

### **Software License Registration Guide**

#### When you have purchased new software

→ Chapter 2 Authenticating a License

#### When you would like to use the software on a different PC

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### Preface

Thank you for purchasing this software.

License authentication is required in order to use the software safely. This document describes the license authentication procedure. Please read this manual thoroughly before using this software. Please store this in a safe place for future reference.

It is recommended that you also read the material with the License Access Number that is provided with the software product.

### **How to Use This Manual**

The target readers of this manual are those who have basic knowledge on operating Windows and Web browsers.

### Symbols Used in This Manual

The following symbols are used in this manual for safety measures, handling restrictions, and precautions:

### **Buttons and Icons Used in This Manual**

In this manual, window name, field names and button names that are displayed on the window are enclosed in square brackets ([]).

Example: [Next], [Close]

### **Displays Used in This Manual**

Below is a sample window shot of the operational window. The window may appear differently, depending on your environment.

Areas relating to an operation are displayed surrounded by \_\_\_\_\_\_. When there are multiple areas of this kind on the window, they are all surrounded.

Example:

## **1.** In the [License Authentication] window, select [Online Authentication], and click [Next].



### **Abbreviations Used in This Manual**

In this manual, product names and model names are abbreviated as follows:

Microsoft Windows operating system is abbreviated as Windows.

Microsoft Internet Explorer is abbreviated as Internet Explorer.

### **System Requirements**

The following system requirements are required to use the software.

#### **Operating System**

Refer to the documentation accompanying your software.

#### Web browser

Internet Explorer 10 / 11 Microsoft Edge

#### IMPORTANT

• If you use the tabbed browsing function, please do not perform actions simultaneously from multiple browser tabs.

### **Trademarks and Copyright**

Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and other countries.

Windows Server and Windows Vista are trademarks of Microsoft Corporation in the United States and other countries.

Other products and company names herein may be the trademarks of their respective owners.

### Notes

- The contents of this document may partially differ from your software due to improvement and modification of the software.
- Considerable effort has been made to ensure that this manual is free of inaccuracies and omissions. However, as we are constantly improving our products, if you need an exact specification, please contact Canon Inc.
- No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, or by any information storage or retrieval system without the prior permission of Canon Inc.
- The license authentication system is a system for authenticating licenses, and is not a tool for managing licenses after authentication. The customers shall be responsible for managing items such as license expiration dates and the number of authorized licenses after authentication.

### CHAPTER

### **Overview of** License Authentication

This chapter describes basic license concepts and the sequence of license operations.

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### **About Licenses**

A license is something that gives you the authority to use a piece of software.

License authentication is required before you can use the software. The software can only be used on the PC where the license was authenticated.

However, if you would like to use the software on a different PC, the license can be transferred from the PC on which the license was originally authenticated.

The operating procedures for authenticating a license and transferring a license vary depending on the system you are using. Please confirm that the operating procedures match the system you are using before performing operations.

For details, refer to "License Authentication Procedures," on p. 1-4, or "License Transfer Procedures," on p. 1-5.

#### IMPORTANT

- Use of the software on the PC where the OS is running in compatibility mode is not supported.
- If the time settings on the PC where the software is installed are off by more than 10 minutes from the actual time, you must reset the system clock to the correct time and time zone setting. If the system clock is off by a large amount, problems may arise and you may not be able to use the software correctly.

Furthermore, extra care is required when launching the software for the first time, because once the software has been run with time settings that are different from the actual time, the software may stop working when the time settings are set to the correct time.

- If the license information becomes corrupted, the License Repair function launches automatically. For details on the License Repair function, refer to "About the License Repair Function," on p. 5-3.
- In cases such as when a PC fails and only the hard disk is moved to a new PC, if software where the license has been authenticated is used, the software will stop functioning and the license information will not be recoverable even through the use of the License Repair function. In this situation, contact your local authorized Canon dealer.

The license authentication system is a system for authenticating licenses, and is not a tool for managing licenses after authentication.

The customers shall be responsible for managing items such as license expiration dates and the number of authorized licenses after authentication.

### License Types

There are two types of licenses for this product, a full license and a trial license.

#### **Full License**

A full license is a license that allows you to use the software without any restrictions, and has no expiration date.

If you are going to be using the software continuously, authenticate the software with a full license. The software can only be used on the PC where the license was authenticated.

For information on how to perform license authentication of a full product license, refer to "License Authentication Procedures," on p. 1-4.

#### NOTE

• Your License Access Number is required in order to perform authentication of a full license. Your License Access Number can be found in the material included in the package of the software product.

### **Trial License**

A trial license allows you to use the same functions as a full license, but has a limited period of use.

The trial period is counted from when the software is first launched on the system. The software cannot be launched again after the trial period has expired. Please authenticate the full license during the trial period.

#### NOTE

• By registering the full license during or even after the trial period, you can continue to use the software with no time limit.

For information on how to use the trial license, refer to "Using a Trial License," on p. 1-10.

### **License Authentication Procedures**

The license authentication procedure differs depending on whether the PC you would like to use the software on is connected to the Internet or not. Verify that the license authentication procedure matches the system you are using.

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# Performing License Authentication by Connecting to the Internet



#### Performing License Authentication without Connecting to the Internet



### **License Transfer Procedures**

If a situation arises where you would like to use the software on a different PC or if the PC you are using breaks, you can transfer the license to a different PC.

A license transfer can be performed by using "Return License" or "Transfer License" in the "License Information Management function."

The "License Information Management function" can be used on the PC where the software is installed.

To launch the "License Information Management function," select [All Programs]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] from the Start menu (If the OS on your PC is Windows 8 or Windows 8.1, click the [License Information Management] icon in the "All apps" list. If the OS on your PC is Windows 10, select [All Apps]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] from the Start menu).

If the PC you are using is connected to the Internet, the license is first transferred to the Canon license issuing server. If the PC you are using is not connected to the Internet, you should request your local authorized Canon dealer to return or transfer the license. After returning or transferring the license, license authentication is performed on the PC where you would like to use the software. Verify that the license transfer procedure matches the system you are using.

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### **Transferring a License to Another PC**

If you would like to use the software on another PC, first perform "Return License" and then re-authenticate the license.

# If the PC on which the license was authenticated is connected to the Internet



# If the PC on which the license was authenticated is not connected to the Internet



### Specifying the Transfer Destination PC before Transferring the License

If you have already determined the transfer destination PC in advance, first perform "Transfer License" and then re-authenticate the license.

When "Transfer License" is used, the transfer destination PC is defined before the license is transferred.

If when using "Return License" there is a risk of your license being authenticated by another PC in the period from when the license is returned until the license is re-authenticated, please use "Transfer License" instead.

# If the PC on which the license was authenticated is connected to the Internet



# If the PC on which the license was authenticated is not connected to the Internet



# Recovering a License from a Broken PC and Transferring to Another PC

If the PC on which a license is authenticated breaks down, the software can be still used by transferring the license to a different PC.

Contact your local authorized Canon dealer and request to "Return the license." The license for the broken PC is recovered and the license is re-authenticated.



### **About the License Repair Function**

In situations such as when the license information has become corrupted, the License Repair function launches automatically and repairs the license information.

The procedure differs depending on whether the PC you are using is connected to the Internet or not.

For details on the License Repair function operating procedure, refer to "About the License Repair Function," on p. 5-3.

NOTE
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• Depending on the software you are using, the application may exit without automatically launching the License Repair function. In this situation, you are kindly requested to contact your local authorized Canon dealer.

