

**handPoint**

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# handPoint Retail

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handPoint Retail 5.4 licenses

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## handPoint Retail

### handPoint Retail 5.4 licenses

#### Quick Start

Before you can request license information from handPoint you must have an active purchase order with handPoint.

Please send all purchase orders to [sales@handpoint.com](mailto:sales@handpoint.com).

#### handPoint Retail Desktop Server

Send the file license.key or the license information from the license dialog to handPoint support at [support@handpoint.com](mailto:support@handpoint.com).

The file license.key can be found in the bin folder under the installation folder of handPoint Retail (the default installation folder is "%ProgramFiles%\handPoint\Retail 5" where %ProgramFiles% is typically set to "C:\Program Files").

With your request please specify:

- Type of license: standard or designer (designer includes standard as well).
- Number of devices that will be used with the desktop server.
- Your name and contact information.
- The name and location of the company/store that requires the license.
- Reference number for the purchase order.

From the response either:

- Replace the file license.key with the new license.key file.
- Paste the new license information into the license dialog edit box.

## handPoint Retail Desktop License errors

Error number	Actions
101	Logout the current user and login the user that installed the product.
102	Logout the current user and login the user that installed the product.
103	Please apply for a new license.
104	Please apply for a new license or reinstall the older version.
105	The Designer doesn't work with this license; please apply for a new license.
201	Logout the current user and login the user that installed the product.
202	Exit all handPoint products, backup license.key, delete license.key, activate handPoint Retail and apply for a new license.

## handPoint Retail Device Activation

If you don't already have a pass-phrase please send a request for the activation pass-phrase to [support@handpoint.com](mailto:support@handpoint.com).

With your request please specify:

- Number of devices that you want to activate with this pass-phrase
- Your name and contact information
- The name and location of the company will own the license
- Reference number for the purchase order.

Activating a device can be achieved in three different ways using the ActivateDevice tool:

- By entering the pass-phrase into the dialog.
- By entering **byphone** as a pass-phrase and receiving a special activation code over the phone.
- By entering **byfile** as a pass-phrase and sending the file LicenseDevice.txt.byfile to handPoint support.
  - Then replace the file LicenseDevice.txt with the one from handPoint.

## handPoint Retail Device Activation errors

Error	Actions
"Failed to activate device"	Please verify that you have entered the correct pass-phrase.  Verify that the device has an internet connection.
"Sorry, but I can't create [...]byfile"	Make sure that the file doesn't already exist and if so delete it.



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## handPoint Retail

### handPoint Retail 5.4 licenses

#### License model

handPoint Retail requires a separate license for

- The handPoint Retail Desktop Server
- The handPoint Retail Designer
- Each instance of handPoint Retail on a device

#### **handPoint Retail Desktop Server**

A License for the handPoint Retail Desktop Server is a “one license per PC” license.

Licenses are non-transferable and control how many devices can be synced with that instance of the Server.

#### **handPoint Retail Designer**

The handPoint Retail Designer includes the Desktop Server license.

A License for the handPoint Retail Desktop Server is a “one license per PC” license.

Licenses are non-transferable and control how many devices can be synced with that instance of the Server.

#### **handPoint Retail on a device**

A license for handPoint Retail on a device is a “one license activates many devices” license and is activated through the ActivateDevice tool, using a passphrase.

Device licenses are permanently linked to a device after activation and are non-transferable.

The number of devices that can be activated with each pass-phrase is limited and is reduced by one each time a new device is activated.

Devices that have previously been licensed do can be reactivated as many times as required with the same pass-phrase.

## Applying for a license

Before you apply for a license you must have a valid purchase order with sales.

Please send any purchase orders directly to sales at [sales@handpoint.com](mailto:sales@handpoint.com).

With a purchase order in hand please proceed to do one of the following

- Send the file license.key (from %ProgramFiles%\handPoint\Retail 5\bin) to handPoint support at [support@handpoint.com](mailto:support@handpoint.com).
- Send the license information from the license dialog that will appear each time the product is activated, to support at [support@handpoint.com](mailto:support@handpoint.com).

