

Barcode essentials™



Symantec™ Barcode Solution powered by Altiris technology

Barcode Essentials Licensing Explained

Barcode Essentials licensing and troubleshooting information.

Contents

Purpose.....	3
Overview	3
What is Barcode Essentials™ Solution?.....	4
Buying Barcode Essentials Licenses?	5
Installing Barcode Essentials Licenses.....	5
What are License Files?	5
Migrating Your Licenses.....	5
Activating Your Redemption Code.....	6
Automatic Activation	6
Manual Activation	6
Downloading the License File	6
Importing the License File	7
Using Barcode Essentials.....	7
Checking Licensing on the Device	7
Licensing States.....	8
Troubleshooting.....	9
Is the app purchased through AppStore?.....	9
Is Barcode Essentials available through Apple VPP?	9
How many licenses do I need?	9
I own Barcode Essentials device licenses but I get a message 'License Exceeded: The Barcode Solution has exceeded its license count.'.....	9
I have purchased Barcode Essentials licenses but the status still shows 'Free Trial'.	9
I could use my code earlier but now I get the error message 'Automatic Code Redemption: The Redemption Code you entered could not be found'. How do I activate my purchase again?.....	10
Contacting Support.....	10

Purpose

This document provides additional information on Barcode Essentials™ licensing. Please also refer to <http://www.barcodeessentials.com/Licensing.aspx>.

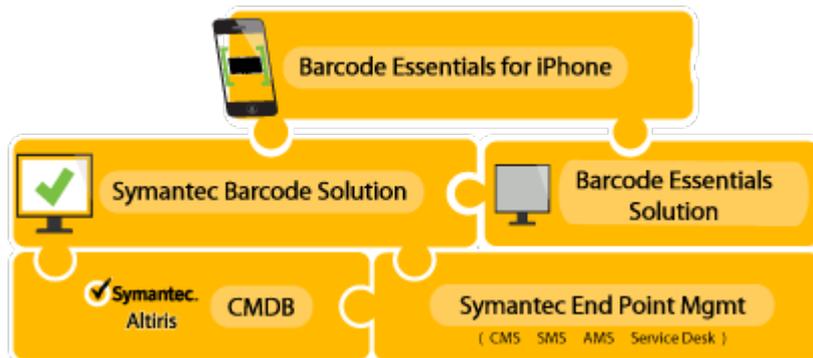
Overview

Barcode Essentials™ for iPhone device licenses are issued directly by Basis Design via www.barcodeessentials.com. Barcode Essentials licensing is independent of Symantec™ Barcode Solution, and iOS devices do not require Symantec Barcode Solution licenses.

However Symantec Barcode Solution must be installed on the Symantec server. It is available from Symantec as standalone and as part of the ITMS and AMS suites.

Barcode Essentials for iPhone only requires a license to enable wireless upload beyond the free 7 day trial period. During the free trial period, you have unrestricted and unlimited access to all features. One device license is required for each iOS device that is to be licensed for wireless upload.

Barcode Essentials licensing is managed via the server component Barcode Essentials™ Solution. The solution must be installed on the Symantec server where Symantec Barcode Solution is installed.



