

Doing Business with eCopy Product Licensing



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Product Licensing:

License Agreement

The valid use of eCopy product is defined by the software End User License Agreement (EULA). The EULA can be found in the product packaging or electronically, during the installation process.

eCopy ShareScan[®] and eCopy Connectors run on MFPs and shared network Scanners and are typically sold in conjunction with the lease for the MFP. As such, eCopy ShareScan (with associated eCopy PaperWorks[™]) and eCopy Connectors are typically sold with Maintenance and Support (M&S) coverage for 3, 4, and 5 year terms to match the terms of typical leases for MFP equipment. A term for M&S coverage can be extended by purchasing a “renewal” or 1 year M&S add-on (priced per product). At the end of the M&S term (and presumably the end of the lease), the customer no longer has rights to eCopy support or updates for the product. When a new lease is written for new MFP equipment, eCopy ShareScan should be included with matching term M&S to make certain the customer has access to the product support for the duration of the new lease.

eCopy PaperWorks is software for a personal computer. It is also sold bundled with Maintenance and Support (M&S) coverage for 3, 4, and 5 year terms. A term for M&S coverage for eCopy PaperWorks can be extended by one more year by purchasing a 1 year M&S add-on (priced per eCopy PaperWorks pack). The add-on M&S seats must match the eCopy PaperWorks seats it is to be applied to.

Licensing Overview:

This section was created to help Resellers better understand the licensing technology used in eCopy ShareScan and eCopy PaperWorks products.

Licensing was implemented to help ensure compliance with the eCopy End User License Agreement (EULA) and to protect eCopy’s intellectual property rights and dealer revenues by preventing casual copying of the software. This is done by using product activation technology that verifies a product’s license.

Definitions

The following section describes some of the terms used throughout this section.

| Term | Definition |
|------------------------------------|---|
| Product Key | This is a unique 21-digit key that is provided when the eCopy product is purchased. It is required to run the software. |
| Activation | Activation is a secure and encrypted process that verifies a product key is valid and has not been activated on more systems than allowed by the eCopy End User License Agreement (EULA). |
| Hardware ID (aka Device ID) | The Hardware ID identifies the system on which the eCopy ShareScan or eCopy PaperWorks software is installed. It is used only for the purpose of activation and does not contain any personal information. |
| License Code (aka Activation Code) | Upon successful submission and verification of the product key and Hardware ID, the activation server generates and returns a unique 24-digit License Code which is only valid for that system and will not work anywhere else. |
| Device Type | The Device Type identifies the model of the MFP or eCopy ScanStation [™] that is being activated. This field is filled in automatically by the software. |
| Grace Period | The grace period is the period of time during which the eCopy software will run before activation will be required. |

Activation Methods

For eCopy ShareScan (for both ScanStation and for Embedded products) and eCopy PaperWorks, the first time the product is used, the user will be prompted to enter their unique 21-digit product key that comes with the software. Once a product key is invoked, an additional check may be required by activating the key to ensure it is valid and has not been used on more than the number of systems allowed in the software End User License Agreement (EULA).

Product keys that require activation can be activated 24 hours a day, seven days a week via Automatic activation or Manual activation. Both methods are anonymous and no personal information is transmitted during the process.

Automatic Activation

Activating over the Internet is a one-time operation that takes just a few seconds. If the product key is valid and the number of licenses has not been exceeded, a corresponding license code is transmitted back, automatically activating the software. This method requires access to the Internet.

Most customers who install eCopy products will activate them immediately because of the convenience and simplicity of online activation. Instructions are included in the product documentation.

Manual Activation

Customers who do not have a way to access the Internet from their system, can activate at a later time. However, they must activate their software within the first 30 days of installation (the grace period). At the end of the 30 day grace period, the software will stop working until it is activated.

Manual activation can be performed from any system via a Web browser. The site to manually activate is: <https://activation.ecopy.biz/>. This method is similar to the Automatic activation except that information needed to activate the product must be manually entered or uploaded to the manual activation site. Once the License Code is returned, it must be manually entered or imported into the eCopy software. Instructions for manual activation are included in the product documentation.

Activation vs. Registration

There are important distinctions between activating an eCopy product and registering it.

Activation may be required in order to use the software beyond the grace period. Activation returns a license code that unlocks the software beyond the grace period. No personal information is gathered during the activation process.

Registration requires the dealer or customer to submit name, e-mail address, and other identifying information in order to receive a host of benefits, including access to product upgrades and updates. Registration is strongly recommended. Users who wish to receive access to software upgrades and updates must register their products. This process must be initiated by the customer or dealer at www.registration.ecopy.com.

