Software License Registration - Frequently Asked Questions

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Software License Registration - Frequently Asked Questions

Login Profile Required

Question: Why do I need to create a Login Profile and have a user ID before I can use access the license registration web pages?

Answer: The new automated license registration process uses the Login Profile to auto-populate the integrator contact information. This new requirement reduces the amount of manual input required by the user, simplifies the process, and improves the accuracy and consistency of the data stored in Tyco's licensing database.

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Login Profile Instructions

Question: Where do I find instructions on how to create my Login Profile and obtain a user ID?

Answer: 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."

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Where do I find the Login Profile to update my Integrator Information?

Question: Where do I find the Login Profile to update or add missing integrator contact information?

Answer: To reach the Login Profile, you must first log into either the Software House or American Dynamics web site. Select the "Login" link at the top right section of the web page. After logging in, the "Update Profile" link will be displayed. Select Update Profile and your user contact information will be displayed. You can then update your information. It is recommended that you fill in all fields because the license registration page will require all of these (exception is the optional Address 2 field) to avoid entering the missing information for each registration request. Detailed instructions are also provided in the Login Profile Registration site which can be accessed by selecting the "Instructions link".

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Software License Registration - Frequently Asked Questions

Login Profile mandatory information

Question: Why do I need to enter all of the contact information in my Login Profile when some of it is not required to create a Login Profile?

Answer: The software license registration process requires additional contact information that is not required for the creation of a Login Profile. The Login Profile is used for other applications as well which do not require as much contact information. It is recommended that you fill in all fields because the license registration page will require all of these (exception is the optional Address 2 field) to avoid entering the missing information for each registration request.

Personal Data Processing Consent: License Registration

Question: Do I need to obtain my end user's consent before I enter the end user contact information in the license registration web page?

Answer: Yes, you need to obtain your end user's consent before entering their contact information. The consent is required to protect the end user and your Personal Data, and to allow Tyco to collect, process, store and transmit such data lawfully, for legitimate business purposes only, and maintain appropriate safeguards to prevent unauthorized use or disclosure of the data.

Integrator and End User Information Requirement

Question: Why are the Integrator and End User contact information required to register for a software license?

Answer: The Integrator and End User contact information are required to enable Tyco to (a) Create and distribute license keys; (b) Support your Company's inquiries on licenses and technical support; (c) Administer Tyco's software maintenance program; (d) Maintain a central data repository for business information on Tyco's software product installations; and (e) Transfer such data between Tyco's business entities to perform certain administrative and support services related to this software license management program.

Software License Registration - Frequently Asked Questions

Personal Data Processing Consent Denied

Question: What happens if my Company or my End User is unwilling to consent to the Personal Data Processing Agreement?

Answer: You can still register for a software license. However if your Company or the End User are unwilling to consent to the Personal Data Processing Agreement, you will need to exit the automated license registration web site and request a manual license by contacting the licensing team at one of the email addresses below. You will need to provide some contact information that your Company and the End User are willing to allow Tyco to store so that Tyco can contact your Company 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 will process the license request during normal business hours.

- For American Dynamics manual license requests: LicenseSW@tycoint.com
- For Software House manual license requests: CCURELicense@tycoint.com
- For Software Hose manual license requests in the EMEA region: tspemealicense@tycoint.com

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Personal Data Processing Consent Rescinded

Question: What if I need to rescind my Company's or my End User's consent to allow Tyco to store Personal Data?

Answer: If you need to rescind your Company or End User's consent to Tyco storing Personal Data, you should contact the licensing team at one of the following email addresses with details regarding the information that needs to be removed from Tyco's database. The licensing team may need to contact you if they have questions about which company names and sites need to be addressed in your request. It is advisable to allow Tyco to maintain some contact information so that Tyco can contact your company in the event that a licensing issue occurs in the future.

