



# **InstallShield 2012 Activation**

**User Guide**

# InstallShield 2012 Activation User Guide

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# Product Activation for InstallShield

Product activation confirms the authenticity of your InstallShield software. This is done to protect you from the adverse effects of pirated software. The process also verifies that InstallShield has not been activated on more machines than allowed by the InstallShield End-User License Agreement (EULA).

## Licensing Options

Two different licensing models are available for InstallShield:

- **Node-locked licensing**—With this model, the product license is tied to a specific user and machine. This model is the traditional option and the one that is most often purchased.

If you are using the node-locked type of license, it is your responsibility to maintain your license on your machine. Sharing this type of license between multiple users does not comply with the InstallShield EULA.

- **Concurrent licensing**—This model enables sharing or floating of InstallShield licenses between multiple users; it is also sometimes called *floating licensing*. Concurrent licensing can provide you with greater flexibility and cost efficiency than the traditional node-locked licensing.

If your organization purchased concurrent licenses for InstallShield, you need to [identify the license server](#) that you are using when you install InstallShield on your machine. Subsequently, every time that you start InstallShield on your machine, the server is queried to verify that the required license is available. If the license is available, you are granted access to InstallShield. No product activation is required with concurrent licensing.

To learn more about these different licensing models and determine which option best fits your requirements, contact your InstallShield sales representative.

# Overview of the Life Cycle of a Node-Locked License

The node-locked licensing model requires that you activate InstallShield on your machine. It also requires periodic reactivation, which occurs automatically in most cases. Activation and reactivation verify that InstallShield has not been activated on more machines than allowed by the InstallShield EULA. If you are using the node-locked type of license, it is your responsibility to maintain your license on your machine.

The following information describes product activation and reactivation, as well as different events that may occur for a license.

## Product Activation

After you first launch InstallShield, the activation wizard opens. The wizard guides you through a series of steps to activate InstallShield. You enter a product serial number, which is used to authenticate the InstallShield license and unlock the product. The wizard first attempts an online activation. If online activation is unsuccessful, the wizard enables you to use the offline method (activation through email).

If you do not activate InstallShield the first time that you launch it, you have a limited number of days to use it before activation is necessary. The activation wizard shows the number of days that are left in your trial period.

Sometimes activation is not successful. The most common reason is that the serial number was used to activate InstallShield on another machine. The activation wizard protects the license in this case, preventing users from activating InstallShield on more machines than allowed by the EULA.

## Product Reactivation

Once the product has been activated, reactivation is periodically required. Reactivation is the process by which an activated product is checked to verify that it is still installed according to the InstallShield EULA, and that it has not been activated on more machines than allowed.

Reactivation typically occurs automatically, without any interaction on your part. Several weeks before reactivation is required, the activation wizard sends a reactivation request for your serial number to the activation server silently (that is, without displaying any user interface). The server receives the reactivation request, and it validates the request. If the reactivation request is valid, the server automatically notifies the activation wizard about the status, enabling the wizard to reactivate InstallShield for you.

If reactivation cannot be automatically performed when needed (for example, if you do not have an Internet connection), the activation wizard is displayed when you launch InstallShield. At that point, the activation wizard lets you reactivate InstallShield using the same wizard that is used for activation. The wizard first attempts an online reactivation. If online reactivation is unsuccessful, the wizard enables you to use the offline method. The offline activation process for reactivation is the same as that for activation.

Sometimes reactivation is not successful. The most common reason is that the serial number was used to activate InstallShield on another machine. The activation wizard protects the license in this case, preventing users from activating InstallShield on more machines than allowed by the EULA.

Reactivation offers more flexibility than licensing models that do not require it. With the reactivation model that is used for InstallShield, a license is not permanently tied to a specific machine; this allows users to periodically update and replace hardware and the machines on which InstallShield is installed.



**Important:** For information on how often reactivation is required, see Knowledge Base article Q200878 (<http://support.installshield.com/kb/view.asp?articleid=Q200878>).

## Moving a License

If you obtain a new replacement machine, you can move your license from your old machine to your new machine.

In order to move your license to your new machine, you must first return your license to your account on the activation server. This process is sometimes referred to as *deactivation*. Returning the license makes it available again so that you can use your serial number for activation on a different machine. To learn how to return your license, see [Returning a License to Your Account on the Activation Server](#).

Once you have returned your license, you can use the same serial number to activate the product on your new machine.