### **Using a Trial License**

The trial license allows you to use the same functions as the full license. However, there is a limit on the time that the software can be used.

The trial period is counted from when the software is first launched on the system. The software cannot be launched again after the trial period has expired. Please authenticate the full license during the trial period.

The [License Authentication] window is displayed every time the software is launched until a full license is authenticated.

NOTE

• The trial license may not be displayed depending on your software. In this instance, the trial license is unavailable.

### 1.

In the [License Authentication] window, select [Trial] and click [Next].

	ication Wizard	
Canor	License Authentication	
Thank you for p	purchasing the application1.	
To use this soft	ware, follow the procedure below for license authentication.	
Select Auth	entication Method	
• Online	Authentication	
Cor	nnect to the Canon Web site on the Internet to authenticate license.	
* N	Aake sure that your computer is connected to the Internet.	
C Offline	Authentication	
Us	e this method for license authentication if you cannot connect to the Internet.	
* T	he request data can also be used as information of the device to which license will be transferred.	
Cre	ate Request Data	
Cre	ate a request data file for offline authentication or license transferal.	
C Rea	id License	
Rea	ad the license file for offline authentication.	
C Trial		
Th	is trial license will expire in 7 days.	
Ma	ike sure to perform license authentication before the trial period expires.	
Th	is software cannot be used until the license is authenticated.	

#### NOTE

• If the trial period has already expired, "This trial license will expire in 0 days." is displayed in the [License Authentication] window and [Trial] cannot be selected. To use the software, authenticate using a full license.

The [Trial] window is displayed.

### **2.** Note the trial license expiration date, and click [Trial].

License Authentication Wizard
Catton License Authentication
Trial
This trial license will expire in 7 days.
* I nis window is displayed et time you start the software during the trial period. Make sure to perform license tication before the trial period expires.
This trial license will expire in 7 days.
License Management System Client Application Version xx © CANON INC.

The software launches.



### **Authenticating a License**

This chapter describes license authentication procedures to suit the system you are using.

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### **Operating Procedures**

This section describes how to authenticate a license.

Verify that the license authentication procedure matches the system you are using.



### **Online Authentication**

If the PC on which you would like to use the software is connected to the Internet, authenticate the license by connecting to the Internet. In this case, select [Online Authentication] from the [License Authentication] window.

When online authentication is used, the license authentication is completed and the software can be used immediately after you have entered the required information.

NOTE

• The windows that are displayed may differ depending on the software you are using.

# STEP 1: Perform License Authentication 1. In the [License Authentication] window, select [Online Authentication], and click [Next].

License Authentication Wizard	×
Canon License Authentication	
Thank you for purchasing the application1.	
To use this software, follow the procedure below for license authentication.	
Select Authentication Method	
© Online Authentication	
Connect to the Canon web site on the Internet to authenticate license.	
* Make sure that your computer is connected to the Internet.	
Use the match of the linear authentication if our example a second to the laborat	
The expected the needed as information of the daries to which issues will be transforred	
G Create Remost Data	
Create a convert data file for offline sythestication or license transfers1	
C Paral legens	
Read the license file for offline authentication.	
C Trial	
This trial licence will expire in 7 days	
Make sure to perform license authentication before the trial period expires	
This software cannot be used until the license is authenticated.	
a nis sorivvare cannot oe uses until ine acense is autoentocares.	
License Management System Client Application Vesion x: © CANON INC.	

The [Online Authentication] window is displayed.

### 2.

### Enter the License Access Number of the software as 16 (4 groups of 4 characters) alphanumeric characters.

#### NOTE

- Enter the License Access Number using alphanumeric characters. The License Access Number is not case-sensitive.
- The License Access Number can be found in the material included in the package of the software product.
- If the License Access Number is not correctly entered, an error message window is displayed. Click [Back] to re-enter the correct License Access Number.

### 3.

#### Follow the on-window directions.

The [License Authentication Completed] window is displayed.

#### **4.** Click [Finished].

The License Authentication is completed, and the software launches.

### **Offline Authentication**

If the PC on which you would like to use the software is not connected to the Internet, select [Offline Authentication] from the [License Authentication] window.

### **STEP 1: Create a Request Data File**

### 1.

In the [License Authentication] window, select [Offline Authentication] and [Create Request Data], and click [Next].



The [Create Request Data for Offline Authentication (Step1)] window is displayed.

### 2.

Enter the License Access Number of the software as 16 (4 groups of 4 characters) alphanumeric characters, then click [Next].

License Authentication Wizard
Catton License Authentication
Create a request data file for offline authentication. Send the created request data file to the Sales. After the Sales receives the request data file, a license file for authentication will be sent to you shortly. For license transferal, the request data will be used in the source PC as information of the destination device. Create Request Data for Offline Authentication (Step1)
Enter the License Access Number of your application.
Create Request Data for Offline Authentication (Step1) Enter the License Access Number of your application.
License Access Number:
License Management System Client Application Version xx. © CANON INC.

#### IMPORTANT

• Enter the License Access Number correctly, making sure there are no errors.

#### NOTE

- Enter the License Access Number using alphanumeric characters. The License Access Number is not case-sensitive.
- The License Access Number can be found in the material included in the package of the software product.
- If the License Access Number is not correctly entered, an error message window is displayed. Click [Back] to re-enter the correct License Access Number.

The [Create Request Data for Offline Authentication (Step2)] window is displayed.

# **3.** Specify the destination folder to store the request data file and click [Next].

Enter the full path in the input field or click [Browse] to select the store destination.

License Authentication Wizard	
Canon License Authentication	
Create Request Data for Offline Authentication (Step2) Specify a destination and file name to save the request data file.           Destination:         Br           File Name:         Image: Comparison of the file name. The specified file name will be           * Do not specify an extension for the file name. The specified file name will be	VUSE Vicily attached with an estension.
License Management System Client Application Version xx © CANON INC.	← Back Next → Cancel

The default file name is displayed as "req\_<ID>\_<PC Hostname>."

You can change the file name. However, the following symbols cannot be entered  $\backslash$  / : \* ? " <> | ; . & % '

NOTE

- The dialog box that is displayed when you click [Browse] may vary depending on the system you are using.
- If the file cannot be stored, an error message window is displayed. Click [Back] and specify the destination folder again.

The request data files (two types, .dat format and .txt format) are stored and the [Create Request Data for Offline Authentication (Complete)] window is displayed.

### 4.

#### Verify the contents of the window and click [Exit].

To have the folder where the data was stored open after the process finishes, select the [Open Destination Folder after Exiting] checkbox.

License Authentication Wizard	<b>×</b>
Canon License Authentication	
Create Request Data for Offline Authentication (Complete)	
The request data file has been created.	
Destination: C:/Users/cocc/Documents	
Request Data File: req_XXXX_XXXAat	
Request Data Details: req_XXXX_XXXX.txt	
C Open Destination Folder after Exiting	
Ligense Management System Client Application Vesion xx © CANON INC	Exit

### STEP 2: Request for a License File to be Issued

Send the request data file that was created in STEP 1 to your local authorized Canon dealer and request for a license file to be issued.

### 1.

Contact your local authorized Canon dealer and check the methods for sending the request data files (two types, .dat format and .txt format).

### 2.

Follow the directions to send the request data files (two types, .dat format and .txt format) to your local authorized Canon dealer.

### 3.

Acquire the issued license file (.fpl format) from your local authorized Canon dealer.

### STEP 3: Read the License File

Read the license file (.fpl format) that was created in STEP 2 on the PC where you would like to use the software.

