

NSP GUIDE

Activation and Upgrade of Products with NSP

This guide is only applicable to:

- **CODESOFT 9.10**
- **LABEL MATRIX 8.60**
- **LABEL MATRIX 8.70**
- **LABELVIEW 8.60**
- **LABELVIEW 9**
- **SENTINEL 6.1**
- **BACKTRACK 7.0**
- **LABEL ARCHIVE SERVER 3.30**



Activation and Upgrade of TEKLYNX products with NSP

This document introduces the new software protection (NSP) wizards used to activate and upgrade TEKLYNX software-key protected products.

Section A presents the **Activation Wizard**, with details of the different activation modes available.

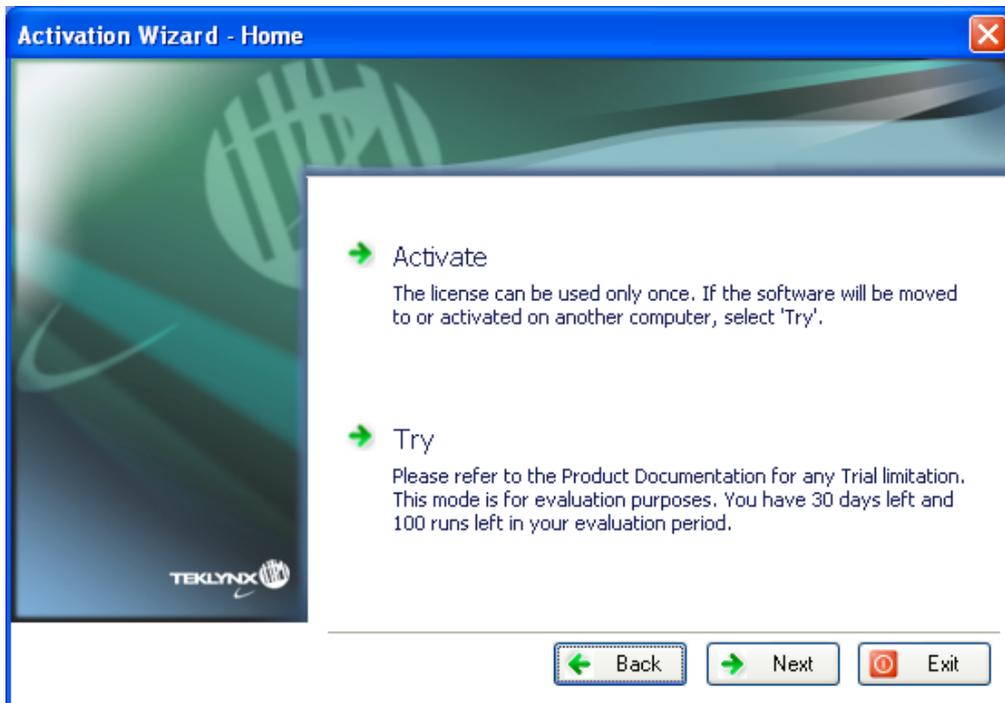
Section B presents the **Upgrade Wizard**, which is used to upgrade, transfer or deactivate a license.

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A. Activation Wizard

Once you have launched the labeling software, the **Activation Wizard** will be displayed and will guide you through the software key protection process.

Activation Wizard - Home displays 2 options: **Activate** and **Try**.



Choose **Try** if you want to run the application in Trial mode. Trial mode is available for 30 days or 100 runs.

Select **Activate** if you want to activate the product with NSP.

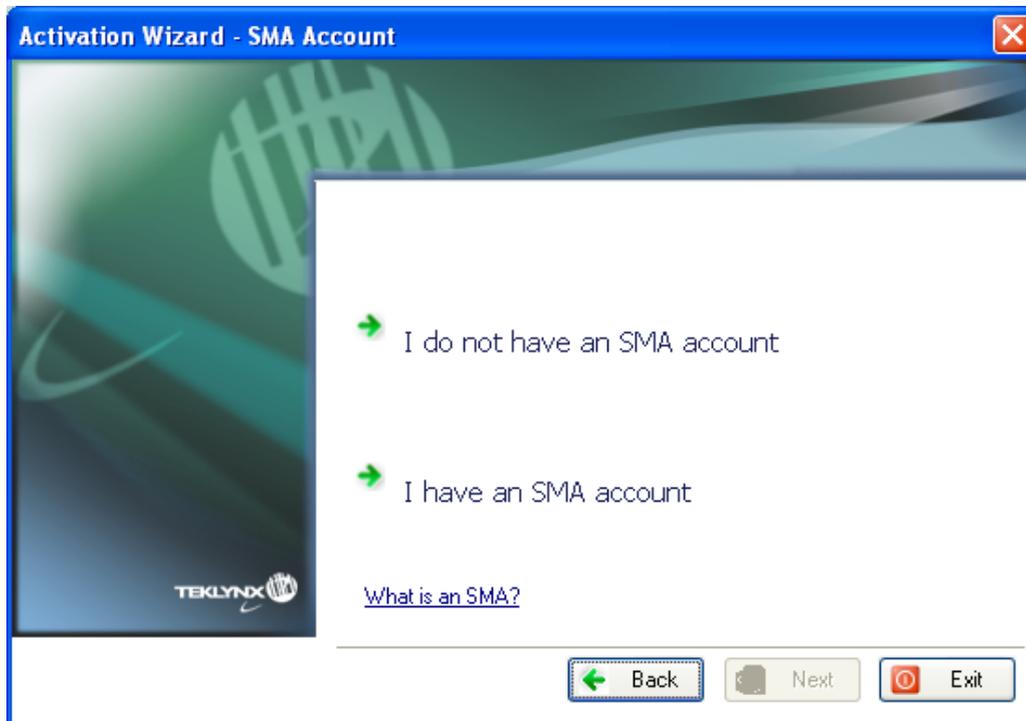
There are three possible activation methods:

- **Online activation**
If you have an Internet connection on the computer where the software is installed, online activation is automatically selected.
- **Activation from another computer**
If you do not have an Internet connection on the computer where the software is installed but you have access to another computer with an Internet connection, you can activate the product by clicking Activate from another computer.
- **Offline activation**
If you do not have access to Internet, you can activate the product offline.

1. Activate online

If you have an Internet connection on the computer where the software is installed, online activation is automatically selected.

1. If you're connected to Internet the following screen will ask you if you have an SMA (Software Maintenance Agreement):



What is an SMA?

Visit www.teklynx.eu/sma for information on the TEKLYNX Software Maintenance Agreement (SMA).

What is an SMA account?

An SMA account is used to register and manage SMAs on TEKLYNX SMA Center (<http://smareg.teklynx.com/>)

If you have created an SMA account in the past, you will have received an email from TEKLYNX with details of your SMA Center **User ID** and **password**.

- a. If you don't have an SMA account: Click on **I do not have an SMA account**.
Go to point 2 below.
- b. If you already have an SMA account: Click on **I have an SMA account**.

Enter your SMA Center **User ID or email** and your SMA Center **Password** and click **Next**.

Activation Wizard - SMA Login

Please enter your SMA information.

SMA User ID or E-mail address

Password

[I have forgotten my password](#)

Back Next Exit

2. Input the end user's information in the **User Registration form**. This should be the name of the person who accepts the Terms and Conditions of the SMA.

Note: If you already have an SMA account and your **SMA User ID or email** and **Password** are correct, your SMA account data will be retrieved from SMA Center and will automatically populate the **User Registration** fields below.

Activation Wizard - User registration

Company Name

First Name Last Name

Address

City Zip

Country/State State

E-mail email@domain.com

Phone +xx xxx xxx xxx

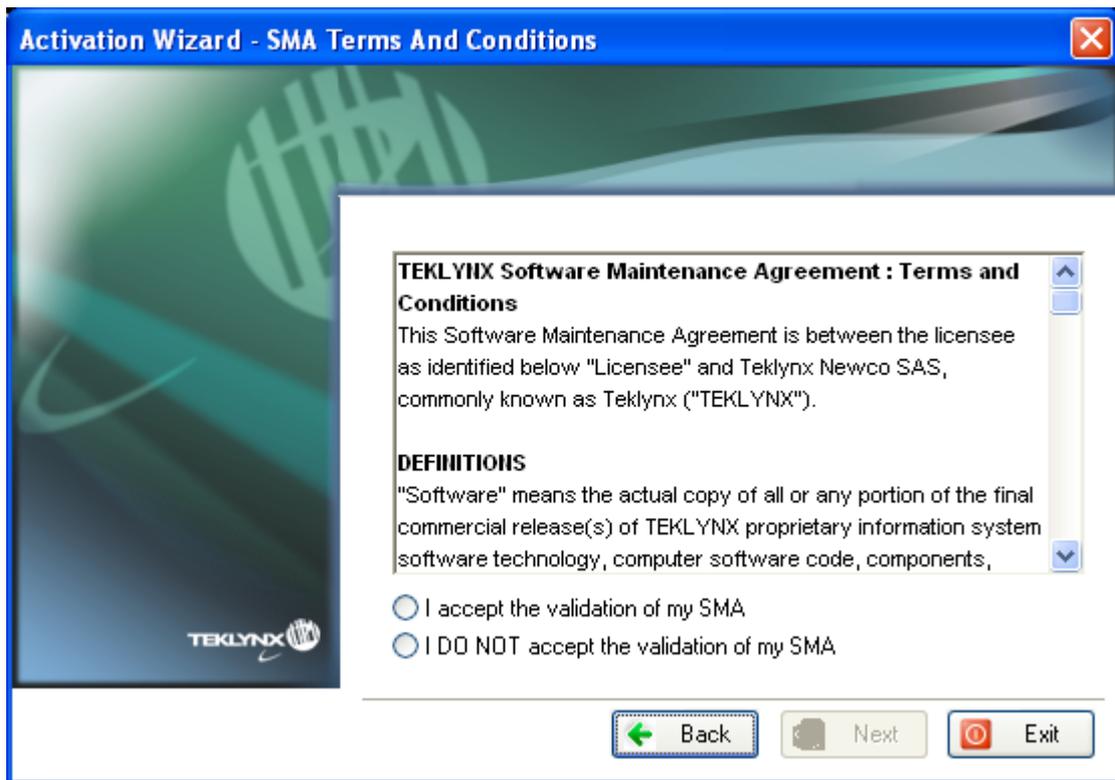
Industry Sector IT

[I do not wish to receive information and special offers.](#)

