MapInfo Professional 12.0 Licensing and Activation

May 23, 2013

The first time you start MapInfo Professional you are asked to activate your product using the serial number and access code you supplied during the installation. This section describes the activation process for the type of license your organization purchased.

To start MapInfo Professional, do one of the following:

• Double-click the MapInfo Professional icon on your desktop.
• From the **Start** menu, select **MapInfo Professional 12.0** from the Selected Program folder.

System Administrators interested in installing and activating licenses silently should refer to the MapInfo Professional Install Guide for these instructions and for Workgroup installation information.

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Determine the Type of License you have

The serial number and access code that you enter during the installation indicates to MapInfo Professional what type of license you have. Depending on the license type, MapInfo Professional will guide you through activating the product (if your organization purchased node-locked licenses) or connecting to a license server (if your organization purchased concurrent or distributable licenses).

To determine what type of license you have:

• If the third character of your serial number is **"N"**, your organization purchased node-locked licenses. For activation instructions, see **Node-Locked Licenses**.
• If the third character of your serial number is **"S"**, your organization purchased concurrent licenses. For activation instructions, see **Concurrent Licenses**.

- If the third character of your serial number is **"D"** or if you have limited access to email, or have installed MapInfo Professional in a Citrix environment, then your organization purchased concurrent non-borrowing serial licenses. Your system administrator will provide you with a license server machine name and port number. For activation instructions, see **Distributable Licenses**.
- If the fourth character of your serial number is **"P"**, your organization purchased Premium licenses. For details on Premium services, see **Premium Services**.

Node-Locked Licenses

Node-locked licenses enable you to run MapInfo Professional on a specific computer. If you purchased node-locked licenses, your installation of MapInfo Professional must be activated before you can use it. Activation is the process of acquiring a license from Pitney Bowes Software. This section explains the activation options available for node-locked licenses.

Product Activation

Pitney Bowes Software uses the serial number and access code you supplied during the installation to activate the product. If you need to refer to these numbers again, the serial number and access code are located on the product box and on the Product Activation Information Card.

To activate MapInfo Professional:

1. Install MapInfo Professional, if you haven't already, and start the product.
When you start MapInfo Professional for the first time after installation, the Activation Wizard launches. The **MapInfo Professional Activation** dialog box opens.
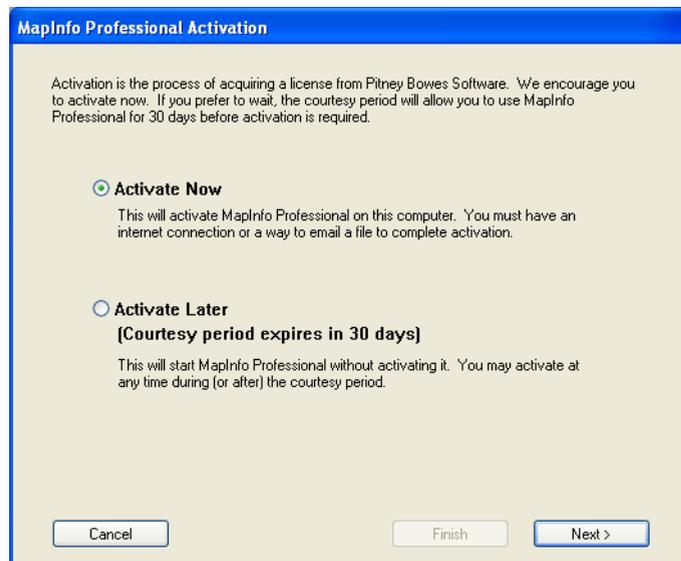
2. Select when you want to activate MapInfo Professional. Select one of the following:

- **Activate Now**–Select this option to start activation now. For further instructions, continue to **Activate Now**.
- **Activate Later**–Select this option to start a 30-day courtesy period in which you can use MapInfo Professional without activating the product. For further instructions, continue to **Activate Later**.

