

Reactivating License

You may need to reactivate the license in the following cases:

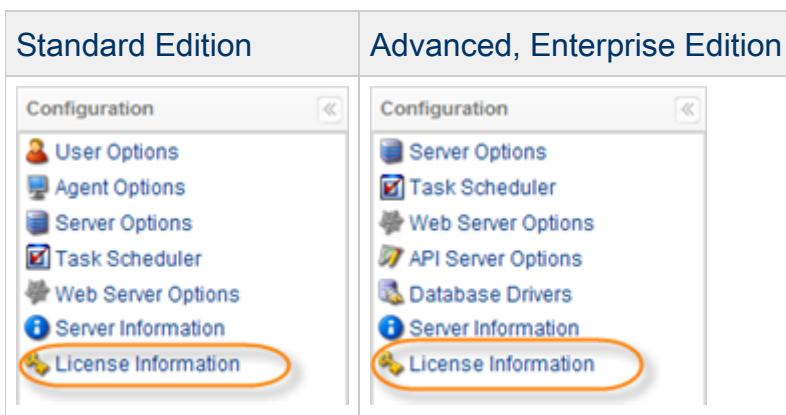
- You have reinstalled the CDP to another machine.
- You want to update the allowed number of Agents/Add-Ons.
- You have bought another type of license.
- Other cases.

To reactivate the license follow the instructions below.

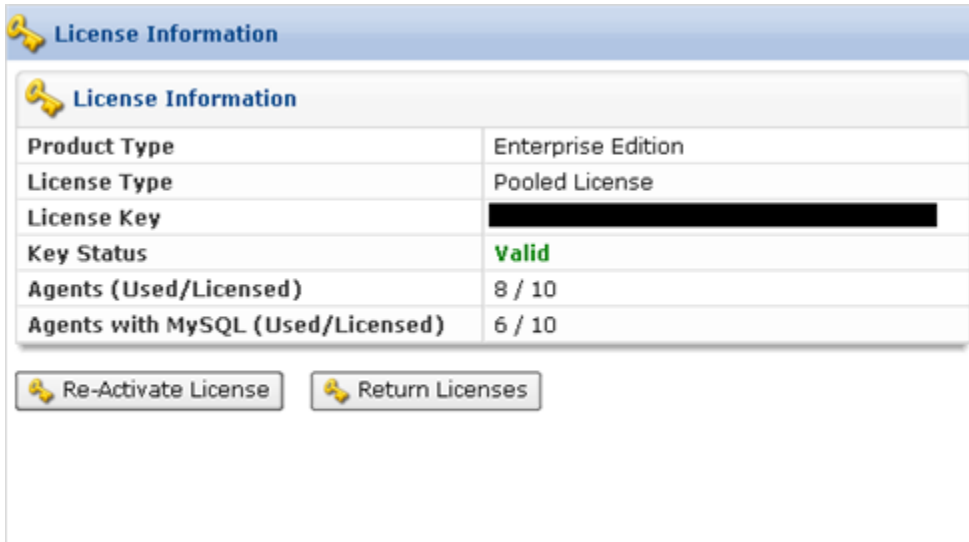
1. Click on "Configuration" in the Main Menu to open the "Configuration" window.



2. In the "Configuration" menu, click on "Accessing License Information."



3. The "License Information" window opens.

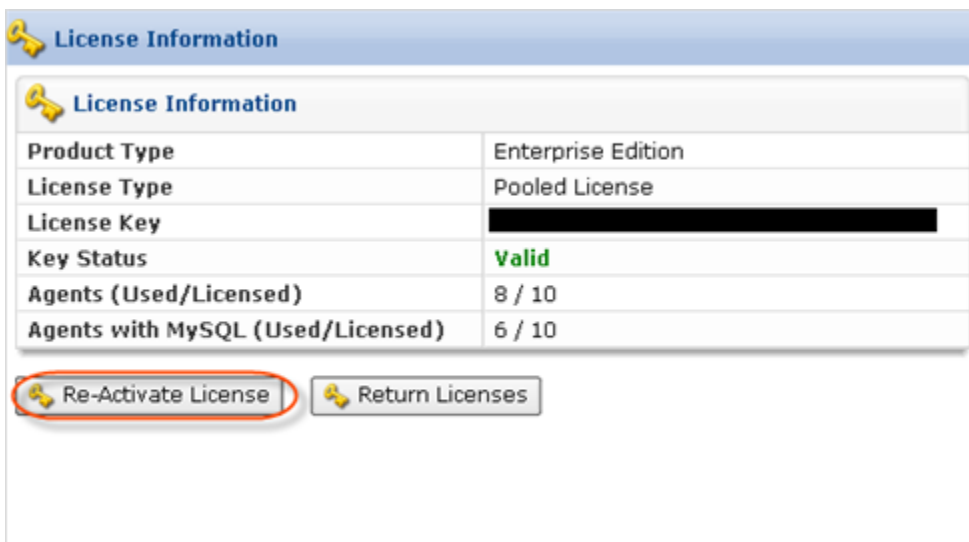


The screenshot shows the "License Information" window. It features a table with the following data:

