LICENSING 2020 – PARTNERS GUIDE

LICENSING 2020 MAIN IDEAS

Licensing 2020 has been designed to allow:

- Easy activation: no more "license.lic" or "support.lic" files
- All products at once (TSplus, add-ons and more to come)
- Self-service rehost
- Better hardware identification (including cloud and virtual machines awareness)

The best user experience will be delivered when the server is online, more specifically when it can request https://license.dl-files.com freely. This allows for online activation and updates of all products licenses and support. Of course, an offline mode is always possible (but will require more steps to perform).
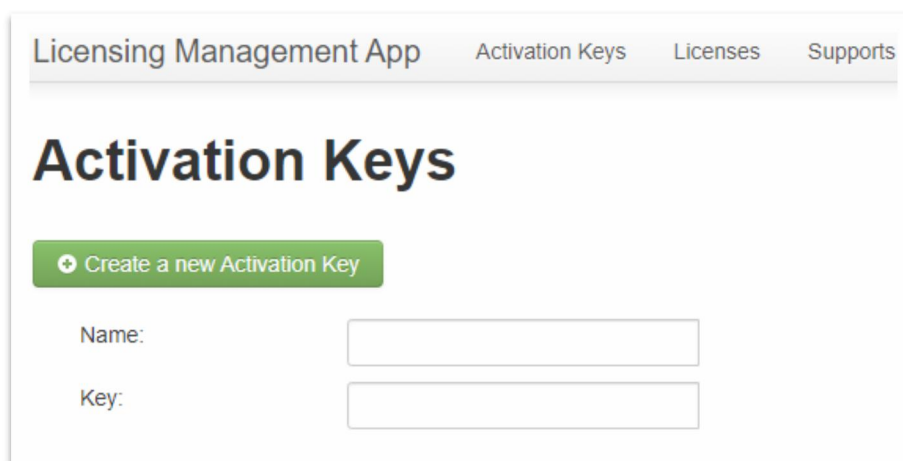
Finally, licensing 2020 introduce the concept of "activation keys". Resellers/Customers can activate their licenses and support with an activation key such as XXXX-XXXX-XXXX-XXXX.

MANAGING ACTIVATION KEYS

Partners can create and manage activation keys from their own licensing portal at https://license.dl-files.com.

As of May 2020, in order to start working with licensing 2020, a partner must first contact Adrien C. to ask him to "enable" licensing 2020 on his partner account. This will not be required anymore once licensing 2020 is generally available.

Once enabled, your partner account will display a new menu:

Start by creating a new activation key:

Then, you can assign license(s) and/or support to this activation key, for all existing products:

Back to the main "Activation Keys" page, you have several buttons for every activation key:
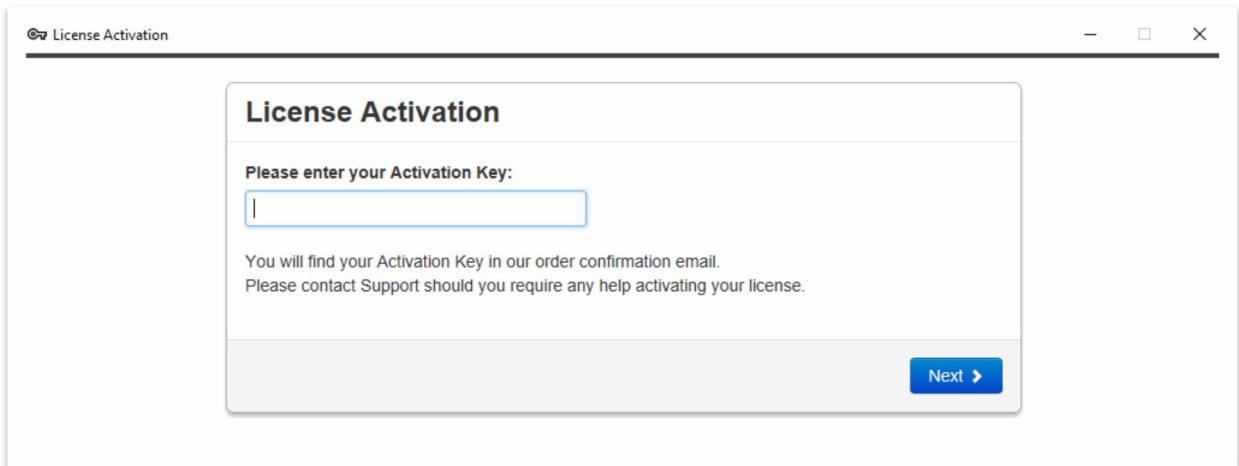
- "Assign": give more license/support to this activation key,
- "Assigned Licenses": list licenses linked to this activation key,
- "Assigned Supports": list supports linked to this activation key,
- "Edit": modify this activation key name, key and/or comments.

