Local License Manager

User Manual

ESKO
artwork

Contents

1. Legal notice

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2. Introduction

The EskoArtwork Local License Manager lets you **activate and deactivate licenses** for your EskoArtwork software.

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

For easiest configuration, the machine on which you are using the EskoArtwork Local License Manager should be on-line with full Internet access.

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

• have access to Internet e-mail and use of a Web browser on another machine,

• can copy a file received in an Internet e-mail message to the machine you are using (using a USB flash memory drive, a diskette, an internal network...).

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

2.1 Launching the application

To launch the EskoArtwork Local License Manager, do the following:

1. Start the EskoArtwork software for which you want to activate a license.

This opens the **Licenses** dialog.
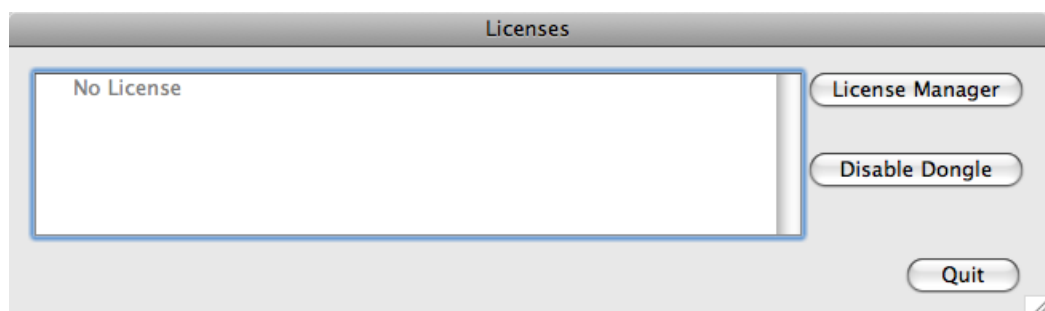
2. In this dialog, click the **License Manager** button.

This opens the EskoArtwork Local License Manager's main window.
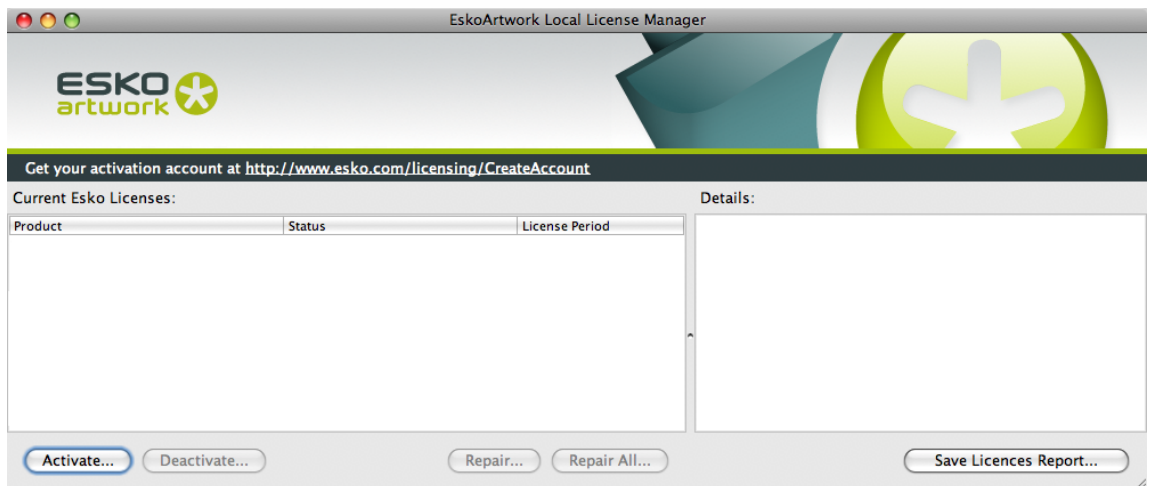
2.2 Creating an activation account

1. Go to the activation website:

   - If your computer is connected to the internet, launch the EskoArtwork Local License Manager as previously described and click the activation account hyperlink.

