

Sharpdesk

V3.5

Installation Guide: Product Key Edition

Version 1.0

SHARP®

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Before Installing Sharpdesk

In order to install Sharpdesk onto your 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. Refer to the following sections for details on procedures such as issuing a new product key and confirming a product key which has already been issued. 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. Furthermore, only one product key can be issued for each licence. If installing Sharpdesk onto more than one PC at the same time, please purchase a Sharpdesk licence kit which matches the number of PCs you wish to use, and obtain a separate product key for each PC. A single Sharpdesk licence is provided with each digital MFP which includes a Sharpdesk Information Guide or a CD-ROM containing the Sharpdesk installer.

Sharpdesk Installation Procedure

Except when updating your installation of Sharpdesk, you are required to enter the product key when using the Sharpdesk installer. As a result, you will need to obtain the product key before you start the installation or at some point while the installation is in progress. Because of this, the installation procedure differs depending on the type of installation you are performing. Select the installation type from A, B, C and D given below, and carry out the corresponding procedure.

Installation Procedures for Different Installation Types

A. New installation (when installing Sharpdesk for the first time)

When installing Sharpdesk for the first time, you will need to log into the Product Key Request System and obtain a product key to complete the installation. This installation procedure can be broadly outlined as follows.

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

- 1 Running the Sharpdesk installer • • • [Step ①](#)
Close any other applications which are currently running, and then run the Sharpdesk installer.
- 2 Logging into the Product Key Request System • • • [Step ②](#)
Log into the Product Key Request System from the Sharpdesk installer.
- 3 Issuing a product key • • • [Step ③](#)
Enter the required information into the Product Key Request System and obtain the product key.
- 4 Entering the product key • • • [Step ④](#)
Enter the product key which you have obtained into the Sharpdesk installer, and complete the installation.

B. Re-installing to the same PC (when re-installing Sharpdesk onto a PC which has already had Sharpdesk installed onto it previously)

When re-installing Sharpdesk to the same PC, such as when setting up Sharpdesk again on a PC which had already been using it, you can re-use the product key which has already been issued. This installation procedure can be broadly outlined as follows.

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

- 1 Running the Sharpdesk installer . . . [Step ①](#)
Close any other applications which are currently running, and then run the Sharpdesk installer.
- 2 Logging into the Product Key Request System . . . [Step ②](#)
Log into the Product Key Request System from the Sharpdesk installer .
- 3 Confirming a product key . . . [Step ⑤](#)
Enter the required information into the Product Key Request System and confirm that the product key is valid.
- 4 Entering the product key . . . [Step ④](#)
Enter the valid product key into the Sharpdesk installer, and complete the installation.

C. Re-installing to a new PC (when re-installing onto a PC which is different from the one which was running Sharpdesk previously)

If re-installing Sharpdesk onto a different PC, such as when you would like to use your existing copy of Sharpdesk onto a PC which has been newly purchased, you will need to delete the product key which has already been issued and obtain a new product key. This installation procedure can be broadly outlined as follows.

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

- 1 Uninstalling Sharpdesk . . . [Step ⑦](#)
Uninstall the version of Sharpdesk which is installed the the PC you are currently using.
- 2 Running the Sharpdesk installer . . . [Step ①](#)
Close any other applications which are currently running, and then run the Sharpdesk installer.
- 3 Logging into the Product Key Request System . . . [Step ②](#)
Log into the Product Key Request System from the Sharpdesk installer .
- 4 Confirming a product key . . . [Step ⑤](#)
Enter the required information into the Product Key Request System and confirm that the product key is valid.
- 5 Deleting a product key . . . [Step ⑥](#)
Delete the relevant product key from the product key confirmation window.

- 6 Issuing a product key . . . [Step ③](#)
Enter the required information into the Product Key Request System and obtain the product key.
- 7 Entering the product key . . . [Step ④](#)
Enter the product key which you have obtained into the Sharpdesk installer, and complete the installation.

D. Updating an installation (when updating the version of an existing installation of Sharpdesk)

When updating an older version of Sharpdesk which is already installed to the latest version, there is no need to obtain another product key. This installation procedure can be broadly outlined as follows. Refer to the corresponding section for specific details on the installation method.

