



License Server Utility 2.0 Release Notes

These release notes cover the upgrades we have made to the License Server Utility 2.0 which corrects some of the issues you may have experienced.

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Installing and Activating the License Server Utility

In this section we cover the installation and activation of your License Server Utility upgrade. The licenses on your License Server are not affected by this upgrade. Your computer must be connected to the Internet to download the upgrade.

To upgrade the License Server Utility:

1. Create a temporary folder on your hard drive, such as `c:\temp\LS`.
2. On the web page, click the download link to display the File Download dialog box.
3. Click the **Save** button and save the file to the temporary folder you created in step 1.
4. After the download is complete, double-click the executable file to start the installation process. Follow the instructions to complete the upgrade.

You must agree to the License Agreement to install the maintenance release.

Activating the License Server Utility Automatically

To activate the upgraded License Server Utility automatically:

1. Once your upgrade is installed, start the License Server Utility.
2. Choose **License > Activate**. The Specify Activation Credentials dialog box displays.
3. Enter your serial number, access code, and the number of licenses available on the License Server and click **Next**. The Select Activation Method dialog box displays.
4. Select **Automatic Activation** and click **Next** to begin your activation. A confirmation message displays when the activation process is successful.

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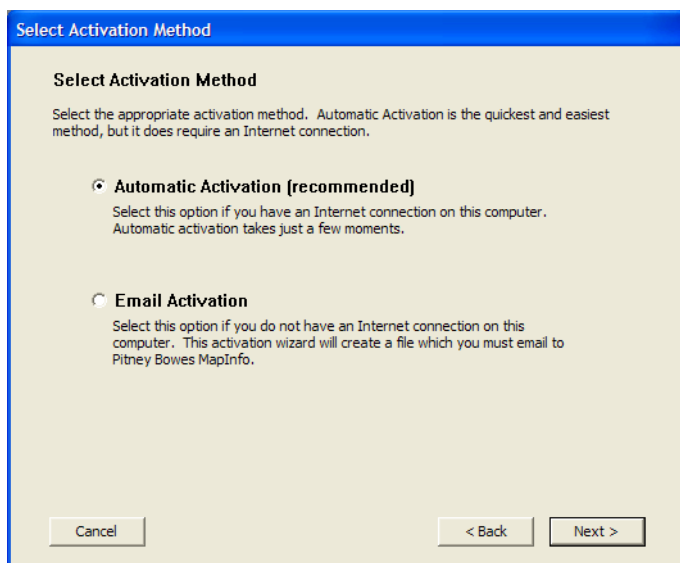
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Activating the License Server Utility Using Email

If you are in a secure site and need to activate the License Server Utility via email, follow the following two pass process. In both, you create an Activation Request file and send it to Pitney Bowes MapInfo. Pitney Bowes MapInfo processes the request and sends back an Activation Response file. The Activation wizard uses the information in the Activation Response files to activate the server license. These files must be processed subsequent to one another.

To activate a server license via email:

1. From the Windows Start menu, choose **Program Files > MapInfo > License Server > License Server Utility** to start the License Server Utility.
2. The License Server Utility application window displays on the screen. You may see one or more licenses listed in the application window.
3. Choose **License > Activate**. The Specify Activation Credentials dialog box displays on the screen.
4. Enter the serial number, access code, and the number of licenses for the license server, and click **Next**. The Select Activation Method dialog box displays on the screen.



5. Select **Email Activation** and click **Next**. The Specify location to save Activation Request file dialog box displays on the screen:

Select a folder in which to save the Activation Request file. Click the **Browse** button to navigate to the desired location. Click **OK**. The selected path will appear in the box.

6. Click **Next**. The Save this important Information dialog box displays on the screen.

This dialog box provides the information to send your Activation Request file to Pitney Bowes MapInfo. The full path and filename of the Activation Request file is displayed in the Activation Request File box. Note that the Activation request filename includes the serial number, access code, and license count for the product being activated.

The email address to send the file, activation@mapinfo.com, is displayed in the Email address box.

Take a few moments to write down the location of the Activation Request file and email address to send the Activation Request file.

