



FAQ's on Shoper 9 License Management

Q1. How do I activate a single site license for Shoper 9 Silver/ Gold/ Diamond?	2
Q2. How do I activate a Multi site license for Shoper 9 Silver / Gold/ Diamond?.....	3
Q3. How do I configure a license for Terminal(s) in Shoper 9 Gold / Diamond?	3
Q4. Do I need to activate licenses at individual terminals?	3
Q5. I am an existing Shoper 7.2 Silver user. How do I upgrade to Single site Shoper 9 Silver?	4
Q6. I am an existing Shoper 7.2 Silver user. How do I upgrade to Multi site Shoper 9 Silver?	4
Q7. Our Company had purchased one Shoper 7.2 Silver and is using it on two machines. Can we upgrade to Shoper 9 Silver and use it on two machines?	5
Q8. We are using Shoper 7.2 Gold and have five client installations. How do we upgrade to Single Site Shoper 9 Gold (including clients)?	5
Q9. We are using Shoper 7.2 Gold and have five client installations. How do we upgrade to Multi Site Shoper 9 Gold (including clients)?	6
Q10. I have Shoper 9 Silver/ Gold Beta installed with Shoper 7.2 serial key. How do I use Shoper Live Update to upgrade to Shoper 9 Silver / Gold Release 1.0?	6
Q11. During the process of updating the site license, one of the site administrators selected the option "First time activation for your organization." How do I revert and select the option "Activate Site License", so that the site can become a part of the group?	7
Q12. I provided a wrong Account ID while activating a site, as a result of which the respective site has become a part of another Account. How do I revert?	7

FAQ's on Shoper 9 License Management

The License Management mechanism in Shoper 9 POS and Shoper 9 HO has been simplified and made easier. The control centre available on the Tally Solutions website will simplify the task of managing your various sites and the associated licenses.

An account has one Account administrator. The Account Administrator can manage the overall account including sites and site administrator accounts. Each of your sites can have an associated site administrator who will be managing all the licensing activities of a particular site. For more information on control centre, refer the Control Centre manual.

The new licensing mechanism supported by account and site features has changed the face of license management. The users will be able to administrate license operations on their own. Given below are some frequently asked questions and answers related to license management.

Q 1. How do I activate a single site license for Shoper 9 Silver/ Gold/ Diamond?

Ans:

To activate a Shoper 9 Silver license, execute the following steps:

1. Install **Shoper 9 Silver**
2. Open **Shoper 9** and click on **Manage License**
3. The **Manage License** screen is displayed
4. Select the option **First time activation for your organization**
5. In the **Serial Number** and **Activation Key** fields, enter the serial number and activation key provided with the Shoper 9 CD, respectively
6. In the field **E-Mail ID of Administrator**, enter a valid e-mail id and enter the same in the field Repeat (E-Mail ID of Administrator)
7. Click **Submit** to send the activation request
8. The **Manage License** screen now displays the option **Unlock License**
9. You will receive an e-mail with the unlock Key
10. Select the option **Unlock License**
11. In the **Unlock Key** field, enter the unlock key that you received by e-mail
12. Click **Submit** to activate the Shoper 9 License.

Q 2. How do I activate a Multi site license for Shoper 9 Silver / Gold/ Diamond?**Ans:**

To activate Shoper 9 Silver license, execute the following steps:

1. Install **Shoper 9 Silver**
2. Open **Shoper 9** and click on **Manage License**
3. The **Manage License** screen is displayed
4. Select the option **Activation of an additional site for your organization**
5. In the **Serial Number** and **Activation Key** fields, enter the serial number and activation key provided with the Shoper 9 CD, respectively
6. Enter the **Account ID** provided by your HO.
7. Enter a unique **Site ID** of your choice.
8. In the **E-Mail ID of Administrator** field, enter a valid e-mail id and enter the same in the field Repeat (E-Mail ID of Administrator).
9. Click **Submit** to send the activation request.
10. The **Manage License** screen now displays the option **Unlock License**
11. You will receive an e-mail with the unlock Key
12. Select the option **Unlock License**
13. In the **Unlock Key** field, enter the unlock key that you received by e-mail
14. Click **Submit** to activate the Shoper 9 License

Q 3. How do I configure a license for Terminal(s) in Shoper 9 Gold / Diamond?**Ans:**

By default the License configuration takes place during the installation process. In case the configuration does not happen then:

- ❑ Open Shoper 9 and click on **Manage License**
- ❑ The **Manage License** screen is displayed
- ❑ Select **Configure License**
- ❑ Enter the **IP Address/Host Name** and **Port number** of the license server
- ❑ Click **Submit**

Q 4. Do I need to activate licenses at individual terminals?**Ans:**

No, you need not activate licenses at individual terminals. The terminals can be configured to the License server.

