MapInfo

MapInfo Pro
Version 12.5.1

Licensing and Activation

The first time you start MapInfo® Pro 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 Pro, do one of the following:

- Double-click the MapInfo Pro icon on your desktop.
- Select **MapInfo Pro 12.5 (64-bit)** from the **Start** menu, or from the Windows 8 charms.

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

Contents:

Determine the Type of License you have

The serial number and access code that you enter during the installation indicates to MapInfo Pro what type of license you have. Depending on the license type, MapInfo Pro 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. This is the case if MapInfo Pro is installed in a Citrix environment. For activation instructions, see **Concurrent Licenses**.
- If the third character of your serial number is **"D"** or if you have limited access to email, then your organization purchased distributable 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 Pro on a specific computer. If you purchased node-locked licenses, your installation of MapInfo Pro must be activated before you can use it. Activation is the process of acquiring a license from Pitney Bowes Inc. This section explains the activation options available for node-locked licenses.

Note: For Citrix installations, you must use a **concurrent license** to be in compliance with your licensing agreement.

Product Activation

Pitney Bowes Inc. 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 Pro:

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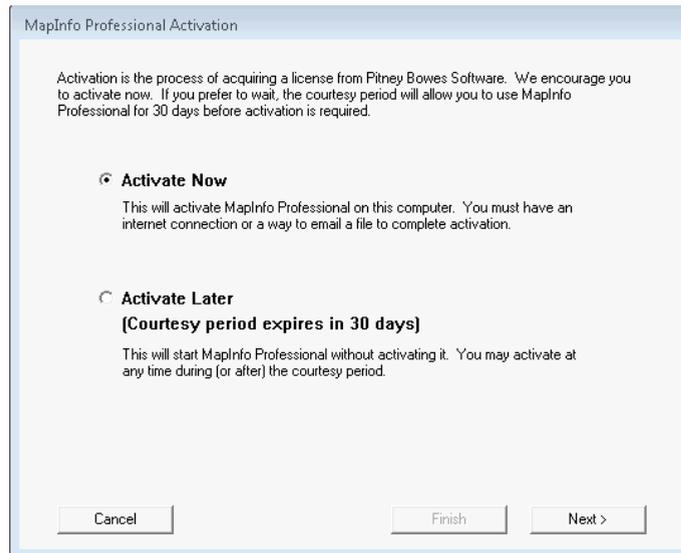
2. Select when you want to activate MapInfo Pro. Select one of the following:

- **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 the product without activating. 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 Pro 12.5 (64-bit) immediately and activate the product at a time that is convenient for you. Each subsequent time you start MapInfo Pro 12.5 (64-bit), 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 Pro 12.5 (64-bit) sometime during the courtesy period to avoid interrupting your work. When the courtesy period ends, you will not be able to use MapInfo Pro 12.5 (64-bit) until you activate it.

Activate Now

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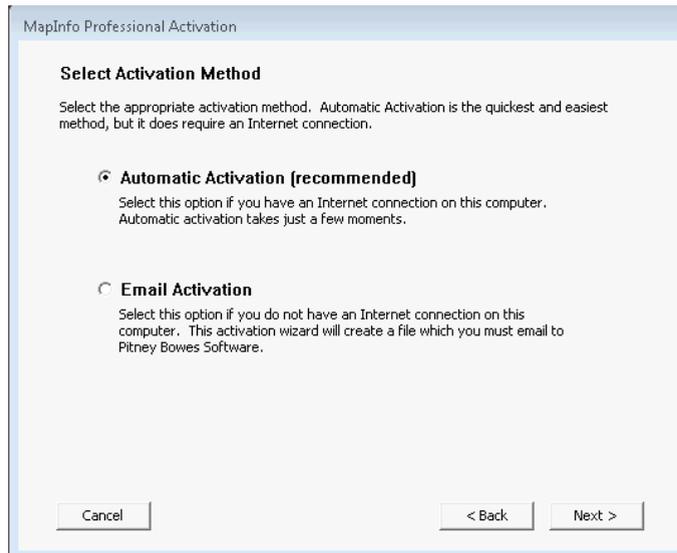
Automatic Activation

Select the Automatic Activation option if you have an Internet connection. The Activation Wizard will make a one-time connection with the Pitney Bowes FNO 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 Inc.

