

# **Activation Server 6**

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### **Activation Server 6**

### by Mirage Computer Systems GmbH

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# Part

# 1 Activation Server

### 1.1 About the Activation Sever

The Activation Server 6 is the central point for administration of licenses - create keys, lock licenses, change activations or generate reports.



### Print this tutorial

The Online Tutorial is also available as a PDF document.

You can print this tutorial - click on the link to download PDF file

# Latest updates

- Version 6.3 20 (5/2020)
- <u>Version 6.2</u> 18
- <u>Version 6.1</u> 16
- Version 6.0 14



# recently added

- Mass Update Max Key Usage 65 added on Key List page (5/2020)
- Create Unlock Key Feature 71 added on the key details screen (5/2020)
- Password Expiry Feature 176 in Customer Portal (5/2020)
- Delete GDPR 67 data in the Activation Server (5/2019)
- Introducing customer self service portal [172] (5/2019)
- Analyse a key 75 (12/2018)
- New option to mass update of regular online checks (12/2018)

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http://www.mirage-systems.de

Activation Server 6 - Version: 6.3

This document was updated: 10/13/2021

# 1.2 Supported Browser

The following Browsers are supported

We tested the application with the **latest** version of:

- Chrome
- Firefox
- Edge
- Safari (macOS)

Internet Explorer is not supported.

### 1.3 Administration Interface

The Activation Server 6 comes with a browser based Administration interface. You can monitor each activation, allow a reactivation of a product or detect fraudulent usage of Activation Keys. It also covers administration task like creation of Serial Numbers or manual product activation.

Have a look at the administration interface on the demo Activation Server.

The user name is *demo-en*, the password is *protector*. To get a German user interface, use user name: *demo-de* and password: *protector*.

### 1.4 Test the Activation Server

You can make a complete activation test using the demo Activation Server 6. As the activation server needs project definitions uploaded, you can test only with the EasyGo project.

# **Project Settings**

Use the demo-easygo.xml project template from the folder ..\EasyGo and do not change

- ReadKey, WriteKey, ProjectSecureKey
- Projectname
- WebServiceURL- must be http://registerserver.net/lptest/lpweb/lpws.asmx

### **Administration Interface**

Invoke the Administration Interface with the link <a href="https://www.registerserver.net/lptest/lpweb/">https://www.registerserver.net/lptest/lpweb/</a>

The user name is *demo-en*, the password is *protector*. To get a German user interface, use user name: *demo-de* and password: *protector*.

# EasyGo Settings

To use online activation, set the parameter RegisterOnline in the command SetRegisterSettings to true.

Now create a Serial Number and start your application using PrepareAndCheck.

# 1.5 Hosting of the Activation Server

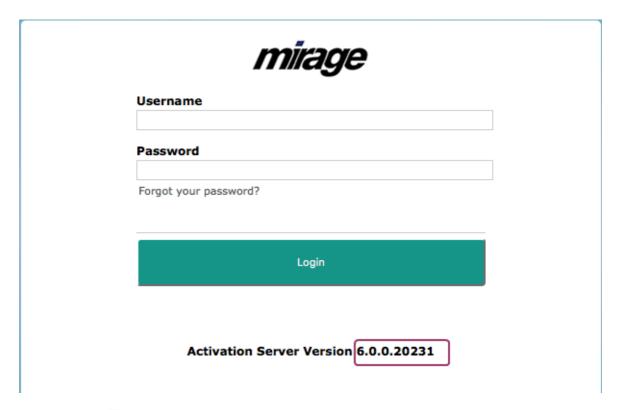
Mirage provides the Activation Server 6 as a hosting service. That allows you to start without worrying to run an own server, apply updates or firewall issues.

You pay per number of <u>transactions</u> 24. Depending on your cloud subscription a certain amount of transactions is already included. Additional transactions will be billed depending on the latest <u>price</u> list.

# 1.6 Software Update

The latest main release number is 6.0

The installed release number is displayed in the login screen in the bottom right corner.



- <u>Version 6.3</u> 20
- <u>Version 6.2</u> 18
- <u>Version 6.1</u> 16
- Update from version 5 to version 6 14

### 1.6.1 Update Version 5 to 6

# **Modification history version 6**

### **Activation Server**

# NEW

- Activation Server 6 and hosting service is fully GDPR compliant 337
- New menu option: <u>User Profile</u> 164
- New menu option: Service Info 163
- Avatar icon 169 for user
- <u>Dashboard</u> 42 to visualize your data
- Find and merge duplicate addresses 106
- New design with Themes 165
- New option to mass lock / unlock keys 80
- License Usage 74 info about operating system Windows or MAC PC

### **Security / Permission**

- Two-Factor Authentication 36
- Define password expiry period 136
- Password complexity 170
- Permissions on a product level [98] to restrict access to addresses and resellers
- New permission for Metrics/Dashboard [97]
- New permission for Creating Unlock Keys [97]
- New permission for deletion [97] of keys, addresses and resellers
- New permission for modifying [97] of keys and transactions
- New permission to edit or delete | 97 a note
- New permission to edit or delete an automated (generated by the system) note and automated (generated by the system)
- New permission to add an address or reseller [97]
- New permission to <u>deactivate a license</u> 97
- New permission to modify or delete [97] license file entries
- Project templates (containing the encryption keys) are stored in the database after product upload 152

### **IMPROVEMENTS**

- Display user name and e-mail address in user Profile 165
- After creating a key 114 it can be copied into the clipboard
- Display a <u>Delete button</u> for an address or reseller only if certain conditions are met

- New Tabs in <u>Transaction View</u> 55 to speed up showing results
- New Tabs in Key List View [65] to speed up showing results
- Server time zone 136 can only be changed in the on-premise version
- Company logo 135 is now stored in the database and more clear upload
- Check for correct e-mail address in <u>address screen (e.g. aaa.bbb.ccc@xyz.com</u> is not accepted)
- A product can no longer be deleted but set toinactive 152
- The <u>shop configuration [157]</u> is now part of the <u>administration/setup permission</u> and not linked to the administrator per
- The username: admin can not be changed

### FIXED

- Changing the <u>maximum number of a key usage</u> or to a value **below** the effective usage is no longer possible
- If the session expired and a menu option is selected, the user is directed back to the login screen

### **E-Mail Activator Service**

No changes

### **Database internal**

- On-Premise Database changed to My-SQL
- Use encrypted fields to store sensitive data like Two-Factor Information inf
- Project templates (containing the encryption keys) are stored in the database after product upload 152

### **Hosting Server**

the admin user

### **On-Premise Server**

• New system requirements 216

# **Update eligibility**

The update is free if one of the following conditions apply:

- You have a valid update subscription
- Your update subscription expired after September 1st, 2018
- You bought an update or upgrade after September 1st, 2018

- You bought Licence Protector / All-In-One Protector Suite after September 1st, 2018
- You got a free update to version 6 with a promotion

# **Backward compatibility**

- The Activation Server 6 can accept transactions from prior DLL versions and prior All-In-One Protector versions
- The Activation Server 6 supports all features from Licence Protector 5.0. It is mandatory to upgrade to Activation Server version 5 or higher if the metrics feature, license transfer or license file upload is used
- If All-In-One Protector 6.5 or newer in combination with license transfer is used it is mandatory to upgrade to Activation Server version 5 or higher

# Installation of the Update - On-Premise Server only

The update requires a **new Serial Number**. All customers who are eligible for the update will get a new Serial Number automatically. In case you did not get one until **July 1st 2018**, open a <u>support ticket</u>.

Details how to install the update 262

### 1.6.2 Service Pack 6.1

# **Modification history version 6.1**

All patches rolled out after release of version 6.0 are included in the service pack 1

### **Activation Server**



- New option to analyse a key 75
- New e-mail style for internal e-mails to users 104
- A <u>welcome E-Mail solution</u> is sent out when a new user is added. The e-mail includes a **temporary password.**
- A welcome E-Mail 38 is sent once Two-Factor Authentication is enabled
- New <u>search options</u> has for addresses and resellers
- New Dashboard 42 Top Reseller
- New user permission [96] to access Dashboards
- If an admin user logs in and there are either duplicate e-mail addresses for users or an e-mail address is missing, the admin user will get a list of all affected users

to correct the issue. This affects only users added a long time ago where the e-mail address could be empty or duplicate e-mail addresses have been not checked

- New option to mass update of regular online checks
- New option to search for keys 65 with status: Is abused
- Manual product activation [118]. Option to select if the activation is for a Windows or MAC computer

### **IMPROVEMENTS**

- Once a <u>product is uploaded [152]</u> or a <u>configuration is changed [141]</u>, a server restart is no longer required
- Product configuration <u>single user / network 144</u> to make the hardware ld selection more simple
- Simplified options to configure a reactivation 148 or regular online check
- Data Management / Key List search option to search for abusive usage flag
- If a product is uploaded which is already in the database, a warning is displayed 156
- More information on user profile page 164
- <u>List of users</u> 91 includes the avatar icon
- E-Mail changed when a user <u>forgot his password</u> and only temporary password is used
- An admin can no longer change a password for other users he can only reset it and a temporary password is sent to the user
- Search option in different screens: *Activation Done by* now *user* is available. Every time a user <u>deactivates a license</u> the transaction is recorded as a transaction done by a user and not by an application
- Product configuration 141 more checks for wrong configuration
- In case a key is added via copy/paste, all spaces before and after the key are truncated
- User screen 102 avatar is displayed
- E-Mail configuration for internal e-mails was removed from the administration
- Test project Demo-Easygo is no longer displayed as it is required for internal testing of hosting status only
- Removing a computer with entry *Unknown* is improved (issue only occurs with older entries before version 6)
- Layout change to display hardware IDs
- If a new user si is added a check is done to prevent duplicate e-mail addresses
- Deleting a huge number using Mass Delete Keys 20 could result in an time out
- Once an Unlock Key 119 is created there is an option to copy it to the clipboard
- Hosting users can not change server time zone 134

### FIXED

- Address search on address page for merging addresses aid did not always work (e.g. if the address included a + sign)
- License file [82] add new entry did not always work

- If a query runs too long it is terminated instead of waiting for a time-out
- Create Unlock key fix issue in pop-up window
- Address created date and created by was not always shown with correct value
- Key List 114 generation did not work for custom keys
- If a user has no permission to create an address this is now also working in the address search screen while creating a key

### **E-Mail Activator Service**

No update required

# **Backward compatibility**

• See version 6 14

### **On-Premise server**

Requires license of Activation Server 6

### 1.6.3 Service Pack 6.2

# **Modification history version 6.2**

All patches rolled out after release of version 6.1 are included in the service pack 2

### **Customer Portal**



- <u>Customer Portal</u> 172 added where users can see their <u>serial numbers</u> 202, <u>download links</u> 205 for products and can <u>activate</u> 204 and <u>deactivate</u> 205 a license.
- Customer Portal is fully configurable through activation server using menu Customer Portal Configurations 174 in Administration /Set Up
- Manage Linked Emails Feature 207 Customer Portal user can link other emails used for product activation and can view and manage the keys for the linked emails also.
- Customer Portal Users can <u>add serial numbers</u> to their account which are not visible by default.
- Customer Portal User can remove a computer using <u>Deactivate License</u> on license management screen.
- Customer Portal Users can update their profile using the <u>Update Profile 213</u> menu.
- Customer Portal Emails Sign Up , Forgot Password , Linked emails
- Deactivate Customer Portal using front end <u>Enable Customer Portal</u> 176 configuration added in customer portal configurations

- Customer Portal Disabled Handling If license is canceled then log in is disabled with a message is shown on log in screen to contact administrator.
- Create manual unlock key 204 using Customer Portal
- Download Customer Portal logs and Restart Customer Portal added in Activation Server - Admin Only
- Customer Portal text can be configured in Activation Server using <u>Customer Portal</u> Configurations [182]
- Grid implemented for <u>Download Links</u> with option to add, edit, delete download links.
- Manage Portal Users In activation server has new link for Assigned Keys and Linked Emails
- Customer Portal license is shown on the Company Information Screen
- New permission- ManagePortalUsers to manage portal users. Active/Inactive or Delete a portal user

### **IMPROVEMENTS**

- Link created to go to Customer Portal sign up 176 screen directly
- Change <u>Unlock Key Feature 204</u> Page UI updated to simplify the create unlock key process.
- License Management Screen And <u>Product Level Configuration 178</u> Screen Changes to use grid with edit option
- Customer Portal License changes New control added for OP customer -Customer Portal ID - Editable - Will save as Hosting ID in the back end db table company information
- Check Customer Portal Email templates for grammar Grammarly used and changes done
- <u>Customer Portal account</u> must be confirmed before User can log in in the customer portal
- New field added on Key Details screen for Email from Customer Portal Customer Portal E-Mail
- Keys 202 will be retrieved for the user email id and the linked email address in the Customer Portal

### FIXED

- Account Confirmation for Customer Portal not working properly
- Customer Portal Configurations Product Name display configuration is showing 0 instead of Product Name

### **Activation Server**



• Data From Client 67 - Tab added on the key details screen

- Get details of Clever Bridge Subscription By Email Id Admin Only
- Customer Portal license is shown on the Company Information Screen
- Delete GDPR of data in the Activation Server using the manage User screen

### **IMPROVEMENTS**

- Change date format as per User configured date format on manage subscription
- Customer Portal -Change Unlock Key Feature Page UI
- Add order process message and hide process order button after upgrade on subscription page
- Add enhanced request Limits for the AS On Premise Installation
- New field added on Key Details screen for Email from Customer Portal

# FIXED

- Transaction Grids for unlock key and installation code are not loading properly
- Activation server product upload allows duplicate products

### **E-Mail Activator Service**

· No update required

# **Backward compatibility**

• See Version 6.1 16

### **On-Premise server**

Requires license of Activation Server 6

### 1.6.4 Service Pack 6.3

# Modification history version 6.3 (5/2020)

All patches rolled out after release of version 6.2 are included in the service pack 3

### **Customer Portal**

## NEW

- <u>Password Expiry Feature 176</u> in Customer Portal Period to be define in Customer Portal configuration in activation server General Configurations
- <u>Two factor authentication and user profile</u> screen.
- Logo implementation added in Customer Portal. Configuration to be done through general configurations added in Activation Server
- Customer Portal Single Sign On Mirage Customers using the Mirage Support
   Center will be able to use the Single Sign On feature. They can directly log in into
   the Customer Portal through the Support Center Login. For Details click here
   197

### **Activation Server**



- Create Unlock Key Feature added on the key details screen.
- Mass Update Max Key / ID Usage and added on Key List page.

# FIXED

On Premise - Show Customer Portal ID by default to on-premise customers and it should be editable on company information screen

### **E-Mail Activator Service**

• No update required

# **Backward compatibility**

• See Version 6.2 18

### **On-Premise server**

Requires license of Activation Server 6

### 1.7 Tutorial Activation Server

The Web Activation Server comes with an own tutorial which covers the Administration Interface, Installation 215 and Configuration 284.

### 1.7.1 What is the Activation Server

The Licence Protector Activation Server 6 is an enhancement to the standard Licence Protector system.

The Activation Server 6 is comprehensive web based administration application which offers the following main features:

- Activate a license online (one time activation)
- · Verify an Activation Key online
- Check a license with ongoing verifications and lock a license
- Move a license from PC A to PC B
- Submit address and newsletter data
- Create reports, import / export data with the Licence Protector
- Create keys like Serial Numbers or Additional Activation Keys

The Activation Server 6 ensures that each license can be registered only once. Every transaction is logged into a database (database license not included). Each project can have a different workflow. This allows to handle different scenarios:

- full version turn on copy protection
- trial version registration allows to retrieve a key to prolong the trial version
- version for a specific distributor allows 2 activations and reports by distributor (distributorname has to be included in projectname)

Optionally, keys can be transmitted to the Activation Server before they are applied to the license file. It is checked, if the key was already used. This is to ensure, that the key can not be passed on and used multiple times.

The Activation Server also comes with an additional service - E-Mail Activation Service | 292]. This allows to automatically respond to activation requests by E-Mail.

### 1.7.2 Start Administration Interface

You will get a link from your administrator to start the Administration Interface. It will look like.

http://yourservername/lpweb/login.aspx

All Mirage hosting customers get a link like this one

https://www.registerserver.net/hosting ID/lpweb/

Mirage provides a demo access to explore and test this interface at

https://www.registerserver.net/lptest/lpweb/

### 1.7.3 Video Tutorial

Activation Server 6 also comes with a video tutorial. The tutorial covers the basic steps and is the perfect start if you don't like reading.

The video tutorial requires audio (headset or PC speaker).

# **Creating Serial Numbers**

This video explains different ways how to create a Serial Number.



### 1.7.4 Terms and Definitions used in the Tutorial

To fully understand terms, used in this tutorial, browse through the terms and definition chapter. Sometimes it is hard to understand the difference between a <u>Serial Number 30</u> or an Activation Key 23 or between a product Activation 29 and Transaction 24.

### 1.7.4.1 Activation Key

All keys used by Activation Server 6 are unique and have the same format.

### dO8uc-G1iC9-jOGeA-BqgEX-U71ID-0V1VX

There are 6 blocks each with 5 characters. The blocks are separated by a hyphen for better readability.

An Activation Key is used to change an existing license, e.g. to

- prolong a trial version
- add more users for a network license
- enable an additional module 28

Although a <u>Serial Number [30]</u> is technically also an Activation Key, only a Serial Number can be used for a product activation [29].

Each Activation Key can be used **once** (default) but the <u>Maximum Key / ID usage</u> can be changed. This allows to use one Activation Key on multiple machines.

In the moment, an Activation Key is used, also a <u>Transaction 24</u> is recorded. An Activation Key can have one or **more** Transactions:

### 1.7.4.2 Transaction

Every usage of an <u>Serial Number (30)</u>, <u>Activation Key (23)</u> or any other connection to the Activation Server 6 (like move a license) creates a record in the database - this is a **Transaction**.

Even if the request fails, an error is recorded.

There could be more than one Transaction for a key / ID.

### What would create an additional Transaction?

- A user reinstalls the software and uses the Activation Key again. If this reinstallation is working or would create an error is defined in the product reactivation settings
- Validate a key / ID
- A license is moved from PC A to PC B
- A key, which was already used on PC A is also used on PC B. If this additional usage of a key is working or would create an error is defined in the Maximum Key / ID [29] usage settings
- A regular online check, e.g. license check every 30 days
- A license transfer
- · A license file upload or download
- Metric data 45

A transaction is also counted for validations which result in an error like

- Key / ID is locked
- Key / ID already used
- Transaction failed, because of an abusive usage

### 1.7.4.3 Automatic Licence Generator

The activation action is invoking the *Automatic License Generator*. This is the universal batch processing tool to generate a license file or key. It can be obtained as a separate module to produce key lists or for integration in Online Shops. In the combination with the Activation Server 6 it can only be used with the server and not as a standalone tool. The standalone tool requires a license for the *Automatic License Generator*.

The Automatic License Generator processes the configuration.xml file of the project (ProjectID of and looks for the definitions defined for the Serial Number /DID. Then the project template file is processed.

In combination with the Activation Server 6 the *Automatic License Generator* only produces Activation Keys. These keys can be retrieved within the <u>Data Management</u> Tab, Modify a <u>Transaction</u> 59.

### See also

Configuration project.config 305: GeneratorConfig 311 Configuration project.config 305: GeneratorApp 311 Configuration project.config 305: GeneratorPath 312

### 1.7.4.4 Copy Protection

# **Activate Copy Protection**

The copy protection links the license file to a hardware ID. Only **one** hardware ID is used but it makes sense to define a backup ID in case the main hardware ID cannot be retrieved.

Details about copy protection can be found in the main tutorial of Licence Protector Windows or MAC.

### Selected IDs for initial activation

Define the hardware IDs which should be used for **copy protection**. Just click on an ID in the column *available IDs* and drag it to the column *Selected IDs*. Setting in .config file: InstCodeType1-n 313

The hardware lds which can be used depend on the selection of the installation type.

The **first** hardware ID will be used. Only if the first hardware ID is not available, the second ID will be used.

In the sample below, the hardware ID 13 (Windows ID) will be used for copy protection.

Only if the ID 13 cannot be retrieved the ID 4 (NetBios) is used.



# Allow new Installation / Reactivation / Regular Online Validation

In case the user should be able to reinstall the software on the same computer or you want to use regular online validate, define the hardware IDs which should be used to identify a computer.

For each key, the complete hardware profile (14 different IDs) is stored. To recognize a computer, hardware ID's are compared with **former activations and only if hardware ID's match**, the product can be activated again or a key can be used again.



There are 3 ways to decide if the reinstallation is done on the same computer like the initial product activation. Select the logic which should be used

- Computer Name
- Custom logic select individual hardware lds
- Custom logic define number of hardware lds

### **Computer Name**

This is the simplest test to find out if it is the same computer - the host name of the computer is used.

### Custom logic - select individual hardware lds

Just click on an ID in the column *available IDs* and drag it to the column *Selected IDs*. If you select multiple IDs, all IDs have to match. Setting in .config file: <a href="CheckInstCodeType1-n">CheckInstCodeType1-n</a>

In the sample below only the ID 2 (MAC address) has to match with the initial installation.

Selected IDs for reactivation

Available IDs for reactivation



The option: *Ignore single user Ids for reactivation* must be **unchecked** if you use **ID 4**, **11,12,13,14** for reactivation.

### Custom logic - define number of hardware lds

You can define, that e.g. 3 or 4 IDs have to match setting a value in *Number of IDs for reactivation*. If individual hardware IDs are selected then this configuration option is ignored. Setting in .config file: MinIdenticalInstcodes [314]



If you are unsure about the configuration, only use MinIdenticalInstcodes.

### 1.7.4.5 EasyGO

**EasyGo** is a technique, developed by Mirage Computer Systems GmbH, to implement licensing and copy protection with **just 4-6 DLL calls** using professional screens (in multiple languages) and different activation options. It can be combined with all the other Licence Protector features to have all the flexibility you need.

### 1.7.4.6 Entry Key

The Entry Key is a unique **identifier**. The ID is used to **identify the license**. Normally the unique ID is the license file ID or the <u>Serial Number of the license</u>. If you do not have a serialised license file, then the unique ID could be the order number or the installation code (e.g. use GetInstcode and combine all installation codes to 1 string).

The Entry Key for a <u>Serial Number / ID 28</u> can be defined by the application. The Entry Key for an <u>Activation Key 23</u> is the Activation Key itself.



EasyGo 27 or All-In-One Protector use the Serial Number as Entry Key.

### 1.7.4.7 Effective Key / ID usage

The Effective Key / ID usage indicates, how often the an Activation Key or Serial Number have been used. The Maximum Key / ID usage indicates, how often an Activation Key or Serial Number can be used.

This value is visible on different screens and reports and **cannot** be changed.

- Key List 65
- Modify a Transaction 59

### See also

How can I allow a second activation only for a specific user?

How can I specify the number of times a key can be used?

How do I allow to make a reinstallation on the same machine?

### 1.7.4.8 Installation Code

Enter topic text here.

### 1.7.4.9 Licence File ID

The license File ID is an internal number, which was assigned to the license file during creation of the file.

### 1.7.4.10 Module

A module is a functionality which can be tested with Licence Protector. Even is your application is 'just one single application' it has at least one module. There a different module types and license information per module, which are explained in detail in the main Licence Protector documentation.

To identify a module, it has a **module ID** which appears on all reports.

Activation 29 is done on module level. Even if only a Serial Number 30 is used for activation (e.g. with EasyGo 27), a module ID is used.

### 1.7.4.11 Maximum Key / ID usage

The Maximum Key / ID usage indicates, how often an Activation Key or Serial Number **can** be used. The Effective Key / ID usage and indicates, how often the an Activation Key or Serial Number **have been** used.

This value is visible on different screens and reports and can be changed.

- Key List 65
- Modify a Transaction 59

### See also

How can I allow a second activation only for a specific user?

How can I specify the number of times a key can be used?

How do I allow to make a reinstallation on the same machine?

### 1.7.4.12 Product Activation

A product activation is normally done once per product and triggers a workflow like:

- Activate copy protection
- Make a full version which is not time limited or which expires at a certain date

To activate a product, a <u>Serial Number of the Serial Number of the Seri</u>

### 1.7.4.13 Product Reactivation

Enter topic text here.

### 1.7.4.14 Project name / ID

The project name is used to determine the workflow and project specific settings. Each project name can have a different workflow. This allows to handle different scenarios:

- full version turn on copy protection
- trial version registration allows to retrieve a key to prolong the trial version
- version for a specific distributor allows 2 activations and reports by distributor (distributorname has to be included in projectname)

The projectname is configured in <u>project.configured</u> in <u>project.configured</u> in <u>project.configured</u> in <u>project.configured</u> in <u>project.configured</u>, parameter <u>ProjectID</u> (316). The project name should be identical with the project name of your template xml file but it can be different.

You can add any number of projects you like. It is not counted as a license like it is within the Licence Generator.

The project name is referenced in this tutorial as **project**.

### 1.7.4.15 Serial Number

Although a <u>Serial Number 30</u> is technically also an <u>Activation Key 23</u>, only a Serial Number can be used for a product activation 29.

Each Serial Number can be used **once** (default) but the <u>Maximum Key / ID usage</u> can be changed. This allows to use one Serial Number on multiple machines.

In the moment, an Activation Key is used, also a <u>Transaction</u> is recorded. An Activation Key can have one or **more** Transactions:

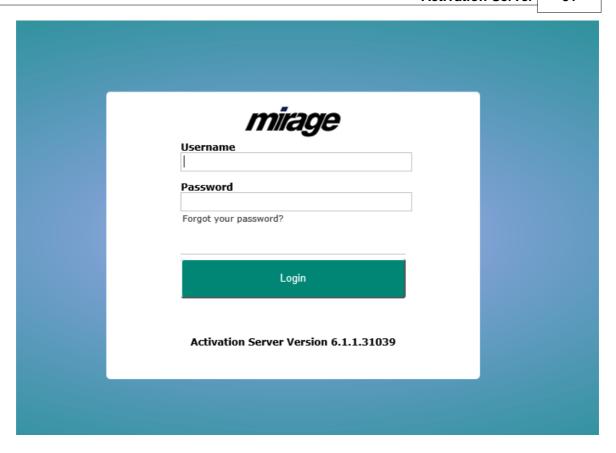
### 1.7.4.16 Unlock Key

Enter topic text here.

### 1.7.5 Login Screen

To access the Administration Interface, you have to provide username / password. Depending on the user rights, not all options could be available.

The default username is **admin** and there is **no password** (leave password field empty).

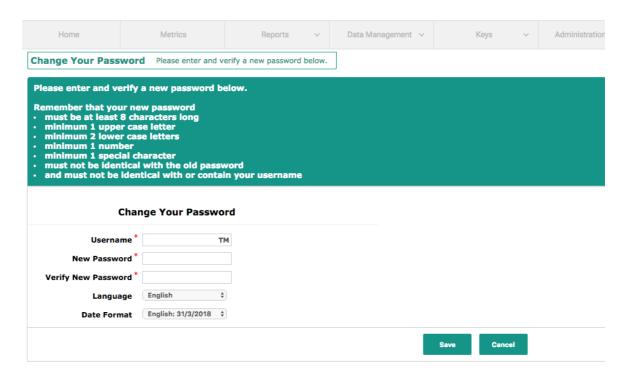


If you forgot your password, your can request it by e-mail. Select <u>Forgot your Password?</u> 33

In case <u>Two-Factor Authentication</u> see enabled, additional steps are required to login.

You have to specify a **new password** after the first login. Also specify your e-mail address (required if password is lost) and more settings like language or date format.

Press Save after you have filled out the form



For security reasons, the password needs to be complex (see explanation above)



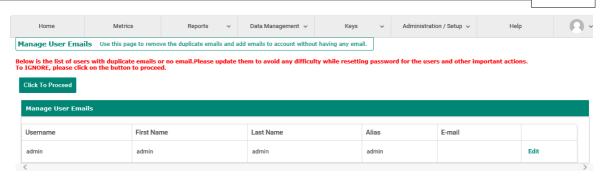
**Special** characters are the following characters. You have to use at least one ! @ # \$ % ^ & \* ( ) \_ + - = [ ] { } | '

# **Hosting only**

If an admin user logs in, he has to confirm the Master Subscription Agreement from time to time

# First time login

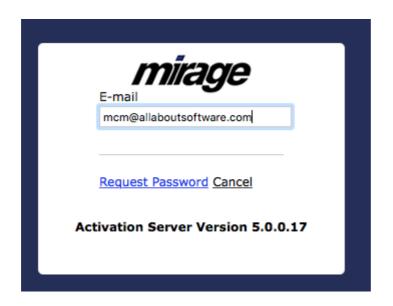
If the admin user logs in the first time, he gets a list with users without an e-mail address. Click on **Edit** to add the e-mail address for the admin user.



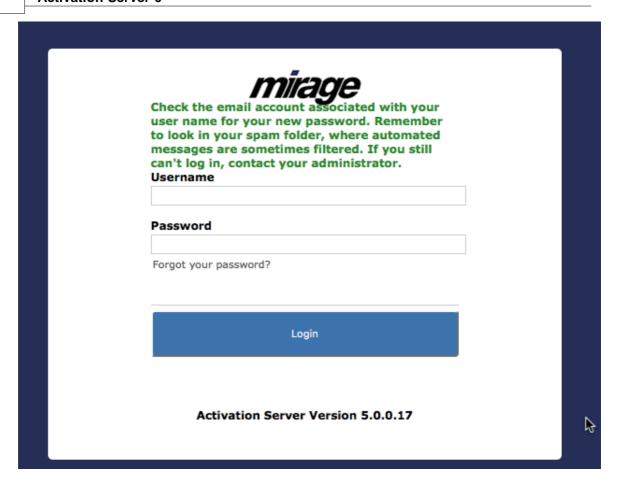
### 1.7.5.1 Forgot your Password?

If you forgot your password, Select in the login screen *Forgot your password?* You can then type in your e-mail address and select **Request Password**. Your password is e-mailed to you.

Step 1 - Request the Password



Step 2 - Check E-Mail with your new password



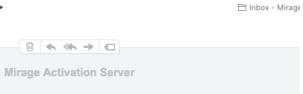
# Step 3 - E-Mail received

The user will receive an e-mail how to reset his password. It includes a **temporary password** for the initial login.

### noreply@registerserver.net <admin@registerserver.net>

Your new password for the Activation Server

To: tom.mcnamara@mirage-systems.com



### Hello McNamara,

You recently requested to reset your password for your Mirage Activation Server account <a href="mailto:tom.mcnamara@mirage-systems.com">tom.mcnamara@mirage-systems.com</a>. Use the following information to reset your password for the Activation Server: Username: TM Password: K#j5bY8+F7

Reset your password

If you did not request a password reset, please ignore this email.

Thanks,

The Mirage Activation Server Team

After he logs in he has to **change the password**. The password change requires the old (temporary) password.

Change Your Password Please enter and verify a new password below.

### 1.7.5.2 Two-Factor Authentication

Two-factor authentication (2FA / TFA), often referred to as two-step verification, is a security process in which the user provides two authentication factors to verify they are who they say they are. FFA can be contrasted with single-factor authentication (SFA), a security process in which the user provides only one factor -- typically a password.

Two-factor authentication provides an additional layer of security and makes it harder for attackers to gain access to a person's devices and online accounts, because knowing the victim's password alone is not enough to pass the authentication check.

Activation Server 6 supports for the second identification step **google authenticator** or any software which supports one time passwords (e.g. 1Password, Authy). One time passwords are time-dependent six-digit codes, which you enter after you submit your user name and password

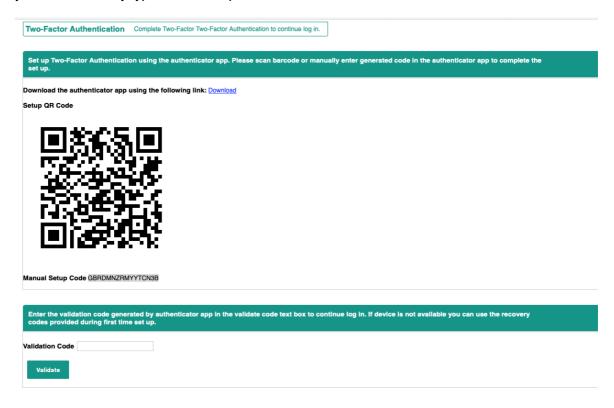
The Two-Factor Authentication can only be enabled by the administrator in Administration / Setup - Company Information

### Step 1 - Download an Authenticator application

Download the Google Authenticator <u>Android</u> / <u>Iphone or Ipad</u> (free) or apps which run on Windows, macOS or even apple watch like <u>1Password</u> or <u>Authy</u>.

### Step 2 Scan Barcode

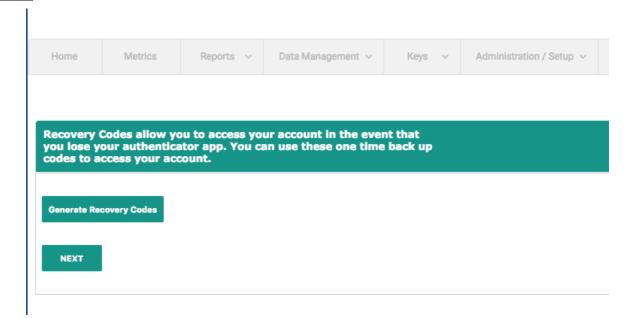
If you login the first time after TFA was enabled, you have to scan a barcode. Alternatively you can manually type in the setup code.



If the barcode scan is successful you get a 6 digit validation code which you enter in the field and click on the button: **Validate My Code** 

#### **Step 3 Recovery Code**

If you loose your device, the administrator can <u>reset your TFA 104</u>. Some apps make backups which you can restore on a new device. However a good practice is to create recovery codes and store it in a save location. A recovery code can be used **only once.** 



Click on the button Generate Recovery Codes

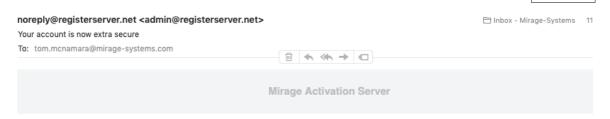
This will generate a text file which you can download. It includes 8 codes which you can use only once.

### Step 4 Daily login

After providing user name and password and validating the password, a second screen appears to provide the 6 digit code from the authenticator app.

## Welcome to Tow-Factor Authentication E-Mail

The user will get an e-mail which confirms that the TFA setup is now active.



#### Hello McNamara,

We'd like to confirm that you enabled two-step verification on the account <a href="mailto:tom.mcnamara@mirage-systems.com">tom.mcnamara@mirage-systems.com</a>. The next time you log in with your username and password, you'll need to enter a 6-digit code to access your account. If you can't use your phone, you can enter the emergency recovery key you saved during setup. You can learn more about two-factor authentication <a href="mailto:here">here</a>.

Starting on Saturday, November 3, 2018, you'll need to have two-factor authentication configured to access your account.

Login with two-factor authentication

Thanks.

The Mirage Activation Server Team

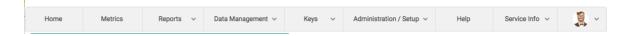
# 1.7.6 Getting Started

After login successfully, the main screen appears.

The different menu options give access to different areas

- Home 40
- Metrics 45
- Reports 49
- Data Management 53
- Kevs 108
- Administration / Setup 134
- Help
- Service Info
- User Avatar icon 164

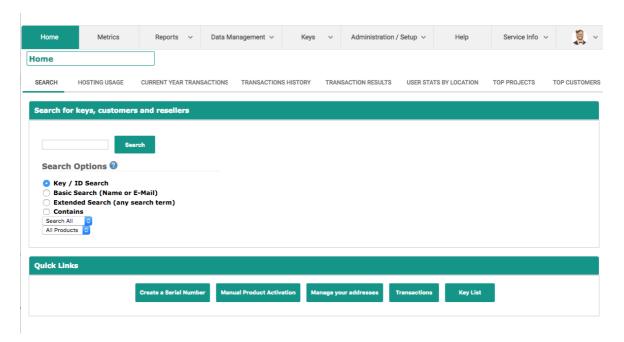
The access and available options can be restricted per user [91].



To log out, click on the User Avatar icon and select Logout.

#### 1.7.7 Home

The Home screen is the place to start.



#### Search

The search is a **full text search** - you can search for **keys**, **company name**, **customer first** or **last name**, **reseller name** or **e-mail address**. The search is even extended to the computer names (host name) within a transaction.

How you search and what you search has a major impact on the performance.

### **Search for Serial Numbers**

The search term must be in the format xxxxx-xxxxx-xxxxx-xxxxx. The search term is analyzed and if it has the Serial Number format a Serial Number search only is done. This is the fastest search available in terms of response time.

#### Search for most used search terms

Typically the most used search terms are: Keys/lds, company name, customer first or last name as well as for an e-mail address

If you search for one of these values no additional search option is needed. **The search is automatically restricted to these fields**.

#### **Additional search options**

You can narrow down or expand the search with search options.

#### **Extended Search**

Use this option if you want to make a full text search for anything in the database. You should limit the search by product and category to avoid long search times.

#### Contains

- If this option is **unchecked**, the field to search must **begin** with the search term. Example search term: *Tom* would find a first name Tom, an e-mail address which begins with tom or a computer name like tomspcs.
- If the option is **checked**, the field to search can **contain** the search term. Example search term: *Peter* would find a first name Peter, but also St. Petersburg or an e-mail address Charles.Peters@hotmail.com

### Limit search by product or by category

You can limit the search by either selecting a **category** like *customers* or *keys* or limit the search by **product**. Especially with a large amount of data limiting the search result speeds up the search and makes it easier to pick the correct result.

If no search option is specified, you get as a search result a list with customers, resellers, keys, transactions and license files.



You can even search for a computer name like johnspc to locate a specific key.

### **Quick Links**

The quick links buttons provide a quick access for often used tasks

- Create a Serial Number 109
- Manual Product Activation 115
- Manage your addresses 39
- Transactions 55
- Key List 65

#### **Dashboard**

The wealth of information Activation Server 6 at your fingertips - ranging from real-time snapshots of your transactions to yearly summaries.

By always knowing where you stand, you can spot trends early, localize problems e.g. with abuse key usage and make the best decisions for your business.

Working with Dashboards 42

#### 1.7.8 Dashboard

A data dashboard is an information management tool that visually tracks, analyzes and displays key performance indicators (KPI), metrics and key data points to monitor the health of a business, department or specific process. The Dashboards can be accessed through the <a href="Home screen">Home screen</a> provided the user has a <a href="permission">permission</a> permission</a> of Dashboards.

Typically you can add filters in Dashboards to view only specific data.

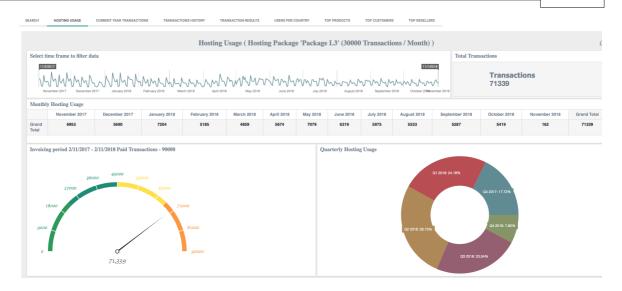
Activation Server 6 provides the following Dashboards

- Hosting Usage 42 (only for hosting customers)
- Current Year Transactions 43
- Transactions History 44
- Transaction Result 44
- Users per country 44
- Top Products
- Top Customers
- Top Resellers

#### 1.7.8.1 Dashboard - Hosting Usage

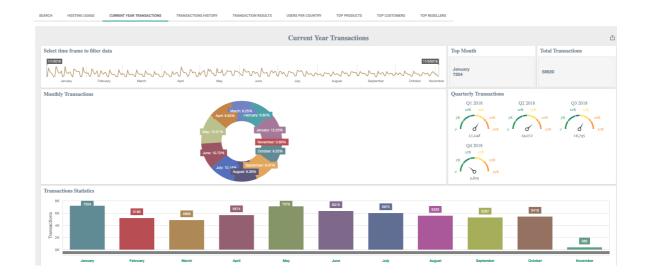
This dashboard is available only for hosting customers. It shows the

- the hosting package
- the time period paid for the hosting package
- the actual hosting usage



### 1.7.8.2 Dashboard - Current Year Transactions

This Dashboard shows the number of transactions in the current year.



#### 1.7.8.3 Dashboard - Transaction History

This Dashboard shows the number of transactions in the selected time period.



#### 1.7.8.4 Dashboard - Transaction Result

This Dashboard shows the transaction results in the selected time period.

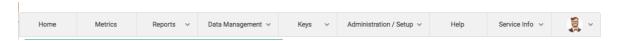


## 1.7.8.5 Dashboard - users per country

This dashboard shows a world map where your software is installed. As number of users the number of <u>address entries</u> is counted.



#### 1.7.9 Metrics



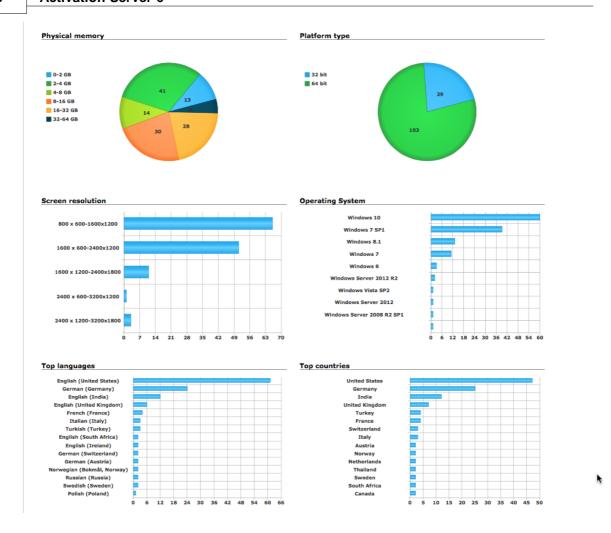
Licence Protector offers the option to send usage metrics like number of trial installations or information about the computer hardware to the activation server. The feature is by default turned of and you have to enable it if you want to use it.

### What kind of data is sent

By default, a pre-configured data set is sent when you enable the metrics usage.

- Operating system
- Platform type
- Physical memory
- Screen resolution
- User language of the operating system
- Top locations (countries)

This information is sent only once per computer even if multiple events (like install demo version) are recorded.



### Events which can be recorded

The data is sent on selected events like first time installation or product activation or even during each program start.

There are a couple of pre-defined events

- First installation of an application
- First time a demo version is installed
- First product activation of the main module
- First activation of any module. This allows to track the product activation of any module in the license file
- Any start of the application will track how often the application was started
- Any product deactivation or license transfer
- All lists all events



In addition to that you can record any **custom program events**, e.g. every time a user selects a menu item or processes a functionality you want to record.

# **Tracking of data**

The data can be sent anonymous (recommended) or linked to a specific Serial Number. Linking the data to a serial number allows to get more insight how a specific customer is using your application (feature not yet available).

#### **Transactions**

Each event counts as a transaction. It is recorded with the transaction type: Metric Data



To find out more about the functionality see: Working with Metrics 47

#### 1.7.9.1 Working with Metrics Reports

To get the most out of the metrics functionality, you can filter results or get details per day.

# **Details per day**

Hover in the chart on a dot. It will list a summary of all events of that day.



# **Select specific charts**

The metric chart is a combination chart of several line charts. You can remove charts by unchecking the box left to the chart name.



### Filter results

You can filter the results by

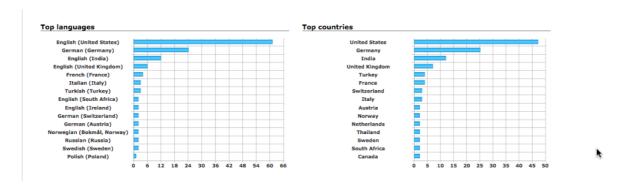
- Products
- Modules
- Version

#### • Time Frame



# Top languages / Top countries

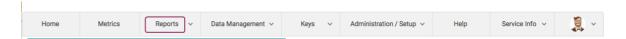
The top location graph shows the top 15 languages and countries.



### Good to know

- You can select only modules which are available for a product
- The chart: First start and every start of an application is not related to a module / feature
- Windows and computer related data is sent only **once** per computer even if a user has several products installed which send metric data

### **1.7.10 Reports**

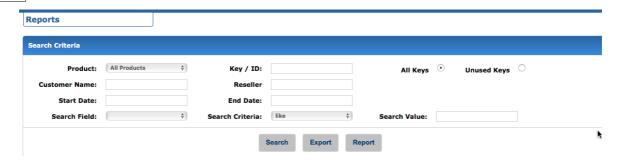


The Activation Server 6 comes with a set of predefined reports. All reports can be displayed on the screen, printed as a PDF file or exported into a CSV file. It is possible to define filter and sort criteria per report.

#### 1.7.10.1 The Basics about Reports

1.7.10.1.1 Search, Filter and Sort Criteria

To start with a specific project (= application) for a report, select the project name in the **product list** option. The default is to display *All Projects* within a report. After selecting a report on the main screen the report data is displayed.



You can search / filter the report by

- Product Name
- Key / ID either a Serial Number / ID 30 or Activation Key 23
- Customer Name
- Start and End Date
- Search Field: Additional Search Criteria available through a picklist

After changing a search / filter criteria, you have to click on the Q Search link.

The data can be sorted by clicking on the headline of a column. The default sort order is **date**, **descending**.

#### 1.7.10.1.2 Export / Print a Report

To export the data of a report, click on the button *Export*. A CSV file is generated and you can download the data by selecting the link <u>download exportfile</u>, which is displayed in a new Browser window after the data export is finished. You can print the report using Excel.

#### 1.7.10.2 Address List

The report includes the complete address and newsletter information, sent with the command *SendCustomerInfo*.

#### See also

Export a Report 50

#### 1.7.10.3 Erroneous Activations

This report contains all <u>activations</u> for <u>Serial Numbers / IDs</u> and <u>keys</u> which have been erroneous. There are 2 different types of errors:

- Transaction Result this is an error generated by the Activation Server 6
- History Result error generated by the DLL communication with the Activation Server 6

#### See also

Export a Report 50

#### 1.7.10.4 Key List

This report contains all <u>Serial Numbers / IDs 28</u> and <u>Activation Keys.</u> 23 If you click on a Key / ID it displays all <u>Transactions</u> 24 for the Key / ID.

The columns Maximum 29 Key / ID usage and Effective 28 ID usage are the main indicators of the key usage.

Icons indicate an important status - Icon explanation

#### See also

Export a Report 50

#### 1.7.10.5 Locked Licences

All licenses (Serial Numbers / IDs, Activation Keys) which have been locked are included in this report.

### See also

How to lock a license? 325 Export a Report 50

#### 1.7.10.6 Licence Verification Checks

Each check of a license with the DLL command *CheckLicence* generates an entry in this report. You need to use Ongoing Verifications within the license file.

#### See also

Export a Report 50

#### 1.7.10.7 Moved Licences

All licenses, which have been moved from a PC A to PC B are included in this report. Technically the DLL command *Deactivatelicense* (to transfer the license from the local PC to the Web Activation Server) and then *CheckLicence* (to adopt the license from the Web Activation Server) is analysed.

#### See also

Export a Report 50

#### 1.7.10.8 Multiple usage of Serial Numbers / ID or Activation Keys

The reports

- Multiple usage of Serial Numbers / ID
- Multiple usage of Activation Keys

list all keys which have been used multiple times on the **same computer.** This can happen if the user deletes the application and installs again or if regular online checks are enabled.

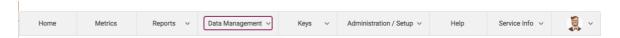
#### 1.7.10.9 Successful Activations

This report contains all <u>activations</u> for <u>Serial Numbers / IDs</u> and <u>keys</u> which have been successful.

#### See also

Export a Report 50

### 1.7.11 Data Management



The *Data Management* Tab allows to search for a specific key or an <u>transaction</u>. It provides options to view and modify data

- Transactions 55
- Key List 65
- License file 82

#### You can also

- Manage addresses (customer data)
- Manage resellers 90
- Manage users [9] (requires administration rights)

### **Related information**

- Powerful list view 53
- Lock a key or deactivate a computer 84
- Report about key usage 88

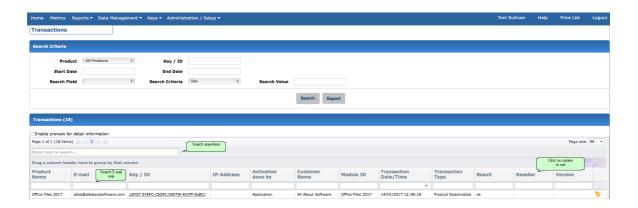
### 1.7.11.1 List - Search, Sort, Group and Navigate

All *Data Management* lists and also *reports* offer powerful options for searching, sorting and grouping. The options are only displayed if there are more than 10 records.

