

Network License Manager

User Guide

ESKO*

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2. Before You Start

The Esko Network License Manager lets you **activate and deactivate licenses** for your Esko software. It works on both PC and Mac.

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 Network License Manager should be on-line with full Internet access.

However, if the machine you are using does not have full Internet access, you can perform an *off-line* 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...).

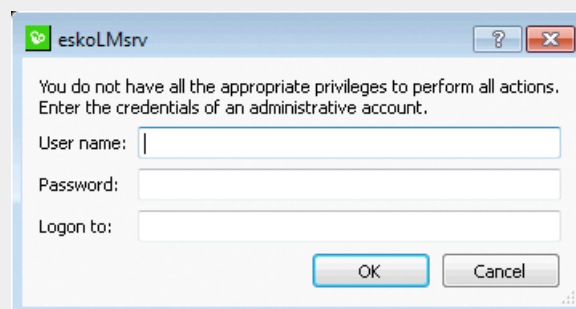
Before you can activate or deactivate licenses, you need to set up an **activation account** using the Esko Web site. The URL of the site is shown on the main screen of the Esko Network License Manager .

2.1 Launching the Utility

- To launch the Esko Network License Manager on a PC:
 - a) Log in to the server that has the Esko Network License Manager installed.
 - b) Click **Start > Programs > Esko > System Controller > Activate Network Licenses** .

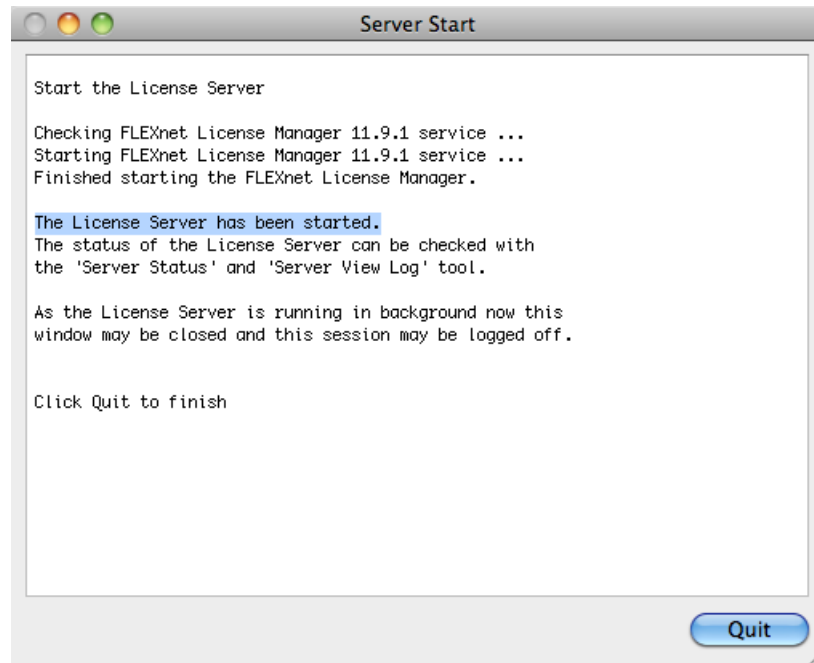
Note:

If you did not log in as a member of the local Administrators group, you are prompted for administrative account credentials as shown below. Enter them and click **OK**.



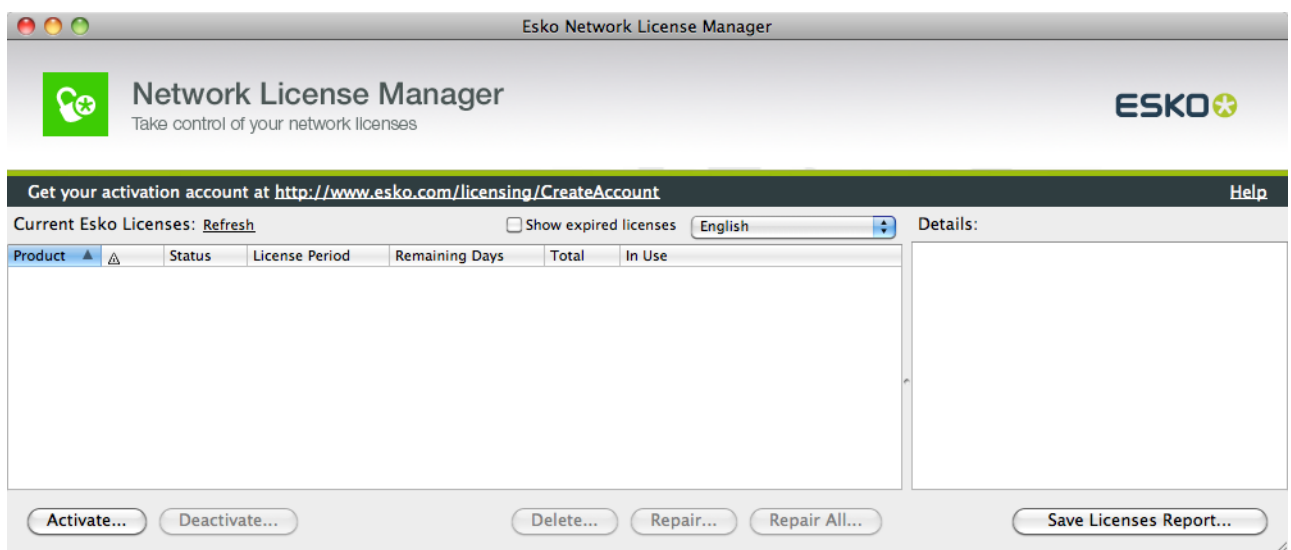
When using the Esko Network License Manager on a PC, you do not need to be a member of the *Administrators* group to use the utility, but you do need to be a member of the *Administrators* group to restart the licensing services after making changes to the licenses.

- 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.

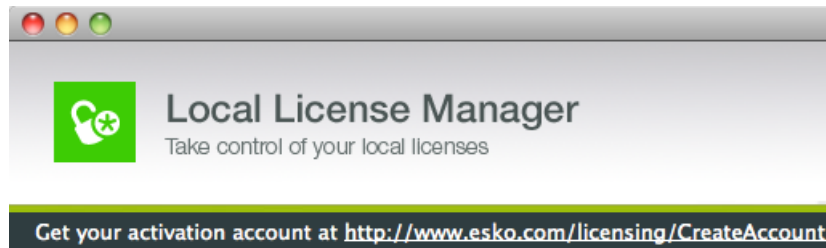
This opens the Esko Network License Manager's main window.



2.2 Creating an Activation Account

1. Go to the activation website:

- If your computer is connected to the internet, go to <http://esko.com/licensing/CreateAccount> or click the activation account hyperlink in the Esko Network License Manager's main window.



- If your computer is not connected to the internet, go to <http://esko.com/licensing/CreateAccount> on another computer.
- ### 2. Enter the appropriate information in the fields.

Transferring data from www.esko.com...

3. If you would like to receive news from Esko or be contacted by a Esko Certified Partner, leave the two bottom checkboxes selected; otherwise, clear them.
4. Click **Create my Account**.
5. After a few minutes, check your e-mail program for a new message from Esko regarding activating your new account.
6. Once it arrives, open the message and click the link to confirm your e-mail address.

You should receive a message that your account was confirmed successfully in your default Web browser.

3. Activating Licenses

Once you have created and confirmed your activation account (see [Creating an Activation Account](#)), you can start activating your licenses using your software's product keys.

Product keys come from online stores, from product key files you receive from Esko, or you can find them inside product boxes.

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 Network License Manager is connected to the Internet, you can get licenses for the product keys and activate them from that machine.

See [On-line Activation](#).

- 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 [Off-line Activation](#).

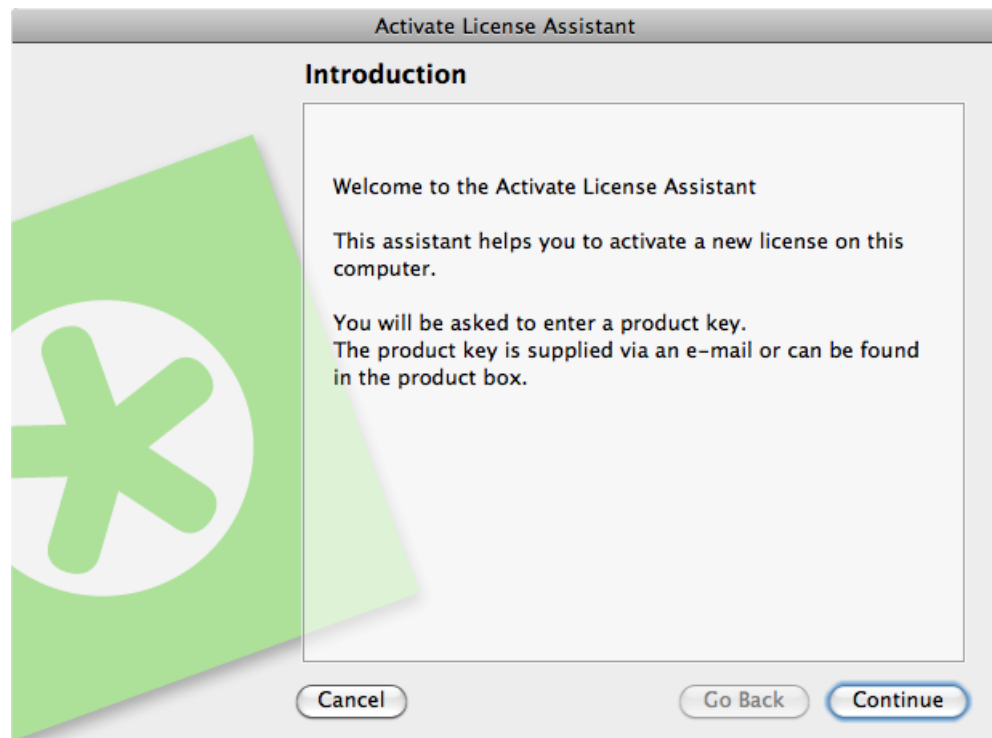
3.1 On-line Activation

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

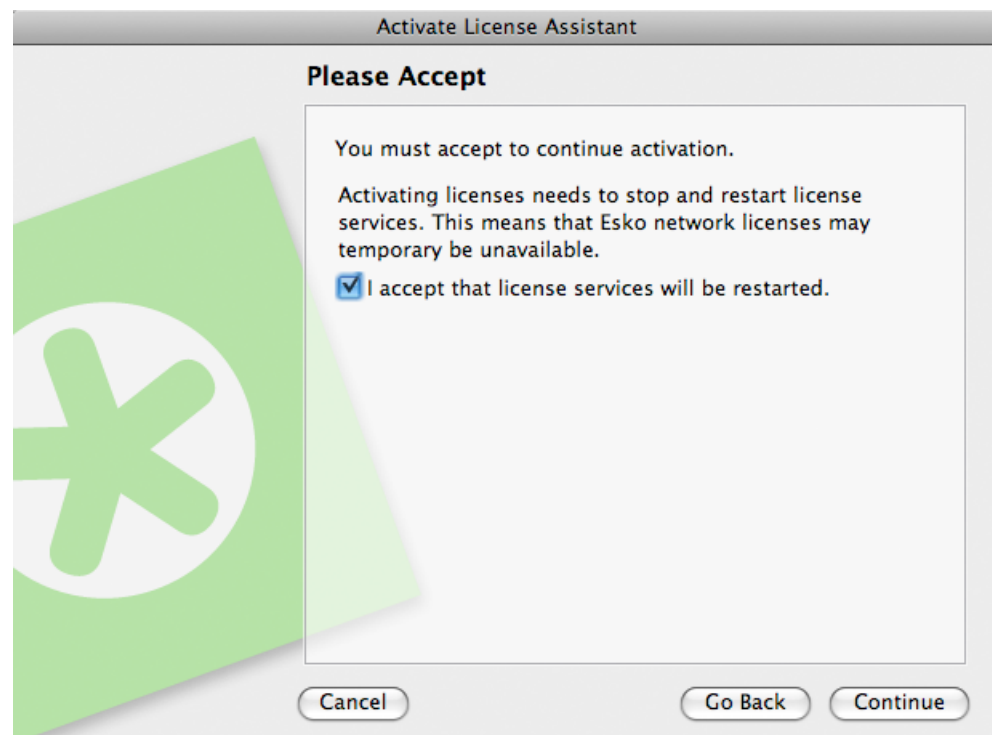
To activate a product key on-line, do the following:

1. In the Esko Network License Manager's main window, click **Activate...**

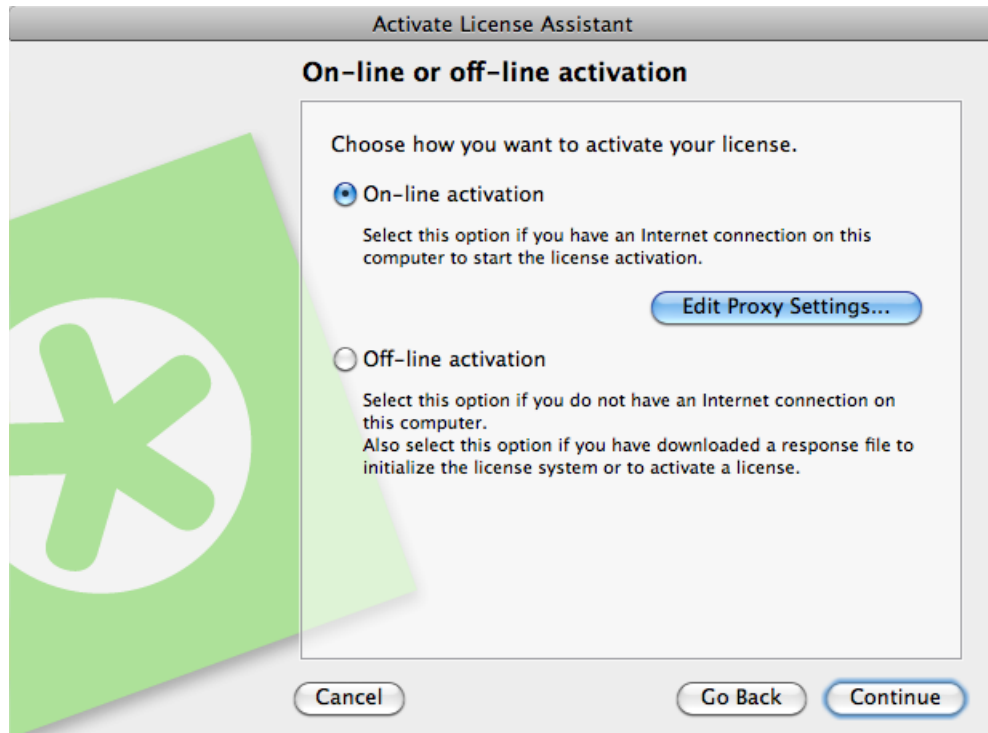
This opens the **Activate License Wizard** (on PC) or the **Activate License Assistant** (on Mac).



2. Click **Next** (on PC) or **Continue** (on Mac) in the first screen of the **Activate License Wizard/Assistant** dialog box.
3. Select **I accept that license services will be restarted** and click **Next / Continue**.



4. Select **On-line activation** and click **Next / Continue**.

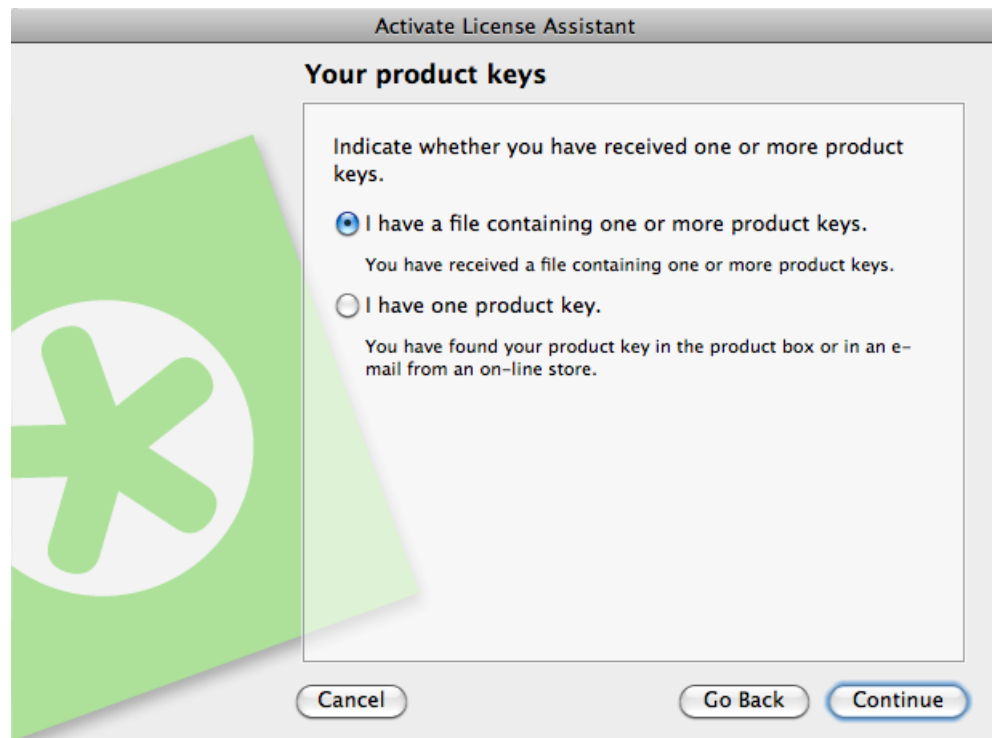


Note:

If the connection fails, you might have to change the proxy settings. Click the **Edit Proxy Settings...** button to change the settings.

See also [Connection Issues during On-line Activation](#) on page 60.

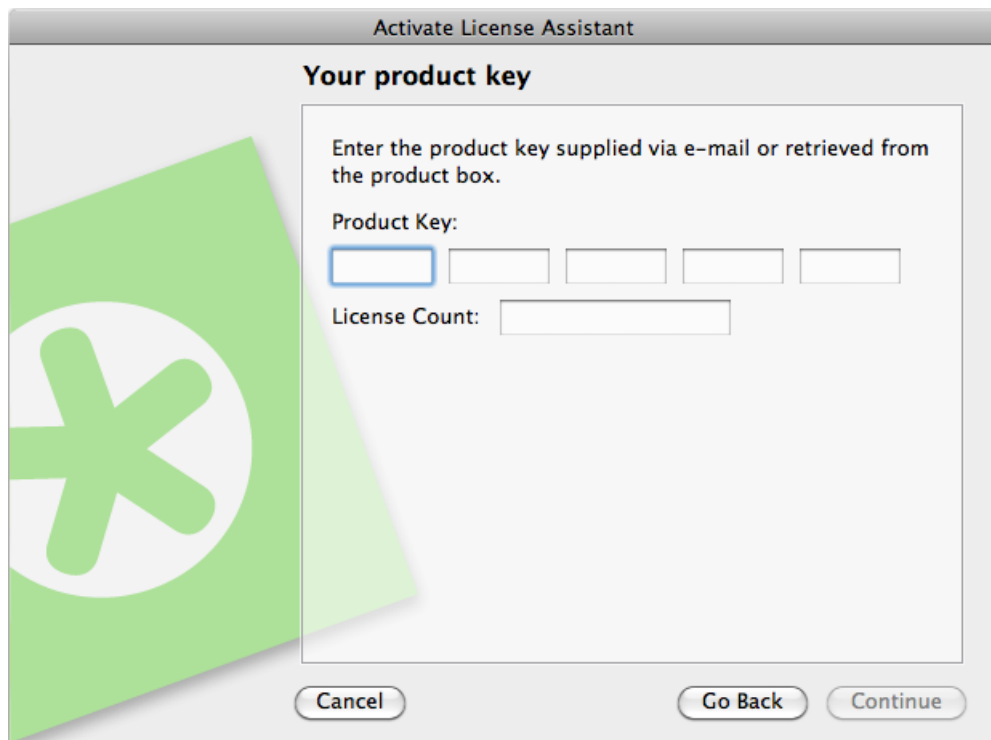
5. In the **Your product keys** screen, choose the number of product keys you have to activate and click **Next / Continue**.



