Activation Help

Activation for Cyberlogic Software Suites

Version 9

ACTIVATION HELP

Activation Procedure for Cyberlogic Software Suites

Version 9

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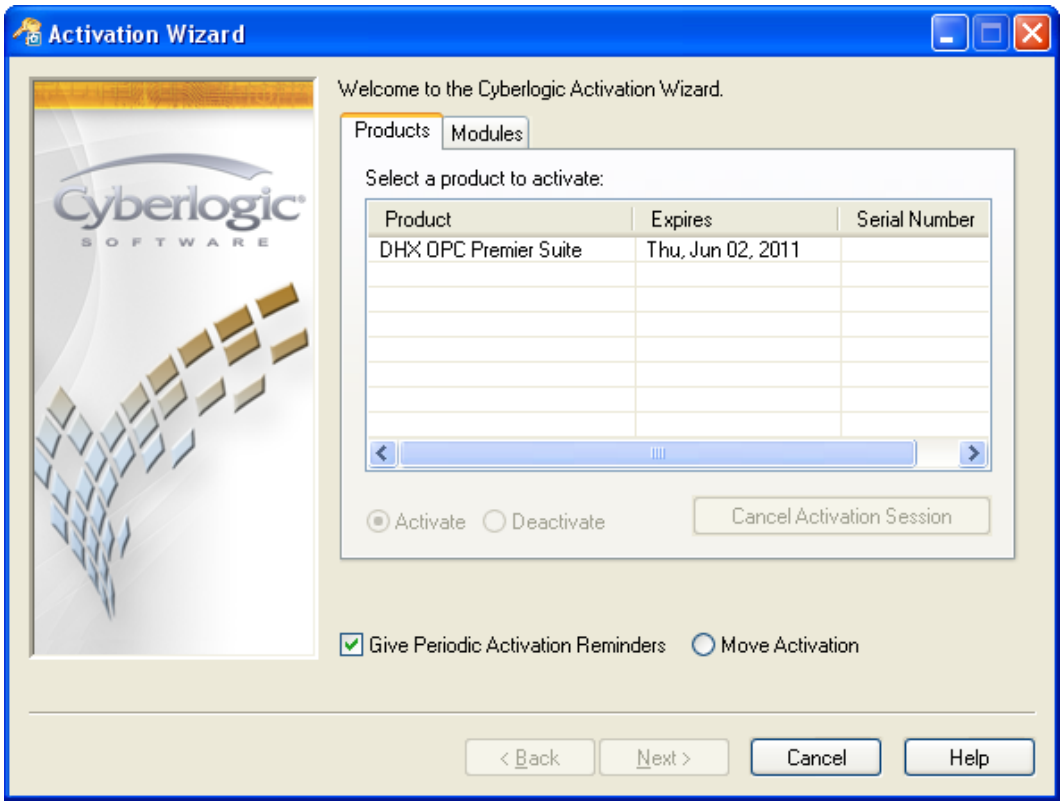
INTRODUCTION

When you install a Cyberlogic software product, it will run continuously with full features for a two-week evaluation period. To keep it running continuously, you must activate it using the Activation Wizard. If the two weeks expires before you activate the software, it will run in demo mode only. In demo mode, all the software features are available, but will run only for two hours after the system is booted. After the two hours expire, you must reboot the computer to restart the software.

To activate the suite, open the Windows ***Start*** menu and select ***Programs***. From there, go to ***Cyberlogic Suites***, and then select ***Activation***. You will need the serial number and password that were assigned when you purchased your license for the software.



The initial screen contains two tabs.

- The Packages tab shows the installed Cyberlogic Suite packages. For each suite, the screen also displays its expiration status, and its serial number, if one has been entered.
- The Modules tab lists each installed software module and its expiration date.

As the expiration dates draw near, the system will periodically remind you to activate the software. You can turn off these reminders by clearing the ***Give Periodic Activation Reminders*** box.

There are several Activation Methods available for use. You can activate the packages over the telephone, by email or over the web. If you wish to activate your package over the web, you may do so directly from your computer or through another computer with

Internet access. There is also a procedure for Moving Activation from one system to another. Finally, Deactivating the Software can be done, if needed. The following sections describe each of these procedures.

ACTIVATION METHODS

The following sections describe various methods of activating a Cyberlogic product. Which method is preferable will depend on your circumstances.

- Internet Activation is the quickest and easiest method, and is always available. However, it requires Internet access on the system in which the software is installed. Some corporate firewalls restrict access to some websites, and may prevent you from using this method.
- Web Activation is also always available. It requires an Internet connection on another system that you can use to browse to Cyberlogic's activation website.
- Activation by Email automatically creates a message that you can send to Cyberlogic via email. Cyberlogic will email the activation codes back to you on the next business day. This method requires an email client and email connection on the system in which the software is installed. It is useful for situations in which direct access to the activation website is not available.

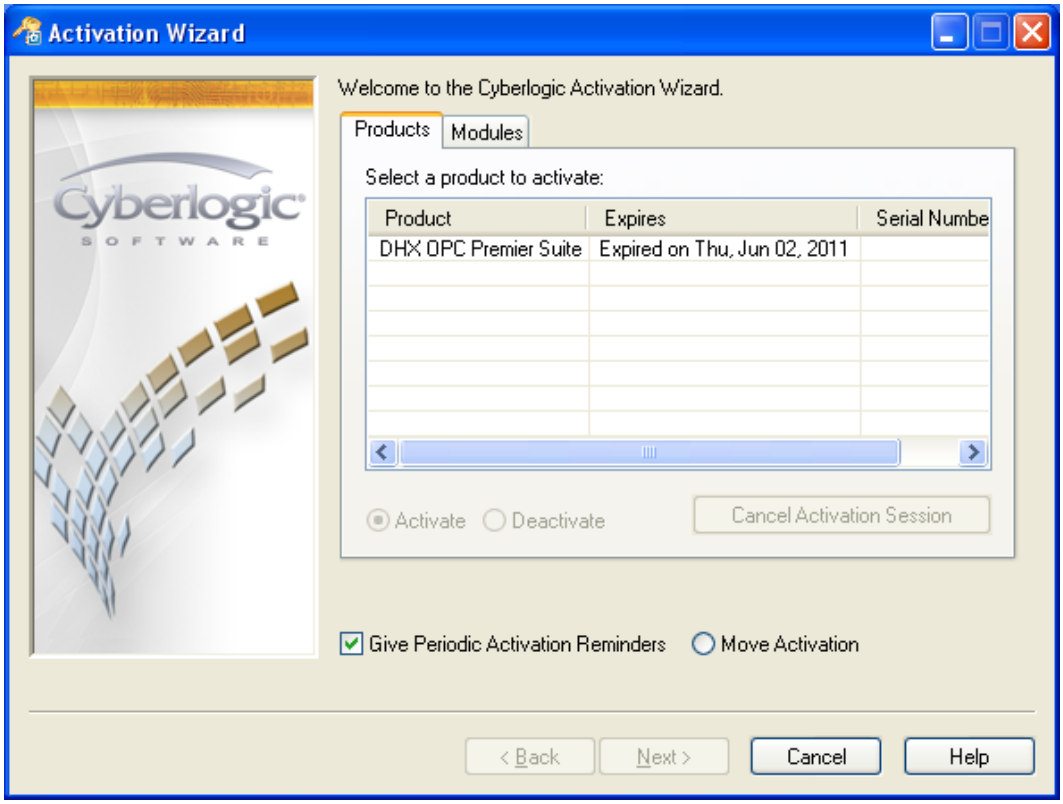
  If you want to use email, but don't have a suitable client and connection on the system to be activated, you can select phone activation and email the information to authorize@cyberlogic.com instead of phoning it in.
- Activation by Phone provides you with activation assistance from a Cyberlogic representative. You will provide the system information and will immediately receive the activation codes over the phone. Phone activation is available during Cyberlogic's normal business hours: 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, except holidays.

Internet Activation

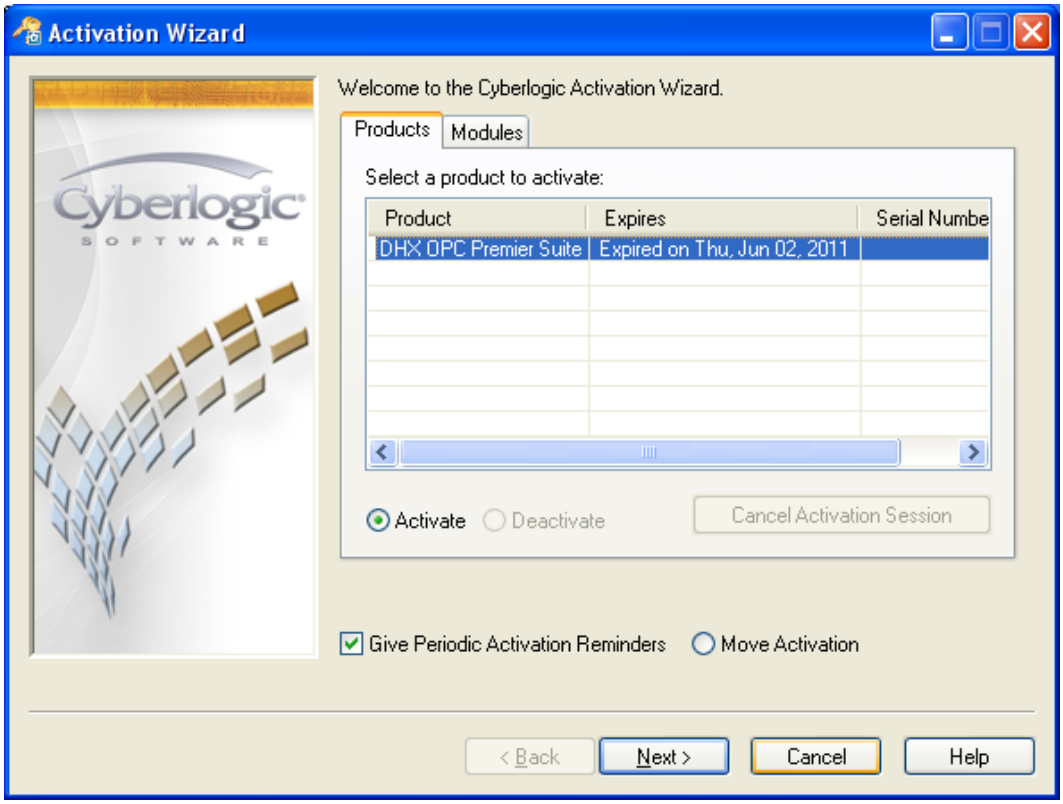
This section tells you how to activate directly over the Internet.

Note This method requires an Internet connection on the system running the software to be activated. Be sure that the computer has Internet access and is configured properly. If not, the Web Activation section provides an alternative Internet-based activation method.

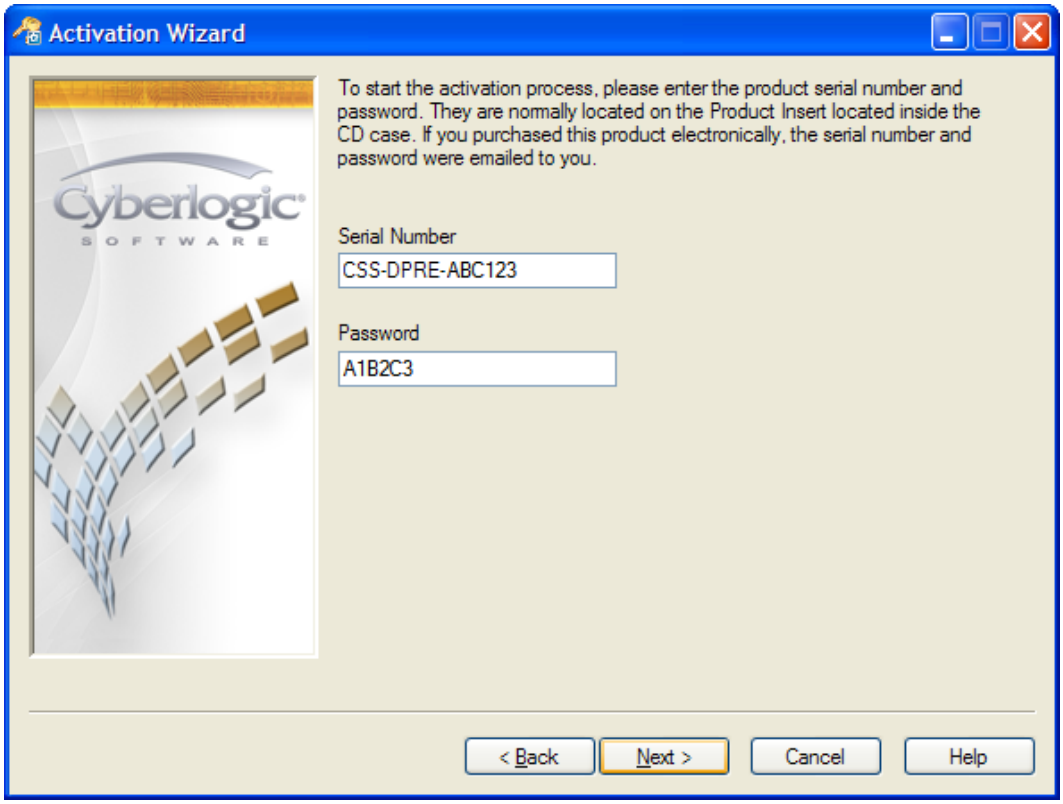
1. To run the Activation Wizard, open the Windows ***Start*** menu and select ***Programs***. From there, go to ***Cyberlogic Suites***, and then select ***Activation***.



