



ISV License Guide

ISV License Guide

ISV Program

Independent Software Vendors (ISV) are channel partners who combine their software and/or hardware with SymmetricDS and distribute it to end customers under a commercial license. JumpMind provides a support website for ISVs to generate and manage license keys for their customers.

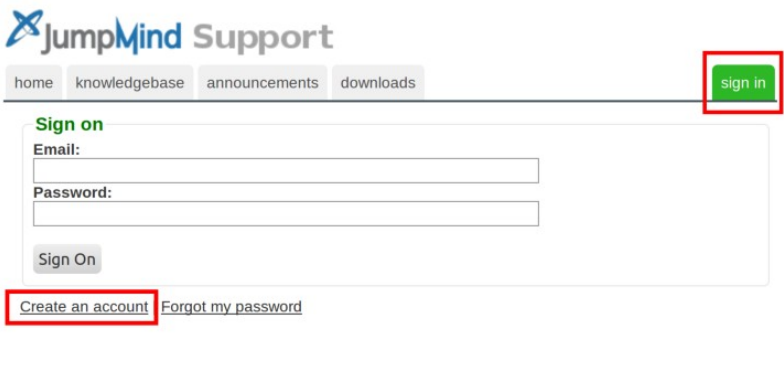
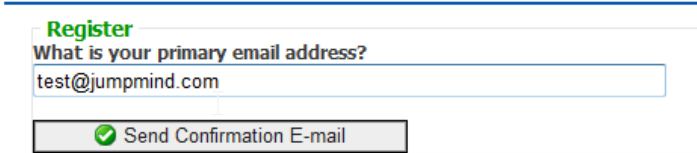
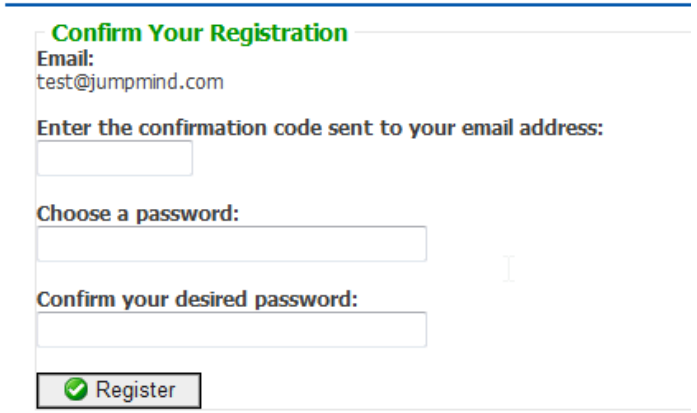
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Login

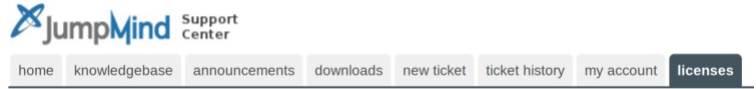
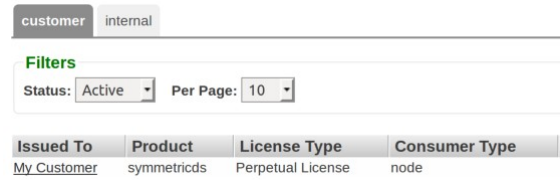


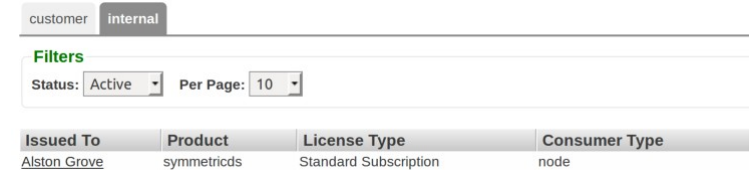
Login to the support website to access all license key operations.

