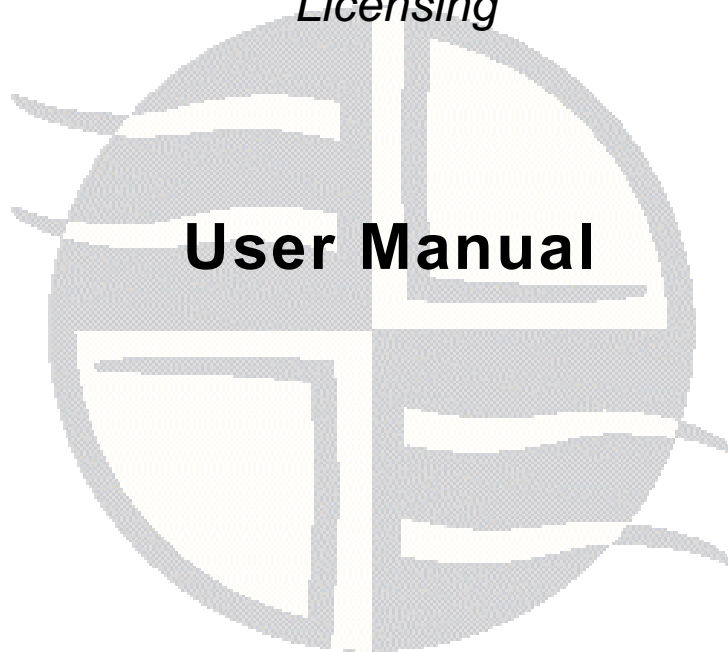


Easysoft Data Access

Licensing



User Manual



Version 21.

Publisher: Easysoft Limited

Thorp Arch Grange

Thorp Arch

Wetherby

LS23 7BA

United Kingdom

Copyright © 1993-2013 by Easysoft Limited.

All rights reserved.

You may not reverse engineer, decompile or disassemble this manual. Information in this manual is subject to change without notice. Companies, names, and data used in examples are fictitious unless otherwise noted.

The names of companies referred to herein, their corporate logos, the names of their hardware and software may be trade names, trademarks or registered trademarks of their respective owners.

Easysoft and the Easysoft logo are registered trademarks of Easysoft Limited.

CONTENTS

List of Figures	5
Preface	7
Intended Audience	8
Displaying the Manual	8
Notational Conventions	9
Typographical Conventions	10
Contents	11
Trademarks	12
Chapter 1	13
Introduction	13
How licensing works	14
Trial and purchased licenses	14
Authorization codes	15
Machine numbers	16
License keys	16
Before you begin	17
Chapter 2	19
Windows Licensing	19
Obtaining trial licenses	20
Obtaining purchased licenses	24
Removing a license	28
Preserving licenses when upgrading software	29



Chapter 3	Unix Licensing	31
	Obtaining trial licenses	32
	Obtaining purchased licenses	35
	Removing a license	39
	Preserving licenses when upgrading software	41
	More about Unix licensing	41
Chapter 4	Troubleshooting	44
	Overview	45
	Client-Side errors	46
	Server-Side errors	48
	Firewalls	49
Appendix A	Glossary	50
Index	52

LIST OF FIGURES

Figure 1: Obtaining trial licenses via the Windows License Manager	21
Figure 2: Obtaining purchased licenses via the Windows License Manager.	25

This page left blank intentionally

PREFACE



About this manual

This manual explains how to license Easysoft software on Windows and Unix platforms.

Chapter Guide

- [Intended Audience](#)
- [Displaying the Manual](#)
- [Notational Conventions](#)
- [Typographical Conventions](#)
- [Contents](#)
- [Trademarks](#)



PREFACE

About this manual

Intended Audience

The sections written for the Microsoft Windows platforms require some familiarity with the use of buttons, menus, icons and text boxes. If you have any experience of Apple Macintosh computers, Microsoft Windows or the X Window System, you will have no difficulty with these sections.

The Unix-based sections require that you are experienced at using a Unix shell, and can perform basic functions like editing a file. More complex activities are detailed more clearly and do not require any knowledge of specialist Unix shells.

Displaying the Manual

This manual is available in the following formats:

- Portable Document Format (PDF), which can be displayed and printed using the Acrobat Reader, available free from Adobe at <http://www.adobe.com>.
- HTML (the format Easysoft recommend for viewing onscreen).

Notational Conventions

Across the range of Easysoft manuals you will encounter passages that are emphasized with a box and a label.

