

Product Activation Quick Start Guide

ActiveImageTM 2022
PROTECTOR

Server



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Summary

The purpose of this guide is to provide ActiveImage Protector (the “product”) users with a quick reference to assist in activating the product (2022 Server). Note that the product activation process requires information that you will receive from other sources. If you encounter any problems with product activation, please refer to the support contacts provided.

For more information about the product, please refer to the webhelp at https://webhelp.actiphy.com/AIP/2022/en_US/help/ .

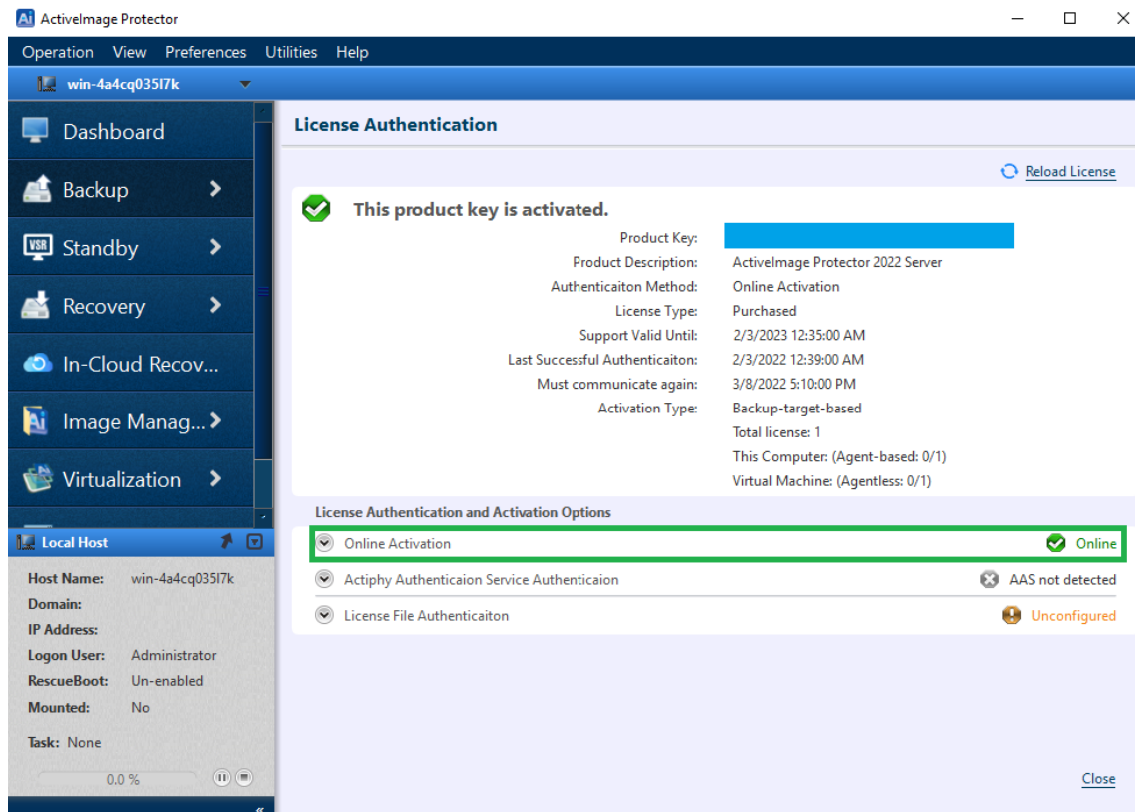
Introduction

This guide explains the steps required for activating ActiveImage Protector 2022 Server. There are 3 ways to activate the product.

