

# **Activation Server 4**

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Version: 4.2

This document was updated: 14.12.2014

# **Activation Server 4**

#### by Mirage Computer Systems GmbH

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# **Table of Contents**

		0
Part I	Activation Server	8
1	About the Activation Sever	8
2	Administration Interface	9
3	Hosting of the Activation Server	. 9
	Free Basic Hosting	
	-	
5	Software Update	
	Update Version 4 to 4.2	
	Update Version 4 to 4.1	
	Service Update 4.1.2	
	Update Version 3 to 4	
6	Tutorial Activation Server	. 18
	What is the Activation Server	
	Start Administration Interface	19
	Video Tutorial	_
	Terms and Definitions used in the Tutorial	
	Activation Key	
	Transaction	
	Automatic Licence Generator	
	Copy Protection	
	EasyGO	
	Entry Key	
	Effective Key / ID usage	
	Installation Code	
	Licence File ID	
	Module	_
	Maximum Key / ID usage	
	Product Receivation	
	Product Reactivation  Project name / ID	
	Serial Number	
	Unlock Key	
	Login Screen	
	Forgot your Password?	26
	Getting Started	
	TAB - Home	
	Dashboard	
	TAB - Reports	33
	The Basics about Reports	33
	Search, Filter and Sort Criteria	
	Export a Report	34
	Print a Report	
	Erroneous Activations	34
	Key List	34
	Successful Activations	35
	TAB - Manage Activations	35

	Transactions	. 36
	Transaction Details	. 38
	Key List	. 43
	Key details	. 44
	Transactions for a key / ID	. 46
	Lock / Revoke a key or a single computer	. 47
	Lock or revoke a license	. 47
	Deactivate one single computer	. 49
	Report - computer usage for one single key	. 50
Man	age Addresses	51
Man	age Reseller	53
Man	age Users	53
	Add new user	. 54
	Modify user details	. 57
	Delete a user	. 58
	Reset Password	. 58
TAB	- Keys	58
	Create a Serial Number	. 59
	Key List / Save keys in a file	. 63
	Manual Product Activation / Create Unlock Key	. 64
	Create Unlock Key using E-Mail Activator Service	. 69
	Add a key on the Activation Server	. 69
	Create an Activation Key	. 73
	Create Keys by an external applications	. 74
TAB	- Administration / Setup	78
	Company Information	. 78
	Dow nload Database Backup	. 81
	Dow nload Server Log file	. 81
	Import	. 81
	Import a list of Activation Keys	. 81
	Import a list of Serial Numbers / IDs	. 82
	Import one single Serial Number or Key	
	E-mail Settings	
	E-Mail Configuration	
	Product Configuration	
	Copy Protection and Reactivation	
	Configure a MAC project	
	User Settings	. 91
	User specific settings	
	Change Passw ord	
	Customize Manage Activations screen	
	Security Settings	
	Shop Configuration	
	Restart Activation Server	
Part	II - Installation and Configuration	
	Installation of the Activation Server	
	Step 1 - System Requirements	
	Step 2 - Install the Activation Server	
	Microsoft SQL Server	
	Step 3 - First Login	
	Step 4 - Activate License	
	Install Updates	
	Update to version 4.2 Update from version 3.0 to version 4.0	
	Opuale 110111 ve131011 3.0 to ve131011 4.0	141

Step 5 - Install FTP Server	152
Step 6 - Perform System Check	152
Troubleshooting	153
Create Database	162
Using SQL Server Enterprise Manager	162
Open XML SDK	
ASP.NET Ajax Extension	
Necessary rights for ASP service	
Additional configuration	
Web.config file	
List of available Parameters	
BackupPath	
AS3	
ExportPath	
Help	
Languagefile	
KeyRequestLimitation	
LPWebFrontend.net.registerserver.LicenceProtector-ASP.Net-We	100
bServicebService	168
licprotectory sconfig	
LogConfig	
LogLevel	
MME	
Reportpath	
SendCustomerInfoLimitation	
WebServiceURL	
Version	
Log.config file	
file value	
maxSizeRollBackups value	
maximumFileSize value	
Folder Pagecontents	
Keygenerator.xml	
E-Mail Activator Service	
Automatic E-Mail Activation - How is it working?	
Installation of the E-Mail Activator Service	
Configuration of the E-Mail Activator Service	
What is a Workflow Rule?	174
Incoming E-Mail	
E-Mail Processing	176
Response E-Mail	177
Outgoing E-Mail	180
Scheduler	181
Test Configuration	182
General	184
Hosting	184
Save Configuration	185
Configure a Project	186
Project.config	186
List of available Parameters	188
ActivationKeyRequired	188
Allow Reactivation	
CheckActivationKeys	
CheckEntries	
CheckInstCodeType1-n	190

	CheckLicenceDays	191
	CustomerInfoMapping	191
	Entry Required	192
	GeneratorApp	192
	GeneratorConfig	192
	GeneratorPath	193
	IgnoreLocalInstCodes	193
	InstCodeType1-n	194
	ls Serial	194
	MinIdenticalInstcodes	195
	LvsDefaultName	195
	LvsOverw riteServerChanges	195
	MultipleLVS	195
	NoOf Allow edEntryOccur	195
	NumberOfKeysToDisplay	196
	NoOf Allow edKeyOccur	196
	ProjectID	196
	ProjectDescription	
	StoreKey	
	TicketValidMinutes	
	Workflow Configuration File	199
	Project Template	
	Upload Configuration Files	
Но	ow TOs and FAQ - Activation Server	
	Accept only uploaded Activation Keys	203
	Accept only uploaded Serial Numbers / IDs	
	How do I track errors?	204
	How to change the date format?	
	How can I change how often a key / ID can be used?	204
	How can I specify the number of times a key can be used?	
	How to find out if a customer has activated the software?	205
	How to lock a Serial Number / Activation Key?	206
	How do I allow to make a reinstallation on the same machine?	
	How to edit an XML file	207
Mir	rage Hosting Service	208
	Multimedia Protector	208
	Hosting Link Parameter	208
	Add the hosting link to your project	209
	Add the link to the Administration Interface	
	Copy project files to the server	210
	Modify project.config	
	Log into the Web Administration Interface	
Erı	ror Codes and Messages	
	Activation Server - Error Codes	
	Other Errors	

Index 220

# Part

#### 1 Activation Server

#### 1.1 About the Activation Sever

The Activation Server 4 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



# recently added

- Dashboard 29 (4/2014)
- Deactivate one single computer 49 (4/2014)
- Computer usage report 50 (4/2014)
- Product configuration for MAC OS X [89] (3/2014)
- Shop Integration with Cleverbridge 85 (5/2013)
- Abusive Usage Flag [44] (5/2013)

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http://www.mirage-systems.de

Activation Server 4 Version: 4.2

This document was updated: 14.12.2014

#### 1.2 Administration Interface

The Activation Server 4 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*.

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

- Chrome
- Firefox
- Internet Explorer (recommended)
- Safari

# 1.3 Hosting of the Activation Server

Mirage provides the Activation Server 4 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 activations. For details including used hardware and pricing see <a href="https://hosting.com/hosting.co

# 1.4 Free Basic Hosting

Afree basic hosting is available for all customers with a valid update subscription.

Customers, who only have a few deliveries per month, don't need a paid online activation but they can benefit from a professional license and address administration. The free basic hosting includes:

- Create single keys or key lists
- Manual product activation by e-mail, fax and phone
- Managing addresses of customers and resellers
- Reports about activations, locked licenses, license usage on multiple PCs
- One administration user
- No setup fee

Contact sales@mirage-systems.de to get a free basic hosting.

#### Limitations

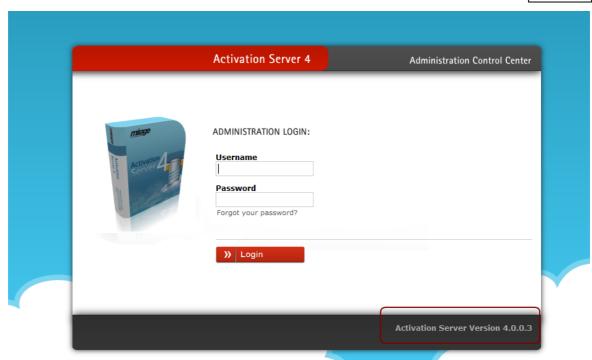
The Basic Hosting package offers nearly the full functionality of the paid package. Limitations are:

- Online activation or license transfer is not possible
- Only one administration user is possible

# 1.5 Software Update

The latest main release number is 4.2.2.3

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



Release Number

- Update from version 4.0 or 4.1 to version 4.2 11
- Modification History version 4.1 12
- Update from version 3.0 to version 4.0 16

#### 1.5.1 **Update Version 4 to 4.2**

# **Modification history version 4.2**

- For a complete list of all modifications click here
  - Dashboard 29 about hosting usage and important key metrics
  - Deactivate one single computer (49) in case one single key / ID is used on multiple computers
  - Key / ID usage Report [50] in case one single key / ID is used on multiple computers
  - New <u>search options</u> 27 restrict a search to a category like reseller, key list, customer etc. or search for computer names
  - New icon to indicate an abusive usage 44 for a key / ID
  - New Create custom keys e.g. 12 digits, only upper case letters
  - Settings for MAC projects 89
  - Changed Manual product activation when searching for a Serial Number you can limit the search by product and module ID
  - Screens to edit / display the Transaction 38 and Key Details 44 have been

modified

Changed New design for product configuration 85

Changed New design for key details 44

Changed New design for transaction details 38

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

New SSL support

#### Installer

New Supports Windows 2012 Server New Supports MS-SQL Server 2012

# **Update Eligibility**

The update is free for users with a valid license of Activation Server 4.

# Installation of the Update

The update requires a running instance of Activation Server 4

Install Updates 143

# **Backward compatibility**

- The Activation Server 4.2 can accept Transactions from prior DLL versions
- The Activation Server 4.2 supports all features from Licence Protector 4.0. It is mandatory to upgrade to Activation Server version 4.2 if Licence Protector MAC Edition
   2 is used

#### 1.5.2 **Update Version 4 to 4.1**

# **Modification history version 4.1**

■ For a complete list of all modifications click here

- Full **Unicode** support e.g. Chinese characters can be used while adding data in the web interface or by sending the data via the Licence Protector DLL / COM exe 4.x
- Transactions are recorded in more detail. There are now transactions for product activation, product deactivation, license validation, product reactivation, check a key, license file upload / download. The full information is only available in combination with the DLL / COM exe 4
- New **shop configuration** [95] for cleverbridge. After the order process the key is generated using Activation Server 4. The customer address and the key is stored. More shop configurations will follow. A key can be generated by any shop system using the inbuilt web service for key generation [74]
- The **host name of a PC** is displayed with each transaction. This helps to identify the usage of a key on different computers
  - New Key / ID details: New option abusive usage 44
- Key / ID details: If a key / ID was generated using the web services | 74 the create field information displays Web Service. If a key / ID was generated using the web interface, the create field information displays the user Alias 53
- Key / ID details: Button **More Details** displays all details like transactions or license files for this key
- Key generation using the <u>web service [74]</u> creates a new address entry or updates an existing address entry
  - Product configuration 85: A product can be deleted
- Free Basic Hosting 10 available for all customers with an update subscription
- New security settings [94]. Allow key generator only using https instead of http
- License file: Button Save and Activate. With only one click on this button the time limitation is removed and the module is activated
- New 3 new languages added: French, Portuguese, Spanish
- Wording: Activation Requests are now named <u>Transactions</u> 20. The reason is that a lot of more different ways to connect to the server is supported like product activation, deactivation, license verification, check keys, upload or download a license file etc.
- Changed An address can only be deleted, if there are no keys / IDs assigned to this address Changed A key / ID can only be deleted, if there are no transactions for this key / ID
- Changed After creating a key / ID the name of the customer and reseller is displayed with a hyperlink. This allows changing address information after creating a key / ID
- Manual product activation provides more information about the priorities of the installation codes
- Manual product activation. Selecting E-Mail saves activation done by: *E-Mail* instead of *E-Mail* service to the transaction
- Changed Home Tab: Search is done by default only searching the exact search phrase or entries which begin with the search phrase. This improves the search performance. A new option *contains* can be checked to search entries which contain the search phrase
- Home Tab: The customer and reseller name include a hyperlink in the search result list. This allows to view the customer or reseller details
- Transactions and Key list search options. The product name and key / ID is saved when changing between the 2 list views

- Changed Key generation: While searching for a customer / reseller the search list includes more fields like city or country
- Changed Key generation: Reseller is linked to the reseller table
- Changed Project configuration: multiple changes and new fields added
- Reports: Licence Protector DLL / COM exe 4.x sends new transaction status codes. The reports have been modified to use the new status codes. Report *License Transfer* was removed as the necessary information will only be available with a future Licence Protector update.
- Changed Data import: Reseller is linked to the reseller table
- Fixed Depending on the configuration the module ID was not always displayed
- Fixed Manual product activation. In case an key / ID was already used the option to allow a reactivation was missing
- Fixed Search within transactions or key list. Different fixes and improvements
- Fixed Searching a non existing key displayed all records
- Fixed License file: The date grid did not display Saturday
- Fixed License file: Deleting an entry in the data area was not possible

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

Supports Unicode

#### Installer

No changes

# **Update Eligibility**

The update is free for users with a valid license of Activation Server 4.

# Installation of the Update

The update requires a running instance of Activation Server 4 as it only updates files.

Only install the latest update 4.2.2.3 [143]

# **Backward compatibility**

- The Activation Server 4.1 can accept Transactions from prior DLL versions
- The Activation Server 4.1 supports all features from Licence Protector 4.0. It is mandatory to upgrade to Activation Server version 4.1 if Licence Protector version 4 is used

#### 1.5.2.1 Service Update 4.1.2

# **Modification history version 4.1.2**

- For a complete list of all modifications click here
  - By default the transactions of the last **30 days** are displayed. The period can be changed within user settings 92
  - changed Keys created through a shop l ৪১ are displayed in the field Created with the user

Created 12.09.2013 13:21:33 Web Service

name: Web Service

- Search within <u>Transactions</u> 36 Searching by module ID now supports using the **name of the module** or the module ID
- Fixed Selecting French, Spanish or Portuguese language did not work. Can be changed within User Settings 2
- Fixed Bug in the pop-up window for addresses
- When an address was created through a shop still it could not be modified (error when saving)
- Manual product activation depending on the project configuration the installation codes have been displayed wrongly
- Manual product activation search for a Serial Number. Field *maxtries* was blank instead showing the real value
- Fixed License file in case a Yes/No module was added through the web interface, the module always had the value = No
- Translation errors
- Fixed Fixes issues with Serial Number import

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

No changes

#### Installer

No changes

# **Update Eligibility**

The update is free for users with a valid license of Activation Server 4.

# Installation of the Update

The update requires a running instance of Activation Server 4 as it only updates files.

Only install the latest update 4.2..2.3 [143]

#### 1.5.3 Update Version 3 to 4

# **Modification history version 4**

- For a complete list of all modifications click here
  - New Complete redesign of the user interface
  - Activation Server 4 can handle requests from Licence Protector Windows, MAC and All-In-One Protector
  - New HOME Tab with full text search and quick link buttons
  - New KEY Tab menu to create different types of keys
  - New view for addresses see all keys and license files associated to an address and instantly create a key or copy a file
  - Reseller information can be stored with a complete address and **keys** / **customers can be assigned to a reseller**
  - Within the detail view of an activation request or key the **hardware ID**, **which was used for copy protection**, **is highlighted**. This option is also available if you hover over an key in the activation request list view
  - Manual product activation select activation type (E-Mail, Fax, Phone) and attach a note to the key
  - Manual product activation In case the Serial Number is already stored, it can be automatically inserted (search by customer name or Serial Number)
  - Create Serial Numbers for time limited full versions (include the expiry date or days until the version expires in the Serial Number)
  - New Option to create tamper reset keys
  - New Create a **key list** up to 1000 keys
  - New option a user can now access all projects or only selected projects
  - New Instead of Module IDs you can choose to display the module name
  - Search within reports or lists depending on the search field you get preconfigured search values e.g. search: *Activation done* by would give a list where you can select a value (Application, e-mail etc.)
  - New If a module is locked you see a lock icon in lists or views
  - New The user name is displayed in the right upper corner
  - Keys which have been used can be deleted (not possible with hosting)
  - New Field country was added to reports
  - New License file view: new date last uploaded, downloaded and modified, product name and customer name added
  - The administrator can **restrict the login for a user to a specific IP address** and specify an automatic logout after x minutes of inactivity
  - New Installation code 13 and 14 (MAC) is available for key generation
  - Modify the product configuration of a project (new configuration option)
  - All keys can be generated from external applications using an http request to

- the Activation Server 4. The access can be limited by IP address and password
- New security settings to limit the access for certain operations, e.g. key generator
- New fields can be assigned and default values can be set when keys are imported
- Changed Copy license file search for customer name, used or unused key
- Changed License file view new icons
- Changed Display project full name instead of project short name in all views and lists
- Changed New TAB Keys
- Changed An online activation is required for the Activation Server 4 license 78
- Changed Report Address List only displays addresses for projects, where the user is eligible to access
- When an Activation Key is created all modules are selectable in version 3 you had to define which modules should appear
- **Changed** Performance optimization for projects with a large number of modules
- The address fields sent with the product activation are merged with address fields, which are already stored on the Activation Server 4
- The default value for *Maximum Key / ID Usage* is automatically added while generating or modifying a key
- Changed Search for keys can be limited by displaying only used or unused key
- Changed Database backup has changed
- Changed Forgot password new dialogue
- Changed First user login changed dialogue
- Fixed CSV Export quotes added for text fields
- Fixed License file display Code 11, 12, 13 including text
- Some Search values resulted in an error, wrong result or the image column was not displayed
- Fixed License file if an expiry date was removed the date was still displayed

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

No changes

#### Installer

New complete new installer which installs all prerequisites, configures the IIS, sets the necessary user rights and creates the database

# **Update Eligibility**

The update is free, if version 3 was bought after **October**, **1st 2012** or you have a valid update subscription which expires after **October 1st 2012**.

# Installation of the Update

The update requires a **full new installation and a new Serial Number**. You will automatically get a Serial Number. In case you don't get one, contact <%OEMEMAIL%>.

Details how to install the update 147

#### 1.6 Tutorial Activation Server

The Web Activation Server comes with an own tutorial which covers the Administration Interface, Installation and Configuration 165].

#### 1.6.1 What is the Activation Server

The Licence Protector Activation Server 4 is an enhancement to the standard Licence Protector system.

The Activation Server 4 is comprehensive web based administration application which offers the following main features:

- Activate a license online (one time activation)
- Verify an Activation Key online
- •
- Create reports, import / export data with the Licence Protector
- Create keys like Serial Numbers or Additional Activation Keys

The Activation Server 4 ensures that each license can be registered only once. Every transaction is logged into a database (database license not included). Each project 24 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 This allows to automatically respond to activation requests by E-Mail.

#### 1.6.2 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/9999999/lpweb

#### 1.6.3 Video Tutorial

Activation Server 4 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.



#### 1.6.4 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 24</u> or an <u>Activation Key 20</u> or between a <u>product Activation 23</u> and <u>Transaction 20</u>.

#### 1.6.4.1 Activation Key

All keys used by Activation Server 4 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

Although a <u>Serial Number 24</u> is technically also an Activation Key, only a Serial Number can be used for a product activation 23.

Each Activation Key can be used **once** (default) but the Maximum Key / ID usage 23 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 20</u> is recorded. An Activation Key can have one or **more** Transactions:

#### 1.6.4.2 Transaction

Every usage of an Activation Key 20 or Serial Number 24 or any other connections to the Activation Server 4 (like move a license) create 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 [23] 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 23 usage settings
- A regular online check, e.g. license check every 30 days
- A license transfer

• A license file upload or download

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

- Key / ID is locked
- Key / ID already used
- Transaction failed

#### 1.6.4.3 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 4 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 [192] defined for the project (ProjectID [196]) and looks for the definitions defined for the Serial Number /DID. Then the project template file is processed.

In combination with the Activation Server 4 the *Automatic License Generator* only produces Activation Keys. These keys can be retrieved within the <u>Manage Activations</u> and Modify a Transaction server.

#### See also

Configuration project.config | 1881: GeneratorConfig | 1921 | Configuration project.config | 1881: GeneratorApp | 1921 | Configuration project.config | 1881: GeneratorPath | 1931 | Configuration project.config | 1881: GeneratorPath | 1931 | Configuration project.config | 1881: GeneratorPath | 1931 | Configuration project.config | 1881: GeneratorConfig | 1881: Gene

#### 1.6.4.4 Copy Protection

#### 1.6.4.5 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.

#### 1.6.4.6 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 24</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 23</u> can be defined by the application. The Entry Key for an <u>Activation Key 20</u> is the Activation Key itself.



EasyGo 21 or All-In-One Protector use the Serial Number as Entry Key.

#### 1.6.4.7 Effective Key / ID usage

The Effective Key / ID usage 22 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 43
- Modify a Transaction 38

#### See also

How can I allow a second activation only for a specific user? 204 How can I specify the number of times a key can be used? 205 How do I allow to make a reinstallation on the same machine? 206

#### 1.6.4.8 Installation Code

Enter topic text here.

#### 1.6.4.9 Licence File ID

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

#### 1.6.4.10 Module

The module concept is not supported by All-In-One Protector. Only one product / function can be licensed per project.

#### 1.6.4.11 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 22 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 43
- Modify a Transaction 38

#### See also

How can I allow a second activation only for a specific user? 204 How can I specify the number of times a key can be used? 205 How do I allow to make a reinstallation on the same machine? 206

#### 1.6.4.12 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 24</u> or ID is used, which is unique. The Activation Server 4 ensures that the Serial Number / ID can be used only within the defined maximum usage limits.

#### 1.6.4.13 Product Reactivation

Enter topic text here.

