



Licensing Your Tabernus Application

(Instructions for both File-Based and Key-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*

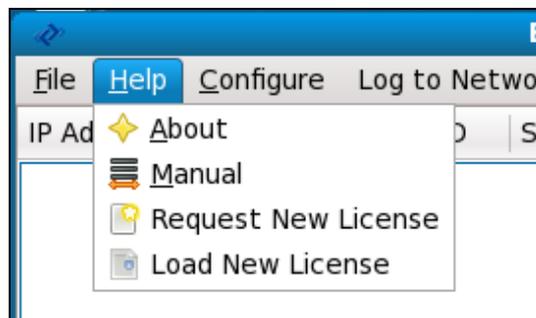


Figure 1: Request License from Server

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

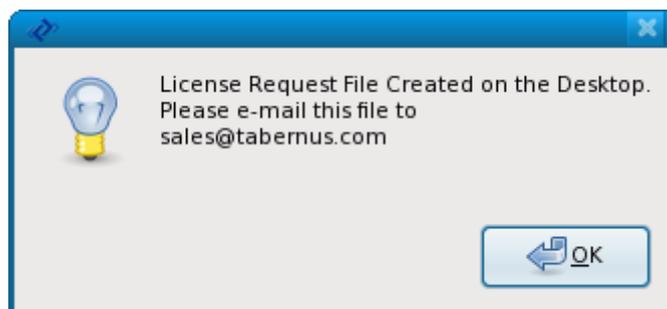


Figure 2: License Request File Created

- 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

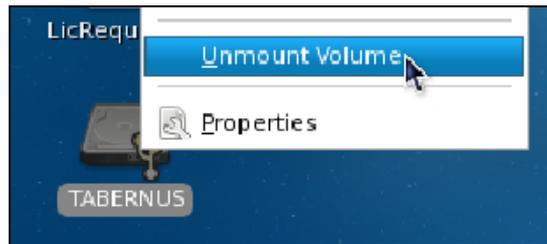


Figure 3: Safely Remove USB Key

- 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.

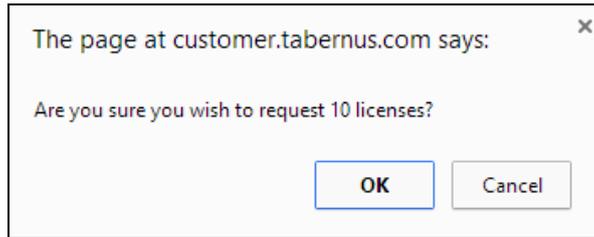


Figure 6: License Quantity Check

- 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)

