



MapInfo License Server Utility

Version 2.0

PRODUCT GUIDE

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Introduction

This guide is designed to help you install, set up, and administer the MapInfo License Server.

In this chapter:

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Overview

Your organization recently purchased software products from Pitney Bowes MapInfo using a concurrent licensing scheme. A concurrent licensing scheme requires that a MapInfo License Server be installed and maintained to handle requests for product licenses from other computers on the network.

MapInfo License Server and Utility

The MapInfo License Server handles requests for Pitney Bowes MapInfo product licenses. The licenses will either be concurrent or borrowed.

The MapInfo License Server Utility is an application that comes with the MapInfo License Server. It enables you to configure the MapInfo License Server and monitor the use of product licenses at your organization.

Concurrent Licenses

The concurrent license scheme enables multiple computers to run a product using a single MapInfo License Server. The MapInfo License Server limits the number of computers that can concurrently run a Pitney Bowes MapInfo product to the number of concurrent licenses purchased by your organization.

When activating a concurrent license, you must supply the MapInfo License Server computer name and port number to make the server connection. Once this information is entered correctly, the license check out occurs automatically each time the product is run.

Borrowable Licenses

Some concurrent licenses can be borrowed. Borrowable license enable you to use a product when your computer is not connected to the MapInfo License Server. For example, if you have your product installed on a laptop computer, but will be away from the office, you can borrow a license to use the product while you are away.

The product must be connected to the MapInfo License Server in order to borrow a license. The method you use to borrow a license depends on the product you are using. Please see your product documentation for more specific information.

When you borrow a license, you do so for a set period of time. If you have not returned the license before the end of the borrow period, the license is automatically returned to the MapInfo License Server when next connected to it.

Distributable Licenses

Distributable licenses are much like borrowable licenses, however they do not expire after a set time period. Instead of borrowing a license for a finite time period, you activate the license for unrestricted use of the licensed product for an indefinite duration of time.

The product must be connected to the MapInfo License Server in order to activate a distributable license. The method you use to activate a license depends on the product you are using. Please see your product documentation for more specific information.

When you no longer need to use the product you have licensed, you can return the distributable license back to the MapInfo License Server and make it available to others in your organization.

MapInfo License Server Administrator

The MapInfo License Server Administrator is the person at your organization assigned to set up and configure the MapInfo License Server. The Administrator's primary responsibilities are:

- Install and maintain the MapInfo License Server.
- Activate a server license in order to manage product license use.
- Inform product users of the MapInfo License Server machine name and port number they must use when checking in or out product licenses.
- Monitor Pitney Bowes MapInfo product licenses using the MapInfo License Server Utility.

Installation and Activation

This chapter explains how to install and the MapInfo License Server and activate a server license.

In this chapter:

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System Requirements

This section gives the minimum and recommended system requirements for running the MapInfo License Server.

Minimum Requirements

The following table gives the minimum system requirements for the MapInfo License Server.

Operating System	Memory	Disk Space	Graphics	Monitor
Windows 2000 Server SP 4	128 MB RAM, at least Pentium PC	Application 12.7 MB	16- or 24-bit color	800x600 resolution
Windows XP Professional SP 2	64 MB RAM, at least Pentium PC	Application 12.7 MB	16- or 24-bit color	800x600 resolution
Windows Vista	512 MB RAM, at least Pentium PC	Application 12.7 MB	16- or 24-bit color	800x600 resolution
Windows Server 2003 SP 1	128 MB RAM, at least Pentium PC	Application 12.7 MB	16- or 24-bit color	800x600 resolution

Recommended Requirements

The following table gives the recommended system requirements for MapInfo License Server:

Operating System	Memory	Disk Space	Graphics	Monitor
Windows 2000 Server SP 4	256/512 MB RAM, at least Pentium PC	Fast EIDE 2 or SCSI Interface with 2 GB or more	Mid to high 2D/3D card with 128 MB or more	1024x768+ resolution
Windows XP Professional SP 2	128/256 MB RAM, at least Pentium PC	Fast EIDE 2 or SCSI Interface with 2 GB or more	Mid to high 2D/3D card with 128 MB or more	1024x768 + resolution
Windows Vista	1 GB RAM, at least Pentium PC	Fast EIDE 2 or SCSI Interface with 2 GB or more	Mid to high 2D/3D card with 128 MB or more	1024x768 + resolution
Windows Server 2003 SP 1	256/512 MB RAM, at least Pentium PC	Fast EIDE 2 or SCSI Interface with 2 GB or more	Mid to high 2D/3D card with 128 MB or more	1024x768 + resolution

Installation

This section explains how to install the MapInfo License Server for the following scenarios:

- New installation—You are installing the MapInfo License Server for the first time, or you have removed your earlier installation. See [New Installation on page 10](#) for instructions.
- Upgrade installation—You are installing the MapInfo License Server over an earlier version of the product. See [Upgrade Installation on page 10](#) for instructions.