### 1.

In the [License Authentication] window, select [Offline Authentication] and [Read License], and click [Next].

License Authentication Wizard	×
Catton License Authentication	
Thank you for purchasing the application1. To use this software, follow the procedure below for license authentication.	
Select Authentication Method	
Connect to the Canon Web site on the Internet to authenticate license.     * Make sure that your computer is connected to the Internet.     Offline Authentication     Use this to do for license authentication if you cannot connect to the Internet.     * The result of the Canone authentication of the device to which license will be transferred.     Creater     Creater	
© Read I Offline Authentication	
Read t Use this method for license authentication if you cannot co	
<ul> <li>Trial * The request data can also be used as information of the d</li> </ul>	
This t Make This s Read the license file for offline authentication.	
Client Application Vestors x © CANON INC.	el

The [Read License File for Offline Authentication] window is displayed.

# **2.** Specify the license file (.fpl format) and click [Next].

Enter the full path in the input field or click [Browse] to specify the license file (.fpl format).



NOTE

- The dialog box that is displayed when you click [Browse] may vary depending on the system you are using.
- If the license file is not readable, an error message window is displayed. Click [Back] and specify the license file again.

The [License Authentication Completed] window is displayed.

#### **3.** Click [Finished].

License Authentication Wizard	
Canon License Authentication	
License Authentication Completed	
Reading of the license file is complete.	
License authentication is complete.	
Thank you for purchasing Canon products.	
License Management System	Finished
Client Application Version XX @ CANON INC.	

The License Authentication is completed, and the software launches.

# Verifying the Authentication Status of a License

The authentication status of the licenses can be checked from the [License Information Management] window.

#### IMPORTANT

- Installation of the License Information Management application requires 40 MB of free disk space. Check the free disk space on your PC before installing it.
- A minimum of 128 MB of RAM is recommended to run this application.
- Even if the software is uninstalled, the License Information Management application is not uninstalled. Furthermore, it cannot be uninstalled from the Start menu by using [Programs and Features].

# Displaying the License Information Management Window

### 1.

From the Start menu, select [All Programs]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] (If the OS on your PC is Windows 8 or Windows 8.1, click the [License Information Management] icon in the "All apps" list. If the OS on your PC is Windows 10, select [All Apps]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] from the Start menu).

The [License Information Management] window is displayed.

#### Reading the License Information Management Window

This section describes how to read the [License Information Management] window.

	d	Licenso	e Information	Manage	ment			_				
	Licen	se Information List										*
	No.	Product Name	License Access Number	SUM End Date	License Type	Expiration	Operations Available	s			1	-
	1	PRODUCT1	YZCG- HL7U- P9HA-Q44Z	3/6/2015	PC Dedicated License	Does Not Expire	-	Return		Trar	isfer	
	erne	Mann										
	The S	UM (service contract)	information can be	confirmed	and the period	can be extende	d/renewed.					-
	- SUN	is a service feature th	nat comes with the	product.								
										SUM	Menu	
	Suppo	ort Menu	start the applicatio									-
L	Lise th	as meno a you camio	start the application	~~					_			
L	Use th									O	lanu	
L	Use th									Support	wenu	-

- (1) [Product Name]: Displays the product name of the software.
- (2) [License Access Number]: Displays the License Access Number.
- (3) [SUM End Date]:Displays the service contract end date for the software.Displayed only when your software supports SUM.
- (4) [License Type]: Displays "PC Dedicated License."

"PC Dedicated License" refers to licenses that can only be used on the PC where the license was originally authenticated.

- (5) [Expiration]: Displays the number of days remaining until the license expires. Alternatively, displays "Does Not Expire" if the license does not expire.
- (6) [Operations Available]: Displays the number of times the license can be returned or transferred. Displays "-" if there is no restriction on the number of operations that can be performed.
- (7) [Return]: Click this button to perform the "Return License" function, which transfers a license.
  - For details on "Return License," refer to "Transferring a License to Another PC," on p. 3-1.
- (8) [Transfer]: Click this button to perform the "Transfer License" function, which transfers a license by specifying a transfer destination PC.
   For details on "Transfer License," refer to "About License Transfers," on p. 3-10.

(9)	[SUM Menu]:	Click this button to extend the service contract period of the license. Displayed only when your software supports SUM. For details on the "SUM Menu," refer to "SUM Menu," on p. 5-8.
(10)	[Support Menu]:	Click this button when you want to use the "Support Menu" function. In the "Support Menu," you can use the "License Repair Tool" and "Log File Collection Tool." For details on the "Support Menu," refer to "Support Menu," on p. 5-5.
(11)	[Export License Information]:	Click this button when you want to output current license information. License information is output in .txt format. With the output license information, you can check the License Access Number, license type, and other details of your current license.

#### NOTE

- In any of the submenu windows, you can return to the previous window by clicking [Back]. Click [Close] to exit the License Information Management application.
- If a system error occurs, the system error message window is displayed. Click [Close] and contact your local authorized Canon dealer. Your License Access Number is required when making inquiries. Your License Access Number can be found in the material included in the package of the software product.



### Transferring a License to Another PC

This chapter describes how to transfer an authenticated license to a different PC on which you would like to use the software.

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### **Operating Procedures**

If a situation arises where you would like to use the software on a different PC or if the PC you are using breaks, you can transfer the license to a different PC.

If the PC you are using is connected to the Internet, the license is first transferred to the Canon license issuing server. If the PC you are using is not connected to the Internet, you should request your local authorized Canon dealer to return or transfer the license. After returning or transferring the license, license authentication is performed on the PC where you would like to use the software.

Verify that the license transfer procedure matches the system you are using.

#### IMPORTANT

• "Return License" is a function for transferring licenses so that you can transfer the software installed on the PC you are using to a different PC. This function is not for transferring OS data or other software data from the PC you are using to another PC.



#### NOTE

• If when using "Return License" there is a risk of your license being authenticated by another PC in the period from when the license is returned until the license is re-authenticated, please use "Transfer License" instead. For details on how to specify the transfer destination PC before transferring the license, refer to "About License Transfer," on p. 3-10.
# **Online Return**

## **STEP 1: Return the License**

Return the license from the PC on which the license is authenticated (transfer source) to the Canon license issuing server.

1.

From the Start menu, select [All Programs]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] (If the OS on your PC is Windows 8 or Windows 8.1, click the [License Information Management] icon in the "All apps" list. If the OS on your PC is Windows 10, select [All Apps]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] from the Start menu).

The [License Information Management] window is displayed.

# 2.

In the [License Information Management] window, click [Return].

ense Inf	formation Managen	nent							
Cai	1011 License	e Information	Manage	ment					
Licens	se Information List								
No.	Product Name	License Access Number	SUM End Date	License Type	Expiration	Operations Available			
1	PRODUCT1	YZCG- HL7U- P9HA-Q44Z	3/6/2015	PC Dedicated License	Does Not Expire	- (	Return	Transfer	I
SUM I	Menu JM (service contract)	information can be	confirmed	and the period	i can be extende	d/renewed.			-
- 5014	i is a service reature tr	iat comes with the j	product.					SU <u>M</u> Menu	
Suppo	ort Menu								
Use th	is menu if you cannot	start the applicatio	n.						
								Support Menu	
oense N oense Ir oftware I	lanagement System nformation Manageme Protect System Version	nt Version © C.	ANON INC.	2010		× 1	Export License Infor	rmation X Clo	se

The [Select Return Method] window is displayed.

