

Licensing and Activation 24.03

Administrator Guide

03 - 2024

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2. Getting Started

This documentation will give you an overview on how to manage licenses for your team or company.

For information on how to activate your software as an operator, we refer to the **User Guide** you can find [here](#).

2.1. Types of licenses

There are different types of licenses that can be used to activate Esko software:

- a **Local License**: a temporary or perpetual license that is activated in the Local License Manager on the computer that is running the software.
- a **Network License**: one or more temporary or perpetual licenses activated in the Network License Manager on a server in your local network. When launching the software, a license from the Network License Manager will be used, on a first come first serve base.
- a **Named User Subscription**: a subscription based license that is activated in the cloud. The license is personal, connected to the Esko ID.
- a **Dynamic Subscription**: one or more subscription based licenses that are activated in the cloud. The License Administrator can assign Dynamic Subscriptions to a team or group, based on their Esko ID. When launching the software, a license from the Dynamic Subscriptions will be used on a first come first serve base.

For an overview on how to manage licenses for your team or company, see [Managing licenses](#) on page 11

2.2. Esko ID

Your **Esko ID** is the one account that gives you access to all Esko services.

- **Software Activation**: Using your Esko ID you can activate Local Licenses in the Local License Manager, or you can sign in with your Esko ID to run Esko software using Named User Subscription or Dynamic Subscriptions. See [How to activate your software](#)
- **My Account** gives an overview of your order history, your Esko devices, your support cases and planned visits, and allows to manage your Esko ID. See <https://www.esko.com/myaccount>
- In the **Support Community** you can register and follow up on support cases, post product feature ideas, discuss products and strategies, etc. See <https://eskoproductcustomers.force.com/>
- In the **Esko Store** you can buy consumables, order subscriptions, etc. See <https://www.esko.com/en/shop>
- In the **Esko ID Manager** you can manage the Esko IDs that belong to your company. See [Esko ID Manager](#) on page 27

- In the **My Software** download site you can download software, hotfixes, etc. See <https://mysoftware.esko.com/> As an Administrator, you can also use My Software to assign subscriptions to the Esko IDs in your company. See [MySoftware](#) on page 29.

2.2.1. Creating an Esko ID

To create an Esko ID you need an **e-mail address** and, if you are already an Esko customer, your **Company Code**.

1. Go to <http://esko.com/licensing/CreateAccount>.
You can also use the link in the License Manager.
2. Enter the appropriate information in the fields. If you're an existing Esko customer, you need to fill in your Company Code.
3. Click **Submit**.



Note: It is advised to use your **corporate e-mail address** when you register your Esko ID. In many cases this will allow to automatically approve your Esko ID.

4. If necessary, confirm your e-mail address by clicking the link in the e-mail you receive.

3. Managing licenses

The different licenses are managed in different ways:

Local Licenses are activated and managed by the operator on their own computer, in the **Local License Manager**, based on an Esko Product Key or a License File (.html).

Network Licenses are managed in the **Network License Manager**. See [Managing Licenses in the Network License Manager](#) on page 11

To manage **Named User Subscription** or **Dynamic Subscriptions**, you use a combination of two tools:

- In the **Esko ID Manager** <https://id.esko.com/> you can manage the Esko IDs that belong to your company, and assign Esko IDs to groups. See [Esko ID Manager](#) on page 27
- In **MySoftware** <https://mysoftware.esko.com/> you can assign **Named User Subscriptions** to Esko IDs from your company, or you can assign **Dynamic Subscriptions** to groups defined for your company. See [MySoftware](#) on page 29

3.1. Managing Licenses in the Network License Manager

The Esko License Manager allows to **activate and deactivate licenses** for your Esko software. It works on both Mac and Windows.

Licenses managed this way no longer rely on physical dongles connected to the computer. Instead, they license your software using a combination of unique identification numbers, based on your hardware and the product keys of your software.

For easiest configuration, the machine on which you are using the Esko License Manager should be online with full Internet access.

However, if the machine you are using does not have full Internet access, you can perform an *offline* activation if you:

- have access to Internet e-mail and use of a Web browser on another machine,
- can copy a file received in an Internet e-mail message to the machine you are using (for example using a USB memory drive, or an internal network...).

Before you can activate or deactivate licenses, you need to set up an **Esko ID** using the Esko Web site. The URL of the site is shown on the main screen of the Esko License Manager .

3.1.1. Activating Licenses

Once you have created and confirmed your Esko ID (see [Creating an Esko ID](#) on page 10), you can start activating your licenses using your software's product keys.

A product key looks like this: XXXXXX-XXXXXX-XXXXXX-XXXXXX-XXXXXX

Esko will normally send your product keys via e-mail. If you have multiple product keys, they will be bundled in a single HTML-file. You can double-click the HTML file to see what product keys it contains.



Note: Product key files are HTML files. You can double-click them to see what product keys they contain.

- If the computer running the Esko License Manager is connected to the Internet, you can get licenses for the product keys and activate them from that machine.
See [Online Activation](#) on page 12.
- Otherwise, you must create an activation request file and use a computer that is connected to the Internet to upload it to an activation server.
See [Offline Activation](#) on page 13.

You can choose between Online and Offline activation in the **License Manager Preferences**. See [License Manager Preferences](#) on page 26

Online Activation

You can activate your product key(s) online if the computer where you will use your software is connected to the internet.

To activate a product key online, you can drop the license file(s) on the License Manager, or you can select your licenses during the activation process.

1. If you have an HTML file, drag and drop it on the Esko License Manager's main window, or click the **Activate...** button.
This opens the **Activate License Wizard** (on PC) or the **Activate License Assistant** (on Mac). Click **Next** (on PC) or **Continue** (on Mac)
2. Select **I am aware that the Esko Network License Services will be restarted** and click **Next / Continue**. Only applicable for Network License Manager.
3. Select how you received your product key(s) and click **Next / Continue**.
4. Enter your product key or HTML file
 - a) If you dropped your HTML file on the License Manager, the file will already be selected. Click **Next / Continue**.
 - b) If you chose **I have received an HTML file containing my Product Keys**, browse for the file and click **Next / Continue**.
 - c) If you chose **I have only one Product Key looking like [...]**, enter the product key in the fields provided. The cursor automatically advances to the next field as you type. Leave the **License Count** field empty. Only applicable for Network License Manager.
 - d) Click **Next / Continue**.
5. Enter the name and password of your Esko ID and click **Next / Continue**.
 - You should have created this Esko ID in [Creating an Esko ID](#) on page 10. If you haven't yet, click the **Create a new Esko ID** link in the wizard/assistant and see [Creating an Esko ID](#) on page 10 for instructions.
 - If you forgot your password, Click the **Forgot your password** link. You can then reset your password and receive it by mail.
 - By default, your credentials are stored and will be remembered for your next activation. If you don't want them to be stored, deselect the **Remember me** option.

After you click **Next / Continue**, a status bar appears while the system communicates with the activation server.

This may take several minutes if you have a lot of product keys to activate (for example during an Automation Engine or FlexRip activation). **During that time you cannot cancel or close the wizard/assistant.**

A message will appear saying that the activation was completed successfully and that you can now use the product(s) on your computer.

6. Click **Finish / Done**.

The product and its license will appear in the License Manager . Select a license to see its details in the **Details** pane.



Tip: If you don't see the activated license immediately, click the **Refresh** link.

Offline Activation

If the computer where you will use your software is NOT connected to the internet or if your preferences are set to activate via another online computer, you need to activate your product key(s) offline.

To activate a product key offline, do the following:

1. You create the activation request file using the **Activate License Wizard / Assistant**, and copy it to a machine with full Internet access.
See [Creating an Activation Request](#) on page 13.
2. You upload the activation request file to the activation server and download the response file.
See [Uploading the Request and Downloading the Response](#) on page 14.
3. You copy that response file to the machine with the Esko License Manager and load it into the License Manager .
See [Loading the Activation Response File](#) on page 15.



Note: Offline activation is not available for Subscription Licenses.

