

# Getting your product keys and downloading software



**fotoware**

# Getting **your** product keys and downloading **software**

The procedure for obtaining your new product keys differs slightly depending on whether you have an active Software Maintenance Agreement or are simply covered by the one-year software warranty.

- **If you have purchased your software from a FotoWare partner and need help registering and downloading, please proceed to point 1.**
- **If you have purchased software with an accompanying Software Maintenance Agreement (SMA) and need help getting your product keys and downloading the software, proceed to point 2.**
- **If you have purchased FotoStation on the FotoWare website and need help downloading, go to point 3.**

## **1. If you have purchased a FotoWare application from a FotoWare partner**

To get your software you will need to create an account at fotoware.com and then tie your license information to the account to get access to the software downloads. You only need to do this once Follow the below steps to complete the procedure.

- 1) Go to [www.fotoware.com/UpdateCenter](http://www.fotoware.com/UpdateCenter).  
(or find the Update Center tab under [www.fotoware.com/Support](http://www.fotoware.com/Support))
- 2) Click on the *Sign up now* link to create a user account at fotoware.com



[Start / Login](#)

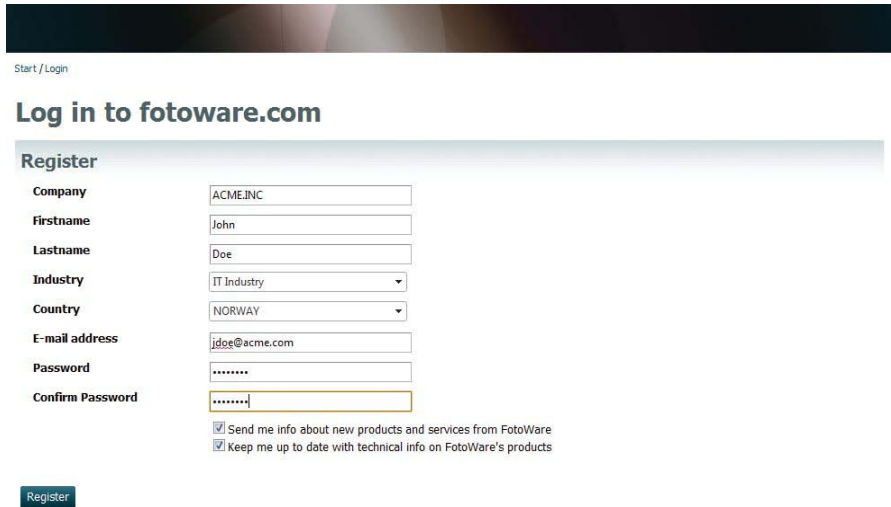
## Log in to fotoware.com

You need to log in to access privileged areas of this web site. If you have not already created an account, you must register now.

**Important:** Use your own, valid, email address. You will receive an email with a confirmation link to finalize your registration.

User name <input type="text"/>	Password <input type="password"/>	<input type="button" value="Log in"/>
Forgotten your password? <a href="#">Click here</a>		
New to fotoware.com? <a href="#">Sign Up Now</a>		

- 3) Fill in the required information in the web form that appears and click on the *Register* button.



Start / Login

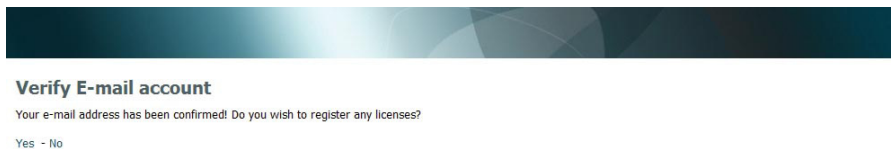
## Log in to fotoware.com

### Register

Company	<input type="text" value="ACMEINC"/>
Firstname	<input type="text" value="John"/>
Lastname	<input type="text" value="Doe"/>
Industry	<input type="text" value="IT Industry"/>
Country	<input type="text" value="NORWAY"/>
E-mail address	<input type="text" value="jdoe@acme.com"/>
Password	<input type="password" value="*****"/>
Confirm Password	<input type="password" value="*****"/>

Send me info about new products and services from FotoWare  
 Keep me up to date with technical info on FotoWare's products

- 4) You will now receive an email to the address you specified. You will need to click a link in this email to verify that your email account is valid. This will take you to the page you see below. Click on *Yes* to register your license.