Activate Later

If you selected **Activate Later**, the Activation Wizard closes and the courtesy period begins.The courtesy period enables you to use MapInfo Professional immediately and active the product at a time that is convenient for you. Each subsequent time you start MapInfo Professional, a dialog box opens informing you of the time remaining in the courtesy period and giving you the opportunity to activate the product.You must activate MapInfo Professional sometime during the courtesy period to avoid interrupting your work. When the courtesy period ends, you will not be able to use MapInfo Professional until you activate it.

Activate Now

In the **Select Activation Method** dialog box, select one of the following activation methods and then click **Next**.
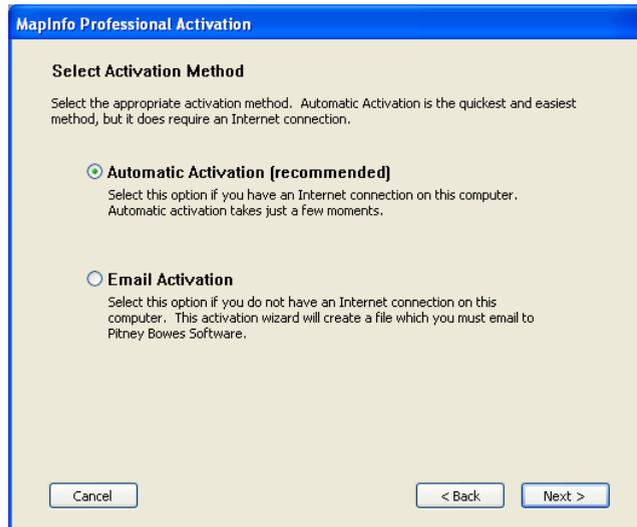
Automatic Activation

Select the Automatic Activation option if you have an Internet connection. The Activation Wizard will make a one-time connection with a Pitney Bowes Software server. Using the serial number and access code you provided during the installation, the Activation Wizard will retrieve one of the licenses your organization purchased and associate it with your computer.
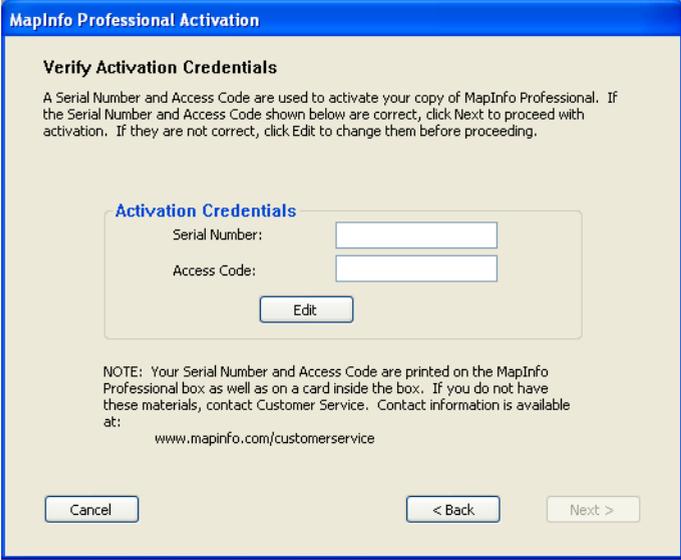
You are finished with the activation process and you can begin working with your software.

Email Activation

Select the **Email Activation** option when you do not have an Internet connection. The Activation Wizard will guide you through the creation of an Activation Request file that you must then email to Pitney Bowes Software.

To start email activation:

1. In the **Verify Activation Credentials** dialog box, double-check that your serial number and access code are correct and then click **Next**. Click **Edit** if you need to make any corrections.

2. In the **Specify location to save Activation Request** file dialog box, press `Enter`, or click **Browse** to select a folder in which to save the Activation Request file and then click **Next**.