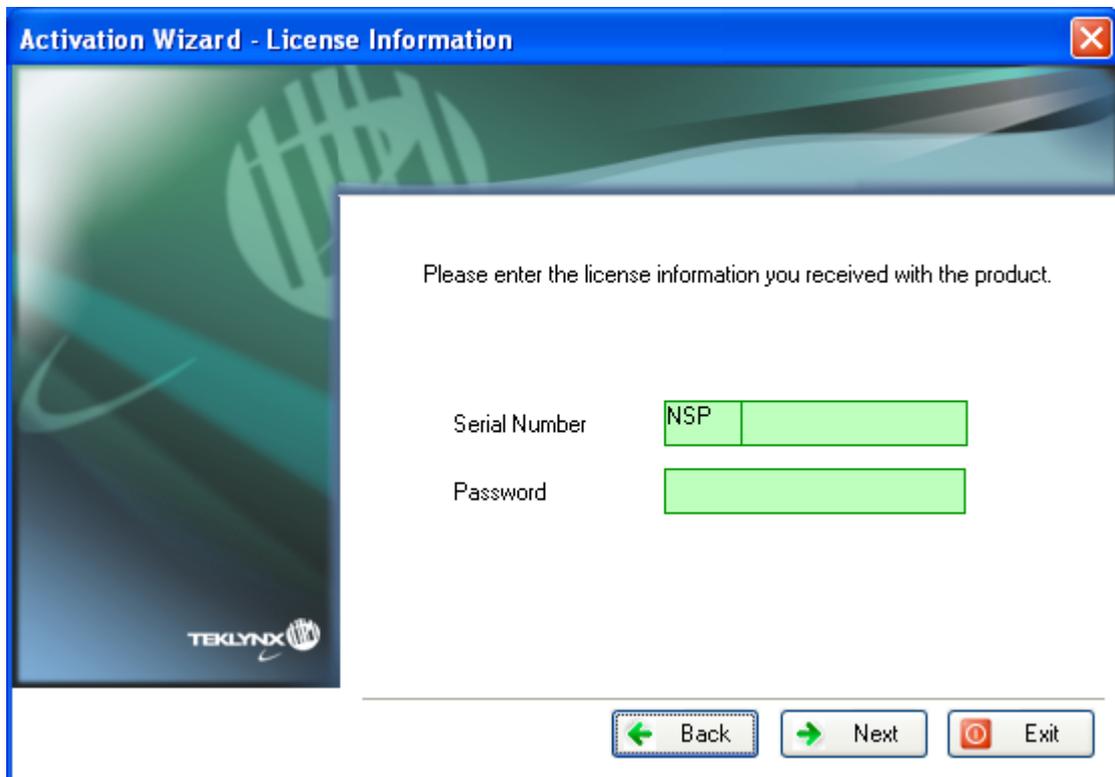
Back Next Exit

User registration data can be modified here if necessary. All fields are mandatory, except for **State**.

3. Check **I accept the validation of my SMA** and click on **Next**.



4. Enter the license **Serial number** and **password** provided with the product and click on **Next**.



License information can be found on the following document, in the CD pack:

Check that the serial number below matches the product (and version) you have installed

Serial Number NSP

Password

Activation

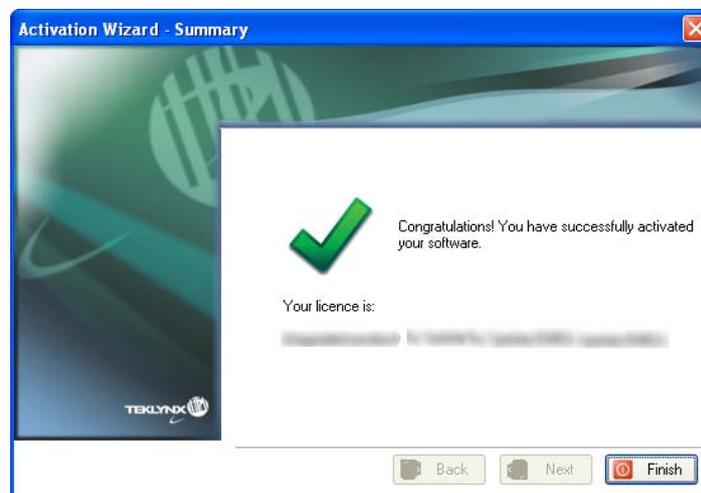
Please follow the instruction on the next page to activate your software. Note that the serial number can be used **only once**.
You may have ordered your labeling software with several options or add-ons. In this case you have to activate it using the serial number and password displayed above.
For any options / add-ons ordered later, you have to activate them following the Upgrade process.

If you have purchased a Network license, please activate the Network Manager. Network connection on workstations can be selected in TRIAL mode.

Upgrade / Transfer of license

If you need to upgrade a license or move your license to another computer, please follow the instructions for the **Upgrade wizard**. The process is the same as the activation process.

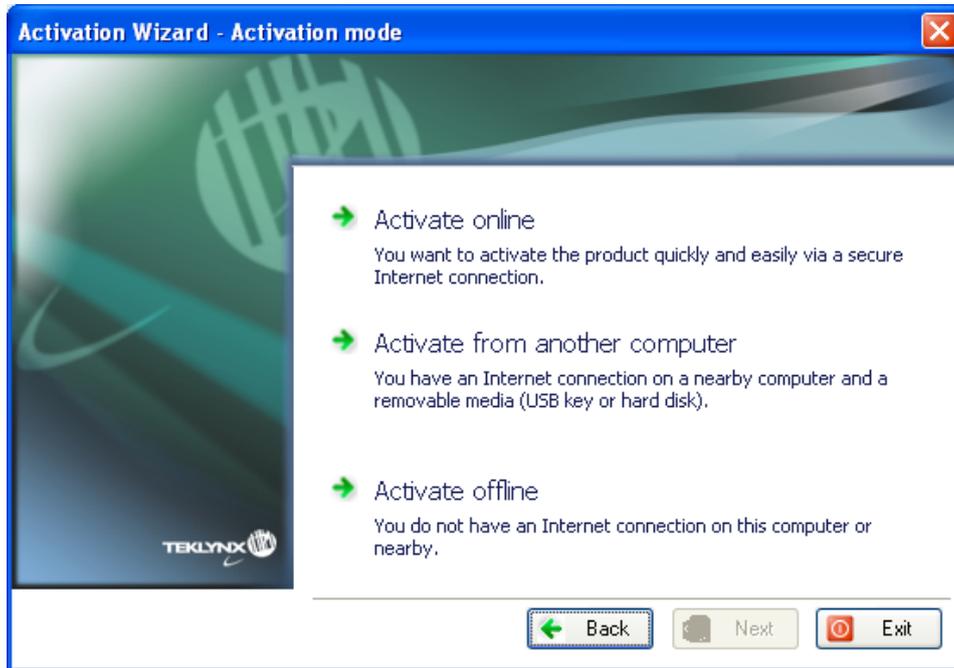
5. Click on **Finish**.



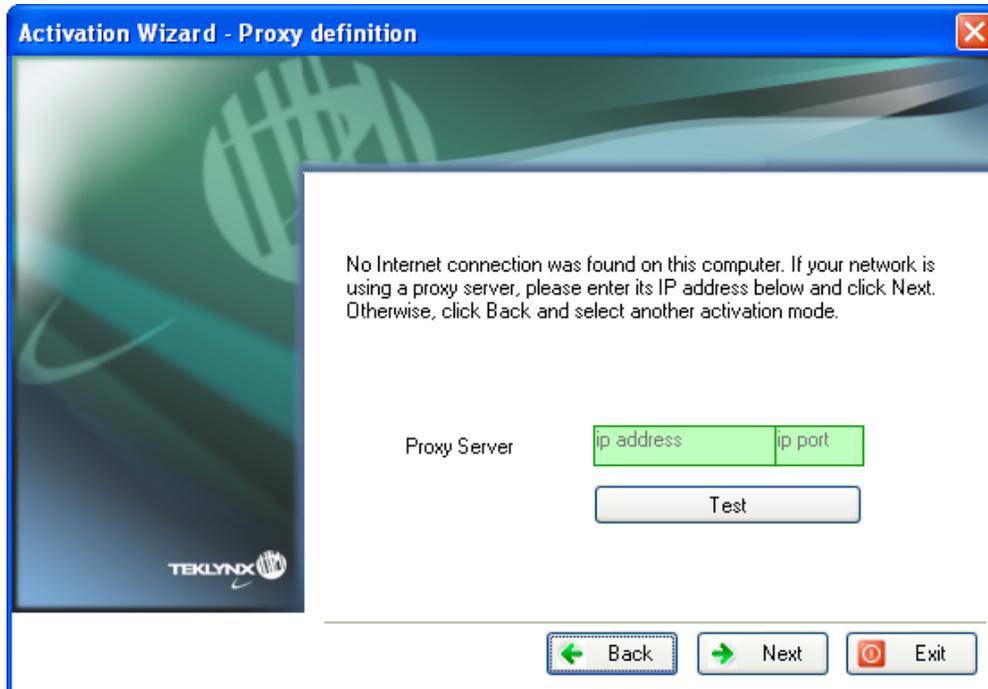
2. Activate online with proxy

Some enterprise networks are protected by a proxy server.

