

HOW TO: NEW LICENSE MANAGER for resellers.

Premise:

Licensing V14 has been designed to allow:

- Easy activation: no more *.lic file to install
- All products with one activation key
- Better hardware identification (including cloud and virtual machine awareness)

The new licensing system from V14 of TSPlus is characterised by the application of an “Activation Key”. The idea behind this, is to assign only one “Activation Key” for each end user (Client). The system will allow for the reseller to activate multiple keys per client but it is highly recommended to generate only one “Activation Key” per client irrespective of how many servers/products that have been or will be purchased.

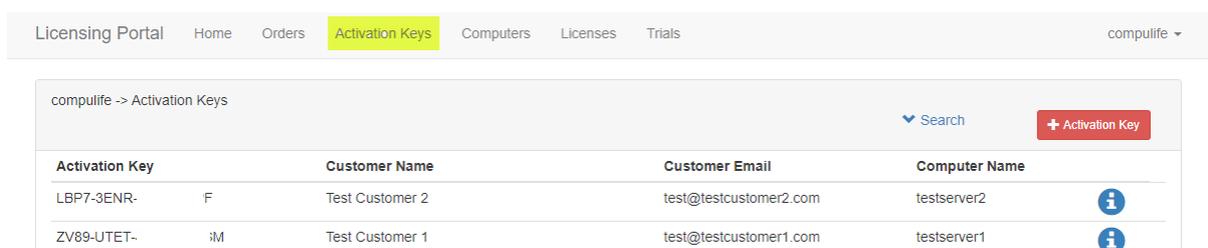
For hosting companies that do not want to assign an activation key to a specific user/customer, because if needed, may want to use that activation key for other customers, it is suggested that they clearly define for themselves a criterium for which an activation key has a specific meaning. They should maintain a list of these activation keys so as to make it simple for them to trace this activation key to a specific customer/user. In this case the activation of the license should not be performed by the end user because if the end user has knowledge of the activation key it would allow him to install any or all products that are associated with the particular activation key.

It is important to understand that the search criteria for activation keys in the licensing portal is by Activation Key, Customer name, email address and computer name.

Suggested process for creation of an activation Key and assignment of an order to an activation key.

Step 1

Determine if for the (Customer/end user) an Activation Key already exists. This should be done by searching the activation keys in the “Activation Keys” menu for the specific customer.

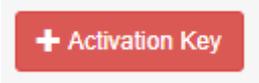


The screenshot shows the 'Activation Keys' menu in the Licensing Portal. The menu items are: Licensing Portal, Home, Orders, Activation Keys (highlighted), Computers, Licenses, and Trials. The user is logged in as 'compulife'. Below the menu is a search bar with a search icon and a '+ Activation Key' button. The table below lists the existing activation keys.

Activation Key	Customer Name	Customer Email	Computer Name
LBP7-3ENR-	F	Test Customer 2	testserver2
ZV89-UTET-	IM	Test Customer 1	testserver1

Step 2) Activation needs to be created.

Let's presume that we do not have an activation key already created for this customer.

By pressing the  button, the system will open the "Add Activation Key" form.

Add Activation Key

Please use one Activation key per end user / customer!

Customer: *

Email

Computer Name

Language

Comment

On this form we will need to fill in the "Customer:*" (Mandatory). This can be any name that allows you to trace the customer for this activation key.

The fields "Email", "Computer Name" and "Comment" are optional.

If the "Email" field contains a valid email address then this email address will be used by the system to automatically send the email with the activation key.

After the system creates the activation key it presents the following screen

Licensing Portal Home Orders Activation Keys Computers Licenses Trials compulife

• activationkey.activationkey_creation_ok

compulife -> Activation Keys Search + Activation Key

Activation Key		Customer Name	Customer Email	Computer Name	
QVKM-57XL-	H	Test Customer 3	test@testcustomer3.com		
LBP7-3ENR-	F	Test Customer 2	test@testcustomer2.com	testserver2	
ZV89-UTET-	V	Test Customer 1	test@testcustomer1.com	testserver1	

Step 3) Assign order to Activation key that has been created or to an existing activation key.

Let's presume the customer that has purchased the TSPlus product or Add-on is **Test Customer 2**

By clicking the  icon corresponding to the activation key selected, the system will open the activation key's detail page.

Activation Key detail Page

Activation Key:  

Portal Name:

Customer Name *: Customer Email:

Computer Name: Language: 



Licenses 

Edition	Users	Invoice no. Invoice Date	Customer	Serial/Comp.ID U&S	modified

As can be seen the activation key does not currently have licenses, orders or computers associated with it.

The fields "Activation Key" and "Portal Name", on the top of the form, are read only. Once a Key has been generated it cannot be changed. The portal name will be derived from the fields in the "Add Activation Key" form when the activation key was created. The combination "Activation Key" and "Portal Name" are the means by which this record in the Licensing Panel is associated with the central TSPlus database.

