

CA4K™ Software License Procedure

(Import, Register and Activate)

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Must Read before you begin licensing

- This document covers V1.0.x and V1.1x versions of CA4K. All screenshots might reflect either version.
- You must purchase a V1.1.x software license for all V1.1.x versions of CA4K. A V1.0.x license will not work with a V1.1.x version of CA4K.
- The CA4K™ software licensing must be performed on the CA4K™ Server (Host) or a Server Only computer. Do not put a license on a CA4K™ Database Server, HCS, Report Station or Workstation.
- Prior to licensing the CA4K™, you must have completed a successful CA4K™ “Server” installation.
- Hardware Security Keys are still available for the CA4K, but they must be custom ordered for an additional fee.

Overview

This document provides a step by step procedure for licensing the CA4K™ via a software license. Prior to licensing the CA4K™, verify you have received the software license via an email from Continental Sales.

Very Important- You must purchase a V1.1.x software license for all V1.1.x versions of CA4K. A V1.0.x license will not work with a V1.1.x version of CA4K.

System Requirements

Verify Full Administrator Permissions

Continental Access requires Full Administrator permissions to install and license the CA4K™ software. Failure to provide these permissions will result in installation failures.

Related Documents

CA4K™ Complete Install Installation Guide - A step by step guide on installing a “Complete Server” installation.

CA4K™ Database Only Installation Guide - A step by step guide on installing a “Database Server” installation.

CA4K™ Hardware Communication Server (HCS) Installation Guide - A step by step guide on installing an HCS Installation.

CA4K™ Report Station Installation Guide - A step by step guide on installing a “Report Station” installation.

CA4K™ Workstation Installation Guide - A step by step guide on installing a “Workstation” installation.

CA4K™ Server Only Installation Guide - A step by step guide on installing a “Server Only” installation.

CA4K™ Data Migration Guide - A step by step guide on migrating a CardAccess 3000 database to a CA4K™ database.

CA4K™ Quick Start Programming Guide - A step by step guide on programming a basic CA4K™ system.

CA4K™ TCP/IP Ports Reference Guide – TCP/IP Ports Reference Guide.

CA4K™ System Requirements – Computer Specifications.

Prerequisites

- CA4K™ Software license file (Cardaccess.lic)

CA4K™ Licensing Overview

As a standard feature, the CA4K™ software will include a software license. The software license will be sent to you in an email after the purchase of CA4K™. Hardware security (license) keys will only be supported on a limited basis and must be special ordered. Please contact Continental sales if a hardware security key is required.

The CA4K™ licensing procedure is much like the CA3000 licensing procedure except you **MUST** register the software license prior to activating it. Failure to register the software license will prevent the license from being activated and validated. The 'Registration' and 'Activation' steps must be performed prior to the 'Grace Period' expiring ('0 days left').

Note: It is highly recommended to have internet access so you can perform an Online Registration and Activation. A phone activation requires many more steps and is time consuming.

The following are the steps that must be performed to register and activate the CA4K™ software license:

- Copy the 'CardAccess.lic' file to the computer desktop
- Import the 'CardAccess.lic' file using the 'CardAccess 4K Client License Manager' utility
- Register and Activate software license online or by an email/phone activation

Software License File (CardAccess.lic)

The CA4K™ software license file name is 'CardAccess.lic'. This file will be attached to the email you receive. The text in the email will contain the serial number of the license and some brief installation instructions. The 'CardAccess.lic' file should be saved to the computer desktop. The figure below displays a sample email sent with the license file attached.

Subject: CardAccess Software License

Attached is the CardAccess 4K license file for part number CA4100551222101, serial number 65B1B06F-1DFA-4[REDACTED]AEF7E8F67BD

This license includes 5 workstations.

License Installation Instructions:

This file must be saved in your CardAccess server and imported using the "Import" menu option in the "Client License Manager" application.

Figure 1. Sample email message with the CardAccess.lic file attached.

CardAccess 4K Client License Manager

The CardAccess 4K Client License Manager utility is used to 'Import', 'Register' and 'Activate' the license. The CardAccess 4K Client License Manager is explained in detail below.

