IMPORTANT FACTS ABOUT YOUR NEW FIXED SEAT LICENSE
Important Facts About Your New Fixed Seat License

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Important Facts About Your New Fixed Seat License

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HOW TO USE THIS GUIDE

The goal of this guide is to help users understand the process of activating, transferring, renewing, deactivating, and upgrading a fixed seat license.

SECTION 1 – What is the Fixed Seat License

A Fixed Seat License allows the software can be installed on a computer but not more than a single computer at the same time.

SECTION 2 – Activating the New License

Activating the new license is a simple process and can be done through the user-friendly online licensing system. This section illustrates the license activation process.

SECTION 3 – Transferring the License from One Computer to Another

A Fixed Seat License can be transferred from one computer to another if the license is removed from the original. The Deactivation Key should be generated from the existing licensed installation before transferring it to another computer.

SECTION 4 – Understanding the License Renewal Process

Renewing the Annual Maintenance Agreement (subscription program) has major benefits, which include, but are not limited to, renewed licenses, software upgrades, and support. The license renewal process is a simple process that can be done through the user-friendly online licensing system. This section explains license renewal process in detail.

SECTION 5 – Understanding the License Deactivation Process

On some occasions (e.g. license transfers), a license for a machine no longer in use will need to be deactivated. This section will demonstrate how to generate a Deactivation key, which in turn will all the product to be reactivated on another machine. Without the appropriate deactivation process the license cannot be transferred or reactivated.

SECTION 6 – Understanding the License Upgrade Option & Process

Upgrading the license to unlock suite or executive features requires the current license to generate a Deactivation Key. This section explains the license upgrade option and process in detail.
CONVENTIONS
This guide uses the following typographic conventions:

ITALIC CAPS
H2ONET menu titles, menu choices, and commands:
Select the ABOUT command from the HELP menu.

Dialog box and window titles, and specific areas within a dialog box or window:
Choose “H2OMAP Water” from the INSTALLED PRODUCT drop-down list on the INNOVYZE PRODUCT LICENSE dialog box.
SECTION 1 – What is the fixed seat license

1.1 What is The Fixed Seat License

As stated in the license agreement, a Fixed Seat License only allows the software to be installed on a single computer at any time. The Software may be uninstalled and reinstalled on a different computer (not to exceed more than four (4) times per month) following the procedure described below. One Fixed Seat License is given per user, and the license can be transferred to another user by submitting a Deactivation Key from the existing licensed installation.
SECTION 2 – ACTIVATING YOUR NEW LICENSE

2.1 Activating Your New License

The license activation process is a simple process and can be done through the user-friendly online licensing system as shown in Figure 2.1. Online activation requires a hardware key, contact name, e-mail address, and telephone number. Typically, online activation takes a few minutes. After an activation request is submitted, the new license key will appear in the web browser, and a confirmation email will be sent to the registered email address.

Figure 2.1 Activating a new Fixed Seat License

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NOTE: If there are no INNOVYZE Product(s) installed the machine, the products must be installed before STEP 3 (see the User’s Guide) Steps 3, 4, and 6 must be completed on the existing licensed PC.
2.2 Scenario: Activating Your New License

After verifying that the product has been installed without issues, use the following steps to activate the license.

**STEP 1.** Locate the computer where the Innovyze Product is installed.

**STEP 2.** Launch the *Innovyze Product License* to submit a license activation request. If there is no internet access, activation must be done by phone.

- **Step 2a.** Login with administrator rights.
- **Step 2b.** From the START menu, navigate to *Programs* and then select the product name of your existing license and launch *Innovyze Product License* by clicking on the *Innovyze Product License Client*. If you are not able see or click on the *Innovyze Product License Client*, please go to STEP 2d.

- **Step 2c.** Set the *Installed Product* dropdown menu to the product name. Please go to STEP 2g.
Step 2d. Launch the product and click on the product Help menu.
Step 2e. Select the "About ..." menu item to bring up the About dialog box.
Step 2f. Click on the button labeled as "License Details..." to bring up the Innovyze Product License dialog box.
Step 2g. Set the Request License Key Online For dropdown menu to “Activation” and click on the GO button to activate your Internet browser and open the Innovyze Request License Online web site.

