![GENESYS™]

Genesys Licensing Guide

Technical Licensing Requirements for Genesys Products

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Contents

Technical Licensing Requirements for Genesys Products

This topic introduces the Genesys licensing terminology and discusses what types of licenses you need for your specific Genesys installation.

Introduction

Along with its software, Genesys supplies you with software licenses. Licenses describe your legal rights to use the features that Genesys software provides and permit that use. Genesys bases its licensing system on the concept of *sellable items.* That is, a list of products that you purchase and their quantity are translated into the list of licensed features and the number of licenses. Genesys then combines a licensed feature that corresponds to one sellable item with additional technical information about your contact center environment and translates the result into one or more *technical licenses,* which are designed to make it easier to control licenses. Therefore, the types and number of licenses you receive from Genesys depend entirely on your environment and the items you have purchased. Starting from Release 7.x, Genesys has improved its licensing system to:

- Better align technical licenses with sellable items, from which they derive.

- Simplify inquiries for license information.

- Increase licensing system flexibility to better meet the needs of a particular customer configuration.

Starting from Release 8.x, Genesys products begin verification of the version of corresponding license features in a license file. This means that Genesys 8.x products will check out only 8.0 license features.

To control the use of licensed features, Genesys currently deploys the FLEXlm/FlexNet Publisher (hereafter referred to as "Flex" or "License Manager") licensing mechanism described elsewhere in this document.

Sellable-Item Licenses

All Genesys products require product licenses, represented by sellable items as shown on the customer's product order schedule. These licenses represent the software capabilities you have purchased, the quantity of units related to these software capabilities, and the deployment mode for the software. The sellable-item licenses you have are listed in the *license file* that Genesys issues you for your installation. For more information on license files, see License Files.

Technical Licenses

The following Genesys components and applications require technical licenses.

- Call Concentrator
- Classification Server
- Configuration Server
- CPD Server
- CTI-Less T-Server
- Genesys Desktop .NET Toolkit
- Genesys Agent Scripting
- Genesys Desktop
- Genesys Info Mart
- Genesys SDKs: Agent Interaction Java and GIS
- Interaction Server
- IVR Server
- Load Distribution Server
- Network T-Server
- Outbound Contact Server
- Solution Control Server
- T-Server
- Universal Routing Server
- Voice Callback
- Virtual Platform Support
- Voice Treatment Server

For the full product mapping, see Genesys Product Mapping to Technical Licenses.

In addition, any server operating in a redundant configuration requires a special license. For more information, see Solution Control Server.

The following sections provide general descriptions of technical licenses and offer basic formulas for determining a number of technical licenses derived from licensed features (sellable items). Refer to for exact license names for the listed products as those names appear in license files.

> ### Warning
> A single instance of Genesys components will not be able to check out more than 9999 licenses of the same type, due to limits that were required for FLEXlm 9.5

implementation. FlexNet Publisher 11.9 is not subject to this limitation, but the 9999 limit remains in effect in Genesys components to prevent issues for 9.5 users.

Configuration Server

Basic Functionality

With a stand-alone Configuration Server or a redundant pair of primary and backup Configuration Servers, you do not need any licenses.

Geographically Distributed Environments

In a geographically distributed configuration environment, the master Configuration Server is running at the site where the Configuration Database is located while Configuration Servers at multiple remote sites are working in so-called *Proxy* mode and are connecting to the master Configuration Server. To use this configuration, you must have one license to enable all instances of Configuration Server to operate in Proxy mode.

T-Server (7.2 and later)

Starting with release 7.2, T-Server no longer requires technical DN licenses (`tserver_tdn`) in order to operate.
T-Server 7.2 supports three types of licenses:

- First type controls agent seats (tserver_sdn)
- Second type controls HA configuration (cti_ha_option)
- Third type controls multi-site configuration (tserver_iscc)

Basic Functionality

A stand-alone T-Server serving a single site requires licenses to register all DNs it monitors. DNs that agents use in day-to-day contact center operations, such as Extensions and ACD Positions, have to be registered using licenses that control agent seats. T-Server 7.0 and 7.1 releases, also requires licenses that control technical DNs—DNs that Genesys software uses for various CTI functions, such as ACD Queues and Routing Points.

The number of licenses is defined as the number of DNs that can be registered on T-Server.

Tip

For more information about the License section configuration options for T-Server, see

> the latest version of the Framework T-Server Deployment Guide for your specific T-Server.

