

4D 2004 Product Registration

By Tom Fitch, Technical Support Engineer, 4D Inc.

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Abstract

This Technical Note describes how to complete the registration process for 4th Dimension 2004 products and covers some common troubleshooting techniques for when the process does not work as expected.

Introduction

The activation and registration process for 4th Dimension (4D) 2004 products has been streamlined in an attempt to make it as user friendly as possible. That does not mean that the process is 100% intuitive or that people do not still encounter problems.

The first section of this Technical Note regards only 4D products which are not attached to another associated product number. Included among these products is 4th Dimension, 4D Server, and 4D Runtime Single User. For the purpose of this Technical Note these products will be referred to as "base products". Additionally there is a section on the registration of expansions and upgrades, which also discusses the differences between these products and base products. Finally, the document will run through the contents of the 4D Licenses folder, a description of 4D License files, and some general troubleshooting regarding common registration issues.

Note: "activation" and "registration" will be collectively referred to as "registration" throughout this document.

Registration Methods

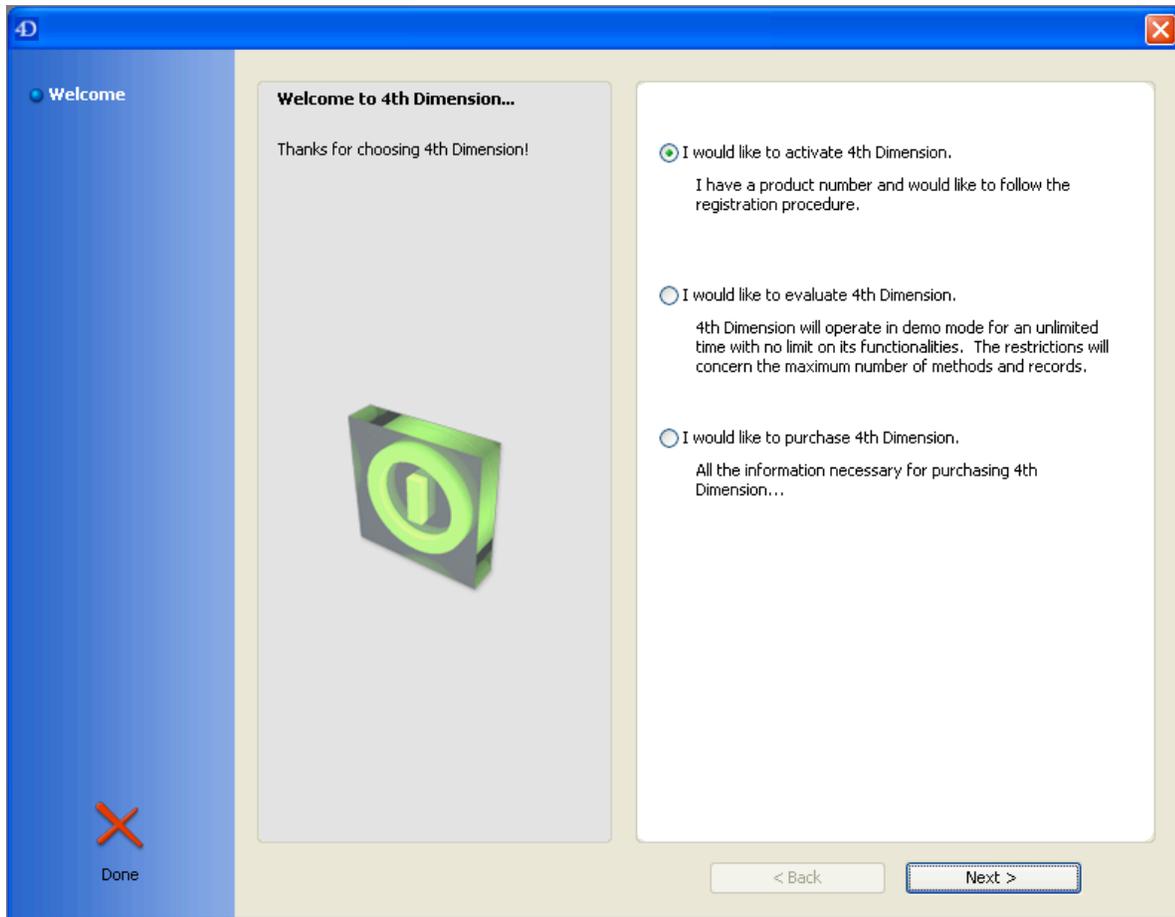
There are three methods to register a new 4D 2004 product: online, offline and emergency. This Technical Note covers each method for both base products and expansions.

Registering a 4D Base Product

By far the easiest and most user-friendly method of registration for a 4D 2004 product is the online method, meaning the registration is completed from within the 4D software via the internet. The 4D environment is all-inclusive in this regard and,

assuming that the machine the product is being registered on has a functioning internet connection, should go off without a hitch.

Regardless of the method that the customer plans to use to register the base product, the process starts by launching the base product. When running a base product, if it has not yet been registered, the "Welcome to 4th Dimension..." screen is displayed. 4th Dimension will offer a few different options at this point, shown below:



To register a base product choose "I would like to activate 4th Dimension". The other options (to evaluate or purchase 4th Dimension) are for users who have not yet purchased a 4D product license.