A dialog similar to this will appear. Notice that in this example, the DHX OPC Premier Suite's two-week evaluation period has expired. It is now running in two-hour demo mode.



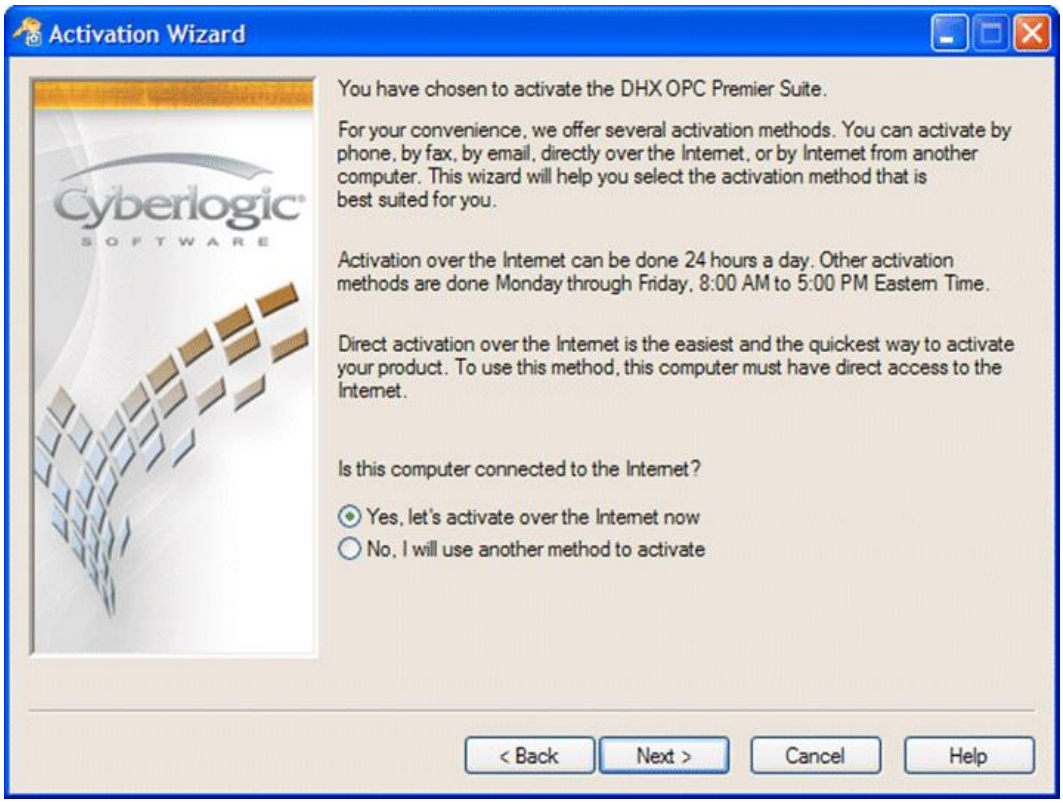
2. In the package list, select the package you want to activate.
3. Select ***Activate***.
4. Click ***Next*** to continue.



5. Enter the product's ***Serial Number*** and ***Password***.

   These numbers are normally located on the product insert inside the DVD case. If you purchased this product electronically, the serial number and password were emailed to you.

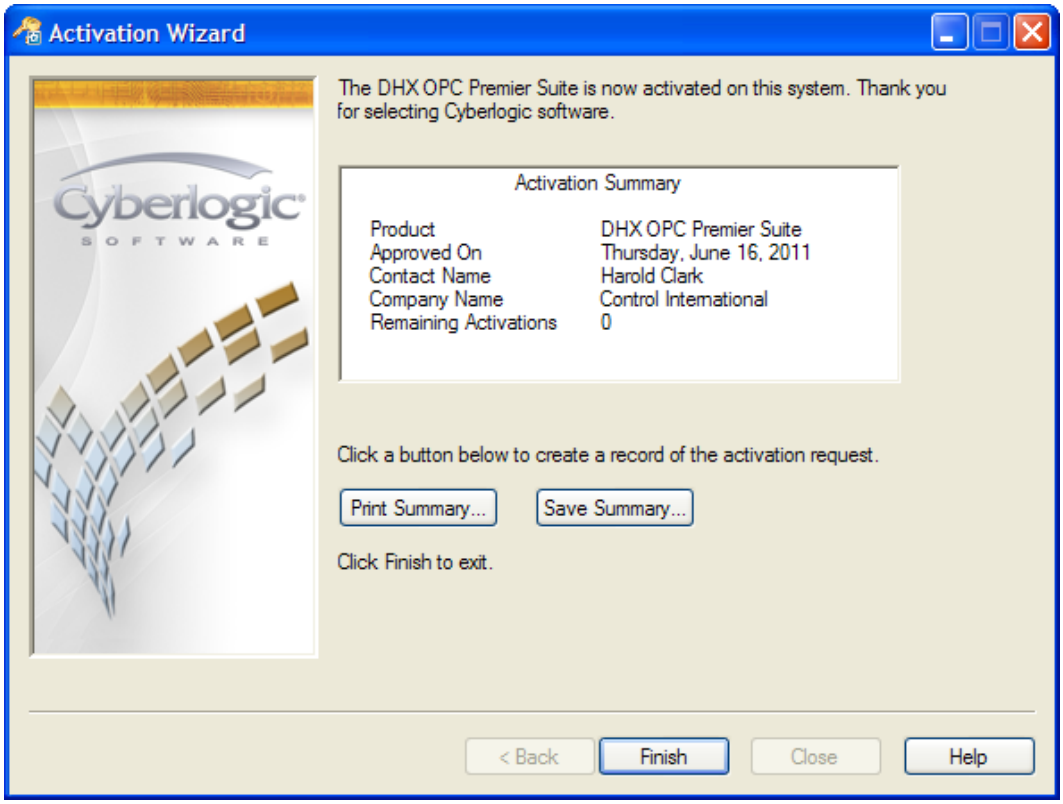
6. Click ***Next*** to continue.



7. Select ***Yes, let's activate over the Internet now***.
8. Click ***Next***.

9. The wizard opens a web page that will walk you through the activation process.

   When the wizard is done, the package is activated.



10. If you want a summary of the activation request for your records, click the ***Print Summary...*** button.

11. Click ***Finish*** to exit the wizard.

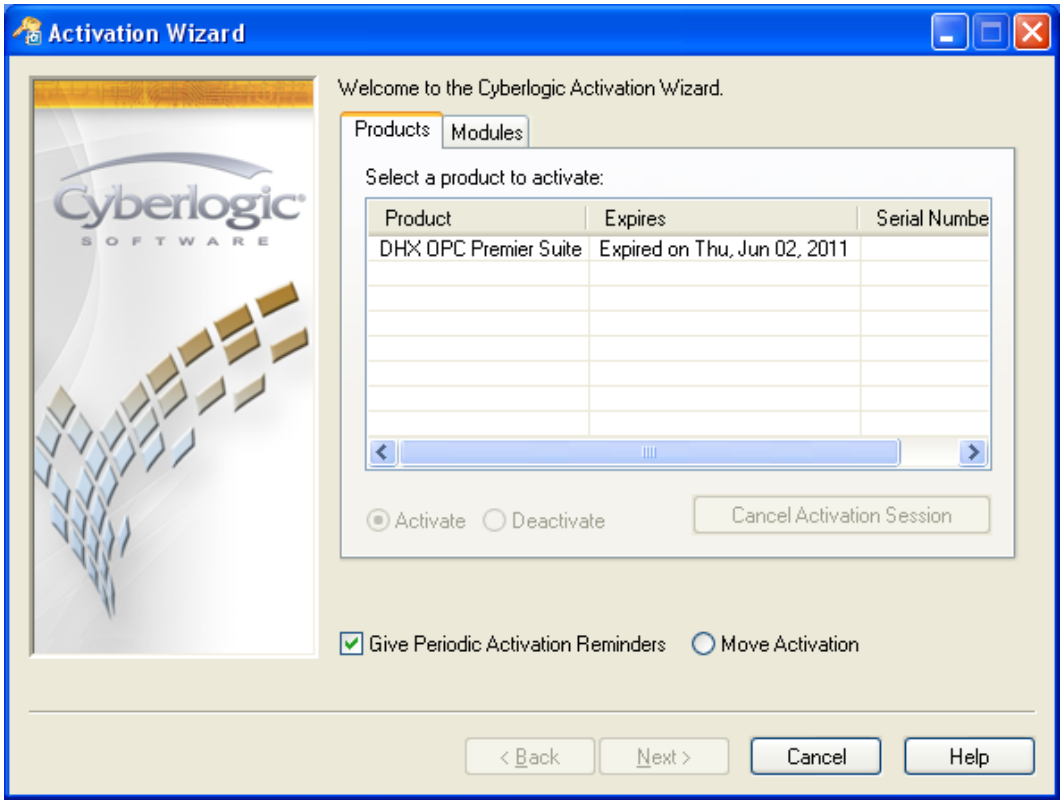
Web Activation

This section tells you how to activate from another system with Internet access.

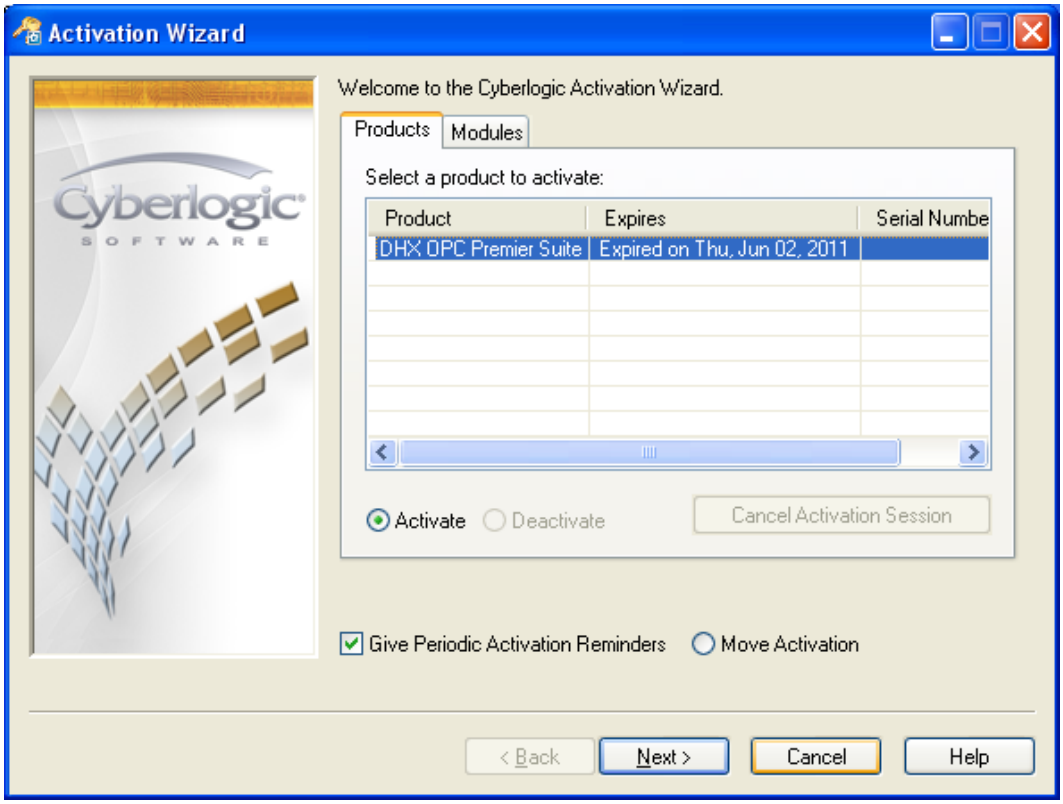
Note

If the system on which the software is installed is properly configured for Internet access, the Internet Activation section will provide a quicker and easier activation method.