A *note box* provides additional information that may further your understanding of a particular procedure or piece of information relating to a particular section of this manual:

NB	Note boxes often highlight information that you may need to be aware of when using a particular feature.
-----------	--

A *reference box* refers to resources external to the manual, such as a useful website or suggested reading:

REF	For more manuals that use this convention, see the rest of the Easysoft documentation.
------------	--

A *platform note* provides platform-specific information for a particular procedure step:

Linux	In Linux you must log on as the <code>root</code> user in order to make many important changes.
--------------	---

A *caution box* is used to provide important information that you should check and understand, prior to starting a particular procedure or reading a particular section of this manual:

Caution!	Be sure to pay attention to these paragraphs because Caution boxes are important!
-----------------	---

Information has also been grouped within some chapters into two broad classes of operating system, Windows and Unix, for which side tabs are used to help you turn to the section relevant to you.

Typographical Conventions

To avoid ambiguity, typographic effects have been applied to certain types of reference:

- User interface components such as icon names, menu names, buttons and selections are presented in bold, for example:

Click **Next** to continue.

Where there is a chain of submenus, the following convention is used:

Choose **Start > Programs > Command Prompt**.

- Commands to be typed are presented using a monotype font, for example:

At the command prompt type `admin`.

- Keyboard Commands

It is assumed that all typed commands will be committed by pressing the `<Enter>` key, and as such this will not normally be indicated in this manual. Other key presses are italicized and enclosed by angle brackets, for example:

Press `<F1>` for help.

- File listings and system names (such as file names, directories and database fields) are presented using the monotype plain text style.

Contents

- **Introduction**
An overview of Easysoft Licensing.
- **Windows Licensing**
How to license Easysoft products under Windows.
- **Unix Licensing**
How to license Easysoft products under Unix.
- **Troubleshooting**
Details of problems and error messages that can be encountered with the Easysoft License Manager.
- **Glossary**
Glossary of terms.

Trademarks

Throughout this manual, *Windows* refers generically to Microsoft Windows 95, 98, 2000, NT, XP, ME, 2003 Server or Vista, which are trademarks of the Microsoft Corporation. The X Window system is specifically excluded from this and is referred to as *The X Window System* or just *X*.

Note also that although the name UNIX is a registered trademark of The Open Group, the term has come to encompass a whole range of UNIX-like operating systems, including the free, public Linux and even the proprietary Solaris. Easysoft use Unix (note the case) as a general term covering the wide range of Open and proprietary operating systems commonly understood to be Unix ‘flavors’.

Easysoft and Easysoft Data Access are trademarks of Easysoft Limited.

InterBase is a trademark of the Borland Software Corporation.

INTRODUCTION

How to license Easysoft products

Most Easysoft products cannot be used until they have been licensed.

This section describes the different elements of Easysoft licensing and how they work.

Chapter Guide

- **How licensing works**
- **Trial and purchased licenses**
- **Authorization codes**
- **Machine numbers**
- **License keys**
- **Before you begin**



INTRODUCTION

How to license Easysoft products

How licensing works

Easysoft product licenses are generated and managed using the License Server and the License Manager:

- The License Manager runs on the machine on which you are running the software and is used to obtain either an authorization code or a machine number.
- This information is sent to the License Server on a machine at Easysoft, which generates and then returns a license key.

NB

Only your contact details and license request identifier are passed to the License Server at Easysoft.

- The License Manager is then used to apply the license key and you can begin to use your chosen Easysoft product.

Trial and purchased licenses

Easysoft products cannot be used until you have licensed them.

The following types of license are available:

- A *trial license* is free and gives you unrestricted use of the product for a limited period (usually 14 days). This license is designed for beta testers and customers wishing to evaluate Easysoft products.
- A *purchased license* can be obtained for a fixed number of concurrent database connections, or unlimited concurrent database connections. Only the license is purchased. The software product itself remains the property of Easysoft.

A trial or purchased product license can be obtained either during installation or by running the License Manager separately later.

You cannot obtain a purchased license until you have received an *authorization code* (see **"Authorization codes" on page 15**).

Also, depending on how you apply for a trial or purchased license, you may need to supply a *machine number* (see **"Machine numbers" on page 16**) to Easysoft and apply the *license key* (see **"License keys" on page 16**) to activate the license.

NB

At the discretion of Easysoft, customers obtaining trial licenses are provided with support during their evaluation period from the Easysoft Support team at support@easysoft.com. Support contracts for purchased licenses can be purchased by contacting Easysoft Sales team via sales@easysoft.com.

Authorization codes

An authorization code represents a product code and number of licensed connections purchased. It is not specific to any one machine (see **"Machine numbers" on page 16**).

To obtain a purchased license for a product you must have an authorization code, which is emailed to you when you purchase the product (either from the Easysoft web site at <http://www.easysoft.com> or by contacting the Easysoft Sales team via sales@easysoft.com).

You do not need an authorization code to obtain a trial license.

NB

Some Easysoft Data Access products consist of multiple components, so a single authorization code can result in multiple licenses, one for each component of the product.



INTRODUCTION

How to license Easysoft products

Machine numbers

No trial or purchased license can be generated until the Easysoft License Server has received the machine number of the machine on which the software is installed.