**Important:** There is a limit to the number of times that a license can be moved. For details, see Knowledge Base article Q200878 (<http://support.installshield.com/kb/view.asp?articleid=Q200878>).

## Permanently Transferring a License

In some cases, it may be necessary to permanently transfer your license to a different user and machine in an organization. For example, if your responsibilities are changing and someone else will be creating installations in InstallShield, you may need to transfer your license to that employee. In order to transfer your license, you must first return your license to your account on the activation server. Returning the license makes it available again so that the new user can use your serial number for activation on a different machine. Note that the new user will need to activate InstallShield on their machine after they have installed it.

If a license is being permanently transferred to you, ensure that you contact your InstallShield sales or support representative and give them the updated registration information for the license. The registration information update is required in order to best serve you and to notify you about product updates and special offers.



**Important:** There is a limit to the number of times that a license can be permanently transferred. For details, see Knowledge Base article Q200878 (<http://support.installshield.com/kb/view.asp?articleid=Q200878>).

# Evaluating InstallShield Before Activating It

If you have not purchased a license for InstallShield, you can still install InstallShield and use it for a limited number of days without activating it. The activation wizard that InstallShield displays whenever you launch InstallShield in trial mode shows you how many days are left in your trial period. In addition, the About InstallShield dialog box in InstallShield shows the number of days remaining. To access the About InstallShield dialog box: On the Help menu in InstallShield, click About InstallShield.

If you do not activate InstallShield within the trial period, InstallShield will stop working when the trial period has ended. You can activate InstallShield at any time before or after the trial period has ended.

To obtain a copy of InstallShield that you can evaluate, visit the Downloads page on the InstallShield Web site (<http://www.installshield.com>).

## Purchasing an InstallShield License

You can purchase InstallShield through several methods:

- Visit the online store (<http://shop.installshield.com>), and purchase online.
- Contact your InstallShield sales representative.
- Purchase from a reseller. Visit the InstallShield Web site (<http://www.installshield.com>) for a list of resellers in your country.

When you purchase InstallShield, you receive a serial number that you can use for activation.

## Registering Your Serial Number

Registration entitles you to product updates and special offers. If you try to activate InstallShield but your serial number has not been registered, the activation wizard that is displayed when you launch InstallShield prompts you to register online.

To register your serial number, visit <http://www.installshield.com/register>.

## Activating Through the Internet

Online activation through the Internet is a quick process. Online activation occurs when you enter your serial number in the activation wizard and click the Activate button.



### **Task** *To activate InstallShield through the Internet:*

1. Launch InstallShield. Before InstallShield starts, the activation wizard opens. If you have more than 5 days left in your trial period, the wizard automatically disappears after a few seconds.  
  
If you have 5 or fewer days left in your trial period, the wizard remains, requiring you to click before you can proceed. If your trial period is not over, you can select the **Continue to Evaluate InstallShield** option and then click the **Next** button on the wizard to use InstallShield without activating it.
2. When you are ready to proceed with activation, select the **Activate or Purchase InstallShield** option in the activation wizard and then click the **Next** button. InstallShield displays a dialog that requests the serial number.
3. Enter your serial number, and then click the **Activate** button.

The activation wizard transmits the activation request to the activation server. When the server receives your activation request, it validates the request. If the activation request is valid, the server automatically transmits the activation response text to the activation wizard, which then activates InstallShield.

# Activating Through Email

If you do not have an Internet connection or if you are having problems completing the online activation process, the activation wizard gives you the option of performing offline activation through email.



## Task

### To activate InstallShield through email:

1. Attempt to [activate InstallShield through the Internet](#). If it cannot be completed, the activation wizard displays a message explaining why it could not occur.
2. Click the **Proceed with offline activation** button. The **Offline Activation** dialog opens. The **Request text** box contains your request text. The request text starts with `<?xml version`, and it ends with `</Request>`.
3. Perform one of the following steps:
  - To copy the request text to the clipboard, click the **Copy** button. Note that all of the text in the **Request text** box must be selected when you do this. The activation wizard copies the request text to your clipboard, enabling you to paste it into another application, such as Notepad. Send the request text to the email address that is provided in the activation wizard.
  - To save the request text to a text file that you can email from a different machine, click the **Save** button. The wizard lets you save the text as a .request file. Send the .request file to the email address that is displayed in the activation wizard.
  - To print the request text, click the **Print** button. The wizard uses your machine's default text editor to print the request text to your machine's default printer. Send the request text to the email address that is provided in the activation wizard.
  - To email the request text to an email address that processes the request automatically, click the **E-mail** button from the machine that is running the activation wizard. The wizard opens a new email message in your default email client. The body of the message contains the request text that the activation system needs. The To field has the email address where you should send the message. Send the message.

