

# Kofax FraudOne

## License Management

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# KOFAX

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# Preface

This document gives an overview and describes the technical details for a standard installation of the FraudOne licensing. It serves as an information and installation reference manual for the customer's administrator. It is by no means considered to be an educational manual which would enable someone to understand all details of the licensing scheme.

It is intended only to give you an overview of the FraudOne licensing scheme and should enable a system administrator to install, maintain and upgrade any license in the FraudOne system. The target group for this documentation consists of those who carry out the administrator duties for a running system.

## Related documentation

The full documentation set for Kofax FraudOne is available at the following location:

<https://docshield.kofax.com/Portal/Products/FO/4.5.0-th2k87ey6r/FO.htm>

In addition to this guide, the documentation set includes the following items:

### Guides

- *Kofax FraudOne Administrator's Guide*
- *Kofax FraudOne Data Warehouse Installation and Operation Guide*
- *Kofax FraudOne Extended Reporting Features and Statistics*
- *Kofax FraudOne Feature Codes*
- *Kofax FraudOne Installation and Migration Guide*
- *Kofax FraudOne Java Client Customization Guide*
- *Kofax FraudOne Java Client Customization Layer*
- *Kofax FraudOne Report Component Installation Guide*
- *Kofax FraudOne SignCheck Result Codes*
- *Kofax FraudOne Standard Reporting Features and Statistics*
- *Kofax FraudOne The Book on CRS*
- *Kofax FraudOne Thin Client Customization Guide*
- *Kofax FraudOne Thin Client Customization Layer*

### Interfaces

- *Kofax FraudOne Archive Interface Server*
- *Kofax FraudOne ASV Blackbox*
- *Kofax FraudOne Global Fraud Signature Web Service Developer's Guide*
- *Kofax FraudOne Common API Specifications for GIA Engines*
- *Kofax FraudOne Service Program Interfaces*

- *Kofax FraudOne User Login Procedure*
- *Kofax FraudOne Standard Teller Interface*
- *Kofax FraudOne Variant Cleanup Utility*

#### Online Help

- *Kofax FraudOne Administration Client Help*
- *Kofax FraudOne Java Client Help*
- *Kofax FraudOne Server Monitor Help*
- *Kofax FraudOne Thin Client Help*

## Training

Kofax offers both classroom and computer-based training that will help you make the most of your Kofax FraudOne solution. Visit the Kofax website at [www.kofax.com](http://www.kofax.com) for complete details about the available training options and schedules.

## Getting help with Kofax products

The [Kofax Knowledge Base](#) repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Base to obtain answers to your product questions.

To access the Kofax Knowledge Base, go to the [Kofax website](#) and select **Support** on the home page.

**Note** The Kofax Knowledge Base is optimized for use with Google Chrome, Mozilla Firefox or Microsoft Edge.

The Kofax Knowledge Base provides:

- Powerful search capabilities to help you quickly locate the information you need.  
Type your search terms or phrase into the **Search** box, and then click the search icon.
- Product information, configuration details and documentation, including release news.  
Scroll through the Kofax Knowledge Base home page to locate a product family. Then click a product family name to view a list of related articles. Please note that some product families require a valid Kofax Portal login to view related articles.
- Access to the Kofax Customer Portal (for eligible customers).  
Click the **Customer Support** link at the top of the page, and then click **Log in to the Customer Portal**.
- Access to the Kofax Partner Portal (for eligible partners).  
Click the **Partner Support** link at the top of the page, and then click **Log in to the Partner Portal**.
- Access to Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.  
Scroll to the **General Support** section, click **Support Details**, and then select the appropriate tab.

## Chapter 1

# Licensing scheme overview

The FraudOne license scheme is totally based on software techniques. There is no special or dedicated hardware, chip, dongle or other physical means required using the new license scheme.

The FraudOne license scheme supports a local license model and a network license model. Also mixed mode is possible, but not recommended. See License models for a detailed explanation of licensing models.

## License files

The proposed scheme requires the installation of at most one license file (or license server based equivalent) on each machine at a customer site. Only machines where the Server Manager component or Thin Client Business Model Server (Web Server) is installed will require a hardware bound license file. It is recommended, but not required, that the Server Manager be installed also on Thin Client Business Model Server machines, even when it is not required to control the operation of other server processes on that machine.

