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.

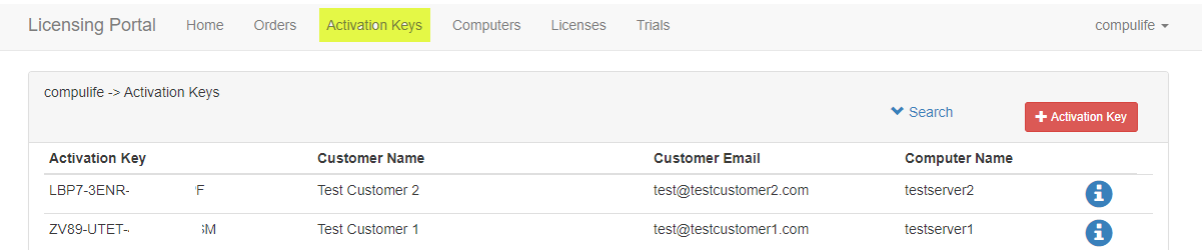
For hosting companies that do not want to assign an activation key to a specific user/customer, because if needed, may want to use that activation key for other customers, it is suggested that they clearly define for themselves a criterium for which an activation key has a specific meaning. They should 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.

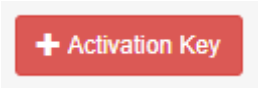
Step 1

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.

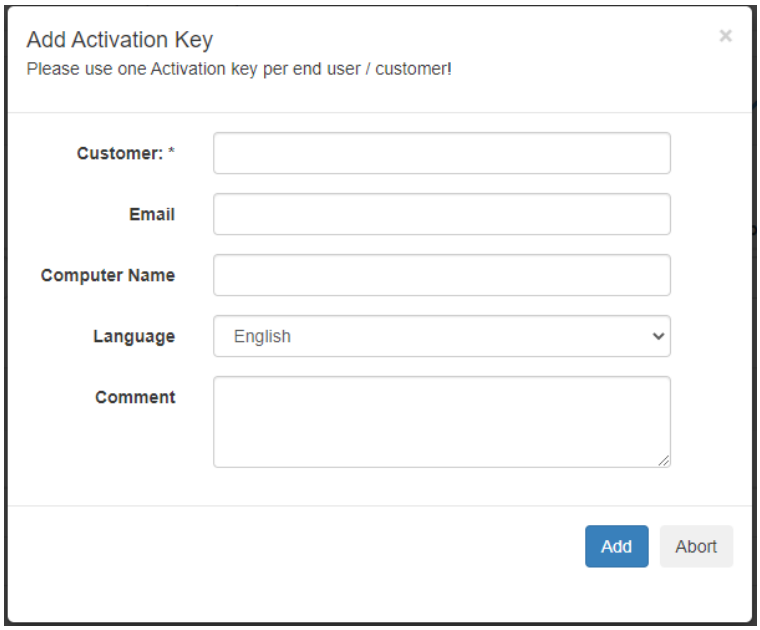


Step 2) Activation needs to be created.

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.

