Licensing and Activation 24.03

User Guide

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esko

Contents

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2. Getting Started

This documentation will give you an overview on how to activate or manage licenses as an operator.

If you are managing licenses for your team or company, we refer to the **Administrator Guide**you can find *here*.

In most cases, when your licenses need your attention, you will automatically be warned about it, and the on screen instructions can guide you through the process.

For more information on how you can activate licenses, take a look at *How to activate your software* on page 12

If you want to change or review your licensing settings or information from within your application, you can take a look at *Where to find licensing information in your Esko application* on page 10

For information on how to manage licenses in the Local License Manager, see *Managing Licenses in the Local License Manager* on page 16

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 activate your software based on the type of license, see *How to activate your software* on page 12

2.2. Esko ID

Your **Esko ID** is the one account that gives you acces 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* on page 12
- **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 casse, post product feature ideas, discuss products and strategies, etc. See *https://eskoprodcustomers.force.com/*
- In the **Esko Store** you can buy consumables, order subscriptions, etc. See *https://www.esko.com/en/shop*
- In the **My Software** download site you can download software, hotfixes, etc. See *https://mysoftware.esko.com/*

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.

2.3. Where to find licensing information in your Esko application

If the licensing of your software needs your attention (e.g. you have no license for your software, or the license is about to expire), a licensing window will open automatically.

However, you can at all times see and manage your licenses from within your application. How to access this depends on the application:

ArtiosCAD	Choose **Help** > **License Location**
ArtPro	Choose **ArtPro** > **Preferences**, and in the **General** tab, click the **Show Licenses** button
ArtPro+	Choose **Help** > **License Info**
DeskPack Plugins in Adobe Illustrator	In Adobe Illustrator, choose **Help** > **Esko** > **Plug-ins...** or **Help** > **Subscriptions**
DeskPack Plug-ins in Adobe Photoshop	In Adobe Photoshop, choose **File** > **Automate** > **Esko Setup...**
PackEdge	Choose **Edit** > **Preferences** and select the **Licenses** tab
Plato	Choose **Edit** > **Preferences** and select the **Licenses** tab
Studio	In Adobe Illustrator, choose **Help** > **Esko** > **Plug-ins...** or **Help** > **Subscriptions**

Studio Toolkit	Choose **Help** > **Network License Setup** or **Help** > **Sign In/Out**

3. How to activate your software

Esko software may be licensed in different license models. See *Types of licenses* on page 9

Based on the type of license, the way to activate your software is different. See:

- *Activating a Local License* on page 12

- *Activate a Network License* on page 12

- *Activate a Named User Subscription* on page 13

- *Activate a Dynamic Subscription* on page 14

> **Note:** If the application you are launching doesn't have a valid license (e.g. first time launch, the activated license is expired, the network license isn't available., ...), a welcome dialog will pop up, allowing you to choose the licensing method.

3.1. Activating a Local License

A **Local License** is a perpetual license activated through an Activation wizard in the application, or in the **Local License Manager** on the same computer as you want to use the software on. The license can only be used on this computer, unless you deactivate the license on one computer, and then activate it on another.

The **Local License Manager** is installed automatically when you install your Esko Software. You can reach it from the Licensing panel in your Esko software, or by launching the application itself.

For information on how to manage licenses in the Local License Manager, see *Managing Licenses in the Local License Manager* on page 16

3.2. Activate a Network License

A **Network License** is a license activated in the **Network License Manager** on the Licensing Server. It is a perpetual license that supports sharing the license across your local network.

From any computer in the LAN you want to use the software on, you connect to the License Server. A Network License can have multiple licenses for a product, which is the number of computers that can use this product at the same time.

1. As a first step, an Administrator should activate the necessary licenses in the Network License Manager on the **License Server**. For information we refer to the **Administrator Guide** you can find *here*.

2. On the **client computer** you set up the connection to the License Server. See *Connecting to the License Server* on page 13

3.2.1. Connecting to the License Server

To use a License from a Network License Manager, you need to set up a connection to the License Server.

