

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

→ Chapter 3 Transferring a License to Another 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

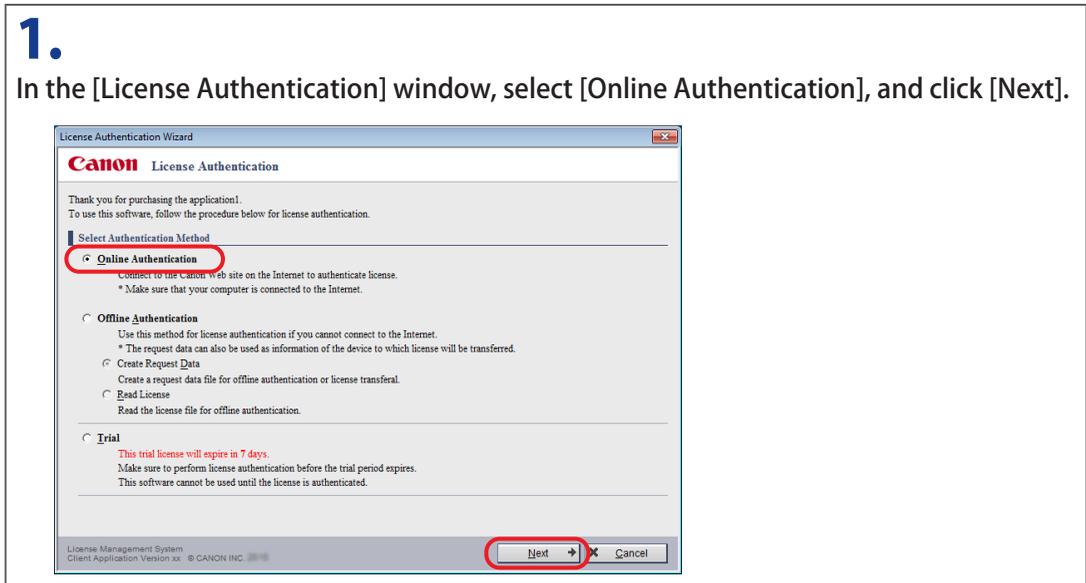
Below is a sample window shot of the operational window. The window may appear differently, depending on your environment.

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.

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.

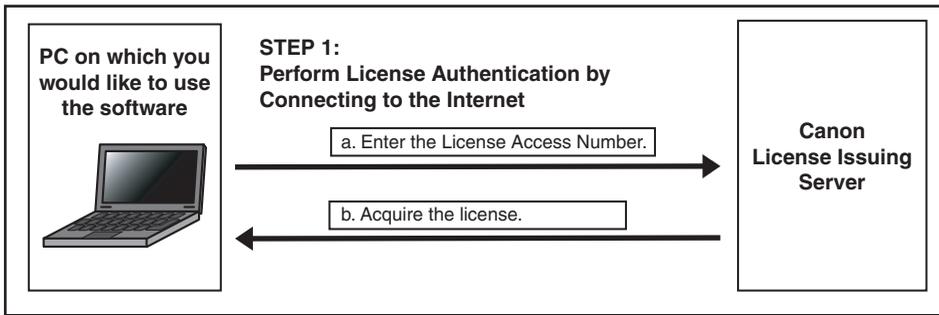
For information on how to use the trial license, refer to “Using a Trial License,” on p. 1-10.

License Authentication Procedures

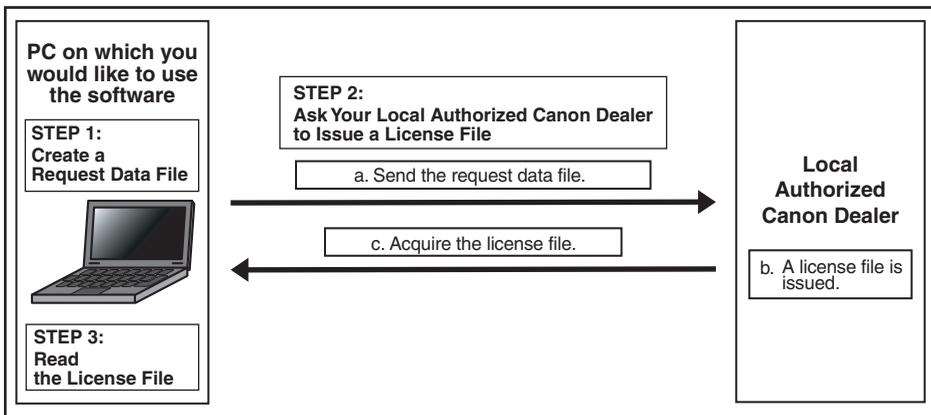
The license authentication procedure differs depending on whether the PC you would like to use the software on is connected to the Internet or not. Verify that the license authentication procedure matches the system you are using.

- Performing License Authentication by Connecting to the Internet P. 1-4
- Performing License Authentication without Connecting to the Internet P. 1-4

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] → [Canon LMS] → [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] → [Canon LMS] → [License Information Management] from the Start menu).

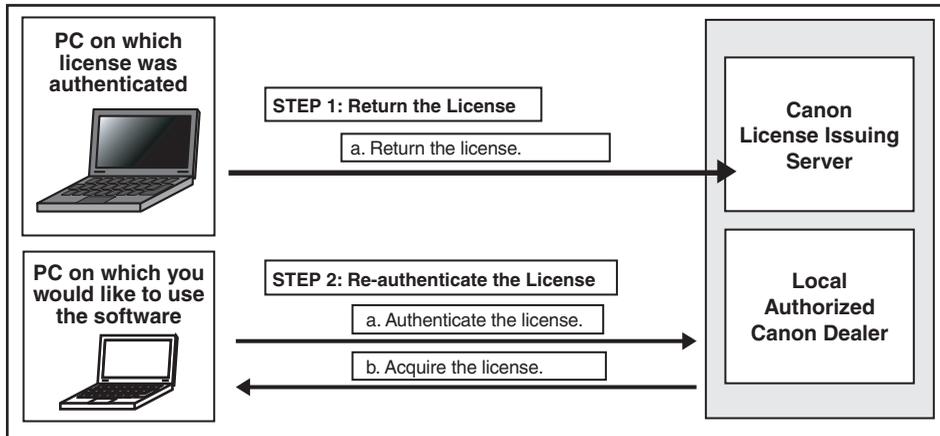
If the PC you are using is connected to the Internet, the license is first transferred to the Canon license issuing server. If the PC you are using is not connected to the Internet, you should request your local authorized Canon dealer to return or transfer the license. After returning or transferring 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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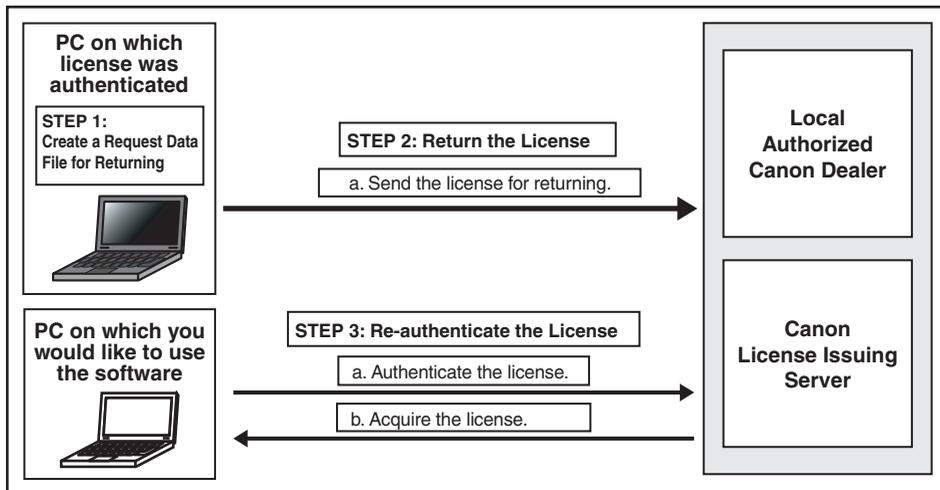
Transferring a License to Another PC

