

Module FAQ

Frequently asked questions about our STARFACE extensions

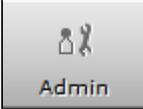
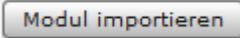
Installation

Wie werden Module installiert?

Installation

Please download the appropriate module file for your STARFACE version. These can be found under the "Description" tab in the "Let's go" section: **Installation**" (the module file has the extension .sfm).

Import this file into the module library of your STARFACE via "Install module by upload":

Web interface of STARFACE	Menu Item Admin	Menu Item Modules	Module Library" tab	Import module" function key	
	 Admin	 Module	 Modul-Library	 Modul importieren	 Modul i <input type="radio"/> Modu Lizen: <input checked="" type="radio"/> Modu Modu 

Configuration

After importing the module, a module configuration must be created for the module that has just been installed:

Web interface of STARFACE	Menu Item Admin	Menu Item Modules	Module Configuration Tab	New configuration" function key
	 Admin	 Module	 Modul-Konfiguration	 + Neue Konfiguration

A description of the configuration options can be found in the documentation of the module.

Upgrade / Downgrade

When an existing module is imported, it is replaced by the uploaded module version, regardless of the version number. This allows modules to be easily updated or reset to earlier versions. The module configuration remains unchanged.

Mein Modul-Lizenzschlüssel wird nicht akzeptiert. Woran kann das liegen?

1. Please check whether you have a **Module**-License key in the module configuration and *not* the server license key of your STARFACE.
2. Please check whether the module license key belongs to your STARFACE server license. Server license keys as well as module license keys are specified on delivery notes. Module licenses are only valid for the specified server license.
3. Please check whether you have entered the module license key correctly or copied it into the license field. Make sure there are no additional characters or characters missing. Make sure that the license field is not filled with incorrect data by your browser (form completion). If in doubt, enter the license key with another browser.

This applies to the operation of NFR modules:

The STARFACE installation must have an NFR server- or NFR user license to enable the module function - even without entering a module license key.

Price and ordering process

Was kostet das Modul und wie kann ich es bestellen?

The price of a specific module can be found under the tab "**Price / Purchase**" on the respective product page. The indicated prices are net prices excl. value added tax.

To order a module license (also NFR), please click on the following button:

Module bestellen

Welche Einkaufskonditionen habe ich als STARFACE Partner?

STARFACE partners with a "Certified" level or higher automatically receive the purchase conditions agreed with STARFACE for third-party modules (or the purchase conditions of a Certified Partner) when ordering via our Wiki.

Hint: Within the framework of the ordering process, only the end customer prices are displayed. However, if you indicate that you are a STARFACE Partner during the ordering process, your order will automatically be billed at partner conditions once your partner status has been confirmed.

Module bestellen

Wie erfolgt die Lieferung der Modullizenzschlüssel?

During the ordering process you have the possibility to enter a delivery and invoice email address. We will send the module license key including a delivery note to the delivery e-mail address, but without quoting prices. The corresponding invoice will then be sent to the invoice email address. As a STARFACE partner, you can have the module license delivered directly to your end customers.

Welche Zahlungskonditionen stehen zur Verfügung?

For module orders we offer invoice payment with 14 days payment term. We reserve the right to deviate from this in individual cases and to demand advance payment.

Habe ich ein Widerrufsrecht?

Only consumers (§ 13 BGB) are entitled to a right of withdrawal from distance contracts (§ 312g BGB). We do not trade with consumers. Our offers are therefore only aimed at entrepreneurs (which is why these are also provided with net prices).

As a STARFACE partner, you receive free NFR licenses for your own use for all our modules. So you can convince yourself of the functionality and demonstrate the functionality to your customers.

Of course, you are also entitled to the statutory warranty rights. In addition, however, we do not grant any rights of withdrawal or revocation.

Licenses

Wie werden Fluxpunkt Module für STARFACE lizenziert?

Fluxpunkt modules for STARFACE are usually licensed on a STARFACE installation (more precisely: on a STARFACE server license; exception: [Insight Analytics](#)). A license is therefore required for each appliance, virtual machine or cloud instance on which a module is to be operated. Therefore, when ordering a module, it is mandatory to specify the server license key with which the module is to function. The server license key is requested during the ordering process. The issued module license key is mathematically related to the server license key and allows operation with exactly this server license.

If the module is to be installed on a STARFACE Free Edition, the *hardware ID* of the installation must be specified instead of the server license key. You can find these in the console log of the attachment (under Admin/Server/Log File).

Please make sure to keep the server license key when moving a STARFACE installation. If this should change, modules must be licensed again.

Gibt es NFR-Lizenzen der Module für STARFACE Partner?

STARFACE partners from Certified level receive free NFR licenses from us (1 license per module) for using the modules on their own system.

For partner systems with NFR server license:

If an NFR server license is installed on a STARFACE partner system (not an NFR user license!), all our

Lizenzschlüssel	Produktname	Gültig bis	Lizenzierte Version	Max. Benut...
ABCDE-FGHIJ-KLMNO-PQRST	STARFACE PBX Server NFR-License	---	6.5	1
12345-ABCDE-67890-FGHIJ	STARFACE PBX User NFR-License	---	6.5	15

modules are automatically activated and executable without entering a module license. In this case you can simply download and use the modules.

Hint: Please do NOT order a NFR module license in this case.

