



User's Guide. Heidelberg Prinect Licensing.



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About This Documentation

This documentation applies to the "Heidelberg Prinect Licensing" software. This manual contains all the information you need to use Heidelberg Prinect Licensing.



Note: Remember that the printed documentation may differ in its contents from the online documentation (PDF, Online Help) as it is not always possible for technical reasons to incorporate the latest modifications into the printed manuals. You can always find the latest information in the online documentation.

"Heidelberg Prinect Licensing" consists of the following components:

- the License Server and
- the License Manager and
- the Prinect dongle (only for dongle license protection).

The License Server manages the licenses of the various Prinect software products. Usually, the licenses are activated through an online certification. If online certification is not enabled, you also need a dongle to enable and use the Prinect software products and the options you have purchased on an unrestricted basis.

The License Server software does not have its own user interface. Management of the licenses and enabling of the various options is done through the License Manager. The License Manager is connected to the License Server software and is the user interface for licensing.

The interaction between the License Manager and the License Server will be described in more detail during the course of this documentation.

Before you start ...

Structure of this Documentation

This documentation describes the range of functions of the "Heidelberg Prinect Licensing" software.

You will find information about the following topics in the various chapters:

- "Introduction" [page 11](#)

This chapter provides you with an overview of the structure and functionality of the Heidelberg Prinect Licensing software. The different types of licenses will also be presented there. Furthermore, you will find an overview of some features involved in license management.

- "User Interface" [page 23](#)

You can find a brief description of the user interface of the License Manager in this chapter.

- "License Manager - Operation" [page 27](#)

This chapter describes the operating elements of the License Manager that can be accessed through the menu bar ("License Overview", "License Assistant" and "Settings").

- "Troubleshooting" [page 103](#)

This chapter assists you with some issues that can occur when licensing your Prinect applications.

- "Questions and Answers" [page 109](#)

You will find some typical questions and answers about operation of the Heidelberg Prinect Licensing software in this chapter.

- "Error Messages" [page 117](#)

The Appendix lists and describes the error messages that can occur during operation of the Heidelberg Prinect Licensing software.

- "Installation" [page 127](#)

Normally, the Heidelberg Prinect Licensing software is installed together with a Prinect application. If you wish to install the License Server software on a separate PC, you will find instructions for a separate installation of the Heidelberg Prinect Licensing software in this chapter.

What you should already know

We assume that you are familiar with the Windows® and Mac OS X® operating systems that are supported by this application. Suitable knowledge of network configuration is required if you wish to integrate the License Server into a network environment.

Further Documentation

You will find more information in the enclosed "How to get started" leaflet.

Symbols and Styles

The following typographical conventions are used in this manual:

- References to other chapters and sections are [blue](#) (on the screen) and underlined.

Example: See "[Symbols and Styles](#)", [page 9](#).

- Quotation marks are used to indicate menus, folders, functions, hardware conditions, switch settings, system messages, etc.

Example: Set the switch to "off".

- Menus, functions and sub-functions are separated by ">".

Example: Select "File > Open...".

Before you start ...

- A plus sign is used to indicate that several keys have to be pressed at the same time.

Example: Press Alt+A.

Important Information

Important information in the text is marked by symbols at the side which are used as follows:



Warning: Contains information that must be taken into consideration to protect the user from injury.



Caution: Contains information that must be taken into consideration to prevent damage to hardware or software.



Note: Contains important general or additional information on a specific topic.



Prerequisite: Lists requirements which must be fulfilled before the steps which follow can be performed.

Overview

The "Heidelberg Prinect Licensing" licensing software comprises the following components:

- the License Server and
- the License Manager.

Architecture of a Prinect Server System Environment

Normally, just one License Server is set up in a Prinect system environment. Only in exceptions, i.e. in system environments with a great number of Prinect applications, can it be a good idea to install more than one License Server.

The License Server software makes the Prinect licenses available. For many Prinect products, the license can be enabled either via a dongle or via online licensing. In the first case, the dongle must be plugged into the License Server PC. In this process, please note that a Prinect License Server supports only one dongle per license. Accordingly, only one dongle may be plugged into the License Server PC. Other dongles may not be plugged in. Some products can be activated only with online licensing.

The License Server is a pure "server application", this means that it does not have its own user interface. The user interface for Prinect licensing is provided by its "client" application, the License Manager.

The following rules are applicable in this client-server architecture:

- Each License Server installation always includes a License Manager that is installed on the License Server PC and connected to the License Server after installation.
- In addition, a License Manager is also installed on each PC on which a Prinect software product is installed. If a License Server is already available in the system environment, the computer name or the IP address of the License Server PC is prompted during installation. The License Server PC must be accessible in the network environment. If not yet installed,

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the License Server can be installed together with the Prinect application on an application PC. Each License Manager in the system environment is connected in this way to the License Server as a "client" and can operate the License Server.

- The computer name or IP address of the License Server PC must also be known to each Prinect application because the software can be enabled only through a connection to the License Server.

The core element of the License Server is the "**L**icense **D**ata **S**tore" (LDS). All licensed options of the Prinect applications managed by the License Server are stored in the License Data Store.

License protection can be guaranteed either via a dongle or online via an Internet connection to the Heidelberg Trust Service. This connection is set up through the Prinect Maintenance Center. Which protection will be activated is decided on during installation of the License Manager software. See "[Full Installation](#)", page 129.

- You need an installation code for online protection. See "[Request the installation code](#)", page 132.
- You need a USB dongle for dongle protection. The dongle must be connected to the License Server PC.

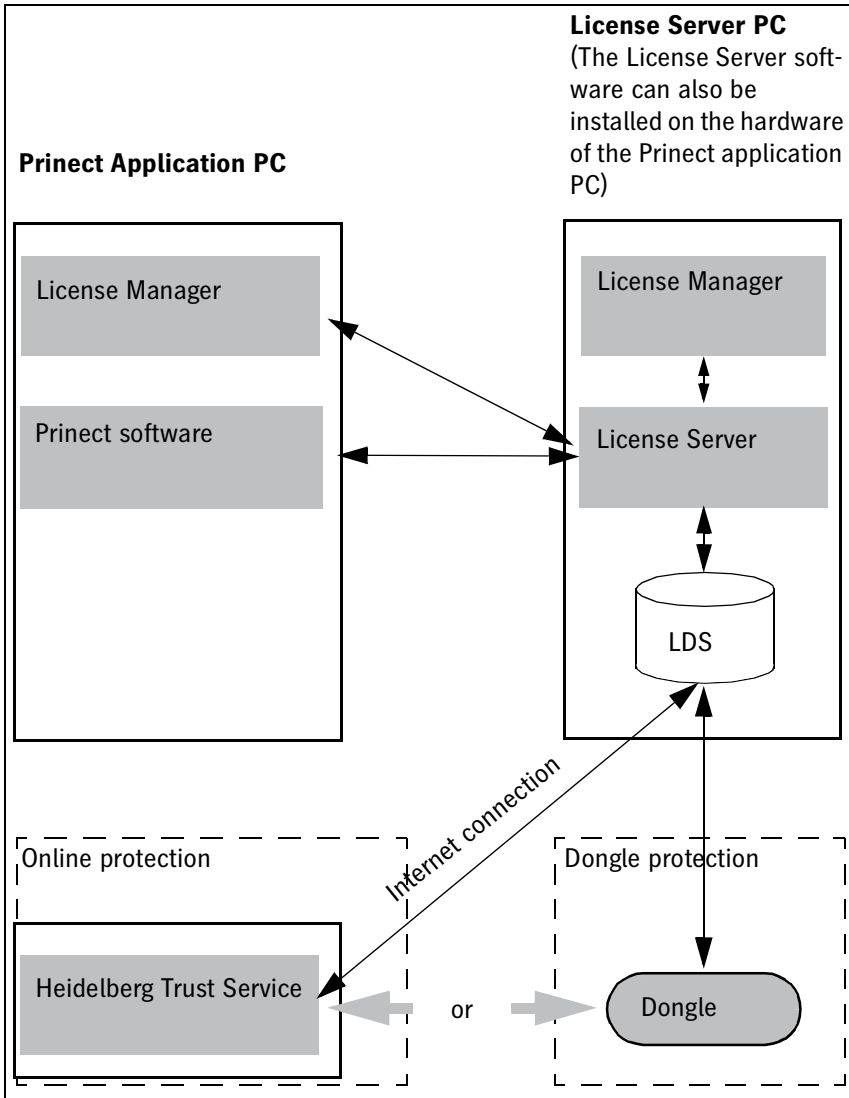


Note: By restarting the installation process, you can switch from dongle protection to online protection. Then no dongle is required.

Enabling of the individual options is controlled through license keys. Generally, several licensing options are enabled when a license key is entered in the License Manager. In addition, a License Server provides maximum flexibility when floating licenses are used (see the ["License Types", page 16](#)).

In the License Server architecture, the License Server software, the License Data Store and online protection or the dongle are separate modules. Prinect licenses can be enabled only when all modules are present and interconnected.

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Normally, the Heidelberg Prinect Licensing software (License Server and License Manager) can be installed together with a Prinect application. In other words, the License Server is installed on a Prinect application computer, for example, on a Prinect Integration Manager server. In a bigger system environment with a number of Prinect applications, it may be advisable to use a separate License Server PC. If you wish to install the License Server software on a separate PC, you will find installation instructions in the "Installation" chapter . See "[Installation](#)", [page 127](#).



Note: You can install the License Server only on a Windows PC (installation on a Mac OS X PC is not supported). However, Macintosh applications can access the License Server of a Windows PC.



Note: When several Prinect applications with different versions access a License Server, make sure that the License Server version always matches the latest Prinect software version that is in your system environment. The License Server and License Manager do not necessarily have to have the same version.



Note: Only one License Server can be accessed from a Prinect application PC. This also applies when more than one Prinect application is installed on the application PC.

License Types

There are two different types of licenses in "Heidelberg Prinect Licensing":

- Floating licenses and
- Fixed licenses.

Both license types are managed on the License Server PC. License keys are required for both license types. They enable the single options of the Prinect applications.

Explanation of the term "license":

"License" refers to the technical implementation of a right of use for Heidelberg Prinect software (you can find more details about this topic in the licensing agreement shipped with the product). A license gives you the right to use a Prinect product with a package of options. The kind and number of options in a license determine the scope of performance of the Prinect software concerned.

When you purchase a license, you receive a license key that you enter in the License Manager (see the ["License Assistant", page 42](#)). This enables the relevant license on the License Server. As a result, all the options in this license are enabled. The enabled options are listed in the License Manager (see the ["License Overview", page 29](#)). When the license is assigned to a Prinect application PC, the application concerned is "licensed" and can be used.

Normally, the License Manager displays during installation of a Prinect application. If you already have the license key at this point, you can enter it immediately and assign the license to the currently installed application (see the ["Settings", page 81](#)). If not, you can first activate the Start mode (see the ["Activating Start Mode", page 28](#)).

Floating Licenses

Floating licenses are not assigned to one particular application PC but can be used flexibly by different computers in the Prinect system environment. Floating licenses frequently mean multiple rights of use. In other words, a license for a Prinect application can be used by several Prinect PCs at the same time. Floating licenses are available only for certain Prinect products. Prinect Signa Station, Prinect PDF Toolbox or Prinect Cockpit are examples of applications that use floating licenses.

During operation, the License Server checks which floating licenses and how many of them are currently being used. When the permitted number of concurrent uses is reached, each attempt to use a further option is denied. Only when one or more of the running applications are exited can a floating license that has become available be passed on to another Prinect computer.



Note: When a Prinect application is exited properly, this application is immediately signed out of the License Server and the license becomes available. If a program closes unexpectedly (e.g. crash, power failure), then the licenses are released after a max. of 15 minutes.



Note: If a floating license is blocked by a currently unused computer, you can withdraw the license from this computer in the License Manager and make it available for another computer. See ["Used" column, page 41.](#)

Fixed Licenses

Fixed licenses are permanently assigned to one Prinect application PC or the application installed on it. Once assigned, the fixed license can no longer be used on a different PC. Fixed licenses cannot be used as "multiple licenses" on several application PCs at the same time. Prinect engines, Prinect Highres Renderer or Prinect Shooter 2 are examples of applications that use fixed licenses.

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Fixed licenses can be "removed" from one PC and assigned to another one, for example, when rehosting an application computer to another hardware. Reassigning a license like this can be done with each License Manager in the system environment that is connected to the License Server.

At any rate, a fixed license can be used only by one application computer at a time.

Licenses and Options

Each license key licenses one Prinect product (e.g. Prinect Signa Station). With this in mind, remember that Prinect applications like the Prinect Integration Manager, for example, can consist of a number of products (Cockpit, engines, Highres Renderer, etc.). Consequently, you need several license keys to license a Prinect Integration Manager.

Each product in turn usually has several options that further specify the features of the product. Products can have different options and these options can vary in number.

For example, the "Imposition Editor" option in the "PDF Toolbox" can be "Imposition Editor 52", "Imposition Editor 74" or "Imposition Editor 105", depending on which version was ordered for this option. The license may or may not include the "Barcode Editor" as an option.

The kind and number of options in a license is determined by the license key. For example, if you order one or more additional options for a product that you already have licensed, you will receive a new license key for this product that licenses both the existing and the new options.

Product Serial Number (PSN)

The product serial number is assigned when creating the license key and identifies a license. For example, if you need additional options for an existing license, the product serial number will not change although you receive a new license key.

If you use several licenses that have the same product serial number, these licenses will be managed as belonging together. This means that all the licenses with this PSN will be assigned to the same workstation if you assign one of these licenses to a new workstation.

License Data Store (LDS)

The **L**icense **D**ata **S**tore (LDS) is the core of license management. The LDS is a collection of files where all the licensing information (fixed and floating licenses) of the License Server is stored. During operation, the LDS communicates constantly with the dongle or, in the case of online protection, with the Heidelberg Trust Service. The dongle or the Heidelberg Trust Service uses licensing information from the LDS and during operation harmonizes its internal data constantly with the LDS.



Caution: A dongle is marked as "not enabled" if it is operated with a License Server that does not supply the correct LDS data. In this situation you should **never** choose "Settings > Repair LDS" while the dongle is connected. In this case, the dongle can be "enabled" temporarily in the software but the existing LDS is then no longer valid, and you must reset the dongle fully with a "reduction key" and request all the license keys again. You can request the reduction key and the license keys from Heidelberg's licensing department.

To protect the dongle from such disabling, you must first create a backup of the LDS, for example, to a USB stick, when rehosting a Prinect License Server PC to different hardware. After installation of the License Server software, you must then import the LDS to the new PC before attaching the dongle to the new PC. The License Manager has suitable options for creating a backup of the LDS and importing it (see the ["Export LDS", page 88](#) or ["Import LDS", page 92](#)).



Note: To avoid such problems that can occur with a dongle, we urgently recommend switching over to software certification.

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LDS Safeguards

The License Manager provides you with options for a backup of the LDS to keep it operational on all accounts, even if the hard disk of the License Server PC should be damaged.



Note: We strongly recommend that you create a backup of the LDS to external data media after each new licensing procedure (see the ["Export LDS", page 88](#)).

LDS Backups

You can define a backup folder for the LDS in the License Manager. Ideally, you should set up this backup folder on a second hard disk of the License Server PC on which the License Server software is not installed. When a backup folder is set up in the License Manager, LDS backups are stored daily to this backup folder. Data that are older than one month are stored by month in their own folders in the backup folder. No LDS backups are saved if you do not define a backup folder (you can find details about this in ["Define/change folder for LDS backup", page 86](#)).

LDS Export/Import

To make sure that your Prinect applications can also be used at times when the License Server is not operative (hardware damage on the License Server PC, loss of LDS data, etc.), we strongly recommend that you export your LDS data to an external volume every time you modify your licensing data. You can make a backup of your LDS data to a mobile storage medium (e.g. USB stick) or to a drive of another computer in the network environment.

Protection against failure of the Prinect License Server PC

You can proceed as follows to restore the licensing of your Prinect applications as fast as possible following a failure of the License Server PC:

Provide a substitute License Server PC



Note: If you plan to install a substitute License Server PC, remember the capabilities of your Prinect applications with regard to license buffering (see the "[License Buffer](#)", page 22).

You can install a second PC as a substitute License Server PC, but leave it disabled for the moment, i.e. do not plug on a dongle (dongle protection), if you want the License Server functionality to be available immediately after the License Server is down (or if this is a must).

If you want to use online protection, Prinect Licensing software should not yet be installed on this PC. In this case, keep the installation code ready and install the Prinect Licensing software if this computer is to be used.

You should give the substitute PC the same computer name as the original License Server PC but you should not switch it on or integrate it into the network environment.

Start the substitute License Server PC after the original License Server PC fails or is switched off. If you are using online protection, install the Prinect Licensing software and enter the installation code during installation. See "[Full Installation](#)", page 129.

Then in the License Manager import the backup LDS data from the USB stick or the share on another computer to which the LDS data were exported.

If dongle protection is used, you can then plug on the dongle and enable it in the License Manager (see "[Import LDS](#)", page 92). The new License Server is now operational.

By assigning the same computer name, you see to it that this computer can be reached immediately by the Prinect applications following the failure of the original License Server. If the computer name is different, you must first make the new name known to the Prinect applications that this is the new License Server.

If you do not wish to keep a substitute License Server PC "in reserve", when the original License Server fails, you can either set up a new computer with the appropriate operating system and install the License Server software to this PC or you can use a PC that is already in the system environment and install the

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latest version of the License Server software to this PC. Then import your LDS backup, after that plug on the dongle and enable it in the License Manager (if dongle protection is used).

In this case too, remember that you may have to make the new computer name known as the License Server name to all your Prinect applications.



Caution: Exported LDS data that refer to temporary licenses (for the Demo or Start mode) can become invalid as a result of an export/import process to another License Server PC.

License Buffer

Each Prinect application has a "license buffer" function for the case that the License Server should fail, for example, due to a hardware fault, an LDS fault or servicing on the License Server PC (reboot). This function allows you to continue your work without the License Server for a limited period of time. The License Buffer functionality is available for fixed and for floating licenses.

The License Buffer allows Prinect applications to continue running without a connection to the License Server for a period of max. 72 hours.



Note: For online protection, please take note of the information about the validity of the licensing certificate. See ["Request the installation code", page 132.](#)

E-mail Report

In the License Manager, you can set up automatic e-mail notification. This function means that you are informed automatically by e-mail about faults in operation of the License Server and you can remedy any faults in time, if need be, without constantly watching the License Manager. You will find more details about this in the "E-mail report" section. See ["E-mail report", page 100.](#)

User Interface of the License Manager

The user interface of the License Manager consists of "static" and "dynamic" elements. The static elements are always visible while the dynamic elements can change their appearance and contents depending on the operational process that is currently in progress.



The user interface has the following static elements:

- the operating panel (1) and
- the status panel (2).

User Interface

The user interface has the following dynamic elements:

- the dynamic window (3) and
- the dynamic control bar (4).

The user interface concept

The user interface of the License Manager was designed to give you the best possible overview of the system at all times. A "flat" hierarchy was therefore selected for the elements displayed, in which – with a few exceptions – there are no overlapping windows. Things can get muddled quickly, especially when several dialogs, perhaps even overlapping each other, are open at the same time. As such, the user interface has been designed so that all important settings can be made in the main window of the application.

Control Panel

The control panel is the central control element in the License Manager.



The buttons for switching between the single sections are found on the left part of the control panel.

- License Overview (see the ["License Overview", page 29](#)).
- License Assistant (see the ["License Assistant", page 42](#)) and
- Settings (see the ["Settings", page 81](#)).



If you go to a different section, the contents of the dynamic window and the dynamic control panel change.

These areas constitute the top hierarchy level within the License Manager user interface.

Tooltips

Tooltips provide you with information about the various elements in the user interface. When you leave the mouse pointer rest over a button in the dynamic control panel, for example, a small window appears after a few seconds, showing you the function of that button. The window disappears shortly afterwards.



There are two buttons to the right of the buttons for the three sections. You can use these to display the information page showing the Heidelberg Prinect Licensing version or the Online Help (question mark).



