



IC:ENTERPRISE

8.3

Administrator Guide

Addendum

Software License Acquisition Guide

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TECHNICAL SUPPORT

Registered users can receive technical support from 1C Company or authorized 1C partners.

To complete your registration, fill out the registration form and mail it to the 1C partner through which you have purchased the product. The address is printed on the registration form.

Refer to the software registration card for the telephone number and email address of the technical support service.

When you dial the hot line, ensure that you are not far from your computer and you have this guide and your registration card with you. Be prepared to provide the support representative with the brand and technical specifications of your computer and printer.

When you dial the hot line, you will be connected with a technical specialist. Be ready to provide the name of your company, your software version number (it can be found on the software distribution CD and on your registration card) and other registration information. The information that you provide will be verified against the registration form that you sent out.

The technical support specialist might attempt to reproduce your situation on their computer. They might provide the solution immediately or consult software developers. The log of all support calls is maintained, so when calling about a previous issue you can refer to the date and time of your previous call.

WE ARE ALWAYS HERE TO HELP YOU!

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GENERAL INFORMATION

To acquire a software license, you will need a document included in the product delivery kit that contains the following information:

- software product type:
 - base delivery;
 - client license;
 - 1C:Enterprise 8 server license;
 - a package that combines the types listed above.
- software product kit number;
- PIN codes for software license acquisition.

The reverse side of the document contains the instruction on software license acquisition.

The document is enclosed in an envelope labeled "Software license PIN codes".

Alternatively, you can purchase a software product online and obtain this information in electronic form.

During the license acquisition procedure, you will have to enter the following information:

- product kit number,
- PIN code,
- license owner info.

Attention!

The information that you enter is necessary not only for license acquisition, but also for license restoration. Therefore, we recommend that you record this information to a file in order to ensure its safe storage. We also recommend that you record the product kit number, the PIN code that you used, and the license acquisition method (automatically, on an electronic medium (using a file), or by phone).

You can acquire a single license for a single PIN code. The extra PIN codes are intended for acquiring licenses when you replace or modify the computer where the licenses were acquired (see section "Restoring licenses" on page 29).

If you run 1C:Enterprise on virtual machines, you have to acquire a software license for each virtual machine.

Attention!

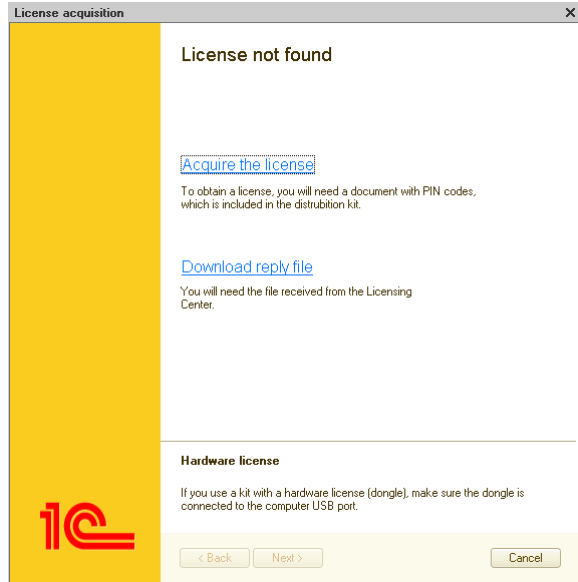
Do not store multiple copies of a single software license file in multiple directories that are accessible to 1C:Enterprise applications. This is considered a license violation; therefore the license will become invalid.

SOFTWARE LICENSE ACQUISITION PROCEDURE

This section describes the actions that are common for acquiring licenses of all types. Procedure parts that depend on license type are described in the corresponding sections of this document.