When you install the MapInfo License Server, the MapInfo License Server Utility is also installed. The MapInfo License Server Utility enables you to activate server licenses for Pitney Bowes MapInfo products and perform server administration tasks.

New Installation

To install the MapInfo License Server:

1. Insert the media into the drive, and run **Setup.exe**.
2. At the Welcome dialog box, click **Next**.
3. At the License Agreement dialog box, select the **I accept the terms of the license agreement** button. To print the license agreement, click **Print**. Click **Next**.
4. At the Destination Folder dialog box, select the location of the MapInfo License Server. The default location is:

C:\Program Files\MapInfo\License Server\

Click **Change** to select a different location. Click **Next** when your destination folder is set.

5. At the Server Port dialog box, type the port number you want to use for the server in the **License Server Port Number** box. The default port is 27000. Click **Next**.

Note Valid port numbers range from 0 to 65535.

6. At the Ready to Install the Program dialog box, click **Install**. The MapInfo License Server and MapInfo License Server Utility will be installed using the settings you specified in the previous steps.
7. At the Installshield Wizard Completed dialog box, click **Finish**. The MapInfo License Server is installed.

Upgrade Installation

If you have an earlier version of the MapInfo License Server installed, perform an upgrade installation.

When upgrading you may have a short period of downtime if users attempt to access the License Server while the update is in progress. If licenses are already activated on your existing MapInfo License Server, upgrading will not transfer the licenses back to MapInfo. If you wish to transfer the licenses back to MapInfo please refer to [Transferring a License on page 23](#).

To install the MapInfo License Server:

1. Insert the media into the drive, and run **Setup.exe**.
2. At the Welcome dialog box, click **Next**.
3. At the License Agreement dialog box, select the **I accept the terms of the license agreement** button. To print the license agreement, click **Print**. Click **Next**.
4. At the Ready to Install the Program dialog box, click **Install**. The MapInfo License Server and MapInfo License Server Utility will be installed using the settings you specified in the previous installation.
5. At the Installshield Wizard Completed dialog box, click **Finish**. The MapInfo License Server upgrade is installed.

Stopping and Starting the MapInfo License Server

You must use Windows Services to stop or start the MapInfo License Server. Windows Services is located in the Windows Control Panel.

Accessing Windows Services

To access Windows Services:

1. From the Start menu, click the **Control Panel**.
2. In the Control Panel window, double-click **Administrative Tools**.
3. In the Administrative Tools window, double-click **Services**.

Note The instructions for accessing Windows Services are for the Windows XP operating system. If you are running a different Windows operating system, the location of Windows Services may be different.

Stopping the MapInfo License Server

To stop the MapInfo License Server:

1. Access Windows Services.
2. Locate **MapInfo License Server** in the Services list and click on it to highlight it.
3. Do one of the following:
 - Click **Stop**, which is located on the left side of the Services window.
 - Choose **Action > Stop**.
 - Right-click to open the popup menu and choose **Stop**.

When the service has stopped, the "Started" status is removed from the Status field of the Services window. Nothing displays in the Status field when a service is stopped.

Starting the MapInfo License Server

To start the MapInfo License Server:

1. Access Windows Services.
2. Locate **MapInfo License Server** in the Services list and click on it to highlight it.
3. Do one of the following:
 - Click **Start**, which is located on the left side of the Services window.
 - Choose **Action > Start**.
 - Right-click to open the popup menu and choose **Start**.

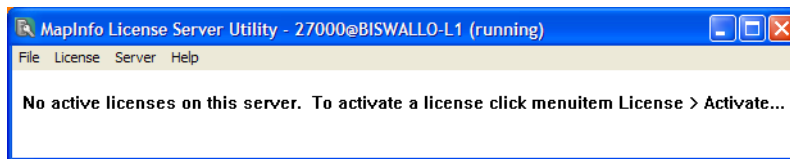
When the service has started, the service status changes to "Started" in the Status field of the Services window.

Starting the MapInfo License Server Utility

To start the MapInfo License Server Utility:

- From the Windows Start menu, choose **Program Files > MapInfo > License Server > License Server Utility**.

The MapInfo License Server utility application window displays on the screen.



