



# Activation Troubleshooting Guide (Traditional Licenses)



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# 1. Copyrights

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## 2. About this guide

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Activating your Enfocus product is a mandatory step in the deployment of your Enfocus product. This document provides you with:

- Information on how and when to activate your product.
- Guidelines on what to do in case of problems.
- An overview of issues you may encounter and tips on how to solve them.



**Note:** This document only covers activation of traditional, perpetual licenses.

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## 3. About Enfocus product activation

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If you purchase Enfocus software, you receive a serial key that is linked to your license. The activation process checks if your software version and key are legitimate and if you are entitled to use the software.

This activation process takes place immediately after you have installed the software and is required before you can start working.

However, keep in mind that you will have to activate your product again:

- If you're **moving the software to another computer**, for example because you're changing computers, a colleague takes over the license, your computer crashed,... As the Enfocus product key is linked to the *hardware* of your computer, you must **first deactivate** your key, before you can activate it again on another machine.
- If you're **upgrading to another version of the software**. As keys are linked to software versions, you will have to activate a new ("upgrade") key, whenever you install a new version of the software. Note that upgrade keys must be activated **on the computer on which you activated the original key**. For example, if you have activated PitStop Pro 12 on your old computer, but want to use PitStop Pro 13 on your new computer, you must deactivate PitStop Pro 12 on your old computer first, then install the new version of the software (13) on your new computer and reactivate both the old key and the upgrade key (one after the other) on the new machine.



**Note:** In all these cases, you'll need your product key(s), so make sure to keep them somewhere safe!

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## 4. How to activate your Enfocus product

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Detailed information on how to activate your Enfocus product can be found on the Enfocus website:

- For a **video tutorial** and a **start page for activation issues**, refer to: <http://www.enfocus.com/en/products/activation-overview/>
- For **detailed procedures** on how to activate, deactivate or repair licenses, refer to the product manuals:
  - PitStop Pro Quick Start Guide <http://www.enfocus.com/en/products/pitstop-pro/manuals>
  - PitStop Server Reference Guide <http://www.enfocus.com/en/products/pitstop-server/manuals>
  - Workgroup Manager User Guide: <http://www.enfocus.com/en/products/pitstop-pro/workgroup-manager>
  - Switch Reference Guide <http://www.enfocus.com/en/products/switch/manuals>
  - Connect User Guide <http://www.enfocus.com/en/products/connect-all/manuals>

## 5. What can go wrong

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### 5.1 Issues with your account, account name or password

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#### 5.1.1 I have no account yet

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**Issue**

I'm asked for an account name and an account password, but I don't have an account yet.

**Context**

In order to activate the Enfocus software, you need an account.

From version 13 onwards, the account you need is an Enfocus ID. This is a free account that is used for all communication with Enfocus and that in the near future will replace all former Enfocus accounts (product activation account, web shop account, portal account).

Older Enfocus software (until version 12) can be activated either using an old activation account or a new Enfocus ID. No existing activations will be broken.

**Solution**

If you don't have an account yet, you must create an Enfocus ID by clicking the following link:  
<https://my.enfocus.com/en/user/register/>

Once you've submitted the required information, your Enfocus ID is created and you can use it immediately to activate your Enfocus product and to sign in into the software.

#### 5.1.2 I have no Enfocus ID yet

---

**Issue**

I'm asked for an Enfocus ID and password, but I don't have one yet.

**Context**

In order to activate an Enfocus product, you need an account.

From version 13 onwards, the account you need is an Enfocus ID. The Enfocus ID is a free account that is used for all communication with Enfocus and that in the near future will replace all former Enfocus accounts (product activation account, web shop account, portal account).

Older Enfocus software (until version 12) can be activated either using an old activation account or a new Enfocus ID. No existing activations will be broken.



**Solution**

Click the following link to create an account: <https://my.enfocus.com/en/user/register/>

Alternatively, you can create one from within the Enfocus application, by clicking the **Create Enfocus ID** link on the License tab of the About panel.