HA Functionality

In the hot standby high-availability (HA) configuration, a redundant pair of primary and backup T-Servers are operating with the hot standby redundancy type. To use this configuration, you must have a special CTI HA technical license per redundant pair in addition to basic T-Server licenses. Neither T-Server in a redundant pair starts if this technical license is unavailable. Moreover, the primary and backup T-Servers must use the same license server to control the same pool of DNs.

> ### Tip
>
> T-Server, as any other Genesys server, also requires the SCS-controlled high-availability license for redundant configurations. See section Solution Control Server for details.

Multi-Site Functionality

With the multi-site configuration, a number of T-Servers, usually serving different switches or switch partitions, communicate with each other. To use this configuration, you must have the multi-site configuration type of license, that for multi-site support, one license per site, in addition to basic T-Server licenses. This means:

- One license per T-Server serving a particular site, if running in the stand-alone or warm standby redundancy configuration

- One license per redundant pair of primary and backup T-Servers serving a particular site, if running in the hot standby redundancy configuration

> ### Tip
>
> If none of your T-Servers is configured for multi-site routing, do not order licenses for multi-site support. If some of your T-Servers are configured for multi-site routing while others are not, you will receive licenses for multi-site support for all T-Servers.

Network T-Server

All Network T-Servers require licenses to enable:

- Basic Functionality
- Multi-Site Functionality

In addition, the Network T-Server for GenSpec supports two additional types of licenses:

- NTS Deployment Functionality
- Call Parking and Treatments Functionality

Starting from 7.x Releases, Genesys supports technical licenses for:

- Network T-Server for AT&T
- Network T-Server for Concert
- Network T-Server for GenSpec
- Network T-Server for ISCP
- Network T-Server for NGSN
- Network T-Server for OPSI

Basic Functionality

A stand-alone Network T-Server serving a single site requires licenses to register all DNs it monitors. DNs that agents use in day-to-day contact center operations, such as Extensions and ACD Positions, have to be registered using licenses that control agent seats.

Network T-Server might use this first type of licenses in some rare instances. However, in most cases, this license type is defined with a value of 0.

The number of licenses is defined as the number of DNs that can be registered on the Network T-Server.

Multi-Site Functionality

With the multi-site configuration, Network T-Servers communicate with a premise (traditional telephony) T-Server or another Network T-Server. To use this configuration, you must have the licenses for multi-site support, one license per site, in addition to Basic Functionality Network T-Server licenses.

For example, if your configuration contains one Network T-Server communicating with one premise T-Server, you need two multi-site licenses, one for each T-Server.

Genesys also issues this type of licenses for the IVR Server when it uses the IVR-in-Front configuration mode.

> ### Tip
> If some of your T-Servers are configured for multi-site routing while others are not, you receive licenses for multi-site support for all T-Servers.

NTS Deployment Functionality

Network T-Server for GenSpec requires one deployment license to run all instances of Network T-Server for GenSpec.

Call Parking and Treatments Functionality

To perform call parking and treatments, Network T-Server for GenSpec requires a separate type of license that controls the number of ports used for call parking and treatments.

CTI-Less T-Server

CTI-Less T-Server supports three types of licenses:

- First type controls agent seats.
- Second type controls HA configuration.
- Third type controls multi-site configuration.

Basic Functionality

With a stand-alone CTI-Less T-Server serving a single site, you only need the first type of license to register DNs that CTI-Less T-Server monitors. The first type controls agent seats—all DNs that agents and supervisors use in day-to-day contact center operations, such as Extensions and ACD Positions. The number of licenses is defined as the number of DNs that can be registered on CTI-Less T-Server.

HA Functionality

In the hot standby high-availability (HA) configuration, a redundant pair of primary and backup CTI-Less T-Servers are operating with the hot standby redundancy type. To use this configuration, you must have a special CTI HA technical license per redundant pair in addition to basic CTI-Less T-Server licenses. Neither CTI-Less T-Server in a redundant pair starts if this technical license is unavailable. Moreover, the primary and backup CTI-Less T-Servers must use the same license server to control the same pool of DNs.