#### 1.6.4.14 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>, parameter <u>ProjectID</u> [196]. 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**.

#### 1.6.4.15 Serial Number

Although a <u>Serial Number 24</u> is technically also an <u>Activation Key 20</u>, only a Serial Number can be used for a product activation 23.

Each Serial Number can be used **once** (default) but the Maximum Key / ID usage 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 20</u> is recorded. An Activation Key can have one or **more** Transactions:

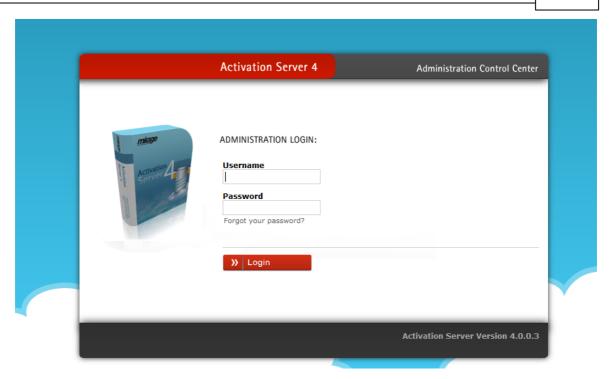
#### 1.6.4.16 Unlock Key

Enter topic text here.

# 1.6.5 Login Screen

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

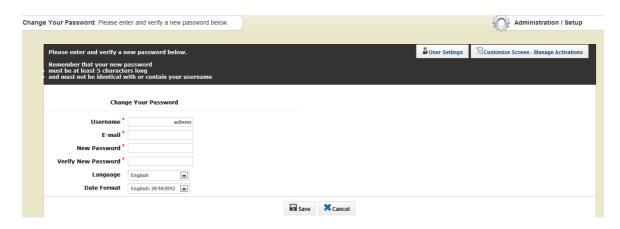
The default username is **admin** and there is **no password** (leave password field empty).



If you forgot your password, your can request it by e-mail. Select Forgot your Password?

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



#### 1.6.5.1 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.

# WEB ACTIVATION SERVICE ADMINISTRATION INTERFACE LOGIN

VERSION WEB ACTIVATION SERVICE VERSION 3.0.0.25142

E-Mail	

#### Request Password



In order for us to recover your password we need to confirm your identity.

Please enter your E-Mail address. You get your password e-mailt to this address.

If you still cannot log in, please contact the administrator at your company and he can reset the password for you.

# 1.6.6 Getting Started

After login successfully, the main screen appears.

The different TABs grant access to different areas

- Home 27
- Reports 33
- Manage Activations 35
- Keys 58
- Administration / Setup 78

The access and available options can be restricted per user 53.

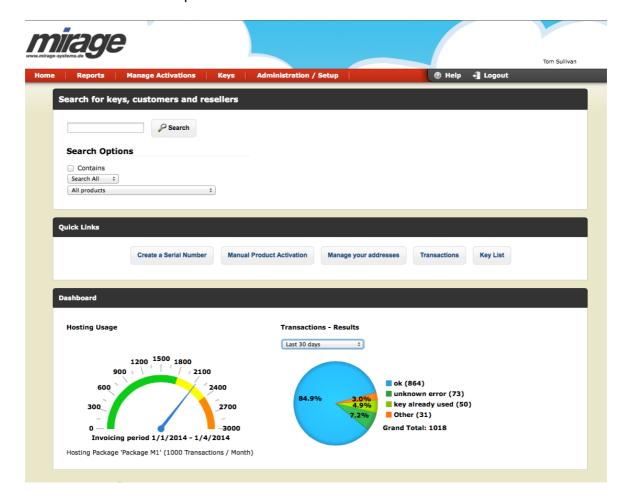


To log out, use the **Logout** option in the top right corner.



#### 1.6.7 TAB - 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.

#### **Search options**

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

#### 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 email 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 59
- Manual Product Activation 64
- Manage your addresses 51
- Transactions 36
- Key List 43

#### **Dashboard**

The wealth of information Activation Server 4 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 29

#### 1.6.7.1 Dashboard

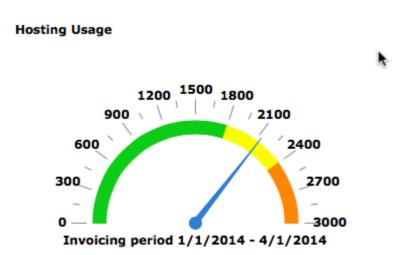
The Dashboard gives you an overview about important metrics like result of <u>transactions</u> or your hosting usage.



# **Hosting Usage**

This dashboard is available only for hosting customers.

It shows your hosting usage within the actual invoicing period (typically 3 months or 6 months).

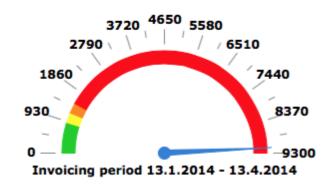


Hosting Package 'Package M1' (1000 Transactions / Month)

Once the limit of your package is reached, the gauge control turns red. The tActivation Server 4 will still accept transactions but you will have to pay for the transactions which exceed the hosting package.

Below is an example of a hosting where the package includes 1.500 transactions in 3 months but nearly 9300 transactions have been done.





Hosting Package 'Package 4' (500 Transactions / Month)

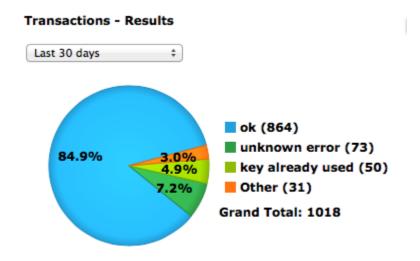
#### **Standard Dashboard**

The dashboard includes interesting figures about the usage of keys.

You can select a different time period e.g. to a weekly, monthly or yearly view.

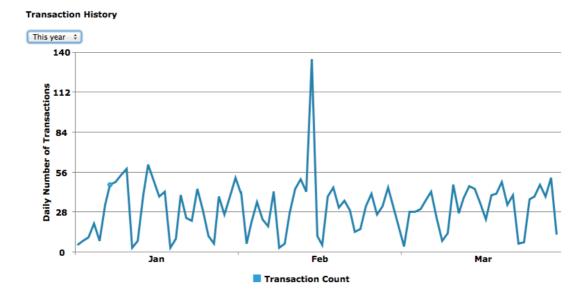
# **Transactions - Results**

The dashboard gives an overview about the 3 most common results of transactions.

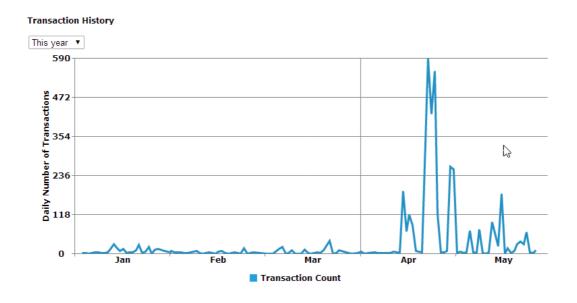


# **Transactions - History**

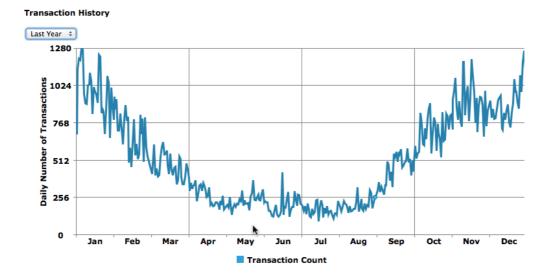
Overview about the number of transactions per day.



Example for a huge increase within one month, e.g. because an update was delivered



Example if sales is done mostly in the last quarter of the year



#### 1.6.8 TAB - Reports

The Activation Server 4 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.

#### 1.6.8.1 The Basics about Reports

1.6.8.1.1 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 24 or Activation Key 20
- 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 **Search** link.

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

#### 1.6.8.1.2 Export a Report

To export the data of a report, click on the link **Export**. A CSV file is generated and you can download the data by selecting the link **download exportfile**, which is displayed in a new Browser window after the data export is finished.

#### 1.6.8.1.3 Print a Report

To print the data of a report press the button can print the report using Excel.

\*\*Report\*\*

. An Excel file is generated. You

#### 1.6.8.2 Erroneous Activations

This report contains all <u>activations [23]</u> for <u>Serial Numbers / IDs [23]</u> and <u>keys [20]</u> which have been erroneous. There are 2 different types of errors:

- Transaction Result this is an error generated by the Activation Server 4
- History Result error generated by the All-In-One Player communication with the Activation Server 4

#### See also

Print a Report 34 Export a Report 34

#### 1.6.8.3 Key List

This report contains all Serial Numbers / IDs 23 and Activation Keys. 20 If you click on a Key / ID it displays all Transactions 20 for the Key / ID.

The columns Maximum 23 Key / ID usage and Effective 22 ID usage are the main indicators of the key usage.

Icons indicate an important status - Icon explanation

#### See also

Print a Report 34 Export a Report 34

#### 1.6.8.4 Successful Activations

This report contains all <u>activations [23]</u> for <u>Serial Numbers / IDs [23]</u> and <u>keys [20]</u> which have been successful.

#### See also

Print a Report 34 Export a Report 34

# 1.6.9 TAB - Manage Activations

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

- Transactions 36
- Key List 43

You can also

- Manage addresses [51] (customer data)
- Manage resellers 53
- Manage users 53 (requires administration rights)

#### **Related information**

- Lock a key or deactivate a computer 47
- Report about key usage 50

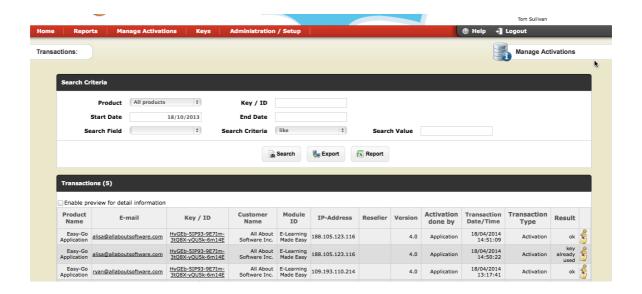
#### 1.6.9.1 Transactions

A <u>Transaction 20</u> represents a licensing request from the users machine to the Activation Server 4. Each request (successful or erroneous) is journalized.

Every time a request like:

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

is done a record=transaction in the Activation Server 4 is generated to document the licensing request.



#### **Transaction list view**

By default, you get a list all transactions for all products. If you have more than 50.000 transactions, it is recommended to display only the last 6 months or 30 days by default. This can be configured per user in the user settings 2.

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 381

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 3.



Click on the key / ID to get the transaction details. 381

# **Activation Done By**

Information how a product was activated

- Application (Windows Licence Protector or All-In-One Protector)
- E-Mail Service 171 (automated E-Mail service)
- E-Mail 64 (manual product activation)
- Fax 64 (manual product activation)
- MAC (MAC Licence Protector or All-In-One Protector)
- Manual (no longer in use)
- Phone 64 (manual product activation)
- Website 74 (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 73 (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)
- 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

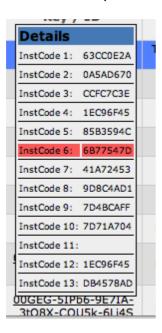
Depending on the Licence Protector / All-In-One Protector version used, the transaction could vary.

#### 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.

## **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 TAB [27] and click on the search result in the Key List. [43] 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 4 has already done this).

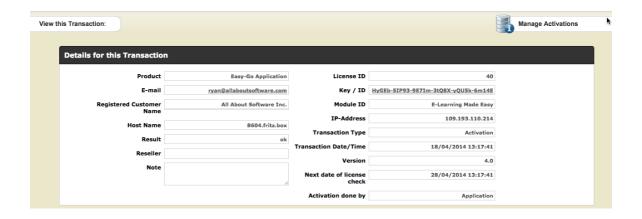
#### 1.6.9.1.1 Transaction Details

To modify a Transaction click on Key / ID in the list view of Transactions 361.

The Transaction details are split in 3 sections

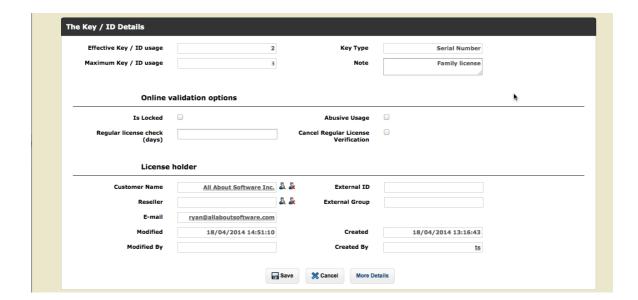
#### **Details for the Transaction**

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* 

#### **Note**

A text note can be added to each key. Keys which have a note, will appear in a key list with the icon 3

# Online validation options

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

For more details see lock or revoke a license 47

#### License holder

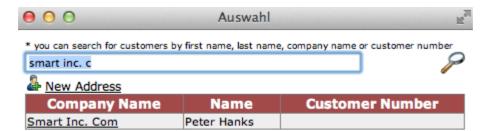
Information about the license holder

#### **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 & to search for a customer. It should open a new window. If it does not open, disable the pop-up blocker for this site.

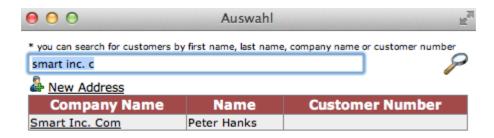
To search for a customer, type in the company or user name and click on  $\nearrow$ . You can also add a new customer address by clicking on **New Address**.



#### Reseller

Click on the icon  $\triangle$  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

# 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 18:24.
- *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.

# 13 Installation Codes (Hardware IDs) for this Activation Request

\* = This installation code/hardware ID is used for copy protection

Code	Installation Code (Hardware ID)
1	33ED005C
2	51B19052
3	89EDA576
4	758F480D
5	EA0832AE
6	F692E188
7	743030EB
8	1FAEB4CD
9	A936CD94
10	5B150E32
11	
12	40F462B7
*13	D83D2E6E

# 1 Unlock Key(s) sent to local PC

Keys / IDs which have been sent to the local PC

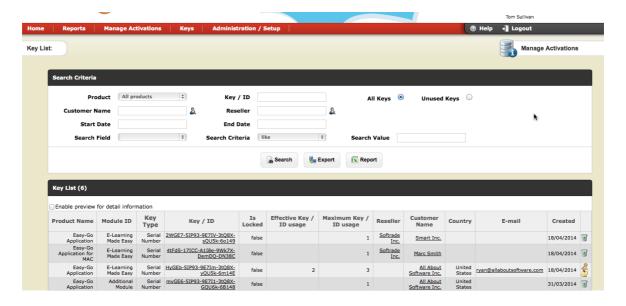
W2C2D-F8p1E-NsPWJ-76Mn1-McCgf-2N1QL



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

#### 1.6.9.2 Key List

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



# **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 44

You can customize the columns - e.g. if you do not need the reseller column, change the fields to display in the user settings [93].



Click on the key / ID to get the key details 44

# Effective Key / ID Usage

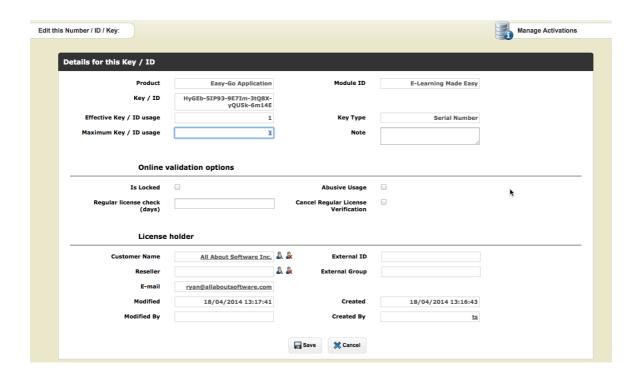
Number, how often a Serial Number / ID or Activation Key **was used**. If a key was used multiple times on the same computer it counts as one. Only if the key is used on a different computer it counts as a new usage

## 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 key details page. 44

1.6.9.2.1 Key details

This screen provides the **key details** and an overview of **all transactions** for **one single** Serial Number / ID / Activation Key.



# Details for the Key / ID

You find detail information like <u>product name 24</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* 

#### **Note**

A text note can be added to each key. Keys which have a note, will appear in a key list with the icon 3

# Online validation options

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

For more details see lock or revoke a license 47

#### License holder

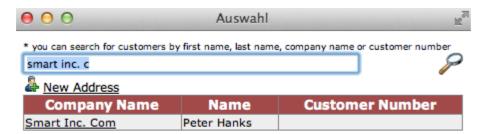
Information about the license holder

## **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 & to search for a customer. It should open a new window. If it does not open, disable the pop-up blocker for this site.

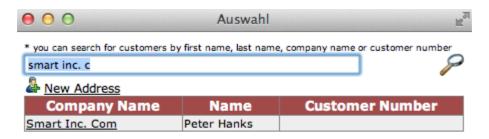
To search for a customer, type in the company or user name and click on  $\nearrow$ . You can also add a new customer address by clicking on **New Address**.



#### Reseller

Click on the icon & 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

#### **Transactions**

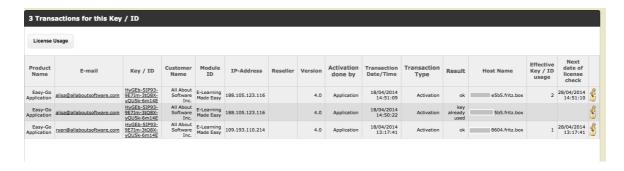
See transactions for a key / ID 46

1.6.9.2.2 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:

- Ryan made a product activation on computer 8604.fritz.box and it was successful
- Alisa tried to use the same key on computer e5b5.fritz.box but the product activation failed because the key was already used
- The key ID / usage 44 was changed because a few minutes later the product activation was successful
- The column *Effective Key / ID usage* indicates, that the key was used on 2 different computers
- 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



#### 1.6.9.3 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.

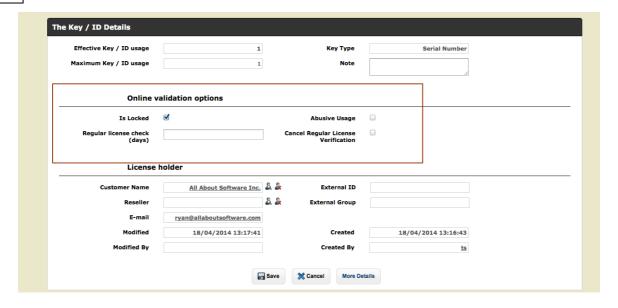
Both options require a regular online validation.

- Lock the complete license 47
- Deactivate one single computer 49

#### 1.6.9.3.1 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 checks

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 [87]</u> is used. You can change the interval for this key / ID or cancel the regular online validation.

#### 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 4 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 44 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 **\Lambda**.



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 87

#### 1.6.9.3.2 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.

To deactivate a computer

- search for the key or even for the computer name in the Home screen [27]
- click on the key in the key list to get the key details 44
- at the end of the key detail screen there is a list with all transactions for this key 46



• Click on the License Usage button

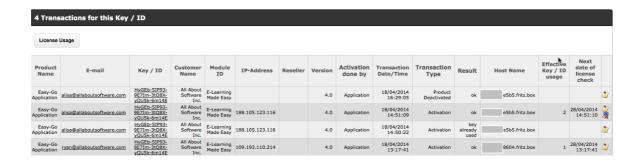
You will now get now a list with all computers using this key / ID.



To deactivate the computer, click on the **x** icon. A product deactivation transaction is done.

Switch to the key details 44. You should see 2 modifications

- The Effective Key / ID usage was decreased by 1
- The list of transaction now includes the **deactivation transaction** and the computer which was deactivated, is marked with the icon





- 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

#### 1.6.9.4 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 [27]
- click on the key in the key list to get the key details 4
- at the end of the key detail screen there is a list with all transactions for this key 461



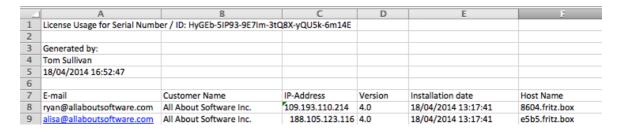
• Click on the License Usage button

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



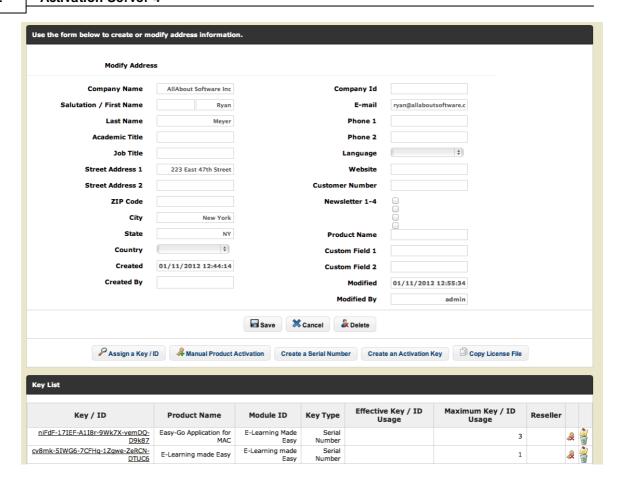
• Click on the button

It will generate the report and open Excel.



## 1.6.10 Manage Addresses

Manage and administrate customers and the keys / resellers associated with an customer.

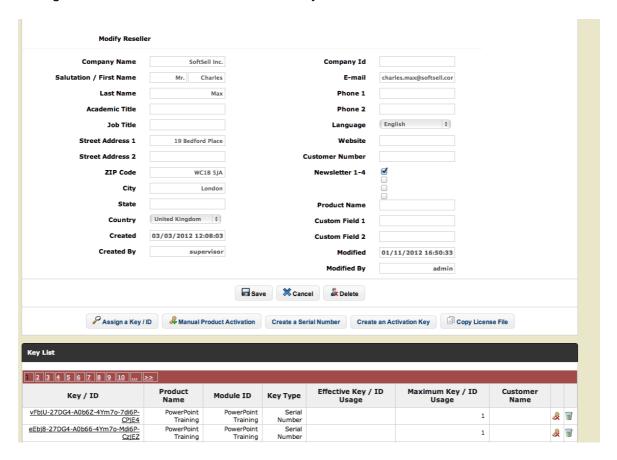




- The address can only be deleted, if there are no keys / IDs assigned to this address
- A key / ID can only be deleted, if there are no transactions for this key / ID

# 1.6.11 Manage Reseller

Manage and administrate resellers and the keys / customers associated with an reseller.