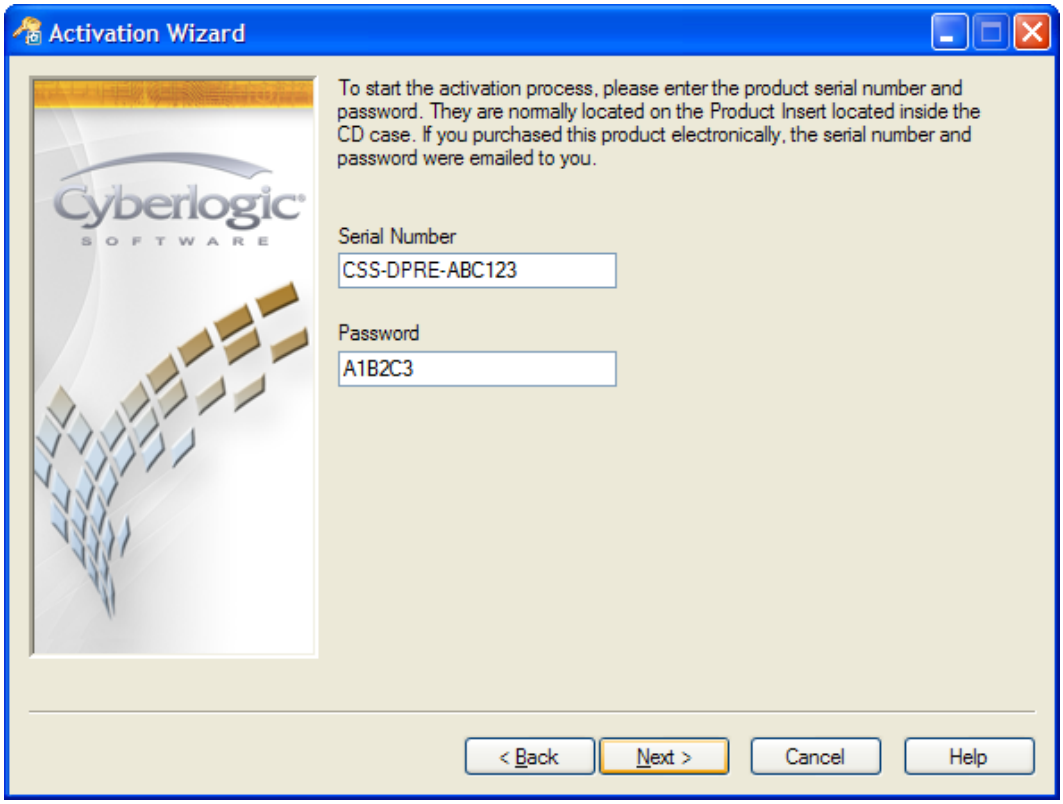
1. To run the activation utility, open the Windows ***Start*** menu and select ***Programs***. From there, go to ***Cyberlogic Suites***, and then select ***Activation***.



A dialog similar to this will appear. Notice that in this example, the DHX OPC Premier Suite's two-week evaluation period has expired. It is now running in two-hour demo mode.



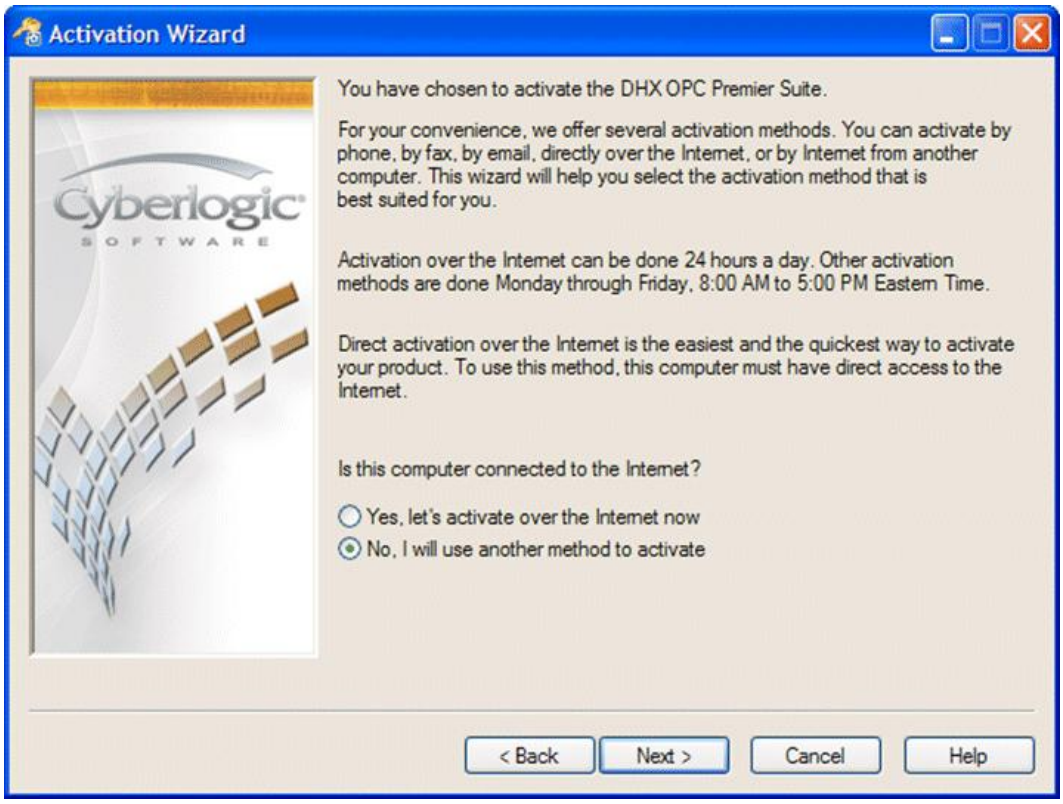
2. In the package list, select the package you want to activate.
3. Select ***Activate***.
4. Click ***Next*** to continue.



5. Enter the product's ***Serial Number*** and ***Password***.

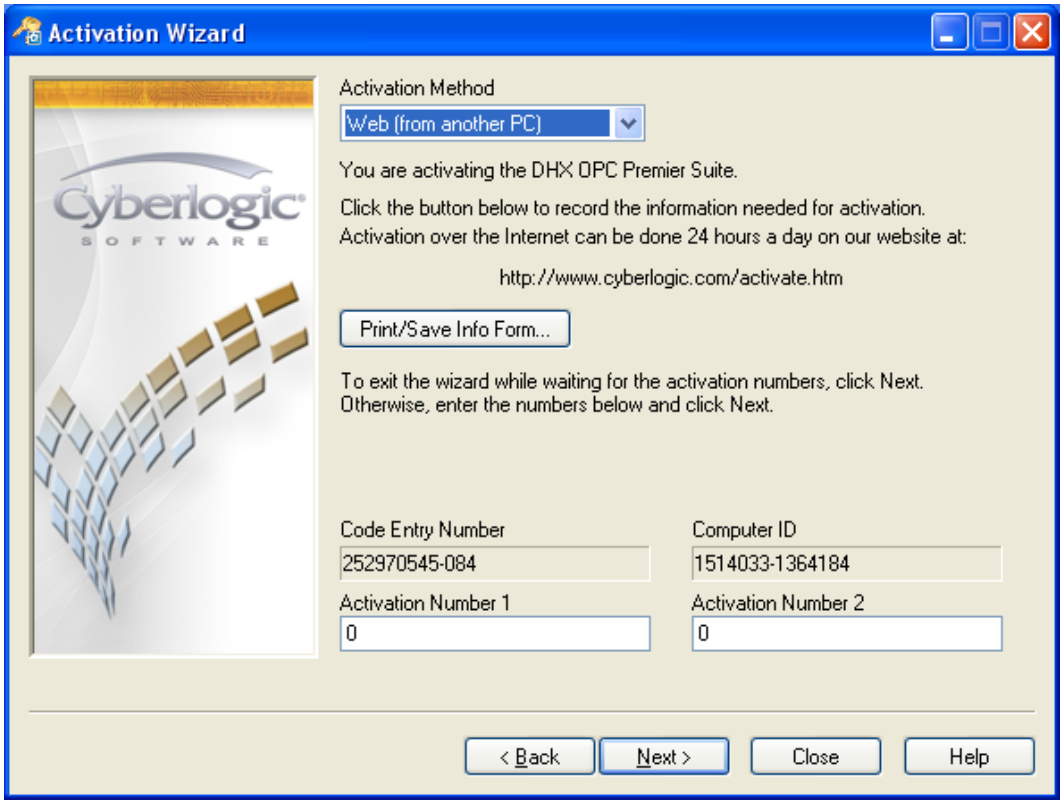
   These numbers are normally located on the product insert inside the DVD case. If you purchased this product electronically, the serial number and password were emailed to you.

6. Click ***Next*** to continue.



7. Select ***No, I will use another method to activate***.

8. Click ***Next*** to continue.



9. In the Activation Method box, select ***Web (from another PC)***.

10. Click ***Print/Save Info Form...*** to print a summary of the information that you will need to activate the package.

11. If you want to close the wizard while you get the Activation Numbers from Cyberlogic, click ***Close***. Later, you can restart the same session.

12. On a computer with Internet access, go to the Cyberlogic Web Activation page specified on the screen prompt. The web address will vary, depending on the product you are activating.

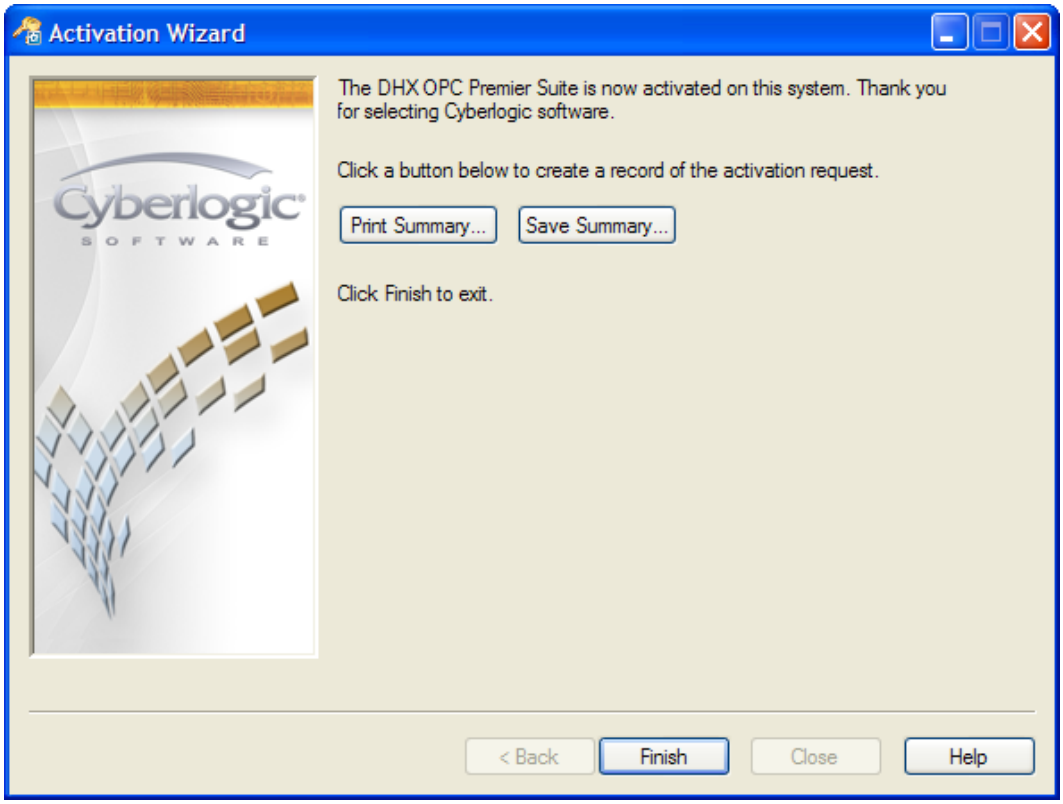
13. Enter the requested information, some of which is provided on the Info Form you just printed.

    The Activation page will give you two Activation Codes.

14. Write down the Activation Codes and return to the system you are activating.

15. Enter the first number in the ***Activation Number 1*** field and the second number in the ***Activation Number 2*** field.

