

Technical Note

(tcpgps_android_en_v21_001_license)

TcpGPS Android License Request

Update Date

09/02/2021

Requirements

Hardware:

Device with **Android 6.0+**

Software:

TcpGPS v2.1.0+ for Android

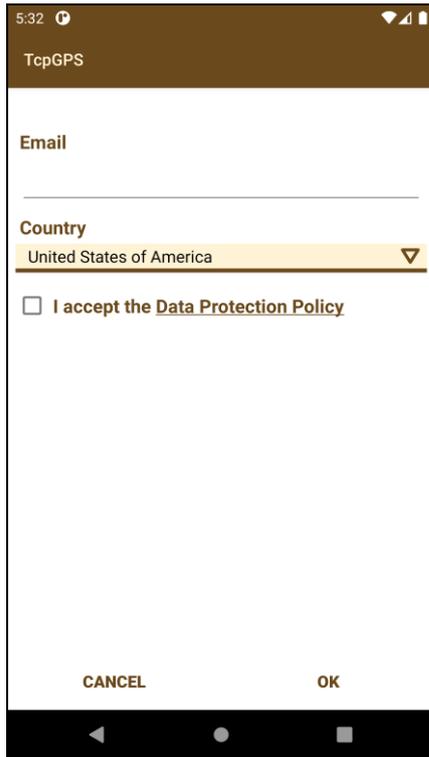
Objective

Request, release and transfer to another device a demo or full license for TcpGPS Android.

Details

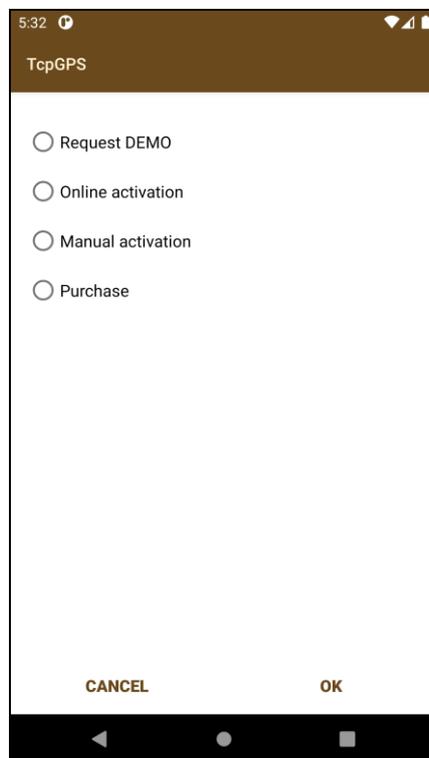
License Request

Requesting a license for **TcpGPS Android** is made in several steps, starting by asking the user for his **email** and **country**, basic data for identifying a license.



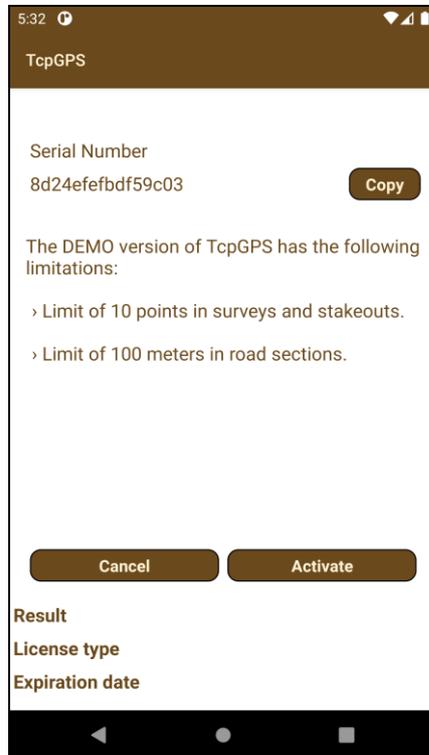
License options

Once the user enters his email and country, and after reviewing and accepting the data protection conditions, the app shows the next screen where the user can select one of the different options given for activating a license:



Request DEMO

This option leads the user to request a demonstration license to the license server. This screen shows the limitations of a **DEMO** license: 10 points and 100-meters road sections.

