

Licensing Guide for Microsoft Dynamics 365

v.2019/1, Apr 2019

Licensing User Guide (How to use the License Manager for Microsoft Dynamics 365)

The content of this document is subject to change without notice. "Microsoft" and "Microsoft Dynamics 365" are registered trademarks of Microsoft Inc. All other products- and company names mentioned are trademarks of their respectful owners.



CONTENT

1	Web	Dicense Manager	4
	1.1	Web License Manager Overview	5
	1.2	How to install a license	6
	1.2.1	Paid license	6
	1.2.2	2 Subscription license	7
	1.3	How to activate per User Licensing	8
	1.4	How to activate AAD TeamMember Licensing	10
2	The	Local License Manager	14
	2.1	Local License Manager Overview	15
	2.2	How to install a license	15
3	Poss	ible license states	17
	3.1	Valid	17
	3.2	Expired	17
	3.3	The license could not be decrypted	17
	3.4	Your Dynamics 365 version does not support this license	17
	3.5	Upgrading your license	17
4	How	licenses are counted?	18
	4.1	Normal licenses	18
	4.2	TeamMember licenses	19
5	List o	of figures	20
6	Cont	tact	21



Preamble

This documentation is intended to guide you through the usage of the License Manager for Microsoft Dynamics 365. The License Manager allows you to manage your existing licenses and is part of the MSCRM-ADDONS installation.

There are two ways to get the License information:

1. THE WEB LICENSE MANAGER

The web license manager has been designed to facilitate the installation of license keys within Dynamics 365.

2. THE LOCAL LICENSE MANAGER

The local license manager is accessible as a standalone application or from the main configuration tool of the addon.

Target Audience

This guide is intended for users working with our solutions.

- Basic Microsoft Dynamics 365 Knowledge
- Maintaining and configuring a Microsoft 365 Organization

Supported Web Browsers and versions

Supported Web Browsers:

- Internet Explorer 10 and higher
- Chrome
- Edge
- Firefox

One of the following versions of Microsoft Dynamics 365 must be available:

• Microsoft Dynamics 365



1 Web License Manager

Open your Dynamics 365 Settings, navigate to MSCRM-ADDONS-section and click for example on ActivityTools, like you can see in the figure below. If you want to see or manage the license e. g. for DocumentsCorePack hit on DCP.

■ Dynamics 365 ~	Sales ~ GroupCaler	ndar		PREV	/IEW		م	9 + 7
Sales	Service	Marketing	Settings	Azure Attachment Storage	Portals	Community	Training	
Business	Customization	System		Process Center	Portals	MSCRM-ADDONS		Application
Business Manageme	Customizations	Administration	Email Configuration	Processes	Settings	Products	AttachmentExtractor	My Apps
Templates	Solutions	Security	Activity Feeds Confi	Microsoft Flows		DocumentsCorePack	SmartBar	
Product Catalog	Dynamics Marketpla	号 🔉 Data Management	Activity Feeds Rules			GroupCalendar		
🍫 Service Management	←■ Plug-In Trace Log	System Jobs	Relationship Insights			ActivityTools		
Live Assist		Document Manage	Organization Insights			TelephoneIntegratio	tivityTools	
		Auditing				PowerSearch		

Figure 1: Dynamics 365 Settings – MSCRM-ADDONS – ActivityTools

In the ActivityTools main configuration window, you will be provided with a few tabs that allow you to configure ActivityTools in general. As per default, the Getting Started-tab is displayed, please navigate to the Licensing-tab (highlighted in yellow below).

ActivityTools Version 2017.15	ActivityTools for Dynamics 365
✿ Get Started ✔ General Settings ▲ Licensing ● About	
	LOGIN REGISTER
Getting Started with ActivityTools	mscrm- addons. com Your company for MS-CRM ADD-ONSI
Welcome to ActivityTools for Microsoft Dynamics CRM! The solution has been successfully deployed to your environment. To finalize the so following actions:	etup please perform the
1 Assign the following security roles to your users: "Mandatory security	roles" 🛛
2 Embed ActivityTools into your Dynamics 365. Take a look into our "Step	-by-Step video" 🗅
That's it! If you have any questions don't hesitate to contact our support-group ava day!	ilable via live-chat 17 hours a
ActivityTools Pricing Chek out pricing and licensing options for our solu	ution
Buy Now!	

