User Level Downgrade Procedure

1.   Introduction

From Aug-2011 all requests for User-Level downgrades will be implemented by allocating a new GSM Serial Number for the relevant end-user. This document describes the procedure that should be followed.

2.   Description of Software Supplied

The order for a User-Level reduction will be fulfilled by a generation of GSM-PM with a new serial number that is different from the current serial number installed at the end-user. Note that a new suite of application modules will **not** be regenerated.

In addition to the new GSM CD (or email attachment) an Activation Key will also be supplied.

3.   Using the Software Supplied

The following steps should be followed to reduce the user-count of an end-user.

3.1   Creating a New global.lic File

Although this stage could be performed on the end-user's server it is normally more convenient for a reseller to implement it on their own computer or virtual environment.

Perform a standard server/client GSM-PM installation and load the Global client. This process will create a global.lic file with the new serial number for the end-user. The global.lic file will be created in:

> GSMDIR\LicenceFiles\

If the computer being used for this installation is already running GSM it will be necessary to save the Global sections of the registry and install the end-user's GSM in a temporary folder.

3.2   Using the New global.lic File

On the end-user's server replace the existing global.lic file by the new one created in section 3.1. Reload GSM and run $S to ensure that the user-level count has been reduced correctly. Note that the end-user has now acquired a new Serial Number.

Run the FIXSER utility and supply the Activation Key provided with the software order. If an Activation Key has not been supplied please contact Global Support quoting the new GSM serial number. FIXSER is available with GSM SP-27, and later. If the site is running GSM SP-26, or earlier, please contact Global Support for a copy of the FIXSER utility.

If the Activation Key is valid, FIXSER will reserialize all the installed application modules to the newly acquired Serial Number.