

### LBS License Site: User Initiated Transfer or Extend for an Existing License

Users have an option to extend or transfer a license for two weeks without intervention from Laurel Bridge.

This option is primarily provided to help end users avoid production system downtime while waiting for a permanent license transfer to be done by Laurel Bridge.

### Getting Started

To do this transfer or extension, a user must login to their company account on the LBS license site at:

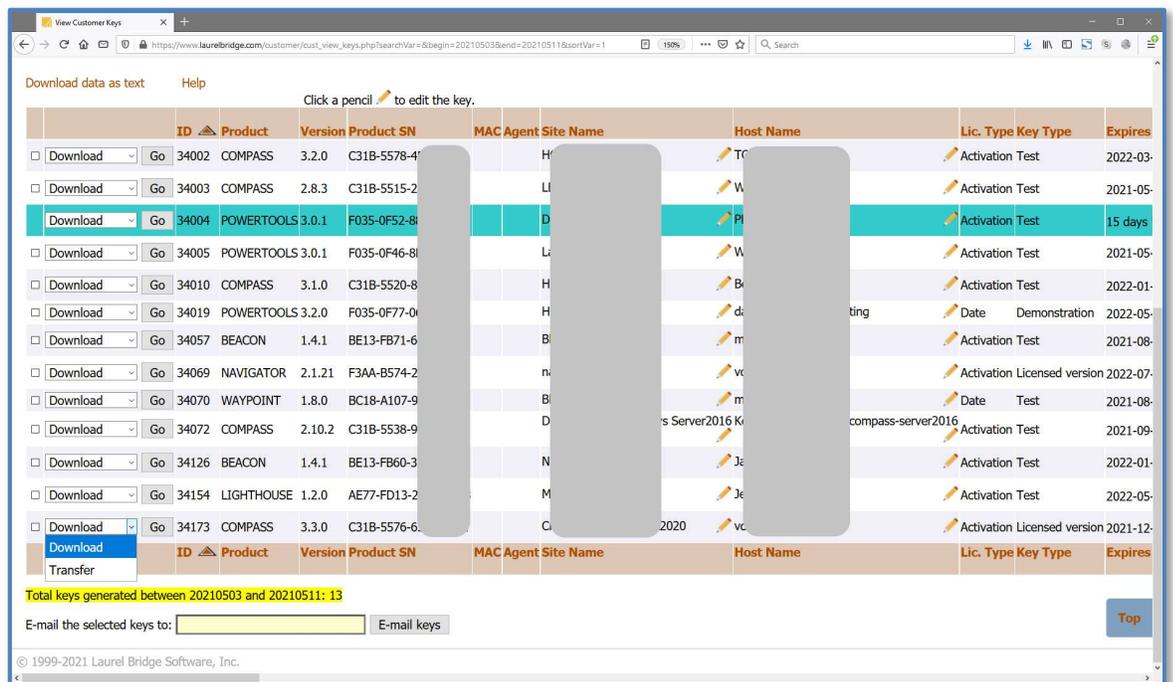
<https://www.laurelbridge.com/customer/login.php>

and view the license of interest by selecting the "View or Download" or "Search" option.

Depending on the state of the license a couple different options will appear at the left of the screen.

- If the license expired in the last 30 days, an "Extend" option is shown.  
Note: After 30 days from expiration, no options are presented.
- If the license is active, then two options appear: "Download" or "Transfer".  
If "Transfer" is selected to move the license to a new machine, then once the acceptance sequence is completed, the license will be available for re-activation and LBS will be notified.

See the example line at the bottom of this screenshot where the user may choose to Download or Transfer.



	ID	Product	Version	Product SN	MAC Agent	Site Name	Host Name	Lic. Type	Key Type	Expires
<input type="checkbox"/>	34002	COMPASS	3.2.0	C31B-5578-4				Activation Test		2022-03-
<input type="checkbox"/>	34003	COMPASS	2.8.3	C31B-5515-2				Activation Test		2021-05-
<input type="checkbox"/>	34004	POWERTOOLS	3.0.1	F035-0F52-8				Activation Test		15 days
<input type="checkbox"/>	34005	POWERTOOLS	3.0.1	F035-0F46-8				Activation Test		2021-05-
<input type="checkbox"/>	34010	COMPASS	3.1.0	C31B-5520-8				Activation Test		2022-01-
<input type="checkbox"/>	34019	POWERTOOLS	3.2.0	F035-0F77-0				Date	Demonstration	2022-05-
<input type="checkbox"/>	34057	BEACON	1.4.1	BE13-FB71-6				Activation Test		2021-08-
<input type="checkbox"/>	34069	NAVIGATOR	2.1.21	F3AA-B574-2				Activation Licensed version		2022-07-
<input type="checkbox"/>	34070	WAYPOINT	1.8.0	BC18-A107-9				Date	Test	2021-08-
<input type="checkbox"/>	34072	COMPASS	2.10.2	C31B-5538-9				Activation Test		2021-09-
<input type="checkbox"/>	34126	BEACON	1.4.1	BE13-FB60-3				Activation Test		2022-01-
<input type="checkbox"/>	34154	LIGHTHOUSE	1.2.0	AE77-FD13-2				Activation Test		2022-05-
<input type="checkbox"/>	34173	COMPASS	3.3.0	C31B-5576-6				Activation Licensed version		2021-12-

