

## Spindle Document Management Activation Code FAQs

We do advise all partners to upgrade their customers with this latest version of Spindle Document Management. This will help streamline your own internal processes as well as Draycir's.

1. Can I use a licence key instead of an activation code?
  - a. Spindle Document Management v8.15 (and above) will now use Draycir's online licensing service.

This will require you to activate Spindle Document Management using an activation code that will be emailed to you by Draycir.

The one-time activation code will link your on-premise installation of Spindle Document Management with our online licensing service. After this, no further license keys or codes will be required and any changes to subscriptions can be made remotely.

We will no longer be issuing licence keys for Spindle Document Management version 8.15 and above. Versions below 8.15 will follow the current licence process with requests handled by [licences@draycir.com](mailto:licences@draycir.com) and physical keys will still be provided.

2. When do I need to activate Spindle Document Management?
  - a. You will need to activate Spindle Document Management using an activation code when carrying out either a:
    - Fresh install of Spindle Document Management v8.15 (or above)
    - Upgrade of Spindle Document Management from a version prior to v8.15

An activation code will be emailed to you by Draycir. The one-time activation code will link your on-premise instance of Spindle Document Management to your online licence.

**Note:** If you are upgrading Spindle Document Management from any version prior to v8.15, to avoid any disruption for the customer, please ensure you complete the required form to request your activation code.

3. Where do I enter the activation code in Spindle Document Management?
  - a.
    - i. Open the Spindle Document Management Server Administration tool
    - ii. Click on **Licence**
    - iii. Click **Activate Product**

Licensed to:

Products

Product	Status	Expiry Date
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Licence Types

Product	Licence Types	No.
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Modules

Product	Module	Status
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Activate Product

OK Cancel

- iv. Enter **your** Registration Details (this will be the details of the person activating the software, generally this will be the Business Partner but can also be the customer)

- Your Name
- Your Email Address

Enter the **Activation Details** exactly as shown on the email you will have received from Draycir

- The Company Name as provided on the email
- The Activation Code as provided on the email

Click **Submit**

Activate Product

DRAYCIR

## PRODUCT ACTIVATION

Please enter your activation details as provided on the email that was sent to you.

**Registration Details**

Your Name

Your Email Address

**Activation Details**

Company Name

Activation Code

Submit

- v. On the Product Activation screen, check that the licence details are correct and click **Activate**

Activate Product

DRAYCIR

## PRODUCT ACTIVATION

COMPANY:

**SPINDLE DOCUMENT MANAGEMENT**

COMPANIES:	DISTRIBUTE:	FULL:
5	2	5
START DATE:	EXPIRY DATE:	
8 Sep 2020	8 Sep 2021	

Cancel Activate

4. The Draycir Accounts team have updated the online Spindle Document Management licence. How do I refresh the licence in Spindle Document Management to reflect these changes?

- a. The licensing is now online, therefore no further licence keys will be required. Spindle Document Management will check for licence updates every 24 hours. To force the update immediately, re-open the Spindle Document Management Server Administration tool.

If you click on the Licence option, the changes will be updated.

5. Do I need to activate Spindle Document Management if I am upgrading from a previous version?
  - a. Yes, you will be required to activate Spindle Document Management both on a fresh install and an upgrade (if you are upgrading from a version prior to v8.15).

**Note:** If you are upgrading Spindle Document Management from any version prior to v8.15, to avoid any disruption for the customer, please ensure you complete the required form to request your activation code.

6. Do I need to activate Spindle Document Management if I am moving servers?
  - a. Yes, you will need to inform Draycir at [licences@draycir.com](mailto:licences@draycir.com) in advance of your server move, providing a date of the move. We will then issue a new activation code via email.