LGH File Inspector Licensing Instruction

The following licenses are supported:

1. **Subscription** (90 days). The subscription edition will run for 90 days from the date of issue and may be installed on a Windows Desktop or Windows Server operating system. The license may be renewed at any time or upgraded to a non-expiring type license.

2. **Single Location License**. The Single Location License contains by default a single activation with no expiration date and can be run on any Windows operating system. Additional activations may be purchased to add to the Single Location License to run the software from multiple Windows users accounts on the same or different machine at the same location.

Your license can be activated and managed from the **Application** menu of LGH File
Inspector by clicking the blue **Manage Software License on this machine** hyperlink**.**

Upon purchase, you will receive a License ID Number and Activation Password. These will be entered into the license dialog.

You may license your software online or from another device that has internet access.

Choose the activation option that fits your installation:

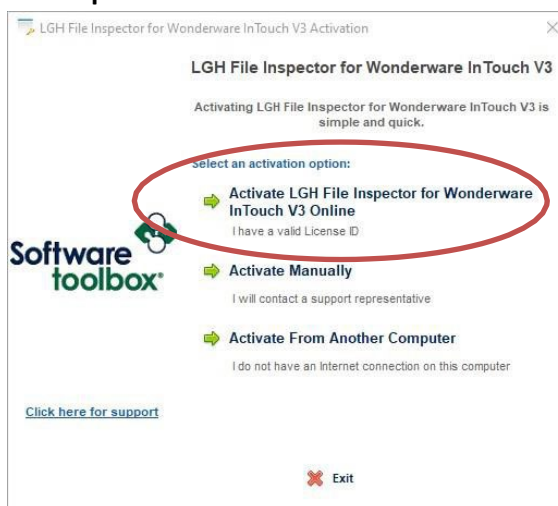**Activate Online** (recommended)

Activate Manually - Over the phone, email, or through your LICENSE PORTAL. For offline machine activation.

Activate From Another Computer – for offline machine activation.

Activate Online (recommended)

Activating online is the easiest form of activation but requires your machine to have an internet connection.

Access the License Dialog from the blue **Manage Software License on this machine** hyperlink of the **Application Menu** and choose the **Activate LGH File Inspector for Wonderware InTouch V3 Online** option.

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Enter your **License ID** and **Activation Password** received upon purchase into their associated fields and click the **Continue** button to activate.

Optionally, enter an **Installation Name** to help you remember the machine you are licensing the software on.

If your activation was successful, you will see the Product Activation Successful message.

Click the **Continue** button to begin using the fully licensed and activated software.

Remarks:

Please save your **License ID** and **Activation Password** in a safe place. You will need them should you ever have to reinstall the software.

If you need to move the software to a different machine, you must **Deactivate the Software Installation** first (described later). This will return the license to the license server and allow activating on another machine.

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Activate Manually

Use this option when your machine does not have internet access.

Access the License Dialog from the blue **Manage Software License on this machine** hypertext line of the **Application Menu** and choose the **Activate Manually** option**.**

Enter your **License ID** and **Activation Password** received upon purchase into their associated fields and click the **Continue** button.

This will display User Codes you will later provide to technical support via telephone, email, or your online LICENSE PORTAL from another computer.

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Obtain the required Activation Codes by visiting your **LICENSE PORTAL** (recommended), contacting support via telephone or email with **User Code 1** & **User Code 2** values with your correspondence.

Email support@softwaretoolbox.com or call us (+1-704-849-2773) with your User Codes to activate the product.

Once you receive your **Activation Code 1 & Activation Code 2** values, enter them into the corresponding fields and click the Continue button. If your activation was successful, you will see the Product Activation Successful message.

Remarks:

You may exit the software while waiting for activation codes. Once you receive the codes, simply start the software again and return to this step.