Figure 2: ActivityTools - Licensing



1.1 Web License Manager Overview

In the so opened AT Web License Manager, you are provided with information regarding your license.

ActivityTools	Version 2017.15	ActivityTools for Dynamics 36		
Get Started 🧭 General Settings	Licensing 3 About			
2	Trial version has o	expired		
License summary				
Licenseinformation	LicenseValue	Systemvalue	Status	
LicenseState		invalid 3	8	
Licensemodel Licensekey	trialkey		(i (i	
General license information (CRM Licenseinformation	LicenseValue	Systemvalue	Status	
Licensekey	trialkey		(i)	
License validation information				
Licenseinformation	LicenseValue	Systemvalue	Status	
BusinessUnit	d1054emea09101200	d1054emea09101200	1	
Number of site licenses	31	31	1	
Licenses for Readonly Users	0	0		
Expiration		10/11/2017 7:29:16 AM (Expired)	8	
a .	Never			
Support		ActivityTools		
Support Issued product	ActivityTools	Activity roois	× .	

Figure 3: ActivityTools – Expired version

1 PRODUCT INFORMATION:

Here you can see the product you selected, in this case, ActivityTools with the current version number. Below you will find the license details for this product.

2 CURRENT SYSTEM INFORMATION:

Summary of your current license state. See chapter 3 POSSIBLE LICENSE STATES for more detailed information. The red background indicates an issue with your license. In this example, your license has expired. In this case please buy a new license directly from our <u>Online Shop</u> or contact our support, as this issue requires a new license to be resolved.

3 LICENSE STATUS:

The field provides you with a deeper insight into your license status. In this case, it is invalid because your license has expired.

4 GENERAL LICENSE INFORMATION:

Displays details about the expiration date, version and user count.



5 INSTALL LICENSE:

To install a new license, you must click the **[Install license]**-button.

1.2 How to install a license

After clicking on the **[Install license]**-button, you are provided with the Install license dialog, like you can see below. Use this dialog to install the license for ActivityTools. Follow the instructions carefully and insert your license key in the provided text box. The license key can be found in the email you have received from our support team. If you have not received an email yet, please contact our support team (support@mscrm-addons.com).

ActivityTools	Version 2017.15	nscrm-addons.com activityTools for Dynamics 365
🕈 Get Started 🛛 🤨 General Setti	ngs Licensing S About	
_	Trial version has expired	_
License summary	Install License	
Licenseinformation	Han this distant to include the man for Antista Table	Status
LicenseState	Use this dialog to install the license for ActivityTools.	8
General license information (If you already have received an email with the license key form "support@mscrm- addons.com", please follow the steps below. If you don't have a license yet and want to purchase one, please click on Online	
Licenseinformation	Shop. It will link you directly to our Online Shop.	Status
Licensemodel	Of course you can contact us directly: Email to Support	(i)
Licensekey	Install the license:	(i)
License validation informatio	 Please open the email with the license key and extract the attached zip-file. Next select the unzipped text-file via the file dialog or copy its content into the following text box. 	
Licenseinformation	1 select file	Status
BusinessUnit	Select file	
Number of site licenses		· · · · · · · · · · · · · · · · · · ·
Licenses for Readonly Users	2. To finish the installation, hit the "Install"-button.	✓
Expiration	Or Enter a Subscription Number: 2	pired) 🛞
Support	Or Enter a Subscription Number:	✓
Issued product		✓
Version upgrade covered till	Install Cancel	√
	Install license	

Figure 4: Install license window

1.2.1 Paid license

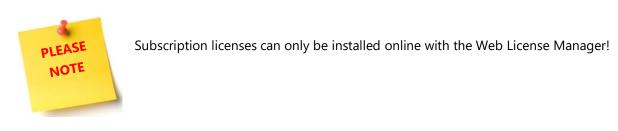
1 For the "Paid license" there are two different ways to retrieve the license-key:

- a) Open the email you received from our support team and extract the attached .zip-file. Click on the *[Select file]*-button in the install license dialog and select the unzipped .txt-file.
 OR
- b) Open the email and extract the attached .zip-file. Open the .txt-file and copy its content into the text box in the Install License dialog.