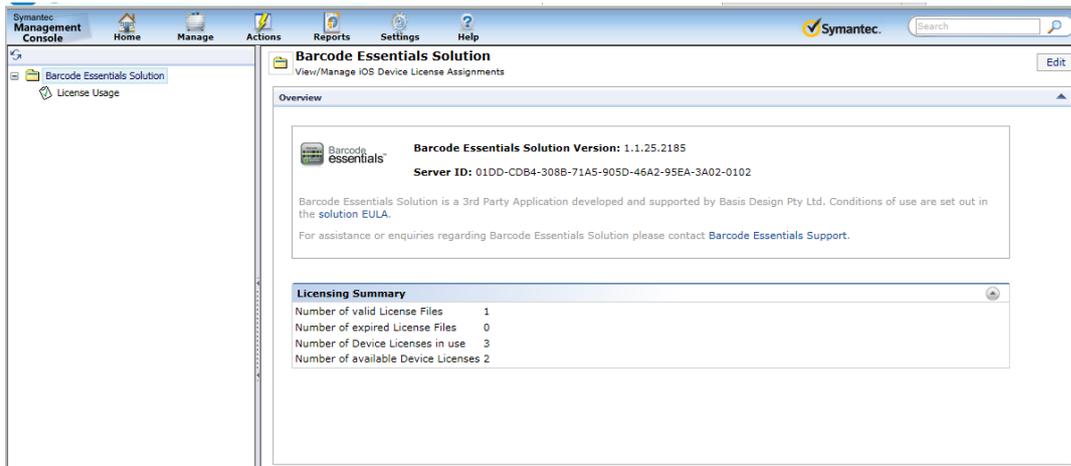
What is Barcode Essentials™ Solution?

Barcode Essentials Solution is a free add-on server component available from Basis Design. You must install it on the Symantec server where Symantec Barcode Solution is installed.

Barcode Essentials licensing is managed through Barcode Essentials Solution installed on your Symantec server. To download visit:

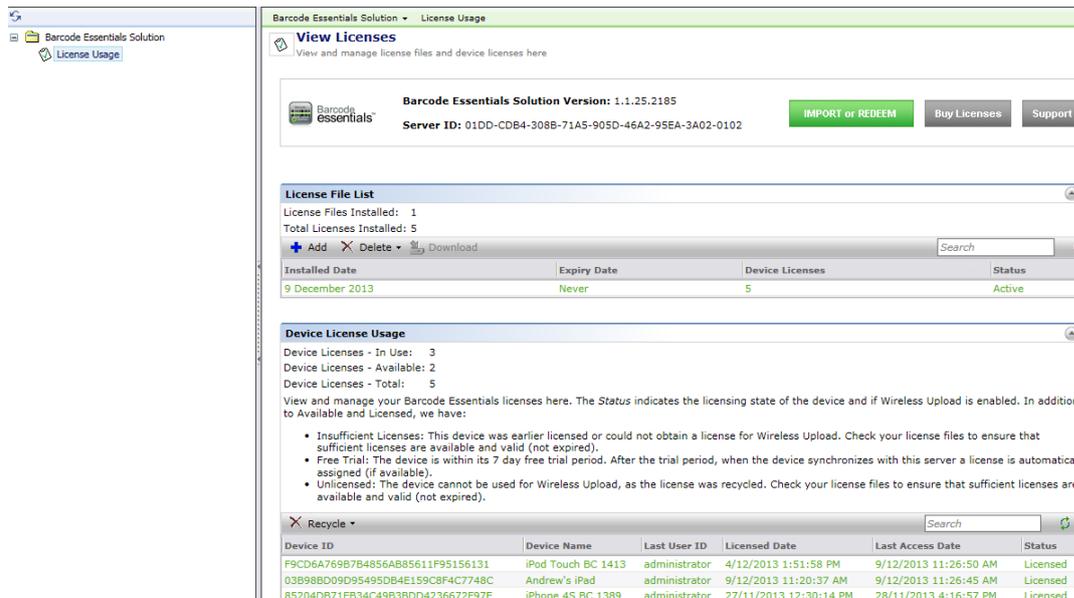
<http://www.barcodeessentials.com/GetStarted/Downloads.aspx>. Please check the website for any updates. It supports Symantec Management Platform version 7.1 SP1 to 7.5.

On installation, it is available within the Symantec Management Console by navigating to Home > Service and Asset Management > Barcode Essentials Solution. This page displays the summary of the licensing you have purchased.



The License Usage page describes the details of the Barcode Essentials licensing on this server. Under the License File List you can see the license files associated with this server. It states the number of licenses for each license file, the expiry date and the its status (Active/Expired).

Under the Device License Usage section you can see the statuses of the individual licenses.



Buying Barcode Essentials Licenses?