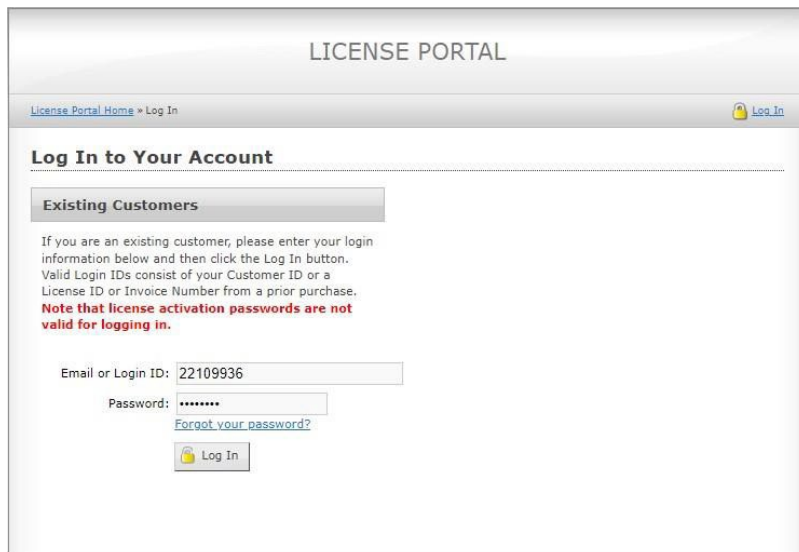## Obtaining Activation Codes from the LICENSE PORTAL

If you need to activate manually, you can obtain your activation codes without having to contact technical support by visiting your LICENESE PORTAL.

From another device with internet access, visit the following url:
https://secure.softwarekey.com/solo/customers/License.aspx?LicenseID=xxxxxxx

Where *xxxxxxxx* is the License ID number you were provided at purchase (64874863 In this example).
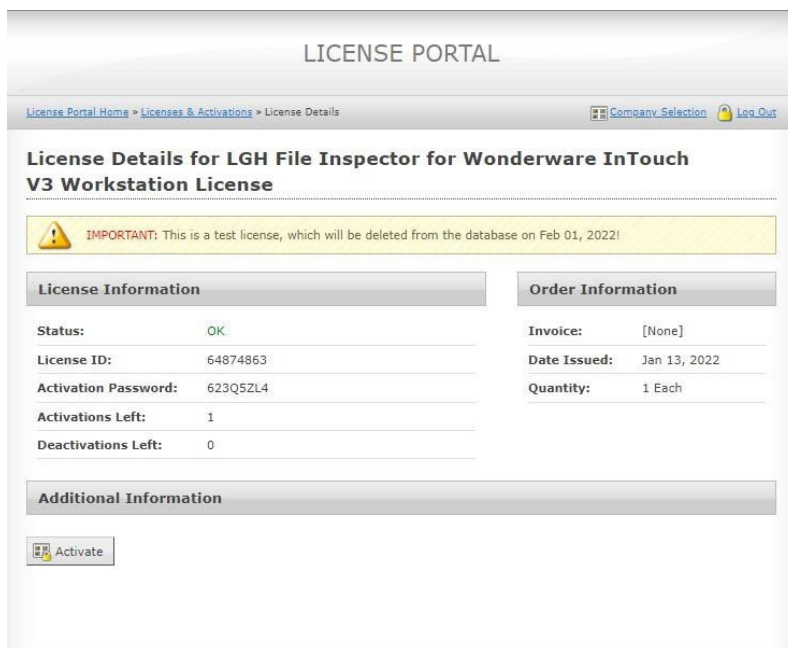
Enter the **Login ID** and **Customer Password** you were provided at purchase and then click the **Log In** button to access your license.

Note: Your **Login ID** and **Customer password** are *different* from your License ID and Activation password.

Upon successful log in, your license details will be displayed.

Click the **Activate** button to begin the manual activation process.

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Enter the **User Code 1** and **User Code 2** values intotheir corresponding fields and click theActivate button.
The page will refresh with values

The page will refresh with values for **Activation Code 1** and **Activation Code 2**.

Make note of these codes and then enter their values into **Activation Code 1** and **Activation Code 2**into the LGH software

From your computer with the software installed, return to this step in the license task.

Enter **ActivationCode 1** and **Activation Code 2** values into their corresponding fields of the licensing dialog window and click the **Continue** button.

If your activation was successful, you will see the Product Activation Successful message.

Activate From Another Computer (recommended over Manual Activation)

Use this option when your machine does not have internet access and you have a computer nearby with internet access available. This method is recommended over activating manually as it registers the activation with the license server.