1.2.2 Subscription license

2 If you decided to take a subscription license, please type in the Subscription Number (highlighted in yellow below) you received from our support team.



License Information



Hello Patrick Ofner,

Thank you for choosing our products. This email contains detailed information on how to install subscription licenses for our addons.

Product	CRM Version	License Type	Users	Read- only Users	Organization Unit	Subscription ID
PowerSearch	2017	Normal	50	0	d1054emea09101200	999999111
Subscription licensing for At	tachmentEx	tractor. Grou	inCalenda	ar and Do	cumentsCorePack Server Based	

We will install these licenses for you. This is an automatic process and can take some time.

Subscription licensing for the remaining addons

Following steps are necessary to activate the subscription license:

- 1. In your CRM-System, please go to Settings → choose "MSCRM-ADDONS.com Products" in the Extensions
- 2. Choose the product for which you want to activate the subscription license and open with a double click
- 3. In the "Subscription Number"-field, type in the subscription number, sent by our support team
- 4. Click on [Save & Close]

If you have any questions please contact support@mscrm-addons.com

Figure 5: Subscription Number

To finish the installation simply click on the [Install]-button.



1.3 How to activate per User Licensing

When using "per User" licensing, it is mandatory to enable all users that should be licensed within Dynamics 365. It often occurs, that after installing the license via the License Manager a window appears that looks like in the figure below:

TelephoneIntegration Version 2017.100					
Get Started	About				
	Your user is not allowed to use this	product!			
License summary					
Licenseinformation	LicenseValue	Systemvalue	Status		
LicenseState		valid	1		
LicenseState		accessDenied	8		
	perUser dlLPfDeT039FRgKN2TUUwONavUsabw	Licensekey installed			
Licenseinformation	LicenseValue		Status		
Licensekey	dILPfDeT039FRgKN2TUUwONavUsabw	Licensekey installed	(1)		
License validation information					
-	LicenseValue	Systemvalue	Status		
Licenseinformation	LicenseValue d1054emea09101200	Systemvalue d1054emea09101200	Status		
Licenseinformation BusinessUnit		-			
Licenseinformation BusinessUnit UserInformation	d1054emea09101200	d1054emea09101200			
Licenseinformation BusinessUnit UserInformation Number of user licenses	d1054emea09101200 fullAccess	d1054emea09101200 accessDenied	 ✓. ⊗ 		
Licenseinformation BusinessUnit UserInformation Number of user licenses Licenses for Readonly Users	d1054emea09101200 fullAccess 10	d1054emea09101200 accessDenied 2	 ✓. ⊗. ✓. 		
Licenseinformation BusinessUnit UserInformation Number of user licenses Licenses for Readonly Users Expiration	d1054emea09101200 fullAccess 10 0	d1054emea09101200 accessDenied 2	×. ⊗ ✓.		
License Validation Information LicenseInformation BusinessUnit UserInformation Number of user licenses Licenses for Readonly Users Expiration Support Issued product	d1054emea09101200 fullAccess 10 0 Never	d1054emea09101200 accessDenied 2 0	· · · · · · · · · · · · · · · · · · ·		

Figure 6: Activate per User license

After installing the new license, the 1 access is denied. This is due to the fact, that the user, that is running the license manager (usually an admin) itself is not a licensed user at this point. Click on the 2 *[Activate Users]*-button to enable specific users. In the window below, you can select the users, that should be licensed within Dynamics 365.