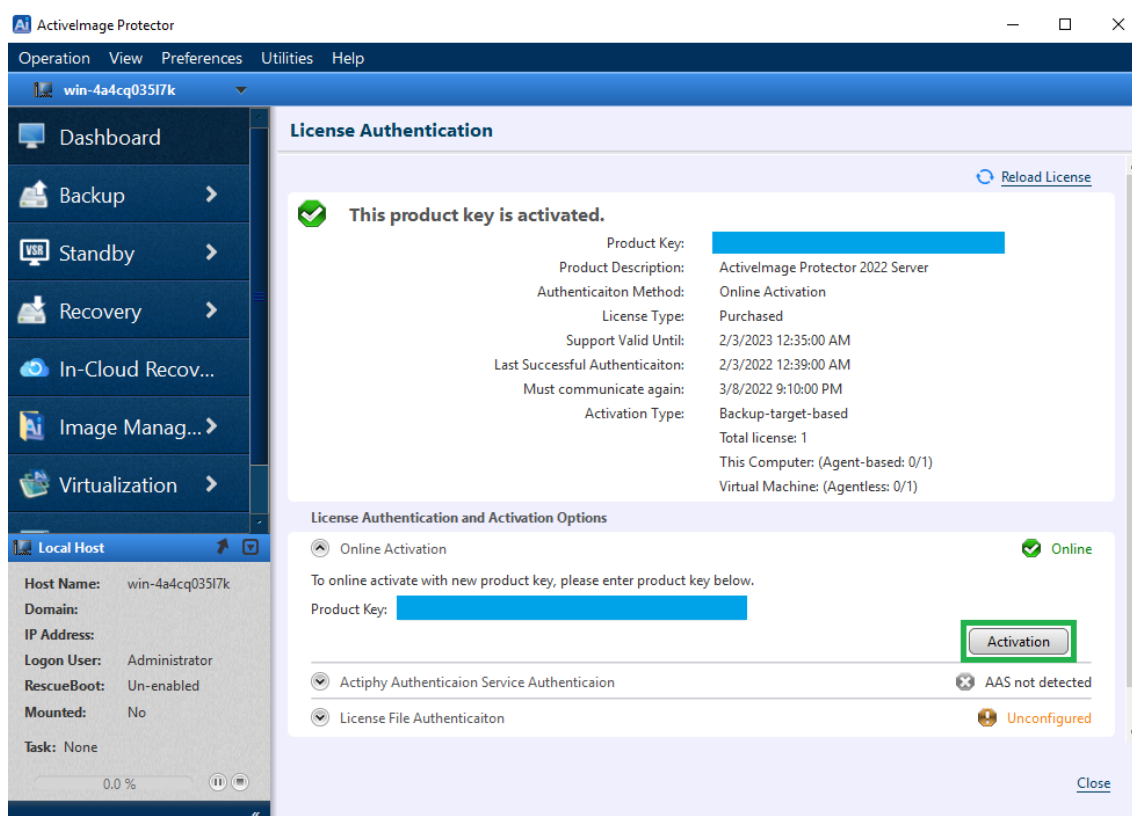
- Activate your product online
- Activate your product via AAS (offline procedure)
- Activate your product via uploading a license file (offline procedure)

1. Activate your product online

When you install the product on a machine which is connected to the internet, the product will be activated online by default after the installation. At any time, you can Go to **[Help] > [License]** to check the activation status.



When your product key has expired or has been changed, Go to **[Help] > [License] > [Online Activation]** to enter a valid product key in the Product Key text box and click the **[Activation]** button to re-activate the product online.



If online activation was unsuccessful, there are several possible reasons:

- (1). A firewall may be blocking access to the ActiImage activation server. If possible, temporarily disable your firewall and then retry the activation.
- (2). You may need to whitelist the ActiImage activation server website, if this is the case, please send an email to our distributors/resellers in your region to get the activation server information.
- (3). Your internet connection may be off-line or disconnected. If so, try again after reconnecting to the internet.

