

# Network Licensing Questions and Answers

## 1. Introduction

### 1.1 What is Product Activation?

Product activation is a software-based license management technology incorporated into all Alchemy products. It is a secure and hassle-free process that authenticates licensed users running Alchemy software. The process verifies that the serial number is legitimate and has not been activated on more computers than are eligible. It does not affect the ability of licensed users to use their software the way they have always done.

### 1.2 What happens during Product Activation?

Product activation is a series of simple steps that takes place during the start-up of your Alchemy software. Users email an activation request, which is authenticated by Alchemy Software Development to activate their products. The entire activation process is quick and easy, and the majority of users will experience the process only once.

### 1.3 How does Product Activation work?

The activation process uses minimal information about the software and computer to create a request for a product license.

The activation request is composed of the product version, installation serial number and system locking key.

The activation request is sent to Alchemy Software Development via email. If the request is valid, a valid Product Certificate is returned that enables the product immediately.

### 1.4 Does this mean I can't use the product on my desktop and laptop? How many activations are permitted per license?

You are only allowed one activation of your Alchemy product. If you want to run it on your laptop you can use the 'Borrow License' feature that allows you to activate another machine temporarily with your activated license.

### 1.6 I use a network license server (FLEXlm™) to manage my software licenses. How does product activation affect my licenses?

Product activation only applies to standalone and multi-seat standalone licenses. Network licenses are not affected in any way by product activation.

### 1.7 What common changes can trigger the need for reactivation?

- Significantly changing the primary boot disk.
- Tampering with any of the activation services of software license files.
- Modifying the system date/time properties on a computer that has a time-limited software license.
- Reinstalling your operating system.

### 1.8 Does the activation process ever send data to Alchemy Software Development after I activate my product?

No. No data is transmitted unless reactivation of your software license is required. If your software license becomes invalid, re-activation will be required.

### 1.9 What if the company shuts down? I paid for the product and should be able to use it in perpetuity.

The Software End User License Agreement grants the user of an Alchemy product the right to use it in perpetuity. In the unlikely event of the company's shutting down, we will enable automatic approval of all activation requests or provide other technical means allowing users to continue using our products.

### **1.10 I re-format my hard drive often. What impact does activation have in this situation?**

You may need to reactivate your software license if you reformat your primary boot disk, although reactivation can be avoided.

## **2. Product Activation Details**

### **2.1 Why does Alchemy Software Development require its customers to activate their software?**

Alchemy Software Development has embraced an industry standard in order to deter casual copying and unauthorized use of Alchemy software. Casual copying is the sharing of software among more computers or users than the Alchemy Software License Agreement permits. Product activation helps discourage casual copying with minimal impact to loyal customers.

### **2.2 Which Alchemy products use this activation technology?**

All Alchemy products currently use, or will use this technology in future.

### **2.3 How do I activate my software?**

Use the activation screens that is displayed the first time you run the software. You can activate your product 24 hours a day, seven days a week by email. Either option takes only a few steps to complete.

### **2.4 Do I need to be online to use software that includes activation?**

No, however you will need access to a mail client. Your activation request needs to be emailed to [info@AlchemySoftware.ie](mailto:info@AlchemySoftware.ie) in order for your product to be authenticated and activated correctly.

### **2.5 How long does Product Activation take to complete?**

Using email it usually takes 10-15 minutes to complete.

### **2.6 How soon must I activate my product?**

You should activate your product as soon as possible. When you first launch Alchemy CATALYST, it will display an activation screen automatically.

### **2.7 Will the product work without activation when first installed?**

No, it will run only in evaluation mode.

### **2.8 What happens if I don't activate my product?**

If you don't activate your product it will run in evaluation mode. Evaluation mode is a feature limited version of Alchemy CATALYST.

### **2.9 What if I don't have an Internet connection?**

If your Internet connection is temporarily unavailable and you cannot access your email, you can activate the next time it becomes available. Once the software is activated, you no longer need an Internet or email connection.

### **2.10 What if I need to get activation during non-business hours?**

You can activate your product 24 hours a day, seven days a week via email.

### **2.11 What technology does Alchemy Software Development use to implement Product Activation?**

Alchemy products use FlexIm<sup>®</sup>, an industry standard technology provided by Macrovision<sup>®</sup>.