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



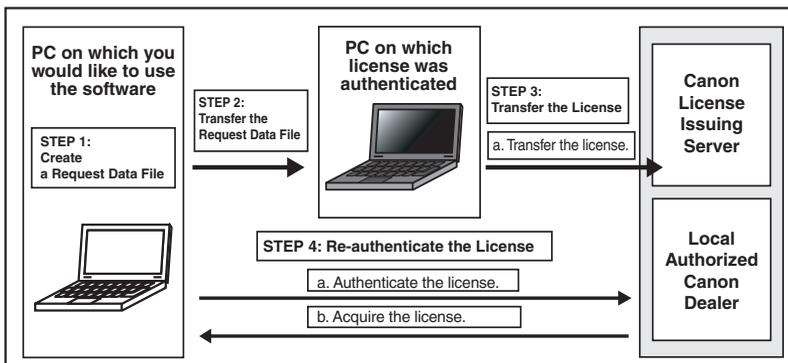
Specifying the Transfer Destination PC before Transferring the License

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

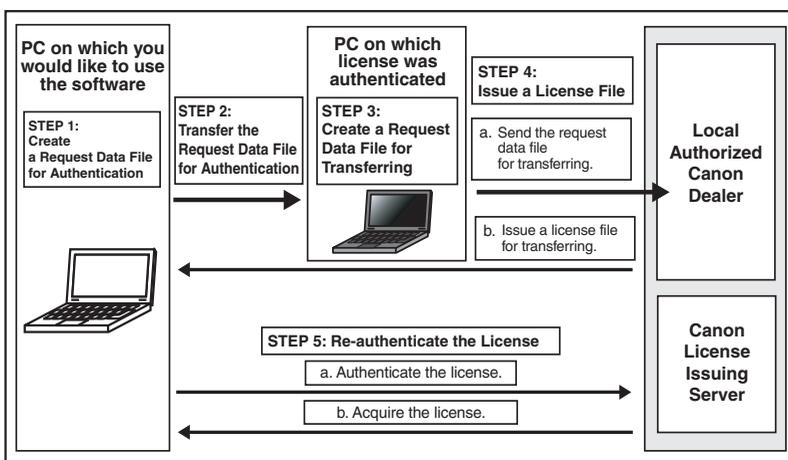
When “Transfer License” is used, the transfer destination PC is defined before the license is transferred.

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



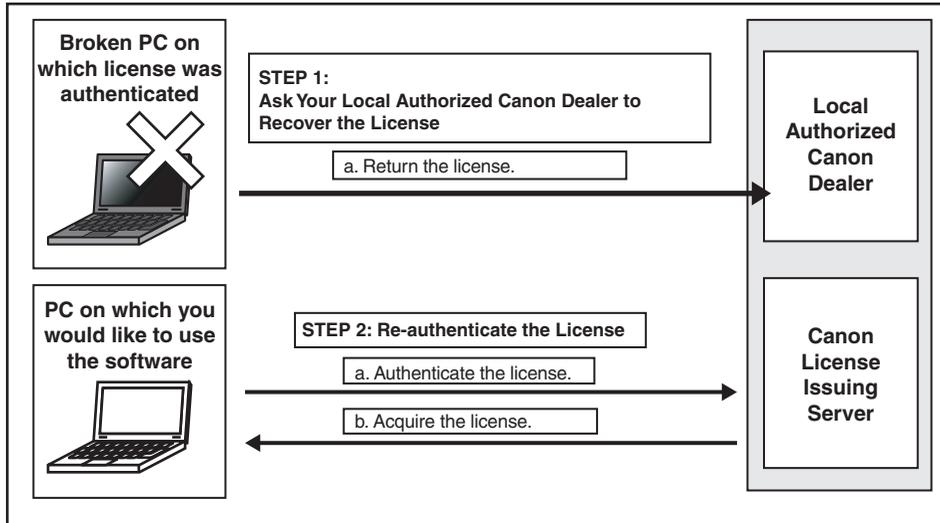
If the PC on which the license was authenticated is not connected to the Internet



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
<ul style="list-style-type: none">• 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.

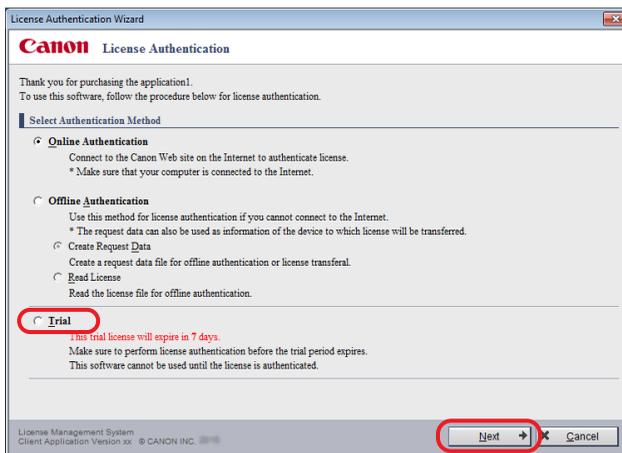
The [License Authentication] window is displayed every time the software is launched until a full license is authenticated.

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].



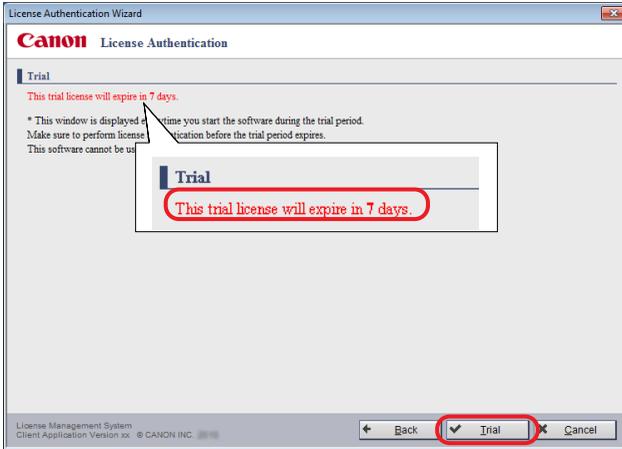
NOTE

- 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].



The software launches.

