



Top Server V5

Activation and Licensing Procedures

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Introduction

The following document outlines the proper procedure for registering and re-registering the TOP Server V5. Included is a discussion on the changes in the procedure from licensing version 4 to the new version 5, as well as a quick reference of all the data that will be required for registration, namely where it comes from and for what it will be used. This is followed by a step-by-step explanation on how to: register your new TOP Server v5, upgrade from v4 to v5, transfer your license, and re-register your license.



Information Needed

In order to successfully complete any of the procedures outlined in this document you will need several pieces of information. This section will discuss what information you will need and where to find it.

All Support

- **Serial number:** is a unique number and will never change. You can use it to find your Activation ID and Emergency ID from the registration site, so you don't have to enter in this number by hand. It can also be used to find your Activation ID if it is lost and to determine the expiration of your maintenance period. So, keep it in a safe place.

Software Licensing/Registration

- **Serial number:** is a unique number and will never change. You can use it to find your Activation ID and Emergency ID from the registration site, so you don't have to enter in this number by hand. It can also be used to find your Activation ID if it is lost and to determine the expiration of your maintenance period. So, keep it in a safe place.
- **Activation ID:** is provided to you in the email response you receive from Software Toolbox upon ordering the TOP Server v5 product or on the front of the CD case.
This ID will be used in two places: it will need to be entered in the TOP Server v5 licensing utility, as well as on the website during the registration process. If you do not have the Activation ID during the registration process, it is possible to retrieve this number by using the serial number (also given to you in the email) to look up your Activation ID.
- **Emergency ID:** is used if your License is lost and you are not able to transfer it. You can then use your Emergency ID to create a temporary License to get up and running right away. You activate this in the same way as the Activation ID. This will give us time to get you a new Activation ID for the same Serial Number or release the old Activation ID to be registered again.
- **Request file:** is generated in the License Utility when you enter and save your Activation ID. This file will be necessary to complete the online registration process.
- **Response file:** will be available for download after the online registration has been completed. This file will then be uploaded into the License Utility in order to complete the licensing process.



Hardware Licensing

- **Hardware Key License File:** is available by clicking on the link provided in step 2 of the Registration and Installation Instructions section of the Software Toolbox Product Delivery email for the hardware key purchase.

Software License Support Renewal

- **Unique Machine Number:** will be necessary to complete Support Contract Renewals. This number is displayed at the bottom of the License Utility when you chose to View License Details for this Computer. This number may also be referred to as the Host ID. In the Software Toolbox Software Delivery email, the “Maintenance/Support expires” item will tell you for how long your current support contract will be valid.

