OpenInsight License Renewal and Installation/Upgrade Authorization Process

Versions 8.0.3 and above

REVELATION
SOFTWARE
A Division of Revelation Technologies, Inc.

COPYRIGHT NOTICE

© 1996-2014 Revelation Technologies, Inc. All rights reserved.

No part of this publication may be reproduced by any means, be it transmitted, transcribed, photocopied, stored in a retrieval system, or translated into any language in any form, without the written permission of Revelation Technologies, Inc.

SOFTWARE COPYRIGHT NOTICE

Your license agreement with Revelation Technologies, Inc. authorizes the conditions under which copies of the software can be made and the restrictions imposed on the computer system(s) on which they may be used. Any unauthorized duplication or use of any software product produced by Revelation Technologies, Inc., in whole or in part, in any manner, in print or an electronic storage-and-retrieval system, is strictly forbidden.

TRADEMARK NOTICE

OpenInsight is a registered trademark of Revelation Technologies, Inc.

Windows 2000®, Windows XP Professional®, Windows Vista Business®, Windows 7®, Windows 8®, Windows Server 2003®, Windows Server 2008®, Windows Server 2012® and above are registered trademarks of Microsoft, Inc.

Part No. 314-966

Printed in the United States of America.

Table of Contents

SECTION I: OPENINSIGHT AUTHORIZATION..... 4

SECTION II: MANAGING AUTHORIZATION ERRORS..... 8

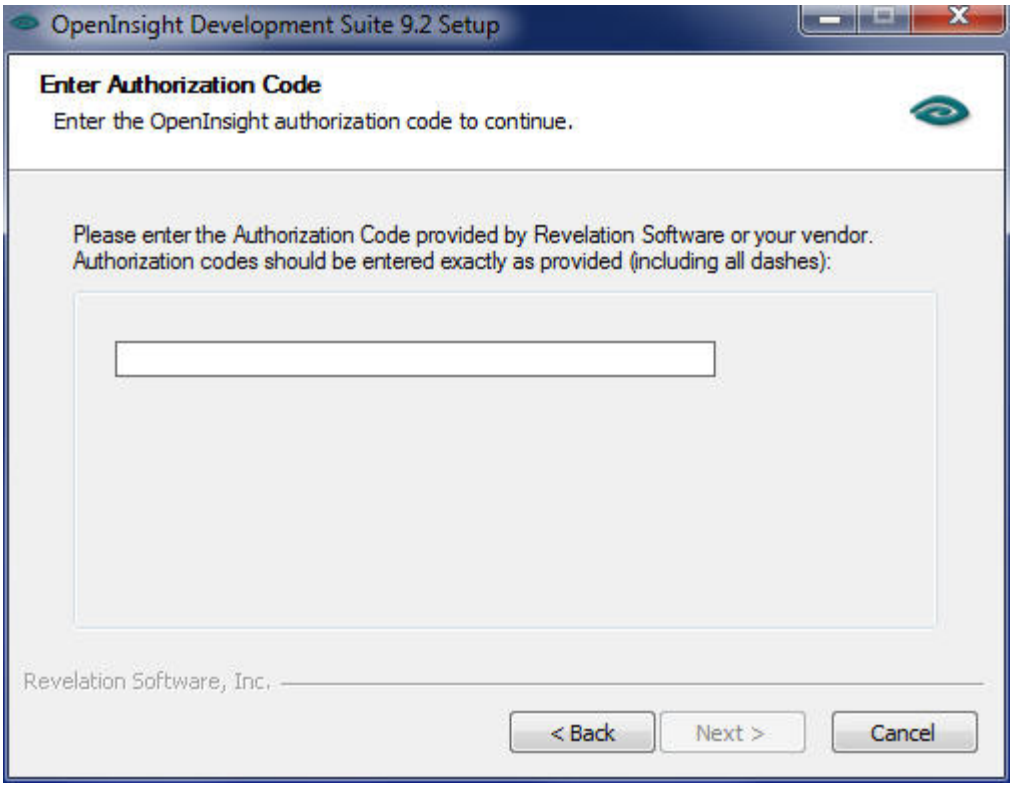
Section I: OpenInsight Authorization

OpenInsight 8.0.3 and above requires an authorization code to install, upgrade, renew the license or change the license count.