2. Activate your product via AAS

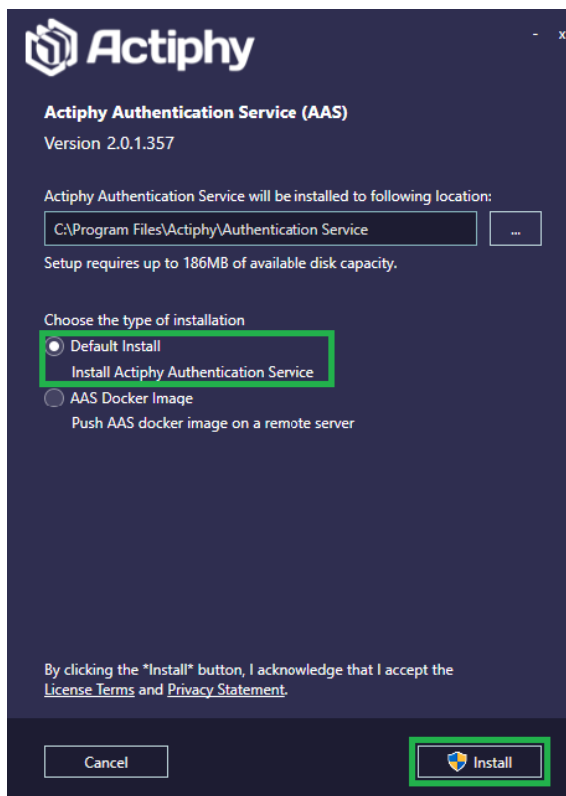
If you do not have an Internet connection available for the activation, you can perform an offline activation via Actiphy Authentication Service (AAS).

AAS is a dedicated license authentication server for Actiphy's products including Activelmage Protector. AAS can be installed on a Windows machine (Windows 10(64bit) / Windows Server 2012 R2 or later) in order to activate the product. If no Windows machine is available to install AAS, please refer to "AAS Docker Container Quick Start Guide" to install an AAS Docker on a Linux machine in order to activate the product.

>> **Step 1** Download the AAS program from the following link. Before you start installing AAS, it is important that you review the **system requirements**.

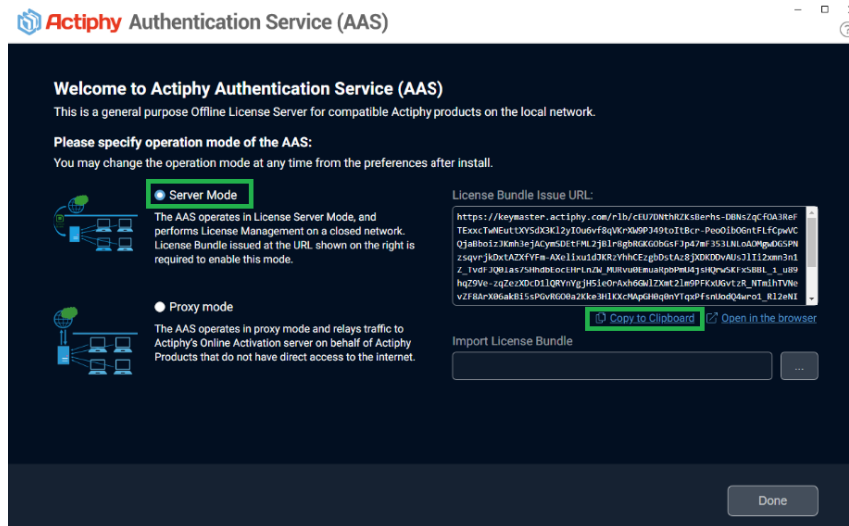
www.actiphy.com/en-us/aasprogram

>> **Step 2** Double-click on the .exe file to run the installer, select **[Default Install -Install Actiphy Authentication Service]** and click **[Install]**.



>> **Step 3** Boot AAS after the installation and select "Server Mode". The URL for obtaining the license bundle will be displayed.

Copy this URL and save it to the clipboard (or save it to a file). Then, paste the URL into the browser of a machine with an internet connection to connect to the Actiphy License Server.



>> **Step 4** Register your email address to receive the license bundle file.

Pre-requisites

Please confirm that you are human !

The screenshot shows the 'License Bundle Request Form' in a light pink-themed window. At the top, it says 'Actiphy Authentication Service (AAS)' and 'License Bundle Request Form'. Below this, it says 'Your offline license bundle will be emailed to you. Please enter your contact e-mail address:'. There is a text input field containing 'example@domain.com', which is highlighted with a green box. Below the input field, there is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. At the bottom, there is a 'Verify' button. The footer of the window says 'Copyright 2022 by Actiphy, Inc. All Rights Reserved.'

