

Licensing Management - Reseller Guide

1 - Connection to the Licensing Management Application

Launch your Internet browser and go to the page <https://license.dl-files.com/>:

The screenshot shows the 'Licensing Management App' interface. At the top right is a 'Support' link. Below the header is a light blue box with the text: 'In case of any issue, please press CTRL F5 to refresh your web browser.' The main section is titled 'Get your License' and contains the following fields:

- Order Number
Please type the "Order Number" specified in the order confirmation email
- Email
Please type the email address used for your order
- Serial Number (PXX XXX XXX)
Please type the Serial Number
- TSplus
Please type the Software

Below the fields is a blue button labeled 'Show license'. At the bottom center, there are flags for the United Kingdom, Germany, and France, followed by a link: 'Partners / Resellers'.

Click on the link "**Partners / Resellers**" located at the bottom of the page. On the new displayed page, type your login and password to access the application:

The screenshot shows the 'Licensing Management App' interface for the login page. At the top right is a 'Support' link. Below the header is a light blue box with the text: 'In case of any issue, please press CTRL F5 to refresh your web browser.' The main section is titled 'Please log-in' and contains the following fields:

- Login
- Password

Below the fields is a blue button labeled 'Log-in'.

2 - Generate a License

Once logged-in, you will see this page:

The screenshot shows the 'Licenses' page in the 'Licensing Management App'. At the top, there are navigation tabs for 'Licenses' and 'Supports', and a 'Logout' link. The main heading is 'Licenses', followed by a search bar with a placeholder 'x@y.com, @y.com, serial number, order ref.' and a 'Global Search' button. Below this, there are several filters: 'Find a Serial Number' (text input with 'P00 000 000'), 'Find an Email' (text input with '@'), 'Find an Order Number' (text input), and 'Date range' (calendar icon with '2018-05-08 - 2018-08-09' and a 'Filter' button). A green button 'Generate a new license' and a button 'Open in Excel' are also present. On the right, a table titled 'Available number of users/licenses' is highlighted with a red border. Below the table are two blue buttons: 'Buy 50 more users' and 'Buy 100 more users'. At the bottom, there is a table with columns: Software, Serial Number, Days, Users, Edition, Email, Order Number, Date, Support?, Actions, and Comments. Below the table, there is a message: 'Thank you for being our partner. This on-line service allows you to generate license files. To generate a license file, you have to enter the Serial Number. The Serial Number is displayed in the software interface, in "License".' and navigation buttons '« Prev' and 'Next »'.

Software	Available users/licenses
TSplus	0 users available
RDS-Knight Ultimate Protection	0 licenses available
RDS-Knight Security Essentials	0 licenses available
ServerGenius Essentials	0 licenses available
ServerGenius Startup	0 licenses available
ServerGenius Business	0 licenses available
RDS-WebAccess	0 users available

On the top right corner (displayed in red here), you can see the number of ordered users, and the remaining available number of users you have left.

To generate a license, click on the green button "**Generate a new license**". You will see the following form:

The screenshot shows the 'Generate a new license' form. It has a title 'Generate a new license' and a horizontal line below it. The form is organized into several sections: 'Software' (dropdown menu with 'TSplus'), 'Serial Number' (text input with 'P00 000 000'), 'Users' (text input with a numeric keypad below showing '3', '5', '10', '25', 'unlimited'), 'Type' (radio buttons for 'Permanent' and 'Trial'), 'Edition' (radio buttons for 'System', 'Printer', 'Mobile Web', 'Enterprise'), 'Customer email' (text input with 'customer@company.com'), and 'Comments' (text area). At the bottom, there is a 'Support and Update Services' dropdown menu with '0 Year (no support, no update)' selected, and a blue 'Generate' button.

Enter the required information:

- The Serial Number is **displayed on the License Tile of the Admin Tool**.
- To activate a permanent version of the software, you need to select the "Permanent" type of license.
- Enter the number of users needed as well as the needed Edition.
- You can also add one to three years of Support and Update Services to your License.

Then click on "**Generate**" to create the license.

3 - Download the License File

Once you have generated a license, its details will be displayed, as shown below. To download the related license file, click on the button "**Download license file**".

The screenshot shows the 'Licensing Management App' interface. At the top, there are navigation links for 'Licenses' and 'Supports', and a 'Logout' button. The main content is divided into two columns: 'License Detail' and 'Comments'.

License Detail

#	98937
Serial Number	P00 000 000
Type	permanent
Days	-
Users	unlimited
Edition	Enterprise
Software	TSplus
Email	-
Order Number/Reference	-
Date	2018-08-08 11:02:47
Rehosted?	X
Support and Update Services?	✓

Below the table is a green button labeled "Download license file".

Comments

There is a text input field containing a hyphen (-).

Suggested email to customer

The email template text is as follows:

Hello,

Please find attached to this email your license file (TSplus permanent Enterprise an unlimited number of users).

To activate this license, please save this file to your disk and do not rename it, then start the AdminTool.
Click on the "License" button, then on the "Activate your License" button.
Follow the prompts to install the license.