1. Select **Activate Online**



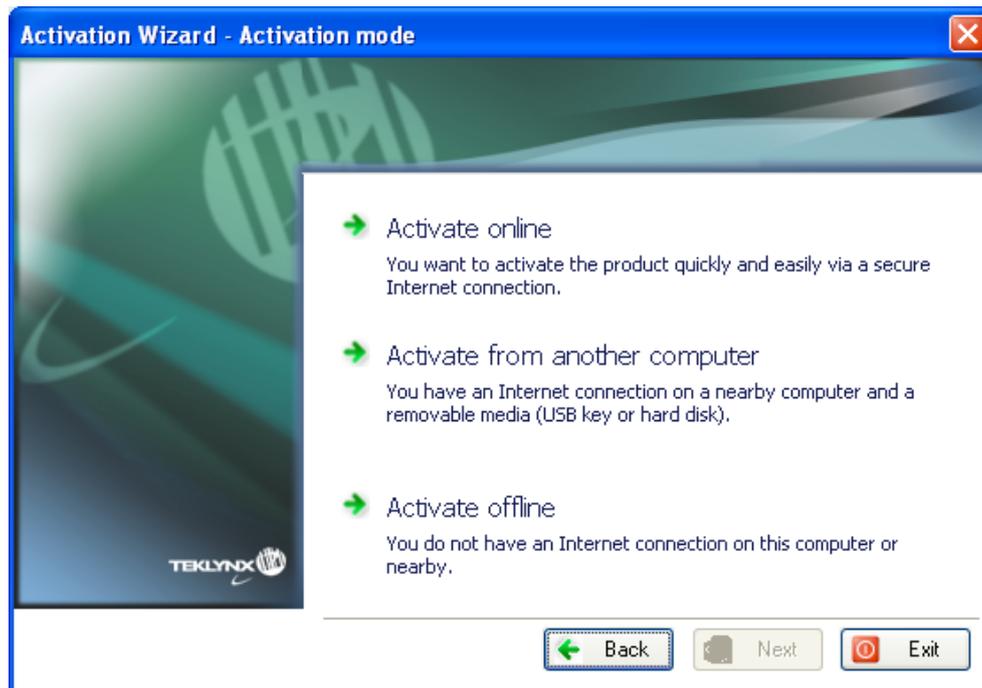
2. You can then define the IP address of your proxy server and click the **Test** button to test your connection.



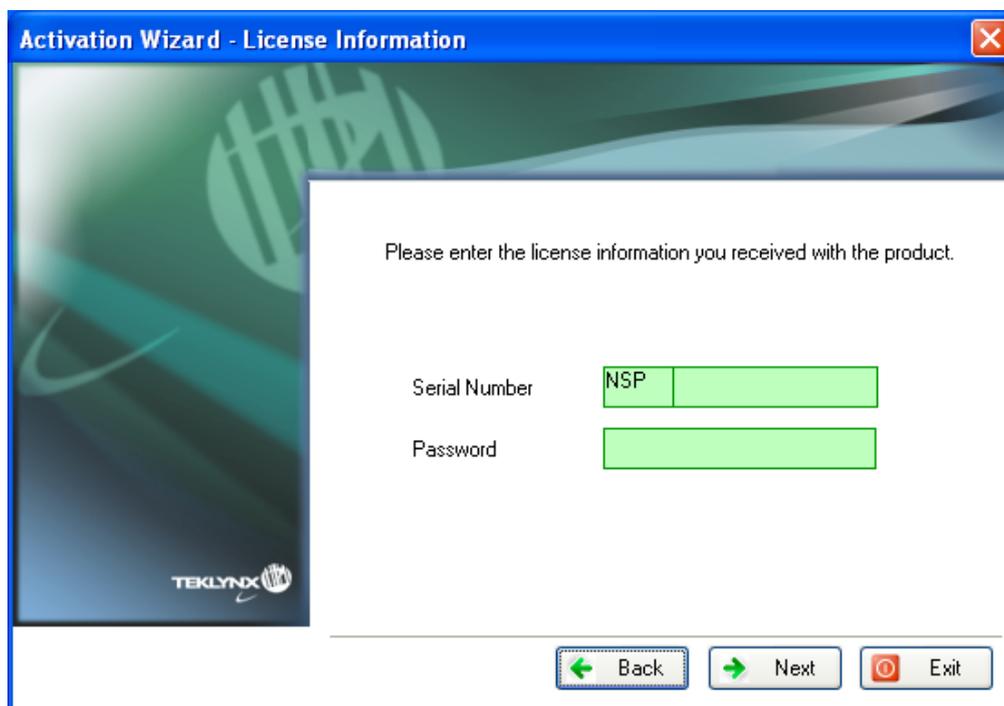
If you do not have an Internet connection on the computer where the software is installed but you have access to another computer with an Internet connection, you can activate the product by clicking **Activate from another computer**.

3. Activate from another computer

1. Select **Activate from another computer**.



2. Enter the **Serial number** and the **Password** provided with the product and click **Next**.



License information can be found on the following document, in the CD pack:

Check that the serial number below matches the product (and version) you have installed

Serial Number NSP

Password

Activation

Please follow the instruction on the next page to activate your software. Note that the serial number can be used **only once**. You may have ordered your labeling software with several options or add-ons. In this case you have to **activate** it using the serial number and password displayed above. For any options / add-ons ordered later, you have to activate them following the Upgrade process.

If you have purchased a Network license, please activate the Network Manager. Network connection on workstations can be selected in TRIAL mode.

Upgrade / Transfer of license

If you need to upgrade a license or move your license to another computer, please follow the instructions for the **Upgrade wizard**. The process is the same as the activation process.

Select the media to be used for activation (USB key or external hard disk...).

Activation Wizard - Activation from another computer

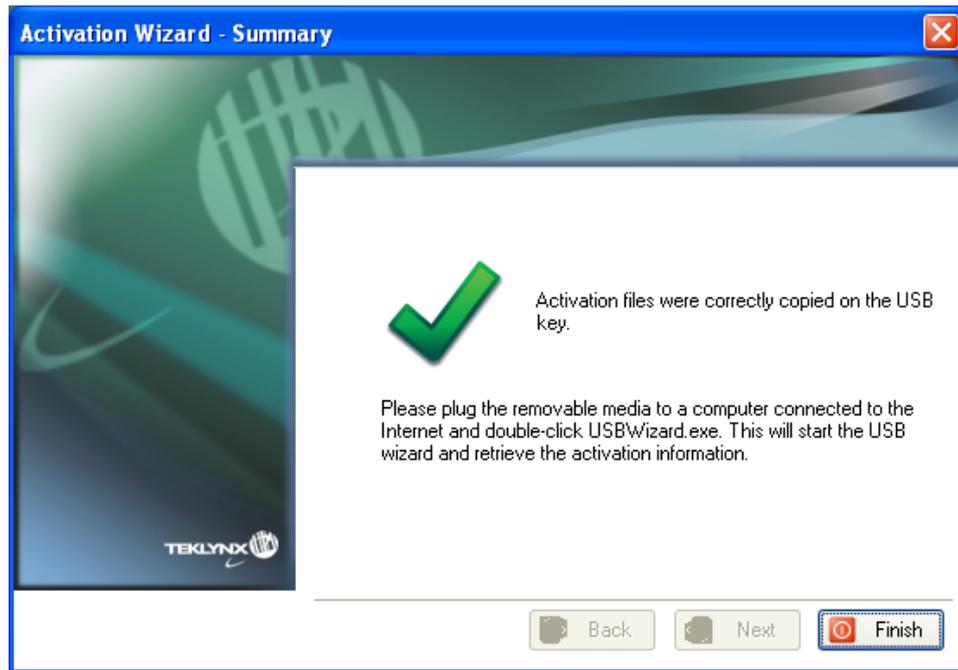
Please select the media to use for activation from another computer, then click Next and follow instructions. If the list is empty or unavailable, please plug a removable media (USB key, external hard disk...) into your computer.

Removable media: E: - PKBACK# 001

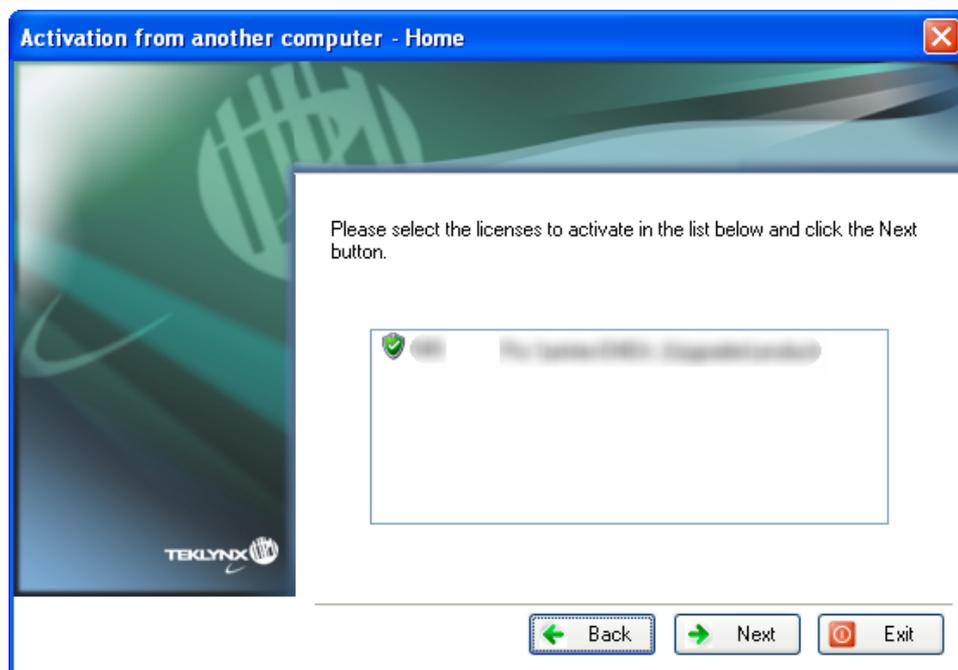
Back Next Exit

The list is empty if no removable media is detected. The list is refreshed as soon as a new removable media is plugged to the computer.