Creating an Activation Request

To create an activation request file, do the following:

1. If you have an HTML file, drag and drop it on the Esko License Manager 's main window, or click the **Activate...** button.
This opens the **Activate License Wizard** (on PC) or the **Activate License Assistant** (on Mac). Click **Next** (on PC) or **Continue** (on Mac)
2. Select **I am aware that the Esko Network License Services will be restarted** and click **Next / Continue**. Only applicable for Network License Manager.
3. Leave **Step 1: generate your request file** selected and click **Next / Continue**.
4. Select how you received your product key(s) and click **Next / Continue**.
5. Enter your product key or HTML file
 - a) If you dropped your HTML file on the License Manager, the file will already be selected. Click **Next / Continue**.

- b) If you chose **I have received an HTML file containing my Product Keys**, browse for the file and click **Next / Continue**.
 - c) If you chose **I have only one Product Key looking like [...]**, enter the product key in the fields provided. The cursor automatically advances to the next field as you type. Leave the **License Count** field empty. Only applicable for Network License Manager.
 - d) Click **Next / Continue**.
6. Enter the name of your Esko ID and click **Next / Continue**.

You should have created this Esko ID in [Creating an Esko ID](#) on page 10.

If you haven't created an Esko ID yet, go to <http://esko.com/licensing/CreateAccount> on a computer connected to the internet, and see [Creating an Esko ID](#) on page 10 for instructions.

7. Save the **activation request** file created.



Note: By default, the activation request file is called `requestactivate.xml`.

8. A message will appear saying that Step 1 of the offline activation has been completed successfully. Click **Finish / Done**.
9. Copy the activation request file to a computer with Internet access using whatever method you have available - USB drive, internal network...

Uploading the Request and Downloading the Response

Once you have copied the activation request file to a machine with full Internet access, do the following:

1. Start a web browser on that machine and go to <https://www.esko.com/en/support/downloadsandlicenses/activation>.
2. On the web page, click the **Choose File** button.
3. Browse for the **activation request** file you copied to this machine (called `requestactivate.xml` by default) and click **Continue**.
4. Enter your Esko ID password in the **Password:** field (your **Esko ID** should be filled in automatically) and click **Continue**.
5. Verify that the product information contained in the activation request file is correct and click **Continue**.



Note: If you have many licenses (for example for Automation Engine or FlexRip), the licenses generation may take a few minutes.

6. Click the **Download** button to download the response file generated by the website (`activation-response.xml`).



Important: You will need to use **this** response file to activate your licence(s). Requesting a response file again from another browser session may cause an error.

7. Copy the **response** file back to the machine running the Esko License Manager and go to that machine.

Loading the Activation Response File

Once you are back at the machine running the Esko License Manager, do the following to load the activation response file:

1. Drag and drop your response file on the Esko License Manager's main window, or click the **Activate...** button.
This opens the **Activate License Wizard** (on PC) or the **Activate License Assistant** (on Mac). Click **Next** (on PC) or **Continue** (on Mac)
2. Select **I am aware that the Esko Network License will be restarted** and click **Next / Continue**. Only applicable for Network License Manager.
3. Select **Step 2: Load your response file** and click **Next / Continue**. In case you dropped your activation response on the License Manager, this step will be skipped.
4. Select the **response** file you copied from the machine with full Internet access.
 - a) If you dropped your response file on the License Manager, the file will already be selected. Click **Next / Continue**.
 - b) If not, browse to the **response** file you copied from the machine with full Internet access and click **Next / Continue**.



Attention: Select the **response** file you downloaded from the website (`activation-response.xml`) and not the activation request file you uploaded.

A status bar will appear while the system processes the response file, and then a message will appear that the activation completed successfully and that you can now use the product(s) on your computer.

5. Click **Finish / Done**.

The product and its license will appear in the License Manager. Select a license to see its details in the **Details** pane.



Tip: If you don't see the activated license immediately, click the **Refresh** link.

Activating an Upgrade License

An upgrade license is a license for a newer version of an application that you already have. For example, if you have ArtPro 9.5 licensed on your system (base license), you can buy an upgrade license for ArtPro 9.6.



Important:

When you activate an upgrade license, make sure that:

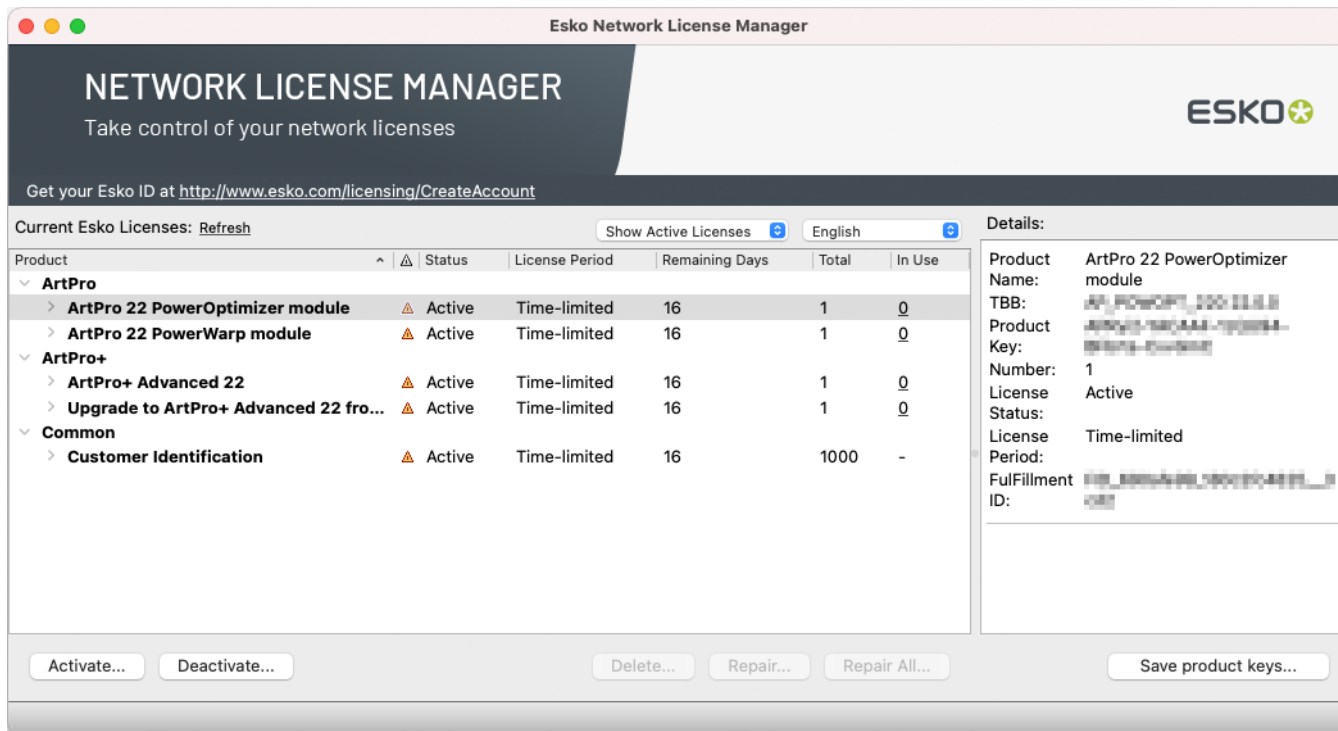
- you are activating it on the computer holding the base license,
- the base license is available (not disabled, broken or expired).
- you have the latest version of the License Manager. Installing the latest version of your software will automatically install the latest version of the Local License Manager as well.

Activating an Upgrade License is done in the same way as activating any other license. See:

- [Online Activation](#) on page 12.
- [Offline Activation](#) on page 13.

3.1.2. Viewing Your Licenses

All your licenses are shown in the License Manager's main window.



Groups, Products and Product Keys

Licenses for a same product are grouped together, so if you have a lot of similar licenses, you can see them at a glance.

They are organized as follows: each group (for example "Studio") contains products (for example "Studio Advanced 16"), which contain product keys.