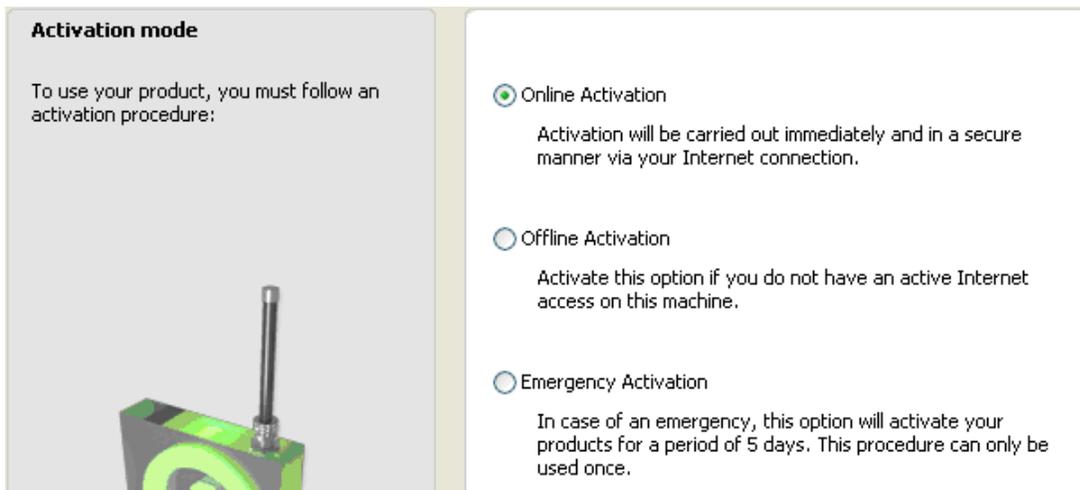
Clicking the Next button shows the License Agreement screen, where the user must check the "I agree" box. Then click the Next button and 4th Dimension will continue on to the Activation mode screen.

Here 4th Dimension presents three different options: "Online Activation", "Offline Activation", and "Emergency Activation". Online registration is the ideal method to use; offline is strictly for use in case the machine the base product is being registered on is *not* able to connect to the internet; emergency mode is self-

explanatory, only for use in emergencies. Each registration method is covered in depth in the following sections.

Online Registration – Base Products

The only technical requirement for online registration is that the machine the base product will be registered on has an available internet connection. The customer also must have their partner or customer ID number, password, and product number (also called product ID). For this method choose the “Online Activation” option from the “Activation mode” screen:



Activation mode

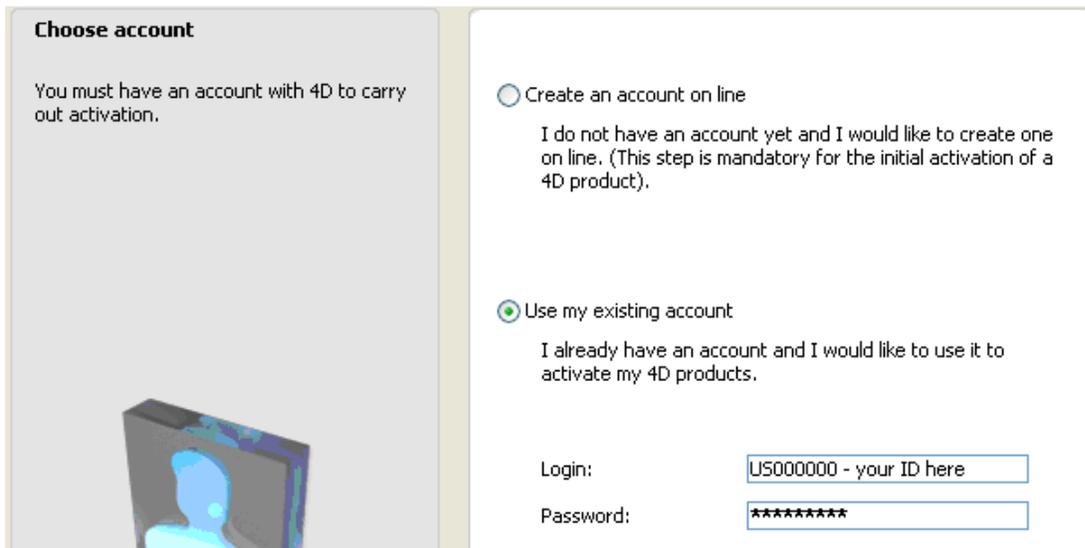
To use your product, you must follow an activation procedure:

Online Activation
Activation will be carried out immediately and in a secure manner via your Internet connection.

Offline Activation
Activate this option if you do not have an active Internet access on this machine.

Emergency Activation
In case of an emergency, this option will activate your products for a period of 5 days. This procedure can only be used once.

Following that is the “Choose account” screen. If the user has a 4D Customer or Partner ID (which begins with the letters US and is followed by six digits, such as US123456) this is where to log in, using the second option: “Use my existing account”. This should be the case for most customers, since an account must be created prior to purchasing 4D software. The “Choose account” screen is shown below:



Choose account

You must have an account with 4D to carry out activation.

Create an account on line
I do not have an account yet and I would like to create one on line. (This step is mandatory for the initial activation of a 4D product).

Use my existing account
I already have an account and I would like to use it to activate my 4D products.