## **3.** Select [Online Return] and click [Next].



The [Confirm PC Dedicated License to Return] window is displayed.

## 4.

Verify the information displayed in the window, and click [Return License].

Confi	m License to Return				
* The :	e of the following product, which ha following product can no longer be u atumed license can be used in snoth	is been installed on your PC, will be retu used once its license is returned.	med to the server.		
No.	Product Name	License Access Nu	mber License Type	Expiration	Operations Available
1	PRODUCT1	BBGZ-C7A7-MHB KJCH	8- PC Dedicated Licen	se Does Not Expire	

### NOTE

• If the license cannot be returned, an error message window is displayed. Click [Back], and then try to operate again.

The [License Returning Completed] window is displayed.

## **5.** Click [Close].

License Information	Management					×
Canon	License Information	Management				
License Return	ing Completed					
License has been	returned.					
License Manageme License Information	nt System Management Version 💵 🕯	CANON INC.	+	To License Information List	×	Close

## **STEP 2: Re-authenticate the License**

Use the same License Access Number as the license you returned to re-authenticate the license on the PC where you would like to use the software (transfer destination).

For details on how to authenticate a license, refer to "Authenticating a License," on p. 2-1.

# **Offline Return**

## **STEP 1: Create a Request Data File for Returning**

Create the request data file for returning (.ret format) from the PC on which the license is already authenticated (transfer source).

# 1.

From the Start menu, select [All Programs]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] (If the OS on your PC is Windows 8 or Windows 8.1, click the [License Information Management] icon in the "All apps" list. If the OS on your PC is Windows 10, select [All Apps]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] from the Start menu).

The [License Information Management] window is displayed.

# 2.

In the [License Information Management] window, click [Return].

icen	se Information List	License	SUM					
No.	Product Name	Access Number	End Date	License Type	Expiration	Operations Available		
1	PRODUCT1	YZCG- HL7U- P9HA-Q44Z	3/6/2015	PC Dedicated License	Does Not Expire	- (	Return	Transfer
SUM	I is a service feature th	at comes with the p	product.	and the period	can be entende	artison co.		SU <u>M</u> Menu
uppo	rt Menu							

The [Select Return Method] window is displayed.

## **3.** Select [Offline Return] and click [Next].

icense Information Management						
Catton License Information Management						
Select Return Method						
Online Return						
Connect to the Canon Web site on the Internet to return license.						
* Make sure that your computer is connected to the Internet.						
○ Offline <u>R</u> eturn						
Use this method for license authentication if you cannot connect to the Interne	d.					
Create a request data file to return a license while offline.						
			_			
License Management System	+	Back		Next	+ *	Close
Crownse mormation management version @ CANON INC.				12 - M		2

The [Create Request Data File for Returning (Step 1)] window is displayed.

## 4.

### Specify the destination folder to store the request data file for returning and click [Next].

Enter the full path in the input field or click [Browse] to select the store destination.



The default file name is displayed as "ret\_<ID>\_<PC Hostname>."

You can change the file name. However, the following symbols cannot be entered  $\backslash$  / : \* ? " < > | ; . & % '

### NOTE

• The dialog box that is displayed when you click [Browse] may vary depending on the system you are using.

The [Create Request Data File for Returning (Step 2)] window is displayed.

## **5.** Verify the contents of the window and click [Create].

Licens * The * The	e of the following product, which has been following product can no longer be used or returned license can be used in another PC.	installed on your PC, will be created to to the request data file for returning is cr	return while offline. reated.		
No.	Product Name	License Access Number	License Type	Expiration	Operation Available
1	PRODUCT1	BBGZ-C7A7-MHK8- KJCH	PC Dedicated License	Does Not Expire	
* Requ Destin Reque	est Data File for returning will be outputte nation: C:Usersbox est Data File for Returning: ret_XXX_P	ed to the following file. co/Documents 0000<.ret			

### NOTE

• If the file cannot be stored, an error message window is displayed. Click [Back] and specify the destination folder again.

The request data file for returning (.ret format) is stored and the [Create Request Data File for Returning (Complete)] window is displayed.

### **6.** Click [Close].

License Informatio	Management			×
Canon	License Information Management			
Create Reques	Data File for Returning (Complete)			
The request data	file has been created.			
Destination:	C:\Users\xxxxx\Documents			
Request Data H	ile for Returning: ret_>000(_>000(.ret			
License Manageme License Information	nt System Management Version © CANON INC.	+	To License Information List	× <u>C</u> lose

## STEP 2: Request for a License to be Returned

Send the request data file for returning that was created in STEP 1 to your local authorized Canon dealer and request for the license to be returned.

# 1.

Contact your local authorized Canon dealer and check the method for sending the request data file for returning (.ret format).

# 2.

Follow the directions to send the request data file for returning (.ret format) to your local authorized Canon dealer.

## 3.

Confirm that the license is returned by your local authorized Canon dealer.

## STEP 3: Re-authenticate the License

Use the same License Access Number as the license you returned to re-authenticate the license on the PC where you would like to use the software (transfer destination).

For details on how to authenticate a license, refer to "Authenticating a License," on p. 2-1.

# **About License Transfers**

If you have already determined the transfer destination PC in advance, first perform "Transfer License" and then re-authenticate the license.

When "Transfer License" is used, the transfer destination PC is defined before the license is transferred.

If when using "Return License" there is a risk of your license being authenticated by another PC in the period from when the license is returned until the license is re-authenticated, please use "Transfer License" instead.

## **Online Transfer**

# STEP 1: Create a Request Data File on the Transfer Destination PC

Create the request data file on the PC where you would like to use the software (transfer destination).

# 1.

Install the software on the PC where you would like to use the software.

## 2.

Launch the software.

## 3.

Create the request data files (two types, .dat format and .txt format) from the [License Authentication] window.

NOTE

```
• For information on how to create a request data file, refer to "STEP 1: Create a Request Data File," on p. 2-5.
```

### **STEP 2: Transfer the Created Request Data File**

Transfer the request data files that you created in STEP 1 from the PC on which you would like to use the software (transfer destination) to the PC on which the license is authenticated (transfer source) via email, recordable media, etc.

# 1.

Transfer the created request data file (.dat format) to the PC on which the license is authenticated using recordable media, etc.

### **STEP 3: Load the Request Data File onto the Destination PC**

On the PC where the license is authenticated (transfer source), specify the request data file (.dat format) that you created in STEP 1 and transfer the license from the [License Information Management] window.

# 1.

From the Start menu, select [All Programs]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] (If the OS on your PC is Windows 8 or Windows 8.1, click the [License Information Management] icon in the "All apps" list. If the OS on your PC is Windows 10, select [All Apps]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] from the Start menu).

The [License Information Management] window is displayed.

# 2.

In the [License Information Management] window, click [Transfer].

Lice	nse In	formation Managem	nent							×
•	2 <b>a</b> 1	1011 License	Information	Manage	ment					
L	Licen	se Information List								^
	No.	Product Name	License Access Number	SUM End Date	License Type	Expiration	Operations Available			
	1	PRODUCT1	YZCG- HL7U- P9HA-Q44Z	3/6/2015	PC Dedicated License	Does Not Expire		Return	Transfer	)
L	SUM Menu									
	The SU - SUM	JM (service contract) I is a service feature th	information can be at comes with the p	confirmed	and the period	can be extende	d/renewed.			
									SU <u>M</u> Menu	
L	Suppo	ort Menu								
	Use th	is menu if you cannot	start the applicatio	n.						
									Support Menu	٠
Lie Lie So	ense M ense In ftware	lanagement System nformation Manageme Protect System Version	nt Version C.	ANON INC.	2010		✓ <u>E</u>	Export License Inform	mation X Clos	е

The [Load Request Data File on Destination PC] window is displayed.

