FAQ: Migrating from RemoteScan's device-base licensing to user-based licensing

This FAQ will walk you through what the details of this migration will mean for you.

1. **Why migrate?** RemoteScan Enterprise User Edition removes the factor of having to manage licensing on the workstation. Instead, there is one licensing key to track that enables the quantity of users that you have identified who need to scan. These users are set up in a folder in Active Directory on the server, and are managed by you on an as needed basis.
2. **How can I know if I am eligible to migrate?** If you have current maintenance on the licenses you wish to migrate, and if your organization already uses Active Directory, then you are a good candidate for migrating.
3. **What is the cost to migrate?** If you have current maintenance on all of your RemoteScan licenses that you wish to migrate, then there is no cost. If you do not have current maintenance, then you will need to renew prior to migrating. Maintenance costs are factored at 20% of list price for the quantity of licenses you have. Once your maintenance is up to date, your RemoteScan sales rep can provide you with a $0 quote to complete the swap from RemoteScan Enterprise to RemoteScan Enterprise User Edition. Unless you specify otherwise, your rep will assume that the prior number of device-based licenses will equate to the current number of user based licenses that you need. If you need these numbers to change with the migration, please bring this up with your rep.
4. **What happens once I've signed the swap quote?** You will get a new RemoteScan username that is set up under a license key number, rather than the previous email address. This new account information will be sent via an automated order confirmation email. Included in that email will be a link to the ==RemoteScan UserEdition Installation Support guide==. You will need to download RemoteScan Enterprise User Edition from this newly created account.

There is one critical step you will need to take if you still have existing installations of RemoteScan Enterprise (device based licenses) within your organization:

1. On the server side, uninstall the RemoteScan Enterprise client for all user profiles

This client is identified by this file name: remotescan_client.ds. The file should be removed from c:\windows\twain_32\remotescan folder on the server as well.

Once you have removed the RemoteScan client on the server side, you are ready to install, following the instructions found in the ==RemoteScan UserEdition Installation Support Guide==. Note that with User Edition, there are some additional steps with the installation:

- In addition to the client and server installations, there is also a RemoteScan license server that needs to be installed on the same network as the server that has Active Directory. Additionally, the RemoteScan license server and the RemoteScan client must have direct IP connection.

- You will need to set up an Active Directory group for the users who need to scan. The Active Directory group number of users should never exceed the purchased number of licenses, or an error will be displayed for all users.

It is recommended that you go ahead and install over the top of the RemoteScan server on the workstation side for any existing RemoteScan licenses that you still have out there – this will remove the risk of future product version confusion for the users.

As always, the RemoteScan support team will be there to assist you as needed with your migration.