

DR.WEB SERIAL NUMBERS AND KEY FILES

SERIAL NUMBERS

Dr.Web registration serial number is a special set of alpha-numeric characters generated on the web-server of Doctor Web, Ltd. for the postponed generation of key files either by registration utilities integrated into Dr.Web anti-virus for Windows or by users manually on the web-site of Doctor Web, Ltd.

The serial numbers are designed to give a user an option to receive a key file and thus to begin to use its license for Dr.Web Anti-virus on the day the user needs it. The term of validity of the license for Dr.Web Anti-virus begins since the moment a user registers his\her serial number on the web-server of Doctor Web, Ltd. and receives the license key file.

Serial numbers give users option to choose when to activate the serial number (the license) and receive the key file. That is why **we strongly advise** to make for users serial numbers and NOT key files. There are several reasons for that:

- A user decides himself when he starts using the license for anti-virus
- A message with the serial number will not be blocked by a spam filter of an ISP, while the message with the key file supplied in an archive attached to the message can be blocked
- A message with the serial number will not be corrupted during the sending, as it happens sometimes with key files attached to messages.

PAYMENTS FOR SERIAL NUMBERS BY PARTNERS

The serial numbers generated by partners are to be paid in a month the customers **activated** such serial numbers.

Serial numbers for OEM Dr.Web products are to be paid in the month they were **generated**.

REGISTRATION OF SERIAL NUMBERS BY USERS

Dr.Web for Windows

The serial numbers for this product (including Family license) are registered via registration utility integrated into **Dr.Web for Windows**.

In the right bottom corner of your computer screen (system tray) find an icon which looks like a green spider and right click it with a mouse.

In the opened contextual menu choose the "Register" item. A warning message will be displayed. Read the message and press the "Next" button. A "Registration:Step 1" window will appear. Select the "Register now" radio button and then "Get license key file". The entry fields for inputting your serial number will become visible. Input the serial number and press "Next".

A "Registration:Step 2" window will appear. Fill in appropriate fields. Establish Internet connection and then press "Next".

A "Registration:Step 3" window will appear. Wait for several seconds while the Dr.Web automatic updating utility will contact our server, transfer the data of your serial number and send to your computer and install there a license key file. Press "Finish". The registration is successfully completed!

Registration of serial numbers for other Dr.Web products

To register serial numbers for other Dr.Web products, a user should establish connection with the Internet and visit <http://buy.drweb.com/register/>. When the registration web form is filled out and if the serial number is input correctly, the user will immediately receive his\her key file sent as the attachment of zip format to the mail address indicated by the users in the registration web form.

KEY FILES

User's rights to use the anti-virus are regulated by a special file called the key file. The term of the key file begins **since it is generated**.

The key file contains the following information:

- list of components a user is allowed to use
- the term during which the anti-virus is licensed for usage
- the term during which the updating of versions is allowed (subscription term may differ from the term of usage)
- other restrictions (for example, the number of computers the anti-virus is licensed to be used on)

The key file has the key extension and should reside by default in the installation directory.

Dr.Web key files can be of two types – demo key files and license key files. **Any type** of a key file provides for **full functionality** of the Dr.Web Anti-virus.

DEMO KEY FILES

Receipt of demo key files by users of Dr.Web for Windows

When a user downloads a copy of the Dr.Web for Windows distribution, a demo key file is downloaded and installed too by the automatic updating utility. To receive a demo key file for Dr.Web for Windows a user should not fill out a demo key request web-form.

Partners have no right to make demo keys for home users.

Receipt of demo key files for server versions of the Dr.Web anti-virus

To receive a demo key file, a user should apply for it through a specially designed demo key request page at <http://download.drweb.com/demo/>. A demo key file is generated by a manager of Doctor Web, Ltd.. If it is agreed upon with a Partner in a Contract, such Partner can generate demo keys too.

Dr.Web demo key files are full-functional and have no limitations, except for time. Without a key file, all components of the program are blocked.

