Docusnap Activation

On- and offline activation of Docusnap 6.3

TITLE	Docusnap Activation
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DATE	5/4/2015

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1. Start

This document contains the basic steps in order to install Docusnap 6.3 on systems with an internet connection as well as on isolated environments where the offline activation is required.

2. Docusnap Activation

The following section explains the different options of activating Docusnap.

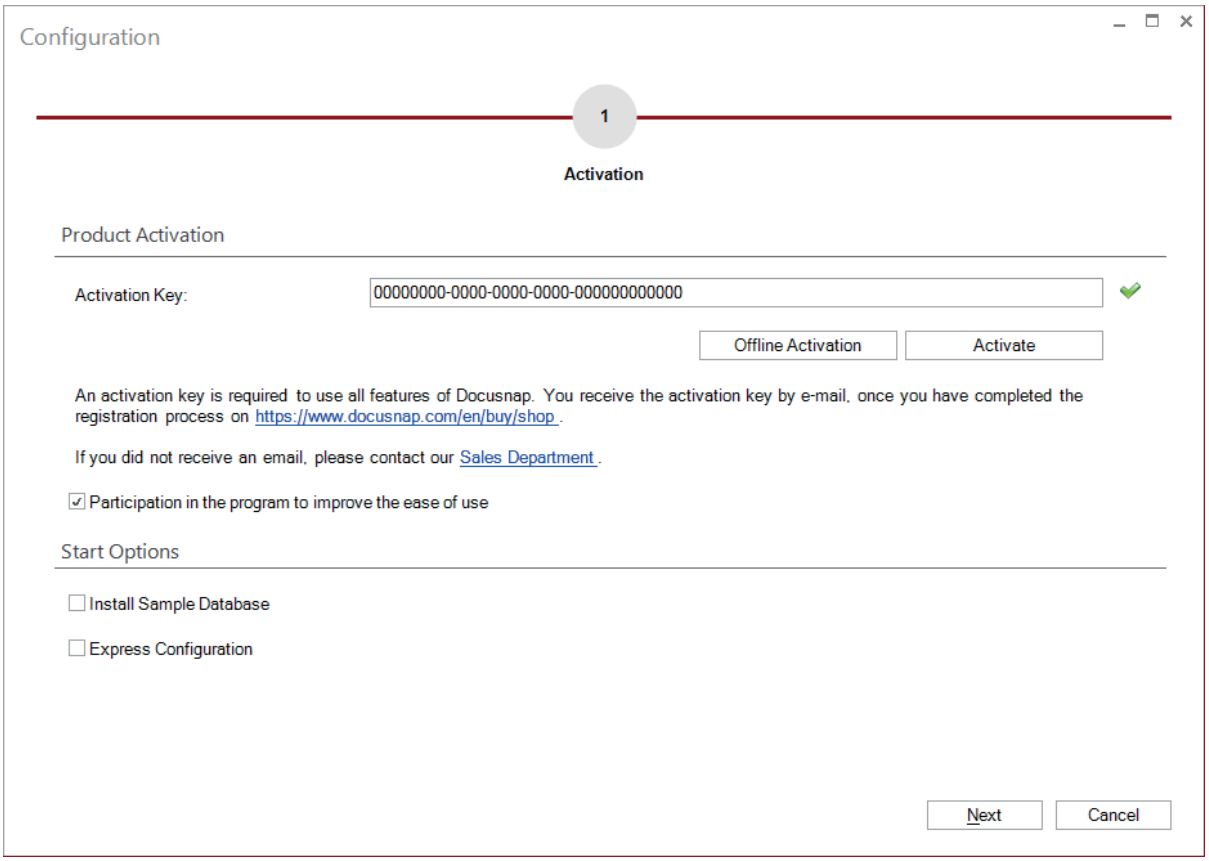

Figure 1: Enter the activation key and click 'Activate'

3. Docusnap Offline Activation

In the case of Docusnap running on an isolated environment, the offline activation is required.

In a first step, the provided activation code is to be entered in the configuration wizard. After clicking the button 'Offline Activation', a new dialogue window appears, generating the file 'DocusnapActivationRequest.txt' which contains the fingerprint of the isolated system.