When you start the MapInfo License Server Utility for the first time, the MapInfo License Server Utility application window is empty.

The title bar of the window indicates the MapInfo License Server name and port number, and whether the server is running. If the MapInfo License Server is not running, go to Windows Services and start the MapInfo License Server. See [Starting the MapInfo License Server on page 12](#)

Activating a Server License

To make licenses available to Pitney Bowes MapInfo product users, you must activate a server license for the Pitney Bowes MapInfo product being used. You must also have the following information about the Pitney Bowes MapInfo product being licensed:

- Serial number
- Access code
- Number of licenses you want on your server.

Note This number cannot exceed the total number of licenses that your organization purchased. If using multiple license servers, the sum of the licenses on all servers cannot exceed the number of licenses purchased.

The serial number and access code are located on the product box and on the Product Activation Card that comes with your product.

There are two activation methods:

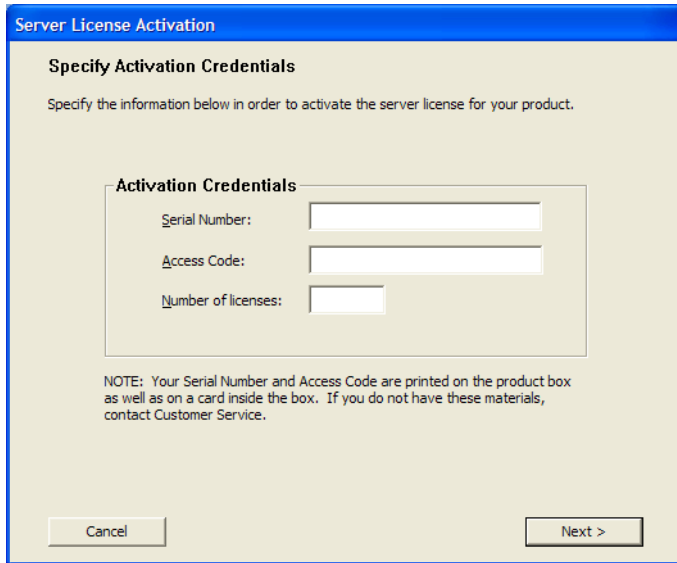
- **Automatic Activation**– Select this option if you have an Internet connection. The Activation Wizard will make a one-time connection with a Pitney Bowes MapInfo server. Using the activation credentials that came with your product, the Activation Wizard will retrieve one of the licenses your organization purchased and associate it with your computer. See [Automatic Activation on page 13](#) for instructions.
- **Email Activation**– Select this option if 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 MapInfo. See [Email Activation on page 15](#) for instructions.

Automatic Activation

Automatic activation requires that you have an Internet connection.

To activate a server license automatically:

1. From the Windows Start menu, choose **Program Files > MapInfo > License Server > License Server Utility** to start the MapInfo License Server Utility.
2. The MapInfo License Server Utility application window displays on the screen. You may see one or more existing licenses listed in the application window.
3. Choose **License > Activate**. The Specify Activation Credentials dialog box displays on the screen.



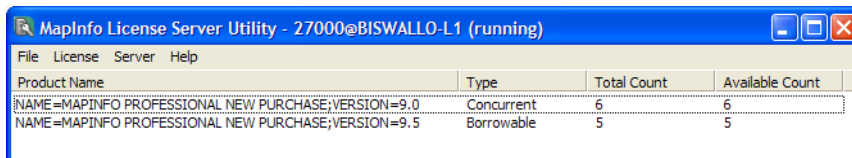
The dialog box is titled "Server License Activation" and contains the following elements:

- Specify Activation Credentials**: A section header.
- Instruction: "Specify the information below in order to activate the server license for your product."
- Activation Credentials**: A sub-section containing three input fields:
 - Serial Number: [Text Box]
 - Access Code: [Text Box]
 - Number of licenses: [Text Box]
- NOTE**: "Your Serial Number and Access Code are printed on the product box as well as on a card inside the box. If you do not have these materials, contact Customer Service."
- Buttons: "Cancel" and "Next >"

4. Enter the serial number, access code, and the number of licenses for the MapInfo License Server, and click **Next**. The Select Activation Method dialog box displays on the screen.
5. Select **Automatic Activation**, and click **Next**. The Activation Wizard takes a few moments to transfer the activation credentials to Pitney Bowes MapInfo and perform the activation.

When the activation is completed, a message dialog box displays on the screen to tell you that the activation was successful.
6. Click **OK**.

The MapInfo License Server Utility displays the number of licenses that you specified during the activation.