    The Activation Request contains your serial number and access code, plus information that identifies the computer you are activating on.
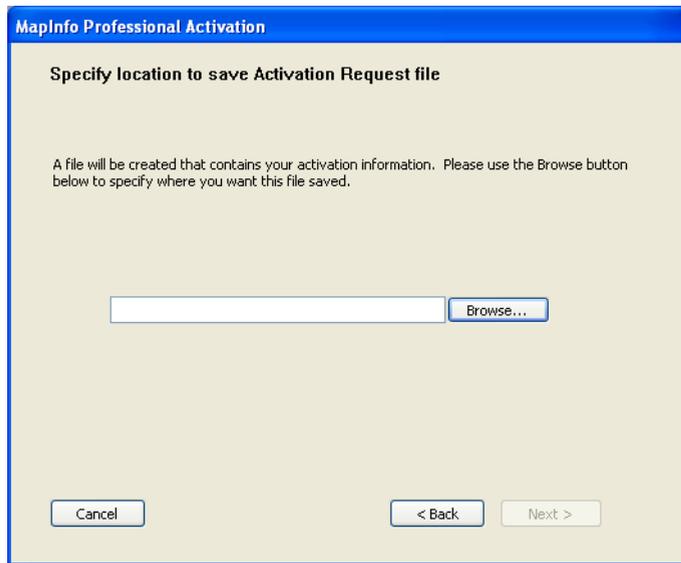
3. The **Save this important information** dialog box contains information about your Activation Request file. The **Activation Request File** box shows the full path and filename of the Activation Request file. The **Email address** box shows the email address to send the file to.

   Take a few moments to write down the location of the Activation Request file and email address to send the Activation Request file to.

   Caution: **Please do not edit the Activation Request file in any way. If you do, Pitney Bowes Software may not be able to process it and your activation will be delayed.**

4. Click **OK**.
   The path and filename of the Activation Request file appear in the box. The Activation Request contains your serial number and access code, plus information that identifies the computer you are activating on.

5. Click **OK**.
   The Activation Wizard closes and the courtesy period automatically starts.

6. Email your Activation Request to Pitney Bowes Software at this address: **activation@mapinfo.com**

Finishing Email Activation

When you receive the Activation Response file from Pitney Bowes Software, you are ready to finish activating your product.

To finish email activation:

1. Copy the Activation Response file you received from Pitney Bowes Software to an accessible folder on your computer and make note of the location.

2. Open MapInfo Professional. If MapInfo Professional is already open, exit and restart the program.
   A dialog box opens asking you if you want to finish activating MapInfo Professional.

3. Click **Yes**.

4. In the **Process Email Activation Response** dialog box, click **Browse** to navigate to the location of your Activation Response file.

5. In the **Locate Response file** dialog box, click **Open** when you have located the file.
    You will see the path and filename of your Activation Response file.
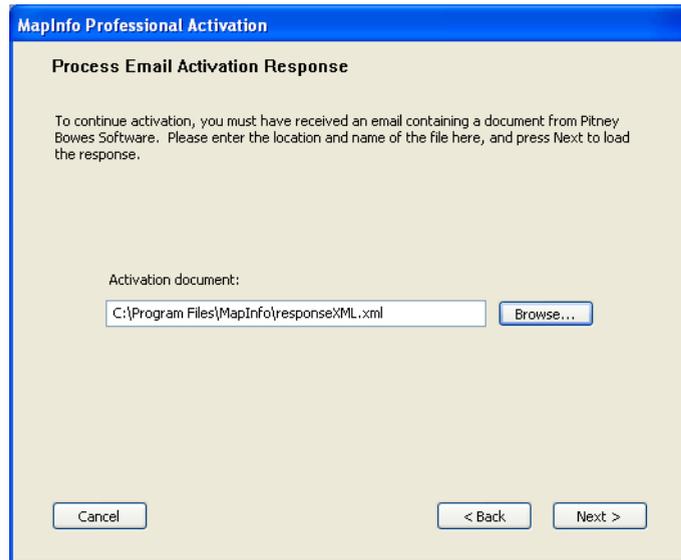
6. In the **Process Email Activation Response** dialog box, click **Next**.
    An activation message opens telling you that the activation was successful.

