



License Management – Reseller Guide

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Connect to License Management Application

Launch your internet browser and go to: <https://license.dl-files.com/>

Type your login (or the email associated with your account) and password to access the application.
(The password input will show when you entered a valid login)

LICENSE PORTAL

Manage your Licenses

Email address / Login

Please enter your purchase order email or your login
Order Number

Remember Me

Login

Home

Once logged in, you will see the home screen of your portal

From the Home menu you are able to view your purchased credits

You can also:

- Buy credits
- Download TSplus software
- Access technical documentation, partner assets, and our video library
- Contact support

Welcome, julian.monro@tsplus.net

As an exclusive partner, you have access to unique discounts. Buy more credits to unlock even better ones!

[Buy credits](#)

Purchased credits	100	500	1000
25 REMOTE ACCESS CREDIT \$30	\$25	\$22	\$20
UPDATES & SUPPORT CREDIT \$6	\$5	\$4	\$3
DISCOUNT ON OTHER PRODUCTS 20%	25%	30%	40%

Buy credits

The official page to buy credits with your exclusive discount.

[Buy credits](#)

Downloads page

The official page to download any TSplus software.

[Download](#)

Technical documentation

All the informations you need to know and deploy TSplus products successfully.

[See documentation](#)

Partner assets

A library of all the marketing materials you can use to promote TSplus products.

[Get assets](#)

Videos library

A library of all the videos you can use to promote TSplus products.

[Get videos](#)

Need help? A question?

Have any questions or need dedicated support from our support team?

[Contact us](#)

Creating/Assigning a permanent License or Support

You may create a permanent license through two methods:

1. [Assign permanent licenses and supports to an existing Activation Key](#)
2. [Assigning permanent license and/or support to a CID](#)

Credits Menu

Access your Credits menu by clicking on Credits on the menu to the left of your portal

From the Credits menu you can buy more users, supports, and licenses through clicking on the appropriate button.

Please note that if you attempt to create a license or support and do not have enough credits, you can navigate to this screen to purchase credits.

Credits status

Software	Licenses	Support	Subscriptions	Buy More
TSplus Remote Access	26 users	51 users	21 users/month	10 Licenses 10 Supports 10 Subscriptions
TSplus Advanced Security Ultimate	10 servers	9 servers	10 servers/month	Licenses Supports Subscriptions
TSplus Advanced Security Essentials	8 licenses	8 licenses	-	Licenses Supports
Two-Factor Authentication	7 servers	8 servers	0 servers/month	Licenses Supports Subscriptions
Virtual Printer	0 users	-	-	Licenses
TSplus-RemoteWork	0 workstations	0 workstations	-	
TSplus-ServerMonitoring	40 servers	45 servers	0 servers/month	Licenses Supports Subscriptions
TSplus-RemoteSupport		-	6 concurrent sessions/year	Subscriptions

Credits needed for TSplus licenses and supports

The number of user credits required varies per license. For updates and support, the same number of support credits are needed as is required for the license.

Permanent Licenses

Remote Access : 1 credit per user

2FA: 1 credit per server

Advanced Security: 1 credit per server

Server Monitoring: 1 credit per server

Remote Support: 1 credit per channel(session) per year

Subscription Licenses

Remote Access : 1 credit per user/month

2FA: 1 credit per server/month

Advanced Security: 1 credit per server/month

Server Monitoring: 1 credit per server/month

Remote Support: 1 credit per channel(session) per year

Activation Key Menu

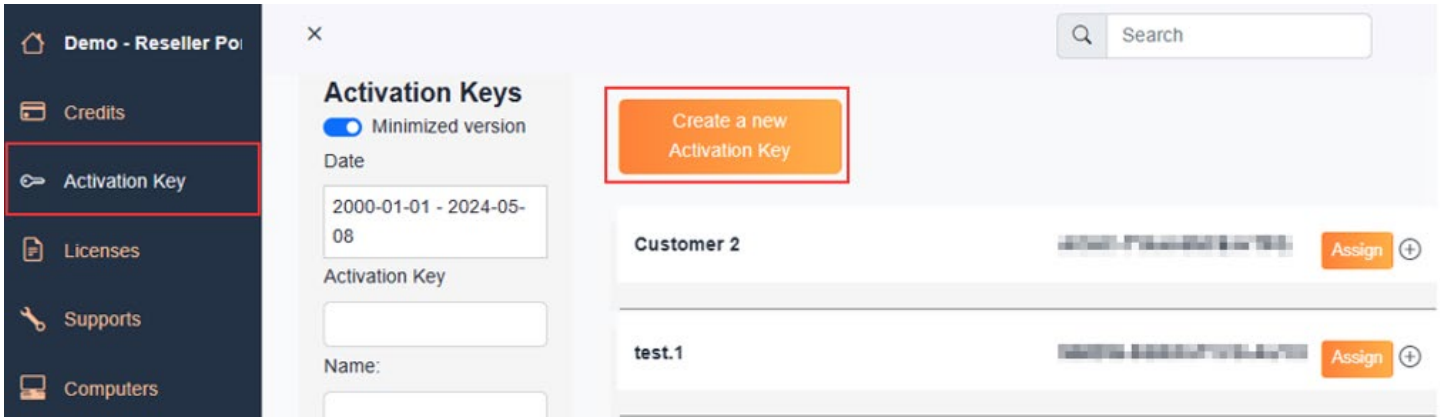
Access your Activation Key menu by clicking on Activation Key on the menu to the left of your reseller portal

You can create new Activation Keys, as well as assign licenses to existing Activation Keys.

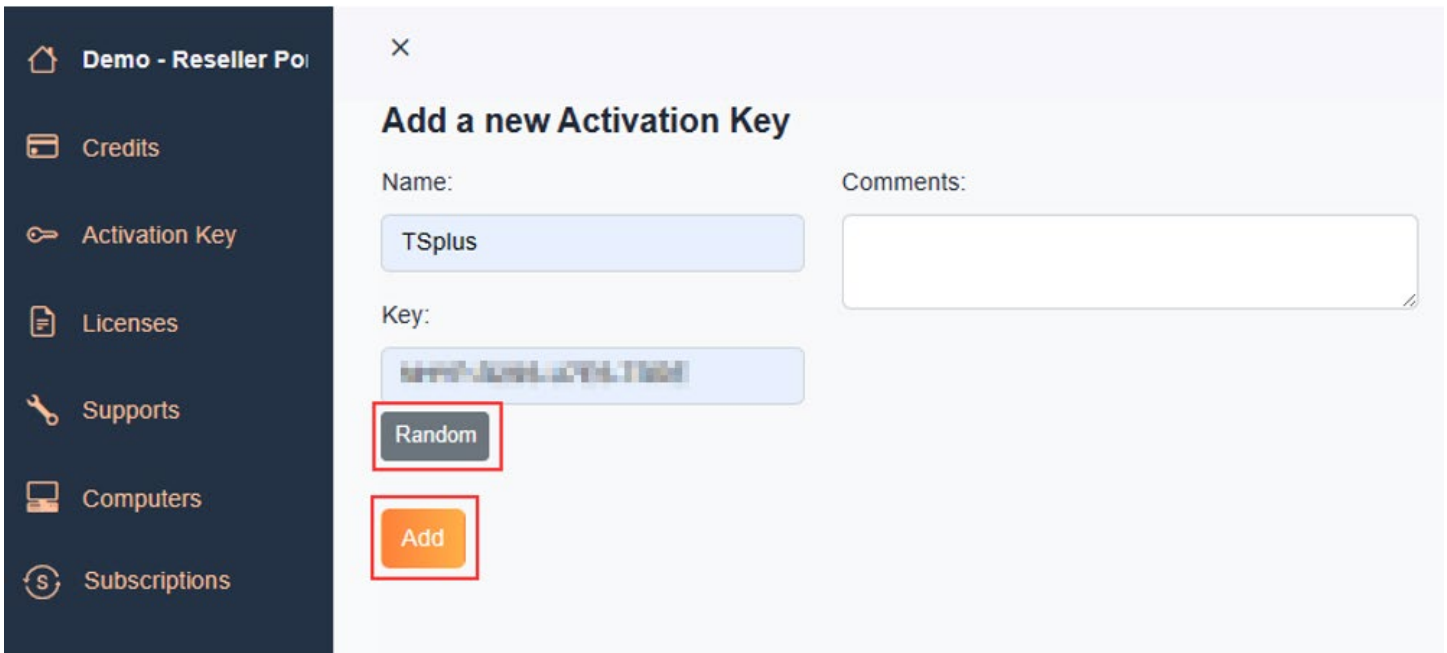
The screenshot displays the 'Activation Keys' management interface. On the left, a dark sidebar contains navigation options: Demo - Reseller Portal, Credits, Activation Key (highlighted with a red box), Licenses, Supports, Computers, Subscriptions, Help, Reseller Resources, Profile, and Sign out. The main content area features a search bar at the top right. Below it is a 'Create a new Activation Key' button. A form on the left allows for creating a new key with fields for Date (2000-01-01 - 2024-05-08), Activation Key, Name, Email, Order Number, and Owner, followed by a 'Filter' button. The right side shows a table with two entries: 'Customer 2' and 'test.1', each with a blurred license key and an 'Assign' button. A pagination control at the bottom of the table shows '<< 1 >>'.

