



# How to Transfer IP Cam Secure Pro License using License Manager Tool

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## Overview

In this document, LevelOne provides the instruction of on-line license and troubleshooting steps. After reading this document, you will be able to diagnose common problems and solve them.

## Definition

Serial number (SN): Which is a set of 16-digit hexadecimal number such as

1854-3C5B-EC4A-1376

License: In version 1.20, LevelOne IP Cam Secure Pro use serial number as license for the software.

Activate: To start use SN and the status of SN will be activated. Once SN is activated that mean this SN is occupied.

Transfer: To make the status of SN to “ready.” User can activate this SN when the status is ready.

## Scenarios about on-line license

### Scenario 1—Move LevelOne IP Cam Secure Pro to another server

One SN can be used once at the same time, if the status of this SN is activated, user cannot use this SN in another computer.

If you have activated the license in computer A, and now you want to use the same license to run LevelOne IP Cam Secure Pro in computer B, you need finish the license transfer in computer A first and import this SN in computer B. You can refer the following topics to transfer license

You need to transfer the Serial Number from computer A and import it into computer B.



## Scenario 2—HDD broken

### System drive

No matter in which drive you install LevelOne IP Cam Secure Pro. If the system drive is broken user needs contact LevelOne Support [support@level1.com](mailto:support@level1.com) and provide us Serial Number and MAC address of network adaptor. We will assist you to recover your license.

### Non-system drive

If you install LevelOne IP Cam Secure Pro in a non-system drive and it is broken, you can replace a new HDD and install the LevelOne IP Cam Secure Pro again, it will not affect the license; the license information will remain.

## Scenario 3—Change HDD

### System drive:

No matter in which drive you install LevelOne IP Cam Secure Pro. Before you change the system drive, user needs transfer SN first, after replacement, you can activate this SN again.

If you have already change HDD without transferring SN, please contact LevelOne Support [support@level1.com](mailto:support@level1.com) and provide us Serial Number and MAC address of the network adaptor. We will assist you about the license problem.

### Non-system drive:

If you install LevelOne IP Cam Secure Pro in non-system drive and you want to replace this HDD, it will not affect the license, you can replace a new HDD and install the LevelOne IP Cam Secure Pro again, the license information will remain.

## Scenario 4—Reinstall OS

Before reinstall OS, you need transfer the license first and please remember your Serial Number because you will need it when you re-activate the license.



If you have reinstalled OS, but you didn't transfer the license, please contact LevelOne Support [support@level1.com](mailto:support@level1.com) and provide Serial Number and MAC address to us, we will assist you about the license issue.

#### Scenario 5—Multi-OS

If you have 2 partitions HDD:

- a) With XP Professional
- b) With Windows Vista

If you want to install IP Cam Secure Pro in both OS, you may need:

1. Purchase two licenses for these two OS
2. Use the same license for two OS, but you need transfer the license first and activate it again in another OS, A serial number cannot be transferred more than 3 times. Otherwise, it will be blocked from being transferred again.

#### Scenario 6—Multi-network adaptor

If there are several network cards in one PC, please keep one wired network card available and remove other interfaces such as WIFI, PCMCIA, USB-Network Interface Card before registering LevelOne IP Cam Secure Pro. When you register LevelOne IP Cam Secure Pro, the information of network card is recorded. Software will verify this network card when every time user logs in main console. Please use the same network card with which you register your serial number. Otherwise, main console will issue an error message: 'license invalid'.

#### Scenario 7—Change network adaptor

When you activate a serial number, the MAC address of your network adaptor and hard drive ID will be recorded. If the configuration of your system is changed, the license becomes invalid.

#### Scenario 8—Use wireless network

Please do not use wireless network on the server, we do not recommend you register an online license with a wireless card. Because a wireless card can be easily deactivated or removed, when the wireless card is deactivated or turned off and you connect through another network



card. LevelOne IP Cam Secure Pro cannot recognize the card you are connecting with, and the registered license will be invalid.

### General Error Message Table

Error message	Troubleshooting
The license is invalid. (Error code:268435460)	Computer configuration is changed. Please transfer license first and activate again
The license is invalid. (Error code:268435464)	Computer configuration is changed, please transfer license first and activate again
SN (%s) is invalid. (Error code:10)	The SN is doesn't exist, please make sure you import correct SN or contact with LEVELONE service
SN (%s) has been activated. (Error code:11)	The SN is activated, please make sure you import correct SN or contact with LEVELONE service
SN (%s) is invalid. (Error code:20)	The SN has been transferred more than 3 times, please contact with LEVELONE service
SN is invalid. (Error code:1)	Network problem, please try again later
SN is invalid. (Error code:2)	Network problem, please try again later
SN is invalid. (Error code:3)	Network problem, please try again later

### Procedures

The license should be registered first before operating the formal version of LevelOne IP Cam Secure Pro.