# Search, Sort and Group

You can limit the result of the transaction list by either specifying **Search Criteria** like *Start Date* or select a *product* in the product picklist.

- There is also a **full text search**. It will search **any fields** so the search string could be a name, e-mail address, city etc.
- To limit the search to a **specific field**, type in the search term in the column you want to do the search, e.g. e-mail address



### **Sort**

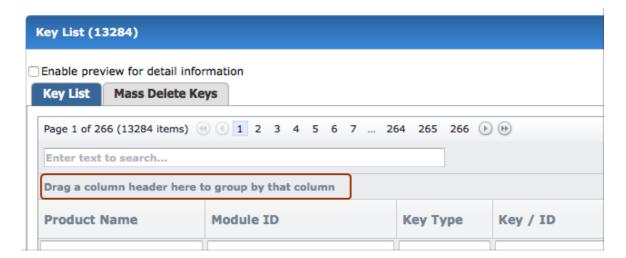
By default, the list is sorted by date (latest date first). You can click on a **column** to sort by this column - e.g. click on Country would sort by Country from A-Z. Clicking again on the same column sorts from Z-A

An arrow indicates the sort order

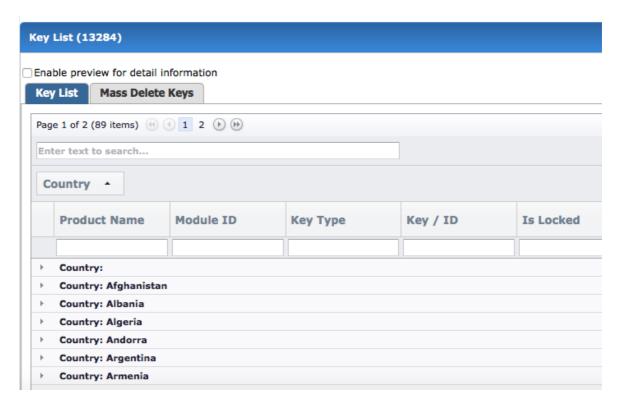


### **Group records**

You can group the list.



Drag a column header to the that area. The example below groups by country. Click on a country and you get all records for this group

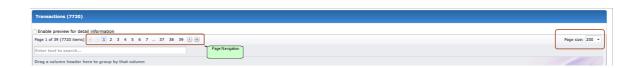


### **Page Navigation**

The page navigation allows to navigate to

- specific page
- one page forward / backward
- end / start of list

You can also configure how many records per page are displayed



#### 1.7.11.2 Transactions

Menu item: Data Management - Transactions

A <u>Transaction</u> represents a licensing request from the users machine to the Activation Server 6. Each request (successful or erroneous) is journalized.

Every time a request like:

- Product activation
- Transfer a license
- Reinstall a license
- Regular license check
- Metrics information

is done a record=transaction in the Activation Server 6 is generated to document the licensing request.

## **Transaction list view**

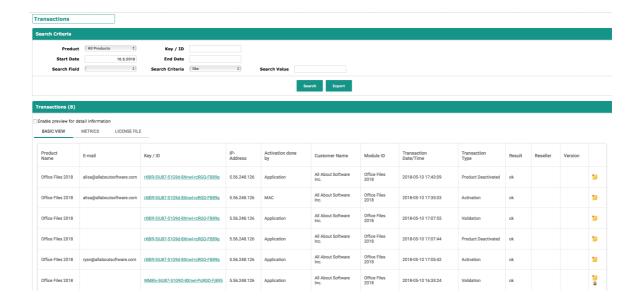
The transaction list is grouped with 3 Tabs to deliver faster results

- Basic View
- Metrics
- License File

The start date depends on the setting in <u>user profile [165]</u> (Default view - time period). If there are typically more than 10.000 transactions per month you should limit the result.

The list view can be **filtered** using search criteria like product, key / ID, transaction result etc.

- Icons in the right column indicate an important status Icon explanation
- To display details or change information click on the Key / ID | 59



You can customize the columns - e.g. if you do not need the reseller column but would like to see the license file version, change the fields to display in the user settings [168].



Click on the key / ID to get the transaction details. [59]

#### **Activation Done By**

Information how a product was activated

- Application (Windows Licence Protector or All-In-One Protector)
- E-Mail Service 291 (automated E-Mail service)
- E-Mail 115 (manual product activation)
- Fax 115 (manual product activation)
- MAC (MAC Licence Protector or All-In-One Protector)
- Manual (no longer in use)
- Phone 115 (manual product activation)
- Website 130 (using an https request to create the Unlock Key)

### **Transaction Type**

The transaction type indicates the origin of the transaction. Possible transaction types are:

- Activation product activation
- Check Key just validate a key. This is typically done for an Activation Key (not a Serial Number)
- · Check license and get info
- Deactivation deactivate a license file or module
- Download license file download of a license file
- Initialize license first installation of the application and downloading the original license file (MAC only)
- Metric data data set with metric information 45
- Product Deactivated deactivate a license file or module
- Reactivation new installation on the same computer or regular online check (older Licence Protector / All-In-One Protector versions)
- Upload License file upload a license file
- Validation regular online check

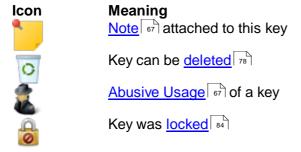
Depending on the Licence Protector / All-In-One Protector version used, the transaction could vary.

### Result

The main purpose of the result field is to indicate, if a transaction was successful or not. In case a transaction failed, it displays an error message or error code.

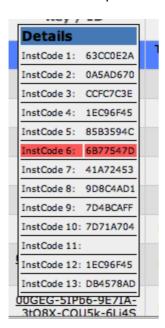
### **Column with icons**

The icon provides a visual additional information to a transaction



### **Preview information**

Check: Enable preview for detail information and hover over the Key /D.



It displays all installation codes / hardware IDs and highlights the installation code, which was used for copy protection.



Search for a key / ID in the Home Screen and click on the search result in the Key List. Solve You get an overview about all Transactions for this key. **Hovering** over each transaction displays the installation codes so that you can easily compare, if the key was used on the same machine or not (of course the Activation Server 6 has already done this).

# Search, Sort and Group

See <u>List - Search, Sort, Group</u> and navigate [53]

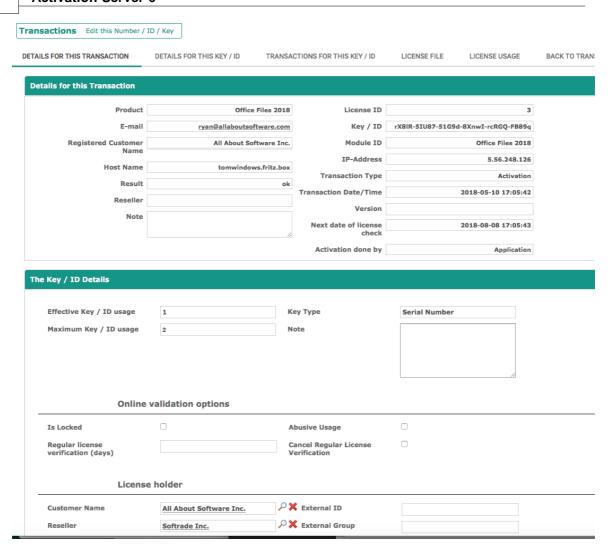
1.7.11.2.1 Transaction Details

Click on a key in the <u>Transactions List</u> 55 to open the transaction details page.

This screen provides detail information for a **single transaction** as well as the related <u>key</u> / <u>ID details</u> [67], <u>Transactions for the key / ID 73</u>], <u>License Files</u> 73] and <u>License Usage</u> 74].

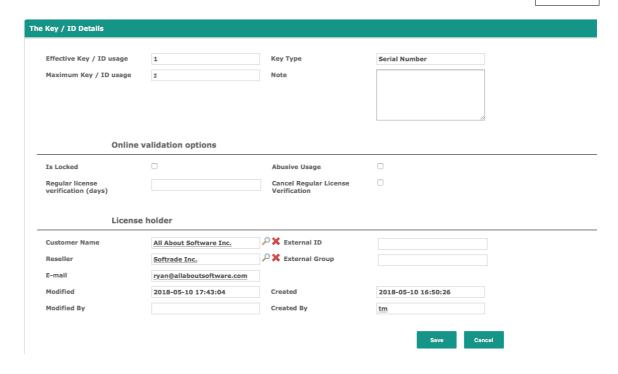
#### **Details for the Transaction**

This part of the screen includes information about the **Transaction** like product name, IP address or the name and E-mail address which was typed in during the product registration. **This data cannot be changed** because it is like a record in a book-keeping application.



# The Key / ID details for this Transaction

This part of the screen includes information about the key / ID which can be changed.



### Effective Key / ID Usage

Number, how often a Serial Number / ID or Activation Key **was used**. If a key was used multiple times on the same computer it counts as one. Only if the key is used on a different computer it counts as a new usage

### Maximum Key / ID Usage

This defines on how many different computers a Serial Number / ID or Activation Key **could** be used. A reinstallation on the same computer will not count as an additional usage.

To allow one additional activation, just add 1 to the number displayed in *Effective Key / ID Usage* 



You cannot change this value **below** effective key / ID usage. To do that, you have to remove a license 74.

#### **Note**

A single text note can be added to each key. Keys which have a note, will appear in a key list with the icon

If you need to **add multiple notes** per key or you want to have a protocol (who added a note and also date/time the note was added), use the <u>notes option</u> below.

# Online validation options

To use these options, you need to activate a **regular online check**.

For more details see lock or revoke a license 84

### License holder

Information about the license holder

#### **Customer Name**

This is the customer name which is assigned to the key. **One single key can have different user/customer names** for each Transaction (see above details for the Transaction) but only one address can be assigned to a key.

Click on the icon  $\nearrow$  to search for a customer or just click on the text: Click to select customer

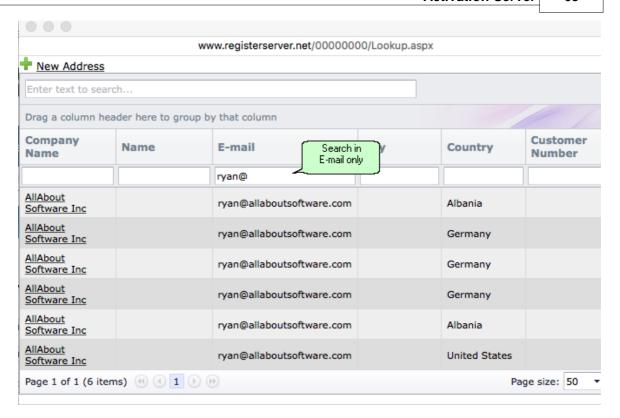


It should open a new window. If it does not open, disable the pop-up blocker for this site.

To search for a customer, type in a search string. It will search **any fields** so the search string could be a name, e-mail address, city etc.



To limit the search to a specific field, type in the search term in the column you want to do the search.



If the complete address list has less than 50 records there is no search option. Just select a record.



### Reseller

Click on the icon  $\nearrow$  to search for a reseller. It should open a new window. If it does not open, disable the pop-up blocker for this site.

To search for a reseller, type in the company or user name and click on . You can also add a new reseller by clicking on **New Address**.



Click on the Link **Save** to save the information.

Click on the Link **Cancel** to leave this screen without saving any data

#### **Notes**

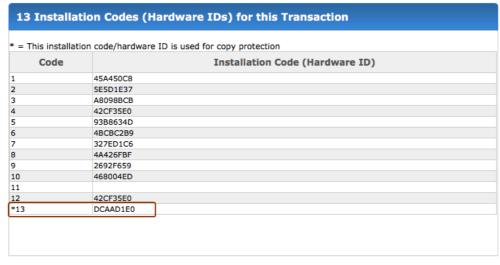
A list of all notes which are attached to that key / ID. You can edit a note by clicking on the created date. For more details see chapter notes 75.

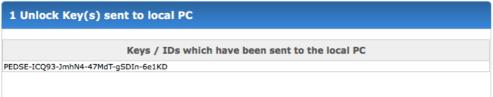


# Installation Codes (Hardware ID) and Unlock Key

Below this section, you find additional information about **Installation Codes** and **Unlock Keys**. This information is only available for a product activation (Serial Number / ID).

- The Installation Code, which was used for copy protection, is marked with an \*
- Installation Codes (Hardware IDs) for this Transaction all installation codes received from the user machine are listed here. The number of the installation codes depend on the version of 5:13 PM.
- Unlock Key(s) sent to local PC displays one or multiple keys which have been **sent** to the user machine. This is typically the Unlock Key.







Click on the Key / ID to get all Transactions for this Key / ID

### 1.7.11.3 Key List

Menu item: Data Management - Key List

The Key List displays all Serial Numbers / IDs / Activation Keys

## **Key list view**

The transaction list is grouped with 3 Tabs to deliver faster results

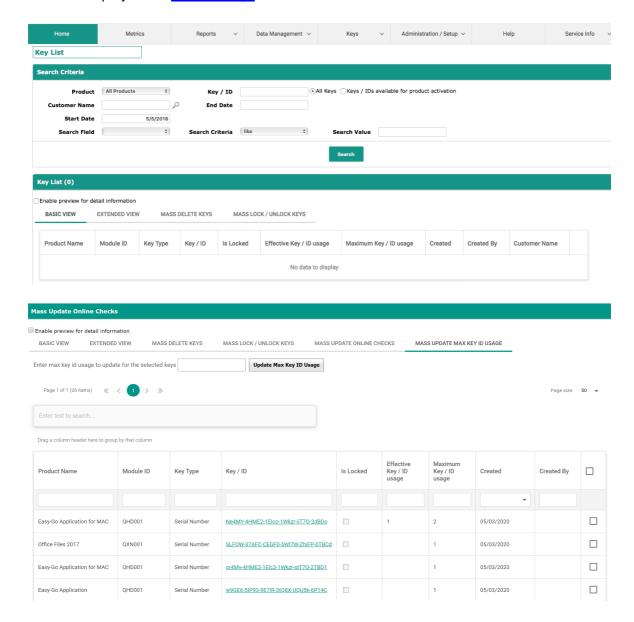
- Basic View
- Extended View
- Mass delete keys
- Mass Lock / Unlock keys
- Mass Update Online Checks
- Mass Update Key Id Usage

The start date depends on the setting in <u>user profile less</u> (Default view - time period). If there are typically more than 10.000 keys per month you should limit the result.

The list view can be filtered using search criteria like product or key details like is locked

- Icons in the right column indicate an important status Icon explanation
- To display details or change information click on the Key / ID 67

You can customize the columns - e.g. if you do not need the reseller column, change the fields to display in the user settings ...



#### **Key list view**

By default, you get a list all transactions for all products.

The list view can be **filtered** using search criteria like product, key / ID, transaction result etc.

- Icons in the right column indicate an important status Icon explanation
- To display details or change information click on the Key / ID 67

You can customize the columns - e.g. if you do not need the reseller column, change the fields to display in the <u>user settings</u> [168].



Click on the key / ID to get the key details 67

## **Effective Key / ID Usage**

Number, how often a Serial Number / ID or Activation Key **was used**. If a key was used multiple times on the same computer it counts as one. Only if the key is used on a different computer it counts as a new usage

### Maximum Key / ID Usage

This defines on how many different computers a Serial Number / ID or Activation Key **could** be used. A reinstallation on the same computer will not count as an additional usage. You can change the Maximum Key / ID in the <u>key details page.</u> [67]

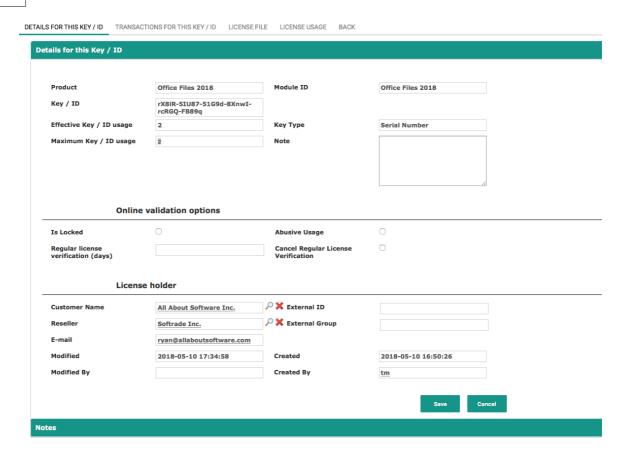
# Search, Sort and Group

See List - Search, Sort, Group and navigate 53

1.7.11.3.1 Key Details

Click on a key in the Key List 55 to open the key details page.

This screen provides detail information for a key as well as TAB for related Transactions [73], License Files [73], License Usage [74], Create Unlock Key [71] as well as a tab to analyse the key [75]. If you navigated from a list or other screen to this page there is a TAB to return to the original screen.



# Details for the Key / ID

You find detail information like <u>product name 29</u>, Key Type or Module ID in the header section.

You can modify:

### Effective Key / ID Usage

Number, how often a Serial Number / ID or Activation Key **was used**. If a key was used multiple times on the same computer it counts as one. Only if the key is used on a different computer it counts as a new usage

### Maximum Key / ID Usage

This defines on how many different computers a Serial Number / ID or Activation Key **could** be used. A reinstallation on the same computer will not count as an additional usage.

To allow one additional activation, just add 1 to the number displayed in *Effective Key / ID Usage* 



You cannot change this value **below** effective key / ID usage. To do that, you have to remove a license 74.

### **Note**

A single text note can be added to each key. Keys which have a note, will appear in a key list with the icon

If you need to **add multiple notes** per key or you want to have a protocol (who added a note and also date/time the note was added), use the <u>notes option</u> below.

# Online validation options

To use these options, you need to activate a **regular online check**.

For more details see lock or revoke a license 84

#### License holder

Information about the license holder

#### **Customer Name**

This is the customer name which is assigned to the key. **One single key can have different user/customer names** for each Transaction (see above details for the Transaction) but only one address can be assigned to a key.

Click on the icon  $\nearrow$  to search for a customer or just click on the text: Click to select customer

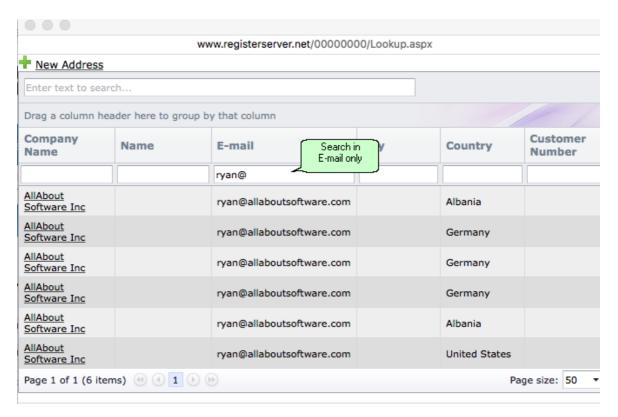


It should open a new window. If it does not open, disable the pop-up blocker for this site.

To search for a customer, type in a search string. It will search **any fields** so the search string could be a name, e-mail address, city etc.



To limit the search to a specific field, type in the search term in the column you want to do the search.



If the complete address list has less than 50 records there is no search option. Just select a record.



### Reseller

Click on the icon  $\nearrow$  to search for a reseller. It should open a new window. If it does not

open, disable the pop-up blocker for this site.

To search for a reseller, type in the company or user name and click on  $\nearrow$ . You can also add a new reseller by clicking on **New Address**.



Click on the Link **Save** to save the information.

Click on the Link **Cancel** to leave this screen without saving any data

#### **Notes**

A list of all notes which are attached to that key / ID. You can edit a note by clicking on the created date. For more details see chapter notes  $\lceil \frac{1}{75} \rceil$ .

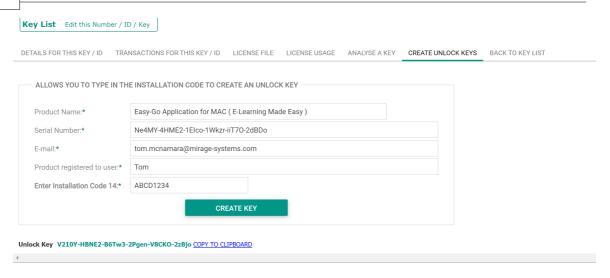


#### 1.7.11.3.1.1 Create Unlock Key

This option allows you to create a unlock key

Create Unlock Keys tab allows user to create the unlock key for the selected project and the serial number in the key details screen.

Click on the **Create Key** button at the bottom of the page to activate the license by creating unlock key



### **Product Name**

Displays the project name for which the license is activated.

### **Serial Number**

Displays the license serial number information.

### E-mail

Enter the email address associated with the license.

### **Product Registered to User**

Enter the customer name associated with the license activation.

#### **Enter Installation Code**

Enter the 8 digit Hexadecimal installation code for creating the unlock key.

Click on the button *Create Key* and then <u>Copy to Clipboard</u>, so that you can use the Unlock Key e.g. in an E-Mail.



#### Also check

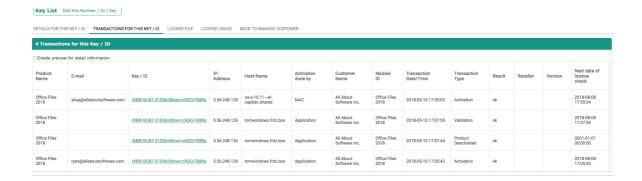
- Comprehensive Unlock Key 115 option in case additional fields like reseller or notes are required
- Customer can create Unlock Key by himself using the customer self-service portal 204
- Automated Unlock Key generation using E-Mail Activator Service 1201

#### 1.7.11.3.1.2 Transactions for a key / ID

One single key can have multiple transactions - e.g. each time the key was used for a new installation or a regular online check was done, a new transaction for this key is generated. The transaction list gives you a **complete history of the key usage**.

In the example below the transactions tell the following story:

- Alisa made a product activation on computer mirageoffice2-pc3.fritz.box and it was successful
- There was a manual product activation 115 by e-mail
- The computer mirageoffice2-pc3.fritz.box was deactivated
- The column *Next date of license check* indicates, when the next online check would be due. This is only relevant if the online check is enabled in the application



#### 1.7.11.3.1.3 License Files

All license files attached to a key / ID are listed here.

If you click on <u>License File Name</u> [82], you get the license file details.

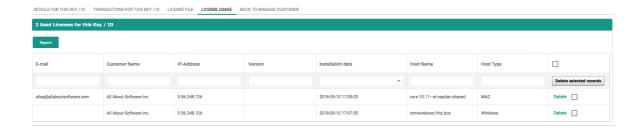




This functionality is only available for Licence Protector.

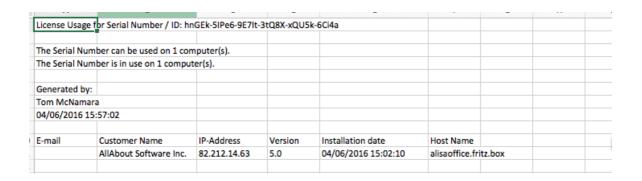
#### 1.7.11.3.1.4 License Usage

Click on the TAB *License Usage* to get an **overview about all computers**, where the product is installed. To identify a computer, the *hostname* or *e-mail address* as well as the operating system (Windows / Mac) can be used. If a <u>manual product liss</u> activation was done, the hostname is empty.



## Report

By clicking on the button *Report*, an Excel xlsx file is created. It creates a usage report and lists all computers, where the Serial Number was used.



## Deactivate a computer

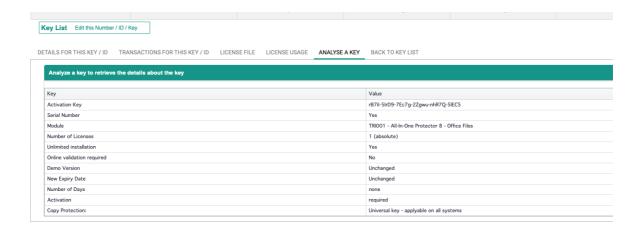
You can deactivate a single computer sen



The operating system (host type) for MAC shows only with products activated using Activation Server 6.

#### 1.7.11.3.1.5 Analyse a key

This option analyses the key and shows the detail key values.



#### 1.7.11.3.2 Notes

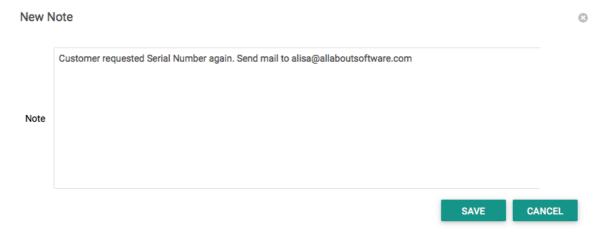
Notes can be added to a key / ID. Keys which have a note, will appear in a key list with the icon

Each key / ID can have several notes attached.



# Add a new note

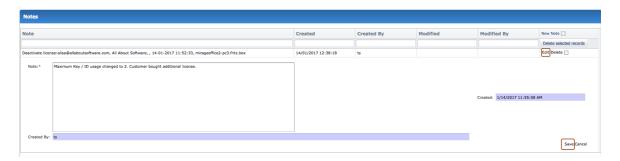
To add a new note click on the Link: New Note



#### **Edit Note**

To edit an existing note, click on *Edit* in the note list

When you edit a note, the user who created the note including the date is displayed.



# **Delete Note**

To delete an existing note, click on Delete in the note list

To delete multiple notes, check all notes and click on Delete selected records



• The user needs a permission [97] to edit or delete a note

# **Automatically created notes**

Changing specific values of a key will automatically create notes. This provides a complete documentation about who changed a key setting at what date/time.

The following automatic notes are created automatically

Note Action which creates the note

Maximum Key / ID usage changed from X to Value of the field: Maximum Key / ID usage of the field: Maximum Key / ID usage

changed

Checked option: Abusive usage / Unchecked option: Abusive usage Checked option: Is locked / Unhecked

option: Is locked

Checked option: Cancel regular license verification / Unchecked option: Cancel

regular license verification

Regular license check (days) changed to

XX

Deactivate license: E-Mail address, customer name, version, installation date,

hostname

Field: Abusive usage 85 was checked or unchecked

Field: *Is Locked* 85 was checked or

unchecked

Field: Cancel Regular License Verification 85

was checked or unchecked

Field: Regular license verification (days)

changed

A computer license 86 was deactivated





• The user needs a permission of to edit or delete an automated note. Typically no permission should be granted. Otherwise the information could be tampered.

#### 1.7.11.3.3 Delete Keys

Depending if you are using a hosting or an on-premise server the key delete option is different

# Hosting

A key can be deleted there are no transactions for this key

## **On-Premise server**

A key can be deleted independent of existing transactions by an administrator user

# **Delete Icon**

A key, which can be deleted, has a delete icon in the <u>Key List</u> and a *Delete button* in the <u>Key Details</u> and a *Delete button* in

Depending on requirements there are 2 delete options

- Delete a single key 78
- Mass delete keys 79



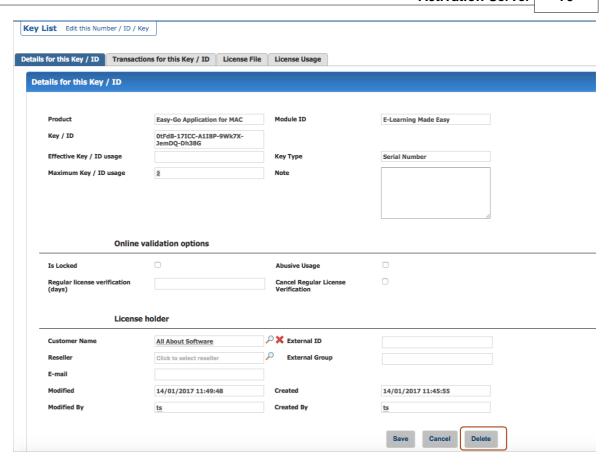
When you delete a key, all attached notes and license files are also deleted

1.7.11.3.3.1 Delete a single key

# Delete a single key

To delete a single key, select the key in the <u>Key List</u>, click on the key to get the <u>Key Details</u> page. Then click on the *Delete Button* 

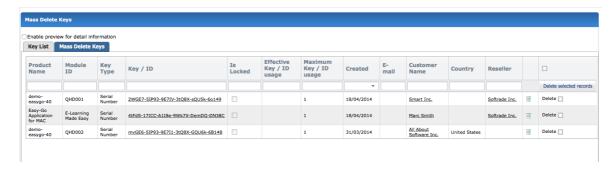
The Delete Button is only available if a key can be deleted (condition see above).



#### 1.7.11.3.3.2 Mass Delete Keys

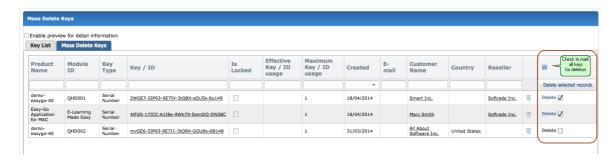
# Mass delete keys

Multiple keys can be deleted at once. in the  $\underline{\text{Key List}}$  so click on the TAB **Mass Delete Keys** 



You will get a list of all keys which can be deleted.

Select the keys you want to delete and click on: Delete selected records



#### 1.7.11.3.4 Mass Lock / Unlock Keys

With this option you can mass update keys and lock or unlock keys



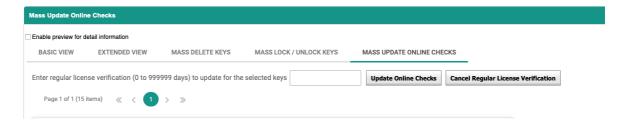
In the list select all keys you want to change click on the button **Lock Selected Keys** or **Unlock Selected Keys** 



A <u>note</u> 76 is generated for each key change.

#### 1.7.11.3.5 Mass update online checks

With this option you can mass update keys and change the regular online checks value.



You can either set a new number of days or cancel the regular online license check.

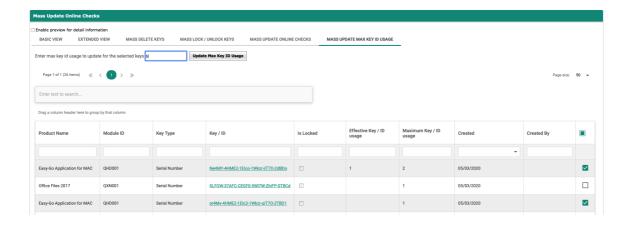
In the list select all keys you want to change and click on the button **Update Online Checks** or **Cancel Regular Online License Validation** 



A note 16 is generated for each key change.

#### 1.7.11.3.6 Mass update maximum Key / ID usage

With this option you can mass update keys and change the <u>maximum Key / ID usage</u> value.



Enter the new value for the maximum ID / Key usage.

In the list select all keys you want to change and click on the button **Update Max Key / ID Usage** 

#### For example

In the screen shot above you selected two keys with maximum key /  $\mbox{ID}$  usage equal to 2 and 1 respectively .

You entered 5 in the text box for the new value of the maximum key / ID usage.

On click of *Update Max II Usage* button the maximum key / ID usage of the selected keys will change to 5.

Note: The min value you can assign to the max key id usage must be equal or greater than the effective key ID usage value of the selected key.

#### For example

**Example 1** - If for a selected key maximum key / ID usage is 3 and effective key ID usage is 2.

You type 1 for the new maximum key / ID usage value, then it will change maximum key / ID usage to 2 instead of 1 because 2 are already in use(effective id usage)

New Value to be updated for maximum key / ID usage - 3

Then the update won't change the value of maximum key / ID usage as 5 are already in use suggested by Effective Key ID usage and will remain 5 only.

**Solution For The Scenario** - If you want to change the maximum key / ID usage in this case to 3, then first you need to deactivate the two licenses using <u>License Usage</u> screen. Then it will allow you to decrease the maximum key / ID usage to 3.

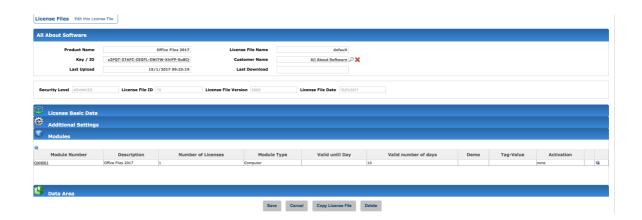


A <u>note</u> 1/76 is generated for each key change.

#### 1.7.11.4 License file

Menu item: Data Management - License File

It is possible to modify a complete license file similar like in the Licence Generator. This requires an option in the application to upload and download a license file.



# **Copy License File**

A good idea is to have one master license file like a template. You can copy this license file, assign a new Key / ID and then change the customer name and license options.

#### **Delete**

If a license file is deleted, the key / ID which is assigned to the license file, is not deleted.

# **Configuration Settings**

See Product Configuration, Settings for License Files 147



- This functionality is only available for Licence Protector.
- The user needs a <u>permission of</u> to add, edit or delete a license file or modules / data area content

1.7.11.4.1 Create a license file by an external application

It is possible to create or change a license file, which is stored on Activation Server 6, using the Licence Protector API. Using a license file from Activation Server 6 needs an implementation for a license file <a href="mailto:upload/download">upload/download</a> within the protected application.

# Create and upload a license file

Create a license file using the Licence Generator. This license file should include all modules and is used as a **generic license file** (like a template). In case of a new delivery, always this license file is used and modified.

## Change module values

• Open your local (generic) license file using <a href="PrepareForce"><u>PrepareForce</u></a>

Using the Licence Protector API you can:

- Change module values like quantity (<u>SetVal</u>, TLI)
- Set Demo Version to NO (SetVal, DMO = 0)
- Set Activation Status to Done (SetVal, WST = 2)
- Delete time limitation (SetVal, EXO = 1899-12-30)

Instead of changing existing modules you can:

- Read the module list using <u>GetModuleList</u>
- Delete all modules using **DeleteModule**
- Add the modules again with the real values using AddModule

## Create a Serial Number / ID

The license file has to be linked with a Serial Number /D. You create the Serial Number / ID using an <a href="https://https:/

#### Upload the license file

Upload the license file using the Serial Number / ID with <u>UploadLic</u>. Add the customer address using <u>SendCustomer</u> and the same Serial Number /D.

# Change an existing license file

To change an existing license file, you need the Serial Number / ID

- Open your local (generic) license file using <a href="PrepareForce">PrepareForce</a>
- Download the license file from Activation Server 6 using <u>DownloadLic</u> and the Serial Number / ID
- · Modify the module values
- Upload the license file using the Serial Number / ID with UploadLic

## 1.7.11.5 Lock / Revoke a key or a single computer

It is possible to lock / revoke a license or check if a subscription or maintenance contract is still valid.

In case **one single** key / ID is used on **multiple computers**, you can deactivate / remove a license for one computer. This is often necessary when the user forgot to transfer the license or could not transfer the license because the computer crashed.

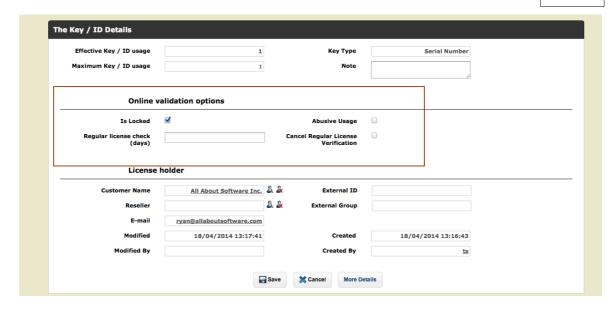
Both options require a regular online validation.

- Lock the complete license 84
- Deactivate one single computer | 86

#### 1.7.11.5.1 Lock or revoke a license

It is possible to lock a license or check if a subscription or maintenance contract is still valid.

If the license is locked **before** the Serial Number key was already used, the product activation will fail. If the Serial Number key is locked **after** the activation was already done, then a **regular online** check is necessary to lock / revoke the license.



#### Is Locked

Locking a license blocks the product activation or key usage in case the key was not used. To lock / revoke a license, which was already used, a regular online check is necessary.

If the same Key / ID is used on multiple computers, locking the key / ID would **lock all computers**.

#### Regular license verification (days)

If you enabled regular license check, the default interval value (number of days, how often the license check is done) from the <u>product configuration [143]</u> is used. You can change the interval for this key / ID or cancel the regular online verification.

#### Abusive usage

If an activation or license validation fails several times for a key / ID, this key is automatically flagged as - **abusive usage**. An online validation of the same key which had a valid product activation before or a reinstallation on the same computer will still work.

However a key usage which results in an error like *key was already used* will generate an unknown error (code 16384). The idea is that the Activation Server 6 can automatically detect, if someone spreads a key / ID through the Internet and the usage of this key will generate unknown errors during product activation.

Locking a key will completely stop the usage of the key (e.g. also a valid product activation would be locked with the next online validation) while marking the key with abusive usage will affect only misused keys.

A key with the abusive usage flag set will be displayed in lists with the icon a.



The option here allows to uncheck the flag (in case you know there is no abusive usage) or to manually flag the key as abusive usage.

The default value is set in the product configuration, Flag as abusive usage after number of errors 143

#### 1.7.11.5.2 Deactivate one single computer

In case one single key / ID is used on multiple computers, you can deactivate / remove a license for one computer. This is often necessary when the user forgot to transfer the license or could not transfer the license because the computer crashed.

It is also required if a customer wants to reinstall on a new computer but is not able to transfer the license.

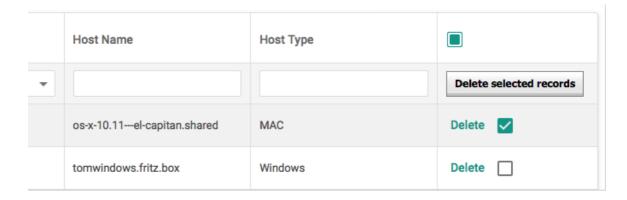
To deactivate a computer

- Search for the key or even for the computer name in the Home screen 40
- Click on the key in the key list to get the key details 67
- Click on the License Usage TAB 74

You will now get now a list with all computers using this key / ID.

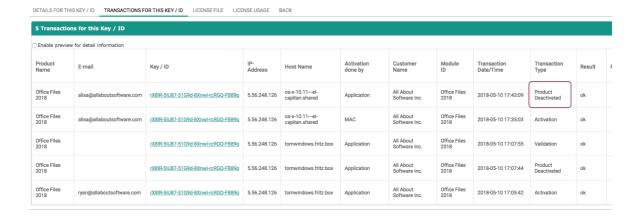


To deactivate the computer, select a record and tick the box. Then click: Delete Selected **Records.** A product deactivation transaction is done.



Switch to the key details of. You should see 3 modifications

- The Effective Key / ID usage was decreased by 1
- The list of transaction now includes the **Product Deactivated transaction**
- A note 76 was created with with the details of deactivated license







- As the license was deactivated, the user could install the product again on the same computer
- You need to **enable regular online checks** to validate, if the product is no longer used on the deactivated computer

- The user needs a permission of to deactivate a license
- Every time a user deactivates a license the transaction is recorded as a transaction done by a user and not by an application

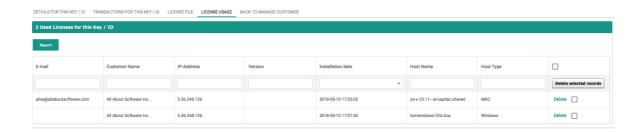
#### 1.7.11.6 Report - computer usage for one single key

In case **one single** key / ID is used on **multiple computers** and you need a usage report which includes the computer names (e.g. to send it to the customer), a Excel report can be generated.

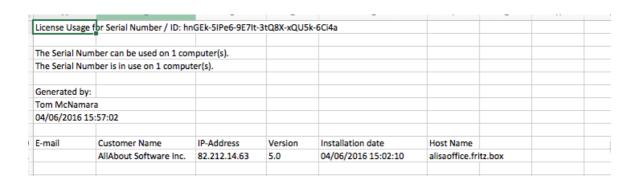
To generate the report

- Search for the key or customer name in the Home screen 40
- Click on the key in the key list to get the key details [67]
- Click on the TAB License Usage 74

You will now get now a list with all computers using this key / ID.



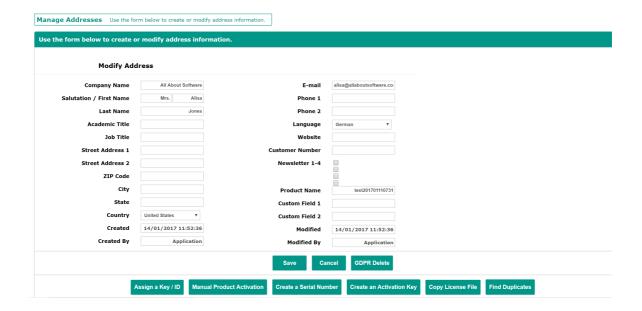
By clicking on the button *Report*, an Excel xlsx file is created. It creates a usage report and lists all computers, where the Serial Number was used.



# 1.7.12 Manage Addresses

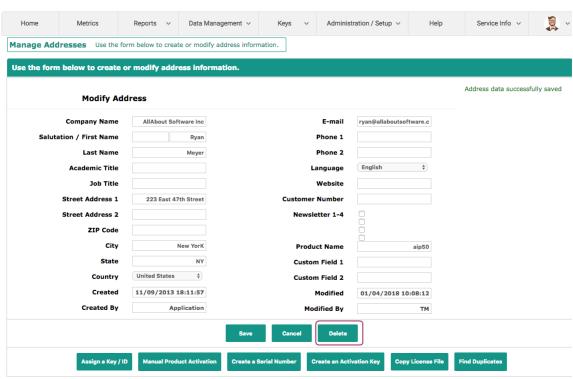
Menu item: Data Management - Manage Addresses

Get a detail overview about all keys / IDs and license files linked to an address.





- The address can only be deleted, if there are no keys / IDs or license file assigned to this address or if the key / ID was never used before
- A key / ID can only be deleted, if there are no transactions for this key / ID

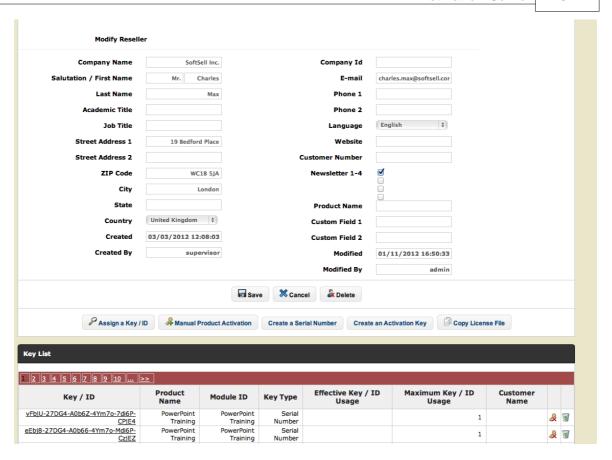


Address without keys - Delete button available

# 1.7.13 Manage Reseller

Menu item: Data Management - Manage Reseller

Get a detail overview about all keys / IDs and license files linked to a reseller.



# 1.7.14 Manage Users

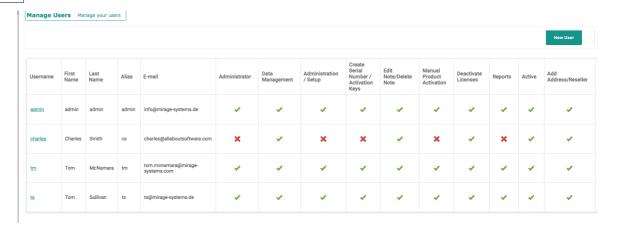
Menu item: Data Management - Manage Users

The administrator can manage users which have access to the Activation Server 6.



This option is only available if the user has <u>administrator and privileges</u>.

A list of all users is displayed.



Click on a user name to modify user details or click on the button New User to add a new user.



If a user already has enabled  $\frac{\text{Two-Factor authentication}}{\text{Two-Factor Authentication}}$  is is visible in the column:  $\frac{\text{Two-Factor Authentication}}{\text{Two-Factor Authentication}}$ 

Modify License File	Two Factor Authentication	All Products	Modify Automate Notes
~	×	•	~
~	×	•	~
•	•	~	~
~	×	~	~

#### 1.7.14.1 Add new user

Press the **New User** button in the Manage user street list view and enter the user data.



# **Login Data**

Details

# **Last Name**

Last name of the user

#### **First Name**

First name of the user

#### Alias

This name is used for documentation if the user modifies records and should be an abbreviation of the name

#### <u>Username</u>

This is the name used for login 30

#### Other Data

#### Details

#### E-mail

This E-mail address is used to resend a new password - see Forgot your Password? 33

The e-mail address must be unique among all users.

## **IP-address**

Restrict the IP-address from which a user can login. Multiple IP addresses can be combined using a semicolon.

# Session timeout in minutes

After logging in, a user establishes a session with the Activation Server 6. Use session security to limit exposure to your network when a user leaves his computer unattended while still logged on. It also limits the risk of internal attacks, such as when one employee tries to use another employee's session.

You can control the session expiration time window for user logins. Session expiration allows you to select a timeout for user sessions. The default session timeout is 30 minutes of inactivity. When the session timeout is reached, users are automatically logged out.

#### **Last Login**

Date / Time when the user logged in the last time. It is automatically updated.

# **Language**

Select the language of the user interface for this user.

# **Default TAB**

Extended View offers all available data but is slower. If you have more than 50.000

transactions use *Basic View*. This will speed up the loading of the data and you can select the TAB Extended View in case you need more information. These TABs are available in some views like Key List or Transactions.

#### Time Zone -

the data is stored in the <u>time zone of the server</u> 134. To view all data in your own time zone select your time zone in the list.

## **Theme**

Activation Server 6 comes with several different themes to change the user interface to the design you like.

# **User Privileges**

The Activation Server 6 allows to specify different user permissions

**User Privileges** 

They are grouped in **High- and Low Level Permissions** and in permissions on **product level** 

#### High Level Low Level Permissions Permissions Administrator Manual Product Activation Data Management Deactivate Licenses Administration / Setup ✓ Edit Note/Delete Note ✓ Create Serial Number / ✓ Modify automatic **Activation Keys** generated Notes Add Address/Reseller Dashboard ✓ Metrics Active ✓ Modify Key/Transaction Delete Access to products Key/Address/Reseller ✓ All Products ✓ Modify License File Individual Products **Address Permission** All Addresses / Reseller All Addresses / Reseller with Key/ID of selected product All Addresses / Reseller without a Key/ID

#### **High Level Permissions**

High Level permissions specify an area like of access like Data Management or Reports.

■ High Level Permissions

#### **Administrator**

- Manage users [9]
- Right to access Administration / Setup 134

# **Data Management**

• <u>Data Management</u> [53] (but not manage users)

## **Administration / Setup**

• Administration / Setup 134 menu access

# **Create Serial Number / Activation Keys**

This gives the permission to

- Create Serial Numbers 109
- Add a key on the Activation Server 123
- Create an Activation Key 127
- Create a Tamper Detection Key 129

Creating Unlock Keys requires a separate permission (see Low Level Permission)

#### Reports

Permission to browse the Reports 49

#### **Dashboard**

Permission to access the Dashboard 42

#### **Active**

The user is active and can log into the Activation Server 6

# **Low Level permissions**

Low Level permissions specify permissions to specific actions like edit or delete a note or add a new address.

#### Low Level Permissions

# **Manual Product Activation**

Permission to create an Unlock Key 115

#### **Deactivate Licenses**

Permission to deactivate a license 86

#### **Edit Note / Delete Note**

Permission to edit and delete an existing note 75. Notes can always be created.

#### **Modify Automated Notes**

Permission to edit or delete an <u>automated</u> (generated by the system) note.

### Add Address / Reseller

Permission to add a new address or reseller

#### Metrics

Permission to access metrics 45

# **Modify Key / Transaction**

Permission to modify a key or transaction. If the permission is disabled, the *Save* Button is missing

# Delete Key / Address / Reseller

Permission to delete a Key, address or reseller. If the permission is disabled, the *Delete* Button is missing

## **Modify License File**

Permission to

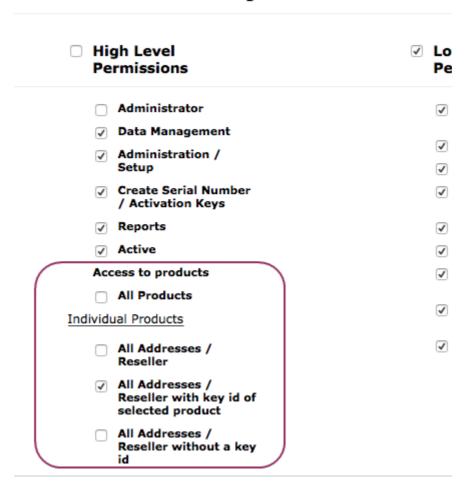
- modify any license file 82 entry like module or data area
- add a new module / data area entry or delete a module / data area entry
- delete a license file

## **Permissions for products**

Only a user, which is an administrator, has access to all products by default. For all other users you have to select the products they can access.