Note: You can also display the Online Help with the F1 key on the keyboard. A Help window whose content relates to the element you marked in the user interface then opens.

Dynamic window

The dynamic window displays the content of the section that you selected in the control panel. In other words, the content of the windows varies according to the section you are in. In the dynamic window of the License Manager the contents of each section are broken down further into single tabs.

User Interface

Status Panel

The status panel is located below the dynamic window. Error messages or warnings display in the status panel. You can find information about each error message in the chapter "Error Messages". See ["Error Messages and Warnings", page 117](#). You can continue to see the status panel even if the content of the dynamic window changes.

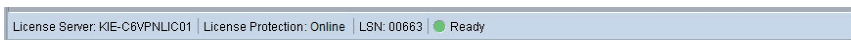


Note: In the status panel you can delete single or several messages by marking the relevant items and then right-clicking to display the context-sensitive menu where you can select the delete command you want:

- "Delete selected messages" or
- "Delete all messages".

Footer

Below the status panel, important information displays in the footer.



The following information displays in the footer:

- the name of the License Server
- the type of license protection:
 - Dongle: the license is provided via a dongle
 - Online: the license is provided via online protection (see ["Full Installation", page 129](#)).
- the LSN
- the operating state of the License Server.

Licensing a New Prinect Product

In this section, you will find an overview of the steps required to license a new product. You can find details about the various steps in the sections below.



Prerequisite: The following prerequisites must be met to be able to use the License Manager:

- The License Server that will be controlled by the License Manager is available in the system environment and running.
- The Prinect dongle is available or
- the installation code for online protection is available and online protection is enabled during installation. See "[Request the installation code](#)", page 132.
- The Prinect applications whose licensing you will edit with the License Manager are installed. You must start the License Manager on the appropriate application PC (and not on the License Server PC if this is a different computer to the application PC) if you wish to license a product version that is not yet known in the License Manager. The new product or the new version is then licensed in the License Manager and registered on the License Server when you enter the license key.
- You must have received the license keys of the Prinect products or additional options that you wish to license on a permanent basis.
- You need the license ID of a product that supports solely fixed licenses if you wish to enable the Start mode of this product. This ID is known to the technician who is doing the installation (from Heidelberg's licensing department).

Start the License Manager on the application PC on which the product that you wish to license is installed. You can now perform the following actions:

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- You can enable the Start mode if you have not yet received a license key. This lets you use the product for a limited period of time until you have received the license key.
- You can request a license key in the License Manager.
- If you already received a license key, you can enter it and, by doing so, enable the product on a permanent basis.

Activating Start Mode

Proceed as follows to activate the Start mode:

1. Display the License Assistant in the License Manager and select the "Activate Start mode" option.
2. After you click "Next", select the item that is part of the installed product in the "Product selection" dialog and click "Next".
3. Then enter the license ID for products that support solely fixed licenses. A license ID is not required for products that support floating licenses. Click "Next".



Note: The first time that you enter a license key for a "new" Prinect application, in other words, for a product that is not yet registered or for options that were not licensed so far, it is essential that you launch the License Manager on the Prinect application PC, for example, during installation of the software for the Prinect product. If you launch the License Manager on another computer, the system may look for this currently installed Prinect software version or for new options on the local computer. An error message is issued because this version is not found and licensing is not run. In this case, enter the license key again in the License Manager on the relevant Prinect application PC during or after installation of the Prinect software. This License Manager recognizes the current product version or the new options and can license them properly.

4. The "Select workstation" window displays. After you launched the License Manager on the Prinect application PC, select the "Select this workstation" option and click "Assign". This is always the case if the License Manager is launched during installation of the application software. If you launched the License Manager on another PC, select the computer name of the application PC in the "Select validated workstation" list box and click "Next".
5. Click "Activate" in the "Activate Start mode" window. The Start mode is activated. The view changes to the License Overview.

Permanent Activation of Heidelberg Prinect Licensing

Proceed as follows to activate the Prinect application version on a permanent basis

1. Go to the License Assistant in the License Manager and select "Enter license". Then click "Next".
2. Enter the license key in the "New license key" text box and click "License".
3. The license stays assigned to the workstation if you activated the Start mode beforehand. You may have to assign the license to the "workstation" if the Start mode was not activated. Do this as described above in steps 4 and 5. See ["Activating Start Mode", page 28](#).

You can find more details about the various steps in later sections of this chapter.

License Overview



Note: The License Manager must be connected to the License Server so that the current licenses of the License Server can display.

Operation



Note: You will be asked for the computer name of the License Server PC if there is no connection to the License Server (see the ["License Server address", page 81](#)). If necessary, type the computer name (or the IP address) of the License Server and click "Activate".

Tabs in the "License Overview"

The "License Overview" shows the licenses as a table:

The screenshot shows the "License Overview" window with the "Valid licenses" tab selected. The window has a menu bar with "All licenses", "Valid licenses", "Permanent licenses", and "Time-limited licenses". Below the menu bar are filters for "Workstation" (All), "Product" (All), and "LSN: 00052". The main area contains a table with the following data:

Workstation	Product / Option	State	Instances	Used
▼ Floating	Example ProductX, Version 1.0 License ID: EX-00000- License key: EX10-FL-00052-			
	▷ 01 Option 1	● permanent	100	0
	▷ 02 Option 2	● permanent	9999	0
	▷ 03 Option 3	● permanent	9999	0
	▷ 04 Option 4	● permanent	9999	0
▼ XY	Example ProductX, Version 1.0 License ID: EX-00123- PSN: 00123 License key: EX10-ND-00052-			
	▷ 01 Option 1	-	0	
	▷ 02 Option 2	● permanent	1	
	▷ 03 Option 3	● permanent	1	
	▷ 04 Option 4	● permanent	1	
▼ XYZ	Example ProductX, Version 1.0 License ID: EX-01234- PSN: 01234 License key: EX10-ND-00052-			

This section has a number of tabs. You can filter different kinds of licenses from all the licenses registered on the License Server by switching between these tabs. The following tabs are available:

- All licenses: This tab shows you all the licenses registered on the License Server.
- Valid licenses: Valid licenses are all licenses, both those of enabled Princt products or options and those that can be used to enable them by assigning them to an application computer. The licenses can be either non-expiring or time-limited. You can recognize valid licenses by the license key entry that displays below the name of the product that is

licensed. In addition, the "State" column shows either "permanent" or the date on which a time-limited license expires.

- Permanent licenses: This tab displays the licenses whose validity is non-expiring. It also displays licenses that are currently not valid because, for example, the license for a software version was replaced by a more recent version.
- Time-limited licenses: This tab shows only licenses that have a limited period of validity. It also displays licenses that are currently activated in the Demo or Start mode.

Elements in the "License Overview"

The tabs in the "License Overview" contain the following elements:

- The controls (see ["Controls", page 32](#)).

The controls consist of a number of elements that you can use to configure the view of the licenses to suit your needs.

- The table of licenses

The table of licenses is divided into the following columns:

- "Workstation?" column (see the ["Workstation" column, page 39](#))
- "Product / Option" column (see the ["Product / Option" column, page 39](#))
- "State" column (see the ["State" column, page 40](#))
- "Instances" column (see the ["Instances" column, page 40](#))
- "Used" column (see the ["Used" column, page 41](#))

Operation

Controls

The control elements let you, for example, filter the list of the licenses, refresh the license view, go to the edit mode, etc. The following control elements are available:

- Buttons for showing or hiding the licensing options (see [page 32](#))
- "Workstation?" list box (see [page 32](#))
- "Product?" list box (see [page 33](#))
- LSN display ([page 34](#))
- Button for refreshing the view (see [page 34](#))
- Button for switching to the edit mode (see [page 34](#))
- Button for creating a printable HTML file with the current license overview (see [page 35](#))

Buttons for showing or hiding the licensing options

Use these buttons to show or hide details about the licensing options.



Licensing options that were hidden display again when you click this button.



The licensing options are hidden when you click this button. This shows you a more clearly structured list of the licenses and lets you find certain licensing items fast.

"Workstation" list box

This list box lets you filter all the licenses of a certain application computer if you manage the licenses of several Prinect products that are installed on different application computers.



Note: The "Workstation" list box only shows application computers that are known to the License Server.

In addition to the names of the single computers, you can select the following items in the list box:

- All

All licenses known to the License Server are shown.

- Unassigned

Only the licenses that are not assigned to any application computer are shown.

- Assigned

Only the licenses that are assigned to an application computer are shown.

"Product" list box

This list box lets you filter the table of licenses by Prinect products.



Note: Only products that are known to the License Server are available in the "Product" list box.

The "Workstation" and "Product" list boxes are interactive filters. This means that when you select a certain workstation, only the licenses assigned to this workstation display and that the products that you can select are limited to this filtered list. If you set "All" in the "Workstation" list box, all the products set in the "Product" list box will display. The same applies vice versa if you first restrict your selection to a certain product.

In addition to the various product items, the list box contains the following items:

- All

The licenses of all the registered products display.

Operation

- Newest version

Only the licenses of the most recent products display, in other words, the latest version of all registered versions of a product.

Display of the LSN xxxxx

The **L**icense **S**erver **S**erial **N**umber (LSN) identifies your installation code or is part of the installation code (online license protection) or it identifies your dongle. A unique LSN is assigned to each installation code or dongle. This number is printed on the dongle. When you order new licenses, you must specify the LSN because each Prinect license is assigned only to one particular LSN. The License Data Store (LDS) where all your licenses are stored is also linked directly to the LSN.

"Refresh license overview" button



The list of licenses is refreshed when you click this button. When new licenses on the License Server are enabled in the License Manager on another computer, you can run a comparison with the License Server by means of this button and update the licenses displayed.

"Switch license overview to edit mode" button



Normally, this button appears as a closed lock. In this state, you can only view the licenses but cannot modify them.



The icon changes to an open lock when you click this button. The "edit mode" is enabled in this state. This means that you can modify the licenses.

Depending on the configuration of your License Server, a dialog can display at this point, prompting you to enter a password. The user name displayed and the password were assigned during installation of the License Server or set in "Settings > Password". In this case, you can enable the edit mode only after you enter the password.

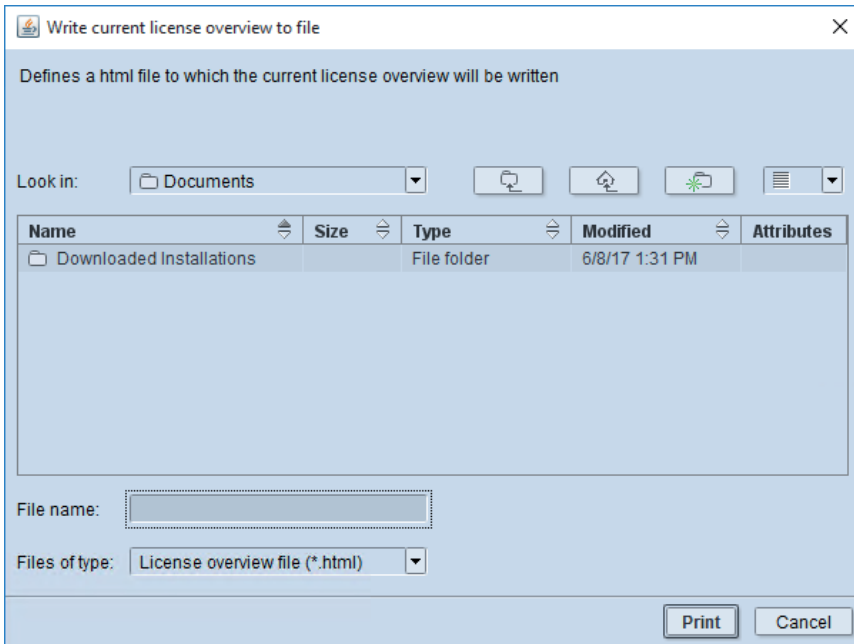
For details on the edit mode, see ["Assign and Release Licenses", page 77](#).

"Store information about the license overview in a printable html file" button



The "Write current license overview to file" dialog opens when you click this button.

Operation



In this dialog you can select a path on the computer where the License Manager is open to which the HTML file will be filed. Click "Print" to create the HTML file.

The HTML file that is created contains an overview of all the licenses registered on the License Server.

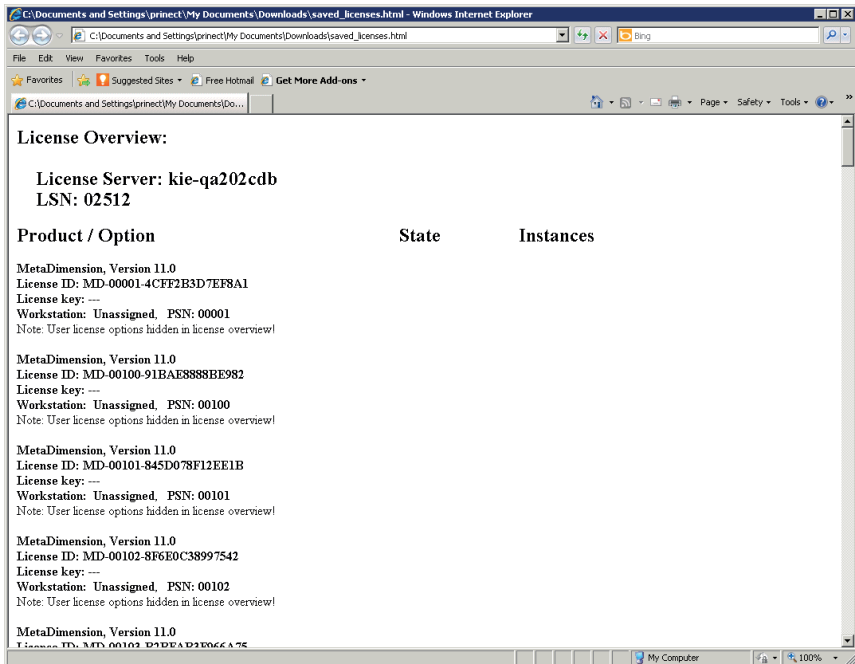


Table of Licenses

The table of licenses lists all the licenses registered on the License Server with their features. You can filter or reduce the list of licenses using the control elements (see the ["Control Panel", page 24](#)) and only licenses that match the filter criteria display.

In the table, each item in a row in the "Workstation" column corresponds to a product license.

Each item in a row in the other columns corresponds to an option, unless the option view is hidden (see the ["Buttons for showing or hiding the licensing options", page 32](#)).

Operation



Note: You can find more information about the relationship between licenses, products and options in the "Licenses and Options" section. See ["Licenses and Options", page 18.](#)

Workstation	Product / Option	State	Instances	Used
▼ Floating	Example ProductX, Version 1.0 License ID: EX-00000- License key: EX10-FL-00052-			
	▷ 01 Option 1	● permanent	100	0
	▷ 02 Option 2	● permanent	9999	0
	▷ 03 Option 3	● permanent	9999	0
	▷ 04 Option 4	● permanent	9999	0
▼ XY	Example ProductX, Version 1.0 License ID: EX-00123- PSN: 00123 License key: EX10-ND-00052-			
	▷ 01 Option 1	-	0	
	▷ 02 Option 2	● permanent	1	
	▷ 03 Option 3	● permanent	1	
	▷ 04 Option 4	● permanent	1	
▼ XYZ	Example ProductX, Version 1.0 License ID: EX-01234- PSN: 01234 License key: EX10-ND-00052-			



Note: You can hide the options belonging to a license by clicking the triangle in the "Workstation" column. You can show them again by clicking the triangle once again. You can use the relevant buttons in the controls if you wish to show or hide the options of all the licenses at one go (see the ["Buttons for showing or hiding the licensing options", page 32.](#))

The table of licenses has the following columns:

- Workstation (see the ["Workstation" column, page 39](#))
- Product/Option (see the ["Product / Option" column, page 39](#))
- State (see the ["State" column, page 40](#))
- Instances (see the ["Instances" column, page 40](#))
- Used (see the ["Used" column, page 41](#))

"Workstation" column

This column lists each product licensed on the License Server by row. This column indicates the assignment state of each license. The licenses can have the following states:

- Assigned:

The license is assigned to a workstation. The name of the application computer displays in this column.

- Unassigned:

The license is not (yet) assigned to a workstation. A small warning triangle in the workstation icon indicates this.

A product serial number (PSN) also displays for fixed licenses (assigned or not assigned) (see the ["Product Serial Number \(PSN\)", page 18](#)).

- Floating:

The license is "floating". This means that it is not assigned to one particular workstation but can be used as required by different computers.

"Product / Option" column

The following information displays in this column:

- The name of the Prinect product
- The version number of the product
- The license ID

The license ID identifies each purchased Prinect license. The ID is required to enable the Start mode.

- The license key

The license key displays if the product concerned is enabled with a valid license. The license key does not display if there is no valid license because, for example, a time-limited license has expired.

Operation

- The licensing options

You can show or hide the licensing options (see the ["Buttons for showing or hiding the licensing options", page 32](#)). You can see the contents of the "State", "Instances" and "Used" columns only if the options are shown.

"State" column

This column indicates the validity state of each licensing option. Five states are possible:

- Permanent

Indicated by a green dot. The option is enabled on a permanent basis.

- Time-limited

Indicated by a yellow clock. The expiry date of the license also displays.

- Demo mode

Indicated by an eye. The expiry date of the license also displays.

- Start mode

Indicated by a triangle. The expiry date of the license also displays.

- Not licensed

Indicated by a dash (hyphen). The option cannot be used.

"Instances" column

The number of entities available for an option is shown in this column. The number of instances indicates how often an option can be used at the same time in the system environment.

For example, if 20 instances are available for each option for the "Princt Cockpit", then 20 Cockpit applications can be used at the same time. You can only use one more application if another Cockpit application was first exited. Several instances can be licensed both for fixed and for floating licenses.

A maximum value of permitted instances is given for some options, for example, "1 (max 3)". This means that one instance is licensed and that a maximum of three instances can be licensed. A new license key would be required for this.

"Used" column

This column shows how many of the licensed instances of an option are currently in use.



Note: The number of used instances shown is not always up-to-date because this information is compared with the data on the License Server only on request. Click the "Refresh license overview" button to update the information (see the ["Refresh license overview" button, page 34](#)).

You can find out on which computer an instance is currently running if you click this item in this column with the left mouse button. If several licenses are available and are currently being used, all computers that are currently using the relevant license option display.

For floating licenses, you can remove the license from a computer by clicking that computer name in the "Used" column. Then another computer can use this license, provided the application in question starts within approx. 5 minutes. After you click the computer name, a warning dialog appears, in which you have to confirm the withdrawal of the license.

With this method, for example, you might be able to use an application with a floating license, although there is no free license available.

Example:

An employee used an application with only one available floating license and did not close the application before he/she left work. If this computer can not be operated by other colleagues (password protection), this license would be blocked until the employee concerned is back at work. In the manner described above, you can withdraw the floating license from this computer in the License Manager so that it is free again for another computer.

Operation

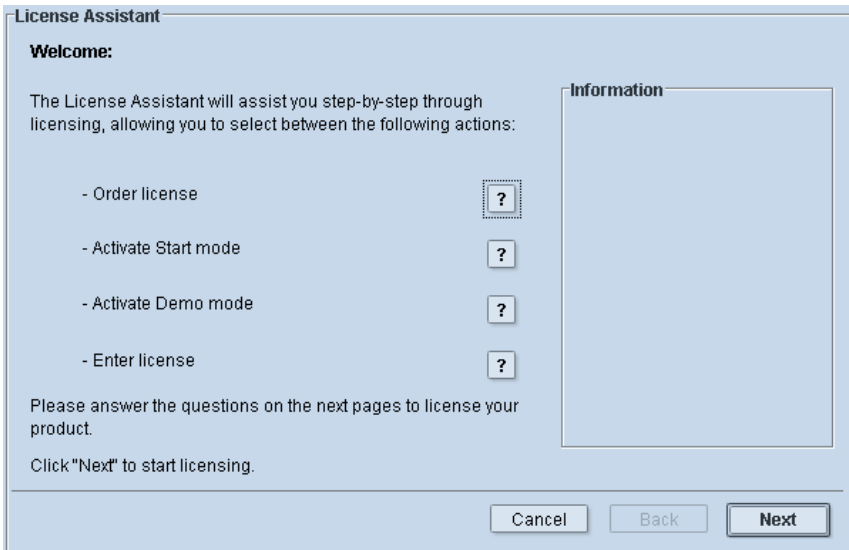
License Assistant

The License Assistant guides you step-by-step through the request for a license key or through the temporary or non-expiring licensing of your Prinect products.

