



ImageQuant™ TL 11.0

License Setup Guide for Windows

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1 Introduction

About this document

This document describes the licensing features, license configuration, and management of ImageQuant™ TL (IQTL).

Overview

Cytiva has upgraded the license technology to 'FlexNet Embedded' (FNE) from the existing FlexNet Publisher (FNP), increasing flexibility and security.

IQTL supports two types of licenses, node-locked and concurrent:

- Node-locked licenses are tied to the computer on which it is installed and has only one user access at a time.
- Concurrent licenses can be placed in remote server locations and have access to multiple users at a time. A concurrent license is also called a floating license, or network license, and the number of concurrent users is limited by the number of installed licenses.

This licensing product has two components, **License Utility Tool** and **License Server**:

- **License Utility Tool** is a software application to manage e-licenses. With the **License Utility Tool**, licenses can be **Activated** and **Returned**. It is essential for license handling in both online and offline scenarios.
- **License Server** is a centralized software that provides functionality for serving and monitoring a counted pool of licenses for software clients using products enabled with FNE licensing. The license server determines and controls the number of copies of Cytiva software products permitted to be used based on the license entitlements that an organization owns. To use concurrent licenses, the license server must be installed. It can be installed on a local computer or on a remote server.

Note: *Admin rights are necessary to run the installation of **License Utility Tool** and **License Server**.*

Computer requirements

See the table below for computer requirements.

| Component | Specification |
|-------------------|---|
| Computer hardware | 10 GB Free disk space 6 GB RAM 2 GHz CPU with minimum 2 Cores |

| Component | Specification |
|------------------|--|
| Operating system | Windows 10 Pro, Ent (64-bit) Windows 11 Pro, Ent (64-bit) Windows server 2022 (only applicable for license server installation) |

2 Download and install

Overview

The **FNE License Server** and **License Utility Tool** are available for download at cytiva.com/IQTL.

See the table below for the installation requirements:

| Type | FNE License Server | License Utility Tool |
|---------------------|--------------------|----------------------|
| Node locked license | - | ✓ |
| Floating license | ✓ | ✓ |

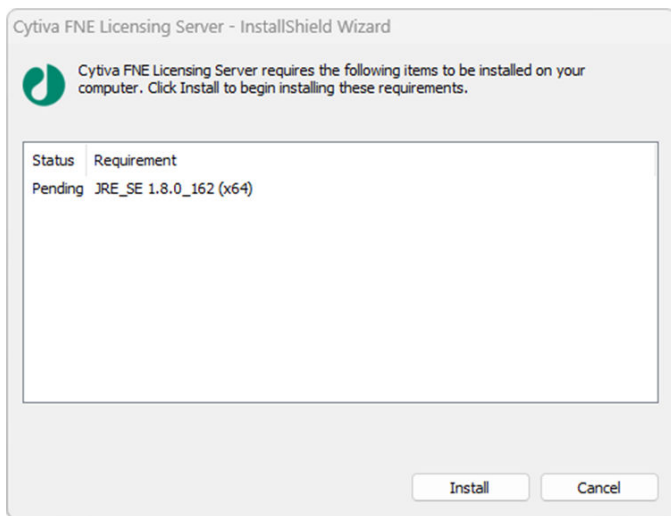
FNE Licensing Server installation

| Step | Action |
|------|---|
| 1 | Unzip the FNE license server installer folder. |
| 2 | Double-click Cytiva FNE Licensing Server setup.exe. |

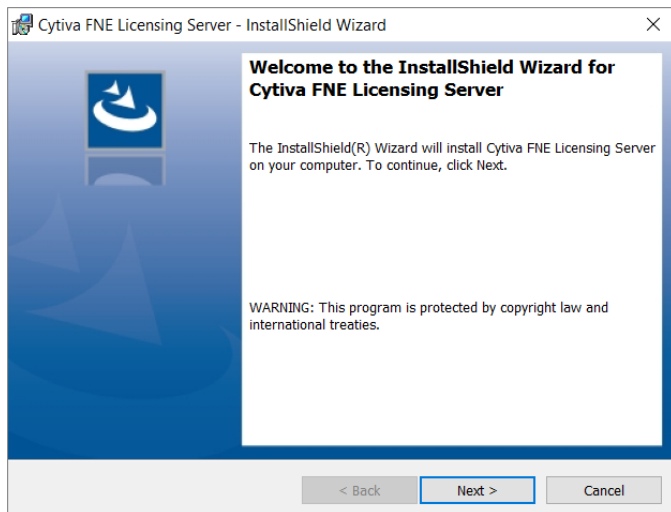
| <input type="checkbox"/> Name | Date modified | Type | Size |
|---|------------------|------------------------|-----------|
| ISSetupPrerequisites | 25-09-2023 15:02 | File folder | |
| 0x0409.ini | 25-09-2023 15:02 | Configuration setti... | 22 KB |
| <input checked="" type="checkbox"/> Cytiva FNE Licensing Server setup.exe | 25-09-2023 15:02 | Application | 1,297 KB |
| Cytiva FNE Licensing Server.msi | 25-09-2023 15:02 | Windows Installer ... | 29,783 KB |
| Data1.cab | 25-09-2023 15:02 | Cabinet File | 81,567 KB |
| Setup.ini | 25-09-2023 15:02 | Configuration setti... | 6 KB |

| Step | Action |
|------|--------|
|------|--------|

| | |
|---|------------------------|
| 3 | Click Install . |
|---|------------------------|

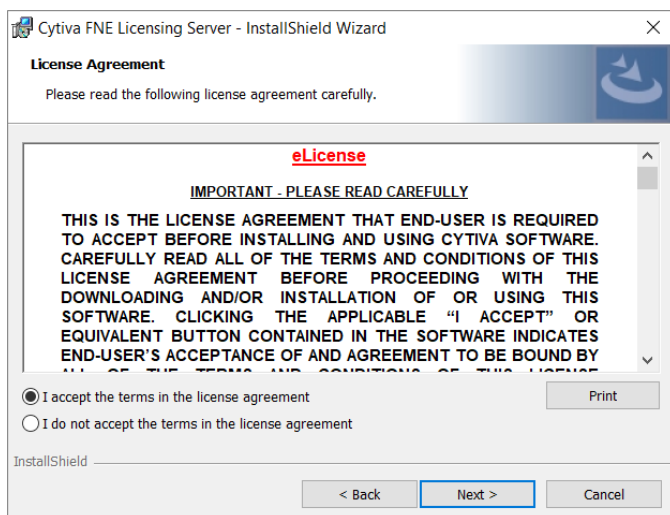


| | |
|---|---------------------|
| 4 | Click Next . |
|---|---------------------|

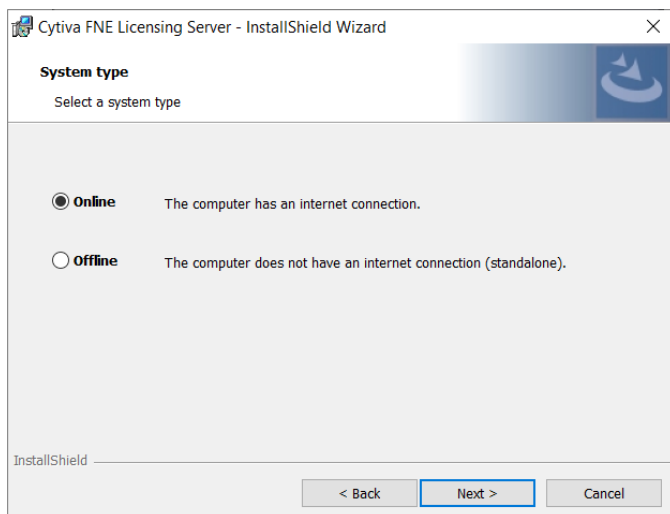


| Step | Action |
|------|--------|
|------|--------|

- | | |
|---|---|
| 5 | Select to accept the terms in the license agreement and click Next . |
|---|---|

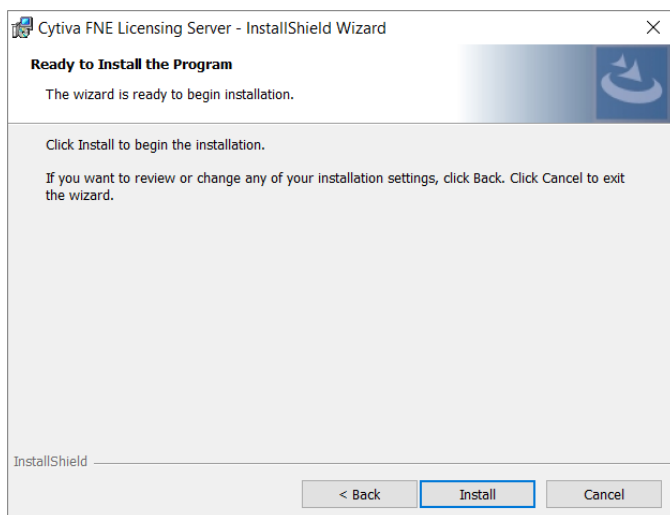


- | | |
|---|--|
| 6 | Select the Online or Offline option based on system type and click Next . |
|---|--|

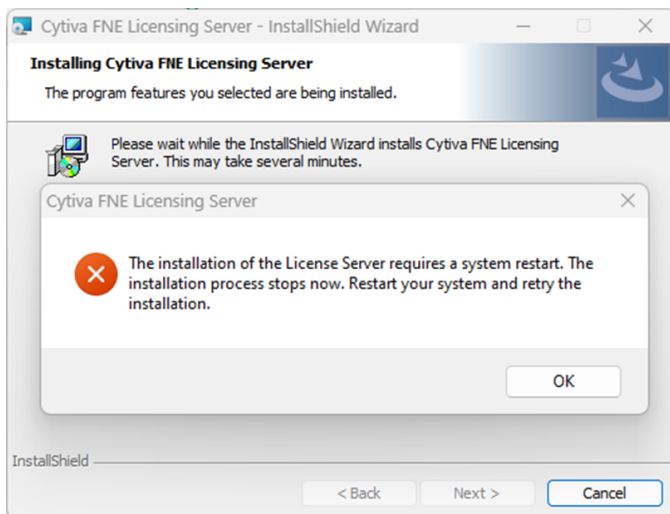


| Step | Action |
|------|--------|
|------|--------|

- | | |
|---|---|
| 7 | Click Install to continue with the installation. |
|---|---|



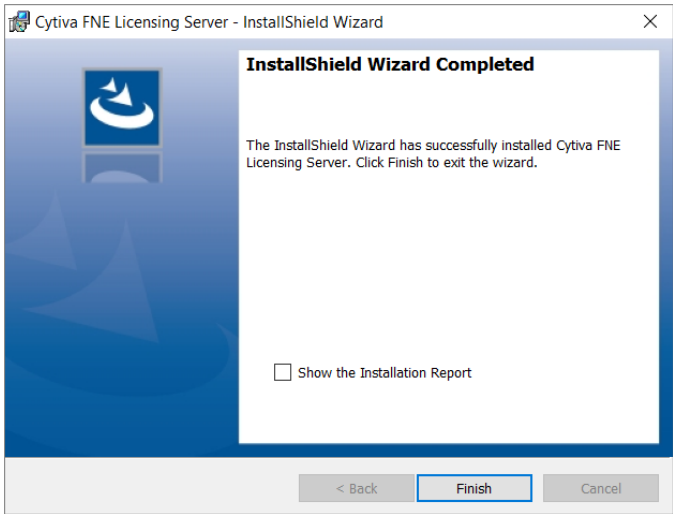
- | | |
|---|---|
| 8 | Click OK and restart the computer. |
|---|---|



- | | |
|---|---|
| 9 | Repeat step 2 and steps 4 to 7. |
|---|---|

Step Action

10 Click **Finish** to complete the installation.



Result:
Now the **FNE Licensing Server** is installed and ready to use.

- Note:**
- License servers installed as an **Online** system type can handle both **Online** and **Offline** licenses.
 - License servers installed as an **Offline** system type can only handle **Offline** licenses.
 - If the default port 40601 is not available, the next available port is selected to continue with the installation.

FNE License Utility Tool installation

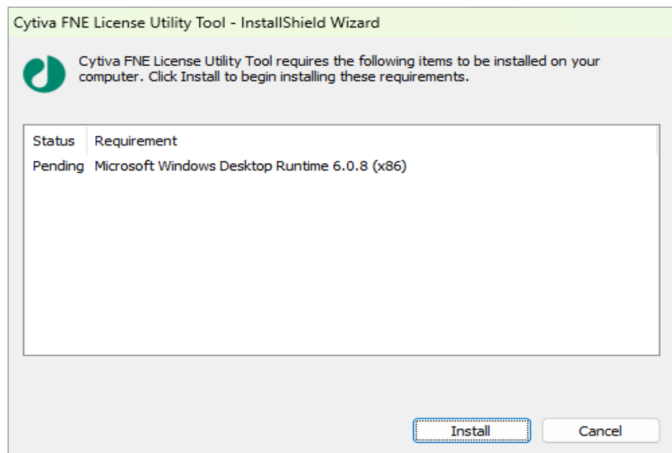
Step Action

- 1 Unzip the installer folder.
- 2 Double-click Cytiva FNE License Utility Tool Setup.exe.

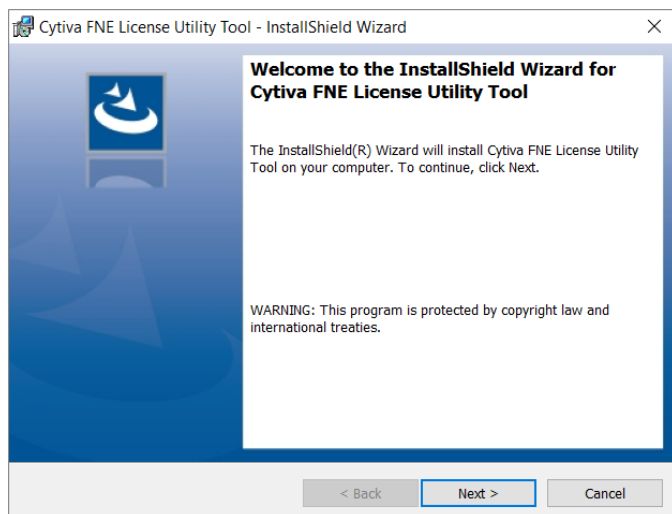
| <input type="checkbox"/> | Name | Date modified | Type | Size |
|-------------------------------------|---|------------------|-------------|--------|
| <input type="checkbox"/> | FNELicenseUtility | 25-09-2023 15:04 | File folder | |
| <input checked="" type="checkbox"/> | Cytiva FNE License Utility Tool Setup.exe | 25-09-2023 15:04 | Application | 132 KB |

| Step | Action |
|------|--------|
|------|--------|

| | |
|---|------------------------|
| 3 | Click Install . |
|---|------------------------|

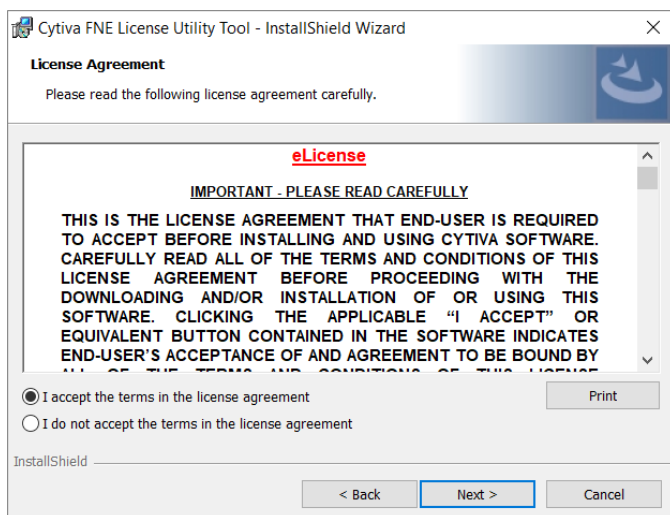


| | |
|---|---------------------|
| 4 | Click Next . |
|---|---------------------|

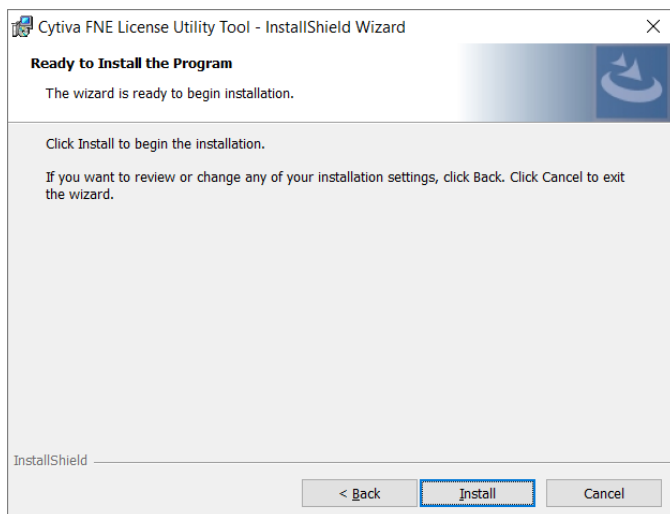


| Step | Action |
|------|--------|
|------|--------|

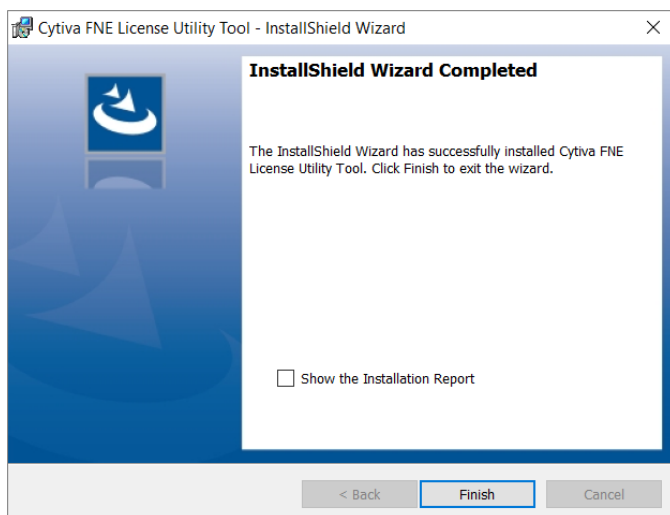
- | | |
|---|---|
| 5 | Select to accept the terms and conditions and click Next . |
|---|---|



- | | |
|---|---|
| 6 | Click Install to continue with the installation. |
|---|---|



| | |
|---|---|
| 7 | Click Finish to complete the installation. |
|---|---|



Result:

Now the **FNE License Utility Tool** is installed and ready to use.

3 Node locked license activation

Introduction

The IQTL application supports license configuration with or without a network. To activate a license with an internet connection, select the online option. To activate a license without network support, select the offline option.

In this chapter

| Section | | See page |
|---------|--|----------|
| 3.1 | Online Node Locked License Activation | 14 |
| 3.2 | Offline Node Locked License Activation | 15 |
| 3.3 | Configure Node Lock license in IQTL GxP software | 18 |

3.1 Online Node Locked License Activation

Follow the steps below to activate the Node Locked License online.

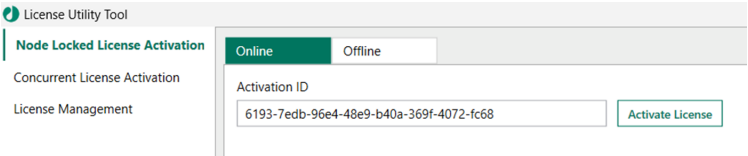
Step

Action

1 Open the **License Utility Tool**.



2 Click **Node Locked License Activation** → **Online**.

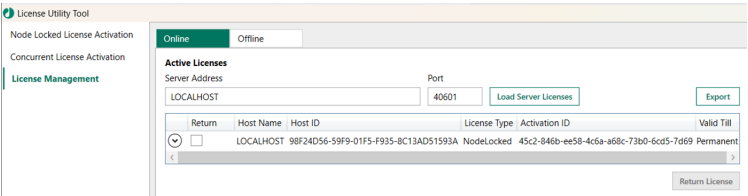


3 Enter the **Activation ID** that you received via e-mail during your purchase.

4 Click **Activate License**.

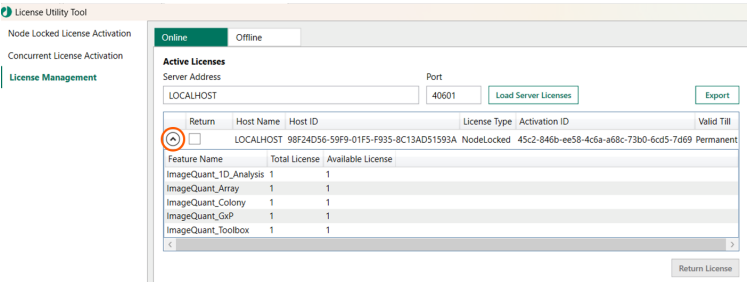
Result:

The license is activated on this computer and license information is available from the **License Management** pane.



The software is ready to use after activating the license in the **License Utility Tool**.

Click the down arrow to see the total and available number of licenses.

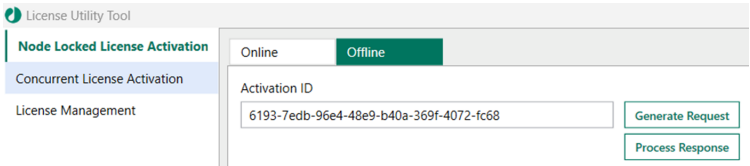


Close and reopen the IQTL application to start using the software.

3.2 Offline Node Locked License Activation

Follow the steps below to activate the Node Locked License offline.

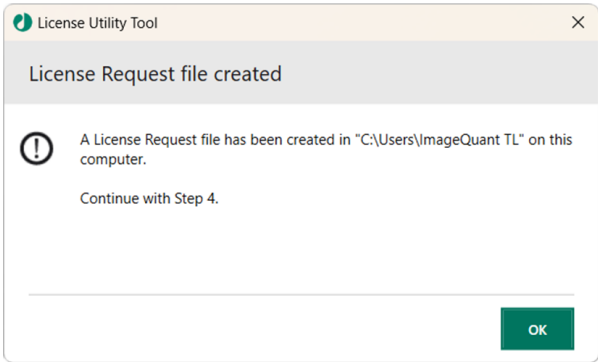
| Step | Action |
|------|--|
| 1 | Open the License Utility Tool . |
| 2 | Click Node Locked License Activation → Offline . |



- 3 Enter the **Activation ID** that you received via e-mail during your purchase and click **Generate Request**. Select a folder and save the request file.

Result:

A .zip request file is created. Click **OK**.

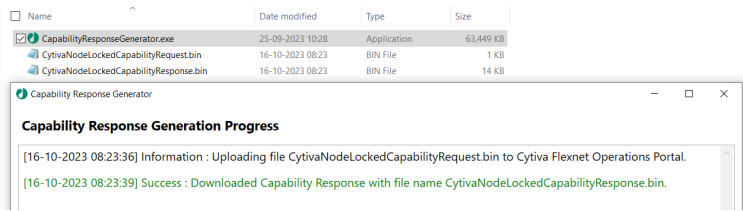


- 4 Copy the .zip request file to a **USB flash drive** or **network drive**.
- Note:**
The user should make sure to use a clean USB flash drive.
- 5 Connect the **USB flash drive** or **network drive** to a computer with an internet connection (online PC).
- 6 Locate and unzip the .zip request file on the online PC, and double-click the `CapabilityResponseGenerator.exe`.

Result:

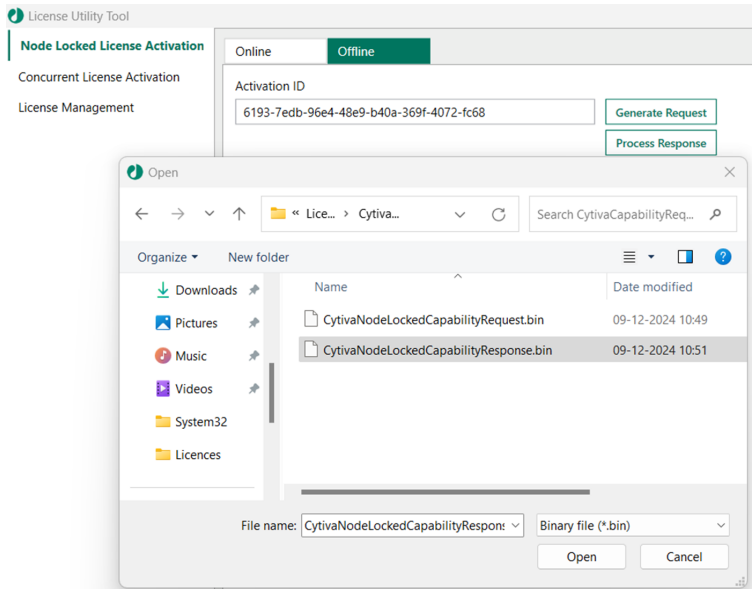
A response file is created in the same location where the `CapabilityResponseGenerator.exe` is executed.

Step Action



7 Transfer the response file to the offline computer where the request file was generated using **USB** or **network drive**.

8 In **License Utility Tool**, click **Node Locked License Activation** → **Offline** → **Process Response**.



9 Locate the response file in file explorer and click **Open**.

Result:

The license is activated on this computer, and license information is available from the **License Management** pane.

Step Action

License Utility Tool

Node Locked License Activation

Concurrent License Activation

License Management

OnlineOffline

Active Licenses

Server Address Port

LOCALHOST 40601

Load Server Licenses

Export

| Return | Host Name | Host ID | License Type | Activation ID | Valid Till |
|--------------------------|-----------|--------------------------------------|--------------|---|------------|
| <input type="checkbox"/> | LOCALHOST | 98F24D56-59F9-01F5-F935-8C13AD51593A | NodeLocked | 45c2-846b-ee58-4c6a-a68c-73b0-6cd5-7d69 | Permanent |

Generate Return Request

Process Return Response

The software is ready to use after activating the license in the **License Utility Tool**.

Click the down arrow to see the total and available number of licenses.

Node Locked License Activation

Concurrent License Activation

License Management

OnlineOffline

Active Licenses

Server Address Port

LOCALHOST 40601

Load Server Licenses

Export

☐

| Return | Host Name | Host ID | License Type | Activation ID | Valid Till |
|--------------------------|-----------|--------------------------------------|--------------|---|------------|
| <input type="checkbox"/> | LOCALHOST | 98F24D56-59F9-01F5-F935-8C13AD51593A | NodeLocked | 45c2-846b-ee58-4c6a-a68c-73b0-6cd5-7d69 | Permanent |

| Feature Name | Total License | Available License |
|------------------------|---------------|-------------------|
| ImageQuant_ID_Analysis | 1 | 1 |
| ImageQuant_Array | 1 | 1 |
| ImageQuant_Colony | 1 | 1 |
| ImageQuant_GxP | 1 | 1 |
| ImageQuant_Toolbox | 1 | 1 |

Generate Return Request

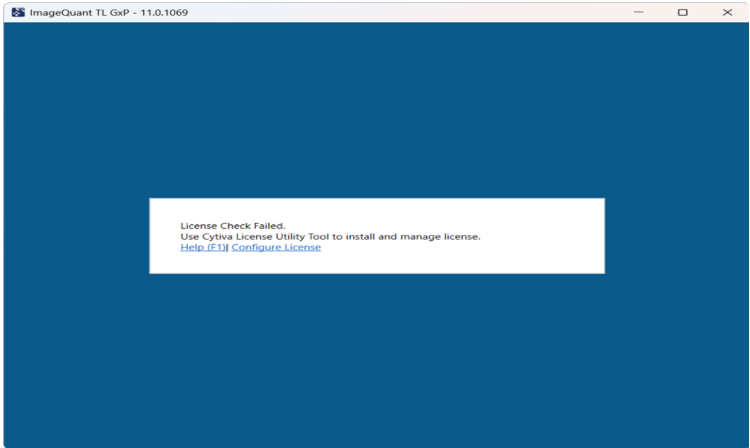
Process Return Response

Close and reopen the IQTL application to start using the software.

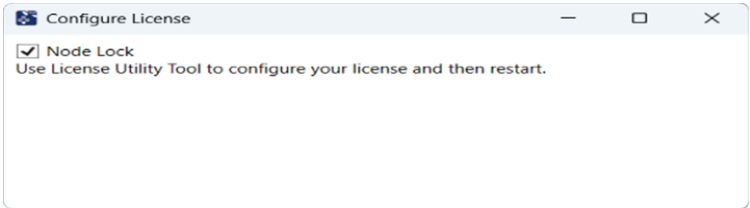
3.3 Configure Node Lock license in IQTL GxP software

Follow the steps below to configure the Node Lock license in the IQTL GxP software.

| Step | Action |
|------|---|
| 1 | Open the ImageQuant TL GxP application. |
| 2 | Click Configure License . |



| | |
|---|---|
| 3 | Select the Node Lock check box and close the screen. |
|---|---|



Result:
The software is set up and ready to use.

Close and re-open the IQTL application to start using the software.

4 Concurrent license activation

In this chapter

| Section | | See page |
|---------|---|----------|
| 4.1 | Online Concurrent License Activation | 20 |
| 4.2 | Offline Concurrent License Activation | 22 |
| 4.3 | Configure floating license in IQTL software | 25 |
| 4.4 | Configure floating license in IQTL GxP software | 26 |
| 4.5 | Find IP address for Windows | 27 |

4.1 Online Concurrent License Activation

Follow the steps below to activate a concurrent license online.

| Step | Action |
|------|--------|
|------|--------|

- | | |
|---|---|
| 1 | In the License Utility Tool , click Concurrent License Activation → Online . |
|---|---|

License Utility Tool

Node Locked License Activation

Concurrent License Activation

License Management

OnlineOffline

Activation ID
2bb2-781e-96f0-4c57-a1f7-d2fa-222e-5f00

Number of Licenses
10

Server Address
LOCALHOST

Port
40601

Activate License

- | | |
|---|---|
| 2 | Enter the Activation ID that you received via e-mail during your purchase. |
| 3 | Type the Number of Licenses to be activated. |
| 4 | Type the IP address of the PC or server where the FNE License Server software is installed, see Section 4.5 Find IP address for Windows, on page 27 . |

Note:
If the server is on the same PC as the software, type LocalHost.

- | | |
|---|---------------------------------|
| 5 | Click Activate License . |
|---|---------------------------------|

Result:
The licenses are activated on the specified server location and license information is available from the **License Management** pane.

License Utility Tool

Node Locked License Activation

Concurrent License Activation

License Management

OnlineOffline

Active Licenses

Server Address
LOCALHOST

Port
40601

Load Server Licenses

Export

| Return | Host Name | Host ID | License Type | Activation ID | Valid Till |
|--------------------------|-----------|--------------------------------------|--------------|---|------------|
| <input type="checkbox"/> | LOCALHOST | 98f24d56-59f9-01f5-f935-8c13ad51593a | NodeLocked | 45c2-846b-ee58-4c6a-a68c-73b0-6cd5-7d69 | Permanent |

Return License

Click the down arrow to see the total and available number of licenses.

Step

Action

License Utility Tool

Node Locked License Activation

Concurrent License Activation

License Management

OnlineOffline

Active Licenses

Server AddressLOCALHOSTPort40601Load Server LicensesExport

Return

Host NameLOCALHOST

Host ID98F24D56-59F9-01F5-F935-8C13AD51593A

License TypeNodeLockeded

Activation ID45c2-846b-ee58-4c6a-a68c-73b0-6cd5-7dd9

Valid TillPermanent

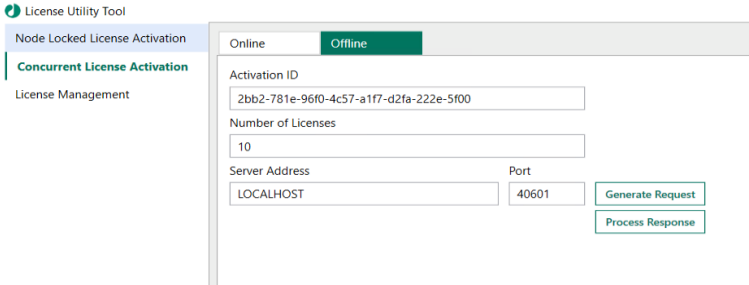
| Feature Name | Total License | Available License |
|------------------------|---------------|-------------------|
| ImageQuant_ID_Analysis | 1 | 1 |
| ImageQuant_Array | 1 | 1 |
| ImageQuant_Colony | 1 | 1 |
| ImageQuant_GxP | 1 | 1 |
| ImageQuant_Toolbox | 1 | 1 |

Return License

The software is ready to use after activating the license in the **License Utility Tool**.

4.2 Offline Concurrent License Activation

Follow the steps below to activate a concurrent license offline.

| Step | Action |
|------|--|
| 1 | In the License Utility Tool , click Concurrent License Activation → Offline .  |

2 Enter the **Activation ID** that you received via e-mail during your purchase.

3 Type the **Number of Licenses** to be activated.

4 Type the **IP address** of the PC or server where the **FNE License Server** software is installed, see [Section 4.5 Find IP address for Windows, on page 27](#).

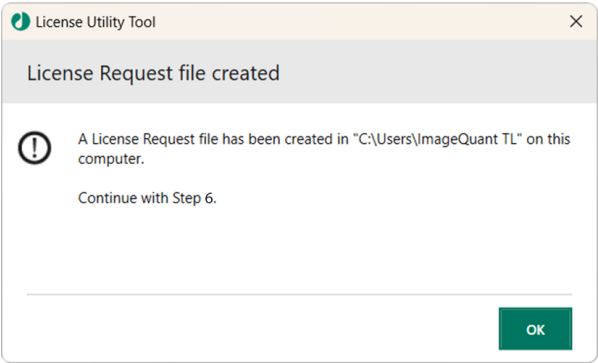
Note:

If the server is on the same PC as the software, type LocalHost.

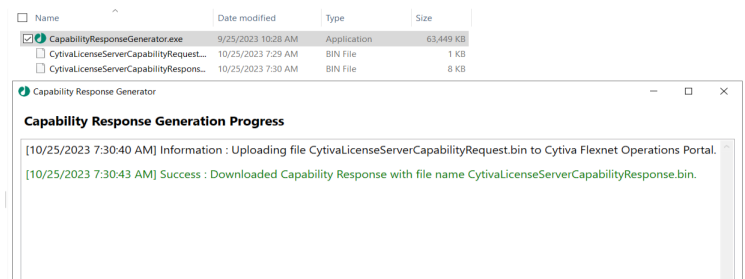
5 Click **Generate Request**. Select a folder and save the request file.

Result:

A .zip request file is created. Click **OK**.



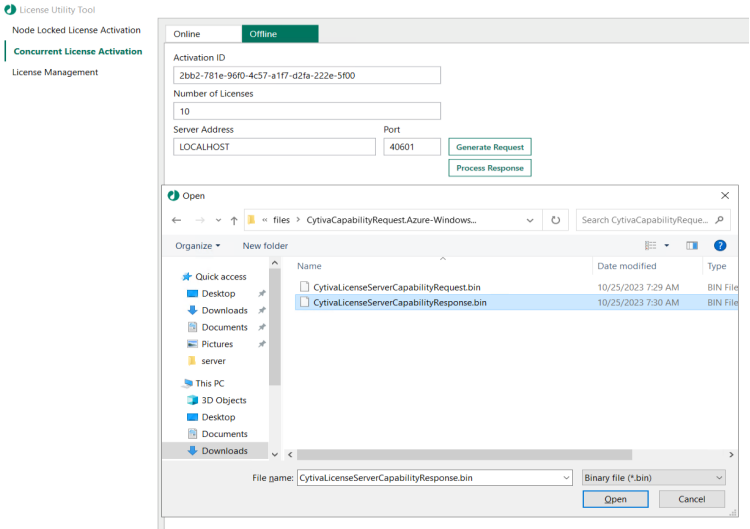
- | Step | Action |
|------|--|
| 6 | Copy the .zip request file to a USB or network drive . |
| 7 | Connect the USB or network drive to a computer with an internet connection (online PC). |
| 8 | Locate and unzip the .zip request file on the online PC, and double-click the CapabilityResponseGenerator.exe. <i>Result:</i> A response file is created in the same location where the CapabilityResponseGenerator.exe is executed. |



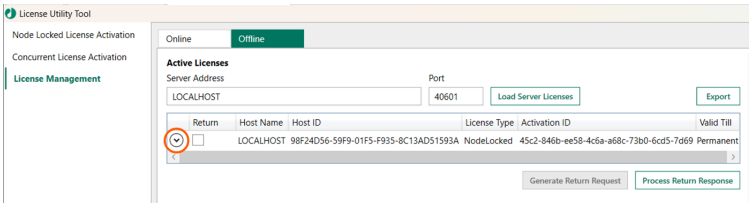
- | | |
|----|--|
| 9 | Transfer the response file to the offline computer where the request file was generated using USB or a network drive . |
| 10 | In the License Utility Tool , click Process Response . |

Step Action

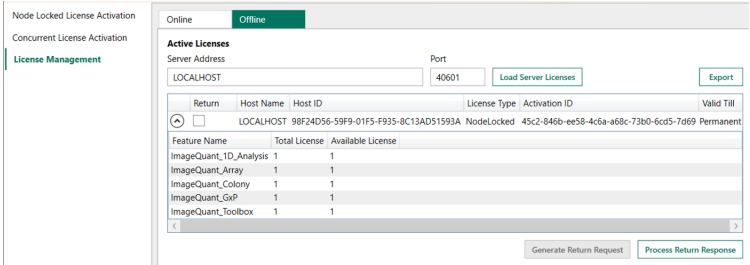
11 Locate the response file in file explorer and click **Open**.



Result:
The license is activated on this computer and license information is available from the **License Management** pane.



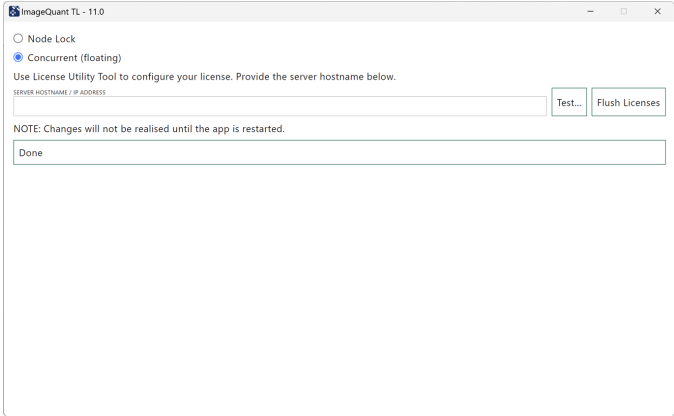

Click the down arrow to see the total and available number of licenses.



The software is ready to use after activating the license in the **License Utility Tool**.

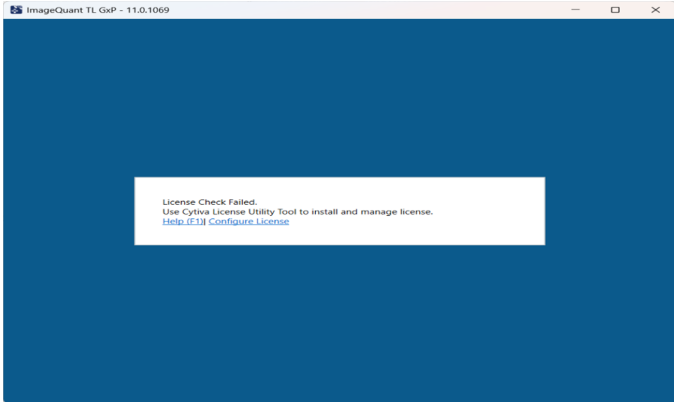
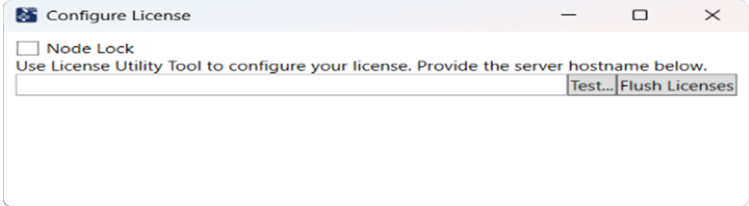
4.3 Configure floating license in IQTL software

After the floating license is configured in the *License Utility Tool*, follow the steps below to set up the floating license.

| Step | Action |
|------|---|
| 1 | Open the ImageQuant TL software. |
| 2 | Click Configure License . |
| 3 | Select the license type as Concurrent (floating). |
| |  |
| 4 | Type the IP address of the computer where the license server is installed. See Section 4.5 Find IP address for Windows, on page 27 . |
| 5 | Click Test to verify License server activation . Wait while "testing" is shown. <i>Result:</i> Click OK when you see License Verified . |
| |  |
| 6 | Click Done . |
| 7 | Close and reopen the IQTL application. <i>Result:</i> The software is set up and ready to use. |

4.4 Configure floating license in IQTL GxP software

After the floating license is configured in the *License Utility Tool*, follow the steps below to set up the floating license.

| Step | Action |
|------|--|
| 1 | Open the ImageQuant TL GxP application. |
| 2 | Click Configure License .  The screenshot shows the ImageQuant TL GxP application window. A white dialog box is centered on a blue background. The dialog box contains the text: "License Check Failed. Use Cyiva License Utility Tool to install and manage license. Help (F1) Configure License". |
| 3 | Deselect the check box of Node Lock and type the IP address of the computer where the license server is installed.  The screenshot shows the "Configure License" dialog box. It has a title bar with the text "Configure License". Inside, there is a checkbox labeled "Node Lock" which is currently unchecked. Below the checkbox is the text "Use License Utility Tool to configure your license. Provide the server hostname below." followed by a text input field. To the right of the input field are two buttons: "Test..." and "Flush Licenses". |
| 4 | Click Test to verify License server activation . |
| 5 | Click OK and close the screen. |
| 6 | Close and reopen the IQTL application. <i>Result:</i> The software is set up and ready to use. |

4.5 Find IP address for Windows

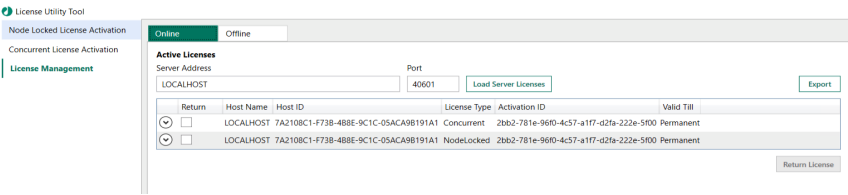
Follow the steps below to find the **Host ID** for Windows.

| Step | Action |
|------|--|
| 1 | In the Windows search bar, type <code>cmd</code> and click Enter . |
| 2 | Type <code>ipconfig/all</code> and click Enter . |
| 3 | Select a network adapter for the current system: <ul style="list-style-type: none">• Via an Ethernet cable, select Ethernet Adapter Ethernet.• Via a wireless network adapter, select Wireless LAN adapter Wi-Fi. |
| 4 | Make a note of the address shown under IPv4 Address . |

5 License management

View licenses

Once a license is activated, it is displayed in the table under the **License Management** pane. All the activated license details like **Host Name**, **Host ID**, **Number of Licenses**, **Activation ID**, and validity can be found in the table.



In this chapter

| Section | See page |
|---------------------|----------|
| 5.1 Find licenses | 29 |
| 5.2 Return licenses | 30 |
| 5.3 Flush Licenses | 34 |

5.1 Find licenses

Follow the steps below to find a license.

| Step | Action |
|------|---|
| 1 | In the License Utility Tool , click License Management and then click the Online or Offline tab. |
| 2 | Type <code>localhost</code> and click Load Server Licenses to find the licenses stored in the local computer. |
| 3 | To find remote licenses: a. Type the server address. b. Click Load Server Licenses to find licenses stored in the specified location. <i>Result:</i> All the licenses available in the specified location are displayed. |

- Note:**
- The default server address is `localhost`.
 - Information on both concurrent and node locked licenses are displayed in the local computer.
 - Information about only concurrent licenses are displayed in the remote computer.

Backup/export license information

To copy or export the license information, click **Export** to display all the license information available in a table in CSV format.

- Note:** **Host Name/Host ID/Activation ID** are not masked.
- Save the license information in an external, safe location (another PC/ cloud/box folder). This information is needed to recover licenses in case the host system crashes.

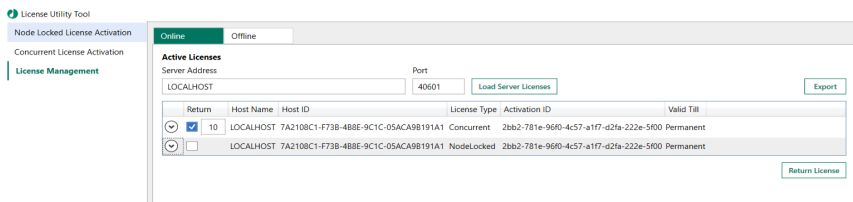
| | | | | | | |
|----|----------------------------------|---------------------|--------------|---------------|-------------------------------|------------|
| A1 | Address: CXXXXXXXNB3 (LOCALHOST) | | | | | |
| | A | B | C | D | E | F |
| 1 | Address: CXXXXXXXNB3 (LOCALHOST) | | | | | |
| 2 | Host Name | Host ID | License Type | Total License | Activation ID | Valid Till |
| 3 | CXXXXXXXNB3 (LOCALHOST) | 0XXX_XXXX_XXXX_FB89 | Concurrent | 10 | XXXX-XXXX-XXXX-XXXX-XXXX-159d | Permanent |
| 4 | CXXXXXXXNB3 (LOCALHOST) | 0XXX_XXXX_XXXX_FB89 | NodeLocked | 1 | XXXX-XXXX-XXXX-XXXX-XXXX-159d | Permanent |
| 5 | CXXXXXXXNB3 (LOCALHOST) | 0XXX_XXXX_XXXX_FB89 | NodeLocked | 1 | XXXX-XXXX-XXXX-XXXX-XXXX-159d | Permanent |
| 6 | | | | | | |

5.2 Return licenses

Licenses can be returned to FlexNet Operations (FNO) through the **License Utility Tool**.

Note: Licenses should be returned in case you no longer need the license on your computer and you need to re-install (re-activate) the license on a different computer.

Online license return

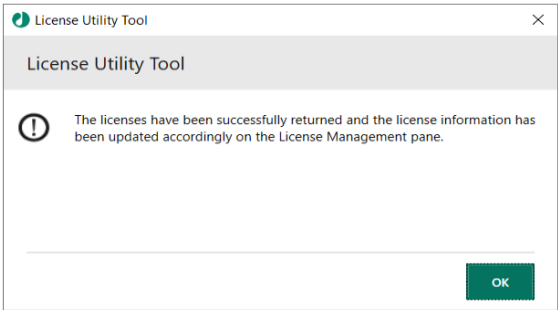


Follow the steps below to return a license online.

- | Step | Action |
|------|---|
| 1 | In the License Utility Tool , click License Management → Online . |
| 2 | Type the server IP address and click Load Server Licences . Note: <i>If the server is on the same computer as IQTL, type LOCALHOST.</i> Result: All the available licenses in the specified location are displayed. |
| 3 | Select the licenses to return. |
| 4 | Type the number of licenses to be returned and click Return License . Note: <i>When the number of licenses that you want to return exceed the number of available licenses, the Return license button is shown in gray and it will not be possible to return licenses.</i> |

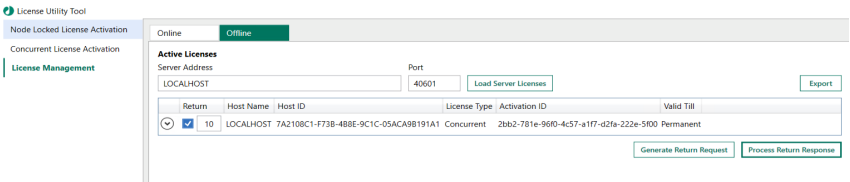
Step Action

Result:



The licenses are returned from the specified server location, and license details are updated accordingly from the **License Management** pane. The license is now returned to the pool of licenses and can be re-activated on a different computer.

Offline license return



Follow the steps below to return a license offline.

Step Action

- 1 In the **License Utility Tool**, click **License Management** → **Offline**.
- 2 Type the server IP address and port number and click **Load Server Licenses**.

Note:
If the server is on the same computer as IQTL, type `LOCALHOST`.

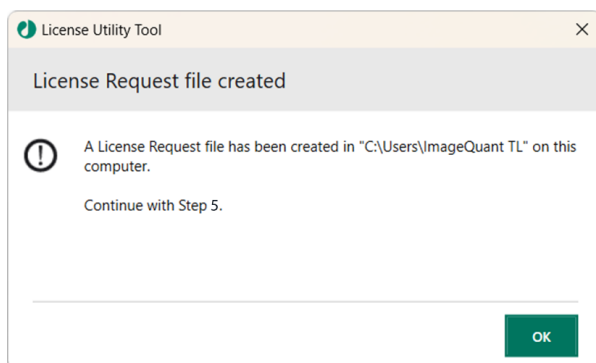
Result:
All the available licenses in the specified location are displayed.

- 3 Select the licenses to return.
- 4 Type the number of licenses to be returned and click **Generate Return Request**.

| Step | Action |
|------|--------|
|------|--------|

Result:

A return request file (.zip) is created.



5 Copy the return request file (.zip) to a **USB** or **network drive**.

6 Connect the **USB** or **network drive** to a computer with an internet connection (online PC).

7 Locate and unzip the return request file (.zip) on the online PC.

8 Double-click the `CapabilityResponseGenerator.exe`.

Result:

A return response file is created in the same location where the `CapabilityResponseGenerator.exe`.

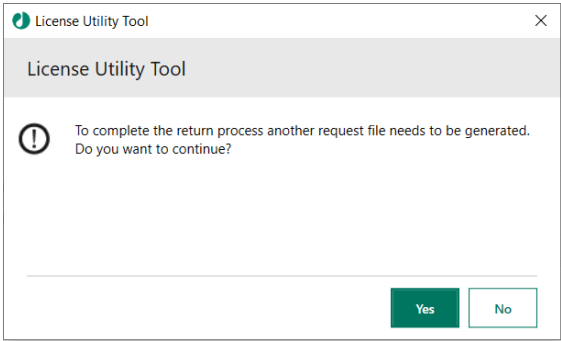
9 Transfer the return response file using **USB** or a **network drive** to the offline computer where the return request file was generated.

10 In the **License Utility Tool**, click **Process Return Response**.

11 Locate the return response file in file explorer and click **Open**.

Step Action

12 Click **Yes** to continue, or click **No** to cancel the license return request.



13 Select a folder to save the return confirmation request file.

Result:

A confirmation request file (.zip) is created in the user selected location.

14 The licenses are returned from the specified server location, and license information is updated accordingly from the **License Management** pane.
To update the license count in the **FlexNet** portal, continue with the following steps.

15 Copy the return request file (.zip) to a **USB** or **network drive**.

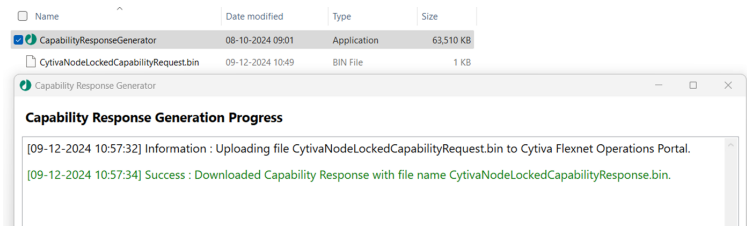
16 Connect the **USB** or **network drive** to a computer with an internet connection (online PC).

17 Locate and unzip the return request file (.zip) on the online PC.

18 Double-click the `CapabilityResponseGenerator.exe`.

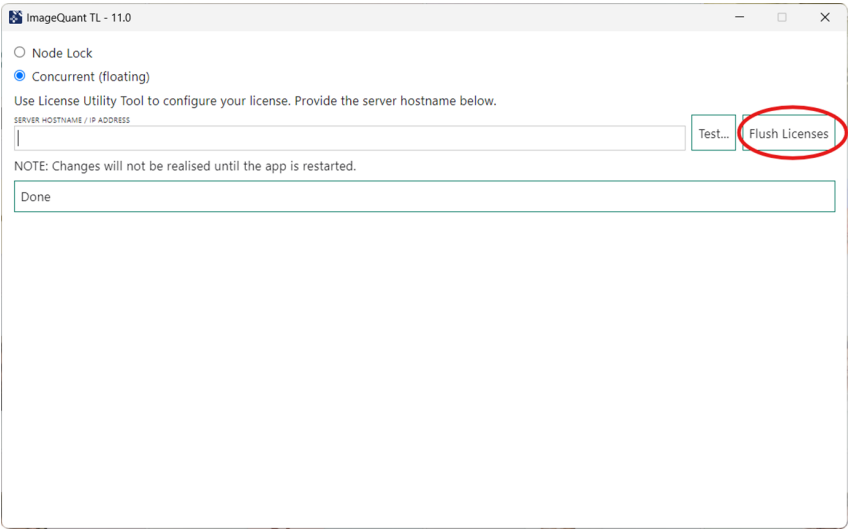
Result:

A return response file is created in the same location where the `CapabilityResponseGenerator.exe` was saved.



5.3 Flush Licenses

If checked-out licenses have not been routinely returned, for example, if IQTL crashes, click **Flush Licenses** to return the license for each feature. Only after licenses are flushed can they be returned via the **License Utility Tool**.



6 Product support

Contact us

If there are any problems with the installation or use of ImageQuant TL, contact your local product support team, or use the contact form found at cytiva.com/contact.

7 Troubleshooting

| Issue | Possible cause | Resolution |
|--------------------------------------|---|---|
| Not able to activate licenses online | <ul style="list-style-type: none">• Incorrect Activation ID• Activation ID expired• No internet connection• FNO portal is down | <ul style="list-style-type: none">• Enter the Activation ID correctly. Remove blank space before or after the Activation ID <p>Note: <i>FNP Activation ID will not work on FNE.</i></p> <ul style="list-style-type: none">• Log in to the FNO portal using username and password, or valid Activation ID, and check the validity• Connect to the internet and try again• Try when FNO portal is up and running |

| Issue | Possible cause | Resolution |
|--|---|--|
| Not able to activate licenses offline | <ul style="list-style-type: none"> Not completed offline activation workflow Using invalid request / response files | <ul style="list-style-type: none"> Complete the offline activation workflow. See Section 3.2 Offline Node Locked License Activation, on page 15 and Section 4.2 Offline Concurrent License Activation, on page 22 Request files and response files are valid for one month. If expired, redo the offline activation workflow Request files and response files are PC-specific. Use the request files and response file generated on the same PC |
| PC crashed during license activation | License activation not completed | <p>Try the activation workflow again to activate the license</p> <p>If any issue persists, contact the customer support team for assistance</p> |
| PC crashed | Not able to return or re-host lost license | <p>Share the Activation ID and Host ID with your local product support team to tell them to return your license(s). See Backup/export license information, on page 29</p> |
| FlexNet not showing the returned license count | Return license workflow not completed | <p>Complete the return workflow, see Section 5.2 Return licenses, on page 30</p> |

| Issue | Possible cause | Resolution |
|---|--|---|
| Not able to launch licensed application | No valid license available | Check for license availability, and licensing type configured to FNE |
| Cannot add license | Addition is not possible | Check for license availability in Activation ID |
| License counts reduced | Licenses returned to FNO | Reactivate returned licenses |
| Available license count is zero | Licenses are in use | Licenses are in use, wait until the licenses are released |
| Not able to find license | <ul style="list-style-type: none"> Trusted storage deleted or corrupted License validity expired | <ul style="list-style-type: none"> Reactivate the license Renew or purchase a license |
| Not able to identify the request file generated from multiple offline computers | Multiple request files generated or copied at the same location | Request files (.zip) can be identified based on system names |
| How to remove expired licenses | Licenses expired | <ul style="list-style-type: none"> Return the expired license Expired licenses are removed if any license on the same computer is updated |
| Expired licenses information not available | When new licences are activated, trusted storage is updated with active licence information | Information is available in the exported license information file (CSV) |
| Unable to process request file | <ul style="list-style-type: none"> Using inactive or expired request files Using request files generated on a different PC | <ul style="list-style-type: none"> Use valid and active request files Request files are PC-specific. Use the request files generated on the same PC |

| Issue | Possible cause | Resolution |
|---|---|---|
| Virtual Machine destroyed without returning license | In the FNO portal, unused licenses are not returned | <ul style="list-style-type: none"> • Return licenses before destroying the Virtual Machine • Information will be available in the exported license information file (CSV) |
| License server is not running | Configured port is occupied | <p>Identify the configured port (the port being used can be found from the configuration file C:\Program Files (x86)\Cytiva\FNE Licensing\License Server\server\local-configuration.yaml with key "port:" under section "https-in"). Replace the configured port number with the available/desired port and save. Restart the license server service.</p> |

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