The single license file is named SignPlus2.lic. This is the only file that must be updated when installing a 'real' FraudOne license. Also refer to the following sections regarding Demo licenses and how to purchase a valid license file for production.

The license files use the standard SPLM2 support that ensures they are installed on a known target machine. The number of machines where the license has been installed to ensure access for auditing purposes will be tracked.

There is one other internally used license file, SignPlusClient2.lic, which is not hardware bound and can be used on any machine. This license file is required by, and is installed with, the Java Client program.

### Location of license files

All license files must be located in a directory called lmdata. This directory must be in relative position (subdirectory) of the directory where the license management library splm2.dll resides. This is normally transparent to the customer since both the library and the license files are installed correctly by the installation script(s).

In a Linux based environment, the license files must be located in a writeable and persistent directory. This can be LMDATA (uppercase and in relative position (subdirectory) of the directory where the license management library splm2.dll resides) or the directory can be configured in /etc/softpro/splm2.cfg (e.g. /var/softpro).

## Licensed features, components and usage limits

Since release 4.0 the single license file will not contain any component, feature or usage information and the installed programs will not attempt to regulate the use of such features.

All features of FraudOne will be enabled in an unrestricted form by the presence of the one FraudOne license file on the (or each) Server Manager machine(s).

## License use reporting

All purchasable FraudOne features and components will record their usage statistics in database entries. These database entries are used to allow auditing of the usage of FraudOne by the customer – such auditing reports are available to contracting parties.

These reports include only the actual usage of the FraudOne features and components. The licensed features and components and the usage limits purchased by the customer are not included in these reports. This information is shown (in a form that makes it easy to compare with the reports) only in the customer order confirmation and delivery notes.

## Access to licensed machines

Since run time checks of license usage are no longer performed they must be replaced by a periodic auditing of the usage statistics recorded by the FraudOne programs in their database. This auditing access, guaranteed by the terms of the maintenance contract, requires that an employee of contracting parties be able to visit, physically, each machine on which a FraudOne license is installed and to execute commands to query the license usage for that machine.

The auditing done by an employee of contracting parties will include plausibility checks between the information recorded during a visit and any historical information from the database. This is necessary since we do not protect the recorded statistical information from manipulation by the customer.

This ensures that machines cannot continue to run for more than two years following their "loss" from the auditing program; no machines that are unavailable for auditing will be given a license extension.

Customers will be reminded of the end of the (up to) two year license period starting at the end of the previous calendar year – so giving customers up to a year to refresh the license. These reminders will become more and more "noisy" as the year progresses. At the end of the second year, the Server Manager program will no longer run on the target machine.

## Chapter 2

# License models

FraudOne supports Demo licenses, local licenses and network licenses.

## Demo license

Each FraudOne shipment comes with a so called Demo license. This type of license is valid for one month and runs on any machine. This means that a newly installed system can be used with all configured features and without any restriction immediately after installation. Since the license expires after 30 days the customer must request a new – now hardware bound – license file and update the current one. Information, how to request a license file, is given later in this document.

## Local license

In this license model the license file is stored only locally. The only license that must be updated is the SignPlus2.lic file.

You will need a separate license file for each server machine where you want to run a Server Manager and/or Thin Client Business Model Server.

The presence of the license file(s) in the correct directory (see above) is sufficient. In contrary to the previous FraudOne releases there is need to create registry entries for the local license model.

## Network license

The use of a FraudOne network license model via a license server is usually not necessary for a single system with FraudOne. But, for installing and maintaining FraudOne server farms the usage of the network license model may be an option in order to reduce the installation and maintenance effort for the license files. Also the use of a backup FraudOne system requires the network license model namely a backup license server. The local license scheme does not support backup facilities. For the sake of having identical systems it is good practice to use a license server on a single FraudOne system, too.

You may install the license server of the FraudOne system before you install FraudOne, however it is recommended to install the system first and verify the correct running with the initial local license provided prior to using the network license model.

The usage of the network license model requires two steps:

1. Installation of a license server with a valid network license



## 2. Enabling the Server Manager to retrieve the license from the license server

Notice that the installation of a Server Manager component is required in this case also for Thin Client Business Model Server systems.

Detailed installation steps are described below.