   - If your computer is not connected to the internet, go to *http://esko.com/licensing/CreateAccount* on another computer.

2. Enter the appropriate information in the fields.

3. If you would like to receive news from EskoArtwork or be contacted by a EskoArtwork Certified Partner, leave the two bottom checkboxes selected; otherwise, clear them.

4. Click **Create my Account**.

5. After a few minutes, check your e-mail program for a new message from EskoArtwork regarding activating your new account.

6. Once it arrives, open the message and click the link to confirm your e-mail address.

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

3. Activating licenses

Once you have created and confirmed your activation account, you can start activating the licenses using your software's product keys.

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

- If the computer running the EskoArtwork Local License Manager is connected to the Internet, you can get licenses for the product keys and activate them from that machine.

- Otherwise, you must create an activation request file and use a computer that is connected to the Internet to upload it to an activation server.

3.1 On-line activation

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

1. In the EskoArtwork Local License Manager's main window, click **Activate...**

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

2. Click **Next** (on PC) or **Continue** (on Mac) in the first screen of the **Activate License Wizard/Assistant** dialog box.

3. Select **On-line activation** and click **Next** / **Continue**.
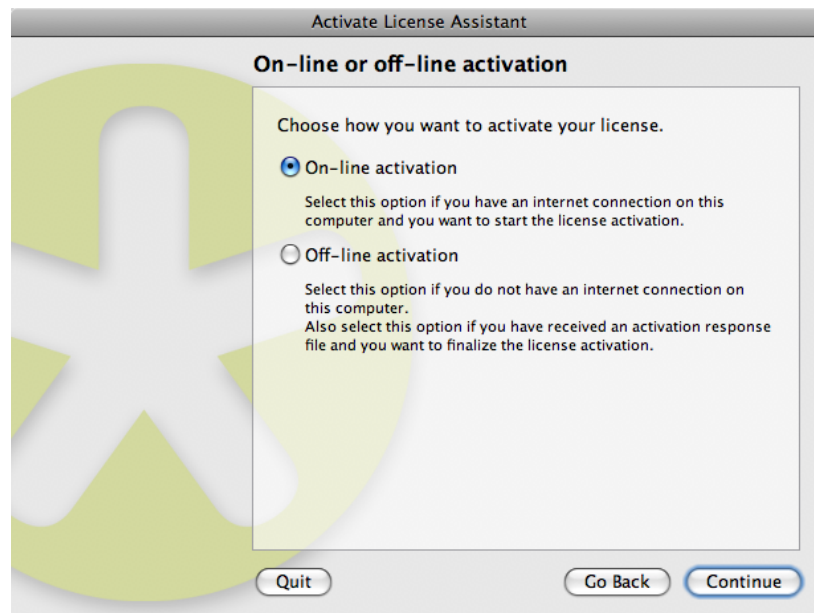
4. In the **Your product keys** screen, choose the number of product keys you have to activate and click **Next** / **Continue**.

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

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

   > **Note:** *It is also possible for a single license key to be supplied using a product keys file.*

   b) If you chose **I have more than one product key**, enter each product key on a line, followed by a comma.