Create a new Activation Key

1. Select the Activation Key menu in the left side panel
2. Click create a new Activation Key

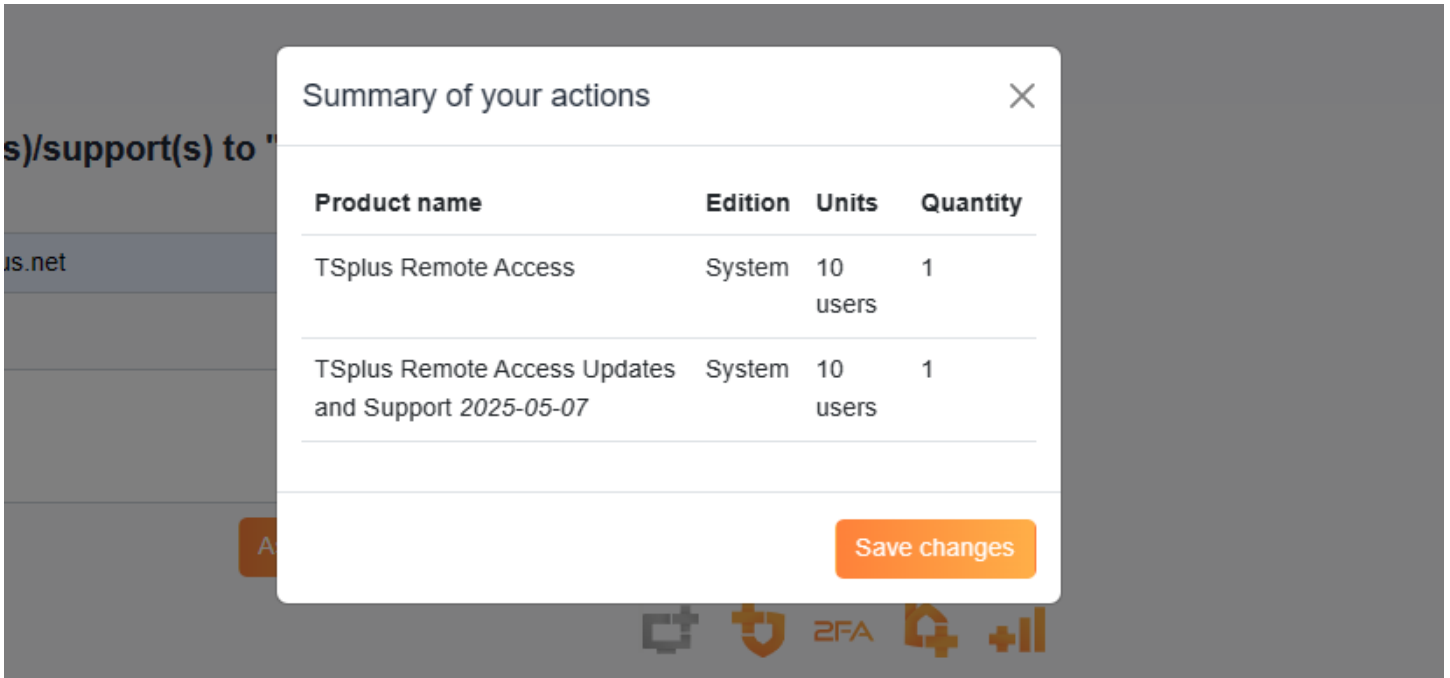


3. Name your Activation Key and add desired comments
4. Select Random to populate a random Activation Key
5. Select Add



Once the Activation Key has been created the window for Assigning permanent licenses(s)/support(s) will display.

7. Verify that the license and support information is correct. Click Save changes.

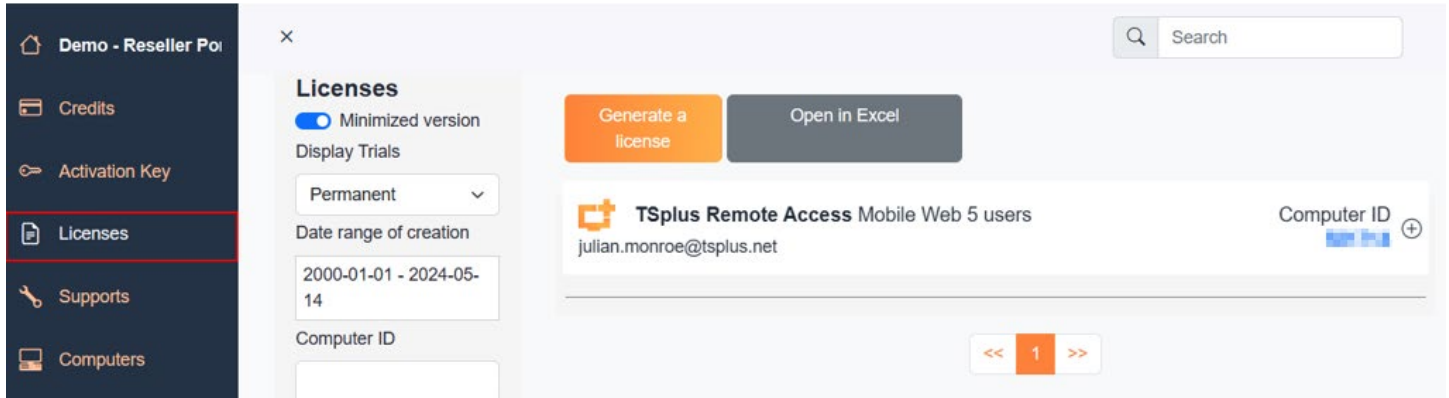


Please note that subscription licenses cannot be assigned to an Activation Key. [Subscription licenses](#) are assigned to a subscription key (format **S-XXXX-XXXX-XXXX-XXXX**).

License Menu

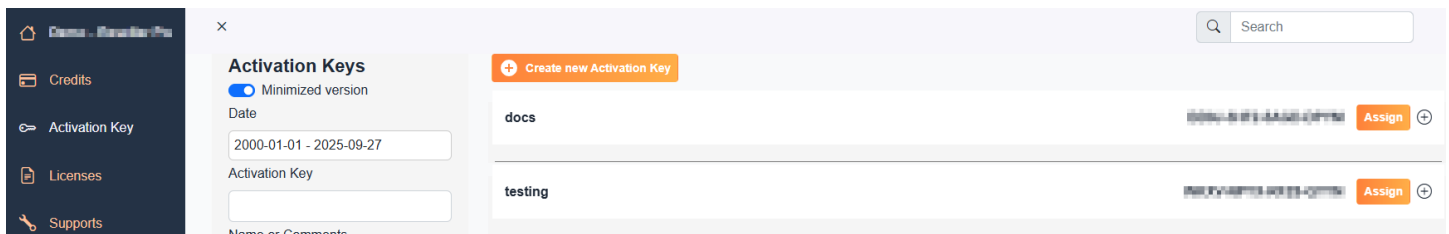
Access your Licenses menu by clicking on Licenses on the menu to the left of your portal

Only permanent or trial licenses will be displayed. Subscription licenses can be viewed from the Subscription menu from the left navigation panel



You can generate a license from this menu by clicking Generate license.

This will cause you to be redirected to the Activation Key Menu, from which you may assign license and supports to your Activation Key.