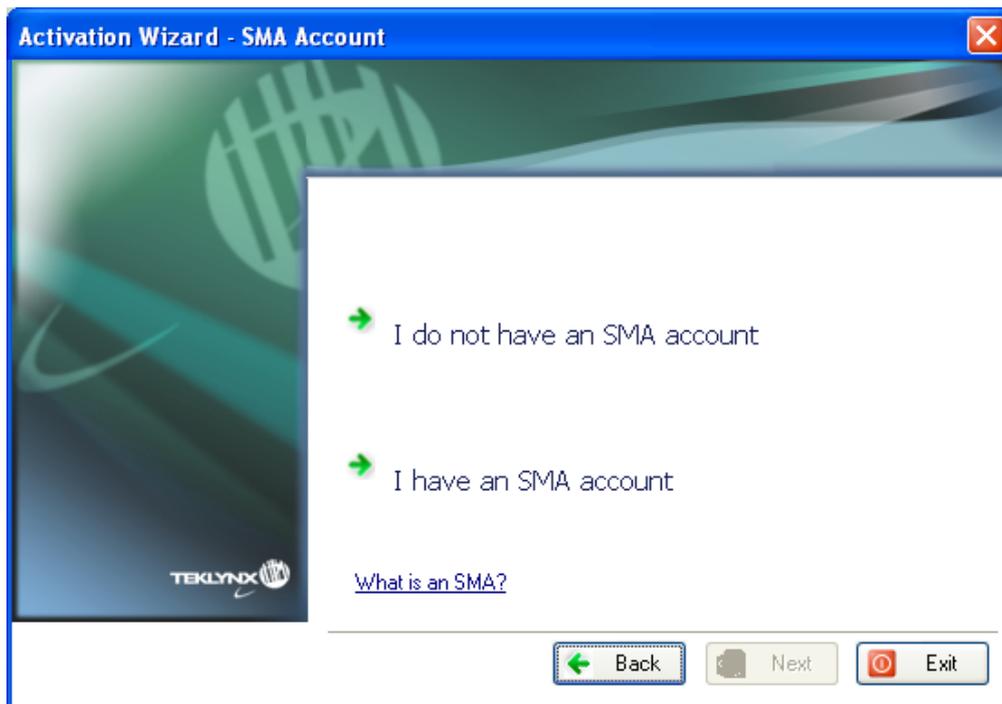
3. Click on **Next**. Activation files will be copied onto the selected media.



4. Unplug the removable media.
5. Plug the removable media into the computer connected to Internet.
6. Double-click **USBWizard.exe** (which can be found on the root of the media). This will start the Activation wizard.
7. Select the license(s) to activate and click on **Next**.



8. The following screen will ask you if you have an SMA (Software Maintenance Agreement):



What is an SMA?

Visit www.teklynx.eu/sma for information on the TEKLYNX Software Maintenance Agreement (SMA).

What is an SMA account?

An SMA account is used to register and manage SMAs on TEKLYNX SMA Center (<http://smareg.teklynx.com/>)

If you have created an SMA account in the past, you will have received an email from TEKLYNX with details of your SMA Center **User ID** and **password**.

- a. If you don't have an SMA account: Click on **I do not have an SMA account**.

Go to point 9 below.

- b. If you already have an SMA account: Click on **I have an SMA account**.

Enter your SMA Center **User ID or email** and your SMA Center **Password** and click **Next**.

Activation Wizard - SMA Login

Please enter your SMA information.

SMA User ID or E-mail address

Password

[I have forgotten my password](#)

Back Next Exit

9. Input the end user's information in the **User Registration form**. This should be the name of the person who accepts the Terms and Conditions of the SMA.

Note: If you already have an SMA account and your **SMA User ID or email** and **Password** are correct, your SMA account data will be retrieved from SMA Center and will automatically populate the **User Registration** fields below.

Activation Wizard - User registration

Company: Company Name

Contact: First Name, Last Name

Address: Address

City/Zip: City, Zip

Country/State: Country dropdown, State dropdown

E-mail: email@domain.com

Phone: +xx xxx xxx xxx

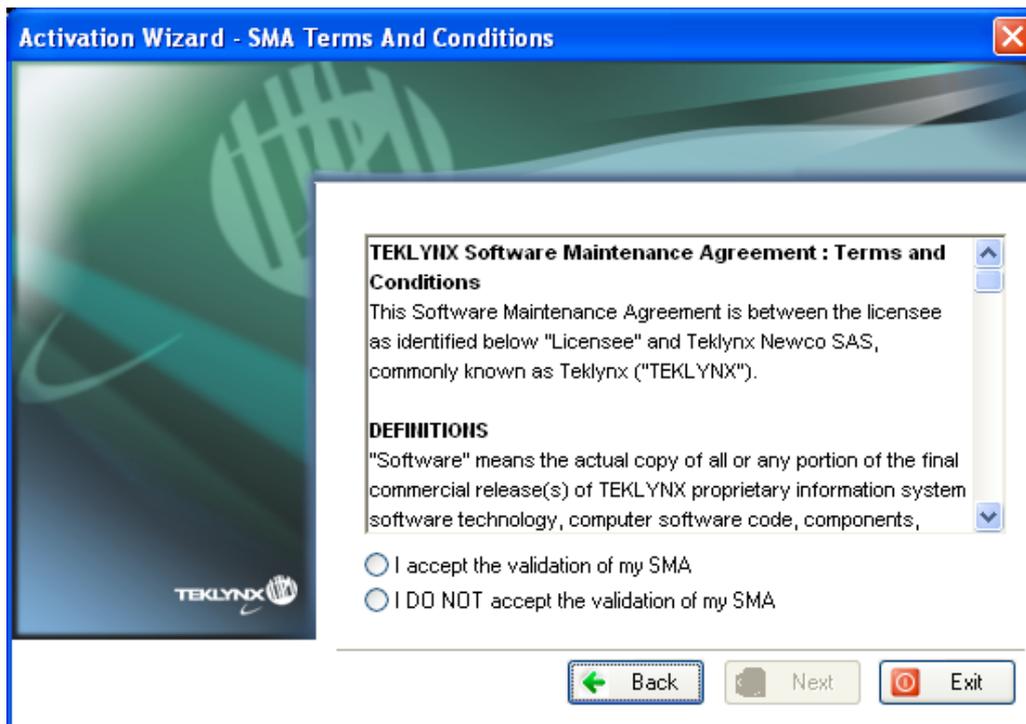
Industry Sector: IT dropdown

[I do not wish to receive information and special offers.](#)

Back Next Exit

User registration data can be modified here if necessary. All fields are mandatory, except for **State**.

10. Check **I accept the validation of my SMA** and click on **Next**.



A message will inform you that the activation information for the selected license(s) has been successfully retrieved.

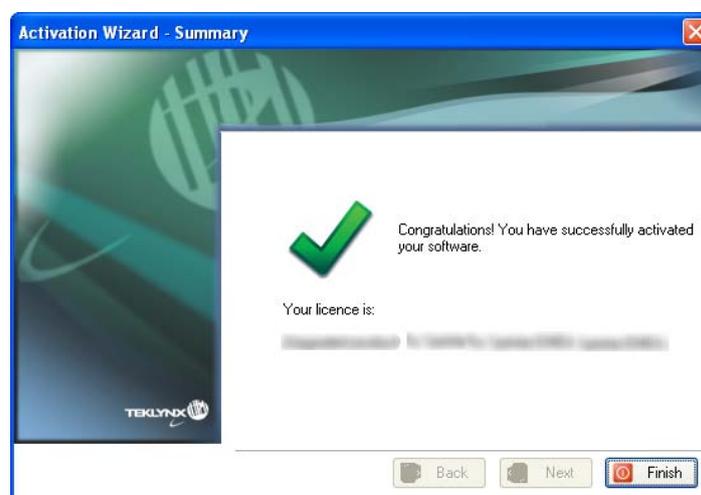
11. Unplug the removable media from this computer.

12. Plug this removable media back into the computer where the software is installed and double-click **USBWizard.exe** again (the file can be found on the root of the media).

The wizard will display the license that can be activated on the computer where the software is installed.

13. Click on **Next**.

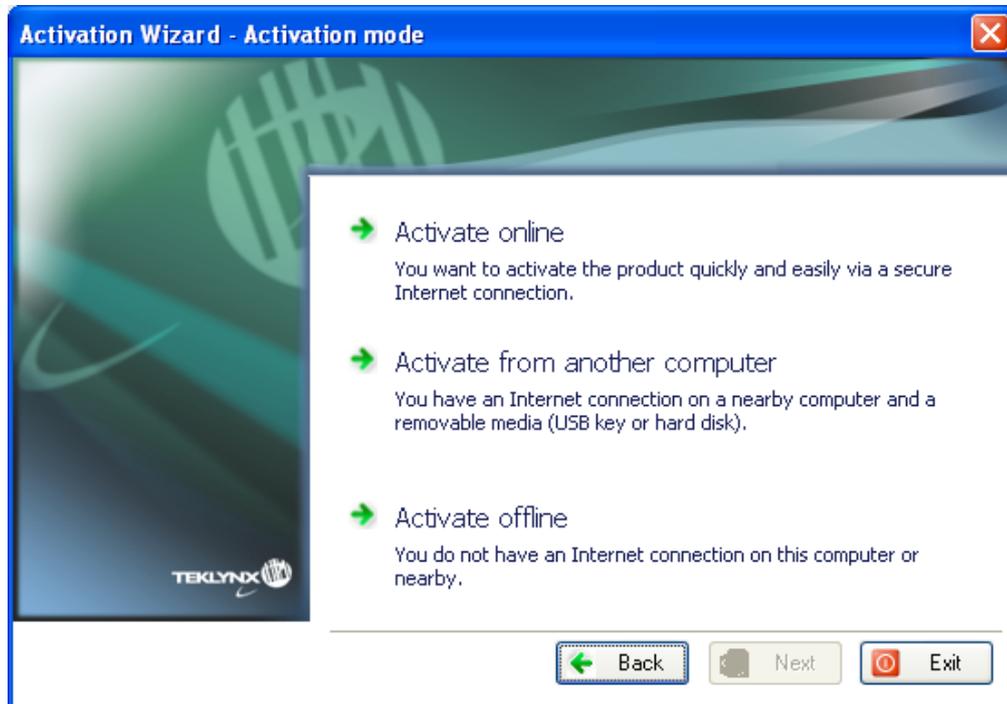
14. Click on **Finish**.