<p>Open a web browser and go to the Support website.</p>	<p>https://support.jumpmind.com/</p>
<p>If you have an account, click Sign In and skip to the next section.</p> <p>Otherwise, click the Create an account link and continue.</p>	
<p>Enter your email address.</p> <p>Then click the Send Confirmation E-mail button.</p>	
<p>You will receive an email with a confirmation code.</p>	<p>From: SupportCenter (support@jumpmind.com) Subject: Please confirm your email address Message Body: Your confirmation code: XYZZ</p>
<p>Enter the confirmation code from the email and select a password.</p> <p>Then click the Register button.</p>	

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License Overview

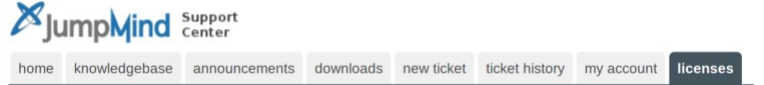

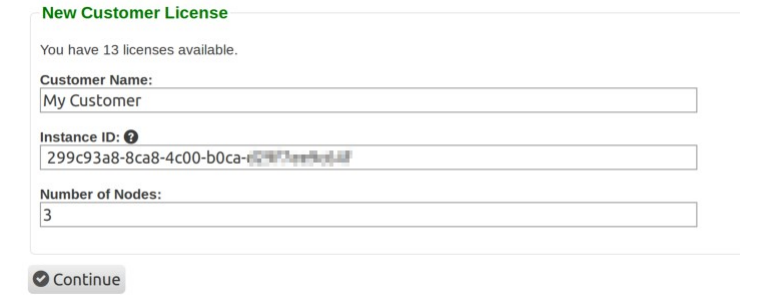
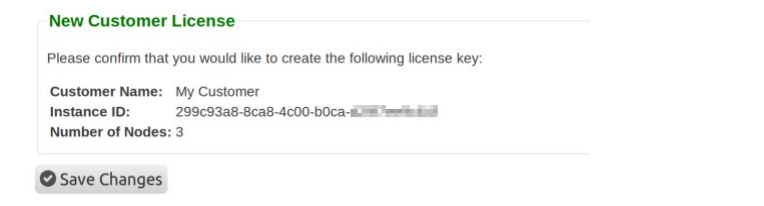
There are license keys for use by end customers in production and license keys for use by internal development.

<p>Click on the Licenses tab to enter the license management screens.</p>										
<p>The Customers sub-tab manages licenses for your customers. These are perpetual license keys that will work forever on a specific version of the software.</p>	 <p>customer internal</p> <p>Filters</p> <p>Status: Active Per Page: 10</p> <table border="1"><thead><tr><th>Issued To</th><th>Product</th><th>License Type</th><th>Consumer Type</th></tr></thead><tbody><tr><td>My Customer</td><td>symmetricds</td><td>Perpetual License</td><td>node</td></tr></tbody></table>	Issued To	Product	License Type	Consumer Type	My Customer	symmetricds	Perpetual License	node	
Issued To	Product	License Type	Consumer Type							
My Customer	symmetricds	Perpetual License	node							
<p>The Current Totals table shows:</p> <ul style="list-style-type: none">• Available Licenses – number of licenses that are available to be issued to customers• Active Licenses – number of licenses that are issued and marked as active• Active Customers – number of customers with licenses that are marked as active	 <table border="1"><thead><tr><th colspan="3">Current Totals</th></tr><tr><th>Available Licenses</th><th>Active Licenses</th><th>Active Customers</th></tr></thead><tbody><tr><td>75</td><td>90</td><td>3</td></tr></tbody></table>	Current Totals			Available Licenses	Active Licenses	Active Customers	75	90	3
Current Totals										
Available Licenses	Active Licenses	Active Customers								
75	90	3								
<p>The Estimates for Maintenance table shows:</p> <ul style="list-style-type: none">• New Licenses – number of licenses that were estimated to be purchased during the current maintenance period• Existing Licenses – number of licenses that were estimated as active at the start of the current maintenance period• End Date – the end date of the current maintenance period	 <table border="1"><thead><tr><th colspan="3">Estimates for Maintenance</th></tr><tr><th>New Licenses</th><th>Existing Licenses</th><th>End Date</th></tr></thead><tbody><tr><td>150</td><td>100</td><td>2019-07-19</td></tr></tbody></table>	Estimates for Maintenance			New Licenses	Existing Licenses	End Date	150	100	2019-07-19
Estimates for Maintenance										
New Licenses	Existing Licenses	End Date								
150	100	2019-07-19								
<p>The Internal sub-tab manages licenses for internal use to develop and test the solution. Each year, the old license expires and you are issued a new one.</p>	 <p>customer internal</p> <p>Filters</p> <p>Status: Active Per Page: 10</p> <table border="1"><thead><tr><th>Issued To</th><th>Product</th><th>License Type</th><th>Consumer Type</th></tr></thead><tbody><tr><td>Alston Grove</td><td>symmetricds</td><td>Standard Subscription</td><td>node</td></tr></tbody></table>	Issued To	Product	License Type	Consumer Type	Alston Grove	symmetricds	Standard Subscription	node	
Issued To	Product	License Type	Consumer Type							
Alston Grove	symmetricds	Standard Subscription	node							

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Add License

Add a new license key for a customer. These are perpetual license keys that will work forever with the software. Upgrades are allowed for versions of the software that are released before the maintenance end date in the license key.

