

Activation Server 5

USER MANUAL

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Activation Server

1 Activation Server

1.1 About the Activation Sever

The Activation Server 5 is the central point for administration of licenses - create keys, lock licenses, change activations or generate reports.



Print this tutorial

The Online Tutorial is also available as a PDF document.

[You can print this tutorial - click on the link to download PDF file](#)

Latest updates

- [Version 5.4](#)^[18]
- [Version 5.3](#)^[17]
- [Version 5.2](#)^[15]
- [Version 5.1](#)^[14]



recently added

- [Upload a new product](#)^[114] (6/2017)
- [View all data in user time zone](#)^[119] (6/2017)
- Service [pack 5.3](#)^[17] and [5.4](#)^[18] (6/2017)
- [List - search, sort, group and navigate](#)^[44]
- [Mass delete keys](#)^[64]
- [Service Pack 5.2](#)^[15]

- [Update from version 4 to version 5](#) ¹²
- [Metrics](#) ³⁶
- [Notes](#) ⁶¹

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Activation Server 5 - Version: **5.0**

This document was updated: 9/3/2017

1.2 Supported Browser

The following Browsers are supported

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

- Chrome
- Firefox
- Edge
- Safari (macOS)

Internet Explorer is not supported.

1.3 Administration Interface

The Activation Server 5 comes with a browser based Administration interface. You can monitor each activation, allow a reactivation of a product or detect fraudulent usage of Activation Keys. It also covers administration task like creation of Serial Numbers or manual product activation.

Have a look at the administration interface on the [demo Activation Server](#).

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

1.4 Hosting of the Activation Server

Mirage provides the Activation Server 5 as a hosting service. That allows you to start without worrying to run an own server, apply updates or firewall issues.

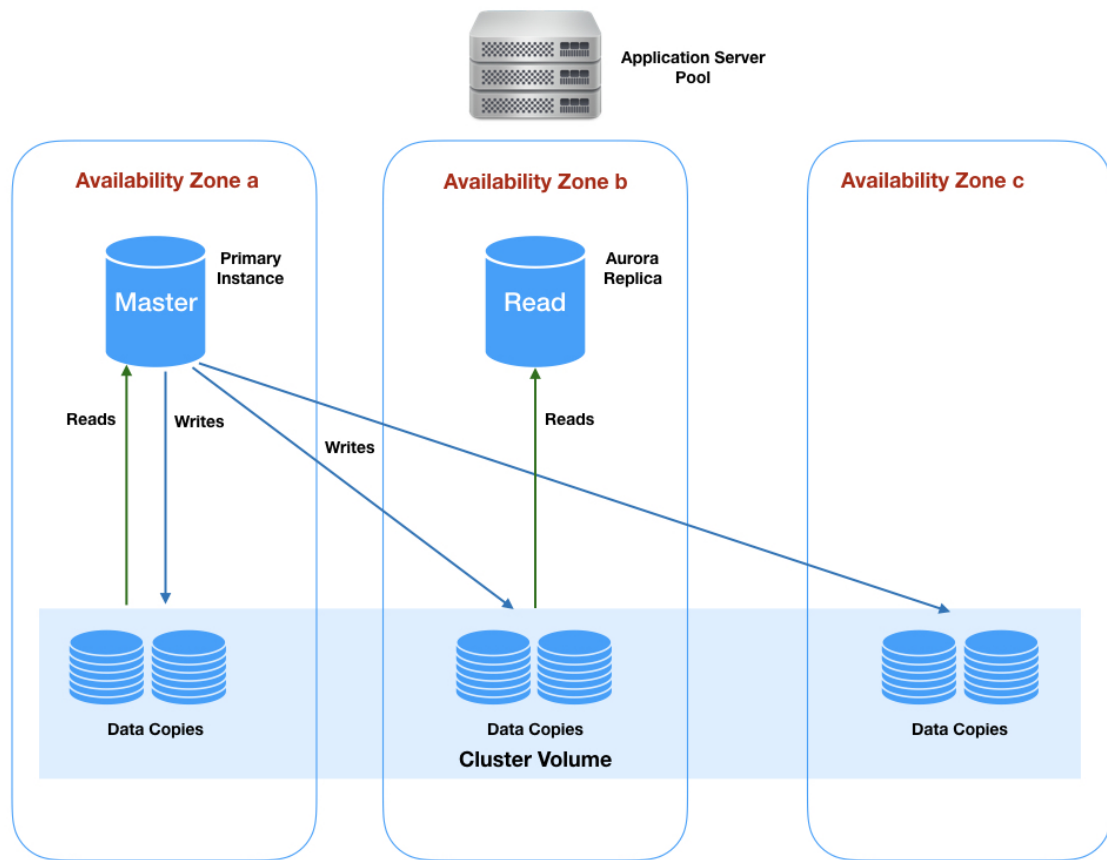
You pay per number of [transactions](#)^[21]. Depending on your cloud subscription a certain amount of transactions is already included. Additional transactions will be billed depending on the latest [price list](#).

1.5 Data Center

To provide the best infrastructure with the highest availability and data loss protection, the Activation Server runs in the Amazon data center in Ireland .

Starting with version 5.4, Amazons own database - **Aurora** - is used.

Amazon Aurora is designed to offer greater than **99.99%** availability. Recovery from physical storage failures is transparent, and instance failover typically requires less than 30 seconds. Amazon Aurora's storage is fault-tolerant and self-healing. **Six copies of your data are replicated across three Availability Zones and continuously backed up to Amazon S3.**

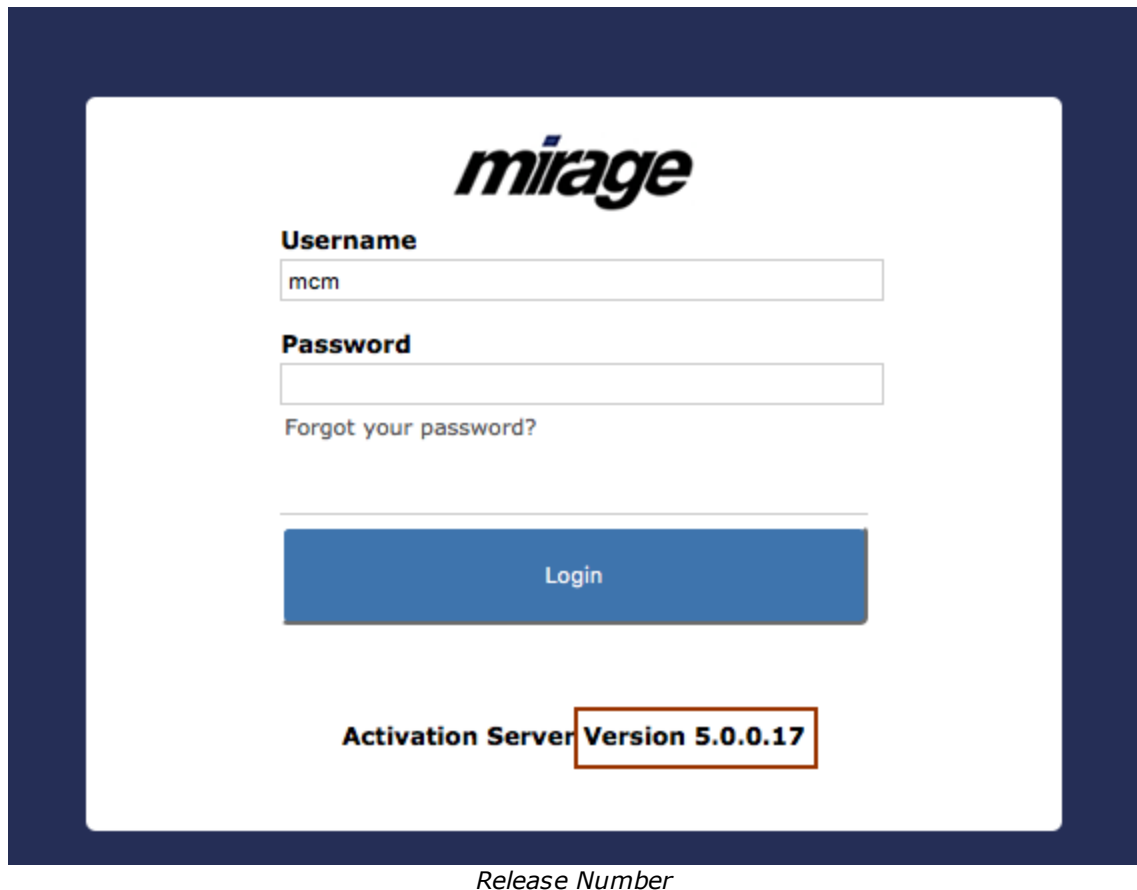


[Check the actual status of the server pool](#)

1.6 Software Update

The latest main release number is **5.4**

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



Release Number

- [Update from version 4 to version 5](#)^[12]
- [Update version 5.1](#)^[14]
- [Update version 5.2](#)^[17]
- [Update version 5.3](#)^[17]
- [Update version 5.4](#)^[18]

1.6.1 Update Version 4 to 5

Modification history version 5

☰ For a complete list of all modifications click here

- New** Complete redesign of the user interface including navigation
- New** [Metrics](#)^[36] about about events, application usage, operating system, computer hardware and location information
- New** [Add multiple notes per key](#)^[61]
- New** Added metrics transactions to reports
- New** New transaction type: *Metric Data*

- Changed When creating a [key list](#)^[81] a number can be typed in instead of selecting the number from a pick list
- Changed When creating a [Serial Number](#)^[75] for a module type per user / computer the number of users / computers must be greater than 0
- Changed The [database backup](#)^[231] is no longer available through the user interface but can be request through the [support center](#)
- Changed Changes in first time [login process](#)^[27] of a user when the password is empty
- Changed Changes in process how to [request a new password](#)^[28]
- Changed A [customer address](#)^[68] can be deleted if there are no keys or keys without a transaction (new)
- Changed [External ID / Group](#)^[55] can be edited and changed
- Changed [Report permission](#)^[72] gives access to Metrics
- Changed Deleting the [IP address](#)^[121] to restrict external access will insert a default address
- Changed Improved [Excel license usage](#)^[59] report
- Changed The user setting: [Show transactions for x days](#)^[118] is now also used in reports
- Changed Removed button *Reports* from list views
- Fixed Searching with an e-mail address in the [key list](#)^[54] resulted in an error
- Fixed Creating a [Tamper Detection](#)^[93] key did not work with the [permission to create keys](#)^[72]
- Fixed Reports - *Address list*. Depending on user settings only a few addresses have been displayed
- Fixed Reports - *Ssuccessful activations* and *Failed Activations* showed wrong results
- Fixed Reports - *Key list*. Display product full name instead of project short name

E-Mail Activator

No update required

Update eligibility

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

- You have a **valid update subscription**
- Your **update subscription** expired after June 15th, 2016
- You bought an **update** or **upgrade** after June 1st, 2016
- You **bought** Licence Protector after June 1st, 2016
- You got a free update to version 5 with a promotion

Backward compatibility

- The Activation Server 5 can accept transactions from prior DLL versions and prior All-In-One Protector versions

- The Activation Server 5 supports all features from Licence Protector 5.0. It is **mandatory** to upgrade to Activation Server version 5 if the metrics feature, license transfer or license file upload is used
- If All-In-One Protector 6.5 or newer in combination with license transfer is used, the upgrade is mandatory


Installation of the Update











The update requires a **new Serial Number**. All customers who are eligible for the update will get a new Serial Number automatically. In case you did not get one until **July, 20th 2016**, open a [support ticket](#).

[Details how to install the update](#) 

1.6.2 Service Pack 5.1

Modification history version 5.1

 For a complete list of all modifications click here

- New** Changing a key parameter automatically creates a [note](#) 
- New** [Price list](#)  for hosting was added in the menu
- Changed** [Metrics](#)  - shows loading image until graphic loads
- Changed** [Metrics](#)  - Group data for Physical Memory and Screen Resolution
- Changed** [Metrics](#)  - Countries and Operating System language displays now the top 15 results
- Changed** Limit the number of keys to create as a [key list](#)  to 1000
- Changed** Some fields in the [product configuration](#)  screen have been removed
- Changed** [Notes](#)  - now with create and modify date in the list view
- Changed** The e-mail with the [password reset information](#)  includes now the login name
- Fixed** Hosting - some packages displayed the wrong number of transactions per month in the [dashboard](#) 
- Fixed** A specific time zone definition (YYYY-MM-DDTHH:MM:SSZ) on the computer with Licence Protector 5 resulted in an error during product activation
- Fixed** SQL Server timeout when several hundred thousands of transactions are stored

E-Mail Activator

No update required

Update eligibility

The update is free. License version 5 required.

Backward compatibility

- [See version 5](#)^[13]

On-Premise server

[Details how to install the update](#)^[174]

1.6.3 Service Pack 5.2

Modification history version 5.2

☰ For a complete list of all modifications click here

- New** All lists and reports have now **no limitations regarding the record count** (e.g. you can display 500.000 transactions) and **powerful options for search, sort, group and edit / delete** have been added - See [List - Search, Sort, Group and Navigate](#)^[44]
- New** Editing a key is much easier - new TAB [Transactions for a key](#)^[60], [License Usage](#)^[60], [License File](#)^[60]
- New** [Mass deletion of keys](#)^[64]
- New** [Advanced search options](#)^[76] for customers and resellers
- New** On-Premise server - display warning if license is not activated yet
- New** Reminder if [license is not activated](#)^[169]
- Changed** Minimum length for [project password](#)^[106] is 20 characters
- Changed** Selecting a customer or reseller is more smooth. You do not have to click on the search icon. Instead just click in the field

Registered Customer Name

Click to select customer




- Changed** Display licenses created by a [manual product activation](#)^[82] (hostname is missing) in the [License Usage TAB](#)^[60] and allow to [deactivate such licenses](#)^[66]

Changed

Instead of having the word true/false in a list view a checkbox is displayed

Key List (3)			
<input type="checkbox"/> Enable preview for detail information			
Key List		Mass Delete Keys	
Module ID	Key Type	Key / ID	Is Locked
Office Files 2017	Serial Number	z2FQT-37AFC-CEGFL-5WI7W-KhiFP-0oBCj	<input type="checkbox"/>
Office Files 2017	Serial Number	8nFQ2-37AFC-CEGFs-5WI7W-HhiFP-0dBCM	<input type="checkbox"/>
Office Files 2017	Serial Number	erye-ubis-bihx-wblj-qvzk	<input checked="" type="checkbox"/>

Changed Improved [note](#)^[61] functionality including search in notes

Changed Icons no longer used in [key list](#)^[54] or [transaction list](#)^[46]: 

Changed Filter: All Keys - Keys / Ids available for product activation is visible only on key list

Search Criteria					
Product	All Products	Key / ID		All Keys <input checked="" type="radio"/> Keys / IDs available for a product activation <input type="radio"/>	
Customer Name	<input type="text"/>	Reseller	<input type="text"/>		
Start Date	<input type="text"/>	End Date	<input type="text"/>		
Search Field	<input type="text"/>	Search Criteria	like	Search Value	<input type="text"/>
				Search	Export

Fixed Error 3019 for some keys

Fixed Timeout error when one single key had thousands of transactions or license files or if the list of transactions have been in the hundred of thousands

E-Mail Activator

No update required

Update eligibility

The update is free. License version 5 required.

Backward compatibility

- [See version 5](#)^[13]

On-Premise server

[Details how to install the update](#)^[174]

1.6.4 Service Pack 5.3

Modification history version 5.3

Activation Server

NEW

- All date / time fields are now in the [time zone of the user](#)^[119] and not in the server time zone of the server

IMPROVEMENTS

- After a [Serial Number](#)^[80] or [Activation Key](#)^[91] is created, the key gets a hyperlink to navigate to the Key Details page
- Key List view is now included in setting for [default view number of days](#)^[118]
- [Automatic Note](#)^[62] contains the original value when changing the field Maximum Key / ID usage
- When editing a [note](#)^[61] there is no longer a confirmation message, the save button is more prominent placed on the screen and editing is done in a modal window
- On-premise server version. [Display trial status](#)^[169] of the Activation Server 5 on top of the screen
- The customer name was added in the title bar of the license file
- Changed name of the text file when a [key list](#)^[81] is created
- **Back button** in the [Key Details page](#)^[55]
- Length of the [product name](#)^[105] extended to 100 characters

FIXED

- Grids - sorting by day did not work
- Report - [Key List](#)^[42] - wrong date format

E-Mail Activator Service

- No update required

Update eligibility

The update is free. License version 5 required.

The update is rolled out in phases between end of June and middle of August 2017. The update for the on-premise server version will be available end middle of September 2017.

Backward compatibility

- [See version 5](#)^[13]

On-Premise server

[Details how to install the update](#)^[171]

1.6.5 Service Pack 5.4

Modification history version 5.4

This version uses the Amazon Aurora database which enables data storage **over multiple locations in real time** to prevent data loss in case of server failure. Each single database access was analyzed regarding performance so that especially for large hostings (transactions over 100.000) and very large hostings (transactions over 1 million) the **performance could be increased significantly**.

The search in the home screen was changed to get faster results for most used search terms like Serial Number or e-mail address. Transactions and Key lists have been divided in TABs to increase the performance and to group relevant information (e.g. metrics and license files) into own TABs.

Activation Server

NEW

- [Upload a new product](#)^[114] through the Activation Server 5 instead of using the Licence Protector / All-In-One Protector application
- New user configuration option for the [default TAB](#)^[118] when a list is displayed
- Edge is supported. Internet Explorer is no longer supported. [Supported Browser](#)^[9]

IMPROVEMENTS

- [Search](#)^[31] in the Home screen with new search options
- Data Management / [Transactions View](#)^[46] - TABs to split different transactions like metrics and license file
- Data Management / [Key List](#)^[54] - TABs
- Data Management / License File - TABs
- [Metrics](#)^[36] load faster as chart options have been arranged differently
- Field: **Created By** was added in Data Management / [Key List](#)^[54]

- [Access to products](#)^[73] is now also limited for key generation

Data Center infrastructure

To offer the **best available system regarding availability and data loss**, all hostings have been moved to Amazon Aurora RDS.

[Find out more](#)^[10]

E-Mail Activator Service

- No update required

Update eligibility

Update for hosting customers only. The update is rolled out in phases between end of June and middle of August 2017.

Backward compatibility

- [See version 5](#)^[13]

On-Premise server

The update for the on-premise server version will be available later as version 6 of the Activation Server.

1.7 Tutorial Activation Server

The Web Activation Server comes with an own tutorial which covers the Administration Interface, [Installation](#)^[127] and [Configuration](#)^[190].

1.7.1 What is the Activation Server

The Licence Protector Activation Server 5 is an enhancement to the standard Licence Protector system.

The Activation Server 5 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 5 ensures that each license can be registered only once. Every transaction is logged into a database (database license not included). Each [project](#)²⁶ 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](#)¹⁹⁷. This allows to automatically respond to activation requests by E-Mail.

1.7.2 Start Administration Interface

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

<http://yourservername/lpweb/login.aspx>

All Mirage hosting customers get a link like this one

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

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

<https://www.registerserver.net/9999999/lpweb>

1.7.3 Video Tutorial

Activation Server 5 also comes with a video tutorial. The tutorial covers the basic steps and is the perfect start if you don't like reading.

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

Creating Serial Numbers

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



1.7.4 Terms and Definitions used in the Tutorial

To fully understand terms, used in this tutorial, browse through the terms and definition chapter. Sometimes it is hard to understand the difference between a [Serial Number](#)^[27] or an [Activation Key](#)^[21] or between a [product Activation](#)^[26] and [Transaction](#)^[21].

1.7.4.1 Activation Key

All keys used by Activation Server 5 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 [Serial Number](#)^[27] is technically also an Activation Key, only a Serial Number can be used for a [product activation](#)^[26].

Each Activation Key can be used **once** (default) but the [Maximum Key / ID usage](#)^[25] can be changed. This allows to use one Activation Key on multiple machines.

In the moment, an Activation Key is used, also a [Transaction](#)^[21] is recorded. An Activation Key can have one or **more** Transactions:

1.7.4.2 Transaction

Every usage of an [Serial Number](#)^[27], [Activation Key](#)^[21] or any other connection to the Activation Server 5 (like move a license) creates a record in the database - this is a **Transaction**.

Even if the request fails, an error is recorded.

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

What would create an additional Transaction?

- A user reinstalls the software and uses the Activation Key again. If this reinstallation is working or would create an error is defined in the [product reactivation](#)^[26] 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](#)^[25] usage settings
- A regular online check, e.g. license check every 30 days
- A license transfer
- A license file upload or download
- [Metric data](#)^[36]

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

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

1.7.4.3 Automatic Licence Generator

The activation action is invoking the *Automatic License Generator*. This is the universal batch processing tool to generate a license file or key. It can be obtained as a separate module to produce key lists or for integration in Online Shops. In the combination with the Activation Server 5 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](#)^[216] defined for the project ([ProjectID](#)^[220]) and looks for the definitions defined for the Serial Number /DID. Then the project template file is processed.

In combination with the Activation Server 5 the *Automatic License Generator* only produces Activation Keys. These keys can be retrieved within the [Data Management](#)^[43] Tab, Modify a [Transaction](#)^[49].

See also

Configuration [project.config](#)^[210]: [GeneratorConfig](#)^[216]
 Configuration [project.config](#)^[210]: [GeneratorApp](#)^[216]
 Configuration [project.config](#)^[210]: [GeneratorPath](#)^[216]

1.7.4.4 Copy Protection

Activate Copy Protection

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

Details about copy protection can be found in the main tutorial of [All-In-One Protector](#).

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.

Selected IDs for initial activation		Available IDs for initial activation				
13	4	1	2	3	5	6
		7	8	9	10	11
		12	14			

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.

Selected IDs for reactivation	Available IDs for reactivation
2	1 3 4 5 6
	7 8 9 10 11
	12 13 14

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

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 MinIdenticalInstcodes.

1.7.4.5 EasyGO

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

1.7.4.6 Entry Key

The Entry Key is a unique **identifier**. The ID is used to **identify the license**. Normally the unique ID is the license file ID or the [Serial Number](#)^[27]. 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 [Serial Number / ID](#)^[25] can be defined by the application. The Entry Key for an [Activation Key](#)^[21] is the Activation Key itself.



[EasyGo](#)^[24] or All-In-One Protector use the Serial Number as Entry Key.

1.7.4.7 Effective Key / ID usage

The [Effective Key / ID usage](#)^[25] 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](#)^[54]
- [Modify a Transaction](#)^[49]

See also

[How can I allow a second activation only for a specific user?](#)^[227]
[How can I specify the number of times a key can be used?](#)^[227]
[How do I allow to make a reinstallation on the same machine?](#)^[229]

1.7.4.8 Installation Code

Enter topic text here.

1.7.4.9 Licence File ID

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

1.7.4.10 Module

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

1.7.4.11 Maximum Key / ID usage

The Maximum Key / ID usage indicates, how often an Activation Key or Serial Number **can** be used. The [Effective Key / ID usage](#)^[25] 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](#)^[54]
- [Modify a Transaction](#)^[49]

See also

[How can I allow a second activation only for a specific user?](#) ²²⁷

[How can I specify the number of times a key can be used?](#) ²²⁷

[How do I allow to make a reinstallation on the same machine?](#) ²²⁹

1.7.4.12 Product Activation

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

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

To activate a product, a [Serial Number](#) ²⁷ or ID is used, which is unique. The Activation Server 5 ensures that the Serial Number / ID can be used only within the defined maximum usage limits.

1.7.4.13 Product Reactivation

Enter topic text here.

1.7.4.14 Project name / ID

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

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

The projectname is configured in [project.config](#) ²¹⁰, parameter [ProjectID](#) ²²⁰. The project name should be identical with the project name of your template xml file but it can be different.



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

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

1.7.4.15 Serial Number

Although a [Serial Number](#)^[27] is technically also an [Activation Key](#)^[21], only a Serial Number can be used for a [product activation](#)^[26].

Each Serial Number can be used **once** (default) but the [Maximum Key / ID usage](#)^[25] can be changed. This allows to use one Serial Number on multiple machines.

In the moment, an Activation Key is used, also a [Transaction](#)^[21] is recorded. An Activation Key can have one or **more** Transactions:

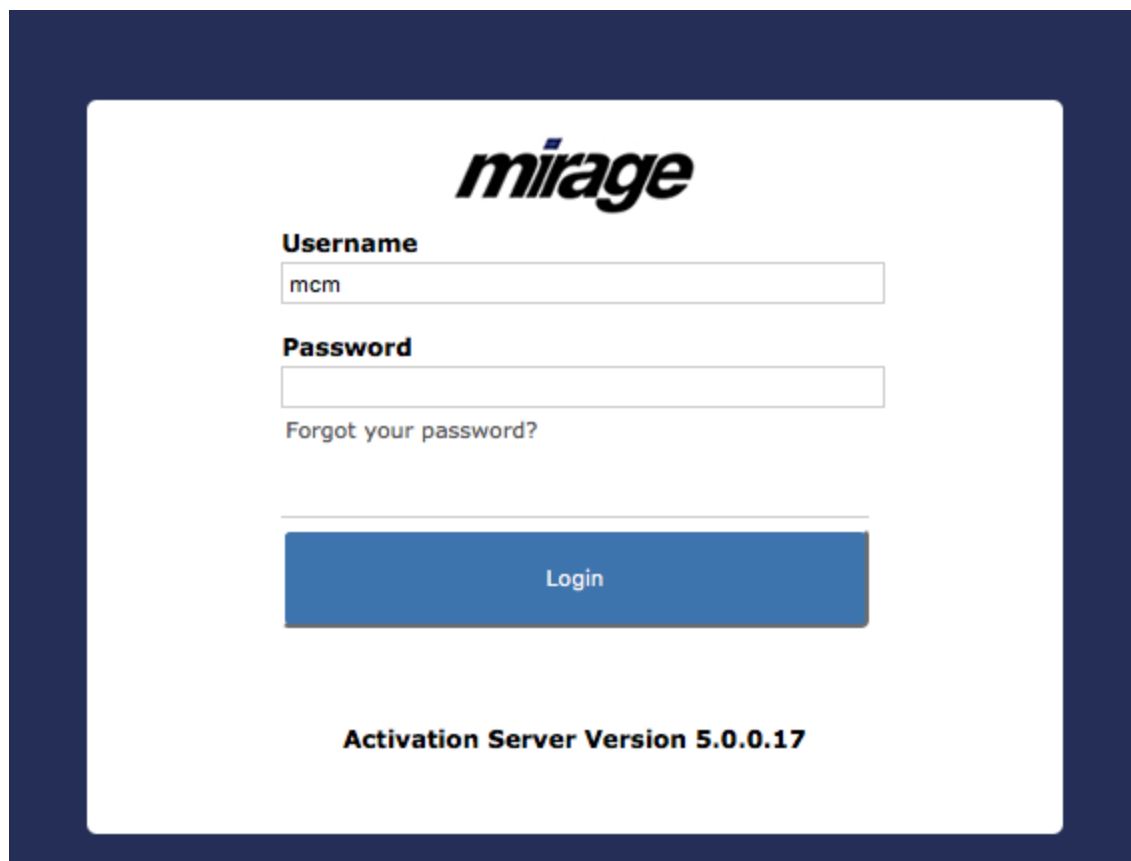
1.7.4.16 Unlock Key

Enter topic text here.

1.7.5 Login Screen

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

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



mirage

Username
mcm

Password

[Forgot your password?](#)

Login

Activation Server Version 5.0.0.17

If you forgot your password, you 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

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

Please enter and verify a new password below.

User Settings

Customize Screen - List Views

Remember that your new password

- must be at least 5 characters long
- and must not be identical with or contain your username

Change Your Password

Username *

New Password *

Verify New Password *

Language
English

Date Format
English: 10/4/2016

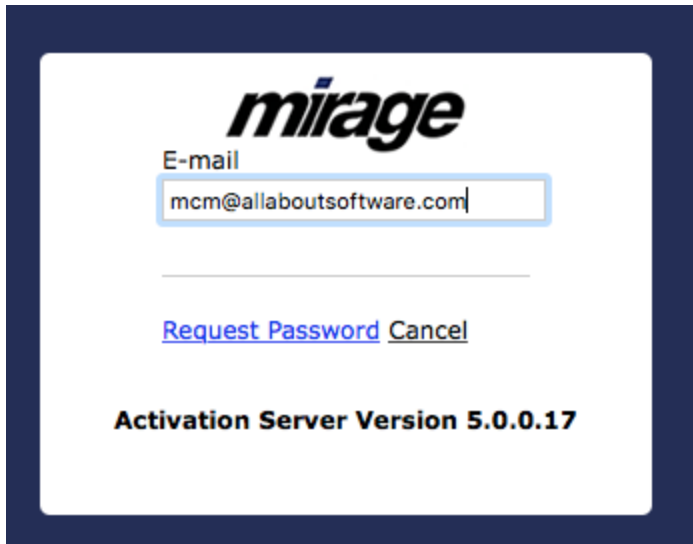
Save

Cancel

1.7.5.1 Forgot your Password?

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

Step 1 - Request the Password



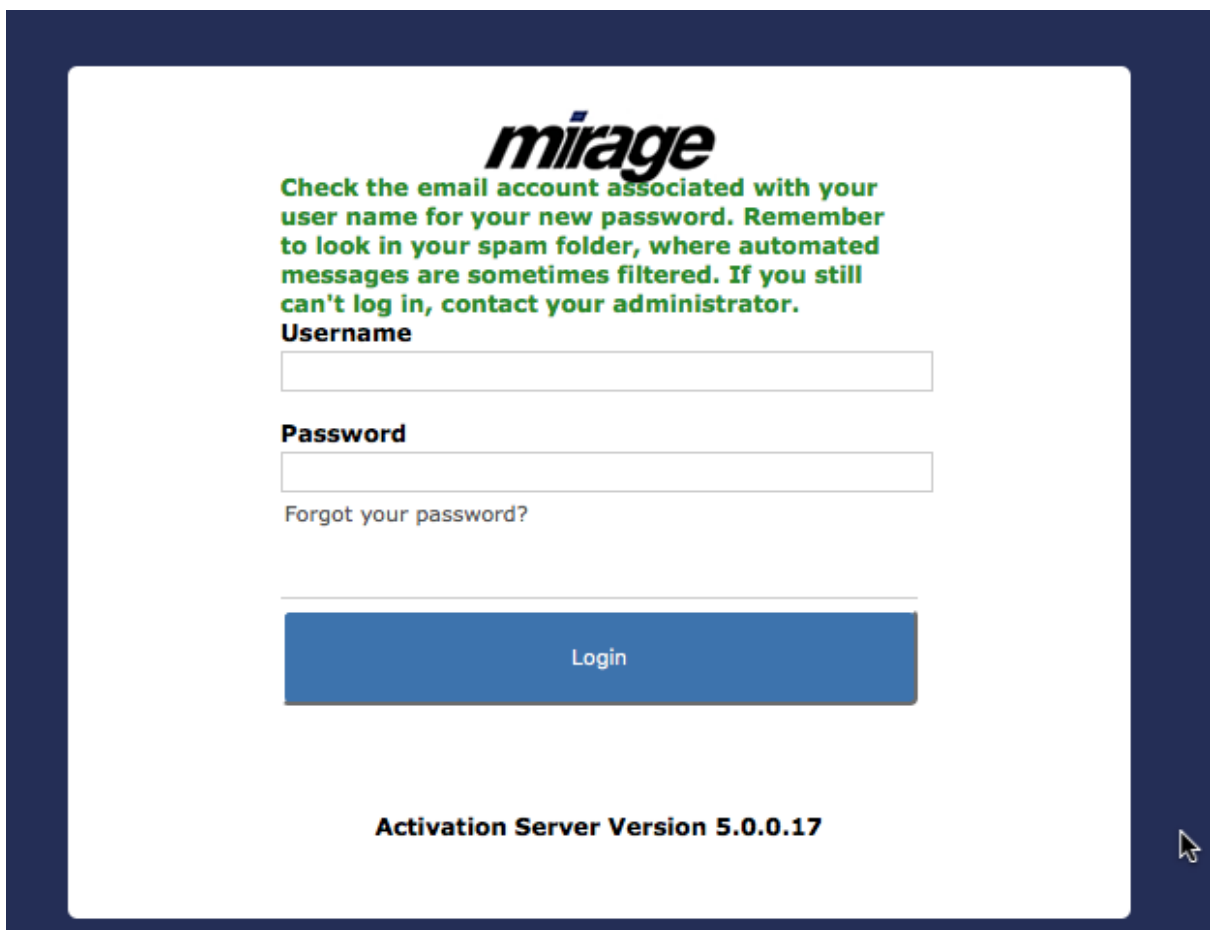
mirage

E-mail

[Request Password](#) [Cancel](#)

Activation Server Version 5.0.0.17

Step 2 - Check E-Mail with your new password



mirage

Check the email account associated with your user name for your new password. Remember to look in your spam folder, where automated messages are sometimes filtered. If you still can't log in, contact your administrator.

Username

Password

[Forgot your password?](#)

Login

Activation Server Version 5.0.0.17

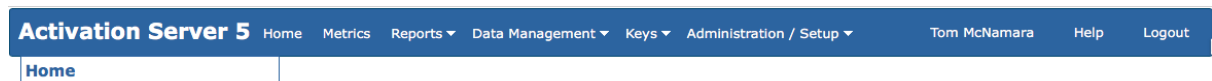
1.7.6 Getting Started

After login successfully, the main screen appears.

The different menu options give access to different areas

- [Home](#) ³⁰
- [Metrics](#) ³⁶
- [Reports](#) ⁴¹
- [Data Management](#) ⁴³
- [Keys](#) ⁷⁴
- [Administration / Setup](#) ⁹⁷

The access and available options can be restricted [per user](#) ⁶⁹.



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



1.7.7 Home

The Home screen is the place to start.

Activation Server 5 Home Metrics Reports Data Management Keys Administration / Setup Tom McNamara Help Logout

Home

Search for keys, customers and resellers

Search

Search Options

☐ Contains

Search All

All Products

Quick Links

Create a Serial Number Manual Product Activation Manage your addresses Transactions Key List

Dashboard

Transactions - Results

All time

99.6% 0.4%

ok (278) key doesn't exist (1)

Grand Total: 279

Search

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

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

Search for Serial Numbers

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

Search for most used search terms

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

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

Additional search options

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

Extended Search

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

Contains

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

Limit search by product or by category

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

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



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

Quick Links

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

- [Create a Serial Number](#) ⁷⁵
- [Manual Product Activation](#) ⁸²
- [Manage your addresses](#) ⁶⁸
- [Transactions](#) ⁴⁶
- [Key List](#) ⁵⁴

Dashboard

The wealth of information Activation Server 5 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](#) ³³

1.7.7.1 Dashboard

The Dashboard gives you an overview about important metrics like result of [transactions](#)^[21] or your hosting usage.

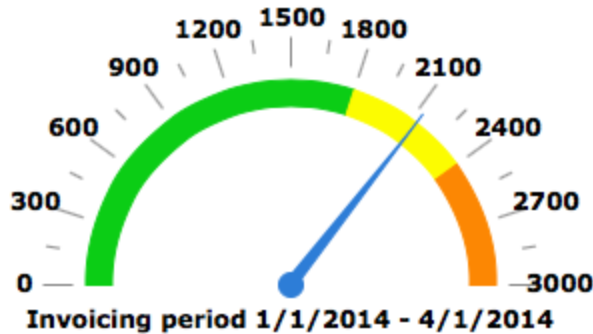


Hosting Usage

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 Usage



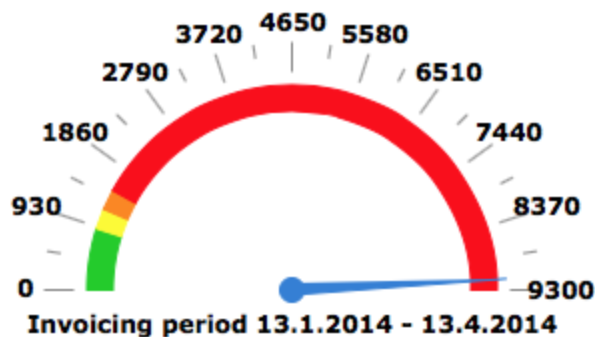
Hosting Package 'Package M1' (1000 Transactions / Month)

Once the limit of your package is reached, the gauge control turns red. The tActivation Server 5 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.

Dashboard

Hosting Usage



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

Standard Dashboard

The dashboard includes interesting figures about the usage of keys.

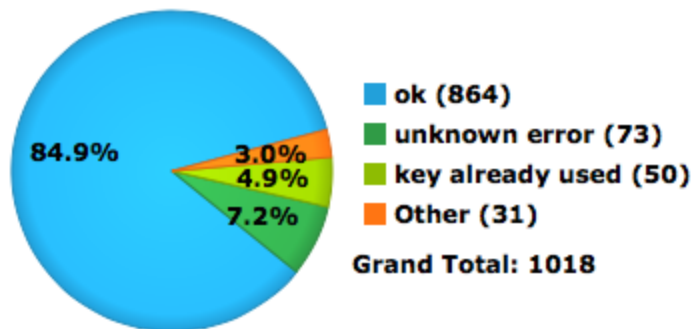
You can select a different time period e.g. to a weekly, monthly or yearly view.

Transactions - Results

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

Transactions - Results

Last 30 days

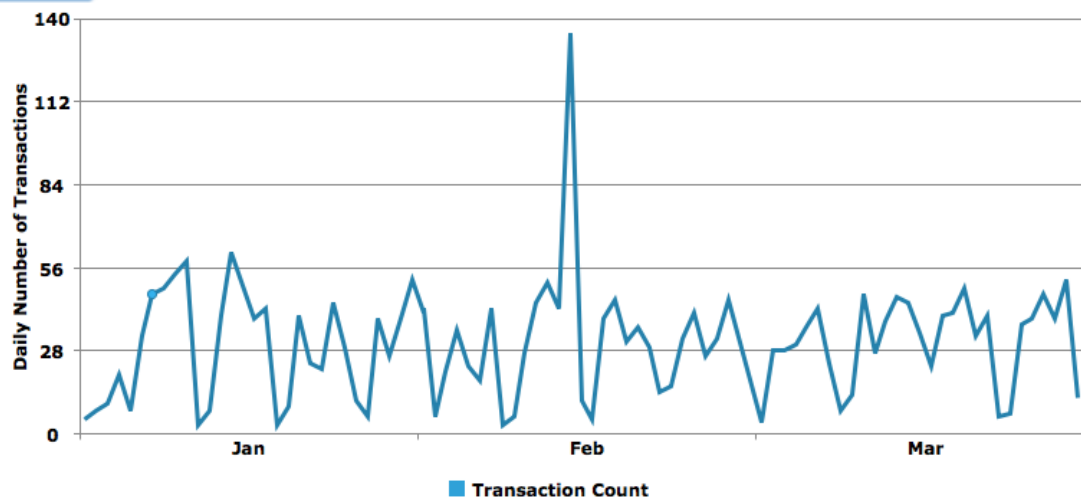


Transactions - History

Overview about the number of transactions per day.

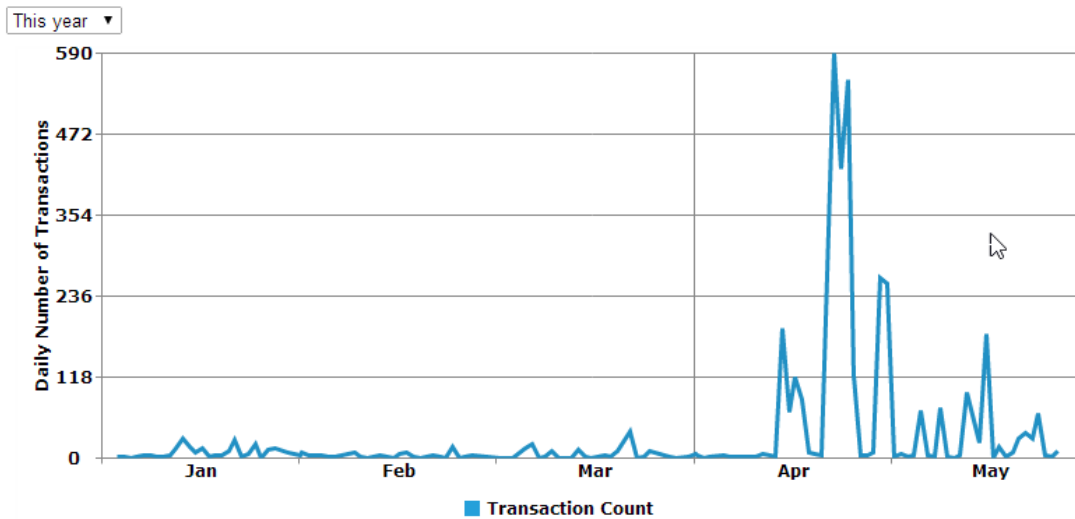
Transaction History

This year



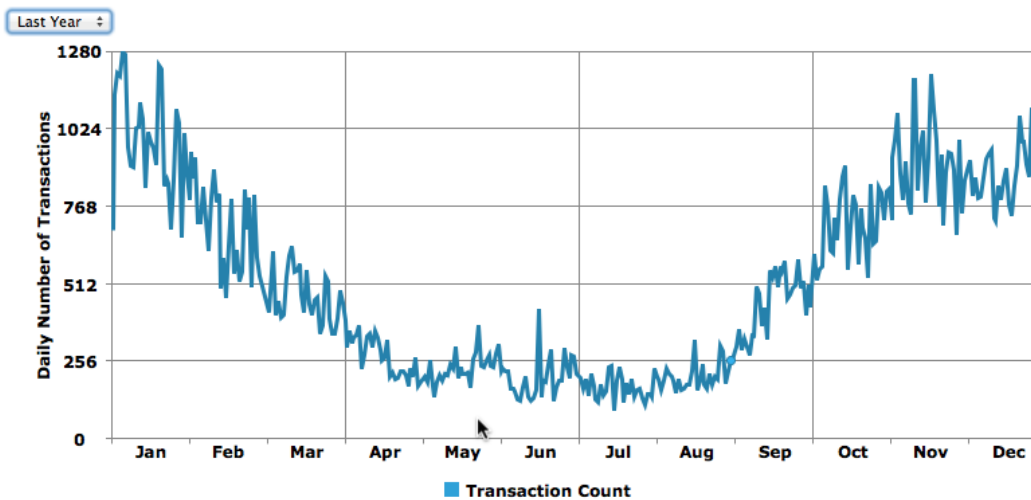
Example for a huge increase within one month, e.g. because an update was delivered

Transaction History



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

Transaction History



1.7.8 Metrics

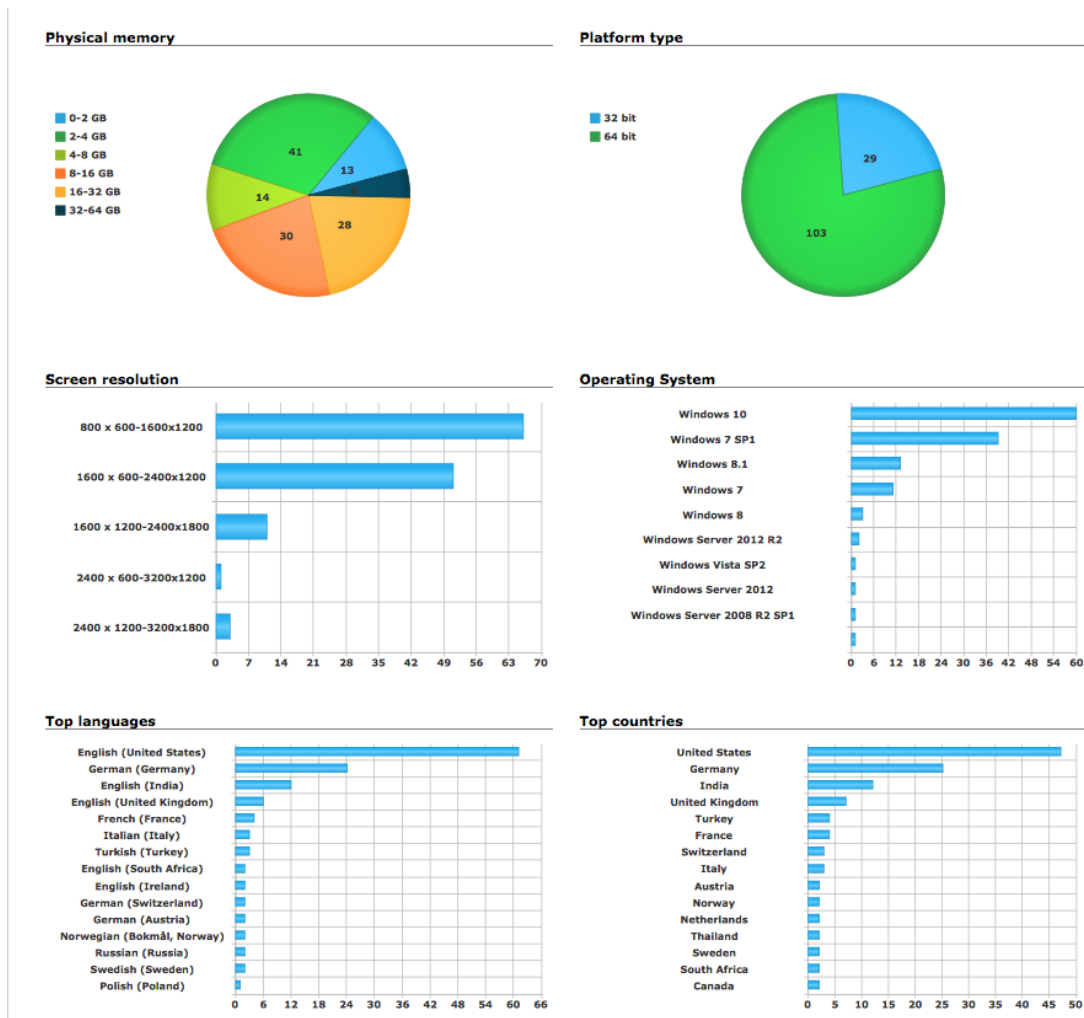
All-In-One Protector offers the option to send usage metrics like number of trial installations or information about the computer hardware to the activation server. The feature is by default turned off and you have to enable it if you want to use it.

