Solstice: License Retrieval

Summary

Use this article to retrieve the license for Solstice.

Information

Vendor Information (when updating or replacing a machine):

- Rob Balgley | CEO
  Mersive | www.mersive.com
  phone | 720 839 5899
  email | rbalgley@mersive.com
  Skype | rob.balgley
  2399 Blake Street, Suite 100
  Denver, CO  80205

Step-by-step guide

Steps to Pullback license from app:

1. Log into CSTeam VDI
2. Launch Solstice Dashboard
3. Launch Solstice on client machine
4. Highlight room to pull license from (client must be running on host machine)
5. Verify Display status Green-Active \ Red Unresponsive
   1. If Red – TeamViewer in and launch Solstice, status will change from red to green
6. Confirm Room Selection then select Licensing Tab
7. Recall (remove license from 1 display to be used later)
8. Update Licensing spreadsheet found here: \polaris\software\Mersive Solstice\SolsticeLicenseManagementV2.4.3

Help us improve 🌟

Your Rating: 🌟🌟🌟🌟🌟  Results: 🌟🌟🌟🌟🌟  10  rates

Related articles