Details

For each product, you can see:



- its product key (one or many),
- its **Status**: this can be **Active**, **Disabled**, **Broken**, **Expired** or **Mixed** (for products containing product keys with different statuses),
- the **License Period**: this can be **Permanent**, **Time-limited**, **Trial**, **Subscription** (see [Subscription Licensing](#)) or **Mixed** (for products containing product keys with different license periods).

For **Time-limited** and **Trial** licenses, you can see the number of **Remaining Days** (for **Permanent** licenses, this is **Unlimited**).

If a product contains several product keys with different numbers of remaining days , you will see a range (for example "0 to 146" **Remaining Days**).



- the **Total** number of individual licenses for that product (which is the number of computers that can use this product at the same time).
If a product contains several product keys with different numbers of licenses, you will see the grand total.
- In Use** shows the number of applications running in the network using license from this license server for this specific product. Clicking the value will open a dialog showing a list of the computer names where these licenses are allocated, as well as the user name and when the license was allocated.



Note:

- Active licenses that are **Time-limited** or valid only for a **Trial** period have a warning icon .
- Disabled, Broken** or **Expired** licenses have a red icon .
- By default, expired licenses are not shown. Select **Show expired licenses** if you want to see them.

You can select a license to see more details in the **Details** pane.

Sorting

You can sort license groups in ascending  or descending  alphabetical order by clicking the **Products** column.

You can sort the contents of those groups (the products and the product keys in them) by clicking the other columns (, **Status, License Period...**).



Note: The "group>product>product key" structure will always be kept.

For example, doing an ascending sort on **Remaining Days** sorts the licenses from the least to the most number of days remaining.



Note: When one of the values is a range (for example "0 to 146" **Remaining Days**), the smallest number is used for sorting.

3.1.3. Deactivating Licenses

Just as with activating licenses, deactivating licenses can be done both online and offline.

You can choose between Online and Offline activation in the **License Manager Preferences**. See [License Manager Preferences](#) on page 26

You must deactivate a license before moving it to another computer.

Online Deactivation

To deactivate a license online, do the following:

1. Launch the Esko License Manager .
2. In the Esko License Manager window, click the license to deactivate.



Note: When selecting a product, all product keys for this product are selected. If you want to deactivate a particular product key, open the product and select this specific product key from the list.



Tip:

To select several licenses, hold **Command** (on Mac) or **Ctrl** (on PC) while clicking them. To select them all, use **Command+A** or **Ctrl+A**.

3. Click **Deactivate...** to open the **Deactivate License Wizard/Assistant** dialog box.
4. Click **Next / Continue** in the first screen of the **Deactivate License Wizard/Assistant** dialog box.
5. Select **I am aware that the Esko Network License Services will be restarted** and click **Next / Continue**. Only applicable for Network License Manager.
6. A **product key** file (HTML) is created. You will need this file to activate the license for this product key on another computer.
 - a) Click **Save As / Select...** to save the file.
 - b) In the **Save As** dialog box, navigate to the desired location, enter a name for the file, and click **Save**.

Make sure to note the location and name for future reference.

7. Back in the **Save the Product Key** dialog box, click **Next / Continue**.
8. A message appears saying the deactivation was completed successfully. Click **Finish / Done**.
The license will no longer appear in the Esko License Manager . If you notice that it is still displayed, click the **Refresh** link.

Offline Deactivation

Offline deactivation works just like offline activation:

1. You create an offline deactivation request and copy it to a machine with internet access.
See [Creating a Deactivation Request](#) on page 18.
2. You upload that request to the activation server and download a deactivation response file.
See [Uploading the Request and Downloading the Response](#) on page 19.
3. You copy that response file to the machine with the Esko License Manager and load it into the License Manager .
See [Loading the Deactivation Response](#) on page 20.

Creating a Deactivation Request

To create a deactivation request file, do the following:

1. Launch the Esko License Manager .
2. In the Esko License Manager , click the license to deactivate.



Note: When selecting a product, all product keys for this product are selected. If you want to deactivate a particular product key, open the product and select this specific product key from the list.


Tip:

To select several licenses, hold **Command** (on Mac) or **Ctrl** (on PC) while clicking them.
To select them all, use **Command+A** or **Ctrl+A**.

3. Click **Deactivate...**
4. Click **Next / Continue** in the first screen of the **Deactivate License Wizard/Assistant** dialog box.
5. Select **I am aware that the Esko Network License Services will be restarted** and click **Next / Continue**. Only applicable for Network License Manager.
6. Leave **Step 1: generate your request file** selected and click **Next / Continue**.
7. Read the warnings in the next screen, make sure all the conditions are met for offline deactivation, and click **Next / Continue**.
8. Save the **deactivation request** file created.
 - a) Click **Save As** (PC) / **Save...** (Mac).
 - b) In the pop-up that opens, browse to the desired location and click **Save**.



Note: By default, the activation request file is called `requestdeactivate.xml`.

9. A **product key** (HTML) file is created. You will need this file to activate the license for this product key on another computer.
 - a) Click **Save As / Save...** to save the file.
 - b) In the **Save As** dialog box, navigate to the desired location, enter a name for the file, and click **Save**.

Make sure to note the location and name for future reference.

10. A message will appear saying that Step 1 of the offline deactivation has been completed successfully. Click **Finish / Done**.

The selected licenses will change to status **Disabled** in the License Manager until the deactivation procedure is completed and the licenses are removed. You can no longer use disabled licenses.

License Status: ■ Disabled.

11. Copy the deactivation request file to a computer with Internet access using whatever method you have available - USB drive, internal network...

Uploading the Request and Downloading the Response

Once you have copied the deactivation request file to a machine with full Internet access, do the following:

1. Start a web browser on that machine and go to <http://www.esko.com/licensing/Activation>.
2. On the web page, click the **Choose File** button.
3. Browse for the **deactivation request** file you copied to this machine (called `requestdeactivate.xml` by default) and click **Continue**.
4. Verify that the product information contained in the deactivation request file is correct and click **Continue**.

5. Click the **Download** button to download the response file generated by the website (deactivation-response.xml).
6. Copy the **response** file back to the machine running the Esko License Manager and go to that machine.

Loading the Deactivation Response

Once you are back at the machine running the Esko License Manager, do the following to load the deactivation response file:

1. Drag and drop your response file on the Esko License Manager's main window, or select the licenses to deactivate and click the **Deactivate...** button.



Note: It doesn't matter which disabled licenses you select in this step: the list of licenses to be deactivated is defined in the deactivation response file (as selected when creating the deactivation request file).

This opens the **Deactivate License Wizard** (on PC) or the **Deactivate License Assistant** (on Mac). Click **Next** (on PC) or **Continue** (on Mac)

2. Select **I am aware that the Esko Network License Services will be restarted** and click **Next / Continue**. Only applicable for Network License Manager.
3. Select **Step 2: Load your response file** and click **Next / Continue**. In case you dropped your activation response on the License Manager, this step will be skipped.
4. Select the **response** file you copied from the machine with full Internet access.
 - a) If you dropped your response file on the License Manager, the file will already be selected. Click **Next / Continue**.
 - b) If not, browse to the **response** file you copied from the machine with full Internet access and click **Next / Continue**.



Attention: Select the **response** file you downloaded from the website (deactivation-response.xml) and not the deactivation request file you uploaded.

A status bar will appear while the system processes the response file.

5. Click **Next / Continue**.

A message will appear that the deactivation was completed successfully.

6. Click **Finish / Done**.

The license will no longer appear in the Esko License Manager. If you notice that it is still displayed, click the **Refresh** link.

3.1.4. Repairing Licenses

Licenses are tied to identifying characteristics of the hardware inside your computer. **Licenses may break if you change the hardware significantly** (e.g. you change different parts of your hardware at the same time), **upgrade the operating system** or **restore from system backup**.

If multiple hardware components of the computer change simultaneously, the licenses can be invalidated and declared broken. You can use the repair procedure to try to enable the licenses again, but this is not guaranteed.



Note: If you plan to change computer characteristics or even plan an update of the operating system, Esko strongly advise to **Sign out** any Named User Subscription and to **Deactivate** all perpetual licenses on this computer, in advance. After the change, you can Sign In again or activate your perpetual licenses.

As with activating and deactivating licenses, the repair procedure may be done online or offline.