- 1 Running the Sharpdesk installer . . . [Step ①](#)
Close any other applications which are currently running, and then run the Sharpdesk installer.
- 2 Completing the installation
Follow the instructions in the Sharpdesk installer window to complete the installation.

Details of Installation Procedures

①. Running the Sharpdesk installer

This section explains how to run the Sharpdesk installer.

- 1 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 If any other application programs and resident programs are currently running, close them.
- 3 Double-click the Sharpdesk installer icon to run the Sharpdesk installer.
- 4 Follow the instructions on the screen to install Sharpdesk.

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

Next Step

- ⇒ If doing a new installation: Go to [Step ② Logging into the Product Key Request System](#)
- ⇒ If re-installing to the same PC: Go to [Step ② Logging into the Product Key Request System](#)
- ⇒ If re-installing to a new PC: Go to [Step ② Logging into the Product Key Request System](#)
- ⇒ If updating a current installation, it is not necessary to enter the product key, so follow the instructions on the screen to complete the installation.

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 installer displays the following dialogue 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 where Sharpdesk is installed. Enter this when issuing a product key.

Fig. ②-1

The image shows a screenshot of the 'Sharpdesk - InstallShield Wizard' dialog box. The title bar reads 'Sharpdesk - InstallShield Wizard'. The main content area is titled 'Customer Information' and contains the following text: 'Please enter your information.', 'If you do not have valid Product Key, click on the Product Key Server Link, login using the ID and Password. Use the below Device ID to generate the Product Key. Use "Ctrl+C" to copy the information.', and 'Product Key Server Link: <https://www.sharp.com/sharpdesk/>'. Below this text, there are two columns of input fields. The left column contains 'ID:', 'Password:', and 'Device ID:'. The right column contains 'User Name:', 'Company Name:', and 'Product Key:'. Yellow callout boxes with arrows point to these fields: 'Product Key Request System URL' points to the link, '(1) Login ID' points to the ID field, '(2) Login password' points to the Password field, and '(3) Device ID' points to the Device ID field. At the bottom of the dialog box, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Product Key Request System URL

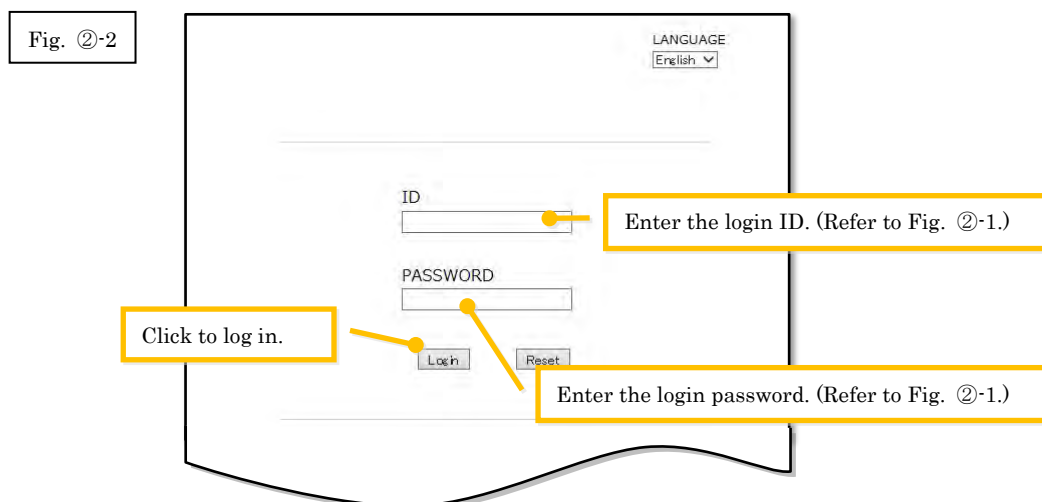
(1) Login ID

(2) Login password

(3) Device ID

- 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 dialogue 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".

