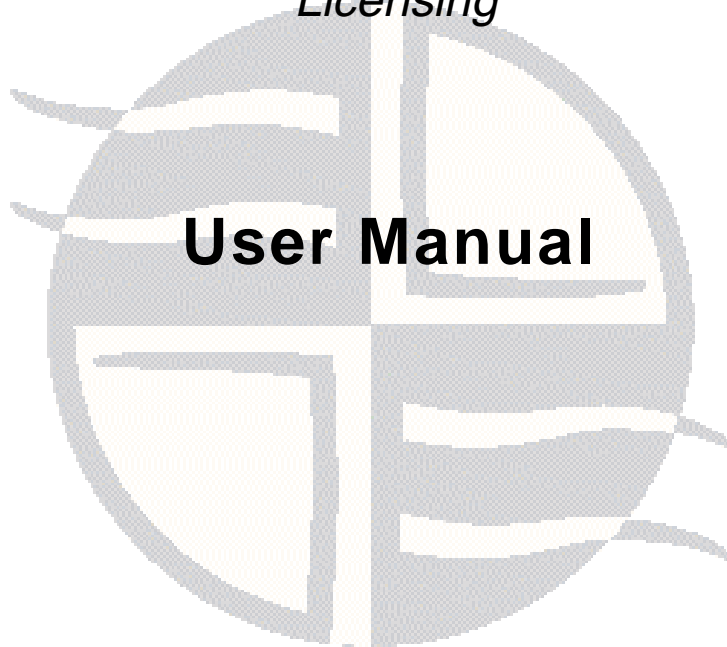# Easysoft Data Access
Licensing

User Manual

Version 19.

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PREFACE

About this manual

This manual is intended for use by anyone who wants to access InterBase application data, stored on a Windows or Unix machine, from an ODBC-compliant application.

Chapter Guide

- **Intended Audience**
- **Displaying the Manual**
- **Notational Conventions**
- **Typographical Conventions**
- **Contents**
- **Trademarks**

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 `root` 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

- **Licensing**

  An overview of Easysoft Remote Server Licensing.

- Appendices

  Comprising a Glossary.

Trademarks

Throughout this manual, *Windows* refers generically to Microsoft Windows 95, 98, 2000, NT or XP, 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 UNIX System Laboratories, 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.

LICENSING

Guide to licensing Easysoft Data Access products

Most products in the Easysoft Data Access range cannot be used until they have been licensed.

This is a guide to the various product licenses which are available from Easysoft and how to obtain them.

Chapter Guide

- **Trial and purchased licenses**
- **Licensing overview**
- **Before you begin**
- **Obtaining trial licenses on Windows**
- **Obtaining purchased licenses on Windows**
- **Removing a license on Windows**
- **Obtaining trial licenses on Unix**
- **Obtaining purchased licenses on Unix**
- **Removing a license on Unix**
- **More about licensing on Unix**
- **Preserving licenses when upgrading software**
- **Troubleshooting**

Trial and purchased licenses

Most Easysoft Data Access 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 30 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 later.

Full instructions for obtaining trial and purchased licenses are provided in this document.

You cannot obtain a purchased license until you have received an *authorization code*.

Also, depending on how you apply for a trial or purchased license, you may need to supply a *site number* to Easysoft and apply the *license key* to activate the license.

Authorization codes, site numbers and license keys are explained in **"Licensing overview" on page 13**.

	Support contracts for purchased licenses can be purchased by contacting **sales@easysoft.com** or you can visit newsgroups at **news://news.easysoft.com** for assistance. At the discretion of Easysoft, customers obtaining trial licenses may be provided with direct support during their evaluation period. Contact **sales@easysoft.com** for details. All customers are provided with support during trial periods.
NB	

Licensing overview

This section explains the mechanisms involved in obtaining trial and purchased licenses.

THE LICENSE MANAGER AND LICENSE SERVER

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

The License Manager runs on the machine on which you are running the software and is used to request and apply licenses.