You can choose between Online and Offline activation in the **License Manager Preferences**. See [License Manager Preferences](#) on page 26



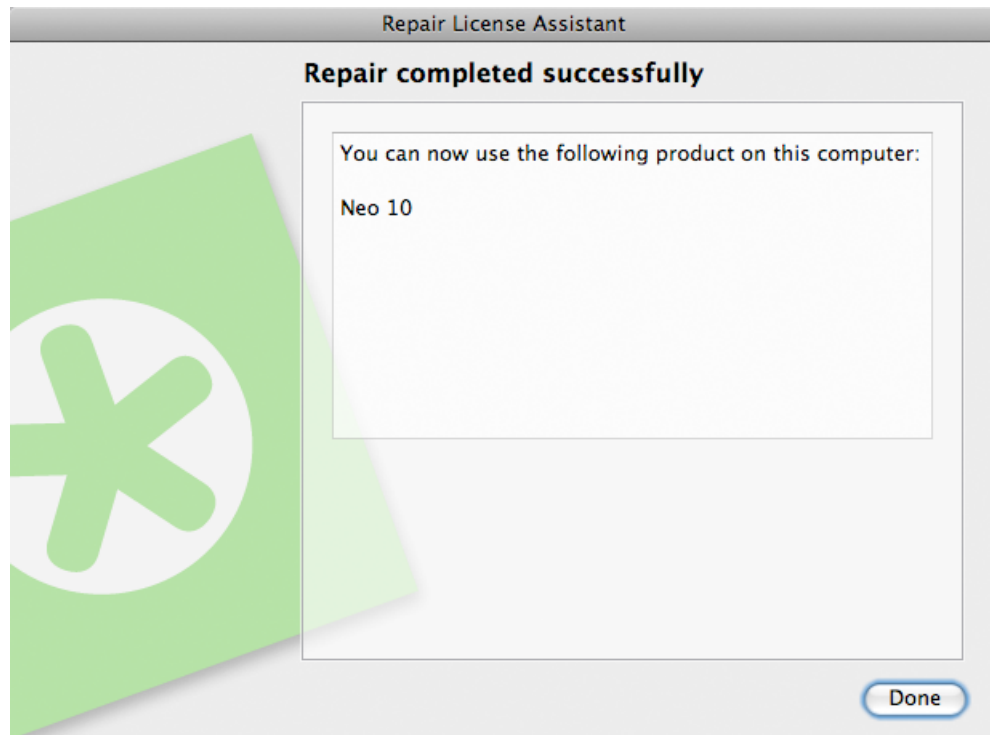
Note: If repairing a license doesn't work, please contact Customer Support.

Online Repair

To repair your broken license(s) online, do the following:

1. Launch the Esko License Manager .
2. In the Esko License Manager 's window:
 - If only one license is broken, select it and click **Repair...**
 - If many licenses are broken, select one and click **Repair All...**
3. Click **Next / Continue** in the first screen of the **Repair License Wizard/Assistant** dialog box.
4. Select **I am aware that the Esko Network License Services will be restarted** and click **Next / Continue**. Only applicable for Network License Manager.

A status bar will appear while the system communicates with the activation server. After that, a message will appear that the repair completed successfully and that you can now use the product(s) on your computer.



5. Click **Finish / Done**.
6. When asked to confirm restarting the licensing services (on PC only), click **Yes**. Access to licenses will be interrupted temporarily while the services restart. Only applicable for Network License Manager.

Offline Repair

To repair broken licenses on a machine without Internet access, follow the same general procedure as when performing an offline activation or deactivation.

Creating a Repair Request

To create the repair request, do the following:

1. Launch the Esko License Manager .
2. In the Esko License Manager 's window:
 - If only one license is broken, select it and click **Repair...**
 - If many licenses are broken, select one and click **Repair All...**
3. Click **Next / Continue** in the first screen of the **Repair License Wizard/Assistant** dialog box.
4. Select **I am aware that the Esko Network License Services will be restarted** and click **Next / Continue**. Only applicable for Network License Manager.
5. Leave **Step 1: generate your request file** selected and click **Next / Continue**.
6. Save the **repair request** file created.
 - a) Click **Save As** (PC) / **Save...** (Mac).
 - b) In the pop-up that opens, browse to the desired location and click **Save**.



Note: By default, the activation request file is called `requestrepair.xml`.

7. A message will appear saying that Step 1 of the offline repair has been completed successfully. Click **Finish / Done**.
8. Copy that file to a computer with Internet access using whatever method you have available - USB drive, internal network...

Uploading the Request and Downloading the Response

Once you have copied the repair request file to a machine with full Internet access, do the following:

1. Start a web browser on that machine and go to <http://www.esko.com/licensing/Activation>.
2. On the web page, click the **Choose File** button.
3. Browse for the repair request file you copied to this machine (called `requestrepair.xml` by default) and click **Continue**.
4. Verify that the product information contained in the repair request file is correct and click **Continue**.
5. Click the **Download** button to download the response file generated by the website (`repair-response.xml`).
6. Copy the response file back to the machine running the Esko License Manager and go to that machine.

Loading the Repair Response

Once you are back at the machine running the Esko License Manager, do the following to load the deactivation response file:

1. Drag and drop your response file on the Esko License Manager's main window, or click the **Repair...** button.
This opens the **Repair License Wizard** (on PC) or the **Repair License Assistant** (on Mac). Click **Next** (on PC) or **Continue** (on Mac)
2. Select **I am aware that the Esko Network License Services will be restarted** and click **Next / Continue**. Only applicable for Network License Manager.
3. Select **Step 2: Load your response file** and click **Next / Continue**. In case you dropped your activation response on the License Manager, this step will be skipped.
4. Select the **response** file you copied from the machine with full Internet access.
 - a) If you dropped your response file on the License Manager, the file will already be selected. Click **Next / Continue**.
 - b) If not, browse to the **response** file you copied from the machine with full Internet access and click **Next / Continue**.



Attention: Select the **response** file you downloaded from the website (`repair-response.xml`) and not the repair request file you uploaded.

A status bar will appear while the system processes the response file. After that, a message will appear that the repair completed successfully.

5. Click **Finish**.

6. When asked to confirm restarting the licensing services (on PC only), click **Yes**. Access to licenses will be interrupted temporarily while the services restart. Only applicable for Network License Manager.

3.1.5. Cleaning Up Licenses

When you have **expired** or **disabled** licenses, you can delete them from the License Manager database.

1. In the Esko License Manager window, choose **Show Expired Licenses** in the filter dropdown.
2. Select all license(s) to delete and click the **Delete...** button.

This opens the **Delete License Wizard** (on PC) or the **Delete License Assistant** (on Mac).

3. Click **Next** (on PC) or **Continue** (on Mac) in the first screen of the **Delete License Wizard/Assistant** dialog box.
4. Select **I am aware that the Esko Network License Services will be restarted** and click **Next / Continue**. Only applicable for Network License Manager.
5. In the next screen, check the name of the product whose license you want to delete, then click **Next / Continue** to delete it.
6. Click **Finish / Done**.

3.1.6. Saving Product Keys

Using the **Save Product Keys** button, you can save all your active Product Keys in one single file. This file can be useful in case your computer crashes or is stolen. To save all your product keys, do the following:

1. Launch the Esko License Manager .
2. In the Esko License Manager window, select **Save product keys...**
3. In the **Save As** dialog box, navigate to the desired folder in which to save the file, enter a different name in the **File name:** field if the one supplied is not sufficient, and click **Save**.
4. Store the Product Keys file it in a safe place.



Note: Every time you activate, deactivate or repair licenses using the License Manager Activation Wizard resulting in a changed license setup, a backup file is written

3.1.7. Saving a License Report

A License Report stores information about all your licenses on this computer. This information can be useful in case your computer crashes or is stolen, or for inspection. To save a License Report, do the following:

1. Launch the Esko License Manager .
2. In the Esko License Manager , select **Help > Save License Report...**
3. In the **Save As** dialog box, navigate to the desired folder in which to save the file, enter a different name in the **File name:** field if the one supplied is not sufficient, and click **Save**.