You can perform the following actions with the License Assistant:

- request a new license,
- activate the Start mode,
- activate the Demo mode or
- enter a license key to enable a product on a permanent basis.

When you go to the "License Assistant", you first see the startup page of the License Assistant:



This page shows you an overview and information about the License Assistant.



Note: Click the question mark beside an item of action to display a brief description of this action in the "Information" box.

Click "Next" to go to the next step.

License Assistant

Select your action:

Do you wish to order a license or enable one?

If you do not have any licensing data for your product, please select one of the following actions:

- Order license
- Activate Start mode
- Activate Demo mode

If you have your licensing data, please select:

- Enter license
- Import license file

Click "Next" to continue with licensing.

Cancel Back **Next**

In this step, you select which task you would like to do with the help of the License Assistant. You can choose from the following actions:

- "Order license" (see the ["Ordering a License", page 44](#))
- "Activate Start mode" (see the ["Activating Start Mode", page 58](#))
- "Activate Demo mode" (see the ["Activating the Demo Mode", page 63](#))
- "Enter license" (see the ["Entering a License", page 67](#))
- "Import license file" (see the ["Import license file", page 72](#))



Note: Remember the following items when you select an action:

Operation

- You can activate the Demo mode of a product only after you entered a license key.
- You can no longer activate the Start mode of a product if this product was already enabled with a license key.

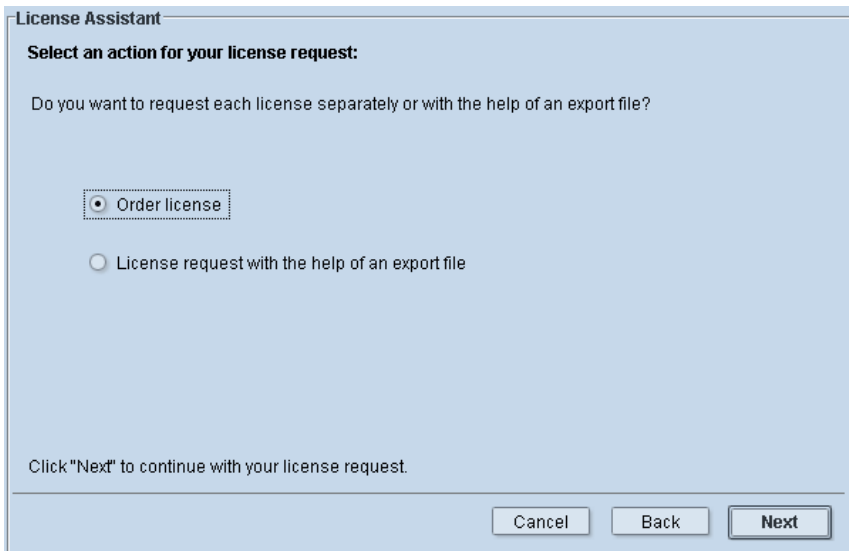
Mark the action you want and click "Next". The License Assistant continues, with the steps varying according to the action you selected.

Ordering a License



Note: To order a license key, please contact a Heidelberg agency.

You go to the following window if you select "Order license" and click "Next":



The image shows a screenshot of a software dialog box titled "License Assistant". The dialog has a light blue background and a thin border. At the top, it says "License Assistant" in a small font. Below that, the main heading is "Select an action for your license request:". The question posed is "Do you want to request each license separately or with the help of an export file?". There are two radio button options: "Order license" (which is selected and highlighted with a dashed border) and "License request with the help of an export file". At the bottom of the dialog, there is a text prompt "Click 'Next' to continue with your license request." and three buttons: "Cancel", "Back", and "Next".

You can choose between the following options:

- "Order license" (see the ["Order license" option, page 45](#))

This option lets you compile the information that you must send to your Heidelberg agent so that you can order a new license key. A file with data is not created; the information is only displayed on the screen.

- "License request with the help of an export file" (see the ["License request with the help of an export file" option, page 51](#))

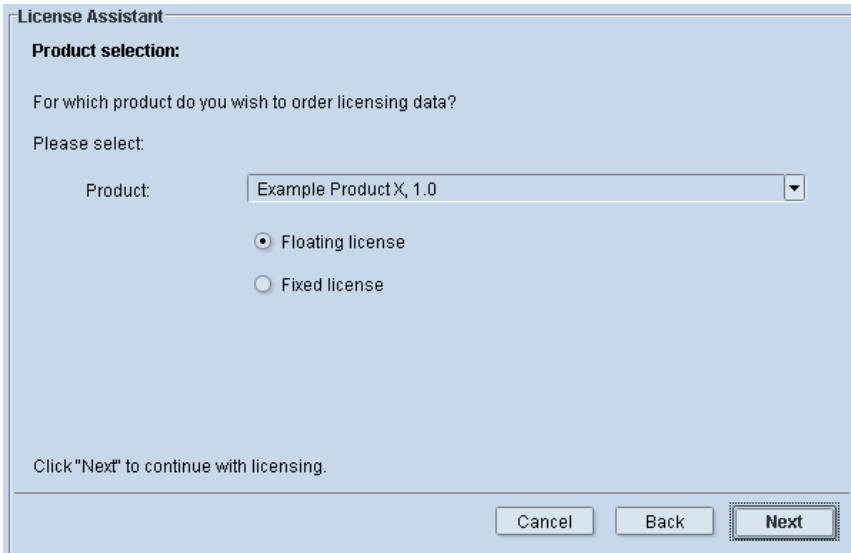
This option lets you compile the information that you need to order a new license key. The information is written to a file that you can send by e-mail to your agency.

Select an option and click "Next". The License Assistant continues, with the steps varying according to the option you selected.

"Order license" option

The "Product selection" dialog opens when you select "Order license" and click "Next":

Operation



License Assistant

Product selection:

For which product do you wish to order licensing data?

Please select:

Product:

Floating license

Fixed license

Click "Next" to continue with licensing.

The dialog contains the following elements:

- "Product" list box:

Select the product and the version number for which you would like to order a license key.



Note: It is possible that the "Product" list box also presents product versions that are not yet known to the License Server. These are marked as "not registered".

- "Floating license" option and
- "Fixed license" option

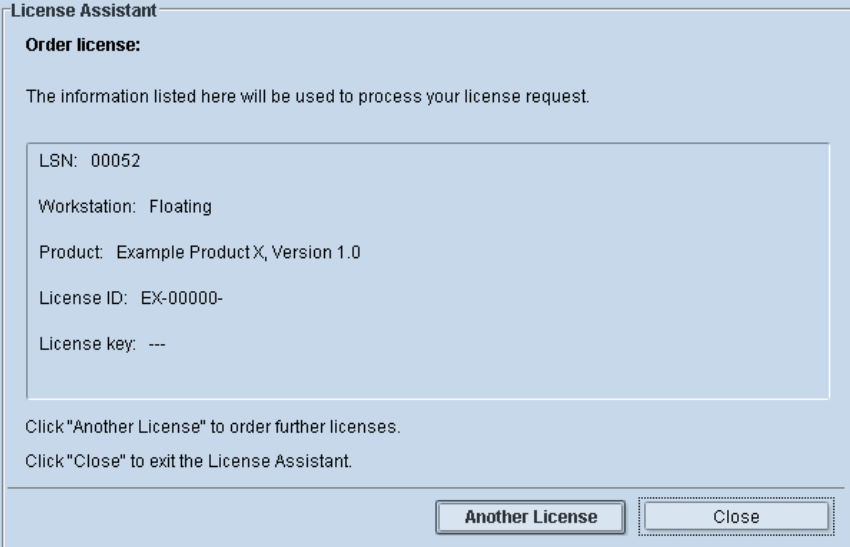
For some Prinect products, you can choose between a floating license and a fixed license. Select the option you want. The license type is set for other products. The relevant option is then set by default. For details, see ["License Types", page 16](#)

Select the parameters you want and click "Next". The License Assistant continues, with the process varying according to what you selected. The following cases are possible:

- Case 1: Only floating licenses can be used for the selected product [page 47](#).
- Case 2: Only fixed licenses can be used for the selected product [page 48](#).
- Case 3: Floating or fixed licenses can be used for the selected product, and floating licenses will be requested [page 49](#).
- Case 4: Floating or fixed licenses can be used for the selected product, and fixed licenses will be requested [page 50](#).

Case 1: Only floating licenses can be used for the selected product.

When you click "Next", a window displays, showing you the information for requesting a license key:



The screenshot shows a dialog box titled "License Assistant". Inside, there is a section "Order license:" followed by the text "The information listed here will be used to process your license request." Below this is a large rectangular area containing the following information:

- LSN: 00052
- Workstation: Floating
- Product: Example ProductX, Version 1.0
- License ID: EX-00000-
- License key: ---

Below the information area, there are two lines of text: "Click 'Another License' to order further licenses." and "Click 'Close' to exit the License Assistant." At the bottom right of the dialog box, there are two buttons: "Another License" and "Close".

Operation

Click "Another License" to restart the License Assistant. Click "Close" to exit the License Assistant.

Case 2: Only fixed licenses can be used for the selected product

The following window displays when you click "Next":

The screenshot shows a dialog box titled "License Assistant" with a "Select workstation:" section. It displays the LSN as "00052" and the Product as "Example Product Y, Version 1.0". Below this, it asks the user to choose between three actions: "Choose workstation:" (selected), "Choose license ID:", and "Enter new license ID:". The "Choose workstation:" option has a dropdown menu showing "XXX". The "Choose license ID:" option has a dropdown menu showing "EY-00001-". The "Enter new license ID:" option has an empty text input field. At the bottom, there are three buttons: "Cancel", "Back", and "Next". The "Next" button is highlighted with a dashed border. A note at the bottom of the dialog says "Click 'Next' to continue with your license request using an export file."

You can select one of the following options in this window:

- "Choose workstation"

You can enable this option and select the relevant workstation if the Princt application that you want to request the license key for is already installed on a workstation computer. The fixed license is then requested for the product (or its license ID) that is installed on this workstation.

- "Choose license ID"

The license ID of a product is known to the License Server if you wish to request the license key for this product that is already activated in the

Start mode. You can then enable this option and select the relevant license ID.

- "Enter new license ID"

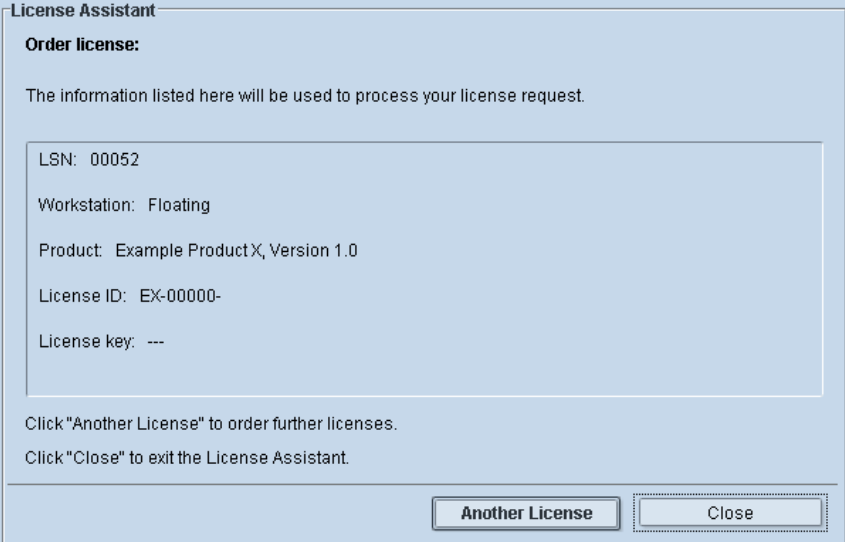
You can enable this option and enter the license ID if you already received the product but have not installed it so far.

When you click "Next", a window displays, showing you the information for requesting the license key.

Click "Another License" to restart the License Assistant. Click "Close" to exit the License Assistant.

Case 3: Floating or fixed licenses can be used for the selected product, and floating licenses will be requested.

When you click "Next", a window displays, showing you the information for requesting a license key:



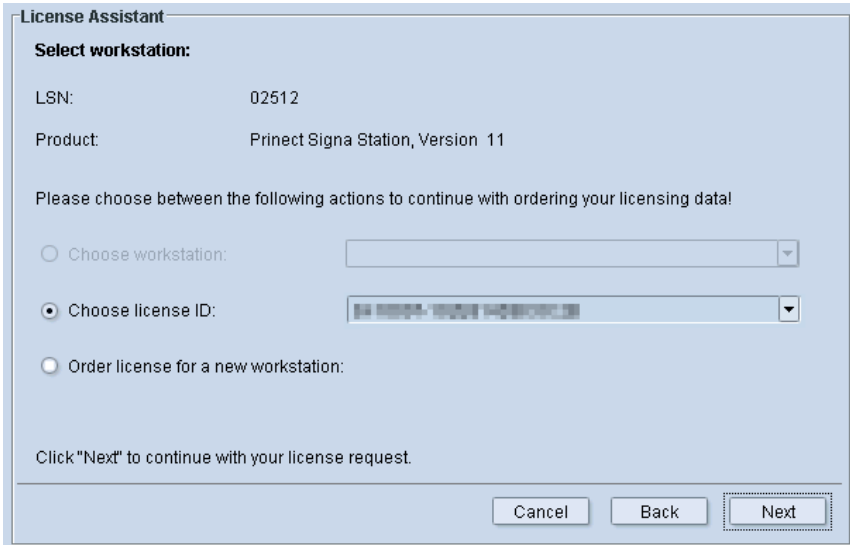
The screenshot shows a dialog box titled "License Assistant". Inside, there is a section "Order license:" followed by the text "The information listed here will be used to process your license request." Below this is a large rectangular area containing the following text: "LSN: 00052", "Workstation: Floating", "Product: Example Product X, Version 1.0", "License ID: EX-00000-", and "License key: ---". At the bottom of the dialog, there are two buttons: "Another License" and "Close".

Operation

Click "Another License" to restart the License Assistant. Click "Close" to exit the License Assistant.

Case 4: Floating or fixed licenses can be used for the selected product, and a fixed license will be requested.

The following window displays when you click "Next":



The screenshot shows a dialog box titled "License Assistant". It has a section "Select workstation:" with the following information:

LSN:	02512
Product:	Princt Signa Station, Version 11

Below this, it says "Please choose between the following actions to continue with ordering your licensing data!". There are three radio button options:

- Choose workstation: [dropdown menu]
- Choose license ID: [dropdown menu]
- Order license for a new workstation:

At the bottom, it says "Click 'Next' to continue with your license request." and there are three buttons: "Cancel", "Back", and "Next". The "Next" button is highlighted with a dashed border.

You can enable one of the following options in this window:

- "Choose license ID"

The license ID of a product is known to the License Server if you wish to request the license key for this product that is already activated in the Start mode. You can then enable this option and select the relevant license ID.

- "Order license for a new workstation"

Select this option if you know at an early stage that you want to request a license key for a product that is not yet installed and whose license ID is not yet on hand.

When you click "Next", a window displays, showing you the information for requesting the license key.

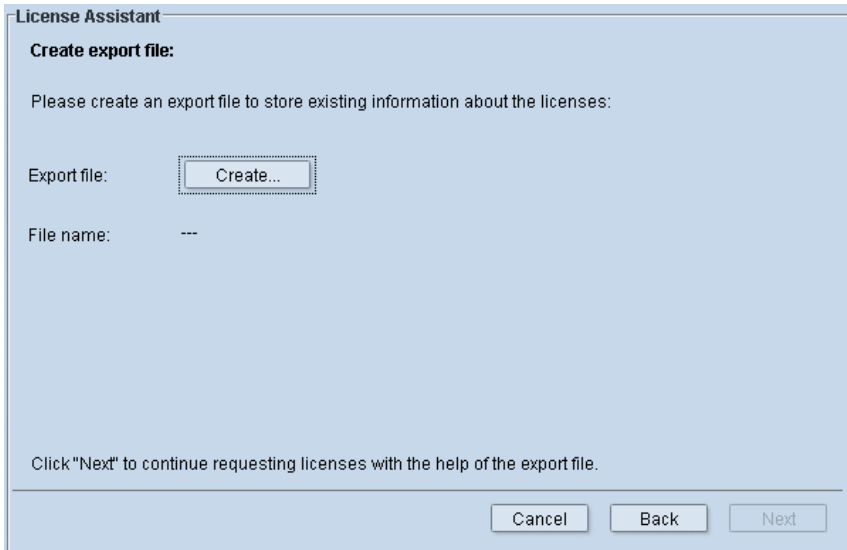
Click "Another License" to restart the License Assistant. Click "Close" to exit the License Assistant.

"License request with the help of an export file" option

This option lets you compile the information that you need to order a new license key. The information is written to a file that you can send by e-mail to your agency.

The following window displays when you enable this option and click "Next":

Operation



Click "Create". A dialog opens where you can select the folder in which the request file will be saved. Enter a file name for the request file as well and click "Create".

The folder selection dialog closes and the path and file name display in "File name".



Note: Make a note of these details so that you can find the export file later when you send it.

Click "Next". The "Product selection" dialog opens:

License Assistant

Product selection:

Please choose the next product that you wish to request licensing data for.

Please select:

Product:

Floating license

Fixed license

Click "Next" to continue with your license request using an export file.

The dialog contains the following elements:

- "Product" list box:

Select the product and the version number that you want to enable with the license key.



Note: It is possible that the "Product" list box also presents product versions that are not yet known to the License Server. These are marked as "not registered".

- "Floating license" option and
- "Fixed license" option

For some Prinect products, you can choose between a floating license and a fixed license. Select the option you want. The license type is set for other products. The relevant option is then set by default. For more details about license types, see ["License Types", page 16](#).

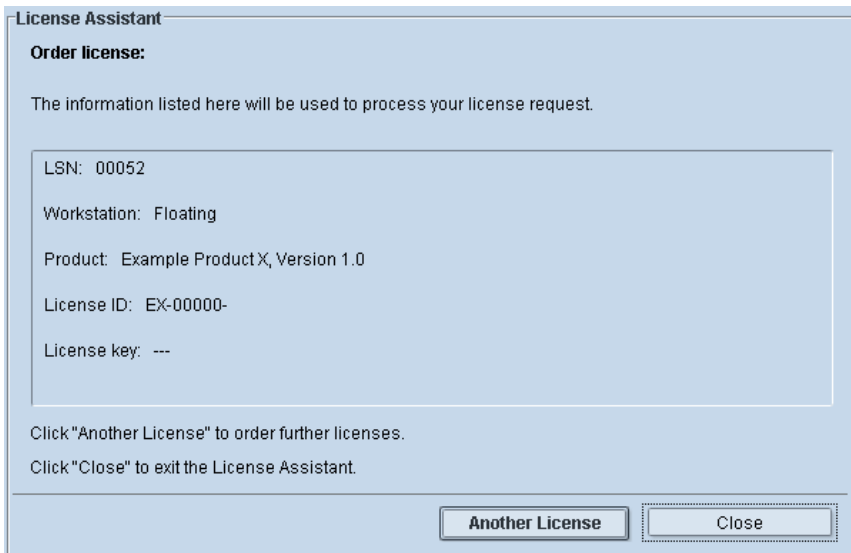
Operation

Select the parameters you want and click "Next". The License Assistant continues, with the process varying according to what you selected. The following cases are possible:

- Case 1: Only floating licenses can be used for the selected product [page 54](#).
- Case 2: Only fixed licenses can be used for the selected product [page 55](#).
- Case 3: Floating or fixed licenses can be used for the selected product, and floating licenses will be requested [page 56](#).
- Case 4: Floating or fixed licenses can be used for the selected product, and fixed licenses will be requested [page 57](#).