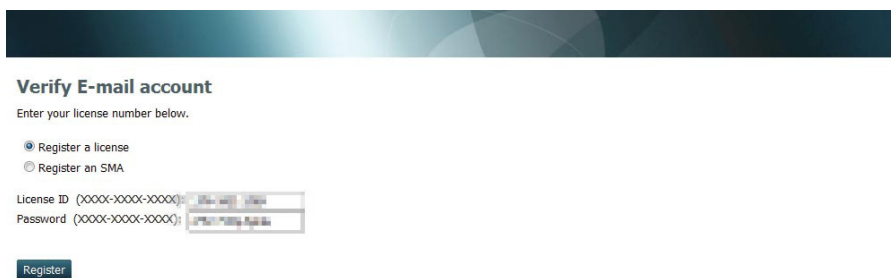


### Verify E-mail account

Your e-mail address has been confirmed! Do you wish to register any licenses?

Yes - No

- 5) Choose *Register a license* and type in the required information as it appears in the letter or email you received with your software.



### Verify E-mail account

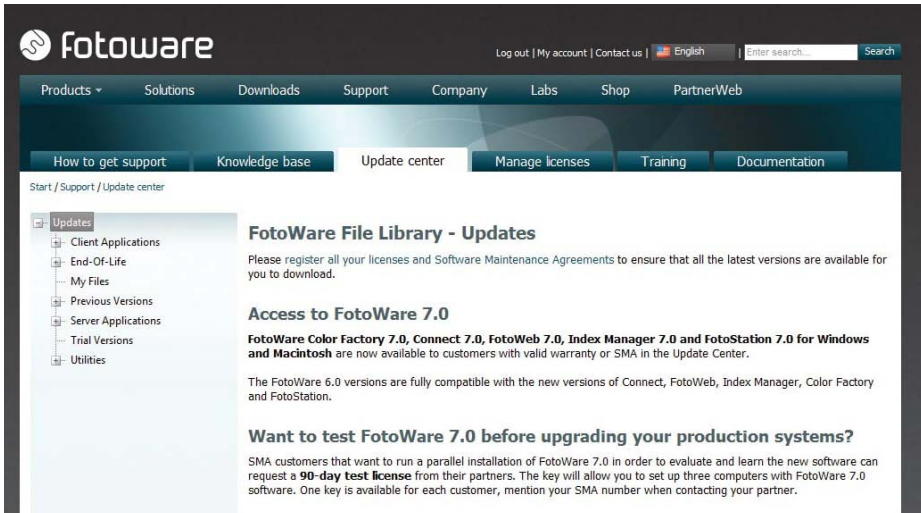
Enter your license number below.

Register a license  
 Register an SMA

License ID (XXXX-XXXX-XXXX):

Password (XXXX-XXXX-XXXX):

- 6) Now you can log on to the *Update Center* (from [www.fotoware.com/support](http://www.fotoware.com/support)) where you will be given access to the software you have purchased.



To register any future licenses, you can log on to the *Update Center* and click on the link that says *Please register all your licenses and Software Maintenance Agreements to ensure that all the latest versions are available for you to download.*

## 2. If you have purchased a FotoWare system with a Software Maintenance Agreement (SMA)

As an SMA holder, you will have received your software along with a Software Maintenance Agreement form with an SMA number on it. To obtain your product keys that can be used to activate the software, you need to create an account at fotoware.com and tie your maintenance agreement to this account. Any person in your organization with access to the SMA number can create his own account and link it to the same SMA to get access to the product keys.

### Creating an account at fotoware.com

- 1) Go to [www.fotoware.com/Support](http://www.fotoware.com/Support) and click on the *Manage licenses* tab
- 2) Click on the *Sign up now* link to create a user account at fotoware.com



[Start / Login](#)

### Log in to fotoware.com

You need to log in to access privileged areas of this web site. If you have not already created an account, you must register now.

**Important:** Use your own, valid, email address. You will receive an email with a confirmation link to finalize your registration.

User name <input type="text"/>	Password <input type="password"/>	<input type="button" value="Log in"/>
Forgotten your password? <a href="#">Click here</a>		
New to fotoware.com? <a href="#">Sign Up Now</a>		

- 3) Fill in the required information in the web form that appears and click on the *Register* button.