Once you've submitted the required information, your Enfocus ID is created and you can use it immediately to activate your Enfocus product and to sign in into the software.

## 5.1.3 I forgot my account name

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**Issue**

I have made an account before, but I don't remember the account name.

**Context**

In order to activate or repair an Enfocus product, you need an account.

From version 13 onwards, the account you need is an Enfocus ID. The Enfocus ID is a free account that is used for all communication with Enfocus and that in the near future will replace all former Enfocus accounts (product activation account, web shop account, portal account).

Older Enfocus software (until version 12) can be activated either using an old activation account or a new Enfocus ID. No existing activations will be broken.

**Solution**

**In case of a product activation account (Enfocus software until version 12):** We do no longer support product activation accounts. Please create a new Enfocus ID by clicking the following link <https://my.enfocus.com/en/user/register/> and use this one to activate, deactivate or repair your Enfocus software (even older versions).

**In case of an Enfocus ID:** Your account name is the e-mail address that was used to create your Enfocus ID.

## 5.1.4 I forgot my password

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**Issue**

I have made an account before, but I don't remember the password.

**Context**

In order to activate or repair an Enfocus product, you need an account.

From version 13 onwards, the account you need is an Enfocus ID. The Enfocus ID is a free account that is used for all communication with Enfocus and that in the near future will replace all former Enfocus accounts (product activation account, web shop account, portal account).

Older Enfocus software (until version 12) can be activated either using an old activation account or a new Enfocus ID. No existing activations will be broken.

**Solution**

**If you are using an older version of the software (until version 12):** We do no longer support product activation accounts. Please create a new Enfocus ID by clicking the following link <https://my.enfocus.com/en/user/register/> and use this one to activate, deactivate or repair your Enfocus software (even older versions).

**If you are using version 13 or later:** Click <https://my.enfocus.com/en/user/password>. You will receive a link via email with a link to reset your password.

## 5.1.5 I don't know how to change my account

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**Issue**

I want to change my account (for example to change my password, or to register for the Enfocus newsletter), but I don't know how to do this.

**Context**

In order to activate or repair an Enfocus product, you need an account.

From version 13 onwards, the account you need is an Enfocus ID. The Enfocus ID is a free account that is used for all communication with Enfocus and that in the near future will replace all former Enfocus accounts (product activation account, web shop account, portal account).

Older Enfocus software (until version 12) can be activated either using an old activation account or a new Enfocus ID. No existing activations will be broken.

**Solution****If you want to change a product activation account:**

Product activation accounts cannot be changed anymore. We recommend creating an Enfocus ID by clicking the following link: <https://my.enfocus.com/en/user/register>. You can also use this ID to activate older versions of the software.

**If you want to change your Enfocus ID:**

Go to the Enfocus website and sign in with your Enfocus ID credentials (by clicking Sign in in the top right corner of the screen). Click your email address to open the account section. To change for example your password, phone number, ..., under **My account**, click **My account details**.

## 5.1.6 I don't have access to a previously used activation account/ Enfocus ID

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**Issue**

I want to activate, deactivate or repair the Enfocus software, but I don't know the account name or password used by my (former) colleague to activate the software.

**Context**

Product keys are NOT linked to the activation account or Enfocus ID that was used to activate the software. As long as the product key is not used (not active) on another system, you can re-activate with any account.

**Solution**

Create or use your own, personal Enfocus ID:

- It's free.
- You can choose your own password.
- If it is linked to your own e-mail address, the Enfocus support team can easily contact you in case of problems.

## 5.1.7 My account name and/or password are wrong

---

**Issue**

I have entered my account name and password, but I get the message that the entered information is wrong. I'm sure I haven't mistyped any character.

**Context**

Until version 12, you needed a (free) product activation account to (re)activate, deactivate or repair the Enfocus software. This account was linked to your e-mail address and could not be used for any other activity, such as purchasing products in the Enfocus webshop or logging into the Partner Site or CertifiedPDF.net. For those activities, another type of account was used.