Login:

Password:

A new account can be created by choosing the "Create an account on line" option, but be sure to avoid duplicate accounts. If the customer or partner ID has been lost it can be retrieved here:

http://register.4d.com/REGS_Site/WebPagesUS/retrievepass.html

After logging in 4th Dimension loads the "Product number entry" screen:

When a new product is purchased 4D Sales sends the customer a product number via email to register and, if requested, a CD containing the purchased software. The mail packet will also contain the product number.

Type in the product number in the "Product Number" field, and click the Send button. In the above screen shot an example 4th Dimension Developer Edition product number has been entered. Different products have different formats for their product number.

Here are a few example product numbers:

4DSE80CXXXXXXXX: 4th Dimension 2004 Standard Edition (Mac or Win)

4DDE80WXXXXXXXX: 4th Dimension 2004 Developer Edition (Win)

4DDE80MXXXXXXXX: 4th Dimension 2004 Developer Edition (Mac)

4SSE80WXXXXXXXX: 4D 2004 Server Standard Edition (Win)

4SSE80MXXXXXXXX: 4D 2004 Server Standard Edition (Mac)

If the registration fails at this point, check to ensure that the product number was entered correctly. Many registration errors are due to mistyping the product number. Also note that only product numbers for base products, not expansions, should be entered here.

It is important at this point to ensure that the Send button was clicked. This step is easy to miss, and 4th Dimension will allow the user to continue on without an error message.

After clicking the Congratulations button the next screen is shown:



“Congratulations!” The registration was successful. Make sure that the product number that was just registered is shown. If there has been an error in the registration process, then 4D can still advance to this screen, but the area showing what numbers have been registered will be blank. It is easy to overlook this and believe the new 4D base product is successfully registered. If all is well click the button that says “Go to 4D!”

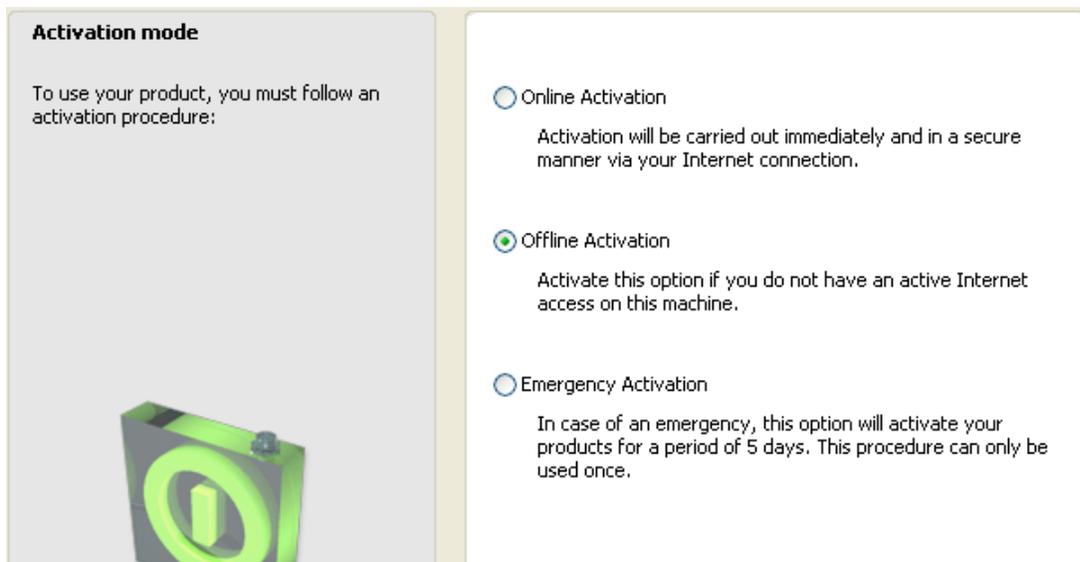
Offline Registration – Base Products

There should only be one situation where the online method of registering a 4D base product cannot be used: if the machine that the 4D base product is being installed on cannot connect to the internet. In this case offline registration is the only option.

The offline registration process can be summarized as follows:

- Create the seed file. This is a file created by the base product on the machine that the base product is being registered on.
- Send the seed file to 4D.
- Receive the serialization file from 4D. This is a file created by 4D that will be sent to the customer via e-mail.
- Integrate the serialization file into the base product.

This method of registration starts from the “Activation mode screen” shown again below:



If the computer does not have internet access the “Offline activation” option needs to be selected rather than “Online activation”. This option will lead to the “Generate file” screen:

Generate file

I already have a client account at 4D and I do not want to (or cannot) send more information by Internet. I would just like to generate a file that I will send to 4D in order to obtain a serialization file in return.



Offline Activation

Step 1: Generate the file to be sent

Product Number:

E-mail:

Enter the product number and a valid e-mail address. The serialization file will be sent to this address. Click the Generate file... button. This generates the seed file, which should then be transferred to a machine that has internet access. Once the seed file is generated (by default a text file with the name "reg.txt", although any name would work) click the Next button. The next screen is the "Send file" screen. Note: the instructions on the "Send file" screen must be performed from a different computer, one with internet access, and to which the seed file should be transferred.