For more detailed instruction please view: [Assigning Permanent License\(s\) and Support\(s\) to an Activation Key](#)

Change the Activation Key of an existing license or support

1. From the Licenses menu, expand the desired license
2. Select change Activation Key

TSplus Remote Access Mobile Web 5 users Computer ID **2074**

Email : [redacted]
 Order ID : [redacted]
 Activation Key : [redacted]
 Support : Valid until : **2025-05-03**
View

Creation Date : **2024-05-03**
 Comments :

- ⬆ Upgrade
- 🔑 Change Activation Key
- ✏ Edit comment
- ✏ Edit email
- 🔇 Hide license

Disabled Enable license

3. Input the desired Activation Key. Please only input Activation Keys that already exist in your portal.
4. Select Change Company for this license

Change Company ("Activation Key") for this License ID : 1584280

Activation Key:

XXXX-XXXX-XXXX-XXXX


Change Company for this license

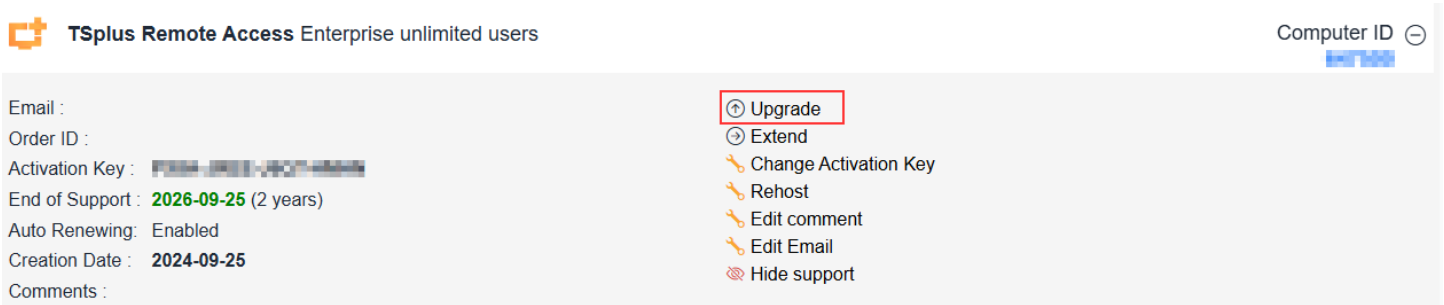
Create a CSV file with licensing information


1. From your Licenses menu, click Open in Excel
2. A CSV file will automatically be created and downloaded, containing the information regarding your licenses and associated supports.


Upgrade a license


Upgrading a license includes increasing the number of users or upgrading the edition of the license.


1. Find the desired license from the License Menu.
2. Expand the desired support by clicking 
3. Select upgrade





TSplus Remote Access Enterprise unlimited users Computer ID 


Email :  Upgrade


Order ID :  Extend

Activation Key :  Change Activation Key

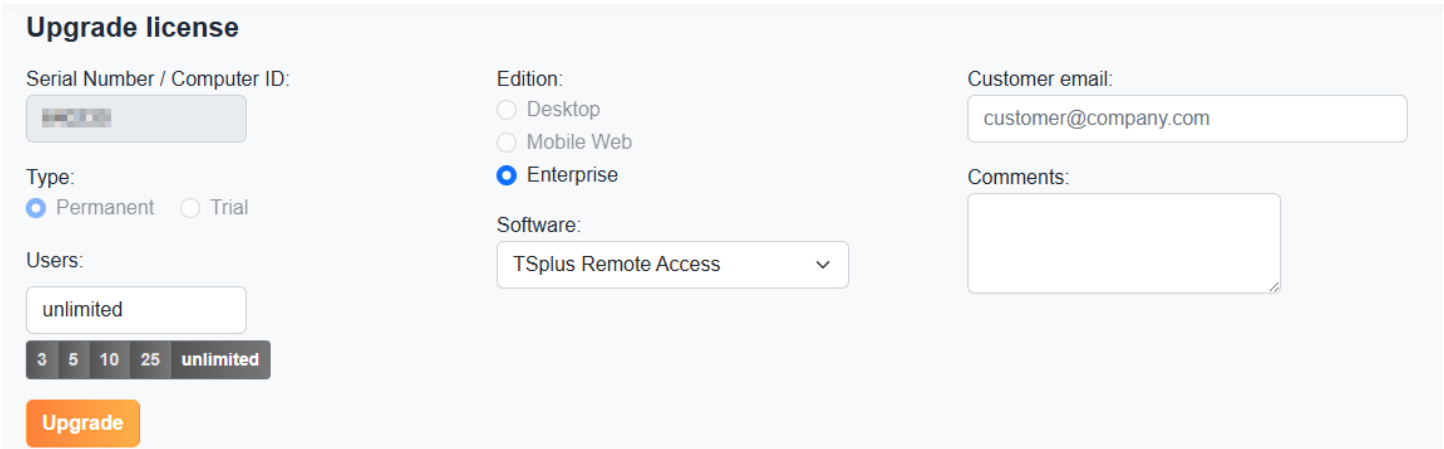
End of Support : 2026-09-25 (2 years)  Rehost

Auto Renewing: Enabled  Edit comment

Creation Date : 2024-09-25  Edit Email

Comments :  Hide support

3. Select the upgrade(s) that you wish to make to your License



Upgrade license

Serial Number / Computer ID:

Edition:
 Desktop
 Mobile Web
 Enterprise

Customer email:

Type:
 Permanent Trial

Users:

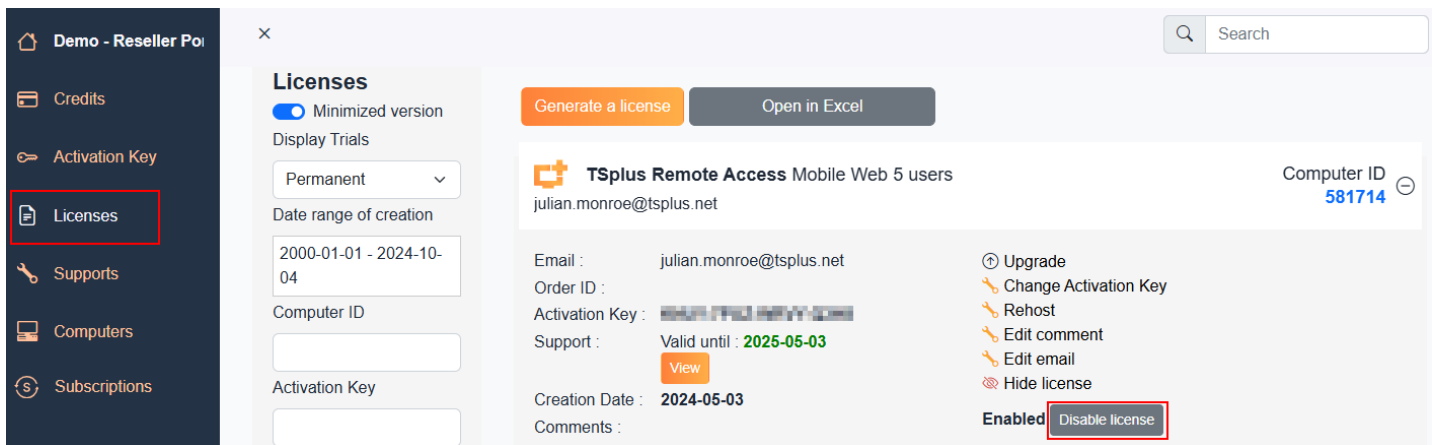
Software:

Comments:

4. After making the desired changes, select upgrade to have them applied

Disabling a license

1. Navigate to the Licenses menu from the left navigation panel.
2. Expand the license that you wish to disable and click Disable license