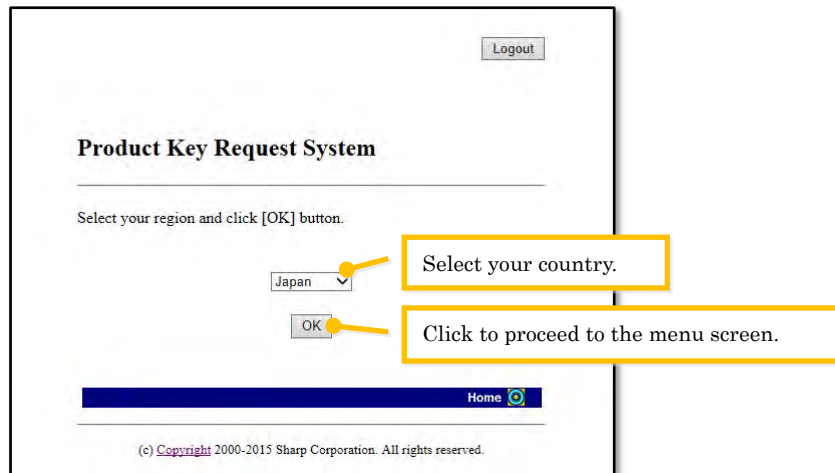


Note: If the following authentication error page is displayed, the login ID or login password which you entered was incorrect. Click the [Go to authentication page.] button to return to [Step ②-2](#), and enter the correct login ID and login password.



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

Fig. ②-4



Next Step

- ⇒ If doing a new installation: Go to [Step ③ Issuing a product key](#)
- ⇒ If re-installing to the same PC: Go to [Step ⑤ Confirming a product key](#)
- ⇒ If re-installing to a new PC: Go to [Step ⑤ Confirming a product key](#)

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



- 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" from the list.
- (3) Device ID : Enter the device ID which is displayed in the Sharpdesk installer.
⇒ Refer to Fig. ②-1
- (4) Product Option : Select the name of the product you are using from the list. If using the licence 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

The screenshot shows a web form titled "Product Key Request System". At the top right is a "Logout" button. Below the title is a paragraph: "For the purpose of issuing product keys, the following information is required. Please fill in all required fields and click the [send] button." Another paragraph follows: "The information gathered will only be used in the event that a product key needs to be reissued. Therefore, please use the product key system to submit your enquiries and click the [Contact System Administrator] button, as we are unable to do so by e-mail." The form contains several input fields: "Your e-mail address", "Application Name", "Device ID shown on application's installer", "Product Option", and "Application number of product option". Below these fields are "send" and "reset" buttons. At the bottom of the form is a "Contact System Administrator" button. A blue bar with "Top ▲" and "Home" links is positioned above the bottom buttons. Yellow callout boxes with numbers 1 through 5 point to the respective input fields. A separate callout box at the bottom right points to the "send" button.

Logout

Product Key Request System

For the purpose of issuing product keys, the following information is required. Please fill in all required fields and click the [send] button.

The information gathered will only be used in the event that a product key needs to be reissued. Therefore, please use the product key system to submit your enquiries and click the [Contact System Administrator] button, as we are unable to do so by e-mail.

Your e-mail address

Product Information

Application Name

Device ID shown on application's installer

Product Option

Application number of product option

send reset

Top ▲ Home

Contact System Administrator

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(1) Your e-mail address

(2) Application name

(3) Device ID

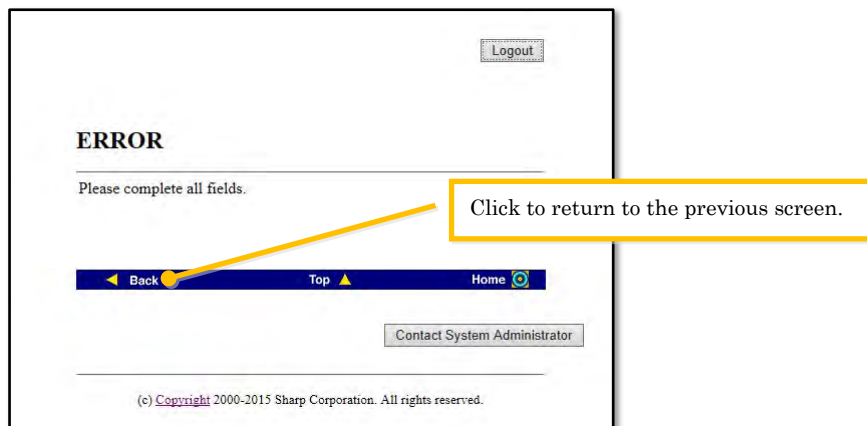
(4) Product option

(5) Application number of product option

Click to proceed to the Product Key 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 [Step ③-2](#), and enter the correct information.

