



AirSpeed 5000 Server Licensing Best Practices Guide

This guide contains information on how licensing works, some common tasks that might affect license activation, and how to resolve licensing issues.

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IDs Needed to Activate Software Licenses

This topic contains descriptions of the various IDs used to activate and deactivate the software features or options for your AirSpeed 5000 server.

Identification Type	Where you can find it:
Activation ID	The Activation ID is provided only in the event that you have purchased a licensed option (e.g., DNxHD, H.264) for your Avid AirSpeed 5000 server. The Activation ID is used to activate the software license and will be linked to your System ID upon activation.
System ID	<p>The Avid System ID is the 11-digit number found on one of the stickers located on the yellow Avid Service ID card that shipped with your new Avid AirSpeed 5000 system.</p> <p>The System ID is used for expediting warranty verification and customer service.</p> <p>An Avid System ID sticker might have been placed on your AirSpeed 5000 server during system setup. Otherwise, you need to locate the yellow Avid Service ID card that was shipped with your system, and type this number in the System ID field in the Server Mode page of the AirSpeed 5000 Management Console.</p> <p>Once entered, the System ID appears on this page, as well as in the Activation Page, whenever you are activating or deactivating options on your AirSpeed 5000 server.</p>
Device ID	The 25-digit Device ID is pre-populated on the Activations page.

How System Activation Works

When a system is activated with an option license, this binds the System ID, Device ID and Activation ID on the Activation License server.

When an Activation ID is created, it is not tied to a System ID. However, when it is used (activated), it becomes bound to that System ID. If you deactivate the option license, it remains attached to its System ID, so it can be reused by typing the original System ID into the Activation page of any AirSpeed 5000 and reactivating.

Therefore, if an AirSpeed 5000 server is replaced for any reason, the new unit must be given the same System ID as the one it replaced. Once that is done, you can disable any undesired Ethernet ports, and then re-activate the licenses.


Common Tasks that Might Affect Activation

Several different components of your system are involved in licensing and activation of your system. Below is a list of some system adjustments that, if not done properly, could invalidate license activations:

- Modifying Network Ethernet adapter settings
- Changing Media and System (OS) drives
- Fully Re-imaging Systems

Common License Issues

The following table identifies some common behaviors you might see that would indicate invalidated license activations, and provides information on how they should be resolved.

Behavior	Description
Device ID disappears	If the Device ID disappears, or cannot be found, contact Customer Support.
Unexpected or random characters appear in various fields on the Activation page.	<p>If you see unexpected or random characters appearing in various fields on the Activation Page, it might be the result of an Ethernet port being disabled in Windows.</p> <p> <i>Plugging or unplugging ethernet ports or connecting them to different networks should have no effect.</i></p> <p>The AirSpeed 5000 has 4 Ethernet ports. They should all be enabled by default. If you need to disable any Ethernet ports for any reason (security, etc.), you should disable them <i>before</i> installing the AirSpeed 5000 software, and activating any licenses.</p> <p>If your AirSpeed 5000 server is communicating with ISIS, make sure the two Pro 1000 Ethernet ports (LAN 3 and LAN 4) are enabled.</p> <p>For information on how to disable your Ethernet ports, see the topic “Disabling Ethernet Ports” in the <i>AirSpeed 5000 Setup Guide</i>.</p>
Multiple Activation IDs exist on the same system	<p>If you find multiple licenses are activated for the same feature/option, it is likely caused by not properly deactivating the original feature/option license(s), prior to activation with a new System ID (as can be the case with temporary licenses). The duplicate Activation IDs can and should be removed only by Customer Support.</p> <p>For more information, contact Customer Support.</p>

Behavior	Description
One or more features do not work	<p>Check the Activation Page to make sure you have a license, and it is active.</p> <ul style="list-style-type: none">• If you have a license for the feature, contact your Customer Support representative.• If you do not have a license for the feature, contact your Avid Sales representative to order it.
Inability to activate or deactivate licenses	<p>If you cannot reactivate or deactivate any licenses, contact Customer Support.</p>

If you experience any of these, or other behaviors, contact Customer Support. For more information, see [“Contacting Customer Support” on page 4](#).

Contacting Customer Support

If a customer has any licensing issues that occur as the result of re-imaging a server, or moving OS or media drives to another server without deactivating the licenses on that server, you should contact Customer Support at **www.avid.com/csportal**.

Customer Support can manually deactivate licenses and provide the customer with a .bin file and folder location for the customer to be able to reactivate the licenses.

Before you call Customer Support, you need to obtain as many of the following items as available to you for the AirSpeed 5000 server that is exhibiting licensing problems:

- System ID
- any Activation IDs
- Device ID

Customer Support uses the information provided to them to deactivate the license activation keys for this system. They will then reactivate the license(s), and provides the customer with a .bin file via e-mail. The .bin file can be used to perform an “offline” activation using the Activation page of the AirSpeed 5000 Management Console.

The Customer must copy the .bin file to a folder that is accessible to them on the AirSpeed 5000 server.

For more information regarding activating feature and option licenses, see the topic “The Activation Page” in the *AirSpeed 5000 Administrator’s Guide* or *Management Console Online Help*.

Resolving Hardware Problems or Defects

If Customer Support detects a potential hardware problem or defect with your AirSpeed 5000 server, they might recommend that you send the system back to Avid for evaluation. In this case, you could retain the information on your system (OS) and media drives by moving them to a different system.

For information on how to move your System (OS) and Media drives to a new system, and how to deactivate your licences before doing so, see the topic “Moving System (OS) and Media Drives to a Different System” in the *AirSpeed 5000 Administrator’s Guide*.



If the System (OS) drives or media drives are swapped or re-imaged, the information containing the licenses is removed. Therefore, you must deactivate all active licenses before performing this procedure.

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