The online registration portion of the process is done via the 4D website, at:

<http://register.4d.com>

From the website choose the "4D 2004 Online Activation Login" link. On the next page enter a partner or customer ID number and password to login. After logging in the next page will be the "Product registration" page. There the product number needs to be entered. Once it has been entered the Web page will prompt for the seed name and new seed file, as shown below:

❖ **Select an already registered seed**

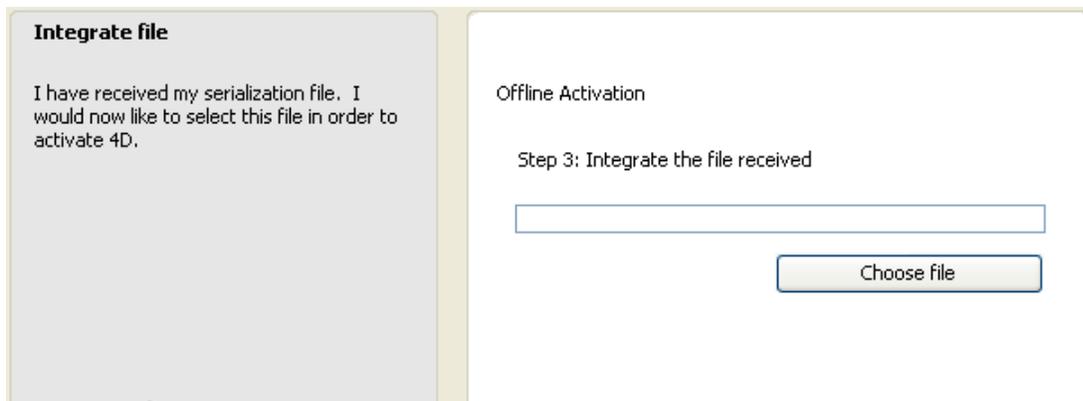
❖ **Please enter the new seed**

Seed name : (ex : My Computer number 1)

New seed :

The seed name is arbitrary. It is recommended to set it to the name of the computer that the 4D base product is installed on. The seed file is the .txt file that was transferred to this computer for the purpose of registration. Using the Browse button, the path to that file needs to be entered, and the Continue button will lead to the culmination of this process. Shortly thereafter the serial file will be generated and the Web page will say Thank you for your registration. At this point the serialization file should have been emailed to the e-mail address given earlier in the process.

The next step is to integrate the serialization file into the 4D base product being registered. First the file must be moved to the computer that 4D is installed on (the one without an internet connection for this process). Return to the 4D interface, and click the Next button from the "Send file" screen. This leads to the "Integrate file" screen:



Integrate file

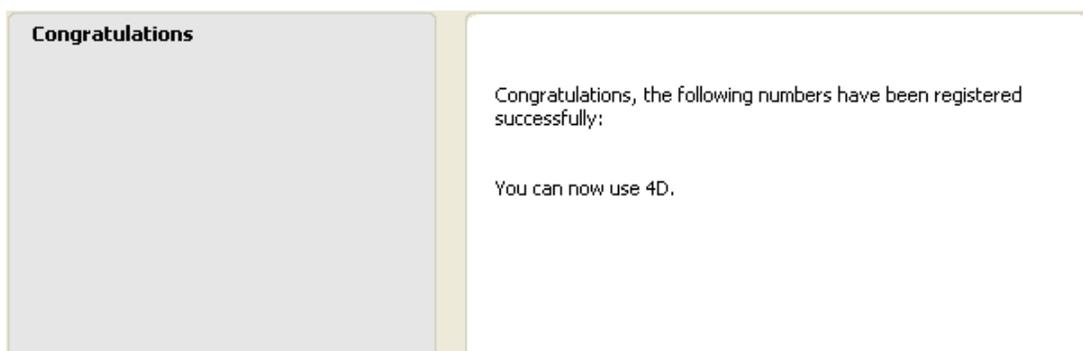
I have received my serialization file. I would now like to select this file in order to activate 4D.

Offline Activation

Step 3: Integrate the file received

Choose file

To integrate the file into 4D, first browse for it using the Choose file button. Once the correct file (for example: "product_ID_number.html") has been chosen, click the Next button at the bottom of the screen and 4D will integrate it.



Congratulations

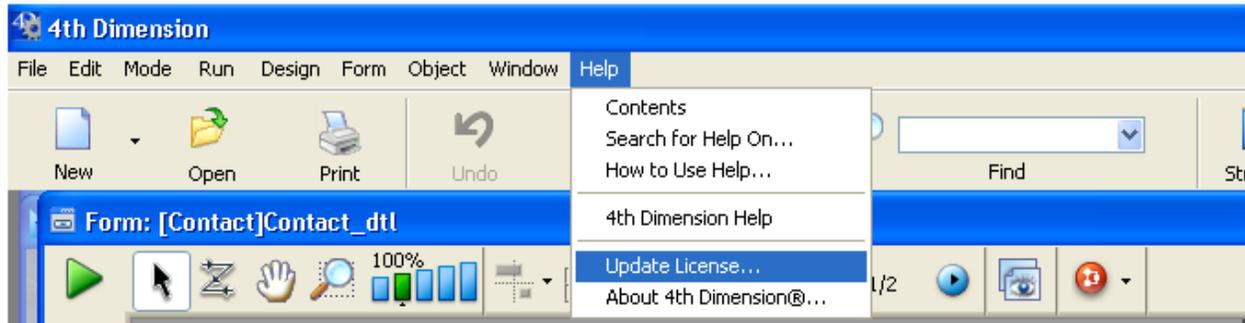
Congratulations, the following numbers have been registered successfully:

You can now use 4D.

"Congratulations"! Now the 4D base product is registered, the "Go to 4D" button at the bottom of the screen will open the base product and it will be ready for use.

