

ddcToolbox Product Activation Guide

For software product version 15.9.27 and higher
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Activation Overview

Many ddcToolbox products are covered by a license agreement and require product activation before they can be used. Previous to version 15.9.27 a system was in place that used a locally created host-id (machine-id) which in turn was used to create a unique license file for the particular software product and computer. The process was both slow and cumbersome and did not support multi-user accounts. Starting with version 15.9.27 this has been replaced with a new online activation and management system which provides a more robust and streamlined licensing process. In addition to the single-user licenses the new system allows for multiple-seat installations using a single activations code reducing the work load for system administrators. The new system is developed and managed by **softWORKZ Innovation, Inc.** who have been in business for over 13 years providing software protection systems.

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.

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.

ddcToolset Activation

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 Pack

The ddcBar + ddcToolset Value Pack use a combined license file. If you later install an individual license for either ddcbar or ddcToolset you may experience issues with activation. In that case simple delete the following file. *ddctools\activation\toolsPlus.cdm*

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" button 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.

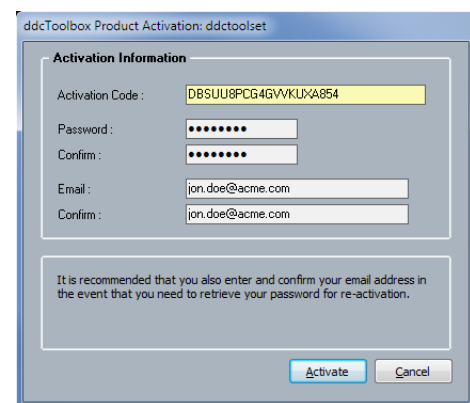
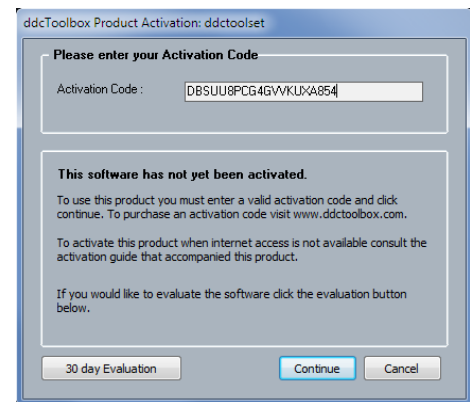
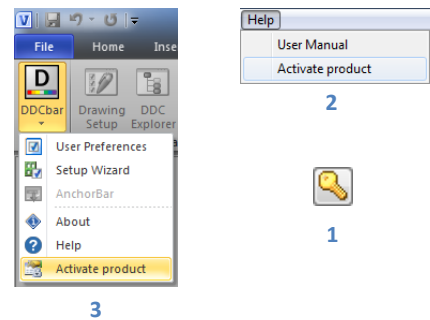
You will be asked to provide both a password and a valid email address to associate with your license. The password and email address will allow you to manage your account online in case you need to reactivate the product or install it on a 2nd computer. You will also need this information for technical 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.



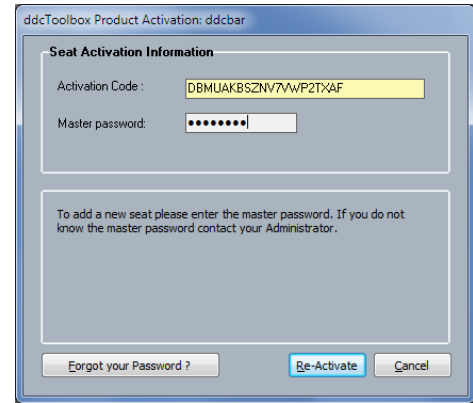
Multi-User Product Activation and Deactivation

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. Each subsequent activation will be called a Seat-Activation and will only require the activation code and master password.

Important: Soon after the first seat has been activated the administrator should setup the administrators account by following the steps in the next section of this guide.

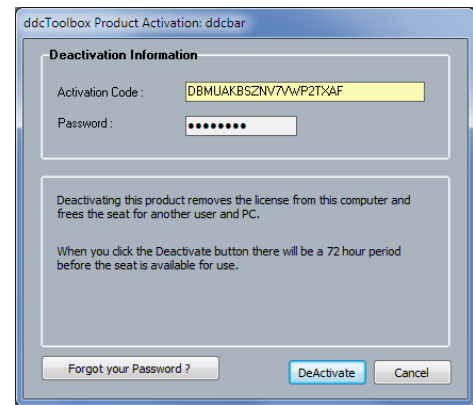
[Setting Up Admin Account](#)



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

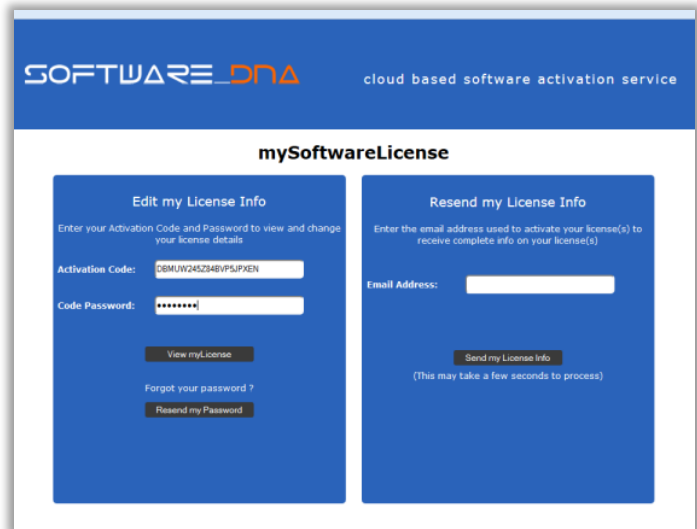
When you activate the first seat of a multi-seat license an email will be sent to the address used during that activation which will include a Confirmation key for the account. The administrator should at this point login to the following URL to finalize the settings.