<p>Click on the Licenses tab to enter the license management screens.</p>	
<p>Click on the Customer sub-tab.</p> <p>Click the Add License button to generate a new license key.</p>	
<p>Enter a Customer Name to help you identify this license. It will be displayed on the license screens in Support Center and in the SymmetricDS web console.</p> <p>Enter the Instance ID if the SymmetricDS web console displays one, otherwise leave this field blank. Newer versions of the software use the Instance ID as a unique identifier for a server.</p> <p>Enter the Number of Nodes that can connect to sync data under this license. The number of available licenses is displayed, which is the maximum nodes that can be entered.</p> <p>Click Continue.</p>	
<p>Verify the information is correct.</p> <p>Then, click Save Changes.</p>	

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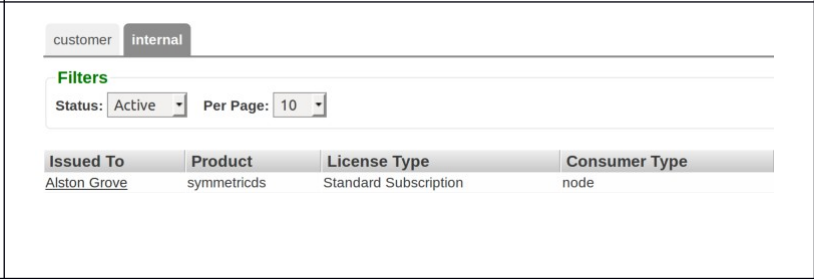
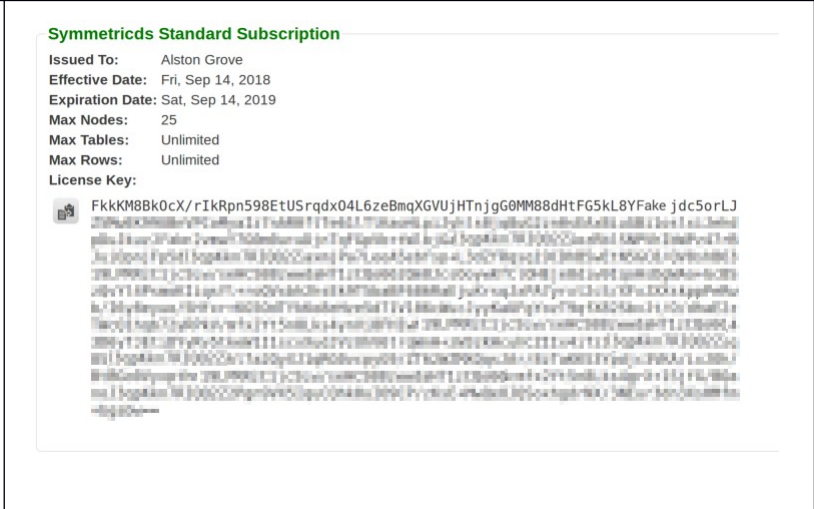
Error Messages

Error Message	Reason
Number of nodes must be 2 or greater.	The minimum number of nodes in a license key is 2. Data replication needs at least one source node and one target node.
Instance ID is not a valid GUID/UUID.	This is usually a mistake using copy and paste, where some of the Instance ID is missed or extra text is included.
There are not enough available licenses.	The number of nodes cannot exceed the number of available licenses. The number of available licenses is displayed at the top of the screen.

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View License

Find the license key to view its properties or perform operations on it.

