Introduction

As of version 6.54.01, MASterMind licensing and module/feature activation is validated through our new cloud-based Product Server. In the initial release of the Product Server, changes to licensing or new feature activations can be handled automatically without a MAS support representative accessing your system or sending activation scripts. Subsequent releases of the Product Server will provide additional benefits, including self-service options where you'll have access to a MAS Product Portal to upgrade licensing or purchase MASterMind add-ons without having to contact the MAS Sales team.

The MASterMind software, specifically an instance of the MASterMind EX Services, communicates securely with our Product Server daily to determine if any licensing changes have been made or any modules/features have been purchased or canceled. If so, the MASterMind database is updated accordingly. At the same time your current system count is updated in our internal database so that our Sales team can proactively reach out to you when you are approaching your current license limit.

Warnings are displayed to MASterMind users if the EX Services are unable to communicate with our Product Server for several days.

FAQs

What are the Product Server addresses?

- Product: https://license.masmonitoring.app (port 443)
- Testing: https://license.masmonitoring.app (port 443)

How is the communication to the Product Server secured?

The URL is https:// and the communication is secured with a purchased https certificate. We have a wildcard domain certificate we renew every year for *.masmonitoring.app.

Is any customer data extracted from the MASterMind database by the Product Server?

No, only current licensing information and a count of active systems is retrieved and transmitted.

How are licenses refreshed and managed by EX Services?

EX Services refresh licenses at startup and every 24 hours. Services will not start without any registered keys. Registered keys expire after 30 days but are renewed with each update.

Is there a way to notify users of communication failures with the Product Server?

There are two types of notifications available for Product Server communication failures:

1. **Employee-Level Notification:** Like licensing limit warnings, users can be notified directly when configured in the Employee Setup page. There is a system option, *Report Failures Every X Number of Days*, which determines how frequently these notifications are sent to users.

2. **System-Level Notification:** Communication failure events are displayed in the alarm banner. The event is configured using the *CS# Used for Notifications* and *Failed to Communicate Event* system options.

Is there a way to manually enforce communication to Product Server?

A "Refresh License" button is available in the EX Client (Help -> About -> Config -> Refresh Licenses) for manual key configuration downloads if internet access is available.

Do the EX Services running in my testing database(s) also communicate with the Product Server, and if so, how are system counts in the test database and features being tested but not yet in production handled?

No, EX Services running in testing databases do not communicate with the Product Server unless enabled. If enabled, EX Services will communicate with the Product Server, but the Product Server knows that those EX Services are not running in production and tracks the licensing data and system counts separately. This allows you to enable a product for evaluation in a test database but not have it enabled in production until you are ready.

I have multiple instances of the EX Services running. Which instance communicates with the Product Server?

All running instances of the EX Services attempt to communicate with the Product Server, but only until one of them succeeds each day. Special setup can be applied to designate which EX Services Servers are allowed to communicate to Product Server. Please contact the MAS Helpdesk to configure this setting.

Do I have to enable communication to the Product Server to use MASterMind, and if so, why?

Yes, MASterMind version 6.54.01 and above requires regular communication to the Product Server. It is the mechanism we use now to automatically validate product usage and licensing on a daily basis. We are able to disable this requirement for brief periods of time when necessary, but this is only done when unusual circumstances prevent communication.

I am not yet running the EX Services because I only use the MASterMind Classic application(s) and do not use the EX Services for external integrations. Do I still have to install and run the EX Services?

Yes, as of version 6.54.01 you are required to have at least one instance of the EX Services configured and running for each MASterMind production database so that licensing can be validated.