## 1.6.12 Manage Users

The administrator can manage users which have access to the Activation Server 4.



This option is only available if the user has administrator 54 privileges.

A list of all users is displayed.





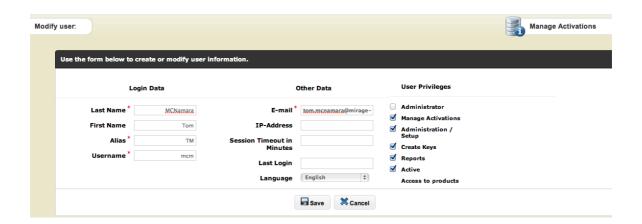
Click on a user name to modify user details 57 or click on the button to add a new user 54.

#### 1.6.12.1 Add new user

Press the data.



button in the Manage user [53] list view and enter the user



# **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

#### Username

This is the name used for login 24

#### Other Data

#### Details

### E-mail

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

#### **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 4. 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.

# **User Privileges**

The Activation Server 4 allows to specify different user rights.

Details

#### Administrator

Right to manage users [53]

#### **Manage Activations**

Right to browse the Manage Activations Tab 35 (but not manage users)

# **Administration / Setup:**

Right to browse the Administration / Setup Tab 78

## **Create Keys**

Right to browse the Keys Tab 58

## Reports

Right to browse the Reports Tab [33]

## **Active**

The user is active and can log into the Activation Server 4

Click on the button **Save** to save the user data. Then assign products 57 to the user.

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



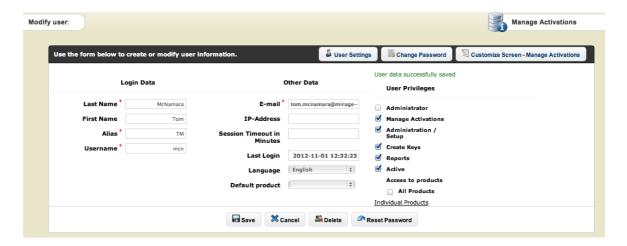
- A user can always <u>change his password [93]</u> and configure <u>user specific settings [92]</u> within *Administration / Setup* but has no access to the other options
- Access to products [57] can be defined once the user was created.



- The password for a new user is empty. If the user logs in the first time he has to enter a password.
- New users cannot be added with the Basic Hosting package

#### 1.6.12.2 Modify user details

Click on the user name you want to edit in the Manage user [53] list view and modify the user data.



# **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 Individual products to select one or more products the user can access

# **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 92
- Change Password 93
- Set values to customize the Manage Activations Screen [93] screen

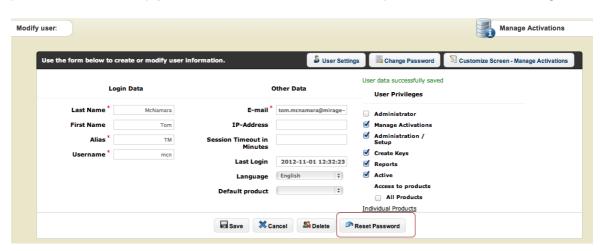
#### 1.6.12.3 Delete a user

To delete a user select the button *Delete* while editing the user data [57].



#### 1.6.12.4 Reset Password

To reset a password select the button *Reset Password* while editing the user data 57. The password is now empty and the user has to select a new password after the first login.



# 1.6.13 TAB - Keys

Creating keys using the Activation Server 4 has a lot of advantages instead of using All-In-One Protector.

- Multiple users can create keys
- Keys can be created from different locations
- Easy to user interface
- The key is stored in the Activation Server 4 and each key can be assigned to a customer and reseller

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

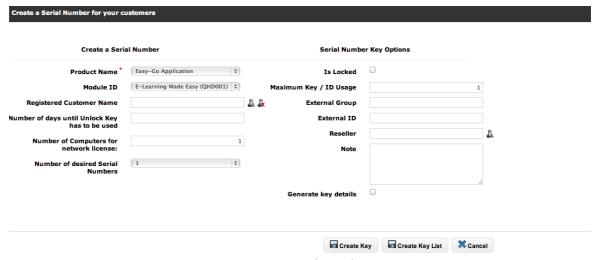
- Create one single Serial Number 59
- Create a Key List 63

#### See also

Add a key on the Activation Server 4 69 Create an Activation Key 73 Create a Serial Number 59 Manual Product Activation 64

#### 1.6.13.1 Create a Serial Number

Select Keys, Create a Serial Number.



Create a Serial Number

# **Basic Information for a Serial Number**

# **Product Name**

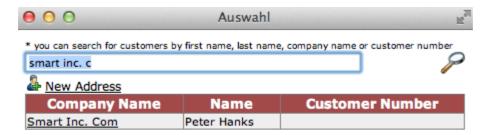
Picklist to select the product.

## **Registered Customer Name**

You can assign a Serial Number to a customer.

Click on the icon  $\triangle$  to search for a 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 the company or user name and click on . You can also add a new customer address by clicking on **New Address**.



# Additional days after applying Serial Number

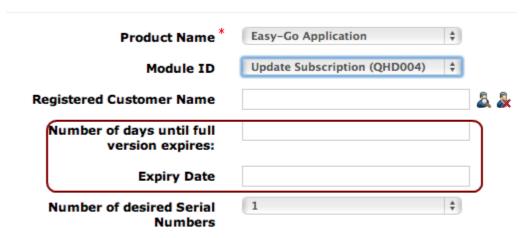
If activation by E-Mail, fax or phone is used, there is a time difference between applying the Serial Number key and sending the Unlock Key 64. To allow the customer to use the product after applying the Serial Number, add a few days (typically 2-5 days) which are included in the Serial Number.

# 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.

#### 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 [73].

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 
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 63

# **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 44 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 product configuration so screen.

# **External Group**

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

#### **External ID**

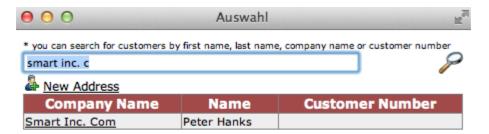
ID to sync the data with another database, e.g. CRM or ERP system

### Reseller

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

Click on the icon & 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 **a** Create Key to create or more screens the Activation Key.

The key is displayed in the bottom left corner.

#### **Serial Number**

goGEM-5IPb6-9E7Ia-3tQ8X-xQU5k-6Li4x

☐ Create Key

Click on the button **Create Key List** to save all keys in a text file.

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

# **Video - Creating Serial Numbers**

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



1.6.13.1.1 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 Greate Key List. It will save all keys in a text file which is automatically downloaded.

#### 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.

#### 1.6.13.2 Manual Product Activation / Create Unlock Key

Select 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** 

# Create Unlock Keys Product Name \* Easy-Go Applicatio \$ E-Learning Made E: \$ Module ID **Customer Name** AllAbout Software Inc Serial Number / ID \* niFdF-17IEF-A1I8r-9Wk Registered Customer Name \* AllAbout Software Inc E-Mail Activation done by **OEM Name** E-mail Reseller Version Note **Copy Protection**

#### **Product Name**

Picklist to select the product.

#### Module ID

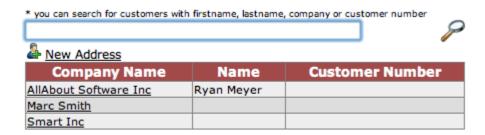
This option is only available, if you have multiple modules, which are activated with a Serial Number.

■ Developer Info The configuration, which module is a Serial Number, is done in the project configuration, entry < IsSerial> 1941.

### **Customer Name**

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

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

#### **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 & 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	
You have to specify at least one of the red marked installation codes.	installation codes.  If you want to allow reactivation, type in the installation codes in all fields which are marked blue.	
Any further installation codes, required for reactivation, are optional.		
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	
8 Code 1,2,3 + Path 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	
17 PAC SYSTEM ID	13 System ID	
Example one - reactivation with any 3 IDs	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.

The key is displayed in the bottom left corner.

#### Unlock Key

3YDsl-ICq93-jS5Pq-4UMFt-ZKDia-6Q1kk

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



You can automate the E-mail activation process using the E-mail Activator Service [17]

#### See also

Create Unlock Key using E-Mail Activator Service 171

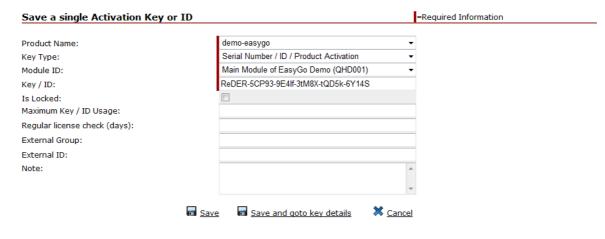
1.6.13.2.1 Create Unlock Key using E-Mail Activator Service

Activation Requests by E-Mail can be automatically replied.

Details see E-Mail Activator Service 171

## 1.6.13.3 Add a key on the Activation Server

Select 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 created using All-In-One Protector. This is necessary if default parameters like Maximum 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 4, you can **create and save the key** in one step - use Create An Activation Key 73, Create a Serial Number 53

Add a Serial Number / ID

#### **Product Name**

Picklist to select the product.

# **Key Type**

Picklist to select the type of Key / ID.

For a Serial Number 24 select Serial Number / ID.

# 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.

#### 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.

#### 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 3 indicates, that there is a note stored for a key / ID.

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

Click on the Link Save and Display data to store the key and display detail information - screen Edit an Activation 44

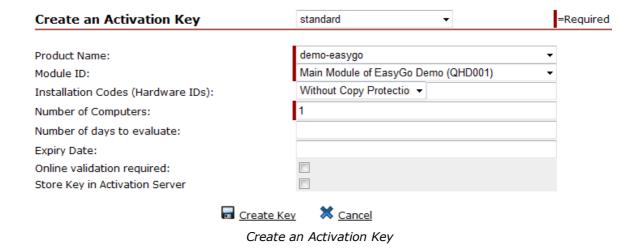
Click on the Link X Cancel to leave this screen without saving any data



If you need to add multiple keys, use the Import all option

#### 1.6.13.4 Create an Activation Key

Select Keys, 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.

# **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 4 before it is applied. It is stored in the database. If the Activation Server 4 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 4.

You can configure, that this option is always enabled and the user cannot uncheck the option - see option < StoreKey> 197

Click on the Link **Create Key** to create the Activation Key.

The Activation Key is displayed. You can directly send the key via E-Mail by clicking on the link: Send E-Mail to customer.

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

#### 1.6.13.5 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 4.



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. [94]

You can create different types of keys:

- Serial Number key
- Unlock Key e.g. by activation through a web page
- 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. <a href="http://www.registerserver.net/lptest/lpweb/KeyGenerator.aspx?">http://www.registerserver.net/lptest/lpweb/KeyGenerator.aspx?</a>

Part 2 - Parameters to specify the key details

# \* = required parameters

Parameter	Values	Example	Remark
projectname *	project name from the		
	project template		
entrykey			
instcode			
instcodetype			
requesttype *	1 = activate module, 2 = create a Serial Number or Unlock Key, 3 = create an Activation Key	22	serial number: Must be 2
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	<b>.</b>		
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	1	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

	\		D -
Parameter	Values	Example	Remark
additionalKeyValueFix ed	true 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 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	true	true = <b>overwrite</b>
	Default: false		existing value in the license file using the value from numberOfDays false = add to the existing value in the license file using the value from numberOfDays
onlineValidationRequired	rtrue / false	false	serial number: Must be false
demoversion	true / false	false	
regularLicenseCheck s			
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	2	serial number: Must be 2 Activation Key: Must be 3

Parameter	Values	Example	Remark
	31 = initialize licence	е	
password	Password - see	ycnsjldsd78z9h	highly recommended
	security settings		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 [59]

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

40&entrykey=&instcodetype=&instcode=&requesttype=MA&moduleid=QHD001&custome rname=AllAbout%20Softtware%

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

The URL creates an Unlock Key 64

https://registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demo-easygo-40&entrykey=LNGEG-5IPc6-9E7Im-3tQ8X-MQU5k-

6ii4S&instcode=170D9F7C;E1266C60;;CB433287;;;;;;,&requesttype=2&moduleid=QHD 001&customername=Smart

lnc.&email=tom.hanks@smartinc.com&oemname=mycompany&allkeys=true&password =ycnsjldsd78z9h

More details about Unlock Key generation

The URL creates an Activation Key 73

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

40&entrykey=&instcodetype=&instcode=&requesttype=3&moduleid=QHD001&customern ame=AllAbout%20Softtware%

20Inc&email=&oemname=&allkeys=true&additionaldays=&additionallicenses=1&external group=&externalid=&reseller=&numberofkeys=1&maxtries=&storeindb=true&islocked=&additionalKeyValue=&additionalKeyValueFixed=&expiryDate=&numberOfDays=&numberOfDaysFixed=&onlineValidationRequired=on&demoversion=no&regularLicenseChecks=&unlimitInstallations=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

### 1.6.14 TAB - 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 58
- Download Database Backup 81
- Download Server Log file 81
- Import data 81
- E-Mail Settings 84
- E-Mail Configuration 85
- Manage Users 53
- Configure User Settings 91
- Security Settings 94
- Restart Activation Server 99

### 1.6.14.1 Company Information

This screen allows you to customize the layout with your logo and to activate the license of your Activation Server 4. Depending if you run your own server or if you are a hosting customer the information on the screen is different.



Hosted Server

# **Company Logo**

Select an image and upload it using the button 🧣

# **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 29.

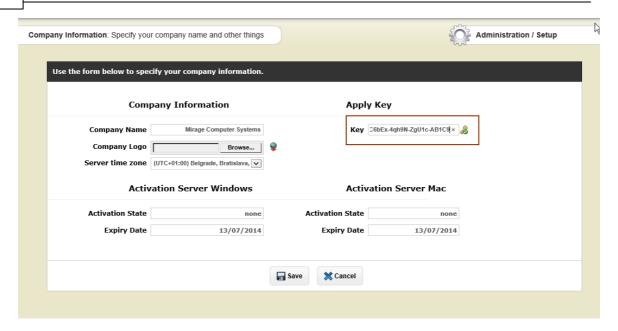
### Server time zone

Time zone of your server

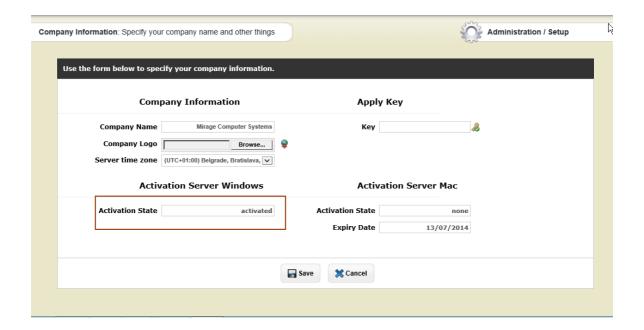
## **Activation Server Windows and Mac**

After the installation, the Activation Server 4 is in a time limited trial mode. If you bought the Activation Server 4, you got a **Serial Number** either for the Windows or MAC version.

• Type in the Serial Number in the field: **Apply Key** and click on 🚜 to activate the license.



- Activation State: Activated means that the license is active and valid
- If it is a trial version an expiry date is displayed
- Once the license is expired an online activation is no longer possible





If you are a Hosting user, your license is already activated.

#### 1.6.14.2 Download Database Backup

A database backup is made on a daily basis. You can download the latest database back here. The database used is MS-SQL Server version 2005.



This download option is only available for Hosting customers.

### 1.6.14.3 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

### 1.6.14.4 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 4. It is only necessary if you want to **restrict keys or activation to records, which must be preloaded** on the Activation Server 4 or if you want to lock keys, which have not been used.

- Import a list of Activation Keys 81
- Import a list of Serial Numbers / IDs 82
- Import one single Serial Number / ID or Activation Key 84

#### 1.6.14.4.1 Import a list of Activation Keys

To import a key list, you need a valid CSV file (separator = ;) with Activation Keys and as a column heading <a href="Entrykey.">Entrykey.</a> 22 You can additionally import a status for each key: <a href="Island: Island: Status for each key: Island: Status for each key: Island: Island

### **Entrykey**

MEc4Q-64Dn4-8EH9Q-FW6D0-HhlBO-0uiEu XXc46-64Dn4-8EH9P-FW6D0-YhlBO-0niEl u5c4y-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 200
- 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



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

- Export your data into an csv-file(use ';' as separator).
   Review your data correct data to be accurate, and make sure that the field names are written correctly.



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

and press the button Start

See Accept only uploaded Activation Keys 203 how to configure this feature.

All imported keys can be viewed within Manage Activations 35, select Key List 43. As Created Date, the date of the import is used.

#### 1.6.14.4.2 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 [23] and Entrykey. [22] You can additionally import a status for each key: IsLocked, MaxTries (= Maximum Key / ID Usage 23), CheckLicenceDays, ExternalGroup and ExternalD. 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 4.

Entrykey ModuleID

MEc4Q-64Dn4-8EH9Q-FW6D0-HhIBO-0uiEu D1001

MEc4Q-64Dn4-8EH9Q-FW6D0-HhIBO-0uiEA D1001

MEc4Q-64Dn4-8EH9Q-FW6D0-HhIBO-0uiEB3 D1001



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

- 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 How to lock a Serial Number / Activation Key 206
- 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 203 to configure this feature.

All imported keys can be viewed within Manage Activations 35, select Key List 43. As Created Date, the date of the import is used.

#### 1.6.14.4.3 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 [69].

### 1.6.14.5 E-mail Settings

If a users forgets his password, the Activation Server 4 can automatically send out a new password. See option: Forgot your Password 26)?

### SMTP-Server

- SMTP Servername: The name of the outgoing E-Mail server e.g. smtp.myserver.de
- Server Port number. Port to use for outgoing e-mails
- · Account: Your account name
- Password: Password for the account
- Address of sender: This is the E-Mail address the user will see as sender E-Mail address in the E-Mail



SMTP Servername:
Server Port number:
Account:
Password:
Address of sender:
admin@registerserver.net
admin@registerserver.net

■ Save × Cancel

This configuration option is **not** available for Hosting customers, as a predefined E-Mail account is used.

### 1.6.14.6 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.

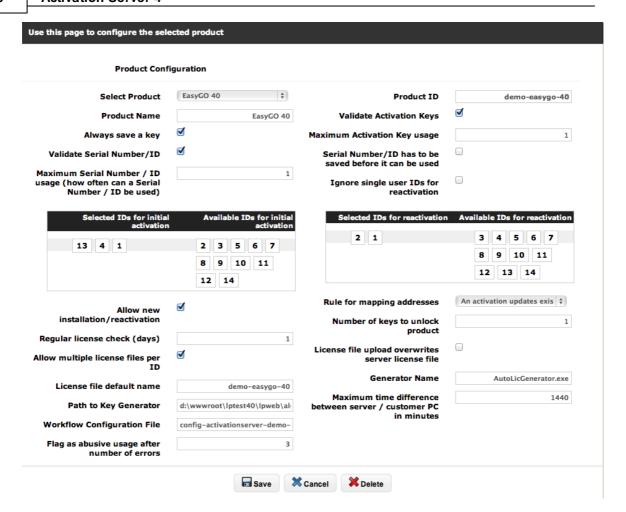
This download option is only available for Hosting customers. If you run your own server, the configuration program comes with an own installation package.

### 1.6.14.7 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 All-In-One Protector application.

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



### 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*.

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 88

### 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 88

## Maximum Key / 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 creating 59 a Serial Number / ID or by editing 44 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 creating [73] a Activation Key or by editing [44] the Activation Key.

# 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 lock a license 47 even after the product was activated.

### 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 4 database. This is e.g. required for the MAC version or if you use own keys. This option also allows to lock a key 47 before it is used. If you want to use this option, create keys using the Activation Server 4. As an alternative, key lists can be imported 81.

# 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 4 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 44 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 44.

1.6.14.7.1 Copy Protection and Reactivation

## **Activate Copy Protection**

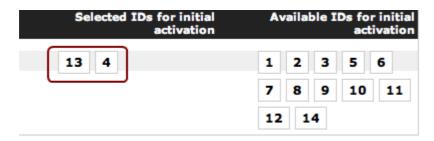
The copy protection links the license file to a hardware ID. Only **one** hardware ID is used but it makes sense to define a backup ID in case the main hardware ID cannot be retrieved.

Details about copy protection can be found in the main tutorial of <u>All-In-One Protector</u>. **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*.

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

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.

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 2 ways to decide if the reinstallation is done on the same computer like the initial product activation.

### Define the exact hardware IDs which have to match

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.

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



### Define how many hardware IDs have to match

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.



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

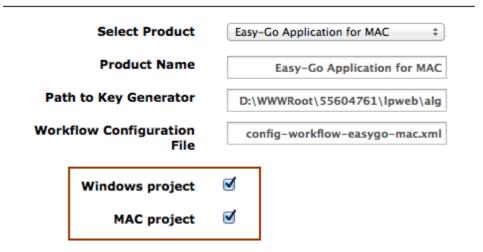
#### 1.6.14.7.2 Configure a MAC project

In case All-In-One Protector is used for MAC OS X 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)

### **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





## MAC and Windows project

If the Serial Number should be accepted on a MAC and/or Windows computer, select hardware ID 14, 13





# 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 4.

## Check an installation and protocol it

The default is that each new installation is logged on the the Activation Server 4 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 4 before an installation can be done.