What kind of data is sent

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

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

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

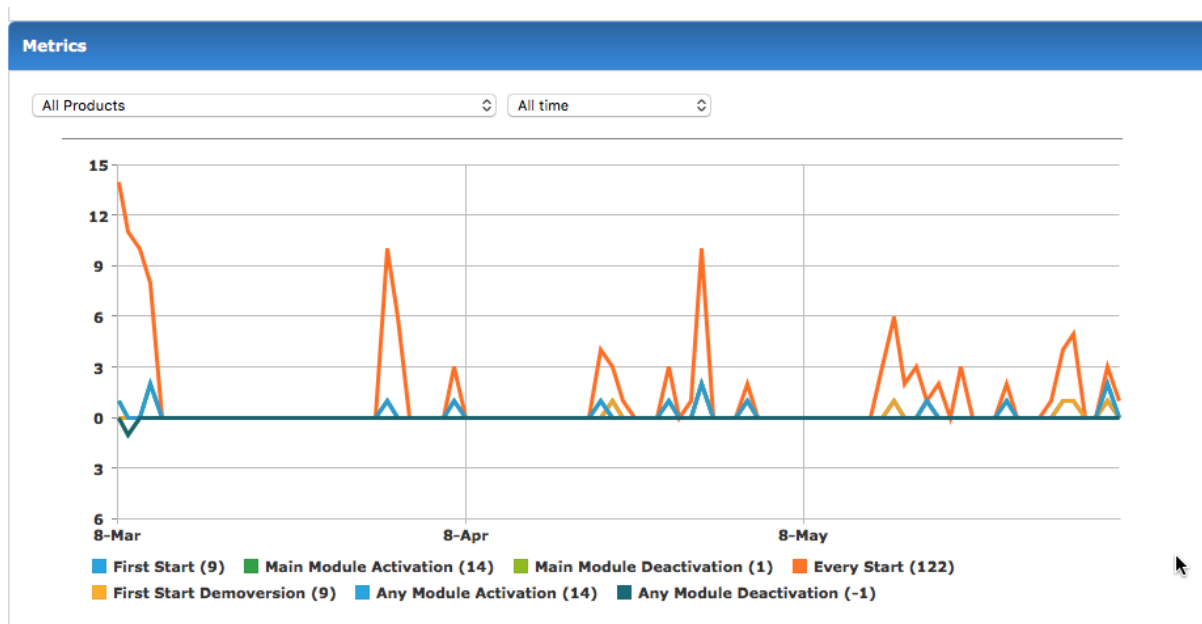


Events which can be recorded

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

There are a couple of pre-defined events

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



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

Tracking of data

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

Transactions

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



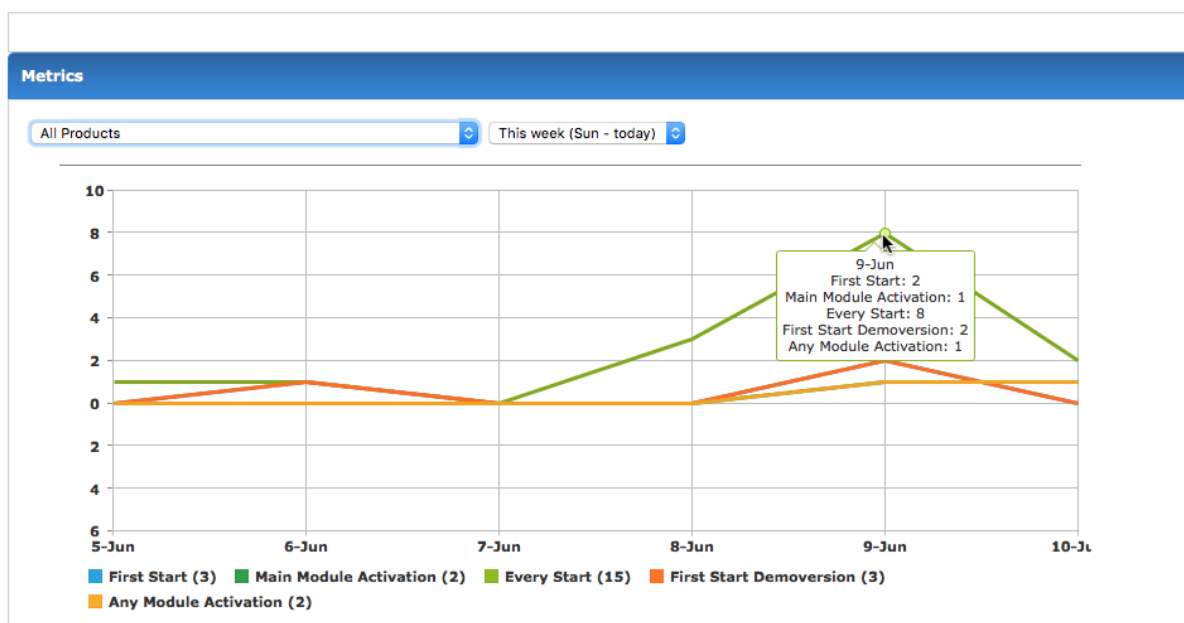
To find out more about the functionality see: [Working with Metrics](#) ³⁹

1.7.8.1 Working with Metrics Reports

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

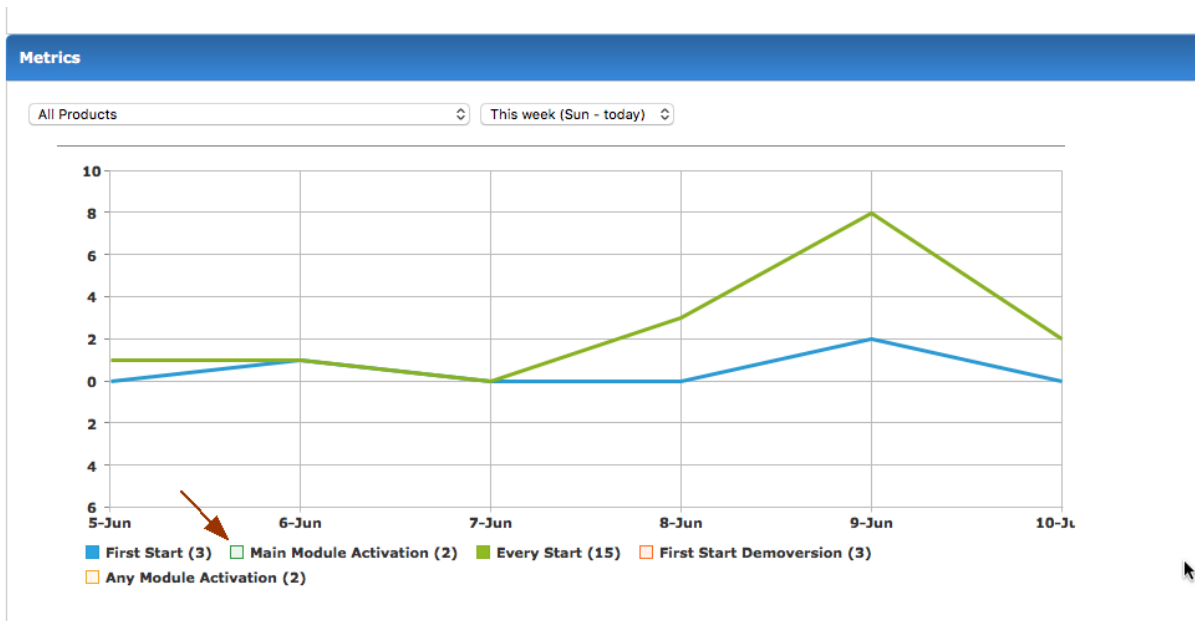
Details per day

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



Select specific charts

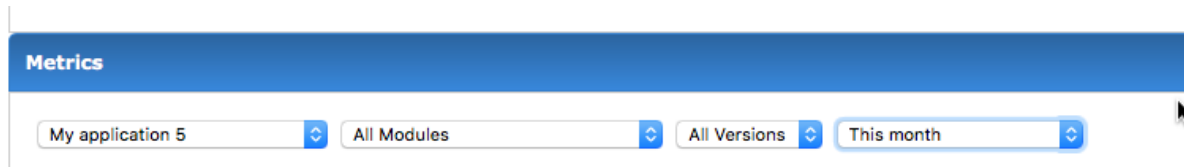
The metric chart is a combination chart of several line charts. You can remove charts by unchecking the box left to the chart name.



Filter results

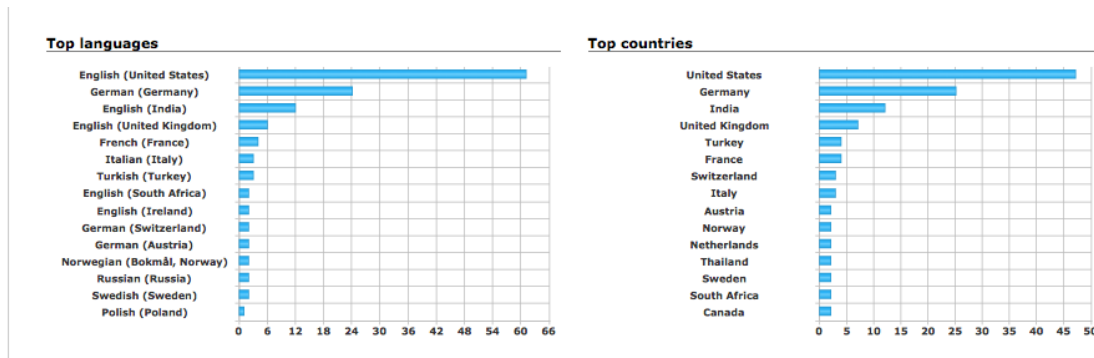
You can filter the results by

- Products
- Modules
- Version
- Time Frame



Top languages / Top countries

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



Good to know

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

1.7.9 Reports

The Activation Server 5 comes with a set of predefined reports. All reports can be displayed on the screen, printed as a PDF file or exported into a CSV file. It is possible to define filter and sort criteria per report.

1.7.9.1 The Basics about Reports

1.7.9.1.1 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.

Reports

Search Criteria

Product: Key / ID: All Keys ☒ Unused Keys ☐

Customer Name: Reseller:

Start Date: End Date:

Search Field: Search Criteria: Search Value:

You can search / filter the report by

- Product Name
- Key / ID - either a [Serial Number / ID](#)^[27] or [Activation Key](#)^[21]
- 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**.

1.7.9.1.2 Export / Print a Report

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

1.7.9.2 Erroneous Activations

This report contains all [activations](#)^[26] for [Serial Numbers / IDs](#)^[25] and [keys](#)^[21] which have been erroneous. There are 2 different types of errors:

- Transaction Result – this is an error generated by the Activation Server 5
- History Result – error generated by the All-In-One Player communication with the Activation Server 5

See also

[Export a Report](#)^[42]

1.7.9.3 Key List

This report contains all [Serial Numbers / IDs](#)^[25] and [Activation Keys](#)^[21]. If you click on a Key / ID it displays all [Transactions](#)^[21] for the Key / ID.

The columns [Maximum](#)^[25] Key / ID usage and [Effective](#)^[25] ID usage are the main indicators of the key usage.

Icons indicate an important status - Icon explanation

See also

[Export a Report](#)^[42]

1.7.9.4 Multiple usage of Serial Numbers / ID or Activation Keys

The reports

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

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

1.7.9.5 Successful Activations

This report contains all [activations](#)^[26] for [Serial Numbers / IDs](#)^[25] and [keys](#)^[21] which have been successful.

See also

[Export a Report](#)^[42]

1.7.10 Data Management

The *Data Management* Tab allows to search for a specific key or an [transaction](#)^[21]. It provides options to view and modify data

- [Transactions](#)^[46]
- [Key List](#)^[54]
- License file

You can also

- [Manage addresses](#)^[68] (customer data)
- [Manage resellers](#)^[69]
- [Manage users](#)^[69] (requires administration rights)

Related information

- [Powerful list view](#)^[44]
- [Lock a key or deactivate a computer](#)^[64]
- [Report about key usage](#)^[67]

1.7.10.1 List - Search, Sort, Group and Navigate

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

Search, Sort and Group

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

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

The screenshot shows the 'Transactions' page in the Activation Server. At the top, there's a navigation bar with 'Home', 'Metrics', 'Reports', 'Data Management', 'Keys', and 'Administration / Setup'. Below this is a 'Search Criteria' section with fields for 'Product' (set to 'All Products'), 'Key / ID', 'Start Date', 'End Date', 'Search Field', 'Search Criteria' (set to 'like'), and 'Search Value'. There are 'Search' and 'Export' buttons. Below the search criteria is a table titled 'Transactions (18)'. The table has columns: Product Name, E-mail, Key / ID, IP-Address, Activation done by, Customer Name, Module ID, Transaction Date/Time, Transaction Type, Result, Reseller, and Version. The first row shows 'Office Files 2017', 'alisa@allaboutsoftware.com', 's2FQT-37AFC-CEGFL-5W17W-KhIFP-0oBCj', 'Application', 'All About Software', 'Office Files 2017', '14/01/2017 12:38:18', 'Product Deactivated', 'ok', and an empty Reseller field. There are also callouts for 'Search anywhere' and 'Click on column to sort'.

Sort

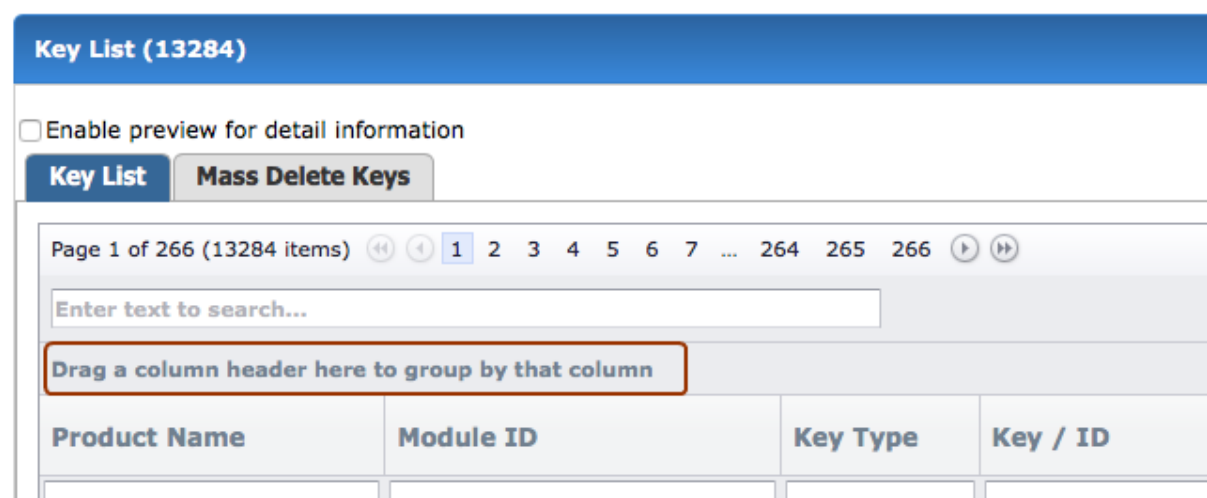
By default, the list is sorted by date (latest date first). You can click on a **column** to sort by this column - e.g. click on Country would sort by Country from A-Z. Clicking again on the same column sorts from Z-A

An arrow indicates the sort order

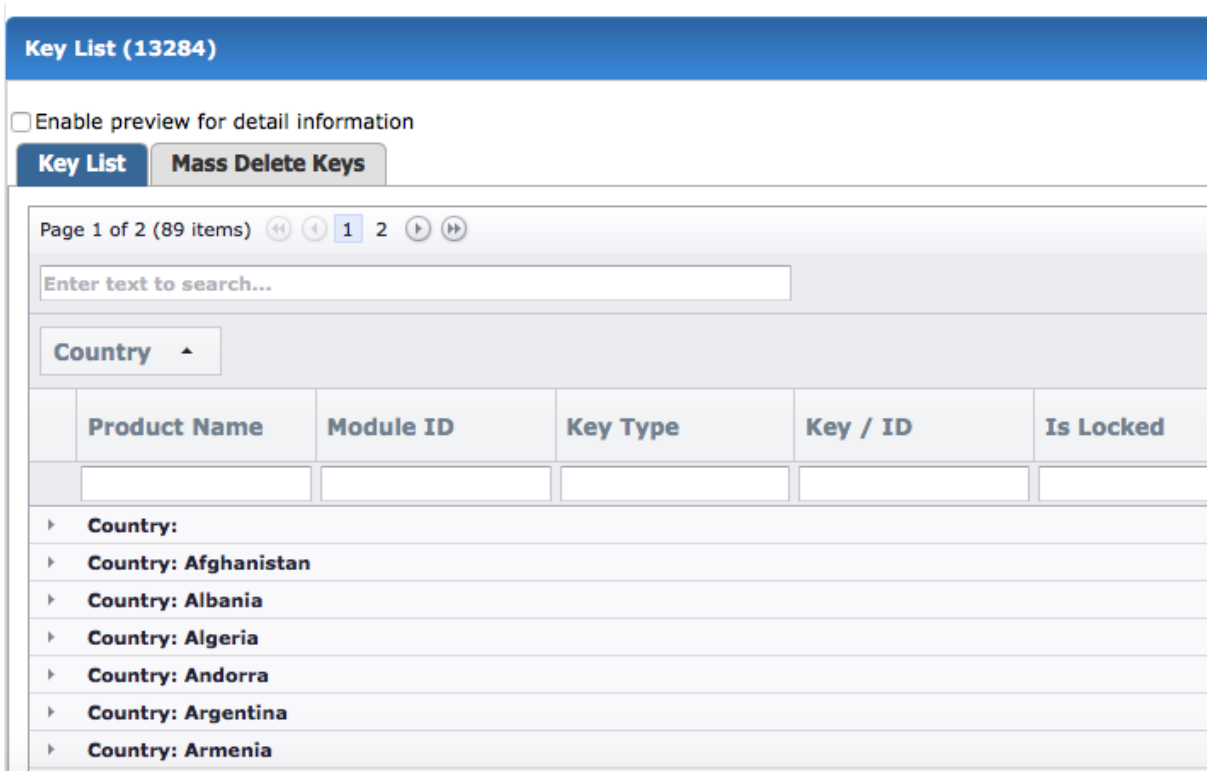
Customer Name	Country	Reseller
All About Software Inc.	United States	

Group records

You can group the list.



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



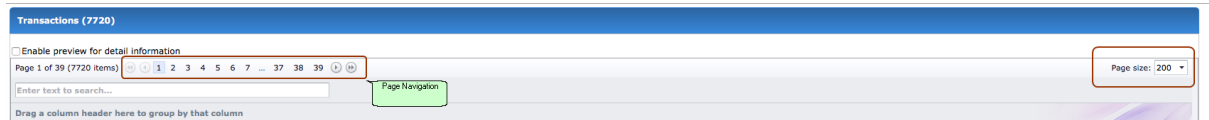
Page Navigation

The page navigation allows to navigate to

- specific page
- one page forward / backward

- end / start of list

You can also configure how many records per page are displayed



1.7.10.2 Transactions

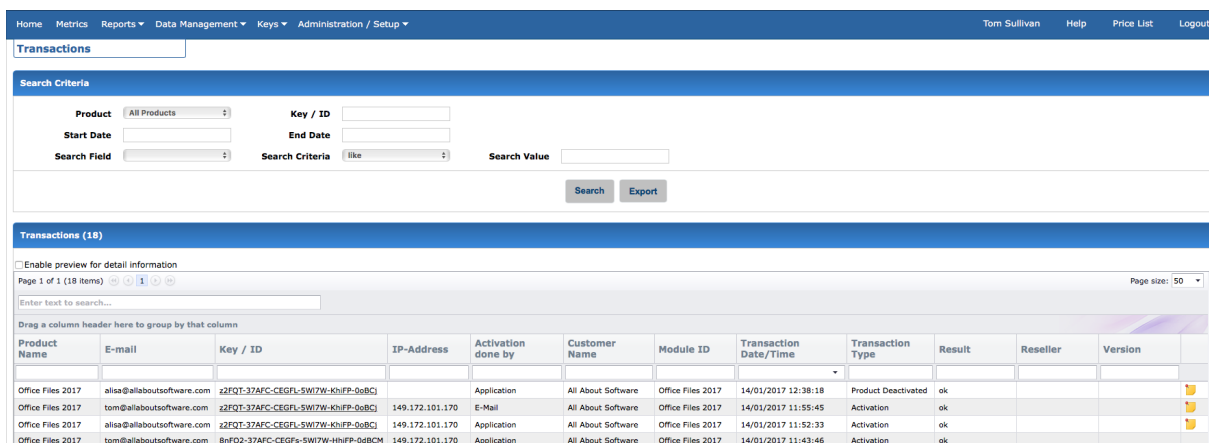
Menu item: *Data Management - Transactions*

A [Transaction](#)^[21] represents a licensing request from the users machine to the Activation Server 5. Each request (successful or erroneous) is journalized.

Every time a request like:

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

is done a record=transaction in the Activation Server 5 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](#)^[118].

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](#)^[49]

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](#)^[120].



Click on the key / ID to get the [transaction details](#).^[49]

Activation Done By

Information how a product was activated

- Application - (Windows Licence Protector or All-In-One Protector)
- [E-Mail Service](#)^[196] - (automated E-Mail service)
- [E-Mail](#)^[82] - (manual product activation)
- [Fax](#)^[82] - (manual product activation)
- MAC - (MAC Licence Protector or All-In-One Protector)
- Manual - (no longer in use)
- [Phone](#)^[82] - (manual product activation)
- [Website](#)^[93] - (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](#)^[91] (not a Serial Number)
- Check license and get info
- Deactivation - deactivate a license file or module
- Download license file - download of a license file
- Initialize license - first installation of the application and downloading the original license file (MAC only)
- Metric data - data set with [metric information](#)^[36]
- Product Deactivated - deactivate a license file or module
- Reactivation - new installation on the same computer or regular online check (older Licence Protector / All-In-One Protector versions)
- Upload License file - upload a license file
- Validation - regular online check



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

Result

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

Column with icons

The icon provides a visual additional information to a transaction

Icon



Meaning

[Note](#)^[55] attached to this key

Key can be [deleted](#)^[62]

[Abusive Usage](#)^[55] of a key

Key was [locked](#)^[64]

Preview information

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

Details	
InstCode 1:	63CC0E2A
InstCode 2:	0A5AD670
InstCode 3:	CCFC7C3E
InstCode 4:	1EC96F45
InstCode 5:	85B3594C
InstCode 6:	6B77547D
InstCode 7:	41A72453
InstCode 8:	9D8C4AD1
InstCode 9:	7D4BCAFF
InstCode 10:	7D71A704
InstCode 11:	
InstCode 12:	1EC96F45
InstCode 13:	DB4578AD
00GEG-5IPb6-9E7IA-3t08X-COU5k-6Li4S	

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



Search for a key / ID in the [Home Screen](#)^[30] and click on the search result in the [Key List](#)^[54]. 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 5 has already done this).

Search, Sort and Group

See [List - Search, Sort, Group and navigate](#)^[44]

1.7.10.2.1 Transaction Details

Click on a key in the [Transactions List](#)^[46] to open the transaction details page.

This screen provides detail information for a **single transaction** as well as the related [key / ID details](#)^[55], [Transactions for the key / ID](#)^[59], [License Files](#)^[60] and [License Usage](#)^[60].

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.

Home Metrics Reports Data Management Keys Administration / Setup	
Transactions Edit this Number / ID / Key	
<div> Details for this Transaction Details for this Key / ID Transactions for this Key / ID License File License Usage </div>	
Details for this Transaction	
Product	Office Files 2017
E-mail	tom@allaboutsoftware.com
Registered Customer Name	All About Software
Host Name	dieterhrie8387.fritz.box
Result	ok
Reseller	
Note	
License ID	11
Key / ID	8nFQ2-37AFC-CEGFs-5Wl7W-HhiFP-0dBCM
Module ID	Office Files 2017
IP-Address	149.172.101.170
Transaction Type	Activation
Transaction Date/Time	14/01/2017 11:43:46
Version	
Next date of license check	14/04/2017 11:43:46
Activation done by	Application

The Key / ID details for this Transaction

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

The Key / ID Details

Effective Key / ID usage	<input type="text" value="1"/>	Key Type	<input type="text" value="Serial Number"/>
Maximum Key / ID usage	<input type="text" value="1"/>	Note	<div style="border: 1px solid #ccc; height: 50px;"></div>

Online validation options

Is Locked <input type="checkbox"/> Regular license check (days) <input type="text"/>	Abusive Usage <input type="checkbox"/> Cancel Regular License Verification <input type="checkbox"/>
---	--

License holder

Customer Name	<input type="text" value="AllAbout Software Inc."/>		<input type="text"/>	
Reseller	<input type="text"/>		<input type="text"/>	
E-mail	<input type="text" value="Alisa@allaboutsoftware.com"/>			
Modified	<input type="text" value="04/06/2016 15:02:10"/>	Created	<input type="text" value="04/06/2016 15:00:55"/>	
Modified By	<input type="text"/>	Created By	<input type="text"/>	

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

If you need to **add multiple notes** per key or you want to have a protocol (who added a note

and also date/time the note was added), use the [notes option](#)^[61] below.

Online validation options

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


For more details see [lock or revoke a license](#)^[65]

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 or just click on the text: *Click to select customer*

Registered Customer Name	Click to select customer 
---------------------------------	---

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

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

www.registerserver.net/00000000/Lookup.aspx

 [New Address](#)

Search anywhere

Drag a column header here to group by that column

Company Name	Name	E-mail	City	Country	Customer Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

www.registerserver.net/00000000/Lookup.aspx

+ New Address

Enter text to search...

Drag a column header here to group by that column

Company Name	Name	E-mail	City	Country	Customer Number
		ryan@			
AllAbout Software Inc		ryan@allaboutsoftware.com		Albania	
AllAbout Software Inc		ryan@allaboutsoftware.com		Germany	
AllAbout Software Inc		ryan@allaboutsoftware.com		Germany	
AllAbout Software Inc		ryan@allaboutsoftware.com		Germany	
AllAbout Software Inc		ryan@allaboutsoftware.com		Albania	
AllAbout Software Inc		ryan@allaboutsoftware.com		United States	

Page 1 of 1 (6 items) 1 Page size: 50


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


www.registerserver.net/55604761/Lookup.aspx

+ New Address

Company Name	Name	E-mail	City	Country	Customer Number
All About Software Inc.	Alisa Jones	alisa@allaboutsoftware.com		United States	
All About Software Inc.	Ryan Meyer	ryan@allaboutsoftware.com	New York	United States	
Marc Smith					
Smart Inc.					
Smart Inc.		joe@smartinc.com		United Kingdom	


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 . You can also

add a new reseller by clicking on **New Address**.


* you can search for customers by first name, last name, company name, email address or customer number



 **New Address**

Company Name	Name	E-mail	City	Country	Customer Number
Software Distribution Inc					

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

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

Notes

A list of all notes which are attached to that key / ID. You can edit a note by clicking on the created date. For more details see chapter [notes](#)^[61].

1 Notes for this Key / ID				
New Note				
Note	Created	Created By	Modified	Modified By
Customer requested Serial Number again. Send mail to alisa@allaboutsoftware.com.	30/08/2016 05:19:56	TMcNamara		

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](#)^[25] received from the user machine are listed here. The number of the installation codes depend on the version of 5:32 PM.
- *Unlock Key(s) sent to local PC* – displays one or multiple keys which have been **sent** to the user machine. This is typically the Unlock Key.

13 Installation Codes (Hardware IDs) for this Transaction	
* = This installation code/hardware ID is used for copy protection	
Code	Installation Code (Hardware ID)
1	45A450C8
2	5E5D1E37
3	A8098BCB
4	42CF35E0
5	93B8634D
6	4BCBC2B9
7	327ED1C6
8	4A426FBF
9	2692F659
10	468004ED
11	
12	42CF35E0
*13	DCAAD1E0

1 Unlock Key(s) sent to local PC	
Keys / IDs which have been sent to the local PC	
PEDSE-ICQ93-JmhN4-47MdT-gSDIn-6e1KD	



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

1.7.10.3 Key List

Menu item: *Data Management - Key List*

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

Key List (6)												
<input type="checkbox"/> Enable preview for detail information												
Key List	Mass Delete Keys											
Product Name	Module ID	Key Type	Key / ID	Is Locked	Effective Key / ID usage	Maximum Key / ID usage	Created	E-mail	Customer Name	Country	Reseller	
demo-easygo-40	QHD001	Serial Number	2WGE7-5IP93-9E7IV-3IQ8X-sQU5k-6e149	<input type="checkbox"/>		1	18/04/2014		Smart Inc.		Softrade Inc.	
Easy-Go Application for MAC	E-Learning Made Easy	Serial Number	4Hf4S-17ICC-A18e-9Wk7X-DemDQ-DN38C	<input type="checkbox"/>		1	18/04/2014		Marc Smith		Softrade Inc.	
demo-easygo-40	QHD001	Serial Number	HyGEb-5IP93-9E7Im-3IQ8X-yQU5k-6m14E	<input type="checkbox"/>	1	3	18/04/2014	ryan@allaboutsoftware.com	All About Software Inc.	United States		
demo-easygo-40	QHD002	Serial Number	mvGE6-5IP93-9E7II-3IQ8X-GQU6k-6B148	<input type="checkbox"/>		1	31/03/2014		All About Software Inc.	United States		
demo-easygo	QHD001	Serial Number	TestConfiguration-2/18/2014 8:00:14 AM	<input type="checkbox"/>	1		18/02/2014	support@mirage-systems.de				
demo-easygo	QHD001	Serial Number	TestConfiguration-2/18/2014 7:56:02 AM	<input type="checkbox"/>	1		18/02/2014	support@mirage-systems.de				

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](#)^[55]

You can customize the columns - e.g. if you do not need the reseller column, change the fields to display in the [user settings](#)^[120].



Click on the key / ID to get the [key details](#)^[55]

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](#)^[55]

Search, Sort and Group

See [List - Search, Sort, Group and navigate](#)^[44]

1.7.10.3.1 Key Details

Click on a key in the [Key List](#)^[54] to open the key details page.

This screen provides detail information for a key as well as TAB for related [Transactions](#)^[59], [License Files](#)^[60] and [License Usage](#)^[60]. If you navigated from a list or other screen to this page there is a TAB to return to the original screen.

Home Metrics Reports Data Management Keys Administration / Setup

Key List Edit this Number / ID / Key

Details for this Key / ID Transactions for this Key / ID License File License Usage

Details for this Key / ID

Product	Office Files 2017	Module ID	Office Files 2017
Key / ID	z2FQT-37AFC-CEGFL-5WI7W-KhiFP-0oBCJ		
Effective Key / ID usage	1	Key Type	Serial Number
Maximum Key / ID usage	2	Note	

Online validation options

Is Locked	<input type="checkbox"/>	Abusive Usage	<input type="checkbox"/>
Regular license verification (days)		Cancel Regular License Verification	<input type="checkbox"/>

License holder

Customer Name	All About Software	External ID	
Reseller	Click to select reseller	External Group	
E-mail	tom@allaboutsoftware.com		
Modified	14/01/2017 12:38:18	Created	14/01/2017 11:52:20
Modified By		Created By	ts

Save Cancel

Details for the Key / ID

You find detail information like [product name](#)^[26], 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 single text note can be added to each key. Keys which have a note, will appear in a key list with the icon 

If you need to **add multiple notes** per key or you want to have a protocol (who added a note and also date/time the note was added), use the [notes option](#)^[61] below.

Online validation options

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


For more details see [lock or revoke a license](#)^[65]

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 or just click on the text: *Click to select customer*

Registered Customer Name	Click to select customer 
---------------------------------	--

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

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

www.registerserver.net/00000000/Lookup.aspx

 [New Address](#)

Search anywhere

Drag a column header here to group by that column

Company Name	Name	E-mail	City	Country	Customer Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

search.

www.registerserver.net/00000000/Lookup.aspx

+ New Address

Enter text to search...

Drag a column header here to group by that column

Company Name	Name	E-mail	City	Country	Customer Number
		ryan@			
AllAbout Software Inc		ryan@allaboutsoftware.com		Albania	
AllAbout Software Inc		ryan@allaboutsoftware.com		Germany	
AllAbout Software Inc		ryan@allaboutsoftware.com		Germany	
AllAbout Software Inc		ryan@allaboutsoftware.com		Germany	
AllAbout Software Inc		ryan@allaboutsoftware.com		Albania	
AllAbout Software Inc		ryan@allaboutsoftware.com		United States	

Page 1 of 1 (6 items) Page size: 50

Note: A green callout bubble points to the 'E-mail' column header with the text 'Search in E-mail only'.


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


www.registerserver.net/55604761/Lookup.aspx

+ New Address

Company Name	Name	E-mail	City	Country	Customer Number
All About Software Inc.	Alisa Jones	alisa@allaboutsoftware.com		United States	
All About Software Inc.	Ryan Meyer	ryan@allaboutsoftware.com	New York	United States	
Marc Smith					
Smart Inc.					
Smart Inc.		joe@smartinc.com		United Kingdom	


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 . You can also add a new reseller by clicking on **New Address**.


* you can search for customers by first name, last name, company name, email address or customer number



 **New Address**

Company Name	Name	E-mail	City	Country	Customer Number
Software Distribution Inc					

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

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

Notes

A list of all notes which are attached to that key / ID. You can edit a note by clicking on the created date. For more details see chapter [notes](#)^[61].

1 Notes for this Key / ID				
				
Note	Created	Created By	Modified	Modified By
Customer requested Serial Number again. Send mail to alisa@allaboutsoftware.com.	30/08/2016 05:19:56	TMcNamara		

1.7.10.3.1.1 Transactions for a key / ID

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

In the example below the transactions tell the following story:

- Alisa made a product activation on computer mirageoffice2-pc3.fritz.box and it was successful
- There was a [manual product activation](#)^[82] by e-mail
- The computer mirageoffice2-pc3.fritz.box was deactivated
- The column *Next date of license check* indicates, when the next online check would be due. This is only relevant if the online check is enabled in the application

Home Metrics Reports Data Management Keys Administration / Setup														Tom Sullivan	Help	Price List	Logout
Key List Edit this Number / ID / Key																	
Details for this Key / ID Transactions for this Key / ID License File License Usage																	
3 Transactions for this Key / ID																	
Product Name	E-mail	Key / ID	IP-Address	Host Name	Activation done by	Customer Name	Module ID	Transaction Date/Time	Transaction Type	Result	Reseller	Version	Effective Key / ID usage	Next date of license check			
Office Files 2017	alisa@allaboutsoftware.com	z2EQT-37AFC-CEGFL-SW17W-KhIFP-0a0BC		mirageoffice2-pc3.fritz.box	Application	All About Software	Office Files 2017	14/01/2017 12:38:18	Product Deactivated	ok							
Office Files 2017	tom@allaboutsoftware.com	z2EQT-37AFC-CEGFL-SW17W-KhIFP-0a0BC	149.172.101.170		E-Mail	All About Software	Office Files 2017	14/01/2017 11:55:45	Activation	ok			2	14/04/2017 11:55:45			
Office Files 2017	alisa@allaboutsoftware.com	z2EQT-37AFC-CEGFL-SW17W-KhIFP-0a0BC	149.172.101.170	mirageoffice2-pc3.fritz.box	Application	All About Software	Office Files 2017	14/01/2017 11:52:33	Activation	ok			1	14/04/2017 11:52:34			

1.7.10.3.1.2 License Files

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

If you click on License File Name, you get the license file details.


Home Metrics Reports Data Management Keys Administration / Setup														Tom Sullivan	Help	Price List	Logout
Transactions Edit this Number / ID / Key																	
Details for this Transaction Details for this Key / ID Transactions for this Key / ID License File License Usage																	
1 License File																	
Product Name	Customer Name	Country	License File Name	Module ID	Key / ID	Is Locked	Effective Key / ID usage	Maximum Key / ID usage	Key Type	Reseller	Version	Created	Modified				
Office Files 2017	All About Software	United States	default	Office Files 2017	z2EQT-37AFC-CEGFL-SW17W-KhIFP-0a0BC	<input type="checkbox"/>	1	2	Serial Number	not provided		14/01/2017					





This functionality is only available for Licence Protector.

1.7.10.3.1.3 License Usage

Click on the TAB *License Usage* to get an overview about all computers, where the product is installed. To identify a computer, the hostname or e-mail address can be used. If a [manual product](#)^[82] activation was done, the hostname is empty.

- Click on the *Report* button to create an Excel file
- Click on the  icon to [deactivate a single computer](#)^[66]


Home Metrics Reports Data Management Keys Administration / Setup														Tom Sullivan	Help	Price List	Logout
Key List Edit this Number / ID / Key																	
Details for this Key / ID Transactions for this Key / ID License File License Usage																	
2 Used Licenses for this Key / ID																	
Report																	
E-mail	Customer Name	IP-Address	Version	Installation date	Host Name	Deactivate											
tom@allaboutsoftware.com	All About Software	149.172.101.170		14/01/2017 11:55:45													
alisa@allaboutsoftware.com	All About Software	149.172.101.170		14/01/2017 11:52:33	mirageoffice2-pc3.fritz.box												

Report

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

License Usage for Serial Number / ID: hnGEk-5IPe6-9E7It-3tQ8X-xQU5k-6Ci4a					
The Serial Number can be used on 1 computer(s).					
The Serial Number is in use on 1 computer(s).					
Generated by:					
Tom McNamara					
04/06/2016 15:57:02					
E-mail	Customer Name	IP-Address	Version	Installation date	Host Name
	AllAbout Software Inc.	82.212.14.63	5.0	04/06/2016 15:02:10	alisaoffice.fritz.box

1.7.10.3.2 Notes

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

Each key / ID can have several notes attached.

Notes					
Note	Created	Created By	Modified	Modified By	New Note <input type="checkbox"/>
Deactivate license:alisa@allaboutsoftware.com, All About Software, , 14-01-2017 11:52:33, mirageoffice2-pc3.fritz.box	14/01/2017 12:38:18	ts			Delete selected records
Maximum Key / ID usage changed to 2	14/01/2017 11:55:08	ts			Edit Delete <input type="checkbox"/>

Add a new note

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

Notes					
Note	Created	Created By	Modified	Modified By	New Note <input type="checkbox"/>
<div> <div>Note:*</div> <div>Customer requested Serial Number again. Send mail to alisa@allaboutsoftware.com.</div> </div>					
<div> <div>Save</div> <div>Cancel</div> </div>					

Edit Note

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

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

Notes

Note	Created	Created By	Modified	Modified By	New Note <input type="checkbox"/>
Deactivate license:alisa@allaboutsoftware.com, All About Software, , 14-01-2017 11:52:33, mirageoffice2-pc3.fritz.box	14/01/2017 12:38:18	ts			<input type="checkbox"/> Delete selected records
Note:* Maximum Key / ID usage changed to 2. Customer bought additional license.					<input type="checkbox"/> Edit <input type="checkbox"/> Delete

Created: 1/14/2017 11:55:08 AM

Created By: ts

Delete Note

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

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

Automatically created notes

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

The following automatic notes are created automatically

Note

Action which creates the note

Maximum Key / ID usage changed from X to Y Value of the field: [Maximum Key / ID usage](#)^[55] changed

Checked option: Abusive usage / Unchecked option: Abusive usage Field: [Abusive usage](#)^[65] was checked or unchecked

Checked option: Is locked / Unchecked option: Is locked Field: [Is Locked](#)^[65] was checked or unchecked

Checked option: Cancel regular license verification / Unchecked option: Cancel regular license verification Field: [Cancel Regular License Verification](#)^[65] was checked or unchecked

Regular license check (days) changed to XX Field: [Regular license verification](#)^[65] (days) changed

Deactivate license: E-Mail address, customerA [computer license](#)^[66] was deactivated name, version, installation date, hostname

Notes					
Note	Created	Created By	Modified	Modified By	New Note <input type="checkbox"/>
Customer requested Serial Number again. Send mail to alisa@allaboutsoftware.com.	14/01/2017 14:34:58	ts			<input type="checkbox"/> Delete selected records
Deactivate license:alisa@allaboutsoftware.com, All About Software, , 14-01-2017 11:52:33, mirageoffice2-pc3.fritz.box	14/01/2017 12:38:18	ts			<input type="checkbox"/> Edit <input type="checkbox"/> Delete
Maximum Key / ID usage changed to 2. Maximum Key / ID usage changed to 2. Customer bought additional license.	14/01/2017 11:55:08	ts	14/01/2017 14:29:42	ts	<input type="checkbox"/> Edit <input type="checkbox"/> Delete

1.7.10.3.3 Delete a key

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


Hosting

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

On-Premise server

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

Delete Icon

A key, which can be deleted, has a delete icon  in the [Key List](#)^[54] and a *Delete button* in the [Key Details](#)^[55] page

Delete a single key

To delete a single key, select the key in the [Key List](#)^[54], click on the key to get the [Key Details](#)^[55] page. Then click on the *Delete Button*
The *Delete Button* is only available if a key can be deleted (condition see above).

[Key List](#) Edit this Number / ID / Key

[Details for this Key / ID](#)
[Transactions for this Key / ID](#)
[License File](#)
[License Usage](#)

Details for this Key / ID

Product	Easy-Go Application for MAC	Module ID	E-Learning Made Easy
Key / ID	0tFdB-17ICC-A118P-9Wk7X-JemDQ-Dh38G	Key Type	Serial Number
Effective Key / ID usage		Note	
Maximum Key / ID usage	2		

Online validation options

Is Locked	<input type="checkbox"/>	Abusive Usage	<input type="checkbox"/>
Regular license verification (days)		Cancel Regular License Verification	<input type="checkbox"/>

License holder

Customer Name	All About Software	External ID	
Reseller	Click to select reseller	External Group	
E-mail			
Modified	14/01/2017 11:49:48	Created	14/01/2017 11:45:55
Modified By	ts	Created By	ts

[Save](#)
[Cancel](#)
[Delete](#)

Mass delete keys

Multiple keys can be deleted at once. in the [Key List](#)^[54] click on the TAB **Mass Delete Keys**

Mass Delete Keys												
<input type="checkbox"/> Enable preview for detail information												
Key List		Mass Delete Keys										
Product Name	Module ID	Key Type	Key / ID	Is Locked	Effective Key / ID usage	Maximum Key / ID usage	Created	E-mail	Customer Name	Country	Reseller	<input type="checkbox"/>
												Delete selected records
demo-easygo-40	QHD001	Serial Number	2WGE7-5IP93-9E7IV-3IQ8X-sQU5k-6o149	<input type="checkbox"/>		1	18/04/2014		Smart Inc.		Softtrade Inc.	Delete <input type="checkbox"/>
Easy-Go Application for MAC	E-Learning Made Easy	Serial Number	4Fd5-17ICC-A118e-9Wk7X-DemDQ-DN38C	<input type="checkbox"/>		1	18/04/2014		Marc Smith		Softtrade Inc.	Delete <input type="checkbox"/>
demo-easygo-40	QHD002	Serial Number	mvGE6-5IP93-9E7I1-3IQ8X-GQU6k-6B148	<input type="checkbox"/>		1	31/03/2014		All About Software Inc.	United States		Delete <input type="checkbox"/>

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

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

Mass Delete Keys												
<input type="checkbox"/> Enable preview for detail information												
Key List		Mass Delete Keys										
Product Name	Module ID	Key Type	Key / ID	Is Locked	Effective Key / ID usage	Maximum Key / ID usage	Created	E-mail	Customer Name	Country	Reseller	<input type="checkbox"/>
												Delete selected records
demo-easygo-40	QHD001	Serial Number	2WGE7-5IP93-9E7IV-3IQ8X-sQU5k-6o149	<input type="checkbox"/>		1	18/04/2014		Smart Inc.		Softtrade Inc.	Delete <input checked="" type="checkbox"/>
Easy-Go Application for MAC	E-Learning Made Easy	Serial Number	4Fd5-17ICC-A118e-9Wk7X-DemDQ-DN38C	<input type="checkbox"/>		1	18/04/2014		Marc Smith		Softtrade Inc.	Delete <input checked="" type="checkbox"/>
demo-easygo-40	QHD002	Serial Number	mvGE6-5IP93-9E7I1-3IQ8X-GQU6k-6B148	<input type="checkbox"/>		1	31/03/2014		All About Software Inc.	United States		Delete <input type="checkbox"/>



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

1.7.10.4 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](#)^[65]
- [Deactivate one single computer](#)^[66]

1.7.10.4.1 Lock or revoke a license

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

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

Is Locked

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

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

Regular license verification (days)


If you enabled regular license check, the default interval value (number of days, how often the license check is done) from the [product configuration](#)¹⁰⁷ is used. You can change the interval for this key / ID or cancel the regular online verification.

Abusive usage

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

However a key usage which results in an error like *key was already used* will generate an unknown error (code 16384). The idea is that the Activation Server 5 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](#)^[55] 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  .