Execute the License Management Tool to activate the license from dongle or serial number associated with the software package, or transfer the license then bring it to another PC and activate it again.

Whatever you do, please always remember your Serial Number

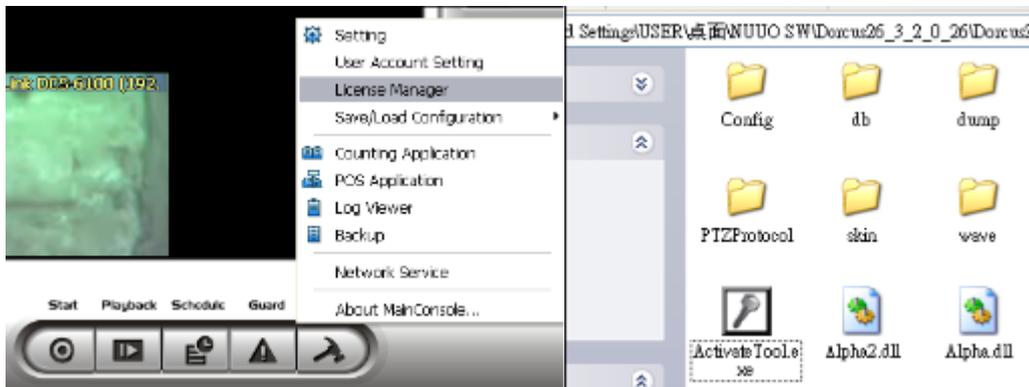
There are 4 types of license management process:

1. Activation On line: in order to activate the license with PC connected to internet.
2. Activation Off line: in order to activate the license with PC not connected to internet.
3. Transfer On line: in order to transfer the license with PC connected to internet
4. Transfer Off line: in order to transfer the license with PC not connected to internet.

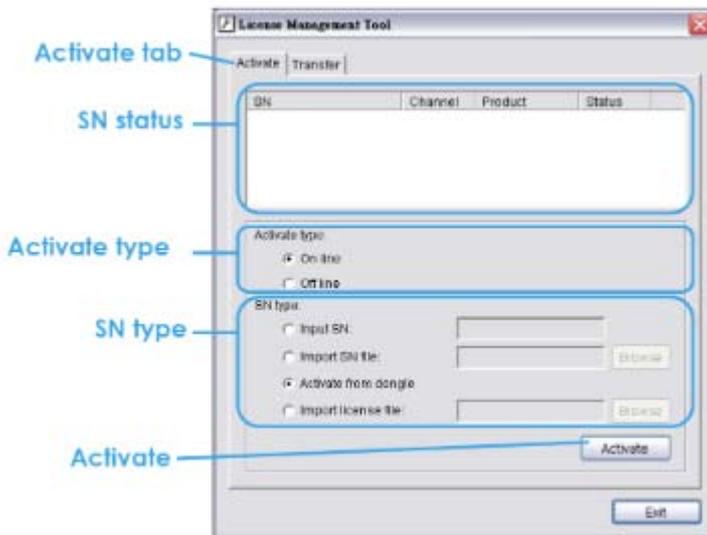
Please refer below topics for the detail steps of each process.

## License Management Tool Overview

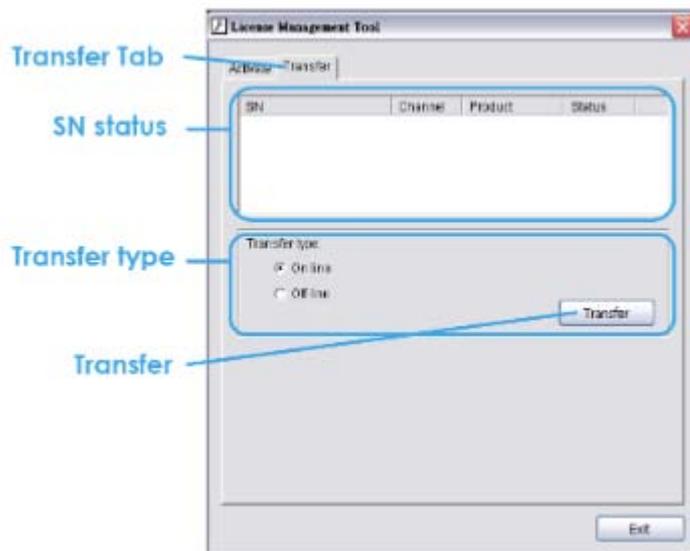
Execute “License Manager” in config menu or “Activate Tool.exe” in installation folders.



