

Activation Server 6

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Activation Server 6

by Mirage Computer Systems GmbH

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1 Activation Server

1.1 About the Activation Sever

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



Print this tutorial

The Online Tutorial is also available as a PDF document. You can print this tutorial - click on the link to download PDF file

Latest updates

- <u>Version 6.3</u> (5/2020)
- <u>Version 6.2</u>
- <u>Version 6.1</u>
- Version 6.0 12



- Mass Update Max Key Usage added on Key List page (5/2020)
- Create Unlock Key Feature added on the key details screen (5/2020)
- Password Expiry Feature 169 in Customer Portal (5/2020)
- Delete <u>GDPR</u> ⁶⁴ data in the Activation Server (5/2019)
- Introducing <u>customer self service portal</u> [165] (5/2019)
- <u>Analyse a key</u> 72 (12/2018)
- New option to mass update r regular online checks (12/2018)

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Activation Server 6 - Version: 6.3

This document was updated: 6/8/2021

1.2 Supported Browser

The following Browsers are supported

We tested the application with the latest version of:

- Chrome
- Firefox
- Edge
- Safari (macOS)

Internet Explorer is not supported.

1.3 Administration Interface

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

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

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

1.4 Hosting of the Activation Server

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

You pay per number of <u>transactions</u> $|_{23}^{\square}$. Depending on your cloud subscription a certain amount of transactions is already included. Additional transactions will be billed depending on the latest <u>price list</u>.

1.5 Software Update

The latest main release number is 6.0

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

Username
Password
Forgot your password?
Login
Activation Server Version 6.0.0.20231

Update Version 5 to 6 1.5.1

Modification history version 6

Activation Server

NEW

- Activation Server 6 and hosting service is fully GDPR compliant [327]
- New menu option: User Profile
- New menu option: <u>Service Info</u>
 <u>Avatar icon</u>
 162 for user
- Dashboard 40 to visualize your data
- Find and merge duplicate addresses
- New design with Themes 158
- New option to mass lock / unlock keys

13

• License Usage 71 - info about operating system Windows or MAC PC

Security / Permission

- <u>Two-Factor Authentication</u> 34
- Define password expiry period
- Password complexity
- Permissions on a product level at to restrict access to addresses and resellers
- New permission for <u>Metrics/Dashboard</u>
- New permission for Creating Unlock Keys
- New permission for deletion 32 of keys, addresses and resellers
- New permission for modifying set of keys and transactions
- New permission to edit or delete a note
- New permission to <u>edit or delete</u> an <u>automated (generated by the system)</u> <u>note</u> 73
- New permission to add an address or reseller [92]
- New permission to deactivate a license 32
- New permission to modify or delete s2 license file entries
- Project templates (containing the encryption keys) are stored in the database after product upload 145

IMPROVEMENTS

- Display user name and e-mail address in user Profile
- After creating a key it can be copied into the clipboard
- Display a <u>Delete button</u> for an address or reseller only if certain conditions are met
- New Tabs in <u>Transaction View</u> 52 to speed up showing results
- New Tabs in Key List View 62 to speed up showing results
- <u>Server time zone</u> can only be changed in the on-premise version
- Company logo 128 is now stored in the database and more clear upload
- Check for correct e-mail address in <u>address screen</u> (e.g. aaa.bbb.ccc@xyz.com is not accepted)
- A product can no longer be deleted but set toinactive 145
- The <u>shop configuration</u> is now part of the <u>administration/setup permission</u> and not linked to the administrator per
- The username: admin can not be changed

FIXED

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

14 Activation Server 6

E-Mail Activator Service

No changes

Database internal

- On-Premise Database changed to My-SQL
- Use encrypted fields to store sensitive data like Two-Factor Information inf
- Project templates (containing the encryption keys) are stored in the database after product upload 145

Hosting Server

• the admin user

On-Premise Server

• <u>New system requirements</u> [209]

Update eligibility

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

- You have a valid update subscription
- Your update subscription expired after September 1st, 2018
- You bought an update or upgrade after September 1st, 2018
- You bought Licence Protector / All-In-One Protector Suite after September 1st, 2018
- You got a free update to version 6 with a promotion

Backward compatibility

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

Installation of the Update - On-Premise Server only

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

Details how to install the update 255

1.5.2 Service Pack 6.1

Modification history version 6.1

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

Activation Server

NEW

- New option to <u>analyse a key</u>
- New e-mail style for internal e-mails to users
- A <u>welcome E-Mail</u> is sent out when a new user is added. The e-mail includes a **temporary password.**
- A welcome E-Mail is sent once Two-Factor Authentication is enabled
- New search options for addresses and resellers
- New Dashboard Top Reseller
- New <u>user permission</u> 1 to access Dashboards
- If an admin user logs in and there are either duplicate e-mail addresses for users or an e-mail address is missing, the admin user will get a list of all affected users to correct the issue. This affects only users added a long time ago where the e-mail address could be empty or duplicate e-mail addresses have been not checked
- New option to mass update r h regular online checks
- New option to search for keys with status: Is abused
- <u>Manual product activation</u> (113). Option to select if the activation is for a Windows or MAC computer

IMPROVEMENTS

- Once a <u>product is uploaded</u> as or a <u>configuration is changed</u>, a server restart is no longer required
- Product configuration <u>single user / network</u> to make the hardware ld selection more simple
- Simplified options to configure a reactivation at or regular online check
- Data Management / Key List search option to search for abusive usage flag
- If a product is uploaded which is already in the database, a warning is displayed 14
- More information on <u>user profile page</u>
- List of users includes the avatar icon

Activation Server 6

- E-Mail changed when a user forgot his password and only temporary password is used
- An admin can no longer change a password for other users he can only reset it_{98} and a temporary password is sent to the user
- Search option in different screens: *Activation Done by* now *user* is available. Every time a user <u>deactivates a license</u> the transaction is recorded as a transaction done by a user and not by an application
- <u>Product configuration</u> more checks for wrong configuration
- In case a key is added via copy/paste, all spaces before and after the key are truncated
- <u>User screen</u> avatar is displayed
- E-Mail configuration for internal e-mails was removed from the administration menu
- Test project Demo-Easygo is no longer displayed as it is required for internal testing of hosting status only
- <u>Removing a computer</u> with entry *Unknown* is improved (issue only occurs with older entries before version 6)
- Layout change to display hardware IDs
- If a <u>new user</u> is added a check is done to prevent duplicate e-mail addresses
- Deleting a huge number using Mass Delete Keys 76 could result in an time out
- Once an <u>Unlock Key 114</u> is created there is an option to copy it to the clipboard
- Hosting users can not change server time zone 127

FIXED

- Address search on address page for <u>merging addresses</u> did not always work (e.g. if the address included a + sign)
- License file add new entry did not always work
- If a query runs too long it is terminated instead of waiting for a time-out
- Create Unlock key fix issue in pop-up window
- Address created date and created by was not always shown with correct value
- Key List 109 generation did not work for custom keys
- If a user has no permission to create an address this is now also working in the address search screen while creating a key

E-Mail Activator Service

No update required

Backward compatibility

See version 6 12

On-Premise server

Requires license of Activation Server 6

1.5.3 Service Pack 6.2

Modification history version 6.2

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

Customer Portal

NEW

- <u>Customer Portal</u> [165] added where users can see their <u>serial numbers</u> [195], <u>download</u> <u>links</u> [196] for products and can <u>activate</u> [197] and <u>deactivate</u> [198] a license.
- Customer Portal is fully configurable through activation server using menu Customer Portal Configurations [167] in Administration /Set Up
- <u>Manage Linked Emails Feature</u> 200 Customer Portal user can link other emails used for product activation and can view and manage the keys for the linked emails also.
- Customer Portal Users can <u>add serial numbers</u> to their account which are not visible by default.
- Customer Portal User can remove a computer using <u>Deactivate License</u> feature on license management screen.
- Customer Portal Users can update their profile using the Update Profile 206 menu.
- Customer Portal Emails Sign Up , Forgot Password , Linked emails
- Deactivate Customer Portal using front end <u>Enable Customer Portal</u> configuration added in customer portal configurations
- Customer Portal Disabled Handling If license is canceled then log in is disabled with a message is shown on log in screen to contact administrator.
- Create manual <u>unlock key</u> using Customer Portal
- Download Customer Portal logs and Restart Customer Portal added in Activation Server - Admin Only
- Customer Portal text can be configured in Activation Server using <u>Customer Portal</u>
 <u>Configurations</u>
- Grid implemented for <u>Download Links</u> with option to add, edit, delete download links.
- <u>Manage Portal Users</u> In activation server has new link for Assigned Keys and Linked Emails
- Customer Portal license is shown on the Company Information Screen
- New permission- ManagePortalUsers to manage portal users. Active/Inactive or Delete a portal user

IMPROVEMENTS

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

FIXED

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

Activation Server

(NEW)

- Data From Client 64 Tab added on the key details screen
- Get details of Clever Bridge Subscription By Email Id Admin Only
- Customer Portal license is shown on the Company Information Screen
- Delete <u>GDPR</u> 4 data in the Activation Server using the manage User screen

IMPROVEMENTS

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

FIXED

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

E-Mail Activator Service

• No update required

Backward compatibility

• See Version 6.1

On-Premise server

Requires license of Activation Server 6

1.5.4 Service Pack 6.3

Modification history version 6.3 (5/2020)

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

Customer Portal

NEW

- <u>Password Expiry Feature</u> in Customer Portal Period to be define in Customer Portal configuration in activation server - General Configurations
- <u>Two factor authentication</u> added in Customer Portal registration and user profile screen.
- Logo implementation added in Customer Portal. Configuration to be done through general configurations in Activation Server
- Customer Portal Single Sign On Mirage Customers using the <u>Mirage Support</u> <u>Center</u> will be able to use the Single Sign On feature. They can directly log in into the Customer Portal through the Support Center Login. For Details click <u>here</u> 190.

Activation Server

NEW

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

FIXED

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

E-Mail Activator Service

• No update required

Backward compatibility

See Version 6.2

On-Premise server

Requires license of Activation Server 6

1.6 Tutorial Activation Server

The Web Activation Server comes with an own tutorial which covers the Administration Interface, Installation and Configuration 277.

1.6.1 What is the Activation Server

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

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

- Activate a license online (one time activation)
- Verify an Activation Key online

•

- Create reports, import / export data with the Licence Protector
- Create keys like Serial Numbers or Additional Activation Keys

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

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

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

The Activation Server also comes with an additional service - <u>E-Mail Activation Service</u> **E-Mail**.

1.6.2 Start Administration Interface

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

http://yourservername/lpweb/login.aspx

All Mirage hosting customers get a link like this one

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

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

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

1.6.3 Video Tutorial

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

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

Creating Serial Numbers

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

Activation Server 4					
4	Create Serial Numbers				
The central p	oint for administration of keys, customers and resellers				

1.6.4 Terms and Definitions used in the Tutorial

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

1.6.4.1 Activation Key

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

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

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

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

- prolong a trial version
- add more users for a network license

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

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

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

1.6.4.2 Transaction

Every usage of an <u>Serial Number</u> [28], <u>Activation Key</u> [22] or any other connection to the Activation Server 6 (like move a license) creates a record in the database - this is a **Transaction**.

Even if the request fails, an error is recorded.

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

What would create an additional Transaction?

- A user reinstalls the software and uses the Activation Key again. If this reinstallation is working or would create an error is defined in the product reactivation settings
- Validate a key / ID
- A license is moved from PC A to PC B
- A key, which was already used on PC A is also used on PC B. If this additional usage of a key is working or would create an error is defined in the Maximum Key / ID and usage settings
- A regular online check, e.g. license check every 30 days
- A license transfer
- A license file upload or download
- Metric data 43

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

1.6.4.3 Automatic Licence Generator

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

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

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

See also

Configuration project.config 2981: GeneratorConfig 304 Configuration project.config 2981: GeneratorApp 304 Configuration project.config 2981: GeneratorPath 305

1.6.4.4 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 <u>All-In-One Protector</u>.

Selected IDs for initial activation

Define the hardware IDs which should be used for **copy protection**. Just click on an ID in the column *available IDs* and drag it to the column *Selected IDs*. The hardware Ids which can be used depend on the selection of the installation type.

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

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

Installation Type	Single user product \$
Selected IDs for initial activation	Available IDs for initial activation
13 5	1 2 3 4 6 7 8 9 10 11 12 14

Allow new Installation / Reactivation / Regular Online Validation

In case the user should be able to reinstall the software on the same computer or you

want to use regular online validate, define the hardware IDs which should be used to identify a computer.

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

ogic for Reactivation	Custom logic - select individual harc
Selected IDs for reactivation	Available IDs for reactivation
2	1 3 5 6 7 8 9

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

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

Computer Name

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

Custom logic - select individual hardware lds

Just click on an ID in the column *available IDs* and drag it to the column *Selected IDs*. If you select multiple IDs, all IDs have to match.

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	1	3	14		

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

Custom logic - define number of hardware lds

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

ignored.

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

1.6.4.5 EasyGO

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

1.6.4.6 Entry Key

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

The Entry Key for a <u>Serial Number / ID</u> 27 can be defined by the application. The Entry Key for an <u>Activation Key</u> 22 is the Activation Key itself.

EasyGo 26 or All-In-One Protector use the Serial Number as Entry Key.

1.6.4.7 Effective Key / ID usage

The <u>Effective Key / ID usage</u> 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 62
- Modify a Transaction 56

See also

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

1.6.4.8 Installation Code

Enter topic text here.

1.6.4.9 Licence File ID

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

1.6.4.10 Module

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

1.6.4.11 Maximum Key / ID usage

The Maximum Key / ID usage indicates, how often an Activation Key or Serial Number **can** be used. The Effective Key / ID usage 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 62

Modify a Transaction

See also

How can I allow a second activation only for a specific user? 316 How can I specify the number of times a key can be used? 317 How do I allow to make a reinstallation on the same machine? 318

1.6.4.12 Product Activation

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

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

To activate a product, a <u>Serial Number</u> or ID is used, which is unique. The Activation Server 6 ensures that the Serial Number / ID can be used only within the defined maximum usage limits.

1.6.4.13 Product Reactivation

Enter topic text here.

1.6.4.14 Project name / ID

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

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

The projectname is configured in <u>project.config</u> [298], parameter <u>ProjectID</u> [309]. The project name should be identical with the project name of your template xml file but it can be different.

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

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

1.6.4.15 Serial Number

Although a <u>Serial Number</u> 2^{3} is technically also an <u>Activation Key</u> 2^{2} , only a Serial Number can be used for a <u>product activation</u> 2^{7} .

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

In the moment, an Activation Key is used, also a $\underline{\text{Transaction}}$ is recorded. An Activation Key can have one or **more** Transactions:

1.6.4.16 Unlock Key

Enter topic text here.

1.6.5 Login Screen

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

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

mirage	
Username	7
Password	
Forgot your password?	
Login	
Activation Server Version 6.1.1.31039	

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

Home	Metrics	Reports	Data Management	∽ Keys	а ~ А	dministration
Change Your Passy	word Please enter and ve	erify a new password belo	w.			
Please enter and ve	rify a new password be	elow.				
and must not be i	8 characters long r case letter r case letters rer	n your username				
Usernan	ne * TM	4				
New Passwo	rd *					
Verify New Passwo	rd *					
Langua	ge English 🛊					
Date Form	English: 31/3/2018 💠					
				Save	Cancel	

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



Hosting only

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

First time login

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

							Activatio	on Server	3
Home	Metrics	Reports	v	Data Management 🗸	Keys	~	Administration / Setup	/ Help	
Manage User Ema	ils Use this page to remo	ve the duplicate ema	ails and add	I emails to account without	having any email				
Below is the list of use To IGNORE, please cli	ers with duplicate emails ck on the button to proce	or no email.Please ed.	update th	em to avoid any difficul	ty while resetting	g passwo	ord for the users and othe	r important actions.	
Below is the list of use	ck on the button to proce	or no email.Please ed.	update th	em to avoid any difficul	ty while resetting	g passwo	ord for the users and othe	r important actions.	
Below is the list of use fo IGNORE, please cli Click To Proceed	ck on the button to proce	ed.	update the	em to avoid any difficul Last Name		g passwo Alias	ord for the users and othe	r important actions.	

1.6.5.1 Forgot your Password?

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

Step 1 - Request the Password

mirage E-mail
mcm@allaboutsoftware.com
Request Password Cancel
Activation Server Version 5.0.0.17

Step 2 - Check E-Mail with your new password

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	

Step 3 - E-Mail received

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

	Activation Server	r 33
noreply@registerserver.net <admin@registerserver.net></admin@registerserver.net>		🖹 Inbox - Mirage
Your new password for the Activation Server		
To: tom.mcnamara@mirage-systems.com	$\textcircled{\begin{tabular}{c} \hline \hline \\ \hline \hline \\ \hline $	

Hello McNamara,

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

Mirage Activation Server

Reset your password

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

Thanks, The Mirage Activation Server Team

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

34 Activation Server	6
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Please enter and verify a ne Remember that your new pa • must be at least 8 charact • minimum 1 upper case let • minimum 2 lower case let • minimum 1 number • minimum 1 special charact • must not be identical with	assword ers long ter ters cter [!@#\$%^&*()_+=\[{\]};: the old password	
 and must not be identical Characteristic 	with or contain your user	name
		name
Cha	nge Your Password	name
Char Username *	nge Your Password	name

1.6.5.2 Two-Factor Authentication

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

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

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

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

Step 1 - Download an Authenticator application

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

Step 2 Scan Barcode

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

Two-Factor Authentication Complete Two-Factor Two-Factor Authentication to continue log in.
Set up Two-Factor Authentication using the authenticator app. Please scan barcode or manually enter generated code in the authenticator app to complete the set up.
Download the authenticator app using the following link: Download
Setup QR Code
Manual Setup Code GBRDMNZRMYYTCNSB
Enter the validation code generated by authenticator app in the validate code text box to continue log in. If device is not available you can use the recovery codes provided during first time set up.
Validation Code
Validate

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

Step 3 Recovery Code

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

		Reports 🗸	Data Management 🗸	Keys 🗸	Administration / Se
Pecoveru			ur account in the even	t that	
Recovery	Codes allow yo	ou to access you	ur account in the even	t that back up	
e O	your authentica access your acc	cor app. You ca count.	IN	use these one time	use these one time back up
access your a	icc	ount.			
Generate R	ecovery Codes				
Generate R	ecovery Codes				

Click on the button Generate Recovery Codes

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

Step 4 Daily login

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

Welcome to Tow-Factor Authentication E-Mail

The user will get an e-mail which confirms that the TFA setup is now active.
Activ	ation	Server
ACLIV	auvii	

2	-
5	1

 noreply@registerserver.net <admin@registerserver.net>
 □ Inbox - Mirage-Systems
 11

 Your account is now extra secure
 Inbox - Mirage-Systems
 11

 To: tom.mcnamara@mirage-systems.com
 □ <</td>

Mirage Activation Server

Hello McNamara,

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

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



Thanks, The Mirage Activation Server Team

1.6.6 Getting Started

After login successfully, the main screen appears.

The different menu options give access to different areas

- <u>Home</u> 38
- Metrics 43
- Reports 47
- Data Management
- Keys 103
- Administration / Setup 127
- Help
- Service Info
- User Avatar icon

The access and available options can be restricted <u>per user</u> ⁸⁶.

Home Metrics Reports v Data Management v	Keys V Administration / Setup V	Help Service Info 🗸 🤶 🗸
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To log out, click on the User Avatar icon and select Logout.

1.6.7 Home

The Home screen is the place to start.

Home	Metrics	Reports v	Data Management 🗸	Keys	✓ Administrat	ion / Setup 🗸	Help	Service Info 🗸	🤵 ×
Home									
SEARCH	HOSTING USAGE	CURRENT YEAR TRANS	SACTIONS TRANSACTIONS	S HISTORY TI	RANSACTION RESUL	TS USER STA	TS BY LOCATION	TOP PROJECTS	TOP CUSTOMERS
Search f	or keys, customers	s and resellers							
Searc	Sea	irch							
o Key ○ Bas	/ ID Search ic Search (Name or I								
Con Search	All	earch term)							
Quick Li	nks								
		Create a Serial Numbe	Manual Product Activa	ation Manag	e your addresses	Transactions	Key List		

Search

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

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

Search for Serial Numbers

The search term must be in the format xxxxx-xxxxx-xxxxx-xxxxx-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

- <u>Create a Serial Number</u>
- Manual Product Activation
- Manage your addresses 84
- Transactions 52
- Key List 62

Dashboard

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

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

Working with Dashboards 40

1.6.8 Dashboard

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

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

Activation Server 6 provides the following Dashboards

- <u>Hosting Usage</u> (only for hosting customers)
- Current Year Transactions
- Transactions History 42
- Transaction Result 42
- Users per country 42
- Top Products
- Top Customers
- Top Resellers

1.6.8.1 Dashboard - Hosting Usage

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

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



1.6.8.2 Dashboard - Current Year Transactions

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



Activation Server 6

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1.6.8.3 Dashboard - Transaction History

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



1.6.8.4 Dashboard - Transaction Result

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



1.6.8.5 Dashboard - users per country

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



1.6.9 Metrics

Home Metrics Reports v Data Management v Keys v Administration / Setup v Help Service Info v 🏹 v
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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 of and you have to enable it if you want to use it.

What kind of data is sent

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

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

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



Events which can be recorded

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

There are a couple of pre-defined events

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

R



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 45

1.6.9.1 Working with Metrics Reports

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

Details per day

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



Select specific charts

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



Filter results

You can filter the results by

- Products
- Modules
- Version

				Activation Server	47
•	Time Frame				
	1				
	Metrics				
	My application 5	C All Modules	All Versions	CThis month	•

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

1.6.10 Reports

								-
Home	Metrics	Reports ~	Data Management 🗸	Keys 🗸	Administration / Setup 🗸	Help	Service Info v	A
				_				

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

1.6.10.1 The Basics about Reports

1.6.10.1.1 Search, Filter and Sort Criteria

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

Activation	Server 6					
Reports						
Search Criteria						
Product:	All Products \$	Key / ID:		All Key	•	Unused Keys
Customer Name:		Reseller				
Start Date:		End Date:				
Search Field:	\$	Search Criteria:	like	Search Value:		

You can search / filter the report by

- Product Name
- Key / ID either a Serial Number / ID 28 or Activation Key 22
- Customer Name
- Start and End Date
- Search Field: Additional Search Criteria available through a picklist

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



1.6.10.1.2 Export / Print a Report

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

1.6.10.2 Erroneous Activations

This report contains all <u>activations</u> 27 for <u>Serial Numbers / IDs</u> 27 and <u>keys</u> 22 which have been erroneous. There are 2 different types of errors:

- Transaction Result this is an error generated by the Activation Server 6
- History Result error generated by the All-In-One Player communication with the Activation Server 6

See also

Export a Report 48

1.6.10.3 Key List

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

The columns $\underline{\text{Maximum}}_{27}$ Key / ID usage and $\underline{\text{Effective}}_{26}$ ID usage are the main indicators of the key usage.

Icons indicate an important status - Icon explanation

See also

Export a Report 48

1.6.10.4 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.

1.6.10.5 Successful Activations

This report contains all <u>activations</u> 27 for <u>Serial Numbers / IDs</u> 27 and <u>keys</u> 22 which have been successful.

See also

Export a Report 48

Activation Server 6

1.6.11 Data Management

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Home Metrics Reports ~ Da	Data Management V Keys V Administration / Se	etup v Help Service Info v	🤵 🗸
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The *Data Management* Tab allows to search for a specific key or an <u>transaction</u>. It provides options to view and modify data

- Transactions 52
- Key List 62
- License file

You can also

- <u>Manage addresses</u> (customer data)
- Manage resellers
- <u>Manage users</u> (requires administration rights)

Related information

- Powerful list view 50
- Lock a key or deactivate a computer 79
- <u>Report about key usage</u>

1.6.11.1 List - Search, Sort, Group and Navigate

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

Search, Sort and Group

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

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

Home Metrics	Reports 🔻 Data Manage	ment 🔻 Keys 🔻 Administration / Se	stup 🔻						Tom Sulliva	n Help	Price List	Logout
Transactions												
Search Criteria												
Proc Start D Search F	Date	: Key / ID End Date : Search Criteria like	\$	Search Value								
					Search Expe	ort						
Transactions (1	8) or detail information											
	ns) 🤃 🔹 🚺 🗁 😕	Search ar	ywhere								Page size	e: 50 🔻
Drag a column he	ader here to group by that co	lumn								CI	ick on column to sort	1
Product Name	E-mail Search E-mail only	Key / ID	IP-Address	Activation done by	Customer Name	Module ID	Transaction Date/Time	Transaction Type	Result Res	eller	Version	
Office Files 2017	alica@allaboutcoftware.com	22EOT-374EC-CEGEL-SWI7W-KhiEP-04BCI	11	Application	All About Software	Office Files 2017	14/01/2017 12:38:18	Product Deactivated	ak			

<u>Sort</u>

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

		1/	
Customer Name	Country -	Reseller	
All About Software Inc.	United States		0

Group records

You can group the list.

Key List (13284)			
Enable preview for detail inf	ormation		
Key List Mass Delete H	eys		
Page 1 of 266 (13284 items)	④ ④ 1 2 3 4 5 6 7 2	64 265 266 🕑	() ()
Enter text to search			
Drag a column header here	to group by that column		
Product Name	Module ID	Кеу Туре	Key / ID

52 Activation Server 6

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

Key List (13284)									
_	able preview for detail in y List Mass Delete								
_	ge 1 of 2 (89 items) 🛞 🤇	1 2 🕑 🕪							
	Country •								
	Product Name	Module ID	Кеу Туре	Key / ID	Is Locked				
Þ	Country:								
÷	Country: Afghanistan								
÷	Country: Albania								
•	Country: Algeria								
Þ	Country: Andorra								
•	Country: Argentina								
- 1-	Country: Armenia								

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

Transactions (7720)		
Enable preview for detail information Page 1 of 39 (7220 items) Image 1 of 39 (7220 items) <	Page Nerrigation	Page size: 200 V
Drag a column header here to group by that column		

1.6.11.2 Transactions

Menu item: Data Management - Transactions

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

Every time a request like:

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

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

Transaction list view

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

- Basic View
- Metrics
- License File

The start date depends on the setting in <u>user profile</u> 158 (Default view - time period). If there are typically more than 10.000 transactions per month you should limit the result.

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

- Icons in the right column indicate an important status Icon explanation
- To display details or change information click on the Key / ID 56

ransactions												
earch Criteria												
Product Start Date Search Field	10.5.2018	Key / ID End Date Search Criteria	\$	Search Value								
				Sea	rch Export							
ansactions (8)												
nable preview for de BASIC VIEW	tail information METRICS LICENSE FILE	Ξ										
Product Name	E-mail	Key / ID	IP- Address	Activation done by	Customer Name	Module ID	Transaction Date/Time	Transaction Type	Result	Reseller	Version	
Office Files 2018	alisa@allaboutsoftware.com	rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89g	5.56.248.126	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:43:09	Product Deactivated	ok			1
Office Files 2018	alisa@allaboutsoftware.com	rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89g	5.56.248.126	MAC	All About Software Inc.	Office Files 2018	2018-05-10 17:35:03	Activation	ok			1
Office Files 2018		rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89g	5.56.248.126	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:07:55	Validation	ok			1
Office Files 2018		rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89q	5.56.248.126	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:07:44	Product Deactivated	ok			1
Office Files 2018	ryan@allaboutsoftware.com	rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89g	5.56.248.126	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:05:42	Activation	ok			1
		WM8lv-5IU87-51G9O-8Xnwl-PcRGQ-Fj895	5.56.248.126	Application	All About Software	Office Files	2018-05-10 16:35:24	Validation	ok			

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 <u>user settings</u> [16].



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

Activation Done By

Information how a product was activated

- Application (Windows Licence Protector or All-In-One Protector)
- <u>E-Mail Service</u> 284 (automated E-Mail service)
- <u>E-Mail</u> (manual product activation)
- Fax 110 (manual product activation)
- MAC (MAC Licence Protector or All-In-One Protector)
- Manual (no longer in use)
- <u>Phone</u> (manual product activation)
- <u>Website</u> 123 (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 <u>Activation Key 120</u> (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 43
- Product Deactivated deactivate a license file or module
- Reactivation new installation on the same computer or regular online check (older Licence Protector / All-In-One Protector versions)
- Upload License file upload a license file
- Validation regular online check

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

Result

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

Column with icons

The icon provides a visual additional information to a transaction



Preview information

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



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



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Search for a key / ID in the <u>Home Screen</u> and click on the search result in the <u>Key</u> <u>List.</u> $\begin{bmatrix} 62 \\ 62 \end{bmatrix}$ You get an overview about all Transactions for this key. **Hovering** over each transaction displays the installation codes so that you can easily compare, if the key was used on the same machine or not (of course the Activation Server 6 has already done this).

Search, Sort and Group

See List - Search, Sort, Group and navigate

1.6.11.2.1 Transaction Details

Click on a key in the <u>Transactions List</u> 152 to open the transaction details page.

This screen provides detail information for a **single transaction** as well as the related key / ID details [64], Transactions for the key / ID [70], License Files [70] and License Usage [71].

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.

			Activa	ation Server	5
nsactions Edit this Number / I	D / Кеу			L	
TAILS FOR THIS TRANSACTION	DETAILS FOR THIS KEY / ID TRANS	ACTIONS FOR THIS KEY / ID	LICENSE FILE	LICENSE USAGE	BACK
Details for this Transaction					
Product	Office Files 2018			3	
E-mail	ryan@allaboutsoftware.com		rX8IR-5IU87-51G9	d-8XnwI-rcRGQ-FB89q	
Registered Customer Name	All About Software Inc			Office Files 2018	
Host Name	tomwindows.fritz.box	IP-Address Transaction Type		5.56.248.126 Activation	
Result	ol			2018-05-10 17:05:42	
Reseller		Version		2010-03-10 17.03.42	
Note		Next date of license		2018-08-08 17:05:43	
		check			
		Activation done by		Application	
The Key / ID Details		Activation done by		Application	
ïhe Key / ID Details		Activation done by		Application	
The Key / ID Details Effective Key / ID usage	1	Activation done by Key Type	Serial Number		
			Serial Number		
Effective Key / ID usage		Key Type	Serial Number		
Effective Key / ID usage		Key Type	Serial Number		
Effective Key / ID usage		Key Type	Serial Number		
Effective Key / ID usage Maximum Key / ID usage		Key Type	Serial Number		
Effective Key / ID usage Maximum Key / ID usage Online	2 validation options	Key Type Note			
Effective Key / ID usage Maximum Key / ID usage Online Is Locked	2 validation options	Key Type Note Abusive Usage	Serial Number		
Effective Key / ID usage Maximum Key / ID usage Online	2 validation options	Key Type Note			
Effective Key / ID usage Maximum Key / ID usage Online Is Locked Regular license verification (days)	2 validation options	Key Type Note Abusive Usage Cancel Regular License			
Effective Key / ID usage Maximum Key / ID usage Online Is Locked Regular license verification (days)	2 validation options	Key Type Note Abusive Usage Cancel Regular License			

The Key / ID details for this Transaction

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

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Effective Key / ID usage	1	Кеу Туре	Serial Number
Maximum Key / ID usage	2	Note	
Online	validation options		
Is Locked		Abusive Usage	
Regular license verification (days)		Cancel Regular License Verification	
License	holder		
Customer Name	All About Software Inc.	✓ ★ External ID	
Reseller	Softrade Inc.	External Group	
E-mail	ryan@allaboutsoftware.com		
Modified	2018-05-10 17:43:04	Created	2018-05-10 16:50:26
Modified By		Created By	tm

Effective Key / ID Usage

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

Maximum Key / ID Usage

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

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

You cannot change this value **below** effective key / ID usage. To do that, you have to remove a license 71.

<u>Note</u>

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

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

Online validation options

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

For more details see lock or revoke a license

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

Registered Customer Name	Click to select customer	P

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/00	000000/Lookup.aspx		
New Addres	s				
Enter text to se	earch			Search anywher	
Drag a column	header here to gr	oup 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.

60	Activation S	erver 6				
		wv	vw.registerserver.n	et/00000000/Lookup	.aspx	
	+ New Address					
	Enter text to searc	:h				
	Drag a column hea	der here to group b	y that column			
	Company Name Name		E-mail	Search in E-mail only	Country	Customer Number
			ryan@	·/		
	AllAbout Software Inc		ryan@allaboutsof	tware.com	Albania	
	<u>AllAbout</u> Software Inc		ryan@allaboutsof	tware.com	Germany	
	AllAbout Software Inc		ryan@allaboutsof	tware.com	Germany	
	AllAbout Software Inc		ryan@allaboutsof	tware.com	Germany	
	AllAbout Software Inc		ryan@allaboutsof	tware.com	Albania	
	AllAbout Software Inc		ryan@allaboutsof	tware.com	United States	
	Page 1 of 1 (6 item	ns) 🕙 🕙 🕇 🕑 🤇	••		Pag	ge 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 \checkmark 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 P. You can also add a new reseller by clicking on **New Address.**

					Activation Server	61
					L	
* you can search for customers by first na	ame, last name,	company name	e, email ad	dress or customer	number	0
New Address						
Company Name	Name	E-mail	City	Country	Customer Num	ber 🛛
Software Distribution Inc						

Click on the Link 🔚 <u>Save</u> to save the information. Click on the Link 🔀 <u>Cancel</u> 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 <u>notes</u> $\frac{1}{72}$.

Notes					
Note	Created	Created By	Modified	Modified By	New Note
					Delete selected records
Customer requested Serial Number again. Send mail to alisa@allaboutsoftware.com	2018-05-10 18:00:27	tm			Edit Delete
Deactivate license:alisa@aliaboutsoftware.com, All About Software Inc., 10-05-2018 17:34:58, os x-10.11-ei- capitan.shared	2018-05-10 17:43:04	tm			Edit Delete

Installation Codes (Hardware ID) and Unlock Key

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

- The Installation Code, which was used for copy protection, is marked with an *
- Installation Codes (Hardware IDs) for this Transaction all installation codes received from the user machine are listed here. The number of the installation codes depend on the version of 4:16 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.

