SUMMARY

This Tech Note assumes that you have performed the initial installation of the InTouch Edge and are now ready to assign and activate a license for it.

SITUATION

There are two types of licenses for InTouch Edge, a soft key, and a hard key. We will cover both in this TechTip.
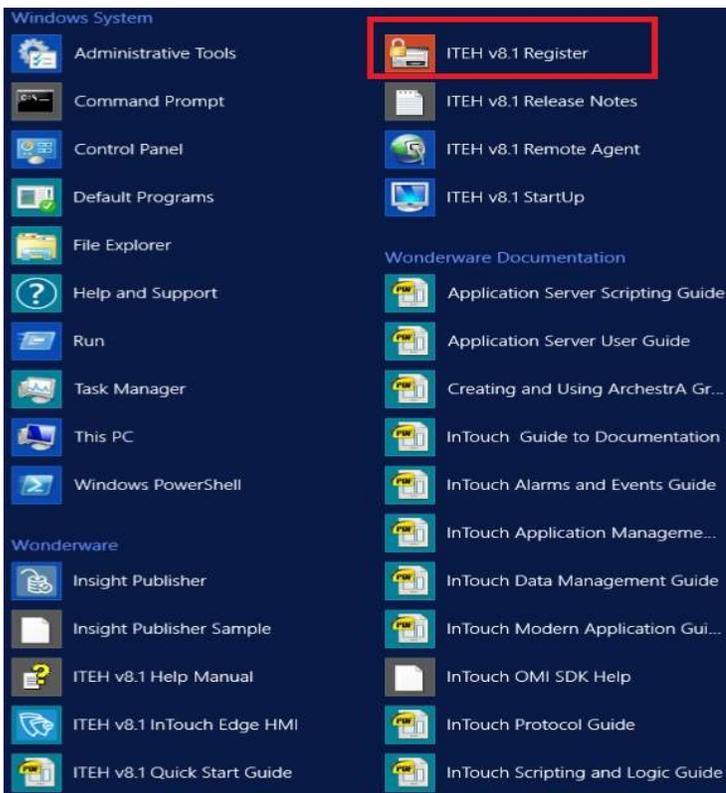
Hard Key

1. A physical key will have been provided to you in the form of a USB. This key contains the license and does not transfer the license from it when it is plugged into the PC.
2. Shut down any running instances of InTouch Edge
3. Insert the key into any USB port on the computer
4. Start InTouch Edge
   a. They key cannot be removed at any time during the operation of the product
   b. If you plan on taking the key to another PC, the license will effectively be transferred. A hard key cannot license more than one product simultaneously.
   c. Before removing the key, it is recommended to power down the PC fully

Soft Key

1. Stop any instances of InTouch Edge you have running by clicking on the blue Edge icon and then clicking exit InTouch Edge.
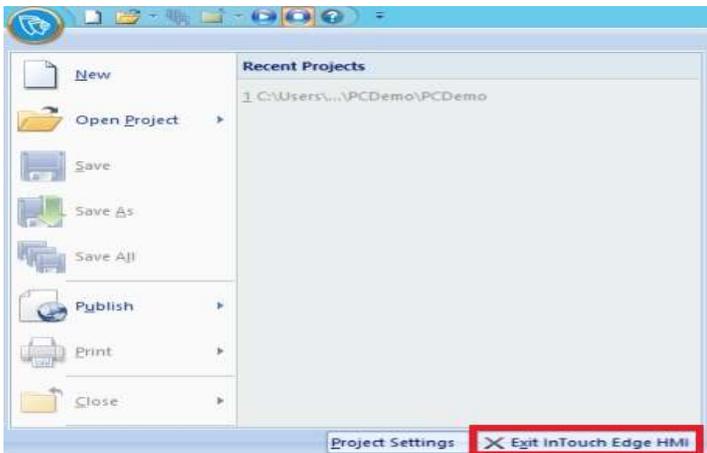

2. Go to your Windows start menu and locate the Wonderware folder. Inside this folder will be the ITEH v8.1 Register program. Navigating to this will be different depending on your Operating System. The example below is using MS Server 2012 R2.

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3. Click on the ITEH register program and it will bring up the Protection manager window. In this window you want to select Softkey and click Check. You may notice the license server option is not available with the Softkey option.