6. Depending on what you chose in the previous step:

- a) If you chose **I have one product key**, enter the product key in the fields provided. The cursor automatically advances to the next field as you type.

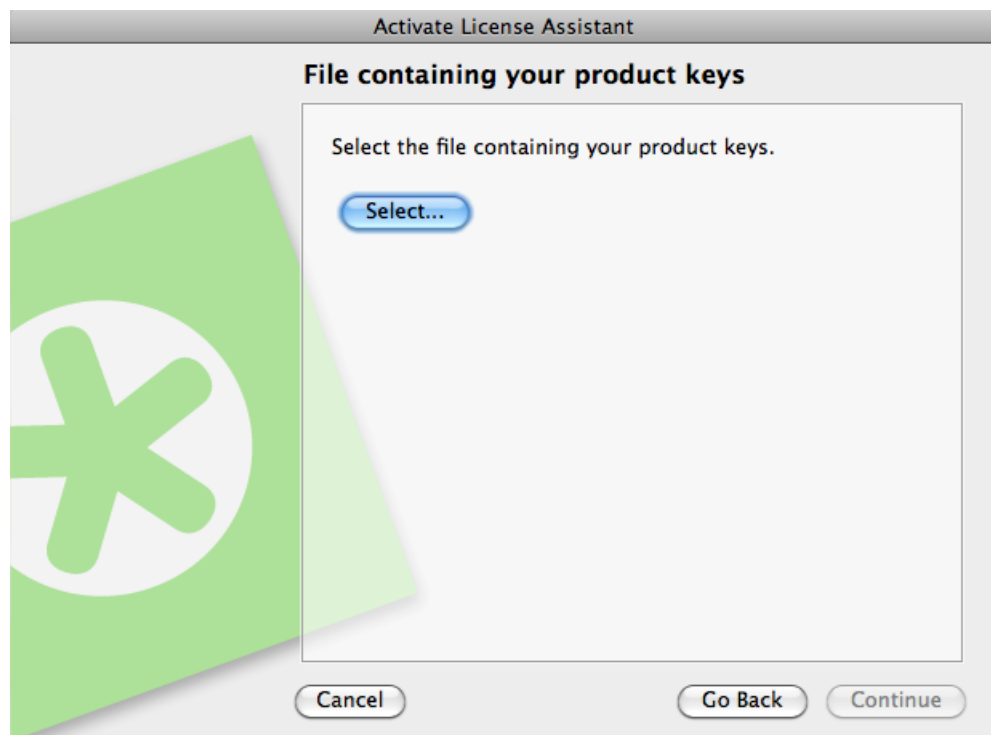
If you have bought a **volume license** (license for several copies of a product), enter the number of product copies your license covers in **License Count**.



The screenshot shows a dialog box titled "Activate License Assistant". The main heading is "Your product key". Below this, there is a text box containing the instruction: "Enter the product key supplied via e-mail or retrieved from the product box." Underneath, there is a label "Product Key:" followed by five individual input boxes for each character of the key. Below that is a label "License Count:" followed by a single input box. At the bottom of the dialog, there are three buttons: "Cancel", "Go Back", and "Continue". A large green graphic with a white asterisk is visible on the left side of the dialog.

Note: Do not enter a number lower than the one covered by your license, as you cannot partially activate a volume license.

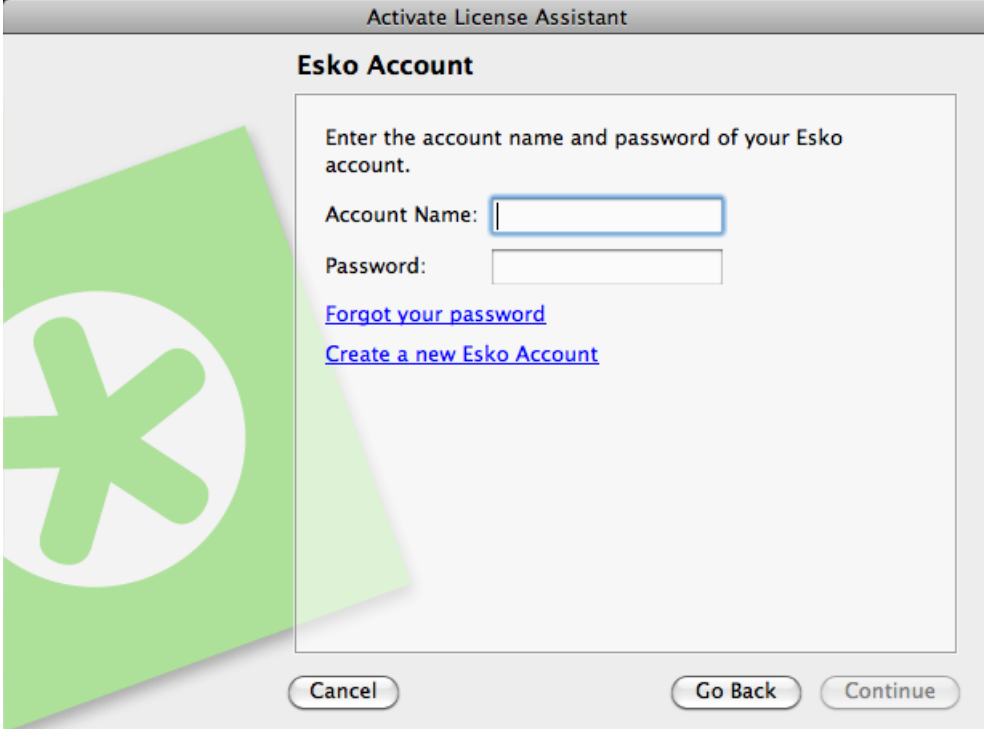
- b) If you chose I have a file containing one or more product keys, browse for the file.



The screenshot shows a dialog box titled "Activate License Assistant". The main heading is "File containing your product keys". Below this, there is a text box containing the instruction: "Select the file containing your product keys." Underneath, there is a single button labeled "Select...". At the bottom of the dialog, there are three buttons: "Cancel", "Go Back", and "Continue". A large green graphic with a white asterisk is visible on the left side of the dialog.

Note: If you have a product key file, you can simply drag and drop the file onto the License Manager, and the License Manager will open the wizard. At this stage, the file will already be selected here and you can proceed as usual.

- c) Then click **Next / Continue**.
7. Enter the name and password of your activation account and click **Next / Continue**.



The screenshot shows a window titled "Activate License Assistant" with a sub-header "Esko Account". The main text reads: "Enter the account name and password of your Esko account." Below this are two input fields: "Account Name:" and "Password:". There are two blue hyperlinks: "Forgot your password" and "Create a new Esko Account". At the bottom of the window are three buttons: "Cancel", "Go Back", and "Continue". On the left side of the dialog, there is a green graphic with a white asterisk-like symbol.

Note:

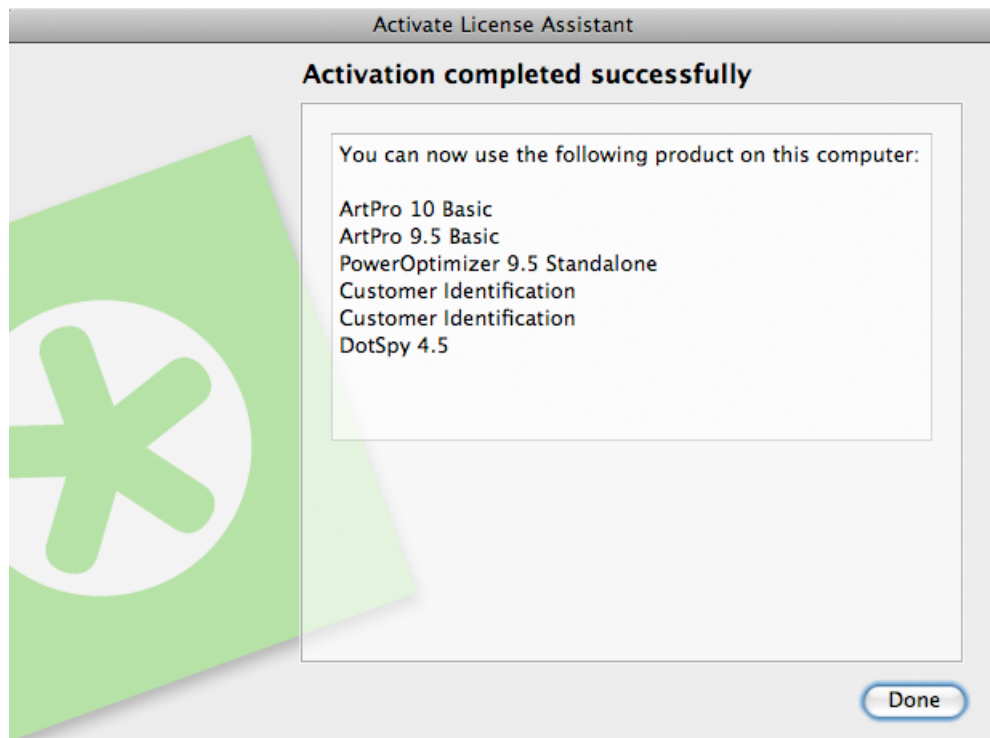
You should have created this activation account in [Creating an Activation Account](#).

If you haven't created an activation account yet, click the **Create a new Esko Account** link in the Wizard/Assistant and see [Creating an Activation Account](#) for instructions.

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

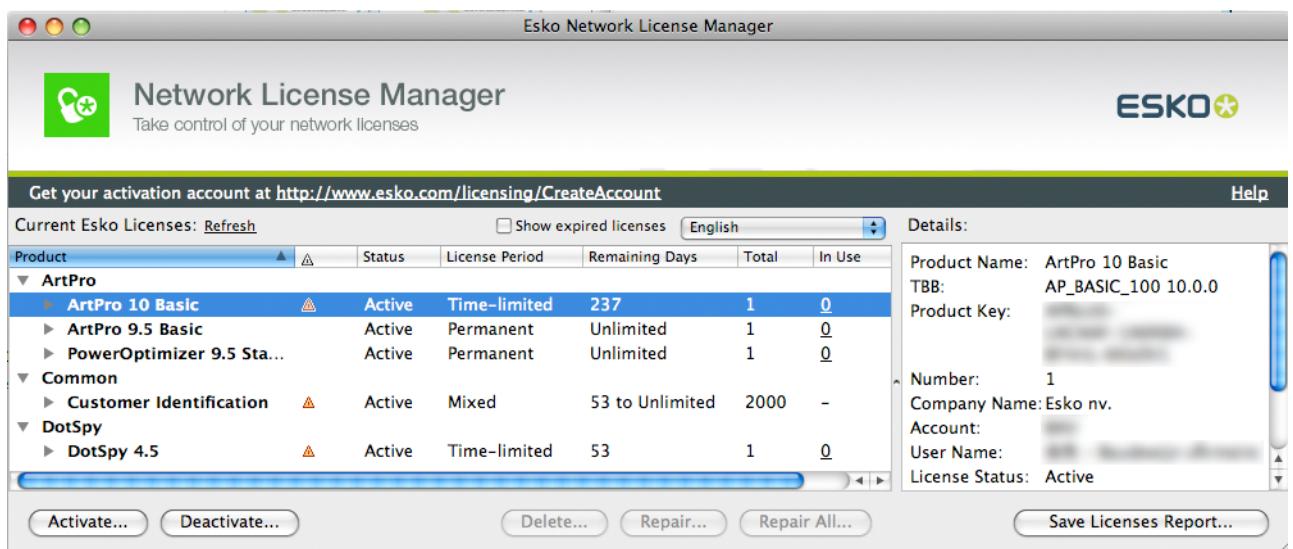
This may take several minutes if you have a lot of product keys to activate (for example during an Automation Engine or FlexRip activation). **Do not cancel or close the utility.**

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



8. Click Finish / Done.

The product and its license will appear in the Network License Manager as shown below. Select a license to see its details in the Details pane.



3.2 Off-line Activation

3.2.1 First Time Off-line Activation

When activating your software off-line, you need to do the activation procedure **twice** to get your Esko Network License Manager configured correctly:

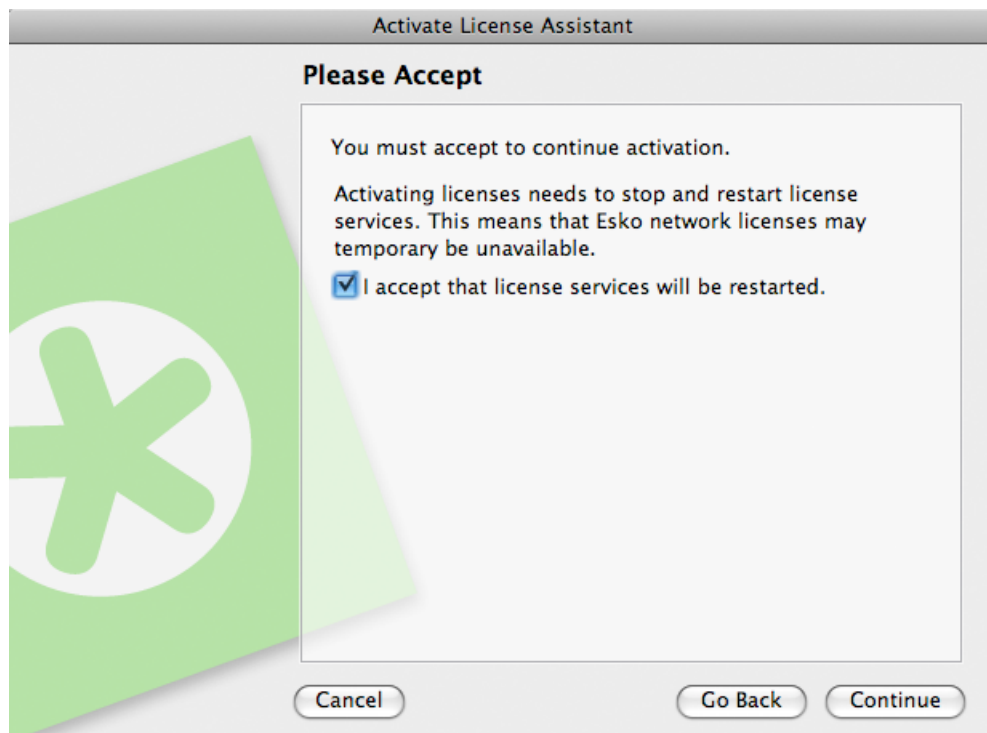
- the first time to configure the Esko Network License Manager with data from the Esko server, also called the initialization,
- the second time to activate your software.

When activating your software online, this configuration happens automatically while you activate the software.

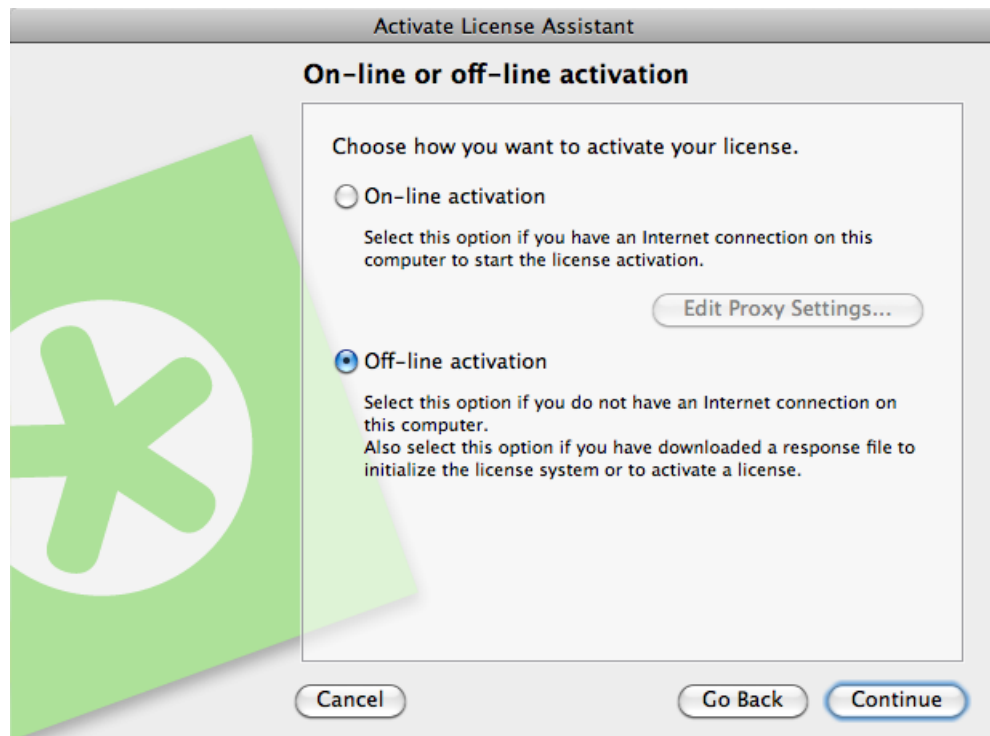
Creating an Initialization Request

To create an initialization request file, do the following:

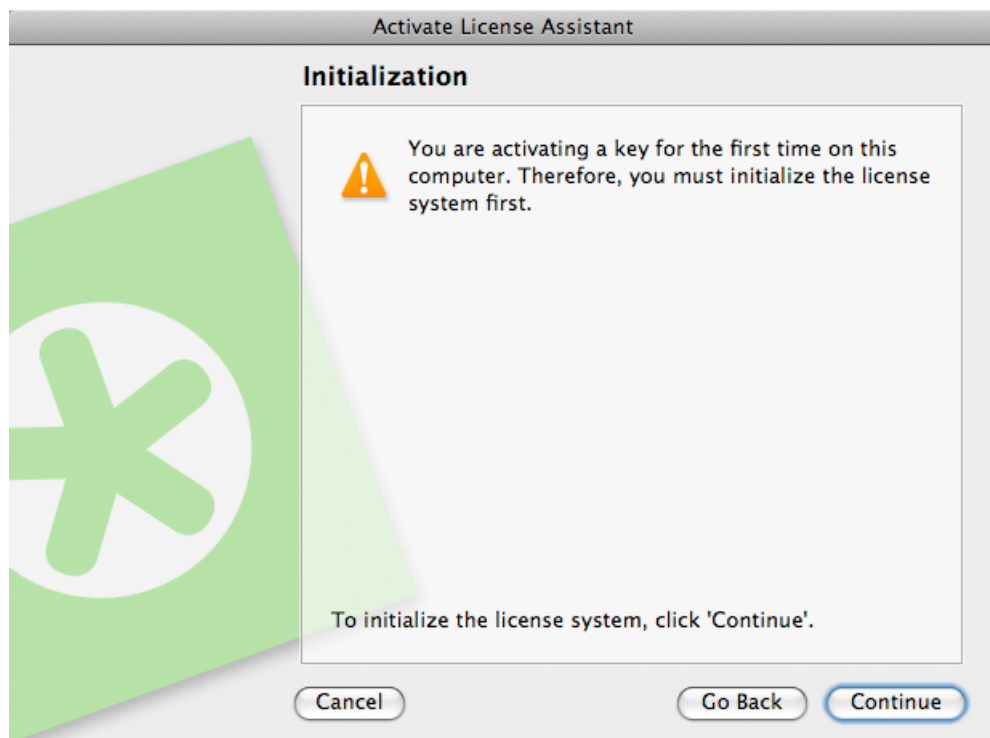
1. In Esko Network License Manager's main window, click **Activate...**
This opens the **Activate License Wizard** (on PC) or the **Activate License Assistant** (on Mac).
2. Click **Next** (on PC) or **Continue** (on Mac) in the first screen of the **Activate License Wizard/Assistant** dialog box.
3. Select **I accept that license services will be restarted** and click **Next / Continue**.