Note: unlike online registration in this registration method it is common for there to be no product number listed in the "Congratulations" screen. To check and ensure

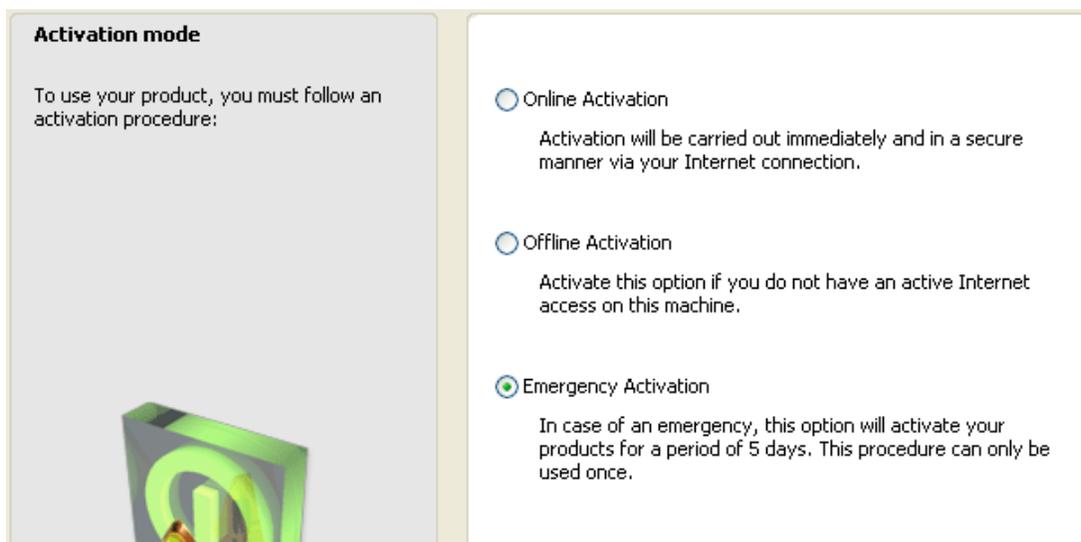
that registration went well, open the Help menu in 4D and choose the option titled "Update License...", shown below:



From there the "Active Licenses" pane should show the newly registered 4D base product license if registration was successful. There is more regarding the "Update License..." option later in this Technical Note.

Emergency Registration

Emergency registration is to be used when no other method of registration is successful and 4D must be up and running immediately. To use it, choose the "Emergency Activation" option from the Activation mode screen:



The only step to use emergency registration is to input the base product number and click next. For that session 4D is activated as if the full version was purchased and registered. At this point it is probably best to contact 4D Technical Support to resolve the registration issue as emergency registration is only a temporary fix, will only work for a five day period, and can only be done once. Information for contacting 4D Technical Support can be found here

<http://www.4d.com/support>

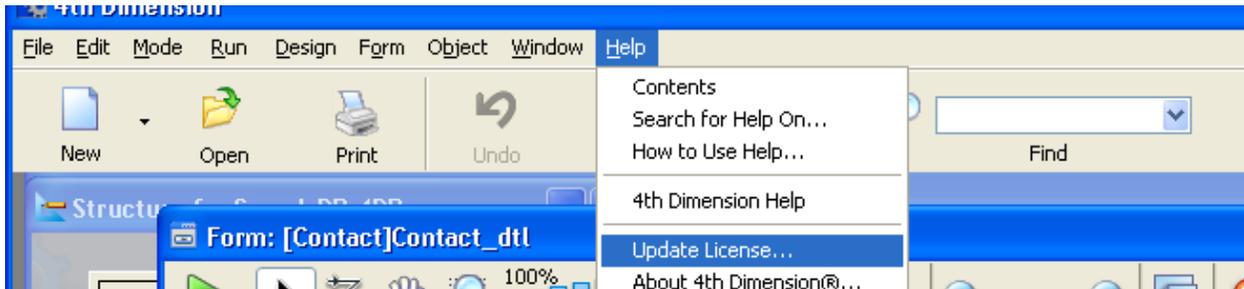
Registering a 4D Expansion or Upgrade Product

4D expansion and upgrade products are products that must be associated to a base product. These include 4D expansion packs and 4D upgrades. Registration of these products is very similar to the registration of a 4D base product. Just like base products, expansion products will have a product number. For the purpose of this Technical Note both these products will be referred to as expansion products.

