

Licensing and Activation

General Information

Each Aircast license is valid for a single computer only.

We apply activation methods in order to enforce this policy.

Aircast supports three kinds of activation:

Software activation (the default)

Activation using SG-Lock dongles

Activation using FTDI dongles

Software Activation

Software activation is a method to enforce the “one license per PC” policy in Aircast. This is the default method for all Aircast licenses. Optionally, you can obtain [SG-Lock](#) or [FTDI](#) dongles and use them as a hardware lock instead of software activation.

All Aircast software comes with a built-in License Manager that is used to download, activate and manage locally installed licenses. The License Manager can be found in the Windows Start Menu. It will also pop up automatically when you try to run Aircast without any valid license installed.

Customer Area and Voucher Codes

Your licenses are managed in the [Customer Area](#) on the Aircast.com website.

When you purchase a license through our online shop, you will receive a **voucher** first (found in the confirmation e-mail that the shop sends you). In order to create the license in your account, register and log into the customer area, go to the “Redeem Voucher” page, and enter/paste the code found in the e-mail.

How it Works

During startup, Aircast collects information about your computer, e.g. the CPU type, harddisk models and Windows licensing data.

This information is transformed into an encrypted hash code, which we call the *Hardware ID*. Due to the encryption, no cleartext hardware information be derived from the Hardware ID. Any change in the relevant part of hardware configuration will lead to an entirely different Hardware ID.

The algorithm that calculates the Hardware ID has changed multiple times since it was first introduced in Aircast. The current algorithm (as of February 2017) is called *XSHWID*.

Activating a License

Automatic activation

Automatic activation is the most convenient way to activate a license, as it will activate and download the license at the same time. Automatic activation requires the computer to be connected to the internet.

1. Open the License Manager (from the Windows Start Menu etc.).
2. (Aircast 5 and below only) Click *Download* in the main toolbar.

3. Enter your customer area login credentials (e-mail and password).
4. A list of available licenses will appear. Select the license that you wish to activate and download. It should be written in regular (not activated yet) or bold (already activated for this PC) font. If the license is displayed in a gray/italic font, that means that it is still assigned to another computer and must be reset first (see below).
5. Follow the instructions on screen.
6. At the end of the process, the license will be loaded into the License Manager and selected as the active license. Close the License Manager and restart Aircast.

If anything goes wrong during the process, please see the troubleshooting guide below.

Manual activation

Use this method only if automatic activation does not work due to no internet connectivity.

Manual activation means that you have to write down (or save to a USB thumb drive etc.) the Hardware ID, enter it manually on the customer area website, download the license file, and copy it over to the computer, again using a removable drive etc.

1. Open the License Manager
2. (Aircast 6+ only) Click the *Advanced* button to switch to advanced mode.
3. Go to the *Hardware* tab.
4. Click the *Actions* button.
5. Select *Copy Hardware ID to clipboard*
6. Create a new text file on your thumb drive, and paste the Hardware ID into it. (You can also write it down on a piece of paper, of course.)
7. On a computer that is connected to the internet, log into to [customer area](#) on the Aircast website.
8. Go to *My Licenses*, license details, then follow the link for manual activation.
9. Paste the Hardware ID and confirm.
10. Your license is now activated, and you can download the license file (*license-* .ini*) from the license details page.
11. Transfer the license file to the computer running Aircast.
12. In the License Manager, go to the *Select License* tab and click *Import* to load the license file.
13. Close the License Manager.

Note: For computers that are permanently disconnected from the internet, it might be favorable to obtain a USB hardware dongle for activation.

Resetting the Activation

After making significant changes to your computer hardware, or if you wish to transfer the license to another computer, you must reset the activation before you can activate the license on the new PC. This is done in the [customer area](#) on the Aircast.com website.

1. Log into the customer area.
2. Go to *My Licenses*.
3. Open the details of the license that you wish to reset.
4. In the *Activation* section, follow the link to the license reset.
5. Complete the license reset form and confirm.

