



Licensing Your Tabernus Application

(File-Based Licensing)

1 File-Based Licensing

Currently includes Tabernus E800 (FC10), 2U (FC10) and EE – LAN.

- Start the software (i.e., EE – LAN), then click on *Help > Request New License*

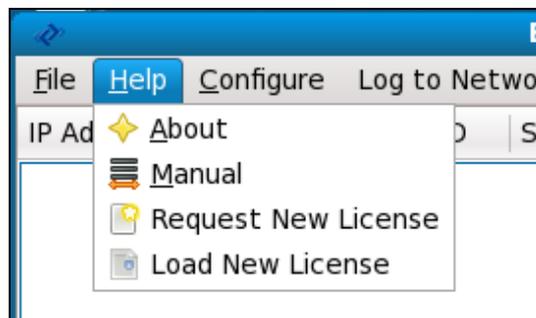


Figure 1: Request License from Server

- A text file is created on the desktop called *LicRequest.txt*

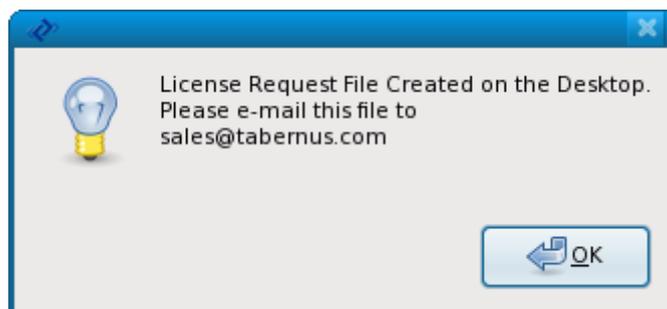


Figure 2: License Request File Created

- Insert a USB key, and copy the LicRequest.txt file to the key: you can simply drag the LicRequest.txt file to the USB key icon on the desktop to copy into the key

- Safely remove the USB key by right-clicking on the keys icon and selecting Unmount Volume or Safely remove Drive

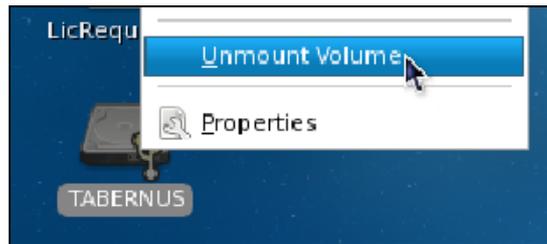


Figure 3: Safely Remove USB Key

- On an internet connected PC, go to the Customer Portal at customer.tabernus.com and enter your login details
- Once logged in, select *Request License* (not *Request License by Key*)



Figure 4: Select Request License

- Insert your USB key with the License request file on into the PC
- Click on Choose File and navigate to the License Request file on the USB key

Companies: Add License Request

Acme Scotland

Status: Active

License Balance: 6

License Request File No file chosen

License Quantity

Software

Group

Memo

Figure 5: License Details Dialog

- Enter the quantity of licenses you require
- Select a software version – choose the version you are licensing to ensure your records remain accurate
- Enter a Memo if you wish: which server/which employee etc.

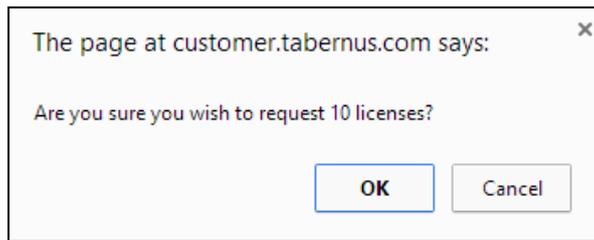


Figure 6: License Quantity Check

- Ensure the quantity is correct and click *OK*. An Updated License message will appear (below)



Figure 7: Successful Download Message

- Right Click the Updated License hyperlink and select *Save Link As* (below)

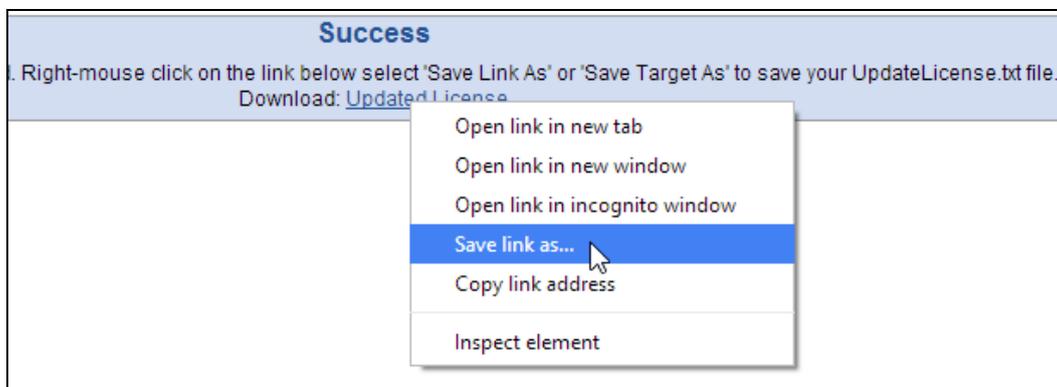


Figure 8: Download Update License File

Note: **It is important that the Update License file is renamed: remove all of the numbers AND the underscore as shown (below):** select the numbers and underscore and press **Backspace**