7. Click **OK**.
    The Activation Wizard closes, your product is activated and ready to use.

You are finished, and can delete the Activation Response file (you do not need to keep the file on your computer).

Note: To check the status of your activation, choose **Help** > **About** and review the contents of this dialog box.

Using MapInfo Professional While You Wait

While you are waiting for Pitney Bowes Software to send you the Activation Response file, you can continue to use MapInfo Professional under the courtesy period. To ensure uninterrupted use, we encourage you to activate before the courtesy period expires.

Each time you open MapInfo Professional subsequent to initiating email activation, a dialog box opens asking if you want to finish activating it. When you receive the Activation Response file from Pitney Bowes Software you are ready to finish activation.
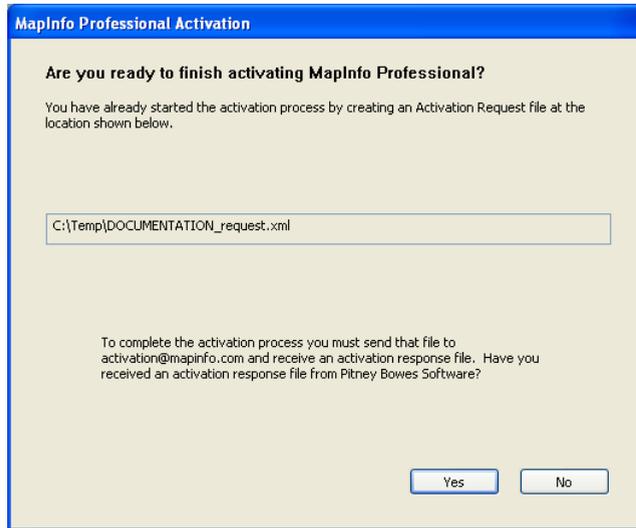
To continue using MapInfo Professional under the courtesy period:

1. In the **Are you ready to finish activating MapInfo Professional** dialog box, click **No**.
2. In the dialog box that opens and provides information about the courtesy period, select one of the following:
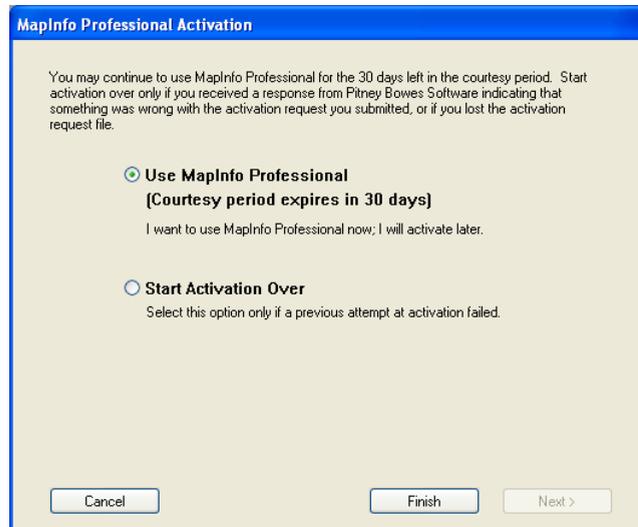
- **Use MapInfo Professional** – Select this option if you have not received an Activation Response file yet and you want to use MapInfo Professional under the courtesy period.
- **Start Activation Over** – Select this option if previous activation attempts have failed.

3. Click either **Finish** or **Next**.

- If you selected **Use MapInfo Professional**, click **Finish**. The Activation Wizard closes and MapInfo Professional is ready to use under the courtesy period. You can finish the activation at a later time.
- If an earlier attempt to activate MapInfo Professional failed, and you selected **Start Activation Over**, click **Next**. The Activation Wizard restarts, giving you the opportunity to try the activation again.

Transferring a Node-Locked License

Node-locked licenses (the third character of the serial number is "N") are associated with a particular computer. To use your product on a computer other than the one on which you have it activated, and without consuming another license, you can transfer your license from one computer to another. For example, you received a new computer at work and you want to run your product on the new computer instead of on the old one.

