

# **Astaro Secure Client**

## **Activation & New Update Scheme FAQs**

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### ***When must I activate Astaro Secure Client?***

Product activation has been featured in Astaro Secure Client since version 8.30. The software must be activated with a valid license key and serial number by the end of the 30 day test period.

Activation is also necessary in the case of significant hardware alterations and license upgrades with a new serial number.

### ***What actions are performed through activation?***

The activation process submits the license key, serial number and certain hardware specific data to a licensing server, where they are checked against a central database.

If the license key has not been used and its version matches the actual client version, the client will be activated and will be ready for immediate use.

The activation procedure does not involve the transmission of user-specific data of any kind. The activation process remains anonymous.

### ***How do I activate Astaro Secure Client?***

The client provides the user with two different methods of activation. These are both available under the "help" menu of the client monitor:

With the **online** method, a wizard immediately forwards the licensing information entered by the user to an activation server. The software is then activated straight away. This is the preferred method and should be used whenever the user's has an internet connection.

With the **offline** method, a file will be generated after the user has entered the serial number and license key. This file can then be sent to the licensing server (from a different PC for example) via the "Activate Software -> Astaro Secure Client" menu item in the MyAstaro portal (<https://my.astaro.com>). An activation key will then be generated and displayed, which should be noted or printed out. Subsequently, this activation key can then be entered into the licensing window of the monitor menu at any time.

### ***I have an old license. Can I install the latest client anyway?***

Yes you can. However, you will only benefit from bug fixes as the new features will not be activated in your software. For instance, if you have an ASC V8.2 license

which was bought in 2005, you may install ASC V8.3, but only the features available within V8.2 will be active.

If you have either a valid ASC support contract or your license was bought in 2006 however, all ASC V8.3 features will be active.

### ***What happens if I buy a new license, but don't activate it immediately?***

A new license key enables you to use all the features in the current and the next major client version. For instance, if you buy an ASC V8.3 license key, you will be able to activate it with the ASC V8.3 client and also with any higher client version. Only the features up to V8.4 will be available to you however.

### ***Which Astaro Secure Client updates are available?***

There are two types of ASC software updates available:

**Minor software updates** provide small functionality improvements and bug fixing. In these cases, the ASC version number will be updated in regard to the second digit behind the dot (i.e. from 8.21 to 8.22). These updates are free of charge.

**Major software updates** provide major new features as well as functionality improvements and bug fixes. In these cases, the ASC version number will be updated in regard to the first two digits (i.e. from 8.2 to 8.3 or from 8.3 to 9.0). These updates incur an extra cost.

### ***How can I make use of the new features in a major software update?***

The features of an Astaro Secure Client version are activated by a license key that corresponds to this specific version. Such a license key may be obtained by either purchasing a new one or by updating an existing one.

For updating an existing license key, you will need to buy a one-time update which is valid for a maximum of two major releases. These one-time updates are available for 1, 5, 10 and 25 license packs. With your purchase, you will get an activation key which will upgrade all licenses in your specific package at once. After entering the activation key into the MyAstaro licensing portal, the file with your old licenses will be replaced with new ones and offered for download.

### ***Can I buy an annual update service for major software updates?***

No. Due to the licensing scheme offered by the manufacturer of the client (NCP), there are only one-time updates available. However, customers need only buy these updates at the time the new updated release is launched.

***Where can I get information about new features of an updated version?***

You will find an overview detailing the most recent ASC feature enhancements under the following link: [http://www.astaro.com/ipsec\\_client\\_vpn/whatsnew.pdf](http://www.astaro.com/ipsec_client_vpn/whatsnew.pdf)

***How can I update my Astaro Secure Client to the latest version?***

Starting with V8.3, there will be a new menu option available within the client's "Help" menu entitled "Search for new updates". This option allows the user to check for updated versions. If a software update is available, the user can start the download process directly from within the client menu.