### 1.6.14.8 User Settings

Define user specific settings:

- General settings 92
- Change Password 93
- Customize Manage Activations 35 Screen



#### 1.6.14.8.1 User specific settings

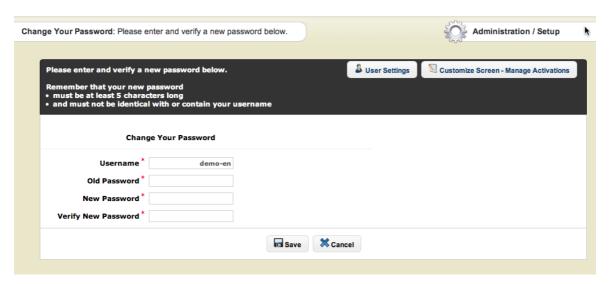
Each user can customize basic settings



- Date Format which is used in lists and reports
- Items per Page for the list view <u>Transactions</u> 35 and <u>Key List</u> 43
- Language for the user interface
- Default 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 [57]</u>, are available in the list.
- Show Transactions for x days. Define the **default** period for the transaction list. 36

#### 1.6.14.8.2 Change Password

Each user can change his password by providing the old password and entering a new password which must be at least 5 characters long.

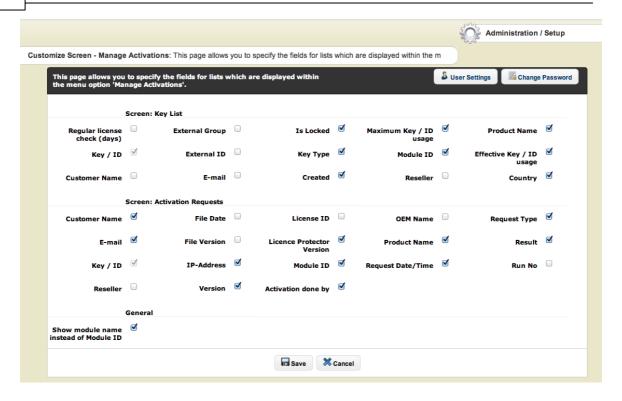


#### 1.6.14.8.3 Customize Manage Activations screen

Each user can customize the screen for <u>Manage Activations</u> by selecting the fields which should be displayed for:

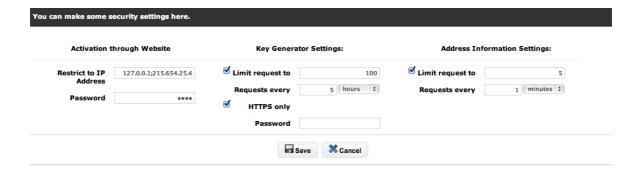
- Key List 43
- Transactions 36

Check the fields which should be visible and press the button **Save**.



### 1.6.14.9 Security Settings

The Activation Server 4 allows to create keys through by an external application of 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 external applications like shop

systems 95].

Multiple IP addresses can be combined using a semicolon. Only if you do not have a static IP address, use a password instead. You can also use both - IP Address and password. If you do not want to use a restriction, the IP address field must be empty.

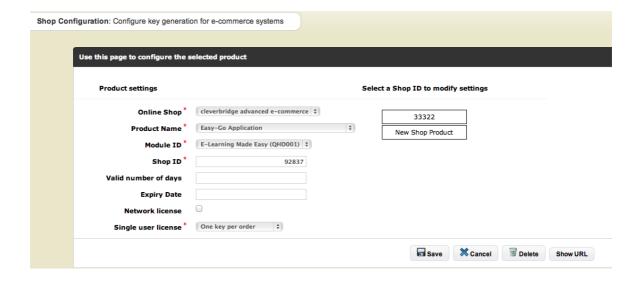
Wildcards for sub networks are **not** supported: 192.168.178.\*. If you do not have a static IP, leave this field empty and only use a password.

## **HTTPS** only

Only allows https connections when creating keys external applications 74 like shop systems 95.

### 1.6.14.10 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 74. Your can create Serial Numbers and Activation Keys but not special keys like Unlock Keys 64.



# 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 Create a Serial Number 59.

### **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**

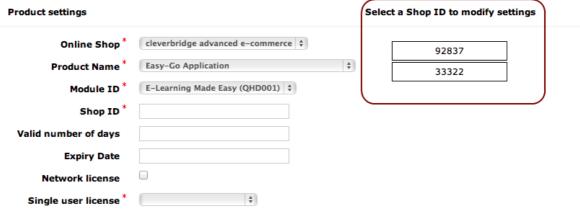
If the key should be a network license then check this option. The quantity of the shopping card is then added in the field: *number of licenses* in the Serial Number / Activation Key

### 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 [62] 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

Created 12.09.2013 13:21:33 Web Service Service

# Step 3 - Configuration within the shop / E-Commerce system

The configuration setup is explained for each supported shop system.

## Cleverbridge

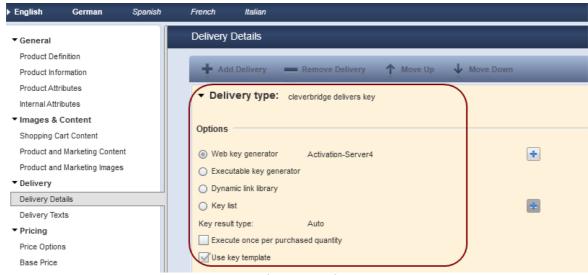
Add a key generator (Products & Marketing / Key Generators) with exactly the same settings you find in the screenshot below. The link in the field path: is the URL you created in Step 1 - Retrieve Shop URL 95



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 e-mail.

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>

#### 1.6.14.11 Restart Activation Server

After making any configuration changes [186], 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.

### 1.6.15 Part II - Installation and Configuration

Part II covers the installation of the Activation Server 4 and configuration as well as a How TOS and FAQ.

If you are using the Mirage Hosting service, you can directly move to the chapter Mirage Hosting Service.

#### 1.6.15.1 Installation of the Activation Server

This is a step by step guide to install the Activation Server 4.

**The MSI Installer package** checks if all necessary system requirements like IIS, ASP.NET are available, creates the database and configures the Activation Server 4

If you are using the Mirage Hosting service, then the installation is already done. See chapter Mirage Hosting Service 2008.

To install updates on an already running Activation Server 4 see chapter Install Updates 43

- 1. System Requirements and installation of required Windows components
- 2. Install Activation Server 4 108
- 3. First Login 139
- 4. Activate license 141
- 5. Install FTP Server 152
- 6. Perform System Check [152] (only in case of errors)



The installer allows one instance of the Activation Server on one machine.

#### 1.6.15.1.1 Step 1 - System Requirements

The Activation Server 4 is a .NET service and needs a Windows server system with .NET.

# **System Requirements**

- English operating system
- Windows **Server** 2008 R2, Windows 2012 R2, 32 or 64bit. The latest service pack is required.
- Microsoft Internet Information Internet Information Server (IIS 6 or 7)
- .NET 3.5 and 4.5
- ASP.NET 4.5
- ASP.NET Ajax Extension [164] (automatically installed)
- Open XML SDK [164] (automatically installed)
- Microsoft SQL Server [119] or SQL Server Express (2005 or higher up to SQL Server

2012)

- Right to start an executable on the server
- Static IP server must be reachable through Internet access
- Browser (Minimum Version required) IE 9, Firefox 16, Chrome 22, Safari 5 (Windows), Safari 6 (MAC)

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.

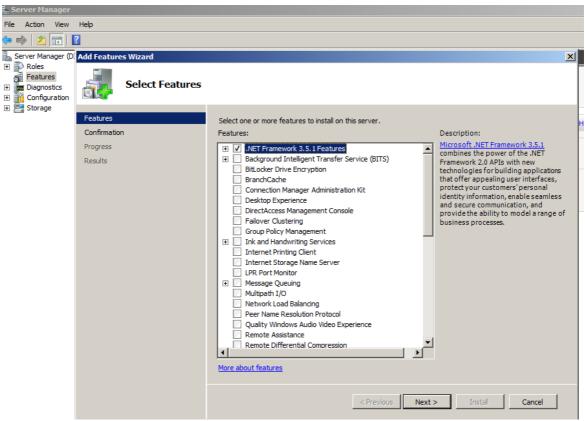
We recommend installing the server on a virtual machine. This simplifies the installation and maintenance.

If you have multiple websites running on the same server, a good idea is to create a subdomain for the Activation Server 4.

# **Install Operating System Prerequisites**

If you are running a **Windows 2008 Server**, you have to install the **IIS** and the **NET framework** through the **Server Manager**. On Windows 2012 Server, the Windows features and roles are installed automatically.

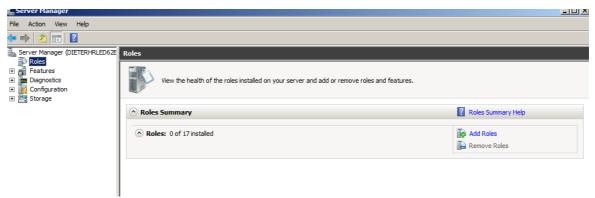
- □ Instal IIS, .NET Framework and ASP.NET 4.5 Windows 2008 Server (manual setup required)
- Click Start, point to Administrative Tools and click **Server Manager**.
- Click Add Features
- Select .NET Framework 3.5.1
- Review your installation selections and click Install.



Install .NET 3.5.1

#### To install the IIS

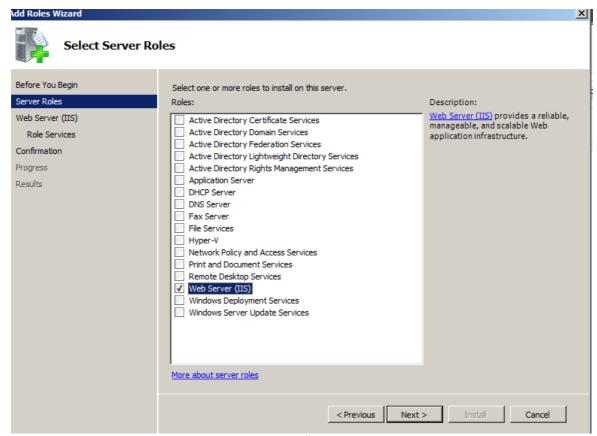
- Click Start, point to Administrative Tools and click **Server Manager**.
- Click Add Roles.



Select Role

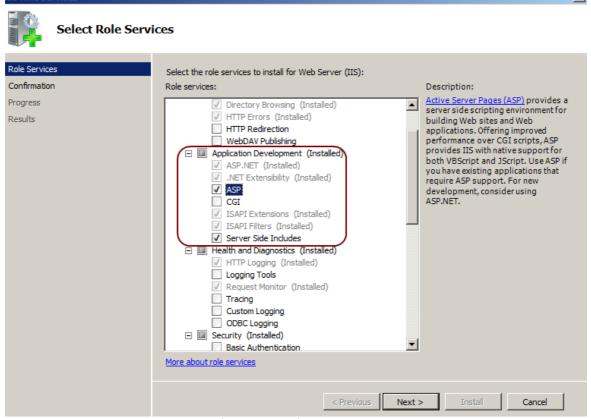
- The Add Roles Wizard will appear. Click Next.
- If any required features are missing, you will be prompted to install them by clicking the Add Required Features button.
- From the Select Server Roles window, click the box beside the Web Server (IIS)

option. Additionally select **Application Server** which will install ASP.NET 3.5.1 Also select Web Server (IIS) support. Click Next.



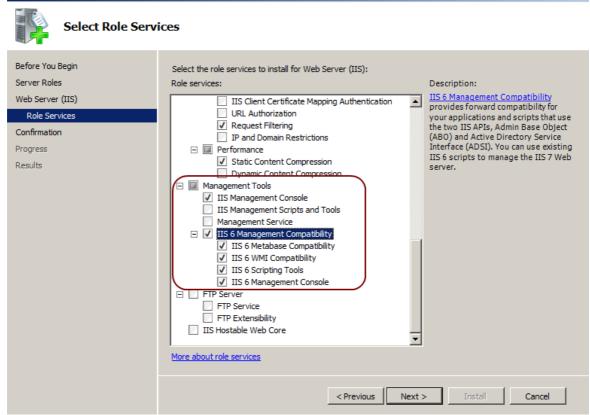
Install IIS

Select all components which are highlighted in red - especially ASP and Server Side Includes are required



Application Development options

Also select the **IIS 6 Management Compatibility** (see screenshot which options to check)



IIS 6 Management Compatibility

- If you are unsure what a service is for, select the service and a short description will appear.
- Click Next.
- Review your installation selections and click Install.
- When the installation is complete, review the results in the 'Installation Results' window and click Close.
- 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.

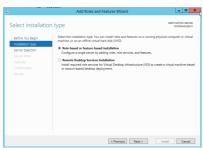
The steps describe Windows **2012 R2 Server**. The steps for Windows 2012 Server are similar.

- Click Start, point to Administrative Tools and click Server Manager.
- Click on Manage, Add Roles and Add Features



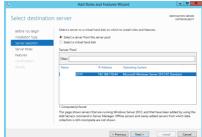
Add Roles and Features

• Select: Role-based or feature-based installation



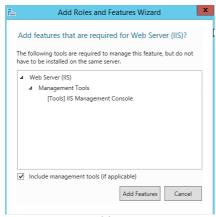
Role- or feature-based installation

• Select your server



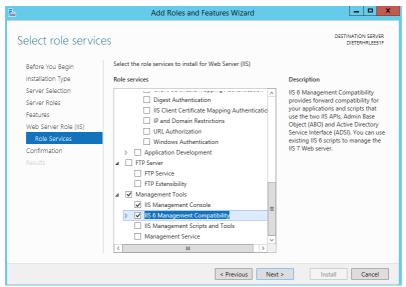
Select Server

• Select Web Server (IIS) and confirm to install the Management Tools



Add IIS

• Additionally select IIS 6 Management Compatibility



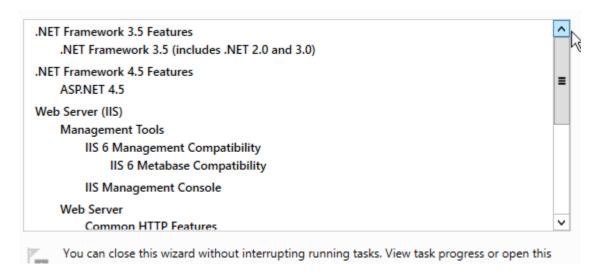
Add IIS 6 Management Compatibility

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.



#### 1.6.15.1.2 Step 2 - 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 4.

If you install on a server with an existing version of the Activation Server 4, see Install Updates 143

### **Install Activation Server 4**

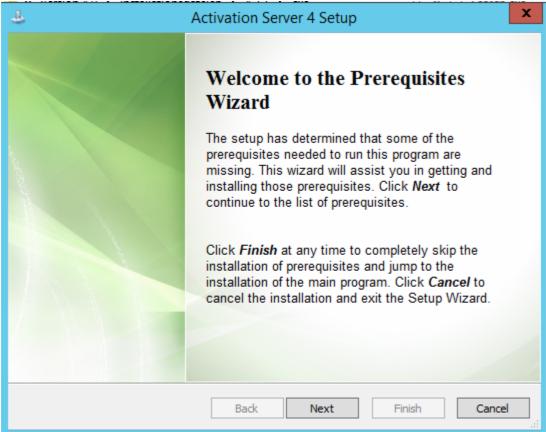
Now you are ready to install Activation Server 4. To start the installation, execute activation-server4.exe

### 1. Check System Requirements

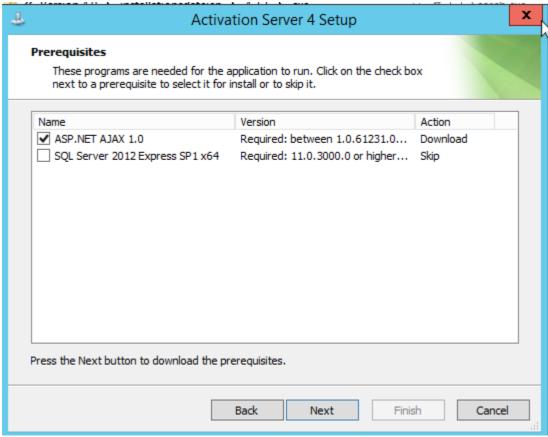
The installer will first check if you have the correct version of IIS and .NET installed.

If this initial check is OK, it checks the prerequisites. If missing, they are automatically downloaded.

Login with the user: ADMINISTRATOR



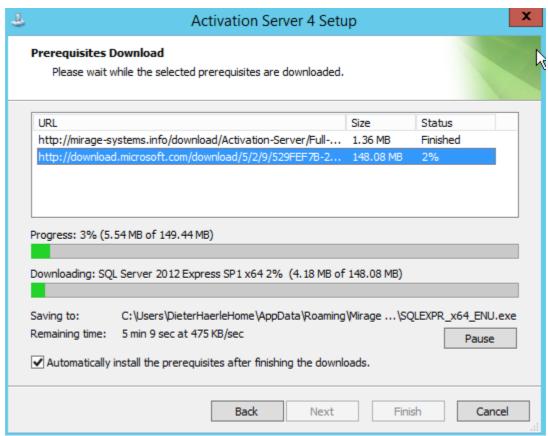
Prerequisites - Start screen



Prerequisites - Select components

- In case, you already have an MS SQL server installed, you **don't** have to check to install **SQL Server 2012 Express**. Otherwise you have to install this server version. There is a detail configuration and setup explanation here
- If .NET Framework 4.5 or ASP.NET Ajax is suggested, you have to install it
- The Open XML SDK 164 is always installed at the end of the installation. In case an older version is found, it is automatically uninstalled

The download of all prerequisites is automated. After downloading the installation of the prerequisites starts.

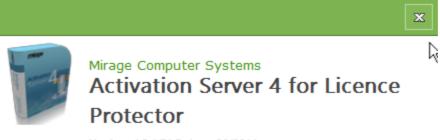


Prerequisites - Download

# 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.



Version: 4.2.1.74 Datum: 06/2014

Setup requires 52 MB in:  C:\inetpub\wwwroot\ActivationServer4\	
You must agree to the <b>Licenses terms and conditions</b> before you can install Activation Server 4.	re
✓ I agree to the License terms and conditions.	

Next

Select directory

## 3. Select Installation Type

Select if it is a new installation of Activation Server 4 or if you want to  $\underline{\text{upgrade from Activation Server 3}}_{143}$ 





# Mirage Computer Systems Activation Server 4

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
- Upgrade from Activation Server 3

Help

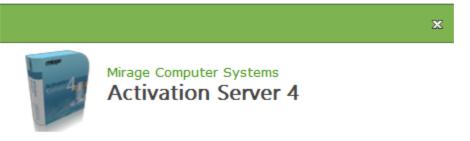
Back

Next

Select type of installation

#### 4. Configure SQL Server

Type in the SQL Servername Vinstance. If you use SQL Server Express Edition, the default server name is .\SQLEXPRESS. To create the database for the Activation Server 4 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: sa. These credentials are used only to create the database and add users. Type in the password you used during the SQL Server installation [119].

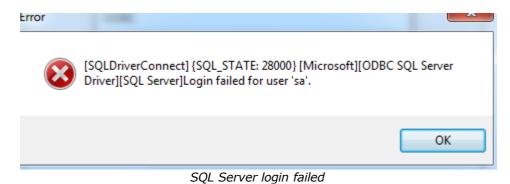


# Configure SQL Connection

Server:	\SQLEXPRESS
Username:	sa
Password:	
Help	
Back	Next

SQL Server login

If you get the following error message after clicking on Next,



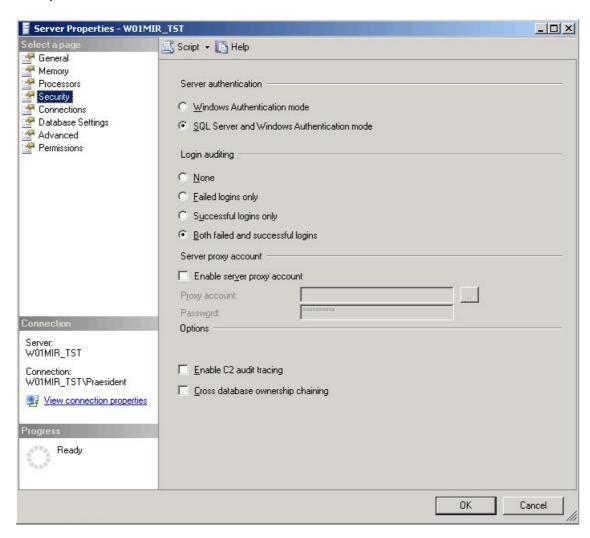
then either the user name / password is wrong or the server is configured only for integrated windows authentication. Change the mode to **SQL Server and Windows Authentication** mode and/or update the user right. Otherwise you cannot continue.

Change security authentication mode

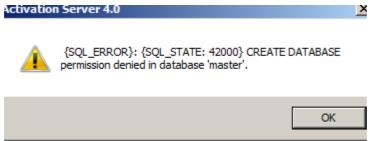
During installation, SQL Server Database Engine is set to either **Windows Authentication mode or SQL Server and Windows Authentication mode.** 

To change security authentication mode

- 1. In SQL Server Management Studio Object Explorer, right-click the server, and then click **Properties**.
- 2. On the **Security page**, under **Server authentication**, select the new server authentication mode, and then click **OK**.
- 3. In the SQL Server Management Studio dialog box, click **OK** to acknowledge the requirement to restart SQL Server.



If you get the following error message while the product is installed



Error - Create database permission denied

then you do not have Windows user rights to create a database on the default folder used for a SQL database.

The installer will create a database *Activation Server* and stores the login details in the file web.config [167]

If you get the error message: There is a problem with the IIS user



Wrong IIS user

then you have to add the necessary rights for the ASP service after the installation is done.