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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 Uplock I	(ey(s) sent to local PC
T OIIIOCK I	
I OINOCK I	
TOMOCK	Keys / IDs which have been sent to the local PC



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

1.6.11.3 Key List

Menu item: Data Management - Key List

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

Key list view

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

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

k

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

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

- Icons in the right column indicate an important status Icon explanation
- To display details or change information click on the Key / ID 64

You can customize the columns - e.g. if you do not need the reseller column, change the fields to display in the <u>user settings</u> $\begin{bmatrix} 1 \\ 1 \\ 1 \end{bmatrix}$.

Home	Metrics	Reports	∽ Di	ata Management 🗸	Keys	~ Administr	ation / Setup 🗸	Help	Servi	ice Info
Key List										
Search Criteria										
Product Customer Name Start Date Search Field	5/5/201	🔎 End) / ID Date iteria		rs (Keys / IDs av Search Value	vailable for produ	ct activation			
					Search					
Key List (0)										
BASIC VIEW E		ASS DELETE KEYS	MASS LOC	K / UNLOCK KEYS						
Product Name	Nodule ID Key Typ	e Key / ID	Is Locked	Effective Key / ID usage	Maximum Ke	ey / ID usage	Created C	reated By Custon	ner Name	
				No data to displ	ау					
Mass Update Online Ch	iecks									
Enable preview for detail i										
		S DELETE KEYS	MASS LOCK / L		JPDATE ONLINE CH	ECKS MA	SS UPDATE MAX KE	EY ID USAGE		
Enter max key id usage to	update for the selected	keys	Up	date Max Key ID Usage						
Page 1 of 1 (26 items)	« < 1 > »								Page size:	50 👻
Enter text to search										
Drag a column header here to	group by that column									
Product Name	Module ID	Кеу Туре	Key / ID		Is Locked	Effective Key / ID usage	Maximum Key / ID usage	Created	Created By	
								-		
Easy-Go Application for M.	AC QHD001	Serial Number	Ne4MY-4HME	2-1EIco-1Wkzr-iiT70-2dBDo		1	2	05/03/2020		
Office Files 2017	QXN001	Serial Number	SLEQW-37AEC	-CEGF0-5WI7W-ZhiFP-0TBCd			1	05/03/2020		
Easy-Go Application for M.	AC QHD001	Serial Number	or4My-4HME2	-1Elc3-1Wkzr-qiT70-2TBD1			1	05/03/2020		
Easy-Go Application	QHD001	Serial Number	w9GE6-5IP93-	9E7IR-3tQ8X-UQU5k-6P14C			1	05/03/2020		

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 64

You can customize the columns - e.g. if you do not need the reseller column, change the fields to display in the <u>user settings</u> $\begin{bmatrix} 161 \\ 161 \end{bmatrix}$.



Click on the key / ID to get the key details

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.

Search, Sort and Group

See List - Search, Sort, Group and navigate

1.6.11.3.1 Key Details

Click on a key in the <u>Key List</u> $\begin{bmatrix} b \\ 62 \end{bmatrix}$ to open the key details page.

This screen provides detail information for a key as well as TAB for related <u>Transactions</u> [70], <u>License Files</u> [70], <u>License Usage</u> [71], <u>Create Unlock Key</u> [68] as well as a tab to <u>analyse the key</u> [72]. If you navigated from a list or other screen to this page there is a TAB to return to the original screen.

ails for this Key / ID			
Product	Office Files 2018	Module ID	Office Files 2018
Key / ID	rX8IR-5IU87-51G9d-8XnwI- rcRGQ-FB89q		
Effective Key / ID usage	2	Кеу Туре	Serial Number
Maximum Key / ID usage	2	Note	
Online	validation options		
Is Locked		Abusive Usage	
Regular license verification (days)		Cancel Regular License Verification	
License	holder		
Customer Name	All About Software Inc.	🔎 🗙 External ID	
Reseller	Softrade Inc.	🔎 🗙 External Group	
E-mail	ryan@allaboutsoftware.com		
Modified	2018-05-10 17:34:58	Created	2018-05-10 16:50:26
Modified By		Created By	<u>tm</u>
			Save Cancel

Details for the Key / ID

You find detail information like product name 28, Key Type or Module ID in the header section.

You can modify:

Effective Key / ID Usage

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

Maximum Key / ID Usage

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

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

You cannot change this value **below** effective key / ID usage. To do that, you have to remove a license 71.

<u>Note</u>

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 72 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

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

Registered Customer Name	Click to select customer	\sim

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/00	000000/Lookup.aspx		
New Addres	SS				
Enter text to s	earch			Search anywher L	
Drag a column	header here to gr	roup 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.a	aspx	
New Address				
Enter text to sea			1	
Enter text to sea	arcn			
Drag a column h	eader here to gro	bup by that column		
Company Name	Name	E-mail Search in Y E-mail only	Country	Customer Number
		ryan@		
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	Albania	
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	Germany	
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	Germany	
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	Germany	
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	Albania	
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	United States	
Page 1 of 1 (6 it	ems) 🛞 🕙 1		Pa	ge size: 50

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

	<u> </u>	www.registerserver.net/55604	761/Looku	p.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	

<u>Reseller</u>

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

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

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

* you can search for customers by first nan	ne, last name,	company name	, email add	dress or customer	number	~
						\sim
+ <u>New Address</u>						
Company Name	Name	E-mail	City	Country	Customer Number	k
Software Distribution Inc						

Click on the Link $\boxed{\blacksquare}$ Save to save the information. Click on the Link \times 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 <u>notes</u> r_2 .

Notes					
Note	Created	Created By	Modified	Modified By	New Note
					Delete selected records
Customer requested Serial Number again. Send mail to alisa@allaboutsoftware.com	2018-05-10 18:00:27	tm			Edit Delete
Desctivate license.alisa@allaboutsoftware.com, All About Software Inc., 10-05-2018 17:34-58, os-x-10.11-ei- capitan.shared	2018-05-10 17:43:04	tm			Edit Delete

1.6.11.3.1.1 Create Unlock Key

This option allows you to create a unlock key

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

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

y List Edit this Number / II	D / Key			
AILS FOR THIS KEY / ID TRA	NSACTIONS FOR THIS KEY / ID LICENSE FILE LICENSE USAGE ANALYSE A KE	CREATE UNLOCK KEYS	BACK TO KEY LIST	
	E INSTALLATION CODE TO CREATE AN UNLOCK KEY			
Product Name:*	Easy-Go Application for MAC (E-Learning Made Easy)			
Serial Number:*	Ne4MY-4HME2-1Elco-1Wkzr-iiT70-2dBDo			
E-mail:*	tom.mcnamara@mirage-systems.com			
Product registered to user:*	Tom			
Enter Installation Code 14:*	ABCD1234			

Product Name

Displays the project name for which the license is activated.

Serial Number

Displays the license serial number information.

E-mail

Enter the email address associated with the license.

Product Registered to User

Enter the customer name associated with the license activation.

Enter Installation Code

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

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



- <u>Comprehensive Unlock Key</u> option in case additional fields like reseller or notes are required
- Customer can create Unlock Key by himself using the customer self-service portal
- Automated Unlock Key generation using E-Mail Activator Service [15]

1.6.11.3.1.2 Transactions for a key / ID

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

In the example below the transactions tell the following story:

- Alisa made a product activation on computer mirageoffice2-pc3.fritz.box and it was successful
- There was a manual product activation 110 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

Key List	dit this Number / ID / Key S KEY / ID TRANSACTIONS F	OR THIS KEY / ID LICENSE FILE LICE	NSE USAGE	BACK TO MANAGE CUSTO	MER								
4 Transaction	ransactions for this Key / ID												
Enable preview	for detail information												
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	Next date of license check
Office Files 2018	alisa@allaboutsoftware.com	rX8IR-5IU87-51G9d-8Xnwl-rcRGO-FB89g	5.56.248.126	os-x-10.11el- capitan.shared	MAC	All About Software Inc.	Office Files 2018	2018-05-10 17:35:03	Activation	ok			2018-08-08 17:35:04
Office Files 2018		rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89g	5.56.248.126	tomwindows.fritz.box	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:07:55	Validation	ok			2018-08-08 17:07:55
Office Files 2018		rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89q	5.56.248.126	tomwindows.fritz.box	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:07:44	Product Deactivated	ok			0001-01-01 00:00:00
Office Files 2018	ryan@allaboutsoftware.com	rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89q	5.56.248.126	tomwindows.fritz.box	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:05:42	Activation	ok			2018-08-08 17:05:43

1.6.11.3.1.3 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	s Reports v Da	ta Managemer	it 🔻 Keys 👻 Adm	inistration / S	etup 🔻					т	om Sullivan	Help	Price List	Logo
Transaction	s Edit this Numbe	r / ID / Key												
Details for this T	Transaction Det	ails for this Ke	y / ID Transacti	ions for this K	ey / ID License File License Us	age								
1 License File	2													
Product Name	Customer Name	Country	License File Name	Module ID	Key / ID	Is Locked	Effective Key / ID usage	Maximum Key / ID usage	Кеу Туре	Reseller	Version	Created	Modified	
Office Files 2017	All About Software	United States	default	Office Files 2017	z2FQT-37AFC-CEGFL-5WI7W-KhiFP-0oBCj		1	2	Serial Number	not provided		14/01/2017		1

This functionality is only available for Licence Protector.

1.6.11.3.1.4 License Usage

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

DETALLS FOR THIS KEY / ID TRANSACTIONS FOR THIS KEY / ID LICENSE FILE UCENSE USAGE BACK TO MANAGE CUSTOMER											
2 Used Licenses for this Key / ID											
Report											
		IP-Address	Version	Installation date							
E-mail	Customer Name	IP-Address	version	Installation date	Host Name	Host Type					
				¥			Delete selected records				
alisa@allaboutsoftware.com	All About Software Inc.	5.56.248.126		2018-05-10 17:35:03	os-x-10.11-el-capitan.shared	MAC	Delete				
	All About Software Inc.	5.56.248.126		2018-05-10 17:07:55	tornwindows.fritz.box	Windows	Delete				

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.

ciecinse ost	ige for Serial Number / ID: hn		Statin natos				 -
The Serial N	Number can be used on 1 con	nputer(s).					-
The Serial N	Number is in use on 1 comput	ter(s).					
Generated	by:						 -
Tom McNa	mara						
04/06/201	5 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		

Deactivate a computer

You can deactivate a single computer 81

9

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

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1.6.11.3.1.5 Analyse a key

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

ey List Edit this Number	/ ID / Key				
TAILS FOR THIS KEY / ID	TRANSACTIONS FOR THIS KEY / ID	LICENSE FILE	LICENSE USAGE	ANALYSE A KEY	BACK TO KEY LIST
Analyze a key to retrieve	the details about the key				
Key					Value
Activation Key					rB7il-5IrD9-7Ec7g-2Zgwu-nhR7Q-5IEC5
Serial Number					Yes
Module					TRI001 - All-In-One Protector 8 - Office Files
Number of Licenses					1 (absolute)
Unlimited installation					Yes
Online validation required					No
Demo Version					Unchanged
New Expiry Date					Unchanged
Number of Days					none
Activation					required

1.6.11.3.2 Notes

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

Each key / ID can have several notes attached.

Notes					
Note	Created	Created By	Modified	Modified By	New Note
					Delete selected records
Customer requested Serial Number again. Send mail to alisa@allaboutsoftware.com	2018-05-10 18:00:27	tm			Edit Delete
Deactivate license alisa@allaboutsoftware.com, All About Software Inc., 10-05-2018 17:34-58, os-x-10.11-el- capitan.shared	2018-05-10 17:43:04	tm			Edit Delete

Add a new note

To add a new note click on the Link: New Note
		Activation Server	73
New N	lote	·	8
	Customer requested Serial Number again. Send mail to alisa@allaboutsoftware.com		
Note			
		SAVE CA	NCEL

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
						Delete selected records
eactivate licer	se:alisa@allaboutsoftware.com, All About Software, , 14-01-2017 11:52:33, mirageoffice2-pc3.fritz.box	14/01/2017 12:38:18	ts			Edit Delete
					Created: 1/14/2017 11:	55:08 AM
Created By:	ts					
						Save Cancel

Delete Note

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

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



• The user needs a permission 32 to edit or delete a note

Automatically created notes

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

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The following automatic notes are created automatically

Note

Υ

Action which creates the note Maximum Key / ID usage changed from X to Value of the field: Maximum Key / ID usage changed Checked option: Abusive usage /

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

Checked option: Cancel regular license verification / Unchecked option: Cancel regular license verification Regular license check (days) changed to

XX

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

Field: Abusive usage who was checked or unchecked Field: *Is Locked* was checked or unchecked Field: Cancel Regular License Verification was checked or unchecked

Field: *Regular license verification* (days) changed A computer license ⁸¹ was deactivated

Notes					
Note	Created	Created By	Modified	Modified By	New Note
					Delete selected records
Customer requested Serial Number again. Send mail to alisa@allaboutsoftware.com	2018-05-10 18:00:27	tm			Edit Delete
Desctivate license:alisa@aliaboutsoftware.com, All About Software Inc., 10-05-2018 17:34:58, os:x-10.11-el- capitan_shared	2018-05-10 17:43:04	tm			Edit Delete



• The user needs a permission | ¹/₉₂ to edit or delete an automated note. Typically no permission should be granted. Otherwise the information could be tampered.

1.6.11.3.3 Delete Keys

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

Hosting

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

On-Premise server

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

Delete Icon

A key, which can be deleted, has a delete icon $\boxed{2}$ in the <u>Key List</u> and a *Delete button* in the <u>Key Details</u> and a *Delete button* in

Depending on requirements there are 2 delete options

- Delete a single key 75
- Mass delete keys



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

1.6.11.3.3.1 Delete a single key

Delete a single key

To delete a single key, select the key in the <u>Key List</u> $\boxed{162}$, click on the key to get the <u>Key</u> <u>Details</u> $\boxed{164}$ page. Then click on the *Delete Button* The *Delete Button* is only available if a key can be deleted (condition see above).

Cey List Edit this Number / ID / K	ey		
etails for this Key / ID Transact	ions for this Key / ID License File Lice	ense Usage	
Details for this Key / ID			
Product	Easy-Go Application for MAC Mod	dule ID	E-Learning Made Easy
Key / ID	0tFdB-17ICC-A118P-9Wk7X- JemDQ-Dh38G		
Effective Key / ID usage		у Туре	Serial Number
Maximum Key / ID usage	2 Not	te	
Online	validation options		A
Online Is Locked		usive Usage	
Is Locked Regular license verification	Car Car	ncel Regular License	
Is Locked	Car Car	-	
Is Locked Regular license verification	Car Ver	ncel Regular License	
Is Locked Regular license verification (days)	Abu Car Ver	ncel Regular License	
Is Locked Regular license verification (days) License	Abu Car Ver	ncel Regular License rification	
Is Locked Regular license verification (days) License Customer Name	Abu Car Ver	ncel Regular License rification External ID	
Is Locked Regular license verification (days) License Customer Name Reseller	Abu Car Ver Sholder	ncel Regular License rification External ID	

1.6.11.3.3.2 Mass Delete Keys

Mass delete keys

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

Enable previe	w for detail inf	ormation											
	Mass Delete H												
Product Name	Module ID	Кеу Туре	Key / ID	Is Locked	Effective Key / ID usage	Maximum Key / ID usage	Created	E- mail	Customer Name	Country	Reseller		
							•						Delete selected recor
demo- easygo-40	QHD001	Serial Number	2WGE7-5IP93-9E7IV-3tQ8X-sQU5k-6o149			1	18/04/2014		Smart Inc.		Softrade Inc.	0	Delete 🗌
Easy-Go Application for MAC	E-Learning Made Easy	Serial Number	4tFdS-17ICC-A1I8e-9Wk7X-DemDQ-DN38C			1	18/04/2014		Marc Smith		Softrade Inc.	0	Delete
demo- easygo-40	QHD002	Serial Number	mvGE6-5IP93-9E7I1-3tQ8X-GQU6k-6B148			1	31/03/2014		All About Software Inc.	United States		0	Delete 📃

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

nable previe	w for detail inf	ormation											
	Mass Delete K												
Product Name	Module ID	Кеу Туре	Key / ID	Is Locked	Effective Key / ID usage	Maximum Key / ID usage	Created	E- mail	Customer Name	Country	Reseller		Check to mai all keys for deletion
							•						Delete selected reco
demo- easygo-40	QHD001	Serial Number	2WGE7-5IP93-9E7IV-3tQ8X-sQU5k-6o149			1	18/04/2014		Smart Inc.		Softrade Inc.	0	Delete 🗹
Easy-Go Application for MAC	E-Learning Made Easy	Serial Number	4tFdS-17ICC-A1I8e-9Wk7X-DemDQ-DN38C			1	18/04/2014		Marc Smith		Softrade Inc.	0	Delete 🗹
demo- easygo-40	QHD002	Serial Number	mvGE6-5IP93-9E7I1-3tQ8X-GQU6k-6B148			1	31/03/2014		All About Software Inc.	United States		0	Delete 🔲

1.6.11.3.4 Mass Lock / Unlock Keys

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



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

A note 7^3 is generated for each key change.

1.6.11.3.5 Mass update online checks

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

Mass Update Online Checks				
Enable preview for detail information				
BASIC VIEW EXTENDED VIEW	MASS DELETE KEYS	MASS LOCK / UNLOCK KEYS	MASS UPDATE ONLINE CHECKS	
Enter regular license verification (0 to 999999	days) to update for the s	elected keys	Update Online Checks Cance	l Regular License Verification
Page 1 of 1 (15 items) « < 🚺 🗦	>>			

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

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



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A <u>note</u> 73 is generated for each key change.

1.6.11.3.6 Mass update maximum Key / ID usage

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

able preview for detail inform	ation								
BASIC VIEW EXTENDED		E KEYS MASS LOCK	/ UNLOCK KEYS MASS UPDATE ONLINE	CHECKS MASS UP	DATE MAX KEY ID USAGE	_			
ter max key id usage to upda	ite for the selected keys	Updat	e Max Key ID Usage						
Page 1 of 1 (26 items) 🦷	< 1 > »							Page size:	50
Enter text to search									
rag a column header here to grou	ip by that column								
rag a column header here to grou	p by that column Module ID	Кеу Туре	Key / ID	Is Locked	Effective Key / ID usage	Maximum Key / ID usage	Created	Created By	
		Кеу Туре	Key / ID	Is Locked			Created	Created By	
roduct Name		Key Type	Key / ID NedAV/ dHME21Elco 1W8zr IT70 2dBDo	Is Locked				Created By	
	Module ID					usage	•	Created By	

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

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

For example

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

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

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

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

For example

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

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

Example 2 - maximum key / ID usage - 5 Effective Key ID Usage - 5

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

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

Solution For The Scenario - If you want to change the maximum key / ID usage in this case to 3, then first you need to deactivate the two licenses using License Usage r_1 screen. Then it will allow you to decrease the maximum key / ID usage to 3.



A <u>note</u> [73] is generated for each key change.

1.6.11.4 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 79
- Deactivate one single computer 1

1.6.11.4.1 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.

Effective Key / ID usage	1	Кеу Туре	Serial Number
Maximum Key / ID usage	1	Note	
Online	validation options		
Is Locked	٢	Abusive Usage	
Regular license check (days)		Cancel Regular License Verification	
License	e holder		
Customer Name	All About Software Inc.	🕹 🌡 🛛 External ID	
Reseller		🎄 🌡 🛛 External Group	
E-mail	ryan@allaboutsoftware.com		
Modified	18/04/2014 13:17:41	Created	18/04/2014 13:16:43
Modified By		Created By	ts

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 $\begin{bmatrix} 1 \\ 136 \end{bmatrix}$ is used. You can change the interval for this key / ID or cancel the regular online verification.

Abusive usage

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

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

Locking a key | ⁶⁴ 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 $\overline{\mathbf{w}}$.

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, <u>*Flag as abusive usage after number of errors* [136]</u>

1.6.11.4.2 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.

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

To deactivate a computer

- Search for the key or even for the computer name in the Home screen 3
- Click on the key in the key list to get the key details
- Click on the License Usage TAB

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

DETAILS FOR THIS KEY / ID T	RANSACTIONS FOR THIS KEY / ID	ICENSE FILE LICENSE USAGE B	ACK TO MANAGE CUSTOMER						
2 Used Licenses for this Key / ID									
Report									
E-mail	Customer Name	IP-Address	Version	Installation date	Host Name	Host Type			
				•			Delete selected records		
alisa@allaboutsoftware.com	All About Software Inc.	5.56.248.126		2018-05-10 17:35:03	os-x-10.11el-capitan.shared	MAC	Delete		
	All About Software Inc.	5.56.248.126		2018-05-10 17:07:55	tomwindows.fritz.box	Windows	Delete		

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

	Host Name	Host Type	
•			Delete selected records
	os-x-10.11el-capitan.shared	MAC	Delete 🗸
	tomwindows.fritz.box	Windows	Delete

Switch to the key details . 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 73 was created with with the details of deactivated license

DETAILS FOR THIS RELY ID	TRANSACTIONS FOR THIS RET / ID	LIGENOL FILL	LIGENSE OSAGE	DAGK
The second				

5 Transaction	ns for this Key / ID									
Enable preview	for detail information									
Product Name	E-mail	Key / ID	IP- Address	Host Name	Activation done by	Customer Name	Module ID	Transaction Date/Time	Transaction Type	Result
Office Files 2018	alisa@allaboutsoftware.com	rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89q	5.56.248.126	os-x-10.11el- capitan.shared	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:43:09	Product Deactivated	ok
Office Files 2018	alisa@allaboutsoftware.com	rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89q	5.56.248.126	os-x-10.11el- capitan.shared	MAC	All About Software Inc.	Office Files 2018	2018-05-10 17:35:03	Activation	ok
Office Files 2018		rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89q	5.56.248.126	tomwindows.fritz.box	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:07:55	Validation	ok
Office Files 2018		rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89q	5.56.248.126	tomwindows.fritz.box	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:07:44	Product Deactivated	ok
Office Files 2018	ryan@allaboutsoftware.com	rX8IR-5IU87-51G9d-8Xnwl-rcRGQ-FB89q	5.56.248.126	tomwindows.fritz.box	Application	All About Software Inc.	Office Files 2018	2018-05-10 17:05:42	Activation	ok

Notes					
Note	Created	Created By	Modified	Modified By	New Note
					Delete selected records
Desctivate license alise@allaboutsoftware.com, Ali About Software Inc., 10-05-2018 17:34-58, os x-10.11-el- capitan.shared	2018-05-10 17:43:04	tm			Edit Delete



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

- The user needs a permission 12 to deactivate a license
- Every time a user deactivates a license the transaction is recorded as a transaction done by a user and not by an application

1.6.11.5 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 38
- Click on the key in the key list to get the key details
- Click on the TAB License Usage

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

DETAILS FOR THIS KEY / ID	RANSACTIONS FOR THIS KEY / ID	ICENSE FILE LICENSE USAGE	BACK TO MANAGE CUSTOMER				
2 Used Licenses for this H	(ey / ID						
Report							
E-mail	Customer Name	IP-Address	Version	Installation date	Host Name	Host Type	
				•			Delete selected records
alisa@allaboutsoftware.com	All About Software Inc.	5.56.248.126		2018-05-10 17:35:03	os-x-10.11-el-capitan.shared	MAC	Delete
	All About Software Inc.	5.56.248.126		2018-05-10 17:07:55	tomwindows.fritz.box	Windows	Delete

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 Osa	ige for Serial Number / ID: hn	IGEN-SIF 60-9E/10	51407-1403	K-OCIMO			 +
The Serial N	lumber can be used on 1 con	nputer(s).					 +
The Serial N	lumber is in use on 1 comput	ter(s).					
Generated	by:						+
Tom McNa	mara						T
04/06/2016	5 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.fr	itz.box	



1.6.12 Manage Addresses

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Menu item: Data Management - Manage Addresses

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

Manage Addresses Use the fo	rm below to create or modi	fy address information.				
Use the form below to create o	or modify address info	rmation.				
Modify Add	dress					
Company Name	All About Software	E-mail	alisa@allaboutsoftware.co			
Salutation / First Name	Mrs. Alisa	Phone 1				
Last Name	Jones	Phone 2				
Academic Title		Language	German 🔻			
Job Title		Website				
Street Address 1		Customer Number				
Street Address 2		Newsletter 1-4				
ZIP Code						
City		Product Name	test201701110731			
State		Custom Field 1				
Country	United States v	Custom Field 2				
Created	14/01/2017 11:52:36	Modified	14/01/2017 11:52:36			
Created By	Application	Modified By	Application			
		Save Car	GDPR Delete			
	Assign a Key / ID Manu	al Product Activation Create a Serial Num	ber Create an Activation Key	Copy License File	Find Duplicates	



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

					Activati	on Server	85
Home Metrics	Reports v Data M	Management v Keys v	Administra	tion / Setup 🗸	Help	Service Info v	
anage Addresses Use th	e form below to create or mod	lify address information.					
se the form below to crea	e or modify address info	ormation.					
Modify	Address					Address data successf	ully save
Company Nam	e AllAbout Software Inc		E-mail	ryan@allaboutsoft	ware.c		
Salutation / First Nam	e Ryan		Phone 1				
Last Nam	e Meyer		Phone 2				
Academic Titl	e	La	nguage	English	\$		
Job Titl	e		Vebsite				
Street Address	223 East 47th Street	Customer	Number				
Street Address	2	Newsle					
ZIP Cod	e						
Cit	New YorK	Produc	t Name		aip50		
Stat	e NY	Custom	Field 1				
Countr	United States 😫	Custom	Field 2				
Create	11/09/2013 18:11:57	м	lodified	01/04/2018 10:	08:12		
Created B	Application	Mod	ified By		тм		
		Save Cancel	Delete				
Assign a Ke	/ ID Manual Product Activa	tion Create a Serial Number Cr	eate an Activa	tion Key Copy	License File	Find Duplicates	

Address without keys - Delete button available

1.6.13 Manage Reseller

Menu item: Data Management - Manage Reseller

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

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----	------------	----------

Modify Resell	er								
Company Name	SoftSel	Inc.		Company Id					
Salutation / First Name		arles		E-mail	charles.max@softsell.cor				
	MI. CI			Phone 1	charles.max@sortsen.com				
Last Name		Max							
Academic Title				Phone 2					
Job Title				Language	English 🗘				
Street Address 1	19 Bedford F	Place		Website					
Street Address 2			C	ustomer Number					
ZIP Code	WC1E	5JA		Newsletter 1-4	S				
City	Loi	ndon							
State				Product Name					
Country	United Kingdom	\$		Custom Field 1					
Created	03/03/2012 12:0	8:03		Custom Field 2					
Created By									
Created by	superv	isor		Modified	01/11/2012 16:50:33				
				Modified By	admin				
P Assign a Key /	ID A Manual Pro	educt Activation	Create a Ser		e an Activation Key	Copy Licens	e File		
Cey List									
2 3 4 5 6 7 8 9 10	<u>>></u>								
Key / ID	Product Name	Module ID	Кеу Туре	Effective Key / Usage	ID Maximum Ke Usage	y/ID	Customer Name		
vFbjU-27DG4-A0b6Z-4Ym7o-7di6P- CPjE4	PowerPoint Training	PowerPoint Training	Serial Number			1		æ	3
Ebj8-27DG4-A0b66-4Ym7o-Mdi6P- CziEZ	PowerPoint Training	PowerPoint Training	Serial Number			1		æ	1

1.6.14 Manage Users

Menu item: Data Management - Manage Users

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

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

A list of all users is displayed.

														New User
Jsername	First Name	Last Name	Alias	E-mail	Administrator	Data Management	Administration / Setup	Create Serial Number / Activation Keys	Edit Note/Delete Note	Manual Product Activation	Deactivate Licenses	Reports	Active	Add Address/Resell
admin	admin	admin	admin	info@mirage-systems.de	*	*	4	*	*	*	*			~
charles	Charles	Smith	CS	charles@allaboutsoftware.com	×	-	×	×	4	×		×		
m	Tom	McNamara	tm	tom.mcnamara@mirage- systems.com	*	4	4	4		4	4	4		4
s	Tom	Sullivan	ts	ts@mirage-systems.de										,

Click on a user name to <u>modify user details</u> or click on the button *New User* to <u>add a</u> <u>new user</u>.



If a user already has enabled <u>Two-Factor authentication</u> is is visible in the column: **Two-Factor Authentication**

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

1.6.14.1 Add new user

88

Press the <u>New User</u> button in the <u>Manage user</u> list view and enter the user data.

Login	Data	Other Data	
Last Name *	McNamara	E-mail * tom.mcnamara@m	irage-:
First Name	Tom	IP-Address	
Alias *	mcn	Session Timeout in Minutes	
Username *	ТМ	Last Login	
		Language English	÷
		Default TAB Basic View	÷
		Time Zone (UTC) Coordinated	d 🗘
		Theme/Design Default	+
		Two-Factor Authentication Enabled : No	
User P High Level Permissions	rivileges	Two-Factor Authentication Enabled : No ✓ Low Level Permissions	
High Level Permissions Administrator V Data Managem	ent	 Low Level Permissions Manual Product Activation Deactivate Licenses 	
High Level Permissions	ent / Setup lumber /	Low Level Permissions Manual Product Activation	
High Level Permissions Administrator Data Managem Administration Administration Create Serial N Activation Key Reports	ent / Setup lumber /	 Low Level Permissions Manual Product Activation Deactivate Licenses Edit Note/Delete Note Modify automatic generated Notes Add Address/Reseller 	
High Level Permissions	ent / Setup lumber /	 ✓ Low Level Permissions ✓ Manual Product Activation ✓ Deactivate Licenses ✓ Edit Note/Delete Note ✓ Modify automatic generated Notes ✓ Add Address/Reseller ✓ Metrics 	
High Level Permissions Administrator Data Managem Administration Create Serial N Activation Key Reports	ent / Setup lumber /	 ✓ Low Level Permissions ✓ Manual Product Activation ✓ Deactivate Licenses ✓ Edit Note/Delete Note ✓ Modify automatic generated Notes ✓ Add Address/Reseller 	

Login Data

Details

Last Name

Last name of the user

First Name

First name of the user

<u>Alias</u>

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 29

Other Data

Details

E-mail

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

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

IP-address

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

Session timeout in minutes

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

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

Last Login

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

Language

Select the language of the user interface for this user.

Default TAB

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

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

Time Zone -

the data is stored in the <u>time zone of the server</u> T_{127} . To view all data in your own time zone select your time zone in the list.

Theme

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

User Privileges

The Activation Server 6 allows to specify different user permissions

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

 High Level Permissions 	✓ Low Level Permissions
 Administrator Data Management Administration / Setup Create Serial Number / Activation Keys Reports Dashboard Active Access to products All Products 	 ✓ Manual Product Activation ✓ Deactivate Licenses ✓ Edit Note/Delete Note ✓ Modify automatic generated Notes ✓ Add Address/Reseller ✓ Metrics ✓ Modify Key/Transaction ✓ Delete Key/Address/Reseller ✓ Modify License File
Address Permission	
All Addresses / Reseller	
All Addresses / Reseller with Key/ID of selected product	
All Addresses / Reseller	

User Privileges

High Level Permissions

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

- High Level Permissions
 Administrator
 - Manage users 86
 - Right to access Administration / Setup 127

Data Management

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

Administration / Setup

• Administration / Setup 127 menu access

Create Serial Number / Activation Keys

This gives the permission to

- Create Serial Numbers 104
- Add a key on the Activation Server 116
- <u>Create an Activation Key 120</u>
- Create a <u>Tamper Detection Key</u>

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

Reports

Permission to browse the **Reports** 47

Dashboard Permission to access the Dashboard

<u>Active</u>

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

Low Level permissions

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

Activation Server 6

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Low Level Permissions
<u>Manual Product Activation</u>

Permission to create an Unlock Key

Deactivate Licenses

Permission to deactivate a license

Edit Note / Delete Note

Permission to edit and delete an existing <u>note</u> $\frac{1}{7^2}$. Notes can always be created.

Modify Automated Notes

Permission to edit or delete an <u>automated</u> 73 (generated by the system) note.

Add Address / Reseller

Permission to add a new address or reseller

Metrics

Permission to access metrics

Modify Key / Transaction

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

Delete Key / Address / Reseller

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

Modify License File Permission to

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

Permissions for products

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

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

 High Level Permissions 	✓ Lo Pe
Administrator	\checkmark
Jata Management	_
✓ Administration /	\checkmark
Setup	\checkmark
 Create Serial Number / Activation Keys 	\checkmark
✓ Reports	\checkmark
✓ Active	\checkmark
Access to products	\checkmark
All Products	_
Individual Products	\checkmark
All Addresses / Reseller	•
 All Addresses / Reseller with key id of selected product 	
 All Addresses / Reseller without a key id 	

User Privileges

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

All Addresses / Reseller

No restriction - user sees all addresses of customers and resellers

All Addresses / Reseller with Key/ID of selected product

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

All Addresses / Reseller without Key/ID

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

You can select combinations

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

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

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



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

Welcome E-Mail

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

	Activation Server	95
noreply@registerserver.net <admin@registerserver.net< th=""><th>></th><th>🗎 Inbox - Mirag</th></admin@registerserver.net<>	>	🗎 Inbox - Mirag
Your new password for the Activation Server		
To: tom.mcnamara@mirage-systems.com		
	Mirage Activation Server	

Hello McNamara,

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

Reset your password

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

Thanks, The Mirage Activation Server Team

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

96	Activation Server 6
	Change Your Password Please enter and verify a new password below.
	Please enter and verify a new password below. Remember that your new password • must be at least 8 characters long • minimum 1 upper case letter • minimum 2 lower case letters • minimum 1 number • minimum 1 special character [!@#\$%^&*()_+=\[{\]};:~I/?,-]
	 must not be identical with the old password and must not be identical with or contain your username

Change Your	Password
Username *	тм
Old Password *	
New Password *	
Verify New Password *	

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



New users cannot be added with the Basic Hosting package

1.6.14.2 Modify user details

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

lodify user Use the form bel	ow to create or modify user in	formation.	
Jse the form below to create c	or modify user information	l.	
Login	Data	Other Data	
Last Name * First Name Alias *	McNamara Tom mcn	E-mail * ra@mirage-systems.com IP-Address Session Timeout in 0	
Username *	ТМ	Last Login 07706/2018 13:38:40 Language English ‡ Default TAB Basic View \$	
User P	Tivileges	Time Zone (UTC) Coordinated ‡ Theme/Design Default ‡ vo-Factor Authentication Enabled : Yes	
 High Level Permissions 		Low Level Permissions	
Administrator Data Managem Administration Create Serial N Activation Key Peports Dashboard Activation Key	ı / Setup lumber / s	Manual Product Activation Desctivate Licenses Edit Note/Delete Note Modify sutomatic generated Notes Add Address/Resolier Metrics Modify Key/Transaction Delete Delete	
Access to products All Products		Key/Address/Reseller	

Username

The usersname: admin can not be changed

Access to products

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

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

Two-Factor Authentication

If a user already has enabled <u>Two-Factor authentication</u> $\begin{bmatrix} 1\\ 34 \end{bmatrix}$ it is displayed on the screen

Default product

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

The administrator can also modify for this user:

- User Settings 158
- Change Password 163
- Set values to customize the Data Management Screen screen screen
- <u>Reset Two-Factor Authentication</u>

1.6.14.3 Delete a user

To delete a user select the button *Delete* while <u>editing the user data</u>.