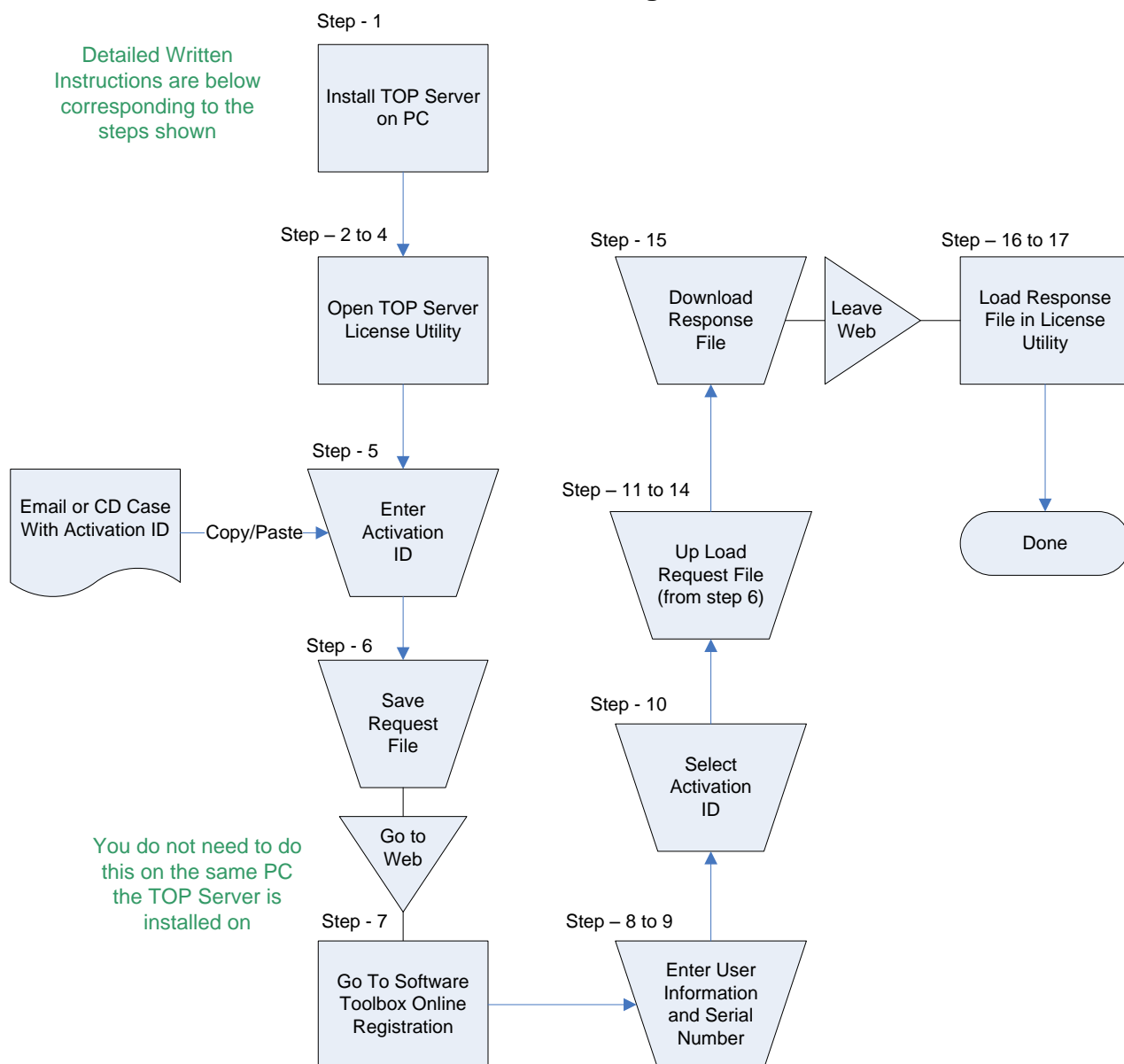
Hardware License Support Renewal

- **Hardware Key ID:** will be necessary to complete Support Contract Renewals. This number can be found on the back of the hardware key and also in the Software Toolbox Delivery of Product email. In the Software Toolbox Software Delivery email, the “Maintenance/Support expires” item will tell you for how long your current support contract will be valid.



