

For Microsoft® .NET

# Net COBOL

Installation and License  
Management Guide

  
FUJITSU

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# Chapter 1. Start Here

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This chapter gives you a quick overview of the information provided in this manual and points you to the appropriate place to get started.

## WARNINGS!

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### 1. New installs receive a 5-day temporary license

The first installation of NetCOBOL for .NET on a machine, whether obtained by downloading from our Website or on CDs, comes with a 5-day temporary license. That is **the same for everyone** – whether you have purchased the product, have arranged a trial period, or have just downloaded the software without making any arrangement with Fujitsu Computer Systems. Once you have installed the product **you need to obtain your full or trial license from our license server** as described in this manual. This is the way the licensing works – it is not that you have been sent a product that is something less than you have purchased!

However, the temporary license is ONLY available on machines that have not had a NetCOBOL for .NET license (temporary, trial or full) installed on them before. If you are upgrading from an earlier release of NetCOBOL for .NET you need to register your license after installing V3.1 (when all is working well over the Internet this is normally just a few minutes).

### 2. Possible non-install of temporary license

In some rare circumstances, with earlier versions of the software, the temporary license was not installed so some people were not able to use NetCOBOL for .NET immediately. If, in the unlikely event, you find yourself in this situation, see the instructions “Installing a Temporary License” on page 14. These instructions only apply to new installs; if you are upgrading you will need to submit the request for a new key.

### 3. Look after your full license!

If you remove NetCOBOL for .NET from a machine, or want to transfer NetCOBOL for .NET to another machine, it is important that you follow the instructions in Chapter 4 (page 20) for preserving or transferring your licenses.

Uninstalling and reinstalling to another folder can also result in the loss of your license.

Failure to preserve your license or transfer your license may result in you having to purchase another license so be careful!

### 4. Speed Disk defragmentation users

Please see the section in “Chapter 5. Troubleshooting” on page 23 about an important setting you have to make to ensure that Speed Disk does not cause the loss of your NetCOBOL for .NET license.

### 5. Ensuring consistent response times

A particular license check is performed at the start of each day which can take significantly longer than the regular license checks. See “Ensuring Consistent Development Environment and Compiler Response Times” on page 18 for a simple procedure for avoiding the delays.

## NetCOBOL for .NET and License Management

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NetCOBOL for .NET has license controls built into it. The **license control is required** for anyone using the product **beyond the initial temporary period of 5 days**.

The software installation process includes a step of sending an email note to our license control server. This server checks that you have a license for the product you are installing and returns a site key that fully enables your software. Without the site key, a 5-day temporary license is installed. You can run the registration program later to upgrade your 5-day temporary license to a full license.

### License Management Information

The license management system used with NetCOBOL for .NET is quite straightforward to use – you may find the registration dialogs are all you need. However, to ensure successful use of our license management system, this guide provides all the information you need to know to install and maintain your licenses.

### Latest Information

If we find any information that affects your installation or use of the license management system (for example, any issues involved with new operating system releases) we will post it on this page:

<http://www.netcobol.com/support/licensemanagement.html>

## Installation and Registration Instructions

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If all you want is an **easy-to-follow** set of **instructions** for installing and registering your software you can go straight to “**Chapter 3. Installing NetCOBOL for .NET**” on page 12.

## Explanation of System and Installation Processes

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If you feel more comfortable **understanding** the license management system and want an **overview** of the installation processes, then you should read **Chapters 2** (page 8) **and 3** (page 12) that give overviews of the system and processes.

## Preserving a License over Significant Machine Changes

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Certain machine changes, such as changing a hard disk, can cause you to lose your license. The section “Preserving a License over Significant Machine Changes” in Chapter 4 (page 21) describes the steps you need to take to avoid this happening.

## Multithreaded Runtime Distribution Package

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When you want to distribute an application that combines NetCOBOL for Windows code with multithreaded NetCOBOL for .NET, you will need to install and use the NetCOBOL for Windows Server Runtime Application Distribution Kit.

You need to contact Fujitsu Computer Systems (see page 30) to obtain a serial number for the Server Runtime Application Distribution Kit. The serial number will enable you to install the Application Distribution Kit from your NetCOBOL for Windows CD. You can then find instructions for using the kit in the NetCOBOL for Windows "Runtime Installation Guide".

## Other Situations

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The rest of the guide covers other situations that you may encounter, such as coping with **transferring licenses** or dealing with **losing licenses** through machine corruption (Chapter 4, page 20), assuring your license will not be lost if you simply **uninstall and reinstall** the product (Chapter 4, page 22) and **troubleshooting** installation problems (Chapter 5, page 23).

## Frequently Asked Questions and Contacting Fujitsu Computer Systems

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The appendices provide answers to **frequently asked questions** (page 28) and information on **contacting Fujitsu Computer Systems** on license-related matters (page 30).

## Chapter 2. Overview of License Management System

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This chapter gives an overview of the license management system so you can understand the various steps you need to take.