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](#)^[107]

1.7.10.4.2 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](#)^[30]
- Click on the key in the key list to get the [key details](#)^[55]
- Click on the [License Usage TAB](#)^[60]

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

Home Metrics Reports ▾ Data Management ▾ Keys ▾ Administration / Setup ▾ Tom Sullivan Help Price List Logout						
Key List Edit this Number / ID / Key						
Details for this Key / ID Transactions for this Key / ID License File License Usage						
2 Used Licenses for this Key / ID						
Report						
E-mail	Customer Name	IP-Address	Version	Installation date	Host Name	Deactivate
tom@allaboutsoftware.com	All About Software	149.172.101.170		14/01/2017 11:55:45		✖
alisa@allaboutsoftware.com	All About Software	149.172.101.170		14/01/2017 11:52:33	mirageoffice2-pc3.fritz.box	✖

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

Switch to the [key details](#)^[55]. You should see 3 modifications

- The *Effective Key / ID* usage was **decreased** by 1
- The list of transaction now includes the **Product Deactivated** transaction
- A [note](#)^[62] was created with the details of deactivated license

Home

Metrics

Reports

Data Management

Keys

Administration / Setup

Tom Sullivan

Help

Price List

Logout

Key List

Edit this Number / ID / Key




Details for this Key / ID

Transactions for this Key / ID

License File

License Usage

3 Transactions for this Key / ID

Product Name	E-mail	Key / ID	IP- Address	Host Name	Activation done by	Customer Name	Module ID	Transaction Date/Time	Transaction Type	Result	Reseller	Version	Effective Key / ID usage	Next date of license check	
Office Files 2017	alisa@allaboutsoftware.com	k2FQT-37AFC-CEGFL-SW17W-KH1P-008G		mirageoffice2-pc3.fritz.box	Application	All About Software	Office Files 2017	14/01/2017 12:38:18	Product Deactivated	ok					
Office Files 2017	tom@allaboutsoftware.com	k2FQT-37AFC-CEGFL-SW17W-KH1P-008G	149.172.101.170		E-Mail	All About Software	Office Files 2017	14/01/2017 11:55:45	Activation	ok			2	14/04/2017 11:55:45	
Office Files 2017	alisa@allaboutsoftware.com	k2FQT-37AFC-CEGFL-SW17W-KH1P-008G	149.172.101.170	mirageoffice2-pc3.fritz.box	Application	All About Software	Office Files 2017	14/01/2017 11:52:33	Activation	ok			1	14/04/2017 11:52:34	



- 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

1.7.10.5 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](#)^[30]
- Click on the key in the key list to get the [key details](#)^[55]
- Click on the TAB [License Usage](#)^[60]

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

Home Metrics Reports Data Management Keys Administration / Setup Tom Sullivan Help Price List Logout													
Key List Edit this Number / ID / Key													
Details for this Key / ID Transactions for this Key / ID License File License Usage													
2 Used Licenses for this Key / ID													
Report													
E-mail	Customer Name	IP-Address	Version	Installation date	Host Name	Deactivate							
tom@allaboutsoftware.com	All About Software	149.172.101.170		14/01/2017 11:55:45		✗							
alisa@allaboutsoftware.com	All About Software	149.172.101.170		14/01/2017 11:52:33	mirageoffice2-pc3.fritz.box	✗							

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

License Usage for Serial Number / ID: hnGEk-5IPe6-9E7It-3tQ8X-xQU5k-6Ci4a					
The Serial Number can be used on 1 computer(s).					
The Serial Number is in use on 1 computer(s).					
Generated by:					
Tom McNamara					
04/06/2016 15:57:02					
E-mail	Customer Name	IP-Address	Version	Installation date	Host Name
	AllAbout Software Inc.	82.212.14.63	5.0	04/06/2016 15:02:10	alisaoffice.fritz.box

1.7.11 Manage Addresses

Menu item: *Data Management - Manage Addresses*

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

Use the form below to create or modify address information.

Modify Address

Company Name	AllAbout Software Inc	Company Id	
Salutation / First Name	Ryan	E-mail	ryan@allaboutsoftware.c
Last Name	Meyer	Phone 1	
Academic Title		Phone 2	
Job Title		Language	
Street Address 1	223 East 47th Street	Website	
Street Address 2		Customer Number	
ZIP Code		Newsletter 1-4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
City	New York	Product Name	
State	NY	Custom Field 1	
Country		Custom Field 2	
Created	01/11/2012 12:44:14	Modified	01/11/2012 12:55:34
Created By		Modified By	admin

Key List

Key / ID	Product Name	Module ID	Key Type	Effective Key / ID Usage	Maximum Key / ID Usage	Reseller	
niFdF-17IEF-A1I8r-9Wk7X-veMDQ-D9k8Z	Easy-Go Application for MAC	E-Learning Made Easy	Serial Number		3		
cv8mk-5IWG6-7CFHq-1Zgwe-ZeRCN-DTUC6	E-Learning made Easy	E-Learning made Easy	Serial Number		1		



- The address can only be deleted, if there are no keys / IDs assigned to this address or if there are only keys / IDs without transactions
- A key / ID can only be deleted, if there are no transactions for this key / ID

1.7.12 Manage Reseller

Menu item: *Data Management - Manage Reseller*

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

Modify Reseller

Company Name	SoftSell Inc.	Company Id	
Salutation / First Name	Mr. Charles	E-mail	charles.max@softsell.cor
Last Name	Max	Phone 1	
Academic Title		Phone 2	
Job Title		Language	English
Street Address 1	19 Bedford Place	Website	
Street Address 2		Customer Number	
ZIP Code	WC1B 5JA	Newsletter 1-4	<input checked="" type="checkbox"/>
City	London	Product Name	
State		Custom Field 1	
Country	United Kingdom	Custom Field 2	
Created	03/03/2012 12:08:03	Modified	01/11/2012 16:50:33
Created By	supervisor	Modified By	admin

Save
 Cancel
 Delete

Assign a Key / ID
 Manual Product Activation
 Create a Serial Number
 Create an Activation Key
 Copy License File

Key List

Key / ID	Product Name	Module ID	Key Type	Effective Key / ID Usage	Maximum Key / ID Usage	Customer Name	
vFbjU-27DG4-A0b6Z-4Ym7o-7di6P-CPIE4	PowerPoint Training	PowerPoint Training	Serial Number		1		
eEbJ8-27DG4-A0b66-4Ym7o-Mdi6P-CziEZ	PowerPoint Training	PowerPoint Training	Serial Number		1		

1.7.13 Manage Users

Menu item: *Data Management - Manage Users*

The administrator can manage users which have access to the Activation Server 5.



This option is only available if the user has [administrator](#)^[70] privileges.

A list of all users is displayed.

Manage Users: Manage your users Manage Activations

[New User](#)

Username	First Name	Last Name	Alias	E-mail	Administrator	Manage Activations	Administration / Setup	Create Keys	Reports	All Products	Active	Language	Last Login
demo		Demo	demo	info@mirage-systems.de	✗	✓	✗	✓	✓	✓	✓	english	11/11/2012 12:05:39
demo-ge		demo-ge	demo-ge	info@mirage-systems.de	✗	✓	✗	✓	✓	✗	✓	german	10/07/2012 15:22:56
mcm	Tom	McNamara	TM	tom.mcnamara@mirage-systems.de	✓	✓	✓	✓	✓	✗	✓	english	01/11/2012 12:32:23

Click on a user name to [modify user details](#)⁷² or click on the button [add a new user](#)⁷⁰.



to

1.7.13.1 Add new user

Press the **New User** button in the [Manage user](#)⁶⁹ list view and enter the user data.

Use the form below to create or modify user information.

login data	other data	user privileges
Last Name * <input type="text" value="McNamara"/> First Name <input type="text" value="Tom"/> Alias * <input type="text" value="TM"/> Username * <input type="text" value="mcm"/>	E-mail * <input type="text" value="mcm@allaboutsoftware.c"/> IP-Address <input type="text"/> Session Timeout in Minutes <input type="text"/> Last Login <input type="text"/> Language <input type="text" value="English"/>	<input type="checkbox"/> Administrator <input checked="" type="checkbox"/> Manage Activations <input checked="" type="checkbox"/> Administration / Setup <input checked="" type="checkbox"/> Create Keys <input checked="" type="checkbox"/> Reports <input checked="" type="checkbox"/> Active

[Save](#) [Cancel](#)

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](#)^[27]

Other Data

Details

E-mail

This E-mail address is used to resend a new password - see [Forgot your Password?](#)^[28]

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 5. 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 5 allows to specify different user permissions

Details

Administrator

- [Manage users](#)^[69]
- Right to access [Administration / Setup](#)^[97]

Data Management

- [Data Management](#)^[43] (but not manage users)

Administration / Setup:

- [Administration / Setup](#)^[97]

Create Keys

- Create [Keys](#)^[74]

Reports

Permission to browse the [Reports](#)^[41] as well as [Metrics](#)^[36]

Active

The user is active and can log into the Activation Server 5

Click on the button **Save** to save the user data. Then [assign products](#)^[72] to the user.

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



- A user can always [change his password](#)^[119] and configure [user specific settings](#)^[118] within *Administration / Setup* but has no access to the other options
- [Access to products](#)^[72] 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

1.7.13.2 Modify user details

Click on the user name you want to edit in the [Manage user](#)^[69] list view and modify the user data.

Use the form below to create or modify user information.

User Settings Change Password Customize Screen - List Views

Login Data	Other Data	User Privileges
Last Name * <input type="text" value="McNamara"/> First Name <input type="text" value="Tom"/> Alias * <input type="text" value="TM"/> Username * <input type="text" value="mcm"/>	E-mail * <input type="text" value="mcm@allaboutsoftware.x"/> IP-Address <input type="text"/> Session Timeout in Minutes <input type="text"/> Last Login <input type="text"/> Language <input type="text" value="English"/> Default product <input type="text"/>	<input type="checkbox"/> Administrator <input checked="" type="checkbox"/> Data Management <input checked="" type="checkbox"/> Administration / Setup <input checked="" type="checkbox"/> Create Keys <input checked="" type="checkbox"/> Reports <input checked="" type="checkbox"/> Active Access to products <input type="checkbox"/> All Products Individual Products

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. The user can then only access the selected products. All features like search, create keys, reports are then limited to these products.

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](#) ¹¹⁸
- Change [Password](#) ¹¹⁹
- Set values to customize the [Data Management Screen](#) ¹²⁰ screen

1.7.13.3 Delete a user

To delete a user select the button *Delete* while [editing the user data](#) ⁷².

Use the form below to create or modify user information.

User Settings

Change Password

Customize Screen - List Views

Login Data	Other Data	User Privileges
Last Name * <input type="text" value="McNamara"/> First Name <input type="text" value="Tom"/> Alias * <input type="text" value="TM"/> Username * <input type="text" value="mcm"/>	E-mail * <input type="text" value="mcm@allaboutsoftware.x"/> IP-Address <input type="text"/> Session Timeout in Minutes <input type="text"/> Last Login <input type="text"/> Language <input type="text" value="English"/> Default product <input type="text"/>	<input type="checkbox"/> Administrator <input checked="" type="checkbox"/> Data Management <input checked="" type="checkbox"/> Administration / Setup <input checked="" type="checkbox"/> Create Keys <input checked="" type="checkbox"/> Reports <input checked="" type="checkbox"/> Active Access to products <input type="checkbox"/> All Products Individual Products

Save

Cancel

Delete

Reset Password

1.7.13.4 Reset Password

To reset a password select the button *Reset Password* while [editing the user data](#)⁷². The password is now empty and the user has to select a new password after the first login.

Use the form below to create or modify user information.

User Settings

Change Password

Customize Screen - List Views

Login Data	Other Data	User Privileges
Last Name * <input type="text" value="McNamara"/> First Name <input type="text" value="Tom"/> Alias * <input type="text" value="TM"/> Username * <input type="text" value="mcm"/>	E-mail * <input type="text" value="mcm@allaboutsoftware.x"/> IP-Address <input type="text"/> Session Timeout in Minutes <input type="text"/> Last Login <input type="text"/> Language <input type="text" value="English"/> Default product <input type="text"/>	<input type="checkbox"/> Administrator <input checked="" type="checkbox"/> Data Management <input checked="" type="checkbox"/> Administration / Setup <input checked="" type="checkbox"/> Create Keys <input checked="" type="checkbox"/> Reports <input checked="" type="checkbox"/> Active Access to products <input type="checkbox"/> All Products Individual Products

Save

Cancel

Delete

Reset Password

1.7.14 Keys

Creating keys using the Activation Server 5 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 5** 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](#)⁷⁵

- [Create a Key List](#) ⁸¹

See also

[Add a key on the Activation Server 5](#) ⁸⁷

[Create an Activation Key](#) ⁹¹

[Create a Serial Number](#) ⁷⁵

[Manual Product Activation](#) ⁸²

[Create Tamper Detection Key](#) ⁹³

1.7.14.1 Create a Serial Number

Menu item: *Keys* - **Create a Serial Number**

Create a Serial Number


Basic Information for a Serial Number

Product Name

Picklist to select the product.

Registered Customer Name

You can assign a Serial Number to a customer.

Click on the icon  to search for a customer or just click on the text: *Click to select customer*

Registered Customer Name

Click to select customer 

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

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

www.registerserver.net/00000000/Lookup.aspx

+ [New Address](#)

Enter text to search... Search anywhere

Drag a column header here to group by that column

Company Name	Name	E-mail	City	Country	Customer Number

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

www.registerserver.net/00000000/Lookup.aspx

+ [New Address](#)

Enter text to search...

Drag a column header here to group by that column

Company Name	Name	E-mail	City	Country	Customer Number
		ryan@			
AllAbout Software Inc		ryan@allaboutsoftware.com		Albania	
AllAbout Software Inc		ryan@allaboutsoftware.com		Germany	
AllAbout Software Inc		ryan@allaboutsoftware.com		Germany	
AllAbout Software Inc		ryan@allaboutsoftware.com		Germany	
AllAbout Software Inc		ryan@allaboutsoftware.com		Albania	
AllAbout Software Inc		ryan@allaboutsoftware.com		United States	

Page 1 of 1 (6 items) 1 Page size: 50

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

www.registerserver.net/55604761/Lookup.aspx

+ [New Address](#)

Company Name	Name	E-mail	City	Country	Customer Number
All About Software Inc.	Alisa Jones	alisa@allaboutsoftware.com		United States	
All About Software Inc.	Ryan Meyer	ryan@allaboutsoftware.com	New York	United States	
Marc Smith					
Smart Inc.					
Smart Inc.		joe@smartinc.com		United Kingdom	

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](#)⁸². 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

Product Name *

Module ID

Registered Customer Name  

Number of days until full version expires:

Expiry Date

Number of desired Serial Numbers

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 than 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](#)⁹¹.



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](#)^[81]

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](#)^[55] 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](#)^[108] 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 . You can also add a new reseller by clicking on **New Address**.


* you can search for customers by first name, last name, company name, email address or customer number



 **New Address**

Company Name	Name	E-mail	City	Country	Customer Number
Software Distribution Inc					

Note

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

Generate key details

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

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

Generating a Serial Number

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

The key is displayed in the bottom left corner.

Serial Number

qEcXP-37T9B-94I9t-3Yn7Q-4fn3N-2m8Dt

Create Key



The key has a hyperlink to directly navigate to the [Key Details](#)^[55] page and change settings.

- Click on the button [Create Key List](#)^[81] to save all keys in a text file.
- Click on the button **Cancel** to leave this screen without saving any data

Video - Creating Serial Numbers

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



1.7.14.1.1 Key List / Save keys in a file

If you have only a few installations to manage, it is sufficient to generate the Serial Number on a one-by-one basis manually. In case of a large volume delivery like hundreds of CD's, a key list is necessary. The key list file would then be sent to the CD duplication company. Online Shops that do not support an integrated generator often support the upload of a key list.

Number of desired Serial Numbers

Select how many keys should be generated. If you have more than 25 keys, then use the button **Create Key List**. It will save all keys in a **text file** which is automatically downloaded. The name of the text file is: **product name-keylist.txt**. If the product has modules, the module name is included in the file name.

Sample:

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



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

1.7.14.2 Manual Product Activation / Create Unlock Key

Menu item: **Keys - Manual Product Activation**





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

To create an Unlock Key you need at least:

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

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	
Module ID *	E-Learning Made Ei	
Customer Name	AllAbout Software Inc	 
Serial Number / ID *	niFdF-17IEF-A1I8r-9Wk	
Registered Customer Name *	AllAbout Software Inc	
Activation done by	E-Mail	
OEM Name	<input type="text"/>	
E-mail	<input type="text"/>	
Reseller	<input type="text"/>	
Version	<input type="text"/>	
Note	<input type="text"/>	
Copy Protection	<input checked="" type="checkbox"/>	

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 [<lsSerial>](#)²¹⁸.

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  [New Address](#)

* you can search for customers with firstname, lastname, company or customer number

New Address

Company Name	Name	Customer Number
AllAbout Software Inc	Ryan Meyer	
Marc Smith		
Smart Inc		

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.

* you can search for keys with a key substring or customer information like firstname, lastname, company or customer number

Product Name

Easy-Go Application for MAC

☐ All Keys
 ☒ Unused Keys

Key / ID	Product Name	Module ID	Company Name	Reseller	Effective Key / ID Usage	Maximum Key / ID Usage
niFdF-17IEF-A1I8r-9Wk7X- vemDQ-D9k87	Easy-Go Application for MAC	E-Learning Made Easy	AllAbout Software Inc			3

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 protection.

Installation Code / Hardware IDs

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

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

Installation Codes (Hardware IDs)

You have to specify at least one of the red marked installation codes.
Any further installation codes, required for reactivation, are optional.

If you want to use reactivation, type in at least 3 installation codes.

insert instcode(s) here...

1	Volume Id	<input type="text"/>
2	MAC Address	<input type="text"/>
3	Hostname	<input type="text"/>
4	NetBIOS Name	<input type="text"/>
5	Volume Id + Path	<input type="text"/>
6	MAC Address + Path	<input type="text"/>
7	IP Address	<input type="text"/>
8	Code 1,2,3 + Path	<input type="text"/>
9	Code 1,2,3	<input type="text"/>
10	Hostname + Path	<input type="text"/>
11	USB-Stick	<input type="text"/>
12	Windows Domain	<input type="text"/>
13	System ID	<input type="text"/>
14	MAC System ID	<input type="text"/>

Example one - reactivation with any 3 IDs

You have to specify at least one of the red marked installation codes.

If you want to allow reactivation, type in the installation codes in all fields which are marked blue.

Type in the Hardware IDs / Installation Codes here...

1	Volume ID	<input type="text"/>
2	MAC Address	<input type="text"/>
3	Hostname	<input type="text"/>
4	NetBIOS Name	<input type="text"/>
5	Volume ID + Path	<input type="text"/>
6	MAC Address + Path	<input type="text"/>
7	IP Address	<input type="text"/>
8	Code 1,2,3 + Path	<input type="text"/>
9	Code 1,2,3	<input type="text"/>
10	Hostname + Path	<input type="text"/>
11	USB-Stick	<input type="text"/>
12	Windows Domain	<input type="text"/>
13	System ID	<input type="text"/>
14	MAC System ID	<input type="text"/>

Example 2 - reactivation code indicated with blue bar

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.

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

The key is displayed in the bottom left corner.

Unlock Key

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

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



You can automate the E-mail activation process using the [E-mail Activator Service](#) ¹⁹⁶

See also

[Create Unlock Key using E-Mail Activator Service](#) ¹⁹⁶

1.7.14.2.1 Create Unlock Key using E-Mail Activator Service

Activation Requests by E-Mail can be automatically replied.

Details see [E-Mail Activator Service](#) ¹⁹⁶

1.7.14.3 Add a key on the Activation Server

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

Home Metrics Reports Data Management Keys Administration / Setup
supervisor He

Add a Key on the Activation Server Save a single Activation Key or ID

This page allows you to save an Activation Key or ID. This is necessary if default parameters like Maximum Usage are to 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.

Save a single Activation Key or ID

Product Name: Easy-Go Application for MAC

Key Type: Serial Number / ID / Product Act

Module ID: E-Learning Made Easy (QHD001

Key / ID:

Is Locked:

Maximum Key / ID usage:

Regular license verification (days):

External Group:

External ID:

Registered Customer Name: Click to select customer

Reseller: Click to select reseller

Note:

Save Save and display key details Cancel

Add a key on the Activation Server

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

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



If you create a key using the Activation Server 5, you can **create and save the key in one step** - use [Create An Activation Key](#)^[91], [Create a Serial Number](#)^[75]

☐ 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](#)²⁷ 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 field which can be used to link to another database like CRM or ERP system.

External ID

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

External ID

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

Note

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

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

Click on the button **Save and Display data** to store the key and display detail information - screen [Edit an Activation](#) ⁵⁵

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



If you need to add multiple keys, use the [Import](#) ¹⁰⁰ option

1.7.14.4 Create an Activation Key

Menu item: **Keys - Create an Activation Key**

Create an Activation Key

standard

=Required

Product Name:

Module ID:

Installation Codes (Hardware IDs):

Number of Computers:

Number of days to evaluate:

Expiry Date:

Online validation required:

Store Key in Activation Server

demo-easygo

Main Module of EasyGo Demo (QHD001)

Without Copy Protectio

1

☐

☐

[Create Key](#)

[Cancel](#)

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.

This 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 5 before it is applied. It is stored in the database. If the Activation Server 5 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 5.



You can configure, that this option is always enabled and the user cannot uncheck the option - see option [<StoreKey>](#) ²²⁰

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  **Cancel** to leave this screen without saving any data

1.7.14.5 Create Tamper Detection Key

Menu item: *Keys - Tamper Detection*

Create a key to turn tamper detection on or off

Tamper Detection

Switch the Tamper Detection on/off or reset it

Use this page to switch the Tamper Detection on/off or reset it

Tamper Detection

Product Name *

Installation Code (Hardware ID)

Unlimited Installations ☐

Tamper Detection

Online validation required ☐

Create Key
Cancel

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



Use *Online validation required* to ensure, that the key cannot be used on multiple PCs
Uncheck *Unlimited installation* to ensure, that the key cannot be used twice on the same license file

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

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

For more details about Tamper Detection check the main online help of All-In-One Protector.

1.7.14.6 Create Keys by an external applications

External applications like a shop system or ERP / CRM system can create any type of keys using an http request to the Activation Server 5.



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](#).^[121]

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.

<http://www.registerserver.net/lptest/lpweb/KeyGenerator.aspx?>

Part 2 - Parameters to specify the key details

* = required parameters

Parameter	Values	Example	Remark
projectname *	project name from the project template	demo-easygo	
entrykey			
instcode			
instcodetype			
requesttype *	1 = activate module, 2 = create a Serial Number or Unlock Key, 3 = create an Activation Key	2	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			
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			

Parameter	Values	Example	Remark
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
additionalKeyValueFixed	true Default: false	true	true = overwrite existing value in the license file using the value from additionalKeyValue false = add 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 Default: false	true	true = overwrite 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	true / false	false	serial number: Must be false
demoversion	true / false	false	
regularLicenseChecks	true / false		

Parameter	Values	Example	Remark
unlimitInstallations	true / false	true	serial number: Must be true
activationState	0 = none, 1 = required, 2 = done, 3 = erroneous		serial number: Must be 1
isSerianumber	true / false	true	serial number: Must be true
typeofrequest *	1 = check key 2 = activate 3 = acknowledge 4 = check licence 5 = deactivate licence 6 = send customer info 21 = serial number 22 = product deactivated 31 = initialize licence	2	serial number: Must be 2 Activation Key: Must be 3
password	Password - see security settings	ycnsjldsd78z9h	highly recommended to use a password



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

Example URL

The URL below creates a **Serial Number** ⁷⁵

<https://www.registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demo-easygo-40&entrykey=&instcodetype=&instcode=&requesttype=2&moduleid=QHD001&customername=AllAbout%20Software%20Inc&email=&oemname=&allkeys=true&additionaldays=&additionallicenses=1&externalgroup=&externalid=&reseller=&numberofkeys=1&maxtries=&storeindb=true&islocked=&additionalKeyValue=&additionalKeyValueFixed=&expiryDate=&numberOfDays=&numberOfDaysFixed=&onlineValidationRequired=&demonversion=®ularLicenseChecks=&unlimitInstallations=true&activationState=1&isSerialnumber=true&typeofrequest=2>

The URL creates an **Unlock Key** ⁸²

<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=QHD001&customername=Smart Inc.&email=tom.hanks@smartinc.com&oemname=mycompany&allkeys=true&password=ycnsjldsd78z9h>

More details about Unlock Key generation

The URL creates an [Activation Key](#)^[91]

<https://www.registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demo-easygo-40&entrykey=&instcodetype=&instcode=&requesttype=3&moduleid=QHD001&customername=AllAbout%20Software%20Inc&email=&oemname=&allkeys=true&additionaldays=&additionallicenses=1&externalgroup=&externalid=&reseller=&numberofkeys=1&maxtries=&storeindb=true&islocked=&additionalKeyValue=&additionalKeyValueFixed=&expiryDate=&numberOfDays=&numberOfDaysFixed=&onlineValidationRequired=on&demosversion=no®ularLicenseChecks=&unlimitInstallations=true&activationState=done&isSerialnumber=false&typeofrequest=3&password=ycnsjlds d78z9h>

URL encoding

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

[Example how to encode a URL](#)

Help to create the URL

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

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

1.7.15 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](#)^[74]
- [Download Database Backup](#)^[231]
- [Download Server Log file](#)^[100]
- [Import data](#)^[100]
- [E-Mail Settings](#)^[104]
- [E-Mail Configuration](#)^[104]
- [Product Configuration](#)^[114]
- [Product Upload](#)^[114]
- [Manage Users](#)^[69]
- [Configure User Settings](#)^[117]
- [Security Settings](#)^[121]
- [Restart Activation Server](#)^[125]

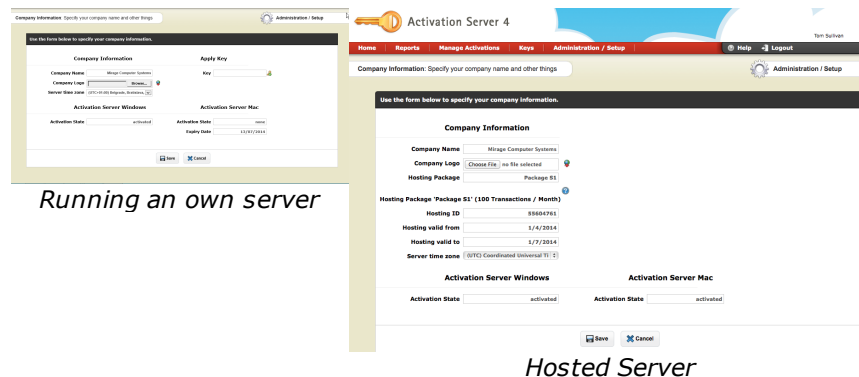


Only available with [administrator permission](#)^[71].

1.7.15.1 Company Information

Menu item: *Administration / Setup* - **Company Information**

This screen allows you to customize the layout with your logo and to activate the license of your Activation Server 5. Depending if you run your own server or if you are a hosting customer the information on the screen is different.



Company Logo

Select an image and upload it using the button .

Hosting Information

Hosting Package: Your hosting package and the included [transactions](#)^[21] 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](#)^[33].

Server time zone

Time zone of your server. This is the time zone which is configured in the database server and the time used to store the data. The time zone to view the data can be configured [per user](#)^[119].

Activation Server Windows and Mac

After the installation, the Activation Server 5 is in a time limited trial mode. If you bought the Activation Server 5, you got a **Serial Number** either for the Windows or MAC version. As long as the license is not activated, you get a reminder message below the navigation toolbar.

Activate License'."/>

- Type in the Serial Number in the field: **Apply Key** and click on to activate the license and press the button **Save**

- 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.

1.7.15.2 Download Server Log file

Menu item: *Administration / Setup* - **Download Server Log File**

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

1.7.15.3 Import

Menu item: *Administration / Setup* - **Import**

Use this functionality to import a Serial Numbers / IDs or Activation Keys in a batch process from a CSV file into the Activation Server 5. It is only necessary if you want to **restrict keys or activation to records, which must be preloaded** on the Activation Server 5 or if you want to lock keys, which have not been used.

- Import a list of [Activation Keys](#)¹⁰¹
- Import a list of [Serial Numbers / IDs](#)¹⁰²
- Import one [single Serial Number / ID or Activation Key](#)¹⁰⁴

1.7.15.3.1 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 **Entrykey**.^[24] You can additionally import a status for each key: **IsLocked**, **MaxTries** (= **Maximum Key / ID Usage**^[25]), **CheckLicenceDays**, **ExternalGroup** and **ExternalID**. ExternalGroup and ExternalID are reference fields for your internal use, e.g. to map the record to a CRM system.

Entrykey

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

XXc46-64Dn4-8EH9P-FW6D0-YhIBO-0niEI

u5c4v-64Dn4-8EH9r-FW6D0-RhIBO-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](#)^[228]
- 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



Administration / Setup

Use this functionality to import data from a csv-file.

Fields available for import are: ModuleID, Entrykey*, IsLocked, MaxTries, CheckLicenceDays, ExternalGroup and ExternalID.

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



Import

Required Information

Product Name:

Importlist Type:

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](#)^[225] how to configure this feature.

All imported keys can be viewed within [Data Management](#)^[43], select [Key List](#)^[54]. As *Created Date*, the date of the import is used.

1.7.15.3.2 Import a list of Serial Numbers / IDs

To import a list of Serial Numbers / IDs, you need a valid CSV file (separator = ;) with Serial Numbers and as a column heading [Module ID](#)^[25] and [Entrykey](#)^[24]. You can additionally import a status for each key: ***IsLocked***, ***MaxTries*** (= [Maximum Key / ID Usage](#)^[25]), ***CheckLicenceDays***, ***ExternalGroup*** and ***ExternalID***. ExternalGroup and ExternalID are reference fields for your internal use, e.g. to map the record to a CRM system.

The EntryKey is the criteria you use during product activation as the unique ID and this criterion is checked if it exists on Activation Server 5.

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



Administration / Setup

Use this functionality to import data from a csv-file.

Fields available for import are: ModuleID*, Entrykey*, IsLocked, MaxTries, CheckLicenceDays, Ex

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



Import

Product Name:

Importlist Type:

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](#)²²⁸
- 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](#)²²⁶ to configure this feature.

All imported keys can be viewed within [Data Management](#)^[43], select [Key List](#)^[54]. As *Created Date*, the date of the import is used.

1.7.15.3.3 Import one single Serial Number or Key

To import just one single Serial Number or Activation Key, use [Add a Key on the Activation Server](#)^[87].

1.7.15.4 E-mail Settings

Menu item: *Administration / Setup - E-Mail Settings*

If a users forgets his password, the Activation Server 5 can automatically send out a new password. See option: [Forgot your Password](#)^[28]?

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



E-mail settings

SMTP Servername:	<input type="text" value="smtp.myserver.de"/>
Server Port number:	<input type="text"/>
Account:	<input type="text" value="admin@registerserver.net"/>
Password:	<input type="password" value="••••••••••"/>
Address of sender:	<input type="text" value="admin@registerserver.net"/>

[Save](#) [Cancel](#)



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

1.7.15.5 E-Mail Configuration

Menu item: *Administration / Setup - E-Mail Configuration*

Hosting customers can download the tool to configure the automatic E-Mail response for activation by e-mail. For configuration details see chapter: [Configuration of the E-Mail Activator Service](#).¹⁹⁷



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

1.7.15.6 Product Configuration

Menu item: *Administration / Setup - Product Configuration*

Use this page to configure your products.


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

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



Be careful when changing values as same values have instant impact on product activations. After changing a value, you have to [Restart the Activation Server](#).¹²⁵

Basic Settings

Basic Settings			
Select Product	All-In-One Protector 6 - Office Files	Product ID	Office-Files201411161553
Product Name	All-In-One Protector 6 - Office Files	Maximum time difference between server / customer PC in minutes	1440
Windows project	<input checked="" type="checkbox"/>	MAC project	<input type="checkbox"/>
Project Password	Office-Files201411161553 		

Product Name

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

Windows project

This project is configured for All-In-One Protector Windows files.

MAC project

This project is configured for All-In-One Protector MAC files.

A project can share settings and keys for Windows and macOS - details see [configure a MAC project](#) ¹¹²

Maximum time difference between server / customer PC in minutes

Every connection to the Activation Server 5 compares the server time with the time on the local computer. If the time on the local computer is different (e.g. the user turned back the system date) the activation will fail.

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

Project Password

The project password is used to encrypt the connection to the Activation Server 5. It has to be set in the Windows and MAC project template. If no password is set, then a default password is used.

The minimum length is 20 characters



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

Settings for Product Activation

Settings for Product Activation

Regular license verification (days)

Rule for mapping addresses An activation updates existing address v

Allow new installation/reactivation ☒

Flag as abusive usage after number of errors

Ignore single user IDs for reactivation ☐

Selected IDs for initial activation					Available IDs for initial activation						
13	5				1	2	3	4	6	7	8
					9	10	11	12	14		

Selected IDs for reactivation		Available IDs for reactivation							
2		1	3	4	5	6	7	8	
		9	10	11	12	13			
		14							

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](#)^[65] even after the product was activated.

Rule for mapping addresses

Define the rule how existing address information is updated.


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

Flag as abusive usage after number of errors

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

However a key usage which results in an error like *key was already used* will generate an unknown error (code 16384). The idea is that the Activation Server 5 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](#)^[55] 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](#)^[55].

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](#)^[111]

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](#)^[111]

Settings for Keys / ID

Settings for Keys / IDs

<p>Always save a key <input checked="" type="checkbox"/></p> <p>Maximum Serial Number / ID usage (how often can a Serial Number / ID be used) <input style="width: 150px;" type="text" value="1"/></p> <p>Validate Serial Number/ID <input checked="" type="checkbox"/></p> <p>Serial Number/ID has to be saved before it can be used <input type="checkbox"/></p> <p>Serial Number Type Default</p>	<p>Maximum Activation Key usage <input style="width: 150px;" type="text" value="1"/></p> <p>Validate Activation Keys <input checked="" type="checkbox"/></p>
--	--

Always save a key

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

Maximum Serial Number / ID usage

Defines the default value how often a **Serial Number / ID** can be used. The value can be changed for each Serial / Number either when [creating](#)^[75] a Serial Number / ID or by [editing](#)^[55] 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](#)^[91] a Activation Key or by [editing](#)^[55] the Activation Key.

Validate Serial Number / ID

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

Validate Activation Keys

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

Serial Number has to be saved before it can be used

Check this option if an key / ID should only be accepted, when it is stored in the Activation Server 5 database. This is e.g. required for the MAC version or if you use own custom keys. This option also allows to [lock a key](#)^[65] before it is used. If you want to use this option, create keys using the Activation Server 5. As an alternative, [key lists can be imported](#)^[100].

Serial Number Type

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

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

Default

The All-In-One Protector key structure is used. Only change that value if you enabled in the project.

Digits

The keys will only include digits 0 to 9

Lower case

The keys will only include lower case characters

Upper case

The keys will only include upper case characters

Lower case and digits

The keys will include lower case characters and digits

Upper case and digits

The keys will include upper case characters and digits

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

Settings for Keys / IDs			
Always save a key	<input checked="" type="checkbox"/>		
Maximum Serial Number / ID usage (how often can a Serial Number / ID be used)	<input type="text" value="1"/>	Maximum Activation Key usage	<input type="text" value="1"/>
Validate Serial Number/ID	<input checked="" type="checkbox"/>	Validate Activation Keys	<input checked="" type="checkbox"/>
Serial Number/ID has to be saved before it can be used	<input checked="" type="checkbox"/>		
Serial Number Type	<input type="text" value="Lower Case"/>		
Delimiter Symbol	<input type="text" value="-"/>	Length of the Serial Number	<input type="text" value="20"/>
Delimiter Symbol position	<input type="text" value="4"/>	Expires after Days	<input type="text" value="0"/>
Only valid for version	<input type="text"/>	Default License Information	<input type="text"/>

Delimiter Symbol

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

Delimiter Symbol position

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

Only valid for version

Option not yet supported

Length of the Serial Number

Defines the length of the Serial Number **without** delimiter symbols

Expires after Days

Option not yet supported

Default License Information

Option not yet supported

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

cbim-raxg-nsul-tvcq-ijln

Settings for License Files

Settings for License Files	
Allow multiple license files per ID	<input checked="" type="checkbox"/>
License file upload overwrites server license file	<input type="checkbox"/>
License file default name	<input type="text" value="myapp5"/>

This feature is only available for License Protector Windows. Check the software development SDK how to use the options.
The license file administration is available in the menu Data Management, *License file*

Allow multiple license files per ID

Multiple license files can be uploaded per ID

License file upload overwrites server license file

- If checked, the license file on the Activation Server 5 would always be overwritten
- If unchecked, the license file on the Activation Server 5 would not be overwritten if changes had been made since the last license file download

License file default name

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

1.7.15.6.1 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 [All-In-One Protector](#).

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.

Selected IDs for initial activation		Available IDs for initial activation				
13	4	1	2	3	5	6
		7	8	9	10	11
		12	14			

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.

Selected IDs for reactivation	Available IDs for reactivation
2	1 3 4 5 6
	7 8 9 10 11
	12 13 14

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

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 MinIdenticalInstcodes.

1.7.15.6.2 Configure a MAC project

In case All-In-One Protector is used for macOS protection, additional project settings are required.

Select if a project should be valid for

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

Basic Settings

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

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**

Selected IDs for initial activation	Available IDs for initial activation	Selected IDs for reactivation	Available IDs for reactivation
14	1 2 3 4 5 6 7 8 9 10 11 12 13	14	1 2 3 4 5 6 7 8 9 10 11 12 13

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

MAC and Windows project

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

Selected IDs for initial activation	Available IDs for initial activation	Selected IDs for reactivation	Available IDs for reactivation
13	1 2 3 4 5 6 7 8 9 10 11 12 14	13	1 2 3 4 5 6 7 8 9 10 11 12 14

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

Additional settings for MAC projects

MAC projects require additional settings.

Additional configuration settings for MAC OS

Project Password	Maximum number for reinstallations	3
Check an installation and protocol it	<input checked="" type="checkbox"/>	Only allow an installation for pre-saved MAC hardware IDs	<input type="checkbox"/>

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 5.

Check an installation and protocol it

The default is that each new installation is logged on the the Activation Server 5 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 5 before an installation can be done.

1.7.15.7 Product Upload

Menu item: *Administration / Setup - Product Upload*

If a new product is available, you have to upload it to the Activation Server 5. Without uploading the product a product activation would not be possible. This option is available

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

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

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

To upload the files 4 steps are required.

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

Product Upload Use this option to upload configuration files for new products. Then restart the Activation Server to make changes in configuration files take effect.

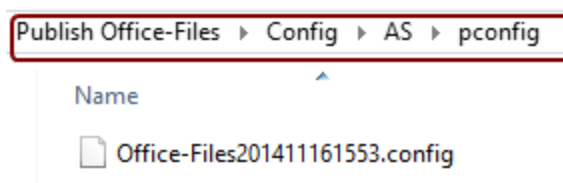
Use this option to upload configuration files for new products. Then restart the Activation Server to make changes in configuration files take effect.

Step 1 Upload product configuration file (extension .config) which can be found in the folder: Web Activation Server\pconfig .

pconfig configuration file

Click on the button: *Select configuration file to upload*

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



Select the file in this folder.

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

Product Upload Use this option to upload configuration files for new products. Then restart the Activation Server to make changes in configuration files take effect.

Use this option to upload configuration files for new products. Then restart the Activation Server to make changes in configuration files take effect.

Step 1 Upload product configuration file (extension .config) which can be found in the folder: Web Activation Server\pconfig .

pconfig configuration file

[Office-Files201411161553.config](#)

Step 2 Upload config-activationserver xml file which can be found in the folder: Web Activation Server\alg .

config-activationserver x

Click on the button: *Select configuration file to upload*

Navigate to the subfolder **\alg**

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

▶ as ▶ alg

Name

☐ ASconfig Office-Files201411161553.xml

☐ Office-Files201411161553.xml

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

Product Upload Use this option to upload configuration files for new products. Then restart the Activation Server to make changes in configuration files take effect.

Use this option to upload configuration files for new products. Then restart the Activation Server to make changes in configuration files take effect.

Step 1 Upload product configuration file (extension .config) which can be found in the folder: Web Activation Server\pconfig .

pconfig configuration file

[Office-Files201411161553.config](#)

Step 2 Upload config-activationserver xml file which can be found in the folder: Web Activation Server\alg .

config-activationserver x

[ASconfig-Office-Files201411161553.xml](#)

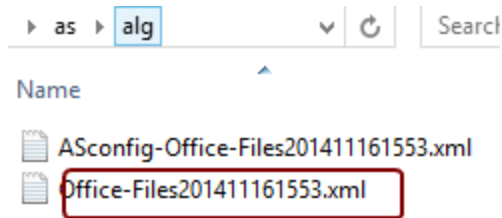
Step 3 Upload product xml file which can be found in the folder: Web Activation Server\alg

product xml file

Click on the button: *Select configuration file to upload*

Navigate to the subfolder **\alg**

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



Once the final file was uploaded proceed with step 4 and click on the button: **Restart Activation Server**

1.7.15.8 User Settings

Menu item: *Administration / Setup* - **User Settings**

Define user specific settings:

- General [settings](#) ¹¹⁸
- Change [Password](#) ¹¹⁹
- Customize [List Views](#) ¹²⁰

Home
Metrics
Reports ▼
Data Management ▼
Keys ▼
Administration / Setup ▼

User Settings
Modify user specific settings and change password

This page allows to specify global settings for the Activation Server

User Settings

Date Format *
English: 24/6/2017

Items per Page *
50

Language *
English

Default product

Default view - time period
last 6 months

Default TAB
Extended View

Time Zone
(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

1.7.15.8.1 User specific settings

Each user can customize settings for reports and also the data he wants to have in lists and reports

Home
Metrics
Reports ▼
Data Management ▼
Keys ▼
Administration / Setup ▼

User Settings
Modify user specific settings and change password

This page allows to specify global settings for the Activation Server

User Settings

Date Format * English: 24/6/2017

Items per Page * 50

Language * English

Default product

Default view - time period last 6 months

Default TAB Extended View

Time Zone (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

- Date Format which is used in lists and reports
- Items per Page for the list view [Transactions](#)^[43] and [Key List](#)^[54]
- 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 [assigned to the user](#)^[73], are available in the list.
- **Default view - time period**. Define the **default** period for the [transaction list](#)^[46], [key list](#)^[54] and [reports](#)^[41]. Limiting the view is necessary in case there are more than 10.0000 transactions per month to speed up list views
- **Default TAB** - *Extended View* offers all available data but is slower. If you have more than 50.000 transactions use *Basic View*. This will speed up the loading of the data and you can select the TAB *Extended View* in case you need more information. These TABs are available in some views like Key List or Transactions.
- **Time Zone** - the data is stored in the [time zone of the server](#)^[98]. To view all data in your own time zone select your time zone in the list.

1.7.15.8.2 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.

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

Administration / Setup

Please enter and verify a new password below.

User SettingsCustomize Screen - Manage Activations

Remember that your new password

- must be at least 5 characters long
- and must not be identical with or contain your username

Change Your Password

Username *demo-en

Old Password *

New Password *

Verify New Password *

Save

Cancel

1.7.15.8.3 Customize List Views

Each user can customize *List Views* by selecting the fields which should be displayed:

- [Key List](#)⁵⁴
- [Transactions](#)⁴⁶

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

Administration / Setup

Customize Screen - Manage Activations: This page allows you to specify the fields for lists which are displayed within the m

User SettingsChange Password

This page allows you to specify the fields for lists which are displayed within the menu option 'Manage Activations'.

Screen: Key List

Regular license check (days)	External Group	Is Locked	Maximum Key / ID usage	Product Name
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Key / ID	External ID	Key Type	Module ID	Effective Key / ID usage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Name	E-mail	Created	Reseller	Country
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Screen: Activation Requests

Customer Name	File Date	License ID	OEM Name	Request Type
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E-mail	File Version	Licence Protector Version	Product Name	Result
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Key / ID	IP-Address	Module ID	Request Date/Time	Run No
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reseller	Version	Activation done by		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

General

Show module name instead of Module ID

☒

Save

Cancel

1.7.15.9 Security Settings

Menu item: *Administration / Setup - Security Settings*

The Activation Server 5 allows to create keys through by an [external application](#)^[93] or through a web page. To ensure, that keys can be generated only from authorized web sites, you can either specify IP addresses (recommended) or a password. The settings apply to all pages which generates keys, e.g. Unlock Keys.

You can make some security settings here.

Activation through Website	Key Generator Settings:	Address Information Settings:
Restrict to IP Address <input type="text" value="127.0.0.1;215.654.25.4"/>	<input checked="" type="checkbox"/> Limit request to <input type="text" value="100"/>	<input checked="" type="checkbox"/> Limit request to <input type="text" value="5"/>
Password <input type="password" value="****"/>	Requests every <input type="text" value="5"/> <small>hours</small>	Requests every <input type="text" value="1"/> <small>minutes</small>
	<input checked="" type="checkbox"/> HTTPS only	
	Password <input type="text"/>	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

Restrict to IP Address

This setting is relevant if you allow key generations by [external applications](#)^[93] like [shop systems](#)^[121].

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

Wildcards for sub networks are supported: 192.168.178.*

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

HTTPS only

Only allows https connections when creating keys [external applications](#)^[93] like [shop systems](#)^[121].

1.7.15.10 Shop Configuration

Menu item: *Administration / Setup - Shop Configuration*

This option allows key generation for some selected e-commerce providers. If your provider is not listed here, you can always use the [web service for key generation](#)^[93]. You can create Serial Numbers and Activation Keys but not special keys like [Unlock Keys](#)^[82].

