



K2.net Portal License Key Requests –
Requesting and Managing K2.net Server License Keys

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Table of Contents

Introduction	4
K2.net Installation Recommendation.....	4
K2.net Licensing Overview	4
Dependencies between K2.net Servers and K2.net License Keys.....	5
Managing Server Change Impact on K2.net License Keys	5
Requesting K2.net License Key	5
Trial/Evaluation Key (Temporary/Key Expires).....	6
Named User and CPU License Keys (Permanent Keys/Non-Expiring)	6
Obtaining Emergency Keys	6
Implementing/Installing K2.net License Keys	7
Installing License Key during Installation Process.....	7
Updating a License Key using K2.net Service Manager.....	8
Entering the License Key Directly into K2.net SQL Server database.....	9
Troubleshooting K2 License Keys	10
Invalid License Key.....	10
Server Rebuilt (No System Changes)	10
Server Rebuilt (System Changes)	10
Users exceed the number of licenses available	10
Trial Key Expired	11
Training VPC License Key Expired	11
K2.net Service Manager Option not available	11
Lost License Key for Machine.....	11
Status/Escalation	12

Introduction

This article highlights the options K2.net customers have at their disposal to manage their K2.net server licenses. It covers obtaining, updating, and troubleshooting general issues surrounding the K2.net licensing models.

Since this article is a summary of K2.net Licensing information, please refer to the following documentation resources for more detailed information:

- K2.net Installation document
- K2.net Licensing Contracts
- Online resources (e.g. K2.net Forum and the K2.net Knowledgebase)

Note: The K2.net Licensing process is administered by the K2.net Sales Teams and not the K2.net Support teams. Please refer to the "Status/Escalation" section at the end of this document for all K2.net Licensing inquiries.

K2.net Installation Recommendation

It is strongly recommended that all settings and configuration information be captured during the installation of K2.net in order to replicate the installation conditions at a later time. Information that should be captured is the K2.net System/Machine Key and the K2.net License Key in order to facilitate the server rebuild as quickly as possible. To avoid unnecessary delays (e.g. resubmitting a request for a key) retain all key information.

K2.net Licensing Overview

Detailed below in the table are the 3 available licensing models. Each model has certain advantages which will benefit companies. Please ensure that you evaluate your business requirements in relation to the licensing model factoring in potential growth that may occur within your organization.

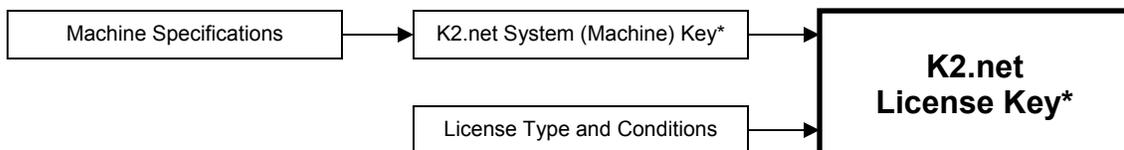
K2.net Licensing Overview			
K2.net License Type	Generated Real-Time	Renewable	Description
Trial (Evaluation) ¹	Yes	No ^{2*}	<i>Used for evaluating K2.net functionality and Proof of Concepts (POCs). Can be used in the short term e.g. in emergency K2.net server rebuilds.</i>
Managed User	No	Yes ³	<i>Preferred licensing model when number of users is finite or fixed. Also used in Development environments to perform unit testing.</i>
CPU (Server)	No	Yes ³	<i>Most common and flexible licensing model. Allows for an unlimited number of users to participate in workflow processes.</i>

- ¹ = K2.net VPC's uses a Trial Key expiring on a quarterly basis.
- ² = Referred to in this document as "expiring" or "temporary" keys.
- ³ = Referred to in this document as "non-expiring" or "permanent" keys.
- * May be extended by K2.net Sales team in special cases. This is not an automated ("Real-Time") option.

Each licensing model allows for scaling from 1 to many processors. *If a K2.net license is a single CPU (processor) license, but installed on a multiple CPU (processor) machine, only one CPU (processor) will be utilized by K2.net.* The K2.net 2003® Service Manager console specifies which CPU(s) must be used.

Dependencies between K2.net Servers and K2.net License Keys

The K2.net License Key is constructed as illustrated below:



* K2.net proprietary algorithms are used to generate these keys. The detailed elements are not available or disclosed.