From March 2015 onwards, you can use an Enfocus ID to (re)activate, deactivate or repair all Enfocus software (even older versions). This is a free account that in the near future will replace all former Enfocus accounts (product activation account, web shop account, portal account).

**Solution**

Make sure you are using an Enfocus *product activation* account (versions until 12 only) or an Enfocus ID (all versions), and not one of the other Enfocus accounts.



**Tip:** As the Enfocus ID is meant to replace the older product activation accounts, we recommend creating a new Enfocus ID, even if you still have the credentials of your old product activation account. Remember that there is no link between your product key(s) and the account that was used to activate the software, so it's safe to change accounts.

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## 5.1.8 My account is not active

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**Issue**

I have entered my account name and password, but I get the message that my account is not active. What should I do?

**Context**

For older versions (until version 12), you needed an **active** product activation account to (re)activate, deactivate or repair the Enfocus software. An account is active if the e-mail address linked to it has been confirmed.

For version 13 (and later) software, this is not the case; you need an Enfocus ID, which is active as soon as it has been created.

**Solution**

You can no longer create (or activate) product activation accounts. Please create a free Enfocus ID, by clicking the following link: <https://my.enfocus.com/en/user/register>. For more information, refer to [I have no Enfocus ID yet](#) on page 8

## 5.1.9 I did not receive/I lost a confirmation e-mail

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**Issue**

I have created an Enfocus product activation account, but I haven't received a confirmation e-mail, or I lost it, so I cannot activate my account.

**Context**

For older versions (until version 12), you needed a (free) product activation account to (re)activate, deactivate or repair the Enfocus software. This account had to be activated by clicking a link in the confirmation e-mail you receive after creating the account. However, the confirmation e-mail may could get filtered by spam filters or blocked by a firewall.

For version 13 or later, this is not the case; you need an Enfocus ID, which is active as soon as it has been created.

**Solution**

You can no longer create (or activate) product activation accounts. Please create a free Enfocus ID, by clicking the following link: <https://my.enfocus.com/en/user/register>. For more information, refer to [I have no Enfocus ID yet](#) on page 8

## 5.2 Issues with your product key(s)

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### 5.2.1 I have no product key

---

**Issue**

I want to use the Enfocus software, but I don't have a product key. How can I get one?

**Context**

You need a product key to be able to work with the Enfocus products. You can either try out the software using a free trial key, or purchase a key through the internet or a reseller. Note that volume keys and some of our products (Enfocus Connect ALL, Switch) can only be purchased from a reseller.



**Note:** As of version 13, you can as well buy a subscription license for PitStop Pro. In that case, you don't need a product key. For more information, refer to the Enfocus website.

**Solution**

Go to the appropriate product page on the Enfocus website and do one of the following:

- To use a trial key, click **Download a free trial** (a big, green button below the product name). When activating the trial, choose the **Activate 15/30-day trial** option; you won't need to enter a key.
- To buy the Enfocus software online, click **Buy (product name)** (a big, green button below the product name) or **Upgrade from (previous version) to (latest version)** (an option in the panel at the left). You will receive your product key through e-mail.
- To buy the Enfocus software from a reseller, contact a local reseller. Contact information can be found at <http://www.enfocus.com/en/support/resellers/>

## 5.2.2 I forgot my Enfocus product key(s)

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### *Issue*

I've changed computers, but I cannot activate the Enfocus software, because I don't know the product key(s) anymore.

### *Context*

You need your product key every time you install the Enfocus software on another machine, and every time you upgrade to a newer version. It's important to keep it somewhere safe.

Remember that you must deactivate your software before you can activate it on another system. During deactivation, you will get the chance to save your keys to a text file. This option (**Export license information during deactivation**) is selected by default in the Enfocus Software Activation dialog.

### *Solution*

Deactivate your software and make sure to export your keys.

If deactivating is not possible (for example because the system is not available anymore), contact your reseller or the Enfocus customer support team via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

## 5.2.3 Key is invalid

---

### *Issue*

I get a message that my product key is invalid. What can I do to solve this?