>>**Step 5** Enter the product key(s) into the frame, click **[Add Product Keys]**.

Step 1

Use Actiphy Authentication Service (AAS) to issue Offline Bundle Request URL

Step 2

To Load Additional Product Keys, enter keys below:

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>>**Step 6** Select/Input a number of licenses which you have and need to activate via AAS then click **[Allocate License]**.

Step 1

Use Actiphy Authentication Service (AAS) to issue Offline Bundle Request URL

Step 2

To Load Additional Product Keys, enter keys below:

Step 3

Select one or more Product Keys, and press bundle !

Actiphy Authentication Service (AAS)

License Bundle Request Form

Configuring for Actiphy Authentication Service

| Bundle ? | Product Key | Product Options | Licenses | Key Type | Region |
|-----------|-----------------------------------|-----------------|---------------------------|---------------|---------------|
| Available | ActiveImage Protector 2022 Server | Current: 0 / 1 | Allocate: 1 / 1 (Other 0) | Purchased Key | United States |

Use this to allocate license ↑

>>**Step 7** Select the product key(s) and click **[Bundle!]**. A pop-up message is then displayed. After confirming the message, click **[OK]**.

Step 1

Use Actiphy Authentication Service (AAS) to issue Offline Bundle Request URL

Step 2



To Load Additional Product Keys, enter keys below:


Add Product Keys

Step 3

Select one or more Product Keys, and press bundle !

Bundle !

SUPPORTED LANGUAGES:  

 **Actiphy Authentication Service (AAS)**

License Bundle Request Form
 Configuring for Actiphy Authentication Service

| Bundle ? | Product Key | Product Options | Licenses | Key Type | Region |
|---|-----------------------------------|-----------------|---|---------------|----------------------|
| <input checked="" type="checkbox"/> Available | ActiveImage Protector 2022 Server | | Current: 1 / 1 Allocate: <input type="text" value="+0"/> / 0 (Other 0) | Purchased Key | Region United States |

+ Allocate License

keymaster.actiphy.com says

This will make license allocation permanent and non-undoable without license recovery codes. Do you wish to continue ?

OK

Cancel

>> **Step 8** Click **[Download]** and the complete license bundle file will be sent to the email address specified.

Step 1

Use Actiphy Authentication Service (AAS) to issue Offline Bundle Request URL

Step 2

To Load Additional Product Keys, enter keys below:

Add Product Keys

Step 3

Select one or more Product Keys, and press bundle !

Bundle !

