



PROXY 1

User Manual

PROXY 1 for the “Workshop-Net”

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Conventions used in the document:

Denomination of the communication standard: “**Workshop-Net**”

Denomination of the application: **PROXY**

Important expressions or denominations: “**asanetwork-Proxy**”

Hyperlinks: “www.workshop-net.net”

Cross-references within the document: “[B What is PROXY?](#)”

Important notes:

Note:

This is important

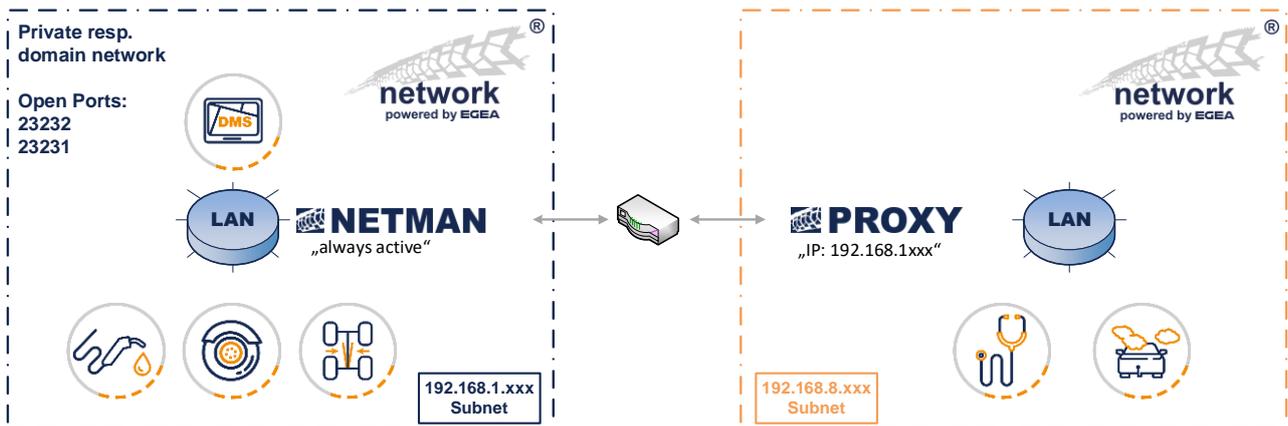
Command lines:

```
$ this is the command line
```

B. WHAT IS PROXY?

The Broadcast-**PROXY** (in the following **PROXY**) is a solution to operate devices in separate subnets with a common NETMAN.

The **PROXY** answers the broadcast requests of local devices with the destination address of a NETMAN running in another network.



In the picture the NETMAN is installed in **network 1** on the server with address 192.168.1.1. Devices in network 1 locate the NETMAN directly via a broadcast.

Network 2 is connected via a router. In this second network, the **PROXY** runs on the computer with address 192.168.8.1. Local broadcast requests of devices in network 2 are answered by the **PROXY** with the configured address 192.168.1.1.

The **PROXY** checks periodically whether the NETMAN in network 1 is reachable. If the NETMAN is not available, no broadcast requests are answered.

B.1. Field of application and limits

Note:

The **PROXY** is suitable for connecting smaller branch networks to the main network of a car repair shop, which all work with the same DMS.

Likewise, an employee who connects via VPN can get access to the company's NETMAN.

Note:

The **PROXY** is not suitable for operating several branches with a central NETMAN! In this case the orders of all branches would mix and become visible at all test devices.

This should be avoided at all costs, both in terms of network load and organizational aspects.

C. INSTALLATION

C.1. Windows-Installation

C.1.1. General information

On Windows, a service with the name "**asanetwork-Proxy**" is created, which starts automatically with the system.

The Windows firewall is configured for private, company and domain networks, but not for public networks.

The installation programs automatically configure an existing firewall. If the firewall zone is subsequently changed or a third-party firewall is used, the following port releases must be made:

Port	Protocol	Usage
23232	UDP	Locating the NETMAN
23232	TCP	Data exchange in " Workshop-Net "
23231	TCP	Web-UI

These requirements apply to **PROXY** installations:

- A licensed NETMAN that is accessible from the current network via port 23231/23232 and is configured **in the role "Always Active"**
- A Windows PC/server in the local network on which the **PROXY** is installed
- Server: Microsoft Server 2016 or newer
- Desktop Windows 10, Version 1809 or later
- Net Framework 5.0 or newer (if this is missing, it will be installed during the installation)
- An installation under Windows 8.1 or Server 2012 R2 is possible but is not officially supported

The following tables list the directories used:

Directory	Remark
C:\Programme\AxoNet Software GmbH\asanetwork Proxy 1	Binary files
C:\ProgramData\ AxoNet Software GmbH\Proxyt	Data
C:\ProgramData\ AxoNet Software GmbH\Proxy\Logs	Log files
C:\ProgramData\Microsoft\Windows\Start Menu\Programs\asanetwork	Start menu links

C.1.2. Naming conventions

The download packages all have the same base name and differ only in the file extension:

```
proxy-1.0.<xxx>.0-<buildtag>.<extension>
```

- xxx is the current build number
- buildtag is either beta for test versions or rel for released versions
- Extension:
 - .exe Windows Setup

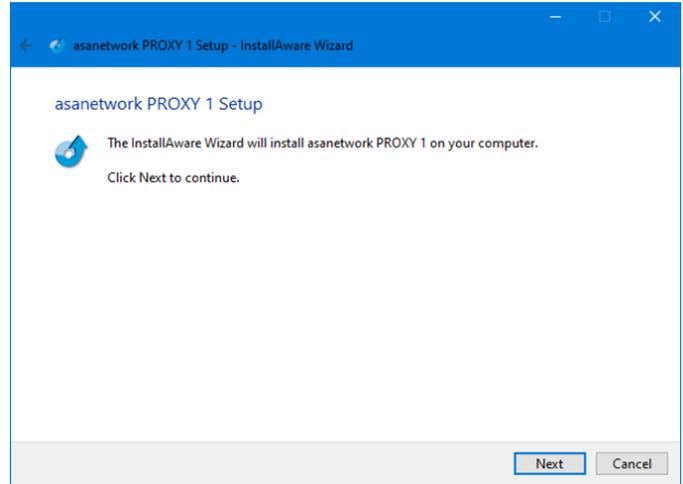
Item: 2331

6

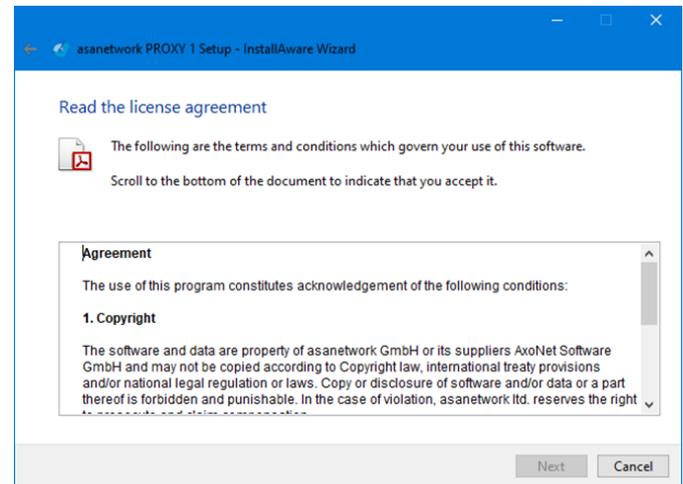
C.1.3. Procedure for new installation/update

Run the Windows Setup.

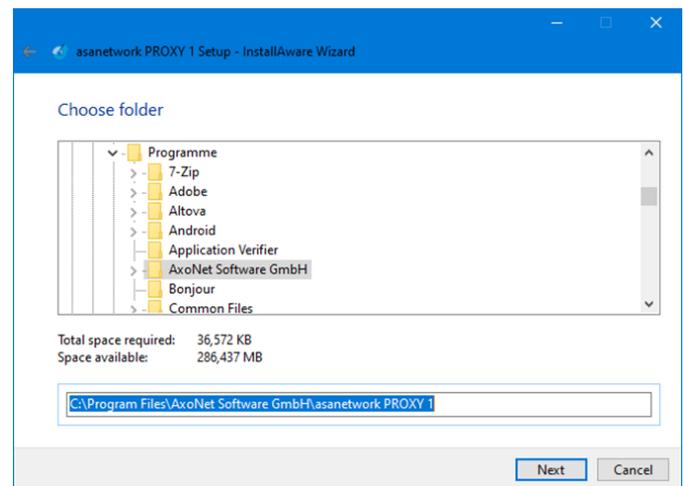
Any missing components will be downloaded if necessary, a previous version may be removed first.



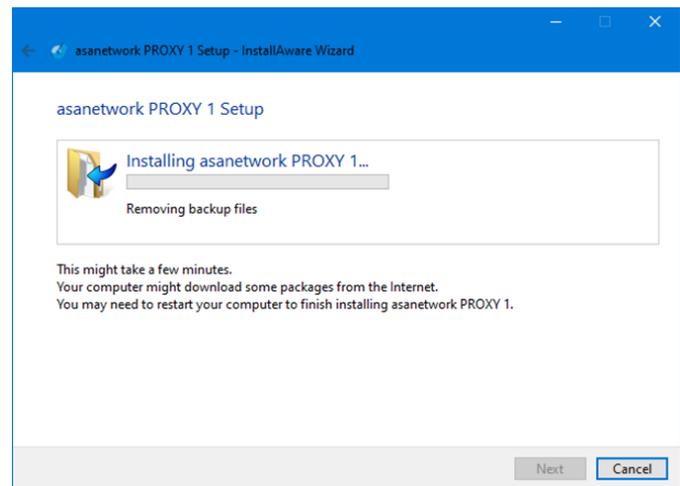
Accept the license terms:



Always use the suggested installation path if possible:



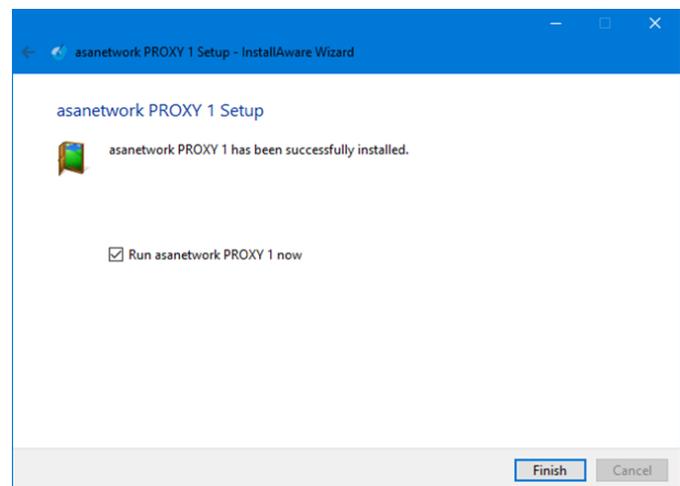
Click "**Next**" to start the installation:



Wait until the installation is finished.

After clicking on "**Finished**" the standard browser starts with the address <http://localhost:23231>

It may be necessary to refresh the browser after 10-20s.



C.1.4. Silent Installation

The parameters are appended to the setup program:

/s	silent, Silent Installation
/l=<path to logfile>	Logging, <path to logfile> Example: /l=c:\temp\installlog.txt
TARGETDIR	Installation target directory, default C:\Program Files\AxoNet Software GmbH\asanetwork PROXY 1t

For a silent installation, a log file should always be written so that any problems can be diagnosed.

Example - Silent Installation in standard path

```
proxy-1.0.0.48-rel.exe /s
```

Example - Silent Installation in different location with logging

```
proxy-1.0.0.48-rel.exe /s TARGETDIR=x:\myProxy /l=c:\Proxy_install.log
```

D. USER INTERFACE

A running **PROXY** can be configured via any browser. To do so, click on the entry “**Workshop-Net**” in the start menu. The entry refers to:

<http://localhost:23231>

The following **PROXY** – user interface (tab: “**Status**”) appears in the browser

The current status is displayed:

- Currently used version: If a newer software is found, this will be displayed here (see [D.1 Version Indicator](#))
- Status: OK = active, or deactivated (see [D.2 Status Indicator](#))
- License: After installation, the **PROXY** runs for 15 days as a full version (see [F.1 Purchase a License](#))
- Target NETMAN: The address of the NETMAN (clickable link)
- Local addresses
- Platform

PROXY requests: The requests of the local devices are logged here.

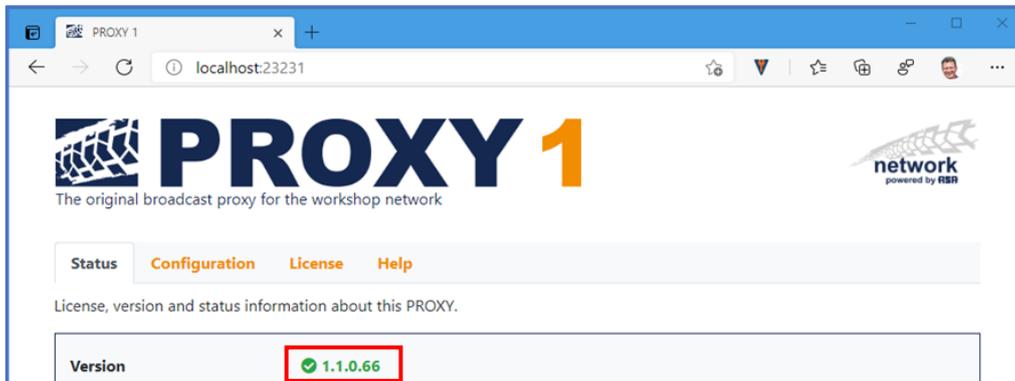
The screenshot shows the PROXY 1 user interface in a browser window. The browser address bar displays `localhost:23231`. The page features the PROXY 1 logo and the tagline "The original broadcast proxy for the workshop network". A navigation bar includes "Status", "Configuration", "License", and "Help", with "Status" selected. The main content area displays the following information:

License, version and status information about this PROXY.	
Version	✔ 1.1.0.66
State	✔ PROXY is working properly
License	✔ Evaluation license, 15 day(s) remaining
Target NETMAN	📌 192.168.1.1 with version 4.1.917.0
Local address(es)	192.168.7.155, 127.0.0.1, 172.21.0.1
Platform	Microsoft Windows 10.0.19042 .NET 5.0.2

Below the table is a "Proxy requests" section with an empty input field. The footer contains the text: "Copyright © AxoNet Software GmbH 2017-2021".

D.1. Version Indicator

If an Internet connection is available, the **PROXY** checks each time the browser is started whether the version used is up to date.



D.1.1. New version available

If the version check finds a newer version, the orange link can be clicked directly to download the installation program.

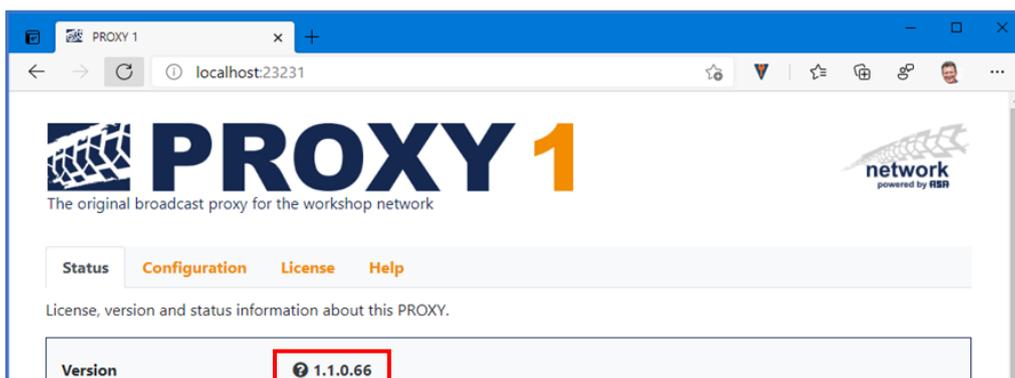


Note:

It is recommended to always use the latest version.

D.1.2. Version check not possible

This message indicates the absence of an Internet connection. If an Internet connection was subsequently established, the check can be restarted by updating with F5.

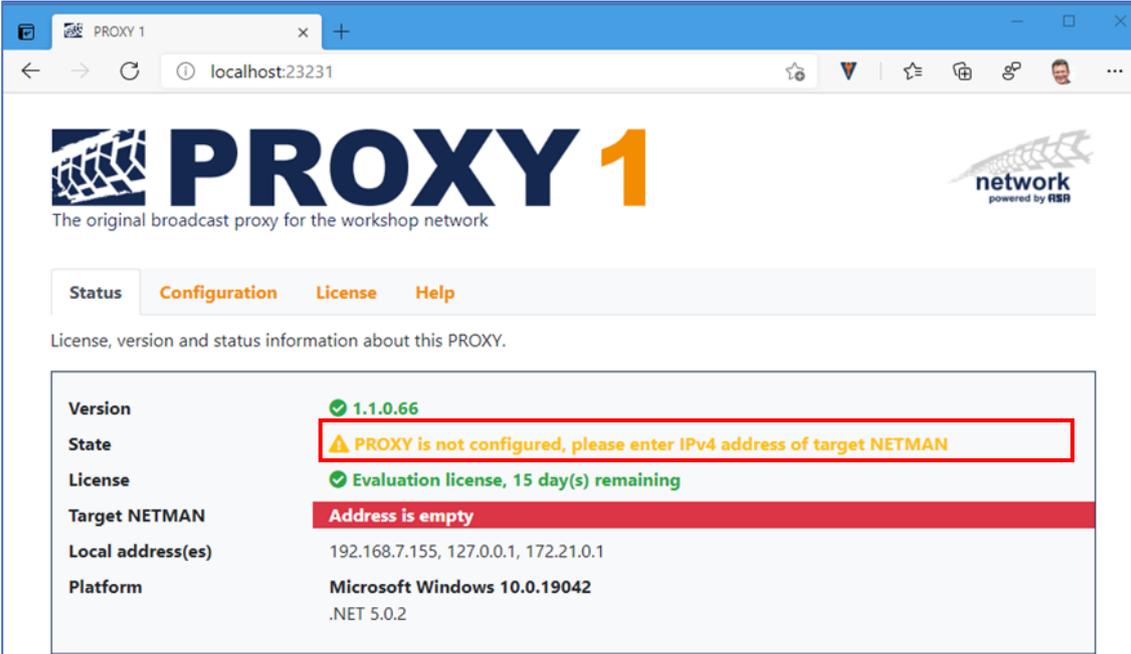


D.2. Status Indicator

The status page also displays warnings and error conditions.

D.2.1. Warning: “Not configured”

This display can be seen after the first installation, the address of the destination NETMAN is missing. This must be entered in the Configuration tab.

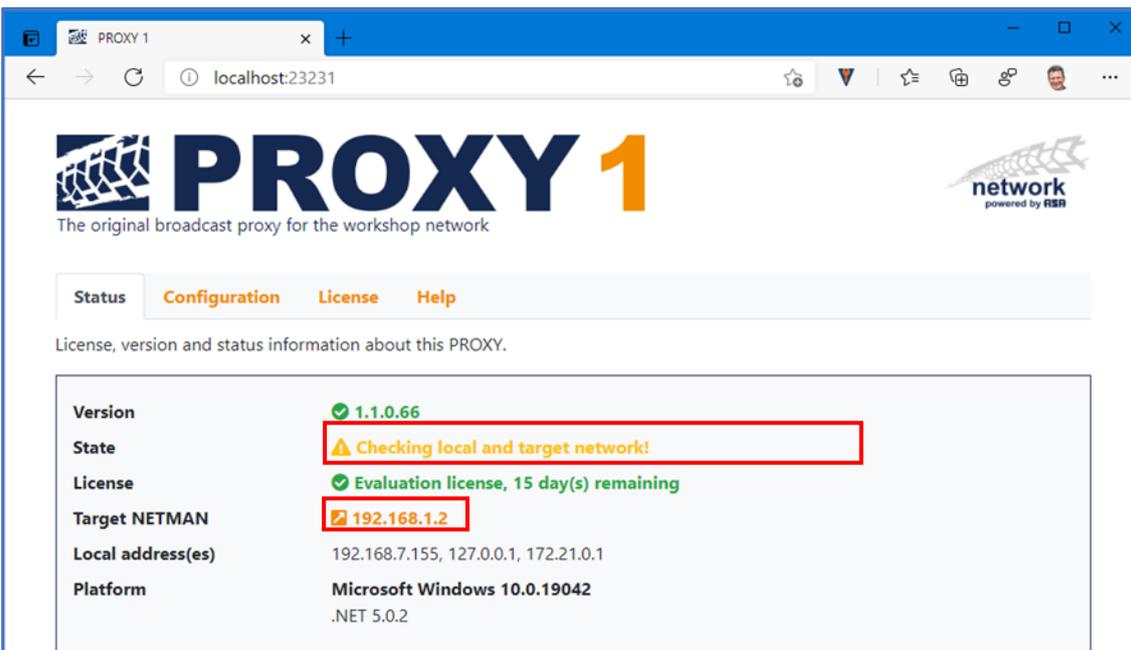


The screenshot shows the PROXY 1 web interface. The 'Status' tab is selected. The page displays the following information:

Version	✓ 1.1.0.66
State	⚠ PROXY is not configured, please enter IPv4 address of target NETMAN
License	✓ Evaluation license, 15 day(s) remaining
Target NETMAN	Address is empty
Local address(es)	192.168.7.155, 127.0.0.1, 172.21.0.1
Platform	Microsoft Windows 10.0.19042 .NET 5.0.2

D.2.2. Warning: “Checking network”

This display is shown after a configuration change. The **PROXY** checks if the target NETMAN can be reached and whether no other NETMAN is active in the local network.

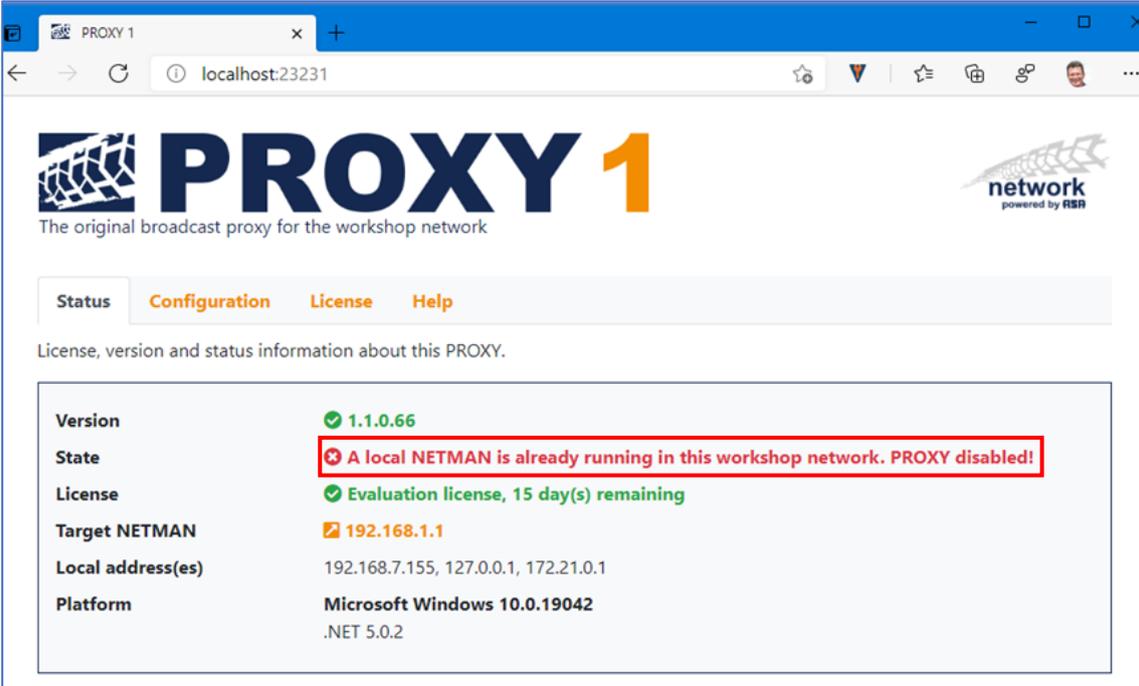


The screenshot shows the PROXY 1 web interface. The 'Status' tab is selected. The page displays the following information:

Version	✓ 1.1.0.66
State	⚠ Checking local and target network!
License	✓ Evaluation license, 15 day(s) remaining
Target NETMAN	📌 192.168.1.2
Local address(es)	192.168.7.155, 127.0.0.1, 172.21.0.1
Platform	Microsoft Windows 10.0.19042 .NET 5.0.2

D.2.3. Error: "A local NETMAN is already running"

This display indicates a running NETMAN in the local subnet. This NETMAN must be uninstalled to use the **PROXY**.



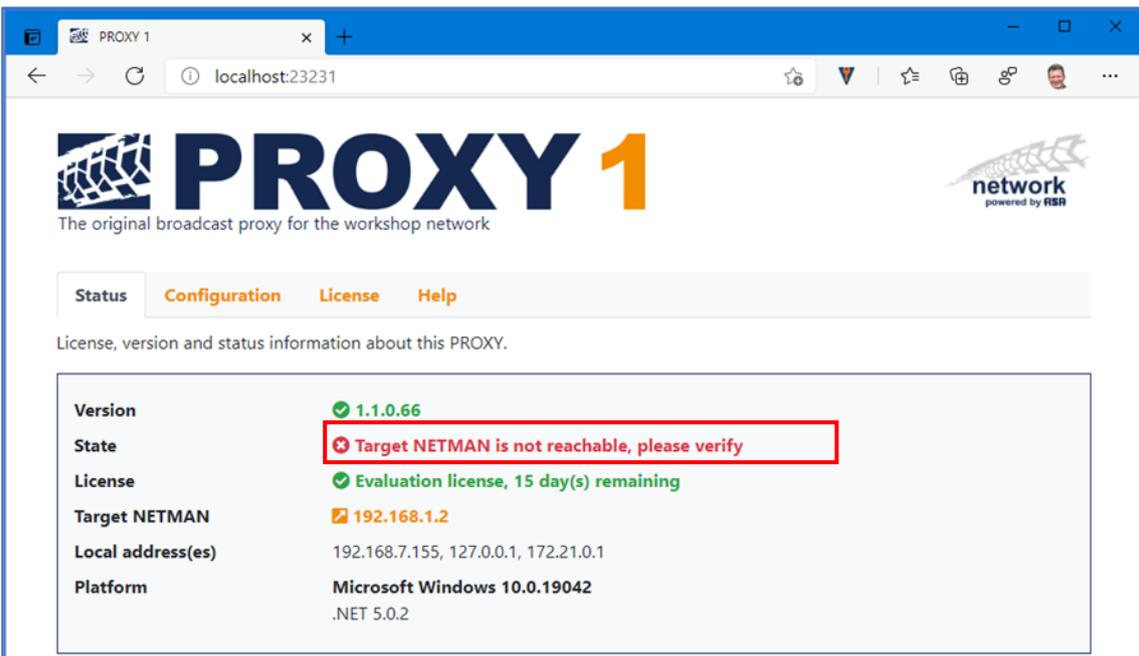
The screenshot shows the PROXY 1 web interface in a browser window. The address bar displays 'localhost:23231'. The page features the PROXY 1 logo and navigation tabs for Status, Configuration, License, and Help. Below the tabs, there is a section for license, version, and status information. A red box highlights the 'State' field, which contains the error message: "A local NETMAN is already running in this workshop network. PROXY disabled!". Other fields include Version (1.1.0.66), License (Evaluation license, 15 day(s) remaining), Target NETMAN (192.168.1.1), Local address(es) (192.168.7.155, 127.0.0.1, 172.21.0.1), and Platform (Microsoft Windows 10.0.19042 .NET 5.0.2).

Version	✓ 1.1.0.66
State	✗ A local NETMAN is already running in this workshop network. PROXY disabled!
License	✓ Evaluation license, 15 day(s) remaining
Target NETMAN	📌 192.168.1.1
Local address(es)	192.168.7.155, 127.0.0.1, 172.21.0.1
Platform	Microsoft Windows 10.0.19042 .NET 5.0.2

D.2.4. Error: "Target NETMAN is not reachable"

This display indicates a connection problem with the destination NETMAN. The destination NETMAN is either unreachable via the network or is not running at the configured address.

Also check if ports 23231 and 23232 for UDP and TCP are routed to the destination network.



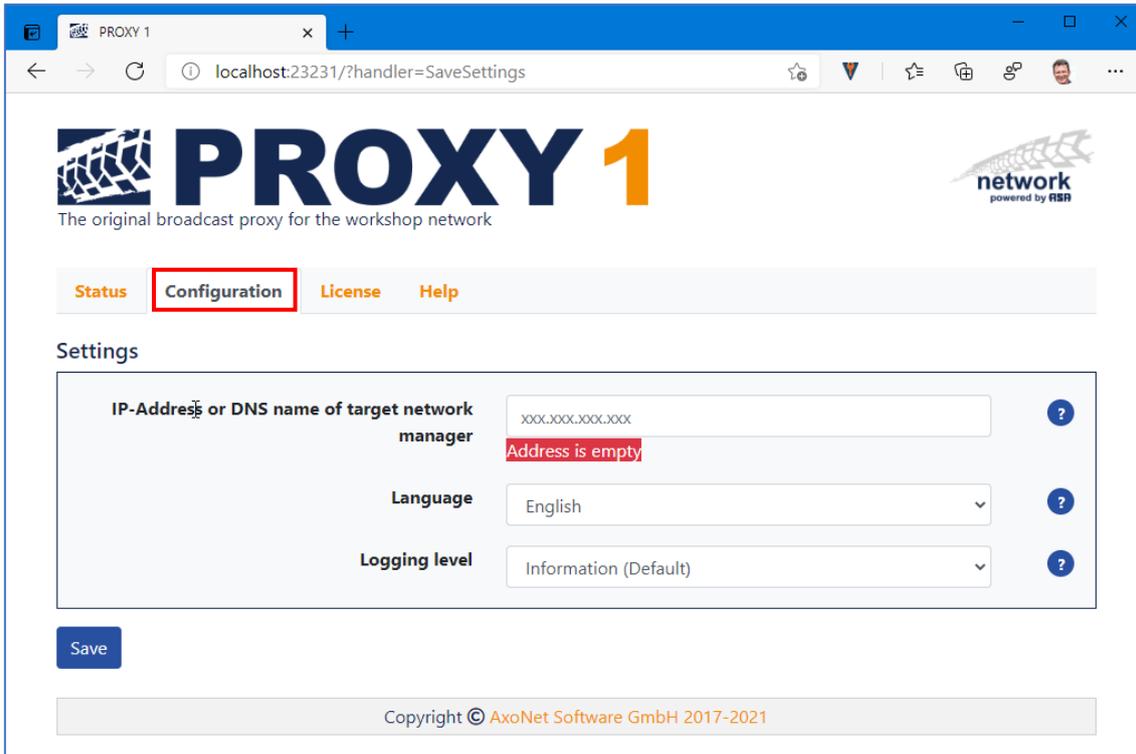
The screenshot shows the PROXY 1 web interface in a browser window. The address bar displays 'localhost:23231'. The page features the PROXY 1 logo and navigation tabs for Status, Configuration, License, and Help. Below the tabs, there is a section for license, version, and status information. A red box highlights the 'State' field, which contains the error message: "Target NETMAN is not reachable, please verify". Other fields include Version (1.1.0.66), License (Evaluation license, 15 day(s) remaining), Target NETMAN (192.168.1.2), Local address(es) (192.168.7.155, 127.0.0.1, 172.21.0.1), and Platform (Microsoft Windows 10.0.19042 .NET 5.0.2).

Version	✓ 1.1.0.66
State	✗ Target NETMAN is not reachable, please verify
License	✓ Evaluation license, 15 day(s) remaining
Target NETMAN	📌 192.168.1.2
Local address(es)	192.168.7.155, 127.0.0.1, 172.21.0.1
Platform	Microsoft Windows 10.0.19042 .NET 5.0.2

E. CONFIGURATIONS

You can switch to the settings of the **PROXY** via "Configuration" tab.

If the mouse is moved over the  symbol, a tooltip displays help information on the respective topic.

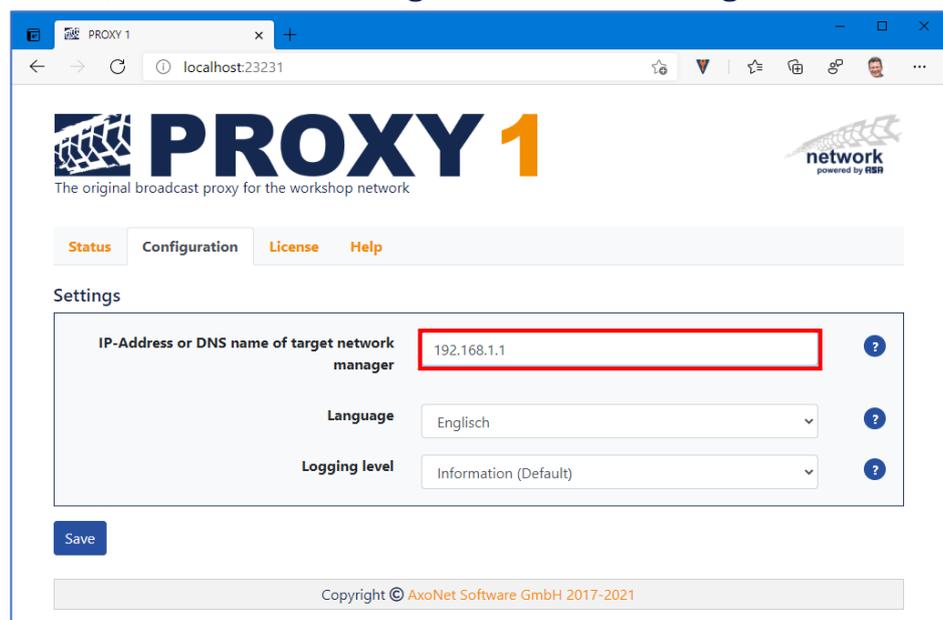


E.1. Setting: "IP-Adress/DNS name of target network manager"

Enter the **destination NETMAN** here.

This can be either an **IP address** or a **DNS name**.

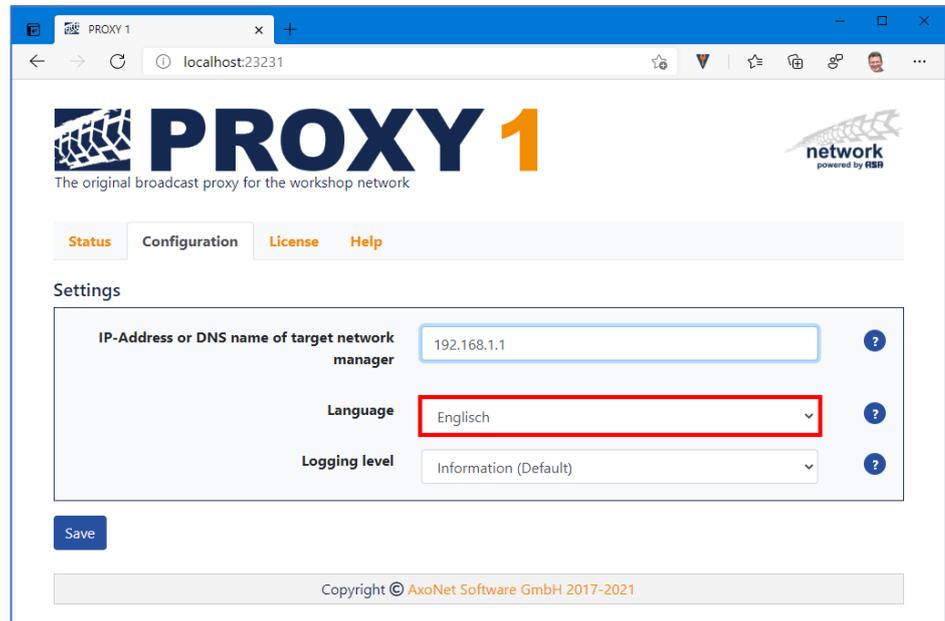
Accept the changes with the **"Save"** button.



E.2. Setting: "Language"

You can choose between German or English.

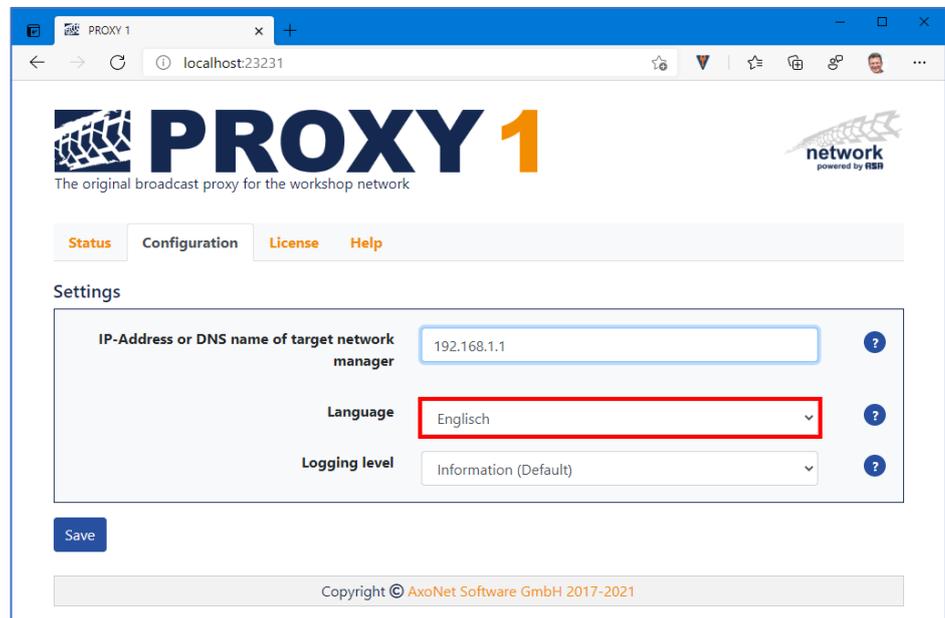
Accept the changes with the "Save" button.



E.3. Setting "Logging level"

The **protocol level** can be changed for troubleshooting.

Accept the changes with the "Save" button.



The customer service may request your log files to clarify any problems.

With the setting "Log level" the level of detail of the log files is defined.

The setting "Info" is default.

Note:

To avoid large amounts of data, change this setting only on request of the customer service!

After solving your problem, be sure to set the default value "Info" again!

F. PURCHASE AND ACTIVATE A LICENSE

F.1. Purchase a License

F.1.1. General Information

Note:

If not done yet, download and install the latest version of the **PROXY** on www.workshop-net.net and test the **PROXY** at full functionality, before purchasing the license (see [C Installation](#)).

Note:

The **PROXY** runs in full mode for 15 days after installation as “Evaluation license”.

Once the 15-day test phase has expired, **PROXY** stops working and a connection to other equipment via the local network is **no** longer possible.

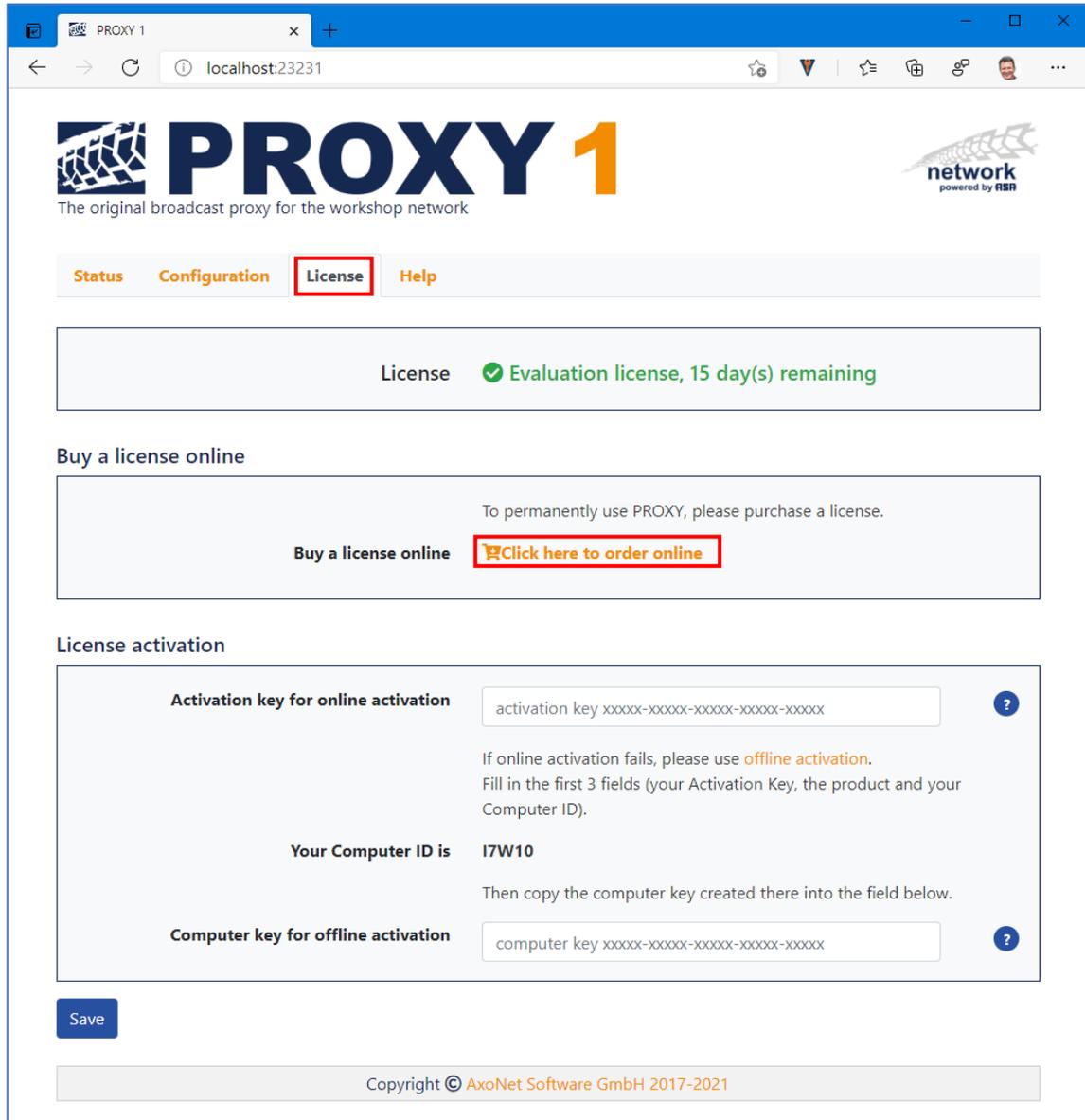
Note:

After 15 days at the latest, a license for further operation is required.

A license may be purchased any time, even after the 15 days have expired.
(See [F.1.2 Acquisition of an Online License](#))

F.1.2. Acquisition of an Online License

- 1) Open the **PROXY** – user interface (see [D User Interface](#))
- 2) Switch to the “**License**” tab
- 3) “**Click here to order online**”



- 4) By activating the link, you will be redirected to the online portal **MyCommerce**[®] of our business partner **Digital River**
- 5) Enter your data and desired payment method and complete the purchase

Important:

Be sure to enter the e-mail address correctly, as the **activation key** will be sent to this e-mail address.

Be sure to enter the billing address correctly, as it cannot be changed subsequently.

6) At the end of the order process and successful payment, the license key will be displayed:

The screenshot shows a web browser window with the URL <https://order.shareit.com/cart/complete>. The page header includes the MyCommerce logo (A Digital River Company) and security logos for Norton and TLS SECURE. A green notification box at the top states: "Thank you for your purchase! A notification with instructions how to fulfill the contract will be sent to [redacted] shortly. Your order ID: 674824653. Your user ID: [redacted]".

The main content area is titled "Order Complete" and features a table with the following data:

Product Name	Delivery	Unit Price (incl. VAT)	Quantity	Total (incl. VAT)
asanetwork Broadcast-Proxy (ABP) <small>asanetwork-Broadcast-Proxy supports asanetwork in different subnets.</small>	electronic	346.84 EUR	1	346.84 EUR

Below the table, the "Order Total" is displayed as **346.84 EUR**, with a note: "(Includes 16% VAT to 299.00 EUR: 47.84 EUR)".

The product will be licensed to: [redacted]. A red box highlights the license key: **License key for unlocking the product: AGGT0-70400-QJFIW-F8SHE-4P188J**.

Below the license key, there are sections for "Contact Information" (with email info@asanetwork.de) and "Payment Information" (stating the credit card was debited with 346.84 EUR).

At the bottom, there is a "Print order confirmation" button and a note: "To view documents, you need Adobe® Reader®, which can be downloaded free of charge from Adobe. To view several documents, you may need a program that can unzip files." The footer includes the text: "Digital River GmbH is the authorized reseller and merchant of the products and services offered within this store. Legal Notice - Privacy Statement - Cookies - Terms and Conditions - Cancellation Rights - Accepted Payment Methods © 2020 Digital River GmbH All rights reserved."

7) After the online purchase you will receive an **activation key** by e-mail, which must be activated online or offline in the program and an e-mail with an invoice added

8) Continue with the activation of the license in the **PROXY** (see below [F.2 Activate the License](#))

F.2. Activate the License

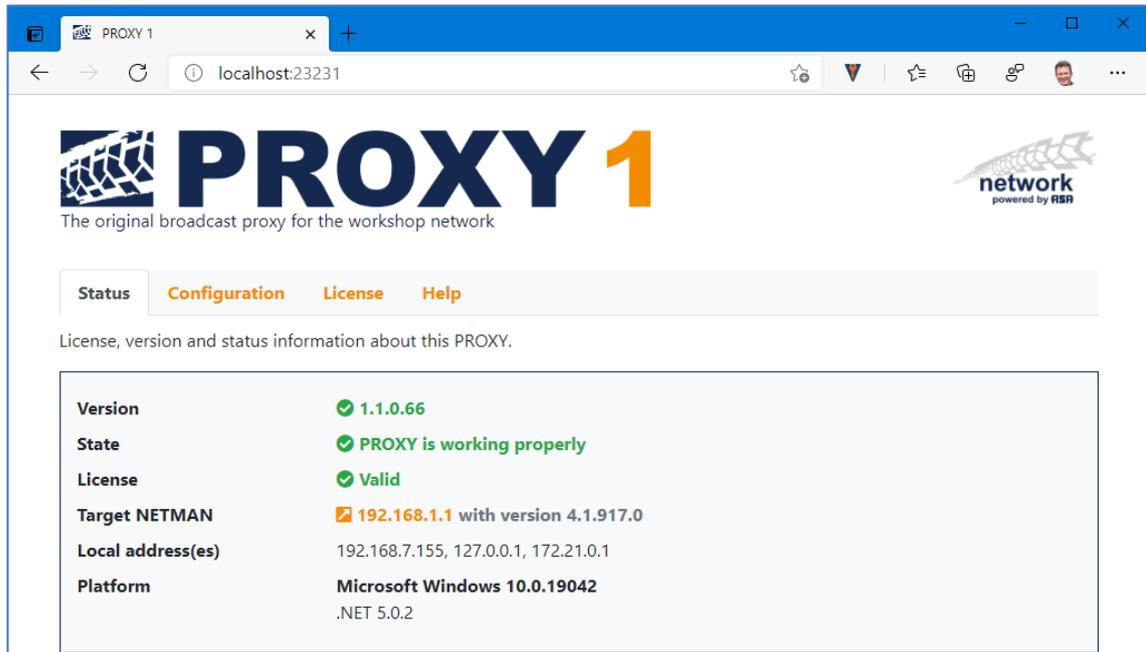
Important:

The **PROXY**-service needs to have access to the internet during activation.

- 1) Purchase an **activation key** first (see above [F.1.2 Acquisition of an Online License](#))
- 2) Open the **PROXY**-user interface on the computer with the running **PROXY** (see [D User Interface](#))
- 3) Open the tab "**License**" in the **PROXY**
- 4) Enter the **activation key** you received by e-mail in the appropriate input field **1**
- 5) Click on "**Save**" **2**

The screenshot shows the PROXY 1 web interface. The browser address bar indicates the URL is localhost:23231. The main header features the PROXY 1 logo and the tagline 'The original broadcast proxy for the workshop network'. A navigation bar includes tabs for Status, Configuration, License, and Help. The License tab is active, showing a green checkmark and the text 'Evaluation license, 15 day(s) remaining'. Below this, there is a section titled 'Buy a license online' with a button 'Buy a license online' and a link 'Click here to order online'. The 'License activation' section contains an input field for the 'Activation key for online activation' with the value 'AGGT0-70400-QJFIW-F8SHE-4P188J', which is highlighted with a red box and a red circle containing the number 1. Below this, it states 'Your Computer ID is I7W10'. At the bottom of the activation section, there is a 'Computer key for offline activation' field with the placeholder 'computer key xxxxx-xxxxx-xxxxx-xxxxx-xxxxx'. A blue 'Save' button is highlighted with a red circle containing the number 2. The footer of the page reads 'Copyright © AxoNet Software GmbH 2017-2021'.

6) On successful activation, the new license is displayed as “Valid” immediately:



7) Under the tab "License" only the activated license is displayed, further actions are no longer necessary.



F.2.1. Error causes during online activation

If the online activation fails, a corresponding error message indicates the reason.

Important:

Typically, this happens when you try to use a key again, that has already been activated.
(See [G.6 How to deactivate my PROXY-License](#))

Important:

This may also happen if You have no internet access. In this case, switch to offline activation.
(See [G.4 PROXY-License cannot be activated online – now what? \(Offline activation\)](#))

G. HELP AND TROUBLESHOOTING

G.1. The PROXY-Help-Menu

With the “**Help**” tab you find the following links:

- “**User manual**” which leads you to this instruction manual
- “**Release notes**” which leads you to the notes about this version
- “**Latest version**” which leads you to the download of the current version
- “**Support**” which leads you to the to the support area of the website
- “**Log files**” provides log files for the troubleshooting
(For details see [G.2 How to download a log file](#))
- “**License administration**” leads you to the online portal, in which the **PROXY**-activation keys may be administrated (for details see [G.3 How to administrate PROXY-Licenses](#))

The screenshot shows a web browser window with the URL localhost:23231. The page features the PROXY 1 logo and the tagline 'The original broadcast proxy for the workshop network'. A navigation bar includes tabs for Status, Configuration, License, and Help, with the Help tab highlighted. Below the navigation bar, there are three main sections: User manuals, Downloads, and Customer service. The User manuals section lists 'User manual' (linking to PROXY 1 - User Manual.pdf) and 'Release notes' (linking to 1.1.0.66). The Downloads section lists 'Latest version' (linking to PROXY 1). The Customer service section lists 'Service' (linking to Contact), 'Log files' (linking to Download), and 'License administration' (linking to Online portal). A footer at the bottom of the page reads 'Copyright © AxoNet Software GmbH 2017-2021'.

G.2. How to download a log file

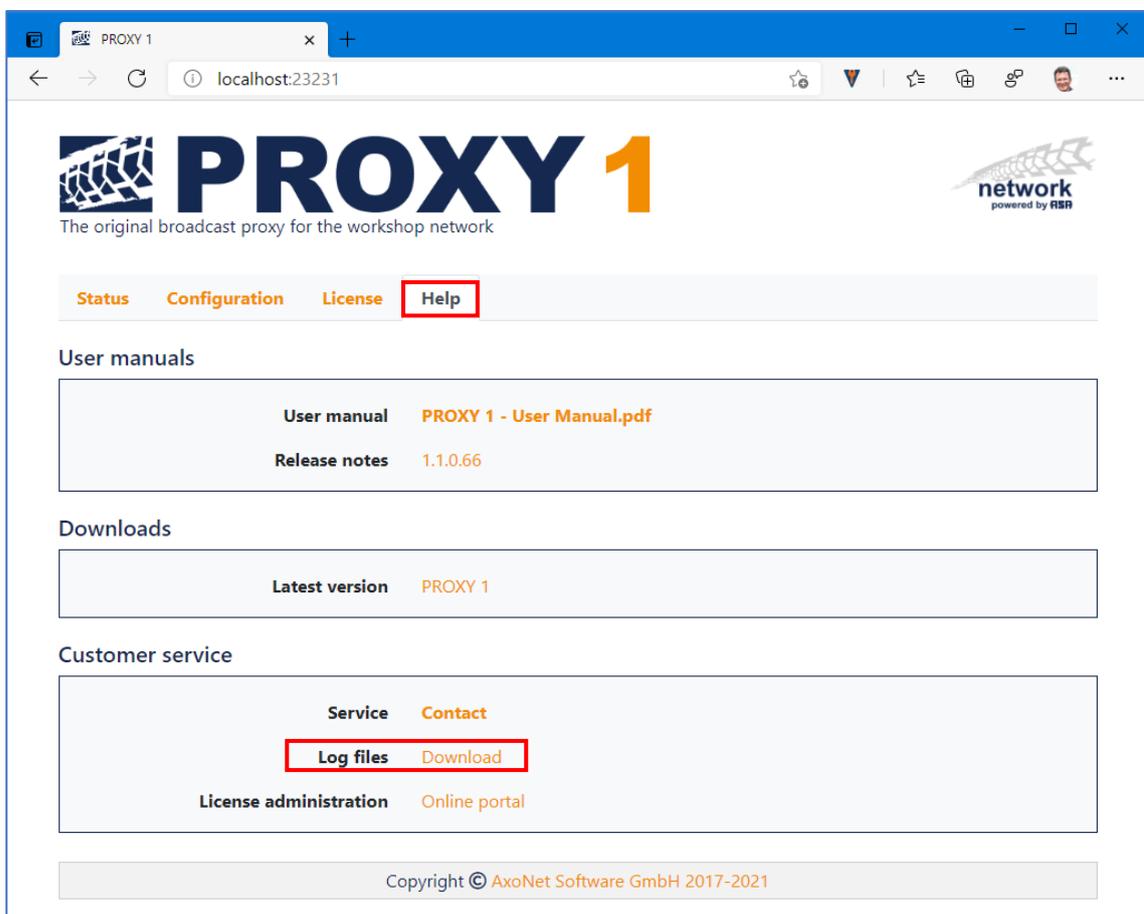
The customer service may request the so-called log files to clarify any problems.

G.2.1. What is a log file?

- In a log file all network operations in the context of a **“Workshop-Net”**-session are recorded.
- This log file records successful network as well as unsuccessful network operations.
- This log file does not record any order data or result data.
- There is a separate log files recorded by the **PROXY** for each day.

G.2.2. How to create a log file

- To create a log file, use the tab **“Help”** in the user interface of the **PROXY** and click on the link **“Log files Download”**:



- Afterwards all the log files are saved in the download directory as a zip-file.
- Send the zip-file via e-mail to info@workshop-net.net
- If necessary, the customer service may require changing the log level detail of the recordings (see [E.3 Setting “Logging level”](#)).

Note:

Be sure to provide date and period when the problems have occurred in your e-mail.

G.3. How to administrate PROXY-Licenses

G.3.1. What is the license administration?

With the “license administration” the activation key and therefore also your **PROXY**-license may be administrated.

With the license administration you may

- ... activate the activation key, even if your **PROXY** does not have internet access (see [G.4 PROXY-License cannot be activated online – now what? \(Offline activation\)](#))
- ... retrieve your activation key if you lost or forgot it (see [G.5 I forgot my activation key – now what?](#))
- ... deactivate your activation key if you want to move the **PROXY** to another target system (see [G.6 How to deactivate my PROXY-License](#))
- ... retrieve on which computer(s) your **PROXY**-license is activated (see [G.7 How to find out on which computers my license is activated](#))

G.3.2. How do I get to the license administration?

To get to license administration, use the tab “Help” in the user interface of the **PROXY** and click on the link “License administration **Online Portal**”. You can also use a browser with the direct link:

<https://qlm2.net/asanetwork/qlmcustomersite/>

The screenshot shows a web browser window with the URL localhost:23231. The page title is 'PROXY 1' and the subtitle is 'The original broadcast proxy for the workshop network'. The 'network powered by RSR' logo is visible in the top right. A navigation bar contains 'Status', 'Configuration', 'License', and 'Help' (highlighted with a red box). Below the navigation bar, there are three sections: 'User manuals' with links for 'User manual' (PROXY 1 - User Manual.pdf) and 'Release notes' (1.1.0.66); 'Downloads' with a link for 'Latest version' (PROXY 1); and 'Customer service' with links for 'Service' (Contact), 'Log files' (Download), and 'License administration' (Online portal) (the 'License administration' link is highlighted with a red box). The footer contains the copyright notice: 'Copyright © AxoNet Software GmbH 2017-2021'.

G.4. PROXY-License cannot be activated online – now what? (Offline activation)

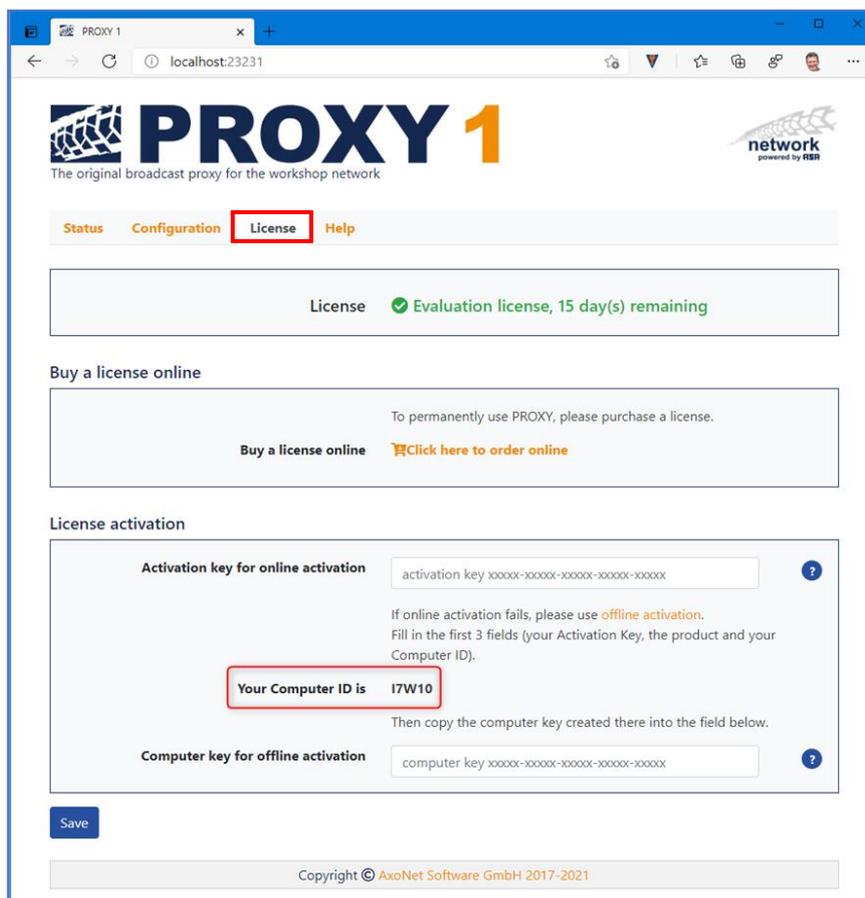
If the computer with the installed **PROXY** cannot access the internet, an online activation of the **activation key** directly out of the **PROXY** application is not possible. In this case you may have to do an **“Offline activation”**.

The offline activation is divided into three steps:

- 1) Determine the **“Computer-ID”** of the computer with the installed **PROXY**
- 2) Activate the **PROXY**-license on a computer with internet access, therefore the **“Computer-ID”** and the **“Activation key”** is required. With successful activation you receive a so-called **“Computer key”**
- 3) Activate the license with **“Computer key”** and **“Activation key”** directly in the **PROXY**-service

G.4.1. Step 1: Determine your Computer-ID

- 1) Open the **PROXY**-user interface on the computer with the running **PROXY** (see [D User Interface](#))
- 2) To find your **“Computer-ID”** open the tab **“License”** in the **PROXY**-interface and look for **“Your Computer-ID is”**
- 3) Make a note of your **“Computer-ID”** (Your Computer-ID is not **I7W10!**)



G.4.2. Step 2: Generate the “Computer key”

- 1) Finish step 1
([G.4.1 Step 1: Determine your Computer-ID](#))
- 2) Find a computer with internet access and open the internet browser
- 3) Click on the link:
<https://qlm2.net/asanetwork/qlmcustomersite>
- 4) License administration opens up
- 5) Choose your language
- 6) Click on “**Activate a license**”
- 7) Offline License Activation opens up
- 8) Enter the **activation key** in the first field
- 9) Select the product in the second field, here “**Broadcast Proxy 1.0**”
- 10) In the third field, enter the name of the target computer (**Computer-ID**) for which offline activation is to be performed.
- 11) Consent to the privacy policy **1** and then click the “**Activate**” button **2** :
- 12) Your **activation key** will now be activated and an individual “**computer key**” will be created for offline activation.
- 13) Copy the “**computer key**” or write it down

network powered by QLM asanetwork Self Help English

Activate a license
Activate a license for a system that is not connected to the internet.

Deactivate a License
Deactivate the license of a system in order to activate the license on another system.

Get License Information
Get detailed information about your license

Email License Keys
If you forgot your license keys, enter your registered email address and we'll email them to you.

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network powered by QLM Offline License Activation

Enter your Activation Key and Computer ID

AGGT0-70400-QJFIW-F8SHE-4P188J

Broadcast Proxy 1.0

I7W10

Computer Key

1 I consent to your Privacy Policy **2** **Activate**

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network powered by QLM Offline License Activation

Enter your Activation Key and Computer ID

AGGT0-70400-QJFIW-F8SHE-4P188J

Broadcast Proxy 1.0

I7W10

Computer Key
UYGF0-D0D00-BRI7P-283H9-4V1U7Q

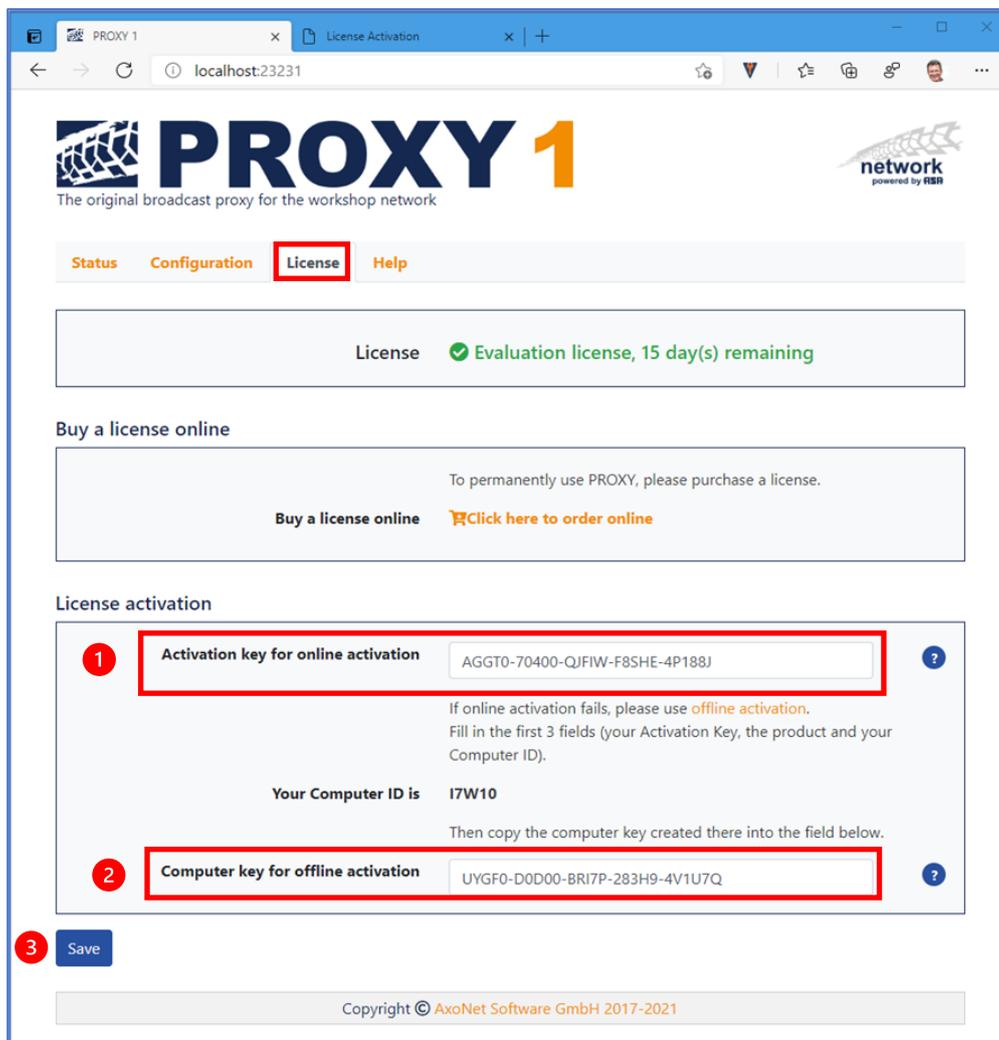
You have successfully activated your license key. Copy the generated Computer Key above and enter it in the corresponding field in the License Wizard.

I consent to your Privacy Policy **Activate**

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G.4.3. Step 3: Activate the PROXY offline

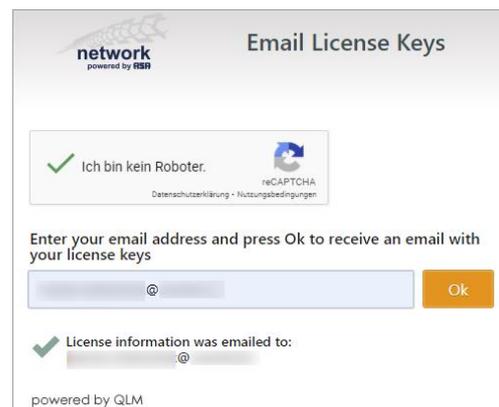
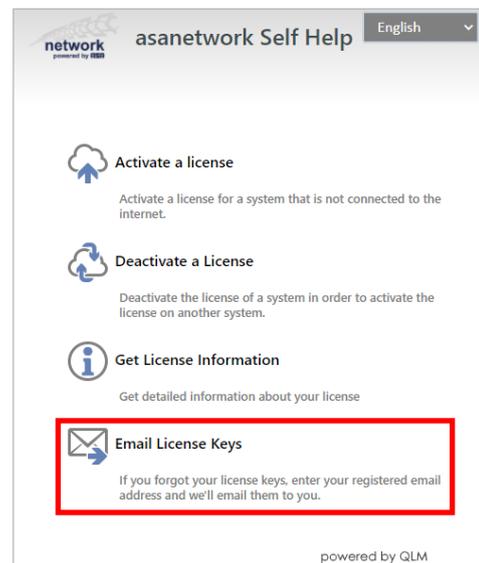
- 1) Finish step 2 (see [G.4.2 Step 2: Generate the "Computer key"](#))
- 2) Open the **PROXY**-user interface on the computer with the running **PROXY** (see [D User Interface](#))
- 3) Open the tab "License" in the **PROXY**-interface
- 4) Enter the "activation key" in the **PROXY** ①
- 5) Enter the "computer key" in the **PROXY** ②, "computer keys" always begin with the letter "U"
- 6) Click on "Save" ③
- 7) With successful activation the license is immediately visible and displayed in the **PROXY**:



G.5. I forgot my activation key – now what?

If you purchased your license online and did not archive the **activation key** safely (!), you may get it resent to the e-mail address, used for your purchase.

- 1) Find a computer with internet access and open the internet browser
- 2) Click on the link:
<https://qlm2.net/asanetwork/qlmcustomersite>
- 3) License administration opens up
- 4) Choose your language
- 5) Click on “E-Mail License Keys”
- 6) Enter the e-mail address used for your purchase
- 7) Confirm the security question "I am not a robot"
- 8) Click on “OK”
- 9) If successful, e-mail dispatch is confirmed
- 10) Get the “**activation key**” from the e-mail you received



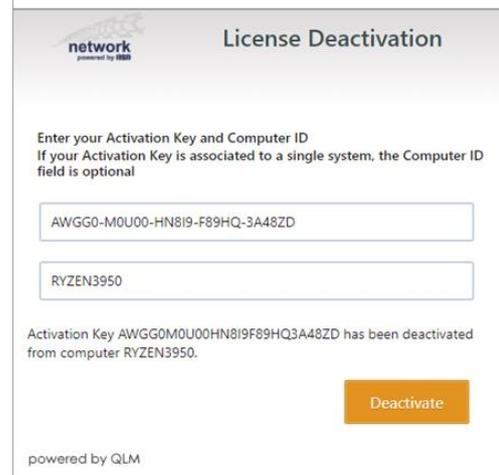
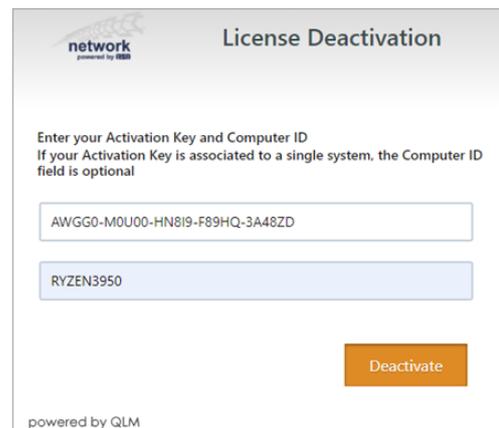
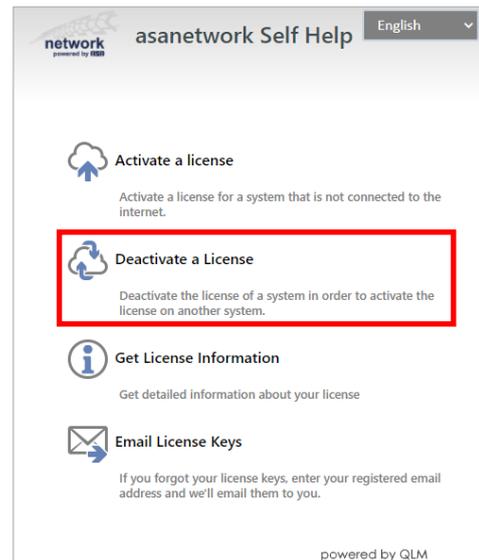
Note:

If your old e-mail address is no longer in use, or not known anymore, please contact support at info@workshop-net.net

G.6. How to deactivate my PROXY-License

A **PROXY**-license may be deactivated online with the license administration. The released license may be reactivated on another target system, for example for another user.

- 1) Find a computer with internet access and open the internet browser
- 2) Click on the link:
<https://qlm2.net/asanetwork/qlmcustomersite>
- 3) License administration opens up
- 4) Choose your language
- 5) Click on “**Deactivate a License**”
- 6) License deactivation opens up
- 7) Enter the “**activation key**” in the first field. To find your activation key see:
[G.5 I forgot my activation key – now what?](#)
- 8) Enter your “**Computer-ID**” in the field below. To find your Computer-ID see:
[G.4.1 Step 1: Determine your Computer-ID](#)
- 9) Click on “**Deactivate**”
- 10) If deactivation is successful, the release of the **PROXY**-license is confirmed:



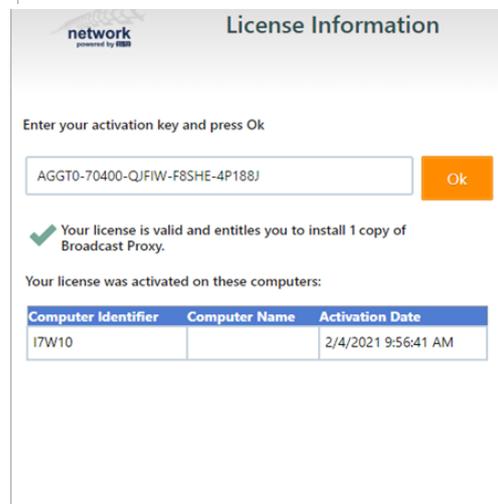
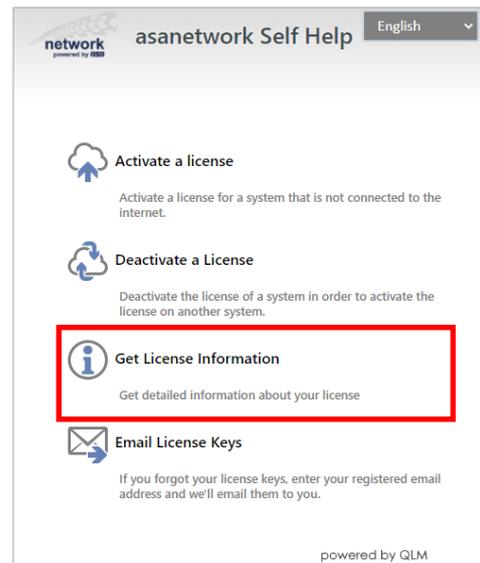
G.7. How to find out on which computers my license is activated

You purchased a **PROXY**- single license and forgot on which computer the **PROXY** is installed?

You purchased a **PROXY**-batch license and want to know on which computers the licenses are installed?

In this case you can retrieve this information in the license administration.

- 1) Find a computer with internet access and open the internet browser
- 2) Click on the link:
<https://qlm2.net/asanetwork/qlmcustomersite>
- 3) License administration opens up
- 4) Choose your language
- 5) Click on “**Get License Information**”
- 6) License Information opens up
- 7) Enter the “**activation key**”.
To find your activation key see:
[G.5 I forgot my activation key – now what?](#)
- 8) Click „**OK**”
- 9) The validity of your **activation key** will be checked, and the activated computer will be displayed.
- 10) If you own a **PROXY**-batch license all activated computers will be displayed.



H. COMPANY INFORMATION

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