> ### Tip
> CTI-Less T-Server, as any other Genesys server, also requires the SCScontrolled high-availability license for redundant configurations. See section Solution Control Server for details

Multi-Site Functionality

With the multi-site configuration, a number of CTI-Less T-Servers, usually serving different switches or switch partitions, communicate with each other. To use this configuration, you must have the third type of license, that for multi-site support, one license per site, in addition to basic CTI-Less T-Server licenses. This means:

- One license per CTI-Less T-Server serving a particular site, if running in the stand-alone or warm standby redundancy configuration

- One license per redundant pair of primary and backup CTI-Less T-Servers serving a particular site, if running in the hot standby redundancy configuration

> ### Tip
> If none of your CTI-Less T-Servers are configured for multi-site routing, do not order licenses for multi-site support. If some of your CTI-Less T-Servers are configured for multi-site routing while others are not, you will need licenses for multi-site support for all CTI-Less T-Servers.

Solution Control Server

Three types of licenses enable certain Solution Control Server (SCS) features:

- The first type, MLSNMP, controls SNMP (Simple Network Management Protocol) functionality.

- The second type, MLDistributed, controls support for geographically distributed environments.

- The third type, ha_redundancy, controls the Solution Control Server ability to perform a switchover automatically within any redundant pair of servers (a primary and a backup) running with either the warm standby or hot standby redundancy type.

Solution Control Server can perform a switchover even without a license, if the Solution Control Interface user first shuts down the primary application in the redundant servers pair or performs a manual switchover command.

Basic Functionality

With a stand-alone SCS or a redundant pair of primary and backup Solution Control Servers that do not communicate with a third-party network management system (NMS) you do not need any licenses.

SNMP Functionality

In an environment with SNMP (for example, an NMS), you must have one SNMP license to enable SNMP functionality of the Management Layer.

Geographically Distributed Environments

In a geographically distributed management environment, Solution Control Servers are communicating with each other and controlling a particular part of the Genesys environment while running at multiple remote sites (but within the same configuration environment). To use this configuration, you must have a separate license, one per entire Genesys configuration environment, that controls the distribution of software-management functions.

Primary Backup Mode Control

Solution Control Server ensures server availability by switching operations from the primary server to the backup server. Licenses are required for SCS to perform a switchover.

> ### Tip
>
> Solution Control Server can perform a switchover even without a license, if the Solution Control Interface user first shuts down the primary application in the redundant servers pair or performs a manual switchover command.

You must have a special HA technical license, one per Genesys configuration environment, that controls redundant operations. See the corresponding version of *Framework Management Layer User's Guide*.

Universal Routing Server

Universal Routing Server (URS) supports two types of licenses, which you cannot combine:

- Basic routing functionality (router seats)
- HA capability (router HA)

Basic Routing Functionality

Universal Routing Server (URS) is licensed by the maximum number of concurrently enabled places for routing of interactions.

URS is licensed by the maximum number of concurrently enabled places for routing of interactions.

High Availability Mode

Universal Routing Server's `High Availability` mode is subject to licensing. It includes the Hot Standby mode of operation and use of the `pickup_calls` option.

If the HA license (the `router_ha_option` license feature) is not available or failed to check out and the URS option `pickup_call` is `true`, URS does not support the pickup-calls functionality (routes as if `pickup_calls` is `false`).

In summary, URS High Availability mode means the Redundancy type is Hot Standby, and the pickup_calls option is supported. For more information on the URS pickup_calls option, see the corresponding version of *Universal Routing Reference Manual.*

Router Connector License

All third-party sellable tools and applications which require or utilize Genesys Universal Routing functionality, including access to Genesys Universal Router web interface to provision target information, statistics, etc., require the Router Connector License. Please contact your account executive for more information on its applicability and pricing.

Universal Routing Server 8.0

Licensing features of Universal Routing Server (URS) 8.0 are the same as previous releases, however, a new licensing of version 8.0 is required.

Outbound Contact Server

Outbound Contact Server (OCS) supports two types of licenses, which you *cannot* combine:

- Preview dialing functionality
- Full dialing functionality (enables Preview also)

Both types of licenses control outbound seats—those accommodating agents involved in an outbound campaign (or, in other words, the agents logged into a Queue associated with a Campaign Group).

Preview Dialing Functionality

To use `Preview dialing` mode with a stand-alone OCS or a redundant pair of primary and backup OCSs, you must have the licenses that enable `Preview dialing` mode.

Full Dialing Functionality

To use a full range of supported dialing modes with a stand-alone OCS or a redundant pair of primary and backup OCSs, you must have the licenses that enable this complete functionality.