The previous Hardware ID is now erased from the license, and it is open for activation again (see above). **At this point, the license MUST be removed from the old computer (if still accessible)!**

When you try to reset the same license two times in a row within only a couple of days, your request must be reviewed by a member of the support team before the activation is reset. In this case, you will receive a temporary **emergency activation** first, valid for 7 days. We will send you an e-mail as soon as we have reviewed your request.

Troubleshooting

In very rare cases, the Hardware ID can change unexpectedly, even though you are not aware of any changed hardware.

If this happens only once, it is usually sufficient to just reset the activation (see above) and continue with the new Hardware ID.

If it happens regularly, or the Hardware ID toggles between two values, please contact the customer support, and we will investigate the issue.

The support staff will ask you two provide the current cleartext hardware report (`hwid.txt`) and any possible report from the activation log. This can be obtained as follows:

- **Hardware report:**
 - Open License Manager
 - Go to the *Hardware* tab
 - Click *Actions*
 - Select *Save hardware report*
 - `hwid.txt` file will be saved
- **Activation log:**
 - Open License Manager
 - Go to the *Hardware* tab
 - Click *Actions*
 - Select *View activation history*
 - The ActivationLog folder will open in Windows Explorer.
 - Check if the folder contains any files.

Please send the support staff both the current `hwid.txt` file as well as any file found in the ActivationLog folder.

SG-Lock Dongle Activation

Dongle activation instructions,

Once your ordered dongle has arrived at your place and you have informed D&R by mail@d-r.nl that your dongle is in your possession we shall activate your dongle.



Please mention in your mail the serial number of the dongle.

This you can find on the sticker of the plastic package of the dongle.

The following actions are requested from your side (only to be done the first time you use that dongle)

- Plug the dongle in a free USB slot of your PC where AIRCAST will be installed.
- Check that you have an Internet connection
- Download the latest AIRCAST version from:
<http://download.aircastradioautomation.com/>
- Install AIRCAST
- Open License Manager
- Switch to "Hardware" tab
- Click "Actions"
- Click "Update dongle"

The License Manager will contact the server and download the activation code for the dongle.

After that, you can just restart AIRCAST and it should run in fully licensed mode now.

If you want to use AIRCAST on other PC's, just install AIRCAST and plug in the dongle.

You can also first see the instruction video at:

<http://www.d-r.nl/wiki/dokuwiki/doku.php?id=video#aircast>

Note:

Make sure that the correct license (full version #15343) is selected in the License Manager (green checkmark next to it).

If the demo version #15342 is selected (green checkmark next to it), AIRCAST will run in demo mode even though the dongle is installed now.

