



SHOWCASE® Basic and Premier Viewer Licensing

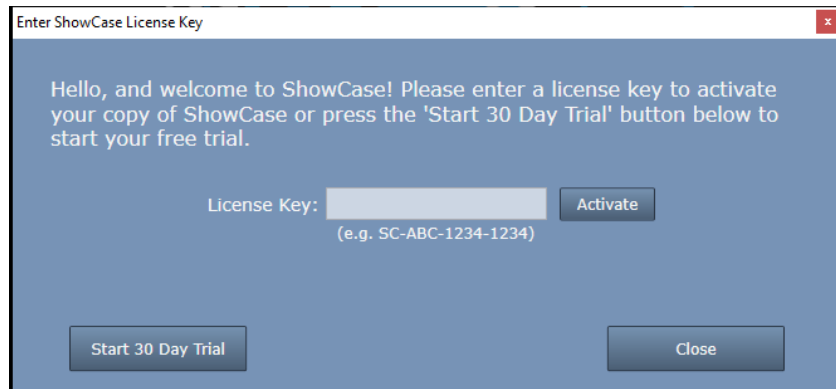
ShowCase Basic and Premier are licensed on a per-computer basis, with an option to share the same license across multiple computers. A shared license can only be in use on one computer at a time, and there are some additional limitations on shared licenses as well. Read on for details.

License Keys

When you purchase a ShowCase license for your computer, you will be sent an email with your license key in it. The key is a simple set of letters and numbers separated by hyphens that looks like “SC-XYZ-1234-4321”. You will need your license key to proceed. If you do not have it handy, go get it now. If you’re having trouble locating your license keys, please contact support@triltech.com for help.

Licensing A First Time Install

When ShowCase is started for the first time, it will display the following dialog:



To license your copy of ShowCase, enter your License Key into the text area and click the **Activate** button. A few messages will appear about contacting the license server and then ShowCase should start.

Troubleshooting

Invalid License Key

If you got a message saying your license key is invalid, check your license key email to make sure you’ve entered the correct key. ShowCase license keys are of the form “SC-XXX-nnnn-nnnn” where XXX are upper case letters and nnnn are numbers. ShowCase license keys always start with the letters “SC”. If you can’t find your email or think the key you’re trying to use is valid, contact support@triltech.com for help.

Not Connected to The Internet

If your computer is not connected to the internet, please connect it to the internet and try again. If this is not possible, see the Manual Licensing section later in this guide.

Unable to Connect to The Trillium License Server

If your computer cannot reach the Trillium License Server (www.triltechsupport.com) due to site blocking by your IT group or other firewall issues, contact them and have them allow triltechsupport.com through your blocking software. If that is not possible, see the Manual Licensing section later in this guide.

Don't Strip HTTP Headers

If you have white-listed the web site and are still having problems, make sure your firewall is not stripping HTTP headers. If it is, be sure to white-list the following headers:

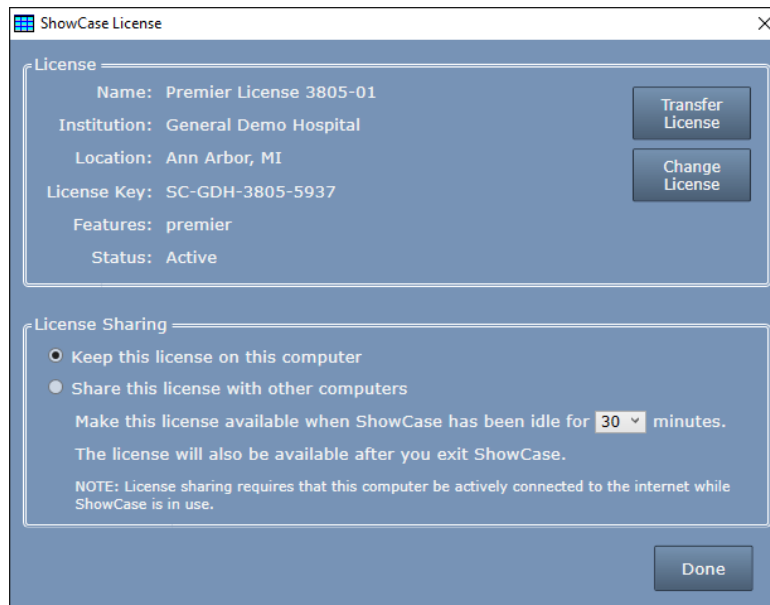
- x-trillium-client
- x-trillium-time-utc
- x-trillium-authorization
- x-trillium-identity
- x-trillium-version

30 Day Free Trial

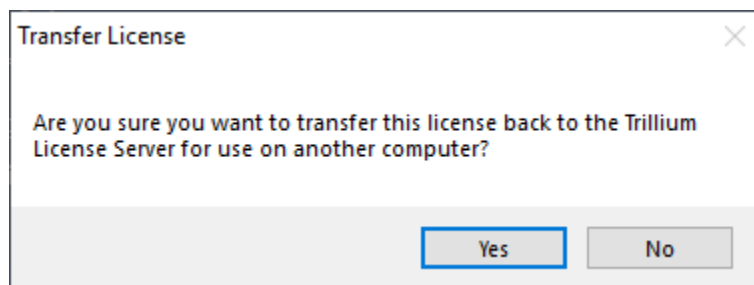
ShowCase can also be run under a 30 day free trial. Trial licenses can only be used once on a given computer. They cannot be renewed or reset. If you are running a trial license but it expires, and still need some time to evaluate the software, please contact support@triltech.com to request a temporary license.

Transferring Your License to Another Computer

To transfer your license for use on another computer, start ShowCase on the computer where ShowCase will no longer be used, click on the **Help menu** and select **License Management...**



Click the **Transfer License** button. A confirmation dialog will appear:



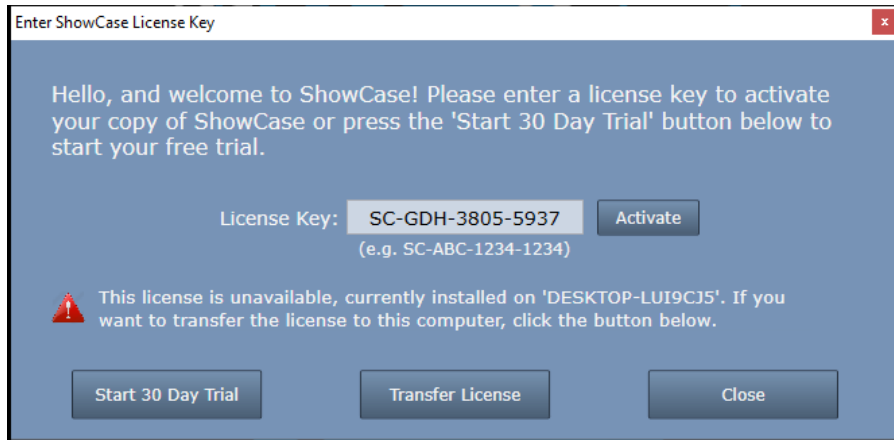
Click **Yes**. ShowCase will exit. It is no longer licensed for use on this computer.

Now install ShowCase on the new computer and follow the Licensing A First Time Install instructions above.

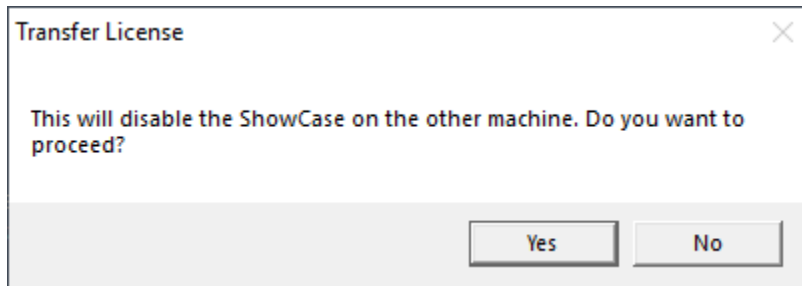
I no longer have access to my old computer...

What if my computer crashed, was reclaimed by IT, etc?

If you no longer have access to your old computer - no worries! Just install ShowCase on your new computer and follow the Licensing A First Time Install section. Enter your License Key when prompted. A 'license is unavailable' error will appear:



Click the **Transfer License** button:



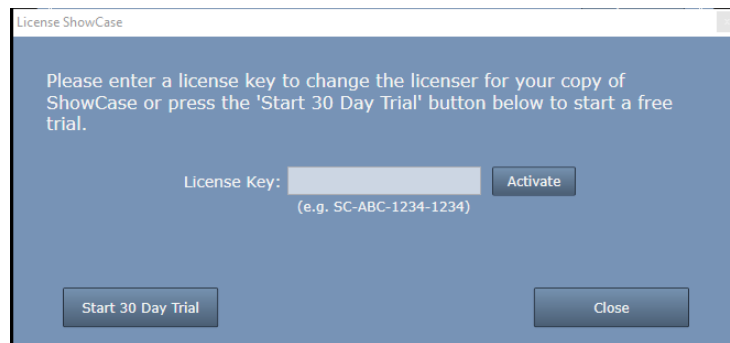
Click **Yes** to disable ShowCase on the old machine and transfer your license to the new machine.

Changing Your License

To change your ShowCase license to a different license, start ShowCase, click on the **Help menu** and select **License Management...**



Click the **Change License** button.



Enter the new license key into the License Key field and press **Activate**. Your old license will be returned to the license server for use on other computers and the new license will take its place.

Manual Licensing

In general, Trillium does not recommend using manual licensing. It makes it considerably more difficult for you (and us) to manage your licenses. We typically only see manual licensing used as a last resort when everything else has failed. As a point of reference, less than 1% of Trillium customers use manual licensing.

Avoiding Manual Licensing

Get Connected to the Internet

The most common reason we receive requests for manual licensing is because the customer is having some temporary difficulties connecting to the internet. If you resolve this, licensing is easy. If you need to you can temporarily connect to the internet, license the software with a **fixed** license, and then disconnect. The license will remain in place and operational. ShowCase shared licenses require a continuous connection to the internet.

Allow Access to the License Server

Sometimes all you need is for someone in your IT department to 'white list' our license server. Please ask them to whitelist <http://www.triltechsupport.com/> and port 80. [For reference - You cannot use a web browser to inspect

this site. All endpoints on the site require encrypted access tokens in the header, which can only be generated by ShowCase software.]

Don't Strip HTTP Headers

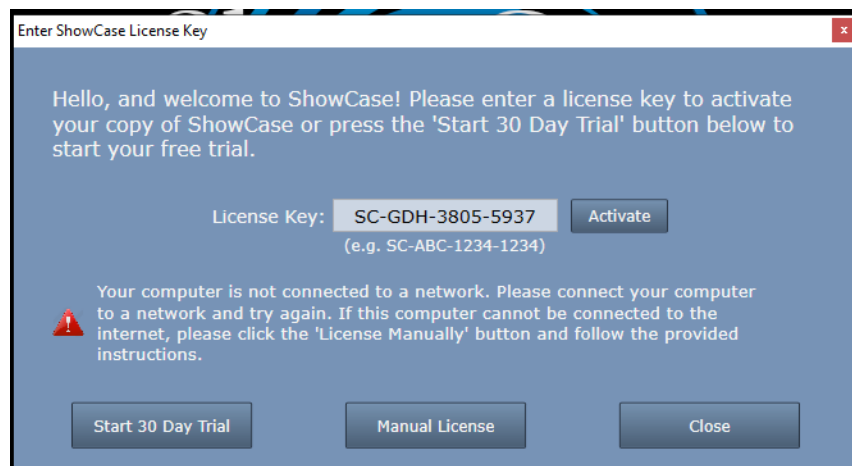
If you have white-listed the web site and are still having problems, make sure your firewall is not stripping HTTP headers. If it is, be sure to white-list the following headers:

- x-trillium-client
- x-trillium-time-utc
- x-trillium-authorization
- x-trillium-identity
- x-trillium-version

Proceeding With Manual Licensing

If you've exhausted all of your options from the previous section, here is how to manually license your copy of ShowCase:

First, start ShowCase, then enter your license as shown previously and press the Activate button. You will see a message like this, and the Manual License button will appear:



Click the **Manual License** button. The manual licensing dialog will appear:



The Computer Certificate must be emailed to support@triltech.com as text in an email or as a text file. You may need to save the Computer Certificate to a text file on a USB flash drive and take it to a computer with internet access to send the email. It is recommended that you leave this dialog open while emailing with support@triltech.com. Should you close ShowCase and need to get back to this dialog, simply enter your license key and try to Activate it – the Manual License button will appear and you can then open this dialog.

Using Your ShowCase License on More Than One Computer

Let's say you want to be able to view studies at home when you're not in the office. That's what *shared* licenses are for. A *shared* license allows ShowCase to be installed on up to 10 computers, but can only be in use on one computer at a time. Shared licenses have several restrictions:

1. Shared licenses will only work on computers that are continuously connected to the internet.
2. Shared licenses can only be used by one person on one copy of ShowCase at a time.
3. Shared licenses cannot be Manually activated licenses.

ShowCase cannot start under a shared license unless it can contact the internet. If you have a practice with unreliable internet connectivity, do not use shared licenses.

Sharing a License

To designate your license as shared, start by licensing ShowCase as you normally would, and then click on the **Help menu** and select **License Management...**



In the License Sharing section, select “Share this license with other computers”. You may also want to adjust the idle timeout for the shared license.

When you install and license ShowCase on another computer using the same license key, it will automatically set the license as shared on the new computer. Shared licenses remain ‘in use’ until the idle timeout period is reached, or ShowCase is exited. Please note that ‘idle’ means that ShowCase has not been touched *at all*. Any mouse or keyboard interaction with ShowCase will reset the idle timer and keep the license attached to that copy of ShowCase.

Fixing a License Permanently to your Computer

By default, ShowCase licenses are installed as ‘fixed’ unless you, the customer, configure them to be shared. You can revert your license to ‘fixed’ at any time simply by opening the License Management... dialog and selecting “Keep this license on this computer”. If you do this, all other shared installations of ShowCase will cease to function.

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