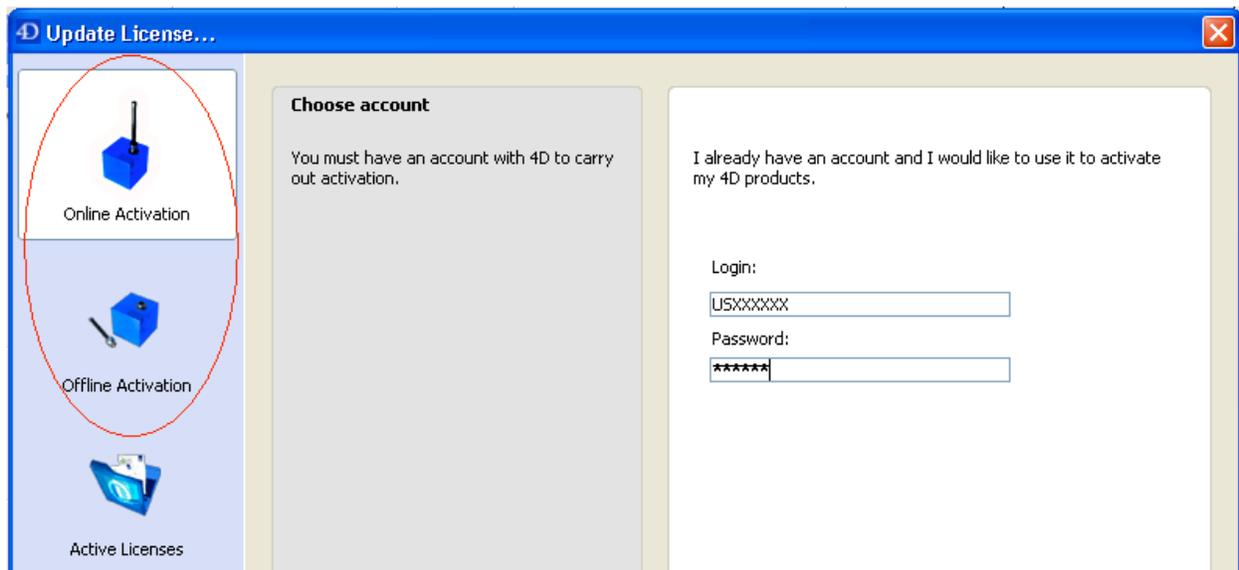
Online Registration – Expansion Products

The first step to register an expansion product is to open a 4D base product. Note: it is not necessary to open the base product that the expansion product will be associated with, but that is a common practice.

To register expansion products, launch the 4D base product and navigate to the Help menu. Choose the "Update License..." option:



At this point the activation mode must be chosen. Both the Online Activation and Offline Activation modes are extremely similar to the registration options discussed previously. The third option for base products, emergency activation, is not available for expansion products.



Because both of these available methods of registration are similar to the steps already discussed, only the differences will be highlighted here.

For online registration the first difference is at the Product number entry screen:

Product number entry

I already have a client account and I would like to activate my product on line.

Product registration:

 I am registering a product number.

Product Number:

 I am registering an expansion number.

Expansion numbers must be associated with a product number.

Expansion Number:

Associated product number:

At this point the expansion product number should be entered in the "Expansion Number:" field. Next choose the appropriate associated product number from the drop-down list. This is the product number of the base product to which this expansion will be attached. Make sure to choose the correct base product.

Once the base product number has been correctly entered, be sure to click the "Send" button and there should be a message at the bottom of the screen saying that registration is complete. To confirm this click the "Active licenses" button from the pane on the left of the window and expand the base product to which the expansion product was associated. The newly registered expansion product should be listed there.

Offline Registration – Expansion Products

If offline registration is the only option available it can be followed through as per the base product offline registration method. For offline expansion product registration the only difference is on the 4D website. After entering the expansion product number to register there a "Product Attachment" page will load, as shown below:

4D Registration Database

English Français Español Deutsch

Your Account Logout Registration

Product Number to register : YOUREXPANSIONNUMBERHERE

❖ **Product Attachment**

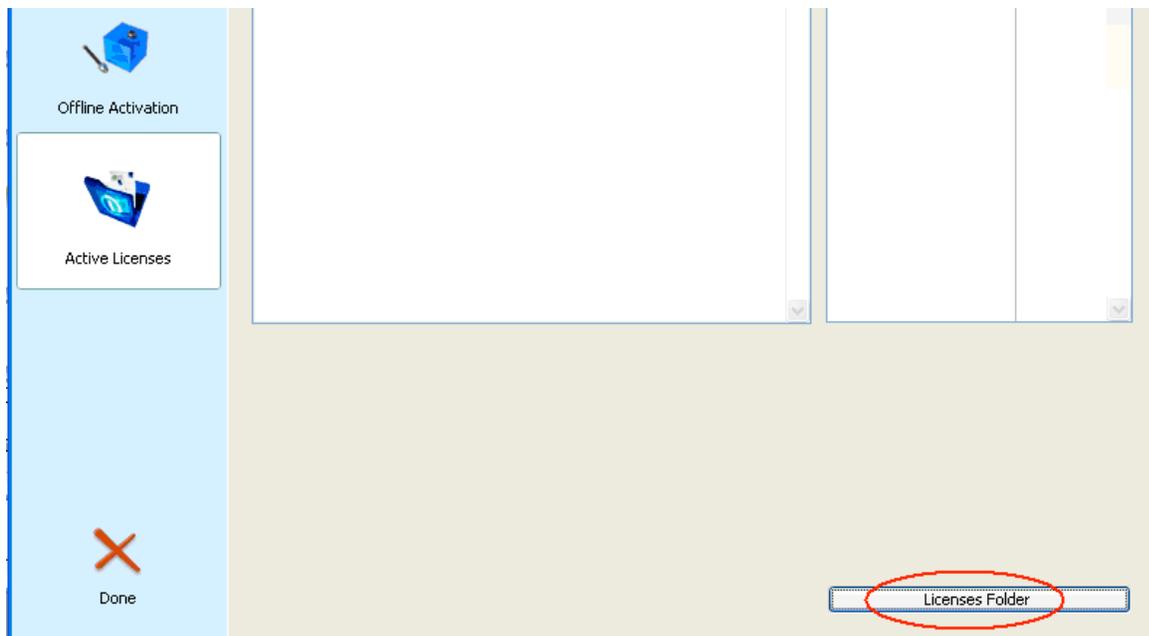
Please enter the product number to link your expansion

You can find this product number on the registration card of your 4D product.