After the CA4K™ is installed, the 'CardAccess 4K Client License Manager' can be executed either of the following methods:

- Click on "All Programs" in Windows and double click the 'CardAccess License Manager'

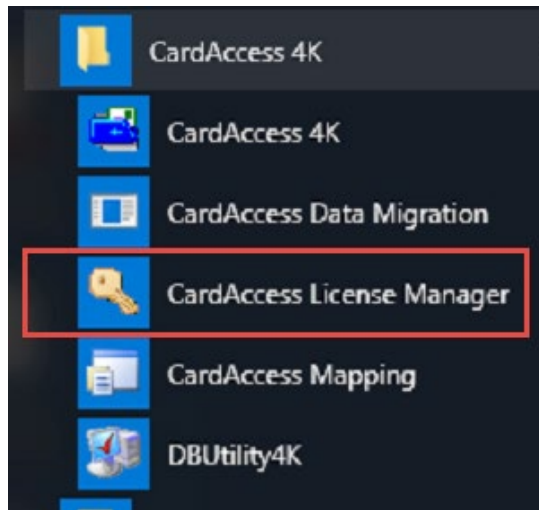


Figure 2. The 'CardAccess License Manager' menu selection.

- Or Double click 'CardAccess.ClientLicenseManager.exe' in the 'CardAccess4K' folder using Windows File Explorer.

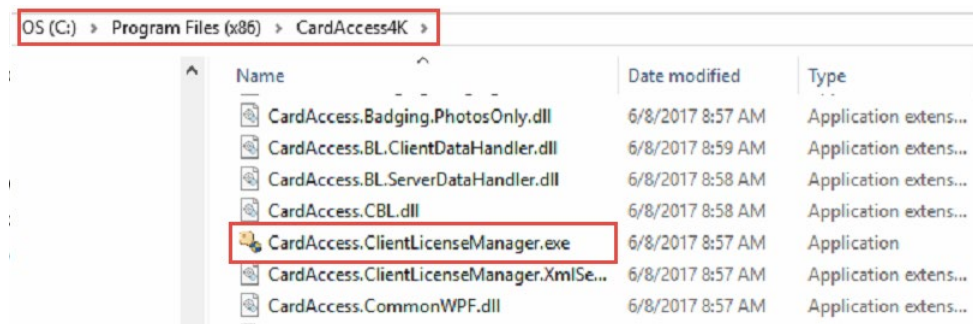


Figure 3. The CardAccess 4K License Manager utility in the CardAccess4K folder.

After launching the 'CardAccess 4K Client License Manager', the following screen displays.

Note: The 'CardAccess 4K Client License Manager' screen will be blank prior to Importing the license.

- Navigate to the computer Desktop.
- Select the 'CardAccess.lic' file that was saved to the computer desktop.
- Click Open.

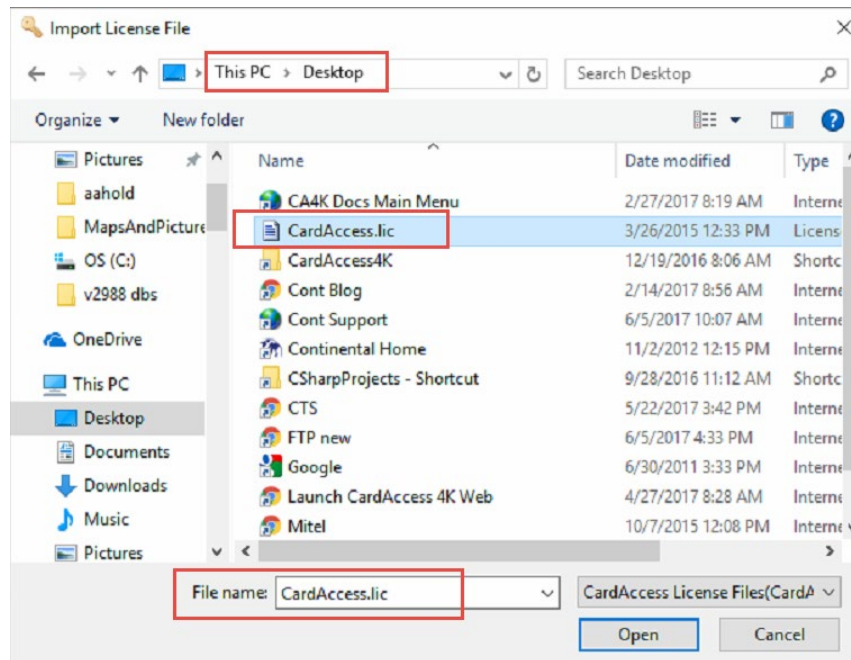


Figure 7. The 'Import License File' Navigation screen.