When you send the email message, the activation system will email to you a message with the response text automatically. If you still have time left in your trial period, you can use InstallShield while you wait for the message.

Note that the email address that is used to process the requests automatically does not handle other email. For information on obtaining assistance with the offline activation process, see [Troubleshooting Activation Issues](#).

4. When you receive the response email message and you are ready to complete the activation process, launch InstallShield to open the activation wizard.
5. Proceed to the **Offline Activation** dialog, which has a **Response text** box.
6. Copy the response text that is in the response email message to your clipboard. The response text starts with `<?xml version`, and it ends with `</Response>`. In the wizard, click the **Paste** button.



**Note:** As an alternative for step 6, you can copy the response text and paste it into a text file. Change the name of the text file to **License.response**. In the **Offline Activation** dialog, click the **Load** button, and then select the *License.response* file.

7. Click the **Activate** button.

The activation wizard activates InstallShield.



**Tip:** The aforementioned procedure is also used to perform an offline return of a license.

## Uninstalling and Reinstalling InstallShield

If you need to move your InstallShield license from one of your machines to another machine in your organization, or if you need to permanently transfer your license to a different user in your organization, you must first return your license to your account on the activation server. This process is sometimes referred to as *deactivation*. This typically occurs automatically if your machine is connected to the Internet when you uninstall InstallShield from the original machine. Returning the license makes it available again so that you can use your serial number for activation on your other machine.

In some cases, it is not possible to automatically return a license during uninstallation. For example, if your machine is not connected to the Internet when you uninstall InstallShield, your license cannot be returned. Therefore, if you want to return your license to make it available for activation on a different machine, the recommended method is to first return the license, as described in [Returning a License to Your Account on the Activation Server](#), and then uninstall InstallShield.



**Important:** Note that there is a limit to the number of times that you can return your license and then activate on another machine. For more information, see Knowledge Base article Q200878 (<http://support.installshield.com/kb/view.asp?articleid=Q200878>).

## Returning a License to Your Account on the Activation Server

If you have activated InstallShield on a machine but you no longer want it to be activated on that particular machine, you can return your license to your account on the activation server. Note that if you do this without uninstalling InstallShield, InstallShield reverts back to trial mode if any days remain in your trial period. If the trial period has ended, InstallShield will stop working.

One example of when you may want to return a license is if you want to permanently transfer your license to another machine in your organization. You can first return the license on the initial machine, and then use your serial number to activate InstallShield on a different machine.



**Task**      **To return a license to your account on the activation server:**

1. Launch InstallShield.
2. On the **Help** menu, click **About InstallShield**. The **About InstallShield** dialog box opens.
3. Click the **Return License** button.

InstallShield transmits the license return request to the activation server. When the server receives your request, it returns your license.

If the license cannot be returned—for example, if your machine is not connected to the Internet when you attempt to return the license—the activation wizard is displayed, enabling you to return your license offline (through email). The procedure is essentially the same as offline activation: you email a request code, the corresponding response text is emailed to you, and then you enter the response text in the activation wizard. For more information, see [Activating Through Email](#).



**Important:** Note that there is a limit to the number of times that you can return your license and then activate on another machine. For more information, see Knowledge Base article Q200878 (<http://support.installshield.com/kb/view.asp?articleid=Q200878>).

## Specifying the License Server for Concurrent Licenses

If your organization purchased concurrent licenses for InstallShield, your organization must first set up the license server. Once that has been done, you need to identify the license server that you are using on the machine where you install InstallShield.



**Task**      **To specify the license server:**

1. Launch InstallShield. Before InstallShield starts, the activation wizard opens.
2. Select the **Configure InstallShield to get license information from a license server** option and then click the **Next** button. InstallShield displays the **Specify License Server** dialog.
3. In the **Server** box, enter the path to the license server, or click the **Browse** button to navigate to the server.
4. If the server is not configured to use the default port, specify the server port number in the **Port** box.
5. Click the **Test Connection** hyperlink.

The wizard connects your machine with the license server.



**Tip:** For more information about the license server, see the documentation that is provided to you when you purchase your concurrent licenses.

## Troubleshooting Activation Issues

### General Troubleshooting Tips

The following tips may help you resolve issues that may occur during the activation process.

