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.

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4. Click "Re-Activate License" button.

Product Type	Enterprise Edition
License Type	Pooled License
license Key	
Key Status	Valid
Agents (Used/Licensed)	8/10

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.

🍫 License Activation	
🍫 Choose Activation	Method
Online Activation	Online activation is immediate, but requires the CDP server to be able to connect directly to https://activation.r1soft.com:443
Manual Activation	Manual activation requires pasting a coded message to a web site form, downloading a license key file, and uploading the key to this CDP server.
Only perpetual license Subscription and poole https://activation.r1sol	s can be activated manually. ad licenses require internet connectivity to it.com:443 for the product to operate.
	Sack Next O Cancel

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 xxxxxxx-xxxx-xxxx-xxxx-xxxx-xxxx. 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."

🂫 License Activation 🖂		
Senter license det	ails	
Product Key		0
Server Description	127.0.0.1	0
	Sack OK	Ocancel

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

Success 🛛		
Activation was success	sful!	
	(OK)	

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