Use the form below to creat	te or modify user info	ormation.	User Set	tings	Change Password	Customize Screen - List Views
Login	Data	Other	Data	U	Jser Privileges	
Last Name *	McNamara	E-mail * mcm@	allaboutsoftware.c	V D	dministrator ata Management	
Alias *	Tom	Session Timeout in Minutes		S	dministration / etup reate Keys	
Username *	mcm	Last Login	sh ‡	v A	eports ctive	
		Default product	\$		ccess to products All Products idual Products	
		Save Cancel	Delete Reset	Passwo		

1.6.14.4 Reset Password

To reset a password select the button *Reset Password* while editing the user data 97.

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

Last Name *	McNamara	E-mail *	tom.mcnamara@mirage-:	
First Name	Tom	IP-Address		
Alias *	mcn	Session Timeout in Minutes	0	
Username *	TM	Last Login	03/11/2018 10:35:43	
		-	English +	
		Language		
		Default product	+	
		Default TAB	Basic View \$	
		Time Zone	(UTC) Coordinated \$	
		Theme/Design	Default 🗘	
		Two-Factor Authentication	Enabled : Yes	
User Pr	rivileges			
High Level		✓ Low Leve	el	
Permissions		Permissi	ons	
Administrator		✓ Manua	I Product Activation	
Joata Manageme	ent	✓ Deacti	vate Licenses	
✓ Administration		•	ote/Delete Note	
 Create Serial No Activation Keys 		✓ Modify general	v automatic ated Notes	
Reports		•	ddress/Reseller	
Dashboard		✓ Metric		
Active		✓ Modify ✓ Delete	r Key/Transaction	
Access to products		Key/A	ddress/Reseller	
All Products		✓ Modify	License File	
ndividual Products				
	I.			
Address Permission				
Address Permission All Addresses /	Reseller			
	Reseller			

1.6.14.5 Reset Two-Factor Authentication

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

1.6.14.6 E-Mails to users

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

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

Example E-Mail

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

Your new password for the Activation Server

To: tom.mcnamara@mirage-systems.com

Mirage Activation Server

🗎 Inbox - Mirage

Hello McNamara,

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

Reset your password

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

Thanks, The Mirage Activation Server Team

1.6.15 Find and merge duplicates

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

Jse the form below to create o	r modify address inform	ation.						
Modify Add	ress							
Company Name	AllAbout Software Inc			E-mail	ryan@allabo	outsoftware.c		
Salutation / First Name	Ryan			Phone 1				
Last Name	Meyer			Phone 2				
Academic Title				Language	English	\$		
Job Title				Website				
Street Address 1	223 East 47th Street		Custome	er Number				
Street Address 2			News	sletter 1-4				
ZIP Code								
City	New YorK		Proc	iuct Name		aip50		
State	NY		Cust	om Field 1				
Country	United States \$		Cust	om Field 2				
Created	11/09/2013 18:11:57			Modified	01/04/20	18 10:08:12		
Created By	Application		м	odified By		тм		
		s	ave C	ancel				
Assign a Key / ID	Manual Product Activation	Create a Ser	rial Number	Create an Acti	vation Key	Copy License File Find D	ouplicates	
y List								
y / ID	Product Name	Module ID	Key Type	Effective K usage	ey / ID	Maximum Key / ID usage	Reseller	
9ll-6lSE4-61HGU-2sjwp-qbp2j-0bCF2	PDF - Bicycle technical document	PDF	Serial Number	1		1		9
cense Files	·		·	·		·		

and click on the button: Find Duplicates

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

All available search options

Manage Addresses Manage your ad	Idresses				
Search Criteria					
Company Name		First Name			
E-mail		Last Name			
Start Date		End Date			
Search Field	\$	Search Criteria	like 🔹	Search Value	
				Find Duplicates	

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

											New Address
Search Criteria	earch Oriteria										
Comp	any Name AllAb	ut Software Inc	First Ni Last Ni								
					Find D	Duplicates					
Manage Addresses											
Company Name	First Name	Last Name	Job Title	Street Address 1	ZIP Code	City	State	Country	E-mail	Language	
											Merge Addresses
AllAbout Software Inc	Ryan	Meyer		223 East 47th Street		New YorK	NY	United States	ryan@allaboutsoftware.com	English	
AllAbout Software Inc								Germany	ryan@allaboutsoftware.com	English	
AllAbout Software Inc								United States	ryan@allaboutsoftware.com	German	
AllAbout Software Inc								Germany	ryan@allaboutsoftware.com	English	
								Albania	ryan@allaboutsoftware.com	German	
AllAbout Software Inc											

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

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

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

			Manage Addresses
Merge Addresses			
Merge Reset			
Select All	Select All	Select All	Select All
Company Name	AllAbout Software Inc	AllAbout Software Inc	AllAbout Software Inc
First Name	(e) Ryan	0	0
Last Name	(e) Meyer	0	0
Salutation			
Academic Title			
Job Title			
Street Address 1	223 East 47th Street	③ 1st Ave	0
Street Address 2			
ZIP Code			
City	New YorK	0	0
State	() NY	0	0

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

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

1.6.16 Keys

Home	Metrics	Reports v	Data Management 🗸	Keys V	Administration / Setup 🗸	Help	Service Info 🗸	- <u>(</u>

Creating keys using the Activation Server 6 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 6 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

- <u>Create one single Serial Number</u>
- Create a Key List

See also Add a key on the Activation Server 6 116 Create an Activation Key 120 Create a Serial Number 104 Manual Product Activation 110 Create Tamper Detection Key 122

Activation Server 6 104

1.6.16.1 Create a Serial Number

Menu item: Keys - Create a Serial Number

Create a Se	erial Number	Serial Nur	nber Key Options
Product Name *	Office Files 2018	Is Locked	
egistered Customer Name	All About Software Inc. 🔎 💥	Maximum Key / ID usage	2
mber of days until Unlock Key has to be used		External Group	
-		External ID	
Number of Computers for network license	1	Reseller	Softrade Inc. 🔎 🗙
Number of desired Serial Numbers	1	Note	
		Generate key details	

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 $\stackrel{$\ensuremath{\mathcal{P}}$}{}$ to search for a customer or just click on the text: Click to select customer

Registered Customer Name	Click to select customer	\sim

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.

			Act	ivation Serve	r 105
		www.registerserver.net/0	0000000/Lookup.aspx		
hew Addres	<u>ss</u>				
Enter text to s	earch			Search anywhere	
Drag a column	header here to g	roup 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/0000000/Lookup	.aspx	
New Address	5			
Enter text to se	arch			
Drag a column h	neader here to gro	up by that column		
Company Name	Name	E-mail Search in V E-mail only	Country	Customer Number
		ryan@		
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	Albania	
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	Germany	
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	Germany	
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	Germany	
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	Albania	
<u>AllAbout</u> Software Inc		ryan@allaboutsoftware.com	United States	
Page 1 of 1 (6 it	tems) 🛞 🕙 1	A A	Pa	ge size: 50

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

5	Activation Serv	ver 6						
	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 <u>Unlock Key</u>. To allow the customer to use the product after applying the Serial Number, add a few days (typically 2-5 days) which are included in the Serial Number.

Number of days until full version expires

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

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

Create a Serial Number

Product Name *	Easy-Go Application	÷	
Module ID	Update Subscription (QHD004)	¢	
gistered Customer Name			\$ 8
Number of days until full version expires:			
Expiry Date			
Number of desired Serial Numbers	1	\$	

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

Number of users / PCs / concurrent users / items

If a network license is used (more then 1 license per PC / user / concurrent user), the number of PCs / users / concurrent users can coded in the Serial Number. If the user buys later more licenses, send him and Additional Key [120].

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

Number of desired Serial Numbers

Select how many keys should be generated. If you have more than 25 keys, then use the button \blacksquare <u>Create Key List.</u> 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

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 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 $\boxed{138}$ 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 \checkmark 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 \swarrow . 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						
						\mathcal{A}
+ New Address						•
Company Name	Name	E-mail	City	Country	Customer Number	
Software Distribution Inc						

<u>Note</u>

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

Generate key details

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

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

Click on the button Create Key to create a key.

The key is displayed in the top left corner.

Home	Metrics	Reports v	Data Management 🗸	Keys	 Administration 			
Create a Serial Number Create a Serial Number for your customers								
Create a Serial Number for your customers								
Key / ID added successfully Pk9ll-6ISE4-61HGU-2sjwp-qbp2j-0bCF2 Copy To Clipboard								
The key has a hyperlink to directly payigate to the Key Details and page and change								

- The key has a hyperlink to directly navigate to the Key Details and change settings.
- Click on Copy to Clipboard to copy the key into the clipboard
- Click on the button Create Key List 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.

	Activation Server 4
	Create Serial Numbers
The central p	oint for administration of keys, customers and resellers

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.

^{1.6.16.1.1} Key List / Save keys in a file

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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 <u>Create Key List.</u> 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-Id18N-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.

Create a Serial Number for your cu	istomers			
Create a Se	erial Number	Serial Nun	nber Key Options	
Product Name *	All-In-One Protector 6 - Office Files 💠	Is Locked		
Registered Customer Name	,	K Maximum Key / ID usage		1
Number of days until Unlock		External Group		
Key has to be used		External ID		
Number of Computers for network license	1	Reseller		,⊳
Number of desired Serial Numbers	550	Note		
		Generate key details		
		Create Key	Create Key List Cancel	

1.6.16.2 Manual Product Activation / Create Unlock Key

Menu item: Keys - Manual Product Activation

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

To create an Unlock Key you need at least:

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

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

Home Metrics	Reports 🗸	Data Managemen			ministration / Setup 🗸	Help	Service Info 🗸
nual Product Activat	Ion Perform manua	al product activation (Crea	ate Unlock Ke	ey)			
is page allows you to ty block Key in case you go				ate an			
none). This process also ultiple times.	prevents that the A	ctivation Key or ID ca	n be used				
Cre	ate Unlock Keys				Installation Codes (H	lardware IDs)	
Produ	uct Name * All-In	-One Protector 💠			are ID marked red. If this I		ot
Custom	er Name AllA	bout Software Inc 🔎	×		one of the hardware IDs m w a reactivation, type in th	-	
Serial Nu	mber / ID * rB7il-5	IrD9-7Ec7g-2Zgwı 🔎	×		which are marked blue.	ie installation	
Registered Custom	er Name * AllA	bout Software Inc	Type in	the Hardware IDs	Installation Codes here		
Activation	done by E-Mai		1	Volume ID			
Operating		ows 🗍	2	MAC Address			
OE	EM Name	MyCompany	3	Hostname			
		to select reseller	4	NetBIOS Name Volume ID + Pati			
	Version	to select reseller 🔎	6	MAC Address +			
	Note		7	IP Address			
			8	Code 1,2,3 + Pat	h		
Copy Pr	rotection		9	Code 1,2,3			
			10	Hostname + Pat	h		
			11	USB-Stick			
			12	Windows Domai	n		
			13	System ID	A5A7EA9A		
			14	MAC System ID			

Product Name

Picklist to select the product.

Module ID

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

Developer Info

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The configuration, which module is a Serial Number, is done in the project configuration, entry <u><lsSerial></u> [306].

Customer Name

Name of the customer. You can search for a customer by clicking on the icon \mathcal{P} .

Either select an **existing** customer from the list, **search** for a customer and click on \swarrow or **add** a new customer by clicking on + <u>New Address</u>

* you can search for customers wit	h firstname, lastname	e, company or customer number						
A 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 X

Serial Number / ID

Click on the icon \checkmark 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 su	umber	P				
Product Name Easy-Go Applie						
Key / ID	Product Name	Module ID	Company Name	Reseller	Effective Ke ID Usage	
	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.

Operating system

You can select **Windows or MAC** depending on the settings of the product configuration. 134

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 ho

Either select an **existing** reseller from the list, **search** for a reseller and click on \swarrow or **add** a new reseller by clicking on \ddagger <u>New Address</u>

Version

Version number of the application

Note

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

Checkbox Copy Protection

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

Installation Code / Hardware IDs

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

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

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Installation Codes (Hardware 105)				You have to specify at least one of the red mark				
		east one of the red marked		installation codes.	installation codes.			
	installation codes. Any further installation reactivation, are option			If you want to allow reactivation, type in the installation codes in all fields which are marked blue.	installation codes in all fields which are ma			
	If you want to use reac installation codes.	tivation, type in at least 3	<u>Type i</u>	e in the Hardware IDs / Installation Codes here	n the Hardware IDs / Inst			
insert	instcode(s) here		1	1 Volume ID	Volume ID			
1	Volume Id		2	2 MAC Address	MAC Address			
2	MAC Address		3	3 Hostname	Hostnamo			
3	Hostname							
4	NetBIOS Name		4	4 NetBIOS Name	NetBIOS Name			
5	Volume Id + Path		5	5 Volume ID + Path	Volume ID + Path			
6	MAC Address + Path		6	6 MAC Address + Path	MAC Address + Path			
7	IP Address		7	7 IP Address	IP Address			
8 9	Code 1,2,3 + Path Code 1,2,3		8	8 Code 1,2,3 + Path	Code 1,2,3 + Path			
10			9	9 Code 1,2,3	Code 1,2,3			
11	USB-Stick		10	10 Hostname + Path	Hostname + Path			
12	Windows Domain		11	11 USB-Stick	USB-Stick			
13	System ID		13	12 Windows Domain	Windows Domain			
14	MAC System ID							
Eve	ample one - rear	tivation with any 3.		13 System ID	System 10			
	imple one - reat	uvación with any 5.	103 14	14 MAC System ID	MAC System ID			

Example 2 - reactivation code indicated with blue

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

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

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

The key is displayed in the top left corner.

						Ac	ctivation Server	
Home	Metrics	Reports v	Data Management 🗸	Keys 🗸	Administration / Setup 🗸	Help	Service Info 🗸	
anual Pro	duct Activation	Perform manual	product activation (Create Unk	ock Key)				
nlock Key hone). This ultiple time	in case you got a a process also pre es. rc4r3-ICiD9-HGm3C-	manual product a wents that the Act -3hcHn-klAKQ-5EEIE	er and Installation Code t ctivation request (E-Mail, I iivation Key or ID can be u B <u>Copy To Cilpboard</u>	Fax,				
		Unlock Keys			Installation Codes (H			
	Product I Customer I		select customer	available, t	hardware ID marked red. If this h ype in one of the hardware IDs m	narked green.	not	

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

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



- You can automate the E-mail activation process using the E-mail Activator Service [284]
- The user needs a permission 12 to create an Unlock Key

See also

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

1.6.16.2.1 Create Unlock Key using E-Mail Activator Service

Activation Requests by E-Mail can be automatically replied.

Details see E-Mail Activator Service 284

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1.6.16.3 Add a key on the Activation Server

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

	Management ▼ Keys ▼ Admi	•	supervisor
ld a Key on the Activation S	erver Save a single Activatio	n Key or ID	
nis page allows you to save an Acti arameters like Maximum Usage are ctivation Key or ID before it is used ready used.	to be set to a special value fe	or the specified	
Save a single	e Activation Key or ID		
Product Name:	Easy-Go Application for MAC 🛛 🗘		
Кеу Туре:	Serial Number / ID / Product Act 💠		
Module ID:	E-Learning Made Easy (QHD001 \$		
Key / ID:]	
Is Locked:			
Maximum Key / ID usage:]	
egular license verification (days):			
External Group:			
External ID:			
Registered Customer Name:	Click to select customer	Q	
Reseller:	Click to select reseller	\$	
Note:			
	/	2	

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 6, you can create and save the key in one step - use Create An Activation Key [120], Create a Serial Number [104]

Add a Serial Number / ID

Product Name

Picklist to select the product.

Кеу Туре

Picklist to select the type of Key / ID.

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

Key / ID

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

Is Locked

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

Maximum Key / ID usage

Overrides the default value, how often a key can be used or product can be activated.

Example

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

Check License Days

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

External Group

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

External ID

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

Note

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

Add an Activation Key

Product Name

Picklist to select the product.

Key Type

Picklist to select the type of Key / ID.

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

Activation Key

Type in the Activation Key which should be stored.

Is Locked

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

Maximum Key / ID usage

Overrides the default value, how often a key can be used or product can be activated.

Example

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

Check License Days

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

External Group

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

External ID

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

Note

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

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

Click on the button <u>Save and Display data</u> to store the key and display detail information - screen <u>Edit an Activation</u> $\begin{bmatrix} a \\ b \end{bmatrix}$

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

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

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1.6.16.4 Create an Activation Key

Menu item: Keys - Create an Activation Key

Home	Metrics	Reports v	Data Management 🗸	Keys	~	Administration / Setu	p v Help	Service Info v
reate an Act	ivation Key	reate an additiona	il Key - e.g. prolong a tria	l version or ad	d a netw	ork license		
Create an addi license	itional Key - e.g	. prolong a tria	l version or add a ne	twork				
Crea	ate an Activatio	on Key			s	erial Number k	(ey Options	
	Product Nar	PDF - Bicyc	le technical document 🕴			Is Locked		
Registe	red Customer Nar	ne Click	to select customer	<u>р</u>	Maximur	m Key / ID usage	1	
Installation Co	des (Hardware ID	s)	Without Copy \$	Re	egular lio	ense verification (days)		
Number of Con	mputers for netwo licens		0			External Group		
	Overw	rite value in lice	nse			External ID		
			file			Reseller	Click to select reseller	\square
Number	of days to evalua	te				Note		
	Overw	rite value in lice	nse 🗌					
			ille					11
	Expiry Da				Gen	erate key details		
Online	validation requir							
	Demo versi	on Unchanged	\$					
	Expert Settin	<u>gs</u>						
Uni	limited Installatio	ns 🗹						
	State of Activati	on unchanged	\$					
Key	y is a Serial Numb	er 🗆						
Num	nber of desired ke	ys 1	\$					
		-	c	reate 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.

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

Prolong Evaluation Version

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

• additional licenses = 0

• either select: Number of days to evaluate or End of Evaluation

Online validation required

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

Store Key in Activation Server

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

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

Generating an Activation Key

Click on the button Create Key to create a key.

The key is displayed in the top left corner.

Home	Metrics	Reports ~	Data Management 🗸	Keys 🗸	Administration / Setu				
Create an A	Create an Activation Key Create an additional Key - e.g. prolong a trial version or add a network license								
Create an additional Key - e.g. prolong a trial version or add a network license									
Key / ID added successfully XB6IN-6ESE4-61EGz-2sjwp-pb82j-0fCF9 Copy To Clipboard									
2									

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

1.6.16.5 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 Tampo	er Detection on/off or reset it		
Tamper De	etection		
Product Name *	myapp5 \$	Tamper Detection	On \$
Installation Code (Hardware ID)		Online validation required	
Unlimited Installations			
		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 **Un**check Unlimited installation to ensure, that the key cannot be used twice on the same license file

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

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

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

1.6.16.6 Create Keys by an external applications

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



You should only create keys **after specifying an IP address** to limit key generation for a specific server, limit the number of keys which can be generated per minute / hour and additionally use a password - details see <u>security settings.</u> [149]

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

Part 2 - Parameters to specify the key details

* = required parameters

Parameter	Values	Example	Remark
projectname *	project name from the project template	e demo-easygo	
entrykey			
instcode			
instcodetype			
requesttype *	1 = activate module, 2 = create a Serial Number or Unlock Key, 3 = create an Activation Key	22	serial number: Must be 2
moduleid *	module ID from the project template	AHD001	
customername	customer name assigned to the key	AllAbout Software	
email	E-mail address assigned to the key		
oemname			

oemname

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	-		
Parameter	Values	Example	Remark
allkeys additionaldays	true / false	true	
additionallicenses	0-2147483647	1	value for network license. For single user it should be set to 1. Only use this value for Serial Numbers
externalgroup			
externalid reseller			
numberofkeys	number of keys to create	1	
maxtries	maximum key / ID usage	2	number of computers the key can be used
stroeindb	true / false Default: false	true	store the key= true or only create the key = false
islocked	true / false Default: false	false	lock a key so that it only can be used once it was unlocked
additionalKeyValue	0-2147483647 yes/no	1 yes	value for network license. For single user it should be set to 1. Only use this value for Activation Keys. The value will be added to an existing value in the license file
			For a Yes/No module use the parameter yes or no
additionalKeyValueF ed	ix 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

			Activation Server	125
Parameter	Values	Example	Remark existing value license file	in the
numberOfDaysFixed	true Default: false	true	true = overwi existing value license file us value from numberOfDay false = add to existing value license file us value from numberOfDay	in the ing the /s o the in the ing the
onlineValidationRequ red	i true / false	false	serial number be false	r: Must
demoversion	true / false	false		
regularLicenseCheck unlimitInstallations	true / false	true	serial number be true	r: Must
activationState	0 = none, 1 = required, 2 = done, 3 = erroneous		serial number be 1	r: Must
isSerianumber	true / false	true	serial number be true	r: Must
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 be 2 Activation Key be 3	
password	Password - see security settings	ycnsjldsd78z9h	highly recomr to use a pass	

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

Example URL

The URL below creates a <u>Serial Number</u> [104]

https://www.registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demoeasygo-40&entrykey=&instcodetype=&instcode=&requesttype=2&moduleid=QHD001&customerna me=AllAbout%20Softtware% 20Inc&email=&oemname=&allkeys=true&additionaldays=&additionallicenses=1&externalg

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roup=&externalid=&reseller=&numberofkeys=1&maxtries=&storeindb=true&islocked=&add itionalKeyValue=&additionalKeyValueFixed=&expiryDate=&numberOfDays=&numberOfDa ysFixed=&onlineValidationRequired=&demoversion=®ularLicenseChecks=&unlimitInst allations=true&activationState=1&isSerialnumber=true&typeofrequest=2

The URL creates an Unlock Key

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

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

Inc.&email=tom.hanks@smartinc.com&oemname=mycompany&allkeys=true&password=y cnsjldsd78z9h

More details about Unlock Key generation

The URL creates an Activation Key

https://www.registerserver.net/lptest/lpweb/KeyGenerator.aspx?projectname=demoeasygo-40&entrykey=&instcodetype=&instcode=&requesttype=3&moduleid=QHD001&customerna

me=AllAbout%20Softtware% 20Inc&email=&oemname=&allkeys=true&additionaldays=&additionallicenses=1&externalq roup=&externalid=&reseller=&numberofkeys=1&maxtries=&storeindb=true&islocked=&add

itionalKeyValue=&additionalKeyValueFixed=&expiryDate=&numberOfDays=&numberOfDa ysFixed=&onlineValidationRequired=on&demoversion=no®ularLicenseChecks=&unlimi tInstallations=true&activationState=done&isSerialnumber=false&typeofrequest=3&passwo rd=ycnsjldsd78z9h

URL encoding

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

Help to create the URL

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

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

1.6.17 Administration / Setup

Home	Metrics	Reports ~	Data Management 🗸	Keys	~	Administration / Setup 🗸	Help	Service Info v	

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
- Download Database Backup 320
- Download Server Log file
- Import data 131
- E-Mail Configuration 134
- Product Configuration
- Product Upload 145
- Manage Users 86
- Configure User Settings
- Security Settings
- <u>Restart Activation Server</u>



Only available with administrator permission 1.

1.6.17.1 Company Information

Menu item: Administration / Setup - Company Information

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

ta trea taken to uncledy your company intervention. Company Information Apply Key	Home Metrics	Reports 🗸	Data Managen	nent v	Keys 🗸	Administration / Setup 💊
Concept Patters More Concept Finance Concept Patters Service Market Service Service Market Service	Company Information	Specify your comp	any name and	other things]	
Additation Made and Additation Made and Additation Made and Additation Made Additation Made Additation Addition Additation Addition Additation Addition Additation Addition Ad	Use the form below to s	pecify your comp	any informa	tion.		
Running an own server	Com	pany Informati	on			
	Company Name	Mirage Com	outer Systems			
	Hosting Package		Package L3	<u>Pnirag</u>	e	
	Hosting Package 'Pac	:kage L3' (30000 Ti	ansactions /	0		
	Hosting ID		Month)			
	Hosting valid from		2.11.2017			
	Hosting valid to		2.11.2018			
	Server time zone	(UTC) Coordinated U	niversal Tim ‡			
	Password Expiry Period (in days)	45	\$			
	Two Factor Authentication					
	Activ	vation Server W	indows		A	ctivation Server Mac
	Activation State		activated	A	ctivation St	ate activ

Hosted Server

Company Logo

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

To remove it, click on the remove icon

Use the form below to specify your company information. Company Information Company Name Mirage Computer Systems Mirage Computer Systems Package Package S1 2	Company Information	Specify your company name an	d other things
Company Name Mirage Computer Systems	Use the form below to spe	cify your company informa	tion.
Company Name Mirage Computer Systems remove Logo Image: Company Name Image: Computer Systems Image: Company Name Image: Company Name Image: Computer Systems Image: Company Name Image: Company Name Image: Computer Systems Image: Company Name Image: Company Name Image: Computer Systems Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name Image: Company Name<	Comp	any Information	
	Company Name	Mirage Computer Systems	
	Hosting Package	Package S1	<u>Innage</u>
Hosting Package 'Package S1' (100 Transactions / Month)	Hosting Package 'Package S	1' (100 Transactions / Month	8)

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

Hosting Information

Hosting Package: Your hosting package and the included $\underline{\text{transactions}}_{23}$ 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 10.

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 100.

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

Password expiry period in days

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

Enable Two-Factor Authentication

If checked, the Two-Factor Authentication is enabled



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

- in the <u>user list</u> column: *Two-Factor Authentication*
- in the <u>user detail record</u>

Activation Server Windows and Mac

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

	lome	Metrics	Reports	✓ Data Management ✓	Keys 🗸 🗸	Administration / Setup 🐱	н
Home			Trial version ex	xpires on 02/10/2018 - <u>Activate</u>	<u>e License</u>		
SEARCH	CURRENT Y	EAR TRANSACTIONS	TRANSACTIONS HISTORY	TRANSACTION RESULTS	USERS PER COUNTRY	TOP PRODUCTS TOP	CUSTOMERS
Sea	rch Options 🗿	Search					
۲	(ey / ID Search	ne or E-Mail)					

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

Home	Metrics	Reports	~	Data Management	~ К
Company Information	Specify your company name a	and other things			
Use the form below to s	specify your company infor	mation.			
Com	pany Information		Apply	Key	
Company Name	Mirage Computer System	ns	Key	URc1q-37NCC-94F9d-Atm7X-7 🚜	
Company Logo	Browse				
Server time zone	(UTC) Coordinated Universal Time	•			
Password Expiry Period (in days)		•			
Two-Factor Authentication					
Lice	nse Information				
Activation Server Windows License		ès			
Applied Key	URc1q-37NCC-94F9d-Atm72 7MoaQ-5W9E				
Activation Server Mac License		lo			
				Save	Cancel
				Save	cancer

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



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

1.6.17.2 Download Server Log file

Menu item: Administration / Setup - Download Server Log File

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

1.6.17.3 Import

Menu item: Administration / Setup - Import

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

- Import a list of <u>Activation Keys</u>
- Import a list of <u>Serial Numbers / IDs</u>
- Import one single Serial Number / ID or Activation Key 134

1.6.17.3.1 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 <u>Entrykey</u>. 26 You can additionally import a status for each key: **IsLocked**, **MaxTries** (= <u>Maximum Key / ID Usage</u> 27), **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-HhlBO-0uiEu XXc46-64Dn4-8EH9P-FW6D0-YhlBO-0niEl u5c4v-64Dn4-8EH9r-FW6D0-RhlBO-0QiEU

Attention should be paid to

- If a column is missing (e.g. Maximum Key /ID Usage) then the default value is used
- *IsLocked* must be either *True* or *False*. See <u>How to lock a Serial Number / Activation</u> <u>Key</u> [318]
- 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, Extern	alGroup and ExternalID.
 Export your data into an csv-file(use ';' as separator). Review your data - correct data to be accurate, and make sure that the field names are writ Start the import 	ten correctly.
Import Import	Required Information
Product Name: demo-easygo Importlist Type: Activation Key Durchsuchen	
Start Cancel	

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

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

1.6.17.3.2 Import a list of Serial Numbers / IDs

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

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

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



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

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

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

😼 Import			
Product Name: Importlist Type:	flash-demo Serial Number / ID / Product Activation	•	
	Durchsuchen		
Start	Cancel		

Import Serial Numbers / IDs

Attention should be paid to

- If a column is missing (e.g. Maximum Key /ID Usage) then the default value is used
- *IsLocked* must be either *True* or *False*. See <u>How to lock a Serial Number / Activation</u> Key
- 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 <u>Accept only uploaded Serial Numbers / IDs at to configure this feature</u>.

All imported keys can be viewed within <u>Data Management</u> 50, select <u>Key List</u> 62. As *Created Date,* the date of the import is used.

1.6.17.3.3 Import one single Serial Number or Key

To import just one single Serial Number or Activation Key, use Add a Key on the Activation Server [116].

1.6.17.4 E-Mail Configuration

Menu item: Administration / Setup - E-Mail Configuration

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

۲

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

1.6.17.5 Product Configuration

Menu item: Administration / Setup - Product Configuration

Use this page to configure your products.

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

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

<u>,</u>

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

Basic Settings

Basi	c 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	\checkmark	MAC project		
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 <u>configure a</u> <u>MAC project</u> [143]

Maximum time difference between server / customer PC in minutes

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

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

Project Password

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

The minimum length is 20 characters



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

Settings for Product Activation

Settings for Product Activation				
Regular license verification (days)	90			
Rule for mapping addresses	An activation updates existing addre 💲	Flag as abusive usage after number of errors	10	
Allow new installation/reactivation				
Installation Type	Single user product <			
Selected IDs for initial activation	Available IDs for initial activation			
13 5	1 2 3 4 6 7 8 9			
	10 11 12 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 reven after the product was activated.

Rule for mapping addresses

Define the rule how existing address information is updated.

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

Flag as abusive usage after number of errors

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

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

Locking a key 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 $\overline{ullethamma}$.

You can manually change the flag for each key within the key details screen 64.

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 141

Installation Type

Select

- single user product
- Network product

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

Selected IDs for initial activation

Define the hardware IDs which should be used for **copy protection**. Just click on an ID in the column *available IDs* and drag it to the column *Selected IDs*.

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

Settings for Keys / ID

Settings for Keys / IDs				
Always save a key				
Maximum Serial Number / ID usage (how often can a Serial Number / ID be used)	1	Maximum Activation Key usage	1	
Validate Serial Number/ID		Validate Activation Keys	0	
Serial Number/ID has to be saved before it can be used				
Serial Number Type	Default	0		h

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 104 a Serial Number / ID or by editing 64 the Serial Number / ID.

Maximum Activation Key usage

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

Validate Serial Number / ID

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

Validate Activation Keys

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

Serial Number has to be saved before it can be used

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

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.

<u>Digits</u> The keys will only include digits 0 to 9

Lower case The keys will only include lower case characters

<u>Upper case</u> 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	V			
Maximum Serial Number / ID usage (how often can a Serial Number / ID be used)	1	Maximum Activation Key usage	1	
Validate Serial Number/ID	\checkmark	Validate Activation Keys	\checkmark	
Serial Number/ID has to be saved before it can be used	V			
Serial Number Type	Lower Case >			
Delimiter Symbol	-	Length of the Serial Number	20	
Delimiter Symbol position	4	Expires after Days	0	
Only valid for version		Default License		

Delimiter Symbol

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

<u>Delimiter Symbol position</u> 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	V	License file default name	myapp5
License file upload overwrites server license file			

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

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

Allow multiple license files per ID

Multiple license files can be uploaded per ID

License file upload overwrites server license file

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

License file default name

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

1.6.17.5.1 Copy Protection and Reactivation

Activate Copy Protection

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

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

Selected IDs for initial activation

Define the hardware IDs which should be used for **copy protection**. Just click on an ID in the column *available IDs* and drag it to the column *Selected IDs*. The hardware Ids which can be used depend on the selection of the installation type.

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

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

Installation Type	Single user product 🗘
Selected IDs for initial activation	Available IDs for initial activation
13 5	1 2 3 4 6 7 8 9 10 11 12 14

Allow new Installation / Reactivation / Regular Online Validation

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

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

A	ctivation Serv	er 6
	Settings	for Product Reactivation / Regular Online Validation
L	ogic for Reactivation	Custom logic - select individual harc
	Selected IDs for reactivation	Available IDs for reactivation
	2	1 3 5 6 7 8 9
		TV

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

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

Computer Name

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

Custom logic - select individual hardware lds

Just click on an ID in the column *available IDs* and drag it to the column *Selected IDs*. If you select multiple IDs, all IDs have to match.

In the sample below only the ID 2 (MAC address) has to match with the initial installation. Selected IDs for reactivation Available IDs for reactivation



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

Custom logic - define number of hardware lds

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



1.6.17.5.2 Configure a MAC product

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)



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.

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MAC and Windows project

If the Serial Number should be accepted on a MAC and Windows computer, select hardware ID ${\bf 13}$

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.

Additio	Additional configuration settings for MAC OS				
Project Password	•••••	Maximum number for reinstallations		з	
Check an installation and protocol it	ø	Only allow an install for pre-saved hardwar	MAC		

Project Password

should only be changed by the developer

Maximum number for reinstallations

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

Check an installation and protocol it

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

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

Only allow an installation for pre-saved MAC hardware IDs

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

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

Uncheck the option: Active Product

Basi	c Settings
Select Product	Office Files 2018
Product ID	OfficeFiles2018201805101758
Product Name	Office Files 2018
Active Product	

Setting the product to inactive will

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

The product can be set to active again.

