Product Installation and Management Guide

1. INTRODUCTION 3
2. INSTALLING AND ACTIVATING YOUR GRAPHICODE PRODUCT 4
3. ACTIVATING YOUR PRODUCT WHEN CONNECTION IS BLOCKED 5
4. RENEWING YOUR PRODUCT LICENSE 7
5. RENEWING YOUR PRODUCT WHEN CONNECTION IS BLOCKED 8
6. MOVING YOUR PRODUCT TO A DIFFERENT MACHINE 11
7. MOVING YOUR APPLICATION TO A DIFFERENT MACHINE WHEN CONNECTION IS BLOCKED 13
8. FURTHER ASSISTANCE 14

1. Introduction

The purpose of this guide is to assist in the installation and activation of your GraphiCode product. GraphiCode now utilizes a licensing model that allows management of your license via an online portal. The following situations are covered by this guide.

- Installation of the Standalone Option and Activation
- Renewal of the Standalone License
- Moving a Standalone License to another machine

What is the Standalone option?
This option allows your GraphiCode product to run on a machine without a required connection to a license server. Depending on how many licenses you purchase, you can activate up to that number of licenses to run your GraphiCode product at any given time. Licenses can be de-activated and then activated on another PC, as necessary.
See Section 6 (or 7 if your firewall prevents connection).

- **BE SURE THAT ANY OTHER GRAPHICODE PROGRAMS ARE CLOSED BEFORE BEGINNING THE INSTALLATION PROCESS.**

2. Installing and activating your GraphiCode product

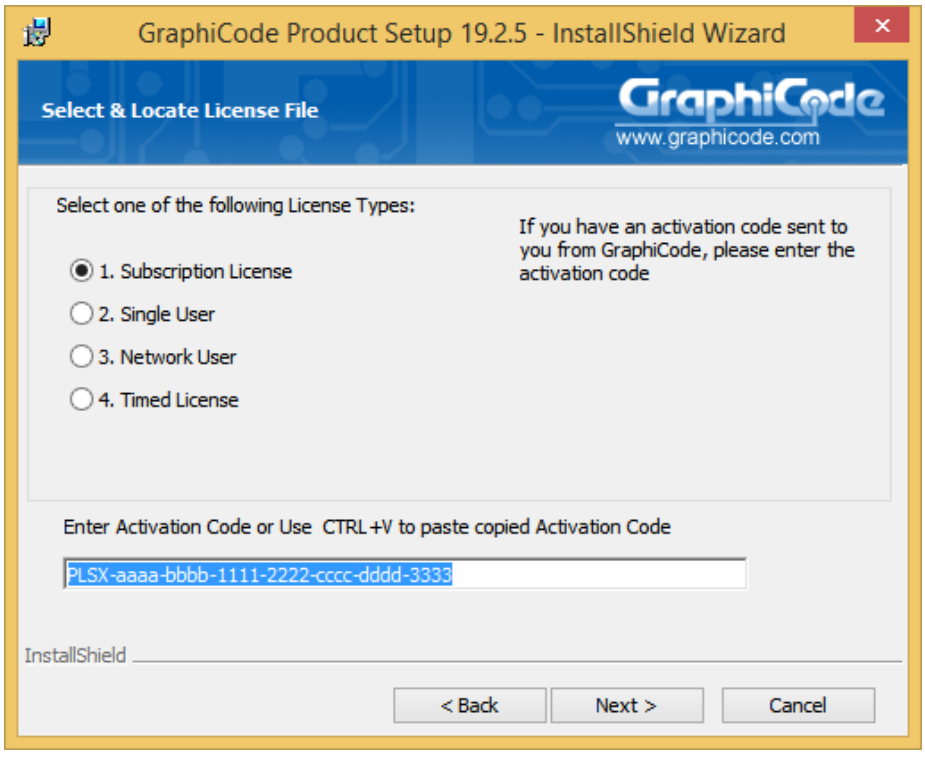
After purchasing you will electronically download the software. You will also be sent an email containing an activation code. This activation code will be used for all licenses just purchased so make sure anyone installing the product is sent this activation code.

If you did not receive an email containing the activation code check your junk folder before contacting GraphiCode at sales@graphicode.com

2.1 Extract the .zip file and right click on Setup.exe file and choose Run As Administrator. The installation will begin.