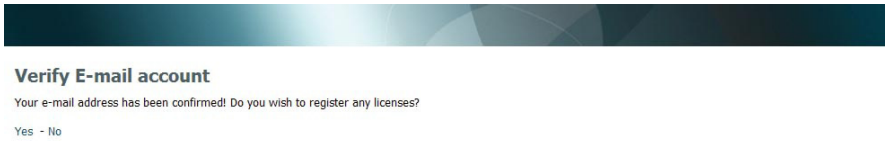
[Start / Login](#)

### Log in to fotoware.com

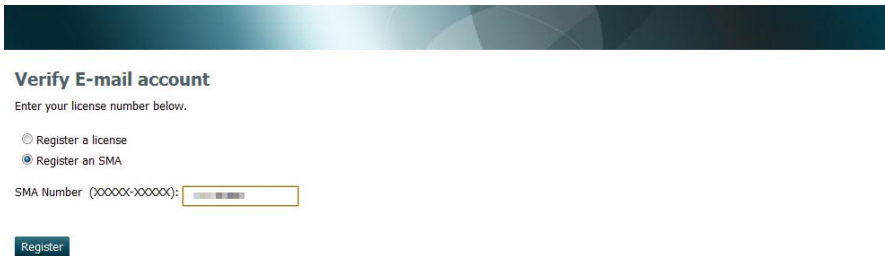
#### Register

Company	<input type="text" value="ACME,INC"/>
Firstname	<input type="text" value="John"/>
Lastname	<input type="text" value="Doe"/>
Industry	<input type="text" value="IT Industry"/>
Country	<input type="text" value="NORWAY"/>
E-mail address	<input type="text" value="jdoe@acme.com"/>
Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>
<input checked="" type="checkbox"/> Send me info about new products and services from FotoWare	
<input checked="" type="checkbox"/> Keep me up to date with technical info on FotoWare's products	

- 4) You will now receive an email to the address you specified. You will need to click a link in this email to verify that your email account is valid. This will take you to the page you see below:



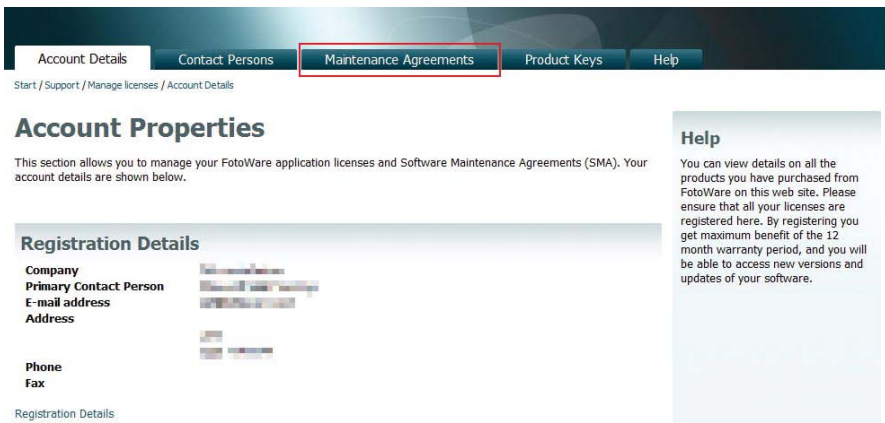
- 5) Click on *Yes* to register your SMA and fill in the required information.



Now that your SMA has been tied to your account, you must fulfill the SMA to get your product keys. Directions are given below. After completing the fulfillment process, the keys will be sent to your email address:

## SMA Fulfillment

- 6) Go to [www.fotoware.com/support](http://www.fotoware.com/support)  
7) Click on the *Manage licenses* tab and log in if required  
8) Click on the *Maintenance Agreements* tab to see all your registered software maintenance agreements.



9) Click on the *Fulfill* link to run through the fulfillment process. Instructions are given as you go along.

