# Sharpdesk V3.5

Push Installation Guide: Product Key Edition

Version 1.0



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#### 1. Before Installing Sharpdesk

In order to install Sharpdesk onto a PC, you will need to have either a copy of the Sharpdesk installer which can be downloaded from our website or the Sharpdesk CD-ROM which is included with the product, and you will also need a valid product key.

Sharpdesk can be installed using either of the following two procedures.

- a. By installing Sharpdesk directly onto each separate PC using the Sharpdesk installer
- b. By installing using the push install function

Regardless of which method you use to install Sharpdesk, you are required to enter the product key during the installation procedure. As a result, you will need to obtain a new product key or confirm an existing product key before you start the installation or at some point while the installation is in progress. In addition, there are times when you may need to have a product key re-issued after it has been deleted, such as when re-installing Sharpdesk.

This guide explains how to issue a product key and how to confirm or delete a product key which has already been issued when installing Sharpdesk using method "b. By installing using the push install function". Refer to the following sections for details on the operating procedures for each task.

Furthermore, the label containing the product key application number which is required in order for a product key to be issued is affixed to the Sharpdesk Information Guide which is included with the product.

Note: If installing Sharpdesk directly onto each PC using the Sharpdesk installer, refer to the separate Sharpdesk Installation Guide and Sharpdesk Installation Guide: Product Key Edition.

#### 2. Uninstalling Sharpdesk Using the Push Install Function

If Sharpdesk has been installed using the push install function, it must also be uninstalled using the push install function. For details on uninstalling Sharpdesk using the push install function, refer to the separate Sharpdesk Push Installation Guide.

### 3. Operating Procedure for Each Task

#### A. Issuing product keys

The procedure for issuing a new product key and entering it into the Sharpdesk Push Install Configuration Tool can be broadly outlined as follows.

Refer to the corresponding section for specific details on the operating method.

 1
 Running the Sharpdesk Push Install Configuration Tool
 •••• Step ①

 Make the necessary network settings, and run the Sharpdesk Push Install Configuration Tool.

- $\begin{array}{ccc} 2 & \mbox{Logging into the Product Key Request System} & \cdot \cdot \cdot & \mbox{Step (2)} \\ & \mbox{Log into the Product Key Request System from the Sharpdesk Push Install Configuration Tool .} \end{array}$
- Issuing a product key . . . . <u>Step 3</u>
   Enter the required information into the Product Key Request System and obtain the product key.
- Entering the product key ... <u>Step 4</u>
   Enter the product key which you have obtained into the Sharpdesk Push Install Configuration Tool, and carry out the push installation.

## B. Confirming issued product keys

The procedure for confirming a product key which has already been issued can be broadly outlined as follows.

Refer to the corresponding section for specific details on the operating method.

Running the Sharpdesk Push Install Configuration Tool
 Step ①
 Make the necessary network settings, and run the Sharpdesk Push Install Configuration Tool.
 Logging into the Product Key Request System
 Step ②
 Log into the Product Key Request System from the Sharpdesk Push Install Configuration Tool.
 Confirming a product key
 Step ⑤
 Enter the required information into the Product Key Request System and confirm that the

product key is valid.

## C. Deleting issued product keys

The procedure for deleting a product key which has already been issued can be broadly outlined as follows.

Refer to the corresponding section for specific details on the operating method.

• • • <u>Step</u> ① Running the Sharpdesk Push Install Configuration Tool 1 Make the necessary network settings, and run the Sharpdesk Push Install Configuration Tool. • • • Step 2 Logging into the Product Key Request System 2 Log into the Product Key Request System from the Sharpdesk Push Install Configuration Tool. • • • <u>Step (5)</u> 3 Confirming a product key Enter the required information into the Product Key Request System and confirm that the product key is valid. 4 Deleting a product key • • • Step (6)

Delete the relevant product key from the product key confirmation window.

## D. Updating an installation

It is not possible to update an installation of Sharpdesk using the push install function. For details, refer to the separate Sharpdesk Push Installation Guide.