Fig. ③-3



- 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 cancelled 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.

Fig. ③-4

[Logout](#)

Product Key Confirmation

The only one product key will be issued for each combination of each Device ID and Application option.
So, please be sure the below information is correct before you continue.

Your e-mail address	:	XXXXXXXXXX@XXXX.XXX
Application Name	:	XXXXXXXXXX
Device ID shown on application's installer	:	XXXXXXXXXX
Product Option	:	XXXXXXXXXX
Application number of product option	:	XXXXXXXXXX

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.
You might be unable to go to confirm screen if you press [Yes] button more than once.

[◀ Back](#) [Top ▶](#) [Home 🏠](#)

[Contact System Administrator](#)

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[Yes] button : The application for issue of a product key is sent.

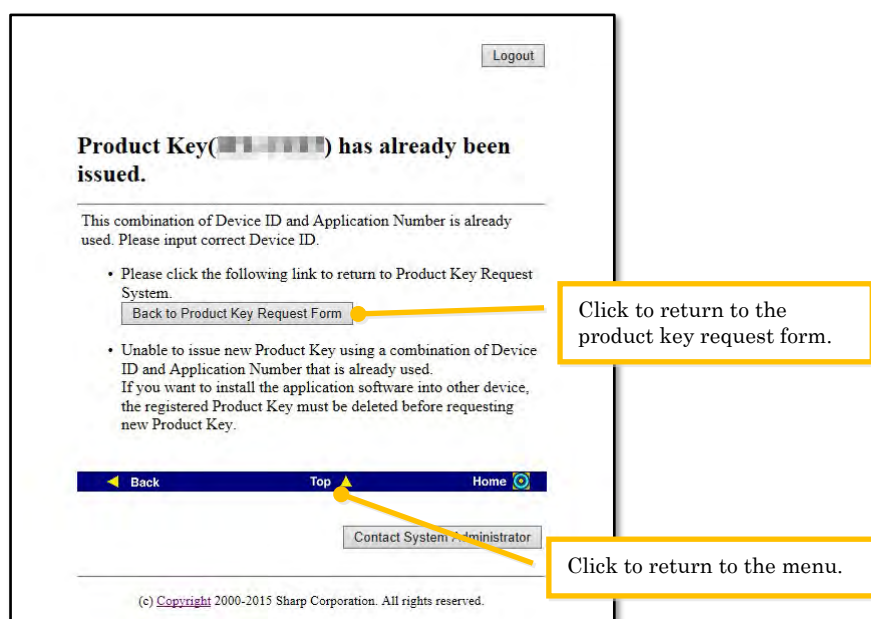
[No] button : The application is cancelled and the display returns to the previous screen.

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 [Step ③-2](#), 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



- 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 [Step ③-2](#), so print out the product key or store it safely in a memo file or similar.

Fig. ③-6

The screenshot shows a web page titled "Your Product Key". At the top right is a "Logout" button. The main heading is "Your Product Key". Below it, a message states: "The Product Key for [redacted] of Sharpdesk has been issued for Device ID [redacted]". A note says: "Please print out and save this page for future reference." A table displays the issued information:

Product Key	[redacted]
Input data	
Your e-mail address	[redacted]
Application Name	[redacted]
Device ID shown on application's installer	[redacted]
Product Option	[redacted]
Application number of product option	[redacted]

Below the table, two bullet points are listed:

- The product key will be sent to company representative e-mail address listed above.
- Please keep the issued Product Key in a safe place. The key might be needed in future such as application upgrades.

A "Thank you." message follows. At the bottom, there is a navigation bar with "Re-input", "Top", and "Home" links. A "Contact System Administrator" button is also present. The footer contains the copyright notice: "(c) Copyright 2000-2015 Sharp Corporation. All rights reserved."