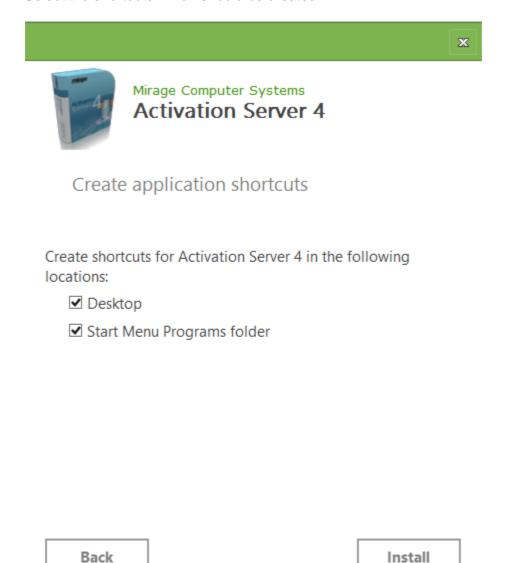
Error: ■ Administrator is not a valid user or group

A user with the name Administrator is required. You probably renamed it. Rename the admin user back to Administrator



## 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. At the end of the installation the open XML SDK installer launches. Just confirm all steps.

# **6. Start Administration Interface**

The next step is to start the Administration Interface. Click on  ${\bf Run}$ 



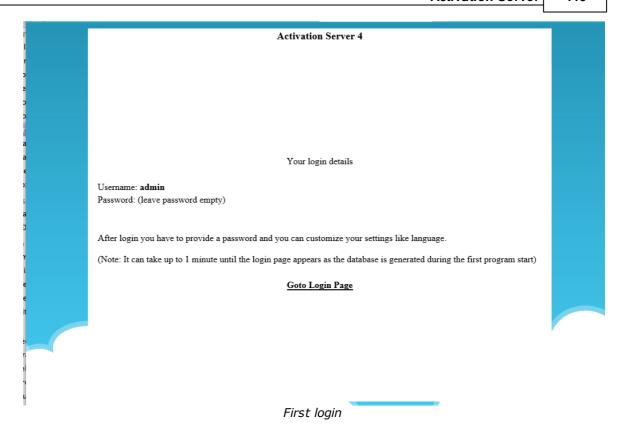
Activation Server 4 has been successfully installed.



Finish

Installatioin finished

You will get an additional screen with explanation how to login



After clicking on <u>Goto Login Page</u> it **could take a while**, until the <u>Login Screen appears</u>. 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 [143]

#### 1.6.15.1.2.1 Microsoft SQL Server

A Microsoft SQL Server or SQL Server Express (2005 or higher up to SQL Server 2012) is required.

The installer will automatically download **SQL Server 2012 Express Edition**. If you already have an SQL Server installed then you can skip this step.

The collation must be: Latin1 General CP1 CI AS

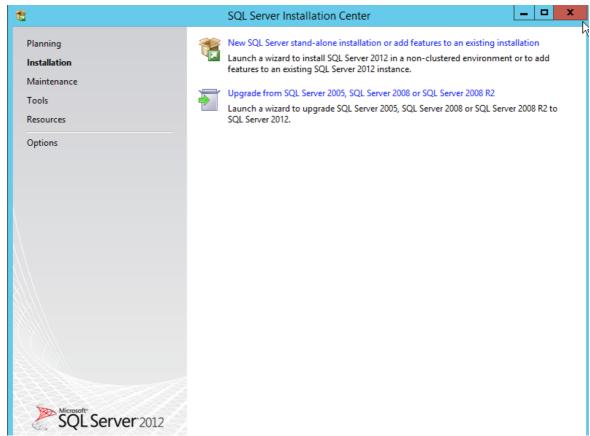


The Activation Server 4 does not include a license for the MS-SQL server and

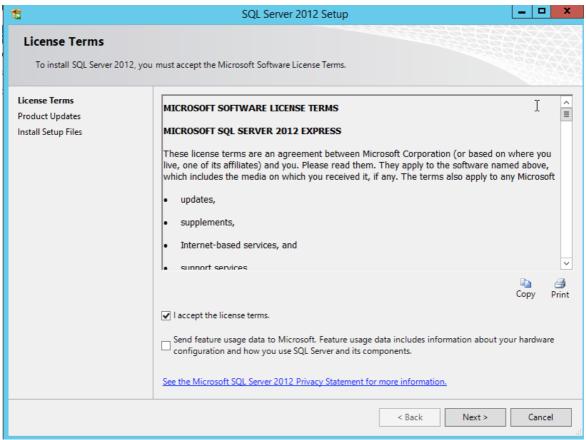
you are responsible to use the MS-SQL server with the correct licensing.

Step by Step installation and configuration guide - SQL Server 2012 Find below screenshots of the installation process.

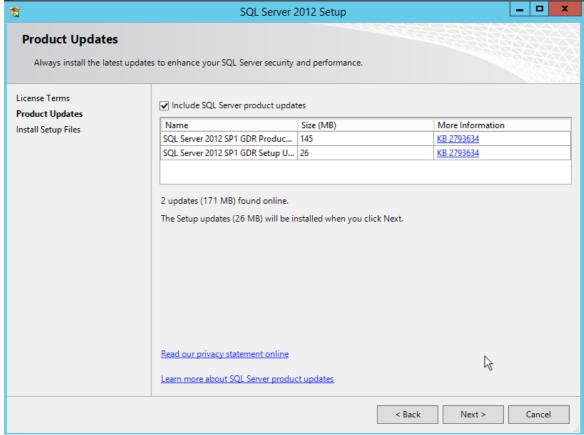
Start the installation by clicking on Installation on the left side



Start Installation

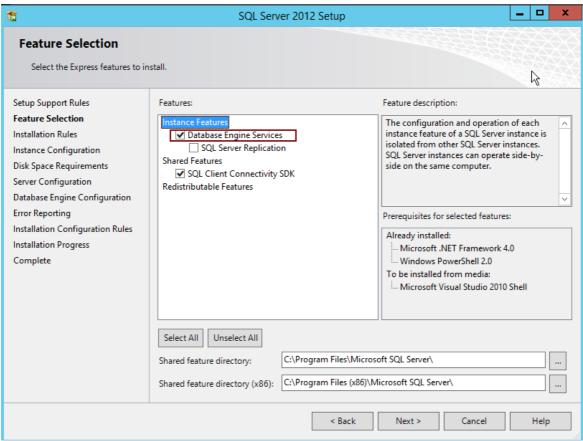


Confirm License Terms



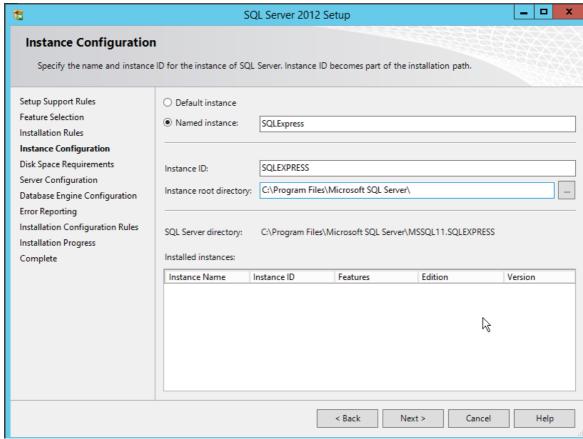
Select all product updates

## Select Database Engine Services



Select the feature to install

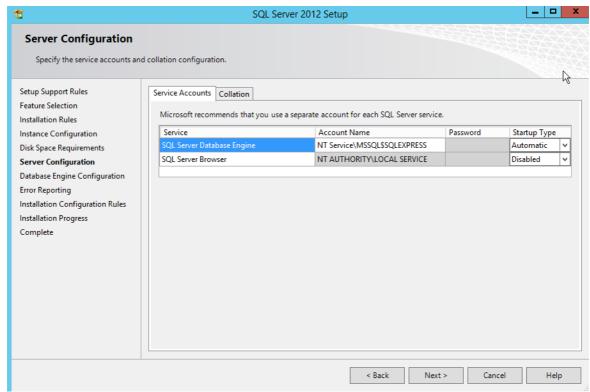
Name of the SQL Instance / Server - If you change the name you have to note it down as it is required later. The default name is: **SQLExpress** 



Instance Name

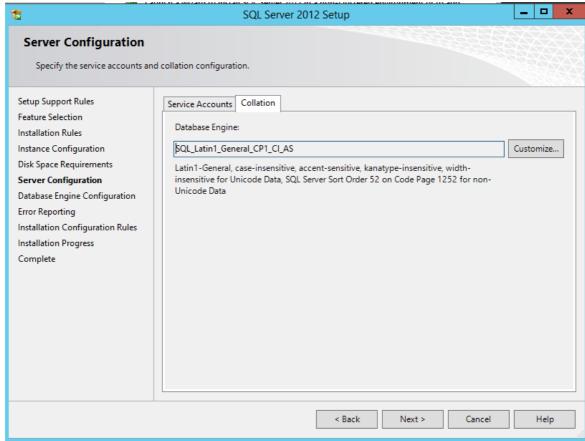
The SQL server installation could take a while and it could require a restart of the server. Once the server is installed additional configuration is necessary.

Select: NT Service



Select Account: NT Service

Click on the TAB Collation - Ensure that Latin1 General CP1 CIAS is selected

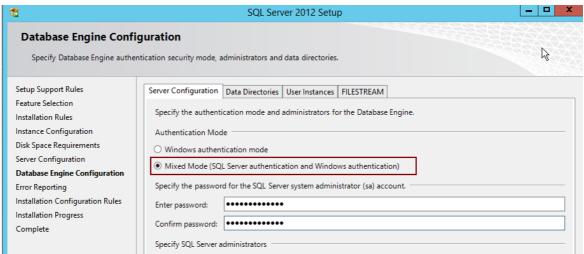


Select Collation

The next step is crucial.

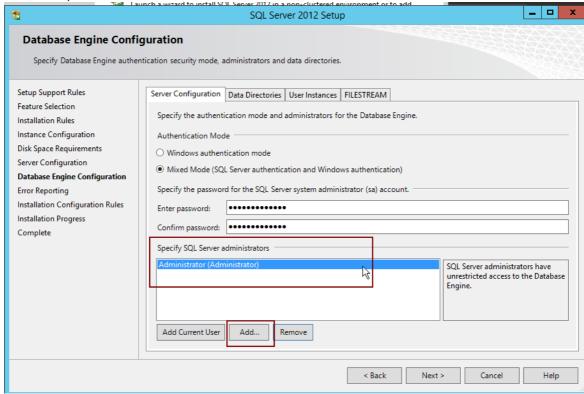
The SQL server must be configured for **SQL Server and Windows Authentication** mode.

Type in a password and note it down. This is the password for the user sa



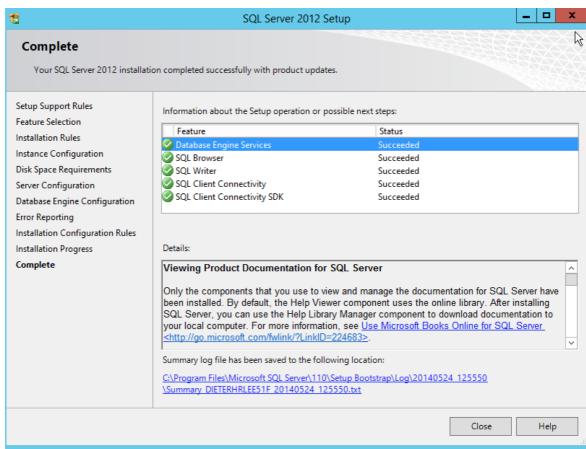
Configure authentication mode

Specify the SQL server administrator and select: **Administrator** (Click on **Add** to select from a list)



Specify SQL Server administrator

The final screen should display that all components have been successfully installed.



Screen Complete - must display all components with a green icon

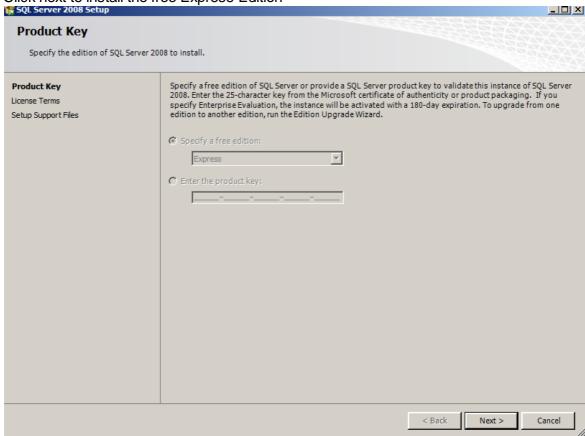
Step by Step installation and configuration guide - SQL Server 2008 Find below screenshots of the installation process.

☐ Installation step by step
 Start the installation by clicking on Installation on the left side



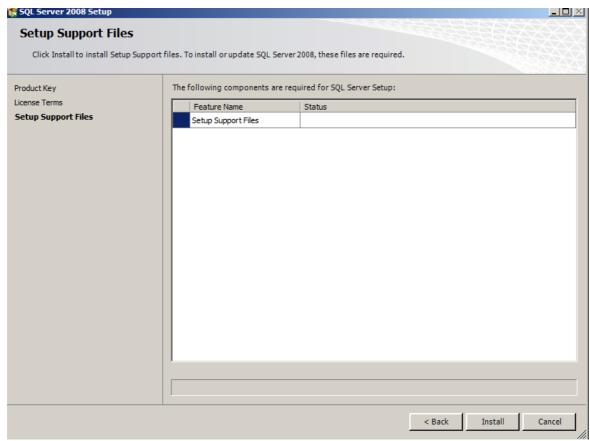
Start Installation

Click next to install the free Express Edition



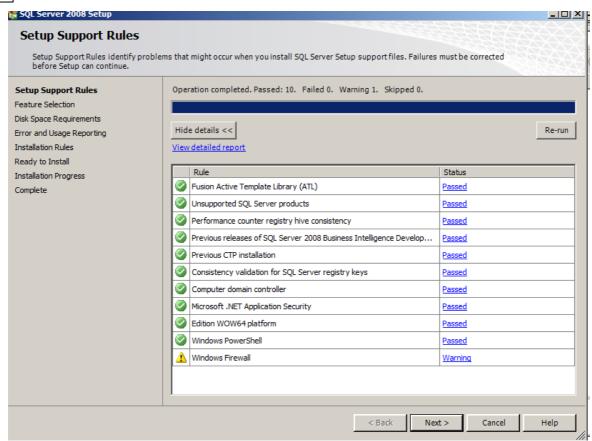
select free Express Edition

Click on Install to start the installation



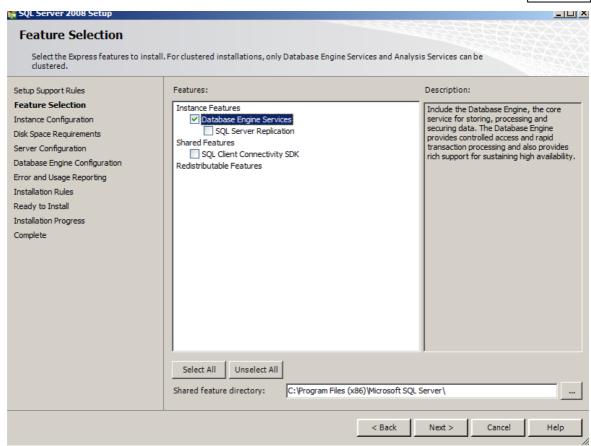
start setup with supported files

The next screen (setup support rules) should display all tests as passed



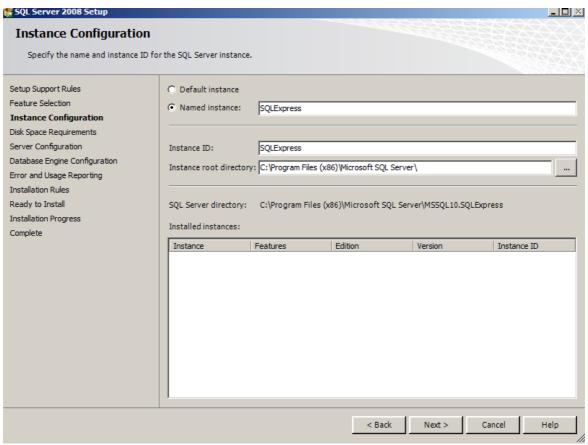
Setup Support Rules

#### Select Database Engine Services



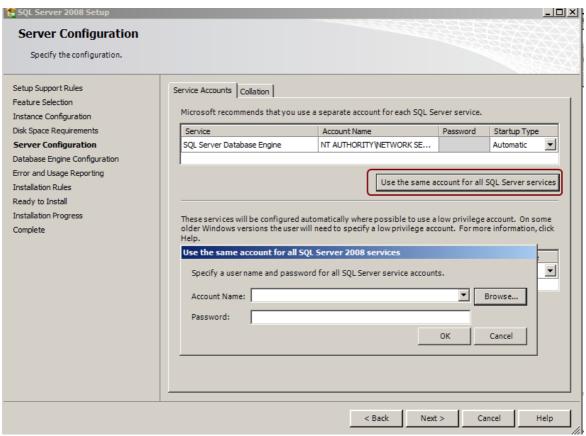
Select the feature to install

Name of the SQL Instance / Server - If you change the name you have to note it down as it is required later. The default name is: **SQLExpress** 



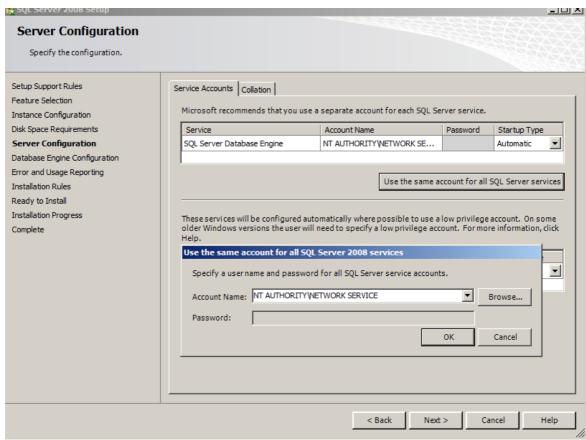
Instance Name

To select the account name click on: Use the same account for all SQL Server services



Select Account: Step 1

In the pop-up Window, select: NT Authority\Network Service

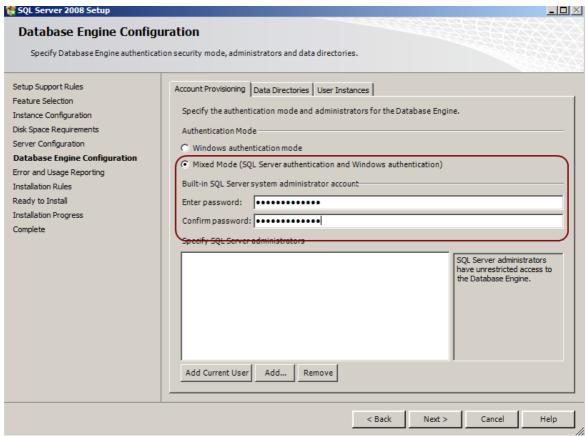


Select Account: Step 2

The next step is crucial.

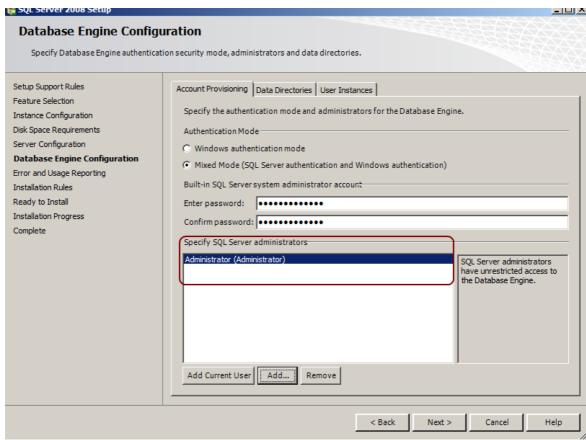
The SQL server must be configured for **SQL Server and Windows Authentication** mode.

Type in a password and note it down. This is the password for the user sa



Configure authentication mode

Specify the SQL server administrator and select: **Administrator** (Click on **Add** to select from a list)



Specify SQL Server administrator

The SQL server installation could take a while and it could require a restart of the server.

## Change security authentication after installation

In case the wrong security information was selected during the initial installation of the SQL Server, it can be changed later.

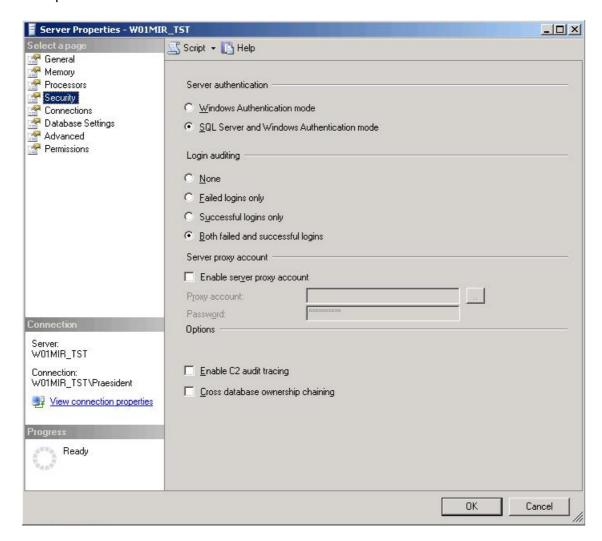
Change security authentication mode

During installation, SQL Server Database Engine is set to either **Windows Authentication mode or SQL Server and Windows Authentication mode.** 

To change security authentication mode

- 1. In SQL Server Management Studio Object Explorer, right-click the server, and then click **Properties**.
- 2. On the **Security page**, under **Server authentication**, select the new server authentication mode, and then click **OK**.
- 3. In the SQL Server Management Studio dialog box, click **OK** to acknowledge the

requirement to restart SQL Server.



