

Easysoft Licensing User's Guide

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How to license Easysoft products

Easysoft products can't be used until they have been licensed.

In this section:

- [How licensing works](#)
- [Trial and purchased licenses](#)
- [Authorization codes](#)
- [Machine numbers](#)
- [License keys](#)
- [Before you begin](#)

How licensing works

Easysoft product licenses are generated and managed using the License Server and the License Manager:

- The License Manager runs on the computer on which you're running the software and is used to obtain either an authorization code or a machine number.
- This information is sent to the License Server on a computer hosted by Easysoft, which generates and then returns a license key.

Note	Only your contact details and license request identifier are passed to the License Server at Easysoft.
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The License Manager is then used to apply the license key and you can begin to use your chosen Easysoft product.

Trial and purchased licenses

Easysoft products can't be used until you have licensed them.

The following types of license are available:

- A trial license is free and gives you unrestricted use of the product for a limited period (usually 14 days). This license is designed for beta testers and customers who want to evaluate Easysoft products.
- A purchased license can be obtained for a fixed number of concurrent database connections or unlimited concurrent database connections. Only the license is purchased. The software product itself remains the property of Easysoft.
- A trial or purchased product license can be obtained either during installation or post installation by running the License Manager.

You can't obtain a purchased license until you have received an [Authorization code](#).

Also, depending on how you apply for a trial or purchased license, you may need to supply a [machine number](#) to Easysoft and [apply the license key](#) to activate the license.

Note	Customers obtaining trial licenses are provided with support during their evaluation period. Support contracts for purchased licenses can be purchased by contacting the Easysoft Sales team.
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Authorization codes

An authorization code represents a product code and number of licensed connections purchased. It's not specific to any one [machine](#).

To obtain a purchased license for a product you must have an authorization code, which is emailed to you when you purchase the product.

You do not need an authorization code to obtain a trial license.

Note	Some Easysoft Data Access products consist of multiple components, so a single authorization code can result in multiple licenses, one for each component of the product.
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Machine numbers

No trial or purchased license can be generated until the Easysoft License Server has received the machine number of the computer on which the software is installed.

If this machine has a connection to the Internet (is online), the machine number can be sent to the Easysoft License Server automatically. A license key is then generated and applied automatically and you can start using the software. If this machine does not have a connection to the Internet (is offline), you must acquire the machine number by running the License Manager and then send it to the Easysoft Licensing team (license@easysoft.com). The license key is then emailed to you to be applied manually.

License keys

The Easysoft License Server generates a license key when it has received either your authorization code (for purchased licenses) or your machine number (for trial and purchased licenses).

The license key must then be applied on the computer where the software is installed (note that in the case of client-server software, the license is always installed on the server computer):

- If this computer has a connection to the Internet (is online), and you chose the automatic/online license request, the license key is applied automatically.
- If this machine does not have a connection to the Internet (is offline), after you have sent your machine number to license@easysoft.com you'll receive your license key by email and you must apply it manually.

Once the license key has been applied, you can begin using the software.

Note

Operating system upgrades or certain hardware changes (such as replacing the network card) nullify licenses and require new ones to be requested.

Before you begin

Before you license a product, you must know:

- Whether you want a trial or purchased license.
- Whether the computer on which the software will be running is a Windows or UNIX.
- Whether the computer on which the software will be running is online or offline (that is, whether or not it has a connection to the Internet).

When you have this information, go to the section that's relevant to you:

Windows:

- [Obtaining trial licenses](#)
- [Obtaining purchased licenses](#)

UNIX or Linux:

- [Obtaining trial licenses](#)
- [Obtaining purchased licenses](#)

Windows licensing

In this section:

- [Obtaining trial licenses](#)
- [Obtaining purchased licenses](#)
- [Removing a license](#)
- [Preserving licenses when upgrading software](#)

Obtaining trial licenses

A trial license gives you full use of an Easysoft product for a limited period (usually 14 days).

How you obtain a trial license depends on whether the computer on which you intend to use the software is online or offline.

Obtaining trial licenses (online method)

If the machine on which you intend to use the software has a connection to the Internet (is online), work through these steps to obtain a trial license:

1. Download and install the software if you have not already done so.

The License Manager starts automatically at the end of the installation.

