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UPGRADE 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 the new license.

SECTION 1 – UNDERSTANDING THE LICENSE UPGRADE OPTION & PROCESS

As part of the licensing upgrade process, it is required to generate a Deactivation Key from the existing licensed software which is being upgraded, and submit it online if the license is being activated on another system, or if the license is being upgraded. This section explains the license upgrade option and process in detail.

SECTION 2 – 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 will generate a Deactivation Key that will be supplied to Innovyze to receive the appropriate support to re-activate the deactivated license on another machine. Without the appropriate deactivation process the license will be prevented from being transferred and the license may not be reactivated.

SECTION 3 – SCENARIO: UPGRADING A FIXED SEAT LICENSE

Three scenarios are provided to show a step by step instruction of how to upgrade your license. The first scenario describes how to upgrade your fixed seat license to another fixed seat license. The second scenario contains the procedure of upgrading your fixed seat license to a floating license.

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 – UNDERSTANDING THE LICENSE UPGRADE OPTION AND PROCESS

1.1 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, upgraded to 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 1.1. If the software is being upgraded and moved to another system, please follow the instructions in Scenario 1.

**Figure 1.1** Fixed Seat License Upgrading Procedure (applying an upgrade license for the same product on the existing licensed installation)
Important Facts About Your New Fixed Seat License

Although a new set of keys is issued to upgrade an existing license, it can also be used to activate new a license 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 1.2** Fixed Seat License Upgrading Procedure (applying an upgrade license on a new installation or on the existing installation)

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 in Figure 1.3. To perform the license upgrade, please follow the step-by-step instructions on Scenario 3.

**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.

Figure 1.3 Fixed Seat License Upgrading Procedure (applying a new upgrade license on the server)
SECTION 2 – UNDERSTANDING THE LICENSE DEACTIVATION PROCESS

2.1 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 we request a Deactivation Key when transferring Fixed Seat Licenses between computers.

To deactivate your existing license by generating a Deactivation Key, perform the following procedure:

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.

![Installed Products dialog box](image)

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 and going to STEP 2: https://archive.innovyze.com/updates/
STEP 8. Follow the instructions in the tab to generate the Deactivation Key.
STEP 9. Submit the Deactivation Key online.
SECTION 3 – SCENARIO: UPGRADING A FIXED SEAT LICENSE

3.1 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.
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. 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.
3.2 Scenario 2: 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 the license is being upgraded 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 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 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://www.innovyze.com/updates/ and go to STEP 2b:

![Innovyze License Management](image)

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.
3.3 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. 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://www.innovyze.com/updates/ and go to STEP 2b:

![Innovyze License Management](image)

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.

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.

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 your 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.