General procedure

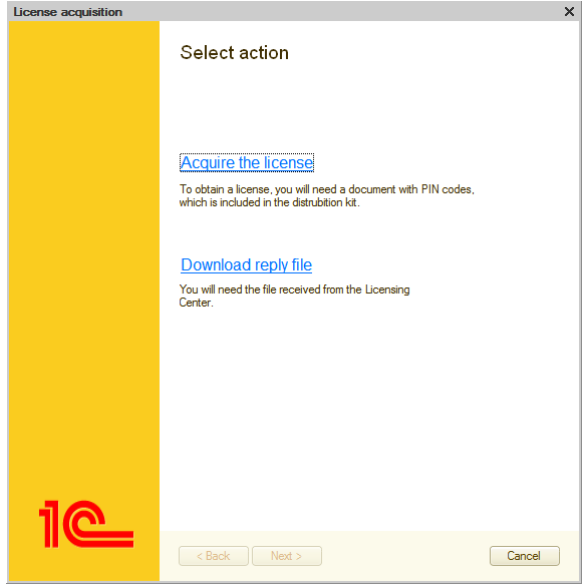
Run 1C:Enterprise in any of the following modes: **Designer**, **1C:Enterprise (thick client)** or **1C:Enterprise (thin client)**. If a software license or a protection key is not found, the following dialog box is displayed:



If a license was found during the startup of **1C:Enterprise**, you can start the license acquisition procedure from Designer, by clicking **Tools – License acquisition**.

License acquisition consists of several steps. Once you enter the required information or select the required options, click **Next** to proceed to the next step. The application will request information required for license generation and provide recommendations for completing the steps.

Click **Acquire the license**.



Enter the software product kit number and the PIN code.



License acquisition

Kit registration

Kit number

PIN code

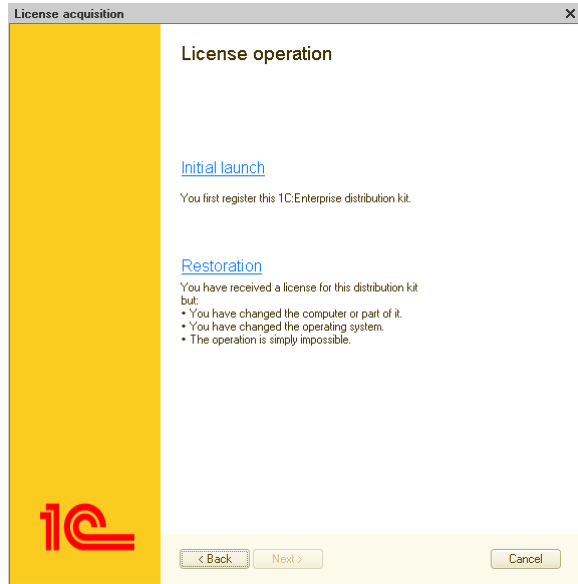
Additionally

< Back Next > Cancel

If you want to acquire a license for the current computer and it is connected to the Internet, click **Next**.

For more complex scenarios, the **Additionally** link is available. By clicking this link, you can turn automatic license acquisition on and off, and specify server parameters. See section "Specifying additional parameters" on page 12.

The next step after entering the kit number and the PIN code is selecting license operation.



Initial launch – click this link if you have not yet acquired a license for the specified kit number.

Restoration – click this link if 1C:Enterprise cannot be started for any reason, for example, the license file was deleted, the software was installed on a new or modified computer, or the operating system was changed. For detailed information about license restoration, see section "Restoring licenses" on page 29.

During the next step, specify the user type (**Company** or **Individual**) and enter the license owner details.



License acquisition x

License owner

Company Individual

Organization:

Last name:

Name:

Middle name:

e-mail:

Country:

Region/area: ZIP:

District:

Town:

Street:

House: Building:

Apartment, office:

I agree to repeat the data correct to every character upon license restoration

Save data

< Back Next > Cancel

The license owner details are required for license restoration, and during the restoration it is necessary to provide them exactly as they are written in this dialog box. Therefore, we recommend that once you specify the details, you save them to your computer by clicking **Save data**.

The next step includes gathering information on computer configuration and acquiring the license.

If you are acquiring a license for the first time, only the kit number and the PIN code are checked in the Licensing Center.

If you are restoring a license, the license owner details are also checked in the Licensing Center. They must be identical to those provided during the initial license acquisition.