Activate panel



### Transfer panel



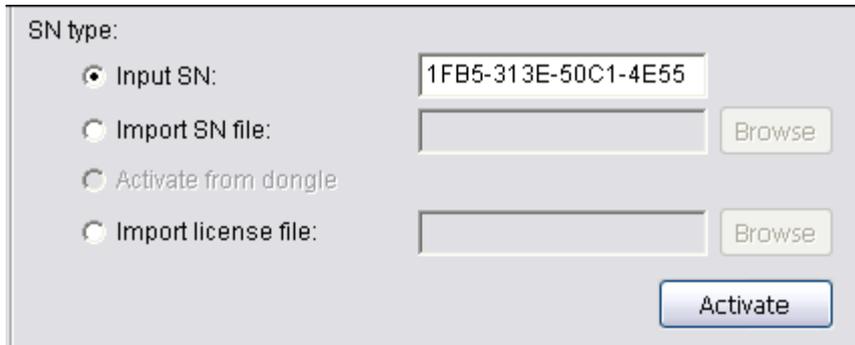
### Activate license

#### Activation On line

Step 1: Open "License Manager" Tool.

Step 2: Select "On line" as Activate type.

Step 3: Input the “SN (Serial number)”or “Import SN file” or “Activate from dongle”, and then click on“Activate” button. *If you want to activate from dongle, please make sure the dongle is connected to PC properly until activation is finished.*

A dialog box titled 'SN type:' with four radio button options: 'Input SN:', 'Import SN file:', 'Activate from dongle', and 'Import license file:'. The 'Input SN:' option is selected, and its corresponding text box contains the serial number '1FB5-313E-50C1-4E55'. The 'Import SN file:' and 'Import license file:' options have empty text boxes and 'Browse' buttons next to them. An 'Activate' button is located at the bottom right of the dialog.

Step 4: Restart MainConsole if activated successfully.

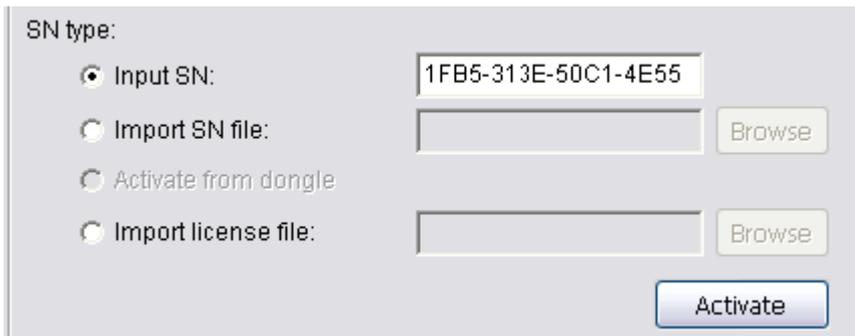
#### Activation Off line

Step 1: Open “License Manager” Tool.

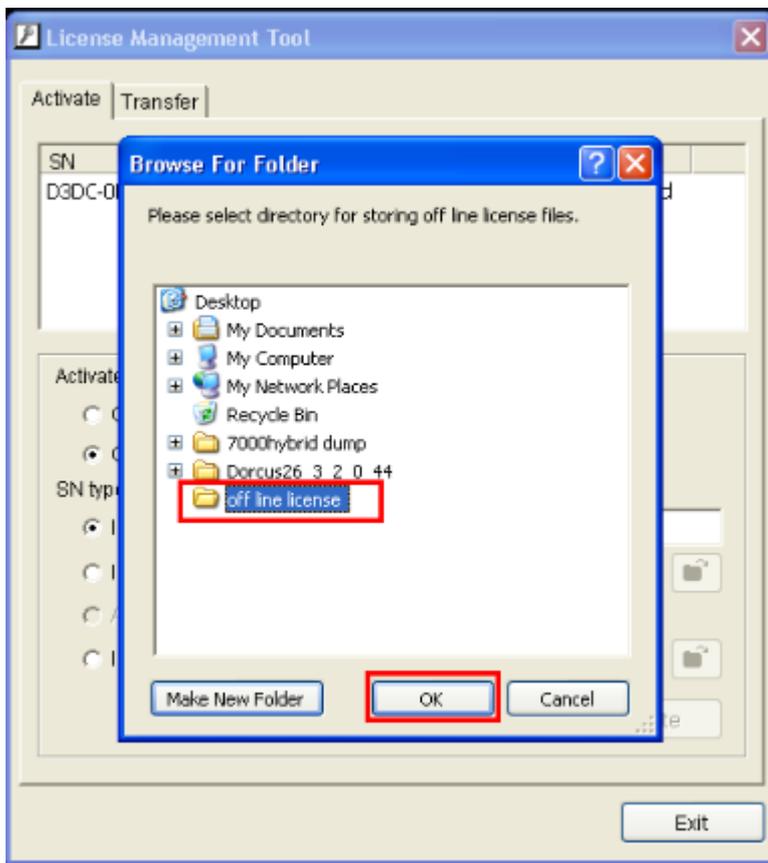
Step 2: Select “Off line” as Activate type.