#### 1.6.15.1.3 Step 3 - First Login

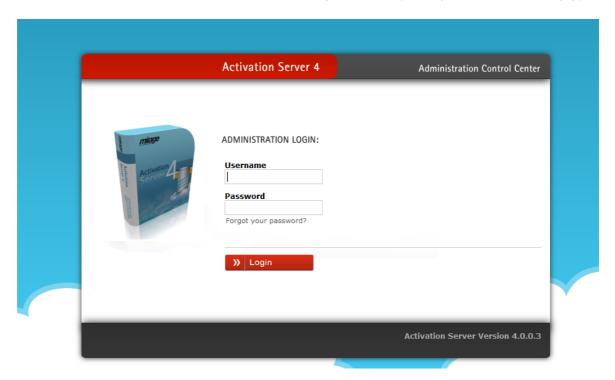
After a successful installation, the login screen should appear. In case of errors see troubleshooting [153].

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
- http://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.

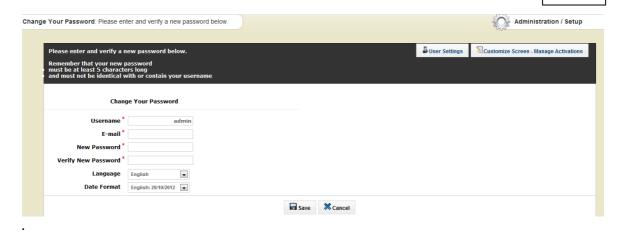
The default username is **admin** and there is **no password** (leave password field empty).



If you forgot your password, your can request it by e-mail. Select Forgot your Password?

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



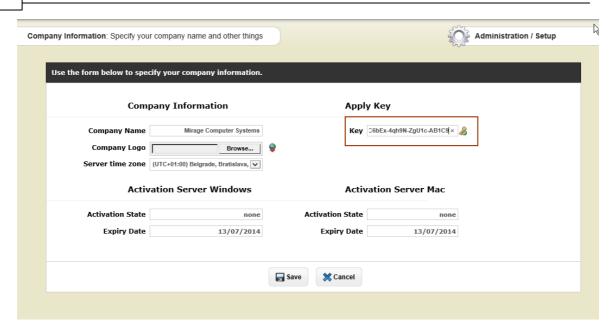
Now all tests for the setup are done. A license file for a trial version was installed. If you bought the Activation Server 4, you have to activate your license

1.6.15.1.4 Step 4 - Activate License

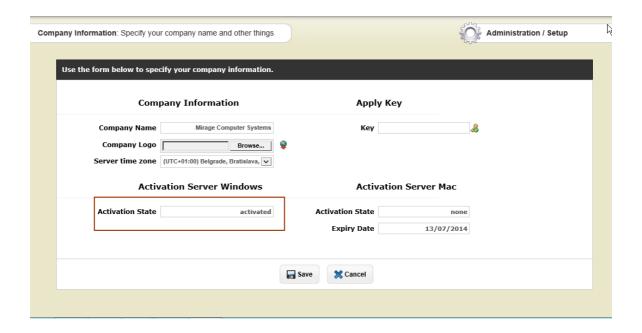
#### **Activation Server Windows and Mac**

After the installation, the Activation Server 4 is in a time limited trial mode. If you bought the Activation Server 4, you got a **Serial Number** either for the Windows or MAC version.

• Type in the Serial Number in the field: **Apply Key** and click on 40 to activate the license.



- Activation State: Activated means that the license is active and valid
- If it is a trial version an expiry date is displayed
- Once the license is expired an online activation is no longer possible





If you are a Hosting user, your license is already activated.

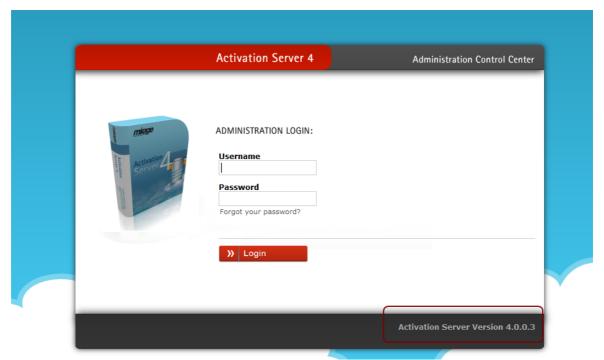
#### 1.6.15.1.5 Install Updates

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 is 4.2.2.3

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



Release Number

- Update from version 4.0 or 4.1 to version 4.2 144
- Update from version 3.0 to version 4.0 147

1.6.15.1.5.1 Update to version 4.2



Customers who bought a license of Activation Server 4 will get an e-mail with a download link. If you did not get the e-mail you can request the installation package. E-Mail to <a href="mailto:support@mirage-systems.de">support@mirage-systems.de</a>.

The update requires a running instance of Activation Server 4.0 or 4.1.

The exact update version is: 4.2.x

The update has new system requirements. Windows Server 2003 is no longer supported. Check the system requirements before you install the update.

## Step 1 - Check your version

Activation Server 4

Administration Control Center

ADMINISTRATION LOGIN:

Username

Password

Forgot your password?

Display or version 4.1 installed

Administration Control Center

Activation Server Version 4.1.<mark>0.28</mark>

Check Release Version - must be 4.0 or 4.1

## Step 2 - Make a Backup

Make a backup of all folders (typically inetpub\wwwroot\ActivationServer4).

## Step 3 - Required information for installation

To install the update you need:

- Your Serial Number
- The SQL Server login details

## **Serial Number**

If you cannot locate your Serial Number contact <a href="mailto:support@mirage-systems.de">support@mirage-systems.de</a>.

## **SQL Server login details**

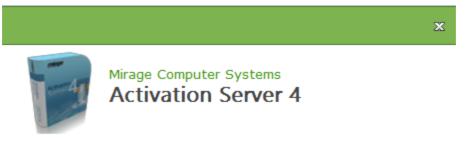
If you cannot locate your SQL Server login details, open the file web. config (can the found in the installation folder, typically inetpub\wwwroot\ActivationServer4). Search for: connectionString. You find the SQL configuration data in this line (connectionString="user id=sa;data source=.\SQLEXPRESS;persist security info=False;initial catalog=activation\_server;password=Id9378378uejeUezR5\sqrt{s})

## Step 4 - Start Update

You have to start the update using the file **Update Activation Server AIP 4.2.2.3.bat.** Starting the EXE installer would result in an error.

- Open a DOS pompt
- Update Activation Server AIP 4.2.2.3.bat

During installation you have to provide the SQL Server login details.



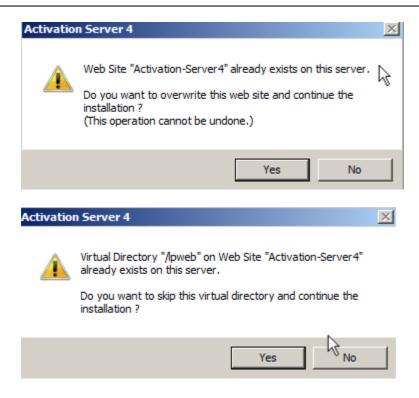
## Configure SQL Connection

Server:	\SQLEXPRESS
Username:	sa
Password:	
Help	
Back	Next

SQL Server login

The installer has to update important server settings. Confirm all with YES.





## **Step 5 - Activate your Server license**

The Serial Number for version 4 is required. You need a Serial Number for either Windows or MAC Server version. Activate your license

## Step 6 - Update E-Mail Activator Service

Updating the E-Mail Activator Service is only necessary if SLL is required.

(Update not yet available)

1.6.15.1.5.2 Update from version 3.0 to version 4.0

## Major Update from version 3.0 to version 4

Version 4 uses a complete new infrastructure and therefore needs a full new installation.

First check the system requirements before you begin with the installation.

■ Major Update installation version 3.x to 4.x - step by step

## 1. Backup

# Backup the complete directory of the Activation Server 4, especially important is

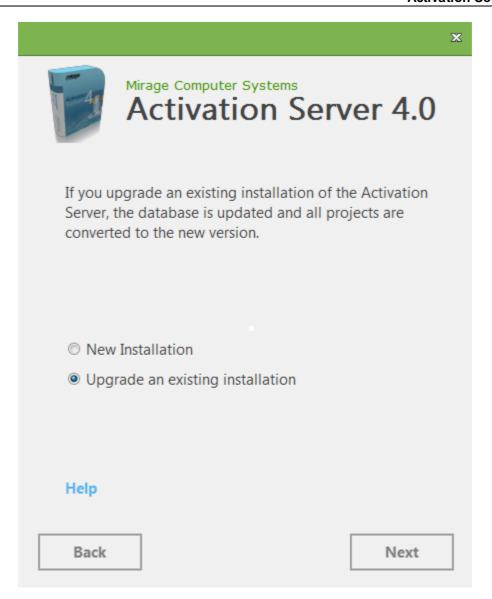
- Your database
- project.config and all files from folder \PCONFIG
- All \*.xml files in the folder \alg and \pageconfig
- All files with the extension .lic in the folder \alg

Note: The installer will automatically create a folder \backup

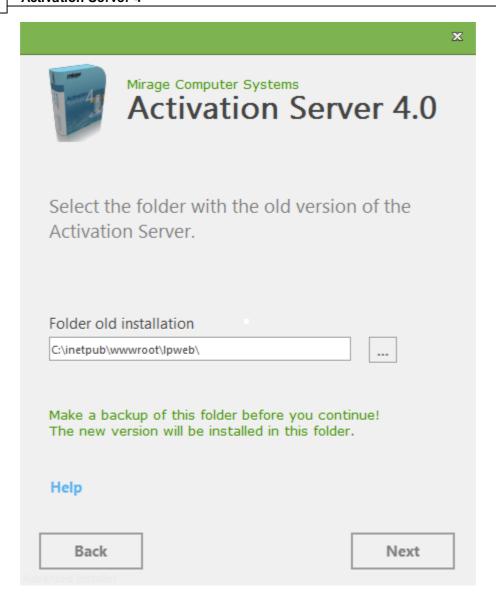
## 2. Install the Activation Server 4 4.2

The installation is described in detail here 108.

During the installation select **Upgrade an existing installation** 



Then select the folder with the old version of the Activation Server 4



## 3. Update your data

In the folder **\backup** open the file **web.config** and copy the following line into the clipboard

<add name="AS3" connectionString="user id=lpweb;data source=.
\SQLEXPRESS;persist security info=False;initial
catalog=lpweb;password=McQfdZVwQRUWW6kx" />

Older versions of the Activation Server could have

<add key="db" value="user id=LPWeb;data source=.\SQLEXPRESS;persist security info=False;initial catalog=LPWeb26;password=McQfdZVwQRUWW6kx" />

change this to

<add name="AS3" connectionString="user id=LPWeb;data source=.</p>
\SQLEXPRESS;persist security info=False;initial
catalog=LPWeb26;password=McQfdZVwQRUWW6kx" />

In the **main installation folder** open the file web.config and replace **<add name="AS3" connectionString=""/>** with the content you copied from the backup folder.

Click on the icon on the desktop or in the program manager group to login

If any error occurs see troubleshooting 153

## 4. Update E-Mail Activator Service

No update is necessary

## 5. Activate your license

You got a Serial Number for either Windows or MAC Server version. <u>Activate your license [141]</u>

## 6. Install Service Packs if available

Install the Service Pack 143



## Important changes

• The AutoLicGenerator.exe file cannot be used by external applications. If you want to use the Automatic Licence Generator for batch processing, use the version you got with

Licence Protector / All-In-One Protector and install it on another folder

- There is a new and better way to generate Key from an external application 74
- The old license file licprotector.lic is deleted by the update program do not copy it from a backup to this folder

#### 1.6.15.1.6 Step 5 - Install FTP Server

If you want to use the automated project upload feature, install an FTP Server. You need to type in the FTP login details (username, password) within the configuration screen for your own server.



- Anonymous FTP is not supported
- As the project templates contain all the necessary information to create keys, you should allow only to upload files but disable downloads

#### 1.6.15.1.7 Step 6 - Perform System Check

This step is only necessary if you run into an error.

Activation Server 4 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 4 provides. Click on *TestConfiguration*.

Now you can enter two parameters: The project and the ModulelD. 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\\wwwroot\\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.</string>
```

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 153.

After a successful system check, the last step is login into the Administration Interface 1391.

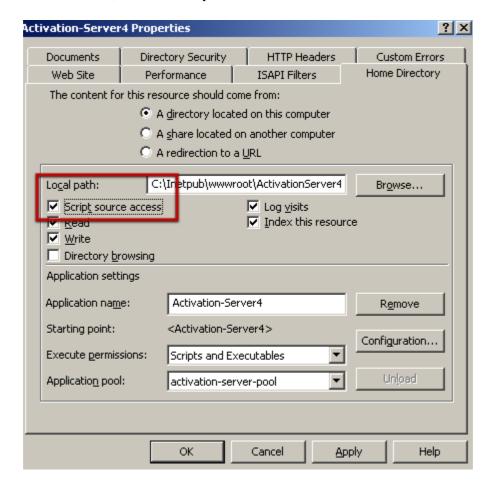
The web site is automatically loaded

#### 1.6.15.1.7.1 Troubleshooting

Find below errors which could occur after an installation or after an upgrade

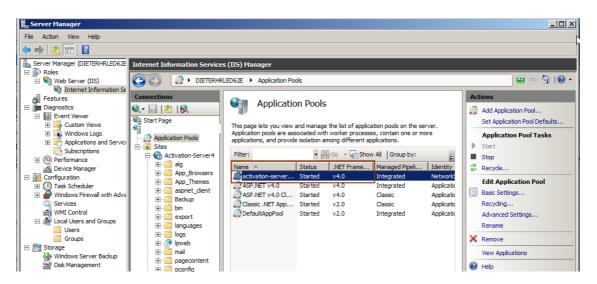
- If buttons are missing then delete the Browser Cache
- Error **Invalid object name 'tblUser'**. when you try to login. This would typically happen after a new installation. Restart the Windows Server to finish the installation
- Buttons are visible but the design (images) are missing

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 164

- - .NET Framework must be set to Version 4

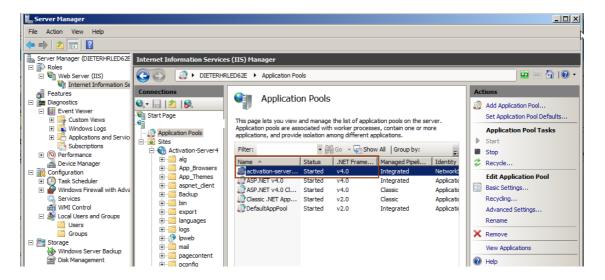


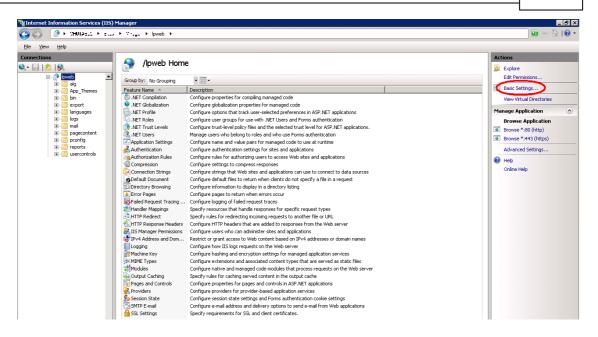
• Error Unrecognized attribute 'xmlns' / Unbekanntes Attribut 'xmlns' or error 503/

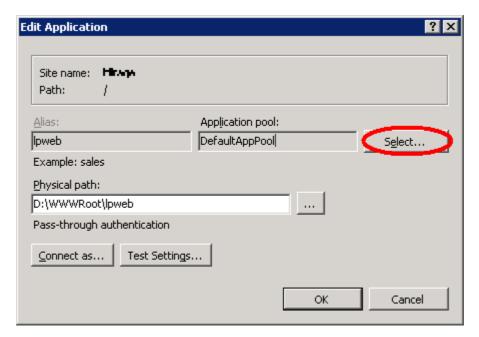
### €IIS 7

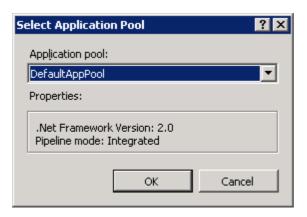
Check the following settings

.NET Framework must be set to Version 4



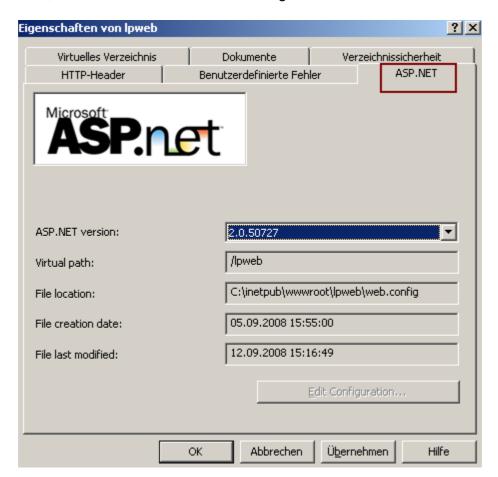






### €IIS 6

In the IIS probably ASP 1.x is assigned instead ASP 2.x. Open the lpweb configuration in IIS, select the ASP.NET Tab and change ASP.NET version to **2.x** 

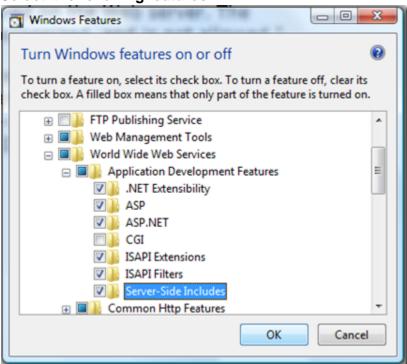


If you cannot select asp.net version 2.0 then activate the version using

## 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 'vjscor'

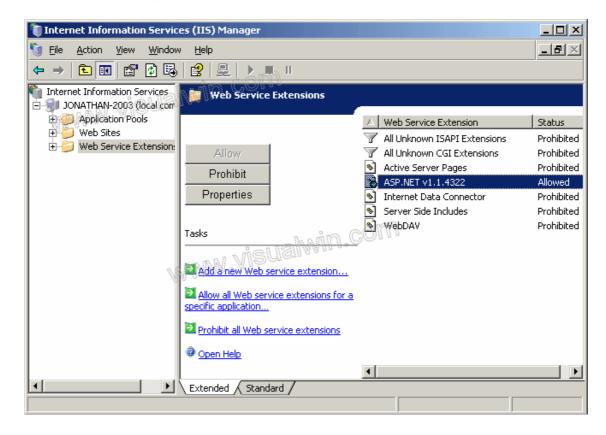
The J# Redistributable Package is missing - Installation

□ 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 164

■ 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"

#### To restart IIS services

- 1. From the Start menu, point to **Administrative Tools**, and then click **Internet** Information Services (IIS) Manager.
- 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 [59]</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 170" value="http://localhost/lpweb/lpws.asmx" />

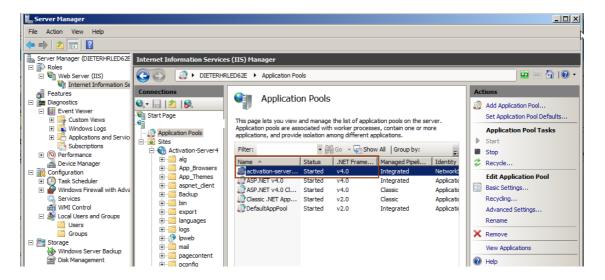
in the file web.config [166]. The URL must direct to the page lpws.asmx and if you type in the URL in the Browser it should open this page - see Perform System Check [152]

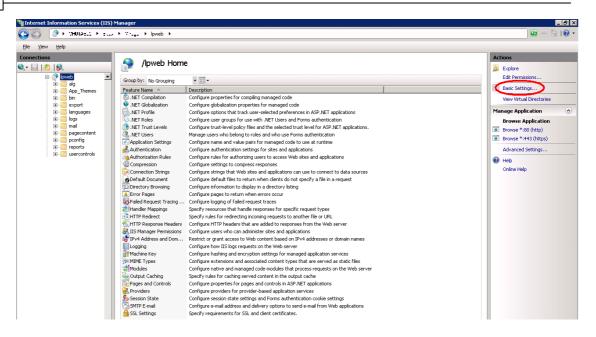
Java script errors on IIS7

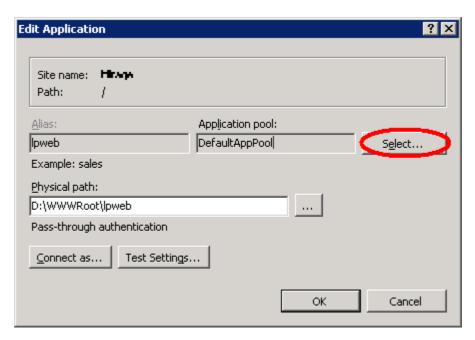
If you get java script errors, check the application pool setting in IIS 7. It must be set to Classic.net AppPool.

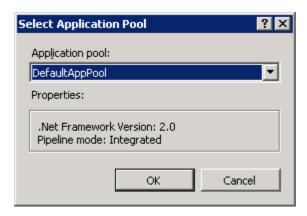
■ IIS 7 - check the following settings Check the following settings

.NET Framework must be set to Version 4

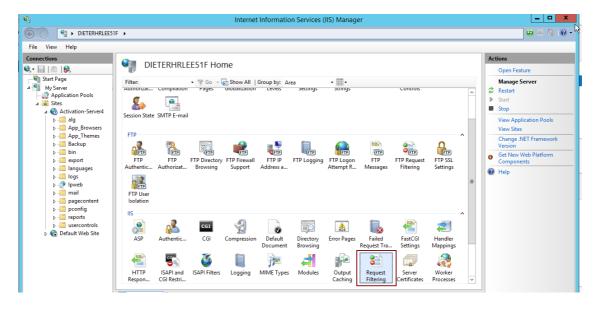


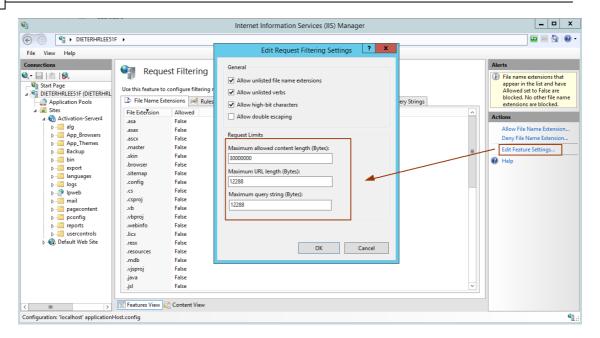






■ MAC versions - product activation - Error 3001
If an activation of a MAC version gives error 3001 and this error occurs the first time after the installation of theActivation Server 4, change the following settings in the IIS





The database structure is created during the first start of the Activation Server 4. The following step is only necessary if there is a problem with the automatic generation of the tables.

• Use SQL Server Enterprise Manager 162

The configuration settings expect to have the SQL server configured with SQL Server Authentication and not with Integrated Login.

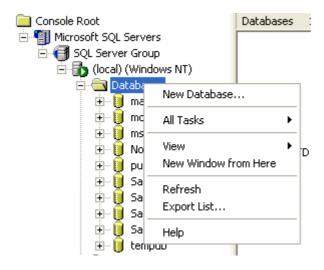
Note that this tool only is available if you have SQL Server installed. If you use MSDE there is no Enterprise Manager. In that case you have to use OSQL command line utility.

Step 1: Open Enterprise Manager

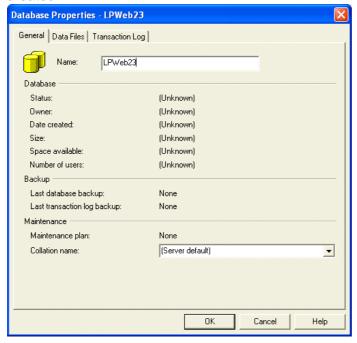
Step 2: Expand the tree on the left side:

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 4 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.

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

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

1.6.15.1.7.2 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

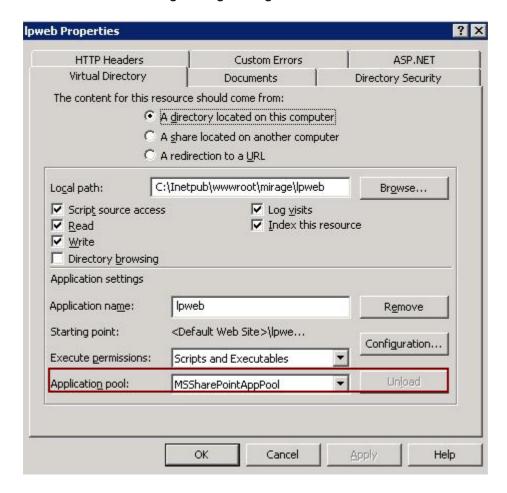
The user name is **IUSR** and the group name is **IIS\_IUSRS**. If **NETWORK SERVICE** is available also add this user.

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 lpweb 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



#### 1.6.15.1.8 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 4 one configuration per server web.config file 166.
- As an option you can change parameters for the log file in the log.config file | 170

You have to restart the Activation Server after making configuration changes.

#### 1.6.15.1.8.1 Web.config file

If you use the MSI installer [100], 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\\wwwroot \\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 [168]</u>), for reports (<u>reportpath [169]</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 \www.root\lpweb, the database machine is "mysqlserver", the database is named "LPWeb" and the user "sa" has the password "secret":

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 4.

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 4 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="http://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\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 [17] (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 | 186|



To ensure backward compatibility, the file is still supported.

Name of the configuration file of the log file. Details see log.config 170 file.

### Example

<add key="LogConfig" value="C:\lnetpub\wwwroot\lpweb\log.config"/>

Defines, which events are logged. The filename is defined in LogConfig 1691.

Possible values are

- $0 = \log \text{ disabled}$
- $1 = \log \text{ only exceptions}$
- 2 = log exceptions and paging
- 3 = log exceptions, paging and actions
- 4 = log exceptions, paging, actions and status messages

The Activation Server 4 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\lpweb\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 4.



Never change this information.

#### 1.6.15.1.8.2 Log.config file

If you use the MSI installer 1001, 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 File 81</u>. Additional backups of log files are only available via FTP in the folder ..\logs.