Activate Users	
Select the users which should be able to use TelephoneIntegration. Licenses available: 7	
Bianca Codospan, Michael Dohr, Otis Temler	
Alexis Boulgaropoulos	
Andreas Färber	
Andreas List	
Andrey Koryakin	
Armin Krenn	
Bailey Moss	
Bianca Codospan	
Christian Ternek	
Christian Ternek	
Christoph Kokely	
Clint Higley	
Daniel Brunner	
Elias Ljubec	
James Elliott	*
Apply Cano	el

Figure 7: Select the users you want to activate



After enabling users to use our addon, the red cross is gone, and the user-account has changed due to the number of activated users. As you can see below, there are three of ten users enabled to use TelephoneIntegration.

[elephoneIntegration]	1 Version 2017.100	TelephoneIntegra	ddons.com
Get Started			
License summary			
Licenseinformation	LicenseValue	Systemvalue	Status
LicenseState		valid	-
LicenseState		accessPossible	1
Licenseinformation	LicenseValue	Systemvalue	Status
General license information (CRM 9.0.0.31		a	0
	perUser	ojotanituluo	(1)
Licensekey	dlLPfDeT039FRgKN2TUUwONavUsabw	Licensekey installed	(i)
	5		U
License validation information			
icenseinformation	LicenseValue	Systemvalue	Status
Licenseinformation BusinessUnit	LicenseValue d1054emea09101200	Systemvalue d1054emea09101200	
Licenseinformation BusinessUnit JserInformation	LicenseValue	Systemvalue	Status
Licenseinformation BusinessUnit UserInformation Number of user licenses	LicenseValue d1054emea09101200 fullAccess	Systemvalue d1054emea09101200 accessPossible	Status
Licenseinformation BusinessUnit UserInformation Number of user licenses Licenses for Readonly Users	LicenseValue d1054emea09101200 fullAccess 10	Systemvalue d1054emea09101200 accessPossible 3	Status
Licenseinformation BusinessUnit UserInformation Number of user licenses Licenses for Readonly Users Expiration	LicenseValue d1054emea09101200 fullAccess 10 0	Systemvalue d1054emea09101200 accessPossible 3	Status
License validation information Licenseinformation BusinessUnit UserInformation Number of user licenses Licenses for Readonly Users Expiration Support Issued product	LicenseValue d1054emea09101200 fullAccess 10 0 Never	Systemvalue d1054emea09101200 accessPossible 3 0	Status

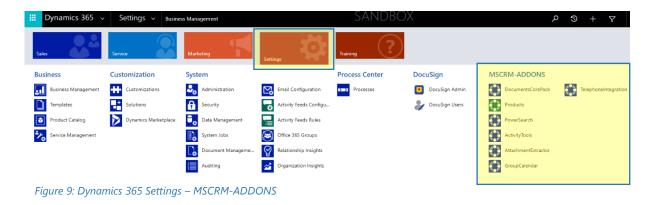
Figure 8: Valid license



1.4 How to activate AAD TeamMember Licensing

The following step-by-step instruction shows you how to enable the TeamMember licensing for our add-ons. This makes sense for Dynamics 365 Online organizations which use "Microsoft Dynamics 365 Team Member" licenses.

Open your Dynamics 365 Settings, navigate to MSCRM-ADDONS-section (highlighted in yellow) and select the add-on you want to activate the TeamMember Licensing for. This activation process has to be done for each add-on separately. Depending on which of our solutions you choose, the main configuration window will provide you with different tabs.



For example, if you choose DocumentsCorePack, the main configuration window looks like in the figure below. To activate the TeamMember Licensing for DCP, please navigate to the *License Server-tab*.

DCP Server-based Version 2	2017.140		•	DocumentsCorePack for Dynamics 365
♠ Get Started	Licens	e Server	License Client	About
To access your license info: • Navigate to the "Get Started" tab • Login with your Username and Password • Select the service for which you want to access the license • Click the "view & install license" button ■ System information (CRM 8.2.2.330)				
Licenseinformation		Systemval	ue	
BusinessUnit		orgf1ab6a5	d	
Number of site licenses		30		
Licenses for Readonly Users		0		
Issued product		AutoMerge		
	Enable Te	am licensing		(i) HELP

Figure 10: TeamMember Licensing for DocumentsCorePack

1) You first have to click on the *[Enable Team licensing]*-button, like you can see in the figure above.