Note: Your organization is limited to either 10 license transfers per year or two times the number of licenses you have purchased per year, whichever number is greater. For example, an organization with 50 node-locked licenses of MapInfo Professional is permitted 100 transfers per year. This lets you upgrade the entire set of user computers and provides for license transfers, such as when employees change roles.

Transferring Your License to another Computer

To transfer a node-locked license:

1. Open MapInfo Professional.
2. Choose **Help** > **Licensing** > **Transfer license**.
3. In the **MapInfo Professional License Transfer** dialog box, click **Yes**.
4. In the **Select Activation Method** dialog box, select an activation method, either **Automatic Transfer** or **Email Transfer**, and then click **Next**.

For further instruction, continue to the **Automatic Transfer** section or to the **Email Transfer** section.

Automatic Transfer

Select the Automatic Transfer option if you have an Internet connection. Your license will be automatically transferred to Pitney Bowes Software. You can retrieve the license by activating MapInfo Professional on another computer.

To start Automatic transfer of license:

1. In the **Select Activation Method** dialog box, select **Automatic Transfer** and then click **Next**. The License Transfer Wizard takes a few moments to transfer the license to Pitney Bowes Software. When this process is finished, a message opens informing you that the transfer was successful.
2. Click **OK**.

MapInfo Professional closes and can no longer be run from this computer. The license is now available for you to activate MapInfo Professional on another computer.

Email Transfer

Select **Email Transfer** if you do not have an Internet connection. You will be guided through the creation of a Transfer Request file, which you must then email to Pitney Bowes Software.

To transfer license through Email:

1. In the **Select Activation Method** dialog box, select **Email Transfer** and then click **Next**.
2. In the **Save Transfer Request File** dialog box, enter, or click **Browse** to select the location of the license file to transfer. Click **Next** to continue.
3. In the **Save this important information** dialog box, is information about your Activation Request file. The **Activation Request File** box shows the full path and filename of the Activation Request file. The Email address box shows the email address to send the file to.

Take a few moments to write down the location of the Transfer Request file and email address to send the Transfer Request file.

Caution: Please do not edit the Transfer Request file in any way. If you do, Pitney Bowes Software may not be able to process it and your activation will be delayed.

4. Click **OK**.
   MapInfo Professional closes and can no longer be run on this computer unless you activate it again.
5. Email your Activation Request to Pitney Bowes Software at this address: **activation@mapinfo.com**

The license is now available for you to activate MapInfo Professional on another computer.

Uninstall Transfer Options

If you have a node-locked license and you uninstall MapInfo Professional, you have the option of transferring the license to Pitney Bowes Software.

If you intend to install MapInfo Professional on another computer, transfer the license to Pitney Bowes Software so that the license is available. When you install MapInfo Professional on the desired computer, you will be prompted to activate the product.

If you intend to reinstall MapInfo Professional on the same computer, do not transfer the license. When you reinstall, you can reuse the same license without activating.

When you begin uninstalling MapInfo Professional, the **Transfer License Now ?** dialog box opens.

Do one of the following:
• Click **Yes** to transfer the license to Pitney Bowes Software.
  The License Transfer Wizard will start and guide you through the transfer process. For more information, see **Transferring Your License to another Computer**.
• Click **No** to keep the license on this computer.
  The uninstall operation continues. When you reinstall MapInfo Professional, you can reuse the license without activating.

Concurrent Licenses

Concurrent licenses enable you to install MapInfo Professional on any number of computers. A license server, installed and maintained by your organization, limits the number of computers that can run MapInfo Professional at any given time to the number of concurrent licenses purchased by your organization.

In the concurrent licensing scheme, you must connect to a license server on your network to check out a license before you can run MapInfo Professional. Checking out a license is the process of obtaining a license from the license server. You will need to supply the license server machine name and port number to connect to the license server. You can do this either during installation or the first time you run MapInfo Professional. After you have established a license server connection, the check out occurs automatically.