Q 5. I am an existing Shoper 7.2 Silver user. How do I upgrade to Single site Shoper 9 Silver?**Ans:**

To upgrade Shoper 7.2 Silver to Shoper 9 Silver license:

1. Install **Shoper 9 Silver**
2. Open **Shoper 9** and click on **Manage License**
3. The **Manage License** screen is displayed
4. Select the option **First time activation for your organization**
5. In the **Serial Number** and **Activation Key** fields, enter the serial number and activation key used in Shoper 7.2, respectively
6. In the **E-Mail ID of Administrator** field, enter a valid e-mail id and enter the same in the field Repeat (E-Mail ID of Administrator).
7. Click **Submit** to send the activation request.
8. The **Manage License** screen now displays the option **Unlock License**
9. You will receive an e-mail with the unlock Key
10. Select the option **Unlock License**
11. In the **Unlock Key** field, enter the unlock key that you received by e-mail
12. Click **Submit** to activate the Shoper 9 License

Q 6. I am an existing Shoper 7.2 Silver user. How do I upgrade to Multi site Shoper 9 Silver?**Ans:**

To upgrade Shoper 7.2 Silver to Shoper 9 Silver license:

1. Install **Shoper 9 Silver**
2. Open **Shoper 9** and click on **Manage License**
3. The **Manage License** screen is displayed
4. Select the option **Activation of an additional site for your organization**
5. In the **Serial Number** and **Activation Key** fields, enter the serial number and activation key used in Shoper 7.2, respectively
6. Enter the **Account ID** provided by your HO.
7. Enter a unique **Site ID** of your choice.
8. In the **E-Mail ID of Administrator** field, enter a valid e-mail id and enter the same in the field Repeat (E-Mail ID of Administrator).
9. Click **Submit** to send the activation request.
10. The **Manage License** screen now displays the option **Unlock License**

11. You will receive an e-mail with the unlock Key
12. Select the option **Unlock License**
13. In the **Unlock Key** field, enter the unlock key that you received by e-mail
14. Click **Submit** to activate the Shoper 9 License

Q 7. Our Company had purchased one Shoper 7.2 Silver and is using it on two machines. Can we upgrade to Shoper 9 Silver and use it on two machines?

Ans:

To use same license on two machines, please contact **Tally Solutions Pvt. Ltd.**

Q 8. We are using Shoper 7.2 Gold and have five client installations. How do we upgrade to Single Site Shoper 9 Gold (including clients)?

Ans:

1. Install Shoper 9 Gold. During the installation process, install the license Server at the server location.
2. Open **Shoper 9** and click on **Manage License**
3. The **Manage License** screen is displayed
4. Select the option **First time activation for your organization**
5. In the **Serial Number** and **Activation Key** fields, enter the serial number and activation key used in Shoper 7.2, respectively
6. In the **E-Mail ID of Administrator** field, enter a valid e-mail id and enter the same in the field Repeat (E-Mail ID of Administrator).
7. Click **Submit** to send the activation request.
8. The **Manage License** screen now displays the option **Unlock License**
9. You will receive an e-mail with the unlock Key
10. Select the option **Unlock License**
11. In the **Unlock Key** field, enter the unlock key that you received by e-mail
12. Click **Submit** to activate the Shoper 9 License
13. Install Shoper 9 client at the terminals

By default the License configuration takes place during the installation process. In case the configuration does not happen, then configure the license for the client.

Q 9. We are using Shoper 7.2 Gold and have five client installations. How do we upgrade to Multi Site Shoper 9 Gold (including clients)?

Ans:

1. Install **Shoper 9 Gold**. During the installation process, install the license Server at the server location
2. Open Shoper 9 and click on **Manage License**
3. The **Manage License** screen is displayed
4. Select the option **Activation of an additional site for your organization**
5. In the **Serial Number** and **Activation Key** fields, enter the serial number and activation key used in Shoper 7.2, respectively
6. Enter the **Account ID** provided by your HO
7. Enter a unique **Site ID** of your choice
8. In the **E-Mail ID of Administrator** field, enter a valid e-mail id and enter the same in the field Repeat (E-Mail ID of Administrator).
9. Click **Submit** to send the activation request.
10. The **Manage License** screen now displays the options **Unlock License**
11. You will receive an e-mail with the unlock Key
12. Select **Unlock License** option
13. In the **Unlock Key** field, enter the unlock key received by e-mail
14. Click **Submit** to activate the Shoper 9 License
15. Install Shoper 9 client at the terminals.

By default the License configuration takes place during the installation process. In case the configuration does not happen then configure the license for the client.

Q 10. I have Shoper 9 Silver/ Gold Beta installed with Shoper 7.2 serial key. How do I use Shoper Live Update to upgrade to Shoper 9 Silver / Gold Release 1.0?

Ans:

- Download the patch files and update the same using the **Shoper 9 Live Update** tool
- While updating Shoper 9 Release 1.0 patch, the license server will be installed in case of Shoper 9 Gold / Diamond
- Activate the license for the product
- Follow the license activation process as explained above and apply according to your requirement (Single or Multi site).

Q 11. During the process of updating the site license, one of the site administrators selected the option “First time activation for your organization.” How do I revert and select the option “Activate Site License”, so that the site can become a part of the group?

Ans:

Please contact **Tally Solutions Pvt. Ltd.**, our support executive will assist you.

Q 12. I provided a wrong Account ID while activating a site, as a result of which the respective site has become a part of another Account. How do I revert?

Ans:

The account administrator of the Account to which your site was attached wrongly can reject the added site. Following the rejection you can activate site license by providing the right Account and Site ID's.