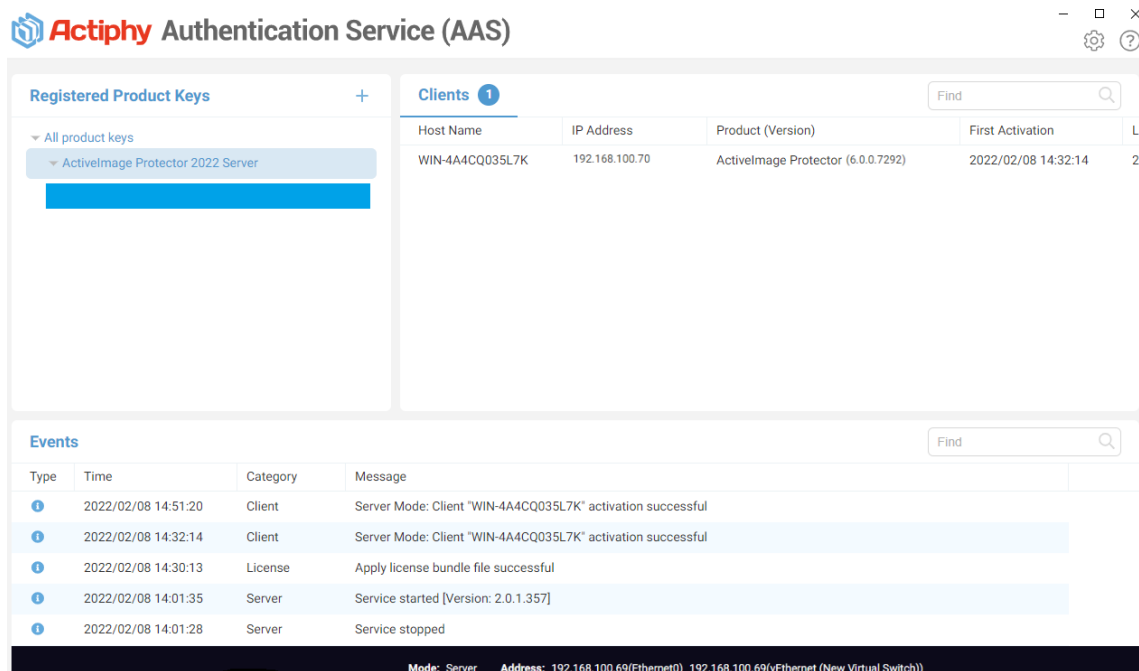
Step 4

Download License Bundle

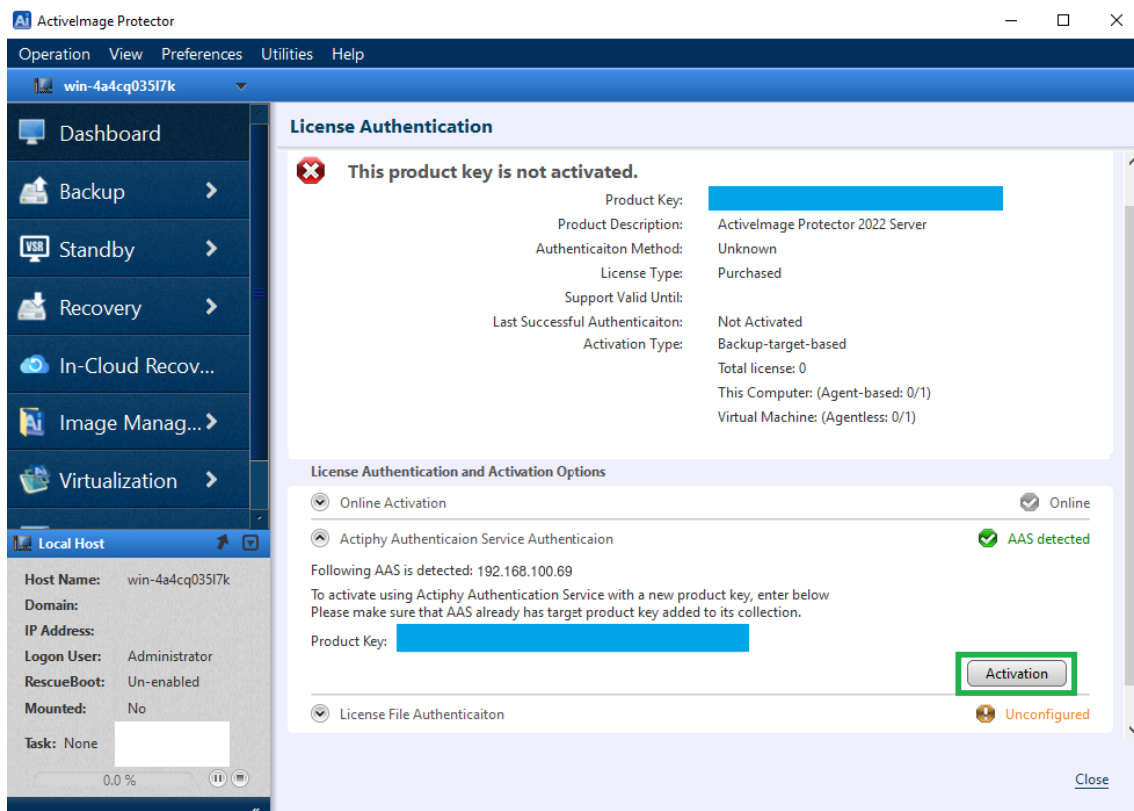
Download!

