

**American Dynamics and Software House License Processing Instructions
For Customer Service and Licensing Team
June 29, 2014**

Login Profile Instructions

Integrators need to create a Login Profile and User ID before they can “Register a Product”. Login Profiles are created at the American Dynamics or Software House web sites. Web sites can be found at the following addresses:

American Dynamics: <http://www.americandynamics.net/>

Software House: <http://www.swhouse.com/>

Instructions for creating a user Login Profile can be found by selecting the “Register” link at the top right section of the American Dynamics and Software House web pages. After entering the Site Registration page, select the “Instructions Link.”

Providing Customers with Licensing Code

Customer Service should continue to provide the integrator with the licensing text file when processing orders for software or options. In the text file there is a license code that the integrator needs to register the C•CURE 800/8000 or C•CURE 9000 software. If a customer cannot locate his license code he will contact either the licensing team or customer service. Requests for license codes should be directed to the licensing team. The integrator needs to provide the software serial number, dealer of record, and end-user information in order to obtain the License Code. The license code can be found in the Progress database by looking up the software serial number. Select “Find License”, enters the software serial number, select “View”. The license code is displayed at the top of the Systems page. All Software House serial numbers have been assigned a randomly generated license code. However a license code is only need for registering a C•CURE 800/8000 or C•CURE 9000 software. For C•CURE 9000 site server registrations the license code is not used. The unit manufacturing serial number which can be found on the site server is still used for the license registration.

Personal Data Privacy Agreement – Integrator Unwilling to Consent

If the integrator or his End User is unwilling to consent to the Personal Data Processing Agreement the licensing team will need to process the license registration manually. The integrator should provide some contact information that the integrator or End User are willing to allow Tyco to store so that Tyco can contact the integrator in the event that a licensing or software issue occurs in the future. Product specific information is needed to create a license (e.g. software serial number, license code, unit manufacturing number, Host ID, XML file, version upgrade). The licensing team should process the license request manually entering “undisclosed” in any fields that the integrator is unwilling to provide information. For American Dynamics the licensing team can use the American Dynamics LKG utility to process the manual license request. For Software House the licensing team should use the SLM automated license registration page but afterwards go to the Admin tab: Configuration/Customers/User Configuration and change the “Consent” field to “No”.

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Personal Data Privacy Agreement – Integrator wants to Rescind Consent

If an integrator contacts Tyco to rescind his consent to the Personal Data Privacy Agreement direct the integrator to the U.S. licensing team. The licensing team should contact the integrator and ask the integrator to put in writing his request along with a list of the contact information that needs to be removed from the Tyco database. The integrator needs to provide the name of the dealer of record (integrator company name), software serial number(s), and end user company name so that the licensing team can verify which records need to be addressed. The licensing team should go into the Admin tab: Configuration/Customers/User Configuration and remove the integrator or end user information that has been included in the integrator's request. The licensing team should replace the information with the word "undisclosed". The licensing team should change the "Consent" to No in the same tab.

Personal Data Privacy Agreement – Integrator wants a report on personal data stored in Tyco's license database

If an integrator contacts Tyco requesting a copy of his personal data stored in Tyco's license database direct the integrator to the U.S. licensing team. The licensing team should contact the Integrator and ask him to put in writing his request. The integrator needs to provide the name of the dealer of record (integrator company name), integrator contact name (first and last), and software serial number(s) so that the licensing team can verify which records need to be addressed. If the integrator is requesting a report of the end user personal data he needs to provide the name of the dealer of record (integrator company name), end user company name and software serial number so that the licensing team can identify the specific records in question. The licensing team can either do a print screen of the User Configuration tab after entering the software serial number or run the License Registration by Integrator Information report or License Registration by End User Information report after entering the software serial number.

Integrator Receives Error Message – License Registration in Progress

If an integrator can't register for a Software House license because he receives an error message – "License registration in progress", this usually happens from one of the following circumstances:

1. The integrator tried to downgrade to a lower license version or upgrade to a version that is not supported
2. The integrator tried to submit a second request for the same software serial number either for a copy or upgrade before the first registration completed.

In the event this happens and the integrator must have a license registration the same day that he received this error message, customer service or the license team will need to process a manual registration in the Progress database. If the integrator can wait until the next day to re-submit his request, the software serial number error condition will be corrected in the system by our nightly

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maintenance program and the integrator should be able to process his request through the automated registration process. If a manual registration is processed in Progress, the licensing team and customer service should make a log of the license registration information (integrator contact information, end user contact information, product information) and resubmit the same information through the SLM automated license registration process the next day in order to update the license database.