Authenticating a License

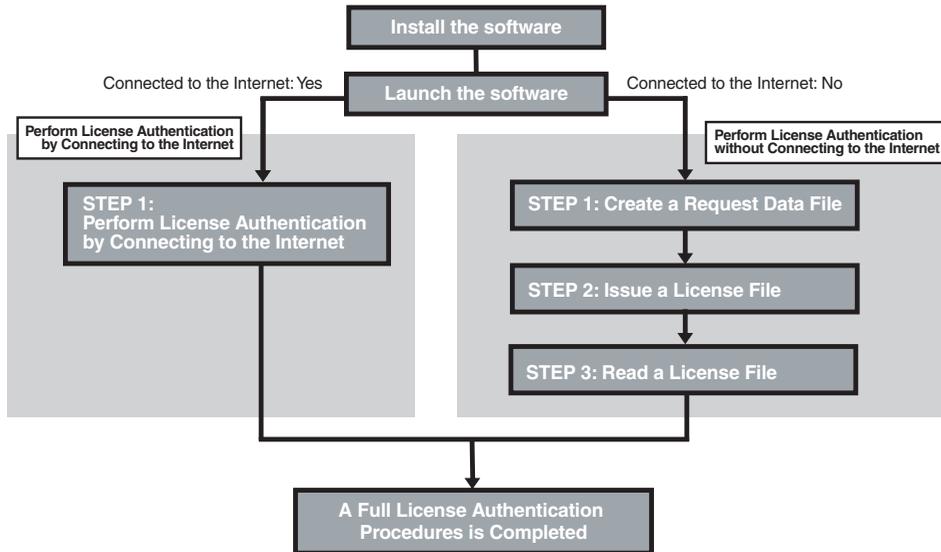
This chapter describes license authentication procedures to suit the system you are using.

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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.

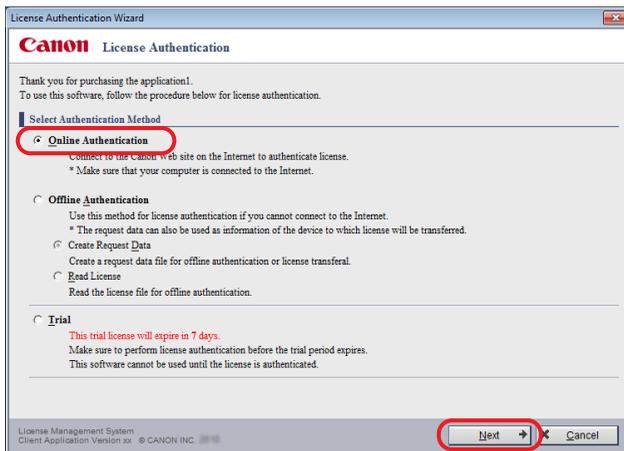
NOTE

- 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].



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.

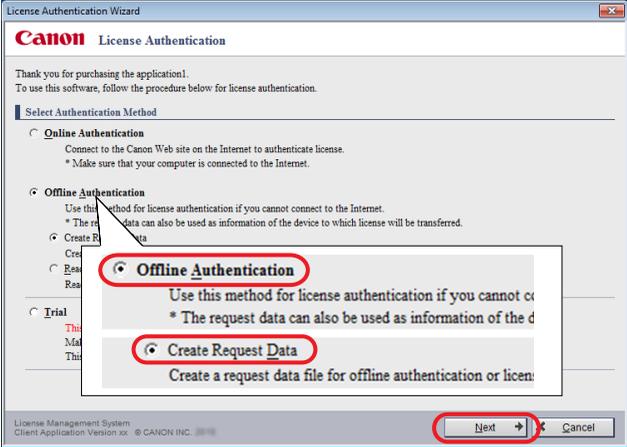
Offline Authentication

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].

IMPORTANT

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

NOTE

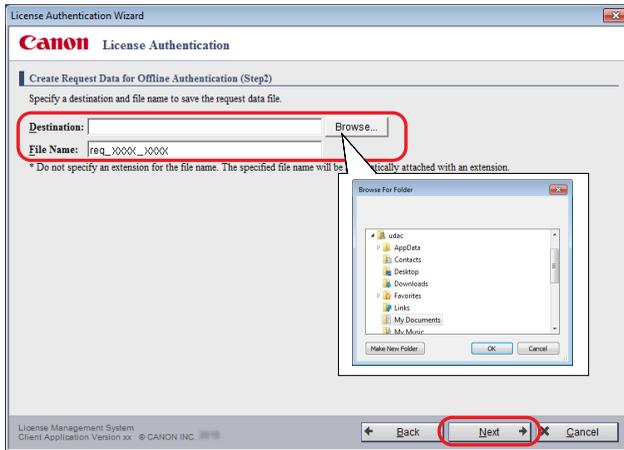
- Enter the License Access Number using alphanumeric characters. The License Access Number is not case-sensitive.
- The License Access Number can be found in the material included in the package of the software product.
- If the License Access Number is not correctly entered, an error message window 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.



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

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

NOTE

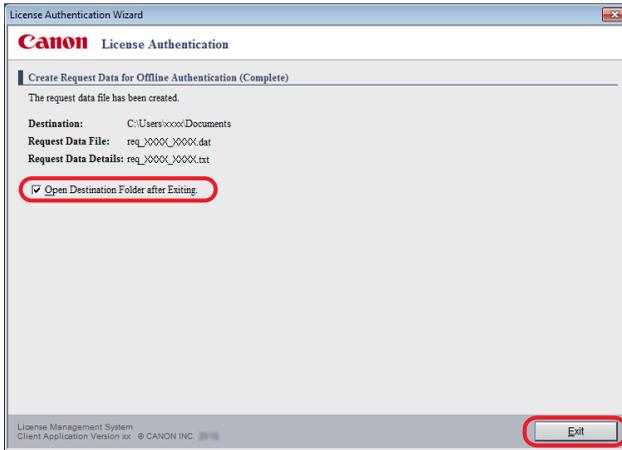
- The dialog box that is displayed when you click [Browse] may vary depending on the system you are using.
- If the file cannot be stored, an error message window is displayed. Click [Back] and specify the destination folder again.

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.



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.

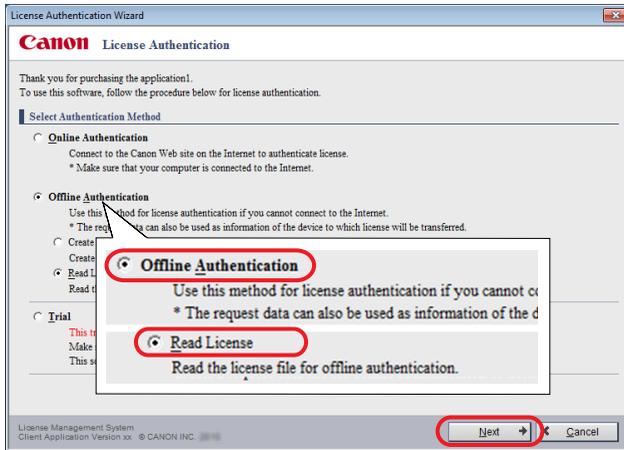
Acquire the issued license file (.fpl format) from your local authorized Canon dealer.

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].

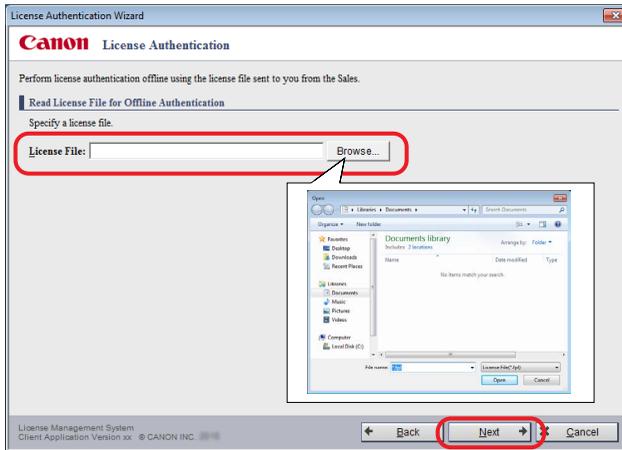


The [Read License File for Offline Authentication] window is displayed.