2) Next, this window pops up where you have to type in the username of a Dynamics 365 administrator like you can see below. Then hit the *[Start]*-button.

Enable AAD TeamMember licensing				
Use this dialog to enable AAD TeamMember licensing. Type in the email address of your Dynamics 365 user.				
admin@test-domain.com				

Figure 11: Dialog for enabling AAD TeamMember licensing

3) A new window will open, where you have to sign in with an Office 365 admin account. Please note, that it could be possible that you first must disable your popup blocker for that. Then sign in and click the *[Next]*-button.

ashboar	ds: Activity Ove 🗙 🗱 Settings	× Sales: Dashboards - M			
C	() https://mscrm-addons2.crm4.dynam	nics.com/main.aspx#101278561	Microsoft		
apply ye Dyn	Your connection to this site is not fully secure Attackers might be able to see the images you're looking at on this site and trick you by modifying them. Learn more		Sign in admin@test-domain.com		
Exp	🖸 Popups	Allow -	Back Next		
EW ACT	Certificate Valid	Use global default (Allow) Always allow on this site	Can't access your account?		
	Cookies 74 in use	Always block on this site			
	Site settings				

-

Figure 13: Microsoft Login

Figure 12: Disable popup blocker in Chrome

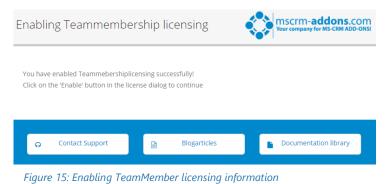
4) After login, you will be provided with the window below. Please click on the **[Accept]**-button to continue.

Microsoft
admin@test-domain.com
mscrm-addons.com TeamMembership
Website des Herausgebers: mscrm- addons.emea.microsoftonline.com
Diese App benötigt folgende Berechtigungen:
 ✓ Read all groups ✓ Read directory data ✓ Read all users' full profiles
Anmelden und Einlesen von Benutzerprofilen zulassen Wenn Sie zustimmen, werden dieser App die angegebenen Anwendungsberechtigungen für Ressourcen erteit (die allen Benutzern in Ihrer Organisation gehören. Ferner werden ihr Berechtigungen für Ressourcen delegiert, die dem angemelden Benutzer gehören.
Sie sollten diese Anforderung nur akzeptieren, wenn Sie dem Herausgeber (PTM EDV Systeme GmbH) vertrauen und wenn Sie diese App in einem Store oder auf einer Website ausgewählt haben, der bzw. dem Sie vertrauen.
Abbrechen Akzeptieren

Figure 14: Accept TeamMember licensing



5) If the process was successful you will be linked to our website showing the information below.



6) After enabling successfully the TeamMember licensing, please go back to the license dialog and click on the *[Enable]*-button to finish the process.

٩N	Enable AAD TeamMember licensing
	Use this dialog to enable AAD TeamMember licensing.
	To finish the process hit "Enable".
	Please note: Only proceed if the access was granted. Otherwise the connection will not work.
Į.	
	Enable Cancel

Figure 16: Enable AAD TeamMember Licensing

7) After activating, you will be provided with the window below, which shows you a license summary.

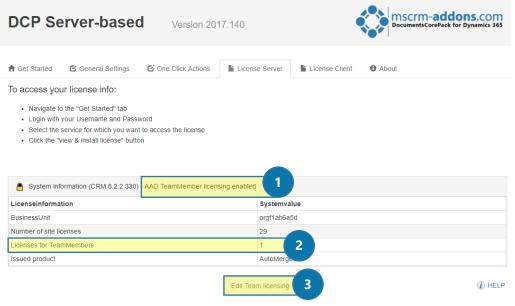


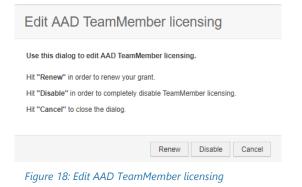
Figure 17: License summary



1 The General license information shows you that your AAD TeamMember licensing is enabled.

2 Licenses for TeamMembers shows the amount of Dynamics 365 TeamMember users and the Number of site licenses above shows you the amount of normal Dynamics 365 licenses reduced by the TeamMember users.