- If this machine has a connection to the Internet (is online), the machine number can be delivered to the Easysoft License Server automatically. A license key is then generated and applied automatically and you can start using the software.
- If this machine does not have a connection to the Internet (is offline), you must acquire the machine number by running the License Manager and then send it to the Easysoft Licensing team at license@easysoft.com. The license key is then emailed to you to be applied manually.

License keys

The Easysoft License Server generates a license key when it has received either your authorization code (for purchased licenses) or your machine number (for trial and purchased licenses).

The license key must then be applied on the machine where the software is installed (note that in the case of client-server software that the license is always installed on the server machine):

- If this machine has a connection to the Internet (is online), and you chose the automatic/online license request, the license key is applied automatically and you need not be aware of it.
- If this machine does not have a connection to the Internet (is offline), after you have sent your machine number to the Easysoft Licensing team at license@easysoft.com you will

receive your license key by email and you must apply it manually.

Once the license key has been applied, you can begin using the software.

NB Operating system upgrades or certain hardware changes (such as replacing the network card) nullify licenses and require new ones to be requested.

Before you begin

Before you license a product, you must know:

- whether you want a trial or purchased license.
- whether the machine on which the software will be running is a Windows or Unix machine.
- whether the machine on which the software will be running is online or offline (that is, whether or not it has a connection to the Internet).

When you have this information, go to the licensing section which is relevant to you:

Under Windows:

- **Obtaining trial licenses**
- **Obtaining purchased licenses**

Under Unix:

- **Obtaining trial licenses**
- **Obtaining purchased licenses**

This page left blank intentionally

WINDOWS LICENSING

Licensing Easysoft products under Windows

This section explains how to obtain each type of license for an Easysoft product under Windows.

It also explains how to remove a license and how to preserve one when re-installing software.

Chapter Guide

- **Obtaining trial licenses**
- **Obtaining purchased licenses**
- **Removing a license**
- **Preserving licenses when upgrading software**

Obtaining trial licenses

A trial license gives you full use of an Easysoft product for a limited period (usually 14 days).

How you obtain a trial license depends on whether the machine on which you intend to use the software is online or offline.

OBTAINING TRIAL LICENSES (ONLINE METHOD)

If the machine on which you intend to use the software has a connection to the Internet (is online), work through these steps to obtain a trial license:

1. Download and install the software if you have not already done so.
The License Manager starts automatically at the end of the install procedure.
2. If the License Manager is not already open choose **Start > Programs > Easysoft > Easysoft Licensing > License Manager**.
3. Fill in the **Name**, **E-Mail Address**, **Company**, **Telephone** and **Facsimile** fields in the Contact Information section on the main screen of the License Manager:

Easysoft Data Access License Manager

Contact Information

The following contact details are required to generate your license keys. If you have already registered with the Easysoft web site, please ensure your details are consistent with your registration.

Name:

E-Mail Address:

Company:

Telephone:

Facsimile:

Buttons: Finish, Help

Installed Licenses

License keys can be generated by clicking the Request License option. To add licenses already supplied to you, click the Enter License option.

Buttons: Request License, Remove License, Remote License, Enter License

Figure 1: Obtaining trial licenses via the Windows License Manager

4. Click **Request License**.

If there is a problem at this point you will see a message displayed within a dialog box.

Click **Help** for more details, as documented in **"Troubleshooting" on page 44**.

5. Choose **Time Limited Trial**, then click **Next**.

6. Choose the product you are licensing, then click **Next**.

7. Choose Online Request.

After a few moments, a message is displayed telling you the number of licenses that have been added.

The product is now licensed and you can begin using it.

OBTAINING TRIAL LICENSES (OFFLINE METHOD)

If the machine on which you intend to use the software does not have a connection to the Internet (is offline), work through these steps to obtain a trial license:

1. Download and install the software if you have not already done so.

The License Manager starts automatically at the end of the install procedure.

2. If the License Manager is not already open, choose **Start > Programs > Easysoft > Easysoft Licensing > License Manager.****3. Fill in the **Name, E-Mail Address, Company, Telephone** and **Facsimile** fields in the Contact Information section on the main screen of the License Manager (see **Figure 1 on page 21**).****4. Click **Request License**.**

If there is a problem at this point you will see a message displayed within a dialog box.

Click **Help** for more details, as documented in **"Troubleshooting" on page 44**.

5. Choose **Time Limited Trial, then click **Next**.****6. Choose the product you are licensing, then click **Next**.****7. Choose **View Request**.**

A separate window opens displaying a string in the format XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX.

This is the machine number which you must supply to Easysoft.

8. In the window displaying the machine number, choose **File > Save To File** then enter a filename and click **Save**. Email this file to license@easysoft.com and your license key(s) will be emailed to you shortly.

If necessary, you can close the License Manager and reopen it when you receive your license keys.

