# 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)

# Table of Content

# 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).
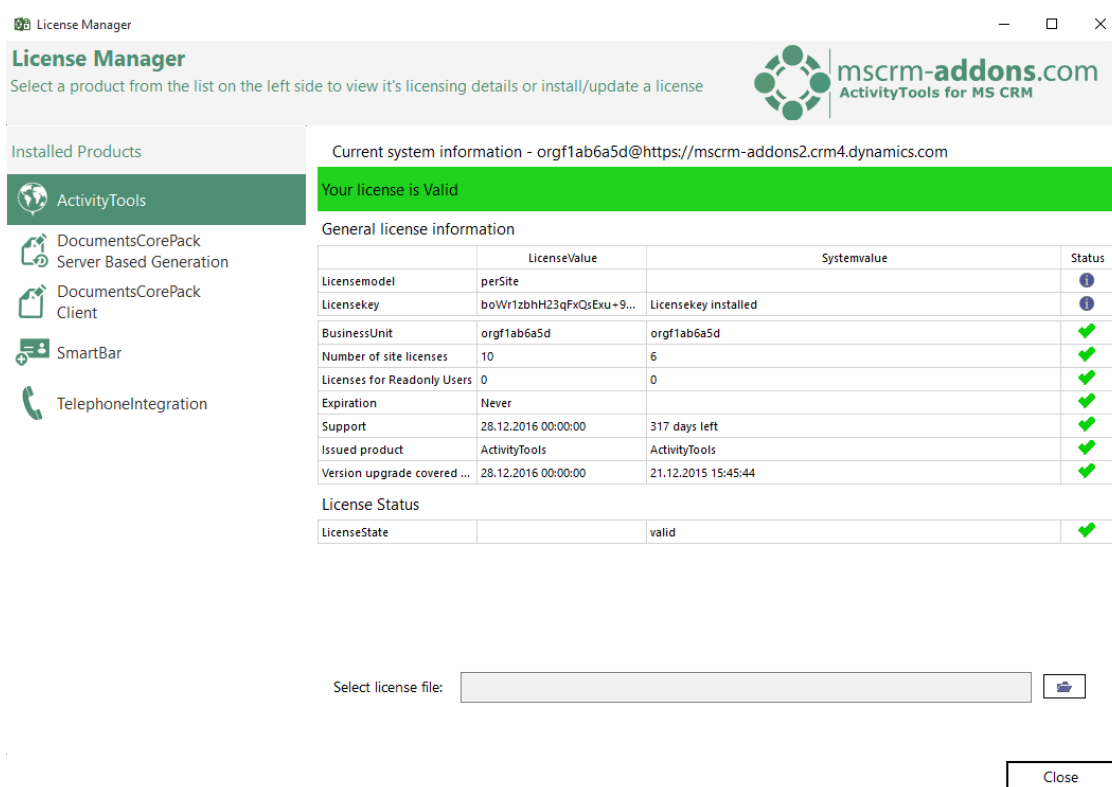
There are two ways to open the LicenseManager:

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:
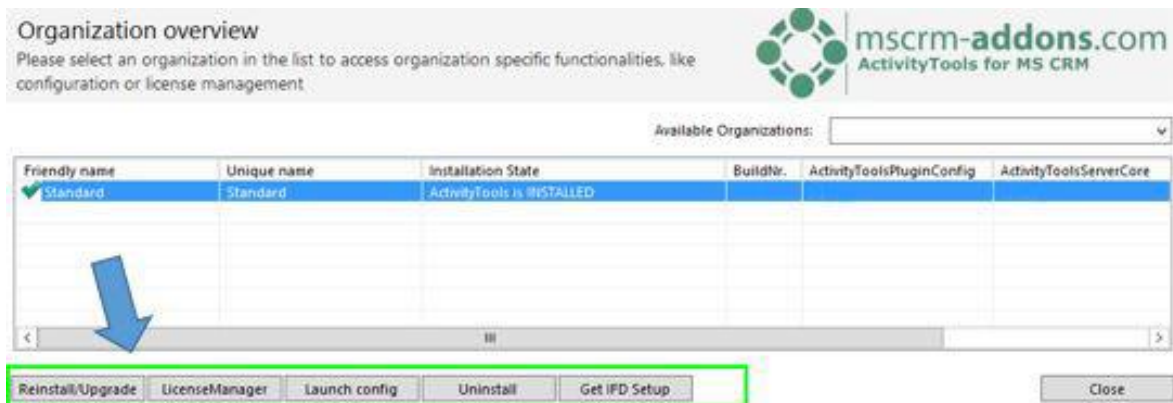


Anyway, after the starting process, the window (see screenshot below) pops up:

## 2 License Manager Overview



**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)).

**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.

**General license information:**

Displays details about expiration date, version and user count.

**License Status:**

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

**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 upmost importance to unzip the .zip-file before you start the upload.

# 3 Possible license states

## 3. 1 Valid

<div style="background-color:#00dd00">Your license is Valid</div>

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.



## 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.

<div style="background-color:#dd0000;color:white">Your license could not be decrypted</div>

### 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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