Resetting or Editing Version 7 Licenses

* Go to the Web Interface for our License Database: <https://p3nlmysqladm001.secureserver.net/dgrid50/89/index.php?lang=en-utf-8&token=f3a10b635ed1d252b7bd85bb89e89340>
* Username: licensesDescon

Password: Descon123!

* The Database licensesDescon has 3 tables. The main two are:
  + serial – contains all licenses and relative information
  + serialUsers – contains information about users who currently have licenses checked out
* Always remember, these tables are LIVE and constantly in use by our customers, so be careful when making changes!
* **Resetting a License**
  + Two basic steps: delete the relevant rows from serialUsers and reduce the relevant “Module Used” fields in the serial table.
  + This is needed when a licenses becomes “stuck” (usually due to an older version of the software being in use) or when a customer no longer has access to an old machine to “check in” the license.

1. Locate the relevant rows in the serialUsers table as well as the serial table (easiest to just open a browser tab for each)
2. The only licenses that can become stuck are network licenses. You can see the license type in the serial table. However, standalone licenses may need to be reset sometimes for various reasons:
   * Customer got new computer, didn’t check in license before retiring old computer
   * Customer is working from home, but forgot to check in license at the office
3. Before resetting a network license, check the date it was checked out (circled in red below). If the date is today’s date, it is likely not stuck, just in-use. In this case, do not go through with the reset. Just tell them other users are using the license.
4. Also, check the version they are using (circled in blue below). If this field is blank, they are not on the most recent version. In this case, reset their license, but recommend they update to the latest version.
   * Currently the latest versions are 7.0.17 and 7.1.5
   * Downloads are here: <http://desconplus.com/Software/CurrentVersion/>
5. Once you are ready to “reset”, simply delete the relevant rows (any rows from that license that are old) from serialUsers by clicking on the red X for that row
6. Now go to the serial table, and edit the relevant license by clicking on the pencil icon. Reduce the number of modules in use according to the ones you deleted from the serialUsers table.

