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Eagle Point Solution to a Frequently Asked Question

Requesting Authorization Codes for a TCP/IP Network License of Eagle Point Desktop Software

Summary:

This document explains the process for requesting an Eagle Point Authorization Code for a TCP/IP Network 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.

NOTES

- *Your request for authorization codes must be sent to Eagle Point in order to run the software past 60 days.*
- *It is recommended that you use e-mail to request authorization codes. If you use this option, your codes will be sent to you via e-mail. You will not need to manually enter the codes (as with a fax). Just follow the instructions in the e-mail.*
- *If you are requesting a Node license codes, see the Solution paper titled "Requesting Authorization Codes for a Node License of Eagle Point Desktop Software".*
- *Do not call technical support to receive your authorization codes. They will assist you if you have problems implementing the codes, but they do not administer the codes.*

REQUEST AUTHORIZATION CODES

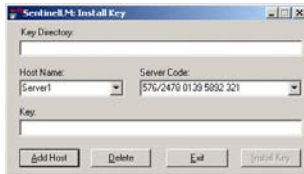
Once the Eagle Point License Manager has been installed to your network server, the next general process would be to request and install Authorization Codes. This process varies based upon the type of network operating system your organization uses.

During the installation process you had to install the License Manager tools to a local drive (by default they are installed to C:\PROGRAM FILES\EAGLE POINT SOFTWARE\EPLM). Follow the steps below to request authorization codes for your software. A Keys sub-folder was automatically created to place the license files.

C:\PROGRAM FILES\EAGLE POINT SOFTWARE\EPLM\KEYS

1. Run the Install Auth Codes program from the Eagle Point License Manager program folder (or the EPLMAUTH.EXE located in the C:\PROGRAM FILES\EAGLE POINT SOFTWARE\EPLM folder) to obtain your server code.

The Install Key dialog box displays.



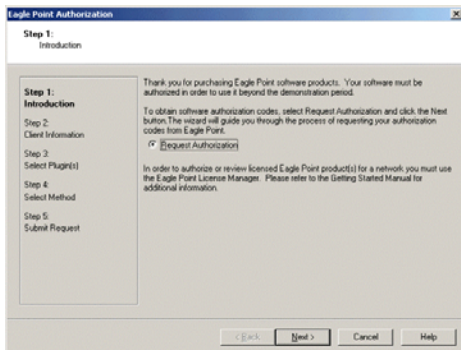
Install Key Dialog Box

2. In the Host Name edit field, enter the machine name where the License Manager resides and click on Add Host if the Host Name does not already exist.

Your server code displays in the Server Code combo box.

3. Highlight the entire server code using your mouse and copy the server code to the clipboard using a right-click and selecting Copy or by just pressing the CTRL+C keys after highlighting the server code. Click on Exit to close the Install Auth Codes program.
4. Run the Request Authorization program from the Eagle Point License Manager program folder (or run the EPREQUST.EXE located in the C:\PROGRAM FILES\EAGLE POINT SOFTWARE\EPLM folder) to request product Authorization Codes from Eagle Point.

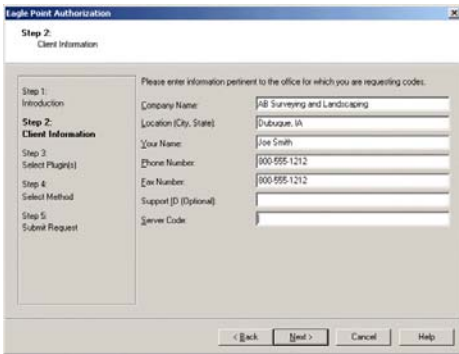
The Eagle Point Authorization Wizard dialog box displays.



Eagle Point Authorization Wizard Page 1 – Introduction Dialog Box

5. On the Authorization Wizard, select the Request Authorization option and click the Next button.

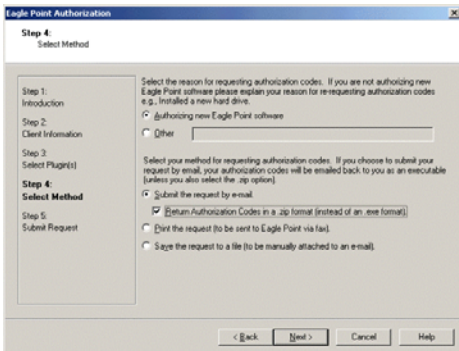
The Client Information Page of the Authorization Wizard displays.