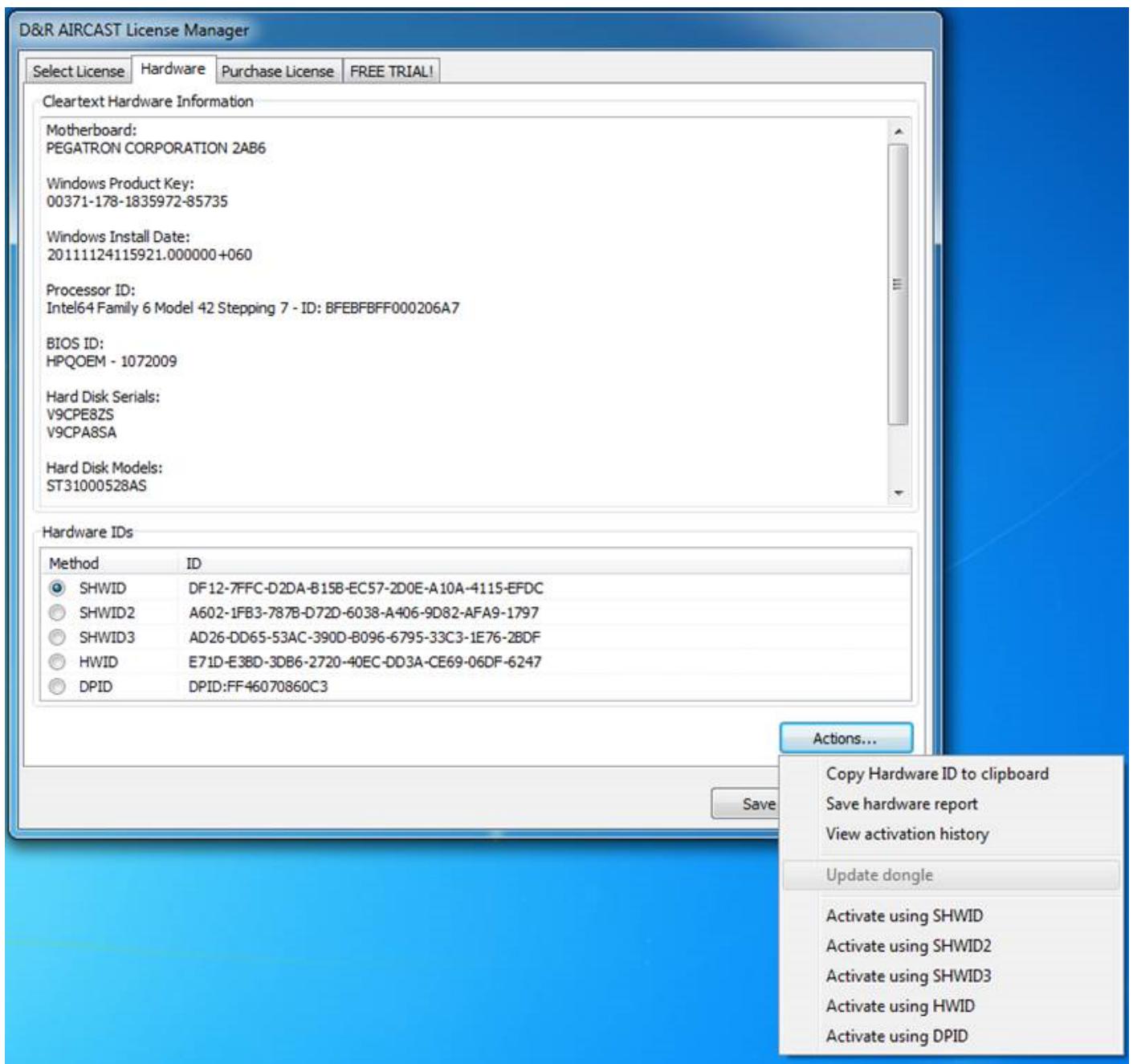
If no license is selected (no license with a green checkmark), AIRCAST will automatically pick the "best" license: full version if dongle is installed, demo version if not.

Important:

If "Update dongle" is grayed out, it means that the dongle was not detected. Maybe try a different USB port?

In case a dongle does not function with AIRCAST

- 1) Download the latest stable release (5.0): <http://download.aircastradioautomation.com/v5.0/>
- 2) Go to Licence Manager and Update your dongle in the Actions menu.
- 3) Select your dongle in the Hardware IDs menu.



FTDI Dongle Activation

Starting with version 6.0, Aircast supports activation via [FTDI](#) USB devices. That means that you can use many FTDI-based USB dongles (including serial port adapters) as a security dongle for Aircast.

Supported FTDI Devices

We support any USB dongles with the FTDI FT232R or FT485R chipset. The device must have at least 16 bytes of data available in the “User Area EEPROM”, which should be the case for most dongles.

Devices which have been tested successfully include:

- [FTDI USB-Key](#), available from e.g. [RS Components](#), part number 555-147; also sold directly by the [FTDI On-Line Store](#)
- [LogiLink AU0034](#)

Other FTDI devices should work as well. Note that the device **must** have either the FT232R(L/Q) or FT485R(L/Q) chipset. Other chipsets, or devices from other manufacturers like Prolific, will **NOT** work!

The D2xx drivers must be installed in order to access the FTDI dongle. Recent Windows versions will install them automatically when you plug in the dongle for the first time; you can also download them from the [FTDI website](#) and install them manually.

The device must not be in use by any other application.

Enable FTDI Activation

Step 1: Contact customer support

Before completing the steps below, you should contact customer support at support@Aircast.com so we can check if your license will work with FTDI activation.