9. When you receive your license key(s), either:
 - Double-click the attachment in the email to apply the license key(s) automatically.
 - OR –
 - Run the License Manager, click **Enter License** and then copy and paste the license key(s) from the email into the dialog box. You can type the license keys into the dialog box if you prefer. Click **Apply**. After a few moments, a message is displayed telling you the number of licenses that have been added.

The product is now licensed and you can begin using it.

If you cannot use email, then choose **Print Request** (at [step 7 on page 22](#)).

You can then fax or telephone the machine number details to the Licensing Department at Easysoft.

A member of staff will forward your license key(s) to you so that you can continue with [step 9 on page 23](#).

Contact Licensing at:

Tel: +44 (0)1937 863 450

Fax: +44 (0)1937 863 550

Obtaining purchased licenses

Purchased licenses are available for either a fixed or unlimited number of concurrent database connections and give you permanent use of an Easysoft product.

How you obtain a purchased license depends on whether the machine on which you intend to use the software is online or offline.

OBTAINING PURCHASED LICENSES (ONLINE METHOD)

If the machine on which you intend to use the software has a connection to the Internet (is online), work through these steps to obtain a purchased license:

1. Download the software if you have not already done so.
2. Obtain your authorization code by purchasing the software either from the Easysoft web site (<http://www.easysoft.com>) or by contacting the Sales Department on +44 (0) 1937 860 000.

Your authorization code(s) will be emailed to you.

3. When you receive your authorization code(s), install the software if you have not already done so.

The License Manager starts automatically at the end of the install procedure.

4. If the License Manager is not already open, choose **Start > Programs > Easysoft > Easysoft Licensing > License Manager**.

5. Fill in the **Name**, **E-Mail Address**, **Company**, **Telephone** and **Facsimile** fields in the Contact Information section on the main screen of the License Manager:

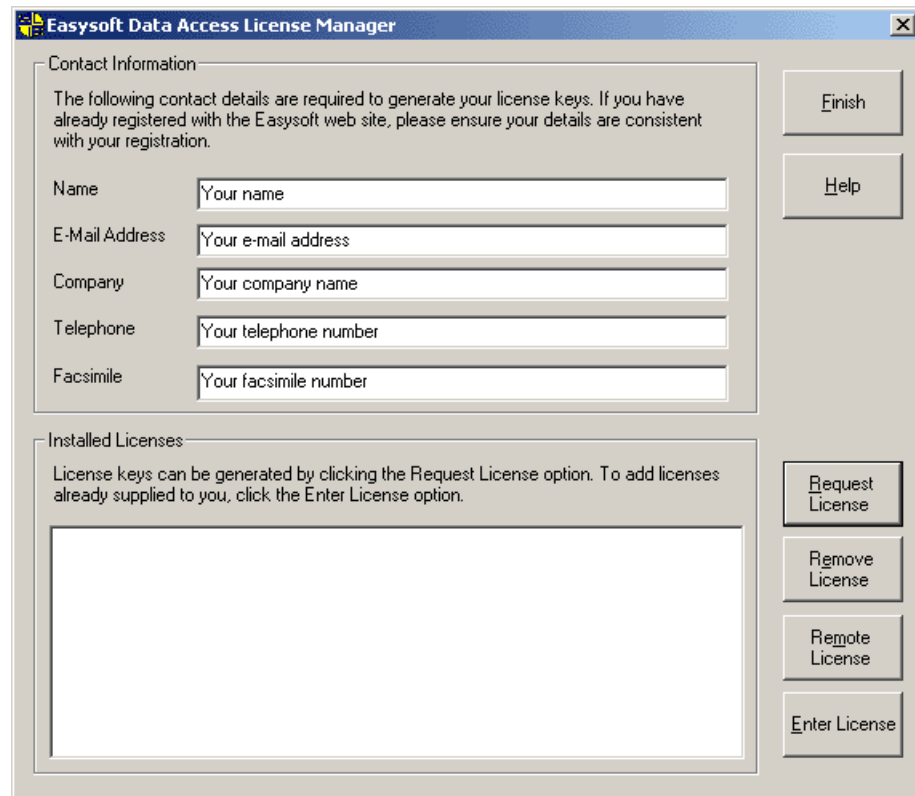


Figure 2: Obtaining purchased licenses via the Windows License Manager

6. Click **Request License**.

If there is a problem at this point you will see a message displayed within a dialog box.

Click **Help** for more details, as documented in **"Troubleshooting"** on page 44.

7. Choose **Non-expiring**, then click **Next**.
8. Enter your authorization code(s), then click **Next**.
9. Choose **Online Request**.

After a few moments, a message is displayed telling you the number of licenses that have been added.

The product is now licensed and you can begin using it.