- If you try to activate InstallShield but your serial number has not been registered, the activation wizard that is displayed when you launch InstallShield prompts you to register online. To register your serial number, visit <http://www.installshield.com/register>.
- Ensure that you are entering the serial number correctly, and that it is in the format XXXXXXX-XXX-XXXXXXXXXXXX (7 characters, followed by 3 characters, followed by 10 characters).
- If you or someone in your organization previously activated InstallShield on another machine, you must first return your InstallShield license on that machine through a full uninstallation before it can be activated on the new machine. To learn more, see [Uninstalling and Reinstalling InstallShield](#).

### Activation Errors

If you encounter an activation error, see [Activation Errors](#) for help with resolving it.

For the latest troubleshooting information, see Knowledge Base article Q200867 (<http://support.installshield.com/kb/view.asp?articleid=Q200867>).

### Email Activation

If you are unable to activate InstallShield through the automatic online method, email activation is required. For more information, see [Activating Through Email](#).

### Further Assistance

For more information about activating InstallShield, visit <http://support.installshield.com>.

If you have tried all of the aforementioned suggestions and you still have not been able to activate InstallShield, contact InstallShield Support at [installshieldsupport@installshield.com](mailto:installshieldsupport@installshield.com). For activation help in Japanese, contact [offlineactivations-japan@installshield.com](mailto:offlineactivations-japan@installshield.com).

## Activation Errors

The following table contains tips on how to resolve errors that may occur when your try to activate InstallShield.



**Tip:** For the latest troubleshooting information for InstallShield 2012, see Knowledge Base article Q200867 (<http://support.installshield.com/kb/view.asp?articleid=Q200867>).

**Table 1-1:** Activation Errors



Error Number	Description	Troubleshooting Information
20653	The number of activations allowed for this account has been exceeded.	<p>The InstallShield end-user license agreement allows you to install and activate InstallShield a limited number of times. This error occurs if that limit has been exceeded.</p> <p>To resolve this error, try one of the following solutions:</p> <ul style="list-style-type: none"> <li>• Uninstall InstallShield on one machine; doing so returns your license to your account on the activation server, allowing you to activate on a different machine.</li> <li>• Contact your InstallShield sales representative to purchase an additional InstallShield license, or to purchase concurrent licensing.</li> <li>• Ensure that no one else in your organization is already using the same serial number for their activated copy of InstallShield.</li> </ul> <p> <b>Important:</b> For details such as how many times and how often you can activate InstallShield, see Knowledge Base article Q200878 (<a href="http://support.installshield.com/kb/view.asp?articleid=Q200878">http://support.installshield.com/kb/view.asp?articleid=Q200878</a>).</p>
20660	The Serial Number that you entered has been disabled.	<p>The serial number that you entered has been disabled. One example of when this may occur is if you returned your copy of InstallShield and then later tried to use your serial number to activate InstallShield.</p> <p>If you encounter this error, ensure that you entered the serial number correctly. If you did enter it correctly, contact Support at <a href="mailto:installshieldsupport@installshield.com">installshieldsupport@installshield.com</a> (for help in English) or <a href="mailto:offlineactivations-japan@installshield.com">offlineactivations-japan@installshield.com</a> (for help in Japanese) so that they can re-enable your serial number if it is allowed. Once the serial number has been re-enabled, you can proceed with activation.</p>
20661	The serial number you purchased requires product registration prior to serial number activation.	<p>If you try to activate InstallShield but your serial number has not been registered, the activation wizard that is displayed when you launch InstallShield prompts you to register online.</p> <p>To register your serial number, visit <a href="http://www.installshield.com/register">http://www.installshield.com/register</a>.</p> <p>If you did not purchase InstallShield through a reseller, ensure that you entered the serial number correctly.</p>