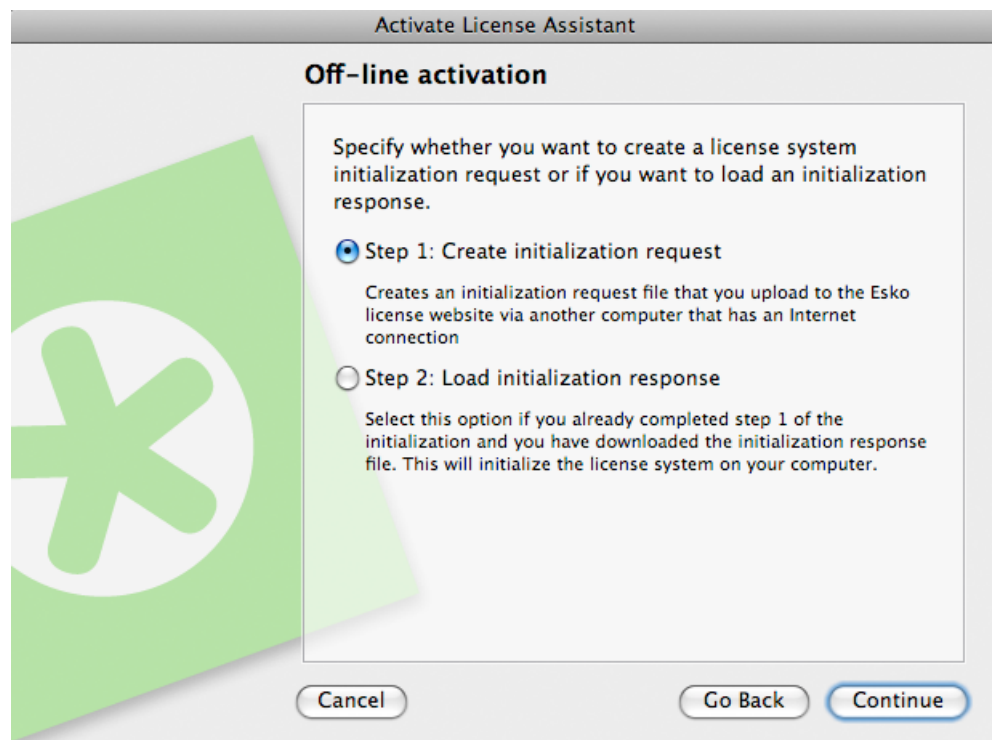
4. Select **Off-line activation** and click **Next / Continue**.



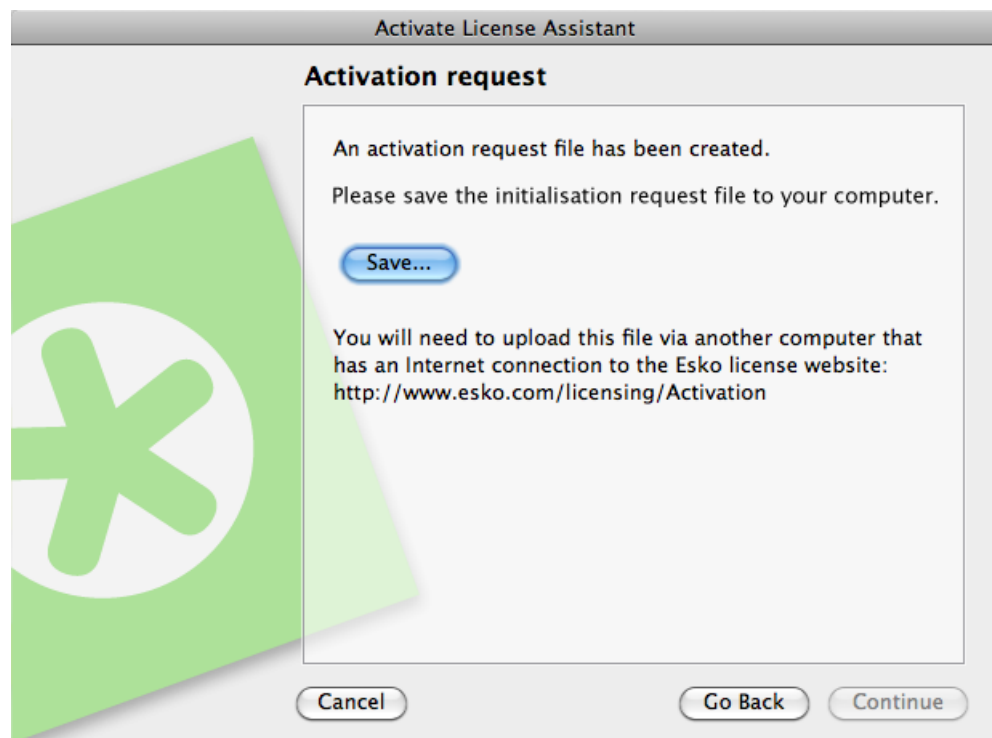
5. The initialization message will appear. Click **Next / Continue**.



6. Leave **Step 1: Create initialization request** selected and click **Next / Continue**.



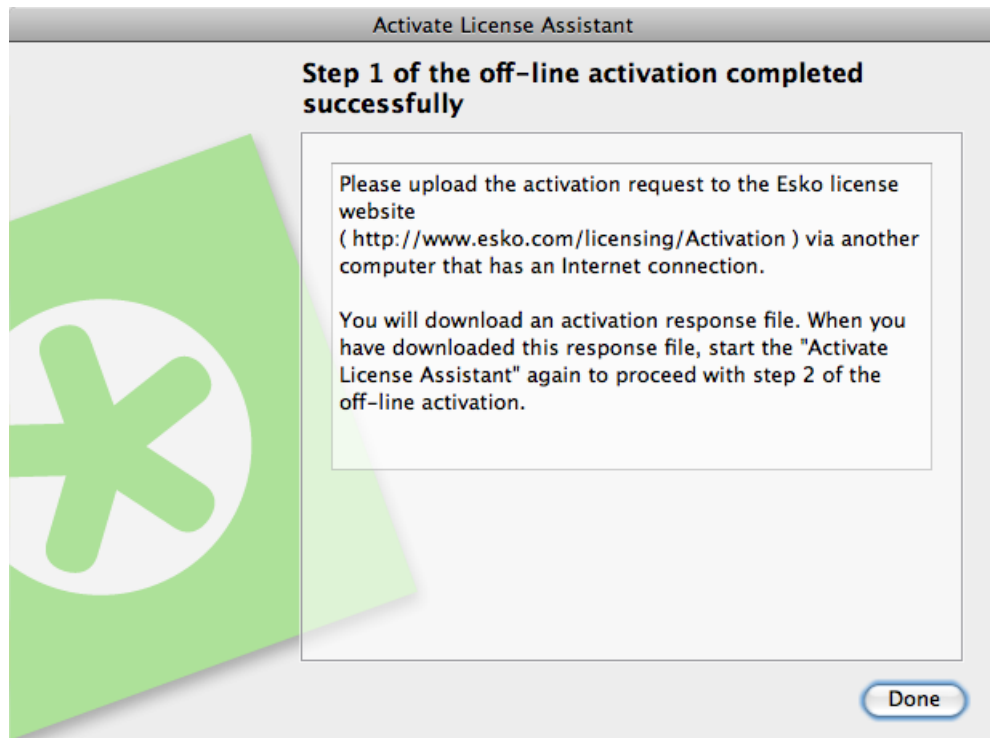
7. Save the initialization request file created.



- a) Click **Save As** (PC) or **Save...** (Mac).
- b) In the pop-up that opens, browse to the desired location and click **Save**.

Note: By default, the initialization request file is called `requestinitialize.xml`.

8. A message will appear saying that Step 1 of the off-line activation has been completed successfully. Click **Finish / Done**.



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

Uploading the Initialization Request and Downloading the Response

Once you have copied the initialization 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, select **Offline System Initialization** and click **Continue**.

Activation options

Follow the instructions on these pages to generate activation, deactivation or repair response files. These different types of response files are used by the Activate License Wizard in your EskoArtwork application to activate, deactivate or repair the licenses on your computer.

Offline Product Activation

Select this option if you created an Activation Request File

Offline Product Deactivation

Select this option if you created a Deactivation Request File

Offline Repair

Select this option if you created a Offline Repair Request File

Offline System Initialization

Select this option if you want to initialize your license system

Continue

3. Browse for the **initialization request** file you copied to this machine (called `requestinitialize.xml` by default) and click **Continue**.

Upload System Initialize Request File

Please select the initialize request file you created using the Activate License Wizard.

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

Initialize Result

You have now completed the necessary steps for uploading the initialize request file.

 **Download**

To finalize the initialization, you need to load the initialize response file you downloaded from this page in the Activate License Wizard. This will initialize your system.

[Return to the activation options](#)

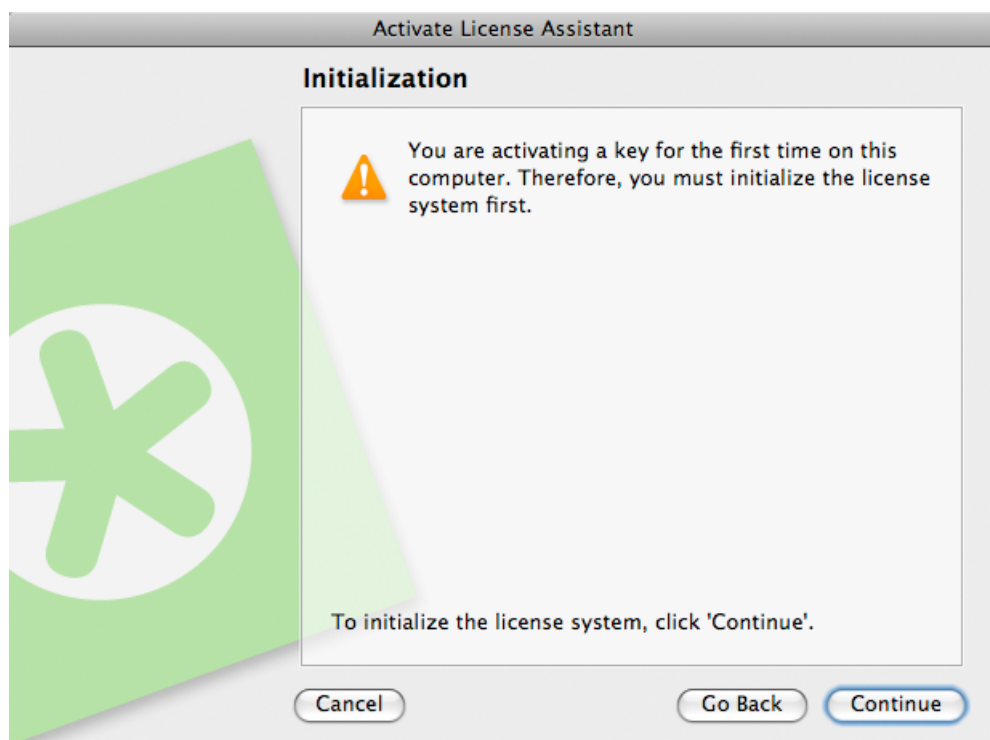
Important: You will need to use **this** response file to configure the Esko Network License Manager with data from the Esko server. Requesting a response file again from another browser session may cause an error.

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

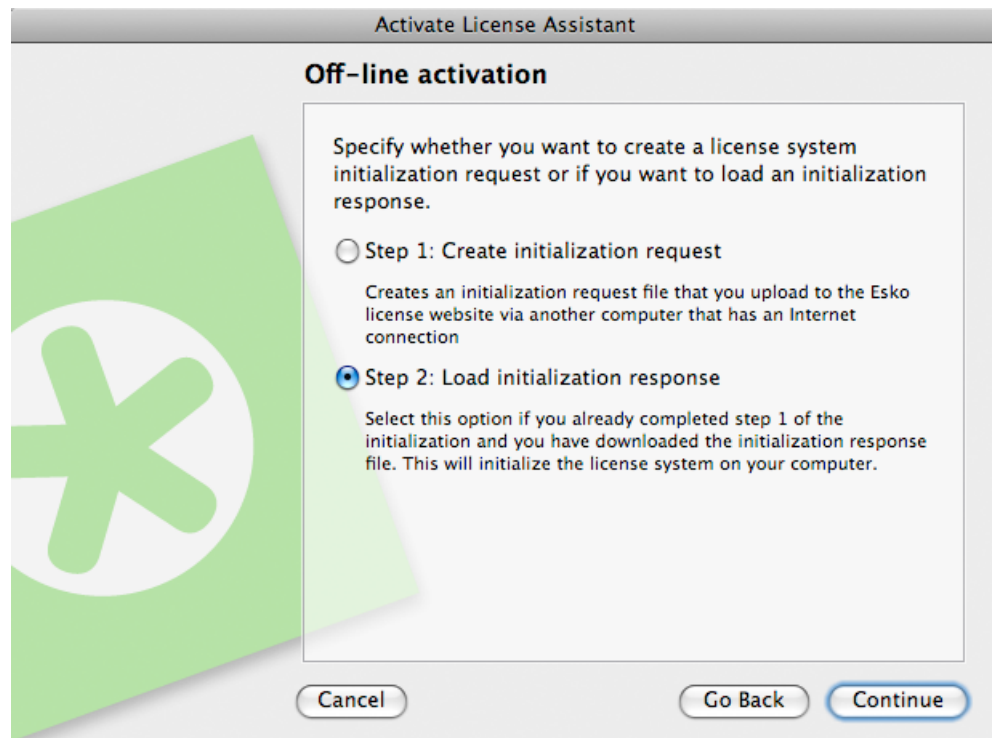
Loading the Initialization Response File

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

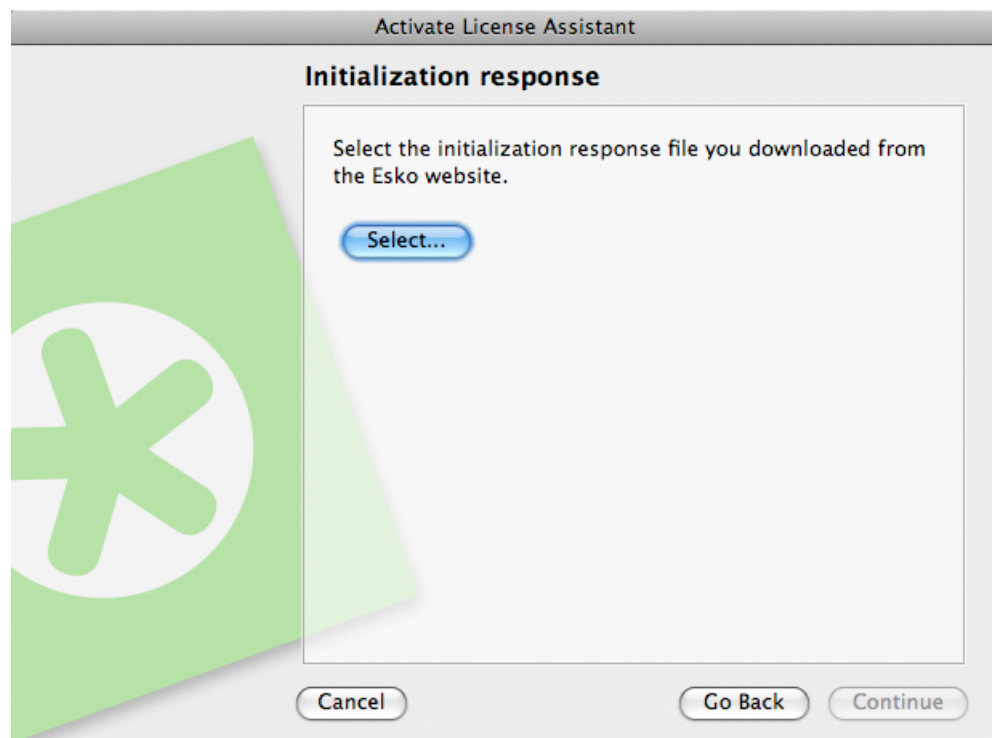
1. In Esko Network License Manager's main window, click **Activate...** again to open the **Activate License Wizard / Assistant**.
2. Click **Next / Continue** in the first screen of the **Activate License Wizard/Assistant** dialog box.
3. Select **I accept that license services will be restarted** and click **Next / Continue**.
4. Select **Off-line activation** again and click **Next / Continue**.
5. The initialization message will appear. Click **Next / Continue**.



6. Select **Step 2: Load an initialization response** and click **Next / Continue**.

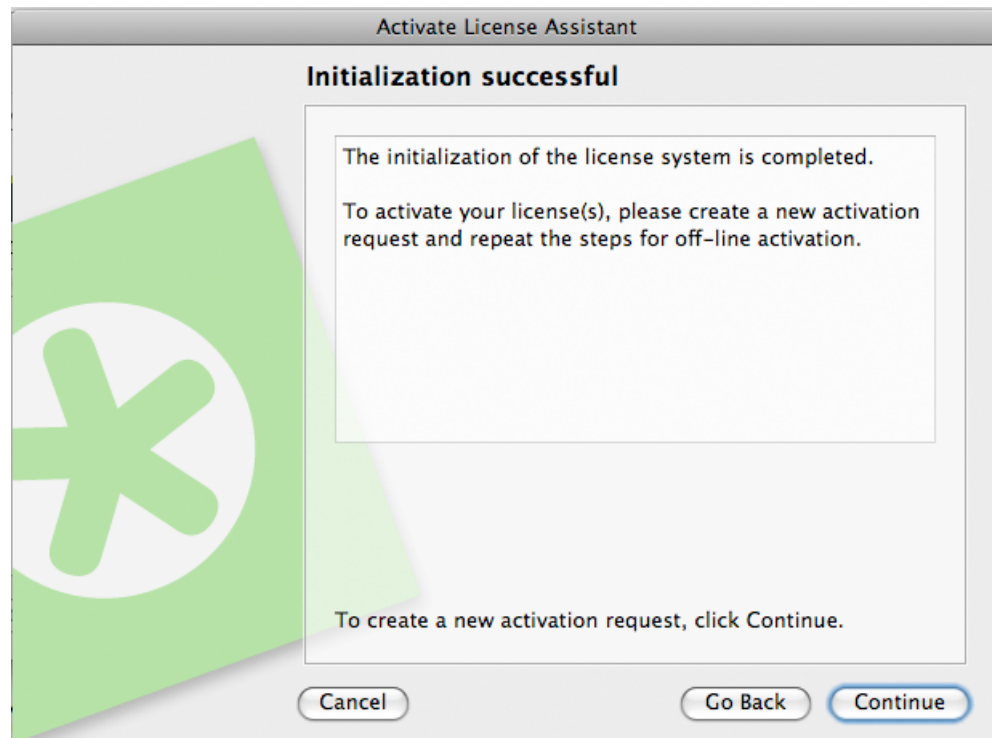


7. Browse to the initialization response file you copied from the machine with full Internet access and click **Next / Continue**.



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

A status bar will appear while the system processes the response file, and then a message will appear that the initialization of the license system completed successfully and that you can now activate your license(s).



8. Click Next / Continue.

You can now proceed with [Off-line Activation](#) on page 24.

3.2.2 Off-line Activation

If the computer where you will use your software is NOT connected to the internet, you need to activate your product key(s) off-line.

To activate a product key off-line, do the following:

1. 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](#).

2. Upload the activation request file, download the response file and copy this file to the machine with the Esko software to activate.

See [Uploading the Request and Downloading the Response](#).

