



AMC Online Licensing -

Quick Reference Guide



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1. Introduction

This Quick Reference Guide outlines the steps required to register for software licenses via AMC Technology's Online Licensing system.

1.1. Who Should Use This Guide

This guide is written for the system administrator who is responsible for installing, configuring and maintaining AMC Technology's Multi-Channel Management Server (MCMS).

2. Before You Begin

2.1. Licensing Request Via Email

- 2.1.1. Determine the products that need a license key.
- 2.1.2. Contact AMC Technology: license@amctechnology.com with the following information:
 - 2.1.2.1. Product names that require licenses.
 - 2.1.2.2. Number of licenses for each product.
 - 2.1.2.3. Specify if it is a temporary license or a production license key.
 - 2.1.2.4. Include information on why you need a license key and the purpose of your install.
 - 2.1.2.5. If your product was purchased from a vendor other than AMC Technology, specify company and contact information that supplied your product.
 - 2.1.2.6. In the event AMC Technology requires additional information, include your contact information.



Note: The information submitted will be analyzed and you will receive a reply email stating the licenses have been allocated along with your AMC Technology customer number; proceed through this Guide when you have received this reply.

3. Online Licensing

3.1. Required Information

Before you proceed to the online licensing web site, you will need the following information.

3.1.1. RegKey

- 3.1.1.1. This key is a hardware specific registration key; be sure to acquire this key from the server that will receive the product license key.
- 3.1.1.2. From the server that has the AMC Technology products installed, run the following program:
C:\Program Files\AMC Technology\MCMS\Server\RegKey.exe



Note: If this is an SAP installation of MCIS, you will need to run the following program:
C:\Program Files\SAP\MCIS\Server\RegKey.exe

3.1.2. AMC Technology Customer Number

- 3.1.2.1. You will need to enter your customer number on the web site; if you do not have it with you, check your reply email from AMC Technology Licensing.

3.2. Online Licensing Web Site

http://www.amctechnology.com/services/license_support.html

Select link [Request for new software license keys](#)

3.2.1. Page One: Required Information

- 3.2.1.1. Enter your AMC Technology customer number.
- 3.2.1.2. Enter your registration key acquired from section 2.1.1. of this document.
- 3.2.1.3. Enter your full name and email address to receive confirmation.
- 3.2.1.4. When the above information has been entered, click the “Submit Form” button at the bottom of the page.



Note: Information at the bottom of the screen is optional

3.2.2. Page Two: Product selection and Allocation

- 3.2.2.1. Select your product and allocate the licenses required for this server.
- 3.2.2.2. Click “Submit Request” button at bottom of page.
- 3.2.2.3. If you have multiple products which require licenses, you will need to repeat the above process.



Note: If these licenses are for production, remember to allocate enough licenses to cover your call center agents on your production server and leave enough licenses for your Development and/or test/QA server.

3.2.3. Page Three: License key

- 3.2.3.1. Highlight the license key and copy.

4. Configuration

4.1. Configuration Files

4.1.1. MCMS Administration Tool

- 4.1.1.1. Open MCMS Administration
- 4.1.1.2. Select Configuration from the tree view
- 4.1.1.3. Select and open configuration file(s) that require new License key(s)
- 4.1.1.4. Replace specific key area with new key copied from Page Three (see Section 2.2.3):

Example: CTI_CentreVu=<REPLACE WITH LICENSE KEY>



Note: If the Administration Tool has not been configured, you can find the “*.ini” files in the following folder:

MCMS Install: C:\Program Files\AMC Technology\MCMS

MCIS Install: C:\Program Files\SAP\MCIS\Server

5. Miscellaneous

5.1. SAP

5.1.1. MCIS Licensing

5.1.1.1. SAP Licensing for the core MCIS product is still performed through the SAP Licensing web page. AMC Technology does not supply licenses for MCIS, follow the link below to enter SAP licensing page:

<http://service.sap.com/mcis>



Note: This SAP site will require an SAP logon; have your “S” or “C” number and password available.

About AMC Technology

AMC Technology is a leading provider of multi-channel integration solutions that allow contact centers to more effectively manage all types of customer interactions and deliver superior levels of customer service. AMC Multi-Channel Integration Suite™ features an open architecture that seamlessly integrates customer relationship management (CRM) applications and contact center solutions. Used every day by thousand's of agents around the globe, our pre-packaged integration solutions are deployed with leading CRM application providers including SAP, PeopleSoft, and Microsoft and leading contact center solution providers including Avaya, Cisco, Nortel, and others. Reflecting 10 years of experience with many of the world's leading companies, our customers include more than 75 innovative organizations that rely on AMC solutions to better serve their customers. AMC is a privately held software development company founded in 1995 and headquartered in Richmond, Virginia.

AMC Technology, L.L.C.

7400 Beaufont Springs Drive, Suite 101, Richmond, Virginia 23225
Tel: 804-327-0170 • 1-800-390-4866 • Fax: 804-327-0243
sales@amctechnology.com
www.amctechnology.com