Table 1-1: Activation Errors

Error Number	Description	Troubleshooting Information
20676	The license has been transferred between computers more times than is allowed.	<p>There is a limit to the number of times that you can transfer your InstallShield license from one machine to another in your organization. This error occurs if that limit has been exceeded.</p> <p>To resolve this error, contact your InstallShield sales representative to purchase an additional InstallShield license, or to purchase concurrent licensing.</p>  <p><b>Important:</b> For details on the number of times that you can transfer your license, see Knowledge Base article Q200878 (<a href="http://support.installshield.com/kb/view.asp?articleid=Q200878">http://support.installshield.com/kb/view.asp?articleid=Q200878</a>).</p>
50020	The response text you entered is invalid.	<p>This error occurs if you are attempting offline (email) activation and the response text that you entered in the activation wizard is incorrect. Ensure that you correctly entered the response text. The response text starts with the following string:</p> <pre>&lt;?xml version</pre> <p>The following string marks the end of the response text:</p> <pre>&lt;/Response&gt;</pre>
50040	An unexpected error occurred.	<p>This error may occur if an online activation attempt fails. For example, if your machine does not have an Internet connection, online activation cannot occur.</p> <p>If you do not have an Internet connection or if you are having problems completing the online activation process, the activation wizard gives you the option of performing offline activation through email. For information on how to activate offline through email, see <a href="#">Activating Through Email</a>.</p>

## Activation FAQs

Following are frequently asked questions and answers about the activation process for InstallShield.

### Questions

- [What is product activation?](#)
- [What happens during activation?](#)
- [What is product reactivation?](#)
- [What happens during reactivation?](#)
- [How do activation and reactivation work?](#)

- What information is required for activation and reactivation?
- Does activation affect my software or my computer?
- How do I activate InstallShield?
- How long does it take to activate InstallShield?
- How soon must I activate InstallShield?
- Can I install InstallShield without activating it?
- What happens if I do not activate InstallShield?
- How can I obtain a serial number for activation?
- What is the difference between product activation and product registration?
- Can I uninstall my copy of InstallShield on one machine and reinstall it on my other machine?
- What if I upgrade or get a new machine, and I forget to return my license on my old machine?
- Can I share my copy of InstallShield with others?
- Will I be able to reinstall and reactivate InstallShield if my hard drive crashes?
- Do I always need to be online to use InstallShield?
- What does Flexera Software do with the InstallShield activation information?

## Answers

### ***What is product activation?***

Product activation is a quick and anonymous process that confirms the authenticity of your software. This is done to protect you from the adverse effects of pirated software. The process also verifies that InstallShield has not been activated on more machines than allowed by the InstallShield End-User License Agreement (EULA).

After you first launch InstallShield, the activation wizard opens. After a few seconds, the activation wizard disappears if you have not clicked on it, and InstallShield is launched as a trial product. If you want to activate InstallShield right away, you can select the Activate or Purchase InstallShield option, and then click the Next button. The wizard guides you through the activation process, and in seconds, InstallShield is activated.

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### ***What happens during activation?***

You go through a series of easy steps to activate InstallShield, usually through the Internet (or offline, through email). You enter a product serial number, which is used to authenticate the InstallShield license, thus unlocking the product. The entire process takes only a few seconds.

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### **What is product reactivation?**

Product reactivation is the process by which an activated product is checked to verify that it is still installed according to the InstallShield EULA, and that it has not been activated on more machines than allowed.

Reactivation is required on each machine on which InstallShield has been successfully installed and activated. Reactivation must occur a certain number of months after the last activation or reactivation occurred; otherwise, InstallShield stops working.

Reactivation offers more flexibility than licensing models that do not require it. With the reactivation model that is used for InstallShield, a license is not permanently tied to a specific machine; this allows users to periodically update and replace hardware and the machines on which InstallShield is installed.



**Important:** For specific time frames and other details on reactivation, see Knowledge Base article Q200878 (<http://support.installshield.com/kb/view.asp?articleid=Q200878>).

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### **What happens during reactivation?**

Reactivation typically occurs automatically, without any interaction on your part. Several weeks before reactivation is required, the activation wizard sends a reactivation request for your serial number to the activation server silently (that is, without displaying any user interface). The server receives the reactivation request, and it validates the request. If the reactivation request is successful, the server automatically notifies the activation wizard about the status, enabling the wizard to reactivate InstallShield for you.

If reactivation cannot be automatically performed when needed (for example, if you do not have an Internet connection), the activation wizard is displayed when you launch InstallShield. At that point, the activation wizard lets you reactivate InstallShield using the same wizard that is used for activation. The wizard first attempts an online reactivation. If online reactivation is unsuccessful, the wizard enables you to use the offline method.



**Important:** For information on how often reactivation is required, see Knowledge Base article Q200878 (<http://support.installshield.com/kb/view.asp?articleid=Q200878>).

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### **How do activation and reactivation work?**

For an explanation, see [Overview of the Life Cycle of a Node-Locked License](#).

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### **What information is required for activation and reactivation?**

Activation and reactivation require your InstallShield serial number. No personal information is needed.