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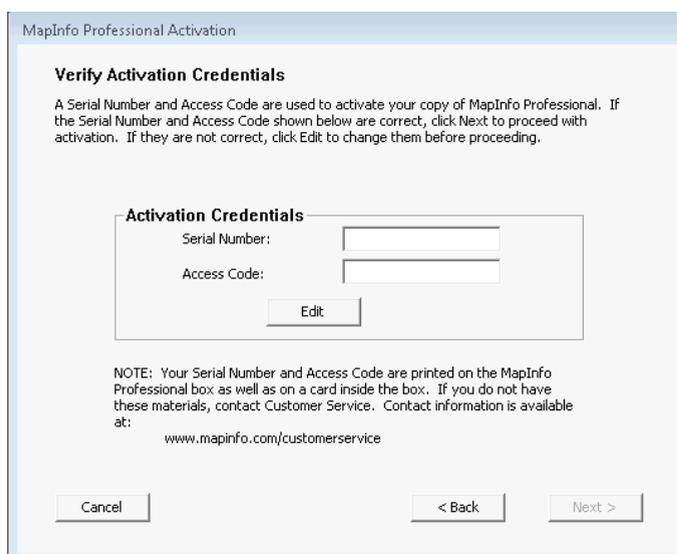
2. In the **Specify location to save Activation Request file** dialog box, click **Browse** to select a folder in which to save the Activation Request file and then click **Next**.

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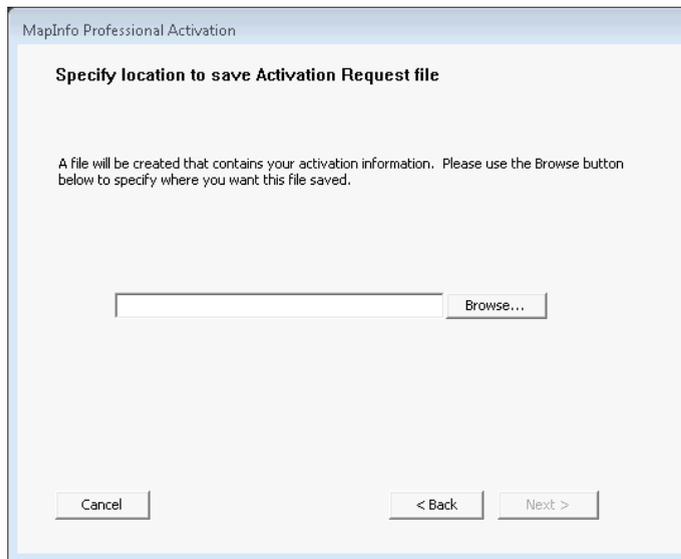
3. The **Save this important information** dialog box contains information about your Activation Request file. The **Activation Request File** box shows the full path and filename of the Activation Request file. The **Email address** box shows the email address to send the file to.

   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 Inc. may not be able to process it and your activation will be delayed.**
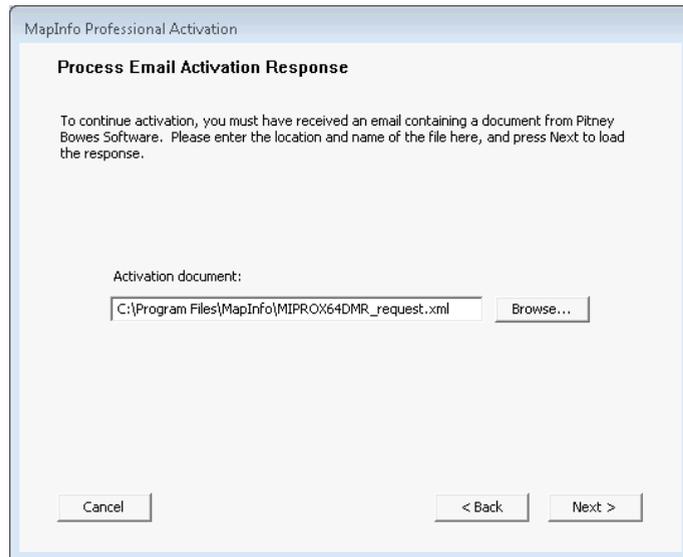
4. Click **OK**.
   The Activation Wizard closes and the courtesy period automatically starts.
5. Email your Activation Request to Pitney Bowes Inc. at this address: **activation@mapinfo.com**