Barcode Essentials™ for iPhone device licenses are issued directly by Basis Design via www.barcodeessentials.com.

Please visit our website (<http://www.barcodeessentials.com/Pricing.aspx>) and request a quote. Our sales team will assist you with the purchase and upon payment of an invoice for Barcode Essentials device licenses you will be issued a redemption code.

The redemption code is unique to your purchase order and represents your entire purchase.

If you have multiple servers running Symantec Barcode Solution, the Barcode Essentials sales team will discuss your requirements and issue you codes based on your needs.

Installing Barcode Essentials Licenses

The redemption code you receive must be activated against a central licensing server over the Internet. The server is managed by Basis Design. Activating a redemption code ties the use of the licenses it represents to a specific server.

You must install Barcode Essentials Solution to activate and manage your licenses. For more information, see **What is Barcode Essentials™ Solution?**

What are License Files?

All Barcode Essentials device license information is stored in a license file (.lic). The license file can be imported and backed up any number of times using Barcode Essentials Solution.

A license file represents an activated redemption code, and is permanently associated with a particular server ID, i.e. the license file is specific to a server installation.

Migrating Your Licenses

If you update your computing infrastructure by upgrading your server hardware, virtualising your server, migrating to a completely new server or uninstalling and reinstalling Barcode Essentials Solution, you may need to migrate your redemption code.

Migration changes the Server ID your redemption code is associated with, from your old server to your new one. Once migrated, your redemption code can be used with your new server. To migrate your licenses, please visit www.barcodeessentials.com/migrate.

Activating Your Redemption Code

You can choose to activate your purchase automatically or manually.

Once added to the server, the device licenses are available to iOS devices, which will be assigned licenses automatically as needed when they next synchronize.

Automatic Activation

Using automatic activation, you can activate your purchase directly from within Barcode Essentials Solution.

Automatic activation requires your Symantec server to be connected to the internet.

1. Launch **Barcode Essentials Solution > License Usage**.
1. Click **Import or Redeem**. The Import or Redeem dialog box appears.
2. Click **Redeem**. Enter your redemption code. Click **Next**.
3. Select **I would like to attempt automatic code redemption**. Click **Next**.
4. The End User License Agreement appears, select **I accept the terms in the license agreement**.
5. Click **Next**. Barcode Essentials Solution will attempt to connect to the Basis Design license server.
6. If the redemption code is valid, you will receive a message:

Code Redemption was Successful.

The following licenses has now been imported:

Server Id: _____

Client Id: _____

Total device license in this file: _____

7. If the redemption code is invalid, you will receive a message '*Automatic code redemption failed*'.
8. Click **Finish**.

The license file and associated device licenses will be listed in the License Usage page.

Manual Activation

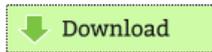
If your Symantec server is not connected to the Internet you can use manual activation to first activate and **download** (or e-mail) the license file on a different computer, move it to the Symantec server and **import** it.

Downloading the License File

1. Navigate to <http://activate.barcodeessentials.com>.
2. Enter the Redemption Code and Server ID.
3. Click **Next**. The EULA is displayed, select **I accept the terms in the license agreement**. Click **Next**.
4. On successful activation, you will receive a message '*License redemption was successful*'.

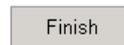
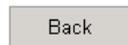
License redemption was successful

You can download the LicenseFile now by clicking the download link



Or the license file can be emailed to you by providing an email address and clicking on send button

Email Address

Version:1.1.26.2191

5. Download or e-mail the license file (.lic). Click **Finish**.

Importing the License File

Ensure that the license file is available on the Symantec server that should be activated.

1. Launch **Barcode Essentials Solution**.
2. Click **Import or Redeem**. (or click Add under License File List)
3. Click **Import**.
4. Click **Browse** and select the .lic file.
5. Click **Upload**. For a valid license, the message on the confirmation screen will be '*The license file is valid*'.
6. Click **Import**. Click **Ok**. The license file entry will appear in the License File List and the associated licenses will be listed in the Device License Usage.