<http://mylicense.ddtoolbox.com>

In the first web page screen 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 seat is activated. Further in this setup process you will enter a unique password just for admin access to this web site.

Click **View myLicense** to continue.

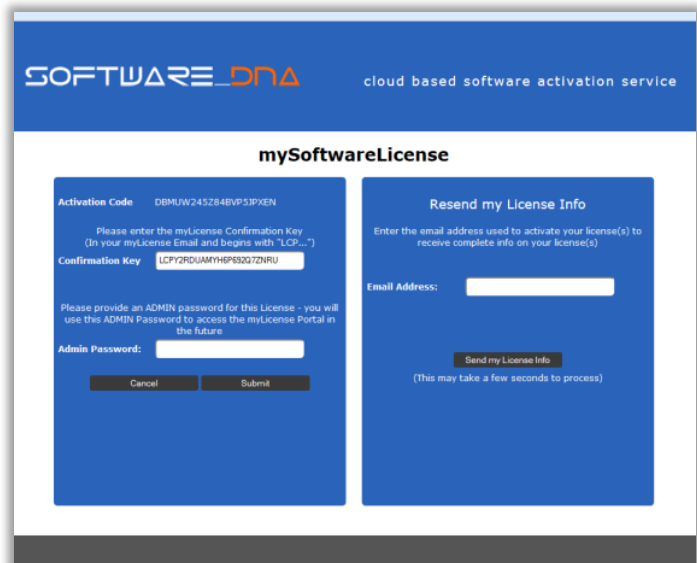


The screenshot shows the mySoftwareLicense portal. The header includes the SOFTWARE DNA logo and the text 'cloud based software activation service'. Below the header, the title 'mySoftwareLicense' is centered. There are two main sections: 'Edit my License Info' and 'Resend my License Info'. The 'Edit my License Info' section contains an 'Activation Code' field with the value 'DBMUW245Z84VP53PXEN', a 'Code Password' field with masked characters, 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' field and a 'Send my License Info' button. A note below the button states '(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.

Enter a secure administrators password here that allows access to this feature.

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, the title 'mySoftwareLicense' is centered. There are two main sections: 'Edit my License Info' and 'Resend my License Info'. The 'Edit my License Info' section contains an 'Activation Code' field with the value 'DBMUW245Z84VP53PXEN', a 'Confirmation Key' field with the value 'LCPY2RDJAMYP69SG7ZNRU', a note 'Please enter the myLicense Confirmation Key (In your myLicense Email and begins with "LCP...")', a note 'Please provide an ADMIN password for this License - you will use this ADMIN Password to access the myLicense Portal in the future.', an 'Admin Password' field, and 'Cancel' and 'Submit' buttons. The 'Resend my License Info' section contains an 'Email Address' field and a 'Send my License Info' button. A note below the button states '(This may take a few seconds to process)'.

Once you have completed the previous 2 steps you can access the administrators portal. Here you have details about your account as well as the number of activations currently in use with their windows-name or machine-id.

If you need to change the account email address, activation password or administration password you can perform those tasks here.

The screenshot displays the 'mySoftwareLicense' administrators portal. At the top, the 'SOFTWARE DNA' logo is on the left and 'cloud based software activation service' is on the right. The main content area is titled 'mySoftwareLicense' and is divided into two panels. The left panel, 'License details for Activation Code', shows the activation code 'DBMUW245Z84BVP5JPXEN' and lists details: Software (dddBar - Multi User), Company (BACspace Consulting), Support Email (support@ddctoolbox.com), Activation Date (9/24/2015), License Type (Multi User - 5 Seats), Activation Email (jack@box.com), Code Password (*****), and Admin Password (*****). The right panel, 'Activated Seats', contains a table with two columns: 'Computer ID' and 'Seat Activation Date'. The table lists two entries: 'DUKE' with '9/24/2015' and 'WIN-8HF612H5R92' with '9/24/2015'. A 'Log out' link is located at the bottom right of the page.

Computer ID	Seat Activation Date
DUKE	9/24/2015
WIN-8HF612H5R92	9/24/2015

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.

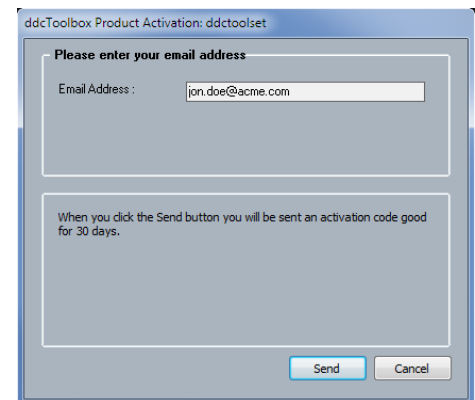
Follow the steps for activating a [new product](#) by entering your activation code and pressing **Continue**. With no internet access available you will get a message about offline activation along with the name of a file using a **.lic** extension. Copy that file to a computer that has internet availability. 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.

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.



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 XP, 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