1.6.17.6 Product Upload

Menu item: Administration / Setup - Product Upload

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

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

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

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

To upload the files 4 steps are required.

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

Home	Metrics	Reports 🗸	Data Management 🗸	Keys	~	Administration / Setup 🗸	Help
roduct Uplo	ad Use this option	to upload configuration	n files for new products.				
			w products. Then restart	he Activation			
		uration files for nev iguration files to tal		he Activation			
				he Activation			
Server to mai	ke changes in conf	iguration files to tal	ke effect.		0		
Server to mai	ke changes in conf	iguration files to tal			0		
Server to mainteep 1 Upload	ke changes in conf product configurat ler name\Web Activ	iguration files to tal ion file (extension . /ation Server\pconf	ce effect. config) which can be four		2		
Server to mail Step 1 Upload	ke changes in conf	iguration files to tal ion file (extension . /ation Server\pconf	ce effect. config) which can be four		2		
Server to mail tep 1 Upload \project fold \project fold	ke changes in conf product configurat ler name\Web Activ	iguration files to tai ion file (extension . vation Server\pconf S\pconfig	ce effect. config) which can be four		C		

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)

					Activation	n Server	147
Home	Metrics	Reports 🗸	Data Management 🗸	Keys 🗸	Administration / Set	up 🗸 🖂	lelp
roduct Up	load Use this c	option to upload con	figuration files for new product	s.			
Lies this of	ntion to unload o	onfiguration files	s for new products. Then re	estart the			
			s for new products. Then re guration files to take effect				
older:			ension .config) which can b	be found in the	0		
older: \project f \project	older name\Web folder name\Cor	Activation Serve	<i>.</i> ,	be found in the	0		
older: \project f \project	older name\Web folder name\Cor 80ffice2018110	Activation Serven nfig\AS\pconfig 031438.config	er\pconfig				
older: \project f \project	older name\Web folder name\Cor 80ffice2018110	Activation Serven nfig\AS\pconfig 031438.config	<i>.</i> ,				
older: \project f \project AIP Step 2 Uploa	older name\Web folder name\Cor 80ffice2018110	Activation Serve nfig\AS\pconfig 031438.config g xml file which c	er\pconfig	Web Activation			
older: \project f \project AIP Step 2 Uploa	older name\Web folder name\Cor 80ffice2018110 ad product config duct config xml file	Activation Serve nfig\AS\pconfig 031438.config g xml file which c	er\pconfig can be found in the folder:	Web Activation			
older: \project f \project AIP Step 2 Uploa	older name\Web folder name\Cor 80ffice2018110 ad product config duct config xml file	Activation Serve nfig\AS\pconfig 031438.config g xml file which c	er\pconfig can be found in the folder: lect configuration file to upload	Web Activation			
older: \project f \project AIP Step 2 Uploa proc Nex	older name\Web folder name\Cor 80ffice2018110 ad product config duct config xml file t file to upload:	Activation Serve nfig\AS\pconfig 031438.config g xml file which c Se ASconfig-AIP80	er\pconfig can be found in the folder: lect configuration file to upload	Web Activation	n Server∿alg .	Cancel	

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

V ICVV			
puter → Local Disk (C:) → AIP Projects → P	ublish AlP8Office 🔸 Co	nfig → AS → alg	× د
Name	Date modified	Туре	Size
AIP8Office201811031438	11/3/2018 2:38 PM	XML Document	6 KB
ASconfig-AlP8Office201811031438	11/3/2018 2:38 PM	XML Document	1 KB

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

ep 1 Upload product con Ider:	iguration file (extension .config) which can be found in the 🥹
\project folder name\We \project folder name\C	activation Server∖pconfig nfig∖AS∖pconfig
	021428 config
AIP80ffice20181	voltooring
	ig xml file which can be found in the folder: Web Activation Server\alg .
ep 2 Upload product con	
ep 2 Upload product con ASconfig-AIP8Off	ig xml file which can be found in the folder: Web Activation Server\alg .
ep 2 Upload product con ASconfig-AIP8Off	ig xml file which can be found in the folder: Web Activation Server\alg . ce201811031438.xml

Click on the button: Select configuration file to upload

Navigate to the subfolder \alg

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



Once the final file was uploaded proceed with step 4 you can continue with the product configuration. $\boxed{134}$

Product Upload	Use this option to upload configuration files for new products.	
	to upload configuration files for new products. Then restart the or to make changes in configuration files to take effect.	
Step 1 Upload prod folder:	duct configuration file (extension .config) which can be found in	the 🕜
	name\Web Activation Server\pconfig r name\Config\AS\pconfig	
AIP8Office	ce201811031438.config	
Step 2 Upload prod	duct config xml file which can be found in the folder: Web Activ	ation Server\alg .
ASconfig-A	AIP8Office201811031438.xml	
Step 3 Upload prod	duct xml file which can be found in the folder: Web Activation S	erver\alg
AIP8Office	ce201811031438.xml	
Product is success	sfully uploaded. You can now check the settings for the product	Product Configuration



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

In case you try to upload a product again, there is a warning message as the product upload will delete all product configuration 134 done.

(!)
This product configuration already exists.
Do you want to overwrite it?
No

1.6.17.7 Security Settings

Menu item: Administration / Setup - Security Settings

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

Activation t	hrough Website	Key Generato	or Settings:	Address Inform	mation Settings:
estrict to IP Address	127.0.0.1;215.654.25.4	☑ Limit request to	100	☑ Limit request to	5
Password	••••	Requests every	5 hours 💠	Requests every	1 minutes \$
rassword	••••	HTTPS only			
		Password			

Restrict to IP Address

This setting is relevant if you allow key generations by <u>external applications</u> like <u>shop</u> systems 150.

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

Wildcards for sub networks are supported: 192.168.178.*

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

HTTPS only

Only allows https connections when creating keys <u>external applications</u> like <u>shop</u> systems 150.

1.6.17.8 Shop Configuration

Menu item: Administration / Setup - Shop Configuration

This option allows key generation for some selected e-commerce providers. If your provider is not listed here, you can always use the <u>web service for key generation</u> 123. Your can create Serial Numbers and Activation Keys but not special keys like <u>Unlock Keys</u> 110.

				Activat	ion Server	151
Sho	p Configuration: Configure key generation	on for e-commerce systems				
	Use this page to configure the s	elected product				
	Product settings		Sel	ect a Shop ID to modify settin	gs	
	Online Shop * Product Name * Module ID *	cleverbridge advanced e-commerce Easy-Go Application E-Learning Made Easy (QHD001)	\$	33322 New Shop Product		
	Shop ID [*] Valid number of days Expiry Date	92837				
	Network license Single user license [*]	One key per order \$				
				Save 🗱 Ca	ncel 😨 Delete	Show URL

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

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 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		Select a Shop ID to modify settings
Online Shop *	cleverbridge advanced e-commerce	92837
Product Name *	Easy-Go Application \$	33322
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 change se	ettings



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

	12.09.2013 13:21:33	Web Service
Service		

Step 3 - add Cleverbridge Server IP

You have to white list the IP of the cleverbridge servers in in the <u>security settings</u>. This ensures that only requests from the cleverbridge server will be accepted. The default cleverbridge server IPs are: 89.1.11.*;*.*.*

Security Settings Change your security settin You can make some security settings here.	J2	
Activation through Website	Key Generator Settings:	Address Information Settings:
Restrict to IP 89.1.11 Address Password	Imit request to 100 Requests every 5 hours HTTPS only Password	Limit request to 5 Requests every 1 minutes \$
		Save Cancel

Step 4 - Configuration within the shop / E-Commerce system

The configuration setup is explained for each supported shop system.

Cleverbridge

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

Key generator ID:	enerator: Activation-Server4
🕞 Save 🗸	Accept 🚫 Cancel
Name:	Activation-Server4
Path:	https://www.registerserver.net:443/0000000/KeyGenerator.
Authenticate	
Username:	
Password:	
Repeat password:	
Interface:	Type1 🔹
Character encoding:	Unicode (UTF-8)
Use romanized co	ontact values
Call once per pure	chase
✓Use XML client no	tification
XML schema:	<use current="" version=""></use>
Client handles err	ors

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

English	German	Spanish	French	Italian				
▼ General			Delivery	Details				
Product Def	inition							
Product Info	rmation		Add	I Delivery	Remove Delivery	1 Move Up	Move Down	
Product Attr	ibutes		- Deli	ioni tuno:	alaurahaidan daliunna kau			
Internal Attri	butes		(Dell	/ery type.	cleverbridge delivers key			
▼ Images &	Content		0					
Shopping Ca	art Content		Options					
Product and	Marketing Conten	ıt	Web	ey generator	Activation-Server4			+
Product and	Marketing Images		O Exect	itable key gene	rator			
 Delivery 			O Dyna	nic link library				
Delivery Def	ails		○ Key li					÷
Delivery Tex	tts		- · ·		Auda			
 Pricing 			Key resu		Auto			
Price Option	s				rchased quantity			
Base Price			Use k	ey template				
				Delive	ery Details			

The last step is to define the text for the key template within **Delivery Text**. Find below a sample text. The variable <Key> is required. It will add the the generated key in the e-mail.

The Serial Number Key is your 'proof of purchase'. It can be used only once and requires an Internet connection.

The serial number key is: <Key>

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.

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

Activation Server 6

1.6.17.9 Restart Activation Server

Menu item: Administration / Setup - Restart Activation Server

After making any <u>configuration changes</u>, you have to restart the Activation Server. Without restarting the service the configuration changes would not work for some time because the Web Server caches files.

1.6.18 Help

156

Home Metrics Reports v Data Management v Keys v Administration / Setup v Help Service Info v
--

Opens the online help of the Activation Server 6

1.6.19 Service Info

Home	Metrics	Reports v	Data Management 🗸	Keys 🗸	Administration / Setup v	Help	Service Info v	1
Tionic	Metrica	Reports	Data Management +	Neys +	Administration / Getup +	nap		*

This menu gives you access to

Amazon / Mirage Data Processing Addendum

Data Processing Addendum between Mirage Computer Systems and Amazon Web Services. It is valid for all data Mirage is processing in an Amazon data center

Master Subscription Agreement

The Master Subscription Agreement governs your acquisition and use of our services. You have to agree to that when you use a Cloud Edition or the Activation Server. Once the administrator log in he will get a screen to accept the agreement. You have to accept the lastest version [327] of the Master Subscription agreement from time to time.

Price List

Price list for Activation Server

1.6.20 User Profile / Avatar Icon

Click on the arrow right to the avatar icon and select User Profile

Help	Service	e Info 🗸	
		Change \	Your Password
		Logout	
sword _	Custom	User Pro	file

Define user specific settings:

- General <u>settings</u> 158
- Change Password 163
- Customize List Views
- Your <u>avatar icon</u> 162

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----------------------	-----

mirage

Home	Metrics	Reports 🗸	Data Managemen	it v Keys v	Administration / Setup $\!$	Help	Service Info 🗸 🧕
User Setting	js Modify	user specific settings a	nd change password]			
This page all	ows to spec	cify global settings	or the Activation Se	erver			Customize Screen - List Views
	U	lser Settings			Tom McNamara		
L	ast Name *	McNamara			E-mail : tom.mcnamara@mirage-	systems.com	
F	irst Name	Tom				.,	
	Alias *	mcn					
ι	Jsername *	тм					
Da	te Format *	English: 3/11/2018	\$				
Items	per Page *	50					
ı	Language *	English \$					
Defaul	It product	*					
Default v	iew - time period	all 🗍					
De	fault TAB	Basic View 🗍					
т	ïme Zone	(UTC) Coordinated U	niversal Time		\$		
Them	ne/Design	Default 🛊)				
Two-Factor Aut	thentication	Enabled : Yes					
				Save	Cancel		



For security reasons, the user can not change the e-mail address. This can only be done by the administrator.

1.6.20.1 User Profile

User Avatar / User Profile

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

				A	Activatio	on Server	159
nirage						L	
Home Metrics	Reports 🗸	Data Management 🗸	Keys 🗸	Administration / Setup $\!$	Help	Service Info 🗸	
ser Settings Modify	user specific settings ar	id change password					
his page allows to spe	cify global settings f	or the Activation Server				Customize Screen	- List View:
ι	User Settings			Tom McNamara			
Last Name *	McNamara			mail : tom.mcnamara@mirage-s	systems.com		
First Name	Tom		_		,		
Alias *	mcn						
Username *	TM						
Date Format *	English: 3/11/2018	\$					
ltems per Page *	50						
Language *	English 🛊						
Language * Default product	English 🛊						
	_						
Default product Default view - time	÷						
Default product Default view - time period	all \$	iversal Time	\$				
Default product Default view - time period Default TAB	all Basic View	iversal Time	\$				

Name

Last Name, First Name, Alias and Username can be changed by the user. The e-mail address can only be changed by the administrator

Date Format

Date Format which is used in lists and reports

Items per Page

Records per Page for the list view Transactions and Key List

Language for the user interface

Default product

Product which should be displayed after login. Leave this empty, if you often work with different products. Only products, which the administrator <u>assigned to the user</u>, are available in the list.

Default view - time period.

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Define the **default** period for the <u>transaction list</u> [52], <u>key list</u> [62] and <u>reports</u>. [47] Limiting the view is necessary in case there are more than 10.0000 transactions per month to speed up list views

Default TAB

Extended View offers all available data but is slower. If you have more than 50.000 transactions use *Basic View*. This will speed up the loading of the data and you can select the TAB Extended View in case you need more information. These TABs are available in some views like Key List or Transactions.

Time Zone -

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

Theme

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

In case <u>Two-Factor Authentication</u> is enabled for the server and the user logged in and completed the steps for <u>Two-Factor Authentication</u>, then an additional info is display at the end of the screen.

mirage

Home	Metrics	Reports 🗸	Data Management 🗸	Keys 🗸	Administration / Setup \checkmark	Help	Service Info 🗸	
User Settir	ngs Modify (user specific settings a	und change password					
This page a	illows to spec	ify global settings	for the Activation Server				Customize Screen	- List Views
	U	ser Settings			Tom McNamara			
	Last Name *	McNamara			E-mail : tom.mcnamara@mirage-	systems.com		
	First Name	Tom				, clame.oom		
	Alias *	mcn						
	Username *	TM						
D	ate Format *	English: 3/11/2018	\$					
Item	is per Page *	50						
	Language *	English ‡						
Defa	ult product	4						
Default	view - time period	all 🛊						
	Default TAB	Basic View 🜲						
	Time Zone	(UTC) Coordinated U	niversal Time	* *)			
The	eme/Design	Default \$)					
Two-Factor A	uthentication E	Enabled : Yes						
				Save	Cancel			

1.6.20.1.1 Customize List Views

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

- Key List 62
- Transactions 52

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

This page allows you the menu option 'Ma	u to speci inage Act	fy the fields for lists w ivations'.	vhich a	re displayed within			& U:	ser Settings 🛛 🔤 Change	Passwor
	Screen:	Key List							
Regular license check (days)		External Group		Is Locked	V	Maximum Key / ID usage	V	Product Name	
Key / ID		External ID		Кеу Туре	ø	Module ID	ø	Effective Key / ID usage	
Customer Name		E-mail		Created	ø	Reseller		Country	
	Screen:	Activation Requests							
Customer Name	۷	File Date		License ID		OEM Name		Request Type	
E-mail	☑	File Version		Licence Protector Version	≤	Product Name	Ø	Result	
Key / ID	I.	IP-Address	J	Module ID	≤	Request Date/Time	ø	Run No	
Reseller		Version	✓	Activation done by	≤				
	General								

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1.6.20.1.2 Avatar Icon

The Avatar Icon is displayed in the menu - top right *miage*

Home Metrics	Reports 🗸 🛛 Data Manager	ment 🗸 Keys 🗸	Administration / Setup \checkmark	Help	Service Info 🗸
User Settings Modify	user specific settings and change passwo	ord		_	
This page allows to spe	cify global settings for the Activation	n Server			Customize Screen - List Views
	Jser Settings		Tom McNamara		
Last Name *	McNamara		E-mail : tom.mcnamara@mirage-s	vstems.com	
First Name	Tom		g.		
Alias *	mcn				
Username *	TM				
Date Format *	English: 3/11/2018 🛟				
ltems per Page *	50				
Language *	English 🗘				
Default product	\$				
Default view - time period	all ‡				
Default TAB	Basic View 🜲				
Time Zone	(UTC) Coordinated Universal Time	÷)		
Theme/Design	Default \$				
Two-Factor Authentication	Enabled : Yes				
		Save	Cancel		

In case no avatar was selected, a default icon is shown

9 ~

							Activation	Server	163
Home	Metrics	Reports ~	Data Management 🗸	Keys	~	Administration / Setup	~ Help	Service Info 🗸	0
lser Setti	ings Modify	user specific setting	s and change password						
This page	allows to s	ecify global setti	ngs for the Activatio	n Server			Change Password	Customize Scree	n - List Views
	Us	er Settings			Ton	n McNamara			
Date	e Format *	English: 31/3/2018 💲		\bigcirc					
Items	per Page * 5	0							
L	anguage * 🗍	English 🛊							
Default	product	\$							
Default vie	ew - time period	all 💠							
Def	fault TAB	Basic View \$							
ті	me Zone	UTC) Coordinated Unive	rsal Time	\$					
	Theme	Default \$							
				Save	c	ancel			

Click on the icon. It will open the <u>Gravatar website</u>. This is a popular website where the avatar icon is populated from a lot of other websites. You have to register on that website with the **same e-mail address which is linked to**

your account.

Once you registered, you can upload a graphic which will then appear on all websites using gravatar.

1.6.20.2 Change Password

User Avatar / Change your Password

Each user can change his password by providing the old password and entering a new password which must meet certain conditions to generate a secure password. The password requirements are listed at the top of the screen.

164	Activation Server 6	

Home	Metrics	Reports	✓ Data Management ✓	Keys 🗸	Administration / Setup $$	Help	Service	info 🗸 🏼 🥵
Change You	r Password	Please enter and v	verify a new password below.]				Change Your Passwor
Please enter	and verify a ne	ew password b	elow.			User Settings	Custom	Logout User Profile
minimum minimum	1 special chara	cter						
and must	not be identica	h the old pass I with or conta Your Passwo	in your username					
and must	not be identica	l with or conta Your Passwo	in your username					
and must	not be identica Change	l with or conta Your Passwo	in your username ord					
and must	not be identica Change Username *	l with or conta Your Passwo	in your username ord					
• and must Old New	not be identica Change Username *	l with or conta Your Passwo	in your username ord					

9

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

1.6.20.3 Logout

User Avatar / Logout

To log out, click on the User Avatar icon 157 and select Logout.

Help	Service	e Info 🗸	(1)	
		Change Your Password		
		Logout		
sword 	Custom	User Pro	file	

1.6.21 Price List

Menu item: Price List

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

Tom McNamara Help Price List Logout

The billing is done depending on the number of transactions.

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

Even if the request fails, an error is recorded.

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

What would create an additional Transaction?

- A user reinstalls the software and uses the Activation Key again. If this reinstallation is working or would create an error is defined in the product reactivation settings
- Validate a key / ID
- A license is moved from PC A to PC B
- A key, which was already used on PC A is also used on PC B. If this additional usage of a key is working or would create an error is defined in the Maximum Key / ID and usage settings
- A regular online check, e.g. license check every 30 days
- A license transfer
- A license file upload or download
- Metric data 43

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 Tutorial Customer Portal

For companies selling software or protected material, a certain amount of support requests are related to *What is my Serial Number* Download Link for new installations or if a Computer is no longer available - how to get a

Download Link for new installations or if a Computer is no longer available - how to get a new license.

The answer is a customer portal where the user has a self-service. This helps reducing the number of support tickets and the user can get the required information 24x7.



Features

The portal is completely configurable with the options you want to offer (e.g. allow to deactivate a license).

- A user would register, get a list of the products he bought and Serial Numbers as well as download links for the products.
- Administrators in companies can add Serial Numbers from other users with a validation process.
- The portal comes in several languages and can be inserted into your web page with a simple URL.

1.7.1 Setup and pricing

The Customer Portal comes with an own tutorial which covers the <u>Setup of the customer</u> portal [167], <u>customer portal end user view</u> [178] and <u>installation</u> [208] (only for on-premise versions of Activation Server 6)

The customer portal requires an own subscription - <u>price list</u>. The pricing depends on the number of registered customer portal users.

Hosting customers can get a **free trial version** which allows a registration for a limited number of users. Contact <u>sales@mirage-systems.com</u> to get your trial enabled or to add the customer portal to your hosting subscription.

The customer portal is available with the following link

https://customer-portal.center/hostingID

or for the test server

https://customer-portal.center/lptest (Licence Protector)
https://customer-portal.center/99999999 (All-In-One Protector)

1.7.2 Setup of the customer portal

Menu item: Administration / Setup - Customer Portal Configurations

Users with administrative permissions can only see and modify customer portal configurations

Customer portal configurations can be used to enable/disable features in customer portal, configure settings at project and customer portal level, add download links for different products, configure user text.

Customer portal configurations are divided into four categories -

1. <u>General Configurations</u> - These are the settings which are applied at customer portal level. For details click here 100.

GENERAL CONFIGURATIONS	PRODUCT LEVEL CONFIGURATIONS DOWNLOAD LINKS CUSTOMER PORTAL TEXT	CONFIGURATIONS
Use this to manage custor	mer portal general configurations	
Customer Portal Url	SIGN UP SIGN IN HOME	
Enable Customer Portal		
Support Ticket Url	https://mirage.force.com/customerportal/s/	
Online Help Url	http://helpserver.biz/onlinehelp/lp/was/admin/5.0/help2000/index.html	
Contact Us Url		
Customer Portal Logo Email (www.gravatar.com)		
Customer Portal Logo Si (in pixel)	5ize 100 v	
Click on image to to add	d/update logo using customer portal logo email on gravatar site	
Password Expiry Period (in days)	never v	
Allow Add Keys In Customer Portal		
Allow Link Email Featur	re 🗹	

2. <u>Project Level Configurations</u> - These are the settings which are applied at project level. For details click here $\begin{bmatrix} 1 \\ 171 \end{bmatrix}$.

GENERAL CONFIGURATIONS PRODUCT LEVEL CONFIGURATIONS DOWNLOAD LINKS CUSTOMER PORTAL TEXT CONFIGURATIONS								
Use this to manage	Use this to manage customer portal product level configurations							
Product Name	Visibe In Customer Portal	Allow Deactivate License	Allow Create Unlock Key	Unlock Key Help Link	Product name in Customer Portal	Product Name Display Example		
All-In-One Protector 2020					Product Name	All-In-One Protector 2020	Edit	
Easy-Go Application	V		V		Product Name	Easy-Go Application	Edit	
Easy-Go Application	V	V	V		Product Name	Easy-Go Application	Edit	
Easy-Go Application for MAC	V				Product Name	Easy-Go Application for MAC	Edit	
myapp5	V				Product Name	myapp5	Edit	
mymac	V	V			Product Name	mymac	Edit	

3. <u>Download Links</u> - This project level setting can be used to configure download links for the various projects. For details click <u>here</u> $\begin{bmatrix} 1\\172 \end{bmatrix}$.

GENERAL CONFIGURATIONS	PROJECT LEVEL CONFIGURATIONS	DOWNLOAD LINKS C	USTOMER PORTAL TEXT CONFIGU	IRATIONS				
Manage Download Links Per Project								
Select Product	All-In-One Protector 7			¥				
Download Link	Link Description		Modified	Created	New Download Link			
https://www.mirage-systems.	de/ Use this link to downl	oad the All In One Protector 7		29.05.2019 07:01:54	Edit Delete			

4. <u>Customer Portal Text Configurations</u> - Use this to configure custom text for the customer portal controls. By default text can be override by using this setting. For details click here 175.

GENERAL CONFIGURATIONS	PROJECT I	EVEL CONFIGURATIONS	DOWNLOAD LINKS	CUSTOMER PORTAL	TEXT CONF	IGURATIONS		
Manage text for the cus	stomer portal	for different language	s					
Language	En	glish	Resta	art Customer Portal				
Enter text to search								
Text ID		Original Text				User Text	Use User Text	
account_already_linked_e	rror	Email entered is already link	red to some other account.					Edit
account_confirm_btn		Email Link						Edit
account_confirm_tab		Confirm Account						Edit
account_confirmdata		Account must be registered	l to confirm					Edit

1.7.2.1 General Configurations

General configurations can be used to do the settings at customer portal level.

You can find your customer portal url link in the general configurations which can be used to open customer portal from activation server itself.

You can configure support ticket url, online help url, contact us url,enable/disable add keys feature, enable allow link email feature. By default, add key feature and link email feature are disabled in the customer portal.

Activation Server 6	
GENERAL CONFIGURATIONS	PRODUCT LEVEL CONFIGURATIONS DOWNLOAD LINKS CUSTOMER PORTAL TEXT CONFIGURATIONS
Use this to manage custome	r portal general configurations
Customer Portal Url	SIGN UP SIGN IN HOME
Enable Customer Portal	
Support Ticket Url	https://mirage.force.com/customerportal/s/
Online Help Url	http://helpserver.biz/onlinehelp/lp/was/admin/5.0/help2000/index.html
Contact Us Url	
Customer Portal Logo Email (www.gravatar.com)	
Customer Portal Logo Size (in pixel)	100 •
Click on image to to add/up	odate logo using customer portal logo email on gravatar site
	2
Password Expiry Period (in days)	never v
Allow Add Keys In Customer Portal	
Allow Link Email Feature 🖉	

General configurations for the customer portal includes the following -

1. <u>Customer Portal URL</u> - This displays the customer portal link which can be used to launch the customer portal . The URL is *https://customer-portal.center/hostingID*

2. <u>Support Ticket URL</u> - You can configure the support ticket url for customer portal which can be used by customer portal users to raise any support ticket. This url is shown in the customer portal menu item *Support* - **Open a ticket**. For details click <u>here</u> 202.

3. Online Help URL - You can configure the online help url for customer portal which can be used by customer portal users to seek help regarding customer portal features. This url is shown in the customer portal menu item *Support* - Online Help . For details click here 202.

4. <u>Allow Add Keys in Customer Portal</u> - Customer portal allow end users to add serial numbers to their account. This add key feature can be enabled/disabled using this setting.By default this setting is disabled. If this setting is enabled, user will be allowed to add new serial number to their account. If this setting is disabled user cannot add new serial number to their account. For details click here

5. <u>Allow Link Email Feature</u> - Customer portal allow end users to link different email account and can control the keys related to other email accounts also. This allow link email feature can be enabled using this setting. If this setting is enabled, user will be allowed to link other emails to their account. By default this setting is disabled. Once

enabled this setting cannot be disabled again to maintain the data integrity of the customer portal. For details click here 200.

6. <u>Password Expiry Period</u> - You can configure the password expiry period in days for the Customer Portal Users. By default this value is never.

Once the configured time frame is over Portal user will be asked to change the password for security reasons. For details click <u>here</u> 205

7. <u>Customer Portal Logo Email</u> - You can configure the customer portal logo by saving an email id to which the logo is linked in the gravatar site. The logo will be displayed on the top of every screen in the customer portal.

8. <u>Customer Portal Logo Size</u> - You can configure the customer portal logo size in pixels. The logo will be displayed on the top of every screen in the customer portal.

1.7.2.2 Project Level Configurations

Project level configurations can be used to do the settings at project level.

You can configure whether to show the product name or feature name or both in customer portal, enable/disable project visibility in customer portal, enable/disable license deactivation, create unlock key feature in customer portal.

SENERAL CONFIGURATIONS PRODUCT LEVEL CONFIGURATIONS DOWNLOAD LINKS CUSTOMER PORTAL TEXT CONFIGURATIONS								
Use this to manage	Use this to manage customer portal product level configurations							
Product Name	Visibe In Customer Portal	Allow Deactivate License	Allow Create Unlock Key	Unlock Key Help Link	Product name in Customer Portal	Product Name Display Example		
All-In-One Protector 2020		V			Product Name	All-In-One Protector 2020	Edit	
Easy-Go Application		V	V		Product Name	Easy-Go Application	Edit	
Easy-Go Application		V	V		Product Name	Easy-Go Application	Edit	
Easy-Go Application for MAC		V	V		Product Name	Easy-Go Application for MAC	Edit	
myapp5		V			Product Name	myapp5	Edit	
mymac	V				Product Name	mymac	Edit	

Project level configurations for the customer portal includes the following -

1. <u>Product Name Label</u> - This can be used to configure whether you want to show the product name or feature name or both in the license management section of the customer portal. By default product name is shown in the customer portal. For details click here 195.

2. <u>Visible In Customer Portal</u> - This can be used to enable/disable product visibility in customer portal. By default every product is visible in customer portal. If the setting is disabled, the product will not be visible in the customer portal. For details click <u>here</u> 195.

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3. **Deactivate License In Customer Portal** - This can be used to enable/disable deactivate license feature in customer portal. By default this setting is enabled. If you disable this setting user will not be allowed to deactivate the license using customer portal. For details click here

4. <u>Allow Create Unlock Key In Customer Portal</u> - This can be used to enable/disable create unlock key feature in customer portal. By default this setting is disabled. If you enable this setting user will not allowed to create unlock key using customer portal. For details click <u>here</u>

5. <u>Unlock Key Help Link In Customer Portal</u> - This can be used to add a help link for the customers stating how the unlock key can be created. If configured it is shown on the top of create unlock key page in Customer Portal.

Edit Project Level Configuration Screen - Click on edit button to launch the project level configuration edit screen.

Product Level Configurations	3		8
Product Name	All-In-One Protector 2020		
Visibe In Customer Portal	\checkmark		
Allow Deactivate License	\checkmark		
Allow Create Unlock Key	\checkmark		
Unlock Key Help Link			
Product name in Customer Portal	Product Name		~
Product Name Display Example	All-In-One Protector 2020		
		SAVE	CANCEL
		Product Nam	

1.7.2.3 Download Links

Download Links configuration can be used to add the download links for the products.

You can add multiple download links for the various features of a product. The information includes download link url, link description which shows the information related to the download link. The download links can be added, edited and deleted using this configuration.

GEN	ERAL CONFIGURATIONS	PROJECT LEVEL	CONFIGURATIONS	DOWNLOAD LINKS	CUSTOMER PORT	AL TEXT CONFIGURAT	IONS		
м	Manage Download Links Per Project								
	Select Product	All-In-O	ne Protector 7				Ŧ		
	Download Link		Link Description			Modified	Created	New Download Link	
	https://www.mirage-systems.de	<u>e/</u>	Use this link to downlo	ad the All In One Protector 7			29.05.2019 07:01:54	Edit Delete	

The download links configured in the download links section are visible to customer portal users in the license management section. Customer portal user can find the download links for the product and can download the products using the links directly. For details click here

Download Link

Contains the download link for the product.

Link Description

Contains the information regarding the download link URL like the feature or the product name and other basic information.

Modified

Contains the information regarding last modified date of the download link.

Created

_

Contains the information regarding created date of the download link.

Add Download Link

.

Click on **New Download Link** button in the grid to add new download link for the selected product. Add download link url and the related link description and then click on Save button to save the changes.

New Download	Link	8
Download Link		
Link Description		
	SAVE	NCEL

Download Link

Enter the download link for the product.

Link Description

Enter the information regarding the download link URL like the feature or the product name and other basic information.

Edit Download Link

Click on **Edit** button in the grid to edit existing download link for the selected product. Edit download link url and the related link description and then click on Save button to save the changes.

Edit Download	Link	0
Download Link	https://mirage.atlassian.net/browse/WAS-686	
	Test Download Url	
Link Description		
	SAVE	NCEL

Download Link

Edit the download link for the product.

Link Description

Edit the information regarding the download link URL like the feature or the product name and other basic information.

Delete Download Link

Click on **Delete** button in the grid to delete the download link for the selected product.

1.7.2.4 Customer Portal Text Configurations

Customer Portal Text configuration can be used to add user text for the various controls in the customer portal. All the texts used in the customer portal are configurable using this configuration.

By default some text is configured for each control in the customer portal. The text for every language can be configured using this setting.

Restart the customer portal by clicking **Restart Customer Portal** button after changes to make the changes take effect in the customer portal.

GEN	IERAL CONFIGURATIONS PROJE	CT LEVEL CONFIGURATIONS DOWNL	OAD LINKS CUSTOMER PORTAL TEXT CONFI	GURATIONS		
м	anage text for the customer po	rtal for different languages				
	Language	English v	Restart Customer Portal			
	Enter text to search					
	Text ID	Original Text		User Text	Use User Text	
	account_already_linked_error	Email entered is already linked to some	other account.			Edit
	account_confirm_btn	Email Link				Edit
	account_confirm_tab	Confirm Account				Edit
	account_confirmdata	Account must be registered to confirm				Edit

Language

Select the language for which you want to update the text. It shows the various language option supported in customer portal.

Restart Customer Portal

After changes, restart the customer portal using the Restart Customer Portal button. Changes will be reflected in the Customer Portal once the process of restart is done.

Text ID

Read only field which specifies the key of the text.

Original Text

By default text configured for each key value pair of text.

User Text

Admin in activation server can enter any custom text for the selected key.

Use User Text

Boolean value which specifies whether to use user text or not. If enabled user text will be shown in customer portal. If disabled default original text will be shown in the customer portal.

Edit

Click on **Edit** and configure user text and enable use user text to override the current text in the customer portal. Click on Save to save the changes.

Edit Portal Te	ext	0
Original Text	Add Serial Number	
	Link Serial Number	
User Text		
Use User Text		
USE USEI TEXT	SAVE	

Steps to configure the text in the customer portal

- 1. Select the language for which you want to configure the text.
- 2. Click on the Edit button in each row to change the user text.
- 3. Add the user text and enable Use User Text check box to override the existing text.
- 4. Restart the customer portal using the Restart Customer Portal button.
- 5. Changes will be reflected in the Customer Portal once the process of restart is done.

1.7.3 Manage Portal Users

Menu item: Data Management - Manage Portal Users

Users with manage portal users permissions can only see and modify customer portal users.

Manage Portal users screen can be used to see the customer portal users information.

Activation server user with required permissions can block/unblock customer portal user.

The screen also displays the assigned key and linked email button which can be used to see the linked emails to the customer portal user as well as the keys assigned to the customer portal user.