### *Context*

Product keys have a fixed length (30 characters) and are linked to a product and a version.

There are three types of product keys:

- A regular key is a **full key**, allowing you to activate the Enfocus software on any computer. If it has been activated before on a different computer, you must first deactivate it there, before you can activate it again on another system.
- An **upgrade key** is a cheaper key that relies on a previous version product key and can only be used on the computer on which this previous key has been activated.
- A **network** key can only be used with Workgroup Manager. For more information, refer to the Workgroup Manager documentation.

**Solution**

Re-enter the key. You may have made a typo when entering the key.

If this doesn't solve the problem, check if the error message you received occurs in the table below:

Message	Solution
This key is not valid for this application.	The key is not valid for the Enfocus product you are trying to activate. Enter the appropriate key.
You are trying to activate a network license. Network licenses can only be activated on a license server.	The key can only be used with Workgroup Manager. Enter the appropriate key.
Not all keys could be activated – You are trying to activate an expired license.	The key has expired. Enter an active key. For example: <ul style="list-style-type: none"> <li>If you used a trial version before, after the trial period, you need to activate a full key.</li> <li>If you changed keys (e.g. you want to use a (floating) volume license instead of a number of single user licenses), you need to activate the new key.</li> </ul>
This is a key for a previous version and requires (an) upgrade key(s) to be present. At least one of these keys is missing.	The key does not match the version of the software installed on the machine. For example, you are trying to activate Pitstop Pro 12 with a PitStop Pro 11 key.  If you have an upgrade key, make sure the previous version of the software is activated on the same computer. For example, if you have an upgrade key for PitStop Pro 12, you must have activated a PitStop Pro 11 key on the same system.



**Note:** If you don't have the appropriate key for the product you are trying to activate, you should buy a new key (a full key or an upgrade key). Refer to [I have no product key](#) on page 12.

## 5.2.4 Key is already in use

**Issue**

I get a message that my key is already in use.

**Context**

A product key can only be used on one system at a time. You must deactivate it on the current computer before you can use it on another one.

**Solution**

- Deactivate the key on the old system and re-activate it on the new system.
- If deactivating is not possible (for example because the system is not available anymore), contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>. Make sure to mention why it was not possible to deactivate the key.

## 5.2.5 Not all keys could be activated

---

**Issue**

I get a message that not all keys could be activated and that no more licenses are available for the entered product key. What does this mean?

**Context**

This message may appear when you're trying to activate a key in Workgroup Manager.

Workgroup Manager works with network keys which are linked to floating licenses. Floating licenses are assigned to a user on the network for the time the user is using the application. When closing the application, the license is released and can be used by another user.

When buying Workgroup Manager, you buy a number of floating licenses. This number, referred to as the license count, must be entered when activating the application. When the entered number is higher than the number of licenses purchased, you will get this message.

**Solution**

In the Enfocus Software Activation dialog, click the **Previous** button and correct the license count to match the number of licenses purchased. If you need extra licenses, you can purchase them through the internet or through your reseller. For more information, refer to [I have no product key](#) on page 12.

## 5.2.6 License Count is not specified

---

**Issue**

I get a message that the license count is not specified. What does it mean?

**Context**

This message may appear when you're trying to activate a key in Workgroup Manager.

Workgroup Manager works with network keys which are linked to floating licenses. Floating licenses are assigned to a user on the network for the time the user is using the application. When closing the application, the license is released and can be used by another user.

When buying Workgroup Manager, you buy a number of floating licenses. This number, referred to as the license count, must be entered when activating the application.

**Solution**

In the Enfocus Software Activation dialog, under **License Count**, enter the number of floating licenses you purchased.



**Note:** If the entered license count is wrong, the following message will appear: *Not all keys could be activated. There are no more licenses available for this product key.* Refer to [Not all keys could be activated](#) on page 15.