Case 1: Only floating licenses can be used for the selected product.

When you click "Next", a window displays, showing you the information for requesting a license key:

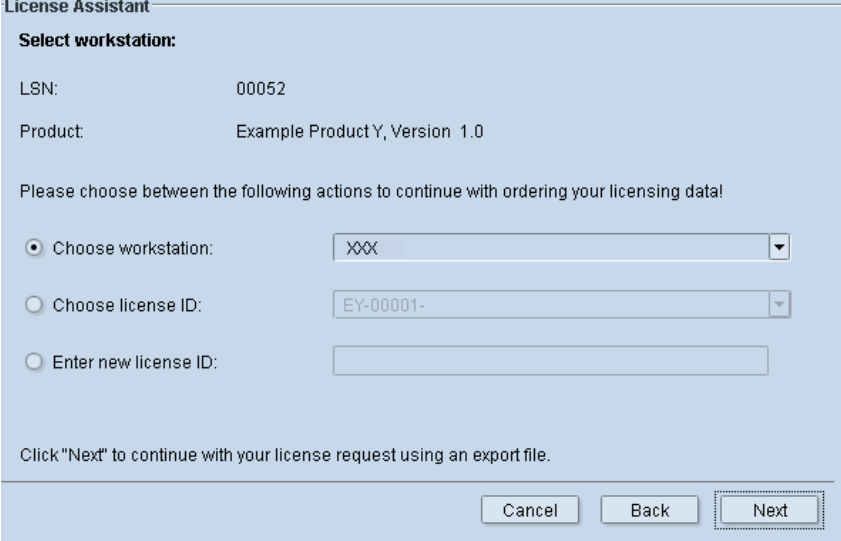


The screenshot shows a dialog box titled "License Assistant" with a light blue background. The main heading is "Order license:". Below this, a line of text states: "The information listed here will be used to process your license request." A large rectangular box contains the following information: "LSN: 00052", "Workstation: Floating", "Product: Example Product X, Version 1.0", "License ID: EX-00000-", and "License key: ---". Below this box, two lines of text provide instructions: "Click 'Another License' to order further licenses." and "Click 'Close' to exit the License Assistant." At the bottom right, there are two buttons: "Another License" and "Close".

Click "Another License" to create the license request file and restart the License Assistant. Click "Close" to create the license request file and exit the License Assistant.

Case 2: Only fixed licenses can be used for the selected product

The following window displays when you click "Next":



License Assistant

Select workstation:

LSN: 00052

Product: Example Product Y, Version 1.0

Please choose between the following actions to continue with ordering your licensing data!

Choose workstation: XXX

Choose license ID: EY-00001-

Enter new license ID:

Click "Next" to continue with your license request using an export file.

Cancel Back Next

You can select one of the following options in this window:

- "Choose workstation"

You can enable this option and select the relevant workstation if the Prinect application that you want to request the license key for is already installed on a workstation computer. The fixed license is then requested for the product (or its license ID) that is installed on this workstation.

- "Choose license ID"

The license ID of a product is known to the License Server if you wish to request the license key for this product that is already activated in the

Operation

Start mode. You can then enable this option and select the relevant license ID.

- "Enter new license ID"

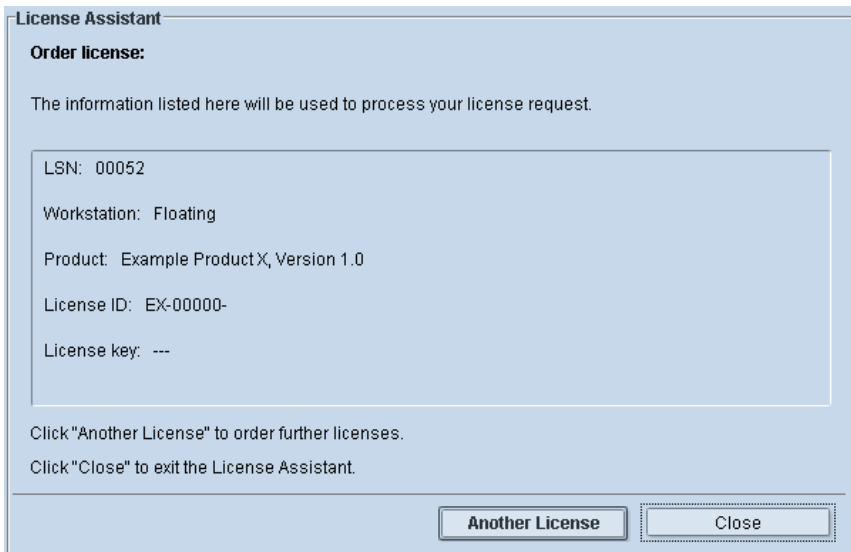
You can enable this option and enter the license ID if you already received the product but have not installed it so far.

When you click "Next", a window displays, showing you the information for requesting the license key.

Click "Another License" to create the license request file and restart the License Assistant. Click "Close" to create the license request file and exit the License Assistant.

Case 3: Floating or fixed licenses can be used for the selected product, and floating licenses will be requested.

When you click "Next", a window displays, showing you the information for requesting a license key:



The screenshot shows a dialog box titled "License Assistant" with a light blue background. The main heading is "Order license:". Below this, a line of text states: "The information listed here will be used to process your license request." A large rectangular box contains the following information: "LSN: 00052", "Workstation: Floating", "Product: Example Product X, Version 1.0", "License ID: EX-00000-", and "License key: ---". Below this box, two lines of text provide instructions: "Click 'Another License' to order further licenses." and "Click 'Close' to exit the License Assistant." At the bottom right of the dialog, there are two buttons: "Another License" and "Close".

Click "Another License" to create the license request file and restart the License Assistant. Click "Close" to create the license request file and exit the License Assistant.

Case 4: Floating or fixed licenses can be used for the selected product, and a fixed license will be requested.

The following window displays when you click "Next":

License Assistant

Select workstation:

LSN: 02512

Product: Prinect Signa Station, Version 11

Please choose between the following actions to continue with ordering your licensing data!

Choose workstation:

Choose license ID:

Order license for a new workstation:

Click "Next" to continue with your license request.

Cancel Back Next

You can enable one of the following options in this window:

- "Choose license ID"

The license ID of a product is known to the License Server if you wish to request the license key for this product that is already activated in the Start mode. You can then enable this option and select the relevant license ID.

Operation

- "Order license for a new workstation"

Select this option if you know at an early stage that you want to request a license key for a product that is not yet installed and whose license ID is not yet on hand.

When you click "Next", a window displays, showing you the information for requesting the license key.

Click "Another License" to create the license request file and restart the License Assistant. Click "Close" to create the license request file and exit the License Assistant.

Activating Start Mode

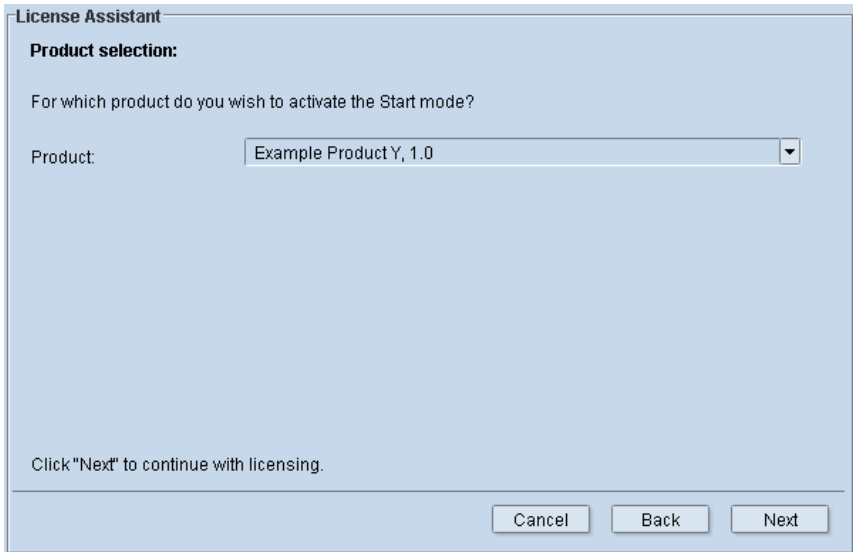
You can activate the "Start mode" if you have not yet received a license key for your new Prinect Applikation. In the Start mode, you can use the full scope of your product for 15 days and then enable it on a permanent basis with the license key. We recommend that you order the license key at the same time you activate the Start mode.

To activate the Start mode with the License Assistant, select the "Activate Start mode" option in the "Select your action" window and then click "Next".



Note: There are products for which the Start mode is not possible. In this case, the "Activate Start mode" option is dimmed.

The "Product selection" window displays:



The image shows a dialog box titled "License Assistant". Inside, there is a section labeled "Product selection:" with the question "For which product do you wish to activate the Start mode?". Below this is a "Product:" label followed by a list box containing "Example Product Y, 1.0". At the bottom of the dialog, there is a text prompt "Click 'Next' to continue with licensing." and three buttons: "Cancel", "Back", and "Next".

Select the product for which you wish to activate the Start mode.



Note: The "Product" list box also presents product versions that are not yet known to the License Server. These are marked as "not registered".

Click "Next". The "Enter license ID" window displays. The License Serial Number (LSN) and the product name and product version display in this window.

Operation

License Assistant

Enter license ID:

LSN: 00052

Product: Example Product Y, Version 1.0

Enter the license ID to activate the Start mode!

License ID:

Click "Next" to continue with licensing.

Cancel Back Next

The License ID parameter in this window can vary:

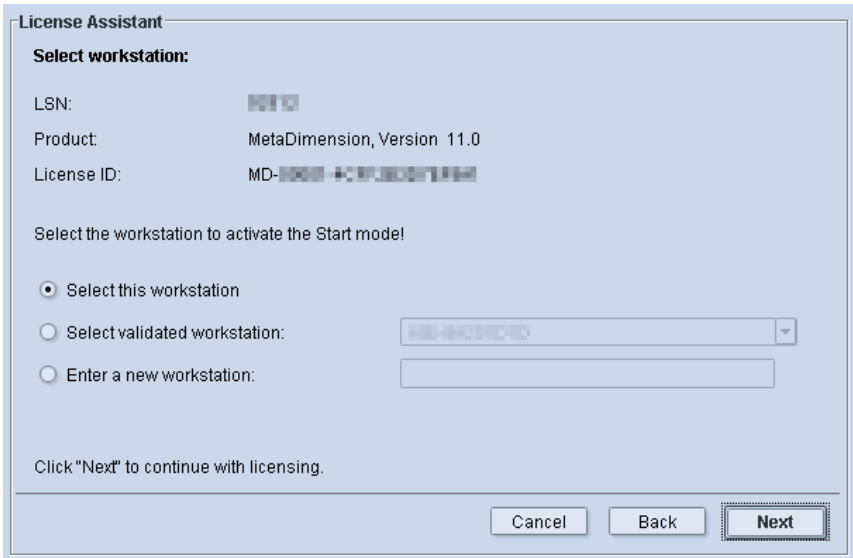
- You must also enter the license ID of a selected product that supports solely fixed licenses if you wish to activate the Start mode of this product.
- You do not have to enter a license ID for products that support floating licenses. In this case, the license ID displays instead of the text box.



Note: If a product can be used for both a fixed license and a floating license, you can activate the Start mode only for the floating license.

Click "Next".

The "Select workstation" window displays.



The following options are available for activating the Start mode for a product installed on a workstation computer:

- Select this workstation

Select "Select this workstation" if you run the License Manager on a Prinect application computer where the application that will be activated in the Start mode is installed.

- Select validated workstation

Enable "Select validated workstation" and select the name of the computer concerned in the list box if you want to activate the Start mode for an application that is installed on another computer that is already registered on the License Server.

Operation

- Enter a new workstation

Enable "Enter a new workstation" and enter the name of the computer or its IP address in the text box if you want to activate the Start mode for an application that is installed on a computer that is not yet registered on the License Server.

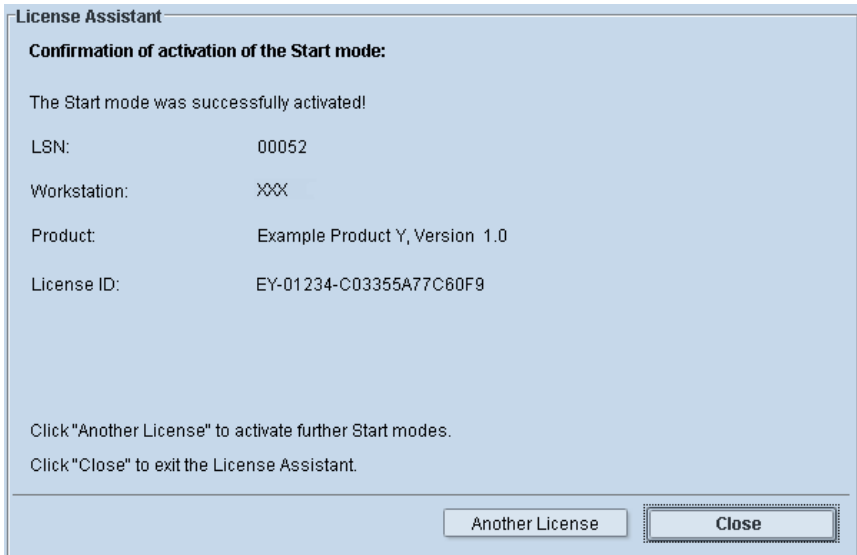
Then click "Next".

The "Activate Start mode" window displays:

The screenshot shows a dialog box titled "License Assistant" with a sub-header "Activate Start mode:". Below the sub-header is a paragraph explaining that Start mode allows operation for 15 days before a license is required. Below this is a list of fields: LSN (00052), Workstation (XXX), Product (Example Product Y, Version 1.0), and License ID (EY-01234-C03355A77C60F9). At the bottom, there is a message "Click 'Activate' to activate the Start mode." and three buttons: "Cancel", "Back", and "Activate". The "Activate" button is highlighted with a dashed border.

LSN:	00052
Workstation:	XXX
Product:	Example Product Y, Version 1.0
License ID:	EY-01234-C03355A77C60F9

Click "Activate" to activate the Start mode. The "Confirmation of activation of the Start mode" window displays:



You can now activate another license or close the License Assistant.

Activating the Demo Mode

The "Demo mode" lets you enable all the options of a Prinect product for a period of 30 days. In this way, you can test a product and all its options to find out whether one or the other additional option enhances your workflow. All the options of a Prinect product are always installed on principle during installation of the product but licensing controls which options can actually be used. When you activate the Demo mode, you can use all the options immediately without having to rerun the installation.



Caution: The "Demo mode" can only be selected once for a product version. You can no longer activate the Demo mode after the 30 days expire.

Operation

To activate the Demo mode with the License Assistant, select the "Activate Demo mode" option in the "Select your action" window and then click "Next".



Note: There are products for which the Demo mode is not possible. In this case, the "Activate Demo mode" option is dimmed.

The "Product selection" window displays:

License Assistant

Product selection:

For which product do you wish to activate the Demo mode?

Product:

Click "Next" to continue with licensing.

Cancel Back Next

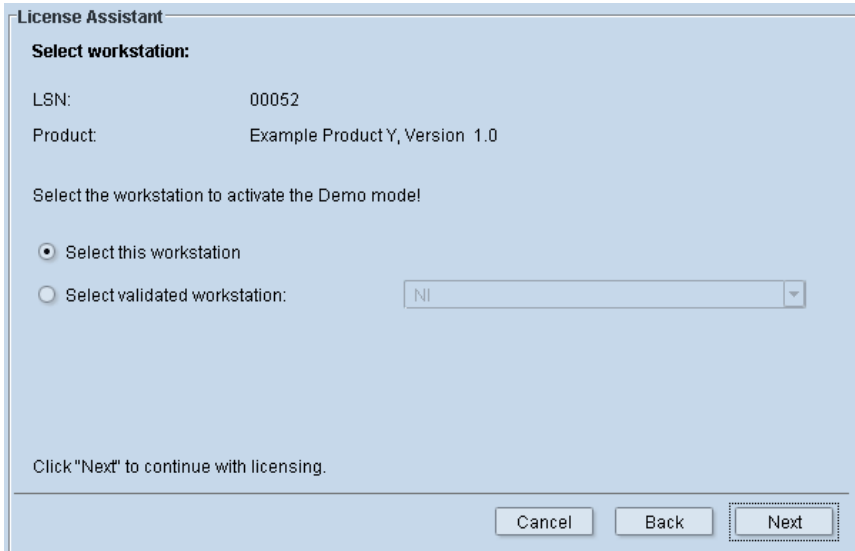
Select the product for which you wish to activate the Demo mode.



Note: The "Product" list box also presents product versions that are not yet known to the License Server. These are marked as "not registered".

Click "Next".

You must select a workstation that will be assigned to this activation if you wish to enable the Demo mode for a product that supports only fixed licenses. In this case, the "Select workstation" window displays. The "Select workstation" window does not display if you wish to activate the Demo mode for a product that supports floating licenses.



The image shows a dialog box titled "License Assistant". It has a light blue background and a white border. The title bar is at the top. Below the title bar, the text "Select workstation:" is displayed. Underneath, there are two lines of text: "LSN: 00052" and "Product: Example Product Y, Version 1.0". Below this, the instruction "Select the workstation to activate the Demo mode!" is shown. There are two radio button options: "Select this workstation" (which is selected) and "Select validated workstation:". To the right of the second option is a dropdown list box containing the text "NI". At the bottom left, there is a line of text: "Click 'Next' to continue with licensing.". At the bottom right, there are three buttons: "Cancel", "Back", and "Next". The "Next" button is highlighted with a dashed border.

Select the computer name of the application PC in the "Select validated workstation" list box.

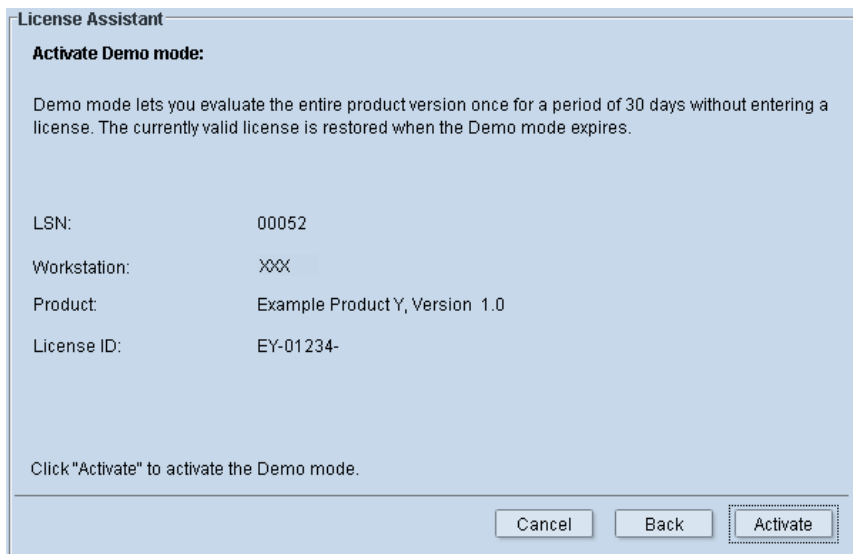


Note: Only workstations that are already assigned a license are presented for selection.