3. On this machine, use the **Activate License Wizard / Assistant** to activate your software.

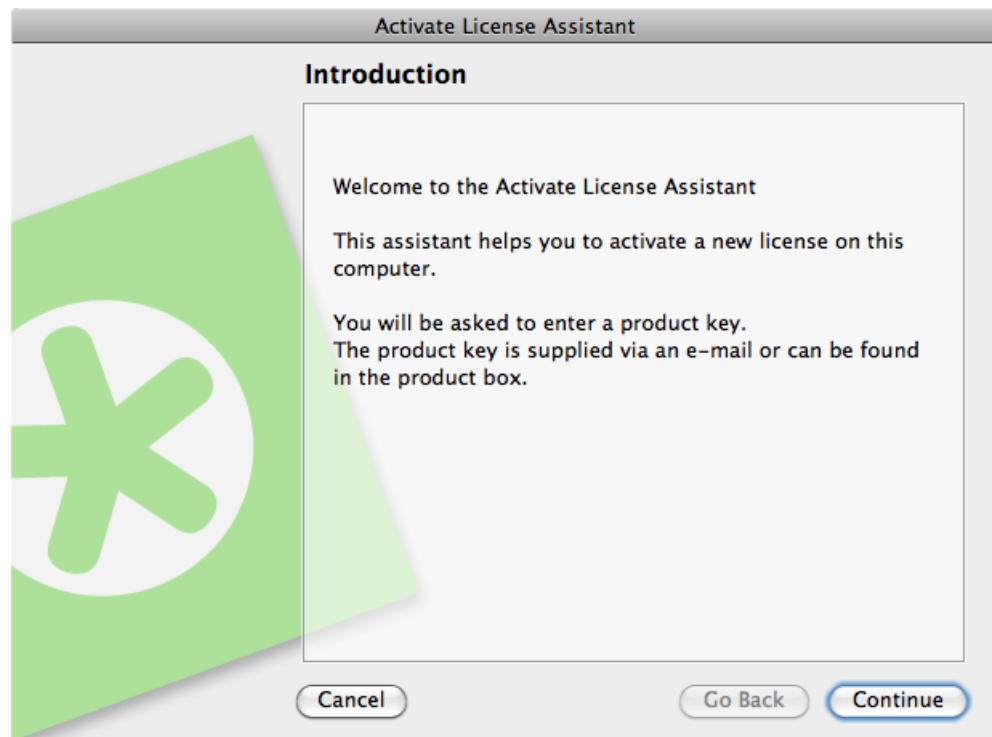
See [Loading the Activation Response File](#).

Creating an Activation Request

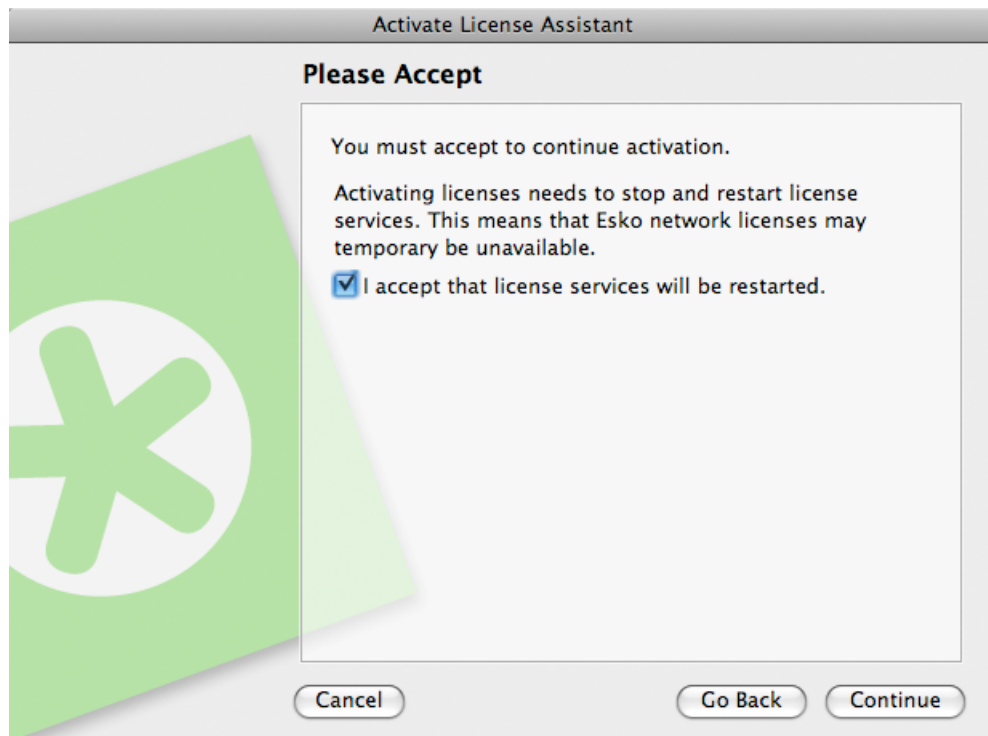
To create an activation request file, do the following:

1. In Esko Network License Manager 's main window, click **Activate...**

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



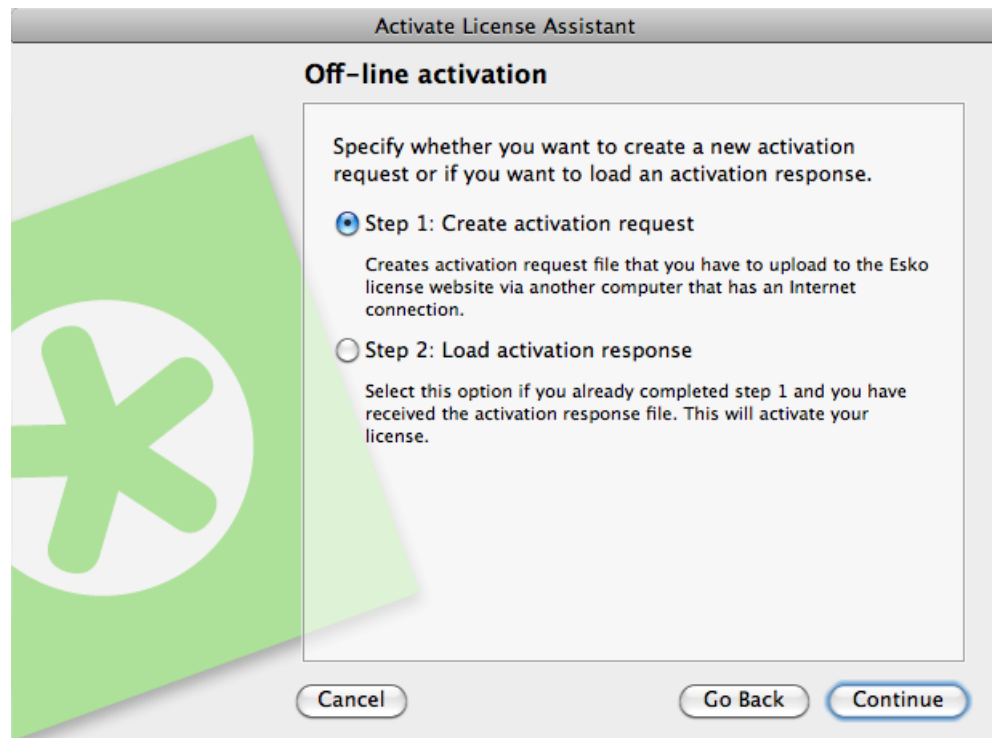
2. Click **Next** (on PC) or **Continue** (on Mac) in the first screen of the **Activate License Wizard/Assistant** dialog box.
3. Select **I accept that license services will be restarted** and click **Next / Continue**.



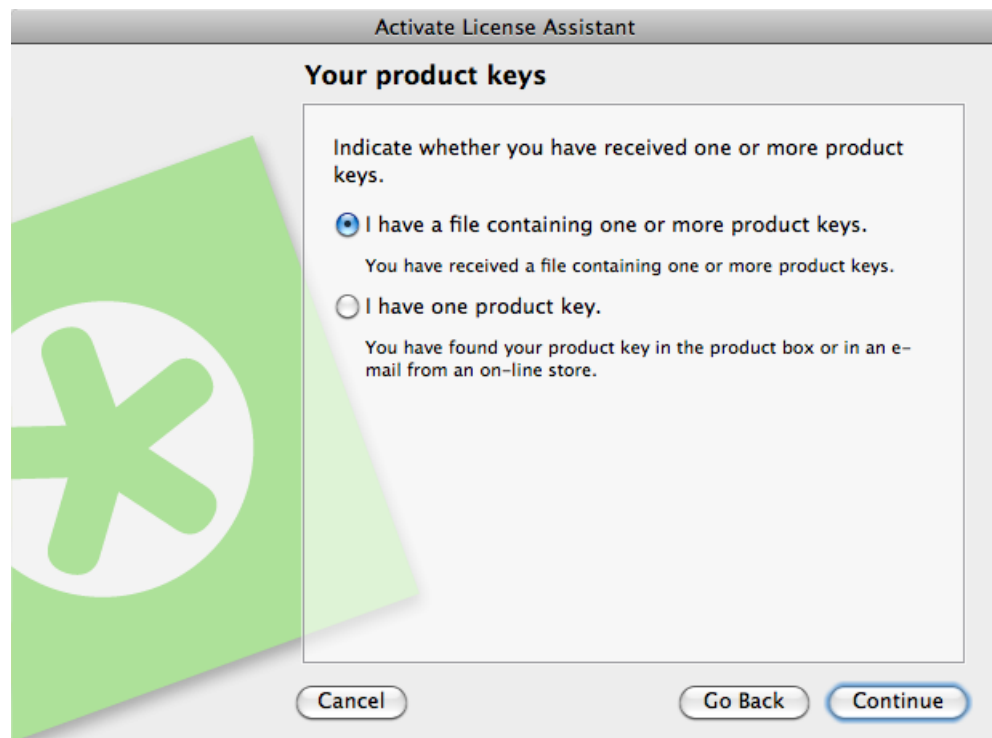
4. Select Off-line activation and click Next / Continue.



5. Leave Step 1: Create activation request selected and click Next / Continue.



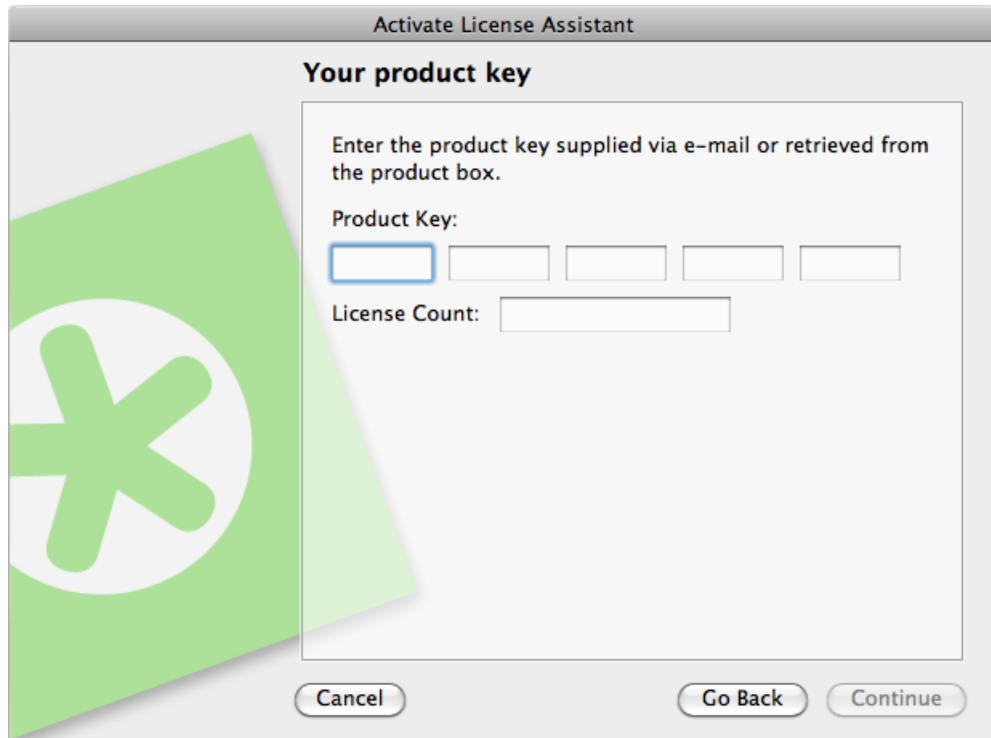
6. In the **Your product keys** dialog box, choose the number of product keys you have to activate and click **Next / Continue**.



7. Depending on what you chose in the previous step:

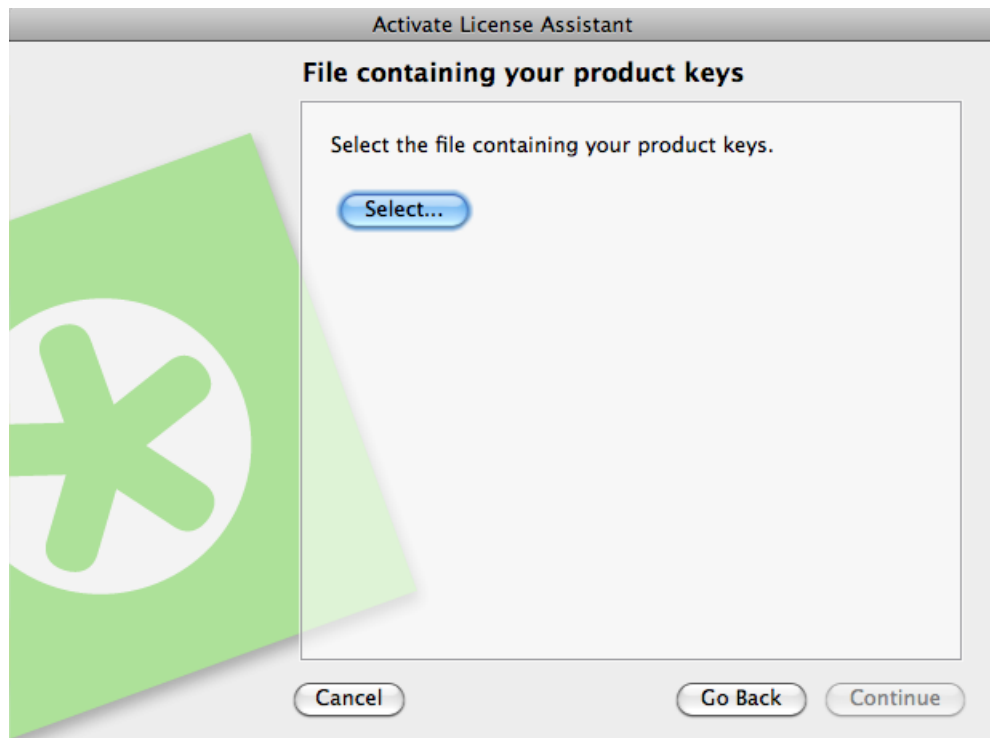
- a) If you chose **I have one product key**, enter the product key in the fields provided. The cursor automatically advances to the next field as you type.

If you have bought a **volume license** (license for several copies of a product), enter the number of product copies your license covers in **License Count**.

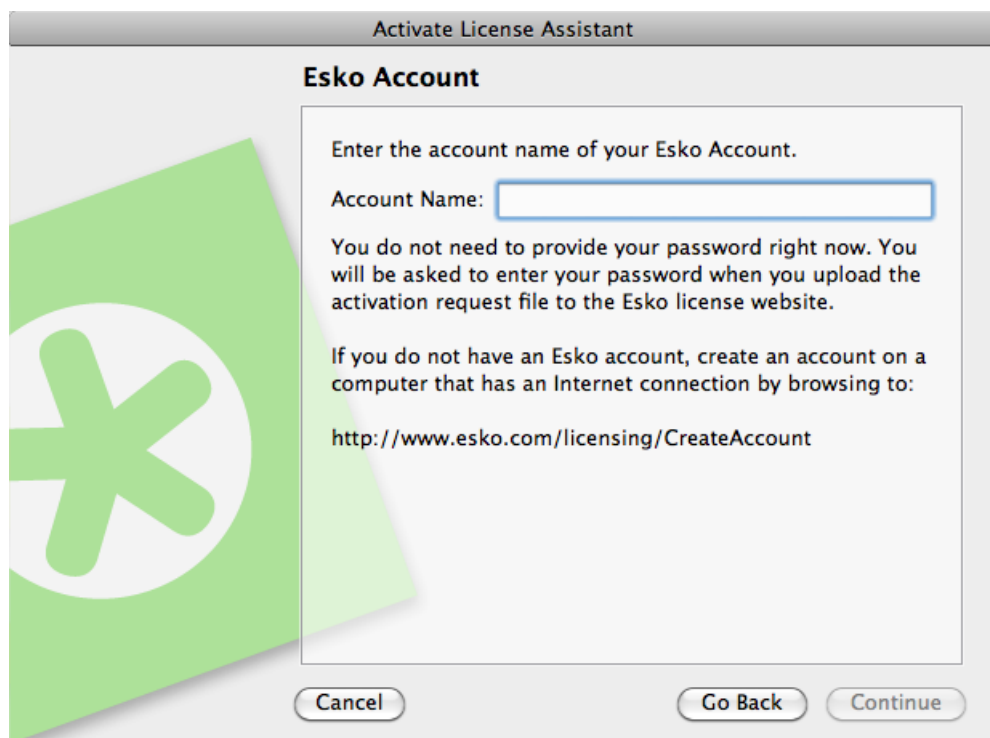


Note: Do not enter a number lower than the one covered by your license, as you cannot partially activate a volume license.

- b) If you chose **I have a file containing one or more product keys**, browse for the file.



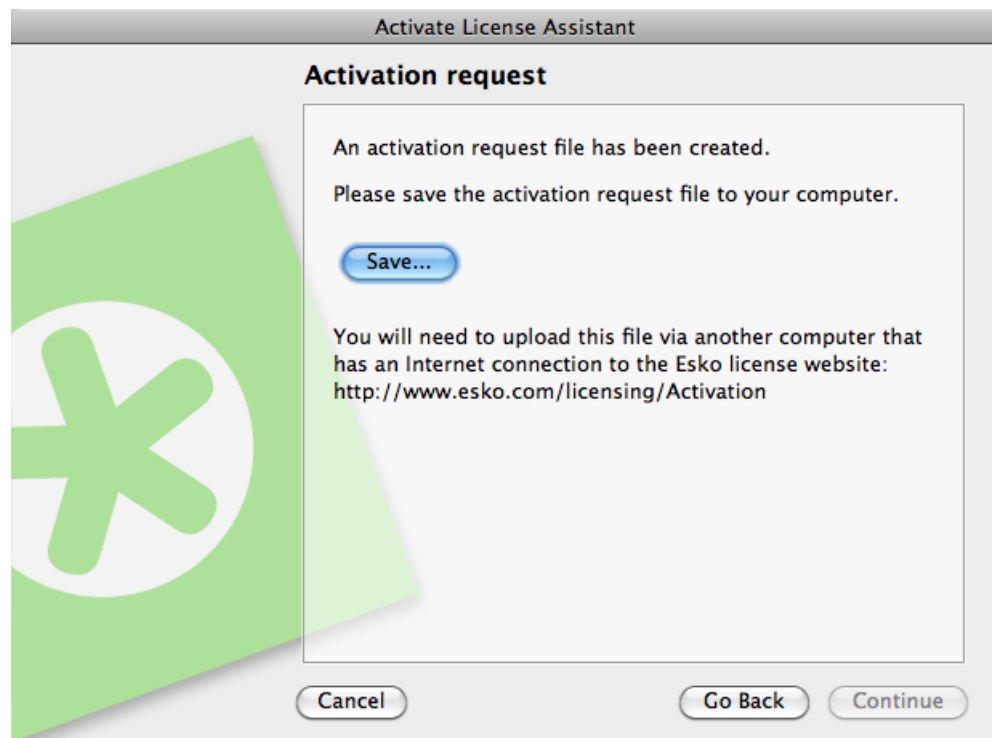
- c) Then click **Next / Continue**.
8. Enter the name of your activation account and click **Next / Continue**.