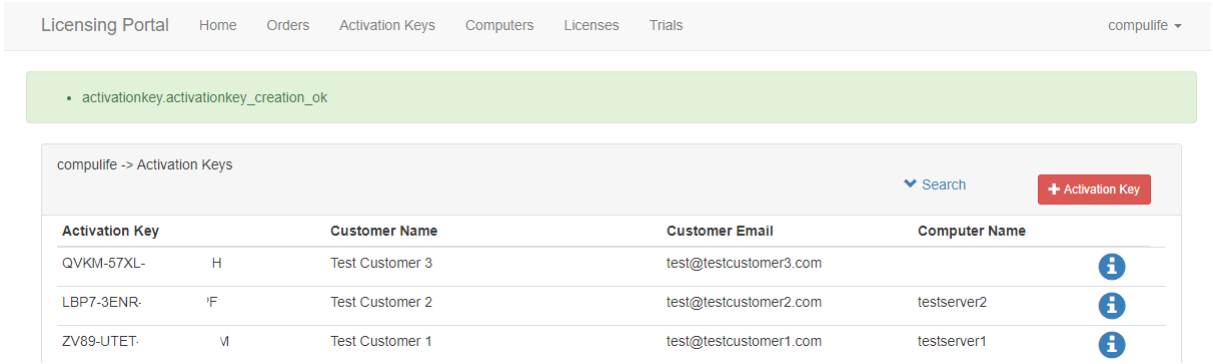


On this form we will need to fill in the "Customer:*" (Mandatory). This can be any name that allows you to trace the customer for this activation key.

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

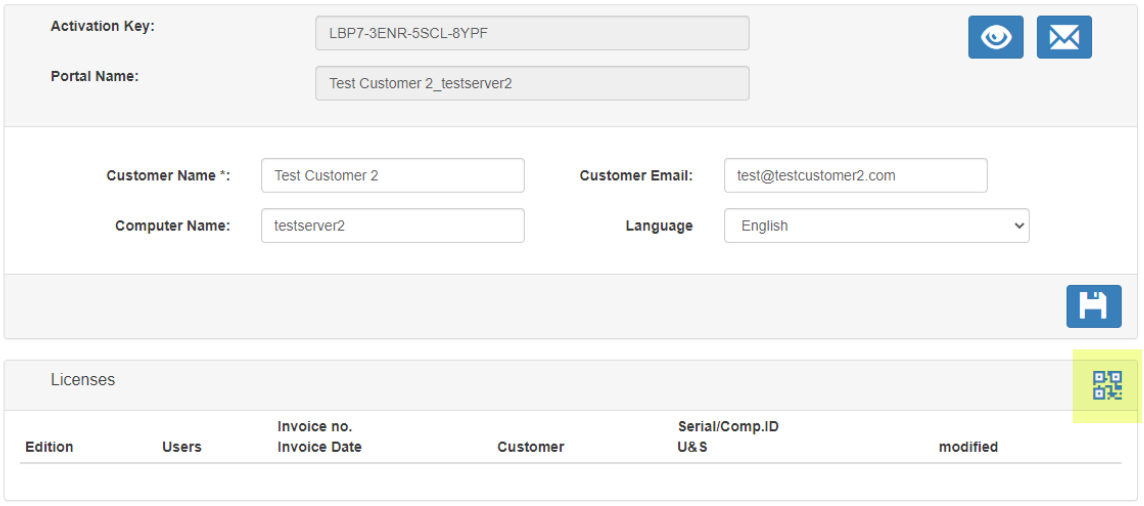


Step 3) Assign order to Activation key that has been created or to an existing activation key.

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.

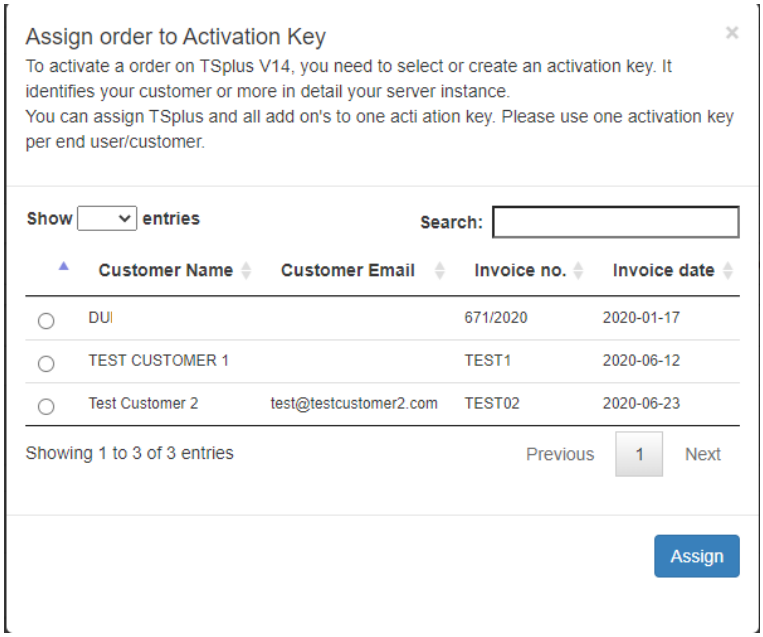
Activation Key detail Page



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.



