

Customer Procedures EMS System

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Customer procedures

After an entitlement is committed, an email will be sent notifying that an entitlement has been created. This email also contains a link to log into EMS (Entitlement Management System).

Once this email is received, log into EMS and view the products that have been assigned. You can then download the product installer. During installation, a registration wizard will load that will allow you to register the software. This wizard can be found within the installation directory as well at any point once installed.

Logging into EMS

To log into EMS:

1. Click the link in the email that is received after an entitlement is created or that is displayed on the screen when trying to activate/deactivate a product offline.
2. On the login dialog, select EID, enter the entitlement ID (found in the email), and then click the **Login** button.

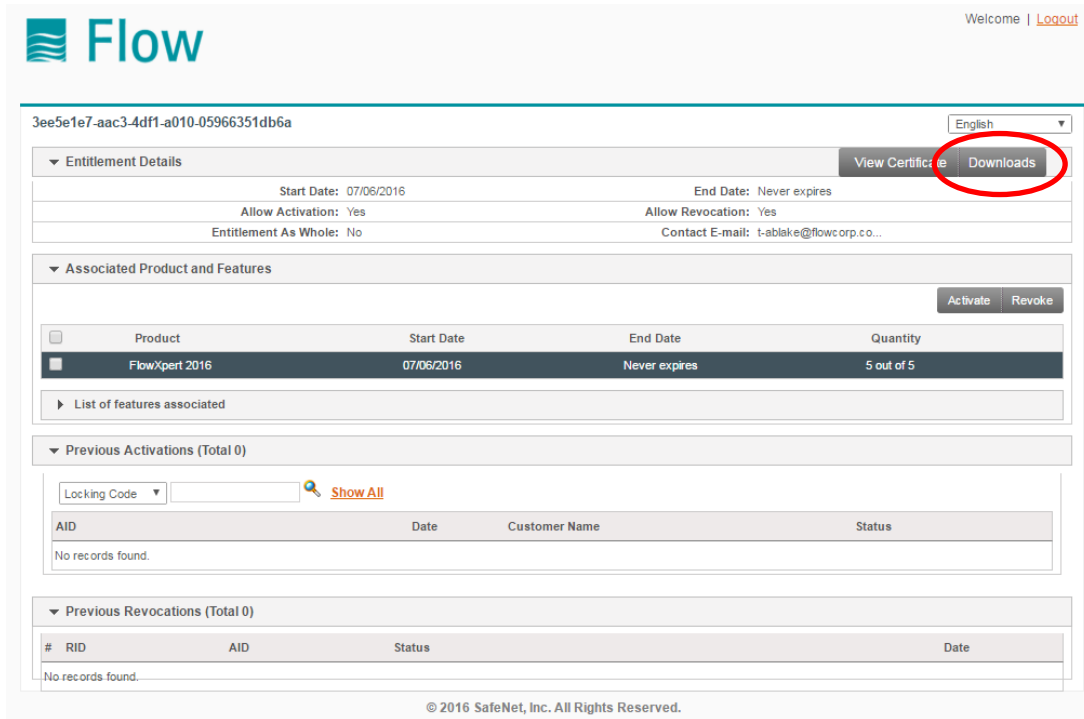


The screenshot shows the 'Flow Customer Login' dialog. At the top is the Flow logo. Below it is a teal bar with the text 'Customer Login'. There are two input fields: the first is labeled 'EID' and has a dropdown arrow; the second is labeled 'Entitlement ID' and has a person icon. A teal 'Login' button is located below the input fields. At the bottom, there are language options: English, español, Français, Deutsch, Dutch, Italiano, and 日本語. The footer contains the text '© 2016 SafeNet, Inc. All Rights Reserved.'

Downloading a product

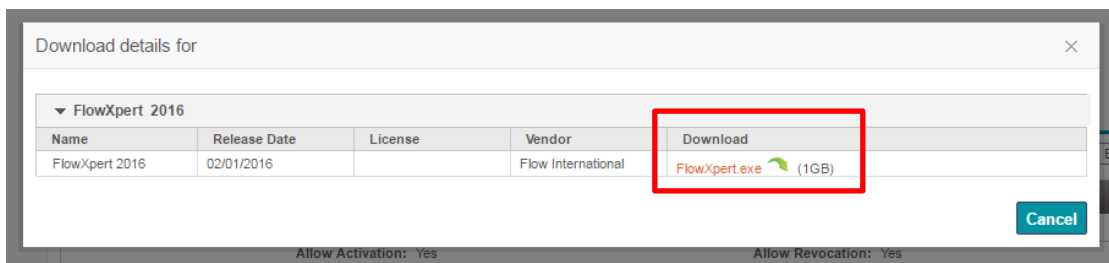
To download a product:

1. After logging in, click on the **Downloads** button.



For more information on logging in, see Logging into EMS on page 2.

