



PureConnect®

2020 R2

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See [Change Log](#) for summary of changes.



Subscription Billing

Technical Reference

Abstract

PureConnect customers who use subscription billing should use this document to set up and verify the automated or manual method for uploading usage data.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.

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Overview

Starting with PureConnect 2018 R2 Patch 2, new on-premises customers have the option to use subscription billing. Usage data for subscribers is collected in encrypted files and then uploaded, either automatically or manually, for billing. Billing data for subscribers appears in MyCloud. Subscription customers must have a subscription agreement with Genesys.

Starting with PureConnect 2020 R2, a virtual cloud licensing option is available for customers who want to use licensing that is not tied to a physical machine. This option requires a Genesys Cloud organization and a connection between PureConnect and Genesys Cloud. Virtual cloud licensing requires the use of the automated upload option. For more information, see [Virtual Cloud Licensing](#).

For more information about the traditional, non-virtualized licensing option, see [Usage Tracking Upload License](#).

Overview

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Starting with PureConnect 2020 R2, a virtual cloud licensing option is available for customers who want to use licensing that is not tied to a physical machine. This option requires a Genesys Cloud organization and a connection between PureConnect and Genesys Cloud. Virtual cloud licensing requires the use of the automated upload option. For more information, see [Virtual Cloud Licensing](#).

For more information about the traditional, non-virtualized licensing option, see [Usage Tracking Upload License](#).

Usage Subsystem

A usage subsystem for subscription billing is installed as part of the PureConnect install. It creates encrypted usage (.usg) data files daily. The usage files are stored in the i3\ic\work\usage directory.

Usage Tracking Upload License

A traditional usage tracking upload license contains a server host ID and is associated with a single machine. If you have this type of license, you can either use the automated upload method or manually upload your usage data.

Usage tracking upload licensing requires:

- A subscription agreement with Genesys.
- Either of these license keys: **I3_FEATURE_USAGE_TRACKING** or **I3_FEATURE_USAGE_TRACKING_LOCAL**. For more information, see [License Keys](#).
- A connection to the Genesys Amazon S3 location, **us-east-2**. For more information, see [Automated Upload](#) and [Verify Access for the Automated Upload](#).

The other licensing option, [virtual cloud licensing](#), is also described in this document. Virtual cloud licenses are not tied to a physical machine and the usage data is uploaded to Genesys Cloud.

Virtual Cloud License

Virtual cloud licensing was introduced in PureConnect 2020 R2 to allow subscription billing customers to use a license that is not tied to a physical machine. With this method, you upload your usage data to Genesys Cloud.

Virtual cloud licensing requires the automated upload method for uploading usage data.

Virtual cloud licensing also requires:

- A subscription agreement with Genesys.
- The virtual cloud license key, **I3_FEATURE_VIRTUAL_CLOUD**. For more information, see [License Keys](#).
- A connection to the Genesys Amazon S3 location, **us-east-1**. For more information, see [Automated Upload](#) and [Verify Access for the Automated Upload](#).
- A Genesys Cloud organization, which Genesys creates for you.
- A connection between PureConnect and Genesys Cloud. For more information, see the [Genesys Cloud for PureConnect Administrator's Guide](#).

Note that if you have a media server that uses virtual cloud licensing, your IC server must also use virtual cloud licensing.

The traditional [usage tracking upload license](#) option, also described in this document, requires the license to contain a host ID and is associated with a single server.

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Automated Upload Method

The usage files, located in the i3\ic\work\usage directory, can be automatically uploaded daily to the Genesys PureConnect Amazon S3 location. Subscription customers must configure firewall rules to allow sending of these files on port 443.

The Amazon S3 location, if you are using traditional usage tracking upload licensing is **us-east-2**.

The Amazon S3 location, if you are using virtual cloud licensing is **us-east-1**.

Some enterprises block egress TCP 443, so you need to [Verify Access for the Automated Upload](#) to make sure your site can access the AWS billing service and no firewalls block the connection.

Verify Access for the Automated Upload

Because some enterprises block port 443, if you are using the automated upload method, you need to verify that your site can access the AWS billing service and no firewalls block the connection. The verification process depends on whether you're using the traditional usage tracking upload licensing or [virtual cloud licensing](#).

