

savVi Licensing Guide

JULY 2021



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1 Introduction

This document details the savVi software licensing procedures for two license types: Evaluation License and Purchased License.

2 Basic Definitions

SKUs

Licensing is based on SKUs as defined in the Agent Vi Price Book.

License Certificate

Agent Vi Customer Support provides a License Certificate to the customer as proof of purchase. The certificate contains the SKUs included in the customer-submitted PO.

License File

savVi's licensing information is stored in a single encrypted license file, located on the savVi Licensing Server.

Serial Number

Each installation is identified by a unique serial number in the following format:
7eGnE-6J46E-e4G4W-CoS75-XcTTf-7fGbE

Note: Evaluation of savVi does not require a Serial Number.

Machine ID

A Machine ID is a unique identifier of the server on which savVi is installed. It is generated by savVi.

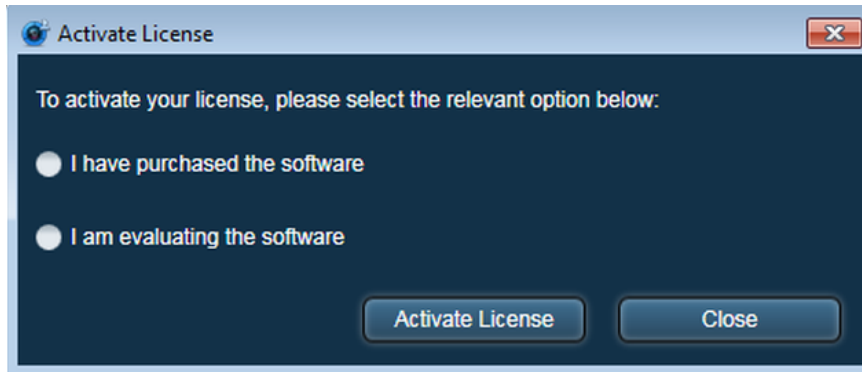
3 First Time savVi Installation

Install the savVi software.

Launch savVi-Manager.

3.1 Internet Connection Available

When you login to savVi-Manager for the first time, this window appears:



3.1.1 Evaluation License

As an Internet connection is available, you can activate the license online.

For an Evaluation License, check the "I am evaluating the software" button. This window appears:

Activate License

To activate your license, please select the relevant option below:

I have purchased the software

I am evaluating the software

First name * Last name *

Company * Company website *

Address Line 1 Address Line 2

Street, P.O box, company name Apartment, suite, building, floor

City Zip/Postal Code

Country * State/Province/Region

Choose Country

Contact Email * Phone No. *

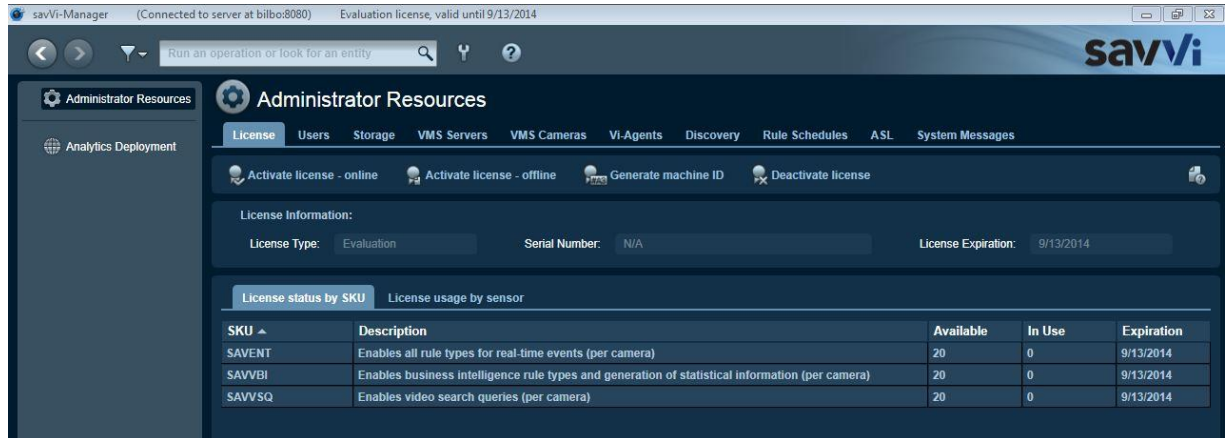
Evaluation Purpose *

* = Mandatory

Activate License Close

Fill in the required data and select "Activate License". The license is now successfully activated.