```
<log4net>
       <appender name="RollingFileAppender"
type="log4net.Appender.RollingFileAppender">
              <file value 171 = "logs/lpws.log" />
              <appendToFile value="true" />
              <rollingStyle value="Size" />
              <maxSizeRollBackups value 171 = "10" />
              <maximumFileSize value | 171 = "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>
```

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 164.

```
<file value="logs/lpws.log" />
```

Defines the number of backup log files. A backup log file is created when the size per logfile exceeds the defined size - see

<MaximumFileSize\_value 171>.

## 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 < relation to the specified in the speci

```
<maxSizeRollBackups value="10" />
```

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> | 171 |>.

```
<maximumFileSize value="1000KB" />
```

#### 1.6.15.1.8.3 Folder Pagecontents

The folder pagecontents holds some additional configuration files

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>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

#### 1.6.15.2 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 4 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 73
- A service which runs without user interface E-Mail Activator Service 173

1.6.15.2.1 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

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 ---- FNDBLOCK ---

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.

1.6.15.2.2 Installation of the E-Mail Activator Service

## **Hosting Users**

Download the configuration application <u>E-Mail Activator - Configurator 173</u> from the Administration menu - option: <u>E-Mail Configuration 85</u> and start the installer: **activator-install-hosting.exe**.

Configure your e-mail settings and then upload the settings to the Activation Server 4

## Running an own server

- Download E-Mail Activator (Version: 4.2)
- Start the file: **email-activator-install.exe**. It installs the application **E-Mail** Activator Configurator 173 and also installs the service: **E-Mail** Activator Service 173.

Configure your e-mail settings [173] and then save the files [185] on the Activation Server 4 [184].

1.6.15.2.3 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 4 is located, or you can download the application to your local PC.

With this application you configure:

- Incoming E-Mail account 174
- The processing of the E-Mail 176
- Response E-Mail Text 177
- Outgoing E-Mail account 180
- Scheduler 181
- Test the configuration 182
- General settings 184

1.6.15.2.3.1 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 177
- Different Activation Servers 176
- Different E-Mail Forwarding options 176
- Different Schedules 181

Normally, you would only have one *Default* workflow rule.

Press Edit to edit a workflow rule

Press **New** to create a new workflow rule

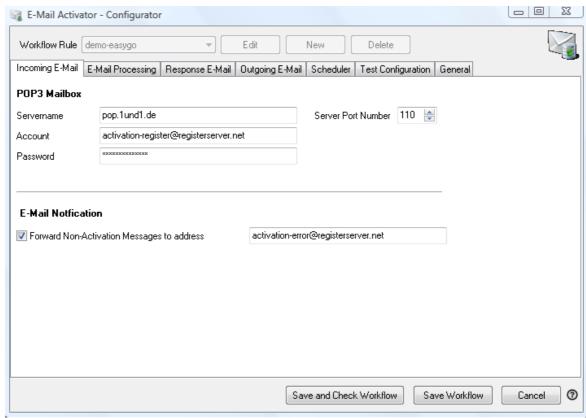
Press **Delete** to delete a existing workflow rule

To use different workflows, you need a **different** E-Mail address for <u>incoming E-mail</u> for every product.

For Hosting users, only one workflow rule is possible to avoid an overload of the server.

#### 1.6.15.2.3.2 Incoming E-Mail

Specify the POP3 mailbox account for the **incoming E-Mail**. This E-Mail address is specified in the Screen *Settings*, field: *E-Mail address* within Licence Protector.



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">support@mirage-systems.de</a> to get a password and account data.

The configuration settings are:

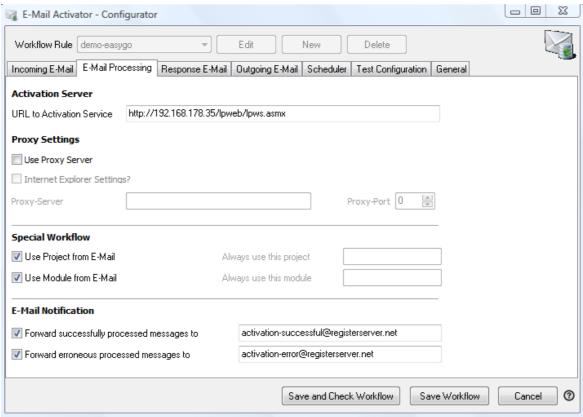
- Servername: pop.1und1.de
- Account: HostingNumber@registerserver.net

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.

#### 1.6.15.2.3.3 E-Mail Processing

You specify here the settings to communicate with the Activation Server 4.



E-Mail Processing

## **Activation Server**

*URL to Activation Service:* This is the URL to the Activation Server. You already use this URLin the screen *Settings*, field: *URL to Activation Service*.

For Hosting users the URL is: <a href="http://www.registerserver.net/hostingnumber/lpweb/lpws.asmx">http://www.registerserver.net/hostingnumber/lpweb/lpws.asmx</a>

### **Proxy Settings**

If the E-Mail Activator - Service needs to access the Activation Server 4 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 174 is defined for this E-Mail address

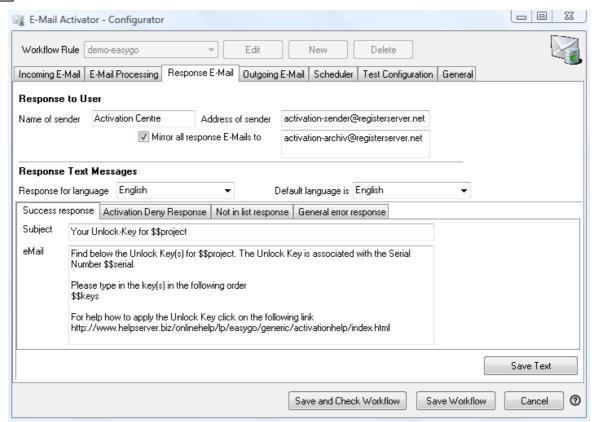
## E-Mail Notification

- 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

### 1.6.15.2.3.4 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 Accept only uploaded Serial Numbers / IDs. 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

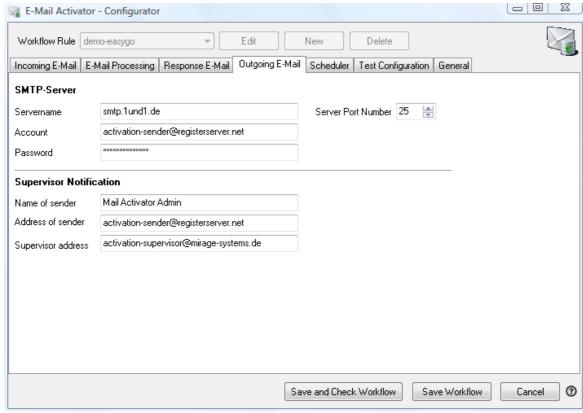
The following variables can be used in the response message:

- \$\$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.

1.6.15.2.3.5 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 [174] 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

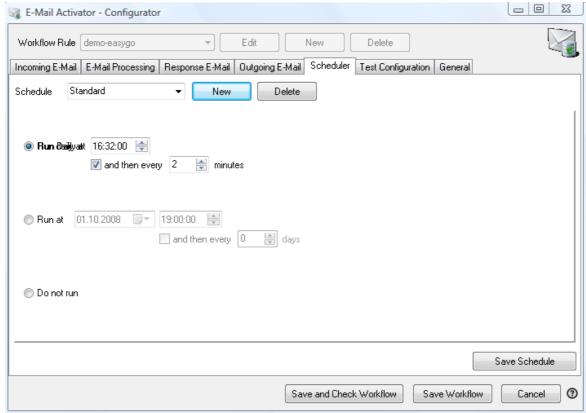
The E-Mail Activator - Service will send out an E-Mail notification to an supervisor in case of critical errors.

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

#### 1.6.15.2.3.6 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.

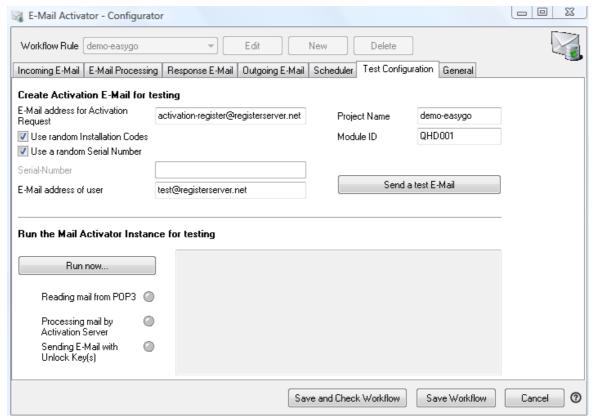
- Run daily at hour and then every x minutes. This starts the E-Mail Activator Service at the specified time and then processes the E-Mails every x minutes
- Run at 'Day' 'Time' and then every x days. This starts the E-Mail Activator Service at the specified date/time and then processes the E-Mails every 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.

1.6.15.2.3.7 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 174.

- Project Name. Must **exactly** match the Name of All-In-One Player, defined in the screen Settings within Licence Protector.
- Module ID. Must **exactly** match the module ID you can find out, when you click on an Serial Number to display the details of a Transaction 38.
- 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> 174. 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:

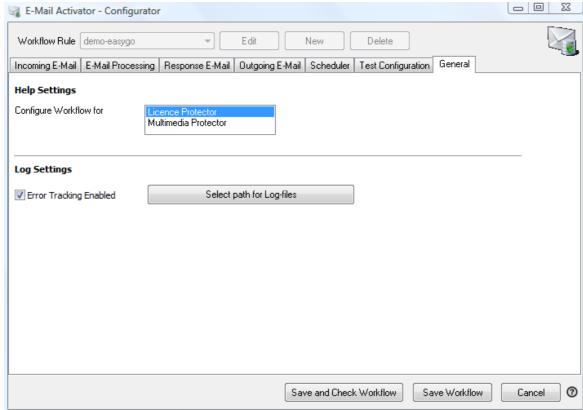
- Read incoming E-Mail 174
- Send the Activation Request to the Activation Server 4, specified in E-Mail Processing
- Send out and an E-Mail with either an Unlock Key or an error message
- Send out E-Mails to the addresses specified for E-Mail forwarding 176

You will see status messages in the text window. Check, if the configuration is working:

- The activation must be documented in the Activation Server 4. Login into the Administration Interface and select <u>Manage Activations</u> 35. 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

1.6.15.2.3.8 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 <sup>10</sup>, are different for each product.

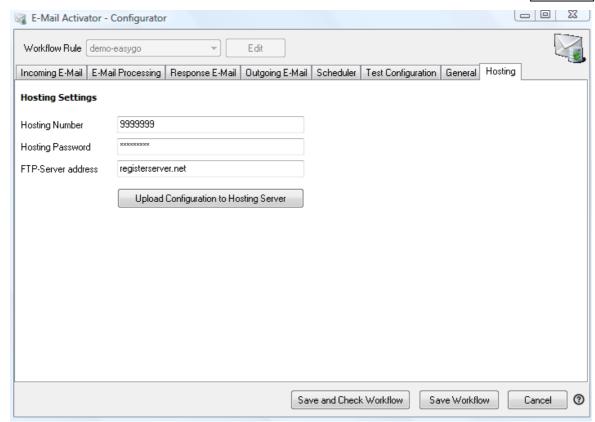
### Log Settings

Check this option to activate a log file.

The path and name of the configuration file is

#### 1.6.15.2.3.9 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 4.



It may take a few minutes until the update takes effect.

#### 1.6.15.2.3.10 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**

Upload the configuration file to the Hosting Server.

#### All other users.

The configuration file **mailactivator.xml** must be in the same folder like the EXE file of the **E-Mail Activator - Service.** Copy the configuration file to the folder of the Service.

#### 1.6.15.3 Configure a Project

The main configuration files for a single project (product) are:

- Project.config [186] on the folder \pconfig
- Workflow Configuration File on the folder \ala
- Project Template 201

These files have to be <u>uploaded [201]</u> to the Activation Server 4. Only after uploading the configuration files a product activation will work.

#### 1.6.15.3.1 Project.config

The product configuration file is automatically uploaded if you use the *TAB Activation* Server, **Update project on the Activation Server** within All-In-One Protector application.

You can modify the settings within the product configuration 85].

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 parameters</u>

# **Sample Configuration File**

<Configuration>