2.2 The installer will begin preparing the operating system for software installation and once this is complete you are presented with the Software License Agreement. After reading the Agreement, you must agree to be able to continue through the installation wizard to install the product.

2.3 You will then be asked to enter your Activation code that you received by email. Enter the code into the Activation Code field. The installation should now continue with the installer now referencing your product name.



2.4 After installation, on your desktop, find the GraphiCode product shortcut:
RIGHT CLICK and RUN AS ADMINSTRATOR.
This is required the first time you start the application. The software will activate your license by connecting to a cloud server. If you receive an error, see Section 3.

2.5 Your application should now run.

3. Activating your product when connection is blocked.

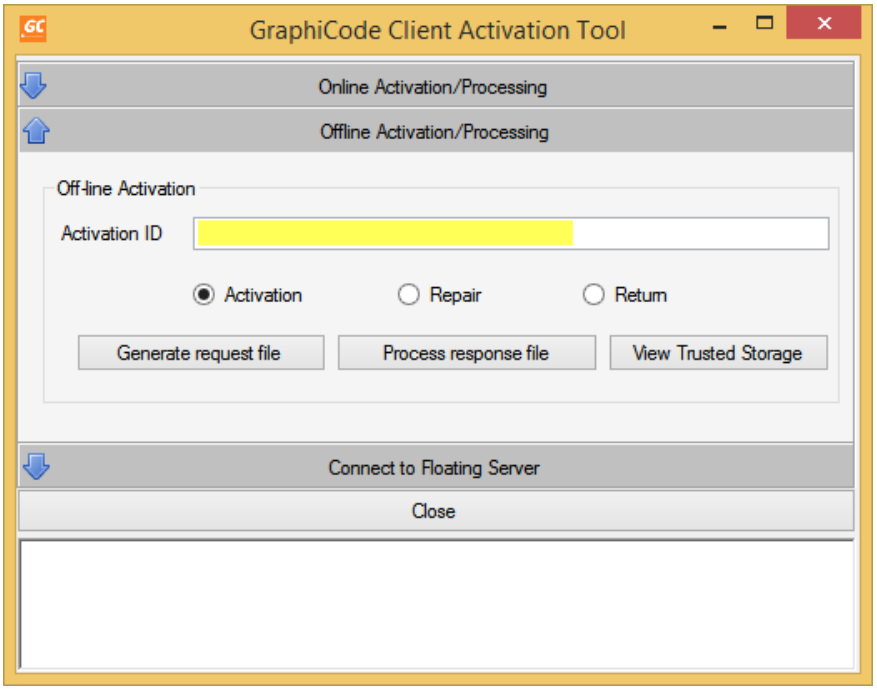
3.1 Follow steps 2.1 through 2.4 to install the software. If there is an issue connecting to the license portal you will see Error 51404 reported in the Command Prompt when attempting to activate the license. Type No to end the process and close the Command Prompt. Close all dialogs that appear to end the activation process.

3.2 Find GCFrmActivation.exe in the installation folder:

32bit installation folder is.
C:\Program Files (x86)\GraphiCode\PowerPlatform x.y.6\<Productname>
64bit installation folder is.
C:\Program Files\GraphiCode\PowerPlatform x.y.8\<Productname_x64>

and RIGHT CLICK and RUN AS ADMINSTRATOR.

3.3 Click on the bar labelled Offline Activation/Processing. The Off-line activation dialog appears as shown below. Enter your activation ID in the field and then click the 'Generate request file' button. You will be asked to save a 'request' file somewhere on your machine or network. Please choose a path with no spaces in the pathname. This file will need to be moved to a machine that can access the internet in order to be able to generate a response file for activation.



3.4 Once the request file has been copied to an internet-access machine go to the license portal on the internet-access machine:

https://flex1536.flexnetoperations.com/flexnet/operationsportal

3.5 You can log in with your Activation ID. Once you are in the license portal you should see all available licenses. Go to Activation&Entitlements and choose Offline Trusted Activation. Now go to the Select File button and select the request file and then Submit. You will then see the Offline Trusted Storage Details with two buttons. **Choose Save** to save the Response file and then choose Complete.