Select "Administrator Resources" to review the license details.



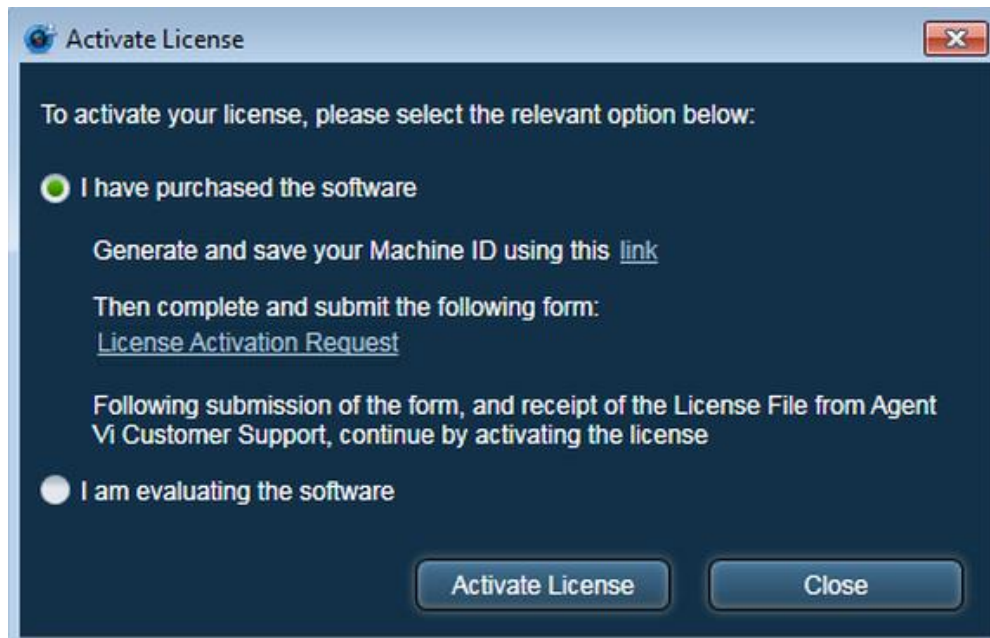
Under the "License" tab, and within the "License Status by SKU" tab, you will find details of the Evaluation License.

The expiration date of the activated license appears in the top bar of the window as well as in the "License Expiration" field under the "License" tab.

When the license expiration date is reached, the license will expire and the software will stop operating.

3.1.2 Purchased License

For a Purchased License, check the "I have purchased the software" button. This window appears:

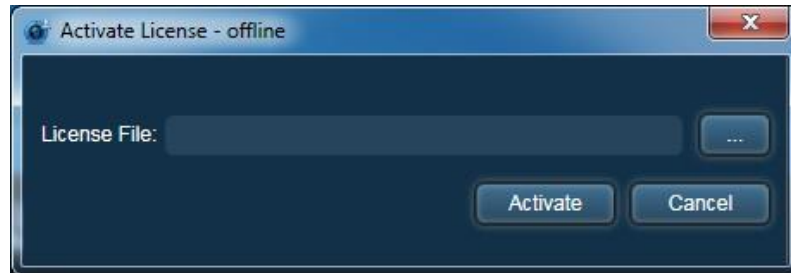


- Installing a Permanent License:
Generate the Machine ID of your computer using the link.
Select the link "License Activation Request" and complete the form.

Once your request is approved, Agent Vi Customer Support will provide you with a License File.

Log in to savVi-Manager again. The above window appears. This time, select "Activate License".

This window appears:



Locate and upload the License File received from Agent Vi Customer Support and then select "Activate".