3 Here you can edit your TeamMember licensing. By clicking this you will be provided with the window below, where you can **Renew** or **Disable** your TeamMember licensing.



For all other products you can find the **[Enable Team licensing]**-button under the *Licensing-tab* like you can see below using ActivityTools as example. The process is the same as for DocumentsCorePack shown before.

ActivityTools	Version 2017.16		s for Dynamics 36
Get Started 🛛 🕑 General Settings	Licensing About		
	Invalid PerSiteLicences of	count	
License summary			
Licenseinformation	LicenseValue	Systemvalue	Status
LicenseState		invalid	8
icensekey	boWr1zbhH23qFxQsExu+9+vHXUHMHK.	Licensekey installed	1
License validation information			
<u> </u>	LicenseValue	Systemvalue	Status
Licenseinformation	LicenseValue orgf1ab6a5d	Systemvalue orgf1ab6a5d	Status
Licenseinformation BusinessUnit			
Licenseinformation BusinessUnit UserInformation	orgf1ab6a5d	orgf1ab6a5d	1
Licenseinformation BusinessUnit JserInformation Number of site licenses	orgf1ab6a5d fullAccess	orgf1ab6a5d accessPossible	
Licenseinformation BusinessUnit Userinformation Number of site licenses Licenses for Readonly Users	orgf1ab6a5d fullAccess 29	orgf1ab6a5d accessPossible 30	✓. ✓. ⊗
Licenseinformation BusinessUnit JeerInformation Number of site licenses Licenses for Readonly Users Expiration	orgf1ab6a5d fullAccess 29 10	orgf1ab6a5d accessPossible 30	× 1
License validation information Licenseinformation BusinessUnit UserInformation Number of site licenses Licenses for Readonly Users Expiration Support Lissued product	orgf1ab6a5d fullAccess 29 10 Never	org/1ab6a5d accessPossible 30 0	8

Figure 19: Team Licensing for ActivityTools



2 The Local License Manager

The local license manager is accessible as a standalone application (1) or from the main configuration tool of the add-on (2).

There are two ways to open the License Manager:

1) Search for "License Manager – Dynamics 365" in the start pane and press [Enter] to start the program – as you can see in the figure below. Next, connect to your Dynamics 365 organization.

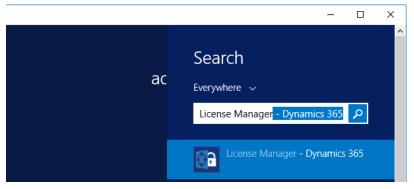


Figure 20: Start Pane – Search for License Manager

OR

2) Open the **Organization overview**, select an organization and click on **License Manager** (highlighted in yellow):

Ð	View (Organization Installation States - Ac	tivityTools 20)17.15	_ _ ×
Organization overview Please select an organization in the list to access organization specific functionalities, like configuration or license management					
Available Organizations:					
Friendly name	Unique name	Installation State	BuildNr.	ActivityToolsPluginConfig	ActivityToolsPluginDemo
D1054EMEA09101200	d1054emea09101200	ActivityTools is INSTALLED	2017.10	2017.3	2017.3
<		ш			>
Reinstall/Upgrade Licer	Launch config	Uninstall Get IFD Setup]		Close

Figure 21: Organization overview

Anyway, after the starting process, the window (see screenshot below) pops up:

For more information regarding the Connection Dialog, have a look at this article.