In ArtPro, ArtPro+, Studio and DeskPack, you can set up this connection from within the application itself, by entering the License Server name or address. For more information, see the corresponding documentation.

> **Note:** For DeskPack, Studio and ArtPro+, you can also define what modules or plug-ins can use a Network License. Other plug-ins or modules will either use a local license, or remain unlicensed.

For other applications such as PackEdge, Imaging Engine and Automation engine, you need to install the **Network License Manager** on the local computer, and use the **License Client Configuration** tool.

> **Note:**
>
> In this situation, you will have the **Network License Manager** installed at two locations:
>
> • On the License Server, to activate and manage the licenses.
> • On the computer running the software, where you use the **License Client Configuration** tool to connect to the License Server

To set up the **License Client Configuration** tool:

1. Log in as user **Administrator**
2. Open the **Network License Manager**. Depending on your operating system, you can do this by:
   • selecting **Start** > **Programs** > **Esko** > **Network License Manager**
   • clicking **Network Licence Manager** on your **Apps** screen.
3. In the **Network Licence Manager**, go to **Tools** > **License Client Configuration**
4. In the **License Client Configuration** dialog:
   a) Enter the name of the server that you are using as a **license server**

   You can use `localhost` to use the computer you are working on
   b) Enter the **Port number of the License Server** to use, or leave it blank to use the default port 27000.
   c) Click **Apply**
   d) Click **Exit**
5. Close the **Network License Manager**
6. Stop and Restart the Esko Application(s) for the changes to be effective.

3.3. Activate a Named User Subscription

A Named User Subscription is managed online and, unlike local licenses, linked to a specific user, using his Esko ID.

1. On *http://MySoftware.esko.com*, an Administrator can manage all subscriptions of his company and assign them to the different users. For more information we refer to the **Administrator Guide** you can find *here*.

    You will receive an e-mail when a subscription is assigned to you. This e-mail contains a link to install the desktop application (in case you haven't done that already) or to the cloud application. If you did not have an Esko ID yet, the e-mail also contains an invitation to create one. You must complete the Esko ID creation process, including the confirmation, before you can start using the application.

2. You can **sign in** to use a Named User Subscription, by entering your Esko ID and password.

    Once signed in, you remain signed in, even when turning off the computer. You will only be signed out:

    -   when you sign out manually
    -   when you sign in using the same Esko ID on a different computer, and you choose to **force sign out** on the first computer.

    -   when your computer is offline for more than 30 days

    -   when another user signs in on the same computer, and on the same operating system account. Different users can sign in on the same computer if they log in on the computer as a different user.
    -   when the subscription becomes invalid (eg. it expires), or when the Administrator assigns it to another Esko ID

> **Note:** Named User Subscriptions use the **Esko Subscription Service** to check and update the license. See *Esko Subscription Service* on page 15

3.4. Activate a Dynamic Subscription

A Dynamic Subscription is managed online and, unlike a Named User Subscription, linked to a group of users, using their Esko ID.

1. On *http://MySoftware.esko.com*, an Administrator can manage all subscriptions of his company and assign them to groups of users. For more information we refer to the **Administrator Guide** you can find *here*.

    A Dynamic Subscription can have multiple licenses for a product, which is the number of users from the group that can use this product at the same time.

2. You can **sign in** to use a Dynamic Subscription, by entering your Esko ID and password.

    Once signed in, you remain signed in, even when turning off the computer. You will only be signed out:

    -   when you sign out manually
    -   when you sign in using the same Esko ID on a different computer, and you choose to **force sign out** on the first computer.

    -   when another user signs in on the same computer, and on the same operating system account. Different users can sign in on the same computer if they log in on the computer as a different user.

