



Quick Reference Guide to WhatsUp® Gold NSA Licenses

What Is No Server Activation (NSA)?

“No Server Activation” means that activation and installation of the software license is performed without the product contacting Ipswitch online (through the Internet) or offline (using the MyIpswitch.com Offline Activation page).

There are several circumstances where NSA licenses are used:

- 1) In some instances, customers require that the product CANNOT have any activation. This is typically due to security constraints, such as the product runs on a closed or classified network, or that no information can be transmitted from the product or secured system.
- 2) In some instances, online AND offline activation fails. This is typically due to the inability for the activation process to acquire a usable hardware signature for the system on which the product is running.

By default Ipswitch fulfills our licenses requiring the online process be followed. Customers can request that their licenses be delivered as NSA, either prior to purchase or after they purchase and receive their product serial number(s), by contacting their Ipswitch Account Manager or calling Ipswitch Customer Service at 781-676-5700.

Generating the License File

If a license is set to NSA, this means it will not attempt to communicate with the activation server and therefore, a license.txt file must be supplied. There are two ways to generate an NSA license file.

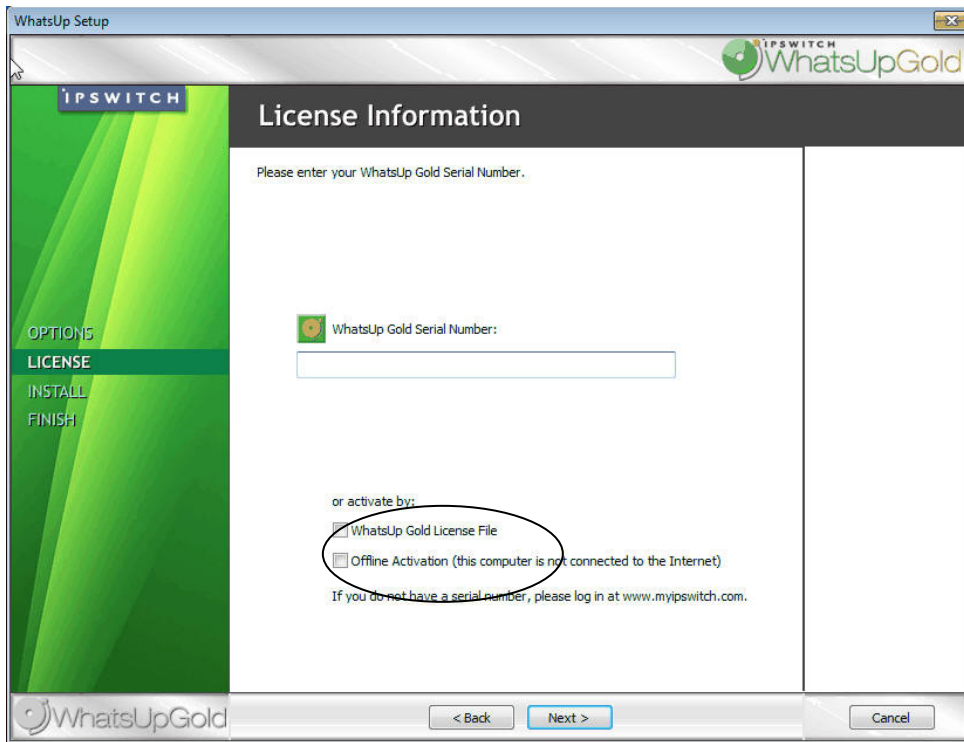
- 1) Customers can also generate the files by logging into their MyIpswitch account. Click on the **My Licenses** tab and locate the license by serial number. Click on the “+” to expand the information about the license. Under **License Type**, it should say No Server Activation. Click on **Download License** to generate the license.txt file and save it to a convenient location.
- 2) Customers can contact Ipswitch Customer Service at 781-676-5700 and request a License file and a License.txt file can be send via email.

As a customer best practice when saving the license.txt file to your machine, name it by using the license’s serial number. For example, you may have a license file named *000T0G79PXXXXXX.txt*. This makes it easier for customers to keep track of them if they own multiple serial numbers.

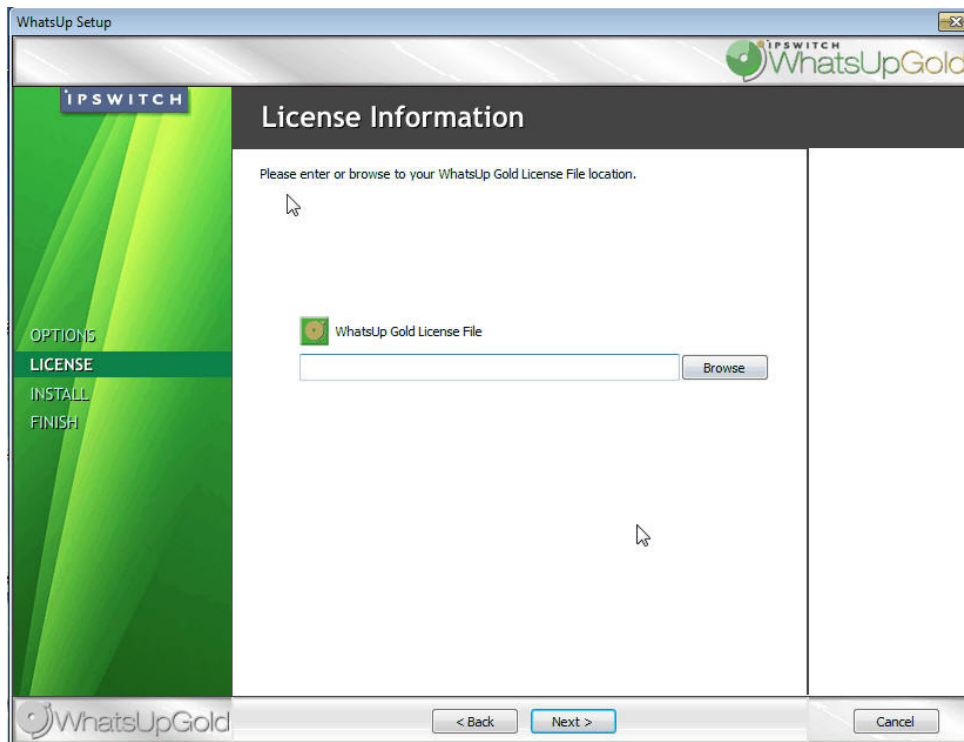
Activating a No Server Activation (NSA) License in the Product

License activation occurs automatically during product installation, and can be manually invoked, usually from the user’s Start menu. Note these dialogues and procedures vary slightly by product.

The activation process opens a dialog box for License Information. Proceed to the section that says, “**or activate by:**” and choose the **WhatsUp Gold License File** option.



The user will then be asked to browse to the supplied license file that they have saved locally on the machine, on the Desktop for instance. Once they have located the license file, click **Activate** and a success message should confirm that it is a valid file.



Next, click **Finish** to end the process and return to the product and/or installation. Activation should now be complete and the software can be used.