LICENSE MANAGER GUIDE

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Introduction

License Manager is utility application located under the Tools menu of your Shiraz software.

Its purpose is to allow you to manage the licensing and security of your software.

The application (see image below) is divided in three main parts:

- **Info** to check the status of your current installation
- **Dongle Update** to manage the hardware key
- **License Update** to manage the software license

Each part is explained in more details in the corresponding section of this guide.

Info

Select the Info option of License Manager to visualise the status of your current license (Full mode, Trial mode, Demo mode…) of your product and all the associated options:
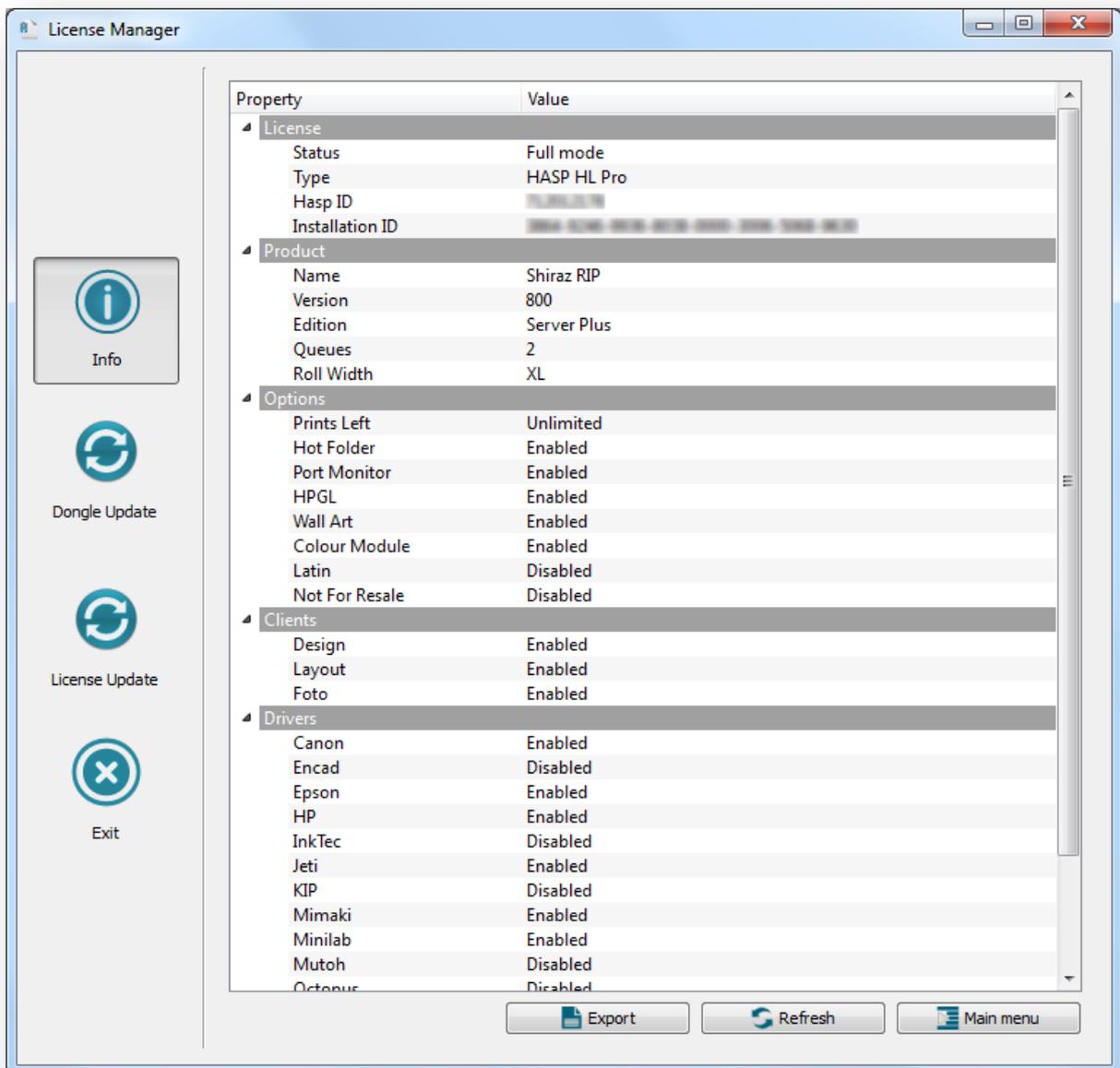
If you are using a hardware key (dongle) Info will read and display its contents. If the dongle is removed then the application will display the information about the software license (click the **Refresh** button if you have plugged/unplugged any dongle while License Manager was running).
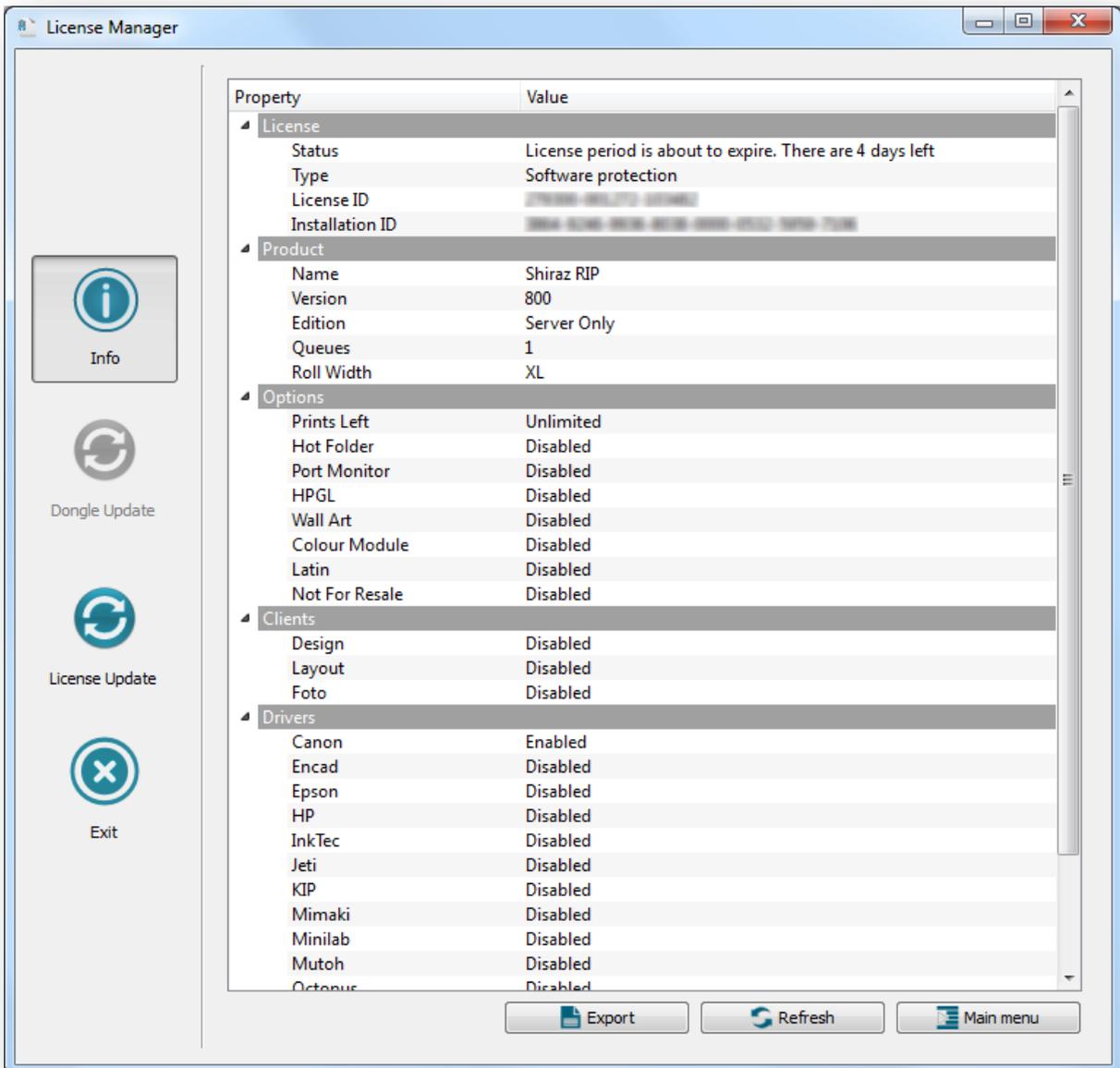
The **Export** option is used for support purposes. Click on it and a window will pop up, asking you to save a text file that will contain the information displayed:
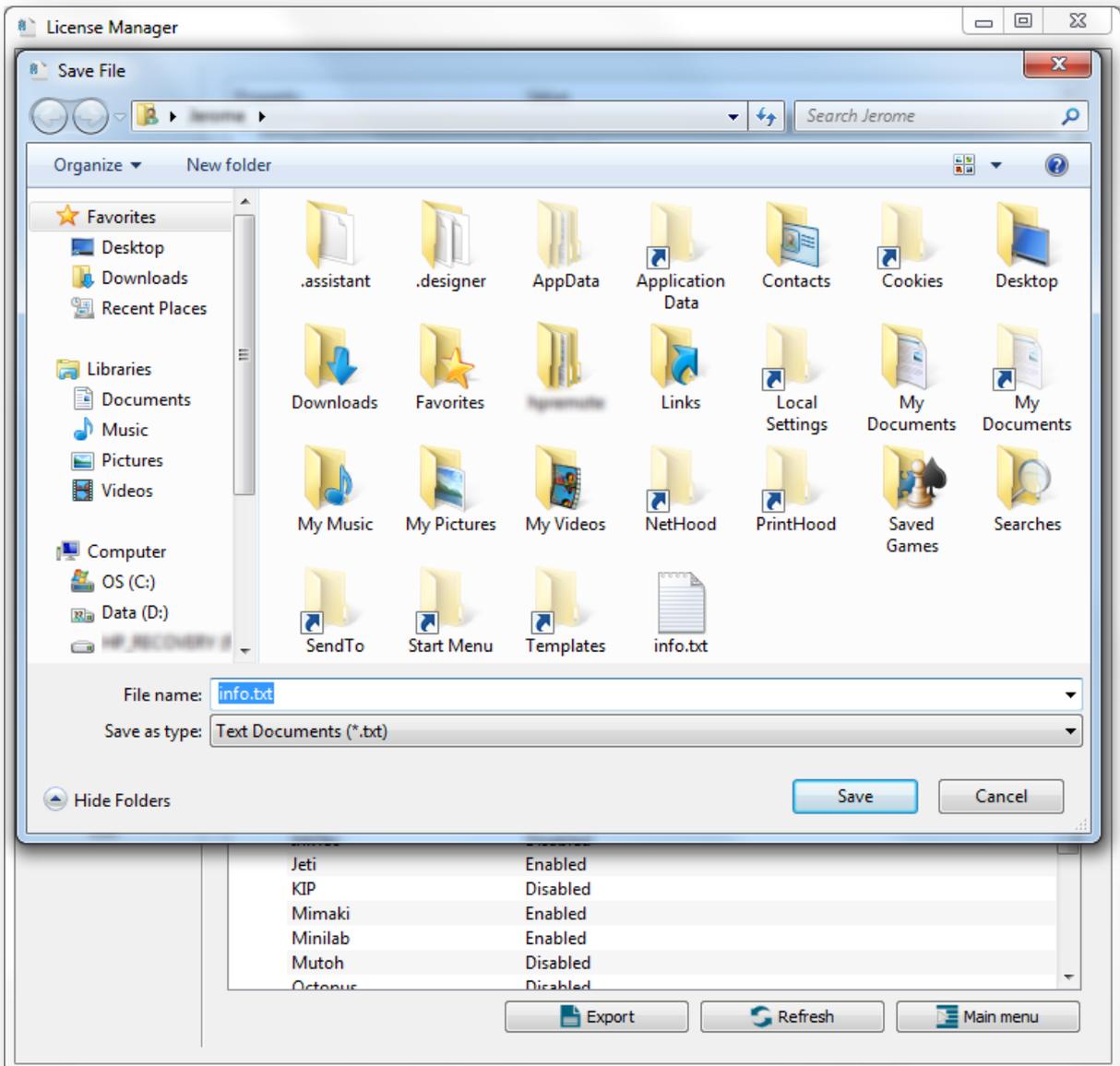
Please email this file if asked by the Shiraz support team.