16. Click ***Next*** to activate the package.



17. If you want a summary of the activation request for your records, click the ***Print Summary...*** button.

18. Click ***Finish*** to exit the wizard.

Activation by Email

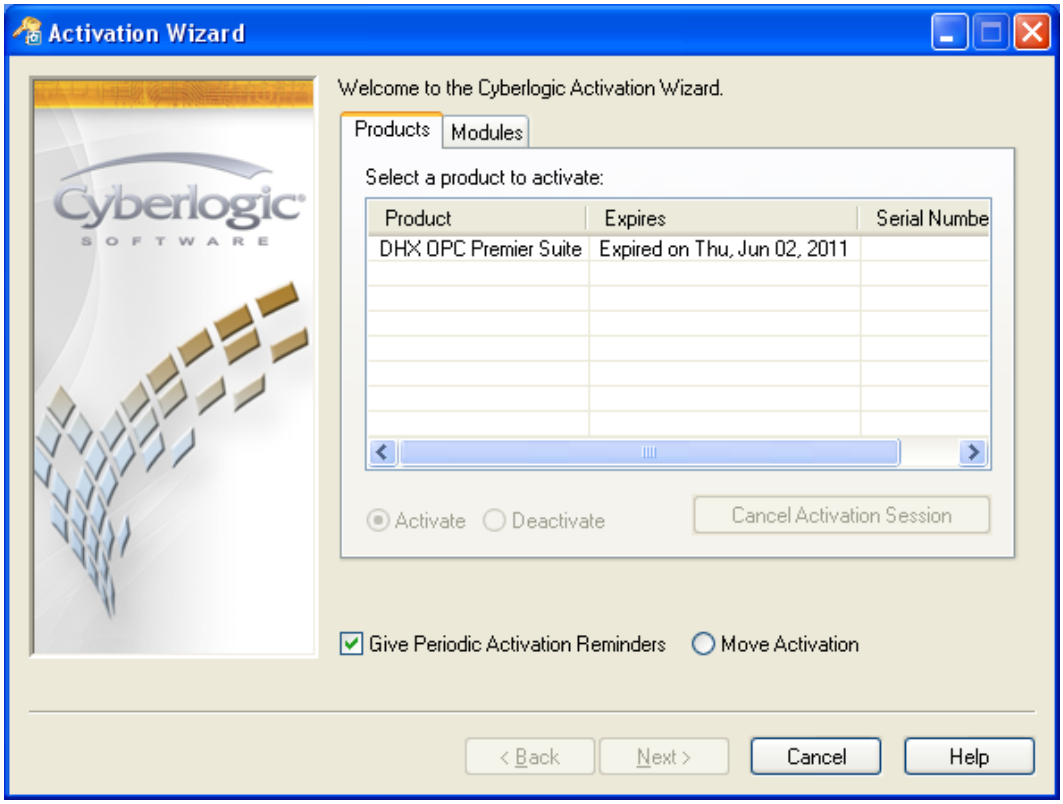
This section tells you how to activate by email.

Note

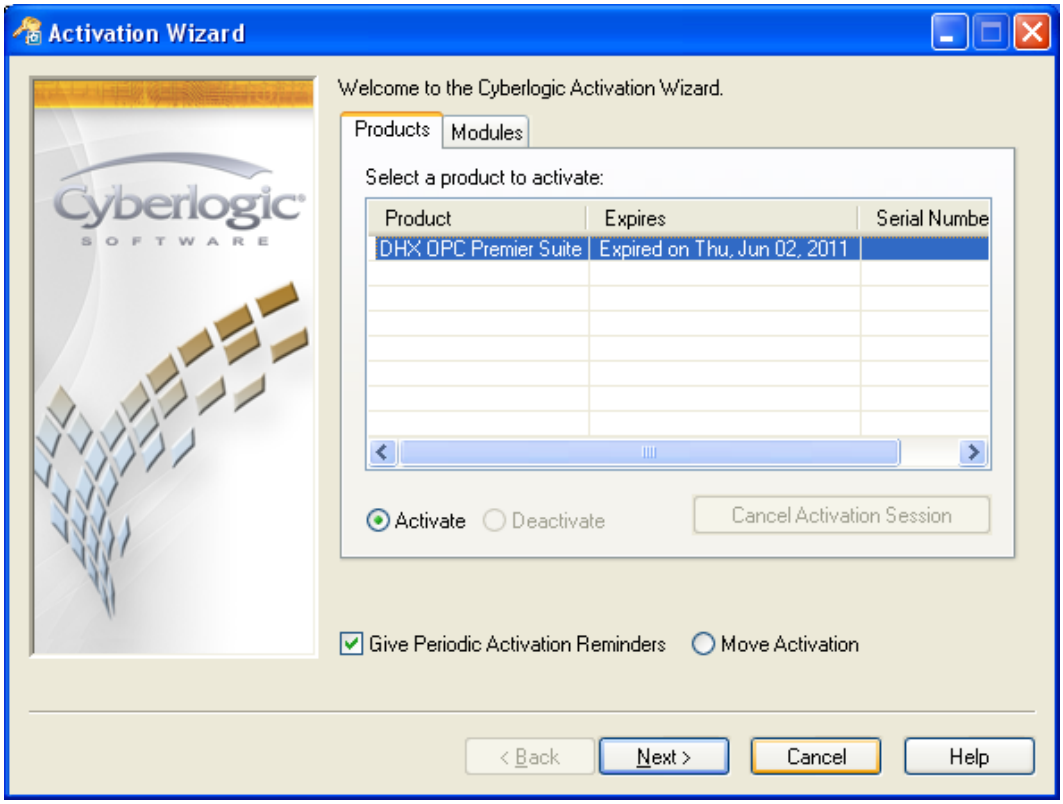
To send the activation request, this method requires an email client and email connection on the system on which the software is installed. You must supply a valid email address to which the activation codes will be sent.

If you want to use email, but don't have a suitable client and connection on the system to be activated, you can select phone activation and email the information to authorize@cyberlogic.com instead of phoning it in.

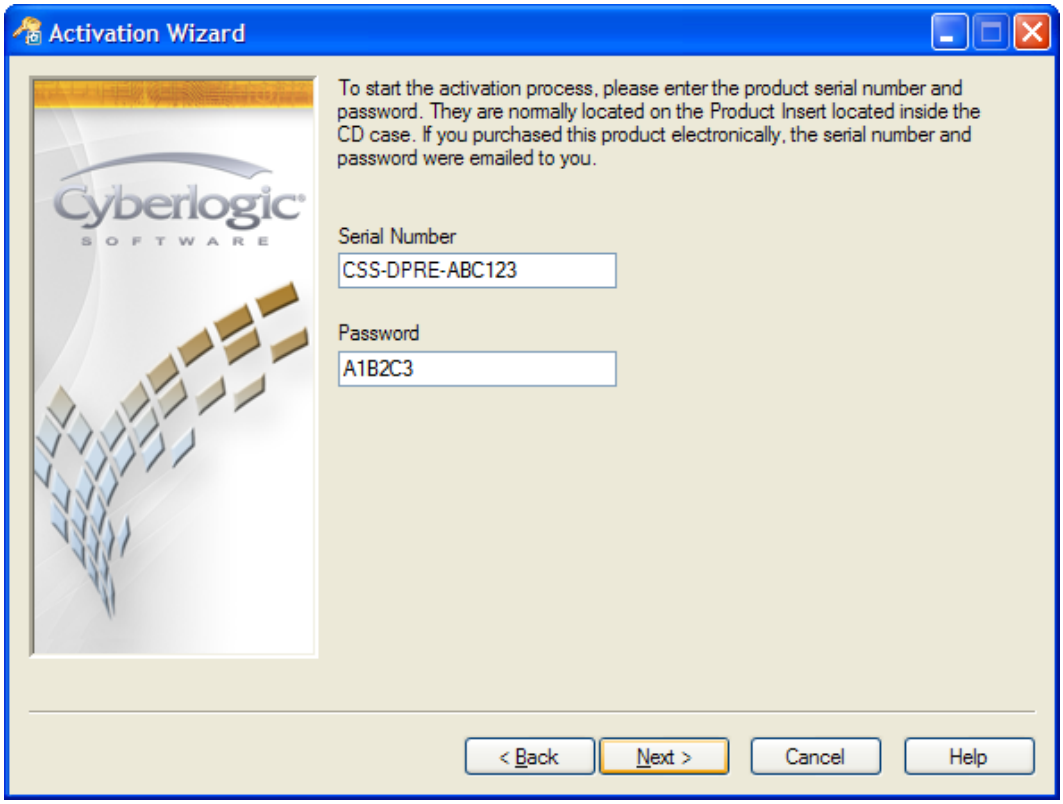
1. To run the activation utility, open the Windows ***Start*** menu and select ***Programs***. From there, go to ***Cyberlogic Suites***, and then select ***Activation***.



A dialog similar to this will appear. Notice that in this example, the DHX OPC Premier Suite's two-week evaluation period has expired. It is now running in two-hour demo mode.



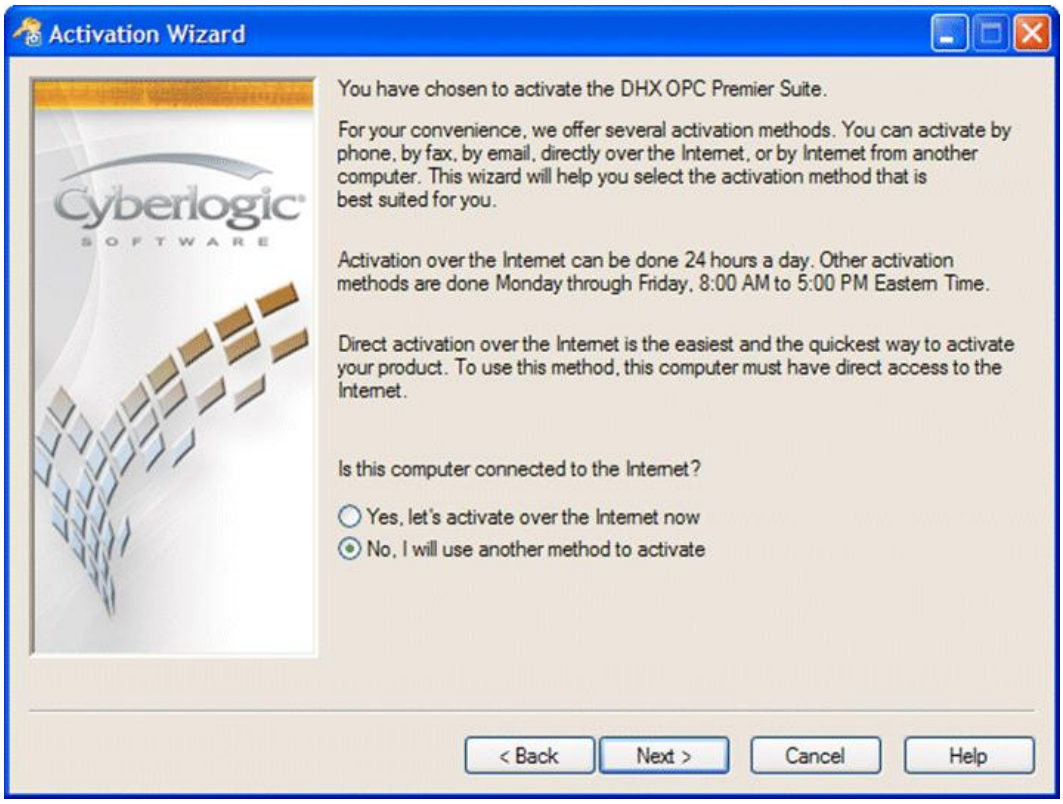
2. In the package list, select the package you want to activate.
3. Select ***Activate***.
4. Click ***Next*** to continue.



5. Enter the product's ***Serial Number*** and ***Password***.

   These numbers are normally located on the product insert inside the DVD case. If you purchased this product electronically, the serial number and password were emailed to you.

6. Click ***Next*** to continue.



7. Select ***No, I will use another method to activate***.

8. Click ***Next*** to continue.

9. In the Activation Method box, select ***Email***.

10. Click ***Print/Save Info Form...*** to print out a copy of the information that you will send to Cyberlogic.

11. Click ***Send Email***.

    Your email client will open, with an email message filled in, addressed to Cyberlogic and ready to send.

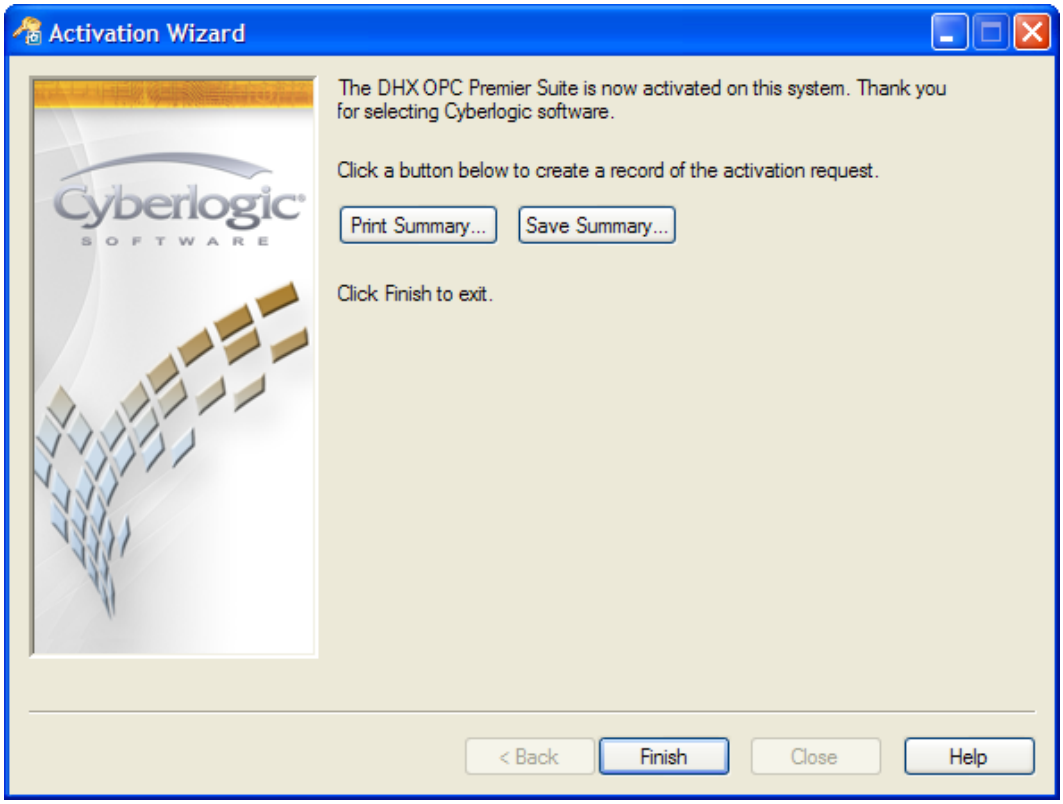
12. Click the appropriate button in your client to send the email to Cyberlogic.