### 4. Detailed Procedures for Issuing, Confirming and Deleting Product Keys

#### ① Running the Sharpdesk Push Install Configuration Tool

This section explains how to run the Sharpdesk Push Install Configuration Tool.

- Prepare the Sharpdesk installer. Download the Sharpdesk installer from the Sharp website while referring to the Sharpdesk Information Guide which is included with the product. If you have a copy of the CD-ROM which includes the Sharpdesk installer, you can also run the Sharpdesk installer from the CD-ROM.
- 2 Make any network settings that are necessary before carrying out the push install. For details on settings, refer to the separate Sharpdesk Push Installation Guide.
- 3 Run the Sharpdesk Push Install Configuration Tool.
- 4 Follow the instructions on the screen to install Sharpdesk.
- Note: For details on the installation procedure, refer to the separate Sharpdesk Push Installation Guide.

#### Next Step

- $\Rightarrow$  To issue a product key: Go to <u>Step 2</u> Logging into the Product Key Request System
- ⇒ To confirm a product key which has already been issued: Go to <u>Step ② Logging into the</u> <u>Product Key Request System</u>
- ⇒ To delete a product key which has already been issued: Go to <u>Step ② Logging into the</u> <u>Product Key Request System</u>

# ② Logging into the Product Key Request System

This section explains the procedure for logging into the Product Key Request System.

- 1 When the Sharpdesk Push Install Configuration Tool displays the following dialog box, click the URL for the Product Key Request System.
  - (1) Login ID : This is the login ID for the Product Key Request System.
  - (2) Login password : This is the login password for the Product Key Request System.
  - (3) Device ID
     : This is the unique device ID for the PC which the Sharpdesk Push Install Configuration Tool is accessing. Enter this when issuing a product key.

Fig. 2-1	PushInstall Configuration Tool
	Generate Product Key Product Key Request System URL
	Please login using the ID and Password on the Product Key Server to obtain the Product Key with the Device ID below. Product Key Server Link: https://
	ID: (1) Login ID
	Password:
	(2) Login password
	Installation Details (3) Device ID
	Product Key or Serial Number*:
	Product Key or Seri # of Lic # of Failed # of Not Us Remove
	Remove all
	Total Licenses: 0
	Remaining Licenses: 0
	Location*: C:¥Program Files¥Sharp¥Sharpdesk
	Department*:
	Components*: Sharpdesk NST Composer
	OK Cancel

- 2 The web browser will open and the login screen for the Product Key Request System will be displayed. Enter the login ID and login password which are displayed in the dialog box in Fig.
  2-1, and then click the [Login] button to log into the Product Key Request System.
  You can change the language displayed in the screen by selecting a language from the [LANGUAGE] list.
- Note: The two languages which can be selected are "日本語" (Japanese) and "ENGLISH". If you are using the software in a country other than Japan, select "ENGLISH".

Fig. 2-2	
	ID Enter the login ID. (Refer to Fig. 2)-1.)
	PASSWORD
Click	to log in.
	Enter the login password. (Refer to Fig. 2)-1.)

Note: If the following authentication error page is displayed, the login ID or login password which you entered was incorrect. Click the [Go to authentication page.] button to return to <u>Step 2-2</u>, and enter the correct login ID and login password.

Fig. 2-3			
	ご入力頂いた ID ・ Password は登録がありません もう一度確認の上認証をやり直してください。 米 米 米 The ID & Password you have typed is not registered. Please check it and perform authentication once again. <b>Go to authentication page.</b>		
	家証ページへ	Click to ret login scree	ourn to the n.
	Ho	ome 💽	

3 Select your country, and then click the [OK] button.

Fig. 2-4	Logout
	Product Key Request System
	Select your region and click [OK] button.
	Japan Select your country.
	Click to proceed to the menu screen.
	Home 🔘
	(c) <u>Copyright</u> 2000-2015 Sharp Corporation. All rights reserved.