Home	Metrics		Reports 💊	 Data Mana 	igement 🗸	Keys	~	Administration / Se	tup ∨	Help	ę	Service Info 🗸	9
Manage Portal Users Use this page to manage portal users													
Avatar	Username	First Name	Last Name	Email Confirmed	Company Name	Language	Time Zone	Last Login	Created	Modified	Active		
	tom.mcnamara@mirage- systems.com	Tom	McNamara	•	Mirage	English	UTC	05/03/2020 09:59:40	05/03/2020 08:11:33		•	Block Delete Assigned Keys Linked Email	

Avatar

Displays the avatar associated with customer portal email account.

<u>Username</u>

Displays the customer email id used for the registration in the customer portal.

First Name

Customer portal user first name.

Last Name

Customer portal user last name.

Email Confirmed

Customer portal user account is confirmed or not.

Company Name

Customer portal user company name.

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Language

Customer portal user language.

Time Zone

Customer portal user time zone.

Last Login

Date time information of the customer portal user last log in.

Created

Customer portal user registration date.

Modified

Customer portal user last profile update date.

Active

Customer portal user status whether the user is active or not.

Block/Unblock

Click on the block/unblock button to make the customer portal user active/inactive. **Only active user can log in in the customer portal.**

Assigned Keys

Click on the button to see the keys assigned to the customer portal user.

Linked Email

Click on the button to see the linked account to the customer portal user.

1.7.4 Customer Portal - end user view

The Customer Portal end user view comes with an own tutorial which covers the <u>Registration And Login</u>, <u>Add Serial Number</u>, <u>License Management</u>, <u>User</u> <u>Settings</u>, <u>Support</u> 202].

1.7.4.1 Registration And Login

To start with using Customer Portal 1.0, user need to register by filling the sign up form and confirming the account.

Once the account is confirm user can log in in the customer portal.

User can select language from the language drop down to choose the language for the registration and log in screen.

Sign Up

User can register in the customer portal by using the Sign Up Screen. User needs to fill the basic information like name, email, password, language, timezone etc to successfully register in the customer portal. For details click here 182.

REGISTRATION DAT	TA			AUTHORIZATIO	ION DATA
First Name:*	Tom			E-mail:*	tom.mcnamara@mirage-systems.com
Last Name:*	McNara			Password:*	
Company Name:	Mirage				*****
Language:	English		•		Very safe
Timezone:	(UTC) Coordinated Univ	ersal Time	-	Confirm passwo	vord:*
Date Format:	German: 5.3.2020		•	Two Factor Aut	ithentication:
				WVS	
			nvv7s		
			The	value is required	
				SIGN UP	

Sign In

Once the account is confirm, user will be allowed to log in in the customer portal using Sign In screen. User needs to enter the user name/email and password to log in in the customer portal. For details click <u>here</u> 185.

SIGN IN	SIGN UP	FORGOT PASSWORD	CONFIRM ACCOU	INT
LOGIN DA	ТА			
E-mail:*	tom.mcn	amara@mirage-systems.con	1	
Password:	*			
Remembe	r Me:			
		SIGN IN		

Customer Portal

Customer Portal 1.1.0.25825

Forgot Password

In case user forgot his password, user can reset the password using the Forgot Password screen. User needs to enter the email id on which the resent password link is sent. User can click on the link in the email to reset the password. User account must be confirmed to be able to do the password reset. For details click <u>here</u> 187.
Customer Portal

SIGN IN	SIGN UP	FORGOT PASSWORD	CONFIRM ACCOUNT
FORGOT	PASSWORD - AC	COUNT MUST BE CONFIRM	1ED
E-mail:*	tom.mcnamar	a@mirage-systems.com	
		EMAIL LINK	

Customer Portal Version 1.0.0.28633

Confirm Account

In case user does not get the account confirmation email or wants to do it at later stage, user can confirm the account using Account Confirm screen. Only after confirming the account, user is allowed to log in in the customer portal. User needs to enter the email id attached to the account used for registration and account confirm link is sent via email. User needs to click on the link in the email to confirm the customer portal account. For details click here

Customer Portal



Customer Portal Version 1.0.0.28633

1.7.4.1.1 Sign Up

User can register in the customer portal by using the Sign Up Screen.

User needs to fill the basic information like first name, last name, email, password, language, timezone, date format etc to successfully register in the customer portal.

		SIGN IN	SIGN UP	FORGOT PASSWORD	CONFIRM ACCOUNT	
REGISTRATION D	ATA			AUTHORIZATI	ON DATA	
First Name:*	Tom			E-mail:*	tom.mcnamara@mirage-systems.	com
.ast Name:*	McNara			Password:*		
Company Name:	Mirage				*****	
_anguage:	English		•		Very safe	
limezone:	(UTC) Coordinated Unive	rsal Time	-	Confirm passw	ord:*	
Date Format:	German: 5.3.2020		•	Two Factor Aut	hentication:	
			7	ww.		
			· · · · ·			
			C	Show another code		
			nvv7s			

First Name

Enter user first name in this field. First name is mandatory for registration.

Last Name

Enter user last name in this field. Last name is mandatory for registration.

Company Name

Enter company name in this field. Company name is optional for registration.

Language

User can select the language for the customer portal using the various options provided in the language drop down. All the information will be displayed in the selected language in the customer portal.

Time Zone

User can select the time zone at the time of registration. All the information in the customer portal is displayed on the basis of the user time zone.

Date Format

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User can select the date format at the time of registration. All the date related information in the customer portal is displayed on the basis of the date format selected by user during registration. Currently supported date format are German, English, American.

E-mail

User needs to enter the email id in this field. The email is mandatory for registration. Email id also act as user name in the customer portal so must be unique and should not have used earlier for customer portal registration.

Password

User needs to enter the password in this field. The password is mandatory for registration. Password must be at least 6 characters long and should contain at least one uppercase, one digit, one special character.

Confirm Password

User needs to enter the password again in this field. The confirm password is mandatory for registration. Confirm password must match the entered password for successful registration.

Two Factor Authentication

User can check this field to enable two factor authentication. If enabled a verification code will be sent to the email id of the user after log in every time. User will need to enter the verification code on TFA screen to log in successfully in the Customer Portal.

Home	License Management	Add Serial Number	Manage Linked Emails	Support	~	User Settings	~	Ω	~
		Two F	actor Authenticatior	Form					
		ENTER VERIFICATION	CODE SENT TO THE REGISTERED	EMAIL ID					
		TFA Code:*							
		su	BMIT CODE RESEND C	DDE					
		c	2020 Customer Portal 1.1.0.2582	5					

Captcha

User needs to enter the captcha in this field which is shown above and is generated by captcha control. User can click on show another code to generate new captcha text. The entered text must match the generated code for successful registration.

Click on **SIGN UP** after filling the required information to register successfully in the customer portal.

Account Confirmation Email -

An email is sent to the registered email id used for registration for account confirmation.

Click on the account confirmation link in the email to successfully confirm the account.

Only after account confirmation, user is allowed to log in in the customer portal.

Customer Portal
Hello Myra,
We'd like to confirm that your account has ben successfully created with the email : <u>tom.mcnamara@mirage-systems.com</u> .
Please confirm your account by clicking here.
Starting on Tuesday, May 14, 2019, you can log in with your email and password specified while creating your account on customer portal.
Thanks, The Customer Portal Team

1.7.4.1.2 Sign In

Once the account is confirm, user will be allowed to log in in the customer portal using Sign In screen.

User needs to enter the user name/email and password used for registration to log in in the customer portal.

Click on **SIGN IN** after filling the required information to log in successfully in the customer portal.

SIGN IN	SIGN UP	FORGOT PASSWORD	CONFIRM ACCOUNT
LOGIN DA	ТА		
E-mail:*	tom.mcr	namara@mirage-systems.cor	m
Password	*		
Remembe	r Me:		
		SIGN IN	

Customer Portal

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E-mail

User needs to enter the email used for registration in customer portal in this field. The email is mandatory for log in.

Password

User needs to enter the password used for registration in this field. The password is mandatory for log in.

Remember Me

User can enable the check box for remember me in case user want to save the user data in the cookie for future reference.

1.7.4.1.3 Forgot Password

In case user forgot his password, user can reset the password using the Forgot Password screen.

User needs to enter the email used for registration in the customer portal on which the resent password link is sent.

User can click on the link in the email to reset the password.

User account must be confirmed to be able to do the password reset.

SIGN IN	SIGN UP	FORGOT PASSWORD	CONFIRM ACCOUNT
- FORGOT	PASSWORD - A	CCOUNT MUST BE CONFIRM	IED
— FORGOT		CCOUNT MUST BE CONFIRM	IED

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E-mail

User needs to enter the email used for registration in customer portal in this field.

The email is mandatory for sending reset password email.

Forgot Password Email

Click on the reset password link to reset your password.

Customer Portal

Hello Myra,

We'd like to confirm that we have received a request to reset your portal password with the email : <u>tom.mcnamara@mirage-systems.com</u>.

Please reset your password by clicking here.

Starting on Thursday, May 30, 2019, you can log in with your email and new password you will specify while resetting your portal credentials.

Thanks, The Customer Portal Team

Reset Password

Once you click on the reset password link , user will be navigated to reset password screen.

Reset Password

- CHANGE PASSWORD FO	RM
E-mail:	tom.mcnamara@mirage-systems.com
New password:	
	Password safety
Confirm new password:	
	CHANGE PASSWORD

© 2019 - Customer Portal

E-mail

Read only field which display the user email used for registration. E-mail id is also the user name in customer portal which must be unique. Linked emails are also attached to the email id. So email id cannot be change and is read only field on reset password page.

New password

Enter the new password for the customer portal which will be used for log in in the customer portal next time.

Confirm new password

Enter the new password again entered in the new password text box for confirmation which will be used for log in in the customer portal next time.

Click on **change password** button to reset the existing password for the customer portal.

Once the password is reset successfully, user can log in with the updated password.

1.7.4.1.4 Confirm Account

In case user does not get the account confirmation email or wants to do it at later stage, user can confirm the account using Confirm Account screen.

Only after confirming the account, user is allowed to log in in the customer portal.

User needs to enter the email id attached to the account used for registration and account confirm link is sent via email.

User needs to click on the link in the email to confirm the customer portal account.

Customer Portal



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User confirm account data for the Customer Portal

<u>E-mail</u>

User needs to enter the email used for registration in customer portal in this field. The email is mandatory for sending account confirmation email.

1.7.4.1.5 Single Sign On

Mirage Users (**Hosting ID - 0000000**) can auto register and log in in the Activation Server portal by using the Single Sign On feature .

Steps to use Single Sign On Feature -

1. Register and log in in the Support Center of the Mirage https://mirage.force.com/customerportal/s/ Mirage Support Center



Home

Trending Articles	Latest Online Help
How can I place a support request?	Activation Server All-In-One Protector (German/English)
Grant login access	Audio Link and Archive Services Automatic Call Distribution for Salesforce
Serial Number and Download Links for All-In-One Protector	CTI Data Connector for Salesforce (German/English) CTI Data Connector Enterprise Edition (German/English)
Buy a support ticket	Licence Protector Placetel CTI for Salesforce (German/English)
GDPR - General Data Protection Regulation	Place a support request help

Mirage Support Center

New Account Registration

mirage

Company Name *
Language *
TimeZone *
First Name *
Last Name *
Email *
SIGN UP

Already have an account?

To provide more information in the Support Center, it got a significant update and is now powered by Salesforce community cloud.

If you registered before February 9th, 2020, you have to register again.

Using the same e-mail address as before will give you access to all existing cases.

Mirage Support Center

SIGN IN





To provide more information in the Support Center, it got a significant update and is now powered by Salesforce community cloud. If you registered before February 9th, 2020, you have to register again. Using the same e-mail address as before will give you access to all existing cases.

2. Click on Menu Download Links / Serial Numbers.

Mirage Support Center mirage Home Knowledge Base My Cases Create New Case Download Links/Serial Number Q Search . Home Mirage Support Center Help Latest Online Help Activation Server Submit New Case All-In-One Protector (German/English) Go to Create New Case Menu => Add the required fileds and click on submit. Audio Link and Archive Services Automatic Call Distribution for Salesforce View Case Details CTI Data Connector for Salesforce (German/E Go to My Cases menu => Click on Case number => Case details tab CTI Data Connector Enterprise Edition (Germ Licence Protector Answer a Case Placetel CTI for Salesforce (German/English) Go to My Cases menu => Click on Case number => Click on History tab => Add a new comment Resolve a Case Place a support request help · How can I place a support request Go to My Cases menu => Click on Case number => Change the status to resolved in Case details tab

3. Click on Access Activation Server Portal

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4. User will get auto registered and will be logged in automatically in the Activation Server Portal.

Customer	Portal	
- Customer i	Ortai	
Welcome to Customer Portal. Ge	t download links,manage your licenses and	keys using the Customer Portal.
Welcome to Customer Portal. Ge	t download links,manage your licenses and	keys using the Customer Portal.
Welcome to Customer Portal. Ge	t download links,manage your licenses and	keys using the Customer Portal.
Welcome to Customer Portal. Ge License Management	t download links,manage your licenses and Manage Linked Emails	keys using the Customer Portal. Add Serial Number

5. User can link other emails using the Linked Emails Feature Of Activation Server Portal

6. Users can see their <u>serial numbers</u> [195], <u>download links</u> [198] for products and can <u>activate</u> [197] and <u>deactivate</u> [198] a license.



1.7.4.2 Home

Menu item: Home

The Home screen is the place to start.

Once the user logs in successfully, home screen is displayed.

	License Management	Add Serial Number	Manage Linked Emails	Support	~	User Settings	Y 🦉 tom.n	mcnamara@mirage-sy
	Custon	ner P	ortai					
							New York and a Desider	
	Welcome to Custome	er Portal. Get d	ownload links,manage	your licenses a	and keys	using the C	ustomer Portal	l.
	Welcome to Custome	er Portal. Get d	ownload links,manage <u>y</u>	your licenses a	and keys	using the C	Justomer Portai	I.
	Welcome to Custome	er Portal. Get d	ownload links,manage <u>y</u>	your licenses a	and keys	using the C	ustomer Portal	l.
Lic	Welcome to Custome		ownload links,manage	-			al Number	l.
You o		ent link below. Never		Emails	A link You	dd Seria	al Number	

Menu Items

Menu consist of the various features available in the customer portal including support and the user settings related menus.

License Management

The license management can be used by customer portal user to view the keys associated with the customer portal email account. Download links and deactivate feature are also part of license management screen. For details click here [195].

Add Serial Number

User can add serial numbers to the customer portal account with some validation process. The feature is <u>configurable using activation server</u> 100. For details click <u>here</u> 100.

Manage Linked Emails

User can link other email accounts to his/her customer portal account using the link email feature. User needs to send request to the email id for account link confirmation. Once the link account request is accepted, user can see the serial numbers linked to the other email account which has been linked to his/her customer portal account. The feature is configurable using activation server free. For details click here free.

Support

Support contains the sub menu like online help, open a ticket , contact us which are all configurable using the activation server 169. For details click here 102.

User Settings

User settings contain the sub menu for change password and update user profile. For details click <u>here</u> 203.

Email, Avatar, Log Out

The email id with the user avatar is displayed. Sub menu contains the log out option.

Quick Links

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

- License Management
- Add Serial Number
- Manage Linked Emails 200

1.7.4.3 License Management

Menu item: License management

The license management can be used by customer portal user to view the keys associated with the customer portal email account.

Download links and deactivate feature are also part of license management screen.

Keys related to only those products are displayed for which the visible in customer portal is enabled in the activation server [17].



Serial Number	Product Name	Number of installations allowed	Number of installations in use	ls Locked	
ZicXo-37T9B-94I9A-3Yn7Q-pfn3N-2L8DS	All-In-One Protector 2020	1	1		Deactivate
w9GE6-5IP93-9E7IR-3tQ8X-UQU5k-6P14C	Easy-Go Application	1			Activate License
or4My-4HME2-1Elc3-1Wkzr-qiT70-2TBD1	Easy-Go Application for MAC	1			Activate License Download Link
Ne4MY-4HME2-1Elco-1Wkzr-iiT70-2dBDo	Easy-Go Application for MAC	2	1		Deactivate Activate License Download Link
SLFQW-37AFC-CEGF0-5WI7W-ZhiFP-0TBCd	Office Files 2017	1			Activate License Download Link

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Serial Number

Displays the serial number associated to the customer portal user account.

Product Name

Displays the product name or feature name or both based on the product name label configuration in the activation server [17].

Number of installations allowed

Displays the number of installations allowed for the product.

Number of installations in use

Displays the number of installations in use for the product.

Is Locked

Displays whether the serial number is in locked state or not.

Download Links

Products for which the download links are <u>configured in the activation server</u> display **Download Links** button in the license management grid.

Click on the button to navigate to download links page to see the available download links links for the product. For details click <u>here</u> 198.

Deactivate

Products for which the deactivation is <u>enabled in the activation server</u> and have number of installations greater than zero display **Deactivate** button in the license management grid. Click on the button to navigate to the product deactivate page. For details click <u>here</u> 198.

Activate License

Products for which the create unlock key is <u>enabled in the activation server</u> 171 and have allowed number of installations greater than number of installations in use display **Activate License** button in the license management grid. Click on the button to navigate to the create unlock key page. For details click <u>here</u> 197.

1.7.4.3.1 Create Unlock Key

Create Unlock Key page allows user to create the unlock key for the selected project and the serial number in the license management screen.

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

		Easy-Go Application					
erial Number:*	w9GE6-5IP93-9E7IR-3tQ8	w9GE6-5IP93-9E7IR-3tQ8X-UQU5k-6P14C					
-mail:*	tom.mcnamara@mirage-	tom.mcnamara@mirage-systems.com					
roduct registered to user:*	Tom						
nter Installation Code 6:*	A123WSSS	Only if Installation Code 6 is empty click here					

Activate License

Unlock Key zEDSj-ICQ93-Joa0c-49MDT-XFDIj-6I1KJ CLICK TO COPY KEY

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Project Name

Displays the project name for which the license is activated.

Serial Number

Displays the license serial number information.

E-mail

Displays the email address associated with the license.

Product Registered to User

Enter the customer name associated with the license activation.

Enter Installation Code

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

```
1.7.4.3.2 Download Links
```

Download Links page displays the information related to download links available for the selected product.

User can click on the download link URL to download the product.

Home	License Management	Add Serial Number	Manage Linked Emails	Support v	User Settings 🗸 🗸	tom.mcnamara@mirage-system	ms.com 🗸		
		All-In-One Pr	otector 6 - Cloud I	Edition - Downlo	oad Links	BACK			
		Clie	ck on the download link	to download the proj	ect				
	Dowload Description Download Url								
	All-In-One Protector 6 - Cloud Edition	1	https://mirage.atlassian.net/browse/WAS-860?oldlasueView=true						
			© 2019 - Custo	mer Portal					

Download Description

Contains the information regarding the download link URL like the feature or the product name and other basic information.

Download Url

Contains the download link for the product. Click on the URL to download the product.

Back

Click on the back button to navigate back to the license management screen

1.7.4.3.3 Deactivate License

Deactivate license page displays the licenses available for deactivation.

Single Deactivation

User can deactivate one by one using the **Remove** button inside the grid in each row.

Mass Deactivation

Mass deactivate by selecting the rows using the check box in the grid or you can select all by using the check box at the top of the grid.

Click on the **Remove** button at the top of the grid to deactivate the selected licenses.

						Α	ctivation	Server	199
Home	License Management	Add Serial Number	Manage Linke	d Emails	Support V	User Settir	ngs 🗸 🧸 to	om.mcnamara@mii	age-systems.com
			Deact	ivate Li	cense			BAG	ж
	Deactivate lice	nses using the remov	ve button. You c	an mass d	leactivate by selectin	a the licenses v	ou want to remove.	REMOVE	
	E-mail	Customer Name	IP-Address	Version	Installation Date	Host Name	Operating System		
	L man	oustomer Hume	II Address	Version	instantion Date	Host Hame	operating system		
	tom.mcnamara@mirage-systems.com	Mirage	223.188.83.64		05.03.2020 08:22:50	223.188.83.64	Windows	Remove	

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<u>E-mail</u>

Displays the email associated with the license.

Customer Name

Displays the customer name associated with the license.

IP- Address

Displays the IP address from which the license was activated.

Version

Displays the license version information.

Installation Date

Displays the license installation date information.

Host Name

Displays the host name used for the license activation.

Operating System

Displays the operating system type on which the license is activated.

Back

Click on the back button to navigate back to the license management screen 195.

1.7.4.4 Add Serial Number

Menu item: Add Serial Number

User can add serial numbers to the customer portal account with some validation process.

200	Activ	vation Server	6				
	Home	License Management	Add Serial Number	Manage Linked Emails	Support v	User Settings 🗸 🗸	🤵 tom.mcnamara@mirage-systems.com
				Link Serial Nur	nber Form		
			AD	D SERIAL NUMBER TO YOUR POP	RTAL ACCOUNT		
			Seri	al Number:* 4EDJN-CFH93-98	4IW-3tQ8X-eQD5k-6E14a		
				LINK SERIAL N	UMBER		
			:	Serial number is successfully add	ed to your portal account.		
				© 2019 - Custor	er Portal		

Serial Number

Enter the serial number which needs to be linked to the customer portal account.

Click on the link serial number button to add the serial number to the customer portal account.

If the serial number is successfully added, confirmation message is displayed.

Go to <u>License Management</u> screen to verify that the serial number is successfully added.

In case the serial number is not added, failure message is displayed.

1.7.4.5 Manage Linked Emails

Menu item: Manage Linked Emails

User can link other email accounts to his/her customer portal account using the link email feature.

User needs to send request to the email id for account link confirmation.

Request can be sent to only those users which are currently not linked to any other customer portal users.

One account can be linked to only one portal user account.

						Activ	ation Se	erver	201		
Home	License Management	Add Serial Number	Manage Linked Emails	Support	~	User Settings 🛛 🗸	🤵 tom.me	cnamara@mira	ge-systems.com 🗸		
	Manage Linked Emails										
	Send invitation to link	email to your accoun	t.Once the email link is c	onfirmed you will be	able to	access the keys atta	ached to the em	ail id.			
	Linked Email	1	Email Confirmed	Invitation Time		Confirmation Time	N	lew Invite			
	manish.singh@mirage-systems.com		05.03.2020 09:33:47		05.03.2020 09:34:01			Delete			
			© 2020 Custome	Portal 1.1.0.25825							

Linked Email

Displays the email of the linked user to whom the link request has been sent .

Email Confirmed

Displays the status whether the email link request has been accepted or not.

Invitation Time

Displays the time when the email link request has been sent.

Confirmation Time

Displays the time when the email link request is accepted.

New Invite

Click on the New Invite to open the screen used to send new request to link the account.

Enter the email id of the user you want to link to your customer portal account.

Click on Send Invitation to send the email link request.

Click on Cancel to abort the link process.

Send Invitation	1		8
Linked Email:*	tomcruise@hollywood.com		
		SEND INVITATION	CANCEL

Reinvite

202 Activation Server 6

In case some request is not accepted or linked user requests invitation again, Click on the Reinvite button in the grid to send new request to link the account.

Delete

Click on Delete button to delete the linked account. Once the linked account is deleted, user will no longer be able to see the serial numbers attached to the linked user account.

Manage Linked Email

Customer Portal	
Hello .	
,	
We'd like to confirm that tom.mcnamara@mirage-systems.com has requested	
to link your email address to his customer portal account. Once you confirm to	
be linked, your login for the Customer Portal will be disabled if found.	
Please confirm to link your account by clicking <u>here.</u>	
Starting on Tuesday, May 14, 2019,your account will be linked to	
tom.mcnamara@mirage-systems.com and your individual portal login will be	
blocked if found.	
Thanks,	
The Customer Portal Team	

Click on link confirmation to accept the invitation to link the email account with the customer portal user account who has requested for linking.

Once the link account request is accepted, user can see the serial numbers linked to the other email account which has been linked to his/her customer portal account.

The linked user account in the customer portal will be blocked once he/she confirms to link his account to the other portal user.

1.7.4.6 Support

Menu item: Support

Support contains the sub menu for Contact Us, Online Help, Open a Ticket.

Support menu item is only visible if at least one of the three sub menu items is <u>configured</u> in the activation server.



Contact Us

It contains the url for the contact us if configured by admin in the <u>activation server</u>. Click on contact us will open the configured url in the new tab.

Online Help

It contains the url for the online help if configured by admin in the <u>activation server</u> [16]. Click on online help will open the configured url in the new tab.

Open a ticket

It contains the url for the ticket system if configured by admin in the <u>activation server</u> [169]. Click on open a ticket will open the configured url in the new tab.

1.7.4.7 User Settings

Menu item: User Settings

User Settings contains the sub menu for Change Password and Update Profile.



Change Password

Change Password screen is used to change the existing password by the customer portal user. For details click here $\boxed{205}$.

Manage Password

Current password:	
New password:	

	Very safe
Confirm new password:	

© 2019 - Customer Portal

Update Profile

Update Profile screen is used to change the existing basic information of the customer portal user like first name, last name , language, time zone etc. For details click here 2006.

Home	License Management	Add Serial Number	Manage Linked Emails	Support	∨ User	Settings	~ 🧕	tom.mcnamara@mirage-systems.com	~
			User Pro	ofile					
		CHANGE YOU	R BASIC PROFILE SETTINGS -						
			4						
		E-mail:*	tom.mcnamara	a@mirage-systems.coi	m				
		First Name:*	Tom						
		Last Name:*	McNamara						
		Company Nam	e: Mirage						
		Language:	English		•				
		Theme:	Material		~				
		Timezone:	(UTC) Coordina	ated Universal Time	-				
		Date Format:	German: 5.3.20	020	•				
		Two Factor Au	hentication:						
			SAVE						

1.7.4.7.1 Change Password

Menu item: User Settings - Change Password

Change Password screen is used to change the existing password by the customer portal user.

Manage Password

Very safe
CHANGE PASSWORD

© 2019 - Customer Portal

Current password

Enter the current password for the customer portal used for log in in the customer portal.

New password

Enter the new password for the customer portal which will be used for log in in the customer portal next time.

Confirm new password

Enter the new password again entered in the new password text box for confirmation which will be used for log in in the customer portal next time.

CHANGE PASSWORD

Click on change password button to update the existing password for the customer portal.

1.7.4.7.2 Update Profile

Menu item: User Settings - Update Profile

Update Profile screen is used to change the existing basic information of the customer portal user like first name, last name , language, time zone , company name , date format , theme etc

Home	License Management	Add Serial Number	Manage Linked Emails	Support	~	User Settings	~	tom.mcnamara@mirage-systems.com v
			User Pr	ofile				
		CHANGE YOUR B	ASIC PROFILE SETTINGS					
				-				
		E-mail:*	tom.mcnama	ra@mirage-systems.cc	om			
		First Name:*	Tom					
		Last Name:*	McNamara					
		Company Name:	Mirage					
		Language:	English			-		
		Theme:	Material			-		
		Timezone:	(UTC) Coordin	ated Universal Time		-		
		Date Format:	German: 5.3.2	020		-		
		Two Factor Authe	ntication:					
			SAVE					
			SAVE					

<u>Avatar</u>

Displays the user avatar associated with the email id of the customer portal. Click on avatar to change the user avatar.

User will be navigated to <u>https://en.gravatar.com/site/login</u> where user can update the avatar associated with the user email id.

E-mail

Read only field which display the user email used for registration. As the email is also the user name in customer portal which must be unique. Linked emails are also attached to the email id. So email id cannot be change and is read only field on user profile page.

First Name

Update user first name in this field. First name is mandatory and cannot be left blank.

Last Name

Update user last name in this field. Last name is mandatory and cannot be left blank.

Company Name

Update the company name in this field. Company name is optional for user profile.

Language

User can update the language for the customer portal using the various options provided in the language drop down. All the information will be displayed in the selected language in the customer portal. Change will be reflected once user will log out and log in again next time in the customer portal.

Theme

User can update the theme for the customer portal using the various options provided in the theme drop down. All the information will be displayed in the selected theme in the customer portal. **More than 15 themes are available in the customer portal.** Change will be reflected once user will log out and log in again next time in the customer portal.

Time Zone

User can update the time zone at the time of registration. All the information in the customer portal is displayed on the basis of the user time zone. Change will be reflected once user will log out and log in again next time in the customer portal.

Date Format

User can update the date format at the time of registration. All the date related information in the customer portal is displayed on the basis of the date format selected by user. Change will be reflected once user will log out and log in again next time in the customer portal.

Two Factor Authentication

User can enable/disable the two factor authentication using this check box. If enabled user will need to enter the verification code sent to his/her email id on TFA screen after log in every time. If disabled, TFA screen will not be prompted.

208	Activatio	on Server 6								
	Home	License Management	Add Serial Number	Manage Linked Emails	Support	~	User Settings	~	0	~
			Two F	actor Authenticatior	n Form					
			ENTER VERIFICATION	CODE SENT TO THE REGISTERED	EMAIL ID					
			TFA Code:*							
			SU	BMIT CODE RESEND C	ODE					
			C	2020 Customer Portal 1.1.0.2582	25					

Click on **Save** to update the user profile data.

1.7.4.8 Log Out

Menu item: Log Out

Click on Log Out sub menu to log out of the customer portal.

User will need to log in again once he log out of the customer portal.



1.8 Part II - Installation and Configuration

Part II covers the installation 200 of the Activation Server 6 and configuration 200 as well as a How TOS 315 and FAQ.

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

1.8.1 Installation of the Activation Server (on-premise)

This is a step by step guide to install the Activation Server 6.

The MSI Installer package checks if all necessary system requirements like IIS, ASP.NET are available, creates the database and configures the Activation Server 6

If you are using the Mirage Hosting service, then the installation is already done. See chapter Mirage Hosting Service 320.

To install updates on an already running Activation Server 6 see chapter Install Updates $\boxed{\text{Updates}}$

- 1. System Requirements 209 and installation of required Windows components
- 2. Install MySQL Server 210
- 3. Install Activation Server 6 231
- 4. First Login 250
- 5. <u>Activate license</u> 253
- 6. Perform System Check [264] (only in case of errors)



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

1.8.1.1 Step 1 - System Requirements

The Activation Server 6 is a .NET service and needs a Windows server system with .NET.

System Requirements

- Windows Server 2019 64bit versions. The latest service pack is required. Windows Server 2019 requires Activation Server version 6.1 installer and update to 6.3 or newer
- Minimum 8GB RAM for the database server depending on the database size 16 GB or more could be required
- English operating system
- <u>MySQL Server</u> **8.0.** Must be an own instance as specific settings (lower case table names) are required
- Static IP server must be reachable through Internet access
- Website SSL Certificate (highly recommended but not mandatory)
- Microsoft Internet Information Internet Information Server (IIS 6, 7 or 8)
- .NET 4.5.2
- ASP.NET 4.5
- <u>ASP.NET Ajax Extension</u> [276] (automatically installed)
- Right to start an executable on the server
- Browser (**Minimum** Version required) Chrome 65, Firefox 59, Safari (MAC), IE 11 (limited support)

The installer package checks, if all necessary components are installed and if it is missing, it will automatically download the component. The installation of every component is described in the following chapters.

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

If you have multiple websites running on the same server, a good idea is to create a subdomain for the Activation Server 6.

Install My-SQL Server

Install an own instance of MySQL Server

Installation support

Mirage can help you with the installation. A fresh new installation takes around 2 hours. For installation of an update from a previous version the database needs to be analyzed. Open a <u>ticket</u> to get a quote. **Installation of the customer portal must be done by Mirage**. It requires the latest

Activation Server version already installed. Order installation support for customer portal.

1.8.1.2 Step 2 - Install MySQL Server

A MySQL Server **8.X** is required. It must be an **own instance** as specific settings (lower case table names - preserve given case) are required. Only if your MySQL server setup already uses this option you can use the Activation Server 6 with the same instance of the server.

The community version of the MySQL server can be downloaded here.



The Activation Server 6 does not include a license for a MySQL server and you are responsible to use the MySQL server with the correct licensing.

Step by Step installation and configuration guide - MySQL Server 8

Find below screenshots of the installation process. It is a standard installation and could be different depending on the operating system and pre-installed components.

211





You get a list of components which needs to be installed. Click on the button **Execute** to install all components.

The components with status: Manual are not required.

2	MySQL Installer	X
MySQL. Installer Adding Community	Check Requirements The following products have failing requirements. MySQL Installer will attempt t some of this automatically. Requirements marked as manual cannot be resolved automatically. Click on those items to try and resolve them manually.	
License Agreement	For Product Requirement	Status 🔿
Choosing a Setup Type	O MySQL Server 8.0.13 Microsoft Visual C++ 2015 Redistrib	Status
Check Requirements	MySQL Workbench 8.0.13 Microsoft Visual C++ 2015 Redistrib MySQL for Visual Studio 1.2.8 Visual Studio version 2012, 2013, 201	Manual ≡
Installation	O MySQL Shell 8.0.13 Microsoft Visual C++ 2015 Redistrib	
Product Configuration	MySQL Router 8.0.13 Microsoft Visual C++ 2015 Redistrib Connector/ODBC 8.0.13 Microsoft Visual C++ 2015 Redistrib	
Installation Complete	Connector/C++ 8.0.13 Microsoft Visual C++ 2015 Redistrib Connector/Bdbon (3.7).8.0.13 Bdbon 3.7.(64-bit) is not installed	Manual V
	< Back Execute Next >	Cancel

The components are downloaded and installed

214	Activation Server 6				
		MySQL Installer			
	MySQL. Installer Adding Community	Check Requirements The following products have failing requirements. MySQL Installer will attempt to resolve some of this automatically. Requirements marked as manual cannot be resolved			
	License Agreement	crosoft Visual C++ 2015 Redistributable (x64) - 14 💻 😐 🗙			
	Choosing a Setup Typ	Microsoft Visual C++ 2015			
	Check Requirements	Redistributable (x64) - 14.0.24123			
	Installation	ROSOFT SOFTWARE LICENSE TERMS			
		MICROSOFT VISUAL STUDIO 2015 ADD-ONs, VISUAL STUDIO SHELLS			
		e license terms are an agreement between Microsoft Corporation (or 🗸			
	⊡ 1aj	gree to the license terms and conditions			
		Install Close)) is not installed			
		Status:			
		< Back Execute Next > Cancel			

٦

Once the components are installed you should see the status completed



MySQL Installer

215

MySQL. Installer Adding Community	Installation			
	The following products will be installed.			
	Product	Status	Progress	Notes
License Agreement	🖉 📐 MySQL Server 8.0.13	Complete		
Choosing a Setup Type	🖉 📐 MySQL Workbench 8.0.13	Complete		
	🖉 📐 MySQL Shell 8.0.13	Complete		
Installation	🖉 📐 MySQL Router 8.0.13	Complete		
Product Configuration	Connector/ODBC 8.0.13	Complete		
Installation Complete	Connector/C++ 8.0.13	Complete		
	🥝 🔄 Connector/J 8.0.13	Complete		
	🖉 🔄 Connector/NET 8.0.13	Complete		
	🖉 🚬 MySQL Documentation 8.0.13	Complete		
	🕝 🛃 Samples and Examples 8.0.13	Complete		
	Show Details >			
		< Back	Next >	Cancel




Note down the port - it will be required later in the installation process.