Upon clicking 'Open', the 'CardAccess 4K Client License Manager' screen will populate with the 'License Information'. Refer to the figure below. The screen below will display V1.0.x or V1.1.x depending on the software version of CA4K you are installing.

Note: The GRACE PERIOD displays 'DAYS LEFT'. This displays how many days you have before you must Register and Activate the license. When 'Days Left = 0', the software will not launch anymore and a 'Registration' and 'Activation' must be performed before the software will launch.

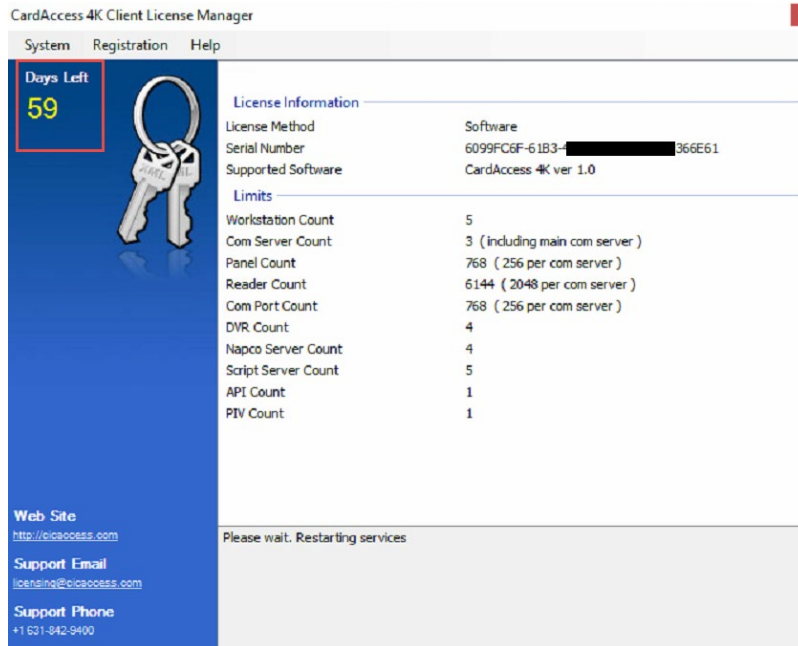


Figure 8. The 'license Information' screen after Import.

If the software license is corrupted or the wrong version, the following screen will display. If this occurs, Contact the Continental Sales Licensing department.

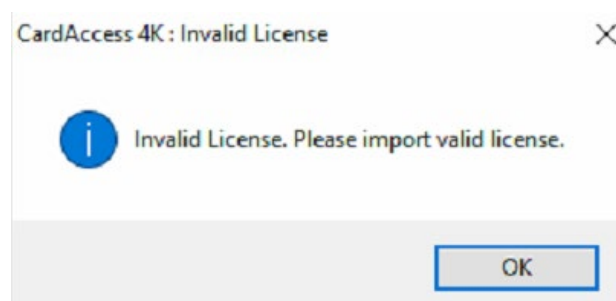


Figure 9. Invalid License error message.

Refer to the following steps to Register and Activate the software license.

Register/Activate License

After the 'CardAccess.lic' file is Imported, the software license must be Registered and Activated before the 'Grace Period' expires. Failure to do so will result in the CA4K™ not launching.

Reminder: As previously mentioned, it is highly recommended to have an internet connection and perform the Registration and Activation online.

The following steps should be performed to 'Register/Activate' Software License.

- Click 'Registration' on the menu.
- Click 'Activate Software License'.

