

Product Activation Quick Start Guide

ActiveImageTM 2022
PROTECTOR

Virtual



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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 Virtual). 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 Virtual. There are 2 ways to activate the product.

- Activate your product online
- Activate your product via AAS (offline procedure)

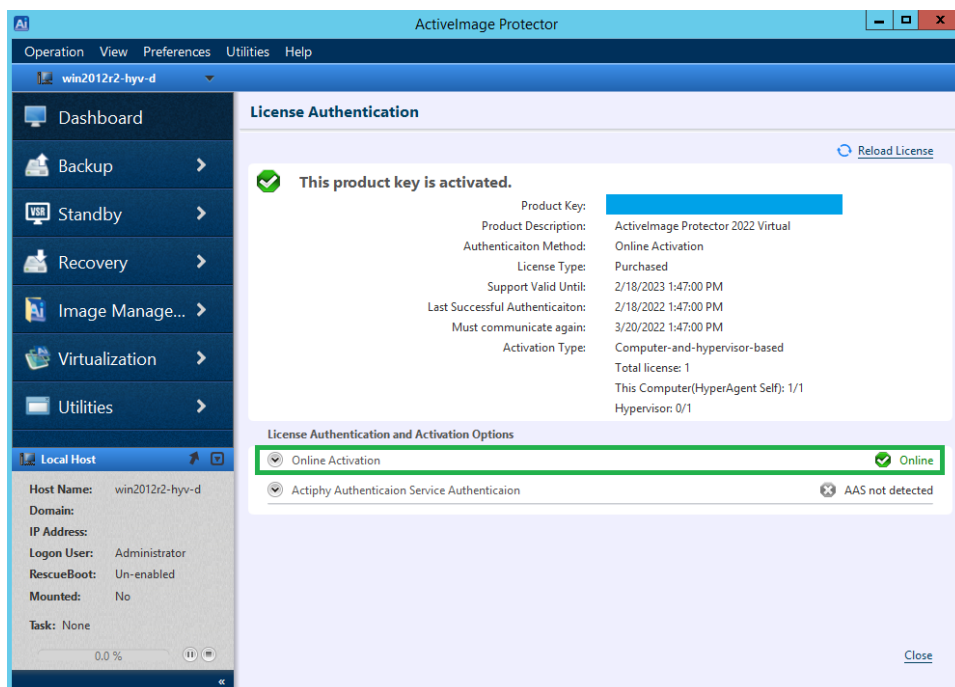
Precaution

Unlike other editions of the product, an ActiImage Protector 2022 Virtual license consists of two product keys: A HyperAgent key and Guest key. The HyperAgent key is used to install ActiImage Protector on a Windows machine (host) for Hyper-V or ESXI for agentless backup use. The Guest key is used to install ActiImage Protector on each backup target VM for agent-based backup use.

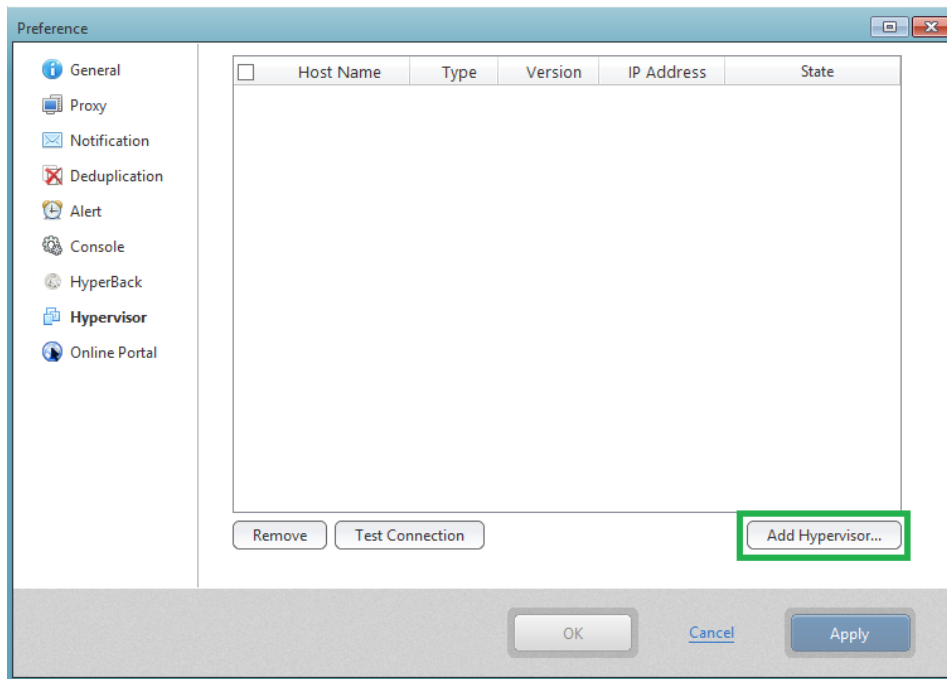
When activating the product, you first need to install ActiImage Protector with a **HyperAgent key** on a Windows machine which can access the hypervisor where the backup target VMs are running. Follow the steps below to activate the product and register the hypervisor. **Note: Even if you plan to only run agent-based backups for each target VM, registering the hypervisor is still necessary.** Then, install ActiImage Protector on each backup target VM using a Guest key to activate the product.