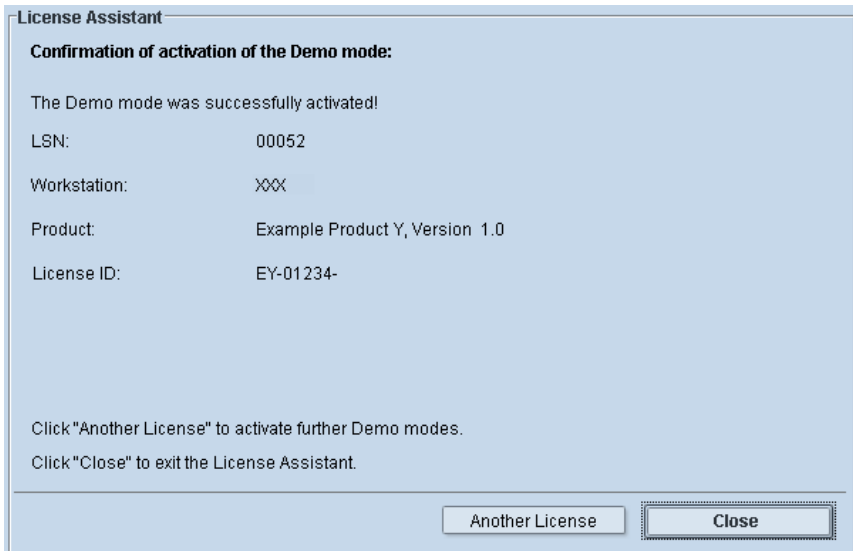
Then click "Next".

The "Activate Demo mode" window displays:

Operation



Click "Activate" to activate the Demo mode. The "Confirmation of activation of the Demo mode" window displays:

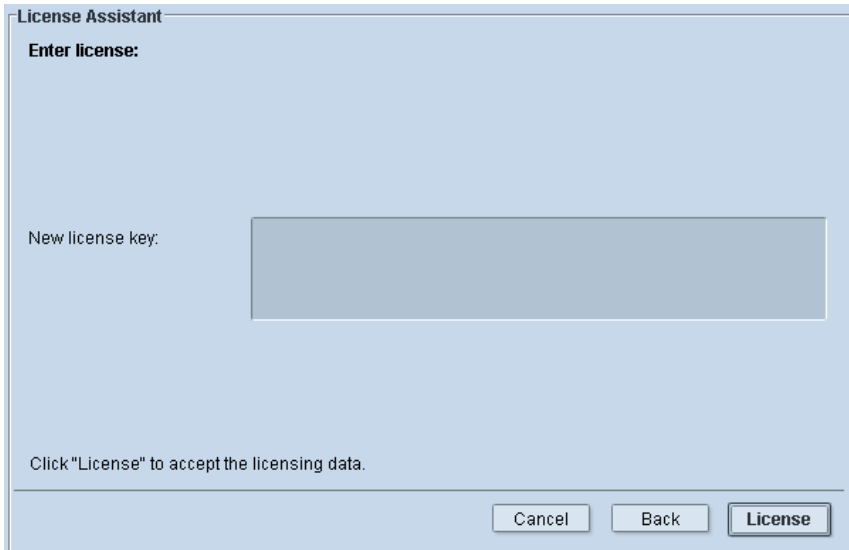


You can now activate another license or close the License Assistant.

Entering a License

You can enter the new license keys of your installed products if you already have them:

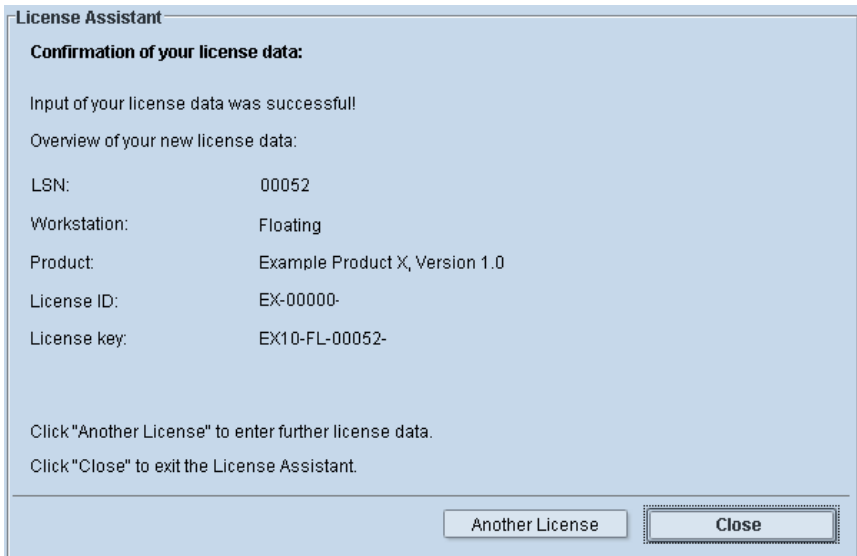
Operation



The image shows a software dialog box titled "License Assistant". At the top left, it says "Enter license:". Below this, there is a label "New license key:" followed by a large, empty rectangular text input field. At the bottom of the dialog, there is a line of text that reads "Click 'License' to accept the licensing data." Below this text are three buttons: "Cancel", "Back", and "License". The "License" button is highlighted with a darker border.

Enter the license key in the "New license key" box. Then click "License". The product related to the license key will be licensed.

The following window displays if you are going to license a product with a floating license:



To enter another license key, click "Another License". Otherwise click "Close". The following window displays if you are going to license a product with a fixed license:

Operation

License Assistant

Select workstation:

LSN: 00052
Product: Example Product Y, Version 1.0
License ID: EY-12345-
License key: EY10-ND-00052-

Which workstation do you want to assign this license to?

Select this workstation

Select validated workstation:

Enter a new workstation:

Do not assign license to any workstation

Click "Next" to continue with licensing.

You can assign the license to a workstation in this dialog. The following options may be available:

- Select this workstation

Select "Select this workstation" if you run the License Manager on a Printect application computer where the application that will be licensed is installed.

- Select validated workstation

Enable "Select validated workstation" and select the name of the computer concerned in the list box if you want to license an application that is installed on another computer that is already registered on the License Server.

- Enter a new workstation

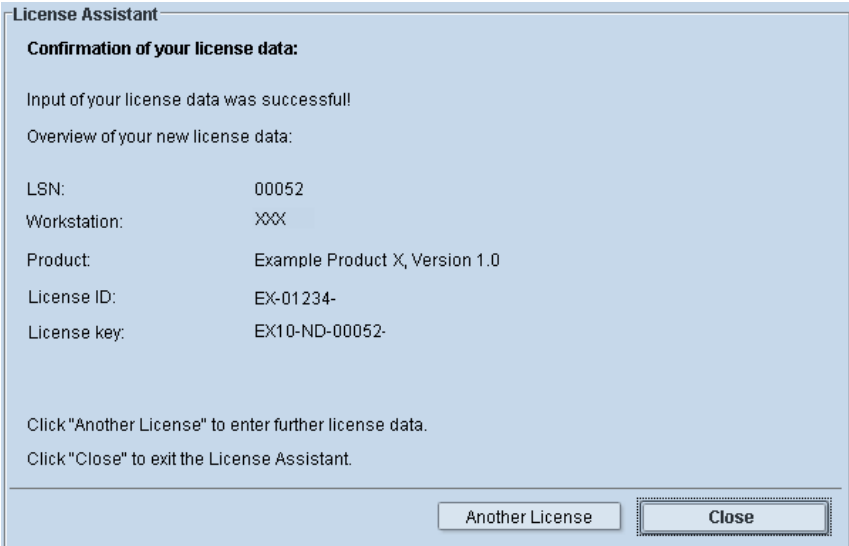
Enable "Enter a new workstation" and enter the name of the computer or its IP address in the text box if you want to license an application that is installed on a computer that is not yet registered on the License Server.

- Do not assign license to any workstation

Enable "Do not assign license to any workstation" if the software to be licensed will not yet be assigned to a workstation. You can then assign the license later to a workstation. You can use this option, for example, if you want to license a product that is not yet installed.

Then click "Next".

A summary of your licensing data displays in the next window:



The screenshot shows a dialog box titled "License Assistant" with a light blue background. The main heading is "Confirmation of your license data:". Below this, it states "Input of your license data was successful!". An "Overview of your new license data:" section lists the following information:

LSN:	00052
Workstation:	XXX
Product:	Example Product X, Version 1.0
License ID:	EX-01234-
License key:	EX10-ND-00052-

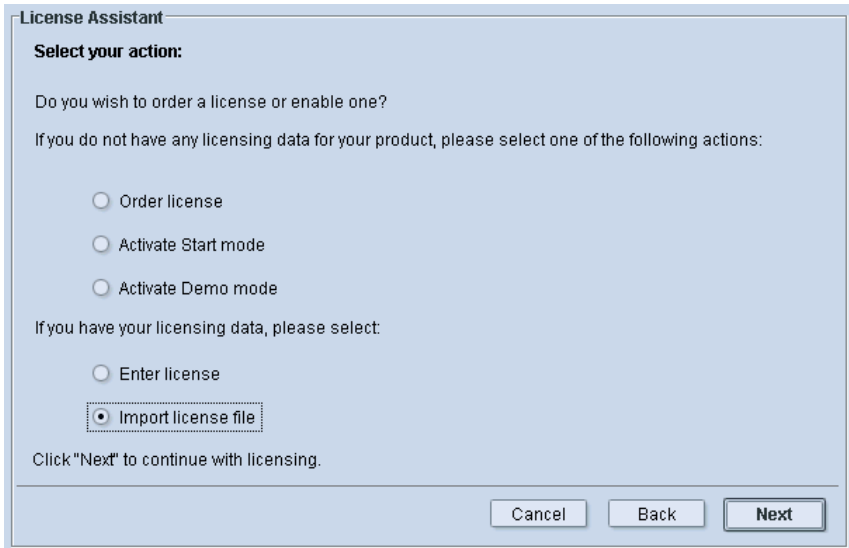
At the bottom of the dialog, there are two instructions: "Click 'Another License' to enter further license data." and "Click 'Close' to exit the License Assistant." Below the text are two buttons: "Another License" and "Close". The "Close" button is highlighted with a dashed border.

To enter another license key, click "Another License". Otherwise click "Close".

Operation

Import license file

The licensing of one or more products can also be done through a license file instead of a license key. You can request this license file from Heidelberg's licensing department. In this case, select the "Import license file" option in the "Select your action" window:



The screenshot shows a dialog box titled "License Assistant" with the following content:

Select your action:

Do you wish to order a license or enable one?

If you do not have any licensing data for your product, please select one of the following actions:

- Order license
- Activate Start mode
- Activate Demo mode

If you have your licensing data, please select:

- Enter license
- Import license file

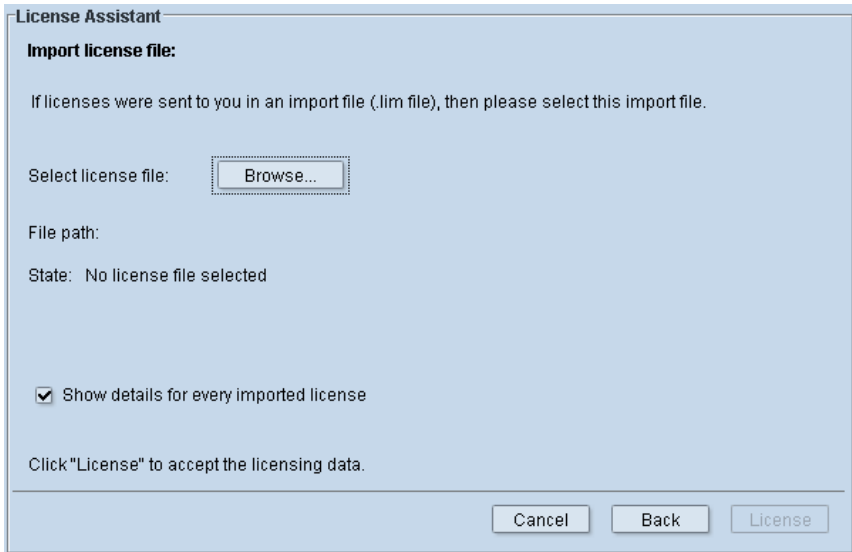
Click "Next" to continue with licensing.

At the bottom right, there are three buttons: "Cancel", "Back", and "Next".



Prerequisite: You already have the license file, and it can be accessed in the system environment of the computer on which the License Manager will run.

Click "Next" to go to the "Import license file" dialog:



Click "Select". A dialog opens where you can go to the folder in which the license file is stored. Select the license file and confirm the selection dialog with "Open".

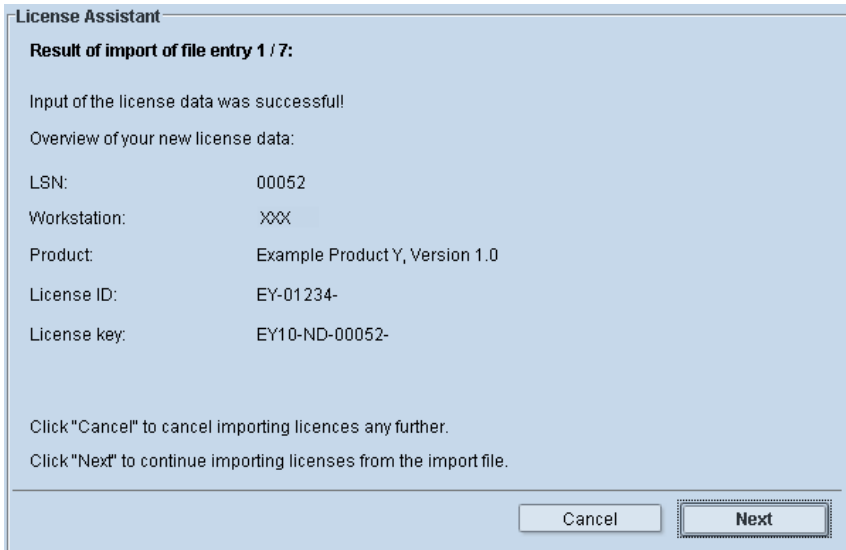
The import file you selected complete with path now displays after "File path". The "State" line displays information about the imported license file, e.g. the number of licenses it contains.

More details about the licenses display if you enabled the "Show details for every imported license" option.

Click "License".

Details about the first license display in the next dialog:

Operation



Click "Next".

If the license is a floating license, only its details are shown, and there is no further action.

You must assign the license to a workstation if it is a fixed license:

License Assistant

Select workstation:

Could not automatically assign the license entered below to a workstation.

LSN: 00052
 Product: Example Product Y, Version 1.0
 License ID: EY-00001-
 License key: EY10-ND-00052-

Which workstation do you want to assign this license to?

Select this workstation
 Select validated workstation:
 Enter a new workstation:
 Do not assign license to any workstation

Click "Next" to continue with licensing.

- Select this workstation

Select "Select this workstation" if you run the License Manager on a Prinect application computer where the application that will be licensed is installed.

- Select validated workstation

Enable "Select validated workstation" and select the name of the computer concerned in the list box if you want to license an application that is installed on another computer that is already registered on the License Server.

- Enter a new workstation

Enable "Enter a new workstation" and enter the name of the computer or its IP address in the text box if you want to license an application that is installed on a computer that is not yet registered on the License Server.

- Do not assign license to any workstation

Assign and Release Licenses

Normally, fixed licenses are assigned to a "workstation" when you enter the license key. This means that the license is valid for the product installed on this PC. However, it is also possible that the license was not assigned to a workstation when it was entered or that a license is to be transferred from one workstation to another. The latter requires that the license is first released from its original workstation. After that, you can assign it to another workstation.

Enable the Edit Mode

You must switch to the edit mode in order to release and assign licenses. To do this, click the "Switch license overview to edit mode" button in the License Overview.



Normally, this button appears as a closed lock. In this state, you can only view the licenses but cannot modify them.



The icon changes to an open lock when you click this button. The "edit mode" is enabled in this state. This means that you can modify the licenses.

Depending on the configuration of your License Server, a dialog can display at this point, prompting you to enter a password. The user name displayed and the password were assigned during installation of the License Server or set in "Settings > Password". In this case, you can enable the edit mode only after you enter the password.

Operation

Assign or Release a License



In the edit mode, two buttons, "Assign" and "Release", display below the table of licenses.

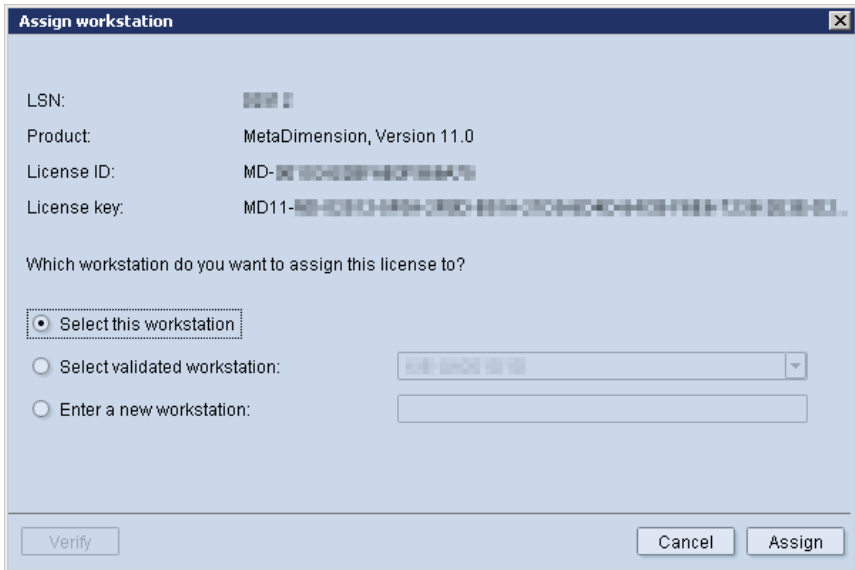
In the edit mode, you can select single licenses by clicking the relevant items in the "Workstation" column. The license type (floating or fixed) and the assignment state of a license you selected influence whether or not you can use the "Assign" or "Release" buttons. The following constellations are possible:

- A floating license is selected:

Both buttons are dimmed because floating licenses are not assigned to a certain workstation but are used as needed during operation.

- A fixed license that is not yet assigned to a workstation is selected:

You can use the "Assign" button. The "Assign workstation" dialog displays when you click the button.



The following options are available so that you can assign a license to a workstation:

- Select this workstation

Select "Select this workstation" if you run the License Manager on a Prinect application computer where the software that will be assigned the appropriate license is installed.

- Select validated workstation

Enable "Select validated workstation" and select the name of the computer concerned in the list box if you want to assign the license to a Prinect application that is installed on another computer that is already registered on the License Server.

Operation

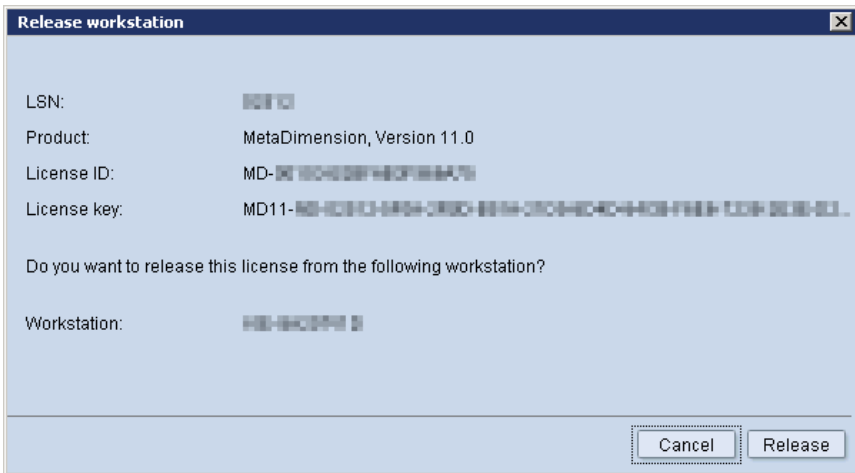
- Enter a new workstation

Enable "Enter a new workstation" and enter the name of the computer or its IP address in the text box if you want to assign the license to a Prinect application that is installed on a computer that is not yet registered on the License Server.

The license is assigned to the selected workstation when you click "Assign".

- A fixed license that is already assigned to a workstation is selected:

You can use the "Release" button. In other words, you can release the license from this workstation to assign it to another computer. The "Release workstation" dialog displays when you click the button:



Click "Release" to revoke assignment of the license to the workstation displayed.

You can now assign the license to another workstation as required.

Exit Edit Mode

After you assigned and/or released licenses in the edit mode, click the "Switch license overview to edit mode" button again (the lock is closed). By doing this, you prevent unintentional or unauthorized changes to the assigned licenses.

