Registration Support for Migrated Environments

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT v8.0.7 and later

DISCUSSION

Registering the Advanced Authentication Modes or Regulatory Compliance modules requires that EFT be registered beforehand.

EFT registration will accept ASM serial numbers and will unlock the Advanced Authentication Modes Module and Regulatory Compliance module, only after EFT has been unlocked with a pre-8.0.7 Enterprise serial number.

- Due to limitations of the same PCI IcN (Item Control Number) for Express and Enterprise, ASM Product Serial number registrations will only be accepted in the Regulatory Compliance Module. Requests to register Advanced Authentication modes with an ASM license key will report invalid product.
- During EFT's retry attempt with various Product Codes (IcN's), EFT should submit the proper ASM code so that it is accepted in the database. For example, if ASM's product code (IcN) is PCI, we should include PCI in the retry attempts to the registration server.
- EFT will follow this process for Perpetual, Monthly, and Yearly ASM serial numbers.
- Upon successful registration of the ASM key, EFT will unlock both the Advanced Authentication Modes and Regulatory Compliance (like how an upgrade behaves).

EFT registration will accept ESM serial numbers and will unlock the Regulatory Compliance Module, only after EFT has been unlocked with a pre-8.0.7 Express serial number.

- Due to limitations of the same PCI IcN for Express and Enterprise, ESM Product Serial number registrations will only be accepted in the Regulatory Compliance Module. Requests to register Advanced Authentication modes with an ASM license key will report invalid product. Additionally, the ESM module does not provide EFT administrators with free unlock access to the Advanced Authentication modes module. The customer will need to contact their sales representative to purchase an Advanced Authentication modes module serial number.
- During EFT's retry attempt with various Product Codes (IcN's), EFT should submit the

proper ESM code so that it is accepted in the database. For example, if ESM's product code (IcN) is PCI, we should include PCI in the retry attempts to the registration server.

- EFT will follow this process for Perpetual, Monthly, and Yearly ESM serial numbers.
- Upon successful registration of the ESM key, EFT will unlock only the Regulatory Compliance Module (like how an upgrade behaves).

Subscription Licenses

Internet access is a pre-requisite to complete activation and renewal of a subscription license. EFT reaches out to the server at **dbregistration.globalscape.com** on port **80** to send the registration request, and receive the registration response back. If EFT cannot connect directly, it will attempt to connect via each DMZ Gateway defined (as a proxy) in turn. If that still fails, please contact Support. There is no manual process for subscription licenses at this time. While it attempts to renew, EFT will display warnings upon administrator login, and will log an event to the Windows Event Log. If your organization has a complex process for temporarily opening a port to allow registration, it might also be helpful to create a Scheduled Timer event rule to remind you when renewal is imminent.

A subscription license key can be used to activate EFT and modules.

- Click **Help > Activate** [product name], and follow the prompts to active your license(s). (**Register the EFT license first.**)
- The **Help > About** dialog box displays the subscription license type and the subscription term, which is based on the term dates stated in your invoice.
- **Upon the renewal date**, EFT will attempt to re-activate the license and, therefore, must have internet access at that time.
    - If there are additional months/years remaining in your term, EFT will successfully renew and start its countdown to the next renewal date.
    - If your subscription has run out, EFT will enter a grace period**.** This grace period affords you the time to contact sales and renew your subscription. If EFT successfully renews, the new renewal date appears in the **Help > About** dialog box.
- **During the grace period**, EFT will attempt to renew the subscription every hour, if possible, for about a week, before it finally gives up or succeeds. While it attempts to renew, EFT will display warnings upon administrator login, and will log an event to the Windows Event Log. If renewal fails, then EFT will be unactivated, where all modules become disabled and all protocol activity will cease.

- **After the grace period runs out** (1 week after expiration of subscription), **you must deregister and then reregister (activate)**.
- If EFT encounters any other problem during renewal (such as inability to reach the registration server), please contact Support. Please have your registration numbers handy, which you can find in the About screen in EFT or your invoice.

For more information about registration, refer to the topic "Activating the Server" in the EFT help. (In the administration interface, click Help > Help Contents.)

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11566/Registration-Support-for-Mig...