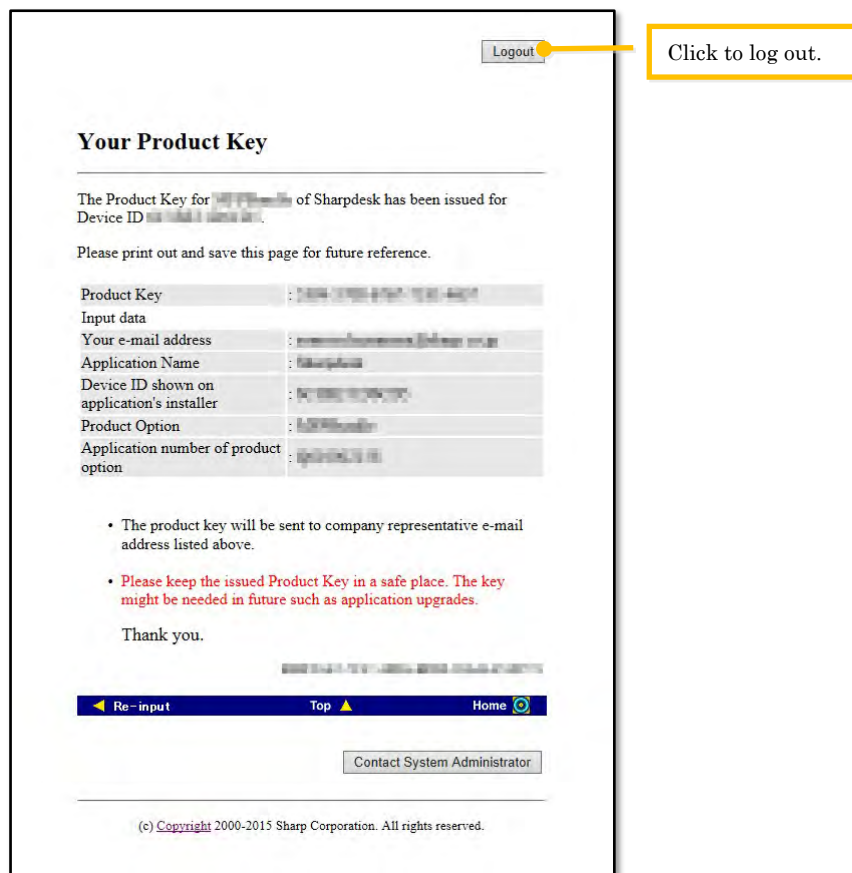
Annotations with yellow boxes and arrows:

- A box labeled "Issued product key" points to the Product Key value in the table.
- A box labeled "Click to return to the product key request form." points to the "Re-input" button in the navigation bar.

- ⇒ If you have multiple licences, you can continue with the same steps to have another new product key issued. In such a case, click the [Re-input] button to return to the product key request form, and then repeat the procedure from [Step ③-2](#).

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

Fig. ③-7



Next Step

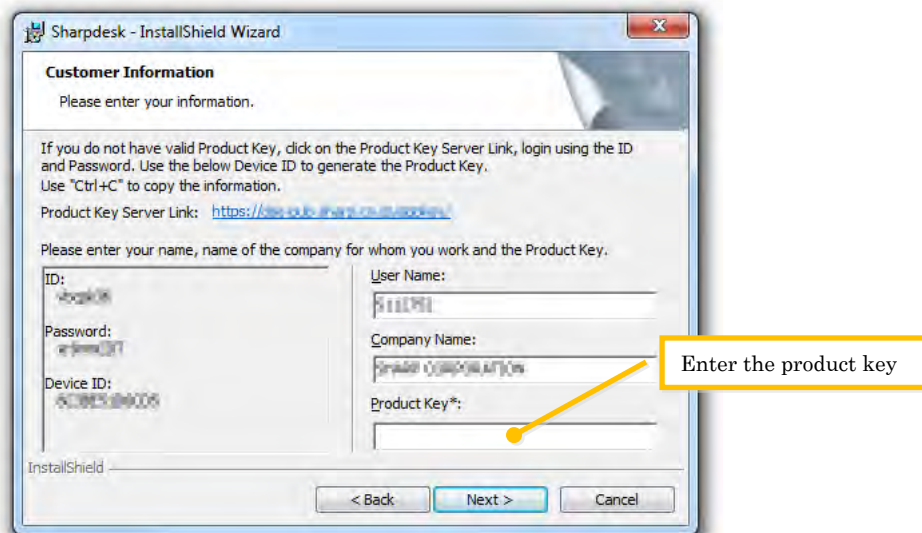
- ⇒ If doing a new installation: Go to [Step ④ Entering the product key](#)
- ⇒ If re-installing to a new PC: Go to [Step ④ Entering the product key](#)

④. Entering the product key

This section explains how to enter the product key into the Sharpdesk installer.