2. If the License Manager is not already open, run it from the Easysoft group in the Windows **Start** menu.
3. Fill in the **Name**, **E-Mail Address**, **Company**, and **Telephone** fields in the **Contact Information** section.
4. Choose **Request License**.
5. Choose **Trial**, and then choose **Next**.
6. Choose the product you want to license, and then choose **Next**.
7. Choose **Online Request**.

After a few moments, a message is displayed telling you the number of licenses that have been added.

The product is now licensed and you can begin using it.

Obtaining trial licenses (offline method)

If the computer on which you intend to use the software doesn't have a connection to the Internet (is offline), work through these steps to obtain a trial license:

1. Download and install the software if you have not already done so.

The License Manager starts automatically at the end of the installation.

2. If the License Manager is not already open, run it from the Easysoft group in the Windows **Start** menu.
3. Fill in the **Name**, **E-Mail Address**, **Company**, and **Telephone** fields in the **Contact Information** section.
4. Choose **Request License**.
5. Choose **Trial**, and then choose **Next**.
6. Choose the product you want to license, and then choose **Next**.
7. Choose **View Request**.

A separate window opens displaying a string in the form: XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX.

This is the machine number that you need to supply to Easysoft.

8. Choose **File > Save To File**, and then enter a filename. Choose **Save**. Email this file to license@easysoft.com and your license key will be emailed to you shortly.

If necessary, you can close the License Manager and reopen it when you receive your license keys.

9. When you receive your license key, either:
 - Double-click the attachment in the email to apply the license key automatically.

14 Obtaining trial licenses (offline method)

-Or-

- Run the License Manager, choose **Enter License** and then copy and paste the license key from the email into the dialog box. Choose **Apply**. After a few moments, a message displays that tells you the number of licenses that have been added.

The product is now licensed and you can begin using it.

If you cannot use email, choose **Print Request**, and then contact the Licensing team (license@easysoft.com)

Obtaining purchased licenses

Purchased licenses are available for either a fixed or unlimited number of concurrent database connections and give you permanent use of an Easysoft product.

How you obtain a purchased license depends on whether the machine on which you intend to use the software is online or offline.

Obtaining purchased licenses (online method)

If the computer on which you intend to use the software has a connection to the Internet (is online), work through these steps to obtain a purchased license:

1. Download the software if you have not already done so.
2. Obtain your authorization code by purchasing the software either from the Easysoft web site (<https://www.easysoft.com>) or by contacting the Sales team (sales@easysoft.com).

Your authorization code will be emailed to you.

3. When you receive your authorization code, install the software if you have not already done so.

The License Manager starts automatically at the end of the install procedure.

4. If the License Manager is not already open, choose **Start > Programs > Easysoft > Easysoft Licensing > License Manager**.
5. Fill in the **Name**, **E-Mail Address**, **Company**, and **Telephone** fields in the **Contact Information**.
6. Choose **Request License**.
7. Choose **Full License**, then choose **Next**.
8. Enter your authorization code, then choose **Next**.
9. Choose **Online Request**.

After a few moments, a message displays that tells you the number of licenses that have been added.

The product is now licensed and you can begin using it.

Obtaining purchased licenses (offline method)

If the machine on which you intend to use the software does not have a connection to the Internet (is offline), work through these steps to obtain a purchased license:

1. Download the software if you have not already done so.
2. Obtain your authorization code by purchasing the software from Easysoft (sales@easysoft.com).

Your authorization code will be emailed to you.

3. When you receive your authorization code, install the software if you have not already done so.

The License Manager starts automatically at the end of the install procedure.

4. If the License Manager is not already open, choose **Start > Programs > Easysoft > Easysoft Licensing > License Manager**.
5. Fill in the **Name**, **E-Mail Address**, **Company**, and **Telephone** fields in the **Contact Information**.
6. Choose **Request License**.
7. Choose **Full License**, then choose **Next**.
8. Enter your authorization code, then choose **Next**.
9. Choose **View Request**.

A separate window opens displaying a string in the form XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX.

16 Obtaining purchased licenses (offline method)

This is the machine number that you need to supply to Easysoft.

10. In the window displaying the machine number, choose **File > Save To File**, and then enter a filename. Choose **Save**. Email this file to license@easysoft.com and your license key will be emailed to you shortly.

If necessary, you can close the License Manager and reopen it when you receive your license keys.

