

# How to Get Your Permanent License

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## 1 Introduction

After purchase of TESSY, the customer is entitled for a TESSY permanent license.

However, the permanent license cannot be delivered automatically to the customer, because the “Registration Information” of the computer the customer wants to run the TESSY license server on cannot be known in advance.

The customer needs to take action to get his permanent license!

## 2 Prerequisite: Contact Person

Hitex needs to know the contact data of a person responsible for TESSY at the customer’s site.

The contact person will get

- an e-mail that starts the licensing process
- access to the Support & Download Area for TESSY at Hitex
- the maintenance contract for TESSY
- in the future: information about updates for TESSY and similar information

Usually Hitex learns the contact data of this person during the sales process. If not, the contact data should be determined prior to the start of the licensing process. Otherwise, the initial e-mail (see below) cannot be send to the customer directly and the customer does not get the access information to the Support & Download Area for TESSY at Hitex immediately.

The minimal required contact information is:

- Name of company

- Name of person responsible for TESSY
- Address of company resp. person
- E-mail address of the responsible person. This shall be a company e-mail address and not an e-mail address like gmail and gmx.

### 3 Electronic Delivery: Initial E-Mail

To deliver TESSY and to start the licensing process, the person responsible for TESSY at the customer's site gets an e-mail from Hitex containing:

- The access information to the Support & Download Area for TESSY at Hitex.
- Link to the Support & Download Area for TESSY at Hitex.
- The Hitex Order Number

For details on the Hitex Order Number and the Support & Download Area for TESSY at Hitex please see the respective sections below.

### 4 Request Your Permanent License

To request your permanent license, the customer needs to write an e-mail to either

- the local distributor for TESSY

or

- Hitex ([sales@hitex.de](mailto:sales@hitex.de))

or

- Razorcat, the manufacturer of TESSY ([support@razorcat.com](mailto:support@razorcat.com))

providing

(1) the **Registration Information** of the planned TESSY license server

(2) the **Hitex Order Number**

### 5 What Is The Hitex Order Number?

The Hitex Order Number (Auftragsnummer) serves for identification purposes when requesting a license. The Hitex Order Number is like a voucher. It indicates also how many licenses the customer is entitled for. This may be important if the customer has purchased several licenses some time ago and did not request them immediately.

The Hitex Order Number consists of the two characters „VA“, followed by a six-digit number, e.g. „VA123456“.

In case of **electronic delivery** (i.e. delivery by e-mail), you will find the Hitex Order Number (Auftragsnummer) in the delivering e-mail.

In case of **physical delivery**, you will find the Hitex Order Number on the delivery note from Hitex.

<b>Delivery Note LDT005753</b>		<b>Lieferschein LDT005816</b>	
Order No.	VA003931	Auftragsnummer	VA003882
Customer No.:	D00107	Kundennr.:	D20236
Your Order-No.	36010012	Ihre Bestell-Nr.	BE-0018814

Fig.: Hitex Order Number / Auftragsnummer on the delivery note by Hitex

## 6 How to Determine the Registration Information?

### 6.1 Install Floating License Server

There is only one variant of the TESSY Floating License Server (FLS) both for node-locked and for floating licenses.

You need to install the FLS on your planned server computer and run it there to determine the registration information.

The FLS is available as standalone installation program (tessy3x\_flsd.exe) and the FLS is also included in the standard distribution of the TESSY software.

The FLS (and the standard distribution of the TESSY software) is available for download from the web, either from

the Support & Download Area for Tessy at Hitex (see below)

or from

[www.hitex.com/tessy](http://www.hitex.com/tessy) (registration required)

or from

[www.razorcat.com](http://www.razorcat.com) > Downloads

(You may also use the distribution media from Hitex (CD-ROM) for Tessy. The distribution media includes also the standalone installation program of the FLS.)

If a node-locked license of TESSY shall be used, the FLS needs to be installed on the same computer as the TESSY software. In this case you should use the standard distribution of TESSY to install both TESSY and the FLS.

If a floating license of TESSY shall be used, the FLS can be installed separately on a computer ("server"), which is usually different to the computer on which the TESSY software is installed and used ("workstation"). In this case you should use the standalone installation program of the FLS to install only the FLS on the server. Please make sure that you select an appropriate computer as server computer.

Licenses for for the latest version of TESSY are also valid for earlier versions.

## 6.2 Determine Registration Information

After installation of the FLS, start the TESSY Floating License Manager (from the Windows start menu). In the TESSY Floating License Manager, use

License > Request ...

to obtain the Registration Information.

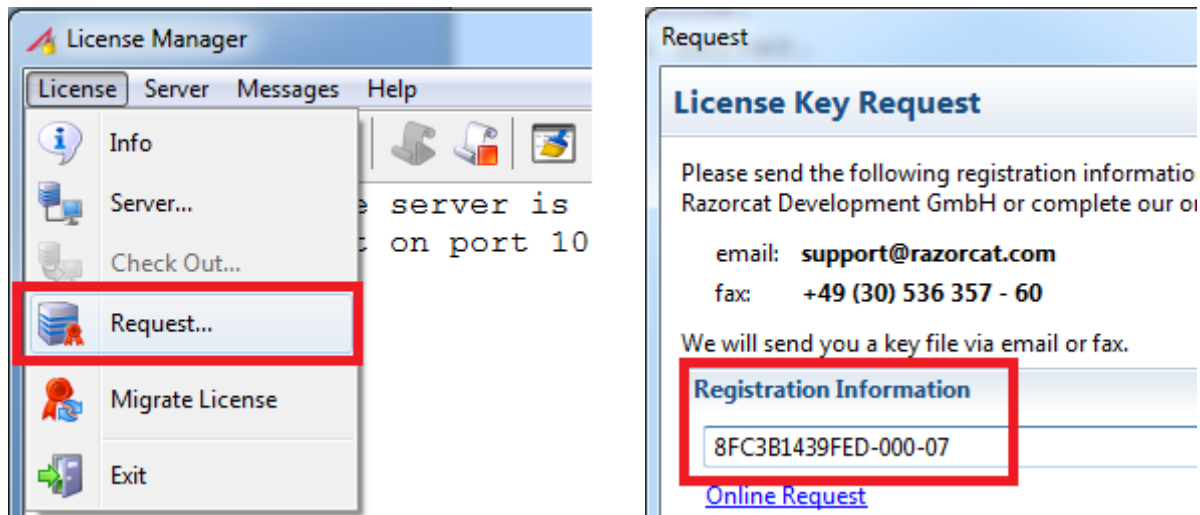


Fig.: License > Request ... and Registration Information

Please copy the Registration Information for further use.

## 7 The Support & Download Area for TESSY at Hitex

The Support & Download Area for TESSY at Hitex contains the TESSY software and various documents. The Support & Download Area for TESSY at Hitex is accessible from the Hitex web:

[www.hitex.com](http://www.hitex.com) > Company > Support > Customer Login

This is a direct link: <https://www.hitex.com/company/support/customer-login/>

You need a username and a password.

The username for the access to the Support & Download Area for TESSY at Hitex is an e-mail address. It is usually the e-mail address of the person responsible for TESSY at the customer's site.

The identifying e-mail address and the password are usually included in the delivering e-mail by Hitex. In case of physical delivery the information is sent in a separate e-mail.

## 8 Troubleshooting

In case of technical problems please write to [support@hitex.de](mailto:support@hitex.de). Thank you.