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Eagle Point Solution to a Frequently Asked Question

Authorization Code FAQs

Summary:

This document answers some of the more common questions regarding requesting an Eagle Point Authorization Code for a Node license of Eagle Point. An Authorization Code is a series of numeric strings (software keys) that identify the product(s) you wish to authorize on your computer. Each software key issued will authorize anywhere from one to four products lines (Surveying, Civil Design, Hydraulics & Hydrology, and/or LANDCADD) depending on the products you have purchased.

Product: Eagle Point Software™ 2001

Release: 2001 Q4 or 1.4.0 and greater

Platform: All

Related documents:

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As always, should you have any questions regarding any phase of installation, contact Eagle Point Technical Assistance at (800) 477-0909.

FAQS

Do I have to wait for a Software Key before I can run my Eagle Point software?

No. You can run your software immediately after installing. You have a 60-day grace period during which you can run Eagle Point software before Software Keys are required. This gives you sufficient time to finalize the distribution of licenses, if you bought software for several computers. However, we do strongly recommend that you contact us as soon as possible once you have decided on your license configuration. We will make every effort to ensure that you receive your software keys in a timely manner, usually within 3-5 days.

What happens if I don't contact Eagle Point to get my Software Keys?

The software will no longer operate 60 days after installation. Five days before the end of the grace period, the software begins to display a warning message reminding you to obtain your authorization codes.

- ∅ *Re-installing the software does not restart the 60-day grace period.*

Can I try other Eagle Point products during my 60-day grace period?

Yes. During the 60-day grace period, you can install and run any Eagle Point product on the CD. This gives you a chance to evaluate any product before applying your software keys. Once you have applied the software key, only those products enabled by the authorization codes will continue to run. For this reason, it is recommended that you uninstall any products that you only wish to evaluate.

Do I have to obtain authorization codes for each machine running Eagle Point software?

Yes. Authorization codes uniquely enable products on individual machines, so that one CD may be used to install Eagle Point software throughout your company.

What if I need to re-install my system?

As long as you re-install on the same hard drive on the same machine, your authorization codes will work. A new hard drive or CPU will generate a different Server code, and your original authorization codes will not be recognized. Currently you will need to email authcodes@eaglepoint.com and request new authorization codes.

How many authorization codes will I receive?

This depends on how many products you have purchased. At most, you will have three authorization codes to enter for any product line. If you purchased multiple product lines, such as LANDCADD and Civil/Survey, you could have more than three authorization codes.

After I have received my Software Keys from Eagle Point, how do I authorize my software?

Once you have received your Software Key(s), you must run the Eagle Point License Manager to create the key file. Run this program by double clicking on the Eagle Point License Manager icon on your computer. See the Solution Paper titled "Requesting and Installing Authorization Codes for a Node License of Eagle Point."

How do I obtain a network server code number on a TCP/IP network?

See the Solution Paper titled "Requesting Authorization Codes for a TCP/IP Network License of Eagle Point."

How do I obtain a network server code number on an IPX network?

See the Solution Paper titled "Requesting Authorization Codes for a Novell Network (IPX) License of Eagle Point."