2. Next, click on the link next to the appropriate application in the **Download** column.

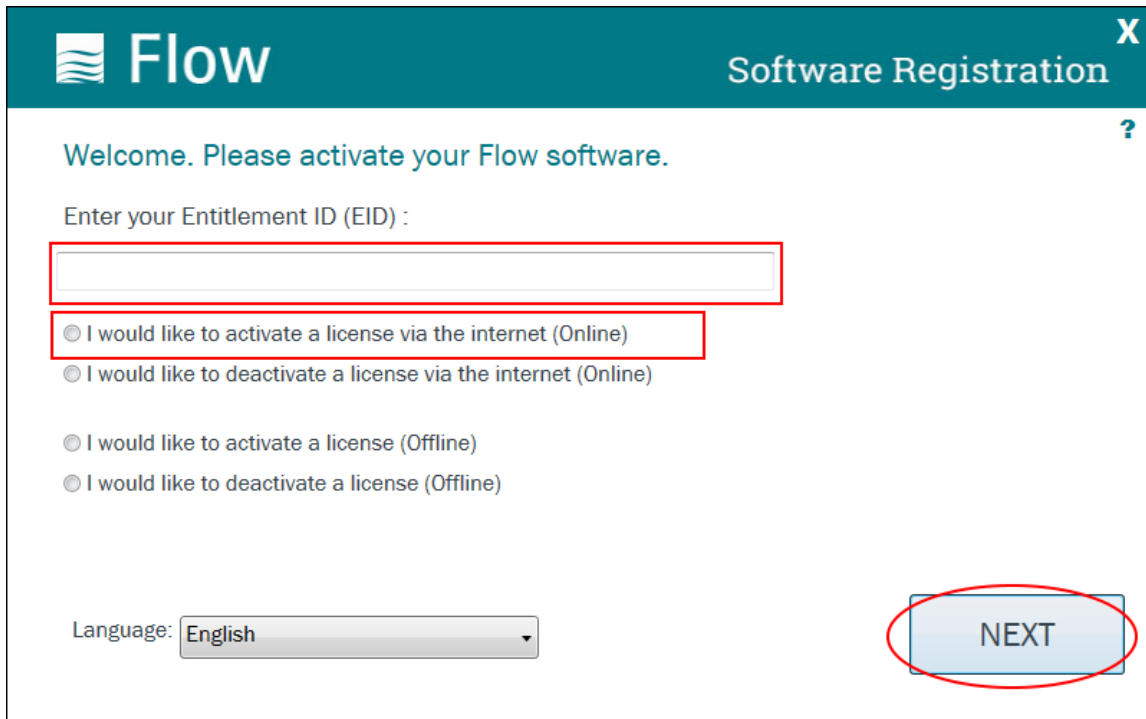


Activating and deactivating a product online

Activating a license online

To activate a license online:

1. After the software registration wizard launches, enter the EID, select **I would like to activate a license via the internet (Online)**, and then click **Next**.



Flow Software Registration

Welcome. Please activate your Flow software.

Enter your Entitlement ID (EID) :

I would like to activate a license via the internet (Online)

I would like to deactivate a license via the internet (Online)

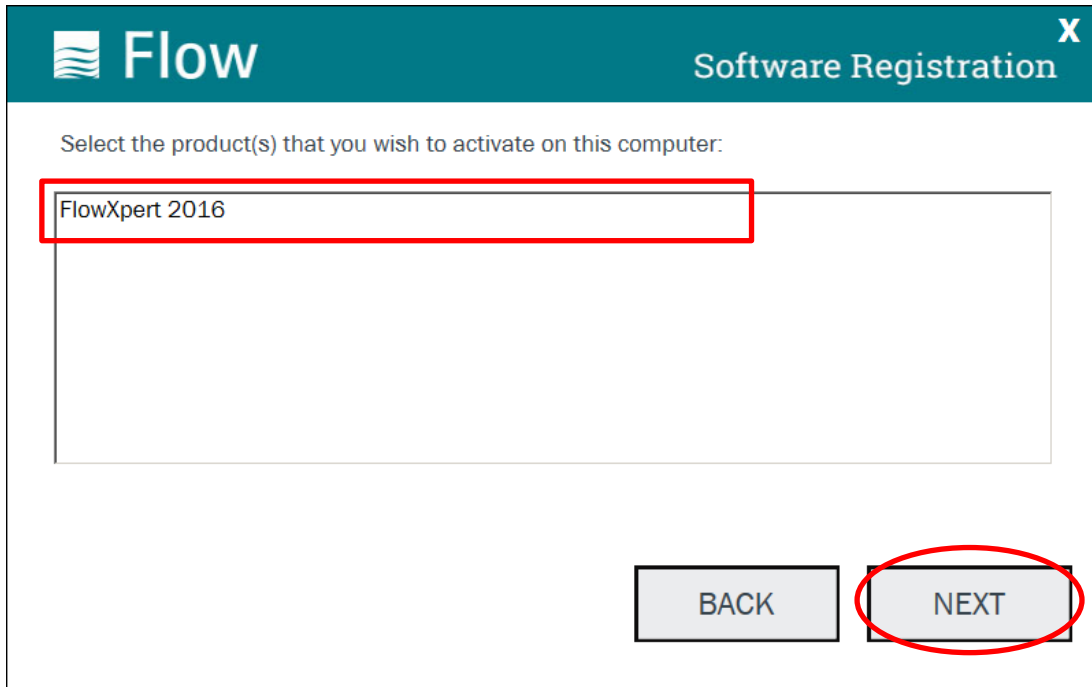
I would like to activate a license (Offline)

I would like to deactivate a license (Offline)

