



License Manager

for MS Dynamics CRM

v.2015/2016.1, February 2016

User Guide

(How to use the License Manager for Microsoft Dynamics CRM 2015/2016)

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1 General Introduction

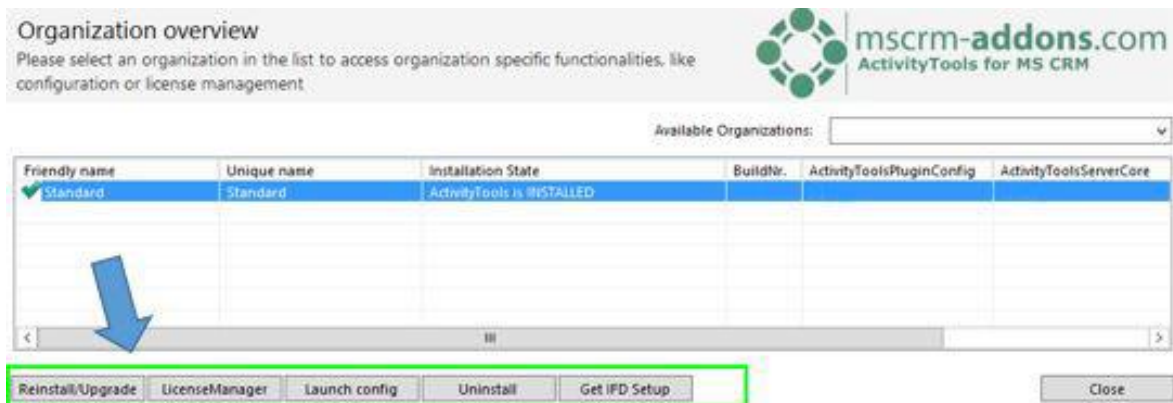
The LicenseManager allows you to manage your existing licenses. It is part of the MSCRM-ADDONS installation. The license manager is accessible as a standalone application (1) or from the main configuration tool of the Addon (2).

There are two ways to open the LicenseManager:

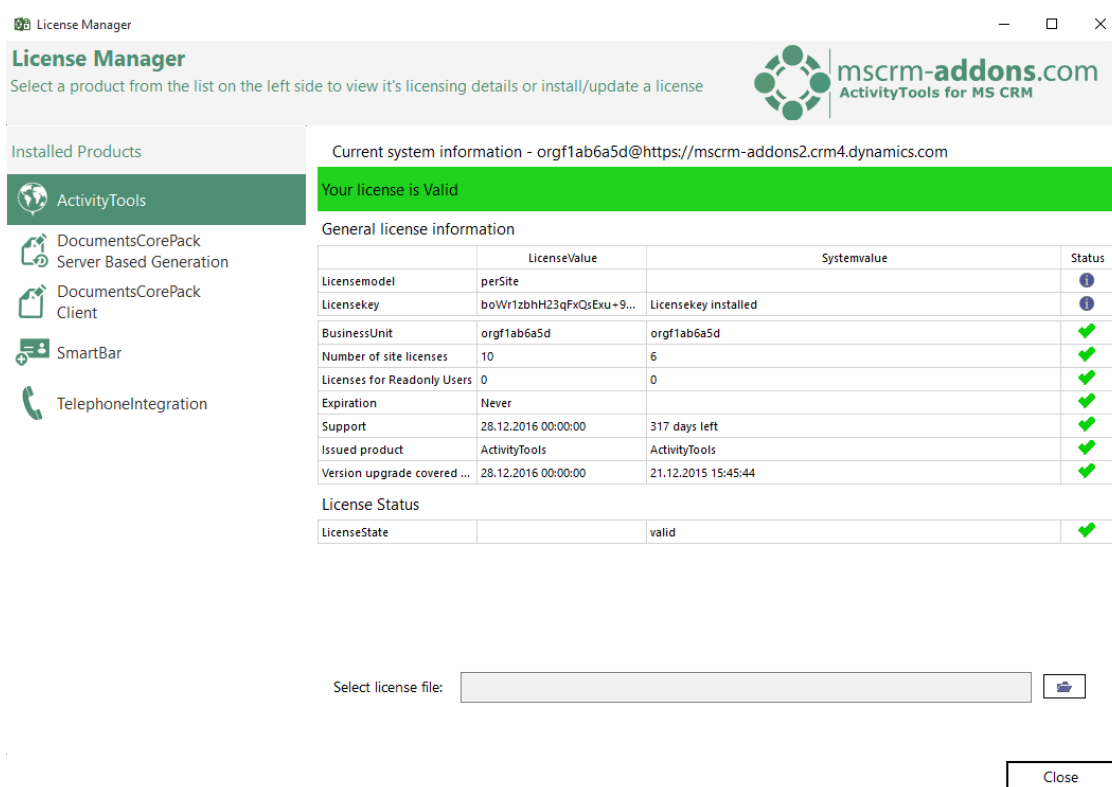
- 1) Search for "LicenseManager – ActivityTools for MS CRM 2015/2016" in the start pane and press [Enter] in order to start the program.