Please note that you cannot "un-assign" licenses/support.

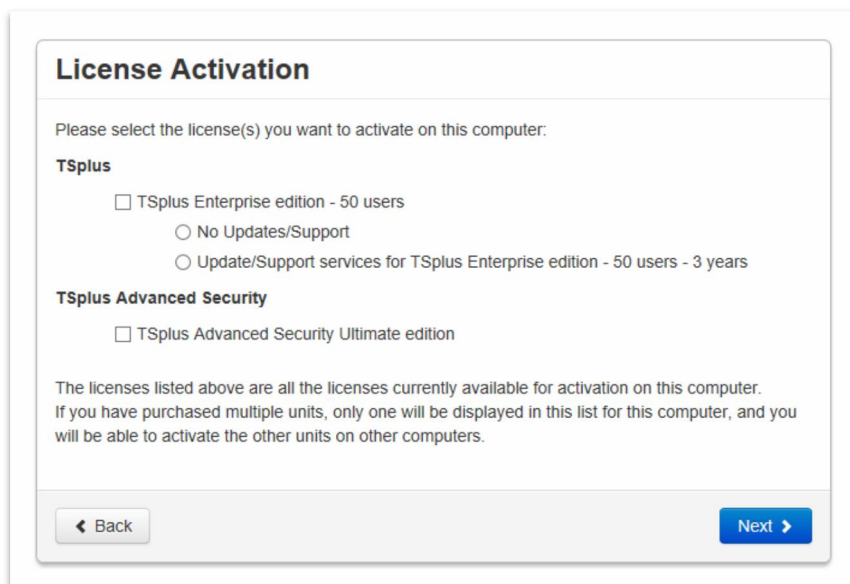## ACTIVATING PRODUCT LICENSE AND SUPPORT ON A NEW SERVER

Install TSplus and TSplus Advanced Security on a new server.

Open TSplus AdminTool and click on the "License" tab, then click on "Activate your license":
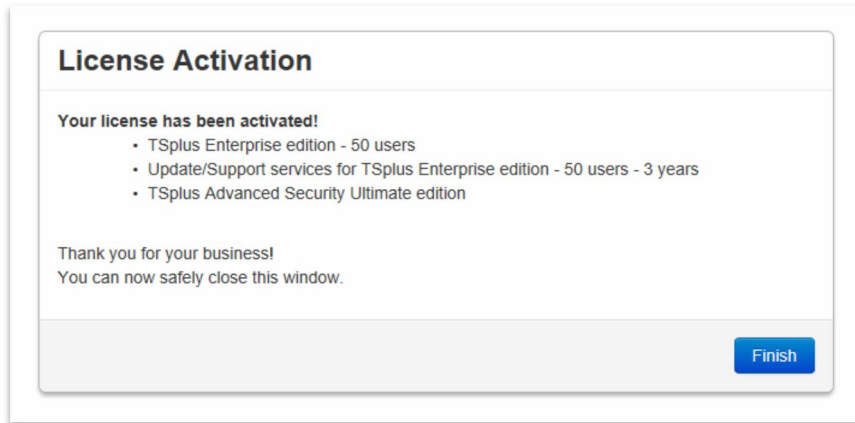

Enter your activation key and click on the "Next" button. You will get a list of all the available licenses/supports assigned to this activation key, i.e. all licenses/supports not activated yet:

Check one or more items and click on the "Next" button. Please note that you can activate several products at the same time by checking several products/support!

