

Partner Documentation

2023

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LICENSE PORTAL

Manage your Licenses

Email address / Login

Please enter your purchase order email or your login

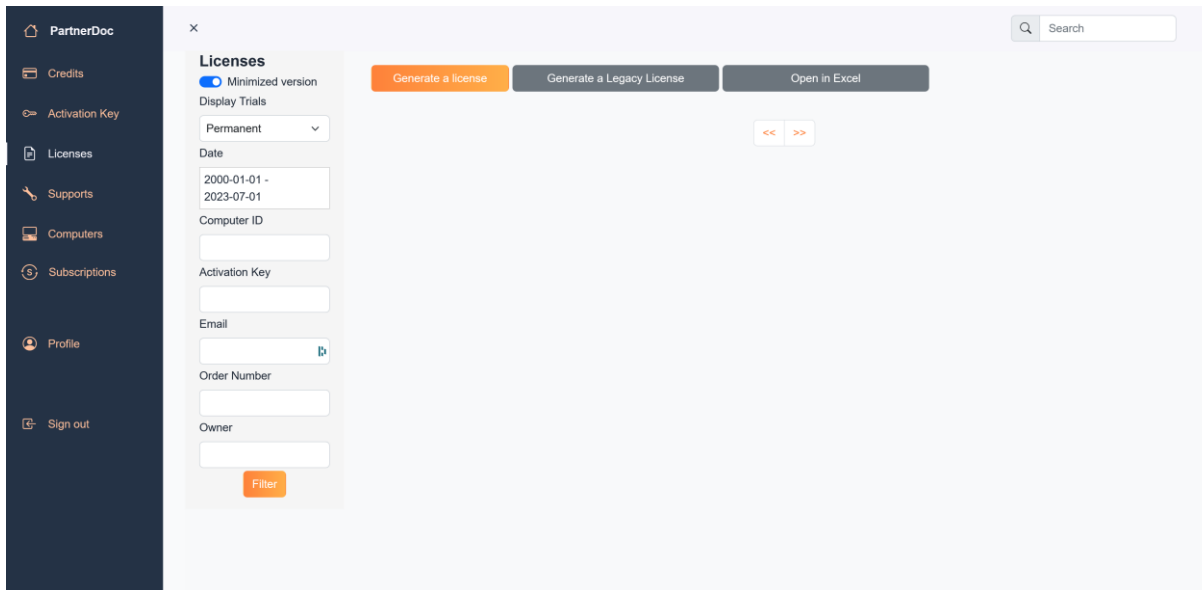
☒ Remember Me

Login

1- Connection to the License Portal

- Launch your Internet browser and go to the Internet address that you received.
- Type your login (or the email associated with your account) and password to access to the application. (The password input will show when you entered a valid login)

2- Create an Activation Key



The screenshot shows the PartnerDoc Licenser web application. On the left is a dark blue navigation bar with the following items: PartnerDoc (home icon), Credits, Activation Key, Licenses (selected), Supports, Computers, Subscriptions, Profile, and Sign out. The main content area is titled 'Licenses' and includes a search bar at the top right. Below the title, there are three buttons: 'Generate a license' (orange), 'Generate a Legacy License' (grey), and 'Open in Excel' (grey). A 'Minimized version' toggle is set to 'on'. The 'Display Trials' section shows a 'Permanent' license type, a date range from '2000-01-01' to '2023-07-01', and empty input fields for 'Computer ID', 'Activation Key', 'Email', 'Order Number', and 'Owner'. A 'Filter' button is at the bottom left of the form.

When you log-in, you will first see this page. However, you have no licenses yet. To generate one, you will need an Activation Key. In order to do so, you can click on the orange button “Generate a License” or simply go to the Activation Key page by using the left navigation bar.

The screenshot shows a web application interface with a dark blue sidebar on the left containing navigation links: PartnerDoc, Credits, Activation Key, Licenses, Supports, Computers, Subscriptions, Profile, and Sign out. The main content area is titled 'Add a new Activation Key' and features a search bar at the top right. The form includes a 'Name' field with a copy icon, a 'Comments' field with a close icon, a 'Key' field, a 'Random' button, and an 'Add' button.