Note: K2.net License keys can only be requested once per a machine (based on the machine's System Key).

Managing Server Change Impact on K2.net License Keys

Any changes to major components of the K2.net server (e.g. Hostname or Hardware changes), will result in the K2.net system/machine key changes. If the system/machine key changes, the K2.net License Key will be considered invalid by K2.net Service Manager, causing the K2.net server to fail to load.

Should a change occur on the server's core components, a new K2.net License Key must be generated.

Requesting K2.net License Key

Generation of a K2.net License Key can only be performed by K2.net Sales team members. Submit a License Key request for a new K2.net License Key for the new machine K2.net is installed on.

The new server's Machine Id (System Key) is required. This can be captured during the installation of K2.net. If unobtainable, it can also be access from the K2.net Service Manager.

1. Open the K2 transaction database ("K2")
2. Update the license value in the "_Server" table for the respective K2.net Server.
3. The current machine Id can be found in the [] field/column.
4. Stop and restart the K2.net Server Service



Note: This value will no longer be valid if there has been a hardware modification to the machine. The Machine Key is based on various hardware specifications that may no longer be accurate.

Trial/Evaluation Key (Temporary/Key Expires)

1. Open Internet Explorer
2. Go to: <http://www.k2workflow.com/support/trialkey.aspx>
3. Capture the required user/company information.
4. Enter the System Key referenced in the K2.net Installation.

The Trial Key will be populated and displayed on the current web page.

Named User and CPU License Keys (Permanent Keys/Non-Expiring)

1. Open Internet Explorer
2. Go to: <http://portal.k2workflow.com/support/k22003keyreq.aspx>
3. Enter the user information (if not pre-populated).
4. Select the License type.
5. Enter the Machine/System Id.

The assigned Account Manager will generate a K2.net License Key and email the designated representative.

Obtaining Emergency Keys

Should an emergency key be needed, a Trial License Key can be requested.

The Trial Key is generated by an automated system and is therefore available immediately on completion of the request (see steps above: Trial/Evaluation Key) and can be used to get the K2.net Server running for a 90 day Trial period. The K2.net License Key can then be updated with the permanent, non-expiring key.

Note: Remember to submit a request for a new permanent K2.net License Key ASAP to return the system to the correct operational status.

Implementing/Installing K2.net License Keys

The following section describes how to implement/install the License Keys on to the K2.net server.

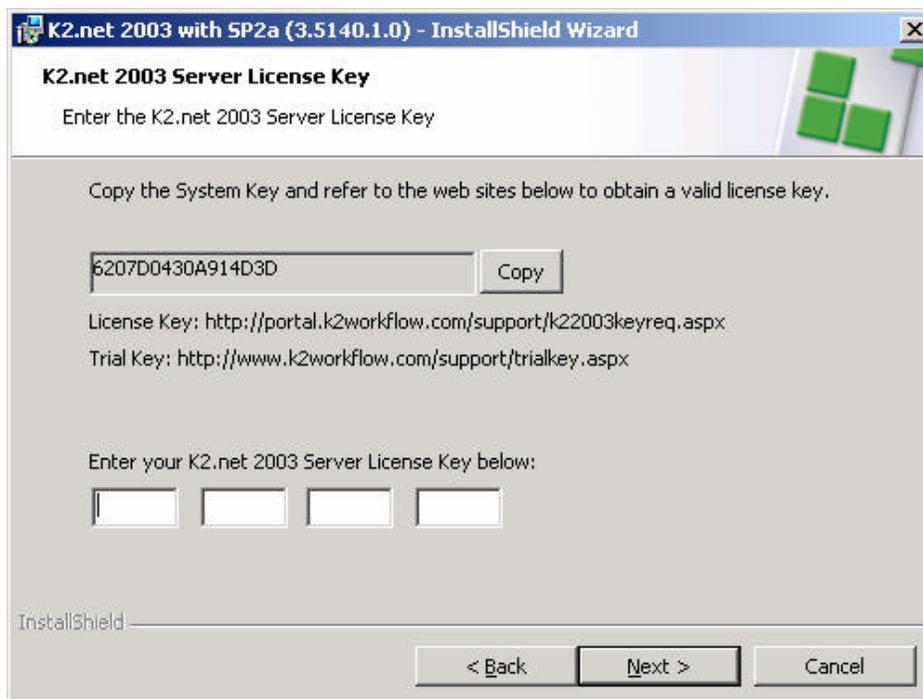
Installing License Key during Installation Process

The System Key is generated and presented during the installation of K2.net Server.

