

Subject: License Key FAQ

AA. What does a license key look like?

1. 3.x format: Company name and series of words in a single line

```
Company Name: Acmegizmo Inc  
System Serial Number: <SomePartNumber>  
SSL License Key: fellow hurry ice water waffle solar issue  
Purchase Order Number: <SomePONumber>  
Sales Order Number: <SomePONumber>
```

2. 4.x format: Similar to the above but main license key and option features are in separate lines.

```
Company Name: Acmegizmo Inc  
System Serial Number: <SomePartNumber>  
SSL License Key:  
NetScreen-SA-1010 Baseline - 50 Simultaneous Users : wall tree synopsis tree reader class safari  
UPG-M10 - 10 Simultaneous Users - 5 Simultaneous Meetings : world trip tax wind office valve reader  
UPG-SAM Secure Application Manager : summit haystack ground ranger quiz crop trip  
Purchase Order Number: <SomePONumber>  
Sales Order Number: <SomePONumber>
```

BB. How to install a 4.x evaluation license key

1. A brand new install, or to overwrite the existing license key

- First, upgrade IVE to the latest before installing. At the time of this writing, the latest is 4.1.1. This is important because a license key generated for a new version will not install on an older version of IVE.
- To install license key, use **System >> Configuration >> Licensing** page from the Admin U.I. In order to login as an admin, you need to access the IVE by appending /admin at the end. i.e., <https://10.2.10.2/admin>
- Copy & paste company name and rest of the license key(s) into "Company Name:" and "License Key(s):" areas, respectively. Those that need to be copied & pasted are highlighted below. Notice in case of an evaluation license key, we append " LTL 10/15/04". The date shown is the date the license key has been generated and does not impose any other restrictions.

Company Name: Acmegizmo Inc LTL 10/15/04
System Serial Number: <SomePartNumber>
SSL License Key:
NetScreen-SA-1010 Baseline - 50 Simultaneous Users : wall tree synopsis tree reader class safari
UPG-M10 - 10 Simultaneous Users - 5 Simultaneous Meetings : world trip tax wind office valve reader
UPG-SAM Secure Application Manager : summit haystack ground ranger quiz crop trip
Purchase Order Number: <SomePONumber>
Sales Order Number: <SomePONumber>

- If you are not able to enter the license key and you see an expired evaluation key, please remove the existing key by clicking on REMOVE.

2. Adding an evaluation license key to the existing permanent key (supported in 4.0 and higher)

- This can be useful if you are just adding another optional feature to the existing license key which is a permanent one.
- This is possible if the company name (without the above mentioned " LTL 10/15/04") is identical. In such case, you may just add the optional feature(s).
- If a 4.x evaluation license key expires on an IVE which used to have a 3.x license key, IVE will be left as having no license key. Such a situation would occur to an IVE running 4.x having a 3.x permanent license key. In this scenario, when the 4.x evaluation key expires, IVE is left with no license key. Two ways to work around this.
- One is to first install a 4.x version of permanent license key before applying a 4.x evaluation license key. In this case, when the evaluation license key expires, the permanent key will come back.
- The other is to apply the 3.x permanent license key back after the 4.x evaluation license key has expired.

CC. How to install a 3.x evaluation license key

1. Adding to an IVE with an existing permanent key

- When installed, existing permanent key shows as grayed out. Once evaluation key expires, existing permanent key will come back.

Limited Time License(7 days 0 hours remaining)

Company: Acmegizmo Inc
License Key: entry scholar immune area railway wheel honor
Licensed Product: Neoteris Access(TM) 1030
Maximum Concurrent Users: 250

Upgrade Options:	UPG-CDC	Client Side Digital Certificates	- off
	UPG-EMAIL	Secure Email Client	- off
	UPG-GAC	Group Access Control	- off
	UPG-HC	Host Checker	- off
	UPG-MTG	Secure Meeting Upgrade	- off
	UPG-PMI	Password Management Integration	- off
	UPG-SAM	Secure Application Manager	- on
	UPG-SSO	Single Sign-On	- off
	UPG-STA	Secure Terminal Access	- off

Permanent License

Company: Acmegizmo Inc
License Key: merit labor fellow flow railway scan perfect
Licensed Product: Neoteris Access(TM) 1030
Maximum Concurrent Users: 250

Upgrade Options:	UPG-CDC	Client Side Digital Certificates	- off
	UPG-EMAIL	Secure Email Client	- off
	UPG-GAC	Group Access Control	- off
	UPG-HC	Host Checker	- off
	UPG-MTG	Secure Meeting Upgrade	- off
	UPG-PMI	Password Management Integration	- off
	UPG-SAM	Secure Application Manager	- off
	UPG-SSO	Single Sign-On	- off
	UPG-STA	Secure Terminal Access	- off

DD. How to install a 4.x permanent license key

1. A brand new install or to overwrite the existing license key

- Same as the evaluation key as described in section #BB above.
- If a new key has a different company name, existing key will be replaced and not recoverable.
- If you already have an existing key and replacing with a completely different one does not work, please try removing each feature one at a time by clicking on the "X" mark at the end of each feature.

EE.How to install a 3.x permanent license key on a 4.x IVE

1. This should work just fine. Procedure is the same as applying an evaluation key. Please see above section #CC.