1. Activate your product online

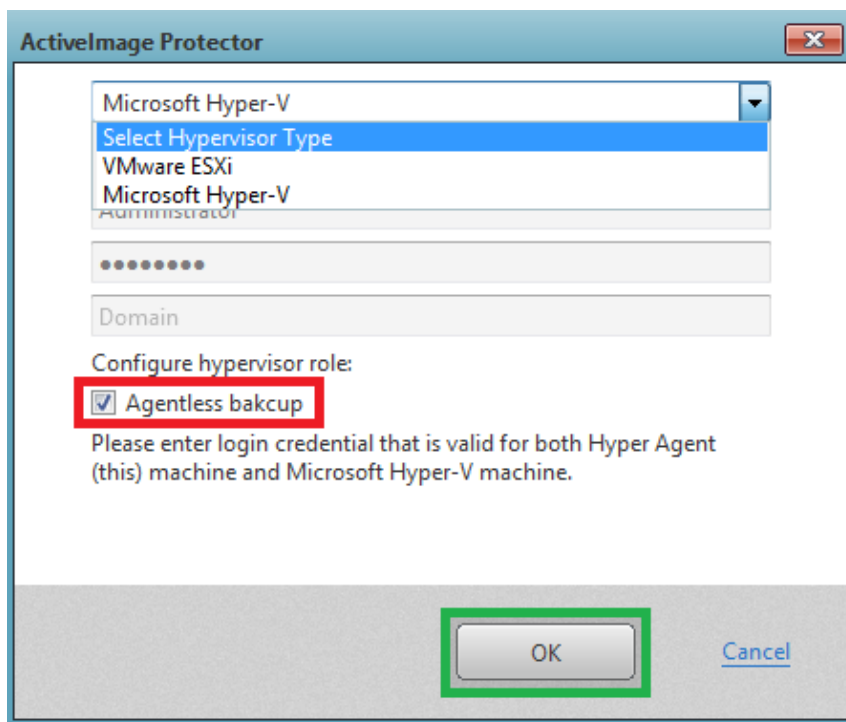
Install the product with a **HyperAgent key** on a machine which is connected to the internet and can access the hypervisor on which backup target VMs are running, the product will be activated online by default after the installation completes. To check the activation status any time, Go to **[Help] > [License]**.



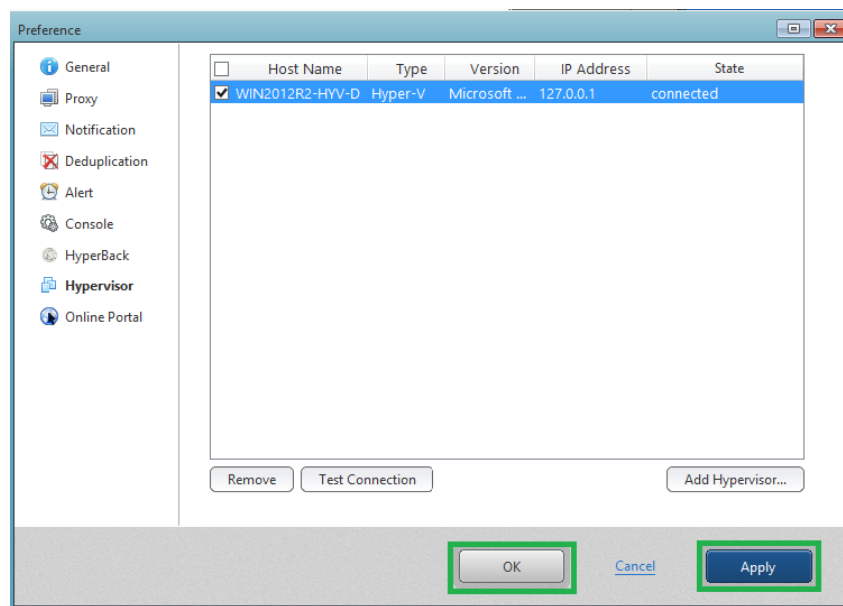
After activating the product with the HyperAgent key, please register the hypervisor. Go to **[Preferences] > [Hypervisor]**, then click **[Add hypervisor]**.