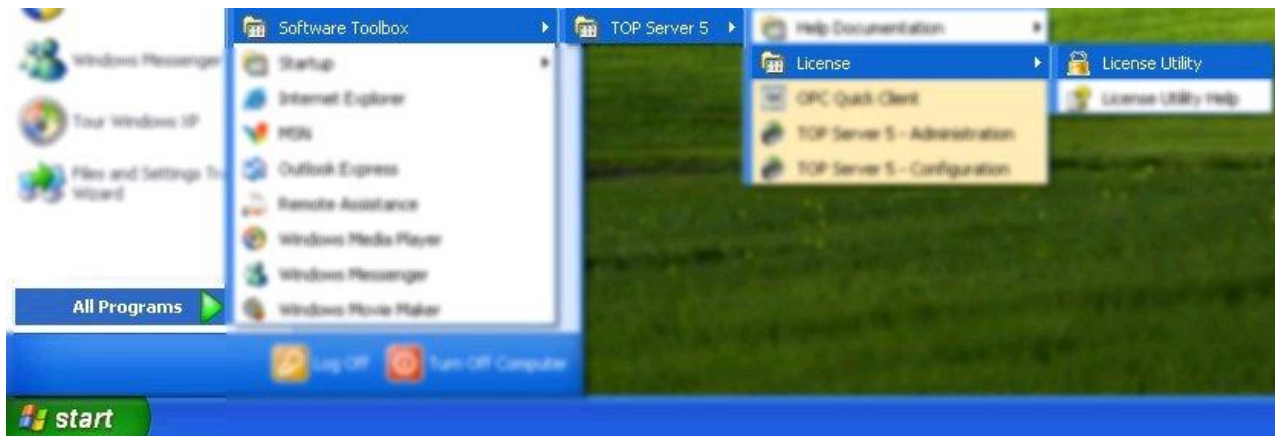
Licensing Top Server v5

TOP Server Licensing Process

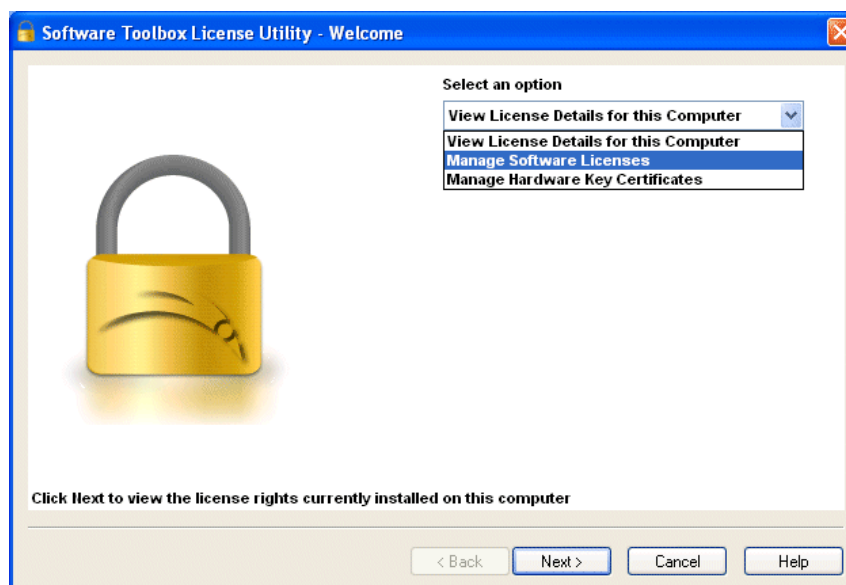


Licensing Steps and Detailed Instructions

1. Install the TOP Server from the download file or from the CD. (skip this step if TOP Server v5 is already installed).
2. Go to: Start → Software Toolbox → TOP Server 5 → License and open the **License Utility**