## 5.2.7 Not possible to activate a local license

### Issue

You get the following message: *You are trying to activate a local license. This application only supports activating network licenses.*

### Context

This message may appear when you're trying to activate the wrong key in Workgroup Manager, for example a key for another Enfocus application (PitStop, Connect).

Workgroup Manager works with network keys, which are linked to licenses for users on a network. The other Enfocus applications work with local licenses, for use on one system.

### Solution

Enter a Workgroup Manager network key.

If you don't have a key for Workgroup Manager, you should buy one. Refer to [I have no product key](#) on page 12.

## 5.2.8 Unable to read the license file

### Issue

I get a message that the key file I uploaded cannot be read.

### Context

If the license file was sent to you through e-mail, without being zipped, the mail client may have added extra information. This information is unknown to the Enfocus software and triggers the message "Unable to read the license file".

### Solution

Remove the extra information as follows:

1. Open the HTML file, for example in Notepad or TextEdit.
2. Remove all content between <head> and <title> (marked in bold in the example below):

```
<html><head>
<meta http-equiv="content-type" content="text/html; charset=ISO-8859-1">
<title>Enfocus Product Key File</title>
```

3. Save the file and try to activate the software again.

If this didn't solve the problem, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.



**Tip:** If you ever send a license file yourself, make sure it is zipped!



## 5.3 Issues with the internet connection

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### 5.3.1 I have no internet connection

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#### **Issue**

How can I activate my Enfocus product if the computer that is running the software is not connected to the internet?

#### **Context**

Enfocus provides a way to perform the activation offline. All you need is a second system with internet access to communicate with the Enfocus web server.

The offline procedure consists of three steps:

1. On your *offline* system (on which you installed the Enfocus software), create an activation request (requestactivate.xml).
2. On your *online* system, upload this activation request to the Enfocus activation website. Enfocus will provide you with a response file (response.xml).
3. Upload this response file to your offline system.



**Note:** The first time you're activating an Enfocus product on a particular offline system, you must first **initialize** the software. The procedure is similar to the offline activation and is started automatically when you click the **Activate** button in the Enfocus Software Activation dialog: instead of an activation request (step1), an initialization request will be created. For more information, refer to [I get a requestinitialize.xml file instead of a requestactivate.xml file](#) on page 18.

---

#### **Solution**

Perform an offline activation, making sure to select the **Off-Line Mode** checkbox in the Enfocus Software Activation dialog.

Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

### 5.3.2 A firewall is blocking the connection to the Enfocus license server

---

#### **Issue**

I cannot activate my Enfocus product, because a firewall is blocking the connection to the license server.

**Context**

When activating an Enfocus product, the software connects to the Enfocus license server to have the key and software version checked. If the firewall blocks the connection, activation will fail.

**Solution**

Allow communication with <https://licensing.services.esko.com> through ports 80 and 443.

If you're using Workgroup Manager, the license server should be able to communicate with both Workgroup Manager and all PitStop copies in the network. For more details, refer to the Workgroup Manager documentation (Chapter *Firewall settings for license distribution*).

## 5.4 Issues with offline product activation, deactivation or repair

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### 5.4.1 I get a requestinitialize.xml file instead of a requestactivate.xml file

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**Issue**

During activation (offline method), in the first part of the procedure, an initialization request (requestinitialize.xml) is created, instead of an activation request (requestactivate.xml). Why is that? What should I do with this file?

**Context**

This happens if it is the first time you're activating an Enfocus product on a particular computer without internet access (= offline procedure). In that case, you first have to initialize the software, before you can activate it.



**Note:** In case of online activation, initialization is done automatically in the background.

The procedure is similar to the activation procedure:

1. On your *offline* system (on which you installed the Enfocus software), create an initialization request (requestinitialize.xml).
2. On your *online* system, upload this initialization request to the Enfocus activation website. Enfocus will provide you with a response file (response.xml).
3. Upload this response file to your offline system.

**Solution**

Continue with the second step of the initialization procedure, i.e. upload the initialization request to the Enfocus activation website (<http://www.enfocus.com/en/products/activation/>) and follow the on-screen instructions.

