



How to obtain and manage K2 License Keys

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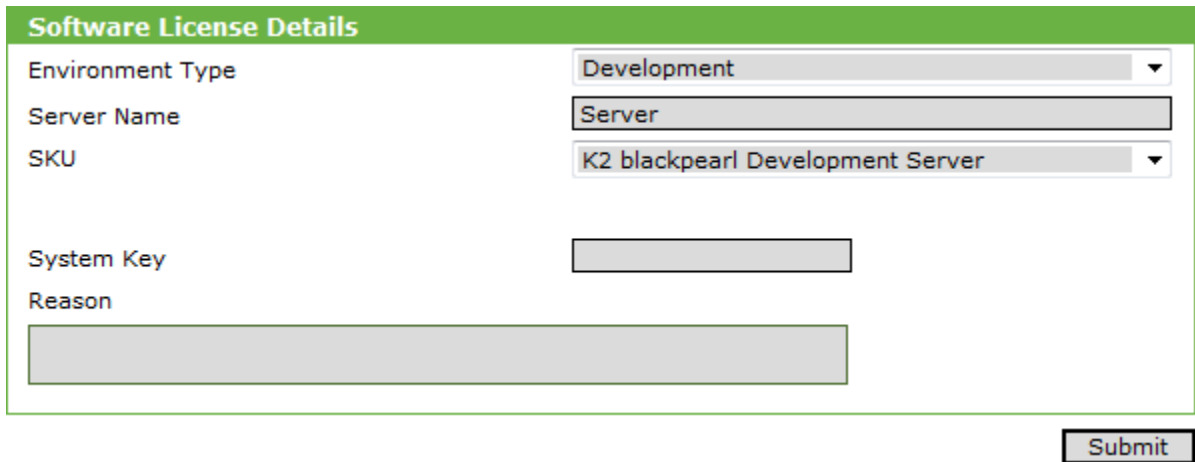
INTRODUCTION

A K2 License Key is required to register the product during installation. This document will explain how to obtain a K2 License Key to register the product as well as management of the license keys.

HOW TO OBTAIN A K2 LICENSE KEY

To obtain the License Key, follow these steps:

1. Open the URL <https://portal.k2.com/licensekey/Default.aspx>. This URL is also available on the License Configuration page in the K2 Setup Manager as shown in Figure 4 later in this document.
2. Enter your K2 Partner and Customer Portal account details.
3. From the Product section, select the product for which you are requesting a license key. For this example it will be K2 blackpearl.
4. The Requester and Licensee Details sections will be pre-populated with the information of the company requesting the license key.
5. The most important section on the license request screen is the Software License Details section.



Software License Details

Environment Type	Development
Server Name	Server
SKU	K2 blackpearl Development Server
System Key	
Reason	

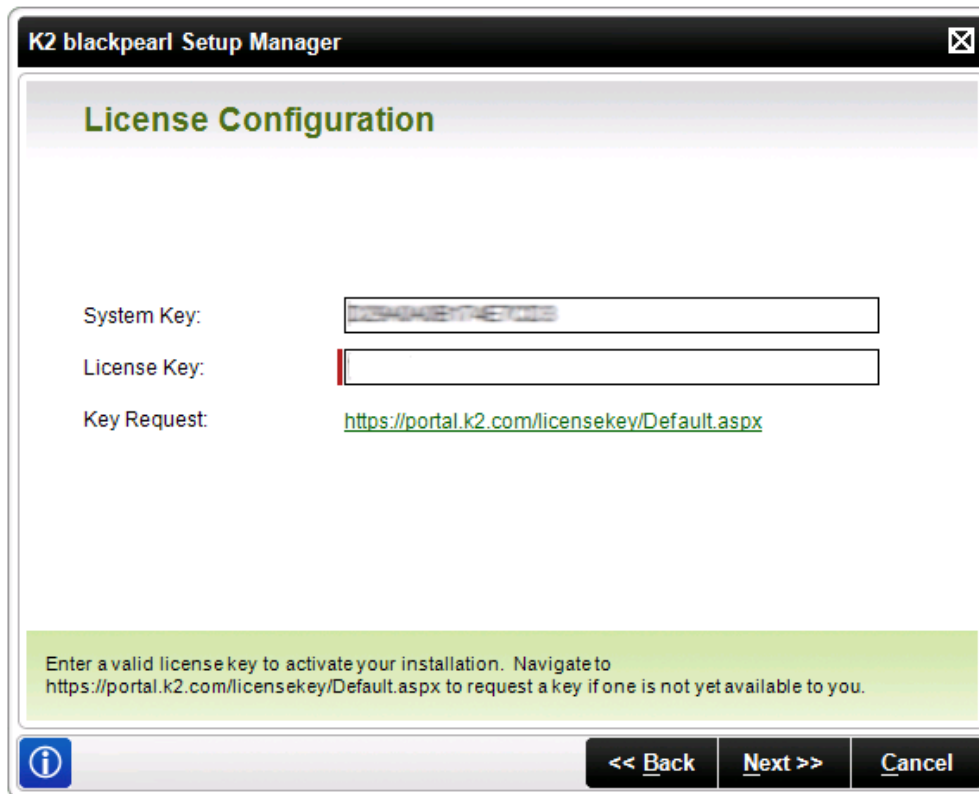
Submit

FIGURE 1. THE SOFTWARE LICENSE DETAILS SECTION.