# 3.

# Specify the request data file (.dat format) of the PC on which you would like to use the software (transfer destination), and click [Next].

Enter the full path in the input field or click [Browse] to select the request data file (.dat format).

License Information Management	le l
Canon License Information Management	
Load Request Data File on Destination PC	
Specify the request data file (dat format) of the destination PC.	
Request Data File Name:	Browse
	Open III
	C I + Lènnies + Decurrents + + + + Seach Decurrents P
	Cogenes + New Holder     Documents library     Solute 2 Instance     Assays by: Folder +
	Deventinedit     Name     Oute modified     Type     Type
	Decements a
	a) Mukic i Potans II Mass
	S Computer
	The name 202 • Report Dels File".del •
	Open Canod
License Management System	+ Back Next + Close

NOTE

- The dialog box that is displayed when you click [Browse] may vary depending on the system you are using.
- If the request data file is not readable, an error message window is displayed. Click [Back], and then specify the request data file again.

The [Select Transfer Method] window is displayed.

# 4.

### Select [Online Transfer] and click [Next].



The [Confirm License to Transfer] window is displayed.

## **5.** Verify the contents of the window and click [Transfer License].



The [License Transferal Completed] window is displayed.

### **6.** Click [Close].

License Informatio	Management					×
Canon	License Information	Management				
License Transf	eral Completed					
License has beer	transferred. Authenticate the	license from the destination PC.				
License Manageme License Information	nt System Management Version	CANON INC.	+	To License Information List	×	Close

Information about the PC on which you would like to use the software is sent to the Canon license issuing server.

### **STEP 4: Re-authenticate the License**

Use the same License Access Number as the license you transferred to re-authenticate the license on the PC where you would like to use the software (transfer destination).

For details on how to authenticate a license, refer to "Authenticating a License," on p. 2-1.

## **Offline Transfer**

# STEP 1: Create a Request Data File on the Transfer Destination PC

Create the request data file on the PC where you would like to use the software (transfer destination).

## 1.

Install the software on the PC where you would like to use the software.

## 2.

Launch the software.

## 3.

Create the request data files (two types, .dat format and .txt format) from the [License Authentication] window.

NOTE

• For information on how to create a request data file, refer to "STEP 1: Create a Request Data File," on p. 2-5.

### **STEP 2: Transfer the Created Request Data File**

Transfer the request data files that you created in STEP 1 from the PC on which you would like to use the software (transfer destination) to the PC on which the license is authenticated (transfer source) via email, recordable media, etc.

# 1.

Transfer the created request data file (.dat format) to the PC on which the license is authenticated using recordable media, etc.

### **STEP 3: Create a Request Data File for Transferring**

On the PC where the license is authenticated (transfer source), specify the request data file (.dat format) that you created in STEP 1 and create the request data file for transfer (.tsf format).

# 1.

From the Start menu, select [All Programs]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] (If the OS on your PC is Windows 8 or Windows 8.1, click the [License Information Management] icon in the "All apps" list. If the OS on your PC is Windows 10, select [All Apps]  $\rightarrow$  [Canon LMS]  $\rightarrow$  [License Information Management] from the Start menu).

The [License Information Management] window is displayed.

## 2.

In the [License Information Management] window, click [Transfer].

No. F	Product Name	License	SUM					
		Access Number	End Date	License Type	Expiration	Operations Available		
1 F	PRODUCT1	YZCG- HL7U- P9HA-Q44Z	3/6/2015	PC Dedicated License	Does Not Expire	-	Return	Transfer
SUM 15	s a service reature tr	at comes with the j	product.					SU <u>M</u> Menu
upport	menu if you cannot	start the application	on.					

The [Load Request Data File on Destination PC] window is displayed.

# 3.

# Specify the request data file (.dat format) of the PC on which you would like to use the software (transfer destination), and click [Next].

Enter the full path in the input field or click [Browse] to select the request data file (.dat format).

icense Information Management			×
Canon License Information Management			
Load Request Data File on Destination PC			
Specify the request data file (dat format) of the destination PC.			
Request Data File Name:	Brow	se	
		$\checkmark$	
	Open Open 2 + Librarie	s + Decuments + + 4p Search Documents JP	
	Organize - New fo	der 💷 🖬 🛛	
	Feverites	Documents library Include: 2 locations Assange by Folder *	
	Becent Places	Name Date modified Type	
	Di Libraries	No dama metoh your search.	
	A Music		
	H Videos		
	Computer		
		name To Proven Dela Fiel det	
		Open. Canol	
License Management System			_
License Information Management Version © CANON INC.	+	Back Next + Clos	30

NOTE

- The dialog box that is displayed when you click [Browse] may vary depending on the system you are using.
- If the request data file is not readable, an error message window is displayed. Click [Back], and then specify the request data file again.

The [Select Transfer Method] window is displayed.

# 4.

### Select [Offline Transfer] and click [Next].



The [Create Request Data File for Transferring (Step 1)] window is displayed.

## 5.

# Specify the destination folder to store the request data file for transferring and click [Next].

Enter the full path in the input field or click [Browse] to select the store destination.



The default file name is displayed as "tsf\_<ID>\_<PC Hostname>."

You can change the file name. However, the following symbols cannot be entered  $\backslash$  / : \* ? " < > | ; . & % '

### NOTE

• The dialog box that is displayed when you click [Browse] may vary depending on the system you are using.

The [Create Request Data File for Transferring (Step 2)] window is displayed.

### **6.** Verify the contents of the window and click [Create].

Create Request Data File for Transferring (Step 2) A license of the following product, which has been installed on your PC, will be created to transfer to another PC while offline. * The following roduct can no leager bue do not the request data file for transferring is created. * Authenticate the license from the destination PC after the transferal process is finished.							
No.	Product Name	License Access Nur	nber License Type	Expiration	Operation Available		
1	PRODUCT1	BBGZ-C7A7-MHK KJCH	8- PC Dedicated License	Does Not Expire			
* Requ Destir	ast Data File for transferring will be out nation: C:Use est Data File for Transferring: tsf_XX	putted to the following file. rs\xxxxx <b>Documents</b> XX_XXXXtsf					

### NOTE

• If the file cannot be stored, an error message window is displayed. Click [Back] and specify the destination folder again.

The request data file for transfer (.tsf format) is stored and the [Create Request Data File for Transferring (Complete)] window is displayed.

### **7.** Click [Close].

License Informatio	n Management			×
Canon	License Information Managemen	t		
Create Reques	t Data File for Transferring (Complete)			
The request data	file has been created.			
Destination: Request Data I	C:Usersixcoox/Documen ile for Transferring: tsf_XXXX_XXXXX	5		
License Manageme License Information	nt System Management Version CANON INC.	+	To License Information Lis	t 🚺 🗙 <u>C</u> lose

## STEP 4: Request for a License File to be Issued

Send the request data file for transferring that was created in STEP 3 to your local authorized Canon dealer and request for a license file to be issued.

## 1.

Contact your local authorized Canon dealer and check the method for sending the request data file for transferring (.tsf format).

## 2.

Follow to the directions to send the request data file for transferring (.tsf format) to your local authorized Canon dealer.