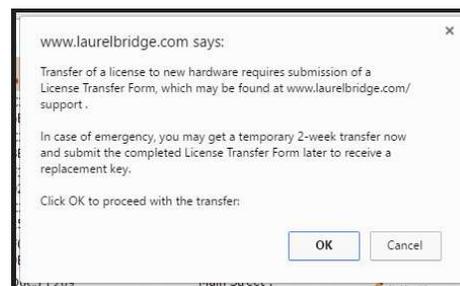
Total keys generated between 20210503 and 20210511: 13

E-mail the selected keys to:  E-mail keys

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### Steps

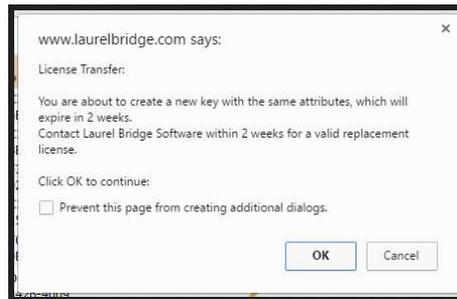
If a user chooses "Transfer" and then clicks **Go**, several pop-up windows appear, advising them as follows:



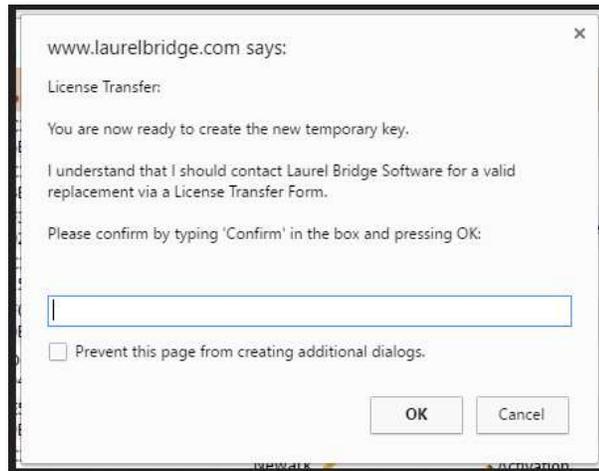
(Steps continued on back of sheet.)

**User Initiated License Transfer or Extend from LBS License Site (Steps continued)**

Once the user clicks **OK** to proceed with the transfer, this description of what is about to occur is shown:



After clicking **OK**, a third pop-up appears which requires confirming user input before transferring the existing license key to the new temporary 2-week license key:

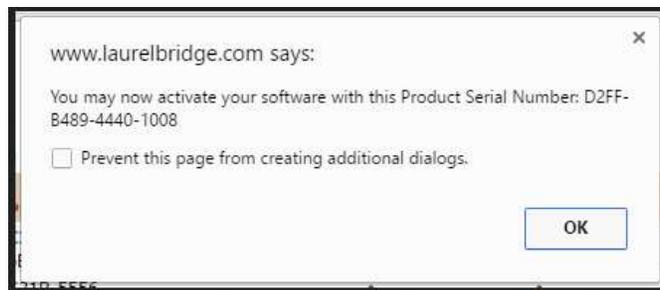


If the user clicks **Cancel** on this or any of the boxes displayed so far, the transfer process is aborted and shows this screen:



If the user did type **Confirm** and then clicked **OK**, then the original license is disabled, a new key is created, and the Product Serial Number (PSN) to use for activating this new license on the target system is displayed.

In the case of a license transfer, the PSN displayed will be the same as the original PSN.



- Once this process is completed, a [License Transfer Form](https://www.laurelbridge.com/support/) (available from: <https://www.laurelbridge.com/support/>) needs to be submitted to [support@laurelbridge.com](mailto:support@laurelbridge.com) by the user.
- Once LBS completes the permanent license transfer and notifies the user, then the user's system needs to have its license re-activated to replace the two-week temporary license with the permanent one; this is typically done from the application's "About" box.

Please contact [support@laurelbridge.com](mailto:support@laurelbridge.com) if you have specific questions regarding this process.