![Innovyze License Management](image)

STEP 3. When a new license key is requested for new installations, a web page will display the license key and a confirmation email will be sent. After receiving the License key, copy and paste the information in the License Key field respectively in the Innovyze Product License dialog box.
STEP 4. Finally, click on the *Apply License Changes* button to complete the license renewal process and close the *Innovyze Product License* dialog box.
SECTION 3 – Transferring license from one computer to another

3.1 Transferring License from One Computer to Another
If a license needs to be transferred to another computer, it needs to be deactivated by generating a deactivation key. This is required so the new installation can be activated using the original CD key. To find out more information about the license deactivation (STEP 1 on Figure 3.1) and activation process (STEP 2 on Figure 3.1) use Section 5 and Section 2 as a reference. Please note that there is a Floating License available that allows the software to be installed on any computer in your organization.

\[\text{Figure 3.1 Transferring a Fixed Seat License to Another Computer}\]
SECTION 4 – UNDERSTANDING THE LICENSE RENEWAL PROCESS

4.1 Understanding the License Renewal Process

Innovyze provides updates, upgrades, and product support with no additional fees for the period of one year. During the year, customers are entitled to: 1) Access to technical support 2) Product updates 3) Version upgrades (major updates such as when ESRI updates ArcGIS or when Autodesk updates AutoCAD) 4) the ability to transfer a license from one computer to another computer (or from one server to another server for a floating license). After a year with Innovyze, the Annual Maintenance Agreement (subscription program) can be renewed for another year. The license renewal process is a simple process that can be done through the online licensing system as shown in Figure 4.1.

NOTE: It is required to perform steps 2 and 4 on the existing licensed installation.

Figure 4.1 Fixed Seat License Renewal Procedure
4.2 Scenario: Renewing Your Existing License.
If the Annual Maintenance Agreement is up to date, but the CD keys are expired, follow the instruction below to renew the CD and License key.

STEP 1. Locate the computer where the existing license is installed.
STEP 2. Launch the *Innovyze Product License* to submit a renewal request. If there is no internet access, renewal must be done by phone.

Step 2a. From the *Start* menu, navigate to *Programs* and then select the product name of your existing license and launch *Innovyze Product License* by clicking on the *Innovyze Product License Client*. If you are not able see or click on the *Innovyze Product License Client*, please go to STEP 2c.

Step 2b. Set the *Installed Product* dropdown menu to the product name. Please go to STEP 2f.
Step 2c. Launch the product and click on the product Help menu.
Step 2d. Select the "About ..." menu item to bring up the About dialog box.
Step 2e. Click on the button labeled as "License Details..." to bring up the Innovyze Product License dialog box.
Step 2f. Set the Request License Key Online For dropdown menu to “Renewal” and click on the GO button to activate your Internet browser and open the Innovyze Request License Online site.

STEP 3. After the renewal CD and License key has been emailed, copy and paste the information in the CD Key and License Key field respectively in Innovyze Product License dialog box.
STEP 4. Finally, click on the *Apply License Changes* button to complete the license renewal process and close the *Innovyze Product License* dialog box.

**NOTE:** Do not forget to renew the Annual Maintenance Agreement (subscription program) to take full advantage of future enhancements, updates, upgrades, and technical support.
SECTION 5 – Understanding the license deactivation process

5.1 Understanding the License Deactivation Process
If the software is being moved to another machine, the current machine requires a Deactivation Key before transferring the license. Once the license is deactivated, the current license key becomes invalid and cannot be used again on the same machine. When the online licensing system receives the deactivation key of the current installation, a record of the deactivation key is stored for future reactivation attempts. Should a license key be requested on another system, a new license key will be generated on the Innovyze website and a confirmation email will be sent to the registered email account. If a product needs to be reinstalled in the same system, there is no need to deactivate the installation, as reentering the CD key, serial number, and license key will still work.

NOTE: Please note that a Deactivation Key is required when transferring Fixed Seat Licenses between computers.

5.2 Scenario: Deactivating your existing license
To deactivate the existing license by generating a Deactivation Key, perform the following procedures:

STEP 1. Login with administrator rights.
STEP 2. From the Start menu, navigate to Programs and then select the product name of the existing license and launch Innovyze Product License by clicking on the Innovyze Product License Client. If the Innovyze Product License Client cannot be found, please go to STEP 4.
STEP 3. Set the *Installed Product* dropdown menu to the existing product name. Please go to STEP 7.