A dialog box titled 'Activate type:' with two radio button options: 'On line' and 'Off line'. The 'Off line' option is selected and has a dashed border around its text.

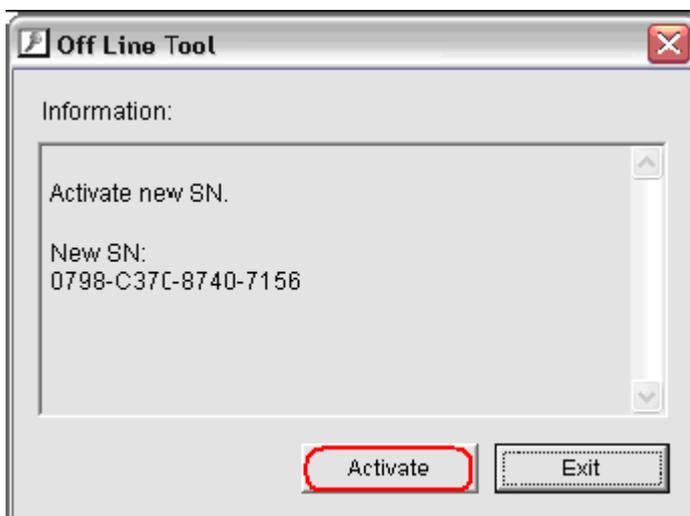
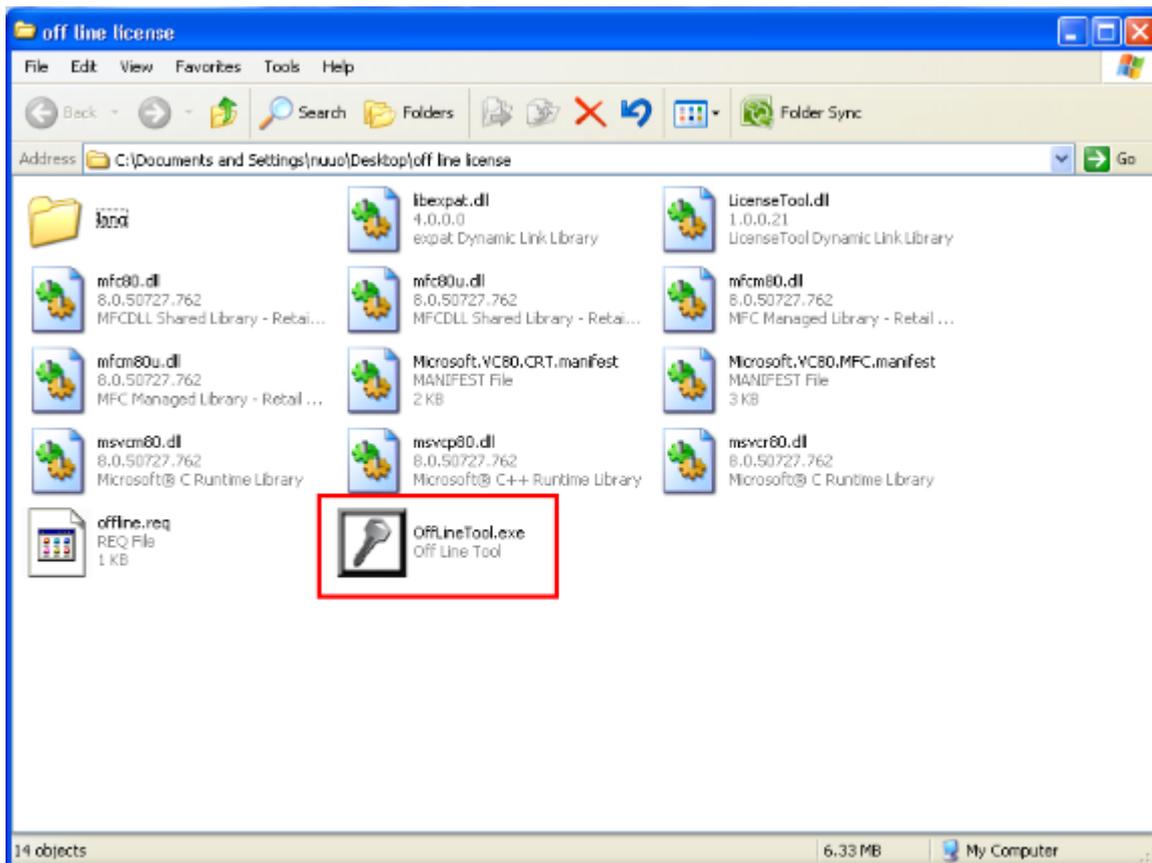
Step 3: Input the “SN (Serial number)”or “Import SN file” or “Activate from dongle”, and then click on“Activate” button. *If you want to activate from dongle, please make sure the dongle is connected to PC properly until activation is finished.*