Note:

You should have created this activation account in [Creating an Activation Account](#).

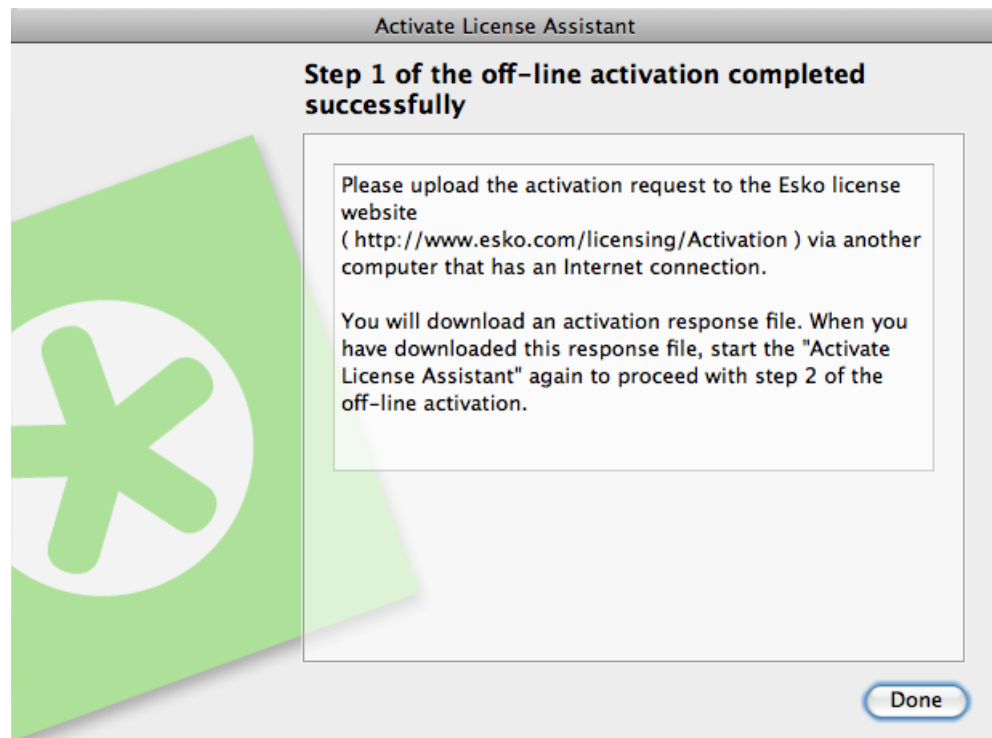
If you haven't created an activation account yet, go to <http://esko.com/licensing/CreateAccount> on a computer connected to the internet, and see [Creating an Activation Account](#) for instructions.

9. Save the activation request file created.

- a) Click **Save As** (PC) or **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 `requestactivate.xml`.

10. A message will appear saying that Step 1 of the off-line activation has been completed successfully. Click **Finish / Done**.



11. 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 <http://www.esko.com/licensing/Activation>.
2. On the web page, select **Offline Product Activation** and click **Continue**.

Activation options

Follow the instructions on these pages to generate activation, deactivation or repair response files. These different types of response files are used by the Activate License Wizard in your EskoArtwork application to activate, deactivate or repair the licenses on your computer.

Offline Product Activation

Select this option if you created an Activation Request File

Offline Product Deactivation

Select this option if you created a Deactivation Request File

Offline Repair

Select this option if you created a Offline Repair Request File

Continue

3. Browse for the **activation request** file you copied to this machine (called `requestactivate.xml` by default) and click **Continue**.

4. Enter your activation account password in the **Password:** field (your **Account Name** 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**.

Confirm Product

The activation request you submitted is for the following product.



If this is the product you wish to activate, click **Continue**.
If this is not the product you wish to activate, click **Previous** and upload an other activation request file.

[Previous](#) [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 (`response.xml`).

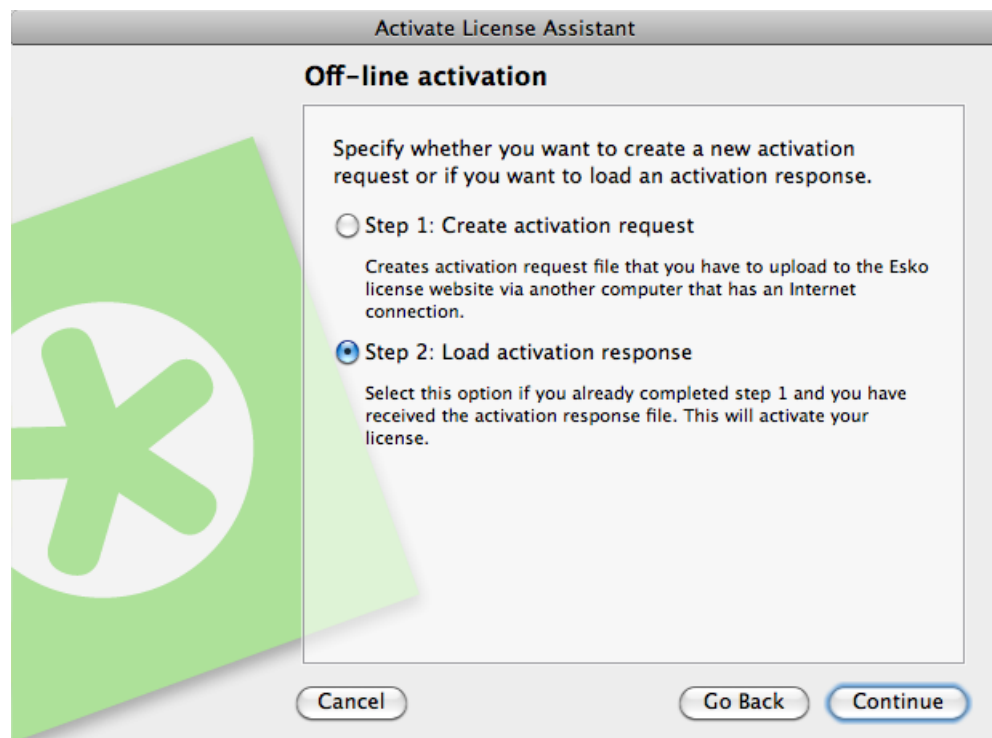
Important: You will need to use **this** response file to activate your licence(s). Requesting a response file again from another browser session may cause an error.

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

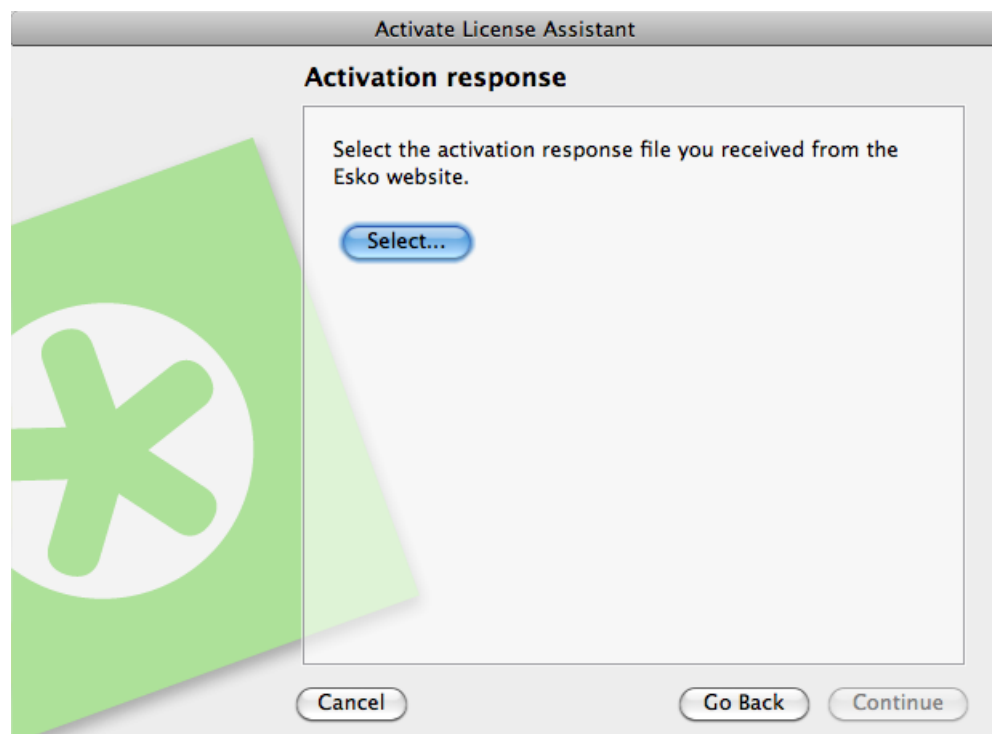
Loading the Activation Response File

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

1. In Esko Network License Manager's main window, click **Activate...** again to open the **Activate License Wizard / Assistant**.
2. Click **Next / Continue** in the first screen of the **Activate License Wizard/Assistant** dialog box.
3. Select **I accept that license services will be restarted** and click **Next / Continue**.
4. Select **Off-line activation** again and click **Next / Continue**.
5. Select **Step 2: Load an activation response** and click **Next / Continue**.

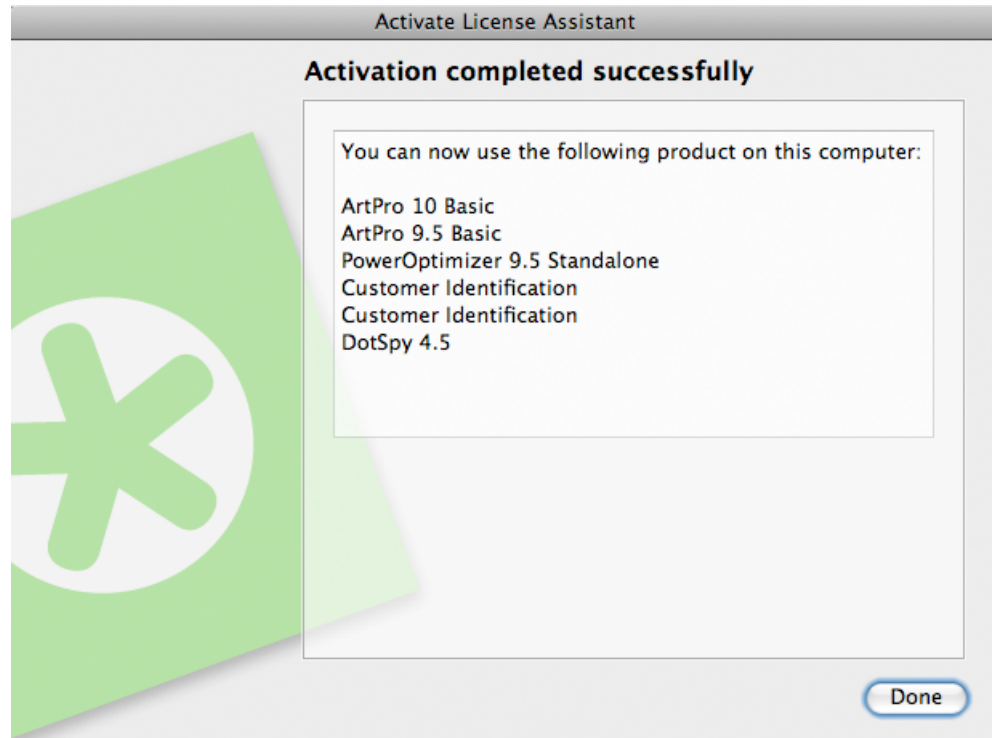


6. Browse to the response file you copied from the machine with full Internet access and click **Next / Continue**.



Attention: Select the **response** file you downloaded from the website (`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.



Note: If this is your first off-line activation, you have to perform a similar routine twice, also see [First Time Off-line Activation](#).

7. Click Finish / Done.

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

Get your activation account at <http://www.esko.com/licensing/CreateAccount> Help

Current Esko Licenses: [Refresh](#) Show expired licenses English

Product	Status	License Period	Remaining Days	Total	In Use
ArtPro					
▶ ArtPro 10 Basic	Active	Time-limited	237	1	0
▶ ArtPro 9.5 Basic	Active	Permanent	Unlimited	1	0
▶ PowerOptimizer 9.5 Sta...	Active	Permanent	Unlimited	1	0
Common					
▶ Customer Identification	Active	Mixed	53 to Unlimited	2000	-
DotSpy					
▶ DotSpy 4.5	Active	Time-limited	53	1	0

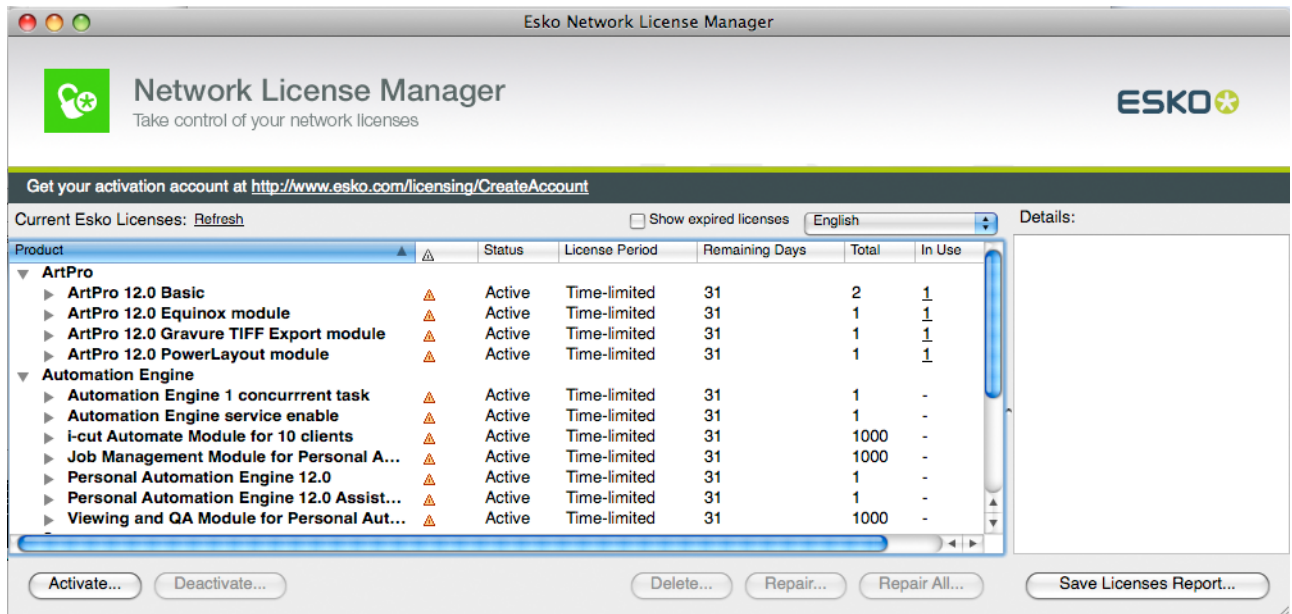
Details:

Product Name: ArtPro 10 Basic
TBB: AP_BASIC_100 10.0.0
Product Key: [blurred]
Number: 1
Company Name: Esko nv.
Account: [blurred]
User Name: [blurred]
License Status: Active

Buttons: [Activate...](#) [Deactivate...](#) [Delete...](#) [Repair...](#) [Repair All...](#) [Save Licenses Report...](#)

4. 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 Toolkit for Boxes 10.1"), which contain product keys.

▼ Studio					
▼ Studio Toolkit for Boxes 10.1	▲	Active	Time-limited	55	4
▶ [Redacted Product Key]	▲	Active	Time-limited	55	4
▶ Studio Toolkit for Labels 10.1	▲	Active	Time-limited	55	2

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** or **Mixed** (for products containing product keys with different license periods),

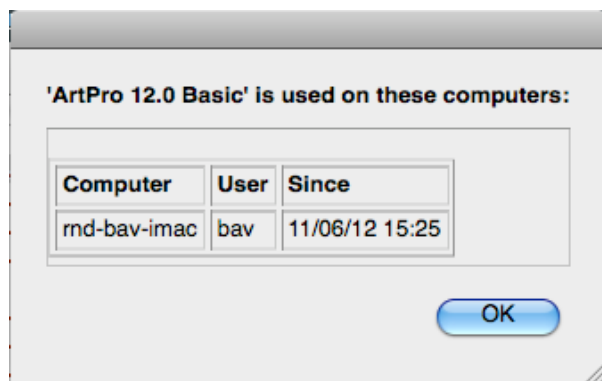
For **Time-limited** and **Trial** licenses, you can see the number of **Remaining Days** (for **Permanent** licenses, this is **Unlimited**).

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.

Product		Status	License Period	Remaining Days ▲
▼ DeskPack				
▶ White Underprint 10.1 for Illustrator	🔴	Expired	Time-limited	0
▶ Viewer 10.1 for Illustrator	⚠️	Mixed	Time-limited	0 to 146
▶ Variable Data 10.1 for Illustrator	⚠️	Active	Time-limited	146
▼ Common				
▶ ArtPro Customer Identification	⚠️	Active	Time-limited	207
▼ ArtPro				
▶ ArtPro 10.1	⚠️	Active	Time-limited	207

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

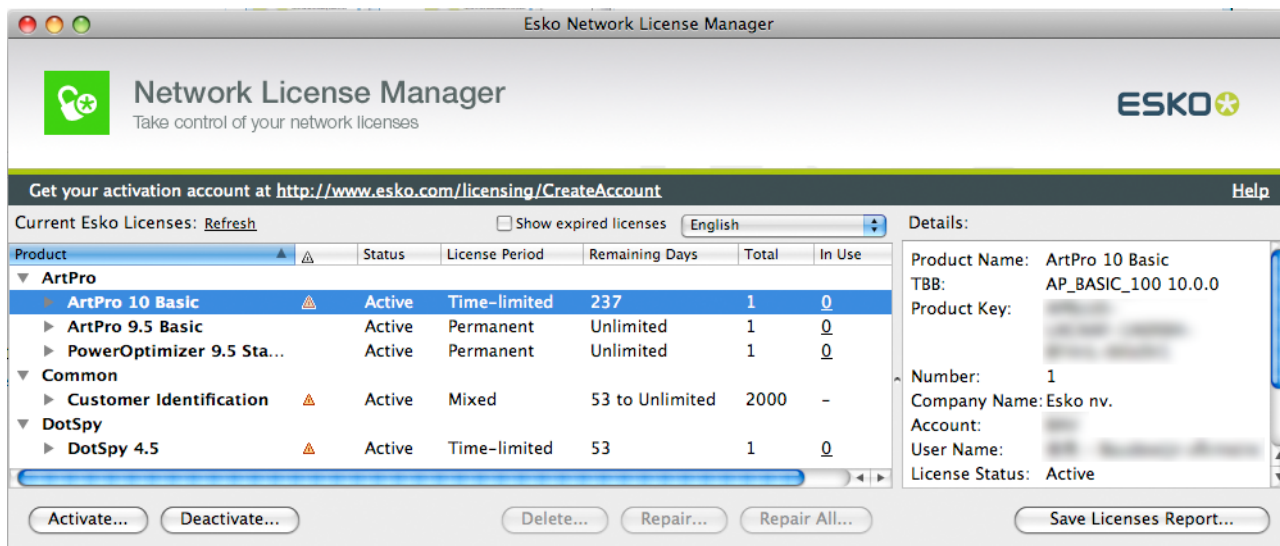
5. Deactivating Licenses

Just as with activating licenses, deactivating licenses can be done both on-line and off-line. **You must deactivate a license before moving it to another computer.**

5.1 On-line Deactivation

To deactivate a license on-line, do the following:

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



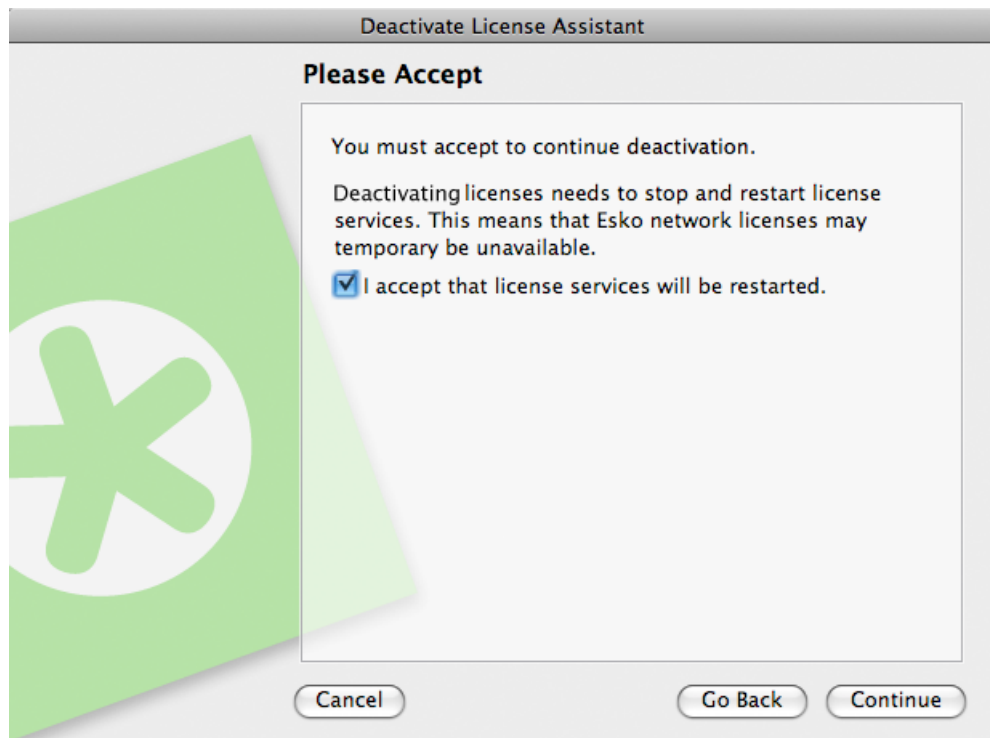
Note: When selecting a product, all product keys for this product are selected. If you want to deactivate a particular product key, open the product and select this specific product key from the list.