Settings

You can find the following tabs in the "Settings" section of the License Manager:

- License Server address ([see page 81](#))
- Password ([see page 83](#))
- LDS ([see page 84](#))
- LDS repair ([see page 98](#))

License Server address

The user interface of the License Server is available through the License Manager (see also the ["Architecture of a Prinect Server System Environment", page 11](#)). The License Manager must be connected to the License Server so that it can receive the required data from the License Server. This connection is set in this tab:

Operation

The screenshot shows a dialog box titled "License Manager" with a tabbed interface. The "License Server address" tab is selected. The dialog contains the following elements:

- Text: "Please name the workstation on which the License Server is running"
- Radio button: "Select this workstation:" (selected), with a text field containing "XXX" to its right.
- Radio button: "Server name / IP address:" with an empty text field to its right.
- Checkbox: "Use selected License Server for Prinect products on this computer" (unchecked).
- Text: "Click 'Activate' to define the address of the License Server"
- Text: "Click 'Cancel' to leave the following current address as it is: kie-c6vprnlc01"
- Buttons: "Cancel" and "Activate" at the bottom right.

- Select "Select this workstation" if the License Server runs on the same computer as the License Manager currently is.
- Select "Server name / IP address" and enter the name of the computer or the IP address of the License Server PC if the License Server is running on another computer in the network environment.
- You can enable "Use selected License Server for Prinect products on this computer" if the License Manager is currently launched on a PC on which Prinect products are also installed. Then the Prinect applications of the current computer are licensed with the set License Server.

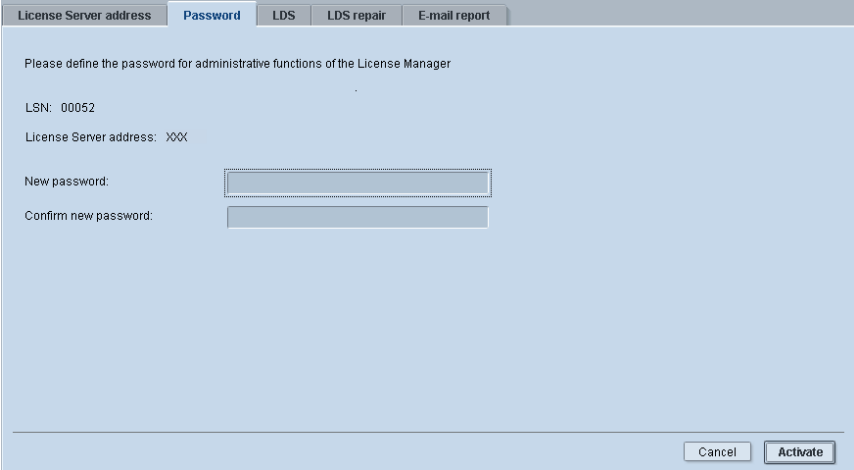


Note: Selection of the License Server is only temporary and is lost when the License Manager is exited. If you want the License Manager to always connect to the selected License Server, enable "Use selected License Server for Prinect products on this computer".

Password

You can protect some functions of the License Manager by assigning a password to them.

You can set and/or change a password in this tab:



The screenshot shows a software interface with a tabbed menu at the top. The tabs are: "License Server address", "Password" (which is selected and highlighted in blue), "LDS", "LDS repair", and "E-mail report". Below the tabs, the main area has a light blue background. At the top of this area, it says "Please define the password for administrative functions of the License Manager". Below this, there are several fields: "LSN: 00052", "License Server address: XXX", "New password:" followed by a text input field, and "Confirm new password:" followed by another text input field. At the bottom right of the interface, there are two buttons: "Cancel" and "Activate".

The following functions of the License Manager are protected by password:

- In the "License Overview":
 - Switch to the edit mode (see the ["Assign and Release Licenses", page 77](#)).
- The functions in "LDS" (see the ["LDS", page 84](#)).
- The functions in "LDS repair" (see the ["LDS repair", page 98](#)).



Note: The password query becomes active only approx. five minutes after the password is set or changed.

Operation

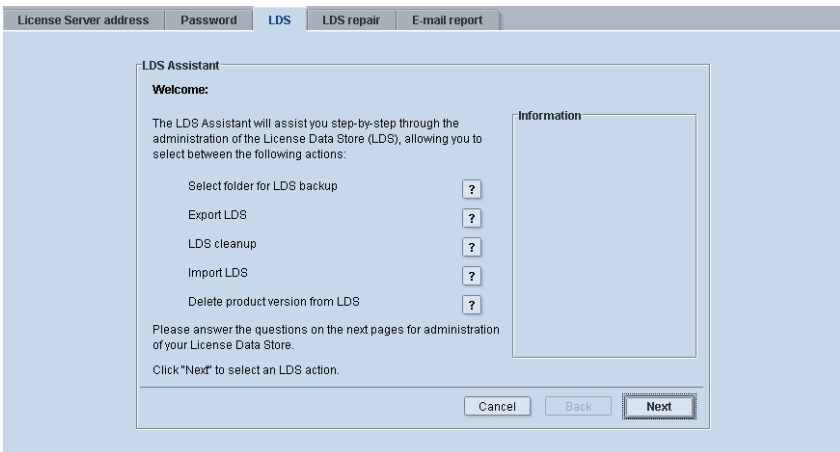
LDS

You can start the "LDS Assistant" in the "LDS" tab. The **License Data Store (LDS)** is the core element of the License Server. All licensed options of the Prinet applications managed by the License Server are stored in the License Data Store. The LDS is a "data container" where the product licenses managed by the License Server are stored.

The LDS Assistant guides you step-by-step through the different actions that you can run for LDS management.

You can perform the following actions with the License Assistant:

- "Select folder for LDS backup"
- "Export LDS"
- "LDS cleanup"
- "Import LDS"
- "Delete product version from LDS"





Note: Click the question mark beside an item of action to display a brief description of this action in the "Information" box.

Click "Next".

In the next window, you select the action that you will do with the help of the License Assistant.

The LDS Assistant will run the action you want after you enable its matching option:

- Define or change folder for LDS backup (see [page 86](#))
- Export LDS (see [page 88](#))
- LDS cleanup (see [page 90](#))
- Import LDS (see [page 92](#))
- Delete product version from LDS (see [page 95](#))

Operation

Define/change folder for LDS backup

To protect the important data in the License Data Store from damage, you can configure the License Server to automatically create backups of the LDS data. You enable the automatic backup function by enabling the "Backup path" option and selecting or creating a folder where the backups can be stored.

Different backup files are saved to this backup folder:

- A backup file that stores a copy of the current content of the LDS when you click the "Save" button. Unwanted changes are also stored during this instant backup.
- A daily backup of the LDS These backup files are kept for 30 days. After that, the oldest copies are replaced by the most recent ones.
- A monthly backup of the LDS. These backups are created on the first day of every month and are kept for 12 months. After that, the oldest copies are replaced by the most recent ones.

Operation

- "Backup path"

Click "Browse" after you enable this option. A window opens where you can select or create the folder for the backups in the system environment of the License Server. After that, the path displays in "New path". Click "Save" to enable your selection. Setting the path for the backup will work only if the License Manager is running on the same computer as the License Server.



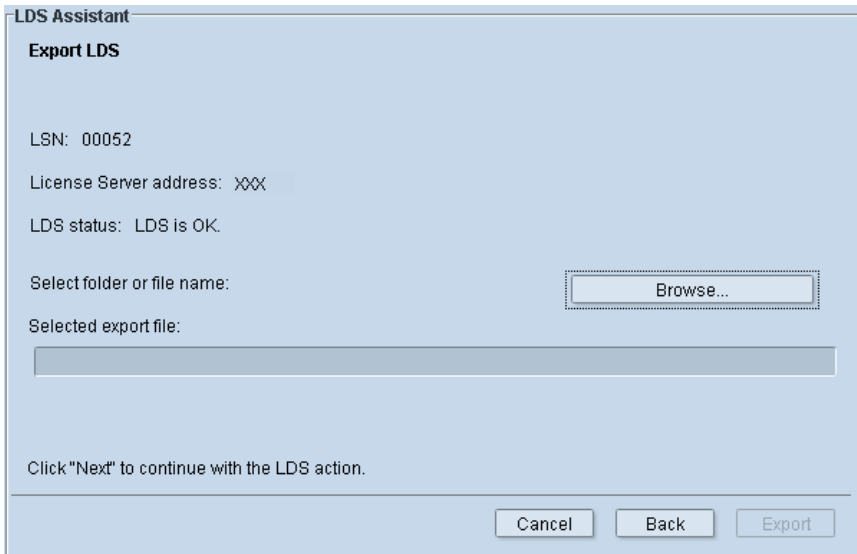
Note: If a LDS backup folder is selected on a mapped folder, you must specify the user name and password of a user who has permissions for the shared backup folder. This user account should also have administrator permissions on the License Server PC. It should be a different user account to the "prinect" account that was used so far for the installation of the Prinect software.

You return to the "License Overview" after you click "Save".

Export LDS

The "Export LDS" action lets you create a manual backup of the LDS. The content of the License Data Store is saved as a zip archive file during this process. You can use an exported LDS archive as a backup or to send the LDS data to a new server if you should change the License Server platform. Moreover, if you encounter licensing errors, you can send the exported LDS archive to the Heidelberg Service team for analysis.

Select the "Export LDS" option in the "Select your action" window and click "Next". A password query first displays if a password is set for your License Manager (see the "[Password](#)", page 83). Enter your password and click "Next". After that, the "Export LDS" window displays:



In the top part of the window, you can find information about the LSN (see the ["Display of the LSN xxxxx", page 34](#)), the computer name or IP address of the License Server that is connected to the License Manager and about the LDS status.

You must now define a folder in the system environment of the computer on which the License Manager will run. The LDS archive will be saved to this folder. To do so, click "Browse". In the selection dialog, go to the folder where the file will be stored and enter a file name for the archive file. Then click "Open".

The path to the exported archive file now displays in "Selected export file". Now click "Export".



Note: To export to another computer via the network, the License Server Service must have an account for the computer concerned.

You return to the "License Overview" after the export.

Operation

LDS cleanup

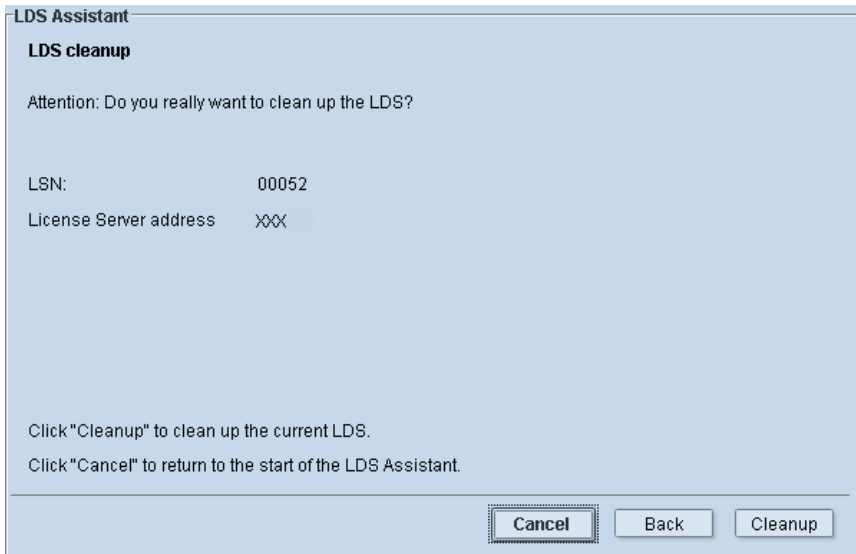


Prerequisite: The system time on the workstation computers and on the License Server PC must be synchronized for this function. Before invoking this function, check the system time and update it if necessary.

The "LDS cleanup" action lets you remove information from the LDS that is no longer needed for your present work with the License Server. This information can be as follows:

- Workstation names that are no longer used (faulty ones as well)
- Expired time-limited licenses
- Expired entries for the Start mode or the Demo mode
- Product serial numbers (PSN) without a license and for which Start mode, Demo mode or Reduction key were not enabled
- Old licenses of a product version (patches)
- Corrupt inputs (e.g. faulty inputs due to typos)

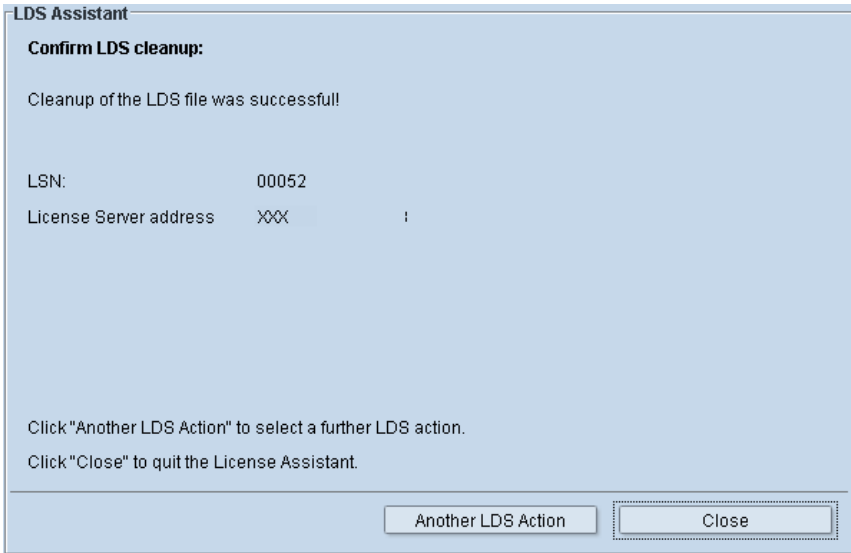
The "LDS cleanup" window displays when you enable the "LDS cleanup" option and click "Next".



The LSN and the computer name or IP address of the License Server PC display once again to be sure.

The process starts when you click "Cleanup". The "Confirm LDS cleanup" window displays after the cleanup:

Operation



You return to the "License Overview" after you click "Close".

Import LDS

The "Import LDS" action lets you import the content of an LDS exported beforehand (see the ["Export LDS", page 88](#)) to a License Server. In this way, for example, if you are changing the License Server PC, you can copy the LDS state of the original License Server to the new PC.

If a dongle is used for licensing, it is important that the same dongle that was plugged in for export of the LDS is also used on the License Server PC for import of the LDS because the LDS is valid for only one particular dongle.



Caution: If an LDS is already on the License Server to which you will import the LDS, you should save the existing LDS using the "Export LDS" function before you start the import because the existing LDS will be overwritten during the import.

The "Import LDS" window displays when you enable the "Import LDS" option and click "Next":

The screenshot shows a window titled "LDS Assistant" with the following content:

- Import LDS**
- LSN: 00052
- License Server address: XXX
- Import LDS
- Selected LDS copy:
- Click "Next" to continue with the LDS action.
- Buttons:

The LSN and the computer name or IP address of the License Server PC display once again in the top part of the window so you can check your data.

Now you have to select the LDS import file in the system environment of the computer on which the License Manager will run. To do so, click "Browse". In the selection dialog, go to the folder with the stored file, mark the LDS export file and then click "Open".

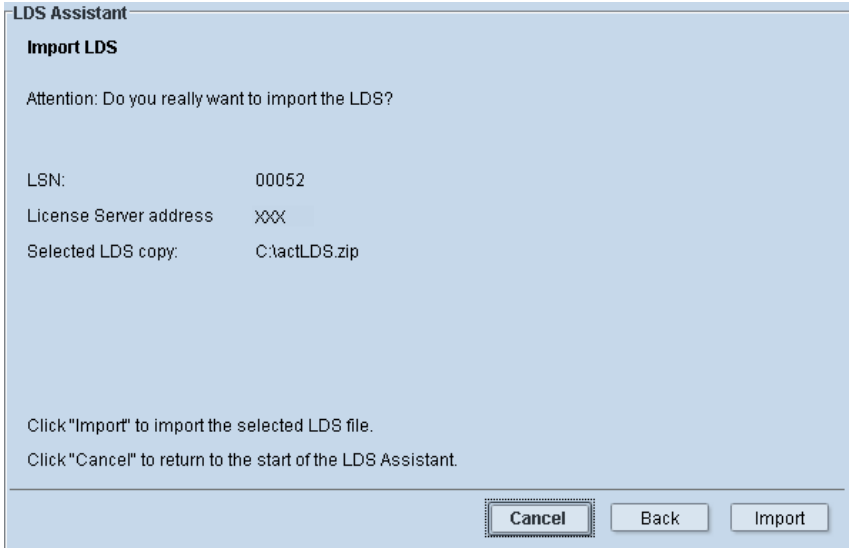
The path to the exported LDS export file now displays in "Selected LDS copy". Then click "Next".



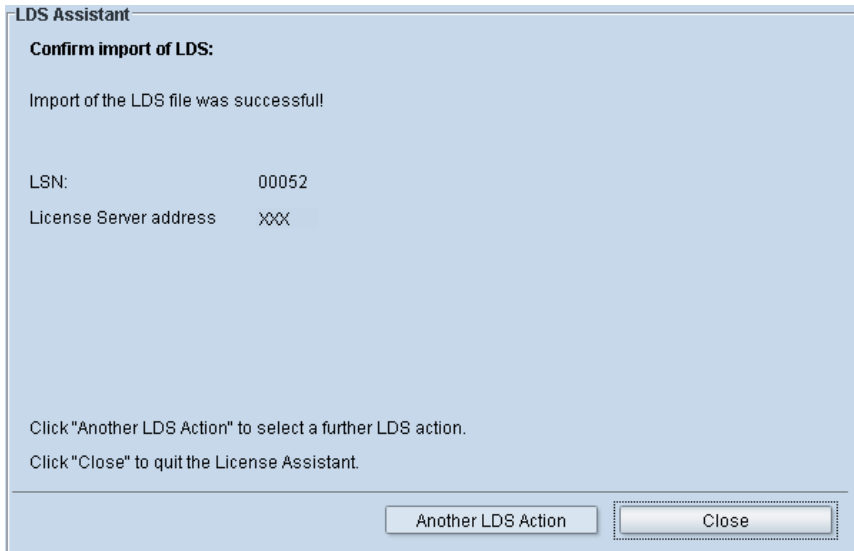
Note: To import from another computer in the network, the License Server Service must have an account for the computer concerned.

Operation

Before the import, the "Import LDS" window displays where you can check once again all the settings that are important for the import. Please check these data carefully to avoid an invalid LDS archive file from being imported by mistake and overwriting the existing LDS.



Click "Import" if all the settings are correct. The import then runs and the "Confirm Import of LDS" window displays:



Click "Close" to return to the "License Overview".

Delete product version from LDS

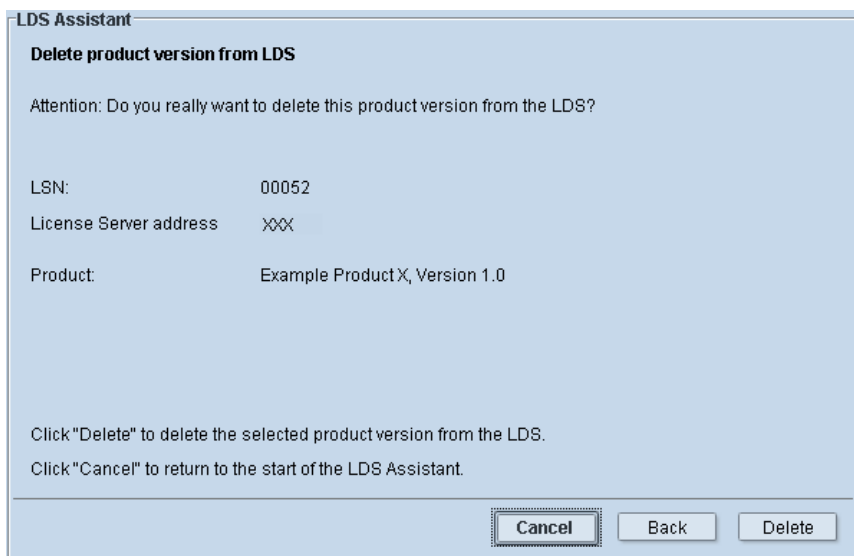
Select "Delete product version from LDS" in the "Select your action" window if you wish to delete a licensed product version with all its licensing data from the LDS.