By pressing the “QRCode”



icon the system will allow to associate this activation key to one or multiple orders.

Assign order to Activation Key ×

To activate a order on TSplus V14, you need to select or create an activation key. It identifies your customer or more in detail your server instance.
You can assign TSplus and all add on's to one activation key. Please use one activation key per end user/customer.

Show entries Search:

<input type="checkbox"/>	Customer Name	Customer Email	Invoice no.	Invoice date
<input type="radio"/>	DUI		671/2020	2020-01-17
<input type="radio"/>	TEST CUSTOMER 1		TEST1	2020-06-12
<input type="radio"/>	Test Customer 2	test@testcustomer2.com	TEST02	2020-06-23

Showing 1 to 3 of 3 entries Previous Next

As can be seen on the above image, all unassigned orders will be displayed.

Carefully select the correct order for the specified activation key. Once an order is assigned it cannot be transferred to a different activation key.

With the assigning of the order to the activation key. The key can be used to activate all licenses that are link to it.

Step 4) Send the “Activation Key” to the customer/end user

As far as the reseller is concerned this ends the process which allows a customer to activate the purchased products on the designated computer. At this stage it does not matter to which computer this order/license will be activated.

The product activation will be done via the Admin tool on the server where the product is installed.

The "Activation Key" detail page seen with the order assigned

Licensing Portal Home Orders Activation Keys Computers Licenses Trials compulife ▾

Activation Key:  

Portal Name:

Customer Name *: **Customer Email:**

Computer Name: **Language:** ▾



Licenses 

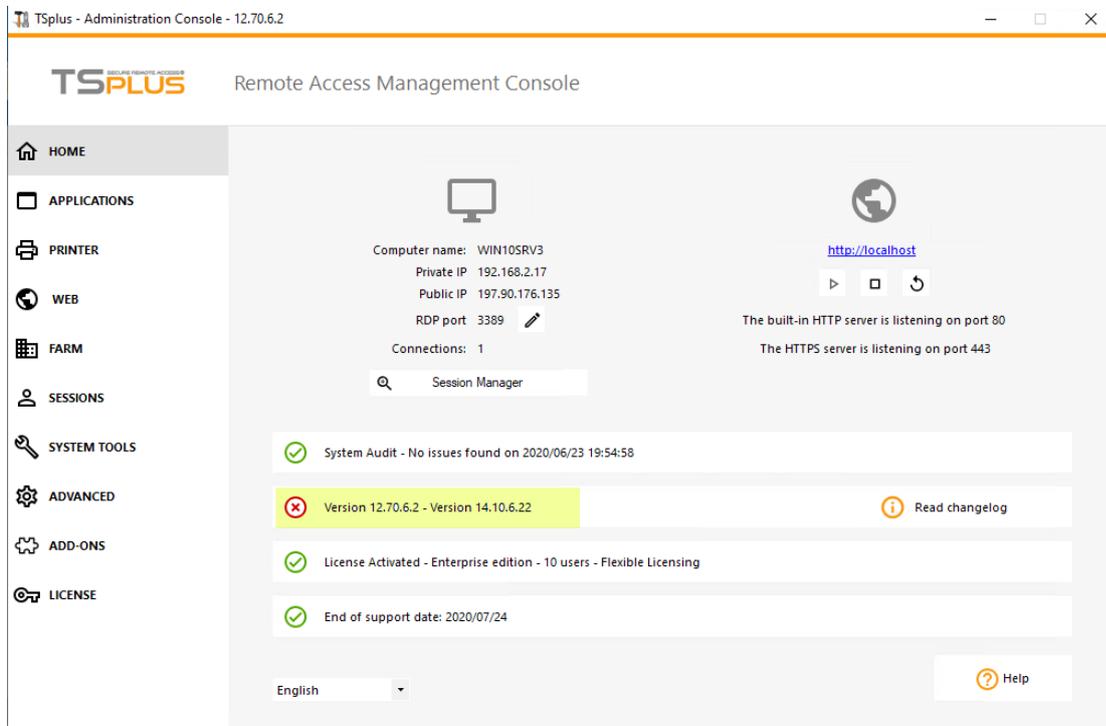
Edition	Users	Invoice no. Invoice Date	Customer	Serial/Comp.ID U&S	modified	
TSplus Mobile & Web Edition	3	TEST02 23/06/2020	Test Customer 2 test@testcustomer2.com	23/07/2021	23/06/2020	

The above image displays the details of the "Activation Key" with the order assigned.

Migration of an existing V12 license to V14

Case 1)

The product is already installed and licensed on a computer with any version prior to V14. If the product is on an active subscription the customer/end user can choose to upgrade via the default upgrade path by initiating the upgrade in the Admin Tool.