Be sure to fill out this section completely and accurately, including the following fields:

- Environment Type (e.g., Development, Production)
- Server Name (required)
- SKU (the product SKU you are requesting a license for)
- System Key (copied from the K2 Setup Manager)
- Reason (why you are requesting a license key)

6. The System Key can be copied from the License Configuration page in the K2 Setup Manager. See Figure 2 for an example of the License Configuration screen:



K2 blackpearl Setup Manager

License Configuration

System Key:

License Key:

Key Request: <https://portal.k2.com/licensekey/Default.aspx>

Enter a valid license key to activate your installation. Navigate to <https://portal.k2.com/licensekey/Default.aspx> to request a key if one is not yet available to you.

<< Back Next >> Cancel

FIGURE 2. K2 BLACKPEARL SETUP MANAGER LICENSE CONFIGURATION SCREEN.

7. After you click submit, a message will return stating “Thank you for your request. For the interim you will receive a 4-day temporary license key via e-mail while this request is being authorized.” Within four days an e-mail will be sent containing the new license key.
8. Check the e-mail address used to request the license key, and copy and paste the license key into the K2 Setup Manager. Once it is validated, you will be able to continue the wizard.

HOW TO REGISTER A K2 LICENSE

During the installation process of a K2 product, the K2 Setup Manager wizard requires the license key in order to proceed with the installation.

Simply type or copy the license key previously obtained into the License Key field on the License Configuration page in the K2 Setup Manager wizard and complete the setup wizard.

The product will now be registered.

MANAGE OR UPDATE THE LICENSE KEY IN THE SETUP MANAGER

After installation, the license key can be accessed through the K2 Setup Manager. This will allow the user to edit or re-enter the license key obtained.

To access the license key using the K2 Setup Manager, follow these steps:

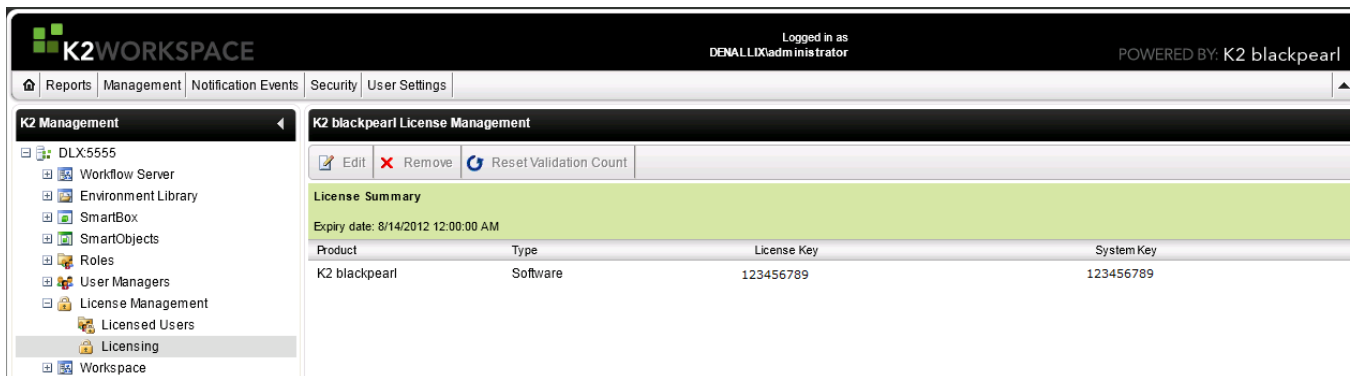
1. Click on the Windows Start Menu > All Programs
2. Find the installed K2 product menu item, and click on the Setup Manager shortcut
3. Select the configuration option
4. Run through the wizard to get to the license configuration page
5. Edit the license key if required and complete the installation wizard to update the license key

MANAGE OR UPDATE THE LICENSE KEY IN K2 WORKSPACE

The License Key can also be updated in K2 Workspace. NOTE: This is only applicable for updating or editing the K2 blackpearl license key. K2 blackpoint does not include K2 Workspace.