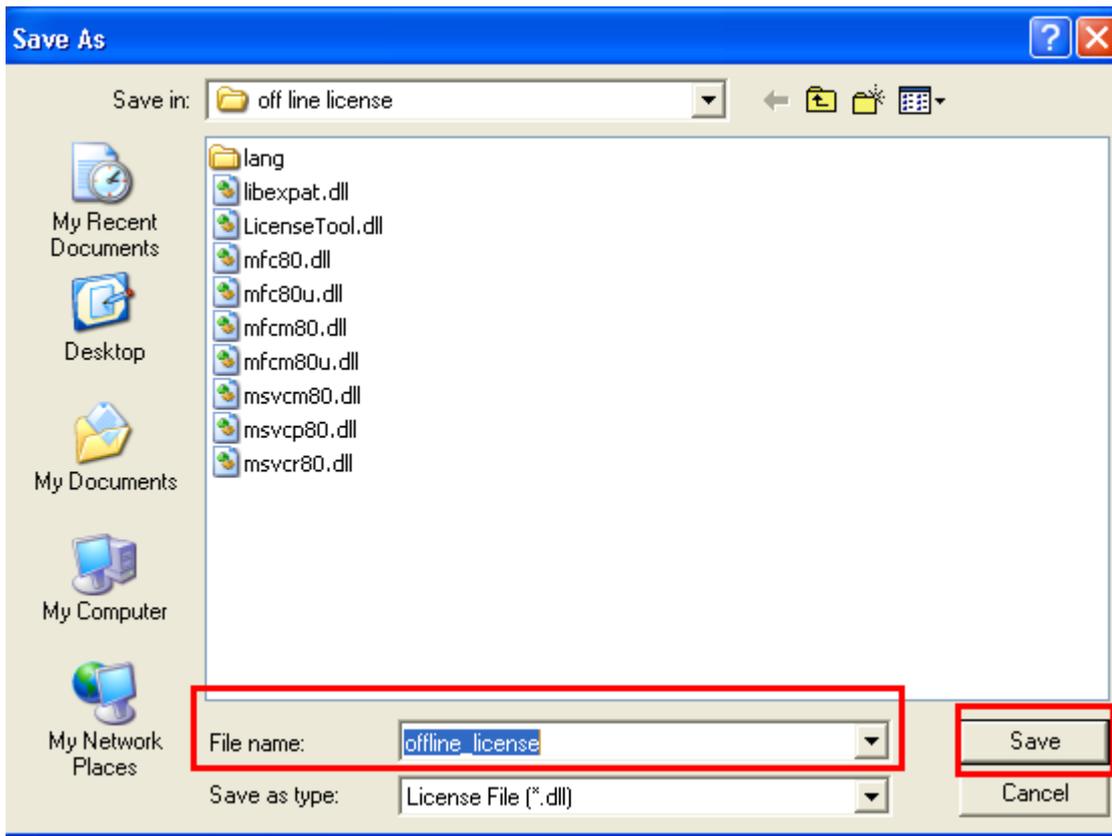
Step 4: When click on activate, it will prompt a window to ask where you want to save the off line license files, please make a new folder, say offline license, to save these files then click on OK. Please remember to take this folder to another PC which is connected to Internet.



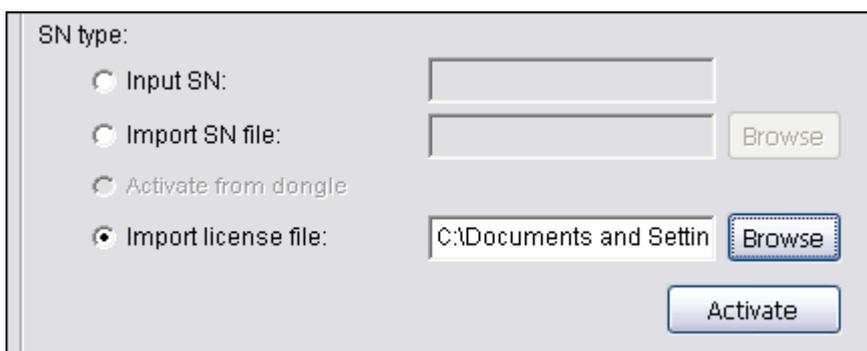
Step 5: In another PC which is connected to internet, in folder off line license please find a file named OffLineTool.exe  and execute it, click "Activate" to send request file to license server.