## 3.

Acquire the issued license file (.fpl format) from your local authorized Canon dealer.

### **STEP 5: Re-authenticate the License**

Re-authenticate the license on the PC where you would like to use the software (transfer destination).

• If the PC on which you would like to use the software (transfer destination) is connected to the Internet

Use the same License Access Number as the license you transferred to re-authenticate the license on the PC where you would like to use the software (transfer destination).

Refer to "Online Authentication," on p. 2-3.

|--|

- If a license is authenticated using the Internet, the license file is not required. Discard the license file issued in STEP 4.
- If the PC on which you would like to use the software (transfer destination) is not connected to the Internet

Re-authenticate the license on the PC where you would like to use the software (transfer destination) with the license file that you acquired in STEP 4.

Refer to "STEP 3: Read the License File," on p. 2-9 of "Offline Authentication."



# Transferring a License From a Broken PC to Another PC

This chapter describes how to recover the license from a broken PC and transfer it to a different PC on which you would like to use the software.

Jsing the License From a Broken PC on Another PC	4-2
STEP 1: Recovering the License from a Broken PC	.4-2
STEP 2: Re-authenticate the License	.4-2

# Using the License From a Broken PC on Another PC

If the PC on which a license is authenticated breaks down, the software can be still used by transferring the license to a different PC. In this situation, ask your local authorized Canon dealer to return the license, recover the license, and then authenticate the license on the PC where you would like to use the software.

## STEP 1: Recovering the License from a Broken PC

Inform your local authorized Canon dealer that your PC has broken down, and ask that the license be returned and recovered.

NOTE

• Your License Access Number is required when making inquiries. Your License Access Number can be found in the material included in the package of the software product.

## STEP 2: Re-authenticate the License

Use the same License Access Number as the license you recovered to re-authenticate the license on the PC where you would like to use the software (transfer destination).

For details on how to authenticate a license, refer to "Authenticating a License," on p. 2-1.

# 5 CHAPTER

# Appendix

This chapter describes points to note regarding the license authentication.

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# **Warnings When Using the Software**

In situations such as when the software stops working, please check the "Warnings When Using the Software."

## If the License Repair Function Launches

In situations such as when the license information becomes corrupted on the PC you are using, the software may not launch. The License Repair function launches automatically when the license information becomes corrupted or when the following operations are performed. For details on how to repair a license, refer to "About the License Repair Function," on p. 5-3.

### NOTE

• Depending on the software you are using, the application may close without automatically launching the License Repair function. If this happens, you are kindly requested to contact your local authorized Canon dealer.

### **Cases Where the Software May Not Launch**

- You use a backup tool and have copied or restored the disk image of your PC to another PC or to a different hard disk.
- The power has been forcibly turned off or the process has been forcibly terminated under the following circumstances.
  - While the [License Authentication] window is being displayed
  - While executing return or transfer using the License Information Management application
  - While the software is launching
- A new OS is installed onto the existing OS hard drive (overwrite install) on the PC you are using.
  - \* The software can be launched by deleting and reinstalling the OS, and then installing the software and re-authenticating the license. Before initializing the OS, return the license. For details on "Return License," refer to "Transferring a License to Another PC," on p. 3-1. The reinstallation method may vary depending on factors such as the system configuration of the software you are using. Refer to the operating manual of the software for details, and contact your local authorized Canon dealer if anything is unclear.

## **About the License Repair Function**

In situations such as when the license information becomes corrupted, the License Repair function launches automatically and repairs the license information.

Although the License Repair function recovers the license by connecting to the Internet, it is also possible to recover licenses from a system that is not connected to the Internet.

### If the PC you are using is connected to the Internet

Follow the directions as given on the following windows.



### If the PC you are using is not connected to the Internet

The following window is displayed.

License Re	pair (3.1.0.100)	×
<u>^</u>	Could not connect to the Internet. Check the Internet connection, wait a moment, and then try to perform this operation again. (Error Code: -6)	
	ОК	

Click [OK] to exit the License Repair function.

Save the output log file, and launch the Log File Collection Tool from the Support Menu (P. 5-5). After launching the Log File Collection Tool, send the information below to your local authorized Canon dealer and follow the directions of the Canon representative to resolve the situation.

- Log file for License Repair function "spsmessage.log"
- Set of log files in "LOG\_<time>" folder for the Log File Collection Tool
- License Access Number

#### NOTE

- Log files for the License Repair function and Log File Collection Tool are output to the desktop of your PC.
- Before sending the set of log files in "LOG\_<time>" for the Log File Collection Tool, compress the folder.

### If the license cannot be recovered

If the license information cannot be recovered, the following error message is displayed.

Follow the directions as given on the following error messages.



If you would like to repair the license information again, reactivate the software. The License Repair function launches automatically. Follow the directions as given on the window. You can also launch the License Repair function from the Support Menu (P. 5-5) to repair license information.

If the license cannot be recovered, save the output log file, and launch the Log File Collection Tool from the Support Menu (P. 5-5). After launching the Log File Collection Tool, send the information below to your local authorized Canon dealer and follow the directions of the Canon representative to resolve the situation.

- Log file for License Repair function "spsmessage.log"
- Set of log files in "LOG\_<time>" folder for the Log File Collection Tool
- License Access Number.

### NOTE

- Log files for the License Repair function and Log File Collection Tool are output to the desktop of your PC.
- Before sending the set of log files in "LOG\_<time>" for the Log File Collection Tool, compress the folder.

#### IMPORTANT

- If a file with the same file name is already on the desktop when outputting an "spsmessage.log" log file, the content of the file is overwritten and saved.
- If a file with the same file name is already on the desktop and is locked by another application, an error message window is displayed. Follow the directions as given on the window.
- Depending on the software you are using, the application may exit without automatically launching the License Repair function. If this happens, you are kindly requested to contact your local authorized Canon dealer.

### **Support Menu**

The functions of the Support Menu can be used when a problem with the software occurs, such as the software not launching.

The [Support Menu] window is also displayed automatically in situations when a problem with license information occurs.



### Launching the License Repair Tool

If the license is thought to be damaged because software does not launch, etc., click [Restore License] to launch the License Repair Tool and follow the directions as given on the window.

## Launching the Log File Collection Tool

If license information could not be repaired after launching the License Repair function, or your local authorized Canon dealer gave instructions to send log files, click [Collect Operation Log] in the Support Menu and launch the Log File Collection Tool.

### **1.** Click [Start].

Log File Collection Tool					
Select information to output, and then dick [Start].					
Note: Administrator privileges are required to execute.					
Computer Management Information					
The selected information will be outputted to log files.					
System Information					
V Event Log					
Application List					
System Restore Log					
License Management Information					
The selected information will be outputted to log files.					
✓ License Database Folder					
V Registry Information					
System File List					
Start					

A dialog box is displayed indicating the Log File Collection Tool has started.

## 2.

Launch the software with the dialog box displayed, and repeat your steps to recreate the same conditions.



The software is launched, and the License Repair function is launched automatically. (P. 1-9)

If license information is now repaired, the following steps are not required.

Continue only if license information still cannot be repaired.

## **3.** Click [Stop] in the dialog box displayed in STEP 2.

A dialog box is displayed indicating that collection of log files is completed.

# 4.

### Click [OK].



# 5.

Confirm that a new folder "LOG\_<time>" with log files is created on the desktop.

# 6.

If license information is still not repaired after these steps, send the set of log files to your local authorized Canon dealer. Before sending, compress the "LOG\_<time>" folder.