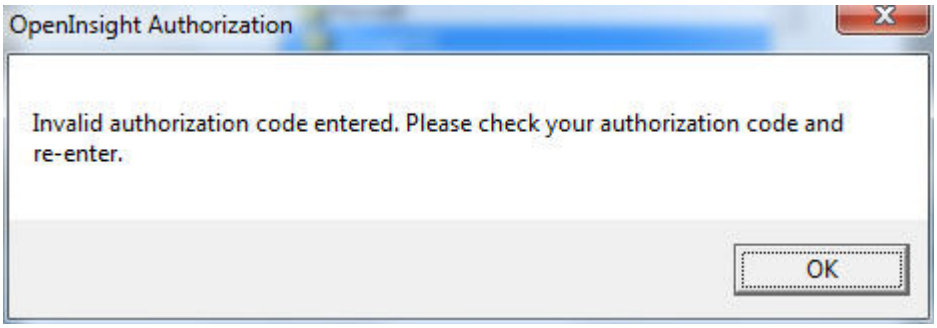
Installation/Upgrade Authorization

During the installation or upgrade process of OpenInsight (versions 8.0.3 and above), an Authorization Code entry screen will be displayed. Enter the Authorization Code provided to you by Revelation Software or your software vendor and then click the **Next** button. The authorization code must be entered in the following format:

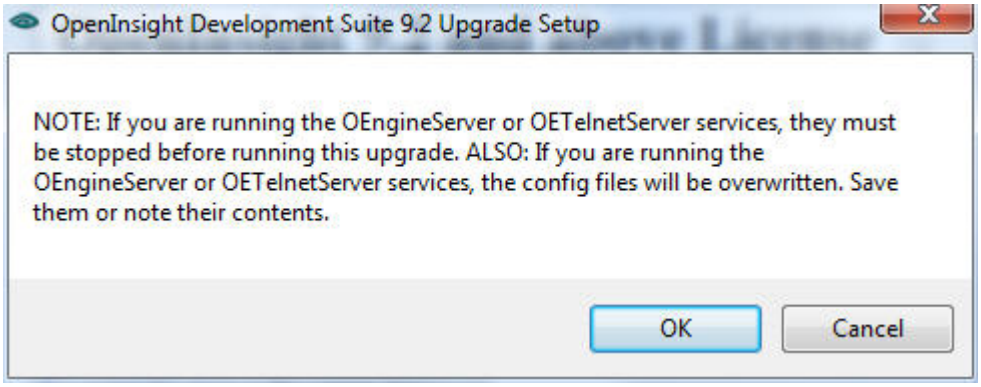
xxxxx-xxxxx-xxxxx-xxxxx-xxxxx



If the authorization code is valid the installation or upgrade process will continue. If the authorization code is invalid the following message will be displayed. If this message is received then check with Revelation Software or your software vendor for assistance.

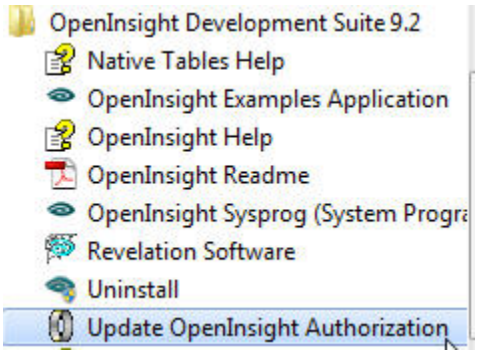


For upgrades please ensure that the OEngineServer and OETelnetServer services are turned off and all users are logged out of OpenInsight.