Access the License Dialog from the blue **Manage Software License on this machine** hypertext line of the **Application Menu** and choose the **Activate From Another Computer** option**.**
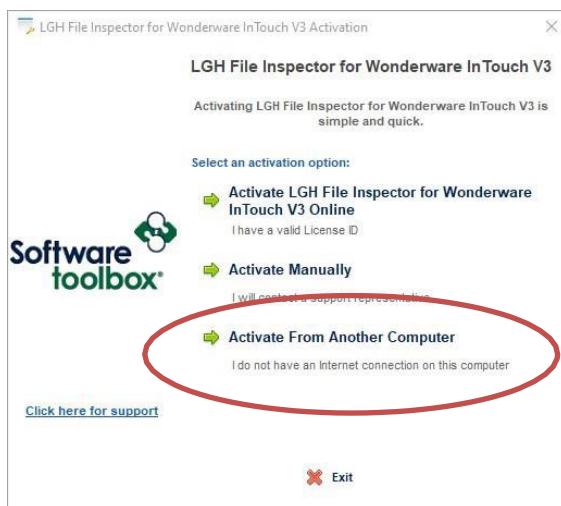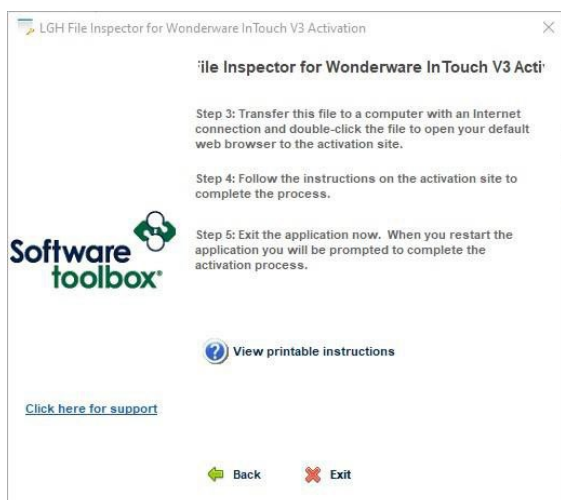

Enter your **License ID** and **Activation Password** received upon purchase into their associated fields and click the **Continue** button.

Follow steps 1-2 described in this step to save the activation file to the local computer.

Click the **Continue** button to save the file and advance.

Continue following the steps 3-5 described at this step to obtain a validated activation file and transfer to a machine with internet access.

Click the **Continue** button.

Upon opening the activation file from an online computer, you will see the CUSTOMER SERVICE window.

Enter the required items and click the **Submit** button.

The window will refresh with further instructions to complete the process.

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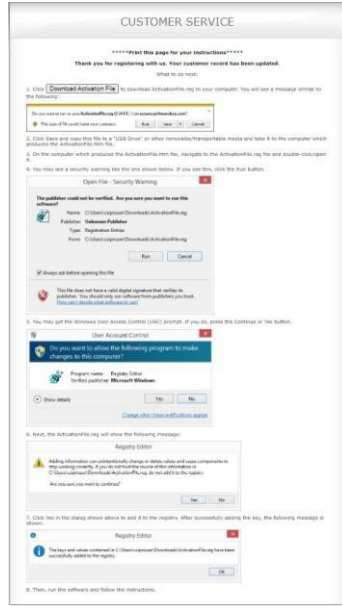
Follow the steps described to download the new Activation file, transfer the file to your offline computer, and open it to activate your license.

If your activation was successful, you will see the Product Activation Successful message.

Deactivating a License

You would typically deactivate a license if you were replacing an older machine and wanted to move the software to a new machine.

Depending upon how the licensing was initially activated, either online or manually, the steps to deactivating are different.