Follow these steps to edit the license key:

1. Open K2 Workspace
2. Navigate to Management > Management Console
3. Expand the Server node
4. Expand License Management
5. Select Licensing
6. Select the license on the right for editing and click on edit
7. The license key can now be edited



The screenshot shows the K2 Workspace interface. The top navigation bar includes 'Reports', 'Management', 'Notification Events', 'Security', and 'User Settings'. The user is logged in as 'DENALLIXadministrator'. The main content area is titled 'K2 blackpearl License Management' and features a table with the following data:

Product	Type	License Key	System Key
K2 blackpearl	Software	123456789	123456789

Additional details visible in the interface include an 'Expiry date: 8/14/2012 12:00:00 AM' and a 'License Summary' section. The left sidebar shows a tree view with 'Licensing' selected under 'License Management'.

FIGURE 3. THE K2 BLACKPEARL LICENSE MANAGEMENT PAGE IN K2 WORKSPACE

NOTE: The K2 Server will need to be restarted after editing the license key using K2 Workspace.

MANAGE OR UPDATE THE LICENSE KEY IN K2 PROCESS PORTAL

The License Key can also be updated by using a K2 Process Portal.

Follow these steps to edit the license key:

1. Open a K2 Process Portal
2. Click on Administration on the left hand navigation
3. Expand the License Management node
4. Click on Licensing
5. Select the license on the right for editing and select the Edit menu option from the Product drop down menu as shown in Figure 4
6. The license key can now be edited

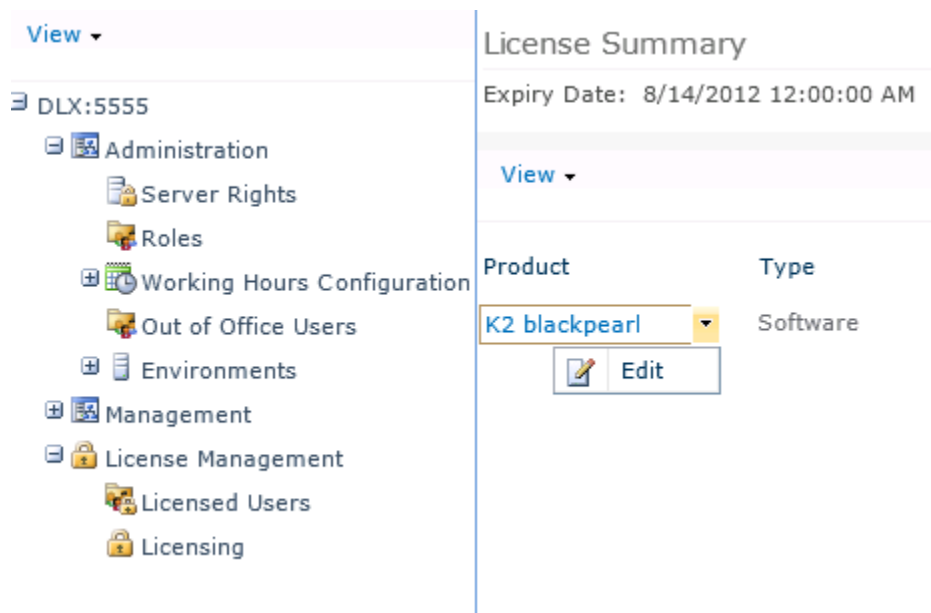


FIGURE 4. EDITING A LICENSE KEY IN THE K2 PROCESS PORTAL ADMINISTRATION TREE.

NOTE: The K2 Server will need to be restarted after editing the license key using a K2 Process Portal.

ADDITIONAL FEATURES IN K2 LICENSE MANAGEMENT

In addition to updating the K2 License Key in K2 Workspace or K2 Process Portal the License Management section can also be used for several other functions.

REMOVE A SYSTEM LICENSE

Removing a license will disable a feature or function of the K2 Platform. For the system to function, at least one license must be active. This may be a license enabling full functionality or a limited usage license. The system will not allow for all licenses to be removed and so long as only one license exists in the viewable area, the remove button will be disabled. Care must be exercised when deleting licenses, especially when a core or key license is removed from the system, such as the K2 Server License. This will disable the system and prevent the system from functioning.

RESET VALIDATION COUNT

The Reset Validation Count option is available for resetting the validation of the license key. The license key will become invalid when removing users from K2 Workspace > Management Console > License Management > Licensed Users too many times. A validation key is then required to validate the license key.

This validation key must be requested by contacting K2 Support.