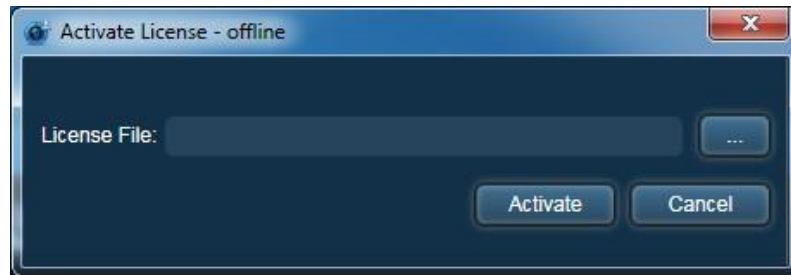
The license is now successfully activated.

- Installing a Temporary License:

A Temporary license, valid for 90 days, is provided upon purchase.

Select "Activate License".

This window appears:



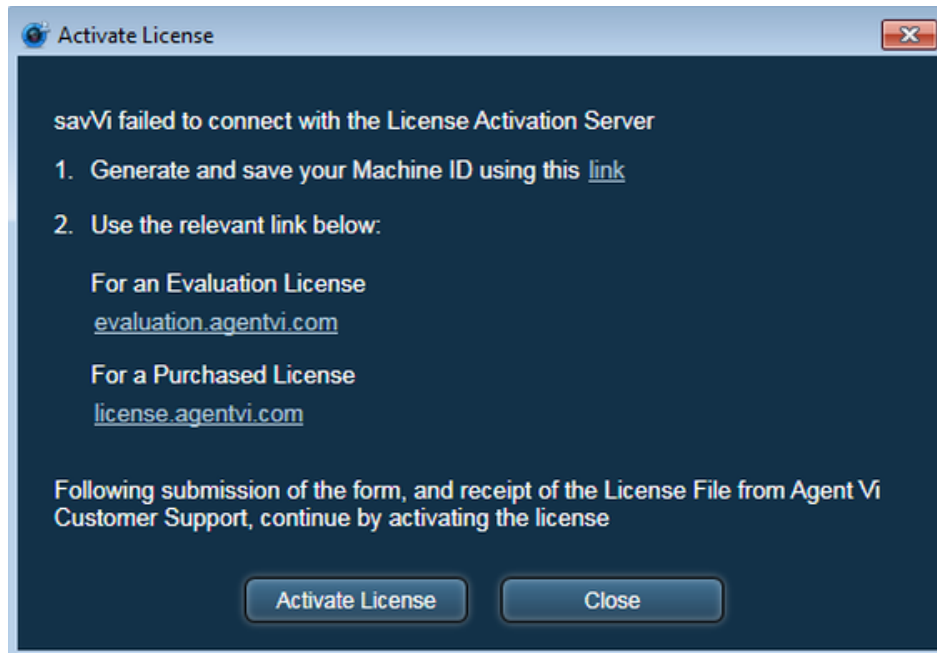
Locate and upload the License File received from Agent Vi Customer Support and then select "Activate".

The license is now successfully activated.

3.2 Internet Connection Not Available

In this case, either an Internet connection is not available or savVi has failed to connect to the Licensing Server.

When you login to savVi-Manager for the first time, this window appears:



Generate the Machine ID of your computer using the link.

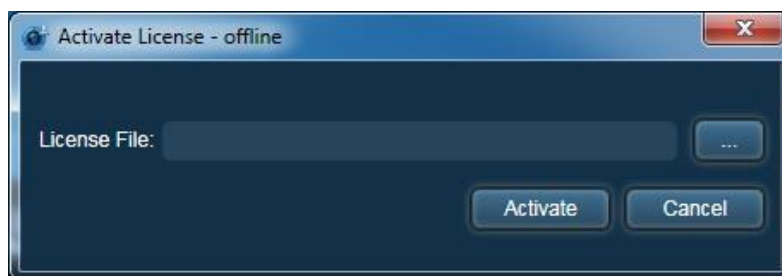
Go to Agent Vi's website and complete the relevant form:

- For an Evaluation License: <https://support.agentvi.com/evaluation-license-request-extension/>
- For a Purchased License: <https://support.agentvi.com/license-activation-request/>

Once your request is approved, Agent Vi Customer Support will provide you with a License File.

