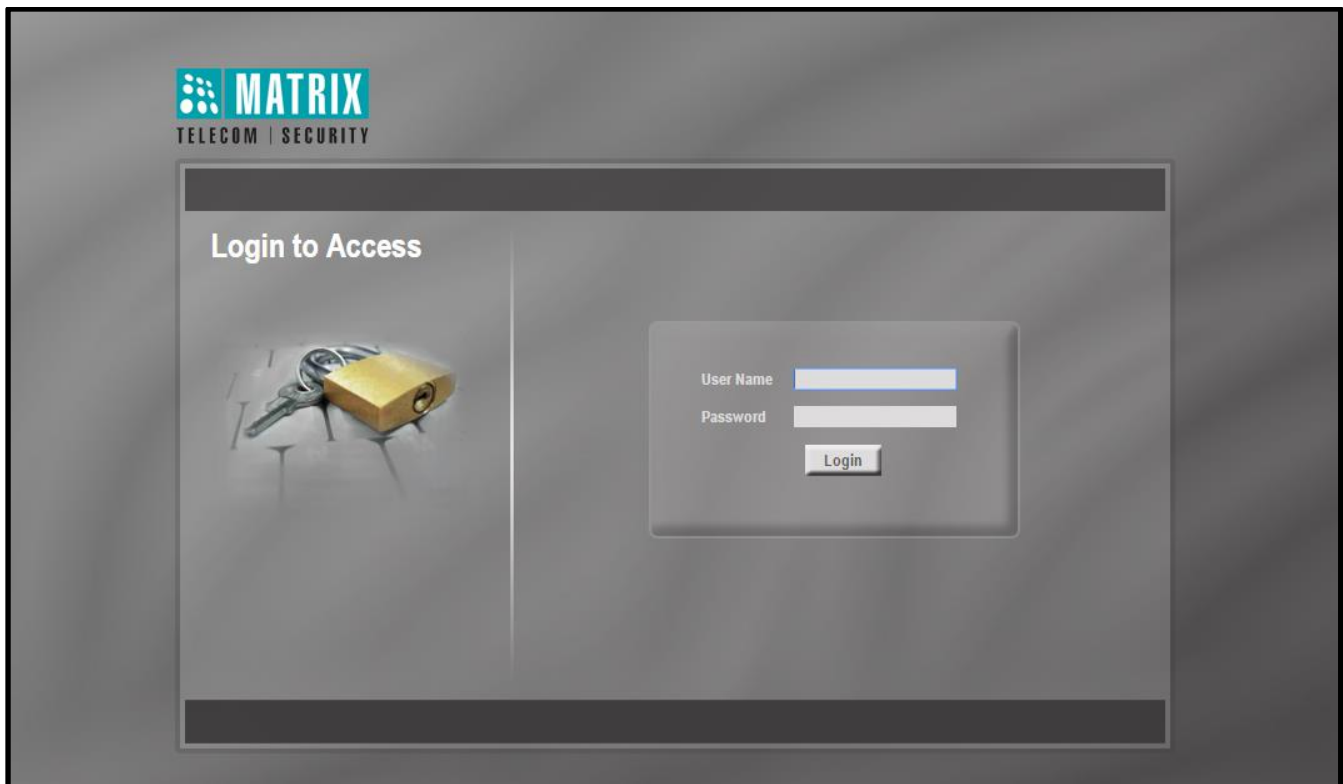
Ph:+91 2668 263172/73 , Fax: +91 2668 262631.

