

ddcToolbox Product Activation Guide

December 10, 2017

Topics

Activation Overview	2
Purchasing a License	3
Evaluating the Software Before Purchase	3
Product Activation Command Locations	4
Single User Product Activation	4
Multi-User Product Activation and Deactivation	5
Multi-User Account Administrator Setup	6
Lost Seat Management	7
Offline Activation	8
Calculating the Service and Support Period	8
Extending the Service and Support Period	9
Activating a New Code on Previously Licensed PC's	9
FAQ's	10

Activation Overview

Most ddcToolbox products are covered by a license agreement and may require product activation before they can be used. This manual describes the steps to perform activation as well as how to access account information and install tech service and support extensions. ddcToolbox uses a license management system developed by *softWORKZ Innovation, Inc.* who have been in business for over 13 years providing software protection systems.

ddcToolset Activation Special Case

When licensing the ddcToolset you will only need to run the activation on 1 of the many tools. Once successfully activated the other utilities will recognize the installed license file.

ddcBar+ddcToolset Value Pak License Special Case

When licensing the ddcBar+ddcToolset value-pak you will only need to run the activation on 1 of the many tools. Once successfully activated the other utilities will recognize the installed license file.

Internet Connection

To activate your product an internet connection is used if available. If an internet connection is not possible then an [offline method](#) is available and outlined later in this manual. Users whose internet access require a proxy server or have strict firewall rules need to read the applicable FAQ section.

Purchasing a License

To activate a ddcToolbox software product you first need to purchase an activation code. Visit the **Purchase** page at www.ddcToolbox.com and add the software products to the shopping cart. Follow the steps to checkout and pay using the Paypal ecommerce web site. Make sure your email address used for checkout is accessible to you as it will be the address where your product activation code(s) will be mailed. When you receive your code(s) you will need to run each software product and follow the steps outlined below to finalize the process.

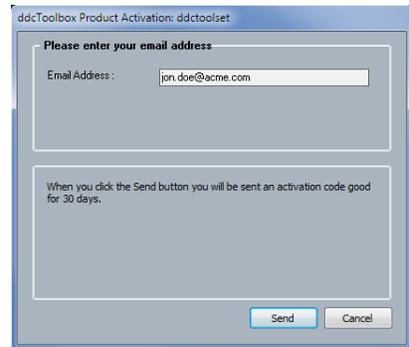
Please note that even though you can place multiple multi-user packages in to the shopping cart they will each have their own activation code. For instance if you purchase a 100 seat license and a 25 seat license you will receive 2 activation codes; one for the 100 seat package and 1 for the 25 seat package. You can use a single activation code for all seats by purchasing the lower seat count package to start and purchasing the additional seats as needed.

Tip

Any multi-seat license can be increased to support additional users without the need to purchase and maintain additional codes. Contact support@ddcToolbox.com for details or to request a quote.

Evaluating the Software Before Purchase

All ddcToolbox products offer a 30 day evaluation period. To request an evaluation activation code follow the steps outlined in the [Single User](#) Product Activation section and click the 30 day Evaluation button. In the dialog box that appears enter a valid email address where the evaluation code can be sent and click **Continue**. When you get the evaluation code follow the steps as if you were licensing as a single user.



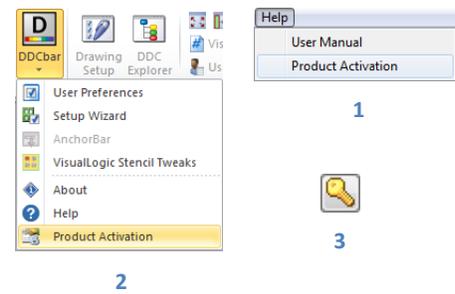
The screenshot shows a dialog box titled "ddcToolbox Product Activation: ddctoolset". It contains a section titled "Please enter your email address" with a text input field labeled "Email Address:" containing the text "jon.doe@acme.com". Below this is a paragraph of text: "When you click the Send button you will be sent an activation code good for 30 days." At the bottom right of the dialog are two buttons: "Send" and "Cancel".

Product Activation Command Locations

Run the software product to be licensed and open the ddcToolbox Product Activation dialog. Depending on the program you may need to select the command from

- (1) the ribbon as in ddcBar.
- (2) from a menu as in QDE and QHE.
- (3) from clicking the "key" icon as in Admod and MDPC.

In the MDPC program you need to open the setup dialog to access the "key" button. These locations are also used to view your license information and for purposes of deactivation for multi-seat users.