To update your dongle/license refer to the corresponding section.

Dongle update

If you have a USB dongle connected to your computer you can then select the **Dongle Update** option as shown below:
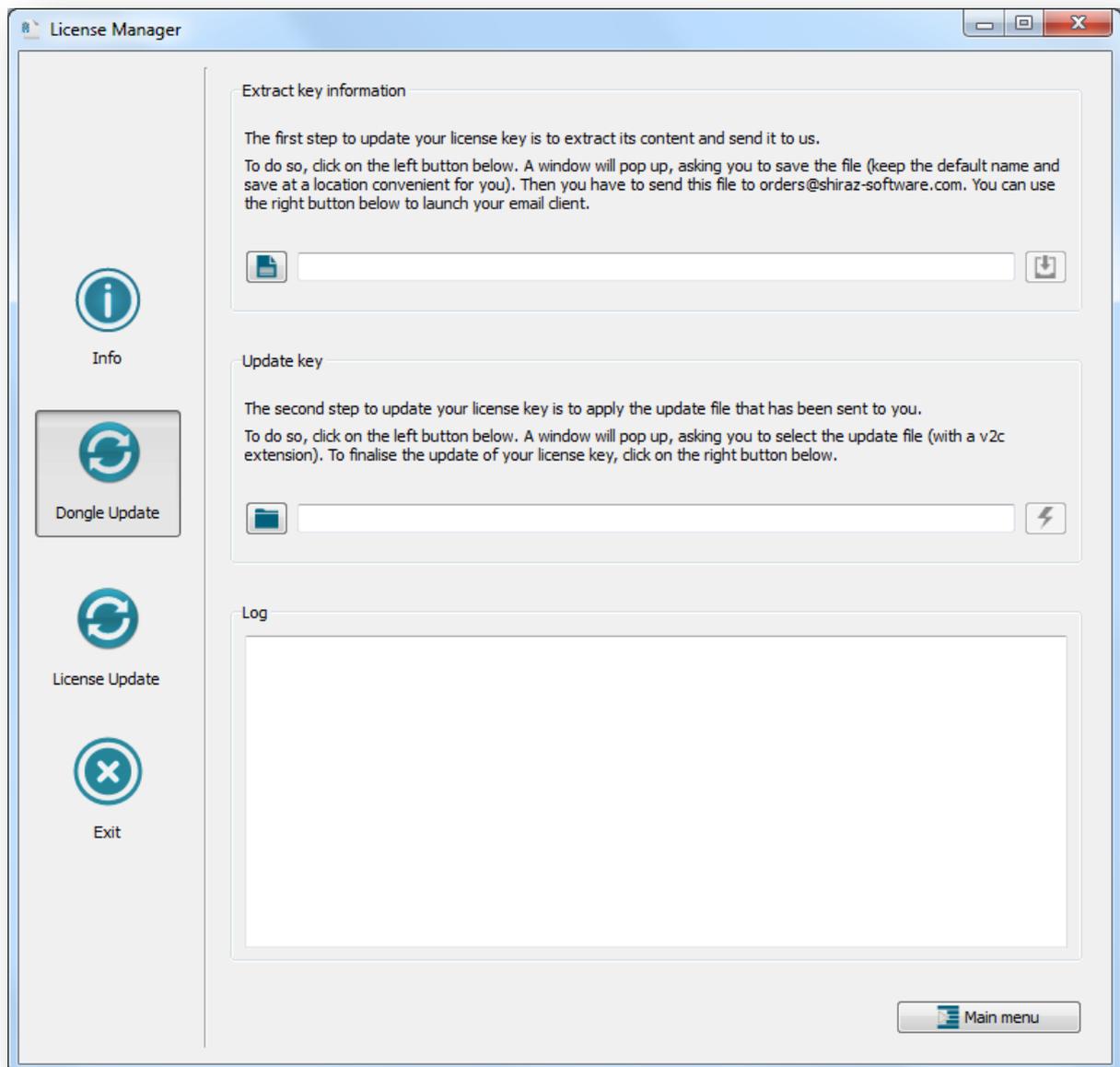
The update process is divided in two parts:

➢ **Extract key information** and send it to your dealer along with the update you seek
➢ **Update Key** to select the update file sent by your dealer and apply it

Extract key information

Extract key information

The first step to update your license key is to extract its content and send it to us.

To do so, click on the left button below. A window will pop up, asking you to save the file (keep the default name and save at a location convenient for you). Then you have to send this file to orders@shiraz-software.com. You can use the right button below to launch your email client.
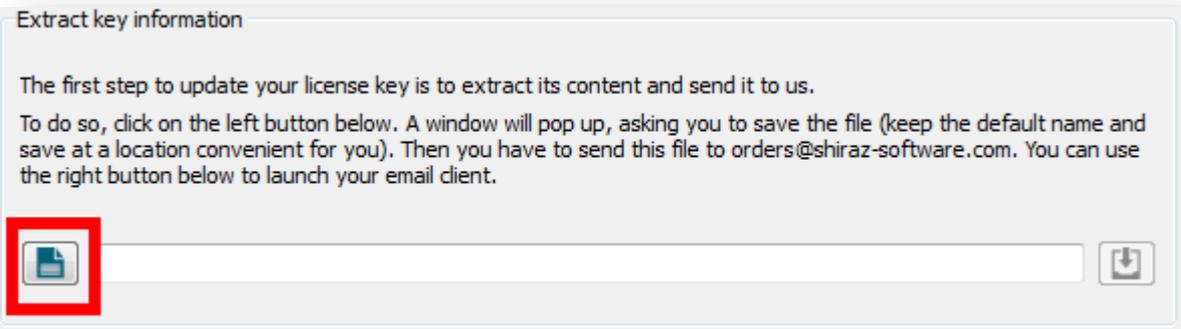
Click on the button to the left as highlighted in the image above:
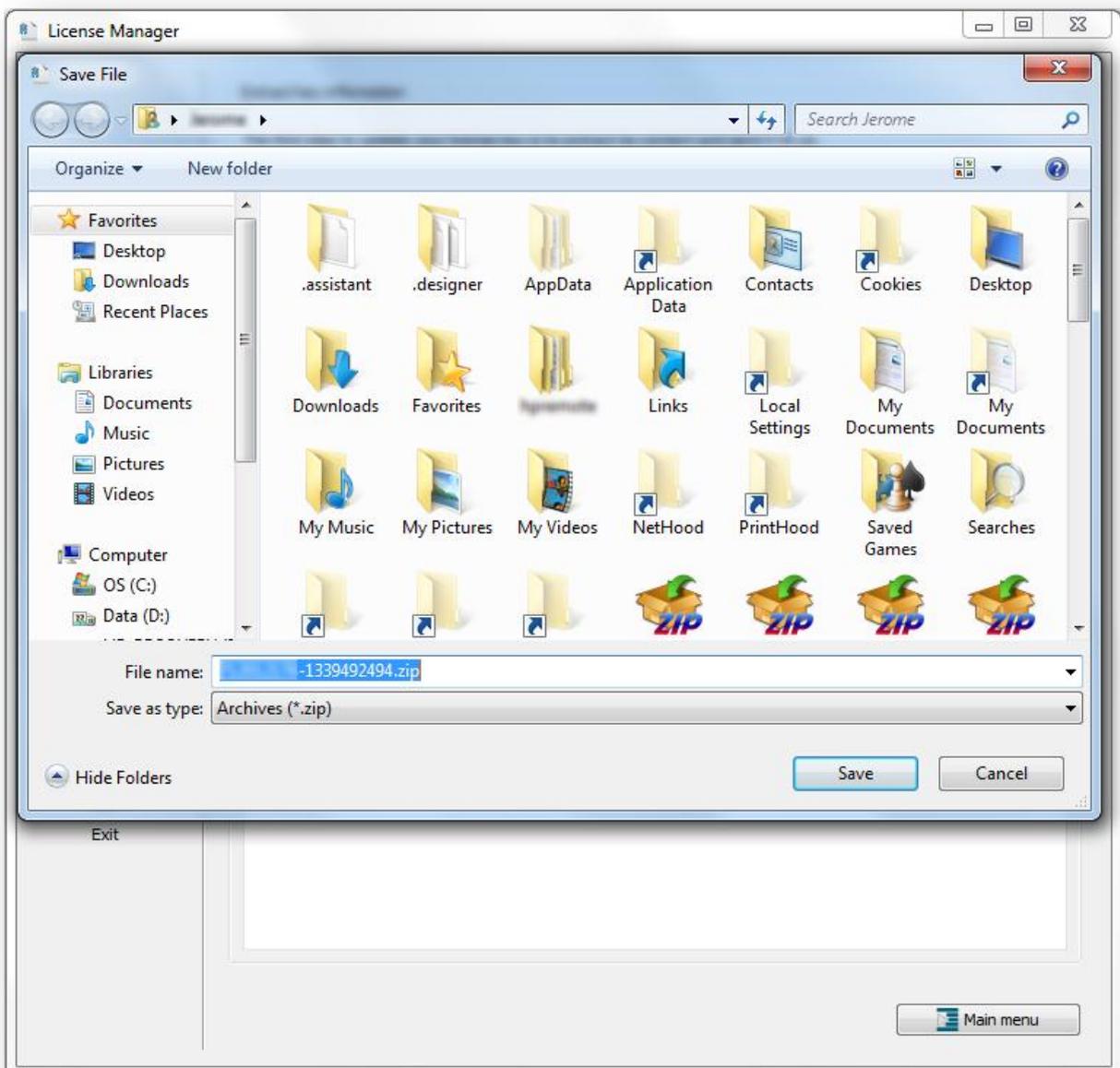
Save the zip file and avoid changing the default name that indicates the licence number and makes it easier to handle for Shiraz order team.
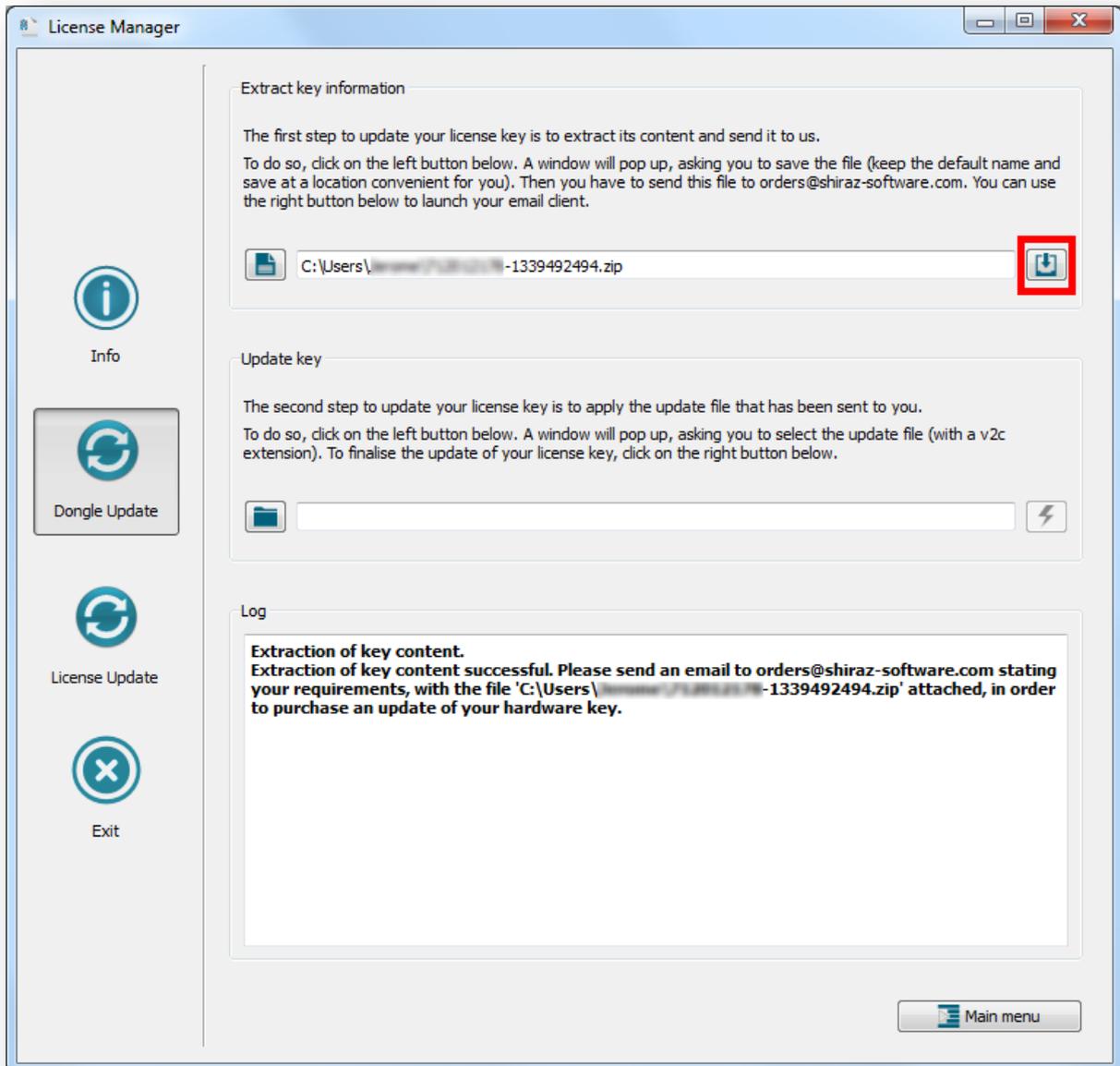
Email the zip file to the Shiraz order department (orders@shiraz-software.com).