The window title is "MapInfo License Server Utility - 27000@BISWALLO-L1 (running)". It contains a menu bar (File, License, Server, Help) and a table with the following data:

Product Name	Type	Total Count	Available Count
NAME=MAPINFO PROFESSIONAL NEW PURCHASE;VERSION=9.0	Concurrent	6	6
NAME=MAPINFO PROFESSIONAL NEW PURCHASE;VERSION=9.5	Borrowable	5	5

See [Using the MapInfo License Server Utility on page 19](#) for information on server tasks and viewing license information.

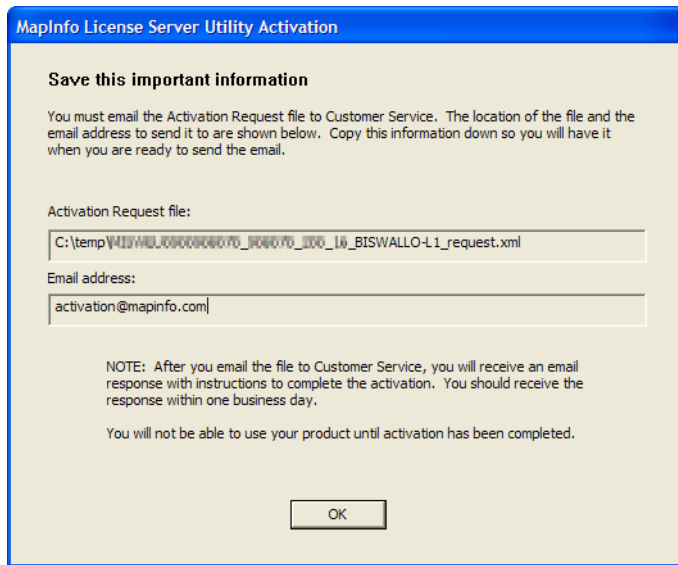
Email Activation

Email activation requires an email exchanges with Pitney Bowes MapInfo. In both, you create an Activation Request file and send it to Pitney Bowes MapInfo. Pitney Bowes MapInfo processes the request and sends back an Activation Response file. The Activation wizard uses the information in the Activation Response files to activate the server license. These files must be processed subsequent to one another. Once you have completed the entire email activation process, you may delete the Activation Response file from your system.

To activate a server license via email:

1. From the Windows Start menu, choose **Program Files > MapInfo > MapInfo License Server MapInfo License Server Utility** to start the MapInfo License Server Utility.
2. The MapInfo License Server Utility application window displays on the screen. You may see one or more licenses listed in the application window.
3. Choose **License > Activate**. The Specify Activation Credentials dialog box displays on the screen.
4. Enter the serial number, access code, and the number of licenses for the MapInfo License Server, and click **Next**. The Select Activation Method dialog box displays on the screen.
5. Select **Email Activation** and click **Next**. The Specify location to save Activation Request file dialog box displays on the screen:

Select a folder in which to save the Activation Request file. Click the **Browse** button to navigate to the desired location. Click **OK**. The selected path will appear in the box.
6. Click **Next**. The Save this important Information dialog box displays on the screen.



This dialog box provides the information to send your Activation Request file to Pitney Bowes MapInfo. The full path and filename of the Activation Request file is displayed in the **Activation Request File** box. Note that the Activation request filename includes the serial number, access code, and license count for the product being activated. The email address to send the file, `activation@mapinfo.com`, is displayed in the **Email address** box.

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

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

7. Click **OK**. The Activation Wizard closes.
8. Email your Activation Request to Pitney Bowes MapInfo at this address:

`activation@mapinfo.com`

You can continue with the email activation when you receive an Activation Response file from Pitney Bowes MapInfo. You should receive the Activation Response file within one business day.

Processing the First Activation Response File

When you receive the first Activation Response file from Pitney Bowes MapInfo, do the following:

1. Copy the Activation Response file you received from Pitney Bowes MapInfo to an accessible folder on your computer and make note of the location.
2. Run the MapInfo License Server Utility.
3. Choose **License > Process Response File**. The Process Email Activation Response dialog box displays on the screen.
4. Click **Browse** to navigate to the location of the Activation Response file. Click **Open** in the Locate Response file dialog box when you have located the file.

5. The path and filename of the Activation Response file appear in the box.
6. Click **Next**. The Activation wizard processes the Activation Response File, and the Specify location to save Request dialog box displays on the screen. Now you must create the second Activation Request file.
7. Select a folder in which to save the second Activation Request file. Click the **Browse** button to navigate to the desired location. Click **OK**. The selected path will appear in the box. Note that the Activation request filename includes the serial number, access code, and license count for the product being activated.