If you entered the correct data, the system retrieves license details from the Licensing Center, saves them to your computer, and proceeds to the final step.

Once the license is acquired, click **Finish**. The license is saved to your computer as a .lic file.

Specifying additional parameters

In the **Kit registration** dialog box, click **Additionally**:

The screenshot shows a dialog box titled "License acquisition" with a sub-tab "Kit registration". On the left is a yellow vertical bar with the 1C logo. The main content area includes a "Kit number" text box, a "PIN code" section with five individual input boxes, and an "Additionally" section. This section contains two checkboxes: "Installing on the server" and "Automatic acquisition". Below the "Installing on the server" checkbox are "Server" and "Port" text boxes, with "1540" entered in the "Port" box. At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

Then you can turn automatic license acquisition on or off by selecting or clearing the **Automatic acquisition** check box.

To specify server parameters, select the **Installing on the server** check box, and then enter the address of the server computer and the server agent port number.

You might need to select or clear the **Installing on the server** check box depending on the following conditions:

- license type;
- which computer you are using for license acquisition;
- infobase mode: file or client/server;
- **1C:Enterprise** startup mode: **Designer** or end user mode.

Recommendations on specifying these parameters are included in sections that describe acquisition of various license types.

Acquiring licenses automatically

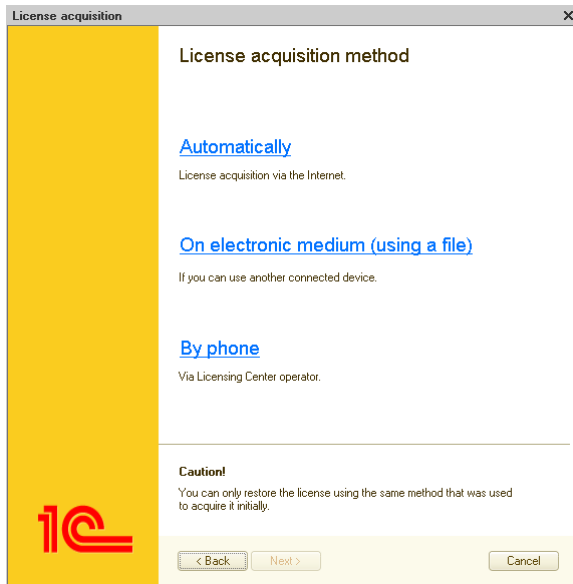
Automatic license acquisition is the default option if 1C:Enterprise system can access the Licensing Center over the Internet. In this case all license acquisition steps, including license request generation, sending the request to the Licensing Center, acquisition of license details, and saving them to the user's computer are performed automatically.

You can turn automatic license acquisition off in the **Kit registration** dialog box by clicking **Additionally**, see page 12.

You can turn automatic license acquisition on in the same dialog box, or in the **License acquisition method** dialog box by clicking **Automatically**, see page 13.

Selecting license acquisition method

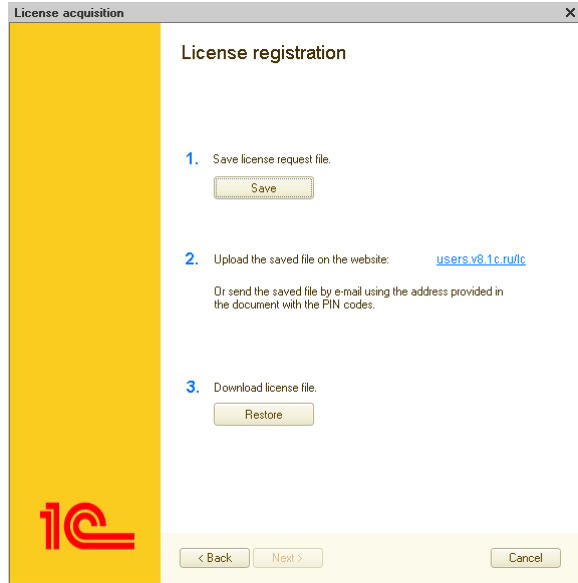
If automatic license acquisition is turned off or is not available, the next step after entering license owner details is selecting license acquisition method:



Acquiring licenses on electronic media (using files)

If your computer is not connected to the Internet but you can access the Internet and email from another computer, in the **License acquisition method** dialog box, click **On electronic medium (using a file)**.

