IMPORTANT FACTS
ABOUT YOUR NEW
UPGRADE FLOATING
SEAT LICENSE
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HOW TO USE THIS GUIDE

The goal of this guide users through the process of upgrading and deactivating the existing license. Section 3 contains two scenarios to illustrate what procedures need to be done to upgrade the software license properly.

SECTION 1 – UNDERSTANDING THE LICENSE UPGRADE PROCESS

The Innovyze license upgrading process works differently from other companies. As part of the licensing upgrade process, a Deactivation Key needs to be generated and submitted if moving the license to another machine. Other than the deactivation process for this case, it is a very process and can be done the online licensing system. This section explains the license upgrade option and process in detail.

SECTION 2 – UNDERSTANDING THE LICENSE DEACTIVATION PROCESS

Section 2 of this guide contains instructions for the software license deactivation process. On some occasions (e.g. license transfers) a license for a server no longer in use will have to be deactivated. This will generate a Deactivation Key, which should be supplied to Innovyze, re-activate the deactivated license on another server. Without the appropriate “deactivation” process, the license cannot be transferred and cannot be reactivated.

SECTION 3 – SCENARIO: UPGRADING A FLOATING SEAT LICENSE TO ANOTHER FLOATING SEAT LICENSE

Two scenarios are provided to show a step by step instruction of how to upgrade the existing floating license to a new floating license. The first scenario describes how to deactivate the existing floating seat license. The second scenario contains the procedure of activating the new upgraded floating seat 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 PROCESS

1.1 Understanding the License Update Option and Process
To upgrade the floating license, a new set of keys (serial number and CD key) must be issued and registered. Once applied to the Innovyze Floating Seat License Manager, user licenses will automatically be upgraded upon check out. The license upgrade process is simple and done through the online licensing program as showed in Figure 1.1. To upgrade your existing license, please follow the instructions provided on the Scenario of this section.

Figure 1.1 Floating Seat License Upgrading Process (applying an upgrade license on the same license server)

<table>
<thead>
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<th>CUSTOMER</th>
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<tr>
<td>1. Pay upgrade fee</td>
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<td>2. Send an upgrade serial &amp; CD key</td>
<td></td>
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<tr>
<td>4. Submit license upgrade request via online</td>
<td></td>
</tr>
<tr>
<td>5. Send an upgrade license key</td>
<td></td>
</tr>
<tr>
<td>6. Apply the upgrade license key</td>
<td></td>
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</tbody>
</table>

**NOTE:** You are required to perform steps 3, 4 and 5 on the existing licensed Innovyze Floating Seat License Server.

Figure 1.1
A new set of keys can also be used to activate a new license on another server. To activate your upgrade license on another server, generate a deactivation key and submit it online. If this is the upgrade case, please follow the instructions provided on the 3.2 Scenario of this section. This license upgrade process can be done through the online licensing system as shown in Figure 1.2.

**Figure 1.2** Floating Seat License Upgrading Process (applying an upgrade license on another license server)

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**NOTE:** If you have not installed INNOVYZE FLOATING SERVER MANAGER on another server, you must do it before STEP 5 (see Section 2). You are required to perform steps 3 and 4 on the existing license server and then follow steps 5 and 7 on another license server.
SECTION 2 – UNDERSTANDING THE LICENSE DEACTIVATION PROCESS

2.1 Understand the License Deactivation Process
Transferring an existing floating seat license to another server requires a deactivation key. Once the license has been deactivated, the current key may not be used again. When a new license key is requested, the new keys will be displayed on the webpage and a confirmation email will be sent to the registered email address. If the software is being reinstalled, no deactivation key needs to be generated and it requires the latest CD key, serial number and license key sent. To perform the deactivation process, please follow the instructions provided on the 2.2 Scenario of this section.

NOTE: Please note that we request a Deactivation Key when transferring Floating Seat Licenses between servers.

Figure 2.1 Floating Seat License Deactivation Process
2.2 Scenario: Deactivating Your Existing Floating Seat License

**NOTE:** The following installation needs to be done on the server. A server administrator follows the instructions below, otherwise, contact the server administrator to perform the following installation and/or deactivate your existing floating license from the INNOVYZE FLOATING SEAT LICENSE MANAGER on the server.

STEP 1. Locate the Floating Seat License Manager where the existing floating seat licenses are installed.

STEP 2. Deactivate the existing floating seat license by generating a *Deactivation Key*:

STEP 2a. From the Floating Seat License Manager, highlight the license that is being deactivating. Make sure that the number of seats matches with the number of available seats for the license. If not, contact the user to check the license back in.