- For American Dynamics manual license requests: LicenseSW@tycoint.com
- For Software House manual license requests: CCURELicense@tycoint.com
- For Software Hose manual license requests in the EMEA region: tspemealicense@tycoint.com

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Software License Registration - Frequently Asked Questions

Province or State is not being auto-populated

Question: Why isn't my Province or State information auto-populating in the license registration page?

Answer: For the countries Canada and the United States, the province or state needs to be accurately spelled in the Login Profile to auto-populate in the license registration page.   If the province (for Canada) or state (for United States) is not displayed in the license registration page, you can select it from a drop down list. However to ensure it is auto-populated on future license registrations, you need to correct it in the Update Profile. Province and state entries for other countries are entered as free text rather than selected from a drop down menu and will be auto-populated from the Login Profile.

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How to avoid manual input of Integrator Information on subsequent license registrations

Question: Why do I need to manually re-enter some of my integrator contact information on subsequent registrations when I entered it in a prior registration?

Answer: The integrator contact information is auto-populated from the user's Login Profile. Changes made directly to the integrator contact information on the license registration web page are not saved in the user's Login Profile. In order to avoid manual input of integrator contact information, you will need to go to the Update Profile located at the top right section of the American Dynamics or Software House web page and edit the information for your Login Profile.

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License Code Change

Question: Why did Tyco change to using a License Code instead of software serial number and sales order number for Software House registrations?

Answer: Tyco converted to the License Code to simplify the process and to provide a more robust and secure code for users. Users informed Tyco that it was difficult to locate the correct sales order number when requesting a license registration which was delaying the registration process.   The License Code is a random generated number so there is less chance of entering an incorrect software serial number and receiving the wrong license key. The License Code will replace the requirement to enter both the software serial number and sales order number for C•CURE 800/8000 and C•CURE 9000 products. The Site Server registration will continue to use the unit manufacturing number for registrations as that can be easily found on the label on the back of the site server.

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How to Find License Code

Question: Where do I find my Software House License Code?

Answer: The Software House license code is included in the text file that accompanies a temporary software license, the DVD and the hardware delivery. If users cannot find their license code, then they should contact the Software House license team at CCURELicense@tycoint.com. The software serial number, dealer of record and end-user information must be provided to the License Team in order to obtain the License Code.

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Auto-Populate of End User Information Not Working

Question: Why doesn't my End User information auto-populate when I enter the License Code or Unit Manufacturing Number for a Software House Update License request?

Answer: If the original Software House license registration took place before the new automated license registration process was implemented, then the End User information will not be available for auto-populate. All other Update License requests should auto-populate the End User information. If the End User information does not auto-populate, then please recheck your software serial number (American Dynamics), License Code or Unit Manufacturing Serial Number (Software House) to ensure it is correctly entered. If the End User information still does not auto-populate, then you should manually enter the missing End User information in the license registration page.

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Copies of Software House licenses

Question: Why do I need to use the "New 1st Time Registration" and not the "Update Existing License" selection to request a copy of a Software House license for the same software version that was previously registered?

Answer: The Software House licenses are generated from a system that has limitations on how users can request copies of licenses. You need to select "New 1st Time Registration" to request a copy of a Software House license for the same version that was previously registered.

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XML File Change for Software House

Question: Why do I need to upload an XML file for a C•CURE 9000 version 2.3 and C•CURE 9000 WIN 7 Version 2.3 versus manually entering a Host ID?

Answer: To reduce manual entry and potential mistakes, Tyco has changed to the XML file upload process starting with version 2.3 of C•CURE 9000. It also standardizes the process similar to the American Dynamics license registration process.

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XML File – Where do I find it?

Question: Where do I find the XML file?

Answer: For American Dynamics victor and VideoEdge products, instructions on how to retrieve the XML file or system generated file are included on the license registration pages. For the new Software House C•CURE 9000 version 2.3 and C•CURE 9000 WIN 7 Version 2.3, instructions for retrieving the XML file are included in the C•CURE 9000 Installation Guide.

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Software House License Registration Email Delays

Question: Why do I need to wait a few minutes for my automated email and license file for a Software House license registration request?

