Licensing transfer process

1. License owner to record the current licenses from the existing system or perform a license backup (available in 10.17.0.0).
    a. Depending on the HotView Pro version, entering re-entering the Serial #s under each license key may be required, so note the serial #s under the associated keys from the original system.
2. Allow Firetide Support remote access to your original system to remove license information.
3. Enter noted keys on new system or restore backup on new system (available in 10.17.0.0)
4. Submit new request to licensing@firetide.com and wait for permanent file from Firetide (no later than next business day, depending on when request was submitted.
5. Import permanent, and verify under HotPort List that all Serial #s that were on original HotView Pro system are present.
    a. If not present, manually enter the Serial #s to avoid HotView Pro revoking licenses from current nodes. Recommendation is to not add mesh from new system before the required Serial #s have been associated to the appropriate keys, resembling the original system.

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