If a license was activated online, the activation process generates an **Installation ID** that the license server has assigned to it. When this happens, the blue **Deactivate Software Installation on this machine** hypertext link is displayed in the **Application Menu** and will allow quick and easy deactivation online.
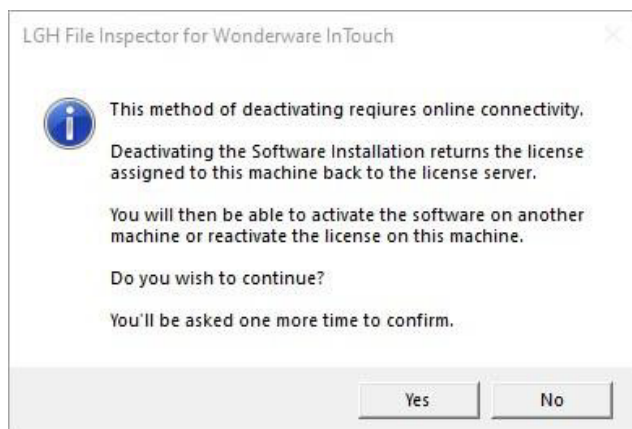
If a license was manually activated, there is no **Installation ID** available and the blue **Deactivate Software Installation on this machine** hyperlink is *NOT* displayed and a manual deactivation is required.

Online Deactivation

To deactivate a license online, follow these steps:

Click the blue **Deactivate Software Installation on this machine** hypertext line of the **Application** menu.

A message is displayed describing the deactivation process. From here, click the **Yes** button to proceed to Deactivating the Software Installation.

A second message appears asking you to confirm:

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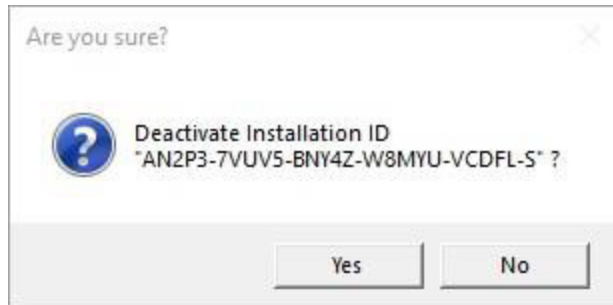
Click the **Yes** button to Deactivate or **No** to cancel.

If the online deactivation was successful, you will see the following message.
Click the **OK** button.

Followed by this message. Click the **OK** button.

LGH File Inspector will now shutdown and you may install the software on a new machine and repeat the process of activating software for your new machine as described earlier.

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Manual (offline) Deactivation

To deactivate a license that was previously activated manually, follow these steps:

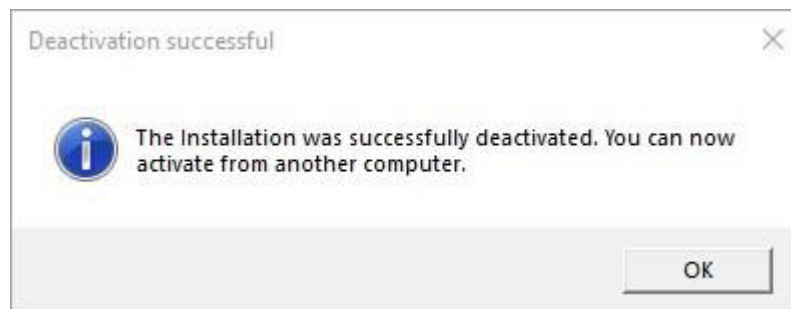Access the License Dialog from the blue **Manage Software License on this machine** hypertext line of the **Application Menu** and choose the **Activate Manually** option**.**

Enter your **License ID** and **Activation Password** received upon purchase into their associated fields and click the **Continue** button.

This will display User Codes you will provide via telephone or email to technical support.

Email support@softwaretoolbox.com or call us (+1-704-849-2773) with your User Codes to activate the product.

Once you receive **Activation Code 1** from technical support, enter its value into the **Activation Code 1** field of the licensing dialog window and click the **Continue** button.

Note: There is nothing to enter in Activation Code 2 field.

You **MUST** then make note of the **Deactivation Code** value (**252051587** in this example) displayed within the green rectangle as proof of deactivation.

Provide the **Deactivation Code** value to technical support via email or telephone. This will ensure that you will be able to activate the software on another machine in the future.

Click the **Continue** button to finish and thenexit LGH File Inspector.

Remarks:

Upon receiving your valid Deactivation Code, technical support will enable a new activation at the license server so that the software can be activated again in the future on the same or different machine.

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For all support with this application please contact our exclusive master distributor Software Toolbox, or your local Wonderware Distributor if you purchased through them.

Software Toolbox can be reached on support@softwaretoolbox.com or through their online knowledgebase and support portal at http://support.softwaretoolbox.com.