Note: If the software license is corrupted or has been Registered and Activated already, the 'Activate Software License' menu selection will be grayed out and the 'Unregister Software License/Revoke' menu selection will be enabled.

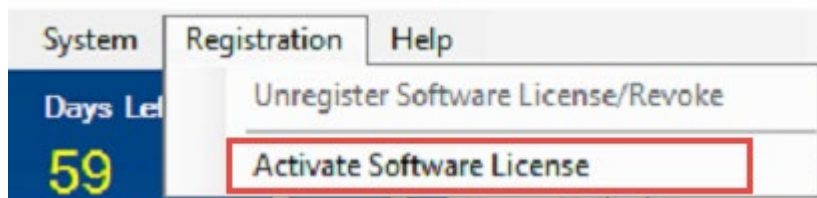


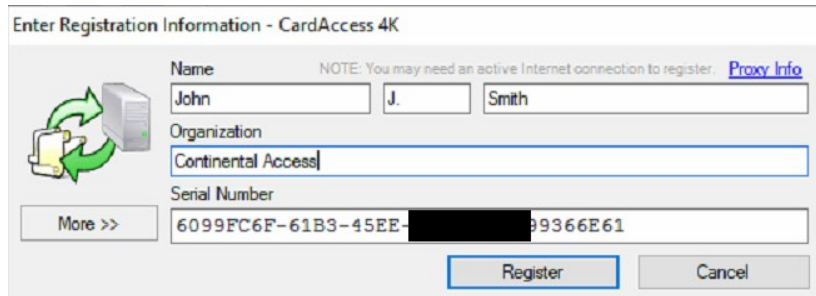
Figure 10. The 'Registration>Activate' menu selection.

Upon clicking 'Activate Software License', the Registration information screen displays.

Note: All registration information must be entered before the software license will be 'Activated'.

The 'Registration Information' screen is divided into two parts. After completing the first screen, click 'More' to open the second screen. Fill out both screens with accurate information.

Reminder: Unlike the CardAccess 3000 software license, the CA4K™ registration information must be entered in and must be accurate.



Enter Registration Information - CardAccess 4K

NOTE: You may need an active Internet connection to register. [Proxy Info](#)

Name: John J. Smith

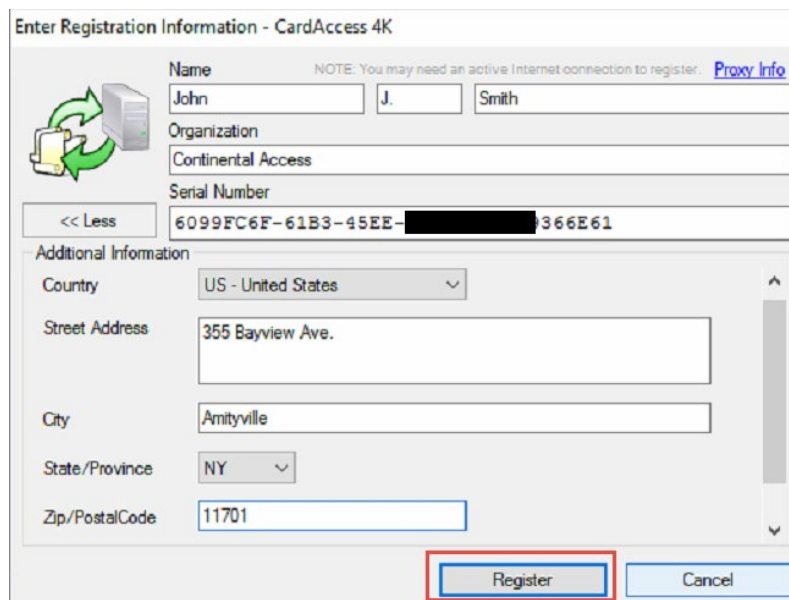
Organization: Continental Access

Serial Number: 6099FC6F-61B3-45EE-[REDACTED]99366E61

Buttons: More >>, Register, Cancel

Figure 11. Basic 'Registration Information' screen.

Click 'More>' to open the detailed information screen.