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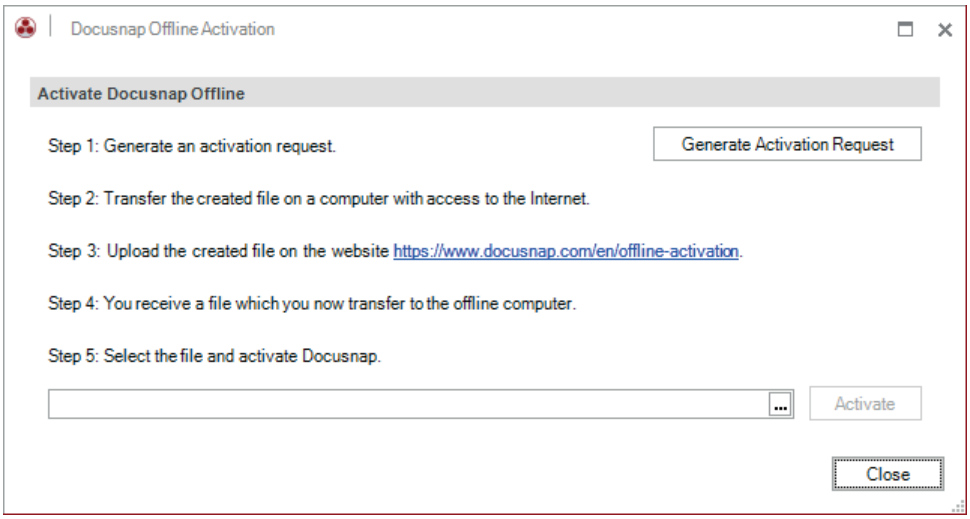

Figure 2: offline activation

In a second step, the file 'DocusnapActivationRequest.txt' is to be uploaded to the Website https://www.docusnap.com/en/offline-activation in order to receive the final license file named 'DocusnapOfflineLicense.txt' for a successful activation of Docusnap.

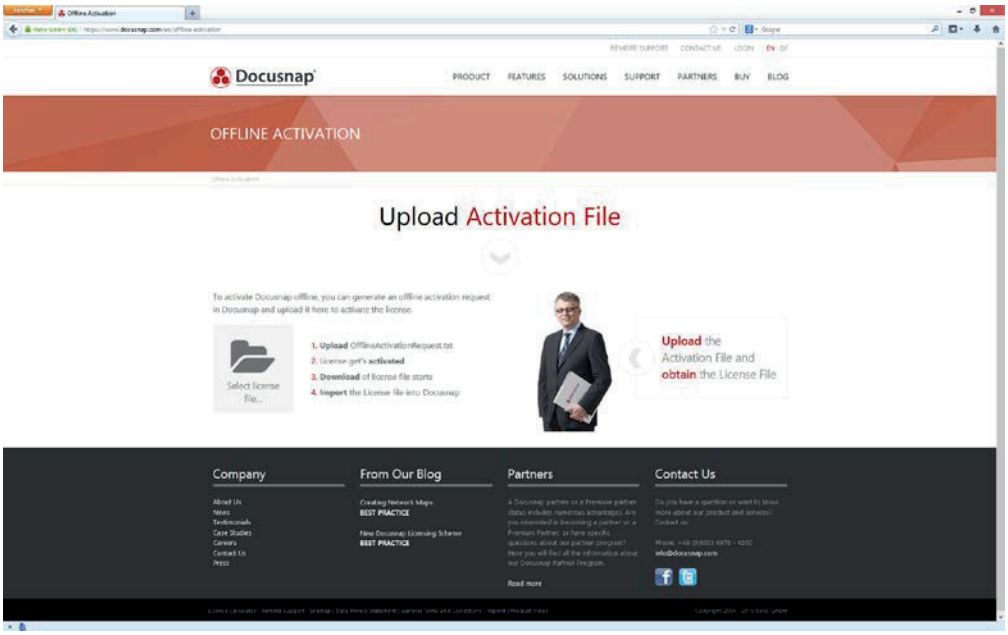

Figure 3: Docusnap website for the offline activation

After selecting the 'DocusnapOfflineLicense.txt' within the configuration wizard, Docusnap can be activated by clicking the 'Activate' button.

Should modifications to the license setup be required, such as the extension of the number of licensed systems, the complete process of generating an activation request file, uploading it and importing the license file, is to be repeated.

Accordingly, the same steps are required if, for example, the virtual machine has to be reset.

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4. Troubleshooting

4.1 Repeated Activation

Should there be problems activating Docusnap, it is recommended to remove the license from the system and to conduct a repeated activation.

This requires the removal of the following files:

- C:\Program Data\Docusnap\Cacert.pem
- C:\Program Data\Docusnap\Lic.dat
- C:\Program Data\Docusnap\License

4.2 Support

In order to provide the best help in case of errors or problems activating Docusnap, our support team requires the following information:

- Has the system already been activated at the attempt of the activation?
- Which steps were taken in which sequence?
    - Has there been an offline or online activation?
    - Has a feature request been generated?
    - Has the activation on the Docusnap website been successful?
    - Has it been possible to import the activated offline license?
- Is there a functioning and stable connection to the internet?
- Did Docusnap generate a dialogue for entering the proxy settings?
- The following files may contain further information:
    - C:\Program Data\Docusnap\License\Client\SafenetRuntimeLog.txt
    - C:\Program Data\Docusnap\License\Server\SafenetRuntimeLog.txt

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