>> **Step 9** Import the bundle file received by email to AAS and click **[Done]**.

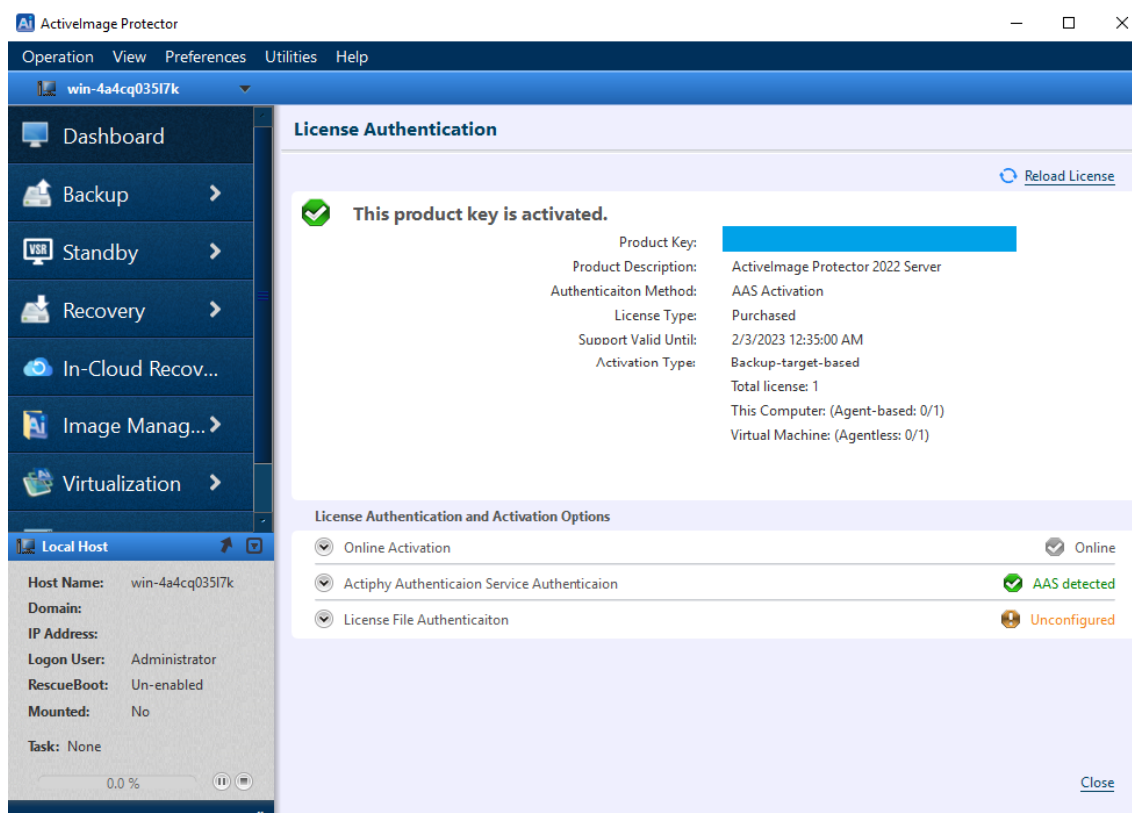
>> **Step 10** After importing the license bundle file to AAS, the license details can be confirmed through the AAS.



>> **Step 11** Go to ActivelImage Protector console **[Help] > [License]** and click **[Activation]** button shown in the "Actiphy Authentication Service Authentication" option to activate the product in the "AAS detected" section.



>> **Step 12** When the activation is successful, “This product key is activated” will be shown in the License Authentication interface of ActiveImage Protector.