Tip:

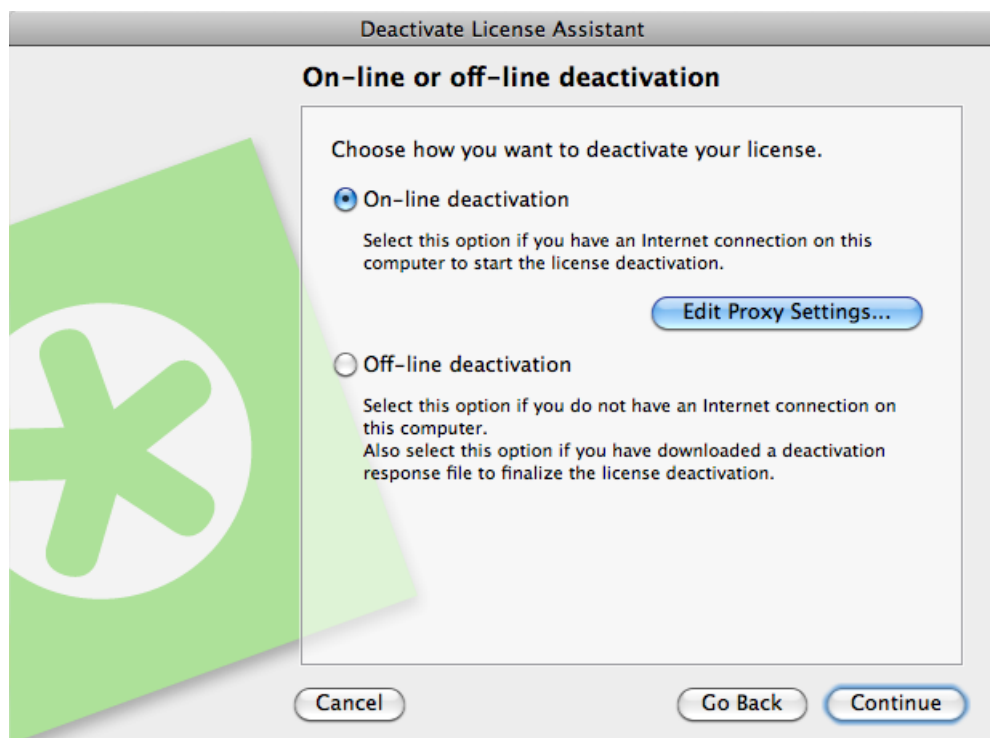
To select several licenses, hold **Command** (on Mac) or **Ctrl** (on PC) while clicking them.

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 accept that license services will be restarted** and click **Next / Continue**.

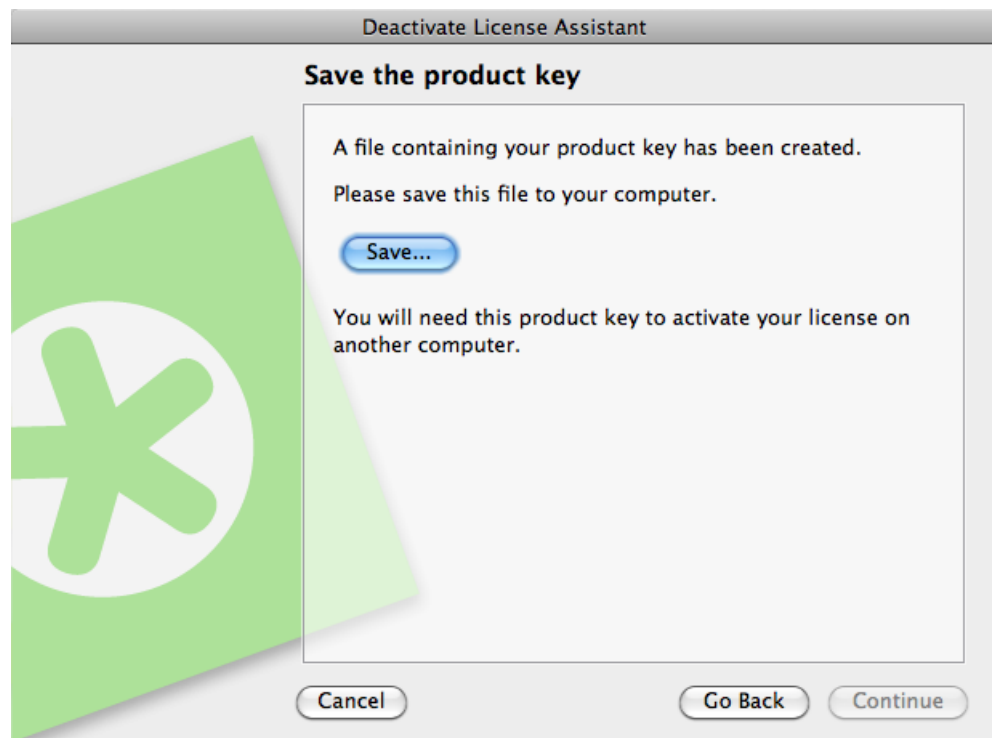


6. Select On-line deactivation and click Next / Continue.



A progress bar will appear while the computer communicates with the activation server.

7. 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.

8. Back in the **Save the Product Key** dialog box, click **Next / Continue**.
9. A message appears saying the deactivation was completed successfully. Click **Finish / Done**.
The license will no longer appear in the Esko Network License Manager .

5.2 Off-line Deactivation

Off-line deactivation works just like off-line activation:

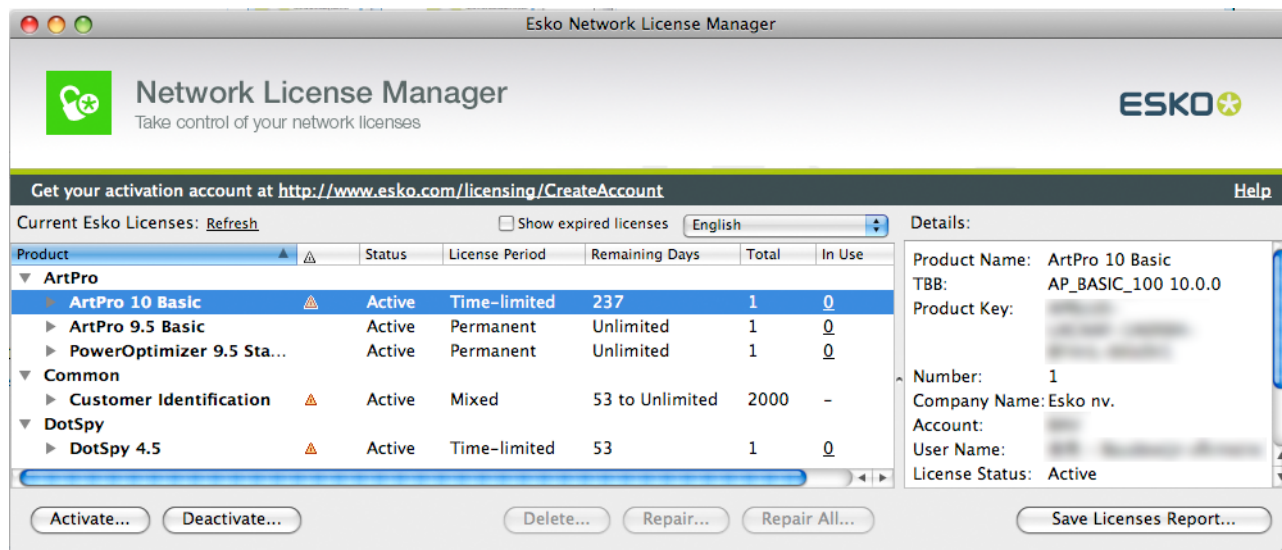
1. You create an off-line deactivation request and copy it to a machine with internet access.
See [Creating a Deactivation Request](#).
2. You upload that request to the activation server and download a deactivation response file.
See [Uploading the Request and Downloading the Response](#) on page 46.
3. You copy that response file to the machine with the Esko Network License Manager and load it into the Network License Manager .

See [Loading the Deactivation Response](#).

5.2.1 Creating a Deactivation Request

To create a deactivation request file, do the following:

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



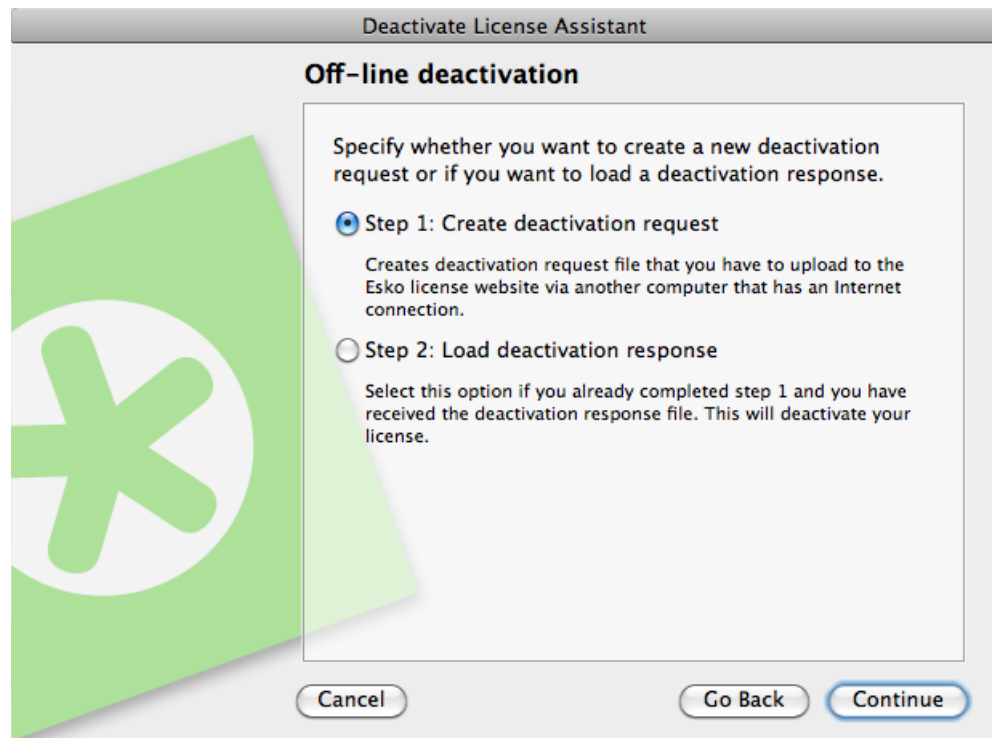
Note: When selecting a product, all product keys for this product are selected. If you want to deactivate a particular product key, open the product and select this specific product key from the list.

Tip:

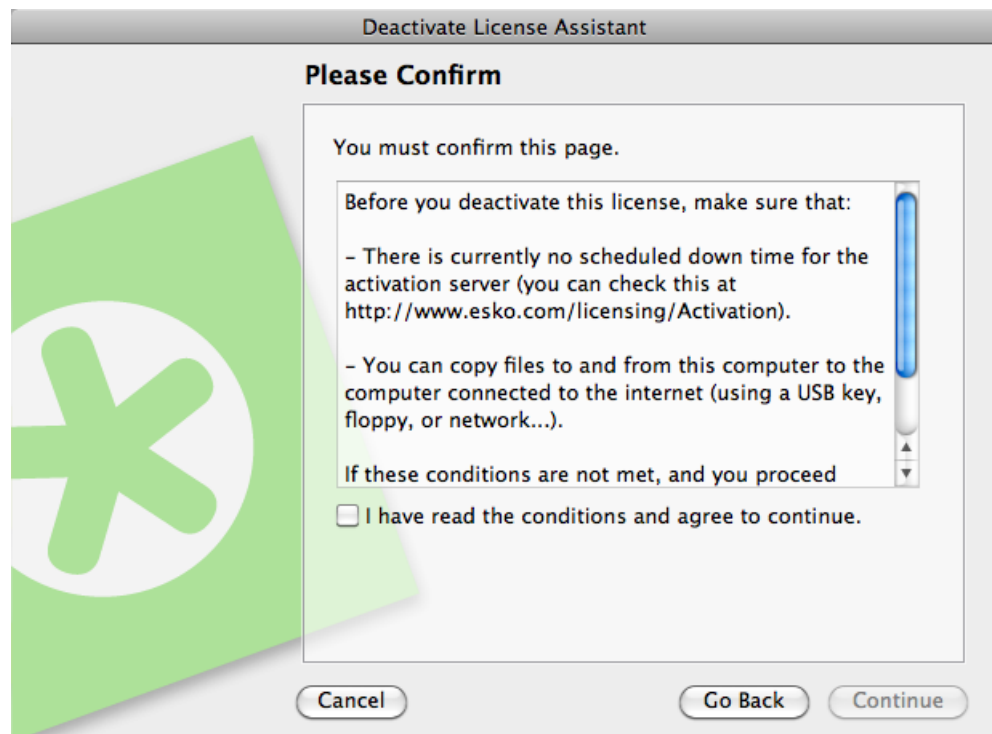
To select several licenses, hold **Command** (on Mac) or **Ctrl** (on PC) while clicking them.

To select them all, use **Command+A** or **Ctrl+A**.

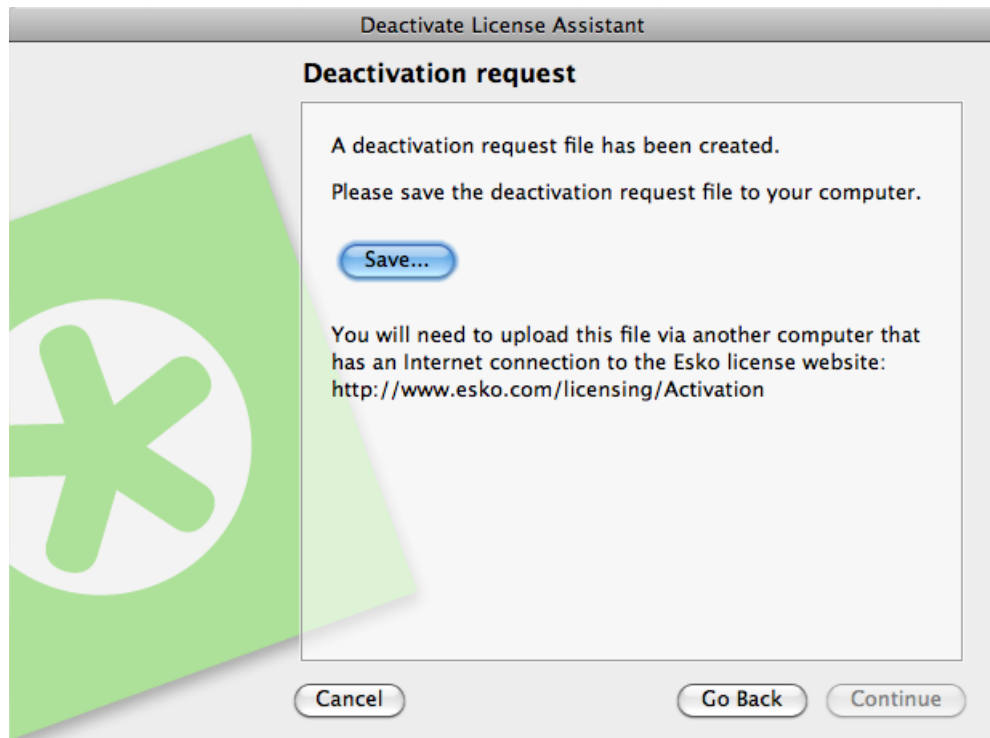
3. Click **Deactivate...**
4. Click **Next / Continue** in the first screen of the **Deactivate License Wizard/Assistant** dialog box.
5. Select **I accept that license services will be restarted** and click **Next / Continue**.
6. Select **Off-line deactivation** and click **Next / Continue**.
7. Leave **Step 1: Create a deactivation request** selected and click **Next / Continue**.



8. Read the warnings in the next screen, make sure all the conditions are met for offline deactivation, and click **Next / Continue**.



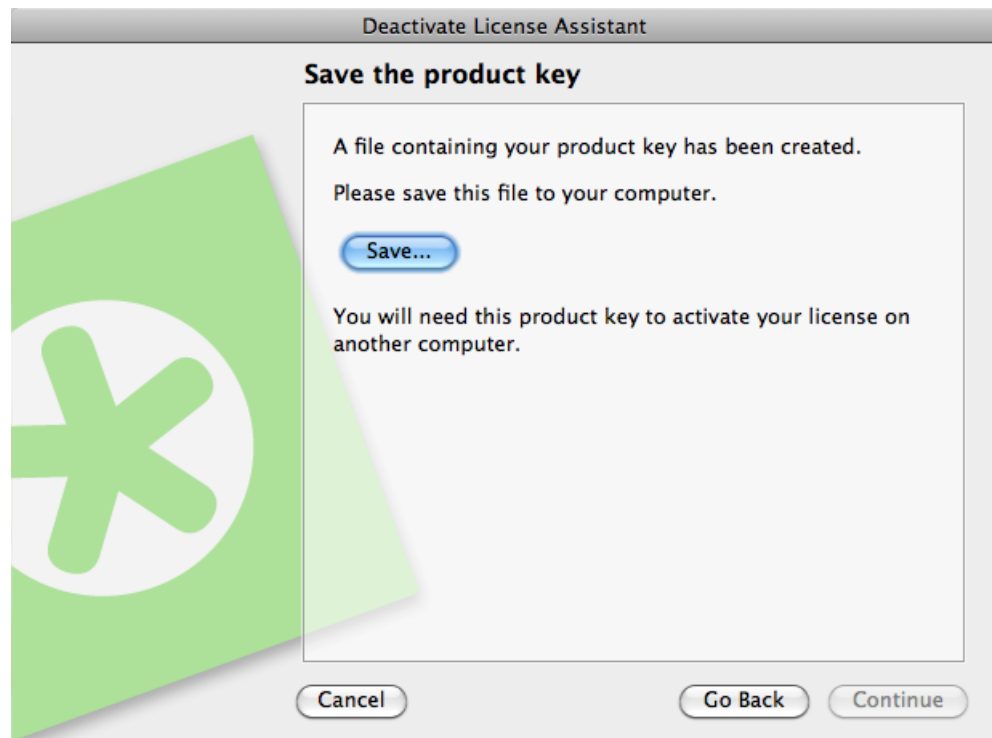
9. Save the deactivation request file created.