- when the subscription becomes invalid (eg. it expires), or when the Administrator assigns it to another Esko ID

3. When you sign in, you can occupy a 'seat' - one of the subscriptions the Administrator assigned to your group of users. This will allow the functionality in your application. The license seat can be removed from your application:

- when you close the application

> **Note:** When you are online, you won't have to sign in again at the next launch of the application (unless a Sign Out or Unassign was applied). If a seat is available, this seat will be occupied by you, and you will keep all functionality as before.

- when the Administrator **releases** your seat. Shortly afterwards, your application will notify you that the license seat is no longer available.

- when your computer is online again after being offline for longer than 30 minutes.

> **Note:** Dynamic Subscriptions use the **Esko Subscription Service** to check and update the license. See *Esko Subscription Service* on page 15

3.4.1. Esko Subscription Service

The **Esko Subscription Service** runs in the background of the local computer, and maintains the connection between the (local) software and the licenses managed in My Software. It checks three time per day online if the licenses are available, if they are approaching the payment due date, or if there is a possible update available in the Esko licensing store.

In order to stay signed in and to be able to keep on using the application, the computer must be able to connect to the Internet at least once a month.

The licenses used for Named User Subscription are valid for a limited time, in most cases one year. When your administrator renews the subscription, the licenses will be reset on the local computer automatically by the **Esko Subscription Service**.

Also when signing in on a computer while still being signed in on another, and you choose to **force sign out** on the other computer, this Force Sign Out operation is done by the **Esko Subscription Service**

The Esko Subscription Service uses the settings in the Local License Manager Preferences to connect to the internet. See *License Manager Preferences* on page 30

4. Managing Licenses in the Local 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 .

4.1. 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 17.

- 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 18.

You can choose between Online and Offline activation in the **License Manager Preferences**. See *License Manager Preferences* on page 30

4.1.1. 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.

4.1.2. 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 18.

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 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 Activation Response File* on page 19.

> **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.

4.1.3. 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 17.

*   *Offline Activation* on page 18.

4.2. 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**).

> **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.

4.3. 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 30

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

4.3.1. 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.

4.3.2. 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 24.

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 25.

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 25.

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.

4.4. 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 30

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

4.4.1. 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.
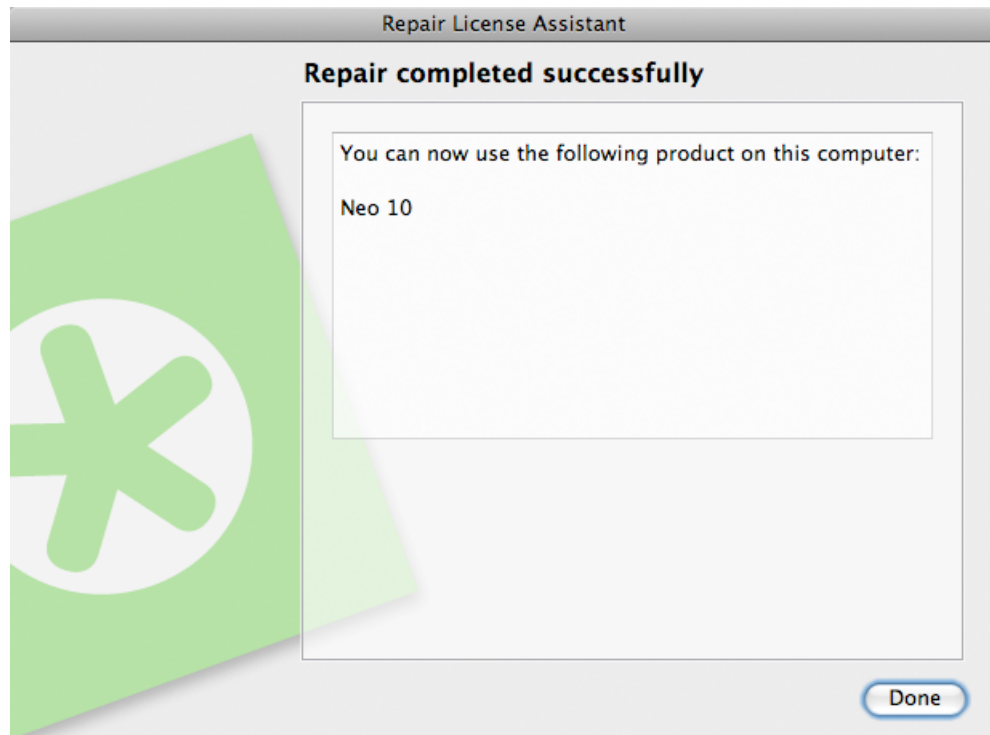
5. Click **Finish** / **Done**.