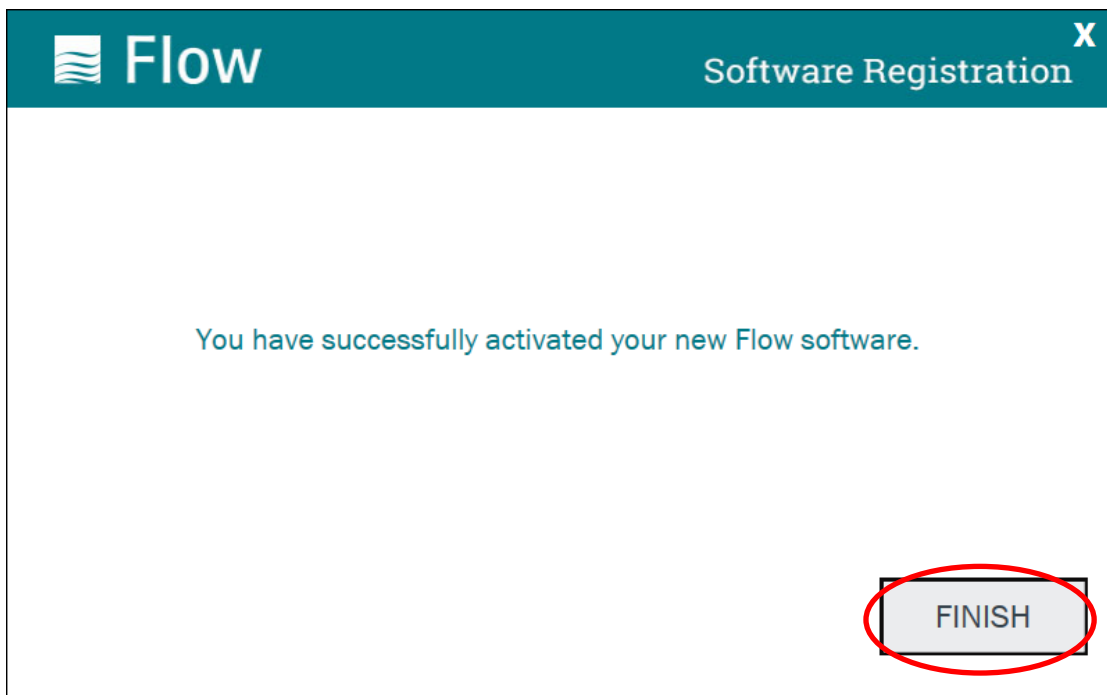
Language: English

NEXT

2. Select the product to activate and click **Next**.



3. The wizard will confirm that the product has been activated, click **Finish** to close the wizard.



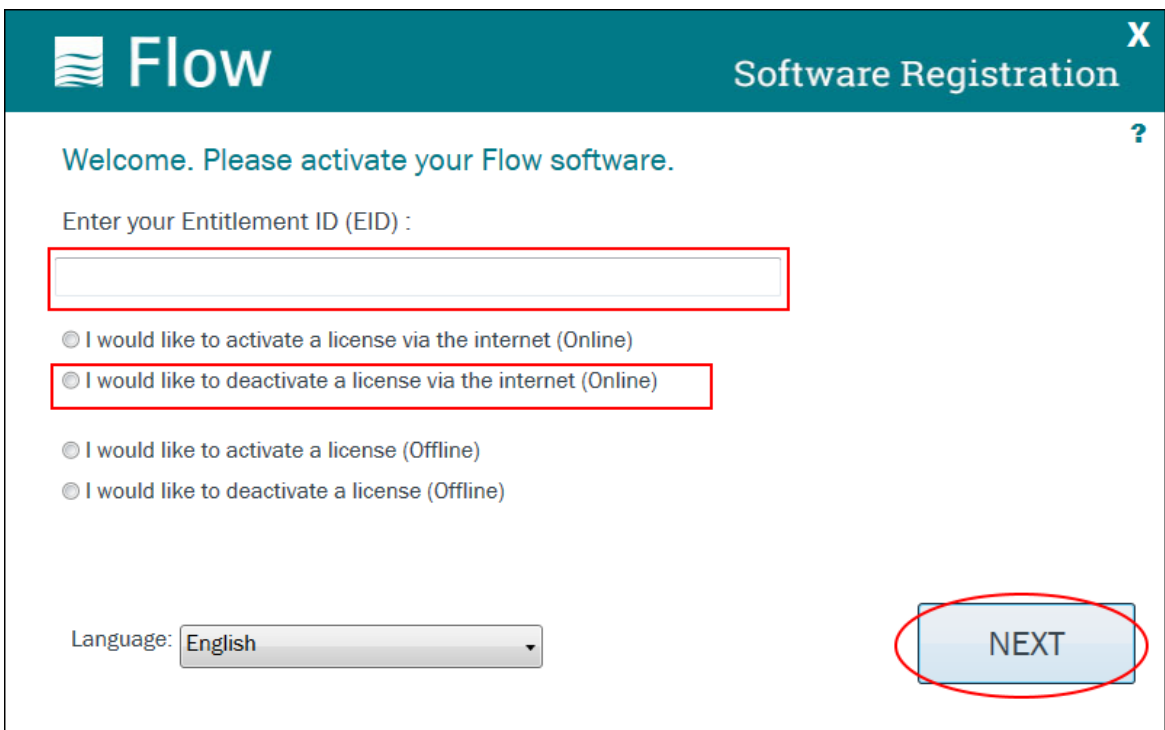
Deactivating a license online

To deactivate a license online:

Launch the RegisterFlow tool: Located at C:\Program Files\Flow International\FlowXpert

1. Open the Software Registration wizard. This is done by double clicking on the FlowXpert icon to launch FlowXpert, OR by browsing in the start menu for RegisterFlow.exe. The application associated with FlowXpert 2016 can be identified by a teal icon with a white lock.
2. After the software registration wizard launches, enter the EID, select **I would like to deactivate a license via the internet (Online)**, and then click **Next**.

(the EID may auto populate from the previous activation)



Flow Software Registration

Welcome. Please activate your Flow software.

Enter your Entitlement ID (EID) :

I would like to activate a license via the internet (Online)

I would like to deactivate a license via the internet (Online)

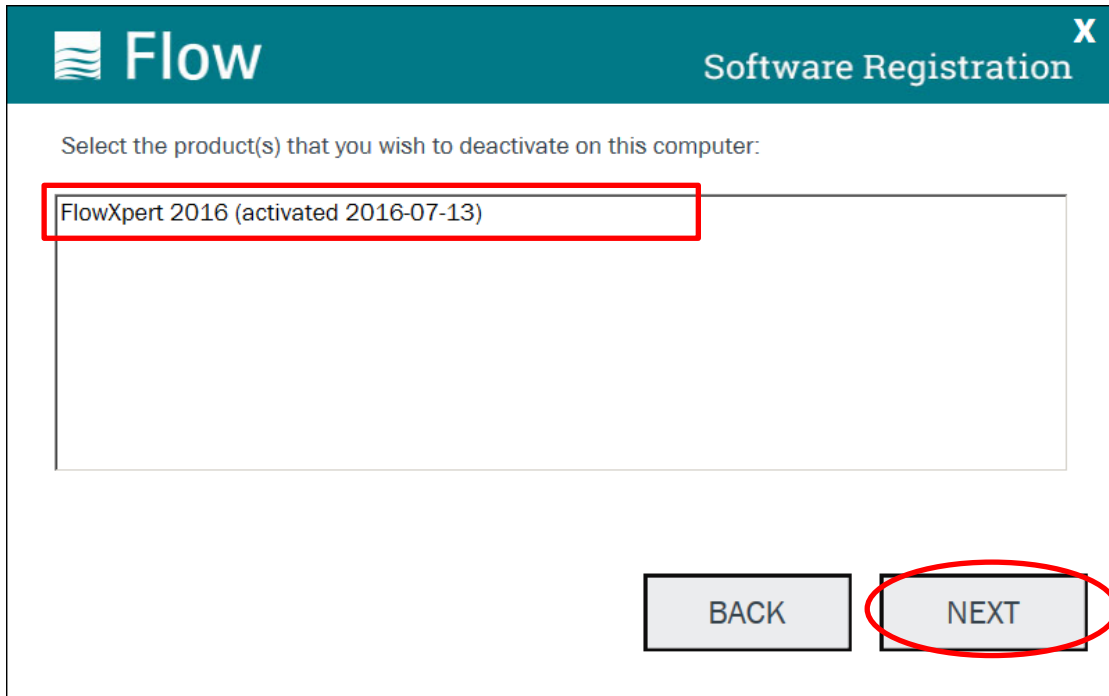
I would like to activate a license (Offline)

