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Load licenses into the device

Note

It could happen that the microSD serial number appears as a negative value with format **S-xxxxxxxx** in the Maintenance window. This is caused by an error on the Maintenance webpage - the microSD card itself is not affected!



This issue **“Maintenance Page: MicroSD Card Serial Number could appear as negative value”** is fixed since the following firmware versions:

- 8.1.44
- 8.2.8

A firmware update is recommended in this case.

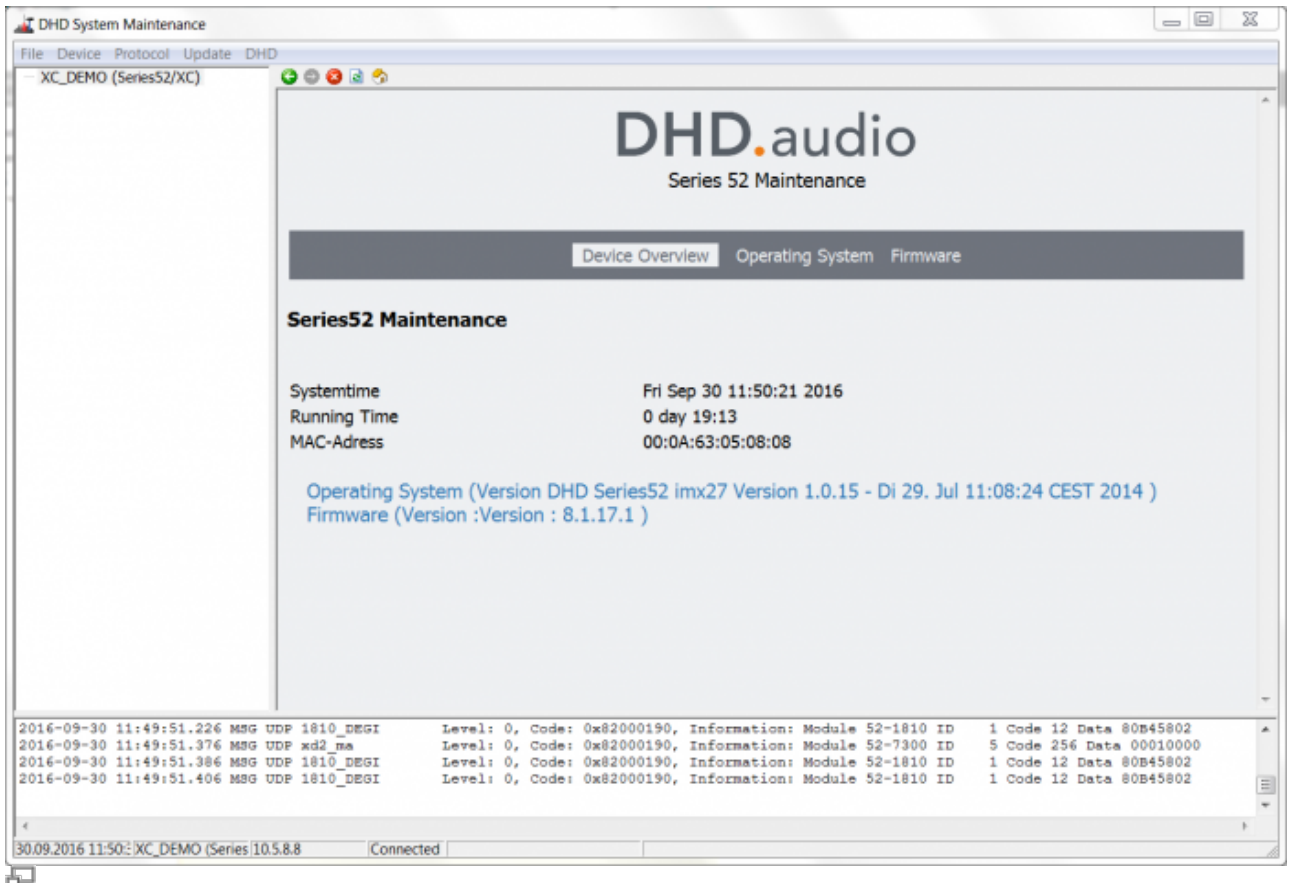
Since TB8 v8.1.13

Since TB8 v8.1.13 the licensing system is redesigned. Licenses are now delivered as **vouchers** that can be used in combination with Device Serial Numbers to create fixed licenses. TB8 does this automatically for you. If no internet connection can be established by TB8, a QR-Code is generated that refers to a manual generation process at license.dhd.audio.