E-mail: License@MatrixComSec.com

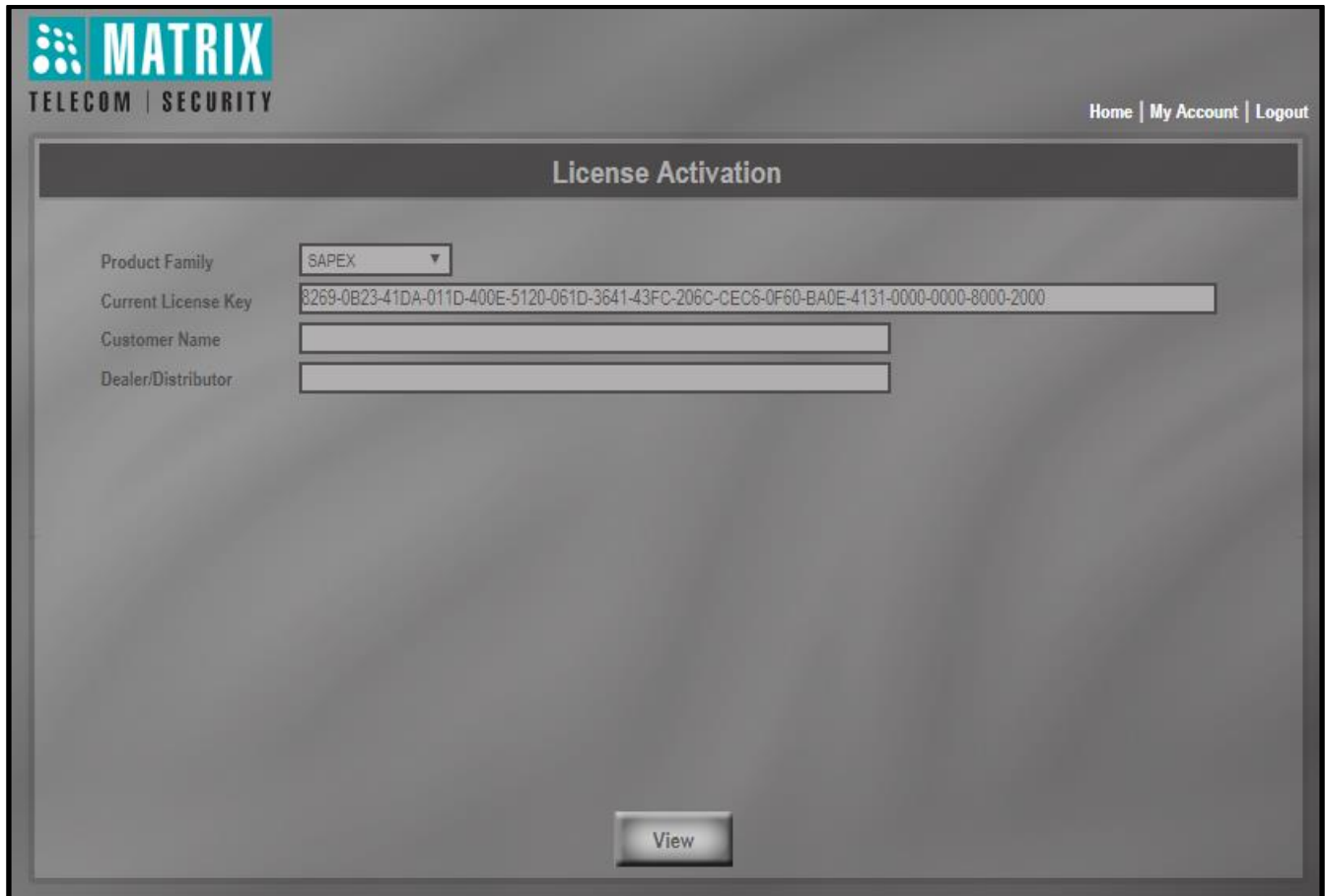
Step 3: Go to <https://wiki.matrixcomsec.com>. Search for 'License Activation Portal' followed by 'Click to Activate'. Click 'Login to Access'.



Step 4: Enter the login credentials provided by Matrix. (**Note:** If you are not having the login credentials, contact License@MatrixComSec.com)



Step 5: Select Product family as **'SAPEX'**. **Paste** the current license key copied in **Step 2**. Enter **Customer Name** and **Dealer/Distributor** i.e. name of your company and click **'View'**.



The screenshot shows a web interface for 'License Activation' under the 'MATRIX TELECOM | SECURITY' header. The page includes navigation links for 'Home | My Account | Logout'. The form contains the following fields:

- Product Family:** A dropdown menu with 'SAPEX' selected.
- Current License Key:** A text input field containing the alphanumeric string: 8269-0B23-41DA-011D-400E-5120-061D-3641-43FC-206C-CEC6-0F60-BA0E-4131-0000-0000-8000-2000.
- Customer Name:** An empty text input field.
- Dealer/Distributor:** An empty text input field.