Usually the license server is installed on a dedicated machine. However, it will be possible to install it on any machine, including one of the server boxes.

Please note that, when using the network license model, the Server manager application on the different workstation must have write access to the registry. This is also the case for the license server. These programs must be able to write the registry in

`HKEY_CLASSES_ROOT\Software\SOFTPRO\SPLM2`

and all its sub-keys.

## Chapter 3

# Installing and activating the local license

Each Server Manager and/or Thin Client Business Model Server installation comes with a license key (usually contained in a license directory called lmdata). If once activated the license files cannot be moved onto another disk or onto another machine. If this is necessary new license files must be requested.

The initial Demo license file must be replaced by a valid hardware bound license file. In order to provide the correct license file the hardware installation code of the machine where the license will be used is needed. Thus, the hardware code must be delivered together with the license request.

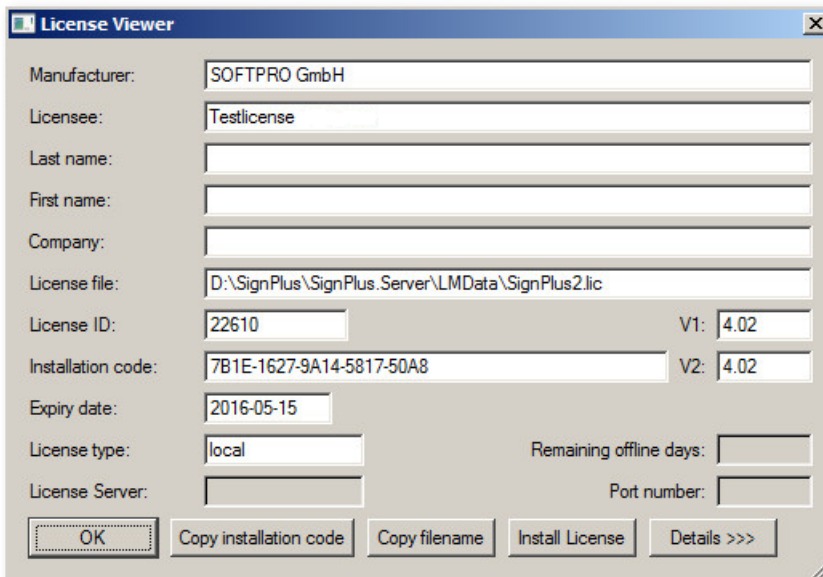
## Obtaining the correct hardware installation code

The required hardware code can be accessed by a utility named splm2view.exe. This utility is installed together with the Server Manager.

The user must switch to the installation directory and must start splm2view with the parameter SignPlus2:

```
d:\signplus> splm2view.exe SignPlus2
```

The license viewer opens a window displaying the current settings of the FraudOne license. Among this information you can also find the hardware installation code.



The screenshot shows a window titled "License Viewer" with a standard Windows XP-style title bar. The window contains several text input fields and buttons. The fields are labeled as follows: Manufacturer (SOFTPRO GmbH), Licensee (Testlicense), Last name (empty), First name (empty), Company (empty), License file (D:\SignPlus\SignPlus.Server\LMDData\SignPlus2.lic), License ID (22610), V1 (4.02), Installation code (7B1E-1627-9A14-5817-50A8), V2 (4.02), Expiry date (2016-05-15), License type (local), Remaining offline days (empty), License Server (empty), and Port number (empty). At the bottom of the window, there are five buttons: OK, Copy installation code, Copy filename, Install License, and Details >>>.

## Installing the local license files

A new license file SignPlus2.lic for each machine will be provided. In order to activate the new license it is sufficient to copy the new license file over the old one. The result can also be checked with the license viewer again.

## Considerations for other products

When a system on which FraudOne is to be installed already contains installations of other products (for example, SignDoc) or if another product is to be installed on a system where FraudOne is already installed, some special considerations apply.