Single User Product Activation

In the Product Activation dialog you will need to enter the activation code that was emailed to you when you purchased the license. The best method is to copy-and-paste the code from your email in to the Activation code field. This ensures that no mistakes occur when typing. Click the **Continue** button to proceed.

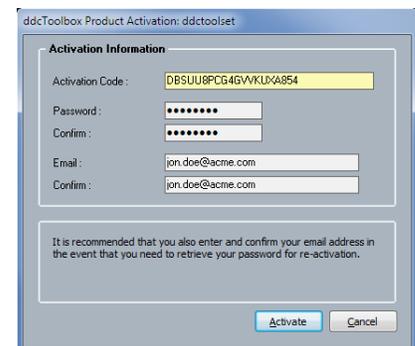
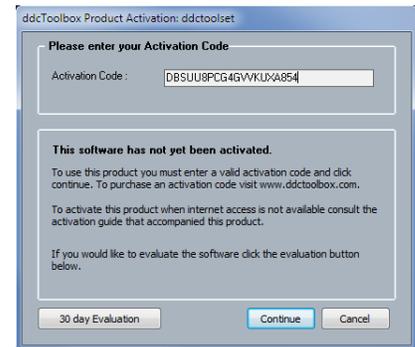
You will be asked to provide both a password and a valid email address to associate with your license. The password and email address will allow you to manage your account online in case you need to reactivate the product or install it on a 2nd computer. You will also need this information for technical support questions and help in case there is an issue with the activation process. Your password must be at least 8 characters long. Click on the **Activate** button to finish the process.

You can manage your account by visiting the following URL and entering your activation code and password.

<http://mylicense.ddctoolbox.com>

Single user licenses are valid for one user and 2 computers. There may be cases such as changing a hard drive or reinstalling the operating system where re-activation of the software may be needed. Following the above steps again will take care of these situations.

If you experience any error messages during the activation process other than no internet connection please contact license@ddctoolbox.com.



Multi-User Product Activation and Deactivation

Initial Seat Activation

Activating a multi-user's PC follows the same basic steps as a [single user](#) as described in the previous section. The first time you use your multi-seat activation code it works like the single user process. Make sure this first activation is done by the person who will be managing your multi-seat license as they will need to create the Master password and provide their email address.

Important:

After the first seat has been activated the administrator will need to finalize the account setup with the email address and administrators password. [Setting Up the Administrators Account](#)

Subsequent Seat Activations

Each subsequent seat activation will require the user to enter the activation code and the Master password to activate. Follow the steps for a single user license skipping the need for the email address.



Deactivation

One benefit of the multi-user license is that you can deactivate the product on a computer where it is no longer being used and transfer it to a new computer.

With the software product running locate and run the Deactivation command. Typically this command is in the same location as the activate command. In the Product Deactivation dialog enter the account master password and click the Deactivate button. It takes 72 hours before the seat will be available for use on a new computer.



Multi-User Account Administrator Setup

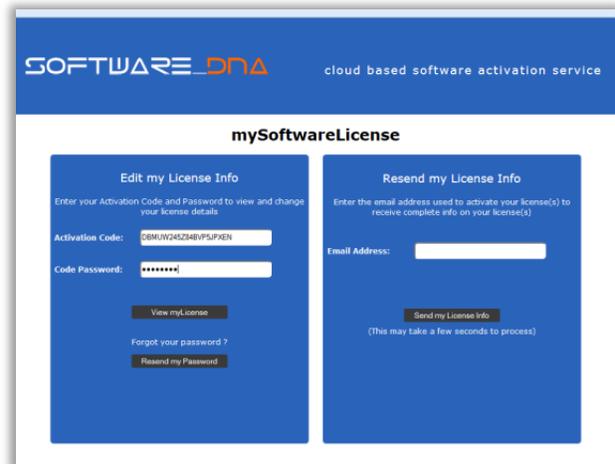
When the first seat of a multi-user license is activated an email is sent to the address used during that process which contains the Confirmation key for the account. At this time the account administrator should login to the following URL to configure the account before continuing (if you do not receive the confirmation email check your spam folder first before contacting support).

<http://mylicense.ddtoolbox.com>

On the first screen of the Software_DNA web page you enter the activation code and the master password used to activate the first seat of the license.

The master password is the password that will be used when each subsequent seat is activated. Further in this setup process you will enter a separate password used for the administration of the account.

For now click **View myLicense** to continue.