A 'View' button is located at the bottom center of the form area.

Step 6: View Option will display the list of all the existing licenses. Click **'Next'**.

MATRIX
TELECOM | SECURITY

Home | My Account | Logout

License Activation

Product Family: SAPEX
Current License Key: 8269-0B23-41DA-011D-400E-5120-061D-3641-43FC-206C-CEC6-0F60-BA0E-4131-0000-0000-8000-2000
Customer Name:
Dealer/Distributor:

Current License Profile

Product : ETERNITY GENX
MAC Address : 00:1B:09:03:6E:91
IP Subscriber : 20
EXP Slots: 0
Vocoder Channels: 16
VMS Channels: 20
Essential User: 0
Professional User: 20
Collaboration User: 5

Optional Modules

| | | | |
|--------------------|---|---------------|---|
| UCS SME : | ✓ | UMG SME : | * |
| PLCC : | * | Hospitality : | * |
| PMS : | * | QSIG : | * |
| SMS Gateway : | * | Gateway : | * |
| SMS Server : | * | CTI : | * |
| Hospitality E911 : | * | | |

Back Next

Step 7: Enter 'Software License PIN' shown in **Step 1**. Click 'Details' icon. The license details will get displayed. Click 'Add' to add multiple licenses in the product. After adding all the licenses click 'Next'.

MATRIX
TELECOM | SECURITY

Home | My Account | Logout

License Activation

Product Family: SAPEX
Current License Key: 8269-0B23-41DA-011D-400E-5120-061D-3641-43FC-206C-CECS-0F60-BA0E-4131-0000-0000-8000-2000
Customer Name: Matrix Comsec
Dealer/Distributor: Matrix Comsec

| Sr No. | License PIN | Details | Product Family | Product Name | Product Variant | Remarks | Close |
|--------|------------------|---------|----------------|--------------------------|---------------------|---------|-------|
| 1 | 1043245691050617 | | SAPEX | SARVAM GENX/MENX/LENX | SARVAM VARTA USER5C | | |

Add Cancel Back Next

Step 8: Clicking 'Next' as per **Step 7** will display the **Current License Profile** (Before License Activation) and **New License Profile** (After License Activation). Click '**Activate**' to generate the new license key.

MATRIX TELECOM | SECURITY Home | My Account | Logout

License Activation

Product Family: SAPEX
Current License Key: 8269-0B23-41DA-011D-400E-5120-061D-3641-43FC-206C-CEC6-0F60-BA0E-4131-0000-0000-8000-2000
Customer Name:
Dealer/Distributor:

| Current License Profile | | New License Profile | |
|-----------------------------|-------------------|-----------------------------|-------------------|
| Product : | ETERNITY GENX | Product : | ETERNITY GENX |
| MAC Address : | 00:1B:09:03:6E:91 | MAC Address : | 00:1B:09:03:6E:91 |
| IP Subscriber : | 20 | IP Subscriber : | 20 |
| EXP Slots : | 0 | EXP Slots : | 0 |
| Vocoder Channels : | 16 | Vocoder Channels : | 16 |
| VMS Channels : | 20 | VMS Channels : | 20 |
| Essential User : | 0 | Essential User : | 0 |
| Professional User : | 20 | Professional User : | 20 |
| Collaboration User : | 5 | Collaboration User : | 10 |
| Optional Modules | | Optional Modules | |
| UCS SME : | ✓ | UMG SME : | ** |
| PLCC : | ** | Hospitality : | ** |
| PMS : | ** | QSIG : | ** |
| SMS Gateway : | ** | Gateway : | ** |
| SMS Server : | ** | CTI : | ** |
| Hospitality E911 : | ** | | |

Step 9: New License Key will be generated. Copy the new license key.