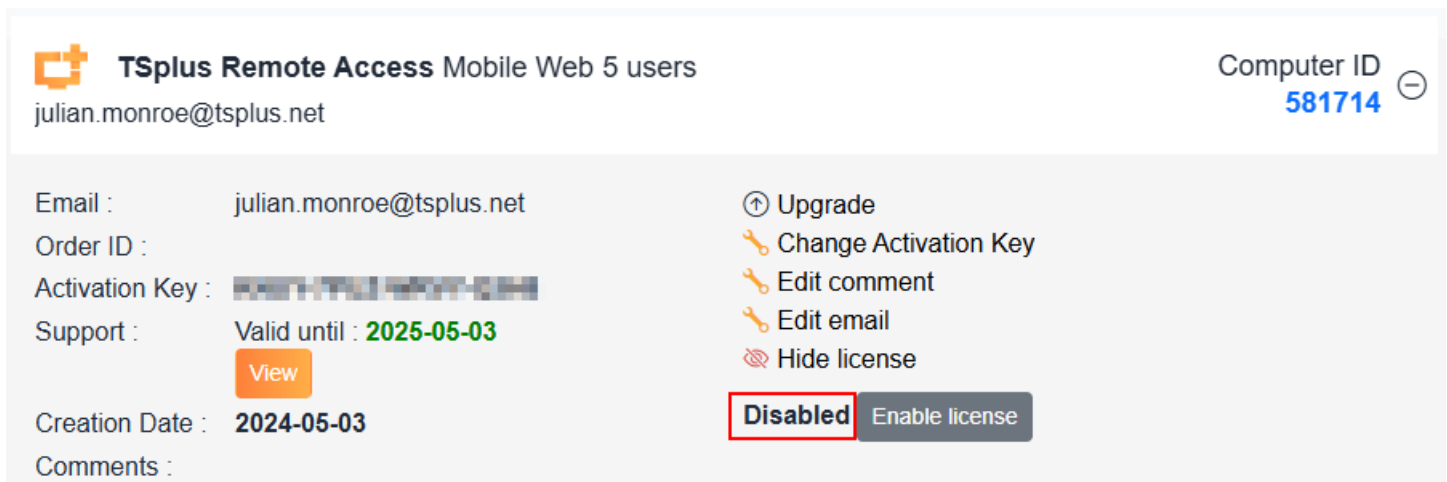


3. You will receive a warning regarding disabling the license. Once you have verified that you wish to disable the license click **Yes, please disable this license**

The license will move from the “Enabled” status to the “Disabling...” status, meaning that it is currently waiting for the server to disable itself.

Then, the server will automatically disable itself following the next day if it has internet access and the license will display as Disabled

The license will be accounted for in your license usage until your server has contacted the License portal and acknowledged its disabled status.



Rehosting a License

Rehosting a license is performed through the AdminTool.

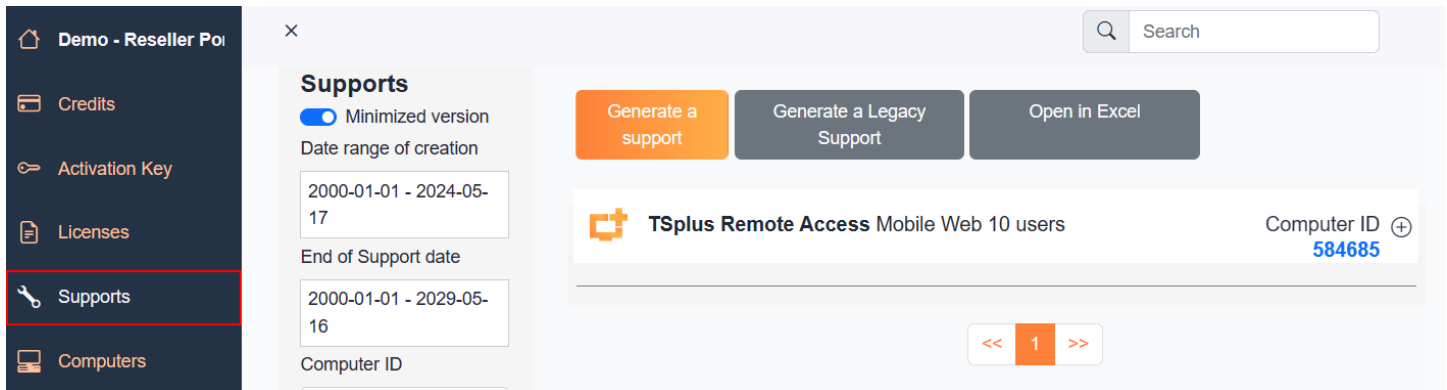
Please visit our documentation for more information regarding rehosting:

<https://docs.tsplus.net/tsplus/rehosting-your-license/>

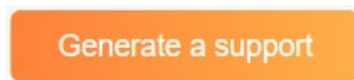
Supports Menu

To access the Supports menu, click on Supports on the left side navigation panel

With the filters, track the expired ones by changing the “End of Support” date



You can generate a license from this menu by clicking



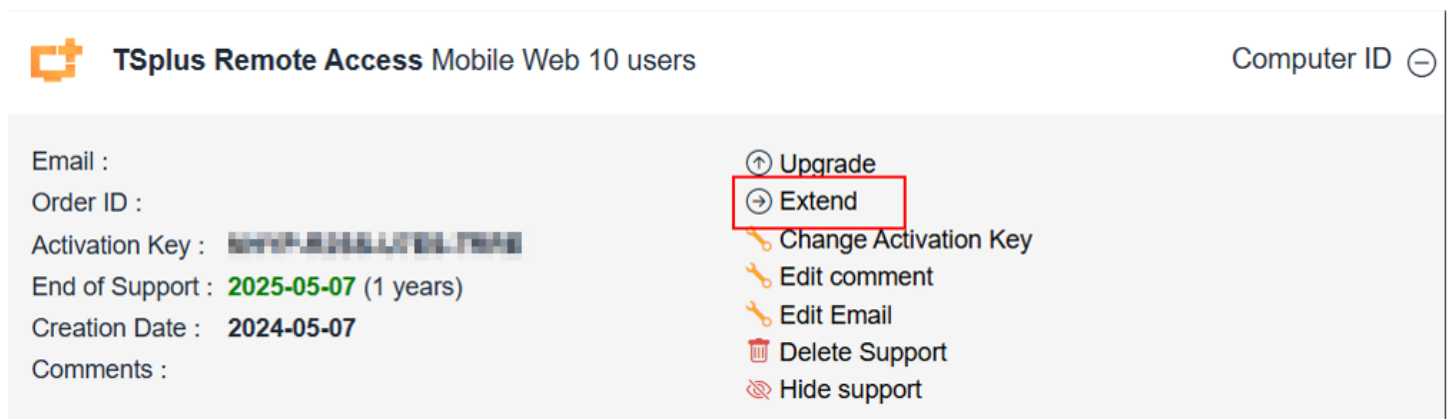
This will cause you to be redirected to the Activation Key Menu

For more detailed instruction please view: [Assigning Permanent License\(s\) and Support\(s\) to an Activation Key](#)

Extend a support

Extend an existing support, if your support is still valid (or expired) but you want to extend the period of updates and support

1. From the Supports menu, expand the support that you wish to extend
2. Select Extend



5. You may then edit the start date as well as the length of the support

A new support will be created if:

- 1) You choose a start date other than the displayed end date
- 2) The total duration of support would exceed 3 years.

The number of credits required to extend the support will display at the bottom of the page.

Extend the support (unlimited users Enterprise Edition from Demo - Reseller Portal)

End date of the actual support : **2026-09-19 (1 years)**

A new support will be created if: 1) you choose a start date other than 2026-09-19, or 2) the total duration would exceed 3 years. Otherwise, your current support will be extendable until 2028-09-19.

Updates & Support Services **starting on:**

2026-09-19

Select the number of years :

1 Year

New End Date : 2027-09-19

Credits count : **50**

Extend

4. Click Extend


Upgrade a support

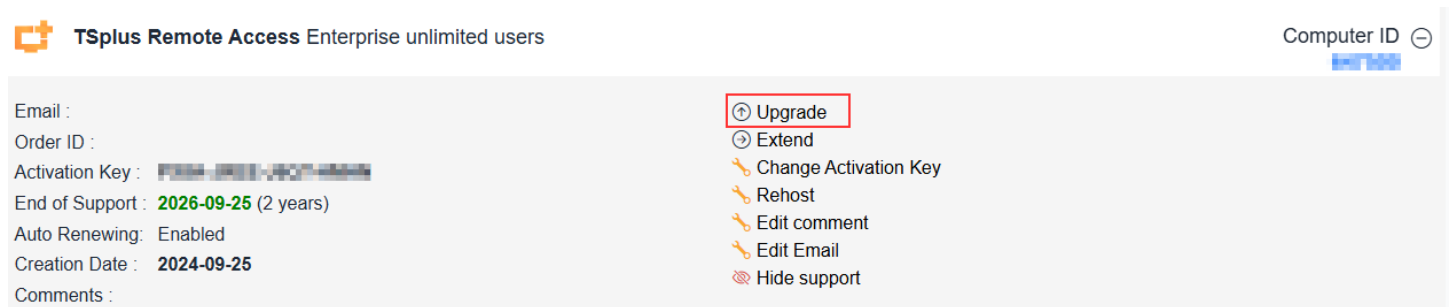
Upgrading a support includes:


- Increasing the number of users
- Increasing the support length
- Upgrading the edition
- Enabling Autorenewal


Please note: The edition and users of the support must match the license in order to be applied to the license.