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).



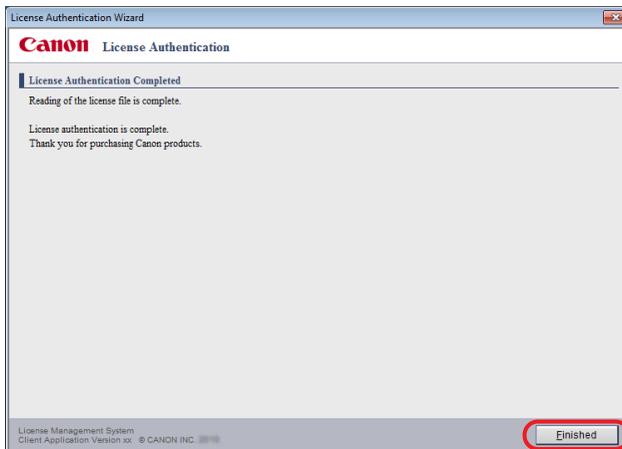
NOTE

- 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].



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

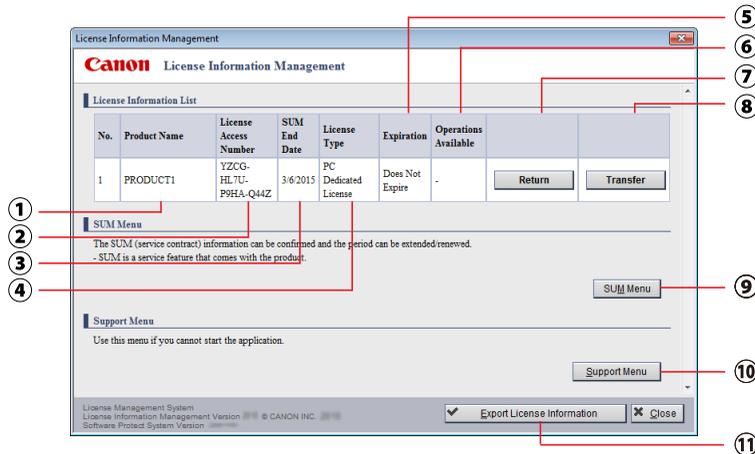
1.

From the Start menu, select [All Programs] → [Canon LMS] → [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] → [Canon LMS] → [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.



- (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

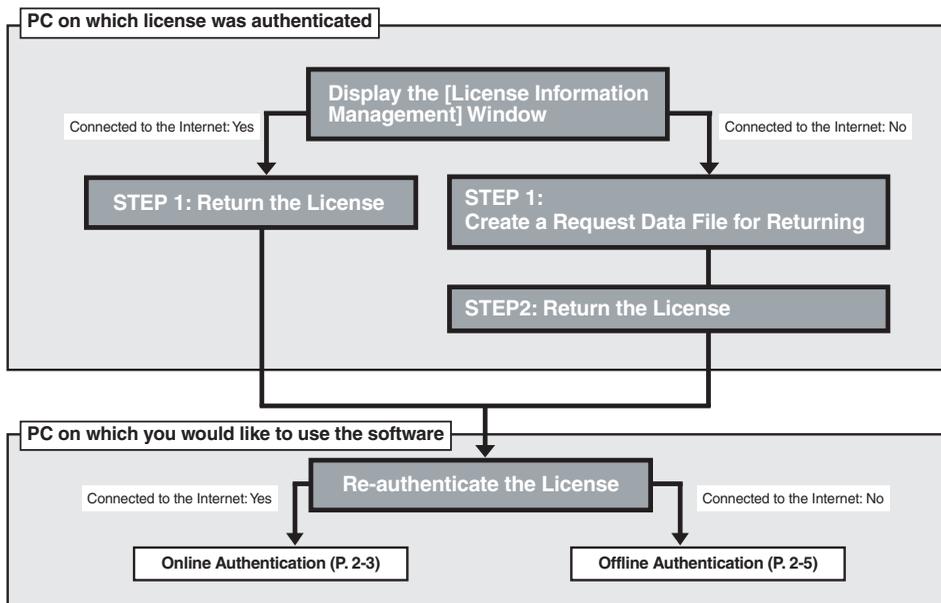
If a situation arises where you would like to use the software on a different PC or if the PC you are using breaks, you can transfer the license to a different PC.

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 Transfers,” 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.

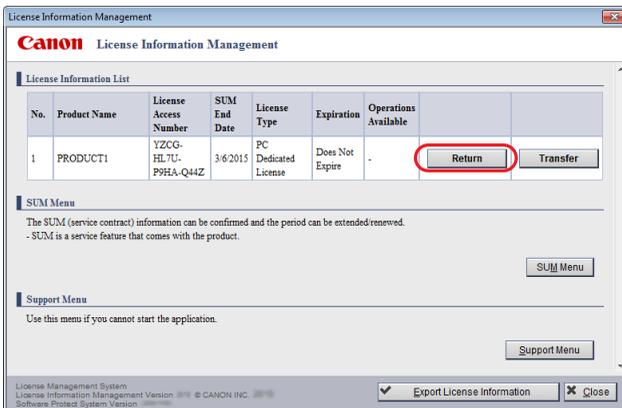
1.

From the Start menu, select [All Programs] → [Canon LMS] → [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] → [Canon LMS] → [License Information Management] from the Start menu).

The [License Information Management] window is displayed.

2.

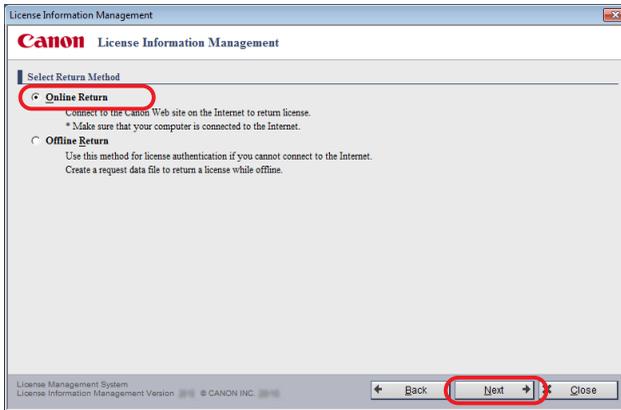
In the [License Information Management] window, click [Return].



The [Select Return Method] window is displayed.

3.

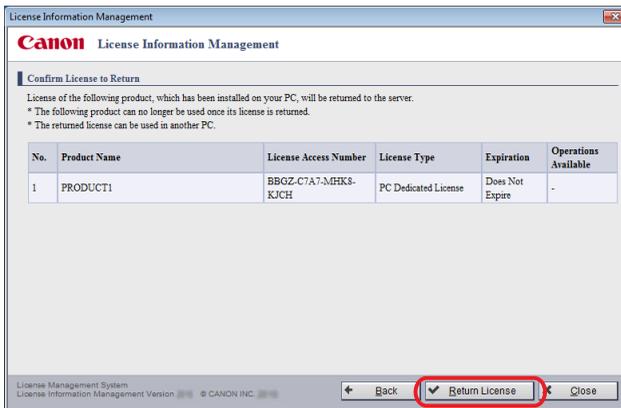
Select [Online Return] and click [Next].