c) If you chose **I have a file containing multiple product keys**, browse for the file.
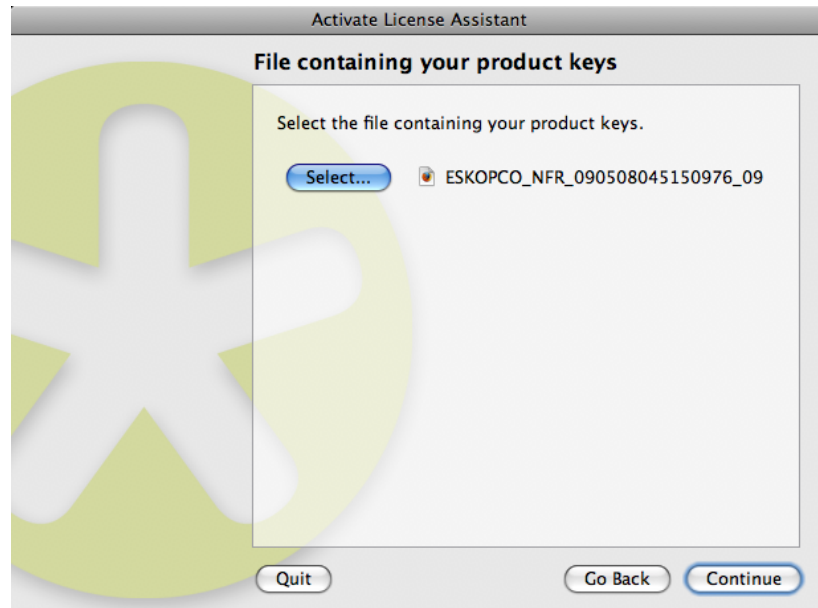
d) Then click **Next** / **Continue**.

6. Enter the name and password of your activation account and click **Next** / **Continue**.
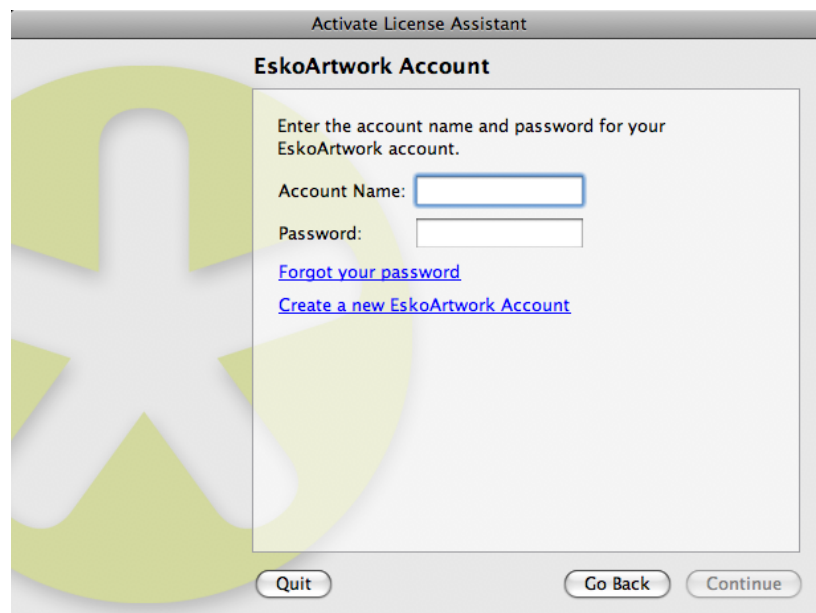
A status bar will appear while the system communicates with the activation server. Do not cancel or close the application.
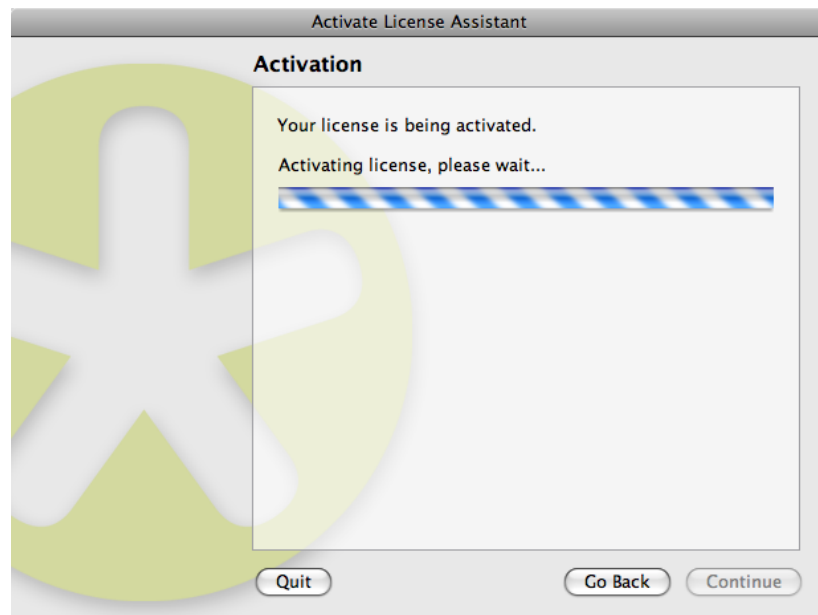
A message will appear saying that the activation was completed successfully and that you can now use the product(s) on your computer.
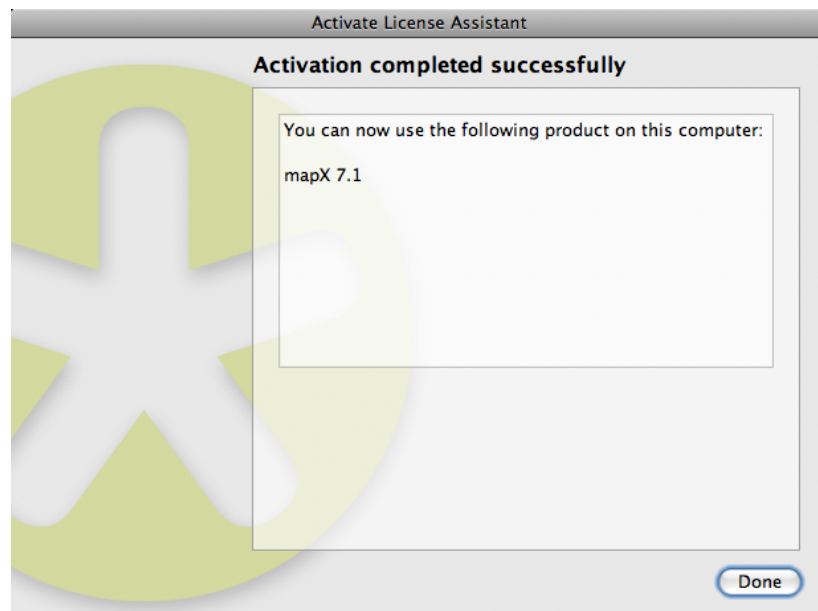
7. Click **Finish**.