To upgrade a support:


1. Find the desired support by navigating to the Support menu
2. Expand the desired support by clicking 
3. Select upgrade





TSplus Remote Access Enterprise unlimited users Computer ID 


Email :  Upgrade


Order ID :  Extend

Activation Key :  Change Activation Key

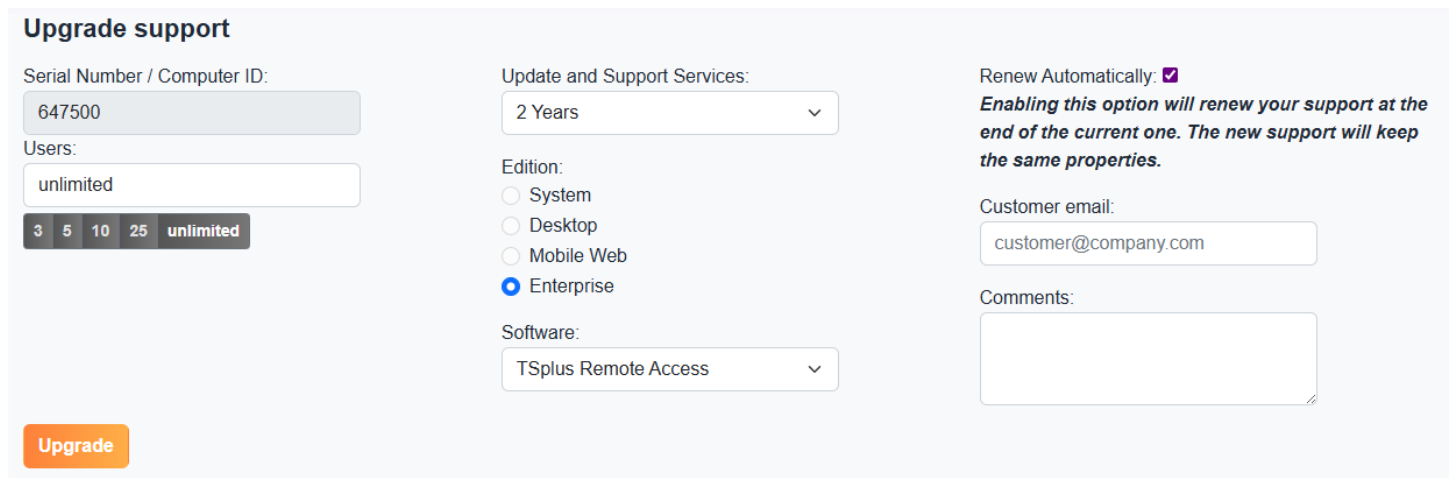
End of Support : 2026-09-25 (2 years)  Rehost

Auto Renewing: Enabled  Edit comment

Creation Date : 2024-09-25  Edit Email

Comments :  Hide support

6. Select the upgrade(s) that you wish to make to your support



Upgrade support

Serial Number / Computer ID:

Users:

Update and Support Services:

Edition:
 System
 Desktop
 Mobile Web
 Enterprise

Software:

Renew Automatically:
Enabling this option will renew your support at the end of the current one. The new support will keep the same properties.


Customer email:

Comments:

7. After making the desired changes, select upgrade to have them applied

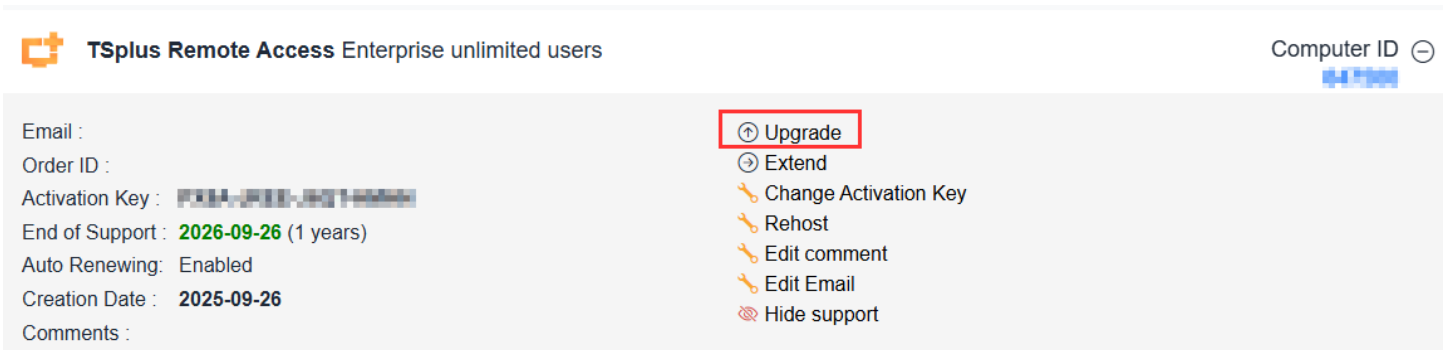
Autorenewal of support

Enabling this options means that if you have enough credits, the support will be renewing at the end of this one. It will make a new support with the same properties, duration, users, computers.

1. Click on the Supports menu from the left navigation panel
2. Find the desired support and expand it by clicking on 

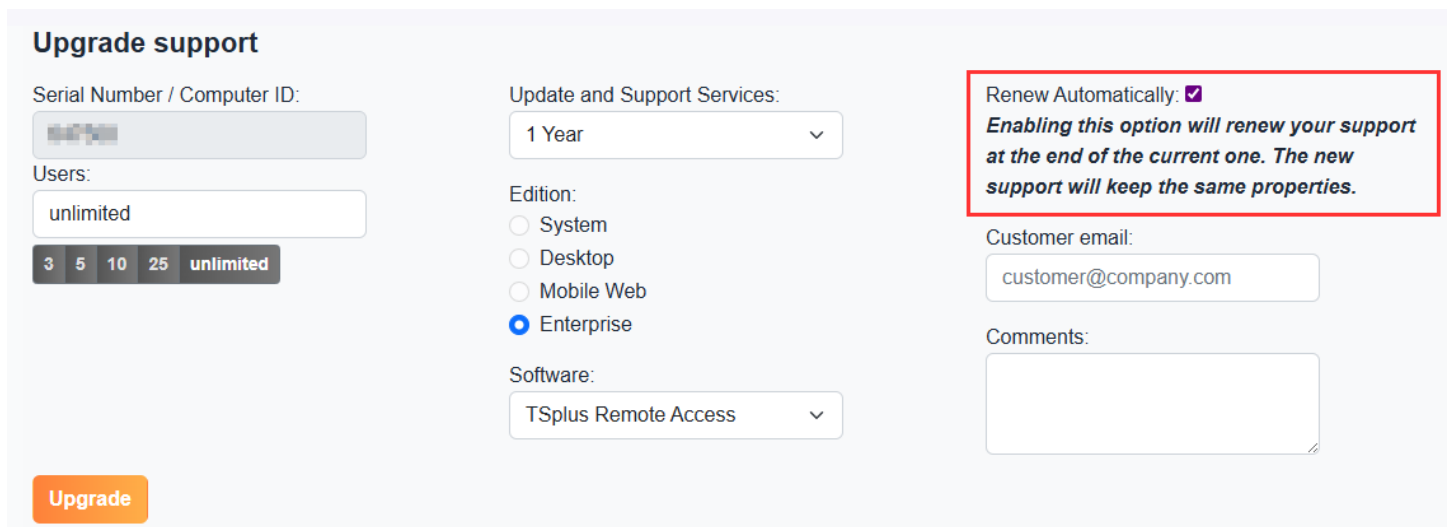


3. Select upgrade



5. Check the box next to Renew automatically

- Enabling this option will renew your support at the end of the current one. The new support will keep the same properties, such as users and edition



6. Select upgrade

Autorenewal History

You can view the autorenewal history, as well as see the credits required for upcoming renewals

1. Navigate to the Supports Menu from the left navigation panel
2. Select Autorenewal History from the top navigation options