Shop Configuration: Configure key generation for e-commerce systems

Use this page to configure the selected product

Product settings	Select a Shop ID to modify settings
Online Shop * <input type="text" value="cleverbridge advanced e-commerce"/>	<input type="text" value="33322"/>
Product Name * <input type="text" value="Easy-Go Application"/>	<input type="button" value="New Shop Product"/>
Module ID * <input type="text" value="E-Learning Made Easy (QHD001)"/>	
Shop ID * <input type="text" value="92837"/>	
Valid number of days <input type="text"/>	
Expiry Date <input type="text"/>	
Network license <input type="checkbox"/>	
Single user license * <input type="text" value="One key per order"/>	

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 definition whether the module is a time limited full version (subscription) or a perpetual license. For more details see [Create a Serial Number](#)^[75].

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](#)^[79] 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.

Product settings

Online Shop * cleverbridge advanced e-commerce

Product Name * Easy-Go Application

Module ID * E-Learning Made Easy (QHD001)

Shop ID *

Valid number of days

Expiry Date

Network license ☐

Single user license *

Select a Shop ID to modify settings

92837
33322

Select a Shop ID to change settings



Keys created through a shop are displayed in the field **Created** with the user name: *Web*

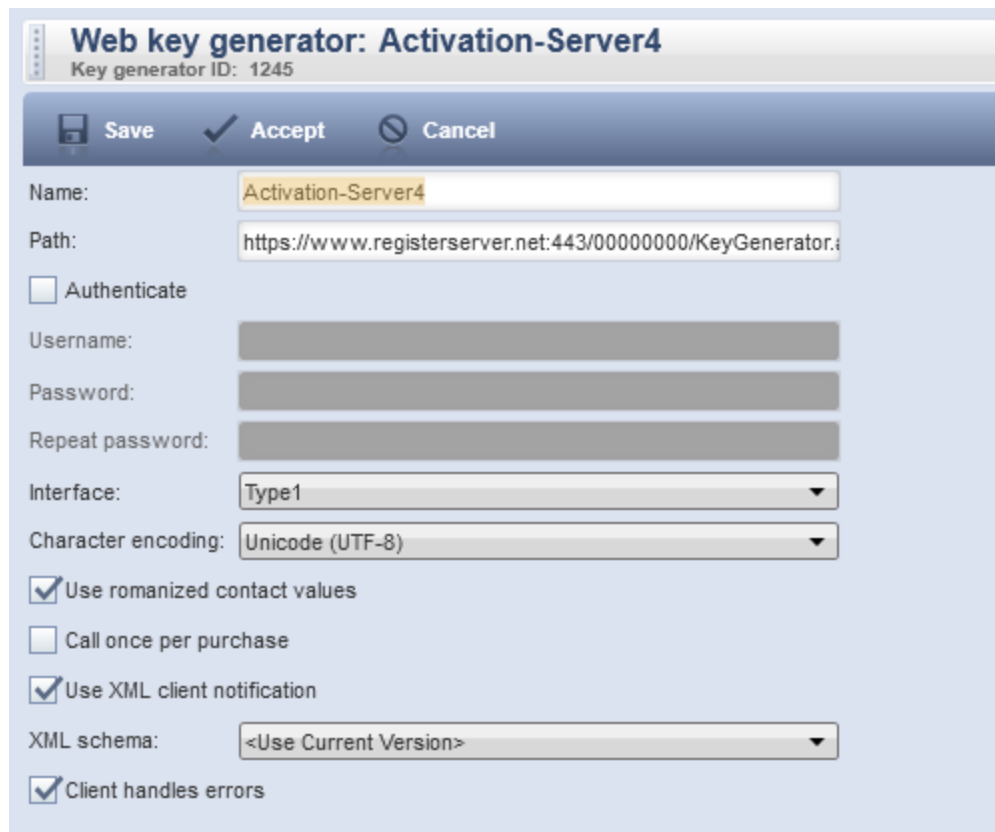
Created 12.09.2013 13:21:33 Web Service

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

The configuration setup is explained for each supported shop system.

Cleverbridge

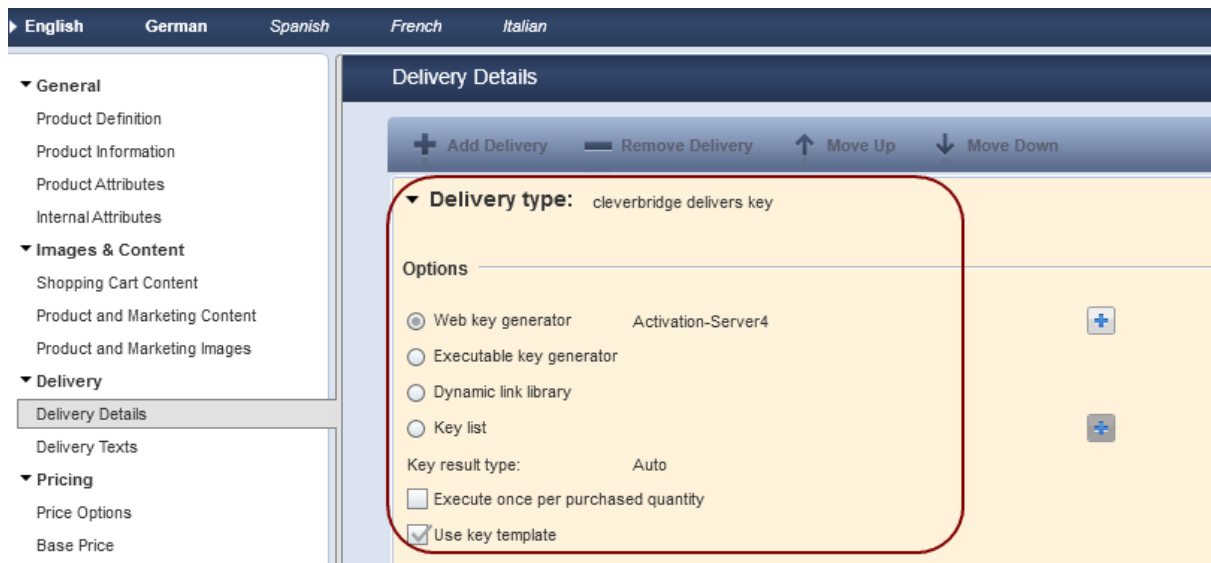
Add a key generator (Products & Marketing / Key Generators) with exactly the same settings you find in the screenshot below. The link in the field path: is the URL you created in [Step 1 - Retrieve Shop URL](#) ¹²²



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.

</p>

<p>

The serial number key is: <Key>

</p>

<p>

Start the application and select: I have a serial number and I want to activate <i>Licence Protector</i>. 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.

</p>

<p>

If you don't have an Internet connection use the option: <i>You can also request an Unlock Key by E-Mail.</i>

</p>

<p>

1.7.15.11 Restart Activation Server

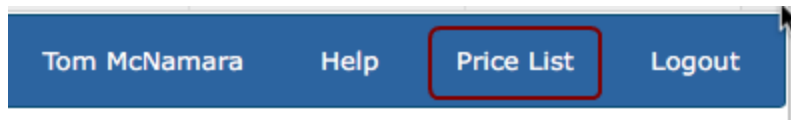
Menu item: *Administration / Setup - Restart Activation Server*

After making any [configuration changes](#)^[210], you have to restart the Activation Server. Without restarting the service the configuration changes would not work for some time because the Web Server caches files.

1.7.16 Price List

Menu item: **Price List**

The hosting service is available for a fee. The price list can be accessed in the menu.



The billing is done depending on the number of transactions.

Every usage of an [Serial Number](#)^[27], [Activation Key](#)^[21] or any other connection to the Activation Server 5 (like move a license) creates a record in the database - this is a **Transaction**.

Even if the request fails, an error is recorded.

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

What would create an additional Transaction?

- A user reinstalls the software and uses the Activation Key again. If this reinstallation is working or would create an error is defined in the [product reactivation](#)^[26] 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](#)^[25] usage settings
- A regular online check, e.g. license check every 30 days
- A license transfer
- A license file upload or download
- [Metric data](#)^[36]

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

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

1.7.17 Part II - Installation and Configuration

Part II covers the [installation](#)^[127] of the Activation Server 5 and [configuration](#)^[210] as well as a [How TOs](#)^[225] and FAQ.

If you are using the Mirage Hosting service, no installation is required.

1.7.17.1 Installation of the Activation Server

This is a step by step guide to install the Activation Server 5.

The MSI Installer package checks if all necessary system requirements like IIS, ASP.NET are available, creates the database and configures the Activation Server 5

If you are using the Mirage Hosting service, then the installation is already done. See chapter [Mirage Hosting Service](#)^[230].

To install updates on an already running Activation Server 5 see chapter [Install Updates](#)^[171]

1. [System Requirements](#)^[127] and installation of required Windows components
2. [Install Activation Server 5](#)^[135]
3. [First Login](#)^[167]
4. [Activate license](#)^[169]
5. [Install FTP Server](#)^[176]
6. [Perform System Check](#)^[177] (only in case of errors)



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

1.7.17.1.1 Step 1 - System Requirements

The Activation Server 5 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, 7 or 8**)
- **.NET 3.5 and 4.5**
- **ASP.NET 4.5**
- [ASP.NET Ajax Extension](#)^[189] (automatically installed)
- [Open XML SDK](#)^[189] (automatically installed)
- [Microsoft SQL Server](#)^[147] 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.

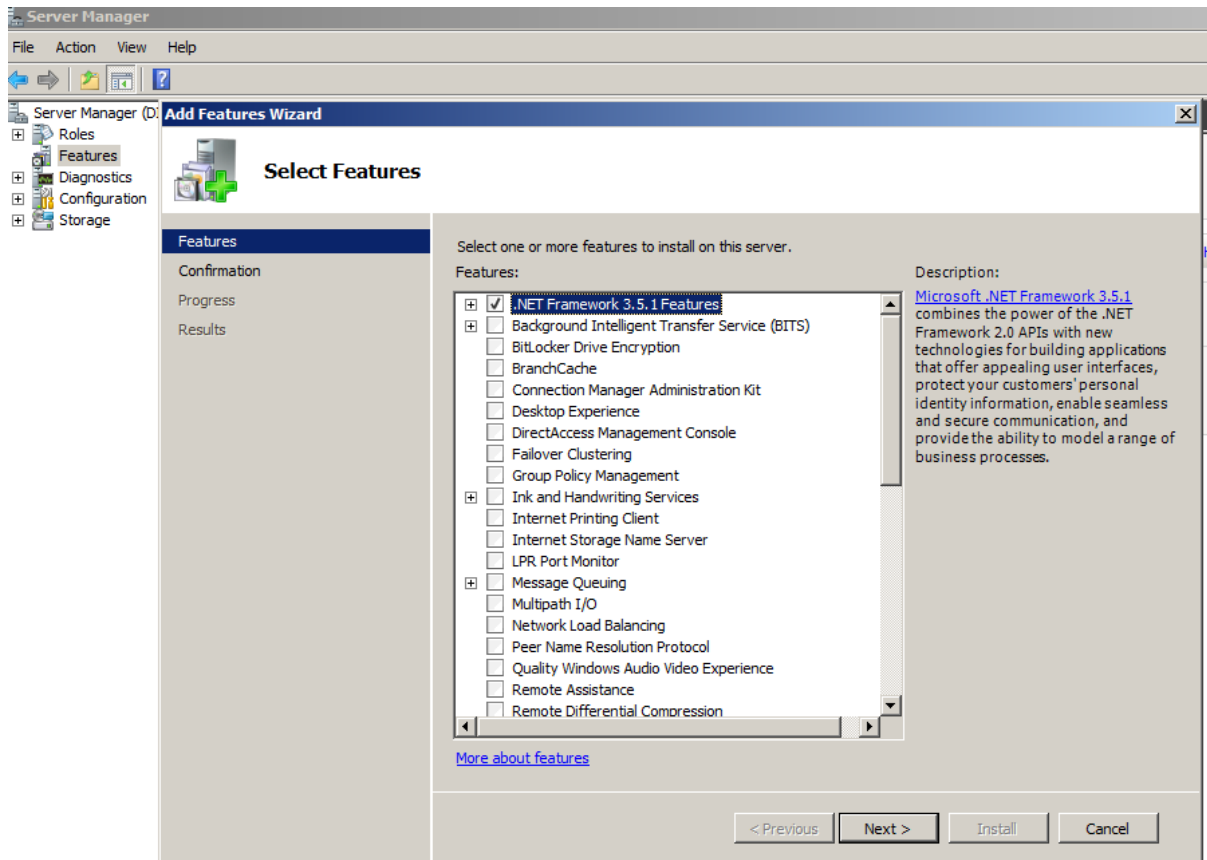
If you have multiple websites running on the same server, a good idea is to create a subdomain for the Activation Server 5.

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)

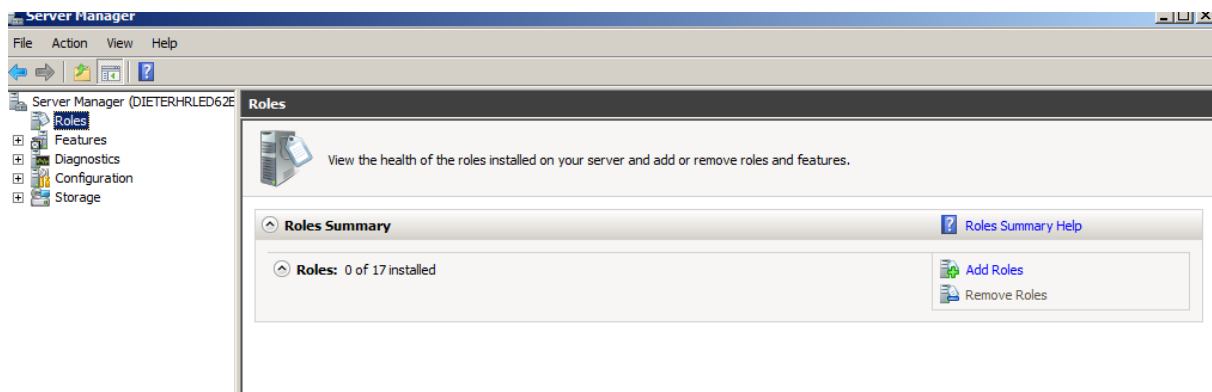
- Click Start, point to Administrative Tools and click **Server Manager**.
- Click **Add Features**
- Select **.NET Framework 3.5.1**
- Review your installation selections and click Install.



Install .NET 3.5.1

To install the IIS

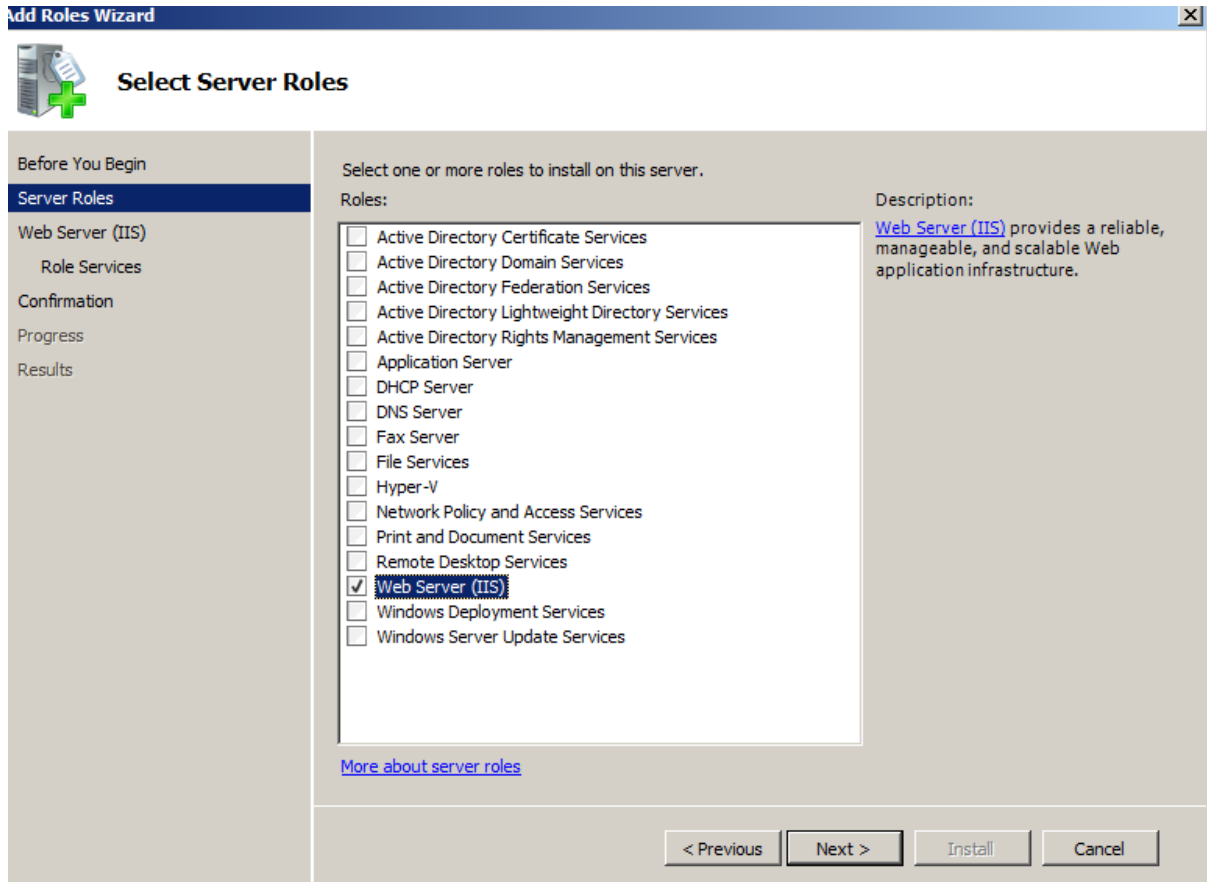
- Click Start, point to Administrative Tools and click **Server Manager**.
- Click **Add Roles**.



Select Role

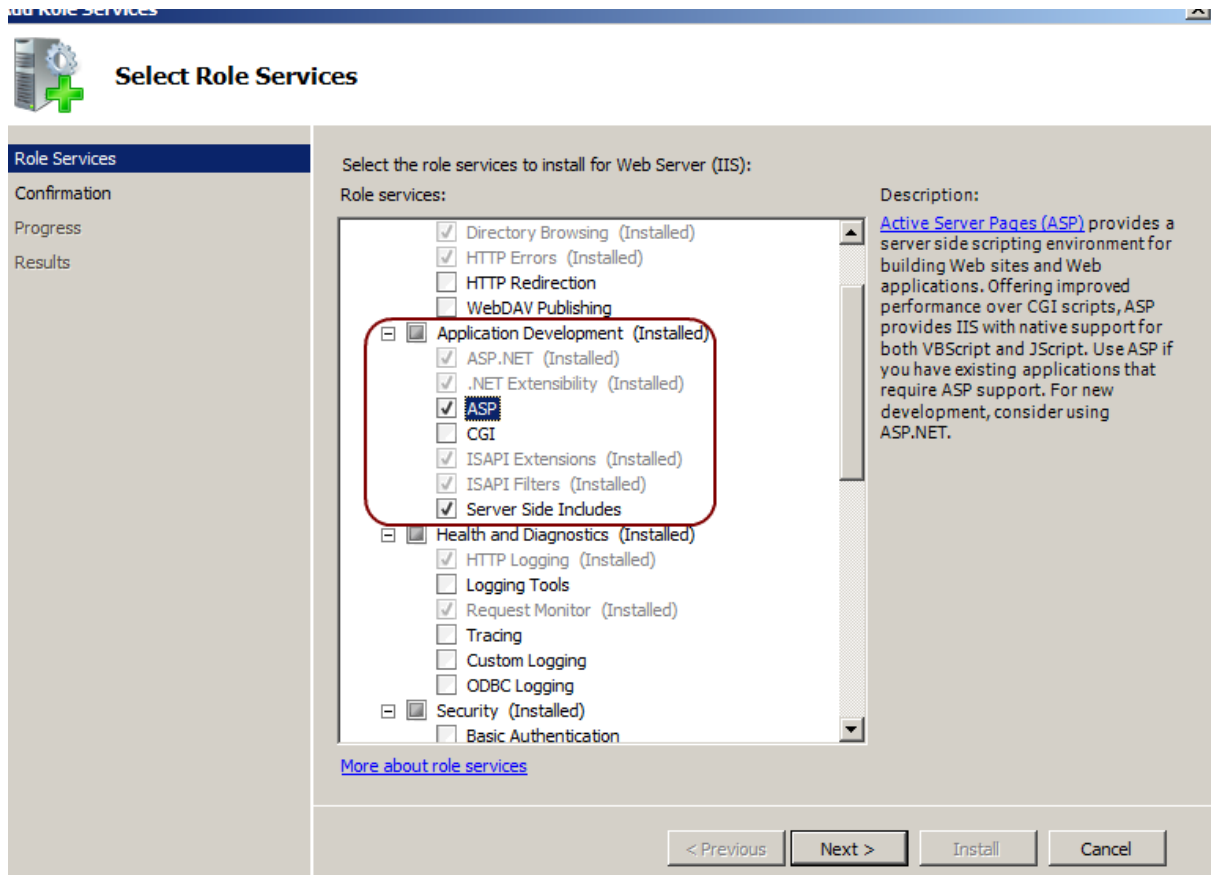
- The Add Roles Wizard will appear. Click Next.
- If any required features are missing, you will be prompted to install them by clicking the Add Required Features button.

- 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.



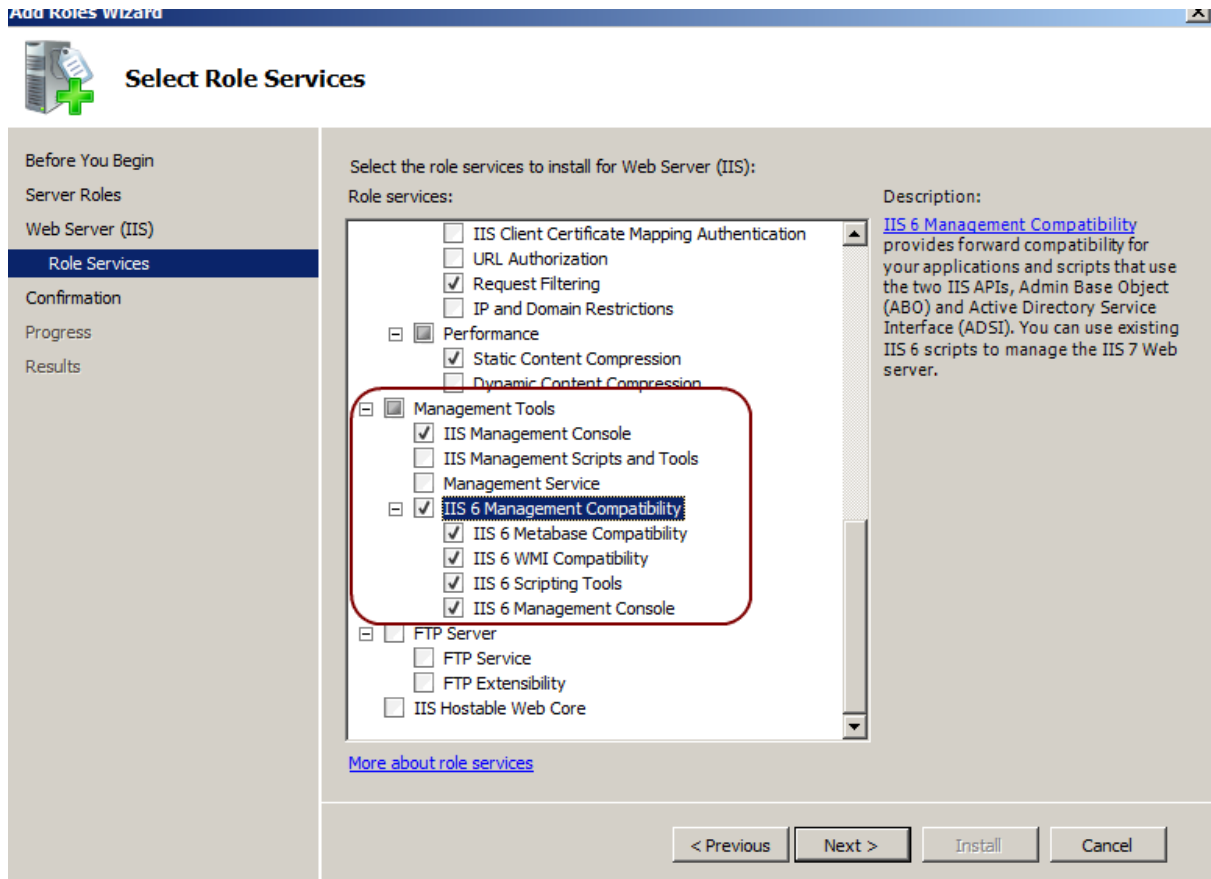
Install IIS

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

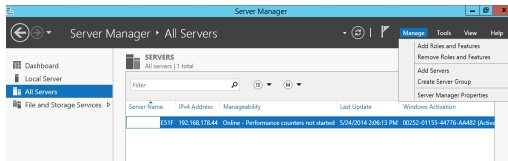
- If you are unsure what a service is for, select the service and a short description will appear.
- Click Next.
- Review your installation selections and click Install.
- When the installation is complete, review the results in the 'Installation Results' window and click Close.

- ☐ 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.

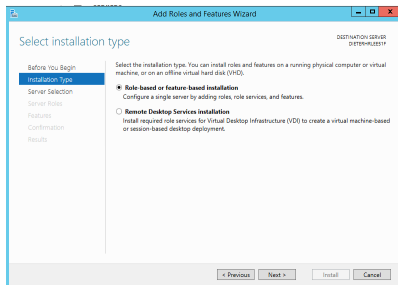
The steps describe Windows **2012 R2 Server**. The steps for Windows 2012 Server are similar.

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



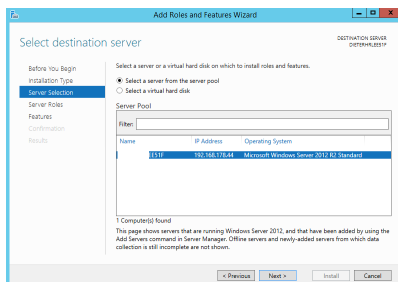
Add Roles and Features

- Select: **Role-based or feature-based installation**



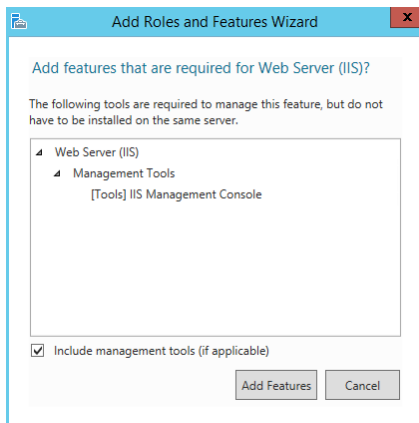
Role- or feature-based installation

- Select your server



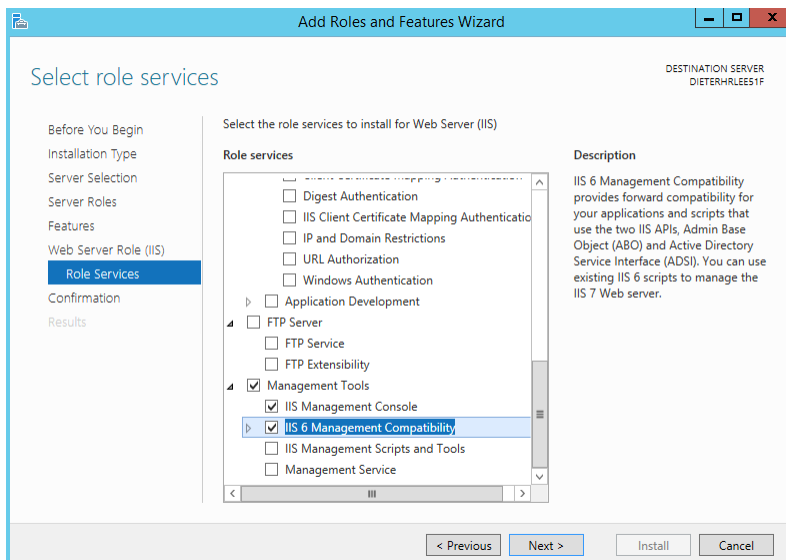
Select Server

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



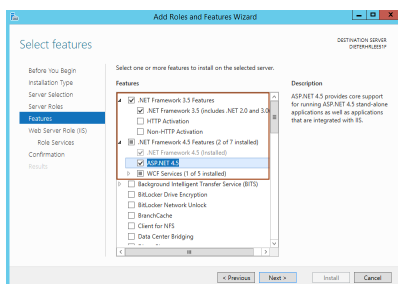
Add IIS

- Additionally select IIS 6 Management Compatibility



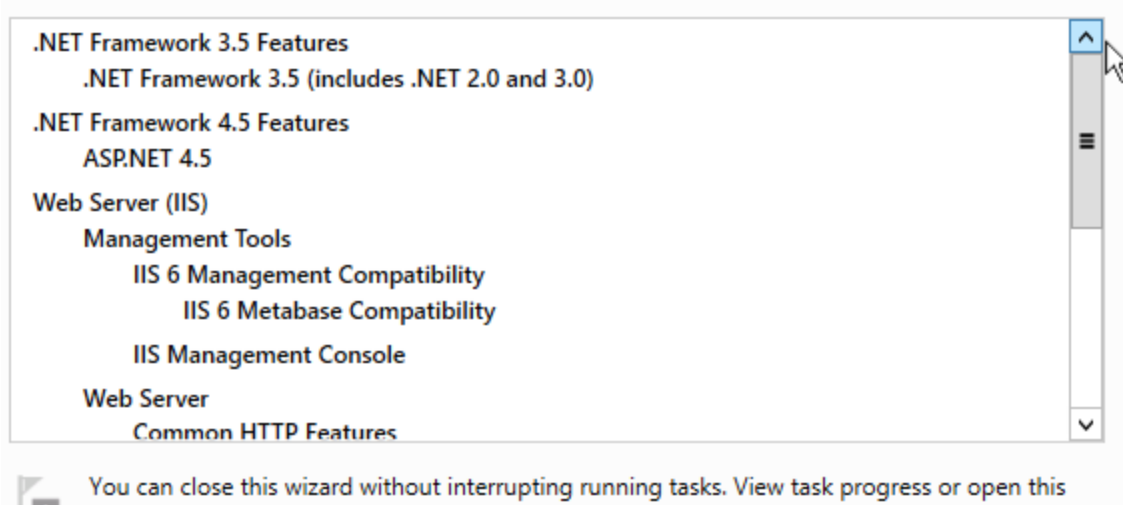
Add IIS 6 Management Compatibility

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.



1.7.17.1.2 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 5.

If you install on a server with an existing version of the Activation Server 5, see [Install Updates](#) ¹⁷¹

Install Activation Server 5

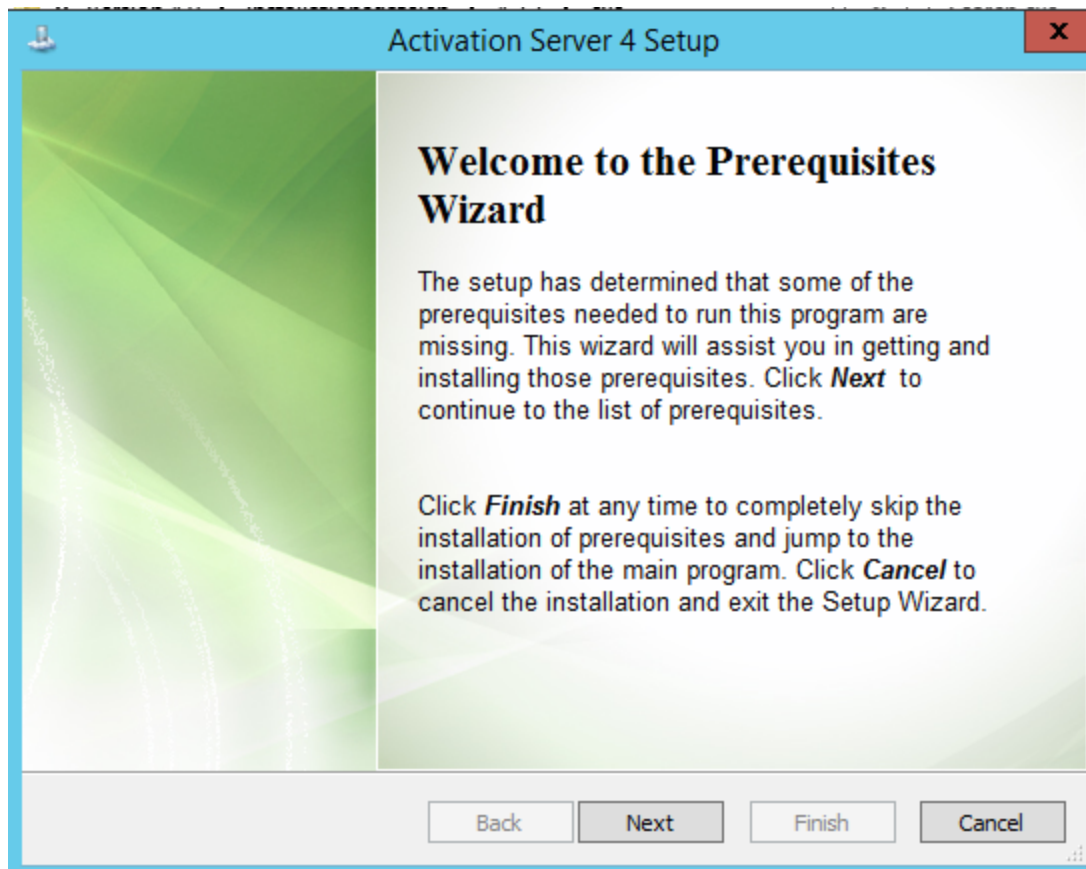
Now you are ready to install Activation Server 5. To start the installation, execute **activation-server4.exe**

1. Check System Requirements

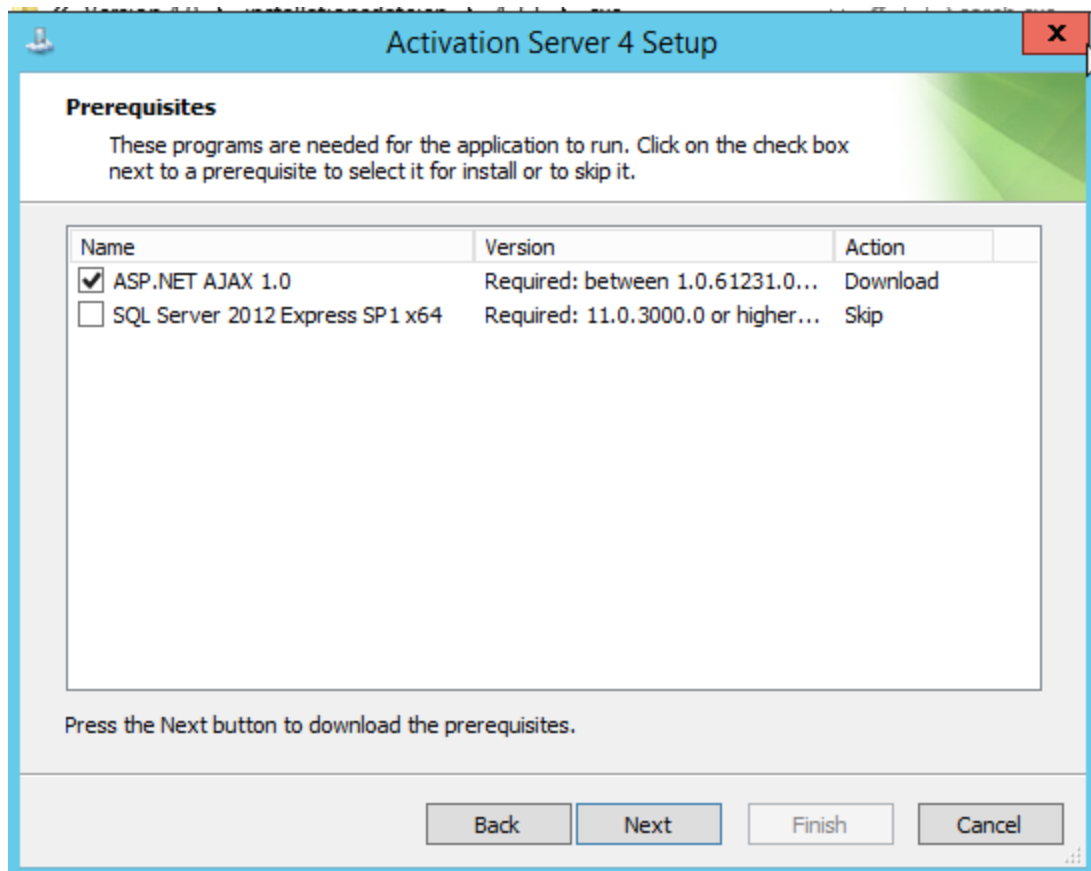
The installer will first check if you have the correct version of IIS and .NET installed.

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

Login with the user: **ADMINISTRATOR**



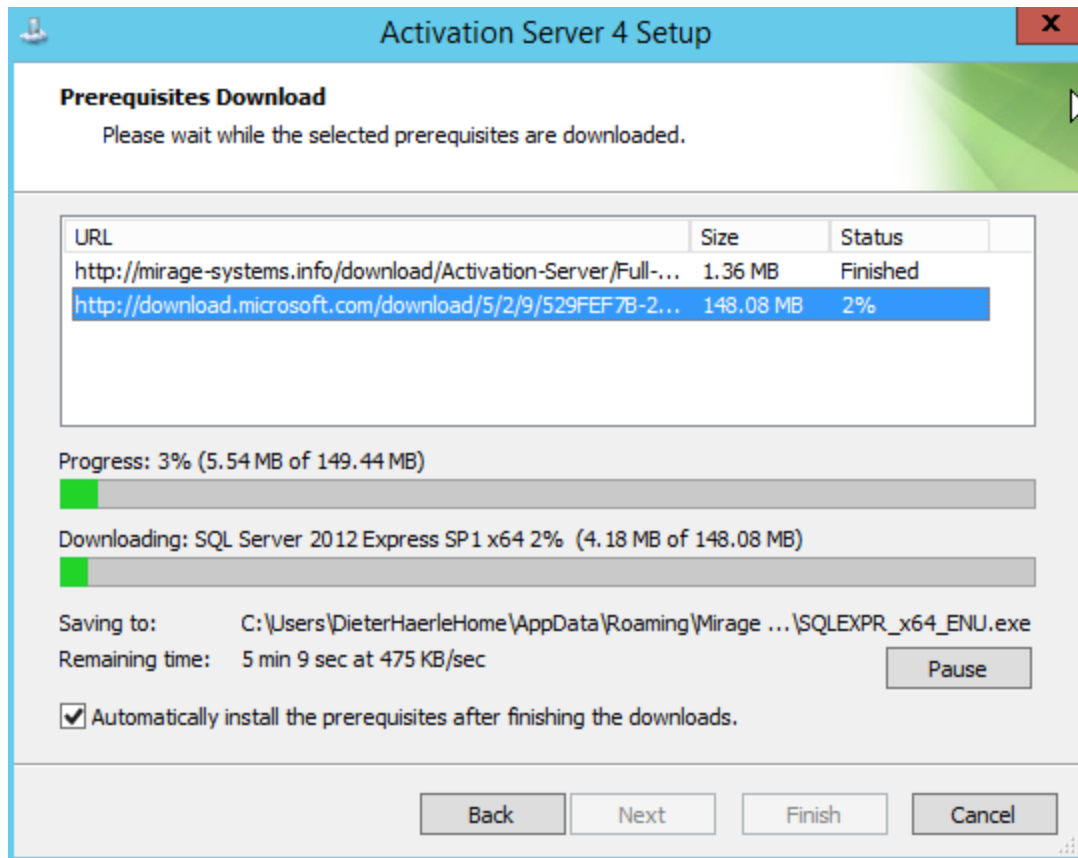
Prerequisites - Start screen



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](#)^[147]
- If .NET Framework 4.5 or ASP.NET Ajax is suggested, you have to install it
- The [Open XML SDK](#)^[189] 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.

X



Mirage Computer Systems

Activation Server 4 for Licence Protector

Version: 4.2.1.74 Datum: 06/2014

Setup requires 52 MB in:

C:\inetpub\wwwroot\ActivationServer4\
...

You must agree to the [Licenses terms and conditions](#) before you can install Activation Server 4.


☒ 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 5 or if you want to [upgrade from Activation Server 3](#) ¹⁷¹



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](#)

Select type of installation

4. Configure SQL Server

Type in the SQL *Servername\instance*. If you use SQL Server Express Edition, the default server name is `.\SQLEXPRESS`. To create the database for the Activation Server 5 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](#)¹⁴⁷.



Mirage Computer Systems
Activation Server 4

Configure SQL Connection

Server:

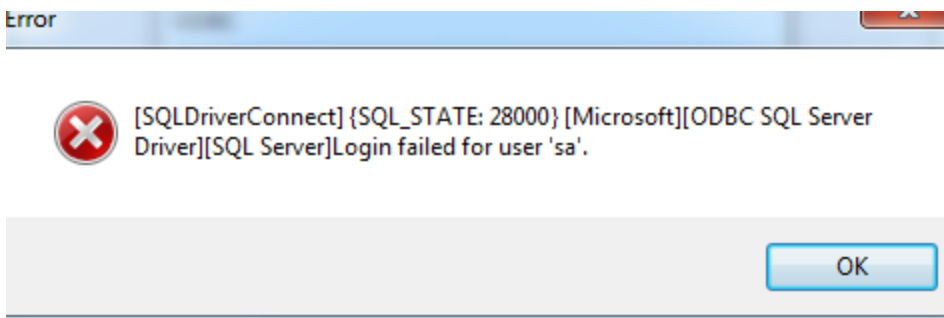
Username:

Password:

[Help](#)

SQL Server login

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



SQL Server login failed

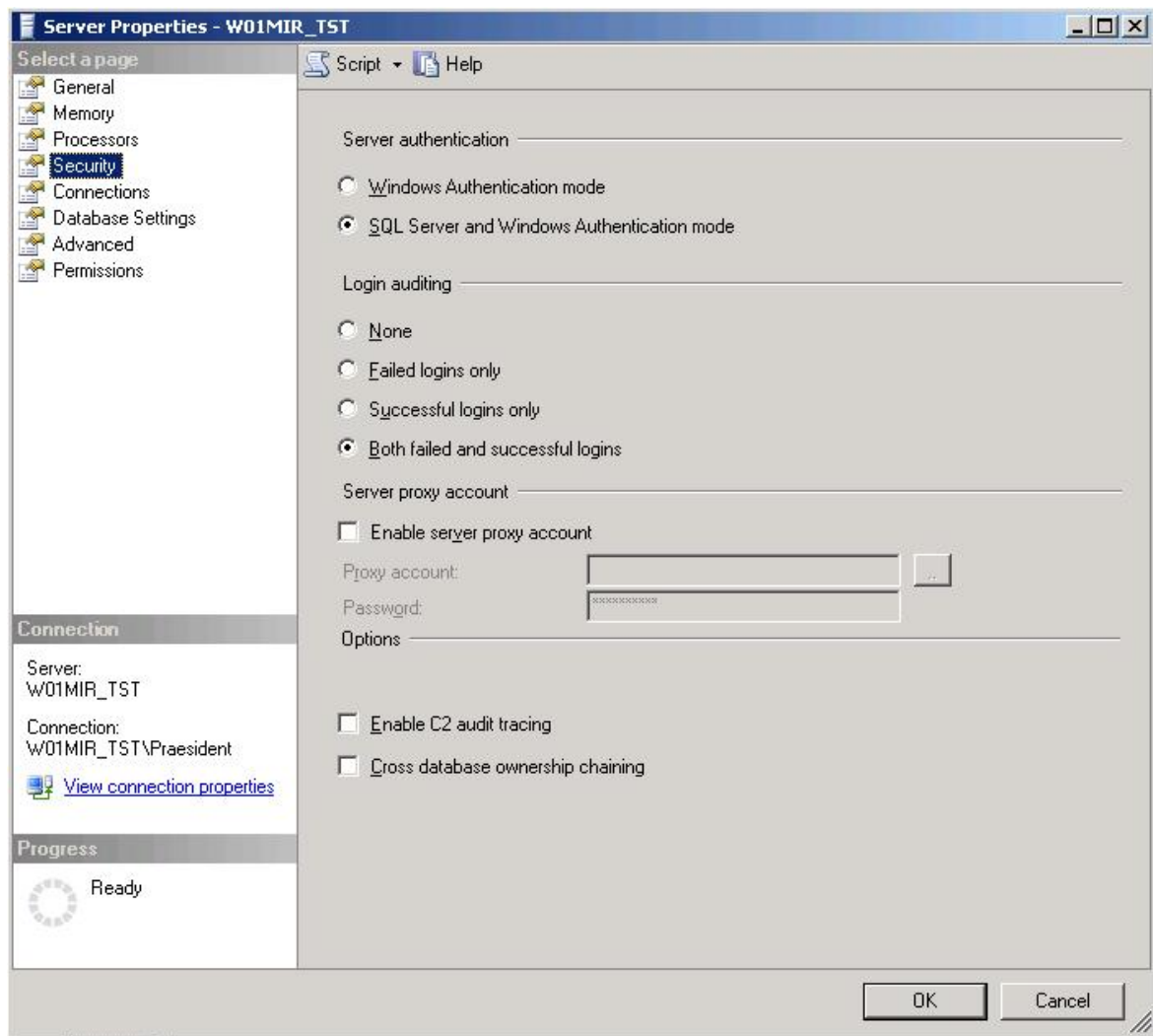
then either the user name / password is wrong or the server is configured only for integrated windows authentication. Change the mode to **SQL Server and Windows Authentication** mode and/or update the user right. Otherwise you cannot continue.

