

ASPECT®-Enterprise is now dongle free

Issue Date: December 12, 2019

Product: ASPECT-Enterprise

Product Version: N/A

Summary

All **ASPECT-Enterprise** instances licensed in the future will no longer require a hardware dongle.

Background

Based on customer feedback, Cylon has implemented software-based licensing to facilitate the installation and moving of Virtual Machines running **ASPECT-Enterprise**.

Features and Installation

ASPECT-Enterprise is now available as a download only from on your region’s support site:

- In North America see the [Cylon Auto-Matrix Toolbox](#).
- In Europe / ROW see support.cylon.com on the **ASPECT** page in the **Software Download** section.

To order a license, send your **software Unique ID (UID)** to Cylon along with the required order code:

Order Code	Product	Description
ASPECT-ENT-2	ASPECT-Enterprise 2	supports 2 FT/Net connections (ASPECT Control Engines) or 15,000 points.
ASPECT-ENT-12	ASPECT-Enterprise 12	supports 12 FT/Net connections (ASPECT Control Engines) or 25,000 points.
ASPECT-ENT-96	ASPECT-Enterprise 96	supports 96 FT/Net connections (ASPECT Control Engines) or 50,000 points.
ASPECT-ENT-256	ASPECT-Enterprise 256	supports 256 FT/Net connections (ASPECT Control Engines) or 100,000 points.

How to generate the Software UID

Note: Ensure that the **ASPECT-Enterprise** server is at its required final IP address when carrying out this License Installation process. The active **IP address** is part of the calculation of the **software UID** and cannot be changed once the system is licensed, or the license validation will fail until a new license file is obtained.

Note: The **SiteID** is also used in creating the License and cannot be changed afterward. This will be displayed in the sidebar of **ngAdmin**.

Make a backup copy of the current license file on the **ASPECT-Enterprise** instance.

Upload the supplied **ASPECT-Enterprise Utility License** to the target, replacing any license or initial stub license already installed. Refer to *MAN0126 ASPECT-Enterprise Installation* for more details.



License Management

Hardware ID: H32-WFBS-KHU
License ID: 123-ABDC-0000
License ID Mismatch
License Signature Valid

Upload license file:
 No file chosen

Contents of license file: [Download](#)

```
#Aspect Enterprise Soft Token Utility License

# General Information
DateGenerated = 08/17/2017
HardwareID = 123-ABDC-0000
HardwareType = 311
UIDBasedHWID = True
SiteID = Utility License
```

The **Utility License** has a deliberately and universally invalid ID – it cannot be used to run **ASPECT** services. The purpose of the **Utility License** is to force the licensing subsystem to display the actual **software UID**.

Send the backup copy of the license file and the Hardware ID reported after the **Utility License** is installed to the Cylon Sales department to obtain the actual license for the **ASPECT-Enterprise Target**.

Customer Impact

Any **ASPECT-Enterprise** instance installed from this point on must follow this procedure.

Sites with existing **Dongles** are eligible for replacement with a software license at no additional cost. Please contact your **RSM** or **Inside Sales** for information.