

# Obtaining and applying licenses

Your InSite server will contact the KODAK Product License and Activation System (PLAS) in the background on a regular basis to keep your system licenses up to date. An internet connection is required for automatic maintenance of your licenses. If your server is not connected to the internet, you can follow the offline process that is described below. When upgrading to version 9.2, you must also upgrade your license.

High level summary of the new licensing procedure:

1. Retrieve Serial ID for your InSite server from Partner Place (this is different from dongle ID).
2. Retrieve license (or supply XML file) after software upgrade or installation.

## Retrieve Serial ID

Your Serial ID takes the form AXxxxxx or YCxxxxx-IN.

- If you already have a Partner Place account, log on to Partner Place at <https://partnerplace.kodak.com/>. Navigate to **Service & Support > Product Registration and License Activation > View registered products** and select your site. A list of registered products will be displayed, including the serial number for your InSite Creative Workflow system.
- If you do not have a Partner Place account, but you have a support plan that entitles you to the InSite Creative Workflow upgrade, you can register on Partner Place at <https://partnerplace.kodak.com/>.

## Installing the license

After upgrading or installing the software, go to **Start > Programs > Kodak TwEm > License Manager**. Click the **Enter License Key** button.

- If your InSite server is connected to the internet, click the Retrieve License button to retrieve the license from PLAS. Once the license key appears in the License Key field, click **Apply**.
- If your InSite server is not connected to the Internet and you downloaded an XML file instead, submit that file to InSite by clicking the **Browse** button to locate a license XML file, and then **Read File**. Click **Apply**.

**Note:** If you are unable to retrieve a license automatically, but have met the requirements above, it is possible your system may not be configured to work with certificates correctly. In these cases, the issue may be able to be resolved by updating Internet Explorer to the latest version and/or applying current updates to your Windows server.

## License renewal

Purchased licenses will be automatically renewed on a regular basis. If the InSite server is unable to reach PLAS for extended periods of time, it will notify the system administrator two weeks before the base license is set to expire. If your internet connection cannot be restored within two weeks, retrieve an updated license file to renew the base license using the manual method.

**Note:** Resale or reuse of the original hardware (dongle) license constitutes a breach of the software license agreement. If you are upgrading from a dongle to a software-based license, you are responsible for the destruction or disposal of the original hardware dongle. We recommend that you destroy your dongle as soon as you confirm that the upgrade was successful.