STEP 4. Launch the product and click on the product Help menu.

STEP 5. Select the "About ..." menu item to bring up the About dialog box.

STEP 6. Click on the button labeled as "License Details..." to bring up the Innovyze Product License dialog box.
STEP 7. At the lower right-hand corner, click on the vertical tab labeled as "Deactivate License". If the vertical tab does not appear on the Software License dialog box, please upgrade the software to the latest version by visiting the Innovyze website https://archive.innovyze.com/updates/ and go to STEP 2.
STEP 8. Follow the instructions in the tab to generate the Deactivation Key.
STEP 9. Submit the Deactivation Key online.
SECTION 6 – UNDERSTANDING THE LICENSE UPGRADE OPTION AND PROCESS

6.1 Understanding the License Update Option and Process

During a license upgrade, a new set of keys are issued (serial number and CD key) that will allow a new license key to be generated. If the software is being upgraded to a new version, suite, or getting more links added, no deactivation key needs to be generated, so long as the software is on the same system as shown in Figure 6.1.1. If the software is being upgraded and moved to another system, please follow the instructions in Scenario 1.

**NOTE:** If the license is being upgraded to a newer version, Suite, or to add more links for existing licensed software in the same PC, steps 3, 4, and 6 are required.

**Figure 6.1.1** Fixed Seat License Upgrading Procedure (applying an upgrade license for the same product on the existing licensed installation)
Although a new set of keys is issued to upgrade an existing license, it can also be used to activate new licenses in another system. This specific case requires a Deactivation key to be generated so that the new system works as expected. Scenario 2 describes the step-by-step process of this license upgrade process.

**Figure 6.1.2** Fixed Seat License Upgrading Procedure (applying an upgrade license on a new installation or on the existing installation)

**NOTE:** It is required to perform step 3 on the existing licensed installation before performing steps 4, 5, and 7 and another PC.
If the existing license on the system is a Fixed Seat License and is being upgraded to a Floating Seat License, the licensed software is required to generate a Deactivation and submit it online prior to submitting the license activation request for the Floating Seat License as shown the Figure 6.1.3. To perform the license upgrade, please follow the step-by-step instructions on Scenario 3.

**Figure 6.1.3** Fixed Seat License Upgrading Procedure (applying a new upgrade license on the server)

**NOTE:** If the INNOVYZE FLOATING SERVER MANAGER has not been installed on your server, it must be done before STEP 3. Steps 3, 4, 5, and 7 are required on the existing licensed installation and server.
**Important Facts About Your New Fixed Seat License**

**Scenario 1: Upgrading a Fixed Seat License to another Fixed Seat License for the same product.**

If the existing license on the system is a Fixed Seat License and it has been upgraded to another type of Fixed Seat License for the same product, follow the instructions below:

**STEP 1.** Login with administrator rights.

**STEP 2.** From the **Start** menu, navigate to **Programs** and then select the product name of the existing license and launch **Innovyze Product License** by clicking on the **Innovyze Product License Client**. If the **Innovyze Product License Client** cannot be found, please go to **STEP 4**.

**STEP 3.** Set the **Installed Product** dropdown menu to the existing product name. Please go to **STEP 7**.

![Innovyze Product License Client](image)
Important Facts About Your New Fixed Seat License

STEP 4. Launch the product and click on the product Help menu.
STEP 5. Select the "About ..." menu item to bring up the About dialog box.
STEP 6. Click on the button labeled as "License Details..." to bring up the Innovyze Product License dialog box.
Important Facts About Your New Fixed Seat License

STEP 7. Replace your existing Serial Number and CD Key with the upgrade Serial number and CD key in the dialog box. The new Hardware Identification Key will be automatically generated by the system.

STEP 8. Set the Request License Key Online dropdown menu to “Upgrade” and click on the Go button to open the internet browser and load the Innovyze Request License Online webpage.
STEP 9. After the license activation request is submitted, the online license activation system will automatically display an upgrade License Key on the webpage and send a confirmation email to the provided email address.