Already generated fixed licenses can be also entered via the **Add Device License** window.

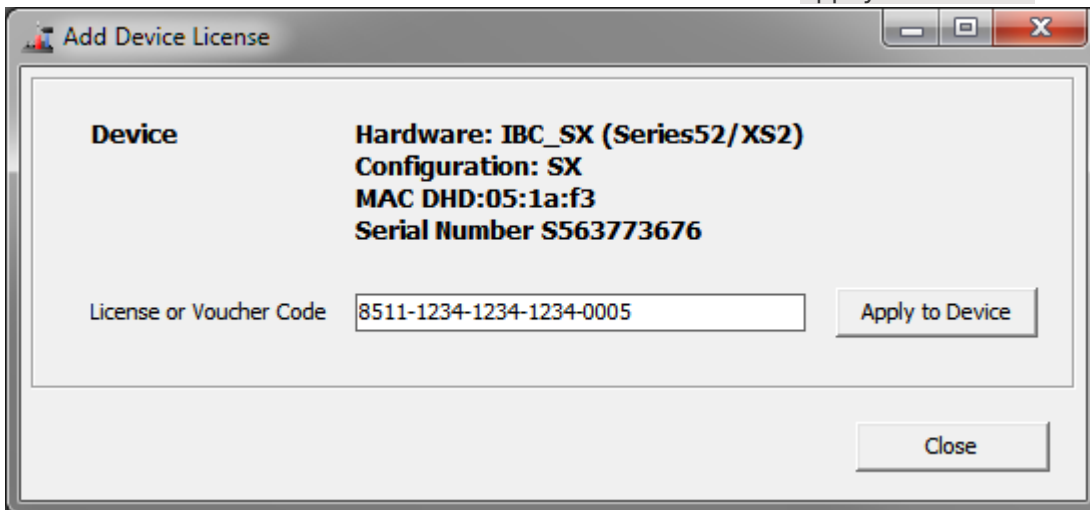
The following steps can be used for firmware licenses, PC software licenses or feature upgrade licenses.

1. Connect the PC with the TB8 software to the Core.
2. Open the TB8/TB5 Software. In the **View** menu, select **Maintenance Window** or press **F7** on the Keyboard. The **Maintenance Window** opens.
3. In the left part of the Maintenance Window, select the device for which you would like to enter a license.



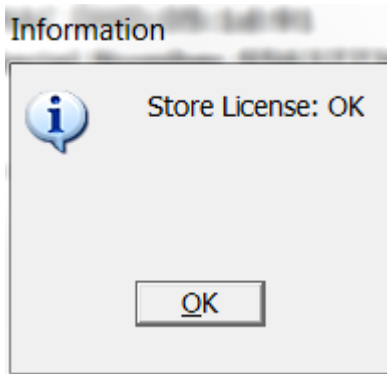
Maintenance Window

4. In the Maintenance Windows, in the Device menu, click on Enter License. The Add Device License window opens.
5. Enter the license code or voucher code into the text box and click Apply to Device.



Add Device License Window

6. If the license code is correct, a Store License: OK window appears.



Success Window

If the license code is incorrect, a **Store License: failed** window appears. Check if you entered the correct license code.

If you entered a **voucher code** and an internet connection is not available, the page generates a QR code. The QR code refers to license.dhd.audio and can be clicked or scanned with the smartphone. Use this website to generate a license manually on any computer with internet connection. For generation you require your **voucher code** and the **Serial Number Software**- the microSD card serial number. The generated license can then be entered on the offline computer (Follow Steps 1-6 again).