8. Click **Next**. The Save this important Information dialog box displays on the screen.

This dialog box provides the information to send your Activation Request file to Pitney Bowes MapInfo. The full path and filename of the Activation Request file is displayed in the **Activation Request File** box. The email address to send the file, `activation@mapinfo.com`, is displayed in the **Email address** box.

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

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

9. Click **OK**. The Activation Wizard closes.
10. Email your second Activation Request to Pitney Bowes MapInfo at this address:

`activation@mapinfo.com`

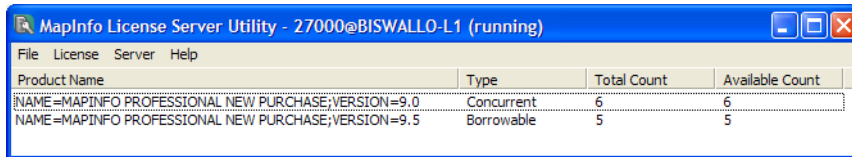
You can finish the email activation when you receive the second Activation Response file from Pitney Bowes MapInfo. You should receive the Activation Response file within one business day.

Processing the Second Activation Response File

When you receive the second Activation Response file from Pitney Bowes MapInfo, do the following:

1. Copy the Activation Response file you received from Pitney Bowes MapInfo to an accessible folder on your computer and make note of the location.
2. Run the MapInfo License Server Utility.
3. Choose **License > Process Response File**. The Process Email Activation Response dialog box displays on the screen.
4. Click **Browse** to navigate to the location of the Activation Response file. Click **Open** in the Locate Response file dialog box when you have located the file.
5. The path and filename of the Activation Response file appear in the box.
6. Click **Next**. The Activation wizard processes the Activation Response File.
7. An Activation message displays on the screen to tell you that the activation was successful. Click **OK**.

The MapInfo License Server Utility displays the number of licenses that you specified during the activation.



The screenshot shows a window titled "MapInfo License Server Utility - 27000@BISWALLO-L1 (running)". The window contains a menu bar with "File", "License", "Server", and "Help". Below the menu bar is a table with the following data:

Product Name	Type	Total Count	Available Count
NAME=MAPINFO PROFESSIONAL NEW PURCHASE;VERSION=9.0	Concurrent	6	6
NAME=MAPINFO PROFESSIONAL NEW PURCHASE;VERSION=9.5	Borrowable	5	5

See [Using the MapInfo License Server Utility on page 19](#) for information on server tasks and viewing license information.

After you have completed activation, you can delete the Activation Response files. You do not need to keep them on your computer.

Note There are some instances when the MapInfo License Server Administrator will only need one email exchange with Pitney Bowes MapInfo to activate a server license. When this occurs, the procedure to process the first Activation Response file is skipped.

Connecting Users to the MapInfo License Server

To run their Pitney Bowes MapInfo products using a concurrent license, users must be able to connect to the MapInfo License Server so that they can check out a license. To connect to the MapInfo License Server, users must identify the following information about the MapInfo License Server to their Pitney Bowes MapInfo product:

- MapInfo License Server name
- port number

After a user has established a MapInfo License Server connection, the check out occurs automatically. At your earliest convenience, please provide your Pitney Bowes MapInfo product users with this information.

Users are first prompted for this information when they install their product. If they do not have the information, they can complete the installation without filling in the MapInfo License Server name and port number.

The next time users are prompted is when they run the product. If they do not have the information, they can run their Pitney Bowes MapInfo product under the courtesy period, but at some point they will have to connect to the MapInfo License Server to check out a license.

Using the MapInfo License Server Utility

This chapter explains how to use the MapInfo License Server Utility to monitor and administer the MapInfo License Server.

In this chapter:

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- ◆ License Properties20
- ◆ Transferring a License23
- ◆ Refreshing the License List25
- ◆ MapInfo License Server Information25

Overview

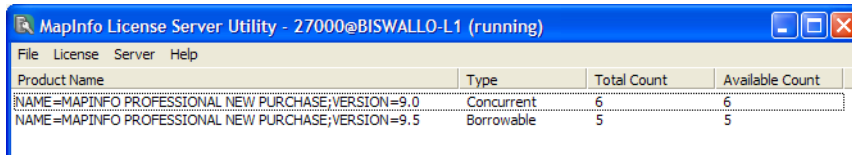
The MapInfo License Server Utility enables you to monitor the license usage on the MapInfo License Server for Pitney Bowes MapInfo products that your organization has purchased.

This chapter explains the tasks you can perform with the MapInfo License Server Utility and where to find important information about the MapInfo License Server and licenses.