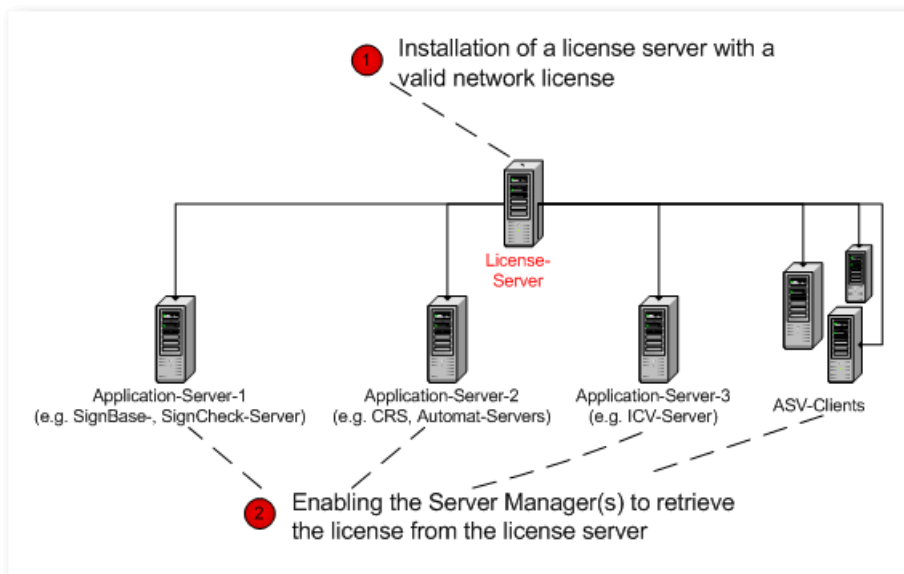
Since the installation of some other products are done directly by the end users and may even have occurred some considerable time in the past, it is not always possible for the installation procedures to correctly identify the current installation locations or versions. To ensure correct operation of all products, it is necessary to ensure two things:

- That all existing copies of splm2.dll are replaced with the newest version. Note that the product being installed may include an older version of splm2.dll and this should then not be installed and the existing newer version be used in its place.
- A copy of the lmdata directory and its contents from the current FraudOne installation should be made and should appear as a subdirectory of every directory where an splm2.dll is installed.

## Chapter 4

# Installing and activating the license server

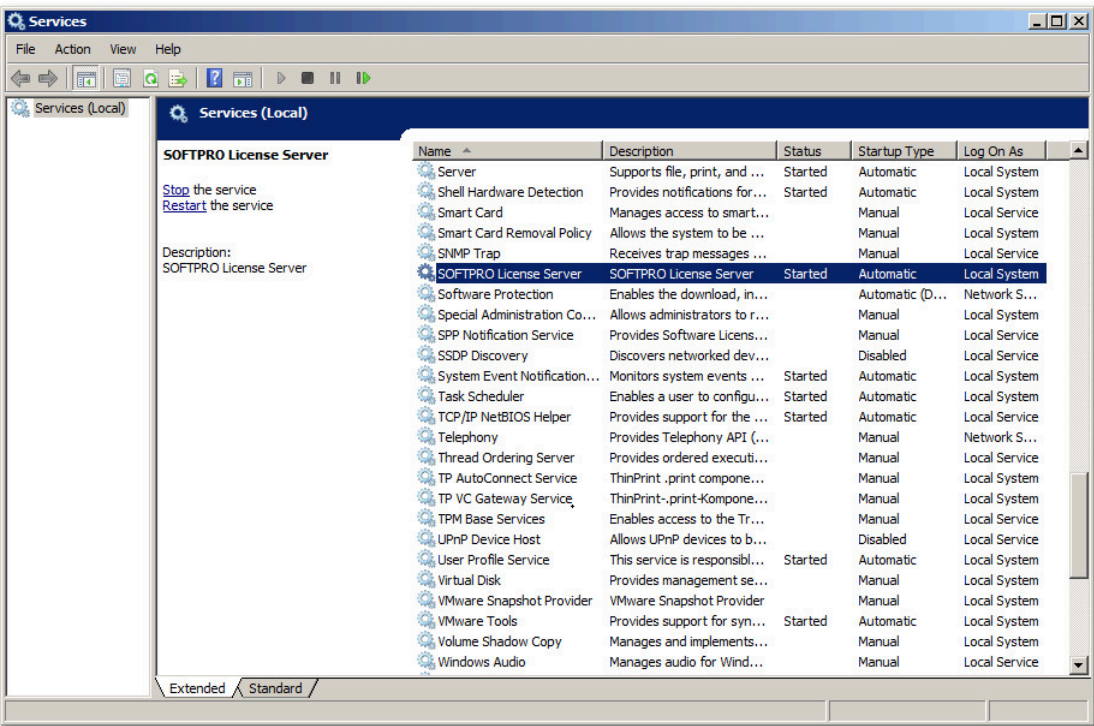
For a network license model the software must be first installed as described for the local license usage, see chapter Installing the local license files. The following additional steps must be performed to establish the network license model:



The installation process is described in the following two sections Installation of the license server and Enabling the Server Manager to retrieve the license from the license server.