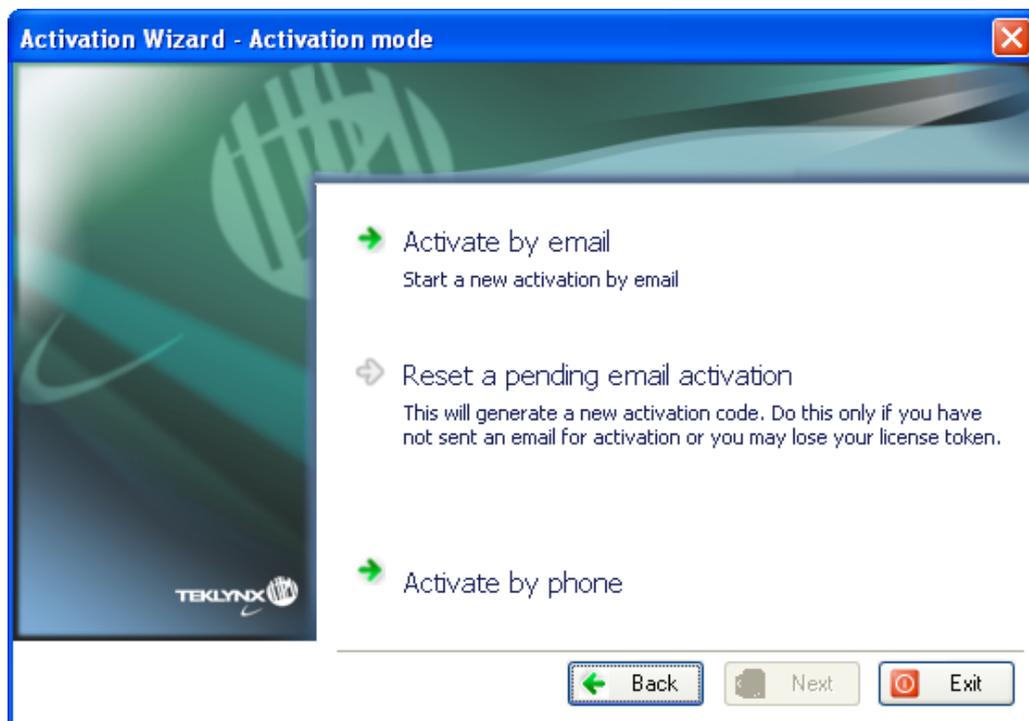
4. Activate offline

If you do not have access to Internet, you can activate the product offline.

1. Select **Activate offline**.

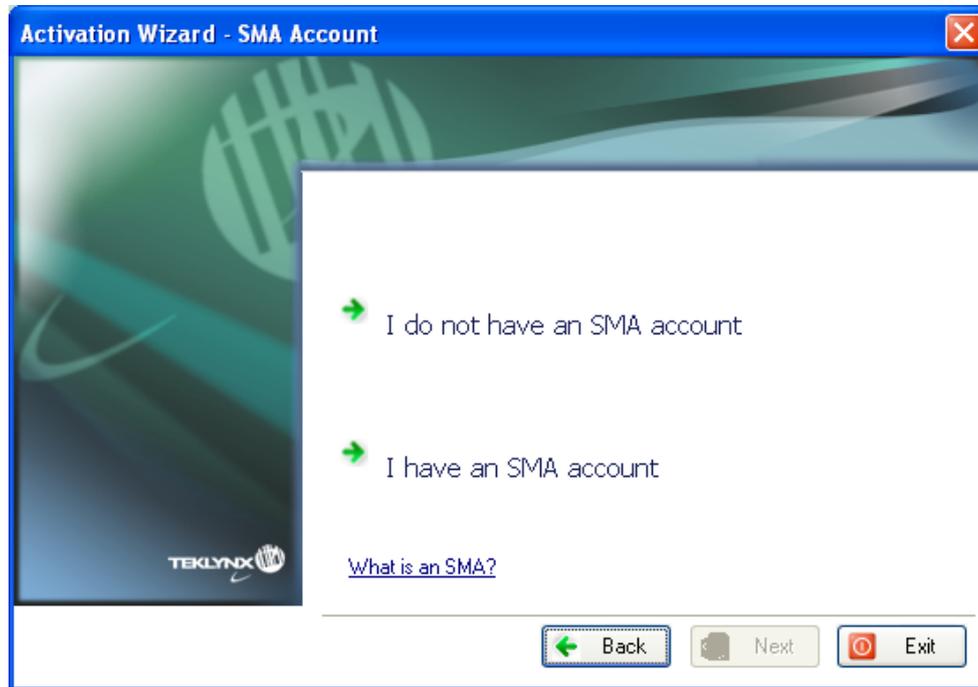


2. Select one of the two possible offline activation procedures: **Activate by email** or **Activate by phone**.



Activate by email

1. Select **Activate by email**.
2. The following screen will ask you if you have an SMA (Software Maintenance Agreement):



What is an SMA?

Visit www.teklynx.eu/sma for information on the TEKLYNX Software Maintenance Agreement (SMA).

What is an SMA account?

An SMA account is used to register and manage SMAs on TEKLYNX SMA Center (<http://smareg.teklynx.com/>)

If you have created an SMA account in the past, you will have received an email from TEKLYNX with details of your SMA Center **User ID** and **password**.

- a. If you don't have an SMA account: Click on **I do not have an SMA account**.

Go to point 3 below.

- b. If you already have an SMA account: Click on **I have an SMA account**.

Enter your SMA Center **User ID or email** and your SMA Center **Password** and click **Next**.

I have forgotten my password' is located below the password field. At the bottom right, there are three buttons: 'Back', 'Next', and 'Exit'."/>

Activation Wizard - SMA Login

Please enter your SMA information.

SMA User ID or E-mail address

Password

[I have forgotten my password](#)

Back Next Exit

3. Input the end user's information in the **User Registration form**. This should be the name of the person who accepts the Terms and Conditions of the SMA.

Note: If you already have an SMA account and your **SMA User ID or email** and **Password** are correct, your SMA account data will be retrieved from SMA Center and will automatically populate the **User Registration** fields below.

Please ensure that the **User registration** data is correct, as any errors could cause failure of the Email activation process.

 I do not wish to receive information and special offers.' is located below the phone field. At the bottom right, there are three buttons: 'Back', 'Next', and 'Exit'."/>

Activation Wizard - User registration

Company: Company Name

Contact: First Name, Last Name

Address: Address

City/Zip: City, Zip

Country/State: Country dropdown, State dropdown

E-mail: email@domain.com

Phone: +XX XXX XXX XXX

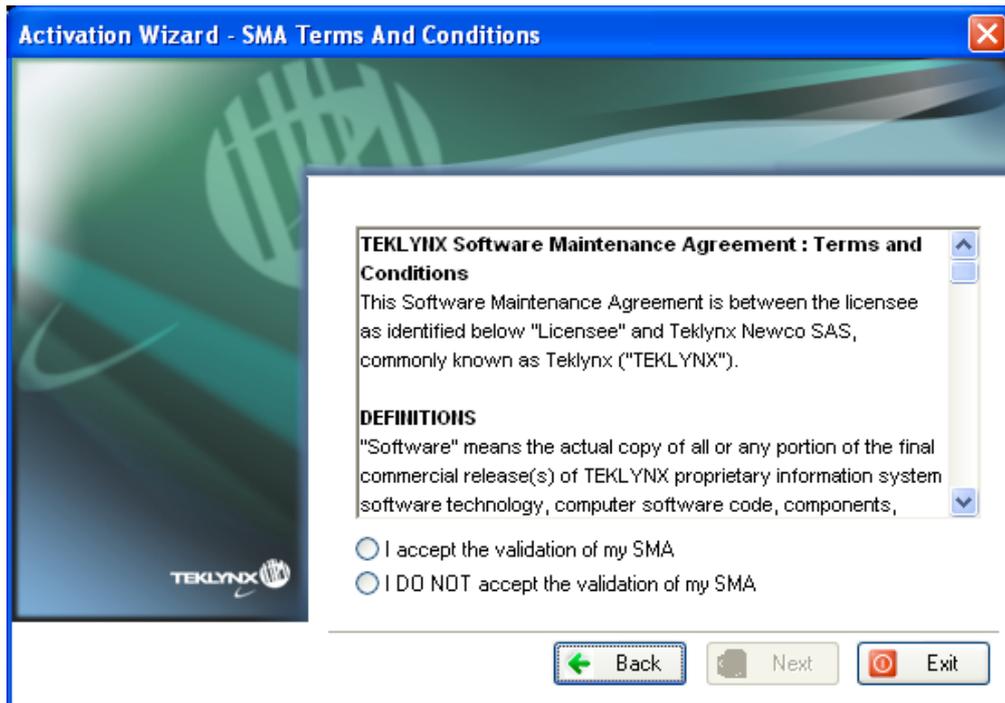
Industry Sector: IT dropdown

I do not wish to receive information and special offers.