Note All procedures explained in this chapter assume that the MapInfo License Server utility is already open.

License Summary Information

When you open the MapInfo License Server Utility, the Utility updates the license usage from the MapInfo License Server. A summary of the licenses and usage at your organization displays in the MapInfo License Server Utility application window.



The screenshot shows a window titled "MapInfo License Server Utility - 27000@BISWALLO-L1 (running)". The window contains a table with the following data:

Product Name	Type	Total Count	Available Count
NAME=MAPINFO PROFESSIONAL NEW PURCHASE;VERSION=9.0	Concurrent	6	6
NAME=MAPINFO PROFESSIONAL NEW PURCHASE;VERSION=9.5	Borrowable	5	5

You can view the following information:

- Product Name – Indicates the product associated with the license or licenses.
- Type – The type of license your organization purchased: hybrid or concurrent.
- Total Count – The total number of licenses purchased.
- Available Count – The number of licences available for check out.

To obtain more information about a license, use the License Properties.

License Properties

The License Properties provides more detailed information about the Pitney Bowes MapInfo license usage at your organization.

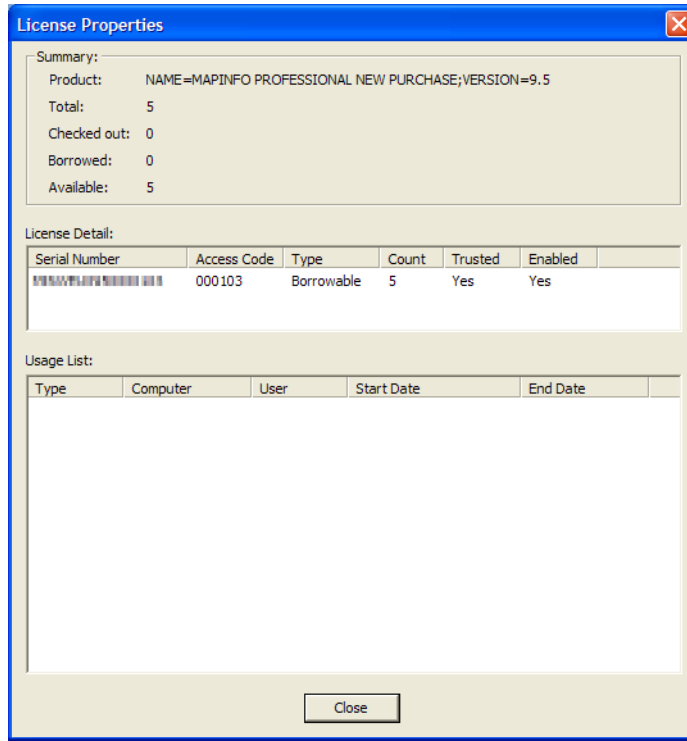
To open the License Properties for a license:

1. Select an item in the license list to highlight it.
2. Choose **License > Properties**.

The License Properties dialog box displays on the screen. The License Properties are divided into three categories:

- Summary
- License Detail
- Usage List

The next sections describe the information in each category.



Summary

The Summary section of the License Properties gives an overview of your organization's Pitney Bowes MapInfo license usage. The Summary section provides all the information that you see in the application window of the MapInfo License Server Utility, plus the number of licenses that have been checked out or borrowed.

The Summary section shows the following information:

Product

The name of the Pitney Bowes MapInfo product as it appears in the main license list.

Total

The total number of licenses that were purchased.

Checked out

The number of licenses that have been checked out.

Borrowed

The number of licenses that have been borrowed.

Available

The number of licenses available for check out.

In the License Properties example, there are a total of 5 licenses, one of which has been checked out. No licenses have been borrowed.

License Detail

The License Detail section of License Properties provides more detail about the licenses for each product. The License Detail section shows the following information:

Serial number

The serial number associated with the product's server license.

Access code

The access code associated with the product's server license.

Type

Indicates whether the license is a hybrid, activatable or concurrent license.

Count

The number of licenses associated with that activation.

Trusted

Indicates whether the license is valid and is not suspected of being tampered with. (A license that is not trusted may be disabled.)

Enabled

Indicates whether a license is enabled.

There are some circumstances where it is possible to have more than one item in this list:

- If all the licenses associated with a particular serial number and access code are not activated at the same time, you will see multiple activations using the same access code.
- If your organization purchased additional licenses for the same product, you will see multiple activations using different access codes.

Usage List

The Usage List provides information about checked out and borrowed licenses.