General FAQs:

Q: How are product keys distributed?

You receive a product key when you purchase eCopy software. If product was shipped to the distributor, the 21-digit product key is printed on a label that is affixed to the software package. For those products and distributors that receive electronic delivery of software, the product key will be listed on the e-mail. For all other product, such as upgrades or pre-registered software, the registration system will show the software serial number and the product key can be located under Actions/Details.

Q: What happens during the activation process?

During activation, the product key, product type, and hardware ID are sent to the eCopy activation server to make sure the key is available for activation. Once validated, the activation server returns a unique license code that can be used in the software, based on the hardware ID and the product key. If the activation server is not reached or there is a problem with the validation, an error will be returned.

Q: What information is collected during activation?

Only information that is necessary to activate the product key will be collected. This includes the product key itself, the product type, and the computer's hardware ID or the serial number of the MFP. Personal data is not collected or transmitted during activation.

Q: What if I am unable to activate the product key when I first launch the application?

It is important that licensing does not interfere with product usage. Therefore, there is a grace period for users who are unable to activate the product key immediately. The grace period starts on the day you launch the eCopy software for the first time and ends 30 days after that. If you receive an error message, you may have to manually activate your product key. If you need further assistance, please open a ticket within *Ask eCopy*.

Q: What happens if I don't activate my product key before the 30 day grace period expires?

Failure to activate the product key before the 30 day grace period has expired will cause the eCopy software to stop functioning until the required activation is performed. If you are using ShareScan, only the device that has not been activated will stop functioning.

Q: What if something happens to my system that corrupts the product key?

If the software or product key becomes corrupt, you can reinstall the software and reactivate the key. When you reactivate a key you must do so on the same system that the key was originally activated on. If you try to activate the key on a different system you will get a product key error.

Q: How many times can a product key be reactivated?

As long as you are reactivating the key on the same system and have not made any hardware changes you can reactivate an unlimited number of times. We suggest that you export a license report prior to reinstalling software. The license report will contain the product key, device ID, and license code. This information will assist you in manual activation of your software, if an automatic activation does not work.

ShareScan Licensing:

- ShareScan product keys, for either ScanStation or Embedded products, are specific to the MFP brand
- A ShareScan seat product key can only be associated with one MFP at a time
- A ShareScan volume product key can be associated to the pre-determined number of MFPs at one time.
- A ScanStation can be moved from one MFP to another as long as the new MFP is the same manufacturer's brand as the original device, and the product is covered by a current M&S agreement

ShareScan Key Types

| License Key Type | Description |
|----------------------|--|
| Full | <p>A ShareScan Full product key requires activation and may only be utilized for the MFP brand for which it was purchased. One ShareScan full product key enables you to associate the eCopy ShareScan software with one MFP.</p> <p>A ShareScan full product key is obtained when you purchase an eCopy ShareScan product</p> |
| Evaluation | <p>ShareScan Evaluation product keys require activation and are MFP brand specific. Once activated, the key will be valid for a total of 45 days from the date of installation including the standard 30 day activation grace period.</p> <p>An evaluation product key is obtained through eSPN. Instructions are available on eSPN that outline how to move from an evaluation to a full product key in the event that the customer decides to purchase ShareScan.</p> |
| Not for Resale (NFR) | <p>ShareScan NFR product keys are for demo rooms only. Dealers may not resell, or otherwise use NFR product keys at end user sites. NFR product keys require activation and are MFP brand specific. Once activated the key will not expire. The standard 30 day activation grace period applies.</p> <p>An NFR product key is obtained through eSPN. Instructions are available on eSPN that outline how to move from an NFR to a full product key in the event that the ShareScan showroom unit is sold.</p> |
| Upgrade | <p>A ShareScan upgrade key is required to move from one major version of software to the next for those customers with a valid maintenance & support contract. As an example, an upgrade key is required to move from ShareScan v3.0 to v4.0. Upgrade keys are not required for point releases of ShareScan software. ShareScan upgrade product keys require activation and are MFP brand specific. Once activated, the key will not expire. The standard 30 day activation grace period applies.</p> <p>Upgrade product keys are obtained through the Upgrade section of the Registration Site at www.registration.ecopy.com.</p> |

FAQs:

Q: Why do I need to activate my ShareScan product key?

eCopy ShareScan requires a valid license code to successfully attach a device to the ShareScan Services Manager. This license code is obtained when you activate your product key. Activating your product key against a device will allow ShareScan software to work with that device beyond the 30 day grace period.

