

Cristie Licensing and Installation

Thank you for purchasing Cristie software.

This document explains how to download and install the software, register your licenses and download software tokens. CBMR, TBMR, NBMR, ABMR and SBMR are all available via electronic download from the Cristie License Portal. Recovery Console (RC) and CloneManager (CM) tokens are also available to request from the portal.

Section 1 – Register on the Cristie license portal

New users: Please visit <https://portal.cristie.com/login> to register a user account.

Existing customers: If you have already created a user account, you can simply log in at <https://portal.cristie.com/login> and add new contracts to your account. There is no need to have a separate log in for each contract.

Both new and existing customers will need their **4-digit Contract Number** and a **Contract Password** to register or log in. These are shown on the **License Certificate** and **Support Schedule** that was emailed to you when you ordered the license.

Section 2 – Download and install the software

After logging into the portal, you may download the software by clicking on either the FTP or HTTP link provided and simply selecting the appropriate product. You will have access to licensing and installation documentation at this link, or you can download them from www.cristie.com/support/documentation.

Section 3 – Activate software licenses

Once you have downloaded the software you need to activate your licenses. Licenses are activated from the license manager of the machine. Once the software has been installed, the Cristie License Manager can be found in the Start menu for Windows machines, and by using the `licmgr -p <product>` command for Linux, Solaris and AIX. There are two ways to activate licenses:

1. Automated activation

If the machine that the license is to be installed on has internet connection you simply need to enter the Contract Number and Contract Password into the installed machine's license manager (installed with the Cristie software) and click on Activate License.

2. Manual activation

- i. Copy the 'machine signature' which is displayed in the License Manager screen in the installed software (access this in the Cristie folder in the Start menu).



- ii. Next, log in to the Cristie Licensing Portal <https://portal.cristie.com/login> and click on the Activate License tab. Paste the machine signature in to the signature box and then complete all the other required fields.
- iii. Click on 'Activate License' which will then generate an activation code (displayed as a pop up) – make a note of this number. Also, at this point, make a note of your 35-digit contract code, which you will find on the home screen of your License Portal account.
- iv. Go back into the license manager in the installed software and enter your 35-digit Contract Code and your activation code. The licenses will then be activated.

Section 4 – Request tokens

Tokens for Recovery Console (RC) or CloneManager (CM) operations must be obtained through the Cristie License Portal and are applied manually to each individual product.

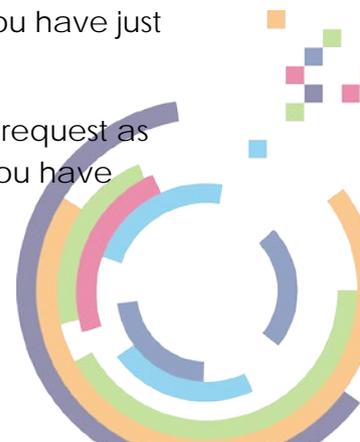
CloneManager

- i. Click edit from the CloneManager console and select Licensing Settings. This will bring up the Token Manager which will list all the licensing details. Click file and then generate signature which will display a 35-digit licensing signature in a pop up which you should copy.
- ii. Next, log in to the Cristie License Portal and click on the Request Tokens tab. Paste the licensing signature in to the signature box and then complete all the other required fields. Click on Request Token below the form. This will generate a Token Code which you need to copy.
- iii. Go back to the token manager in the CM console, click Tokens and apply the Token Code.

Recovery Console

- i. Click Settings from Recovery Console then click Licensing Settings to show the signature.
- ii. Next, log in to the Cristie License Portal and click on the Request Tokens Tab. Paste the licensing signature in to the signature box and then complete all the other required fields. Click on Request Token below the form. This will generate a Token Code which you need to copy.
- iii. Go back to the Licensing Settings in Recovery Console. Enter your 4 digit Contract Code and press Apply. Then enter the Token Code you have just generated and press Apply.

The tokens that you have purchased will be shown in the portal. You can request as many tokens as you require, up to the maximum number of tokens that you have purchased but not yet applied.



See full product documentation for more information on the licensing and installation of Cristie Software's products; www.cristie.com/support/documentation

If you have any problems, please do not hesitate to contact our Support Team at support@cristie.com and they will be happy to help.