Log in to savVi-Manager again. The above window appears. This time, select "Activate License".

This window appears:



Locate and upload the License File received from Agent Vi Customer Support and then select "Activate".

The license is now successfully activated.

4 Changes to Evaluation / Purchased Licenses

The following changes can be made:

- Evaluation License can be extended and/or content can be changed (additional SKUs and/or additional channels per SKU)
- Purchased License can be extended or changed to a permanent license, and/or content can be changed (adding a new License Certificate to a current installation)

4.1 When License is Active

Launch savVi-Manager.

Select Administrator Resources.



Select "Generate Machine ID", and store the file on your computer.

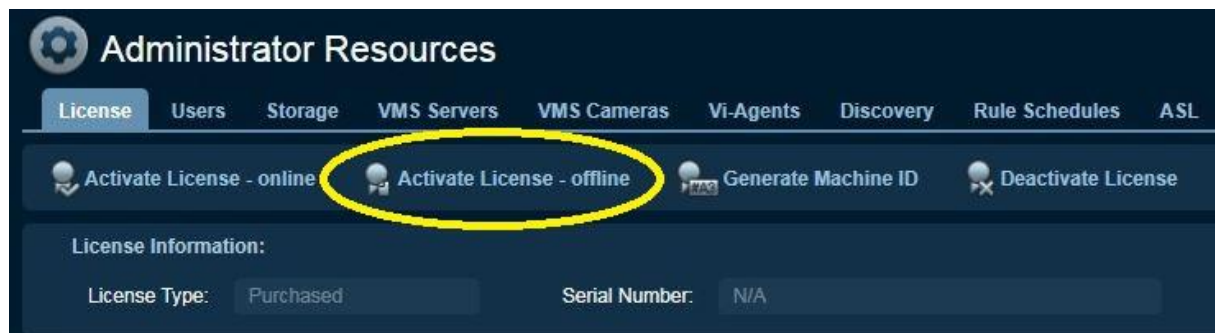
In case a Serial Number exists for the active license, it appears as shown above.

Go to Agent Vi's website and complete the relevant form:

- For an Evaluation License: <https://support.agentvi.com/evaluation-license-request-extension/>
- For a Purchased License: <https://support.agentvi.com/license-activation-request/>

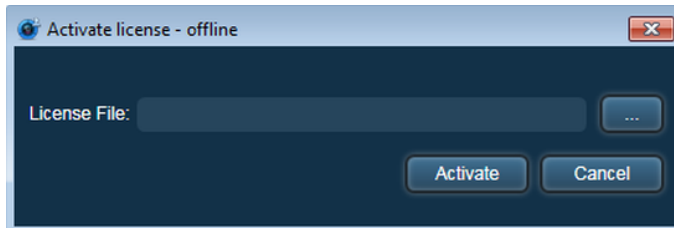
Once your request is approved, Agent Vi Customer Support will provide you with a License File.

To activate the license, select Administrator Resources.



Select "Activate License – Offline".

This window appears:



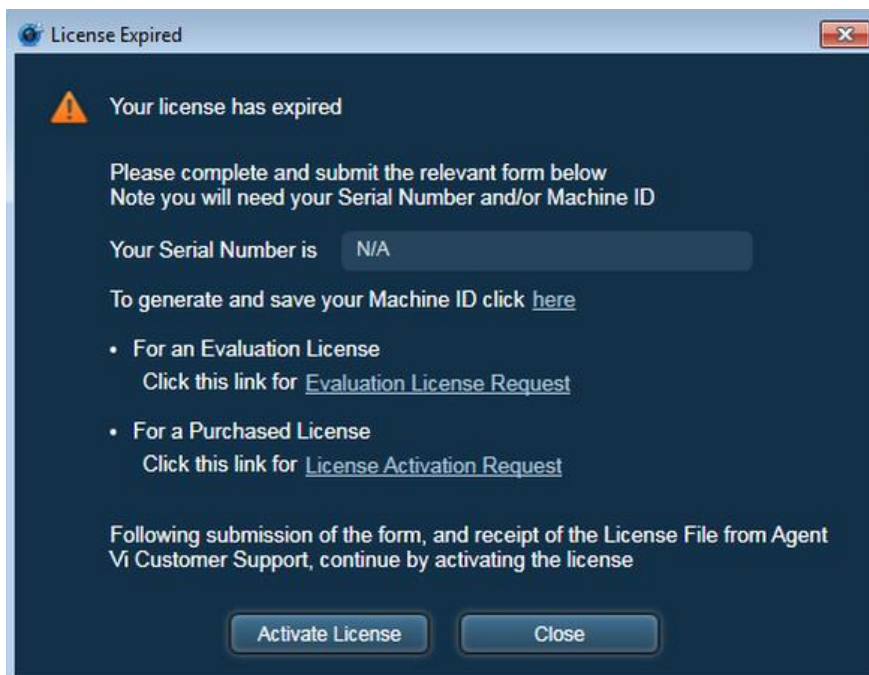
Locate and upload the License File received from Agent Vi Customer Support and then select "Activate".

The license is now successfully activated.

4.2 When License has Expired

Launch savVi-Manager.

The following window appears:



Generate the Machine ID of your computer using the link.

In case a Serial Number exists for the active license it appears as shown above.

Select the relevant link in the above window or go to Agent Vi's website and complete the relevant form.

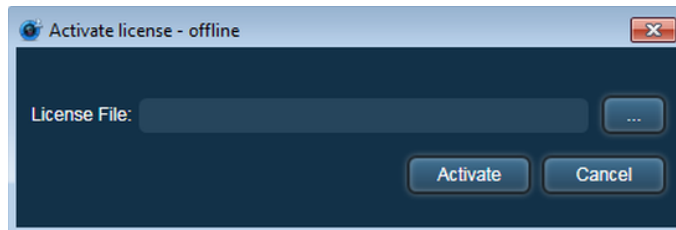
- For an Evaluation License: <https://support.agentvi.com/evaluation-license-request-extension/>

- For a Purchased License: <https://support.agentvi.com/license-activation-request/>

Once your request is approved, Agent Vi Customer Support will provide you with a License File.

Log in to savVi-Manager again. The above window appears. This time, select "Activate License".

This window appears:

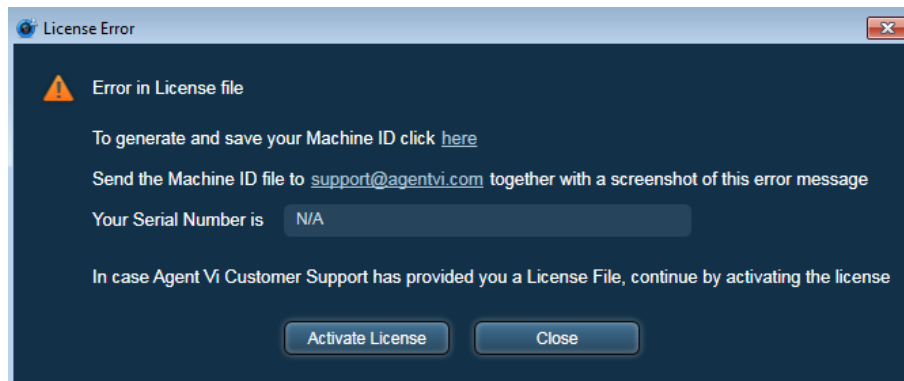


Locate and upload the License File received from Agent Vi Customer Support and then select "Activate".

The license is now successfully activated.

5 Error Handling

There may be situations in which the license cannot be activated due to error, and the following window will appear:



Generate the Machine ID of your computer using the link.

Send the generated Machine ID together with a screenshot of the above window (showing the error message) to support@agentvi.com.

Agent Vi Customer Support will contact you to resolve the problem.