The license acquisition procedure consists of three steps.



Creating a license request file

Click **Save** and save the license request file to your computer.

Then you can exit the license acquisition dialog box and continue the license acquisition procedure later, when you obtain the license details file from the Licensing Center. Alternatively, you can wait until you obtain the license file without closing the license acquisition dialog box.

Obtaining license details file from the Licensing Center

To complete this step, you need a computer with Internet access.

You have to send the license request file to the Licensing Center using one of the following methods:

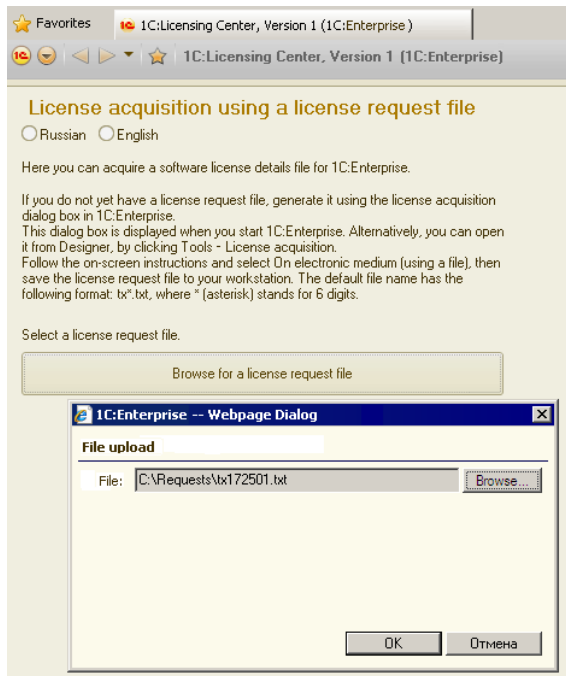
- uploading the file to the Licensing Center at <http://licenses.1c.com/>,
- sending the file by email.

The email address for sending the file is included in the document that contains the PIN codes. Specify "License acquisition" in the email subject field and attach the license request file to your email message. The response from the Licensing Center will include a license details file.

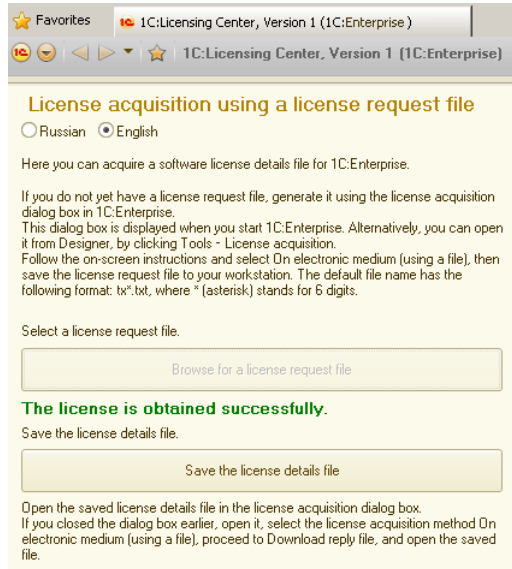
To obtain a license details file from the Licensing Center, click the link in the dialog box or enter the following address in your web browser: <http://licenses.1c.com>. This opens the **License acquisition using a license request file** webpage, which is a part of the Licensing Center.

On this page, you can upload the generated license request file and obtain the license details file from the Licensing Center.

To upload the request file, click **Browse for the license request file** and enter the full path to the file, or click **Browse** and select the file.