# SUM Menu

SUM is an abbreviation of Software Upgrade Management, and refers to software maintenance that accompanies a software product. This menu is displayed if availability of an upgrade product is provided as software maintenance for a software product.

If software maintenance accompanies your software product and an upgrade product is released within the service contract period, you can upgrade the product. Install the upgrade product, and again use the License Access Number that was used for authenticating the license of the first-purchased product to authenticate the license of the upgrade product. For information on whether software maintenance accompanies your software product, please contact your supplier.

In the SUM menu, you can confirm the software service contract period or update the software service contract period with the latest information.

You can also access the License Management System (LMS) from the SUM menu to confirm software service contract information. In the screen for confirming service contract information, you can confirm upgradable products and details of software service contracts, or extend software service contract periods.

#### NOTE

- The SUM menu is displayed in the [License Information Management] window only for a software product that supports SUM.
- If the SUM menu is not displayed in the [License Information Management] window when using a software product that supports SUM, access the License Management System (http://www.canon.com/lms/license/) from your Web browser and confirm service contract information.
- If a License Access Number is unknown when authenticating a license for an upgrade product, it can be confirmed from the [SUM Menu] window or [License Information Management] window (P. 2-12).

# Reading the SUM Menu Window

	License Information Management							
		Canon License Information Management						
	SUMMenu							
		The SUM ( To confirm To update Connect to * Make sur	(service contract) information can be confirmed a sUM information and extend the period, click [ the SUM end date with the most recent informat the Canon We be site on the Internet to transfer li re that your computer is connected to the Interne	and the period can be extended renewed. Confirm] Disc, dick (Update to Latest Information]. Science. et.				
		No.	Product Name	License Access SUM End Number Date License Type				
0		1	PRODUCT1	YZCG-HL7U-P9HA- Q44Z 362015 PC Dedicated License Confirm 6				
(1	2-							
	$\langle$							
4	5							
(	5							
e								
	ļ	License Inform INC.	nation Management Version CANON	Back Update to Latest Information				
(1)	[Pro	duct N	Name]:	Displays the product name of the software.				
(2)	[Lice	ense A	Access Number]:	Displays the License Access Number.				
(3)	[SUN	A End	Date]:	Displays the service contract end date for the software. Displayed only when your software supports SUM.				
(4)	(License Type]: Displays "PC Dedicated License." "PC Dedicated License" refers to licenses that can only be used on the PC where the license was originally authenticated.							
(5)	[Update to LatestUpdates the SUM period with the latest information if the service contract period for the software has been extended.							
(6)	[Confirm]: You can access the License Management System to confirm service contract information.							

## Authenticating the License of an Upgrade Product

# 1.

Install the upgrade product. For details on installation, refer to the operating manual of the upgrade product.

## 2.

In the license authentication window, enter the License Access Number that was used for authenticating the license of the first-purchased product.

### NOTE

• If a License Access Number is unknown, you can confirm it from the [SUM Menu] window or [License Information Management] window (P. 2-12).

## **Confirming SUM Information**

# 1

### Click [Confirm] in the [SUM Menu] window.

Your Web browser launches.

## 2.

### Following the directions as given on the window, click [Next].

The [Confirm SUM Information] window is displayed.

License Management System						
Confirm SUM Information			×			
License Access Number Entry	Confirm SUM Information					
~						
Confirm SUM Information	Below is the Software Upgrade Management (SUM) information for this license access number SUM is a service feature that comes with the product. To extend the SUM period, enter the [Extension Ticket].  Product Information Product Code Product1000					
Extend SUM Period						
*						
Extension Registered						
	Product Name GeneralProduct1000					
	SUM Information					
	SUM Period	3 years				
	Start Date	2015/04/02				
	End Date	2018/04/02				
	Available Product Upgrades					
	Product Code	Product Name	Release Date			
	GP2013E	Product2013E	2013/06/06			
	98765	Product101	2015/04/17			
	Extend SUM Period					
	Extension Ticket		Register			
	d Back					
			Convright CANON INC. 2004			

[Product Information]:	Displays information for the product that you are currently using installed in your PC.
[SUM Information]	
[SUM Period]:	Displays the period for software maintenance.
[Start Date]:	Displays the day on which software maintenance started. The day on which you installed a software product and authenticated its license is the start date.
[End Date]:	Displays the day on which software maintenance ends.
[Available Product Upgrades]:	Displays products released during the software service contract period. You can upgrade to displayed products and authenticate their licenses.
[Extend SUM Period]:	Use this to further extend a software service contract period accompanying a software product. Depending on the software product, you may or may not be able to extend the service contract period. To extend a software service contract period, contact the supplier where you purchased the product.

- The License Access Number is pre-entered in the entry window for License Access Numbers.
- The [Confirm SUM Information] window is displayed only when the entered License Access Number meets the following conditions.
  - The product supports SUM
  - The License Access Number was first used for authenticating the license

## **Extending the SUM Period**

## 1

### Click [Confirm] in the [SUM Menu] window.

Your Web browser launches.

## 2.

Following the directions as given on the window, click [Next].

The [Confirm SUM Information] window is displayed.

## 3.

Following the directions as given on the window, enter 12 (3 groups of 4 characters) alphanumeric characters as an extension ticket in [Extension Ticket] and click [Register].

## 4.

Follow the directions as given on the window that is displayed and click [Register].

## **Updating the SUM Period**

### 1

Click [Update to Latest Information] in the [SUM Menu] window.

### NOTE

• If it is not updatable, an error message window is displayed. Follow the directions as given on the window that is displayed.

# FAQs (Frequently Asked Questions)

### Q

The software does not launch.

### A

There is a possibility that the license may have been lost. In this case, please re-authenticate your license.

Use of the software on the PC where the OS is running in compatibility mode is not supported.

Furthermore, if the time settings on the PC where the software is installed are off by more than 10 minutes from the actual time you must reset the system clock to the correct time and time zone setting.

If the License Repair function launches, following the on-window directions to repair the license. For details on how to repair a license, refer to "About the License Repair Function," on p. 5-3.

If you still have trouble, please contact your local authorized Canon dealer for details.

### Q

During online authentication, a connection error message is displayed. What should I do?

### A

Make sure that the PC you are using is connected to the Internet.

### Q

A message is displayed saying that the number of licenses is insufficient. What should I do?

### A

Check the number of licenses allocated to the provided License Access Number.

You cannot use more than the permitted number of licenses. In this case, transfer a license to the PC on which you would like to use the software. For details on how to transfer a license, refer to "License Transfer Procedures," on p. 1-5.

### Q

Do I need to perform license authentication again if I have re-installed the software?

### A

There is no need to re-authenticate your license, as long as the hardware configuration of the PC you are using has not changed; for example, if the software has been installed on a different PC.

### Q

How can I get the License Access Number to upgrade my trial license to a full license?

### A

If you have already purchased the software, check the License Access Number and material provided with the software product. If you would like to purchase the software, please contact any supplier of Canon products.

### Q

The PC on which the license was authenticated has broken.

### A

Ask your local authorized Canon dealer to recover the license. When the license is recovered, you can use the same License Access Number to re-authenticate the license on another PC where you would like to use the software.

Your License Access Number is required when making inquiries. Your License Access Number can be found in the material included in the package of the software product.

### Q

After I selected [Online Authentication] and clicked [Next] in the [License Authentication] window, a blank window is displayed. What should I do?

### A

This problem occurs if the security level of Internet Explorer is set to [High], or if the software is installed on a Windows Server 2008, Windows Server 2012 or Windows Server 2016 based PC and the security level of Internet Explorer is set to the default.