Eagle Point Authorization Wizard Page 2 – Client Information Dialog Box

6. Place focus in the Server Code edit field by clicking in the edit field or by tabbing to it. Paste the server code from the clipboard by right clicking and selecting Paste or by pressing the CTRL+V keys. You must also provide your company name, location, your name (or the person who is authorizing the product for your company), phone number, and fax number. If you know your Eagle Point Support ID, you should also enter it. Click the Next button to continue.
7. On the Select Plugin(s) page, check on all of the CAD packages you are requesting codes for. To expedite processing, only check the plugins you have purchased. Click the Next button to continue.

The Select Method page of the Authorization Wizard displays.



Eagle Point Authorization Wizard Page 4 – Select Method Dialog Box

8. On the Select Method page, choose the reason for requesting codes and how you would like to submit the request. Your codes will be sent to you using the same method that you used to submit your request. It is recommended that e-mail be used. Click the Next button to continue.
 - *By default, the authorization codes will be sent to you as an e-mail attachment in the form of a self-extracting .exe file. You may optionally request that the codes are sent to you in the form of a compressed .zip format.*
 - *You may print out the required information to fax to Eagle Point at (563) 556-5321 or email the information to authcodes@eaglepoint.com to request the software authorization codes. Once these are obtained, refer to the instructions in *INSTALL EAGLE POINT AUTHORIZATION CODES FOR TCP/IP NETWORK LICENSE* on page 4.*
 - *If you fax your authorization code request, you can help speed your order by writing your customer number and your order number on the fax. These numbers can be found on the shipping report.*

9. Review the request on the last page of the Authorization Wizard and click the Finish button.

INSTALL EAGLE POINT AUTHORIZATION CODES FOR TCP/IP NETWORK LICENSE

- If you are reapplying or updating your authorization codes, you must stop the Eagle Point License Manager in order to enter more authorization codes. To do so, open your Windows Control Panel and run the Eagle Point License Manager program. When the License Manager displays, click on Stop and click on OK. Then enter your additional authorization codes using the EPLMAUTH.EXE program found in the C:\PROGRAM FILES\EAGLE POINT SOFTWARE\EPLM folder. After entering your codes, run the Eagle Point License Manager program in the Control Panel, click on the Launch button and click on OK.

Once you received your authorization codes from Eagle Point, follow the appropriate steps below for the method you used to request the codes.

If you emailed your request for authorization codes

If you use e-mail, your codes are sent to you via e-mail. You do not need to manually enter the codes (as with a fax). Just follow the instructions in the e-mail.

The email you receive from Eagle Point will have an attachment called AUTHCODE.EXE or AUTHCODE.ZIP. Depending on your email application you may receive some warning messages such as the one shown below when trying to open the attachment. If you receive a message asking if you would like to open or save the file to disk, you can do either. If you save it to disk you will have to find it in the location that you save it and double click on it there. If you do not see an icon for AUTHCODE.EXE or AUTHCODE.ZIP in your email, you probably will see a paper clip graphic or some other indicator that you have an attachment to your email. Typically you will need to click on the paper clip graphic and choose whether you wish to save or open the file. If your email program does not have a graphic to alert you to an attachment look for a Save Attachments command in one of the menus in your email program.

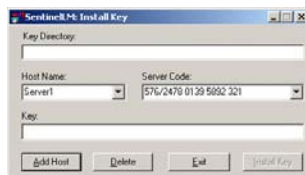


Typical Email Attachment Message

If you faxed your request for authorization codes, your codes will be faxed back to you. After you receive the codes from Eagle Point you must install the codes. You may do so using the Install Auth Code program found in the Eagle Point License Manager program folder or by running the EPLMAUTH.EXE program found in the C:\PROGRAM FILES\EAGLE POINT SOFTWARE\EPLM folder.

1. Run the Install Auth Codes program found in the Eagle Point License Manager program folder (or the EPLMAUTH.EXE found in the C:\PROGRAM FILES\EAGLE POINT SOFTWARE\EPLM folder).

The Install Key dialog box displays.



Install Key Dialog Box

C:\PROGRAM FILES\EAGLE POINT SOFTWARE\EPLM\KEYS\EPLOG.TXT

The Log File Size Limit is not a required input. However, it is recommended that a 1 MB size limit be entered so that the log file purges itself after it is 1-MB in size.

The other settings should be left at their defaults.

13. Click on OK to write the settings.

14. On the Eagle Point TCP License Manager dialog box make sure that the Startup option is set to Automatic.

Having this set to Automatic enables the Eagle Point License Manager 180 seconds after the machine starts up after a shutdown.

15. Click on Launch to start the server and click on OK.

The Eagle Point License Manager starts in 180 seconds.

This completes the authorization process.