Upgrade can be initiated by clicking on the highlight.

After downloading the upgrade and initializing the upgrade process, the procedure will attempt to migrate the current V12 license to a V14 license automatically. If this is successful the update will continue as per usual and require a server restart. The new installation will present itself with the new licensing model installed and activated.

In the event that the automatic conversion of the current V12 license is not successful the application will present the user with the following screen

Licensing Management App

License Migration Detail

Sorry, we were not able to perform an automatic migration of your license to the new version.
The update program cannot be run.

Please enter your email, order reference and additional details in comments, then click on the "Ask for a manual review" button.
Our Support Team will investigate and enable your migration as soon as possible - this can take up to 3 business days.

Opening a ticket will not speed up this process.

Upon validation you will be able to run the update program successfully.

Status	Waiting for more details, please enter your email and order reference below
Date	2020-06-23 20:09:05
Software	TSplus
License ID	-
Serial Number	P39 72C 82A
Users	10
Edition	System
Support and Update Services	2020-07-22
Email	<input type="text"/>
Order Number/Reference	<input type="text"/>
Reseller Email	<input type="text"/> (if you purchased your license through a reseller)
Comments	<p>Please enter additional details such as:</p> <ul style="list-style-type: none">- your country:- your reseller's name if you purchased your license through a reseller:- any additional order (upgrades, support renewals): Thank you!
Actions	<input type="button" value="Ask for a manual review"/>

This will imply that the migration of that server license will be done by the support team at Tsplus.

After the data has been verified by the support team an email will be sent to the email specified in the "Email" field with the result of the conversion. Should the manual conversion be successful then all that is needed, is to execute the upgrade again which will proceed as normal.

Case 2)

Conversion of V12 License to V14 when a new installation of TSPlus is done on the server (not upgrade).

For example, in those cases where a V12 license was done and then it is decided to upgrade before installing the V12 license, or V14 is installed on a different computer and the previous one has been decommissioned. (This would be like a rehost from a V12 to a V14).

To convert a license manually through the licensing portal.

Licensing Portal Home Orders Activation Keys Computers Licenses Help compulife

Hello compulife

Pending orders

Type	Edition	Users / used Supports	Invoice no. Invoice Date	Customer	last email	V12	V14
U&S	TSplus System Edition	3 / 0 2 Y	TEST1 12/06/2020	TEST CUSTOMER 1			Assign to license
License	TSplus A.S. Essentials	unlimited / 0 1 Y	TEST1 12/06/2020	TEST CUSTOMER 1			

Last 10 licenses

ID U&S	Edition	Users	Invoice no. Invoice Date	Customer	modified	Actions	Rehost
012 345 678 06/08/2021	TSplus System Edition	3	TESTX 06/07/2020	COMPULIFE TEST 3	06/07/2020		

As seen above in the “Licenses” section, license “012 345 678” was generated for V12. To proceed to migrate this license to V14 select the “Information” icon.

Licensing Portal Home Orders Activation Keys Computers Licenses Help compulife

compulife -> License 012 345 678, V12 or older Version ,
Definitive License No. 139128, ID: , created on 06/07/2020

Edition **Users** **Updates** **Support**

Invoice no. **Invoice Date**

Name **Email**

Comment

Activation Key

Order details

History

The License detail screen is shown above. To initialize the migration press the “Migration Icon” and the following screen will be opened.

Assign to existing Activation Key ×

Existing Key New Key

Show entries Search:

	Activation Key	Customer Name	Customer Email	Computer Name
<input type="radio"/>	QVKM-57XL-EY3N-22AH	Test Customer 3	test@testcustomer3.com	
<input type="radio"/>	LBP7-3ENR-5SCL-8YPPF	Test Customer 2	test@testcustomer2.com	testserver2
<input type="radio"/>	ZV89-UTET-4VWP-WUSM	Test Customer 1	test@testcustomer1.com	testserver1
<input type="radio"/>	6EV2-MT87-UUXB-5QR7	COMPULIFE (NFR) DEMO FARM	mfiorin@compulife.co.za	WIN10SRV2

Showing 1 to 5 of 6 entries Previous 2 Next

At this point all that is needed to do is select the appropriate activation key. (It is advised that only one activation key exists for every single end user customer.)

If in the above screen an activation key is not available for the customer, then you can select the “New Key” tab, as shown below.

Assign to existing Activation Key ×

Existing Key New Key

Create new Activation Key ×

Name

Email

Computer Name

Comment

This will allow you to create a new activation key and assign the new activation key to the migrated license. (Attention! Only create new keys if the customer (end user) does not already have an activation key.

To activate this migrated license the customer/end user will only have to activate the product via the admin tool.