- 1 When the Sharpdesk installer displays the following dialogue box, enter the valid product key which you have been issued with into the Product Key field of the Sharpdesk installer dialogue box, and then click the [Next] button.

Fig. ④-1



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

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



- 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.

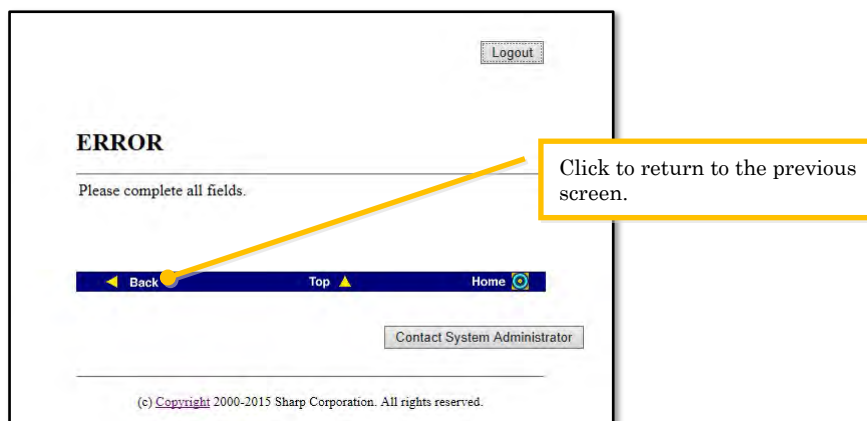
- (1) Application Name : Select "Sharpdesk" from the list.
- (2) Device ID : Enter the device ID which is displayed in the Sharpdesk installer.
⇒ Refer to Fig. ②-1
- (3) Product Option : Select the name of the product you are using from the list. If using the licence which is included with the MFP, select "MFP Bundle".
- (4) Application number of product option : Enter the product key application number which is affixed to the Sharpdesk Information Guide.

Fig. ⑤-2

The screenshot shows a web form titled "Product Key Request System". At the top right is a "Logout" button. Below the title, a message states: "To confirm the issued product keys, the following information is required. Please fill in all required fields and click the [send] button." The form is divided into a "Product Information" section with four input fields: "Application Name" (a dropdown menu), "Device ID shown on application's installer" (a text box), "Product Option" (a dropdown menu), and "Application number of product option" (a text box). Below these fields are "Send" and "reset" buttons. Four yellow callout boxes with numbers 1 through 4 point to the respective input fields: (1) Application name, (2) Device ID, (3) Product option, and (4) Application number of product option. At the bottom of the form, there is a "Top ▲" link, a "Home" link, and a "Contact System Administrator" button. The footer contains the copyright notice: "(c) Copyright 2000-2015 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 [Step ⑤-2](#), and enter the correct information.

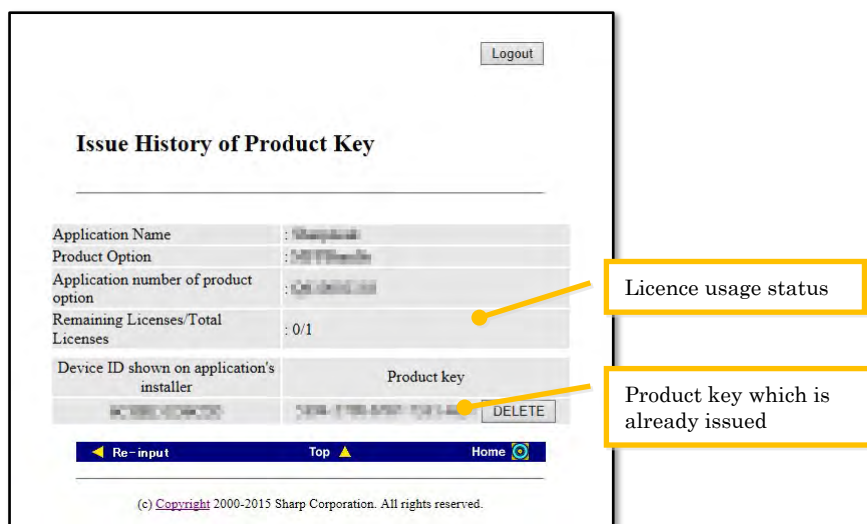
Fig. ⑤-3



- 3 If the information which you have entered is correct, a list of licence usage statuses 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.