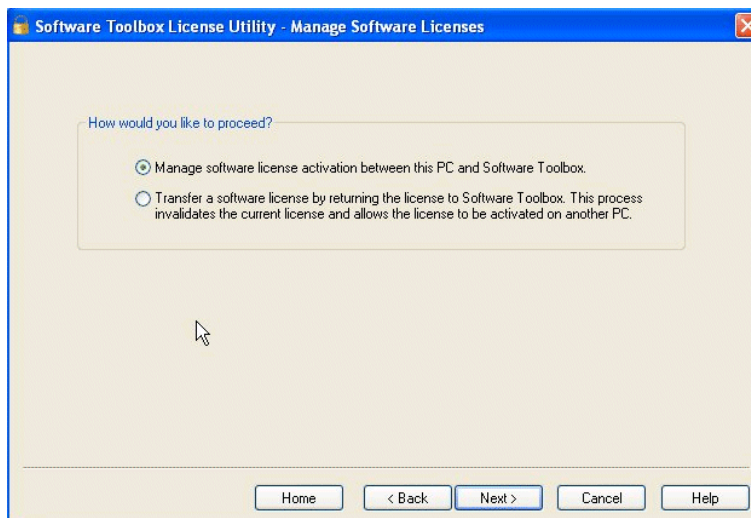


3. Under the **Select an option** drop-down list, select **Manage Software Licenses** and click **Next**

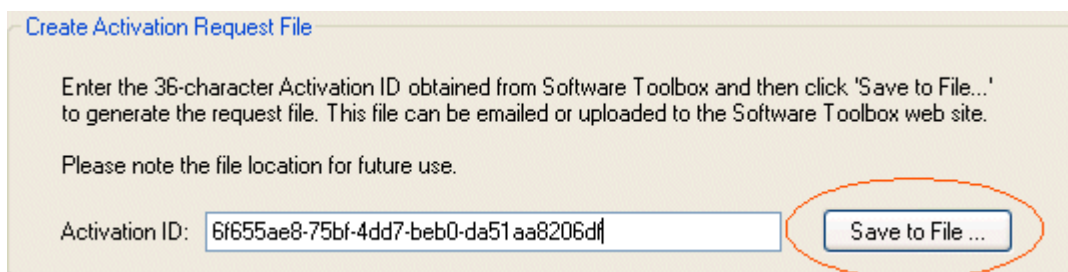


4. Confirm that "Manage software license activation between this PC and the issuer" radio button is selected and click **Next** (if using VMware or a Virtual PC, acknowledge that I will not be able to transfer license).





5. Enter the Activation ID in the proper field, maintaining the format including dashes (HINT: you can copy it from the email and paste it in the box and it will fill out correctly as long as there are no spaces before or after the ID)



6. Click **Save to File**. This opens a save dialog box. You can rename the file if you chose and save it in a location where you will be able to access it later. This is your **Request File** and you will need to have this file handy for the online registration
7. **Online Registration:** You do not need to do this on the same PC the TOP Server is installed on, but you do need to have your Request File handy.
Go to Software Toolbox website <http://registration.softwaretoolbox.com> and click on the **Register Now** button.
8. Select the check box for **TOP Sever V5** and click **Next**.



9. Complete the identification form for the person who will be the contact for Support for the product. If you are not this person check the "I am NOT End User" box after you provide the information for the End User. Fill in your personal information and click **Next**.
10. Find your Activation ID: You can do this by entering the Serial number and select Get Activation ID. Or if you have the Activation ID handy type it in, or copy and paste it in the first field.

Step 2 of 4 **TOP Server version 5.xx registration**

Serial Number : - - [Where do I find Serial Number?](#)

You can use Ctrl+V keys to paste Serial Number

☒ I would like to enter Activation ID

Activation ID : - - - - [Where do I find Activation ID?](#)

You can use Ctrl+V keys to paste Activation ID

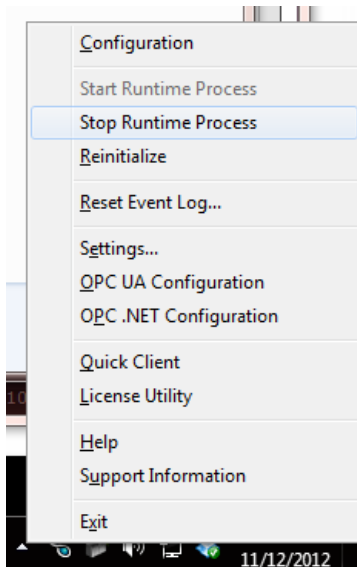
Below are the list of available activation IDs for the given serial number.
Please select the ActivationID that you have entered in Licensing Utility:

ActivationID	Description	Order Number	Order Date	Select
6f655ae8-75bf-4dd7-beb0-da51aa8206df	Permanent	99999	6/25/2009 2:31:20 PM	<input type="button" value="Select this ID"/>
9191bf6c-7a07-413a-8683-09dc1d94632c	EmergencyID	99999	6/25/2009 2:31:21 PM	<input type="button" value="Select this ID"/>