2.1 Local License Manager Overview

ì		License Manager		_ _ >
icense Manager elect a product from the list on the l	eft side to view it's licensing o	details or install/update	a license	dons.com or Dynamics 365
stalled Products	Current system inform	mation d1054emea09	101200@https://d1054emea09101200.crm4.dyn	amics.com a
	Your license is Valid			
	General license inform	nation (CRM 9.0.0.3172)	3	
AttachmentExtractor		LicenseValue	Systemvalue	Status
DecumentsCorePack	Licensemodel	perSite		0
DocumentsCorePack	Licensekey	boWr1zbhH23qFxQsExu+9	Licensekey installed	0
Chent	BusinessUnit	d1054emea09101200	d1054emea09101200	*
DocumentsCorePack Server Based Generation	Number of site licenses	40	30	
Server Based Generation	Licenses for Readonly Users	0	0	*
GroupCalendar	Expiration	Never		*
×	Support	26.09.2018 00:00:00	281 days left	*
PowerSearch	Issued product	ActivityTools	ActivityTools	*
- I officiated and the	Version upgrade covered	26.09.2018 00:00:00	30.11.2017 15:57:40	*
SmartBar	License Status			
	LicenseState 4		valid	*
Z TelephoneIntegration		-		5
	Select license file:			
				Close

Figure 22: License Manager Overview

1 INSTALLED PRODUCTS:

This list provides you with an overview of all the MSCRM-ADDONS products you have installed. Selecting a product in this overview will bring up the according to license details on the right side (section (3)). A green check, next to an add-on icon, means that its license is valid. A cross symbolizes an invalid license.

2 CURRENT SYSTEM INFORMATION:

Summary of your current license state. See chapter 3 POSSIBLE LICENSE STATES for more detailed information. A green background indicates a valid license and a red background indicates an issue with your license. Please check the highlighted rows in the overview for details.

3 GENERAL LICENSE INFORMATION:

Displays details about expiration date, version and user count.

4 LICENSE STATUS:

The field provides you with a deeper insight into your license status.

2.2 How to install a license

5 SELECT LICENSE FILE:

On click, a file dialog will open which allows you selecting a license file. After selecting a file, the License Manager will analyze the license and show its information in a new dialog, like you can see below. To finish the installation, click on the **[Install this]**-button.



Preview file license 🛛 🗖						
License Preview Allows you to verify license Validity						
Your license is Valid						
General license inform	nation (CRM 9.0.0.3172)					
	LicenseValue	Systemvalue	Status			
Licensemodel	perSite		0			
Licensekey	boWr1zbhH23qFxQsExu+99T	Licensekey installed	0			
BusinessUnit	d1054emea09101200	d1054emea09101200	4			
Number of site licenses	50	31	*			
Licenses for Readonly Users	0	0	*			
Expiration	19.06.2018 00:00:00	173 days left	* * * * *			
Support	19.06.2018 00:00:00	173 days left	*			
Issued product	ActivityTools	ActivityTools	*			
Version upgrade covered	19.06.2018 00:00:00	30.11.2017 15:57:40	*			
License Status						
LicenseState		valid	-			
Install this Cancel						

Figure 23: License Preview



You do not have to extract the received license! The Local License Manager can handle zip-files as well. If it contains licenses for multiple products it will install each license key for the corresponding product.



3 Possible license states

This chapter describes you the different license states, your license can have and how to handle problems with your license.

3.1 Valid

Your product is licensed correctly.

Your license is Valid

3.2 Expired

If your license has expired, the license manager will display a red bar, like you can see below. Additionally, the license state is set to invalid. In this case, you must update your license.

Your license has expired

3.3 The license could not be decrypted

This means, that your license has been issued for a newer version of the product. Please **contact our support**, as this issue requires a new license to be resolved.

Your license could not be decrypted

3.4 Your Dynamics 365 version does not support this license

This means, that your license has been issued for an older version of the product. Please **contact our support**, as this issue requires a new license to be resolved.

Crm Version 9.0.0.3172 is not supported by this license (Dynamics 365 v8)

3.5 Upgrading your license

To update or upgrade your license, you have two options:

1) **Purchase a new license or an upgrade license** directly in our online shop: <u>http://www.mscrm-addons.com/OnlineShop/tabid/80/language/de-DE/Default.aspx</u>

OR

2) Contact our support (please have a look at chapter 6 CONTACT)



4 How licenses are counted?

This chapter describes you how licenses are counted in our system. The counting mechanism varies depending on the type of license being used. We differentiate here between two types of licenses – the Normal licenses and the TeamMember licenses. Below are the two different license types and a description of how the count works for each:

4.1 Normal licenses

For the required licenses, all users that are activated and have as Access Mode "Read-Write" in Dynamics 365, are counted. Users with "Administrative" as Access Mode are not counted.