Confirm that the **[Agentless backup]** option listed in the **[Configure hypervisor role:]** is ticked, then click **[OK]**.

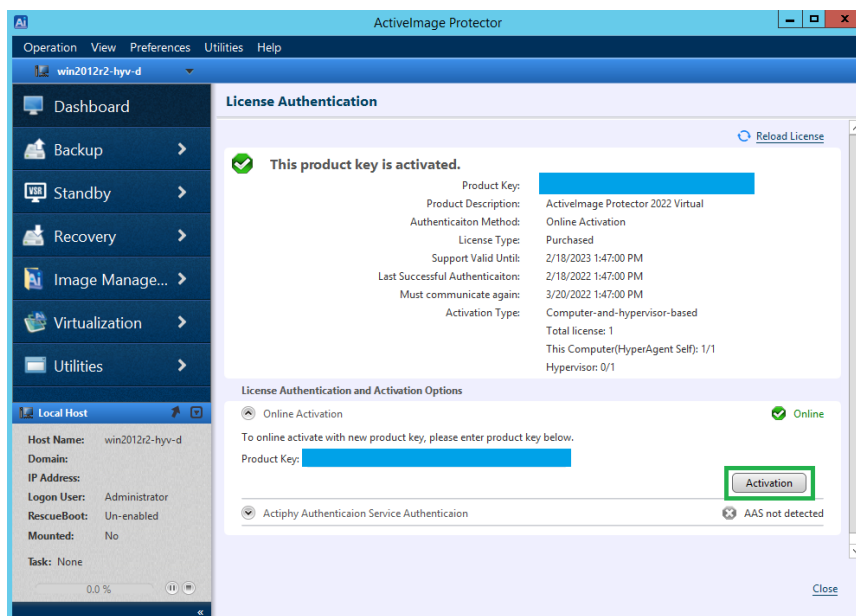


After confirming the registered hypervisor information, click **[Apply]** then **[OK]**.



After registering the hypervisor, and you would prefer to run agent-based backups, please use a **Guest key** for each of the installations on the individual VMs. The product will be activated online by default after each of the installations.

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 Actiphy activation server. If possible, temporarily disable your firewall and then retry the activation.
- (2). You may need to whitelist the Actiphy 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

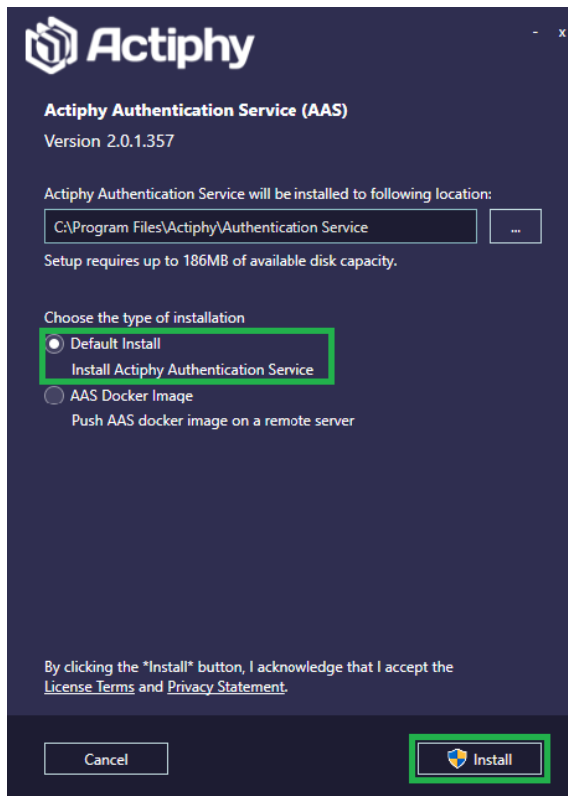
If you do not have an Internet connection available for the activation, you can perform an offline activation via Actiphy Authentication Service (AAS).