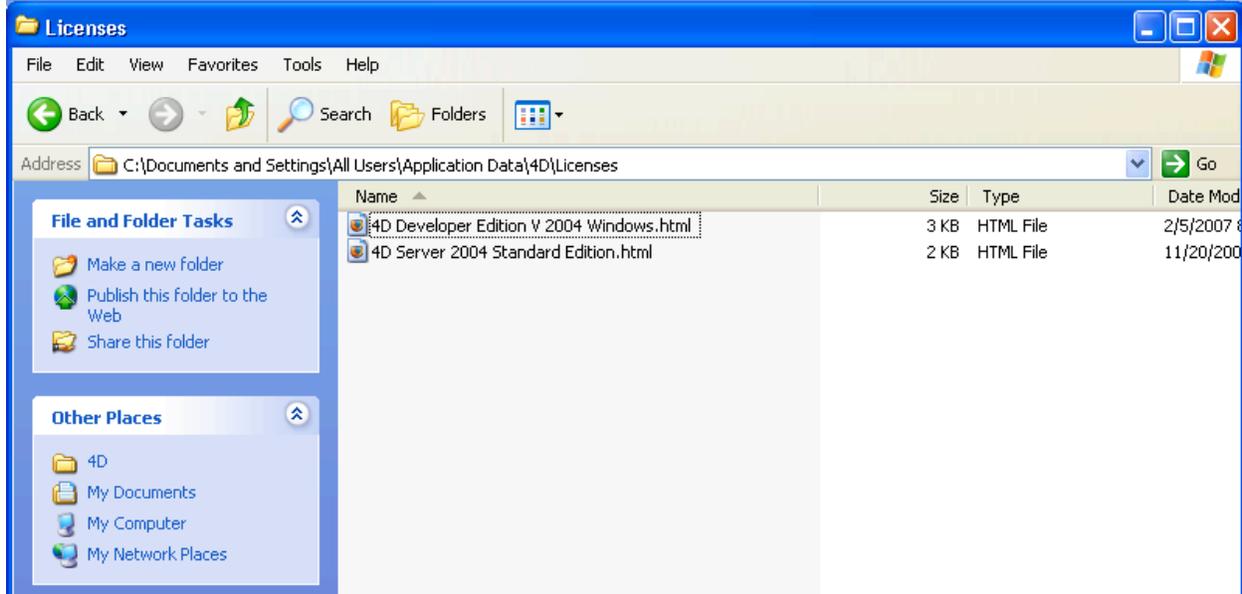
Enter the base product number here and from this point on the expansion product registration mirrors that of a base product in offline mode. Note: if the page shown above did not load and instead a page saying that the registration process is complete loaded this means that the 4D expansion product being registered has already been registered and is already linked to a base product.

The 4D Licenses Folder

The Licenses folder is where 4th Dimension stores product licenses that have been downloaded to the machine from 4D, whether the registration mode was online or offline. To locate the folder open the Help menu from a base product then choose the "Update License..." option. Once the "Update License..." screen has been opened click the Licenses Folder button in the bottom right corner:



This button will open the Licenses folder. An example is shown below:



All registered 4D products are shown in this folder. The license files are named in two possible ways:

- "*product name.html*" (e.g. "4D Developer Edition 2004 Windows.html")
- "*product_number.html*" (e.g. "4DSE80CXXXXXXX.html"). This name appears if the product was registered via offline registration.

These files can be opened in a Web browser to display information regarding the 4D product they represent. Included in these files is the product name, product number, registration date, information about the account that the product is registered to, and in-depth information regarding what is included in that product license. These files can be referenced for information regarding registered 4D products.

Troubleshooting

There are a few common errors that may occur when registering 4D products. Most of these can be solved by opening the 4D product, and if not immediately prompted to register again, then going through the process via the Help menu and Update License... to resolve the issue. Product numbers are long and generally nonsensical, making them very easy to accidentally enter incorrectly. Retyping a product number can never hurt.

If 4D gives an "Invalid Customer Code/Password" error:

The first step is, of course, to retype the customer or partner ID and password into the registration form. If the problem is not a simple typo, then the next step is to go to the 4D website at:

<http://register.4d.com>

Follow the "I forgot my password" link. Then fill in the Customer Number field and Submit.

If none of this is successful contact 4D Customer Service at (408)557-4600 or:

<http://www.4d.com/contactform.html>

If a product number is missing in the Active Licenses screen:

The reason for this could be that the product was registered via offline registration. In this case the product number may not always be listed in the "Active Licenses" screen. The first step to insure that everything was successful is to use the button from that screen to open the Licenses folder and insure that the license file for product is actually there. If so, the product should still function as if licensed, even though it is missing from the list of active licenses.

Another possibility is that, during the registration, the Send button on the "Product number entry" screen was not clicked before the continue button. As mentioned previously, in this case 4D will continue on as if registration is complete, giving a message at the end saying the product is registered. However the product number will be missing from the "Congratulations" screen and the product will not actually be registered. In this case the complete registration process must be repeated.