There is the possibility to count only users with a security role for licensing. To activate this feature the only thing you need to do is to create a new settingsKey for AutoMerge called "CountUsersWithSecurityRolesOnly" with value "true" as you can see in the figure below. More information about how to create settingsKeys can be found <u>here</u>.

MSCRM-ADDONS.COM SETTINGSKEYS : INFORMATION

New MSCRM-ADDONS.com Settingskeys -=

▲ General

Name *	CountUsersWithSecurityRolesOnly
IsCached *	Yes
KeyValue	true

Figure 24: New SettingsKey – CountUsersWithSecurityRolesOnly

Additionally there are users who have app access security roles as you can see highlighted in the figure below. App access security roles are predefined roles by Microsoft and are automatically assigned to users. These security roles will not be counted by DCP until you modify them.

Security Roles			
Business Unit:	d1054emea09101200	•	
New 📳 🖪 🗙 More Actions 🔹			
□ Name ↑	Business Unit	1	
Account Manager	d1054emea09101200		
Activity Feeds	d1054emea09101200		
CEO-Business Manager	d1054emea09101200		
CSR Manager	d1054emea09101200		
Customer service app access	d1054emea09101200		
Customer Service Representative	d1054emea09101200		
Delegate	d1054emea09101200		
DocumentsCorePack Security Role	d1054emea09101200		

Figure 25: App access security roles



4.2 TeamMember licenses

If you have TeamMember licenses, please notice that these are counted different. TeamMember are assigned to specific license groups in Azure Active Directory and only two types are counted – the "DYN365_ENTERPRISE_TEAM_MEMBERS" and the "DYN365_TEAM_MEMBERS".

Find more information on how to activate TeamMember licenses here.



5 List of figures

Figure 1: Dynamics 365 Settings – MSCRM-ADDONS – ActivityTools	4
Figure 2: ActivityTools - Licensing	4
Figure 3: ActivityTools – Expired version	5
Figure 4: Install license window	6
Figure 5: Subscription Number	7
Figure 6: Activate per User license	8
Figure 7: Select the users you want to activate	8
Figure 8: Valid license	9
Figure 9: Dynamics 365 Settings – MSCRM-ADDONS	10
Figure 10: TeamMember Licensing for DocumentsCorePack	10
Figure 11: Dialog for enabling AAD TeamMember licensing	11
Figure 12: Disable popup blocker in Chrome	11
Figure 13: Microsoft Login	11
Figure 14: Accept TeamMember licensing	11
Figure 15: Enabling TeamMember licensing information	12
Figure 16: Enable AAD TeamMember Licensing	12
Figure 17: License summary	12
Figure 18: Edit AAD TeamMember licensing	13
Figure 19: Team Licensing for ActivityTools	13
Figure 20: Start Pane – Search for License Manager	14
Figure 21: Organization overview	14
Figure 22: License Manager Overview	15
Figure 23: License Preview	16
Figure 24: New SettingsKey – CountUsersWithSecurityRolesOnly	18
Figure 25: App access security roles	



6 Contact

For further technical questions, please visit our blog <u>http://blogs.mscrm-addons.com</u> or contact <u>support@mscrm-addons.com</u>.

For sales and licensing questions please contact <u>office@mscrm-addons.com</u> or the corresponding contact information below.



Headquarter – Europe

PTM EDV-Systeme GmbH Bahnhofgürtel 59 A-8020 Graz Austria

Tel Austria +43 316 680-880-0 Fax +43 316 680-880-25

Support: 7AM - 8PM GMT+1 (Monday-Friday)

Headquarter – US

mscrm-addons.com Corp 1860 North Rock Springs Rd Atlanta, GA 30324 United States

Tel US +1 404 720 6066

Support: 9AM - 6PM EST (Monday-Friday)

Sales: +43 316 680 880 14 sales@mscrm-addons.com

www.ptm-edv.at www.mscrm-addons.com Sales: +1 404 720 6046 ussales@mscrm-addons.com

www.mscrm-addons.com