11. After you have selected your Activation ID you will need to access the Request File that you saved in Step 4. Select **Browse** to search for the file and **Open** the file.
12. Add some notes that will help you distinguish where this Activation ID is installed. Some people use a PC Name, Job Number, Site Number, etc. This will help if you have multiple Activation IDs for different machines or if you lose your Activation ID/Serial number.
13. Click **Next**.
14. Verify that the information you entered is correct and click **Register**
15. You will receive a notification that your registration was successful. You will be prompted to download your Response File. If you miss the prompt you can also click the **Download File** button to download it again. **Save** it in a location where you can access it later. If you are on a different PC from the one the TOP Server is installed on you will need to take the Response File to the PC where the TOP Server is installed. You are now done with the online registration.
16. Go back to the TOP Server V5 License Utility click on **Load from File**. **Browse** for the response file you just saved (make sure you select the response file and NOT the request file) and click **Open** and then **Next**



17. You will need to Restart the TOP Server. Right click on the Administration Icon and choose “Stop Runtime Process.” You will do this again and choose, “Start Runtime Process” to start it again. Once it has started back up your TOP Server V5 is now licensed and ready to run.



Upgrade from v4 to v5

Changes in terminology

TOP Server V5 registration includes some new parameters that were not included in the prior registration process. TOP Server V4 included a License Number (or Serial Number), a Computer ID, and Password (or Unlock Code). TOP Server V5 includes a Serial Number (for reference use only), an Activation ID, Request File, Response File, and Emergency ID.

- The “License number” provided for v4 licensing will now be referred to as the “Activation ID”
- The “computer ID” used in v4 will now be replaced by a “Request File”
- The “unlock code” generated after registering the product online, will now be replaced with a “Response File”
- The “Emergency ID” provided is the Activation ID that can be used to register the product for Emergency purposes and will license the product for ten days so you can re-register it and keep running.

Upgrade Requirements

You will not be able to simply install the TOP Server on the same PC to upgrade, but will need to follow the License instructions in this document for Version 5. You will be able to use your same project file (*.opf). Licensing will require some disconnection time, so schedule this accordingly. You can license and register the TOP Server 24 hours a day 7 days a week while the web site is available.



Re-registration – Emergency Activation

1. Go to the Re-Registration site
(<http://registration.softwaretoolbox.com/products/ReRegisterUserInfo.aspx>) and fill out the form.
 - a. In the “Serial Number” box you can enter your serial number or your Activation ID. In the “Reason for re-registration” field please provide information on why the license can not be transferred. If the license can be transferred, go to the License Transfer section of this document.
 - b. The version of the TOP Server you can install and activate is based on your support expiration date. We will provide a link to this version when you make a Re-registration request. If you install a newer version then you are entitled to you will need to uninstall the new version and install the older version before using the Activation ID.
2. While you wait for us to contact you, you can use your Emergency ID to activate the TOP Server for 10 days until you receive notification that your Activation ID can be used again or notification that you are being issued a new Activation ID. The Emergency ID is activated by following the same procedure outlined in the previous section for Licensing your TOP Server V5. Just use the Emergency ID instead of the Activation ID. **Emergency activation will only give you 10 days of runtime.** You will need to License the TOP Server with an Activation ID using the same version of the TOP Server that was installed previously once you have been notified.

NOTE: The new Activation ID will still be associated with your old Serial Number. Your Serial Number will never change.
3. Once you receive the new or Reset Activation ID confirmation, please follow the instructions to License TOP Server. If have a CD with the serial number you can also use this.



License Transfer

The License Transfer mechanism allows you to release a license to us, allowing it to be re-licensed on any other machine. You will remove the license on the licensed machine and then you will be entitled to activate the license on a new machine. Nothing is actually transferred between these two PC's. The process simply frees your Activation ID for re-use. Our Online process is set-up so that you can go on-line one time to release the license and get your new activation if you have access to both PC's. You can also release the license, then simply license the new PC at a later time following the Licensing instructions above.