STEP 10. After receiving the License Key, copy the License key and paste it in the License Key field in the Innovyze Product License dialog box. Finally, click on the Apply License Changes button to complete the activation process and close the Innovyze Product License dialog.
Important Facts About Your New Fixed Seat License

To activate your new license, press the Go button to go to our website and request the License Key online. You will need to provide your Serial Number, CD Key, and Hardware Identification Key to obtain your License Key. If you are unable to use our website, please contact us using one of the methods listed below:

Innozye, Inc.
605 E. Huntington Dr, Suite 205
Monrovia, CA 91016 USA

License Details

<table>
<thead>
<tr>
<th>Serial Number</th>
<th>License Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A for Remote Desktop</td>
<td></td>
</tr>
</tbody>
</table>

[License Details]

[License Key]
Important Facts About Your New Fixed Seat License

Scenario 2: Upgrading a Fixed Seat License to another Fixed Seat License on another PC or to another Fixed Seat License for another product

If the existing license on the system is a Fixed Seat License and it has been upgraded to a Fixed Seat License for another product, or if the existing license is used to upgrade to another Fixed Seat License on another PC instead of upgrading the existing licensed installation, then follow the instructions below:

STEP 1. If you are upgrading the license for the existing installation on the same system, skip the deactivation process and go to STEP 4. If the product is being installed in another system, locate the system which has the existing license installed.

STEP 2. Deactivate the existing license by generating a Deactivation Key:
   STEP 2a. Login with administrator rights.
   STEP 2b. From the Start menu, navigate to Programs and then select the product name of your existing license and launch Innovyze Product License by clicking on the Innovyze Product License Client. If the Innovyze Product License Client cannot be found or clicked, please go to STEP 2d.
   STEP 2c. Set the Installed Product dropdown menu to the existing product name. Please go to STEP 2g.
STEP 2d. Launch the product and click on the product Help menu.
STEP 2e. Select the "About ..." menu item to bring up the About dialog box.
STEP 2f. Click on the button labeled as "License Details..." to bring up the Innovyze Product License dialog box.
STEP 2g. At the lower right-hand corner, click on the vertical tab labeled as "Deactivate License". If the vertical tab does not appear on the Software License dialog box, please upgrade the software to the latest version by visiting https://archive.innovyze.com/updates/ and go to STEP 2b:

STEP 2h. Follow the instructions in the tab to generate the Deactivation Key.
STEP 2i. Submit the Deactivation Key via online.

STEP 3. If it is necessary to reinstall or install the software from a new CD image, please do so now.

STEP 4. To bring up the Innovyze Product License dialog box again, please repeat STEP 2b through STEP 2f. If you entered your upgraded Serial Number and
CD Key during the installation, the Serial Number, CD Key and Hardware Identification Key will appear in the Innovyze Product License dialog box. Otherwise, enter the Serial Number and CD key in the dialog box.

**STEP 5.** Set the *Request License Key Online For* dropdown menu to “Activation” and click on the *GO* button to activate your Internet browser and open the Innovyze *Request License Online* webpage.

**STEP 6.** After the license activation request is submitted, the online license activation system will automatically display a new License Key on the webpage and a confirmation will be delivered to the registered email address.
STEP 7. After the License Key has been generated, copy the License key and paste it in the License Key field in the Innovyze Product License dialog box.

STEP 8. Finally, click on the Apply License Changes button to complete the activation process and close the Innovyze Product License dialog.
Scenario 3: Upgrading a Fixed Seat License to a Floating Seat License

If the existing license on the system is a Fixed Seat License and the software is being upgraded from Fixed Seat License to a Floating License, perform the instructions below:

STEP 1. Locate computer which has the existing license installed.

STEP 2. Deactivate the existing license by generating a Deactivation Key:
   STEP 2a. Login with administrator rights.
   STEP 2b. From the Start menu, navigate to Programs and then select the product name of your existing license and launch Innovyze Product License by clicking on the Innovyze Product License Client. If the Innovyze Product License Client cannot be found or clicked, please go to STEP 2d.

STEP 2c. Set the Installed Product dropdown menu to the existing product name. Please go to STEP 2g.
STEP 2d  Launch the product and click on the product Help menu.
STEP 2e  Select the "About ..." menu item to bring up the About dialog box.
STEP 2f  Click on the button labeled as "License Details..." to bring up the Innovyze Product License dialog box.
STEP 2g  At the lower right-hand corner, click on the vertical tab labeled as "Deactivate License". If the vertical tab does not appear on the Software License dialog box, please upgrade the software to the latest version by visiting http://archive.innovyze.com/updates/ and go to STEP 2b:
STEP 2h  Follow the instructions in the tab to generate the Deactivation Key.