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.

4.4.2. 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.

4.5. 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**.

4.6. 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

4.7. 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...**
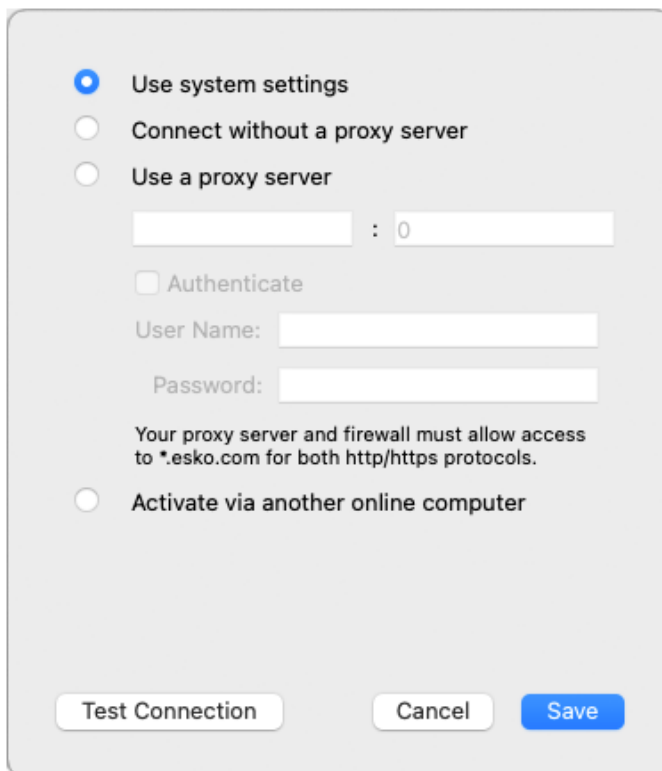
3. In the **Save As** dialog box, navigate to the desired folder in which to save the file, enter a different name in the **File name**: field if the one supplied is not sufficient, and click **Save**.

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

4.8. 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 **Local 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 17

  - Online Deactivation: see *Online Deactivation* on page 23

- Online Repair: see *Online Repair* on page 26

- Select **Activate via another online computer** to only enable offline activation, deactivation and repairing

  - Offline Activation: see *Offline Activation* on page 18

  - Offline Deactivation: see *Offline Deactivation* on page 23

  - Offline Repair: see *Offline Repair* on page 27

  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.

5. Tips and Troubleshooting

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

5.1. 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_Local_License_Manager_yyyymmdd_hhmmss.log`
Windows	`[user]\esko\Esko_Local_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* on page 15 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	Use windows **Eventviewer**. Click Windows Logs > Application. Look for messages with "Esko Subscription Service" as Source. Use 'Save All Events As...." to create a text file when asked. **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 29

5.2. 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**.

5.3. 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 33 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.

5.3.1. 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.