3.6 Copy the Response file back to the machine (to a location containing no spaces in the path) that requires the license activation and go back to the GraphiCode Client Activation Tool (for location see step 3.2) using Run As Administrator. Go to the Offline Activation/ Processing section and enter your Activation ID. Then select the Process response file button and pick the response file generated in step 3.3 above. The Command Prompt should report the Fulfillment ID created. Close the Client Activation Tool and the application should open. If not, try starting the application again via the shortcut.

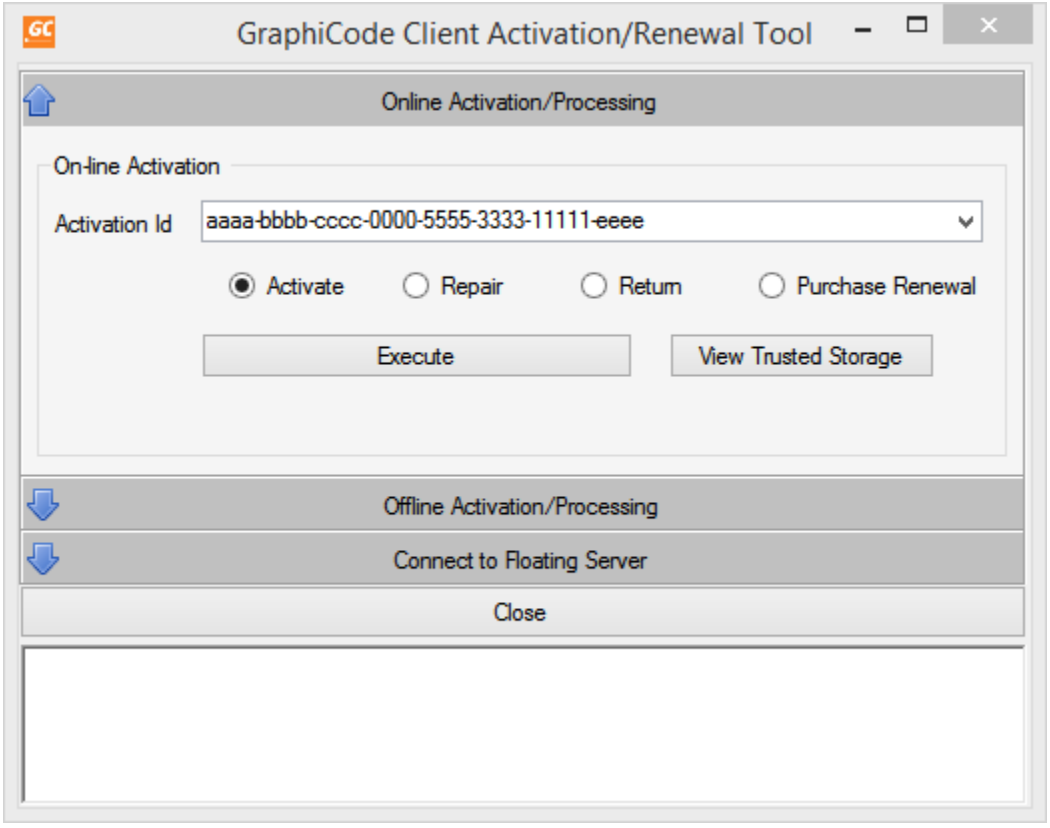
4. Renewing your product license

GraphiCode recommends you take this opportunity to update your GraphiCode product to the latest version – that way you can take advantage of all the latest features.

4.1 Find GCFrmActivation.exe in the installation folder:

32bit installation folder is.
C:\Program Files (x86)\GraphiCode\PowerPlatform x.y.6\<Productname>
64bit installation folder is.
C:\Program Files\GraphiCode\PowerPlatform x.y.8\<Productname_x64>

and RIGHT CLICK and RUN AS ADMINSTRATOR.



4.2 Copy and Paste your activation code (contained in the email) into the Activation ID field (make sure not to include any additional spaces) and choose Execute.

Note: You can click the Return radio Button and then the Activation Button radio to auto-populate the activation code if you are renewing on an existing machine.

4.3 The Command Prompt will appear. When asked, Enter 'Y' or Yes and return. The Command Prompt will then continue displaying the steps being taken in activating. You should see that your Fulfilment ID has been replaced. If you see an Error 51404 reported in the Command Prompt, please go to Section 5.