Finishing Email Activation

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

To finish email activation:
1. Copy the Activation Response file you received from Pitney Bowes Inc. to an accessible folder on your computer and make note of the location.
2. Open MapInfo Pro 12.5 (64-bit). If MapInfo Pro 12.5 (64-bit) is already open, exit and restart the program.
   A dialog box opens asking you if you want to finish activating MapInfo Pro 12.5 (64-bit).
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, on the **PRO** tab point to **Licensing** and review the information.

Using MapInfo Pro While You Wait

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

Each time you open MapInfo Pro subsequent to initiating email activation, a dialog box opens asking if you are ready to finish activating MapInfo Pro. When you receive the Activation Response file from Pitney Bowes Inc. you are ready to finish activation.

To continue using MapInfo Pro under the courtesy period:

1. In the **Are you ready to finish activating MapInfo Pro** 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 Pro** – Select this option if you have not received an Activation Response file yet and you want to use MapInfo Pro 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 Pro**, click **Finish**. The Activation Wizard closes and MapInfo Pro is ready to use under the courtesy period. You can finish the activation at a later time.
- If an earlier attempt to activate MapInfo Pro 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. The number of transfers available per year is dependent on the options your organization chose when purchasing the licenses.

Transferring Your License to another Computer

To transfer a node-locked license:

1. Open MapInfo Pro.
2. On the **PRO** tab, point to **Licensing**, and **Transfer a License**.
3. In the **MapInfo Professional License Transfer** dialog box, click **Yes**.
4. In the **Select Transfer 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 Inc. You can retrieve the license by activating your product on another computer.

To start Automatic transfer of license:

1. In the **Select Transfer 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 Inc. When this process is finished, a message opens informing you that the transfer was successful.
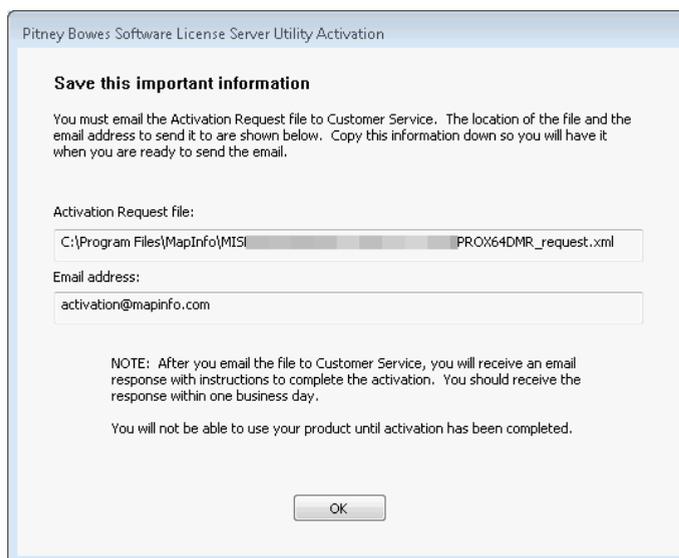
2. Click **OK**.

MapInfo Pro 12.5 (64-bit) closes and can no longer be run from this computer. The license is now available for you to activate MapInfo Pro 12.5 (64-bit) 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 Inc.

To transfer license through Email:

1. In the **Select Transfer 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 Inc. may not be able to process it and your activation will be delayed.

4. Click **OK**.
MapInfo Pro 12.5 (64-bit) closes and can no longer be run on this computer unless you activate it again.
5. Email your Activation Request to Pitney Bowes Inc. at this address: **activation@mapinfo.com**

The license is now available for you to activate MapInfo Pro 12.5 (64-bit) on another computer.

Uninstall Transfer Options

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

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

If you intend to reinstall MapInfo Pro 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 Pro, the **Transfer License Now ?** dialog box opens.

Do one of the following:

- Click **Yes** to transfer the license to Pitney Bowes Inc.
  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 Pro, you can reuse the license without activating.