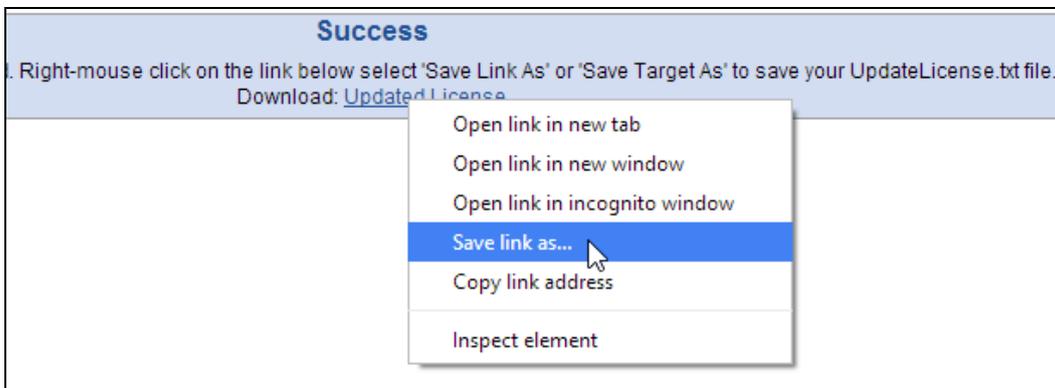


Figure 8: Download Update License File

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 the Backspace key

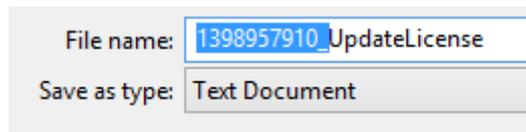


Figure 9: Rename the Update License File

- Save the renamed file to your memory key location

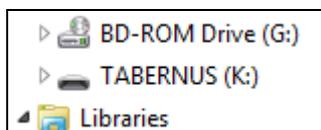


Figure 10: Save to Memory Key

- 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.

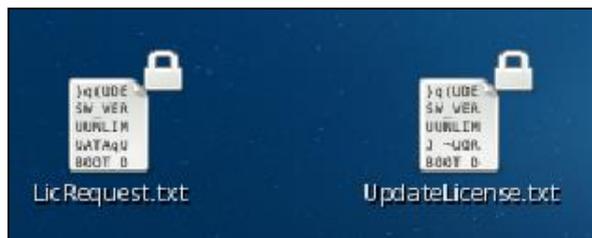


Figure 12: License Text Files on Desktop

- Click on *Help > Load New License*



Figure 13: Load New License

- You should receive the successful licensing message (below)

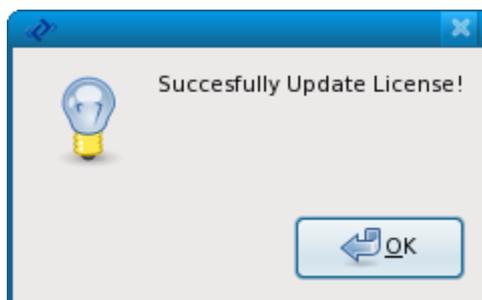


Figure 14: Successful Licensing

- 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.

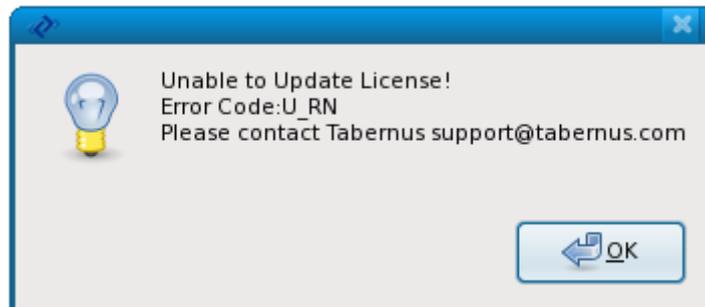


Figure 15: U/RN Error Message

- 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

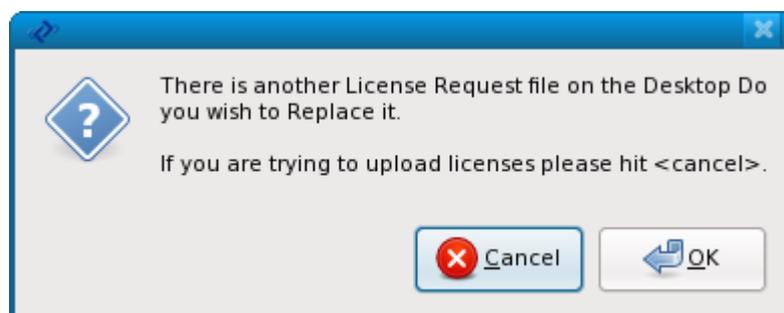


Figure 16: Duplicate License File

- For support go to support.tabernus.com

2 Key – Based Licensing

Currently includes FC14 models of the E800, 2U, Array, EE-USB etc.