NOTE: License transfers from a virtual environment (VMware, Virtual PC, etc.) are not supported on TOP Server versions prior to 5.8.

Source PC (Currently Licensed)

1. To transfer a License Go to: Start → Software Toolbox → TOP Server 5 → License and open the **License Utility**
2. Select **Manage Software Licenses**, click **Next**
3. Choose "Transfer Software License by returning the license to Software Toolbox", click **Next**.
4. Select the license which you would like to remove from the PC from the drop down list. It will show you all the Products or Drivers that are affected.
5. If this is the license you wish to remove click "**Save to File ...**". This is your **Transfer Request File** and you will need to have this file handy for the online registration.

Destination PC

1. Start on the destination PC (where you want to transfer the license too)
2. Install the TOP Server from the download file or from the CD (this must be the same version that you currently have installed on the Source PC (where the server is currently licensed).
3. Go to: Start → Software Toolbox → TOP Server 5 → License and open the **License Utility**
4. Under the **Select an option** drop-down list, select **Manage Software Licenses** and click **Next**



5. Confirm that “Manage software license activation between this PC and Software Toolbox” check box is selected and click **Next** (if using VMware or a Virtual PC, acknowledge that I will not be able to transfer license).
6. Enter the Activation ID in the proper field, maintaining the format including dashes (HINT: you can copy it from the email and paste it in the box and it will fill out correctly as long as there are no spaces before or after the ID)
7. Click **Save to File**. This opens a save dialog box. You can rename the file if you chose and save it in a location where you will be able to access it later. This is your **Request File** and you will need to have this file handy for the online registration

Online Registration

1. **Online Registration:** You do not need to do this on the same PC the TOP Server is installed on, but you do need to have your **Transfer Request File** from the Source PC (where the license was installed) and you can register the New PC at the at the same time if you have the Request File from the new PC (Destination PC).
Go to the Transfer License web page.
(<http://registration.softwaretoolbox.com/products/top%20server%20version%205/transferuserinfo.aspx>).
2. Enter User information (who they are is all we need)
3. Enter you Serial Number or Activation ID
4. Upload the **Transfer Request File** file.
5. Download the **Release File**, It is recommended that you load this back on the Source PC through the License Utility if you think you will ever license this PC with the TOP Server again. If this PC is being de-commissioned or the operating system is being reloaded this is not required.
6. You will be asked if you want to License this Activation ID on a new PC. If you have your Request File from the Destination PC, click YES and go to the next step below. If you do not click YES then simply register the Activation ID on the new computer at a later time. The Activation ID has been released for later use. See the License TOP Server instruction above to license the PC on the Destination PC.



7. If you click yes, select your Activation ID you will need to access the **Request File** that you saved from the Destination PC. Select **Browse** to search for the file and **Open** the file.
8. Add some notes that will help you distinguish where this Activation ID is installed. Some people use a PC Name, Job Number, Site Number, etc. This will help if you have multiple Activation ID's for different machines or if you lose your Activation ID/Serial number.
9. Click **Next**.
10. Verify that the information you entered is correct and click **Register**
11. You will receive a notification that your registration was successful. You will be prompted to download your Response File. If you miss the prompt you can also click the **Download File** button to download it again. **Save** it in a location where you can access it later. If you are on a different PC from the one the TOP Server is installed on you will need to take the Response File to the PC where the TOP Server is installed. You are now done with the online registration.
12. Go back to the TOP Server V5 License Utility click on **Load from File**. **Browse** for the response file you just saved (make sure you select the response file and NOT the request file) and click **Open** and then **Next**
13. You will need to Restart the TOP Server. Once it has started back up your TOP Server V5 is now licensed and ready to run.