If you have an email client installed and setup, you can press the button on the right (highlighted in the image above), and a draft of email will pop up. You will need to complete the information about your update, and attach the previously saved zip file before sending it:

To... orders@shiraz-software.com

Cc...

Subject: Dongle update

Hi there,

Please find attached the content of my hardware key (attach the zip file manually).

My order is:

Best Regards
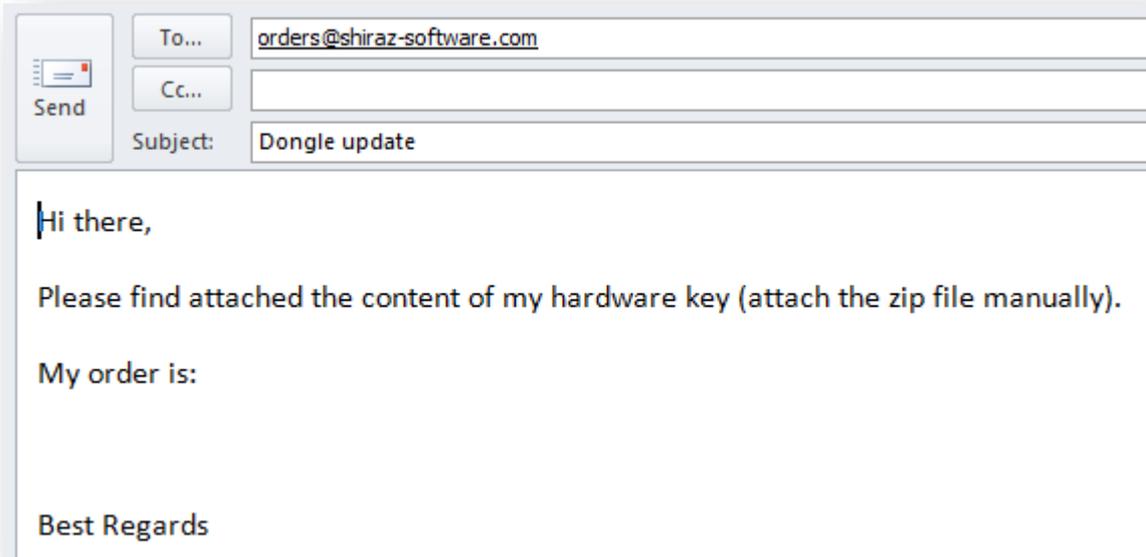
Once your order has been processed and required codes emailed to you then you will be in a position to update your dongle key as detailed below.

Update key

You will receive a reply to your email with a v2c file attached. Download the file.