- 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`.

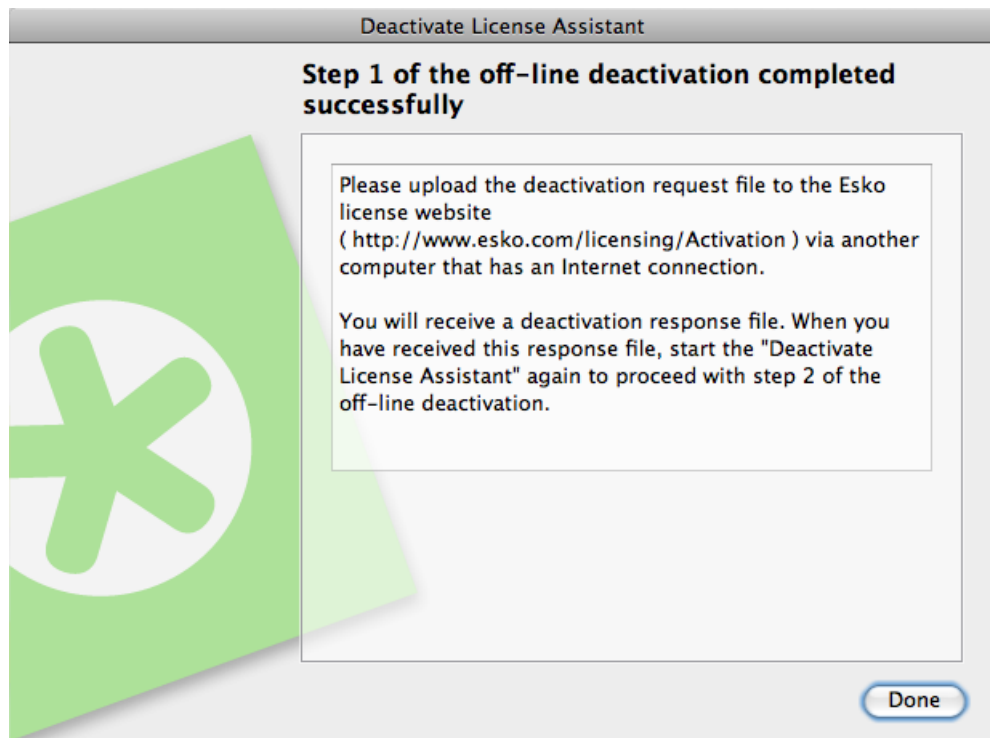
10.A product key (HTML) file is created. You will need this file to activate the license for this product key on another computer.



- 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.

- 11.** A message will appear saying that Step 1 of the off-line deactivation has been completed successfully. Click **Finish / Done**.



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

License Status: ■ Disabled.

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

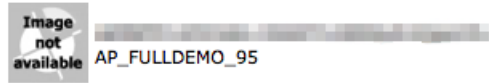
5.2.2 Uploading the Request and Downloading the Response

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, select **Offline Product Deactivation** and click **Continue**.
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**.

Confirm Product

The deactivation request you submitted is for the following product.



If this is the product you wish to deactivate, click Continue.
If this is not the product you wish to activate, click Previous and upload an other activation request file.

[Previous](#) [Continue](#)

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

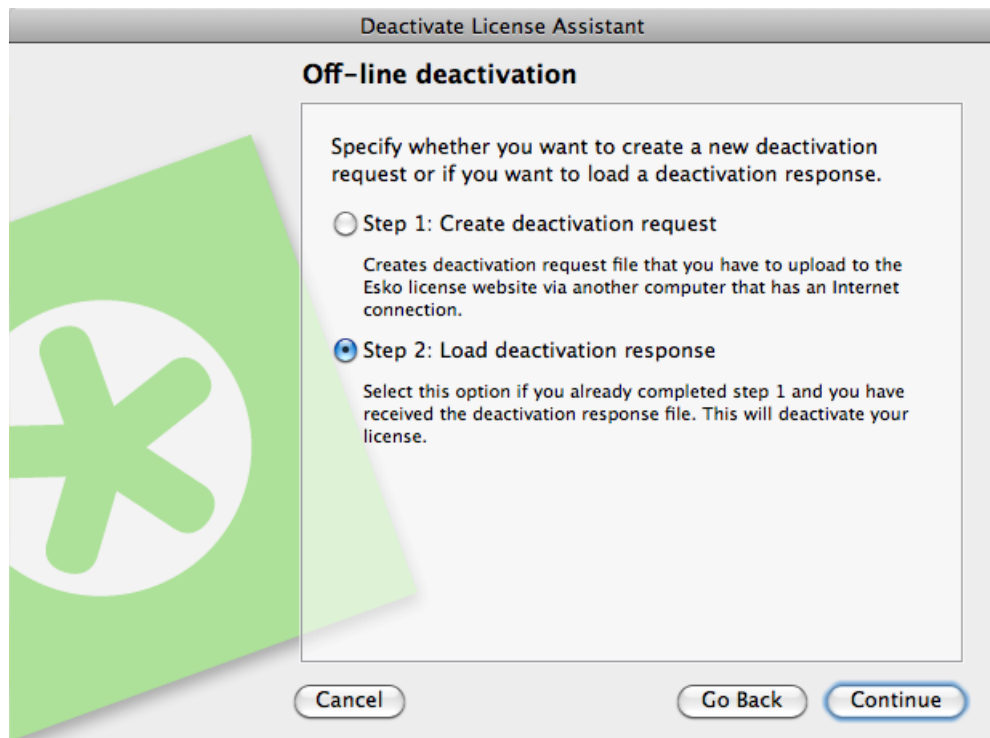
5.2.3 Loading the Deactivation Response

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

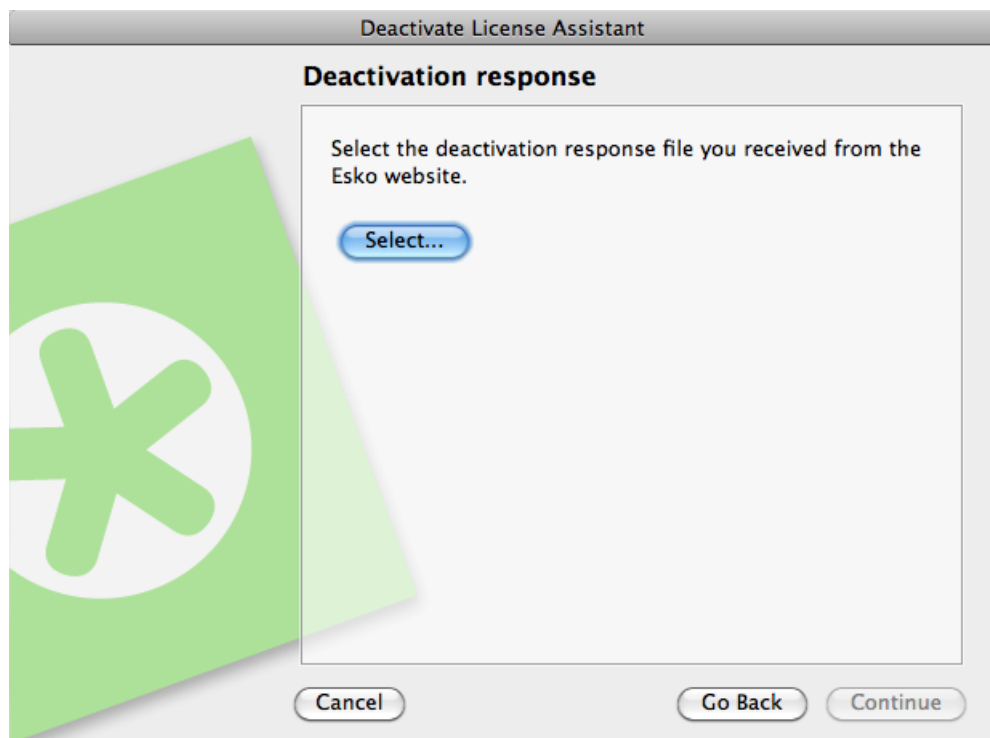
1. In Esko Network License Manager's main window, click the license(s) to deactivate again.

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).

2. Click **Deactivate...** to open the **Activate License Wizard / Assistant**.
3. Click **Next / Continue** in the first screen of the **Deactivate License Wizard/Assistant** dialog box.
4. Select **I accept that license services will be restarted** and click **Next / Continue**.
5. Select **Off-line deactivation** and click **Next / Continue**.
6. Select **Step 2: Load a deactivation response** and click **Next / Continue**.



7. Browse to the response file you copied from the machine with full Internet access and click **Next / Continue**.



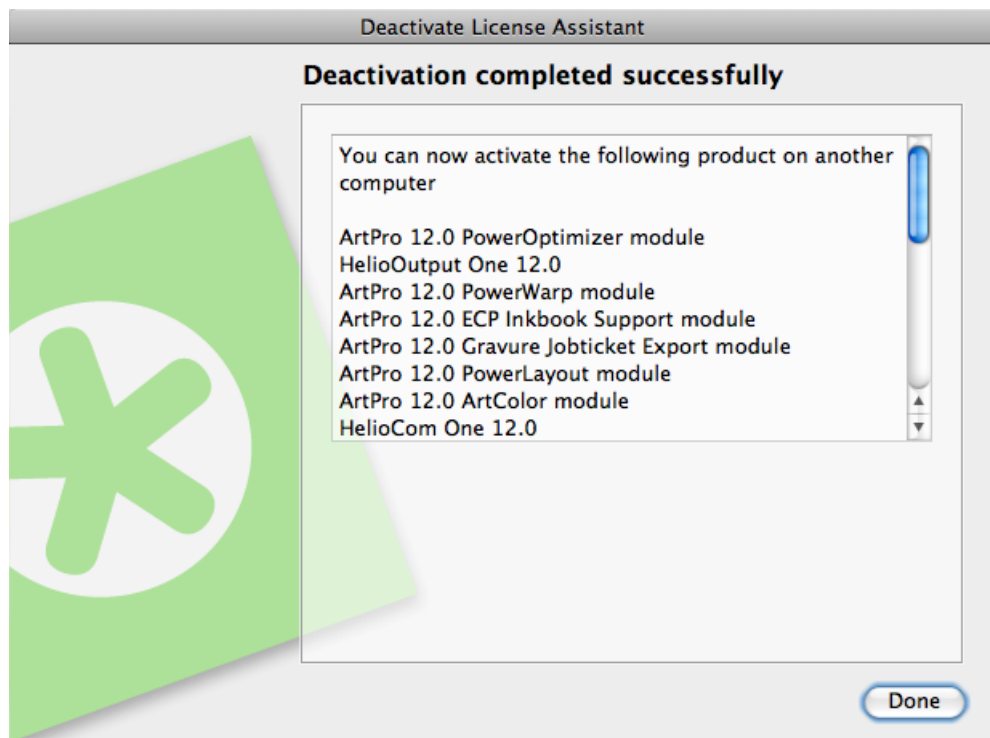
Attention: Select the **response** file you downloaded from the website (`response.xml`) and not the deactivation request file you uploaded.

Note: Some web browsers may have renamed the response file into a numbered version, such as `response_3.xml`

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

8. Click Next / Continue.

A message will appear that the deactivation was completed successfully.



9. Click Finish / Done.

The license will no longer appear in the Esko Network License Manager .

6. Repairing Licenses

Licenses are tied to identifying characteristics of the hardware inside your computer. **Licenses may break if you change the hardware significantly** (for example if you add memory AND the hard drive crashes AND your network card breaks...).

If more than three hardware elements of the computer change simultaneously, the licenses are invalidated and declared broken.

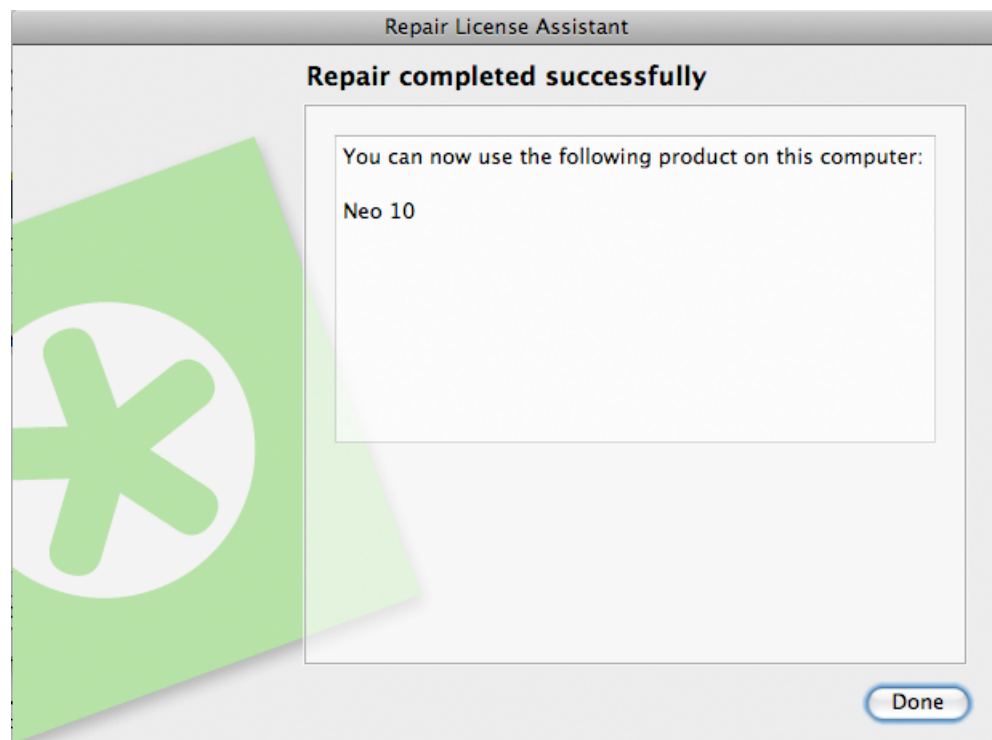
As with activating and deactivating licenses, the repair procedure may be done on-line or off-line.

6.1 On-line Repair

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

1. Launch the Esko Network License Manager .
2. In the Esko Network 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 accept that license services will be restarted** and click **Next / Continue**.
5. Leave **On-line Repair** selected and click **Next / Continue**.

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.



6. Click **Finish / Done**.
7. When asked to confirm restarting the licensing services (on PC only), click **Yes**. Access to licenses will be interrupted temporarily while the services restart.

6.2 Off-line Repair

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

6.2.1 Creating a Repair Request

To create the repair request, do the following:

1. Launch the Esko Network License Manager .
2. In the Esko Network 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 accept that license services will be restarted** and click **Next / Continue**.
5. Select **Off-line repair** and click **Next / Continue**.
6. Leave **Step 1: Create a repair request** selected and click **Next / Continue**.
7. 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`.

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

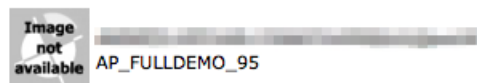
6.2.2 Uploading the Request and Downloading the Response

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, select **Offline Repair** and click **Continue**.
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**.

Confirm Product

The repair request you submitted is for the following product.



If this is the product you wish to repair, click **Continue**.
If this is not the product you wish to activate, click **Previous** and upload an other activation request file.

Previous **Continue**

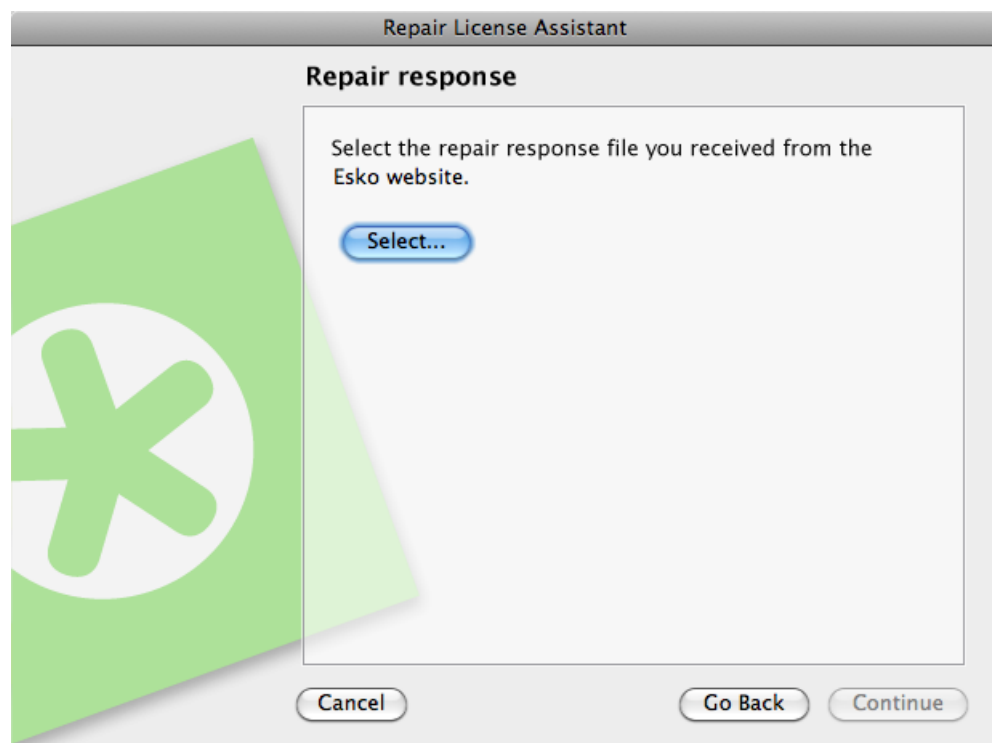
5. Click the **Download** button to download the response file generated by the website (`response.xml`).
6. Copy the response file back to the machine running the ESKO Network License Manager and go to that machine.

6.2.3 Loading the Repair Response

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

1. In ESKO Network License Manager's main window, click **Repair...** to open the **Repair License Wizard / Assistant**.

2. Click **Next / Continue** in the first screen of the **Repair License Wizard/Assistant** dialog box.
3. Select **I accept that license services will be restarted** and click **Next / Continue**.
4. Select **Off-line repair** and click **Next / Continue**.
5. Select **Step 2: Load a repair response** and click **Next / Continue**.
6. Browse to the folder containing the response file you copied from the machine with full Internet access, double-click it, and click **Next / Continue**.



Attention: Select the **response** file you downloaded from the website (`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.

7. Click **Finish**.
8. When asked to confirm restarting the licensing services (on PC only), click **Yes**. Access to licenses will be interrupted temporarily while the services restart.

