

Activate a License

About License Activation

Only Permanent and Leased licenses can be activated. Before activation these two types are treated as "demo". They need to be activated before the *Activate by* date. If they are not activated by then they become invalid and the ATS software application requiring that license will not be able to run.



If you have an internet connection you can find a printable PDF version of this page [here](#).

Process Overview

The complete process for activating a license is as follows:

1. Generate license activation request (in Licensing Server Manager).
2. Send request to ATS in one of the following ways:
 - Export request to a file and send it to ATS.
 - Automatically send request through customer site.
3. Wait for the request to be processed by ATS.
4. Receive and apply updates in one of the following ways:
 - Receive update file from ATS and import it.
 - Automatically apply the updates when working logged in to the customer site.

Generate License Activation Request

Via Email

1. Open **Licensing Server Manager**.
2. Select the *License Store* tab.
3. Click **Request Activation** in the *Import/Export* section.

The *Get request for activation dialog* opens. Only license sets that can be activated (Leased and Permanent) and for which activation has not yet been requested are shown.

4. Enable the check-boxes for the license sets you want to modify.
5. Click **Export to file**.
6. Select a location and filename for the activation request.
7. Click **Save** (the file is saved with a *.trg* extension).
8. Send the license activation request to `license@ats-global.com` or upload on the Customer website.


Via Customer Website

1. Open **Licensing Server Manager**.
2. Select the *License Store* tab.
3. Click **Request Activation** in the *Customer Website* section.

The *Get request for activation dialog* opens. Only license sets that can be activated (Leased and Permanent) and for which activation has not yet been requested are shown.

4. Enable the check-boxes for the license sets you want to modify.
5. Click **Export to Customer Site**.

The request is sent to ATS and notifications are sent to the appropriate people to process the request.

 If a request is created before the updates of a previous request have been applied then the previous request will be discarded.

Import License Activation Update

Via Email

ATS will send a file (*.trg) containing the requested updates.

1. Store the update file (*.trg) locally.
2. Open **Licensing Server Manager**.
3. Select the *License Store* tab.
4. Click **Import Activation File**.
5. Locate and select the update file.
6. Click **Open**.

A preview of the licenses to be activated is shown.

7. Click **Next**. A report of successful and/or failed activations is shown.
8. Click **Finish** button.

The License store tab will be updated to show the new state of activated licenses.

Via Customer Website

1. Open **Licensing Server Manager**.
2. Select the *License Store* tab.
3. Click **Check for Updates**.

The *Import from Customer site* dialog opens. The upper pane contains new license sets (this includes connection and expiration date updates) and the lower pane contains activation request responses.

4. If required, change the customer using the drop-down list.
5. Enable the check boxes in the lower-pane of the license set updates to be imported.

ATS Licensing Installation

6. Click **Process selected**.

Licensing Server Manager indicates whether or not the requested license modifications succeeded.