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.

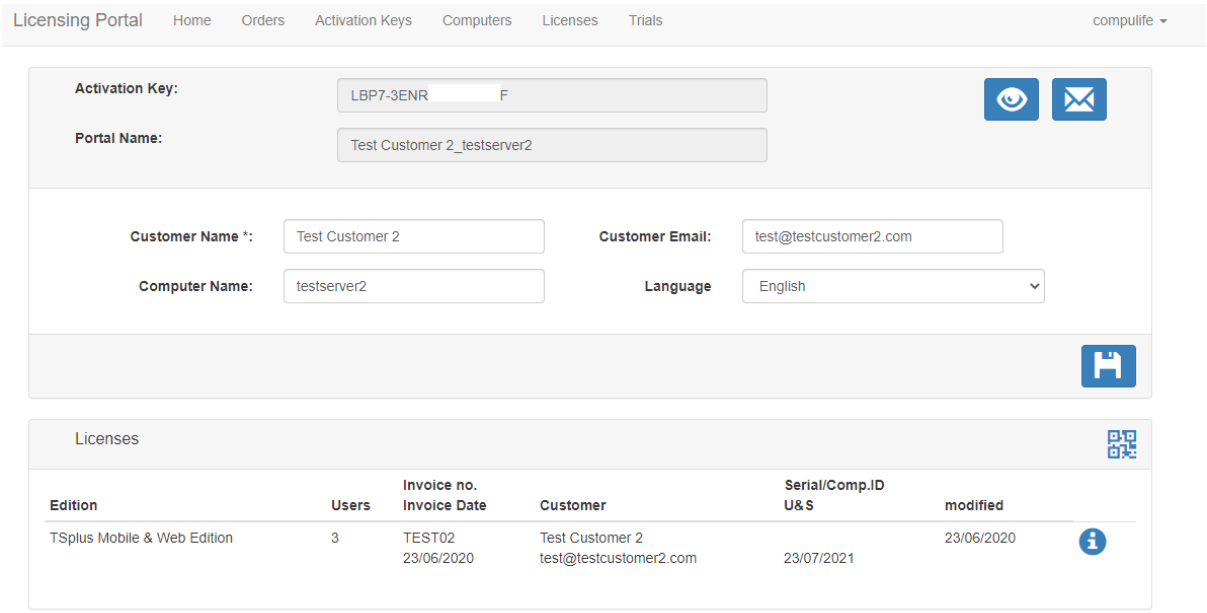
With the assigning of the order to the activation key. The key can be used to activate all licenses that are link to it.