The product and its license will appear in the EskoArtwork Local License Manager as shown below. Select a license to see its details in the **Details** pane.
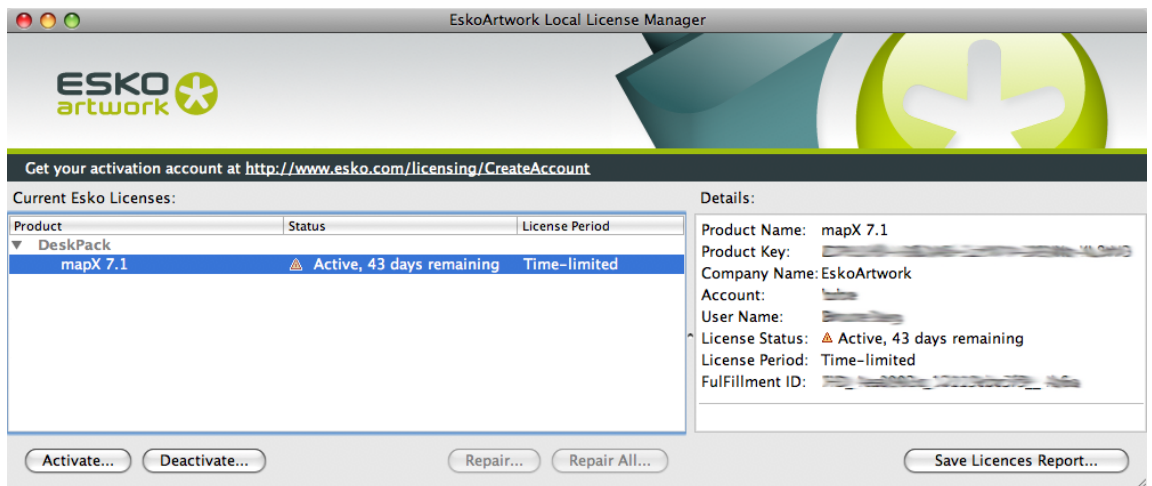
3.2 Off-line activation

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

1. Create the activation request file using the **Activate License Wizard / Assistant**, and copy it to a machine with full Internet access.