<p>Click on the Licenses tab to enter the license management screens.</p>	 <p>JumpMind Support Center</p> <p>home knowledgebase announcements downloads new ticket ticket history my account licenses</p>								
<p>For a list of license keys, either click on the Customer sub-tab for customer license keys or the Internal sub-tab for internal development license keys.</p> <p>Click the Issued To link for a specific license.</p>	 <p>customer internal</p> <p>Filters</p> <p>Status: Active Per Page: 10</p> <table border="1"><thead><tr><th>Issued To</th><th>Product</th><th>License Type</th><th>Consumer Type</th></tr></thead><tbody><tr><td>Alston Grove</td><td>symmetricds</td><td>Standard Subscription</td><td>node</td></tr></tbody></table>	Issued To	Product	License Type	Consumer Type	Alston Grove	symmetricds	Standard Subscription	node
Issued To	Product	License Type	Consumer Type						
Alston Grove	symmetricds	Standard Subscription	node						
<p>The license key is displayed along with its properties. Customer license keys never expire, but internal development keys expire at the end of the maintenance period.</p>	 <p>Symmetricds Standard Subscription</p> <p>Issued To: Alston Grove Effective Date: Fri, Sep 14, 2018 Expiration Date: Sat, Sep 14, 2019 Max Nodes: 25 Max Tables: Unlimited Max Rows: Unlimited License Key: FkkKM8BK0cX/rIkRpn598EtUSrqdx04L6zeBmqXGVUjHTnjgG0MM88dHTFG5kL8YFakejdc5orLJ</p>								

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Install License

Find the license key in Support Center and install it into a SymmetricDS software installation.

Find and view the the license key you want to install (see [View License](#)).

Click the **Copy** icon button to copy the license key to your clipboard.

SymmetricDS Standard Subscription

Issued To: Alston Grove
Effective Date: Fri, Sep 14, 2018
Expiration Date: Sat, Sep 14, 2019
Max Nodes: 25
Max Tables: Unlimited
Max Rows: Unlimited

License Key:

 FkkKM8Bk0cX/rIkRpn598EtUSrQdx04L6zeBmqXGVUjHTnjgG0MM88dHTFG5kL8YFaje jdcSorLJ

The license key is installed once for all nodes. Login to the SymmetricDS web console for the master node.

Go to the **Configure** → **License Key** screen.

If your license is expired, the screen is automatically displayed for you after logging in.

Click the **Install License** button.

The license key is part of the configuration that syncs to all connected nodes, which share the license key.

License Key

License Info: SymmetricDS Standard Subscription
Holder: Alston Grove
Effective Date: Thu Sep 14 20:00:00 EDT 2017
Expiration Date: Fri Sep 14 20:00:00 EDT 2018
Max Maintenance: Fri Sep 14 20:00:00 EDT 2018
Max Nodes: 25
Max Tables: Unlimited
Max Rows: Unlimited
Instance ID: (1a926311-45ee-4d42-9c03-088887905a8f)

A dialog will open, displaying the old license key. Paste the new license key into the text box, replacing the old one.

In the text box, use **Ctrl-A** to select all and **Ctrl-V** to paste in the new license key.

Click the **Save** button.



The dialog box titled "Install License Key" has a close button in the top right corner. It contains a text area with the following content:

Paste the license key here:

FkkKM8Bk0cUBaEJmYqx0EricQh3Y7h1mDJCVfy2AI0fCmXevX64MpTBey9T4NgA7kBrG7nex6J+V

At the bottom of the dialog are "Cancel" and "Save" buttons.

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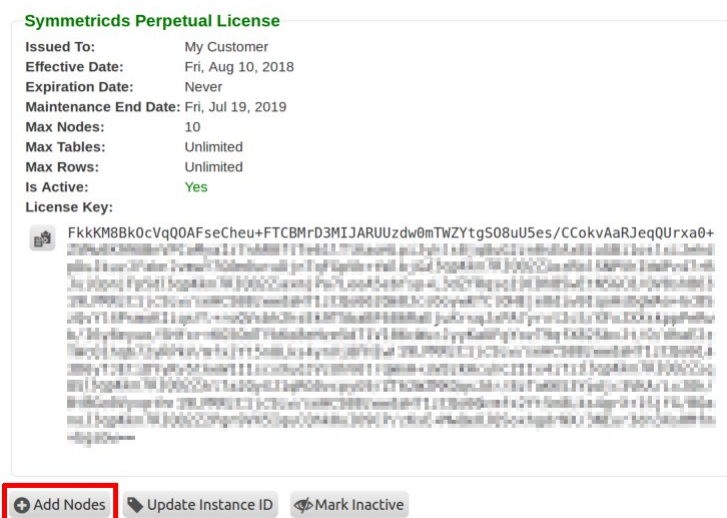