Change security authentication mode

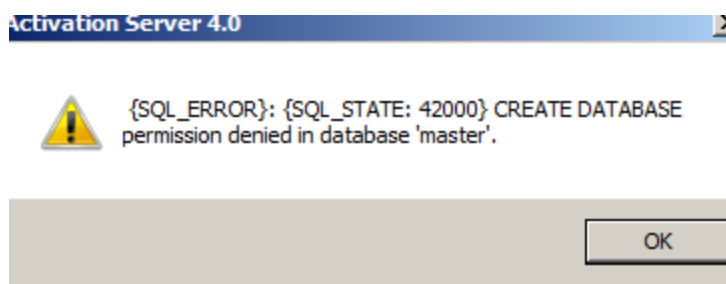
During installation, SQL Server Database Engine is set to either **Windows Authentication mode** or **SQL Server and Windows Authentication mode**.

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

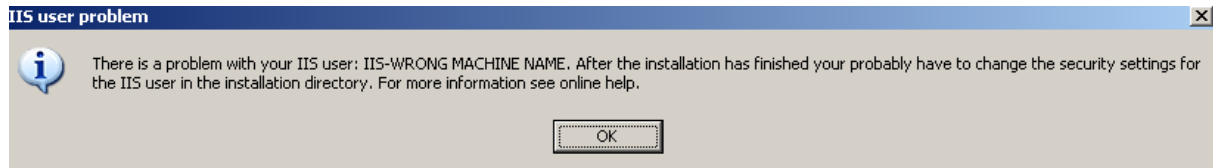


Error - Create database permission denied

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](#)¹⁹²

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](#)¹⁸⁹ after the installation is done.

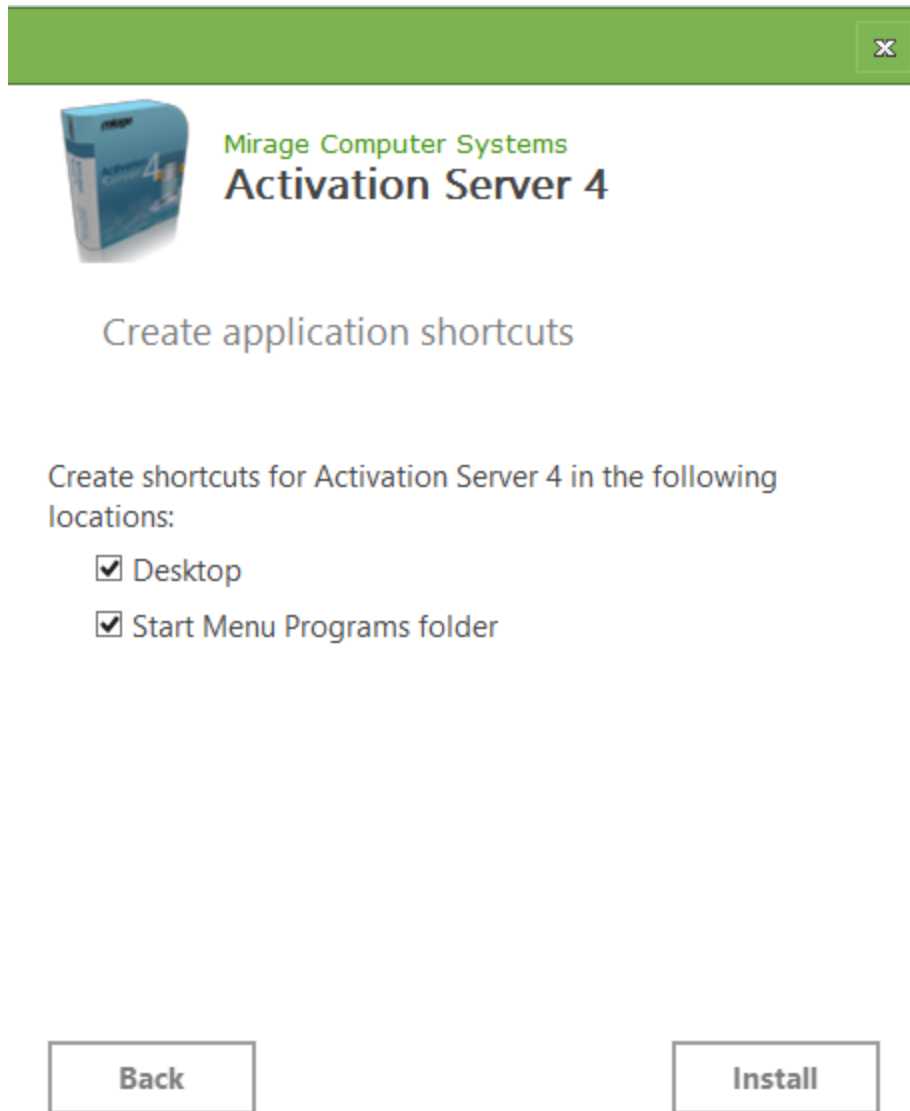
Error: Administrator is not a valid user or group

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.



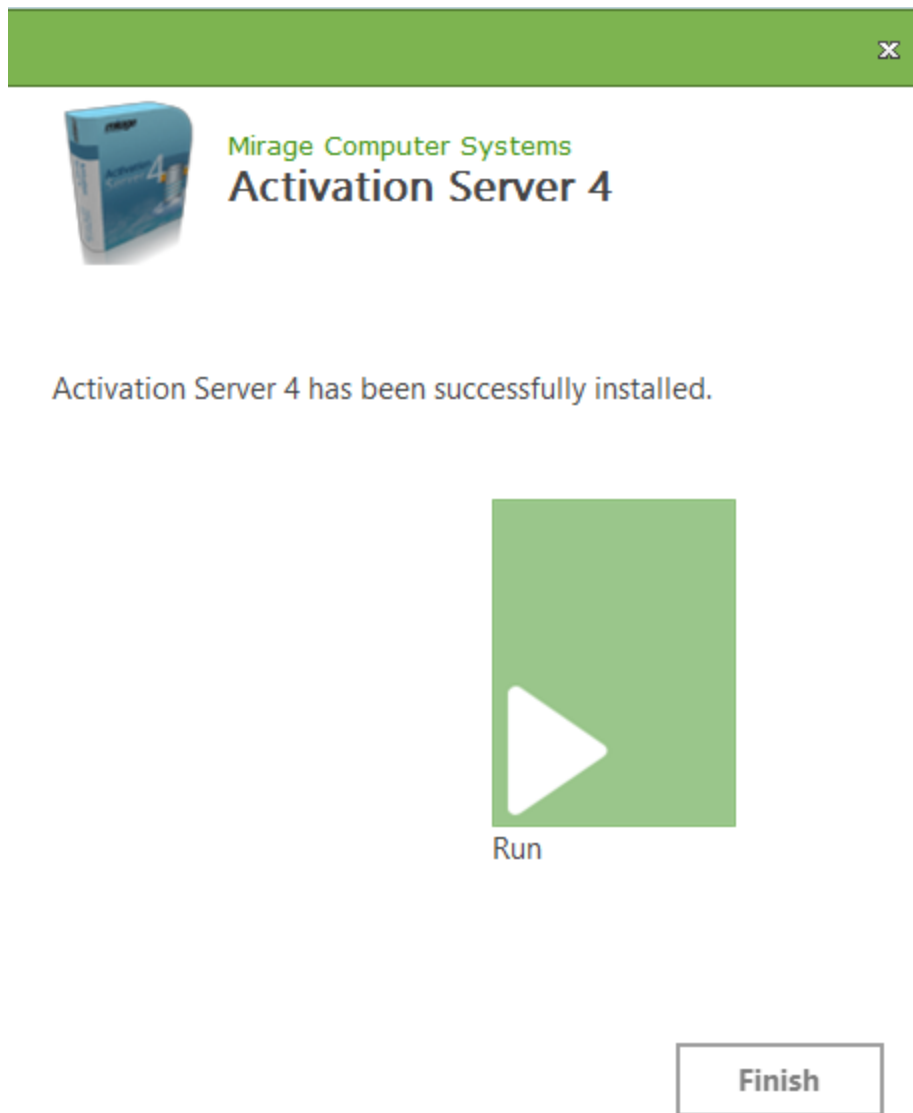
Create shortcut links

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.

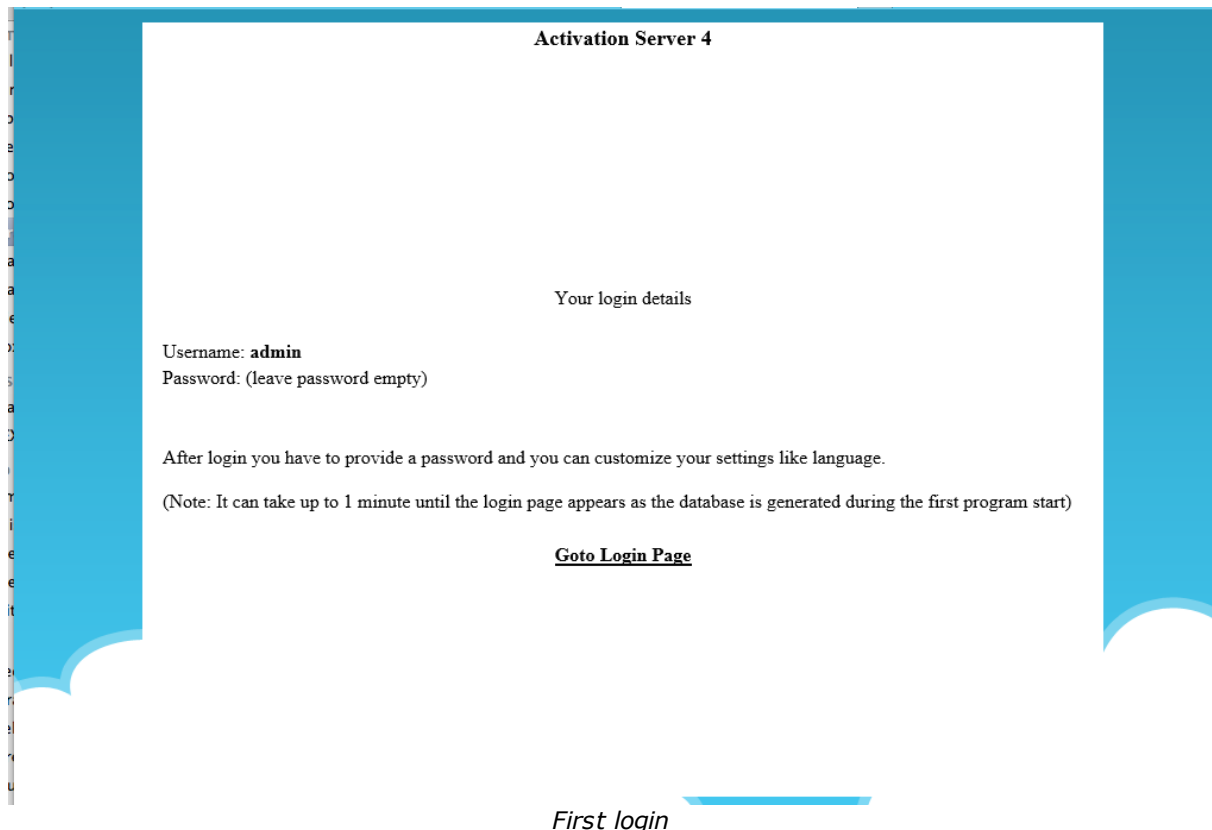
6. Start Administration Interface

The next step is to start the Administration Interface. Click on **Run**



Installation finished

You will get an additional screen with explanation how to login



After clicking on [Goto Login Page](#) it **could take a while**, until the [Login Screen](#)¹⁶⁷ appears. At the first launch of the server, sql scripts are launched to generate tables and add default values.

7. Install Updates

Now install [updates / service packs](#)¹⁷¹

1.7.17.1.2.1 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*

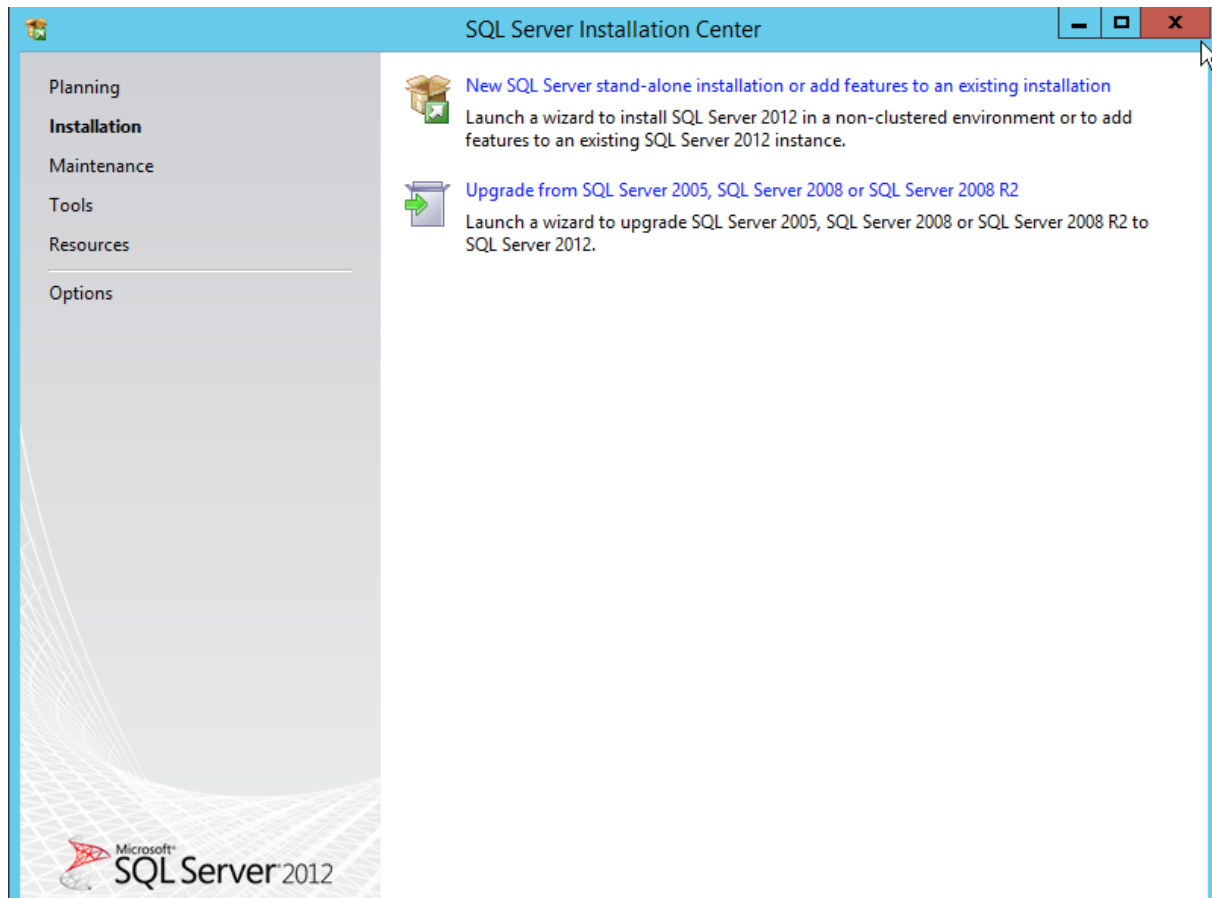


The Activation Server 5 does not include a license for the MS-SQL server and you are responsible to use the MS-SQL server with the correct licensing.

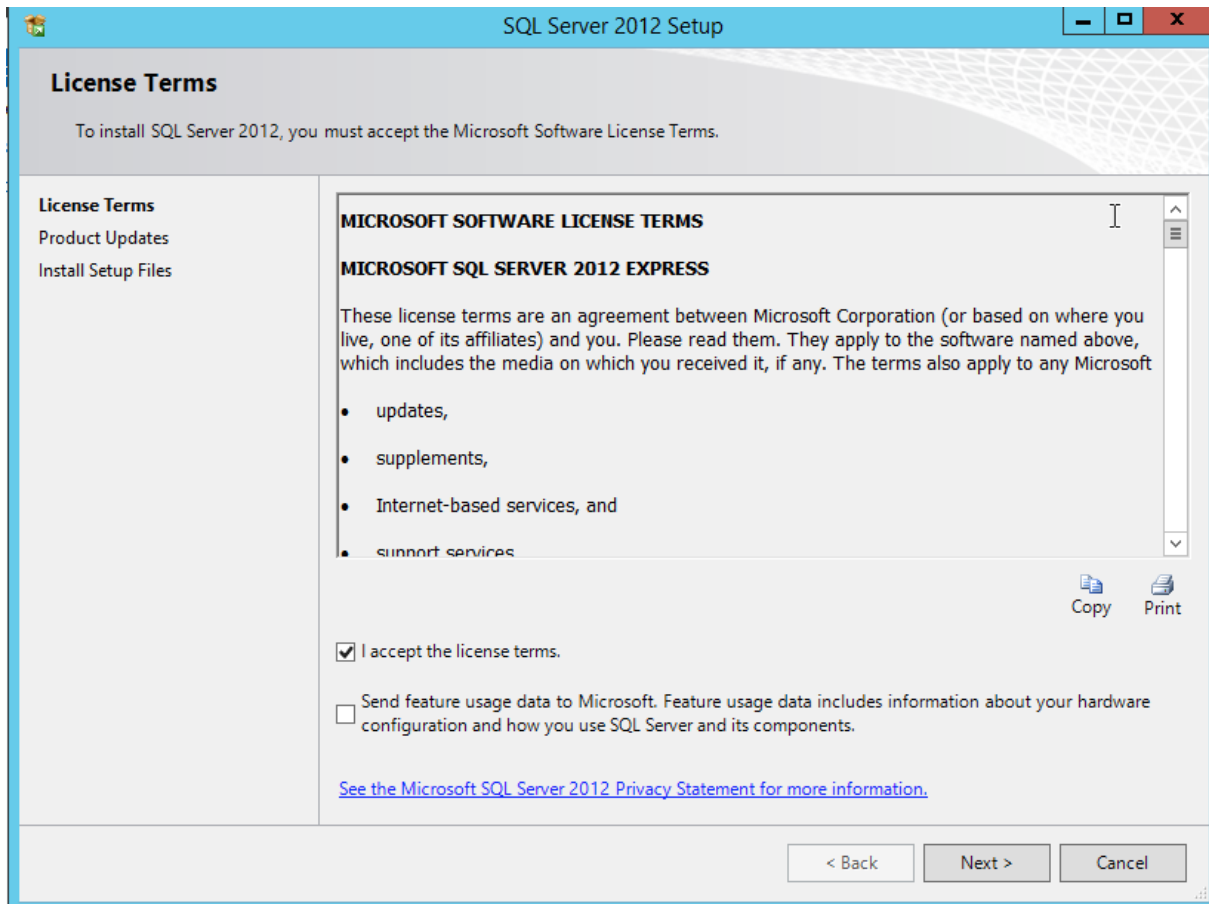
Step by Step installation and configuration guide - SQL Server 2012

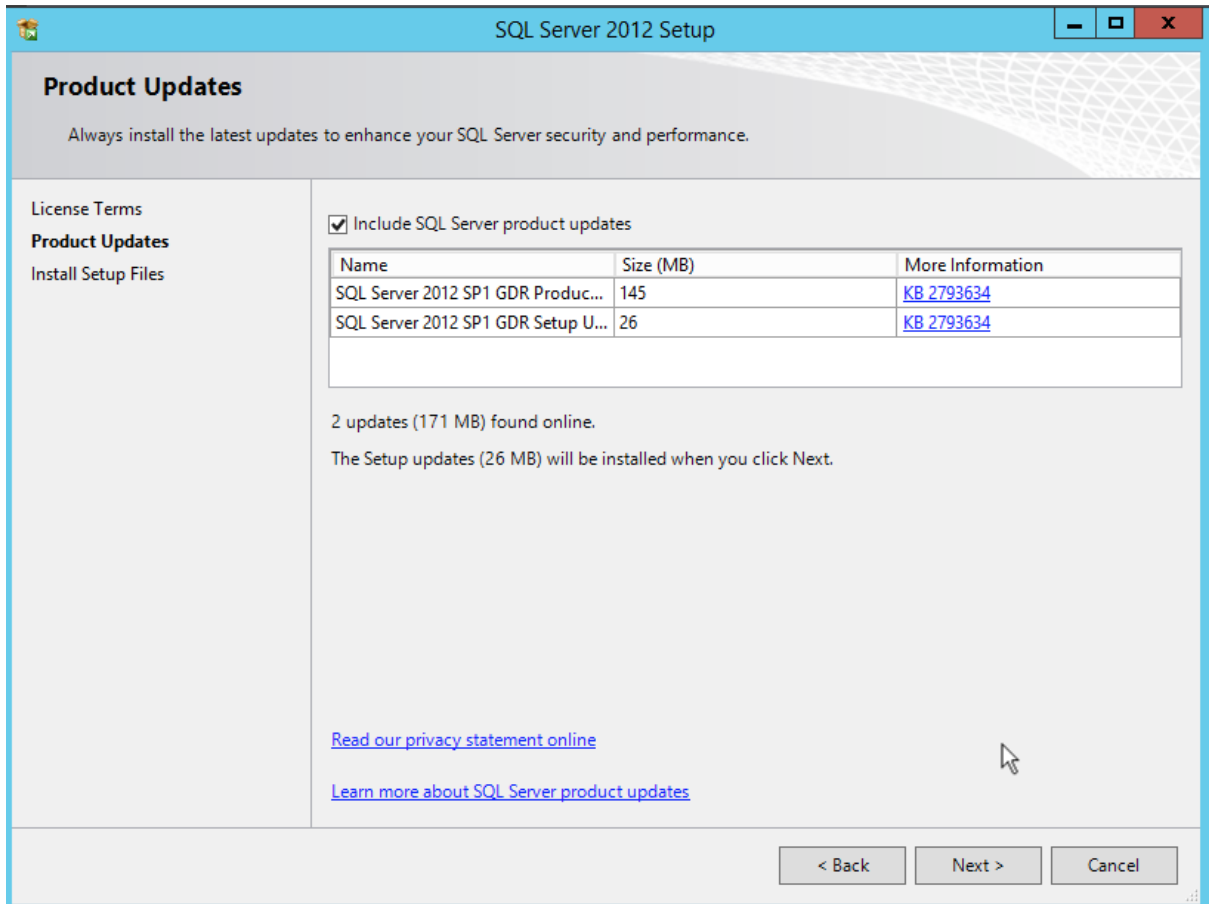
Find below screenshots of the installation process.

Start the installation by clicking on **Installation** on the left side



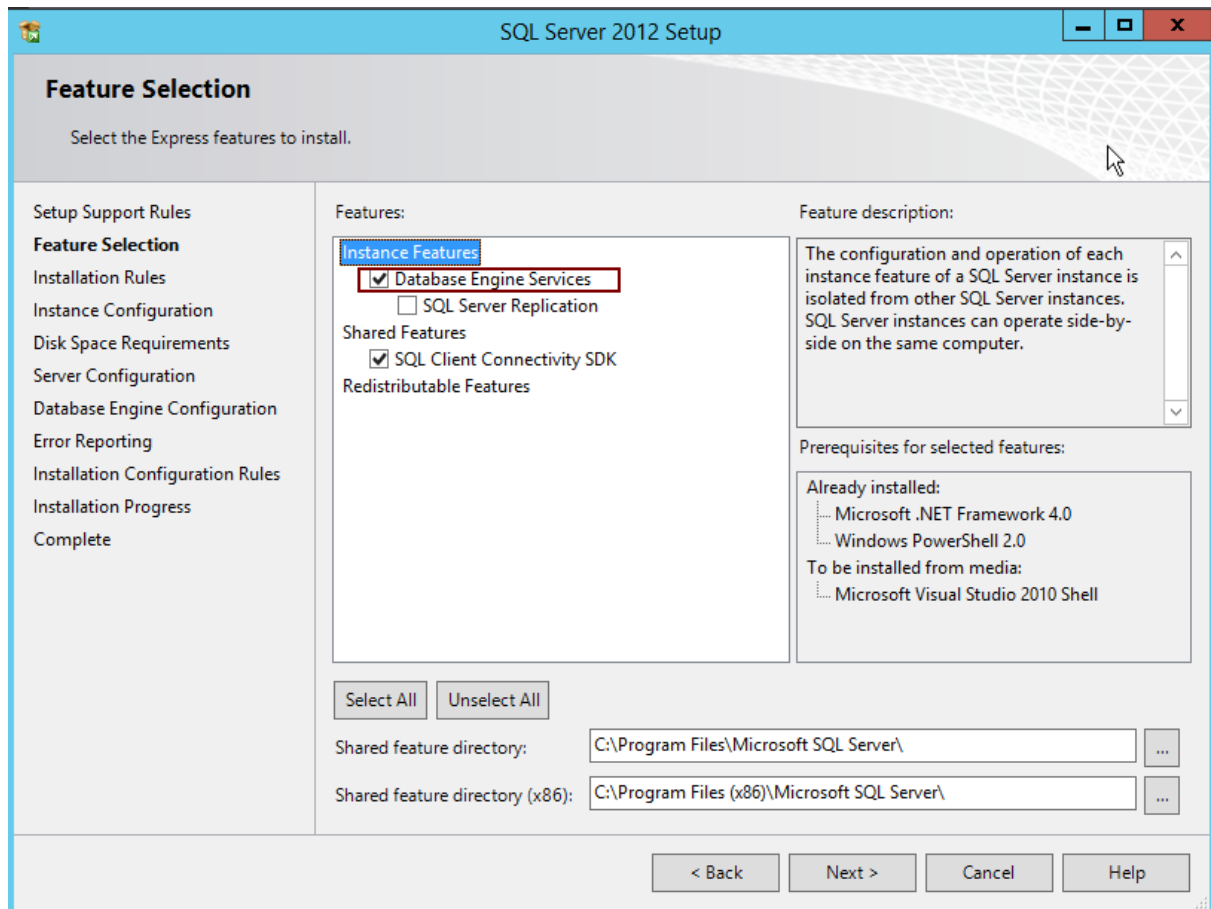
Start Installation

*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**

SQL Server 2012 Setup

Instance Configuration

Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.

☐ Default instance
☒ Named instance:

Instance ID:

Instance root directory: ...

SQL Server directory: C:\Program Files\Microsoft SQL Server\MSSQL11.SQLEXPRESS

Installed instances:

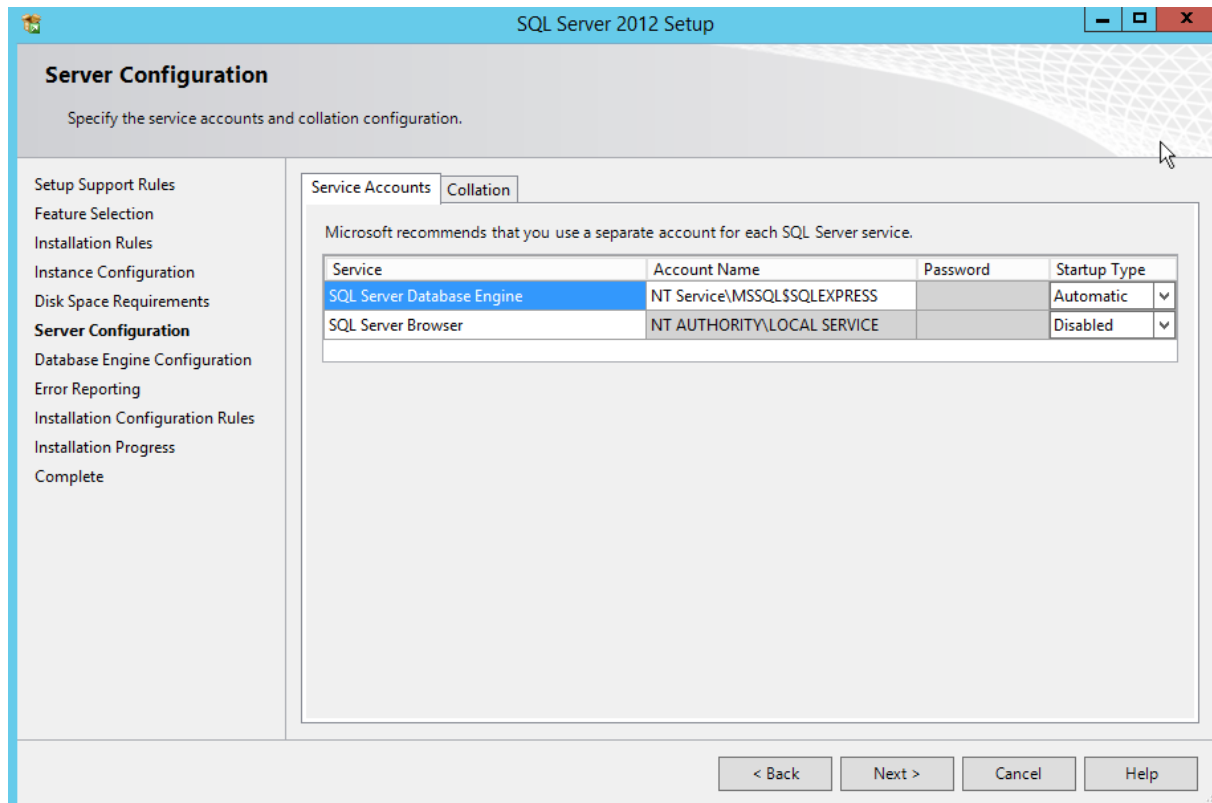
Instance Name	Instance ID	Features	Edition	Version

< Back Next > Cancel Help

Instance Name

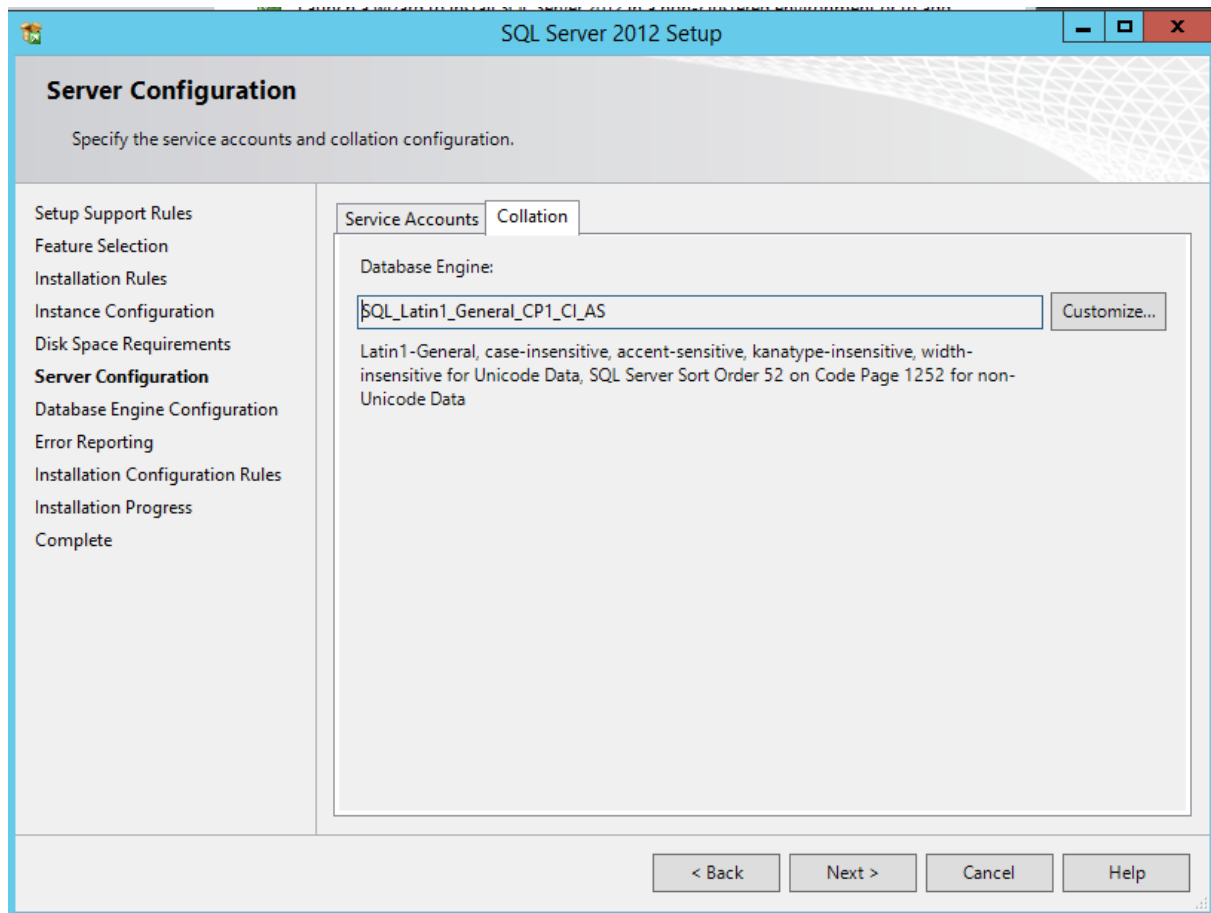
The SQL server installation could take a while and it could require a restart of the server. Once the server is installed additional configuration is necessary.

Select: **NT Service**



Select Account: NT Service

Click on the TAB Collation - Ensure that **Latin1 General CP1 CI AS** is selected

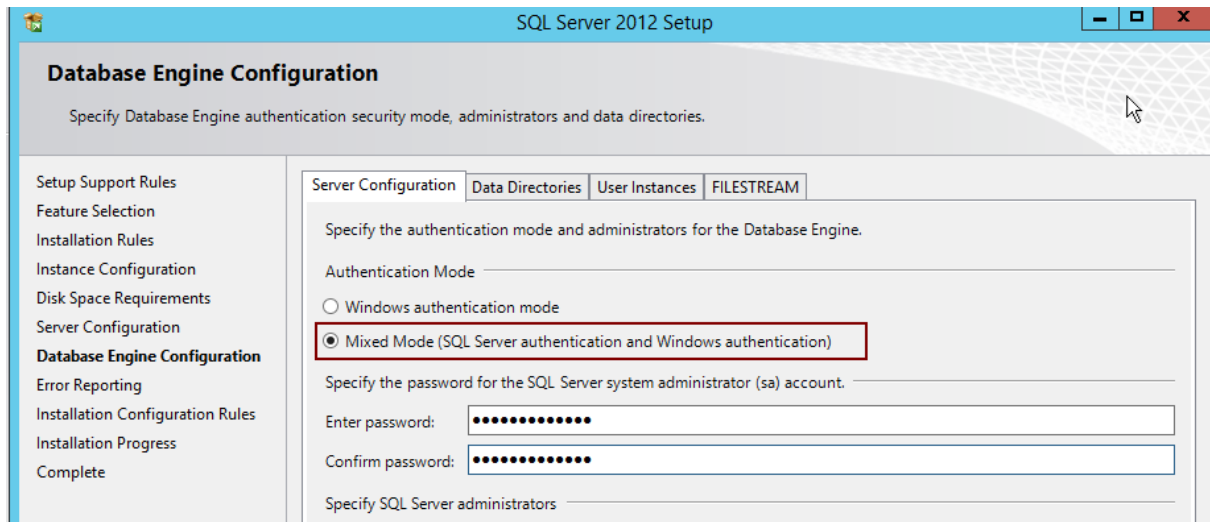
*Select Collation*

The next step is crucial.



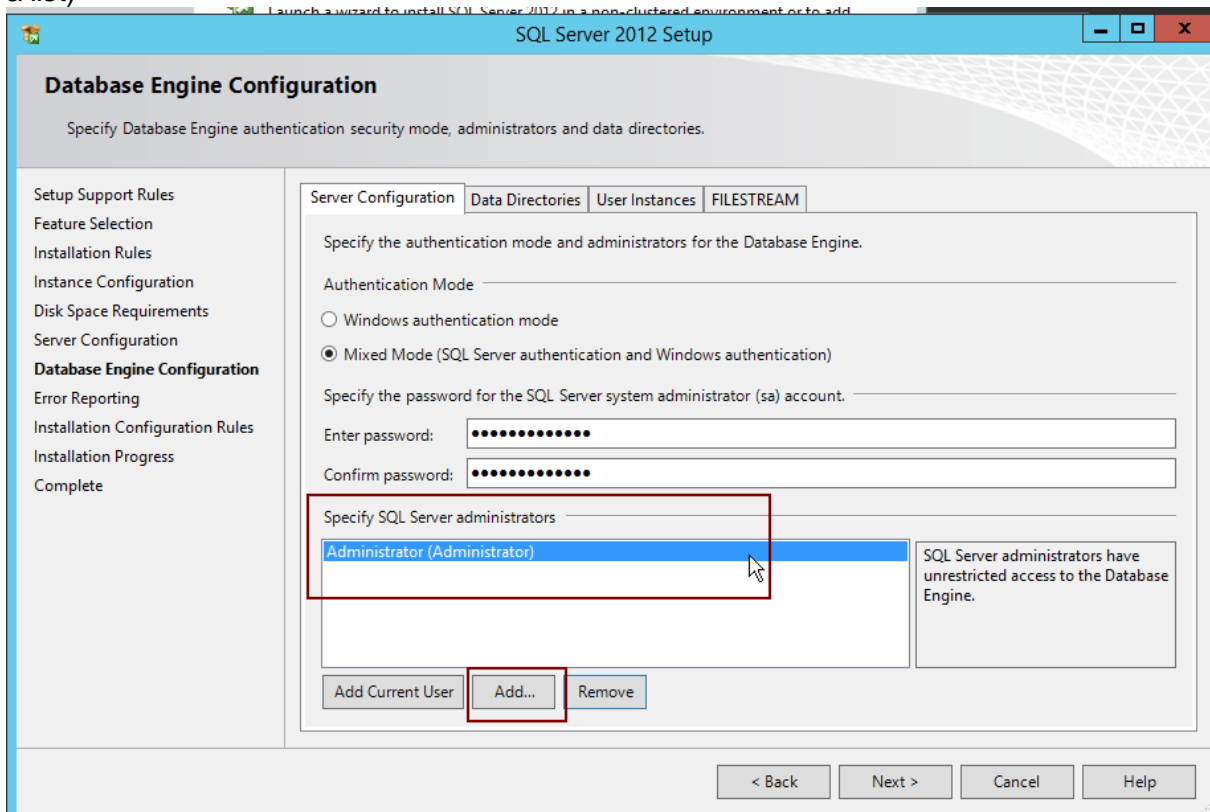
The SQL server must be configured for **SQL Server and Windows Authentication** mode.