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

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

This process is described in more detail below.

3.2.1 First time off-line activation

When you run the EskoArtwork Local License Manager for the first time, it needs to be configured with data from the EskoArtwork server.

During on-line activations, this configuration happens automatically when you make the first activation request.

However, this is not possible in off-line activations, so the first off-line activation needs to happen twice - once to get configuration data from the EskoArtwork server, and the second time to request the activation.

The first time you perform an off-line activation using the instructions in the following section, when you load the result file, the activation will fail as shown below.
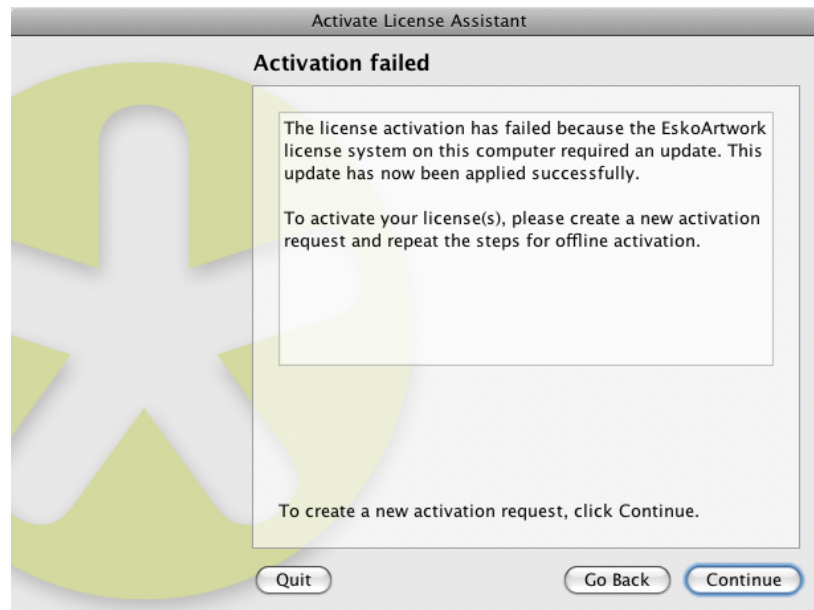
Click **Next** as instructed to perform the off-line activation sequence again. All subsequent off-line activations should work properly now that your system sends the correct configuration information.

3.2.2 Creating an activation request

To create an activation request file, do the following:

1. In EskoArtwork Local License Manager's main window, click **Activate...**

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

2. Click **Next** (on PC) or **Continue** (on Mac) in the first screen of the **Activate License Wizard/Assistant** dialog box.

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

4. Leave **Step 1: Create an activation request** selected and click **Next** / **Continue**.

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

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

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

   b) If you chose **I have more than one product key**, enter each product key on a line, followed by a comma.

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

   d) Then click **Next** / **Continue**.

7. Enter the name of your activation account and click **Next** / **Continue**.

   Make sure to note the URL for the license Web site shown on the next screen, as you will need this later to upload the file.

8. Save the activation request file.

    a) Click **Save As** (PC) or **Select...** (Mac).

    b) In the pop-up that opens, browse to the desired location and click **Save**.

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

10. Copy the activation request file to a computer with Internet access using whatever method you have available - USB thumb drive, diskette, network...

3.2.3 Uploading the activation request and downloading the response file

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

1. Start a Web browser on that machine and go to the website URL that you noted when saving the activation request file (for example *http://www.esko.com/licensing/Activation*).