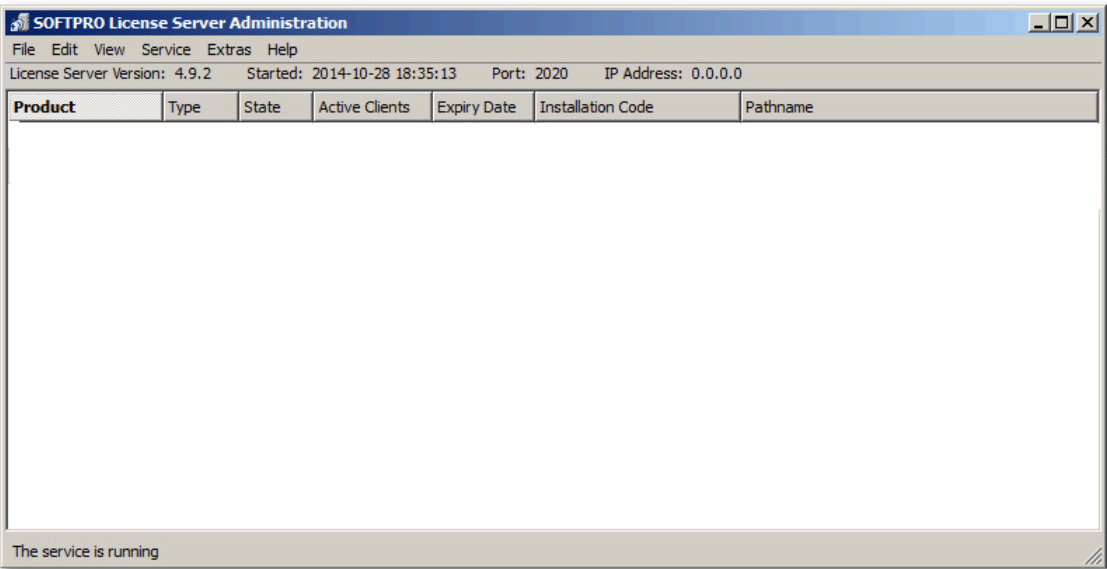
## Installation of the license server

The license server must be installed via the install program shipped together with the FraudOne installation. In order to install the license server you must run the installation program by starting it either from a command prompt or by double click on the program `SPLicenseServer.exe`. The installation program installs Demo licenses by copying the respective files to the chosen directory and updating the registry with the appropriate entries. This explicitly means that the user must have write access to the Windows registry. To complete the installation please follow the instructions given by the install program! The installer creates and launches a new software service for the license server. The service can be maintained by the using standard Windows tools.