DEMO KEY FILES TERMS

- for users of versions for home computers — 30 days
- for corporate users of server versions — 30 days

A demo key file is made for one user once in four months only.

LICENSE KEY FILE TERM

To see the validity term of the license key file (in Dr.Web for Windows), right click the SpIDer icon and choose *About...* In the opened window you will see the information on the program. The dates in the "License information" area will be the license validity term.

You can also see the expiration term of the license in the key file. The key file resides in the same directory as the program itself — in Dr.Web for Windows it is usually C:\Program Files\DrWeb. The key file may have different names, but its extension is always .key. You can open it with Notepad or any other text editor. The expiration term is in the first section called [Key], for example

```
Created=24-05-2002 (10:44)
Expires=24-05-2005 (10:44)
SubscriptionExpires=24-05-2004 (10:44)
```

IMPORTANT! The string SubscriptionExpires=24-05-2004 (10:44) means the expiration of the subscription term, i.e. the date till which the program modules can be updated. The subscription term and the key validity term can differ.

READING SOME SECTIONS OF DR.WEB KEY FILES

For renewing purposes it is important to know some parameters of a key file. The key file can be of two formats — new (version 4.32 and higher) and old (prior to version 4.32). New Dr.Web versions (starting from version 4.32) operate with both formats, old versions — with old format only.

Section [KEY]

From this section you can learn what components of the Dr.Web anti-virus are licensed to a user and term of the key file. The licensed components are listed in the Applications string.

Example of a string of components for Windows (old format):

```
Applications=DrWeb386,DrWebWCL,DrWeb32W,SpIDer9x,SpIDerNT,SpIDerMailHome,DrWebTheBatPlugin
```

Example of a string of components for workstations (new format):

```
Applications=DrWeb386,DrWebWCL,DrWebGUI,DrWebUnix,SpIDerMe,SpIDerXP,SpIDerMailHome,Update,Scheduler,TheBatPlugin
```

Reading the components

DrWeb386 – command line scanner for DOS
DrWebWCL – command line scanner for Windows
DrWebOS2 – command line scanner for OS/2 (DrWeb2CL в старом формате))
DrWebGUI – scanner with graphical interface for Windows (DrWeb32W in old format)
SpIDerMe – resident monitor (guard) for Windows 9x/Me (SpIDer9x in old format)
SpIDerXP – resident monitor (guard) for Windows NT/2000/XP (SpIDerNT in old format)
SpIDerMailHome – mail monitor
Update – Automatic updating module
Scheduler – Scheduler
SpamFilter – Dr.WEB anti-spam
TheBatPlugin – plug-in to TheBat! Mail program(DrWebTheBatPlugin in old format)

DrWebUnix – command line scanner for Unix-based systems (DrWebLnx, DrWebFreeBSD, DrWebOpenBSD, DrWebSunI86 in old format)

MailDaemonUnix – daemon for mail servers in Unix-based systems

FileDaemonUnix – daemon for file servers in Unix-based systems

(DaemonLnx, DaemonFreeBSD, DrWebOpenBSD, DaemonSunI86 in old format it correspondent to MailDaemonUnix and FileDaemonUnix altogether)

InetGatewayUnix – protection component for Internet gateways in Unix-based systems

CGPPlugin – plug-in to CommuniGate Pro mail server (under Windows)

DrWebNW – anti-virus for Novell NetWare

EnterpriseAgent – Dr.Web agent in Enterprise Suite

Terms of a key file (beginning and end of it) are stated in strings

Created=2004-11-02 (11:26) UTC (date of creation of a key file, i.e. begging of validity of the key file)

Expires=2005-11-02 (11:26) UTC (expiration date of a key file)

The string SubscriptionExpires=2005-11-02 (11:26) UTC means the date of expiration of the subscription, i.e. the date till which the updates of the program modules can be made. The date of expiration of a key file and the date of expiration of subscription can differ.