    After your request is processed, Cyberlogic will email you two activation code numbers.

13. If you want to close the wizard while you wait for the Activation Numbers from Cyberlogic, click ***Close***. Later, you can restart the same session.

14. Enter the first number in the ***Activation Number 1*** field and the second number in the ***Activation Number 2*** field.

15. Click ***Next*** to activate the package.



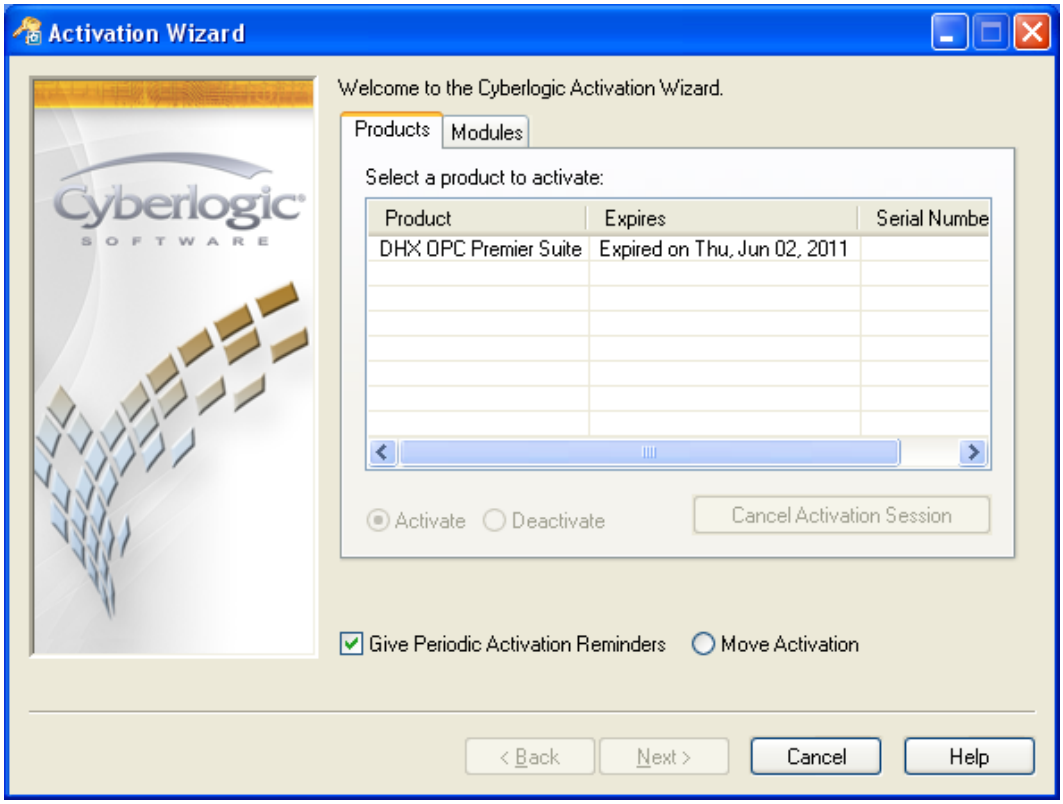
16. If you want a summary of the activation request for your records, click the ***Print Summary...*** button.

17. Click ***Finish*** to exit the wizard.

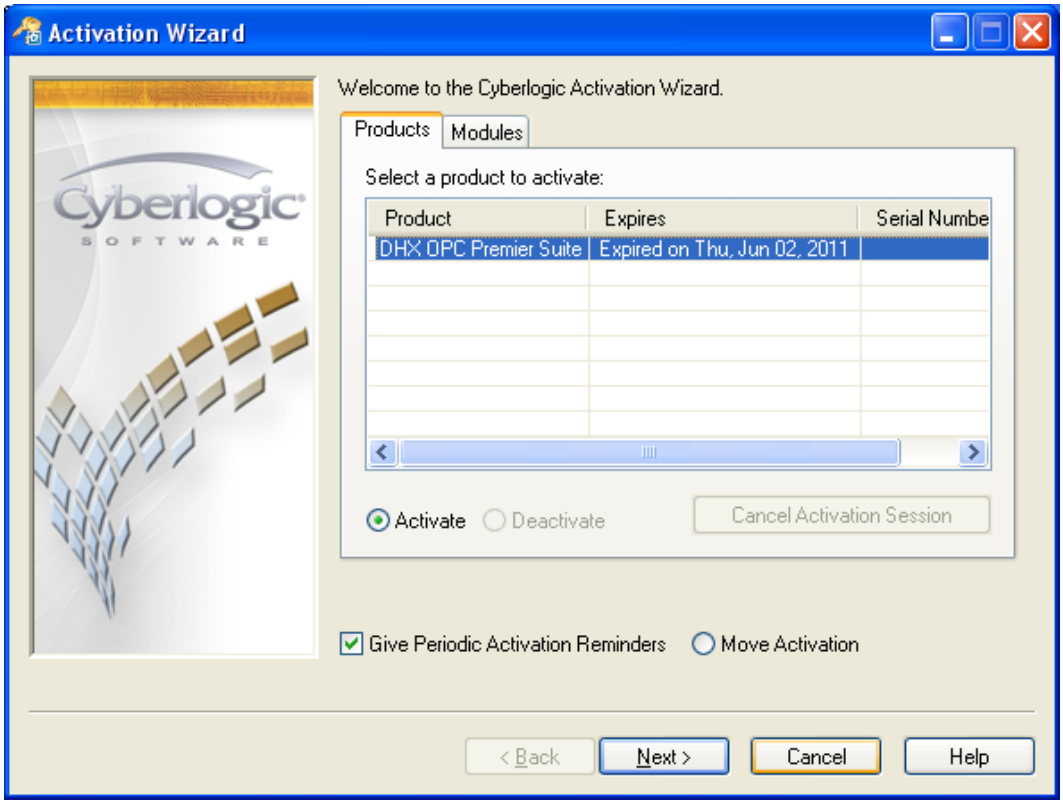
Activation by Phone

This section tells you how to activate over the telephone.

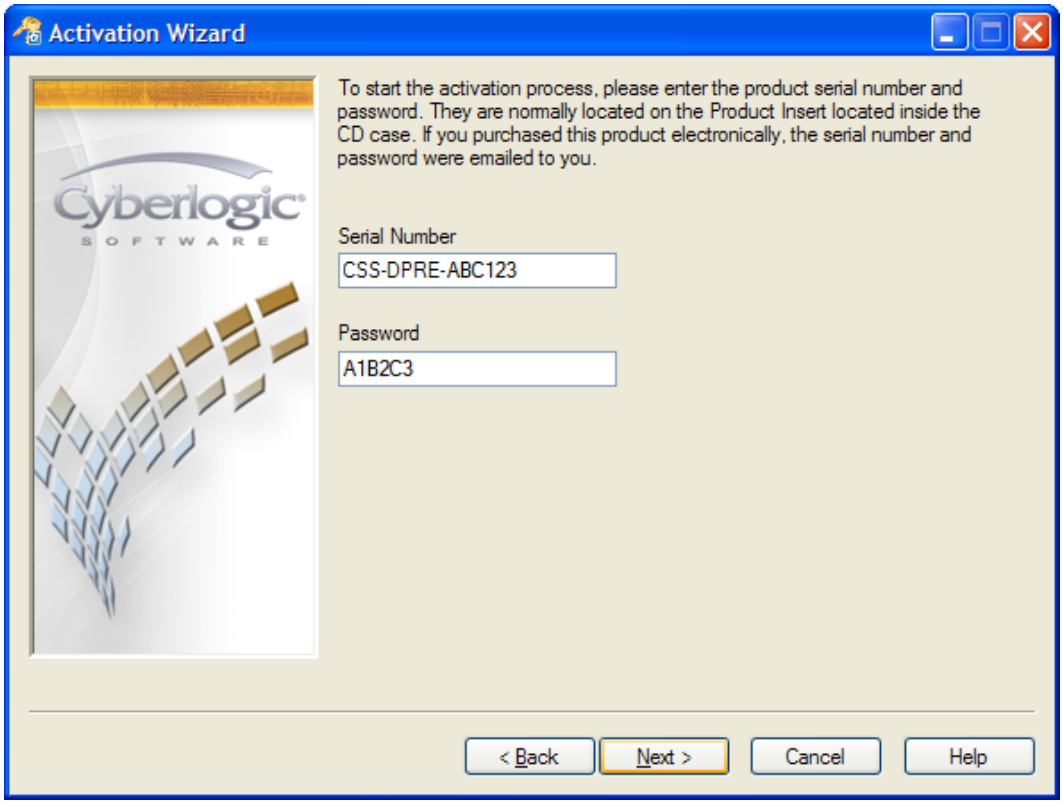
1. To run the activation utility, open the Windows ***Start*** menu and select ***Programs***. From there, go to ***Cyberlogic Suites***, and then select ***Activation***.



A dialog similar to this will appear. Notice that in this example, the DHX OPC Premier Suite's two-week evaluation period has expired. It is now running in two-hour demo mode.



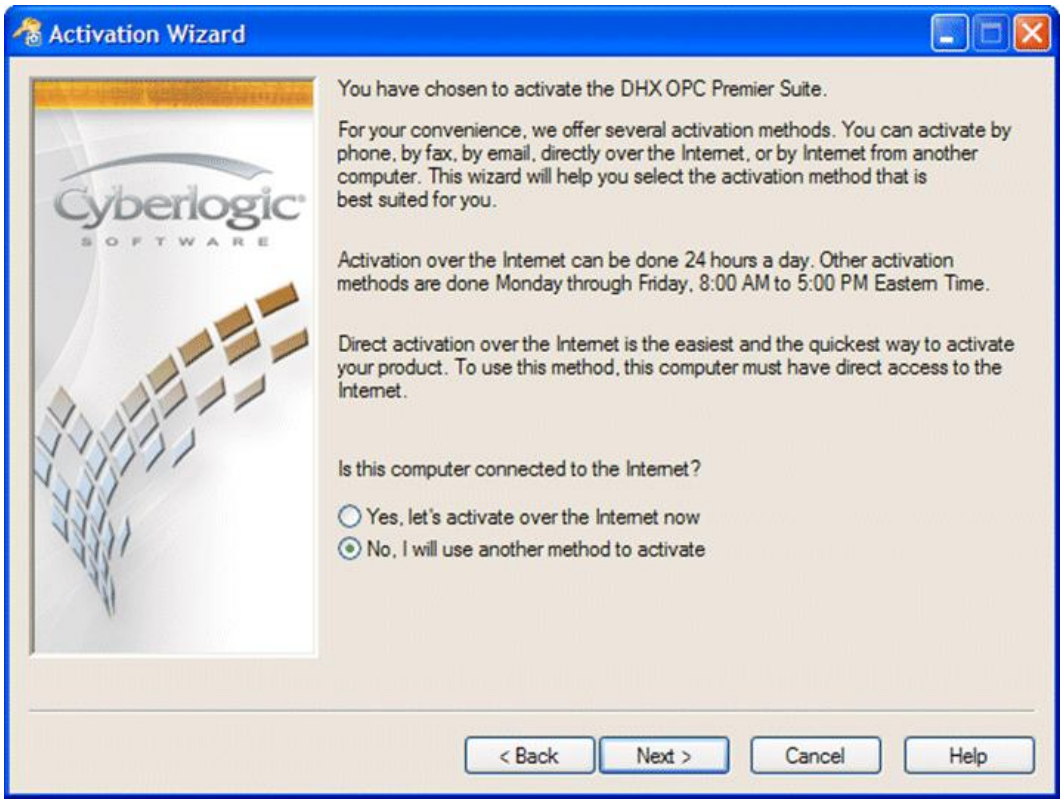
2. In the package list, select the package you want to activate.
3. Select ***Activate***.
4. Click ***Next*** to continue.



