

Activating



The information on this page applies to several Redgate products.

Using the user interface

1. On the Help menu, click **Manage my license**. For some products you may need to click **Enter serial number**.
2. Most products will ask you to log in with a Redgate ID next.

If you are the license owner (purchaser/administrator) and want to activate the product, you should log in with your existing Redgate ID.

If the license was purchased for you, you should log in with your own Redgate ID. If you don't already have a Redgate ID, you can create one by following the link in the window ([more information about creating and using a Redgate ID](#)).

Enter the email address and password for your Redgate ID and click **Login**.

3. Enter your serial number for the product on the next screen.
You can find your serial number by logging in to your [account on the Redgate website](#) or by contacting the license owner.
4. If you don't want to send your Windows user name and local machine name to Redgate when you activate your products, clear the Send information about this activation to Redgate check box.
It can be useful to send information about your activation to Redgate in case you need to contact support in the future to find out where your serial keys are being used.
5. Click **Activate**.
6. Your product is activated and a confirmation page is shown.
7. If your serial number is for a bundle or suite, all the other products in the bundle or suite are also activated.
8. If there's a problem with your activation request, an error is shown. For information about activation errors and what you can do to resolve them, see [Troubleshooting licensing and activation errors](#).
9. You can now continue to use your product.

Enabling manual activation using the latest licensing client

You can use manual activation to activate products when your computer doesn't have an internet connection or your internet connection does not allow SOAP requests.

You'll need access to another computer with an internet connection and then transfer the installer over on a flash drive.

1. Launch the product you wish to activate
2. Visit <http://localhost:22221/redgate/status.html>
3. Under Recently connected products, next to the product you wish to activate choose 'Activate using fallback'
4. Enter your serial key and the activation will fail (if you have no internet connection)
5. Now you have the option to activate manually

You can then manually activate the license following the additional step-by-step instructions [below](#).

NB: Make sure you leave the original window with the request text open whilst you generate the response text, then paste in the response.

Manual activation

You can use manual activation to activate products when your computer doesn't have an internet connection or your internet connection does not allow SOAP requests. You'll need access to another computer with an internet connection.

You can use manual activation when an error is shown and the Activate Manually button is available.

To activate manually:

1. Click **Activate manually**.
2. The Manual activation page is shown.
3. Under **Step 1**, copy all of the activation request, and leave this dialog box open (if you close it you may have to start again).
4. On a computer with an internet connection, go to <http://www.red-gate.com/activate> and under **Step 1**, paste the activation request into the box.
5. Click **Get Activation Response**.
6. Under **Step 2**, copy the activation response.
7. Alternatively you can save the activation response to a .txt file.
8. Back on the computer where you're activating your Redgate product, under **Step 2**, paste the activation response.
9. Click **Finish**.
10. The Activation successful page is shown.
11. You can now continue to use your product.

When you install most Redgate products (apart from free ones), you have a trial period to evaluate them without purchase. Trial periods vary from 14 to 28 days depending on the product.

Manual activations will show in the customer portal as **Device: xxxx-xxxx-xxxx-xxxx**.

If you need more time to evaluate a product, email licensing@red-gate.com.

Activating using the command line

Open a command prompt, navigate to the folder where your product executable file is located and run a command with the following syntax:

```
<name of productEXE> /activateSerial:<serialNumber>
```

For example:

```
sqlcompare /activateSerial:123-456-789012-ABCD
```

The product activation dialog box is displayed. Follow the instructions above for Using the user interface.

Problems activating Redgate products

If you are having problems activating a product on a new computer you can [log in to your account on the Redgate website](#) to free up a license by removing a user or usage that is no longer using the product, for more info see [Managing your Redgate licenses](#).

You may need to contact your license administrator if you aren't the person who bought the product.

Changing the serial number used to activate a product

To change the serial number used to activate a product you will need to follow one of these options, depending on the product and version you are using:

- On the Help menu, select **Manage my license**.
- On the Help menu, select **Enter serial number**

For some products, you will need to [deactivate the old serial number](#) first.