The following page displays when you click "Next":

Operation

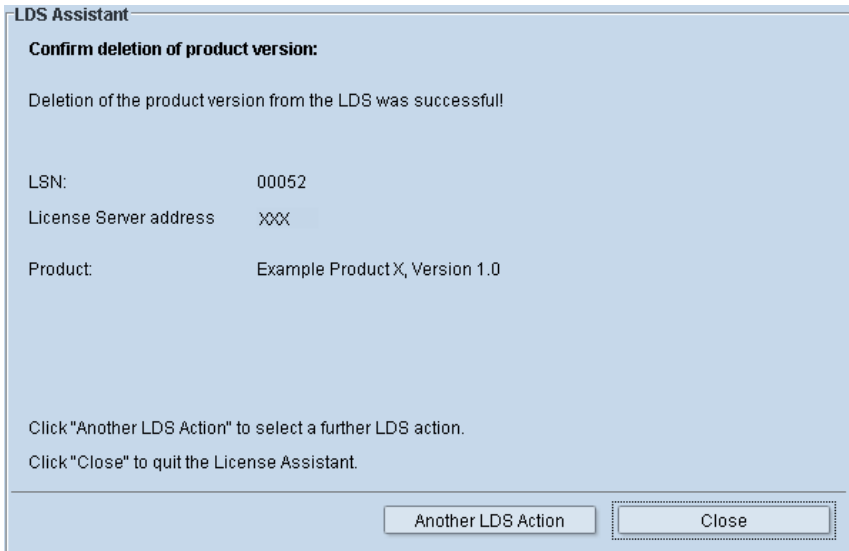
The screenshot shows a dialog box titled "LDS Assistant" with the main heading "Delete product version from LDS". Below the heading is the question "Which product version would you like to delete from the LDS?". A label "Product:" is followed by a dropdown menu containing the text "Example Product X, 1.0". At the bottom of the dialog, there is a text instruction: "Click 'Next' to continue with the LDS action." and three buttons: "Cancel", "Back", and "Next". The "Next" button is highlighted with a dashed border.

Select the product whose license you wish to delete in the list box and click "Next". The "Delete product version from LDS" window displays so that you can check your data:



Click "Delete" to delete the data. Afterwards, the "Confirm deletion of product version" window displays:

Operation



Click "Close" to return to the "License Overview".

LDS repair

You can repair a damaged LDS in the "LDS repair" tab. Usually, such damages have to do with inconsistencies between the information registered in online protection or in the dongle and the LDS data.



Caution: The LDS repair functions can make the dongle inoperative. For that reason, you should repair data only after you consulted the Heidelberg Service department. If necessary, the Heidelberg Service department will also send you an activation key that you can use to reactivate a dongle.

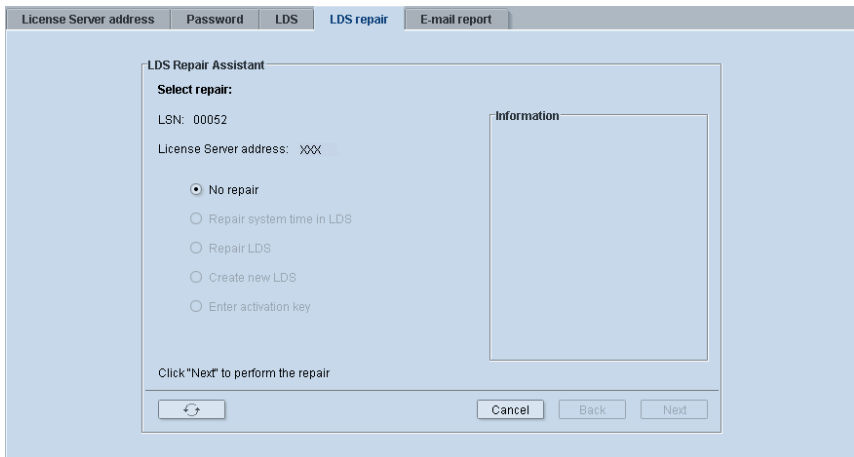
The License Manager generally recognizes whether a LDS repair is necessary.

"No repair" is enabled in the "LDS repair" tab if LDS repair is not required. The other options cannot be selected.

A repair option is enabled automatically if there is an error and it can be repaired by the License Manager (see the ["Troubleshooting with Functions of the License Manager Software"](#), page 105). The following options can be used for repair:

- "Repair system time in LDS"
- "Repair LDS"
- "Create new LDS"

The "LDS repair" tab displays as follows:



You will find a description of some issues and the measures to remedy them in the chapter "Troubleshooting" ([page 103](#)). You will also find a description of the "Enter activation key" option there (see [page 105](#)).

An "activation key" is required to conclude the repair in dongle licensing. You can obtain an activation key for your dongle from your Heidelberg agency (Heidelberg Service). Enter the activation key to conclude your repair action:

1. Enable the "Enter activation key" option and click "Next".

Operation

2. Enter the activation key and click "Activate".



Note: We recommend changing from dongle protection to online protection. The change between online licensing and dongle licensing can be done through a renewed installation. See "[Full Installation](#)", page 129. Then it is not necessary to reset a dongle with an activation key.

E-mail report

You can configure the Heidelberg Prinect License Server in such a way that a status report will be sent automatically to an e-mail account that you can set if certain situations should occur. For this purpose, you need a valid e-mail account that will be assigned to the License Server.

You enable the sending of e-mail reports in the "E-mail report" tab by entering valid data about a sender's e-mail account and a recipient address and by selecting at least one message occurrence.



Note: The conditions for sending an e-mail are verified directly after the start of the License Server and every 24 hours after that.

License Server address Password LDS LDS repair **E-mail report**

Settings for E-mail Report:

E-mail server settings

License Server: KIE-C6VPLNIC01 (LSN: 00663)

Connection Security: None | SMTP Server: smtp.server@heidelberg.com

Authentication Method: Send Unencrypted Password | SMTP Port: 25

User Name: heidelberg.user@hd.com | Check Server Certificate:

Password: ***** | Sender E-mail: heidelberg.client@printshop.com

E-mail to

E-mail Address: heidelberg.user@hd.com

This is where you can enter several e-mail addresses, separated by semicolons.

Messages

The License Server sends an e-mail if at least one of the following messages applies and is activated.

- A LDS backup fails
- A startup mode will expire soon
- The repair mode is active
- A license will expire within 7 days
- A demo mode will expire soon
- Operating license will expire shortly

Cancel Apply and Send Test E-Mail

The window has the following sections:

- E-mail server settings,
- "E-mail to" and
- Messages

E-mail server settings

Details of the sender's e-mail account must be entered in this section. The data to be entered depend on the setup of the e-mail account. If necessary, ask your system administrator.

E-mail to

This is where you enter the e-mail address of the recipient of the message. This address must be accessible from the License Server.



Note: You can enter several recipients of e-mails by separating each address by a semicolon.

Messages

This is where you define the occurrences that will trigger an e-mail. The following occurrences are available:

- A LDS backup fails.
- A license will expire within 7 days.
- A startup mode will expire soon.
- A demo mode will expire soon.
- The repair mode is active.
- Operating license will expire shortly

Operation

You can select this message only if licensing is online and not through a local dongle. You select between online licensing and dongle licensing during installation. See "[Full Installation](#)", [page 129](#).

Click "Apply and send test e-mail" after you entered the e-mail data and enabled the message occurrences. This confirms your inputs and a test e-mail is sent from the set e-mail account of the License Server to the recipient e-mail address entered to check whether sending e-mails works properly.

After that, you return to the "License Overview".

Troubleshooting – Introduction

This chapter provides you with assistance on issues that may occur during licensing. This information can help you to minimize the downtime of your Prinect products if licensing issues occur.

If you cannot work around problems by restarting your computer (e.g. with temporary network problems), contact your service agency and discuss how to proceed further.

Log Files

During installation and during operation, Prinect Licensing creates log files that can help Heidelberg Service to analyze and eliminate issues. You may be asked by your service agents to send the log files for troubleshooting.

Known Issues

This section will list some examples illustrating how to deal with various issues. There are two different types of issues:

- Issues that are caused by failure of the License Server (e.g. failure of the computer hardware, see the ["Issues through Failure of the License Server", page 104](#)) and
- Issues that can occur with the License Manager software (see the ["Troubleshooting with Functions of the License Manager Software", page 105](#)).

Issues through Failure of the License Server

In the examples below, it is assumed that the LDS was exported and is available as a backup (see the ["Export LDS", page 88](#)).

Example 1: The License Server has failed

The License Server is down on a permanent basis because of a hardware defect and can no longer make licenses available.

1. If you use dongle protection, pull off the dongle from the defective PC (the PC must be switched off).
2. Install the License Server software on another PC. This can be a computer on which a Prinect product is already installed or you can set up a separate License Server PC with a Windows operating system. Install the License Server software that was shipped with your most recent Prinect product. Do this even if an older Prinect product is already installed on the License Server PC that you earmarked for use. If you use online protection, keep the installation code ready or, if you wish to switch to online protection, request the installation code. See ["Request the installation code", page 132](#).
3. Open the License Manager on the new License Server PC. Do not plug in the dongle yet if you use dongle protection!
4. Import the backup LDS export file as described in the "Import LDS" section. See ["Import LDS", page 92](#). This requires that the LDS export file is available in the system environment of the License Server PC, for example, on a plugged-in USB stick or on a share.
5. If you use dongle protection, shut down the License Server PC and plug in the dongle.
6. Boot the License Server PC.
7. You must make a new address known to the application computers in the License Manager (see the ["License Server address", page 81](#)). This can arise if the name of the License Server PC was changed or if the License Server is connected through its IP address on the application computers.

Troubleshooting with Functions of the License Manager Software

The issues described below can be remedied using the repair functions available in the License Manager. In this case, these are always errors related to the LDS.



Caution: The LDS repair functions can make a dongle inoperative. For that reason, you should repair data only after you consulted the Heidelberg Service department. If necessary, the Heidelberg Service department will also send you an activation key that you can use to reactivate a dongle.



Note: Generally, we recommend switching to online protection instead of resetting a dongle with an activation key. See ["Full Installation", page 129](#).

To remedy issues, the License Manager provides three options in the "LDS Repair" tab located in the "Settings" menu (see the ["LDS repair", page 98](#)).

The License Manager generally recognizes whether a LDS repair is necessary. "No repair" is enabled in the "LDS repair" tab if LDS repair is not required. The other options cannot be selected.

The repair options are enabled if an LDS repair is necessary.

The measures offered for LDS repair are practically identical and for dongle protection always result in the generation of a request key for requesting an activation key after the Repair Assistant is finished. At the same time, the licenses are enabled for a period of 10 days (repair transition mode).

The following is applicable for dongle protection: Send the generated request key to your Heidelberg agent immediately. You will then receive an "activation key" that is needed to reactivate the LDS and dongle during this 10-day period.

1. Open the "LDS repair" tab of the License Manager and select the "Enter activation key" option.
2. Follow the instructions of the Assistant and enter the activation key.

Troubleshooting

In the following, possible issues are described along with appropriate measures to remedy them.

"Repair system time in LDS" Option

An error with the system time can occur if the system time registered in the dongle does not match the system time of the License Server PC.

1. If not automatically set, enable "Repair system time in LDS". Then click "Next". The "Repair system time in LDS" dialog opens.
2. Enter the password if a password was allocated for the License Manager.
3. Click "Activate" in the next dialog. This triggers the repair. The request key is generated at the same time.
4. After you receive the activation key, enter it as described before.

"Repair LDS" option (only for dongle protection)

Following a temporary downtime of the License Server PC (e.g. power failure), the automatically saved version of the LDS may no longer be up-to-date.

The information stored in the dongle may no longer match the LDS data if actions that changed the LDS were run before the License Server went down and after the LDS backup. Such actions could be, for example, activation of the Start mode for a new product.

1. If not automatically set, enable "Repair LDS". Then click "Next".
2. Enter the password if a password was allocated for the License Manager.
3. Click "Activate" in the next dialog. This triggers the repair. The request key is generated at the same time.
4. After you receive the activation key, enter it as described before.

The dongle is defective



Note: If you have a defective dongle, you must switch to online protection. See ["Full Installation", page 129](#).

"Create new LDS" Option

You must create a new LDS if the License Server PC is down (e.g. power failure) and no automatic or manual backup was made of the LDS.

1. If not automatically set, enable "Create new LDS". Then click "Next".
2. Enter the password if a password was allocated for the License Manager.
3. Click "Activate" in the next dialog. This triggers the LDS repair. The request key is generated at the same time.
4. After you receive the activation key, enter it as described before.



Note: You must enter the existing license keys again after the new LDS is activated (see the ["Entering a License", page 67](#)). You need not order any new license keys.

FAQ – Questions and Answers Regarding Licensing

This chapter lists some questions and their answers dealing with License Server / Manager operation.

At present, the following topics are covered (the quoted FAQ and SI numbers refer to publications in the Knowledge Base):

- ["What does LDS repair mean? - FAQ-03109", page 110](#)
- ["Connection problems to License Server - FAQ-03116", page 110](#)
- ["Different number of workstations in the License Manager Overview - FAQ-03114", page 110](#)
- ["Printready dongle for the License Server - FAQ-03110", page 111](#)
- ["License Key of a new product is refused by the License Server - FAQ-03112", page 111](#)
- ["Porting a License Server - FAQ-03115", page 111](#)
- ["LDS backup path cannot be created - FAQ-03113", page 112](#)
- ["Slow computer although the License Server does not run.", page 112](#)
- ["License error "LDS file does not exist" - FAQ-03235", page 113](#)
- ["License Server host name \(correct designation\) - SI-03301", page 113](#)
- ["License Server: Quick questions - quick answers - FAQ-03266", page 114](#)

Question and Answers

Topics

What does LDS repair mean? - FAQ-03109

Question: What does LDS repair mean?

Answer: LDS = License Data Store

For details about LDS repair, see ["Repair LDS" option \(only for dongle protection\), page 106](#)



Caution: When you select this option, the License Server changes to a 10-day interim mode after the selected repair is finished. An activation key must be entered within 10 days!

Connection problems to License Server - FAQ-03116

Question: Why does my License Manager report problems connecting to the License Server when starting, although the License Manager is installed locally?

Answer: In most cases, the name resolution in the DNS/WINS does not work.

Procedure:

1. Check DNS/WINS configuration and correct if necessary.

Alternative:

2. Enter the IP address of the License Server in "Settings > License Server Address" instead of the name in the License Manager.



Note: This alternative should only be applied in case of need a correct DNS configuration should have priority.

Different number of workstations in the License Manager Overview - FAQ-03114

Question: In the License Manager overview, five licenses, for example, are shown in the "Used" column for floating licenses. If you click one of these licenses, a different number of workstations with assigned licenses is displayed

What is the reason for this discrepancy?

Answer: The License Manager Overview is not updated automatically but by request only. Clicking an option field, however, shows the current licensing state of this option. The selected field is now updated.

Printready dongle for the License Server - FAQ-03110

Question: Can I use my Printready dongle for the License Server?

Answer: No! There is a blue or black-and-blue "Prinect License Server" dongle. None of the purple product dongles (e. g. for Printready) can be used for the License Server.

License Key of a new product is refused by the License Server - FAQ-03112

Question: Why is the license key of a new product rejected by the License Server?

Answer: First of all, the new product must be "registered" at the License Server. This is done during when the product accesses the License Server for the first time.

Procedure:

1. Install the product
2. Start the License Manager on the product workstation
3. Enter the License Key in the License Manager
4. Start the product

Porting a License Server - FAQ-03115

Question: Can I port the License Server from one computer to another?

Answer: Yes!

Procedure:

1. Export the LDS of the existing License Server (see the ["Export LDS", page 88](#)).

Question and Answers

2. Shut down the License Server PC and pull out the License Server dongle.
3. Install the Licensing software on the target computer.
4. Shut down the new License Server, plug in the dongle and start the computer.
5. Import the backup LDS file in the License Manager (see the ["Import LDS", page 92](#)).
6. Make the new License Server known to all applications.

LDS backup path cannot be created - FAQ-03113

Question: The License Manager lets you specify a path for the LDS backup on a remote computer. A backup, however, is not executed. But it is possible with the Windows Explorer.

Answer: The same accounts must exist on the local and remote computer. By default, the License Server Service runs under the "System Account". For safety reasons, the "Guest Account" is often disabled, and access to the "System Account" is denied.

Procedure:

Let the License Server Service run under an account available on both computers that has write permissions for the target computer.

Slow computer although the License Server does not run.

Question: My computer's speed slows down after installation of the licensing software. But I don't use the License Server at all.

Answer: During installation of the License Server, a "Heidelberg License Server Windows Service" is automatically set up and started, ensuring the License Server is always active in the background. It keeps testing the presence of the License Server dongle, which may be detrimental to the system performance.

For this reason, you must stop the Windows Service and set the start-up type to "Manual" if you do not wish operate the License Server although it has been installed.

License error "LDS file does not exist" - FAQ-03235

Question: What can cause the "LDS file does not exist" error message?

Answer: In most cases, the reason for the error is: A License Server dongle may create a single LDS folder only once. The LDS folder and the dongle belong together and you cannot use one without the other. To move the dongle to another system, you have to move both: The dongle and the LDS folder.

If the LDS folder is not found, the reason for this can be that only the License Server dongle was plugged from one system to the other or you restored the system (for example, by writing back a Norton Ghost backup) or reinstalled the system without creating a backup of the LDS folder and restoring it to the correct location in the file system (%HD_STD_USERDATA%\Common Services\LDS). Another reason may have been a system disk failure, and the customer did not have a valid backup so you have to do a fresh installation.

Procedure:

A repair key can be used to create a new LDS. For information on this topic, please refer to ["Create new LDS" Option, page 107](#).

Hint:

There is a workaround also for the case that the system disk is down: You can specify a share in the network as the backup path in the "Settings > LDS" tab of the License Manager (see FAQ-03113). An automatically synchronized copy of the LDS will be created. You can use this copy for restoration. In the License Manager, a user name and password must be entered for the share.

License Server host name (correct designation) - SI-03301

An underscore in the server host name results in a failure to connect to the License Server.

Explanation:

"_" (underscores) are illegal in host names.

Permitted characters are: numbers (0-9), letters (A-Z, a-z), dash (-), dot (.)

TCP/IP does not make any difference between lowercase and uppercase letters in the host name.

Question and Answers

License Server: Quick questions - quick answers - FAQ-03266

Question: Do I have to click "Save" in the LDS Assistant every time I want to back up the LDS or does it do it by itself automatically once I specify a backup path?

Answer: Automatically!

License Server: Quick questions - quick answers - FAQ-03266

Question: When I need to repair a LDS and have received the "activation key" (AKEY), does the key work for all products or do I need new activation keys for each product?

Answer: One key for all products.

License Server: Quick questions - quick answers - FAQ-03266

Question: If a dongle breaks and I have a spare one that I plug in, clicking "repair LDS" will allow me to work for 10 days. What will happen if I receive the activation key, do I need new licenses for all products because I have a new dongle?

Answer: A broken dongle can be replaced with an activation key. In this case, the new dongle works like the old one: the LSN from the old dongle is applied to the new one. ALL existing license keys stay valid as a result. It is NOT necessary to request new license keys or to specify any.

License Server: Quick questions - quick answers - FAQ-03266

Question: What will happen if the system time on a product workstation (like Signastation) shifts by 10 hours compared to the License Server system time; will this disable all the product licenses (Princt Signa Station)? How can I repair this: Is it enough to repair the system time of the product workstation or do I have to generate a request key and enter an activation key?

Answer: There are two different time tampering situations:

- The product workstation system time is different to the License Server system time:

In this case, NO LDS repair (including request and activation keys) is necessary. Just correct the product workstation system time. If the License Server system time is wrong, see b).