A license server administrator from your organization installs and maintains the license server. The license server administrator must also perform the following tasks:

• Activate the license server to make licenses available for check out.
• Inform users of the license server machine name and port number.

Connecting to a License Server

If your organization purchased concurrent licenses for MapInfo Professional, you will need to connect to a license server to run the product.

To connect to the license server, MapInfo Professional must have the license server name and port number. Your license server administrator will provide you with this information.

Connecting During Installation

The installation program will ask you for the license server name and port number. If you know them at install time, enter them. When you start MapInfo Professional, you will be connected to the license server and a license will be checked out automatically.

If you do not have this information at the time you install MapInfo Professional, the installation program will enable you to continue with the installation without filling in the license server name and port number. You will have another opportunity to connect to the server when you start MapInfo Professional.

Connecting after Installation

If you did not specify the license server name and port number during product installation, you will be prompted for that information when you start MapInfo Professional. You will also be prompted if MapInfo Professional cannot connect to a running license server using the server name and port number you provided at install.

To connect to the license server after you install MapInfo Professional:

1. Start MapInfo Professional.
The **Connect to License Server** dialog box opens.

If you have the license server name and port number, proceed with these instructions. If you do not, see **Starting the Courtesy Period** for more information.

Note: The server name is in the format *yourlicenseserver*, and is the name or IP address for the machine that the license server is installed to. The port number defaults to **27000** but it can be set by your License Server system administrator. Check with your administrator if the port number is not working.

2. Type the name of the license server in the **Server name** field.

3. Type the port number in the **Port number** field.

4. Click **Connect**.
MapInfo Professional takes a few moments to connect to the license server and check out a license.

When the license is checked out, the **Connect to License Server** dialog box closes. MapInfo Professional is licensed and ready to use. After you successfully connect to your license server once, a license will be checked out automatically when you start MapInfo Professional.

Starting the Courtesy Period

If you do not have the license server name and port number, but you want to start using MapInfo Professional, you can start a 30-day courtesy period during which you can use MapInfo Professional without connecting to the license server.

To use the courtesy period to run MapInfo Professional:

1. Open MapInfo Professional.
2. In the **Connect to License Server** dialog box, click **Courtesy Period**.
   An activation message opens telling you that the courtesy period started successfully.
3. Click **OK**.

MapInfo Professional is ready to use under the courtesy period.

Connection Failures

Failure to connect to the license server can occur for several reasons.

First, although you may know the license server name and port number, the license server administrator may not have had an opportunity to install it yet. In this case, MapInfo Professional cannot find the license server you specified. To use MapInfo Professional, you can start the courtesy period, and then connect when you know that the license server has been installed and is running.

Failures can also occur if the license server has been moved to a different computer. In this case, you were previously able to connect to the license server, but the license server was moved since the last time you used MapInfo Professional. MapInfo Professional is looking for the license server in its previous location. If MapInfo Professional cannot connect to the license server at startup, the Connect to License Server dialog opens. For more information, see **Connecting after Installation**. See your license server administrator for the correct license server name.

Finally, if all licenses have been checked out, you will not be able to run MapInfo Professional. You are able to connect to the license server, but you cannot check out a license because they are all in use. You will need to wait until a license becomes available before you can check out a license.

Borrowing a Concurrent License

Some concurrent licenses can be borrowed. Borrowed licenses enable you to use MapInfo Professional when your computer is not able to connect to your license server. For example, if you have MapInfo Professional installed on a laptop and you are going to be away from the office, you can borrow a license to use MapInfo Professional while you are away. Check with your license server administrator to find out if your concurrent license includes borrowing.

When you borrow a license, be sure to specify a borrow period that gives you sufficient time to use MapInfo Professional before the license expires. If the license expires before you have an opportunity to return it, the license is automatically returned to the license server. MapInfo Professional is unusable until you can connect to your network again and check out a license.

To borrow a license, the computer that you want to put the borrowed license on must have MapInfo Professional installed and be connected to the license server.

