

Registering your activePDF Software

So that we can provide you with the best possible customer experience, it is important that you register your activePDF server-based software.

To Register your activePDF Software

1. Visit the Customer Service panel of our online store at <http://store.activepdf.com/shopcustadmin.asp>.
2. Do one of the following:
 - If you have already created an account with us, click **Login** and enter your email address and password to access your account information. You will be automatically redirected back to the Customer Service panel upon successful login.
 - If you do not have an account with us, you will need to create one. Click **Click here to create an account**. You will be directed to a form where you can enter your contact details. You will be automatically redirected back to the Customer Service panel upon successful account creation.
3. Click **Register Your activePDF Product(s)**. You will be directed to the Product Registration page.
4. Enter your serial number in the space provided and click **Submit**.
Note: If you are registering multiple products, you must submit them individually.

Using the activePDF License Manager

All activePDF server-based software products are equipped with a License Manager application. The License Manager simplifies the process of adding additional licenses, enabling software upgrades, and retrieving existing license information.

Note: Some previous versions of activePDF software did not include the License Manager application. If you are using an older version of activePDF software, you can download the License Manager from <http://www.activepdf.com/AltDownloads/Utilities/LicMgr.exe>. (Download begins immediately.) The first time you run the License Manager it will detect the licensing information for each activePDF software product you have installed. You will also be able to use it to enter new licenses.

Starting the License Manager

To start the License Manager application, locate and run the file **LicMgr.exe**. With newer versions of activePDF software, this file is installed automatically with the software and is typically located in C:\Program Files\activePDF\[product name]. If you downloaded the License Manager separately, this file is located in the folder you specified when downloading.

The License Manager Interface

The License Manager contains the following information for each activePDF product you have installed:

- **Product.** The name of the activePDF product. If you are using an evaluation version, this field will read "Evaluation Key".
- **Serial Number.** The product serial number or demo key.
- **Status.** The status of the license.
 - a. **Ready** indicates that the product is fully licensed and ready for use.
 - b. **Invalid License** indicates that your license is invalid. Contact Customer Service (customerservice@activepdf.com) for assistance.
 - c. **Number of days left.** If you are using an activePDF product in evaluation mode, the status field will contain the number of days remaining in your trial period.
 - d. **Expired.** If you are using an activePDF product in evaluation mode, this indicates that your trial period has ended.
 - e. **Remarks.** Contains additional information about the status of your license(s).

The License Manager also offers several options that can be used in managing your licenses:

- **Add** allows you to add a new serial number.
- **View** allows you to view the details for a selected license.
- **Remove** allows you to remove a license.

Adding a New License

1. With the License Manager open, click **Add**.
2. Enter your serial number or demo key in the field provided. **Note:** If you have recently purchased an activePDF product and have not yet received a serial number, contact Customer Service (customerservice@activepdf.com) for assistance.
3. Click **OK**. The License Manager will automatically detect which product the serial number applies to.

NOTE: If you are upgrading from activePDF DocConverter to activePDF DocConverter Unlimited, DO NOT remove the original DocConverter license. Instead, use the License Manager to add the license information for the unlimited version.