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

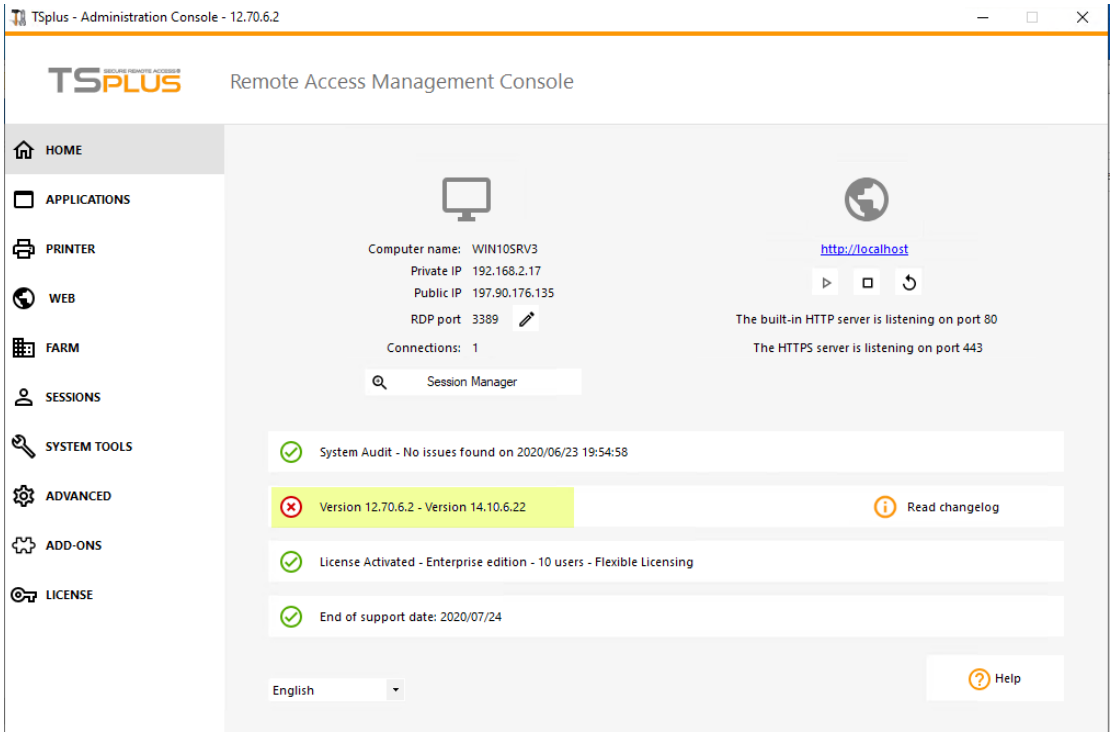


The above image displays the details of the "Activation Key" with the order assigned.

Migration of an existing V12 license to V14

Case 1)

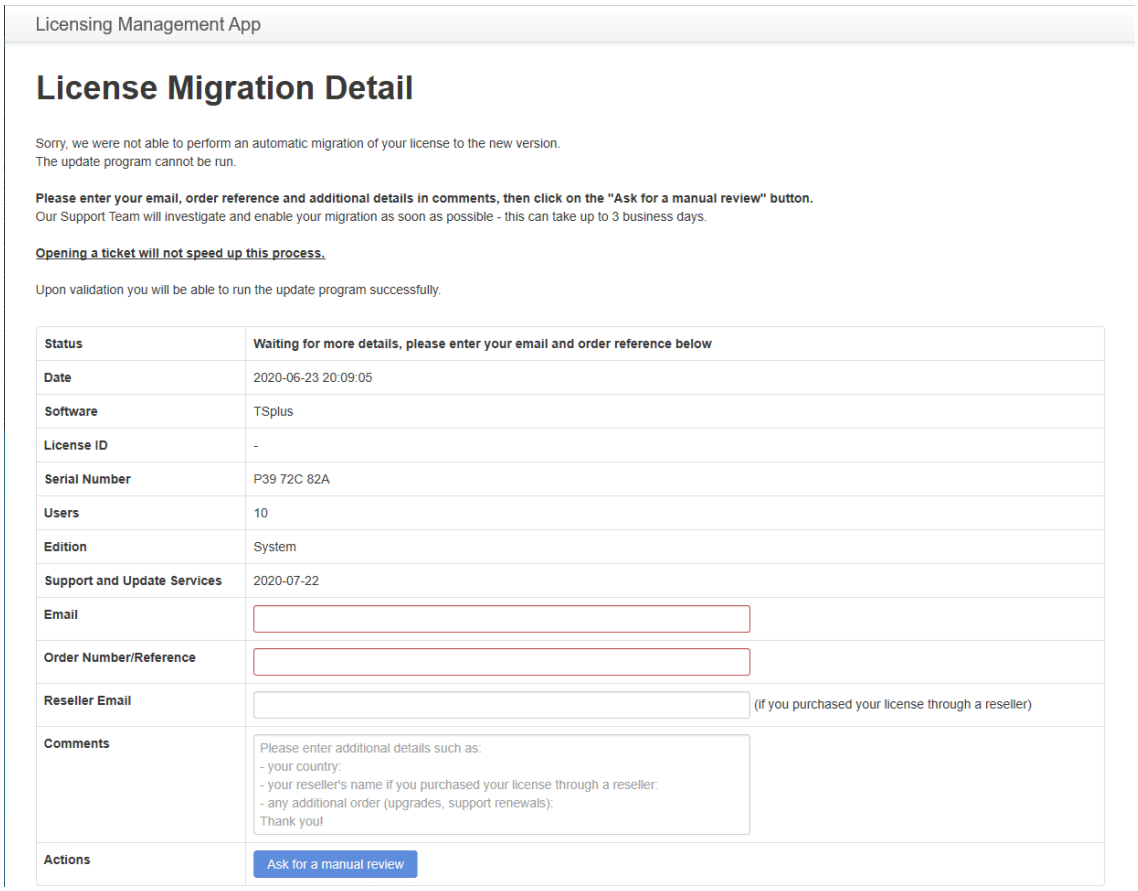
The product is already installed and licensed on a computer with any version prior to V14. If the product is on an active subscription the customer/end user can choose to upgrade via the default upgrade path by initiating the upgrade in the Admin Tool.