OR

- 2) Open the Organization overview, select an organization and click on License Manager:



Anyway, after the starting process, the window (see screenshot below) pops up:



2 License Manager Overview

The screenshot shows the License Manager application window. At the top left, the title bar reads 'License Manager'. Below it, the header area contains the 'License Manager' title and a subtitle: 'Select a product from the list on the left side to view its licensing details or install/update a license'. The mscrm-addons.com logo is in the top right. The main content is divided into two sections. On the left, under 'Installed Products', a list of products is shown, with 'ActivityTools' selected and highlighted in green. On the right, the 'Current system information' section shows 'Your license is Valid' in a green banner. Below this is a table of 'General license information' with columns for LicenseValue, Systemvalue, and Status. The table contains several rows with various license details. At the bottom, there is a 'License Status' section with a 'LicenseState' field set to 'valid'. A 'Select license file:' input field is located at the bottom left, and a 'Close' button is at the bottom right. Five blue circles with white numbers (1-5) are overlaid on the screenshot to highlight specific features: 1 points to the 'ActivityTools' product in the list; 2 points to the 'Your license is Valid' banner; 3 points to the 'General license information' table; 4 points to the 'LicenseState' field; and 5 points to the 'Select license file:' input field.

	LicenseValue	Systemvalue	Status
LicenseModel	perSite		!
LicenseKey	boWr1zbhH23qFxQsExu+9...	Licensekey installed	!
BusinessUnit	orgf1ab6a5d	orgf1ab6a5d	✓
Number of site licenses	10	6	✓
Licenses for Readonly Users	0	0	✓
Expiration	Never		✓
Support	28.12.2016 00:00:00	317 days left	✓
Issued product	ActivityTools	ActivityTools	✓
Version upgrade covered ...	28.12.2016 00:00:00	21.12.2015 15:45:44	✓

License Status		
LicenseState	valid	✓

1

Installed Products:

This list provides you with an overview of all the MSCRM-ADDONS products you have installed. Selecting a product in this overview will bring up the according license details on the right side (section (3)).

2

Current System Information:

Summary of your current license state. See [chapter 3](#) for more detailed information. A green background indicates a valid license Red background indicates an issue with your license. Please check the highlighted rows in the overview for details.

3

General license information:

Displays details about expiration date, version and user count.

4

License Status:

The field provides you with a deeper insight to your license status.

5

Select license file:

Upload the license text files sent by our support team here in order to install/update your license. Please make sure that you upload the files to the corresponding products!

Please note: The license file is sent as a .zip-file. It is of utmost importance to unzip the .zip-file before you start the upload.

3 Possible license states

3.1 Valid

Your license is Valid

Your product is licensed correctly.

3.2 Expired

If your license has expired, the license manager will display the following information. Please note that the field "Expiration" is highlighted in red and that there is a red cross at the end as well as the license state is set on "invalid". In this case you must update your license.

License Manager

Select a product from the list on the left side to view its licensing details or install/update a license

Current system information - orgf1ab6a5d@https://mscrm-addons2.crm4.dynamics.com

Your license has expired

General license information

	LicenseValue	Systemvalue	Status
LicenseModel			?
Licensekey (Trial)	trialkey		?
BusinessUnit	orgf1ab6a5d		✓
Number of site licenses	6		✓
Licenses for Readonly Users	0		✓
Expiration	19.12.2015 18:35:52 (Expired)		✗
Support			✓
Issued product	DocumentsCorePack Server Based generation		✓
Version upgrade covered ...	21.12.2015 15:44:52		✓

License Status

LicenseState	invalid		✗
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Select license file:

Close

3.3 The license could not be decrypted

This means, that your license has been issued for a newer version of the product. Please contact our support, as this issue requires a new license to be resolved.

Your license could not be decrypted

3.4 Your CRM version does not support this license

This means, that your license has been issued for an older version of the product. Please contact our support, as this issue requires a new license to be resolved.

Your CRM version does not support this license

4 Upgrading your license

To update or upgrade your license, you have two options:

1) Purchase a new license or an upgrade license directly in our online shop:

<http://www.msCRM-addons.com/OnlineShop/tabid/80/language/de-DE/Default.aspx>

OR

2) Contact our support (please have a look at chapter [5 Contact](#))

5 Contact

For further technical questions, please see our blog <http://blogs.mscrm-addons.com> or contact support@mscrm-addons.com

For sales and licensing questions please contact office@mscrm-addons.com

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