AAS is a dedicated license authentication server for Actiphy's products including ActiveImage 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 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**.

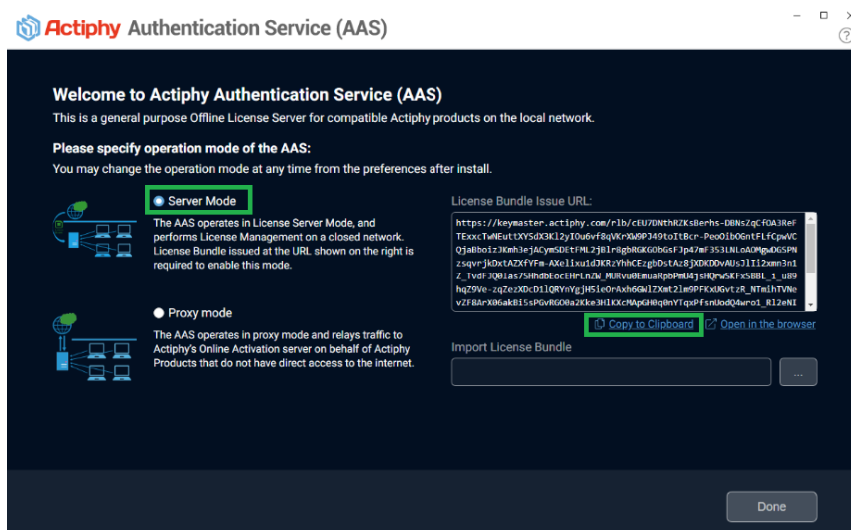
www.actiphy.com/en-us/aasprogram

>> **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.

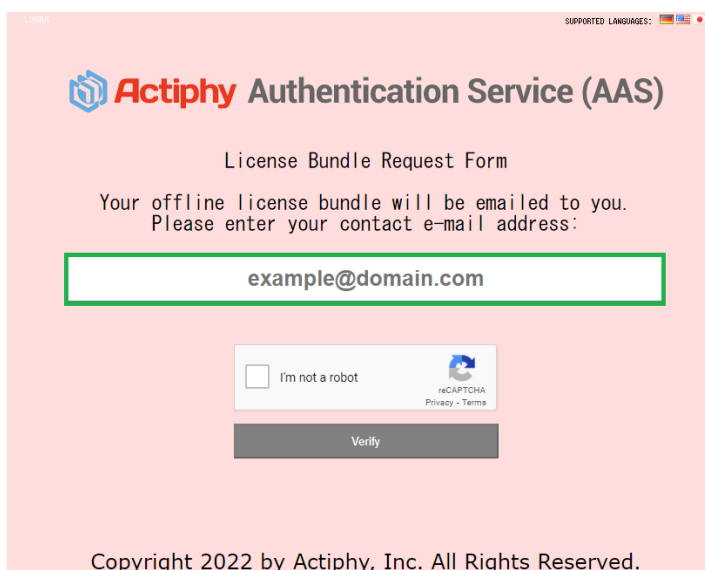
Copy this URL and save it to the clipboard (or save it to a file). Then, paste the URL into the browser of a machine with an internet connection to connect to the Actiphy License Server.



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

Pre-requisites

Please confirm that you are human !



Actiphy Authentication Service (AAS)

License Bundle Request Form

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

example@domain.com

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

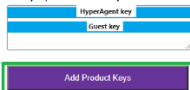
Verify

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>>**Step 5** Enter the HyperAgent key and Guest key 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:



HyperAgent key

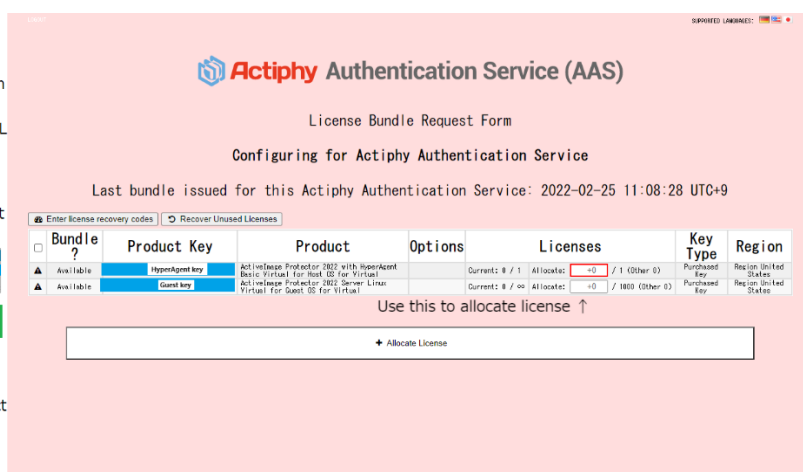
Guest key

Add Product Keys

Step 3
Select one or more Product Keys, and press bundle !