2. Select **Offline Product Activation** and click **Continue**.

3. Browse for the activation request file you copied to this machine and click **Continue**.

4. Enter your activation account password in the **Password**: field and click **Continue**.

5. Verify that the product information contained in the activation request file is correct and click **Continue**.

6. Depending on the level of security of your Web browser, the response file will download automatically, or it may be blocked. If it is blocked, click the direct link to download the response file.

7. Copy the response file back to the machine running the EskoArtwork Local License Manager and go to that machine.

3.2.4 Loading the activation response file

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

1. In EskoArtwork Local License Manager's main window, click **Activate...** to open the **Activate License Wizard / Assistant**.

2. Click **Next** / **Continue** in the first screen of the **Activate License Wizard/Assistant** dialog box.

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

4. Select **Step 2: Load an activation response** and click **Next** / **Continue**.

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

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

6. Click **Finish**.

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

4. Deactivating licenses

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

4.1 On-line deactivation

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

1. Launch the EskoArtwork Local License Manager.

2. In the EskoArtwork Local License Manager window, click **Deactivate**...

3. Click **Next** / **Continue** in the first screen of the **Deactivate License Wizard/Assistant** dialog box.

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

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

5. A product key file is created. You will need this file to activate the license for this product key on another computer. Click **Save As** to save the file.

6. In the **Save As** dialog box, navigate to the desired location, enter a name for the file, and click **Save**.

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

7. Back in the **Save the Product Key** dialog box, click **Next** / **Continue**.

8. A message appears saying the deactivation was completed successfully. Click **Finish**.

    The license will no longer appear in the EskoArtwork Local License Manager.

4.2 Off-line deactivation

Off-line deactivation works just like off-line activation - you create an off-line deactivation request, upload it to an activation server, download a deactivation response file, copy it to the license server machine, and load it into the license server utility.

4.2.1 Creating a deactivation request

To create a deactivation request file, do the following:

1. Launch the EskoArtwork Local License Manager.

2. In the EskoArtwork Local License Manager, click the licenses to deactivate, or press CTRL-A to select them all.

3. Click **Deactivate**...

4. Click **Next** / **Continue** in the first screen of the **Deactivate License Wizard/Assistant** dialog box.

5. Select **Off-line deactivation** and click **Next** / **Continue**.

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

   Make sure to note the URL for the license Web site shown on the next screen, as you will need this later to upload the file.

7. Save the deactivation request file.

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

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

   The selected licenses will change to status **DISABLED** until the deactivation procedure is completed and the licenses are removed.

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

4.2.2 Uploading the deactivation request file and downloading the response file

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

1. Start a Web browser on that machine and go to the website URL that you noted when saving the deactivation request file (for example *http://www.esko.com/licensing/Activation*).

2. Select **Offline Product Deactivation** and click **Continue**.

3. Browse for the deactivation request file you copied to this machine and click **Continue**.

4. Verify that the product information contained in the deactivation request file is correct and click **Continue**.

5. Depending on the level of security of your Web browser, the response file will download automatically, or it may be blocked. If it is blocked, click the direct link to download the response file.

6. Copy the response file back to the machine running the EskoArtwork Local License Manager and go to that machine.

4.2.3 Loading the deactivation response

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

1. In EskoArtwork Local License Manager's main window, click **Deactivate...** to open the **Activate License Wizard / Assistant**.

2. Click **Next** / **Continue** in the first screen of the **Deactivate License Wizard/Assistant** dialog box.

3. Select **Off-line deactivation** and click **Next** / **Continue**.

4. Select **Step 2: Load a deactivation response** and click **Next** / **Continue**.

5. Browse to the folder containing the response file you copied from the machine with full Internet access, double-click it, and click **Next** / **Continue**.

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

6. Click **Save As** to save the product key information to a file. You will need this product key information to activate the license(s) again. After you click Save As, navigate to the desired folder and click **Save**.

7. Click **Next** / **Continue**.

    A message will appear that the deactivation was completed successfully.