To borrow a license:

1. Open MapInfo Professional.
2. Choose **Help** > **Licensing** > **Borrow license**.

The **Borrow MapInfo Professional License** dialog box opens.
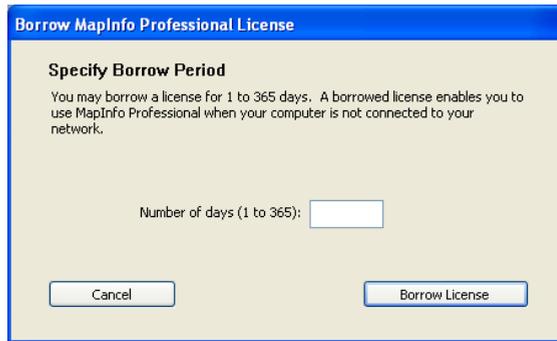
3. Specify the number of days that you want to borrow the license. You can specify from the maximum borrow period that an administrator has set.

4. Click **Borrow License**.
   After a few moments, an activation message opens to tell you that the license was borrowed from the server successfully.

5. Click **OK**.

   You can use MapInfo Professional on this computer while not connected to your network for the borrow period that you specified.

   Note: A License Server administrator can set the license borrow period between 1 to 365 days, with the default being 365 days. Once a limit is set in the License Server Utility, a MapInfo Professional installation may borrow the license for a maximum of that many days.

Returning a Borrowed License

To return a borrowed license, you must reconnect the computer that is using the borrowed license to your network. If it is not connected, the Return borrowed license command will not be available.

To return a borrowed license:

1. Reconnect the computer to your network.

2. Open MapInfo Professional.
   A dialog box opens to tell you on what date the borrowed license is going to expire.

3. Click **OK**.

4. Choose **Help** > **Licensing** > **Return borrowed license**.
   The **Return borrowed license to license server** dialog box opens. This dialog box explains how a license is returned.

5. Click **OK**.
   An activation message opens to tell you that the license has returned to the license server.

6. Click **OK**.

Distributable Licenses

We have developed a licensing model that allows companies to "distribute" permanent licenses using your MapInfo License Server, which is available on the MapInfo Professional DVD. This model was developed for customers who have limited access to email or to the Pitney Bowes Software Inc. FNO server. Distributed licenses follow a similar activation procedure to other models that are handled using your License Server. For instructions on installing the License Server, please see the *License Server User Guide*.

You can also return a distributed license to your License Server if you need to transfer it to another computer. For these instructions, see **Transferring a Distributed License**.

Before you start the distributed activation process, make sure you have the following pieces of information from your License Server administrator:

• The correct serial number and activation code
• The License Server machine name
• The port number for the server

Then you can begin your distributed license installation and activation.

## Activating a Distributable License

Make sure your MapInfo License Server is running. Check to see that the server is set up properly and contains the appropriate activated licenses.

To activate a distributed license:

1. Begin the MapInfo Professional installation process as you would with any other license model.
2. When you are prompted for your serial number and access code, enter the distributed license serial number and activation code.

   Distributed license serial numbers begin with "MID".

3. Click **Next**.
   The **License Server Name and Port** dialog box opens.
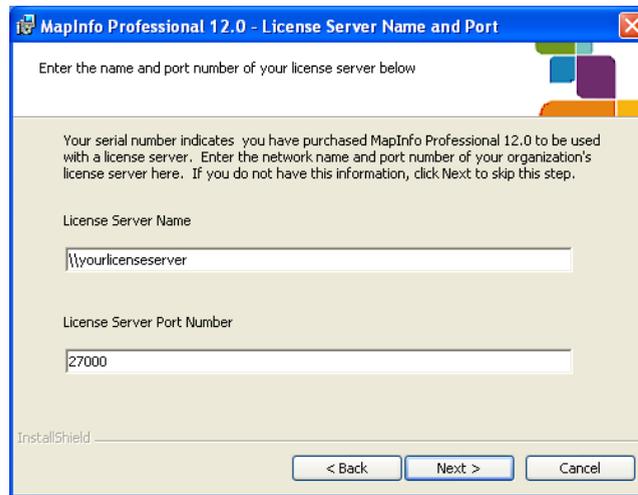
Note: The server name is in the format *yourlicenseserver*, and is the name or IP address for the machine that the license server is installed to. The port number defaults to **27000** but it can be set by your License Server system administrator. Check with your administrator if the port number is not working.