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### **Does activation affect my software or my computer?**

No. Activation has no effect on the performance of your computer or software.

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### ***How do I activate InstallShield?***

After purchasing InstallShield (and subsequently receiving your serial number), you simply enter the serial number in the designated field that is displayed in the activation wizard when you launch InstallShield, and then click the Activate button.

Typically, activation is completed in just a few seconds through the Internet (online activation). In some cases, offline activation is required. If so, this is accomplished through email. Email activation requires you to send an email message (which is autogenerated by the activation wizard) to the activation system. This email message contains your serial number and the activation request text. Using this information, the activation system automatically verifies that the product's license and serial number are valid, unlocks your product for use, and sends you an email message that contains the activation response text. The next time you launch InstallShield, the activation wizard prompts you for the activation response text. You can paste the activation response text into the wizard, and click the Activate button. Then InstallShield is activated on your machine.

Note that the email address that is used to process the requests automatically does not handle other email. For information on obtaining assistance with the offline activation process, see [Troubleshooting Activation Issues](#).

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### ***How long does it take to activate InstallShield?***

Internet activation (online activation) typically takes seconds to complete. It is dependent on the type of Internet technology that you are using. The amount of data being transmitted is very small, so high-speed connections are not required.

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### ***How soon must I activate InstallShield?***

You have a limited number of days to activate InstallShield after the first launch. The activation wizard shows the number of days that are left in your trial period. The activation wizard is displayed every time that you launch InstallShield during the trial period (before you have activated InstallShield). In addition, the About InstallShield dialog box in InstallShield shows the number of days remaining. To access the About InstallShield dialog box: On the Help menu in InstallShield, click About InstallShield.

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### ***Can I install InstallShield without activating it?***

Yes. After installation, you can use InstallShield for a limited number of days without activating it. After that trial period has ended, you need to activate InstallShield in order to use it.

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### ***What happens if I do not activate InstallShield?***

InstallShield will stop working at the end of the trial period if you do not activate it.

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### ***How can I obtain a serial number for activation?***

If you purchased and downloaded InstallShield from the InstallShield online store, you should have received your serial number through email. If you purchased a physical copy, your serial number is located on the adhesive label on the back of your InstallShield CD or DVD case. If you cannot find your serial number, contact your InstallShield sales representative.

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### ***What is the difference between product activation and product registration?***

Product activation is a mandatory, anonymous process that verifies the serial number for your copy of InstallShield. Product registration is a process that entitles you to product updates and special offers.

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### ***Can I uninstall my copy of InstallShield on one machine and reinstall it on my other machine?***

Yes. The recommended method is to first return your license on the current machine and install the product on a new machine. Once you have installed it on the new machine, you must activate InstallShield on the new machine.

For more information, see [Returning a License to Your Account on the Activation Server](#).

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### ***What if I upgrade or get a new machine, and I forget to return my license on my old machine?***

If you are planning to upgrade or get a new machine, it is important that you first return your license. If you do not do this, your account on the activation server still reflects that your license is activated on your old machine. As a result, when you install the product on your new machine, you will not be able to activate it, and you will need to contact InstallShield Support. If this situation has occurred frequently, you may be denied another activation.

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### ***Can I share my copy of InstallShield with others?***

No, InstallShield should not be shared with other users. Do not share the serial number that you used for activation, since it is required to reactivate your product.

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### ***Will I be able to reinstall and reactivate InstallShield if my hard drive crashes?***

Yes. However, in most cases, the InstallShield license will still be activated. If you attempt to reactivate but it fails, visit <http://support.installshield.com> to report the problem, or contact Support at [installshieldsupport@installshield.com](mailto:installshieldsupport@installshield.com) (for help in English) or [offlineactivations-japan@installshield.com](mailto:offlineactivations-japan@installshield.com) (for help in Japanese).

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### ***Do I always need to be online to use InstallShield?***

Once you have activated InstallShield, you do not need to be online to use it. When InstallShield needs to be reactivated, the activation wizard attempts to reactivate silently (that is, without displaying any user interface). If your machine does not have an Internet connection when reactivation is attempted, the activation wizard is displayed, allowing you to perform an offline (email) reactivation.

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**What does Flexera Software do with the InstallShield activation information?**

The information that is used to activate InstallShield is used within the capacity outlined by the InstallShield End-User License Agreement (EULA). For additional information, review the privacy policy on the InstallShield Web site (<http://www.installshield.com>).

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