4. Open the file in a text editor such as Notepad, print it, and store it in a safe place.

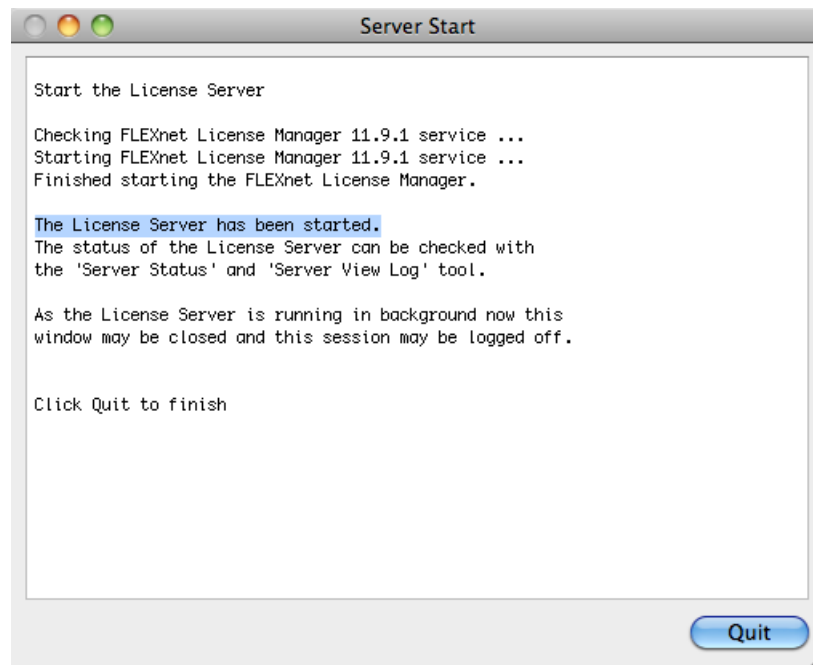
3.1.8. Enabling network licenses on the network

When setting up Network Licenses, besides the Esko Network License Manager to manage your licenses, you also need a utility to make these licenses available to the users on the network.

On a PC this is done by the FlexLM License Manager windows service. This service is configured to start automatically, after a reboot of the computer.

on a Mac this is done by the Server Start application.

- To launch the Esko Network License Manager on a Mac:
 - a) Log in to the server that has the Esko Network License Manager installed.
 - b) Go to Applications/Esko License Server and double-click Server Start.app.
The **Server Start** window opens.



- c) When you see The License Server has been started, click **Quit** to close the window.
- d) Still in Applications/Esko License Server, double-click Esko Network License Manager.app.

This opens the Esko Network License Manager's main window.

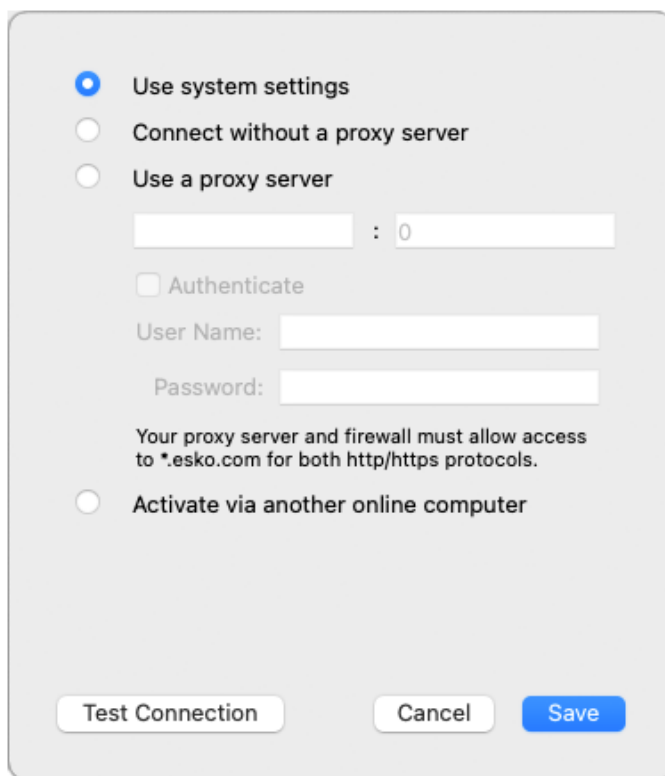
The Network License Manager application status bar (at the bottom of the application window) should not show a red error message "Cannot connect to License Server. Please check your network set up."

3.1.9. License Manager Preferences

In the **License Manager Preferences**, you can set the default way to activate, deactivate and repair licenses.

To open the Preferences:

- On Mac, choose **Network License Manager > License Manager Preferences** or use the shortcut **Cmd+,**
- On Windows, choose **Help > License Manager Preferences**



- **Use System Settings** (the default setting): If Automatic Proxy Configuration (PAC) is set in your operating system, the application will use this Proxy settings. Otherwise, the application will connect to the internet without Proxy.
- Select **Connect without a proxy server** if you are connected directly to the internet, or choose **Use a proxy server** if you are connected to the internet through a proxy server. Both options enable online activation, deactivation and repairing.
 - Online Activation: see [Online Activation](#) on page 12
 - Online Deactivation: see [Online Deactivation](#) on page 17
 - Online Repair: see [Online Repair](#) on page 21

- Select **Activate via another online computer** to only enable offline activation, deactivation and repairing
 - Offline Activation: see [Offline Activation](#) on page 13
 - Offline Deactivation: see [Offline Deactivation](#) on page 18
 - Offline Repair: see [Offline Repair](#) on page 22



Note: If you choose online activation in the Preferences, but no network connection is found, you will still be prompted to add Proxy server details, and get the option to choose offline activation, deactivation or repair.

3.2. Esko ID Manager

In the Esko ID Manager, you can manage the Esko IDs that belong to your company.

To log in on Esko ID Manager, go to <https://id.esko.com/>

You need to log in using your Esko ID. See also [Esko ID](#) on page 9



Note: The available options depend on your role in the organization. We will describe all options, as available to the Organization Owner (i.e. the user with most privileges).

The Esko ID Manager contains different tabs:

- On the **Dashboard** you get an overview of relevant information: recent activities (Updates), organization details, locations, ...
- In the **Members** tab you see and manage the members of your organization. See [Members](#) on page 27
- In the **Groups** tab you can manage groups of members, used to assign Dynamic Subscriptions. See [Groups](#) on page 28
- The **Update** tab shows an overview of all activity in the Esko ID Manager.
- In the **Settings** tab you can see and change all settings for your organization. See [Settings](#) on page 29
- In the **Profile** tab you can see and edit your personal information, and change your password.

3.2.1. Members

In the **Members** tab you see and manage the members of your organization.

ORGANIZATION MEMBERS

ESKO ID	LOCATION	ROLES	ACTIONS				
Tim.Jones@comp.com Tim Jones	COMP	Member	Manage Roles	Reset Password	Disable	Edit name	Change location
Jan.Poi@comp.com Jan Poi	COMP	Member	Manage Roles	Reset Password	Disable	Edit name	Change location
Baldwin.McGee@comp.com Baldwin McGee	COMP	Software Admin	Manage Roles	Reset Password	Disable	Edit name	Change location

- A list of all **Members** is shown. You can use the **Search** field to find a specific member. For every member you have the following options:
 - a) Click **Manage Roles** to assign or unassign a role. A member can have multiple roles, defining what the member can and can't do, e.g. order in the Esko Store, download software, etc.
 - b) Use **Reset Password** to send an email to the member, allowing him to reset his password.
- **Bulk Invite Members** allows you to invite multiple members in one go.
 - a) Create a **CSV** file, containing first name, last name, email address, company code, roles and language for every member. You can use the **Template** you can download from the page.
 - b) Click **Browse** and browse to the CSV file you created.
 - c) Click **Import from CSV**.
You will get a message stating how many members were imported, and if there were any issues.
 - d) In the list of imported members, you can **delete** the members you don't want to invite, or you can re-import a corrected CSV.
 - e) Click **Send Invites** to send an invitation to all members
- Click **Invite Member** to send an invitation to one member.
 - a) Enter the email address, first name and last name for the member
 - b) Select the roles you want to assign to the member
 - c) Click **Submit**



Note: The invitation process and prerequisites are defined by the **Settings**. See [Settings](#) on page 29

3.2.2. Groups

In the **Groups** tab you can manage groups of members, used to assign Dynamic Subscriptions.