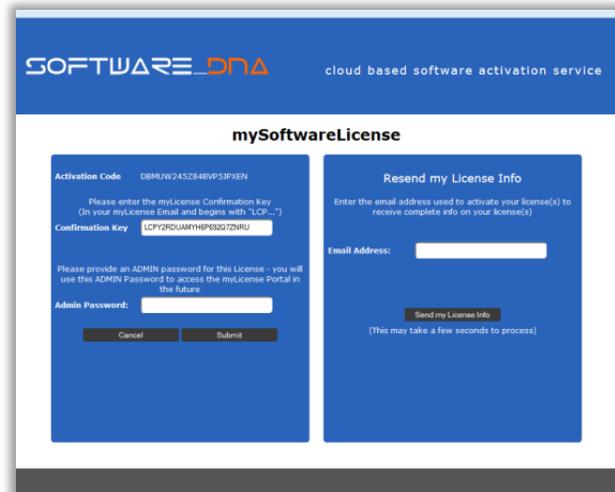


The screenshot shows the 'mySoftwareLicense' portal. The header includes the 'SOFTWARE_DNA' logo and the text 'cloud based software activation service'. Below the header, there are two main sections: 'Edit my License Info' and 'Resend my License Info'. The 'Edit my License Info' section contains a form with 'Activation Code' (DBMUW245Z84VP5IPXEN) and 'Code Password' (masked with asterisks). It has a 'View myLicense' button, a 'Forgot your password?' link, and a 'Resend my Password' button. The 'Resend my License Info' section contains an 'Email Address' input field and a 'Send my License Info' button. A note below the button says '(This may take a few seconds to process)'.

The next step of the process is to enter the confirmation key that was sent to you when you first activated a seat. There can sometimes be a delay of a few minutes between the activation of the first seat and the receipt of the confirmation email.

On this page you will also enter your administrators password used to manage the account. This should be a unique and different password than the one you have setup for the installation of the seat licenses.

Click **Submit** to continue.



The screenshot shows the 'mySoftwareLicense' portal. The header includes the 'SOFTWARE_DNA' logo and the text 'cloud based software activation service'. Below the header, there are two main sections: 'Activation Code' and 'Resend my License Info'. The 'Activation Code' section contains a form with 'Activation Code' (DBMUW245Z84VP5IPXEN) and 'Confirmation Key' (LCP2NDJUMYHPK3QZNRU). It has a 'Please enter the myLicense Confirmation Key - On your myLicense Email and begins with "LCP..."' instruction. Below the form, there is a 'Please provide an ADMIN password for this License - you will use this ADMIN Password to access the myLicense Portal in the future.' instruction and an 'Admin Password' input field. There are 'Cancel' and 'Submit' buttons. The 'Resend my License Info' section contains an 'Email Address' input field and a 'Send my License Info' button. A note below the button says '(This may take a few seconds to process)'.

You now should see the account administrators web page. Here you have details about your account as well as the number of activations currently in use with their windows-name and machine-id.

There are three fields you can change as needed for the management of your account.

Activation Email

The activation email is the administrators address for management of the account. It is also used when logging in to the account management web portal. Click the pencil icon to change.

Code Password

Also called the master password this is used along with the activation code to activate a license on new PC's. Click the pencil icon to change.

Admin Password

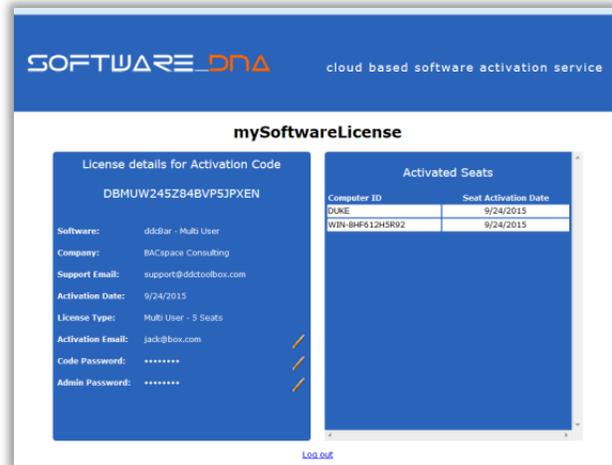
This password is used to login to the administrators web portal page once the account has been configured. Click the pencil icon to change.

Activated Seat

This is the current list of all seats activated with the accounts activation code. If there is a Computer ID on the list that you cannot deactivate for reasons such as a lost seat you may contact technical support and request that this PC be removed in order to free up the resource. Make sure to include both the activation code and the Computer ID.