The **[Dealer]** section contains name of the company which made a key file.

The **[User]** section contains the data:

Number=0010014174 – number of the license key file

Name=OOO, Ltd. – name of a user (or a company) input during the registration

Computers=5 – the quantity of computers on which the anti-virus is allowed to be used

The **[Settings]** section contains the data:

MailServer=Yes – permission to use the anti-virus on a mail server

FileServer=Yes – permission to use the anti-virus on a file server

InetGateway=Yes – permission to use the anti-virus in the gateway

EmailAddresses=15 – quantity of protected mail addresses

TrafficLimit=Unlimited – quantity of protected mail messages (traffic per hour)

Users=50 – quantity of protected hosts using the Internet gateway

RECEIPT OF LICENSE KEY FILES BY USERS

To receive a license key file a user should register a serial number (the license). Users of Dr.Web for Windows (only!) use the registration utility integrated into Dr.Web for Windows package. To launch the utility manually, one should right-click the SpIDer Guard's icon in the system tray and choose the "Register" menu item. Following the registration procedure s/he should input the serial number into appropriate fields of the registration form. Dr.Web key file will be downloaded and installed automatically.

For other packages, a user can receive a key file (license or demo) after the registration on the www-site of Doctor Web, Ltd. For this, he should visit the registration page at <http://buy.drweb.com/register/> and input the serial number into appropriate fields, as well as user personal data. Special attention should be paid to email address, as the license key file will be sent to it. If the serial number was input correctly, a key file will be immediately sent to the indicated email address (inside the zip-archive).

DR.WEB GENERATOR OF SERIAL NUMBERS AND KEY FILES

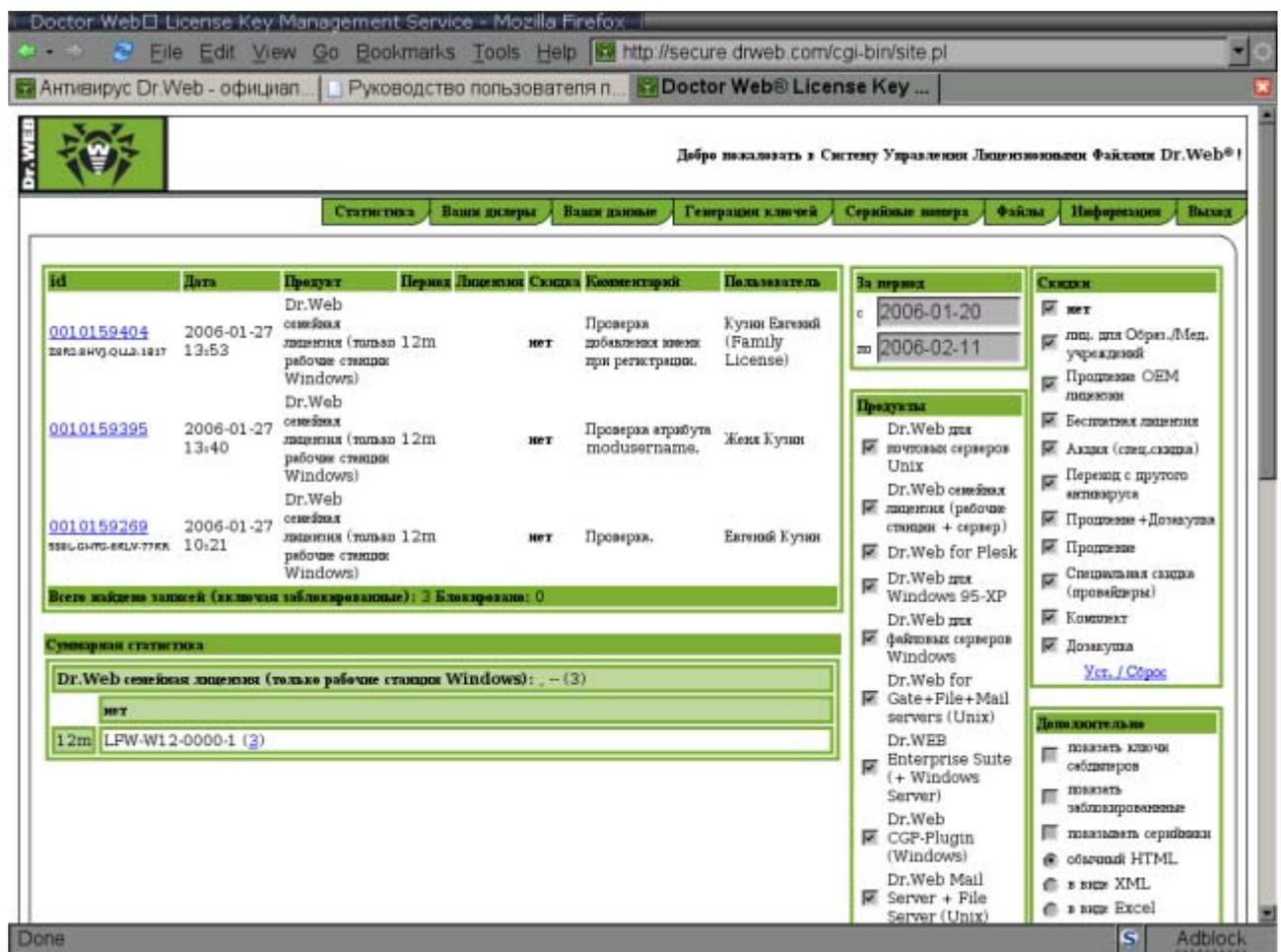
Dr.Web generator allows partners of Doctor Web, Ltd. to generate serial numbers and key files for all Dr.Web products. Besides, its interface provides with statistic reports on generated serial numbers and key files.