GROUPS

GROUP NAME	NUMBER OF MEMBERS	COMPANY CODE	GROUP DESCRIPTION	ACTIONS
S&R	4	COMP	Step&Repeat Operators	Manage Delete
AP+	8	COMP	ArtPro+ Operators	Manage Delete

- A list of all **Groups** is shown. You can use the **Search** field to find a specific group.
- Click **Create Group** to create a new group, by entering the Group Name and Description
- Click **Manage** to change the group
 - a) A list of all members of the group is shown. You can use the **Search** field to find a specific member. Click **Remove from group** to take the member out of the group
 - b) Click **Add Members** to search for members based on their Esko ID, and add them to the group
 - c) Click **Manage Group Managers** to assign or remove Group Managers to the Group.
 - d) Click **Manage Group** to change the group's name or description.
 - e) Click **Back to Group List** to stop editing the group and return to the list of groups.
- Click **Delete** to remove the group completely. This will only remove the group, all members remain in the organisation.

3.2.3. Settings

In the **Settings** tab you can see and change all settings for your organization.

For each setting, a brief explanation is shown on the page. The settings are divided in different parts:

1. **Esko ID Creation Policies**, e.g. to define that members using a specified e-mail domain are approved automatically.
2. **Esko Store Purchasing Policy** to define if all members should be able to purchase at the Esko Store, or only the members with "Purchaser" role
3. **Software and Licensing Policy** to define if all members should be able to download software or licenses, or only the members with "Software Admin" or "License Admin" role
4. **Esko Support Community Policy** to define if all members should be able to the Esko Support Community, or only the designated "Community Users"
5. **Ownership Policy** to define if sub organisations can claim their organization.

3.3. MySoftware

In **MySoftware** you can download software, hotfixes and licenses, assign **Named User Subscriptions** to Esko IDs from your company, or you can assign **Dynamic Subscriptions** to groups defined for your company.

To sign in on MySoftware, go to <https://mysoftware.esko.com/>

You need to log in using your Esko ID. See also [Esko ID](#) on page 9



Note: The available options depend on your role in the organization. We will describe all options, as available to the Organization Owner (i.e. the user with most privileges).

MySoftware contains different tab pages:

- In the **Downloads** tab, you can download all Esko Software. Use the **Select Downloads** dropdowns to filter the list based on the product, version and Operating System, so that you can easily find the download you need.
- In the **Licenses** tab, you can see all Licenses you have. See [Licenses](#) on page 30
- In the **Subscriptions** tab, you can manage all Named User Subscriptions. See [Manage subscriptions](#) on page 30
- In the **Dynamic Subscriptions** tab, you can manage all Dynamic Subscriptions. See [Manage Dynamic subscriptions](#) on page 31
- In the **Hotfixes** tab, you can download Hotfixes for your Esko Software. A Hotfix is a software package that you can install on an existing installation of our software. Each hotfix contains fixes for one or more known issues in our released software. Use the **Browse Hotfixes** dropdowns to filter the list based on the product, version and Hotfix Type, so that you can easily find the download you need.
- **FAQ** brings you to a Knowledge Base article containing frequently asked questions about **MySoftware**.

3.3.1. Licenses

3.3.2. Manage subscriptions

In the **Manage Subscriptions** tab, you can manage the Named User Subscriptions of your team. For more information on Named User Subscriptions, see [Types of licenses](#) on page 9



Note: By default, the person who ordered the subscriptions can access the management portal. If someone else will manage the subscriptions, contact Esko Support to change access.

The management portal contains two tabs:

- The **Unassigned subscriptions** view shows for what product subscriptions are available, and how much.
- The **Assigned subscriptions** view shows per user which subscriptions are assigned, since when, whether the user is signed in, and on what computer.

To manage your Subscriptions:

1. Set the **Subscription Types** filter by opening the dropdown and enable the Subscription Types you want to see
The selected Subscription Types are shown under the dropdown. Click the **x** button to remove it. If no Subscription Type is shown, no filtering is applied.
2. Set the **Products** filter by opening the dropdown and enable the Products you want to see

The selected Products are shown under the dropdown. Click the **x** button to remove it. If no Product is shown, no filtering is applied.



Note: You can click **Clear All Filters** to remove all Subscription Type and Products filtering

3. To **assign** a subscription to a user:

- a) Go to the **Unassigned Subscriptions** tab
- b) Select the product and click **Assign**
- c) Enter the e-mail address of the user and a comment (not mandatory), and click **Assign**

The user will receive an e-mail with the download link, and you will see that the user is added to the **Assigned Subscriptions** view.



Note: If the user doesn't have an Esko ID yet, the invitation e-mail will also contain the instructions to create one. This Esko ID will automatically be linked to your Company Code.

4. To **unassign** a subscription:

- a) Go to the **Assigned Subscriptions** view
- b) Select the user, and click **Unassign**

The user will receive an e-mail that his subscription is unassigned, and the subscription is automatically removed from his computer. You can immediately assign the subscription to another user.

3.3.3. Manage Dynamic subscriptions

In the **Manage Dynamic Subscriptions** tab, you can manage the Dynamic Subscriptions of the groups in your team. For more information on Dynamic Subscriptions, see [Types of licenses](#) on page 9



Note: By default, the person who ordered the subscriptions can access the management portal. If someone else will manage the subscriptions, contact Esko Support to change access.

The management portal contains two tabs:

- The **Available** view shows for what product subscriptions are available, and how many seats are available.
- The **Assigned** view shows per group which subscriptions are assigned, and how many seats are in use.

To manage your Dynamic Subscriptions:

1. Set the **Products** filter by opening the dropdown and enable the Products you want to see

The selected Products are shown under the dropdown. Click the **x** button to remove it. If no Product is shown, no filtering is applied.



Note: You can click **Clear All Filters** to remove all Subscription Type and Products filtering

2. To **assign** a Dynamic Subscription to a group:

- a) Go to the **Available** tab
- b) Select the product and click **Assign to Group**
- c) Set the amount of seats you want to assign
- d) Click **Select a group**

- e) Select the Group you want to assign the Dynamic Subscriptions to, and click **OK**



Note: Clicking the **Create New Group on Esko ID** will take you to the **Groups** page on id.esko.com, where you can define Groups. See also [Groups](#) on page 28. You might have to sign in first.

- f) Click **Assign**

You will see that the Group is added to the **Assigned** tab.

3. To unassign a Dynamic Subscription:

- a) Go to the **Assigned** tab
- b) Select the Group, and click **Unassign** for the Product you want to unassign the Dynamic Subscriptions
- c) Set the amount of seats you want to unassign, and click **Unassign**



Note: You can only unassign seats that are not in use.

4. Tips and Troubleshooting

In this section are tips and troubleshooting information designed to help you use the software if there are unexpected results.


4.1. Log files

The License Manager activation wizard/assistant creates a log file for every session. The log file is saved in the following folders:

Operating System	File location
Mac OS X	[user]/Library/Logs/ Esko_Server_License_Manager_yyyymmdd_hhmmss.log
Windows	[user]\esko\Esko_Server_License_Manager_yyyymmdd_hhmmss.log

You can also view the logs by selecting **Help > Show License Manager Log**

The **Esko Subscription Service** is a service running in the background and executes for Named User Subscription renewal and Forced Sign Out operations. See [Esko Subscription Service](#) and [Forced Sign Out](#). This service also has some logging available

Operating System	Log location
Mac OS X	file /var/log/com.esko.SubscriptionService.log or use the Console application to open this file
Windows	<p>Use windows Eventviewer. Click Windows Logs > Application.</p> <p>Look for messages with "Esko Subscription Service" as Source.</p> <p>Use 'Save All Events As....' to create a text file when asked.</p> <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;">  <p>Tip: You can use Save License Report to make a LicenseSupport.txt file in Local License Manager containing all the licenses (including the licenses attached to your signed in subscription). See Saving a License Report on page 24</p> </div>

4.2. Changing the Language

The Esko License Manager user interface will adapt itself to the language of your operating system. Or, if not available, the default language (English) will be used.