Using Barcode Essentials

On activating your licenses, you will be available to see the license file and individual licenses listed in Barcode Essentials Solution > License Usage page. See **What is Barcode Essentials™ Solution?**

Synchronize your devices to the server. In the beginning as no devices have synchronized to the server, the status for all individual licenses will be *Available*. After the devices have synchronized and attempted to obtain licenses, each device will reflect a status depending on availability.

Checking Licensing on the Device

By default, the first time you install Barcode Essentials on your device till the end of the 7 day free trial, the status will appear as 'Free Trial'. After synchronizing with the server, you can check the licensing status on the device, using the Licensing screen.

1. Launch the Barcode Essentials app on your iOS device.
2. Navigate to the **Synchronize** screen.
3. Tap **Licensing**.
4. From the **Licensing Type** you can determine the license status.

The license status displayed on the device is the last known status and will change on the next synchronization.

Licensing States

Using Barcode Essentials Solution you can centrally monitor and manage the Barcode Essentials device licenses you have purchased and installed. The status of the device licenses will be updated as and when devices login and synchronize with the Symantec server.

- **Available** – The device license is not in use, and is ready to be assigned to the next device that requires a license, when it next synchronizes.
- **Free Trial** – The device license is currently within its 7 day free trial period and is not consuming any licenses. The device will automatically acquire a license after the trial period finishes, when it next synchronizes.

A license is not required during the free trial period as the app runs in full-featured mode.

- **Licensed** – The device license is currently in use by the device shown. The date, time when the license was assigned and, last synchronized information are shown.
- **Unlicensed** – The device attempted to obtain a license, but none were available. License status may also be *Unlicensed* if they were previously licensed but have now been recycled. If an organization changes their device fleet over time, this status can be used to identify older devices.

License File List			
License Files Installed: 1			
Total Licenses Installed: 5			
+ Add ✕ Delete Download <input type="text" value="Search"/> ↻			
Installed Date	Expiry Date	Device Licenses	Status
29 November 2013	Never	5	Active

Device License Usage						
✕ Recycle <input type="text" value="Search"/> ↻						
Device ID	Device Name	Last User ID	Licensed Date	Last Access Date	Status	
F9CD6A769B7B4856AB85611F95156131	iPod Touch BC 1413	administrator	4/12/2013 1:51:58 PM	9/12/2013 11:26:50 AM	Licensed	
03B98BD09D95495DB4E159C8F4C7748C	Andrew's iPad	administrator	9/12/2013 11:20:37 AM	9/12/2013 11:26:45 AM	Licensed	
85204DB71EB34C49B3BDD4236672F97E	iPhone 4S BC 1389	administrator	27/11/2013 12:30:14 PM	28/11/2013 4:16:57 PM	Licensed	
					Available	
					Available	
30895CC7E81D488FAB4E2BAC60DAD471	iPod touch	administrator		9/12/2013 11:26:37 AM	Unlicensed	
8D20B326E78C48BE9D9B48EDD9225681	iPod touch BC 1412	administrator	27/11/2013 11:57:55 AM	27/11/2013 12:41:40 PM	Free Trial	

- **Insufficient Licenses** – The device was previously licensed but now cannot obtain a license. This can occur, either because a license file was manually deleted or reached its expiration date, or no longer available to Barcode Essentials Solution as the Server ID has changed. Check the License Files section for details.

License File List			
License Files Installed: 0			
Total Licenses Installed: 0			
+ Add ✕ Delete Download <input type="text" value="Search"/> ↻			
Installed Date	Expiry Date	Device Licenses	Status