GENERAL INFORMATION

Dr.Web generator has a *WEB*-interface. It is located at <http://secure.drweb.com>.

IMPORTANT! To work in Dr.Web generator your browser should support JavaScript.

To access the generator a partner needs authorization. To ask for authorization write to partners@drweb.com.



Pic 1. Interface of Dr.Web generator

GENERATION OF DR.WEB SERIAL NUMBERS BY PARTNERS

To generate a serial number, select the *Serials* pane of the *Partners* section. Fill out the fields of the serial numbers' generator.

Objects being protected — select the necessary quantity of workstations, servers, users of gateways, mail addresses or traffic per day

Duration — differs for different products (cannot exceed two years).

Discount — in the dropdown menu select the necessary discount:

- *No discount* — this discount is selected when a license is purchased by a new user
- *License renewal* — this discount is selected if a user renews his\her old license and presents a Dr.Web license key file for 6, 12 or 24 months (**except for home products of Dr.Web for Windows which are renewed automatically**). This key file should be uploaded by a partner into the Doctor Web. Ltd. server. Otherwise no discount can be granted. If a Partner has doubts the presented for renewal file is a valid key file, he can check such file (of a new format, though, i.e. generated after August 20, 2004) at http://secure.drweb.com/query_key/
- *Switching from another AV* — this discount is selected if a user changes his license for another AV into Dr.Web
- *Special discount (ISP)* — this discount is selected if a license is sold to an Internet provider. The discount can be chosen for Dr.Web for Unix mail servers licenses only.
- *Additional purchase* — this discount is selected when additional licenses are sold to a user who has already bought a license for the same solution
- *Lic. for education/medical organizations* — this discount is selected if a license is sold to educational establishment
- *Free license* — this discount is selected if specially negotiated with Doctor Web. Ltd. manager (a present in action, other)
- *Renew+Additional* – this discount is selected if a serial number is made for a customer who renews his license and makes additional purchase at the same time
- *Lic. for education\medical org. License renewal* – this discount is selected if a license for education establishment or medical organization is renewed (discount 65%)
- *License renewal – ISP* – this discount is selected if an ISP license is renewed (discount 50% or 30% – consult pre-sale!)
- *New renew* – available for Dr.Web Anti-virus for Windows only!!! **When choosing this type of discount a partner should NOT submit a renewing key file.**

Your comment — identify the customer in details in this field — company name/user name, contact details, your comments on the discount type. When a pool of serial numbers is generated no comments are allowed.