- Check: All products if a user should have access to all products
- Click on the link <u>Individual products</u> to select one or more products the user can access.
   The user can then only access the selected products. All features like search, create keys, reports are then <u>limited</u> to these products.

## **User Privileges**



The next step is to grant the access to customer and reseller addresses.

#### **All Addresses / Reseller**

No restriction - user sees all addresses of customers and resellers

# All Addresses / Reseller with Key/ID of selected product

The user would only see an address where a Serial Number / ID was created and where the key is assigned to an address or reseller AND if it is a key for a product where the user has permission

# All Addresses / Reseller without Key/ID

The user would only see an address where no key / ID is assigned

You can select combinations

- All Addresses with and without Key / ID
- If no option is checked you will get a message to select one

Click on the button <u>Save</u> to save the user data. Then <u>assign products</u> to the user.

Click on the button **Cancel** to leave this screen without saving any data



- A user can always <u>change his password</u> and configure user specific settings in his <u>profile</u> 165
- Access to products 102 can be defined once the user was created.

# **Welcome E-Mail**

A welcome e-mail is sent to the user with a temporary password which can only be used to reset it and create a new password.

# noreply@registerserver.net <admin@registerserver.net> Your new password for the Activation Server To: tom.mcnamara@mirage-systems.com Mirage Activation Server

#### Hello McNamara,

You recently requested to reset your password for your Mirage Activation Server account <a href="mailto:tom.mcnamara@mirage-systems.com">tom.mcnamara@mirage-systems.com</a>. Use the following information to reset your password for the Activation Server: Username: TM Password: K#j5bY8+F7

Reset your password

If you did not request a password reset, please ignore this email.

Thanks,

The Mirage Activation Server Team

After he logs in he has to **change the password**. The password change requires the old (temporary) password.

# Change Your Password Please enter and verify a new password below. Please enter and verify a new password below. Remember that your new password . must be at least 8 characters long . minimum 1 upper case letter • minimum 2 lower case letters • minimum 1 number • minimum 1 special character [!@#\$%^&\*()\_+=\[{\]};:<>\./?,-] • must not be identical with the old password · and must not be identical with or contain your username **Change Your Password** Username \* TM Old Password New Password \* Verify New Password \*

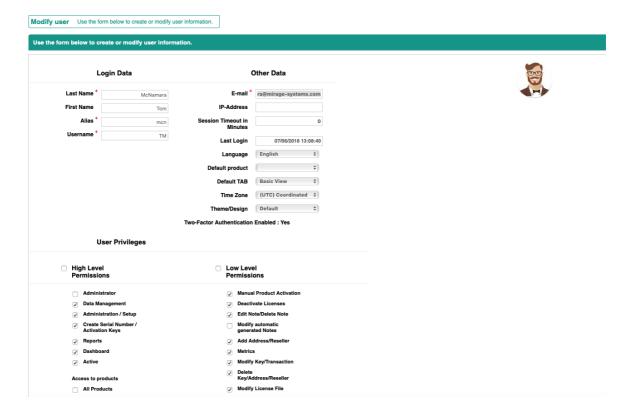
If <u>Two-Factor Authentication</u> is configured, the user will directly be directed to activate that.



• New users cannot be added with the Basic Hosting package

#### 1.7.14.2 Modify user details

Click on the user name you want to edit in the Manage user of list view and modify the user data.



#### **Username**

The usersname: admin can not be changed

# **Access to products**

Only a user, which is an administrator, has access to all products by default. For all other users you have to select the products they can access.

- Check: All products if a user should have access to all products
- Click on the link <u>Individual products</u> to select one or more products the user can access. The user can then only access the selected products. All features like search, create keys, reports are then limited to these products.

# **Two-Factor Authentication**

If a user already has enabled <u>Two-Factor authentication</u> it is displayed on the screen

# **Default product**

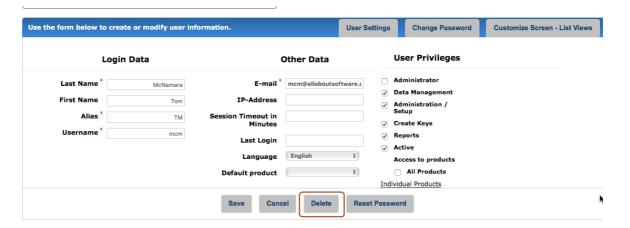
If the user most often works with the same product, select a default product for this user. It is used as default value after the user logs in. The user can always select another product. Only products, which have been assigned to the user can be selected as a default product.

The administrator can also modify for this user:

- User Settings 165
- Change Password 170
- Set values to customize the <u>Data Management Screen [168]</u> screen
- Reset Two-Factor Authentication 104

#### 1.7.14.3 Delete a user

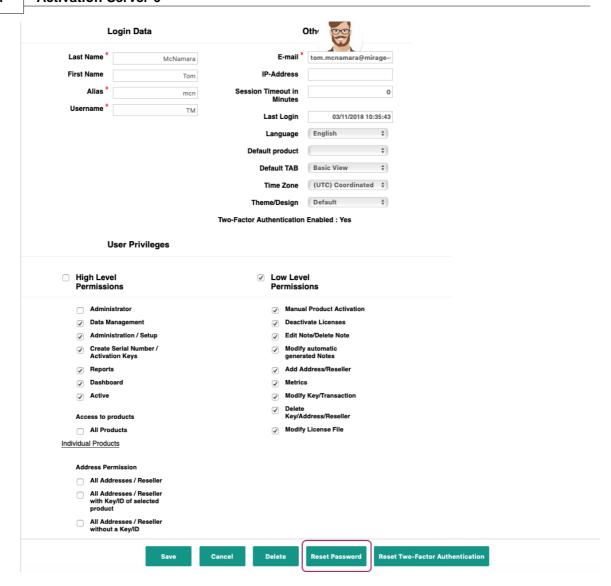
To delete a user select the button *Delete* while editing the user data 102.



#### 1.7.14.4 Reset Password

To reset a password select the button Reset Password while editing the user data 102.

The user will get an e-mail with a temporary password. The procedure is identical to Forgot your password [33]? workflow.



#### 1.7.14.5 Reset Two-Factor Authentication

If <u>Two-Factor authentication</u> is enabled and the device of the user is lost, you can reset the Two-Factor. The user has to register a new device after the next login.

#### 1.7.14.6 E-Mails to users

If a new user is created, a user forgot his password, Two-Factor authentication is enabled etc., e-mails are sent out.

The e-mail sender is always: **noreply@registerserver.net** and can not be changed for hosting customers. On-Premise customers could use an own e-mail account.

#### **Example E-Mail**

☐ Inbox - Mirag€

#### noreply@registerserver.net <admin@registerserver.net>

Your new password for the Activation Server

To: tom.mcnamara@mirage-systems.com



#### Hello McNamara,

You recently requested to reset your password for your Mirage Activation Server account <a href="mailto:tom.mcnamara@mirage-systems.com">tom.mcnamara@mirage-systems.com</a>. Use the following information to reset your password for the Activation Server: Username: TM Password: K#j5bY8+F7

Reset your password

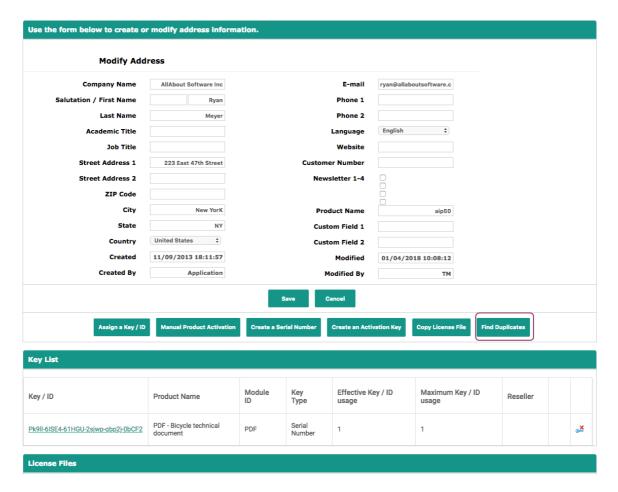
If you did not request a password reset, please ignore this email.

Thanks,

The Mirage Activation Server Team

# 1.7.15 Find and merge duplicates

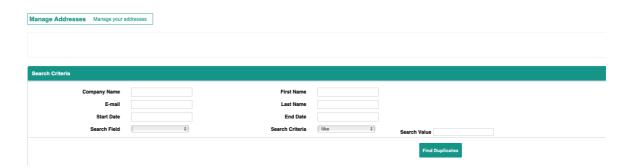
To find and merge duplicate customer or reseller addresses, open an address



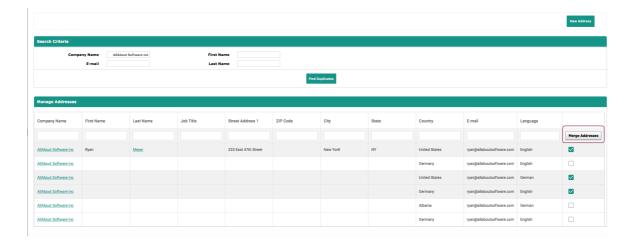
and click on the button: Find Duplicates

It opens a search screen. The default search is done by **company name** but you can also search by e-mail address, first or last name or created date

# All available search options



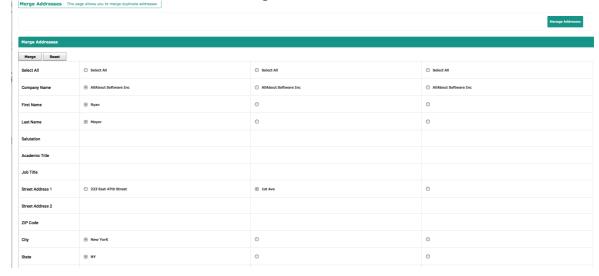
After selecting one or more search criteria, you get a list to select potential duplicate addresses.



You can merge in one step up to **3 addresses**. Check the addresses you want to merge and click on the button: *Merge Addresses* 

Now you get a screen with all 3 selected addresses and you either select all values from one address (option: **Select All**) or you can select field by field. In the screen below the Street Address from the second address is used.

After you have done the selection click on the button: *Merge*. With the button: *Reset* you can reset the selection and start over again.



Now all keys, licenses files and transactions from all the selected addresses are merged into one address.

Once the merge is done the search screen appears again to search for additional duplicate records of this address.

# 1.7.16 Keys



Creating keys using the Activation Server 6 has a lot of advantages instead of using the Licence Generator.

- Multiple users can create keys
- Keys can be created from different locations
- Easy to user interface
- The key is stored in the Activation Server 6 and each key can be assigned to a customer and reseller
- The project template, which includes the encryption keys, is not accessible

After having bought the product, the customer is provided with a Serial Number which is the 'proof of purchase' and is unique.

There are different ways to create a Serial Number

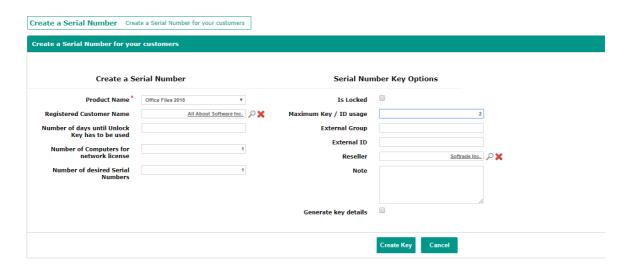
- Create one single Serial Number 109
- Create a Key List 114

#### See also

Add a key on the Activation Server 6
Create an Activation Key 127
Create a Serial Number 109
Manual Product Activation 115
Create Tamper Detection Key 129

#### 1.7.16.1 Create a Serial Number

Menu item: Keys - Create a Serial Number



Create a Serial Number

### **Basic Information for a Serial Number**

### **Product Name**

Picklist to select the product.

### Module ID

This option is only available, if you have multiple modules, which are activated with a Serial Number. The configuration, which module is a Serial Number, is done in the project configuration, entry <|sSerial>|313|.

### **Registered Customer Name**

You can assign a Serial Number to a customer.

Click on the icon  $\nearrow$  to search for a customer or just click on the text: Click to select customer

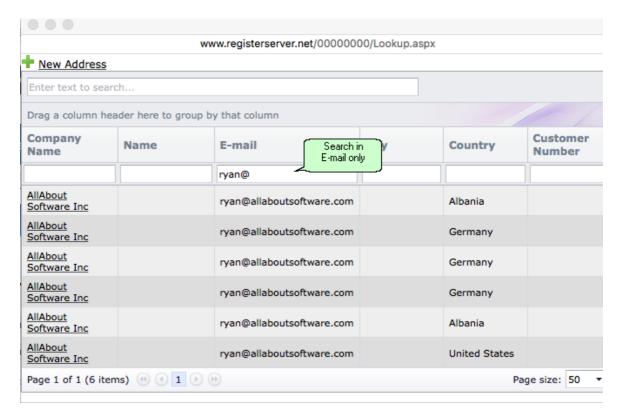


It should open a new window. If it does not open, disable the pop-up blocker for this site.

To search for a customer, type in a search string. It will search **any fields** so the search string could be a name, e-mail address, city etc.



To limit the search to a specific field, type in the search term in the column you want to do the search.



If the complete address list has less than 50 records there is no search option. Just select a record.



### Additional days after applying Serial Number

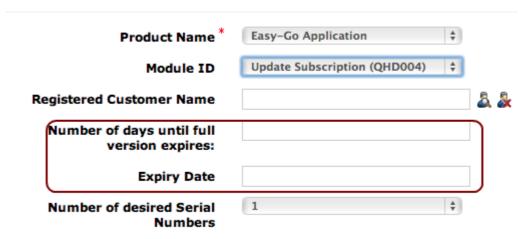
If activation by E-Mail, fax or phone is used, there is a time difference between applying the Serial Number key and sending the <u>Unlock Key 115</u>. To allow the customer to use the product after applying the Serial Number, add a few days (typically 2-5 days) which are included in the Serial Number.

### Number of days until full version expires

If the license is a time **limited full version** (subscription license), there are 2 options to specify the time limitation

- Number of days until the full version expires the time counter starts when the user types in the Serial Number
- Expiry Date when the full version expires the license will always expire at this date

#### Create a Serial Number



hardware codes (see example 1). The installation codes to allow a reinstallation are optional.

■ Developer Info This option is only available if the workflow is defined as time <u>limited full version</u>

### Number of users / PCs / concurrent users / items

If a network license is used (more then 1 license per PC / user / concurrent user), the number of PCs / users / concurrent users can coded in the Serial Number. If the user buys later more licenses, send him and Additional Key [127].

This value overwrites the existing value in the license file. If you have an evaluation version with 5 users and the Serial Number includes 1 user, this results in a license for one user after applying the Serial Number.

### **Number of desired Serial Numbers**

Select how many keys should be generated. If you have more than 25 keys, then use the button  $\blacksquare$  Create Key List. It will save all keys in a text file, It will save all keys in a text file which is automatically downloaded.

See also: Key List 114

# **Serial Number Key Options**

You can select additional options.

### Is Locked

Check if the Serial Number should be locked by default. Before the user can activate the product, you have to unlock it in the Edit Key of screen.

### Maximum Key / ID usage

Defines how often a Serial Number / ID or Activation Key **could** be used. The default value can be changed in the <u>product configuration 145</u> screen.

### **External Group**

ID to sync the data with another database, e.g. CRM or ERP system

### **External ID**

ID to sync the data with another database, e.g. CRM or ERP system

#### Reseller

Add a reseller to the Serial Number. All reports can then done by reseller.

Click on the icon  $\nearrow$  to search for a reseller. It should open a new window. If it does not open, disable the pop-up blocker for this site.

To search for a reseller, type in the company or user name and click on  $\nearrow$ . You can also add a new reseller by clicking on **New Address.** 



### **Note**

A text note can be added to each key. Keys which have a note, will appear in a key list with the icon

#### Generate key details

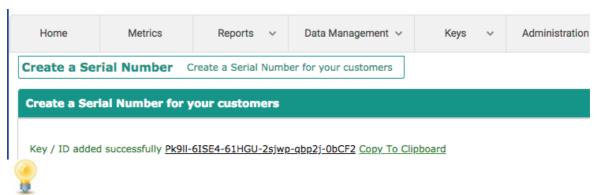
You can add an additional description when a key is generated. This is useful when the user gets the key on paper.

GPcoX-35dA8-C8Gch-2Xd7C-5Pn1Q-AfiCL In block 1 at position 4 it reads the small letter o

# **Generating a Serial Number**

Click on the button **Create Key** to create a key.

The key is displayed in the top left corner.



- The key has a hyperlink to directly navigate to the Key Details [67] page and change settings.
- Click on Copy to Clipboard to copy the key into the clipboard
- Click on the button Create Key List 114 to save all keys in a text file.
- Click on the button Cancel to leave this screen without saving any data

# **Video - Creating Serial Numbers**

This video explains different ways how to create a Serial Number.



1.7.16.1.1 Key List / Save keys in a file

If you have only a few installations to manage, it is sufficient to generate the Serial Number on a one-by-one basis manually. In case of a large volume delivery like hundreds of CD's, a key list is necessary. The key list file would then be sent to the CD duplication company.

Online Shops that do not support an integrated generator often support the upload of a key list.

### **Number of desired Serial Numbers**

Select how many keys should be generated. If you have more than 25 keys, then use the button **Create Key List.** It will save all keys in a **text file** which is automatically downloaded.

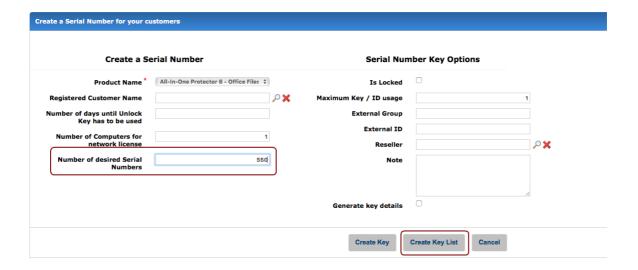
The name of the text file is: **product name-keylist.txt.** If the product has modules, the module name is included in the file name.

### Sample:

RZ9UZ-I1CC9-9Ah7v-GZ97n-gd18N-a21Fa 6F9UA-I1CC9-9Ah7e-GZ97n-ld18N-a71FJ S79Uf-I1CC9-9Ah7a-GZ97n-Qd18N-ak1FP



The key list can e.g. be sent to e-commerce providers or can be printed on the cover of the CD/DVD.



### 1.7.16.2 Manual Product Activation / Create Unlock Key

Menu item: Keys - Manual Product Activation

This page allows you to create an **Unlock Key** in case an automated product activation is not possible. The user sends an activation request by **E-Mail** or **Fax** or calls on the **Phone**. This process also prevents, that the Serial Number or ID can be used multiple times. The manual product activation is only available for Windows products.

To create an Unlock Key you need at least:

- Product Name
- Customer Name
- Serial Number
- One or more hardware lds

Start with filling out the left column of the screen. Required values are marked with a red

Home Metrics Reports v Data Management v Administration / Setup 🗸 Service Info V Manual Product Activation Perform manual product activation (Create Unlock Key) page allows you to type in the Serial Number and Installation Code to create an ck Key in case you got a manual product activation request (E-Mail, Fax, re). This process also prevents that the Activation Key or ID can be used Create Unlock Keys Installation Codes (Hardware IDs) Product Name \* All-In-One Protector \$ Type in the hardware ID marked red. If this hardware ID is not available, type in one of the hardware IDs marked green. AllAbout Software Inc 🔎 💥 If you want to allow a reactivation, type in the installation codes in all fields which are marked blue. Serial Number / ID \* rB7il-5lrD9-7Ec7g-2Zgwı 🔎 💢 Registered Customer Name \* Type in the Hardware IDs / Installation Codes here... AllAbout Software Inc E-Mail \$ Activation done by Volume ID Windows \$ Operating System MAC Address OEM Name MyCompany ryan@allaboutsoftware.c NetBIOS Name Click to select reseller 5 Volume ID + Path Reseller MAC Address + Path Version IP Address Code 1.2.3 + Path Copy Protection 10 Hostname + Path 11 USB-Stick 13 System ID A5A7EA9A 14 MAC System ID

### **Product Name**

Picklist to select the product.

#### Module ID

This option is only available, if you have multiple modules, which are activated with a Serial Number.

■ Developer Info

The configuration, which module is a Serial Number, is done in the project configuration, entry <a href="entropy: serial">IsSerial</a> | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 313 | 3

### **Customer Name**

Name of the customer. You can search for a customer by clicking on the icon  $\nearrow$ .

Either select an **existing** customer from the list, **search** for a customer and click on or add a new customer by clicking on New Address

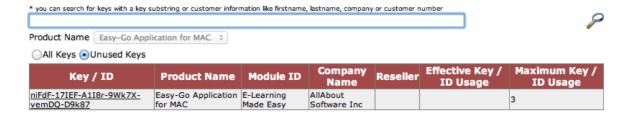


You can remove a selected customer by clicking on the icon 💥

#### Serial Number / ID

Click on the icon to search for Serial Numbers. The search only displays Serial Numbers for the **selected product** and only Serial Numbers, which have **not been used before**. If a product does have multiple modules (features) you have to select the correct module ID.

By default you get all Serial Numbers of the selected customer.



# **Registered Customer**

This information is only necessary, if one Serial Number can be used on multiple computers. Type in the name of the user who registers the license.

# Activation done by

Select how the customer sent you the unlock request - E-mail, Fax or Phone.

## **Operating system**

You can select **Windows or MAC** depending on the settings of the <u>product</u> configuration.

### **OEM Name**

In case the license should be registered for an OEM partner, add his name here.

#### E-mail

E-mail address of the customer

### Reseller

In case the license should be registered for a reseller, click on the icon P

Either select an **existing** reseller from the list, **search** for a reseller and click on or add a new reseller by clicking on New Address

### Version

Version number of the application

### **Note**

Attach a note. The note will be attached to the Serial Number.

# **Checkbox Copy Protection**

Uncheck this option if you want to create an Unlock Key without enabling copy protetion.

### Installation Code / Hardware IDs

The installation codes / hardware IDs are part of the E-mail or Fax. If the user calls, you have to ask for the installation codes on the phone.

The text and the **red and blue bars** can vary depending on the configuration of the product.

Installation Codes (Hardware IDs)	You have to specify at least one of the red marked installation codes.	
You have to specify at least one of the red marked installation codes. Any further installation codes, required for reactivation, are optional.	If you want to allow reactivation, type in the installation codes in all fields which are marked blue.	
If you want to use reactivation, type in at least 3 installation codes.	Type in the Hardware IDs / Installation Codes here	
insert instcode(s) here	1 Volume ID	
1 Volume Id 2 MAC Address	2 MAC Address	
3 Hostname	3 Hostname	
4 NetBIOS Name	4 NetBIOS Name	
5 Volume Id + Path	5 Volume ID + Path	
6 MAC Address + Path	6 MAC Address + Path	
7 IP Address 8 Code 1,2,3 + Path	7 IP Address	
9 Code 1,2,3	8 Code 1,2,3 + Path	
10 Hostname + Path	9 Code 1,2,3	
11 USB-Stick	10 Hostname + Path	
12 Windows Domain	11 USB-Stick	
13 System ID 14 MAC System ID	12 Windows Domain	
14 MAC System 10	13 System ID	
Example one - reactivation with any 3 I	DS 14 MAC System ID	

Example 2 - reactivation code indicated with blue

A **red bar** indicates an installation code which is used for copy protection. You have to provide at **least one hardware ID which is marked with a red bar.** 

A **blue bar** indicates an installation code which is used to allow a reinstallation on the same computer (see example 2 above). Another way to handle reinstallations is that you have to provide a specific number of hardware codes (see example 1). The installation codes to allow a reinstallation are optional.

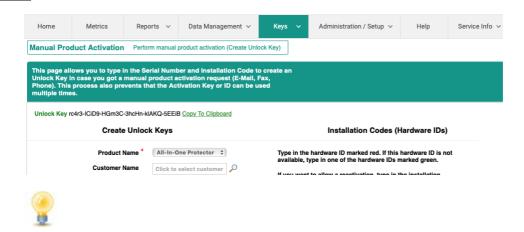
Developer Info
The values from the project configuration file - InstCodeType1-n

MinIdenticalInstcodes and CheckInstCodeType1-n

and checkInstCodeTy

Click on the button **Create Key** to create the Unlock Key.

The key is displayed in the top left corner.



• Click on Copy to Clipboard to copy the key into the clipboard

Click on the button **Cancel** to leave this screen without saving any data



- You can automate the E-mail activation process using the E-mail Activator Service 291
- The user needs a permission of to create an Unlock Key

### See also

Create Unlock Key using E-Mail Activator Service
Simple and easy to use - Create Unlock in Key Detail Page
Customer can create Unlock Key by himself using the customer self-service portal
Create Unlock Key using a Web Page

1.7.16.2.1 Create Unlock Key using E-Mail Activator Service

Activation Requests by E-Mail can be automatically replied.

Details see E-Mail Activator Service 291

1.7.16.2.2 Create Unlock Key using a Web Page

If the user has no Internet connection on his PC, he could use another PC to create an Unlock Key.

## **Configuration settings**

To use this feature you have to:

- Upload the Serial Numbers to the Activation Server 6. Either import a <u>complete key</u> list 140 of Serial Numbers or create one <u>single Serial Number</u> 109
- Configure the Activation Server 6 that only keys are accepted, which are already stored in the database. Check: Serial Number has to be saved before it can be used [141] (product template: EntryRequired) [141] in the product configuration
- Configure the <u>security settings</u> so that the key generator can only be used from a specific IP address or use a password
- Configure how many <u>requests per minute</u> are allowed to block a possible SPAM attack

## **Source Code integration**

There is no standard screen available. Just display the hardware ID(s) on the screen including an explanation, how the user can retrieve the Unlock Key on another PC. Use GetInstcode to retrieve the hardware ID(s).

## Web Page

Create a Web Page where the user can type in at least the following information:

- Serial Number / ID
- Name
- e-mail address
- Installation Code / Hardware ID

If you want to allow a reinstallation on the same PC, the user would have to type in several installation codes

Use the following http command to create the Unlock Key and display the key on your web page

http://servername/lpweb/ **KeyGenerator.aspx?**projectname=demo- 'project name defined in the project template easygo&

entrykey=LNGEG-5IPc6- 'Serial Number / ID

9E7Im-3tQ8X-MQU5k-

6ii4W&

instcodetype=3& Installation Code / Hardware ID used for copy protection. This

has to match with <u>Selected IDs for initial activation lab</u> in the product configuration (product template: InstCodeTypex)

instcode=170D9F7C& '8 digit hardware ID

requesttype=2& 'must be 2

moduleid=QHD001& 'module ID defined in the project template. Normally this is the

main module ID.

customername=Smart 'name of the user

Inc.&

email=tom.hanks@smart 'e-mail address of the user (optional)

inc.com

oemname=mycompany& 'name of the manufacturer of the product. This information is

stored on the Activation Server 6 (optional)

allkeys=true& 'If multiple Unlock Keys are generated, you can display only the

first or all. For Easy-Go use true (optional)

password=ycnsjldsd78z9 'password - see security settings. The IP address is

h automatically sent with the request to the Activation Server 6

Click on the link below to create an Unlock Key on the demo Activation Server 6. It will accept the same Serial Number multiple times as the hardware ID is always the same. The Unlock Key will work only on the PC with this hardware ID.

https://registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demo-easygo&entrykey=LNGEG-5IPc6-9E7Im-3tQ8X-MQU5k-

 $\underline{6ii4W\&instcodetype=3\&instcode=170D9F7C\&requesttype=2\&moduleid=QHD001\&customername=Smart}$ 

Inc.&email=tom.hanks@smartinc.com&oemname=mycompany&allkeys=true&password=ycnsildsd78z9h

# **Multiple Installation Codes**

If reinstallation on the same PC should be supported, then the user has to type in multiple installation codes. The number of installation codes required depend on the settings defined in product configuration -Selected IDs for reactivation | - ( product template: CheckInstCodeTypex) | 141 | 141 | 141 | 141 | 142 | 143 | 144 | 145 | 144 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 145 | 1

If you want to pass multiple installation codes, you have to send ALL possible codes. This version of <%OEMTITLE%> supports 14 different codes.

You have to omit the value instcodetype and provide **all** 14 installation codes separated with a **semicolon**. If for the reinstallation e.g. only 3 hardware IDs are required, the others can be left blank.

https://registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demoeasygo&entrykey=LNGEG-5IPc6-9E7Im-3tQ8X-MQU5k-

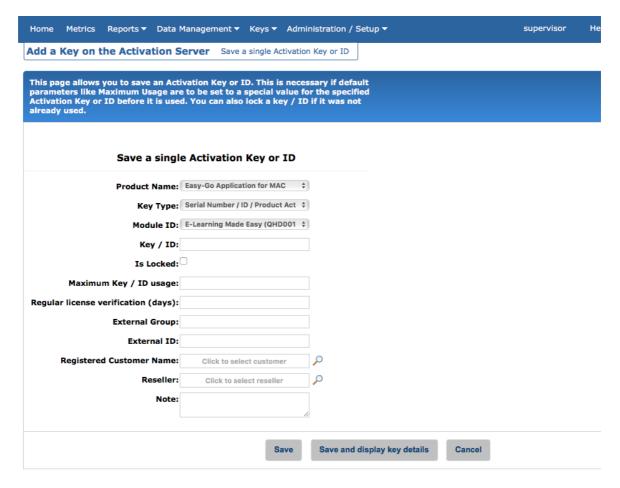
 $\underline{6ii4S\&instcode=170D9F7C;E1266C60;;CB433287;;;;;;}\&request type=2\&module id=QHD0\\\underline{01\&customername=Smart}$ 

 $\underline{\text{lnc.\&email=tom.hanks@smartinc.com\&oemname=mycompany\&allkeys=true\&password=y}} \\ \text{cnsjldsd78z9h}$ 

For a complete list of all parameters see Create Keys by external applications [130]

#### 1.7.16.3 Add a key on the Activation Server

Menu item: Keys - Add a key on the Activation Server



Add a key on the Activation Server

This page allows you to save an Activation Key or ID which was either created using the Licence Generator or you add an key with an own format (requires special configuration in the application).

When adding a key default parameters like *Maximum Key / ID Usage* should be set to a special value for the specified Activation Key or ID before it is used. You can also lock a key / ID if it was not already used.

If you create a key using the Activation Server 6, you can **create and save the key** in one step - use <u>Create An Activation Key</u> (127), <u>Create a Serial Number</u> (109)

■ Add a Serial Number / ID

### **Product Name**

Picklist to select the product.

## **Key Type**

Picklist to select the type of Key / ID.

For a <u>Serial Number</u> select Serial Number / ID.

### Module ID

This option is only available, if you select as Key Type = *Serial Number* and you have multiple modules, which are activated with a Serial Number. The configuration, which module is a Serial Number, is done in the project configuration, entry <a href="serial">(IsSerial)</a> 313).

## Key / ID

Unique ID which you use for product activation. If you use Serial Numbers for product activation, type in the **Serial Number** here.

### Is Locked

You can lock a Serial Number or Activation Key before it is used. Just check this option

# Maximum Key / ID usage

Overrides the default value, how often a key can be used or product can be activated. See configuration for Serial Number / ID [315], Activation Key [315]

#### Example

If you want to hand-out one Serial Number to a company, which could be used on 50 different PCs, then add the value 50. This setting is valid only for the specified key.

## **Check License Days**

If your application has implemented the feature to make regular online checks, you can

specify the next time interval after the initial online check

## **External Group**

Internal database filed which can be used to link to another database like CRM or ERP system.

### **External ID**

Internal database filed which can be used to link to another database like CRM or ERP system.

#### **Note**

Specify a note which is attached to the key. In a report or list, the icon indicates, that there is a note stored for a key / ID.

Add an Activation Key

### **Product Name**

Picklist to select the product.

# **Key Type**

Picklist to select the type of Key / ID.

For all keys, which are not a Serial Number, select Activation Key.

## **Activation Key**

Type in the Activation Key which should be stored.

### Is Locked

You can lock a Serial Number or Activation Key before it is used. Just check this option

## Maximum Key / ID usage

Overrides the default value, how often a key can be used or product can be activated. See configuration for Serial Number / ID 315, Activation Key 315

### **Example**

If you want to hand-out one Serial Number to a company, which could be used on 50

different PCs, then add the value 50. This setting is valid only for the specified key.

## **Check License Days**

If your application has implemented the feature to make regular online checks, you can specify the next time interval after the initial online check

## **External Group**

Internal database filed which can be used to link to another database like CRM or ERP system.

### **External ID**

Internal database filed which can be used to link to another database like CRM or ERP system.

#### Note

Specify a note which is attached to the key. In a report or list, the icon indicates, that there is a note stored for a key / ID.

Click on the button **Save** to store the key.

Click on the button **Save and Display data** to store the key and display detail information - screen Edit an Activation (67)

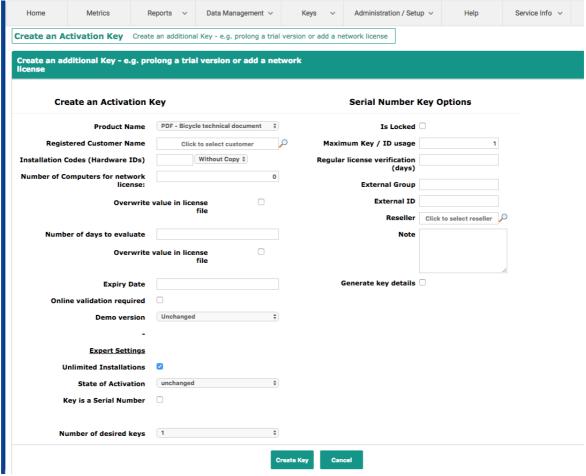
Click on the button **Cancel** to leave this screen without saving any data



If you need to add multiple keys, use the Import [138] option

### 1.7.16.4 Create an Activation Key

Menu item: Keys - Create an Activation Key



Create an Activation Key

This page allows you to create an additional key - e.g. prolong a trial version or add a network license.

### **Product Name**

Picklist to select the product.

### Module ID

This option is only available, if you have multiple modules. By default, all modules which are used for the Serial Number, are available. The configuration is done in the project configuration, entry <a href="elsSerial">(sserial)</a> (sserial)</a>

## **Installation Codes (Hardware IDs)**

If you expect, that the user does not have an Internet connect, you can add the 8 digit hardware ID, which was used for copy protection. If the user has an Internet connection, select the option: *Online validation required* to ensure, that the key cannot be used multiple times.

### Additional Licenses - Increase Network Licence

If a network license is used (more then 1 license per PC / user / concurrent user) or a counter, the number of PCs / users / concurrent users / counter can be increased or decreased by sending an Activation Key to the customer.

his key adds the selected number of licenses to the existing value in the license file. If you have an existing license with 5 users and the additional license includes 2 users, this results in a license for 7 users after applying the key.

## **Prolong Evaluation Version**

The next option is to prolong an existing trial period. Make an Activation Key with:

- additional licenses = 0
- either select: Number of days to evaluate or End of Evaluation

## Online validation required

If checked, the Activation Key is sent to the Activation Server 6 before it is applied. It is stored in the database. If the Activation Server 6 detects that the key was already used, it will block the key.

# **Store Key in Activation Server**

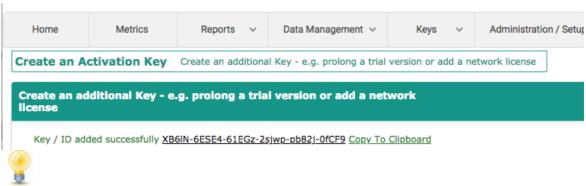
If checked, stores the Serial Number in the Activation Server 6.

You can configure, that this option is always enabled and the user cannot uncheck the option - see option <a href="StoreKey">StoreKey</a>

# **Generating an Activation Key**

Click on the button **Create Key** to create a key.

The key is displayed in the top left corner.

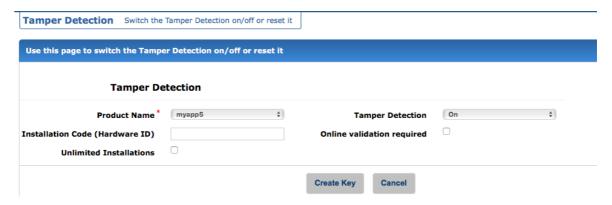


- The key has a hyperlink to directly navigate to the Key Details [67] page and change settings.
- Click on Copy to Clipboard to copy the key into the clipboard
- Click on the button Create Key List 114 to save all keys in a text file.
- Click on the button Cancel to leave this screen without saving any data

### 1.7.16.5 Create Tamper Detection Key

Menu item: Keys - Tamper Detection

Create a key to turn tamper detection on or off



- Select *Tamper Detection Off* if you want to **disable** Tamper Detection for a product was already installed on the end users computer
- Select *Tamper Detection* **On** if you want to **activate** Tamper Detection for a product was already installed on the end users computer
- Select either *Resetting Tamper Detection* on a single user or network system to just **reset** the lock. The user can then start the application again but Tamper Protection is still active



Use Online validation required to ensure, that the key cannot be used on multiple PCs

**Un**check *Unlimited installation* to ensure, that the key cannot be used twice on the same license file

Within a network, the key has to **reset all Computers**. Therefore a time frame has to by defined (Option: *Number of days within which a work station has to use the application to reset tamper detection*). Within that time frame each computer has to start the application to remove the lock. That means that during these days the Tamper Detection functionality is virtually deactivated.

You should select the value for *number of days* large enough to allow all computers to start the application within the time frame to reset the lock. Tell your customer to start the application on all computers.

For more details about Tamper Detection check the main online help of Licence Protector.

### 1.7.16.6 Create Keys by an external applications

External applications like a shop system or ERP / CRM system can create any type of keys using an http request to the Activation Server 6.



You should only create keys **after specifying an IP address** to limit key generation for a specific server, limit the number of keys which can be generated per minute / hour and additionally use a password - details see security settings.

You can create different types of keys:

- Serial Number key
- Unlock Key e.g. by activation through a web page 121
- Activation Keys e.g. prolong a trial version or add additional network licenses

The URL consists of 2 parts:

Part 1 - URL to the server and web page - e.g. http://www.registerserver.net/lptest/lpweb/KeyGenerator.aspx?

Part 2 - Parameters to specify the key details

<sup>\* =</sup> required parameters

Parameter	Values	Example	Remark
projectname *	project name from the project template	demo-easygo	
entrykey			
instcode			
instcodetype			
requesttype *	1 = activate module, 2 = create a Serial Number or Unlock	2	serial number: Must be 2

Parameter	Values	Example	Remark
	Key, 3 = create an Activation Key		
moduleid *	module ID from the project template	AHD001	
customername	customer name assigned to the key	AllAbout Software	
email	E-mail address assigned to the key		
oemname			
allkeys	true / false	true	
additionaldays			
additionallicenses	0-2147483647	1	value for network license. For single user it should be set to 1. Only use this value for Serial Numbers
externalgroup			
externalid			
reseller			
numberofkeys	number of keys to create	1	
maxtries	maximum key / ID usage	2	number of computers the key can be used
stroeindb	true / false Default: false	true	store the key= true or only create the key = false
islocked	true / false Default: false	false	lock a key so that it only can be used once it was unlocked
additionalKeyValue	0-2147483647 yes/no	1 yes	value for network license. For single user it should be set to 1. Only use this value for Activation Keys. The value will be added to an existing value in the license file  For a Yes/No module use the parameter yes or no
additionalKeyValueFixed	xtrue Default: false	true	true = <b>overwrite</b> existing value in the license file using the value from additionalKeyValue false = <b>add</b> to the existing value in the

Parameter	Values	Example	Remark
			license file using the value from additionalKeyValue
expiryDate	YYYY-MM-DD	2013-01-25	Expiry Date
numberOfDays	0-2147483647	10	value for days. Starts when the user applies the key. The value will be added to an existing value in the license file
numberOfDaysFixed	true Default: false	true	true = <b>overwrite</b> existing value in the license file using the value from numberOfDays false = <b>add</b> to the existing value in the license file using the value from numberOfDays
onlineValidationRequired	i true / false	false	serial number: Must be false
demoversion	true / false	false	
regularLicenseChecks	strue / false		
unlimitInstallations	true / false	true	serial number: Must be true
activationState	0 = none, 1 = required, 2 = done, 3 = erroneous		serial number: Must be 1
isSerianumber	true / false	true	serial number: Must be true
typeofrequest *	1 = check key 2 = activate 3 = acknowledge 4 = check licence 5 = deactivate licence 6 = send customer info 21 = serial number 22 = product deactivated 31 = initialize licence	2	serial number: Must be 2 Activation Key: Must be 3
password	Password - see security settings	ycnsjldsd78z9h	highly recommended to use a password



You have to use the method GET (not POST) for the http request

## **Example URL**

The URL below creates a Serial Number 109

https://www.registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demo-easygo-

<u>50&entrykey=&instcodetype=&instcode=&requesttype=2&moduleid=QHD001&customerna</u> me=AllAbout%20Softtware%

20Inc&email=&oemname=&allkeys=true&additionaldays=&additionallicenses=1&externalgroup=&externalid=&reseller=&numberofkeys=1&maxtries=&storeindb=true&islocked=&additionalKeyValue=&additionalKeyValueFixed=&expiryDate=&numberOfDays=&numberOfDaysFixed=&onlineValidationRequired=&demoversion=&regularLicenseChecks=&unlimitInstallations=true&activationState=1&isSerialnumber=true&typeofrequest=2

The URL creates an Unlock Key 115

https://registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demo-easygo-50&entrykey=LNGEG-5IPc6-9E7Im-3tQ8X-MQU5k-

6ii4S&instcode=170D9F7C;E1266C60;;CB433287;;;;;;&requesttype=2&moduleid=QHD0 01&customername=Smart

<u>Inc.&email=tom.hanks@smartinc.com&oemname=mycompany&allkeys=true&password=ycnsjldsd78z9h</u>

More details about Unlock Key generation 121

The URL creates an Activation Key 127

https://www.registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demo-easygo-

<u>50&entrykey=&instcodetype=&instcode=&requesttype=3&moduleid=QHD001&customername=AllAbout%20Softtware%</u>

20Inc&email=&oemname=&allkeys=true&additionaldays=&additionallicenses=1&externalg roup=&externalid=&reseller=&numberofkeys=1&maxtries=&storeindb=true&islocked=&additionalKeyValue=&additionalKeyValueFixed=&expiryDate=&numberOfDays=&numberOfDaysFixed=&onlineValidationRequired=on&demoversion=no&regularLicenseChecks=&unlimitlnstallations=true&activationState=done&isSerialnumber=false&typeofrequest=3&password=ycnsjldsd78z9h

# **URL** encoding

Umlauts and special characters in text values have to be encoded (e.g. replace a space with %20). Most developer tools automatically do the encoding.

Example how to encode a URL

## Help to create the URL

Use the link below. It provides a web page to type in the necessary values and then creates the URL.

https://www.registerserver.net/lptest/keygeneratordemo.htm

### 1.7.17 Administration / Setup



The Administration / Setup menu offers administration tasks like create Serial Number or Unlock Key, import data, customize screens, set default values or manage users.

- Create Keys 108
- Download Database Backup 327
- Download Server Log file 138
- Import data 138
- E-Mail Configuration 141
- Product Configuration 152
- Product Upload 152
- Manage Users [91]
- Configure User Settings 164
- Security Settings 156
- Restart Activation Server 163

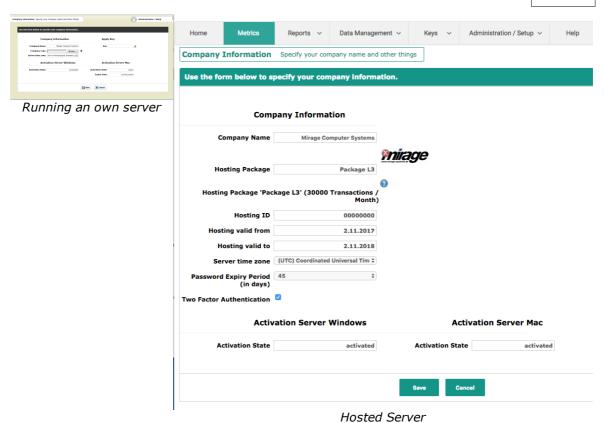


Only available with administrator permission 95.

#### 1.7.17.1 Company Information

Menu item: Administration / Setup - Company Information

This screen allows you to customize the layout with your logo and to activate the license of your Activation Server 6 and security settings. Depending if you run your own server or if you are a hosting customer the information on the screen is different.

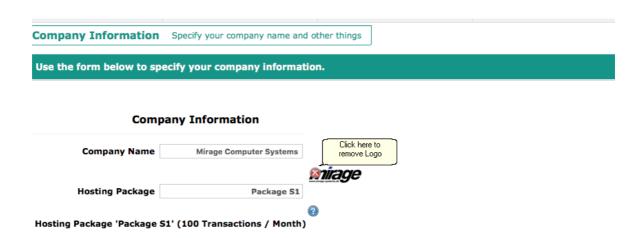


riostea server

# **Company Logo**

Click on the button: Choose file, Select an image and click on button Save

To remove it, click on the remove icon





Logo looks best with 100 x 40 pixels. Maximum size is 300 x 70 pixels.

## **Hosting Information**

Hosting Package: Your hosting package and the included <u>transactions</u> per month. Hosting valid from / to: Period how long the hosting is valid

You can monitor the usage of the hosting package in the dashboard 42.

#### Server time zone

Time zone of your server. This is the time zone which is configured in the database server and the time used to store the data. The time zone to view the data can be configured per user [167].

The server time zone of the hosted server cannot be changed.

## Password expiry period in days

Select after how many days the password should expire: 30,45,60 or 90 days. You could also set Never although this is not recommended.

### **Enable Two-Factor Authentication**

If checked, the Two-Factor Authentication is enabled

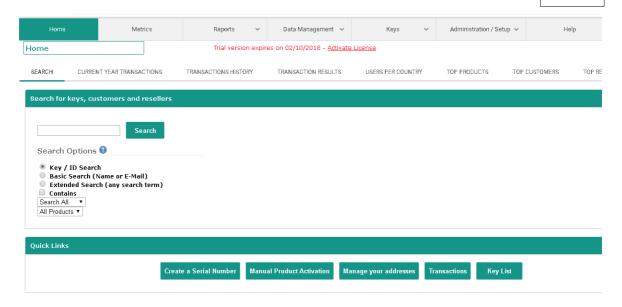


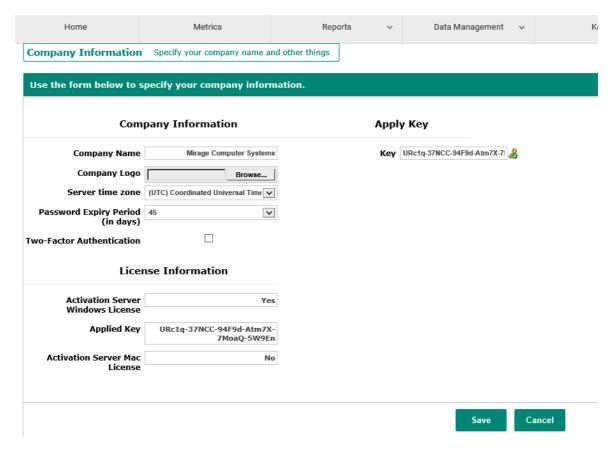
If a user already has enabled Two-Factor authentication is is visible

- in the user list [91] column: Two-Factor Authentication
- in the user detail record 102

### **Activation Server Windows and Mac**

After the installation, the Activation Server 6 needs to be licensed. If you bought the Activation Server 6, you got a **Serial Number** either for the Windows or MAC version. As long as the license is not activated, you get a reminder message below the navigation toolbar and activations will not work





If the Serial Number is valid, the Windows or MAC license is activated.



- The Server does a daily license check to registerserver.net and your firewall rules have to allow that
- If you are a Hosting user, your license is already activated.