Next Step

- $\Rightarrow$  To issue a product key: Go to <u>Step ③ Issuing a product key</u>
- $\Rightarrow$  To confirm a product key which has already been issued: Go to <u>Step (5)</u> <u>Confirming a product</u> <u>key</u>
- ⇒ To delete a product key which has already been issued: Go to <u>Step (5)</u> <u>Confirming a product</u> <u>key</u>

## ③ Issuing a product key

This section explains the procedure for issuing a product key.

1 At the Product Key Request System menu, click "Issue a product key for application".

Fig. 3-1		Logout	
		Click "Issue a produ	ct key for application".
	Issue a product key for application Confirm the issued product key		
		Home 🧿	
	(c) <u>Copyright</u> 2000-2015 Sharp Corporation. A	ll rights reserved.	

2 Enter the required information into fields (1) to (5) in the following form, and then click the [send] button.

If you click the [reset] button, all of the form contents will return to the default settings.

(1)	Your e-mail address	:	Enter your e-mail address. The product key information will be sent to this address, so be
			sure to enter a valid address for receiving e-mails.
(2)	Application Name	:	Select "Sharpdesk-Push" from the list.
(3)	Device ID	:	Enter the device ID which is displayed in the Sharpdesk Push Install Configuration Tool. $\Rightarrow$ Refer to Fig. 2-1
(4)	Product Option	:	Select the name of the product you are using from the list. If using the license which is included with the MFP, select "MFP Bundle".

- (5) Application number of product option
  - : Enter the product key application number which is affixed to the Sharpdesk Information Guide.

Fig. 3-2	Logout	
	Product Key Request System	
	For the purpose of issuing product keys, the following information is required. Please fil all required fields and click the [send] button. The information you entered below will be recorded for managing your Product Key. However, the email address is not recorded. We only use your email address to send y	l in
	the Product Key data temporarily. Please ask your sales representative or service advisor if you have any question about a procedure of Product Key request.	
		(1) Your e-mail address
	Your e-mail address	
	Product Information	(2) Application name
	Application Name	
	Device ID shown on application's installer	(3) Device ID
	Product Option Application number of product option	(4) Product option
	send reset	(5) Application number of product option
L		
	C. K	lick to proceed to the Product ey Confirmation screen.

Note: If an error page such as the following is displayed, there is an error in the details which were entered in the form. In such a case, click [Back] to return to <u>Step ③-2</u>, and enter the correct information.

Fig. 3-3	Logout
	ERROR
	Please complete all fields.
	Please ask your sales representative or service advisor if you have any question about a procedure of Product Key request. Click to return to the previous screen.
	Back Top 🛦 Home 🧿
	(c) <u>Copyright</u> 2015 Sharp Corporation. All rights reserved.

3 When the Product Key Confirmation screen is displayed, check that all of the details are correct, and then click the [Yes] button.

If you click the [No] button, the application for issuing a product key will be canceled and the display will return to the previous screen.

Note: If you click the [Logout] button to log out without clicking the [Yes] button, the product key will not be issued.