11. When you receive your license key, either:

- Double-click the attachment in the email to apply the license key automatically.
- Or-
- Run the License Manager, choose **Enter License** and then copy and paste the license key from the email into the dialog box. Choose **Apply**. After a few moments, a message is displayed telling you the number of licenses that have been added.

The product is now licensed and you can begin using it.

If you cannot use email, choose **Print Request**, and then contact the Licensing team (license@easysoft.com)

Removing a license

Occasionally, you might want to remove a license (if the license has expired, for example).

To remove a license:

1. Run the License Manager from the Easysoft group in the Windows **Start** menu,
2. Choose **Remove License**.

A dialog box appears, listing the licenses on this machine.

3. Click on each license that you want to delete.
4. Choose **Next**.

A dialog box is displayed, asking you to confirm that you want to delete each selected license.

5. Choose **Delete** or **Do Not Delete** for each license as appropriate.

Preserving licenses when upgrading software

When a license is added to an Easysoft product running under Windows, the licenses are added into the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Easysoft\Licences
```

Licenses are not removed with the software when an Easysoft product is uninstalled.

Similarly, licenses are not over-written if an Easysoft product is upgraded and will still be used by the upgraded software.

However, any hardware change or re-installation of an operating system can result in removal or nullification of the license.

To work around this, take a backup copy of the registry key and store the file on a different computer. You can then restore the license at a later date.

UNIX and Linux licensing

In this section:

- [Obtaining trial licenses](#)
- [Obtaining purchased licenses](#)
- [Removing a license](#)
- [Preserving licenses when upgrading software](#)
- [More about licensing](#)

Obtaining trial licenses

A trial license gives you full use of an Easysoft product for a limited period (usually 14 days).

How you obtain a trial license depends on whether the machine on which you intend to use the software is online or offline.

Obtaining trial licenses (online method)

If the machine on which you intend to use the software has a connection to the Internet (is online), work through these steps to obtain a trial license:

1. Log onto your UNIX or Linux computer as the root user.
2. Download and install the software if you have not already done so.

The License Manager starts automatically during the installation.

3. If the License Manager is not already running, change into the `/usr/local/easysoft/license` directory and then enter:

```
./licshell
```

The License Manager displays a list of available Easysoft products.

4. Choose the product you want to license.

The License Manager retrieves the machine number for your machine and then prompts you for some contact information.

5. Complete the Name, Company, Email, and Telephone fields.
6. When the Ref prompt appears, press ENTER.
7. When asked how you want to obtain the license, choose option 1, Automatically.... After a few moments, a message displays that tells you the number of licenses that have been added.
8. Choose option 0 to quit the License Manager.
9. Enter y when asked if you want to apply the new licenses.

The product is now licensed and you can begin using it.

Obtaining trial licenses (offline method)

If the machine on which you intend to use the software does not have a connection to the Internet (is offline), work through these steps to obtain a trial license:

1. Log onto your UNIX or Linux machine as the root user.
2. Download and install the software if you have not already done so.

The License Manager starts automatically at the end of the install procedure.

3. If the License Manager is not already running, change into the `/usr/local/easysoft/license` directory and then enter:

```
./licshell
```

The License Manager displays a list of available Easysoft products.

4. Choose the product you want to license.

The License Manager retrieves the machine number for your machine and then prompts you for some contact information.

5. Complete the Name, Company, Email, and Telephone fields.
6. When the Ref prompt appears, press ENTER.

7. When asked how you want to obtain the license, choose option 2, Write information to file.
Your machine number is written to a file called license_request.txt.
8. Choose option 0 to quit the License Manager.
9. Now email the license_request.txt file to either:
 - autolicense@easysoft.com (your license key will be emailed to you automatically).
 - Or-
 - license@easysoft.com (a member of the Licensing Department will email the license key to you).If you cannot use email, supply the machine number in the license_request.txt file to us by phone.
10. When you receive your license key, append them to the /usr/local/easysoft/license/licenses file, removing any LIC: prefixes.

Note

The license responder puts an attachment in its outgoing emails that allows Windows users to activate their licenses by double-clicking the attachment. If you read your email on a Windows computer, this attachment will be visible, but it will not work for licensing UNIX or Linux software.

The product is now licensed and you can begin using it.

Obtaining purchased licenses

Purchased licenses are available for either a fixed or unlimited number of concurrent database connections and give you permanent use of an Easysoft product.

How you obtain a purchased license depends on whether the machine on which you intend to use the software is online or offline.

Obtaining purchased licenses (online method)

If the machine on which you intend to use the software has a connection to the Internet (is online), work through these steps to obtain a purchased license:

1. Log onto your UNIX or Linux machine as the root user.
2. Download the software if you have not already done so.
3. Obtain your authorization code by purchasing the software from the Easysoft web site (<https://www.easysoft.com>) or by contacting the Sales team (sales@easysoft.com).

Your authorization code will be emailed to you.

4. When you receive your authorization code, install the software if you have not already done so.
The License Manager starts automatically during the installation.
5. If the License Manager is not already running, change into the `/usr/local/easysoft/license` directory then enter:

```
./licshell
```

The License Manager displays a list of available Easysoft products.

6. Choose the product that you want to license.

The License Manager retrieves the machine number for your machine and then prompts you for some contact information.

7. Complete the Name, Company, Email, and Telephone fields.

If you obtained your authorization code by using the Easysoft web site, the email address you enter here should be exactly the same as the one you entered on the web site.

8. When the Ref prompt appears, enter in your authorization code and then press ENTER.

If you have more than one authorization code, you must repeat this procedure (step 5 to step 10) to convert each authorization code into a license key.

9. When asked how you want to obtain the license, choose option 1, Automatically....

After a few moments, a message displays that tells you the number of licenses that have been added.

10. Choose option 0 to quit the License Manager.
11. Type y when asked if you want to apply the new licenses.

The product is now licensed and you can begin using it.

Obtaining purchased licenses (offline method)

If the machine on which you intend to use the software does not have a connection to the Internet (is offline), work through these steps to obtain a purchased license:

1. Log on to your UNIX or Linux machine as the root user.
2. Download the software if you have not already done so.

3. Obtain your authorization code by purchasing the software from the Easysoft web site (<https://www.easysoft.com>) or by contacting the Sales team (sales@easysoft.com).

Your authorization code will be emailed to you.

4. When you receive your authorization code, install the software if you have not already done so. The License Manager starts automatically during the installation.
5. If the License Manager is not already running, change into the `/usr/local/easysoft/license` directory, and then enter:

```
./licshell
```

The License Manager displays a list of available Easysoft products.

6. Choose the product that you want to license.

The License Manager retrieves the machine number for your machine and then prompts you for some contact information.

7. Complete the Name, Company, Email, and Telephone fields.
8. When the Ref prompt appears, enter your authorization code and then press ENTER.

If you have more than one authorization code, you must repeat this whole procedure (step 5 to step 12) to convert each authorization code into a license key.

9. When asked how you want to obtain the license, choose option 2, Write information to file.

Your machine number is written to a file called `license_request.txt`.

10. Choose option 0 to quit the License Manager.
11. Now email the `license_request.txt` file to either:

`autolicense@easysoft.com` and your license key will be emailed to you automatically.

-Or-

`license@easysoft.com` and a member of the Licensing team will email the license keys to you.

If you cannot use email, supply the machine number in the `license_request.txt` file to us by phone and a member of staff will forward your license key to you.

12. When you receive your license key, append them to the `/usr/local/easysoft/license/licenses` file, removing any LIC: prefixes.

Note

The license responder puts an attachment in its outgoing emails that allows Windows users to activate their licenses by double-clicking the attachment. If you read your email on a Windows computer, this attachment will be visible, but it will not work for licensing UNIX or Linux software.

The product is now licensed and you can begin using it.

Removing a license

Occasionally you might want to remove a license (if the license has expired, for example).

To remove a license:

1. Ensure that you are logged onto your UNIX or Linux computer as the root user.
2. Change into the `/usr/local/easysoft/license` directory.
3. Run `./licshell`.
4. Select option 1 to display the licenses on this machine.

The licenses are listed in reverse order to their position in the licenses file. If any invalid licenses are found, the errors will be displayed out of sequence and you should resolve these errors before removing any licenses.

5. Note where the unwanted license appears and enter 0 to quit the License Manager.
6. Make a backup of the licenses file.
7. Open the licenses file and remove the appropriate license line.
8. Run `./licshell` again and select option 1 to display the active licenses.
9. If the correct license has been removed, enter 0 to quit the License Manager.

-Or-

If the wrong license has been removed, enter 0 to quit the License Manager, reinstate the original licenses file and then go back to step 3 and try again.

Preserving licenses when upgrading software

Licenses are stored in the `/usr/local/easysoft/license/licenses` file.

When an Easysoft product is removed from a computer, the license file is also removed, along with the other Easysoft directories.

Operating system upgrades or certain hardware changes (such as replacing the network card) also nullify licenses and require new ones to be requested.

To prevent this, store a backup copy of the license file on another machine, which can then be then be restored.

More about licensing

Licenses are stored in a file called `/usr/local/easysoft/license/licenses`, where each line is either a comment (`#`) or a license key for an Easysoft product.

However, the text `IgnoreInvalid` is sometimes included as the first non-comment line in the licenses file. This tells the licensing layer to check all licenses in the file, until it finds a valid license.

Viewing licenses

The License Manager lets you view existing licenses, but this does not allow you to view licenses added in the current License Manager session.

You must exit the License Manager and then rerun it to view any licenses applied in the current session.

Troubleshooting

In this section:

- [Client-side errors](#)
- [Server-side errors](#)
- [Firewalls](#)

Client-side errors

The following error messages describe licensing problems that have occurred on the client side (the License Manager):

"No licenses for this product can be found, return code 9"

- You don't have a license key added into the Easysoft License Manager and you try to use the software.
- You don't have a license for the version of the Easysoft software you are using.
- Your reported hardware configuration changes after you add a license key. (For example, the machine's MAC address changes.)
- You don't have the correct permissions to access the Easysoft license or product subtrees of the registry.

"Unable to write/open/read to the registry"

This normally indicates a permissions problem. Check with your system administrator, who may need run the License Manager as a different user so that the registry can be accessed.

"Unable to initialise the TCP/IP socket layer"

This probably means that TCP/IP networking is not installed on your computer. Consult with your system administrator.

"Unable to open file for reading"

The supplied Easysoft license file could not be opened. This normally indicates a permissions problem. Check with your system administrator, who may need to operate the software under a different user.

"Unable to open read from file"

The Easysoft license file could not be read. This normally indicates a permissions problem. Check with your system administrator, who may need run the License Manager as a different user.

"Duplicate license key"

The same license key has been added more than once.

"Invalid license key"

The license string does not conform to the expected syntax. Check that the text has been correctly copied and that all the characters are correct.

"Could not send message"

Check your local email settings, as this normally indicates a networking problem.

"Could not start MAPI"

The License Manager was unable to find a MAPI subsystem on your computer, which is required for the License Manager to be able to send an email request to Easysoft.

"Printer would not initialise"

Check your local setup and printer hardware.

"The software was unable to start a printed page"

Check your local printer software and hardware.

"Unable to create a TCP/IP Socket"

This indicates there's a local network setup problem.

"Unable to connect to the Easysoft License Server"

This may be due to a problem in the local network setup or to a lack of internet connectivity. Refer to [Firewalls](#) if the software is being operated behind a firewall. If the problem persists and none of the previous conditions exist, it may be due to a network problem at Easysoft. Contact Easysoft for more details.

"Sending to the Easysoft License Server fails"

A network problem has caused the information to not be sent to Easysoft. Try repeating the operation a little later.

"No license information was received"

A problem occurred that prevented the License Server from sending the expected information. Contact Easysoft for more details.

Server-side errors

The following error messages describe licensing problems that have occurred on the server side (the License Server hosted by Easysoft):

"Invalid Site/Machine Number"

The number supplied does not conform to the expected syntax for a machine number. Contact Easysoft for more details.

"A trial has already been issued for this machine, please contact Easysoft"

Normally only one trial license is allowed for any single machine. Contact Easysoft if a duplicate license is required. It's possible that this message may display without a previous trial license having been issued. In this case, contact Easysoft and a trial license will be supplied.

"auth code XXXX is not found, re-enter and repeat"

The authorization code supplied has either not been entered correctly or has already been used to obtain a license. Contact Easysoft if neither of these cases apply.

"can't find product XXXXX"

The License Manager has requested a license for a product that is not known to the License Server. This may be due either to an internal error or to differing versions of the software. Contact Easysoft to resolve the problem.

Firewalls

When using the automatic/online method to obtain a license, the License Manager program attempts to make a TCP/IP connection to license.easysoft.com on port 8884.

If your machine is behind a firewall that does not allow outgoing connections to port 8884, this method will fail.

In this case, either ask your system administrator to temporarily open up this route or use the offline method to obtain a license.