In the next step it is important to select: Show Advanced Logging Options

2	MySQL Installer
MySQL. Instal MySQL Server 8.0.1	
Type and Networking	Connectivity
Authentication Method Accounts and Roles Windows Service Logging Options Advanced Options Apply Configuration	I se the following controls to select how you would like to connect to this server.
	< Back Next > Cancel



Note down the password - it will be required later in the installation process

220	Activation Server 6				
		MySQL	Installer		_ □ ×
	MySQL. Installer MySQL Server 8.0.13	Accounts and Ro Root Account Password Enter the password for the place. MySQL Root Password:		remember to store this pa	assword in a secure
	Group Replication	Repeat Password:			
	Type and Networking	Repeat Password:	Password strength:	: Strong	
	Authentication Method				
	Accounts and Roles				
	Windows Service	MySQL User Accounts			
	Apply Configuration	Create MySQL user accou		applications. Assign a ro	le to the user that
		consists of a set of privile MySQL User Name	-	User Role	Add User Edit User Delete
				< Back Ne	ext > Cancel

8	MySQL Installer
MySQL. Installer MySQL Server 8.0.13	Windows Service ☑ Configure MySQL Server as a Windows Service
Group Replication Type and Networking Authentication Method	Windows Service Details Please specify a Windows Service name to be used for this MySQL Server instance. A unique name is required for each instance. Windows Service Name: MySQL80 Start the MySQL Server at System Startup
Accounts and Roles	
Windows Service Apply Configuration	Run Windows Service as The MySQL Server needs to run under a given user account. Based on the security requirements of your system you need to pick one of the options below. Standard System Account
	Recommended for most scenarios.
	 Custom User An existing user account can be selected for advanced scenarios.
	< Back Next > Cancel



The option: Preserve Given Case must be select

2	MySQL Installer	>	x
MySQL. Installer MySQL Server 8.0.13	Advanced Options		
Group Replication	Server ID: 1 A unique identifier used in a replication topology. If binary logging is enabled, a Server ID must be specified.		
Type and Networking	Table Names Case:		
Authentication Method	O Lower Case:		
Accounts and Roles	This option sets the configuration variable lower case table names = 1. Preserve Given Case:)	
Windows Service	This option sets the configuration variable lower_case_table_names = 2.	J	
Logging Options		•	
Advanced Options			
Apply Configuration			
	< Back Next >	Cancel	

This is just a warning which can be ignored. It only is displayed if the workbench tool is installed





2	MySQL Installer	_ D X
MySQL. Installer Adding Community	Product Configuration We'll now walk through a configuration wizard for each	2.
License Agreement	You can cancel at any point if you wish to leave this wiz products.	ard without configuring all the
Choosing a Setup Type Installation	Product MySQL Server 8.0.13 MySQL Router 8.0.13	Status Configuration complete. Ready to configure
Product Configuration	Samples and Examples 8.0.13	Ready to configure
Installation Complete	< III	>
		Next > Cancel

Select: Bootstrap MySQL Router for use with InnoDB cluster only if you use that setup

226	Activation	n Server 6							
	2		M	ySQL Ins	taller				
	MySQL. I MySQL Rout	ter 8.0.13	MySQL Route Bootstrap MySQL This wizard can boot MySQL InnoDB clust an available read/wr The boostrapping pi MySQL Router for mi Hostname: Port: Management User: Password: MySQL Router requi for classic read/write If any port is indicate Classic MySQL proto Read/Write: Read Only: MySQL X protocol co Read/Write:	er Con L Router fri tstrap MyS er. Applica ite or read rocess regionitoring, 3306 root s3306 root connectie connectie d to be in ocol conn 6446 6447	figuration or use with Inno QL Router to dire- tions that conne -only member of aires a connectio use the current F aires a connection use the current F ation of a base p ns. The other po use, please char actions to InnoD	DB cluster ect traffic be ct to the ro the cluster. In to the Inr Read/Write I boots are com ros are com nge the bas B cluster:	uter will be au noDB cluster. I instance of th Test Connecti en 8D and 655 puted sequer	in order to i e cluster.	directed to register the t port is used
								Finish	Cancel

The password must be the password you typed in <u>above</u> 219. Click on **Check** to test the connection. If successful you can continue with the button *Next*

Activation	Server	227
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<u>8</u>	MySQL Installer
MySQL. Installer Samples and Examples	Connect To Server
	Here are the compatible MySQL Srver instances installed in this computer. Please select the ones where the sample schemas and data will be created.
Connect To Server	Show MySQL Server instances maybe running in read-only mode
Apply Configuration	Server Port Arch Type Status MySQL Server 8.0.13 3306 X64 Stand-alone Server Connection succeeded.
	Now give us the credentials we should use (needs to have root privileges). Click "Check" to make sure they work.
	User: root Password: Check Credentials provided in Server configuration Check Check
	Next > Cancel

Click on button: Execute

228	Activation Server 6		
		MySQL Installer SQL: Installer Press Execute! to apply the changes Configuration Press [Execute] to apply the changes Configuration Configuration Press (Execute] to apply the changes Configuration Configuration Press (Execute] to apply the changes Configuration Configuration Reunning Scripts Configuration Kex Execute Cancel MySQL Installer Verance MySQL Second We'll now walk through a configuration wizard for each of the following products. You can cancel at any point if you wish to leave this wizard without configuring all the products. MySQL Server 8.0.13 Configurat	
	MySQL. Installer Samples and Examples	Press [Execute] to apply the changes	_
	Connect To Server		
	Apply Configuration	O Running Scripts	
		< Back Execute Cancel	
	2	MySQL Installer	^
	MySQL. Installer Adding Community		
	License Agreement	You can cancel at any point if you wish to leave this wizard without configuring all the products.	
	Choosing a Setup Type Check Requirements Installation		
	Product Configuration		
	Installation Complete		
		· · · · · · · · · · · · · · · · · · ·	
		Next > Cancel	

2	MySQL Installer	-	×
MySQL. Installer Adding Community	Installation Complete The installation procedure has been completed.		
License Agreement	Copy Log to Clipboard		
Choosing a Setup Type			
Check Requirements			
Installation			
Product Configuration			
Installation Complete			
		Fi	nish

Install MySQL Connector

The **MySQL Connector Net 8.0.13** is required. If you installed a newer version of MySQL, it could be a higher version number which is not supported. Go to Control Panel / Programs / Programs and Features and check the version number.

Activation Server 6

Programs and Features					-	
	nel > Programs > Programs and Features	~	・ ひ 오 Search I	Programs and Feat	ures	
Control Panel Home	Uninstall or change a program					
View installed updates	To uninstall a program, select it from the list and then click U	ninstall. Change, or Renair.				
Turn Windows features on or	to annound program select throm the not and then elect o	initiality enanger of hepath				
off	Organize - Uninstall Change Repair					HE -
	Name	Publisher	Installed On	Size	Version	
	DevExpress DevExtreme 18.2	Developer Express Inc.	1/13/2020		18.2.7	
	IIS 10.0 Express	Microsoft Corporation	1/13/2020	53.5 MB	10.0.03203	
	Microsoft .NET Core SDK 3.1.101 (x64) from Visual Studio	Microsoft Corporation	1/17/2020	168 KB	3.1.101.014848	
	Microsoft ODBC Driver 17 for SQL Server	Microsoft Corporation	1/13/2020	8.35 MB	17.2.0.1	
	Microsoft SQL Server 2016 LocalDB	Microsoft Corporation	1/13/2020	233 MB	13.1.4001.0	
	Microsoft System CLR Types for SQL Server 2019 CTP2.2	Microsoft Corporation	1/13/2020	4.33 MB	15.0.1200.24	
	Microsoft System CLR Types for SQL Server 2019 CTP2.2	Microsoft Corporation	1/13/2020	6.26 MB	15.0.1200.24	
	∰Microsoft Visual C++ 2013 Redistributable (x64) - 12.0.30501	Microsoft Corporation	1/13/2020	20.5 MB	12.0.30501.0	
	∰Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501	Microsoft Corporation	1/13/2020	17.1 MB	12.0.30501.0	
	#Microsoft Visual C++ 2015-2019 Redistributable (x64) - 14.24	Microsoft Corporation	1/13/2020	23.1 MB	14.24.28127.4	
	#Microsoft Visual C++ 2015-2019 Redistributable (x86) - 14.24	Microsoft Corporation	1/13/2020	20.1 MB	14.24.28127.4	
	尾 Microsoft Visual Studio Installer	Microsoft Corporation	1/13/2020		2.4.1080.1113	
	💱 Microsoft Web Deploy 4.0	Microsoft Corporation	1/13/2020	14.5 MB	10.0.2606	
	MySQL Connector Net 8.0.18	Oracle	1/13/2020	9.44 MB	8.0.18	
	🔤 Notepad++ (64-bit x64)	Notepad++ Team	1/21/2020	9.56 MB	7.8.3	
	A Parallels Tools	Parallels International GmbH	1/13/2020		15.1.2.47123	

If it is not 8.0.13 proceed as follows.

- Uninstall the MySL Connector NET 8.0.X version
- Install Version 8.0.13 (select it at the top) https://downloads.mysgl.com/archives/c-net/
- Download the version as per your Operating system.

MySQL Product Archives

MySQL Connector/NET (Archived Versions)





Install ODBC Connector

Install the **64bit** ODBC Connector (minimum 8.0.25) using the link below <u>https://dev.mysql.com/downloads/connector/odbc/</u>

Select Operating System:		Looking for pre-	vious GA
Microsoft Windows	~	versions?	
Select OS Version:			
All	~		
Recommended Download:			
MySQL Installer for Windows All MySQL Products. For All Windows Platforms.		Z	
In One Package.			
Starting with MySQL 5.6 the MySQL Installer package replaces the standalone MSI packages.			
Windows (x86, 32 & 64-bit), MySQL Installer MSI	Go to Dov	vnload Page >	
Other Downloads:			
Windows (x86, 64-bit), MSI Installer	8.0.25	18.6M	Downlo
(mysql-connector-odbc-8.0.25-winx64.msi)		MD5:c454b8b083749dff67464858610	ba890 Sign
Windows (x86, 32-bit), MSI Installer	8.0.25	18.1M	Downlo
(mysql-connector-odbc-8.0.25-win32.msi)		MD5:7b0d9aa20eab910bcbf865427e7	2ddfd Sign
Windows (x86, 64-bit), ZIP Archive	8.0.25	18.6M	Downlo
(mysql-connector-odbc-noinstall-8.0.25-winx64.zip)		MD5:2f75665a69aa5cada945151ca82	8e18c Sign
Windows (x86, 32-bit), ZIP Archive	8.0.25	18.1M	Downlo
(mysgl-connector-odbc-noinstall-8.0.25-win32.zip)		MD5: 844204c1f3b6eb6ea51133c5591	20e44 Sign

1.8.1.3 Step 3 - Install the Activation Server

The installation package checks if all necessary system requirements like IIS, ASP.NET are available, creates the database and configures the Activation Server 6. Ensure that you have an own instance of the <u>MySQL Server</u> running before you start the installation.

If you install on a server with an existing version of the Activation Server 6, see $\frac{\text{Install}}{\text{Updates}}$

Install Activation Server 6

Now you are ready to install Activation Server 6. To start the installation, execute **activation-server6.0.exe**

You can click on each screenshot below to enlage it.

1. Check System Requirements / Prerequisites

The installer will first check if you have the required system requirements and prerequisites. If not it will install it.

On some Windows operating systems the following message could appear. Just click on close to continue.

*	Windows® installer
18	Windows ® installer has stopped working Windows can check online for a solution to the problem.
	 Check online for a solution and close the program
	→ Close the program
🕑 Vi	ew problem details

Activation	Server	233
------------	--------	-----

	×
	Mirage Computer Systems Activation Server 6
	Welcome to the Prerequisites Setup Wizard
2	The setup has determined that some of the prerequisites needed to run Activation Server 6 are missing. This wizard will assist you in getting and installing those prerequisites. Click "Next" to continue or "Cancel" to exit the Setup Wizard.
	Back
	Durana suisita stant sausan

Prerequisite start screen

Never uncheck a required prerequisite



Select prerequisites to be installed

Name	Required	Found	l Act
✓ V C++ Redistributable X86			Inst
🗹 MySql ODBC Connector 32 Bit			Inst
< III			>
			/
Back		N	ext

Select Prerequisites

x

×
Mirage Computer Systems Activation Server 6
🖟 Microsoft Visual C++ 2015 Redistributable (x86) - 14 💻 😐 💌
Microsoft Visual C++ 2015 Redistributable (x86) - 14.0.23026
MICROSOFT VISUAL STUDIO 2015 ADD-ONs, VISUAL STUDIO SHELLS and C++ REDISTRIBUTABLE
These license terms are an agreement between Microsoft Corporation (or
✓ I agree to the license terms and conditions
Install Close

Install Microsoft Visual C++ Redistributable package



Install MySQL ODBC Connector Step 1



Install MySQL ODBC Connector Step 4

2. Select directory and accept license terms

After all prerequisites are installed, the main installer launches.

A default folder is suggested. Before you can continue, you have to check that you agree to the license terms and conditions.



Setup requires 199 MB in:

C:\inetpub\www.root\ActivationServer6\		
C:\inetpub\www.root\ActivationServer6\		l

You must agree to the Licenses terms and conditions before you can install Activation Server 6.

I agree to the License terms and conditions.

Select directory

3. Select Installation Type

Select if it is a new installation of Activation Server 6 or if you want to upgrade from an older version

Mirage Computer Systems Activation Server 6
If you upgrade an existing installation of the Activation Server, the database is updated and all projects are converted to the new version.
New Installation or upgrade version 6
Help
Back Install
Select type of installation
4. Configure MySQL Server
Type in the SQL ServernameVinstance. To create the database for the Activation Server 6 server, the installer needs the login data and administrator rights to create a database. Specify an existing SQL server user with admin rights - the default user is: root . These credentials are used only to create the database and add users. Type in the password you used during the MySQL Server installation 2^{19} .

240	Activation	Server 6

		×
	Mirage Computer Systems Activation Server 6	
Config	ure My Sql Connection	
Server:	localhost	
Port:	3306	
Username:	root	
Password:	****	
Help		
	\neg	Install
Back		Install

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

4	Mirage Computer Systems Activation Server 6

Configure MySQL Connection

Error	x
[SQLDriverConnect] {SQL_STATE: HY000} [MySQL][ODBC 8.0(w) Driver]Can't connect to MySQL server on 'localhost' (10061)	
ОК	
Password:	

Help

Back Install

SQL Server login failed

then either the user name / password or servername / port is wrong. Only if the login test is successful you can continue.

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

5. Create application shortcuts

Select the shortcuts which should be created.

242	Activation Server 6

				x
4	Mirage Computer Sy Activation Se	ystems erver 6		
Create ap	plication shortcu	uts		
Create short locations:	cuts for Activation Se	erver 6 in the fo	ollowing	
🗹 Deskt	op			
🗹 Start I	Menu Programs folde	er		
				-
Back			Install	
vanced Installer				_

Create shorcut links

You provided now all necessary information to start the installation. You could review your settings using the *Back* button.

The installation files are copied to selected folder. The database is created and the IIS is configured.

Anno ann Anno Anno Anno Anno Anno Anno A		×
installation is processed	Mirage Computer Systems Activation Server 6	

Please wait while the Setup Wizard installs Activation Server 6. This may take several minutes.

Status:

Downloading prerequisite software

IIS is configured

At the end of the installation the open XML SDK installer launches. Just confirm all steps. Some components could be downloaded over the Internet during that process.



Install Ajax Extensions - Step 4

6. Start Administration Interface

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





Activation Server 6 has been successfully installed.



Finish

Installatioin finished

You will get an additional screen with explanation how to login



If you want to migrate the database from version 4 or 5 do not login as this will create a database. Install the updates (7) and then do the database migration. 256

After clicking on <u>Goto Login Page</u> it **could take a while**, until the <u>Login Screen</u> appears. At the first launch of the server, sql scripts are launched to generate tables and add default values.

7. Install Updates

Now install updates / service packs 254

Installation fails

If the installation fails open a ticket and add the log file. To create a log file start the installer with the following command

activation-server6.0.exe /L*V "C:\log\as6install.log"

Install Service Packs

Continue the installation by applying the latest service packs 2501.

Install Operating System Prerequisites manually

In case the download of a prerequisites fails, you can download it manually

- <u>C++ Redistributable Package</u>
- MySQL ODBC driver

On Windows 2012 Server and newer, the Windows features and roles are installed automatically. The following process is only required in case the installation of prerequisites fail.You can skip this

Instal IIS and .NET Framework, ASP.NET 4.5 - Windows 12 Server (manual setup only in case installation fails)

The configuration is done automatically during the installation. A manual setup would only be required in case the installation process fails.

The steps describe Windows 2012 R2 Server.

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

Dashboard	SERVERS All servers 1 total		Add Roles and Features Remove Roles and Features
Local Server All Servers		I • II •	Add Servers Create Server Group
File and Storage Services D	Server Name IPv4 Address Manageabili	ty Last Update	Server Manager Properties Windows Activation
	E51F 192.168.178.44 Online - Pert	ormance counters not started 5/24/2014 2:06:13 PM	1 00252-01155-44776-AA482 (Active

Add Roles and Features

Select: Role-based or feature-based installation





installation

• Select your server



Select Server

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

Add Roles and Features Wizard
Add features that are required for Web Server (IIS)?
•
The following tools are required to manage this feature, but do not have to be installed on the same server.
⊿ Web Server (IIS)
⊿ Management Tools
[Tools] IIS Management Console
 Include management tools (if applicable)
Add Features Cancel
Add IIS

Additionally select IIS 6 Management Compatibility

2	Add Roles and Features Wizard	_ _ ×
Select role servic		DESTINATION SERVER DIETERHRLEES1F
Before You Begin	Select the role services to install for Web Server (IIS)	Description
Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	□ Ojest Authentication □ Digest Authentication □ IIS Client Certificate Mapping Authenticatio □ P and Domain Restrictions □ URL Authorization □ Windows Authentication ▷ Application Development ▲ FTP Server □ FTP Service □ FTP Extensibility ▲ Management Tools ✔ IIS Management Compatibility □ IIS Management Scripts and Tools □ Management Service	IIS 6 Management Compatibility provides forward compatibility for your applications and scripts that use the two IIS APIs, Admin Base Object (ABO) and Active Directory Service Interface (ADSI), You can use existing IIS 6 scripts to manage the IIS 7 Web server.
	< III >	t > Install Cancel
	dd IIC C Managamant Campag	

Add IIS 6 Management Compatibility

Click on Features and select .NET Framework 3.5, .NET Framework 4.5 and ASP.NET 4.5

Select features		DESTINATION SERVER DISTORMALIZES IF
Before wou legan instalation Type Server Selection Server Roles Features Web Server Role (00) Role Services Conformation Results	Select our norm futures is initial in the selected acceleration. Factors Image: Select out of the selected acceleration of the sele	Decemption AGP/INT 45 provides core support for normer pd ADM action done from the and the action of the action that are integrated with IT.

Add .NET and ASP.NET

• Review your installation selections and click Install.

250 Activation Server 6

NET Framework 3.5 Features .NET Framework 3.5 (includes .NET 2.0 and 3.0)	^
NET Framework 4.5 Features	=
ASP.NET 4.5	
Web Server (IIS)	
Management Tools	
IIS 6 Management Compatibility	
IIS 6 Metabase Compatibility	
IIS Management Console	
Web Server	
Common HTTP Features	~

You can close this wizard without interrupting running tasks. View task progress or open this

1.8.1.4 Install Service Packs

After installation of the main server product install the service pack. This is mandatory.

- Download Service Pack Version 6.1.2.20493 as ZIP file
- Unzip the files into the installation folder of the server and replace the original files

1.8.1.5 Step 4 - First Login

After a successful installation, the login screen should appear. In case of errors see troubleshooting 264.

Depending on your installation you can start the Administration Interface either



- Click on the icon source on the desktop or in the program manager group
- http://localhost/lpweb/login.aspx (only on local machine) or
- https://yourservername/lpweb/login.aspx

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

mirage	
Username	
Password	
Forgot your password?	
Login	
Activation Server Version 6.1.1.31039	

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

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

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

252	Activation Server 6	5

Home	Metrics	Reports v	Data Management 🗸	Keys 🗸	Administratio
hange Your Password	Please enter and v	erify a new password belo	w.		
lease enter and verify a	a new password b	elow.			
emember that your ner must be at least 8 cha minimum 1 upper cas minimum 2 lower cas minimum 1 number minimum 1 special ch must not be identical and must not be identi	aracters long e letter e letters aracter with the old passy				
Chan	ige Your Passwo	rd			
Chan Username *	ige Your Passwo				
Username [*]					
Username * New Password *		M			

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



Hosting only

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

First time login

If the admin user logs in the first time, he gets a list with users without an e-mail address. Click on **Edit** to add the e-mail address for the admin user.
							Activatio	n Server	253
Home	Metrics	Reports	Ŷ	Data Management 🗸	Keys	~	Administration / Setup 🐱	Help	(
Manage User Ema	ils Use this page to remo	ve the duplicate em	ails and ad	ld emails to account without h	aving any email				
elow is the list of use	rs with duplicate emails (k on the button to procee	or no email.Please ed.	update ti	hem to avoid any difficulty	while resetting	g passwo	rd for the users and other	important actions.	
elow is the list of use o IGNORE, please clic	k on the button to procee	or no email.Please d.	update ti		while resetting	g passwo	rd for the users and other	important actions.	
elow is the list of use o IGNORE, please clic Click To Proceed	k on the button to procee	or no email.Please ed.	update ti		while resetting	g passwo	rd for the users and other	important actions.	
elow is the list of use o IGNORE, please clic Click To Proceed	k on the button to procee	sd.	update ti			g passwo Alias	rd for the users and other E-mail	important actions.	

Now all tests for the setup are done. A license file for a trial version was installed. If you bought the Activation Server 6, you have to activate your license 253

1.8.1.6 Step 5 - Activate License

Activation Server Windows and Mac

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

Нотте	Metrics	Reports v	Data Management 🗸 🗸	Keys	✓ Administrat	tion / Setup 🗸	Help
Home		Trial version expi	ires on 02/10/2018 - <u>Activat</u>	e License			
SEARCH	CURRENT YEAR TRANSACTIONS	TRANSACTIONS HISTORY	TRANSACTION RESULTS	USERS PER COUNTRY	TOP PRODUC	CTS TOP C	CUSTOMERS TOP I
Search (keys, customers and resellers						
	T						
Quick Links							
	Сгеа	te a Serial Number Man	ual Product Activation M	anage your addresses	Transactions	Key List	

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

Activation Server	· 6				
Home	Metrics	Reports	~	Data Management	~
Company Information	Specify your company name and	l other things			
Use the form below to s	pecify your company inform	ation.			
Com	pany Information		Appl	y Key	
Company Name	Mirage Computer Systems		Key	URc1q-37NCC-94F9d-Atm7X-7	}
Company Logo	Browse				
Server time zone	(UTC) Coordinated Universal $Tim \varepsilon \checkmark$				
Password Expiry Period (in days)	45 🗸				
Two-Factor Authentication					
Licer	se Information				
Activation Server Windows License	Yes				
Applied Key	URc1q-37NCC-94F9d-Atm7X- 7MoaQ-5W9En				
Activation Server Mac License	No				
	No			Save	Са

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



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

1.8.1.7 Install Updates

The way to install an update depends if it is a minor or major Update. It is not necessary for users of the Mirage hosting service.

Latest program version

The latest main release number for on-premise installation is 6.3

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

	mirage
	Username
	Password
	Forgot your password?
	Login
	Activation Server Version 6.0.0.20231
	Release Number
l la data facas cas	raion 1/E to voraion C

- Update from version 4/5 to version 6 255
- <u>Update from 6.1 to 6.3</u> 260

1.8.1.7.1 Update from version 4 / 5 to version 6

The database server used by Activation Server 6 changed from Microsoft SQL Server to MySQL. All data has to be migrated from the MS-SQL Database to MySQL. This typically takes a few hours but depending on the number of transactions or number of license files could take more time. A data migration tool is provided which

- makes an estimation of the time needed
- does a final conversion of the data from MS-SQL to MySQL

You should install Activation Server 6 on a new virtual windows instance.

The update is done in different steps

- <u>Check system requirements</u>
 ²⁰⁹
- Install MySQL Server
 Install MySQL Server
- Install Activation Server 6 (231) (do not login into the server after installation)
- Download Migration Tool

<u>Check migration time and migrate the data</u>

1.8.1.7.1.1 Database Migration

The database migration tool uses a lot optimizations and multiple threads to provide a fast migration from MS-SQL to MySQL. Depending on the number of records it can take minutes up to 1 day. If your database has more than 100.000 transactions or thousands of license files you should consider using a high end server for the data migration.

Before you can use the migration tool ensure that you have installed the <u>MySQL Server</u> database and <u>Activation Server 6</u> and <u>Activation Server 6</u> and <u>Activation Server</u> 6

The migration tool supports the migration of version 4 and 5 to version 6. Version 3.1 (released in 3/2010) was not tested with the migration tool but should work. Older versions can be converted as as service. Contact <u>sales@mirage-systems.de</u> to get a quote.

Start opwas6upgconfig.exe

Step 1 - Configuration

You need to configure the MS-SQL Server and MySQL server access credentials

The connection string can be retrieved from the **web.config** file of the old and new Activation Server.

- Source Connection String MS SQL this is the connection string to connect to the existing MS-SQL Server database
- Target Connection String My-SQL this is the connection string to connect to the new My-SQL server database. The database may not include any existing activation server data (new installation)
- Number of Threads. Default is 4 with high end servers you can use a higher number
- Improve speed. This setting makes sense if your conversion time takes too long time. The migration tool would then e.g. skip records which are not mandatory like records with errors and would try to keep only the relevant data. Check this option only if you need to reduce the conversion time

After doing the configuration click on Save Settings

257

blaure e	
	Activation Server 6 Migration-Config
This application does the configuration f the settings.	or the Activation Server 6 Migration Tool. The Migration Tool itself is a console application and can be started independently after doing
	This is your existing Activation Server database on a Microsoft SQL Server
Source Connection String MS SQL	rd=secret;Persist Security Info=True;User ID=sa;Initial Catalog=myExistingActivationServerDB;Data Source=mySQLServerMachine
	This is your new and completely empty MySql (version 5.7 or higher) database. Make sure that the MySql setting lower_case_table_names is set to 2 in my.ini if on a Windows Server or 1 if the MySql Server is Linux-based.
Target Connection String MySql	yMySqlMachine;Port=3306;User Id=myMySqlUser;password=another_secret;Persist Security Info=true;database=activation_serve
	This is the folder in which the logfiles of the migration run will be created. Make sure to have at least 100MB of free memory in it.
Folder for Log Files	\${LocalAppData}\0PW/AS6Upg.log
No of Threads	4
Attention: These are internal value Skiplevel	es that should only be altered by experienced consultants/ Scriptilie
	Save Settings
	ation time click on the button: Open Console and type in opwas6upg.exe check utton: Open Console and type in opwas6upg.exe
Help	opwas6upg.exe check OpenConsole

Step 2 - Get an estimation of the migration time

Click on the button Open Console

Type in: opwas6upg.exe check

Your database is analyzed and you will get an **estimation** of the migration time. The estimation is based on a typical database server.

There are 2 estimations about the migration time. The first time is without having the option: improve speed enabled while the second value is with improved speed enabled.



If the migration time is too long, there is a manual process for large databases to do the migration in a different way where the database is offline only a few hours.. You can order this as a paid service. <u>Order now</u>. Then <u>open a support ticket</u> and provide the order number. The final charge is based on the time spent including analysing of the database and doing a test migration.

Step 3 - Run the migration

Old Activation Server

As a first step you have to take the old Activation Server offline as during the migration no data should be changed.

Either stop the IIS Service (if this is the only application running on that server) or rename the installation folder.

Make a backup of the database. If you use the option: Improve Speed records are deleted and you would not be able to use the old database again.

Start migration

Click on the button Open Console

Type in: opwas6upg.exe You will get console messages about the migration progress

^ ^ ^
C:\Migration Tool\Final Migration Tool\OnPremiseMove2MySql\OnPremiseMove2MySql\ $=$
eploy>opwas6upg.exe
OPWAS6Upg 1.2.0.20563 started
Using 4 threads and speed level 3
MS SQL Connection successfully opened
MySql Connection successfully opened
Processing ThreadA7B690FD tblHistory record 0 of 4973 (0%)
Processing Thread02AC57C7 tmptblInstcode record 0 of 52610 (0%)
Processing ThreadB56677DC tblWASActivation record 0 of 1954 (0%)
Processing Thread0D8DD119 tblWASRequest record 0 of 5141 (0%)
Processing ThreadA7B690FD tblHistory - 4973 records done
Preparing table tblLicVal failed!
Preparing table thlUser failed!
Processing Thread02AC57C7 tmptblInstcode - 52610 records done
Processing ThreadA7B690FD tblToAcknowledge record 0 of 0 (0%)
Processing Thread02AC57C7 tblAnswer record 0 of 2661 (0%)
Processing ThreadA78690FD tblToAcknowledge - O records done
Processing Thread02AC57C7 tblanswer - 2661 records done
Processing ThreadB56677DC tb1WASActivation - 1954 records done
Processing ThreadA78690FD tblBlacklist record 0 of 0 (0%)
Processing ThreadO2AC57C7 tblVersion record 0 of 64 (0%)
Processing ThreadA7B690FD tblBlacklist - 0 records done
Processing ThreadB56677DC tblCustomerInfo record 0 of 256 (0%)
Processing Thread02AC57C7 tblVersion - 64 records done
Processing ThreadB56677DC tblCustomerInfo - 256 records done
Processing Thread02AC57C7 tblLicValue record 0 of 106 (0%)
Processing ThreadA7B690FD tblLicValueSet record 0 of 107 (0%)
Processing ThreadB56677DC tblLicValueGroup record 0 of 3 (0%)
Processing ThreadA7B690FD tblLicValueSet - 107 records done
Processing Thread02AC57C7 tblLicValue - 106 records done Processing ThreadB56677DC tblLicValueGroup - 3 records done
Processing ThreadO2AC57C7 tb1LUSActivationSlot record 0 of 0 (0%)
Processing ThreadB2HCS7C7 tb1LoSHCt1VationSlot record 0 of 0 (0%) Processing ThreadB56677DC tb1LicValuePart record 0 of 8 (0%)
Processing inreaubourre controlationary record of 6 (0%)

Step 3 - Migrate the project files

From the old server copy the following files to the same folder on the new server

\pconfig - all files with the extension **.pconfig \alg** - all files with the extension **.XML**

On the main installation folder there is on very old setups a file **licprotectorws.config.** Check content of the file if it contains a project other than a demo project. Only if it contains

project data then copy this file to the main folder on the new server.

After the first login all projects will be imported into the database and saved as backup on the system.

New projects have to be imported through the product upload wizard. [145]

Step 4 - Login and check projects

Once the migration is done you can login using your old credentials.

Navigate to the <u>product configuration</u> and check if all of your products appear in the list. If not, <u>restart the server</u> **156**.

If they are still not appearing use the product upload wizard. [145]





The update requires a running instance of Activation Server 6.1 or newer as it only includes updated files.

The exact update version is: 6.3.0.27640

Step 1 - Check your version

Only install this update if you have version 6.0 or newer installed

mirage	
Username	
Password	
Forgot your password?	
Login	
Activation Server Version 6.0.0.20231	
Release Number	

Step 2 - Update MySQL Connector

The **MySQL Connector Net 8.0.17** is required. If you installed a newer version of MySQL, it could be a higher version number which is not supported. Go to Control Panel / Programs / Programs and Features and check the version number.

				Activa	tion Se	erver	261	
i Programs and Features						_		×
← → × ↑ 🛱 > Contro	I Panel > Programs > Programs and Features		o ر	, ♀ Search F	Programs and Fe	atures		
Control Panel Home	Uninstall or change a program							
View installed updates	To uninstall a program, select it from the list and then click	Ininstall Chappe or Repair						
Turn Windows features on c		oninstan, change, or hepan.						
off	Organize - Uninstall Change Repair						HE -	0
	Name	Publisher		nstalled On	Size	Version		-
	DevExpress DevExtreme 18.2	Developer Express Inc.		1/13/2020	0120	18.2.7		
	IIS 10.0 Express	Microsoft Corporation		1/13/2020	53.5 N	B 10.0.03203		
	Wicrosoft .NET Core SDK 3.1.101 (x64) from Visual Studio	Microsoft Corporation		1/17/2020	168 k	B 3.1.101.01484	8	
	Microsoft ODBC Driver 17 for SQL Server	Microsoft Corporation	1	1/13/2020	8.35 N	B 17.2.0.1		
	Microsoft SQL Server 2016 LocalDB	Microsoft Corporation	1	1/13/2020	233 N	B 13.1.4001.0		
	Microsoft System CLR Types for SQL Server 2019 CTP2.2	Microsoft Corporation	1	1/13/2020	4.33 N	B 15.0.1200.24		
	Microsoft System CLR Types for SQL Server 2019 CTP2.2	Microsoft Corporation	1	1/13/2020	6.26 N	B 15.0.1200.24		
	Microsoft Visual C++ 2013 Redistributable (x64) - 12.0.30501	Microsoft Corporation	1	1/13/2020	20.5 N	B 12.0.30501.0		
	Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501	Microsoft Corporation	1	1/13/2020	17.1 N	B 12.0.30501.0		
	🕵 Microsoft Visual C++ 2015-2019 Redistributable (x64) - 14.24.	Microsoft Corporation	1	1/13/2020	23.1 N	B 14.24.28127.4	ļ.	
	🕵 Microsoft Visual C++ 2015-2019 Redistributable (x86) - 14.24.	Microsoft Corporation	1	1/13/2020	20.1 N	B 14.24.28127.4	Ļ.	
	🖂 Microsoft Visual Studio Installer	Microsoft Corporation	1	1/13/2020		2.4.1080.1113		
	🏘 Microsoft Web Deploy 4.0	Microsoft Corporation	1	1/13/2020	14.5 N	B 10.0.2606		
	MySQL Connector Net 8.0.18	Oracle	1	1/13/2020	9.44 N	B 8.0.18		
	🔤 Notepad++ (64-bit x64)	Notepad++ Team	1	1/21/2020	9.56 N	IB 7.8.3		
	Arallels Tools	Parallels International GmbH	1	1/13/2020	22.3 N	B 15.1.2.47123		
	Annual marks marks and anno	· · · · · · · · · · · · · · · · · · ·		43 0000		45 4 58786 67		

If it is not 8.0.17 proceed as follows.