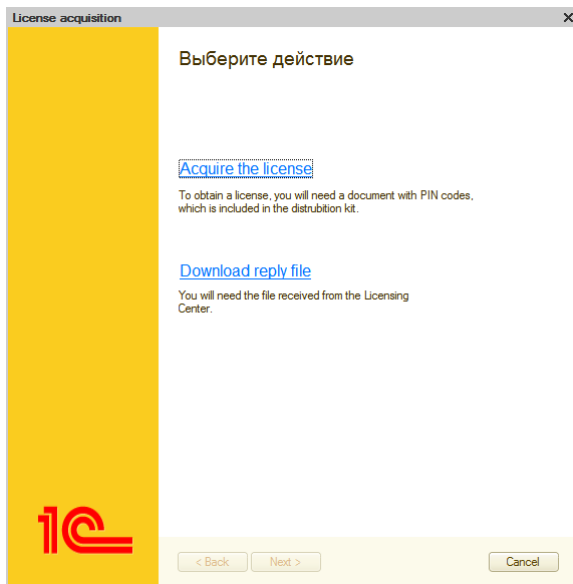
Once you select a file, click **OK**. If the license request file was generated correctly, the license owner information is registered in the Licensing Center and the license details are generated. The corresponding message is displayed together with the button for saving the license details file.



To save the license details file, click **Save the license details file** and specify the destination directory.

Specifying license details

To resume the license acquisition procedure, run 1C:Enterprise (if you closed it earlier) or switch to the license acquisition dialog box (if it is still open).



Click **Download reply file**.

Browse to the file obtained from the Licensing Center and select it.

Once you click **Next**, the system saves the license details to this computer and proceeds to the final step.

Click **Finish**.

Acquiring licenses by phone

This method is intended for acquiring single-user licenses only. Use it if your computer is not connected to the Internet and you do not have access to the Internet and email from another computer.

Once you select license acquisition by phone, the application gathers information on your computer configuration, and then displays the information required for license acquisition.



The screenshot shows a window titled "License acquisition" with a close button (X) in the top right corner. The main content area is titled "License registration" and contains three numbered instructions:

1. Call the Licensing Center using the number provided in the document with the PIN codes.
2. Dictate the codes to the operator to acquire the license.
This instruction is followed by four rows of input fields, each labeled with a number (1, 2, 3, 4) and containing four buttons, each with the number "999". Below these rows is a "Check sum:" label followed by a single button with the number "999".
3. Click **Next** and enter the data to be provided by operator.

At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". On the left side of the window, there is a large yellow vertical bar with the "1c" logo in red at the bottom.

Report this information to the Licensing Center operator by calling the phone number specified in the document containing the PIN codes.

During the next step, enter the license details provided by the operator.

License acquisition

Response from the Licensing ...

1 ▶

2 ▶

3 ▶

4 ▶

5 ▶

6 ▶

7 ▶

8 ▶

9 _____ Checksum:

< Back Next > Cancel

Once you complete each line, report the checksum to the operator. If the checksum is incorrect, you have to re-enter data in this line.

Once you enter and verify the last line, verify the total checksum.

If the data is entered correctly, click **Next**.

If the license is acquired successfully, a notification will be displayed.

Click **Finish**.

Important note

The acquired license is stored on the local computer as a .lic file in a directory available to all users. For information on directory names for various license types, see chapter 9 of "1C:Enterprise 8.2 Administrator Guide".

To remove a license from a computer, remove the .lic file.

Attention!

Do not store multiple copies of a single software license file in multiple directories that are accessible to 1C:Enterprise applications. This is considered a license violation; therefore the license will become invalid.

ACQUIRING SOFTWARE LICENSES INCLUDED IN A SOFTWARE DISTRIBUTION KIT

A 1C:Enterprise software product that includes platform and configuration distribution kits can also include one or several licenses. Depending on the delivery type, these licenses are intended for one or several workstations that run the software in the file or client/server mode.

The majority of mass-market products include a **client license for a single workstation** (a single-user license). This product type is called "base delivery".

Besides base deliveries, package deliveries are available. Instead of a single-user license, they can include:

- a client license for five workstations,
- a client license for ten workstations and a 1C:Enterprise server license.

1C:Enterprise products can also include other licensing options.

Regardless of the total number of licenses, all of the PIN codes are listed in a single document. The list includes subtitles indicating the license types. Acquisition of licenses of various types is described in detail later in this document (see pages 22 and 26).