#### 1.7.17.2 Download Server Log file

Menu item: Administration / Setup - Download Server Log File

In case of an error you can download the latest log file. You will find more detail information of an error including a comprehensive log of each activation in the log file. A log file is archived when it has reached a configured size (default 1MB). All other logfiles can be access on the folder ...logs

### 1.7.17.3 Import

Menu item: Administration / Setup - Import

Use this functionality to import a Serial Numbers / IDs or Activation Keys in a batch process from a CSV file into the Activation Server 6. It is only necessary if you want to **restrict keys or activation to records, which must be preloaded** on the Activation Server 6 or if you want to lock keys, which have not been used.

- Import a list of Activation Keys 138
- Import a list of Serial Numbers / IDs 140
- Import one single Serial Number / ID or Activation Key [141]

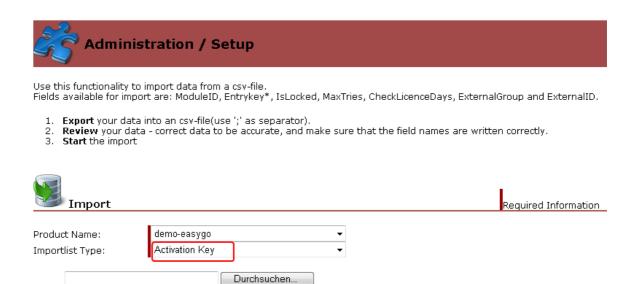
#### 1.7.17.3.1 Import a list of Activation Keys

#### **Entrykey**

MEc4Q-64Dn4-8EH9Q-FW6D0-HhlBO-0uiEu XXc46-64Dn4-8EH9P-FW6D0-YhlBO-0niEl u5c4v-64Dn4-8EH9r-FW6D0-RhlBO-0QiEU

## Attention should be paid to

- If a column is missing (e.g. Maximum Key /ID Usage) then the default value is used
- IsLocked must be either True or False. See How to lock a Serial Number / Activation Key 325
- The column EntryKey must be available, all other values are optional
- If you specify a column, it must contain a value and may never be empty
- You can import keys always only for one project at a time



Import Activation Keys

### Select

- Project Name: Select the product, for which you want to import an Activation Key
- Importlist Type: Activation Key
- Click on the file select button to select your CSV file

Cancel

and press the button Start

See <u>Accept only uploaded Activation Keys</u> how to configure this feature.

All imported keys can be viewed within <u>Data Management</u>, select <u>Key List</u>. As *Created Date*, the date of the import is used.

1.7.17.3.2 Import a list of Serial Numbers / IDs

To import a list of Serial Numbers / IDs, you need a valid CSV file (separator = ;) with Serial Numbers and as a column heading Module ID and Entrykey. The You can additionally import a status for each key: IsLocked, MaxTries (= Maximum Key / ID Usage (29)), CheckLicenceDays, ExternalGroup and ExternalID. ExternalGroup and ExternalID are reference fields for your internal use, e.g. to map the record to a CRM system.

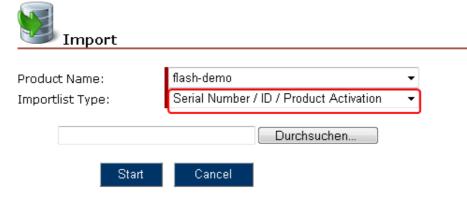
The EntryKey is the criteria you use during product activation as the unique ID and this criterion is checked if it exists on Activation Server 6.

Entrykey	ModuleID
MEc4Q-64Dn4-8EH9Q-FW6D0-HhlBO- 0uiEu	D1001
MEc4Q-64Dn4-8EH9Q-FW6D0-HhlBO- 0uiEA	D1001
MEc4Q-64Dn4-8EH9Q-FW6D0-HhlBO- 0uiEB3	D1001



Use this functionality to import data from a csv-file.
Fields available for import are: ModuleID\*, Entrykey\*, IsLocked, MaxTries, CheckLicenceDays, Ex

- 1. Export your data into an csv-file(use ';' as separator).
- 2. Review your data correct data to be accurate, and make sure that the field names are v
- 3. Start the import



Import Serial Numbers / IDs

## Attention should be paid to

- If a column is missing (e.g. Maximum Key /ID Usage) then the default value is used
- *IsLocked* must be either *True* or *False*. See <u>How to lock a Serial Number / Activation</u> Key 325
- The column EntryKey and ModuleID must be available, all other values are optional
- If you specify a column, it must contain a value and may never be empty
- You can import keys always only for one project at a time

#### Select

- Project Name: Select the product, for which you want to import an Activation Key
- Importlist Type: Serial Number / ID / Product Activation
- · Click on the file select button to select your CSV file

and press the button Start.

See Accept only uploaded Serial Numbers / IDs 322 to configure this feature.

All imported keys can be viewed within <u>Data Management</u>, select <u>Key List</u>. As *Created Date*, the date of the import is used.

1.7.17.3.3 Import one single Serial Number or Key

To import just one single Serial Number or Activation Key, use Add a Key on the Activation Server 123.

#### 1.7.17.4 E-Mail Configuration

Menu item: Administration / Setup - E-Mail Configuration

Hosting customers can download the tool to configure the automatic E-Mail response for activation by e-mail. For configuration details see chapter: Configuration of the E-Mail Activator Service. 223

This download option is only available for Hosting customers. If you run your own server, the configuration program comes with an own installation package.

#### 1.7.17.5 Product Configuration

Menu item: Administration / Setup - Product Configuration

Use this page to configure your products.

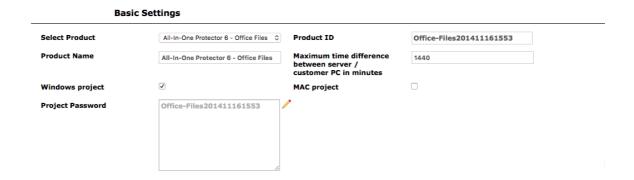
The product configuration is automatically uploaded if you use the *TAB Activation Server*, **Update project on the Activation Server** within Licence Protector application.

This option allows you to overwrite the default settings and fine tune your product settings.



Be careful when changing values as same values have instant impact on product activations.

## **Basic Settings**



### **Product Name**

This name is displayed in reports or product screens and should be the **full product name including version number** like *E-Learning made Easy 2* 

#### Windows project

This project is configured for Licence Protector Windows.

#### **MAC** project

This project is configured for Licence Protector MAC.

A project can share settings and keys for Windows and macOS - details see configure a MAC project [150]

#### Maximum time difference between server / customer PC in minutes

Every connection to the Activation Server 6 compares the server time with the time on the local computer. If the time on the local computer is different (e.g. the user turned back the system date) the activation will fail.

This value defines the maximum difference between server time and local PC time. The default value is 1 day (1440 minutes).

### **Project Password**

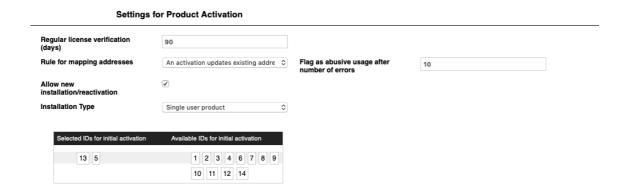
The project password is used to encrypt the connection to the Activation Server 6. It has to be set in the Windows and MAC project template. If no password is set, then a default password is used.

The minimum length is 20 characters



Never change this password for projects which are already gone live as activations would fail.

## **Settings for Product Activation**



### Regular license check (days)

Defines the interval in days a regular license check is done to validate the license. This option has to be enabled in the application. The regular check allows to <u>lock a license</u> even after the product was activated.

### Rule for mapping addresses

Define the rule how existing address information is updated.

- An activation updates existing address information
- Never overwrite existing address data (this is recommended if you add or import the address information)
- Always create a new address

### Flag as abusive usage after number of errors

If an activation or license validation fails several times for a key / ID, this key is automatically flagged as - **abusive usage**. An online validation of the same key which had a valid product activation before or a reinstallation on the same computer will still work.

However a key usage which results in an error like key was already used will generate an unknown error (code 16384). The idea is that the Activation Server 6 can automatically detect, if someone spreads a key / ID through the Internet and the usage of this key will generate unknown errors during product activation.

Locking a key of will completely stop the usage of the key (e.g. also a valid product activation would be locked with the next online validation) while marking the key with abusive usage will affect only misused keys.

A key with the abusive usage flag set will be displayed in lists with the icon 🍒 .



You can manually change the flag for each key within the key details screen 67.

### Allow new Installation / Reactivation

In case the user should be able to reinstall the software on the same computer, define the hardware IDs which should be used to identify a computer. The IDs from the product activation will be compared with the IDs of the new activation request.

This option is only activated if **Allow new installation / reactivation** is checked.

Details see chapter Copy Protection and Reactivation 148

### **Installation Type**

#### Select

- single user product
- Network product

Depending on the selection you get only the hardware lds which are supported for that installation type

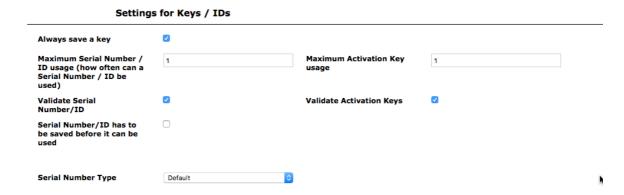
### Selected IDs for initial activation

Define the hardware IDs which should be used for copy protection. Just click on an ID in the column available IDs and drag it to the column Selected IDs. Setting in .config file: InstCodeType1-n 313

The first hardware ID will be used. Only if the first hardware ID is not available, the second ID will be used.

Details see chapter Copy Protection and Reactivation 148

#### Settings for Keys / ID



#### Always save a key

Each key, which is created, is saved in the database. Should always be enabled.

#### Maximum Serial Number / ID usage

Defines the default value how often a **Serial Number / ID** can be used. The value can be changed for each Serial / Number either when <u>creating</u> a Serial Number / ID or by editing of the Serial Number / ID.

#### Maximum Activation Key usage

Defines the default value how often an **Activation Key** can be used. The value can be changed for each Activation Key either when <u>creating [127]</u> a Activation Key or by <u>editing</u> [67] the Activation Key.

#### Validate Serial Number / ID

Enables the check, how often a Serial / ID can be used. Should always be enabled.

#### Validate Activation Keys

Enables the check, how often an Activation Key can be used. Should always be enabled.

#### Serial Number has to be saved before it can be used

Check this option if an key / ID should only be accepted, when it is stored in the Activation Server 6 database. This is e.g. required for the MAC version or if you use own custom keys. This option also allows to lock a key before it is used. If you want to use this option, create keys using the Activation Server 6. As an alternative, key lists can be imported solution.

#### **Serial Number Type**

By default, Licence Protector keys with a special structure are used. A key can contain a lot of information like module, number of computers, expiry date, demo version etc.

You can use custom keys, e.g. to make the keys more readable or to have shorter keys. You have to enable this feature in your application before you can configure it. Custom keys are only available for certain projects, e.g. single user installation and perpetual license. The feature is not available for All-In-One Protector.

#### Default

The Licence Protector key structure is used. Only change that value if you enabled in the project.

#### **Digits**

The keys will only include digits 0 to 9

#### Lower case

The keys will only include lower case characters

#### Upper case

The keys will only include upper case characters

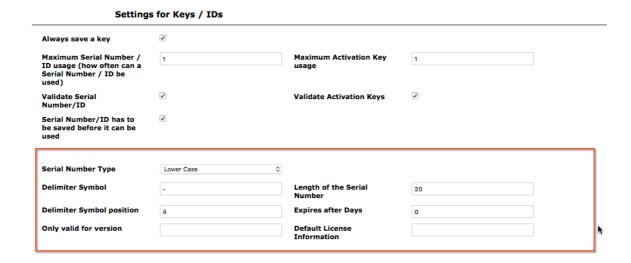
#### Lower case and digits

The keys will include lower case characters and digits

#### Upper case and digits

The keys will include upper case characters and digits

Once a non default option is selected, new configuration options appear.



#### **Delimiter Symbol**

A symbol to structure the key in several parts. Typically used is - character

#### **Delimiter Symbol position**

The position where the delimiter symbol is placed and it will be repeated

#### Only valid for version

Option not yet supported

#### Length of the Serial Number

Defines the length of the Serial Number without delimiter symbols

#### **Expires after Days**

Option not yet supported

#### **Default License Information**

Option not yet supported

This would be a key generated with the settings used above. Only lower case letters, a sign after 4 letters, 20 lower case letters

cbim-raxg-nsul-tvcq-ijln

#### **Settings for License Files**

# Allow multiple license files License file default name myapp5 License file upload overwrites server license file

This feature is only available for License Protector Windows. Check the software development SDK how to use the options.

The license file administration is available in the menu Data Management, License file

#### Allow multiple license files per ID

Multiple license files can be uploaded per ID

#### License file upload overwrites server license file

- If checked, the license file on the Activation Server 6 would always be overwritten
- If unchecked, the license file on the Activation Server 6 would not be overwritten if changes had been made since the last license file download

#### License file default name

Name which is used if no file name was specified in the license file upload command

1.7.17.5.1 Copy Protection and Reactivation

#### **Activate Copy Protection**

The copy protection links the license file to a hardware ID. Only **one** hardware ID is used but it makes sense to define a backup ID in case the main hardware ID cannot be retrieved.

Details about copy protection can be found in the main tutorial of Licence Protector Windows or MAC.

#### Selected IDs for initial activation

Define the hardware IDs which should be used for **copy protection**. Just click on an ID in the column *available IDs* and drag it to the column *Selected IDs*. Setting in .config file: <a href="InstCodeType1-n">InstCodeType1-n</a>

The hardware lds which can be used depend on the selection of the installation type.

The **first** hardware ID will be used. Only if the first hardware ID is not available, the second ID will be used.

In the sample below, the hardware ID 13 (Windows ID) will be used for copy protection. Only if the ID 13 cannot be retrieved the ID 4 (NetBios) is used.



#### Allow new Installation / Reactivation / Regular Online Validation

In case the user should be able to reinstall the software on the same computer or you want to use regular online validate, define the hardware IDs which should be used to identify a computer.

For each key, the complete hardware profile (14 different IDs) is stored. To recognize a computer, hardware ID's are compared with **former activations and only if hardware ID's match**, the product can be activated again or a key can be used again.



There are 3 ways to decide if the reinstallation is done on the same computer like the initial product activation. Select the logic which should be used

- Computer Name
- Custom logic select individual hardware lds
- Custom logic define number of hardware lds

#### **Computer Name**

This is the simplest test to find out if it is the same computer - the host name of the computer is used.

#### Custom logic - select individual hardware lds

Just click on an ID in the column *available IDs* and drag it to the column *Selected IDs*. If you select multiple IDs, all IDs have to match. Setting in .config file: <a href="CheckInstCodeType1-n]309</a>

In the sample below only the ID 2 (MAC address) has to match with the initial installation.



The option: *Ignore single user Ids for reactivation* must be **unchecked** if you use **ID 4**, **11,12,13,14** for reactivation.

#### Custom logic - define number of hardware lds

You can define, that e.g. 3 or 4 IDs have to match setting a value in *Number of IDs for reactivation*. If individual hardware IDs are selected then this configuration option is ignored. Setting in .config file: MinIdenticalInstcodes



If you are unsure about the configuration, only use MinIdenticalInstcodes.

#### 1.7.17.5.2 Configure a MAC product

In case Licence Protector is used for macOS protection, additional project settings are required.

Select if a project should be valid for

- MAC only (a Serial Number would be only accepted when used on a MAC computer)
- Windows and MAC (the same Serial Number could be used on a Windows Computer and/or on a MAC Computer)

# Select Product Product Name Easy-Go Application for MAC Path to Key Generator Workflow Configuration File Windows project MAC project MAC project Easy-Go Application for MAC D:\WWWRoot\55604761\lpweb\alg config-workflow-easygo-mac.xml

### Basic Settings

#### Copy protection settings

Depending on the setting above you have to do different settings for the hardware IDs

#### **MAC** project

If the Serial Number should be only accepted on a MAC computer, select hardware ID 14



The option: Ignore single user lds for reactivation must be unchecked.

#### **MAC** and Windows project

If the Serial Number should be accepted on a MAC **and** Windows computer, select hardware ID **13** 

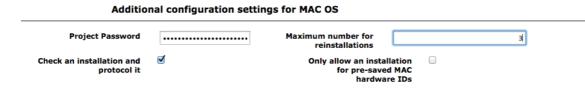




The option: Ignore single user Ids for reactivation must be unchecked.

#### Additional settings for MAC projects

MAC projects require additional settings.



#### **Project Password**

should only be changed by the developer

#### Maximum number for reinstallations

You can limit, how often a **new installation on the same MAC** is possible. A new installation count is done every time when the license file does not exist on the local computer and it is downloaded from the Activation Server 6.

#### Check an installation and protocol it

The default is that each new installation is logged on the the Activation Server 6 and the number of installations on the same MAC can be limited by the setting *Maximum number for reinstallations*.

If this option is unchecked, there is no log on the server and no limitation regarding the number of installations on the same MAC.

#### Only allow an installation for pre-saved MAC hardware IDs

Checking this option would require to add the hardware ID of an MAC to the Activation Server 6 before an installation can be done.

1.7.17.5.3 Set product to inactive

A product can not be deleted but can be set to **inactive**.

**Un**check the option: *Active Product* 

#### **Basic Settings**

Select Product	Office Files 2018
Product ID	OfficeFiles2018201805101758
Product Name	Office Files 2018
Active Product	

Setting the product to inactive will

- prevent any further product activations
- the product name will no longer appear in a picklist e.g. when you create keys or make reports
- all existing transactions are kept and you can search for the keys or transactions

The product can be set to active again.

#### 1.7.17.6 Product Upload

Menu item: Administration / Setup - Product Upload

If a new product is available, you have to upload it to the Activation Server 6. Without uploading the product a product activation would not be possible. This option is available

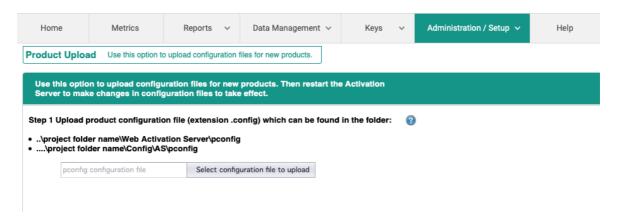
After saving the product in Licence Protector or All-In-One Protector and selecting the option: **Publish / Update product on the Activation Server** - the files are automatically created in pre-defined folders.

Depending on the version you are using, the files are either in the folder

- Publish (product name)\config\AS
- Publish (product name)\config\Web Activation Server
- (product name) ActivationServer

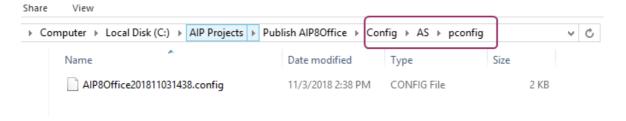
To upload the files 4 steps are required.

#### Step 1 - select the product configuration file (extension .config)



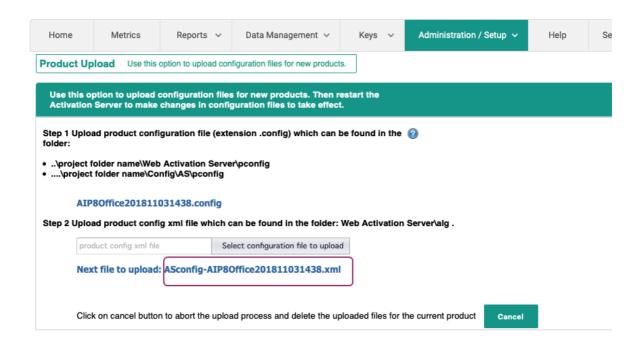
Click on the button: Select configuration file to upload

Select your product / project folder and search for one of the folders listed above. Navigate to the subfolder **\pconfig** 



Select the file in this folder.

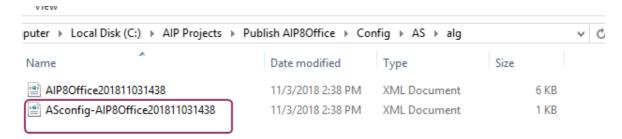
Step 2 - select the additional configuration file (extension .xml)



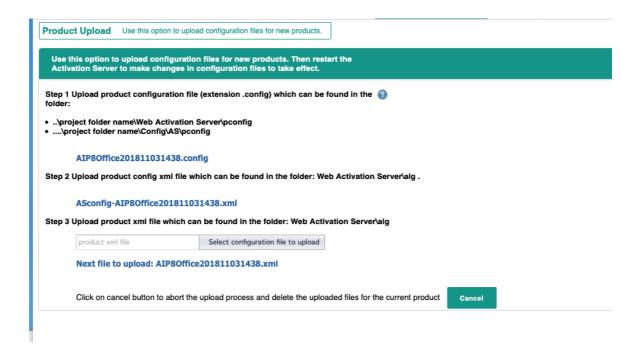
Click on the button: Select configuration file to upload

Navigate to the subfolder \alg

There are 2 files in this folder. Select the file which starts with **config-activationserver** or with **ASconfig** in the file name



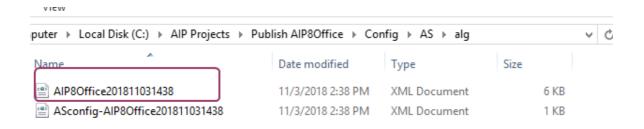
#### Step 3 - select the additional product file (extension .xml)



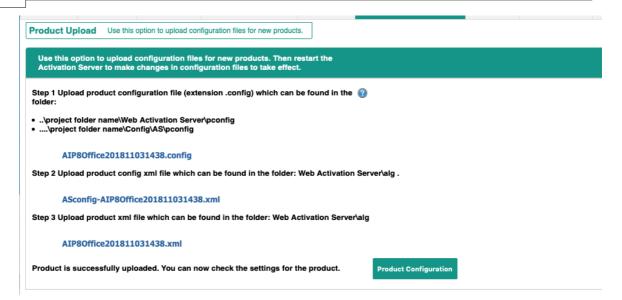
Click on the button: Select configuration file to upload

Navigate to the subfolder \alg

There are 2 files in this folder. Select the file which starts with the product name



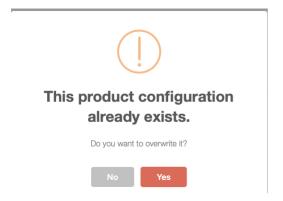
Once the final file was uploaded proceed with step 4 you can continue with the <u>product</u> <u>configuration.</u>





- The files are no longer stored on the server directory like it was done until version 5
- FTP access to the server will be disabled in 2018 and product upload will be the only method supported

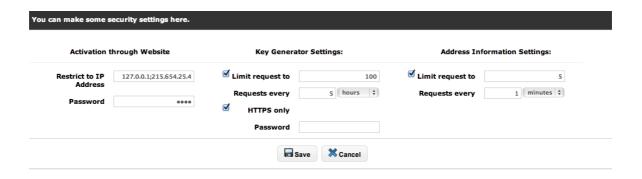
In case you try to upload a product again, there is a warning message as the product upload will delete all product configuration [141] done.



#### 1.7.17.7 Security Settings

Menu item: Administration / Setup - Security Settings

The Activation Server 6 allows to create keys through by an <u>external application and</u> or through a web page. To ensure, that keys can be generated only from authorized web sites, you can either specify IP addresses (recommended) or a password. The settings apply to all pages which generates keys, e.g. Unlock Keys.



#### **Restrict to IP Address**

This setting is relevant if you allow key generations by <u>external applications</u> like <u>shop</u> systems 157.

Multiple IP addresses can be combined using a semicolon. You can also combine the IP Address with a password to increase security.

Wildcards for sub networks are supported: 192.168.178.\*

The field can not be empty. A default address (127.0.0.1) will be inserted to prevent external key generation. If you want to allow unrestricted access use \*.\*.\*.\*

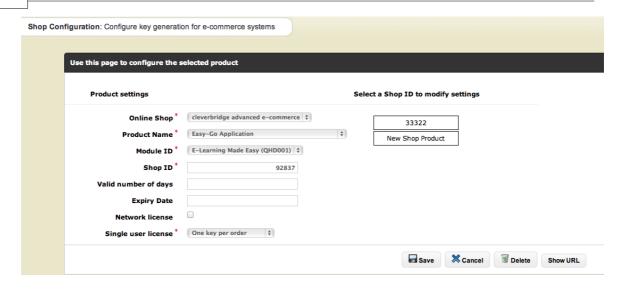
#### **HTTPS** only

Only allows https connections when creating keys <u>external applications</u> like <u>shop</u> systems 157.

#### 1.7.17.8 Shop Configuration

Menu item: Administration / Setup - Shop Configuration

This option allows key generation for some selected e-commerce providers. If your provider is not listed here, you can always use the web service for key generation your can create Serial Numbers and Activation Keys but not special keys like Unlock Keys 115.



#### Step 1 - Retrieve Shop URL

Select the online shop in the list box and click on the button: **Show URL**. It displays a URL which you need for the setup within the shop / ecommerce provider.

#### Step 2- Configure a product

Select the product name for which you want to generate keys. If the product consists of modules / features you have to select a module. If a Serial Number or an Activation Key is generated depends on the settings of the module.

#### Shop ID

Each product in your web shop has an article ID or product ID / number which is referenced here as shop ID. Login into the shop system to get the shop ID.

#### Valid number of days

If the module is defined as a Serial Number then the number of days logic depends on the defintion whether the module is a time limited full version (subscription) or a perpetual license. For more details see <u>Create a Serial Number 109</u>.

#### **Expiry Date**

Add an expiry date. Normally you want to calculate an expiry date **depending on the order date**. This is possible by using **+days** instead of a real date.

Example: You sell a subscription where the license should expire 1 year after the order date. Use +365 in the Expiry Date field

#### **Network license**

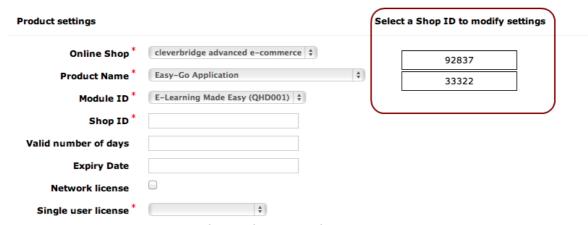
If the key should be a network license then check this option. The quantity of the shopping card is then added in the field: *number of licenses* in the Serial Number / Activation Key

#### Single user license

If you sell a single user license there are 2 options:

- One key per order. This creates one single Serial Number / Activation Key which can be used on multiple computers. The number of computers are defined from the quantity in the shopping card. The field Maximum Key / ID usage [113] is set to this value
- Multiple Keys per order. This creates one Serial Number / Activation Key for each quantity in the shopping card

If you have **multiple articles for one product** in the shop system, the shop IDs are displayed per product / feature on the right side. Click on one shop ID to change configuration values.



Select a Shop ID to change settings

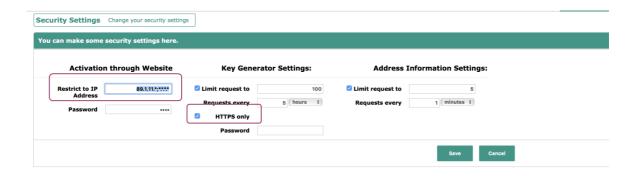


Keys created through a shop are displayed in the field **Created** with the user name: Web



#### Step 3 - add Cleverbridge Server IP

You have to white list the IP of the cleverbridge servers in in the <u>security settings</u> server that only requests from the cleverbridge server will be accepted. The default cleverbridge server IPs are: 89.1.11.\*;\*.\*.\*



**Step 4 - Configuration within the shop / E-Commerce system** 

The configuration setup is explained for each supported shop system.

#### Cleverbridge

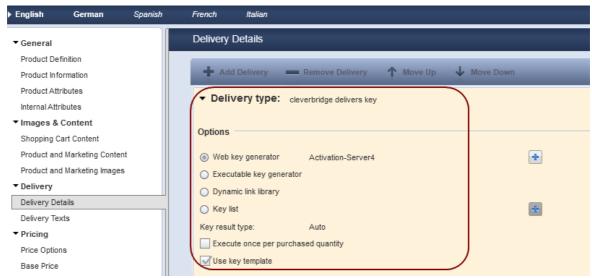
Add a key generator (Products & Marketing / Key Generators) with exactly the same settings you find in the screenshot below. The link in the field path: is the URL you created in <a href="Step 1 - Retrieve Shop URL">Step 1 - Retrieve Shop URL</a> 158



Web Key Generator Setup

Now you have to add for **each product / article** the key generator specification within **Delivery Details** 

- Delivery Type: Activation-Server4 (name of the key generator you specified above)
- Key result type: Auto
- Execute once per purchased item: Unchecked
- Use key template: Checked



Delivery Details

The last step is to define the text for the key template within **Delivery Text**. Find below a sample text. The variable <Key> is required. It will add the the generated key in the email.

The Serial Number Key is your 'proof of purchase'. It can be used only once and requires an Internet connection.

>

The serial number key is: <b><Key></b>

>

Start the application and select: <b> I have a serial number and I want to activate <i>Licence Protector</i>. </b>Enter the Serial Number Key from this E-Mail (you can copy it using the clipboard), your name/company and your e-mail address. Press the button: <i>Next. </i>A dialog appears which verifies the Serial Number key online and activates the application.

>

If you don't have an Internet connection use the option: <i>You can also request an Unlock Key by E-Mail.</i>

>

#### 1.7.17.9 Restart Activation Server

Menu item: Administration / Setup - Restart Activation Server

After making any <u>configuration changes</u> | 305, you have to restart the Activation Server. Without restarting the service the configuration changes would not work for some time because the Web Server caches files.

#### 1.7.18 Help



Opens the online help of the Activation Server 6

#### 1.7.19 Service Info



This menu gives you access to

#### **Amazon / Mirage Data Processing Addendum**

Data Processing Addendum between Mirage Computer Systems and Amazon Web Services. It is valid for all data Mirage is processing in an Amazon data center

#### **Master Subscription Agreement**

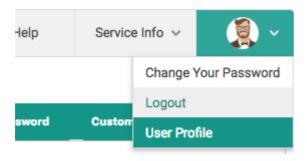
The Master Subscription Agreement governs your acquisition and use of our services. You have to agree to that when you use a Cloud Edition or the Activation Server. Once the administrator log in he will get a screen to accept the agreement. You have to accept the lastest version [337] of the Master Subscription agreement from time to time.

#### **Price List**

Price list for Activation Server

#### 1.7.20 User Profile / Avatar Icon

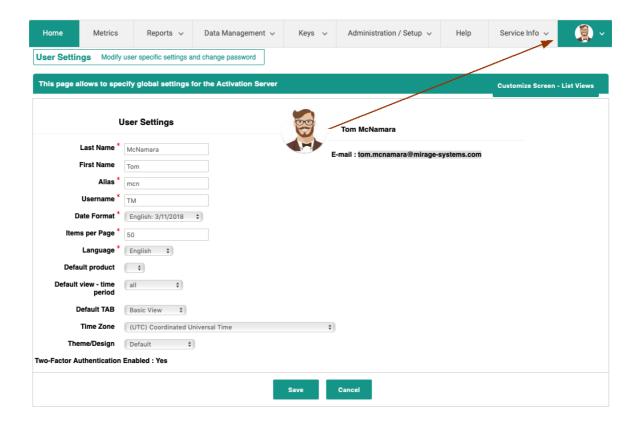
Click on the arrow right to the avatar icon and select User Profile



Define user specific settings:

- General settings 165
- Change Password 170
- Customize List Views 168
- Your <u>avatar icon 169</u>

#### mirage





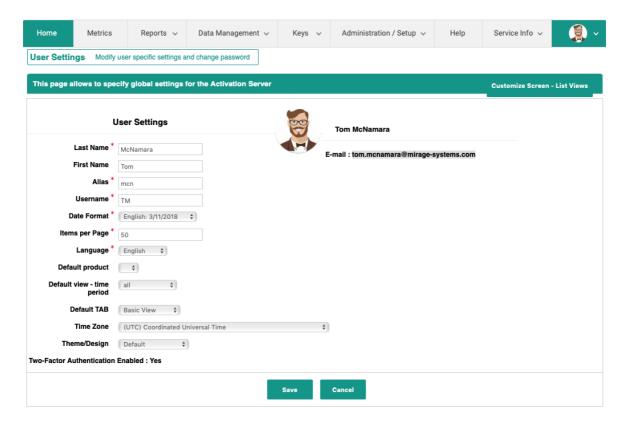
For security reasons, the user can not change the e-mail address. This can only be done by the administrator.

#### 1.7.20.1 User Profile

#### User Avatar / User Profile

Each user can customize settings for reports and also the data he wants to have in lists and reports

#### mirage



#### **Name**

Last Name, First Name, Alias and Username can be changed by the user. The e-mail address can only be changed by the administrator

#### **Date Format**

Date Format which is used in lists and reports

#### Items per Page

Records per Page for the list view <u>Transactions</u> 53 and <u>Key List</u> 65

#### Language

Language for the user interface

#### **Default product**

Product which should be displayed after login. Leave this empty, if you often work with different products. Only products, which the administrator <u>assigned to the user available</u> in the list.

#### Default view - time period.

Define the **default** period for the <u>transaction list</u> s, <u>key list</u> s and <u>reports.</u> Limiting the view is necessary in case there are more than 10.0000 transactions per month to speed up list views

#### **Default TAB**

Extended View offers all available data but is slower. If you have more than 50.000 transactions use *Basic View*. This will speed up the loading of the data and you can select the TAB Extended View in case you need more information. These TABs are available in some views like Key List or Transactions.

#### Time Zone -

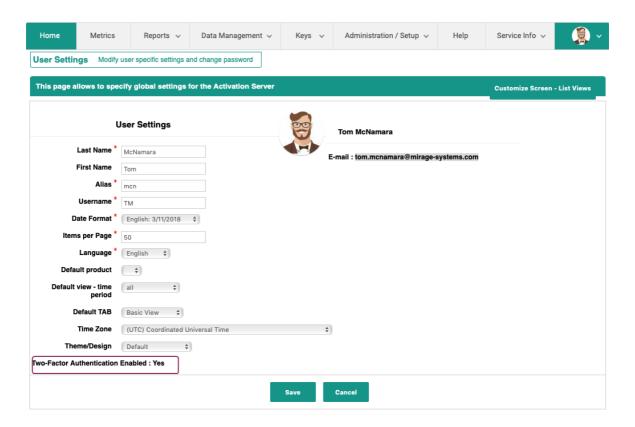
the data is stored in the <u>time zone of the server</u>. To view all data in your own time zone select your time zone in the list.

#### **Theme**

Activation Server 6 comes with several different themes to change the user interface to the design you like.

In case <u>Two-Factor Authentication [136]</u> is enabled for the server and the user logged in and completed the steps for <u>Two-Factor Authentication</u>[36], then an additional info is display at the end of the screen.

#### mirage

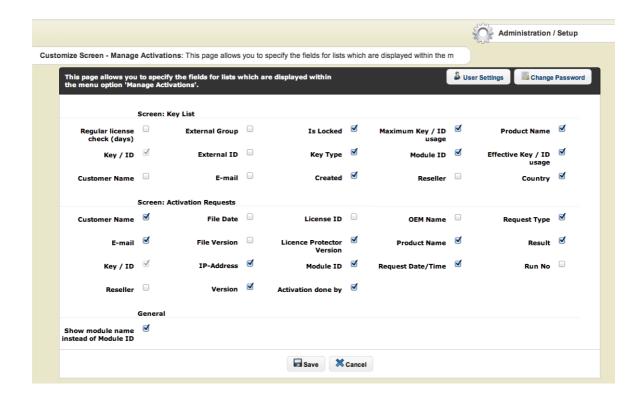


#### 1.7.20.1.1 Customize List Views

Each user can customize List Views by selecting the fields which should be displayed:

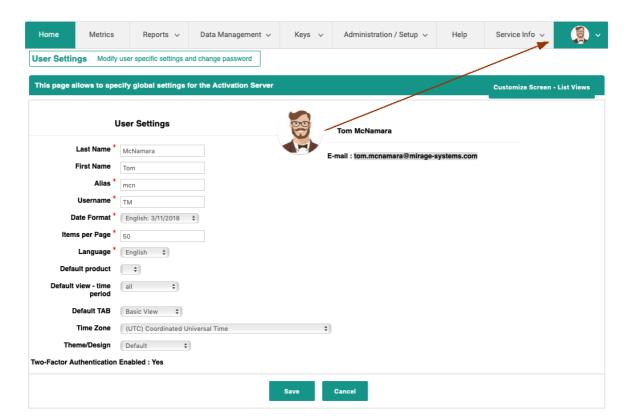
- Key List 65
- Transactions 55

Check the fields which should be visible and press the button Save.



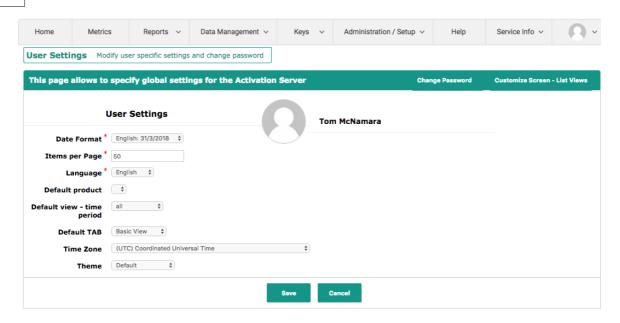
#### 1.7.20.1.2 Avatar Icon

# The Avatar Icon is displayed in the menu - top right **mirage**





In case no avatar was selected, a default icon is shown



**Click on the icon**. It will open the <u>Gravatar website</u>. This is a popular website where the avatar icon is populated from a lot of other websites.

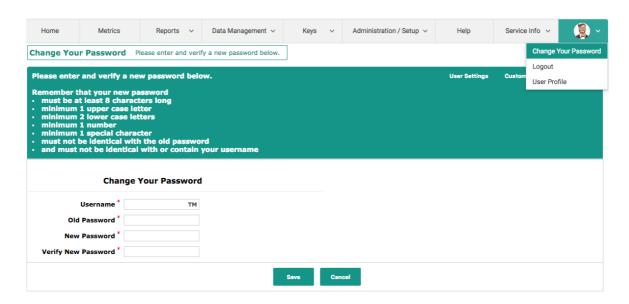
You have to register on that website with the **same e-mail address which is linked to your account**.

Once you registered, you can upload a graphic which will then appear on all websites using gravatar.

#### 1.7.20.2 Change Password

#### User Avatar / Change your Password

Each user can change his password by providing the old password and entering a new password which must meet certain conditions to generate a secure password. The password requirements are listed at the top of the screen.



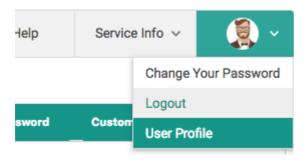


**Special** characters are the following characters. You have to use at least one ! @ #  $\% ^ & ()_+ - = [] {} | '$ 

#### 1.7.20.3 Logout

User Avatar / Logout

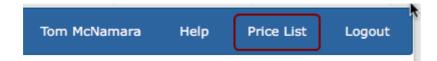
To log out, click on the User Avatar icon and select Logout.



#### 1.7.21 Price List

Menu item: Price List

The hosting service is available for a fee. The price list can be accessed in the menu.



The billing is done depending on the number of transactions.

Every usage of an <u>Serial Number (30)</u>, <u>Activation Key (23)</u> or any other connection to the Activation Server 6 (like move a license) creates a record in the database - this is a **Transaction**.

Even if the request fails, an error is recorded.

There could be more than one Transaction for a key / ID.

#### What would create an additional Transaction?

- A user reinstalls the software and uses the Activation Key again. If this reinstallation is working or would create an error is defined in the <u>product reactivation</u> settings
- Validate a key / ID
- A license is moved from PC A to PC B
- A key, which was already used on PC A is also used on PC B. If this additional usage of a key is working or would create an error is defined in the Maximum Key / ID [29] usage settings
- A regular online check, e.g. license check every 30 days
- A license transfer
- A license file upload or download
- Metric data 45

A transaction is also counted for validations which result in an error like

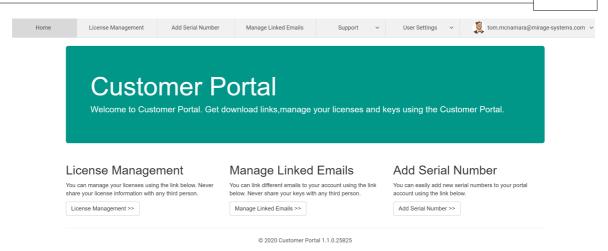
- Key / ID is locked
- Key / ID already used
- Transaction failed, because of an abusive usage

#### 1.8 Tutorial Customer Portal

For companies selling software or protected material, a certain amount of support requests are related to *What is my Serial Number* 

Download Link for new installations or if a Computer is no longer available - how to get a new license.

The answer is a customer portal where the user has a self-service. This helps reducing the number of support tickets and the user can get the required information 24x7.



#### **Features**

The portal is completely configurable with the options you want to offer (e.g. allow to deactivate a license).

- A user would register, get a list of the products he bought and Serial Numbers as well as download links for the products.
- Administrators in companies can add Serial Numbers from other users with a validation process.
- The portal comes in several languages and can be inserted into your web page with a simple URL.

#### 1.8.1 Setup and pricing

The Customer Portal comes with an own tutorial which covers the <u>Setup of the customer portal</u> 1774, <u>customer portal end user view</u> 185 and <u>installation</u> 215 (only for on-premise versions of Activation Server 6)

The customer portal requires an own subscription - <u>price list</u>. The pricing depends on the number of registered customer portal users.

Hosting customers can get a **free trial version** which allows a registration for a limited number of users. Contact <a href="mailto:sales@mirage-systems.com">sales@mirage-systems.com</a> to get your trial enabled or to add the customer portal to your hosting subscription.

The customer portal is available with the following link

https://customer-portal.center/hostingID

or for the test server

https://customer-portal.center/**Iptest** (Licence Protector) https://customer-portal.center/**9999999** (All-In-One Protector)

#### 1.8.2 Setup of the customer portal

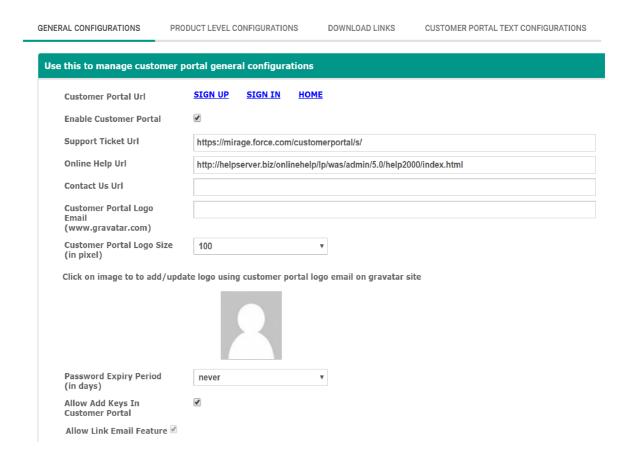
Menu item: Administration / Setup - Customer Portal Configurations

## Users with administrative permissions can only see and modify customer portal configurations

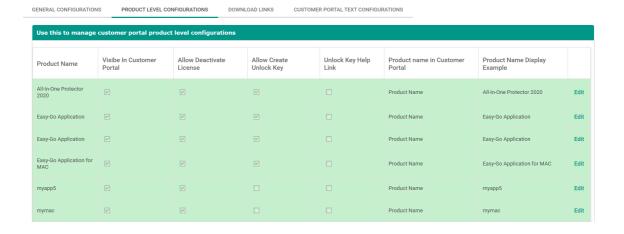
Customer portal configurations can be used to enable/disable features in customer portal, configure settings at project and customer portal level, add download links for different products, configure user text.

Customer portal configurations are divided into four categories -

1. **General Configurations** - These are the settings which are applied at customer portal level. For details click here 1776.



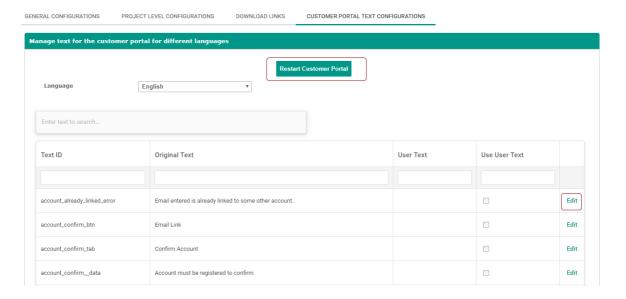
2. <u>Project Level Configurations</u> - These are the settings which are applied at project level. For details click <u>here [178]</u>.



3. <u>Download Links</u> - This project level setting can be used to configure download links for the various projects. For details click <u>here</u> 179.



4. <u>Customer Portal Text Configurations</u> - Use this to configure custom text for the customer portal controls. By default text can be override by using this setting. For details click here 182.



#### 1.8.2.1 General Configurations

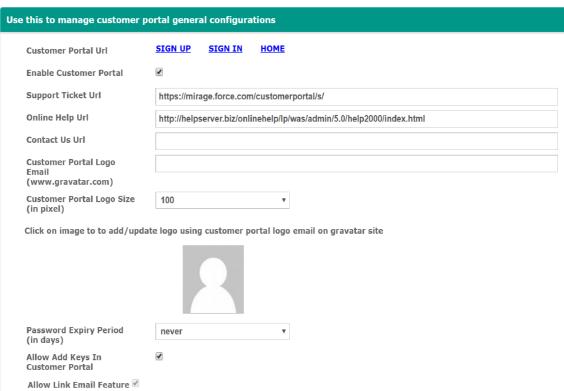
General configurations can be used to do the settings at customer portal level.

You can find your customer portal url link in the general configurations which can be used to open customer portal from activation server itself.

You can configure support ticket url, online help url, contact us url,enable/disable add keys feature, enable allow link email feature. By default, add key feature and link email feature are disabled in the customer portal.

GENERAL CONFIGURATIONS PRODUCT LEVEL CONFIGURATIONS DOWNLOAD LINKS CUSTOMER PORTAL TEXT CONFIGURATIONS

Use this to manage customer portal general configurations



General configurations for the customer portal includes the following -

- 1. <u>Customer Portal URL</u> This displays the customer portal link which can be used to launch the customer portal . The URL is <a href="https://customer-portal.center/hostingID">https://customer-portal.center/hostingID</a>
- 2. <u>Support Ticket URL</u> You can configure the support ticket url for customer portal which can be used by customer portal users to raise any support ticket. This url is shown in the customer portal menu item *Support* **Open a ticket** . For details click <u>here loop</u> .
- 3. Online Help URL You can configure the online help url for customer portal which can be used by customer portal users to seek help regarding customer portal features. This url is shown in the customer portal menu item Support Online Help. For details click here 209.
- 4. <u>Allow Add Keys in Customer Portal</u> Customer portal allow end users to add serial numbers to their account. This add key feature can be enabled/disabled using this setting. By default this setting is disabled. If this setting is enabled, user will be allowed to add new serial number to their account. If this setting is disabled user cannot add new serial number to their account. For details click here
- 5. Allow Link Email Feature Customer portal allow end users to link different email account and can control the keys related to other email accounts also. This allow link email feature can be enabled using this setting. If this setting is enabled, user will be allowed to link other emails to their account. By default this setting is disabled. Once

enabled this setting cannot be disabled again to maintain the data integrity of the customer portal. For details click  $\frac{\text{here}}{207}$ .

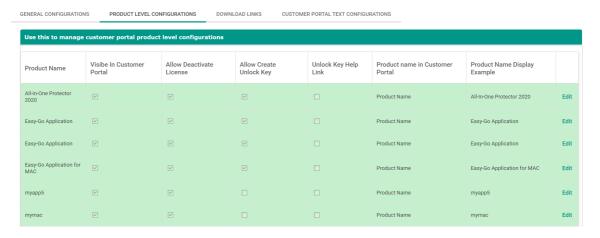
- 6. Password Expiry Period You can configure the password expiry period in days for the Customer Portal Users. By default this value is never.

  Once the configured time frame is over Portal user will be asked to change the password for security reasons. For details click here
- 7. <u>Customer Portal Logo Email</u> You can configure the customer portal logo by saving an email id to which the logo is linked in the gravatar site. The logo will be displayed on the top of every screen in the customer portal.
- 8. <u>Customer Portal Logo Size</u> You can configure the customer portal logo size in pixels. The logo will be displayed on the top of every screen in the customer portal.

#### 1.8.2.2 Project Level Configurations

Project level configurations can be used to do the settings at project level.

You can configure whether to show the product name or feature name or both in customer portal, enable/disable project visibility in customer portal, enable/disable license deactivation, create unlock key feature in customer portal.