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

4.

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



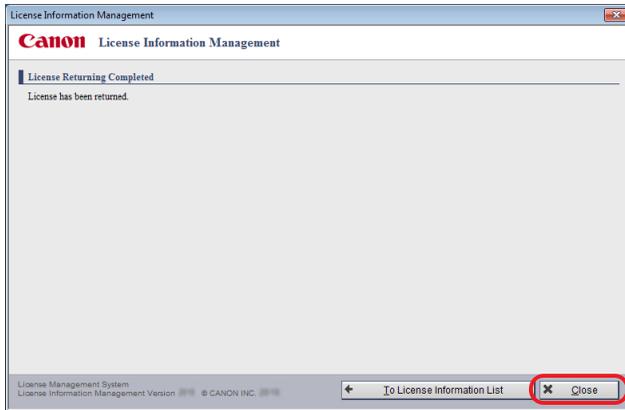
NOTE

- 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].



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).

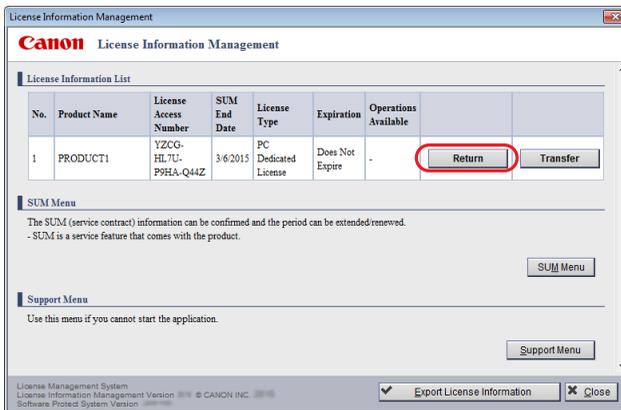
1.

From the Start menu, select [All Programs] → [Canon LMS] → [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] → [Canon LMS] → [License Information Management] from the Start menu).

The [License Information Management] window is displayed.

2.

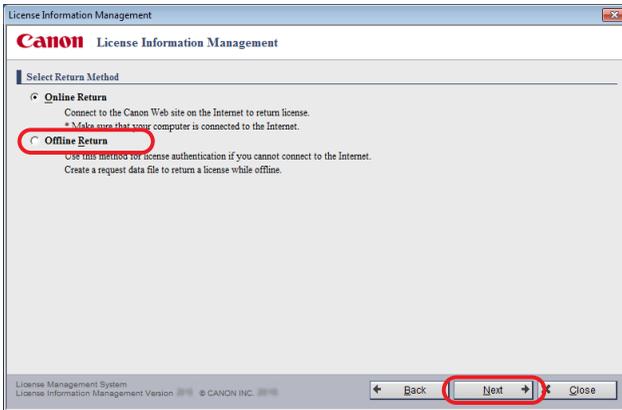
In the [License Information Management] window, click [Return].



The [Select Return Method] window is displayed.

3.

Select [Offline Return] and click [Next].

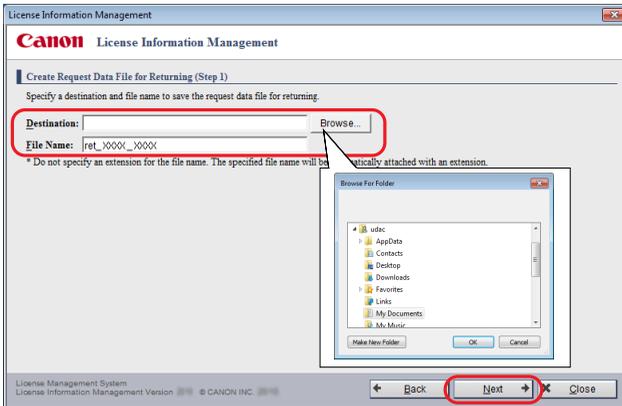


The [Create Request Data File for Returning (Step 1)] window is displayed.

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 \ / : * ? " < > | ; . & % ' .

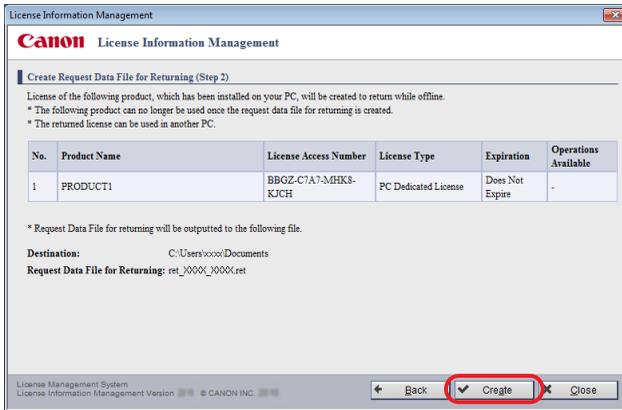
NOTE

- 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].



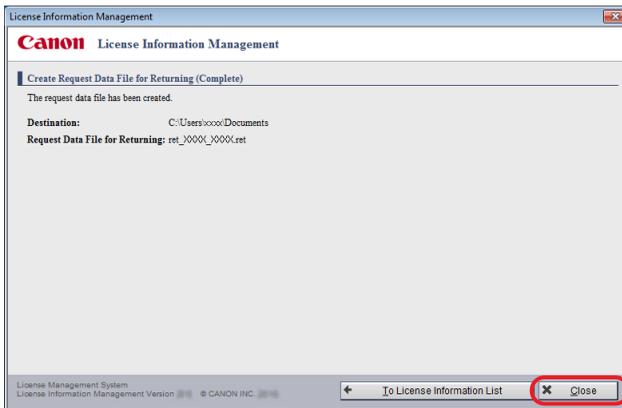
NOTE

- 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].



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
<ul style="list-style-type: none">• 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.

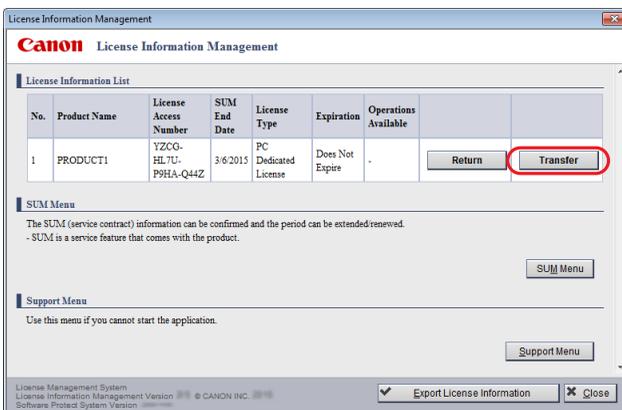
1.

From the Start menu, select [All Programs] → [Canon LMS] → [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] → [Canon LMS] → [License Information Management] from the Start menu).

The [License Information Management] window is displayed.

2.

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

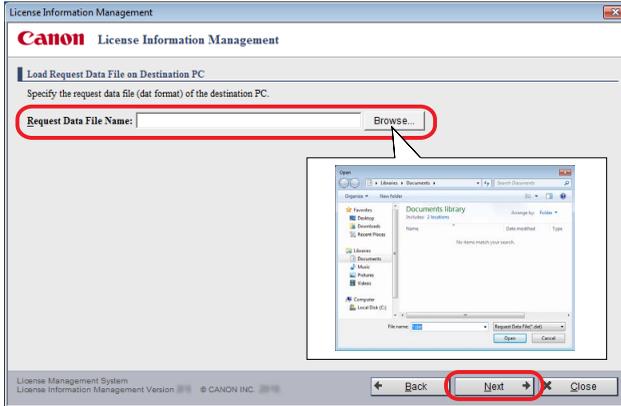


The [Load Request Data File on Destination PC] window is displayed.