The Usage list shows the following information:

Type

Indicates the status type of the licence: **Checked out** or **Borrowed**.

Computer

The name of the computer from which the license is being used.

Note If the computer using the license is being remote controlled when the check out or borrow action occurs, then the name of the controlling computer will be reported.

User

Indicates the user of the checked out license. **User** information is not available for borrowed licenses.

Start Date

The date that the license was checked out. The **Start Date** is not available for borrowed licenses.

End Date

The date that the borrowed license expires. The **End Date** is not available for checked out licenses.

Transferring a License

If you want to move the MapInfo License Server to another computer, you will need to transfer your server license to Pitney Bowes MapInfo temporarily. After you install the MapInfo License Server to the other computer, you can activate the server license again.

There are two license transfer methods:

Automatic Transfer

Select this option if you have an Internet connection on the computer where the MapInfo License Server resides. Your license will be automatically transferred to Pitney Bowes MapInfo. See [Automatic Transfer on page 23](#) for instructions.

Email Transfer

Select this option 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 MapInfo. See [Email Transfer on page 24](#)

Note Before you can transfer a license to Pitney Bowes MapInfo, all borrowed licenses must be returned. To review a list of users with borrowed licenses, choose **License > Properties**.

Automatic Transfer

To perform an automatic transfer, you must have an Internet connection.

To transfer a license automatically:

1. Select the item in the license list for the product server license you want to transfer.
2. Choose **License > Transfer**. The Select Transfer Method dialog box displays on the screen.
3. Select **Automatic Transfer**, and click **Next**.
4. Do one of the following:
 - If you have one license record, go to [step 6](#).
 - If you have more than one license record for a product license, the Choose the license record to transfer dialog box displays on the screen.
5. Select the license record you want to transfer, and click **Next**.
6. A message displays asking you to confirm whether you want to transfer the license to Pitney Bowes MapInfo.
7. Click **Yes**. All activated licenses associated with the selected product are returned.

Note If there is a borrowed license against the selected product, a message will display to inform you that all borrowed licenses must be returned before you can transfer the license.

Email Transfer

Email transfer requires an email exchange with Pitney Bowes MapInfo where you create a Transfer Request file and send it to Pitney Bowes MapInfo. Pitney Bowes MapInfo processes the request and sends back a Transfer Response file. The Transfer wizard uses the information in the Transfer Response files to transfer the server license.

To transfer a server license via email:

1. Select the license you want to transfer from the license list.
2. Choose **License > Transfer**. The Select Transfer Method dialog box displays on the screen.
3. Select **Email Transfer**, and click **Next**.
4. Do one of the following:
 - If you have one license record, go to **step 6**.
 - If you have more than one license record for a product license, the Choose the license record to transfer dialog box displays on the screen.
5. Select the license record you want to transfer, and click **Next**.
6. The Specify location to save request file displays on the screen.

Select a folder in which to save the Transfer Request file. Click the **Browse** button to navigate to the desired location. Click **OK**. The selected path will appear in the box. The Transfer Request contains your serial number and access code, plus information that identifies the computer you are activating on.

7. Click **Next**. The Save this important Information dialog box displays on the screen.

This dialog box provides the information to send your Transfer Request file to Pitney Bowes MapInfo Customer Service.

The selected path will appear in the box. Note that the Transfer Request filename includes the serial number, access code, and license count for the product being activated. The email address to send the file, `activation@mapinfo.com`, is displayed in the **Email address** box.

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 MapInfo may not be able to process it and your activation will be delayed.

8. Click **OK**.

The license record that you transferred still exists, but it has been marked as disabled. Users can no longer check out or borrow against the license. The license count has also been decremented.

If you view the License Properties, you will see the license record listed, but it is marked as disabled. The disabled license record will be removed if you activate another server license for the same product.

9. Email the Transfer Request file to Pitney Bowes MapInfo at the following address:
activation@mapinfo.com
10. Pitney Bowes MapInfo Customer Service will send you an email reply confirming that the transfer was successful. You should receive this confirmation within one business day.
Note There is no Response file to process.

Refreshing the License List

When you refresh the license list, the license information is updated from the last time you started the MapInfo License Server Utility.

To refresh the license list:

- Choose **Server > Refresh**.

A progress window displays and the license list is updated.