Lost Seat Management

There can be cases where a hardware or operating system upgrade might cause the machine-id used for activation to change which results in the seat license not being recognized. When this occurs you will not be able to deactivate the software and reactivating it will use up another seat. In order to recapture these lost seats you can contact support@ddctoolbox.com with the product activation code and Windows-id of each affected PC. Use your account administrator web page to view the complete list of activations in order to find the correct PC names. As a general rule always deactivate a seat license before performing any major hardware or OS change then reactivate after the work is finished.



Offline Activation

There are situations where you may not have an internet connection available for activation. In those cases you can perform an offline activation.

Follow the steps for activating a [new product](#) by entering your activation code and pressing **Continue**. With no internet access available you will get a message about offline activation along with the name of a file using a **.lic** extension. Copy that file to a computer that has internet availability. The file is small so a memory stick is a good choice for copying it. On the computer with internet access go to the following URL:

www.softworkz.com/offline

Follow the instructions at that URL. In basic terms you will be uploading the **.lic** file and then downloading a license file for the product you are licensing. The license file will have the extension **.cdm** and will go back in the same folder where the **.lic** file was located. Typically the filename for both the **.lic** file and the **.cdm** file will be the name of the product.

Calculating the Service and Support Period

All ddcToolbox products come with a 2-year service and technical support period starting from the date of first activation. This support includes all versions of the software released within that period. Once the support period has ended your license allows you to continue to use any version of the software released within that support period. ddcToolbox maintains version of all releases that can be obtained by emailing support.

ddcToolbox software uses a revision number that reflects the date of release which makes easy identification of the available releases covered by your license. The major release number is the year of the release; the second number is the month while the third number is the day of release (for example version 16.3.24 was release on March 24th, 2016). If your software activation date was April of 2017 you can use software version up to and including 19.5.xx.

Extending the Service and Support Period

After your 2-year service and support period has expired you might decide that you would like to continue it. You have the choice of (a) purchasing a new activation code, or (b) purchasing a support extension which allows you to use your existing activation code. The cost is the same for both methods.

(a) **Purchase a new activation code**

Visit the ddcToolbox.com web site and purchase the item from the web commerce page. You will get the new code through your email address used at checkout. Install this code as you did your original one. If you get an error message during the activation process you may need to manually delete an older out of date license file. See the next section for details. The downside of using a new activation code is for multi-user accounts who will need to activate the new code on all affected computers.

(b) **Purchase a support Extension**

The benefit of extending a license is mainly for multi-seat admins who do not wish to go through the activation process for all users and all locations where the software is installed. Contact sales@ddcToolbox.com to request a quote. Once payment is made you will receive a small file via email that should be placed in the **ddctools\activation** folder of all users who are needing immediate upgrades. After the next full release of the software this file will no longer be needed.

Activating a New Code on Previously Licensed PC's

In some cases you may get an error when activating a new license on a PC where a previous single-user, multi-user or trial license was installed. This issue can typically be resolved by deleting the older license file. Locate the ddcToolbox license folder which is normally **c:\alerton\ddctools\activation**. There will be one of more files with the file extension of **.cdm** one of which should have a filename which corresponds to your software.

ddcBar	ddcBar.cdm
ddcToolset	ddcToolset.cdm
ddcBar+ddcToolset	toolsPlus.cdm
Ibex Translation Utility	ibcu.cdm

Move this file to another temporary folder and re-try the activation with your new code. If all goes well you can delete the older file.

FAQ's

What is activation?

Activation is a set of simple and quick steps taken upon installation in order to begin using your application. If you've used Microsoft Windows, Microsoft Office or many of the Adobe products you have already used a similar activation system. When your application is installed it contacts a central server across the internet to 'activate' your software and tie it to the provided activation code (which is provided by email).

This anti-piracy system helps protect your investment in ddcToolbox software and enables us to continue its development at a competitive price. The license protection and monitoring system was licensed from **softWORKZ Innovation Inc.** This system does not collect any details about you or your computer during license activation and re-activation. You may optionally enter your email address for password retrieval if ever you lose your password.

Unlike other activation systems, the **softWORKZ** system does not tie your license permanently to your computer hardware. Instead, your license is tied to your activation code and password that you define. As a result, you will have no problem re-activating your software after reformatting your hard drive, after upgrading hardware components in your computer, or when you move your software to a new computer. However, activation and reactivation does require an Internet connection. This Internet connection can be on a different computer from where your application is installed.

I have entered my code correctly and have an internet connection, why is the application saying I have to do an off-line activation?

