

Licensing, Registration, and Activation Handbook

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Product Licensing

Introduction

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

Licensing was implemented to help ensure compliance with the eCopy End User License Agreement (EULA) and to protect eCopy's intellectual property rights 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	The Hardware ID identifies the PC or the device on which the eCopy software is installed. It is used only for the purpose of activation and does not contain any personal information.
License 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 PC or device and will not work anywhere else.
Grace Period	The grace period is the period of time during which the eCopy software will run before activation will be required.
License Transfer	Allows product keys to be moved between systems. This is only supported in eCopy Desktop.

Activation Methods

The first time an eCopy product is used, the user will be prompted to enter their unique 21-digit product key that ships with the software. Once a product key is invoked, an additional check is done by activating the key to ensure that 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 can be activated 24 hours a day, seven days a week via Internet activation or Manual activation. Both methods are anonymous and no personal information is transmitted during the process.

Internet 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.

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. 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. This is similar to the Internet activation except that information needed to activate the product must be manually entered. Once the License Code is returned, it must be manually entered into the eCopy software. Instructions are included in the product documentation.

Activation vs. Registration

There are important distinctions between activating an eCopy product and registering it. Activation is required in order to use the software, but no personal information is transmitted. Users who wish to receive access to software upgrades and updates must register their products at www.ecopy.com/registration. Registration requires the dealer or customer to submit name, e-mail address, or other identifying information in order to receive a host of benefits, including access to product upgrades and updates. Registration is optional, but strongly recommended.

General FAQs

How are product keys distributed?

You receive a product key when you purchase eCopy software. The 21-digit product key is printed on a label that is affixed to the software package. If the software is downloaded, the product key will be sent to you via e-mail.

What happens during the activation process?

During activation, the product key and hardware or device ID are sent to the eCopy activation server to make sure the key is valid. Once validated, the activation server returns a unique license code so you can use the software.

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, and the computer's hardware ID or the serial number of the MFP. Personal data is not collected or transmitted during activation.

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.

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

Failure to activate the product key once the 30 day grace period has expired will cause the software to stop functioning until the required activation is performed.

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 an invalid product key error.

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.

eCopy Desktop™ Licensing

A 10 user license of eCopy Desktop is included with each eCopy™ ShareScan® license. When ordering additional licenses, eCopy Desktop software is packaged and priced as 5 user, 10 user, 20 user, or 50 user licenses to a package. Volume licenses are also available for customers who need 250 or more licenses of eCopy Desktop.

eCopy Desktop licensing is based on the number of PCs on which eCopy Desktop will be installed. For example, a product key for a 10 user license can be used on up to 10 PCs. A product key for a 50 user license can be used on up to 50 PCs, and so on.

eCopy Desktop Key Types

Key Type	Description
Full	Full product keys require activation and may be used on the computers of as many designated end users as authorized by the eCopy Desktop software license package purchased.
Evaluation	Evaluation product keys do not require activation but they do provide a limited license to use eCopy Desktop for 45 days from the date of installation. To convert an evaluation to a full version, you may at any time purchase a full product key, enter it into the product, and activate it. You do not need to uninstall the evaluation or download a new copy.
Not for Resale (NFR)	NFR product keys are intended for use in dealer offices and demo rooms only. Dealers may not resell, or otherwise transfer, NFR product keys to end users.
Site/Volume License	Site/Volume License keys are issued with the purchase of 250 or more eCopy Desktop licenses. This key does not require activation but may only be used on the computers of as many designated end users as are authorized by the eCopy Desktop software license package purchased.

Transferring a License

You can move your software from your current computer to a new computer by opening **Options>Preferences>Licensing** and clicking the **Transfer Key** button. Transferring a key takes a valid eCopy Desktop license and deactivates the key on your current computer so it can be activated on a new computer. An Internet connection is required to complete the transfer.

Trade In Program

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

eCopy's 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. This will make it easier to administer and deploy product keys.

Program specifics

- You must have a minimum of 30 seats or more than 3 product keys for the same product in order to combine the licenses.
- All keys must be at version 9.0 or greater.
- All seats must have M&S coverage for at least the next 6 months.
- Only valid product keys that have not been activated can be traded-in.
- Dealers cannot trade-in product keys in order to combine licenses for different companies.
- Trade-in only applies to products covered under Maintenance & Support. Licenses that have expired Maintenance & Support cannot be traded-in.
- Trade-in does not apply to Evaluation, Not-for-Resale, and Site/Volume License product keys.
- Every product key to be traded in must be registered under one customer account.
- Permission to move registrations is required.
- A Dealer or Facilities Manager (FM) can not trade in keys consolidate keys from different companies/end customers.
- When consolidating keys for **fewer than 250 seats**:
 - All keys must have an M&S expiration date within 20 days of each other.
 - It may be necessary to purchase M&S to meet this qualification
 - If the keys involved do not have co-terminus M&S:
 - The customer will be quoted and will need to purchase additional M&S
 - The consolidation process will not be completed until the PO is received by eCopy.
- When consolidating keys for **250 seats or greater**:
 - It may be necessary to purchase M&S to meet this qualification.