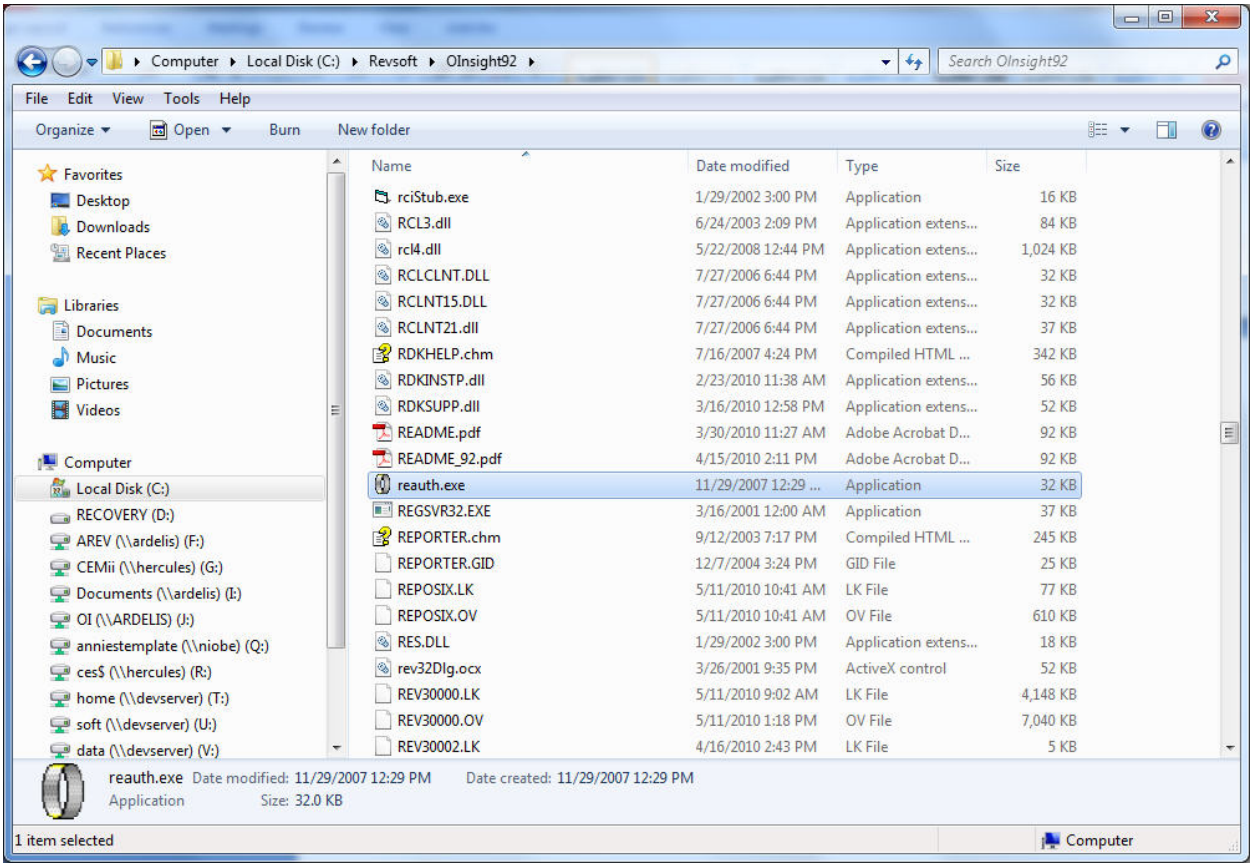


License Renewal/Change License Count

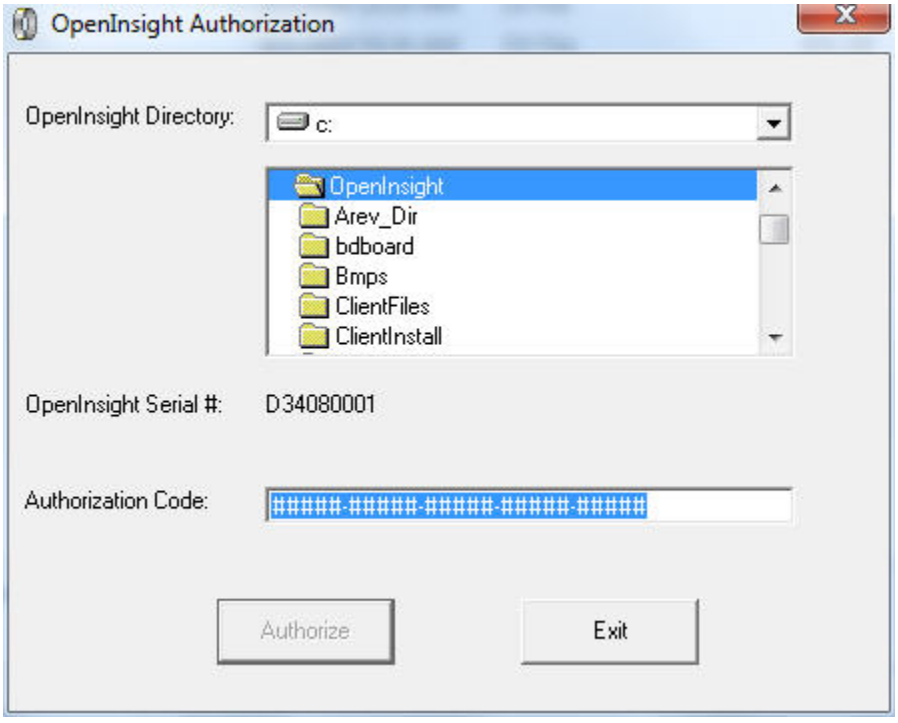
The license renewal program can be found at Start, All Programs, OpenInsight, Update OpenInsight Authorization.



The name of the executable is **REAUTH.EXE** and resides within your OpenInsight directory.



OpenInsight Authorization Form

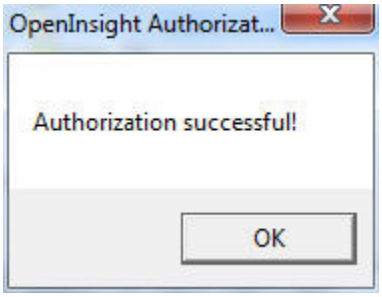


Enter the Authorization Code provided to you by Revelation Software or your software vendor and then click the **Authorize** button. The authorization code must be entered in the following format:

xxxxx-xxxxx-xxxxx-xxxxx-xxxxx