See the corresponding version of *Outbound Contact Deployment Guide.*

Voice Callback

Universal Callback Server (UCS) supports two types of licenses:

- Preview license uses the Preview dialing mode; this mode is limited to the preview of callback requests delivered to the agent. Autodial (automatic) mode is not allowed.
- Full license enables both `Preview and` `Autodial` mode (with an optional CPD Server). It has no functional limitations.

You can use either license.

> ### Tip
> If you purchase VCB, you can easily add the CPD Server by simply requesting a separate license for CPD Server. See the section CPD Server.

See *Voice Callback Reference Manual* and *Voice Callback Deployment Guide* for further licensing details.

Server-Side License Control

The License Types table illustrates how licensing control works in UCB Server:

License Type	Number of Callback Requests
vcb_preview	Number of callback vcb_preview requests per 60 minutes in Preview mode
vcb_full	Number of callback vcb_full requests per 60 minutes in Full mode (that is, preview+auto)

> **Tip**
>
> For information about the initial license checkout for VCB, see Universal Callback Server.

Primary/Backup Support

UCS, as any other Genesys server, also requires the SCS-controlled high-availability license for redundant configurations. See section Solution Control Server.

Database Dependencies

The main database table where all callback-related information is stored (this table is configured through the list option of Routing Point) has a field called call_time (type int, not nullable). This field is populated by the current time in UTC format upon initial insertion of the callback record. UCS uses this field to enforce licensing after recovery on startup or a switch between primary and backup servers.

You enter the table name of your choice when you configure the Table Access object.

> **Tip**
>
> Note: For information about processing a request to work in an unlicensed mode, see "Processing Request to Work in Unlicensed Mode" in Universal Callback Server.

Configuration Dependencies

See the corresponding version of *Voice Callback Reference Manual* for configuration dependencies and options.

CPD Server

A stand-alone CPD Server (or a redundant pair of primary-backup CPD Servers) running in tandem with OCS requires licenses that control the number of Dialogic ports used for outbound and/or engaging calls. When ordering licenses, specify whether CPD Server is functioning in ASM mode (Active Switching Matrix) or in standard mode (non-ASM).

Call Concentrator

One license per instance is required.

Load Distribution Server

One license is required to run all instances of LDS.

IVR Server

IVR Server supports several types of licenses:

- IVR-Behind-The-Switch Mode
- IVR Universal Mode
- IVR Network T-Server Mode
- IVR High Availability

Basic Functionality

Genesys provides the following configuration modes for the IVR Server:

- IVR-Behind-The-Switch, a basic configuration in which a T-Server that is connected to the premise switch (using computer-telephony integration [CTI] links) can monitor the call activity on IVR channels. An IVR-Behind-The-Switch license is required for each IVR port that will be used with an IVR Server running in IVR-Behind-The- Switch mode.

- IVR-In-Front, in which a CTI link is not involved in the call processing. An IVR Universal license is required for each IVR port that will be used with an IVR Server running in this mode. The IVR Universal License can include licenses which would allow customers to run their IVR Server in both the behind and in-front modes.

- IVR Network T-Server, in which the IVR Server (an IVR T-Server running in Network mode) is a link to a user-provided Network IVR application. The routing strategy and a Genesys Network T-Server are used to route the calls to the Network IVR for processing. An IVR Network T-Server license is required for each IVR port that will be used with an IVR Server running in IVR Network T-Server mode. If routing will be used with an IVR Server running in IVR Network T-Server mode, an IVR Network T-Server Routing license is required.

- IVR High Availability, in which the IVR Servers work in Hot Standby mode. One IVR High Availability license is required for each IVR Server Hot Standby pair of IVR Servers.

Multi-Site Functionality

With a multi-site configuration, a number of IVR Servers (usually serving different switches or switch

partitions) communicate with each other. To use this configuration, you must have one issc license for multi-site support per site, in addition to basic IVR Server licenses. This means you need one license per IVR Server serving a particular site.

> **Tip**
>
> If your existing environment has one or more T-Servers with multi-site support (i.e., you already have tserver_iscc licenses), then you will need one additional tserver_iscc license for each IVR Server you deploy. This is necessary for all IVR Server deployment modes, even though IVR Server may not directly participate in multi-site routing operations. If you do not currently have tserver_iscc licenses for other T-Servers in your environment, then they are not needed for IVR Server.

Voice Treatment Server

The number of licenses is defined as the number of Voice Treatment Options (VTO) ports.

Genesys Info Mart

> **Tip**
>
> Starting in 7.5, Genesys Info Mart no longer requires technical licenses. The information below applies to release 7.2 and prior.