When making a serial for Dr.Web for Unix mail servers, you should fill out only one field — either “traffic”, or “mailboxes”. In the unlimited license, both fields should have the “unlimited” value.

When making serials for Dr.Web for Windows (home or business) you can make just one serial number for the whole quantity of the licenses purchased, for example, one serial number for 25 workstations (business edition). If a user wants to activate licenses on different days, (for example, 10 at first, and then 15), you should make as much serials as the user needs.

IMPORTANT!!! If some products are unavailable in the list of products seen by you in the key generator, it means you have limitations imposed by your dedicated manager as per your contract with Doctor Web, Ltd.

When all the fields are filled out, check the data input and press "Create serials ". Wait for the server response. Do not press "Update" in your browser. It will not speed up the processing of your request.

If all the fields are filled out correctly, a serial number (or serial numbers) will be sent to the e-mail address specified by your dedicated manager during the authorization of your company. But you can always change this address by editing the appropriate field in the "Your data" pane.

Sometimes delays in delivery may happen. If you need the key file urgently, but it is not delivered yet, you can immediately download it from the "Your keys" pane.

IMPORTANT! Do not press "Back" or "Update", as this will result in one more generation of the serial number.

MAKING KEY FILES BY PARTNERS

Some Partners of Doctor Web, Ltd., if specified in the Contract, have right to make license key files. The procedure of generation of key files is similar to that of serial numbers and will not be described in details here. To generate a key file a partner should visit the "Make keys" pane at <http://secure.drweb.com/keygen/>.

MAKING KEY FILES OR SERIAL NUMBERS FOR RETURNING CUSTOMERS BEFORE THE LICENSE EXPIRATION TERM

A license key files and serial numbers generator can automatically add the necessary number of days left till the license expires when renewing the license before the expiration term.

For example, a license expires in 10 days. A customer wants to renew it now for one year. The key file sent to such customer will have 375 days (365+10 days).

Created=2006-01-01 (08:17) UTC

Expires=2007-01-11 (08:17) UTC

IMPORTANT! When renewing keys or serials before the expiration term, never add manually additional days to the renewing period, just upload the renewing key file and the generator will automatically add the necessary days left till the license expiration.

BLOCKING KEY FILES

Sometimes, Partners can block key files, for example, if a user refuses to use a product and claims for refund, or if a user changes the purchased license for another Dr.Web product.

A Partner himself blocks such key. For this, in the *Statistics* pane, select the key you need to block (in the *Order No* column) and click the link with its number. In the opened window, in its lower part, find the red field. **Make comments why the key is to be blocked** and press the “*Block the key*” button. Now the key is blocked. In the monthly sales report state the number of the blocked key and the reason for blocking it.

Serial numbers can be blocked too.

TROUBLE SHOOTING

Should you malfunction at <http://secure.drweb.com/> write a message to us.

If the problem deals with the limitations of your rights to generate some types of licenses, or renewal discount, or migration promotion discount, etc., send a message to **e-sales@drweb.com** or contact your dedicated Dr.Web manager.

If you encounter a technical problem (you do not receive messages with serial numbers of key files, or HTTP errors occur, or the server is inaccessible) write a message to **webmaster@drweb.com**

To help us to help you affectively, do not forget to write in your message:

- Your name and company name
- Detailed description of error
- What have you dony – step by step – to help us reproduce the error
- Your OS and its version

This will help us effectively and quickly resolve the malfunction and save your time.