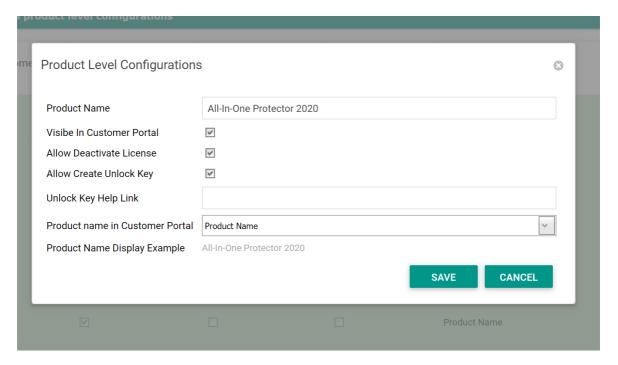


Project level configurations for the customer portal includes the following -

- 1. <u>Product Name Label</u> This can be used to configure whether you want to show the product name or feature name or both in the license management section of the customer portal. By default product name is shown in the customer portal. For details click <u>here 202</u>.
- 2. <u>Visible In Customer Portal</u> This can be used to enable/disable product visibility in customer portal. By default every product is visible in customer portal. If the setting is disabled, the product will not be visible in the customer portal. For details click <u>here [202]</u>.

- 3. <u>Deactivate License In Customer Portal</u> This can be used to enable/disable deactivate license feature in customer portal. By default this setting is enabled. If you disable this setting user will not be allowed to deactivate the license using customer portal. For details click <u>here 202</u>.
- 4. <u>Allow Create Unlock Key In Customer Portal</u> This can be used to enable/disable create unlock key feature in customer portal. By default this setting is disabled. If you enable this setting user will not allowed to create unlock key using customer portal. For details click here 204.
- 5. <u>Unlock Key Help Link In Customer Portal</u> This can be used to add a help link for the customers stating how the unlock key can be created. If configured it is shown on the top of create unlock key page in Customer Portal.

<u>Edit Project Level Configuration Screen</u> - Click on edit button to launch the project level configuration edit screen.



#### 1.8.2.3 Download Links

Download Links configuration can be used to add the download links for the products.

You can add multiple download links for the various features of a product. The information includes download link url, link description which shows the information related to the download link. The download links can be added, edited and deleted using this configuration.



The download links configured in the download links section are visible to customer portal users in the license management section. Customer portal user can find the download links for the product and can download the products using the links directly. For details click here [205].

#### **Download Link**

Contains the download link for the product.

#### **Link Description**

Contains the information regarding the download link URL like the feature or the product name and other basic information.

#### **Modified**

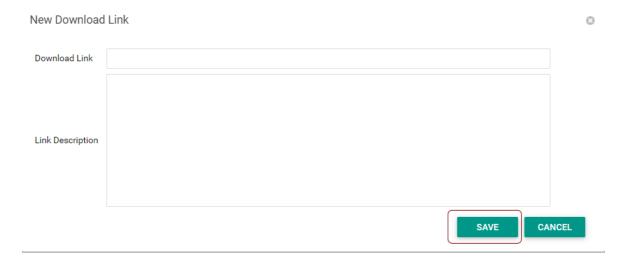
Contains the information regarding last modified date of the download link.

#### **Created**

Contains the information regarding created date of the download link.

#### **Add Download Link**

Click on **New Download Link** button in the grid to add new download link for the selected product. Add download link url and the related link description and then click on Save button to save the changes.



### **Download Link**

Enter the download link for the product.

### **Link Description**

Enter the information regarding the download link URL like the feature or the product name and other basic information.

### **Edit Download Link**

Click on **Edit** button in the grid to edit existing download link for the selected product. Edit download link url and the related link description and then click on Save button to save the changes.



### **Download Link**

Edit the download link for the product.

### **Link Description**

Edit the information regarding the download link URL like the feature or the product name and other basic information.

### **Delete Download Link**

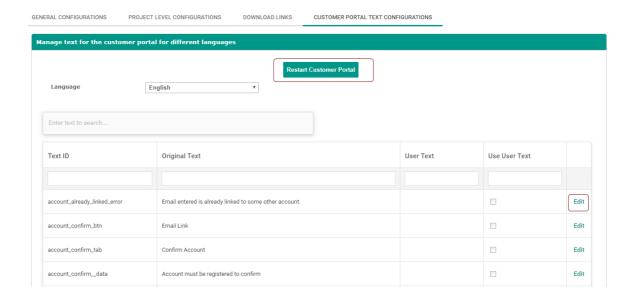
Click on **Delete** button in the grid to delete the download link for the selected product.

### 1.8.2.4 Customer Portal Text Configurations

Customer Portal Text configuration can be used to add user text for the various controls in the customer portal. All the texts used in the customer portal are configurable using this configuration.

By default some text is configured for each control in the customer portal. The text for every language can be configured using this setting.

Restart the customer portal by clicking **Restart Customer Portal** button after changes to make the changes take effect in the customer portal.



### Language

Select the language for which you want to update the text. It shows the various language option supported in customer portal.

### **Restart Customer Portal**

After changes, restart the customer portal using the Restart Customer Portal button. Changes will be reflected in the Customer Portal once the process of restart is done.

### **Text ID**

Read only field which specifies the key of the text.

### **Original Text**

By default text configured for each key value pair of text.

### **User Text**

Admin in activation server can enter any custom text for the selected key.

### **Use User Text**

Boolean value which specifies whether to use user text or not. If enabled user text will be shown in customer portal. If disabled default original text will be shown in the customer portal.

### **Edit**

Click on **Edit** and configure user text and enable use user text to override the current text in the customer portal. Click on Save to save the changes.



### Steps to configure the text in the customer portal

- 1. Select the language for which you want to configure the text.
- 2. Click on the Edit button in each row to change the user text.
- 3. Add the user text and enable Use User Text check box to override the existing text.
- 4. Restart the customer portal using the Restart Customer Portal button.
- 5. Changes will be reflected in the Customer Portal once the process of restart is done.

### 1.8.3 Manage Portal Users

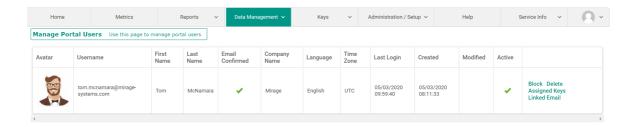
Menu item: Data Management - Manage Portal Users

Users with manage portal users permissions can only see and modify customer portal users.

Manage Portal users screen can be used to see the customer portal users information.

Activation server user with required permissions can block/unblock customer portal user.

The screen also displays the assigned key and linked email button which can be used to see the linked emails to the customer portal user as well as the keys assigned to the customer portal user.



### **Avatar**

Displays the avatar associated with customer portal email account.

### <u>Username</u>

Displays the customer email id used for the registration in the customer portal.

### **First Name**

Customer portal user first name.

### **Last Name**

Customer portal user last name.

### **Email Confirmed**

Customer portal user account is confirmed or not.

### **Company Name**

Customer portal user company name.

### Language

Customer portal user language.

### **Time Zone**

Customer portal user time zone.

### **Last Login**

Date time information of the customer portal user last log in.

### Created

Customer portal user registration date.

### Modified

Customer portal user last profile update date.

### **Active**

Customer portal user status whether the user is active or not.

### **Block/Unblock**

Click on the block/unblock button to make the customer portal user active/inactive. **Only active user can log in in the customer portal.** 

### **Assigned Keys**

Click on the button to see the keys assigned to the customer portal user.

### **Linked Email**

Click on the button to see the linked account to the customer portal user.

### 1.8.4 Customer Portal - end user view

The Customer Portal end user view comes with an own tutorial which covers the Registration And Login [186], Add Serial Number [206], License Management [202], User Settings [210], Support [209].

### 1.8.4.1 Registration And Login

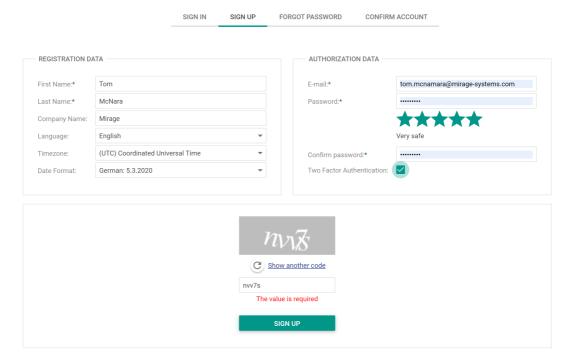
To start with using Customer Portal 1.0, user need to register by filling the sign up form and confirming the account.

Once the account is confirm user can log in in the customer portal.

User can select language from the language drop down to choose the language for the registration and log in screen.

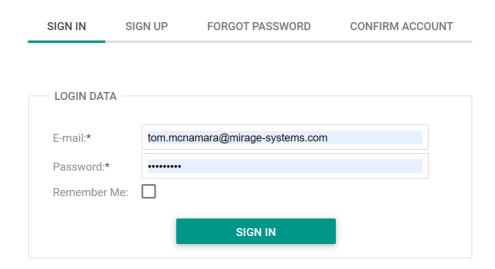
### Sign Up

User can register in the customer portal by using the Sign Up Screen. User needs to fill the basic information like name, email, password, language, timezone etc to successfully register in the customer portal. For details click here



### Sign In

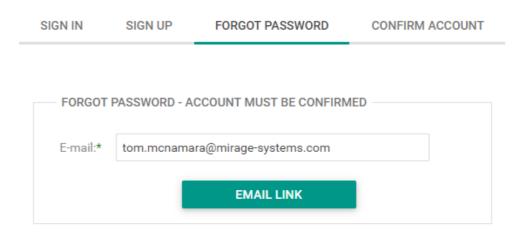
Once the account is confirm, user will be allowed to log in in the customer portal using Sign In screen. User needs to enter the user name/email and password to log in in the customer portal. For details click here



Customer Portal 1.1.0.25825

### **Forgot Password**

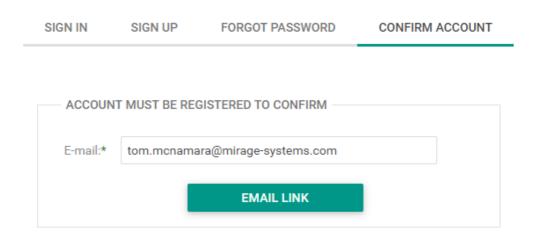
In case user forgot his password, user can reset the password using the Forgot Password screen. User needs to enter the email id on which the resent password link is sent. User can click on the link in the email to reset the password. User account must be confirmed to be able to do the password reset. For details click <a href="https://example.com/here/194">here/194</a>).



Customer Portal Version 1.0.0.28633

### **Confirm Account**

In case user does not get the account confirmation email or wants to do it at later stage, user can confirm the account using Account Confirm screen. Only after confirming the account, user is allowed to log in in the customer portal. User needs to enter the email id attached to the account used for registration and account confirm link is sent via email. User needs to click on the link in the email to confirm the customer portal account. For details click here

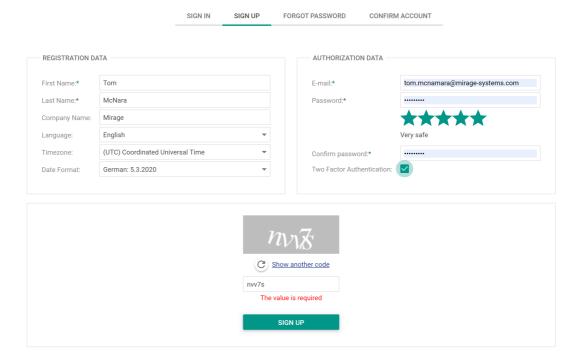


Customer Portal Version 1.0.0.28633

### 1.8.4.1.1 Sign Up

User can register in the customer portal by using the Sign Up Screen.

User needs to fill the basic information like first name, last name, email, password, language, timezone, date format etc to successfully register in the customer portal.



### First Name

Enter user first name in this field. First name is mandatory for registration.

### **Last Name**

Enter user last name in this field. Last name is mandatory for registration.

### **Company Name**

Enter company name in this field. Company name is optional for registration.

### Language

User can select the language for the customer portal using the various options provided in the language drop down. All the information will be displayed in the selected language in the customer portal.

### **Time Zone**

User can select the time zone at the time of registration. All the information in the customer portal is displayed on the basis of the user time zone.

### **Date Format**

User can select the date format at the time of registration. All the date related information in the customer portal is displayed on the basis of the date format selected by user during registration. Currently supported date format are German, English, American.

### E-mail

User needs to enter the email id in this field. The email is mandatory for registration. E-mail id also act as user name in the customer portal so must be unique and should not have used earlier for customer portal registration.

### **Password**

User needs to enter the password in this field. The password is mandatory for registration. Password must be at least 6 characters long and should contain at least one uppercase, one digit, one special character.

### **Confirm Password**

User needs to enter the password again in this field. The confirm password is mandatory for registration. Confirm password must match the entered password for successful registration.

### **Two Factor Authentication**

User can check this field to enable two factor authentication. If enabled a verification code will be sent to the email id of the user after log in every time. User will need to enter the verification code on TFA screen to log in successfully in the Customer Portal.



### Captcha

User needs to enter the captcha in this field which is shown above and is generated by captcha control. User can click on show another code to generate new captcha text. The entered text must match the generated code for successful registration.

Click on **SIGN UP** after filling the required information to register successfully in the customer portal.

### **Account Confirmation Email -**

An email is sent to the registered email id used for registration for account confirmation.

Click on the account confirmation link in the email to successfully confirm the account.

Only after account confirmation, user is allowed to log in in the customer portal.

## Hello Myra, We'd like to confirm that your account has ben successfully created with the email: tom.mcnamara@mirage-systems.com. Please confirm your account by clicking here. Starting on Tuesday, May 14, 2019, you can log in with your email and password specified while creating your account on customer portal. Thanks,

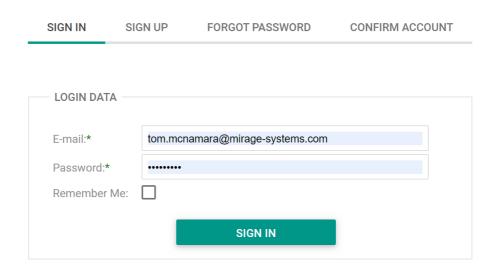
The Customer Portal Team

### 1.8.4.1.2 Sign In

Once the account is confirm, user will be allowed to log in in the customer portal using Sign In screen.

User needs to enter the user name/email and password used for registration to log in in the customer portal.

Click on **SIGN IN** after filling the required information to log in successfully in the customer portal.



Customer Portal 1.1.0.25825

### E-mail

User needs to enter the email used for registration in customer portal in this field. The email is mandatory for log in.

### **Password**

User needs to enter the password used for registration in this field. The password is mandatory for log in.

### Remember Me

User can enable the check box for remember me in case user want to save the user data in the cookie for future reference.

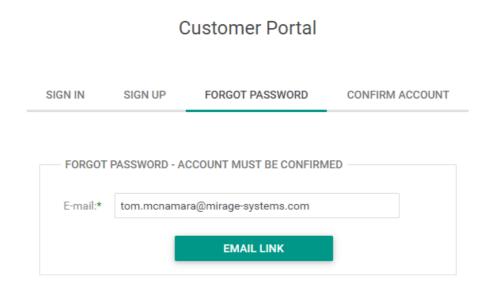
### 1.8.4.1.3 Forgot Password

In case user forgot his password, user can reset the password using the Forgot Password screen.

User needs to enter the email used for registration in the customer portal on which the resent password link is sent.

User can click on the link in the email to reset the password.

User account must be confirmed to be able to do the password reset.



Customer Portal Version 1.0.0.28633

### E-mail

User needs to enter the email used for registration in customer portal in this field.

The email is mandatory for sending reset password email.

### Forgot Password Email

Click on the reset password link to reset your password.

### Hello Myra,

We'd like to confirm that we have received a request to reset your portal password with the email: <a href="mailto:tom.mcnamara@mirage-systems.com">tom.mcnamara@mirage-systems.com</a>.

Please reset your password by clicking here.

Starting on Thursday, May 30, 2019, you can log in with your email and new password you will specify while resetting your portal credentials.

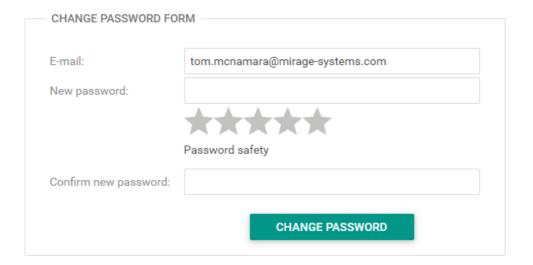
Thanks,

The Customer Portal Team

### Reset Password

Once you click on the reset password link , user will be navigated to reset password screen.

### Reset Password



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### E-mail

Read only field which display the user email used for registration. E-mail id is also the user name in customer portal which must be unique. <u>Linked emails 207</u> are also attached to the email id. So email id cannot be change and is read only field on reset password page.

### New password

Enter the new password for the customer portal which will be used for log in in the customer portal next time.

### Confirm new password

Enter the new password again entered in the new password text box for confirmation which will be used for log in in the customer portal next time.

Click on **change password** button to reset the existing password for the customer portal.

Once the password is reset successfully, user can log in with the updated password.

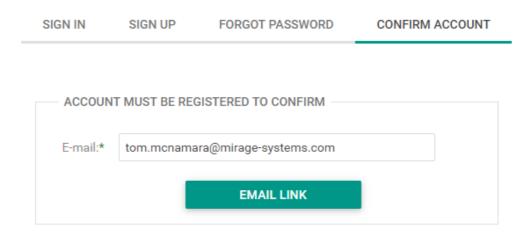
### 1.8.4.1.4 Confirm Account

In case user does not get the account confirmation email or wants to do it at later stage, user can confirm the account using Confirm Account screen.

Only after confirming the account, user is allowed to log in in the customer portal.

User needs to enter the email id attached to the account used for registration and account confirm link is sent via email.

User needs to click on the link in the email to confirm the customer portal account.



Customer Portal Version 1.0.0.28633

### **User confirm account data for the Customer Portal**

### E-mail

User needs to enter the email used for registration in customer portal in this field. The email is mandatory for sending account confirmation email.

.

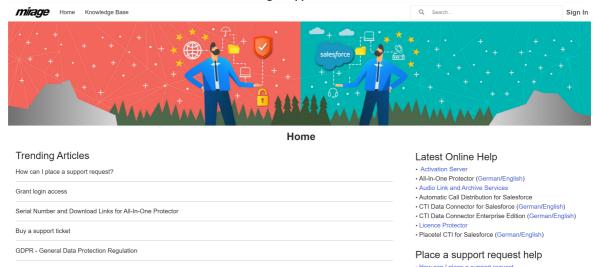
### 1.8.4.1.5 Single Sign On

Mirage Users (**Hosting ID - 00000000**) can auto register and log in in the Activation Server portal by using the Single Sign On feature .

Steps to use Single Sign On Feature -

1. Register and log in in the Support Center of the Mirage - <a href="https://mirage.force.com/customerportal/s/">https://mirage.force.com/customerportal/s/</a>

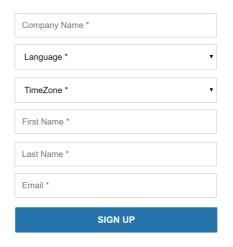
### **Mirage Support Center**



### **Mirage Support Center**

### **New Account Registration**

## mirage



Already have an account?

To provide more information in the Support Center, it got a significant update and is now powered by Salesforce community cloud.

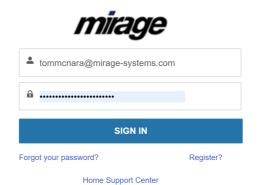
If you registered before February 9th, 2020, you have to register again.

Using the same e-mail address as before will give you access to all existing cases.

· How can I place a support request

### **Mirage Support Center**

### SIGN IN

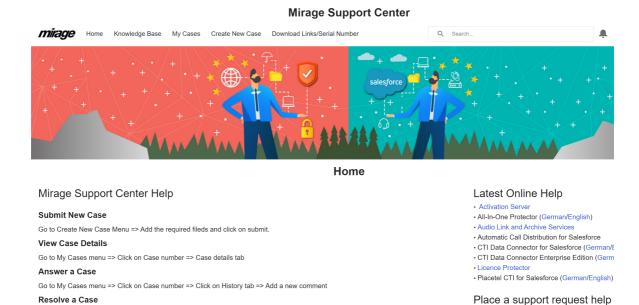


To provide more information in the Support Center, it got a significant update and is now powered by Salesforce community cloud.

If you registered before February 9th, 2020, you have to register again.

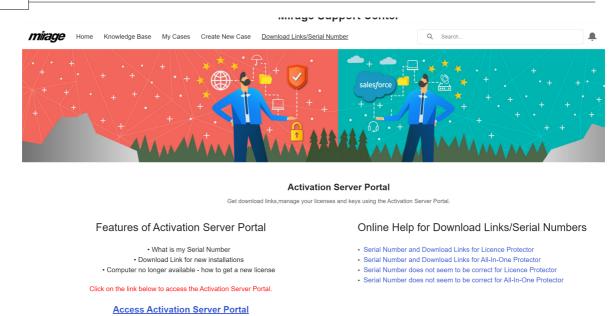
Using the same e-mail address as before will give you access to all existing cases.

### 2. Click on Menu Download Links / Serial Numbers.

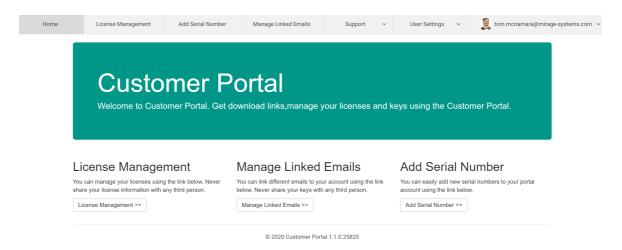


### 3. Click on Access Activation Server Portal

Go to My Cases menu => Click on Case number => Change the status to resolved in Case details tab



4. User will get auto registered and will be logged in automatically in the Activation Server Portal.



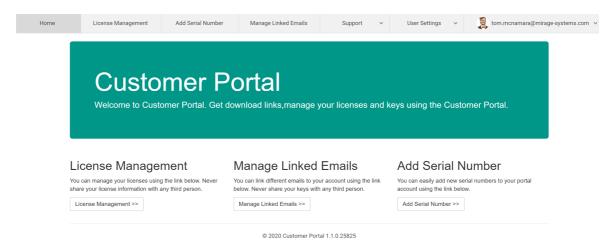
- 5. User can link other emails using the <u>Linked Emails Feature 2007</u> Of Activation Server Portal
- 6. Users can see their <u>serial numbers</u> 202, <u>download links</u> 205 for products and can activate 204 and deactivate 205 a license.

### 1.8.4.2 Home

Menu item: Home

The Home screen is the place to start.

Once the user logs in successfully, home screen is displayed.



Menu consist of the various features available in the customer portal including support and the user settings related menus.

### **License Management**

Menu Items

The license management can be used by customer portal user to view the keys associated with the customer portal email account.

Download links and deactivate feature are also part of license management screen. For details click <u>here [202]</u>.

### **Add Serial Number**

User can add serial numbers to the customer portal account with some validation process. The feature is configurable using activation server [176]. For details click here [206].

### **Manage Linked Emails**

User can link other email accounts to his/her customer portal account using the link email feature. User needs to send request to the email id for account link confirmation. Once the link account request is accepted, user can see the serial numbers linked to the other email account which has been linked to his/her customer portal account. The feature is configurable using activation server [176]. For details click here [207].

### **Support**

Support contains the sub menu like online help, open a ticket , contact us which are all configurable using the activation server [176].

For details click here 209.

### **User Settings**

User settings contain the sub menu for change password and update user profile.For details click <a href="here">here</a> <a href="here">1210</a> <a href="here">210</a> <a href="here">

### Email, Avatar, Log Out

The email id with the user avatar is displayed. Sub menu contains the log out option.

### **Quick Links**

The guick links buttons provide a guick access for often used tasks

- License Management 202
- Add Serial Number 206
- Manage Linked Emails 207

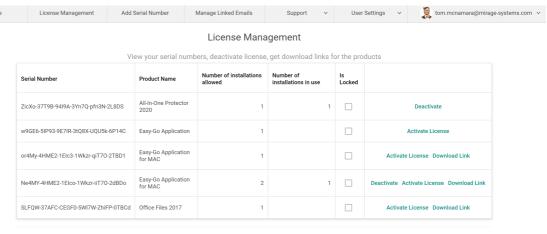
### 1.8.4.3 License Management

Menu item: License management

The license management can be used by customer portal user to view the keys associated with the customer portal email account.

Download links and deactivate feature are also part of license management screen.

Keys related to only those products are displayed for which the visible in customer portal is enabled in the activation server [178].



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### **Serial Number**

Displays the serial number associated to the customer portal user account.

### **Product Name**

Displays the product name or feature name or both based on the product name label configuration in the activation server [178].

### Number of installations allowed

Displays the number of installations allowed for the product.

### Number of installations in use

Displays the number of installations in use for the product.

### Is Locked

Displays whether the serial number is in locked state or not.

### **Download Links**

Products for which the download links are <u>configured in the activation server</u> display **Download Links** button in the license management grid.

Click on the button to navigate to download links page to see the available download links links for the product. For details click  $\frac{\text{here}}{205}$ .

### **Deactivate**

Products for which the deactivation is <u>enabled in the activation server</u> and have number of installations greater than zero display **Deactivate** button in the license management grid. Click on the button to navigate to the product deactivate page. For details click here

### **Activate License**

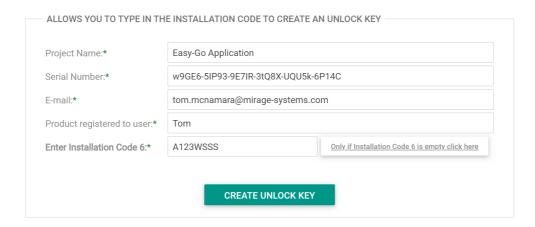
Products for which the create unlock key is <u>enabled in the activation server and the likely and likely and the likely and likel</u>

### 1.8.4.3.1 Create Unlock Key

Create Unlock Key page allows user to create the unlock key for the selected project and the serial number in the license management screen.

Click on the **Create Unlock Key** button at the bottom of the grid to activate the license by creating unlock key.

### **Activate License**



Unlock Key zEDSj-ICQ93-Joa0c-49MDT-XFDIj-6l1KJ CLICK TO COPY KEY

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### **Project Name**

Displays the project name for which the license is activated.

### **Serial Number**

Displays the license serial number information.

### E-mail

Displays the email address associated with the license.

### **Product Registered to User**

Enter the customer name associated with the license activation.

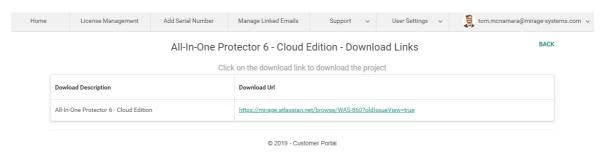
### **Enter Installation Code**

Enter the 8 digit Hexadecimal installation code for creating the unlock key.

### 1.8.4.3.2 Download Links

Download Links page displays the information related to download links available for the selected product.

User can click on the download link URL to download the product.



### **Download Description**

Contains the information regarding the download link URL like the feature or the product name and other basic information.

### **Download Url**

Contains the download link for the product. Click on the URL to download the product.

### **Back**

Click on the back button to navigate back to the license management screen 2021.

### 1.8.4.3.3 Deactivate License

Deactivate license page displays the licenses available for deactivation.

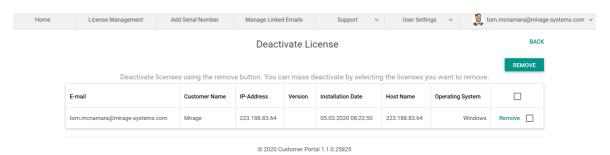
### **Single Deactivation**

User can deactivate one by one using the **Remove** button inside the grid in each row.

### **Mass Deactivation**

Mass deactivate by selecting the rows using the check box in the grid or you can select all by using the check box at the top of the grid.

Click on the **Remove** button at the top of the grid to deactivate the selected licenses.



E-mail

Displays the email associated with the license.

### **Customer Name**

Displays the customer name associated with the license.

### **IP- Address**

Displays the IP address from which the license was activated.

### **Version**

Displays the license version information.

### **Installation Date**

Displays the license installation date information.

### **Host Name**

Displays the host name used for the license activation.

### **Operating System**

Displays the operating system type on which the license is activated.

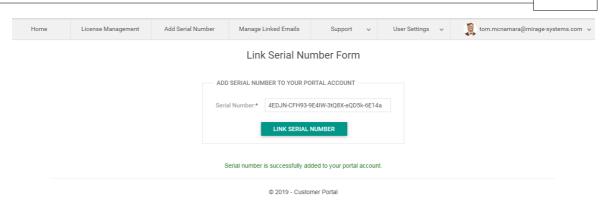
### **Back**

Click on the back button to navigate back to the license management screen 2021.

### 1.8.4.4 Add Serial Number

Menu item: Add Serial Number

User can add serial numbers to the customer portal account with some validation process.



### **Serial Number**

Enter the serial number which needs to be linked to the customer portal account.

Click on the link serial number button to add the serial number to the customer portal account.

If the serial number is successfully added, confirmation message is displayed.

Go to <u>License Management [202]</u> screen to verify that the serial number is successfully added.

In case the serial number is not added, failure message is displayed.

### 1.8.4.5 Manage Linked Emails

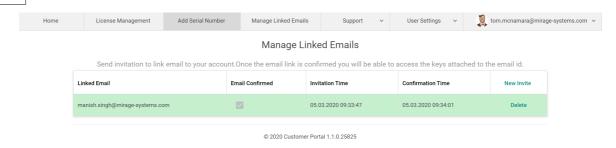
Menu item: Manage Linked Emails

User can link other email accounts to his/her customer portal account using the link email feature.

User needs to send request to the email id for account link confirmation.

Request can be sent to only those users which are currently not linked to any other customer portal users.

One account can be linked to only one portal user account.



### **Linked Email**

Displays the email of the linked user to whom the link request has been sent .

### **Email Confirmed**

Displays the status whether the email link request has been accepted or not.

### **Invitation Time**

Displays the time when the email link request has been sent.

### **Confirmation Time**

Displays the time when the email link request is accepted.

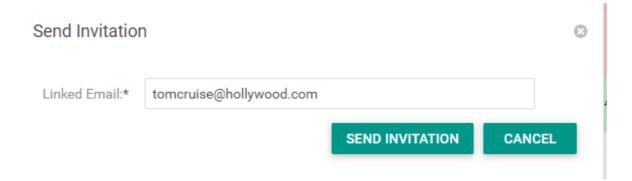
### **New Invite**

Click on the New Invite to open the screen used to send new request to link the account.

Enter the email id of the user you want to link to your customer portal account.

Click on Send Invitation to send the email link request.

Click on Cancel to abort the link process.



### Reinvite

In case some request is not accepted or linked user requests invitation again, Click on the Reinvite button in the grid to send new request to link the account.

### **Delete**

Click on Delete button to delete the linked account. Once the linked account is deleted, user will no longer be able to see the serial numbers attached to the linked user account.

### **Manage Linked Email**

# Hello , We'd like to confirm that tom mcnamara@mirage-systems.com has requested to link your email address to his customer portal account. Once you confirm to be linked, your login for the Customer Portal will be disabled if found. Please confirm to link your account by clicking here. Starting on Tuesday, May 14, 2019, your account will be linked to tom.mcnamara@mirage-systems.com and your individual portal login will be blocked if found. Thanks, The Customer Portal Team

Click on link confirmation to accept the invitation to link the email account with the customer portal user account who has requested for linking.

Once the link account request is accepted, user can see the serial numbers linked to the other email account which has been linked to his/her customer portal account.

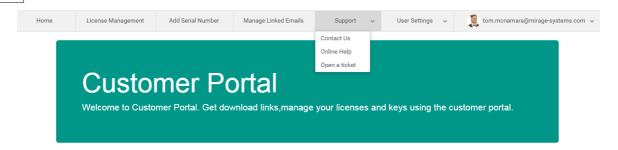
The linked user account in the customer portal will be blocked once he/she confirms to link his account to the other portal user.

### 1.8.4.6 Support

Menu item: Support

Support contains the sub menu for Contact Us, Online Help, Open a Ticket.

Support menu item is only visible if at least one of the three sub menu items is configured in the activation server [176].



### **Contact Us**

It contains the url for the contact us if configured by admin in the <u>activation server 176</u>. Click on contact us will open the configured url in the new tab.

### **Online Help**

It contains the url for the online help if configured by admin in the <u>activation server</u> Click on online help will open the configured url in the new tab.

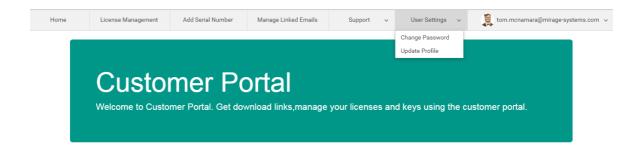
### Open a ticket

It contains the url for the ticket system if configured by admin in the <u>activation server</u> 176. Click on open a ticket will open the configured url in the new tab.

### 1.8.4.7 User Settings

Menu item: User Settings

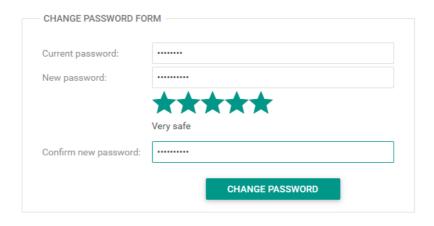
User Settings contains the sub menu for Change Password and Update Profile.



### **Change Password**

Change Password screen is used to change the existing password by the customer portal user. For details click here [212].

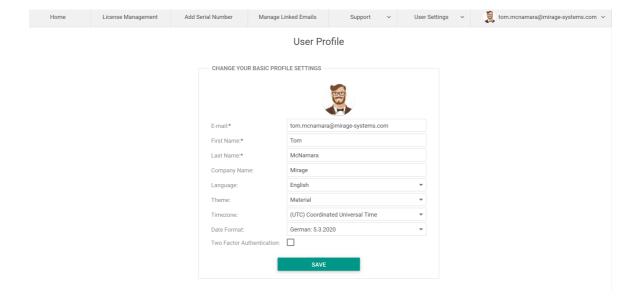
### Manage Password



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### **Update Profile**

Update Profile screen is used to change the existing basic information of the customer portal user like first name, last name , language, time zone etc. For details click <a href="here">here</a> [213] .

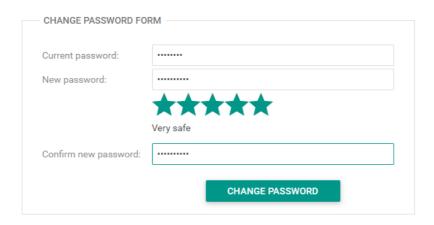


### 1.8.4.7.1 Change Password

Menu item: User Settings - Change Password

Change Password screen is used to change the existing password by the customer portal user.

### Manage Password



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### **Current password**

Enter the current password for the customer portal used for log in in the customer portal.

### **New password**

Enter the new password for the customer portal which will be used for log in in the customer portal next time.

### Confirm new password

Enter the new password again entered in the new password text box for confirmation which will be used for log in in the customer portal next time.

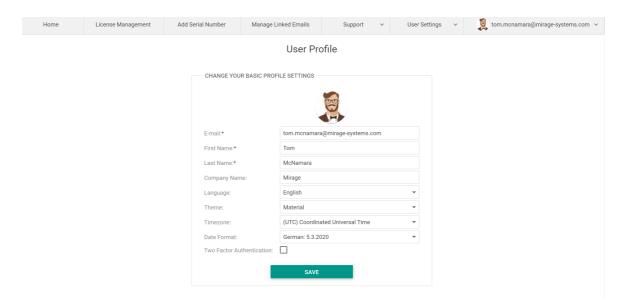
### **CHANGE PASSWORD**

Click on change password button to update the existing password for the customer portal.

### 1.8.4.7.2 Update Profile

Menu item: User Settings - Update Profile

Update Profile screen is used to change the existing basic information of the customer portal user like first name, last name , language, time zone , company name , date format , theme etc



### **Avatar**

Displays the user avatar associated with the email id of the customer portal. Click on avatar to change the user avatar.

User will be navigated to <a href="https://en.gravatar.com/site/login">https://en.gravatar.com/site/login</a> where user can update the avatar associated with the user email id.

### E-mail

Read only field which display the user email used for registration. As the email is also the user name in customer portal which must be unique. Linked emails are also attached to the email id. So email id cannot be change and is read only field on user profile page.

### **First Name**

Update user first name in this field. First name is mandatory and cannot be left blank.

### **Last Name**

Update user last name in this field. Last name is mandatory and cannot be left blank.

### **Company Name**

Update the company name in this field. Company name is optional for user profile.

### Language

User can update the language for the customer portal using the various options provided in the language drop down. All the information will be displayed in the selected language in the customer portal. Change will be reflected once user will log out and log in again next time in the customer portal.

### **Theme**

User can update the theme for the customer portal using the various options provided in the theme drop down. All the information will be displayed in the selected theme in the customer portal. **More than 15 themes are available in the customer portal.**Change will be reflected once user will log out and log in again next time in the customer portal.

### **Time Zone**

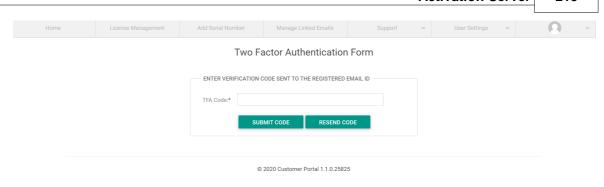
User can update the time zone at the time of registration. All the information in the customer portal is displayed on the basis of the user time zone. Change will be reflected once user will log out and log in again next time in the customer portal.

### **Date Format**

User can update the date format at the time of registration. All the date related information in the customer portal is displayed on the basis of the date format selected by user. Change will be reflected once user will log out and log in again next time in the customer portal.

### **Two Factor Authentication**

User can enable/disable the two factor authentication using this check box. If enabled user will need to enter the verification code sent to his/her email id on TFA screen after log in every time. If disabled, TFA screen will not be prompted.



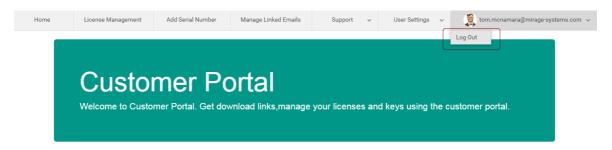
Click on Save to update the user profile data.

### 1.8.4.8 Log Out

Menu item: Log Out

Click on Log Out sub menu to log out of the customer portal.

User will need to log in again once he log out of the customer portal.



### 1.9 Part II - Installation and Configuration

Part II covers the <u>installation 215</u> of the Activation Server 6 and <u>configuration 305</u> as well as a How TOS 322 and FAQ.

If you are using the Mirage Hosting service, no installation is required.

### 1.9.1 Installation of the Activation Server (on-premise)

This is a step by step guide to install the Activation Server 6.

**The MSI Installer package** checks if all necessary system requirements like IIS, ASP.NET are available, creates the database and configures the Activation Server 6

If you are using the Mirage Hosting service, then the installation is already done. See chapter Mirage Hosting Service 327.

To install updates on an already running Activation Server 6 see chapter Install Updates 261

- 1. System Requirements 216 and installation of required Windows components
- 2. Install MySQL Server 217
- 3. Install Activation Server 6 238
- 4. First Login 257
- 5. Activate license 260
- 6. Perform System Check [271] (only in case of errors)



The installer allows one instance of the Activation Server on one machine.

### 1.9.1.1 Step 1 - System Requirements

The Activation Server 6 is a .NET service and needs a Windows server system with .NET.

### **System Requirements**

- Windows Server 2019 64bit versions. The latest service pack is required. Windows Server 2019 requires Activation Server version 6.1 installer and update to 6.3 or newer
- Minimum 8GB RAM for the database server depending on the database size 16 GB or more could be required
- English operating system
- MySQL Server 217 8.0. Must be an own instance as specific settings (lower case table names) are required
- Static IP server must be reachable through Internet access
- Website SSL Certificate (highly recommended but not mandatory)
- Microsoft Internet Information Internet Information Server (IIS 6, 7 or 8)
- .NET 4.5.2
- ASP.NET 4.5
- ASP.NET Ajax Extension [283] (automatically installed)
- Right to start an executable on the server
- Browser (**Minimum** Version required) Chrome 65, Firefox 59, Safari (MAC), IE 11 (limited support)

The installer package checks, if all necessary components are installed and if it is missing, it will automatically download the component. The installation of every component is described in the following chapters.

We recommend installing the server on a virtual machine. This simplifies the installation and maintenance.

If you have multiple websites running on the same server, a good idea is to create a subdomain for the Activation Server 6.

# **Install My-SQL Server**

Install an own instance of MySQL Server 217

# **Installation support**

Mirage can help you with the installation. A fresh new installation takes around 2 hours. For installation of an update from a previous version the database needs to be analyzed. Open a ticket to get a quote.

**Installation of the customer portal must be done by Mirage**. It requires the latest Activation Server version already installed. <u>Order installation</u> support for customer portal.

# 1.9.1.2 Step 2 - Install MySQL Server

A MySQL Server **8.X** is required. It must be an **own instance** as specific settings (lower case table names - preserve given case) are required. Only if your MySQL server setup already uses this option you can use the Activation Server 6 with the same instance of the server.

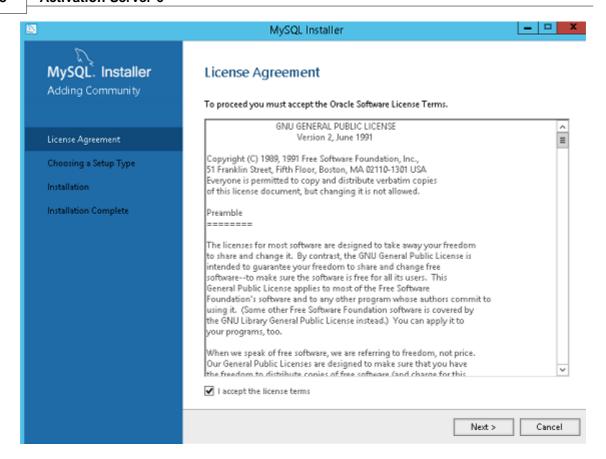
The community version of the MySQL server can be downloaded here.

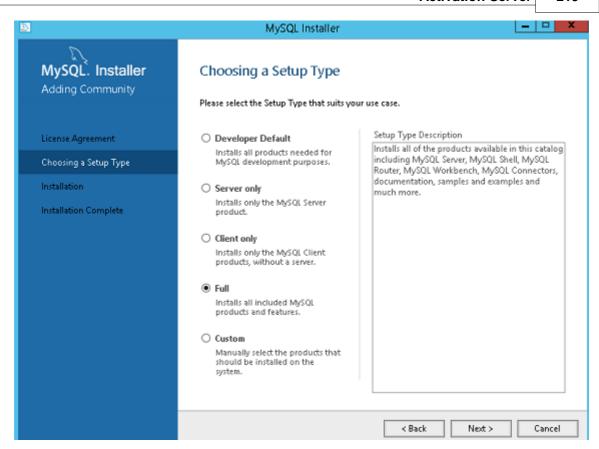


The Activation Server 6 does not include a license for a MySQL server and you are responsible to use the MySQL server with the correct licensing.

Step by Step installation and configuration guide - MySQL Server 8

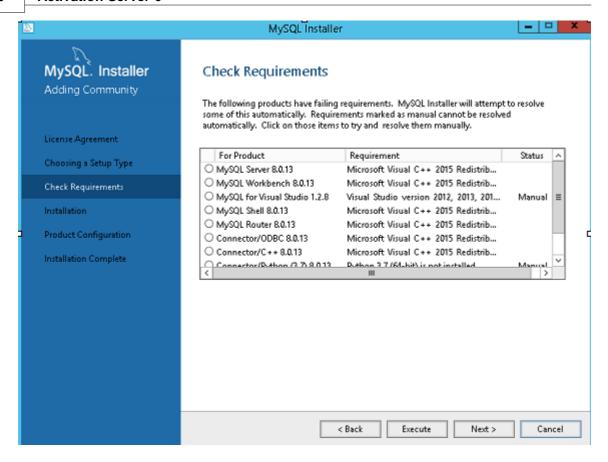
Find below screenshots of the installation process. It is a standard installation and could be different depending on the operating system and pre-installed components.



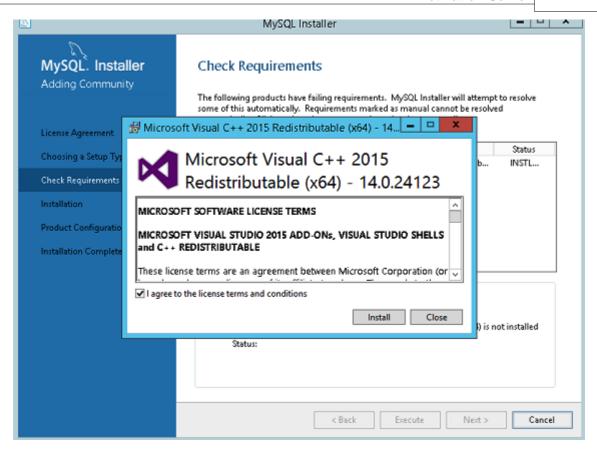


You get a list of components which needs to be installed. Click on the button **Execute** to install all components.

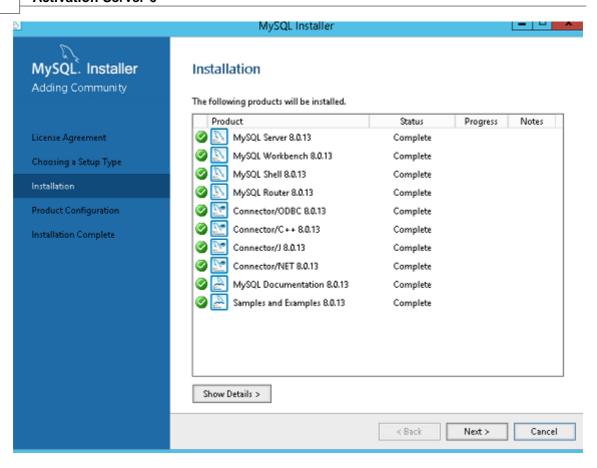
The components with status: *Manual* are not required.