5. Renewing your product when connection is blocked.

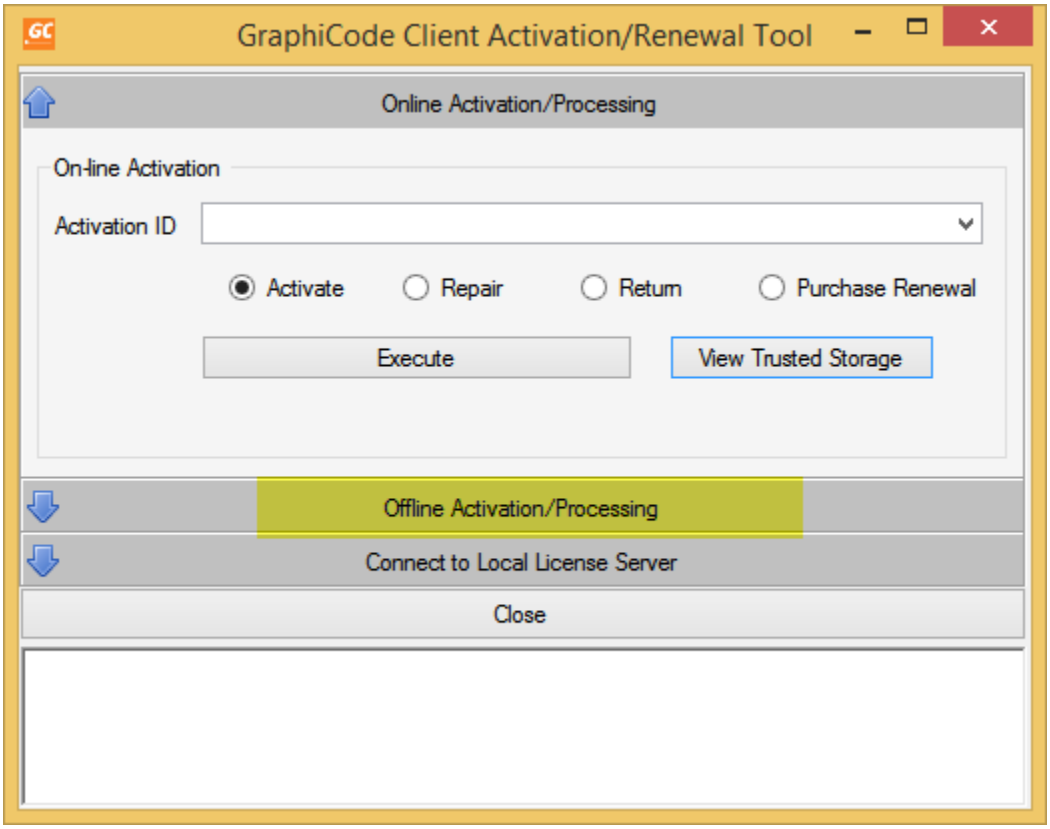
GraphiCode recommends you take this opportunity to update your GraphiCode product to the latest version – that way you can take advantage of all the latest features.