Enter Registration Information - CardAccess 4K

NOTE: You may need an active Internet connection to register. [Proxy Info](#)

Name: John J. Smith

Organization: Continental Access

Serial Number: 6099FC6F-61B3-45EE-[REDACTED]366E61

Buttons: << Less, Register, Cancel

Additional Information:

- Country: US - United States
- Street Address: 355 Bayview Ave.
- City: Amityville
- State/Province: NY
- Zip/PostalCode: 11701

Figure 12. Detailed 'Registration Information' screen.

- After all the Registration is entered completely and accurately, click 'Register'.

If the Registration is successful, the following screen will display.

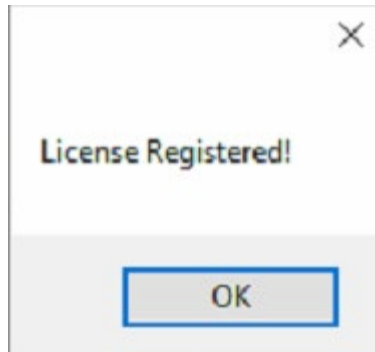


Figure 13. License Registered Successfully message.

- Click OK.

Activate Software License online

Activation of the software license can be done by two methods. The two types are 'Online' or 'Email/Phone' activations. As previously mentioned, it is highly recommended to have an internet connection and perform an 'Online' activation.

Upon clicking OK, the 'Activation Required' screen displays with the Activation options.

For this demonstration, leave the default setting of 'Activate online' as per the screen below.

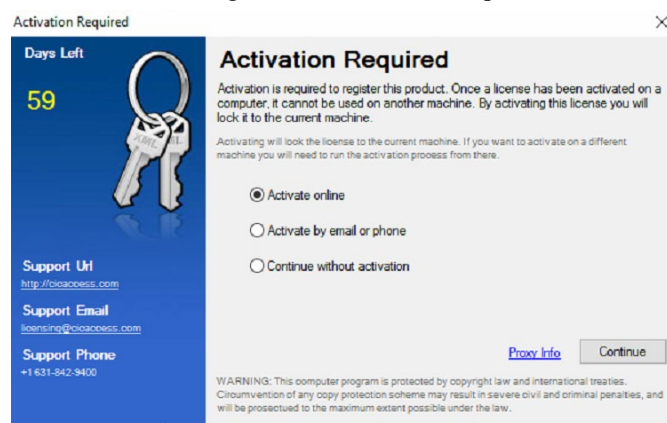


Figure 14. Activation Required screen.

- Click 'Continue'.

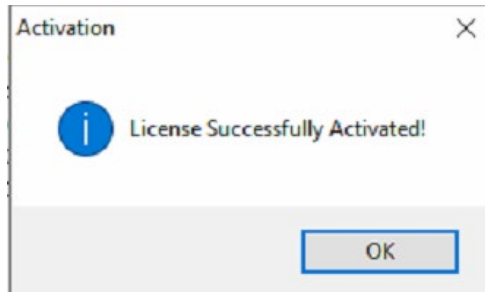


Figure 15. License Successfully Activated screen.

Very Important - After a successful License Activation, you must verify the Grace Period (Days Left) message disappears as per the following screenshot below.

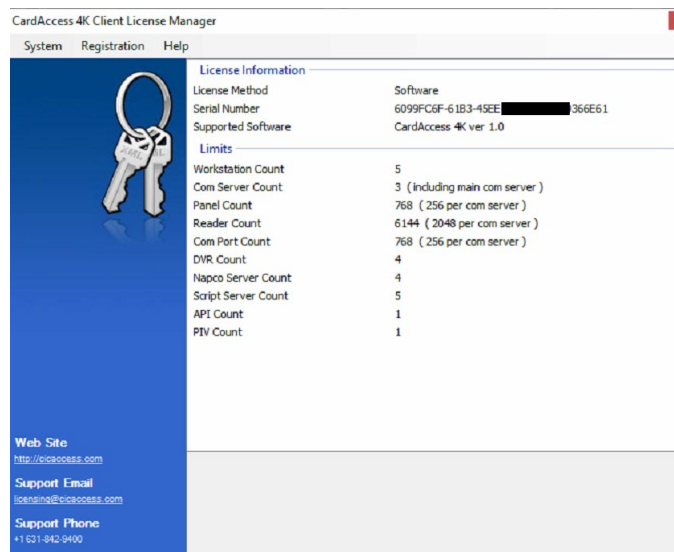


Figure 16. Grace Period Message Not Showing after Successful License Activation.