4. Type in your License Server's (machine) name in the **License Server Name** field and the port number in the **License Server Port Number** field or leave the default entry in place.

5. Click **Next** to continue.

Follow the prompts in the next screens through until you finish the installation.

When you open MapInfo Professional for the first time, one of the following occurs:

• If the application finds the license server, and the serial number, activation code, and port numbers are correct, the application opens and the product is activated.

• If the application did not access the license server, did not recognize the serial number or activation code, or did not recognize the port number, an error message opens. We recommend that you review these components to ensure that they are correct and/or work with your system administrator to review these four pieces of information. Correct the erroneous information and begin the activation process again.

After you activate your license, you can review the licensing details in MapInfo Professional by selecting **Help** > **About this Product**.
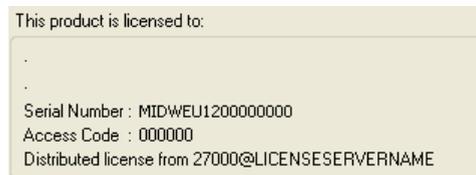
In the **About this Product** dialog box, the serial number, access code, and licensing details display in this box for future reference.

Troubleshooting a Distributed or Borrowable License

You will see the following issues after upgrading MapInfo Professional with a distributed or borrowable license if the License Server has not been upgraded to a compatible version:

• MapInfo Professional is unable to borrow a borrowable license.
• MapInfo Professional is unable to activate a distributed license from the License Server.

If this occurs, contact your License Server administrator and have them upgrade the License Server to a compatible version to your MapInfo Professional. A compatible License Server version is one that is released with or after the version of MapInfo Professional that you are upgrading to.

Transferring a Distributed License

You can transfer a distributed license to your License Server, when you want to move the license to another computer.

Note: Before making any hardware changes to your PC (such as disk re-formatting) please remember to return your activated license back to Pitney Bowes Software Inc. or to your License Server. After your hardware has been changed you may then re-activate your license.

To transfer a distributed license to your License Server:

1. Choose **Help** > **Licensing** > **Transfer License**.
    The **Return distributed license to license server** dialog box opens.

2. Click the **OK** button to transfer the distributed license to the server.
    After the transfer is complete, a confirmation message opens. You can then install MapInfo Professional again on another computer using the same serial number, activation code, license server name and path, and port number.

3. If you have unsaved or open MapInfo table data, the Save Modified Table Data dialog box opens. This dialog box helps you save or discard data before you transfer your license to your License Server. Click the appropriate option to save or discard this data:

    • Click **Save** to save the open table data
    • Click **Save All** to save the open data in the appropriate data tables
    • Click **Discard** to close the open table without saving the modified data
    • Click **Discard All** to close the open tables without saving the modified data

    After you make your selection in this dialog box, the transfer continues as described above.

Note: After you return the license, the application closes. Since MapInfo Professional is still installed on your computer, if you open the application again, the product will attempt to activate another distributed license. If the license is not available, you can use the courtesy license for the balance of your 30 day trial.

Premium Services

The following (optional) premium services are available with a MapInfo Professional Premium license:

• **Add Bing Roads to Map –** MapInfo Professional supports Microsoft® BING™ Roads. With a single click, you can easily add a Microsoft Bing layer to a map.
• **Move Map To –** The Move Map To feature re-centers the map view to a new location by address or place name.

These are also available during an evaluation period for trial. Installing an evaluation version allows you unlimited use license of MapInfo Professional for a thirty (30) day courtesy period. There is an extra cost to purchase the Premium Services.