

This document describes the licensing model employed by MailEnable for servicing ActiveSync.

1 Overview

The ActiveSync service itself is included in the base MailEnable product installation for Professional and higher editions, but licenses for its use must be purchased separately for each user who uses the service. When this user license allowance is exhausted, no additional users will be able to access the service. The user license allowance can be increased by purchasing an upgrade to a higher allowance.

An ActiveSync license is valid for a period of twelve months from the time of purchase. After this period expires, the service will cease operation. Twelve month extensions to ActiveSync licenses are available for purchase from MailEnable.

ActiveSync is available under a 30 day evaluation, and can be activated via the ActiveSync Management Application under the MailEnable program group.

2 License Management

2.1 Pricing

MailEnable ActiveSync licenses can be purchased in a similar way to licenses for the main MailEnable product, through MailEnable Online Services.

MailEnable's ActiveSync service is licensed per user per year. Licenses are available in predefined user allowance blocks. Unused user allowances are not rolled over and are not refundable.

For example, if you purchase 100 ActiveSync licenses and only use 95 of them within the license period, you cannot carry over 5 licenses to the next license period.

2.2 Activating

After purchasing a new MailEnable ActiveSync license, the license must be activated. This is achieved in the MailEnable ActiveSync Management application, and requires the licensee's MailEnable customer account credentials (the same ones used to access Online Services). See the documentation for the ActiveSync Management application for detailed instructions.

2.3 Upgrading User Allowance

If the user allowance which a licensee initially purchased proves to be insufficient, an upgrade to a larger allowance can be purchased retrospectively through MailEnable Online Services. The cost is the difference in price between the purchased allowance and the desired allowance.

Note that upgrading the user allowance for a license in Online Services will not be immediately reflected until the ActiveSync service next validates the license with MailEnable. However, this can be triggered through the ActiveSync Management application. See the documentation for the ActiveSync Management application for detailed instructions.

2.4 Renewing

Each year, ActiveSync licenses must be renewed to continue functioning. This is performed through MailEnable Online Services. The price is the same as the initial purchase price for the relevant user license allowance.

2.5 Moving Licenses between servers

You may have the need to migrate your license to another server. This is done by renaming the following directory:

```
Mail Enable\Config\Licensing\MailEnable ActiveSync
```

Renaming this to the following is ok:

```
Mail Enable\Config\Licensing\_MailEnable ActiveSync
```

Then copy this directory to the new server and rename back to:

```
Mail Enable\Config\Licensing\MailEnable ActiveSync
```

You are not able to have both servers use the same license directory, which is why it has to be renamed on the old server. Not renaming it will invalidate one of the servers license.

3 Requirements

3.1 Internet Connection

MailEnable ActiveSync licenses are periodically validated against a central MailEnable license validation server. This means that MailEnable ActiveSync installations require Internet access for correct operation.

The domain www.mailenable.com must be able to be correctly resolved and accessible from the machine running the ActiveSync service.

4 Troubleshooting

4.1 ActiveSync Management Application

The ActiveSync Management application reports the current status of the license, and is the place to begin investigating a suspected licensing problem.

4.2 Windows Event Log

Licensing problems are reported to the Windows Event Log. Information about the cause of a license denial, such as expiration or exhausted allowance, can be found there.

5 Frequently Asked Questions

5.1 Can dormant licenses be reclaimed when I renew?

Yes, any dormant licenses (mailboxes that no longer require access via ActiveSync) will be discarded at commencement of a new license term (of 12 months).

Once consumed, a license remains consumed to the end of the current twelve month validity of the license. If the user who consumed the license ceases to make use of it, it cannot be reclaimed or reused by another user in the same twelve month period.

When a license renewal is purchased, all consumed licenses are reset, and become available for consumption once again.

5.2 What happens if I need to increase the number of ActiveSync Licenses within a given period?

If you need to increase the number of licenses within a licensing period, the total number of licenses needs to be purchased, and the license period is reset. You are not able to buy extra licenses and “add” them to your current usage. It is important that you purchase as many licenses as you require within a 12 month period.

5.3 What happens when the license period expires?

When the ActiveSync license expires, you will not be able to synchronize data via the ActiveSync protocol.

This means that devices will not be able to access data from the MailEnable server and will cease to function.