Select the **Dongle Update** option if not already selected and then click on the highlighted button as shown below:
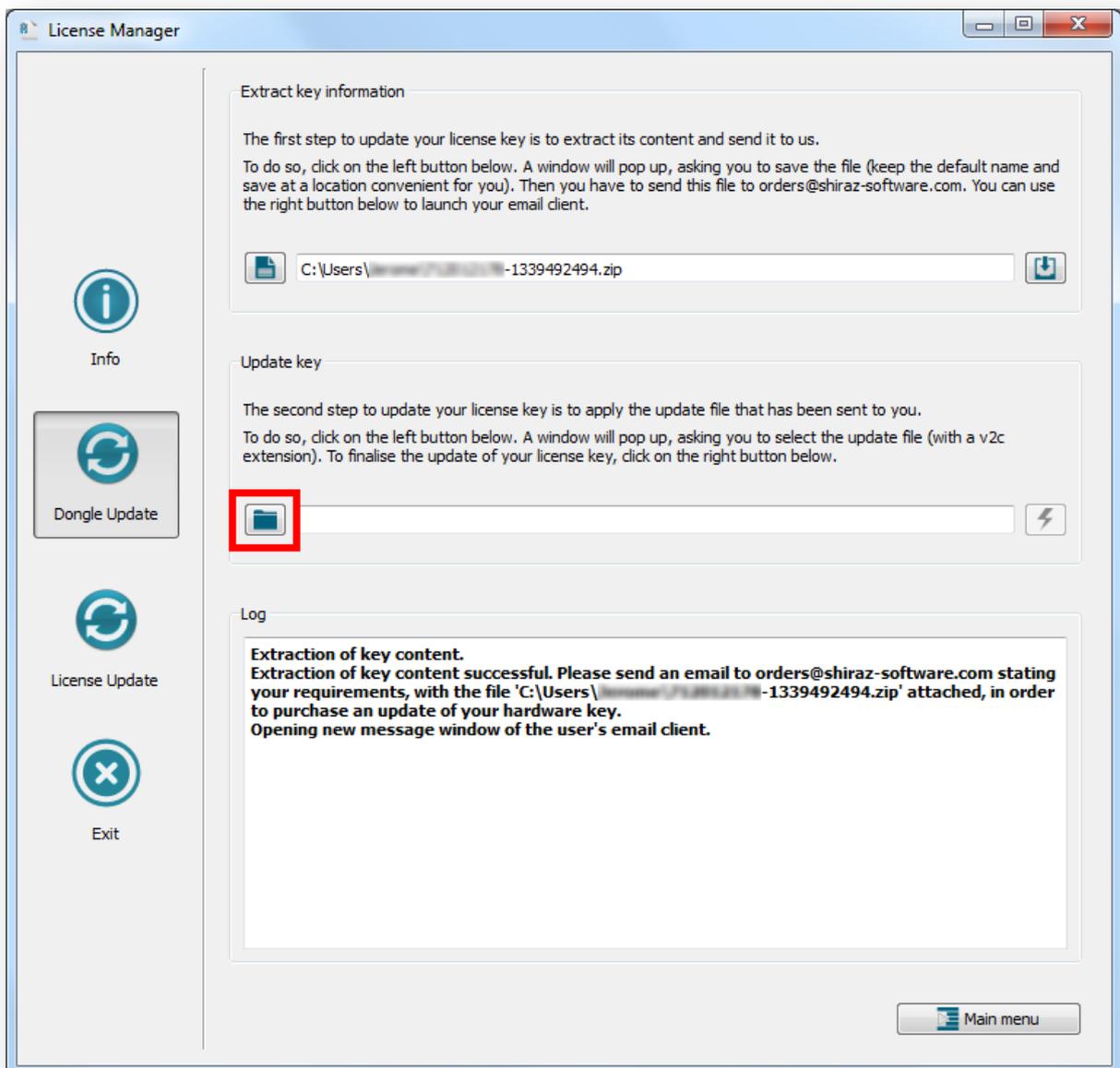
A window pops up, allowing you to select the update v2c file that you have previously downloaded:
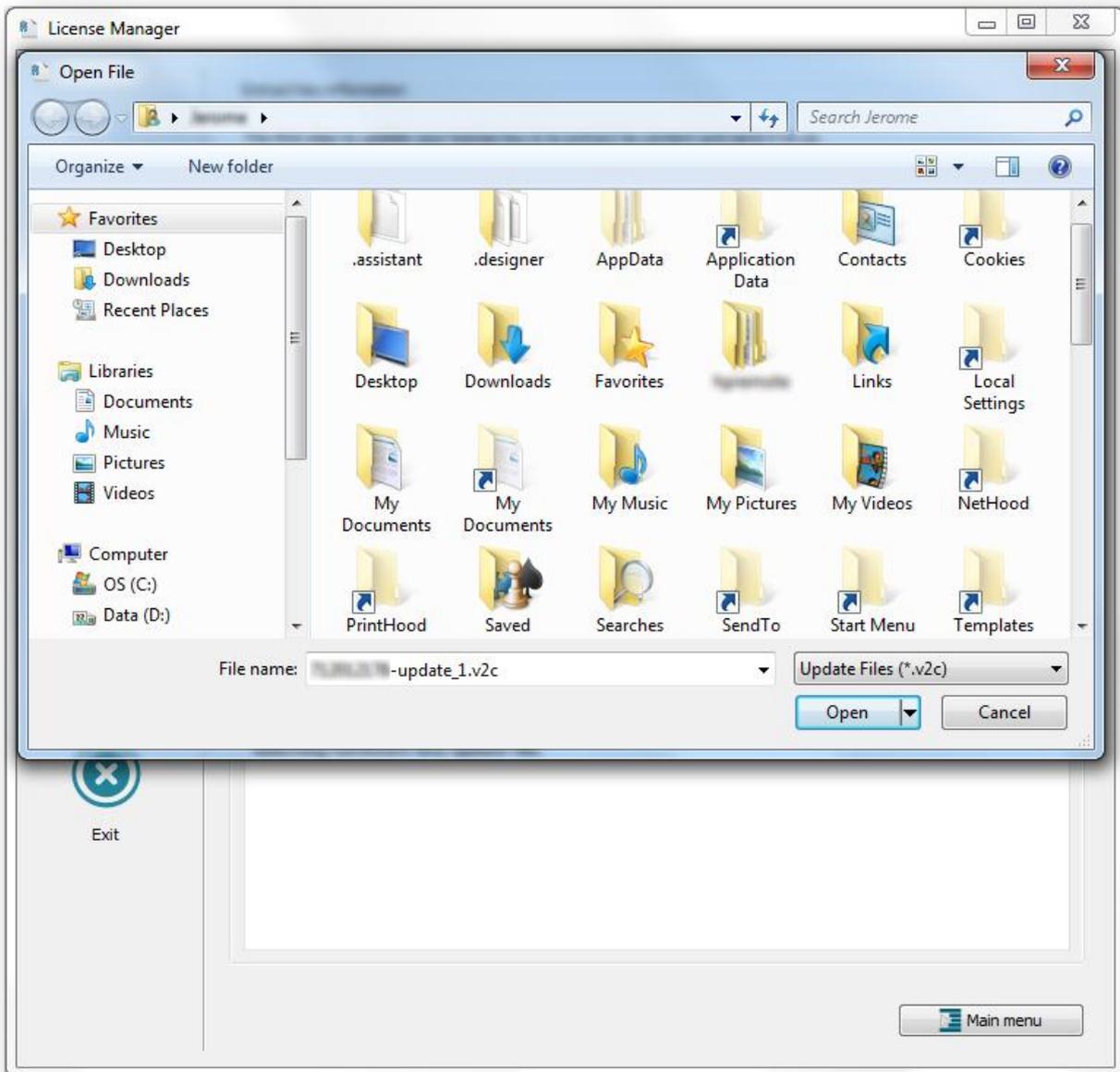
Press the **Apply** button as highlighted below to execute the update:
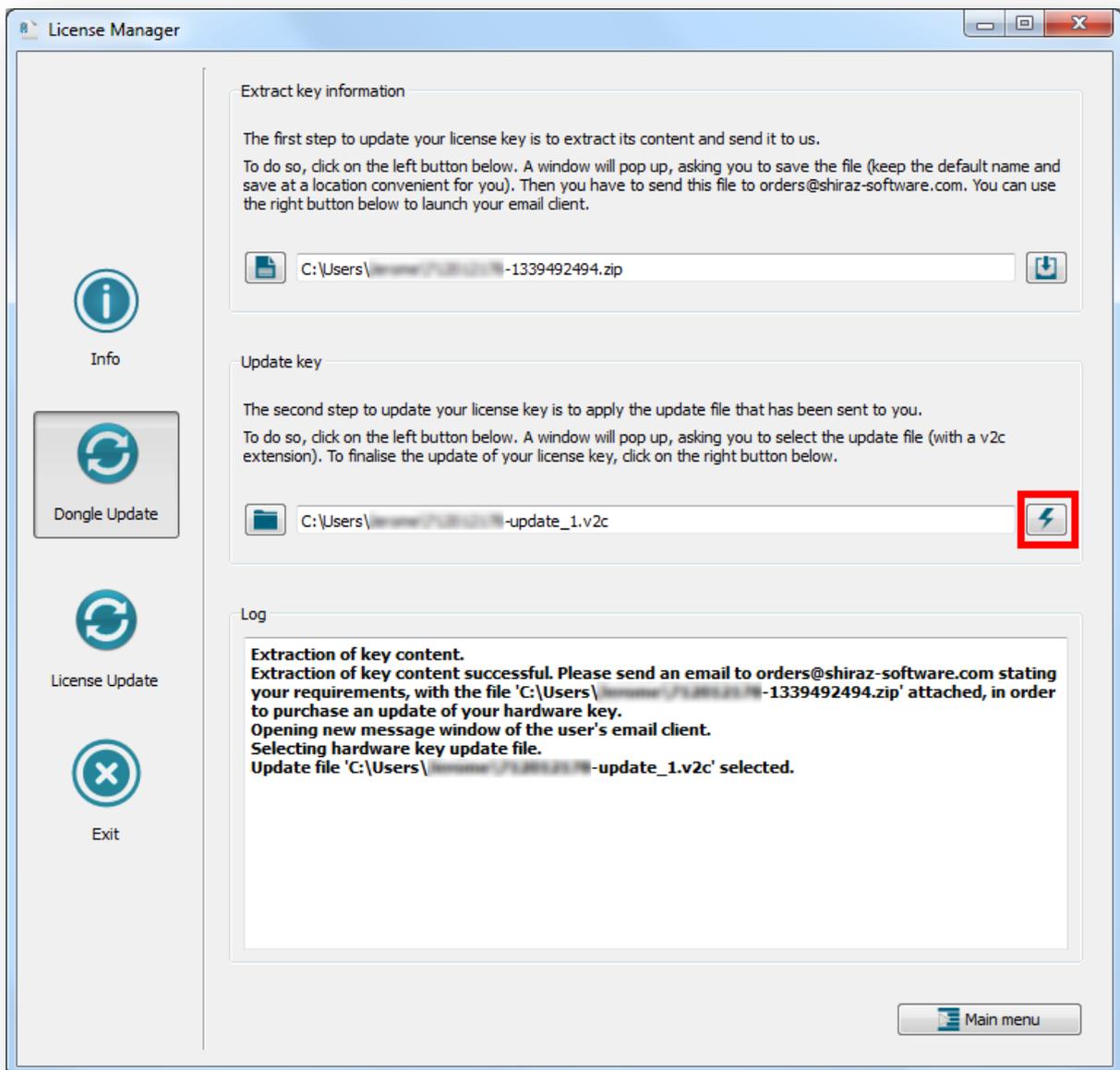
A message will pop up when the update has been processed, informing you about the success or otherwise of the operation:
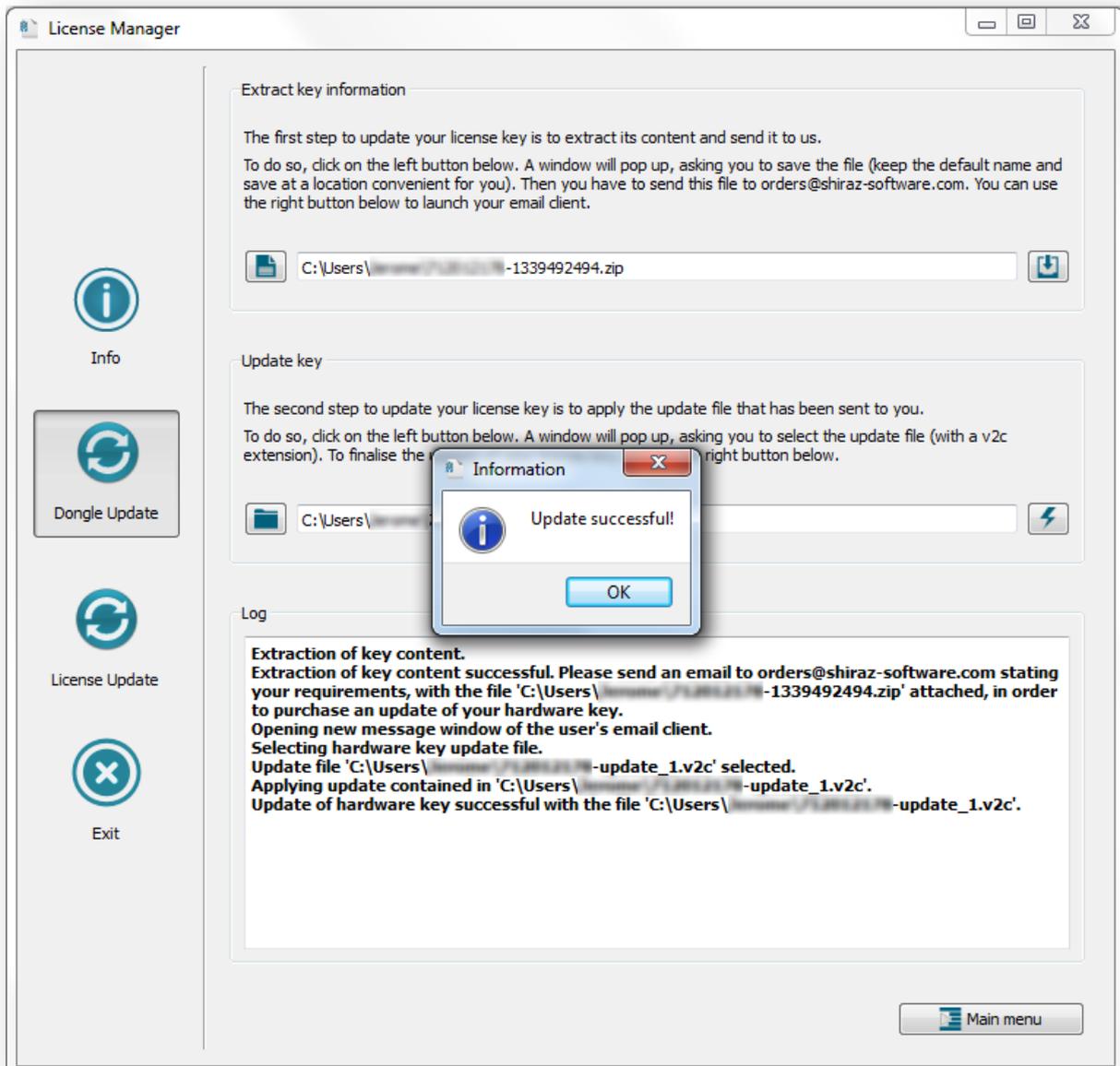
If successful, you can go to the **Info** option to check that the update has been properly applied and corresponds to what you have ordered.

License update

You can try the full software for 15 days after the first installation. If you would like to carry on using the software then you must purchase a full license.

You will then need to activate your license in order to use it. As will be explained in the following sections you have two options on how to do this i.e. either by using the internet connection or by offline method.

If you have another license installed then you have to first de-activate this before activating the new one. The **Info** option gives you the status of the license currently installed.

Internet activation

If you have an internet connection then you can select the **Internet Activation** option to activate your license:
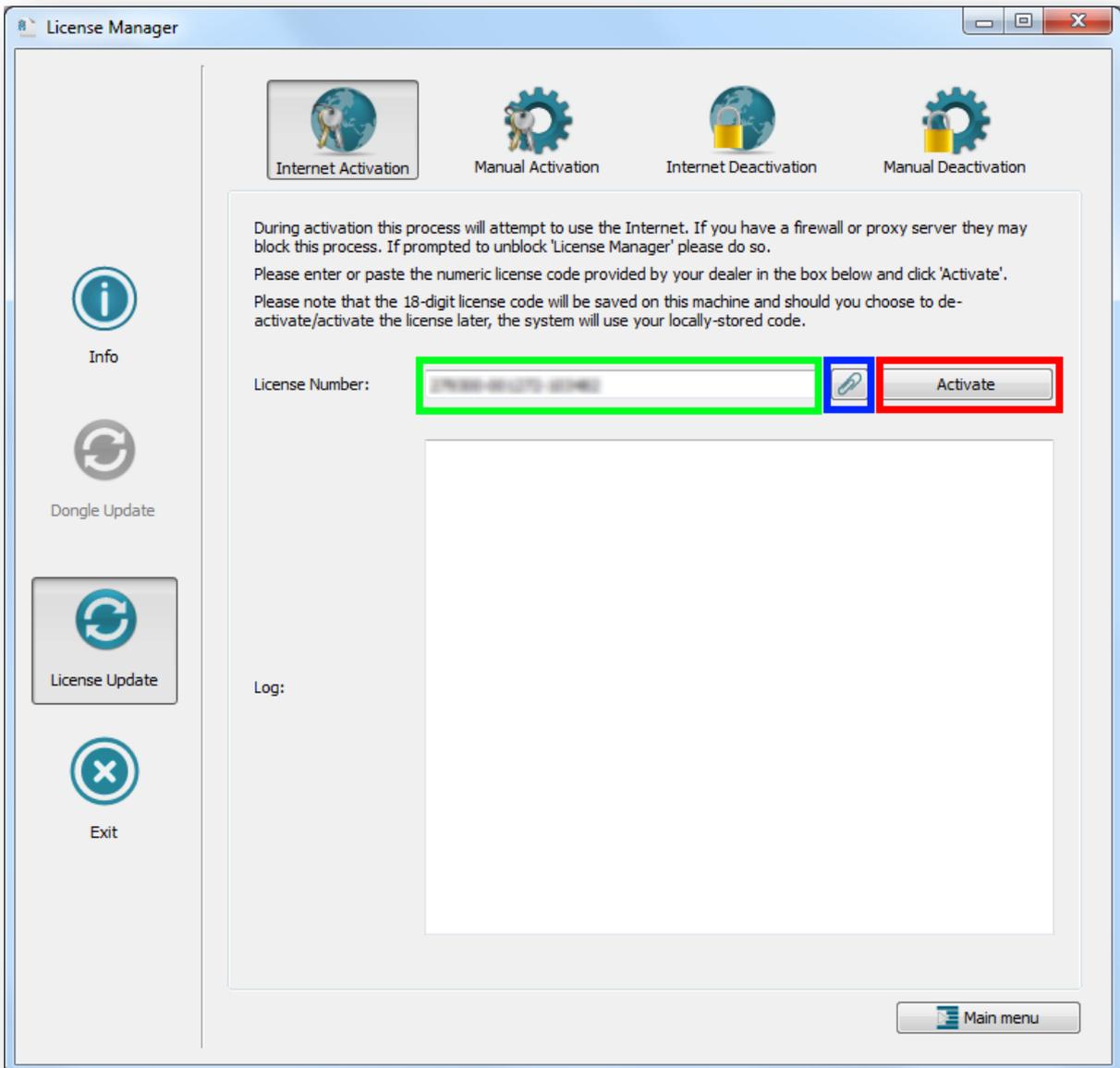
Enter your license number (18 digits) in the corresponding area highlighted in green above.