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).



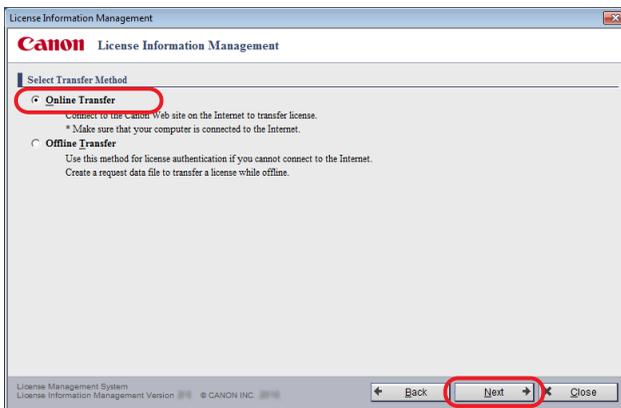
NOTE

- 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.

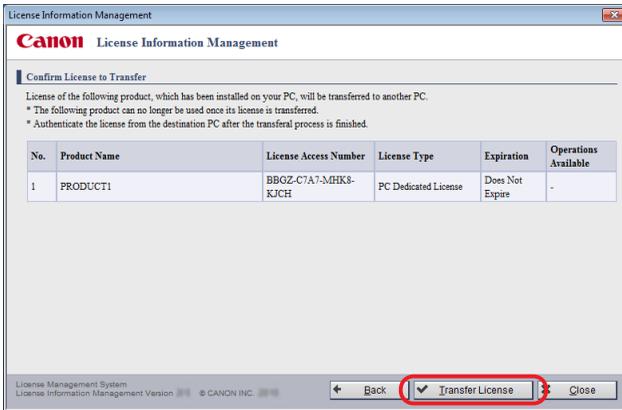
Select [Online Transfer] and click [Next].



The [Confirm License to Transfer] window is displayed.

5.

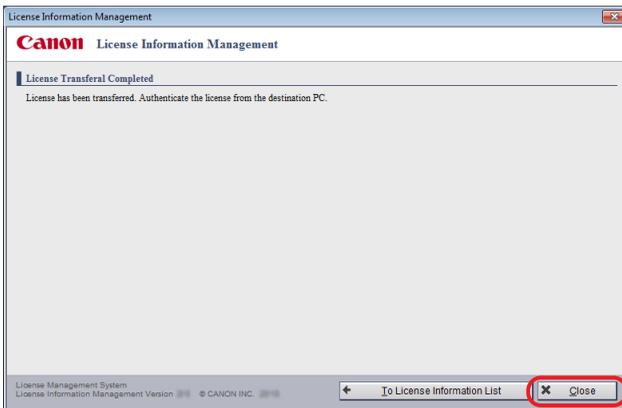
Verify the contents of the window and click [Transfer License].



The [License Transferal Completed] window is displayed.

6.

Click [Close].



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
<ul style="list-style-type: none">• 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).

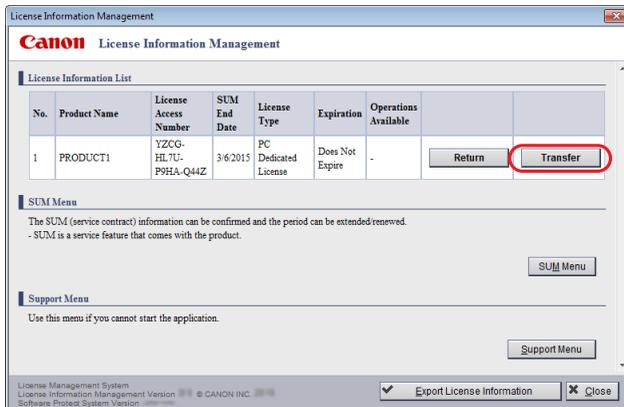
1.

From the Start menu, select [All Programs] → [Canon LMS] → [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] → [Canon LMS] → [License Information Management] from the Start menu).

The [License Information Management] window is displayed.

2.

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

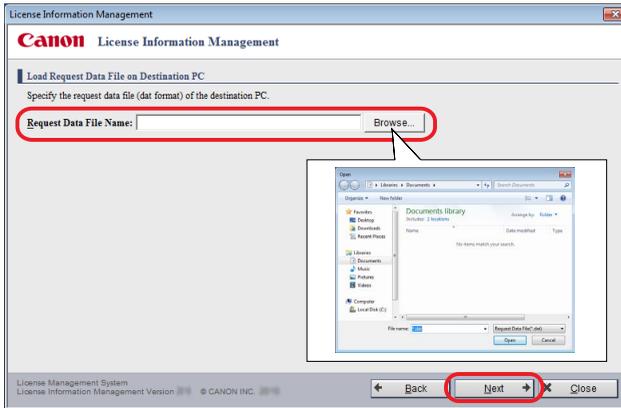


The [Load Request Data File on Destination PC] window is displayed.

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).



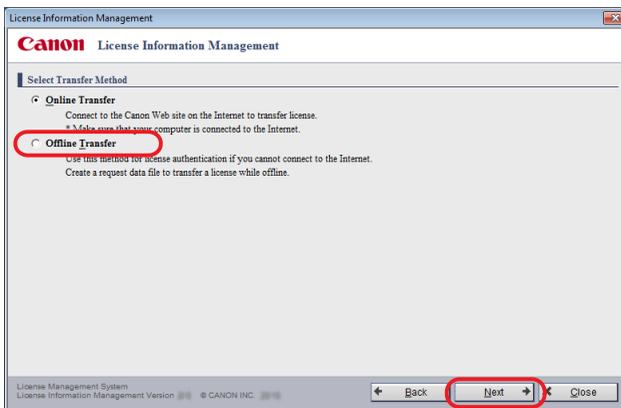
NOTE

- 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].

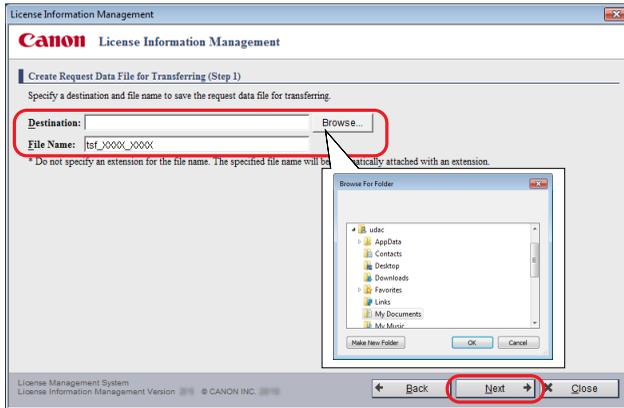


The [Create Request Data File for Transferring (Step 1)] window is displayed.

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 \ / : * ? " < > | ; . & % '.