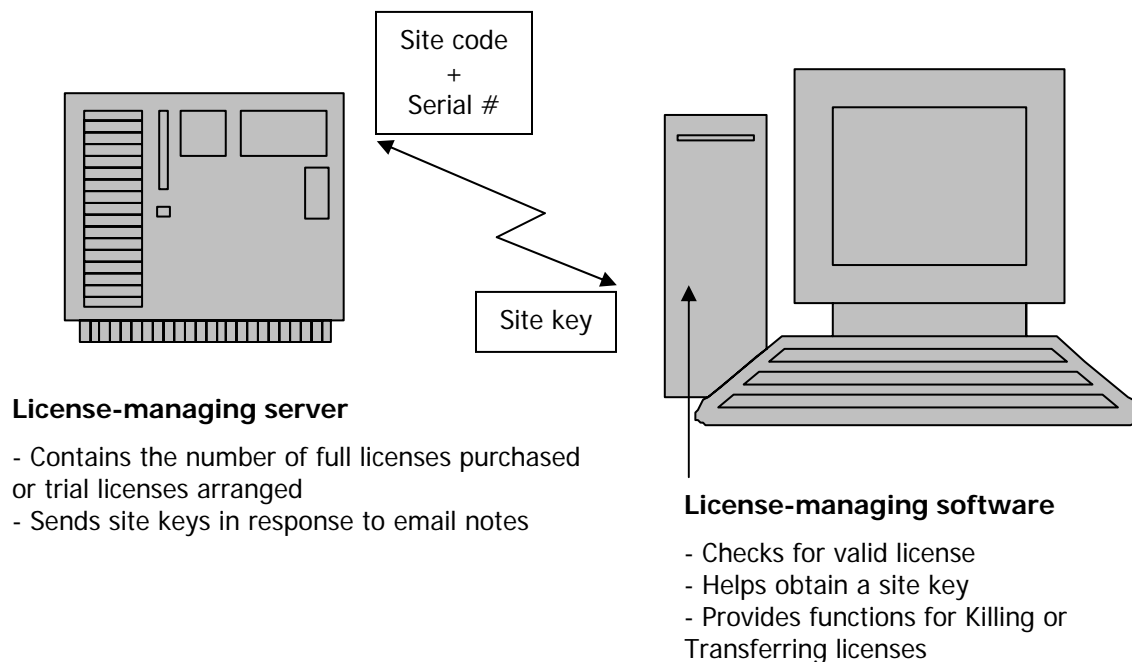
It also provides a glossary of license management terms.

### The License Management System

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It may help you understand the various actions you have to take in certain circumstances by understanding how our license management system works.

There are essentially two parts to the License Management System – a license-managing server on the Internet, and license-managing software on the machine that has NetCOBOL for .NET installed.



*Figure 1. License Management System*

When you purchase one or more copies of NetCOBOL for .NET, or arrange for a trial, the number and type of licenses are entered on the license-managing server.

When you install NetCOBOL for .NET on your computer you have 5 days in which to obtain a site key from the license-managing server. This is done by sending an email note to the server or by faxing/calling Fujitsu Computer Systems for your site key. The email note contains an encrypted message that combines your site code (which is unique to your

computer) and your serial number (sent to you with the software). The encrypted message is generated for you by the license management software and, if your email software supports the appropriate interface, can be written and sent for you automatically. If your email software does not support the automatic generation and transmission of the email note, you simply create an email note under the instruction of a wizard, pasting all the relevant information from the system clipboard.

The site key is used to generate a license on your machine that is checked by the NetCOBOL for .NET software at startup. It matches the site code and serial number so can only be used on the one machine.

Each time you obtain a site key, the license managing server decrements the number of licenses you have available. Once you have obtained site keys for all the copies of the software that you have purchased (or trial copies that you have arranged), the server will not issue any more site keys. If you attempt to obtain another site key, it will send you an email note telling you that all your licenses have been used.

Obviously different circumstances can occur that require an extra site key to be generated. These circumstances should be covered by one of the following items in Chapter 4 "Managing Your Licenses":

- You want to move the NetCOBOL for .NET software to another machine – to do this you need to Transfer the license. See "Transferring a License to Another Machine" on page 20.
- You are upgrading your machine, or reinstalling your operating system, involving operations that you fear may cause your license to be removed. See "Preserving a License over Significant Machine Changes" on page 21.
- Something happens to your machine, like your hard disk going bad, which means you are no longer able to execute the license management software. See "Handling Machine Failures that Cause Your License to be Lost" on page 21.
- You want to use the software on multiple machines for reasons such as home-use, or use when traveling. See "Using NetCOBOL for .NET on Multiple Machines" on page 22.

If you think you have a situation that is not explained by any of the above-mentioned sections then contact us as explained in the "Handling Machine Failures that Cause Your License to be Lost" section on page 21.

## Glossary of License Management Terms/Functions

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The following is a list of the terms and functions used in the license management system.

**Check:** A function on the first NetCOBOL for .NET Registration dialog displayed by the license management software. It checks what license is installed on the machine and displays that information in a message box.

**Confirmation Code:** A code returned by the Kill function when a license is removed from the machine. For full licenses it is important to contact Fujitsu Computer Systems before executing the Kill function and it is vital that you save this code and send it to Fujitsu Computer Systems so that your license count can be incremented by one on the License-Managing Server. Note that kill codes are not given when killing a trial or temporary license.

**Get Site Key:** A function on the second NetCOBOL for .NET Registration dialog, displayed by clicking the Register button on the first NetCOBOL for .NET Registration dialog. This function either automatically sends an email note to the License-Managing Server or invokes a Wizard that helps you create the email message manually. The email note contains encrypted versions of the Site Code and Serial Number and triggers a response which provides you with a matching Site Key.

**Kill:** Word used to describe the process of removing a license from a machine. The Kill function returns a Confirmation Code which must be sent to Fujitsu Computer Systems so that your license count can be incremented on the License-Managing Server. **Important: We recommend that you do not use the Kill function on a permanent license until instructed by Fujitsu Computer Systems to do so** – this ensures there is minimal delay in incrementing your license count.