8. Click **Finish**.

5. Repairing licenses

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

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

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

5.1 On-line repairing

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

1. Launch the EskoArtwork Local License Manager.

2. In the EskoArtwork Local License Manager's window:

   - If only one license is broken, select it and click **Repair...**

   - If many licenses are broken, select one and click **Repair All...**

3. Click **Next** / **Continue** in the first screen of the **Repair License Wizard/Assistant** dialog box.

4. Leave **On-line Repair** selected and click **Next** / **Continue**.

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

5. Click **Finish**.

5.2 Off-line repairing

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

5.2.1 Creating a repair request

To create the repair request, do the following:

1. Launch the EskoArtwork Local License Manager.

2. In the EskoArtwork Local License Manager's window:

- If only one license is broken, select it and click **Repair...**
- If many licenses are broken, select one and click **Repair All...**

3. Click **Next** / **Continue** in the first screen of the **Repair License Wizard/Assistant** dialog box.

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

5. Leave **Step 1: Create a repair request** selected and click **Next** / **Continue**.

   Make sure to note the URL for the license Web site shown on the next screen, as you will need this later to upload the file.

6. Save the repair request file.

   a) Click **Save As** (PC) or **Select...** (Mac).

   b) In the pop-up that opens, browse to the desired location and click **Save**.

7. A message will appear saying that Step 1 of the off-line repair has been completed successfully. Click **Finish**.

8. Copy that file to a computer with Internet access using whatever method you have available - USB thumb drive, diskette, network...

5.2.2 Uploading the repair request file and downloading the response file

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

1. Start a Web browser on that machine and go to the website URL that you noted when saving the repair request file (for example *http://www.esko.com/licensing/Activation*).

2. Select **Offline Repair** and click **Continue**.

3. Browse for the repair request file you copied to this machine and click **Continue**.

4. Verify that the product information contained in the repair request file is correct and click **Continue**.

5. Depending on the level of security of your Web browser, the response file will download automatically, or it may be blocked. If it is blocked, click the direct link to download the response file.

6. Copy the response file back to the machine running the EskoArtwork Local License Manager and go to that machine.

5.2.3 Loading the repair response

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

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

2. Click **Next** / **Continue** in the first screen of the **Repair License Wizard/Assistant** dialog box.

3. Select **Off-line repair** and click **Next** / **Continue**.

4. Select **Step 2: Load a repair response** and click **Next / Continue**.

5. Browse to the folder containing the response file you copied from the machine with full Internet access, double-click it, and click **Next / Continue**.

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

6. Click **Finish**.

6. Moving licenses between computers

To move licenses between computers, do the following:

1. Deactivate the licenses on the computer that will not use them anymore.

2. Copy the product keys file to the computer that will use the licenses.

3. On the computer acquiring the licenses, activate the licenses using the product keys file.

7. Saving a Licenses Report

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

1. Launch the EskoArtwork Local License Manager.

2. In the EskoArtwork Local License Manager's window, click **Save Licenses Report...**

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

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

8. Tips and troubleshooting

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

8.1 Error messages - is the problem local or on the Web server?

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

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

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

8.2 Error during activation / deactivation / repair

If you get the following error message, check the version of your FNP Licensing Service.

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

8.3 If deactivation fails

If deactivation of your licenses fails, resulting in disabled licenses, you should be able to clean them up by deactivating them again.

8.4 Networking issues

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

• If you have a proxy server, enter the required information and try again.

• If you do not have a proxy server, something else is wrong with your connection.

8.5 If the program hangs

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

• the local system on which the EskoArtwork application was launched was not rebooted when it should have been. If you are prompted to reboot during installation, make sure to do so.

• another program using licenses managed by the application may have crashed, or otherwise locked the license system. This may happen only if the license manager is misconfigured.

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

8.6 Careful use of filesystem monitoring utilities

The licensing server software stores its critical configuration information in a special area of the filesystem called *trusted storage*. This area of the computer can appear empty when in reality it is not.

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

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