STEP 2i  Submit the Deactivation Key online.

STEP 3.  If it is necessary to reinstall or install the software on the client computer from a new CD image, please do so now.
**NOTE:** The following installation needs to be done on the server. Therefore, a server administrator should perform the setups below. Otherwise, you must contact the server administrator to perform the following installation and/or insert the upgrade license into the server.

**STEP 4.** If the Floating Seat License Manager is installed on the server, launch it and go to STEP 5. To find out more information on how to install the Floating Seat License Manager, please read the Floating License Server Users Guide. To install the Floating Seat License Manager on the server, perform the following procedures:

**STEP 4a.** First, install the Innovyze Floating License Server. This is provided via a software download from the Innovyze Website.

**STEP 4b.** Follow the on-screen instructions for system specific information.

**STEP 4c.** The server **MUST REBOOT** immediately following the installation program. Failure to do so will prevent certain clients from being able to access the system.

**STEP 4d.** After reboot, from the START menu, navigate to **Programs**, then to **Innovyze Floating License Manager** and launch **Floating License Server manager**. Click on the **Help** menu and select the **About**.

**STEP 4e.** The **About** dialog box should appear as shown below Your Serial Number, CD key, and Hardware Identification Key appear in the **About** dialog box.

**STEP 4f.** Set the **Request Key Online For** dropdown menu to “Activation” and click on the **GO** button to activate your Internet browser and open the Innovyze **Request License Online** webpage.
STEP 4g. After submitting the license activation request, the online license activation system will automatically display a new License Key on the webpage and a confirmation email will be delivered to the registered email.

STEP 4h. Finally, click on the *Apply License Changes* button to complete the activation process and close the *About* dialog box.
STEP 5. From the Innovyze Floating Seat License Manager, click on the New button to clear the Floating License Information area. Fill in the new Serial Number and CD key.
STEP 6. Set the *Request License Key Online For* dropdown menu to “Activation” and click on the *Go* button to activate your Internet browser and open the Innovyze *Request License Online* webpage.

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STEP 7. After the License Key has been generated, click on the *Apply* button of the *Innovyze Floating Seat License Manager* dialog box to activate the product. Repeat STEP 4 and STEP 5 to add additional Innovyze products.

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STEP 8. Finally, install the Innovyze product(s) using the provided software download from the Innovyze Website. After the installation has been
completed, Users have the capability of checking-in and checking-out a floating seat license from the server up to the maximum number of concurrent users permitted by the license. To find out more information about how to check out the license(s), please read the Floating License Server Users Guide. To install the Innovyze product(s) using the provided software download from the Innovyze Website on your client computer, perform the following procedure:

STEP 8a. From the client computer, login with administrator rights.

STEP 8b. If an Innovyze product needs to be reinstalled (uninstallation recommended) or installed on the client computer using the provided software download from the Innovyze Website, please do so now.

STEP 8c. From the License Options dialog box as shown below, check on the “Floating License” radio button.

STEP 8d. From the Floating License Server Entry dialog box, specify the location of the Innovyze Floating License Server by clicking on the “Browse” button or typing the name or IP address of the server where the Innovyze Floating License Server is installed.

STEP 8e. From the Setup Options dialog box, check on the “Local Stand-alone installation (standard)” radio button. Local Stand-alone basically puts both the shared files and the client machine specific files in the client computer. It is the recommended option since the Central Repository option installs the example files and client computer specific files into the client computer and installs the common files to a central location. If the administrator updated the central repository but forgot to update the client computer, it would cause the program not to work. Also, if a user wants to use a different version than the one in the Central Repository, the admin will have to manage the version differences amongst users. Most clients use the Local Stand-alone option.

STEP 8f. After you have completed the installation, check to see if the client computer is correctly configured: 1) if the client machine uses Windows XP SP 2, the Windows Firewall will need to be disabled or port 5367 needs to be opened. This port needs to be open for the client machine and the server to communicate. 2) users need to have read/write/modify permissions to C:\Documents and Settings\All Users\Application Data\INNOVYZE directory or the ini files (H2OSM.ini, H2OSW.ini, H2OWR.ini, HNET1300.ini, INFOSM.ini, INFOSW.ini, or INFOWR.ini) on the client machine.