Supports Renewals History

Summary

Next month renewal

Software	Credits Required
TSplus Remote Access	6

History

Activation Key	Software	Computer	Owner	Renewal Date	Expiration Before	Expiration After	Attempts	Status	Notes
[Key]	TSplus Remote Access System 3 users	[Computer]	_test_renew1	09/11/2025 19:56	09/10/2025	09/11/2026	1	Success	
[Key]	TSplus Remote Access Enterprise 6 users	[Computer]	_test_renew1	09/16/2025 10:16	09/10/2025		2	Failed	insufficient credits, 6 needed

Filters

Status: All (dropdown)

Renewal Date: mm/dd/yyyy (calendar icon)

Computer ID: Enter Computer ID

Filter **Reset**

Statistics

1

Success

1

Failed

The summary displays

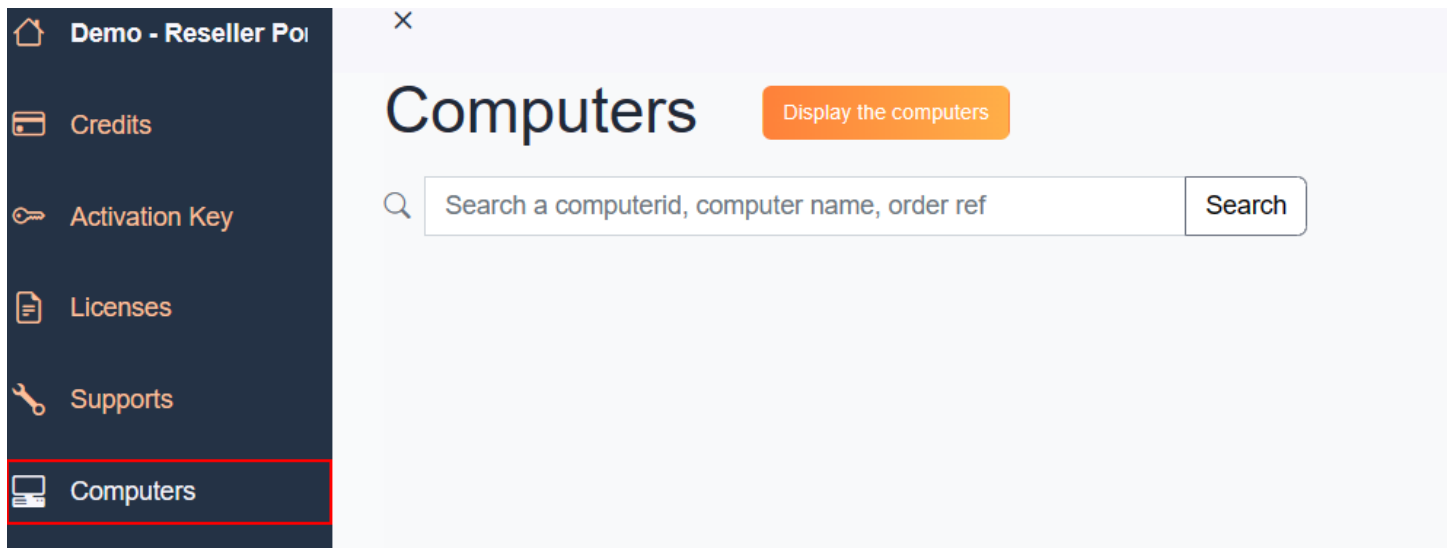
- Next month renewal – the credits required for renewal from one month from today’s date
- History – successful and failed attempts
 - o If an attempt has failed, the reason will be displayed in the notes section

Computers Menu

Access the Computers Menu by clicking Computers in the left navigation panel

From this menu you can search for and display the Computers/CIDs associated with your permanent license and support. You can also access the license detail for each computer.

CIDs associated with subscription licenses can be viewed from the Subscriptions menu from the left navigation panel

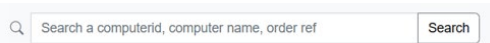


Search for a Computer Identification/CID

To view all computers with a permanent or trial license in your portal click

Display the computers

You can search for a computer by inputting the CID (Computer Identification), the computer name, or the order #.



Please note that computers with a subscription license will not be displayed. You may view the CIDs associated with subscription licenses through the Subscriptions menu from the left navigation panel.

View Computer Details

Clicking on a computer from the search results will cause the licensing details of the Computer to be displayed

Computer Details

Assign additional licenses/supports Download License file for Offline Activation

Name	ID	Creation Date
[REDACTED]	[REDACTED]	2024-05-13 15:40:24

Licenses

Product	Activation Key	Order Number	Actions
TSplus Remote Access Mobile Web edition - 10 users	[REDACTED]	[REDACTED]	Actions ▾
License Users for TSplus Advanced Security Ultimate edition	[REDACTED]	[REDACTED]	Actions ▾

Supports

Product	Activation Key	Order Number	Expiration Date (Starting on)	Actions
Update/Support services for TSplus Remote Access Mobile Web edition - 10 users - 1 year	[REDACTED]	[REDACTED]	2025-05-07 (2024-05-07)	Actions ▾

Selecting **Actions ▾** beside a license will allow you to upgrade a license.

For more detailed instructions please view:

[Upgrade a license](#)

Selecting **Actions ▾** beside a support will allow you to upgrade or extend a support a support.

For more detailed instructions please view:

[Upgrade a support](#)

[Extend a support](#)

Assigning permanent license and/or support to a CID

1. Select Computers from the left navigation panel
2. Search for the desired CID and select it by clicking on it
3. Select Assign additional licenses/supports
4. Select the type of permanent license you wish to assign to the Activation Key.
 - Please note the selected license type appears in dark gray (as seen for Remote Access in the screen below):

Assign license(s)/support(s) to "Show" (XXXXXXXXXX)

Customer Email

Comments

Assign

TSplus Remote Access

TSplus Advanced Security

2FA Two-Factor Authentication

TSplus-RemoteWork

TSplus-ServerMonitoring

5. Input the details of your license and support
 - Edition, Users, and Quantity are required fields for a license
 - End date, Edition, Users, and Quantity are required for support

Select the type of permanent license you wish to assign to the Activation Key. The selected license type will be displayed as dark gray

TSplus Remote Access

TSplus Advanced Security

2FA Two-Factor Authentication

TSplus-RemoteWork

TSplus-ServerMonitoring

TSplus Remote Access

Buy 10 more users

Credits available : 105

Buy 10 more supports

Support credits : 122

License:

Permanent
 Trial

Updates & Support Services:

0 Year 1Y 2Y 3Y

Edition:

System
 Desktop
 Mobile Web
 Enterprise

Edition:

System
 Desktop
 Mobile Web
 Enterprise

Users:

3 5 10 25 **unlimited**

Quantity:

Users:

3 5 10 25 **unlimited**

Quantity:

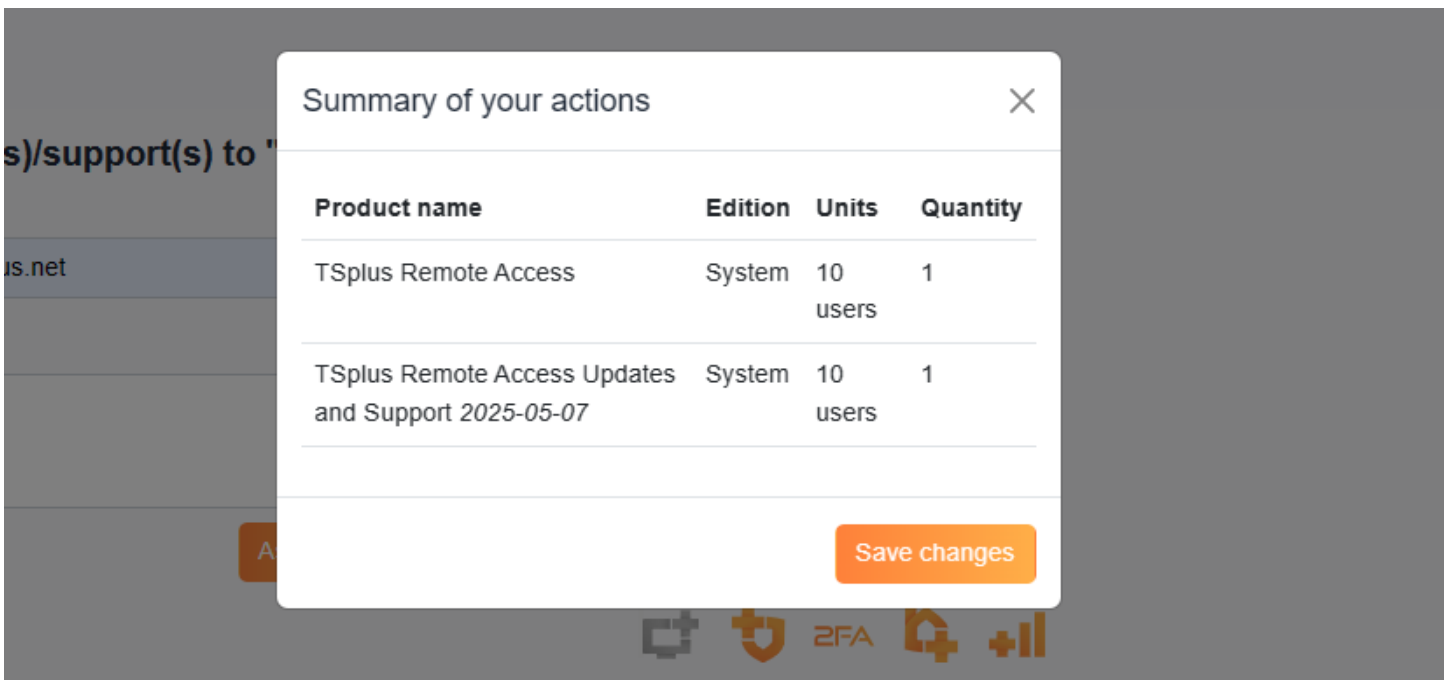
- Multiple license types (Remote Access, Advanced Security, etc) can be assigned by inputting the required details of the initial license and then selecting a different license type and inputting the required details of the next license type.

8. Input the details of your license and support

-Please note that the options may look slightly different depending on the license type you have chosen.

9. Select Assign

10. Verify that the license and support information is correct. Click Save changes.

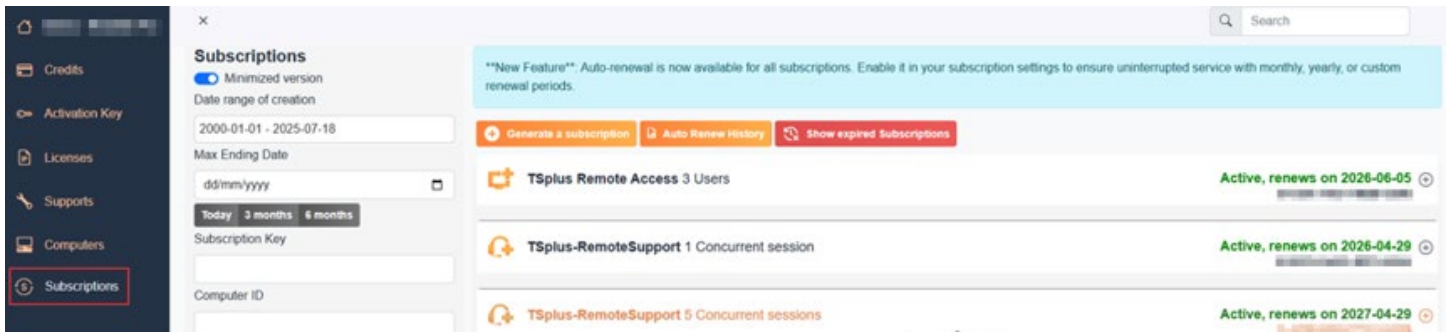


Please note that subscription licenses cannot be assigned to an Activation Key. [Subscription licenses](#) are assigned to a subscription key (format **S-XXXX-XXXX-XXXX-XXXX**).

Subscription Menu

You can access the Subscription menu by clicking Subscription on the left panel navigation menu.

The subscription menu allows you to view and create subscription licenses



Subscription licenses include support. The support does not display separately from the subscription license.

The format for a subscription license key is S-XXXX-XXXX-XXXX-XXXX

Generate a Subscription License

1. From the Subscription page select Generate a new subscription
2. Input the details of the Subscription License

Generate a new subscription

Software

TSplus Remote Access ▼

Recommendations : Please use yearly autorenewal for *Remote Support* if you want to avoid waste of credits.
Credits are users / years.

Trials are only available on Remote Support.

3

1 5 10

Auto Renewal

The subscription will be automatically renewed according to the selected frequency. Please make sure to have enough credits when the renew happens.

Renew on :

2026-07-17

Date format: YYYY-MM-DD (Year-Month-Day)

1 year 2 years

Order Reference

Email

Comment

Insert a comment here ...

Submit

3. Select Submit

Editing your subscription license

You may edit your subscription license by expanding your subscription then selecting Edit the subscription

 **TSplus Remote Access 3 Users** Active, renews on 2026-06-05

Owner : Demo - Reseller Portal	Computer	User	Comments	Edit	Remove
Email :		2	test		

Order ID :
 Key :
 End date : 2026-06-05
 Renewal : Disabled

Edit the subscription

From this screen you may update information such as order reference and e-mail. You may also turn on auto renewal or add comments.

Edit subscription

****New Feature****: Auto-renewal is now available for all subscriptions. Enable it in your subscription settings to ensure uninterrupted service with monthly, yearly, or custom renewal periods.

Software

TSplus Remote Access ▼

Recommendations : Please use yearly autorenewal for Remote Support if you want to avoid waste of credits.
Credits are users / years.

Auto Renewal

The subscription will be automatically renewed according to the selected frequency. Please make sure to have enough credits when the renew happens.

Users

3

1 5 10

Renew on :

2026-06-05

Date format: YYYY-MM-DD (Year-Month-Day)

1 year 2 years

Order Reference

Email

Comment

Edit

Removing a subscription from a CID

Choosing remove will remove the subscription from the computer. It will not delete the subscription license.

TSplus Remote Access 3 Users Active, renews on 2026-06-05

Owner : [Redacted]
 Email : [Redacted]
 Order ID : [Redacted]
 Key : [Redacted]
 End date : 2026-06-05
 Renewal : Disabled

Computer	User	Comments	Edit	Remove
701075	2	Julian test		

Edit the subscription

Changing the CID associated with the subscription license

To change the CID of the subscription license, select edit from the table

TSplus Remote Access 3 Users Active, renews on 2026-06-05

Owner : [Redacted]
 Email : [Redacted]
 Order ID : [Redacted]
 Key : [Redacted]
 End date : 2026-06-05
 Renewal : Disabled

Computer	User	Comments	Edit	Remove
701075	2	Julian test		

Edit the subscription

A popup will then display, which allows you to edit the CID and users

Edit a Computer ✕

Computer

Users

Comments

Profile Menu

From your profile menu it is possible to update the e-mail and password associated with your reseller portal.

Edit your email or password

Edit profile

Edit Email

Email address

Validate new Email address

Verify email

Submit

Edit Password

Current Password

Enter current password

New Password

Enter a new password

Verify Password

Enter your new password an other time

Submit

Profile

Volume Licensing

Volume Licensing is a scripting licensing solution powered by TSplus for its solutions.

The following products supports activation using Volume Licensing:

- Remote Access
- Advanced Security
- Server Monitoring

When your Volume Licensing account is created on the Licensing Management portal, the Volume Licensing team will provide:

1. Your Volume License Key (please keep this information confidential) Your Volume license Key is separate from your Activation Key and is provided at the time of the License portal creation
2. Your credentials to connect to the Reseller Licensing Management portal

Please note that you must have the needed user or support credits to perform activation, change in users, or support addition.

Scripting Methods

To start Setup-PRODUCT.exe with its correct command line you can use 3 methods:

1. Use your own management scripts methods
2. Create a shortcut of Setup-PRODUCT.exe and edit the properties to add the command line at the end of the path.
3. Simply open a "Command line" by pressing the Windows key and the "R" key simultaneously, then typing "cmd" and pressing the "Enter" key to confirm. This method with the keyboard shortcut is working on every existing Windows version at the time of writing of this document.
4. Once the prompt appears, change the current directory to the directory where is found your setup program (usually your Downloads folder). For instance, type:

```
cd C:\Users\admin\Desktop
```

And finally type the full command to run the setup program, supplying the parameters with your desired values

For ease of execution, all data that can be customized is **highlighted** in the command prompt.