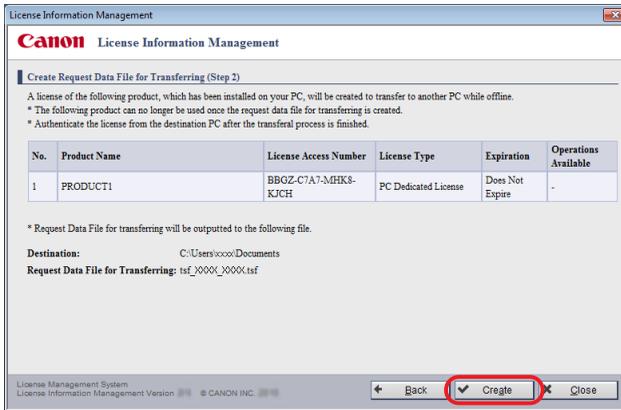
NOTE

- 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].



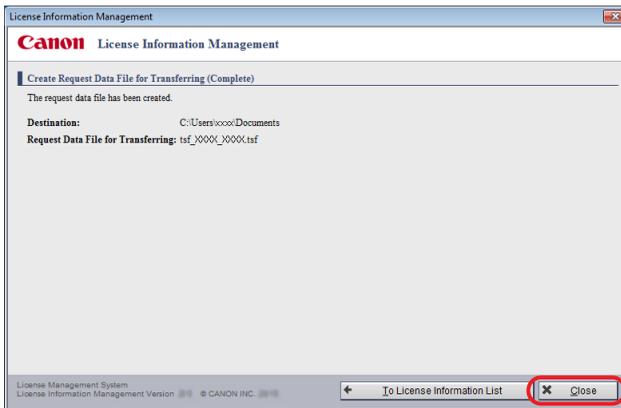
NOTE

- 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].



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.

NOTE
<ul style="list-style-type: none">• If a license is authenticated using the Internet, the license file is not required. Discard the license file issued in STEP 4.
<ul style="list-style-type: none">• If the PC on which you would like to use the software (transfer destination) is not connected to the Internet <p>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.</p> <p>Refer to "STEP 3: Read the License File," on p. 2-9 of "Offline Authentication."</p>

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.

Using 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.

Appendix

This chapter describes points to note regarding the license authentication.

Warnings When Using the Software	5-2
If the License Repair Function Launches	5-2
About the License Repair Function.....	5-3
SUM Menu	5-8
Reading the SUM Menu Window	5-9
Authenticating the License of an Upgrade Product	5-10
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Updating the SUM Period	5-12
FAQs (Frequently Asked Questions)	5-13

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.

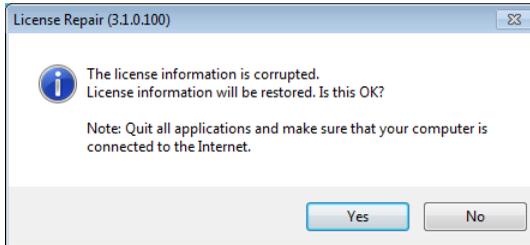
About the License Repair Function

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.

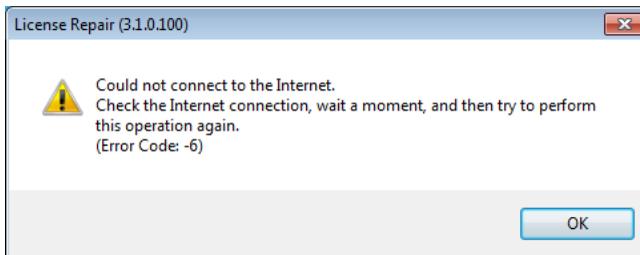
If the PC you are using is connected to the Internet

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.



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.

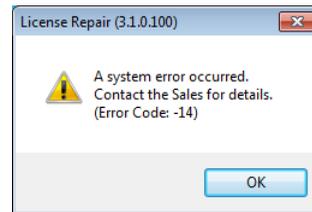
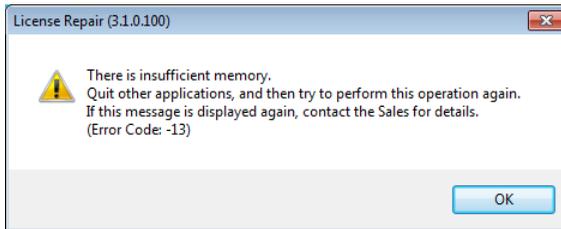
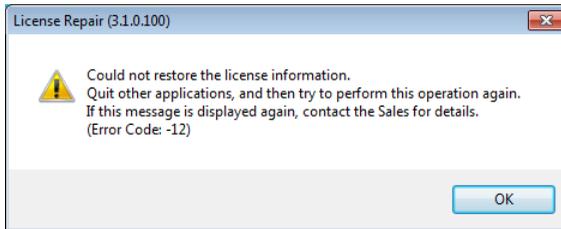
- Log file for License Repair function "spsmessage.log"
- Set of log files in "LOG_<time>" folder for the Log File Collection Tool
- License Access Number

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.

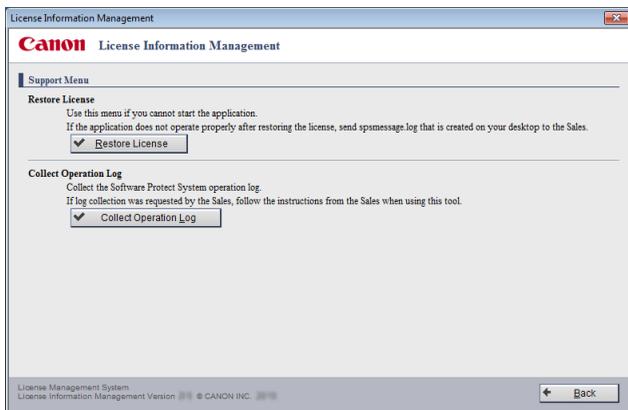
IMPORTANT

- 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

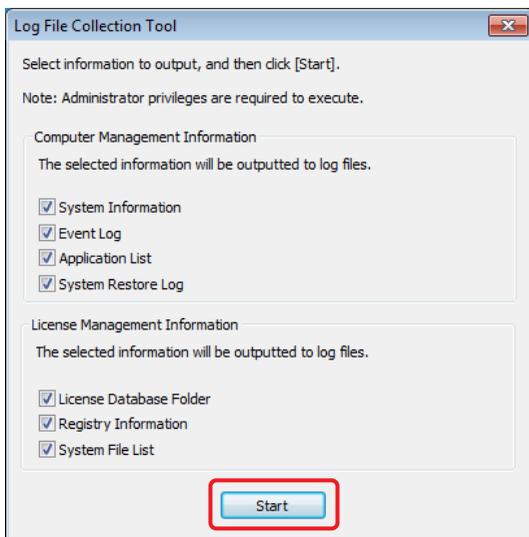
If the license is thought to be damaged because software does not launch, etc., click [Restore License] to launch the License Repair Tool and follow the directions as given on the window.

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.

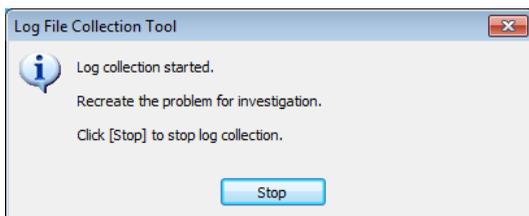
Click [Start].



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.

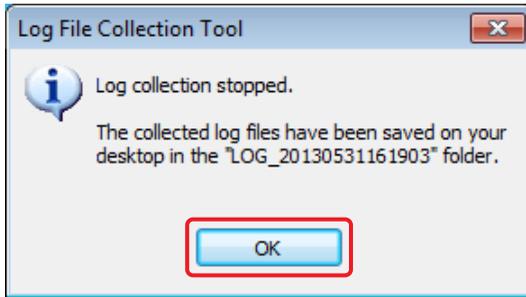
3.