- Start the software and click *License > License Key Codes*



Figure 17: License Key Codes

- The Tabernus License Wizard will open

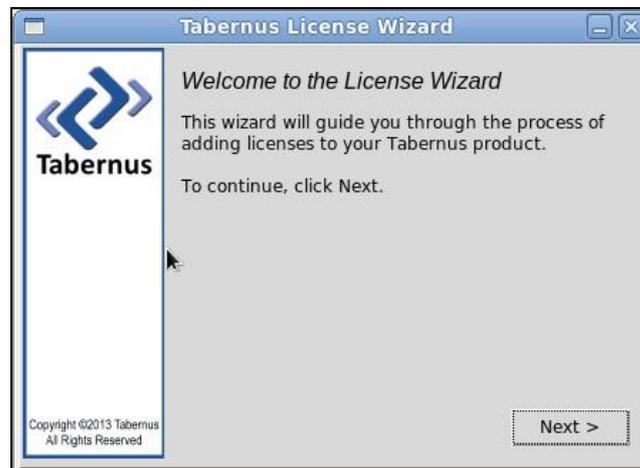


Figure 18: Tabernus License Wizard

- Enter the quantity of licenses you require and press Next

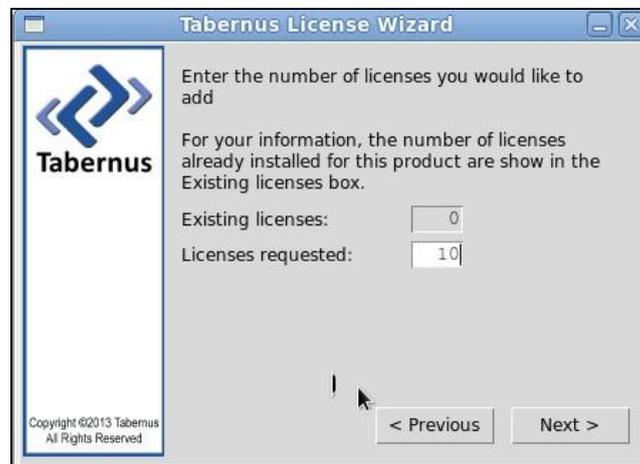


Figure 19: License Quantity Dialog

- You will be presented with a Request Key: make a note of this key if you are not close to your PC you use to access the Customer Portal

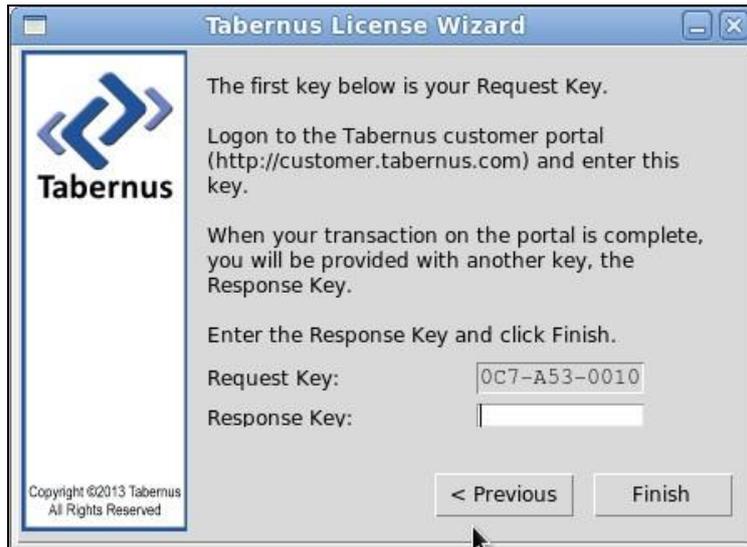


Figure 20: Request key Dialog

- Log in to the Customer Portal (customer.tabernus.com) and select *Request License by Key*