5. Enter the product's ***Serial Number*** and ***Password***.

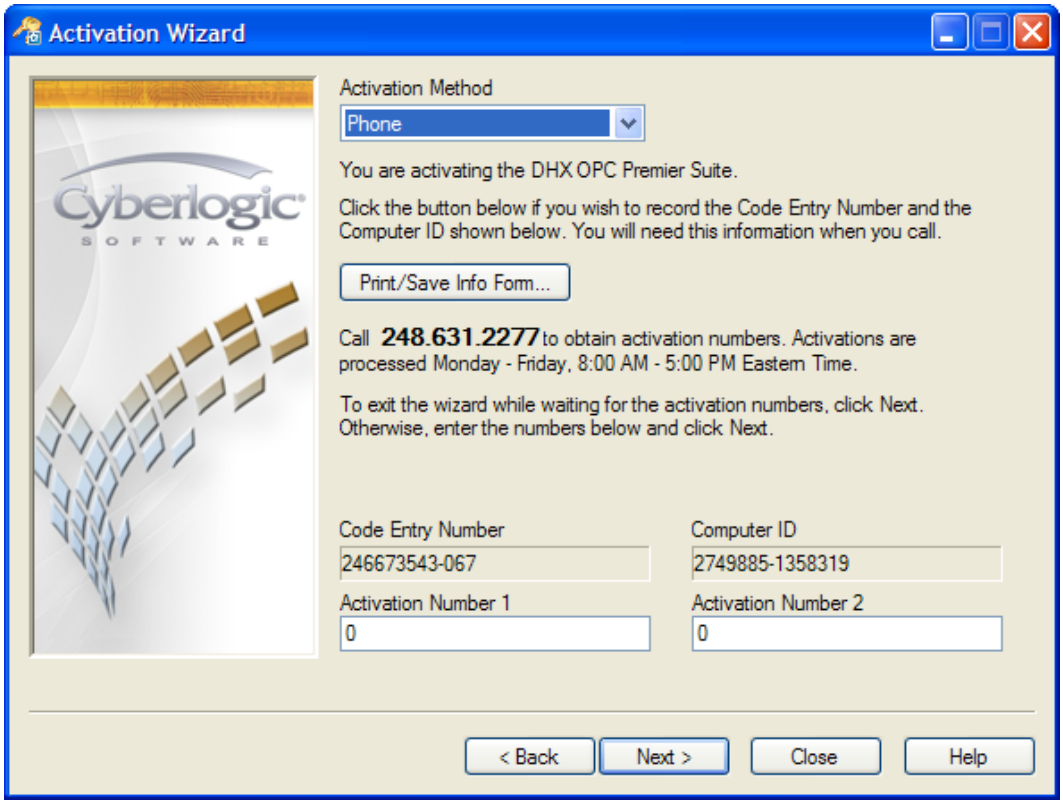
   These numbers are normally located on the product insert inside the DVD case. If you purchased this product electronically, the serial number and password were emailed to you.

6. Click ***Next*** to continue.



7. Select ***No, I will use another method to activate***.

8. Click ***Next*** to continue.



9. In the Activation Method box, select ***Phone***.

10. Click ***Print/Save Info Form...*** to print out a summary of the information that you will need to activate the package.

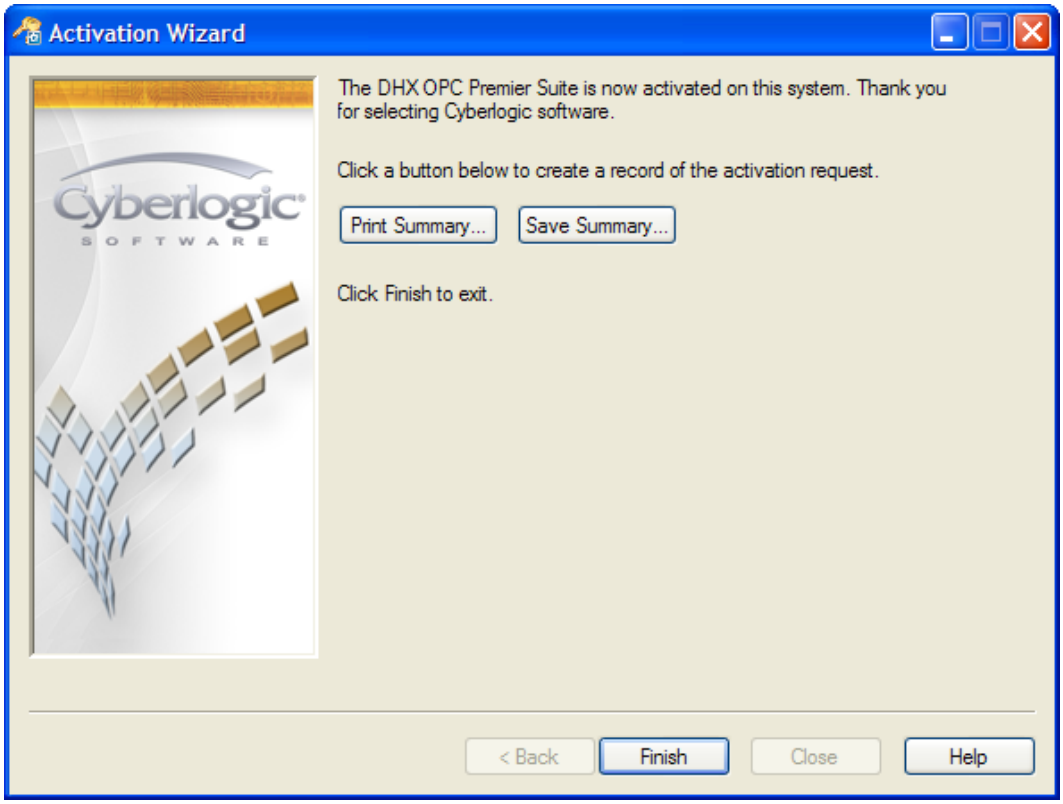
11. If you want to close the wizard while you wait for the Activation Numbers from Cyberlogic, click ***Close***. Later, you can restart the same session.

12. Call Cyberlogic at ***248.631.2277***.

    The Cyberlogic representative will ask you for information from the phone form, including the package password or serial number, the Code Entry Number and the Computer ID. The representative will give you two activation code numbers.

13. Enter the first number in the ***Activation Number 1*** field and the second number in the ***Activation Number 2*** field.

14. Click ***Next*** to activate the package.



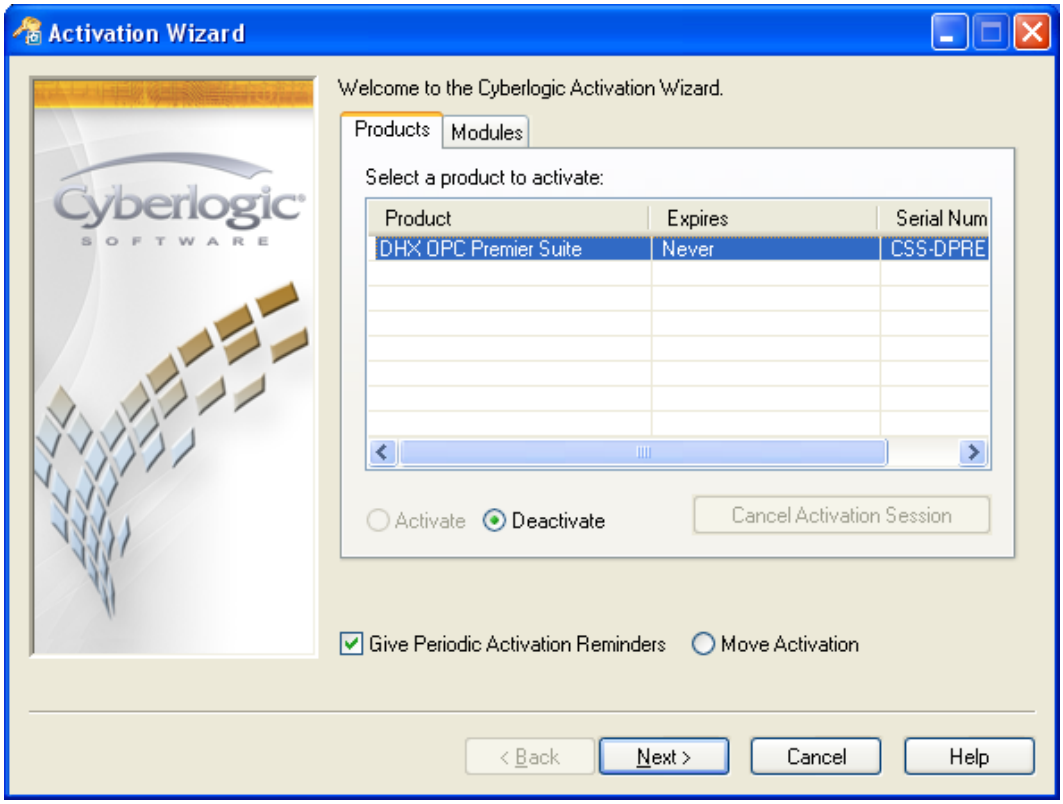
15. If you want a summary of the activation request for your records, click the ***Print Summary...*** button.

16. Click ***Finish*** to exit the wizard.

DEACTIVATING THE SOFTWARE

Once the software is activated, you can use the Activation Wizard to deactivate it. The most common reasons for deactivating are:

- *To move the software to another system:* Deactivate it on the current system and then activate it on the new system. This is the preferred way to move activation. It is the only practical method if the two systems are not located in the same facility.
- *To upgrade or reinstall the operating system:* Either of these will invalidate the current activation. Deactivate first and you will easily be able to reactivate after the change.
- *To replace the hard drive or make another major hardware change:* This could invalidate the activation. Again, you should deactivate first and reactivate after the change.



To deactivate, start the Activation Wizard, select the package to deactivate and select ***Deactivate***. You can then simply follow the prompts to complete the deactivation. As with activation, deactivation over the Internet is the quickest and easiest. If that is not available, you can activate over the web, or by email or phone.

Caution!

If you deactivate by web from another system, or by email or phone, there is an additional step in the procedure. In this step, the wizard will give you a confirmation code that you must provide to Cyberlogic to complete the deactivation process.

MOVING ACTIVATION

This section describes the process of moving activation information from one system (called the source system) to another (the destination system). The process requires a USB flash drive or a blank transfer diskette. You must run the Activation Wizard simultaneously on both systems.

Note

This procedure lets you to move the activation from one system to another without interacting with Cyberlogic. However, it is almost always easier to deactivate the software on the source system and then activate it on the destination system. We strongly recommend that you use that method, if possible.

For information, refer to the Deactivating the Software section.

Caution!

Do not attempt to move activation to a system that already has the same product installed and activated. Doing so will result in losing the activation information.

Preparation

1. Read the entire procedure before you begin, and be sure you understand it. If you have any questions, contact Cyberlogic's Technical Support group.

2. Be sure that you have access to both systems.

Caution!

You must complete moving the activation in a single session. Do not stop the Activation Wizard during this process and try to resume it later. Doing so may result in losing the activation information.

3. You may use a USB flash drive or a floppy disk for the transfer media. If you want to use a USB flash drive, insert it in the USB port. If you want to use a floppy drive for the transfer, prepare a blank, formatted, write-enabled floppy disk, and leave it in the drive.

   For this example, we will assume you are using a USB flash drive.