I would like to deactivate a license (Offline)

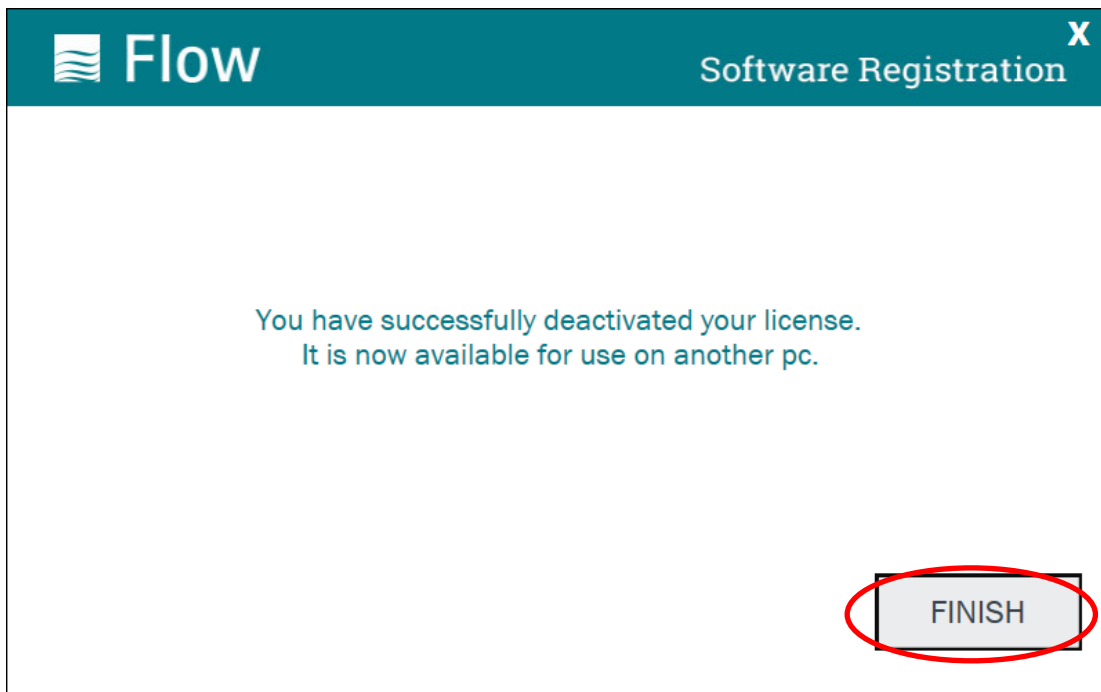
Language: English

NEXT

3. Select the product to deactivate and click **Next**.



4. The wizard will confirm that the product has been deactivated. Click **Finish** to exist the wizard.



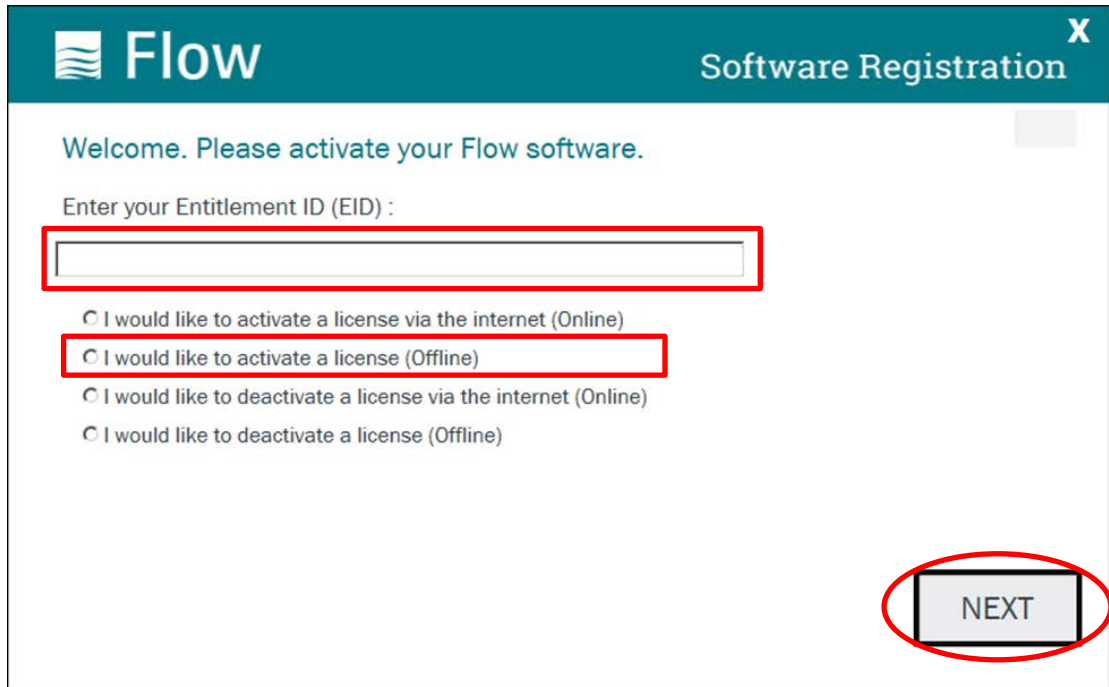
Activating and deactivating a product offline