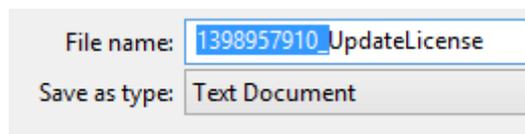


Figure 9: Rename the Update License File

- Save the renamed file to your memory key location

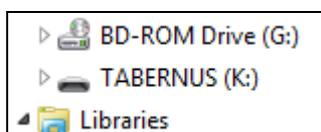


Figure 10: Save to Memory Key

- On your memory key you now have two files as shown (below)

Name	Date modified	Type
 LicRequest	01/05/2014 15:53	Text Document
 UpdateLicense	01/05/2014 16:32	Text Document

Figure 11: Both Required License Files

- Take your memory key back to your Tabernus server machine and copy the Update License file to the desktop: you can drag the UpdateLicense.txt file from the USB key to the desktop.

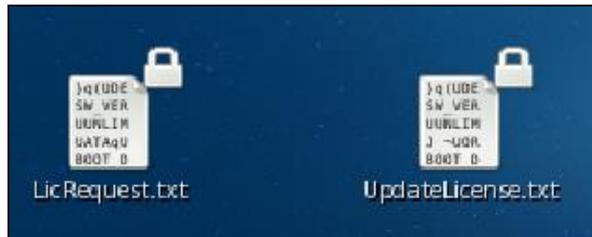


Figure 12: License Text Files on Desktop

- Click on *Help > Load New License*



Figure 13: Load New License

- You should receive the successful licensing message (below)

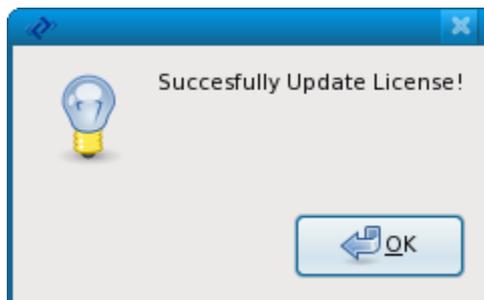


Figure 14: Successful Licensing

- Delete the LicRequest.txt and UpdateLicense.txt files from the desktop (Move to Trash)

Possible Error Conditions

- The most common error with file based licensing is probably the **U/RN Error**. This usually occurs when *another* license request file is generated after the primary file has been uploaded to the server.

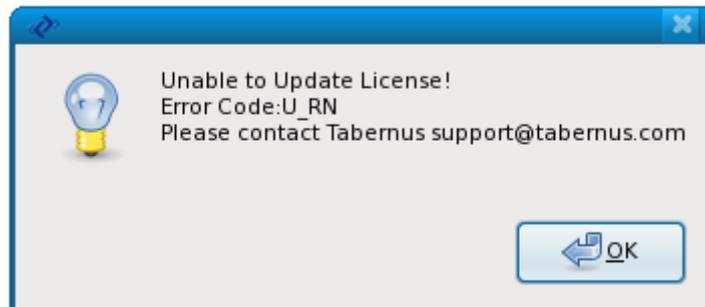


Figure 15: U/RN Error Message

- Follow these instructions to resolve this issue
 - Contact Tabernus Support/go to support.tabernus.com and create a Support Ticket
 - Delete ALL LicRequest.txt and UpdateLicense.txt files from the desktop AND USB drive
 - Empty the trash bin
 - Generate another license request file, copy to USB drive and keep copy on the desktop
 - Upload the new request file to the customer portal
 - Download the UpdateLicense.txt file
 - Copy the UpdateLicense.txt file to the desktop
 - Update license count
 - Tabernus will reimburse any licenses lost through this error
- After each licensing procedure, ensure you delete the old license files from the desktop. If you do not, the next time you attempt to put a license request on to the desktop you will receive the following message

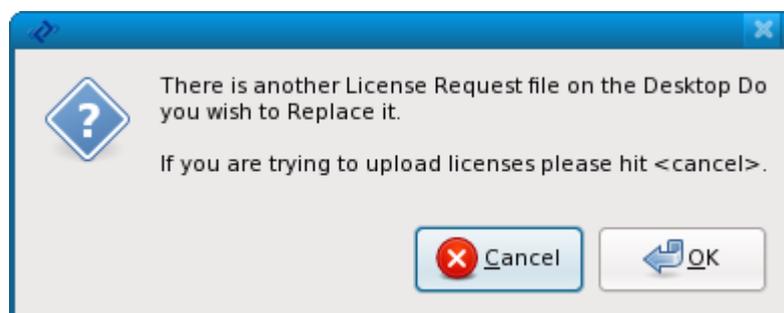


Figure 16: Duplicate License File

- For support go to support.tabernus.com