Concurrent Licenses

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

Note: Citrix installations require concurrent licenses.

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 Pro. 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 Pro. 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 Pro, you will need to connect to a license server to run the product.

To connect to the license server, MapInfo Pro 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 Pro, 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 Pro, 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 Pro.

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 Pro. You will also be prompted if MapInfo Pro 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 Pro:

1. Start MapInfo Pro.

The **Connect to License Server** dialog box opens.
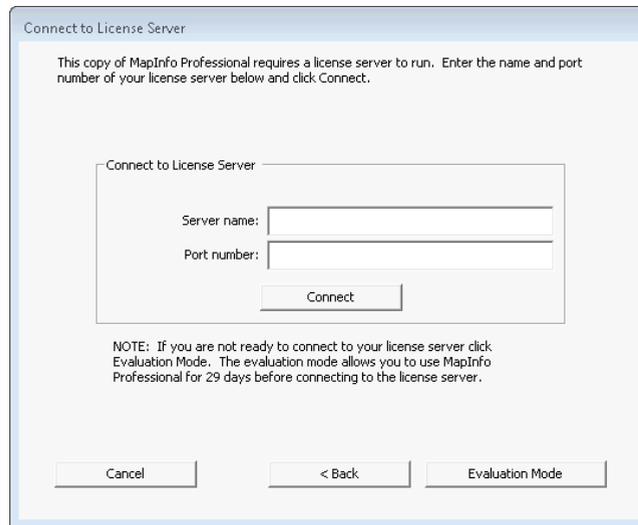
If you have the license server name and port number, proceed with these instructions. If you do not, see **Starting the Courtesy Period** for more information.

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 Pro 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 Pro 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 Pro.

Starting the Courtesy Period

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

To use the courtesy period to run MapInfo Pro:

1. Open MapInfo Pro.
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 Pro 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 Pro cannot find the license server you specified. To use MapInfo Pro, 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 Pro. MapInfo Pro is looking for the license server in its previous location. If MapInfo Pro 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 Pro. 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 Pro when your computer is not able to connect to your license server. For example, if you have MapInfo Pro installed on a laptop and you are going to be away from the office, you can borrow a license to use MapInfo Pro 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 Pro 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 Pro 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 Pro installed and be connected to the license server.

To borrow a license:

1. Open MapInfo Pro.
2. On the **PRO** menu, point to **Licensing**. Click **Borrow a License** to open the **Borrow MapInfo Pro License** dialog box.
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 Pro 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 from 1 to 365 days, with the default being 365 days. Once a limit is set in the License Server Utility, a MapInfo Pro 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 a Borrowed License** command will not be available.

To return a borrowed license:

1. Reconnect the computer to your network.
2. Open MapInfo Pro.
   A dialog box opens to tell you on what date the borrowed license is going to expire.
3. Click **OK**.
4. On the **PRO** tab, point to **Licensing** and **Return a 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 Pro DVD. This model was developed for customers who have limited access to email or to the Pitney Bowes 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.
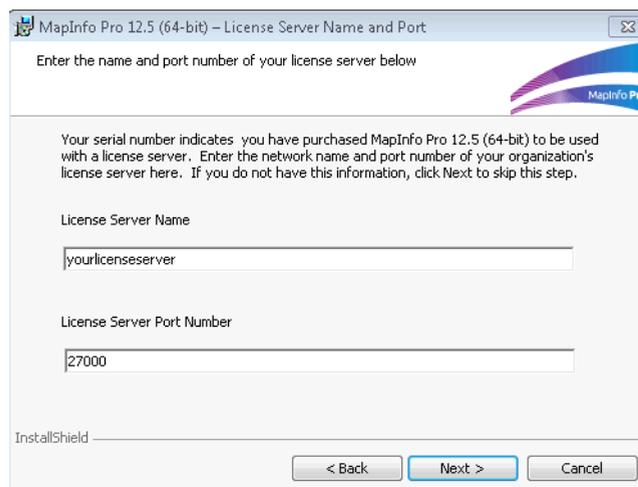
To activate a distributed license:

1. Begin the MapInfo Pro 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 dialog boxes until you finish the installation.