Activating a license offline

Follow these instructions to activate a license offline:

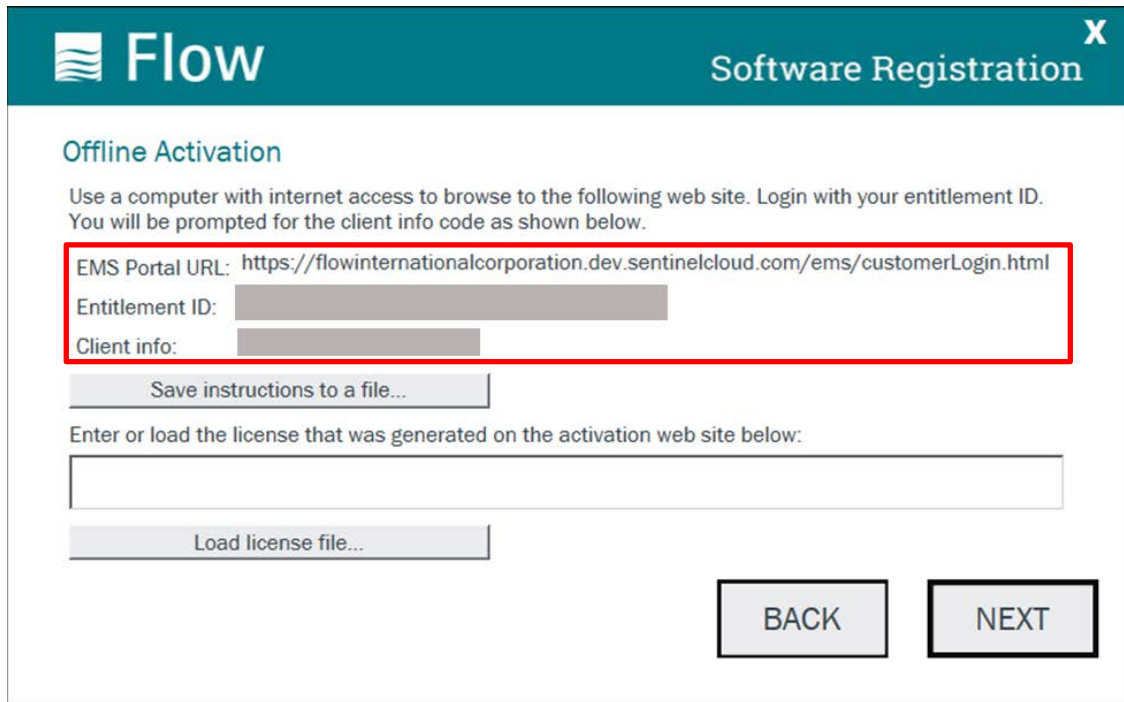
Launch the RegisterFlow tool: Located at C:\Program Files\Flow International\FlowXpert

1. Open the Software Registration wizard. This is done by double clicking on the FlowXpert icon to launch FlowXpert, OR by browsing in the start menu for RegisterFlow.exe. The application associated with FlowXpert 2016 can be identified by a teal icon with a white lock.
2. Enter the EID, then select **I would like to activate a license Offline**, and then click **Next**.

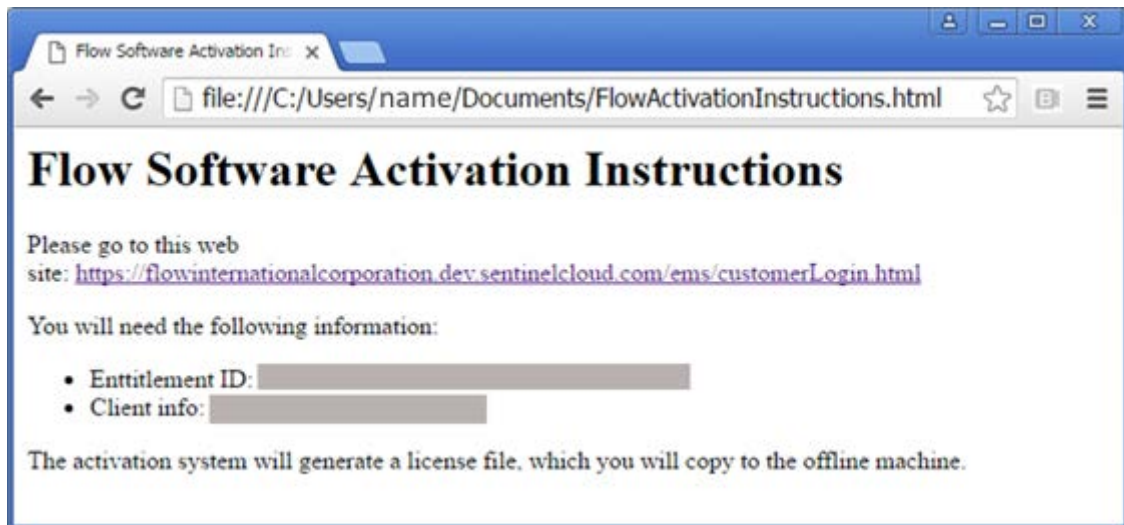


The screenshot shows the 'Flow Software Registration' window. The title bar includes the Flow logo and the text 'Flow Software Registration'. The main content area has a teal header with the Flow logo and the text 'Flow Software Registration'. Below the header, the text reads 'Welcome. Please activate your Flow software.' followed by 'Enter your Entitlement ID (EID) :'. There is a text input field for the EID. Below the input field are four radio button options: 'I would like to activate a license via the internet (Online)', 'I would like to activate a license (Offline)', 'I would like to deactivate a license via the internet (Online)', and 'I would like to deactivate a license (Offline)'. A 'NEXT' button is located at the bottom right of the window.

3. The Offline Activation screen will also display instructions. Save the URL, EID, Client Info, and a link to the EMS portal. This information can be saved to a file that can be uploaded to the portal.