The License Server runs on a machine at Easysoft and generates license keys.

When you request or apply licenses, the License Manager on your machine contacts the License Server.

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

AUTHORIZATION CODES

To obtain a purchased license, you must have an authorization code for the product you wish to license.

When you purchase the product (either from the Easysoft web site at **http://www.easysoft.com** or by contacting the Sales team via **sales@easysoft.com**) your authorization code(s) are emailed to you.

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.

SITE NUMBERS

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

- If this machine has a connection to the Internet (is online), the site 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 need to acquire the site number by running the License Manager on the machine, then supply the number to Easysoft by entering it at **http://www.easysoft.com/sales/autolicense.phtml**. The license key is then emailed to you to be applied manually.

L ICENSE KEYS

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

The license key is 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 supplied your site number to Easysoft 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.

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:

- **Obtaining trial licenses on Windows**

- **Obtaining purchased licenses on Windows**

- **Removing a license on Windows**

- **Obtaining trial licenses on Unix**

- **Obtaining purchased licenses on Unix**

- **Removing a license on Unix**

- **More about licensing on Unix**

FIREWALLS

When using the automatic/online method to obtain a license, the License Manager program attempts to make a TCPIP connection to `ai.easysoft.com` (194.131.236.4) 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.

Obtaining trial licenses on Windows

A trial license gives you full use of the product for a limited period (usually 30 days).

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

The procedures for both online and offline licensing are explained below.

OBTAINING TRIAL LICENSES ON WINDOWS (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:

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 39**.

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 ON WINDOWS (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 18**).

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 39**.

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-XXXXX`. This is the site number which you must supply to Easysoft.

8. Now do *either* of the following:

   - Run a web browser and go to **http://www.easysoft.com/sales/autolicense.phtml**. Log in to the Easysoft web site.

     On the License Generator screen, choose the type of license you want (Trial), then enter your site number and click **Continue**. You can now close the web browser. You will shortly receive your license key(s) via email.

   - In the window displaying the site number, choose **File > Save To File** then enter a filename and click **Save**. Now email this file to **license@easysoft.com**. 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), do *either* of the following:

   - Double-click the attachment in the email to apply the license key(s) automatically.

   - Run the License Manager and click **Enter License**, then copy the license key(s) from the email and paste them 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 or the Internet (as explained at **step 8 on page 20**), choose **Print Request** (at **step 7 on page 19**).

You can then fax or telephone the site 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 20**.

Contact Licensing at:

Tel:	+44 (0)1937 863 450
Fax:	+44 (0)1937 863 550

Obtaining purchased licenses on Windows

Purchased licenses are available for either a fixed or unlimited number of concurrent database connections.

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

The online and offline procedures for licensing are explained below.

OBTAINING PURCHASED LICENSES ON WINDOWS (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. 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.

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 39**.

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 ON WINDOWS (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. 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.

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 22**).

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 39**.

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-xxxxx`. This is the site number which you must supply to Easysoft.

10. Now do *either* of the following:

    *   Run a web browser and go to **http://www.easysoft.com/sales/autolicense.phtml**. Log in to the Easysoft web site.

        On the License Generator screen, choose the license you want, then enter your site number and click **Continue**. You can now close the web browser. You will shortly receive your license key(s) via email.

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

11. When you receive your license key(s), do *either* of the following:

- Double-click the attachment in the email to apply the license key(s) automatically.

- Run the License Manager and click **Enter License**, then copy the license key(s) from the email and paste them 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 or the Internet (as explained at **step 10 on page 24**), then choose **Print Request** (at **step 9 on page 24**).

You can then fax or telephone the site 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 24**.

Contact Licensing at:

<div align="center">

Tel: +44 (0)1937 863 450

Fax: +44 (0)1937 863 550

</div>

Removing a license on Windows

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

Obtaining trial licenses on Unix

A trial license gives you full use of the product for a limited period (usually 30 days).