MapInfo License Server Information

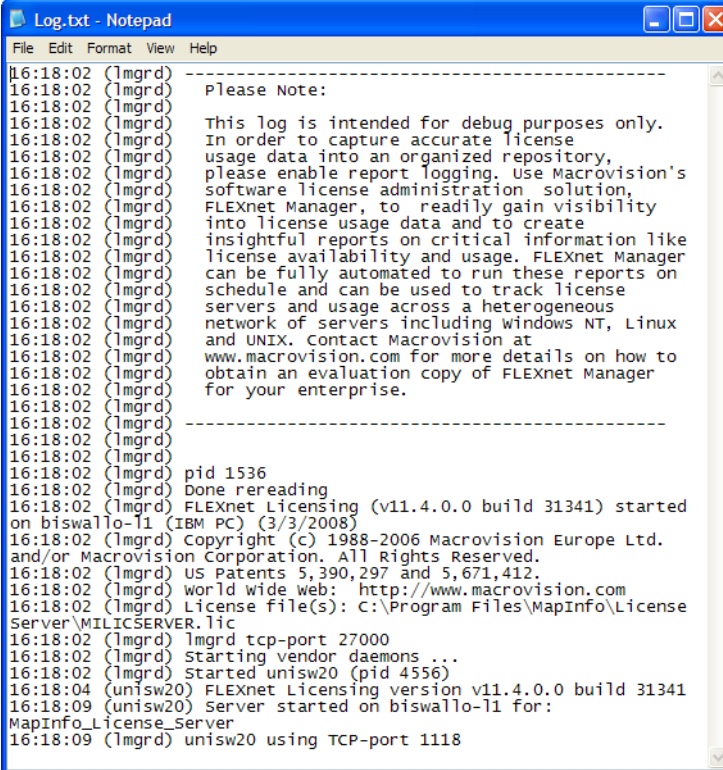
The MapInfo Licenser Server Utility enables you to view information about the MapInfo License Server using the log file. The log file is displayed in an application that is associated with a .txt file, like Notepad.

You can view the following information:

- Port number
- MapInfo License Server computer name
- Service status (started or stopped)
- Version (of Imgrd.exe)

To display the log file, perform one of the following:

- Choose **File > Open Log File**.
- Browse to the License Server Utility installation folder and open log.txt.



```
Log.txt - Notepad
File Edit Format View Help
16:18:02 (lmgrd) -----
16:18:02 (lmgrd) Please Note:
16:18:02 (lmgrd)
16:18:02 (lmgrd) This log is intended for debug purposes only.
16:18:02 (lmgrd) In order to capture accurate license
16:18:02 (lmgrd) usage data into an organized repository,
16:18:02 (lmgrd) please enable report logging. Use Macrovision's
16:18:02 (lmgrd) software license administration solution,
16:18:02 (lmgrd) FLEXnet Manager, to readily gain visibility
16:18:02 (lmgrd) into license usage data and to create
16:18:02 (lmgrd) insightful reports on critical information like
16:18:02 (lmgrd) license availability and usage. FLEXnet Manager
16:18:02 (lmgrd) can be fully automated to run these reports on
16:18:02 (lmgrd) schedule and can be used to track license
16:18:02 (lmgrd) servers and usage across a heterogeneous
16:18:02 (lmgrd) network of servers including windows NT, Linux
16:18:02 (lmgrd) and UNIX. Contact Macrovision at
16:18:02 (lmgrd) www.macrovision.com for more details on how to
16:18:02 (lmgrd) obtain an evaluation copy of FLEXnet Manager
16:18:02 (lmgrd) for your enterprise.
16:18:02 (lmgrd) -----
16:18:02 (lmgrd)
16:18:02 (lmgrd) pid 1536
16:18:02 (lmgrd) Done rereading
16:18:02 (lmgrd) FLEXnet Licensing (v11.4.0.0 build 31341) started
16:18:02 (lmgrd) on biswallo-11 (IBM PC) (3/3/2008)
16:18:02 (lmgrd) Copyright (c) 1988-2006 Macrovision Europe Ltd.
16:18:02 (lmgrd) and/or Macrovision Corporation. All Rights Reserved.
16:18:02 (lmgrd) US Patents 5,390,297 and 5,671,412.
16:18:02 (lmgrd) world wide web: http://www.macrovision.com
16:18:02 (lmgrd) License file(s): c:\Program Files\MapInfo\License
16:18:02 (lmgrd) Server\MILICSERVER.lic
16:18:02 (lmgrd) lmgrd tcp-port 27000
16:18:02 (lmgrd) Starting vendor daemons ...
16:18:02 (lmgrd) Started unismw20 (pid 4556)
16:18:04 (unismw20) FLEXnet Licensing version v11.4.0.0 build 31341
16:18:09 (unismw20) Server started on biswallo-11 for:
16:18:09 (lmgrd) unismw20 using TCP-port 1118
```