Product Key Confirmation         The only one product key will be issued for each combination of each Device D and Application option.         So, please be sure the below information is correct before you continue.         Please ask your sales representative or service advisor if you have any question about a procedure of Product Key request.         Your e-mail address         # pplication Name         Device ID shown on application's installer         Product Option         Application number of product option         If the above information is not correct, select [No] or [Back] to return to the data entry screen.         Do you want to continue?         Cattion         Please push [Yes] button only once the You might be unable to go to continue?	(3)-4			Logout	
The only one product key will be issued for each combination of each Device D and Application option. So, please be sure the below information is correct before you continue. Please ask your sales representative or service advisor if you have any question about a procedure of Product Key request. Your e-mail address Application Name Device ID shown on application's installer Product Option Application number of product option If the above information is not correct, select [No] or [Back] to return to the data entry screen. Do you want to continue? Caution Please push [Yes] button only one the Vou might be unable to go to confin [Yes] button : The application for issue of a	Product	Key Confirma	ntion		
Your e-mail address : Application Name Device ID shown on application's installer Product Option : Application number of product option : If the above information is not correct, select [No] or [Back] to return to the data entry screen. Do you want to continue? Caution Please push [Yes] button only one in You might be unable to go to confirm [Yes] button : The application for issue of a	The only one ID and Applic So, please be Please ask yo question abou	product key will be issue ation option. sure the below informati ir sales representative of a procedure of Produc	d for each combination of e on is correct before you co r service advisor if you have t Key request.	each Device intinue. e any	
Application Name       :         Device ID shown on application's installer       :         Product Option       :         Application number of product option       :         If the above information is not correct, select [No] or [Back] to return to the data entry screen.       Do you want to continue?         Caution       Please push [Yes] button only one time       [Yes] button : The application for issue of a	Your e-mail a	ddress :	-		
Device ID shown on application's installer Product Option Application number of product option If the above information is not correct, select [No] or [Back] to return to the data entry screen. Do you want to continue? Caution Please push [Yes] button only one tin You might be unable to go to confirm [Yes] button : The application for issue of a	Application N	ame :			
Product Option Application number of product option If the above information is not correct, select [No] or [Back] to return to the data entry screen. Do you want to continue? Caution Please push [Yes] button only one tin You might be unable to go to confirm [Yes] button : The application for issue of a	Device ID sh application's i	own on istaller			
Application number of product option If the above information is not correct, select [No] or [Back] to return to the data entry screen. Do you want to continue? Caution Please push [Yes] button only one tin You might be unable to go to confirm [Yes] button : The application for issue of a	Product Option	on :			
If the above information is not correct, select [No] or [Back] to return to the data entry screen. Do you want to continue? Caution Please push [Yes] button only one tin You might be unable to go to confirm You might be unable to go to confirm	Application n product optio	mber of :	10.00		
Please push [Yes] button only one tin You might be unable to go to confirm [Yes] button : The application for issue of a	If the above in data entry scr Do you want Caution	formation is not correct een. to continue?	, select [No] or [Back] to r	return to the	
press [Yes] button more than we time product key is sent	Please push [ You might be press [Yes] b	Yes] button only one tin unable to go to confirm utton more than the tim	[Yes] button :	The application	on for issue of a
Yes       No         Indext region       Indext region         Indext reg       Indext r	Yes No		[No] button :	The application the display re	on is canceled and turns to the
		and the second		nnorri otta aono	

Note: If you make an application for a product key to be issued when one has already been issued, the following error page will be displayed.

This means the combination of the device ID and product key application number has already been used, so if you have made a mistake entering the details, click the [Back to Product Key Request Form] button to return to <u>Step ③-2</u>, and then enter the correct information.

If you have previously had a product key issued, click the [Top] button to return to the menu, and then confirm the product key which has already been issued while referring to Step (5).

Fig. 3-5	Logout has already been	
	issued. This Application Number is already used. Please input correct Application Number. • Please click the following link to return to Product Key Request System	
	Back to Product Key Request Form     Unable to issue new Product Key using a combination of Device ID     and Application Number that is already used.     If you want to install the application software into other device, the     registered Product Key must be deleted before requesting new     Product Key.      Please ask your sales representative or service advisor if you have     any question about a procedure of Product Key request.	Click to return to the product key request form.
	Back     Top      Home       (c) Copyright 2015 Sharp Corporation. All rights reserved.	Click to return to the menu.

4 If the information which you have entered is correct, the product key will be issued. The product key which is used will be displayed on the screen. In addition, it will be sent to the e-mail address which you entered in the e-mail address field in <u>Step ③-2</u>, so print out the product key or store it safely in a memo file or similar.

Your Product Key		
The Product Key for ID	of Sharpdesk has been issued for Device	
Please print out and save this page	ge for future reference.	
Product Key		Issued product key
Input data	-	
Your e-mail address	Construction of the second	
Application Name	- Theorem -	
Device ID shown on application's installer		
Product Option	- Contraction of the Contraction	
Application number of product option		
<ul> <li>The product key will be s address listed above.</li> <li>Please keep the issued Pr needed in future such as a</li> </ul>	ent to company representative e-mail roduct Key in a safe place. The key might be application upgrades.	
<ul> <li>Please ask your sales repr any question about a procession</li> </ul>	resentative or service advisor if you have cedure of Product Key request.	
<b>T</b> 1 1		Click to return to
I hank you.		