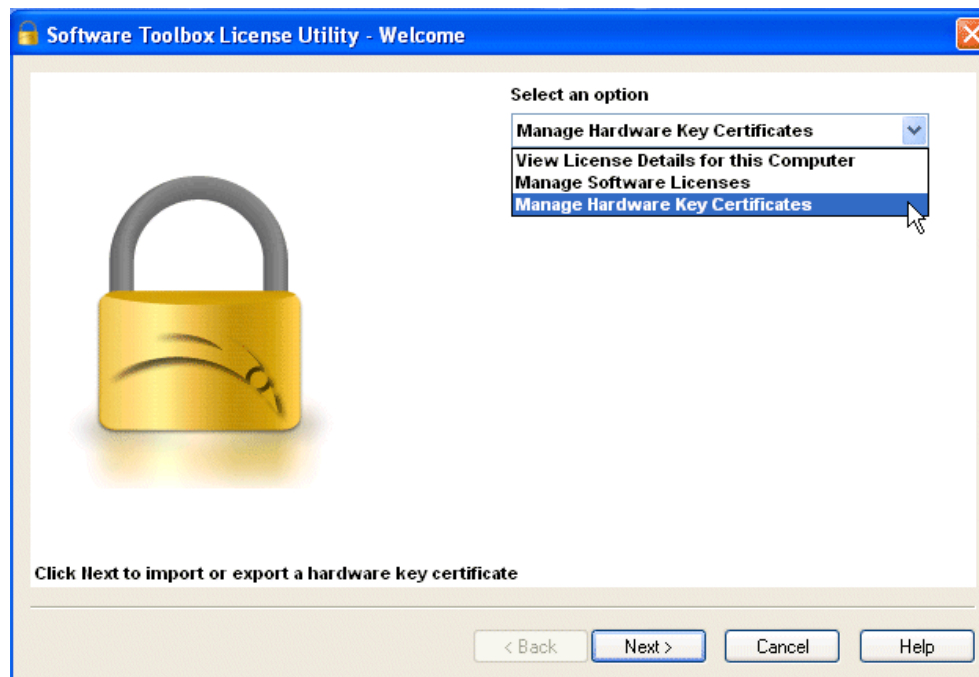
Hardware Key Licensing

1. Upon receiving the Software Toolbox Software Delivery of Product email, click on the **link** under the **Registration and Installation Instructions** section (The link should appear in step 2).

Registration & Installation Instructions:

1. Download the *.lic file:
 2. http://192.168.111.187/prod_reg/Products/TOP_Server_Version_5/HardwareLicenseFileDownload.aspx?Serial=2999-9101-13233&NodeID=9-1E76F590
 3. Make sure that your hardware key is inserted in the computer you want to license
 4. In the TOP Server license utility, select Manage Hardware Key Certificates and click 'Next'
 5. Click 'Load From File...' and select the file that was downloaded above
 6. You may load this file on more then one PC, but only the one with the Hardware key plugged in will be licensed.
2. When prompted click **Save** and save this file to a location that you can access later. If you are not at the host machine where your TOP Server v5 is located, you will need to copy this file and take it to the host machine.
3. Insert the hardware key into the USB slot on the host machine.
4. Go to: Start → Software Toolbox → TOP Server 5 → License and open the **License Utility**
5. Under the **Select an option** drop-down list, select **Manage Hardware Key Certificates** and click **Next**