Q: I am activating a product key for ShareScan. Where do I find the information needed in order to activate the product key?

The activation database requires three pieces of information: product key, device ID, and device type.

The **product key**, which is manually inputted into the ShareScan Administration Console, is found by opening the **ShareScan Administration Console** and selecting **System Information>Licensing>License Information**. The **device ID** can be found by selecting the desired product key from the License Table and double-clicking. This will open the **Product Key Information** dialog box. There is a field with the device ID information. The device type is located immediately above the device ID in the dialog box. It is important that you copy the information exactly as it is shown in the Information box. Inputting inaccurate information into the manual activation server will produce an invalid license code. If this happens, please open a ticket within *Ask eCopy* to request the key be reset.

Q: What do I do with the License Code the activation system provides me?

Once you have entered in the product key, device ID, and device type into the activation server, the system provides you with a License Code. To enter the License Code in the Services Manager, open the **ShareScan Administration Console** and select **System Information>Licensing>License Information**. Select the product key that you just entered in the activation database and double-click on it to open the Product Key Information dialog box. Select the **Activate Manually** button and enter in the License Code provided by the system in the field provided. Click OK to complete the process.

Q: Is it important for me to keep track of my product keys and license codes?

eCopy recommends saving a license report of all keys and codes associated with a Services Manager. To save a License Report, open the **ShareScan Administration Console** and select **System Information>Licensing>License Information**. Click on the **Report** button found on the right-hand side of the screen. eCopy recommends saving this report to a drive on the network that is backed up.

ShareScan Add-on Connector Licensing:

- Connector licensing is enforced by the End User License Agreement that ships with the product and does not have associated product keys.
- Add-on Connectors can only be associated with one MFP brand at a time.
- Add-on Connectors can be enabled for multiple MFPs, as long as the brand is the same as the original device and you have purchased the appropriate number of Connectors to run on all devices.
- The eCopy product key/device that you enable the Connector must be covered under a current M&S agreement to obtain support for installation and configuration issues.

Connector Types

| Connector Type | Description |
|----------------------|---|
| Full | Add-on Connectors do not require activation. One Add-on Connector license enables you to associate the Connector with one eCopy ShareScan-enabled device or MFP. The Connector End User License Agreement is obtained when you purchase the Connector. |
| Evaluation | An evaluation Connector is obtained through eSPN. Instructions are available on eSPN that outline how to install and configure an evaluation version. Once installed, the Connector will be valid for a total of 45 days from the date of installation. |
| Not for Resale (NFR) | An NFR Connector is obtained through eSPN. Instructions are available on eSPN that outline how to install and configure an NFR version. NFR versions of Connectors are intended for use in demo rooms only. Dealers may not resell, or otherwise transfer, NFR product to end users. |
| Upgrade | Add-on Connector upgrades are not required for point releases, as ShareScan is compatible with previous versions of Connectors. Connector upgrades are required to leverage newly implemented functionality within the Connector. These upgrades are also strongly recommended for ShareScan. Add-on Connector upgrades are obtained through the Upgrade section of the Registration Site at www.registration.ecopy.com . |

FAQs:

Q: What do I need to register my Add-on Connector?

Refer to Doing Business with eCopy Product Registration section. Instructions are also available through the Registration Site at www.registration.ecopy.com. Registering Add-on Connectors requires the Serial Number for each Connector.

Q: Will I need to purchase licenses for every device I intend to use the Connector on?

Yes, you must have a licensed copy of the Connector for each device the Connector will be enabled. However, the Connector only needs to be loaded on the ShareScan Service Manager once.

eCopy PaperWorks Licensing:

eCopy PaperWorks is included with each eCopy ShareScan product package. When ordering additional licenses, eCopy PaperWorks software is packaged and priced as 5, 10, or 20 user licenses to a package. Volume licenses are also available for customers who need 50 or more licenses. eCopy PaperWorks is licensed on a per-seat basis, this means that each and every machine installing, running, and/or using the software must be covered by a user license. For example, an eCopy PaperWorks 10-pack with a 10 user license can be used on up to 10 PCs. An eCopy PaperWorks 50-pack with a 50 user license can be used on up to 50 PCs, and so on.