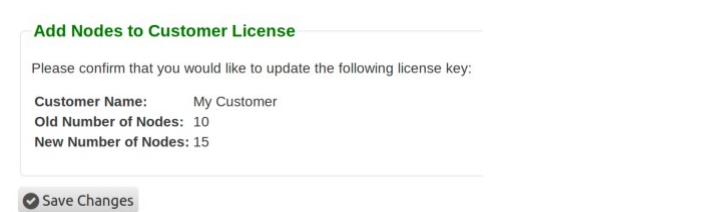
Error Messages

Error Message	Reason
Expired license key. Please install a new license key.	The license key has an expiration date, which has passed. Internal license keys expire at the end of the maintenance period.
Cannot install a license key that has already expired.	This is an old license key. The current date must be between the license key's effective date and expiration date.
Invalid key. Make sure you are pasting all of the license key text.	This is usually a mistake using copy and paste, where some of the key is missed or extra text is included.
The current software was upgraded past the maximum maintenance date.	The software was upgraded, but the license key does not allow this newer version. See the Update Maintenance section to upgrade the license key.
Cannot install a license key that has a maintenance date older than the software version.	The license key is perpetual but only works with software versions released before its maintenance date ended. See the Update Maintenance section to upgrade the license key.
Instance ID does not match the current server instance.	The software and/or database was copied to a new server, but the license key only allows the original server where it was first installed.
Cannot install a license key that is assigned to another server instance.	The license key being used contains an Instance ID that doesn't match this server. See the Add License section on how to generate a license key with the correct Instance ID.
This software version requires a perpetual license key to include the instance ID.	Starting in version 3.9 of the software, the Instance ID is required for perpetual keys. See the section on Update Instance ID on how to update existing license keys for use with 3.9 and newer.

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Add Nodes

Add nodes to an existing license key to expand the total number of nodes that can connect and sync data.

<p>Find and view the the customer license key you want to modify (see View License).</p> <p>Click the Add Nodes button.</p>	 <p>Symmetricds Perpetual License</p> <p>Issued To: My Customer Effective Date: Fri, Aug 10, 2018 Expiration Date: Never Maintenance End Date: Fri, Jul 19, 2019 Max Nodes: 10 Max Tables: Unlimited Max Rows: Unlimited Is Active: Yes License Key: FkkKM8Bk0cVqQ0AFseCheu+FTCBMrD3MIJARUuzdw0mTWZytgS08uU5es/CCokvAaRJeQ0Urxat0...</p> <p>+ Add Nodes Update Instance ID Mark Inactive</p>
<p>In the New Number of Nodes field, enter the total number of licensed nodes to put in the license key.</p> <p>For example, if the license currently has 10 nodes, and you want to add 5 more, you would enter 15.</p>	 <p>Add Nodes to Customer License</p> <p>You have 61 licenses available.</p> <p>Customer Name: My Customer Old Number of Nodes: 10 New Number of Nodes: <input type="text" value="15"/></p> <p><input checked="" type="button" value="Continue"/></p>
<p>Verify the information is correct.</p> <p>Then, click Save Changes.</p> <p>The license key is regenerated and displayed. You will need to install this modified license key (see Install License).</p>	 <p>Add Nodes to Customer License</p> <p>Please confirm that you would like to update the following license key:</p> <p>Customer Name: My Customer Old Number of Nodes: 10 New Number of Nodes: 15</p> <p><input checked="" type="button" value="Save Changes"/></p>