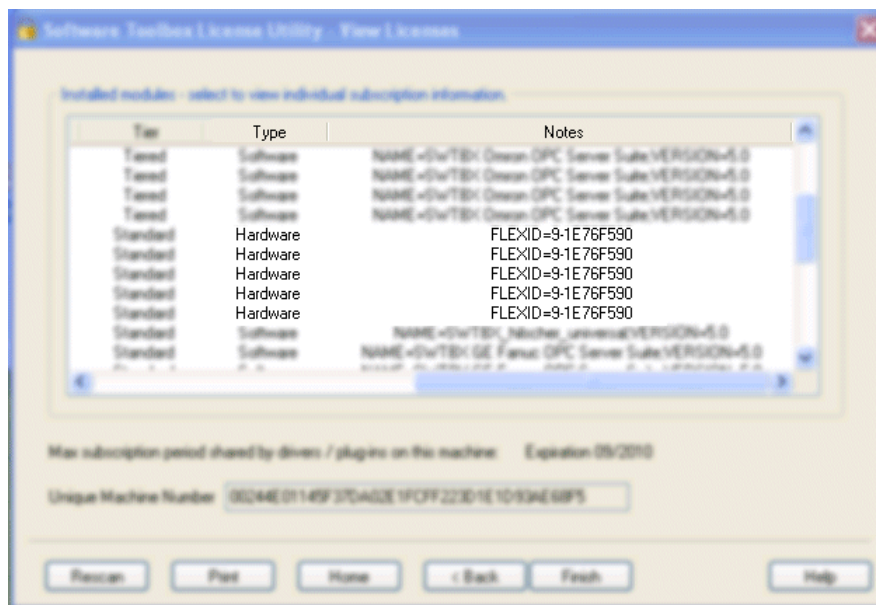
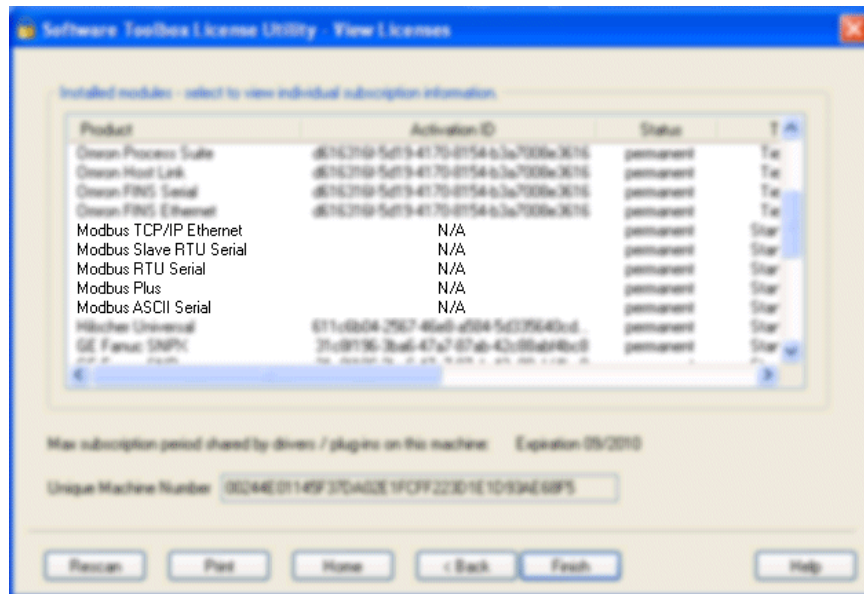


6. Click on the **Load From File...** button and browse to the location where you saved the license file. Once you have selected the file, click **Open**. Your TOP Server v5 should now be licensed with the hardware key.

Notes:

- You will need to keep the license file in a safe location in the event that you need to re-license the TOP Server in the future, such as after a hard drive failure or a computer upgrade.
- In the **View License Details for this Computer** menu of the License Utility, a driver that is licensed with the hardware key will show a N/A in the Activation ID field. The type field will show that this is a hardware license. The notes field will contain the hardware key ID.





Activating your Support Renewal License

You must have an Active Support License on your machine if you wish to upgrade your TOP Server version. When you receive your Support Renewal License you do not need to license it right away. Your TOP Server will continue to run regardless of having the support license or not. You can activate your Support Renewal License anytime before you need to install your next TOP Server upgrade.

Note: Your Support Contract terms begin on the date of purchase, not when the contract is activated.

Activating your Support Renewal License uses the same exact procedure as licensing any other Activation ID. Activation of your Support Renewal License will extend support on all licensed drivers for that TOP Server.

[Click Here](#) to view the License Instructions.

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