You can either enter it directly or by using the **Paste** button highlighted in blue above.

Press the **Activate** button as highlight in red above to activate your license:
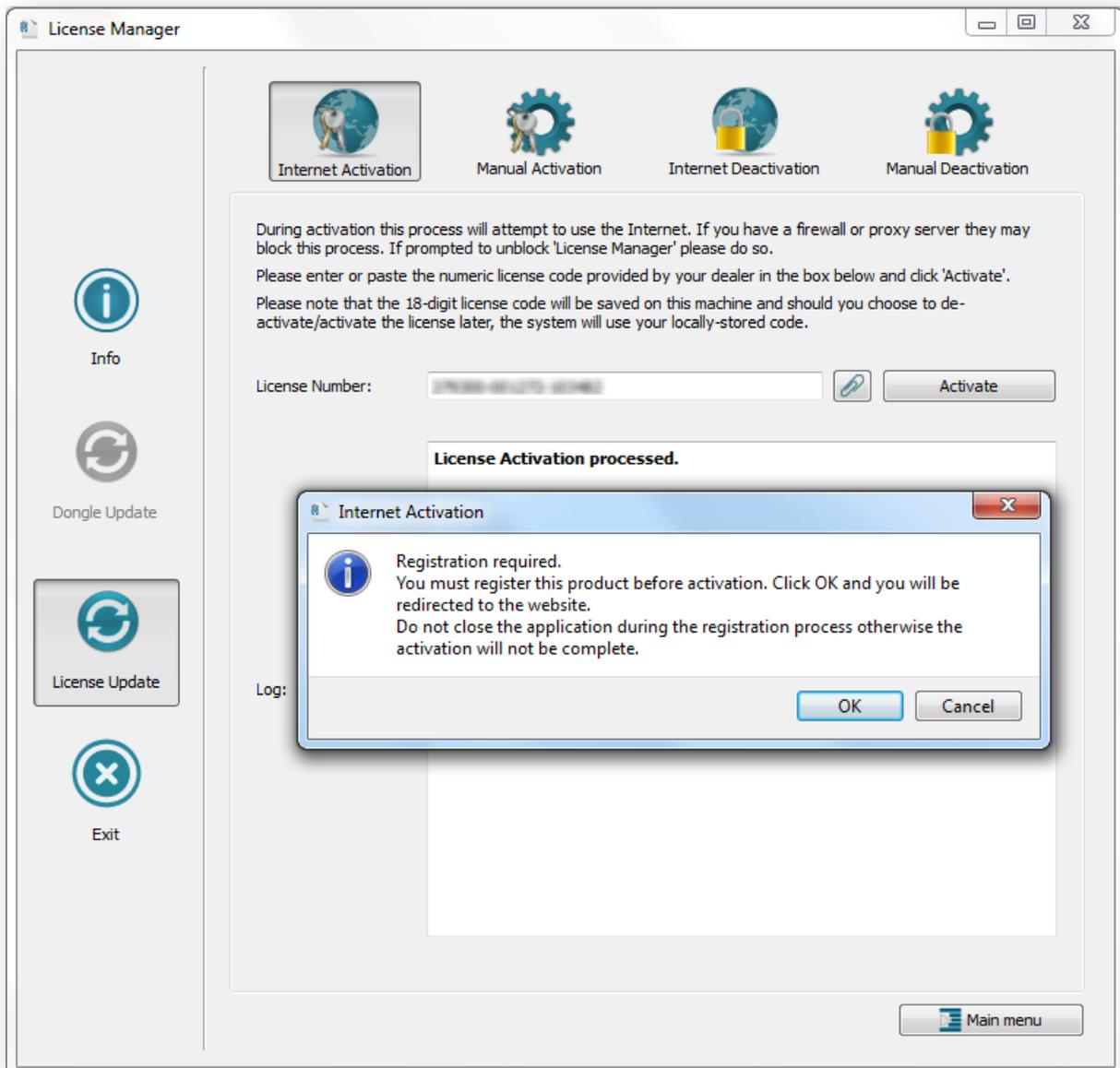
Registration is required prior to activation. Click OK on the dialog that pops up to be redirected to the registration webpage:

Login if you are already registered otherwise click on **Register now**:

Personal Information

Display Language	enus - English USA
Name (first last)	Shiraz
	Software
Address	The Coda Centre Unit 13
	189 Munster Road
City/Town	London
State/Province	
Zip/Postal Code	SW6 6AW
Phone 1	+44 (0) 845 680 2484
Phone 2	
Fax 1	+44 (0) 845 680 2483
Fax 2	
Country	United Kingdom
Company Name	Shiraz Software
Position In Company	
Source	
Industry	
Status	
Purchase Details	
Notes	

Account Information

Username	
E-mail Address	@shiraz-software

☐ Yes add me to the email database

☐ Yes I want to receive offers from selected partners

Email Format	both
Password	••••••••
Confirm Password	••••••••

Insert   Cancel

Enter Personal and Account Information and click on **Insert**.

Once you go back to the application you will be able to see a confirmation pop up message that confirms the activation status as shown below:
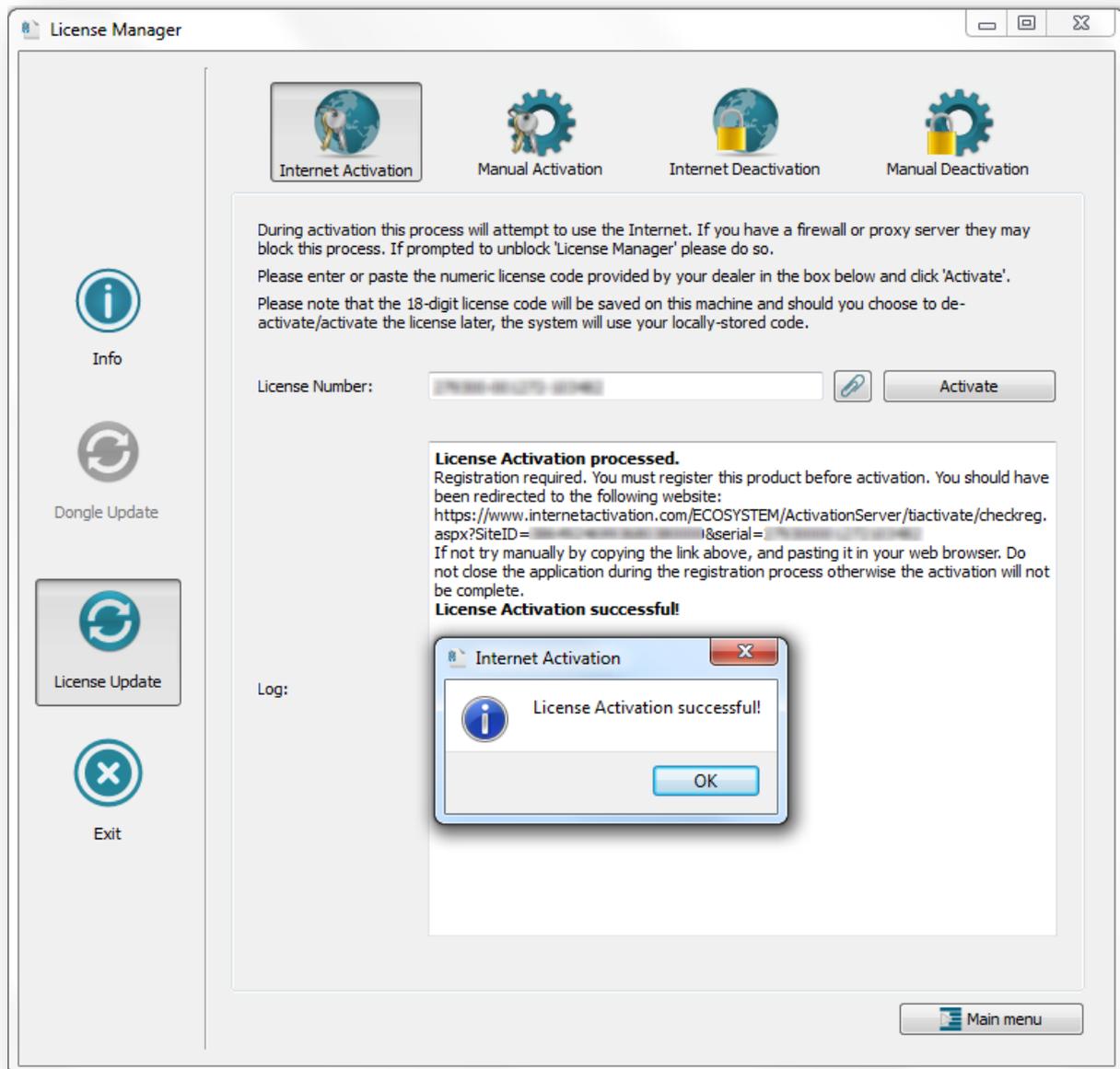
You can also check the status of your license by logging into your account:

Username: [redacted]

Password: ●●●●●●●●

Log In

By clicking on the "login" button, or by accessing or otherwise using the Service, you agree to be bound by the terms and conditions

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protecting intellectual property and the end user experience

⏻ log out

::: quick help :::::::::::::::::::

Use this page to view your personal License codes and your usage of them.

You can review all the products you have purchased along with the: Number of Activations which is your usage to date.

Activation Date: These are the dates you used the code; Status: This shows if the code is active (in use) or not; Customer: Your reference; Unlocking Code: This is the code used to unlock your software for each use; Ret. date: This is the date that you returned the license to the server for storage using the de-activate button; Duration: This is how long you left your code stored on the server.