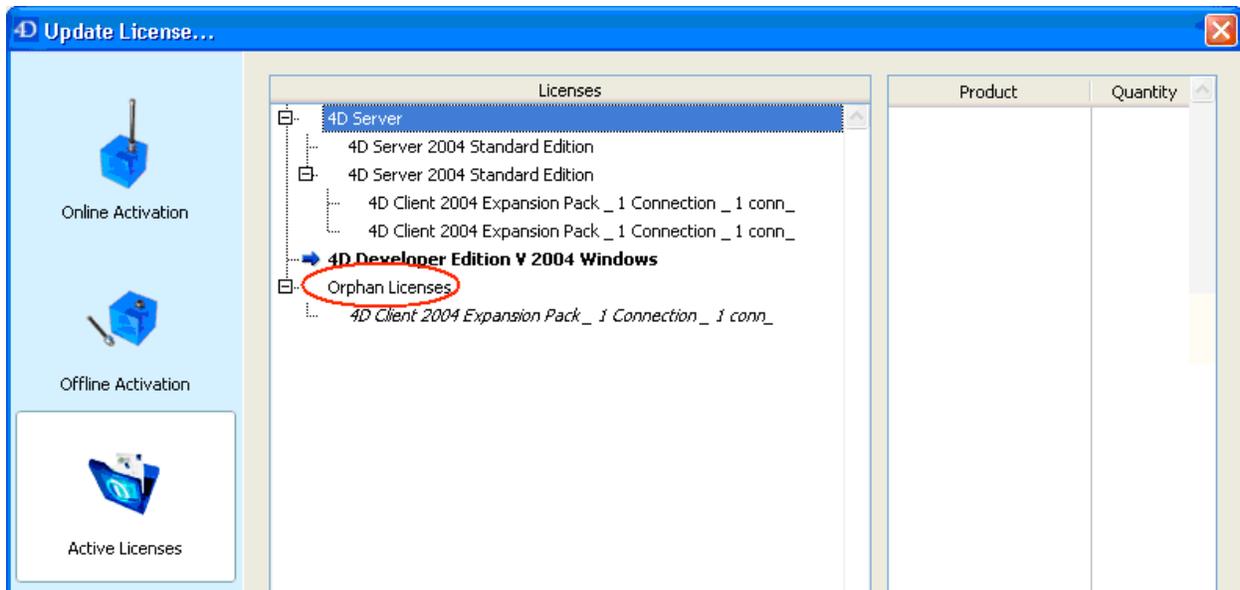
If 4D gives an "Expansion already linked to another product" error:

This expansion cannot be used with the selected base product. A common misconception is that a 4D expansion license can be moved from one base product to another should the customer no longer want to use the expansion with the first product. This is not the case. A 4D expansion product is associated with a base product when registered and cannot be moved over to a different base product number. Questions about this can be directed to Customer Service at (408)557-4600 or:

<http://www.4d.com/contactform.html>

If an expansion product is listed as an "Orphan":

When a problem occurs linking a 4D expansion product to an existing 4D base product the expansion product is referred to as an orphan. It is shown in the Active Licenses window, as follows:



Orphan licenses can be created when a 4D expansion product is linked to a 4D base product that is registered on a different machine. Most of the time there will be an error message during registration before an orphan license is allowed to be registered, but one can be created by registering an expansion through the offline registration process or by deleting a 4D base product license from the Licenses folder.

If there is an orphan license on a machine the first step is to find the base product number that it should be linked to. To do this:

- Search the Licenses Folder for the orphan license file.
- Open that file in a Web browser window and look for the line that says "Linked to Product Number: *BASEPRODUCTIDHERE*" the base product number can be found here.

Once the base product number has been located, it should be registered on the same machine as the expansion number. Once this is done the orphan license should automatically attach to the base product number listed and be registered successfully.

If 4D gives a "No more seed credit" error:

This issue can only be fixed by 4D Technical Support. If this error is displayed contact 4D Technical Support at (408) 557-4600 or:

<http://www.4d.com/support.html>

If register.4d.com redirects to another webpage:

Sometimes there are latency issues with the U.S. version of the 4th Dimension registration website. In this case there will be links to redirect to the 4D France registration website. Once there, there is an "Offline Activation" option which follows through exactly like the U.S. version. This should not be an impediment in the path to registration, simply another route.

If the serialization file is not sent to the entered e-mail address:

During offline registration there is a step where the product number and customer e-mail are entered. At the end of this process if an e-mail is not received at the address specified it is possible that it was instead sent to the "Primary" company contact as listed on 4D Partner Central. 4D Partners can check by following the link:

<http://www.4dpartnercentral.com/>

Login at the website and click the My Account link along the top of the webpage. From there an option in the list in the center of the page is "Update Your Partner Account Information". That option will show all the e-mails tied to the account and each one can be checked to see if the serialization file was accidentally sent to the wrong address.

For non-partner customers the only way to find out what e-mail is listed as a primary account email is to contact Customer Service at (408)557-4600 or:

<http://www.4d.com/contact.html>

Conclusion

4th Dimension 2004 products can be divided into two main groups, base products and expansions. The registration methods for each are slightly different. For each type of product the online mode is the easiest and most efficient means of registering, while the offline mode allows for customers not connected to the internet on the machine that will run the 4th Dimension product to register. Finally, there is an emergency registration mode that is only good for five days, and only necessary for base products.

This Technical Note provided an overview of the registration process for 4D 2004 as well as examples of what to do if something goes wrong.