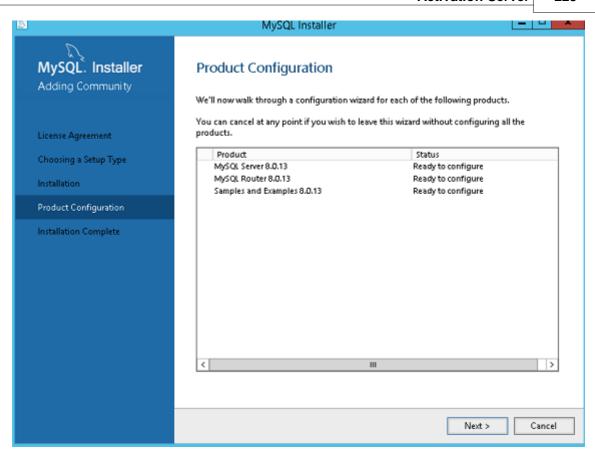


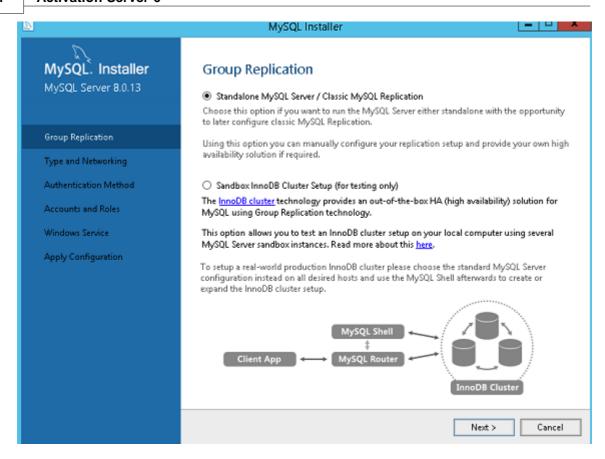
The components are downloaded and installed



Once the components are installed you should see the status completed

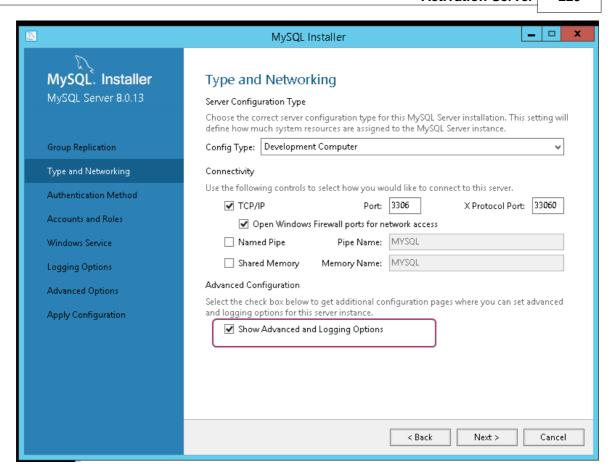


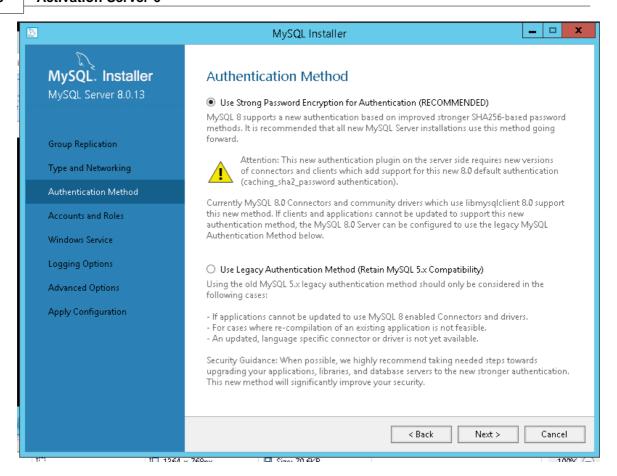




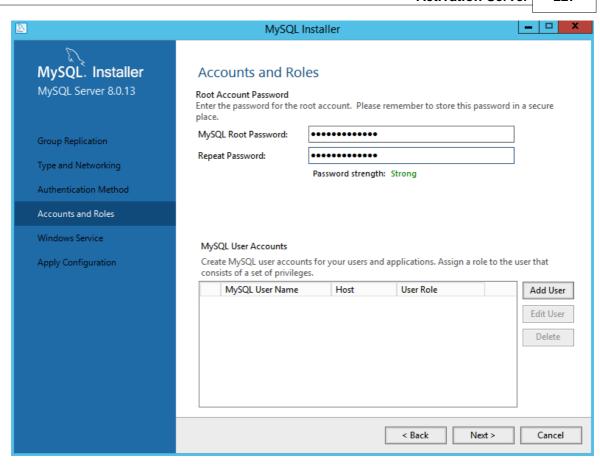
Note down the port - it will be required later in the installation process.

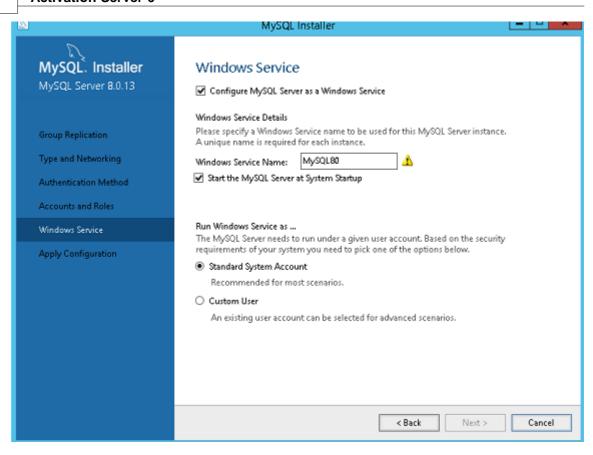
In the next step it is important to select: Show Advanced Logging Options

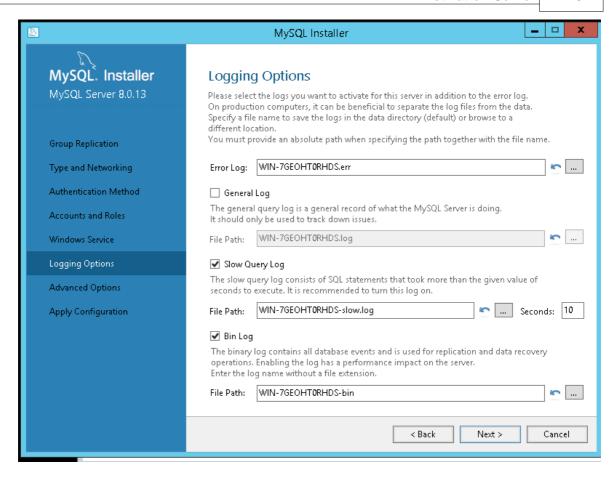




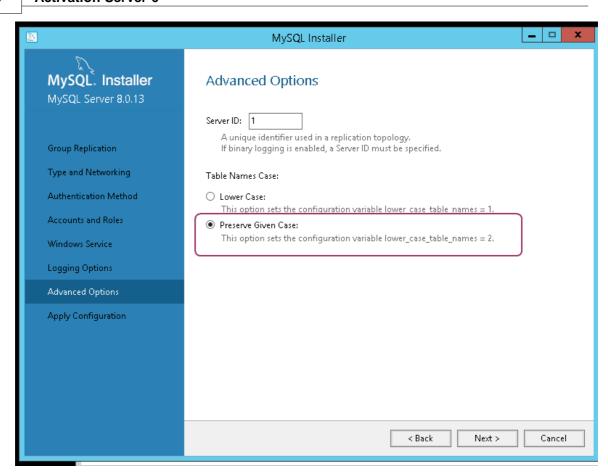
Note down the password - it will be required later in the installation process



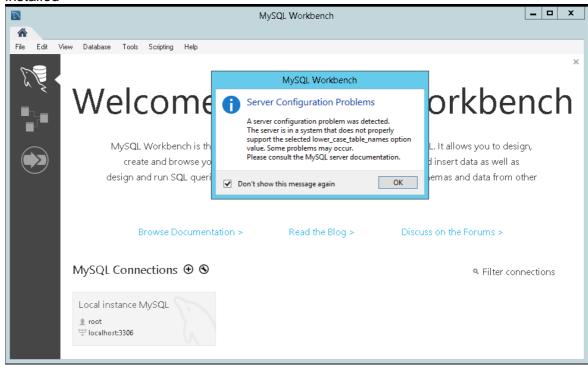


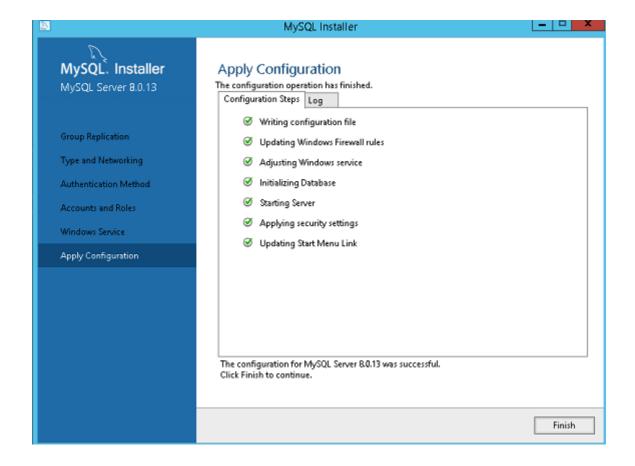


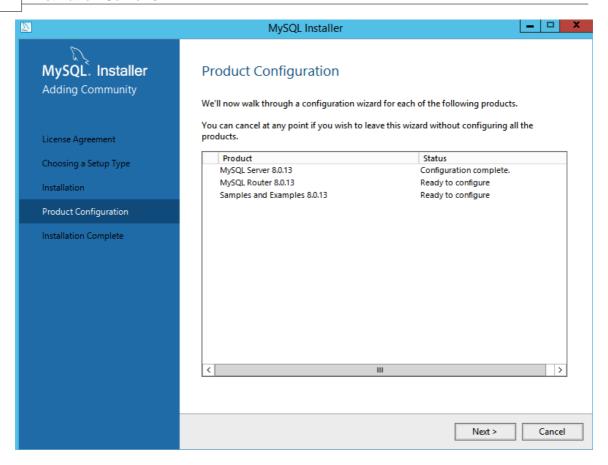
The option: Preserve Given Case must be select



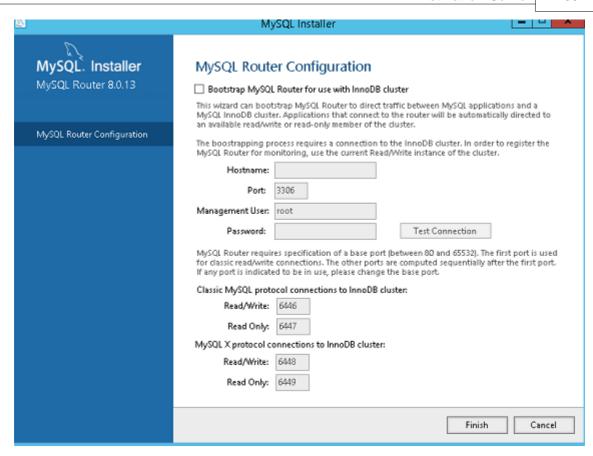
This is just a warning which can be ignored. It only is displayed if the workbench tool is installed



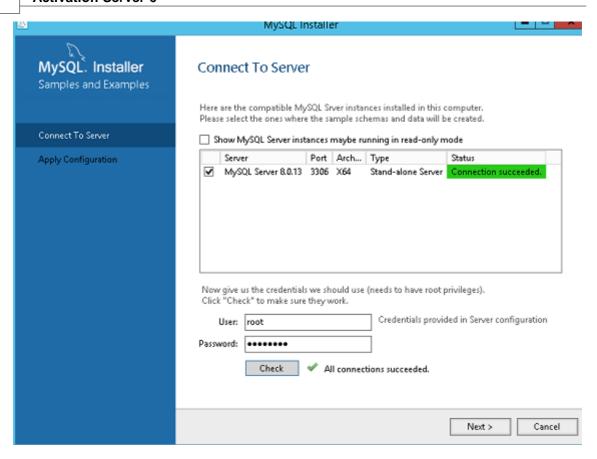




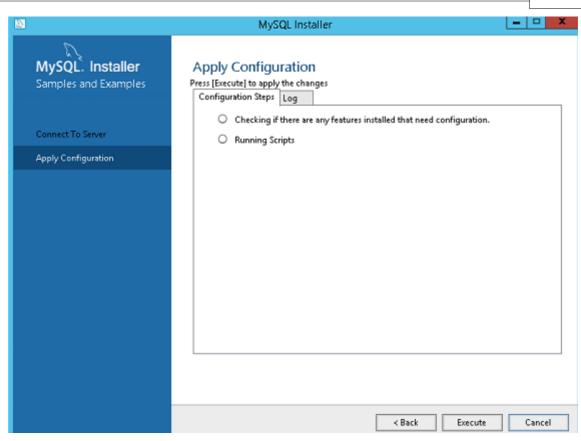
Select: Bootstrap MySQL Router for use with InnoDB cluster only if you use that setup

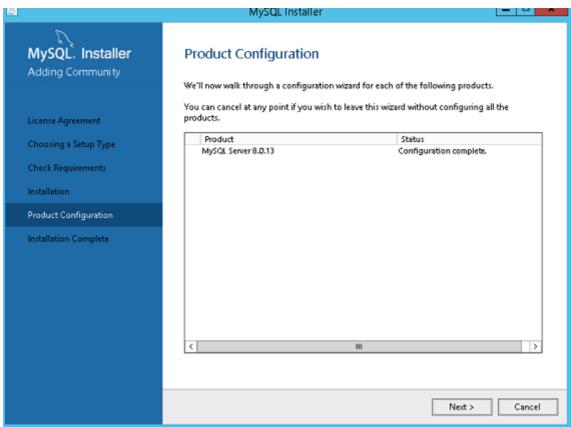


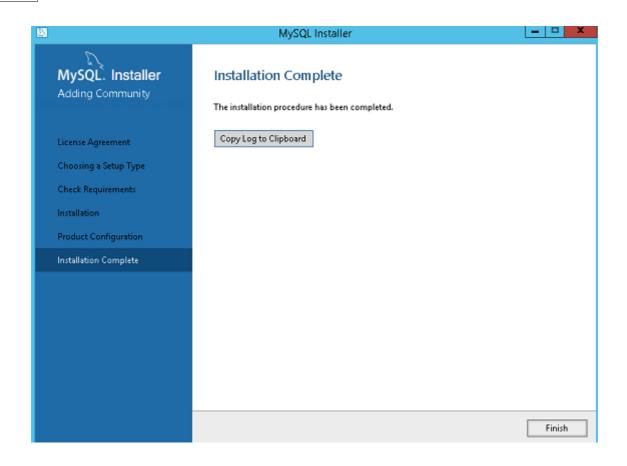
The password must be the password you typed in <u>above 226</u>. Click on **Check** to test the connection. If successful you can continue with the button *Next* 



Click on button: Execute

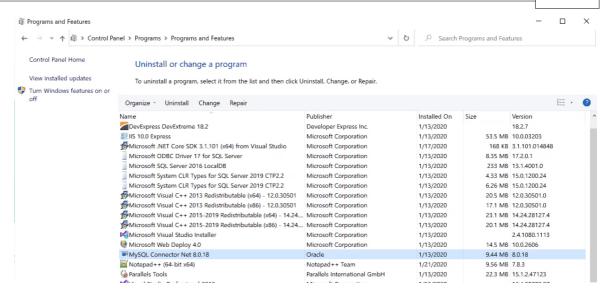






# Install MySQL Connector

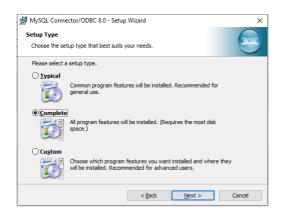
The **MySQL Connector Net 8.0.13** is required. If you installed a newer version of MySQL, it could be a higher version number which is not supported. Go to Control Panel / Programs / Programs and Features and check the version number.



If it is **not 8.0.13** proceed as follows.

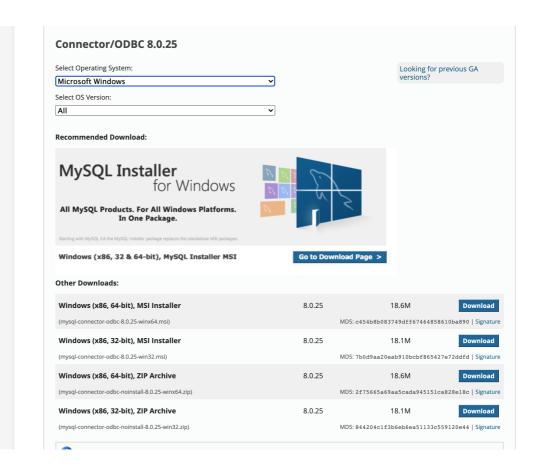
- Uninstall the MySL Connector NET 8.0.X version
- Install Version 8.0.13 (select it at the top) <a href="https://downloads.mysql.com/archives/c-net/">https://downloads.mysql.com/archives/c-net/</a>
- Download the version as per your Operating system.





#### Install ODBC Connector

Install the **64bit** ODBC Connector (minimum 8.0.25) using the link below <a href="https://dev.mysql.com/downloads/connector/odbc/">https://dev.mysql.com/downloads/connector/odbc/</a>



#### 1.9.1.3 Step 3 - Install the Activation Server

The installation package checks if all necessary system requirements like IIS, ASP.NET are available, creates the database and configures the Activation Server 6. Ensure that you have an own instance of the MySQL Server running before you start the installation.

If you install on a server with an existing version of the Activation Server 6, see Install Updates 281

### **Install Activation Server 6**

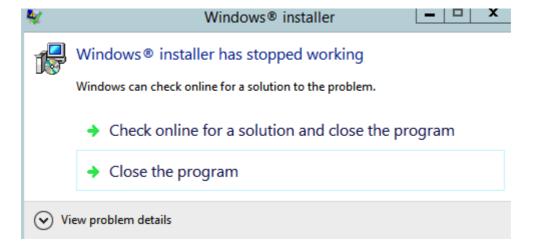
Now you are ready to install Activation Server 6. To start the installation, execute **activation-server6.0.exe** 

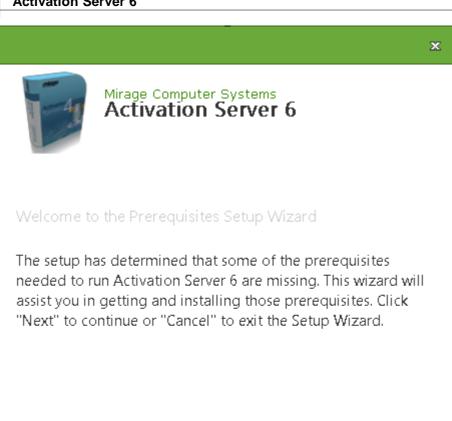
You can click on each screenshot below to enlage it.

### 1. Check System Requirements / Prerequisites

The installer will first check if you have the required system requirements and prerequisites. If not it will install it.

On some Windows operating systems the following message could appear. Just click on close to continue.





Back

Next

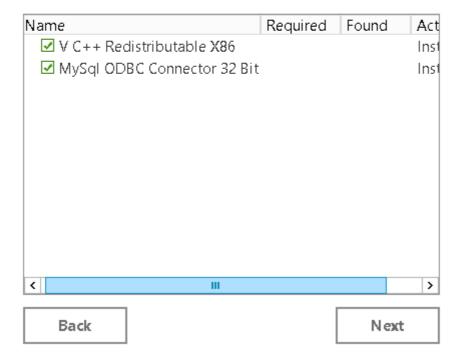
Prerequisite start screen

Never uncheck a required prerequisite

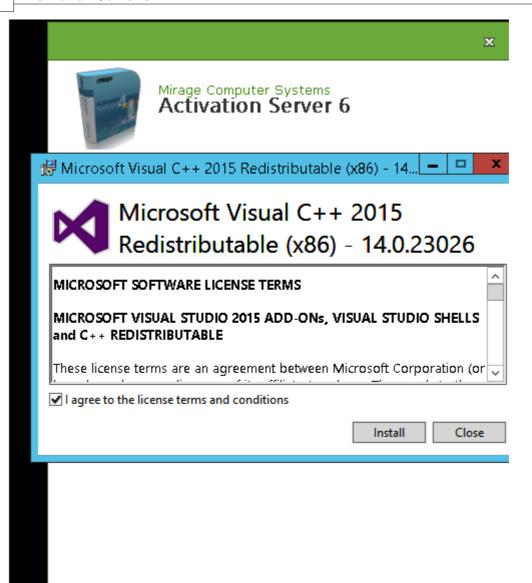
ж



# Select prerequisites to be installed



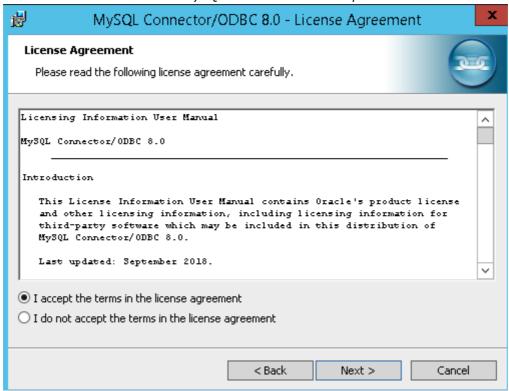
Select Prerequisites



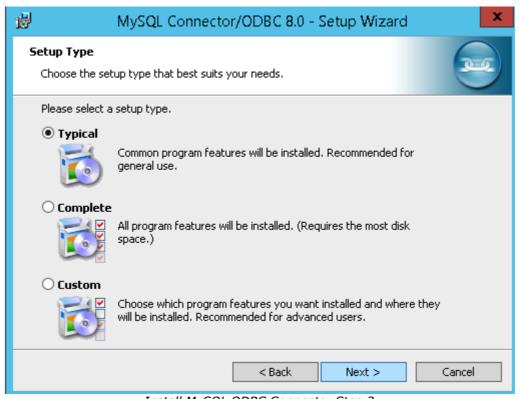
Install Microsoft Visual C++ Redistributable package

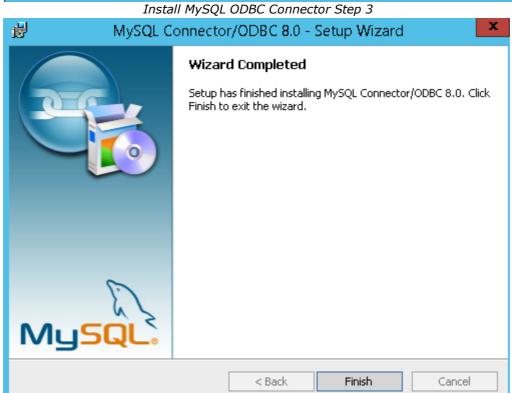


Install MySQL ODBC Connector Step 1



Install MySQL ODBC Connector Step 1





Install MySQL ODBC Connector Step 4

# 2. Select directory and accept license terms

After all prerequisites are installed, the main installer launches.

A default folder is suggested. Before you can continue, you have to check that you agree to the license terms and conditions.



# Mirage Computer Systems Activation Server 6 for Licence Protector

Version: 6.1 Date: 08/2018

Setup requires 199 MB in:	
C:\inetpub\www.root\ActivationServer6\	
You must agree to the Licenses terms and c you can install Activation Server 6.	onditions before
☐ I agree to the License terms and condition	ns.

Select directory

# 3. Select Installation Type

Select if it is a new installation of Activation Server 6 or if you want to upgrade from an older version



# Mirage Computer Systems Activation Server 6

If you upgrade an existing installation of the Activation Server, the database is updated and all projects are converted to the new version.

New Installation or upgrade version 6

Help

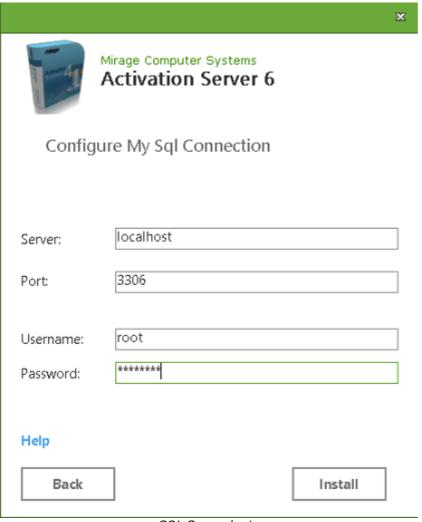
Back

Install

Select type of installation

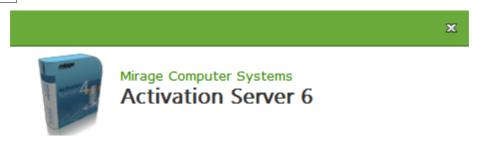
#### 4. Configure MySQL Server

Type in the SQL Servername\instance. To create the database for the Activation Server 6 server, the installer needs the login data and administrator rights to create a database. Specify an existing SQL server user with admin rights - the default user is: **root**. These credentials are used only to create the database and add users. Type in the password you used during the MySQL Server installation 220.

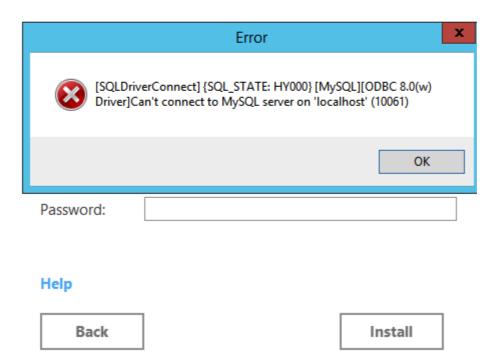


SQL Server login

If you get the following error message after clicking on Next,



# Configure MySQL Connection



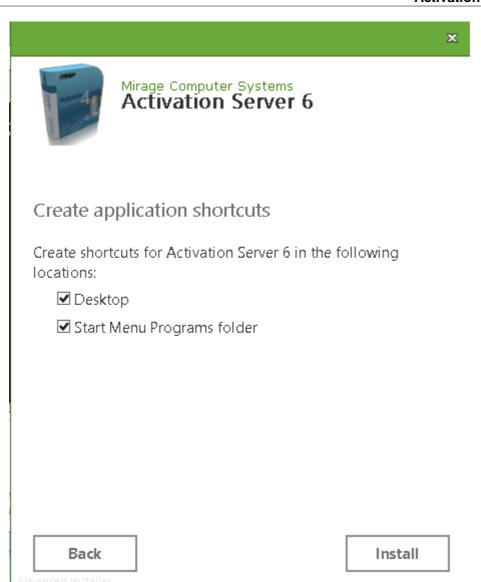
SQL Server login failed

then either the user name / password or servername / port is wrong. Only if the login test is successful you can continue.

The installer will create a database *Activation Server* and stores the login details in the file web.config [286]

### 5. Create application shortcuts

Select the shortcuts which should be created.



Create shorcut links

You provided now all necessary information to start the installation. You could review your settings using the *Back* button.

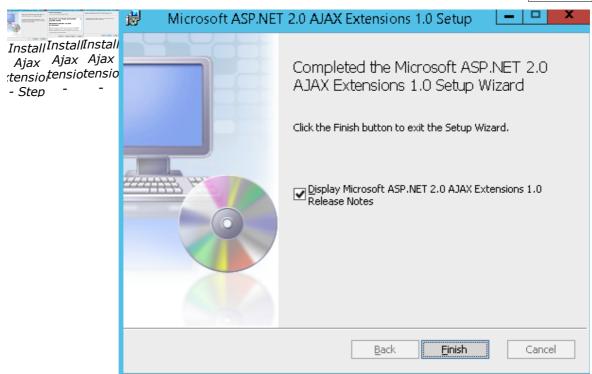
The installation files are copied to selected folder. The database is created and the IIS is configured.



Downloading prerequisite software

## IIS is configured

At the end of the installation the open XML SDK installer launches. Just confirm all steps. Some components could be downloaded over the Internet during that process.



Install Ajax Extensions - Step 4

# **6. Start Administration Interface**

The next step is to start the Administration Interface. Click on Run



Activation Server 6 has been successfully installed.



Finish

Installatioin finished

You will get an additional screen with explanation how to login

# Your login details Username: admin Password: (leave password empty) After login you have to provide a password and you can customize your settings like language. (Note: It can take up to 1 minute until the login page appears as the database is generated during the first program start) Goto Login Page

First login

If you want to migrate the database from version 4 or 5 do not login as this will create a database. Install the updates (7) and then do the <u>database migration</u>. [263]

After clicking on <u>Goto Login Page</u> it **could take a while**, until the <u>Login Screen [257]</u> appears. At the first launch of the server, sql scripts are launched to generate tables and add default values.

## 7. Install Updates

Now install updates / service packs [261]

# **Installation fails**

If the installation fails open a ticket and add the log file. To create a log file start the installer with the following command

activation-server6.0.exe /L\*V "C:\log\as6install.log"

# **Install Service Packs**

Continue the installation by applying the latest service packs 257.

# **Install Operating System Prerequisites manually**

In case the download of a prerequisites fails, you can download it manually

- C++ Redistributable Package
- MySQL ODBC driver

On Windows 2012 Server and newer, the Windows features and roles are installed automatically. The following process is only required in case the installation of prerequisites fail. You can skip this

■ Instal IIS and .NET Framework, ASP.NET 4.5 - Windows 12 Server (manual setup only in case installation fails)

The configuration is done automatically during the installation. A manual setup would only be required in case the installation process fails.

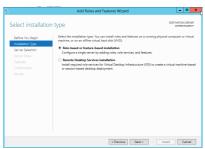
The steps describe Windows 2012 R2 Server.

- Click Start, point to Administrative Tools and click Server Manager.
- Click on Manage, Add Roles and Add Features



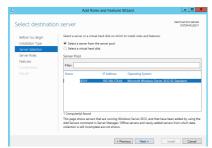
Add Roles and Features

• Select: Role-based or feature-based installation



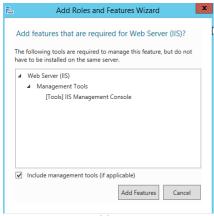
Role- or feature-based installation

· Select your server



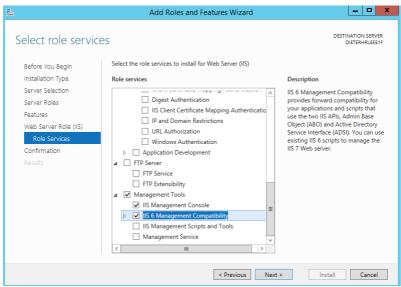
Select Server

• Select Web Server (IIS) and confirm to install the Management Tools



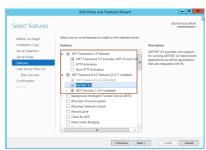
Add IIS

• Additionally select IIS 6 Management Compatibility



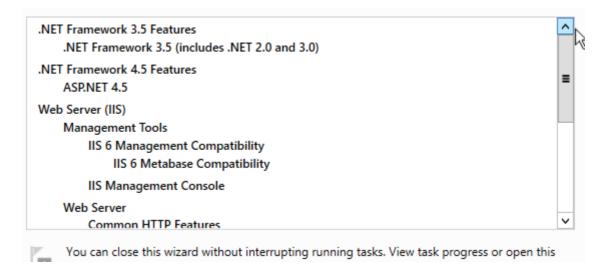
Add IIS 6 Management Compatibility

# Click on **Features** and select .NET Framework 3.5, .NET Framework 4.5 and ASP.NET 4.5



Add .NET and ASP.NET

• Review your installation selections and click Install.



#### 1.9.1.4 Install Service Packs

After installation of the main server product install the service pack. This is mandatory.

- Download Service Pack Version 6.1.2.20493 as ZIP file
- Unzip the files into the installation folder of the server and replace the original files

## 1.9.1.5 Step 4 - First Login

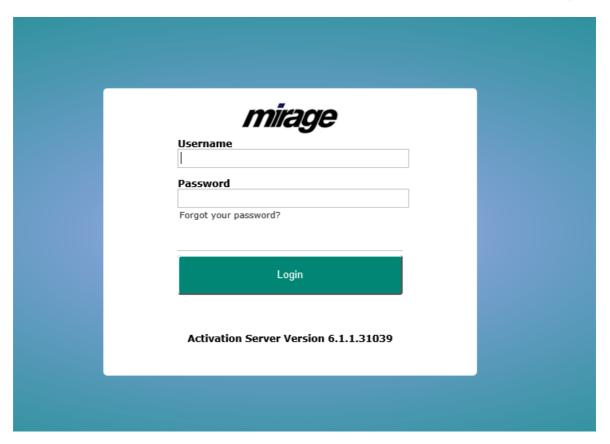
After a successful installation, the login screen should appear. In case of errors see troubleshooting [271].

Depending on your installation you can start the Administration Interface either

- Click on the icon on the desktop or in the program manager group
- http://localhost/lpweb/login.aspx (only on local machine) or
- https://yourservername/lpweb/login.aspx

To access the Administration Interface, you have to provide username / password. Depending on the user rights, not all options could be available.

The default username is admin and there is no password (leave password field empty).

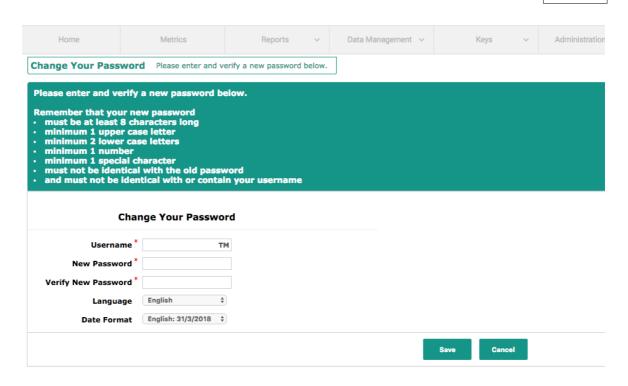


If you forgot your password, your can request it by e-mail. Select <u>Forgot your Password?</u> 33

In case Two-Factor Authentication [36] is enabled, additional steps are required to login.

You have to specify a **new password** after the first login. Also specify your e-mail address (required if password is lost) and more settings like language or date format.

Press Save after you have filled out the form



For security reasons, the password needs to be complex (see explanation above)



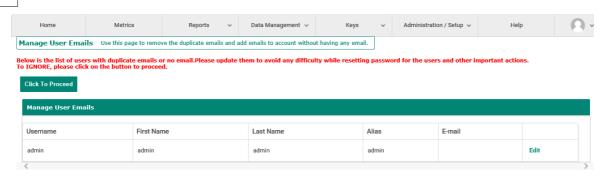
**Special** characters are the following characters. You have to use at least one ! @ # \$ % ^ & \* ( ) \_ + - = [ ] { } | '

# **Hosting only**

If an admin user logs in, he has to confirm the Master Subscription Agreement from time to time

# First time login

If the admin user logs in the first time, he gets a list with users without an e-mail address. Click on **Edit** to add the e-mail address for the admin user.

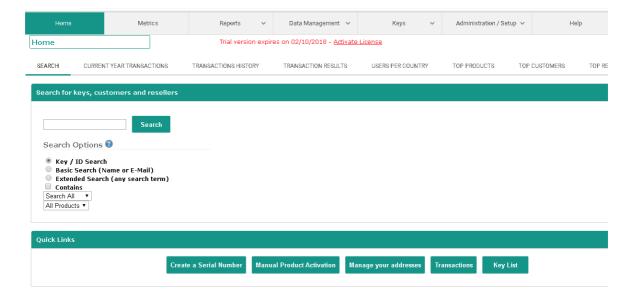


Now all tests for the setup are done. A license file for a trial version was installed. If you bought the Activation Server 6, you have to activate your license 260

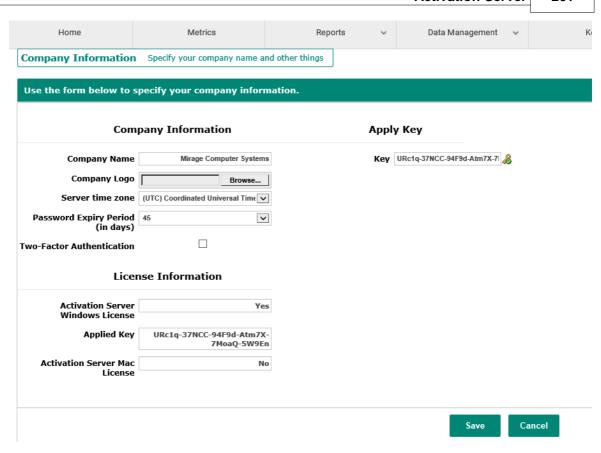
## 1.9.1.6 Step 5 - Activate License

## **Activation Server Windows and Mac**

After the installation, the Activation Server 6 needs to be licensed. If you bought the Activation Server 6, you got a **Serial Number** either for the Windows or MAC version. As long as the license is not activated, you get a reminder message below the navigation toolbar and activations will not work



• Type in the Serial Number in the field: **Apply Key** and click on & to activate the license and press the button *Save* 



If the Serial Number is valid, the Windows or MAC license is activated.



- The Server does a daily license check to registerserver.net and your firewall rules have to allow that
- If you are a Hosting user, your license is already activated.

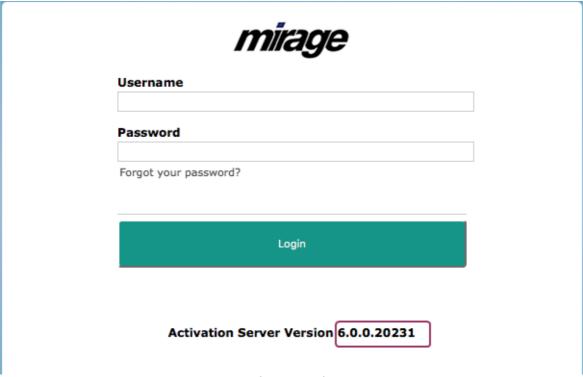
#### 1.9.1.7 Install Updates

The way to install an update depends if it is a minor or major Update. It is not necessary for users of the Mirage hosting service.

# Latest program version

The latest main release number for on-premise installation is 6.3

The installed release number is displayed in the login screen in the bottom right corner.



Release Number

- Update from version 4/5 to version 6 262
- Update from 6.1 to 6.3 267

#### 1.9.1.7.1 Update from version 4 / 5 to version 6

The database server used by Activation Server 6 changed from Microsoft SQL Server to MySQL. All data has to be migrated from the MS-SQL Database to MySQL. This typically takes a few hours but depending on the number of transactions or number of license files could take more time. A data migration tool is provided which

- makes an estimation of the time needed
- does a final conversion of the data from MS-SQL to MySQL

You should install Activation Server 6 on a **new virtual windows instance**.

The update is done in different steps

- Check system requirements 216
- Install MySQL Server 217
- <u>Install Activation Server 6 238</u> (do not login into the server after installation)
- Download Migration Tool

• Check migration time and migrate the data 203

#### 1.9.1.7.1.1 Database Migration

The database migration tool uses a lot optimizations and multiple threads to provide a fast migration from MS-SQL to MySQL. Depending on the number of records it can take minutes up to 1 day. If your database has more than 100.000 transactions or thousands of license files you should consider using a high end server for the data migration.

Before you can use the migration tool ensure that you have installed the MySQL Server database and Activation Server 6 and Activation Server 6

The migration tool supports the migration of version 4 and 5 to version 6. Version 3.1 (released in 3/2010) was not tested with the migration tool but should work. Older versions can be converted as as service. Contact sales@mirage-systems.de to get a quote.

Start opwas6upgconfig.exe

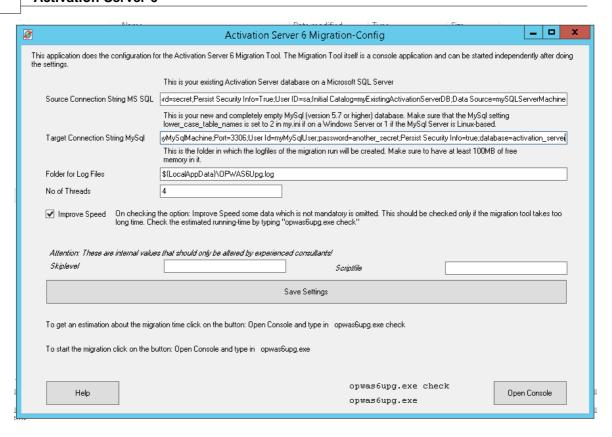
# **Step 1 - Configuration**

You need to configure the MS-SQL Server and MySQL server access credentials

The connection string can be retrieved from the **web.config** file of the old and new Activation Server.

- Source Connection String MS SQL this is the connection string to connect to the existing MS-SQL Server database
- Target Connection String My-SQL this is the connection string to connect to the new My-SQL server database. The database may not include any existing activation server data (new installation)
- Number of Threads. Default is 4 with high end servers you can use a higher number
- Improve speed. This setting makes sense if your conversion time takes too long time.
   The migration tool would then e.g. skip records which are not mandatory like records with errors and would try to keep only the relevant data. Check this option only if you need to reduce the conversion time

After doing the configuration click on Save Settings



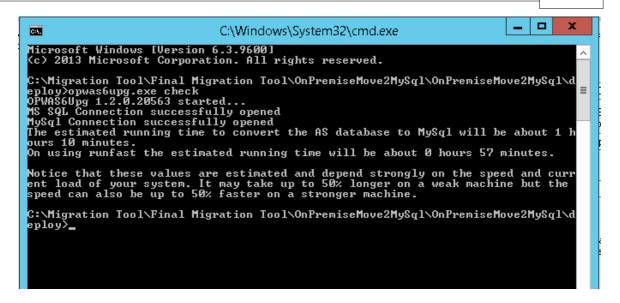
# Step 2 - Get an estimation of the migration time

Click on the button Open Console

Type in: opwas6upg.exe check

Your database is analyzed and you will get an **estimation** of the migration time. The estimation is based on a typical database server.

There are 2 estimations about the migration time. The first time is without having the option: improve speed enabled while the second value is with improved speed enabled.



If the migration time is too long, there is a manual process for large databases to do the migration in a different way where the database is offline only a few hours..

You can order this as a paid service. <u>Order now.</u> Then <u>open a support ticket</u> and provide the order number. The final charge is based on the time spent including analysing of the database and doing a test migration.

# Step 3 - Run the migration

## **Old Activation Server**

As a first step you have to take the old Activation Server offline as during the migration no data should be changed.

Either stop the IIS Service (if this is the only application running on that server) or rename the installation folder.

Make a backup of the database. If you use the option: Improve Speed records are deleted and you would not be able to use the old database again.

# **Start migration**

Click on the button Open Console

Type in: opwas6upg.exe

You will get console messages about the migration progress

```
Migration Tool\Final Migration Tool\OnPremiseMove2MySql\OnPremiseMove2MySql\d
  ploy/opwas6upg.exe
ploy/opwas6upg.exe
pWAS6Upg 1.2.0.20563 started...
sing 4 threads and speed level 3...
IS SQL Connection successfully opened
lySql Connection successfully opened
rocessing ThreadA77B690FD tblHistory record 0 of 497
Processing ThreadB56677DC tmptblInstcode record 0 of
rocessing ThreadB56677DC tblWASActivation record 0
Processing ThreadB508DD119 tblWASRequest record 0 of
Processing ThreadB56677DC tblWASActivation record 0 of 1954 or Processing ThreadD08DD119 tblWASRequest record 0 of 5141 (0%) Processing ThreadA7B690FD tblWASRequest record 0 of 5141 (0%) Processing ThreadA7B690FD tblImistory - 4973 records done Preparing table tblLicVal failed! Processing ThreadA2AC57C7 tmptblInstcode - 52610 records done Processing ThreadA7B690FD tblToAcknowledge record 0 of 0 (0%) Processing ThreadA2AC57C7 tblAnswer record 0 of 2661 (0%) Processing ThreadA7B690FD tblToAcknowledge - 0 records done Processing ThreadB56677C7 tblAnswer - 2661 records done Processing ThreadB56677DC tblWASActivation - 1954 records done
                                                                                                                                                                                                                                                                                                                              1954 records done
                                                                                                                                                                                  tblBlacklist record
tblVersion record 0
                                                                         ThreadA7B690FD
Thread02AC57C7
  rocessing
    rocessing
                                                                        Thread02HC57C7 thloersion records done ThreadA7B690FD tblBlacklist - 0 records done ThreadB56677DC tblCustomerInfo record 0 of 25 Thread02AC57C7 tblVersion - 64 records done ThreadB56677DC tblCustomerInfo - 256 records Thread02AC57C7 tblLicValue record 0 of 106 thread02AC57C7 tblLicValue record 0 of 107 thread02AC57C7 tblLicValueSet record 0 of 107 thread02AC57C7 tblUersion thread02AC57C
     rocessing
      rocessing
    rocessing
   rocessing
   rocessing
                                                                       Thread826677DC
Thread856677DC
Thread878690FD
Thread826C57C7
Thread826C77DC
                                                                                                                                                                                     tblLicValueSet record 0
   rocessing
    rocessing
                                                                                                                                                                                     tblLicValueSet
    rocessing
                                                                                                                                                                                                                                                                                         106 records done
oup - 3 records d
    rocessing
                                                                                                                                                                                    tblLicValue
   rocessing
                                                                                                                                                                                     tblLicValueGroup
```

# Step 3 - Migrate the project files

From the old server copy the following files to the same folder on the new server

**\pconfig** - all files with the extension **.pconfig \alg** - all files with the extension **.XML** 

On the main installation folder there is on very old setups a file **licprotectorws.config.** Check content of the file if it contains a project other than a demo project. Only if it contains

project data then copy this file to the main folder on the new server.

After the first login all projects will be imported into the database and saved as backup on the system.

New projects have to be imported through the product upload wizard. | 152

# Step 4 - Login and check projects

Once the migration is done you can login busing your old credentials.

Navigate to the <u>product configuration [141]</u> and check if all of your products appear in the list. If not, <u>restart the server [163]</u>.

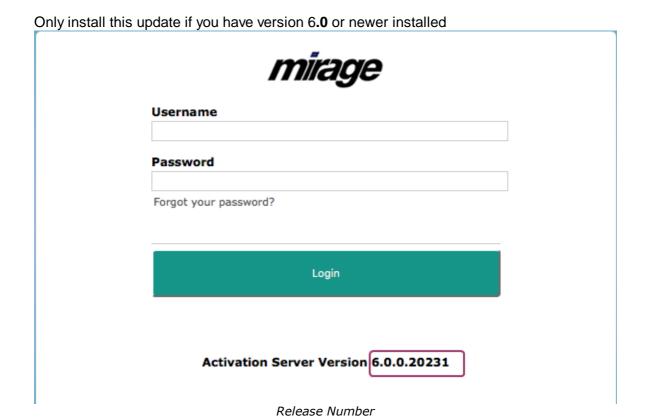
If they are still not appearing use the product upload wizard. 152

1.9.1.7.2 Update from version 6.1 to version 6.3

The update requires a running instance of Activation Server 6.1 or newer as it only includes updated files.

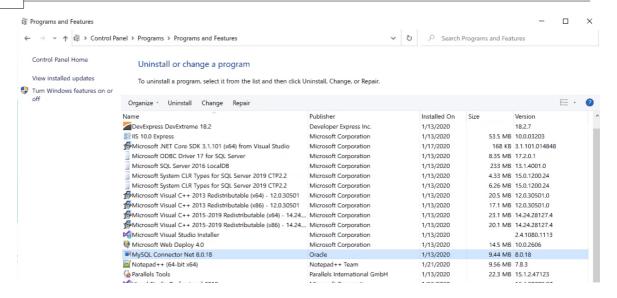
The exact update version is: 6.3.0.27640

# Step 1 - Check your version



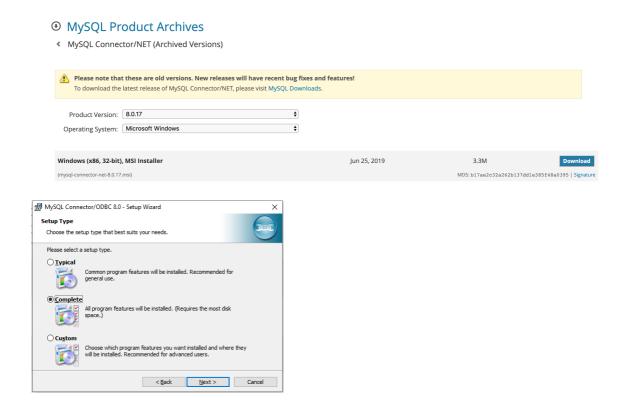
# **Step 2 - Update MySQL Connector**

The **MySQL Connector Net 8.0.17** is required. If you installed a newer version of MySQL, it could be a higher version number which is not supported. Go to Control Panel / Programs / Programs and Features and check the version number.



If it is **not 8.0.17** proceed as follows.

- Uninstall the MySL Connector NET 8.0.X version
- Install Version 8.0.17 (select it at the top) <a href="https://downloads.mysql.com/archives/c-net/">https://downloads.mysql.com/archives/c-net/</a>
- Download the version as per your Operating System



1

# Step 3 - Make a Backup

**Make a backup of all folders** (typically inetpub\wwwroot\ActivationServer..). You can restore the existing version at any time by copying these files back.