Copy the machine's System Key.

Do a request for a K2.net License Key.

See "Requesting K2.net License Key" on how to obtain a K2.net License Key.



K2.net 2003 with SP2a (3.5140.1.0) - InstallShield Wizard

K2.net 2003 Server License Key

Enter the K2.net 2003 Server License Key

Copy the System Key and refer to the web sites below to obtain a valid license key.

6207D0430A914D3D Copy

License Key: <http://portal.k2workflow.com/support/k22003keyreq.aspx>

Trial Key: <http://www.k2workflow.com/support/trialkey.aspx>

Enter your K2.net 2003 Server License Key below:

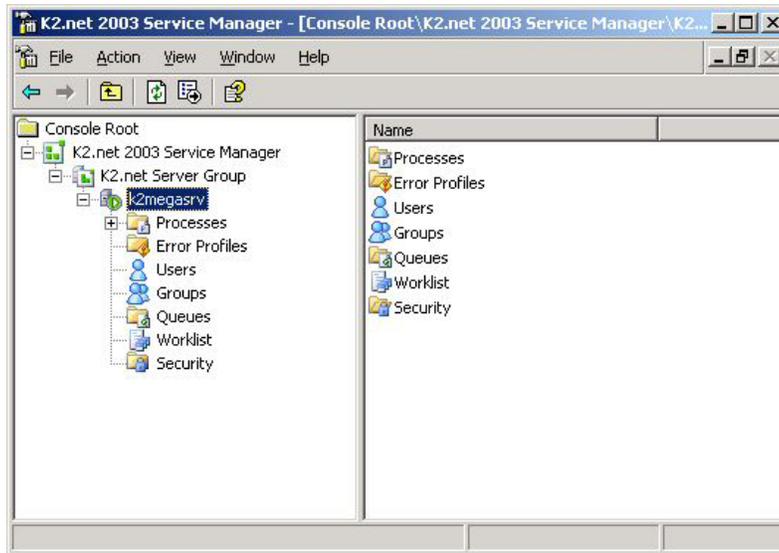
InstallShield

< Back Next > Cancel

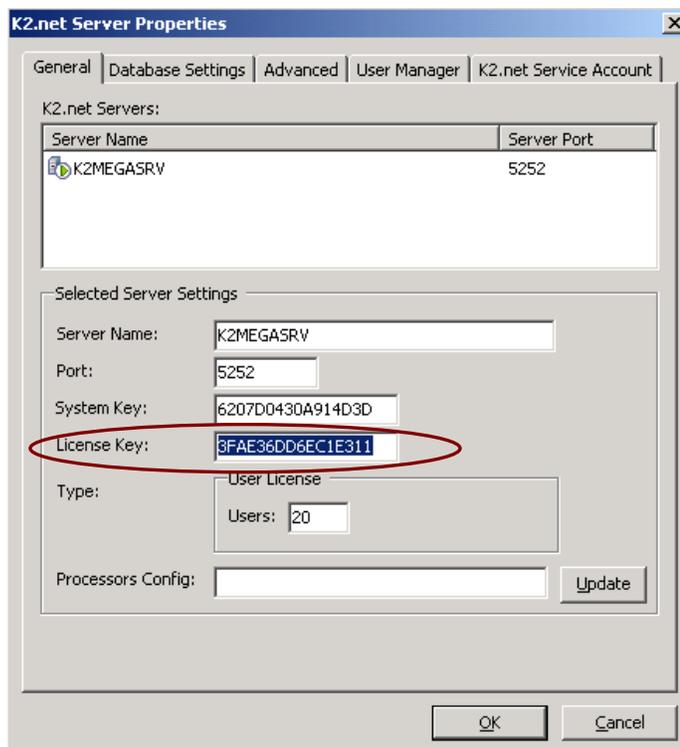
Updating a License Key using K2.net Service Manager

To access the form for maintaining the K2.net License Key, follow the steps below:

1. Open K2.net Service Manager
2. Select the required K2.net Server



3. Right-click and select "**Properties**"
4. Select the 'General' tab





5. Enter the License Key information.

Note: Remove any dashes (-) and spaces from the License Key before pasting into the License Key field.