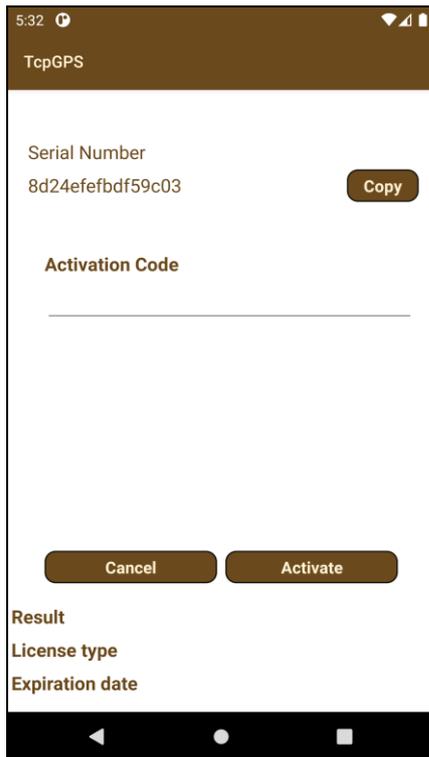


By clicking in **Activate** the process for requesting a demonstration license will start.

Online activation

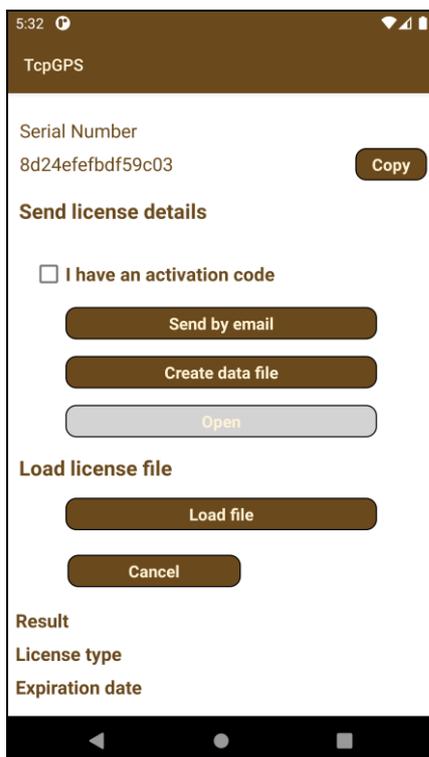
This option allows the user to request a full license of TcpGPS, either basic or professional. To do this, the user needs and **activation code**.

When the activation code is typed, the user must click in **Activate** and the process for requesting a final license will start.



Manual Activation

In this case, a file with the needed data and information for generating the license in the server will be generated. Then, the license will be sent you the user for installing it in his device. This option is recommended when it is not possible to use the online activation because restrictions in the online service, no connection available, etcetera. The processing of the license can take between 1 and 2 business days.



Firstly, the data file must be created by selecting one of the options: send by email or create it in the device. If the second option is selected, once the file is created, it must be sent to support@aplitop.com.

When the file is received by Aplitop, it will be processed and the corresponding license will be generated. Then, it will be sent as response of the email the user sent to our support email.

Purchase

As it was said before, it is needed an activation code for requesting a final license. This option will redirect the user to Aplitop's website so that the user can request a quote and buy a code for a final license.

Releasing and transferring a license

If you want to release a license from a device and transfer it to another, you must go to **Menu > Application > About us** and click on **Release License**. After confirming the process, the license will be removed from your current device. Then you can request the license again from the same device or another. You can request the new license with a new user.



Frequently asked questions

I forgot to release the license

In case you want to change the license to another device, firstly you must release the license from the old one in order to request it in the new one. If you forgot to release the license or it is not possible because the device is broken or you lost it, contact Aplitop at support@aplitop.com and they give you the steps to follow for recovering your license.

I have not access to the license server

Certain Internet connections (especially WiFi or LAN connections in companies and public administrations) implement restrictions to connect to certain pages and content. These restrictions are usually housed in a firewall. If you are unable to modify these restrictions on the firewall, we recommend the following options:

1. Connect to another WiFi network with less restrictions. Your home network could be a good option because it should not be very restricted.
2. Use a data connection.

Other issues

If you receive any error during your license request, please check that you have entered the credentials correctly: email, country and code (if you want to request a final license). If the problem still persists, please contact Aplitop at the email support@aplitop.com.