Bundle !



Actiphy Authentication Service (AAS)

License Bundle Request Form

Configuring for Actiphy Authentication Service

Last bundle issued for this Actiphy Authentication Service: 2022-02-25 11:08:28 UTC+9

Enter license recovery codes Recover Unused Licenses

Bundle ?	Product Key	Product	Options	Licenses	Key Type	Region
Available	HyperAgent key	ActiImage Protector 2022 with HyperAgent Basic Virtual for Host OS for Virtual		Current: 0 / 1 Allocated: 0 / 1 (Other 0)	Purchased Key	Region United States
Available	Guest key	ActiImage Protector 2022 Server Linux Virtual for Guest OS for Virtual		Current: 0 / 0 Allocated: 0 / 1000 (Other 0)	Purchased Key	Region United States

Use this to allocate license ↑

Allocate License

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

If you have 1 ActiImage Protector 2022 Virtual license, you can back up 1 host (hypervisor) and unlimited VMs running on the host (hypervisor). In this case, select/input "1" (HyperAgent key) and "1000" (Guest key) separately, 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 !

>>**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:

Step 3

Select one or more Product Keys, and press bundle !

keymaster.actiphy.com says

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

>> **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!

Actiphy Authentication Service (AAS)

License Bundle Request Form

Configuring for Actiphy Authentication Service

Last bundle issued for this Actiphy Authentication Service: 2022-02-25 11:08:28 UTC+9

Enter license recovery codes (2)
Recover Unused Licenses

Bundle ?	Product Key	Product	Options	Licenses	Key Type	Region
<input checked="" type="checkbox"/>	Bound	ActiLicense Protector 2022 with HyperAgent Basic Virtual for Host OS for Virtual	Current: 1 / 1	Allocate: <input type="text" value="+0"/> / 8 (Other 8)	Purchased Key	Region United States
<input checked="" type="checkbox"/>	Bound	ActiLicense Protector 2022 Server Linux Virtual for Guest OS for Virtual	Current: 1000 / ∞	Allocate: <input type="text" value="+0"/> / 1000 (Other 8)	Purchased Key	Region United States

+ Allocate License

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

Actiphy Authentication Service (AAS)

Welcome to Actiphy Authentication Service (AAS)

This is a general purpose Offline License Server for compatible Actiphy products on the local network.

Please specify operation mode of the AAS:

You may change the operation mode at any time from the preferences after install.

Server Mode

The AAS operates in License Server Mode, and performs License Management on a closed network. License Bundle issued at the URL shown on the right is required to enable this mode.

Proxy mode

The AAS operates in proxy mode and relays traffic to Actiphy's Online Activation server on behalf of Actiphy Products that do not have direct access to the internet.

License Bundle Issue URL:

https://keymaster.actiphy.com/r1b/6bfcTx0D1sgkx0Kcd_QQVdp2B6v1-139Mh7r1m33Wvt-jKVMjCPTq1C7UCJEADtvgz0JxW07FCTYNzwIDUNSTze7DUJb61vNtc20H7r12M6LjXmLshhVkb7IEtL_8aQZM07KvgxYEZayhJumb603aHdsCyEOYIARn399uQND76Cen77bKM7rsmk2LhgJKNBfLNBON250rLSC-61zAEgCNTCu05-2nW0-sZg_b3xzZf05gNM4AVjUTHXSD8TmX_AYXMI0U91qRGsvIaIU_av2YnztXm8JGocyz0JvgDnhPc6vq13UNzgyDX9g1Ed0BxJrWdXNzICSNYhxEfyI6j7w1IpJ6XW1b9bsMUp4TyhCGUEawW1st41cXKHUEKw9SPdZzKrwPBN5JHcdC9J9NH5OUKHGVRo1x5zTY51RN

[Copy to Clipboard](#) [Open in the browser](#)