```
<Project>
        <ProjectID 196 > demo-easygo</ProjectID>
        < ProjectDescription | 197 > Easy Go application Version 1.3 </ ProjectDescription >
          < IsSerial 194 > QHD001 < /IsSerial >
        < CheckActivationKeys 190 > yes < / CheckActivationKeys >
        <StoreKey 197 > yes</StoreKey>
        <NoOfAllowedKeyOccur 196>1</NoOfAllowedKeyOccur>
        < CheckEntries 190 > yes < / CheckEntries >
        < EntryRequired 192 > no</EntryRequired>
        < NoOfAllowedEntryOccur 195 > 1 < /NoOfAllowedEntryOccur >
        <InstCodeType1 | 194 > 6</InstCodeType1 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 194 > 1
        <InstCodeType2>1</InstCodeType2>
        <InstCodeType3>3</InstCodeType3>
        < Allow Reactivation 188 > Yes < / Allow Reactivation >
Use either
      < MinIdenticalInstcodes 195>3</MinIdenticalInstcodes>
or an individual definition
       < CheckInstCodeType1 190 > 1 < / CheckInstCodeType1 >
        <CheckInstCodeType2>2</CheckInstCodeType2>
        <CheckInstCodeType3>3</CheckInstCodeType3>
        < CheckLicence Days 30</ CheckLicence Days>
        < CustomerInfoMapping | 191 > last</ CustomerInfoMapping>
        < MultipleLVS 195 > true < / MultipleLVS >
        < Number Of Keys To Display 156 > 1 < / Number Of Keys To Display >
        < Lvs DefaultName 195 > Default</Lvs DefaultName>
          <<u>LvsOverwriteServerChanges</u> | 195 | true
        < GeneratorPath | 193 > C:\Inetpub\wwwroot\lptest\lpweb\bin\alg</GeneratorPath>
        <GeneratorApp 192 > AutoLicGenerator.exe</GeneratorApp>
        < Generator Config | 192 > config-autogenerator-EasyGo.xml < / / Generator Config >
        <TicketValidMinutes> 1981440</TicketValidMinutes>
    </Project>
</Configuration>
```

1.6.15.3.1.1 List of available Parameters

The list of all available Parameters in the project.config file is in alphabetical order.

ActivationKeyRequired 188 AllowReactivation 188 CheckActivationKeys 190 CheckEntries 190 CheckInstCodeTypes1-n 190 CheckLicenceDays 191 CustomerInfoMapping 191 EntryRequired 192 Generator App 192 GeneratorConfig 192 GeneratorPath 193 IgnoreLocalInstCodes 193 InstCodeType1-n 194 IsSerial 194 MinIdenticalInstcodes 195 LvsDefaultName 195 LvsOverwriteServerChanges 195 MultipleLVS 195 NoOfAllowedEntryOccur 195 NumberOfKeysToDisplay 196 NoOfAllowedKeyOccur 196 ProjectID 196 ProjectDescription 197 StoreKey 197 TicketValidMinutes 198

A yes/no value. Defines, if an Activation Key 20 is only accepted when the key was previously uploaded to the Activation Server 4. For details see: Accept only uploaded Activation Keys 2003.

Default value: No

This parameter turns on the option, that a reinstallation is allowed on the same machine.

This feature is automatically turned on with All-In-One Protector.

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 MinldenticalInstcodes [195], is identical – e.g. MinldenticalInstcodes = 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 [190].

MinIdenticalInstcodes is ignored if a list of installation codes is defined with CheckInstCodeType 190].

<AllowReactivation> [188] 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 lgnoreLocalInstCodes [193] = 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 [190] - additional configuration setting MinIdenticalInstcodes [195] - additional configuration setting IgnoreLocalInstCodes [193] - additional configuration setting

A yes/no value that determines if an Activation Key 20 is validated or not. If this option is turned off, the Activation Key can be used any times.

Default value: Yes

A yes/no value that determines if the Entry Key 22 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.

This entry is used in combination with AllowReactivation 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 | 188 - activate this option and detail information | MinIdenticalInstcodes | 198 - additional configuration setting | IgnoreLocalInstCodes | 198 - additional configuration setting

Defines, when the next Online validation is due. This parameter is only active if you make regular online checks.

Default: 90 days

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 4 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 | 81 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** 

A yes/no value .Defines, if product activation is only accepted, when the Serial Number / ID was previously uploaded to the Activation Server 4. For details see <a href="Accept only uploaded Module ID">Accept only uploaded Module ID</a> / Serial Numbers <a href="Serial Numbers">Server 4</a>. For details see <a href="Accept only uploaded Module ID">Accept only uploaded Module ID</a> / Serial Numbers <a href="Serial Numbers">Server 4</a>.

Default value: No

Filename of the <u>Automatic License Generator</u> 21 that is used for this project. This application has to be placed in the folder, specified by <u>GeneratorPath</u> 193].

This information is important, if applications, protected by **different Licence Protector versions**, are used. You have to use the <u>Automatic License Generator</u> and from the same Licence Protector release.

Example: lpautogenrator240.exe

#### See also

Configuration project.config [186]: GeneratorConfig [192] Configuration project.config [186]: GeneratorPath [193]

Filename of the configuration-file for the Activation Server 4 for this project. This file has to be placed in the folder, specified by GeneratorPath [193]. 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 1997

#### See also

Configuration project.config [186]: GeneratorApp [192] Configuration project.config [186]: GeneratorPath [193]

Path (without application name) to the Automatic License Generator 21.

Example: c:\inetpub\wwwroot\bin\alg

#### See also

Configuration project.config [186]: GeneratorConfig [192] Configuration project.config [186]: GeneratorApp [192]

This entry is used in combination with AllowReactivation 1881.

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 [195]. 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 [188] - turn on the reactivation feature CheckInstcodeType [190] - additional configuration setting MinIdenticalInstcodes [195] - additional configuration setting

This parameter is used to define, which Installation Code 22 is used to turn on Copy Protection 21. 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.



This setting is no longer in use but still works to ensure backward compatibility.

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 69
- Create a Serial Number 59
- Manual Product Activation 64

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.

This entry is used in combination with AllowReactivation to identify a machine.

The parameter defines the number of installation codes, 22 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 [188] - activate this option and detail information CheckInstcodeType [190] - alternative configuration setting IgnoreLocalInstCodes [193] - additional configuration setting

The default name of the license file when uploaded to the Activation Server 4.

Default: name of the license file

By default, changing a license file on the Activation Server 4 has a higher priority then changing the local license file. If a license file upload is done, the changes on the Activation Server 4 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

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

Number of times the same Entry Key 22 is allowed to be activated.

Default value: 1



The Serial Number, used with EasyGo 21 and All-In-One Protector, is an Entry Key

and not an Activation Key 20. Therefore, the definition has to be made with NoOfAllowedEntryOccur and not with NoOfAllowedKeyOccur.

#### See also

AllowReactivation | 138 to allow multiple activations on the same machine | NoOfAllowedKeyOccor | 138 to define the number of activations for Activation Keys

Do not change this setting for All-In-One Protector

Default value: 1

Number of times the same Activation Key 20 is allowed to be activated.

Default: 1

The Serial Number, used with <a href="EasyGo">EasyGo</a> 21 and All-In-One Protector, is an <a href="Entry Key">Entry Key</a> and not an <a href="Activation Key">Activation Key</a> 20. Therefore, the definition has to be made with NoOfAllowedEntryOccur and not with NoOfAllowedKeyOccur.

#### See also

AllowReactivation 188 to allow multiple activations on the same machine NoOfAllowedEntryOccur 198 to define the number of activations for Entry Keys

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 197

#### See also

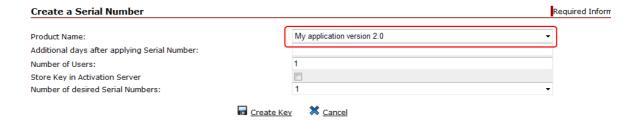
Definition of a project 24

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 [196]</u> is used as project name.

### Example

ProjectDescription = My application version 2.0

displays the full name in every project select list box.

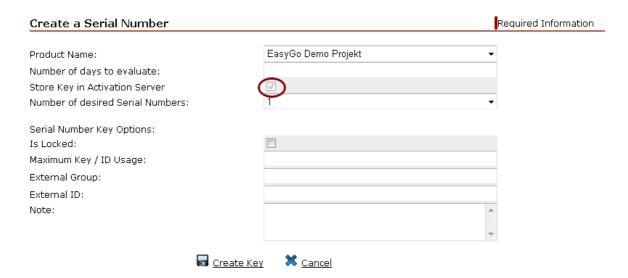


A yes/no value, that determines, that a key is **always** stored in the Activation Server. The user cannot disable this option.

The definition is valid for

- Create an Activation Key 73
- Create a Serial Number 59

Default value: No





This feature is supported only with Internet Explorer

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.

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

1.6.15.3.2 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> file with the tag < <u>GeneratorConfig</u> S. A good idea is to have one workflow file per project, e.g. configworkflow-easygo.xml.

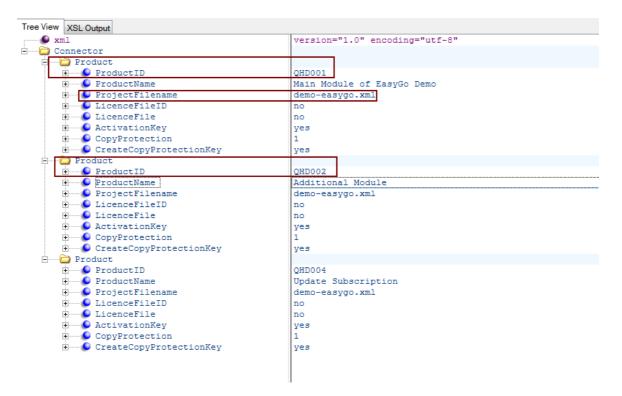
In the installation folder of Licence Protector is a **sample configuration file**, which could be used as as a template. It is located in the folder ..**\EasyGo\Activation Server.** 

Important settings to change are:

• ProductID to your module ID of the main module (mandatory)

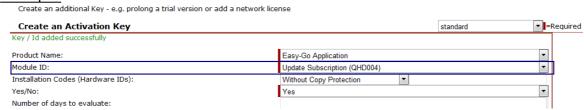
- ProjectFilename name of the project template
- CreateCopyProtectionKey Yes/No value. Activate copy protection when the product is activated. Which hardware ID is used is specified with InstCodeTypex

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 4. See Upload Configuration Files 201.

#### 1.6.15.3.3 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.

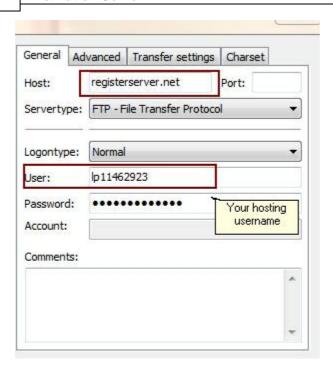
The file must be copied in the folder **.\alg** on the Activation Server 4. See <u>Upload</u> Configuration Files 201.

#### 1.6.15.3.4 Upload Configuration Files

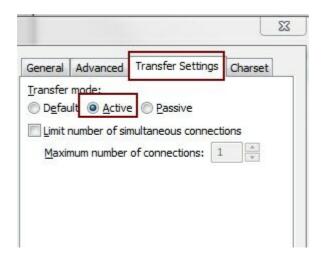
You have to copy your files to the Activation Server 4 with an FTP software (using the File Explorer will not work).

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 lp + 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 1991 config-workflow-xy.xml

Select the folder \pconfig and copy the project.config 186 file there

You have to restart the Activation Server [99] after making configuration changes.

#### 1.6.15.4 How TOs and FAQ - Activation Server

This chapter introduces Frequently Asked Questions as well as tips and tricks.

#### 1.6.15.4.1 Accept only uploaded Activation Keys

Defines, if an Activation Key 20 is only accepted when the key was previously uploaded to the Activation Server 4. It is like a positive list. Only entries, which are already stored in the Activation Server 4 are accepted. By default, the Activation Server 4 accepts all valid keys. All-In-One Protector makes the validation (e.g. encryption, module number etc.) and sends only valid keys to the Activation Server 4.

Accepting only uploaded IDs adds more security because only Activation Keys, which are known to the Activation Server 4, can be used.

There are 2 ways to upload:

- Upload a single key see Add a Key on the Activation Server
- Upload a complete keylist see Import 81

If you want to use this feature, then CheckActivationKeys and ActivationKeyRequired in the project.config file have to be set to Yes.

<CheckActivationKeys>Yes</CheckActivationKeys></ActivationKeyRequired>Yes</ActivationKeyRequired>

To allow only uploaded Serial Numbers see Accept only uploaded Serial Numbers /

#### 1.6.15.4.2 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 4. It is like a positive list. Only entries, which are already stored in the Activation Server 4 are accepted. All-In-One Protector makes the validation (e.g. encryption, module number etc.) and sends only valid Serial Numbers to the Activation Server 4.

Accepting only uploaded IDs is more security because only IDs / Serial Numbers, which are known to the Activation Server 4, can be used.

There are 2 ways to upload:

- Upload a single key / ID see Add a Key on the Activation Server 69
- Upload a complete keylist / ID-list see Import 81

If you want to use this feature, then CheckActivationKeys and EntryRequired 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 Serial Number, 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 203

1.6.15.4.3 How do I track errors?

The Activation Server 4 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 4 to ensure, that all modifications are applied. Select menu *Administration / Setup*, **Restart Activation Server**.

1.6.15.4.4 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 [92].

1.6.15.4.5 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 *Manage Activations* Tab, Option View (Modify an Activation 44). The main purpose is to allow another activation for a specific user.

The default number of activations (NoOfAllowedEntryOccur (196)) / Activation Keys (NoOfAllowedKeyOccur (196)) for a specific project (ProjectID (196)) is defined in the project.config (196). file

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? 205

#### See also

Maximum Key / ID usage 23 Effective Key / ID usage 22

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

The default number of default activations (NoOfAllowedEntryOccur (NoOfAllowedKeyOccur (NoOfAllowedKeyOccur (NoOfAllowedKeyOccur (NoOfAllowedKeyOccur (NoOfAllowedKeyOccur (NoOfAllowedKeyOccur (NoOfAllowedKeyOccur (NoOfAllowedKeyOccur (NoOfAllowedKeyOccur (NoOfAllowedEntryOccur (NoOfAllowedEntryOccu

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 Sept. Specify 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 23 Effective Key / ID usage 22

1.6.15.4.7 How to find out if a customer has activated the software?

If a software is <u>activated [23]</u>, it can be either found in the *Reports* Tab, report <u>Activation</u> [34] or within the *Manage Activations* Tab, Key List [43] or Transactions [36].

Either search for customer name or Entry Key.



If you are using Serial Numbers 24, then the Entry Key is the Serial Number.

1.6.15.4.8 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. [69] Alternatively you can import a key list [81] 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 *Manage Activations* Tab, <u>Transactions 36</u>. In the field *Entry Key* type in the Serial Number and press **Search**. Then click on <u>View 38</u> to get the detail page of the record. Check: *Is Locked* and press **Save**.

If the option for regular online checks is used, the complete license is validated every x days. The next check will detect that the license is locked and lock the license on the local machine / server.

Select Manage Activations Tab, <u>Transactions 36</u>. In the field Entry Key type in the license identification. This could be the Serial Number or your own ID and press Search. Then click on <u>View 38</u> to get the detail page of the record. Check: **Is Locked** and press Save.

# See also lock or revoke a license 47

1.6.15.4.9 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

MinIdenticalInstcodes [195], is identical – e.g. MinIdenticalInstcodes = 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 [190].

#### 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 188
- Set the values how to identify a machine see MinIdenticalInstcodes 195
- See also <u>CheckInstCodeType</u> | 190 | land <u>IgnoreLocalInstCode</u> | 193 | 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 [44]

#### See also

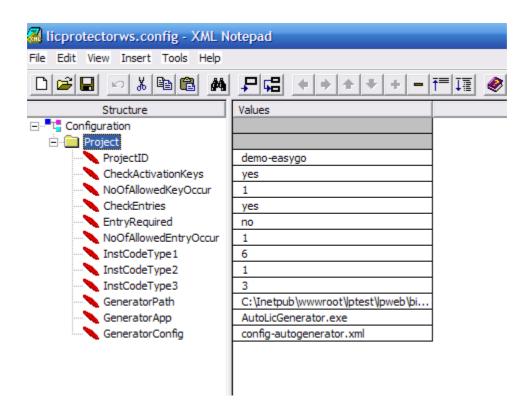
Maximum Key / ID usage 23 Effective Key / ID usage 22

#### 1.6.15.4.10 How to edit an XML file

A lot of configuration files (e.g. the file for the <u>project.configuration</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.



#### 1.6.15.5 Mirage Hosting Service

Mirage offers a Hosting of the Activation Server 4 which includes the setup of the server and applying updates. For details of the hosting offer see website: All-In-One Protector

#### 1.6.15.5.1 Multimedia Protector

The following chapter describes the necessary configuration options for Licence Protector.

#### 1.6.15.5.1.1 Hosting Link Parameter

After ordering a hosting package, Mirage installs the server and configures the database. You will get a confirmation E-Mail with your parameters and your hosting ID.

#### **Hosting Link Parameter**

Hosting Server: <a href="http://www.registerserver.net">http://www.registerserver.net</a>

Hosting ID: This is a unique number like 7843289 and is added after the server address

Web Folder: The folder is always **Ipweb** 

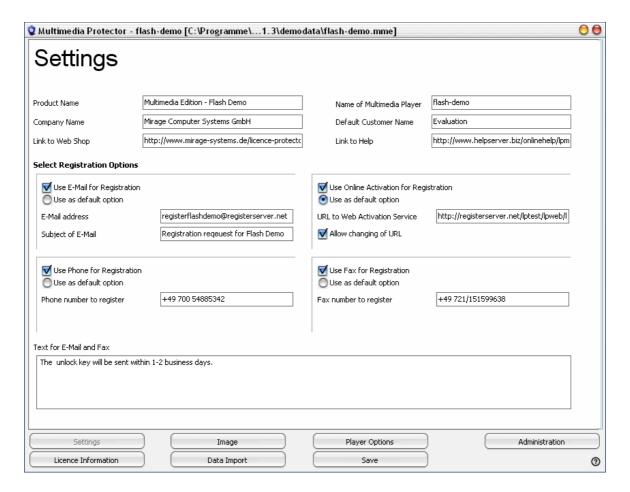
The complete string is <a href="https://www.registerserver.net/hostingID/lpweb">https://www.registerserver.net/hostingID/lpweb</a>

Perform the following steps to start with Web Activation

1. Add the hosting link to project 209

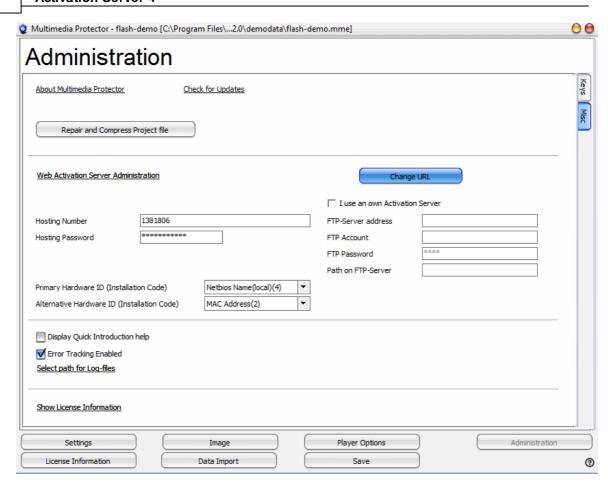
- 2. Add the link to the Administration interface 2003
- 3. Copy the project files to the server 210
- 4. Modify project.config file 212
- 5. Log into the 212 Activation Server 4

Within the screen *Settings*, add the link you got in the field: **URL to Web Activation Service** and save the project.



Add the link to the Administration Interface to directly open it within the screen *Administration*, *MISC*.

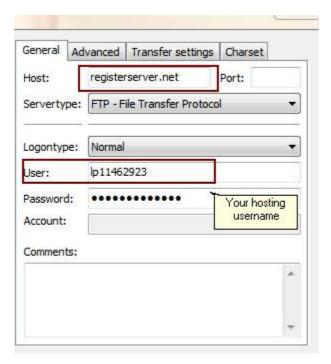
Press the button Change URL and type in the URL (for the Administration Interface) you got with the confirmation E-Mail.



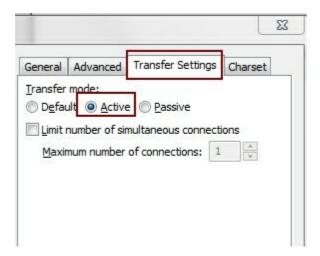
You have to copy your files to the Activation Server 4 with an FTP software (using the File Explorer will not work).

Using the popular FTP Tool FileZilla Client (<a href="http://filezilla-project.org/">http://filezilla-project.org/</a>) the settings would be as follows:

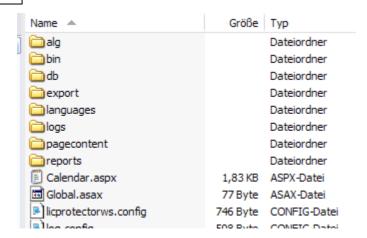
The user name always starts with lp + number.



### It is important to set the transfer mode to Active



After login you will see a directory structure similar to this one:



Select the folder .. alg and copy to this directory:

• All files from the folder ..\projectname\config\Web Activation Server\alg

Select the folder ..\pconfig and copy to this directory:

All files from the folder ..\projectname\config\Web Activation Server\pconfig



Username and Password can not be changed

You have to restart the Web Service [99] after making configuration changes.

You have to modify the <u>project.config</u> file with your project data and copy the file to the **main directory folder.** 

The file can be found on the folder ..\projectname\config\Web Activation Server. For details see tutorial All-In-One Protector.

Available configuration options see chapter project.config [188].

You have to change the Generator Path entry < GeneratorPath GeneratorPath Selection | GeneratorPath | Generato

Log into the Activation Server 4 to check your activations.

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

Use this login data for the first login.

Username: admin

Password: (no password)

After the first login you are prompted for a new password [93].

You can now add users [54] or change your settings [91].

#### 1.6.15.6 Error Codes and Messages

If you get an error in combination with the activation server, first check the server log file still for details of the error.

- Errors sort by error code 213
- Other errors 219

1.6.15.6.1 Activation Server - Error Codes

The Activation Server 4 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. The details of an error can be found in the server log file 81.

#### **Error codes of the Activation Server 4**

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 [81].

**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 164
- Your license file expired or more projects are used then included in the license for more details view the log file 81

**3001** 

Connection to the Activation Server 4 could not be established. Typical causes of this error are:

Activation Server 4 is down

•

- Client does not have Internet access or access is blocked by a firewall

In the Activation Dialog of Activation Server 4, 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 [186]
- The defined project config file is missing
- The defined project main file (defined in the config file) is missing

#### **3003**

ProjectID [198] is missing - check the configuration file in the folder \pconfig (older installations licprotectorws.config)

#### **3004**

An unknown instcode is 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 4 was made not using Activation Server 4
- **3007**

Unknown request type. This situation could only occur, if the Activation Server 4 version is newer than the Activation Server 4 server version and Activation Server 4 uses a command, which is unknown to the Activation Server 4

**3008** 

Writing to database failed. Check, if the database is running and check the <u>database</u> setup 162.

**3009** 

Reading from database failed. Check, if the database is running and check the database setup [162]

**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 38

**3011** 

Unknown project name - the <u>ProjectID [196]</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 [199]</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 181. 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 4.

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 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 solution</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 4 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 4

The project is configured in the way, that a Serial Number / ID / Activation Key must be added on the Activation Server 4 before it can be used (see: Accept only uploaded Serial Numbers / IDs [203]). 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 4 69
- Only <u>create Serial Numbers</u> [59] using the Activation Server 4 and not the All-In-One 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

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 12 or higher.

#### **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 tge 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 security settings [94]

#### **3071**

Enable the product configuration option: Check an installation and protocol of 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 configuration

# settings 186

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 12 or higher.

#### **4101**

The unique ID / Serial Number is missing for a license file upload.

#### 1.6.15.6.2 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 4.

- Import the Activation Keys with a key list [81] or manually add an Activation Key [84] or
- Deselect this option see ActivationKeyRequired

# Index

# - A -

Activation Online / Web 8 Activation Key 20 Create 73 Upload Key **Activation Request** 20 Activation Server 213 **Error Codes Error Tracking** 204 Installation 100 Return Codes 213 Select language Automatic Licence Generator 21

# - B -

Backup Database 81
Basic Hosting 10
New users 54

# - C -

Check for Updates 10

Computer
Deactivate 49

Copy Protection 21
Product Configuration 88

Create
Activation Key 73
Serial Number 59
Unlock Key 64

# - D -

Download

Database Backup 81
Deactivate
Computer 49
Delete
User 58

Database Backup 81 Log File 81

# - E -

EasyGo 21 Edit 44 Key Transaction 38 Effective Key / ID usage E-Mail Activator Configurator 173 Installation 173 E-Mail Activator - Service Disable 181 Download configuration application 85 E-Mail Processing 176 Enable 181 Incoming E-Mail 174 Outgoing E-Mail 180 Response Text 177 Workflow Rule 174 E-Mail Settings EntryKey 22 Error 164 3013 Access to path denied 153 Could not load file or assembly 'vjscor' 153 Could not load page **HTTP 404** 153 HTTP 500.19 153 Log File **Error Codes** Activation Server 213 **Error Tracking** 

204

# - F -

Export

Filter data 33 FTP Configuration 152

**Activation Server** 

34

# - H -

Hosting Web Activation Server 9

-   -	- 0 -
Installation Activation Server 100 Start main installation process 108 System Check 152 System Requirements 100	Online Shop Keylist 63
Test Administration Interface 139 Troubleshooting 153 User Rights 164 Installation Code 22	Password Change 93 Forgot your password 26 Reset 58
- K -  Key Detail 44	Print 34 Product Activation 23 Product Configuration 85 Copy Protection 88 MAC OS X 89
Edit 44 Lock 47 Report 49 Revoke 47	Product Reactivation 23 Project name / ID 24 - R -
Keylist 63	Release Number 10 Report License usage of a single key 49
Language Select language for Activation Server 92  Licence File ID 22  List of Return Codes Activation Server 213  Lock Activation Key 206	Serial Number usage 50  Restart Activation Server 99  Return Codes     Activation Server 213  Revoke     Key 47
Key 47 Log file 81 Path 170 Size 170	Screen Customize 93
Login 24, 139 - M -	Search 33 Serial Number 24 Create 59
MAC OS X Product Configuration 89  Manage Activations Screen customize 93	Upload Serial Number 192 Usage Report 50 Settings User 92 Shop
Manual Product Activation 64  Maximum Key / ID usage 23  Module 23	Keylist 63 Software Update 10 System Requirements

System Requirements
Activation Server 100

# - T -

TicketValidMinutes 213
Transaction
Detail 38
Edit 38

# - U -

Unlock Key 24 Create 64 Update 10 Upload Activation Key User Add new user 54 Delete a user 58 Modify data 57 Select language for Activation Server 92 Settings 92

# - W -

Web Activation Server 8
Administration Interface 9
Hosting 9
Web Administration Interface 9
Web Shop
Keylist 63