ACQUIRING AND USING CLIENT LICENSES

The client license acquisition procedure depends on the number of workstations in the set of client licenses.

A license for a single workstation is delivered with a set of PIN codes for a single-user license. A single-user license is intended for use on a single end-user computer; it allows running any number of sessions with file or client/server 1C:Enterprise infobases.

A license for 5, 10, or 20 workstations is delivered with two sets of PIN codes: one for acquiring a number of single-user licenses equal to the number of workstations, and the other for obtaining a multiuser license for the same number of workstations. It actually includes two full licenses of different types but the user must choose one: either the set of single-user licenses or the multiuser license for the specified number of workstations.

The procedure for single user license acquisition is described earlier in this document.

A multiuser license allows running a maximum number of 1C:Enterprise sessions specified in the license agreement. The license is not tied to any end-user computer; sessions are counted at the server.

You can install a multiuser license to:

- a computer with a 1C:Enterprise server and a client/server infobase,
- a computer with a web server extension module and a file infobase,
- a terminal server (if you want to run 1C:Enterprise in terminal mode).

Attention!

Before the acquisition of a 5-, 10-, or 20-user license you have to select the option you want to use: either a set of single-user licenses or a multiuser license. The decision is finalized when you acquire the first license by using a PIN code from any of the PIN code sets. If you acquire the first license by a PIN code for a single-user license,

the PIN codes for a multiuser license become invalid. Alternatively, if the first PIN code that you use belongs to the multiuser license, the PIN codes for single-user licenses become invalid.

A license for 50, 100, 300, or 500 workstations is always a multiuser one. It includes a set of PIN codes for acquisition of a multiuser license for the specified number of workstations.

During the acquisition of a client license, consider the following:

- the computer that you use for license acquisition,
- the computer where you install the license.

Acquiring single-user licenses

For obtaining a single-user license, we recommend that you run 1C:Enterprise in **Designer** mode on the computer where you want to install the license. It can be a client computer, a terminal server, or a 1C:Enterprise server. In this case you do not have to specify additional computer parameters (see page 12).

You can also acquire a single-user license on a client computer and then install it on a computer with 1C:Enterprise server installed. To use this option, run 1C:Enterprise in **Designer** mode on the client computer and then, after entering the kit number and the PIN code, click **Additionally** and specify the server address and the server agent port number:

License acquisition

Kit registration

Kit number

PIN code

Additionally

Installing on the server

Server

Port

Automatic acquisition

< Back Next > Cancel

You can acquire a single-user license using the following methods:

- automatically (see page 13),
- on an electronic medium (using a file), see page 14,
- by phone (see page 18).

Acquiring multiuser licenses

To acquire a license, run 1C:Enterprise in **Designer** mode on a client computer, a computer with **1C:Enterprise** server installed, or a computer with web server extension module installed.

If you are acquiring a multiuser license from a client computer for installing on a 1C:Enterprise server and using with client/server infobases, after entering the kit number and the PIN code, click **Additionally** and specify the server address and the server agent port number:

License acquisition

Kit registration

Kit number

PIN code

Additionally

Installing on the server Automatic acquisition

Server

Port

< Back Next > Cancel

If you are acquiring a license from a computer with 1C:Enterprise server installed, a terminal server, or a computer with web server extension module installed, you do not have to click **Additionally** and enter the parameters.

Note

If you are acquiring a server license and a multiuser license and you can run Designer on a computer with 1C:Enterprise server installed, we recommend that you acquire both licenses from the computer where the server is installed without specifying additional server parameters.

You can acquire a multiuser license **automatically** (see page 13) or **on an electronic medium (using a file)**, see page 14. You cannot acquire a license of this type by phone.

Installing multiple client licenses on a single computer

If a single computer has 1C:Enterprise server and web server extension module installed, and is terminal server, you can install any number of single-user and multiuser client licenses on this computer.

In this case the total number of users is determined as a sum of numbers from all licenses, and the server distributes the licenses among the users.