OBTAINING PURCHASED LICENSES (OFFLINE METHOD)

If the machine on which you intend to use the software does not have a connection to the Internet (is offline), work through these steps to obtain a purchased license:

1. Download the software if you have not already done so.
2. Obtain your authorization code by purchasing the software from Easysoft by contacting the Sales Department on +44 (0) 1937 860 000.

Your authorization code(s) will be emailed to you.

3. When you receive your authorization code(s), install the software if you have not already done so.

The License Manager starts automatically at the end of the install procedure.

4. If the License Manager is not already open, choose **Start > Programs > Easysoft > Easysoft Licensing > License Manager**.
5. Fill in the **Name**, **E-Mail Address**, **Company**, **Telephone** and **Facsimile** fields in the Contact Information section on the main screen of the License Manager (see **Figure 2 on page 25**).
6. Click **Request License**.

If there is a problem at this point you will see a message displayed within a dialog box.

Click **Help** for more details, as documented in "**Troubleshooting**" on page 44.

7. Choose **Non-expiring**, then click **Next**.
8. Enter your authorization code(s), then click **Next**.
9. Choose **View Request**.

A separate window opens displaying a string in the format `XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX`.

This is the machine number which you must supply to Easysoft.

10. In the window displaying the machine number, choose **File > Save To File** then enter a filename and click **Save**. Email this file to license@easysoft.com and your license key(s) will be emailed to you shortly.

If necessary, you can close the License Manager and reopen it when you receive your license keys.

11. When you receive your license key(s), either:
 - Double-click the attachment in the email to apply the license key(s) automatically.
 - OR –
 - Run the License Manager, click **Enter License** and then copy and paste the license key(s) from the email into the dialog box. You can type the license keys into the dialog box if you prefer. Click **Apply**. After a few moments, a message is displayed telling you the number of licenses that have been added.

The product is now licensed and you can begin using it.

If you cannot use email , then choose **Print Request** (at **step 9 on page 27**).

You can then fax or telephone the machine number details to the Licensing Department at Easysoft.

A member of staff will forward your license key(s) to you so that you can continue with **step 11 on page 27**.

Contact Licensing at:

Tel: +44 (0)1937 863 450

Fax: +44 (0)1937 863 550

Removing a license

Occasionally you might want to remove a license (if the license has expired, for example).

To remove a license:

1. Choose **Start > Programs > Easysoft > Easysoft Licensing > License Manager**.
2. Click **Remove License**.

A dialog box appears, listing the licenses on this machine.

3. Click on each license that you want to delete.
4. Click **Next**.

A dialog box is displayed, asking you to confirm that you want to delete each selected license.

5. Click **Delete** or **Do Not Delete** for each license as appropriate.

Preserving licenses when upgrading software

When a license is added to an Easysoft product running under Windows, the licenses are added into the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Easysoft\Licences

Licenses are *not removed* with the software when an Easysoft product is removed by selecting **Start > Settings > Control Panel > Add/Remove Programs**.

Similarly, licenses are *not over-written* if an Easysoft product is upgraded and will still be utilised by the upgraded software.

However, any hardware change or re-installation of an operating system can result in removal or nullification of the license.

To prevent this take a copy of the registry key and store the file away from your server.

If the server is rebuilt the registry key can then be added back on to the server.

This page left blank intentionally

UNIX LICENSING

Licensing Easysoft products under Unix

This section explains how to obtain each type of license for an Easysoft product under Unix.

It also explains how to remove a license and how to preserve one when re-installing software.

Chapter Guide

- **Obtaining trial licenses**
- **Obtaining purchased licenses**
- **Removing a license**
- **Preserving licenses when upgrading software**
- **More about Unix licensing**

Obtaining trial licenses

A trial license gives you full use of an Easysoft product for a limited period (usually 14 days).

How you obtain a trial license depends on whether the machine on which you intend to use the software is online or offline.

OBTAINING TRIAL LICENSES ON UNIX (ONLINE METHOD)

If the machine on which you intend to use the software has a connection to the Internet (is online), work through these steps to obtain a trial license:

1. Log onto your Unix machine as the `root` user.
2. Download and install the software if you have not already done so.

The License Manager starts automatically at the end of the install procedure.

3. If the License Manager is not already running, change into the `/usr/local/easysoft/license` directory and then type `./licshell <Enter>`.

The License Manager displays a list of available Easysoft products.

4. Type the option number of the product for which you require a license (although several products may be listed, you can only successfully select one that you have installed on this machine).

The License Manager retrieves the machine number for your machine and then prompts you for some contact information.

5. Complete the Name, Company, Email, Telephone and Fax details.
6. When the **Ref** prompt appears, press `<Enter>`.

7. When asked how you want to obtain the license, choose option 1, **Automatically....** After a few moments, a message is displayed telling you the number of licenses that have been added.
8. Choose option 0 to quit the License Manager.
9. Type `y` when asked if you want to apply the new licenses.
The product is now licensed and you can begin using it.

