

# REV11 Licensing Upgrade Package for Windows

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The licensing upgrade package enables you to take advantage of REV11 licensing features on prior versions of Synergy/DE. It can be installed on a system with an existing Synergy/DE installation that is version 10.1\* or 10.3\*.

For network licensing, the licensing upgrade package needs to be installed only on the license server machine. Although it's not required to install the upgrade package on the license clients, you may want to in order to get updated versions of **lmu** and the Synergy Configuration Program, which can display the new, longer registration string. (Otherwise, you will see "New-----Reg" instead of the actual string.)

On Windows, the licensing upgrade package installs REV11 versions of **synd**, **lmu**, **lmuelevate**, the Synergy Configuration Program (SynConfig), and the SynConfig online help. It also installs the **lmcheck** utility.

For more information about REV11 and the licensing upgrade package, see "[Synergy/DE Licensing](#)" in the Synergy/DE documentation; the "[Licensing FAQ](#)" may be particularly useful.

## Before you install...

- We recommend that your system meet the minimum operating system requirements for the current version of Synergy/DE. But we recognize that this may not be possible with the licensing upgrade package, which is intended to be run on older versions of Synergy that may not be supported on the latest operating systems. (The licensing upgrade package is available only on currently supported platforms.) For requirement details, see the [Supported Platforms pages](#) on the Synergex website. Contact [Synergy/DE Developer Support](#) if you have questions about whether the licensing upgrade package will be compatible with your configuration.
- An internet connection is required to sync with the Synergy License Web Service and download product keys. The Synergy License Web Service is a standard RESTful web service running on the standard HTTPS port, 443. If your firewall does not allow outbound access on port 443, you'll need to create an outbound rule for that port to either the DNS address ([licensing.synergex.com](#)) or the IP address (104.40.28.133) used by the Synergy License Web Service.
- If a proxy is in use on your license server, you may need to specify it using the **lmu -pp** option (or with SynConfig); see "[Using a proxy server with REV11 licensing](#)" in the Synergy/DE documentation for details.
- The licensing upgrade package installation runs the **lmcheck** utility to verify connectivity to the Synergy License Web Service. We recommend that you run **lmcheck** separately *before* installing to not only check connectivity, but also verify your license in Synergex's database. This utility can be downloaded from the [REV11 Licensing Upgrade Package](#) page in the Downloads area in the Synergex Resource Center. If you have both 32- and 64-bit installed, run the 64-bit **lmcheck**. If you're using a proxy server, you may need to run **lmcheck** with the **-pp** option. (See "[lmcheck utility](#)" in the Synergy/DE documentation for details.)
- If your application uses the SERIAL subroutine to return the registration string, see Synergex KnowledgeBase article [2467](#). REV11 licensing uses a longer registration string (31 characters rather than 12). SERIAL was updated in version 11 to handle the longer string, but customers using the licensing upgrade package on older versions of Synergy/DE require a workaround.

## Installing the licensing upgrade package

Follow these instructions to install the licensing upgrade package on a system on which Synergy/DE products have already been installed and licensed. If you need to install it on a new system on which you've just installed a pre-11 version of Synergy/DE, see "[Installing the licensing upgrade package on a new system](#)."

1. Download the licensing upgrade package from the [REV11 Licensing Upgrade Package](#) page in the Downloads area of the Synergex Resource Center.

2. If there are any Synergy services (**db**s, xfServer, etc.) running, stop them. In addition, stop any Synergy services running on the machines that are license clients to the license server you're installing the upgrade package on.
3. Run the downloaded executable and follow the instructions in the wizard. The installation will check connectivity to the Synergy License Web Service.

If the connectivity check fails, you'll see a "cannot access the Synergy License Web Service" message and be offered the option to abort or continue the installation. We recommend you go ahead and complete the installation so that the REV11 files are installed. You can then use the **lmcheck** utility to help troubleshoot the problem. See "[lmcheck utility](#)" in the Synergy/DE documentation.

4. Continue using your applications as you normally would. The license admin at your company will receive an email from Synergex Customer Service when the licensing upgrade is complete.
5. Synchronize your license data. Or, you can just wait for the system to poll again. The polling schedule depends on how close the license is to expiring; see the "[Licensing FAQ](#)" in the Synergy/DE documentation for details. To manually sync, do one of the following:
  - From the command line, run **lmu -sync**.
  - From SynConfig, click the Synchronize button on the Licensing tab.