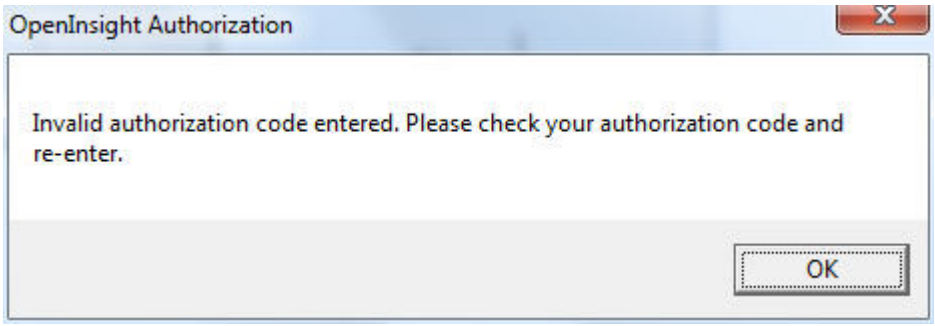
Please ensure that the OEngineServer and OETelnetServer services are turned off and all users are logged out of OpenInsight.

If the Authorization Code is valid then the Authorization Successful message will be displayed.



You can now re-start your OEngineServer and OETelnetServer services and have users log back into OpenInsight. OpenInsight has been properly re-licensed or your license count has been modified.

If the Authorization Code is invalid or the authorization program was unable to update the license then the Authorization Error message will be displayed.