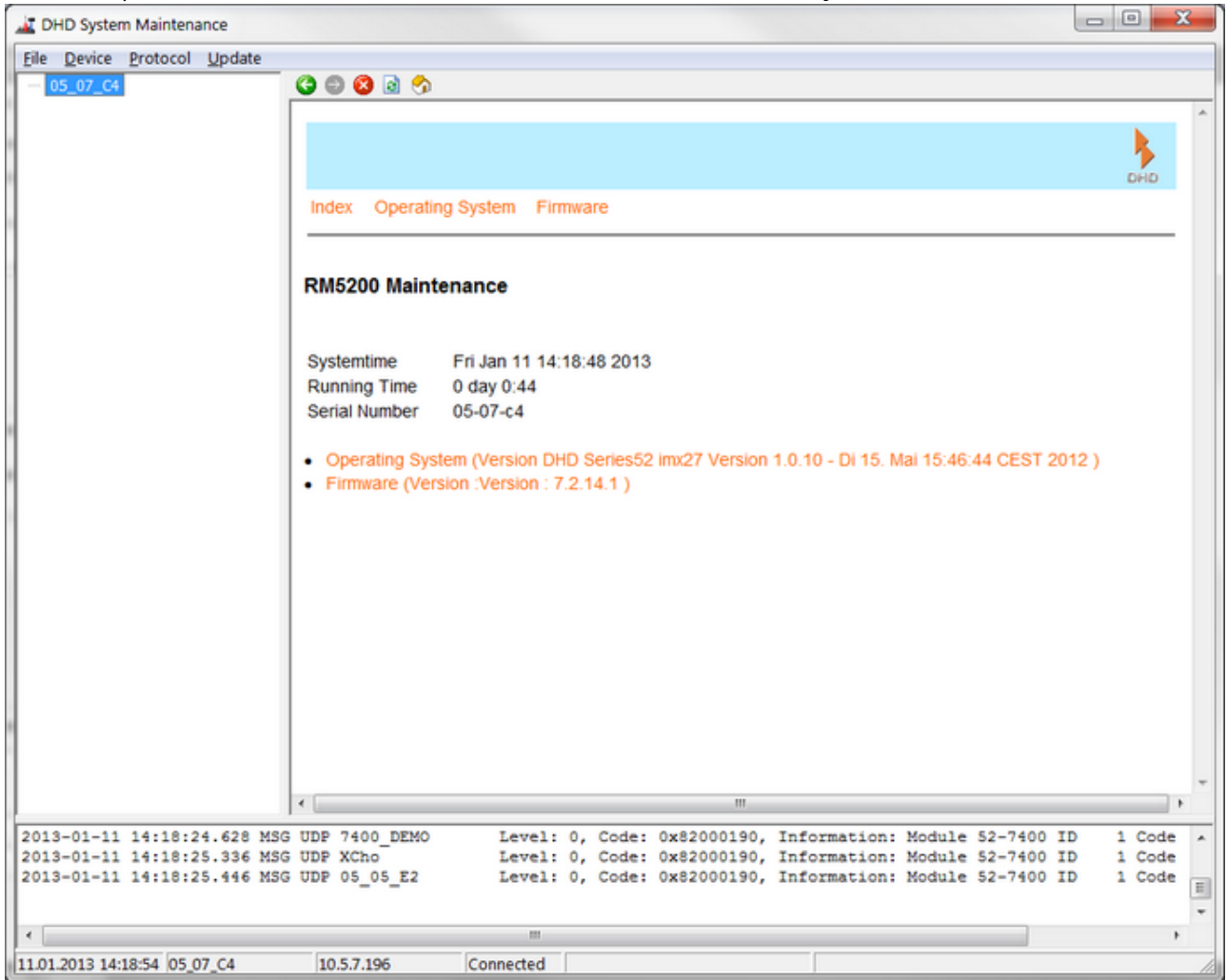


QR code page if the computer has no internet connection.

Up to TB8 v8.1.12

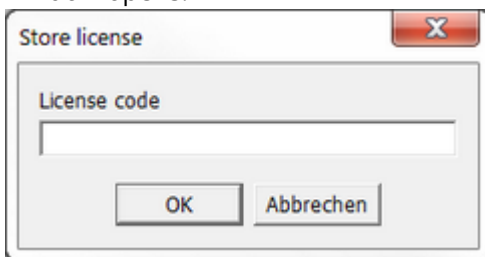
The following steps can be used for firmware licenses, PC software licenses or feature upgrade licenses.

1. Connect the PC with the TB8/TB5 software to the Core.
2. Open the TB8/TB5 software. In the View menu, select Maintenance Window or press F7 on the Keyboard. The Maintenance Window opens.
3. In the left part of the Maintenance Window, select the device for which you would like to enter a license.



Maintenance Window

4. In the Maintenance Windows, in the Device menu, click on Enter License. The Store License window opens.



Store License Window

5. Enter the license code into the text box and click OK. If the license code is correct, in the lower part of the Maintenance Window (the part that shows the log messages), License stored is shown for the corresponding device.



Note



A wrong license code will be ignored.

To check the validity of the license, see the [Available licenses in the device](#) section.

Page Title: Load licenses into the device

Permanent link:

https://support.dhd.audio/doku.php?id=licensing:load_in_device&rev=1545392858

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