ArtiosCAD

How To Return Dongles

ESKO✱

Contents

1. How to return your ArtiosCAD dongles to Esko and receive permanent licenses?

Esko is moving from dongle-based licensing to activation-based licensing. This implies that for new versions of ArtiosCAD (version 12 and higher), Esko supports only activation-based licenses. If you are upgrading from an older version of ArtiosCAD, you have to exchange your dongle-based licenses for activation-based licenses.

You can initiate the dongle return process at the Esko website and you can complete the process in five steps:

1. **Initiate the dongle return.**

   You initiate the process by entering your dongle ID(s) for the dongles you want to return at the dongle return page, www.esko.com/donglereturn.

2. **Install the software**

   When we receive your dongle ID(s), we will send you a link where you can download ArtiosCAD 12 together with your temporary product keys.

3. **Activate your temporary product keys**

   Together with the link to download ArtiosCAD 12, we will send you temporary product keys that you can activate on your computer.

4. **Send your dongles to Esko**

   After activating the temporary product keys, you can send your dongle(s) back to Esko. We should receive your dongles within 90 days.

5. **Activate your permanent product keys**

   When your dongles have arrived, we will send the permanent product keys which can be activated in place of the temporary product keys.

This document explains each of the five steps above in more detail.

Step 1: Initiate the Dongle Return

You can initiate the dongle return process at www.esko.com/donglereturn.

1. Log in with your existing Esko activation account (for ArtiosCAD or any other Esko product) or create a new activation account. You can create a new activation account at *www.esko.com/en/ services/licensing/createaccount*.

   Note: This activation account is **not** the same as your Eskolink, Support Portal- or AWS DLC-account.

2. Now that you are logged in, click the option **Return your Dongle(s)**.

3. Choose **Return an ArtiosCAD Dongle**.
   The Dongle Return page appears.

4. Choose your **Region** and type the **Dongle ID** of the dongle you want to return to Esko in the **Add Dongle ID(s)** field.

5. Click **Add** after entering the Dongle ID.

   If you have to return multiple dongles, repeat steps 4 and 5 for every dongle.

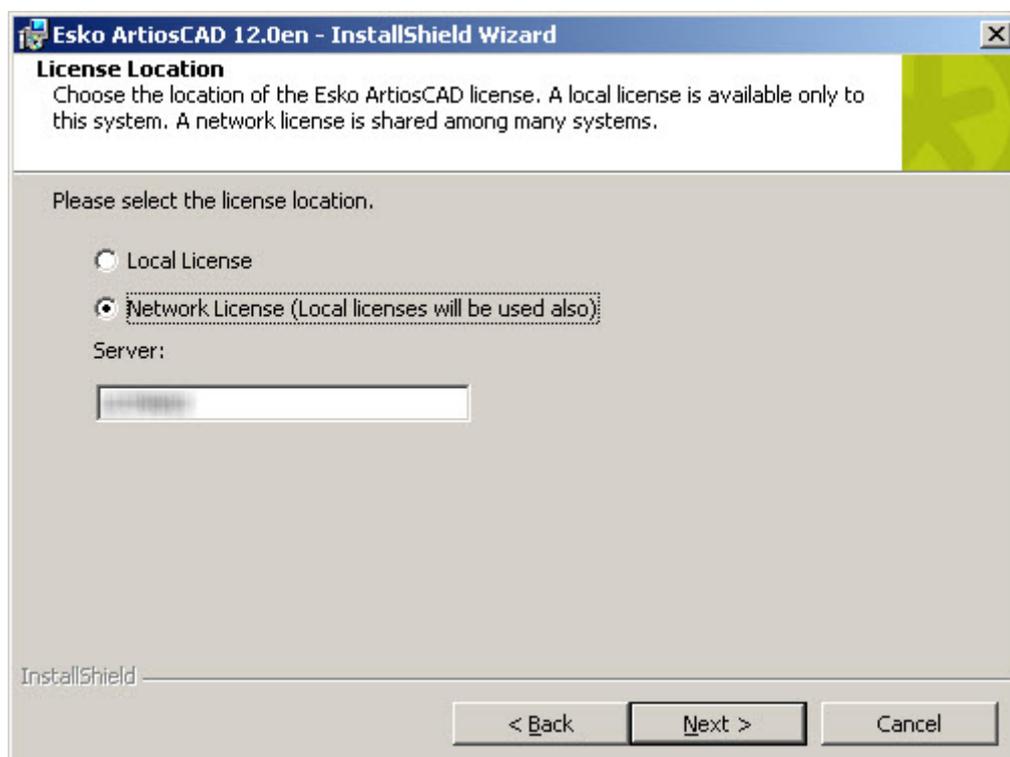6. Submit all the Dongle IDs by clicking **Send**.

You will receive a confirmation mail within a few minutes. You will receive temporary product keys in the form of HTML files together with a Quick Start Guide of the License Manager within 3 business days. You will receive one HTML file for every Dongle you chose to return.

Step 2: Install the software

When Esko receives your dongle IDs, you will be sent a link from which you can download ArtiosCAD 12 together with your temporary product keys.

1. Download the latest version of ArtiosCAD at mysoftware.esko.com. Alternatively, if you have asked to receive DVDs, insert the DVD into the DVD-drive.

2. Start the installation of the software on your computer.

3. When you reach the **License Location** screen in the installation wizard, choose your license type (you can find out which license type you have by opening your HTML product key file. a. b. This is the name of the FlexNet License Server on which you activate the licenses

   • If you have a local license, choose **Local License**.
   • If you have a network license, choose **Network License** and fill in the server name.

4. Finish the installation of the software.

Step 3: Activate the temporary product keys

Together with the link to download ArtiosCAD 12, Esko will send you temporary product keys that you can activate on your computer.

Refer to the Quick Start Guide of the Local/Network License Manager that you will receive together with the product keys for details on the activation procedure. When you activate your temporary product keys, you will have a temporary license to work with the new version of the software until you activate your permanent product keys.

Step 4: Send the Dongles to Esko

When your temporary product keys are activated, you can send the dongle(s) back to Esko within 90 days. Your temporary product keys expire within a time span of 90 days.

Note: Once your dongles have been returned, versions of ArtiosCAD prior to 7.60 will no longer function on your computers.

Table: Return Addresses

Region	Address
Europe, Middle East, Latin America, Africa	Esko Attn: License Department Kortrijksesteenweg 1095 9051 Gent Belgium
North America	Esko Attn: Licensing Dept 8535 Gander Creek Drive Miamisburg, OH 45342 United States
Japan	Esko Shinjuku i-Landtower 7F 5-1 Nishishinjuku 6-Chome, Shinjuku-ku Tokyo, Japan 163-1307
Asia, Pacific, and China	Esko-Graphics Pte Ltd Blk 750C Chai Chee Road #01-07/08 Technopark@Chai Chee Singapore 469003

Step 5: Receive and Activate Permanent Product Keys

When your dongles have arrived, Esko will send you the permanent product keys which can be activated to replace the temporary product keys. Refer to the Quick Start Guide of the Local/Network License Manager that you will receive together with the product keys for details on the activation procedure. When you activate your permanent product keys, you will have a permanent license to work with the new version of the software.