Once you have initialized the product, you must still activate it. Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

## 5.4.2 Corrupt response file

---

### **Issue**

Response file is corrupt and cannot be loaded.

### **Context**

When your offline activation, deactivation or repair fails after loading the response file you downloaded from the activation website, it may be because you downloaded the file twice.

This happens when your browser blocks automatic downloads, and you click the security message at the top of your browser window, then go back to the previous page to try downloading the file again. This generates a second, corrupt response file, that will cause the activation, deactivation or repair to fail.



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**Note:** If you believe this explanation does not apply to your situation, also check [Error: Failure to process the response file](#) on page 20.

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### **Solution**

Contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.



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**Note:** To avoid this next time you download a response file, you need to either change your browser's security settings, or click the **direct link** on the download page.

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## 5.4.3 Partially deactivated license

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### **Issue**

My license shows that it is not allowed to run and is partially deactivated. What should I do?

### **Context**

This error typically shows up when an **offline deactivation** was started but not completed.

The offline procedure consists of three steps:

1. On your *offline* system (on which you installed the Enfocus software), create an deactivation request (requestdeactivate.xml).
2. On your *online* system, upload this deactivation request to the Enfocus activation website. Enfocus will provide you with a response file (response.xml).
3. Upload this response file to your offline system.

If for any reason *only the first step* was executed, the license has been deactivated on the local system, but not on the license server, so the server is unable to run on the local system, nor is it able to be activated on a different system, until the deactivation process is completed.

**Solution**

Complete the deactivation (step 2 and 3 of the above procedure). If you lost the requestdeactivate.xml file, you can start again with step 1 (i.e. create a new deactivation request). Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

If deactivating is not possible (for example because the computer on which the software was activated is no longer available), contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

## 5.4.4 Error: Failure to process the response file

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**Issue**

I received the following error: "Failure to process the response file. Be sure this response file corresponds to the latest Request file which was generated on this machine". What should I do?

**Context**

This error typically shows up when you're trying to complete the last step of an **offline (de)activation**. There are two possible causes:

- You loaded an *old response file* on a computer where the corresponding license was already activated, deactivated or repaired.
- You loaded the response file on a *different computer* than the one that was used to generate the corresponding request file.

**Solution**

First check if you still need to activate, deactivate or repair the software on the system concerned.

Then, if required, create a new request file and make sure to load the response file on the same computer.

Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

## 5.4.5 Error: Request is tampered, error code:ERROR:7; The hash in the client request is incorrect

---

**Issue**

What does this error mean?

**Context**

You may receive this error, if you're performing an offline deactivation. It indicates that changes were made to the (offline) deactivation request file.

**Solution**

Make a new deactivation request (step 1 of the procedure) and try again to deactivate the product key.

Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

## 5.4.6 Error: Cannot perform support actions on inactive fulfillment record FULFILLMENT

---

**Issue**

What does this error mean?

**Context**

This error typically appears when the internet connection was lost during an *offline deactivation*. It means that the license cannot be deactivated because it is already deactivated in the database on the license server.

**Solution**

Remove the broken license file from your system and re-activate the key afterwards.

To do so:

1. Go to the location where the license file is stored. The location depends on your operating system:
  - Windows: \ProgramData\FLEXnet
  - Old Windows versions (XP): C:\Documents and Settings\All Users\Application Data\FLEXnet
  - OS X on Mac: /Library/Preferences/FLEXnet Publisher/FLEXnet
2. Delete any files that start with "esko".
3. Activate your product key as required (e.g. on another computer).

If this didn't solve the problem, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

## 5.5 Other issues

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### 5.5.1 Error message with an incident ID

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**Issue**

During activation, I receive an error message with an incident ID. I don't know how to solve the issue.

**Context**

If something is wrong, the incident ID gives information about the cause of the problem. This is useful information for the Enfocus customer support team.

Example of an error with an incident ID: *An error occurred while processing an activation/deactivation/repair response. Incident ID: 1443*

**Solution**

Contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>. Make sure you mention the incident ID.