- Uninstall the MySL Connector NET 8.0.X version
- Install Version 8.0.17 (select it at the top) <u>https://downloads.mysql.com/archives/c-net/</u>
- Download the version as per your Operating System

MySQL Product Archives

MySQL Connector/NET (Archived Versions)

Please note that these are old versions. New releases will have recent bug fix To download the latest release of MySQL Connector/NET, please visit MySQL Down		
Product Version: 8.0.17 • Operating System: Microsoft Windows •		
Windows (x86, 32-bit), MSI Installer (mysql-connector-net-8.0.17.msi)	Jun 25, 2019	3.3M Download
MySQL Connector/ODBC 8.0 - Setup Wizard × Setup Type Choose the setup type that best suits your needs. Please select a setup type.		
O Typical Common program features will be installed. Recommended for general use.		
Complete All program features will be installed. (Requires the most disk space.)		
Cugtom Choose which program features you want installed and where they will be installed. Recommended for advanced users.		
< Back Next > Cancel		

Step 3 - Make a Backup

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

Step 4 - Install Update preparation file

- Download the update preparation file
- Unzip it into the installation folder (typically inetpub/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 5 - Install Update

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

- Close all Browser Windows
- Copy the files from the folder AS_6.3.0.27640 to the to the installation folder (typically inetpub\wwwroot\ActivationServer..)

alg	25.06.2016 13:59	File folder	
App_Browsers	25.06.2016 09:19	File folder	
App_Themes	25.06.2016 09:19	File folder	
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

k

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 so on the desktop or in the program manager group to login

If any error occurs see troubleshooting 264

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

Step 6 - Check version number

Log out and check the release number in the login screen. It must be 6.3.0

mirage
Username
Password
Forgot your password?
Login
Activation Server Version 6.3.0.27640
Release Number 6.3.x

1.8.1.8 Step 6 - Perform System Check

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

Activation Server 6 has an included mechanism to check, if the setup was successfull. It is called **TestConfiguration** and can be started with a web browser on the **server machine (this test can be done only on the server).**

Open the browser and type http://localhost/lpweb/lpws.asmx . You will see a list of all calls Activation Server 6 provides. Click on *TestConfiguration*.

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

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

<?xml version="1.0" encoding="utf-8" ?> <string xmlns="http://www.mirage-systems.de/">Checking log.config: configured file 'C:\\Inetpub\\wwwroot\\Ipweb\\log.config' found. Checking licprotectorws.config: configured file 'C:\\Inetpub\\wwwroot\\Ipweb\\licprotectorws.config' found. Checking database: Reading...ok Writing...ok Testing project 'Demo Project': Test WebRegister for project Demo Project and module D1001: successful: Set WebActivation to 2. Created 2 keys: Key 1: 8CDsW-ICq93-jG6IS-4CMOt-zJDii-6J1k6 Key 2: I7D2I-5CLj3-9G5I7-3CBO7-fJDSi-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 264.

After a successful system check, the last step is login into the <u>Administration Interface</u> $|_{250}$. The web site is automatically loaded

1.8.1.8.1 Troubleshooting

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

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

If IIS 6 is used, check if Script source access is enabled

ivation-Server	4 Prope	rties			?
Documents	Direc	tory Security	HTTP Hea	aders	Custom Errors
Web Site	Perl	formance	ISAPI Filter	s	Home Directory
The content fo	r this res	ource should co	ome from:		
	• A	directory locat	ed on this comp	uter	
	- O A	share located	on another com	outer	
	0 A	redirection to	a <u>U</u> RL		
Level a shh		Testeubluuuu	root\ActivationS	oruord	Durante
Local path:	19	(III SCDOD (WWW	_		Browse
Script source	e access		Log visits		_
I▼ <u>R</u> ead Vrite		_	🔽 Index this	resourc	e
Directory br	owsina				
Application sett					
	-				
Application nam	e:	Activation-Se	rver4		Remove
Starting point:		<activation-se< td=""><td>erver4></td><td></td><td></td></activation-se<>	erver4>		
Execute permis	sions	Scripts and E:	vogutableg	-	Configuration
Execute Bernis	510115.	jouripus and Ex	xeculables		
Applicatio <u>n</u> poo	l:	activation-ser	rver-pool	•	Unload

- 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 [276]
- 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



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🖉 E OHOIASII E SIIZ E S	► Ipweb ►			
Yiew Help				
ctions	🤌 /lpweb Home	2	Actions	ore
⊡-@ [*] [pweb ▲ G	roup by: No Grouping	 ■ (a) = ■ (a) = 	Edit F	Permissions
	ature Name 🔺	Description	Basic	: Settings)
	.NET Compilation	Configure properties for compling managed code	View	Virtual Directories
	.NET Globalization	Configure globalization properties for managed code	VIEW	virtual Directories
🗄 🧰 languages	NET Profile	Configure options that track user-selected preferences in ASP.NET applications	Manage	Application
🕀 🧰 logs	.NET Roles	Configure user groups for use with .NET Users and Forms authentication	Brow	wse Application
😟 🛄 mail 🛛 🛃	NET Trust Levels	Configure trust-level policy files and the selected trust level for ASP.NET applications.		(se *:80 (http)
🗄 🚞 pagecontent 📑	.NET Users	Manage users who belong to roles and who use Forms authentication		
🕀 🔛 pconfig 📃 📝	Application Settings	Configure name and value pairs for managed code to use at runtime	Brow	vse *:443 (https)
🗄 🚞 reports 🗾	Authentication	Configure authentication settings for sites and applications	Adva	anced Settings
🗄 🔛 usercontrols	Authorization Rules	Configure rules for authorizing users to access Web sites and applications		
4	Compression	Configure settings to compress responses	🕢 Help	
ti di	Connection Strings	Configure strings that Web sites and applications can use to connect to data sources	Onlin	ne Help
	Default Document	Configure default files to return when clients do not specify a file in a request		
	Directory Browsing	Configure information to display in a directory listing		
i i i i i i i i i i i i i i i i i i i	Error Pages	Configure pages to return when errors occur		
	Failed Request Tracing	Configure logging of failed request traces		
2	Handler Mappings	Specify resources that handle responses for specific request types		
	HTTP Redirect	Specify rules for redirecting incoming requests to another file or URL		
	HTTP Response Headers	Configure HTTP headers that are added to responses from the Web server		
	IIS Manager Permissions	Configure users who can administer sites and applications		
	IPv4 Address and Dom	Restrict or grant access to Web content based on IPv4 addresses or domain names		
	Logging	Configure how IIS logs requests on the Web server		
	Machine Key	Configure hashing and encryption settings for managed application services		
	MIME Types	Configure extensions and associated content types that are served as static files		
	Modules	Configure native and managed code modules that process requests on the Web server		
	Output Caching	Specify rules for caching served content in the output cache		
	Pages and Controls	Configure properties for pages and controls in ASP.NET applications		
	Providers	Configure providers for provider-based application services		
	Session State	Configure session state settings and Forms authentication cookie settings		
	SMTP E-mail	Configure e-mail address and delivery options to send e-mail from Web applications		
	SSL Settings	Specify requirements for SSL and client certificates.		

Edit Application	? ×
Site name: Hirwyw Path: /	
<u>A</u> lias: Ipweb	Application pool: DefaultAppPool
Example: sales	
Physical path:	
D:\WWWRoot\lpweb	
Pass-through authentication	
<u>C</u> onnect as Test Settings.	
	OK Cancel

Select Application Pool		
Application pool:		
DefaultAppPool	•	
Properties:	_	
.Net Framework Version: 2.0 Pipeline mode: Integrated		
OK Cancel		

🔄 IIS 6

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

Eigenschaften von Ipweb		? ×
Virtuelles Verzeichnis HTTP-Header	Dokumente Benutzerdefinierte Fehle	Verzeichnissicherheit er ASP.NET
ASP.NET version: Virtual path: File location:	2.0.50727 /lpweb C:\inetpub\wwwm	▼ ⊃ot\lpweb\web.config
File creation date:	05.09.2008 15:55	5:00
	,	dit Configuration
	OK Abbrechen	Ü <u>b</u> ernehmen Hilfe

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

Turn Windows features on or off 🛛 😨
To turn a feature on, select its check box. To turn a feature off, clear its check box. A filled box means that only part of the feature is turned on.
TP Publishing Service
🗉 🔳 🚡 Web Management Tools
🖃 🔳 🖟 World Wide Web Services
🖃 🔲 🚡 Application Development Features
.NET Extensibility
ASP
ASP.NET
CGI
ISAPI Extensions
ISAPI Filters
Server-Side Includes
🕀 🔲 🚹 Common Http Features 💌
OK Cancel

■ 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

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.

🐚 Internet Information Servic	es (IIS) Manager		
🐚 Eile Action View Window	v <u>H</u> elp		_ 8 ×
← → 🗈 🖬 😭 🗔			
Internet Information Services	Web Service Extensions		
🕀 💯 Application Pools	/	Web Service Extension	Status
🕀 🍎 Web Sites		🕜 All Unknown ISAPI Extensions	Prohibited
⊕ → → → → → → → → → → → → → → → → → → →	Allow	All Unknown CGI Extensions	Prohibited
	Prohibit	Active Server Pages	Prohibited
		ASP.NET v1.1.4322	Allowed
	Properties	👌 Internet Data Connector	Prohibited
) Server Side Includes	Prohibited
	Tasks	▶] WebDAV	Prohibited
	Tasks VSURMAND Add a new Web service extension	274 ***	
	Allow all Web service extensions for a specific application		
	Prohibit all Web service extensions		
	@ Open Help		
		I	
	Extended Standard		

- If you try to login and get the error invalid object name 'tbluser' Change collation of database to "Latin1_General_CI_AS"

To restart IIS services

- ^{1.} From the Start menu, point to **Administrative Tools**, and then click **Internet**
- ^{2.} In IIS Manager, right-click the local computer, point to **All Tasks**, then click **Restart**

In the What do you want IIS to do drop-down list, click Restart Internet Services

- 3.on computer name. You can also choose to reboot the computer, stop the Internet service, or start the Internet service.
- 4.IIS attempts to stop all services before restarting.

To start, stop, or pause individual sites

• In IIS Manager, right-click the site you want to start (select LPWEB), stop, or pause; and click Start, Stop, or Pause.

□ Create Unlock Key (manual product activation) fails with - http status 404 - not found

If creating a <u>Serial Number</u> is working but creating an Unlock Key (manual product activation) fails with the error message: http status 404 - not found then check the entry

<add key="WebServiceURL 282" value="http://localhost/lpweb/lpws.asmx" />

in the file web.config $|_{278}$. 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 <u>Perform System Check</u> 264

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



🛞 🖉 🗄 thRuladit Kidiu				
⊻iew <u>H</u> elp				
ctions	🧢 /lpweb Hom	2		Actions
1 🖄 😥 🔜 📃		-		🕺 Explore
🖻 - 🔐 İpweb 📃 🔺	Group by: No Grouping	- (m) -		Edit Permissions
⊞ ⊡ App_Themes	Feature Name A	Description		Basic Settings
B bin	NET Compilation	Configure properties for compiling managed code		View Virtual Directories
export	.NET Globalization	Configure globalization properties for managed code		view virtual Directories
i 📄 🔛 languages	.NET Profile	Configure options that track user-selected preferences in ASP.NET applications		Manage Application
🗄 🧰 logs	NET Roles	Configure user groups for use with .NET Users and Forms authentication		Browse Application
🕀 🧰 mail	NET Trust Levels	Configure trust-level policy files and the selected trust level for ASP.NET applications.		Browse *:80 (http)
🕀 🧾 pagecontent	.NET Users	Manage users who belong to roles and who use Forms authentication		
🕀 🧮 pconfig	Application Settings	Configure name and value pairs for managed code to use at runtime		Browse *:443 (https)
😟 🚞 reports	Authentication	Configure authentication settings for sites and applications		Advanced Settings
🗄 🧮 usercontrols	Authorization Rules	Configure rules for authorizing users to access Web sites and applications		
	Compression	Configure settings to compress responses		🕢 Help
	Connection Strings	Configure strings that Web sites and applications can use to connect to data sources		Online Help
	Default Document	Configure default files to return when clients do not specify a file in a request		
	Directory Browsing	Configure information to display in a directory listing		
	Error Pages	Configure pages to return when errors occur		
	Failed Request Tracing			
	Handler Mappings	Specify resources that handle responses for specific request types		
	HTTP Redirect	Specify rules for redirecting incoming requests to another file or URL		
	HTTP Response Headers	Configure HTTP headers that are added to responses from the Web server		
	Standard Permissions	Configure users who can administer sites and applications		
	FIPv4 Address and Dom	Restrict or grant access to Web content based on IPv4 addresses or domain names		
	Logging	Configure how IIS logs requests on the Web server		
	Machine Key	Configure hashing and encryption settings for managed application services		
	MIME Types	Configure extensions and associated content types that are served as static files		
	Modules	Configure native and managed code modules that process requests on the Web server		
	Output Caching	Specify rules for caching served content in the output cache		
	Pages and Controls	Configure properties for pages and controls in ASP.NET applications		
	Reproviders	Configure providers for provider-based application services		
	Session State	Configure session state settings and Forms authentication cookie settings		
	SMTP E-mail	Configure e-mail address and delivery options to send e-mail from Web applications		
	GSL Settings	Specify requirements for SSL and client certificates.		

Edit Application	? ×
Site name: Hirwyw Path: /	
Alias: Application pool: Application pool: Ipweb Example: sales	Select
Physical path: D:\WWWRoot\lpweb	
Pass-through authentication <u>Connect as</u> Test Settings	
ОК	Cancel

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Select Application Pool ? 🛛	(
Application pool:	
DefaultAppPool 🔽	
Properties:	
.Net Framework Version: 2.0 Pipeline mode: Integrated	
OK Cancel	

MAC versions - product activation - Error 3001

If an activation of a MAC version gives error 3001 and this error occurs the first time after the installation of theActivation Server 6, change the following settings in the IIS



1.8.1.8.1.1 Create Database

The database structure is created during the first start of the Activation Server 6. The following step is only necessary if there is a problem with the automatic generation of the tables.

Use SQL Server Enterprise Manager 274

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

Console Root	p
⊡ ⊡ Databa ⊡ ∭ ma	New Database
i ⊡ i <mark>i ji</mark> mo i ⊡ i i i i i i i i i i i i i i i i i i	All Tasks 🕨
ti () No ti… () No ti… () pu	View D New Window from Here
	Refresh Export List
±…∬ Sa ±…∬ temp	Help



Database Properties - LPWeb23	
General Data Files Transaction Log	
Name: LPWeb23	
Database	
Status:	(Unknown)
Owner:	(Unknown)
Date created:	(Unknown)
Size:	(Unknown)
Space available:	(Unknown)
Number of users:	(Unknown)
Backup	
Last database backup:	None
Last transaction log backup:	None
Maintenance	
Maintenance plan:	None
Collation name:	(Server default)
	OK Cancel Help

.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 connectionstring="user id=sa;data source=MIRAGE-</th></tr><tr><td>LPX350TU\SQLEXPRESS;persist security info=False;initial</td></tr><tr><td>catalog=lpweb;password=x8736kie938" name="AS3"></add>

The next launch of Activation Server 6 will add the tables.

Continue with the customization of the config-files.

Note

If you do not want to use the user sa for this database then create a user who has **full** read and write access.

1.8.1.8.1.2 Open XML SDK

The Open XML SDK 2.0.5022.0 for Microsoft Office is required. As exactly this version is required, download it only from the link. This step is only required with a manual installation.

Download - OpenXMLSDKv2.msi

1.8.1.8.1.3 ASP.NET Ajax Extension

The ASP.NET Ajax Extension is required and can be downloaded from the Microsoft Website. This step is only required with a manual installation.

Download

1.8.1.8.2 Necessary rights for ASP service

The ASP application works with an IIS-process 'user'. This user must have **full read and write** access.

<u>IIS 6</u>

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 lpweb folder
- Right-click and choose Properties
- On the "Directory Security" tab you can edit the access rights
- Set all rights to full access
- Click Advanced
- Select Inherit from parent the permission entries that apply to child objects

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

	Comparison of the second se	S
HTTP Headers	Custom Errors	ASP.NET
Virtual Directory	Documents	Directory Security
The content for this re	source should come from:	
•	A <u>d</u> irectory located on this compute	r)
С.	A share located on another comput	er
Ο.	A redirection to a <u>U</u> RL	
		-
ocal path:	:\Inetpub\wwwroot\mirage\lpweb	Browse
✓ <u>R</u> ead ✓ <u>W</u> rite Directory browsing	🔽 Index this re	source
	Index this re	Remove
✓ Write Directory browsing Application settings Application name:	Ipweb	1
✓ Write Directory browsing Application settings Application name:		1
Vite Directory browsing Application settings	Ipweb	Remove
 Write Directory browsing pplication settings pplication name: tarting point: 	lpweb <default site="" web="">\lpwe</default>	Remove

1.8.1.9 Additional configuration

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

- define basic settings of the Activation Server 6 one configuration per server web.config file 278.
- As an option you can change parameters for the log file in the log.config file [282]

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

1.8.1.9.1 Web.config file

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If you use the <u>MSI installer</u>, 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\\Ipweb\\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\\Ipweb). Note to use two backslashes in the path-value
- 3. The database connection string: Set the value of the key "db" according to your database position.
- Set "user id" to a user who has read and write access to your LPWAS database. The system administrator "sa" is not a bad choice.
- Set "password" to the password of the configured user.
- Set "data source" to your SQL Server machine.
- Set "initial catalog" to your LPWAS database-name. Normally that name is LPWeb.

A path can be specified to export data (<u>exportpath</u>²⁸⁰), for reports (<u>reportpath</u>²⁸¹) 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 [28]" value="C: \Inetpub\wwwroot\lpweb\log.config" /> <add key="licprotectorwsconfig [280]" value="C: \Inetpub\wwwroot\lpweb\project.config" />

<system.web>

1.8.1.9.1.1 List of available Parameters

Find below a list of all parameters, which are relevant for configuration. Only change the parameters if necessary, as a wrong configuration would stop the Activation Server 6.

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

Example

<add key="BackupPath" value="C:\Inetpub\wwwroot\Ipweb\DBBackup"></add>

The database connection string. Set the value of the key "AS3" according to your database configuration.

- Set "user id" to a user who has read and write access to your Activation Server 6 database
- Set "password" to the password of the configured user.
- Set "data source" to your SQL Server machine, e.g. MIRAGE-LPX350TU\SQLEXPRESS
- Set "initial catalog" to your database-name. The default name is lpweb.

Example

<add name="AS3" connectionString="user id=sa;data source=MIRAGE-LPX350TU\SQLEXPRESS;persist security info=False;initial catalog=lpweb;password=x8736kie938" />

Path where to temporarily store files for data exports. The folder needs **read and write permission**.

Example

<add key="ExportPath" value="C:\Inetpub\wwwroot\Ipweb\export\"></add>

Link to the latest online help

Example

```
<add key="Help"
```

value="https://www.helpserver.biz/onlinehelp/lp/was/admin/3.0/help2000/index.html? was_tutorial_web_activation_server.htm"></add>

Never change this information.

Path for the language file. The folder needs read permission.

Example

<add key="Languagefile" value="C: \Inetpub\wwwroot\Ipweb\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 283 (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 <u>Configure a Project</u> 298



To ensure backward compatibility, the file is still supported.

Name of the configuration file of the log file. Details see log.config [282] file.

Example <add key="LogConfig" value="C:\Inetpub\wwwroot\Ipweb\log.config"/>

Defines, which events are logged. The filename is defined in LogConfig 281.

Possible values are

 $0 = \log disabled$

- 1 = log only exceptions
- 2 = log exceptions and paging
- 3 = log exceptions, paging and actions
- 4 = log exceptions, paging, actions and status messages

The Activation Server 6 offers different options for All-In-One Protector and Licence Protector.

Possible Values

no = Configuration for Licence Protector. yes = Configuration for All-In-One Protector



Never change these settings. The Activation Servers are different and each server comes an own installation package.

Path where to temporarily store files for reports. The folder needs **read and write permission**.

Example

<add key="ExportPath" value="C:\Inetpub\wwwroot\Ipweb\reports\"></add>

This limits the number of manual requests through a web interface to send customer data within a specific time frame to stop a SPAM attack.

Example <add key="SendCustomerInfoLimitation" value="on"></add>

Possible Values

On = activates the limitation Off = deactivates the limitation

Path to the Activation Service

Example

<add key="WebServiceURL" value="http://localhost/lpweb/lpws.asmx"/>

Main version number of the Activation Server 6.



Never change this information.

1.8.1.9.2 Log.config file

If you use the MSI installer [208], 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 13. Additional backups of log files are only available via FTP in the folder ... logs.

```
<log4net>
```

<appender name="RollingFileAppender" type="log4net.Appender.RollingFileAppender"> <file value 283="logs/lpws.log" /> <appendToFile value="true" /> <rollingStyle value="Size" /> <maxSizeRollBackups value 283 = "10" /> <maximumFileSize value 283="1000KB" /> <staticLogFileName value="true" /> <layout type="log4net.Layout.PatternLayout"> <param name="ConversionPattern" value="%d [%t] %-5p %c [%x] -</pre> %m%n"/>

```
</layout>
       </appender>
       <root>
              <level value="DEBUG" />
              <appender-ref ref="RollingFileAppender" />
       </root>
       <logger name="de.subware.common.swbase">
              <level value="WARN" />
       </logger>
</log4net>
```

1.8.1.9.2.1 file value

This parameter defines the folder and filename. The folder needs a full read write access for the ASP.NET service - See <u>Necessary Rights for ASP Service</u> 276.

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

1.8.1.9.2.2 maxSizeRollBackups value

Defines the number of backup log files. A backup log file is created when the size per logfile exceeds the defined size - see <<u>MaximumFileSize_value</u>_283>.

Example

If you specify 10, then 10 log files are kept as a backup. Instead of creating an 11th log file, the 10th log file is deleted and and a new log file is created with the name specified in $<\underline{file \ value}_{283}$

<maxSizeRollBackups value="10" />

1.8.1.9.2.3 maximumFileSize value

Defines the maximum filesize of a logfile. If the filesize exceeds this limit, the logfile is copied to a backup (up to a maximum number of backups defined in <<u>MaxSizeRollBackups_value</u>283>.

<maximumFileSize value="1000KB" />

1.8.1.9.3 Folder Pagecontents

The folder pagecontents holds some additional configuration files

1.8.1.9.3.1 Keygenerator.xml

This file can be used to limit the number of activations and requests, which are done through the web interface. It would limit a SPAM attack.

<id>interval</id>

<id>interval</id>

<value>1</value>

<id>type</id>

Type (day, hour, minute)

<value>minute</value>

maxrequests</id>

number of allowed requests within the specified time frame

<value>5</value>

You have to activate this feature in the web.config file with the parameter KeyRequestLimitation

1.8.2 E-Mail Activator Service

The E-Mail Activator Service is a service, which scans an E-Mail account for activation requests and **automatically performs the product activation**. The end user will instantly get an Unlock Key back.

The main features are:

- Scan an E-Mail
- Decide, if it is an E-Mail for product activation or another type of E-Mail
- Perform an activation or reactivation using the Activation Server 6 server
- Send back an E-Mail to the end user with different E-Mail content for: successful activation, denied activation in case the Serial Number / ID was already used or locked, Erroneous Activations
- Reply messages can be defined in all languages supported by Licence Protector
- Forward message for every successful or erroneous E-Mail
- Send all E-Mails to an archive E-Mail account

The E-Mail Activator Service consists of 2 applications:

- An application to configure all settings E-Mail Activator Configurator 286
- A service which runs without user interface E-Mail Activator Service

1.8.2.1 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 jE1ucsql1hHdiX1qRlBD0RLb1H1VFWpl1Ms0CB20gwHr22leEx1ujjwT1hHdiX1Bf m9e2bqqty1TelVq1wu0my1k5vkn1Uot9k1wuyNi1tmqg61dplkR1t7CKV0U18Yl1y RrLG10D1iw1360GV1R2kYU1B1U1w1NL63q1PTUoM1k4DQU1gEV3h1ECmnD11S8bZ1 hMJFu1vyQlg1xQu2y22pDny0U4XRl2eYq0C1EppGq0U1Vc31ntPx01DyTSo1vALF9 1NI3Eu137mtU1tgmZ61CpWIX10Bnjo2bqre01BfVvY20hn3m204qtH1fEd2l2eTpc s1C6JQ71l7yUT1hR73i1C85q11VEz2l1R1wwc1gEEls --- ENDBLOCK ---

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

Example

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

1.8.2.2 Installation of the E-Mail Activator Service

Hosting Users

- <u>Download the configuration</u> application and start the installer: MailActivatorHosting.exe
- <u>Configure your e-mail settings</u>
- <u>Save the configuration 297</u> and open a support ticket

Running an own server

The service will no longer work with newer operating systems and Mirage provides that as a hosted service also for on-premise customers.

- <u>Download the configuration</u> application and start the installer: MailActivatorHosting.exe
- <u>Configure your e-mail settings</u>
- Save the configuration 297 and open a support ticket

http://www.mirage-systems.info/download/activation-server/full-version/6.0/MailActivatorHosting.exe

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1.8.2.3 Configuration of the E-Mail Activator Service

The E-Mail Activator - Configurator is a standalone application, which you can either run on the same system, where the Activation Server 6 is located, or you can download the application to your local PC.

With this application you configure:

- Incoming E-Mail account
- The processing of the E-Mail 288
- Response E-Mail Text 289
- Outgoing E-Mail account 292
- Scheduler 293
- Test the configuration 294
- General settings 296

1.8.2.3.1 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 <u>Response Text</u> 289
- Different <u>Activation Servers</u>
- Different <u>E-Mail Forwarding options</u>
- Different <u>Schedules</u> 293

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 Email 236 for every product.

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

1.8.2.3.2 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.

						Acti	vation So	erver	287
E-Mail Activa	ator - Configurator								0 X
Workflow Rule	demo-easygo	•	Edit	New	Delete				
ncoming E-Mail	E-Mail Processing	Response E-Mail 0	Dutgoing E-Ma	il Scheduler	Test Con	figuration	General		
POP3 Mailbox									
Gervername	pop.1und1.de			Server Port	Number	110 🚔			
Account	activation-regist	er@registerserver.net	t						
Password	*********								
F 11 7 11							_		
E-Mail Notfica			- tion tion -				_		
	ation Activation Messages	to address	activation-e	rror@registerser	ver.net		_		
		to address	activation-e	rror@registerser	ver.net		_		
		to address	activation-e	rror@registerser	ver.net				
		to address	activation-e	rror@registerser	ver.net		_		
		to address	activation-e	rror@registerser	ver.net		_		
		to address	activation-e	rror@registerser	ver.net		_		
		to address	activation-e	rror@registerser	ver.net		_		

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: <u>HostingNumber@registerserver.net.</u> Please contact <u>support@mirage-systems.de</u> to get a password and account data.

The configuration settings are:

- Servername: pop.1und1.de
- Account: <u>HostingNumber@registerserver.net</u>

A Browser based E-Mail account administration is available at <u>https://webmailcluster.1und1.de/</u>

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.

1.8.2.3.3 E-Mail Processing

You specify here the settings to communicate with the Activation Server 6.

🕞 E-Mail Activator - Configurato	r	
Workflow Rule demo-easygo	Edit New Delete	
Incoming E-Mail E-Mail Processing	Response E-Mail Outgoing E-Mail Scheduler Test Configuration General	
Activation Server		
URL to Activation Service http://	192.168.178.35/lpweb/lpws.asmx	
Proxy Settings		
Use Proxy Server		
Internet Explorer Settings?		
Proxy-Server	Proxy-Port 0	
Special Workflow		
🔽 Use Project from E-Mail	Always use this project	
📝 Use Module from E-Mail	Always use this module	
E-Mail Notification		
V Forward successfully processed n	activation-successful@registerserver.net	
Forward erroneous processed me	activation-error@registerserver.net	
	Save and Check Workflow Save Workflo	w Cancel 🕐

E-Mail Processing

Activation Server

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

For Hosting users the URL is: <u>https://www.registerserver.net/hostingnumber/lpweb/lpws.asmx</u>
Proxy Settings

If the E-Mail Activator - Service needs to access the Activation Server 6 through a proxy server, configure the proxy server settings here.

Special Workflow

There may be situations, where you need an other workflow for E-Mail activation like for Online Activation. You could redirect the E-Mail Activation Request to another project or another module ID.

- Use Project from E-Mail uncheck it to specify a different project name
- Use Module from E-Mail uncheck it to specify a different module name



As all activations are routed to one single project, this option makes only sense if

- A separate E-Mail address is specified for each product
- A <u>separate workflow rule</u> 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

1.8.2.3.4 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

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								5-3
Workflow R	ule demo	-easygo		Edit	New	Delete		
Incoming E-M	4ail E-Ma	ail Processing	Response E-Mail	Outgoing	E-Mail Scheduler	Test Configuration	General	
Response	to User							
Name of sen	der Act	ivation Centre	Address	of sender	activation-sender@	Pregisterserver.net		
		📝 Mir	ror all response E-N	fails to	activation-archiv@	registerserver.net		
Response	Text Me	sages			_			
Response fo	r language	English	-	D	efault language is	English	•	
Success res	sponse 🛛	ctivation Deny	Response Not i	n list respon	se General error re	sponse		
Subject	Your Unic	ck-Key for \$\$p	project					
eMail			ley(s) for \$\$project.	. The Unloc	k Key is associated	with the Serial		
	Number \$	\$serial.						
	Please tyj \$\$keys	be in the key(s) in the following or	der				
			e Unlock Key click biz/onlinehelp/lp/e		wing link ric/activationhelp/ir	idex.html		
								Save Text
								ouro ron

Response E-Mail

Response to User

- Name of sender. This is the name the user will see as sender in the E-Mail e.g. Activation Center
- Address of sender. This is the E-Mail address the user will see as sender E-Mail address in the E-Mail e.g. activation-support@registerserver.net
- *Mirror all response E-Mails to.* You can specify one or more E-Mail addresses (separated by a semicolon) which should get a copy of the response E-Mail.

Specify an E-Mail address, where the end user could reply to in case he has questions regarding the activation.

Response Text Messages

For each response type (like successful or erroneous activation), you can specify an **individual message for each language**, which is supported by Licence Protector.

- Response for language. Select the language to define a notification message
- Default language is. Select a default language. This language is used in case an activation request is sent in a language, where you did not define an individual notification

You have to specify at least the notification messages for the default language

There are 4 different notification messages. For each message the subject line and the E-Mail content can be specified. There are variables, which start with an \$\$. The variables are replaced with user or project specific values like project name or Serial Number.

- Success response. This message is sent out in case the E-Mail activation was successful
- Activation response. This message is sent out in case the E-Mail activation failed, e.g. because the Serial Number / ID was already used or was locked
- Not in list response. This message is sent out, if you configured, that only uploaded Serial Numbers / IDs can be used - see <u>Accept only uploaded Serial Numbers / IDs</u>. 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.

1.8.2.3.5 Outgoing E-Mail

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

E-Mail Activator	- Configurator		
Workflow Rule der	no-easygo 💌 Edit	New Delete	
Incoming E-Mail E-M	Mail Processing Response E-Mail Outgoing E-Ma	il Scheduler Test Configuration General	
SMTP-Server			
Servername	smtp.1und1.de	Server Port Number 25 🚔	
Account	activation-sender@registerserver.net		
Password	**********		
Supervisor Notific	ation		
Name of sender	Mail Activator Admin		
Address of sender	activation-sender@registerserver.net]	
Supervisor address	activation-supervisor@mirage-systems.de		
	S	ave and Check Workflow Save Workflow	Cancel
	Outgoing	g 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 <u>incoming E-Mail</u> 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

1.8.2.3.6 Scheduler

You can define multiple schedules, when the E-Mail Activator - Service should process new E-Mails.

🙀 E-Mail Activator - Configurator	
Workflow Rule demo-easygo Edit New Delete	
Incoming E-Mail E-Mail Processing Response E-Mail Outgoing E-Mail Scheduler Test Configuration General	
Schedule Standard New Delete	
 In 8aaiijy att 16:32:00 ▲ In and then every 2 ▲ minutes 	
Run at 01.10.2008 19:00:00 ☐ and then every 0 ☐ days	
🔘 Do not run	
	Save Schedule
Save and Check Workflow Save Workflow	Cancel 🛛

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.

1.8.2.3.7 Test Configuration

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

😪 E-Mail Activator - Configurat	or			
Workflow Rule demo-easygo	- Edit	New Delete		
Incoming E-Mail E-Mail Processin	g Response E-Mail Outgoing E-Mail	Scheduler Test Configur	ration General	
Create Activation E-Mail for to	esting			
E-Mail address for Activation Request	activation-register@registerserver.net	Project Name	demo-easygo]
Use random Installation Codes Use a random Serial Number		Module ID	QHD001]
Serial-Number		Send a	test E-Mail	1
E-Mail address of user	test@registerserver.net		Cot E-Mail	J
Run the Mail Activator Instan Run now Reading mail from POP3	ce for testing			
Processing mail by 🥥				
Sending E-Mail with 🥥 Unlock Key(s)				
	Sa	ve and Check Workflow	Save Workflow	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 [286].

- *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 <u>details of a Transaction</u>.
- Use random Installation Codes. Generates random Installation Codes / Hardware IDs
- Use a random Serial Number. Generates a random Serial Number. If you uncheck this option, you can type in your own ID
- CustomerInfo: Define which address screen, used during product activation, should be simulated
- Old Autoblock Style: Only use it for backward compatibility with server version below 3.1
- E-Mail address of user. E-Mail address where the Unlock Key(s) is sent.