Usage Tracking Upload Licensing

To verify access if you're using the usage tracking upload license key, browse to these FQDNs from your PureConnect servers:

[pureconnectusage.s3.amazonaws.com](#)

[pureconnectusage.s3-us-east-2.amazonaws.com](#)

If successful, you should see this:

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
<?xml version="1.0" encoding="UTF-8" ?>
<Error>
  <Code>AccessDenied</Code>
  <Message>Access Denied</Message>
  <RequestId>566E120C558ED4C5</RequestId>
  <HostId>
    yyCMco8gBUZlsHSsG9EIjLOHjhV/AuVsgC2FjNkAhUOM6DF3ziDKuTnJQ53po2fS+muLKRIiQDU=
  </HostId>
</Error>
```

If you see a time-out error instead, try browsing to these AWS FQDNs:

s3.us-east-2.amazonaws.com

s3-us-east-2.amazonaws.com

s3.dualstack.us-east-2.amazonaws.com

s3.amazonaws.com

If still not successful, see the Troubleshooting section below.

Virtual Cloud Licensing

To verify access if you're using the virtual cloud license key, browse to these FQDNs from your PureConnect servers:

genesys-premise-billing.s3.amazonaws.com

genesys-premise-billing.s3.us-east-1.amazonaws.com

If successful, you should see this:

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
<?xml version="1.0" encoding="UTF-8" ?>
<Error>
  <Code>AccessDenied</Code>
  <Message>Access Denied</Message>
  <RequestId>566E120C558ED4C5</RequestId>
  <HostId>
    yyCMco8gBUZlsHSsG9EIjLOHjhV/AuVsgC2FjNkAhUOM6DF3ziDKuTnJQ53po2fS+muLKRIiQDU=
  </HostId>
</Error>
```

If you see a time-out error instead, try browsing to these AWS FQDNs:

s3.us-east-1.amazonaws.com

s3-us-east-1.amazonaws.com

s3.dualstack.us-east-1.amazonaws.com

s3.amazonaws.com

If still not successful, see the Troubleshooting section below.

Troubleshooting

If you cannot browse to the additional FQDNs, make sure they are DNS resolvable. You must resolve any DNS errors locally. Once resolved, repeat the test to verify that you can browse to the two pureconnectusage or genesys-premise-billing FQDNs listed above.

If you still see a time-out error, use the information at this site to whitelist the service in your firewall:

<https://docs.aws.amazon.com/general/latest/gr/aws-ip-ranges.html>

The site provides a downloadable XML file that contains public IP addresses.

Once you whitelist the service, verify that you can browse to the two pureconnectusage or genesys-premise-billing FQDNs listed above. You should see the document tree as shown in the image above.

Manual Upload Method

Your organization can manually upload the usage data monthly from the Genesys Customer Care Portal. If you have access, click the **Subscription Usage Upload** tile in the portal dashboard to go to the upload page where you can upload your encrypted usage data files.

Your organization must upload the usage data for the required billing period before the 4th of each month. The billing period is the 28th through the 27th. For example, if the billing period is April 28th through May 27th, then all usage files must be uploaded from the portal by June 4th. Failure to do so may result in disablement of the system, as well as financial penalties. If you choose to manually upload the usage files, you are responsible for deleting the files from the usage directory.

License Keys

For automated uploads, the license file must include one of the following license keys:

- **I3_FEATURE_USAGE_TRACKING_UPLOAD** for the traditional subscription billing method
- **I3_FEATURE_USAGE_VIRTUAL_CLOUD** for the virtual cloud method

For manual uploads, the license management site loads the license file with the technical license key **I3_FEATURE_USAGE_TRACKING_LOCAL**, which prevents the automatic upload of usage data.

If the license file does not include any of these license keys, the system does not collect usage data.

For more information about licensing, see the [PureConnect Licensing Technical Reference](#).

Required Disk Space

The amount of disk space needed for the usage files varies depending on the number of logins per user per day. For most customers, the file will be less than 3 MB per day, while the largest customers may see files as large as 10 MB per day.

PureConnect creates one usage file each day for each PureConnect server and creates additional usage files when a server is restarted.

Subscription Billing Usage Data Technical Reference

Change Log

Date	Changes
08-October-2018	Created content.
04-March-2020	Added virtual cloud licensing

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