## 5.5.2 Activation wizard is freezing

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**Issue**

I don't manage to activate my Enfocus product, because the activation wizard is freezing.

**Context**

If the software hangs when you launch it, it is possible that another application that uses the licenses has crashed and locked the connection to the licensing server.

**Solution**

Do one of the following:

- Open the Task Manager (Windows) or Activity Monitor (Mac) and end the process of the crashed application.
- Reboot your computer.

If the problem persists, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

## 5.5.3 The trial period is only 5 or 6 instead of 30 days

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**Issue**

I requested a trial version of the software, but it's only valid for 5 or 6 days instead of the 30 days that were mentioned on the website.

**Context**

You can download a trial version of each of the Enfocus products. These trial versions also have to be activated (but cannot be deactivated). If something goes wrong during the activation process, you will get an error message, but you can already use the software for a short period (6 days), the so-called "grace period". This is also meant for users that cannot activate the software at the moment of installation, for example because they don't have an activation account yet on a computer with internet access.

Detailed instructions on the activation process can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

**Solution**

If something went wrong during the activation of your trial version, try to solve the problem by checking the list of issues mentioned in this document. Refer to [What to do in case of problems](#) on page 27.

## 5.5.4 License/product key is broken

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**Issue**

My license is broken. What should I do?

**Context**

A product key is linked to the hardware and software configuration of the computer it is activated on. Changes made to this computer can break the product key. Copying an image from one computer to another with an active product key may also cause this problem.

**Solution**

If the product key is broken, you can try to repair it from within the software, using the **Repair** button in the Enfocus Software Activation dialog. Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

If you are unable to repair your product key (for example because the hardware configuration of your system has changed), you may have to delete the license file. Refer to [Broken product key cannot be repaired](#) on page 23.

## 5.5.5 Broken product key cannot be repaired

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**Issue**

I didn't manage to repair my broken product key.

**Context**

A product key is linked to the hardware and software configuration of the computer it is activated on. Changes made to this computer can break the product key. Copying a system image from one computer to another with an active product key may also cause this problem.

**Solution**

Deactivate the key, remove the broken license file and reactivate the key afterwards.

To do so:

1. Deactivate the key on the system with the original hardware configuration if possible. If this is not possible, don't proceed with this procedure, but contact Enfocus support and explain why you cannot deactivate the key.
2. Go to the location on the new system where the license file is stored. The location depends on your operating system:
  - Windows : \ProgramData\FLEXnet

- Old Windows versions (XP): C:\Documents and Settings\All Users\Application Data\FLEXnet
  - OS X on Mac: /Library/Preferences/FLEXnet Publisher/FLEXnet
3. Delete any files that start with "esko".
  4. Try again to activate your product key.

If you are still unable to activate your product key, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

## 5.5.6 Key for a different language

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### ***Issue***

I receive a message that the product key I entered is a key for a different language. What should I do?

### ***Context***

This message may appear when you're using an upgrade key of a different type than the one that is currently activated.

### ***Solution***

You can ignore this warning. The software will still be available in the language you are working in.

## 5.5.7 Error: Error occurred during activation/deactivation/repair

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### ***Issue***

What does this error mean?

### ***Context***

Enfocus provides different installers for deployment on Mac and Windows. This error may appear when you are trying to activate software that doesn't match your operating system.

### ***Solution***

Make sure the software you're trying to activate matches your operating system.

If the problem persists, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

## 5.5.8 Error: The activation of the fulfillment is denied by the activation policy because fulfill count exceeded the seat count

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### ***Issue***

What does this error mean?



**Context**

This error typically shows up when you're trying to activate a license key on a new system, but you don't have enough licenses left.

**Solution**

You can either deactivate one of the licenses on one of the other systems (and afterwards activate it on this system), or you can buy additional licenses. For more information about buying additional licenses, refer to [I have no product key](#) on page 12.

## 5.5.9 Error: Online repair request for the activationID (PRODUCTKEY) is not originated from the original client machine.