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



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

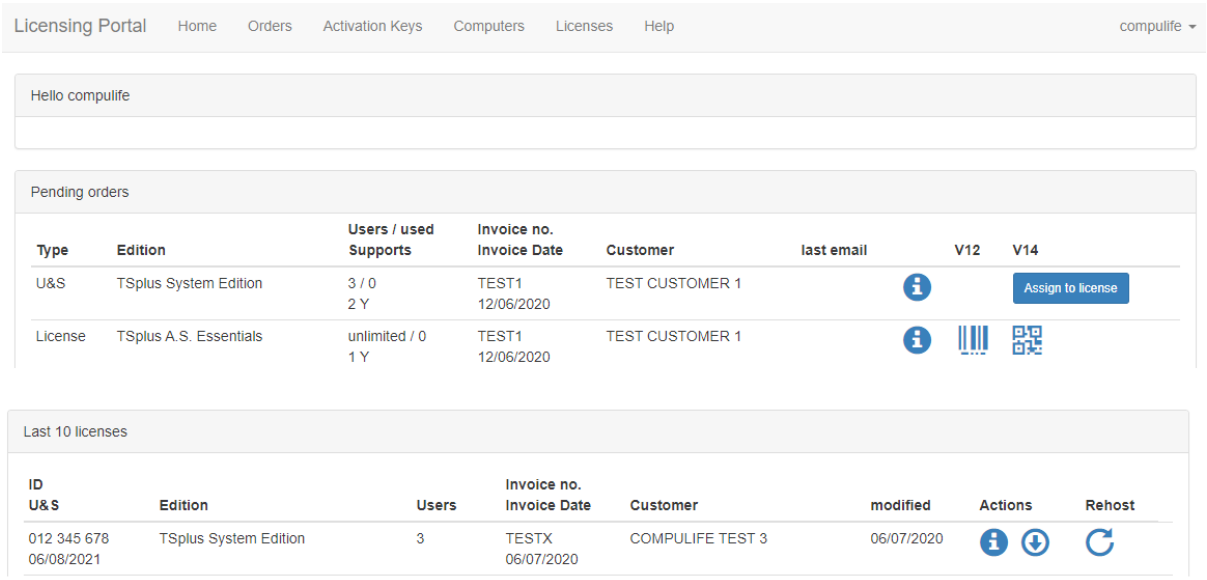
After the data has been verified by the support team an email will be sent to the email specified in the “Email” field with the result of the conversion. Should the manual conversion be successful then all that is needed, is to execute the upgrade again which will proceed as normal.