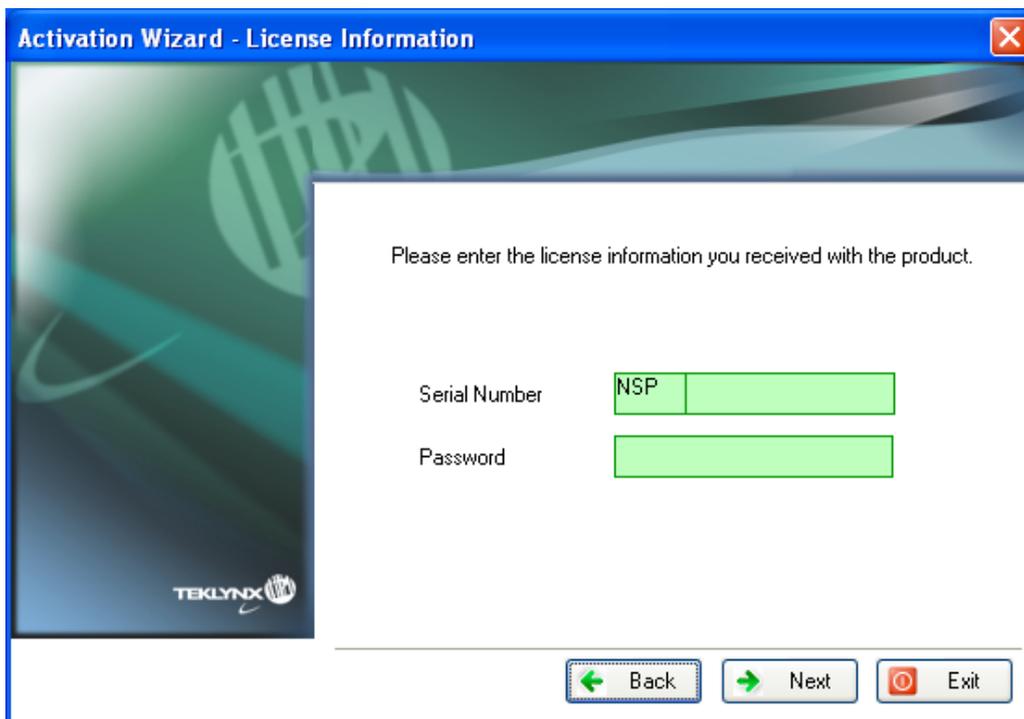
Back Next Exit

User registration data can be modified here if necessary. All fields are mandatory, except for **State**.

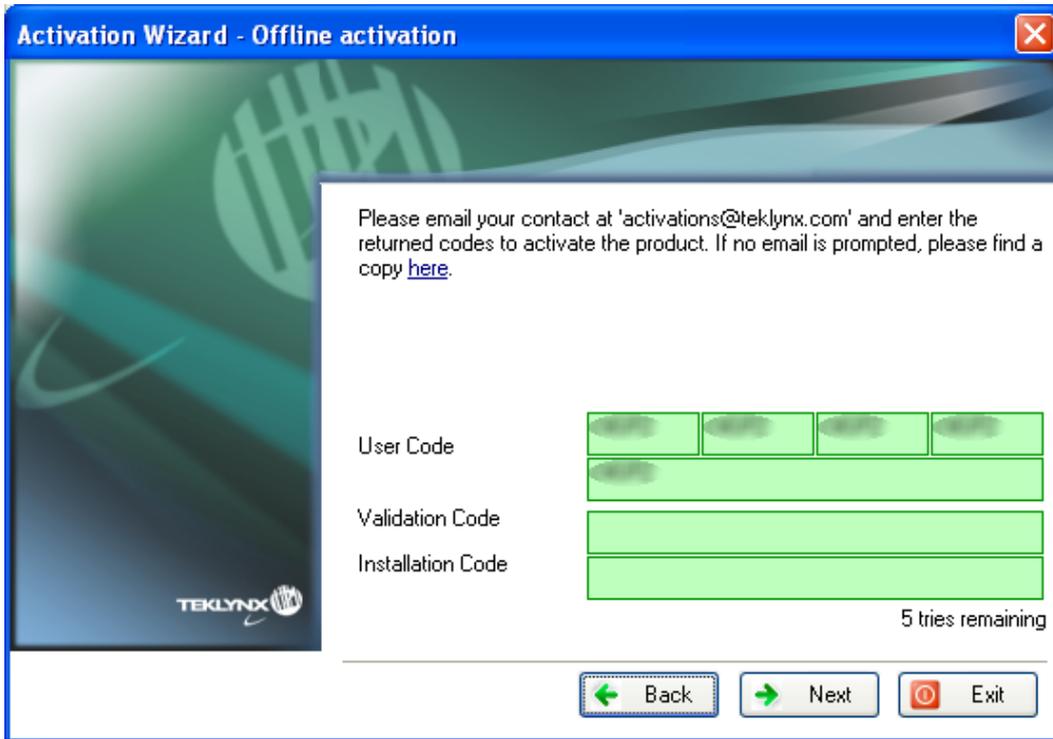
4. Check **I accept the validation of my SMA** and click on **Next**.



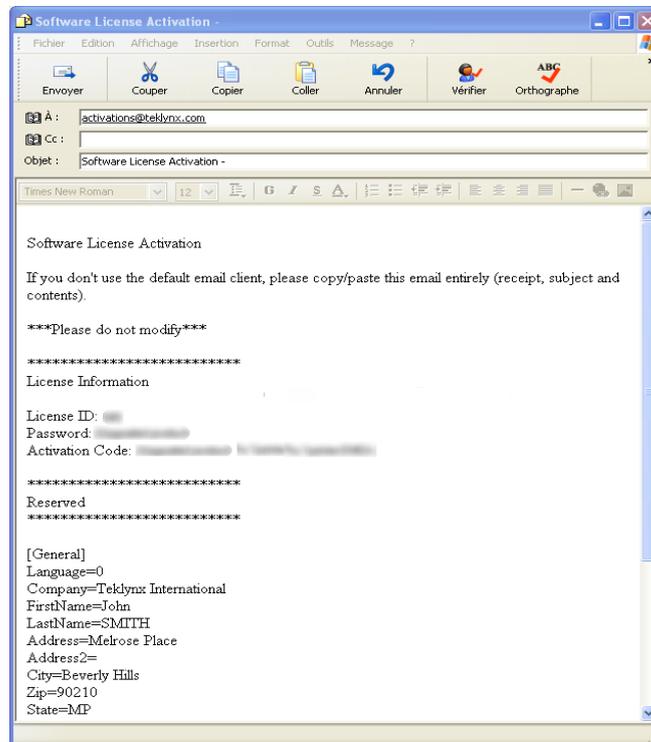
5. Enter the license **Serial number** and **Password** provided with the product and click on **Next**.



6. While the next screen is displayed, an email is automatically generated which you must send to activations@teklynx.com. TEKLYNX will then email you the Validation Code and Installation Code, which you will need to enter in the wizard fields below in order to complete the activation process.

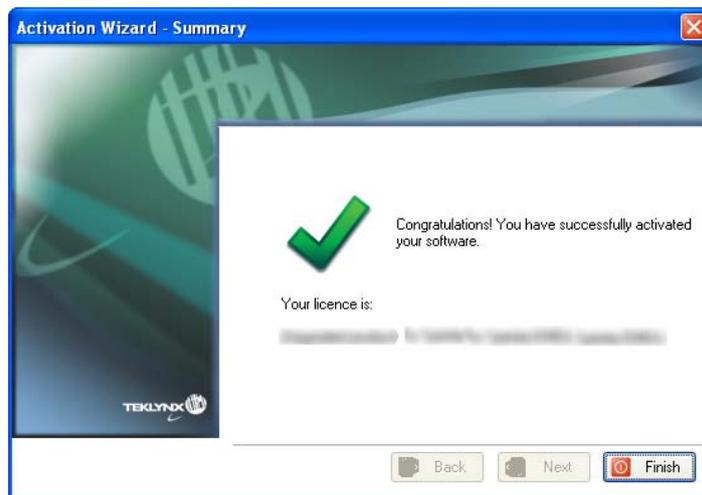


The automatically generated email looks like this:



This process can take several seconds. If no email is displayed, you can obtain a copy of the email by clicking the <here> link, and send it to activations@teklynx.com

7. Click on **Exit**. The software is in trial mode.
8. When you receive the **Validation code** and the **Installation code**, please start the software to launch the wizard.
9. Select **Activate**
10. Select **Activate by email - Continue a pending activation** and click on **Next**.
11. Enter the **Validation code** and the **Installation code** returned by email and click on **Next**.
12. Click on **Finish**.