- b) License Server Time has been set back:

This is recorded in the License Server dongle and has to be repaired with an LDS repair (difference >6h = warning, difference >12h = error).

Error Messages and Warnings

Possible error messages and warnings are listed below.



Note: The messages listed refer to a certain version of the "Heidelberg Prinect Licensing" software. Your Heidelberg agency will inform you about messages that are not recorded in this list.

The message numbers can be positive (> 0) or negative (< 0):

- Negative number (< 0) = error message
- Positive number (> 0) = warning



Note: Numbers marked by "(-)" are both a warning and an error message.

Message	Error text
- 30010	Memory allocation failed.
- 30020	File access failed.
(-) 30050	Time tampering! Licenses with expiration date are ignored.
(-) 30120	Inconsistency in file structure detected and repaired.
- 30121	Invalid file. Version incorrect.
- 30122	Invalid file. Checksum incorrect.
- 30200	Invalid LIC file. Identifier or checksum incorrect.
- 30201	LIC file invalid for this product.
- 30300	No dongle access. Please check driver or dongle plug contact.
- 30301	Dongle error: Wrong ID.

Error Messages

Message	Error text
- 30302	Dongle error: Wrong version.
- 30303	Dongle error: Not initialized.
- 30306	No dongle access. Please check driver version.
- 30307	Dongle error: Wrong serial number.
(-) 30307	A warning occurred [LIC_DONGLE_NEW_SERIALNO_WARNING].
- 30320	No access to License Server dongle. Please check driver or dongle plug contact.
- 30326	No access to License Server dongle. Please check driver version.
- 30340	The license used requires access to the dongle. This access is not possible. Please check driver or dongle plug contact.
- 30346	The license used requires access to the dongle. This access is not possible. Please check driver version.
- 30347	The PSN of the license used doesn't match the serial number of the plugged dongle. Please plug in matching dongle.
- 30400	License key is invalid. Please check conformity.
- 30401	License key time limit has expired.
- 30402	License key invalid for this product.
- 30403	License key is not yet valid. Please check system time.
- 30404	License key is invalid after preceding reduction.
- 30405	License key is empty. Please enter a license key.
- 30407	License key contains bad LSN. Please check conformity.
- 30407	License key contains bad LSN. Please check conformity.

Message	Error text
- 30420	Invalid license identification. Please check conformity.
- 30421	License identification is empty. Please enter a license identification.
- 30422	License identification invalid for this product.
- 30440	Activation key is invalid. Please check conformity.
- 30441	Activation key is empty. Please enter an activation key.
- 30460	License key is invalid. Please check conformity.
30461	License key time limit has expired.
- 30462	License key invalid for this product.
- 30463	License key is not yet valid. Please check system time.
- 30464	License key invalid for this workstation.
- 30465	License key is empty. Please enter a license key.
- 31003	License cache is corrupt. Connection to the License Server is required.
- 31004	Time tampering. Please remove license cache (cadp file) and connect to the License Server.
- 31005	Missing license option in the license cache. Connection to the License Server is required.
31010	License Server not available. Please remedy the issue. You can continue working for more than 6h.
31011	License Server not available. Please remedy the issue promptly. You can continue working for more than 2h.
31012	License Server not available. Please remedy the issue at once. You can continue working for only less than 2h.

Error Messages

Message	Error text
31013	License Server not available. Please remedy the issue at once. You can continue working only for a brief period.
- 31014	License Server not available. You cannot work without access to the License Server.
- 31015	License Server not available. You cannot work without access to the License Server.
- 31016	License Server not available. You cannot work without access to the License Server.
- 31017	Connection problems with License Server at OPEN_CMD.
- 31018	Connection problems with License Server at GETFLOATING_CMD.
31021	Warning: Difference of system time to License Server is more than 6 hours. Please fix!
- 31022	Invalid difference of system time to License Server - more than 12 hours. Please fix!
- 31023	License cache contains foreign workstation name. Please remove license cache (cadp file) and connect to the License Server.
- 31300	LDS error: License Server dongle and LDS don't match. LDS must be repaired.
- 31301	LDS error: The License Server dongle used is already assigned to another LDS.
31302	LDS repaired provisionally. You have more than 3 days left to enter your activation key for repair completion.
31303	LDS repaired provisionally. Enter your activation key for repair completion immediately.

Message	Error text
- 31303	LDS error: Repair of LDS is disabled until activation key entered.
- 31304	Activation key error: Key is not valid for this License Server dongle.
- 31305	Activation key error: Bad count.
- 31306	Activation key error: Type incorrect.
- 31307	Activation key error: No further activation is possible until you enter the key.
- 31309	System time error! Please check and correct the system time incl. time zone. You may need to repair the system time.
31309	System time warning! Please check and correct the system time incl. time zone. You may need to repair the system time.
- 32000	LDS error: The LDS is locked.
- 32001	The product for the entered license key is unknown in the License Server.
- 32002	Internal error: Invalid product serial number.
- 32003	Internal error: licDataManager = null.
- 32004	Internal error: Invalid XML format.
- 32005	Internal error: Option type not valid.
- 32006	LDS file does not exist. Use the "Settings\LDS\Import LDS" function in the License Manager to import a saved version of your LDS.
- 32007	No access to License Server dongle. Please check driver or dongle plug contact.

Error Messages

Message	Error text
- 32008	Internal error: Invalid checksum.
- 32009	Internal error: Invalid LicJ (not available or wrong version).
- 32010	Password not valid.
- 32011	Unable to create path (check write permissions).
- 32020	Invalid licensing.
- 32021	License key is invalid after preceding reduction.
- 32022	License key is invalid. Please check conformity.
- 32023	License key is empty. Please enter a license key.
- 32025	Invalid character in the password. Permitted characters are letters A-Z and a-z.
- 32030	Internal error: Checkout of a floating option failed.
- 32031	Internal error: Not enough available options.
- 32032	Internal error: Invalid number of instances.
- 32033	Internal error: Option name not valid.
- 32040	Internal error: Error during synchronization.
- 32050	Demo mode is not available.
- 32051	Internal error: Invalid reduction counter.
- 32060	Start mode is not available.
- 32080	Internal error: Product registration failed.
- 32081	Internal error: The Lic file still has an old file date format.
- 32089	Illegal e-mail settings.
- 32090	LDS error: License Server dongle and LDS don't match. LDS must be repaired.

Message	Error text
- 32091	LDS error: LDS file missing, License Server dongle ok. LDS must be created again.
- 32092	No access to License Server dongle. Please check driver or dongle plug contact.
- 32093	No access to License Server dongle. Please check driver or dongle plug contact.
- 32095	License Server version is too old. Please update your License Server.
- 32096	This product version cannot work with the installed License Server. Please update the product.
- 32097	LDS error: The License Server is too old for the loaded LDS file. Please update your License Server.
- 32098	Illegal e-mail address.
- 32099	Illegal e-mail.
- 32200	Problems connecting to the License Server. Please restart License Server and License Manager.
- 32201	Problems connecting to the License Server. Please restart License Server and License Manager.
- 32202	Problems connecting to the License Server. Please restart License Server and License Manager.
- 32203	License Server not found. Please check whether an invalid License Server was entered.
- 32204	License Server not found. Please check whether an invalid License Server was entered. Note: The server name begins or ends with a blank.
- 32208	Invalid license file.

Error Messages

Message	Error text
- 32209	Update of the "LicIP1.pref" configuration file failed. Please check permissions.
- 32210	License key is invalid. Please check conformity.
- 32211	Status query at the License Server failed.
- 32212	Password query at the License Server failed.
- 32213	Internal error: Activation of the Start mode failed.
- 32214	Internal error: Activation of the Demo mode failed.
- 32215	Internal error occurred.
- 32220	Assignment of the workstation failed. Please assign in the edit mode of the license overview.
- 32221	Assignment of the workstation failed.
- 32223	Assignment of the workstation failed. Please assign in the edit mode of the license overview.
- 32224	Separation of the workstation failed.
- 32230	LDS cleanup failed.
- 32231	Export of LDS failed!
- 32232	Import of LDS failed!
- 32233	Deletion of the product version from the LDS failed!
- 32240	The new password and the confirmed password don't match.
- 32241	The password entered is wrong. Please enter it again!
- 32242	The license ID entered is wrong. Please enter it again!
- 32243	The license ID entered does not allow the Start mode.

Error Messages

Message	Error text
- 32244	The workstation entered is wrong. Please enter it again!
- 32245	License Server dongle and LDS don't match. LDS must be repaired.
- 32246	Illegal e-mail settings. None of the fields for e-mail addresses and SMTP server may be left empty!
- 32290	No e-mail will be sent because no message is activated!

Introduction

Normally, the Heidelberg Prinect Licensing software is installed together with a Prinect product. If you use only one or two Prinect products, you can use one of the application computers as the License Server PC at the same time. In a complex system environment with a number of Prinect products, it may be advisable to install a separate License Server PC. In this case, the licensing software is installed separately.

This chapter describes the separate installation of the Heidelberg Prinect Licensing software. If you use an application PC also as the License Server PC, the License Server software is installed together with the application software. This installation is described in the respective application documentation.



Prerequisite: For many Prinect products, the license can be enabled either via a dongle or via online licensing. If you want to enable the license via a dongle, please note that a Prinect License Server supports only one dongle per license. Accordingly, only one dongle may be plugged into the License Server PC. Other dongles may not be plugged in. Some products can be activated only with online licensing.



Prerequisite: The licensing software is supported on the following operating systems:

- Windows[®] Server 2012 / Windows[®] 8/8.1 (64 bit)
- Windows[®] Server 2016 / Windows[®] 10 (64 bit)



Prerequisite: The License Server and License Manager must have permission to access other computers in the network. If online licensing is used, a permanent Internet connection to the Heidelberg Software Center must be available (short-term failures are not problematic). Consequently, the Firewall of the License Server PC is configured to allow this (enabling of the required ports). This Firewall setup is done automatically during installation of the licensing software.

Installation



Note: The License Server must be available through a fixed computer name or an unvarying IP address so that it can be accessed at any time in the network by Prinect applications.

The "Domain Name System (DNS)" service must be set up in your network environment if you want to use the computer name for addressing.

It is essential that you assign a static IP address to the License Server PC and not an IP address assigned by DHCP if you wish to make the License Server PC known on the application PC through an IP address. If you are not sure, ask your network administrator for assistance.

Installation on an Apple Mac®

The Heidelberg Prinect Licensing software cannot be installed and run on a Macintosh.

Installation on a Windows PC

On a Windows PC, the License Server software can be installed together with the Prinect application software and as a standalone version on a separate License Server PC.

In the first case, the License Server software is installed together with the application software. This installation is documented in the installation manual that accompanies each Prinect product.

The separate installation of a standalone License Server PC will be described below.

The setup program detects whether an earlier version of the Prinect Licensing software is already installed on the computer. An upgrade installation starts if this is the case. A full installation starts if no version of the licensing software is available.

For details about the upgrade installation see ["Upgrade installation", page 134](#).

For details about how to uninstall the licensing software see ["Uninstalling", page 135](#).

Full Installation



Caution: Before you start installation, make sure that the dongle is **not plugged in!** If you use the full installation to replace an existing License Server, be absolutely sure to create a backup of the License Data Store (LDS) before you put the old License Server out of operation. Take note of the information in ["LDS Safeguards", page 20](#).

Installation of the Heidelberg Prinect Licensing software on a Windows 10 operating system (64 bit) will be described below. Installation is similar for other Prinect setup programs or on different platforms.

Proceed as follows to install the Prinect Licensing software:

1. Insert the installation data medium (e.g. USB stick) and launch the file "SetupPrinect.exe".

You must confirm a security prompt issued by the Windows user account control first. Then the Welcome dialog of the Setup program appears.

2. Click "Prinect 2020 Core".
3. In the next window, click "Prinect License Server 2020".
4. In the next window, click "Install Prinect License Server 2020".
5. In the next window select the language and confirm with "OK".



Note: This setting affects the installation process and the language setting of the License Manager user interface. For this reason, you should change or repair installations with the "Change or Remove Programs" function of the Windows Control Panel only, not with the Installer on the Prinect installation medium. Otherwise, the License

Installation

Manager user interface could contain mixed languages if a language differing from that of the initial installation is chosen when changing the software.

6. The startup window of the install wizard first displays. Click "Next".
7. The license agreement displays in the next window. Read through the text carefully. You can print the license agreement if a system printer is connected to the PC. To be able to continue the setup, you must enable the "I accept the terms of the license agreement" option.

Then click "Next".

8. In the next dialog, you create a user account for the Heidelberg Support. This user account is needed for remote accesses by the Heidelberg Support. We recommend that you use the suggested user name, "hdservice". Click "New User Information" to create the new user account. Please coordinate the user name and password with your local Heidelberg service agent.

Confirm the "Create Heidelberg Support Account" dialog and click "Next".

9. In the "Type of license protection" window, you define whether you want to activate online protection or dongle-based protection.

You need a valid dongle for dongle-based protection. Note that not all Prinect applications can be operated with the dongle license protection. Do not plug in the dongle yet!

Enable "Online protection" if you want to enable online protection from the start or switch from dongle-based protection to online protection.



Prerequisite: The following prerequisites must be met:

- You must have a valid installation code. See ["Request the installation code", page 132](#).
- There must be an Internet connection to the Heidelberg Prinect Trust Service. As the validity of the online certification is con-

stantly checked, the Internet connection must be permanent (short interruptions are not a problem).

If "Online protection" was selected, the "Installation code" window appears after clicking "Next". Enter the installation code. The installation code is based on the following pattern:

SD100001-1481817225683-31

LSN	Security code	Check digits

Click "Next".

10. In the "PTConfig Option" dialog that displays next, you can choose between "Use PTConfig (recommended)" and "Don't use PTConfig".

Select the first option if the License Server will be installed in a Prinect Manager system environment where a "PTConfig" folder is available on a Prinect Manager server. In this case, various system settings are taken from the "PTConfig" folder.

Enable the "Don't use PTConfig" option if the License Server will not be installed in a Prinect Manager system environment. The second option will be enabled as an example in the course of this description.

Then click "Next".

11. In the next dialog you can select that the "Windows Time Service" will be configured during the License Server setup. The "Windows Time Service" makes sure that all the Prinect software components installed on different computers are synchronized. Synchronization makes sure that the time-limited Demo mode of a Prinect software is synchronized with the License Server.

Enable "Configure (recommended)" and click "Next".

Installation

12. Normally, you can use the suggested setup of the Heidelberg Time Server (HD_Time_Server). Enter "HD_TIME_SERVER" in the edit box and click "Next".

If another time server is used in your system environment, enter its name in the edit box or select the relevant file in the file system.

13. A summary of the setup options you selected displays again in the next dialog. Click "Back" if you wish to change any of these settings. Click "Next" to start the installation.

Installation now starts. Wait until installation is finished and the "InstallShield Wizard Complete" dialog displays.

14. Click "Finish".
15. You must restart the computer in order for the License Server to be initialized correctly.
16. If you use the full installation to replace another License Server, import the backup LDS archive file now (see the ["Import LDS", page 92](#)).
17. After the restart, plug in the dongle (if you enabled dongle-based protection).

Request the installation code



Prerequisite: To request an installation code for online protection, the Prinect software (with the desired options) you wish to license must have been purchased.

1. Send a request e-mail to keys@heidelberg.com, specifying the customer and Prinect software.
2. You will receive an e-mail with the installation code.

Observe the following items for online protection:

- The Prinect software is enabled on the basis of a certificate that is automatically generated and sent to the License Server after you enter the installation code .
- The certificate is tied to a real or virtual hardware.
- A certificate is valid for 30 days.
- The certificate is renewed automatically every day. If the Internet connection to the Heidelberg Trust Service should fail temporarily, the existing certificate remains valid.
- The local License Server verifies the validity of the certificate.
- In the case of a destroyed certificate, an emergency mode is enabled, allowing further operation of the Prinect software for 72 hours.

To ensure safe operation with online protection, the License Server sends event e-mails in the following cases (see also ["Messages", page 101](#)):

- If a certificate expires in 20 days: one-time e-mail
- If a certificate expires in less than 15 days: daily e-mail.
- In addition, these events are displayed in the Prinect Maintenance Center.

Upgrade installation



Caution: If dongle licensing is used, before you start installation make sure that the dongle is not plugged in! To do this, shut down the computer, pull out the dongle and restart the computer.

Proceed as follows to install an upgrade of the Prinect Licensing software:

1. Insert the installation data medium (e.g. USB stick) and launch the file "SetupPrinect.exe".

You must confirm a security prompt issued by the Windows user account control first. Then the Welcome dialog of the Setup program appears.

2. Click "Prinect 2020 Core".
3. In the next window, click "Prinect License Server 2020".
4. In the next dialog, click "Install Prinect License Server 2020".
5. The startup window of the install wizard first displays. Click "Next".
6. The license agreement displays in the next window. Read through the text carefully. You can print the license agreement if a system printer is connected to the PC. To be able to continue the setup, you must enable the "I accept the terms of the license agreement" option.

Then click "Next".

7. In the "Use PTConfig Option" dialog that displays next, you can choose between "Use PTConfig (recommended)" and "Don't use PTConfig".

Select the first option if the License Server will be installed in a Prinect Manager system environment where a "PTConfig" folder is available on a Prinect Manager server. In this case, various system settings are taken from the "PTConfig" folder.

Enable the "Don't use PTConfig" option if the License Server will not be installed in a Prinect Manager system environment. The second option will be enabled in the course of this description.

Then click "Next".

8. In the next dialog you can select that the "Windows Time Service" will be configured during the License Server setup. The "Windows Time Service" makes sure that all the Prinect software components installed on different computers are synchronized. Synchronization makes sure that the time-limited Demo mode of a Prinect software is synchronized with the License Server.

Enable the "Configure (recommended)" option and then click "Next".

9. The time server is configured in the next dialog. The time server set up in the predecessor installation is set by default. Leave the setting as it is if there is no important reason to change it and then click "Next".
10. A summary of the setup options you selected displays again in the next dialog. Click "Back" if you wish to change any of these settings. Click "Next" to start the installation.

Installation now starts. Wait until installation is finished and the "InstallShield Wizard Complete" dialog displays.

11. Click "Finish".
12. You must restart the computer in order for the License Server to be initialized correctly.

Uninstalling



Caution: When you uninstall the Prinect Licensing software to replace the existing License Server by another computer or to reinstall the License Server software, be absolutely sure to create a backup of the License Data Store (LDS) before you uninstall the License Server software. If the License Server software should be damaged before you uninstall it or if it is no longer running properly, make sure to import an LDS backup created with an error-free License Server software (e.g. an automatic LDS backup) to the new License Server software. Take note of the information in ["LDS Safeguards", page 20](#).

Installation

To uninstall the License Server software, invoke "Settings" in the Windows Start menu and select "System" or "Apps" (depending on the Windows version) there.

1. Select "Heidelberg Prinect Licensing" and click "Uninstall". The installation program is started.
2. Enable the "Remove" option and click "Next". The "Choose Removal Option" window opens.

In this window, you can select whether you wish to uninstall all instances of the Prinect Licensing software or just the License Server. You should select the second option if you intend to use the computer as a License Server again sometime later.

3. Enable the option you want and click "Next".
The software will now be uninstalled.

Following that, the "InstallShield Wizard Complete" dialog displays.

4. Leave "Yes, I want to restart my compute now" enabled and click "Finish".

Uninstall is finished after the restart. You can also enable "No, I will restart my computer later", for example, if you want to shut down the computer after the software is uninstalled. Then click "Finish".

5. After a successful uninstall, you can remove the dongle from the computer, if dongle protection was active.

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C Client-server architecture

Software setup consisting of one server application and one or more client applications.

D Dongle

A dongle is a "digital key", mainly in the form of a USB stick that enables the licenses for use.

I IP address

"Internet Protocol" Address A computer or a device in the network is identified by means of this address.

L License key

Character code used to enable a software product or certain options.,

License Manager

User interface for the License Server.

License Server

Software without its own user interface, used for management of the licenses.

S Start mode

Limited period within which the Prinect software can be used without a license key.

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Revision 2.0

Order No.SZ.111.2146

Impressum

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