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### DHD.audio Support

# 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 Maintenace 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.

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Support

🛓 DHD System Maintenance	22
File Device Protocol Update DHD	
- XC_DEMO (Series52/XC) • 0 0 0 0	
DHD.audio Series 52 Maintenance	ŕ
Device Overview Operating System Firmware	
Series52 Maintenance	
Systemtime Fri Sep 30 11:50:21 2016   Running Time 0 day 19:13   MAC-Adress 00:0A:63:05:08:08	
Operating System (Version DHD Series52 imx27 Version 1.0.15 - Di 29. Jul 11:08:24 CEST 2014 ) Firmware (Version : Version : 8.1.17.1 )	
	-
2016-09-30 11:49:51.226 MGG UDP 1010_DEGI Level: 0, Code: 0x02000190, Information: Module 52-1810 ID 1 Code 12 Data 80B65802 2016-09-30 11:49:51.376 MGG UDP xd2_ma Level: 0, Code: 0x02000190, Information: Module 52-7300 ID 5 Code 256 Data 00010000	_
2016-09-30 11:49:51.386 MBG UDP 10:10_DEGI Level: 0, Code: 0x02000190, Information: Module 52-10:10 ID 1 Code 12 Data 00045002   2016-09-30 11:49:51.406 MBG UDP 10:10_DEGI Level: 0, Code: 0x02000190, Information: Module 52-10:10 ID 1 Code 12 Data 00045002	=
4 30.09.2016 11:50: XC_DEMO (Series 10.5.8.8 Connected	+

aintenance 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		
Device	Hardware: IBC_SX (Series52/XS2) Configuration: SX MAC DHD:05:1a:f3 Serial Number S563773676	
License or Voucher Code	8511-1234-1234-0005	Apply to Device
		Close

Add Device License Window

6. If the license code is correct, a Store License: 0K window appears.

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Support

Information		
į)	Store License: OK	
	<u>0</u> K	

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 generated 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).

A	utomatic voucher activation failed
	Click the QR code or scan it with your smartphone.
	SETTING A REP SECTION
	No Internet Connection? Go to
	<http: license.dhd.audio=""></http:>
	to create your license code manually
	Close

*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.

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Support

- 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.

DHD System Maintenance	x
Eile Device Protocol Update	
	^
5	
I DHC	>
	_
RM5200 Maintenance	
Sustantino Eri Jap 11 14:19:49 2012	
Running Time 0 day 0:44	
Serial Number 05-07-c4	
Operating System (Version DHD Series52 imx27 Version 1.0.10 - Di 15, Mai 15:46:44 CEST 2012 )	
Firmware (Version : 7.2.14.1 )	
	-
""	de la
2013-01-11 14:18:25.336 MSG UDP XCho Level: 0, Code: 0x2200190, Information: Module 52-7400 ID 1 Co	de
2013-01-11 14:18:25.446 MSG UDP 05_05_E2 Level: 0, Code: 0x82000190, Information: Module 52-7400 ID 1 Co	de E
	-
11.01.2013 14:18:54 05 07 C4 10.5.7.196 Connected	-
	- 7/14

Maintenance Window

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

Store license	x
License code	
OK Abbrechen	

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.



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A wrong license code will be ignored.

To check the validity of the license, see the Available licenses in the device section.

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