All your products/support are now activated (in this example, both TSplus with support and TSplus Advanced Security have been activated at once).
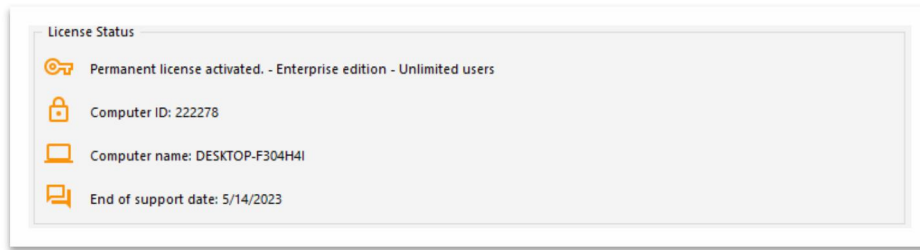
Activated licenses are now linked to this computer and cannot be activated anymore. This is displayed on the licensing portal:

Software	Serial Number / Computer
RDS-Knight Ultimate Protection	222278
TSplus	222278

OFFLINE ACTIVATION

If the server does not have access to internet when activating, an offline activation process will start.

It will display a quite long URL address to the administrator and ask him to open this URL on an internet-connected computer, in order to retrieve a license file.

This license file must then be copied back to the server in order to finish the offline activation process.

MIGRATING TO LICENSING 2020 ON AN EXISTING SERVER

Run TSplus UpdateRelease on an existing server with an existing activated TSplus 12 or lower in order to update TSplus and use licensing 2020.

UpdateRelease will automatically migrate the existing license and support into the licensing 2020 system, provided that:

- Your existing "license.lic" file contains a valid "LicenseID=xxxxxx" line (this is the case for all licenses generated from the licensing portal https://license.dl-files.com in 2019 and newer), OR
- Your existing "license.lic" file contains a Serial Number, Edition, Users data which exists on the licensing portal https://license.dl-files.com

If the license(s) cannot be found in the licensing portal database, a manual migration process will start:

- A web page will be opened by the default internet browser and request the administrator to enter more details about his license(s), such as Order Number, email address, etc.
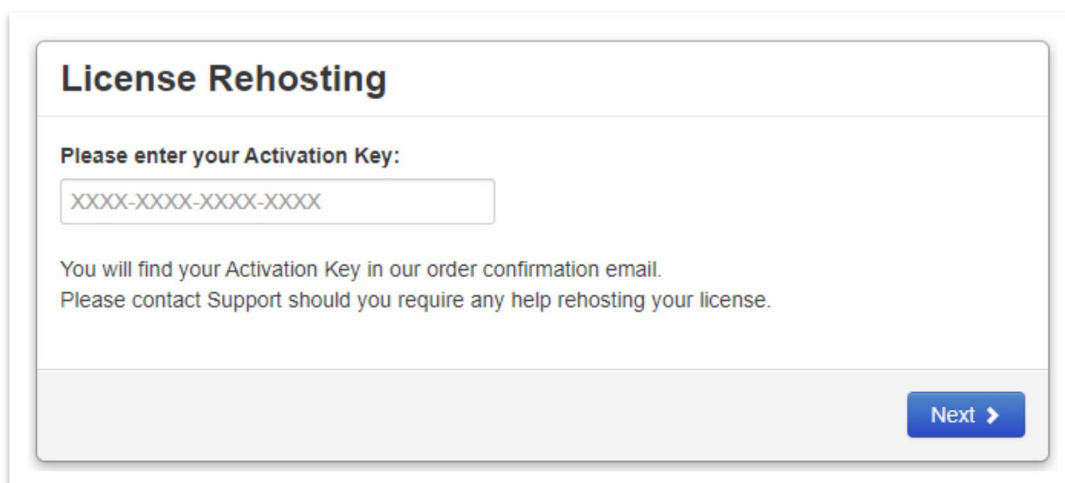- The UpdateRelease will stop and the server will not be updated.

Our Support Team will manually check all manual migration requests and allow or deny each migration. Once the migration has been allowed, the administrator will be able to run UpdateRelease again and this time the migration will be fully automatic.