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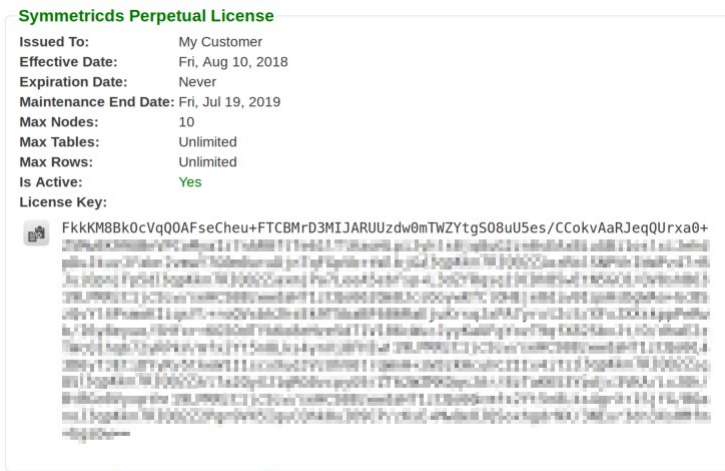
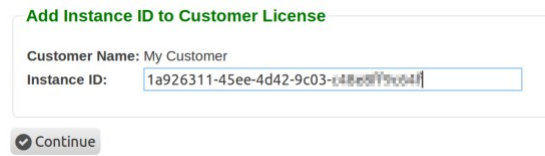
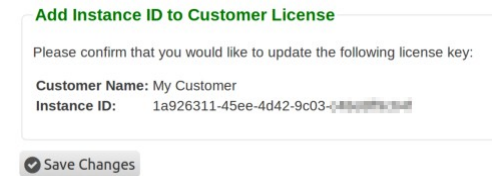
Error Messages

Error Message	Reason
To add nodes, you must specify a number of nodes greater than X.	The new number of nodes must be greater than the old number of nodes.
There are not enough remaining licenses.	The difference between the old and new number of nodes is greater than the licenses available, which are displayed at the top of the screen.

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Update Instance ID

Modify a license key to contain an Instance ID. Newer versions of the SymmetricDS web console will display an Instance ID for the installation at the master node that is required to match in the license key. A license key that does not yet contain an Instance ID can be modified to add one.

<p>Find and view the the customer license key you want to modify (see View License).</p> <p>Click the Update Instance ID button.</p> <p>If the button is not displayed, then the current Instance ID in the license key will be displayed instead.</p>	 <p>Symmetricds Perpetual License</p> <p>Issued To: My Customer Effective Date: Fri, Aug 10, 2018 Expiration Date: Never Maintenance End Date: Fri, Jul 19, 2019 Max Nodes: 10 Max Tables: Unlimited Max Rows: Unlimited Is Active: Yes</p> <p>License Key: FkKkM8BK0cVq00AFseCheu+FTCBMrD3MIJARUuzdw0mTWZyTgS08uU5es/CCokvAaRJeQ0Urx0+</p> <p> <input type="button" value="Add Nodes"/> <input checked="" type="button" value="Update Instance ID"/> <input type="button" value="Mark Inactive"/> </p>
<p>Enter the Instance ID just like it is displayed on the SymmetricDS web console (the first screen shown when logging in, or go to Configure → License Key).</p>	 <p>Add Instance ID to Customer License</p> <p>Customer Name: My Customer Instance ID: <input type="text" value="1a926311-45ee-4d42-9c03-1a48e019c04f"/></p> <p><input checked="" type="button" value="Continue"/></p>
<p>Verify the information is correct.</p> <p>Then, click Save Changes.</p> <p>The license key is regenerated and displayed. You will need to install this modified license key (see Install License).</p>	 <p>Add Instance ID to Customer License</p> <p>Please confirm that you would like to update the following license key:</p> <p>Customer Name: My Customer Instance ID: <input type="text" value="1a926311-45ee-4d42-9c03-1a48e019c04f"/></p> <p><input checked="" type="button" value="Save Changes"/></p>

Error Messages

Error Message	Reason
Instance ID is not a valid GUID/UUID.	This is usually a mistake using copy and paste, where some of the Instance ID is missed or extra text is included.

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Mark Inactive

Update a license key status as inactive when it is no longer used by a customer. Use the status to keep track of which customers you actively support, which are included in your annual estimate of existing licenses for maintenance.

Find and view the the customer license key you want to modify (see [View License](#)).

Click the **Mark Inactive** button.

Symmetricds Perpetual License

Issued To: My Customer
Effective Date: Fri, Aug 10, 2018
Expiration Date: Never
Maintenance End Date: Fri, Jul 19, 2019
Max Nodes: 10
Max Tables: Unlimited
Max Rows: Unlimited
Is Active: Yes
License Key:
FkkKM8BK0cVqQ0AFseCheu+FTCBMrD3MIJARUuzdw0mTWZYtgS08u5es/CCokvAaRJeQURxa0+...