Your application cannot reach the activation server. You may be using a [proxy server](#) or have a [firewall](#) (Windows XP/Vista firewall, ZoneAlarm, BitDefender, etc.). Make sure you have given permission for your application to access the Internet in your firewall (see question below) or if you are using a proxy server ensure that the proxy server settings are correct in the activation dialog.

To verify if you have an Internet Connection, access the Internet using your web browser. If your web browser can connect, then look for a proxy or firewall.

I have entered my code and password correctly with a new password to do a re-activation, why is the application not being re-activated

Verify that you have an Internet Connection (by browsing using web browser). Your new password must be a new and never-used password. Verify that you have not previously used this password with this activation code.

How often will my application connect to the activation server via the internet?

Your application uses the Internet when it is first installed, when it is re-activated (such as after a disk reformat and reinstall, or if the software is moved to a new computer).

Will my application work if I don't have an internet connection?

Yes, there is an [offline activation](#) method available which is outlined in this manual. If no Internet connection is found during activation, or the activation server is not reachable, the software will ask you to do offline activation. The software will provide step-by-step instructions, where a file is written to disk that you move to a computer that does have Internet access (or email access). You can move this file via LAN, floppy disk, CD-R or USB key. You can use your Internet browser (on a machine that does have Internet access) to visit a special page to upload this file and receive another file in return. If you do not have any working browsers then the file can be emailed to license@ddcToolbox.com. There may be a delay before your license file is returned to you.

Does the internet connection speed affect activation? Will dial-up access work?

The amount of data transferred during activation is very small. Any stable internet connection will work. Slower connections such as dial-up access may take slightly longer to complete the activation steps. Connecting by tethering to a mobile phone works very well.

During activation what information is passed to the server?

No personal information or information about your computer configuration are transferred. There is a one-way hash* of some machine configuration data, your chosen password, and the optional email address sent to the server. Your application may have an optional registration page and if you choose to fill that out, that information is also transferred during the first activation. If you do not provide the optional information (email address and registration information) then no personal information will be transferred. We suggest you do not use one of your important personal passwords for the activation password, or a password that personally identifies you.

*One-way Hash: Codes that identify parts of the computer are put through a special function (called a 'one way hash') that turns the codes into one code number that is unique to your computer but cannot be deciphered (or reverse engineered) to determine what those components are. Only this hash value is sent to the activation server and not the details on the computer parts.

Can I move the application to another computer?

If you are licensed with a multi-user activation code you can deactivate on one computer and reactivate on a new computer. There is a 72 hour waiting period between deactivation and reactivation.

If you are licensed with a single-user activation code you can install the software on 2 computers. If you activate more than 2 computers within a 30 day period your account will be locked out for 30 days. This lockout includes any reactivations of existing installations that may be triggered by a machine-id change such as hard drive failure or OS update. If all you are doing is reactivating an existing computer then the lockout test does not apply.

What are the password and email address used for and are they mandatory?

The password uniquely identifies your license. You will need the password if you ever need to reactivate your software (such as after a disk reformat and reinstall or moving the software to a new machine). We suggest you do not use one of your important personal passwords for the activation password or a password that personally identifies you. The password has to be changed and be new (never-used) each

time you re-activate the software. We suggest that you write the password down on your activation code label (box or CD case) or in some other permanent location.

The email address on the activation and reactivation dialogs is optional. You will be able to activate even if you do not provide an email address. If you do provide an email address, it can be used to retrieve a lost password. If you do provide the email address it will not be used for marketing purposes or sold / provided to any third party. If you do provide an email address we recommend it be one that will be active for some time.

What if I have forgotten my password and did not provide an email address (or my email address is no longer valid)?

During a reactivation the previously provided password is required. If the password has been lost and cannot be recovered (because an email address was not provided, or the email address is no longer valid) you will need to contact our support via email or by phone. Contact license@ddcToolbox.com and we can reset your email address for you.

Will changes to my computer cause my application to stop working?

There are no changes that will cause a permanent disabling of the software. Major changes (disk reformat being one such major change) will mean that you need to reactivate the software. If you have your password this will be a fast and easy process.

Can I use a proxy server to activate online?

Currently the activation process uses any proxy server settings configured for Microsoft Internet Explorer. For information on setting up IE consult your I.T. department or search online.

I wish to do an online activation but my firewall is set up to block such requests. What are the firewall settings?

The following is the information that you need to setup your firewall:

Main server IP address: reg1.softworkz.com
Backup server IP: reg2.softworkz.com
Backup server IP: reg3.softworkz.com
Port: 80 (Standard HTTP)
Domain: softworkz.com