When you open MapInfo Pro 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 Pro on the **PRO** tab by pointing to **Licensing**.

The serial number, access code, and licensing details are displayed in this panel for future reference.

Troubleshooting a Distributed or Borrowable License

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

• MapInfo Pro is unable to borrow a license.
• MapInfo Pro 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 Pro. A compatible License Server version is one that is released with or after the version of MapInfo Pro that you are upgrading to.
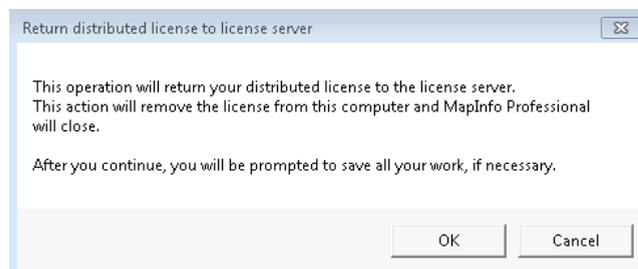
Transferring a Distributed License

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 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. On the **PRO** tab, point to **Licensing**, and **Transfer a License**.
   The **Return distributed license to license server** dialog box opens.

2. Click the **OK** button to transfer the distributed license to the server.

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.

Note: After you return the license, the application closes. Since MapInfo Pro 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 Pro Premium license:

- **Add Bing Roads to Map** – MapInfo Pro 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 gives you unlimited use of MapInfo Pro for a thirty (30) day courtesy period. There is an extra cost to purchase the Premium Services.

License Activation For MapInfo Pro 32-bit and 64-bit editions on the Same Computer

You can install both editions of MapInfo Pro on a computer regardless of the licensing model you are under. The actions when activating and returning, and whether you can borrow a license are different, depending on which license you have.

Node-Locked Licenses

Licenses come from the Pitney Bowes FNO Server. When you install MapInfo Pro, you can activate the licensing immediately or do it later during the 30 day courtesy period. Activating it gets you a license from the Pitney Bowes FNO Server that is node-locked to your computer. When you install the other edition of MapInfo Pro, you will not need to activate a license. The same license is used for both installations.

When you uninstall one of the editions, you are asked if you want to transfer the license back to Pitney Bowes Inc. Since you still need a license to run the other edition, choose No to the transfer option. Only when you wish to uninstall the second edition and do not want to reinstall MapInfo Pro on the same computer should you choose Yes to the transfer option.

For more information, see .

Concurrent License

Concurrent, or floating licenses, come from a license server that your organization has purchased and maintains. You will need to know the name and port of the license server to activate a concurrent license.

You can activate the license during the installation process or when you start a MapInfo Pro session. Each session of MapInfo Pro on a computer requires the checkout of a concurrent license. However, the same user using both instances of MapInfo Pro on same machine will not cause another license to be checked out. When you end your session, the license is returned to the server.

Borrowing a Concurrent License

Borrowable licenses are concurrent licenses that are borrowed for use on another computer for a period of time. This allows you to run an installation of MapInfo Pro that is not connected to the license server, for example on a laptop while traveling.

If you have both 32- and 64-bit editions of MapInfo Pro on the laptop, the borrowed license will be shared with both editions. When you return a shared license, you will have to reconnect the laptop to the license server network to get another concurrent (floating) license to continue to use either edition.

For more information, see **Concurrent Licenses** on page 9.

Distributable Licenses

Activation is similar to the node-locked activation procedure that connects to the Pitney Bowes FNO Server, except that your license administrator sets up its own license server that communicates to the Pitney Bowes FNO Server rather than your installation of MapInfo Pro connecting directly to the Pitney Bowes FNO Server. The first installation of MapInfo Pro that you install on your machine will communicate with your license server. You will be prompted to enter the license and server details. When you install the other edition of MapInfo Pro, you will still be prompted to enter the license and server details. But both editions of MapInfo Pro will use the same distributed license.

For more information, see **Distributable Licenses** on page 12.

Universal Licenses

Organizations who purchase universal licenses are provided with a special license that they make available to their MapInfo Pro users. There are no special requirements or handling if both 32- and 64-bit editions are installed on the same machine.