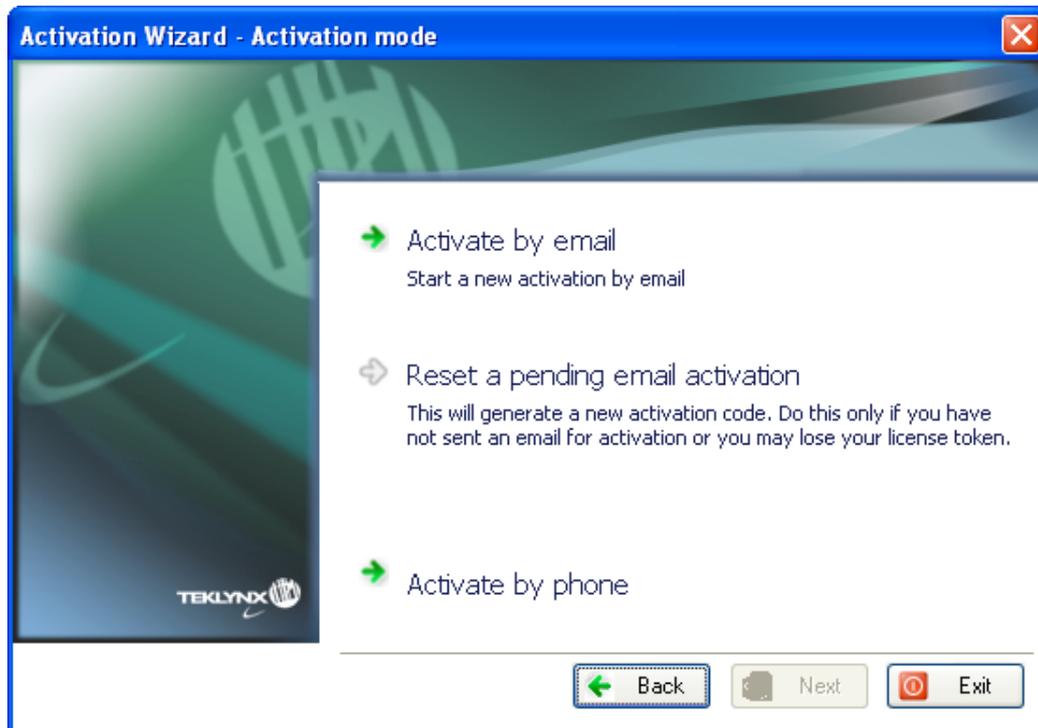


Reset a pending email activation

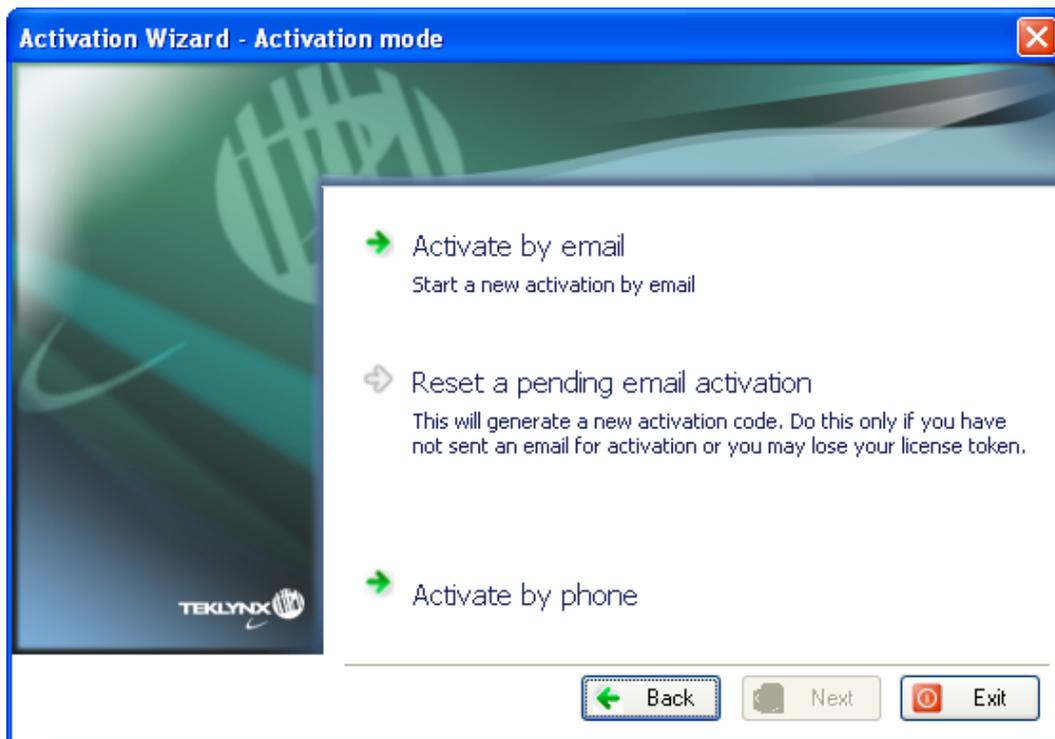
If you selected **Activate by email** but the automatically generated activation email was not properly sent to activations@teklynx.com, the option to **Reset a pending activation** allows you to obtain a new activation code.

A new **User code** will be delivered to enable you to proceed with the activation process.

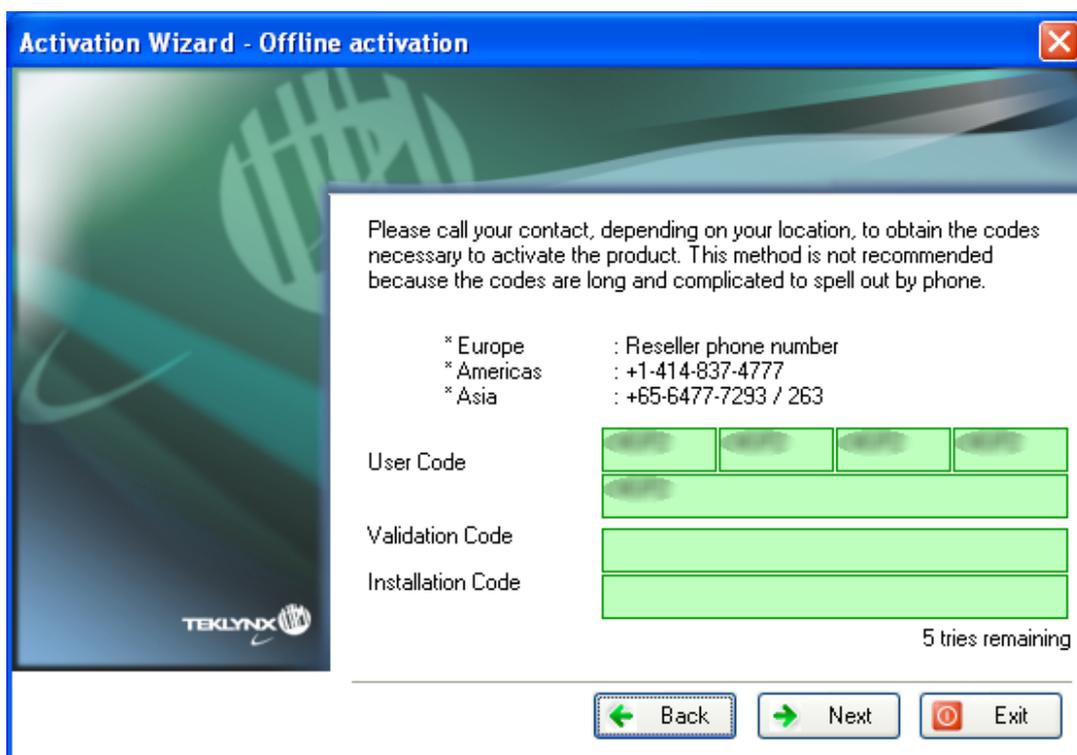
Note: do not perform this process if you have already sent the activation email.



Activate by phone



When you select **Activate by phone**, the following screen is displayed:



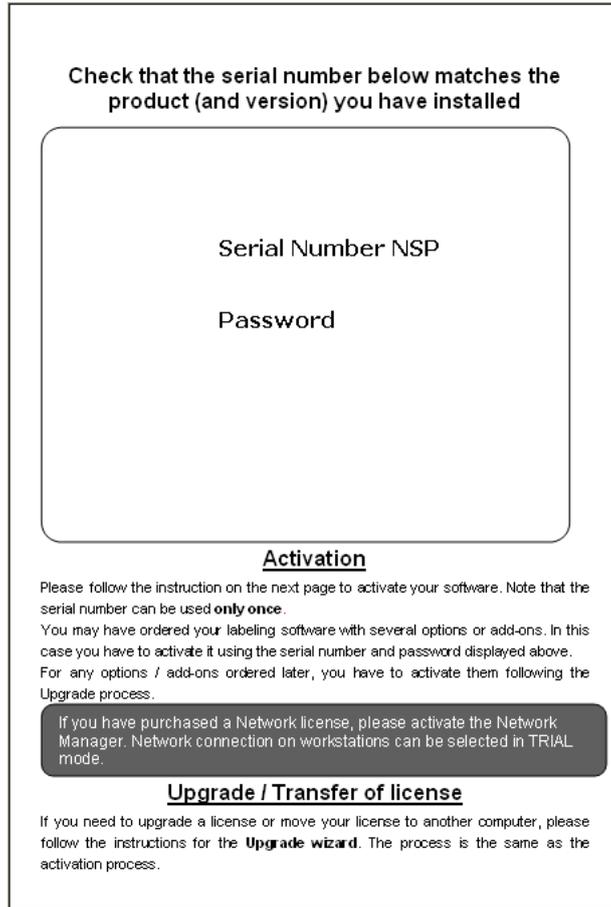
1. Call the contact displayed in the wizard depending on your location.

You will be required to provide **User Registration** details in order to activate your product by phone.

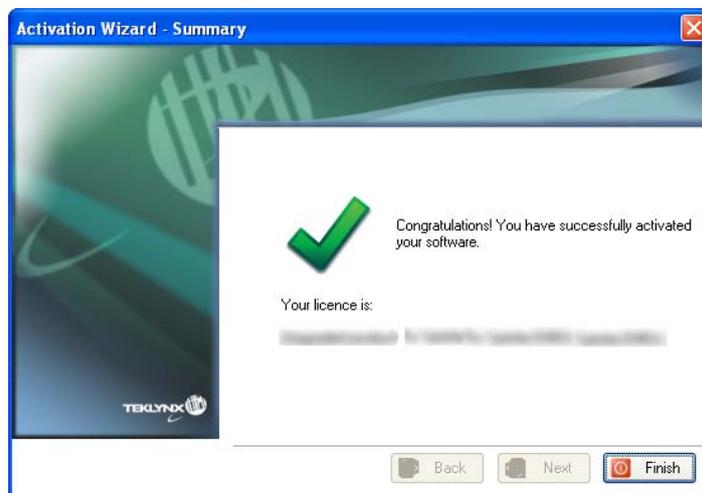
Please prepare your company information as well as the license **Serial number**, **Password** and **User Code**.

