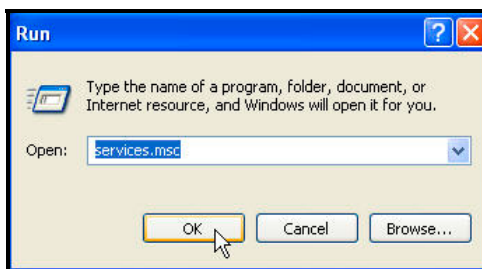# Amano Software Activation (ASA) Guide

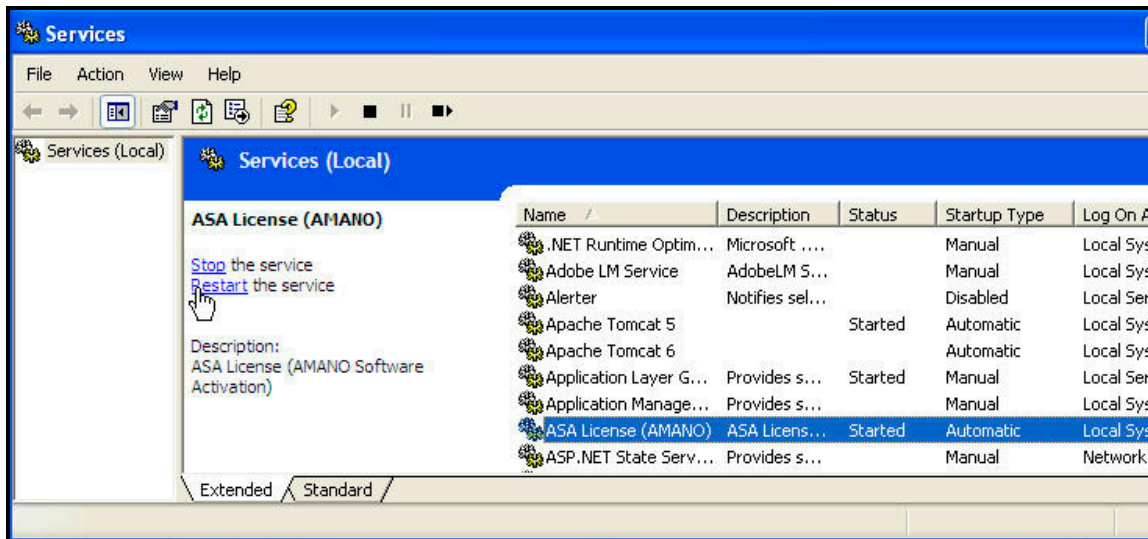## Follow this procedure for Activation Service problems:

Note – During installation of the Amano Time & Attendance software the ASA activation service will be installed and started to provide software activation and manage the number of concurrent users in the system. <u>This service is required to utilize the Time & Attendance Software.</u> If this service fails to start and/or is stopped the following error message may appear:

Activation Service is not running

Step 1. If necessary, to start the ASA service, click on **Start → Run**

Step 2. Enter **services.msc** and click Ok to launch the following:

Step 3. Highlight the **Asa License service** and click on **Restart** to run the service.

The activation service requires port 7896 to be open. If assistance is still required, please contact Amano customer support at **1-800-896-7035**.

Amano Software Activation (ASA) Guide

Follow this procedure to activate software:

Step 1. The Amano Software Activation (ASA) screen will appear after the initial software installation (see Figure 1). Enter the 9-digit Serial Number supplied on the Amano software CD and click on the Activate [🔒 Activate] button. Upon successful activation the dialog "*Your Software has been activated. Proceed to product registration*" dialog will appear (skip to Step 4 to register).
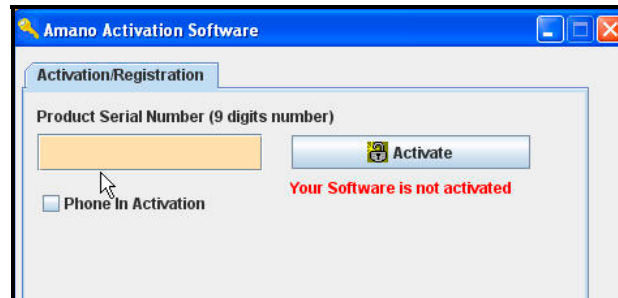

Figure 1: Amano Software Activation (ASA) Screen

Step 2. If the serial number is valid, but you can not connect to the activation server (e.g., no Internet access) you may receive an error message; Activation failed. If the serial number is bad the error message will say so and the "Phone In Activation CS Key will not appear. Click on the box alongside "*Phone In Activation*" button and the **CS Key** fields with numbers and blank **RS Key** fields should appear (see Figure 2).
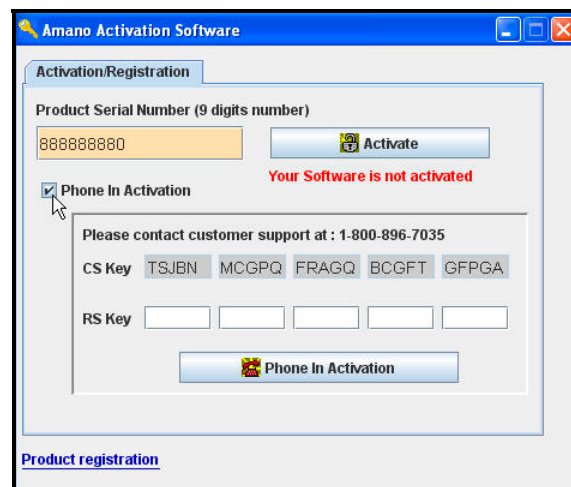

Figure 2: Phone In Activation with Customer Support

Call Amano support at **1-800-896-7035** and the support personnel will ask for the **CS Key** code letters displayed on your screen (see Figure 2). Enter the supplied **RS Key** code from Amano support into the appropriate fields. Click on the **Phone In Activation** [🧧 Phone In Activation] button to activate and launch the software. Upon successful activation the dialog "*Your Software has been activated. Proceed to product registration*" dialog will appear (skip to Step 4 to register).

Step 3. If you choose <u>not</u> to activate the software by canceling the ASA procedure the following error message will appear (see *Figure 3*). At this point you have a trial period of up to 14-days to use the software. Click the **OK** button to launch the software and continue using the Time & Attendance software under the trial period.
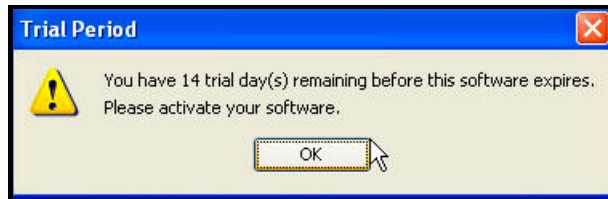

Figure 3: Trial Period Message

Note – If the Activation error dialog appears (see *Figure 4*), e.g., the serial number is incorrect, or the same serial number was previously installed. At this point contact Amano customer support at **1-800-896-7035.**
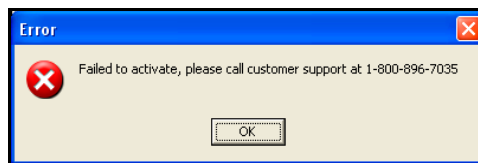

Figure 4: Software Activation Failure - Customer Support Required

Step 4. Upon successful activation the registration screen will appear (see *Figure 5*). Perform on-line registration by entering the appropriate information in the Product Registration fields (see *Figure 6*) **[red error messages will appear alongside incomplete fields]**. Amano recommends you complete the registration to ensure notification of all important software updates, etc.

Figure 5: On-Line Software Registration

If necessary, you can perform product registration from the Time & Attendance software at a later time by selecting **Help → Time Guardian Licensing → Register**.

Note – If you try to register before successful software activation the error message, "*You must activate your software first*" will appear.

Note – If you need to confirm which Time & Attendance software modules have been activated [are licensed] including the employee capacity and number of allowed concurrent users, select **Help → Time Guardian Licensing → License** Info from the Help menu.
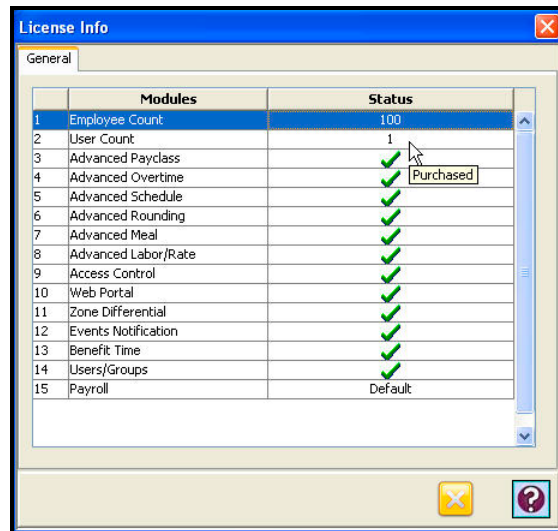
Figure 6: License Information

Follow this procedure to update software:

Step 1. This procedure can be performed only after successful completion of initial Amano Software Activation (ASA). The ASA screen will display the read-only product serial number from the initial activation. Click the **Update features** button (see *Figure 7*).

Step 2. Go to **Start → Programs → Time Guardian → ASA Licensing Manager**. The ASA screen will display with the read-only product serial number *from the initial activation*.

Click the **Update features** [Update features] button if the serial number has been authorized for updates [may have to contact Amano support first].
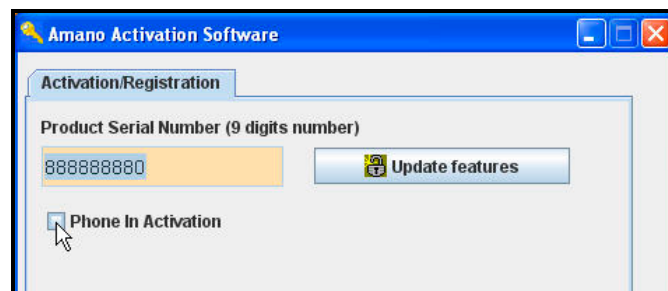
Figure 7: Update Features

Step 3. Click the **Phone In Activation** box on the ASA screen and the **CS Key** fields and blank **RS Key** fields will appear.

Figure 8: ASA Phone In Update Features

Step 4. Call Amano support at **1-800-896-7035** and the support personnel will ask for the CS Key code letters displayed on your screen (see *Figure 8*). Enter the supplied RS Key code from Amano support into the appropriate fields. [Valid Key characters can be A t to Z upper and lower case, 0 thru 9, ? and &]. Click on the **Phone In Update features** button to activate the new features.

Note – The same error messages will apply for updates as they do for initial activation.