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1 Introduction

In order for each module of the Reliance SCADA/HMI system to be fully functional, a license is required. The license is stored in the so-called license key.

There are two types of license key:

- **Hardware key**

- **Software key**

If you have purchased a license to be stored in a software key (i.e., the shipment does not contain a hardware key), you must first activate the license. Only after the activation will the system be fully functional.

**Note:** A license stored in a hardware key has a higher priority than a license stored in a software key. If both hardware and software keys are present on a computer, only the license stored in the hardware key is considered (in such a case, the licenses are not merged).
2 Activation Requirements

1. A computer equipped with the **Reliance** SCADA/HMI system (version 4.0.9 or later).

2. Serial number – it is supplied with each license to be stored in a software key.

If you wish to perform the activation through the website, you will need access to the Members Section of the **Reliance** website ([https://www.reliance-scada.com/en/login-to-members-section](https://www.reliance-scada.com/en/login-to-members-section)).

If you are not our customer yet, you will receive the login information to access the Members Section along with the first shipment.

**Important:**
A software key, which results from the activation process, is a special file containing license information and information about the computer it is intended for. For that reason, it cannot be used on another computer (it is not portable between computers). Therefore, the license must be activated on the computer where **Reliance** will be operating!
3 Activation Methods

1. Automatic activation – this is the **recommended method**. After entering a serial number, the Reliance SCADA/HMI system connects to the license server and activates the license automatically. The method is available in version 4.1.1 and later.

2. Activation through the Reliance website – an activation key is generated via a form in the Members Section.

3. Activation via email – an activation key will be generated by the next working day at the latest. Please use this activation method only in exceptional cases.
4 Activation Procedure Steps

Step 1:
On the computer where the Reliance SCADA/HMI system will be operating, launch the Reliance module that the license is intended for (Reliance 4 Design, Reliance 4 View, Reliance 4 Control, or Reliance 4 Control Server). If the license is intended for Reliance 4 Server, launch any other module (e.g., Reliance 4 Control Server).

Step 2a:
Open the Activate License Wizard by choosing the Help > License > Activate command.
Step 2b:
You can also run the wizard by choosing the *Activate License Wizard* command from the Windows Start menu.
**Step 3:**
Choose the *Enter serial number* option and click the **Next** button.

Activate License Wizard – Welcome
Step 4:
Enter the 16-digit serial number that you've received along with the shipment and click the Next button.
Step 5:
Select the *Automatic* activation method and finish the wizard.
Activate License Wizard – Entering activation key
Activate License Wizard

**Congratulations**
The process of activating a license for Reliance SCADA has been successfully completed.

You can check the license information using the 'About...' command in the 'Help' menu.
Check your license in Step 10.

If for any reason you can't use the automatic method (e.g., the computer is not connected to the Internet), choose the Manual activation method and click the Next button (the next steps are thus a follow-up to the Manual option).

**Step 6:**

The Activate License Wizard has generated the so-called registration key. If you wish to activate the license through the website, go on to Step 7. If you wish to activate the license via email, go on to Step 8.

![Activate License Wizard – Retrieving registration key](image)
Step 7:
If you have access to the Reliance website's Members Section, copy the registration key and select Using Web browser. Go to the computer that is connected to the Internet, click Open Website, and log in to the Members Section [https://www.reliance-scada.com/en/login-to-members-section]. Click Reliance 4 License Activation and enter the registration key generated in Step 6 of the Activate License Wizard [https://www.reliance-scada.com/en/members-section/license-activation]. If you want us to send you a copy of the activation key, enter your email address. The activation key is created after pressing Generate. Go on to Step 9.

Reliance Activation Key

As of version 4.0.9, you can use this page to activate Reliance!

Serial number: [redacted]

Activation key:

[redacted]

Important: If you have any problems with activating the license, please contact us at support@reliance-scada.com.

Reliance Activation Key – Activation has been successful.

Note: This step does not have to be performed on the computer where Reliance will be operating.
Step 8:
Select *Via E-mail* – see the picture for Step 6. Press *Create Message* to run the email client and send an email message to sales@reliance-scada.com. The email message is generated automatically and includes the following information:

- 16-digit serial number (entered in Step 4)
- Registration key (generated by the *Activate License Wizard*)

The activation key will be sent to your email address by the next working day at the latest.

**Note:** This step does not have to be performed on the computer where Reliance will be operating.

Step 9:
Paste the activation key into the wizard's *Activation key* edit box and click the *Perform* button to complete the activation procedure.
Step 10:
Check whether the license for the respective Reliance module has been activated (e.g., by choosing the About command from the Help menu).
5 Time-Limited License

For testing purposes, we also provide a time-limited license. This license expires on a specified date. It is not intended for use in a production environment. The license can be stored either in a software key or in a special hardware key (this key contains an integrated timer). The information about the expiration date is displayed once a day.

The steps to activate the time-limited license are similar to the activation of a standard software license and are described in the previous text.
6 Additional Information


If you have any questions, please contact us via email at support@reliance-scada.com.