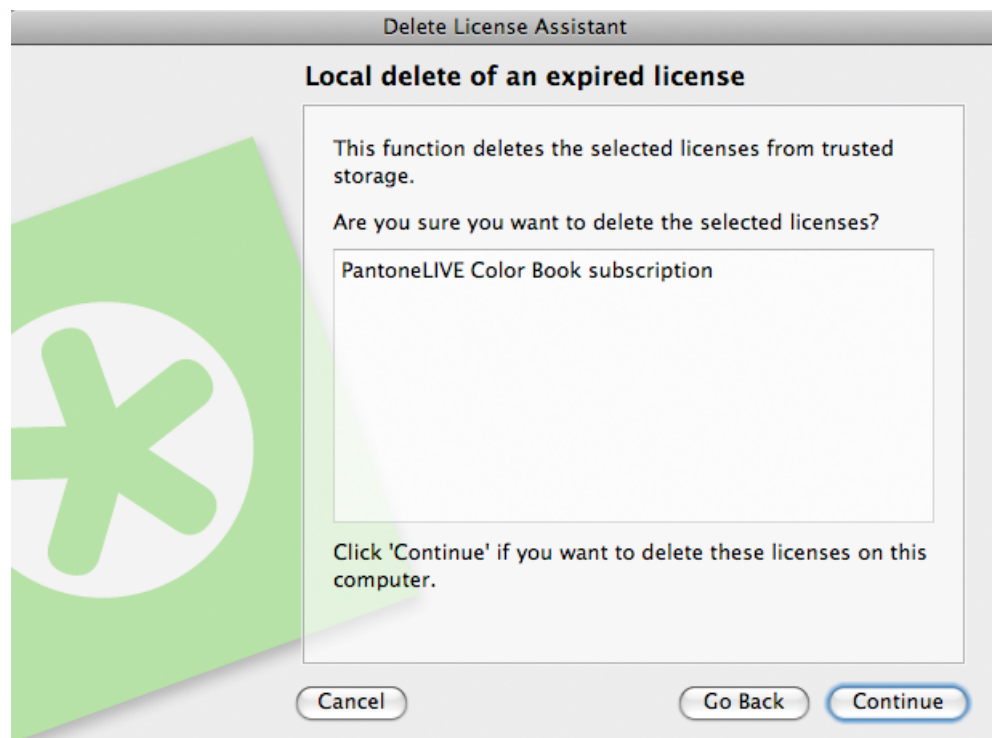
7. Cleaning Up Licenses

When you have **expired** or **disabled** licenses, you can delete them from the License Manager database. You cannot delete broken licenses.

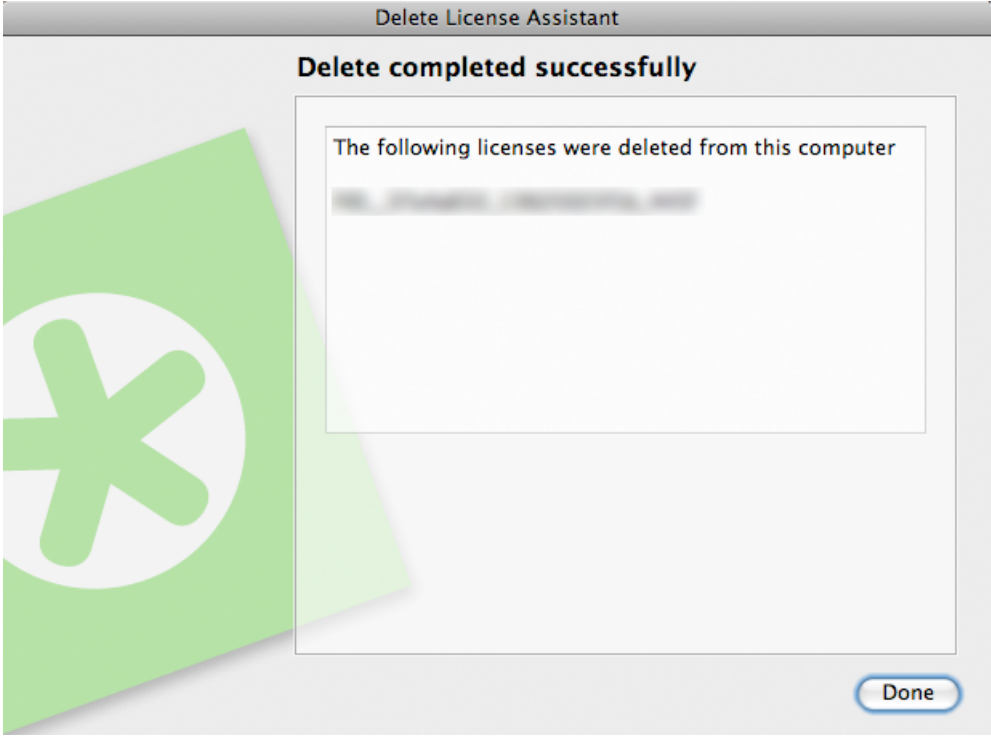
1. In the Esko Network License Manager window, select the license(s) to delete and click the **Delete...** button.

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

2. Click **Next** (on PC) or **Continue** (on Mac) in the first screen of the **Delete License Wizard/Assistant** dialog box.
3. Select **I accept that license services will be restarted** and click **Next / Continue**.
4. In the next screen, check the name of the product whose license you want to delete, then click **Next / Continue** to delete it.



5. Click **Finish / Done**.



8. Saving a Licenses Report

A Licenses Report stores information about your licenses that can be useful in case your computer crashes or is stolen. To save a Licenses Report, do the following:

1. Launch the Esko Network License Manager .
2. In the Esko Network License Manager 's window, click **Save Licenses 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.

9. Tips and Troubleshooting

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

9.1 Log files

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

Operating System	File location
Mac OS X	~/Esko/Esko_Server_License_Manager_yyyymmdd_hhmmss.log
Windows	%USERPROFILE%\esko \Esko_Server_License_Manager_yyyymmdd_hhmmss.log

9.2 Changing the Language

The Esko Network 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 Network License Manager window, select your desired language from the **language list**:
 - English
 - Français
 - Deutsch
 - Italiano
 - Español
 - Japanese
 - Chinese (Simplified)
 - Chinese (Traditional)

9.3 Function Keys

You can use the following keys to perform specific checks in the Esko Network 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
<u>F1</u> (Windows) or <u>fn+F1</u> (Mac OS X)	Shows the version of the Esko Network License Manager you are using.
<u>F4</u> (Windows) or <u>fn+F4</u> (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 for details.
<u>F5</u> (Windows) or <u>Cmd+R</u> (Mac OS X)	Refreshes the licenses list. You will only need to do this in specific cases as the licenses list normally auto-refreshes.

9.3.1 Checking the Availability of a Feature License

If you can't access a feature of 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 Network License Manager window.

This opens the **Feature Key** dialog.

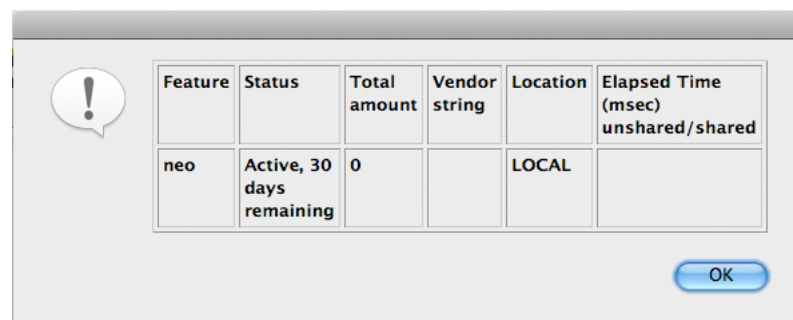


2. In that dialog, enter the feature license you are looking for, the application version and the server name and click **OK**.

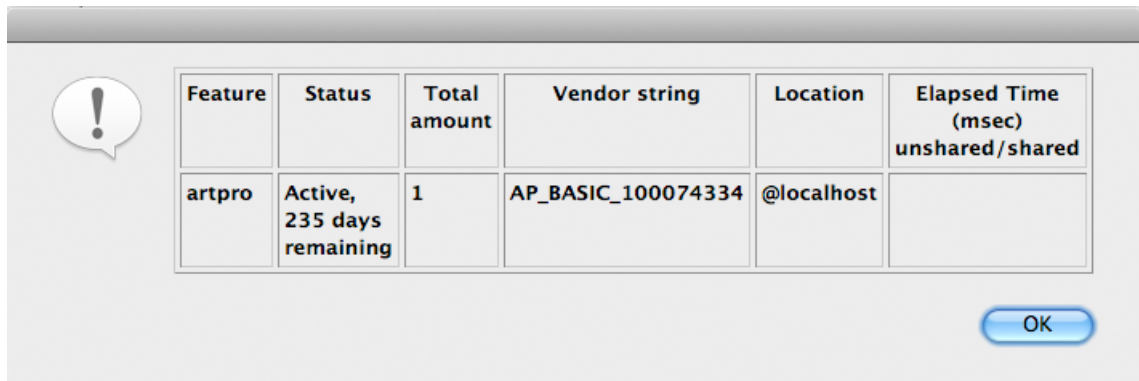
For example, enter “artpro_srautomatic 9.5 @server1” for the Automatic Step&Repeat module of ArtPro 9.5 located on “server1”.

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:



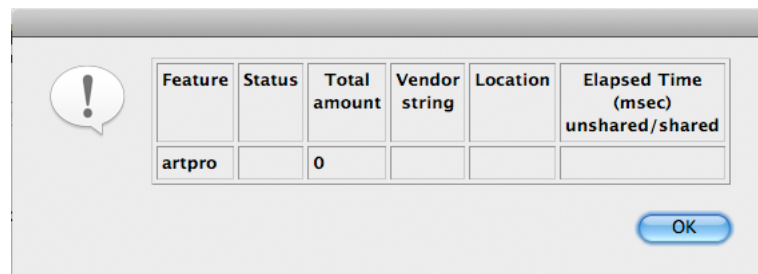
If a network license was found, you will see:



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 System Controller is not running, you may get an error message. In that case, start the System Controller and try again.

9.4 Character Sets

9.4.1 Characters in the Computer Name

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

9.5 Activating Licenses for Automation Engine

A typical Automation Engine server has 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.

9.6 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*.

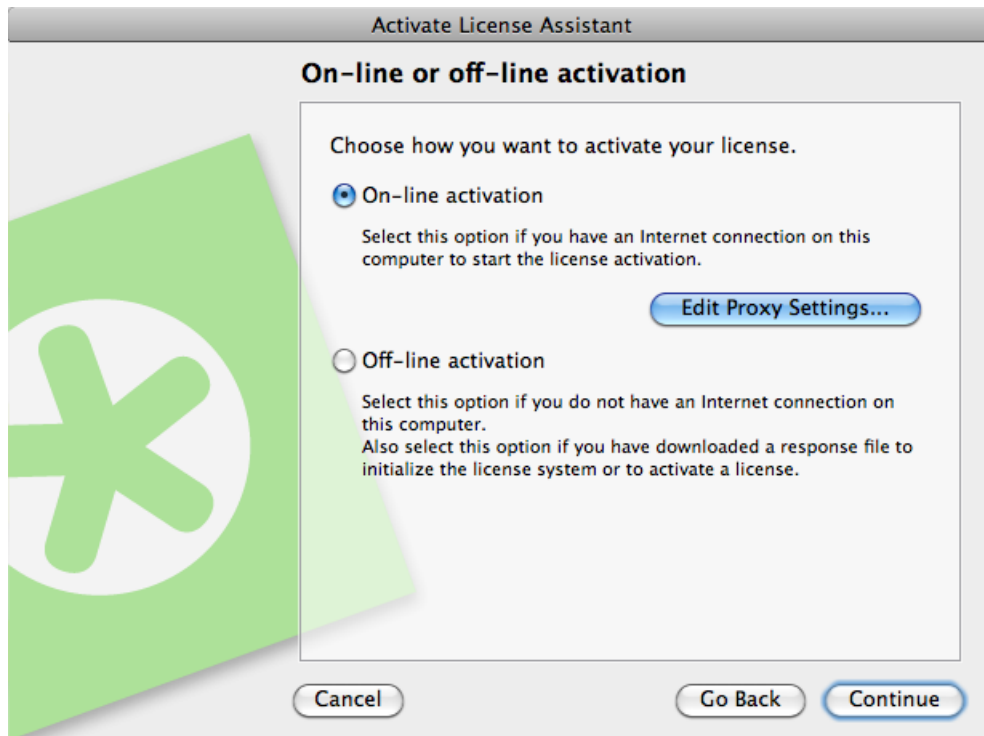
If you are using a file system monitoring utility such as Radmin on the Macintosh, it can delete the configuration in the trusted storage area. Make sure in the monitoring utility to exclude those directories from monitoring / cleanup / replacing.

Operating System	Trusted Storage location
OS X on a Macintosh	/Library/Preferences/FLEXnet Publisher/FLEXnet
Windows XP on a PC	\Documents and Settings \All Users\Application Data \FLEXnet
Windows Vista on a PC	\ProgramData\FLEXnet

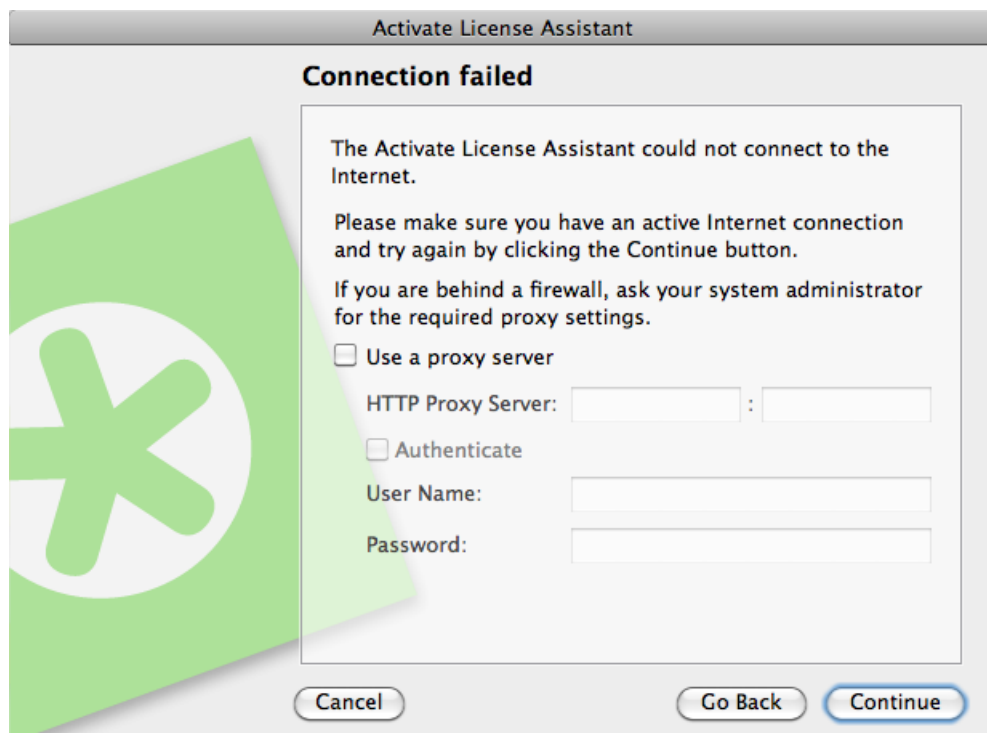
9.7 Connection Issues during On-line Activation

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

You can also edit the proxy settings by clicking the **Edit Proxy Settings...** button in the **On-line** or **Off-line activation** dialog.



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



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

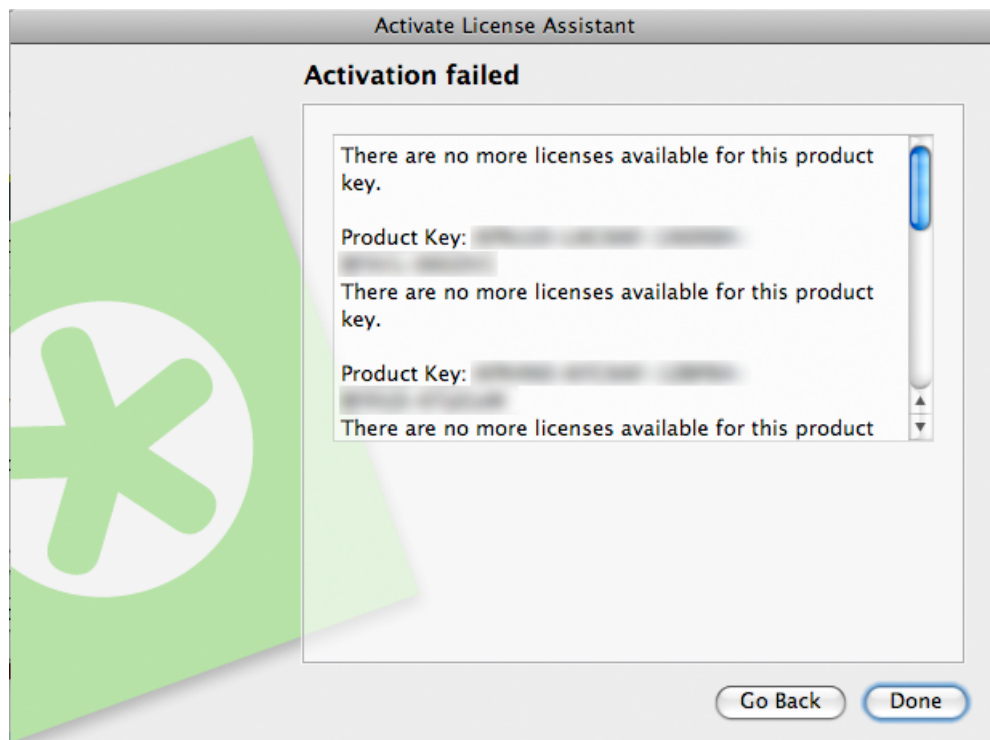
1. increase the proxy server time-out to 10 minutes,

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, something else is wrong with your connection.

9.8 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.

9.9 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, deactivate them again.

9.10 If the Program Hangs

If the Esko Network 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 Network License Manager may have crashed, or otherwise locked the license system. This may happen only if the license manager is misconfigured.

In both cases, rebooting the machine upon which you loaded the application and/or the license server should solve the problem.

9.11 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.

9.12 Error Messages

9.12.1 Is the Problem Local or on the Web Server?

On the rare occasion that you get an error message when you are manipulating licenses, if there is an incident ID, the error is on the web server. If there is no incident ID, the problem is local.

For example, "An error occurred while processing an activation/deactivation/repair response. Incident ID: 1443" indicates that there is a problem on the web server.

Esko plans to make error messages more user-friendly in the future.

9.12.2 Error during Activation / Deactivation / Repair

If you get the error message: "An error occurred during activation/deactivation/repair", do the following:

1. Check the version of your FNP Licensing Service.

The Esko Network License Manager works with the FNP Licensing Service on both Mac and PC. The versions of your FNP Licensing Service and the Esko Network License Manager must match.

2. If you get this message while the versions of your FNP Licensing Service and the Esko Network License Manager match, the "trusted storage" (license database) may be corrupted.

Call your Esko Customer Service Representative and provide them with your computer name and the activation key files.

9.12.3 No More Licenses Available

You may get the message "No more licenses available" at the end of on-line or off-line activation.

- On-line activation: you get this message at the end of the activation.

This is typically because you are trying to activate a product key file you have already activated on a different computer. You cannot activate the same product key file on two computers.

- Off-line activation: you get this message after loading an activation response.

This is typically because you didn't load the **original** response file you downloaded from the website, but requested a second response file.

The activation information is bound to the original response file, so you need to locate this original file and load it in the Esko Network License Manager .

9.12.4 Failure to Process the Response File

If you get the following error message: "Failure to process the response file. Be sure this response file corresponds to the latest Request file which was generated on this machine", it could be because:

- you loaded the response file on a different computer than the one where you generated the corresponding request file,
- you loaded an old response file on a computer where the corresponding license was already activated/deactivated/repared.