The file that is saved includes the information displayed on the Offline activation screen, including the entitlement ID, client info, and the link to the EMS portal.



4. Take this information to a PC that has an internet connection. You will need to log into the EMS portal, select the product to be activated, and click the **Activate** button.

For more information on logging in, see the EMS customer procedures document section page 2.

3ee5e1e7-aac3-4df1-a010-05966351db6a English

Entitlement Details View Certificate Downloads

Start Date: 07/06/2016 End Date: Never expires
 Allow Activation: Yes Allow Revocation: Yes
 Entitlement As Whole: No Contact E-mail: t-ablake@flowcorp.co...

Associated Product and Features Activate Revoke

<input type="checkbox"/>	Product	Start Date	End Date	Quantity
<input checked="" type="checkbox"/>	FlowXpert 2016	07/06/2016	Never expires	5 out of 5

▶ List of features associated

Previous Activations (Total 0)

Locking Code: Show All

AID	Date	Customer Name	Status
No records found.			

Previous Revocations (Total 0)

#	RID	AID	Status	Date
No records found.				

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5. Enter the client info in the Client X info box, where X is the client number, then click the Activate button.

Activate Product(s) ×

EID : 3ee5e1e7-aac3-4df1-a010-05966351db6a

Enter Quantity

Product	Remaining Quantity	Quantity	External ID
FlowXpert 2016	5	1	<input type="text"/>

Activation for Own use :

Activatee E-mail Address : Add if not already available.

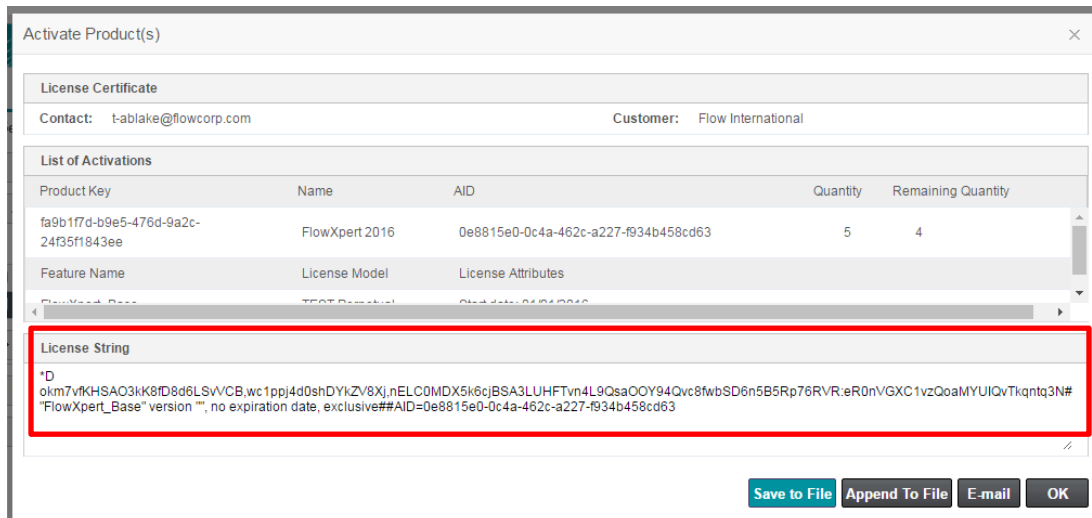
Client 1 criteria :

* Client 1 info :

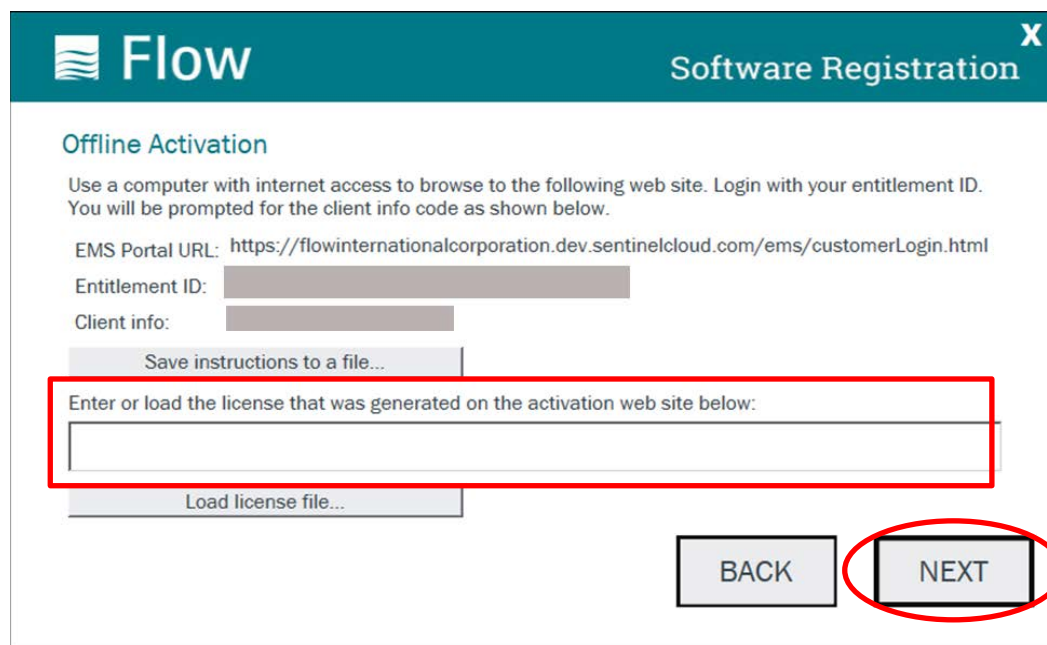
Remarks :