❓ More help. »»

Code	Product
[redacted]	Shiraz RIP

Number of Activations : 1

Activations For This Code:

Activation Date	Computer ID	Status	Consumer	Return Date
[redacted] 11:35:16	[redacted]	Active	Shiraz Software	

Manual activation

If you don't have any internet connection you can still activate your license manually by clicking on the **Manual Activation** option:
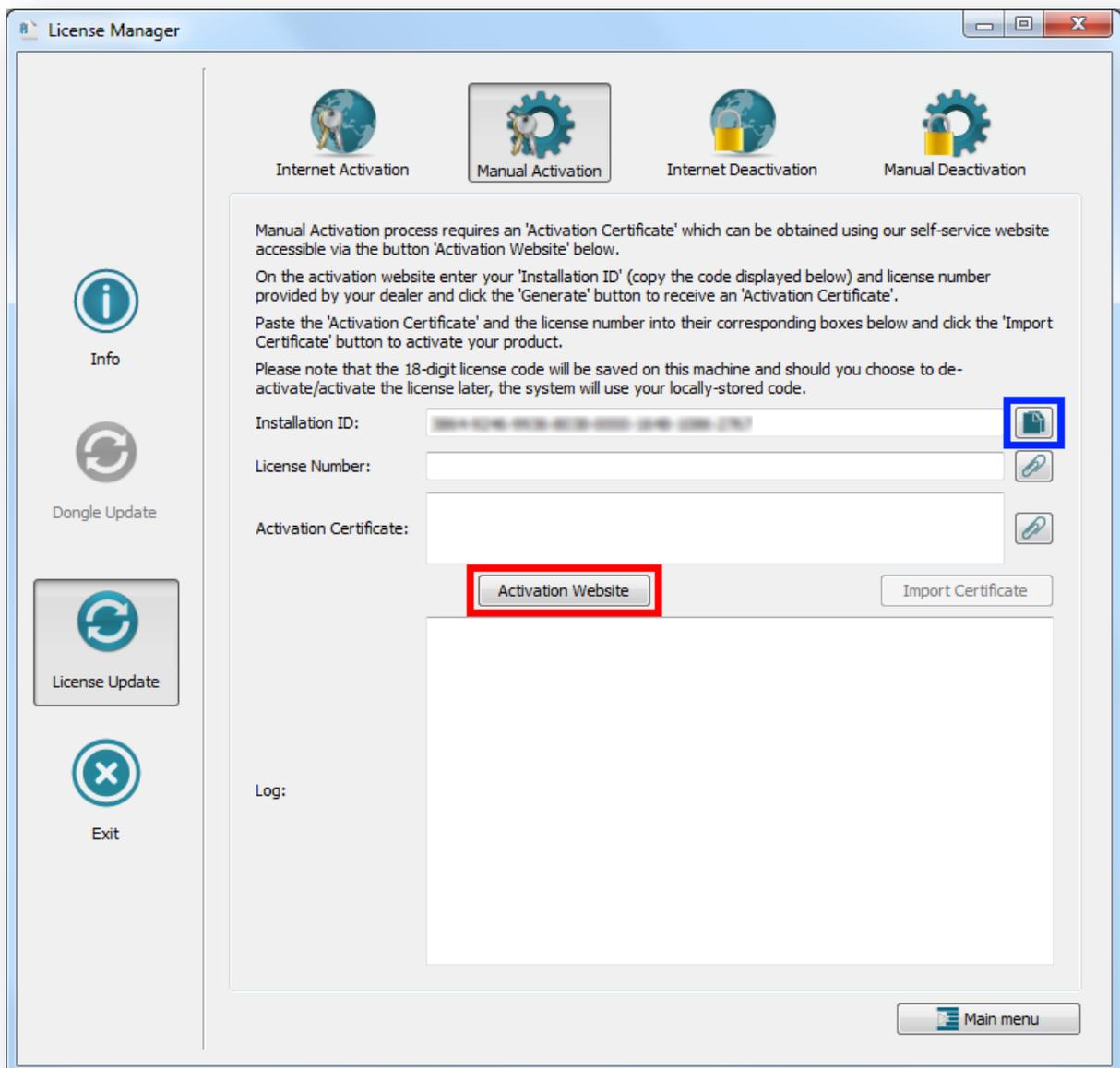
Press on the **Activation Website** button as highlighted above to open the activation webpage on your browser if you do have internet connection on this computer.

Otherwise use the link shown below from any computer where you can access the internet:

You can copy the Installation ID with the button highlighted in blue above.

The activation webpage is as follow:

Enter your Installation ID and License Number and check the agreement option if happy to proceed with the terms and conditions. Click on the **Generate Unlock Code/Certificate** button to create the activation codes.

Registration is required prior to activation. If your license has never been assigned before you will be lead to this page:

Login if you are have already registered or otherwise click on **Register now** option:

Personal Information

Display Language	enus - English USA ▾
Name (first last)	Shiraz
	Software
Address	The Coda Centre Unit 13
	189 Munster Road
City/Town	London
State/Province	
Zip/Postal Code	SW6 6AW
Phone 1	+44 (0) 845 680 2484
Phone 2	
Fax 1	+44 (0) 845 680 2483
Fax 2	
Country	United Kingdom ▾
Company Name	Shiraz Software
Position In Company	
Source	
Industry	
Status	
Purchase Details	
Notes	

Account Information

Username	
E-mail Address	@shiraz-software

☐ Yes add me to the email database

☐ Yes I want to receive offers from selected partners

Email Format	both ▾
Password	●●●●●●●●
Confirm Password	●●●●●●●●

[Insert] [Cancel]

Enter Personal and Account Information and click on **Insert**.

Your Activation Certificate is then generated:
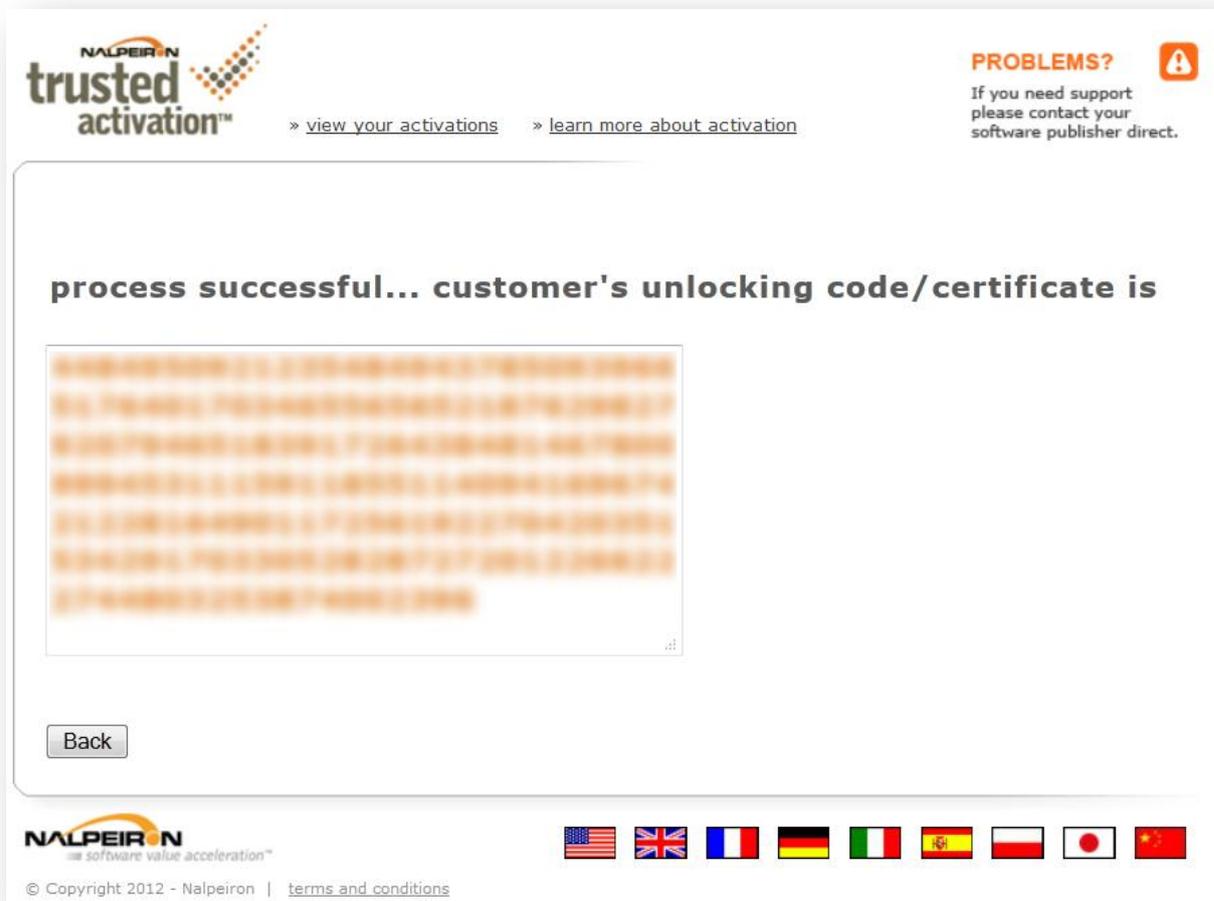
Copy and save or apply the code as soon as you can before closing the webpage otherwise it will be lost and the activation process will not be possible without contacting the Shiraz support team.
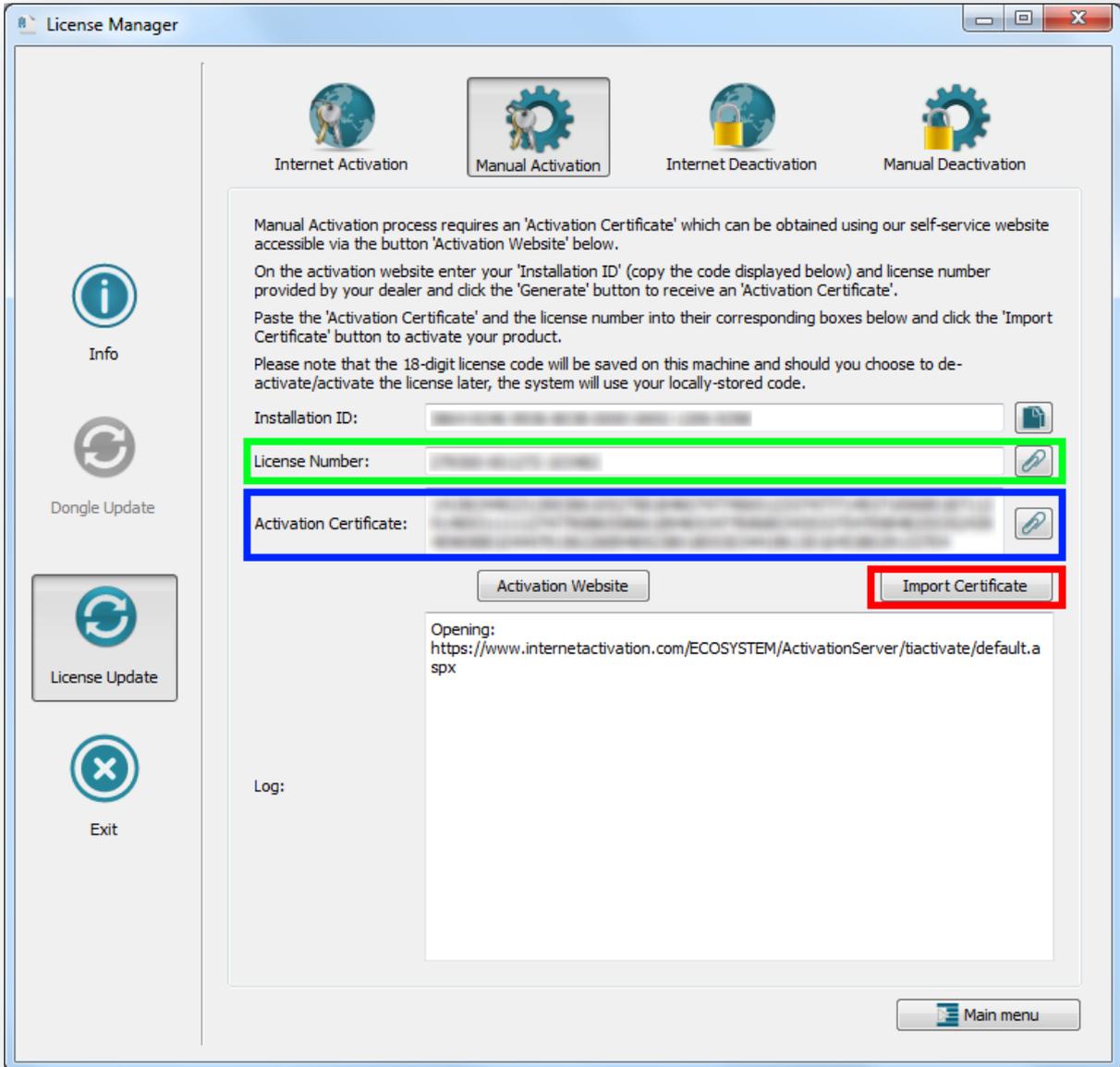
Enter or paste your License Number (green area above) and Activation Certificate (blue area above).