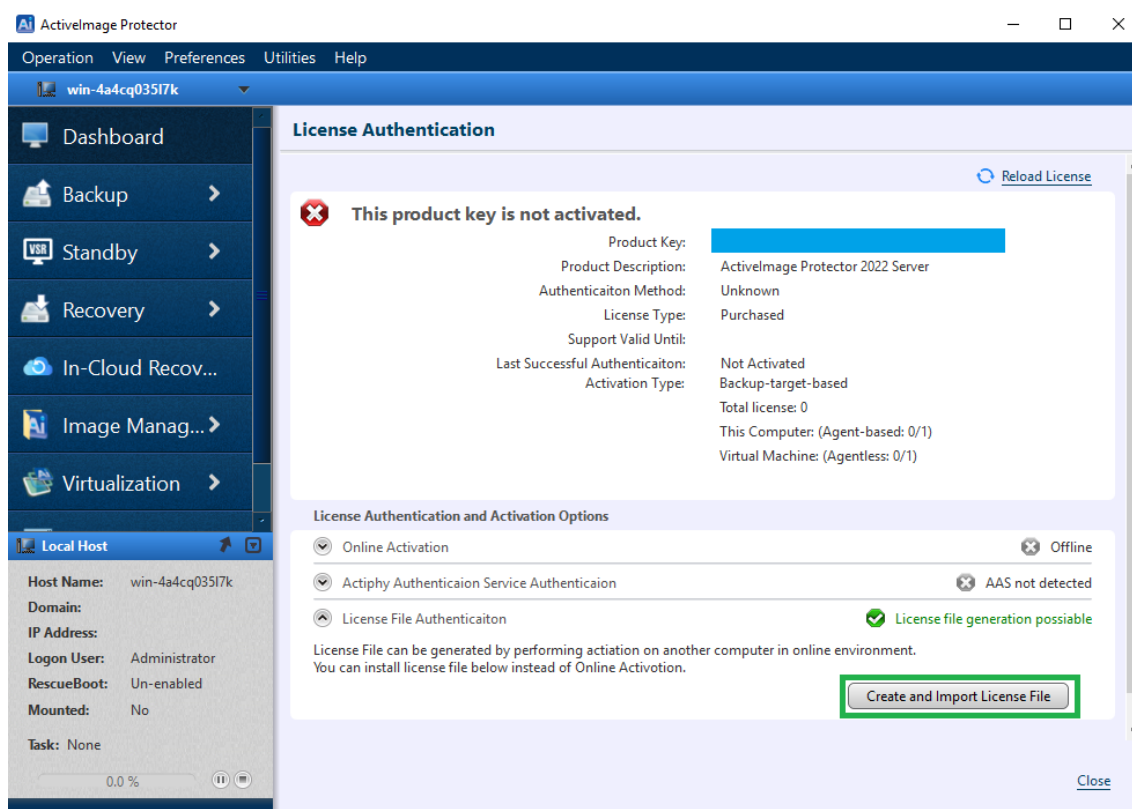


3. Activate your product via uploading a license file

If you do not have an Internet connection available for the activation, you can also perform an offline activation via uploading a license file.

Please note that the license file request URL is specific to the computers using the license file.

>> **Step 1** After installing the ActiVImage Protector 2022 Server, Go to **[Help]** > **[License]** and click **[Create and Import License File]** button shown in the License File Authentication" option.



>> **Step 2** Click [**Generate URL**] and copy it to the clipboard (or save it to a file). Then, paste the URL into the browser of a machine with an internet connection to connect to the Actiphy License Server.

Request / Import License File

Please open the license file generation URL at an Online environment. Your License File will be emailed to the email address submitted during License File request.

License Issue URL

Enter Product Key:

License File Import




Import License File:

To discontinue License File authentication, please de-register License File.

>> **Step 3** Register your email address to receive the license bundle file.

Pre-requisites

Please confirm that you are human !


Support Languages:   

ActiveImageTM 2022

PROTECTOR

License File Request Form

Your offline license file will be emailed to you.
Please enter your contact e-mail address:

☐ I'm not a robot 

Verify

>> **Step 4** License information for an installed instance of ActiveImage Protector will be displayed automatically. Set/Input the number “1” into the red box below then, click **[Allocate License]**.

NOTE : Even you have a multiple licenses, still Set/Input the number “1” into the red box below if you only want to back up this ActiveImage Protector-installed instance (machine) as only **one (1)** valid license file can be issued at a time per **single** ActiveImage Protector-installed machine. If you have multiple licenses, get a license issue URL from each ActiveImage Protector-installed machine by following the previous steps.