For partner systems with NFR user license:

The following modules already recognize NFR user licenses and are then activated without entering a module license (we plan to extend this to all modules):

- Active Directory Synchronization
- Blacklist PRO
- Monitoring
- Extended Routing
- AntiFraud
- HD Ringtones
- Intercom / Automatic call acceptance with intercom
- Multi-stage Forwarding
- Emergency Call & Alerting
- Privacy for STARFACE
- Reverse Lookup PRO
- User Template PRO

- Group Busy / Group Busy
- Last Contact Forwarding

Hint: Please do NOT order a NFR module license in this case.



Special note regarding the "Insight Analytics" product

Since the product "Insight Analytics" usually involves a certain amount of consulting, configuration and individualization work and we cannot provide this within the scope of free NFR licenses to a large number of STARFACE partners, unfortunately there are no free NFR licenses for "Insight Analytics".

STARFACE partners can purchase "Insight Analytics" for their own installations at the dealer's purchase price and receive a refund of the purchase price as soon as they can provide evidence of the sale of customer licenses which in total correspond to at least the number of user licenses used by them.

Example: You need a license for 21-40 users for your own use as a STARFACE Partner. You will receive a refund as soon as you sell at least one additional license for 21-40 (or more) users or two licenses for 1-20 users.

Gibt es Demolizenzen / Testlizenzen von Modulen?

Unfortunately, for technical reasons, we cannot currently issue license keys for a limited period of time. Each module license key has unlimited executability.

Since we cannot withdraw licenses, there are no demo or test licenses of our modules. If something does not work as expected, you are of course entitled to the usual defect rights.

Please talk to your responsible STARFACE partner who can test the modules for you and tell you more about your application or scenario.

Wie erhalte ich einen Modullizenzschlüssel?

To purchase module license keys, please contact your trusted STARFACE partner.

STARFACE partners obtain module license keys for customer installations by *specifying the server license key* either directly from us or via STARFACE.

Module bestellen

Können Module auch auf STARFACE Free-Edition Installationen eingesetzt werden?

Yes. Although a Free Edition does not have a server license key to which the module can be licensed, module licenses can also be bound to the hardware. Therefore, please provide us with the hardware ID of your system when issuing a module license key. These can be found in the console log under Admin/Server/Log File.

Wie werden Module im Redundanzbetrieb lizenziert?

In the STARFACE license model, STARFACE redundancy licenses behave like full-fledged "normal" STARFACE licenses. Functionally there is no difference - this exists only in the calculation (or not calculation) of redundancy licenses (these are issued by STARFACE free of charge). Primary and secondary systems receive different and independently usable server licenses.

Our module licenses refer to the installed server license of a system. **A redundancy system therefore requires its *own independent module license key, which must also be licensed separately*** (because the redundancy system can in fact be used independently at the same time). The module license key of the primary system will not work on the secondary system (and vice versa).



Important organisational measure (for modules published before 08/2018)

When using the STARFACE redundancy module, after switching from a primary to a redundancy system, the module license key suitable for the system must be re-entered in the module!

Reason: The STARFACE redundancy module transfers the module license key of the primary system to the secondary system as part of regular synchronization. However, the module license key of the secondary system must also be used on the secondary system.

Modules released after 08/2018 include a new license component that supports module license keys that are valid for multiple server license keys.

Updates and Compatibility

Ist mein Modul (Version xy) kompatibel mit STARFACE Version x.y.z?

Information about the compatibility of our Fluxpunkt modules for STARFACE or selected third-party modules with certain STARFACE versions can be found on the corresponding product documentation page. There you will also find the latest downloads of stable module versions.

Information about STARFACE modules (modules of the manufacturer STARFACE) can be found under

- <http://www.starface.de/de/Produkte/module/index.php>
- <https://store.starface.de/shop/index.php>

Gibt es ein Update für mein Modul?

If you do not find any newer module versions on the product documentation pages, there are none.

Please be patient in this case and visit us again at a later date.

If you want to be informed about new module versions, just subscribe to our [Twitter channel](#).

Please understand that we do not send individual notifications by email or answer questions about possible release dates.

If an update for one of your modules is available, simply download it from our Wiki and upload it to your STARFACE via module upload. STARFACE automatically replaces the older installed module version and adopts the existing settings.

Was kosten Modulupdates für neue STARFACE Versionen? Gibt es "Software Assurance" oder Updateverträge?

We try to adapt Fluxpunkt modules regularly to new STARFACE versions. After an internal test phase, updates are made available for download on the corresponding product documentation page.

Unless otherwise agreed, modules are licensed for a specific STARFACE version upon purchase - a license for a specific module version is purchased accordingly. There is no entitlement to updates, but module license keys are usually unchanged across multiple versions. We reserve the right to provide updates with an update price in individual cases due to new functions or complex adaptations. The update price is then a discount on the new price when purchasing a new module license.

Usually, however, you simply download the latest module version from our Wiki free of charge and use it to update your STARFACE installation. There are no software maintenance or update contracts.

Support

Sind Supportleistungen im Modulpreis enthalten?

No, support services are not included in the module price. You receive support within the scope of support contracts or on the basis of a time account.

You can bundle modules directly when ordering with a support hour contingent at reduced prices. Please contact us if you have purchased a Fluxpunkt module through other distribution channels or plan to do so (e.g. through STARFACE).

We try to answer possible questions in detail in the module documentation or in the FAQ area of the respective module.

The contact person for end customer questions is the assigned STARFACE Partner.

In addition, individual fee-based support is available to you in our [support portal](#) or under the email address support@fluxpunkt.de.

Please note that for data protection reasons we will not provide remote support or analysis of logs containing personal data.