MATRIX TELECOM | SECURITY Home | My Account | Logout

License Activation

Activated successfully but Failure sending mail. Unable to connect to the remote server
Activation Date : 04/07/2017 16:52:53

Product Family : SAPEX
Current License Key : 8269-0B23-41DA-011D-400E-5120-061D-3641-43FC-206C-CEC6-0F60-BA0E-4131-0000-0000-8000-2000
Customer Name :
Dealer/Distributor :
New License Key : **4545-28A0-4049-89EB-80BF-8FC0-14DC-4B08-71D2-001C-BDF0-3600-BB46-6487-0040-0000-0000-4000**

| Current License Profile | | New License Profile | |
|-------------------------|-------------------|----------------------|-------------------|
| Product : | ETERNITY GENX | Product : | ETERNITY GENX |
| MAC Address : | 00:1B:09:03:6E:91 | MAC Address : | 00:1B:09:03:6E:91 |
| IP Subscriber : | 20 | IP Subscriber : | 20 |
| EXP Slots : | 0 | EXP Slots : | 0 |
| Vocoder Channels : | 16 | Vocoder Channels : | 16 |
| VMS Channels : | 20 | VMS Channels : | 20 |
| Essential User : | 0 | Essential User : | 0 |
| Professional User : | 20 | Professional User : | 20 |
| Collaboration User : | 5 | Collaboration User : | 10 |
| Optional Modules | | Optional Modules | |
| UCS SME : | ✓ | UMG SME : | * |
| PLCC : | * | Hospitality : | * |
| PMS : | * | QSIG : | * |
| SMS Gateway : | * | Gateway : | * |
| SMS Server : | * | CTI : | * |
| Hospitality E911 : | * | | |

Print Save Email

Step 10: Paste the New License Key (Copied in Step 9) in the Enter License Key field of License Management page of SARVAM UCS and Click 'Submit'.

The screenshot shows the 'License Management' page in the SARVAM UCS interface. The 'Enter License Key' field is highlighted with a red box and contains the following hexadecimal key: 4545 -28A0 -4049 -89EB -80BF -8FC0 -14DC -4808 -71D2 -001C -8DF0 -3600 -BB46 -6487 -0040 -0000 -0000 -4000. Below this, the 'License Key' field contains the alphanumeric string: 8269-0B23-41DA-011D-400E-5120-061D-3641-43FC-206C-CEC6-0F60-BA0E-4131-0000-0000-8000-2000. A 'Submit' button is highlighted with a red box at the bottom left. The 'Service Profile' table is also visible.

| Service Profile | Value |
|---------------------------|-------|
| SARVAM UCS SME | Yes |
| Expansion Slots | 0 |
| Vocoder Channels | 16 |
| VMS Channels | 20 |
| IP Subscribers | 20 |
| VARTA Essential Users | 0 |
| VARTA Professional Users | 20 |
| VARTA Collaboration Users | 5 |
| PLCC | No |
| Hospitality | No |
| PMS | No |
| OSIG | No |
| Gateway | No |
| SMS Server | No |
| CTI | No |
| SMS Gateway | No |

Step 11: Service Profile and Existing License Key will be updated according to the license (feature) activated.

The screenshot displays the MATRIX SARVAM UCS configuration interface. On the left is a navigation menu with categories like E&M Configuration, Hotel Settings, and Network Parameters. The main area is titled 'License Management' and contains a 'License Key' field with a red box around the value: 4545-28A0-4049-89EB-80BF-8FC0-14DC-4B08-71D2-001C-BDF0-3600-BB46-6487-0040-0000-0000-4000. Below this is a 'Service Profile' table with a red box around the 'VARTA Collaboration Users' row, which has a value of 10. To the right of the table are two buttons: 'Demo Period Left' and 'Demo Period Expired'.

| Service Profile | Value |
|---------------------------|-------|
| SARVAM UCS SME | Yes |
| Expansion Slots | 0 |
| Vocoder Channels | 16 |
| VMS Channels | 20 |
| IP Subscribers | 20 |
| VARTA Essential Users | 0 |
| VARTA Professional Users | 20 |
| VARTA Collaboration Users | 10 |
| PLCC | No |
| Hospitality | No |
| PMS | No |
| QSIG | No |
| Gateway | No |
| SMS Server | No |
| CTI | No |
| SMS Gateway | No |

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