Xpress License Reset Process

Changes in Licensing Methods

Due to changes in the customer facing website we are now implementing the following method when callers require assistance with registering a demo license or are re-using or using an existing license for the first time. There is no longer a supported automatic registration they can use from within the software. We will only support using the license.txt file going forward. This will not impact current installs only for new or re-used product keys.

Note: The customer will have to record the product keys they are using on each PC since you are not able to view the assigned product key in the help section after using the license.txt method.

Gathering Data

We need two pieces of information to create the license.txt file.

1. The Physical MAC address from the PC. This can be gathered by opening a command shell and using ipconfig or ipconfig /all to view the "Physical Address" of the ethernet adapter.
2. The product key for the Xpress software license. If the software was previously registered on another computer, you can try checking Help -> About and the product key will be displayed if they used the previous online registration. If they cannot access the previous PC or the paper license, then collect as many of the Xpress player serial numbers from the site as you can to assist in searching for the product key on older orders.

Once this data has been gathered forward via email the request including information from the two steps above to HPROTechSupportUSA@harman.com to create the license.txt or to research in an attempt to find the product key

Implementing the License

Once the license.txt file has been created it will be sent back via email in a zip file along with the hash key added to the inline text. If the license.txt zip was removed copy the hash key from the inline text of the email into a new text file named license.txt and use that for local software registration with the "have license.txt" button.

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