5 Click the [Logout] button to log out, and then close the web browser.

		Click to log
Your Product Key		
The Product Key for ID	of Sharpdesk has been issued for Device	
Please print out and save this pag	ge for future reference.	
Product Key		
Input data		
Your e-mail address	Comparison of Street of Street	
Application Name	: Terration	
Device ID shown on application's installer		
Product Option		
Application number of product option	i ipe anno 10	
• The product key will be s address listed above.	ent to company representative e-mail	
<ul> <li>Please keep the issued Pr needed in future such as a</li> </ul>	roduct Key in a safe place. The key might be application upgrades.	
<ul> <li>Please ask your sales repr any question about a procession</li> </ul>	resentative or service advisor if you have cedure of Product Key request.	
Thank you.		

#### Next Step

⇒ To enter the product key which has been issued into the Sharpdesk Push Install Configuration Tool: Go to Step ④ Entering the product key

# ④ Entering the product key

This section explains how to enter the product key into the Sharpdesk Push Install Configuration Tool.

1 When the Sharpdesk Push Install Configuration Tool displays the following dialog box, enter the valid product key which you have been issued with into the Product Key field of the Sharpdesk Push Install Configuration Tool dialog box, and then click the [Next] button.

Fig. 4-1	Generate Product Key         Please login using the ID and Password on the Product Key Server to obtain the Product Key with the Device ID below.         Product Key Server Link:         ID:         Password:         Device ID:
	Installation Details       Add         Product Key or       Add         Serial Number*:       Add         Product Key or Seri # of Lic # of Failed # of Not Us       Remove         Image: Component Serial Number

2 Follow the instructions on the screen to complete the Sharpdesk installation.

Note: For details on the installation procedure, refer to the separate Sharpdesk Push Installation Guide.

# **⑤** Confirming a product key

This section explains the procedure for confirming a product key which has already been issued.

1 At the Product Key Request System menu, click "Confirm the issued product key".

Fig. 5-1	Logout
	Issue a product key for application
	Confirm the issued product key
	Home 🧿
	(c) Copyright 2000-2015 Sharp Corporation. All rights reserved.

 $\mathbf{2}$ Enter the following required information into fields (1) to (4) in the form, and then click the [send] button. If you click the [reset] button, all of the form contents will return to the default settings.

(1)	Application Name	:	Select "Sharpdesk-Push" from the list.
(2)	Device ID	:	Enter the device ID which is displayed in the Sharpdesk Push Install Configuration Tool. $\Rightarrow$ Refer to Fig. 2-1
(3)	Product Option	:	Select the name of the product you are using from the list. If using the license which is included with the MFP, select "MFP Bundle".
(4)	Application number	r o	f product option

(4) Application number of product option

: Enter the product key application number which is affixed to the Sharpdesk Information Guide.

Fig. 5-2	Logout		]
	Product Key Request System		
	To confirm the issued product keys, the following information is required. Please fill in all required fields and click the [send] button.		
	Please ask your sales representative or service advisor if you have any question about a procedure of Product Key request		
	processe of mountain register	_	(1) Application name
	Product Information		
	Application Name		(2) Device ID
	Device ID shown on application's installer		(3) Product option
	Product Option		(c)
	Application number of product option Send reset	(4	4) Application number of product option
	Top 🔺 Home 🕻	0	
	(c) <u>Copyright</u> 2015 Sharp Corporation. All rights reserved.		

Note: If an error page such as the following is displayed, there is an error in the details which were entered in the form. In such a case, click [Back] to return to <u>Step (5)-2</u>, and enter the correct information.

Fig. 5-3	Logout
	ERROR
	Please complete all fields.
	Please ask your sales representative or service advisor if you have any question about a procedure of Product Key request. Click to return to the previous screen.
	Back Top ▲ Home      Home      O
	(c) <u>Copyright</u> 2015 Sharp Corporation. All rights reserved.