Figure 21: Customer Portal: Request License by Key

- The Add License Request by key dialog will open

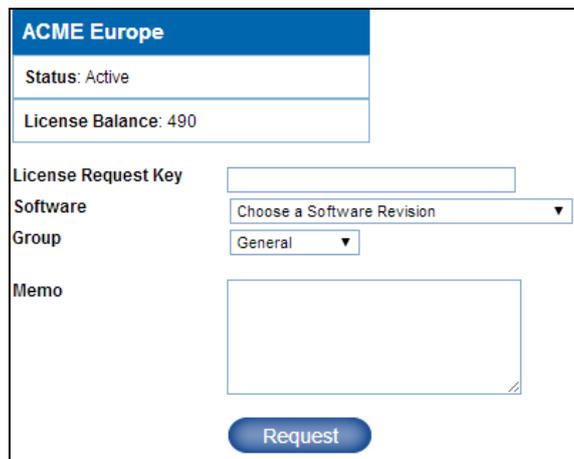


Figure 22: Add License Request by Key Dialog

- Enter your Request Key into the License request Key box – use UPPERCASE letters and enter hyphens at this stage. Note that all “0” are zeroes.
- Next, select a Software Revision – select the software revision you are licensing to ensure your records remain accurate.
- Unless you have it set up, ignore Group. You can, if you wish, enter a Memo:- noting the server you are licensing, for example

Figure 23: Enter Request Key and Other Details

- You will be presented with a Response Key: make a note of this if you are not close to your Tabernus machine

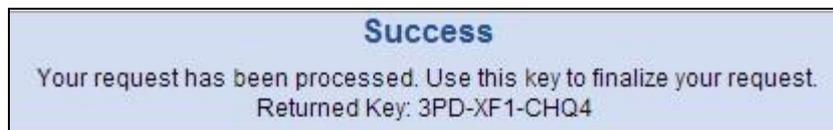


Figure 24: Response Key

- Enter the Response Key into the Response Key box as shown (below). There is no need to enter hyphens or use uppercase characters at this stage

Figure 25: Enter Response Key

- Click Finish: A successful license transfer will produce the following dialog box

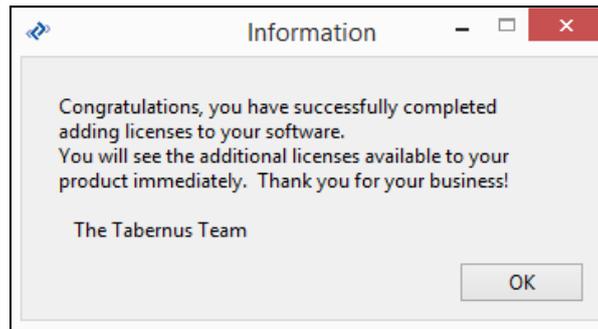


Figure 26: Successful License Transfer

Possible Error Conditions

- If you do not select a software revision in the Add License Request by Key dialog box, the following message will appear

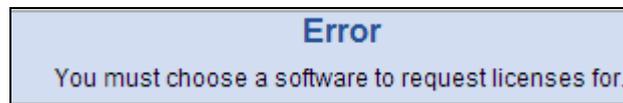


Figure 27: Software Revision Selection Not Made

- If you enter an incorrect Response Key, you will receive the following error message

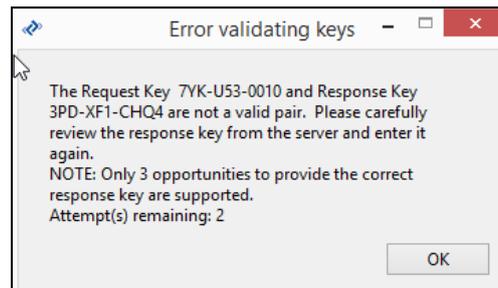


Figure 28: Incorrect Response Key Entry Error

- If you receive the (above) error, re-enter the Response Key, being careful to note whether “1’s” are “l’s” etc. You have three chances to enter the key before you have to start the procedure over anew
- If you receive the following error, check whether you have entered the Request Key correctly, i.e., using uppercase letters and having entered the hyphens correctly. You will also receive this message if you request a quantity of licenses greater than that you have available on the portal



Figure 29: General Error Condition

- For support go to support.tabernus.com