Product Type	Enterprise Edition
License Type	Pooled License
License Key	[REDACTED]
Key Status	Valid
Agents (Used/Licensed)	8 / 10
Agents with MySQL (Used/Licensed)	6 / 10

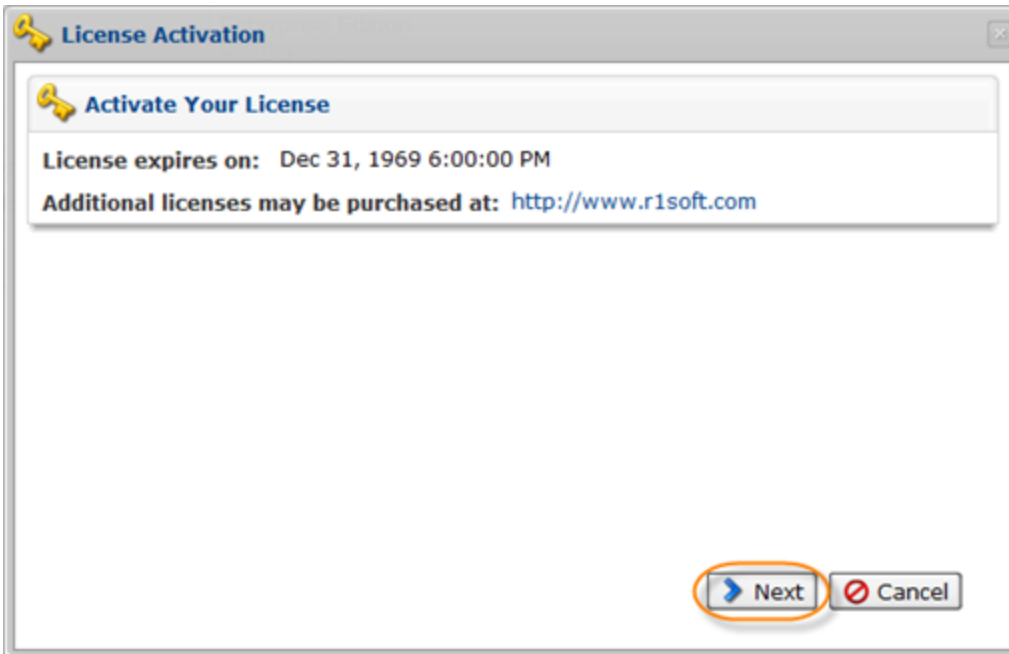
Below the table are two buttons: "Re-Activate License" and "Return Licenses".

4. Click "Re-Activate License" button.



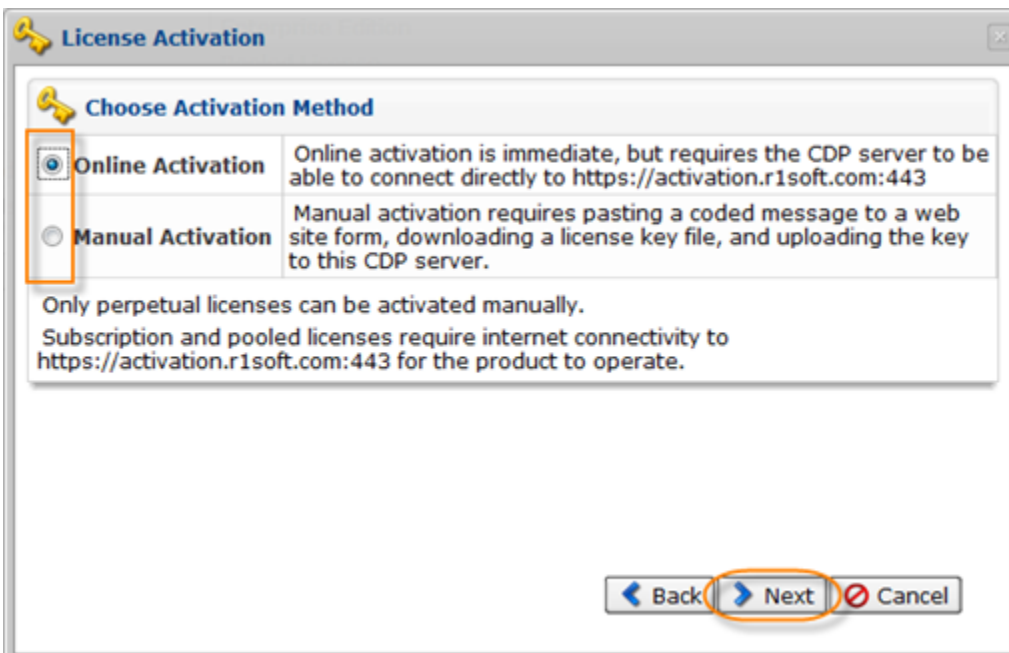
This screenshot is identical to the previous one, but the "Re-Activate License" button is highlighted with a red oval, indicating it should be clicked.