Step 6: When click on activate, it will prompt a windows to ask where you want to save “License file”. Please remember to take this license file to original computer which is not connected to internet.



Step 7: Go back to the original computer which is not connected to internet and open “License Manager” Tool again, select “Import license file” and its path, then click “Activate” button to activate.



Step 8: LevelOne IP Cam Secure Pro will be restarted if license is activated successfully.



## Transfer License

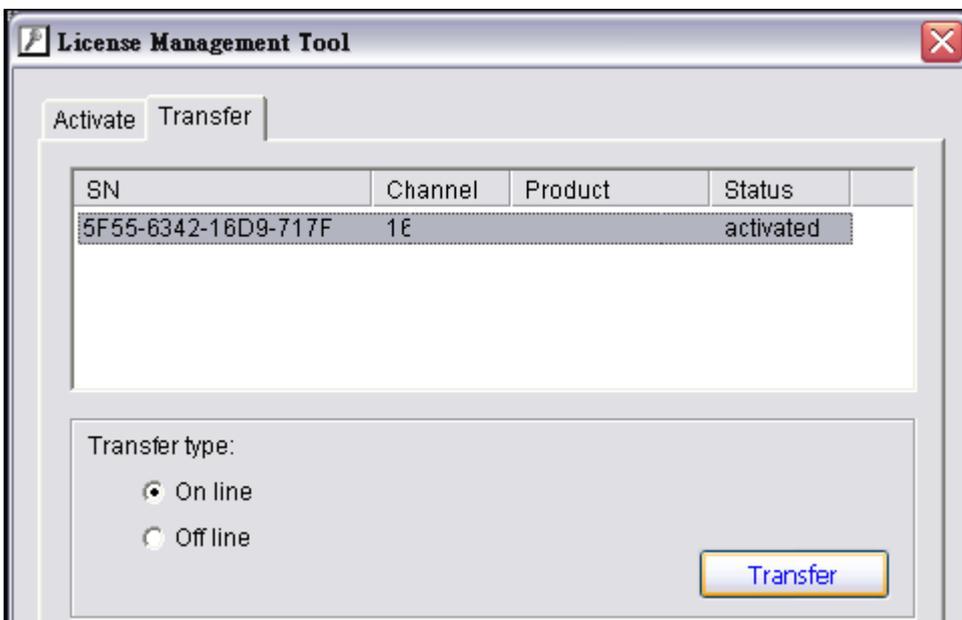
### Transfer On line

*Step 1:* Open “License Manager” Tool.

*Step 2:* Select “Transfer” Tab, and then check “On line” as Transfer type.

*NOTE:* Please remember the Serial Number before it is transferred

*Step 3:* Select “SN” and click on “Transfer” button.



*Step 4:* Restart MainConsole if license is transferred successfully.