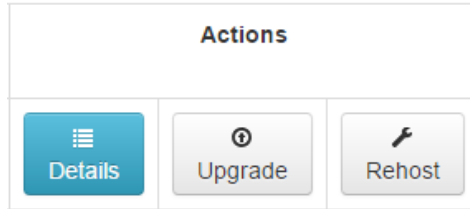
If your trial period was over, you will need to reboot the server.
If the activation is done during the trial period, you do not have to reboot.
This license is bound to the computer on which the software is

At the bottom of the email template, there is an "Email:" label, a text input field, and a blue button labeled "Email license file to customer".

You can also send the license.lic file to your client's email address.

4 - Actions on your licenses

On the **Licenses menu**, you will find your generated licenses sold by date and by Serial Number. There are 3 buttons under the Actions column, for each license:



The **Details** button let you access to your license details with for example the date of its generation:

The screenshot shows the "License Detail" page in the "Licensing Management App". The page has a navigation bar with "Licenses" and "Supports" tabs, and a "Logout" link. The main content is divided into two columns. The left column, titled "License Detail", contains a table with the following information:

#	98937
Serial Number	P00 000 000
Type	permanent
Days	-
Users	unlimited
Edition	Enterprise
Software	TSplus
Email	-
Order Number/Reference	-
Date	2018-08-08 11:02:47
Rehosted?	X
Support and Update Services?	✓

Below the table is a green button labeled "Download license file". The right column, titled "Comments", has a text input field with a "-" sign. Below that is a section titled "Suggested email to customer" with a scrollable text area containing the following text:

Hello,

Please find attached to this email your license file (TSplus permanent Enterprise an unlimited number of users).

To activate this license, please save this file to your disk and do not rename it, then start the AdminTool.
Click on the "License" button, then on the "Activate your License" button.
Follow the prompts to install the license.

If your trial period was over, you will need to reboot the server.
If the activation is done during the trial period, you do not have to reboot.
This license is bound to the computer on which the software is installed.
In case you acquire a new computer, you must uninstall the software from the previous computer before using the software on the new computer.

At the bottom of the right column, there is an "Email:" label, a text input field, a refresh icon, and a blue button labeled "Email license file to customer".

The **Upgrade** button allows to upgrade your license with more features and/or with more users:

The screenshot shows the "Upgrade license" page in the "Licensing Management App". The page has a navigation bar with "Licenses" and "Supports" tabs, and a "Logout" link. The main content area is titled "Upgrade license" and contains the following form fields:

- Serial Number:** A text input field containing "P00 000 000".
- Type:** Radio buttons for "Permanent" (selected) and "Trial".
- Users:** A text input field containing "unlimited" and a row of buttons for "3", "5", "10", "25", and "unlimited".
- Edition:** Radio buttons for "System", "Printer", "Mobile Web", and "Enterprise" (selected).
- Software:** A dropdown menu currently showing "TSplus".
- Customer email:** A text input field containing "customer@company.com".
- Comments:** A large text area for additional notes.

At the bottom right of the form is a blue button labeled "Upgrade".

When your customer experiences a crash of server or if you need to migrate your license on a new server or hardware, the **Rehost** button will allow you to decommission an existing license to a new server, by generating a same license with another serial number:

Generating a Support License File

Support and Update Services warrants you the right to download and to apply Updates. It also allows you to request support from our Support Team. This subscription can be made or renewed for one, two or three years.

1 - Generate the Support File

If you want to generate one support License File, click on the "Supports" tab, next to the Licenses one, on top of the Licensing Management App menu.

You will now see this page:

Available number of users/licenses	
TSplus	unlimited users available
RDS-Knight Ultimate Protection	unlimited licenses available
RDS-Knight Security Essentials	unlimited licenses available
ServerGenius Essentials	unlimited licenses available
ServerGenius Startup	unlimited licenses available
ServerGenius Business	unlimited licenses available
RDS-WebAccess	unlimited users available

On the top right corner (displayed in red here), you can see the number of ordered users, the number of already activated users and the remaining available number of users you have left.

Then, click on **"Generate a new support"**. You will see the following form:

Enter the required information:

- The Serial Number is **displayed on the License Tile of the Admin Tool**.
- Chose one to three years of Support and Update Services.
- Enter the numbers of users and the corresponding TSplus Edition.

Then click on **"Generate"** to create the license.

2 - Download the Support License File

Once you have generated a license, its details will be displayed, as shown below. To download the related Support.lic file, click on the button **"Download support file"**.

#	26409
Serial Number	P00 000 000
Users	unlimited
Edition	System
Software	TSplus
Email	-
Order Number/Reference	-
Date	2018-08-08 12:08:26
Duration (years)	2
Rehosted?	X

Comments

Suggested email to customer

Hello,

Please find attached to this email your support file (TSplus System an unlimited number of users).

To activate this support, please save this file to your disk and do not rename it, then start the AdminTool.
Click on the "License" button, then on the "Activate your License" button, then on the "Extend Support period" button.
Follow the prompts to install the support file.

This support file is bound to the computer on which the software is installed. In case you acquire a new computer, you must uninstall the software from the previous computer before using the software on the new computer.

Email: