



INSITE 8.0.0 – New Licensing System

v016



Agenda

- Overview of INSITE Licensing Changes
- Introduction to the Cummins License Configuration Tool (LCT)
- Appendix with Frequently Asked Questions



Overview of INSITE Licensing Changes



Overview of INSITE Licensing Changes

- INSITE will change how it is licensed with the release of INSITE 8.0.0
 - Requires an internet connection to activate a license and revalidate the license (once every 90 days).
 - Introduces Product Based licensing
 - The active 7.6.0 or higher licenses will migrate automatically to 8.0.0 license system
 - Allows for bulk license purchasing for larger customers (up to 99 licenses).
 - Introduces Simulator Mode
 - Allows the end user to activate, repair, revalidate, and transfer a license and count.
- Will only support Windows® 7 and Windows® 8 Operating Systems



New Licensing Terminology

- **Activation Key** – A 12 character alpha-numeric string used as part of activating licenses via online and offline mode methods. A license administrator and/or Distributor will receive an activation key for each license purchase transaction.
- **Tool Instance** – Replaces the PCID. The Tool Instance will display everywhere the PCID displayed previously (Work Orders, Activity Logs, Images, Help About, etc.)

Internet Connectivity Requirements

- Does the new licensing require INSITE to be connected to the internet all the times?
 - **No** – The internet is only needed when activating licenses, repairing licenses (corrupt / back dated), transferring licenses, and revalidating licenses.
 - Being connected to the internet at all times just limits the prompting INSITE will do as the system gets close to the revalidation period. (30, 15, 10-1 days remaining)
- **NOTE:** Requires everyone with an active INSITE license to connect to the internet at least once every 90 days.

Revalidation Information

- Everyone with an active INSITE license must connect to the internet at least once every 90 days to revalidate their licenses and counts.
- If the revalidation period has passed (over 90 days), INSITE will revert to Basic functionality and all fleet counts and Zap-Its on the PC will be removed.
- The user can revalidate the licenses after the revalidation period (over 90 days) has passed by clicking the “Update Licenses” button in the License Configuration Tool with an active internet connection.



Revalidation Information Continued

- **NOTE:** All fleet counts, Zap-Its, and OEM Zap-Its are removed from the PC if the revalidation period has past (over 90 days) and they cannot be returned to the PC.
- If the license has expired after the revalidation period, the user must purchase a new license and enter in the new activation keys.

Product Based Licensing

- With the introduction of INSITE 8.0.0, licensing will be defined by product and functionality levels.
- INSITE Pro, Lite, RSGR/Industrial Pro, and Basic will still be available as functionality levels.
- New Product Levels
 - **Service Plus** – All supported engines
 - All 7.6.0 or higher licenses will be migrated to the Service Plus level
 - **MR/HD Plus** – All supported engines minus High Horse Power
 - **MR/HD Automotive** – EPA 2007 > (SIR) and Euro VI (RMI) products only (NOTE: does not have products older than 2007)
- Example: Currently have Pro, the license will migrate to 8.0.0 as Service Plus Pro.
- See screenshots on next two slides for more information.



Product Levels and Functionality Levels

| Product Level | Service Plus | MR/HD Plus | MR/HD Automotive |
|--------------------------------|------------------------|------------------------|-----------------------|
| | <i>(All Supported)</i> | <i>(All minus HHP)</i> | <i>(SIR/RMI Only)</i> |
| Functionality Level | | | |
| Pro | X | X | X |
| Lite | X | X | X |
| RSGR/Industrial Pro | X | X | |
| Basic | X | X | X |
| Simulator* | | | |
| <i>*No licensing required.</i> | | | |



Functionality Levels

| Functionality Level | SIMULATOR | BASIC | LITE | RSGR | PRO |
|-----------------------------------|---|---------------------------------|------------------------------------|--|---------------------------|
| | <i>No license required / No live ECM connection</i> | <i>Read Only ECM Access</i> | <i>No Calibration Download</i> | <i>No Calibration Download / Limited Special Features and Diagnostic Tests</i> | <i>Full Functionality</i> |
| Features | | | | | |
| View Trip Information | | X | X | X | X |
| View Fault Trees | | X | X | X | X |
| Fault Information System | | X | X | X | X |
| View Troubleshooting Steps | | X | X | X | X |
| View Parameter Settings | | X | X | X | X |
| View Wiring Diagrams | | X | X | X | X |
| View Engine Dataplate | | X | X | X | X |
| Driver Rewards | | X | X | X | X |
| Data Monitor / Logger | | X | X | X | X |
| Reset Trip Information | | | X | X | X |
| Reset and Clear Fault Codes | | | X | X | X |
| Set Engine Features (on/off) | | | X | X | X |
| Set / Adjust Parameters | | | X | X | X |
| Set / Change ECM Passwords | | | X | X | X |
| Create Settings Templates | | | X | X | X |
| Create Work Orders / Jobs | | | X | X | X |
| ZAP-It Functionality | | | X | X | X |
| Run Special Features | | | X | Limited | X |
| Run Diagnostic Tests | | | X | Limited | X |
| Read / Retrieve Calibration Files | | | | | X |
| Load Engine Calibrations | | | | | X |



License Migration Information From Versions 7.6.0 or Higher to 8.0.0

- All active INSITE licenses that are 7.6.0 or higher will be migrated to the 8.0.0 licensing system.
- If the user only has a BASIC license and it is 7.6.0, it will be migrated for free to get the user onto the new licensing system.
- BASIC is now a 5 year license and is no longer permanent. When a BASIC license migrates, it will have an expiration date 5 years from the date of the migration.
- All active INSITE licenses will be migrated to the Service Plus product level and keep the same functionality level.
- All fleet counts, Zap-Its, and OEM Zap-Its will be migrated.



License Migration Information From Versions 7.6.0 or Higher to 8.0.0 Continued

- Will only be able to transfer migrated licenses and counts once and must use Activation Keys to reactivate transferred license(s).
- The expiration of the current licenses will remain the same once the licenses are migrated to the new licensing system.
- Migrated licenses will not be able to be renewed once they expire.
 - Once the migrated license has expired, a new license must be purchased in the new licensing system with the correct product level and functionality level.
 - Only those certified to work on High Horse Power products will receive the Service Plus product level once the migrated license has expired.



License Migration Information From Versions 7.6.0 or Higher to 8.0.0 Continued

- To migrate the license from INSITE 7.6.0 or higher to 8.0.0 follow these steps:
 - Step 1: Install INSITE 8.0.0 and the License Configuration Tool on the PC through the DVD using Update Manager
 - Step 2: Open INSITE 8.0.0 with an active internet connection
 - Step 3: Accept the INSITE End User License Agreement (EULA)
 - Step 4: The 7.6.X active licenses and counts will be migrated, if an internet connection is on the PC.
 - Step 5: Restart the PC and then open the License Configuration Tool to view the tool instance and license information.
- New licenses must be purchases once the migrated licenses have expired.

NOTE: The PC must be on Windows® 7 or Windows® 8 operating systems to install INSITE 8.0.0



Bulk License Purchasing

- Distributors and License Administrators may purchase up to 99 INSITE licenses at one time.
 - Allows easier management of large accounts for the Distributors and License Administrators.
 - Can be broken up for a region or location for a particular customer.
 - Example: A business has 5 locations that need INSITE licenses with each one having different types and numbers of licenses.
 - Option 1: Could purchase 7 Pros and then 16 Lites in one transaction to track the whole business.
 - Option 2: Could purchase for each location separately but in bulk for the multiple licenses.

| Location #1 | Location #2 | Location #3 | Location #4 | Location #5 | Total |
|-------------|-------------|-------------|-------------|-------------|---------|
| 2 Pro | 1 Pro | 1 Pro | 2 Pro | 1 Pro | 7 Pro |
| 1 Lite | 6 Lite | 2 Lite | 4 Lite | 3 Lite | 16 Lite |



Bulk License Information

- Licenses can be purchased in bulk from 2 to 99 at one time.
- The licenses are for the same functional type and product level type.
- **NOTE:** For bulk licenses, the first license to be activated will be the expiration date for all of the other licenses that were purchased in bulk.

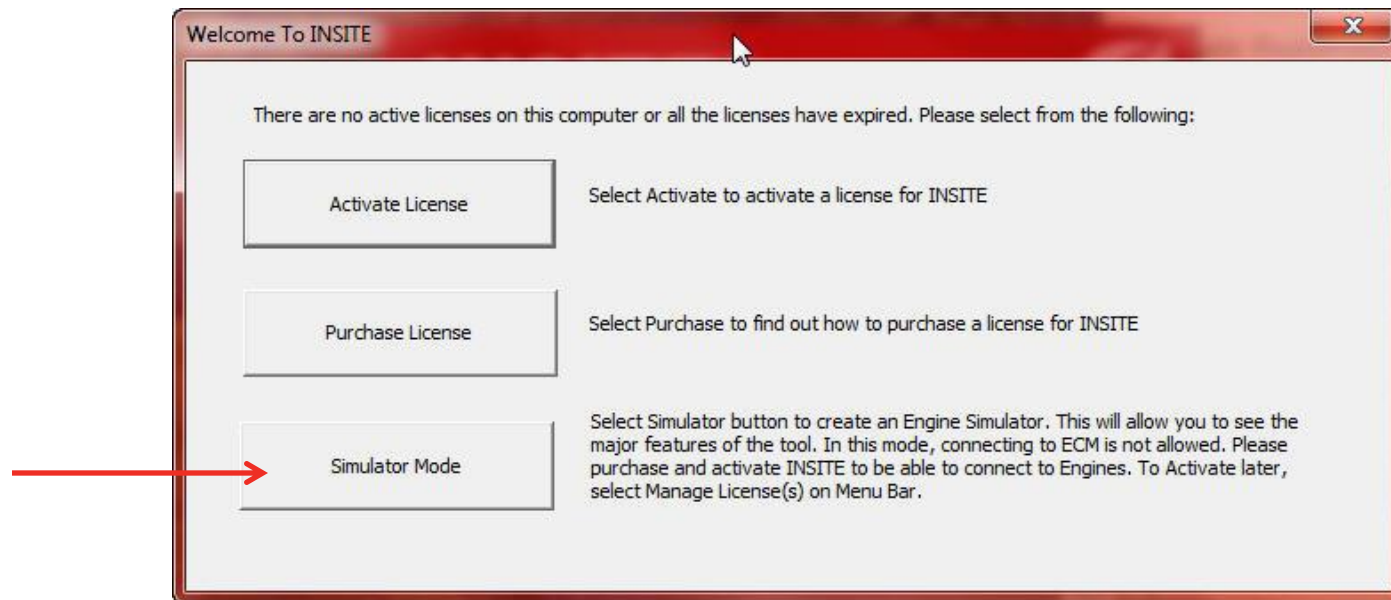
Bulk Fleet Count, Zap-Its, OEM Zap-Its Purchasing

- Fleet Counts, Zap-Its, and OEM Zap-Its are now purchased in bundles and counts.
- Purchase Example: If the user would like 20 fleet counts, the following options are available at the time of purchase:
 - Option 1: Create 20 bundles with 1 count each, downloads 1 at a time.
 - Option 2: Create 10 bundles with 2 counts each, downloads 2 at a time.
 - Option 3: Create 1 bundle with 20 counts, downloads all 20 at once.
- The bundle number is the number of times the Activation Key can be used.
- The count number is the number that will be put on the PC with each Activation Key.
- Fleet Counts, Zap-Its, and OEM Zap-Its do not expire and do not have to be entered within 30 days anymore. They can stay on the server for weeks, months, or years once created.



New Simulator Mode

- INSITE 8.0.0 introduces a Simulator Mode for showing INSITE to new users without having active licenses.



Step 1: Install INSITE 8.0.0 or later on the user's PC and do not activate licenses.

Step 2: Open INSITE, chose "Simulator Mode".

Step 3: Can view INSITE features using Simulator Mode.



New Simulator Mode Continued

- Will not be able to connect to an ECM in Simulator Mode. No “Live” connection.
- Will not be able to view images and/or Work Orders created on a “Live” ECM.
- Will only be able to view information available in the Simulators.

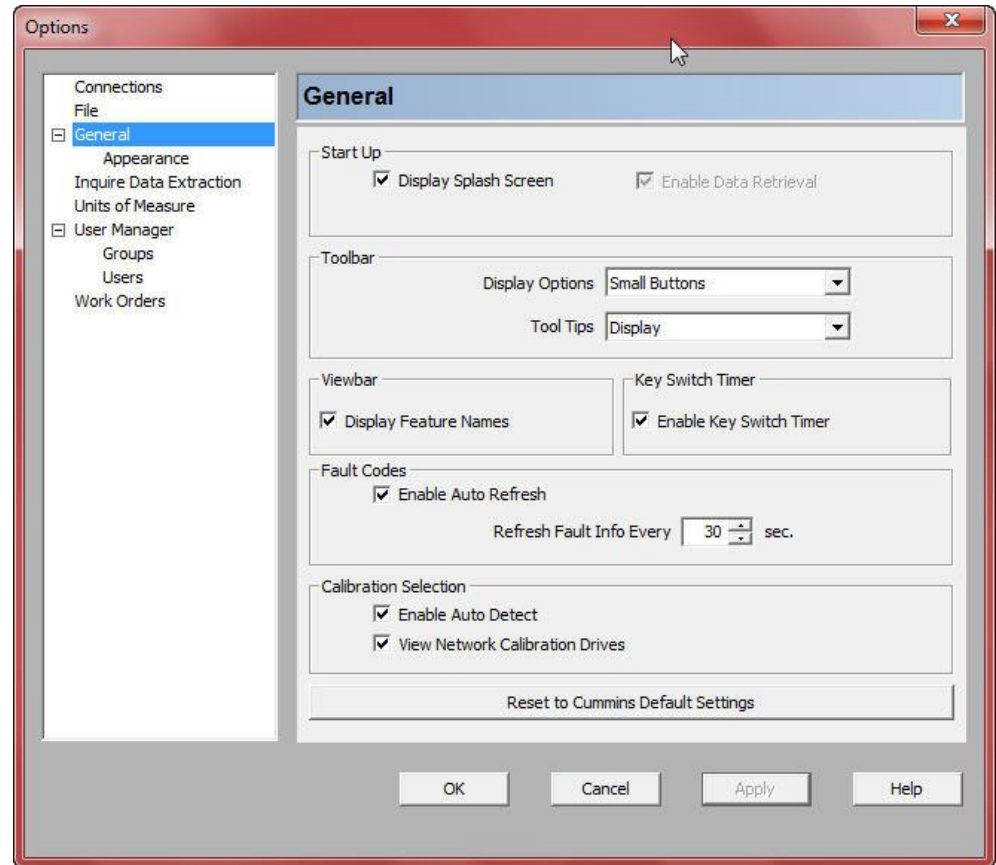
INSITE Screen Changes – Help About



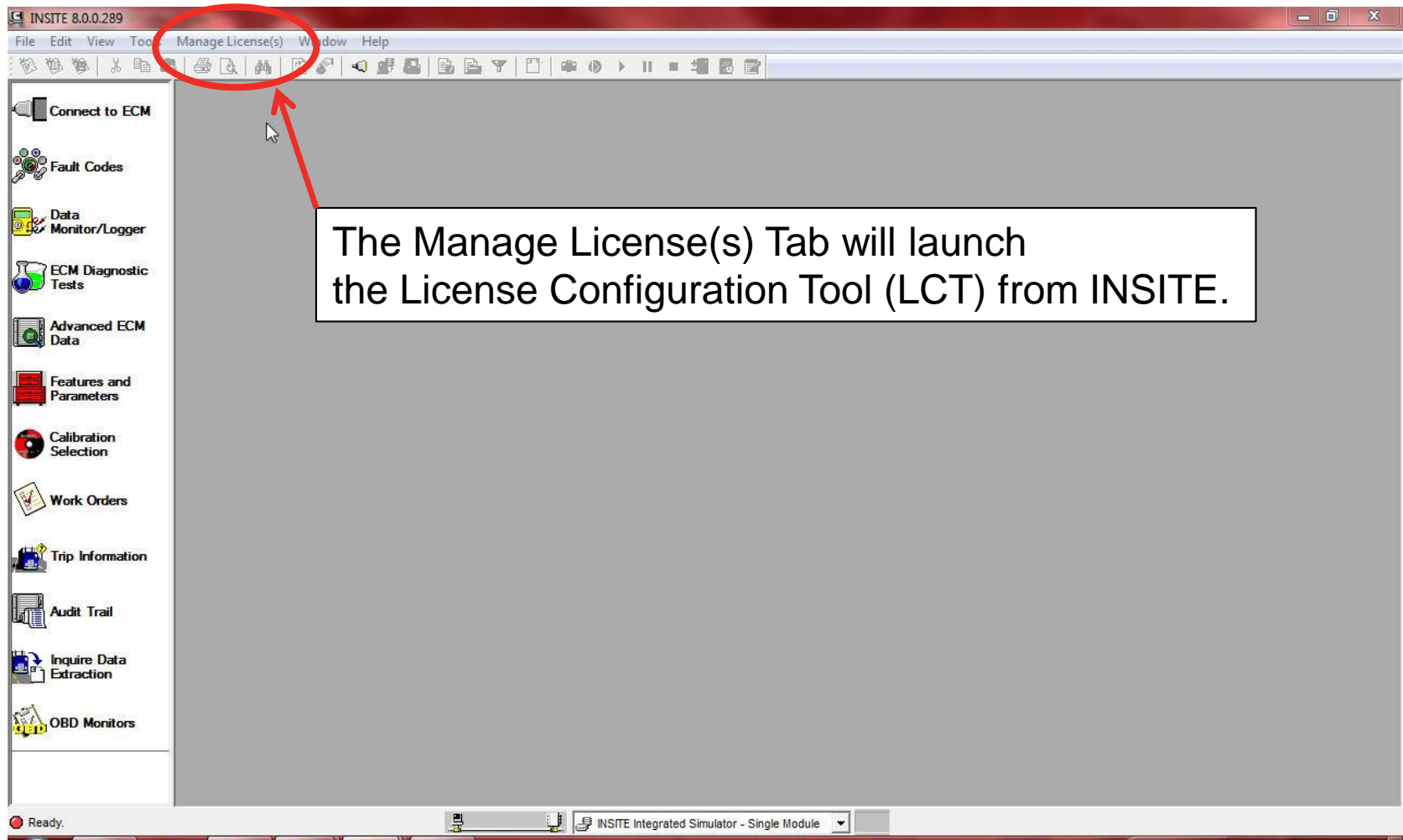
- **INSITE Version:** Keeps the same format as previous INSITE releases.
- **Data Pack Version:** Data Packs are new and contain the data content version for this release of INSITE. Data Packs can be released separately through Cummins Inc. Update Manager.
- **Tool Instance:** Replaces the PCID.

INSITE Screen Changes – Tools Options

- The licensing information has been removed from the Tools > Options location.
- All licensing must be done through the Cummins License Configuration Tool.



INSITE Screen Changes – Manage Licenses



End User Ability to Activate, Repair, Revalidate, and Transfer Licenses

- Will have the ability to activate their licenses if provided the Activation Keys or QuickServe Log In information.
- Will be able to repair the license for PC back-dating and if the license is corrupt.
- Will be able to revalidate the license every 90 days.
- Will be able to transfer a license from one PC to another.
- **NOTE:** All of these actions require a PC with internet access.

INSITE 8.0.0 Release Information

- INSITE 8.0.0 DVDs have been shipped and are available through your local Distributor.
- The user will be able to install INSITE 8.0.0 using Cummins Inc. Update Manager DVD/CD install and the DVD provided to them.
- The DVD.iso file is available on the INSITE Website for creating your own DVDs.
- **NOTE:** INSITE 8.0.0 can only be installed using the DVD or by downloading the .iso file and then using Cummins Inc. Update Manager to install.

INSITE 7.X.X Licensing System Information

- The renewal function for the current 7.X.X system will be turned off starting in May 2014.
 - The user will not be able to renew a 7.6.X license after May 2014.
 - If the user must be on 7.6.X due to a critical business need, please contact your Cummins Distributor, who will request a renewal from the Electronic Service Tools Product Marketing Team.
 - The system will still provide fleet counts, Zap-Its, and OEM Zap-Its after May 2014.
- The 7.X.X Licensing System will be phased out sometime in Q1/Q2 of 2015. All users must be on the new 8.0.0 Licensing System prior to the phased out in 2015.





Introduction to the Cummins License Configuration Tool (LCT)

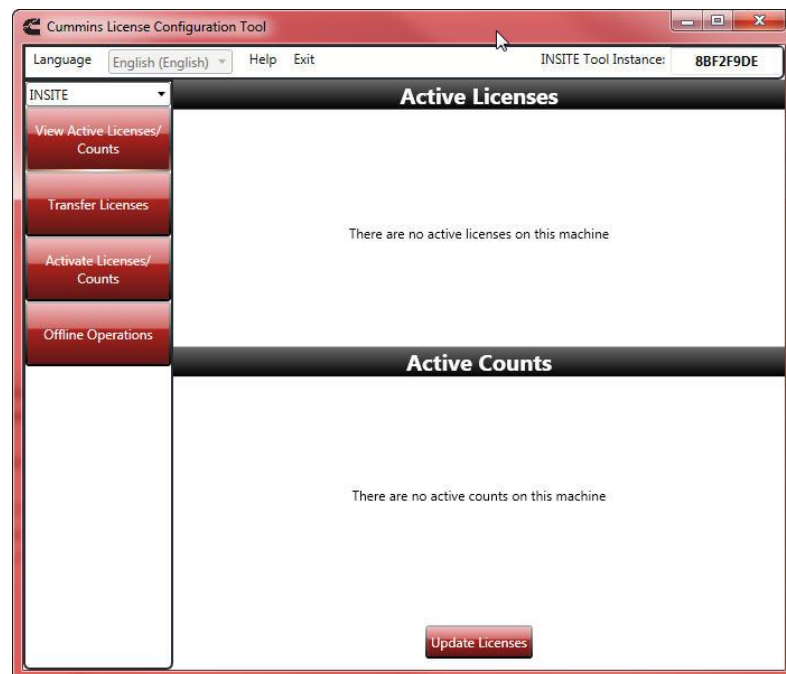


Cummins License Configuration Tool (LCT) Overview

- The Cummins License Configuration Tool or LCT is a separate application from INSITE that handles all of the tool licensing for INSITE.
- The LCT can be launched from inside INSITE through the “Manage License(s)” tab or opened from the Cummins Folder on the start menu.
- The LCT requires revalidation of the INSITE functionality license once every 90 days.
- An internet connection is required to activate, repair, revalidate, and transfer a license using the LCT.

Cummins License Configuration Tool (LCT)

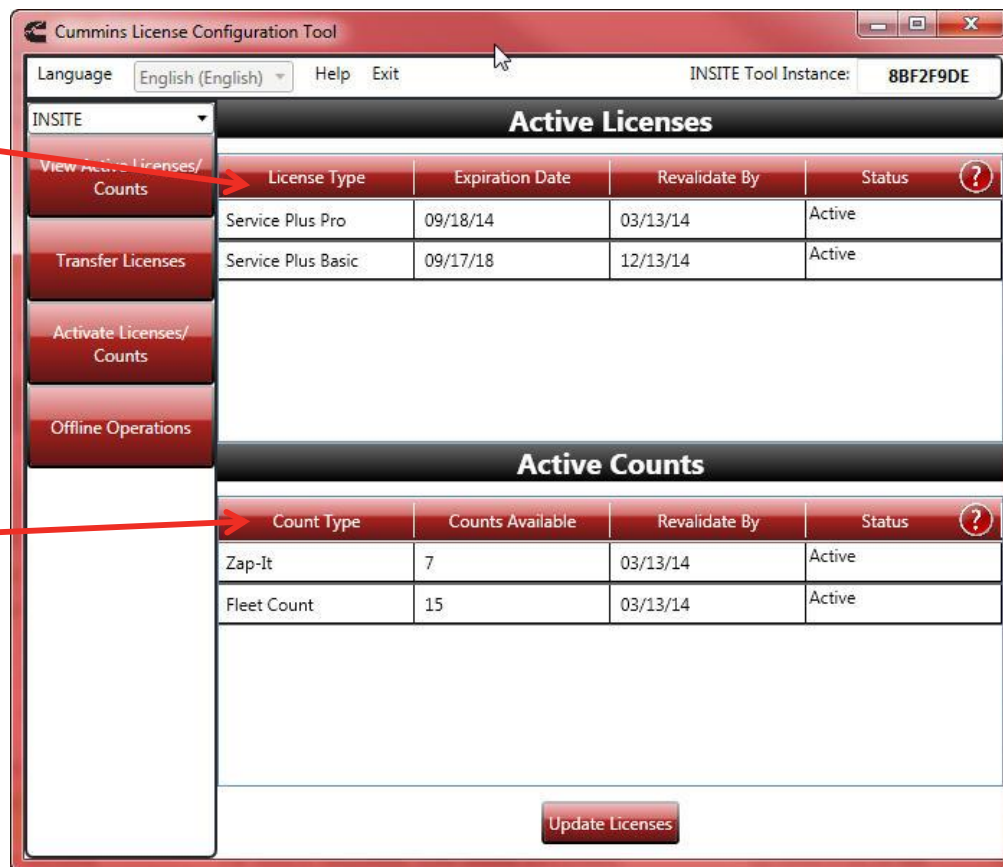
- When the user first opens the License Configuration Tool with no active licenses, the below screen will be shown.
- For new installs, the tool instance will be N/A. This example has a tool instance, so the PC had been licensed at one time.



Cummins License Configuration Tool (LCT) Continued

The Active Licenses shows functionality and Basic license information.

The Active Counts shows the Fleet Count, Zap-Its, and OEM Zap-Its information.



Active Licenses Screen

- **License Type** shows the Product and Functionality level of the licenses.
- **Expiration Date** is the date the license will expire. (1 year for functionality; 5 years for Basic)
- **Revalidate By** is the date the PC needs to be connected to the internet to be revalidated or will revert to Basic functionality.
- **Status** is the current state of the licenses. Can hover over the ? to see what the status means if not Active.

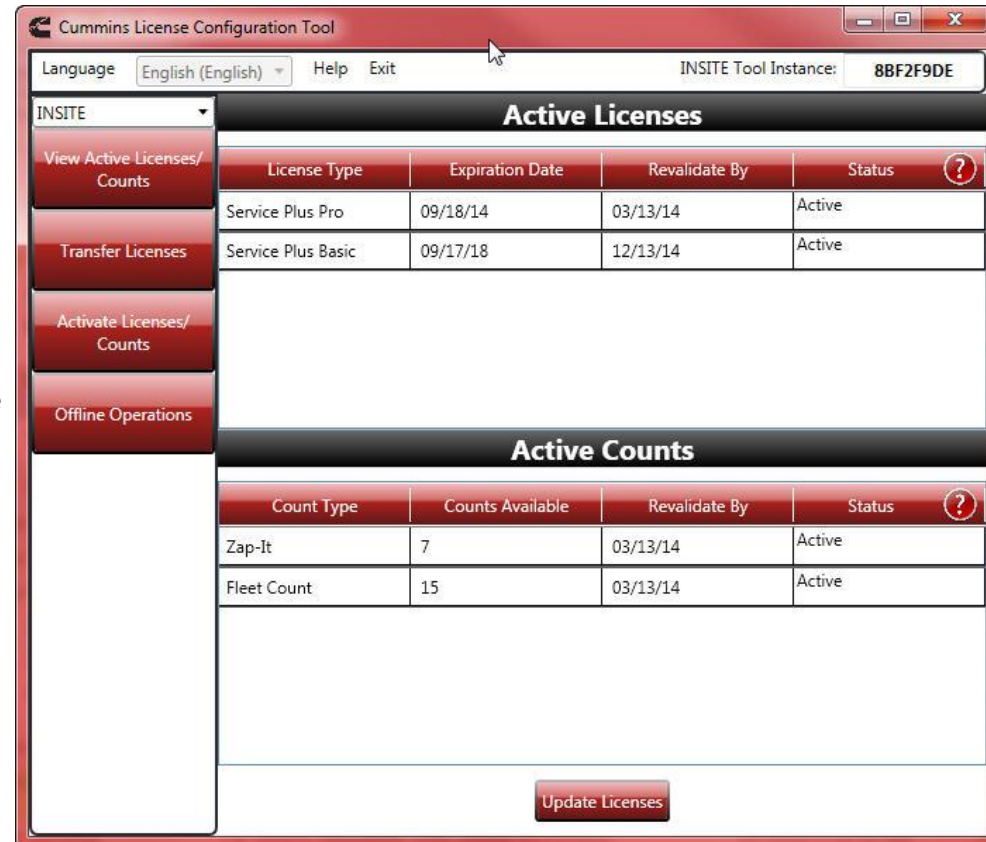
The screenshot displays the 'Cummins License Configuration Tool' window. The title bar includes 'Language' (English (English)), 'Help', and 'Exit'. The 'INSITE Tool Instance' is '8BF2F9DE'. The left sidebar contains a dropdown menu set to 'INSITE' and four buttons: 'View Active Licenses/ Counts', 'Transfer Licenses', 'Activate Licenses/ Counts', and 'Offline Operations'. The main area is divided into two sections: 'Active Licenses' and 'Active Counts'. Both sections have a table with columns for License Type, Expiration Date, Revalidate By, and Status. The 'Status' column has a question mark icon for hovering. At the bottom right is an 'Update Licenses' button.

| License Type | Expiration Date | Revalidate By | Status |
|--------------------|-----------------|---------------|--------|
| Service Plus Pro | 09/18/14 | 03/13/14 | Active |
| Service Plus Basic | 09/17/18 | 12/13/14 | Active |

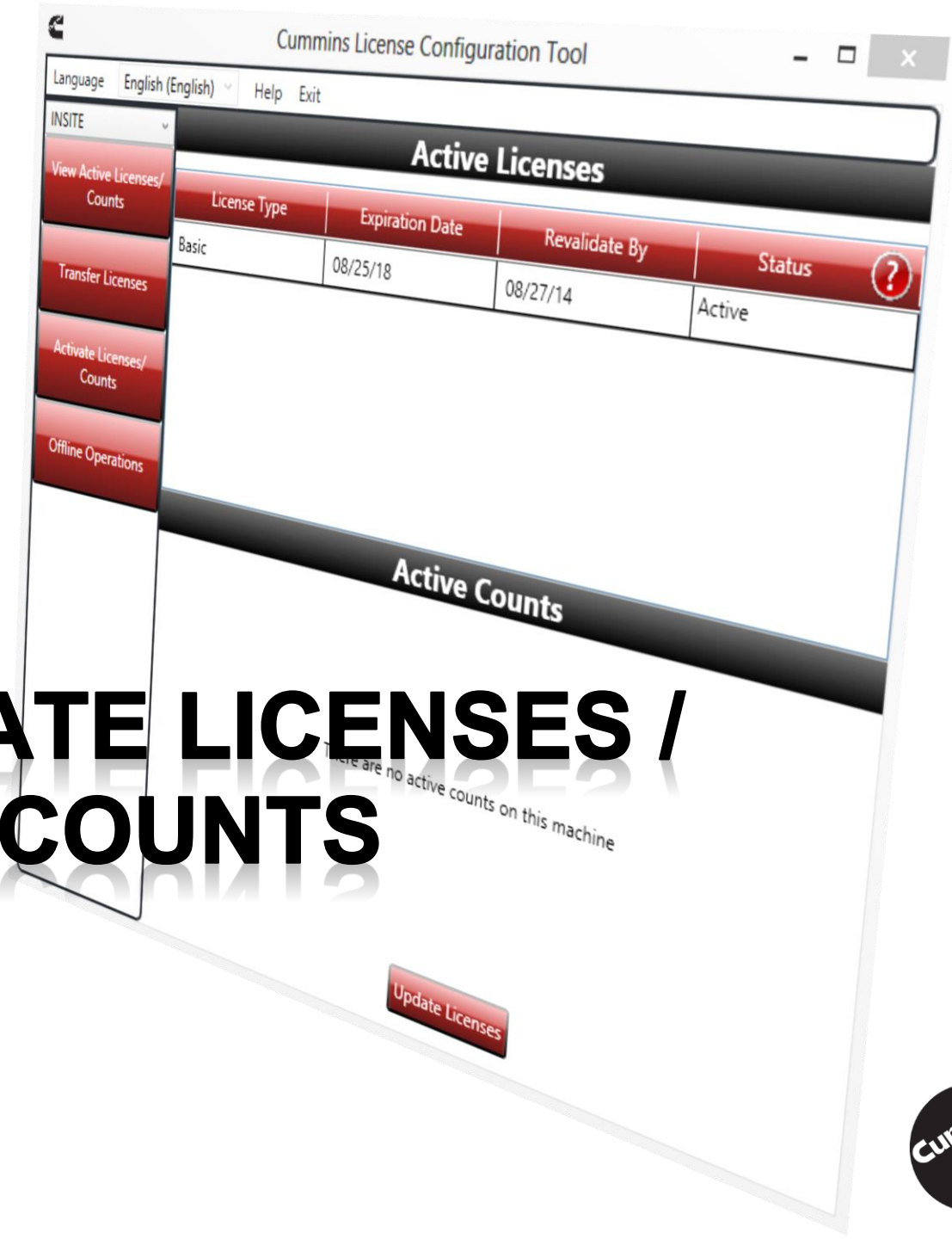
| Count Type | Counts Available | Revalidate By | Status |
|-------------|------------------|---------------|--------|
| Zap-It | 7 | 03/13/14 | Active |
| Fleet Count | 15 | 03/13/14 | Active |

Active Counts Screen

- **Count Type** shows the type of count (Fleet Count, Zap-It, or OEM Zap-It).
- **Revalidate By** is the date the PC needs to be connected to the internet to be revalidated or will lose all counts under the Active Counts section.
- **Status** is the current state of the licenses. Can hover over the ? to see what the status means if not Active.



ACTIVATE LICENSES / COUNTS



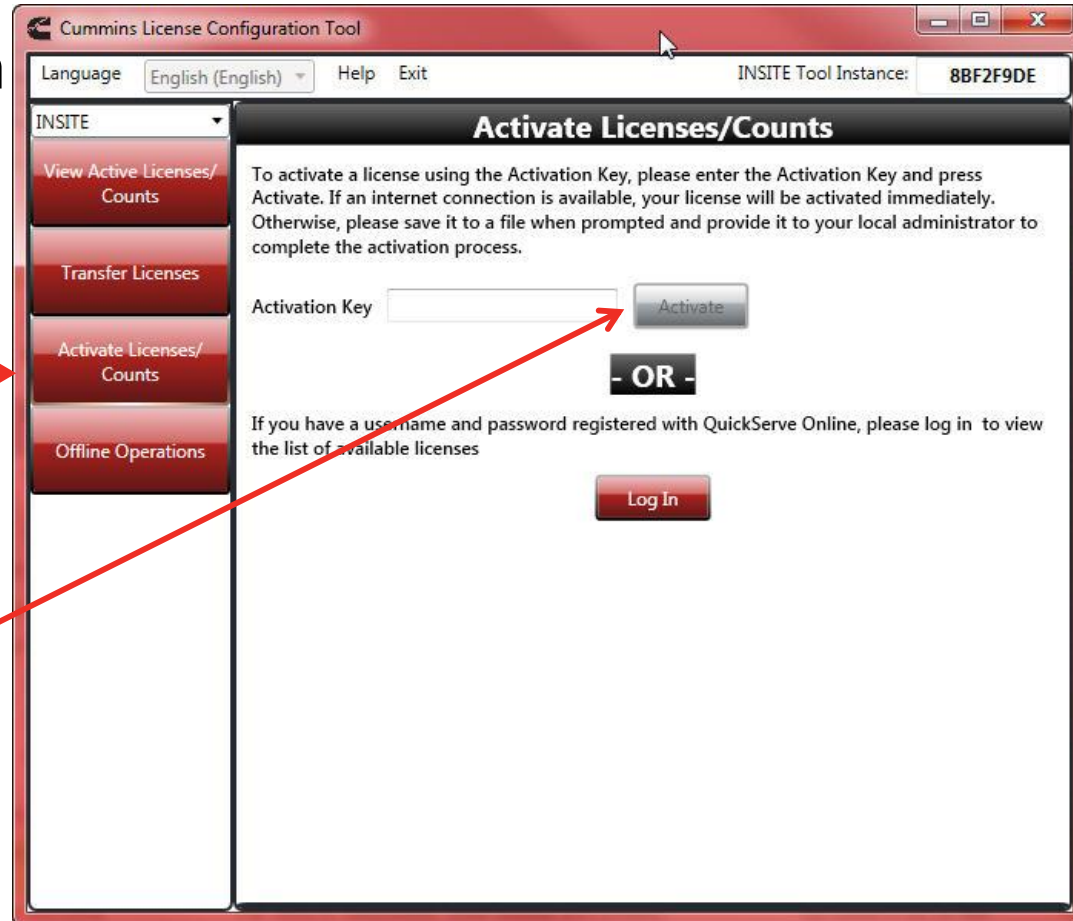
Activate Licenses / Counts Methods

- There are two methods to active licenses and counts.
 - Activation Key Method
 - QuickServe Log In Method

Activate Licenses / Counts – Activation Key Method

- Activate Licenses with an Activation Key

1. Select Activate Licenses / Counts button
2. Enter your Activation Key in the provided field
3. Select “Activate”
4. Repeat for each license (Basic, Functionality Level, and Fleet Counts, etc.)



Activated Licenses Example

The screenshot displays the Cummins License Configuration Tool window. The title bar reads "Cummins License Configuration Tool". Below the title bar, there is a "Language" dropdown set to "English (English)", "Help", and "Exit" buttons. On the right, it shows "INSITE Tool Instance: 88F2F9DE".

The main interface is divided into a left sidebar and a main content area. The sidebar contains a dropdown menu labeled "INSITE" and four buttons: "View Active Licenses/Counts", "Transfer Licenses", "Activate Licenses/Counts", and "Offline Operations".

The main content area is titled "Active Licenses" and contains a table with the following data:

| License Type | Expiration Date | Revalidate By | Status |
|--------------------|-----------------|---------------|--------|
| Service Plus Pro | 09/18/14 | 03/13/14 | Active |
| Service Plus Basic | 09/17/18 | 12/13/14 | Active |

Below the "Active Licenses" section is another section titled "Active Counts" with a table containing the following data:

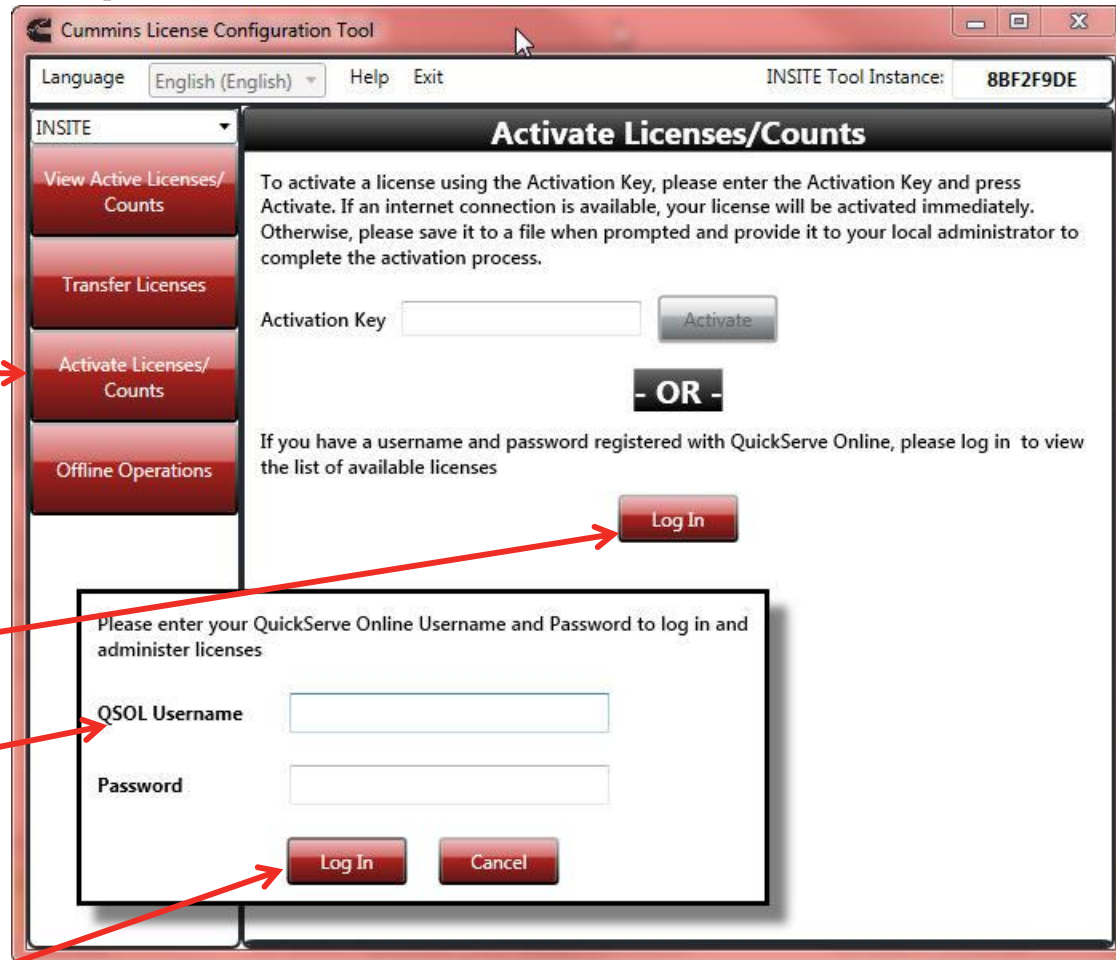
| Count Type | Counts Available | Revalidate By | Status |
|-------------|------------------|---------------|--------|
| Zap-It | 7 | 03/13/14 | Active |
| Fleet Count | 15 | 03/13/14 | Active |

At the bottom of the main content area, there is an "Update Licenses" button.

Activate Licenses / Counts – QuickServe Log In Method Steps 1 to 4

■ Activate Licenses with a QuickServe Log In

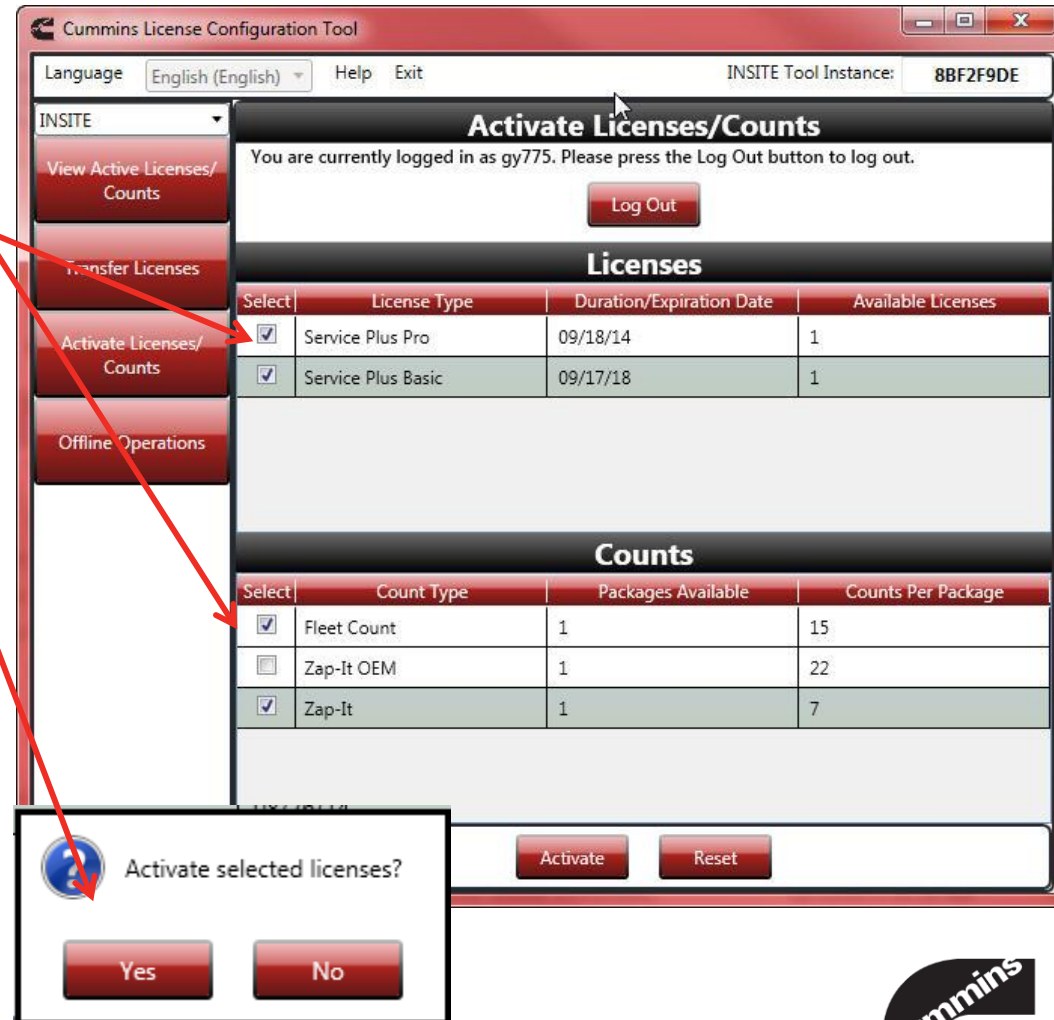
1. Select the “Activate Licenses/Counts” button
2. Select “Log In”
3. Enter the QSOL Username and Password
4. Select “Log In”



Activate Licenses / Counts – QuickServe Log In Method Steps 5 to 7

- Activate Licenses with QuickServe Log In
 5. Select the passwords you want to activate
 6. Select “Activate” to apply these passwords to the PC.
 7. Select “Yes” to confirm the activation of the license(s)

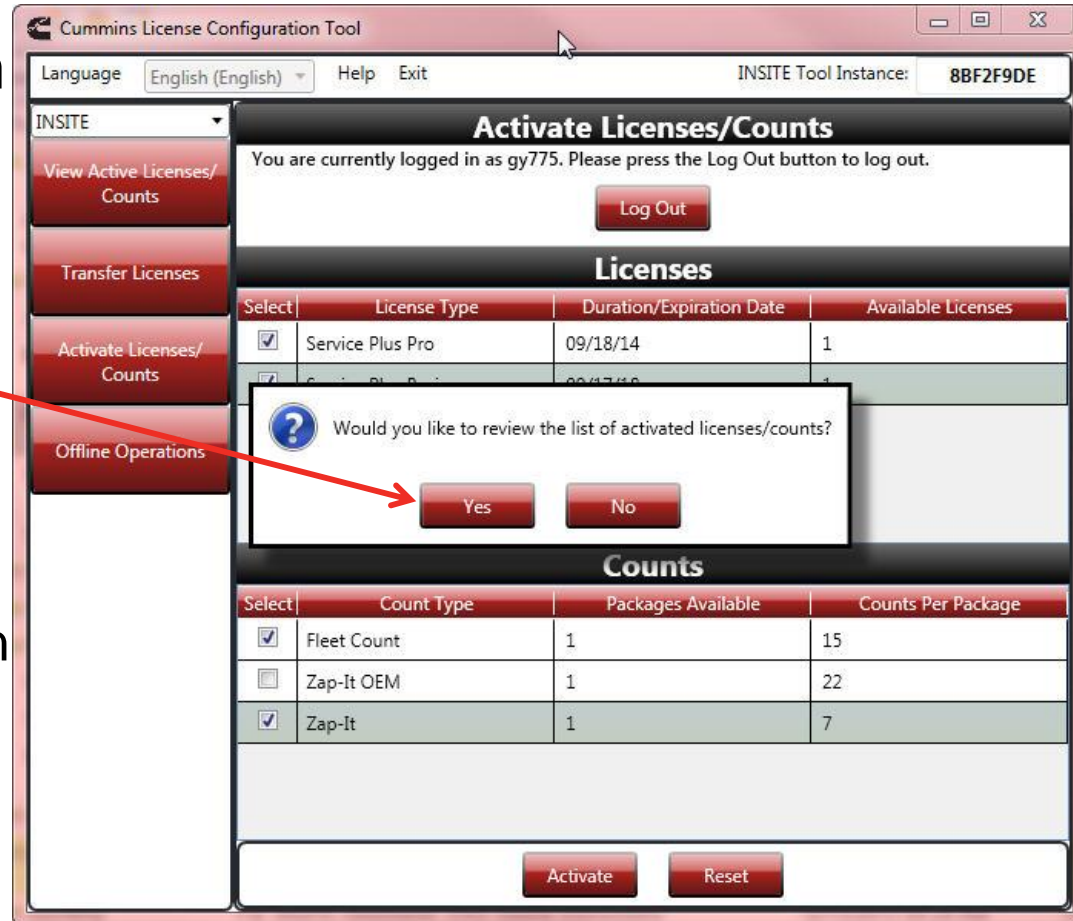
Note: “Reset” button will deselect all checked items.



Activate Licenses / Counts – QuickServe Log In Method Steps 8-9

- Activate Licenses with QuickServe Log In

8. Review the activated licenses by clicking “Yes” to view the activated licenses and/or counts.
9. Click “No” to Log Out first, then can click on the “View Active Licenses/Counts” tab to view the activated licenses/counts.



Activated Licenses Example

The screenshot displays the Cummins License Configuration Tool window. The title bar reads "Cummins License Configuration Tool". Below the title bar, there is a menu bar with "Language" (set to "English (English)"), "Help", and "Exit". To the right of the menu bar, it says "INSITE Tool Instance: 88F2F9DE".

On the left side, there is a sidebar with a dropdown menu labeled "INSITE" and four buttons: "View Active Licenses/Counts", "Transfer Licenses", "Activate Licenses/Counts", and "Offline Operations".

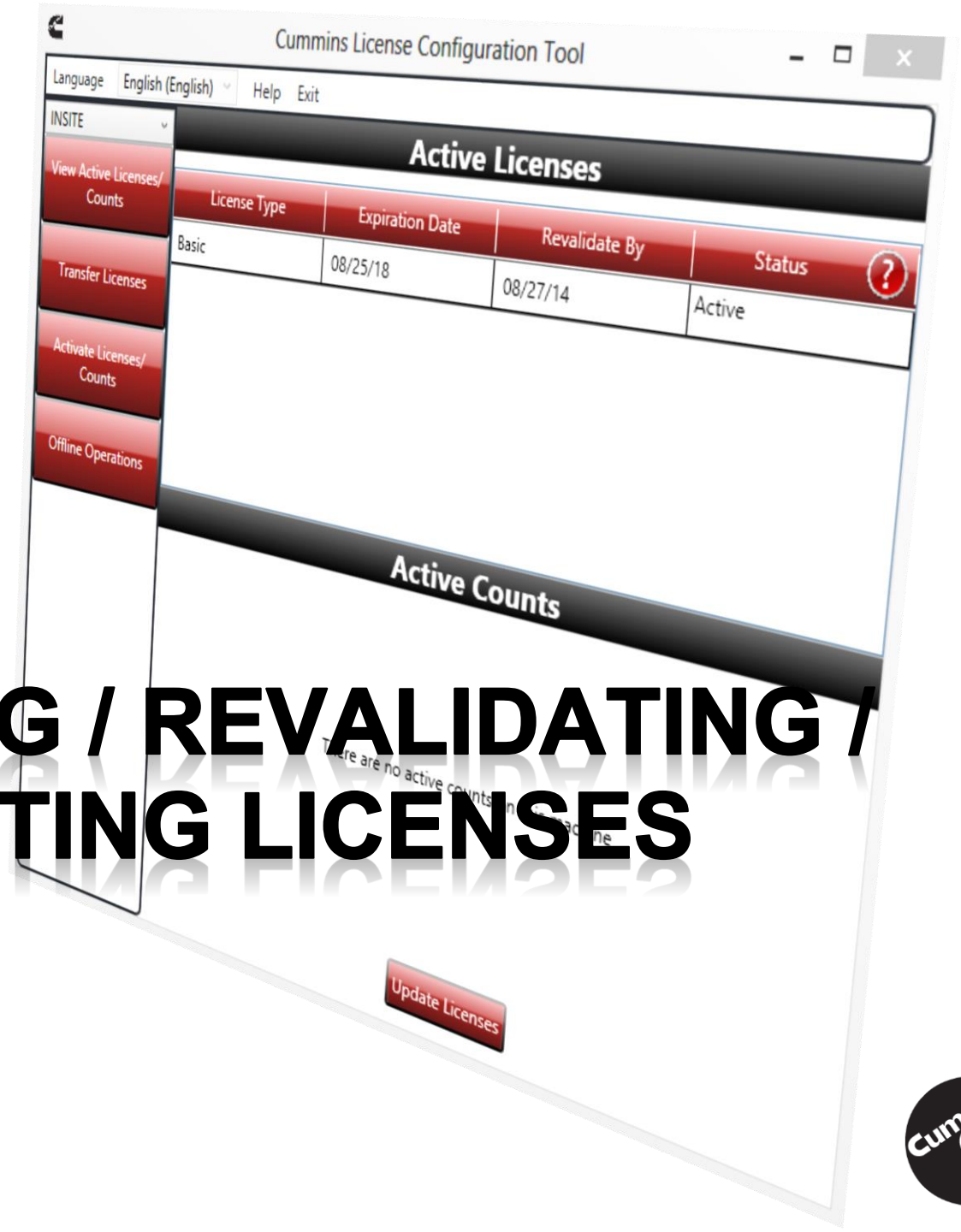
The main content area is divided into two sections. The top section is titled "Active Licenses" and contains a table with the following data:

| License Type | Expiration Date | Revalidate By | Status |
|--------------------|-----------------|---------------|--------|
| Service Plus Pro | 09/18/14 | 03/13/14 | Active |
| Service Plus Basic | 09/17/18 | 12/13/14 | Active |

The bottom section is titled "Active Counts" and contains a table with the following data:

| Count Type | Counts Available | Revalidate By | Status |
|-------------|------------------|---------------|--------|
| Zap-It | 7 | 03/13/14 | Active |
| Fleet Count | 15 | 03/13/14 | Active |

At the bottom center of the window, there is a button labeled "Update Licenses".



REPAIRING / REVALIDATING / UPDATING LICENSES

Repairing and Revalidating Licenses

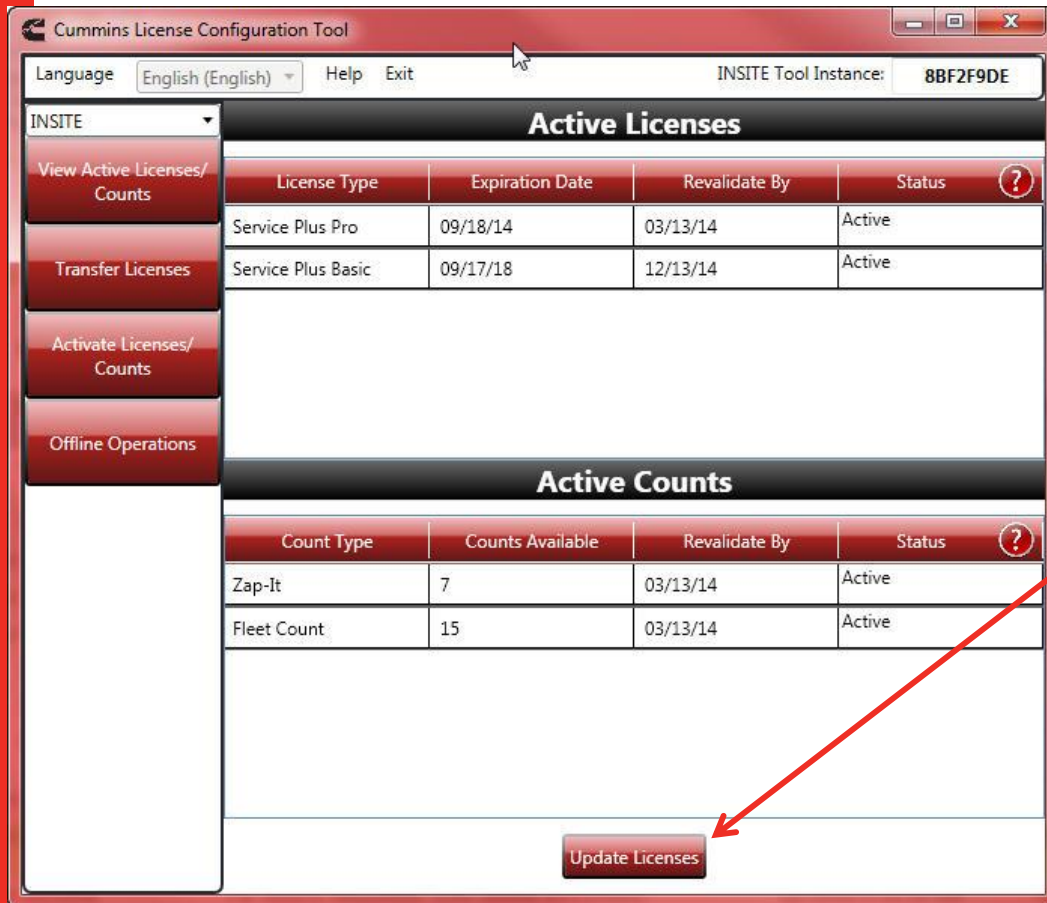
- Repairing a license will happen automatically when LCT detects a condition that requires the license to be repaired with the server if the PC is connected to the internet.
 - Corrupt local license
 - Backdated licenses
 - No longer requires an unlock password.
 - Correct date and time, then click “Update Licenses” to fix.
- Revalidation of the license happens every 90 days.
 - If the PC is always connected to the internet, LCT will perform this action on it's own.
 - However, if the PC is only on the internet for short periods of time, the user can trigger a manual revalidation by selecting “Update Licenses” on the Active License Page



Updating Licenses

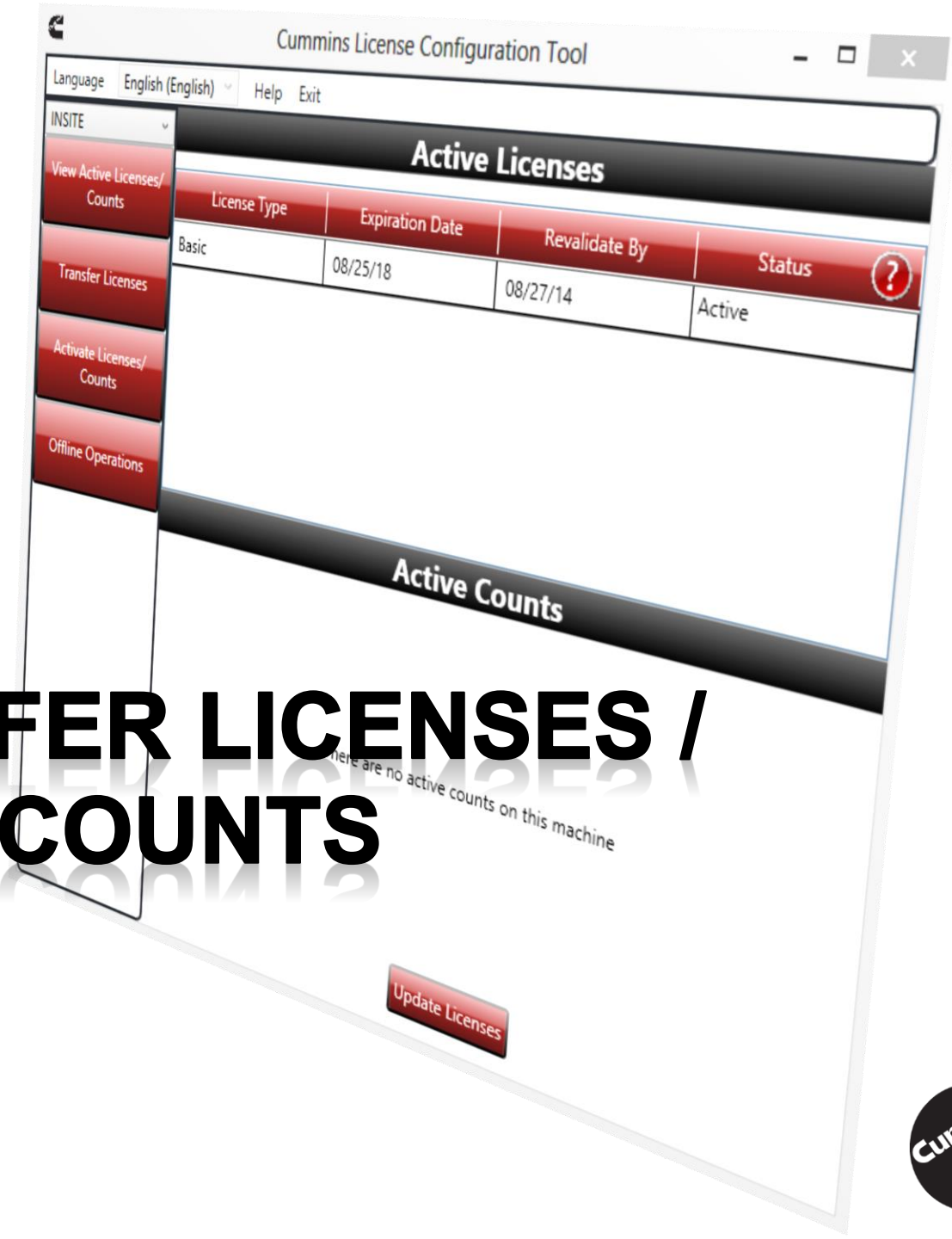
- Updating licenses will happen every time LCT connects to the server and sees changes to your active licenses.
 - For example, if you renew a license and extend the license for another year, the next time LCT checks, then it will update your local license to reflect the new expiration date.
- If for any reason this update does not happen, the user can trigger a manual update by selecting “Update License” on the Active Licenses/Counts page. (Screenshot example on next slide)

Updating Licenses Manually



- The user can trigger a manual update by selecting “Update Licenses” on the Active Licenses/Counts page.
- This will check for renewed licenses, revalidates the licenses and counts, and fixes licenses if needed.

TRANSFER LICENSES / COUNTS



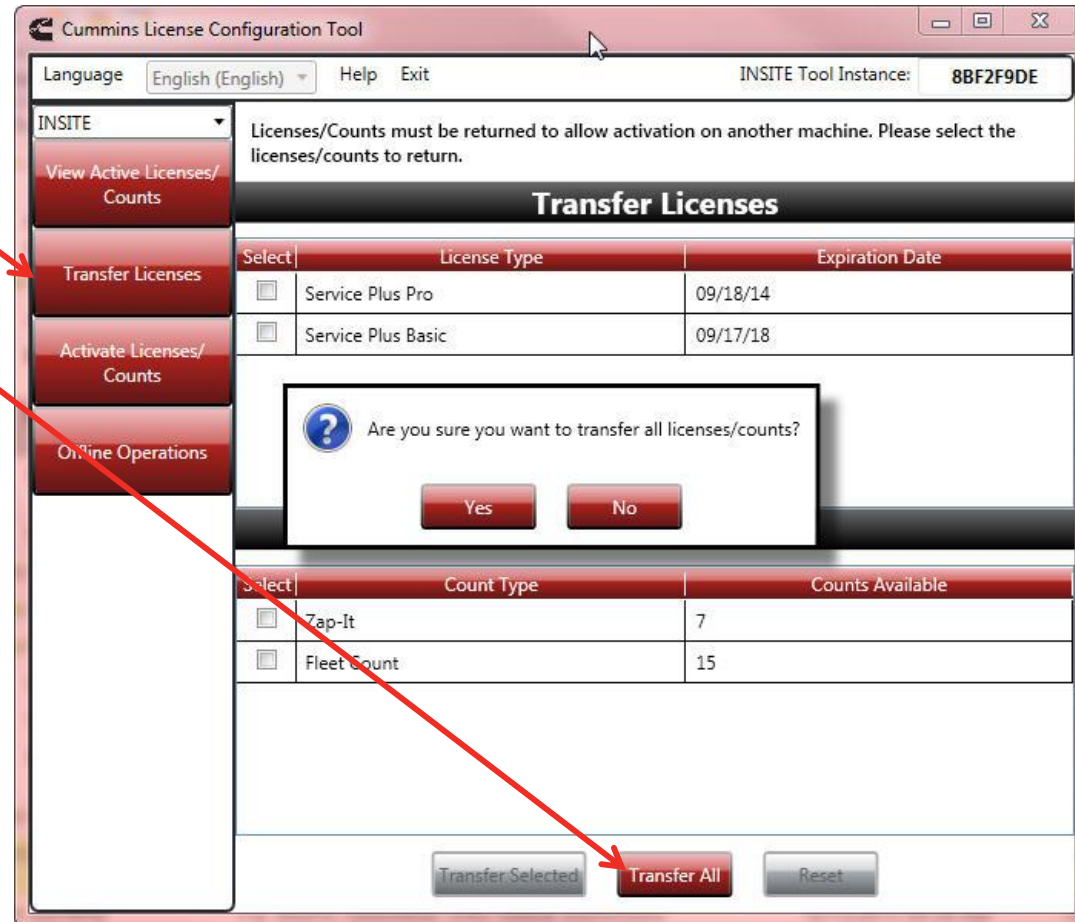
Transfer Licenses / Counts Methods

- Licenses and Counts can be transferred up to six times for the life of the license or count.
- There are two methods to transfer licenses and counts.
 - Transfer All
 - Removes all licenses and counts from the PC
 - Use Case: Replacing the PC with another PC.
 - Transfer Selected
 - Removes selected licenses or counts from the PC
 - Use Case: Changing Product and/or Functionality Levels.
 - Use Case: Moving fleet count or Zap-It to another PC that needs the count.

Transfer Licenses / Counts – Transfer All Method

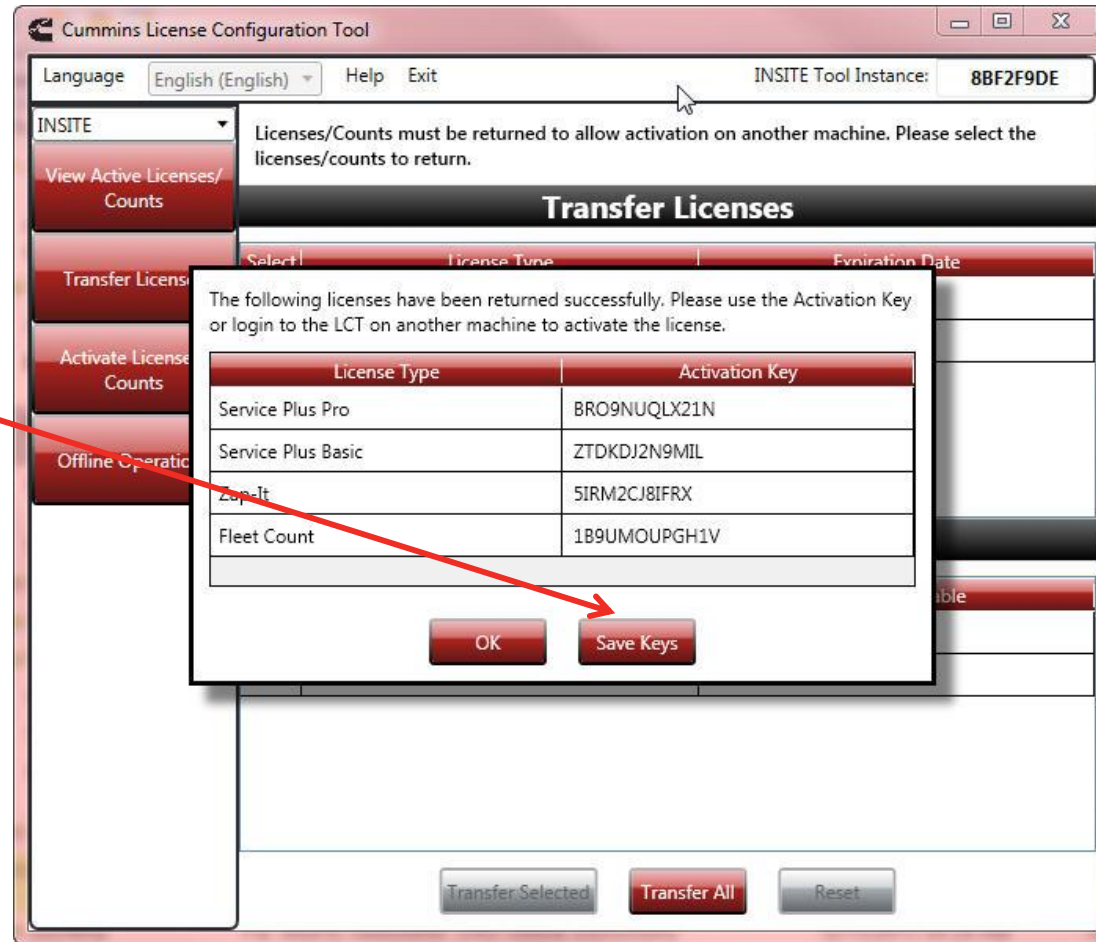
- Select “Transfer Licenses” Button
- Select “Transfer All” button
- Select “Yes” to transfer all licenses and counts off of Machine #1

NOTE: This will remove all licenses from Machine #1



Transfer Licenses / Counts – Save Activation Keys

- ***Strongly Recommended:*** Save the Activation Key information, by clicking on “Save Keys” button
- This will save the Activation Key(s) information to a file for future reference.
- Once the Activation Key(s) file has been saved, click “OK” to continue

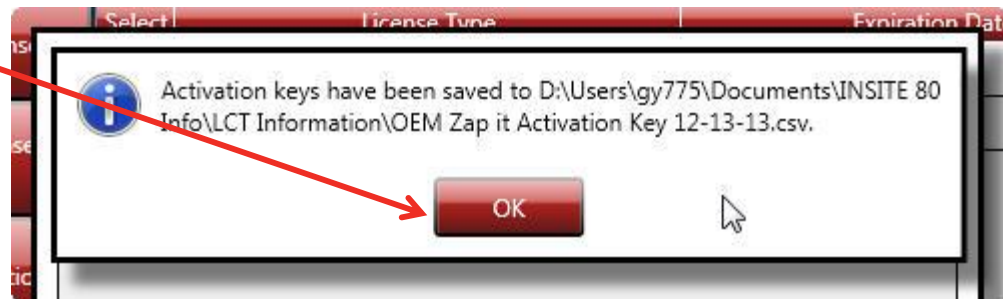
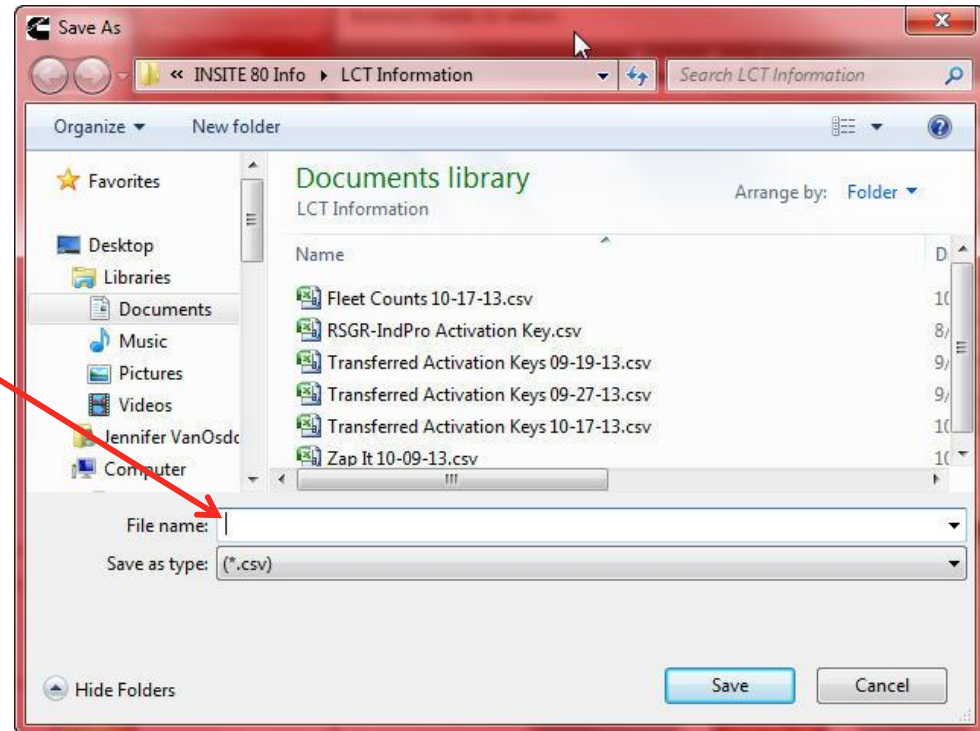


NOTE: Clicking OK will not Save your License Keys to a TXT File.

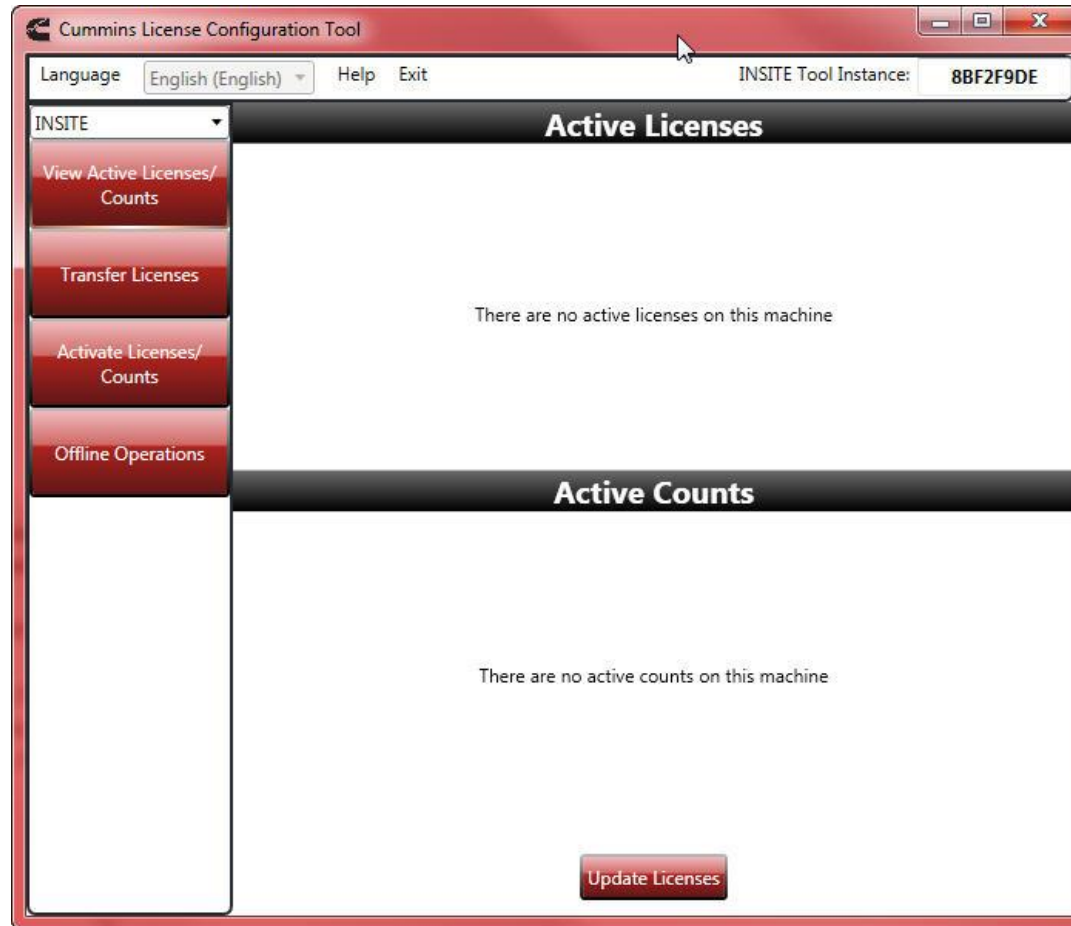


Transfer Licenses / Counts – Save Activation Keys Continued

- Enter a unique name for the Activation Keys and then click “Save”.
- Once the Activation Key(s) file has been saved, the location information will be displayed, click “OK” to continue



Transfer Licenses / Counts – After Transfer

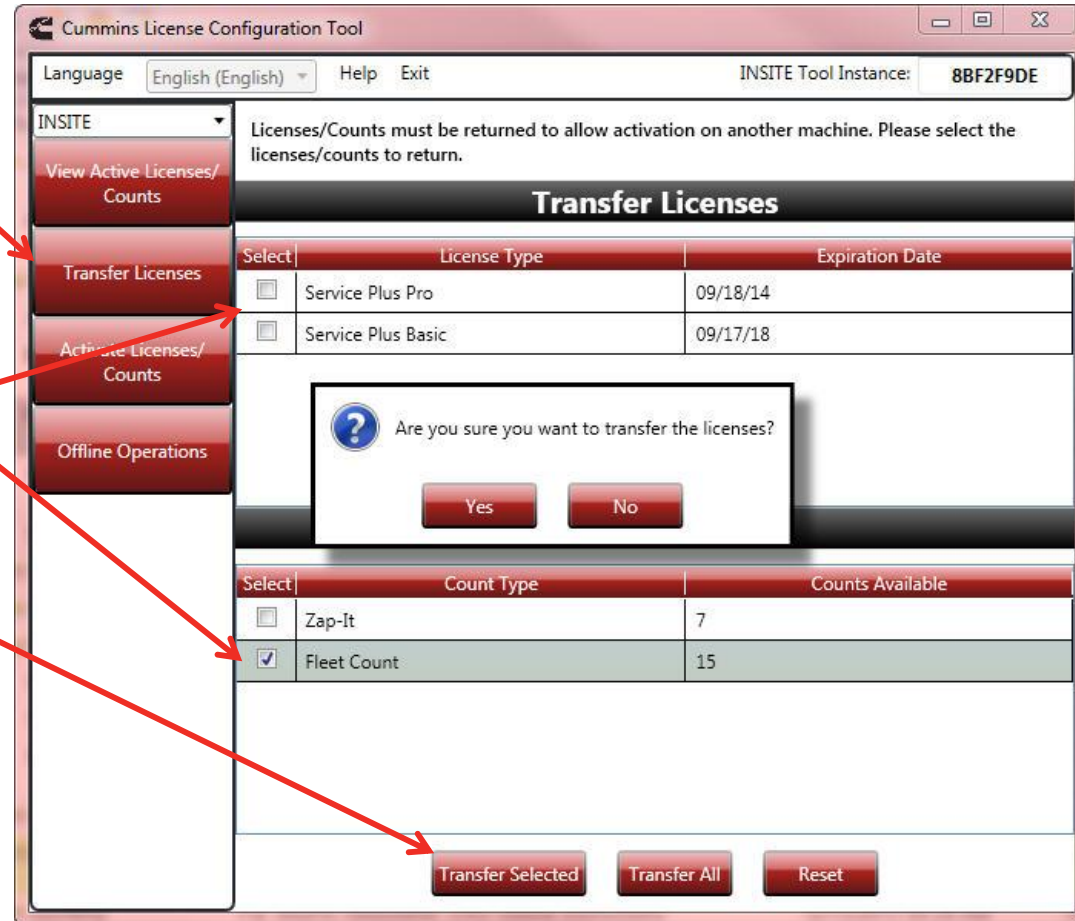


The PC will no longer have licenses or counts once they are transferred to the server.



Transfer Licenses / Counts – Selected Method

- Select “Transfer Licenses” Button
- Select the Licenses and/or Counts to be transferred off of Machine #1.
- Select the “Transfer Selected” button
- Select “Yes” to confirm the transfers



Transfer Licenses / Counts – Selected Method to Save Keys

- **Recommended:** Save the Activation Key Information, by clicking on “Save Keys” button
- Use the same process as “Transfer All” Method from this point forward.

The following licenses have been returned successfully. Please use the Activation Key or login to the LCT on another machine to activate the license.

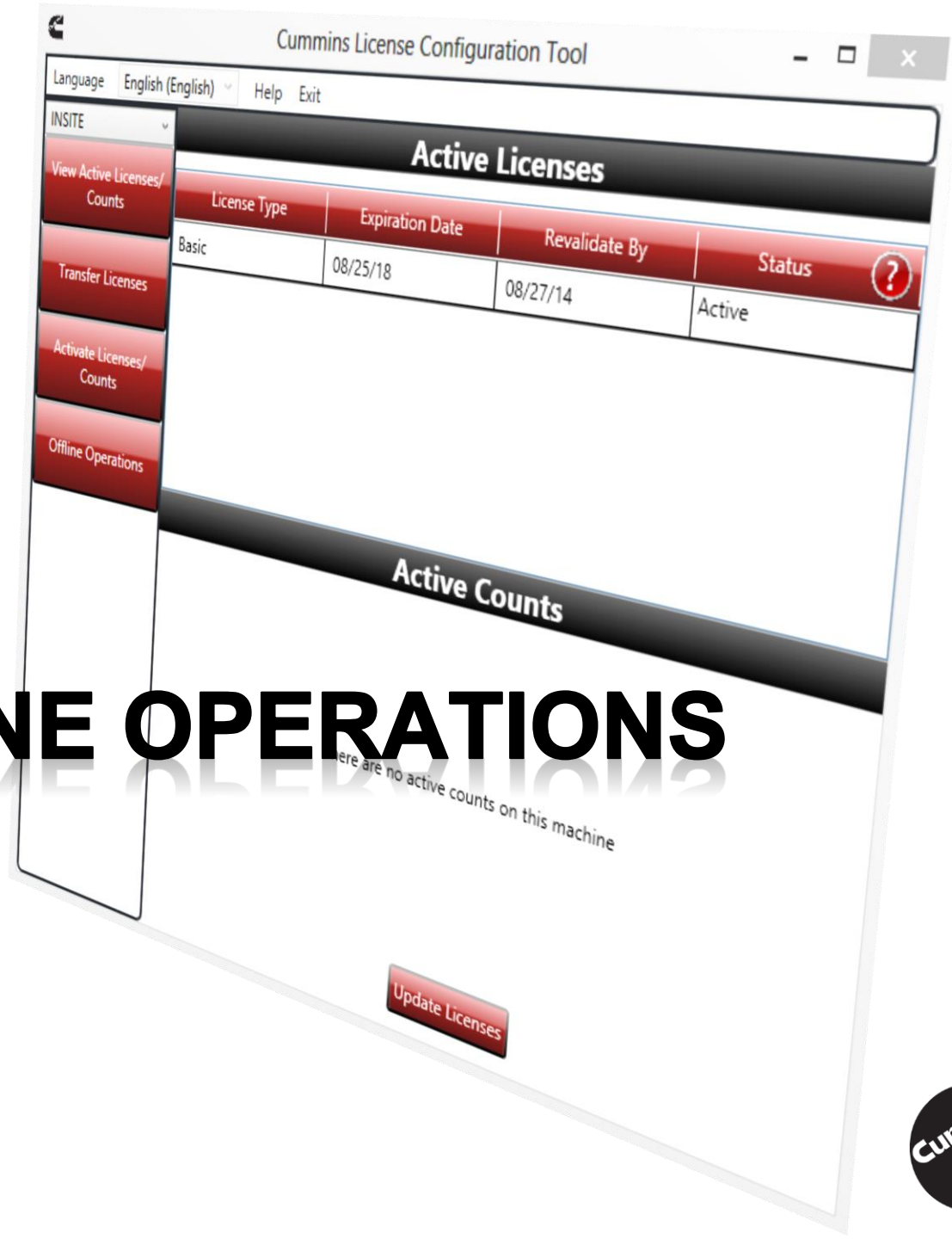
| License Type | Activation Key |
|--------------|----------------|
| Fleet Count | LI8P57E39C3Z |
| | |

OK Save Keys

Transfer Licenses/Counts Summary

- Once the licenses and/or counts have been transferred back to the server from Machine #1, the user can use either the Activation Keys created during the transfer process (in saved file) or the QuickServe Log In Method to activate the transferred licenses on Machine #2.
- See the Activate Licenses/Counts Section for more information on how to activate the transferred licenses and/or counts.
- There is a transfer limit of six for licenses and counts.
- **NOTE:** Transferring the licenses back to the license server does not stop the expiration count down.

OFFLINE OPERATIONS

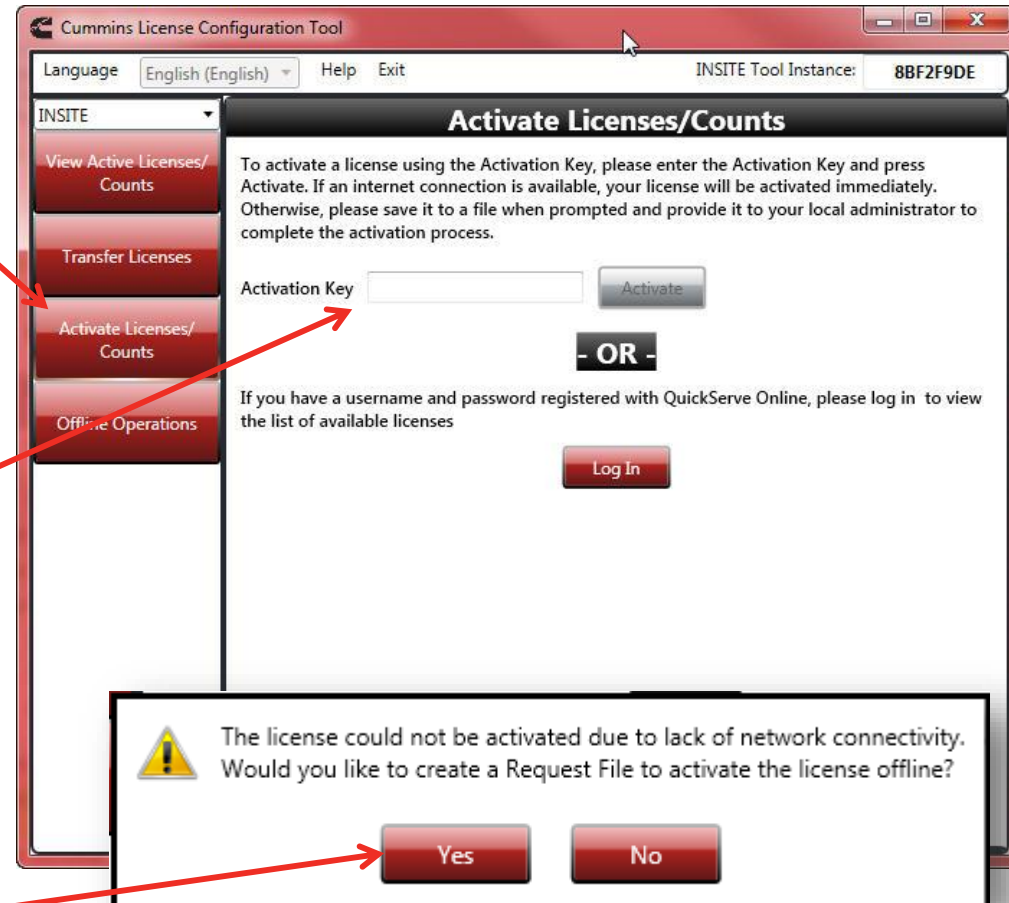


Offline Operations – Activate License Items Needed

- If the user needs to activate a license or count on a PC that cannot get an internet connection, Offline Operations can get the license and/or count on the PC.
- The following items are needed to perform offline activations:
 1. PC without Internet Connection with INSITE 8.0.0 and LCT installed
 2. PC with Internet Connection (Only Need LCT for this machine)
 3. The Activation Keys you want to activate on the offline machine
 4. A method to transfer files between the two PCs.
 - USB Drive, Android Phone in Mass Storage Mode, etc

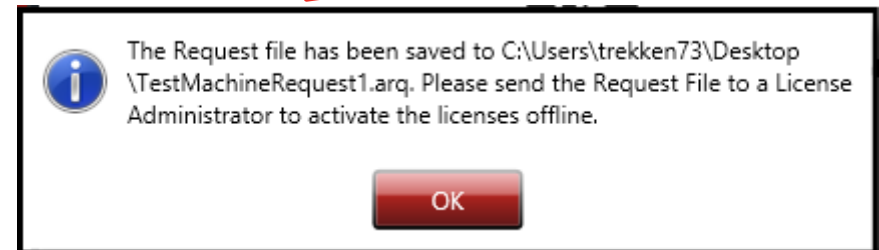
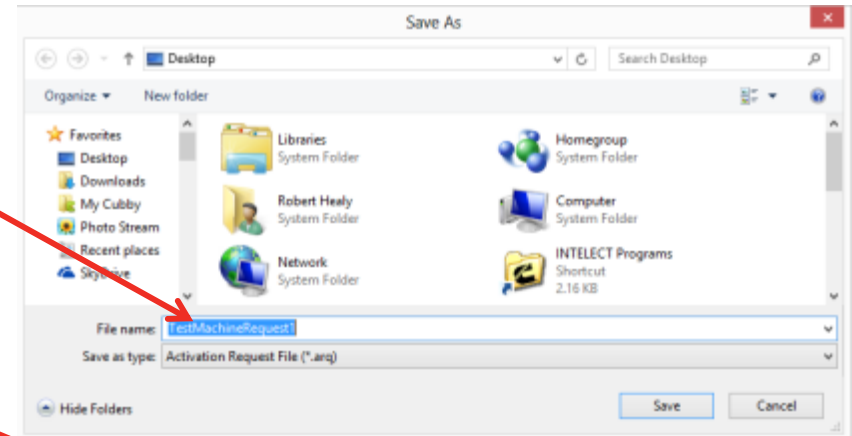
Offline Operations – Activate License Steps 1 to 4

1. Select “Activate Licenses / Counts” on Machine without internet connectivity; and with INSITE and LCT installed
2. Enter the Activation Key in the provided field
3. Select “Activate”
4. Select “Yes” to the message that is displayed



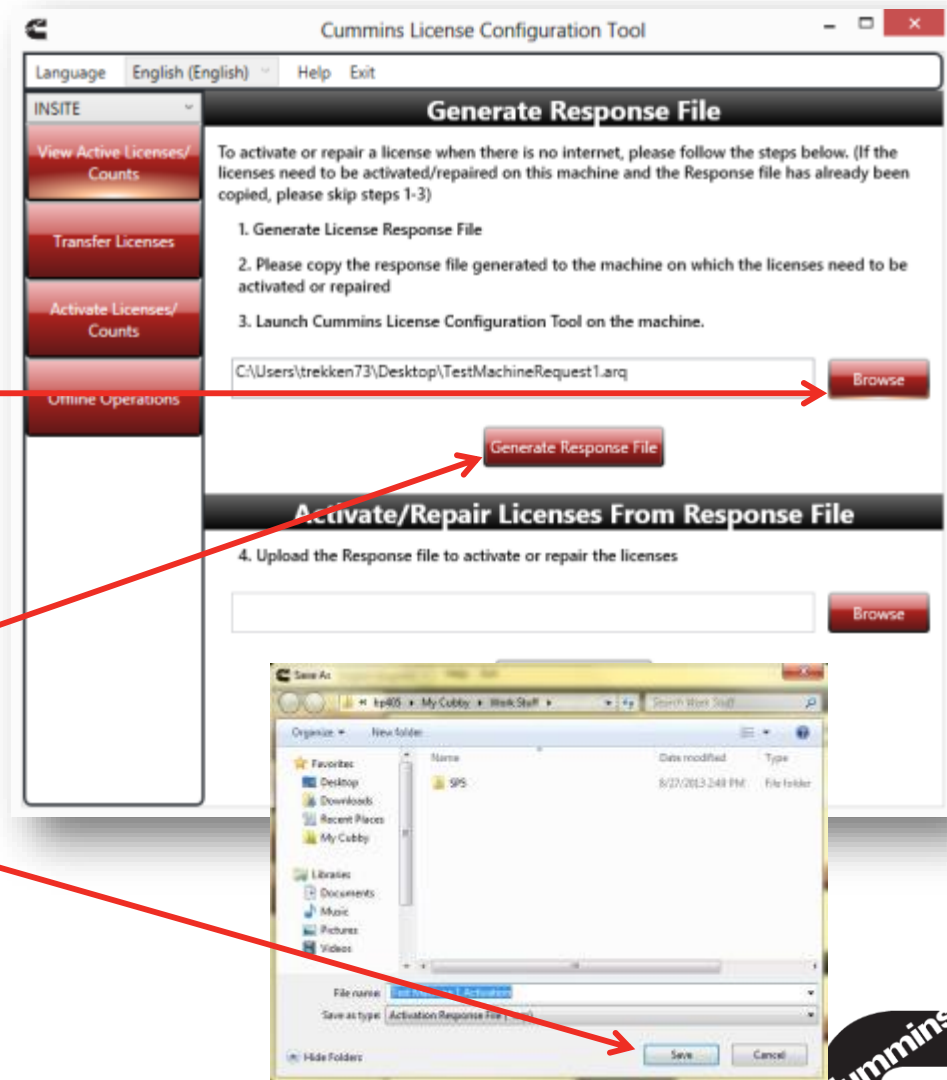
Offline Operations – Activate License Steps 5 to 8

5. Provide a name for the request file.
6. Select “Save”
7. Select “OK”
8. Repeat Steps 2 through Steps 7 for each License that needs to be activated on the Machine.
(Basic, Functionality Level, Fleet Counts, etc.) Be sure and use a different file name for the Request File.



Offline Operations – Activate License Steps 9 to 13

9. Open LCT on the Machine with an Internet connection
10. Select “Browse” and select the Request file generated in Step 6
11. Select “Generate Response File”
12. Name the Activations file and Select “Save”
13. Repeat for each Request file created



Offline Operations – Activate License Steps 14 to 15

14. Select “OK” for confirmation dialog

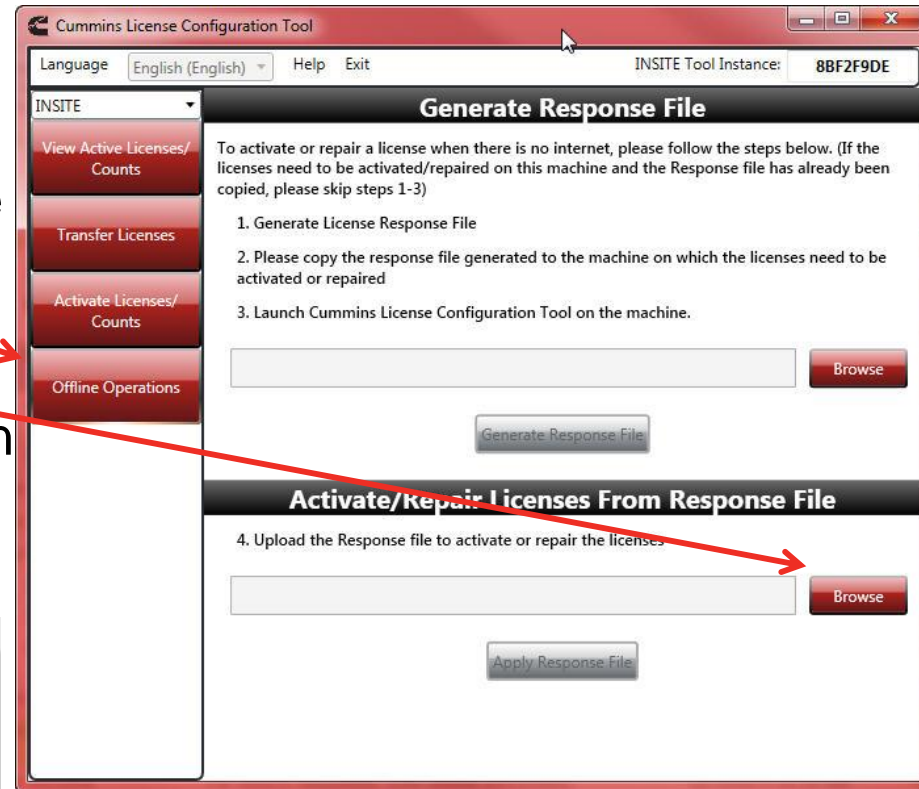
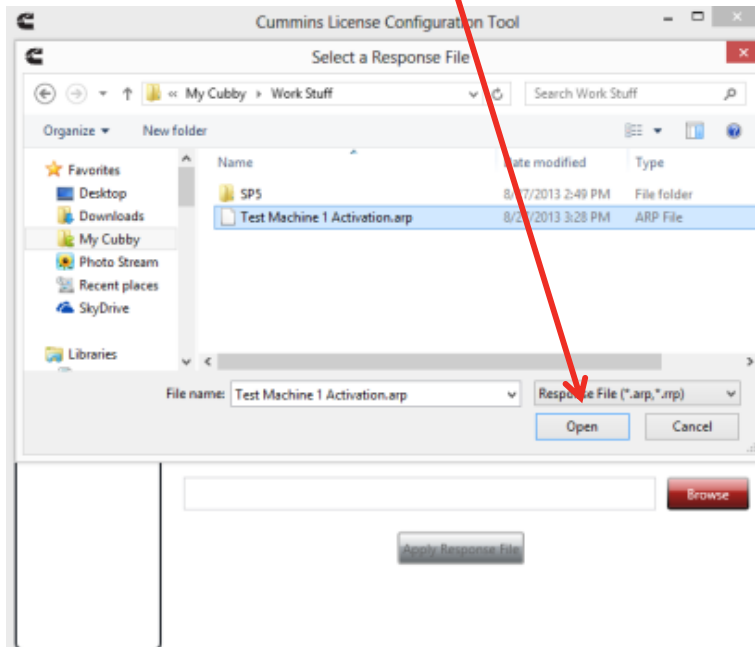


15. Transfer the files via USB drive or other means to the Machine without Internet

NOTE: Remember to transfer ALL files created.

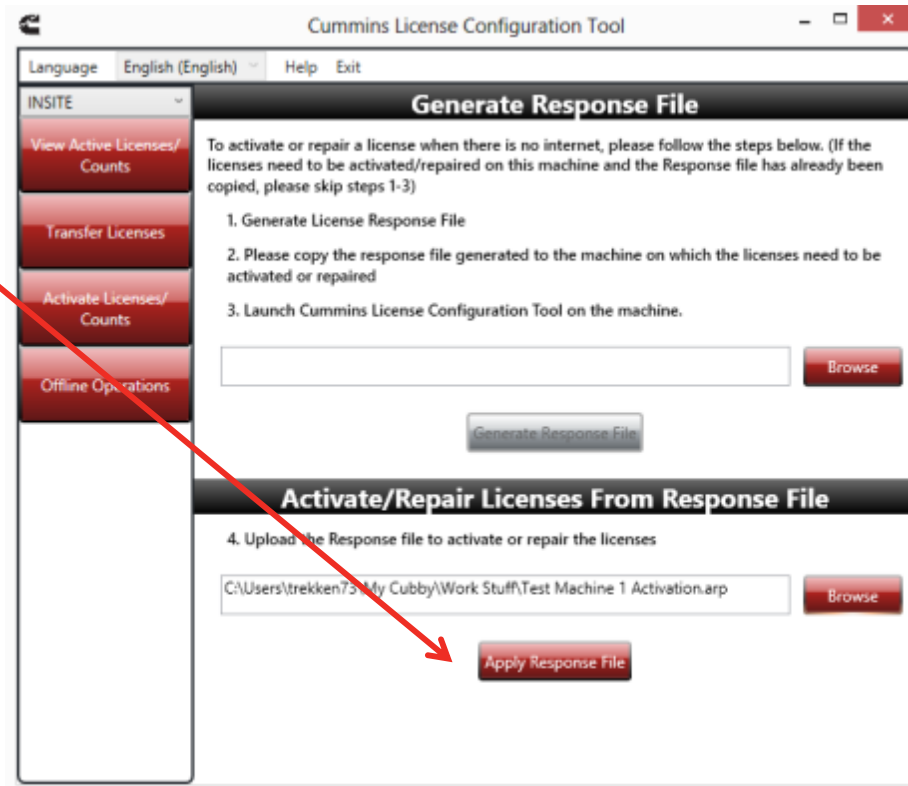
Offline Operations – Activate License Steps 16 to 18

16. On the PC without Internet connectivity, go to the Offline Operations tab
17. Select “Browse”
18. Find and select the Activation file from the other Machine and Select “Open”



Offline Operations – Activate License Steps 19 to 21

19. Select “Apply Response File”
20. Select “Yes” or “No” to view the activated License
21. If you have more than one key to enter select “No” and repeat Step 16 thru Step 20 until all Activation Files have been applied



Offline Operations

- Offline operations only works for activating and repairing licenses or counts, not for revalidating a license.
- The user must connect to the internet to revalidate the license once every 90 days.





Appendix: Frequently Asked Questions



Does the LCT take the place of the Tools/Options/Security process for passwords used for the old 7.X.X licensing system?

- Yes, the older system has been replaced. INSITE licensing is no longer under the Tools/Option/Security section of INSITE.
- The LCT is a separate application from INSITE.
- The LCT can be launched through INSITE under the “Manage License(s)” tab or through the PC start menu under the “Cummins” folder.

Will the technician need to use the LCT?

- It will depend on the location and what the Service Manager allows the technician to do on his or her own.
 - If the technician is provided the activation key or QSOL Login to activate the license(s), then yes the technician will need to know how to use the tool to activate the license.
 - The technician will have the ability to repair the license using the LCT through the “Update License” button.
 - The technician will have the ability to transfer the license off of the PC through the LCT.
 - The technician will be able to manually revalidate the license(s) through the “Update License” button.



Will the use of Update Manager also take care of the licensing internet connection requirement?

- Sort of, the LCT works similarly to Update Manager where Update Manager checks the servers for updates at a set time designated by the user.
- The LCT does a maintenance check daily with no user interaction, so if the user is connected to the internet at any time, even if they are not using INSITE, the LCT will revalidate and move the date out by a day.
- They are separate applications.
 - Update Manager for updates and software installation
 - License Configuration Tool for the licensing

How will the INSITE user (technician) be notified the 90 day revalidation is needed?

- There is a pop up that will let the technician know about the 90 day revalidation starting at 30 days out, then 15 days, then 10 days, and then every day past 9 days.
- If it is after the revalidation date, INSITE will revert to Basic and will provide a pop-up that the user needs to connect to the internet to continue using INSITE. Once the user connects to the internet, INSITE will revert to the previous functionality unless the license has expired during that time.

NOTE: If the revalidation period has passed the user will lose the counts that are on the PC, since there is no way to verify if the counts were used during the last 90 days.



When will our dealers activate subscriptions be migrated to the new licensing system?

- When the user installs INSITE 8.0.0 and goes to open INSITE for the first time, the migration process will be attempted at that time.
- If the user is not connected to the internet, a pop-up will ask if they want to activate using the offline mode method or not.
- The user can either connect to the internet to migrate the license or use the offline mode process to activate the license with the activation key(s).



What happens when a dealer with an active INSITE 7.6.X subscription upgrades to INSITE 8.0.0?

- The license will be migrated to the INSITE 8.0.0 licensing system and will keep the same expiration date as the INSITE 7.6.X license.
- The expiration of the current licenses will remain the same once the licenses are migrated to the new licensing system.
- All active INSITE licenses will be migrated to the Service Plus product level.
- The migrated license will keep the same functionality level.
- All fleet counts, Zap-Its, and OEM Zap-Its will be migrated.
- The migrated license cannot be renewed in the new licensing system. A new license must be purchased in the new system once the migrated license has expired.



The Distributor supplies the dealer a new functionality password when their subscription expires with the old system, what will we supply the dealer with the new system when their subscription expires?

- Once the subscription has expired in the new system, if the license is not a migrated license, the system will update the license on the PC without user interaction once it is connected to the internet.
- For the migrated licenses from 7.6.X, a new license must be activated on the PC.
- Once a new license has been activated, no technician interaction is needed as long as there is an internet connection to the PC.
- The offline mode activation is also available for renewal for those without internet connectivity.



What will happen to a dealer subscription that expires the day after the change to the new licensing system?

- They will revert to Basic functionality and will have to purchase a new license in the new licensing system.

Does the new licensing require INSITE to be connected to the internet at all times?

- No, the internet is only needed when activating licenses, repairing licenses (corrupt / back dated), transferring licenses, and revalidating licenses.
- Being connected to the internet at all times just limits the prompting INSITE will do as the system gets close to the revalidation period. (30, 15, 10-1 days remaining)

Can I transfer a migrated license and/or counts?

- Yes, you can transfer a migrated license and/or counts off of the PC it was migrated on....

BUT

- Will only be able to use the Activation Keys provided to get the license and/or counts from the server back to a PC, since the license is not tied to a user account.
- If the Activation Keys are lost, you will have to receive a new license and/or counts in the new system.
- There is a **“1”** transfer limit for a migrated license, so can only transfer it once after the license and/or counts are migrated.

If the user has a migration failure, what do I need to check before calling the INSITE Help Desk?

- If the user has a potential migration failure:
 1. Verify the user does not have an expired 7.6.X license.
 2. Verify the user has a valid PCID in the 7.6.X registration system.
 3. Verify the user is connected to the internet when attempting the migration.
 4. Reboot the PC after the migration, then open the License Configuration Tool to verify the licenses have migrated or not.
- If all of the above have been confirmed and the user still has a migration failure, please call your local INSITE Help Desk, who can fix the migration issue.
 - North America – 1-800-433-9341 Option 2
 - For the full list see the following link on the INSITE Website
<https://insite.cummins.com/insite/contact/index.html>

How is the tool instance linked to Fleet Counts and Zap-Its?

- The tool instance is not linked to Fleet Counts, Zap-Its, and OEM Zap-Its.
- A Fleet Count, Zap-It, and OEM Zap-It are put on the PC using either the Activation Key or QSOL Login through the License Configuration Tool.
- Fleet Counts, Zap-Its, and OEM Zap-Its no longer have an expiration date and do not have to be put on the PC within 30 days.
- They can sit on the server for weeks, months, or years before being put on a PC.
- The only way to lose them is to not revalidate within 90 days once activated on a PC. Once the revalidation period has past, all Fleet Counts, Zap-Its, and OEM Zap-Its are removed from the PC and cannot be returned to the PC.
- There is a six transfer limit for Fleet Counts, Zap-Its, and OEM Zap-Its.