OBTAINING TRIAL LICENSES ON UNIX (OFFLINE METHOD)

If the machine on which you intend to use the software does not have a connection to the Internet (is offline), work through these steps to obtain a trial license:

1. Log onto your Unix machine as the `root` user.
2. Download and install the software if you have not already done so.
The License Manager starts automatically at the end of the install procedure.
3. If the License Manager is not already running, change into the `/usr/local/easysoft/license` directory and then type `./licshell <Enter>`.
The License Manager displays a list of available Easysoft products.
4. Type the option number of the product for which you require a license (although several products may be listed, you can only successfully select one that you have installed on this machine).
The License Manager retrieves the machine number for your machine and then prompts you for some contact information.
5. Complete the **Name**, **Company**, **Email**, **Telephone** and **Fax** details.
6. When the **Ref** prompt appears, press `<Enter>`.

7. When asked how you want to obtain the license, choose option 2, **Write information to file.**

Your machine number is written to a file called `license_request.txt`.

8. Choose option 0 to quit the License Manager.
9. Now email the `license_request.txt` file to either:

- autolicense@easysoft.com and your license key(s) will be emailed to you automatically.

– OR –

- license@easysoft.com and a member of the Licensing Department will email the license keys(s) to you.

If you cannot use email, then fax or telephone the machine number in the `license_request.txt` file to the Licensing Department at Easysoft and a member of staff will forward your license key(s) to you.

Contact Licensing at:

Tel: +44 (0)1937 863 450

Fax: +44 (0)1937 863 550

10. When you receive your license key(s), append them to the `/usr/local/easysoft/license/licenses` file, removing any `LIC: prefixes..`

NB

The license responder puts an attachment in its outgoing emails that allows Windows users to activate their licenses by double-clicking the attachment. If you read your email in Windows then this attachment will be visible, but it will not work for licensing Unix software.

The product is now licensed and you can begin using it.

Obtaining purchased licenses

Purchased licenses are available for either a fixed or unlimited number of concurrent database connections and give you permanent use of an Easysoft product.

How you obtain a purchased license depends on whether the machine on which you intend to use the software is online or offline.

OBTAINING PURCHASED LICENSES ON UNIX (ONLINE METHOD)

If the machine on which you intend to use the software has a connection to the Internet (is online), work through these steps to obtain a purchased license:

1. Log onto your Unix machine as the `root` user.
2. Download the software if you have not already done so.
3. Now obtain your authorization code by purchasing the software from the Easysoft web site (<http://www.easysoft.com>) or by contacting the Sales Department on +44 (0) 1937 860 000.

Your authorization code(s) will be emailed to you.

4. When you receive your authorization code(s), install the software if you have not already done so.

The License Manager starts automatically at the end of the install procedure.

5. If the License Manager is not already running, change into the `/usr/local/easysoft/license` directory then type `./licshell <Enter>`.

The License Manager displays a list of available Easysoft products.

6. Type the option number of the product for which you require a license (although several products may be listed, you can only select one that is installed).

The License Manager retrieves the machine number for your machine and then prompts you for some contact information.

7. Complete the **Name**, **Company**, **Email**, **Telephone** and **Fax** details.

If you obtained your authorization code via the Easysoft web site, then the email address you enter here should be exactly the same as the one you entered on the web site.

8. When the **Ref** prompt appears, type in your authorization code and then press *<Enter>*.

If you have more than one authorization code, you must repeat this procedure (**step 5 on page 35** to **step 10 on page 36**) to convert each authorization code into a license key.

9. When asked how you want to obtain the license, choose option 1, **Automatically....**

After a few moments, a message is displayed telling you the number of licenses that have been added.

10. Choose option 0 to quit the License Manager.
11. Type *y* when asked if you want to apply the new licenses.

The product is now licensed and you can begin using it.

OBTAINING PURCHASED LICENSES ON UNIX (OFFLINE METHOD)

If the machine on which you intend to use the software does not have a connection to the Internet (is offline), work through these steps to obtain a purchased license:

1. Log onto your Unix machine as the `root` user.
2. Download the software if you have not already done so.
3. Now obtain your authorization code by purchasing the software from the Easysoft web site (<http://www.easysoft.com>) or by contacting the Sales Department on +44 (0) 1937 860 000.

Your authorization code(s) will be emailed to you.

4. When you receive your authorization code(s), install the software if you have not already done so.

The License Manager starts automatically at the end of the install procedure.

5. If the License Manager is not already running, change into the `/usr/local/easysoft/license` directory then type `./licshell <Enter>`.

The License Manager displays a list of available Easysoft products.

6. Type the option number of the product for which you require a license (although several products may be listed, you can only select one that is installed).

The License Manager retrieves the machine number for your machine and then prompts you for some contact information.