IMPORTANT NOTE:

Once you have switched your license to dongle activation, the dongle “is” the license, or the key to the license. There is no way to recover the license if the dongle is lost or stolen.

Step 2: Obtain FTDI dongle

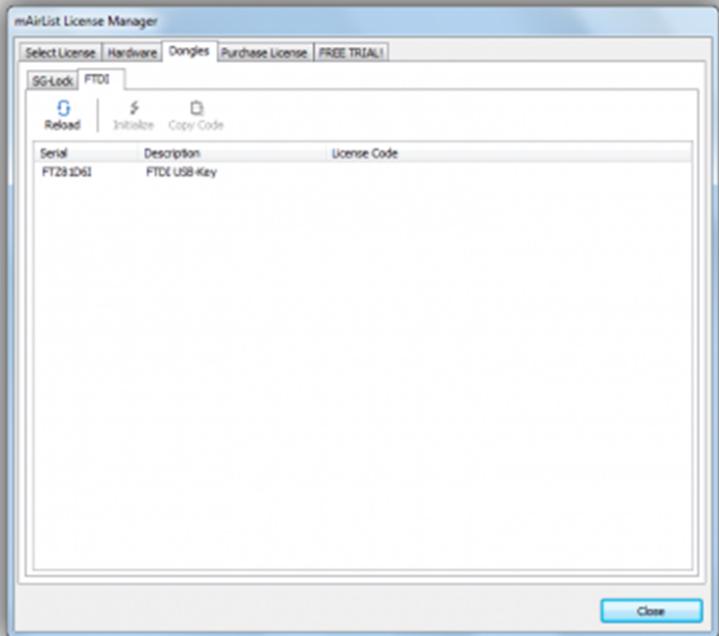
Aircast GmbH does not sell any FTDI devices. Please obtain one from a dealer/distributor of your choice. Please see above for a list of FTDI devices that are known to work.

Step 3: Initialize dongle

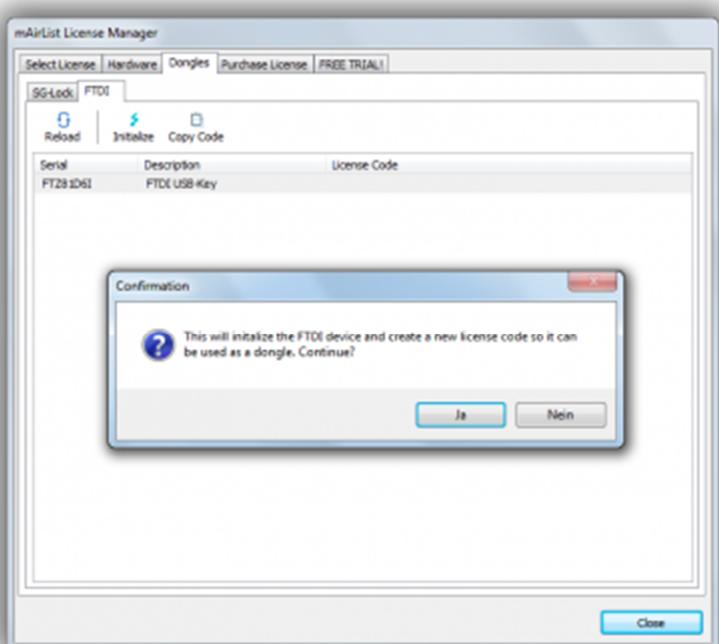
Once you have obtained a dongle, it must be initialized with a license code. This is done in the advanced section of the Aircast License Manager.

Before you begin, please make sure that your dongle is plugged in, and all relevant drivers have been installed (will usually happen automatically). The device should be visible in the USB devices section of Windows Device Manager.

