Upgrading to an 'Entitlement ID' from an 'EquipmentID / Serial' Pair

Date: Feb 2023, 002   By: Mark Silver, ms@igage.com

This document describes, step-by-step how to upgrade to the new entitlement number scheme.

Any change to an existing "Eq ID/ SN Number" license:

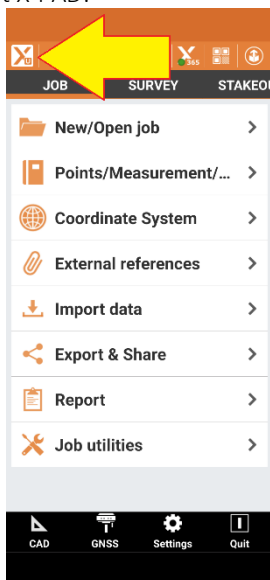- Adding an option like Volume or GIS
- Extending the X-Pert Maintenance

Will result in the new Entitlement ID style number being issued.
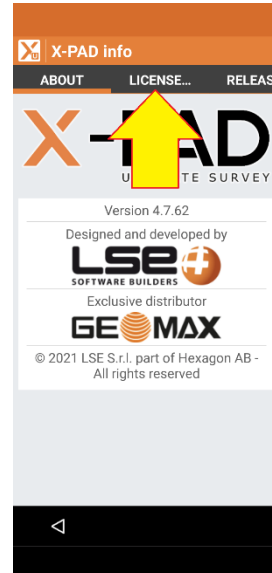
Upgrading

Rehost (move to the cloud) your existing license

1. Make sure your device is connected to the internet.
2. Make sure your current version of X-PAD is 4.6.0 or higher. If it is not 4.6.0 use the top link at this web page:
   https://iggps.com/XPad/XPad_install.htm
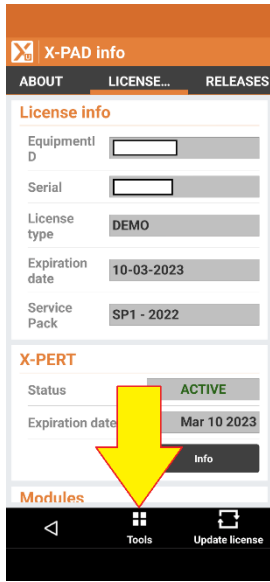   to upgrade.
3. Start X-PAD:

click on the large 'X' in the upper left corner.
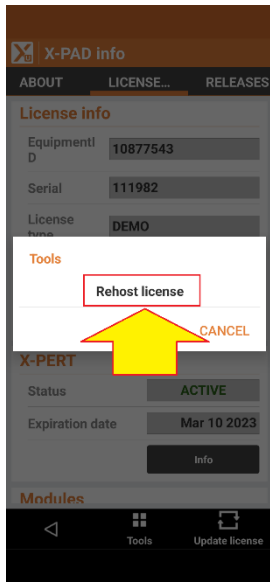
4. From the 'X-PAD info' screen:

Note: the current X-PAD version is shown on this screen. Make sure it is 4.6.0 or higher. Click on the 'LICENSE' tab.
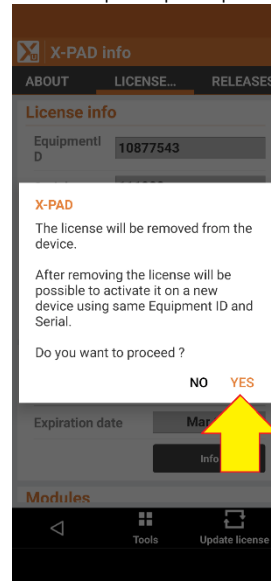
5. On the 'LICENSE' tab:

click on 'Tools' at the bottom.
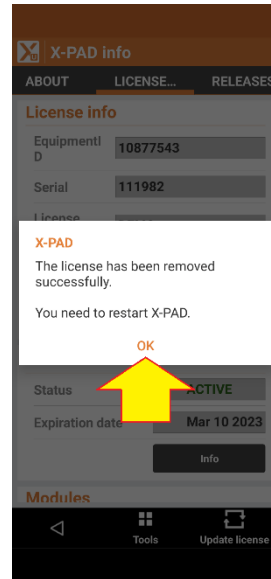
6. Click on 'Rehost license':

7. At this descriptive prompt:

click on YES.

8. X-PAD will connect to the cloud, deactivate the current installation, and move the existing license into the cloud:
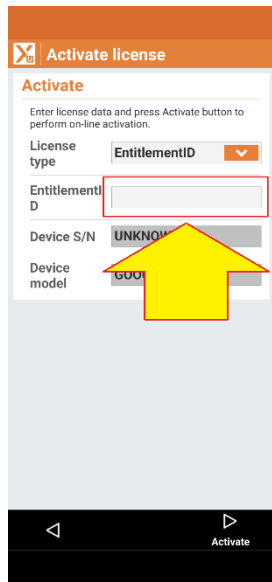

Click OK.
X-PAD will then exit.

Enter the new Entitlement ID

1. Restart X-PAD.

2. When X-PAD starts:

you will need to enter your new Entitlement ID. We recommend entering the '-'s in the number.
After entering it, click on the Activate button at the bottom.

Activation is known to sometimes fail the first time. If it fails, double-check the entitlement code and try again.

Make sure that all of your purchased options are available after the conversion.

If you have issues, call iGage and we will provide you with a 30-day demo code so that you can get back to work immediately. It may take us a day to track down any issues and we want to keep you running.