[Add Nodes](#) [Update Instance ID](#) **Mark Inactive**

Confirm you want to change the status.

Then, click **OK**.

Mark this license as INACTIVE?

Cancel OK

The Active Licenses will reflect changes you make to the license key status.

For example, if you have 20 active licenses, and you mark an active license key with 10 nodes as inactive, then the active licenses will be updated to 10.

home knowledgebase announcements downloads new ticket ticket history my account **licenses**

customer internal

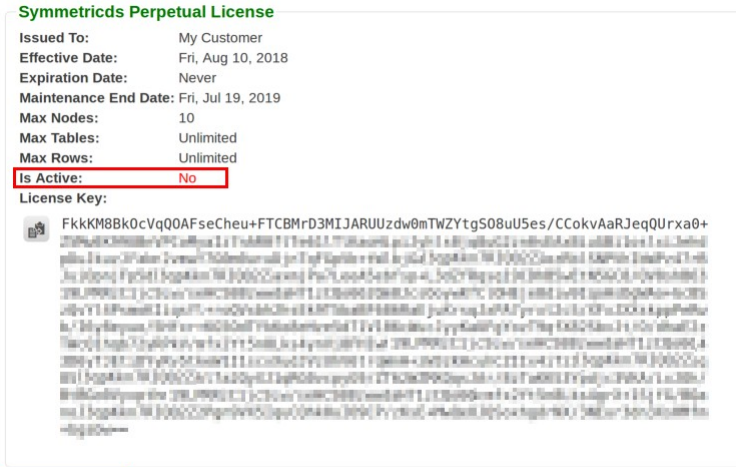
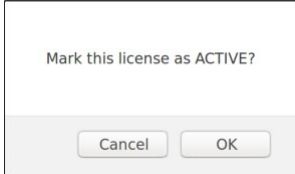
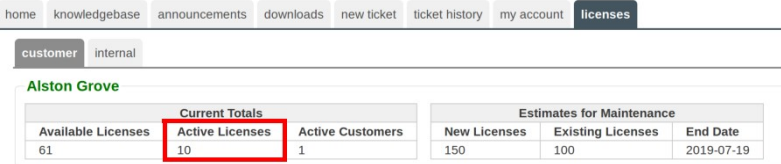
Alston Grove

Current Totals			Estimates for Maintenance		
Available Licenses	Active Licenses	Active Customers	New Licenses	Existing Licenses	End Date
61	10	1	150	100	2019-07-19

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Mark Active

Update a license key status as active to indicate use by an active customer who is supported. Use the status to keep track of which customers you actively support, which are included in your annual estimate of existing licenses for maintenance.

<p>Find and view the the customer license key you want to modify (see View License).</p> <p>Click the Mark Active button.</p>	 <p>Symmetricds Perpetual License</p> <p>Issued To: My Customer Effective Date: Fri, Aug 10, 2018 Expiration Date: Never Maintenance End Date: Fri, Jul 19, 2019 Max Nodes: 10 Max Tables: Unlimited Max Rows: Unlimited Is Active: No</p> <p>License Key: FkkKM8Bk0cVqQ0AFseCheu+FTCBMrD3MIJARUUzdw0mTWZYtg508uU5es/CCokvAarJeqQUrxa0+ ...</p> <p>Mark Active</p>																		
<p>Confirm you want to change the status.</p> <p>Then, click OK.</p>																			
<p>The Active Licenses will reflect changes you make to the license key status.</p> <p>For example, if you have 0 active licenses, and you mark an inactive license key with 10 nodes as active, then the active licenses will be updated to 10.</p>	 <p>home knowledgebase announcements downloads new ticket ticket history my account licenses</p> <p>customer internal</p> <p>Alston Grove</p> <table border="1"> <thead> <tr> <th colspan="3">Current Totals</th> <th colspan="3">Estimates for Maintenance</th> </tr> <tr> <th>Available Licenses</th> <th>Active Licenses</th> <th>Active Customers</th> <th>New Licenses</th> <th>Existing Licenses</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>61</td> <td>10</td> <td>1</td> <td>150</td> <td>100</td> <td>2019-07-19</td> </tr> </tbody> </table>	Current Totals			Estimates for Maintenance			Available Licenses	Active Licenses	Active Customers	New Licenses	Existing Licenses	End Date	61	10	1	150	100	2019-07-19
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