REHOSTING A SERVER

Hardware identification has been greatly improved in licensing 2020, compared to the legacy Serial Number. More specifically, cloud instances copies and virtual machines clones should now be detected as such and require distinct licenses.

When hardware changes too much (as defined by a set of internal hardware changes rules), or when the license is moved to a completely new computer, a "rehost" will be required to keep using the previously activated license and support.

The administrator can now rehost directly from his AdminTool. He will get this page, asking for his activation key (please note that rehosting will require an activation key, so partners/resellers might have to create one in this case):
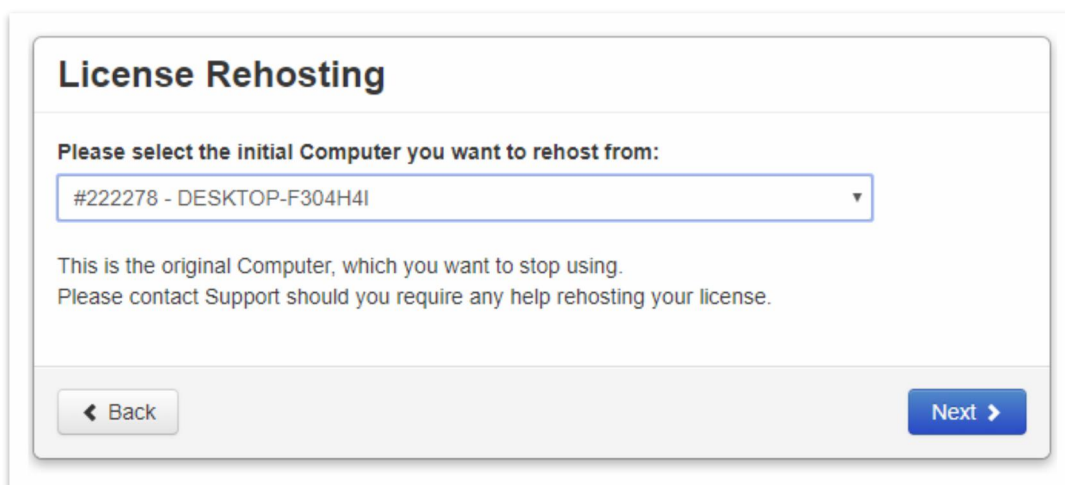
License Rehosting

Please enter your Activation Key:

XXXX-XXXX-XXXX-XXXX

You will find your Activation Key in our order confirmation email.
Please contact Support should you require any help rehosting your license.

Next ›

Enter your activation key, then select which computer (from all available computers linked to this activation key) you want to rehost:

License Rehosting

Please select the initial Computer you want to rehost from:

#222278 - DESKTOP-F304H4I ▾

This is the original Computer, which you want to stop using.
Please contact Support should you require any help rehosting your license.

‹ Back   Next ›

Finally, confirm this rehost action and your license is automatically rehosted:

License Rehosting

Are you sure you want to rehost your existing licenses to this new computer?

Please note:
- Rehost can only be done once every 6 months.
- Rehost cannot be reverted and will disable your licenses on the previous computer after a grace period of 15 days.

◀ Back   Rehost 🔧

License Rehosting

Your licenses have been rehosted!

You can now safely close this window.

Finish

As explained in the confirmation page, self-service rehost can only be done once every 6 months. It also cannot be reverted and will disable the license on the previous computer after a grace period of 15 days. This number of days is fixed and cannot be changed for specific customers, if some customer requires a longer grace period, it is recommended to generate new licenses for the new server.

Offline rehost is also available for server without access to internet.

COMMAND LINES

Using command lines is an easy way of automatizing licensing management.

As of May 2020, no command lines are available for licensing 2020 management yet.

HOW TO GET SUPPORT FOR LICENSING 2020?

Support Team will be more than happy to help you, should you face any issue or trouble when using licensing 2020.

The easiest way to contact Support Team is to open a ticket on our online Helpdesk at: https://support.tsplus.net

As of May 2020, licensing 2020 is only in an internal testing phase – thank you for your feedback and your help improving licensing 2020 (and this documentation) into a production-ready system!