Activate Cancel

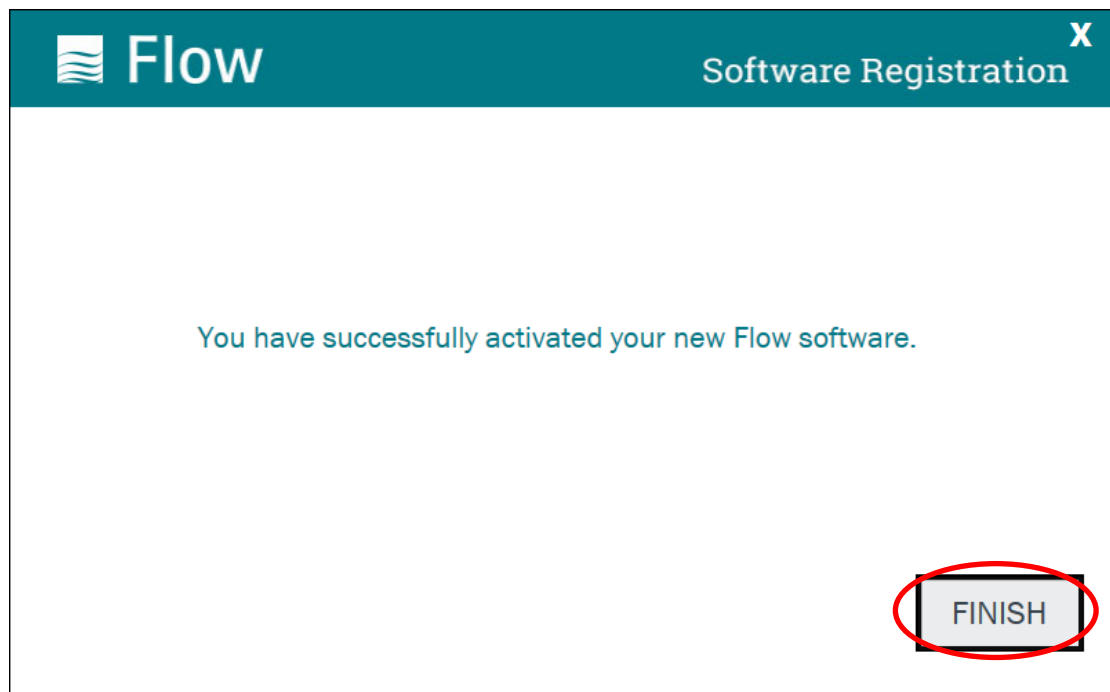
- After the registration is activated, the screen shows the activation information. You will need the license string to activate your license. Save this information to a file that can be uploaded later or copied and pasted.



- On the PC the software is being activated on, enter the license string into the Offline Activation screen or load the license file, and then click **Next**.



8. After the software is activated the wizard will confirm that the product was successfully activated. Click **Finish** to close the Registration Wizard.



Deactivating a license offline

There are times when you will want to move a product licensed to one PC and install to another PC using the same license.

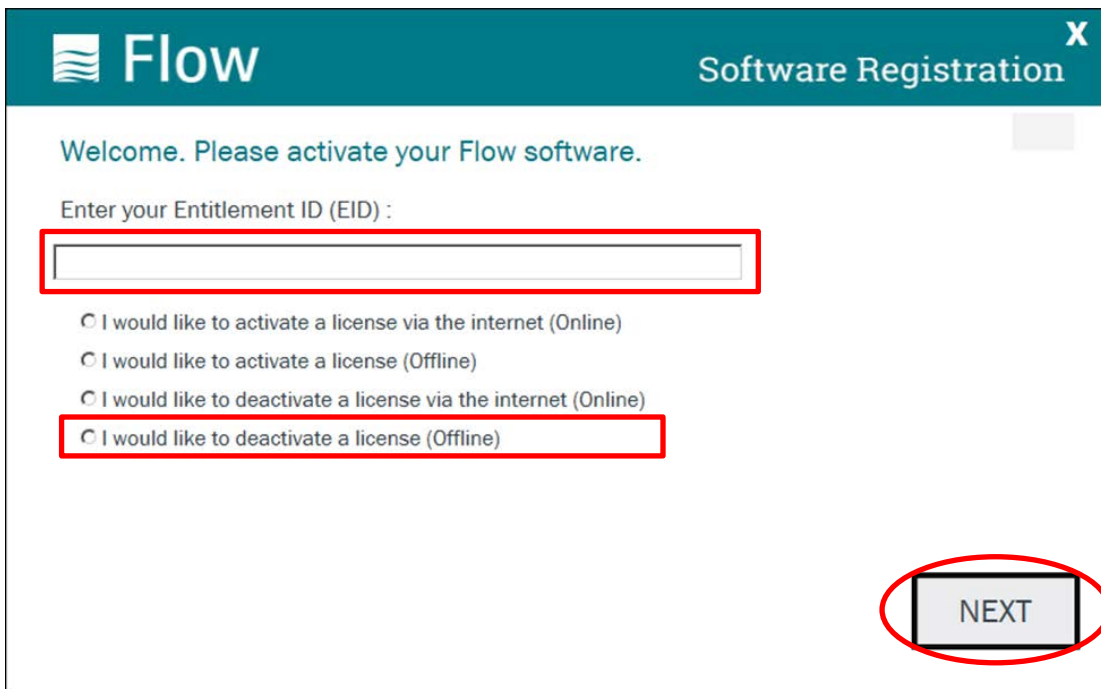
Deactivating a product license will allow you to activate the software on a different PC using the same license.

Scenario: You would like to move the software activated on one PC to another PC, however there is no internet connection so the regular process to activate online cannot be used.

Follow these instructions to deactivate your license on a PC with no internet connection:

Launch the RegisterFlow tool: Located at C:\Program Files\Flow International\FlowXpert

1. Open the Software Registration wizard. This is done by browsing in the start menu for RegisterFlow.exe. The application associated with FlowXpert 2016 can be identified by a teal icon with a white lock. This application can also be found in the same folder that FlowXpert 2016 was installed to.
2. Enter the EID (this may auto populate), and select **I would like to de-activate a license Offline**, and then clicks **Next**.



Flow Software Registration

Welcome. Please activate your Flow software.