Find the relevant Administration Program

The following programs supports Volume License commands. The program name and location depend on the product and its setup folder:

Program	Program name	Default location
Remote Access Remote Work	AdminTool.exe	C:\Program Files (x86)\TSplus\UserDesktop\files
Advanced Security	TSplus-Security.exe	C:\Program Files (x86)\TSplus-Security
RDS-Knight	RDS-Knight.exe	C:\Program Files (x86)\RDS-Tools\RDS-Knight
Remote Support	RemoteSupport.exe	C:\Program Files (x86)\TSplus-RemoteSupport
Server Monitoring	ServerMonitoring.exe	C:\Program Files (x86)\TSplus-ServerMonitoring
ServerGenius	ServerGenius.Admin.exe	C:\Program Files (x86)\RDS-Tools\ServerGenius
2FA addon	TwoFactor.Admin.exe	C:\Program Files (x86)\TSplus\UserDesktop\files

When inputting the file path in cmd, please surround the file path with quotation marks.

The program execution is silent. This enables the integration of your license activation process into your own initialization or automatization scripts.

Activate a Volume License from the Server after Setup

If you have installed your product without any command line, then it is installed as a trial version.

After activating your license, if you wish to assign it to an Activation Key

[Change the Activation Key of an existing license or support](#)

General Parameters

Volumelicensekey: your volume license key

Supportyears: 1-3

Comments "Your comments" -specifies the comments associated with the license on

Remote Access

To activate your Volume License, run the following command line as an elevated administrator:

```
AdminTool.exe /vl /activate VOLU-MELI-CENS-EKEY /users unlimited /edition Enterprise /supportyears 3 /comments "This is a comment"
```

Remote Access Parameters

Users: 0-50 or "unlimited"

Edition: "Desktop", "Mobile Web", or "Enterprise"

Advanced Security

To activate your Volume License, run the following command line as an elevated administrator:

```
TSplus-Security.exe /vl /activate VOLU-MELI-CENS-EKEY /edition Essentials /supportyears 3 /comments "This is a comment"
```

Advanced Security Parameters

Edition: Essentials or Ultimate

2FA

```
TwoFactor.Admin.exe /vl /activate VOLU-MELI-CENS-EKEY /supportyears 2 /comments "This is a comment"
```

Server monitoring

```
ServerMonitoring.exe /vl /activate VOLU-MELI-CENS-EKEY /users 10 /supportyears 3 /comments "This is a comment"
```

Server Monitoring Parameters

Users: 1-10

Disable a License from the Server

This can be performed via command prompt or [from the licensing portal](#)

General Parameters

VOLU-MELI-CENS-EKEY : your Volume License Key

To disable a server which was activated with a Volume License key, run the following command line as an elevated Administrator:

```
Program.exe /vl /disable VOLU-MELI-CENS-EKEY
```

Enable a License from the Server

General Parameters

VOLU-MELI-CENS-EKEY : your Volume License Key

This applies to licenses that were first activated with a Volume Licensing Key and was later disabled

Run the following command line as an elevated Administrator:

```
Program.exe /v1 /enable VOLU-MELI-CENS-EKEY
```

Update the Users of a Volume License from the Server

Please note that updating the users of the license also updates the users associated with support, if a support is assigned to the same CID

This command does not apply to Advanced Security and 2FA addon

General Parameters

VOLU-MELI-CENS-EKEY : use your own Volume License Key

Remote Access

To change the number of users associated with your activated Volume License, run the following command line as an elevated Administrator:

```
"AdminTool.exe" /vl /update VOLU-MELI-CENS-EKEY /users 10
```

Remote Access Parameters

Users: any number between 1-50 or "unlimited"

Server Monitoring

```
"ServerMonitoring.exe" /vl /update VOLU-MELI-CENS-EKEY /users  
10
```

Server Monitoring Parameters

Users: 1-10

Update the Edition of a Volume License from the Server

This command does not apply to Remote Work, Remote Support, Server Monitoring, 2FA addon and Server Genius.

General Parameters

VOLU-MELI-CENS-EKEY : use your own Volume License Key

Remote Access

To change the edition associated with your activated Volume License, run the following command line as an elevated Administrator:

```
AdminTool.exe /v1 /update VOLU-MELI-CENS-EKEY /edition Enterprise
```

Remote Access Parameters

Edition: Desktop, MobileWeb, or Enterprise

Advanced Security

To change the edition associated with your activated Volume License, run the following command line as an elevated Administrator:

```
TSPlus-Security.exe /v1 /update VOLU-MELI-CENS-EKEY /edition Enterprise
```

Advanced Security Parameters

Edition: Essentials or Ultimate

Activate Support

To activate your support subscription use this command:

```
AdminTool.exe /v1 /activate-support VOLU-MELI-CENS-EKEY /users 10 /edition Enterprise  
/endofsupport YYYY-MM-DD
```

Extend Support

To activate your support subscription use this command:

```
AdminTool.exe /v1 /activate-support VOLU-MELI-CENS-EKEY /users 10 /edition Enterprise  
/endofsupport YYYY-MM-DD
```

How to display the remaining license credits for a Volume License key?

To display the remaining license credits for a Volume License key, run the following command line as an elevated Administrator:

```
AdminTool.exe /vl /credits-license VOLU-MELI-CENS-EKEY /login JOHNDOE  
[/edition Essentials] [/silent]
```

Parameters

This command may take four parameters:

- VOLU-MELI-CENS-EKEY : use your own Volume License Key
- /login JOHNDOE : provide the login of the partner associated with the Volume License key
- /edition Essentials : provide the optional edition parameter for Advanced Security and Server Monitoring products
- /silent : executes the command silently

The output will be stored in the user-level environment variable named VOLUME_LICENSE_CREDITS . It may be required to read the value of VOLUME_LICENSE_CREDITS from a different process, using the command: echo %VOLUME_LICENSE_CREDITS%

Please find below the expected editions for Advanced Security and Server Monitoring products:

- Advanced Security: “Essentials”, “Ultimate”
- Server Monitoring: “Essentials”, “Startup”, “Business”

The following executables must be used to find the respective number of remaining credits:

- Remote Access: C:\Program Files (x86)\TSplus\UserDesktop\files\AdminTool.exe
- Advanced Security: C:\Program Files (x86)\TSplus-Security\TSplus-Security.exe
- Server Monitoring: C:\Program Files (x86)\TSplus-ServerMonitoring\ServerMonitoring.exe
- 2FA: C:\Program Files (x86)\TSplus\UserDesktop\files\TwoFactor.Admin.exe
- RPA: C:\Program Files (x86)\TSplus-RPA\AdminTool.exe
- Remote Work: C:\Program Files (x86)\TSplus\UserDesktop\files\AdminTool.exe

Troubleshooting activate, enable, disable and update commands

Should you want to investigate any issue and/or when prototyping your scripts, you can get success and error messages by looking at the **VolumeLicensing.log** file found at the root of the program.

If you have an issue:

- enable the "Application log"
- reproduce the problem
- send us the corresponding log files along with a description of your issue via our helpdesk ticketing system: [TSplus Helpdesk](#)

How to configure a Proxy Server for Internet Access

Proxy settings defined during the installation are remembered and will be used to perform operations on licenses. If no proxy settings were defined, then the Volume Licensing program will use Internet Explorer proxy settings (if any is configured in the running session and/or for the windows service).

You can also configure the proxy settings manually by running the following command line as an elevated Administrator:

```
AdminTool.exe /proxy /set /host proxy.company.org /port 80 /username dummy /password pass@word1
```

Parameters

#	Parameter	Description
1	/set	Action to be performed on the proxy settings
2	/host (ie none custom)	The destination host can be a predefined value (e.g. "ie" or "none") or a user-defined value (ex. 127.0.0.1 or proxy.company.org). This parameter is mandatory.
3	/port 80	The port number used to connect to the proxy server. Required if the hostname value is a custom user-defined value.
4	/username dummy	The username to connect to the proxy server. This setting is optional.
5	/password pass@word1	The user's password must be supplied if a username has been defined. However, its value can be empty.

For further information and support

Visit our documentation: <https://docs.tsplus.net>

Downloads of TSplus products <https://tsplus.net/download/>

Knowledge base <https://support.tsplus.net/a/solutions?lang=en>

The easiest way to contact our support team is to open a ticket on our online Helpdesk at: <https://support.tsplus.net>