

Licensing – Using the ICONICS Web Licensing Utility for Hardware Key Licenses



Application Note

November 2019

Description: Guide to using the ICONICS Web Licensing Utility with hardware keys.

General Requirement: Internet Explorer, Sentinel-style ICONICS USB hardware key (See Figure 1).



Figure 1 – Sentinel-style ICONICS USB hardware key

Logging in to the Web Licensing Utility

Before you can program a new key, add products to a key, or remove products from a key you will first need to follow these steps to log into the Web Licensing Utility.

1. Plug the ICONICS USB hardware key into your computer. Your computer should automatically recognize the key and attempt to install the drivers if they were not already installed.
2. Once the drivers are installed, go to <https://supportworx.iconics.com/License>.
3. Select **Hardware** and log in with your email and password.

NOTE: If you do not have a login, you can register for one using the **Create New Account** link at the bottom. If you have forgotten your password, you can click on the **Forgot Password** link at the bottom.

Internet Explorer 10 and Compatibility View

Sometimes Internet Explorer 10 does not load the Web Licensing Utility properly. If you receive an exception while performing any licensing actions, use these steps:

1. Hit the **Alt** key on your keyboard. This should cause a menu to appear in Internet Explorer.
2. Go to **Tools > Compatibility View Settings**.
3. Add the Web Licensing Utility's URL to the list, then select **Close**.

Program, Add, or Remove

ICONICS ships license keys without any programmed products. This gives users the flexibility to program the necessary license when and where needed. If you have a brand-new key, follow the steps below to add your products to the key.

NOTE: A brand new USB hardware key will NOT work until these steps are followed.

These steps will also walk you through the process of adding new products to an existing key or removing individual products from an existing key.

1. Log into the **Web Licensing Utility** using the steps in the "Logging in to the Web Licensing Utility" section.
2. Select **Program License** from the top menu.
3. Select **Next** and confirm the popup message regarding the serial number of the key.
4. If you are adding products to this key or programming a new key, enter your **Product Registration Number** and **Customer Key** for the products. You may enter more than one set of numbers at a time. Leave these fields blank if you are only removing products from the key. Select **Next**.
5. Enter the **End User** information either by selecting from the **Existing End Users** list or use **Create New**. Select **Next**.
6. Uncheck any products that you would like to remove from the key and check any new products that you would like to add to the key. Select **Next**.
7. Review the products that will be added to the USB hardware key and select **Complete**.
8. Your USB hardware key has now been programmed with your products and is ready to be used.

Kill a License

To remove all products from your USB hardware key and credit them to the website for future use, follow these steps.

1. Log into the **Web Licensing Utility** using the steps in the "Logging in to the Web Licensing Utility" section.
2. Select **Kill License** from the top menu.
3. Select **Next** and confirm the popup message regarding the serial number of the key.
4. Select **Complete** and then **OK**.
5. The license on your USB hardware key has now been credited to the website and the key reformatted.