## Installing the licensing upgrade package on a new system

Follow these instructions when you need to install the licensing upgrade package on a new system on which you're planning to install a pre-11 version of Synergy/DE.



If you are installing both 32-bit and 64-bit Synergy/DE on a 64-bit system, install *both* versions of Synergy/DE before installing the licensing upgrade package.

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1. When you order the new license from Synergex, tell your Synergex customer service representative that you're going to install the licensing upgrade package on the system. Your company's license admin will be sent a confirmation email with an install code.
2. Install the pre-11 version of Synergy/DE as you normally would.
3. If you don't already have the licensing upgrade package, download it from the [REV11 Licensing Upgrade Package](#) page in the Downloads area of the Synergex Resource Center.
4. If there are any Synergy services running, stop them. (Even though this is a new install, if you installed xfServer, you'll need to stop it, because the service starts automatically upon installation.)
5. Run the downloaded executable and follow the instructions in the wizard. The installation will check connectivity to the Synergy License Web Service.

If the connectivity check fails, you'll see a "cannot access the Synergy License Web Service" message and be offered the option to abort or continue the installation. We recommend you go ahead and complete the installation so that the REV11 files are installed. You can then use the **lmcheck** utility to help troubleshoot the connectivity problem. You must resolve the connectivity issue before completing [step 6](#). For information on running **lmcheck**, see "[lmcheck utility](#)" in the Synergy/DE documentation.

6. Apply the install code (from [step 1](#)) by doing one of the following:
  - From the command line, run **lmu -install code**.
  - From SynConfig, click the Apply Install Code button, enter your code, and click Apply.

The install code transmits your registration string to Synergex. Then, products keys will be generated, downloaded to your system, and installed automatically.

# Upgrading Synergy/DE on a system that has the licensing upgrade package installed

Follow these instructions when you have installed the licensing upgrade package on an existing system and now wish to upgrade Synergy/DE on that system.

## Upgrading to version 11 or higher

1. Uninstall the licensing upgrade package: Go to Programs and Features (accessed from Windows Control Panel), right-click on “REV11 Licensing Upgrade Package,” and select Uninstall. Licensing will be “broken” until you upgrade Synergy/DE.
2. Upgrade Synergy/DE as you normally would. Once the installation is complete, License Manager will poll and download new license data.

## Upgrading to a version prior to 11

Follow these instructions for major version upgrades as well as for patches and hotfixes.

1. Upgrade Synergy/DE as you normally would. If you have both 32-bit and 64-bit Synergy/DE installed on a 64-bit system, upgrade 64-bit first, and then 32-bit, before going to step 2.
2. Repair the licensing upgrade package installation: Go to Programs and Features (accessed from Windows Control Panel), right-click on “REV11 Licensing Upgrade Package,” select Change, click Next, and then select Repair.

## Removing the licensing upgrade package

Follow these instructions to remove the licensing upgrade package and restore pre-REV11 licensing.

1. Uninstall the licensing upgrade package: Go to Programs and Features (accessed from Windows Control Panel), right-click on “REV11 Licensing Upgrade Package,” and select Uninstall.

This will remove the licensing upgrade package files and restore your original executable files, but it does not restore the pre-REV11 license file. To complete the process, you’ll need to reinitialize licensing.

2. Contact Synergy/DE Developer Support to get the current **-k** password (also referred to as a kill string), and then run the following command from the command line:

```
lmu -kpassword
```

3. Start the Synergy Configuration Program. You’ll be prompted to configure licensing. Select server and specify the same licensee name you previously used on this system. Or, reinitialize licensing from the command line with the following:

```
lmu -cLicenseeName -ns
```

This will generate a new registration string.

4. Contact Synergex Customer Service to explain that you’ve removed the licensing upgrade package and give them your new registration string. Once they’ve updated the registration string in Synergex’s database, you can generate and download a Synergy key file (**.skf**) from the [Licenses area](#) of the Synergex Resource Center.
5. Use the **.skf** file to install your product keys. See “[Installing product keys](#)” in the Synergy/DE documentation.