5.1 Find GCFrmActivation.exe in the installation folder:

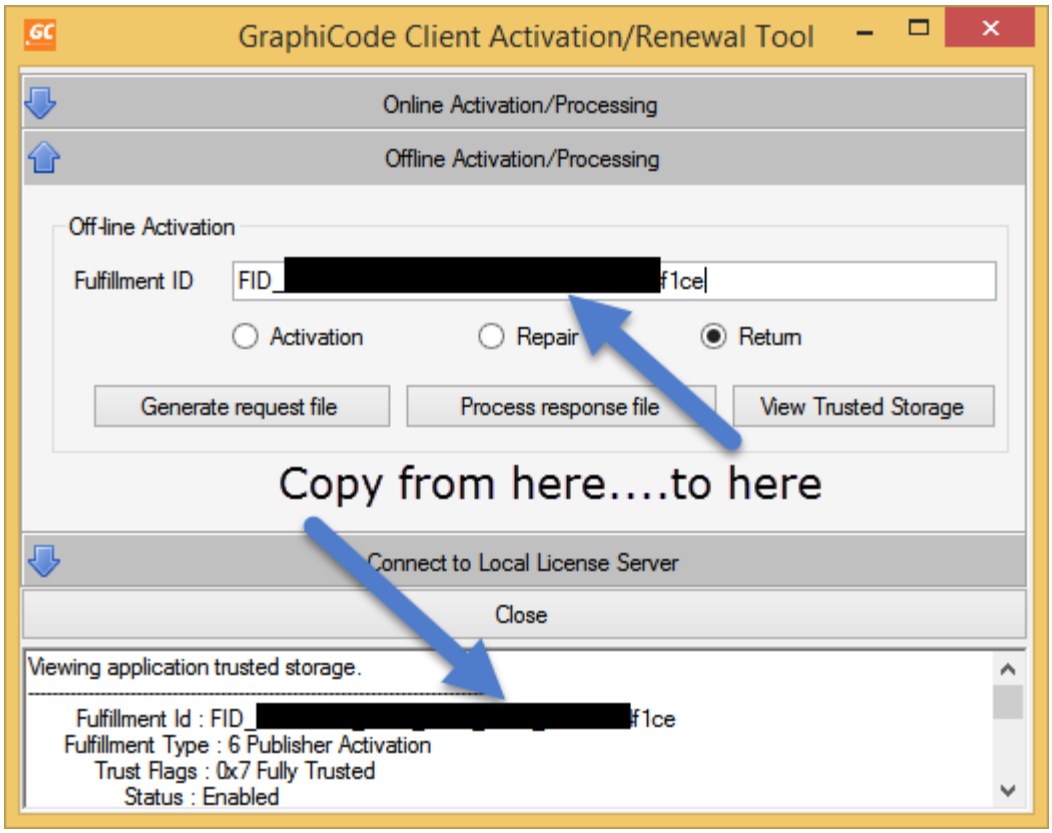
32bit installation folder is.
C:\Program Files (x86)\GraphiCode\PowerPlatform x.y.6\<Productname>
64bit installation folder is.
C:\Program Files\GraphiCode\PowerPlatform x.y.8\<Productname_x64>

and RIGHT CLICK and RUN AS ADMINSTRATOR.

5.2 Select the View Trusted Storage button and copy the Fulfillment ID displayed in the first line. Now go to the Offline Activation/Processing section.



5.3 Choose the Return radio button. This should display the Fulfillment ID for this machine. If not, paste the Fulfillment ID into the field above (see below).



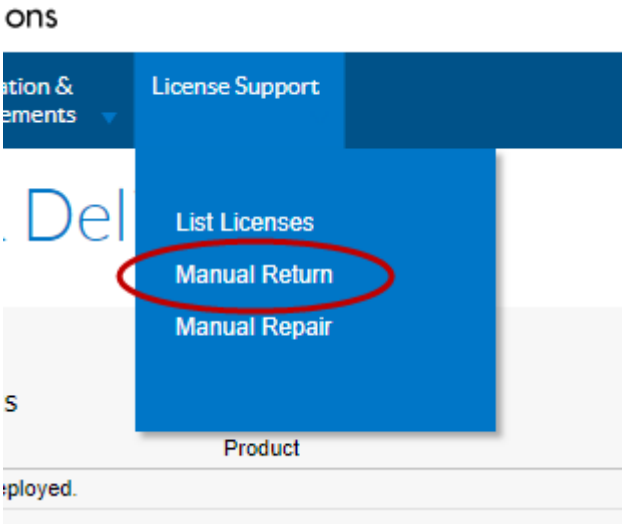
5.4 Choose Generate request file. You will be asked to save a 'request' file somewhere on your machine or network. Please choose a path with no spaces in the pathname. This file will need to be moved to a machine that can access the internet in order to be able to generate a response file for returning the license.

5.5 Go to

https://flex1536.flexnetoperations.com/flexnet/operationsportal

and log in with your Activation ID.

5.6 Go to License Support menu and select Manual Return.



5.7 Select the file you generated and then Submit. After the process has completed **Save the response file** and transfer it back to your machine.

5.8 In the same Offline Activation/Processing page you can now 'Process the Response File' to complete the license return.

5.9 The next step is to re-activate the machine so select the Activation Radio Button, enter your ACTIVATION code and Generate a Request File.

5.10 Go back to the Cloud portal from and go to the Activation & Entitlements and choose Offline Trusted Activation. Now go to the Select File button and select the request file and then Submit. You will then see the Offline Trusted Storage Details with two buttons. Choose Save to save the Response file and then Complete.