The following Genesys Info Mart technical licenses work in combination to control the type of interaction media, the number of data sources, and the redundancy of those data sources:

- Voice Media (Mandatory)
- Redundancy (Optional)
- High Availability (Optional)

> **Tip**
>
> The Redundancy and High Availability technical licenses ship together when you purchase the Genesys Info Mart High Availability sellable item.

Voice Media

You need the Voice Media technical license to transform and to load data from the following sources into Genesys Info Mart:

- Configuration information (extracted from a single Configuration Server database)

- Voice interaction information (extracted from a single Call Concentrator database)

- Agent login and status information (extracted from a single Stat Server database).

- Outbound contact solution information (extracted from a single or multiple Interaction Concentrator databases).

Redundancy

In addition to the Voice Media technical license, you need the Redundancy technical license to transform and to load the following data into Genesys Info Mart:

- Voice interaction information extracted from multiple Call Concentrator databases, where each database records unique events, that is, unique events and no duplicates between Call Concentrator databases.

- Agent login and status information extracted from multiple Stat Server databases, where each database records unique events, that is, unique events and no duplicates between Stat Server databases.

> **Tip**
>
> A Redundancy technical license is not required when using multiple Interaction Concentrator databases.

High Availability

In addition to the Voice Media and Redundancy technical licenses, you need the High Availability technical license to transform and to load the following data into Genesys Info Mart:

- Voice interaction information extracted from multiple Call Concentrator databases, where pairs of redundant databases record the same events, so that each event is duplicated in a given pair of Call Concentrator databases.

> **Tip**
>
> A High Availability technical license is not required when using multiple Interaction Concentrator databases.

Genesys Desktop

Genesys Desktop supports three types of licenses:

- Basic Functionality
- Genesys Agent Desktop
- Genesys Supervisor Desktop

Genesys Desktop Server requires the Basic Functionality license to startup. At runtime, Desktop

Server determines which additional license(s), Genesys Agent Desktop or Genesys Supervisor Desktop, it needs. This depends on the login information that a user provides and on the configuration of the corresponding Person object in the Configuration Database.

> ### Tip
> Genesys Desktop uses Java Flex Library, which limits supported license server configurations to a single server configuration. See Single-Server Configuration.

Basic (Server) Functionality

Desktop Server includes a Java library called Agent Interaction Layer (AIL). A special license is required to enable this library. A single license is required to run all instances of Desktop Server.

Genesys Agent Desktop

This technical license gives a user access to all of the Agent-facing functionality of Genesys Desktop. One license is required for each logged in user.

Genesys Supervisor Desktop

This technical license gives a user access to both the Supervisor-facing and the Agent-facing functionality of Genesys Desktop. One license is required for each logged in user.

If no more Genesys Supervisor Desktop licenses are available, a supervisor may try to login in a restricted mode using a Genesys Agent Desktop license, if one is available.

Genesys Desktop .NET Toolkit

Users of Genesys Desktop .NET Toolkit (or Genesys Agent Desktop (GAD) .NET Toolkit 7.1 and earlier) must have technical licenses both to run Genesys Integration Server (or Genesys .NET Server, 7.1 and earlier) and connect to it: For information, see Genesys SDKs: Agent Interaction Java and GIS.

Genesys SDKs: Agent Interaction Java and GIS

Genesys SDKs may require two different types of licenses: those related to Agent Interaction Java and those connected with use of Genesys Integration Server (GIS). The Agent Interaction Java licensing provides access to features of the Agent Interaction Layer (AIL). The GIS licensing requirements vary according to the way you plan to interface with that Server. That is, the licenses you need for GIS depend on what GIS services you plan to use. Different implementations of your Genesys SDK-based applications with GIS services require different technical license.

- Agent Interaction Java
- GIS
- GIS Services:
    - Agent Interaction Service

- Interaction Service
- Queue Service
- Configuration Service
- Statistics Service

> **Tip**
> Genesys Integration Server uses Java Flex Library, which limits supported license server configurations to a single server configuration. See Single-Server Configuration.

Agent Interaction Java

This technical license (ISDK_FACTORY) makes available the agent features of the Agent Interaction Layer (AIL) Java library. You need one license per running AIL instance. In conjunction with Agent Interaction Java, if you plan to implement DN Route Point monitoring in your customized application, you must also have an ISDK_QUEUE license.