6. Click "OK" to save the changes.
7. Stop and Restart the K2.net Service Manager.

Entering the License Key Directly into K2.net SQL Server database

As a best practice this option should only be used as a last resort should all other methods of updating the K2.net License Key fail.

Important: Back up the K2.net transaction ('K2') and Log ('K2Log') databases prior to making any changes to the databases.

	ID	Name	Port	LicenseKey	Processor
▶	1	HQDevSrv01	5252	C13BDDE544CA183E	5
	2	HQDevSrv01	5252	26E2865CD5005C31	1

Note: The example above lists two K2.net Servers hosted by a single K2.net (K2 and Log) database. In a clustered environment always confirm that changes are made the correct K2.net Server.

Troubleshooting K2 License Keys

The topics below describe the most common scenarios relating to K2.net License Keys.

Note: It is recommended that during the initial installation of K2.net that all configuration settings are captured and saved in case disaster recovery is necessary – this includes retaining the K2.net Licensing Key and K2.net Machine Key information.

Invalid License Key

These are the most common factors cause the 'Invalid License Key' error (see below).



- Dashes (-) in the Key were not removed before pasting into the Key field.
- The Key entered does not apply to the System/Machine key for the current server.
- The Key was entered incorrectly. Make sure that the Key entries are correct. K2.net does not use "O" (alpha character) – it only uses numeric zeros (0).

Server Rebuilt (No System Changes)

The previous K2.net License Key implemented can be on the restored K2.net server.

Note: This step may not be required if the K2 databases were also restored since the database contains a reference to the K2.net License Key.

Server Rebuilt (System Changes)

Most hardware changes will affect the System/Machine Key thereby affecting the K2.net License Key associated with it. A new License Key will therefore need to be generated.

Users exceed the number of licenses available

Any process with more destination users than licensed users will automatically go into an Error state when the process is run.

Note: The Managed User Licensing model is based on unique Destination Users defined in processes. Refer to the K2.net 2003 Installation documentation for more details on this licensing model.

Either purchase more user licenses, or alter the process definitions to ensure the number of Destination Users assigned Worklist tasks does not exceed the number allowed by the K2.net License.

Trial Key Expired

Trial Keys are intended for evaluating K2.net software and therefore have a limited lifespan. Once the Trial Key has expired, customers are expected to either purchase K2.net or abandon their evaluation of the K2.net software. Extensions to Trial versions of K2.net can therefore only be allowed on an exception basis by the K2.net Sales team. See 'Status/Escalation' section later in this document for contact information.

Training VPC License Key Expired

K2.net License Keys for VPCs (Virtual Personal Computers) are set to expire every 90 days.

If the VPC has expired, obtain the current K2.net License Key from the Regional Sales team for the specific VPC (there may be multiple versions where the System/Machine Key may differ across VPCs). Please provide the VPC's version information with the Key request. License Keys for VPCs may not be granted depending on the conditions/use of the VPC's usage.

K2.net Service Manager Option not available

The most common method for updating a K2.net License Key is through the K2.net Service Manager. However in some circumstances, access to the feature to update the K2.net Licensing Key through the K2.net Service Manager may not be possible (K2.net Service Manager available due to licensing expiration or user limit exceeded. (see Updating a License Key using K2.net Service Manager)

Lost License Key for Machine

K2.net users who have K2.net Portal accounts can look up existing K2.net Server License Keys via the Portal's License Key search feature.

If this feature is not available, contact the K2.net Sales team to obtain a copy of previous K2.net License Key defined/distributed associated with your organization. Please provide the server's Machine/System Key with such requests.



Status/Escalation

The K2.net License Keys are handled by K2.net's regional team members. They will approve/decline the Key request usually within 3 business days (typically this is within 8 hours).

Please direct all K2.net License Key inquiries to the appropriate K2.net Sales Manager for status of the request.

- | | | |
|-------------------------|-------------|--------------|
| ■ East Region | Bill Nagle | 203-570-2593 |
| ■ Central Region | Chip Pieper | 312-375-3171 |
| ■ West Region | Glen Bryant | 949-232-2043 |

Depending on the urgency and severity of some key requests, K2.net's regional team members may need to enlist the assistance of the K2.net Portal support team to address some of the issues listed above.