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

The procedures for both online and offline licensing are explained below.

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. Ensure that you are logged 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 starts and a number of options are available.

```
Easysoft License Client for UNIX

Please note that to obtain licenses automatically you need
to be connected to the Internet and allow outgoing access to
ai.easysoft.com on port 8884
If this program cannot determine the IP address of ai.easysoft.com
it will try 194.131.236.4
[0] Exit
[1] View existing licenses
[2] ODBC-ODBC Bridge
[3] ODBC-ODBC Bridge (Enterprise)
[4] JDBC-ODBC Bridge
[5] SQL engine
[6] Data Access for ISAM
[7] Sage Tetra CS/3 SQI
[8] Oracle ODBC Driver
[9] Easysoft SDK
[10] Zortec System Z SQI
[11] ODBC-JDBC Gateway

Please choose the product you would like a license for by entering its
item number or enter one of the other options.

Option:
```

Figure 3: Obtaining trial licenses via the Unix License Manager

4. Type the option number for the product you want to license.

    Although several products may be listed, you can only select one that is installed. The License Manager retrieves the machine's site number, 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. Ensure that you are logged 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 starts and a number of options are available. This list of options is illustrated in the previous section.

4. Type the option number for the product you want to license.

   Although several products may be listed, you can only select one that is installed. The License Manager retrieves the machine's site number 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**.

   The site number details are written into `license_request.txt`.

8. Choose option `0` to quit the License Manager.

9. Now do any one of the following:

- Display the `license_request.txt` file (e.g. using `cat license_request.txt`) and note the site number. Now run a web browser and go to **http://www.easysoft.com/sales/autolicense.phtml**. Log in to the Easysoft web site.

  On the License Generator screen, choose the type of license you want (Trial), then enter your site number and click **Continue**. You can now close the web browser. You will shortly receive your license key(s) via email.

- Email the file `license_request.txt` to **autolicense@easysoft.com**. Your license key(s) will be emailed to you automatically.

- Email the file `license_request.txt` to **license@easysoft.com**. A member of the Licensing Department will email the license keys(s) to you.

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

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

    If you cannot use email or the Internet (as explained at), print `license_request.txt`.

    You can then fax or telephone the site 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 .

Contact Licensing at:

Tel: +44 (0)1937 863 450

Fax: +44 (0)1937 863 550

Obtaining purchased licenses on Unix

Purchased licenses are available for a fixed number of concurrent database connections or unlimited concurrent database connections.

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

The procedures for both online and offline licensing are explained below.

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. Ensure that you are logged 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 starts and a number of options are available:

```
Easysoft License Client for UNIX

Please note that to obtain licenses automatically you need
to be connected to the Internet and allow outgoing access to
ai.easysoft.com on port 8884
If this program cannot determine the IP address of ai.easysoft.com
it will try 194.131.236.4
[0] Exit
[1] View existing licenses
[2] ODBC-ODBC Bridge
[3] ODBC-ODBC Bridge (Enterprise)
[4] JDBC-ODBC Bridge
[5] SQL engine
[6] Data Access for ISAM
[7] Sage Tetra CS/3 SQI
[8] Oracle ODBC Driver
[9] Easysoft SDK
[10] Zortec System Z SQI
[11] ODBC-JDBC Gateway

Please choose the product you would like a license for by entering its
item number or enter one of the other options.

Option:
```

Figure 4: Obtaining purchased licenses via the Unix License Manager

6. Type the option number for the product you want to license.

Although several products may be listed, you can only select one that is installed. The License Manager retrieves the machine's site number, 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 31** to **step 10 on page 32**) 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. Ensure that you are logged 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 starts and a number of options are available (see **Figure 4 on page 31**).

6. Type the option number for the product you want to license.

   Although several products may be listed, you can only select one that is installed. The License Manager retrieves the machine's site number, 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 33** to **step 12 on page 34**) 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**.

   The site number details are written into `license_request.txt`.