eCopy PaperWorks Key Types

| Key Type | Description |
|----------------------|--|
| Seat-Bundle | A Seat-Bundle key is issued with eCopy PaperWorks product that comes bundled with ShareScan Suite or ShareScan Essentials. When a user obtains eCopy PaperWorks as part of the ShareScan bundle, they need to enter a valid product key to use the software, but do not need to activate it. ShareScan is the only software product in the bundle that is activated. |
| Seat | A Seat key is issued for additional add-on licenses of eCopy PaperWorks that are purchased separately. This key requires activation. |
| Evaluation | <p>Evaluation product provides a limited license to use eCopy PaperWorks for 45 days from the date of installation. Activation is not required.</p> <p>If your customer decides to purchase the product at anytime during or after the evaluation period, they can go to Options>Preferences>Licensing and click on the "New" button to enter the new product key that was received at time of purchase. This will convert the evaluation product to a fully functional perpetual license. They do not need to uninstall or reinstall any new software.</p> <p>Evaluation keys can be obtained through eSPN or the eCopy Corporate Web site.</p> |
| Not for Resale (NFR) | <p>NFR product is intended for use in demo rooms only. Dealers may not resell, or otherwise transfer, NFR product to end users.</p> <p>An NFR product key is obtained through eSPN and requires activation.</p> |
| Volume | Volume keys are issued with the purchase of 50 or more eCopy PaperWorks licenses. This key does not require activation but may only be used on the computers of as many designated end users as authorized by the eCopy PaperWorks Volume license package. |

FAQs:

Q: Where can I find a copy of the Click-Wrap Agreement (End-User License Agreement) for eCopy PaperWorks?

eCopy PaperWorks comes with a Click-Wrap agreement that must be electronically accepted during software installation. To view a copy of the license agreement after installing PaperWorks, see \\ProgramFiles\eCopy\PaperWorks\Documentation\License.rtf.

Q: Does eCopy PaperWorks require a product key to run?

Yes, the software requires a product key that is entered in the licensing window the first time eCopy PaperWorks is started. The only exception is the Evaluation product which has a product key embedded in the software.

Q: How many times can I use my product key?

You may use your product key on as many computers as authorized by the license purchased. For example, if a customer has a 10-user license of eCopy PaperWorks, the product key can be used on up to 10 computers.

Q: If a proxy server is being used, will that block activation?

If the license requires activation, and a proxy server is being used, it may block activation. To avoid this problem, system administrators should add the following URLs to allow for automatic activation (<https://ecopy.biz/>) and manual activation (<https://activation.ecopy.biz/>) to the proxy server list of allowed sites. Consult the proxy server documentation for instructions.

Q: I do not have access to the Internet, how can I activate eCopy PaperWorks?

Your computer does not require Internet access to activate. In this case, users can perform a manual activation. They will need to provide their product key and hardware ID in order to complete the manual activation. This information can be obtained by going to **Options>Preferences>Licensing** and clicking the **Export** button to create an eCopy Activation file. On an Internet-connected system, go to <https://activation.ecopy.biz> and follow the steps to upload the exported eCopy Activation file. The activation site will return an eCopy Activation Response file that can be saved and imported into the computer software requiring activation.

Q: How will I know that I have to activate?

The eCopy PaperWorks software will notify the user if activation is required.

Q: How do I know if my product is activated?

If the product key requires activation, the user receives a confirmation that the product key has been successfully activated. If the user goes to **Options>Preferences>Licensing**, they will see a 24-digit license code. This indicates that the product was successfully activated.

Q: What if I forget to activate the product key?

eCopy PaperWorks will provide activation reminders on a regular basis throughout the 30-day grace period.

Q: Is registration required?

Registration is voluntary. A user must register their product in order to receive customer support and to download the document management connectors that are included with eCopy PaperWorks. A product key can only be registered to one person. eCopy recommends that this person be the designated technical contact for the user's company.

Q: Can I transfer a product key from one computer to another?

If the product key required activation, go to **Options>Preferences>Licensing**. On the Product Key tab, click **Deactivate**. This will unlock one of the seats available under the user's license for use on another computer. An Internet connection is required to complete this process.

Q: Do I need to enter a new product key if I reinstall eCopy PaperWorks?

No. As long as the user has not made any hardware changes, eCopy PaperWorks can be uninstalled but still have the product key on the system:

1. Open **Control Panel>Add/Remove Programs**, select eCopy PaperWorks and click Change.
2. In the Program Maintenance screen, select Remove.
3. In the Remove the Program screen, clear the Deactivate Product Key checkbox.
4. Click Remove.

What if I uninstall eCopy PaperWorks but I do not deactivate the product key?