✂ There is **an exception** only for **ActiveImage Protector 2022 Server**. ActiveImage Protector 2022 Server offers an agentless backup feature specifically for hypervisors (VMware and Hyper-V). In order to perform an Agentless backup task of the VMs from an ActiveImage Protector-installed machine, set or input the number of VMs that are to be designated for backup. **NOTE:** Ensure that the number set to perform agentless backups is within the scope of the number of purchased license(s).

Step 1

Use ActiveImage Protector 2022 to issue License File Request URL

Step 2

To Load Additional Product Keys, enter keys below:

Add Product Keys

Step 3

Select a Product Key, and press bundle !

Bundle !

ActiveImage™ 2022 PROTECTOR

License File Request Form

Configuring for ActiveImage Protector

Enter license recovery codes Recover Unused Licenses

| Bundle? | Product Key | Product Options | Licenses | Key Type | Region |
|-----------|-----------------------------------|-----------------|--|---------------|----------------------|
| Available | ActiveImage Protector 2022 Server | | Current: 0 / 2 Allocate: 1 / 2 (Other 0) | Purchased Key | Region United States |

Use this to allocate license ↑

+ Allocate License

>> **Step 5** Select the product key(s) and click **[Bundle!]**. A pop-up message is then displayed. After confirming the message, please click **[OK]**.

Step 1

Use ActiveImage Protector 2022 to issue License File Request URL

Step 2

To Load Additional Product Keys, enter keys below:

Add Product Keys

Step 3

Select a Product Key, and press bundle !

Bundle !

ActiveImage™ 2022 PROTECTOR

License File Request Form

Configuring for ActiveImage Protector

Enter license recovery codes Recover Unused Licenses (1)

| Bundle? | Product Key | Product Options | Licenses | Key Type | Region |
|-----------|-----------------------------------|-----------------|---|---------------|----------------------|
| Available | ActiveImage Protector 2022 Server | | Current: 1 / 2 Allocate: +0 / 1 (Other 0) | Purchased Key | Region United States |

+ Allocate License

keymaster.actiphy.com says

This will make license allocation permanent and non-undoable without license recovery codes. Do you wish to continue ?



>> **Step 6** Click **[Download]** and the complete license bundle file will be sent to the email address specified.

Step 2

To Load Additional Product Keys, enter keys below:

Add Product Keys

Step 3

Select a Product Key, and press bundle !

Bundle !

Step 4

Download License Bundle

Download!

ActiveImage™ 2022
PROTECTOR

License File Request Form

Configuring for ActiveImage Protector

Last license file issued for this ActiveImage Protector: 2022-02-03 17:35:24 UTC+9

Enter license recovery codes (1) | Recover Unused Licenses

| Bundle ? | Product Key | Product | Options | Licenses | Key Type | Region |
|--|-------------|-----------------------------------|---------|--|---------------|-----------------------|
| <input checked="" type="radio"/> Bound | | ActiveImage Protector 2022 Server | | Current: 1 / 2 Allocate: <input type="text" value="0"/> / 1 (Other: 0) | Purchased Key | Region: United States |

+ Allocate License

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>> **Step 7** Go to ActiveImage Protector console **[Help] > [License]** and import the license file received by email to the "License File Import" area and click **[Register License File]**. When importing the license file successfully, a successful pop-up message will be displayed.

Request / Import License File

Please open the license file generation URL at an Online environment. Your License File will be emailed to the email address submitted during License File request.

License Issue URL

Enter Product Key:

License File Import

Import License File:

To discontinue License File authentication, please de-register License File.

Request / Import License File

Please open the license file generation URL at an Online environment. Your License File will be emailed to the email address submitted during License File request.

License Issue URL

Enter Product Key:

License File Import

Import License File:

To discontinue License File authentication, please de-register License File.

ActivImage Protector

Import License File succeeded.

>> **Step 8** When the activation is successful, “This product key is activated” will be shown in the License Authentication interface of ActiveImage Protector.