### **2.12 Do other software companies use this technology?**

Yes, other companies such as Macromedia<sup>®</sup>, Adobe<sup>®</sup>, and Intuit<sup>®</sup> use the FlexIm activation technology from Macrovision.

### **2.13 Does product activation make the software more difficult to use?**

No, activation is an easy, one-time process that does not affect the use of the product at all.

### **2.14 I've heard that the activation technology stores data to the hard drive, outside the normal file system. Isn't that dangerous?**

Product activation uses a well-tested process to safely write license data to an unused sector of the hard drive located in track zero. This procedure has proven to be reliable in software installed on millions of computers worldwide. Storing license data in track zero keeps the data safe, even when the software must be reinstalled. This process does not affect the integrity of your hard disk in any way. In rare cases in which the algorithm determines that writing to track zero may cause a conflict, an alternative file-system-based anchor is used for the license data.

### **2.15 What information is collected and transmitted in the Product Activation process?**

Alchemy collects the minimum information required to validate the authenticity of a product activation request. Most of the data identifies the product, including serial number, product name, and version. An installation ID is also generated.

### **2.16 Does Product Activation slow down my computer?**

No. The activation technology has no effect on the overall performance of your computer.

### **2.17 Can I use my activation code on multiple machines?**

No. A unique activation transaction is required per computer. Once a product has been activated, the software license is assigned only to that specific computer.

### **2.18 When is reactivation required?**

Product reactivation is required only when your computer environment has changed significantly — if, for example, you upgrade or replace your computer, or if the activation process detects that the license has been improperly altered.

### **2.19 If I need another product activation, can a previous activation request be used?**

No. The activation request is unique in every case and cannot be used more than once.

### **2.20 Is an activation request code also required for reactivation?**

Yes. For reactivation, a new activation request is generated and transmitted to Alchemy along with the software serial number, name, machine lock and version.

### **2.21 Does uninstalling and reinstalling the software require a new activation code?**

No. You can uninstall and reinstall your software without affecting the software license.

### **2.22 Will changes to the system date and time properties on my computer require reactivation?**

No. If your software license is not time-limited, there are no restrictions to adjusting your system date and time properties.

If your software license is time-limited, only changes that result in moving the system date and time properties back more than two days would trigger reactivation. If the system date and time properties are wound back by more than two days, you will have a chance to reset the date and time in order to avoid reactivation.

#### **2.23 Do I have to reactivate my software if I reinstall or install a new operating system?**

Yes, you may need to reactivate your software license if you reinstall the operating system that your software is installed to.

#### **2.24 Does updating BIOS require reactivation?**

No. BIOS changes will not require reactivation.

#### **2.25 Does performing a disk image restore of the primary boot disk require reactivation?**

Yes. However, you can avoid the need to reactivate.

#### **2.26 My hard drive died. Will I be able to reinstall the software and reactivate it?**

Yes. The software can be successfully reactivated in most cases after the hardware problem has been resolved.

#### **2.27 Does adding a new hard disk require reactivation?**

No. Only changes to the primary boot disk may require reactivation.

#### **2.28 When I launch the software, a process named “Alchemy.exe” starts running on my computer. What is this?**

This is the Alchemy Licensing Service used by the activation technology to manage your local Alchemy software licenses. Tampering with this service may cause software errors that require you to reactivate your software license(s).

#### **2.29 Is the activation technology removed when I uninstall the software?**

The licensing service and files required for the activation technology are removed when the software is uninstalled. The software license and track zero license data are not removed when the software is uninstalled. This information remains persistent to avoid the need for license reactivation if you reinstall the software.

## **3. GoMobile™ License Utility**

#### **3.1 Can I move my software license to another computer?**

Yes. The GoMobile™ License Utility allows you to transfer your software license from one machine to another. Transferring the software license disables the software on the original computer and enables it on the destination computer.

#### **3.2 Can I make changes to my computer without having to reactivate my software?**

Yes. Follow this procedure: Use GoMobile™ to transfer your software license to a different computer before updating your current computer. After making the computer changes, reinstall your Alchemy software and use GoMobile™ to transfer the license back to the updated computer.

#### **3.3 Is there documentation explaining how to use GoMobile™?**

Yes. GoMobile is explained in the online help.

#### **3.4 Is there a limit to the number of times I can transfer a license?**

There is no limit to the number of license transfers you can perform.