5.11 Copy the Response file back to the machine (to a location containing no spaces in the path) Activation Tool. Go to the Offline Activation/ Processing section and enter your Activation ID. Then select the Process response file button and pick the response file generated in step 8 above. The Command Prompt should report the Fulfillment ID created. Close the Activation Tool.

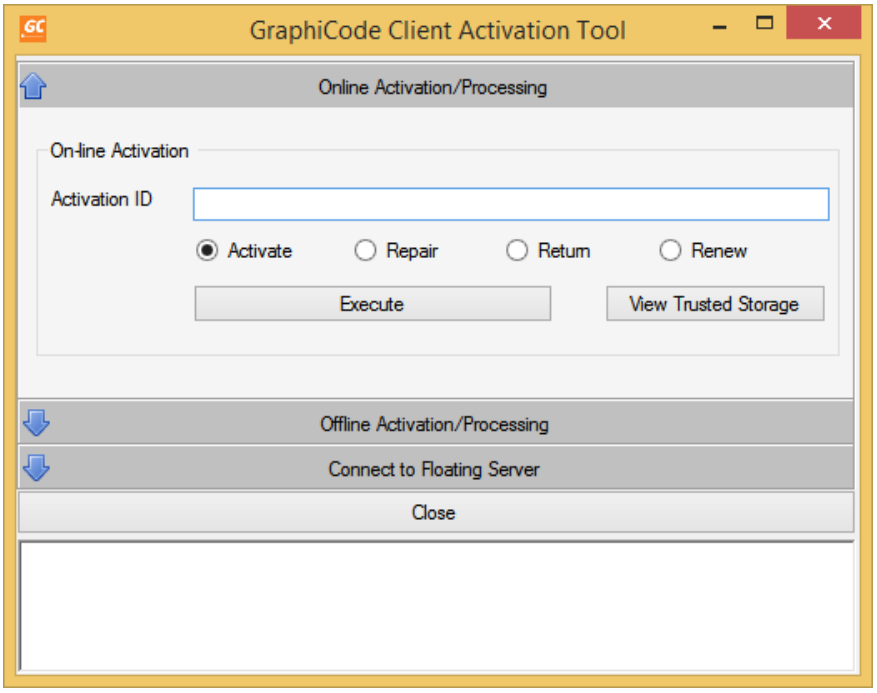
6. Moving your product to a different machine

This is a two-step process – first return the license back to the licensing portal and then activate the new machine using the activation code.

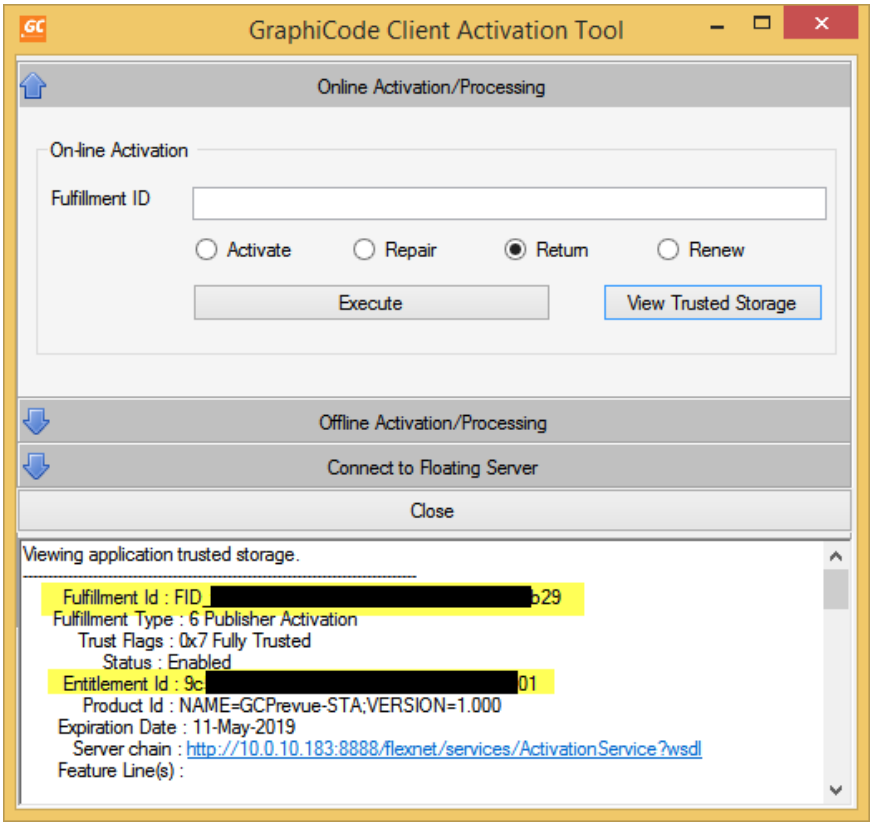
6.1 Find GCFrmActivation.exe in the installation folder:

32bit installation folder is.
C:\Program Files (x86)\GraphiCode\PowerPlatform x.y.6\<Productname>
64bit installation folder is.
C:\Program Files\GraphiCode\PowerPlatform x.y.8\<Productname_x64>

and RIGHT CLICK and RUN AS ADMINSTRATOR.



6.2 Click the Return radio button and then choose the View Trusted Storage button. This will display information about the licensing on this machine in the dialog. You will see both the Fulfillment ID and the Entitlement ID. You may want to copy the Entitlement ID to a text file as you will need this ID to activate the new machine but the information you need is the Fulfillment ID. Below is a screenshot showing the section of the report containing the two IDs (with part of the IDs removed for security purposes).



6.3 Copy the Fulfillment ID and paste into the Fulfillment ID field. Choose Execute. The Command Prompt will appear and the progress of returning the license will be displayed. Once complete, close the Command Prompt. This machine is no longer able to run your GraphiCode application. If you see an Error 51404 reported in the Command Prompt, please go to Section 7.

6.4 You can now activate a new machine using the Activation ID.

6.5 On your desktop, find the application shortcut:
RIGHT CLICK and RUN AS ADMINSTRATOR.
This is required the first time you start the GraphiCode application.

6.6 You will see the GraphiCode Client Activation Tool. Copy and Paste your activation code into the Activation ID field (make sure not to include any additional spaces) and choose Execute. The Command Prompt will appear displaying the steps being taken in activating. After the activation process has finished, close the Command Prompt and the Close the Client Activation Tool. This tool connects to an external website to activate your license.

6.7 Your application should now run.

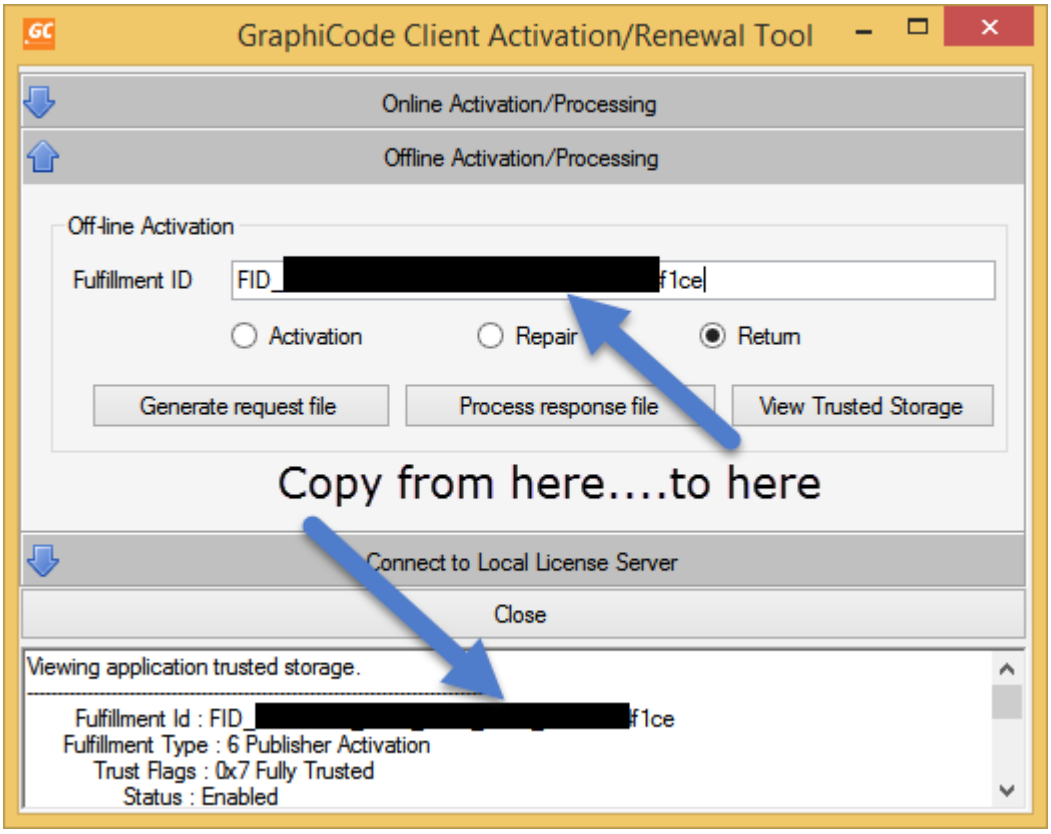
7. Moving your application to a different machine when connection is blocked.