5. The "License Activation" window opens. Click "Next" to continue the process of reactivation.



6. The next dialog offers you the following activation options:

- Online activation - Online activation is automatic and requires the computer with R1Soft CDP installed to connect directly to <https://activation.r1soft.com:443>.
- Manual activation - Manual activation requires you to paste a coded message to a website form, download the license key file, then upload it to this CDP installation.



Select an option and click "Next."

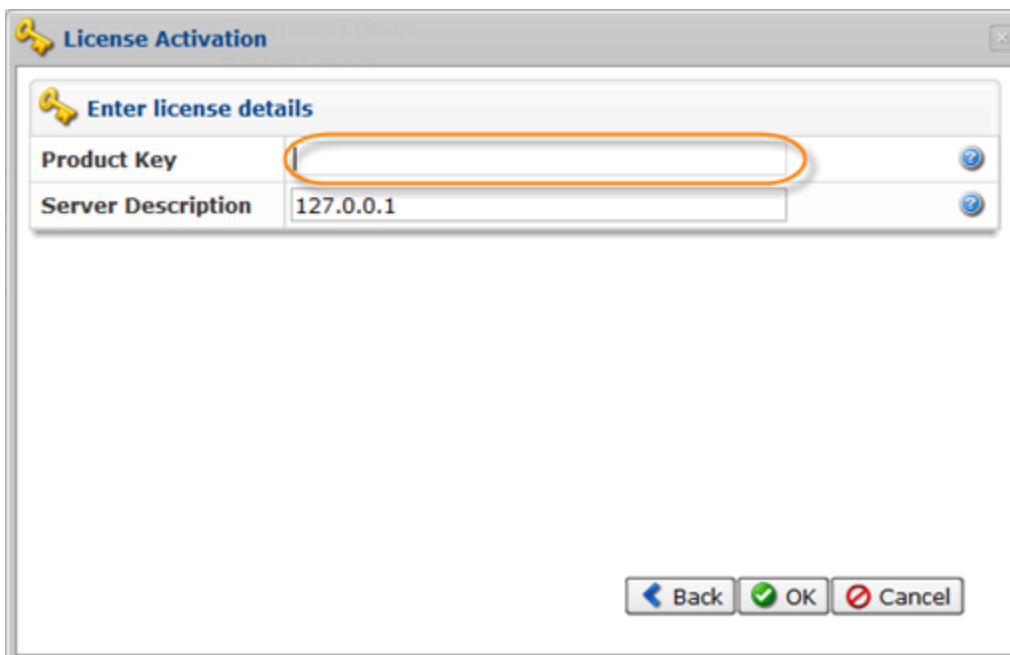
**Note**

Only perpetual licenses can be manually activated. Trial licenses, heartbeat licenses, and pooled licenses need to access the licensing server in order to operate.

7. The next screen will prompt you for the Product Key. Enter the Product Key you received from the R1Soft sales team in the "Product Key" text box on the "License Activation" screen. You can enter an optional server description in the "Server Description" text box.

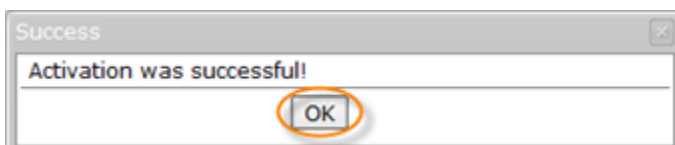
- Product Key - This is the 36 character product activation code and looks like xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx. It is best to copy and paste this code into the form. License ID cannot be empty for online/manual activation.
- Server Description - The server description is any text string. It is recorded with the license only for your records and to help you identify this license activation if you have multiple licenses.

Click "Next."



The image shows a "License Activation" dialog box with a title bar containing a key icon and the text "License Activation". Below the title bar is a section titled "Enter license details" with a key icon. This section contains two input fields: "Product Key" and "Server Description". The "Product Key" field is empty and has an orange oval around it. The "Server Description" field contains the text "127.0.0.1". At the bottom of the dialog box are three buttons: "Back" (with a left arrow), "OK" (with a green checkmark), and "Cancel" (with a red X).

8. Then you will receive a confirmation of successful activation. Click "OK."



The image shows a "Success" dialog box with a title bar containing the text "Success". Below the title bar is a text area containing the message "Activation was successful!". At the bottom of the dialog box is an "OK" button, which is circled in orange.

9. Your license is now reactivated. The CDP Server redirects you to the Web Interface.