7. Complete the **Name**, **Company**, **Email**, **Telephone** and **Fax** details.
8. When the **Ref** prompt appears, type in your authorization code and then press `<Enter>`.

If you have more than one authorization code, you must repeat this whole procedure (**step 5 on page 37** to **step 12 on page 39**) to convert each authorization code into a license key.

9. When asked how you want to obtain the license, choose option 2, **Write information to file.**

Your machine number is written to a file called `license_request.txt`.

10. Choose option 0 to quit the License Manager.
11. Now email the `license_request.txt` file to either:

- autolicense@easysoft.com and your license key(s) will be emailed to you automatically.

– OR –

- license@easysoft.com and a member of the Licensing Department will email the license keys(s) to you.

If you cannot use email, then fax or telephone the machine number in the `license_request.txt` file to the Licensing Department at Easysoft and a member of staff will forward your license key(s) to you.

Contact Licensing at:

Tel: +44 (0)1937 863 450

Fax: +44 (0)1937 863 550

12. When you receive your license key(s), append them to the `/usr/local/easysoft/license/licenses` file, removing any `LIC:` prefixes..

NB

The license responder puts an attachment in its outgoing emails that allows Windows users to activate their licenses by double-clicking the attachment. If you read your email in Windows then this attachment will be visible, but it will not work for licensing Unix software.

The product is now licensed and you can begin using it.

Removing a license

Occasionally you might want to remove a license (if the license has expired, for example).

To remove a license:

1. Ensure that you are logged onto your Unix machine as the `root` user.
2. Change into the `/usr/local/easysoft/license` directory.
3. Run `./licshell`.
4. Select option 1 to view the licenses on this machine.

The licenses are listed *in reverse order* to their position in the `licenses` file. If any invalid licenses are found, the errors will be displayed out of sequence and you should resolve these errors before removing any licenses.

5. Note where the unwanted license appears and enter 0 to quit the License Manager.
6. Make a backup of the `licenses` file.

7. Open the `licenses` file and remove the appropriate license line.
8. Run `./licshell` again and select option 1 to display the active licenses.
9. If the correct license has been removed, enter 0 to quit the License Manager.

– OR –

If the wrong license has been removed, enter 0 to quit the License Manager, reinstate the original `licenses` file and then go back to **step 3 on page 39** and try again.

Preserving licenses when upgrading software

Licenses that are added to a Unix installation of an Easysoft product are added to the `/usr/local/easysoft/license/licenses` file.

When an Easysoft product is removed from a server the license file is also removed, along with the other Easysoft directories.

Operating system upgrades or certain hardware changes (such as replacing the network card) also nullify licenses and require new ones to be requested.

To prevent this, store a backup copy of the license file on another machine, which can then be added back on to the server when it has been rebuilt.

More about Unix licensing

On Unix, licenses are stored in a file called `/usr/local/easysoft/license/licenses`, where each line is generally either a comment starting with a hash (`#`) character or a license key for an Easysoft product.

However, the text `"IgnoreInvalid"` is sometimes included as the first line in the `licenses` file to instruct the server to ignore any license keys which are included that refer to other servers.

This is because Easysoft products prevent clients from connecting if there is invalid entry in the `licenses` file, which will occur if it contains licenses for more than one server (for example, when Easysoft products are installed on NFS-mounted filestores).

UNIX LICENSING

Licensing Easysoft products under Unix

NB

"IgnoreInvalid" does *not* disable license checking, but forces the server to ignore any invalid licenses while searching for a valid one rather than refusing connections. A valid license is still required for each Easysoft product.

VIEWING LICENSES

The License Manager for Unix has an option to view existing licenses, but this does not allow you to view licenses added in the *current* License Manager session.

You must exit the License Manager and then rerun it to view any licenses applied in the previous session.

This page left blank intentionally

TROUBLESHOOTING

Solving problems in the Easysoft License Manager

This section describes possible problems that may be encountered when licensing Easysoft products and how to overcome them.

Chapter Guide

- [Overview](#)
- [Client-Side errors](#)
- [Server-Side errors](#)
- [Firewalls](#)

Overview

Error messages are displayed if there is a problem when a user clicks on one of the following buttons on the Easysoft License Manager window:

- **Request License**
- **On-Line Request**
- **E-mail Request**
- **Print Request**
- **View Request**

Problems that you may experience in trying to connect to the Easysoft License Server due to access restrictions are explained in **"Firewalls" on page 49**.

Client-Side errors

The following error messages describe problems that have occurred on the Client side of the licensing operation:

"Name field may not be blank"

The Name field must not be left empty.

"Email field may not be blank"

The Email field must not be left empty.

"Email field should contain a valid email address"

This email address will be used by Easysoft to send out license information, so make sure that it is a valid address.

"Unable to write/open/read to the registry"

This normally indicates a permissions problem. Check with your system administrator, who may need to operate the software under a different user so that the registry can be accessed.