The screenshot shows the 'Software Maintenance Agreement' page. At the top, there are navigation tabs: 'Account Details', 'Contact Persons', 'Maintenance Agreements' (selected), 'Product Keys', and 'Help'. Below the tabs is a breadcrumb trail: 'Start / Support / Manage licenses / Maintenance Agreements'. The main heading is 'Software Maintenance Agreement'. Below this, a paragraph states: 'The details of your Software Maintenance Agreements are shown below. If you can not see all your SMAs, you may have multiple accounts in the system. Contact FotoWare to have the accounts merged.' A table with the following columns is displayed: 'Agreement No', 'Start Date', 'Expires', and 'Operations'. The table contains one row with a small icon on the left, a greyed-out 'Agreement No', '1/1/2010' for 'Start Date', '1/1/2011' for 'Expires', and 'View | Fulfill' for 'Operations'. To the right of the table is a 'Legend' box with three items: a green arrow icon for 'Active agreement.', a document icon for 'Agreement is ready for fulfillment. (You can retrieve new product keys and upgrade your products.)', and a clock icon for 'The agreement will expire in less than 90 days.' Below these is a red icon for 'The agreement has expired, is cancelled or is not paid.'

10) Make sure you read the information on each page carefully before continuing. Click on the *Start fulfillment process* link to get started.

The screenshot shows the 'Agreement fulfillment' page. The navigation tabs and breadcrumb trail are the same as in the previous screenshot. The main heading is 'Agreement fulfillment'. Below this, a paragraph states: 'Your Software Maintenance Agreement can be fulfilled each year after the agreement has been renewed.' A bulleted list follows:

- New product keys will be issued for all licensed products
- You will be able to use all versions that are released up until the end of your agreement ( )
- You can use the new product keys with old software versions (you are not forced to upgrade your software)
- Existing product keys and hardware keys will be disabled. You must use the new keys when activating new computers or moving between computers.
- You are responsible for not using more licenses than your agreement permits

A blue button labeled 'Start fulfillment process' is located below the list. To the right is a 'Legend' box with the same three items as in the previous screenshot.

11) Next, verify that all the products in the SMA are listed before continuing. You have to put a cross in the check-box before you may click on the *Continue* button

The screenshot shows the 'Verify product details' page. The navigation tabs and breadcrumb trail are the same. The main heading is 'Verify product details'. Below this, a paragraph states: 'The list below shows the licenses we will issue when you complete this process.' A table with the following columns is displayed: 'Product', 'Licenses', 'Access Licenses', and 'Consolidated'. The table contains one row: 'FotoStation PRO Mac SA', '1', '0', and 'Consolidated'. Below the table, a paragraph states: '\*) Only one product key will be issued for licensed marked as Consolidated. The single key will allow activations on as many machines as you have licenses for, and can also be used for automatic network deployment. **Please verify that this is correct. If you see any errors or have any questions, please hold at this point and contact us on +47 22 03 24 40 (English/Norwegian) for immediate assistance (or your local FotoWare Partner).** Your product keys will be delivered to [oaefrenning+test@gmail.com](mailto:oaefrenning+test@gmail.com). Change contact person details  The above information is correct. Please proceed to issue product keys for these licenses.' A blue button labeled 'Continue' is located at the bottom left. To the right is a 'Legend' box with the same three items as in the previous screenshots.

12) Next, you will have to certify that you agree to the end-user license agreement (EULA) terms and conditions for using the software.

The screenshot shows a web interface with a navigation bar at the top containing 'Account Details', 'Contact Persons', 'Maintenance Agreements', 'Product Keys', and 'Help'. Below the navigation bar is a breadcrumb trail: 'Start / Support / Manage licenses / Maintenance Agreements'. The main heading is 'Terms and conditions'. Below this, a paragraph reads: 'Please read through the contract below, and sign it using the fields below to agree to the terms set forth.' The contract text is titled 'END USER LICENSE AGREEMENT (“EULA”) FOR CUSTOMERS WITH SOFTWARE MAINTENANCE AGREEMENTS'. The text states: 'BY USING THE SOFTWARE LICENSED TO YOU THROUGH YOUR SOFTWARE MAINTENANCE AGREEMENT YOU ARE CONSENTING TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, DO NOT INSTALL, COPY OR OTHERWISE USE THE SOFTWARE AND RETURN THE PRODUCT TO THE PLACE OF PURCHASE FOR A FULL REFUND.' Below this, it says: 'FotoWare a.s (“FotoWare”) grants the customer (“Customer”/“you”) a non-exclusive license to use the software (“Software”) and accompanying documentation (“Documentation”) in the manner described below. Enter your full name below to sign this agreement:'. There is a text input field containing 'JOHN DOE'. Below the input field is a checkbox with the text: 'I hereby accept all the terms set forth in the End User License Agreement, and declare that I am authorized to sign this contract on behalf of Testland.' Below the checkbox is a 'Sign Agreement' button. At the bottom of the page, there is a note: '(Some browsers may require that you tab out of the signature field or toggle a checkbox to force validation of the page.)'. On the right side of the page, there is a 'Legend' box with three items: 'Active agreement.' (green arrow icon), 'Agreement is ready for fulfillment. (You can retrieve new product keys and upgrade your products.)' (orange key icon), 'The agreement will expire in less than 90 days.' (orange clock icon), and 'The agreement has expired, is cancelled or is not paid.' (red X icon).