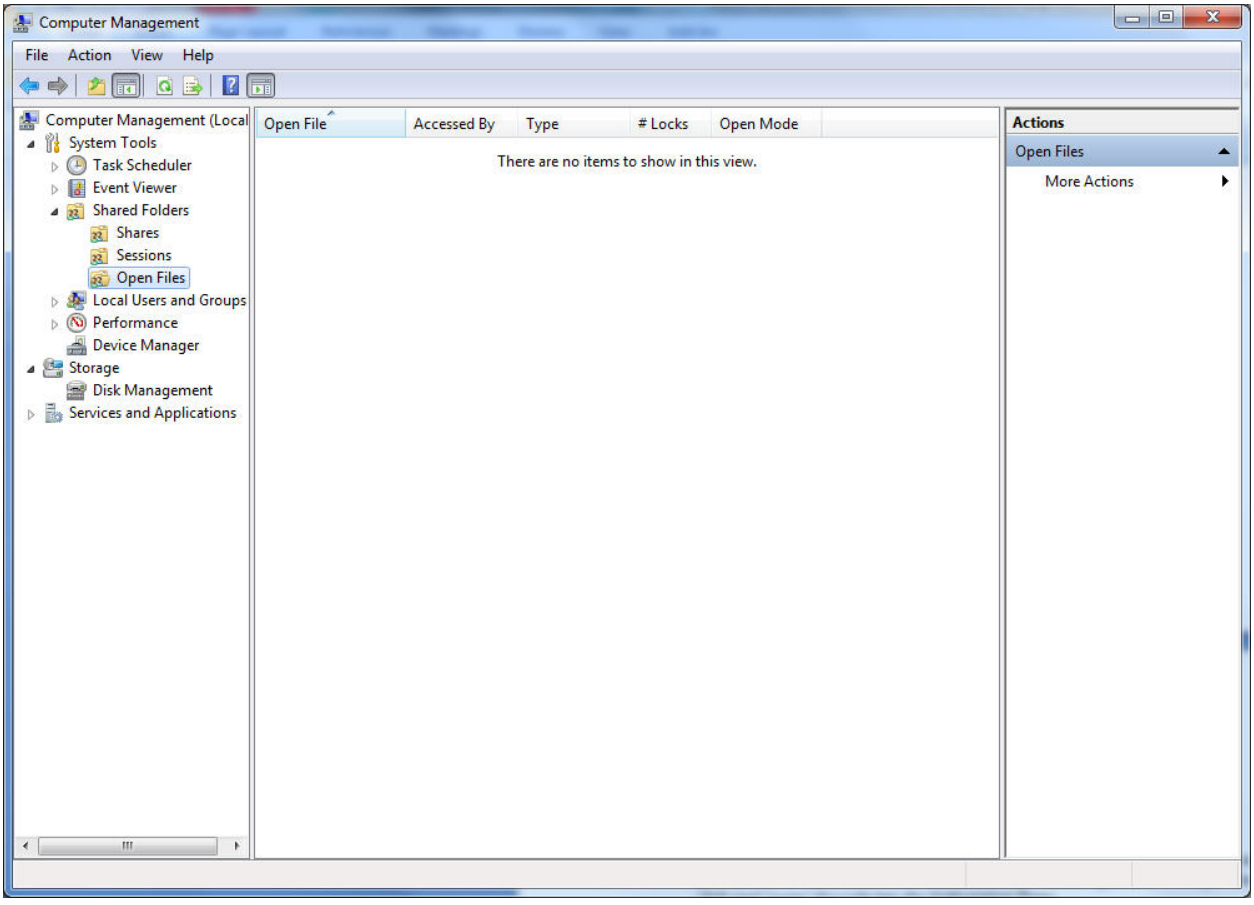
Section II: Managing Authorization Errors

1. Authorization codes can contain odd character combinations. For best results, please highlight the code provided by Revelation Software or your software vendor, right-click to “copy” the text, and then right-click and “paste” the code into the Authoriztion Form.

