Commercial License Disappeared

For some reason, the Commercial license is changed to Community and extra features are not available again despite the fact that a long-term license just has been activated.

Q: Why did this happen?
A: It happened because of our Anti-Piracy protection. Lucy Security License Server detects a LUCY instance with a particular Workstation ID and binds it to a public IPv4. So in case if public IPv4 is changed, the Workstation ID is reset by force to avoid piracy.

Q: What to do?
A: Simply contact our support@lucysecurity.com, the license will be transferred from old Workstation ID to the new one.

The situation might appear in case if there is no static external IPv4 or after a proxy configuration.

Q: What do I do if my external IPv4 is dynamic and this can not be changed?
A: Anti-Piracy protection can be deactivated by request.

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