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



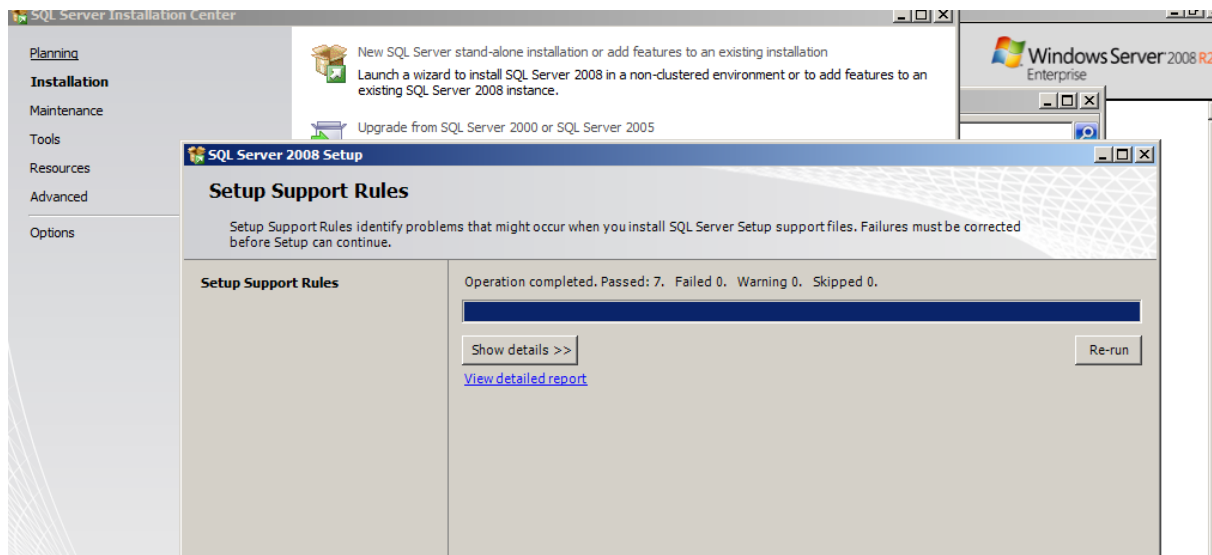
Configure authentication mode

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



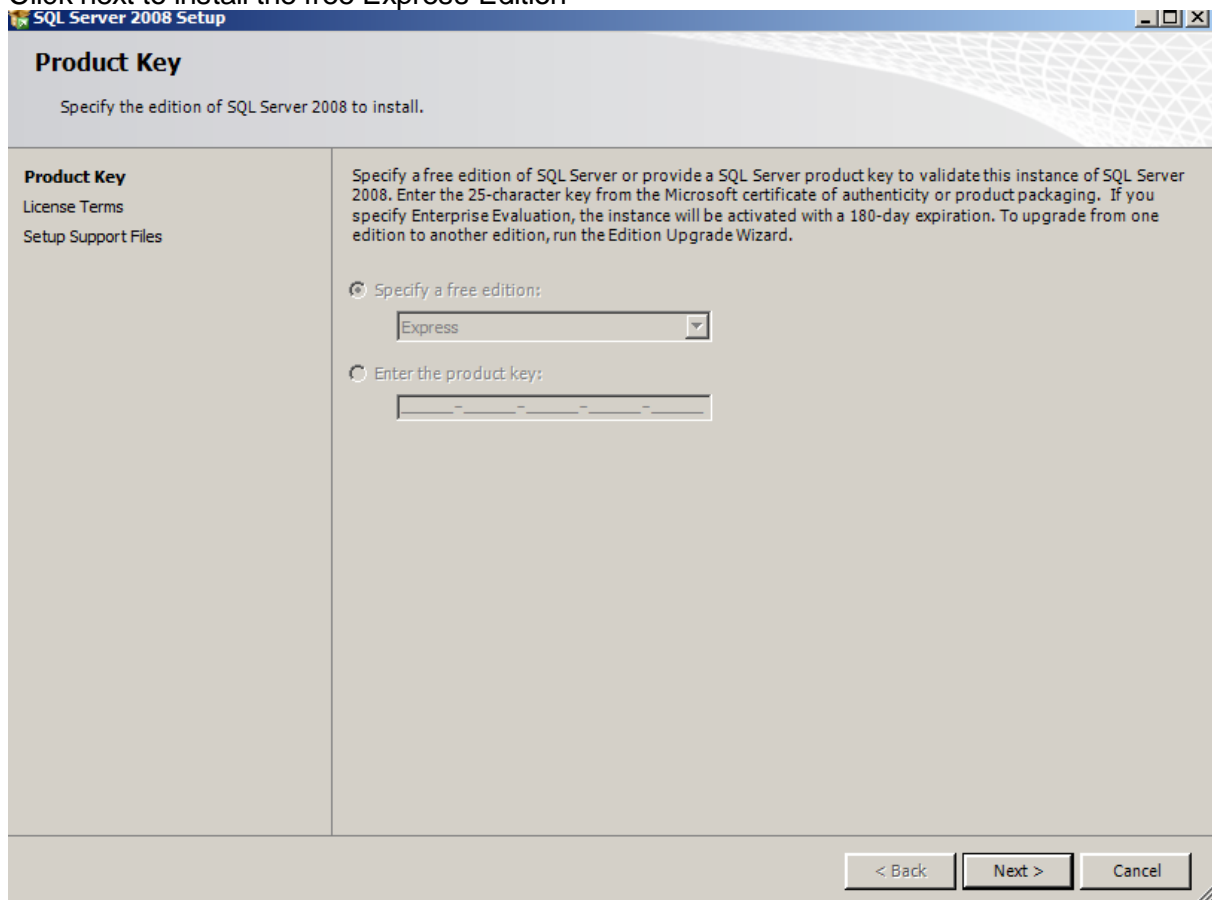
Specify SQL Server administrator

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



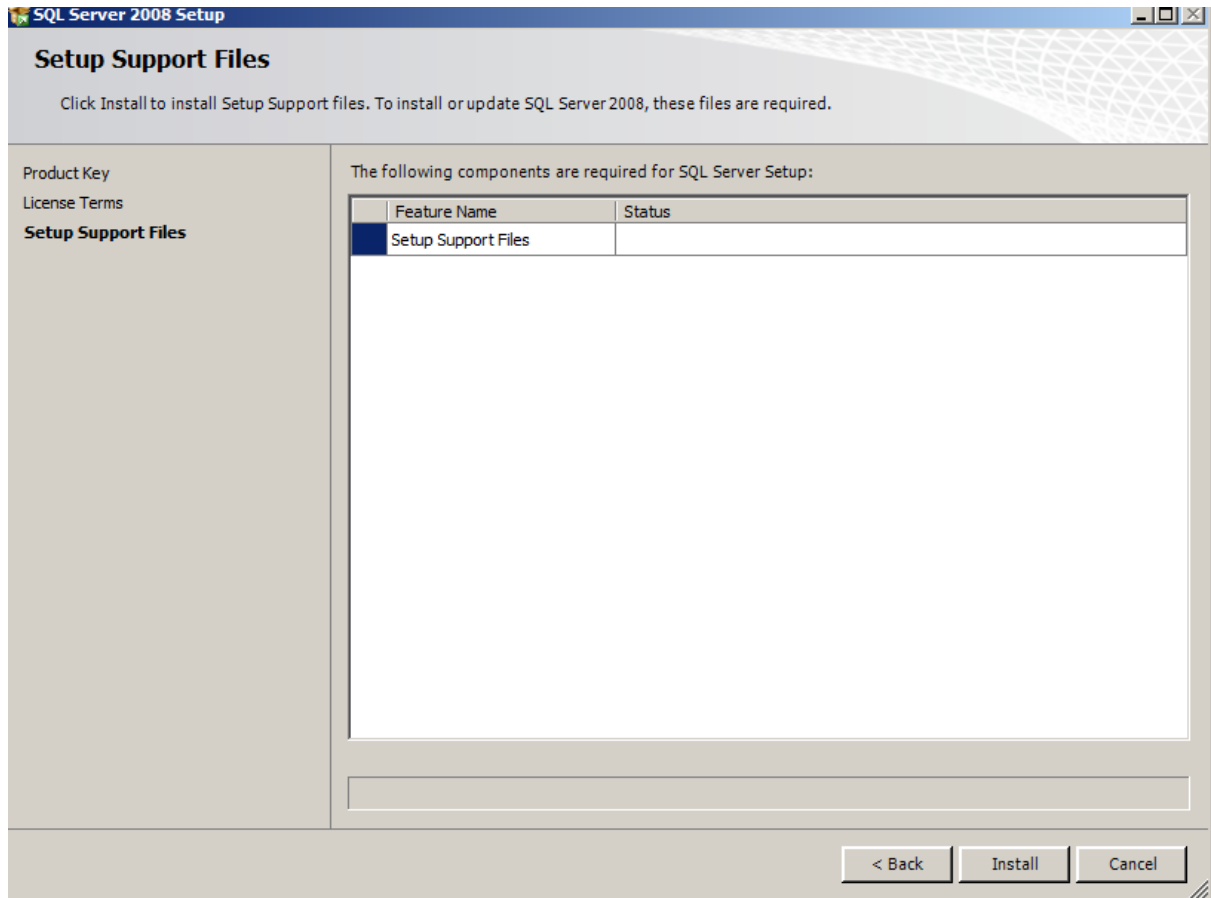
Start Installation

Click next to install the free Express Edition



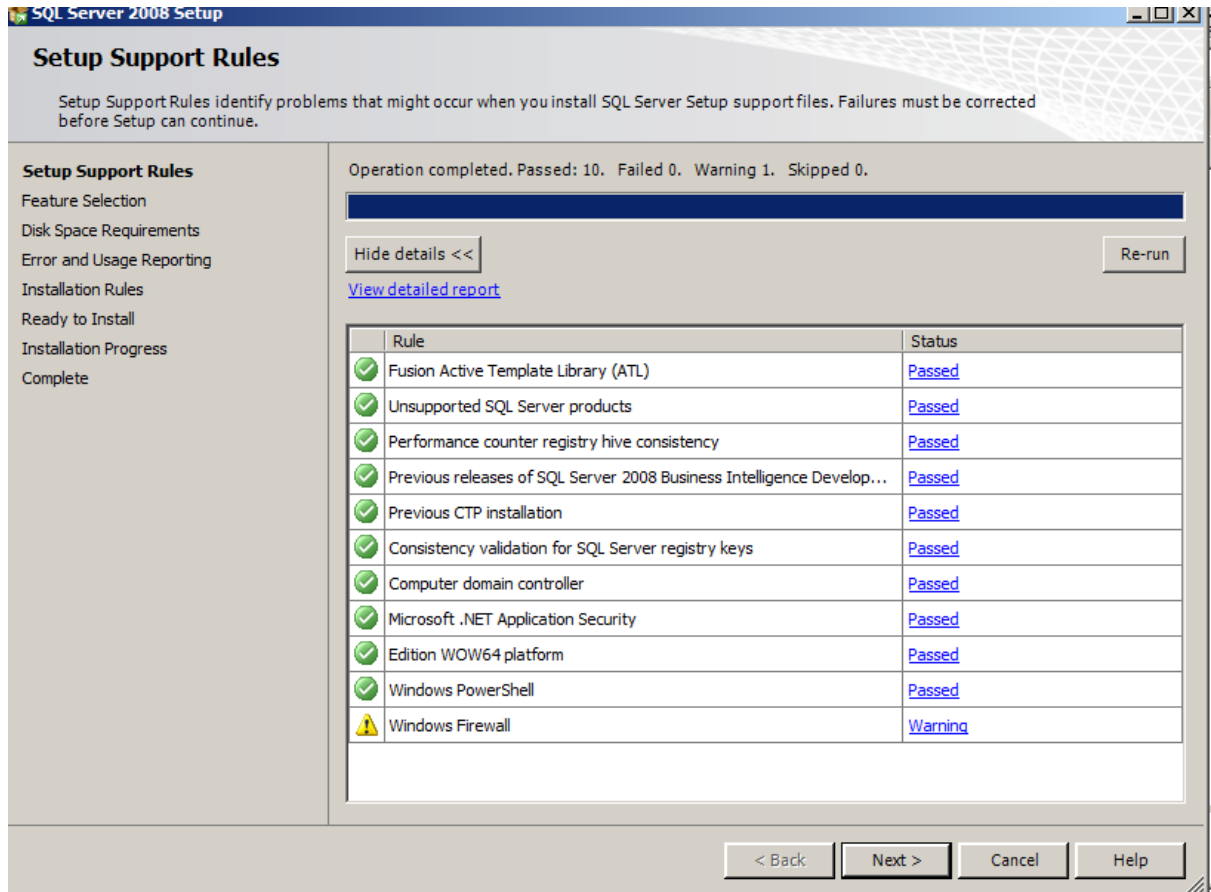
select free Express Edition

Click on Install to start the installation



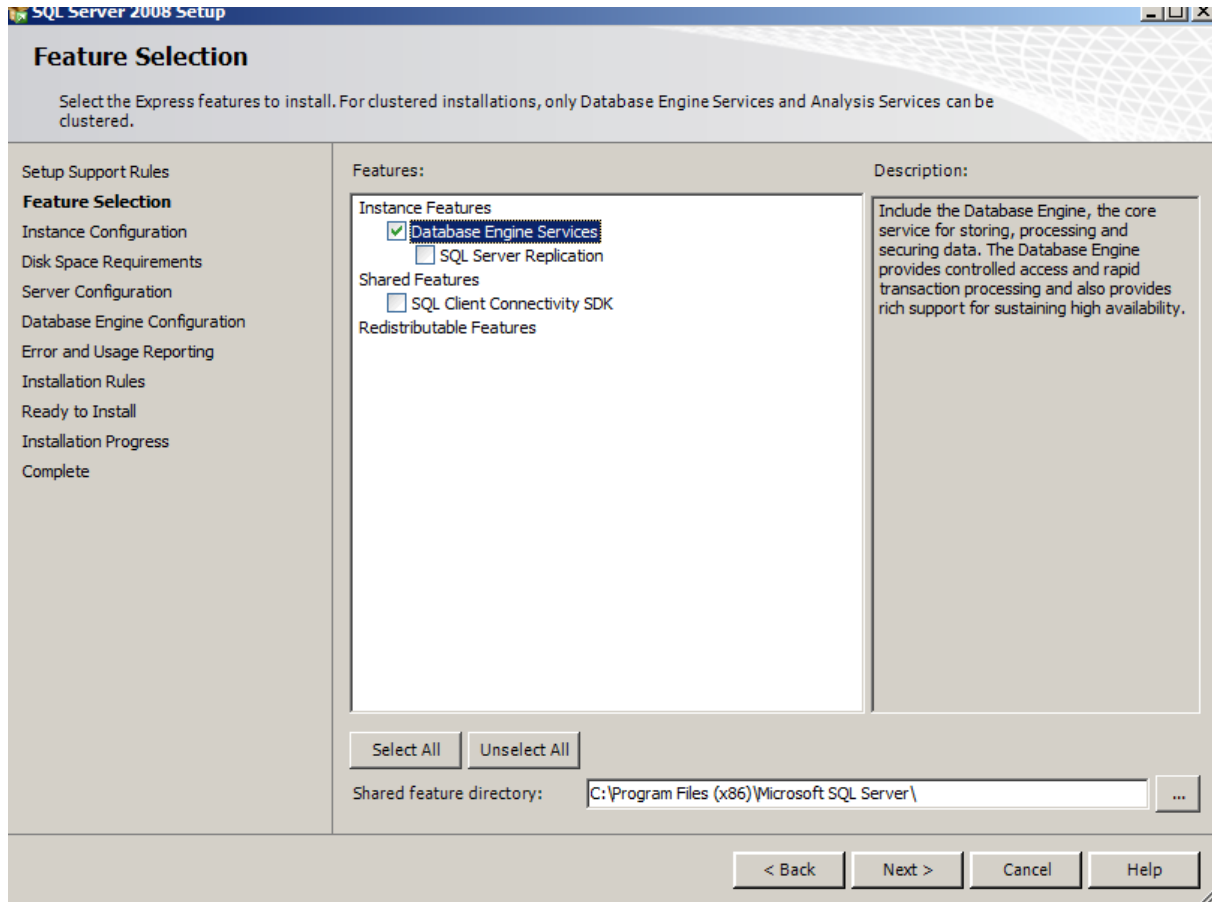
start setup with supported files

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**

SQL Server 2008 Setup

Instance Configuration

Specify the name and instance ID for the SQL Server instance.

Setup Support Rules
Feature Selection
Instance Configuration
Disk Space Requirements
Server Configuration
Database Engine Configuration
Error and Usage Reporting
Installation Rules
Ready to Install
Installation Progress
Complete

☐ Default instance
☒ Named instance:

Instance ID:

Instance root directory: ...

SQL Server directory: C:\Program Files (x86)\Microsoft SQL Server\MSSQL10.SQLEXPRESS

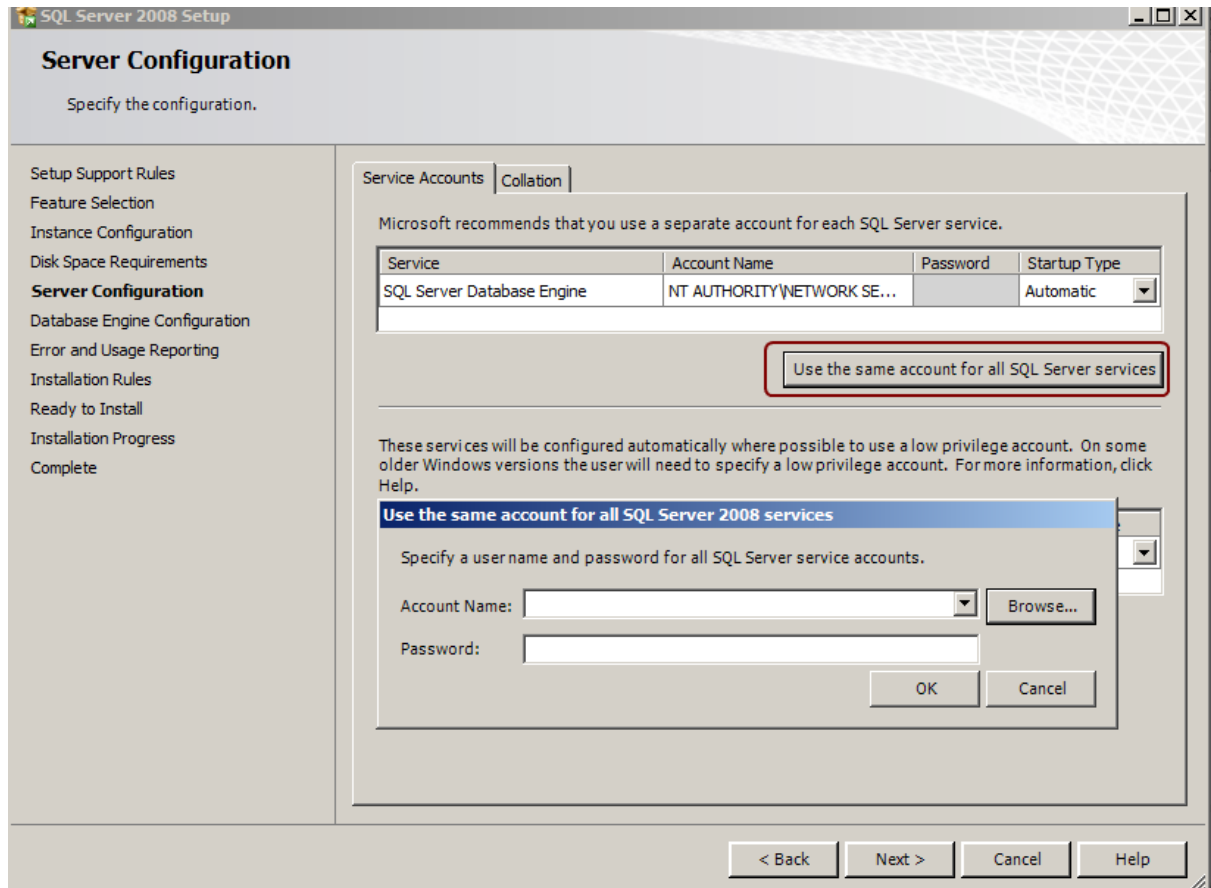
Installed instances:

Instance	Features	Edition	Version	Instance ID

< Back Next > Cancel Help

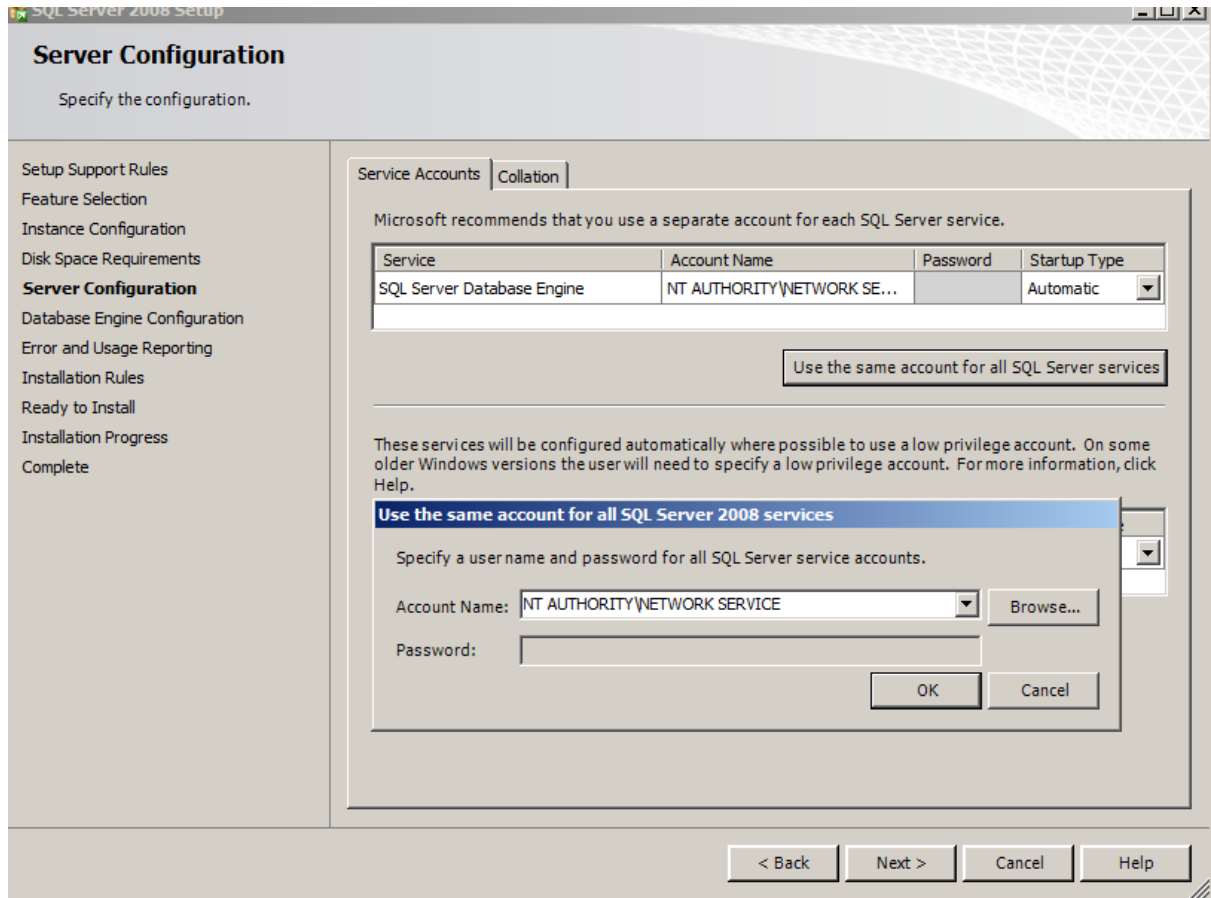
Instance Name

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**



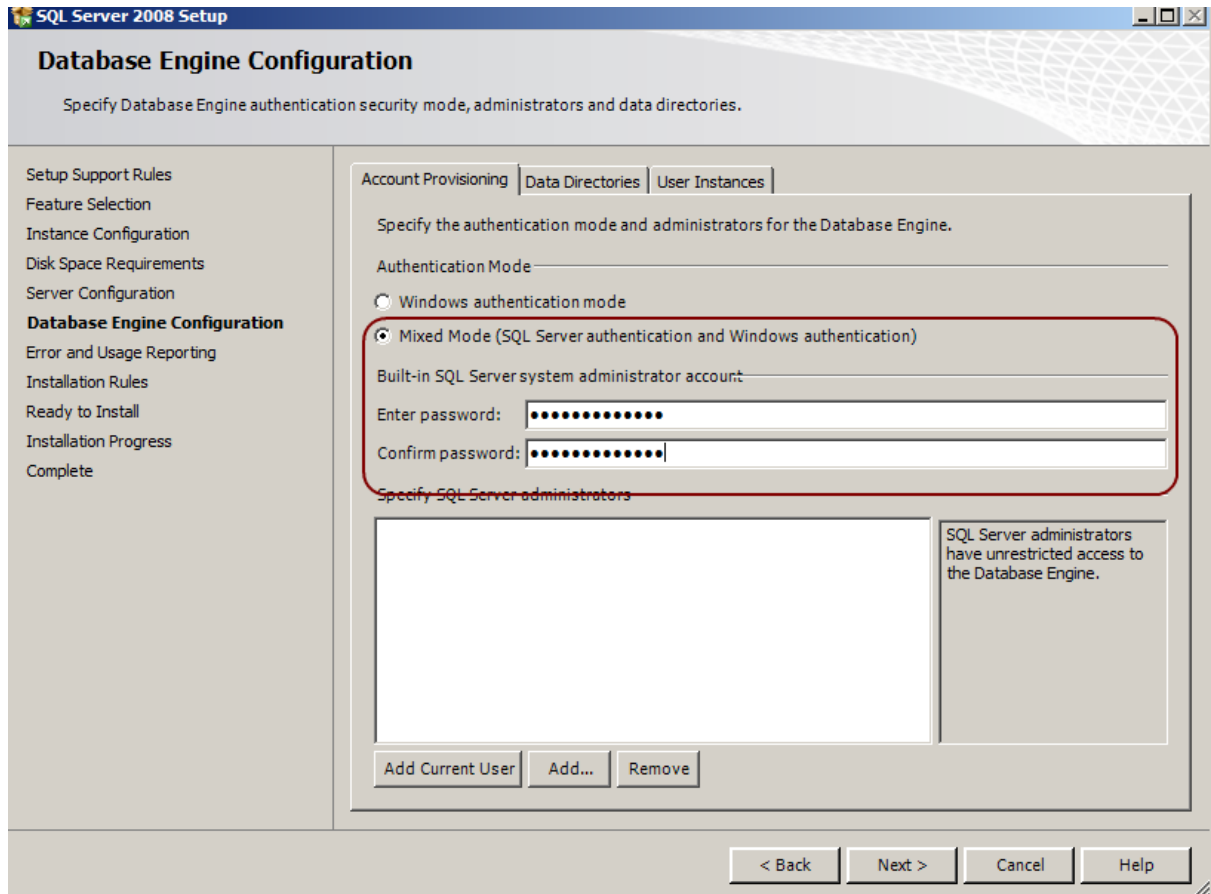
Select Account: Step 2

The next step is crucial.



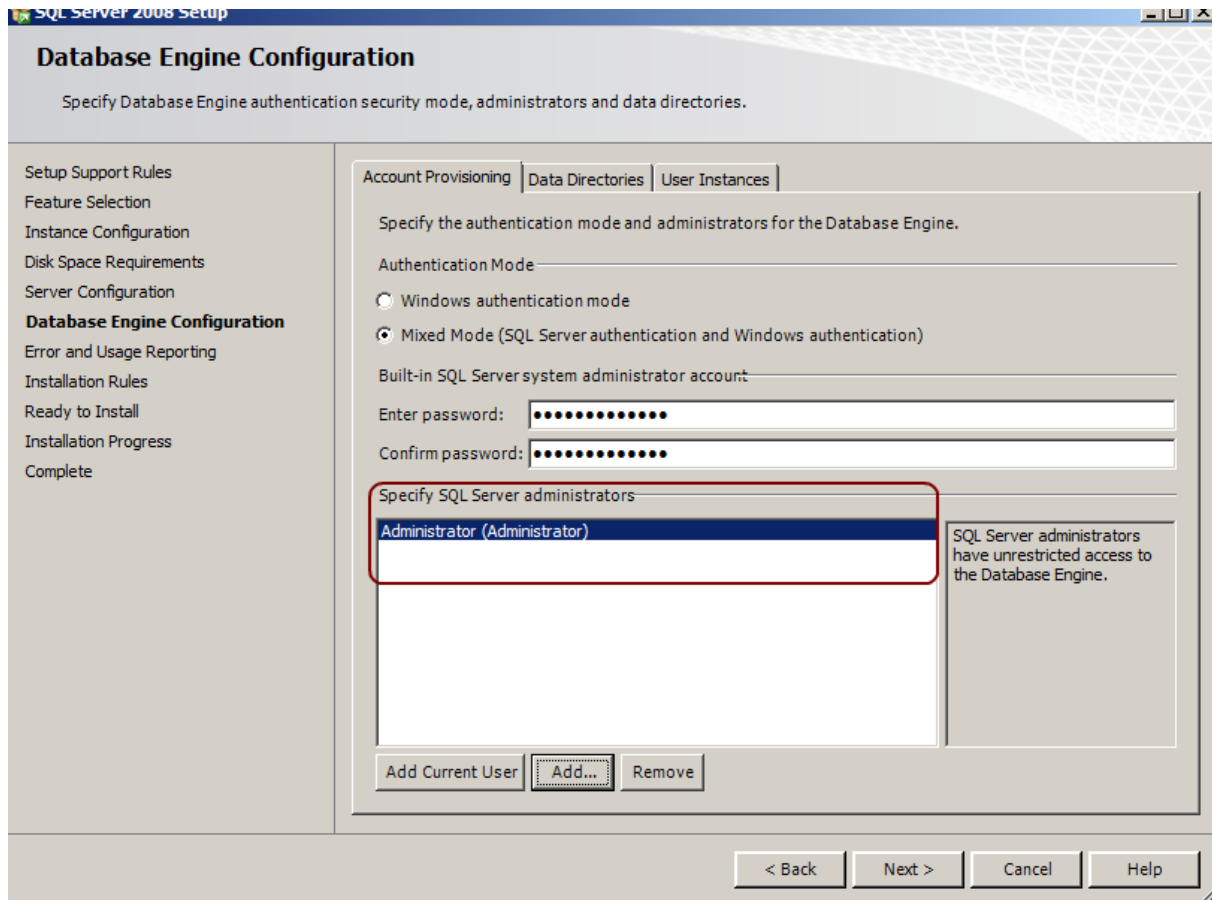
The SQL server must be configured for **SQL Server and Windows Authentication** mode.

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.

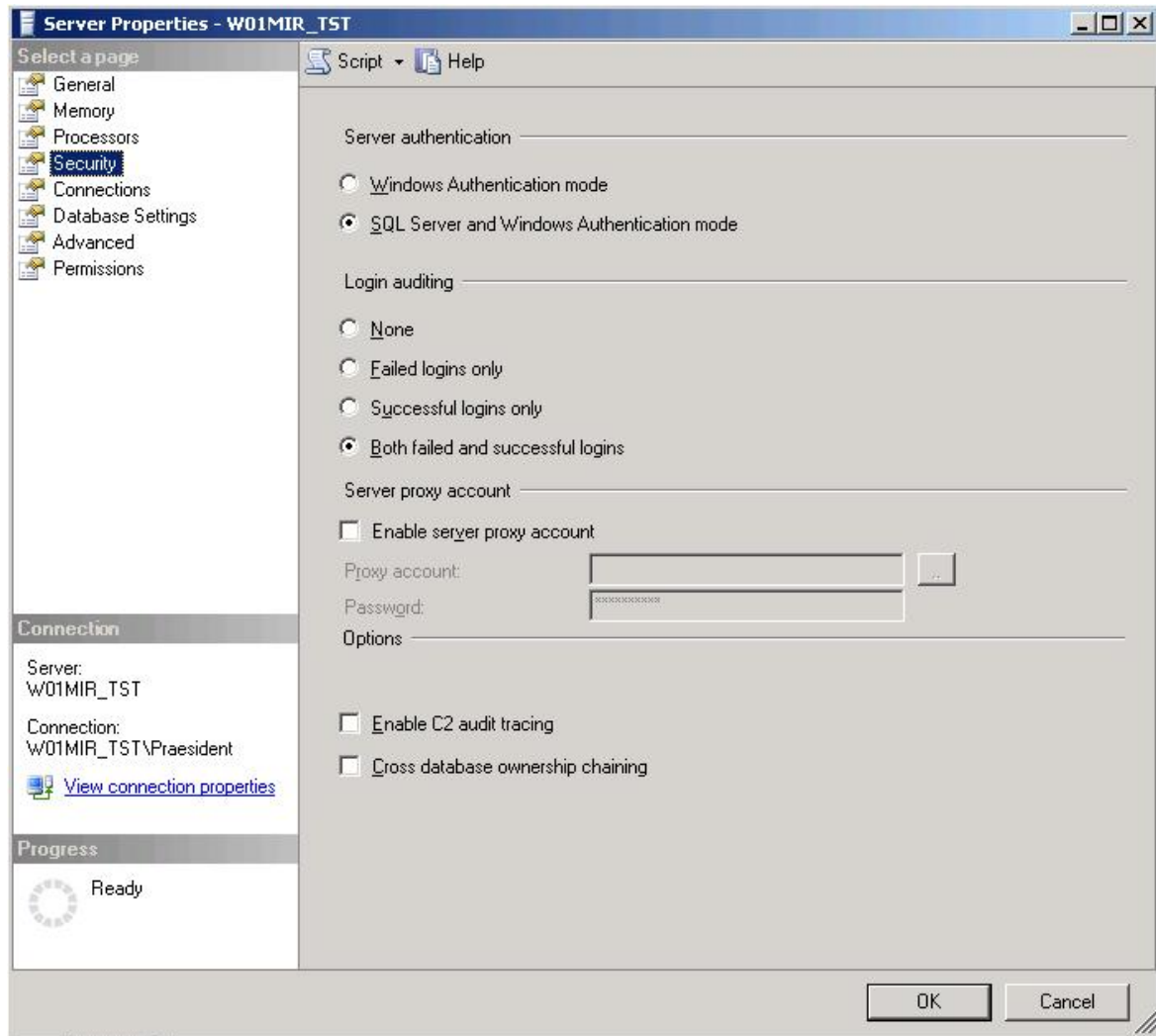
Change security authentication mode

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.



1.7.17.1.3 Step 3 - First Login

After a successful installation, the login screen should appear. In case of errors see [troubleshooting](#)¹⁷⁷.

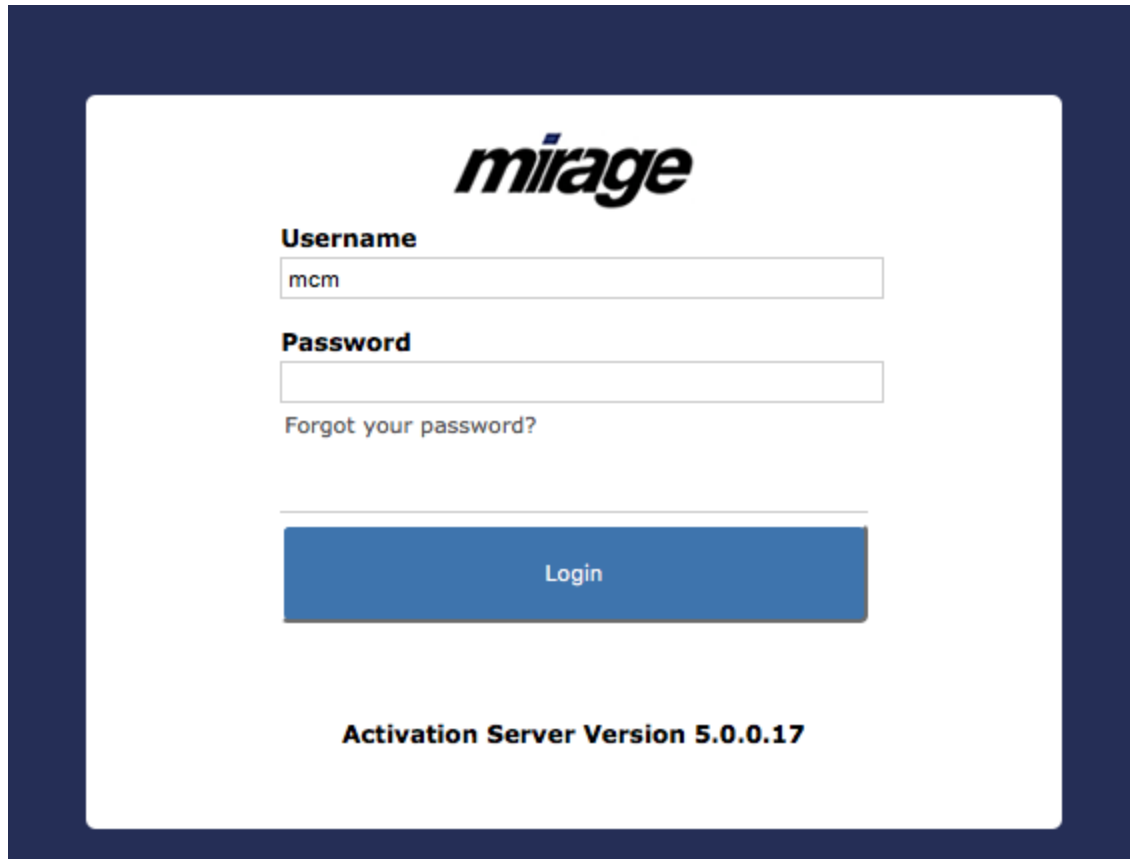
Depending on your installation you can start the Administration Interface either



- 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).



mirage

Username

mcm

Password

[Forgot your password?](#)

Login

Activation Server Version 5.0.0.17

If you forgot your password, you can request it by e-mail. Select [Forgot your Password?](#) ²⁸

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

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

Please enter and verify a new password below.

User Settings

Customize Screen - List Views

Remember that your new password

- must be at least 5 characters long
- and must not be identical with or contain your username

Change Your Password

Username *

New Password *

Verify New Password *

Language
English

Date Format
English: 10/4/2016

Save

Cancel

Now all tests for the setup are done. A license file for a trial version was installed. **If you bought the Activation Server 5, you have to [activate your license](#)**

1.7.17.1.4 Step 4 - Activate License

Activation Server Windows and Mac

After the installation, the Activation Server 5 is in a time limited trial mode. If you bought the Activation Server 5, you got a **Serial Number** either for the Windows or MAC version. As long as the license is not activated, you get a reminder message below the navigation toolbar.

Home
Metrics
Reports ▼
Data Management ▼
Keys ▼
Administration / Setup ▼

Home



Trial version expires on 02/04/2017 - [Activate License](#)



- Type in the Serial Number in the field: **Apply Key** and click on  to activate the license and press the button Save

Company Information: Specify your company name and other things

Administration / Setup

Use the form below to specify your company information.

Company Information	Apply Key
<p>Company Name <input type="text" value="Mirage Computer Systems"/></p> <p>Company Logo <input type="text" value="Browse..."/> </p> <p>Server time zone <input type="text" value="(UTC+01:00) Belgrade, Bratislava, ..."/></p>	<p>Key <input type="text" value="C6bEx-4qh9N-ZgU1c-AB1C8"/> </p>
Activation Server Windows	Activation Server Mac
<p>Activation State <input type="text" value="none"/></p> <p>Expiry Date <input type="text" value="13/07/2014"/></p>	<p>Activation State <input type="text" value="none"/></p> <p>Expiry Date <input type="text" value="13/07/2014"/></p>


 Save  Cancel



- 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

Company Information: Specify your company name and other things

Administration / Setup

Use the form below to specify your company information.

Company Information	Apply Key
<p>Company Name <input type="text" value="Mirage Computer Systems"/></p> <p>Company Logo <input type="text" value="Browse..."/> </p> <p>Server time zone <input type="text" value="(UTC+01:00) Belgrade, Bratislava, ..."/></p>	<p>Key <input type="text" value=""/></p>
Activation Server Windows	Activation Server Mac
<p>Activation State <input type="text" value="activated"/></p>	<p>Activation State <input type="text" value="none"/></p> <p>Expiry Date <input type="text" value="13/07/2014"/></p>

 Save  Cancel



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

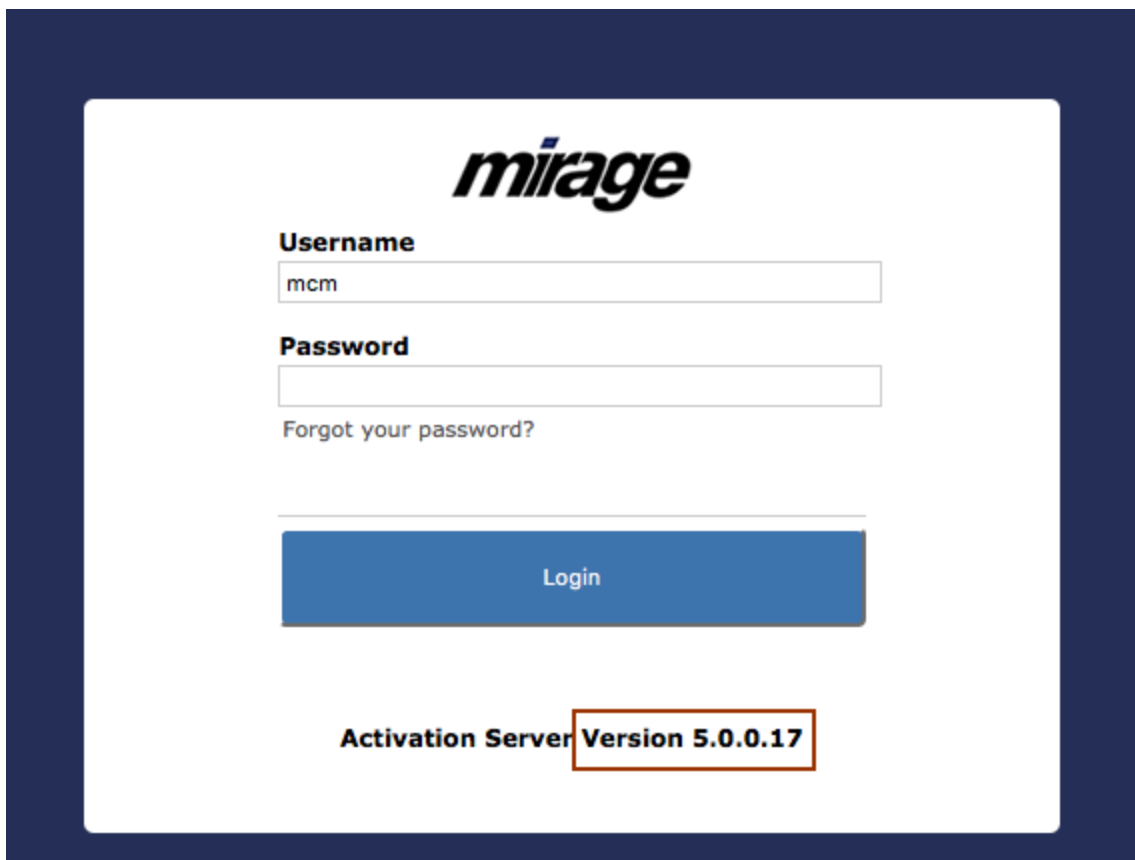
1.7.17.1.5 Install Updates

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 for on-premise installation is **5.3**.

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




Release Number

- [Update from version 4 to version 5](#)¹⁷²
- [Update from version 5.x to version 5.3](#)¹⁷⁴

1.7.17.1.5.1 Update from version 4 to version 5

Major Update from version 4 to version 5

Version 5 requires version 4 installed. The update is simply done using a ZIP file.

First check the [system requirements](#)  before you begin with the installation.

📖 Major Update installation version 4.x to 5.x - step by step

1. Backup

Backup the complete directory of the Activation Server 5, 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*

2. Install the Activation Server 5 - Version: 5.4.0.0

[Download the update ZIP file](#). The file includes a folder structure of the activation server

Unzip the file into the corresponding folders on the Activation Server 5 (typically c:\\inetpub\\wwwroot\\activation server ...). The file structure should like like this.

alg	25.06.2016 13:59	File folder	
App_Browsers	25.06.2016 09:19	File folder	
App_Themes	25.06.2016 09:19	File folder	
bin	25.06.2016 09:19	File folder	
languages	25.06.2016 09:19	File folder	
pagecontent	25.06.2016 14:40	File folder	
pconfig	25.06.2016 09:20	File folder	
usercontrols	25.06.2016 09:20	File folder	
.DS_Store	25.06.2016 14:06	DS_STORE File	7 KB
AddActivationRequest.aspx	16.03.2016 17:42	ASPX File	8 KB
AddKey.aspx	16.03.2016 17:42	ASPX File	7 KB
AS3.master	22.06.2016 17:48	MASTER File	15 KB
ASChartData.asmx	12.01.2016 14:19	ASMX File	1 KB
ASMenu.aspx	12.01.2016 14:19	ASPX File	1 KB
ChangePassword.aspx	16.03.2016 17:42	ASPX File	5 KB
ChkLic.aspx	12.01.2016 14:19	ASPX File	1 KB
CompanyInformationView.aspx	08.06.2016 19:45	ASPX File	7 KB
CreateAdditionalKey.aspx	16.03.2016 17:42	ASPX File	14 KB
CreateSerialNumber.aspx	16.03.2016 17:42	ASPX File	9 KB
DataView.aspx	16.03.2016 17:42	ASPX File	3 KB
DeactivateModule.aspx	16.03.2016 17:42	ASPX File	5 KB
DisplayFields.aspx	16.03.2016 17:42	ASPX File	7 KB



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

If any error occurs see [troubleshooting](#)¹⁷⁷

You have to delete the Browser cache. Otherwise the user interface would display a mix of old and new files.

3. Update E-Mail Activator Service

No update is necessary

4. Activate your license

You got a Serial Number for either Windows or MAC Server version. [Activate your license](#)¹⁶⁹

5. Install Service Pack 5.2

[Install the service pack 5.2](#)¹⁷⁴

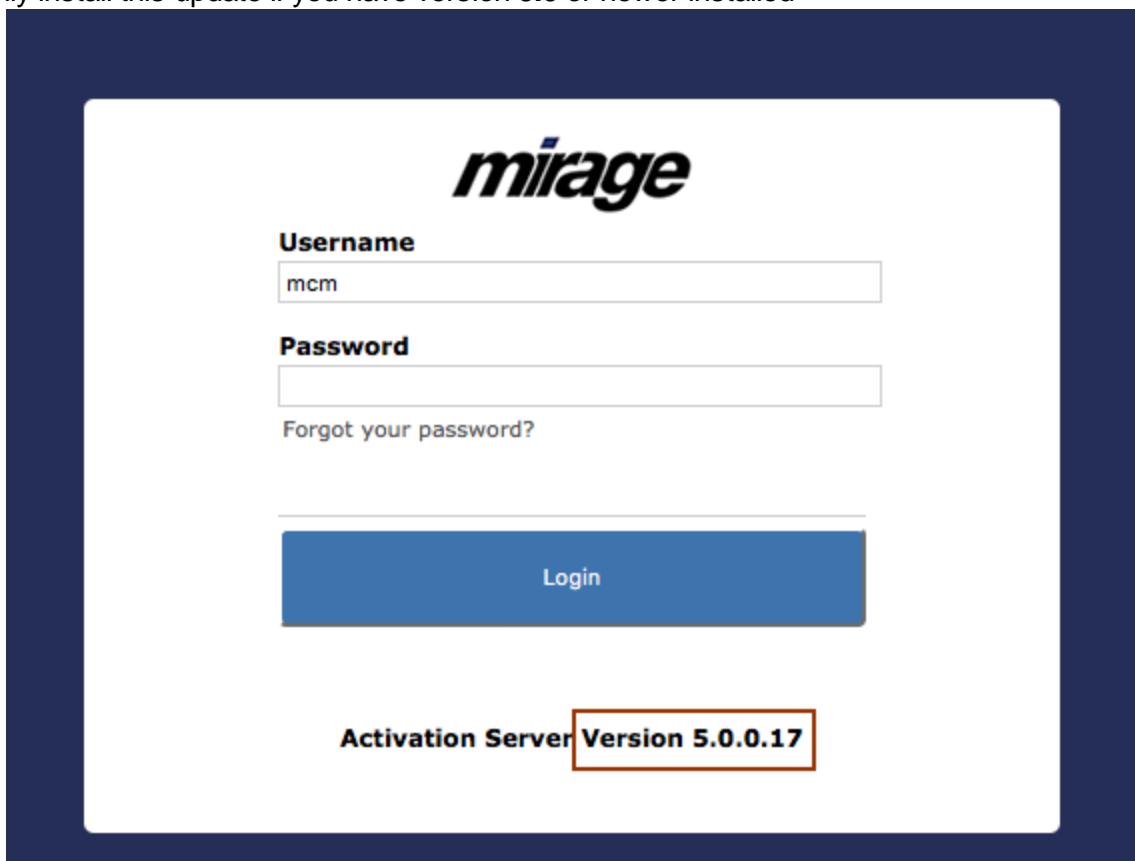
1.7.17.1.5.2 Update from version 5.0 to version 5.3

The update requires a running instance of Activation Server 5.0 or newer as it only includes updated files.

The exact update version is: **5.3.0**

Step 1 - Check your version

Only install this update if you have version **5.0** or newer installed



Release Number

Step 2 - Make a Backup

Make a backup of all folders (typically inetpub\wwwroot\ActivationServer..). You can restore the existing version at any time by copying these files back.

Step 3 - Install Update preparation file

- [Download the update preparation file](#)
- Unzip it into the **installation folder** (typically inetpub\wwwroot\ActivationServer..)
- Double click on the file: **install-prepare.bat**
- It will delete all application folders and files and make a backup of important configuration files in the folder **..\backup**

Step 4 - Install Update

The installation package is a ZIP file, which just has to be unzipped to the installation folder

- Close all Browser Windows
- [Download the installation package](#)
- Unzip the files to the **installation folder** (typically inetpub\wwwroot\ActivationServer..)

alg	25.06.2016 13:59	File folder	
App_Browsers	25.06.2016 09:19	File folder	
App_Themes	25.06.2016 09:19	File folder	
bin	25.06.2016 09:19	File folder	
languages	25.06.2016 09:19	File folder	
pagecontent	25.06.2016 14:40	File folder	
pconfig	25.06.2016 09:20	File folder	
usercontrols	25.06.2016 09:20	File folder	
.DS_Store	25.06.2016 14:06	DS_STORE File	7 KB
AddActivationRequest.aspx	16.03.2016 17:42	ASPX File	8 KB
AddKey.aspx	16.03.2016 17:42	ASPX File	7 KB
AS3.master	22.06.2016 17:48	MASTER File	15 KB
ASChartData.asmx	12.01.2016 14:19	ASMX File	1 KB
ASMenu.aspx	12.01.2016 14:19	ASPX File	1 KB
ChangePassword.aspx	16.03.2016 17:42	ASPX File	5 KB
ChkLic.aspx	12.01.2016 14:19	ASPX File	1 KB
CompanyInformationView.aspx	08.06.2016 19:45	ASPX File	7 KB
CreateAdditionalKey.aspx	16.03.2016 17:42	ASPX File	14 KB
CreateSerialNumber.aspx	16.03.2016 17:42	ASPX File	9 KB
DataView.aspx	16.03.2016 17:42	ASPX File	3 KB
DeactivateModule.aspx	16.03.2016 17:42	ASPX File	5 KB
DisplayFields.aspx	16.03.2016 17:42	ASPX File	7 KB

Modify the file **web.config**. Copy the connection string value from the **backup file** to the new web.config file

```
<connectionStrings>
<add name="AS3" connectionString="user id=sa;data source=.\SQLEXPRESS;persist
security info=False;initial catalog=activation_server;password=mysecret123$;" />
</connectionStrings>
```

- **Restart the server**



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

If any error occurs see [troubleshooting](#)^[177]

You have to delete the Browser cache. Otherwise the user interface would display a mix of old and new files.

Step 5 - Check version number

Log out and check the release number in the login screen. It must be **5.3.0**

Step 6 - Set server time

Set the time zone of your [server / database](#)^[98]. Technically it is the time zone of the MS-SQL server where date/time information is stored.

