F.A.Q. – Frequently Asked Questions About Flexible Licensing

Below are some questions that we're regularly asked by both partners and customers.

Q.   Where can I get more details about Flexible Licensing and how it works?

A.   *We have a detailed article in our Knowledge Base titled: Flexible Licensing Overview which goes into the specifics of what Flexible Licensing is and how it works.*

Q.   Does Flexible Licensing require internet connectivity?

A.   *Yes, the local LumenVox License Server communicates with LumenVox License Nodes (in the cloud) using HTTP or HTTPS a user configurable port. Regardless of whether you choose to use HTTP or HTTPS, the contents of the message are encrypted in both directions.*

Q.   What information is sent to/from the LumenVox License Nodes?

A.   *No personally identifiable information, transaction details, etc. are transmitted. Only summary usage counts, i.e. number of ASR recognitions (by Tier), Number of TTS Synthesis (by voice) are transmitted, along with basic hardware information (Operating System, Memory and CPU capacity) and information about the LumenVox software version(s) in use are transmitted to LumenVox. In return, the local license server receives refreshed license information, including the availability of any new/additional licenses and updates to the software maintenance date on the existing licenses. LumenVox can provide samples of the data for your review by your security team, upon request.*

Q.   Is LumenVox Flexible Licensing PCI or HIPAA compliant?

A.   *PCI and HIPAA compliance occurs at many levels in a solution (Hardware, Software, Networking, physical data center security) and LumenVox typically only represents a part of the overall solution. Thus, we don't determine such compliance independently. You must look at your solution to make that determination. Nothing about LumenVox' software intrinsically creates a compliance problem, if properly installed and configured. In fact, we provide several features, such as logging suppression of sensitive data that assist you in crafting a compliant solution. You can refer to our LumenVox Knowledge Base article: Securing Sensitive Data for additional details. We also have a whitepaper titled: LumenVox-PCI-HIPAA-Recommentations.pdf that offers additional guidance.*

Q.   What are the Network requirements to implement Flexible Licensing?

A.   *LumenVox' software is made up of several individual components which collectively interoperate with your Voice Application Platform (IVR or PBX) to provide Speech Recognition, Text-to-Speech or CPA (Call Progress Analysis) services to your application. The various components communicate between one another, with your Voice Application Platform and with the LumenVox License Nodes (in the cloud). We have a comprehensive Knowledge Base article entitled: Firewall Configuration that describes in detail, the ports, traffic types and direction for the various communication paths. Depending on how you choose to install and configure your LumenVox software, the network settings will vary. We're glad to assist you in determining the specifics for your installation and environment.*

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Q.   Can LumenVox "get into my data center"?

A.   *No, communication between the local LumenVox License Servers in your data center and the LumenVox Cloud is only initiated by the local license server – never by the LumenVox License Cloud (Nodes). It is an outbound message via HTTP or HTTPS with a simple reply from the License Node.*

Q.   What happens if my license server can't communicate with the LumenVox License Nodes?

A.   *If the license server cannot contact LumenVox, it will keep trying each day. If no communication can be made for approximately 60 days, then it will remove its licenses until a connection can be made. The exact number of days that no communication is allowed depends on many factors, but it is never less than 60 days. Because we expect to see daily communication from the License Server, our License Nodes can monitor whether we've received the expected communication. In most cases, the failure to communicate with our License Nodes is related to some temporary network disruption or change. If LumenVox fails to hear from a previously registered License Server for more than 7 days, we receive an internal report and the Support Team at LumenVox will reach out to you to let you know that we're not receiving communication from the local license server and to help you troubleshoot the issue. With the Release of LumenVox 14.0.100, we have added a rich set of network diagnostics to the LumenVox Manager's Dashboard. These tools help us quickly identify potential network issues.*

Q.   How do I use Flexible Licensing when I need more than one instance of LumenVox' software, for hardware or software redundancy, failover or to distribute calls between multiple data centers?

A.   *Flexible License offers robust capabilities to configure production and backup license sets so that you can achieve almost any kind of high availability or failover scenario desired. If you are plans require such robust capabilities, please contact your LumenVox sales representative. LumenVox can provide you with detailed documentation on how to achieve the desired results and assist you in mapping your requirements to real configurations. Flexible Licensing can provide you with availability options not offered by any other ASR/TTS vendor in the market today.*

Q.   Can I just manually download LumenVox Licenses and not use Flexible Licensing?

A.   *Effective with the release of LumenVox 14.1.100, all new installations will only be licensed using LumenVox Flexible Licensing. Our older legacy licensing system will continue to operate on existing systems. Any upgrades to new releases, hardware migrations, renewal of software maintenance agreements, license resets, additions to or removal of licenses from existing installations or other changes to the actual license files will require migration to LumenVox Flexible licensing. As of December 31, 2016, we have deprecated the older Legacy License System and can no longer provide new licenses or license updates using that system.*

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