Device License Usage						
Device Licenses - In Use: 0						
Device Licenses - Available: 0						
Device Licenses - Total: 0						
✕ Recycle <input type="text" value="Search"/> ↻						
Device ID	Device Name	Last User ID	Licensed Date	Last Access Date	Status	
F9CD6A769B7B4856AB85611F95156131	iPod Touch BC 1413	administrator	4/12/2013 1:51:58 PM	9/12/2013 11:26:50 AM	Insufficient Licenses	
03B98BD09D95495DB4E159C8F4C7748C	Andrew's iPad	administrator	9/12/2013 11:20:37 AM	9/12/2013 11:26:45 AM	Insufficient Licenses	
85204DB71EB34C49B3BDD4236672F97E	iPhone 4S BC 1389	administrator	27/11/2013 12:30:14 PM	28/11/2013 4:16:57 PM	Insufficient Licenses	
30895CC7E81D488FAB4E2BAC60DAD471	iPod touch	administrator		9/12/2013 11:26:37 AM	Unlicensed	
8D20B326E78C48BE9D9B48EDD9225681	iPod touch BC 1412	administrator	27/11/2013 11:57:55 AM	27/11/2013 12:41:40 PM	Free Trial	

Troubleshooting

Is the app purchased through AppStore?

No. Barcode Essentials for iPhone device licenses are purchased directly from www.barcodeessentials.com. Barcode Essentials is designed for Symantec and is centrally managed from the familiar Symantec Management Platform console. You can reuse and recycle licenses between devices and users. With in-built profile support, the same device can be used by multiple users. If and when device needs to be upgraded, the same licenses can be reused for the new devices.

Is Barcode Essentials available through Apple VPP?

No, VPP is not required as Barcode Essentials is a free app in AppStore. Discounts for device licenses for wireless upload are available for bulk orders, see <http://www.barcodeessentials.com/Pricing.aspx>.

How many licenses do I need?

Each device that will use wireless upload with the server requires its own device license. You can determine the number of licenses by determining the number of concurrent users that will perform asset management activities within the organization.

After the trial, you can view asset data or use the Upload via Email feature on the device without a license.

I own Barcode Essentials device licenses but I get a message 'License Exceeded: The Barcode Solution has exceeded its license count.'

This error is related to Symantec Barcode Solution, not Barcode Essentials device licenses. This may occur as earlier versions of Barcode Essentials for iPhone app required a Symantec Barcode Solution license to synchronize.

To resolve this you can:

1. Install the latest Barcode Essentials Solution:
<http://www.barcodeessentials.com/GetStarted/Downloads.aspx>
2. Reclaim your Symantec Barcode Solution licenses
Click Settings > All Settings, in the tree select Settings > Service and Asset Management > Barcode Solution Settings > License Usage.
Select a row in the Device Licenses table, click Delete. The selected license will be reclaimed.
3. Synchronize your devices to the Symantec server.

I have purchased Barcode Essentials licenses but the status still shows 'Free Trial'.

The app is fully featured in trial mode so you can use it without restriction. If you recently performed a factory reset on your iPad, then installed Barcode Essentials app again, you may find the app will offer you a 7 day free trial again. After the 7 day free trial period when the device synchronizes with the server it will automatically acquire a license, if available.

If you would like to force the Barcode Essentials app to expire its free trial period on the device immediately, you can:

1. Launch Barcode Essentials on your device.
2. Flip to the back page. Tap **Contact**.
3. Tap **Suggest a Feature**.

4. Enter the text "BCE ENDFREETRIAL" on one line, without quotes and, no carriage return. It must be all-capitals with just one space.
5. Tap **Send**.

The dialog will close and you will not receive any further prompts, however the device will have expired its free trial period immediately. This is a permanent change, and when you next synchronize, the license status will be updated.

I could use my code earlier but now I get the error message 'Automatic Code Redemption: The Redemption Code you entered could not be found'. How do I activate my purchase again?

Your Barcode Essentials redemption code is tied to a specific server. In some cases after an upgrade or migration to a new Symantec server, you may not be able to activate the existing redemption code.

To resolve this please fill this form: <http://www.barcodeessentials.com/Migration.aspx>.

Contacting Support

For further help with questions on product features or licensing, check the Barcode Essentials FAQ at <http://www.barcodeessentials.com/Support/FAQ.aspx> or contact support via <http://www.barcodeessentials.com/Support.aspx>.

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