Note: If you are using more than one licensed product, all product keys which have been issued for the products you are using will be displayed, so confirm the device IDs as well as the product keys.

Fig. ⑤-4

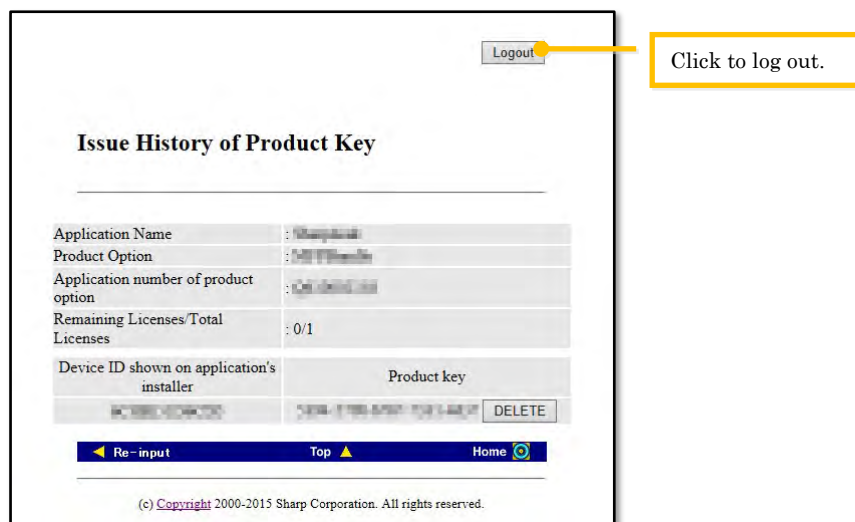


Next Step

- ⇒ If re-installing to a new PC: Go to [Step ⑥ Deleting a product key](#)
- ⇒ For all other cases: Go to the [next step](#)

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

Fig. ⑤-5



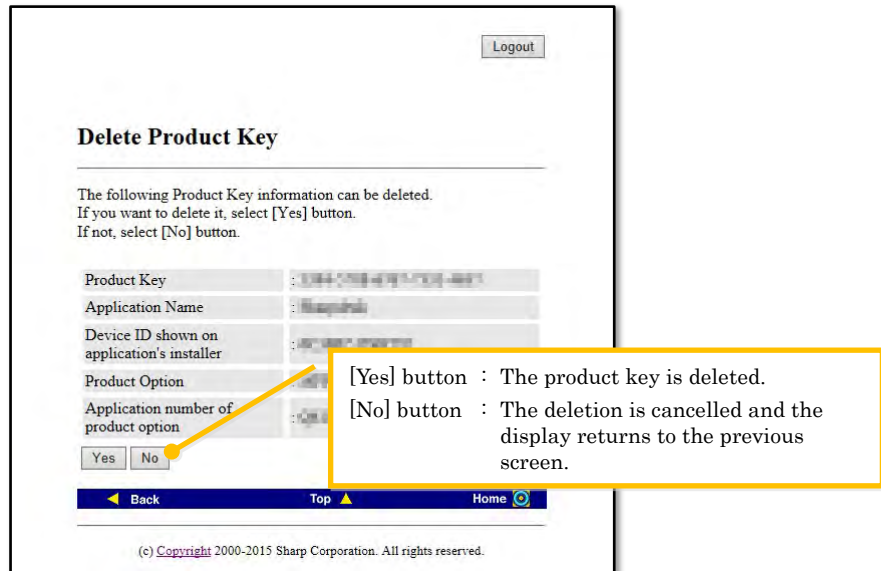
Next Step

⇒ If re-installing to the same PC: Go to [Step ④ Entering the product key](#)

