

LICENSE RE-ISSUE POLICY DOCUMENT

This document explains Firetide's policy on license re-issue.

Firetide no longer allows unlimited re-issues of licenses. Firetide only allows re-issues of licenses for a maximum of two times.

Firetide always recommends that licenses need to be pushed into nodes during installation. Firetide understands that field engineers are working in harsh environments, and their laptops need to be replaced or re-installed more often.

We recommend following the below steps for field engineers whose laptops need to be replaced or reformatted.

Field access without a management license

When you set up a new mesh, you have the option of pushing a management license to each node. Pushing a management license to each node will allow one to manage the mesh nodes from a system that does **NOT** have a management license. The following paragraph describes the process after you have pushed the management license to the nodes.

Using HotView Pro without a license key

Caution! You need to apply a management license to all nodes in a mesh. If one of the nodes in a mesh does not have a management license, then the system sends an error message and prevents access to all nodes in the mesh.

1. Install HotView Pro on a system that does or does not have a temporary or a permanent license.
2. Start the HotView Pro Launcher, and then select the Server Configuration icon.
3. From the HotView Pro Launcher, go to Options > Manage Licensed HotPort Nodes(Select the option)
4. You can now log into and manage the mesh from a different computer without license.