4. Once you have clicked the Check button the Softkey settings box will open and you will click the change license button.
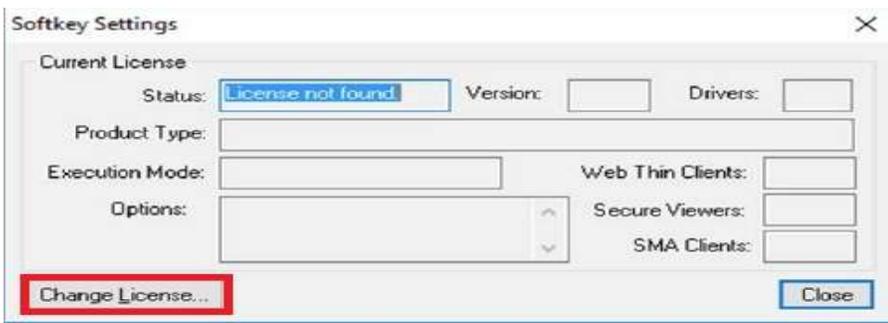
5. After you have clicked Change License the Change License - Softkey dialogue box will open and you will be prompted to select a network adapter.
    a. It is very important that you pick an adapter that is "always on". Any adapter that becomes disabled or has any change to it's MAC address will cause the license to be invalidated. This includes virtual adapters.

6. Once you have selected an adapter the Hardware Identifier box will populate. Please note this hardware Identifier somewhere because you may need it for activation.

7. Once you generated your Hardware Identifier you want to navigate to https://softwareom.wonderware.com/LicenseGen20/Home/UserSelect . This will require you to log in with an Aveva account. If you do not have one, please take a moment to set one up. Once logged in you will select your license type.

InTouch Machine Edition License Activation

○ End User Runtime License

○ Consignment

Submit

8.   If you have selected End User Runtime you will get the following screen and need to enter the info provided in your license Certficate.

InTouch Machine Edition License Activation

To obtain your License "Authorization Code" enter the Serial Number below (as it's isted in the License Certificate).

Serial Number   **Seq. Number**

[   ] - [   ]

Next

9.   If you select consignment in step 7, you will be prompted to select a type of license and then put in the Hardware Identifier.

InTouch Machine Edition License Activation

Please select the part you would like to activate then enter the Hardware Identifier and click "Submit"

Part No	Part Description
25-9246	InTouch ME Studio 3000 Tag INTERNAL Consignment
25-9289	ITME 2014R2 Studio IDE 60K tags + 8 drivers INTERNAL Consign
ITMED-03-P-17	ITME 2017 IDE 60K tags Internal Consignment

Hardware Identifier [   ]

10. After you type in the Hardware Identifier the submit button will appear. Click this and you will receive and activation code. Input this code on the Change License - Softkey screen in your registration tool and click authorize.

Change License - Softkey

Network Adapter:	Intel(R) 82574L Gigabit Network Connection ⌄
Hardware Identifier:	0535 5B28 6F9F 95F7 935A D6D6 29A0 9172 46
Activation Code:	XXXXXXXXXXX

Authorize   **Cancel**

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11. You will get a License Code Accepted dialogue box. Click okay on this and the Change License – Softkey window will close.

12. Once the Change License – Softkey window has closed you should be back on the Softkey Setting page. This page should not be populated with your licensing information and the status should say license found.
    a. Your licensing information will be different based on the type of license you activated
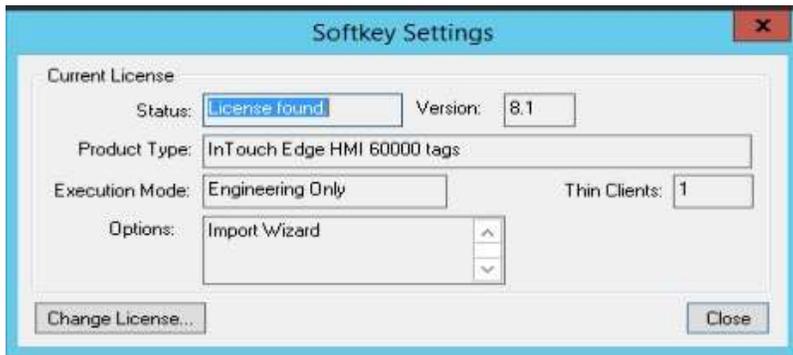
13. Click close on the Softkey settings
14. Click Close on the Protection Manager

Notes:

1. If you have any problems, please contact us by email at support@wonderwarenorth.com or calling tech support at 1-877-900-4996