After that configuration is done, [each user](#)^[119] could set his own time zone.

1.7.17.1.6 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

1.7.17.1.7 Step 6 - Perform System Check

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

Activation Server 5 has an included mechanism to check, if the setup was successful. 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 5 provides. Click on **TestConfiguration**.

Now you can enter two parameters: The project and the ModuleID. In the provided Demo Application you should enter “**demo-easygo**” (case sensitive!) and “**QHD001**”. Press the button to start the test.

A product activation is now simulated. Check the output in a new browser window:

```
<?xml version="1.0" encoding="utf-8" ?>
<string xmlns="http://www.mirage-systems.de/">Checking log.config: configured file
'C:\inetpub\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-1Cq93-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](#)¹⁷⁷.

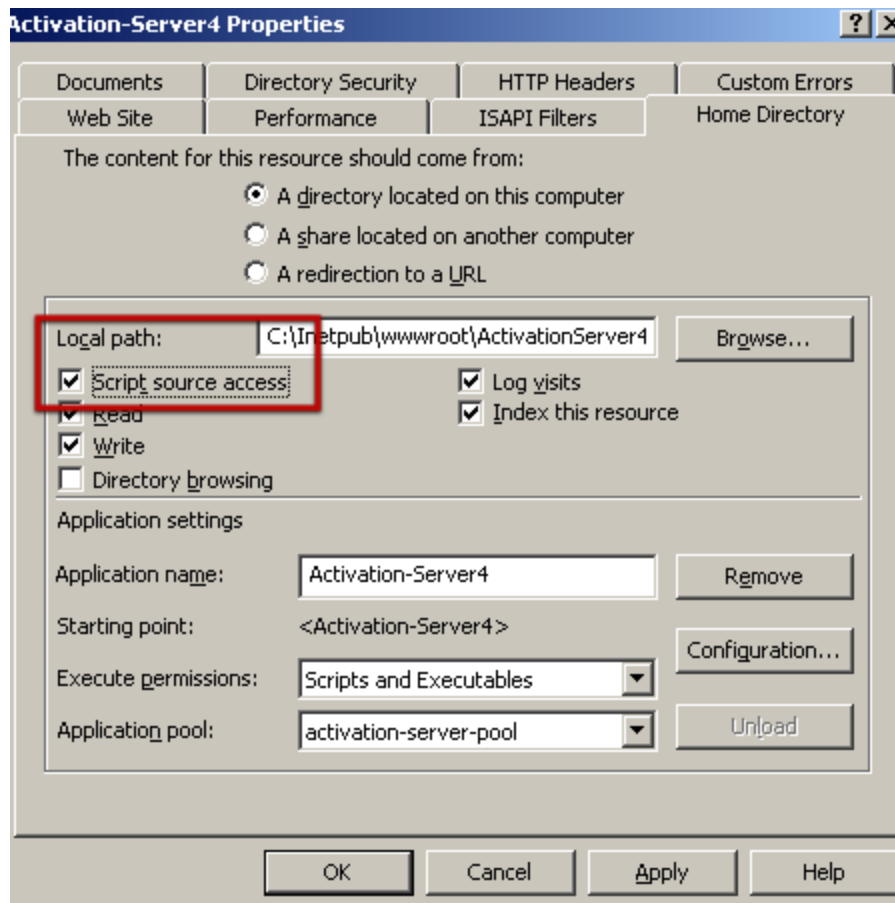
After a successful system check, the last step is login into the [Administration Interface](#)¹⁶⁷. The web site is automatically loaded


1.7.17.1.7.1 Troubleshooting

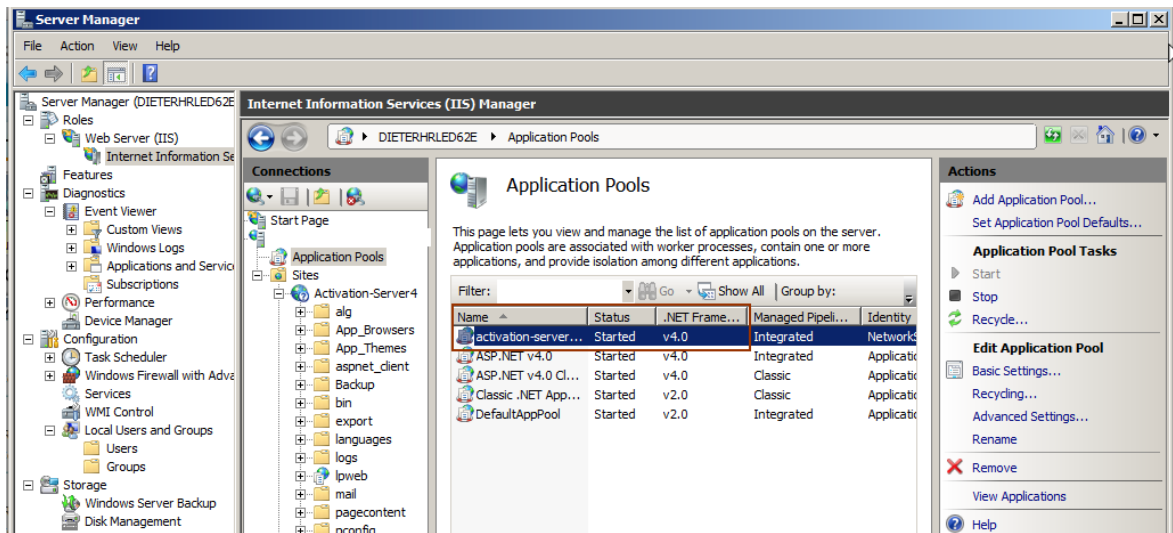
Find below errors which could occur after an installation or after an upgrade

- 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](#) ¹⁸⁹
- Error  `<compilation targetFramework="4.0"/>`
Check the following settings
.NET Framework must be set to Version 4

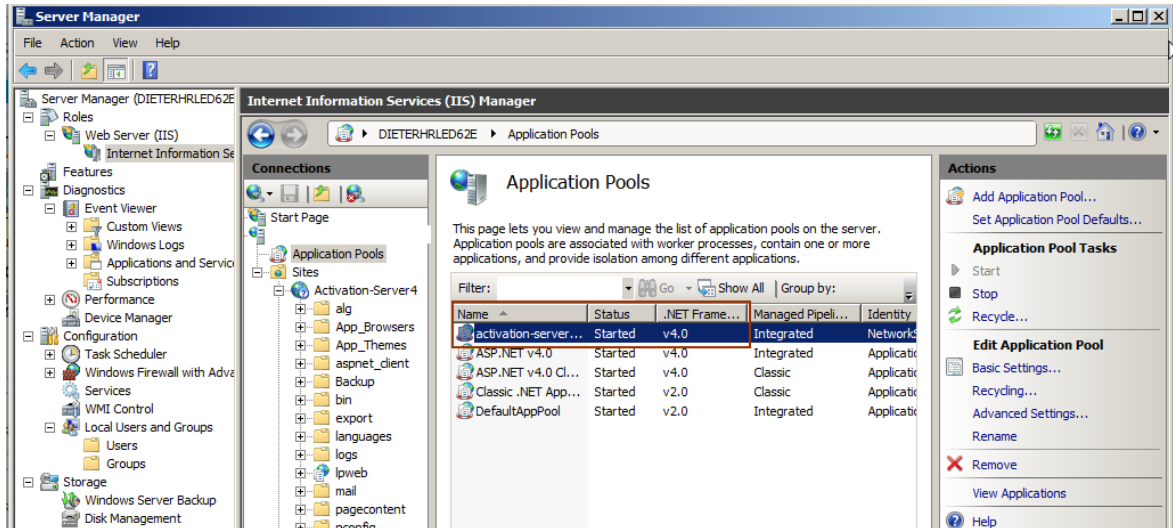


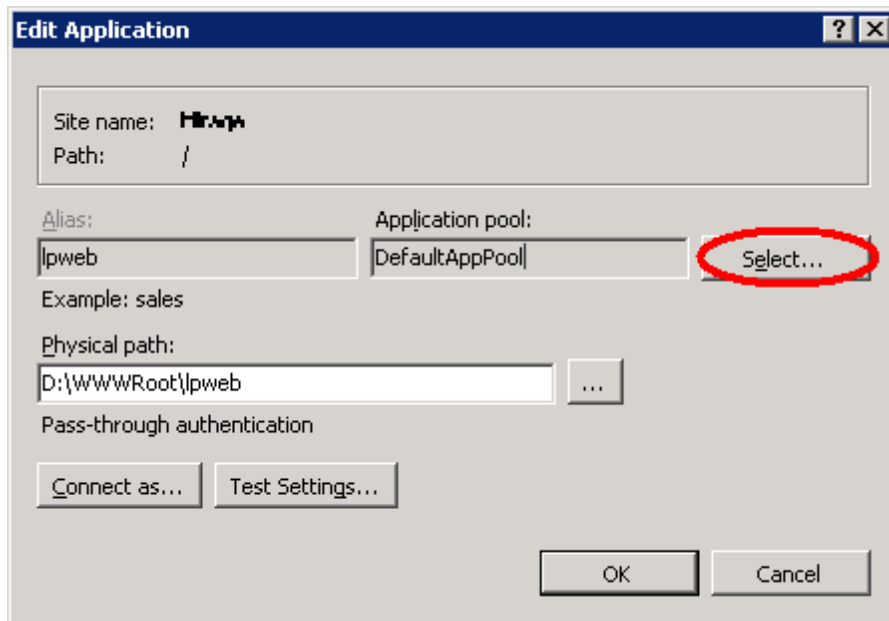
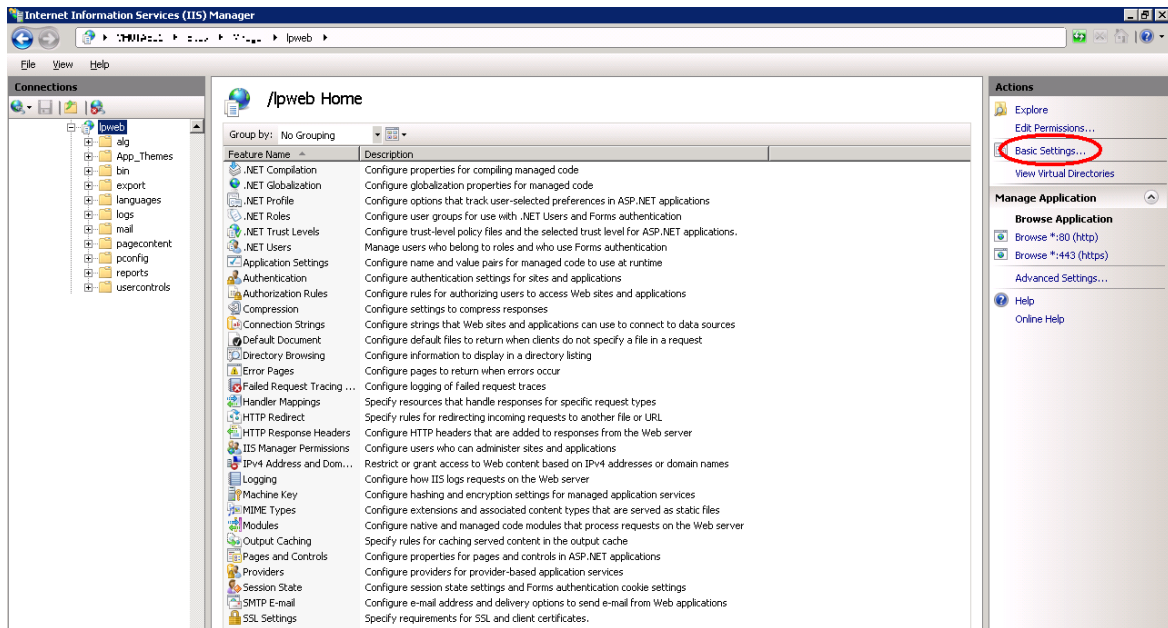
- Error Unrecognized attribute 'xmlns' / Unbekanntes Attribut 'xmlns' or error 503/

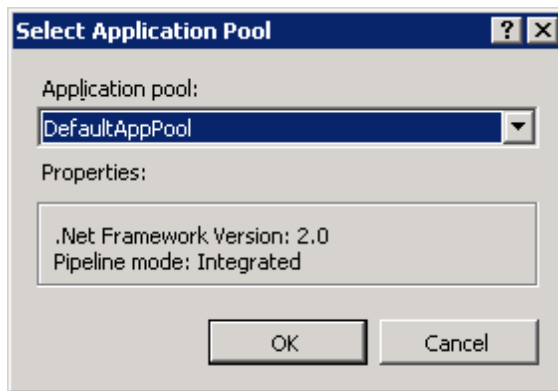
IIS 7

Check the following settings

.NET Framework must be set to Version 4

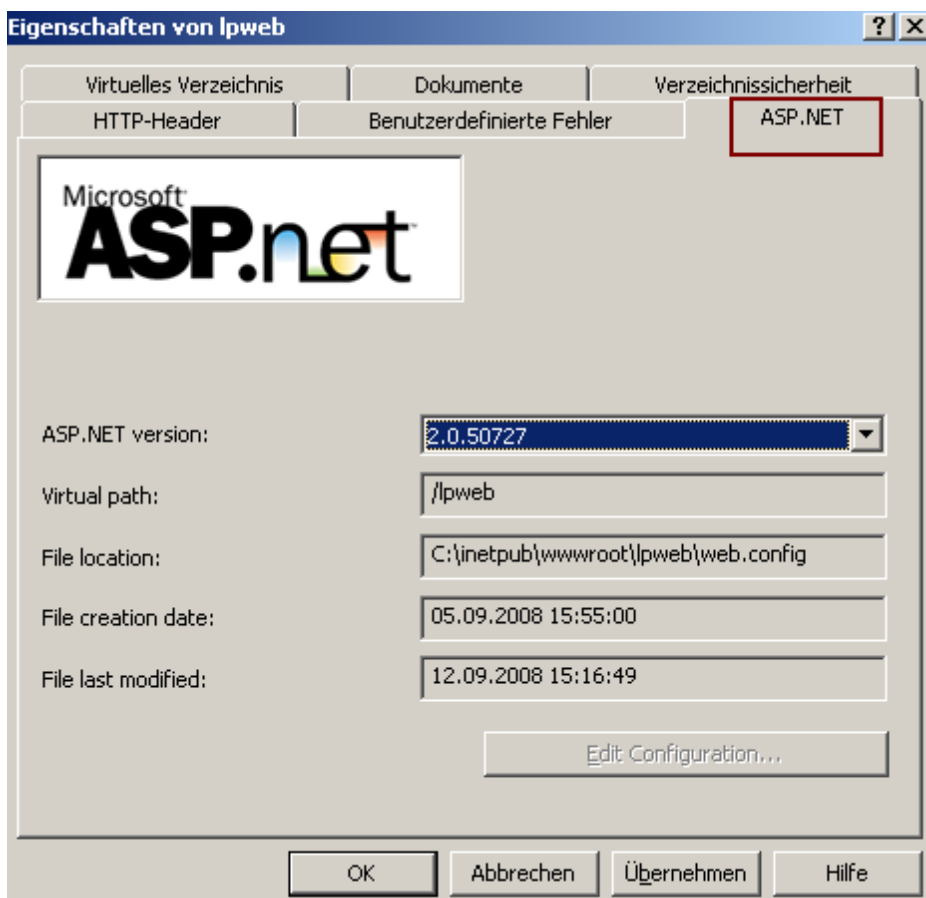






IIS 6

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



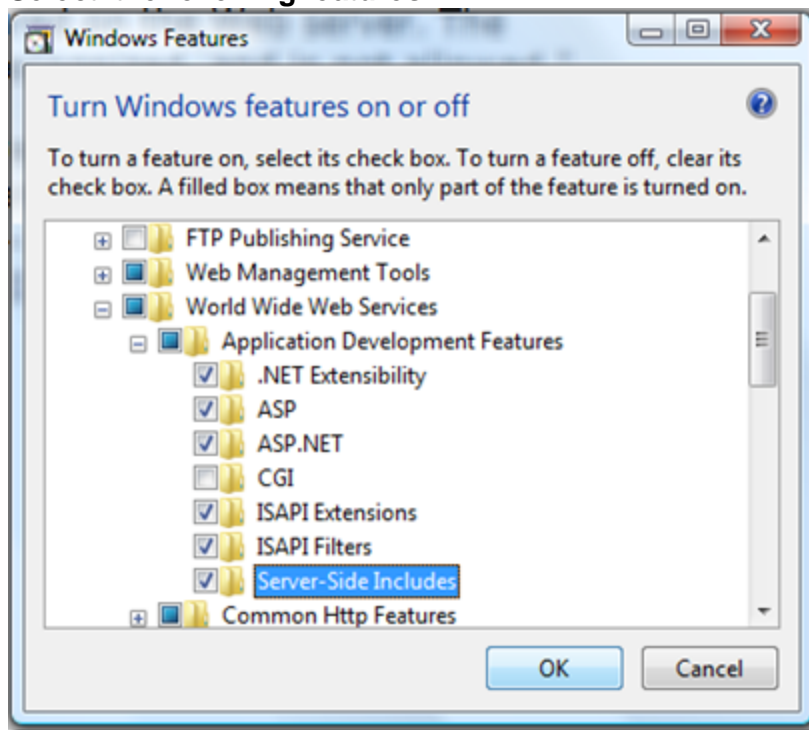
If you cannot select asp.net version 2.0 then activate the version using

`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'

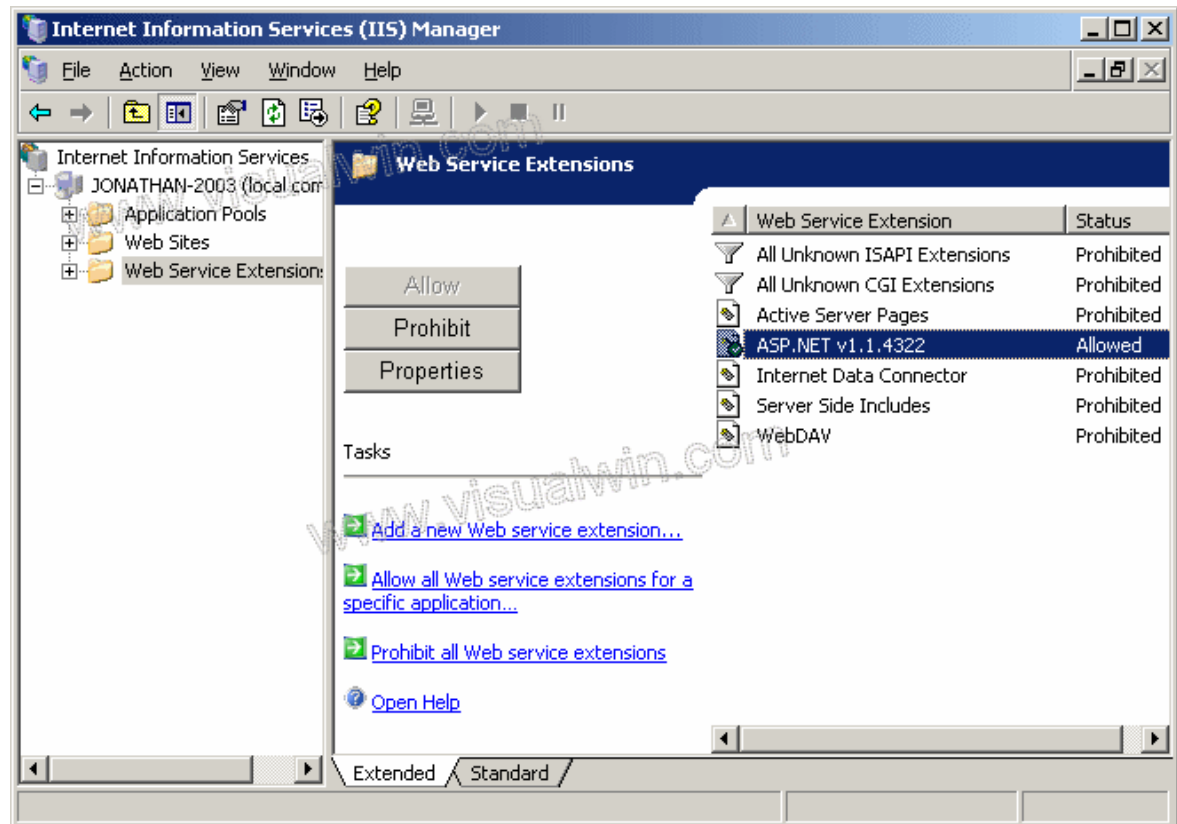
The J# Redistributable Package is missing - Installation


☐ 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](#)¹⁸⁹

☐ Could not load page

If you get an error that a page can not be loaded then Start IIS. Expand your computer name and click on "**Web Service Extensions**". Make sure "ASP.NET" has a checkmark next to it, and that means that it's enabled.



- If you try to login and get the error invalid object name 'tbluser' Change collation of database to "Latin1_General_CI_AS"
- If you get an error and the Administration Interface does not start check if the web service is running and  restart the IIS Server

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 IIS**. In the **What do you want IIS to do** drop-down list, click **Restart Internet Services** on computer name. You can also choose to reboot the computer, stop the Internet service, or start the Internet service.
3. 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 [Serial Number](#)^[75] 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"[194] value="http://localhost/lpweb/lpws.asmx" />
```

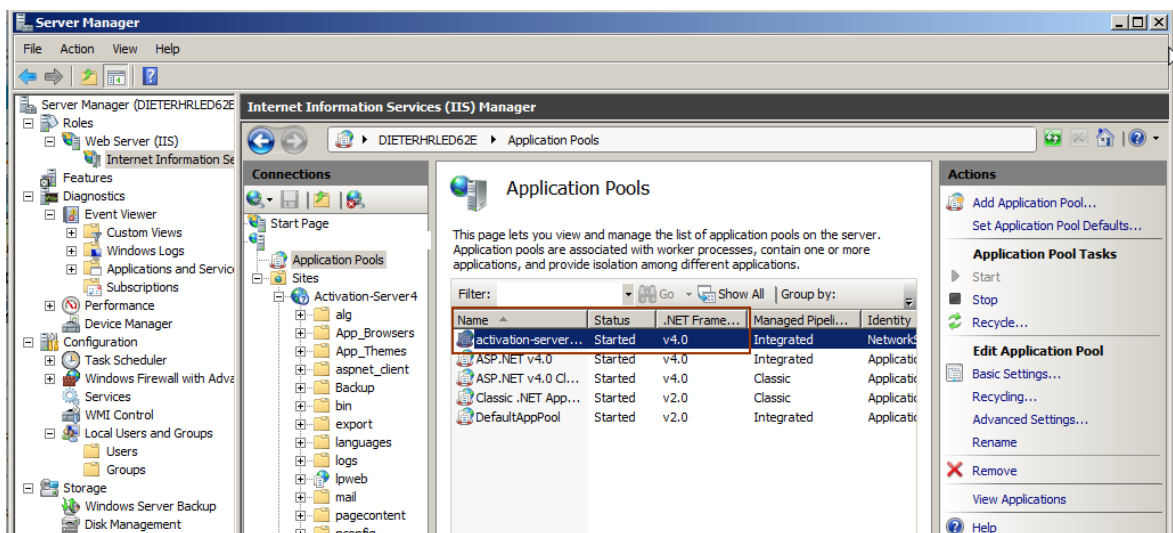
in the file [web.config](#)^[190]. The URL must direct to the page lpws.asmx and if you type in the URL in the Browser it should open this page - see [Perform System Check](#)^[177]

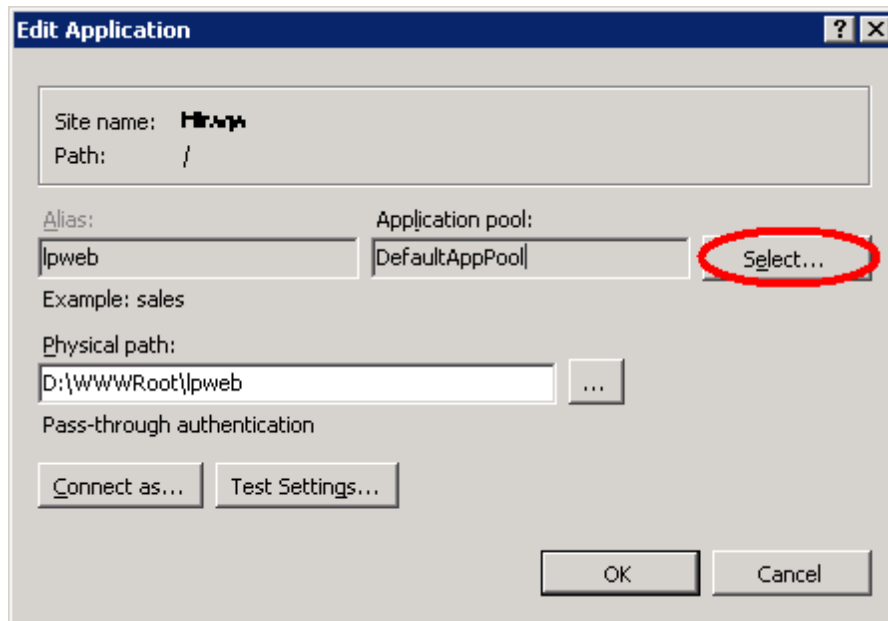
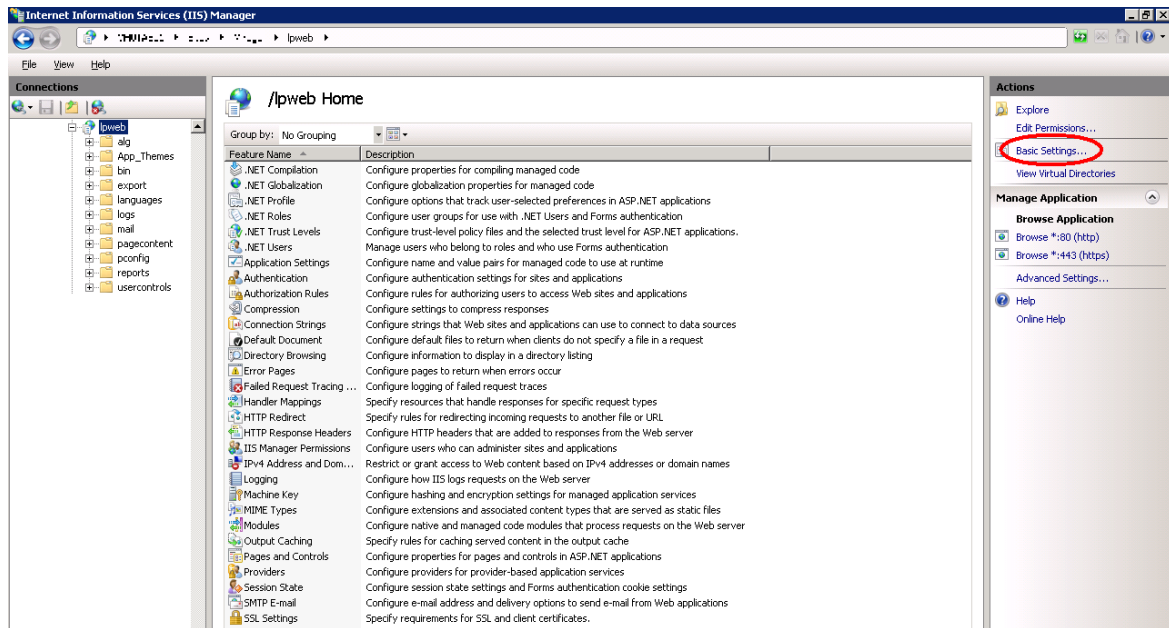
- ❑ Java script errors on IIS7

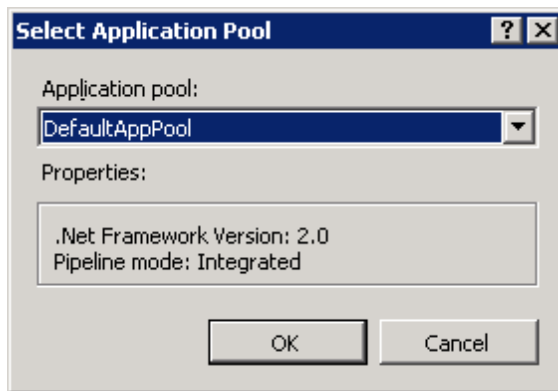
If you get java script errors, check the application pool setting in IIS 7. It must be set to **Classic.net AppPool**.

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

.NET Framework must be set to Version 4

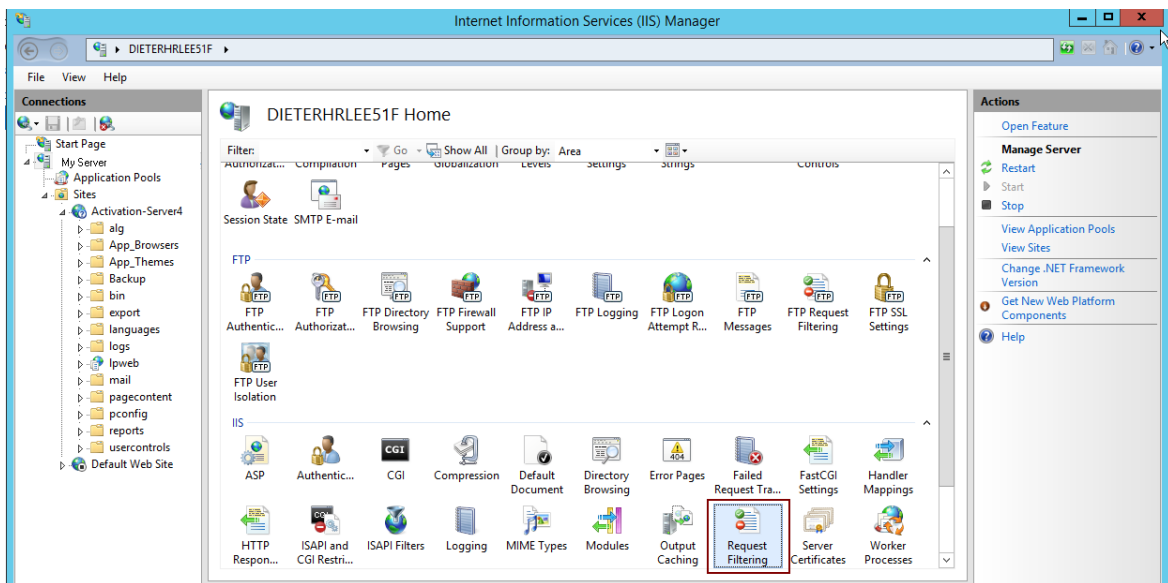


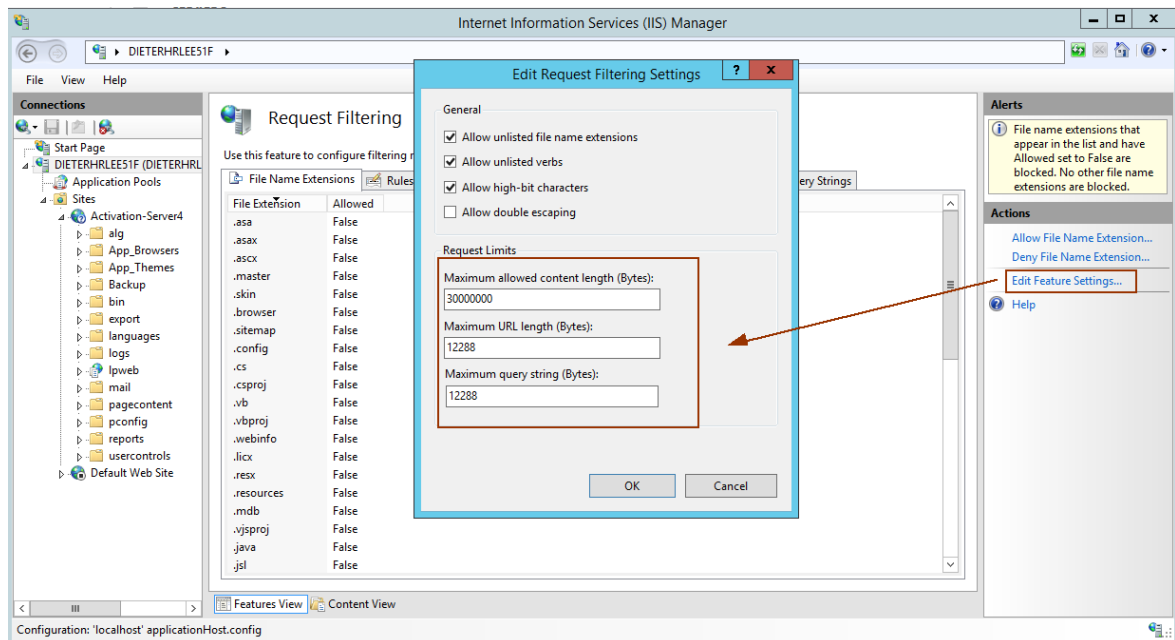




MAC versions - product activation - Error 3001

If an activation of a MAC version gives error 3001 and this error occurs the first time after the installation of the Activation Server 5, change the following settings in the IIS





The database structure is created during the first start of the Activation Server 5. The following step is only necessary if there is a problem with the automatic generation of the tables.

- [Use SQL Server Enterprise Manager](#) ¹⁸⁷



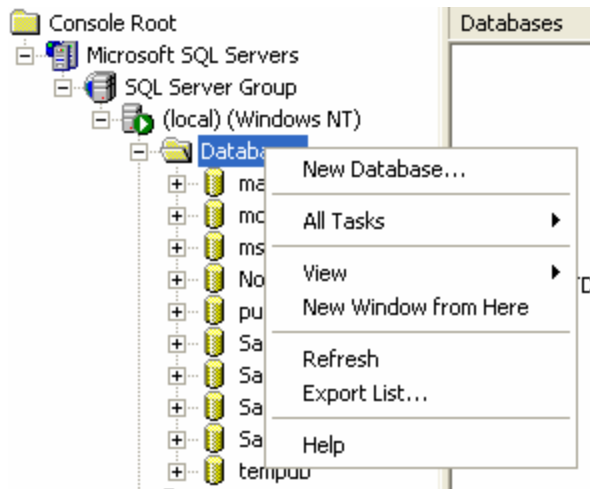
The configuration settings expect to have the SQL server configured with **SQL Server Authentication** and not with *Integrated Login*.

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.

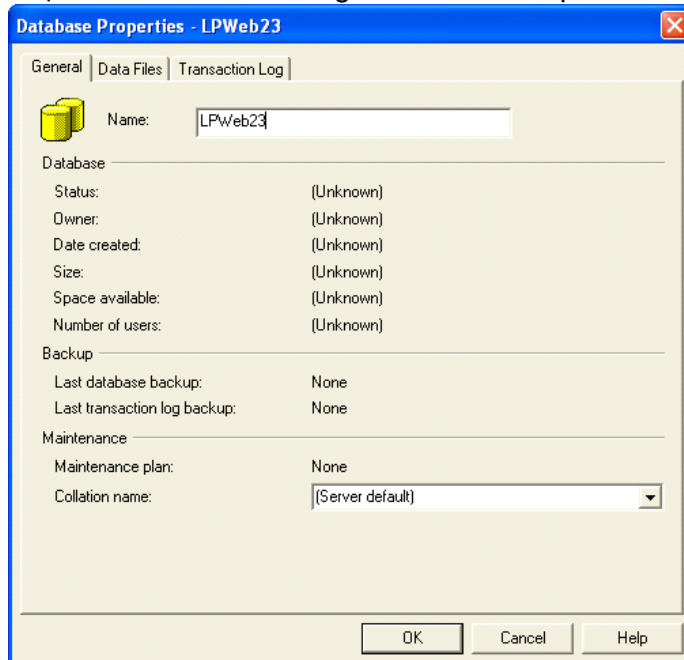
- Step 1: Open Enterprise Manager
- Step 2: Expand the tree on the left side:

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 5 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](#)

1.7.17.1.7.2 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 Ipweb folder with all subfolders**. The same is for the user **IUSR_Machine name** and **user ASP.NET** access. If you have a group **IIS_WPG**, add also full read and write access. If **NETWORK SERVICE** is available also add this user.

IIS 7 and above

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

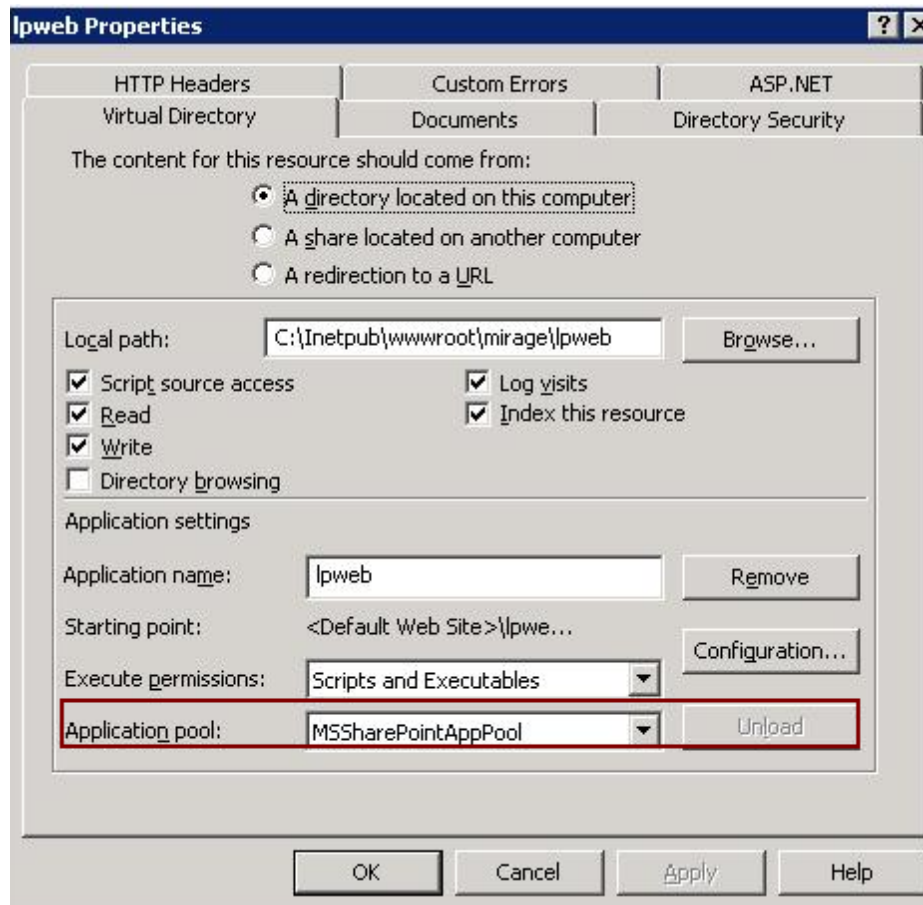


The necessary rights can not be configured in the IIS. They have to be configured for the file system.

- Login as administrator
- Open your file explorer
- Choose the Ipweb folder
- Right-click and choose Properties
- On the "Directory Security" tab you can edit the access rights
- Set all rights to full access

- Click Advanced
- Select *Inherit from parent the permission entries that apply to child objects*

Also check the following settings and give read/write access to **MSSharePointAppPool**



1.7.17.1.8 Additional configuration

You can change the default values which the installer configured. Changing these values should only be done with care

- define basic settings of the Activation Server 5 - one configuration per server - [web.config file](#)¹⁹⁰
- As an option you can change parameters for the log file in the [log.config file](#)¹⁹⁴

You have to [restart the Activation Server](#)¹²⁵ after making configuration changes.

1.7.17.1.8.1 Web.config file

If you use the [MSI installer](#)¹²⁷, 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\wwwroot\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 ([exportpath](#)^[192]), for reports ([reportpath](#)^[194]) and for the language file. These folders must exist and **read and write permission** is necessary.

Here is the configuration for our example. The Web Application is installed in c:\inetpub\wwwroot\lpweb, the database machine is „mysqlserver“, the database is named „LPWeb“ and the user „sa“ has the password „secret“:

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>

  <appSettings>
    <add key="logconfig"[193] value="C:\Inetpub\wwwroot\lpweb\log.config" />
    <add key="licprotectorwsconfig"[193] value="C:
\Inetpub\wwwroot\lpweb\project.config" />
    <add key="db"[192] value="user id=lpweb;data
source=PCname\mysqlserver;persist security info=False;initial
catalog=lpweb;password=your password" />
    <add key="exportpath"[192] value="C:
\Inetpub\wwwroot\lpweb\export\"></add>
    <add key="reportpath"[194] value="C:
\Inetpub\wwwroot\lpweb\reports\"></add>
    <add key="languagefile"[193] value="C:
\Inetpub\wwwroot\lpweb\languages\languages.xml"></add>
```

```
<add key="LPWebFrontend" value="http://localhost/lpweb/lpws.asmx"/>
<add key="loglevel" value="4"/>
<add key="WebServiceURL" value="http://localhost/lpweb/lpws.asmx"/>
</appSettings>
```

<system.web>

...

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 5.

Path for a database backup. The folder needs **read and write permission**.

Example

```
<add key="BackupPath" value="C:\inetpub\wwwroot\lpweb\DBBackup"/>
```

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 5 database
- Set „password“ to the password of the configured user.
- Set „data source“ to your SQL Server machine, e.g. MIRAGE-LPX350TUSQLEXPRESS
- Set „initial catalog“ to your database-name. The default name is lpweb.

Example

```
<add name="AS3" connectionString="user id=sa;data source=MIRAGE-
LPX350TUSQLEXPRESS;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"/>
```

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"/>
```



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](#)^[196] (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](#)^[210]



To ensure backward compatibility, the file is still supported.

Name of the configuration file of the log file. Details see [log.config](#)^[194] file.

Example

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

Defines, which events are logged. The filename is defined in [LogConfig](#)^[193].

Possible values are

0 = log disabled

1 = log only exceptions

2 = log exceptions and paging

3 = log exceptions, paging and actions

4 = log exceptions, paging, actions and status messages

The Activation Server 5 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 with its 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 5.



Never change this information.

1.7.17.1.8.2 Log.config file

If you use the [MSI installer](#)¹²⁷, 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*, [Download Log File](#)¹⁰⁰. Additional backups of log files are only available via FTP in the folder `..\logs`.

```
<log4net>
```

```

    <appender name="RollingFileAppender"
type="log4net.Appender.RollingFileAppender">
    <file value="logs/lpws.log" />
    <appendToFile value="true" />
    <rollingStyle value="Size" />
    <maxSizeRollBackups value="10" />
    <maximumFileSize value="1000KB" />
    <staticLogFileName value="true" />
    <layout type="log4net.Layout.PatternLayout">
        <param name="ConversionPattern" value="%d [%t] %-5p %c [%x] - %
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](#).

```
<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](#).

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 a new log file is created with the name specified in [file value](#).

```
<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 [MaxSizeRollBackups value](#)).

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

1.7.17.1.8.3 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](#) ¹⁹³

1.7.17.2 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 5 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](#) ¹⁹⁷
- A service which runs without user interface - [E-Mail Activator - Service](#) ¹⁹⁷

1.7.17.2.1 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 ---
r2eQaK51fzPk81PPLBs1R2gZc1A9GfU1tng8s1Cm6fu22vlo42eSn081fAVI611Vn
jE1ucsq11hHdiX1qRlBD0RLb1H1VFWpl1Ms0CB20gwHr22leEx1ujjwT1hHdiX1Bf
m9e2bqqty1TeIVq1wu0my1k5vkn1Uot9k1wuyNi1tmqg61dplkR1t7CKV0U18YI1y
RrLG1OD1iw1360GV1R2kYU1B1U1w1NL63q1PTUoM1k4DQU1gEV3h1ECmnD11S8bZ1
hMJFu1vyQlg1xQu2y22pDny0U4XRI2eYq0C1EppGq0U1Vc31ntPx01DyTSo1vALF9
1NI3Eu137mtU1tgmZ61CpWIX1oBnjo2bqre01BfVvY20hn3m204qtH1fEd2I2eTpc
s1C6JQ71I7yUT1hR73i1C85q11VEz2I1R1wwc1gEEIs
--- ENDBLOCK ---
```

The Unlock E-mail is sent back in the language the user selected in the activation screen.

Example

If the activation screen is in French, the reply e-mail with the Unlock Key is sent back in French.

1.7.17.2.2 Installation of the E-Mail Activator Service

Hosting Users

Download the configuration application [E-Mail Activator - Configurator](#)^[197] from the Administration menu - option: [E-Mail Configuration](#)^[104] and start the installer: **activator-install-hosting.exe**.

[Configure your e-mail settings](#)^[197] and then upload the settings to the [Activation Server 5](#)^[208].

Running an own server

- [Download E-Mail Activator](#) (Version: 4.2.1)
- Start the file: **email-activator-install.exe**. It installs the application [E-Mail Activator - Configurator](#)^[197] and also installs the service: [E-Mail Activator - Service](#)^[197].

[Configure your e-mail settings](#)^[197] and then [save the files](#)^[209] on the [Activation Server 5](#)^[208].

1.7.17.2.3 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 5 is located, or you can download the application to your local PC.