# Step 4 - Install Update preparation file

- Download the update preparation file
- Unzip it into the **installation folder** (typically inetpub\www.root\ActivationServer..)
- Double click on the file: install-prepare.bat
- It will delete all application folders and files and make a backup of important configuration files in the folder ..\backup

# Step 5 - Install Update

The installation package is a ZIP file, which just has to be unzipped to the installation folder

- Close all Browser Windows
- Copy the files from the folder **AS\_6.3.0.27640** to the to the **installation folder** (typically inetpub\wwwroot\ActivationServer..)

alg	25.06.2016 13:59	File folder	
App_Browsers	25.06.2016 09:19	File folder	
App_Themes	25.06.2016 09:19	File folder	
hin	25.06.2016 09:19	File folder	
languages	25.06.2016 09:19	File folder	
pagecontent	25.06.2016 14:40	File folder	
pconfig	25.06.2016 09:20	File folder	
usercontrols	25.06.2016 09:20	File folder	
.DS_Store	25.06.2016 14:06	DS_STORE File	7 KB
AddActivationRequest.aspx	16.03.2016 17:42	ASPX File	8 KB
AddKey.aspx	16.03.2016 17:42	ASPX File	7 KB
AS3.master	22.06.2016 17:48	MASTER File	15 KB
ASChartData.asmx	12.01.2016 14:19	ASMX File	1 KB
ASMenu.aspx	12.01.2016 14:19	ASPX File	1 KB
ChangePassword.aspx	16.03.2016 17:42	ASPX File	5 KB
ChkLic.aspx	12.01.2016 14:19	ASPX File	1 KB
CompanyInformationView.aspx	08.06.2016 19:45	ASPX File	7 KB
CreateAdditionalKey.aspx	16.03.2016 17:42	ASPX File	14 KB
CreateSerialnumber.aspx	16.03.2016 17:42	ASPX File	9 KB
DataView.aspx	16.03.2016 17:42	ASPX File	3 KB
DeactivateModule.aspx	16.03.2016 17:42	ASPX File	5 KB
DisplayFields.aspx	16.03.2016 17:42	ASPX File	7 KB

Modify the file **web.config**. Copy the connection string value from the **backup file** to the new web.config file

<connectionStrings>

<add name="AS3" connectionString="user id=sa;data source=.\SQLEXPRESS;persist
security info=False;initial catalog=activation\_server;password=mysecret123\$;"/>
 </connectionStrings>

#### Restart the server

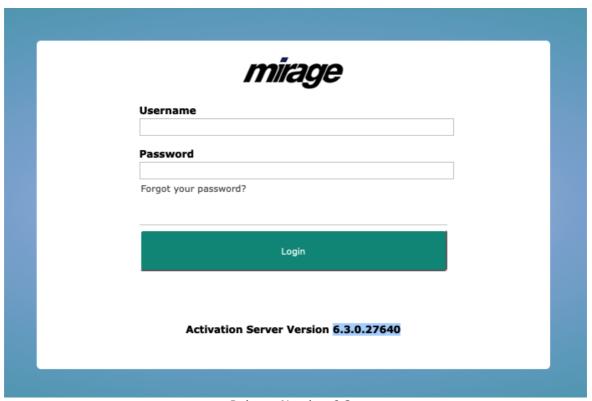
Click on the icon on the desktop or in the program manager group to login

If any error occurs see troubleshooting 271

You have to delete the Browser cache. Otherwise the user interface would display a mix of old and new files.

# Step 6 - Check version number

Log out and check the release number in the login screen. It must be 6.3.0



Release Number 6.3.x

#### 1.9.1.8 Step 6 - Perform System Check

This step is only necessary if you run into an error.

Activation Server 6 has an included mechanism to check, if the setup was successfull. It is called **TestConfiguration** and can be started with a web browser on the **server** machine (this test can be done only on the server).

Open the browser and type http://localhost/lpweb/lpws.asmx . You will see a list of all calls Activation Server 6 provides. Click on *TestConfiguration*.

Now you can enter two parameters: The project and the ModuleID. In the provided Demo Application you should enter "demo-easygo" (case sensitive!) and "QHD001". Press the button to start the test.

A product activation is now simulated. Check the output in a new browser window:

```
<?xml version="1.0" encoding="utf-8" ?>
<string xmlns="http://www.mirage-systems.de/">Checking log.config: configured file
'C:\\Inetpub\\www.root\\lpweb\\log.config' found. Checking licprotectorws.config: configured file
'C:\\Inetpub\\wwwroot\\lpweb\\licprotectorws.config' found. Checking database: Reading...ok Writing...ok
Testing project 'Demo Project': Test WebRegister for project Demo Project and module D1001: successful: Set
WebActivation to 2. Created 2 keys: Key 1: 8CDsW-ICq93-jG6IS-4CMOt-zJDii-6J1k6 Key 2: I7D2I-5CLj3-9G5I7-
3CBO7-fJD5i-6K14G No problem recognized at testing configuration. Continue with further setup tests.
```

If the string ends with "Continue with further setup tests." then the System seems to be set up correctly. Nevertheless you should do further tests. Otherwise have a look at the log file.

In case of errors see troubleshooting [271].

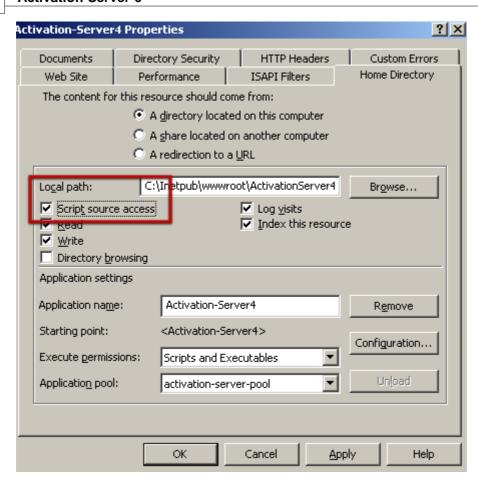
After a successful system check, the last step is login into the <u>Administration Interface 257</u>. The web site is automatically loaded

1.9.1.8.1 Troubleshooting

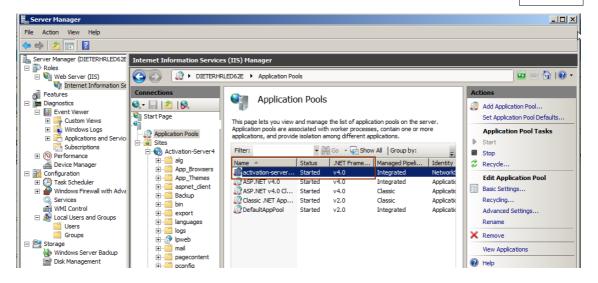
Find below errors which could occur after an installation or after an upgrade

- If buttons are missing then delete the Browser Cache
- Error **Invalid object name 'tblUser'**. when you try to login. This would typically happen after a new installation. Restart the Windows Server to finish the installation
- Buttons are visible but the design (images) are missing

If IIS 6 is used, check if **Script source** access is enabled



- If Windows 2008 Server is used, ensure that you have installed all features including the IIS6 Management compatibility console.
- If you start the Administration Interface and you get the error *Access to the path* 'C: \inetpub\wwwroot\pweb\pagecontent\UserDirectories\xy/' is denied, check right 283
- - .NET Framework must be set to Version 4

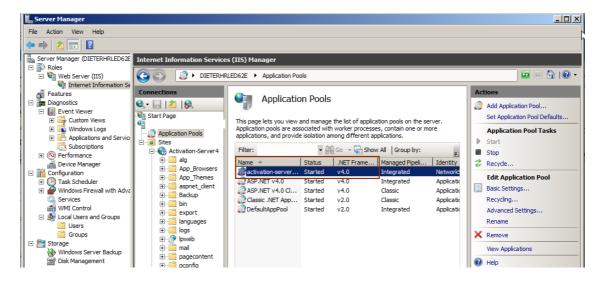


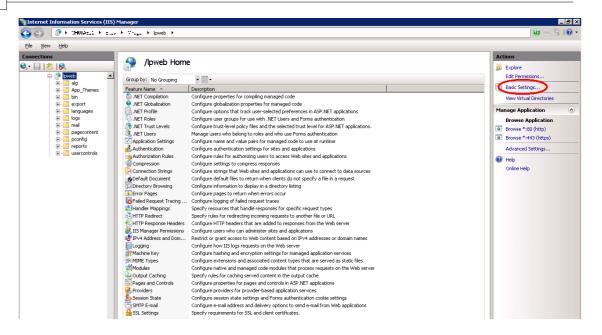
• Error Unrecognized attribute 'xmlns' / Unbekanntes Attribut 'xmlns' or error 503/

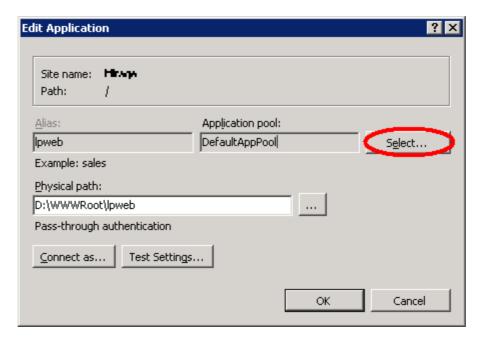
## € IIS 7

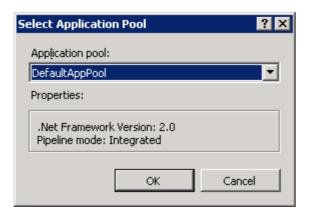
Check the following settings

.NET Framework must be set to Version 4



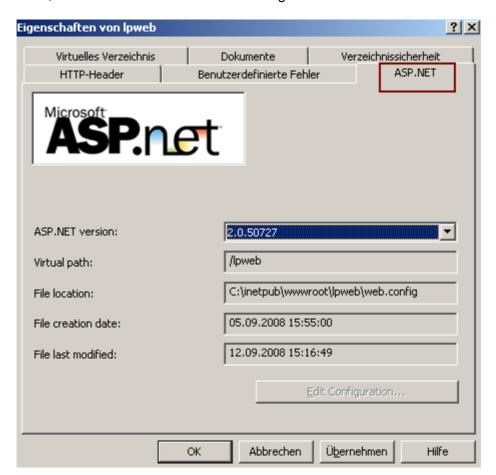






## ■IIS 6

In the IIS probably ASP 1.x is assigned instead ASP 2.x. Open the Ipweb configuration in IIS, select the ASP.NET Tab and change ASP.NET version to **2.x** 

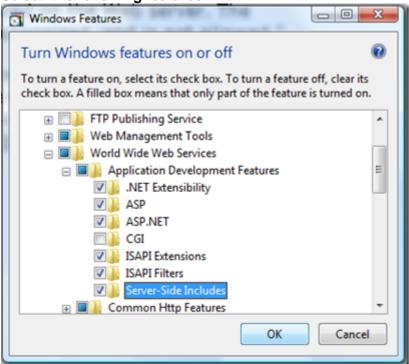


If you cannot select asp.net version 2.0 then activate the version using

C:\Windows\Microsoft.NET\Framework\v2.0.50727\aspnet\_regiis.exe -i

- HTTP Error 500.19
- Go to control panel -> Uninstall a program -> Turn Windows Features on and off
- Open the Internet Information Server branch -> World Wide Web Service Branch -> Application Development Features

Select the following features



■ Could not load file or assembly 'viscor'

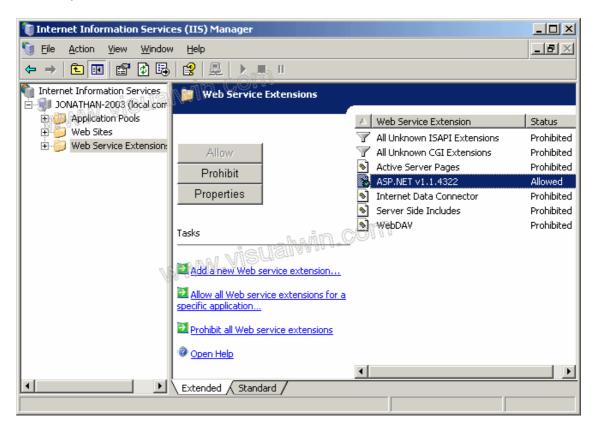
The J# Redistributable Package is missing - Installation

□ Could not load file or assembly 'DocumentFormat.OpenXml, Version=2.0.4725.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35' or one of its dependencies

The open XML SDK is missing or a wrong version is installed - Installation 283

■ Could not load page

If you get an error that a page can not be loaded then Start IIS. Expand your computer name and click on "Web Service Extensions". Make sure "ASP.NET" has a checkmark next to it, and that means that it's enabled.



- If you try to login and get the error invalid object name 'tbluser' Change collation of database to "Latin1\_General\_CI\_AS"
- If you get an error and the Administration Interface does not start check if the web restart the IIS Server service is running and

#### To restart IIS services

- From the Start menu, point to **Administrative Tools**, and then click **Internet**
- 2. In IIS Manager, right-click the local computer, point to **All Tasks**, then click **Restart** 2. IIS.
  - In the What do you want IIS to do drop-down list, click Restart Internet Services
- 3.on computer name. You can also choose to reboot the computer, stop the Internet service, or start the Internet service.
- 4.IIS attempts to stop all services before restarting.

To start, stop, or pause individual sites

 In IIS Manager, right-click the site you want to start (select LPWEB), stop, or pause; and click Start, Stop, or Pause.

☐ Create Unlock Key (manual product activation) fails with - http status 404 - not found

If creating a <u>Serial Number los</u> is working but creating an Unlock Key (manual product activation) fails with the error message: http status 404 - not found then check the entry

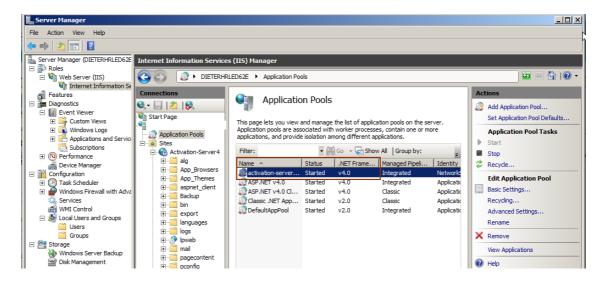
<add key="WebServiceURL 289" value="http://localhost/lpweb/lpws.asmx" />

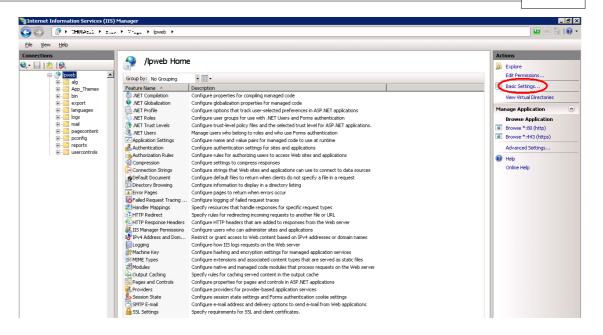
in the file web.config 285. The URL must direct to the page lpws.asmx and if you type in the URL in the Browser it should open this page - see Perform System Check 271

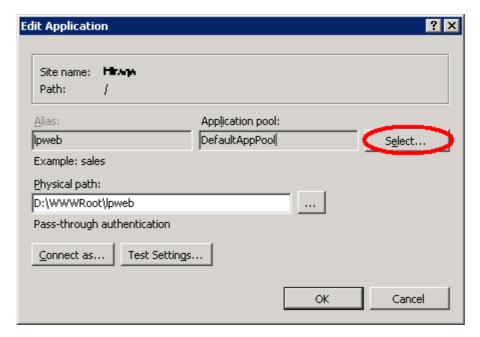
Java script errors on IIS7

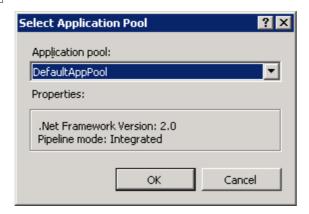
If you get java script errors, check the application pool setting in IIS 7. It must be set to **Classic.net AppPool**.

- IIS 7 check the following settings
   Check the following settings
  - .NET Framework must be set to Version 4

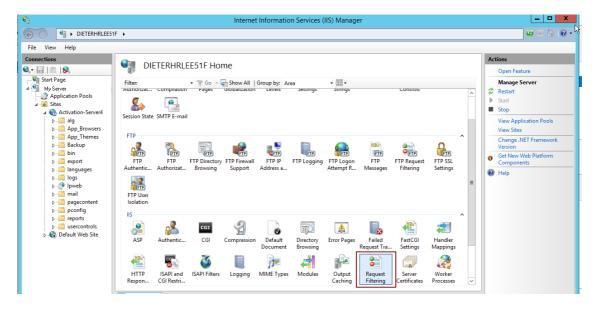


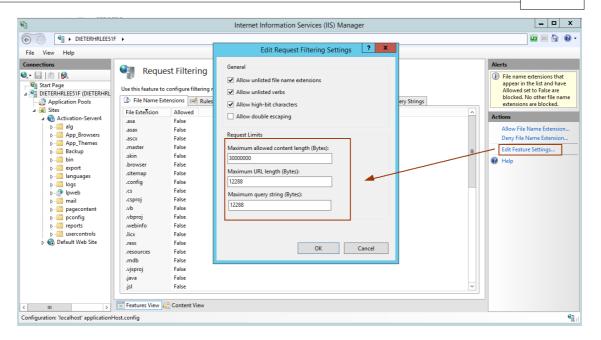






■ MAC versions - product activation - Error 3001
If an activation of a MAC version gives error 3001 and this error occurs the first time after the installation of theActivation Server 6, change the following settings in the IIS





#### 1.9.1.8.1.1 Create Database

The database structure is created during the first start of the Activation Server 6. The following step is only necessary if there is a problem with the automatic generation of the tables.

• Use SQL Server Enterprise Manager 281

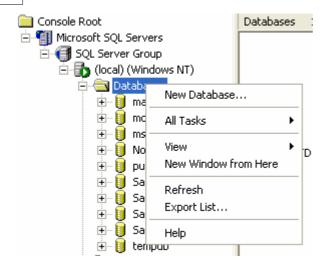
The configuration settings expect to have the SQL server configured with SQL Server Authentication and not with *Integrated Login*.

Note that this tool only is available if you have SQL Server installed. If you use MSDE there is no Enterprise Manager. In that case you have to use OSQL command line utility.

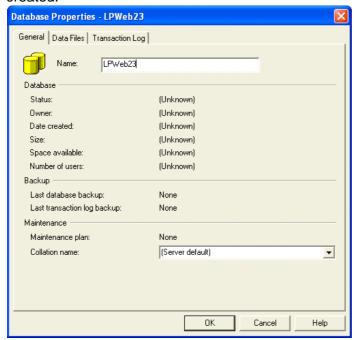
- Step 1: Open Enterprise Manager
- Step 2: Expand the tree on the left side:

Console Root [ Microsoft SQL Servers [ SQL Server Group [ your Server [ Databases

Step 3: Right click on Databases and choose New Database



Step 4: Enter the name e.g. LPWeb23 and press the Ok button. Now the database is created.



.Step 5: Double-Click on the newly created database. From menu above choose "Tools [ SQL Query Analyzer"

Step 6: Add the database in the web.config file

In the web.config file add the database name, user and password

<add name="AS3" connectionString="user id=sa;data source=MIRAGE-LPX350TU\SQLEXPRESS;persist security info=False;initial catalog=lpweb;password=x8736kie938" />

The next launch of Activation Server 6 will add the tables.

Continue with the customization of the config-files.

#### Note

If you do not want to use the user sa for this database then create a user who has **full** read and write access.

#### 1.9.1.8.1.2 Open XML SDK

The Open XML SDK 2.0.5022.0 for Microsoft Office is required. As exactly this version is required, download it only from the link. This step is only required with a manual installation.

Download - OpenXMLSDKv2.msi

#### 1.9.1.8.1.3 ASP.NET Ajax Extension

The ASP.NET Ajax Extension is required and can be downloaded from the Microsoft Website. This step is only required with a manual installation.

#### **Download**

## 1.9.1.8.2 Necessary rights for ASP service

The ASP application works with an IIS-process 'user'. This user must have **full read and write** access.

## IIS 6

The user name is **IWAM\_Machine Name**. These rights should be given to the **complete lpweb folder with all subfolders**. The same is for the user **IUSR\_Machine name** and **user ASP.NET** access. If you have a group **IIS\_WPG**, add also full read and write access. If **NETWORK SERVICE** is available also add this user.

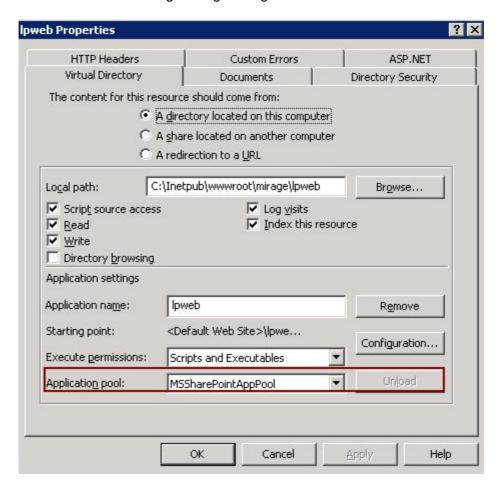
## IIS 7 and above

The user name is **IUSR** and the group name is **IIS\_IUSRS**. If **NETWORK SERVICE** is available also add this user.

The necessary rights can not be configured in the IIS. They have to be configured for the file system.

- Login as administrator
- Open your file explorer
- Choose the Ipweb folder
- Right-click and choose Properties
- On the "Directory Security" tab you can edit the access rights
- · Set all rights to full access
- Click Advanced
- Select Inherit from parent the permission entries that apply to child objects

Also check the following settings and give read/write access to MSSharePointAppPool



#### 1.9.1.9 Additional configuration

You can change the default values which the installer configured. Changing these values should only done with care

- define basic settings of the Activation Server 6 one configuration per server web.config file [285].
- As an option you can change parameters for the log file in the log.config file 285

You have to restart the Activation Server after making configuration changes.

#### 1.9.1.9.1 Web.config file

If you use the MSI installer [215], the configuration is done automatically and only necessary, if you want to manually change default settings.

This file resides in the root directory of the web application (e.g. c: \inetpub\www.root\lpweb\web.config)

The file has a lot of configuration options which should not be changed. This tutorial describes only options you could change.

You can

- 1. Define where the log-configuration can be found: Simply adapt the value of the key "logconfig" to your Web Application path (e.g. c:\\inetpub\\wwwroot\\lpweb\\log). Note to use two backslashes in the path-value
- 2. Define where the configuration for the project files can be found: Simply adapt the value of the key "licprotectorwsconfig" to your Web Application path (e.g. c:\\inetpub\\www.oot\\lpweb). Note to use two backslashes in the path-value
- 3. The database connection string: Set the value of the key "db" according to your database position.
- Set "user id" to a user who has read and write access to your LPWAS database. The system administrator "sa" is not a bad choice.
- Set "password" to the password of the configured user.
- Set "data source" to your SQL Server machine.
- Set "initial catalog" to your LPWAS database-name. Normally that name is LPWeb.

A path can be specified to export data (<u>exportpath [287]</u>), for reports (<u>reportpath [288]</u>) and for the language file. These folders must exist and **read and write permission** is necessary.

Here is the configuration for our example. The Web Application is installed in c: \inetpub\wwwroot\lpweb, the database machine is "mysqlserver", the database is named "LPWeb" and the user "sa" has the password "secret":

```
<add key="db 286" value="user id=lpweb;data
source=PCname\mysglserver;persist security info=False;initial
catalog=lpweb;password=your password" />
             <add key="exportpath 287" value="C:
\Inetpub\wwwroot\lpweb\export\"></add>
             <add key="reportpath 288" value="C:
\Inetpub\wwwroot\lpweb\reports\"></add>
             <add key="languagefile 287" value="C:
\Inetpub\wwwroot\lpweb\languages\languages.xml"></add>
             <add key="<u>LPWebFrontend</u> [287].net.registerserver.licenseProtector-
ASP.Net-WebService" value="http://localhost/lpweb/lpws.asmx"/>
             <add key="loglevel 288" value="4"></add>
             <add key="WebServiceURL 289"
value="http://localhost/lpweb/lpws.asmx"/>
      </appSettings>
<system.web>
```

#### 1.9.1.9.1.1 List of available Parameters

Find below a list of all parameters, which are relevant for configuration. Only change the parameters if necessary, as a wrong configuration would stop the Activation Server 6.

Path for a database backup. The folder needs read and write permission.

#### **Example**

<add key="BackupPath" value="C:\Inetpub\wwwroot\lpweb\DBBackup"></add>

The database connection string. Set the value of the key "AS3" according to your database configuration.

- Set "user id" to a user who has read and write access to your Activation Server 6 database
- Set "password" to the password of the configured user.
- Set "data source" to your SQL Server machine, e.g. MIRAGE-LPX350TU\SQLEXPRESS
- Set "initial catalog" to your database-name. The default name is lpweb.

### **Example**

<add name="AS3" connectionString="user id=sa;data source=MIRAGE-LPX350TU\SQLEXPRESS;persist security info=False;initial catalog=lpweb;password=x8736kie938" />

Path where to temporarily store files for data exports. The folder needs **read and write permission**.

## Example

<add key="ExportPath" value="C:\Inetpub\wwwroot\lpweb\export\"></add>

Link to the latest online help

#### Example

<add key="Help"

value="https://www.helpserver.biz/onlinehelp/lp/was/admin/3.0/help2000/index.html? was\_tutorial\_web\_activation\_server.htm"></add>



Never change this information.

Path for the language file. The folder needs **read permission**.

## **Example**

<add key="Languagefile" value="C: \Inetpub\wwwroot\lpweb\languages.xml"></add>

This limits the number of manual requests through a web interface within a specific time frame to stop a SPAM attack.

#### Example

<add key="KeyRequestLimitation" value="on"></add>

## Possible Values

On = activates the limitation

Off = deactivates the limitation

The values are configured in the file Keygenerator.xml 290 (folder \pagecontent)

ersetzt - nicht mehr gültig

This file was used up to version 3.0 and is now no longer in use. The project configuration is stored in the folder \PCONFIG. Details see Configure a Project 3005



To ensure backward compatibility, the file is still supported.

Name of the configuration file of the log file. Details see log.config [289] file.

#### Example

<add key="LogConfig" value="C:\Inetpub\wwwroot\lpweb\log.config"/>

Defines, which events are logged. The filename is defined in LogConfig [288].

Possible values are

0 = log disabled

1 = log only exceptions

2 = log exceptions and paging

3 = log exceptions, paging and actions

4 = log exceptions, paging, actions and status messages

The Activation Server 6 offers different options for All-In-One Protector and Licence Protector.

#### Possible Values

no = Configuration for Licence Protector. yes = Configuration for All-In-One Protector

Never change these settings. The Activation Servers are different and each server comes an own installation package.

Path where to temporarily store files for reports. The folder needs **read and write permission**.

## **Example**

<add key="ExportPath" value="C:\Inetpub\wwwroot\Ipweb\reports\"></add>

This limits the number of manual requests through a web interface to send customer data within a specific time frame to stop a SPAM attack.

#### Example

<add key="SendCustomerInfoLimitation" value="on"></add>

#### Possible Values

On = activates the limitation Off = deactivates the limitation Path to the Activation Service

### Example

<add key="WebServiceURL" value="http://localhost/lpweb/lpws.asmx"/>

Main version number of the Activation Server 6.



Never change this information.

#### 1.9.1.9.2 Log.config file

If you use the MSI installer [215], the configuration is done automatically and only necessary, if you want to manually change default settings.

This configuration file configures the log file. You may only change the highlighted values.

The **latest** log file can be downloaded in the menu *Administration / Setup*, <u>Download Log</u> File [138]. Additional backups of log files are only available via FTP in the folder ..\logs.

```
<log4net>
       <appender name="RollingFileAppender"
type="log4net.Appender.RollingFileAppender">
              <file value 290 = "logs/lpws.log" />
              <appendToFile value="true" />
              <rollingStyle value="Size" />
              <maxSizeRollBackups value 290="10" />
              <maximumFileSize value 290="1000KB" />
              <staticLogFileName value="true" />
              <layout type="log4net.Layout.PatternLayout">
                     <param name="ConversionPattern" value="%d [%t] %-5p %c [%x] -</pre>
%m%n"/>
              </layout>
       </appender>
       <root>
              <level value="DEBUG" />
              <appender-ref ref="RollingFileAppender" />
       </root>
       logger name="de.subware.common.swbase">
              <level value="WARN" />
       </logger>
</log4net>
```

1.9.1.9.2.1 file value

This parameter defines the folder and filename. The folder needs a full read write access for the ASP.NET service - See Necessary Rights for ASP Service 283.

```
<file value="logs/lpws.log" />
```

1.9.1.9.2.2 maxSizeRollBackups value

Defines the number of backup log files. A backup log file is created when the size per logfile exceeds the defined size - see <a href="MaximumFileSize">MaximumFileSize</a> value 290>.

### Example

If you specify 10, then 10 log files are kept as a backup. Instead of creating an 11th log file, the 10th log file is deleted and and a new log file is created with the name specified in <file value 200>

<maxSizeRollBackups value="10" />

#### 1.9.1.9.2.3 maximumFileSize value

Defines the maximum filesize of a logfile. If the filesize exceeds this limit, the logfile is copied to a backup (up to a maximum number of backups defined in <a href="MaxSizeRollBackups\_value">MaxSizeRollBackups\_value</a>.

<maximumFileSize value="1000KB" />

#### 1.9.1.9.3 Folder Pagecontents

The folder pagecontents holds some additional configuration files

### 1.9.1.9.3.1 Keygenerator.xml

This file can be used to limit the number of activations and requests, which are done through the web interface. It would limit a SPAM attack.

<id>id>interval</id> Intervall for the unit, defined in type

<value>1</value>

<id>type</id>
Type (day, hour, minute)

<value>minute</value>

<id>maxrequests</id> number of allowed requests within the specified time frame <value>5</value>

You have to activate this feature in the web.config file with the parameter KeyRequestLimitation 287

### 1.9.2 E-Mail Activator Service

The E-Mail Activator Service is a service, which scans an E-Mail account for activation requests and **automatically performs the product activation**. The end user will instantly get an Unlock Key back.

The main features are:

- Scan an E-Mail
- Decide, if it is an E-Mail for product activation or another type of E-Mail
- Perform an activation or reactivation using the Activation Server 6 server
- Send back an E-Mail to the end user with different E-Mail content for: successful
  activation, denied activation in case the Serial Number / ID was already used or locked,
  Erroneous Activations
- Reply messages can be defined in all languages supported by Licence Protector
- Forward message for every successful or erroneous E-Mail
- Send all E-Mails to an archive E-Mail account

The E-Mail Activator Service consists of 2 applications:

- An application to configure all settings E-Mail Activator Configurator 293
- A service which runs without user interface E-Mail Activator Service 292

# 1.9.2.1 Automatic E-Mail Activation - How is it working?

The E-Mail Activator - Service can handle E-Mail activations, because each activation E-Mail contains a special coded text area, where all information regarding activation like

- Product Name
- Customer Name
- E-Mail Address
- Serial Number
- Language
- Module ID

is available.

**Example** 

The following block contains the information of this email in an automatically processable form. Please do not change the information, since otherwise the processing will not be possible or will be delayed.

```
--- STARTBLOCK ---
```

r2eQaK51fzPk81PPLBs1R2gZc1A9GfU1tng8s1Cm6fu22vlo42eSn081fAVl611Vn jE1ucsql1hHdiX1qRlBD0RLb1H1VFWpl1Ms0CB20gwHr22leEx1ujjwT1hHdiX1Bf m9e2bqqty1TelVq1wu0my1k5vkn1Uot9k1wuyNi1tmqg61dplkR1t7CKV0U18Yl1y RrLG1OD1iw1360GV1R2kYU1B1U1w1NL63q1PTUoM1k4DQU1gEV3h1ECmnD11S8bZ1 hMJFu1vyQlg1xQu2y22pDny0U4XRl2eYq0C1EppGq0U1Vc31ntPx01DyTSo1vALF9 1Nl3Eu137mtU1tgmZ61CpWIX1oBnjo2bqre01BfVvY20hn3m204qtH1fEd2l2eTpc s1C6JQ71l7yUT1hR73i1C85q11VEz2l1R1wwc1gEEls ---- ENDBLOCK ---

The Unlock E-mail is sent back in the language the user selected in the activation screen.

### Example

If the activation screen is in French, the reply e-mail with the Unlock Key is sent back in French.

### 1.9.2.2 Installation of the E-Mail Activator Service

# **Hosting Users**

- <u>Download the configuration</u> application and start the installer:
   <u>MailActivatorHosting.exe</u>
- Configure your e-mail settings 293
- Save the configuration 304 and open a support ticket

# Running an own server

The service will no longer work with newer operating systems and Mirage provides that as a hosted service also for on-premise customers.

- <u>Download the configuration</u> application and start the installer:
   <u>MailActivatorHosting.exe</u>
- Configure your e-mail settings 293
- Save the configuration 304 and open a support ticket

http://www.mirage-systems.info/download/activation-server/full-version/6.0/MailActivatorHosting.exe

# 1.9.2.3 Configuration of the E-Mail Activator Service

The E-Mail Activator - Configurator is a standalone application, which you can either run on the same system, where the Activation Server 6 is located, or you can download the application to your local PC.

With this application you configure:

- Incoming E-Mail account 293
- The processing of the E-Mail 295
- Response E-Mail Text 296
- Outgoing E-Mail account [299]
- Scheduler 300
- Test the configuration | 301
- General settings 303

#### 1.9.2.3.1 What is a Workflow Rule?

It would be possible, to define for each product you have a different workflow for the E-Mail Activation, e.g. to use

- Different Response Text 296
- Different Activation Servers 295
- Different E-Mail Forwarding options 295
- Different Schedules 300

Normally, you would only have one *Default* workflow rule.

Press Edit to edit a workflow rule

Press New to create a new workflow rule

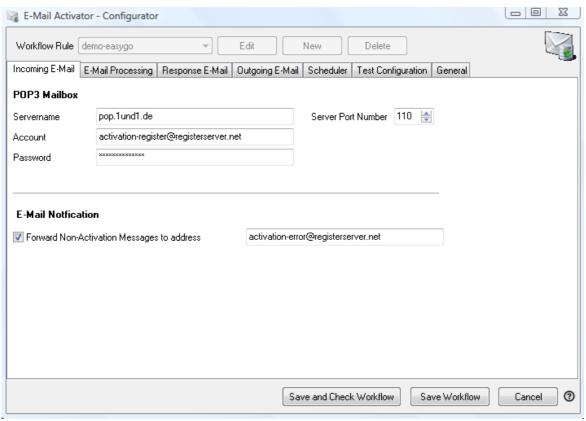
Press **Delete** to delete a existing workflow rule

To use different workflows, you need a **different** E-Mail address for <u>incoming E-mail</u> and <u>lands</u> for every product.

For Hosting users, only one workflow rule is possible to avoid an overload of the server.

### 1.9.2.3.2 Incoming E-Mail

Specify the POP3 mailbox account for the **incoming E-Mail**. This E-Mail address is specified in the command *SetRegisterSettings*.



Incoming E-Mail

# POP3 Mailbox

- Servername: The name of the incoming E-Mail server e.g. pop.myserver.de
- · Account: Your account name
- Password: Password for the account
- Server Port Number. Port to use for incoming E-Mails

### E-Mail Notification

Forward Non-Activation messages to - sends a copy of the E-Mail, if the E-Mail
contains no activation related information (like SPAM), to the specified E-Mail address.
No other action is performed as only E-Mails with Activation information are processed

# **Hosting Users**

Typically you would use an E-Mail address with your domain. In case you don't have a pop3 E-Mail account, we provide for hosting users a free E-Mail account. The E-Mail address is: <a href="mailto:HostingNumber@registerserver.net">HostingNumber@registerserver.net</a>. Please contact <a href="mailto:support@mirage-systems.de">systems.de</a> to get a password and account data.

The configuration settings are:

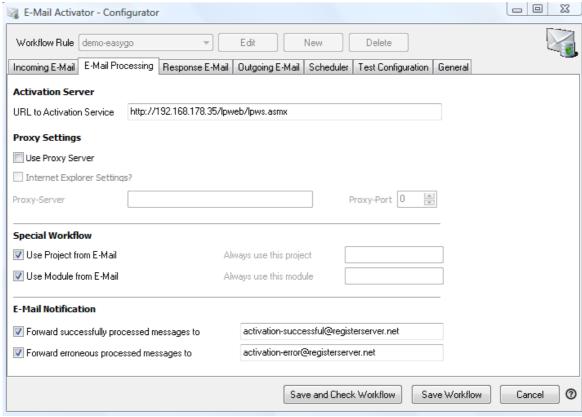
- Servername: pop.1und1.de
- Account: HostingNumber@registerserver.net

A Browser based E-Mail account administration is available at <a href="https://webmailcluster.1und1.de/">https://webmailcluster.1und1.de/</a>

Mirage does not make any backup of the E-Mails. Use the *E-Mail Notification* feature to forward E-Mails for backup and archive purposes.

#### 1.9.2.3.3 E-Mail Processing

You specify here the settings to communicate with the Activation Server 6.



E-Mail Processing

### **Activation Server**

*URL to Activation Service:* This is the URL to the Activation Server. You already use this URLin the project template, TAG <WebServiceURL>.

For Hosting users the URL is:

https://www.registerserver.net/hostingnumber/lpweb/lpws.asmx

# **Proxy Settings**

If the E-Mail Activator - Service needs to access the Activation Server 6 through a proxy server, configure the proxy server settings here.

# Special Workflow

There may be situations, where you need an other workflow for E-Mail activation like for Online Activation. You could redirect the E-Mail Activation Request to another project or another module ID.

- Use Project from E-Mail uncheck it to specify a different project name
- Use Module from E-Mail uncheck it to specify a different module name



As all activations are routed to one single project, this option makes only sense if

- A separate E-Mail address is specified for each product
- A separate workflow rule [293] is defined for this E-Mail address

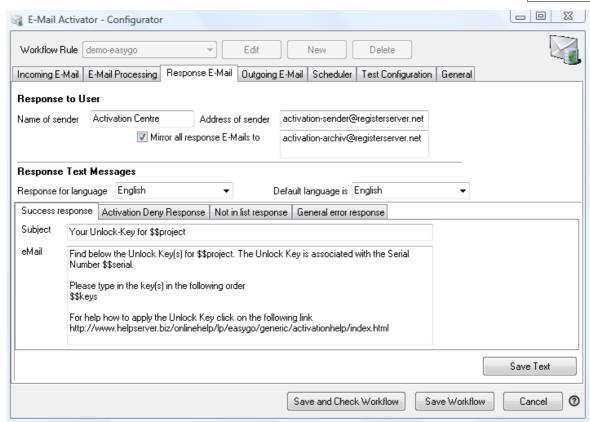
### E-Mail Notification

- Forward successfully processed messages to sends a copy of the E-Mail with the Unlock Code to the specified E-Mail address
- Forward erroneous process messages to sends a copy of the E-Mail, where an activation failed (e.g. because the Serial Number / ID) was already used, to the specified E-Mail address

# 1.9.2.3.4 Response E-Mail

You configure here the automatic response messages to the user. The response message is defined:

- per language
- per different action Successful Response, Activation Deny response, Not in list response, General error response



Response E-Mail

## Response to User

- Name of sender. This is the name the user will see as sender in the E-Mail e.g. Activation Center
- Address of sender. This is the E-Mail address the user will see as sender E-Mail address in the E-Mail e.g. activation-support@registerserver.net
- *Mirror all response E-Mails to.* You can specify one or more E-Mail addresses (separated by a semicolon) which should get a copy of the response E-Mail.

Specify an E-Mail address, where the end user could reply to in case he has questions regarding the activation.

## Response Text Messages

For each response type (like successful or erroneous activation), you can specify an **individual message for each language**, which is supported by Licence Protector.

- Response for language. Select the language to define a notification message
- Default language is. Select a default language. This language is used in case an activation request is sent in a language, where you did not define an individual notification



You have to specify at least the notification messages for the default language

There are 4 different notification messages. For each message the subject line and the E-Mail content can be specified. There are variables, which start with an \$\$. The variables are replaced with user or project specific values like project name or Serial Number.

- Success response. This message is sent out in case the E-Mail activation was successful
- Activation response. This message is sent out in case the E-Mail activation failed, e.g. because the Serial Number / ID was already used or was locked
- *Not in list response.* This message is sent out, if you configured, that only uploaded Serial Numbers / IDs can be used see <u>Accept only uploaded Serial Numbers / IDs.</u> 322 and Serial Number / ID from the product activation is **not** in the positive list.
- General error response. This message is sent out in case an error occurs

Press Save Text to save the message text.

# Variables

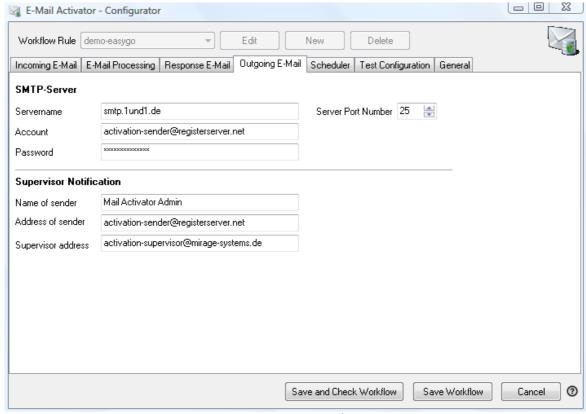
The following variables can be used in the response message:

- \$\$project = Project/Product Name
- \$\$serial = Serial Number
- \$\$keys = Unlock Key(s)

Right now, \$\$project contains the name of the project, which could be just a short name. If you have only one product, then you could replace \$\$project with the real product name in the text. Another option is not to use this variable. The next major release of Licence Protector will add the full product name in the Activation E-Mail.

1.9.2.3.5 Outgoing E-Mail

Specify the SMTP mailbox account for the outgoing E-Mail with the Unlock Key(s).



Outgoing E-Mail

# **SMTP-Server**

- Servername: The name of the outgoing E-Mail server e.g. smtp.myserver.de
- · Account: Your account name
- Password: Password for the account
- Server Port Number. Port to use for outgoing e-mails

Use for incoming E-Mail and outgoing E-Mail a different E-Mail account. A good idea is to use a support E-Mail Account for outgoing E-Mails, so that the user could contact support in case of the E-Mail Activation failed

### **Supervisor Notification**

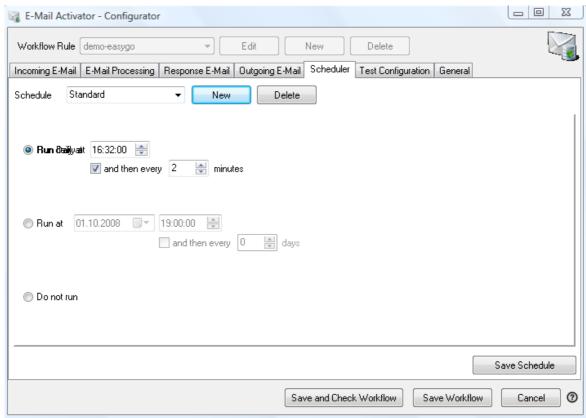
The E-Mail Activator - Service will send out an E-Mail notification to an supervisor in case of critical errors.

Name of sender. This is the name the supervisor will see as sender in the E-Mail - e.g.
 E-Mail Activator - Service

- Address of sender. This is the E-Mail address the supervisor will see as sender E-Mail address in the E-Mail e.g. activation-service@registerserver.net
- Supervisor E-Mail address. E-Mail address of the supervisor

#### 1.9.2.3.6 Scheduler

You can define multiple schedules, when the E-Mail Activator - Service should process new E-Mails.



Scheduler

# Example:

- Process every x minutes
- Process once on a specific day
- Process every x days

Typically, one schedule which processes every x minutes, will be sufficient.

Select a schedule in the *Picklist* or press the button *New* to add a new schedule or the button *Delete* to delete an existing schedule.

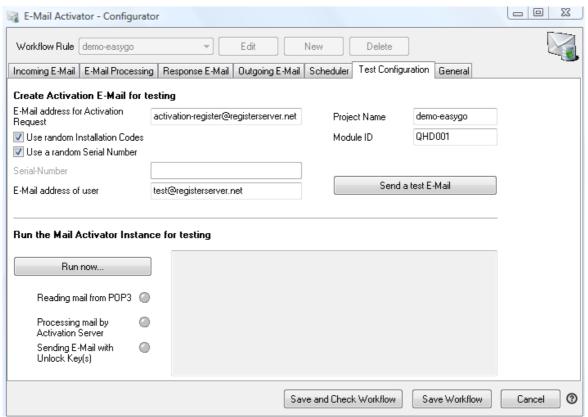
- Run daily at hour and then every x minutes. This starts the E-Mail Activator Service at the specified time and then processes the E-Mails every x minutes
- Run at 'Day' 'Time' and then every x days. This starts the E-Mail Activator Service at the specified date/time and then processes the E-Mails every x days
- Do not run. This disables the E-Mail Activator Service

Press the button **Save Schedule** to save the schedule modifications.

For Hosting customers, the interval options could be restricted (e.g. the interval minutes) to avoid an overload of the server.

#### 1.9.2.3.7 Test Configuration

This option allows you to perform a real E-Mail activation test to validate your settings.



Test Configuration

# Create Activation E-Mail for testing

• *E-Mail address for Activation Request*. This address should match the E-Mail address you defined for incoming E-Mails 293.

- Project Name. Must exactly match the project name defined in the project template in the field <ProjectName>. A default project demo-easygo is installed with the Activation Server..
- Module ID. Must exactly match the module ID for the main module, defined in the project template in the field <ModuleID>. The module ID of the project demo-easygo is QHD001.
- Use random Installation Codes. Generates random Installation Codes / Hardware IDs
- Use a random Serial Number. Generates a random Serial Number. If you uncheck this option, you can type in your own ID
- CustomerInfo: Define which address screen, used during product activation, should be simulated
- Old Autoblock Style: Only use it for backward compatibility with server version below 3.1
- E-Mail address of user. E-Mail address where the Unlock Key(s) is sent.

Press the button: **Send a test E-Mail** to send out an E-Mail for a product activation. It has the same content like the Activation E-Mail from an user.

# Run the E-Mail Activation Workflow Rule to test E-Mail Activation

Now you can run a test which processes all E-Mails, stored in the mailbox for <u>Incoming E-Mail</u> [293]. If you have sent a Test E-Mail, then at least one Activation would be processed. Press the button **Run Now.** The following workflow is processed:

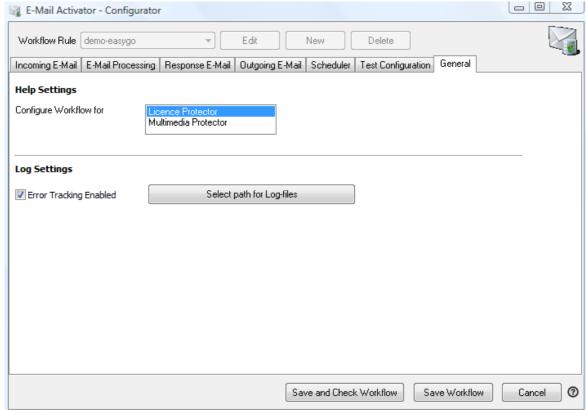
- Read incoming E-Mail 293
- Send the Activation Request to the Activation Server 6, specified in <u>E-Mail</u> Processing 295
- Send out [299] an E-Mail with either an Unlock Key or an error message
- Send out E-Mails to the addresses specified for E-Mail forwarding [295]

You will see status messages in the text window. Check, if the configuration is working:

- The activation must be documented in the Activation Server 6. Login into the Administration Interface and select <u>Data Management</u> 53. You should find an entry there
- An E-Mail with an Unlock Key should be in the Inbox of the E-Mail address you defined above E-Mail address for Activation Request

1.9.2.3.8 General

# Define general settings.



General Settings

# **Help Settings**

Specify, if you are using *Licence Protector* or *All-In-One Protector* as the help items, available through the icon ②, are different for each product.

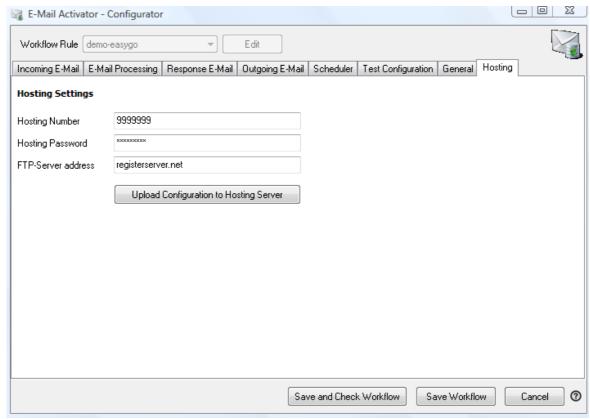
# Log Settings

Check this option to activate a log file.

The path and name of the configuration file is

# 1.9.2.3.9 Hosting

Only customers, using the Mirage Hosting Server, will have this option.



Hosting

Type in your **Hosting Number**, Hosting **Password** and as server name: **registerserver.net**.

After making all the changes, press the button *Upload Configuration to Hosting Server*. This will send the configuration settings to the Activation Server 6.



It may take a few minutes until the update takes effect.

### 1.9.2.3.10 Save Configuration

Press the button **Save and Check** to save all your configuration settings. A check is done to ensure that settings like E-Mail addresses are correct.

You could also press the button **Save** or **Cancel**. Cancel will ignore all changes you have done.

# **Hosting Users**

Open a ticket and add the mailactivator.xml.

# All other users.

Open a ticket and add the mailactivator.xml.