Activate Software License by Email or Phone

If an internet connection is not available, you have the option to Register and Activate the license via **email or phone**. The two methods are explained below.

- On the 'Activation Required' screen, select 'Activate by email or phone' as per Figure 17.

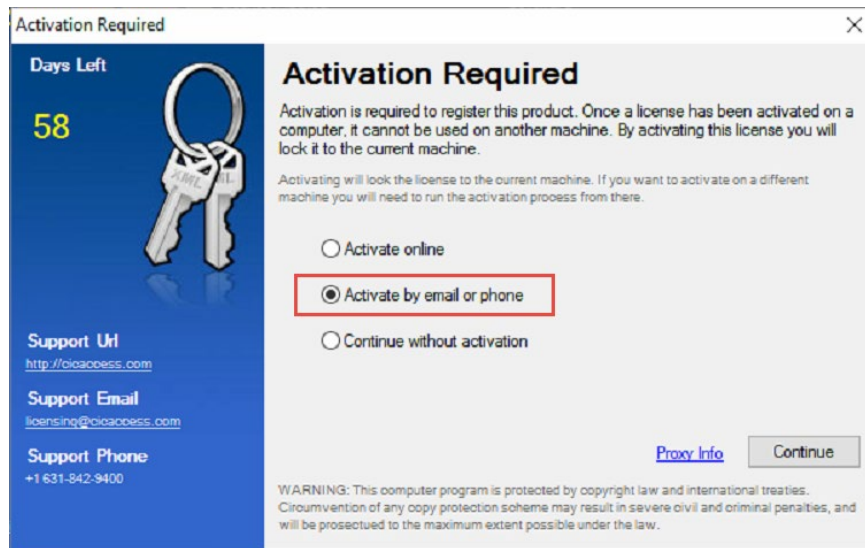


Figure 17. Activation Required screen.

- Click 'Continue'.

Email method - Send an email to Continental Technical Support at 'techhelp@cicaccess.com' that provides the 'license serial number' and all your registration information as per figures 11 and 12 above. After Continental enters your information into the Licensing database, you will receive an email reply with an 'Unlock Code'. After receiving the 'Unlock Code', you must type it into the 'Activation Required' screen below (refer to figure 18).

Phone Activation method - Call Napco Security at 631-842-9400. Follow the prompts for Continental Access and select the 'Licensing' menu option. A customer service representative will answer and require you to provide the 'license serial number' and all your registration information as per figures 11 and 12 above. After the information is entered into the Licensing database, the customer service representative will provide you with an 'Unlock Code'. After receiving the 'Unlock Code', you must type it into the 'Activation Required' screen below (refer to figure 18).

- After the 'Unlock Code' is typed into the 'Activation Required' screen, click 'Continue'.

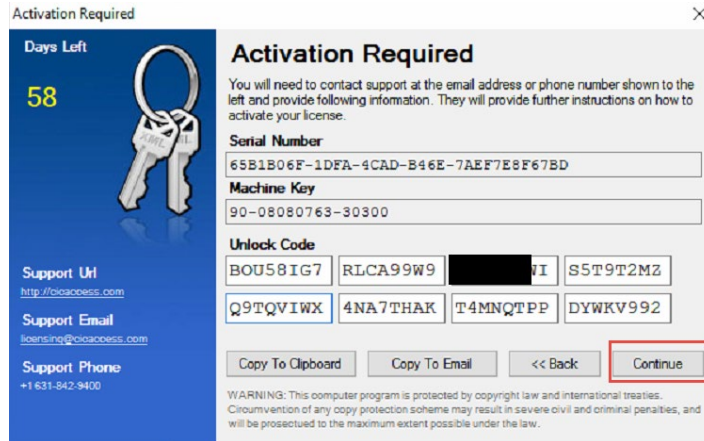


Figure 18. Activation Required screen.