PartnerDoc

Credits

Activation Key

Licenses

Supports

Computers

Subscriptions

Profile

Sign out

×

Search

Add a new Activation Key

Name:

Comments:

Key:

Random

Add

First go to Generate an Activation Key. On this page you can set :

- The name
- The Key, you can choose a “Random” one randomly generated, or you can set your own, but you must follow this format XXXX-XXXX-XXXX-XXXX .

Then click “Add”

3 - Assign a License / Support

The screenshot shows the 'Assign license(s)/support(s) to "Reseller Documentation" (44K2-TUVP-APY3-GJBC)' form. The form includes a 'Customer Email' field with the value 'customer@company.com', a 'Comments' text area, and an 'Assign' button. Below the form, there are sections for 'Supports available' and 'Remote Access'. The 'Supports available' section contains a table with columns 'Edition', 'Users', 'Years', and 'Quantity'. The 'Remote Access' section includes 'Credits available : 95', 'License' options (Permanent, Trial), 'Edition' options (System, Desktop, Mobile Web, Enterprise), 'Users' and 'Quantity' input fields, and 'Updates & Support Services' with a text input field containing 'ij / mm / aaaa'.

Edition	Users	Years	Quantity
Desktop	5	1	1

Remote Access
Credits available : 95

License:
☒ Permanent
☐ Trial

Edition:
☒ System
☐ Desktop
☐ Mobile Web
☐ Enterprise

Users: Quantity:

Updates & Support Services:

You have a fresh Activation Key. You will want to assign licenses or supports. To do so :

1. Click on the product you want.
2. Trial or permanent depending on your needs. If you chose "trial" you will have to set the duration of this one.
3. Check if you have enough credits to generate the element. You will be warned if not.
4. Complete the form with the inputs required.

4- Check for your licenses / support

On this page you see your licenses.

In addition to that, you can :

- Upgrade (if you need a higher number of users for example)
- Edit (email or comment)
- Delete your license (only if not activated on a device)

PartnerDoc

Credits

Activation Key

Licenses

Supports

Computers

Subscriptions

Profile

Sign out

Licenses

Minimized version

Display Trials

Permanent

Date

2000-01-01 - 2023-07-04

Computer ID

Activation Key

Email

Order Number

Owner

Filter

Generate a license

Generate a Legacy License

Open in Excel

Remote Access Desktop 5 users

Computer ID 222258

Email :

Order ID :

Activation Key : 44K2-TUVP-APY3-GJBC

Support : View

Creation Date : 2023-06-30

Comments :

Upgrade

Change Activation Key

Rehost

Edit comment

Edit email

Hide license

<< 1 >>

Support

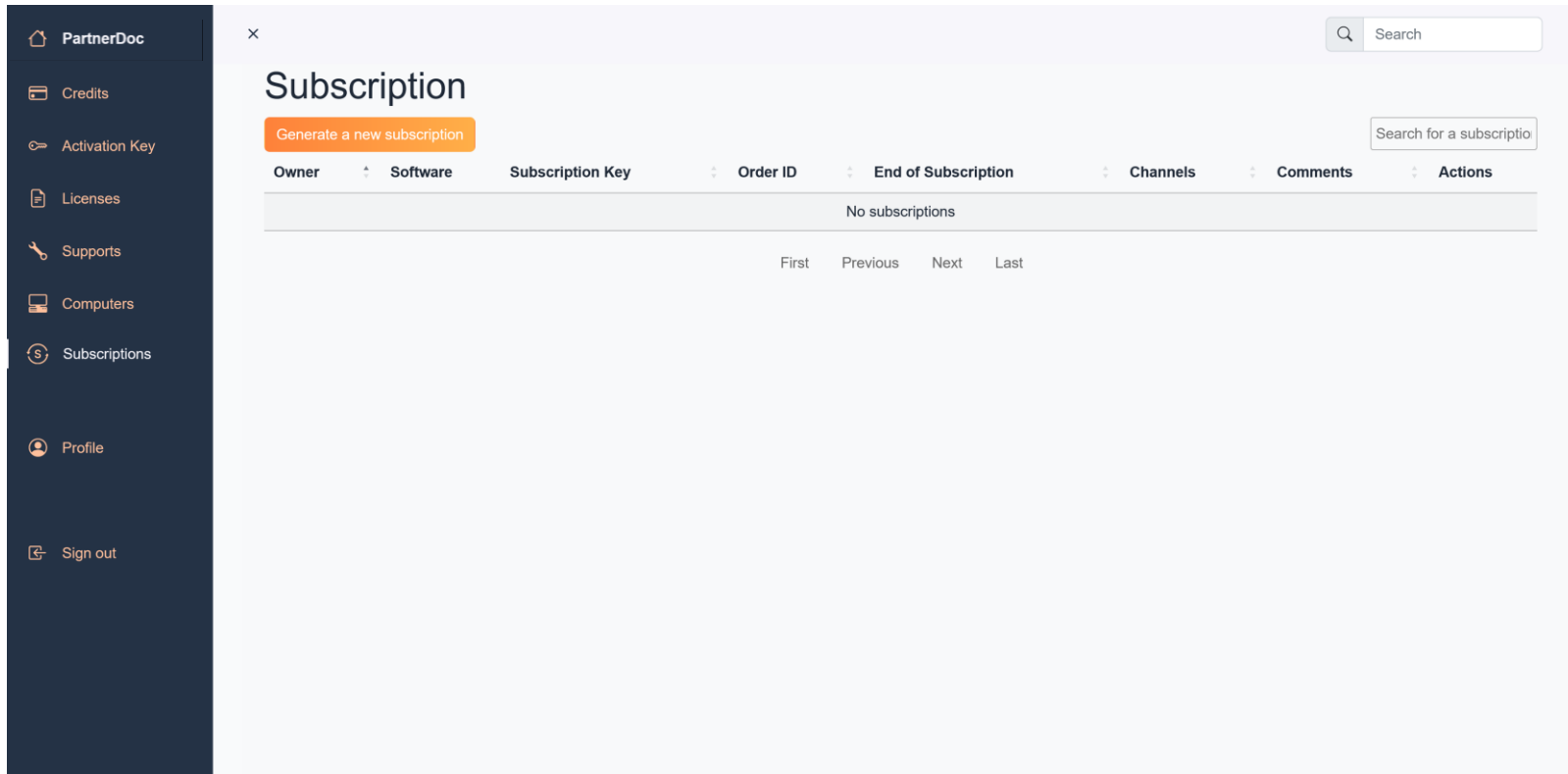
The screenshot shows the 'Supports' management interface in PartnerDoc. On the left is a dark sidebar with navigation links: PartnerDoc, Credits, Activation Key, Licenses, Supports, Computers, Subscriptions, Resellers, Profile, and Sign out. The main content area has a 'Supports' header with a 'Minimized version' toggle. Below this are filters for 'Date range of creation' (2000-01-01 to 2023-07-13), 'End of Support date' (2000-01-01 to 2028-07-12), 'Computer ID', 'Activation Key' (2TGH-5BWJ-UQV2-CI), 'Email', 'Order Number', and 'Owner'. A 'Filter' button is at the bottom of these filters. At the top right of the main area are buttons: 'Generate a support', 'Generate a Legacy Support', and 'Open in Excel'. A search bar is also present. The main table displays one support entry for 'Remote Access Mobile Web 5 users'. The entry details include: Owner: PartnerDoc, Email: (empty), Order ID: (empty), Activation Key: 2TGH-5BWJ-UQV2-CBZN, End of Support: 2024-07-12 (1 years), Creation Date: 2023-07-12, and Comments: (empty). Action icons for this entry are Upgrade, Extend, Change Activation Key, Edit comment, Edit Email, Delete Support, and Hide support. A pagination bar at the bottom shows '<< 1 >>'.

Manage your support :

On this page you can track your support subscriptions or those of your resellers.

- With the filters, track the expired ones by changing the “End of Support” date range to a past date.
- Upgrade (edition, users)
- Extend an existing one, if your support is still valid (or expired) but you want to extend the period, click on this button

5- Subscriptions

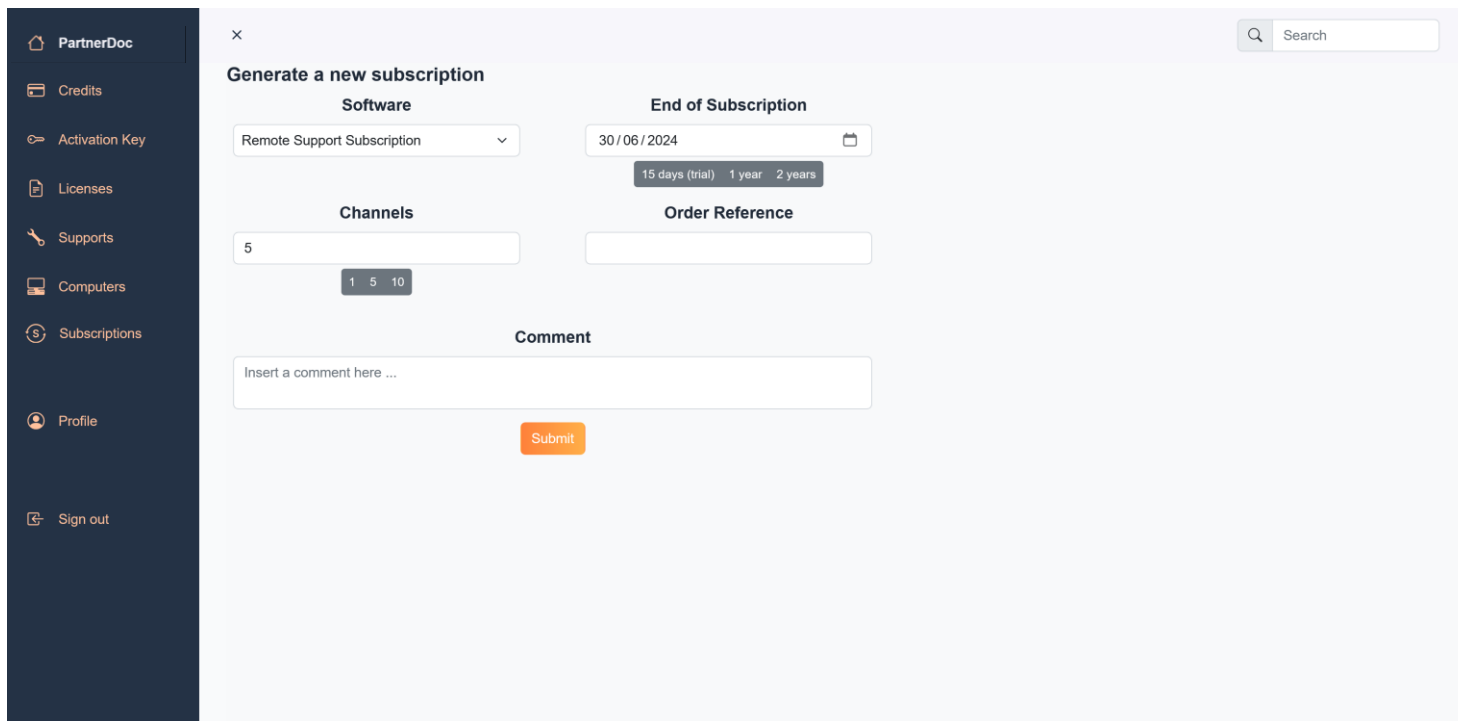


The screenshot shows the 'Subscriptions' page in the PartnerDoc application. On the left is a dark blue sidebar with navigation links: PartnerDoc, Credits, Activation Key, Licenses, Supports, Computers, Subscriptions (highlighted), Profile, and Sign out. The main content area has a light blue header with a close button (X) and a search bar. Below the header, there's a 'Generate a new subscription' button and another search bar labeled 'Search for a subscription'. A table with columns: Owner, Software, Subscription Key, Order ID, End of Subscription, Channels, Comments, and Actions is displayed. The table is currently empty, showing 'No subscriptions'. At the bottom of the table are pagination links: First, Previous, Next, and Last.

Owner	Software	Subscription Key	Order ID	End of Subscription	Channels	Comments	Actions
No subscriptions							

Since the release of Remote Support (2022), there is a new page dedicated to this new model. It will give you the possibility to generate a subscription for Remote Support.

Generate a Subscription



The screenshot shows a web interface for generating a subscription. On the left is a dark sidebar with navigation links: PartnerDoc, Credits, Activation Key, Licenses, Supports, Computers, Subscriptions, Profile, and Sign out. The main area is a light gray modal titled 'Generate a new subscription' with a close button (X) in the top left and a search bar in the top right. The form contains the following fields:

- Software:** A dropdown menu with 'Remote Support Subscription' selected.
- End of Subscription:** A date input field showing '30 / 06 / 2024' with a calendar icon. Below it are buttons for '15 days (trial)', '1 year', and '2 years'.
- Channels:** An input field containing the number '5'. Below it are buttons for '1', '5', and '10'.
- Order Reference:** An empty input field.
- Comment:** A text area with the placeholder 'Insert a comment here ...'.
- Submit:** An orange button at the bottom center.

To generate a subscription, you will have to complete the following form. For the moment you can only set “Remote Support” as a Software. The **Channel** input means the concurrent sessions the customer can access at the same time. Then click on Submit.

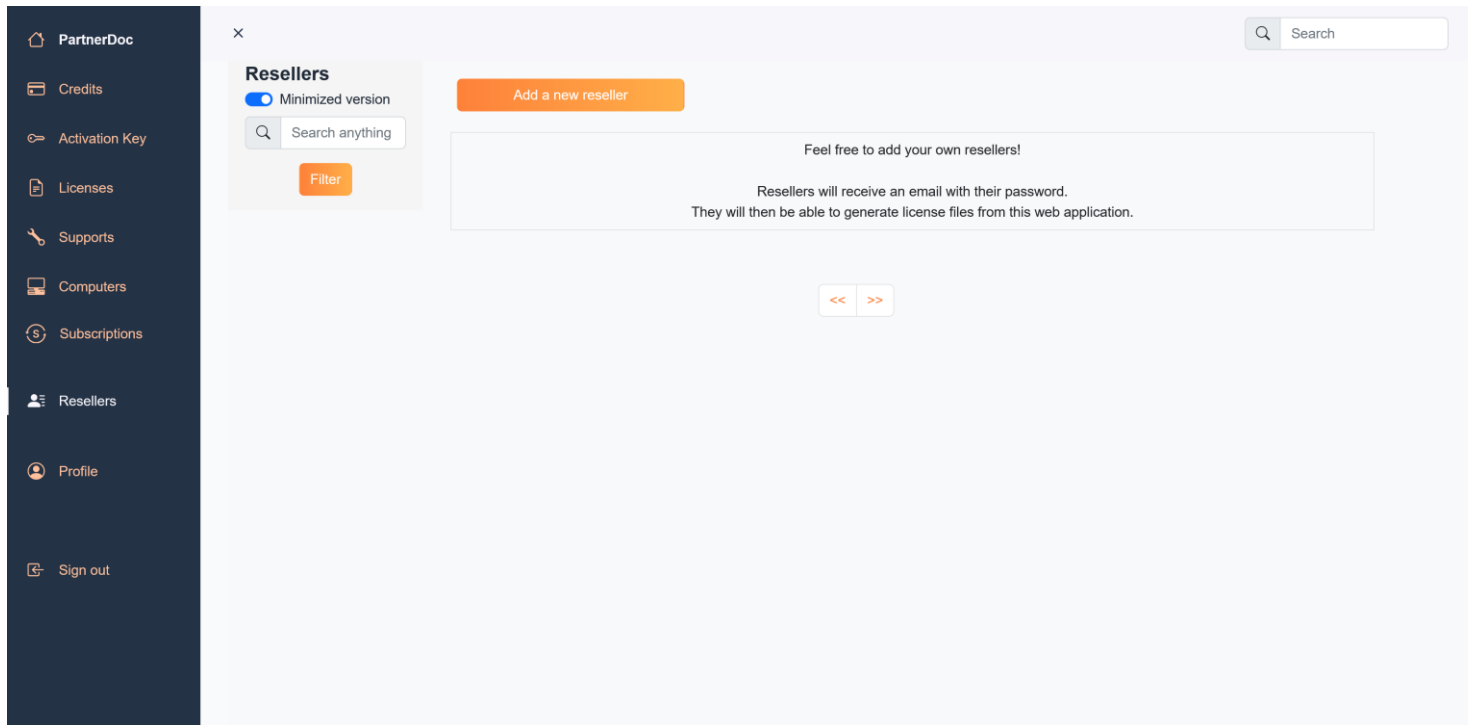
6- Reseller User Account

For your **important customers** (> 5 servers for instance) and/or if you have **resellers of your software**, you can create them a “Reseller” account in the Licensing Management Application.

With a “Reseller” account, **they will be able to generate license files on demand**, within the limits of the licenses you gave them.

You should provide the “**Licensing Management – Reseller Guide**” to your resellers in order to help them to understand how to use the Licensing Management Application.

Create a Reseller



To create a new Reseller, click on the orange button “**Add a new reseller**”. You should now see the following form:

PartnerDoc

Credits

Activation Key

Licenses

Supports

Computers

Subscriptions

Resellers

Profile

Sign out

×

Search

Add a new reseller

Login:

Email:

Password:

Random (will be emailed to the user)

Add

Choose the products :

☒ Remote Access

☒ ServerGenius

☒ Advanced Security

☒ Two-Factor Authentication

☒ Virtual Printer

☒ RemoteWork

☒ RemoteSupport Subscription

☒ ServerMonitoring

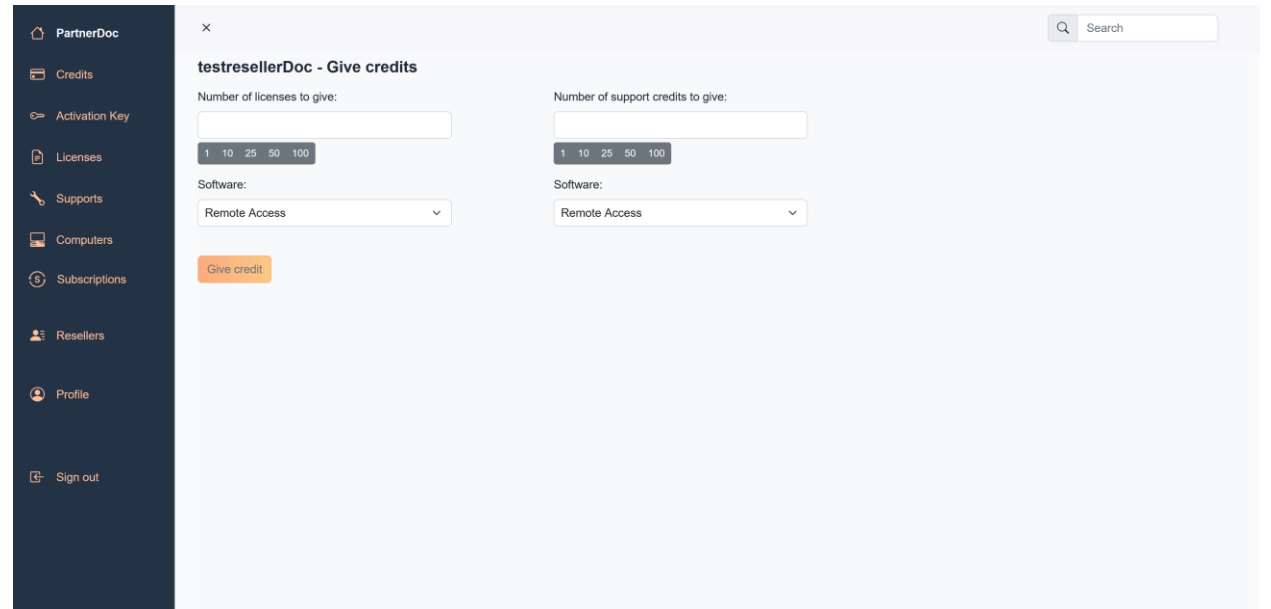
Enter the required information:

- The login and password will be used by your Reseller to connect to the Licensing Management Application
- The e-mail will be used to send to your Reseller its login, password and Internet address of the Licensing Management Application
- For security reasons, we recommend that you use the “Random” button to generate a random password.
- Choosing the products will make you able to limit the access of specifics products

Then click on “**Add**” to create the Reseller user account.

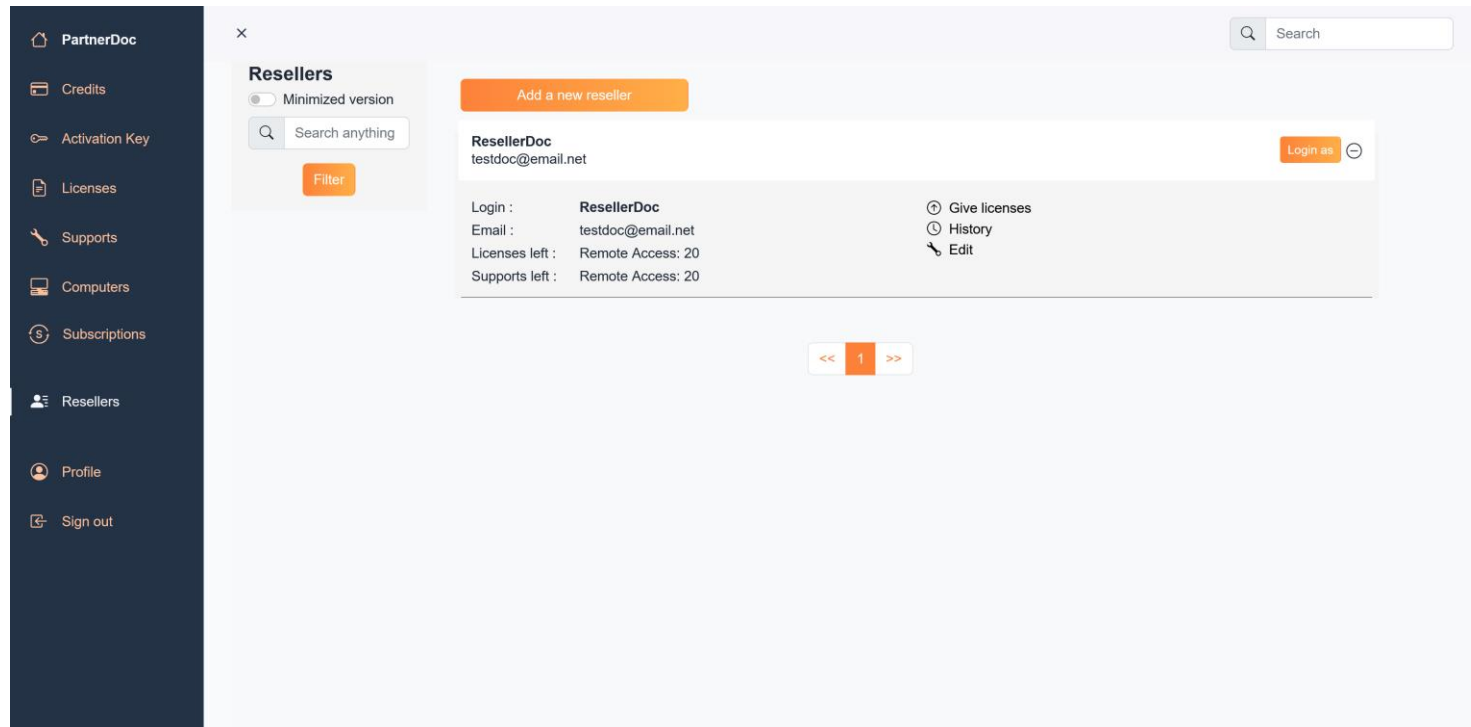
7- Give licenses to your Reseller

Once you have created a Reseller, a form to give him some of your available licenses will be displayed, as shown below.



The screenshot shows a web application interface for PartnerDoc. On the left is a dark blue sidebar with a vertical list of menu items: PartnerDoc, Credits, Activation Key, Licenses, Supports, Computers, Subscriptions, Resellers, Profile, and Sign out. The main content area is light gray and displays a modal window titled 'testresellerDoc - Give credits'. This modal contains two columns of input fields. The left column is for 'Number of licenses to give:' with a text input and a button strip containing '1', '10', '25', '50', and '100'. Below this is a 'Software:' dropdown menu currently set to 'Remote Access'. An orange 'Give credit' button is positioned below the dropdown. The right column is for 'Number of support credits to give:' with a similar text input and button strip, also set to 'Remote Access' for software. A search bar is visible in the top right corner of the main content area.

Then you will go back to the Resellers list page.



On this page, you can review all your resellers, give them more licenses to use, edit their profile