If you wish to change the language, proceed as following:

- In the Esko License Manager window, select your desired language from the **language list**.

4.3. Function Keys

You can use the following keys to perform specific checks in the Esko License Manager. You generally won't need to perform these checks unless instructed to do so by your Customer Support representative, in case of a problem.

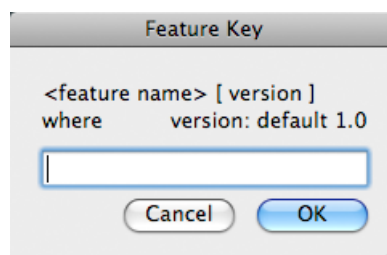
Key	Function
F1 (Windows) or fn+F1 (Mac OS X)	Shows the version of the Esko License Manager you are using.
F4 (Windows) or fn+F4 (Mac OS X)	Allows you to see if a license for a particular module is available (for example a license for a trapping module). See Checking the Availability of a Feature License on page 34 for details.
F5 (Windows) or Cmd+R (Mac OS X)	Refreshes the licenses list. You will only need to do this in specific cases as the licenses list normally auto-refreshes.

4.3.1. Checking the Availability of a Feature License

If you can't access a function or module in an application, for which you believe you have a license (for example a Trapping, RIP or Step&Repeat module), you can check if a license is available for this feature.

1. Press **F4** while in the Esko License Manager window.

This opens the **Feature Key** dialog.

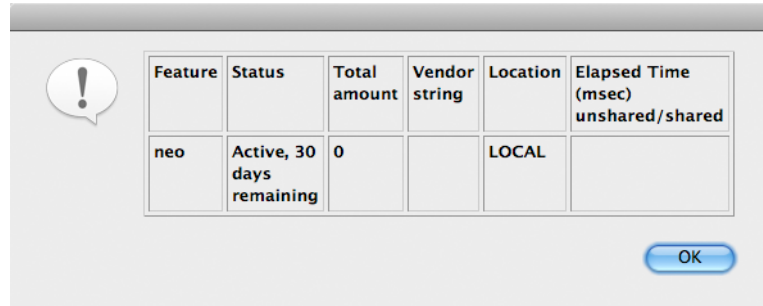


- In that dialog, enter the feature license you are looking for, the application version and the server name (for Network License Manager only) and click **OK**.

For example, enter "artpro_srautomatic 9.5" for the Automatic Step&Repeat module of ArtPro 9.5, or enter "artpro_srautomatic 9.5 @server1" for the Automatic Step&Repeat module of ArtPro 9.5 located on "server1".

If you are not sure how to enter the name of the feature license you are looking for, please contact your Customer Service Representative.

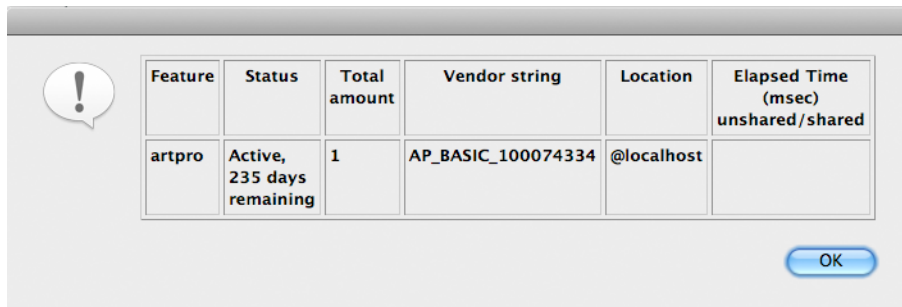
If a local license was found, you will see:



Feature	Status	Total amount	Vendor string	Location	Elapsed Time (msec) unshared/shared
neo	Active, 30 days remaining	0		LOCAL	

OK

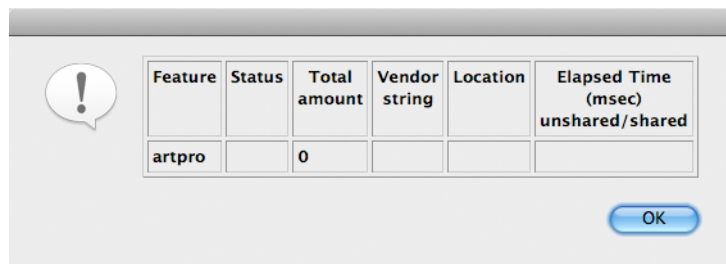
If a network license was found, you will see:



Feature	Status	Total amount	Vendor string	Location	Elapsed Time (msec) unshared/shared
artpro	Active, 235 days remaining	1	AP_BASIC_100074334	@localhost	

OK

If the requested license was not found, you will see:



Feature	Status	Total amount	Vendor string	Location	Elapsed Time (msec) unshared/shared
artpro		0			

OK


Note:

If you have both the Esko Local License Manager and the Esko Network License Manager running on your computer, both databases (“trusted storages”) will be checked.

If the Network License Manager’s FlexLM License Manager service is not running, you may get an error message. In that case, restart the computer or start the FlexLM License Manager and try again.

4.4. Characters in the Computer Name

Make sure your computer name only contains regular ASCII characters (for example, no ü).

4.5. Activating a product key file containing many licenses

Some product key files, e.g. a typical Automation Engine server file, can have over a hundred licenses.

When manipulating the licenses, it can take a long time, and appear as if the Esko Network License Manager is hanging, when it is not. It will probably take several minutes to activate or deactivate the licenses for an Automation Engine server.

Do not cancel or close the program when you work with Automation Engine licenses.

4.6. Using File System Monitoring Utilities

The licensing server software stores its critical configuration information in a special area of the file system called *trusted storage*.

If you are using a file system monitoring utility such as anti-virus software, it can delete the configuration in the trusted storage area. Make sure in the monitoring utility to exclude those directories from monitoring / cleanup / replacing.

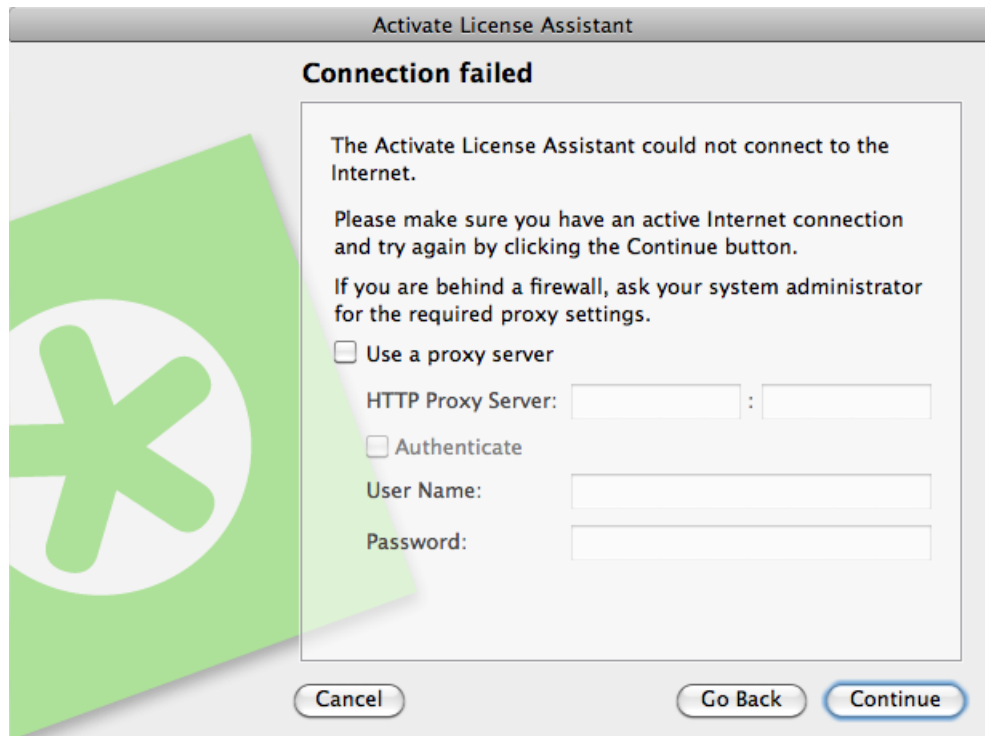
Operating System	Trusted Storage location
OS X on a Macintosh	/Library/Preferences/FLEXnet Publisher/FLEXnet
Windows 7 and higher on a PC	\ProgramData\FLEXnet

4.7. Connection Issues during Online Activation

When performing an online activation, if the Esko License Manager cannot access the Internet, it will prompt for proxy server information.