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**Issue**

What does this error mean?

**Context**

This error typically shows up if the hardware configuration of a computer has changed since the activation of the software.

**Solution**

Deactivate the key, remove the broken license file and reactivate the key afterwards.

To do so:

1. Deactivate the key on the system with the original hardware configuration if possible. If this is not possible, don't proceed with this procedure, but contact Enfocus support and explain why you cannot deactivate the key.
2. Go to the location on the new system where the license file is stored. The location depends on your operating system:
  - Windows : \ProgramData\FLEXnet
  - Old Windows versions (XP): C:\Documents and Settings\All Users\Application Data\FLEXnet
  - OS X on Mac: /Library/Preferences/FLEXnet Publisher/FLEXnet
3. Delete any files that start with "esko".
4. Try again to activate your product key.

If you are still unable to activate your product key, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

## 5.5.10 Error: Entitlement line item has expired on DATE

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**Issue**

What does this error mean?

**Context**

This message indicates that your license has expired.

**Solution**

For more information, about buying a new (upgrade) license refer to [I have no product key](#) on page 12.

## 5.5.11 Error: Padding is invalid and cannot be removed (or a complete cryptic output)

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**Issue**

What does this error mean?

**Context**

You may receive this error when you forgot to activate your product activation account. An account is active if the e-mail address linked to the account has been confirmed.

**Solution**

Activate your account by clicking the link in the confirmation e-mail you received when creating the account. If you haven't received this confirmation e-mail, or if you don't have it anymore, refer to [I did not receive/I lost a confirmation e-mail](#) on page 12.

## 5.5.12 Error: 9999:Invalid byte 2 of 2-byte UTF-8 sequence.

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**Issue**

What does this error mean?

**Context**

The name of your computer (hostname) contains non-standard ASCII characters, such as é, à, ë, ü,...

**Solution**

Change the name of your computer.

## 6. What to do in case of problems

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If you encounter any activation issues, proceed as follows:

1. Consult the product documentation (see [How to activate your Enfocus product](#) on page 7) and follow the instructions carefully.
2. Check the list of issues mentioned in this guide (see [What can go wrong](#) on page 8).
3. Ask your local reseller. Contact information can be found at <http://www.enfocus.com/en/support/resellers/>
4. Create a case on the Enfocus Support Portal: <http://www.enfocus.com/supportportal>. This ensures that you provide the Enfocus support team with the required information. Activation issues are given the highest priority.



**Tip:** If you have several Enfocus products, we recommend installing [the Local License Manager](#).

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### 6.1 The Local License Manager

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The Local License Manager is a small application that allows you to manage the licenses of all your Enfocus products.

You can:

- See the details of all product keys activated on your computer.
- Export this information to an information sheet, so you can send it your reseller or to Enfocus custom support in case of problems.
- Activate and deactivate the keys for all Enfocus products installed on your computer in one go.
- Deactivate licenses for products that are not installed on your computer. This is useful if you uninstalled the software (e.g. to move it to another computer), but forgot to deactivate it.

**Download the application:**

- [Enfocus Local License Manager 14.1 for Windows](#)
- [Enfocus Local License Manager 14.1 for Mac](#)



**Note:** Workgroup Manager users don't have to install this application; they should use the Network License Manager (which is by default installed with the software) to manage their floating (i.e. network) licenses. The Local License Manager only shows local licenses.

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**Watch a movie:**

[How to use the Local License Manager](#)

### 6.2 Providing support information to Enfocus

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Help the Enfocus support team solve your activation issues by providing them with all the information they need.

Proceed as follows:

1. To open the About panel, click:
  - PitStop Pro: **Help > About Third-Party Plugins > About Enfocus PitStop Pro**
  - Other products: **Help > About (Enfocus product)**
2. Switch to the **Support info** tab.
3. Click the **Copy to Clipboard** button and paste the information into a text file.
4. Create a case on the Enfocus Support Portal (<http://www.enfocus.com/supportportal/>) and make sure to attach the text file with the support information.