GIS

GIS provides various services, each of which has its own licensing requirements. But GIS itself also requires its own license— GIS. One license is required for each instance of GIS.

GIS Services

Implementation of the following services requires a corresponding technical license.

Agent Interaction Service

You need the GIS Agent Interaction Layer (AIL) Service license (ISDK_FACTORY) if you plan to connect your client to the Agent Interaction that GIS provides. (You also need the Interaction Service license for each GIS instance running the Agent Interaction service.)

Interaction Service

You need the GIS Interaction Service license (GIS_INTERACTIONSERVICE) if you plan to connect your client application to the Agent Interaction or Queue service that GIS provides—one license per client connection.

Queue Service

You need the GIS Queue Service license (ISDK_QUEUE) if you plan to connect your client application to the Routing service (and benefit from AIL's routing features). You need one license for each GIS instance running the Agent Interaction service.

Configuration Service

You need the Configuration Service license (`GIS_CONFIGSERVICE`) if you plan to connect your client application to the Configuration service that GIS provides from Configuration Server. You need one license per client connection.

Statistics Service

You need the Statistics Service license (`GIS_STATSERVICE`) if you plan to connect your client application to the Statistics service that GIS provides. You need one license per client connection.

Genesys Agent Scripting

One license per instance is required.

Interaction Server

Interaction Server requires `oneics_multi_media_agent_seat` license in order to log in per agent. For an agent to be able to process interactions of different media types, these media licenses are required:

- `ics_email_webform_channel` for email interactions
- `ics_live_web_channel` for chat interactions
- `ics_custom_media_channel` for Open Media interactions

For example, if one agent is to process e-mail, the required licenses are:

- One `ics_multi_media_agent_seat`
- One `ics_email_webform_channel`

Interaction Server requires one iwd_jms_cp license in order to enable the JMS Integrated Capture Point functionality for use with Genesys intelligent Workload Distribution.

Classification Server

Without a license, Classification Server provides basic functionality, which includes screening rules. With an `ics_nlp_content_analysis` license for the Genesys Content Analyzer option, it also supports intelligent content analysis (also called classification) using natural-language processing technology.

Technical Licenses for Solutions

When you purchase any of the Genesys solutions, Genesys considers what licensed features that particular solution requires and issues the technical licenses you need for each. For example, you would receive the sellable-item license for Universal Routing complemented with the following

technical licenses:

- URS licenses.
- T-Server licenses for all seat-related DNs involved with interaction processing; possibly, licensing for T-Server hot standby redundancy; and, possibly licenses for the T-Server multi-site processing feature.

High Availability Licensing

There are two layers of high availability/scalability/distribution functionality:

1. Redundancy/warm standby at suite level.
2. Advanced high availability that is service-specific.

> **Tip**
>
> Further information about licenses for high availability functionality that is service-specific is described in the product documentation.

Licenses for high availability enable the following:

- Deployment of primary/backup servers and control through Genesys Management Framework. See Primary Backup Mode Control.
- Usage of LDS. See Load Distribution Server.
- Usage of distributed Management Framework (CL, ML). See Geographically Distributed Environments.

> **Tip**
>
> Primary/backup SCS is already provided in the base solution and does not require a license. Customers need a high-availability license to use any Genesys servers in redundant configurations (whether hot standby or warm standby). If the license is unavailable, SCS does not perform a switchover between primary and backup servers when the primary fails.

Technical License Compatibility

When you upgrade an application from a 7.x to an 8.x release, you must order a new license file. See Combining New and Existing Licenses for information on how to combine new and existing licenses. If necessary (due to OS or IPv6 support), or desirable, you may also install a new release of License Manager as described in Techincal Licensing Concepts. Refer to the Genesys Migration Guide for instructions on migrating from the licensing system of previous releases.

> ## Warning
>
> Genesys applications release 8.x do not work with 7.x licenses.Starting from Release 8.x, Genesys products begin verification of the version of corresponding license features in the license file.This means that Genesys 8.x products will check out only 8.x license features.

Licenses for Virtual Platform Support

When license control is performed in a virtualized environment, either by running a FlexNet Publisher license server on virtual platforms or by using node-locked application license files, the host-id value returned by the virtual platform is used. When using MAC addresses, it may be necessary to override the default and force the virtual platform to use a static (fixed) MAC address to avoid problems when virtual images are moved between physical machines.

See FlexNet Publisher documentation on virtualization deployment for further details.