CAUTION: Please do not edit the Activation Request file in any way. If you do, Pitney Bowes MapInfo may not be able to process it and your activation will be delayed.

7. Click **OK**. The Activation Wizard closes.
8. Email your Activation Request to Pitney Bowes MapInfo at this address:

activation@mapinfo.com

You can continue with the email activation when you receive an Activation Response file from Pitney Bowes MapInfo. You should receive the Activation Response file within one business day.

Processing the First Activation Response File

When you receive the first Activation Response file from Pitney Bowes MapInfo, do the following:

1. Copy the Activation Response file you received from Pitney Bowes MapInfo to an accessible folder on your computer and make note of the location.
2. Run the License Server Utility.
3. Choose **License > Process Response File**. The Process Email Activation Response dialog box displays on the screen.
4. Click **Browse** to navigate to the location of the Activation Response file. Click **Open** in the Locate Response file dialog box when you have located the file.
5. The path and filename of the Activation Response file appear in the box.
6. Click **Next**. The Activation wizard processes the Activation Response File, and the Specify location to save Request dialog box displays on the screen. Now you must create the second Activation Request file.
7. Select a folder in which to save the second Activation Request file. Click the **Browse** button to navigate to the desired location. Click **OK**. The selected path will appear in the box. Note that the Activation request filename includes the serial number, access code, and license count for the product being activated.
8. Click **Next**. The Save this important Information dialog box displays on the screen.

This dialog box provides the information to send your Activation Request file to Pitney Bowes MapInfo. The full path and filename of the Activation Request file is displayed in the Activation Request File box. The email address to send the file, activation@mapinfo.com, is displayed in the Email address box.

Take a few moments to write down the location of the Activation Request file and email address to send the Activation Request file.

CAUTION: Please do not edit the Activation Request file in any way. If you do, Pitney Bowes MapInfo may not be able to process it and your activation will be delayed.

9. Click **OK**. The Activation Wizard closes.
10. Email your second Activation Request to Pitney Bowes MapInfo at this address:

activation@mapinfo.com

You can finish the email activation when you receive the second Activation Response file from Pitney Bowes MapInfo. You should receive the Activation Response file within one business day.

Processing the Second Activation Response File

When you receive the second Activation Response file from Pitney Bowes MapInfo, do the following:

1. Copy the Activation Response file you received from Pitney Bowes MapInfo to an accessible folder on your computer and make note of the location.
2. Run the License Server Utility.
3. Choose **License > Process Response File**. The Process Email Activation Response dialog box displays on the screen.
4. Click **Browse** to navigate to the location of the Activation Response file. Click **Open** in the Locate Response file dialog box when you have located the file.
5. The path and filename of the Activation Response file appear in the box.
6. Click **Next**. The Activation wizard processes the Activation Response File.
7. An Activation message displays on the screen to tell you that the activation was successful. Click **OK**.

The License Server Utility displays the number of licenses that you specified during the activation.

See the full License Server Utility product guide or online Help for information on server tasks and viewing license information.

After you have completed activation, you can delete the Activation Response files. You do not need to keep them on your computer.

Note: There are some instances when the License Server Administrator will only need one email exchange with Pitney Bowes MapInfo to activate a server license. When this occurs, the procedure to process the first Activation Response file is skipped.

Progress and Resolution on Outstanding Issues

If you notice that the License Server service fails to start, use the log file to identify the issue. If the following error displays in the log:

```
Failed: <server name> to open the TCP port number in the License.
```

it is usually due to a conflict with the port number on the computer. When you resolve this port conflict, the License Server service will start normally.

Issue #	Description / Resolution
T25946	<p data-bbox="456 842 1469 932">Distributable Licenses: Email Activation if the user renames the response file generated by activation@mapinfo.com and "invalid serial number format" error will occur when user enters the activation credentials in the Specify Activation Credentials Dialog.</p> <p data-bbox="456 953 608 980">Workaround:</p> <p data-bbox="456 1001 1437 1089">The response file that is generated is in specific format that we use to process the requests. Keeping the same format that was processed by activation@mapinfo.com will bypass this error.</p>