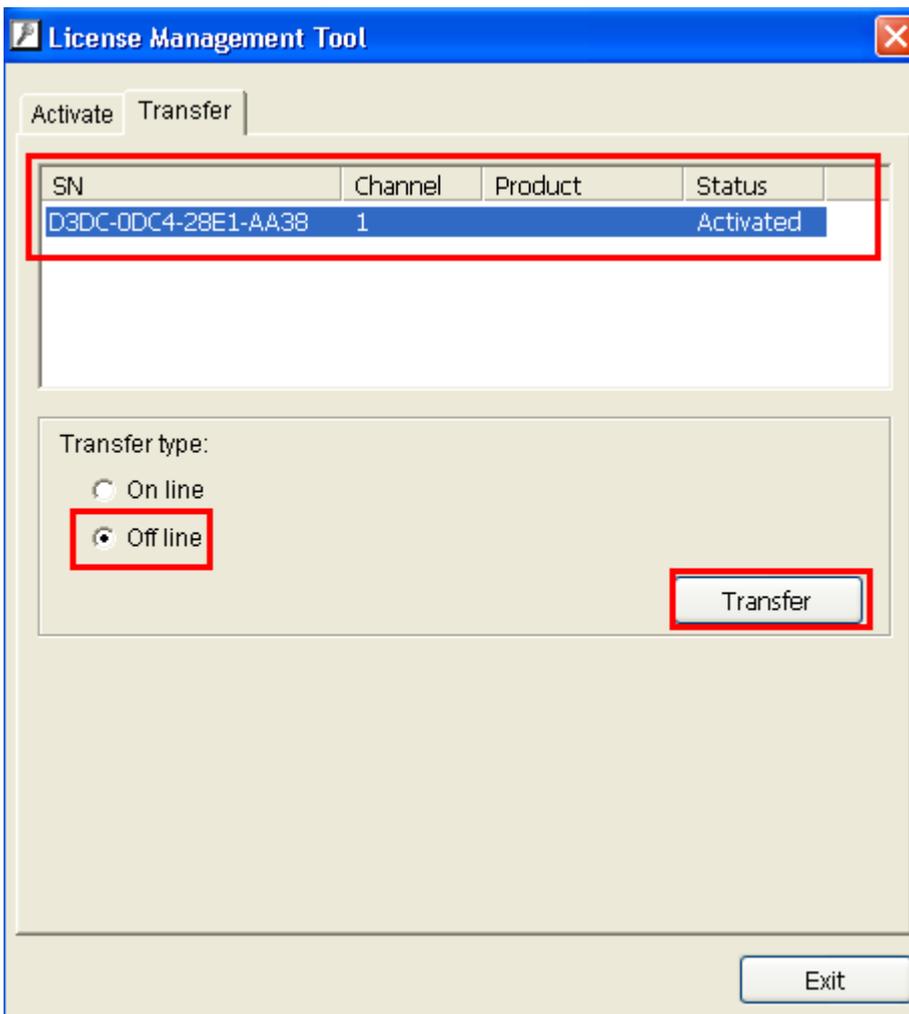
## Transfer Off line

Step 1: Open “License Manager” Tool.

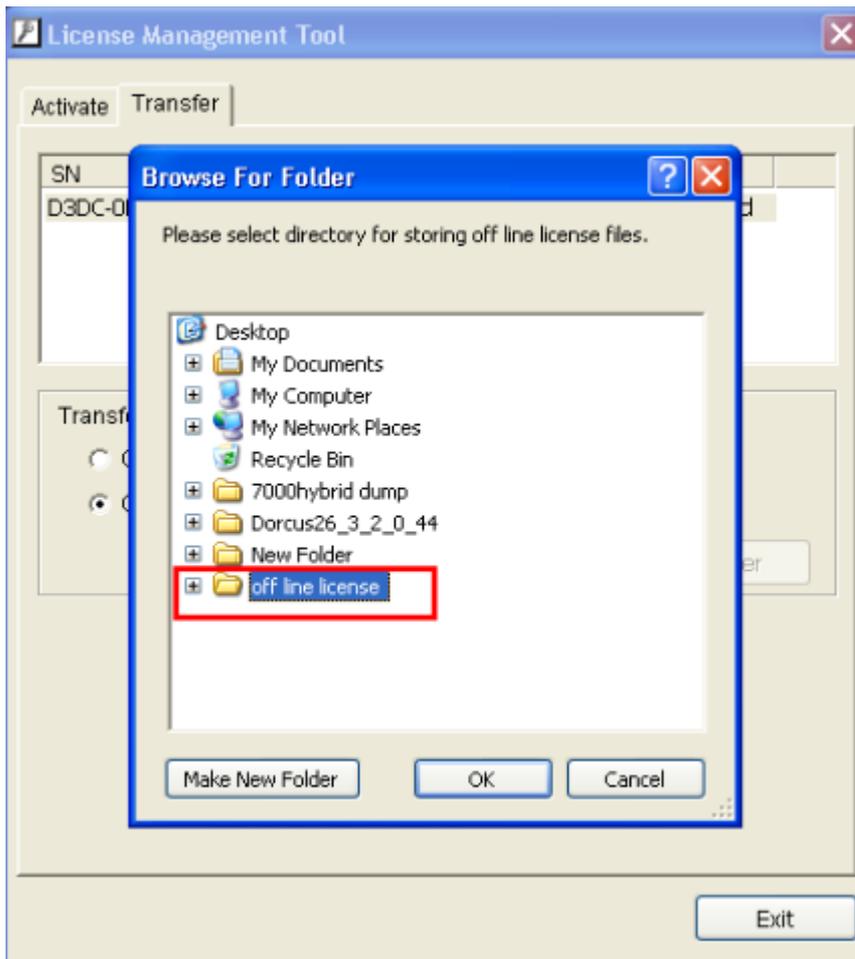
Step 2: Select “Transfer” Tab, and then check “Off line” as Transfer type.