To activate your license, press **Import Certificate** (red highlight above).

A message will pop up when the activation has been applied, informing you about the success or not of the operation:
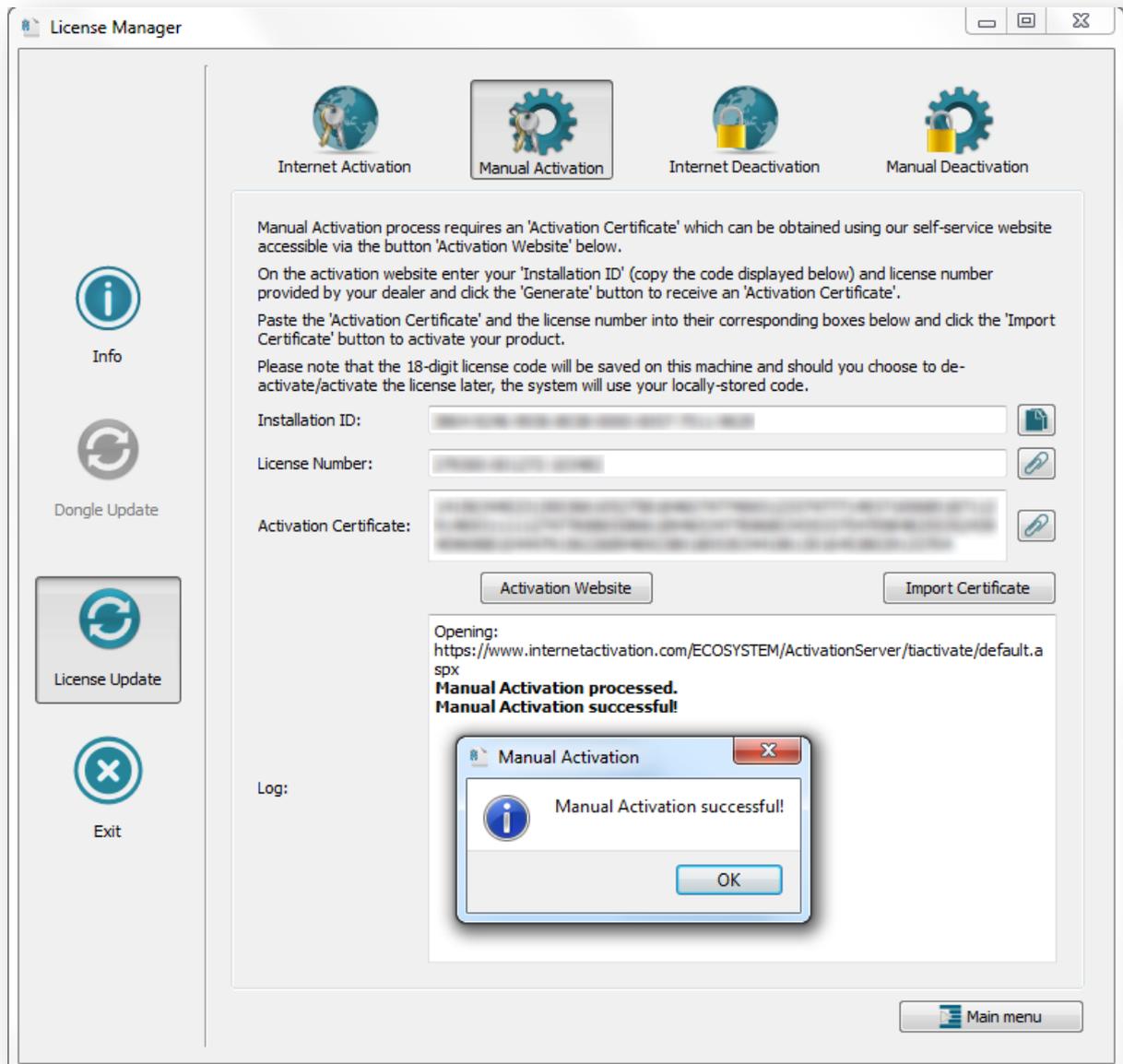
Internet de-activation

If you have an internet connection and a license activated, you can choose the tab 'Internet Deactivation' to de-activate your license:
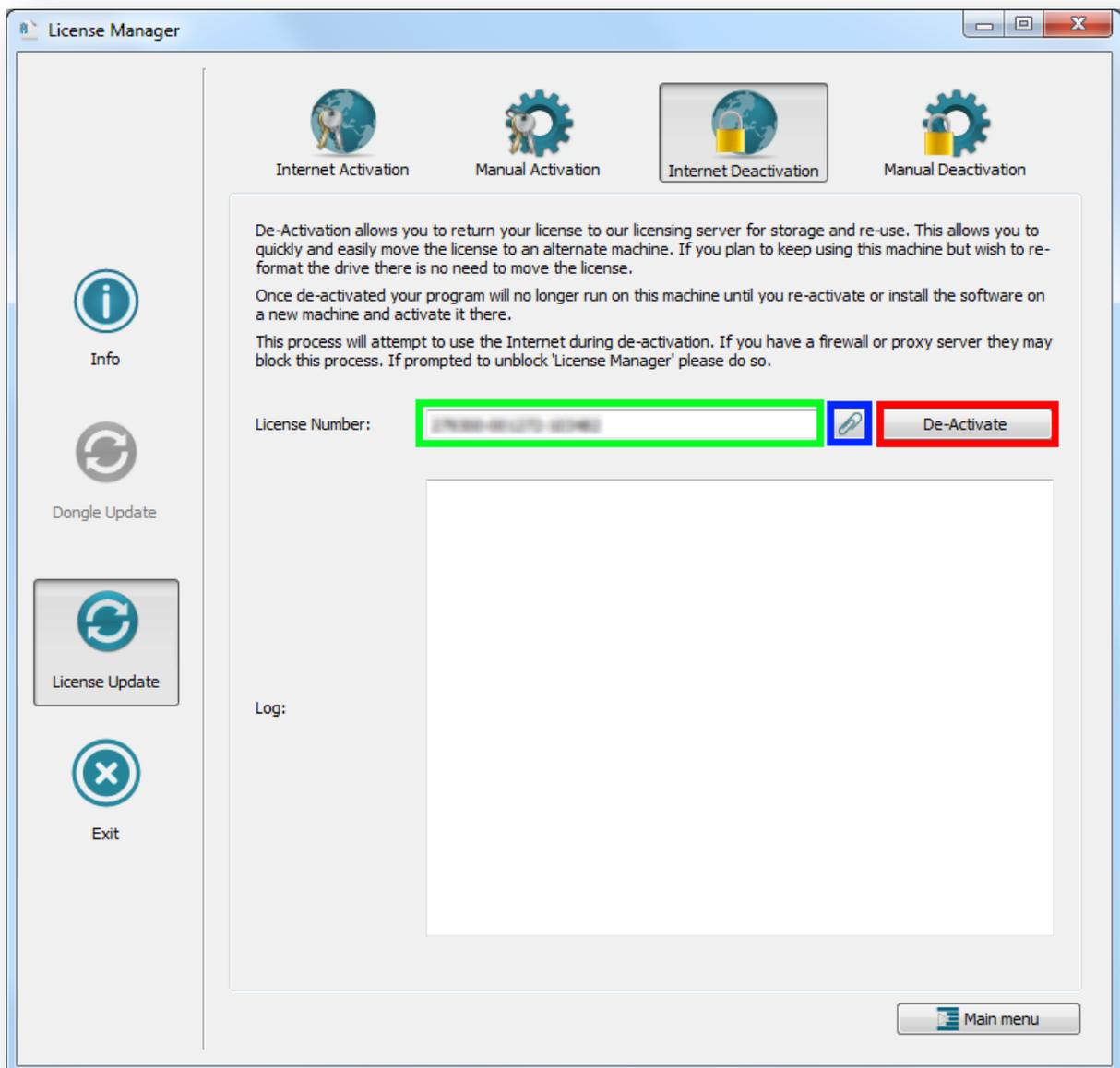
Enter your license number (18 digits) in the corresponding area (green highlight above).

You can enter it directly using the paste button (blue highlight above).

Press the De-Activate button (red highlight above) to activate your license:
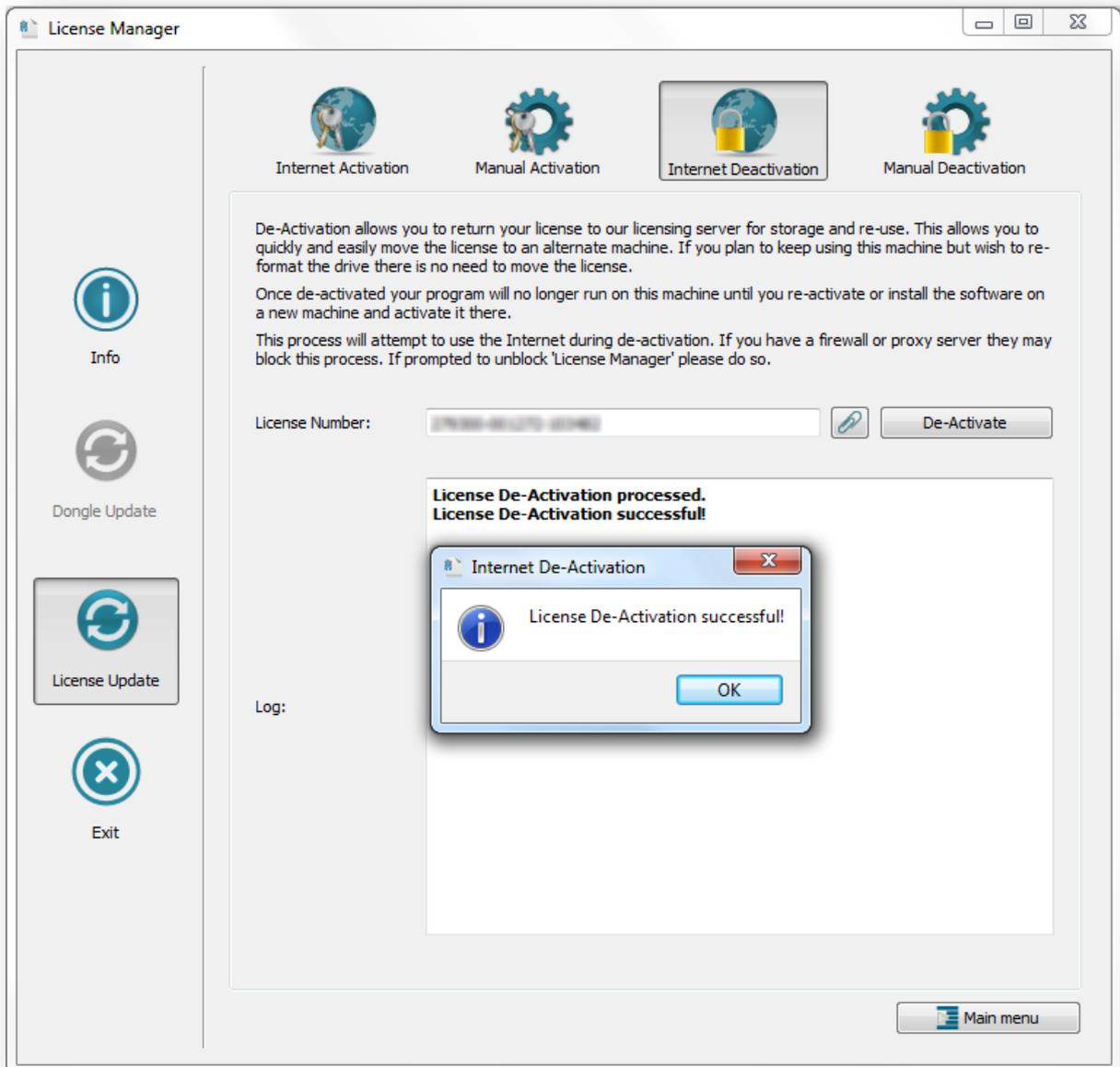
A message will pop up when the de-activation has been applied, informing you about the success or otherwise of the operation.