With this application you configure:

- [Incoming E-Mail account](#)¹⁹⁸
- [The processing of the E-Mail](#)²⁰⁰
- [Response E-Mail Text](#)²⁰¹
- [Outgoing E-Mail account](#)²⁰³
- [Scheduler](#)²⁰⁵
- [Test the configuration](#)²⁰⁶
- [General settings](#)²⁰⁷

1.7.17.2.3.1 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](#)²⁰¹
- Different [Activation Servers](#)²⁰⁰
- Different [E-Mail Forwarding options](#)²⁰⁰
- Different [Schedules](#)²⁰⁵

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



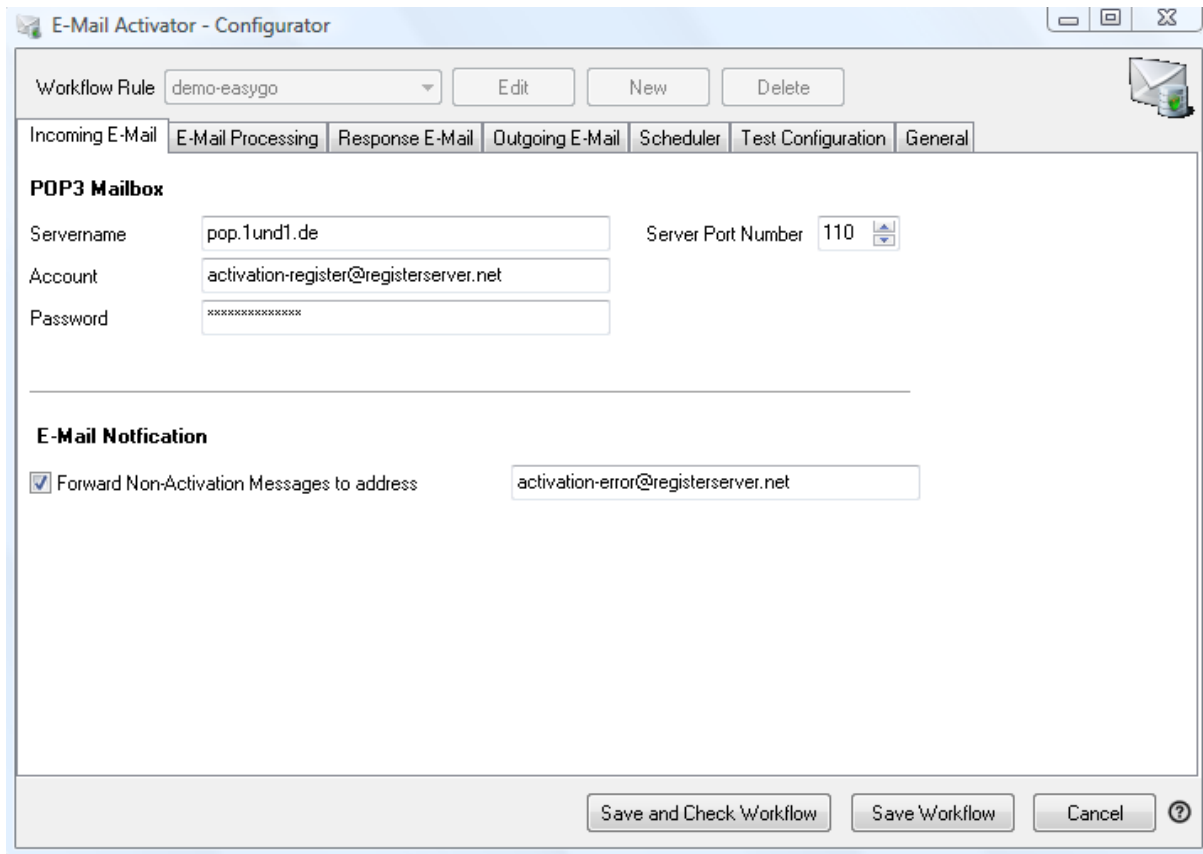
To use different workflows, you need a **different** E-Mail address for [incoming E-mail](#)¹⁹⁸ for every product.



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

1.7.17.2.3.2 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.



The screenshot shows the 'E-Mail Activator - Configurator' window. At the top, there's a 'Workflow Rule' dropdown set to 'demo-easygo' with 'Edit', 'New', and 'Delete' buttons. Below this is a tabbed interface with 'Incoming E-Mail' selected. The 'POP3 Mailbox' section contains fields for 'Servername' (pop.1und1.de), 'Server Port Number' (110), 'Account' (activation-register@registerserver.net), and 'Password' (masked with x's). The 'E-Mail Notification' section has a checked checkbox for 'Forward Non-Activation Messages to address' with the address 'activation-error@registerserver.net'. At the bottom are 'Save and Check Workflow', 'Save Workflow', and 'Cancel' buttons.

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: HostingNumber@registerserver.net. Please contact support@mirage-systems.de 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 <https://webmailcluster.1und1.de/>



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.

1.7.17.2.3.3 E-Mail Processing

You specify here the settings to communicate with the Activation Server 5.

The screenshot shows the 'E-Mail Activator - Configurator' window with the 'E-Mail Processing' tab selected. The 'Workflow Rule' is set to 'demo-easygo'. The 'Activation Server' section has the 'URL to Activation Service' set to 'http://192.168.178.35/lpweb/lpws.asmx'. The 'Proxy Settings' section has 'Use Proxy Server' and 'Internet Explorer Settings?' unchecked. The 'Special Workflow' section has 'Use Project from E-Mail' and 'Use Module from E-Mail' checked, with 'Always use this project' and 'Always use this module' options. The 'E-Mail Notification' section has 'Forward successfully processed messages to' and 'Forward erroneous processed messages to' checked, with email addresses 'activation-successful@registerserver.net' and 'activation-error@registerserver.net' respectively. The bottom of the window has buttons for 'Save and Check Workflow', 'Save Workflow', and 'Cancel'.

E-Mail Processing

Activation Server

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



For Hosting users the URL is:

<http://www.registerserver.net/hostingnumber/lpweb/lpws.aspx>

Proxy Settings

If the E-Mail Activator - Service needs to access the Activation Server 5 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](#)¹⁹⁸ 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

1.7.17.2.3.4 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.](#)²²⁶ - 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.

1.7.17.2.3.5 Outgoing E-Mail

Specify the SMTP mailbox account for the **outgoing E-Mail** with the Unlock Key(s).

The screenshot shows the 'E-Mail Activator - Configurator' window. At the top, there's a 'Workflow Rule' dropdown set to 'demo-easygo' with 'Edit', 'New', and 'Delete' buttons. Below this are tabs for 'Incoming E-Mail', 'E-Mail Processing', 'Response E-Mail', 'Outgoing E-Mail' (selected), 'Scheduler', 'Test Configuration', and 'General'. The 'Outgoing E-Mail' tab contains two sections: 'SMTP-Server' and 'Supervisor Notification'. The 'SMTP-Server' section has fields for 'Servername' (smtp.1und1.de), 'Account' (activation-sender@registerserver.net), 'Password' (masked with asterisks), and 'Server Port Number' (25). The 'Supervisor Notification' section has fields for 'Name of sender' (Mail Activator Admin), 'Address of sender' (activation-sender@registerserver.net), and 'Supervisor address' (activation-supervisor@mirage-systems.de). At the bottom right are buttons for 'Save and Check Workflow', 'Save Workflow', and 'Cancel'.

Outgoing E-Mail

SMTP-Server

- **Servername:** The name of the outgoing E-Mail server e.g. *smtp.myserver.de*
- **Account:** Your account name
- **Password:** Password for the account
- **Server Port Number.** Port to use for outgoing e-mails



Use for [incoming E-Mail](#) and outgoing E-Mail a **different** E-Mail account. A good idea is to use a support E-Mail Account for outgoing E-Mails, so that the user could contact support in case of the E-Mail Activation failed

Supervisor Notification

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

- **Name of sender.** This is the name the supervisor will see as sender in the E-Mail - e.g. E-Mail Activator - Service
- **Address of sender.** This is the E-Mail address the supervisor will see as sender E-Mail address in the E-Mail - e.g. [activation-service@registerserver.net](#)
- **Supervisor E-Mail address.** E-Mail address of the supervisor

1.7.17.2.3.6 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.

1.7.17.2.3.7 Test Configuration

This option allows you to perform a real E-Mail activation test to validate your settings.

The screenshot shows the 'E-Mail Activator - Configurator' window with the 'Test Configuration' tab selected. The 'Workflow Rule' dropdown is set to 'demo-easygo'. The 'Test Configuration' section includes fields for 'E-Mail address for Activation Request' (activation-register@registerserver.net), 'Project Name' (demo-easygo), 'Module ID' (QHD001), 'Serial-Number' (empty), and 'E-Mail address of user' (test@registerserver.net). There are checkboxes for 'Use random Installation Codes' and 'Use a random Serial Number', both of which are checked. A 'Send a test E-Mail' button is present. Below this, the 'Run the Mail Activator Instance for testing' section has a 'Run now...' button and three radio buttons for 'Reading mail from POP3', 'Processing mail by Activation Server', and 'Sending E-Mail with Unlock Key(s)'. At the bottom, there are buttons for 'Save and Check Workflow', 'Save Workflow', and 'Cancel'.

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](#) ¹⁹⁸.
- *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](#)^[49].
- *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 [Incoming E-Mail](#)^[198]. 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:

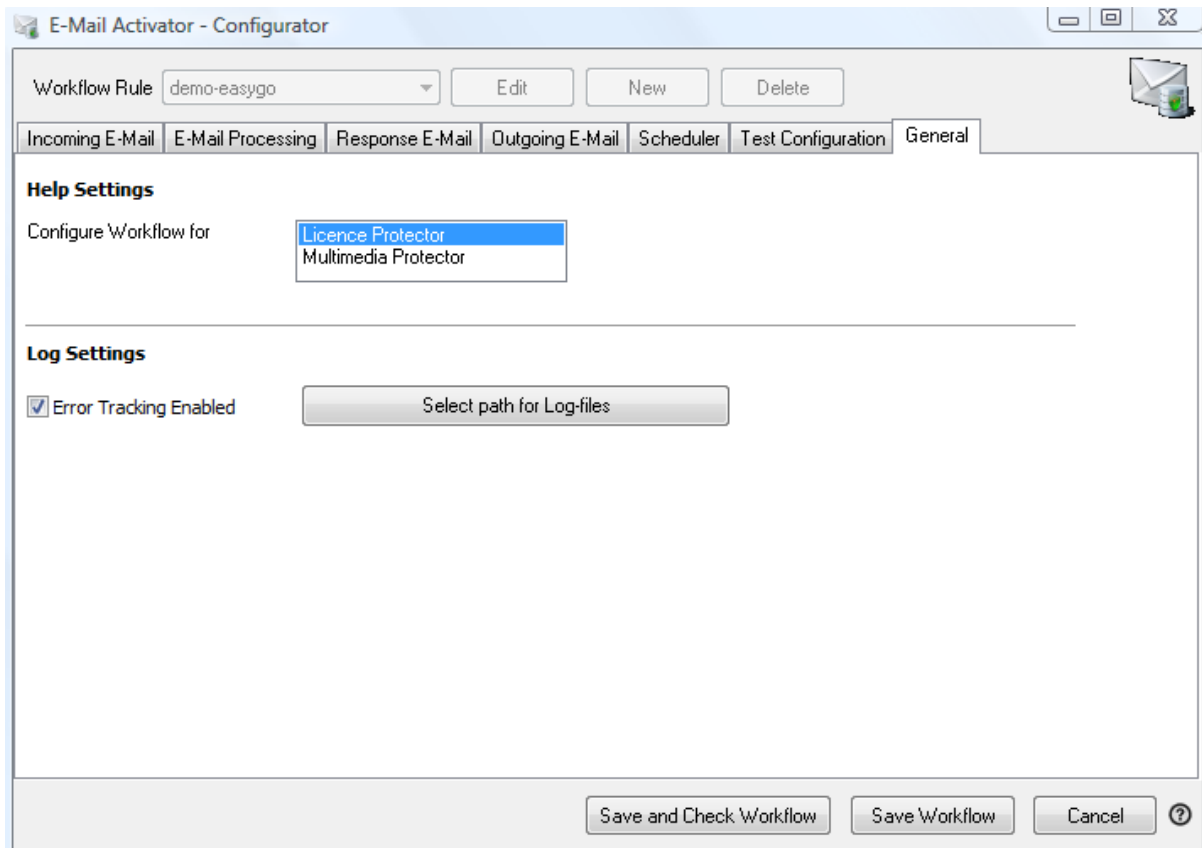
- Read [incoming E-Mail](#)^[198]
- Send the Activation Request to the Activation Server 5, specified in [E-Mail Processing](#)^[200]
- [Send out](#)^[203] an E-Mail with either an Unlock Key or an error message
- Send out E-Mails to the addresses specified for [E-Mail forwarding](#)^[200]

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

- The activation must be documented in the Activation Server 5. Login into the Administration Interface and select [Data Management](#)^[43]. 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*


1.7.17.2.3.8 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 , are different for each product.

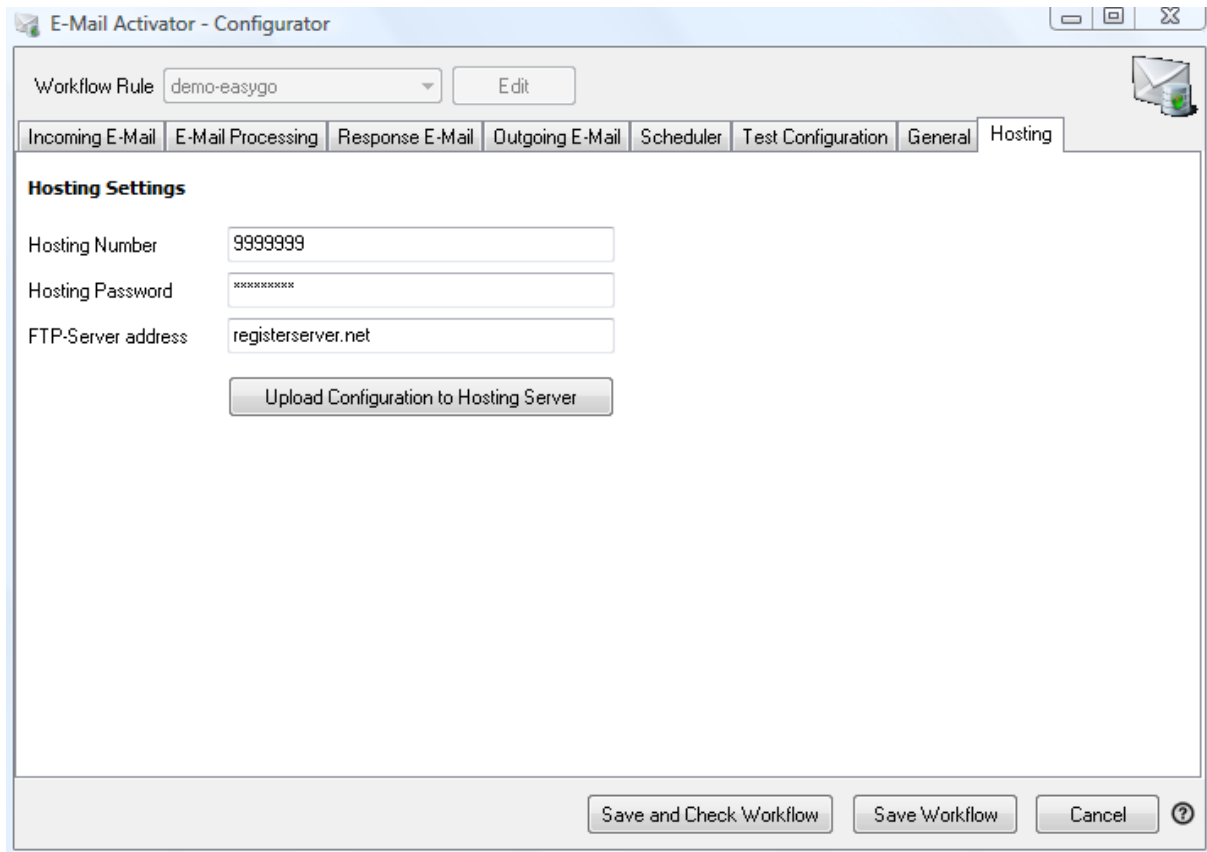
Log Settings

Check this option to activate a log file.

The path and name of the configuration file is

1.7.17.2.3.9 Hosting

Only customers, using the Mirage Hosting Server, will have this option.



The screenshot shows the 'E-Mail Activator - Configurator' window with the 'Hosting' tab selected. At the top, there is a 'Workflow Rule' dropdown set to 'demo-easygo' and an 'Edit' button. Below this is a tabbed interface with tabs for 'Incoming E-Mail', 'E-Mail Processing', 'Response E-Mail', 'Outgoing E-Mail', 'Scheduler', 'Test Configuration', 'General', and 'Hosting'. The 'Hosting' tab contains the following fields and buttons:

- Hosting Settings**
- Hosting Number:** 9999999
- Hosting Password:** [REDACTED]
- FTP-Server address:** registerserver.net
- Buttons:** 'Upload Configuration to Hosting Server', 'Save and Check Workflow', 'Save Workflow', 'Cancel', and a help icon (?)

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 5.



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

1.7.17.2.3.10 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](#)^[208] 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.

1.7.17.3 Configure a Project

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

- [Project.config](#)^[210] on the folder \pconfig
- [Workflow Configuration File](#)^[222] on the folder \alg
- [Project Template](#)^[224]

These files have to be [uploaded](#)^[224] to the Activation Server 5 . Only after uploading the configuration files a product activation will work.

1.7.17.3.1 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](#)^[105].

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 [available parameters](#)^[212].

Sample Configuration File

<Configuration>

<Project>

```
<ProjectID>demo-easygo</ProjectID>
<ProjectDescription>Easy Go application Version 1.3 </ProjectDescription>
<IsSerial>QHD001</IsSerial>
<CheckActivationKeys>yes</CheckActivationKeys>
<StoreKey>yes</StoreKey>
<NoOfAllowedKeyOccur>1</NoOfAllowedKeyOccur>
```

```
<CheckEntries>yes</CheckEntries>
<EntryRequired>no</EntryRequired>
<NoOfAllowedEntryOccur>1</NoOfAllowedEntryOccur>
```

```
<InstCodeType1>6</InstCodeType1>
<InstCodeType2>1</InstCodeType2>
<InstCodeType3>3</InstCodeType3>
```

```
<AllowReactivation>Yes</AllowReactivation>
```

Use either

```
<MinIdenticalInstcodes>3</MinIdenticalInstcodes>
```

or an individual definition

```
<CheckInstCodeType1>1</CheckInstCodeType1>
<CheckInstCodeType2>2</CheckInstCodeType2>
<CheckInstCodeType3>3</CheckInstCodeType3>
<CheckLicenceDays>30</CheckLicenceDays>
<CustomerInfoMapping>last</CustomerInfoMapping>
<MultipleLVS>true</MultipleLVS>
```

```
<NumberOfKeysToDisplay>1</NumberOfKeysToDisplay>
<LvsDefaultName>Default</LvsDefaultName>
<LvsOverwriteServerChanges>true</LvsOverwriteServerChanges>
<GeneratorPath>C:\inetpub\wwwroot\lptest\lpweb\bin\alg</GeneratorPath>
<GeneratorApp>AutoLicGenerator.exe</GeneratorApp>
<GeneratorConfig>config-autogenerator-EasyGo.xml</GeneratorConfig>
<TicketValidMinutes>1440</TicketValidMinutes>
```

</Project>

</Configuration>

1.7.17.3.1.1 List of available Parameters

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

[ActivationKeyRequired](#)²¹²
[AllowReactivation](#)²¹²
[CheckActivationKeys](#)²¹⁴
[CheckEntries](#)²¹⁴
[CheckInstCodeTypes1-n](#)²¹⁴
[CheckLicenceDays](#)²¹⁵
[CustomerInfoMapping](#)²¹⁵
[EntryRequired](#)²¹⁶
[GeneratorApp](#)²¹⁶
[GeneratorConfig](#)²¹⁶
[GeneratorPath](#)²¹⁶
[IgnoreLocalInstCodes](#)²¹⁷
[InstCodeType1-n](#)²¹⁷
[IsSerial](#)²¹⁸
[MinIdenticalInstcodes](#)²¹⁸
[LvsDefaultName](#)²¹⁹
[LvsOverwriteServerChanges](#)²¹⁹
[MultipleLVS](#)²¹⁹
[NoOfAllowedEntryOccur](#)²¹⁹
[NumberOfKeysToDisplay](#)²¹⁹
[NoOfAllowedKeyOccur](#)²¹⁹
[ProjectID](#)²²⁰
[ProjectDescription](#)²²⁰
[StoreKey](#)²²⁰
[TicketValidMinutes](#)²²¹

A yes/no value. Defines, if an [Activation Key](#)²¹ is only accepted when the key was previously uploaded to the Activation Server 5. For details see: [Accept only uploaded Activation Keys](#)²²⁵.

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 [MinIdenticalInstcodes](#)^[218], is identical – e.g. MinIdenticalInstcodes = 3 would need at least 3 identical installation codes **out of all available codes**, to be identified as the same PC.

You could either define that a number of codes out of all available codes have to match OR you can specify the **exact** installation codes, which have to match, with the configuration option [CheckInstCodeType](#)^[214].

MinIdenticalInstcodes is ignored if a list of installation codes is defined with [CheckInstCodeType](#)^[214].

[<AllowReactivation>](#)^[212] 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 [IgnoreLocalInstCodes](#)^[217] = 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

ProjectID	demo-easygo
CheckActivationKeys	yes
NoOfAllowedKeyOccur	1
CheckEntries	yes
EntryRequired	no
NoOfAllowedEntryOccur	1
InstCodeType1	6
InstCodeType2	1
InstCodeType3	3
AllowReactivation	Yes
MinIdenticalInstcodes	3
CheckInstCodeType1	5
CheckInstCodeType2	4
CheckInstCodeType3	3
GeneratorPath	C:\Inetpub\wwwroot\lpweb\alg
GeneratorApp	AutoLicGenerator.exe
GeneratorConfig	config-autogenerator.xml

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](#)^[214] - additional configuration setting
[MinIdenticalInstcodes](#)^[218] - additional configuration setting
[IgnoreLocalInstCodes](#)^[217] - additional configuration setting

A yes/no value that determines if an [Activation Key](#)^[21] 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](#)^[24] 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](#)^[212] 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](#)²¹² - activate this option and detail information

[MinIdenticalInstCodes](#)²¹⁸ - additional configuration setting

[IgnoreLocalInstCodes](#)²¹⁷ - 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 5 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](#)¹⁰⁰ 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 5. For details see [Accept only uploaded Module ID / Serial Numbers](#)^[226]

Default value: No

Filename of the [Automatic License Generator](#)^[22] that is used for this project. This application has to be placed in the folder, specified by [GeneratorPath](#)^[216].

This information is important, if applications, protected by **different Licence Protector versions**, are used. You have to use the [Automatic License Generator](#)^[22] from the same Licence Protector release.

Example: lpautogenerator240.exe

See also

Configuration [project.config](#)^[210]: [GeneratorConfig](#)^[216]
Configuration [project.config](#)^[210]: [GeneratorPath](#)^[216]

Filename of the configuration-file for the Activation Server 5 for this project. This file has to be placed in the folder, specified by [GeneratorPath](#)^[216]. 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](#)^[222]

See also

Configuration [project.config](#)^[210]: [GeneratorApp](#)^[216]
Configuration [project.config](#)^[210]: [GeneratorPath](#)^[216]

Path (without application name) to the [Automatic License Generator](#)^[22].

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

See also

Configuration [project.config](#)^[210]: [GeneratorConfig](#)^[216]
 Configuration [project.config](#)^[210]: [GeneratorApp](#)^[216]

This entry is used in combination with [AllowReactivation](#)^[212].

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 Ids in combination with [MinIdenticalInstcodes](#)^[218]. 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](#)^[212] - turn on the reactivation feature
[CheckInstcodeType](#)^[214] - additional configuration setting
[MinIdenticalInstcodes](#)^[218] - additional configuration setting

This parameter is used to define, which [Installation Code](#)^[25] is used to turn on [Copy Protection](#)^[23]. 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](#)^[87]
- [Create a Serial Number](#)^[75]
- [Manual Product Activation](#)^[82]



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

```
<IsSerial>QHD001</IsSerial>
```

You can specify multiple modules as Serial Number.

```
<IsSerial>QHD001</IsSerial>
<IsSerial>QHD003</IsSerial>
```

If this definition is missing, **all modules** are used by default.

This entry is used in combination with [AllowReactivation](#)^[212] to identify a machine.

The parameter defines the number of [installation codes](#)^[25] 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](#)^[212] - activate this option and detail information
- [CheckInstcodeType](#)^[214] - alternative configuration setting
- [IgnoreLocalInstCodes](#)^[217] - additional configuration setting

The default name of the license file when uploaded to the Activation Server 5.

Default: name of the license file

By default, changing a license file on the Activation Server 5 has a higher priority than changing the local license file. If a license file upload is done, the changes on the Activation Server 5 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](#)^[24] is allowed to be activated.

Default value: 1



The Serial Number, used with [EasyGo](#)^[24] and All-In-One Protector, is an [Entry Key](#)^[24] and not an [Activation Key](#)^[21]. Therefore, the definition has to be made with NoOfAllowedEntryOccur and not with NoOfAllowedKeyOccur.

See also

[AllowReactivation](#)^[212] to allow multiple activations on the same machine
[NoOfAllowedKeyOccur](#)^[219] 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](#)^[21] is allowed to be activated.

Default: 1



The Serial Number, used with [EasyGo](#)^[24] and All-In-One Protector, is an [Entry Key](#)^[24] and not an [Activation Key](#)^[21]. Therefore, the definition has to be made with NoOfAllowedEntryOccur and not with NoOfAllowedKeyOccur.

See also

[AllowReactivation](#)^[212] to allow multiple activations on the same machine
[NoOfAllowedEntryOccur](#)^[219] 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](#)^[220]

See also

Definition of a [project](#)^[26]

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 [project ID](#)^[220] is used as project name.

Example

ProjectDescription = My application version 2.0

displays the full name in every project select list box.

Create a Serial Number

Required Inform

Product Name:

Additional days after applying Serial Number:

Number of Users:

Store Key in Activation Server

Number of desired Serial Numbers:

My application version 2.0

1

☐

1

Create Key

Cancel

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](#) ⁹¹
- [Create a Serial Number](#) ⁷⁵

Default value: No

Create a Serial Number

Required Information

Product Name:	EasyGo Demo Projekt
Number of days to evaluate:	
Store Key in Activation Server	<input checked="" type="checkbox"/>
Number of desired Serial Numbers:	1
Serial Number Key Options:	
Is Locked:	<input type="checkbox"/>
Maximum Key / ID Usage:	
External Group:	
External ID:	
Note:	

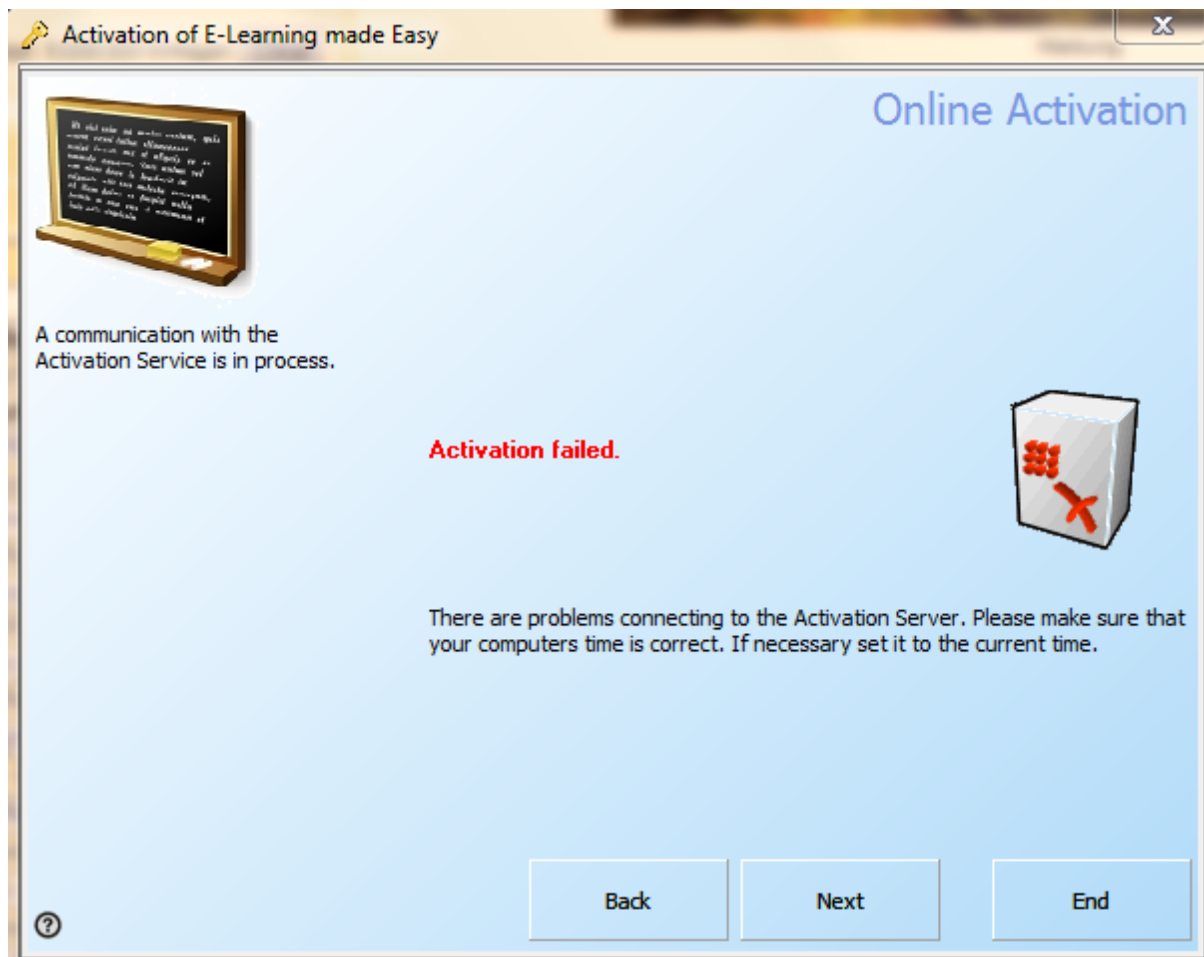
 [Create Key](#)
 [Cancel](#)



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

1.7.17.3.2 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 [project.config](#)^[210] file with the tag `<GeneratorConfig[216]>`. A good idea is to have one workflow file per project, e.g. config-workflow-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](#)²¹⁷

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.

Tree View	XSL Output
<ul style="list-style-type: none"> Connector <ul style="list-style-type: none"> Product <ul style="list-style-type: none"> ProductID ProductName ProjectFilename LicenceFileID LicenceFile ActivationKey CopyProtection CreateCopyProtectionKey Product <ul style="list-style-type: none"> ProductID ProductName ProjectFilename LicenceFileID LicenceFile ActivationKey CopyProtection CreateCopyProtectionKey Product <ul style="list-style-type: none"> ProductID ProductName ProjectFilename LicenceFileID LicenceFile ActivationKey CopyProtection CreateCopyProtectionKey 	<pre> version="1.0" encoding="utf-8" Main Module of EasyGo Demo demo-easygo.xml no no yes 1 yes Additional Module demo-easygo.xml no no yes 1 yes Update Subscription demo-easygo.xml no no yes 1 yes </pre>

The module can then be selected in a picklist.

Example:

Create an additional Key - e.g. prolong a trial version or add a network license

Create an Activation Key

standard Required

Key / Id added successfully

Product Name:

Easy-Go Application

Module ID:

Update Subscription (QHD004)

Installation Codes (Hardware IDs):

Without Copy Protection

Yes/No:

Yes

Number of days to evaluate:

The file must be copied in the folder **.alg** on the Activation Server 5. See [Upload Configuration Files](#)²²⁴.

1.7.17.3.3 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 [activation workflow configuration file](#)²²² with the parameter <ProjectFilename>.

Just use your original project template, which you use in the Licence Generator to generate the license file.

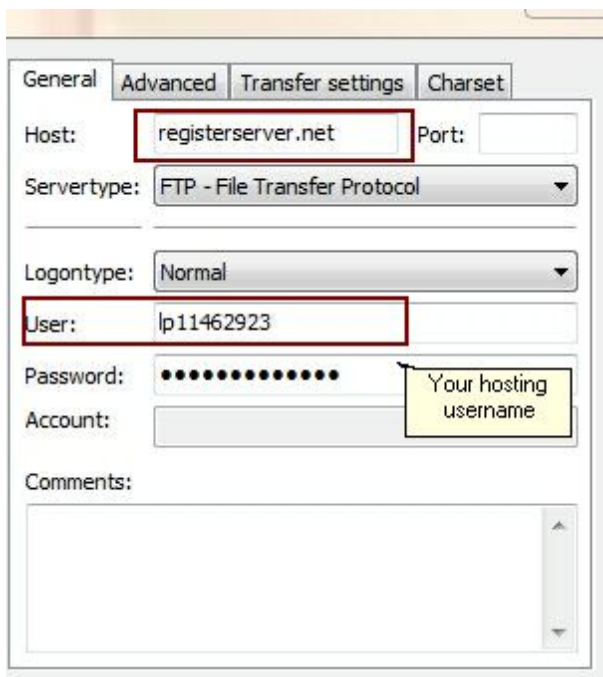
The file must be copied in the folder **.alg** on the Activation Server 5. See [Upload Configuration Files](#)²²⁴.

1.7.17.3.4 Upload Configuration Files

You have to copy your files to the Activation Server 5 with an FTP software (using the File Explorer will not work).

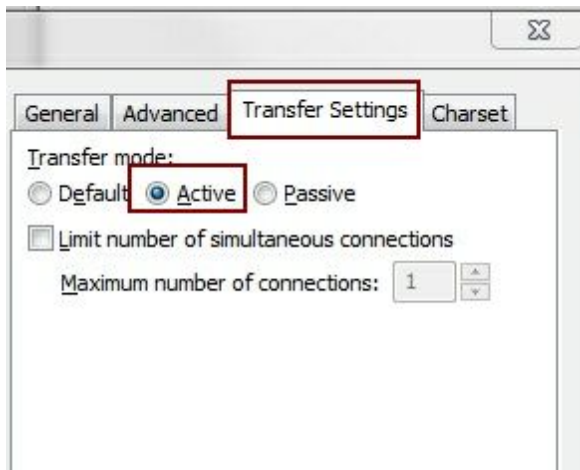
Using the popular FTP Tool FileZilla Client (<http://filezilla-project.org/>) the settings would be as follows:

The user name always starts with lp + number.



The screenshot shows the FileZilla Client interface with the 'General' tab selected. The 'Host' field is set to 'registerserver.net' and is highlighted with a red box. The 'Port' field is empty. The 'Srvtype' dropdown is set to 'FTP - File Transfer Protocol'. The 'Logontype' dropdown is set to 'Normal'. The 'User' field is set to 'lp11462923' and is highlighted with a red box. The 'Password' field is filled with dots. A yellow callout box points to the 'User' field with the text 'Your hosting username'. The 'Account' field is empty. The 'Comments' field is empty.

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](#)^[222] `config-workflow-xy.xml`

Select the folder `\pconfig` and copy the [project.config](#)^[210] file there

You have to [restart the Activation Server](#)^[125] after making configuration changes.

1.7.17.4 How TOs and FAQ - Activation Server

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

1.7.17.4.1 Accept only uploaded Activation Keys

Defines, if an [Activation Key](#)^[21] is only accepted when the key was previously uploaded to the Activation Server 5. It is like a positive list. Only entries, which are already stored in the Activation Server 5 are accepted. By default, the Activation Server 5 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 5.

Accepting only uploaded IDs adds more security because only Activation Keys, which are known to the Activation Server 5, can be used.

There are 2 ways to upload:

- Upload a single key - see [Add a Key on the Activation Server](#)^[87]
- Upload a complete keylist - see [Import](#)^[100]

If you want to use this feature, then [CheckActivationKeys](#)^[214] and [ActivationKeyRequired](#)^[212] 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 / IDs](#)^[226]

1.7.17.4.2 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 5. It is like a positive list. Only entries, which are already stored in the Activation Server 5 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 5.

Accepting only uploaded IDs is more security because only IDs / Serial Numbers, which are known to the Activation Server 5, can be used.

There are 2 ways to upload:

- Upload a single key / ID - see [Add a Key on the Activation Server](#)^[87]
- Upload a complete keylist / ID-list - see [Import](#)^[100]

If you want to use this feature, then [CheckActivationKeys](#)^[214] and [EntryRequired](#)^[216] 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](#)^[212]. 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](#)^[225]

1.7.17.4.3 How do I track errors?

The Activation Server 5 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 5 to ensure, that all modifications are applied. Select menu *Administration / Setup*, **Restart Activation Server**.

1.7.17.4.4 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](#)^[118].

1.7.17.4.5 How can I change how often a key / ID can be used?

This can be changed per Activation (e.g. per Serial Number) or per Activation Key within the *Data Management* Tab, Option View ([Modify an Activation](#)^[55]). The main purpose is to allow another activation for a specific user.



The default number of activations ([NoOfAllowedEntryOccur](#)^[219]) / Activation Keys ([NoOfAllowedKeyOccur](#)^[219]) for a specific project ([ProjectID](#)^[220]) is defined in the [project.config](#)^[210] 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?](#)^[227]

See also

[Maximum Key / ID usage](#)^[25]
[Effective Key / ID usage](#)^[25]

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

The default number of default activations ([NoOfAllowedEntryOccur](#)^[219]) / Activation Keys ([NoOfAllowedKeyOccur](#)^[219]) for a specific project ([ProjectID](#)^[220]) is defined in the [project.config](#)^[210] file.

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](#)^[87]. 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](#)^[25]
[Effective Key / ID usage](#)^[25]

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

If a software is [activated](#)^[26], it can be either found in the *Reports* Tab, report [Activation](#)^[42] or within the *Data Management* Tab, [Key List](#)^[54] or [Transactions](#)^[46].

Either search for **customer name** or **Entry Key**.



If you are using [Serial Numbers](#)^[27], then the Entry Key is the Serial Number.

1.7.17.4.8 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](#)^[87]. Alternatively you can [import a key list](#)^[100] and lock the complete key list.

The key has been used

To prevent, that a key can be used again (even for an reinstallation on the same machine) you have to search for the key.

Select *Data Management* Tab, [Transactions](#)^[46]. In the field *Entry Key* type in the Serial Number and press **Search**. Then click on [View](#)^[49] 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 *Data Management* Tab, [Transactions](#)^[46]. 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 [View](#)^[49] to get the detail page of the record. Check: **Is Locked** and press **Save**.

[See also lock or revoke a license](#)^[65]

1.7.17.4.9 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](#)^[218], 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](#)^[214].

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](#)^[212]
- Set the values how to identify a machine - see [MinIdenticalInstcodes](#)^[218]
- See also [CheckInstCodeType](#)^[214] and [IgnoreLocalInstCode](#)^[217] 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](#)^[55]

See also

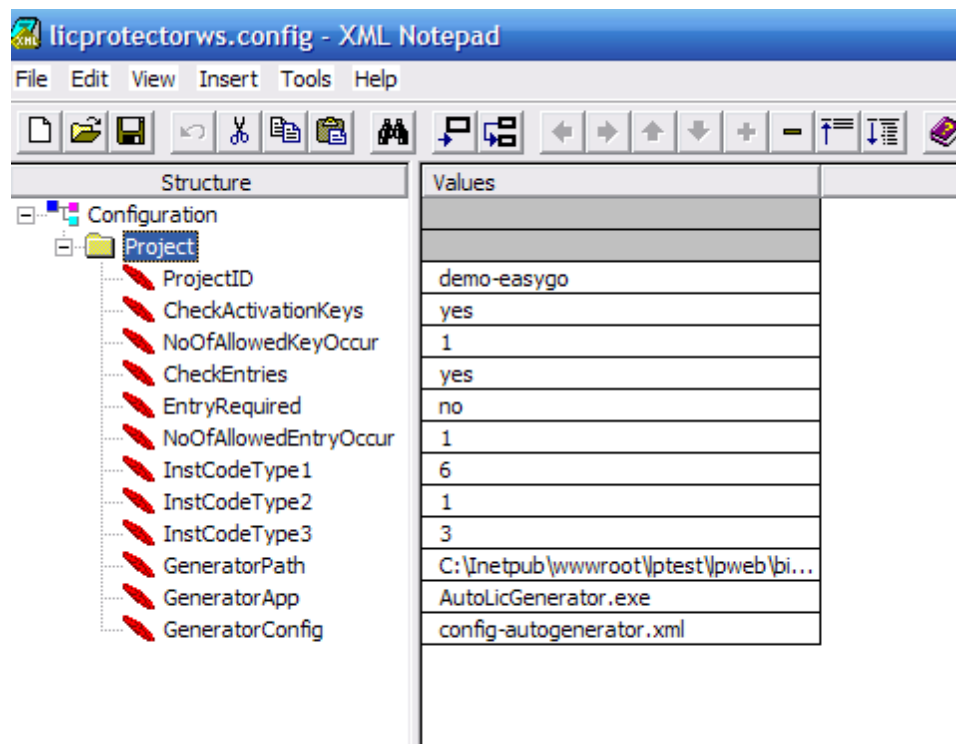
[Maximum Key / ID usage](#)^[25]
[Effective Key / ID usage](#)^[25]

1.7.17.4.10 How to edit an XML file

A lot of configuration files (e.g. the file for the [project.config](#)^[210]) 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.



1.7.17.5 Mirage Hosting Service

Mirage offers a Hosting of the Activation Server 5 which includes the setup of the server and applying updates. For details of the hosting offer see website: [All-In-One Protector](#)

1.7.17.5.1 Download Database Backup

A database backup is made on a daily basis. The database used is MS-SQL Server version 2012.

You can request a daily database backup for downloading. [Open a support ticket](#).

1.7.17.6 Error Codes and Messages

If you get an error in combination with the activation server, first check the [server log file](#) ¹⁰⁰ for details of the error.

- [Errors sort by error code](#) ²³¹
- [Other errors](#) ²³⁷

1.7.17.6.1 Activation Server - Error Codes

The Activation Server 5 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](#) ¹⁰⁰.

Error codes of the Activation Server 5

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](#) ¹⁰⁰.

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](#) ¹⁸⁹
- Your license file expired or more projects are used then included in the license - for more details [view the log file](#) ¹⁰⁰

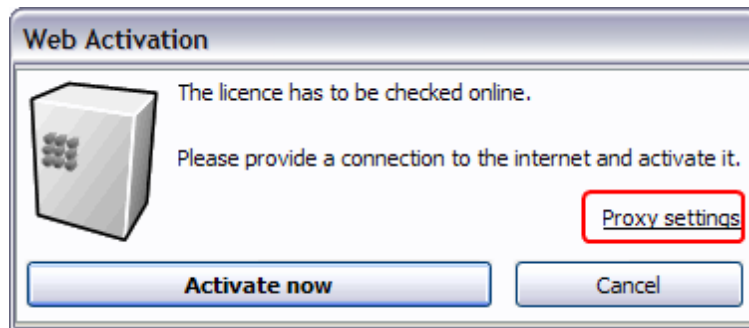
3001

Connection to the Activation Server 5 could not be established. Typical causes of this error are:

- Activation Server 5 is down
-

- Client does not have Internet access or access is blocked by a firewall
- Client Proxy  Server settings are wrong
Check the settings in your Web Browser Tool and use the identical settings (e.g. to check the settings of Microsoft Internet Explorer you should open it and choose the menu *Extras/Internet Options*. Select TAB *Connections* and click on *LAN Settings*.). There you find the Proxy Server settings.

In the Activation Dialog of Activation Server 5, 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](#) ²¹⁰
- The defined project config file is missing
- The defined project main file (defined in the config file) is missing

3003

[ProjectID](#)²²⁰ is missing - check the configuration file in the folder \pconfig (older installations licprotectorws.config)

3004

An unknown [instcode](#)²¹⁷ 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 5 was made not using Activation Server 5

3007

Unknown request type. This situation could only occur, if the Activation Server 5 version is newer than the Activation Server 5 server version and Activation Server 5 uses a command, which is unknown to the Activation Server 5

3008

Writing to database failed. Check, if the database is running and check the [database setup](#)¹⁸⁷.

3009

Reading from database failed. Check, if the database is running and check the [database setup](#)¹⁸⁷

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](#)⁴⁹

3011

The project is missing on the server. Upload the project (TAB Activation Server / *Update Project on the Activation Server*)

Unknown project name - the [ProjectID](#)^[220] 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 [activation workflow configuration file](#)^[222], 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](#)^[100]. 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 5.

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](#)^[189]. 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](#)^[189] 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 [Product Configuration](#)^[105] 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 5 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 5

The project is configured in the way, that a Serial Number / ID / Activation Key must be added on the Activation Server 5 before it can be used (see: [Accept only uploaded Serial Numbers / IDs](#)^[226]). 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 5](#)^[87]
- Only [create Serial Numbers](#)^[75] using the Activation Server 5 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 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 the length of the encryption code exceeds 40 characters. See DownloadLic

3050

A web service call is made from an IP-address, which was not added in the white list within the [security settings](#)¹²¹

3071

Enable the product configuration option: [Check an installation and protocol](#)¹¹⁴ it for MAC projects

3090

There is a problem with your license. If you are a hosting customer contact support@mirage-systems.de. 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](#)²¹⁰

If you use a date, make sure that the date format matches the settings of the server operating system - e.g. if you have an US operating system, the date format in the XML file must match this format (e.g. 01/30/2008 - wrong format would be 30.01.2008).

3998

This error indicates too many open connections for the SQL-Server. Reboot the SQL Server. Another reason for the error is that you are using a Licence Protector version 4.x and an Activation Server version below 4.1. Update to 4.1 or higher.

4101

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

1.7.17.6.2 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 5.

- Import the Activation Keys with a [key list](#)^[101] or manually [add an Activation Key](#)^[104] or
- Deselect this option - see [ActivationKeyRequired](#)^[212]

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