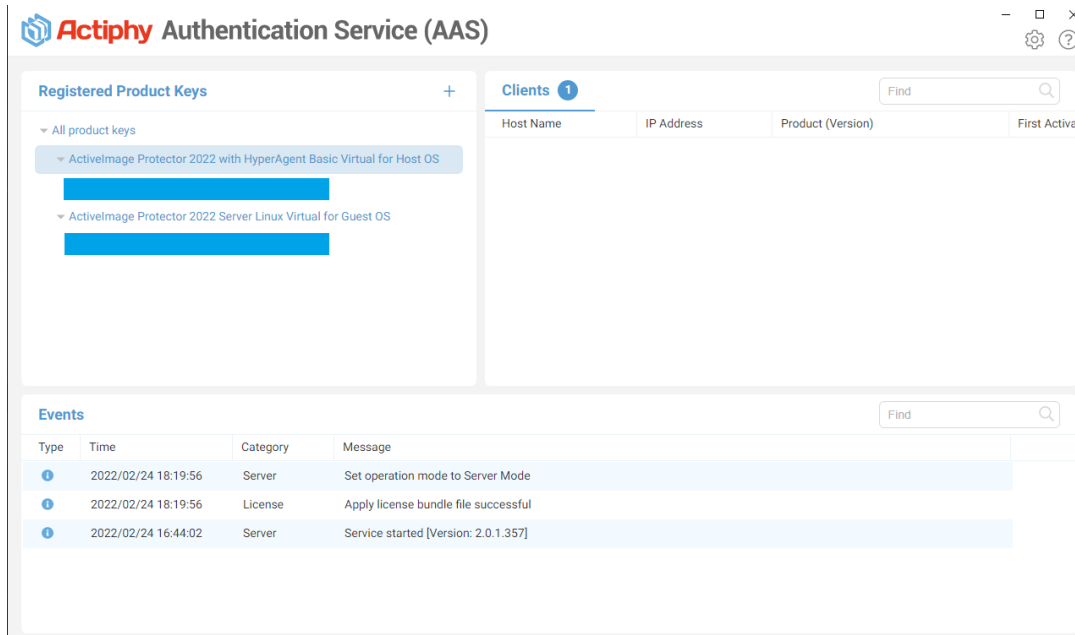
Import License Bundle

LicenseBundle.alplicensebundle (8.96 KB)

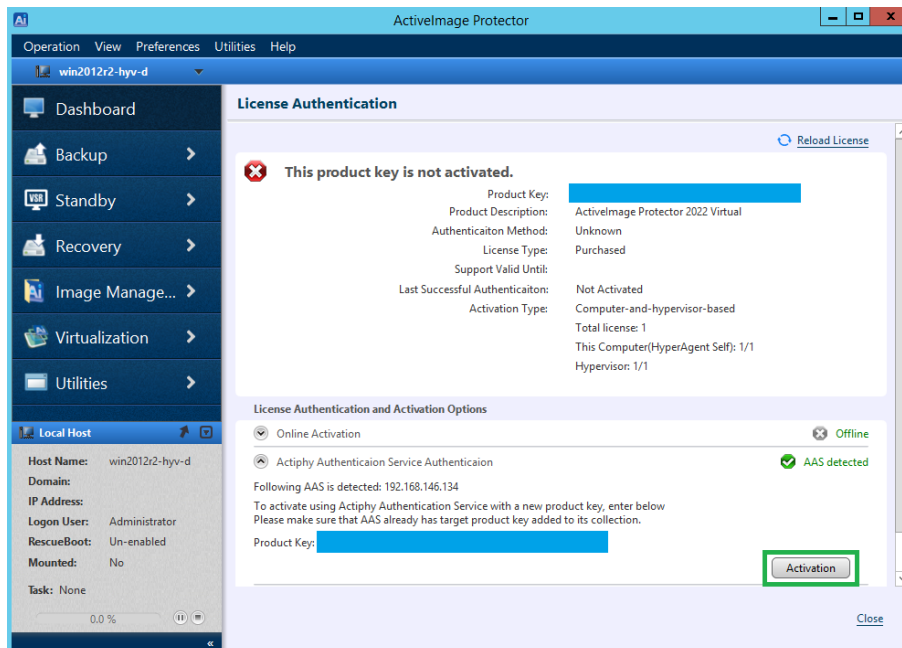
...