**License-Managing Server:** A server on the Internet that keeps track of the number of licenses issued to each customer. It waits for emails generated by the Get Site Key function and responds to them with license-enabling Site Keys or messages indicating if there are problems issuing the Site Key.

**License-Managing Software:** Software installed with NetCOBOL for .NET that: helps with registering the software, checks that a valid license is installed, and provides license maintenance functions such as transferring and killing licenses.

**Register:** Term for either invoking the main license controlling dialog, or for writing registration information to a floppy disk, or other read/write device that can be addressed by a drive letter (e.g. a USB drive or network drive), as the first step in the license transfer handshake between two machines.

**Serial Number:** A number assigned to each customer or product purchase, which is required for product installation and registration. It identifies you to the License-Managing Server, enabling it to establish the number of licenses you have available. This number is generally printed on a label on your CD sleeve or is supplied to you in e-mail if you received it as part of an upgrade. After your first installation it is stored and offered to you as the default serial number for subsequent installations on the same machine (so if you have to uninstall and reinstall, your Serial Number is remembered).

**Site Code:** A code generated that is unique to your machine. It is sent to the License-Managing Server along with your Serial Number in an email note generated by the Get Site Key function.

**Site Key:** A code that is returned to you by the License-Managing Server, in response to the email note sent by the Get Site Key function. The Site Key will only work with the correct pair of Site Code and Serial Number. When you receive your Site Key, you use the Validate function to check the Site Key and register your license on your machine.

**Transfer In:** Function for receiving a license transferred from another machine. A read/write device that can be addressed by a drive letter (e.g. floppy disk, USB drive, network drive) is used to perform the transfer. The process starts on the Transfer In machine, which writes machine-specific information to the drive. The device is either moved to the Transfer Out machine or addressed from that machine, where it receives the license – encoded using the machine-specific information. The process is concluded by using the Transfer In function again to copy the license from the device to the Transfer In machine.

**Transfer Out:** Function for moving a license off a machine to another machine. A read/write device that can be addressed by a drive letter (e.g. floppy disk, USB drive, network drive) is used to perform the transfer. The Transfer Out function takes machine-specific information written to the device by the Transfer In function on another machine. It uses this information to create a license for the target machine and writes that to the device. It then removes the license from the current machine.

**Validate:** Function used to validate a Site Key and establish a license on the machine.

## Chapter 3. Installing NetCOBOL for .NET

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This chapter provides summaries of each of the different installation scenarios you are likely to encounter. The summaries provide sufficient context for you to dive in and get going.

The installation scenarios covered are:

- Installing NetCOBOL for .NET V3.1 for the first time
- Upgrading to NetCOBOL for .NET V3.1 from an earlier release (such as V2.1)
- Upgrading to NetCOBOL for .NET V3.1 from NetCOBOL for Windows
- Upgrading a Trial License to a Full License
- Extending a Trial Period
- Ensuring Consistent Development Environment and Compiler Response Times

Note that Chapter 2 contains a glossary of terms used in the license management system on page 10. This can be helpful if you are unsure about what a particular function does.

## Installing NetCOBOL for .NET V3.1 for the First Time

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The steps for installing NetCOBOL for .NET V3.1 are as follows:

1. Install Visual Studio 2005

Visual Studio 2005 must be installed before installing NetCOBOL for .NET. Note: Express editions of Visual Studio 2005 are not sufficient.

If you do not have Visual Studio 2005, a copy of Visual Studio 2005 Standard Edition can be obtained by purchasing a NetCOBOL for .NET Media Kit, which can be ordered by sending an e-mail to [cobol@netcobol.com](mailto:cobol@netcobol.com).

If you obtained your copy of Visual Studio 2005 from a NetCOBOL for .NET Media Kit, please insert Disc 1 and follow the instructions provided through the installation process. Note that your Visual Studio 2005 product key is located on a label on the back of the Visual Studio 2005 Disc 1 sleeve.

2. Install NetCOBOL for .NET

Insert the NetCOBOL for .NET V3.1 CD. The NetCOBOL for .NET dialog should display automatically. If the dialog does not display, select the CD in Windows Explorer and execute the Setup.exe program.

If you downloaded NetCOBOL for .NET V3.1, navigate to the folder in which you unzipped the download package and execute the Setup.exe program. Note: The download contents are the same as the CD contents.

After completing the installation of NetCOBOL for .NET, you automatically have a 5-day temporary license if you have not previously installed any version of NetCOBOL for .NET. Continue with the instructions "To Register Your Product and Obtain Your Full or Trial License" below.

### To Register Your Product and Obtain Your Full or Trial License:

Within the 5-day temporary license period you need to register your product to obtain a Site Key and install your full or trial license on your machine. We suggest you take this action immediately so it is done, and you don't find yourself panicking in 5 days' time!

**NOTE:** If you receive a message during installation stating "Network Driver Not Serving this Directory", then the 5-day temporary license will not have been installed. You can either continue with the following instructions to obtain your full or trial license or follow the instructions in "Installing a Temporary License" below.

1. From the Start, Programs menu, select Fujitsu NetCOBOL for .NET v3.1, Registration. This displays the Fujitsu NetCOBOL for .NET Registration dialog.
2. On the first dialog you enter your serial number (including hyphens or dashes) and click on "**Register**".
3. In the second dialog you click on "**Get Site Key**".