The **User Code** is displayed on the **Activation Wizard** (see screenshot above).

You will find the license **Serial number** and **Password** on the following document provided with your product:



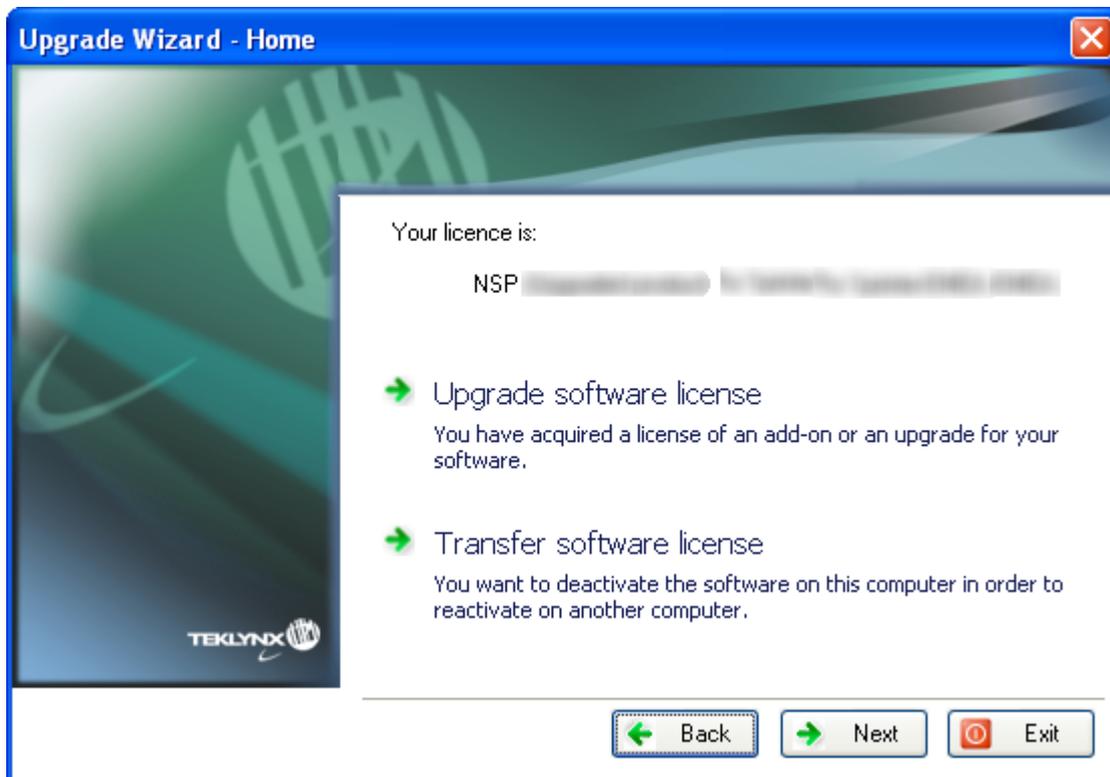
2. Enter the **Validation code** and **Installation code** provided by phone and click on **Next**.
3. Click on **Finish**.



B. Upgrade Wizard

Launch the **Upgrade Wizard** from the **Start** menu > **Programs** > **TEKLYNX** > Labeling software name > Upgrade wizard.

With the Upgrade Wizard, you can either upgrade a license or transfer the license to another computer or deactivate a license.



1. Upgrade a license

Launch the **Upgrade Wizard** from the **Start** menu > **Programs** > **TEKLYNX** > Labeling software name > **Upgrade wizard** and click **Upgrade software license**.

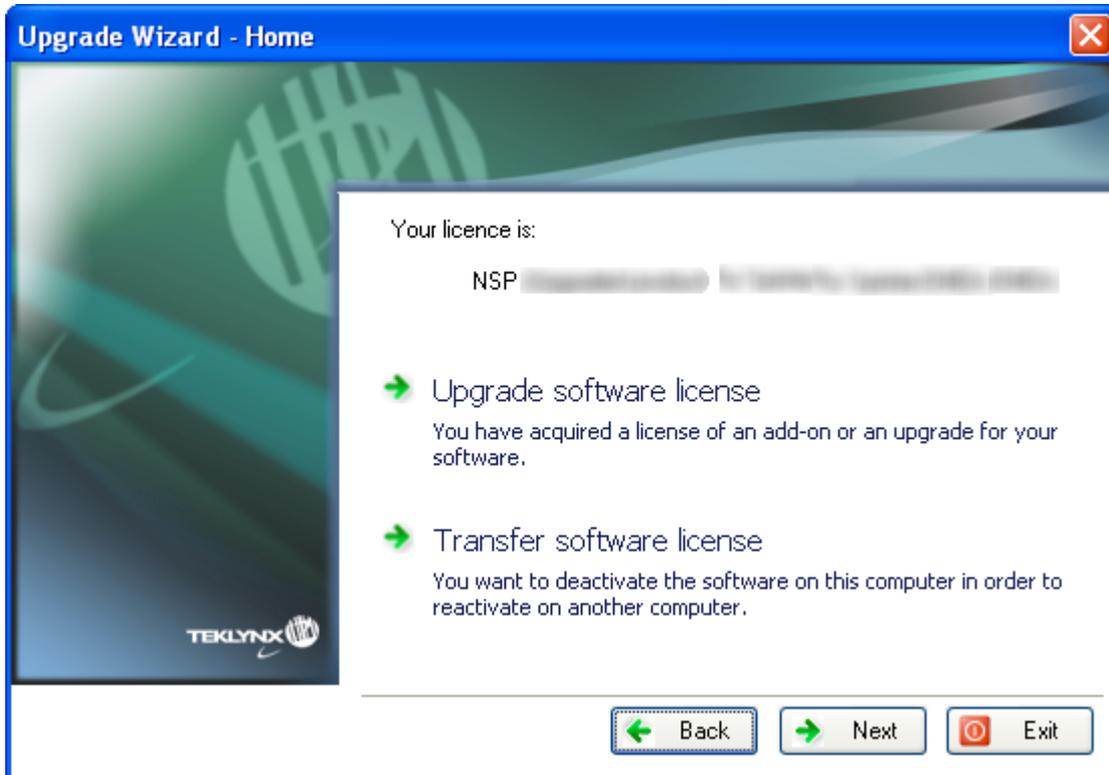
The Upgrade process is exactly the same as the Activation process, so all modes will not be detailed again.

Please refer to the **Activation Wizard** section of this document.

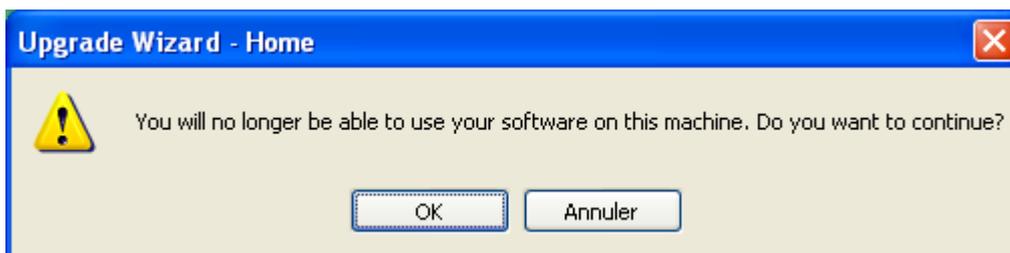
2. Transfer a license

Launch the **Upgrade Wizard** from the **Start** menu > **Programs** > **TEKLYNX** > Labeling software name > **Upgrade wizard**.

With the Upgrade Wizard, you can either upgrade a license or transfer the license to another computer.



When you select **Transfer software license**, this message is prompted:



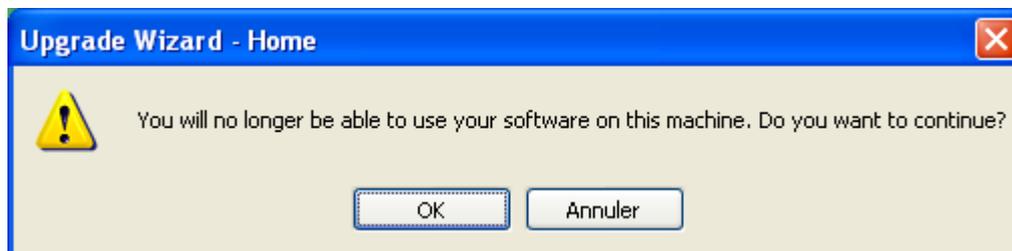
If you click **OK**, the license is deactivated. You can now activate the license on another computer.

To do so, launch the labeling software on the other computer. The **Activation Wizard** will be displayed and will guide you through the software key protection process.

3. Deactivate a license

Launch the **Upgrade Wizard** from the **Start** menu > **Programs** > **TEKLYNX** > Labeling software name > **Upgrade wizard** and click **Transfer software license**.

When you select **Transfer software license**, this message is prompted:



When you click **OK**, the license is deactivated.

The Deactivation process is exactly the same as the Activation process, so all modes will not be detailed again.

Please refer to the **Activation Wizard** section of this document.

Note: If **Deactivate by email** is selected in **Deactivate Offline**, you must ensure that the automatically generated email is sent to the address indicated in the Wizard. If the email is not sent, the license is deleted.