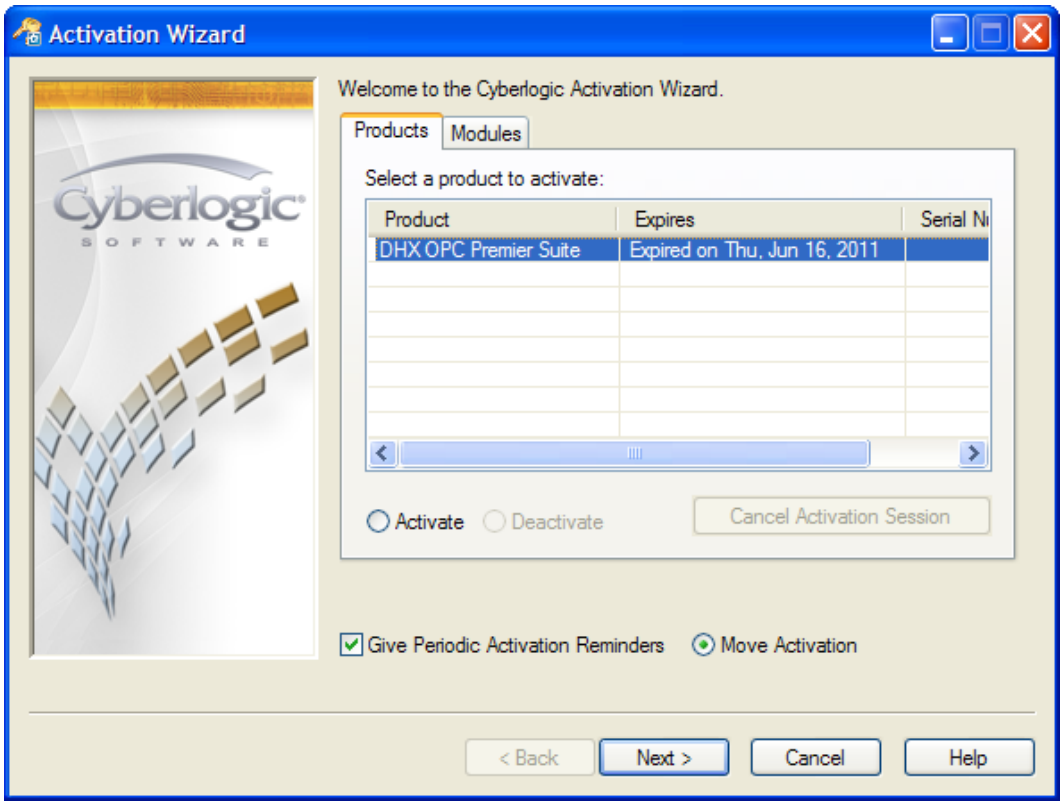
Caution!

The remaining steps in this procedure jump back and forth between the source and destination systems. Be sure to perform each step on the correct system.

YOU MUST BEGIN THE PROCEDURE ON THE ***DESTINATION SYSTEM***. FAILURE TO DO THIS IS THE MOST COMMON USER ERROR THAT RESULTS IN LOSS OF ACTIVATION INFORMATION.

Destination System Part 1

4. To run the activation utility, open the Windows ***Start*** menu and select ***Programs***. From there, go to ***Cyberlogic Suites***, and then select ***Activation***.



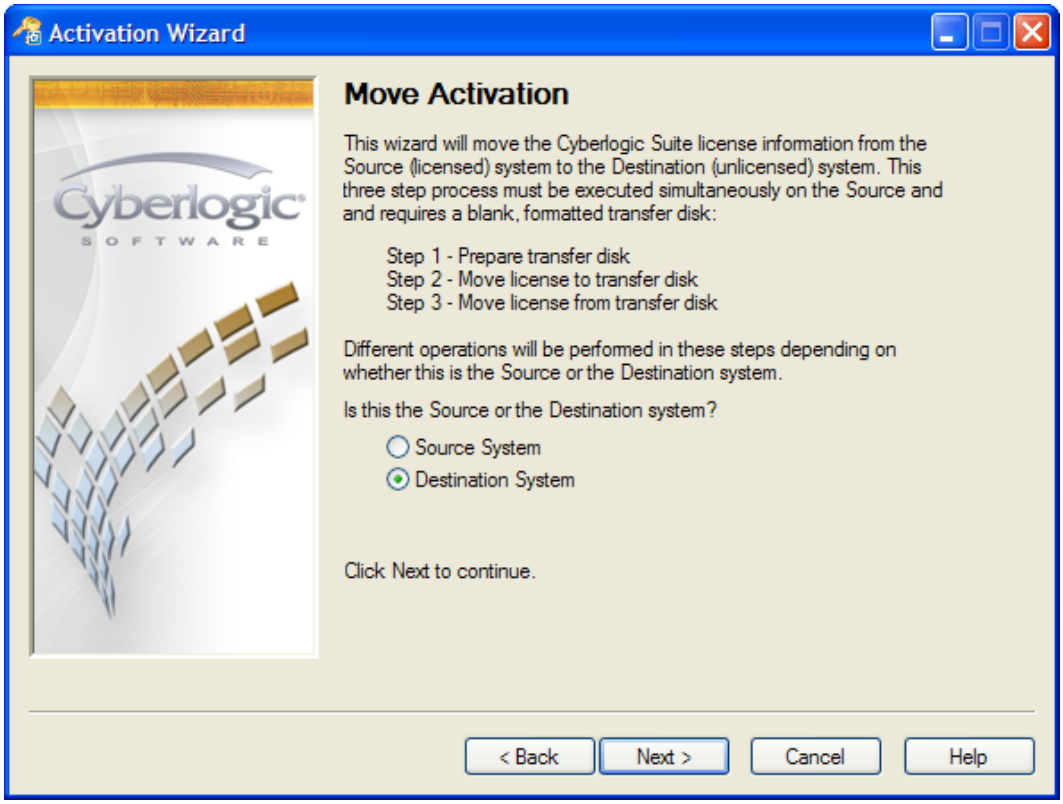
   The Activation Wizard will open.

5. Select the ***Packages*** tab.

6. Select the ***Package*** whose activation you want to move.

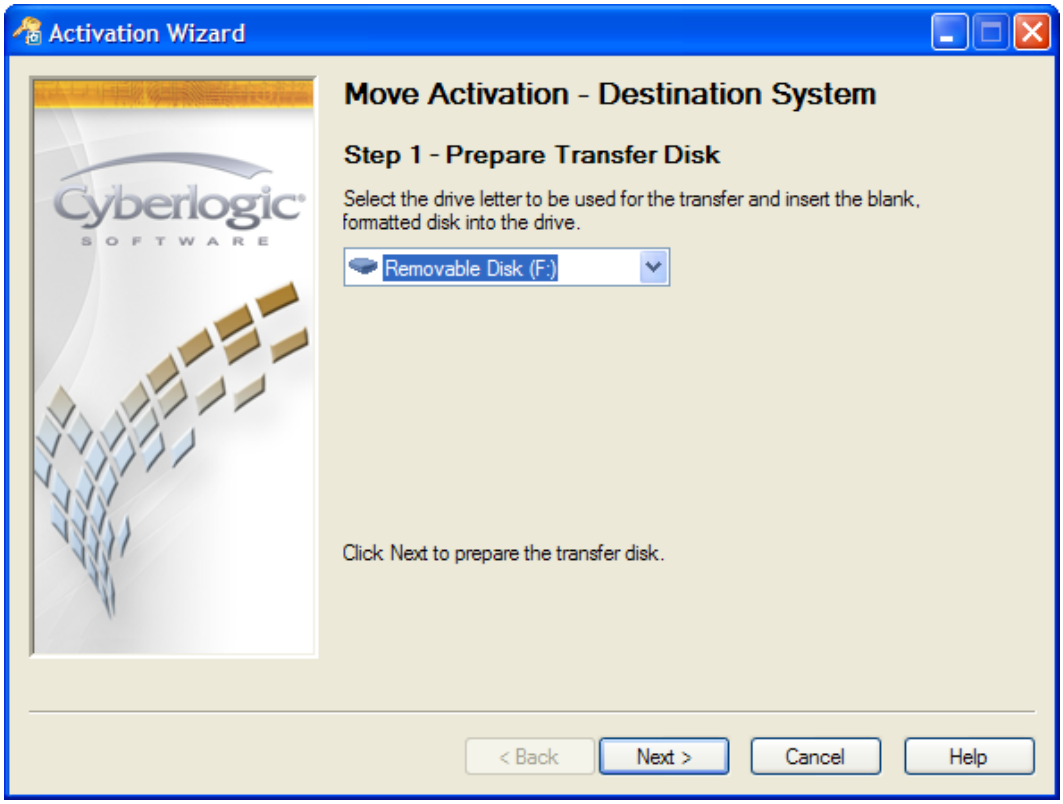
7. Select ***Move Activation***.

8. Click ***Next*** to continue.



9. Select ***Destination System***.

10. Click ***Next*** to continue.



11. Select the drive you want to use for the license transfer.

12. Click ***Next*** to continue.

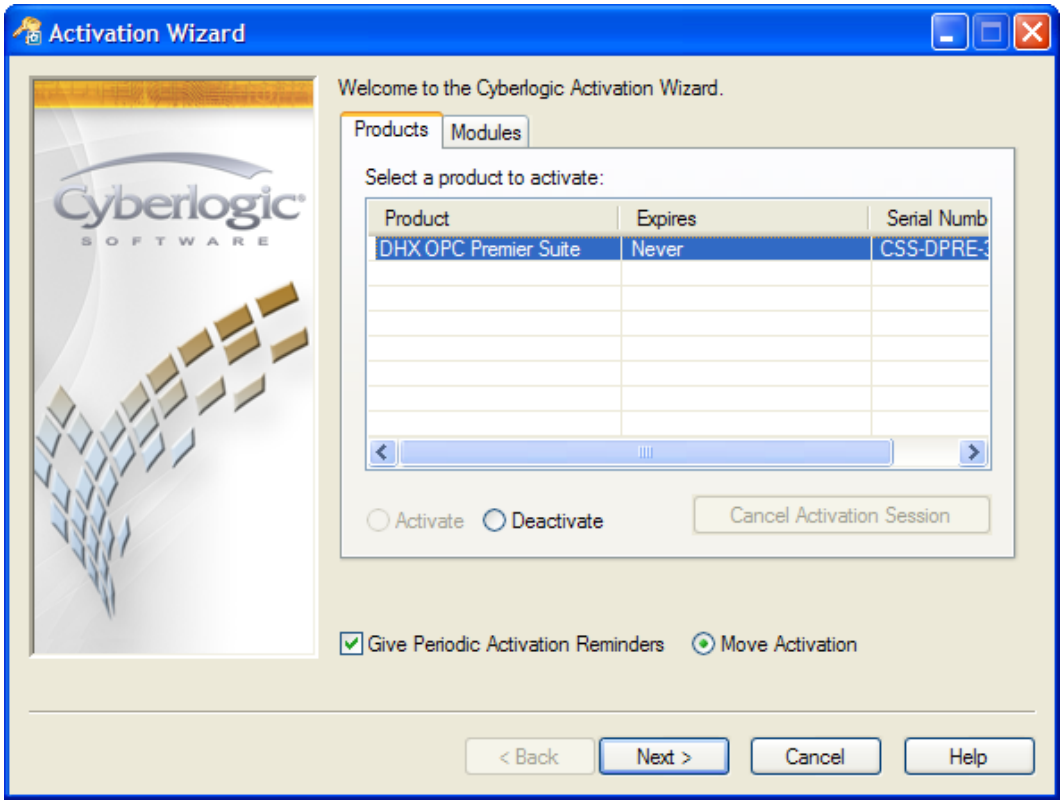
13. When the Step 2 screen appears, safely remove the USB flash drive from the port.

14. Click ***Next*** to continue.

Source System

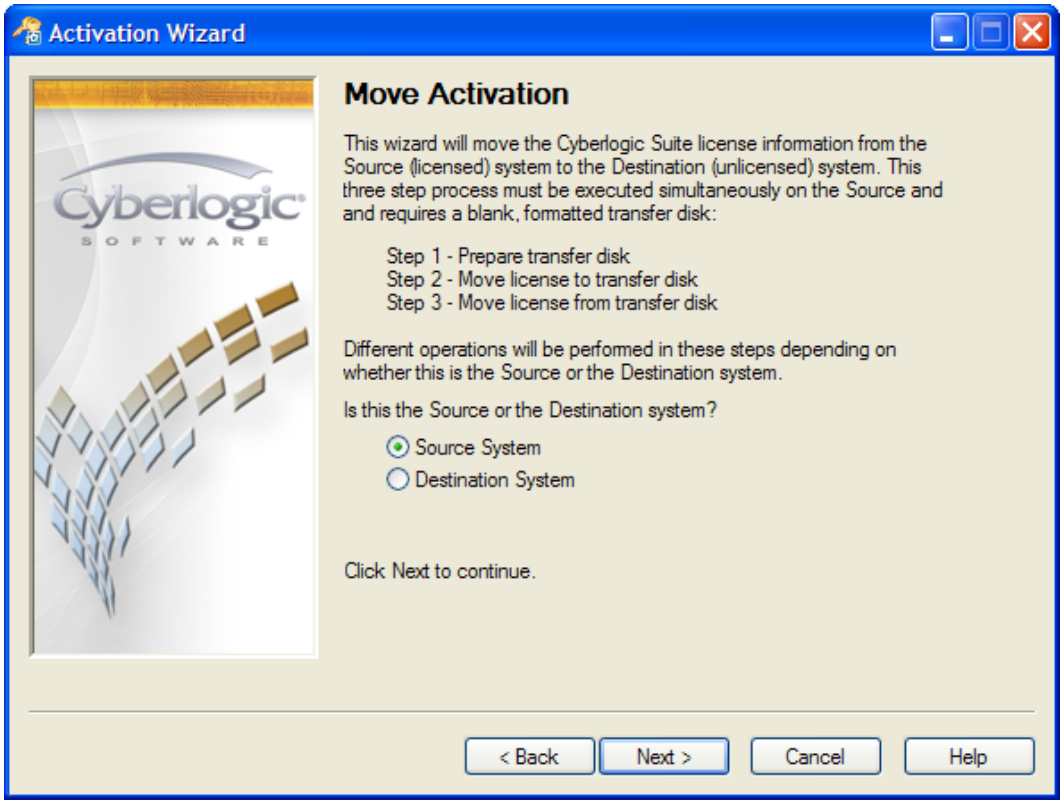
15. Go to the source system and insert the USB flash drive into a USB port.