Make sure to include the number of the purchase order, how many devices you are licensing and what kind of server license you desire (i.e. designer enabled or standard).

For activation of devices you will receive a special pass-phrase.

## Trial license

On first time install you will get a 30-day trial period on the PC.

Without activating a device you may use it with handPoint Retail for 5 minutes at a time before Retail shuts down.

## Multi-user licensing

The default installation package for handPoint Retail is a “one user per PC” install.

However, it may be desired to have more than one user share usage of the product on the same machine.

To do so you must first install the product to an administrator account and after acquiring a valid license you should configure device information for devices that should be accessible by all users.

Then run the MultiLicense.exe utility from the install user (i.e. the Administrator) and select users to which license and device information should be migrated to.

Note that there is an option in MultiLicense to automatically register new users as they are created on the system.

Note that device information can be migrated from one user to another, after installation/migration by exporting/importing data for each user from the registry tree

```
[HKEY_CURRENT_USER\Software\handPoint\Retail 5\Devices]
```

## Forcing a [new] license to the current user

Sometimes it is desirable to force a new license to the current user.

Examples include multi-user systems where login access to the previous licensee(s) has been lost or it is unknown which user is actually licensed to the product.

The following procedure explains how to force a new license to the current user.

- Exit all handPoint products.
- Find and backup the file license.key.
  - (Should be located in the %ProgramFiles%\handPoint\Retail 5\bin folder where %ProgramFiles% is typically equal to "C:\Program Files")
- Find and delete the file license.key.
  - (Should be located in the %ProgramFiles%\handPoint\Retail 5\bin folder, where %ProgramFiles% is typically equal to "C:\Program Files")
- Activate handPoint Retail Desktop Server Options
  - (The executable name is handPointRetailRuntime.exe)
- Apply for a new license

## License errors

### 101 – missing license

The file license.key doesn't exist, can't be found or can't be opened

#### Reasons

- The product was installed under a different user than the one that activated it
  - Logout the current user and login the user that installed the product
  - If access is desired on other users please migrate settings from the install user to other users (using the multilicense tool)
- User doesn't have sufficient privileges to create files in the %ProgramFiles% folder
  - Give the current user sufficient privileges to install the product
  - Reinstall under the current user
  - Apply for a new license

## 102 – invalid user

This user was at some time licensed for the product but another user has now been licensed for the product

### Reasons

- The information in the file license.key doesn't match to the current user
  - Logout the current user and login the user that installed the product
  - If access is desired on other users please migrate settings from the install user to other users (using the multilicense tool)

## 103 – license expired

The license for the product has expired

### Reasons

- The license period for the current product has expired
  - Please apply for a new license

## 104 – invalid version

The current license information is for an older version of the product

### Reasons

- The license information in the file license.key is for an older product
  - Apply for a new license or reinstall the older version

## 105 – invalid edition

The current license does not allow this edition of the product to run

### Reasons

- handPoint Retail Designer was started, but you only have a license for the Desktop Server.
  - If Designer access is required then please apply for a new license

## 201 – unlicensed user

This user is not licensed to use the product

### **Reasons**

- The information in the file license.key doesn't match to the current user
  - Logout the current user and login the user that installed the product
  - If access is desired on other users please migrate settings from the install user to other users (using the multilicense tool)

## **202 – invalid license**

Invalid or corrupt license information

### **Reasons**

- The information in the file license.key is invalid, corrupt or missing
  - Exit all handPoint products
  - Find and backup the file license.key
    - (Should be located in the %ProgramFiles%\handPoint\Retail 5\bin folder where, %ProgramFiles% is typically equal to "C:\Program Files")
  - Find and delete the file license.key
    - (Should be located in the %ProgramFiles%\handPoint\Retail 5\bin folder, where %ProgramFiles% is typically equal to "C:\Program Files")
  - Activate handPoint Retail Desktop Server Options
    - (The executable name is handPointRetailRuntime.exe)
  - Apply for a new license