"Unable to initialise the TCP/IP socket layer"

This probably means that TCP/IP networking is not installed on your computer. Consult your system administrator.

"Unable to open file for reading"

The supplied Easysoft license file could not be opened. This normally indicates a permissions problem. Check with your system administrator, who may need to operate the software under a different user.

"Unable to open read from file"

The supplied Easysoft license file could not be read. This normally indicates a permissions problem. Check with your system administrator, who may need to operate the software under a different user.

"Duplicate license key"

The same license key has already been added to the system more than once. This error will normally occur when re-using the same license file.

"Invalid license key"

The license string does not conform to the expected syntax. Check that the text has been correctly copied and that all the characters are correct.

"Email address not specified"

The License Manger requires an email address to enable the License Server to reply with your license information.

"Could not send message"

Check your local email settings, as this normally indicates a networking problem.

"Could not start MAPI"

The License Manager was unable to find a MAPI subsystem on your computer, which is required in order for the License Manager to be able to send an email request to Easysoft. You can send the information by hand if this problem persists.

"Printer would not initialise"

Check your local setup and printer hardware.

TROUBLESHOOTING

Solving problems in the Easysoft License Manager

"The software was unable to start a printed page"

Check your local printer software and hardware.

"Unable to create a TCP/IP Socket"

This indicates a local network setup problem.

"Unable to connect to the Easysoft License Server"

This may be due to a problem in the local network setup or to a lack of internet connectivity. See **"Firewalls" on page 49** if the software is being operated behind a firewall. If the problem persists and none of the previous conditions exist, it may be due to a network problem with the Easysoft system. Contact Easysoft for more details.

"Sending to the Easysoft License Server fails"

A network problem has caused the information to not be sent to Easysoft. Try repeating the operation a little later.

"No license information was received"

A problem occurred that prevented the License Server from sending the expected information. Contact Easysoft for more details.

Server-Side errors

The following error messages describe problems that have occurred on the Server side of the licensing operation:

"Invalid Site/Machine Number"

The number supplied does not conform to the syntax for a machine number. Contact Easysoft for more details.

"A trial has already been issued for this machine, please contact Easysoft"

Normally only one trial license is allowed for any single machine. Contact Easysoft if a duplicate license is required. It is possible that this message may be seen without a previous trial license having been issued. In this case contact Easysoft and a trial license will be supplied.

"auth code XXXX is not found, re-enter and repeat"

The authorization code supplied has either not been entered correctly or has already been used to obtain a license. Contact Easysoft if neither of these cases apply.

"can't find product XXXXX"

The License Manager has requested a license for a product that is not known to the License Server. This may be due either to an internal error or to differing versions of the software. Contact Easysoft to resolve the problem.

Firewalls

When using the automatic/online method to obtain a license, the License Manager program attempts to make a TCP/IP connection to `license.easysoft.com (89.238.155.4)` on port 8884.

If your machine is behind a firewall that does not allow outgoing connections to port 8884, this method will fail.

In this case, either ask your system administrator to temporarily open up this route or use the offline method to obtain a license.

GLOSSARY



Terms and definitions

Authorization code

You must have an authorization code for the Easysoft product you wish to license in order to obtain a purchased license. When you purchase a product your authorization code is emailed to you. You do not need an authorization code to obtain a trial license.

Client

A process performing tasks local to the current user, for example, formatting and displaying a report from data retrieved from the server.

Client/Server

The architecture whereby one process (the server) keeps track of global data, and another task (the client) is responsible for formatting and presenting the data. The client connects to the server and requests queries or actions be performed on its behalf. Often these processes run on different hosts across a local-area network.

Download

To retrieve data from a remote machine (or the Internet) to your local machine. Mechanisms for achieving this include FTP and the World Wide Web.

FTP

File Transfer Protocol - a standard method of transferring files between different machines.

Host

A computer visible on the network.

HTTP

HyperText Transfer Protocol. The means of transferring web pages.

Middleware

Software that is placed between the client and the server to improve or expand functionality.

License key

A string which is provided by Easysoft for use in the licensing process.

Server

A computer, or host, on the network, designed for power and robustness rather than user-friendliness and convenience. Servers typically run around-the-clock and carry central corporate data.

OR

A process performing the centralized component of some task, for example, extracting information from a corporate database.

TCP/IP

Transmission Control Protocol/Internet Protocol - a standard method of accessing data on different machines.

INDEX

A

attachment34, 39
authorization code 15

C

Caution box 9

F

firewall49
full license
 see purchased license

I

IgnoreInvalid41

L

license
 purchased 14
 trial 14
license key 16
License Manager 14
 on Windows20, 25
License Server 14

M

machine number16, 23

N

NFS41

Note box9

O

offline 16

online 16

P

Platform note9

purchased license 14

R

Reference box9

T

trial license 14

V

viewing licenses in Unix42