Case 2)

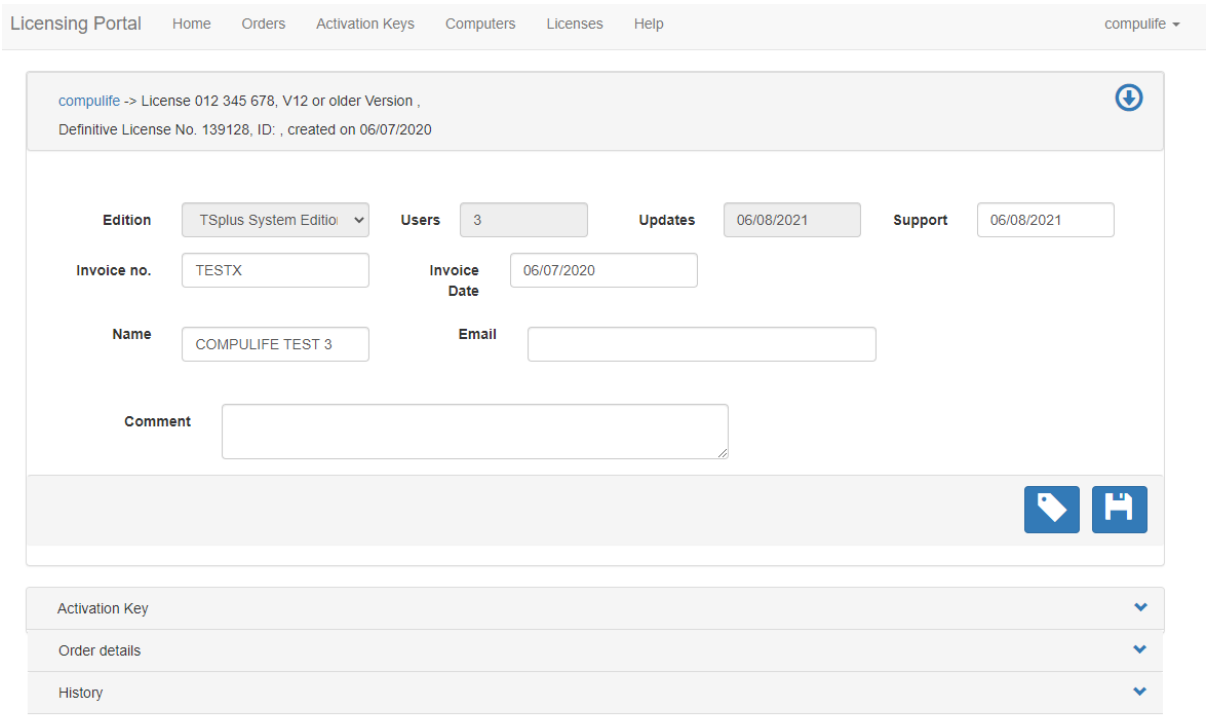
Conversion of V12 License to V14 when a new installation of TSPlus is done on the server (not upgrade).

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 on is been decommissioned. (This would be like a rehost from a V12 to a V14).