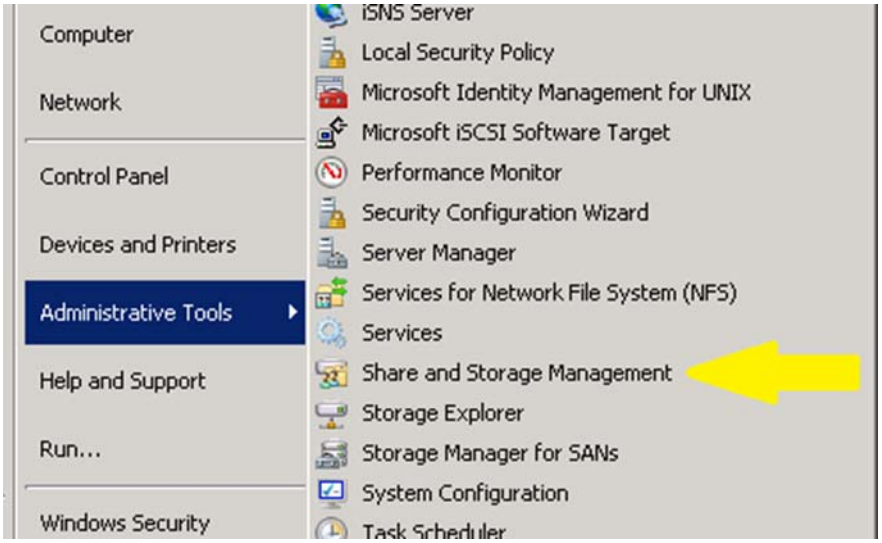
2. Ensure that **ALL** users are logged out of OpenInsight.

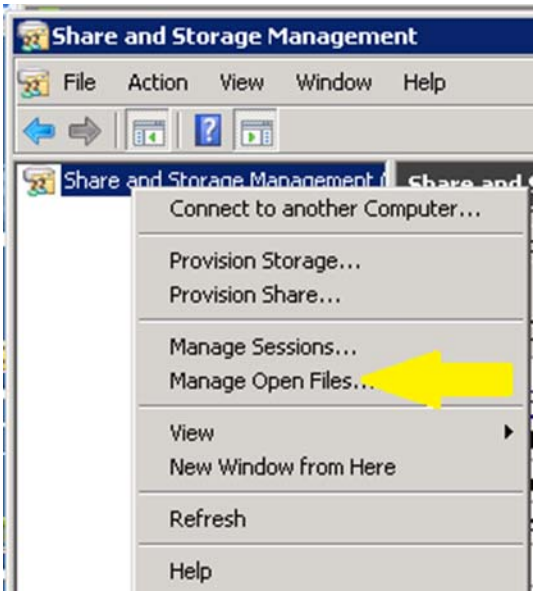
3. The OEngineServer and OETelnetServer services **MUST** be stopped prior to running the Authorization process.

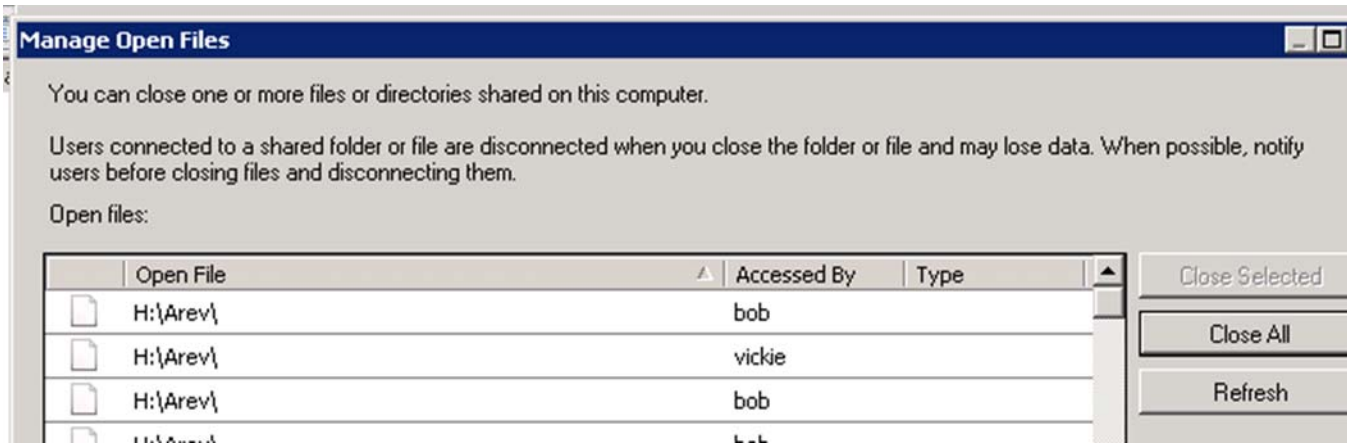
4. On the server that OpenInsight is running, check to see if any open files are still in memory. For **Windows Server 2003**, right-click on Computer, Manage, Shared Folders, Open Files. If any open files are present for OpenInsight the Authorization process will not continue. You can either re-boot the server or remove the open files and then re-try the authorization process.