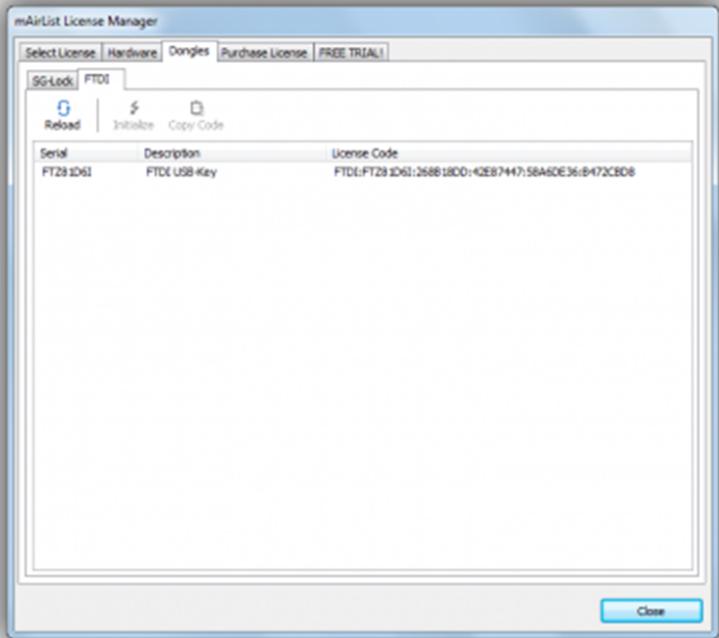
Then go to the *Dongles → FTDI* tab in the License Manager advanced view, and click *Reload* to scan your system for available FTDI devices. You will see a list of all attached devices along with their serial number and description:



Select the device you would like to use, then click the *Initialize* button in the toolbar, and follow the on-screen instructions:



Once the device was initialized, a license code will appear:



Click the *Copy* button in order to copy that code to the Windows clipboard.

Step 4: Send license code

Send the license code, along with the five-digit serial number of your license, to the customer support at info@Aircast.com.

We will switch your activation to FTDI mode, and send you a confirmation e-mail once this has been done.

Step 5: Reload license

Once you have received the confirmation e-mail, open License Manager again, and re-download the license using your customer area login credentials.

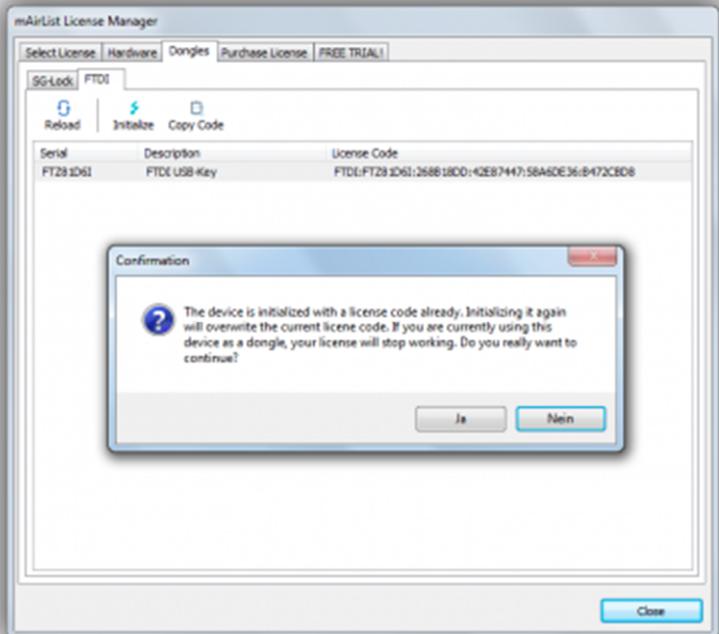
Disable FTDI Activation

Generally it is advised to stick with FTDI activation once you have set it up for your license.

If, for any reason, you must switch back to software activation or another FTDI, please follow the steps below. Please only do so if it is absolutely necessary!

First, use the License Manager to re-initialize the FTDI device with a new license code, as described in the "Enable FTDI Activation" section above.

You will see a warning message, telling you that you are going to overwrite the existing license code:



Then send the **new** license code to info@Aircast.com. It acts as some kind of proof that the previous dongle activation was made unusable. We will remove the previous FTDI activation from your license then, and make it available for another activation again.