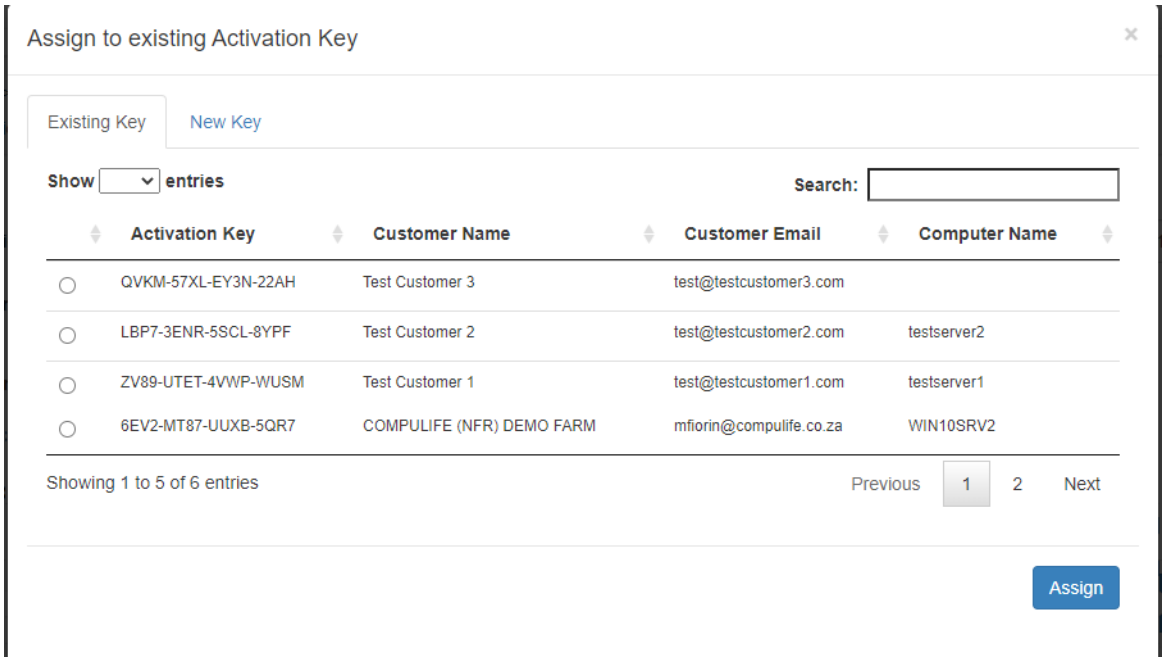
To convert a license manually through the licensing portal.



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.

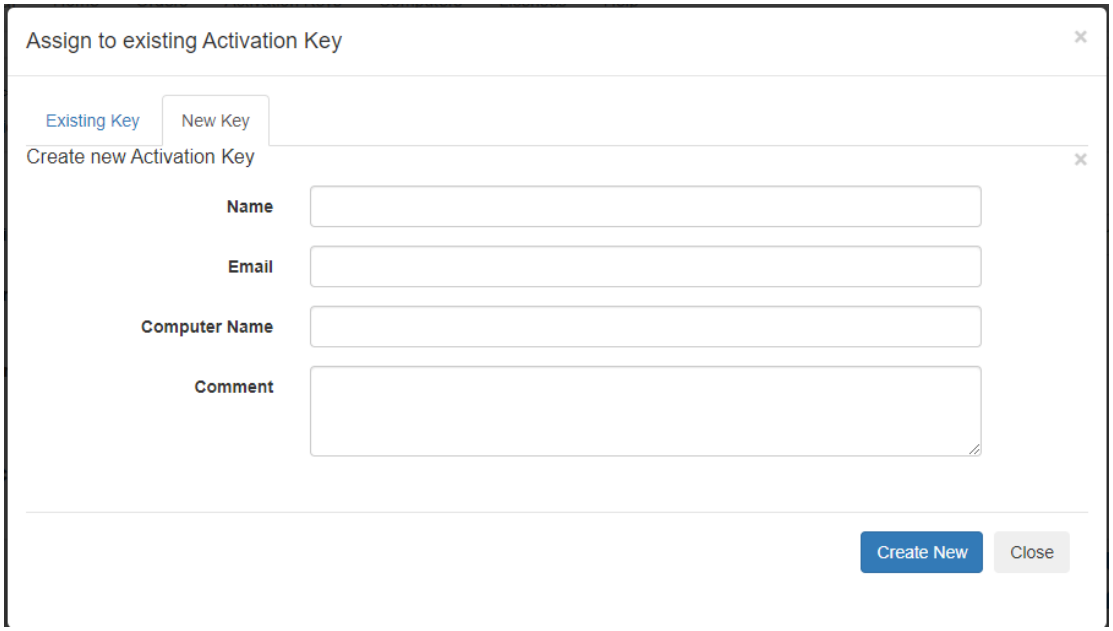


The License detail screen is shown above. To initialize the migration press the “Migration Icon” and the following screen will be opened.



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.



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.