4. What happens next depends on whether your email program supports the automatic generation of email notes or not.
  - If it does, an email note is created for you, and you just have to ensure that the note is sent and wait for a reply with your Site Key.
  - If it doesn't, a wizard is invoked that guides you through the steps of creating an email note – it puts the appropriate text on the clipboard, which you then paste into your email note.
  - If your machine doesn't handle email then you need to paste the text from the wizard into a text file and take the text file to a machine that does handle email. You can then send a note from that machine using the wizard-generated information.
5. When you receive your Site Key, copy and paste it into the Site Key field and press the **Validate** button. A message is displayed saying that your site key has been accepted. Note: You are not required to leave the registration program open between the time that you submit your email and the time that you receive your site key to validate it. You can simply restart the registration utility in order to validate your site key.
6. You then exit out of the dialogs and you are done.

### Using NetCOBOL for .NET:

There is a Fujitsu NetCOBOL for .NET v3.1 menu on your Start, Programs menu that contains utilities, the Language Reference and Readme. However, you will generally use NetCOBOL for .NET from within Visual Studio.

A good starting point is the Fujitsu NetCOBOL for .NET User Guide that you'll find in the Microsoft Visual Studio Documentation system. You can access this from the Fujitsu NetCOBOL for .NET v3.1 menu.

### Installing a Temporary License

If you are installing on a machine that has not had a NetCOBOL for .NET license of any version or any type, and you find that the 5-day temporary license is not installed, you can install the temporary license by executing the program:

```
C:\Program Files\Fujitsu NetCOBOL for .NET v3.1\Regsoft\FujitsuSetTrial.EXE
```

(assuming you installed to the default drive/directory). This allows you to start using your product immediately rather than waiting the few minutes it normally takes to register the product and receive your site key.

The temporary license cannot be installed on machines that have previously had a NetCOBOL for .NET license installed – whether temporary, trial or full.

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## Upgrading to NetCOBOL for .NET V3.1 from an Earlier Release

The process for upgrading to NetCOBOL for .NET V3.1 from an earlier release of NetCOBOL for .NET is almost identical to the process of installing NetCOBOL for .NET from scratch. The only points of difference are:

- Make sure you use the serial number provided with your V3.1 product, as this is the number recorded on the License Management Server. It is different from the serial number provided with earlier releases, since the system maintains a relationship between serial numbers and product releases. If you use a previous serial number to try to

register the V3.1 product, the product will fail to work, indicating an inappropriate level number of the license,

- If you will be using NetCOBOL for .NET V2.1 to maintain projects or solutions created with Visual Studio .NET 2003, you do not have to uninstall the V2.1 release. V3.1 can be installed on the same machine as NetCOBOL for .NET V2.1 or earlier versions. Projects and solutions created with earlier releases will be converted to the Visual Studio 2005 format the first time they are opened with Visual Studio 2005, after you confirm that this should be done.

#### NOTES:

1. When upgrading you do **NOT** receive the temporary 5-day license. **You must register your product immediately to activate it.**
2. If you are installing NetCOBOL for .NET on a machine that contains NetCOBOL for Windows V8 (or earlier) there is no special action that you need to take (except when you are upgrading from NetCOBOL for Windows as described in the next topic). NetCOBOL for .NET is installed to a different folder structure and does not interfere with the operation of your NetCOBOL for Windows product.

## Upgrading to NetCOBOL for .NET V3.1 from NetCOBOL for Windows

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Because there are three editions of NetCOBOL for .NET (Professional, Developer and Universal) and there are two editions of NetCOBOL for Windows (Professional and Enterprise) with a third edition that is no longer sold separately (Standard), there are different possible upgrade scenarios each requiring slightly different actions. This section describes the different actions.

If you are moving from one machine to another or upgrading from Windows 98 or Windows Me at the same time as upgrading your NetCOBOL for Windows product, you need to follow the actions described in either "Preserving a License over Significant Machine Changes" (page 21) or "Transferring a License to Another Machine" (page 20).

The following table summarizes the actions you need to take. Note that it assumes that you are **replacing** your NetCOBOL for Windows product with a NetCOBOL for .NET edition. This table does not apply if your purchase of NetCOBOL for .NET was completely separate from your current NetCOBOL for Windows (or Fujitsu COBOL) license (i.e. you didn't upgrade your Windows product to a .NET product). The table abbreviates actions and product names; see the notes below the table for explanations of the abbreviations.

You are provided the appropriate serial numbers with your NetCOBOL for .NET Media Kit or by email if you choose to download your software.

## Summary of NetCOBOL for Windows to NetCOBOL for .NET Upgrade Actions

From \ To		NetCOBOL for .NET		
		Professional	Developer	Universal
NetCOBOL for Windows (or Fujitsu COBOL for Windows)	Standard	Kill NCW Standard license Uninstall NCW Standard Install NetCOBOL for .NET	Install NetCOBOL for .NET	Kill NCW Standard license Install NCW with Ent. S/N Register NCW Ent Install NetCOBOL for .NET
	Professional	Kill NCW Prof. license Uninstall NCW Prof. Install NetCOBOL for .NET	Kill NCW Prof. license Uninstall NCW Prof. Install NCW Standard Register NCW Standard Install NetCOBOL for .NET	Kill NCW Prof. license Install NCW with Ent. S/N Register NCW Ent Install NetCOBOL for .NET
	Enterprise	Kill NCW Ent. license Uninstall NCW Ent. Install NetCOBOL for .NET	Kill NCW Ent. license Uninstall NCW Ent. Install NCW Standard Register NCW Standard Install NetCOBOL for .NET	Install NetCOBOL for .NET

Explanations of abbreviated names and actions used in table:

**NCW** – NetCOBOL for Windows (Fujitsu COBOL for Windows if you have an earlier release)

**Prof.** – Professional

**Ent.** – Enterprise

**S/N** – Serial Number

**Kill xxx license** – This is a function of the license-managing software. It removes your license from the machine, effectively disabling your product. By communicating your kill confirmation code to Fujitsu Computer Systems we know that you are no longer using that license. The steps for killing a license are:

- **Unless you are upgrading to the Universal edition, contact Fujitsu Computer Systems and inform us that you desire to kill a license.** When you receive confirmation to go ahead, proceed with the following steps as soon as possible.
- Invoke the Registration software and select the Kill function on the Register dialog.
- Copy or record the confirmation code.
- Send the confirmation code to Fujitsu Computer Systems (cobol@netcobol.com) along with your serial number and the appropriate email address to which a response should be sent.  
You'll be told when the license-managing server's license count has been incremented.

**Uninstall xxx** – Use the Windows Control Panel, Add or Remove Programs function to uninstall the product. This is necessary when you are downgrading or removing your Windows product.

**Install NetCOBOL for .NET** – Follow the steps described earlier in this chapter in “Installing NetCOBOL for .NET V3.1 for the first time” to install and register the NetCOBOL for .NET software.

**Install NCW Standard** – Install the Standard edition of NetCOBOL for Windows, using the Standard Edition serial number provided to you with your NetCOBOL for .NET edition.

**Install NCW with Ent. S/N** – When you are upgrading your edition of NetCOBOL for Windows, after killing your lower-level license, you just invoke the installer and enter your

Enterprise edition serial number. You can then select the Enterprise-level components you wish to install. Note that the product will not work until you register your Enterprise serial number and validate the matching site key.

**Register NCW xxx** – After installing your NetCOBOL for Windows Standard or Enterprise editions you must register the product with your new serial number. Because you killed your license before the installation, your product will not work until you perform the registration step and validate the returned site key.

## Upgrading a Trial License to a Full License

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If you first obtained NetCOBOL for .NET as a trial product and then decided to purchase it, you will need to upgrade your trial license to a full license.

If you have not yet purchased a full license from Fujitsu Computer Systems then you need to contact Fujitsu Computer Systems or your Sales Rep to purchase your license.

When you have purchased a new license you invoke the NetCOBOL for .NET Registration software from the Fujitsu NetCOBOL for .NET menu (Start>Programs>Fujitsu NetCOBOL for .NET v3.1>Registration).

You then pick up on the “Installing NetCOBOL for .NET V3.1 for the first time” instructions above at step 5 (page 13).

## Extending the Trial Period

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Extending your trial period is very similar to upgrading from a trial license. You first need to contact Fujitsu Computer Systems or your sales rep to arrange the trial extension. Once this has been approved we will enter the agreed extension period on the License Management Server.

You then invoke the NetCOBOL for .NET Registration software from the Fujitsu NetCOBOL for .NET menu (Start>Programs>Fujitsu NetCOBOL for .NET v3.1>Registration) and pick up on the "Installing NetCOBOL for .NET V3.1 for the first time" instructions at step 5 (page 13).

Instead of receiving a full license, you receive a license that extends your use of the product by the agreed number of days.

## Ensuring Consistent Development Environment and Compiler Response Times

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Because a special license check is performed at the start of each day, which can take significantly longer than the regular license checks, we recommend that you trigger this check deliberately at least once a day and when your system starts up. That way when you start to use a Visual Studio COBOL project or compile a COBOL program you won't notice any unusual delays.

A simple way of triggering the check is to compile one of the example programs such as "HelloWin.cob". This operation can be scheduled using the task scheduling feature of the Windows operating system – check your Windows help and support center to confirm how to schedule tasks on your version, but you may find the following instructions are sufficient.

You can schedule the compile by selecting "Start>All Programs>Accessories>System Tools>Scheduled Tasks" and selecting the "Add Scheduled Task" item in the "Scheduled Tasks" list. This starts the "Scheduled Task Wizard" which steps you through the process of scheduling the task. Details you need to know:

- The program you want to run is cobolc.exe that you will find in:  
C:\Program Files\Fujitsu NetCOBOL for .NET\COBOL\cobolc.exe
- To the selected program name you need to add the commandline parameters for compiling HelloWin.cob. It's best to copy these from the file called "Makefile" in the C:\Program Files\Fujitsu NetCOBOL for .NET\Examples\CommandLine\HelloWin folder. You'll need everything after "cobolc" in the line containing "cobolc".
- The "Start in:" folder needs to be set to:  
C:\Program Files\Fujitsu NetCOBOL for .NET\Examples\CommandLine\HelloWin
- In the Wizard select that you want to perform the task **daily**
- Select a suitable start time (such as an hour before you normally start work)
- Enter a user name and password that will enable the task to execute
- On the final Wizard dialog, select that you want to open the advanced properties for the task when you click Finish – this enables you to set up other times
- On the Schedule tab of the Properties, select "Show multiple schedules".  
This allows you to create another schedule (using the New button) which can be

scheduled "At System Startup" (one of the selections in the "Schedule Task" drop-down list).

- When you have setup this task, right click on the task in the "Scheduled Tasks" list and select Run from the context menu. If it is successful there should be no message in the Status column, and the "Last Result" column should display "0x0" – a return code of zero.

With this task scheduled you won't experience any delays when you use NetCOBOL for .NET.

## Chapter 4. Managing Your Licenses

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This chapter covers the different situations that may arise during the life of your NetCOBOL for .NET license. The situations described are:

- Transferring a License to Another Machine
- Preserving a License over Significant Machine Changes
- Handling Machine Failures that Cause Your License to be Lost
- Uninstalling and Reinstalling the Product
- Using NetCOBOL for .NET on Multiple Machines

### Transferring a License to Another Machine

---

If you have installed NetCOBOL for .NET on a machine, and obtained and validated a Site Key, then later decide to move the product to another machine, there is a process you need to follow to transfer your license. It requires that both machines can read and write to one of the following:

- A floppy disk.
- A USB drive
- A network drive

- basically any read/write device that can be addressed using a drive letter like "X:".

**NOTE:** The interface indicates that the drive letter should be for a floppy drive. However, you can point to any read/write device that can be addressed by a drive letter.

If either machine does not have access to such a device, then you need to Kill your license on the original machine, and reinstall the product on the new machine. See "Preserving a License over Significant Machine Changes" for details of the Kill and reinstall process. **But be aware that you need to contact Fujitsu Computer Systems before performing the Kill function on a full license, and the reinstatement may take as long as 1-2 business days – using the license transfer functions lets you enable NetCOBOL immediately.**

The process for transferring your license is:

- Install NetCOBOL for .NET on the new machine and, for new installations, remove (or Kill) the temporary license.
- On the new machine use the "**Transfer In**" function to first **register** some information on the drive you specify with a drive letter.
- On the original machine use the "**Transfer Out**" function to **transfer** the license to the same device – if you are using a floppy disk or USB drive you insert those in the original machine and specify the appropriate drive letter; if you are using a network drive you specify the appropriate drive letter to point to that drive.
- Return to the new machine and use the "**Transfer In**" function to **transfer** the license to the new machine.
- Uninstall NetCOBOL for .NET from the old machine.

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## Preserving a License over Significant Machine Changes

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Certain machine changes, such as replacing the hard drive on which the NetCOBOL for .NET software is installed or upgrading from Windows 98 or Me to Windows 2000 or XP, will cause you to lose your license – unless you take the appropriate action.

Before you embark on these significant machine changes you need to execute a process called “Killing” your license. Basically this removes your license from your machine and gives you a confirmation code. You can then email this confirmation code to Fujitsu Computer Systems and we will add 1 to the number of licenses available to you. You can then make the changes to your machine and reinstall your NetCOBOL for .NET product, obtaining a new site key from the license-managing server.

The steps for killing and reinstating a license are:

- **Contact Fujitsu Computer Systems and inform us that you desire to kill a license.** When you receive confirmation to go ahead, proceed with the following steps as soon as possible.
- Invoke the Registration software and select the Kill function on the Register dialog.
- Copy or record the confirmation code.
- Send the confirmation code to Fujitsu Computer Systems (cobol@netcobol.com) along with your serial number and the appropriate email address to which a response should be sent.  
You'll be told when the license-managing server's license count has been incremented – **this process may take as long as 1 or 2 business days.**
- Remove NetCOBOL for .NET using the Windows Control Panel, Add/Remove Programs function.
- Perform your significant machine change.
- Reinstall NetCOBOL for .NET.
- Reregister NetCOBOL for .NET (after you have received confirmation that your license count has been incremented).

## Handling Machine Failures that Cause Your License to be Lost

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If you are in the unfortunate position to have experienced a machine failure that causes your license to be lost, such as losing a hard disk, the only recourse is to email Fujitsu Computer Systems describing the situation, attaching proof of the incident (such as an invoice showing the purchase of a replacement drive, or repair work performed). After verifying the incident, our support personnel will be happy to reinstate your license so you can reinstall your product on your new or repaired machine.

Please include your serial number in your email, and send it to: [cobol@netcobol.com](mailto:cobol@netcobol.com)

## Uninstalling and Reinstalling the Product

---

Occasionally you may decide, or be instructed, to try to resolve a problem by uninstalling and reinstalling the product. As long as you do not delete the folder in which the product was installed your license will be preserved and there will be no need to reregister after you reinstall the product.

## Using NetCOBOL for .NET on Multiple Machines

---

You may have the need for one user to have NetCOBOL for .NET on multiple machines. For example, a programmer may want to take work home and continue to develop his programs on his home PC, or he may have a notebook computer which he uses when traveling, or he may have both.

In this situation you should talk to your sales representative to obtain our dual license.

We also need to update your entry in our license control server to enable you to do this.

# Chapter 5. Troubleshooting

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This chapter covers possible errors that may be encountered when installing NetCOBOL for .NET licenses.

## General Guideline

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A general recommendation when troubleshooting problems in the area of obtaining licenses is to be careful! Rushing to try several different ways round a problem may result in you obtaining and using more than one license (if your company has purchased more than one license). This fact may not come to light for several months – only becoming an issue when all licenses are used up, by which time exactly what went on in an early install has been forgotten. We would prefer that you email, fax or call us to help us resolve the problem before licenses are consumed.

## Problems with Resolutions

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### Possible Conflicts with Speed Disk Defragmentation

The licensing mechanism has, in general, no conflicts with other software. However, we have found that there is one defragmentation utility, Speed Disk included with Symantec's Norton Utilities, which can interfere with the licenses.

Speed Disk moves hidden licensing files, which causes license loss. The licensing files are hidden system files that reside in the same directory as the Fujitsu product.

#### Resolution:

Speed Disk provides the following simple steps that enable you to avoid license loss:

1. Open Speed Disk, and choose File > Options > Customize > Unmovable Files.
2. Specify that the \*.ent, \*.rst, and \*.key files cannot be moved.
3. Choose File > Options > Optimization > Save to save the new profile.

You should now be able to safely defragment your disk with Speed Disk without losing your NetCOBOL for .NET license. Note that these procedures are not necessary with most other defragmentation utilities, including the default defragmenter available with Windows.

### **"No More Keys for this Serial Number Available"**

If, instead of a site key in the email response from the registration server, you get the message:

"-nnnnn No more keys for this serial number available. Add more keys for this customer using CasperDB.exe."

you are being told that you have used all the licenses purchased for this product.

Do not look for "CasperDB.exe"! The message is generated automatically by the registration-management software, and this program is used by Fujitsu Computer Systems staff to update licenses on the server.

**Resolution:**

Contact Fujitsu Computer Systems to confirm the number of licenses you have purchased, the number you have used, and whether you need to purchase more licenses. See "Contacting Fujitsu Computer Systems" on page 30.

**"Serial Number is Probably not Valid"**

If, instead of a site key in the email response from the registration server, you get the message:

"-nnnnn No data returned in query of customer data; serial number is probably not valid. Check the customer's information using CasperDB.exe. (serial number: nn-nnnnn-nnnnn)"

you are being told that you have submitted a serial number that is not entered in our database of registered serial numbers.

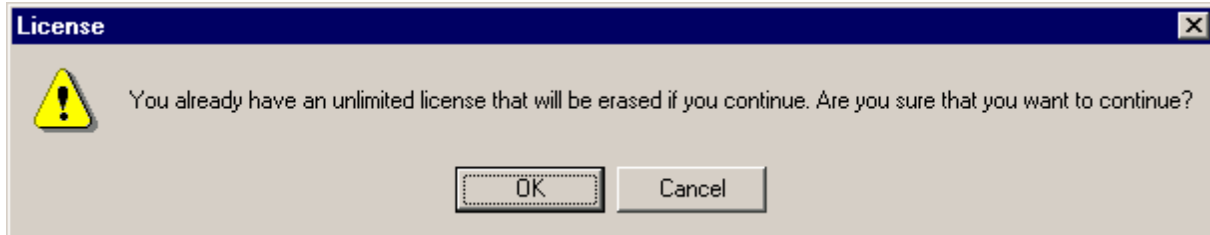
**Resolution:**

The chances are that the serial number has been entered incorrectly. Check the serial number that is displayed in the NetCOBOL for .NET Registration dialog. If it is incorrect, correct it and go through the "Get Site Key" process again.

If you are confident that the serial number has been entered correctly, and test this by re-entering, re-checking and re-submitting the serial number, then it may be that there is a problem at the registration server end. Contact Fujitsu Computer Systems describing your problem so that we can help you resolve it. See "Contacting Fujitsu Computer Systems" on page 30.

### “You Already have an Unlimited License”

If, when you attempt to validate a site code, you receive the message:



you are being warned that you already have a valid license installed.

**The best action is to Cancel out of this dialog.**

Only click OK if you are working with a Fujitsu Computer Systems support rep who has told you that this is a correct action. Normally responding “OK” will cause you to overwrite a valid license, causing it to be lost (and licenses cost money).

#### **Resolution:**

If you do not think you should have seen this message, or are unable to use your product after canceling out of this dialog, contact Fujitsu Computer Systems to discuss the situation with us. See “Contacting Fujitsu Computer Systems” on page **30**.

### “Sitekey does not match current Site Code”

If, when validating a site key, you get the message:

“SITEKEY DOES NOT MATCH CURRENT SITE CODE”

you are being told that the system believes it has been given a site key that does not match the site code – a code that identifies the installation machine and product, among other details.

It is possible that:

- The site key has been entered or transferred incorrectly.
- A site key for a different product has been entered.
- A site key for the same product on a different machine has been entered.

#### **Resolution:**

1. Check that you have entered or transferred the site key correctly. Click on Validate again after correcting the site key.
2. If you have requested site keys for more than one product check that you have provided the correct site key for the product.  
Note: It is not easy to distinguish site keys so it is safest to register one product at a time.

3. If you are registering products on more than one machine check that you have provided the correct site key for the machine.  
Note: It is not easy to distinguish site keys so it is safest either to make sure that you are sending and receiving the registration emails using unique email addresses for each machine, or register the product on one machine at a time.
4. If none of the above resolve the problem, contact Fujitsu Computer Systems. See "Contacting Fujitsu Computer Systems" on page **30**.

### **"Program moved or Sitekey Bad Password"**

If, when validating a site key, you get the message:

"PROGRAM MOVED OR SITEKEY BAD PASSWORD"

you are being told that the registration software has detected some unexpected behavior.

It is possible that:

- The software has been moved between generating the registration request and validating the site key. For example, the software might have been uninstalled and reinstalled to a different location.
- The site key has been entered or transferred incorrectly.

### **Resolution:**

1. Check that you have entered or transferred the site key correctly. Click on Validate again after correcting the site key.
2. If you have moved the software between registration request and validating the site key, you can try uninstalling the software and reinstalling to the original location. Then provide your site key when you get to the NetCOBOL for .NET Registration dialog with the Validate button.
3. If neither of these actions resolve your problem contact Fujitsu Computer Systems. See "Contacting Fujitsu Computer Systems" on page **30**.

## **Site Code Product Number does not Match Serial Product Number**

If, instead of a site key in the email response from the registration server, you get the message:

"10061 Product number from site code does not match product number for this serial number. You are using the serial number for the wrong product.

Check the casper.log file for details and make sure that the data is set up correctly in CasperDB.exe."

you are being told that your email suggests you are installing a different product than the registration database expects.

The most likely cause of this message is an administrative error at the Fujitsu Computer Systems end. We don't expect this to happen, but if it does, you need to know that you should contact Fujitsu Computer Systems.

Do not look for "CasperDB.exe"! The message is generated automatically by the registration-management software, and this program is used by Fujitsu Computer Systems staff to update licenses on the server.

### **Resolution:**

Contact Fujitsu Computer Systems and tell us the error message you received. Say that you believe that the Casper database may have the wrong product entered for the serial number you have been given. See "Contacting Fujitsu Computer Systems" on page **30**.

# Appendix A. Frequently Asked Questions

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This appendix lists the questions most frequently asked about the license management system.

## **1. The "Transfer In" button is grayed out. I can't transfer in another license.**

**Why is this happening?**

**How do I get around this problem?**

The "Transfer In" button is disabled if the registration system detects any valid license, including the 5-day temporary license or a trial license.

First use the Check button on the first NetCOBOL for .NET License dialog, to make sure what type of license is on the machine.

If it is a full license (not a temporary or trial license), you have no need to transfer in another license.

If the license is a temporary or trial license then you should use the Kill button to kill this license. The "Transfer In" button will then be enabled and you can take the steps to transfer in the license from the device used in the "Transfer Out" process.

Transferring licenses is described in the section "Transferring a License to Another Machine" on page 20 above.

Using the Kill function is described in the section "Preserving a License over Significant Machine Changes" on page 21 above. If you are killing a trial license, no confirmation code is issued.

## **2. I want to make some system changes on my operating system.**

**Do I need to protect my license? How?**

Most operating system changes do not affect your license. Even reinstalling your operating system should not affect the license, provided that you do not reformat your hard disk as part of the reinstall, or otherwise damage your folder structure.

If you believe that a particular operating system change is going to erase your NetCOBOL for .NET folder structure or contents then you should follow the instructions described in the section "Preserving a License over Significant Machine Changes" on page 21 above.

## **3. What if my hard drive crashes? What do I do with the license?**

**Do I lose it for good?**

We understand these things can happen without warning. Simply e-mail us about your situation. We will reinstate your license on our license-managing server.

Once you have recovered or replaced your machine you can reinstall Fujitsu COBOL. If you need to use the product before you hear back from us (for example, if you encountered these problems at the beginning of a weekend) then the 5-day temporary license that is initially installed with the product, should give you sufficient time to continue with your work.

**4. I want to use SCAN DISK on my drive.  
Should I know about something before doing this?**

No. Scan disk causes no problems with the licensing software.

There is one defragmentation utility, Speed Disk provided with Symantec's Norton Utilities that can cause problems. See "Possible Conflicts with Speed Disk Defragmentation" on page 23 above for a description of the simple work around for this software.

**5. When I try to execute NetCOBOL for .NET I get a message saying "This file is not authorized at this site: AUTHORIZATION NOT PRESENT".**

or

**When I execute the Check function in the NetCOBOL for .NET Registration program, I get the message "Product is not authorized".**

**a) Why?**

**b) What do I do to fix it?**

a) You get this message if there is no valid license installed, including the situation in which your 5-day temporary license has expired.

b) To fix the situation you need to register your software using the NetCOBOL for .NET Registration program.

Invoke this program by selecting Start>Programs>Fujitsu NetCOBOL for .NET v3.1>Registration.

Follow the steps to register your software by getting a site key and validating it.

## **Appendix B. Contacting Fujitsu Computer Systems**

Before contacting Fujitsu Computer Systems about a license problem make sure that you have the following at hand, or that you provide the following information in any written communications:

- Your name
- Your company name
- Your fax number to which a reply should be sent (if applicable)
- Your telephone number
- The product that you are registering (e.g. "NetCOBOL for .NET Universal") – displayed on the Product box.
- The 18 digit Site Code – displayed in the Site Code box. Double check that you have this exactly right.
- The 12 digit Serial Number – displayed in the Serial Number box.

You can contact Fujitsu Computer Systems using any of the following methods:

1. Use the Web Support Tool, also called ServiceWise, (registered users only), instructions for which follow. Advantage of the tool is that it allows you and us to track the progress of resolving your questions or problems.
  - You can access the Web Support Tool from the Support page at <http://www.netcobol.com/support/>
  - Log on using your full e-mail address in lower case as ID and the password sent to you when you requested access to the Web Support Tool.
  - To create a new incident go to Submit New, Create New Incident, fill out the New Incident form entirely, provide a short description of your problem or question and click Submit.
  - Your communication with Tech Support will continue via the Web Conversation tool.
  - To attach a file to an existing incident go to New Event, File Attachment and provide the Name and a Description of the attachment (optional). Click Submit, then Browse to select the file. The second Submit attaches it.
  - For more information see the Web Support Tool guide
2. Email site key and sales related questions to: [cobol@netcobol.com](mailto:cobol@netcobol.com)  
Technical support questions (such as software not behaving as described in this manual) should use the Web Support Tool described in 1. If you are having problems with the Web Support Tool, but aim to revert to the Web Support Tool as soon as those problems are resolved, you can email your problem to: [support@netcobol.com](mailto:support@netcobol.com)
3. Phoning: Sales-related questions only should use +1-408-428-0300. Our support and license management staff are only available through the Web Support Tool and email.
4. Fax to: +1-408-746-6369
  - This may be a useful fallback if, for some reason, email is not a possibility.

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