Enter your Entitlement ID (EID) :

I would like to activate a license via the internet (Online)

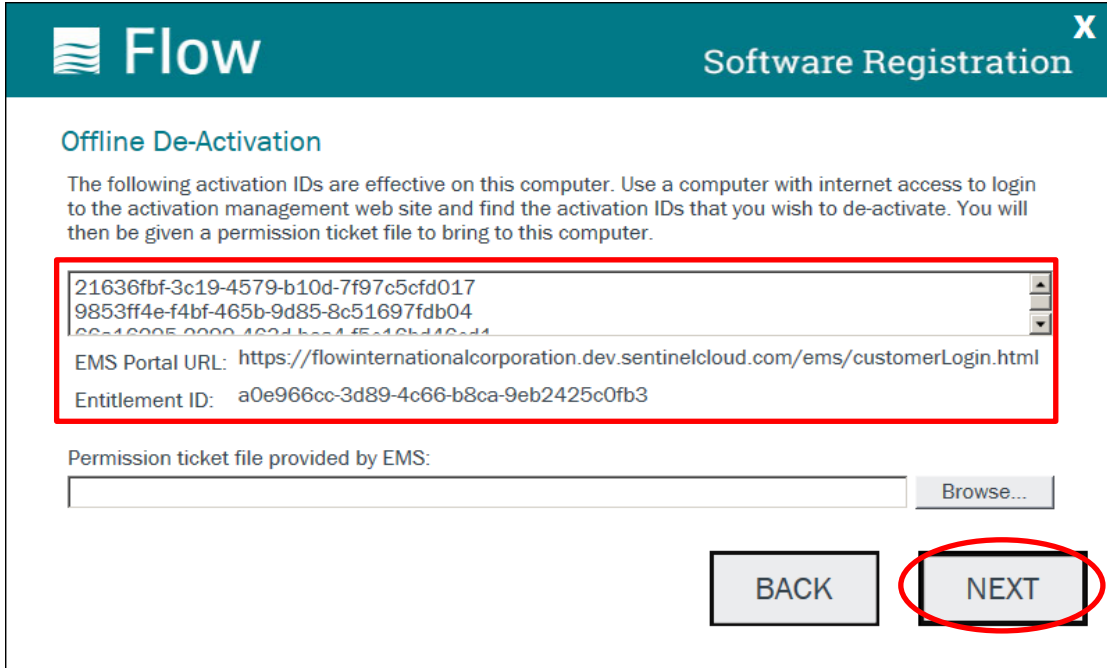
I would like to activate a license (Offline)

I would like to deactivate a license via the internet (Online)

I would like to deactivate a license (Offline)

NEXT

- You will be presented with the **Offline De-Activation** screen which shows the previously used EID, a link to the EMS portal, and a list of products that are activated on the local computer.



Flow Software Registration X

Offline De-Activation

The following activation IDs are effective on this computer. Use a computer with internet access to login to the activation management web site and find the activation IDs that you wish to de-activate. You will then be given a permission ticket file to bring to this computer.

21636fbf-3c19-4579-b10d-7f97c5cfd017
 9853ff4e-f4bf-465b-9d85-8c51697fdb04
 66-16005-0000-1624-bca-4-45-16b-110-11

EMS Portal URL: <https://flowinternationalcorporation.dev.sentinelcloud.com/ems/customerLogin.html>
 Entitlement ID: a0e966cc-3d89-4c66-b8ca-9eb2425c0fb3

Permission ticket file provided by EMS:


- View the list of activation IDs presented by the Registration Wizard. These can be highlighted, and copied to a txt file to send through email. Please call Flow Technical Service to complete the next steps if guidance is needed.
- On a PC with an internet connection, log in to the entitlement through the EMS portal, or log in using the EID listed on the **Offline De-Activation** Screen.
- Review the list of activations for on that entitlement, and compare them to the Activation IDs displayed on the **Offline De-Activation** Screen to determine the correct product Activation ID to use. If there is only one product type, select the product by clicking the check box to select the product that you want to revoke a license for, and then click the **Revoke** button.
- Next select the **AID** (activation ID) option from the **Obtain license using** drop down list, then enter the AID from copied from the local PC in the **Provide an AID** field and click the **Save** button


Create Revocation Request ✕

▼ Product Details

Product:	FlowXpert Internal		
Start Date:	10/07/2016	End Date:	10/07/2017
Quantity:	1	Remaining Quantity:	0

▼ Upload the license.

 To download the command-line RMS license revocation tool [click here](#)


 To download the GUI-based RMS license revocation tool [click here](#)

Obtain license using: ▼

* Provide an AID.:

Save Cancel

8. A permission ticket will be created that can be downloaded. This file should be saved to take to the offline PC.
9. On the offline PC, continue with the Registration Wizard instructions on the **Offline De-Activation** screen. Click the button to browse to the location of the saved permission ticket file and click **Next**. The wizard will give you a revocation receipt.

 Flow Software Registration ✕

?

Offline De-Activation

The products were successfully deactivated on this machine. You must submit the following revocation receipt to the entitlement management portal to get re-credited for this computer.

EMS Portal URL: <https://flowinternationalcorporationprodsentinelcloud.com/ems/customerLogin.html>

Entitlement ID: ABC123XXXXXXXXXXXXXXXXXXXXXXXXXX

Save Revocation Receipt...

FINISH

- Save the revocation receipt and upload it to EMS portal on the PC with internet connectivity.

Upload Revocation Receipt
✕

▶ **Product Details**

Product: FlowXpert Internal	
Start Date: 10/07/2016	End Date: 10/07/2017
Quantity: 1	Remaining Quantity: 0

▶ **Revocation Details**

▶ Upload the revocation receipt.

📄 To download the command-line RMS license revocation tool [click here](#)
📄 To download the GUI-based RMS license revocation tool [click here](#)

RID: 1b37eada-858f-450b-8e6e-aadd8a9fe101 Request Date: 10/24/2016

Revocation Status: The revocation receipt is pending. [Permission Ticket](#)

* Upload the revocation receipt: Choose File No file chosen

OK
Cancel

- One the file has been uploaded, click **OK** to complete the process. This will add to the license quantity available for that product so that it can be activated on another PC.