Note

If you need to activate an additional client license on a computer where a software license was activated earlier, the activation procedure must be exactly the same as the first activation procedure performed on this computer.

ACQUIRING SERVER LICENSES

Run 1C:Enterprise in **Designer** mode on a 1C:Enterprise server computer or a client computer.

Run the **Tools – License acquisition** command.

If you started Designer on a server computer, you do not have to enter additional parameters after entering the kit number and the PIN code.

If you are acquiring a license from a client computer, after entering the kit number and the PIN code, click **Additionally** and specify the server address and the server agent port number:

License acquisition

Kit registration

Kit number

PIN code

Additionally

Installing on the server

Server: Sirena

Port: 1540

Automatic acquisition

< Back Next > Cancel

Note

If you are acquiring a server license and a multiuser license and you can run Designer on a computer with 1C:Enterprise server installed, we recommend that you acquire both licenses from the computer where the server is installed without specifying additional server parameters.

You can acquire a server license **automatically** (see page 13) or **on an electronic medium (using a file)**, see page 14. You cannot acquire a license of this type by phone.

ACQUIRING LICENSES FOR WORKING IN TERMINAL MODE

To work in the terminal mode, you will need the following licenses:

- client licenses (single-user or multiuser ones);
- A 1C:Enterprise server license (if you are planning to use the client/server mode).

We recommend that you perform the license acquisition procedure (both for client and server licenses) on the terminal server computer by running Designer; in this case you do not have to enter additional server parameters.

Note that all client licenses, both single-user and multiuser ones, are installed to a directory that is available to all users. In this case the total number of users is determined as a sum of numbers from all licenses, and the terminal server distributes the licenses among the users.

For specifics of client license acquisition, see page 22.

For specifics of server license acquisition, see page 26.

ACQUIRING LICENSES FOR WORKING WITH WEB SERVERS

To work with a file infobase through a web server, you will need clients licenses only (single-user or multiuser ones). You will not need a 1C:Enterprise server license.

If you can run Designer on the computer with the web server extension installed, we recommend that you acquire the licenses from this computer. In this case you do not have to click **Additionally** and enter the parameters.

If you cannot run Designer on a computer with the web server extension installed, do the following:

- install 1C:Enterprise server on this computer. The server license is not required because you will only need the server agent;
- acquire the licenses from any client computer. After entering the kit number and the PIN code, click **Additionally** and specify the server address and the server agent port number:

License acquisition

Kit registration

Kit number

PIN code

Additionally

Installing on the server

Server

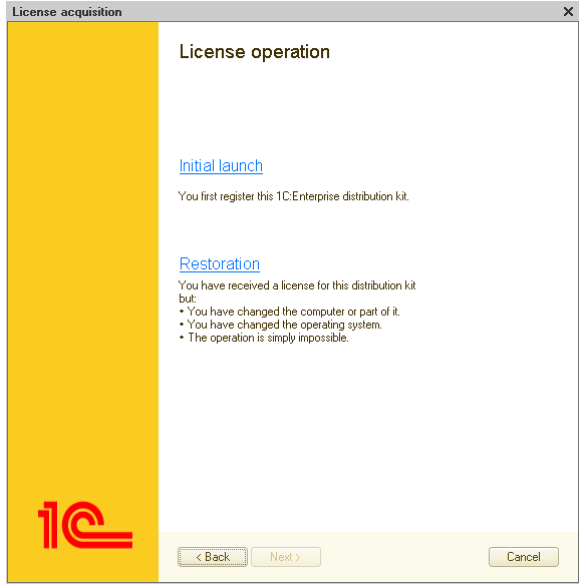
Port

Automatic acquisition

< Back Next > Cancel

RESTORING LICENSES

If 1C:Enterprise cannot find a license for any reason, for example, the license file was deleted, the software was installed on a new or modified computer, or the operating system was changed, in the **License operation** dialog box, click **Restoration**:



At the next step, enter the PIN code:

License acquisition

PIN codes to restore the license

I am sure the key computer parameters have not been changed...