Manual de-activation

If you don't have any internet connection, you can de-activate your license manually with the
Manual Deactivation option:
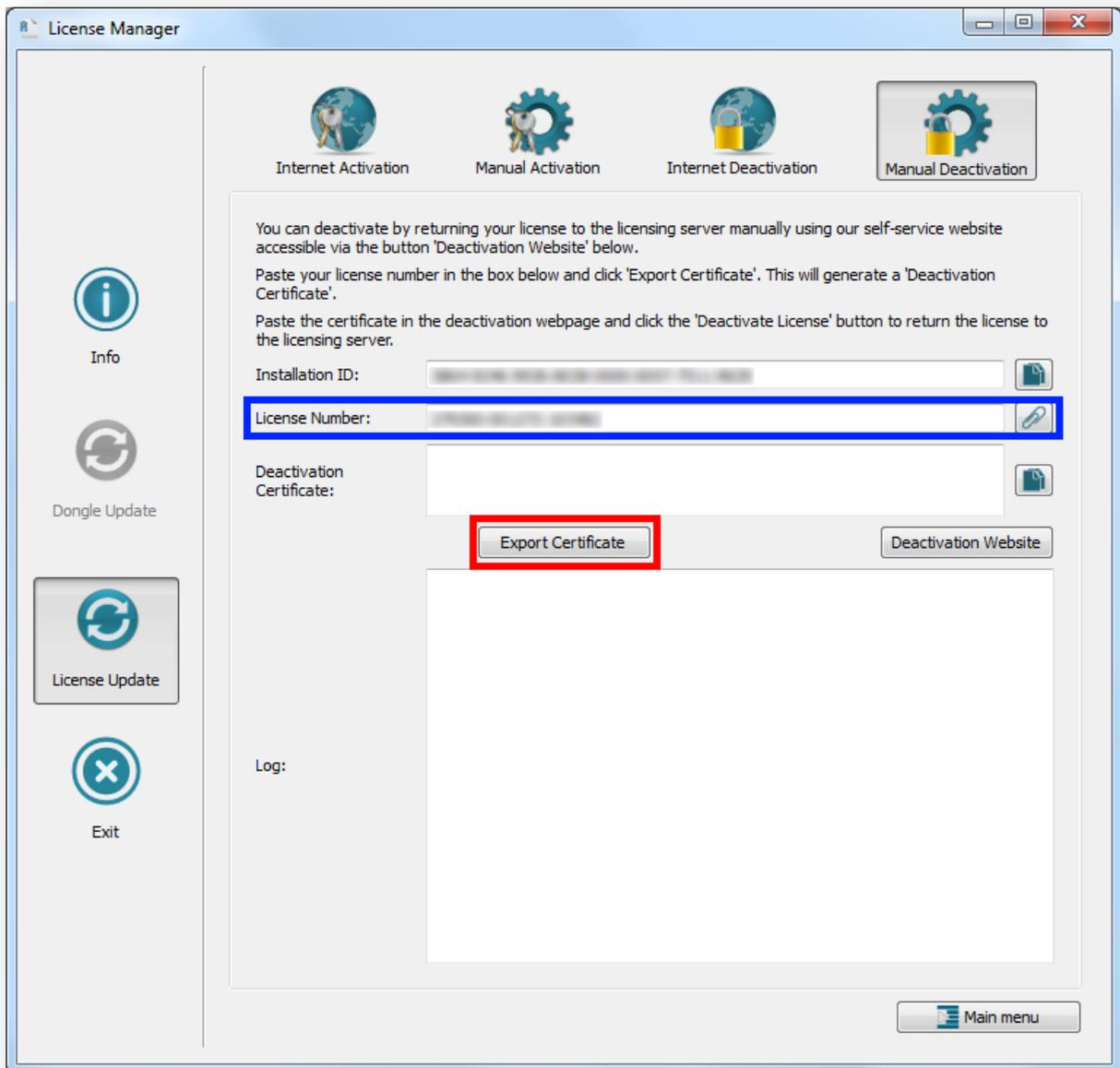
Enter or paste your License Number (blue area above).

Click on the **Export Certificate** option (red highlight above).

A message pops up informing you of the result of the operation. If successful, a De-Activation Certificate is generated and displayed in the blue area below:
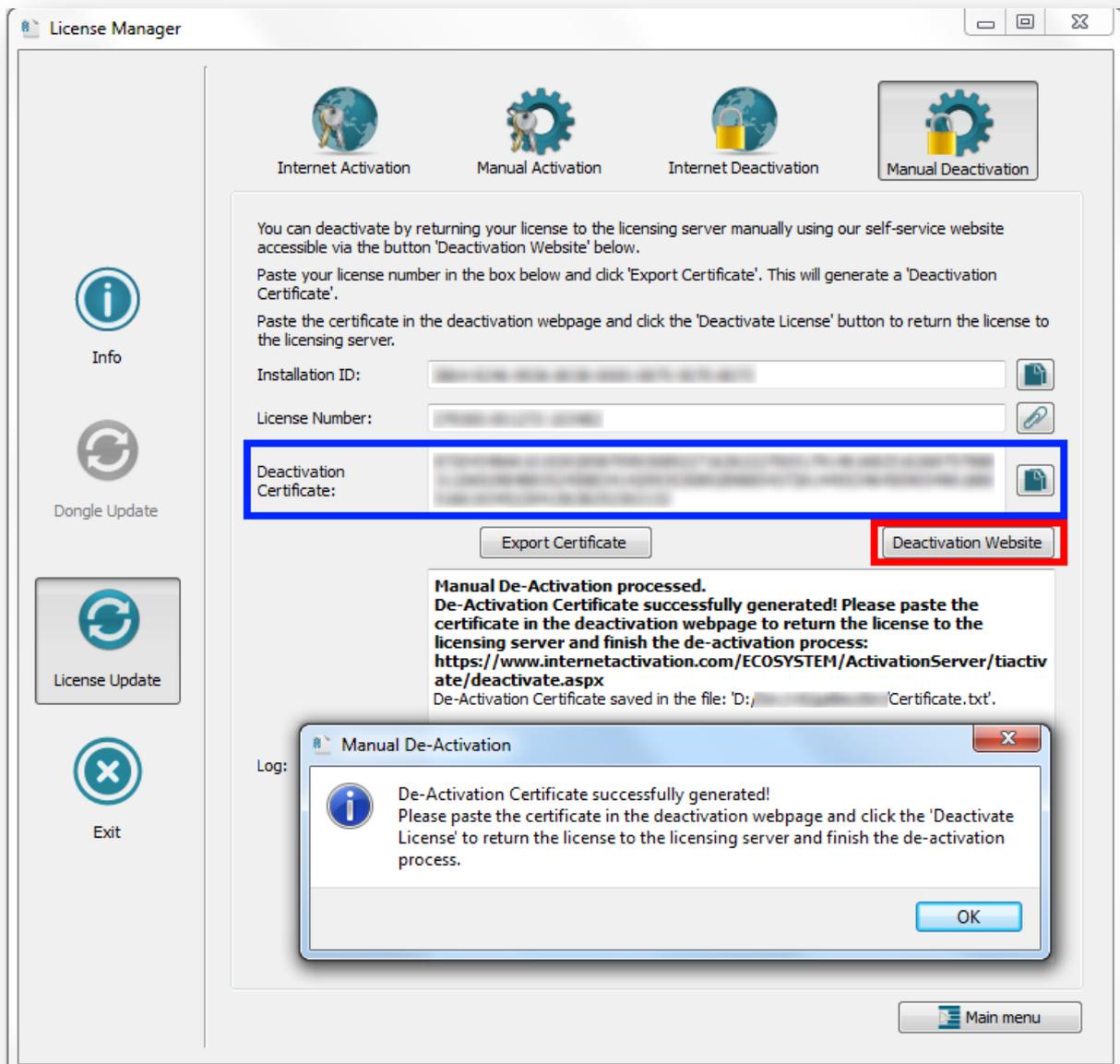
The certificate is also saved in the file 'Certificate.txt', located in your installation. The full path to retrieve the file is displayed in the log.

You will be redirected to the de-activation webpage after clicking OK. You can also use the button highlighted in red above if you have internet on this computer.

Otherwise use this link from any computer where you can access the internet:

https://www.internetactivation.com/ECOSYSTEM/ActivationServer/tiactivate/deactivate.aspx

You can copy the De-Activation Certificate with the button highlighted in blue area above.

The de-activation webpage is as follow:
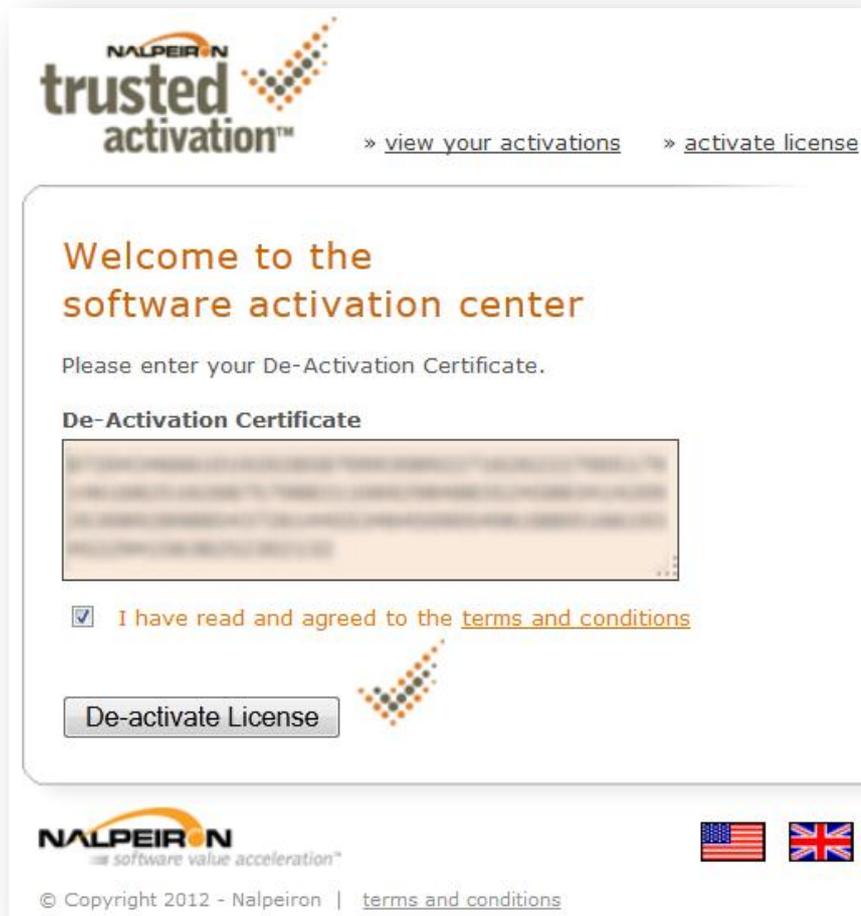
Enter your De-Activation Certificate, agree to the terms and conditions and click on the **De-activate License** button:

» view your activations **» de-activate license**

process successful

Back

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