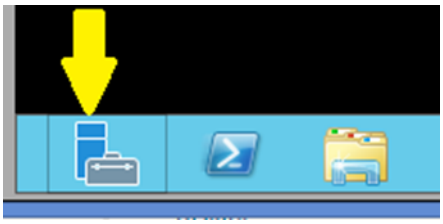
5. On the server that OpenInsight is running, check to see if any open files are still in memory. For **Windows Server 2008**, click Start , Administrator Tools, Shared and Storage Management. Right click on Share and Storage Management and click on Manage Open Files. If any open files are present for OpenInsight the Authorization process will not continue. You can either re-boot the server or remove the open files and then re-try the authorization process.

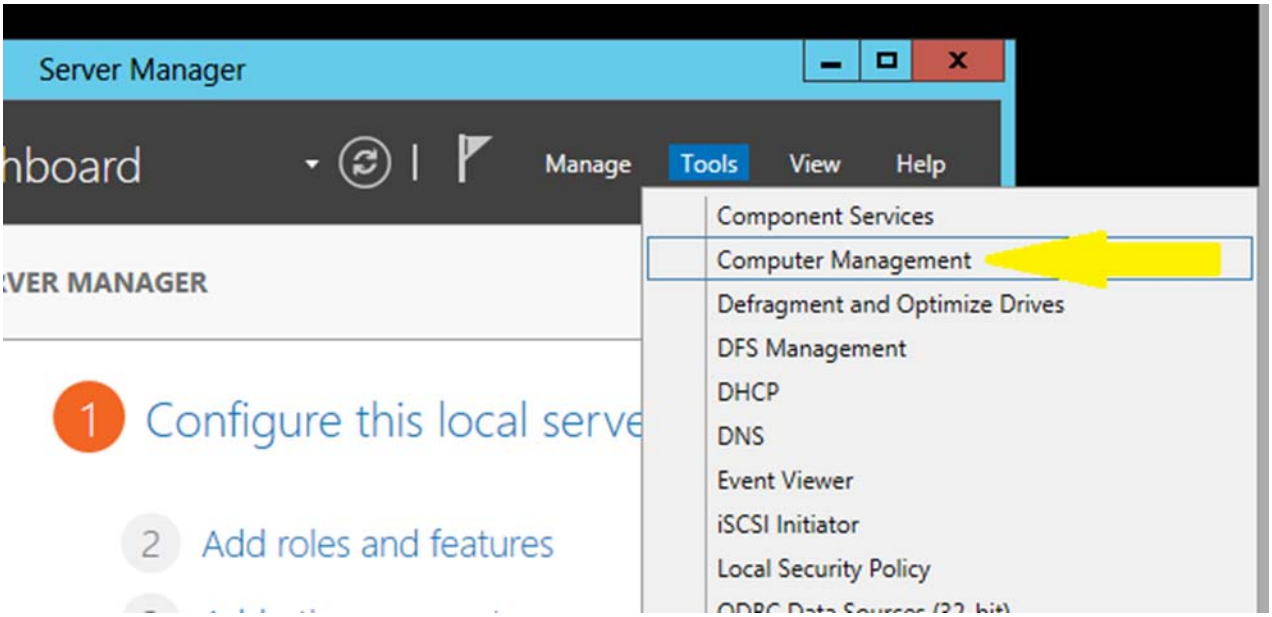


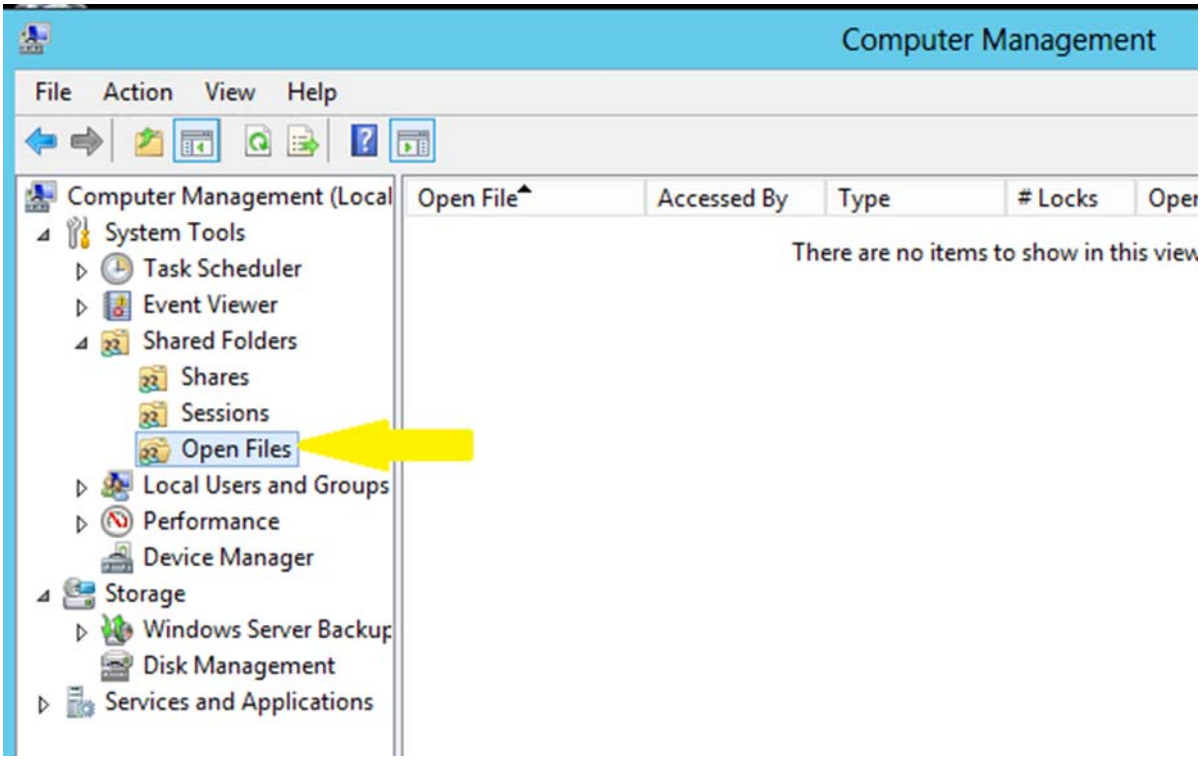




6. On the server that OpenInsight is running, check to see if any open files are still in memory. For **Windows Server 2012**, click on Server Manager, Tools, Computer Management. Expand System Tools then Shared folders and click on Open Files. If any open files are present for OpenInsight the Authorization process will not continue. You can either re-boot the server or remove the open files and then re-try the authorization process.







7. Some pre-OpenInsight 9.0 applications may require an updated **OLDTONEW.dll**. Within your OpenInsight directory is a file called **OLDTONEW.dll**. If the date of this file is older than 15 July 2009 please request a new file from Revelation Software or your software vendor.

REVELATION
SOFTWARE

Revelation Software, Inc
99 Kinderkamack Road Ste 109
Westwood, NJ 07675
U.S.A
Toll Free: 800-262-4747
Phone: 201-594-1422
Fax: 201-722-9815
www.revelation.com

Revelation Software Ltd.
45 St Mary's Road
Ealing,
London, W5 5RG
U.K.
Phone: +44 0 208 912 1000
Fax: +44 0 208 912 1001
info@revsoft.co.uk

BrightIdeas New Zealand
44 Cockle Bay Rd, Howick
Auckland, 2014
New Zealand
Phone: +64 9 534 9134
info@revelation.asia

Revelation Software is a division of Revelation Technologies, Inc.

Part No. 314-966