3 If the information which you have entered is correct, a list containing the number of licenses and product keys which have already been issued will be displayed, so you can keep a record of them in a memo file or similar.

Fig. (5)-4		Logout	
	Issue History of Pr	oduct Key	
	Application Name	: the tokek much	
	Device ID shown on application's installer	OCORES DECOS	
	Product Option	: 949-40000	
	Application number of product option	- gos anna scal	Number of licences
	Number of Licenses	: 5	
	Product Key	: HINH LUBO-STALL PLOCK DELETE	
	Re-input	Top 🛦 Home 🧿	Product how which is
	(c) <u>Copyright</u> 2000-2015	Sharp Corporation. All rights reserved.	already issued

Next Step

- $\Rightarrow$  To delete a product key which has already been issued: Go to <u>Step (6)</u> <u>Deleting a product key</u>
- $\Rightarrow$  For all other cases: Go to the <u>next step</u>

4 Click the [Logout] button to log out, and then close the web browser.

5 Issue History of Pr	oduct Key	lick to log out.
Application Name	: the point must	
Device ID shown on application's installer	- OCCOMENDATION	
Product Option	: 949-9000	
Application number of product option	: QDN REED ATM	
Number of Licenses	: 5	
Product Key	: 40999-1200-1290-12900-1 DELETE	
Re-input (c) Copyright 2000-2015	Top A Home O	

# 6 Deleting a product key

This section explains the procedure for deleting a product key which has been issued.

1 At the Issue History of Product Key screen, click the [Delete] button which appears next to the product key which you would like to delete.

ig. 6-1 Click the [Delete] butto product key to be delete	ed.
Issue History of Pro-	oduct Key
Application Name	: the point-must
Device ID shown on application's installer	: OCDERING DECISIO
Product Option	: 959-00003
Application number of product option	: GPN BREN ACHE
Number of Licenses	: 5
Product Key	: 4 PT-1200-3743 PLOO: DELETE
Re-input	Top 🔺 Home 🧿
(c) <u>Copyright</u> 2000-2015 (	Sharp Corporation. All rights reserved.

2 The Delete Product Key confirmation screen will be displayed. Check the details, and if they are all correct, click the [Yes] button.

If you click the [No] button, the deletion will be canceled and the display will return to the previous screen.

ig. 6-2		Logout
	Delete Product K	ey
	The following Product Key If you want to delete it, sele If not, select [No] button.	information can be deleted. ect [Yes] button.
	Product Key	2.094-0508-0197-0209-0001
	Application Name	: Haspitali
	Device ID shown on application's installer	-0020002-0090201
	Product Option	Yes] button : The product key is deleted
	Application number of product option	[No] button : The deletion is canceled and the
	Yes No	display returns to the previous screen.
	Back	
	(c) Copyright 2000-20	015 Sharp Corporation. All rights reserved.

3 The Delete Product Key notification screen will be displayed.

Fig. 6-3	Delete Product Ko	ey information has been deleted.	
	Product Key Application Name	: Descharger, 2014 and 2	
	Device ID shown on application's installer Product Option	- ACREMINATION CON	Click to return to the
	Application number of product option		Issue History of Product Key screen.
	Re-input	Top 🖌 Home 🧿	1
l	(c) <u>Copyright</u> 2000-20	15 Sharp Corporation. All rights reserved.	Click to return to the menu.

Next Step

- ⇒ To continue with issuing another product key, click the [Top] button to return to the menu, and then go to <u>Step ③ Issuing a product key</u>.
- $\Rightarrow$  For all other cases: Go to the <u>next step</u>

4 Click the [Logout] button to log out, and then close the web browser.

6-4	Logout	Click to log out.
Delete Product K	ey	
The following Product Key	information has been deleted.	
Product Key	100.010.000.000.000	
Application Name	: Respireds	
Device ID shown on application's installer	- AC REF EDAILDI	
Product Option	CONTRACTOR AND A	
Application number of product option	CHEMICIDE	
Re-input	Top 🔺	