![Floating Seat License Manager](image.png)

STEP 2b. Click on the Deactivation button at the bottom of the Floating Seat License Manager to get to the Deactivation dialog.

STEP 2c. Click on the “Deactivate License” button. There will be prompted one last time before the license is deactivated on the current machine.
STEP 2d. Submit the Deactivation Key online.
SECTION 3 – SCENARIO: UPGRADING A FLOATING SEAT LICENSE TO ANOTHER FLOATING SEAT LICENSE

3.1 Scenario 1: Upgrading Your License on the Same License Server

To upgrade the existing license, which is being upgraded from the existing INNOVYZE FLOATING LICENSE MANAGER, please follow the instructions below.

**NOTE:** The following installation needs to be done on the server. A server administrator follows the instructions below, otherwise, contact the server administrator to perform the following installation and/or deactivate your existing floating license from the INNOVYZE FLOATING SEAT LICENSE MANAGER on the server.

STEP 1. Locate the Floating Seat License Manager, which has the existing floating seat license(s).

STEP 2. Select the license that needs to be upgraded in the Floating Seat License Manager. The user does not need to check the license(s) back in for the upgrade process.

STEP 3. Replace the existing serial number and CD key with the upgrade serial number and CD key.

STEP 4. Set the REQUEST LICENSE KEY ON-LINE FOR dropdown menu to “Upgrade” and click on the GO button to open and load the Innovyze
REQUEST LICENSE ONLINE webpage.

STEP 5. After submitting the license request, the online license activation system will automatically load a renewal CD key and License Key on the webpage and a confirmation email will be sent to the registered email address.

STEP 6. Paste the upgrade license key on the INNOYZE FLOATING SEAT LICENSE MANAGER dialog box and click on the APPLY button.

STEP 7. 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 license seat cap. 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), perform the following procedure:

STEP 7a. From the client computer, login with administrator rights.
STEP 7b. If the Innovyze product needs to be reinstalled (it is recommended that the previous installation is uninstalled) or installed on the client computer, please do so now.

STEP 7c. From the LICENSE OPTIONS dialog box as shown below, check on the “Floating License” radio button.

STEP 7d. In 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 7e. In the SETUP OPTIONS dialog box, check on the “Local Stand-alone installation (standard)” radio button. The Local Stand-Alone option installs both shared files and client machine specific files in the client computer. It is recommended since the Central Repository option installs example files and client computer specific files in the client computer, then installs the common files to a central location. If the administrator updates the central repository but forgot to update the client computer, it would cause the program fail. Also, if a user wants to use a different version, there would have to be version management between users. Most customers use the Local Stand-alone option.
STEP 7f. Finally, the INNOYZE PRODUCT LICENSE dialog box will appear on the screen as shown below.
STEP 7g. After completing the installation, check if the client computer is correctly configured: 1) if the client machine uses Windows XP SP 2, either disable Windows Firewall or open port 5367. This port is required for client machines 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, HNET400.ini, INFOSM.ini, INFOSW.ini, or INFOWR.ini) on the client machine.
3.2 Scenario 2: Upgrading Your License on Another License Server

To activate the upgrade license on another INNOVYZE FLOATING LICENSE MANAGER deactivate the existing license, that is being upgraded.

To upgrade your existing license on another license server, follow sections 3.2.1 and 3.2.2:

3.2.1 Deactivate Your Existing Floating Seat License

**NOTE:** The following installation needs to be done on the server. A server administrator follows the instructions below, otherwise, contact the server administrator to perform the following installation and/or deactivate your existing floating license from the INNOVYZE FLOATING SEAT LICENSE MANAGER on the server.

STEP 1. Locate the Floating Seat License Manager, which has the existing floating seat license.

STEP 2. Deactivate the existing floating seat license by generating a Deactivation Key:

STEP 2a. From your Floating Seat License Manager, highlight the license that you are deactivating. Make sure that the number of seats matches with the number of available seats for the license. If not, you need to contact your user to check the license back in.
STEP 2b. Click on the Deactivation button at the bottom of the Floating Seat License Manager to get to the Deactivation dialog.

STEP 2c. Once you are sure you want to deactivate, click on the “Deactivate License” button. You will be prompted one last time before your license is deactivated on the current machine.

STEP 2d. Submit the Deactivation Key via online.