Warning: If the Unlock Code is typed in wrong, the following message will display. Be very careful determining the correct letters and numbers. There are certain characters and letters that can be misinterpreted easily.

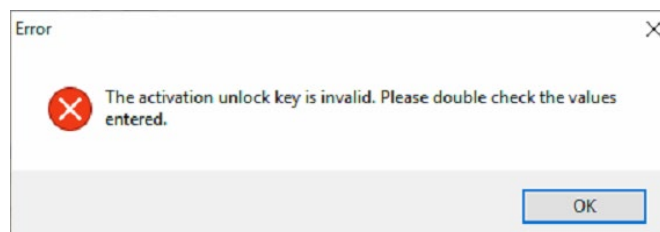


Figure 19. 'Activation Unlock Code is Invalid' message.

After a successful activation, the following screen will display.

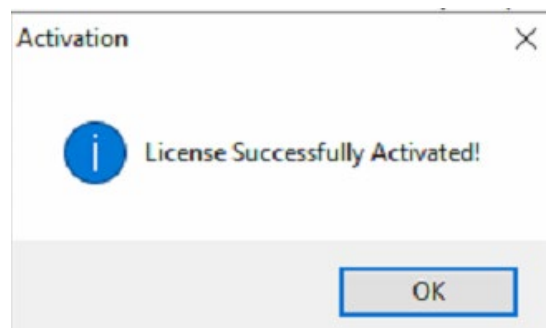


Figure 20. License Successful Information message.

After a successful email or phone activation, the CardAccess 4K Client License Manager will populate (refer to figure 21).

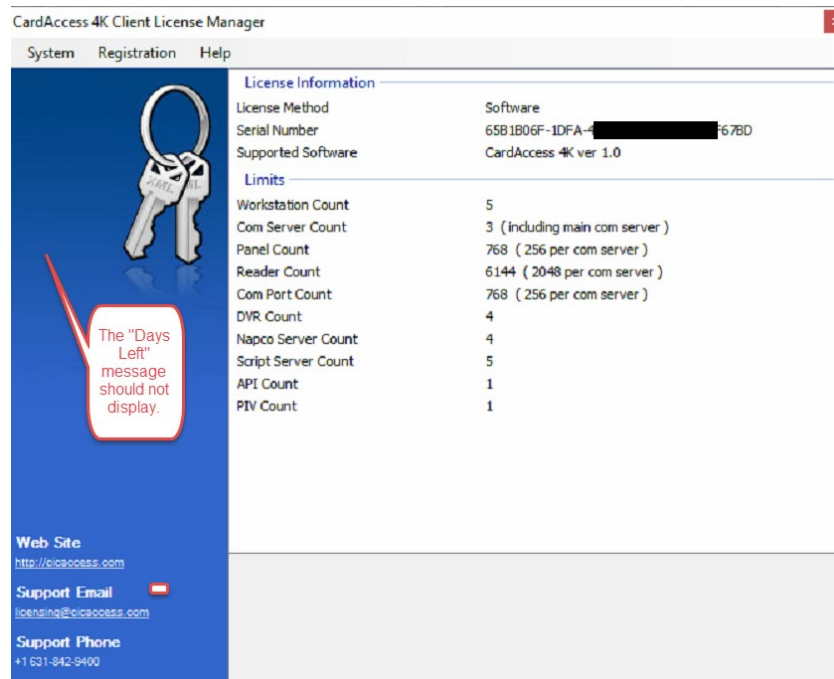


Figure 21. CardAccess 4K Client License Manager after Successful email/phone activation.

Very Important: Once a software license has been revoked, it can't be used on the same computer again. If you must use it on the same computer again, you should contact Continental sales (Licensing Department). They will be required to reset the license prior to using it on the same computer again.

Revoke Software License

If a software license needs to be moved to another computer, you must revoke the license on the original computer as per the following steps.

- Click 'Registration'
- Click 'Unregister Software License/Revoke'.