You can also edit the proxy settings in the **License Manager Preferences**. See [License Manager Preferences](#) on page 26.

- If you have a proxy server, enter the required information and click **Next / Continue**.



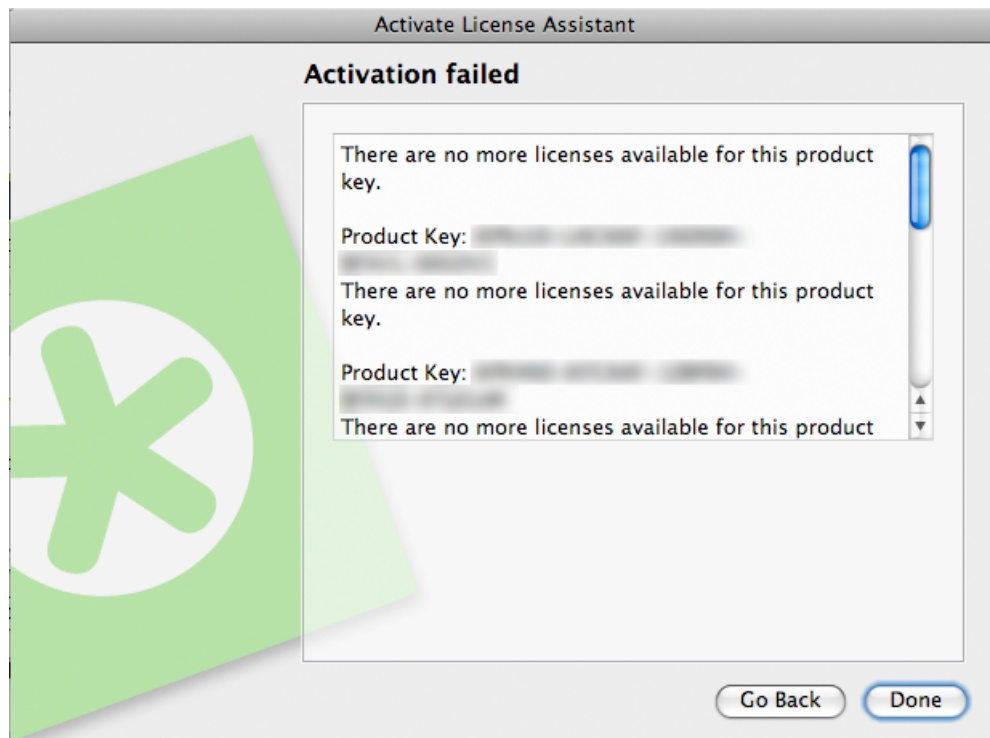
If this does not work, ask your IT manager to:

1. increase the proxy server time-out to 10 minutes,
 2. make the proxy server or firewall allow HTTP and HTTPS access to the website `*.esko.com` over ports 80 and 443,
 3. review the proxy server / firewall log files for possible errors.
- If you do not have a proxy server, and are still unable to connect, you might want to try connecting to a website using a regular browser, to check if something else is wrong with your connection.

4.8. If the Activation Fails

- If the activation of an important number of product keys fails (for example when activating a product key file containing Automation Engine or FlexRip licenses), some of the product keys may still have been activated.

If the **Activated Product** list is blank, scroll down to check any error messages about the failed activation of specific license keys.



- If these messages contain an **Incident ID**, there was a problem on the server side. Note this incident ID and contact your Esko Customer Service Representative for help with the failed activations.

4.9. If the Deactivation Fails

If the deactivation of your licenses fails (for example if there is a problem with the network connection during the deactivation), your licenses will be disabled, but not deactivated.

To fix this, select them and deactivate them again.

4.10. If the Program Hangs

If the Esko License Manager hangs when you launch it, or other Esko applications that use managed licenses hang when you launch them, it could be because:

- the local system on which the Esko application was launched was not rebooted when it should have been. If you are prompted to reboot during installation, make sure to do so.
- another program using licenses managed by the Esko License Manager may have crashed, or otherwise locked the license system. This may happen only if the license manager is misconfigured.

4.11. Issues with Adobe Licenses

When you are experiencing issues with Adobe licenses (you get the message "Licensing for this product has stopped working" on startup), the Adobe FAQ will sometimes instruct you to delete the FlexNet preferences folder.

SOLUTION 2: DELETE THE FLEXNET PUBLISHER PREFERENCES FOLDER

Important: The path listed below refers to the Library folder that lives just inside your startup disk, not the Library folder inside your user home folder!

1. Quit all Adobe applications.
2. On your startup disk, locate and rename, or copy to the desktop and then delete, the following folder:
`/Library/Preferences/FLEXnet Publisher/`
3. Start your Adobe application(s).

Do not do this, as this can compromise your Esko licenses.

If your Esko licenses have been compromised, call your Esko Customer Service Representative for help.

4.12. Issues with Network License Manager

If a license activation, deactivation or repair fails and the Finish page shows a message "Cannot connect to License Server.", then the actual activation/deactivation or repair part may be processed correctly, but only the restart of the licensing service failed. There may be many reasons for this, and you may be able resolve by rebooting the computer.

5. Glossary

Esko ID

A free account that enables you to activate and perform some other actions related to licensing.

Activation Request file

A file that is created in the License Manager during offline activation, that needs to be uploaded to esko.com/licensing.

Active

A license is **Active** if it is activated and available for using.

Broken

A license is **Broken** if, due to for example changes in hardware configuration, a license became unusable.

Disabled

A license is **Disabled** after creating a Deactivation Request but before processing the Deactivation Response.

Expired

A license is **Expired** after the expiry date of a Time-limited or Trial license.

Feature key

A string with a certain version that is used in the software to perform license checks.

License

The legal right to use a particular product under the terms of the license agreement (EULA).

License server (computer)

A computer where the Network License Manager is installed.

License server service

Software that serves the licenses to client applications.

Local License

A Local license is activated on the computer on which the application is going to be used.

Local License Manager

A utility program used to manage local licenses (activating, deactivating, repairing...).

Mixed

A license is **Mixed** if it contains licenses with different statuses.

Network License

A Network License is activated on a License Server. Network licenses can float between the different computers connected to the license server.

Network License Manager

A utility program used to manage network licenses (activating, deactivating, repairing, viewing licenses in use...).

Offline activation

The process to get the licenses corresponding to the provided product keys on a computer without an internet connection.

Offline deactivation

The process to return licenses from a computer without an internet connection in order to activate them again on a new computer.

Online Activation

The process to get the licenses corresponding to the provided product keys on a computer with an internet connection.

Online deactivation

The process to return licenses from a computer with an internet connection in order to activate them again on a new computer.

Permanent

A license is **Permanent** if it doesn't have an expiration date.

Product key

A unique string of 5 sextets with numbers and letters that represent the license for a product or an option.

Product key file

A HTML file that bundles multiple product keys.

Repair

The process to repair a broken license.

Response file

A file that is received from esko.com/licensing during offline activation or deactivation and that needs to be uploaded in the License Manager.

Time-limited

A license is **Time-limited** if the license has an expiry date.

Trial

A **Trial** is a license for 30 days, available on downloadable software only, that doesn't need any product key.

Trusted Storage

The secure repository files containing the license information, located on the computer where the software is licensed.

Upgrade key file

A HTML file that is used to upgrade activated licenses on a specific computer to a newer version.