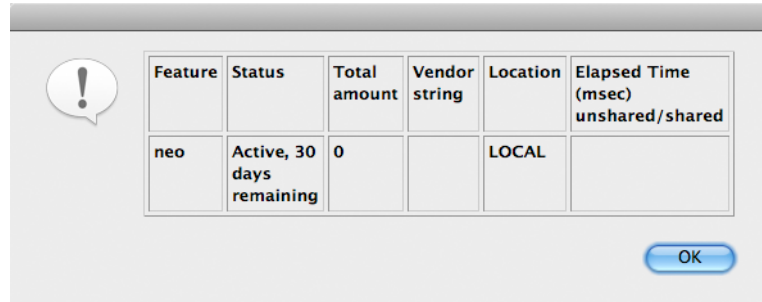   This opens the **Feature Key** dialog.
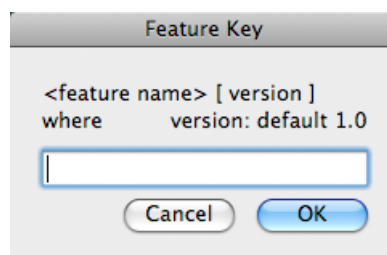
2. In that dialog, enter the feature license you are looking for, the application version and the server name (for Network License Manager only) and click **OK**.

   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.
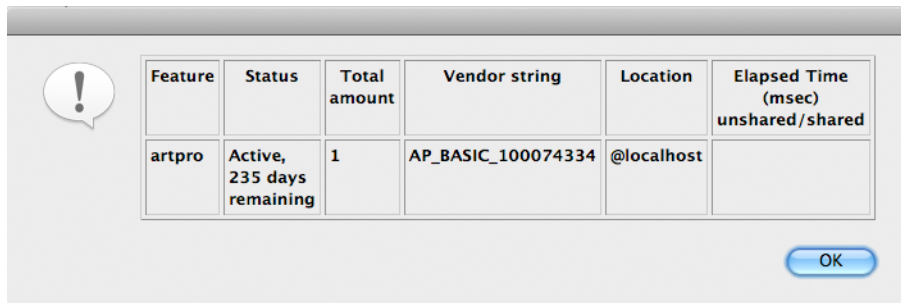
If a local license was found, you will see:

Feature	Status	Total amount	Vendor string	Location	Elapsed Time (msec) unshared/shared
neo	Active, 30 days remaining	0		LOCAL	
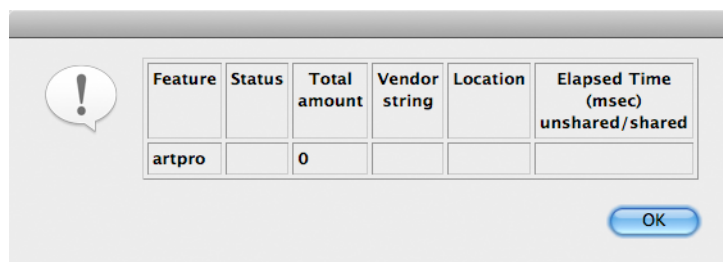
If a network license was found, you will see:

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

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

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

5.4. Characters in the Computer Name

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

5.5. 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.

5.6. 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`

5.7. 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 30.

• If you have a proxy server, enter the required information and click **Next** / **Continue**.
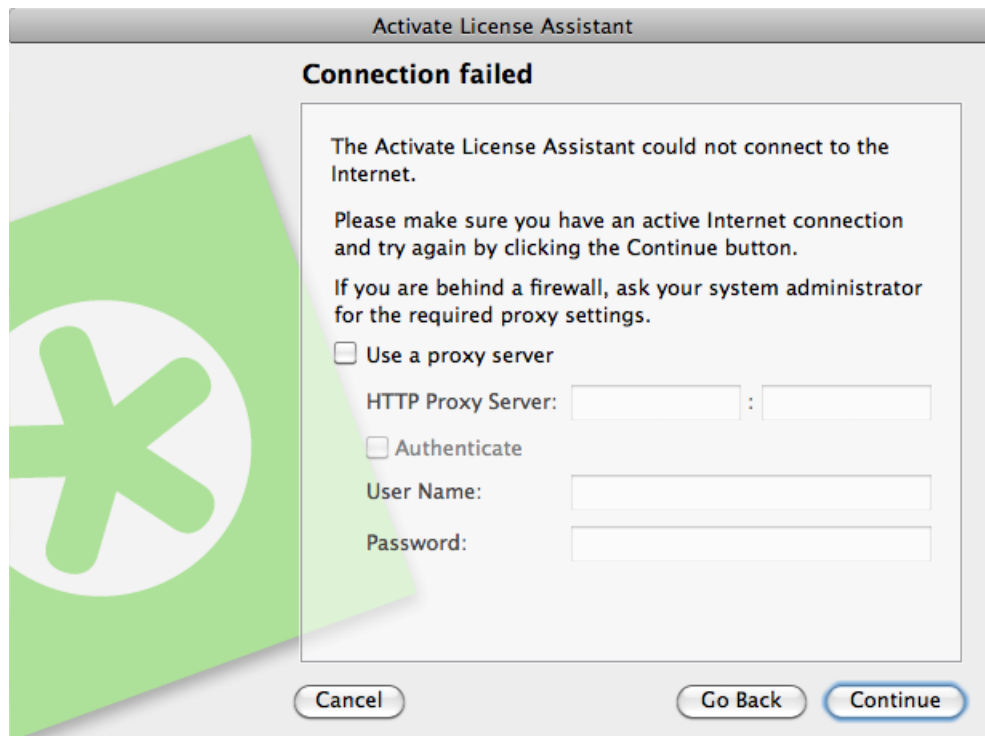
If this does not work, ask your IT manager to:

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.

5.8. 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.
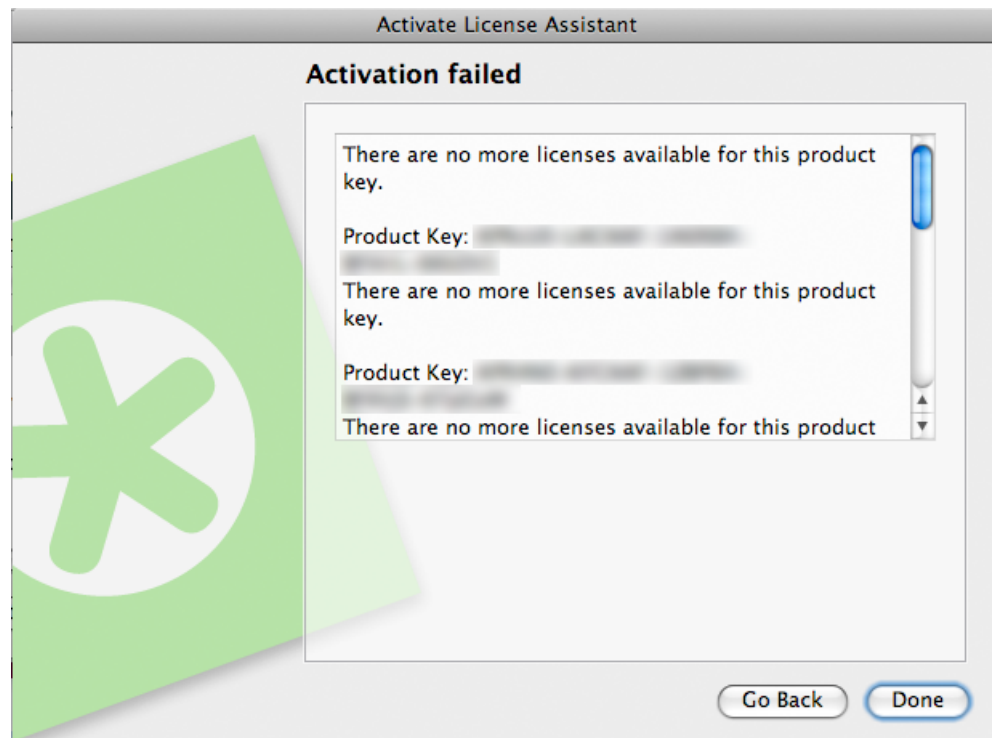
- If these messages contain an **Incident ID**, there was a problem on the server side. Note this incident ID and contact your Esko Customer Service Representative for help with the failed activations.

5.9. 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.

5.10. 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.

5.11. 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.

6. 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.