13) That's it. The fulfillment is finished and the product keys will be sent to your email address in a matter of minutes.

The screenshot shows a web interface with a navigation bar at the top containing 'Account Details', 'Contact Persons', 'Maintenance Agreements', 'Product Keys', and 'Help'. Below the navigation bar is a breadcrumb trail: 'Start / Support / Manage licenses / Maintenance Agreements'. The main heading is 'Fulfillment finished'. Below this, a paragraph reads: 'Your fulfillment request has been queued for processing. You will receive your product keys via email shortly. Your reference number is **af62d714-bb67-4ddb-8492-579519757baf**.' On the right side of the page, there is a 'Legend' box with three items: 'Active agreement.' (green arrow icon), 'Agreement is ready for fulfillment. (You can retrieve new product keys and upgrade your products.)' (orange key icon), and 'The agreement has expired, is cancelled or is not paid.' (red X icon).

## Important information to SMA holders:

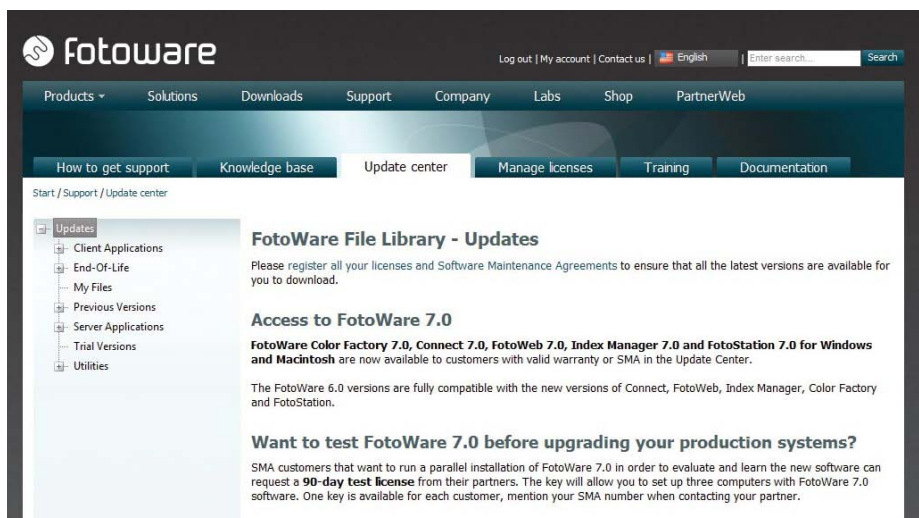
If after a year you choose to renew your Software Maintenance Agreement with FotoWare, you will need to log on to the fotoware.com website and run a new fulfillment as described above from point 6 onwards. Then, when running the fulfillment process, you will receive new product keys which must be used to activate newer releases of your software.

When you start using the new product keys, the old ones will be marked as inactive and can no longer be used.

### 3. If you have purchased FotoStation 6.0 on the FotoWare website

Having purchased FotoStation on the web, you will receive the software product key automatically to your email address when the billing process is completed. Follow the below procedure to download FotoStation.

- 1) Go to [www.fotoware.com/UpdateCenter](http://www.fotoware.com/UpdateCenter).
- 2) Log in with the same user name and password that you created when going through the online ordering process.
- 3) When you're logged in, use the navigation pane on the left to locate your software and start the download. (FotoStation can be found under the *Client Applications* node in the navigation pane.)





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Web: [www.fotoware.de](http://www.fotoware.de)