7.1 Find GCFrmActivation.exe in the installation folder:

32bit installation folder is.
C:\Program Files (x86)\GraphiCode\PowerPlatform x.y.6\<Productname>
64bit installation folder is.
C:\Program Files\GraphiCode\PowerPlatform x.y.8\<Productname_x64>

and RIGHT CLICK and RUN AS ADMINSTRATOR.

7.2 Choose the View Trusted Storage button. Then choose the Return radio button. This will display the Fulfillment ID for this machine. Copy and Paste the Fulfillment ID into the field above (see below).



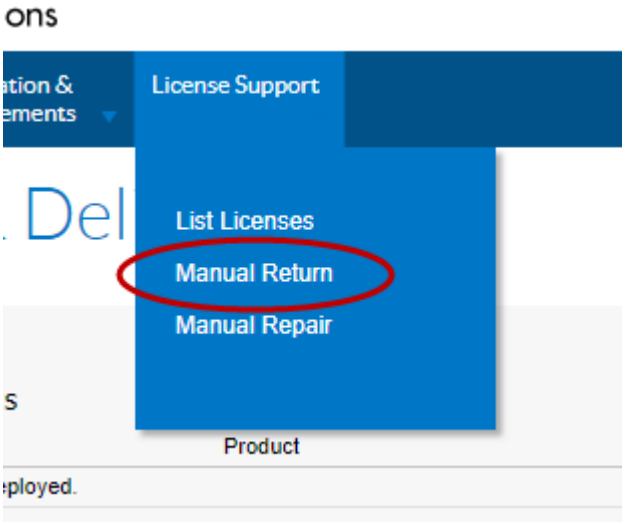
7.3 Choose Generate request file. You will be asked to save a 'request' file somewhere on your machine or network. Please choose a path with no spaces in the pathname. This file ill need to be moved to a machine that can access the internet in order to be able to generate a response file for returning the license.

7.4 Go to

https://flex1536.flexnetoperations.com/flexnet/operationsportal

and log in with your Activation ID.

7.5 Go to License Support menu and select Manual Return.



7.6 Select the file you generated and the Submit. After the process has completed Save the response file and transfer it back to your old machine.

7.7 In the same Offline Activation / Processing page you can now 'Process the Response File' to complete the license return.

7.8 The next step is to activate the new machine so go to the machine and run the Client Activation Tool. This application can be found in the installation folder (see section 7.1 and is called GCFrmActivation.exe. Right click and use the Run As Administrator option. Click on the bar labelled Offline Activation/Processing and select the Activation Radio Button, enter your ACTIVATION code and Generate a Request File.

7.9 Go back to the Cloud portal page and go to the Activation & Entitlements and choose Offline Trusted Activation. Now go to the Select File button and select the request file and then Submit. You will then see the Offline Trusted Storage Details with two buttons. Choose Save to save the Response file and then Complete.

7.10 Copy the Response file back to the machine (to a location containing no spaces in the path) Activation Tool. Go to the Offline Activation/ Processing section and enter your Activation ID. Then select the Process response file button and pick the response file generated in step 8 above. The Command Prompt should report the Fulfillment ID created. Close the Activation Tool.

8. Further Assistance

You can reach GraphiCode for additional support by contacting support@graphicode.com or phoning 1-360 282 4800 ex 2. Email is preferred.