Answer: The new automated license registration process needs to interface with a Software House legacy application that requires a few minutes to process the email and license file. The time to process a Software House license registration request and deliver the email and license file only takes a few minutes which is a major improvement from the previous manual process.

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Software License Registration - Frequently Asked Questions

Multiple License Version Upgrades

Question: Can I submit a license upgrade request for version upgrades of more than 2 version levels or do I need to upgrade one version at a time?

Answer: For American Dynamics victor and VideoEdge software licenses, the user can upgrade from an earlier version to a much more recent version with one registration request. The user will receive the license file for the version upgrade requested. However, the software upgrade process should continue to follow the "Best Practices" method and should not skip more than 1 software version level.

For C•CURE software licenses, the user can upgrade from an earlier version to a much more recent version with one registration request. The user will receive license files for all the versions in the upgrade path attached to one email. The user will still need to follow the proper software upgrade path when upgrading through multiple versions but will not need to access the registration page multiple times. All license files for versions on the upgrade path will be sent as attachments on the same email.

Note: All registrations will not support any "downgrade" (register for a version that is lower than the current version installed).

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Error Message – Automatic upgrades for specified versions are not available

Question: I received an email with an error message indicating that automatic upgrades for the specified versions are not available. What do I do?

Answer: This error message usually indicates that a user requested an upgrade from a version that was too old to go through the automated registration process or the user requested a downgrade to a lower version. Please contact the licensing team at one of the email addresses below and provide as much detail regarding your request so it can be reviewed.

- For American Dynamics manual license requests: LicenseSW@tycoint.com
- For Software House manual license requests: CCURELicense@tycoint.com
- For Software Hose manual license requests in the EMEA region: tspemealicense@tycoint.com

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Software License Registration - Frequently Asked Questions

Registration for Earlier Versions

Question: Why can't I submit automated upgrades from earlier versions of the software?

Answer: Due to changes in the software product over time, the automated registration process can only go back so far in version upgrades. With the automated registration process, users can upgrade from the following earliest versions.

- victor and VideoEdge upgrades from version 4.0 and higher
- C•CURE 800/8000 upgrades from version 9.4 and higher
- C•CURE 9000 upgrades from version 1.93 and higher
- C•CURE 9000 Site Server from version 1.93 and higher
- C•CURE 9000 Site Server Win 7 from version 2.2 and higher

Requests for upgrades from versions earlier than the ones listed above cannot be done on the online registration form. Please contact the licensing team at one of the email addresses below and provide as much detail regarding your request so it can be reviewed.

- For American Dynamics manual license requests: LicenseSW@tycoint.com
- For Software House manual license requests: CCURELicense@tycoint.com
- For Software Hose manual license requests in the EMEA region: tspemealicense@tycoint.com

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Downgrading a License

Question: I received a license file for a newer version than I wanted. When I went back into the registration web page it did not allow me to downgrade the license version. How do I downgrade the software license version?

Answer: For software license version downgrades, it cannot be done on the online registration form. Please contact the licensing team at one of the email addresses below and provide as much detail regarding your request so it can be reviewed.

- For American Dynamics manual license requests email: LicenseSW@tycoint.com
- For Software House manual license requests email: CCURELicense@tycoint.com
- For Software Hose manual license requests in the EMEA region email: tspemealicense@tycoint.com

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Transferring a License

Question: I had to replace or modify the original server. When I went back into the registration web page and registered to receive my license, the license was not compatible with the replacement/updated server. How do I transfer my software license?

Answer: For transferring the software license to support a replacement/updated server, it cannot be done on the online registration form. Please contact the licensing team at one of the email addresses below and provide as much detail regarding your request so it can be reviewed.

- For American Dynamics manual license requests: LicenseSW@tycoint.com
- For Software House manual license requests: CCURELicense@tycoint.com
- For Software Hose manual license requests in the EMEA region: tspemealicense@tycoint.com

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