10. Choose option `0` to quit the License Manager.

11. Now do any one of the following:

    • Display the `license_request.txt` file (e.g. using `cat license_request.txt`) and note the site number. Now run a web browser and go to **http://www.easysoft.com/sales/autolicense.phtml**. Log in to the Easysoft web site.

- On the License Generator screen, choose the license you want, then enter your site number and click **Continue**. You can now close the web browser. You will shortly receive your license key(s) via email.

- Email the file `license_request.txt` to **autolicense@easysoft.com**. Your license key(s) will be emailed to you automatically.

- Email the file `license_request.txt` to **license@easysoft.com**. A member of the Licensing Department will email the license keys(s) to you.

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

If you cannot use email or the Internet (as explained at **step 11 on page 33**), print `license_request.txt`. You can then fax or telephone the site 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 12 on page 34**.

Contact Licensing at:

Tel: +44 (0)1937 863 450

Fax: +44 (0)1937 863 550

Removing a license on Unix

Occasionally you might want to remove a license, for example if the license has expired. 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. You should resolve these errors before removing any licenses.

5. Note where the unwanted license appears.

6. Make a backup of the `licenses` file.

   ```
   cp licenses licenses.backup
   ```

7. Open the file `licenses` and remove the appropriate license line.

8. Run `./licshell` again and select option 1 to display the active licenses.

If the correct license has been removed, go to **step 9 on page 36** to quit the License Manager.

– OR –

If the wrong license has been removed, reinstate the original `licenses` file by typing the following, then go back to **step 3 on page 35** and try again:

```
cp licenses.backup licenses
```

9. When you have finished, enter `0` to quit the License Manager.

More about licensing on Unix

On Unix, licenses are stored in the file `/usr/local/easysoft/license/licenses`.

Each line in the licenses file is either a comment starting with a hash '#' character, or a license key for an Easysoft product. However, the message "`IgnoreInvalid`" can appear as the first line in the file. Normally, if an Easysoft product finds invalid licenses in the license database it prevents any clients from connecting until the problem is resolved.

Some sites also install Easysoft products on NFS-mounted filestores, so that the `licenses` file may contain licenses for more than one server. To cause the server to ignore license keys that appear for other servers, include the text `IgnoreInvalid` as the first line of the `licenses` file.

NB	This flag does *not* disable license checking. You still need to have a valid license present to use each Easysoft product. This setting merely means that the server will skip over any invalid licenses while searching for a valid one rather than refusing connections.

VIEWING LICENSES

The License Manager for Unix has an option to view existing licenses. This option 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.

Preserving licenses when upgrading software

WINDOWS

When a license is added to an Easysoft product running on Windows 9x, 2000 or NT the licenses are added into the following registry key:

`HKEY_LOCAL_MACHINE\SOFTWARE\Easysoft\Licences`

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

Similarly if the Easysoft product is upgraded the licenses are *not over-written* 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 above registry key and store the file away from your server.

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

NB	Customers should note that there are certain hardware changes, such as replacing the network card, that will nullify the license and require a new one to be requested.

U N I X

When a license or licenses are added to a Unix installation of an Easysoft product the licenses are added to the following file:

`/usr/local/easysoft/license/licenses`

When an Easysoft product is removed from the server (which is recommended when upgrading) the license file *is removed* along with the other Easysoft directories.

Easysoft recommend that the `/usr/local/easysoft/license/licenses` file is backed up and stored elsewhere on the server away from the Easysoft directory structure.

As with Windows, when the operating system or hardware is changed on the server then it is wise to first back-up the licenses file beforehand and store it away from the machine.

NB	Customers should note that there are certain hardware changes, such as replacing the network card, that will nullify the license and require a new one to be requested.

Troubleshooting

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

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

CLIENT-SIDE ERROR MESSAGES

The following error messages describe problems that have occured 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 intialise 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.

"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 16** 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 ERROR MESSAGES

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

"Invalid site number"

The number supplied does not conform to the syntax for a site 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.

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.

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