STEP 3. If the FLOATING SEAT LICENSE MANAGER is installed on the server, launch it and go to STEP 5. If the FLOATING LICENSE SERVER MANAGER has not been launched yet, launch it. To find out more information about how to install the FLOATING SEAT LICENSE MANAGER, please read the Floating License Server Users Guide. To install the FLOATING SEAT LICENSE MANAGER on your server, perform the following procedure:
STEP 3a. Turn on the machine and start Windows. Close any other applications that are currently running. This installation **REQUIRES A SYSTEM REBOOT** at the end of the installation process for this software to work properly. Please be prepared to do so at the end of the installation wizard.

STEP 3b. Launch the installer from the download link provided. Follow the on-screen instructions for system specific information.

STEP 3c. The system **MUST REBOOTED** immediately following the installation program. Failure to do so will prevent certain clients from being able to access the system.

STEP 3d. After reboot, from the START menu, navigate to *PROGRAMS* and then go to *INNOVYZE FLOATING LICENSE SERVER* and launch *FLOATING LICENSE SERVER MANAGER*.

STEP 3e. The *ABOUT* dialog box should appear as shown below. The Serial Number, CD Key and Hardware Identification Key should appear in the *ABOUT* dialog box.

![About Dialog Box](image)

STEP 3f. Set the *REQUEST LICENSE KEY ON-LINE FOR* dropdown menu to *ACTIVATION* and click on the *GO* button to open the Internet browser and load the Innovyze *REQUEST LICENSE ONLINE* webpage.
STEP 3g. Please verify the Serial Number and the CD Key and then fill in the email address and telephone number. Finally, click on the SUBMIT button to send a request to obtain the License Key. The new license key will be displayed on the webpage and a confirmation email will be delivered to the registered email address.

STEP 3h. Open the licensing ABOUT dialog box (see Step 6 above) and copy the License Key from confirmation email or REQUEST LICENSE ONLINE webpage and paste it in the LICENSE KEY field. Finally, click on the APPLY LICENSE CHANGES button.
button to complete the activation process and close the ABOUT dialog box.

STEP 3i. The INNOVYZE FLOATING SEAT LICENSE MANAGER dialog box now appears on the screen as shown below.
STEP 3j. After you submit your license activation request, our on-line license activation system will automatically display a new License Key on the webpage and a confirmation email of your request will be delivered to your email address as well.

STEP 3k. Finally, click on the APPLY LICENSE CHANGES button to complete the activation process and close the ABOUT dialog box.
3.2.2 Activate Your New Upgrade Floating Seat License

**NOTE:** The following installation needs to be done on the server. A server administrator follows the instructions below, otherwise, contact the server administrator to perform the following installation and/or deactivate your existing floating license from the INNOVYZE FLOATING SEAT LICENSE MANAGER on the server.

STEP 1. In 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 2. Set the *REQUEST LICENSE KEY ON-LINE FOR* dropdown menu to *ACTIVATION* and click on the *GO* button to open the Internet browser and load the Innovyze *REQUEST LICENSE ONLINE* webpage.

STEP 3. After receiving the License Key, click on the *APPLY* button of the *INNOVYZE FLOATING SEAT LICENSE MANAGER* dialog box to activate the product. Repeat STEP 1 and STEP 2 to add additional Innovyze products.
STEP 4. Finally, install the Innovyze product(s) using the provided software download from the Innovyze Website on the client computer. After the installation has been completed, Users have the capability of checking-in and checking-out a floating seat license from the server up license seat limit. 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), perform the following procedure:

STEP 4a. From the client computer, login with administrator rights.

STEP 4b. If the Innovyze product needs to be reinstalled (it is recommended that the previous installation is uninstalled) or installed on the client computer, please do so now.

STEP 4c. From the LICENSE OPTIONS dialog box as shown below, check on the “Floating License” radio button.

![License Options Dialog]

STEP 4d. In 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 4e. In the SETUP OPTIONS dialog box, check on the “Local Stand-alone installation (standard)” radio button. The Local Stand-Alone option installs both shared files and client machine specific files in the client computer. It is recommended since the Central Repository option installs example files and client computer specific files in the client computer, then installs the common files to a central location. If the administrator updates the central repository but forgot to update the client computer, it would cause the program fail. Also, if a user wants to use a different version, there would have to be version management between users. Most customers use the Local Stand-alone option.
STEP 4f. Finally, the *INNOVYZE PRODUCT LICENSE* dialog box will appear on the screen as shown below.
STEP 4g. After completing the installation, check if the client computer is correctly configured: 1) if the client machine uses Windows XP SP 2, either disable Windows Firewall or open port 5367. This port is required for client machines 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, HNET400.ini, INFOSM.ini, INFOSW.ini, or INFOWR.ini) on the client machine.