Done

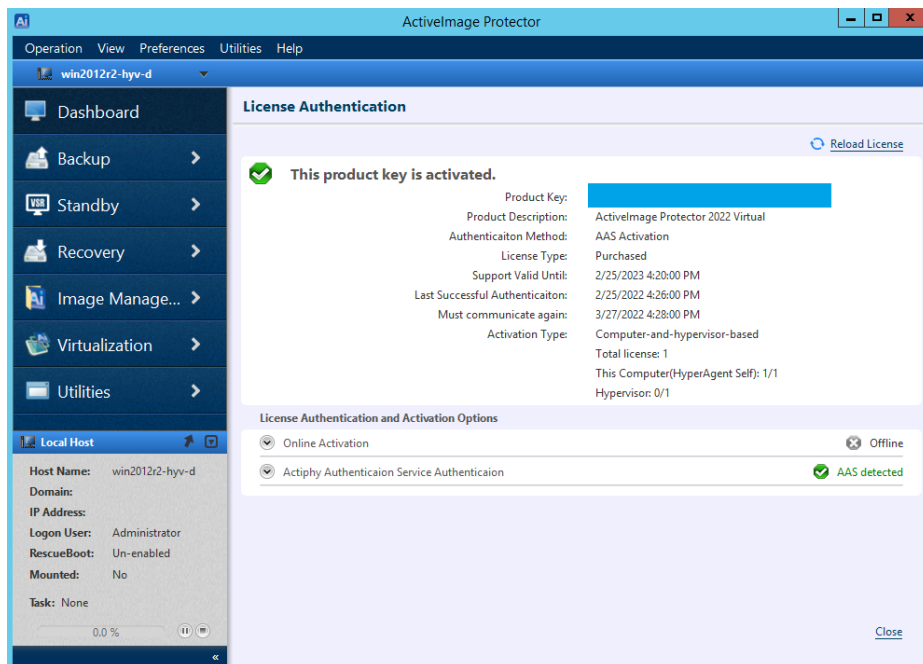
>> **Step 10** After importing the license bundle file to AAS, the license details can be confirmed through the AAS.



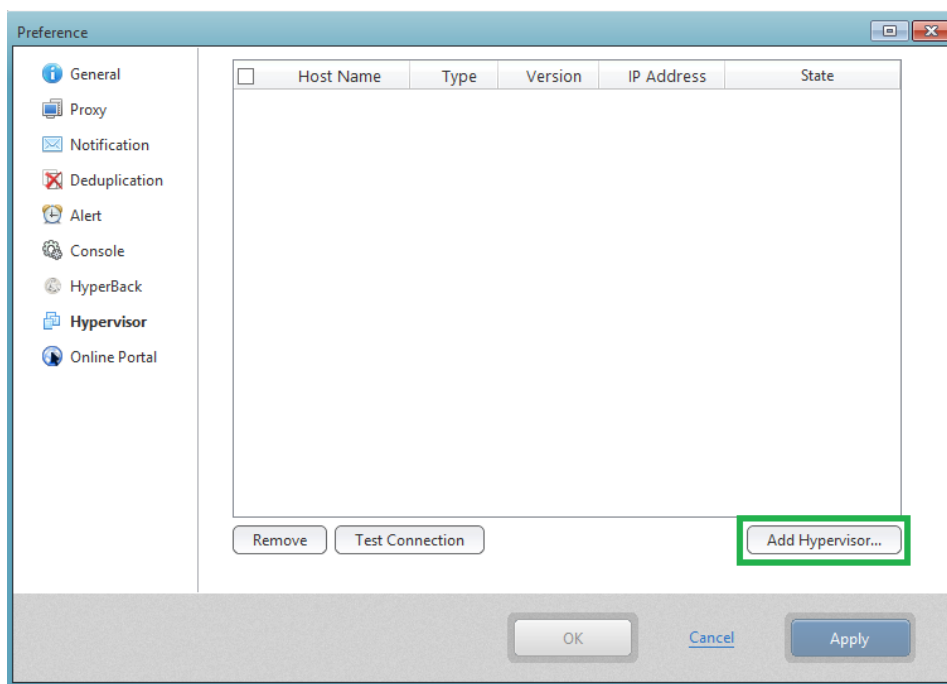
>> **Step 11** Go to ActivelImage Protector console which is installed with a HyperAgent key, **[Help]** > **[License]** and click **[Activation]** button shown in the "Actiphy Authentication Service Authentication" option to activate the product in the "AAS detected" section.