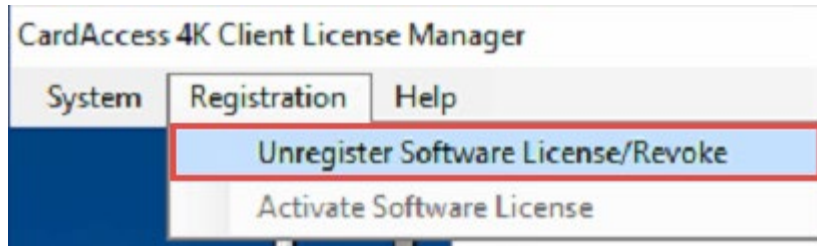


Figure 22. Unregister Software License/Revoke menu selection.

As previously mentioned, if the license is revoked, it can't be activated on the same computer.

- Click 'Yes' to revoke.

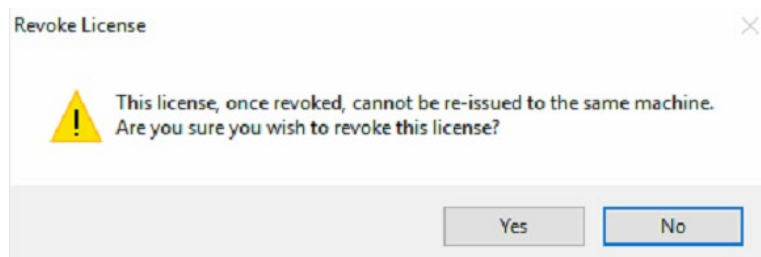


Figure 23. Unregister/Revoke Information message.

After a successful Unregister and Revocation, the following screen will display.

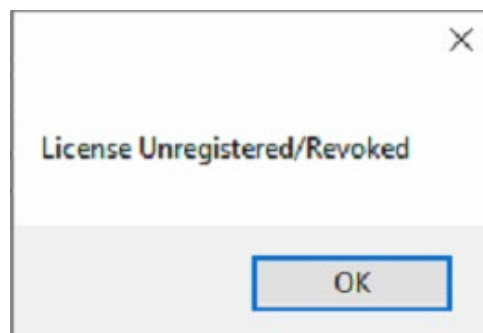


Figure 24. License Unregistered/Revoked Information message.

- Click OK.

After a few seconds, the CardAccess 4K Client License Manager screen should go blank as per the following screen.

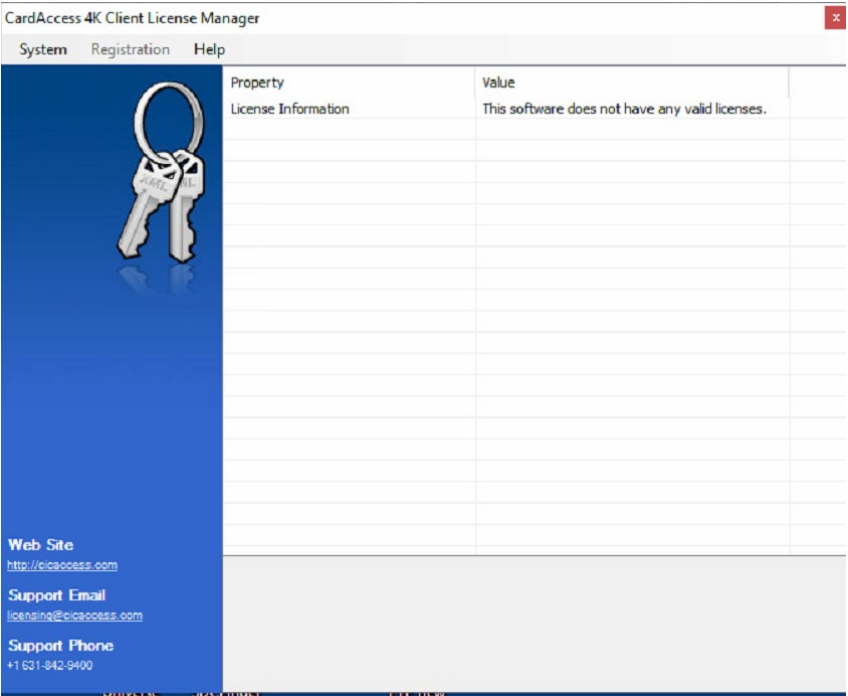


Figure 25. CardAccess 4K Client License Manager screen after a Revocation.

NOTES: