

## How To Manage Your UniPrint VDI Licenses

### To Register Your Serial Number

1. *New Customer:* If you are a new customer, visit [www.uniprint.net](http://www.uniprint.net). In the **Sign in** area, click **New Registration**. Complete the form and then click **Register**.

*Returning Customer:* If you are a returning customer, sign in to your UniPrint.net account by visiting [www.uniprint.net](http://www.uniprint.net). In the **Sign in** area, enter your credentials and then click **GO**.



2. In your **License Profile**, click **Add a License**. You should have received an e-mail from the UniPrint Portal or UniPrint Sales similar to the one below.



Purchase Order: PO1037

#### Qty Order Items

1 UniPrint VDI Edition (UP-VDI)

50 virtual desktops

1 Year UniPrint VDI Edition Support (UP-SUP-VDI)

381276451665-V17975

Serial Number

**Ordered by:**  
TEST Reseller  
Pariah Reseller TEST  
1 Post Road  
Toronto, Ontario  
Canada, M3B 3Z4

**Ordered for:**  
Jethro Gibbs  
TEST Company  
1 Bloor St W  
Toronto, Ontario  
Canada, M4W 1A3

Click the links below for Serial Number Registration Guides

[UniPrint Server/TSE/Gateway](#)

[UniPrint VDI Edition](#)

[UniPrint Host Edition](#)

- In the VDI Edition, the UniPrint Spool Server acts as the license server. Enter a **Serial Number** (from the e-mail), the UniPrint Spool **Server Name** and the UniPrint Spool **Server IP Address**, and then click **Add License**.

**Add License**

**Serial Number:**  -

**Server Name:**

**Server IP Address:**

For Host Edition license please provide the following information. Click [here](#) if you need help on how to locate the Host Edition Installation Code.

**Installation Code:**


Activation keys are generated and e-mailed during normal business hours (Eastern Standard Time).

Your License Profile will be updated and an activation key will be sent to you via e-mail from support@uniprint.net. To ensure this message is received, verify that anti-spam filters are not blocking messages from this e-mail address.

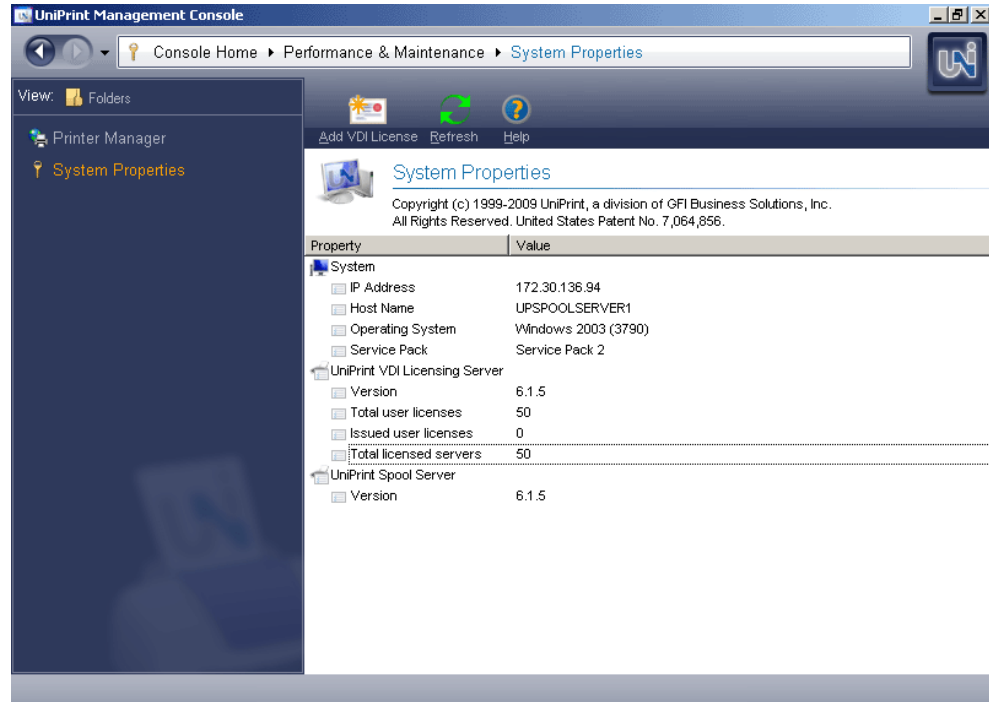
- From the UniPrint License Key e-mail, save the attached text file (e.g. [ServerName].txt) to a folder that is accessible by the UniPrint Spool Server. This is your activation key.

#### To Install the Activation Key

- Log on to the UniPrint Spool Server machine with administrative rights.
- Click **Start**, point to **Programs, UniPrint Suite** and then click **UniPrint Management Console**.
- Under **Performance & Maintenance**, click **System Properties**.

- Click  , browse to the location where the activation key file is saved and then click **Open**.

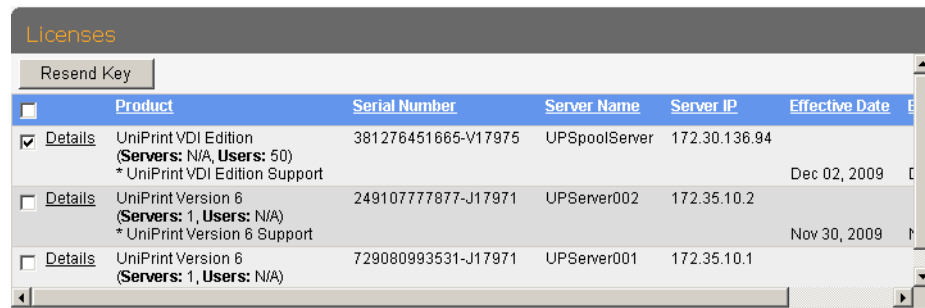
- In the **UniPrint Control Server restart required** dialog box, click **Yes**. The number of user licenses will be updated in the UniPrint Management Console.



### To Retrieve an Existing Activation Key

You can have an existing server key resent to you at anytime.

- Sign in to your UniPrint.net account by visiting [www.uniprint.net](http://www.uniprint.net). In the **Sign in** area, enter your credentials and then click **GO**.
- Beside the license, click the checkbox and then click **Resend Key**.



- Install the new activation key on the appropriate UniPrint Spool Server. See ["To Install the Activation Key" on page 2](#).

### To Modify a Current License

To change the UniPrint Spool Server name or UniPrint Spool Server IP address, follow the instructions below:

- Sign in to your UniPrint.net account by visiting [www.uniprint.net](http://www.uniprint.net). In the **Sign in** area, enter your credentials and then click **GO**.

2. Click **Details** beside the VDI server license that you want to modify.
3. Enter in the new UniPrint Spool **Server Name** and/or UniPrint Spool **Server IP Address**.

**Modify**

**Licensed Product:** UniPrint VDI Edition

**Serial Number:** 358077717926-V17925

**Server Name:**

**Server IP Address:**

4. Click **Update**.
5. A new activation key will be e-mailed to you. Install the new activation key on the UniPrint Spool Server, see ["To Install the Activation Key" on page 2.](#)

## How To Manage Your UniPrint Support

**To Renew Support** Support can be renewed online for one, two and three years. For multiple licenses, we recommend that you synchronize your support to reduce administration and have all of your support come due at the same time.

1. Sign in to your UniPrint.net account by visiting [www.uniprint.net](http://www.uniprint.net). In the **Sign in** area, enter your credentials and then click **GO**.
2. Point to **Account** and then click **Renew Support**.
3. Select the server(s) to renew and then from the Renew list, click **One Year, Two Years** or **Three years**. Click **Renew**.

**Support Renewal**

One Year  | 31 DEC 2010

Available for Renewal	Product	Serial Number	Server Name	Server IP	Effective
<input checked="" type="checkbox"/>	UniPrint VDI Edition (Servers: N/A Users: 50) * UniPrint VDI Edition Support	381276451665-V17975	UPSpoolServer	172.30.136.94	Dec 02, 2009
<input type="checkbox"/>	UniPrint Version 6 (Servers: 1 Users: N/A) * UniPrint Version 6 Support	249107777877-J17971	UPServer002	172.35.10.2	Nov 30, 2009
<input type="checkbox"/>	UniPrint Version 6 (Servers: 1 Users: N/A) * UniPrint Version 6 Support	729080993531-J17971	UPServer001	172.35.10.1	Nov 30, 2009

If you have multiple support contracts and you want the support for your servers to end at the same time, click **...** and then select a new date. Click **Close** and then click **Renew & Synchronize**.

4. Confirm that your **Billing Address** is correct. To change the **Billing Address**, click **Edit**. Edit your address and then click **Update**.
5. Enter in your **Credit Card** information and **Purchase Order** information and then click **Submit**.
6. Your support renewal will be processed within 48 hours. If you want a receipt for your records, click **Click here if you would like to obtain a receipt**.

## How To Manage Your Account Information

### To Change Your UniPrint.net Profile

1. Sign in to your UniPrint.net account by visiting [www.uniprint.net](http://www.uniprint.net). In the **Sign in** area, enter your credentials and then click **GO**.
2. Point to **Account** and then click **My Profile**.
3. Edit the required fields and then click **Update**.