*NOTE: Please remember the Serial Number before it is transferred*

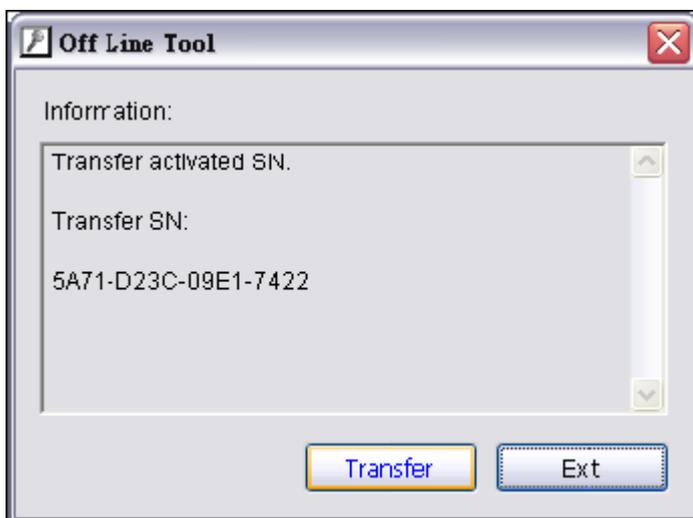
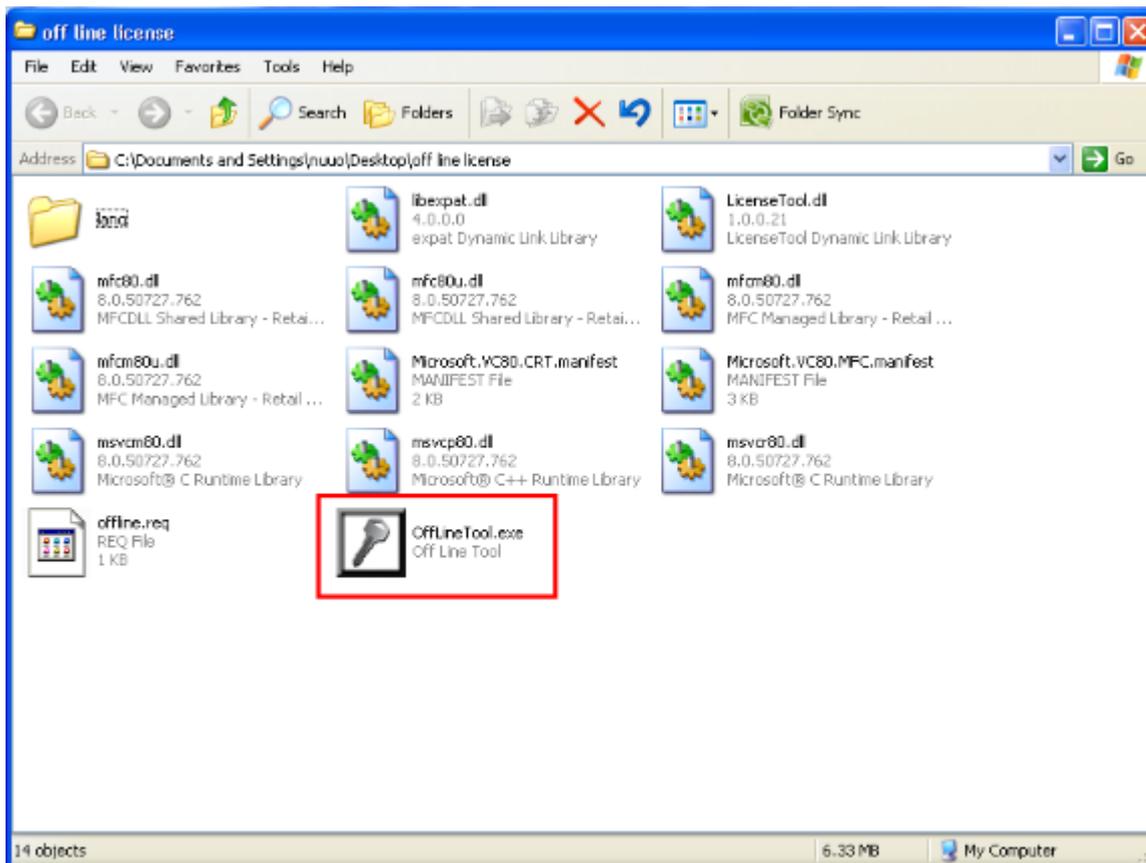
Step 3: Select “SN”, and then click “Transfer” button to transfer SN.



Step 4: When click on transfer, it will prompt a window to ask where you want to save the off line license files, please make a new folder such as off line license to save these files then click on OK. Please remember to take this folder to a new PC installed with IP Cam Secure Pro and is connected to Internet.



Step 5: In a new PC installed with IP Cam Secure Pro and is connected to internet, in folder off line license please find a file named OffLineTool.exe  and execute it, click "Transfer" to send request file to license server.



Step 7: Check Transfer Completed.