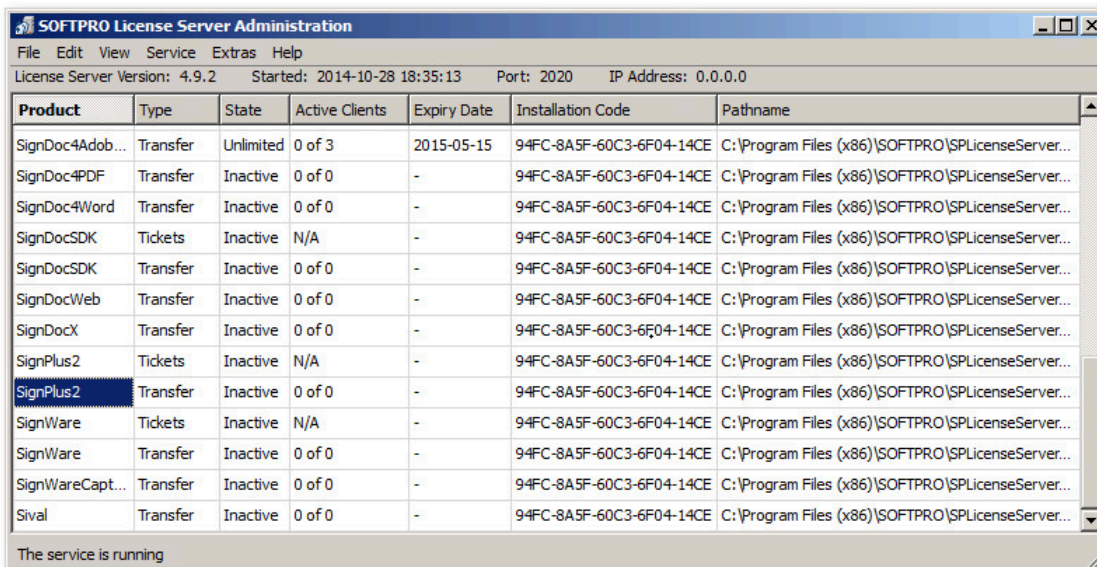


Now that the license server is up and running you must just replace the Demo license(s) – installed by default – with an actual license server license. Similar to the local license installation you will need the hardware installation code in order to request the license.

To install the license you have to start the license server console program. In the start menu navigate to the License Server program shortcut and launch the console program. The console window will open.



However, you will not see any license listed yet since no license is currently activated. In order to see all inactive licenses click the **View** menu and **Inactive Licenses**. Then you see the installed license files.



Product	Type	State	Active Clients	Expiry Date	Installation Code	Pathname
SignDoc4Adob...	Transfer	Unlimited	0 of 3	2015-05-15	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignDoc4PDF	Transfer	Inactive	0 of 0	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignDoc4Word	Transfer	Inactive	0 of 0	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignDocSDK	Tickets	Inactive	N/A	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignDocSDK	Transfer	Inactive	0 of 0	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignDocWeb	Transfer	Inactive	0 of 0	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignDocX	Transfer	Inactive	0 of 0	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignPlus2	Tickets	Inactive	N/A	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignPlus2	Transfer	Inactive	0 of 0	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignWare	Tickets	Inactive	N/A	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignWare	Transfer	Inactive	0 of 0	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
SignWareCapt...	Transfer	Inactive	0 of 0	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...
Sival	Transfer	Inactive	0 of 0	-	94FC-8A5F-60C3-6F04-14CE	C:\Program Files (x86)\SOFTPRO\SPLicenseServer...

The service is running

Navigate to the Product license called SignPlus2, select the installation code and copy it into the clipboard

#### Edit > Copy

The installation code is needed to require a valid license.

Once the license file has provided you must copy it onto any location different from the location of the current license file. Open the license server console and navigate to the SignPlus2 product license as described above. Click:

#### File > Install License

A file selection dialog will appear. Select the SignPlus2-transfer.lic license file and click Open. The license will be taken from the newly received file and inserted into the initial license file. You will see the new license information in the control window:

You may now stop splm2control via:

#### File > Exit

The service splm2service is still running and will be restarted on system start.

This finishes the license server installation. The provided licenses can now be used by a FraudOne installation.

## Enabling the Server Manager to retrieve the license from the license server

To be able to access the license server, the FraudOne installation (License Client) must be configured to access the license server rather than the local license files. With other terms, the Server Manager must be configured to retrieve license information from the license server. This can be achieved by adding the following configuration entries into the Server Manager's configuration file `srvmngr4.ini` (note the British spelling of the parameters: Licence...):

```
LicenceServerAddress=<ip-address>
; (default none)
LicenceServerPort=<port number>
; (default 2020)
LicenceServerTimeout=<timeout in milliseconds>
; (default 2000 ms)
LicenceServerRetries=<number of retries>
; (default 2)
```

The Server Manager automatically generates necessary registry entries which are required for license management. This, of course, needs write access to the registry on the machines hosting the Server manager program.

**Note** Even if the server license model is used the local license files must have been installed as described in chapter Installing the local license files.

## Using License Server for Thin Client

When a Thin Client Business Model Server should use a license server rather than a local license, it is then necessary to use a Server Manager process on the Web Server machine. This Server Manager process then provides the linkage to the license server in the same way as described above.