Press the button: **Send a test E-Mail** to send out an E-Mail for a product activation. It has the same content like the Activation E-Mail from an user.

Run the E-Mail Activation Workflow Rule to test E-Mail Activation

Now you can run a test which processes all E-Mails, stored in the mailbox for <u>Incoming E-Mail</u> [286]. 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 286
- Send the Activation Request to the Activation Server 6, specified in <u>E-Mail</u>
 <u>Processing</u>
- Send out 202 an E-Mail with either an Unlock Key or an error message
- Send out E-Mails to the addresses specified for E-Mail forwarding

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

- The activation must be documented in the Activation Server 6. Login into the Administration Interface and select <u>Data Management</u> 50. 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*

296	Activation	Server 6
-----	------------	----------

1.8.2.3.8 General

Define general settings.

E-Mail Activator - Configurator	
Workflow Rule demo-easygo 💌 Edit New Delete	
Incoming E-Mail E-Mail Processing Response E-Mail Outgoing E-Mail Scheduler Test Configuration General	
Help Settings	
Configure Workflow for Licence Protector Multimedia Protector	
Log Settings	
Select path for Log-files	
Save and Check Workflow Save Workflow	Cancel 🕜

General Settings

Help Settings

Specify, if you are using *Licence Protector* or *All-In-One Protector* as the help items, available through the icon ⁽²⁾, are different for each product.

Log Settings

Check this option to activate a log file.

The path and name of the configuration file is

1.8.2.3.9 Hosting

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

	Activation	Server	297
🍇 E-Mail Activa	tor - Configurator		0 %
Workflow Rule	demo-easygo 💌 Edit		
Incoming E-Mail	E-Mail Processing Response E-Mail Outgoing E-Mail Scheduler Test Configuration General	Hosting	
Hosting Settin	IS		
Hosting Number	9999999		
Hosting Passwor	ижижиим		
FTP-Server addre	ss registerserver.net		
	Upload Configuration to Hosting Server		
	Save and Check Workflow Save Workflo	w C	ancel 🕜

Hosting

Type in your **Hosting Number**, Hosting **Password** and as server name: **registerserver.net**.

After making all the changes, press the button *Upload Configuration to Hosting Server*. This will send the configuration settings to the Activation Server 6.

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

1.8.2.3.10 Save Configuration

Press the button *Save and Check* to save all your configuration settings. A check is done to ensure that settings like E-Mail addresses are correct.

You could also press the button *Save* or *Cancel.* Cancel will ignore all changes you have done.

Hosting Users

Open a ticket and add the mailactivator.xml.

All other users.

Open a ticket and add the mailactivator.xml.

1.8.3 Configure a Project

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

- <u>Project.config</u> 298 on the folder \pconfig
- Workflow Configuration File and on the folder \alg
- Project Template 313

These files have to be <u>uploaded</u> to the Activation Server 6. Only after uploading the configuration files a product activation will work.

1.8.3.1 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 13.

Only if you need settings, which are not available through the user interface, edit the project.config file directly.

This files replaces the formerly used project.config file in the main web folder, which is still supported for backward compatibility.

For **each** project you need a project config file in the folder **\pconfig**. It needs the extension **.config**.

Example .\pconfig\easy-go.config

If you are using EasyGo, a sample file can be found in the folder ... *EasyGo Web Activation Server*. Hosting customers should use the files from the folder ... *EasyGo Web Activation Server Files for Mirage Hosting*

The file could look as follows. Find below the detail description of all <u>available</u> parameters 300.

Sample Configuration File

<Configuration>

<Project>

<<u>ProjectID</u> and demo-easygo</ProjectID> <<u>ProjectDescription</u> and Easy Go application Version 1.3 </ProjectDescription> <<u>IsSerial</u> and Easy Go application Version 1.3 </ProjectDescription>

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

<InstCodeType1 306 >6</InstCodeType1> <InstCodeType2>1</InstCodeType2> <InstCodeType3>3</InstCodeType3>

<<u>AllowReactivation</u> >> Yes</AllowReactivation>

Use either

<<u>MinIdenticalInstcodes</u> 307>3</MinIdenticalInstcodes> or an individual definition <<u>CheckInstCodeType1</u> 302>1</CheckInstCodeType1> <CheckInstCodeType2>2</CheckInstCodeType2> <CheckInstCodeType3>3</CheckInstCodeType3> <<u>CheckLicenceDays</u> 303>30</CheckLicenceDays> <<u>CustomerInfoMapping</u> 303>Iast</CustomerInfoMapping> <<u>MultipleLVS</u> 308>true</MultipleLVS> <NumberOfKeysToDisplay 308>1</NumberOfKeysToDisplay>

<<u>LvsDefaultName</u> 307>Default</LvsDefaultName>

<<u>LvsDelauliName</u> w/sDelauli</LvsDelauliName>

<<u>LvsOverwriteServerChanges</u> 307 >true</LvsOverwriteServerChanges>

<<u>GeneratorPath</u> 305 C:\Inetpub\wwwroot\Iptest\Ipweb\bin\alg</GeneratorPath> <<u>GeneratorApp</u> 304 AutoLicGenerator.exe</GeneratorApp>

<<u>GeneratorApp</u>|304 > AutoLicGenerator.exe</GeneratorApp>

<<u>GeneratorConfig</u>

<<u>TicketValidMinutes></u> 3101440</TicketValidMinutes>

</Project>

</Configuration>



1.8.3.1.1 List of available Parameters

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

ActivationKeyRequired 300 AllowReactivation 300 CheckActivationKeys 302 CheckEntries 302 CheckInstCodeTypes1-n 302 CheckLicenceDays 303 CustomerInfoMapping 303 EntryRequired 304 GeneratorApp 304 GeneratorConfig 304 GeneratorPath 305 IgnoreLocalInstCodes 305 InstCodeType1-n 306 IsSerial 306 MinIdenticalInstcodes 307 LvsDefaultName 307 LvsOverwriteServerChanges 307 MultipleLVS 308 NoOfAllowedEntryOccur 308 NumberOfKeysToDisplay 308 NoOfAllowedKeyOccur 308 ProjectID 309 ProjectDescription 309 StoreKey 310 TicketValidMinutes 310

1.8.3.1.1.1 ActivationKeyRequired

A yes/no value. Defines, if an <u>Activation Key</u> is only accepted when the key was previously uploaded to the Activation Server 6. For details see: <u>Accept only uploaded</u> <u>Activation Keys</u> 315.

Default value: No

1.8.3.1.1.2 AllowReactivation

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 $\underline{\text{MinIdenticalInstcodes}}$, 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 302.

MinIdenticalInstcodes is ignored if a list of installation codes is defined with <u>CheckInstCodeType</u> 302.

<AllowReactivation> [300] 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 <u>lgnoreLocalInstCodes</u> 305 = true.

A good practice is to use different installation codes for the reactivation. If e.g. the MAC address and UNC Path is used for the initial product activation, it make sense NOT to validate the MAC address, so the user can change his network adapter.

File project.config on the Activation Server



In the sample above, the MAC address and UNC path (code 6) is used for copy protection. To validate, if the machine is the same in case a reactivation is done, code 5 (volume ID

and UNC path), code 4 (netbios name) and code 3 (hostname) have to match. The machine is then considered as identical and the product is activated again or a key is accepted again. The command MinIdenticalInstcodes is ignored as the codes have been defined in detail with CheckInstCodeTypex.

Installation code number 5 ensures, that the version can not be installed again on another directory. This prevents a product reactivation on the same machine but in a different folder.



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

See also

<u>CheckInstcodeType</u> $|_{302}$ - additional configuration setting <u>MinIdenticalInstcodes</u> $|_{307}$ - additional configuration setting <u>IgnoreLocalInstCodes</u> $|_{305}$ - additional configuration setting

1.8.3.1.1.3 CheckActivationKeys

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

Default value: Yes

1.8.3.1.1.4 CheckEntries

A yes/no value that determines if the <u>Entry Key</u> is validated or not. If this option is turned off, the Entry Key can be used any times and is not validated or documented at all.

Default value: Yes



This feature will be disabled in a future version. Do not use it.

1.8.3.1.1.5 CheckInstCodeType1-n

This entry is used in combination with <u>AllowReactivation</u> by 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

<u>AllowReactivation</u> and - activate this option and detail information <u>MinIdenticalInstcodes</u> and - additional configuration setting <u>IgnoreLocalInstCodes</u> and - additional configuration setting

1.8.3.1.1.6 CheckLicenceDays

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

Default: 90 days

1.8.3.1.1.7 CustomerInfoMapping

In case of a new installation or usage of an ID on multiple PCs, this settings defines, how the customer address information should be updated. Possible values are:

- last the existing address information is **overwritten** with the address from the latest product activation. To update an record the ID / Serial number and the e-mail address must match. If the e-mail address does not match a new address is added
- first the address information from the first product activation is always used and never updated
- always a new address record is created for every product activation and an existing address is never updated

Default value: last

Guidelines for the configuration

Depending of the usage of the customer information changing the default configuration is necessary.

Create Keys on the Activation Server AND assign it to a customer name

In case the keys are generated on the Activation Server 6 and you assign a customer name to the key, you probably want to prevent the customer data from being overwritten. This is typically the situation if the address database is your main data source and you keep the information updated. Set the value value for CustomerInfoMapping to: **first**

Create a key list and send it to a reseller

In case you create a key list you for a reseller:

- · Create key list
- Add the name of the reseller to the customer database
- Import keys and assign the key to the reseller name
- Set the value for CustomerInfoMapping to **always**. This would create a record for every end user registration but also keep the documentation on the reseller record

E-commerce system or send out CDs

If you use an e-commerce system or you send out CDs, the customer name is available only during product activation. Set the value for CustomerInfoMapping to **last**

1.8.3.1.1.8 EntryRequired

A yes/no value .Defines, if product activation is only accepted, when the Serial Number / ID was previously uploaded to the Activation Server 6. For details see <u>Accept only uploaded</u> <u>Module ID / Serial Numbers</u> [315]

Default value: No

1.8.3.1.1.9 GeneratorApp

Filename of the <u>Automatic License Generator</u> that is used for this project. This application has to be placed in the folder, specified by <u>GeneratorPath</u> 305.

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

Example: lpautogenrator240.exe

See also

Configuration project.config 2981: GeneratorConfig 304 Configuration project.config 29981: GeneratorPath 305

1.8.3.1.1.10 GeneratorConfig

Filename of the configuration-file for the Activation Server 6 for this project. This file has to be placed in the folder, specified by <u>GeneratorPath</u> Sole. 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

See also

Configuration project.config 2981: GeneratorApp 304 Configuration project.config 2981: GeneratorPath 305

1.8.3.1.1.11 GeneratorPath

Path (without application name) to the <u>Automatic License Generator</u>.

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

See also

Configuration project.config 2981: GeneratorConfig 304 Configuration project.config 2981: GeneratorApp 304

1.8.3.1.1.12 IgnoreLocalInstCodes

This entry is used in combination with <u>AllowReactivation</u> 300.

If you use a network license, then all installation codes, which are local codes (e.g. NetBios-Name) and cannot be retrieved through the network, have to be filtered out for the reactivation. This installation code is ignored on comparing the hardware lds in combination with <u>MinIdenticalInstcodes</u> [307]. 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 [300] - turn on the reactivation feature <u>CheckInstcodeType</u> [302] - additional configuration setting <u>MinIdenticalInstcodes</u> [307]- additional configuration setting

1.8.3.1.1.13 InstCodeType1-n

This parameter is used to define, which <u>Installation Code</u> 27 is used to turn on <u>Copy</u> <u>Protection</u> 24. 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

 \land

If you do not want to activate Copy Protection, do not specify this entry.

1.8.3.1.1.14 IsSerial

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
- Create a Serial Number 104
- Manual Product Activation 110



This option simplifies the generation of Serial Numbers, as the end user only can select a module, which is used as a Serial Number.

Example

<lsSerial>QHD001</lsSerial>

You can specify multiple modules as Serial Number.

<lsSerial>QHD001</lsSerial> <lsSerial>QHD003</lsSerial>

If this definition is missing, all modules are used by default.

1.8.3.1.1.15 MinIdenticalInstcodes

This entry is used in combination with <u>AllowReactivation</u> to identify a machine.

The parameter defines the number of <u>installation codes</u>, $\boxed{27}$ 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

<u>AllowReactivation</u> and - activate this option and detail information <u>CheckInstcodeType</u> and - alternative configuration setting <u>IgnoreLocalInstCodes</u> and - additional configuration setting

1.8.3.1.1.16 LvsDefaultName

The default name of the license file when uploaded to the Activation Server 6.

Default: name of the license file

1.8.3.1.1.17 LvsOverwriteServerChanges

By default, changing a license file on the Activation Server 6 has a higher priority then changing the local license file. If a license file upload is done, the changes on the Activation Server 6 are **not** overwritten.

If a license file upload should always result in a **1 to 1 copy of the local license file**, set the value to true.

Default value: false

1.8.3.1.1.18 MultipleLVS

Defines, if **multiple** license files per ID can be uploaded. If only one license file per ID should be possible, set the value to false.

Default value: true

1.8.3.1.1.19 NoOfAllowedEntryOccur

Number of times the same Entry Key 26 is allowed to be activated.

Default value: 1

The Serial Number, used with <u>EasyGo</u> and All-In-One Protector, is an <u>Entry</u> Key 2° and not an <u>Activation Key</u> 2° . Therefore, the definition has to be made with NoOfAllowedEntryOccur and not with NoOfAllowedKeyOccur.

See also

<u>AllowReactivation</u> (300) to allow multiple activations on the same machine <u>NoOfAllowedKeyOccor</u> (308) to define the number of activations for Activation Keys

1.8.3.1.1.20 NumberOfKeysToDisplay

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

Default value: 1

1.8.3.1.1.21 NoOfAllowedKeyOccur

Number of times the same <u>Activation Key</u> 2^{2} is allowed to be activated.

Default: 1



See also

<u>AllowReactivation</u> and to allow multiple activations on the same machine <u>NoOfAllowedEntryOccur</u> and to define the number of activations for Entry Keys

1.8.3.1.1.22 ProjectID

Project name, defined in the project template. Must be unique

Example: demo-easygo

The project name used in the project.config file **must match** the project name, defined in the project template.

9

Also define the full project name using ProjectDescription

See also

Definition of a project 28

1.8.3.1.1.23 ProjectDescription

You can define a name, which is shown in the project / product select list box. This should be the full name of the application. If no *ProjectDescription* is defined, the project ID will be 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:	My application version 2.0	
Additional days after applying Serial Number:		
Number of Users:	1	
Store Key in Activation Server		
Number of desired Serial Numbers:	1	•
	<u>Create Key</u> 🔀 <u>Cancel</u>	

1.8.3.1.1.24 StoreKey

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

The definition is valid for

- Create an Activation Key 120
- Create a Serial Number 104

Default value: No

Create a Serial Number		Required Information
Product Name: Number of days to evaluate: Store Key in Activation Server Number of desired Serial Numbers:	EasyGo Demo Projekt	
Serial Number Key Options: Is Locked: Maximum Key / ID Usage: External Group:		
External ID: Note:		~
a <u>c</u>	reate Key 🗱 <u>Cancel</u>	



This feature is supported only with Internet Explorer

1.8.3.1.1.25 TicketValidMinutes

To ensure, that the user does not manipulate the date on his local PC during a product activation or regular online check, the time difference in minutes can be controlled.

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

1.8.3.2 Workflow Configuration File

This file defines the **workflow**, which is done during a product activation. It also includes the definition, for which modules an Activation Key can be generated.

The filename of the workflow file is defined in the <u>project.config</u> [298] file with the tag <<u>GeneratorConfig</u> [304]>. A good idea is to have one workflow file per project, e.g. configworkflow-easygo.xml.

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

Important settings to change are:

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

- · ProjectFilename name of the project template
- CreateCopyProtectionKey Yes/No value. Activate copy protection when the product is activated. Which hardware ID is used is specified with InstCodeTypex 306

If you want to create Activation Keys, using the Administration Interface, you have to add a product definition for every module you want to create a key.



The module can then be selected in a picklist.

Example:

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 6. See <u>Upload</u> <u>Configuration Files</u> 313.

1.8.3.3 Project Template

The project template file is necessary, as the Activation Server sends keys during the product activation process. To send a key, the personal encryption is needed and also the module type definition.

The project template is defined in the <u>activation workflow configuration file</u> with the parameter <ProjectFilename>.

Just use your original project template, which you use in the Licence Generator to generate the license file.

The file must be copied in the folder **.\alg** on the Activation Server 6. See <u>Upload</u> <u>Configuration Files</u> 313.

1.8.3.4 Upload Configuration Files

You have to copy your files to the Activation Server 6 with an FTP software (using the File Explorer will not work).

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

The user name always starts with lp + number.

Host:	registerserver.net	Port:
Servertype:	FTP - File Transfer Protoco	l
Logontype:	Normal	
User:	lp11462923	
Password: Account:	•••••	Your hosting username
Comments:		

It is important to set the transfer mode to Active

Transfer r				
7.89				
Defaul	t <u>O A</u> ctive	e O <u>P</u> assive		
🔲 Limit n	umber of sir	nultaneous cor	nnection	S
Maxim	um number	of connections	s: 1	A

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 still config-workflow-xy.xml

Select the folder **\pconfig** and copy the project.config

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

1.8.4 How TOs and FAQ - Activation Server

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

1.8.4.1 Accept only uploaded Activation Keys

Defines, if an Activation Key 22 is only accepted when the key was previously uploaded to the Activation Server 6. It is like a positive list. Only entries, which are already stored in the Activation Server 6 are accepted. By default, the Activation Server 6 accepts all valid keys. All-In-One Protector makes the validation (e.g. encryption, module number etc.) and sends only valid keys to the Activation Server 6.

Accepting only uploaded IDs adds more security because only Activation Keys, which are known to the Activation Server 6, can be used.

There are 2 ways to upload:

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

If you want to use this feature, then CheckActivationKeys 302 and ActivationKeyRequired 300 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 315

1.8.4.2 Accept only uploaded Serial Numbers / IDs

Defines, if product activation is only accepted, when the Serial Number / ID was previously uploaded to the Activation Server 6. It is like a positive list. Only entries, which are already stored in the Activation Server 6 are accepted. All-In-One Protector makes the validation (e.g. encryption, module number etc.) and sends only valid Serial Numbers to the Activation Server 6.

Accepting only uploaded IDs is more security because only IDs / Serial Numbers, which are known to the Activation Server 6, can be used.

There are 2 ways to upload:

• Upload a single key / ID - see Add a Key on the Activation Server [16]

• Upload a complete keylist / ID-list - see Import

If you want to use this feature, then <u>CheckActivationKeys</u> and <u>EntryRequired</u> in the project.config file have to be set to Yes.

<CheckActivationKeys>Yes</CheckActivationKeys> <EntryRequired>Yes</EntryRequired>

To allow only uploaded Serial Numbers, this configuration setting has to be used and not <u>AllowKeyRequired</u>. 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 315

1.8.4.3 How do I track errors?

The Activation Server 6 logs all operations in an error log. To get an detail error, login into the Administration Interface, select menu *Administration / Setup*, **Download Logfile.** Search in the logfile for the error.

After making changes restart the Activation Server 6 to ensure, that all modifications are applied. Select menu *Administration / Setup*, **Restart Activation Server**.

1.8.4.4 How to change the date format?

The date format can be changed to the users preference like US, German or English format within the <u>user settings</u> 158].

1.8.4.5 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 (<u>Modify an Activation</u> **1**). The main purpose is to allow another activation for a specific user.

The default number of activations (<u>NoOfAllowedEntryOccur</u> (100)) / Activation Keys (<u>NoOfAllowedKeyOccur</u> (100)) for a specific project (<u>ProjectID</u> (100)) is defined in the project.config (200). file

If you want to allow more activations for a specific Serial Number or Activation Key **in advance** (before handing out the key) <u>How can I specify the number of times a key can</u> be used?

See also

Maximum Key / ID usage 27 Effective Key / ID usage 26

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

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

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, <u>Add a Key on the Activation Server</u>. 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 27 Effective Key / ID usage 26

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

If a software is <u>activated</u> [27], it can be either found in the *Reports* Tab, report <u>Activation</u> [49] or within the *Data Management* Tab, <u>Key List</u> [62] or <u>Transactions</u> [52].

Either search for customer name or Entry Key.



If you are using <u>Serial Numbers</u>, then the Entry Key is the Serial Number.

1.8.4.8 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*, <u>Add a Key on the Activation Server</u>. Alternatively you can <u>import a key list</u> and lock the complete key list.

The key has been used

To prevent, that a key can be used again (even for an reinstallation on the same machine) you have to search for the key.

Select *Data Management* Tab, <u>Transactions</u> $\begin{bmatrix} 52 \\ 52 \end{bmatrix}$. In the field *Entry Key* type in the Serial Number and press **Search**. Then click on <u>View</u> $\begin{bmatrix} 56 \\ 56 \end{bmatrix}$ 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, <u>Transactions</u> $\begin{bmatrix} 52 \\ 52 \end{bmatrix}$. In the field Entry Key type in the license identification. This could be the Serial Number or your own ID and press Search. Then click on <u>View</u> $\begin{bmatrix} 56 \\ 56 \end{bmatrix}$ to get the detail page of the record. Check: **Is Locked** and press Save.

See also lock or revoke a license

1.8.4.9 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**.

<u>Scenario</u>

- 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 <u>MinIdenticalInstcodes</u> 307, 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.

MinldenticalInstcodes is ignored if a list of installation codes is defined with <u>CheckInstCodeType</u> 302.

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 300
- Set the values how to identify a machine see MinIdenticalInstcodes 307
- See also <u>CheckInstCodeType</u> 302 and <u>IgnoreLocalInstCode</u> 305 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 $\underline{Modify \text{ an Activation}}$

See also

Maximum Key / ID usage 27 Effective Key / ID usage 26

1.8.4.10 How to edit an XML file

A lot of configuration files (e.g. the file for the project.config (208)) 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.

🖟 licprotectorws.config - XML Notepad							
File Edit View Insert Tools Help							
Structure	Values						
□ T Configuration							
🖻 💼 Project							
ProjectID	demo-easygo						
CheckActivationKeys	yes						
NoOfAllowedKeyOccur	1						
CheckEntries	yes						
EntryRequired	no						
NoOfAllowedEntryOccur	1						
InstCodeType1	6						
InstCodeType2	1						
InstCodeType3	3						
🔨 GeneratorPath	C:\Inetpub\wwwroot\ptest\pweb\bi						
GeneratorApp	AutoLicGenerator.exe						
GeneratorConfig	config-autogenerator.xml						

1.8.5 Mirage Hosting Service

Mirage offers a Hosting of the Activation Server 6 which includes the setup of the server and applying updates. For details of the hosting offer see website: <u>All-In-One Protector</u>

1.8.5.1 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.

1.8.6 Error Codes and Messages

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

- Errors sort by error code 321
- Other errors 327

1.8.6.1 Activation Server - Error Codes

The Activation Server 6 has 2 different types of error messages

Error codes of the DLL

If an online activation is not successful, the DLL creates an error code like error 3013 or 3014. The details of an error can be found in the server log file 131.

Error codes of the Activation Server 6

Errors which are created on the server side are written into a log file. The details of an error can be found in the server log file [13].

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 <u>Necessary Rights for ASP Service</u> 276
- Your license file expired or more projects are used then included in the license for more details view the log file [131]
- **3001**

Connection to the Activation Server 6 could not be established. Typical causes of this error are:

- Activation Server 6 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 6, you should click on the link "**Proxy Settings**". If there is a Proxy Server set in your Web Browser, you should check "Use Proxy Server". If you use Microsoft Internet Explorer simply check "Use settings from Internet Explorer". If you use another Web Browser or you want to enter the Proxy Server data manually, don't check "Use settings from Internet Explorer" but enter the address of your Proxy Server (IP address or server name) and your Proxy Port (mostly 80 or 8080). Copy these values from the settings in your Web Browser.

Web Activation					
\square	The licence has to be checked online.				
and the second s	Please provide a connection to the internet and activate it. Proxy settings				
	Activate now Cancel				

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 <u>configuration settings</u> [298]
- The defined project config file is missing
- The defined project main file (defined in the config file) is missing

3003

ProjectID (300) is missing - check the configuration file in the folder \pconfig (older installations licprotectorws.config)

3004

An unknown <u>instcode</u> is used - check the configuration file in the folder \pconfig (older installations licprotectorws.config)

3005

No projects could be found - check the configuration file in the folder \pconfig (older installations licprotectorws.config)

3006

Bad request

- ProjectName is empty check project template
- A request to the Activation Server 6 was made not using Activation Server 6

3007

Unknown request type. This situation could only occur, if the Activation Server 6 version is newer than the Activation Server 6 server version and Activation Server 6 uses a command, which is unknown to the Activation Server 6

3008

Writing to database failed. Check, if the database is running and check the <u>database</u> setup 274.

3009

Reading from database failed. Check, if the database is running and check the database setup [274]

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 - $\frac{\text{details}}{56}$

3011

The project is missing on the server. Upload the project (TAB Activation Server / *Update Project on the Activation Server*)

Unknown project name - the <u>ProjectID</u> used in the configuration file in the folder (pconfig (older installations licprotectorws.config)**must match** the project name, defined in the project template. Check the <u>activation workflow configuration file</u> (at 1), 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 <u>view the log file rate</u>. Check if you have spaces or special characters in the project name.

3013

This error indicates, that the Automatic License Generator, which is used to create Activation Keys as a response to the Transaction, can not create Activation Keys. Most often a project definition is missing or wrong on the Activation Server 6.

If you use a date, make sure that the date format matches the settings of the server operating system - e.g. if you have an US operating system, the date format in the XML file must match this format (e.g. 01/30/2008 - wrong format would be 30.01.2008).

Also, if the ProductID and ModuleID in the config file do not match with the ID you use in the command for the product activation, this could generate the error.

If this error occurs in combination with error 9 (see log file), then check necessary rights for <u>ASP Service</u>. 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 <u>ASP Service</u> 276 for the files in the sub folder **\alg** are missing. Especially make sure that all files with the extension **.XML** have the rights. The rights settings could have been changed if you have replaced the files.

To get the detail error, login into the Administration Interface, select menu Tools, **Download Logfile.** Search in the logfile for this error.

- Upload the correct project definition
- Select menu Tools, Restart Webservice

3014

Time difference between server and client does not match.

Error 3014 tells you that a request (e.g. product Transaction) or an answer between a Licence/All-In-One Protector client and the Web Activation Service (WAS) failed due to an invalid ticket. A ticket ensures that a request can not be faked by simply replaying it. That is because the ticket may have expired. As default a ticket stays valid for **24** hours.

If your user does not have the correct time set on his PC, the error 3014 may also occur. You can react as follows:

- tell the user to correct the local time setting on his client
- increase the validity of all tickets. Change in the <u>Product Configuration 134</u> page the value: *Maximum time difference between server / customer PC in minutes*. The default value is 1440 which is 24 hours.

Notice: The greater the value is set, the weaker is your protection against replay attacks.

Notice: Make sure that your Activation Server 6 has also set the correct time. We recommend using the network time protocol NTP to ensure that the time of the server is set correctly. Consult the OS's documentation how to turn this on.

In case a download or upload of a license file is done, the error could also indicate that the length of the encryption code exceeds 40 characters.

3015

Serial Number / ID / Activation Key does not exist on the Activation Server 6

The project is configured in the way, that a Serial Number / ID / Activation Key must be added on the Activation Server 6 before it can be used (see: <u>Accept only uploaded</u> <u>Serial Numbers / IDs</u>). When a product activation is done with a Serial Number / ID / Activation Key, which is not stored in the database, error 3015 is generated.

Solution

- Add a key on the Activation Server 6 116
- Only <u>create Serial Numbers</u> using the Activation Server 6 and not the All-In-One Protector Generator

3018

The Serial Number / ID was locked.

In case a download or upload of a license file is done, the error could also indicate that the length of the encryption code exceeds 40 characters.

3030

Deactivation not possible. This error typically occurs when the product was already deactivated and you try to deactivate it again.

Solution: Reactivate the product

Another reason for the error is that you are using a Licence Protector version 4.x and an Activation Server version below 4.1. Update to 4.1 12 or higher.

3040

A license file download is not possible because the name of the license file in combination with the used ID does not exist or the security code is wrong or 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 149

3071

Enable the product configuration option: <u>Check an installation and protocol</u> it for MAC projects

3090

There is a problem with your license. If you are a hosting customer contact <u>support@mirage-systems.de</u>. If you run your own server send us the log file and the license file (folder ALG, lpwas.lic).

Reading projects failed with: load config failed

Configuration file licprotectorws.config or a file in the folder \pconfig could not be read

The XML format is wrong. Use an XML editor to edit the file and check all <u>configuration</u> settings [298]

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 version below 4.1.

= 4101

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

1.8.6.2 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 6.

- Import the Activation Keys with a key list 131 or manually add an Activation Key 134 or
- Deselect this option see ActivationKeyRequired

1.9 Data Center / Master Subscription / GDPR

The Mirage hosting service is GDPR (EU General Data Protection Regulation) compliant. The server functionality ensures that the required options for user access and permission restrictions are available. The high security standards and backup strategies of the Amazon data center provide a service which is secure and highly available.

Please read the following information carefully

- Master Subscription Agreement / Legal Information 327
- Data stored and processed 328
- Data Center Setup 330

1.9.1 Master Subscription Agreement / Legal information

Master Subscription Agreement

When an admin user logs in the Activation Server 6 after May, 23rd 2018, he has to agree to the **Master Subscription Agreement** (MSA) which governs your acquisition and use of our services. Within 14 days after the Master Subscription notification is displayed, the admin user has to agree. The date and time when the admin agrees is protocolled and visible in the <u>user profile</u> [157].

In case there are reasons why an admin user does not want to agree, the service will no longer be available and you can contact <u>sales@mirage-systems.com</u> to get a refund for the remaining time period of the subscription.

The latest version of the Master Subscription Agreement can be found in the <u>Support</u> <u>Center</u>.

	Home		Metrics	Reports	×	Data Management	~	Keys	~	Administration / Setup	~
Master S	Subscription Agr	reement	Please review the terms	below and click the Agre	e button.						
14 days left t	to accept the master s	ubscription a	greement.								
Latest M	aster Subscription	Agreemen	it								
File V	liew										
erinc 😸											
							www.mirage-syste	ams.do			
						Master Subscription Agreemer	nt				
						THIS AGREEMENT GOVERNS YO	UR ACQUISITION	AND USE OF OUR S	ERVICES.		
					IF YOU REGISTER FOR A FREE TRIAL FOR OUR SERVICES OR FOR FREE SERVICES, THE APPLICABLE						
					PROVISIONS OF THIS AGREEMENT WILL ALSO GOVERN THAT FREE TRIAL OR THOSE FREE SERVICES. BY ACCEPTING THIS AGREEMENT, BY CLICKING A BOX INDICATING YOUR ACCEPTANCE; BY						
						EXECUTING AN ORDER FORM T	HAT REFERENCES	5 THIS AGREEMENT;	OR, FOR FREE S	ERVICES, BY	
						USING SUCH SERVICES, YOU AG INTO THIS AGREEMENT ON BEH	HALF OF A COMP	ANY OR OTHER LEGA	L ENTITY, YOU	REPRESENT	
						THAT YOU HAVE THE AUTHORIT CONDITIONS, IN WHICH CASE T					
						ITS AFFILIATES. IF YOU DO NOT	HAVE SUCH AUT	HORITY, OR IF YOU D	O NOT AGREE	WITH THESE	
						TERMS AND CONDITIONS, YOU SERVICES.	MUST NOT ACCE	EPT THIS AGREEMEN	T AND MAY NO	T USE THE	
						You may not access the Service					
						concent in addition. You may n	ot accord the Cor	succe for surpasses of	t monitoring th	or availability	
□ I am aut	horized to accept th	is agreeme	nt on behalf of my orga	nization.							
	the agreement.										
							Agree	Cancel			

³You can print the MSA and keep a copy.

Additional contracts / documents

- Customers with a subscription (Cloud Edition or hosting subscription) and who have agreed to the Master Subscription Agreement, can request to sign a <u>data processing</u> addendum with Mirage
- Mirage has signed a data processing addendum with Amazon Web Services

1.9.2 Data stored and processed

What you should know about the hosted version of the Activation Server 6

- It runs in the <u>Amazon data center</u> and in Ireland. In case of a service interruption the service could be moved to other Amazon data centers in the EU
- Additional Backups are stored in Amazon data centers in the EU
- It is a high availability server pool which ensures an uninterrupted service

• Customer data is kept as long as the subscription is valid. Once the subscription is canceled, the server database is set in an offline mode and it is deleted after some time (see Mirage Data Processing Addendum)

The following data is stored in the Activation Server 6. Depending on the usage of Licence Protector or All-In-One Protector only a part of the data could be available.

Data saved in combination with a Key / ID

- Product / Project Name
- Key / ID
- Module ID
- E-Mail Address of customer
- Customer name and address (depending on settings in Licence Protector / All-In-One Protector)
- Hostname of licensed computer
- IP-Address
- Hardware Profile of a computer
- Operating System information (like Windows or macOS version)
- Date / time of a transaction
- Reseller Name
- Maximum ID / Key usage, Effective Key usage
- Additional information to a key / ID like notes, Abusive Usage, Lock status
- Status information like product deactivated, product locked, key validated

Data saved in combination with a license file

If a license file is uploaded it is like a backup of the local license file and all information in the local file are stored on the server .

Metrics

Sending of metric data has to be enabled. Only then the data is sent - either anonymous or linked to a Serial Number. Right now the Activation Server only supports anonymous reports even if the metric data is linked to a Serial Number.

Default metric data are

- Operating system
- Platform type
- Physical memory
- CPU-Type
- Screen resolution
- · User language of the operating system
- Location information (on country level)
- Product Project Name
- Date / Time

Additional metric information are

- Date / Time when a version was installed
- Date / Time when a module was activated or deactivated
- Date / Time when a product was used (application start or document open)

If non-anonymous metrics are used

- Computername
- Username with Domain
- WindowsID

In addition to that, Licence Protector allows implementing own metric information.



- All Licence and All-In-One Protector Editions send anonymous metric data
- The information sent could change with any update

1.9.3 Data Center Setup

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

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

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



Check the actual status of the server pool

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