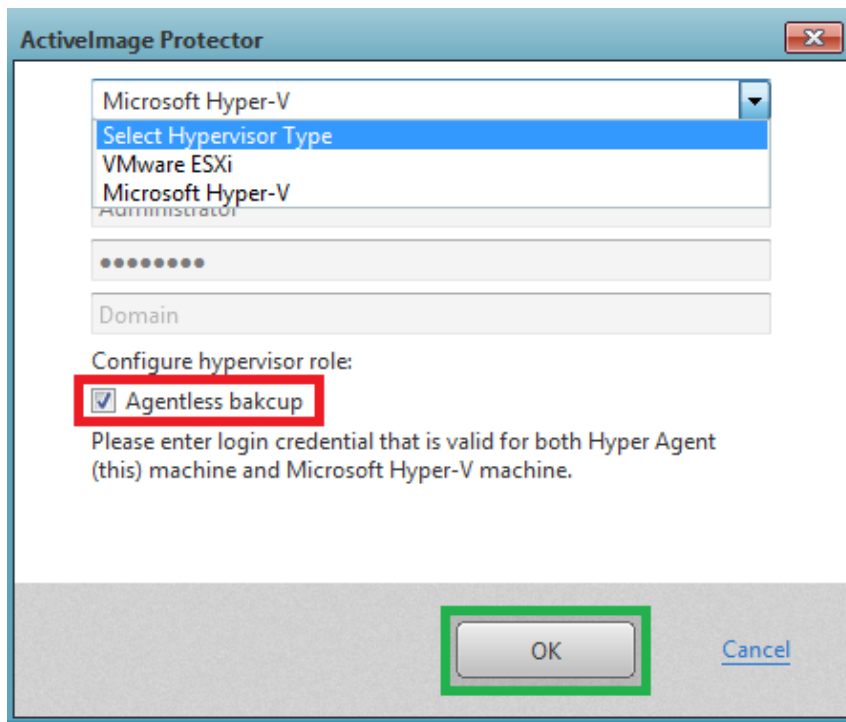
>> **Step 12** When the activation is successful, “This product key is activated” will be shown in the License Authentication interface of ActiImage Protector.



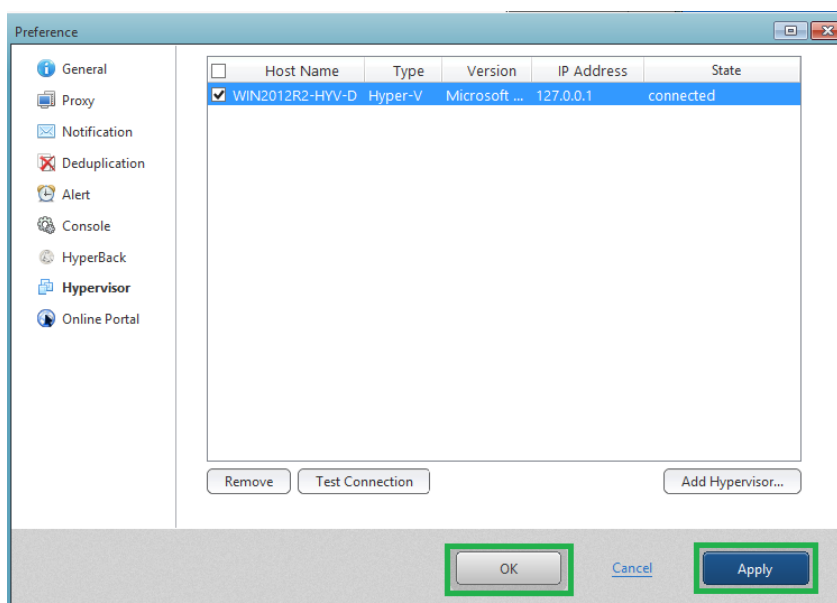
>> **Step 13** After activating the product with the HyperAgent key, please register the hypervisor. Go to **[Preferences] > [Hypervisor]**, then click **[Add hypervisor]**.



Confirm that the **[Agentless backup]** option listed in the **[Configure hypervisor role:]** is ticked, then click **[OK]**.



After confirming the registered hypervisor information, click **[Apply]** then **[OK]**.



>> **Step 14** if you would prefer to run agent-based backups, Go to ActiImage Protector console which is installed with a Guest key, **[Help] > [License]** and click **[Activation]** button shown in the “Actiphy Authentication Service Authentication” option to activate the product in the “AAS detected” section.