If the user leaves a product key on a system, it consumes one of the seats available under the user's license. The deactivate product key checkbox is checked by default when uninstalling the PaperWorks software. As long as there is an Internet connection on the computer, the seat will be released to be used on another computer.

Q: Can I replace an eCopy PaperWorks Evaluation product key with a purchased eCopy PaperWorks key and avoid reinstalling the software?

Yes. Go to **Options>Preferences>Licensing** and click on the **New** button to enter the new product key that was received when the product was purchased.

Q: Are there any issues with licensing eCopy PaperWorks on Citrix?

eCopy PaperWorks does not currently check Citrix licensing restrictions. The user will need to manage the Citrix server to ensure that only users with license rights use eCopy PaperWorks. This can be done through the Citrix Limits dialog.

Q: Can I use an eCopy Desktop product key with eCopy PaperWorks?

No, eCopy PaperWorks and eCopy Desktop product keys are not interchangeable.

Consolidation/Trade In Program

The number of product keys a customer receives will depend on how eCopy product was purchased. For example, if you purchased five add-on eCopy PaperWorks packs of 20 user licenses each, you will get five, 20 user eCopy PaperWork product keys.

eCopy's Consolidation/Trade-in Program allows you to trade-in and combine multiple product keys for all of the licenses you have purchased. In the example above, you could combine your five, 20 user product keys for a single 100 user product key.

Program specifics

- Only seats purchased are eligible for trade in. Not-For-Resale (NFR), Evaluation, and single user replacement license keys are not eligible.
- All seats must be on the latest major version of eCopy Software.
- Users must have a minimum of ten (10) keys or over thirty (30) seats to combine keys.
- Every product key to be traded in must be registered under one customer account.
 - Permission to move registrations is required if currently under different registrations. (See *Ask eCopy* Answer ID # 601)
 - A Dealer or Facilities Manager (FM) can not trade in keys to consolidate keys from different companies/end customers.
 - End Customer Company, First/Last name of contact, and contact company e-mail address must be identified in the registration system.
- All seats must have M&S coverage with expiration dates within 30 days of each other.
 - Keys that are not under M&S and/or if M&S expires outside of 30 days from the other keys will require a quote to bring all product to the minimum required expiration date or a date provided by the customer beyond the last expiration date.

- To start the process, a ticket within *Ask eCopy* will need to be opened. Please refer to Answer ID 574 for instructions.
- eCopy will provide a quote to Dealer indicating part number and quantity to order.
- Customer will submit a PO to their dealer to purchase the M&S
- The consolidation process will be completed upon receipt by eCopy of the PO and signed documentation.

Adding Future Seats:

- Purchasing additional add-on seats:
 - Open ticket within *Ask eCopy* to request a quote.
 - Request number of seats to be added to the consolidated key.
 - Customer will be quoted a price to purchase additional seats and bring M&S to the current expiration date of consolidated key.
 - eCopy will process the PO when received through the dealer.
 - Signed documents must be attached to the ticket.

Q: How do you initiate the trade in?

Open a ticket in the *Ask eCopy* system. You will need a list of the eCopy product keys that will be traded in to open your *Ask eCopy* ticket. Please refer to Answer ID#574 for instructions on opening the ticket.

Ask eCopy can be accessed via the Internet using the eCopy Solutions Provider Network (eSPN <http://espn.ecopy.com>) portal or via www.askecopy.com.

If you do not have an account in *Ask eCopy*, please refer to the “How to set up an *Ask eCopy* end user account”, Answer ID #334, that is available on the Answers page of the *Ask eCopy* ticketing system.

Q: What effect will combining product keys have on Maintenance & Support?

In order to combine product keys, they must share the same Maintenance & Support (M&S) expiration date.

Please be aware that licenses purchased at different times may have different M&S expiration dates. To obtain a single key it will be necessary to purchase additional M&S to bring all licenses to the same support expiration date.

Maintenance and Support will be based on the expiration date of the current keys. eCopy will attach a list of all keys traded-in and the expiration dates of each key. The expiration date of the consolidated key will reflect the date when all the keys expire. This date is determined by the last expiration date of all keys to be consolidated.

Maintenance and Support expiration dates can not be changed to allow for consolidation of keys without quoting. For example, if 10 keys are to be consolidated and all the keys but one expire between 4/1/2011 and 10/1/2011 and the last one expires on 2/1/2012. The expiration date must be 2/1/2012. We must abide by the EULA and M&S agreements and provide all keys with the amount of support purchased. Therefore, we could not change the expiration date to 10/1/2011 and release the 4 months of support on the last key.