16. To run the activation utility, open the Windows ***Start*** menu and select ***Programs***. From there, go to ***Cyberlogic Suites***, and then select ***Activation***.



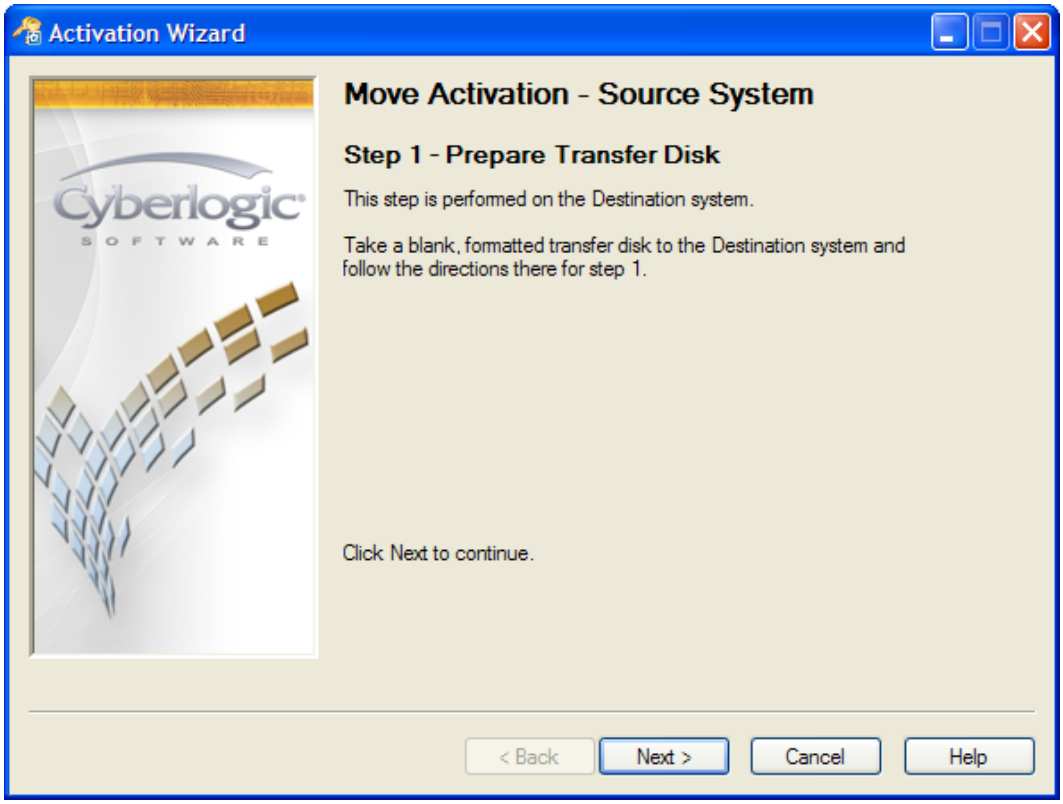
The Activation Wizard will open.

17. Select the ***Packages*** tab.
18. Select the ***Package*** you want to activate.
19. Select ***Move Activation***.
20. Click ***Next*** to continue.



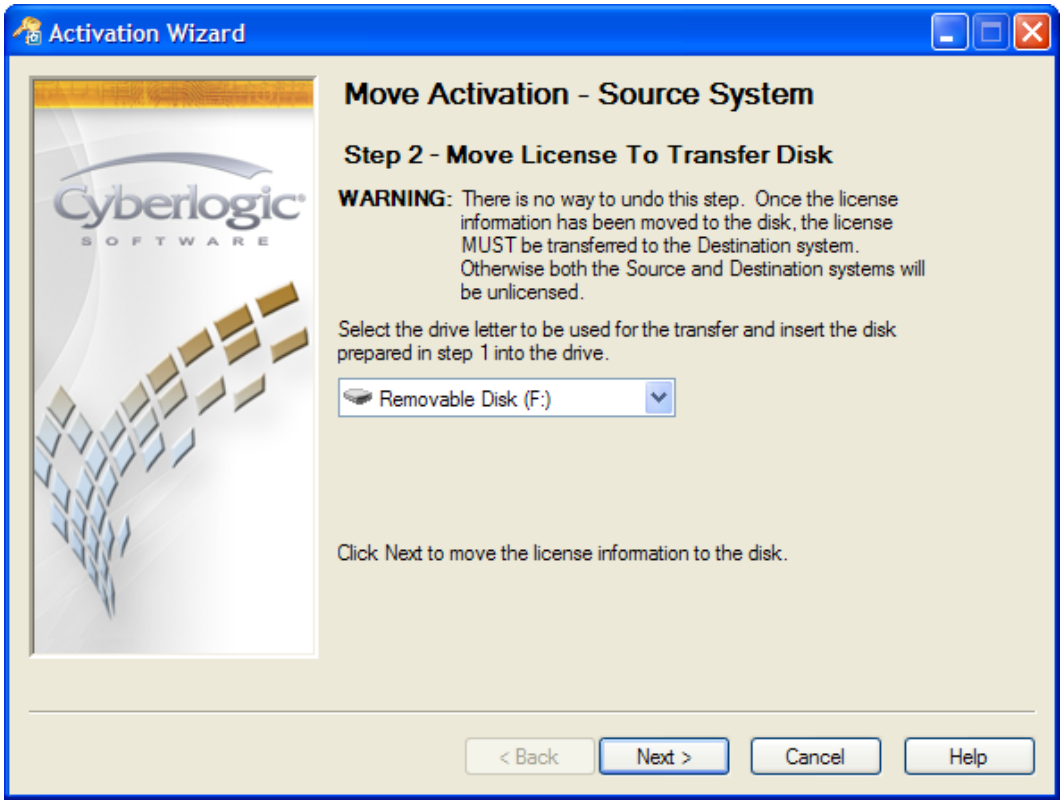
21. Select ***Source System***.

22. Click ***Next*** to continue.



There is nothing to do on the source system for Step 1.

23. Click ***Next*** to continue.



24. Select the drive that you want to use for the license transfer.

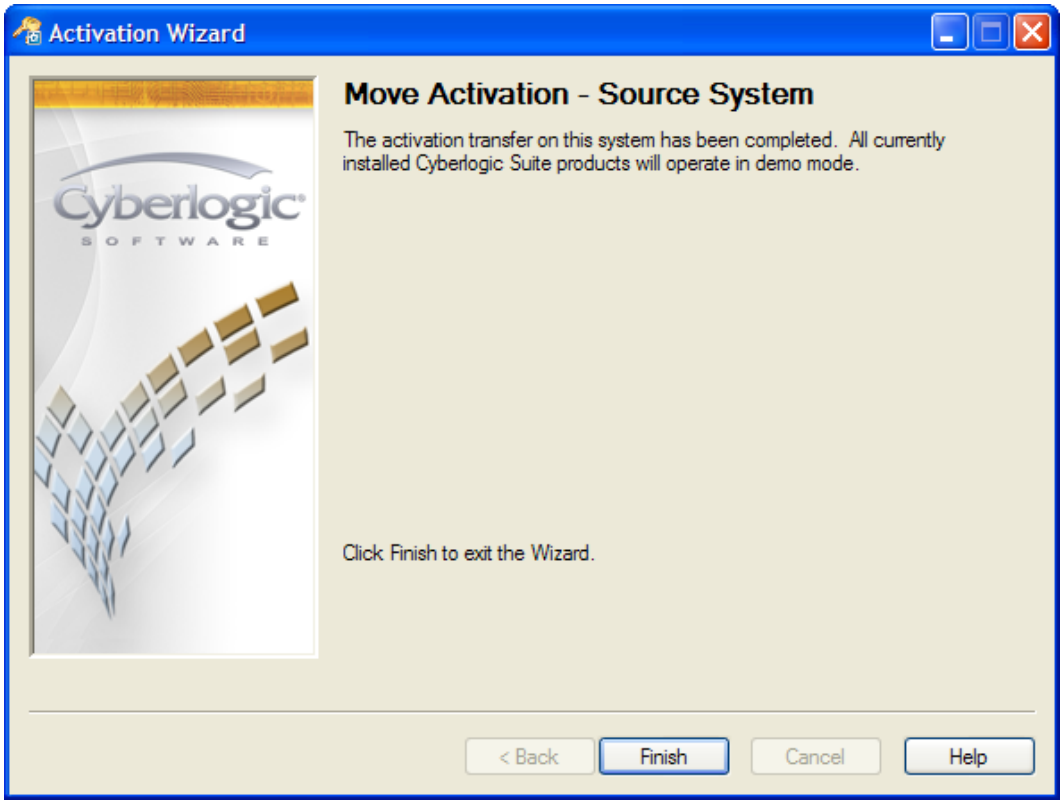
Caution!

There is no way to undo the following step. Once you click Next to move the activation information to the transfer disk, you must transfer it to the destination system. Otherwise, the Cyberlogic software on both the source and destination systems will be deactivated.

25. Click ***Next*** to move the license information to the USB flash drive.

26. When the Step 3 screen appears, safely remove the USB flash drive from the port.

27. Click ***Next*** to continue.



28. Click ***Finish*** to exit.

    The software on the source system is now deactivated and will run in the two-hour demo mode only.

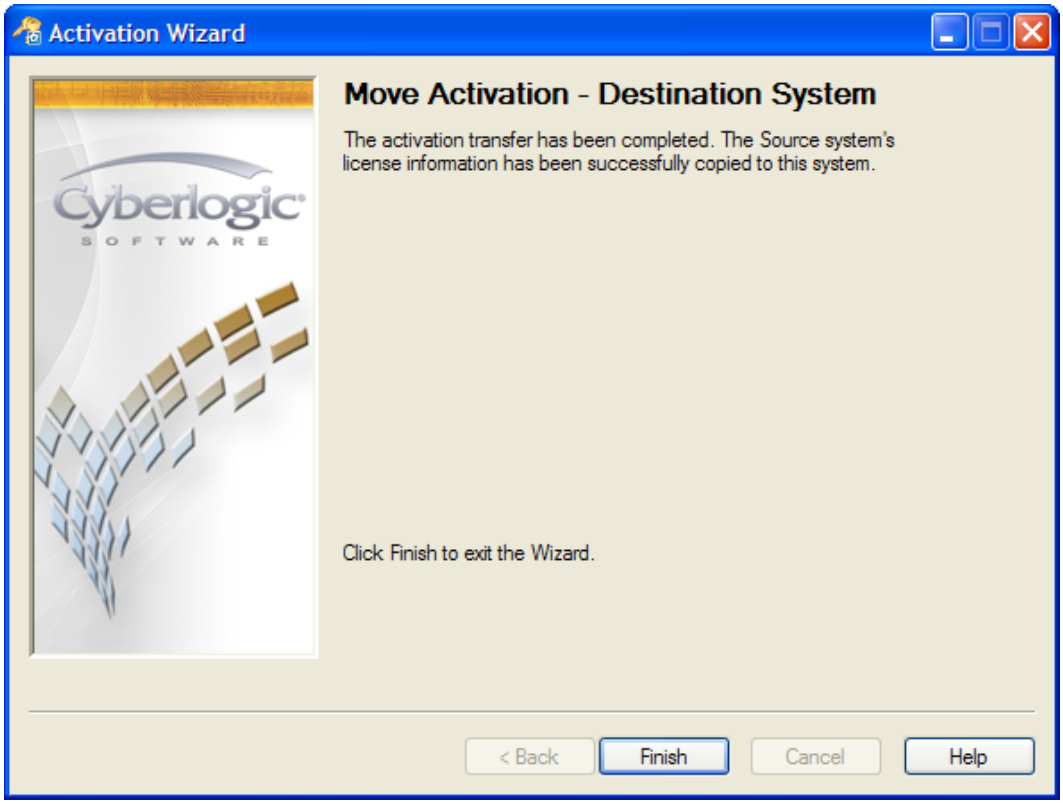
Destination System Part 2

29. Go to the destination system and insert the USB flash drive into a USB port.

30. Click ***Next*** to move the license information from the USB flash drive to the destination system.

Caution!

You must complete this step to transfer the licensing information to the destination system. Otherwise, the Cyberlogic software on both the source and destination systems will be deactivated.



31. Click ***Finish*** to exit.

32. Remove the USB flash drive from the port.

The transfer process is now complete. The software on the destination system is activated, and the software on the source system is deactivated.