- eCopy will provide an M&S invoice as seat coverage lapses to extended coverage and ensure co-terminus contract dates prior to contract expiration dates.
- If M&S for seats are allowed to expire, that number of licenses will be decremented from the key
- If M&S is purchased for the portion of the seats that are expiring, the new date for the next possible expiration of M&S is noted in the system and a notice will be generated for the new date when all seats expire and when support needs to be renewed in order to have all seats represented by the single key covered by M&S.

How do you trade?

Open a ticket in the *Ask eCopy* system. You will need a list of the eCopy Desktop product keys that will be traded in to open your *Ask eCopy* ticket.

Ask eCopy can be accessed via the Web using the eCopy Solutions Provider Network (eSPN www.ecopy.com/espn) portal or via www.ecopy.com/support and clicking on “*Ask eCopy*” on the left side of the screen.

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 that is available on the startup Web page.

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) termination/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 termination 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 the keys start to expire.

Deploying product keys

System administrators can push the eCopy Desktop installation and product key provided with their purchase to client systems so that users do not have to manually type in the product key when they first launch the application. This is done by finding the property called ECOPYACTIVATION and replacing the current value of “0” with the 21 digit product key.

For more information on preparing files for deployment, please refer to the eCopy Desktop Installation Guide.

ShareScan Licensing

- ShareScan product keys, for either ScanStation or Embedded products, are specific to the MFP brand
- A ShareScan product key can only be associated with one MFP at a 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

ShareScan Key Types

Key Type	Description
Full - ScanStation	A ShareScan for ScanStation 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 one eCopy ScanStation with one MFP. A ShareScan full product key is obtained when you purchase an eCopy ScanStation
Full - Embedded	A ShareScan for Embedded Full product key requires activation and may only be utilized for the MFP brand for which it was purchased. One full product key enables you to associate the ShareScan for Embedded software with one MFP. A ShareScan full product key is obtained when you purchase ShareScan for Embedded.
Evaluation	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. 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.
Not for Resale (NFR)	NFR product keys are intended for use in dealer offices and demo rooms only. Dealers may not resell, or otherwise transfer, NFR product keys to end users. 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. 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.
Upgrade	An 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. For instance, an upgrade key is not necessary to move from ShareScan v3.0 to v3.1. 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. Upgrade product keys are obtained through the Upgrade Center section of the Registration Site at www.ecopy.com/registration .

FAQs

Why do I need to activate my 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.

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: The product key, the device ID, and the device type. The **product key** 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. Enter in the vendor and model number of your multifunction device for **device type**.

What do I do with the License Code the system provides me?

Once you have entered in the product key, device ID, and device type, 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.

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.

Product Registration

What is Product Registration?

Registering a product consists of associating a specific product with a particular customer.

Registration is required to activate support for a product. Purchasing an eCopy Maintenance & Support (M&S) contract is only half of what is needed. Without registration to tie the product and M&S contract to the customer, there is no support.

The product registration site is a Web site (www.ecopy.com/registration) where eCopy resellers (Dealers) and customers can register their products with eCopy, and use their product list to manage updates and support coverage. Users create their own account on the registration site with a login (their e-mail address) and user-defined password.

For Dealers, the registration site provides:

- A means of organizing a record of customer accounts with contact information and products deployed at account sites
- A record of expiration of current support contracts
- Help for planning installations of upgrades – the dealer can quickly view what accounts are eligible for what upgrades
- The only access to software upgrades – The Upgrade Center on the site has software downloads, keys, and documentation

How should an account be set up in the eCopy Registration system (Best Practices!)

If a Dealer wants to manage the support for their customers' eCopy products, they

- Create a Profile for the Dealership (Consider making a "generic" login: eCopyRegs@dealer.com)
- Assign responsibility to manage eCopy Registrations
- Create a separate Account record for each customer
- Register the eCopy products at the time they are delivered

If the customer is to manage their eCopy products, the Dealer should:

- Assist the customer in creating their own profile on the registration site
- Remind the customer to register their eCopy products at the time they are delivered

How does the customer or eCopy reseller register for support?

To register product and their agreements, go online to <http://www.ecopy.com/registration> and follow the instructions. The process takes only a couple of minutes. If multiple systems are purchased at the same time, the online registration process will allow for contact information to be entered only once and then list the systems covered.

We strongly encourage the eCopy reseller's product specialist to assist the customer in the eCopy product registration process in order to ensure it is done properly and to do it at the time of product installation. That way, the customer will not experience any delay in their eCopy support coverage.

Important Ask eCopy References

Ask eCopy Answer Number

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Important eSPN Resources

eSPN provides a host of information for our authorized resellers on licensing, registration, and activation.

Sampling of Articles, Webcasts, and Web pages:

eSPN Articles

- **Aug 23, 2006** *The Key to eCopy Product Keys*
- **Oct 11, 2006** *The Key to Upgrading eCopy Products*



eSPN Webcasts

Upgrade Center Training

eCopy products must be registered in order to upgrade. This previously recorded webcast will show you how to use the eCopy Product Support Registration Site to:

- Create a profile
- Register eCopy products
- Upgrade eCopy products

For detailed information on upgrading ShareScan go to:

eSPN > Product Info > eCopy ShareScan > Upgrade Information

For detailed information on upgrading eCopy Desktop go to:

eSPN > Product Info > eCopy Desktop > Upgrade Information