# 1.9.3 Configure a Project

The main configuration files for a single project (product) are:

- Project.config 305 on the folder \pconfig
- Workflow Configuration File [318] on the folder \alg
- Project Template 320

These files have to be <u>uploaded [320]</u> to the Activation Server 6. Only after uploading the configuration files a product activation will work.

# 1.9.3.1 Project.config

The product configuration file is automatically uploaded if you use the *TAB Activation* Server, **Update project on the Activation Server** within Licence Protector application.

You can modify the settings within the product configuration [141].

Only if you need settings, which are not available through the user interface, edit the project.config file directly.

This files replaces the formerly used project.config file in the main web folder, which is still supported for backward compatibility.

For **each** project you need a project config file in the folder **\pconfig**. It needs the extension **.config**.

#### Example

.\pconfig\easy-go.config

If you are using EasyGo, a sample file can be found in the folder ..\EasyGo\Web Activation Server. Hosting customers should use the files from the folder ..\EasyGo\Web Activation Server\Files for Mirage Hosting

The file could look as follows. Find below the detail description of all <u>available</u> <u>parameters 307</u>.

# **Sample Configuration File**

<Configuration>

</Configuration>

```
<Project>
   < ProjectID | 316 > demo-easygo < / ProjectID >
   <ProjectDescription | 316 > Easy Go application Version 1.3 
    <|sSerial | 313 > QHD001</|sSerial >
   <CheckActivationKeys 309 > yes
   <StoreKey 317 > yes</StoreKey>
   <NoOfAllowedKeyOccur 315>1</NoOfAllowedKeyOccur>
   < CheckEntries | 309 > yes < / CheckEntries >
   <EntryRequired | 311 |> no</EntryRequired>
   <NoOfAllowedEntryOccur 315>1</NoOfAllowedEntryOccur>
   <InstCodeType1 313 > 6</InstCodeType1>
   <InstCodeType2>1</InstCodeType2>
   <InstCodeType3>3</InstCodeType3>
   <ali><aliowReactivation</a> <a>307</a> <a>Yes</a></allowReactivation></a></a>
Use either
  < MinIdenticalInstcodes 314>3</MinIdenticalInstcodes>
or an individual definition
   <CheckInstCodeType1 | 309 > 1/CheckInstCodeType1>
   <CheckInstCodeType2>2</CheckInstCodeType2>
   <CheckInstCodeType3>3</CheckInstCodeType3>
   < CheckLicenceDays 310 > 30 < / CheckLicenceDays >
   < CustomerInfoMapping | 310 | > last < / CustomerInfoMapping >
   <MultipleLVS 315 > true</MultipleLVS>
   < Number Of Keys To Display 315 > 1 < / Number Of Keys To Display >
   < LvsDefaultName 314 > Default</LvsDefaultName>
    <LvsOverwriteServerChanges | 314 | > true < /LvsOverwriteServerChanges >
   <GeneratorPath 312>C:\Inetpub\wwwroot\lptest\lpweb\bin\alg</GeneratorPath>
   <GeneratorApp | 311 > AutoLicGenerator.exe</GeneratorApp>
   <GeneratorConfig 311 > config-autogenerator-EasyGo.xml</GeneratorConfig>
   <TicketValidMinutes> 317 1440</TicketValidMinutes>
 </Project>
```

#### 1.9.3.1.1 List of available Parameters

The list of all available Parameters in the project.config file is in alphabetical order.

ActivationKeyRequired 307 AllowReactivation 307 CheckActivationKeys 309 CheckEntries 309 CheckInstCodeTypes1-n 309 CheckLicence Days 310 CustomerInfoMapping 310 EntryRequired 311 Generator App 311 GeneratorConfig 311 GeneratorPath 312 IgnoreLocalInstCodes 312 InstCodeType1-n 313 IsSerial 313 MinIdenticalInstcodes 314 LvsDefaultName 314 LvsOverwriteServerChanges 314 MultipleLVS 315 NoOfAllowedEntryOccur 315 NumberOfKeysToDisplay 315 NoOfAllowedKeyOccur 315 ProjectID 316 ProjectDescription 316 StoreKey 317 TicketValidMinutes 317

# 1.9.3.1.1.1 ActivationKeyRequired

A yes/no value. Defines, if an <u>Activation Key 23</u> is only accepted when the key was previously uploaded to the Activation Server 6. For details see: <u>Accept only uploaded Activation Keys 322</u>.

Default value: No

# 1.9.3.1.1.2 AllowReactivation

This parameter turns on the option, that a reinstallation is allowed on the same machine.

For details see Allow Reinstallation / Product Reactivation

Default value: No

For each Activation Key or product activation, the complete hardware profile (installation codes) is stored. To recognize a PC, hardware ID's **are compared with former activations** and only if hardware ID's match, the product can be activated again or a key can be used again.

A PC is considered identical, if at least the number of installation codes, defined with MinIdenticalInstcodes [314], is identical – e.g. MinIdenticalInstcodes = 3 would need at least 3 identical installation codes **out of all available codes**, to be identified as the same PC.

You could either define that a number of codes out of all available codes have to match OR you can specify the **exact** installation codes, which have to match, with the configuration option CheckInstCodeType [309].

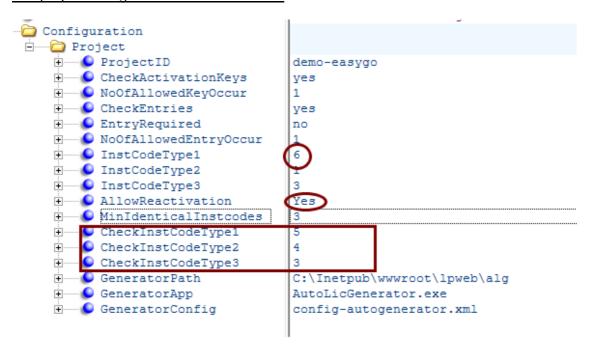
MinIdenticalInstcodes is ignored if a list of installation codes is defined with CheckInstCodeType 309.

<a href="#"><AllowReactivation></a> and must be set to Yes.

If you use a network license, then all installation codes, which are local codes and cannot be retrieved through the network, have to be filtered out for the reactivation. This is done by setting <a href="mailto:lgnoreLocalInstCodes">lgnoreLocalInstCodes</a> | 312 = true.

A good practice is to use different installation codes for the reactivation. If e.g. the MAC address and UNC Path is used for the initial product activation, it make sense NOT to validate the MAC address, so the user can change his network adapter.

# File project.config on the Activation Server



In the sample above, the MAC address and UNC path (code 6) is used for copy protection. To validate, if the machine is the same in case a reactivation is done, code 5 (volume ID

and UNC path), code 4 (netbios name) and code 3 (hostname) have to match. The machine is then considered as identical and the product is activated again or a key is accepted again. The command MinIdenticalInstcodes is ignored as the codes have been defined in detail with CheckInstCodeTypex.

Installation code number 5 ensures, that the version can not be installed again on another directory. This prevents a product reactivation on the same machine but in a different folder.



If you are unsure about the configuration, only use MinIdenticalInstcodes.

# See also

CheckInstcodeType 309 - additional configuration setting MinIdenticalInstcodes 314 - additional configuration setting IgnoreLocalInstCodes 312 - additional configuration setting

#### 1.9.3.1.1.3 CheckActivationKeys

A yes/no value that determines if an <u>Activation Key 23</u> is validated or not. If this option is turned off, the Activation Key can be used any times.

Default value: Yes

#### 1.9.3.1.1.4 CheckEntries

A yes/no value that determines if the Entry Key 27 is validated or not. If this option is turned off, the Entry Key can be used any times and is not validated or documented at all.

Default value: Yes



This feature will be disabled in a future version. Do not use it.

### 1.9.3.1.1.5 CheckInstCodeType1-n

This entry is used in combination with AllowReactivation [307] to identify a machine.

# **Example**

CheckInstCodeType1=2 (MAC-Address) CheckInstCodeType2=3 (Hostname) CheckInstCodeType3=1 (Volume ID) To allow a reinstallation on a machine, the *MAC Address* and *Hostname* and *Volume ID* have to match.

Default value: no default value

#### See also

AllowReactivation 307 - activate this option and detail information MinIdenticalInstcodes 314 - additional configuration setting IgnoreLocalInstCodes 312 - additional configuration setting

#### 1.9.3.1.1.6 CheckLicenceDays

Defines, when the next Online validation is due. This parameter is only active if you make regular online checks.

Default: 90 days

#### 1.9.3.1.1.7 CustomerInfoMapping

In case of a new installation or usage of an ID on multiple PCs, this settings defines, how the customer address information should be updated. Possible values are:

- last the existing address information is **overwritten** with the address from the latest product activation. To update an record the ID / Serial number and the e-mail address must match. If the e-mail address does not match a new address is added
- first the address information from the first product activation is always used and never updated
- always a new address record is created for every product activation and an existing address is never updated

Default value: last

# **Guidelines for the configuration**

Depending of the usage of the customer information changing the default configuration is necessary.

# Create Keys on the Activation Server AND assign it to a customer name

In case the keys are generated on the Activation Server 6 and you assign a customer name to the key, you probably want to prevent the customer data from being overwritten. This is typically the situation if the address database is your main data source and you keep the information updated. Set the value value for CustomerInfoMapping to: **first** 

# Create a key list and send it to a reseller

In case you create a key list you for a reseller:

- · Create key list
- Add the name of the reseller to the customer database
- Import keys 138 and assign the key to the reseller name
- Set the value for CustomerInfoMapping to **always**. This would create a record for every end user registration but also keep the documentation on the reseller record

# E-commerce system or send out CDs

If you use an e-commerce system or you send out CDs, the customer name is available only during product activation. Set the value for CustomerInfoMapping to **last** 

### 1.9.3.1.1.8 EntryRequired

A yes/no value .Defines, if product activation is only accepted, when the Serial Number / ID was previously uploaded to the Activation Server 6. For details see <a href="Accept only uploaded Module ID / Serial Numbers">Accept only uploaded Module ID / Serial Numbers</a>

Default value: No

#### 1.9.3.1.1.9 GeneratorApp

Filename of the <u>Automatic License Generator</u> that is used for this project. This application has to be placed in the folder, specified by <u>GeneratorPath</u> (312).

This information is important, if applications, protected by **different Licence Protector versions**, are used. You have to use the <u>Automatic License Generator</u> from the same Licence Protector release.

Example: lpautogenrator240.exe

### See also

Configuration project.config 305: GeneratorConfig 311 Configuration project.config 305: GeneratorPath 312

#### 1.9.3.1.1.10 GeneratorConfig

Filename of the configuration-file for the Activation Server 6 for this project. This file has to be placed in the folder, specified by <u>GeneratorPath [312]</u>. You need one configuration file for each project.

Example: config-autogenerator-easygo.xml

The file contains the workflow definition - for details see Project Configuration File 318

### See also

Configuration project.config 305: GeneratorApp 311 Configuration project.config 305: GeneratorPath 312

#### 1.9.3.1.1.11 GeneratorPath

Path (without application name) to the <u>Automatic License Generator</u> 25.

Example: c:\inetpub\wwwroot\bin\alg

# See also

Configuration project.config 305: GeneratorConfig 3111 Configuration project.config 305: GeneratorApp 311

#### 1.9.3.1.1.12 IgnoreLocalInstCodes

This entry is used in combination with AllowReactivation [307].

If you use a network license, then all installation codes, which are local codes (e.g. NetBios-Name) and cannot be retrieved through the network, have to be filtered out for the reactivation. This installation code is ignored on comparing the hardware lds in combination with MinldenticalInstcodes [314]. Set IgnoreLocalInstCodes=true

Default value: True



If you use a code which works only for single user installations, especially code 4, 11, 13, then you have to set IgnoreLocalInstCodes=**false**. You can always set it to false if your product is used only as a single user version and never as a network version.

#### See also

Allow Reactivation 307 - turn on the reactivation feature CheckInstcodeType 309 - additional configuration setting MinIdenticalInstcodes 314 - additional configuration setting

#### 1.9.3.1.1.13 InstCodeType1-n

This parameter is used to define, which <u>Installation Code</u> so used to turn on <u>Copy Protection</u>. As it is not known in advance, which hardware criteria will be available, there has to be a priority list. The first installation code, that is not **empty**, is used for Copy Protection.

### Example

InstCodeType1=2 (MAC-Address)
InstCodeType2=3 (Hostname)
InstCodeType3=1 (Volume ID)

If the MAC address is not available, then the Hostname is used for Copy Protection.

Default value: none



If you do not want to activate Copy Protection, do not specify this entry.

1.9.3.1.1.14 IsSerial

This setting is no longer in use but still works to ensure backward compatibility. This information is now stored in the project template - see chapter: Define Module for Serial Number

Defines, which module is used as a Serial Number. Only modules, which are defined as a Serial Number, can be selected in certain options like:

- Add a key on the Activation Server 123
- Create a Serial Number 109
- Manual Product Activation | 115|

This option simplifies the generation of Serial Numbers, as the end user only can select a module, which is used as a Serial Number.

### Example

<lsSerial>QHD001</lsSerial>

You can specify multiple modules as Serial Number.

<lsSerial>QHD001</lsSerial>
<lsSerial>QHD003</lsSerial>

If this definition is missing, **all modules** are used by default.

#### 1.9.3.1.1.15 MinIdenticalInstcodes

This entry is used in combination with AllowReactivation 307 to identify a machine.

The parameter defines the number of <u>installation codes</u>, which have to be identical, to identify a PC. MinIdenticalInstcodes = 3 would need at least 3 identical installation codes out of all available codes to identify the PC.

A good value to use is between 3-4.

For more background information and additional configuration options see: Che

Default value: no default value

### See also

AllowReactivation 307 - activate this option and detail information CheckInstcodeType 309 - alternative configuration setting IgnoreLocalInstCodes 312 - additional configuration setting

#### 1.9.3.1.1.16 LvsDefaultName

The default name of the license file when uploaded to the Activation Server 6.

Default: default

### 1.9.3.1.1.17 LvsOverwriteServerChanges

By default, changing a license file on the Activation Server 6 has a higher priority then changing the local license file. If a license file upload is done, the changes on the Activation Server 6 are **not** overwritten.

If a license file upload should always result in a 1 to 1 copy of the local license file, set the value to true.

Default value: false

#### 1.9.3.1.1.18 MultipleLVS

Defines, if **multiple** license files per ID can be uploaded. If only one license file per ID should be possible, set the value to false.

Default value: true

1.9.3.1.1.19 NoOfAllowedEntryOccur

Number of times the same Entry Key [27] is allowed to be activated.

Default value: 1

The Serial Number, used with <u>EasyGo 27</u> and All-In-One Protector, is an <u>Entry Key 27</u> and not an <u>Activation Key 23</u>. Therefore, the definition has to be made with NoOfAllowedEntryOccur and not with NoOfAllowedKeyOccur.

# See also

AllowReactivation 307 to allow multiple activations on the same machine NoOfAllowedKeyOccor 315 to define the number of activations for Activation Keys

### 1.9.3.1.1.20 NumberOfKeysToDisplay

For the <u>manual product activation [115]</u>, only 1 Unlock Key is generated by default. If you use EasyGo version 2.7 or later, this is sufficient. Otherwise you can configure, how many keys should be generated. EasyGo version **below 2.7 needs 2 keys**.

Default value: 1

#### 1.9.3.1.1.21 NoOfAllowedKeyOccur

Number of times the same Activation Key [23] is allowed to be activated.

Default: 1

The Serial Number, used with <u>EasyGo 27</u> and All-In-One Protector, is an <u>Entry Key 27</u> and not an <u>Activation Key 23</u>. Therefore, the definition has to be made with NoOfAllowedEntryOccur and not with NoOfAllowedKeyOccur.

### See also

AllowReactivation 307 to allow multiple activations on the same machine NoOfAllowedEntryOccur 315 to define the number of activations for Entry Keys

#### 1.9.3.1.1.22 ProjectID

Project name, defined in the project template. Must be unique

Example: demo-easygo

The project name used in the project.config file **must match** the project name, defined in the project template.



Also define the full project name using ProjectDescription | 316

### See also

Definition of a project 29

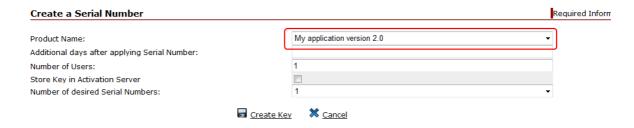
## 1.9.3.1.1.23 ProjectDescription

You can define a name, which is shown in the project / product select list box. This should be the full name of the application. If no *ProjectDescription* is defined, the <u>project ID [316]</u> is used as project name.

# Example

ProjectDescription = My application version 2.0

displays the full name in every project select list box.



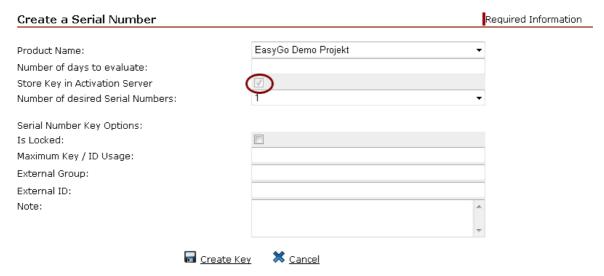
#### 1.9.3.1.1.24 StoreKey

A yes/no value, that determines, that a key is **always** stored in the Activation Server. The user cannot disable this option.

The definition is valid for

- Create an Activation Key 127
- Create a Serial Number 109

Default value: No





This feature is supported only with Internet Explorer

### 1.9.3.1.1.25 TicketValidMinutes

To ensure, that the user does not manipulate the date on his local PC during a product activation or regular online check, the time difference in minutes can be controlled. If the time difference is greater than this value an error 3014 is generated.

The user will get the following screen:



The maximum allowed time difference by default is **24 hours** (1440 minutes). To change the time difference setting, use a value in **minutes**.

Default value: 1440

# 1.9.3.2 Workflow Configuration File

This file defines the **workflow**, which is done during a product activation. It also includes the definition, for which modules an Activation Key can be generated.

The filename of the workflow file is defined in the <u>project.config</u> | sile with the tag < GeneratorConfig | sile with the tag workflow file per project, e.g. configworkflow-easygo.xml.

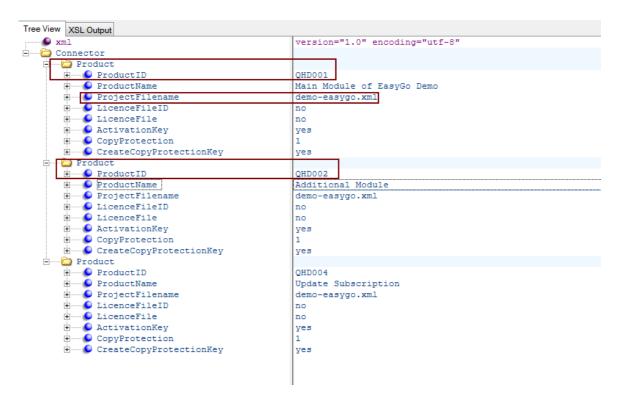
In the installation folder of Licence Protector is a **sample configuration file**, which could be used as as a template. It is located in the folder ..**\EasyGo\Activation Server.** 

Important settings to change are:

• ProductID to your module ID of the main module (mandatory)

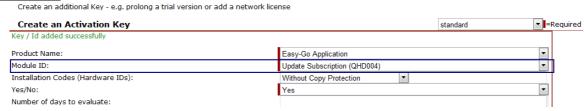
- ProjectFilename name of the project template
- CreateCopyProtectionKey Yes/No value. Activate copy protection when the product is activated. Which hardware ID is used is specified with InstCodeTypex [313]

If you want to create Activation Keys, using the Administration Interface, you have to add a product definition for every module you want to create a key.



The module can then be selected in a picklist.

## Example:



The file must be copied in the folder .\alg on the Activation Server 6. See Upload Configuration Files 320.

# 1.9.3.3 Project Template

The project template file is necessary, as the Activation Server sends keys during the product activation process. To send a key, the personal encryption is needed and also the module type definition.

The project template is defined in the <u>activation workflow configuration file</u> with the parameter <ProjectFilename>.

Just use your original project template, which you use in the Licence Generator to generate the license file.

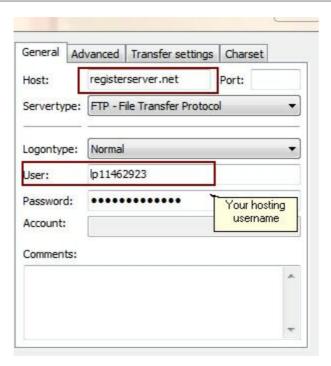
The file must be copied in the folder **.\alg** on the Activation Server 6. See <u>Upload</u> <u>Configuration Files [320]</u>.

# 1.9.3.4 Upload Configuration Files

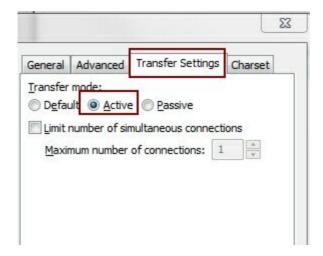
You have to copy your files to the Activation Server 6 with an FTP software (using the File Explorer will not work).

Using the popular FTP Tool FileZilla Client (<a href="http://filezilla-project.org/">http://filezilla-project.org/</a>) the settings would be as follows:

The user name always starts with Ip + number.



It is important to set the transfer mode to Active



Select the folder **\alg** and copy to this file:

- Your project template. This has to be done every time when you
  - change the PSK
  - change a module type
  - add a new module
- Your workflow file 318 config-workflow-xy.xml

Select the folder \pconfig and copy the project.config [305] file there

You have to restart the Activation Server after making configuration changes.

# 1.9.4 How TOs and FAQ - Activation Server

This chapter introduces Frequently Asked Questions as well as tips and tricks.

# 1.9.4.1 Accept only uploaded Activation Keys

Defines, if an Activation Key as is only accepted when the key was previously uploaded to the Activation Server 6. It is like a positive list. Only entries, which are already stored in the Activation Server 6 are accepted. By default, the Activation Server 6 accepts all valid keys. The DLL makes the validation (e.g. encryption, module number etc.) and sends only valid keys to the Activation Server 6.

Accepting only uploaded IDs adds more security because only Activation Keys, which are known to the Activation Server 6, can be used.

There are 2 ways to upload:

- Upload a single key see Add a Key on the Activation Server 123
- Upload a complete keylist see Import 138

If you want to use this feature, then <u>CheckActivationKeys</u> and <u>ActivationKeyRequired</u> or the project.config file have to be set to Yes.

<CheckActivationKeys>Yes</CheckActivationKeys>
<ActivationKeyRequired>Yes</ActivationKeyRequired>

To allow only uploaded Serial Numbers see <u>Accept only uploaded Serial Numbers / IDs</u> 322

# 1.9.4.2 Accept only uploaded Serial Numbers / IDs

Defines, if product activation is only accepted, when the Serial Number / ID was previously uploaded to the Activation Server 6. It is like a positive list. Only entries, which are already stored in the Activation Server 6 are accepted. The DLL makes the validation (e.g. encryption, module number etc.) and sends only valid Serial Numbers to the Activation Server 6.

Accepting only uploaded IDs is more security because only IDs / Serial Numbers, which are known to the Activation Server 6, can be used.

There are 2 ways to upload:

• Upload a single key / ID - see Add a Key on the Activation Server 123

• Upload a complete keylist / ID-list - see Import 138

If you want to use this feature, then <u>CheckActivationKeys</u> and <u>EntryRequired</u> in the project.config file have to be set to Yes.

- <CheckActivationKeys>Yes</CheckActivationKeys>
  <EntryRequired>Yes</EntryRequired>
- To allow only uploaded Serial Numbers, this configuration setting has to be used and not AllowKeyRequired [307]. This is due to the fact that a Serial Number performs a product activation and is different from a standard Activation Key.

To allow only uploaded Activation Keys see: Accept only uploaded Activation Keys 322

#### 1.9.4.3 How do I track errors?

The Activation Server 6 logs all operations in an error log. To get an detail error, login into the Administration Interface, select menu *Administration / Setup*, **Download Logfile.** Search in the logfile for the error.

After making changes restart the Activation Server 6 to ensure, that all modifications are applied. Select menu *Administration / Setup*, **Restart Activation Server**.

# 1.9.4.4 How to change the date format?

The date format can be changed to the users preference like US, German or English format within the user settings [165].

### 1.9.4.5 How can I change how often a key / ID can be used?

This can be changed per Activation (e.g. per Serial Number) or per Activation Key within the *Data Management* Tab, Option View (Modify an Activation 87). The main purpose is to allow another activation for a specific user.

The default number of activations (<u>NoOfAllowedEntryOccur</u> (<u>NoOfAllowedKeyOccur</u> (<u>NoOfAllowedKeyOccur</u> (<u>ProjectID</u> (<u>ProjectID</u> (<u>ProjectID</u> (<u>Inc.</u>)) is defined in the project.config (<u>Inc.</u>) is defined in the

If you want to allow more activations for a specific Serial Number or Activation Key in advance (before handing out the key) How can I specify the number of times a key can be used? 324

### See also

Maximum Key / ID usage 29 Effective Key / ID usage 28

# 1.9.4.6 How can I specify the number of times a key can be used?

The default number of default activations (<u>NoOfAllowedEntryOccur</u> (<u>NoOfAllowedKeyOccur</u>) / Activation Keys (<u>NoOfAllowedKeyOccur</u>) for a specific project (<u>ProjectID</u> (<u>Pro</u>

If you want to allow more activations for a specific Serial Number or Activation Key in advance (before handing out the key), you can add the activation info or key in the Administration / Setup Tab, Add a Key on the Activation Server Add in the Maximum Key / ID Usage field the number of activations you want to allow.



This option is not available when using the feature to transfer a license.

### See also

Maximum Key / ID usage 29 Effective Key / ID usage 28

# 1.9.4.7 How to find out if a customer has activated the software?

If a software is <u>activated [29]</u>, it can be either found in the *Reports* Tab, report <u>Activation [51]</u> or within the *Data Management* Tab, Key List [65] or Transactions [55].

Either search for customer name or Entry Key.



If you are using Serial Numbers [30], then the Entry Key is the Serial Number.

#### 1.9.4.8 How to lock a Serial Number / Activation Key?

A Serial Number or Activation Key can be locked to prevent misuse.

# The key has not been used

If the Serial Number / Activation Key has not been used, you can add the key manually and lock it - see *Administration / Setup*, Add a Key on the Activation Server. Alternatively you can import a key list and lock the complete key list.

# The key has been used

To prevent, that a key can be used again (even for an reinstallation on the same machine) you have to search for the key.

Select *Data Management* Tab, <u>Transactions</u> 55. In the field *Entry Key* type in the Serial Number and press **Search**. Then click on <u>View</u> 55 to get the detail page of the record. Check: *Is Locked* and press **Save**.

# Regular license checks

If the option for regular online checks is used, the complete license is validated every x days (see also <a href="CheckLicenceDays">CheckLicenceDays</a> (310). The next check will detect that the license is locked and lock the license on the local machine / server.

Select Data Management Tab, <u>Transactions select Data Management Tab</u>, <u>Transactions select Data Management Tab</u>

# See also lock or revoke a license 84

#### 1.9.4.9 How do I allow to make a reinstallation on the same machine?

It is possible to allow by default, that a user can install the application **multiple times on** the same **PC**.

### Scenario

- Customer installs and activates the license
- Customer uninstalls the application
- Customer reinstalls the application

By default, the reinstallation would not work, because it is counted as a second activation.

The concept to allow a reinstallation

To recognize a PC, hardware ID's are compared with former activations and only if hardware ID's match, the module can be activated again.

A PC is considered identical if at least the number of installation codes, defined with MinldenticalInstcodes [314], is identical – e.g. MinldenticalInstcodes = 3 would need at least 3 identical installation codes out of all available codes (version 2.4 there are 9 codes) to be identified as the same PC.

MinIdenticalInstcodes is ignored if a list of installation codes is defined with CheckInstCodeType 309.

### Example:

- <CheckInstCodeType1>1</CheckInstCodeType1>
- <CheckInstCodeType2>2</CheckInstCodeType2>
- <CheckInstCodeType3>5</CheckInstCodeType3>

(installation code number 5 ensures that the version can not be installed again on another directory). A missing code 2 and 6 would allow an installation after a new network adapter was installed.

Depending on this definition, the Web Activation Server will compare only those 3 Instcodes to determine if a PC is identical.

- To turn on this feature see AllowReactivation 307
- Set the values how to identify a machine see MinIdenticalInstcodes 314
- See also <u>CheckInstCodeType</u> and <u>IgnoreLocalInstCode</u> are for additional configuration options

If this feature is turned off, the maximum number of Key / ID Usage have to be incremented by 1 manually - see Modify an Activation [67]

To use this functionality with <u>EasyGo 27</u> you have to generate a Serial Number with the option **Unlimited Installation** (default setting for Serial Number). All-In-One Protector creates all keys with this option turned on.

#### See also

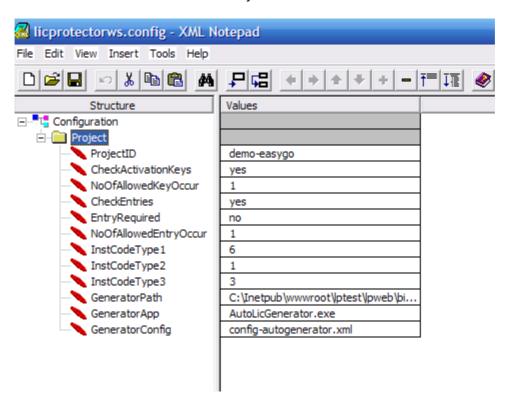
Maximum Key / ID usage 29 Effective Key / ID usage 28

#### 1.9.4.10 How to edit an XML file

A lot of configuration files (e.g. the file for the <u>project.config</u> are in xml format. You can edit this file using any editor like notepad or Word. As an alternative, there is a nice freeware tool for xml files, which you can download here.

#### http://www.snapfiles.com/get/xmlnotepad.html

Start the XML notepad and select *File*, *Open*. You then see the XML file content, which is structured. The content can be easily modified and saved.



## 1.9.5 Mirage Hosting Service

Mirage offers a Hosting of the Activation Server 6 which includes the setup of the server and applying updates. For details of the hosting offer see website: <u>Licence Protector</u>

### 1.9.5.1 Download Database Backup

A database backup is made on a daily basis. The database used is MS-SQL Server version 2012.

You can request a daily database backup for downloading. Open a support ticket.

#### 1.9.6 External Access of the Activation Server

There are 2 ways to access the Activation Server from an external application:

- Directly write values into the database. This is not possible if the server is a hosting server
- Use Web Pages 328

#### 1.9.6.1 Access the Activation Server using a Web Page

The Activation Server 6 can be accessed by an external application using a web page to

• Create an Unlock Key 328

1.9.6.1.1 Create an Unlock Key using a Web Page

If the user has no Internet connection on his PC, he could use another PC to create an Unlock Key.

# **Configuration settings**

To use this feature you have to:

- Upload the Serial Numbers to the Activation Server 6. Either import a complete key list of Serial Numbers or create one single Serial Number and save it
- Configure the Activation Server 6 that only keys are accepted, which are already stored in the database. See <a href="Accept only uploaded Serial Numbers / IDs">Accept only uploaded Serial Numbers / IDs</a> <a href="322">322</a> to configure this feature
- Configure the security settings so that the key generator can only be used from a specific IP address or use a password

# **Source Code integration**

There is no standard screen available. Just display the hardware ID(s) on the screen including an explanation, how the user can retrieve the Unlock Key on another PC. Use GetInstcode to retrieve the hardware ID(s).

# **Web Page**

Create a Web Page where the user can type in at least the following information:

- Serial Number / ID
- Name
- E-Mail address

#### • Installation Code / Hardware ID

If you want to allow a reinstallation on the same PC, the user would have to type in several installation codes

Use the following http command to create the Unlock Key and display the key on your web page

http://servername/lpweb/ **KeyGenerator.aspx**?

projectname=demo- 'project name defined in the project template

easygo&

entrykey=LNGEG-5IPc6- 'Serial Number / ID

9E7Im-3tQ8X-MQU5k-

6ii4W&

instcodetype=3& 'Installation Code / Hardware ID used for copy protection. This

has to match with InstCodeTypex defined in the .config file

instcode=170D9F7C& '8 digit hardware ID

requesttype=2& 'must be 2

moduleid=QHD001& 'module ID defined in the project template. Normally this is the

main module ID.

customername=Smart 'name of the user

Inc.&

email=tom.hanks@smart 'e-mail address of the user (optional)

inc.com

oemname=mycompany& 'name of the manufacturer of the product. This information is

stored on the Activation Server 6 (optional)

allkeys=true& 'If multiple Unlock Keys are generated, you can display only the

first or all. For Easy-Go use true (optional)

passwort=ycnsjldsd78z9 'password - see security settings

h

Click on the link below to create an Unlock Key on the demo Activation Server 6. It will accept the same Serial Number multiple times as the hardware ID is always the same. The Unlock Key will work only on the PC with this hardware ID.

http://registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demoeasygo&entrykey=LNGEG-5IPc6-9E7Im-3tQ8X-MQU5k-

6ii4W&instcodetype=3&instcode=170D9F7C&requesttype=2&moduleid=QHD001&custom ername=Smart

 $\underline{Inc.\&email=tom.hanks@smartinc.com\&oemname=mycompany\&allkeys=true\&passwort=y\\cnsjldsd78z9h}$ 

# **Multiple Installation Codes**

If reinstallation on the same PC should be supported, then the user has to type in multiple installation codes. The number of installation codes depends on the settings CheckInstCodeTypex defined in the .config file.

If you want to pass multiple installation codes, you have to send ALL possible codes. This version of <%OEMTITLE%> supports 14 different codes.

You have to omit the value instcodetype and provide **all** 14 installation codes separated with a **semicolon.** If for the reinstallation e.g. only 3 hardware IDs are required, the others can be left blank.

http://registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demo-easygo&entrykey=LNGEG-5IPc6-9E7Im-3tQ8X-MQU5k-

6ii4S&instcode=170D9F7C;E1266C60;;CB433287;;;;;;;&requesttype=2&moduleid=QHD0 01&customername=Smart

<u>Inc.&email=tom.hanks@smartinc.com&oemname=mycompany&allkeys=true&passwort=y</u> cnsjldsd78z9h

## 1.9.7 Error Codes and Messages

If you get an error in combination with the activation server, first check the <u>server log</u> file 138 for details of the error.

- Errors sort by error code 330
- Other errors 336

#### 1.9.7.1 Activation Server - Error Codes

The Activation Server 6 has 2 different types of error messages

### Error codes of the DLL

If an online activation is not successful, the DLL creates an error code like error 3013 or 3014. All DLL related errors can be found in the chapter DLL - Error and Return Codes. The details of an error can be found in the server log file 138.

#### Error codes of the Activation Server 6

Errors which are created on the server side are written into a log file. The details of an error can be found in the server log file [138].

#### **2013**

This error could have 2 reasons:

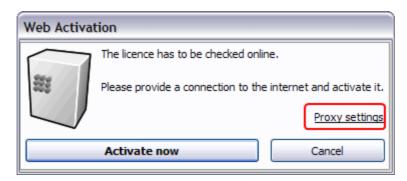
- The web service has not all rights which are needed to create / modify files on the folder ..\alg - see Necessary Rights for ASP Service 283
- Your license file expired or more projects are used then included in the license for more details view the log file 138

#### **3001**

Connection to the Activation Server 6 could not be established. Typical causes of this error are:

- Activation Server 6 is down
- WebServiceURL in the project template is wrong
- Client does not have Internet access or access is blocked by a firewall
- Client Proxy Server settings are wrong
  Check the settings in your Web Browser Tool and use the identical settings (e.g. to check the settings of Microsoft Internet Explorer you should open it and choose the menu Extras/Internet Options. Select TAB Connections and click on LAN Settings.).
  There you find the Proxy Server settings.

In the Activation Dialog of Activation Server 6, you should click on the link "**Proxy Settings**". If there is a Proxy Server set in your Web Browser, you should check "Use Proxy Server". If you use Microsoft Internet Explorer simply check "Use settings from Internet Explorer". If you use another Web Browser or you want to enter the Proxy Server data manually, don't check "Use settings from Internet Explorer" but enter the address of your Proxy Server (IP address or server name) and your Proxy Port (mostly 80 or 8080). Copy these values from the settings in your Web Browser.



### **MAC Edition**

- The Project Secure Key, used in the project template does not match with the PSK used in the command validate
- The password, used in the project.config file does not match with the password used in the command validate

 The project name, used in the project.config file does not match with the password used in the command validate

#### **3002**

Configuration file licprotectorws.config or a file in the folder \pconfig could not be read. Possible reasons are

- The XML format is wrong. Use an **XML editor** to edit the file and check all configuration settings [305]
- · The defined project config file is missing
- The defined project main file (defined in the config file) is missing

#### **3003**

ProjectID 316 is missing - check the configuration file in the folder \pconfig (older installations licprotectorws.config)

### **3004**

An unknown <u>instcode [313]</u> is used - check the configuration file in the folder \pconfig (older installations licprotectorws.config )

#### **3005**

No projects could be found - check the configuration file in the folder \pconfig (older installations licprotectorws.config)

#### **3006**

Bad request

- ProjectName is empty check project template
- A request to the Activation Server 6 was made not using Activation Server 6

#### **3007**

Unknown request type. This situation could only occur, if the Activation Server 6 version is newer than the Activation Server 6 server version and Activation Server 6 uses a command, which is unknown to the Activation Server 6

#### **3008**

Writing to database failed. Check, if the database is running and check the <u>database</u> setup [281].

#### **3009**

Reading from database failed. Check, if the database is running and check the database setup [281]

#### **3010**

The Activation Key was already used or is locked.

Increase the number, how often the key can be used (Maximum Key / ID Usage) or unlock the key - details [59]

#### **3011**

The project is missing on the server. Upload the project (TAB Activation Server / Update Project on the Activation Server)

Unknown project name - the <u>ProjectID [316]</u> used in the configuration file in the folder \pconfig (older installations licprotectorws.config ) **must match** the project name, defined in the project template. Check the <u>activation workflow configuration file [318]</u>, if the file name of the project file is correct.

The project name should contain **no spaces and is case sensitive** - see project name.

The error also occurs if the Web Service URL is wrong.

#### **3012**

The output file, which is generated on the folder .\alg during product activation, is missing or has a wrong XML format - for more details view the log file 138. Check if you have spaces or special characters in the project name.

#### **3013**

This error indicates, that the Automatic License Generator, which is used to create Activation Keys as a response to the Transaction, can not create Activation Keys. Most often a project definition is missing or wrong on the Activation Server 6.

If you use a date, make sure that the date format matches the settings of the server operating system - e.g. if you have an US operating system, the date format in the XML file must match this format (e.g. 01/30/2008 - wrong format would be 30.01.2008).

Also, if the ProductID and ModuleID in the config file do not match with the ID you use in the command for the product activation, this could generate the error.

If this error occurs in combination with error 9 (see log file), then check necessary rights for ASP Service. Especially make sure that all subfolders and files have the necessary rights.

If the error occurs in combination with the message: The project-configuration file xy.xml could not be loaded then the necessary rights for ASP Service and for the files in the sub folder **\alg** are missing. Especially make sure that all files with the extension **.XML** have the rights. The rights settings could have been changed if you have replaced the files.

To get the detail error, login into the Administration Interface, select menu Tools, **Download Logfile.** Search in the logfile for this error.

- Upload the correct project definition
- Select menu Tools, Restart Webservice

#### **3014**

Time difference between server and client does not match.

Error 3014 tells you that a request (e.g. product Transaction) or an answer between a Licence/All-In-One Protector client and the Web Activation Service (WAS) failed due to an invalid ticket. A ticket ensures that a request can not be faked by simply replaying it. That is because the ticket may have expired. As default a ticket stays valid for **24** hours.

If your user does not have the correct time set on his PC, the error 3014 may also occur. You can react as follows:

- tell the user to correct the local time setting on his client
- increase the validity of all tickets. Change in the <u>Product Configuration [14]</u> page the value: *Maximum time difference between server / customer PC in minutes*. The default value is 1440 which is 24 hours.

Notice: The greater the value is set, the weaker is your protection against replay attacks.

Notice: Make sure that your Activation Server 6 has also set the correct time. We recommend using the network time protocol NTP to ensure that the time of the server is set correctly. Consult the OS's documentation how to turn this on.

In case a download or upload of a license file is done, the error could also indicate that the length of the encryption code exceeds 40 characters.

#### **3015**

Serial Number / ID / Activation Key does not exist on the Activation Server 6

The project is configured in the way, that a Serial Number / ID / Activation Key must be added on the Activation Server 6 before it can be used (see: Accept only uploaded Serial Numbers / IDs 322). When a product activation is done with a Serial Number / ID / Activation Key, which is not stored in the database, error 3015 is generated.

#### Solution

- Add a key on the Activation Server 6 123
- Only <u>create Serial Numbers</u> using the Activation Server 6 and not the Licence Protector Generator

#### **3018**

The Serial Number / ID was locked.

In case a download or upload of a license file is done, the error could also indicate that the length of the encryption code exceeds 40 characters.

#### **3030**

Deactivation not possible. This error typically occurs when the product was already deactivated and you try to deactivate it again.

Solution: Reactivate the product using PrepareAndCheck or CheckModule

Another reason for the error is that you are using a Licence Protector version 4.x and an Activation Server version below 4.1. Update to 4.1

### **3040**

A license file download is not possible because the name of the license file in combination with the used ID does not exist or the security code is wrong or the length of the encryption code exceeds 40 characters. See DownloadLic

#### **3050**

A web service call is made from an IP-address, which was not added in the white list within the <u>security settings</u> 156

#### **3071**

Enable the product configuration option: Check an installation and protocol it for MAC projects

#### **3090**

There is a problem with your license. If you are a hosting customer contact <a href="mailto:support@mirage-systems.de">support@mirage-systems.de</a>. If you run your own server send us the log file and the license file (folder ALG, lpwas.lic).

Reading projects failed with: load config failed

Configuration file licprotectorws.config or a file in the folder \pconfig could not be read

The XML format is wrong. Use an **XML editor** to edit the file and check all <u>configuration</u> settings 305

If you use a date, make sure that the date format matches the settings of the server operating system - e.g. if you have an US operating system, the date format in the XML file must match this format (e.g. 01/30/2008 - wrong format would be 30.01.2008).

#### **3998**

This error indicates too many open connections for the SQL-Server. Reboot the SQL Server. Another reason for the error is that you are using a Licence Protector version 4.x and an Activation Server version below 4.1. Update to 4.1 or higher.

#### **4101**

The unique ID / Serial Number is missing for a license file upload.

The command UploadLic needs a unique ID / Serial Number.

#### See also

List of Return / Error Codes of the DLL

#### 1.9.7.2 Other Errors

These are errors which don't have an individual error code:

Key doesn't exist

This error indicates, that only keys are accepted, that have been previously uploaded to the Activation Server 6.

- Import the Activation Keys with a key list or manually add an Activation Key 141 or
- Deselect this option see ActivationKeyRequired 307

# 1.10 Data Center / Master Subscription / GDPR

The Mirage hosting service is GDPR (EU General Data Protection Regulation) compliant. The server functionality ensures that the required options for user access and permission restrictions are available. The high security standards and backup strategies of the Amazon data center provide a service which is secure and highly available.

Please read the following information carefully

- Master Subscription Agreement / Legal Information 337
- Data stored and processed 338
- Data Center Setup 340

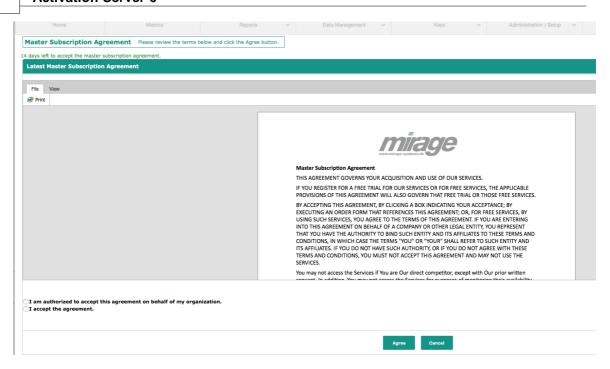
## 1.10.1 Master Subscription Agreement / Legal information

# **Master Subscription Agreement**

When an admin user logs in the Activation Server 6 after May, 23rd 2018, he has to agree to the **Master Subscription Agreement** (MSA) which governs your acquisition and use of our services. Within 14 days after the Master Subscription notification is displayed, the admin user has to agree. The date and time when the admin agrees is protocolled and visible in the user profile 164.

In case there are reasons why an admin user does not want to agree, the service will no longer be available and you can contact <a href="mailto:sales@mirage-systems.com">sales@mirage-systems.com</a> to get a refund for the remaining time period of the subscription.

The latest version of the Master Subscription Agreement can be found in the <u>Support</u> Center.



You can print the MSA and keep a copy.

# Additional contracts / documents

- Customers with a subscription (Cloud Edition or hosting subscription) and who have agreed to the Master Subscription Agreement, can request to sign a <u>data processing</u> addendum with Mirage
- Mirage has signed a data processing addendum with Amazon Web Services

### 1.10.2 Data stored and processed

# What you should know about the hosted version of the Activation Server 6

- It runs in the <u>Amazon data center and</u> in Ireland. In case of a service interruption the service could be moved to other Amazon data centers in the EU
- Additional Backups are stored in Amazon data centers in the EU
- It is a high availability server pool which ensures an uninterrupted service
- Customer data is kept as long as the subscription is valid. Once the subscription is canceled, the server database is set in an offline mode and it is deleted after some time (see Mirage Data Processing Addendum)

The following data is stored in the Activation Server 6. Depending on the usage of Licence Protector or All-In-One Protector only a part of the data could be available.

# Data saved in combination with a Key / ID

- Product / Project Name
- Key / ID
- Module ID
- E-Mail Address of customer
- Customer name and address (depending on settings in Licence Protector / All-In-One Protector)
- Hostname of licensed computer
- IP-Address
- Hardware Profile of a computer
- Operating System information (like Windows or macOS version)
- Date / time of a transaction
- Reseller Name
- Maximum ID / Key usage, Effective Key usage
- Additional information to a key / ID like notes, Abusive Usage, Lock status
- Status information like product deactivated, product locked, key validated

# Data saved in combination with a license file

If a license file is uploaded it is like a backup of the local license file and all information in the local file are stored on the server.

#### **Metrics**

Sending of metric data has to be enabled. Only then the data is sent - either anonymous or linked to a Serial Number. Right now the Activation Server only supports anonymous reports even if the metric data is linked to a Serial Number.

#### Default metric data are

- Operating system
- Platform type
- Physical memory
- CPU-Type
- Screen resolution
- User language of the operating system
- Location information (on country level)
- Product Project Name
- Date / Time

#### Additional metric information are

- Date / Time when a version was installed
- Date / Time when a module was activated or deactivated
- Date / Time when a product was used (application start or document open)

If non-anonymous metrics are used

- Computername
- Username with Domain
- WindowsID

In addition to that, Licence Protector allows implementing own metric information.



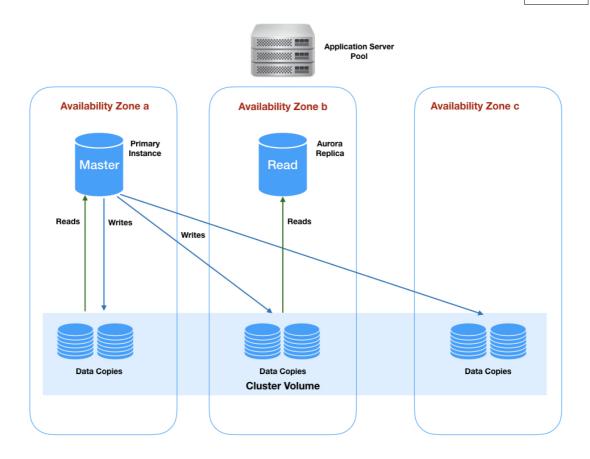
- All Licence and All-In-One Protector Editions send anonymous metric data
- The information sent could change with any update

### 1.10.3 Data Center Setup

To provide the best infrastructure with the highest availability and data loss protection, the Activation Server runs in the Amazon data center in Ireland .

Starting with version 5.4, Amazons own database - Aurora - is used.

Amazon Aurora is designed to offer greater than **99.99%** availability. Recovery from physical storage failures is transparent, and instance failover typically requires less than 30 seconds. Amazon Aurora's storage is fault-tolerant and self-healing. **Six copies of your data are replicated across three Availability Zones and continuously backed up to Amazon S3.** 



Check the actual status of the server pool

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