To reset the validation count, follow these steps:

1. Open K2 Workspace
2. Navigate to Management > Management Console
3. Expand the Server node
4. Expand License Management
5. Select the license on the right and click on Reset Validation Count
6. Enter the validation key provided and click OK

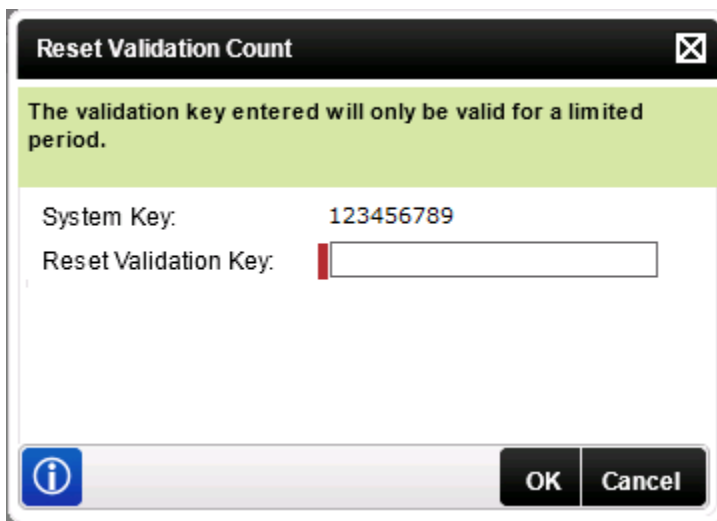


FIGURE 5. THE RESET VALIDATION COUNT SCREEN.

MANAGEMENT OF K2 LICENSED USERS

Whenever a user connects to the K2 Server, either from K2 Workspace, a K2 Process Portal or through the client APIs such as starting a workflow or taking action on a user task, the user's information is cached by K2 and the license count is incremented. These users will then be listed in K2 Workspace > Management Console > License Management > Licensed Users.

The Licensed Users page allows the Administrator to remove users who are no longer participating in K2 related activities.

To remove users, follow these steps:

1. Open K2 Workspace
2. Navigate to Management > Management Console
3. Expand the Server node
4. Expand License Management
5. Click on Licensed Users
6. Select the users for removal by checking the box next to the User Name, and click Remove

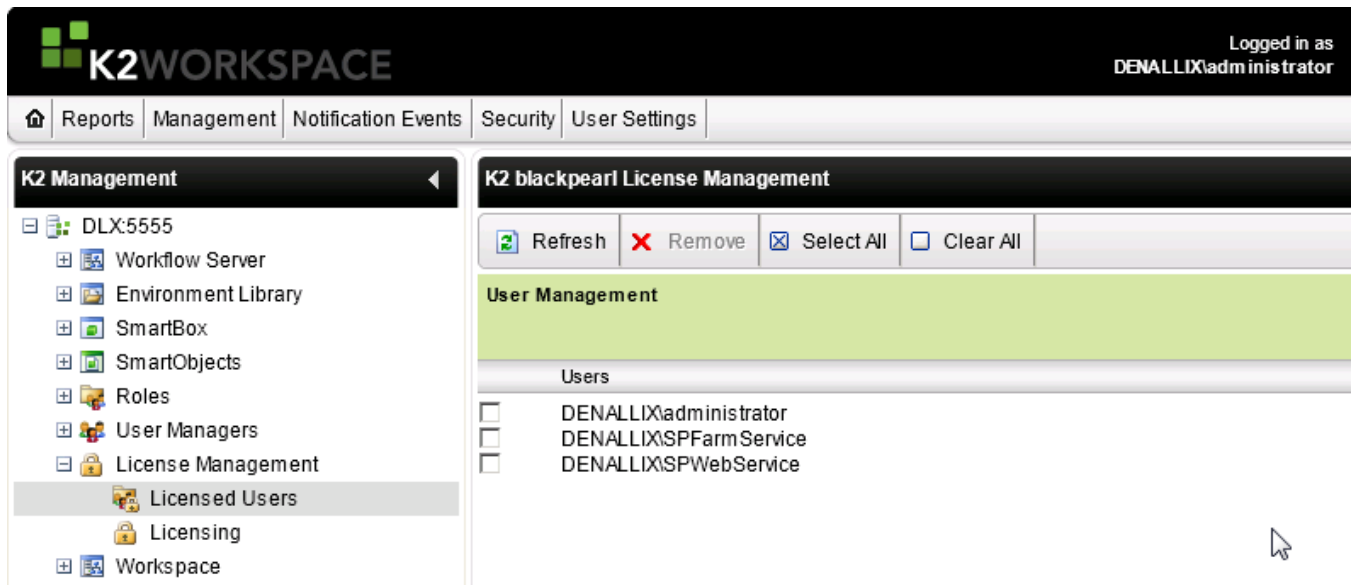


FIGURE 6. THE USER MANAGEMENT SCREEN IN K2 WORKSPACE.

This list can also be refreshed by clicking the Refresh button. As users continue to interact with the K2 Platform, they will be listed here.