Any of the following Internet Explorer settings will fix the problem:

- i. Add the URL of the Canon license issuing server to [Trusted sites]. (P. 5-15)
- ii. Set the security level to the lowest level, perform license authentication, and then reset the security level to the default. (P. 5-17)
- iii. Perform License Authentication without connecting to the Internet. (P. 5-22)

### IMPORTANT

• If all of the following conditions are satisfied, the only security level that can be selected is [High].

- The OS is Windows Server 2008, Windows Server 2012 or Windows Server 2016

- [Internet Explorer Enhanced Security Configuration] is enabled
- It is thus impossible to change the security setting to the lowest level as described in ii. above. The problem can be solved, however, by using either of the other two methods.

### i.

### Add the URL of the Canon License Issuing Server to [Trusted sites]:

- **1.** Launch Internet Explorer.
- **2.** Select [Internet Options] from the [Tools] menu. The [Internet Options] dialog box is displayed.
- 3. Select the [Security] tab in the [Internet Options] dialog box.

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
<b>v</b>
Use current Use default Use blank
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Search
Change search defaults. Settings
Tabs
Change how webpages are displayed in Settings tabs.
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

4. Select the [Trusted sites] icon and click [Sites].

Internet O	ptions						? <mark>×</mark>	
General	Security	Privacy	Content	Conn	ections	Program	s Advanced	
Select a	a zone to v	iew or cha	nge securi	ty set	tings.	_		
					~		Ê	
	nternet	Loc	al intranet		Trusted	sites	Rest -	
	Trustee	sites			-	_		
<b> </b> ✓	This zone trust not your files	e contains to damag	websites t e your con	hat yo nputer	or	S	Sites	
Secur	ity level fo	r this zone						
Allo	wed levels	for this zo	ne: All					
	- Med P - co U U	ium rompts be ntent Insigned A	fore down ctiveX con ode (requir	loadin trols v	g potenti vill not be starting Ir	ally unsat downloa nternet E:	fe ded xplorer)	
			Cust	om lev	el	Defau	It level	
	Custom level Default level							
	Reset all zones to default level							
			OK		Ca	ncel	Apply	

The [Trusted sites] dialog box is displayed.

5. Enter "https://c-lms.com" in [Add this website to the zone] and click [Add].


6. Click [Close].

Trusted sites	<b>×</b>				
You can add and remove websites from this zor this zone will use the zone's security settings.	ne. All websites in				
Add this website to the zone:					
	Add				
Websites:					
https://c-lms.com	Remove				
Require server verification (https:) for all sites in this zone					
	Close				

## NOTE

• If the blank window is still displayed after the above operations are executed, close Internet Explorer and carry out online authentication again.

# ii.

### To Change the Security Level:

- **1.** Launch Internet Explorer.
- **2.** Select [Internet Options] from the [Tools] menu. The [Internet Options] dialog box is displayed.

**3.** Select the [Security] tab in the [Internet Options] dialog box.

Internet Options	?
General Security Privacy Content Connections Programs	Advanced
Home page	
To create home page tabs, type each address on its o	wn line.
	*
	-
Use current Use default Use b	blank
Browsing history	
Delete temporary files, history, cookies, saved passwo and web form information.	ords,
Delete browsing history on exit	
Delete Sett	ings
Search	
Change search defaults. Sett	ings
Tabs	
Change how webpages are displayed in tabs.	ings
Appearance	
Colors Languages Fonts Acces	sibility
	Apply
	( Helen A

4. Select the [Internet] icon and click [Custom level].

Internet Opt	tions					? 💌		
General	Security	Privacy	Content	Connections	Programs	Advanced		
Select a 2	one to vi	iew or cha	nge securi	ty settings.				
				~		â		
In	ternet	Loc	al intranet	Trustee	d sites	Rest 🔻		
•						•		
	Internet Sites Sites Sites							
Securit	y level fo	r this zone						
Allow	ed levels	for this zo	ne: Mediu	m to High				
Medium-high     Appropriate for most websites     Prompts before downloading potentially unsafe     content     Unsigned ActiveX controls will not be downloaded								
Enable Protected Mode (requires restarting Internet Explorer)      Custom level      Default level								
Reset all zones to default level								
			OK	Ca	incel	Apply		

The [Security Settings - Internet Zone] dialog box is displayed.

5. Select the lowest level from the [Reset to] drop-down list in [Reset custom settings], and click [Reset].

Security Settings - Internet Zone	_
Settings	
NET Framework	
Loose XAML	
<ul> <li>Disable</li> </ul>	
Inable	
Prompt	
🛃 XAML browser applications	
<ul> <li>Disable</li> </ul>	
<ul> <li>Enable</li> </ul>	
Prompt	
🛃 XPS documents	
Disable	
<ul> <li>Enable</li> </ul>	
Prompt	
.NET Framework-reliant components	
Permissions for components with manifests	-
nicahla III	
*Takes effect after you restart Internet Evolorer	,
Reset custom settings	
Reset to: Medium	Reset
ОК	Cancel

#### NOTE

• The number of levels that are displayed varies depending on the version of Internet Explorer and OS. Choose the lowest level.

A message warning that the security level set to the zone is to be changed is displayed.

6. Click [Yes].



The security level is set to the lowest level.

**7.** Perform license authentication by connecting to the Internet. For details on how to perform license authentication by connecting to the Internet, refer to "Online Authentication," on p. 2-3.

Reset the security level to the default level.

- 8. Launch Internet Explorer.
- **9.** Select [Internet Options] from the [Tools] menu. The [Internet Options] dialog box is displayed.

**10.** Select the [Security] tab in the [Internet Options] dialog box.

Internet Opti	ons					? <mark>×</mark>
General Se	ecurity Priv	acy Cont	ent Co	onnections	Programs	Advanced
Home pag	e					
	To create h	iome page	tabs, typ	e each add	ress on its o	own line.
						*
	U	se current	ι	lse default	Use	blank
Browsing	history —					
	Delete tem and web fo	oorary files rm informa	, history tion.	, cookies, s	aved passw	ords,
	🔲 Delete b	orowsing his	story on	exit		
				Delete	Set	tings
Search -						
$\left  \right\rangle$	Change sea	arch defaul	ts.		Set	tings
Tabs —						
	Change ho tabs.	w webpage	s are dis	played in	Set	tings
Appearan	ce					
Cold	ors	Language	5	Fonts	Acces	ssibility
		_				
			ОК	Ca	ancel	Apply

11. Select the [Internet] icon, and click [Default level].

Internet Options				? ×		
General Security	Privacy Content	Connections	Programs	Advanced		
Select a zone to v	iew or change securi	ty settings.				
		~		â		
Internet	Local intranet	Truster	d sites	Rest 🔻		
Tabarra				- F		
This zon except t restricte	e is for Internet web hose listed in trusted d zones.	sites, and	Site	25		
Security level for	or this zone					
Allowed levels	for this zone: Mediu	m to High				
Medium     Prompts before downloading potentially unsafe     content     Unsigned ActiveX controls will not be downloaded						
C Enable Pr	otected Mode (requir	es restarting I	nternet Exp	lorer)		
	Cust	om level	Default	level		
Reset all zones to default level						
	OK	Ca	ancel	Apply		

# Perform License Authentication without Connecting to the Internet:

For details on how to perform license authentication without connecting to the Internet, refer to "Offline Authentication," on p. 2-5.



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