Current PIN code

999 999 999 999 999

Spare PIN code

< Back Next > Cancel

If the key computer parameters (see page 33) have not been changed, select the corresponding check box and specify the same PIN code as you used before.

If the key computer parameters (see page 33) have been changed, clear the check box and specify an extra (unused) PIN code.

Click **Next**.

Specify the same license owner details as you entered earlier during the first license acquisition:

The screenshot shows a window titled "License acquisition" with a close button (X) in the top right corner. The window is divided into a yellow sidebar on the left containing the 1C logo and a main white area. The main area has a title "Personal data verification" and a message: "You need to repeat the data entered upon initial license acquisition." Below the message are two radio buttons: "Company" (selected) and "Individual". A series of text input fields follow: "Organization:", "Last name:", "Name:", "Middle name:", "e-mail:", "Country:", "Region/area:" (with a "ZIP:" field to its right), "District:", "Town:", "Street:", "House:" (with a "Building:" field to its right), and "Apartment, office:". At the bottom of the main area are three buttons: "< Back", "Next >", and "Cancel".

It is important to ensure that all the information you enter is fully identical to the information that you entered earlier during the first acquisition of the license by the specified PIN code (every single character must match).

If you enter the correct information, you will receive the same license that you acquired earlier from the licensing center. The license will be assigned to the computer that you specify.

If you enter incorrect information, you do not receive a license.

Note that you have to use the same license acquisition method as you used before. If you acquired a license by phone, you can restore it only by phone. If you acquired a license automatically or on an electronic medium (using a file), you can restore it only automatically or on an electronic medium (using a file), respectively.

UNDERSTANDING KEY COMPUTER PARAMETERS

During software license acquisition, information on computer configuration (key parameters) is gathered for the computer where the license will be installed. If any of the key parameters is changed, you have to restore the software license using an extra PIN code. If multiple licenses are installed on the computer, you have to restore all of them.

The list of key parameters includes:

- operating system name;
- operating system version (for operating systems of Windows family, only the first two digits are important);
- operating system serial number (only for operating systems of Windows family);
- operating system installation date (only for operating systems of Windows family);
- network name of the computer;
- motherboard model;
- RAM size;
- BIOS type and version;
- list of CPUs with their parameters;
- list of network adapters with their MAC addresses;
- list of hard disks with their parameters.

To use IC:Enterprise on virtual machines, you have to acquire a software license for each virtual machine. In this case a software license is linked to virtual machine parameters (these parameters are the same as physical computer parameters listed earlier in this document). If you change any of these parameters, you have to restore a license using a new PIN code.

When changing key computer parameters, remember the following:

1. Adding hardware does not change key parameters but removing hardware does. For example, if a computer had one network adapter installed during license acquisition and then you add another one, you do not have to restore the software license. But if you replace a network adapter, you have to restore the license.
2. Increasing RAM size does not change key parameters but reducing it does. For example, if a computer has 2 GB of RAM during license acquisition, then you increase the RAM size to 6 GB, and then reduce it to 4 GB, you do not have to restore the software license. But if you reduce the RAM size to less than 2 GB, you have to restore the license.
3. The list of key parameters is checked against their values at the time of license acquisition.

You can find information about the latest changes in the copy protection system in the file readme.txt, which is a part of 1C:Enterprise distribution kit.

ACQUIRING ADDITIONAL PIN CODES

If you used up all of the PIN codes included in the distribution kit, you can request additional PIN codes from the Licensing Center. Send an email to **lic@1c.ru** with subject "Request for additional PIN codes". Provide the following information:

- product kit number,
- company name;
- the PIN code you need to replace;
- the reason of requesting a new PIN code.

A Licensing Center operator might ask you to provide a license request file.

To generate a license request file, run 1C:Enterprise in **Designer** mode, and then click **Tools – License acquisition**.

Select the **On electronic media (using a file)** method and generate the license request file using the current PIN code. Attach this file to the email message that you send to the Licensing Center.

The Licensing Center operators will check your license acquisition history. If the history does not contain any license violations, the additional PIN code will be sent to you by email.