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

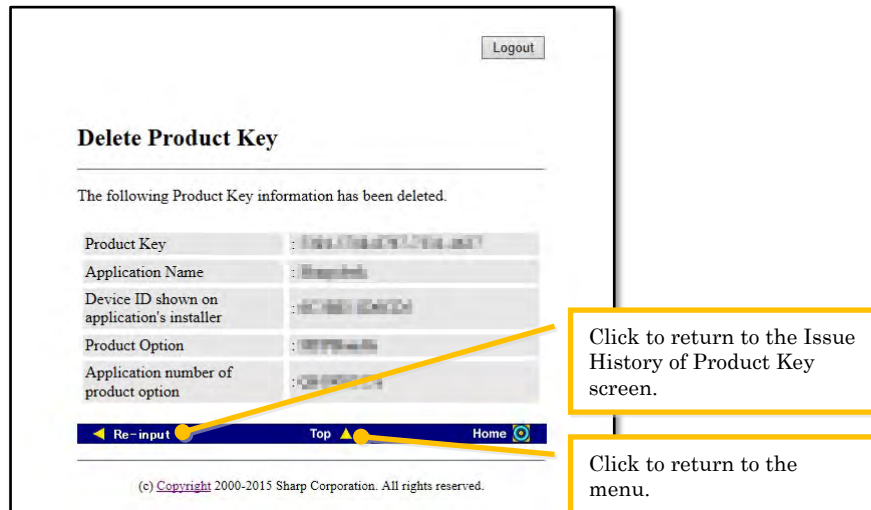
If you click the [No] button, the deletion will be cancelled and the display will return to the previous screen.

Fig. ⑥-2



- 3 The Delete Product Key notification screen will be displayed.

Fig. ⑥-3

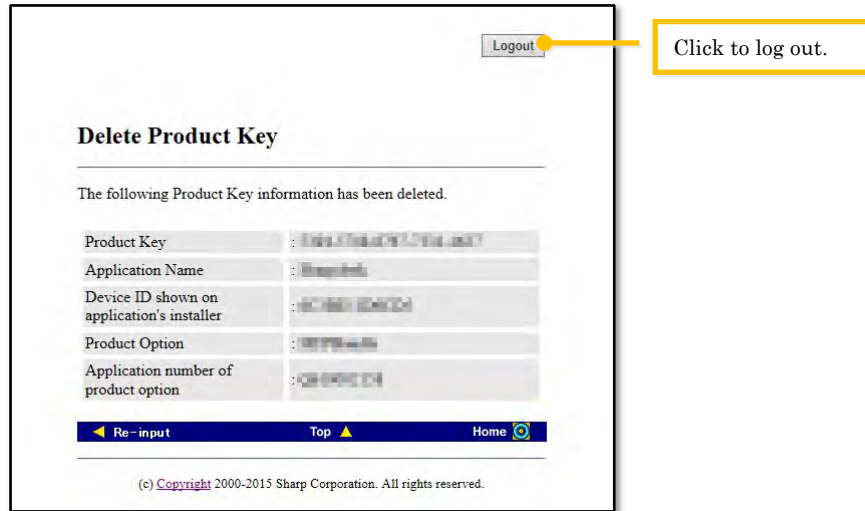


Next Step

- ⇒ To continue deleting product keys, click the [Re-input] button to return to the issue History of Product Key, and then repeat the procedure from [Step ⑥-1](#).
- ⇒ To re-install Sharpdesk onto a new PC, click the [Top] button to return to the menu, and then go to [Step ③ Issuing a product key](#).
- ⇒ For all other cases: Go to the [next step](#)

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

Fig. ⑥-4



⑦. Uninstalling Sharpdesk (Ex. For Windows 7)

This section explains how to uninstall Sharpdesk, using a PC running Windows 7 as an example.

- 1 Click Control Panel in the Start menu.
- 2 Click "Uninstall a program".
- 3 Select "Sharpdesk" from the list of installed programs, and then click [Uninstall].
- 4 Follow the instructions on the screen to complete the uninstallation.

Next Step

⇒ If re-installing to a new PC: Go to [Step ① Running the Sharpdesk installer](#)