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.

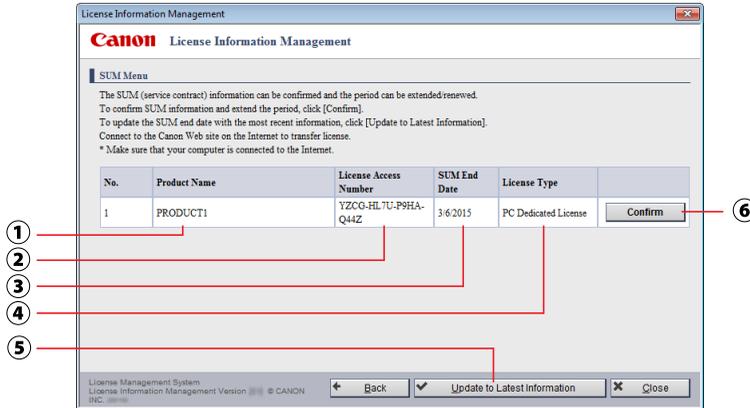
In the SUM menu, you can confirm the software service contract period or update the software service contract period with the latest information.

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



- (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) [Update to Latest Information]: Updates 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.

3.

Verify the information displayed in the window.

License Management System

Confirm SUM Information

License Access Number Entry

Confirm SUM Information

Extend SUM Period

Extension Registered

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
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 - -

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[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.

NOTE

- 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)

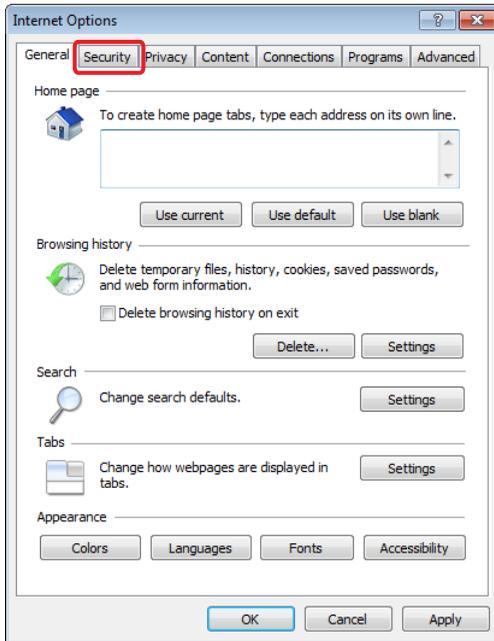
IMPORTANT

- 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.

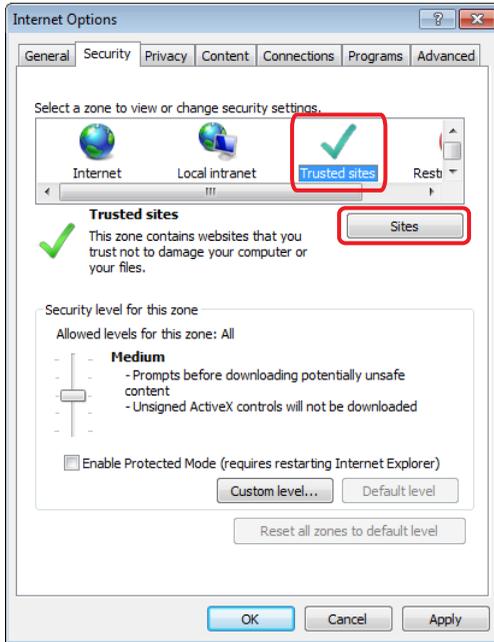
i.

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.

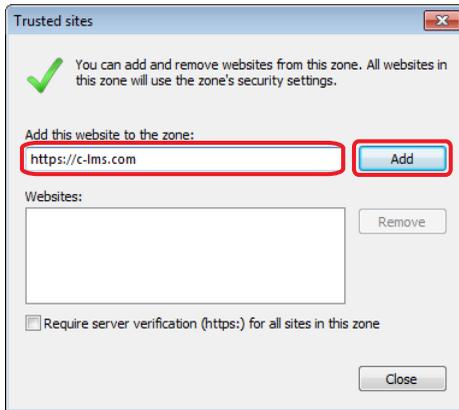


4. Select the [Trusted sites] icon and click [Sites].

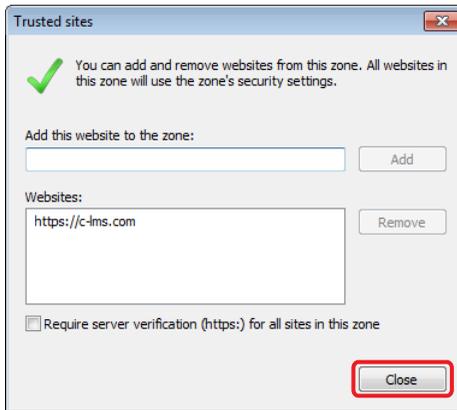


The [Trusted sites] dialog box is displayed.

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



6. Click [Close].



NOTE

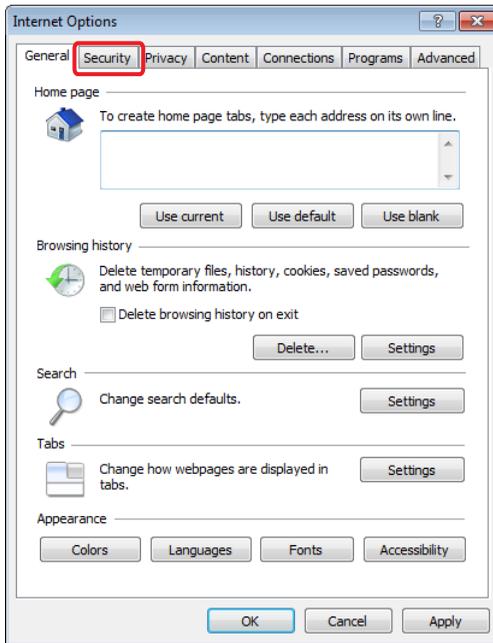
- If the blank window is still displayed after the above operations are executed, close Internet Explorer and carry out online authentication again.

ii.

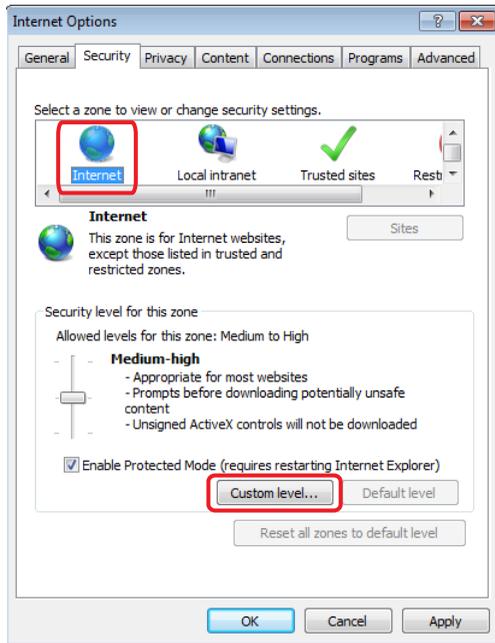
To Change the Security Level:

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.

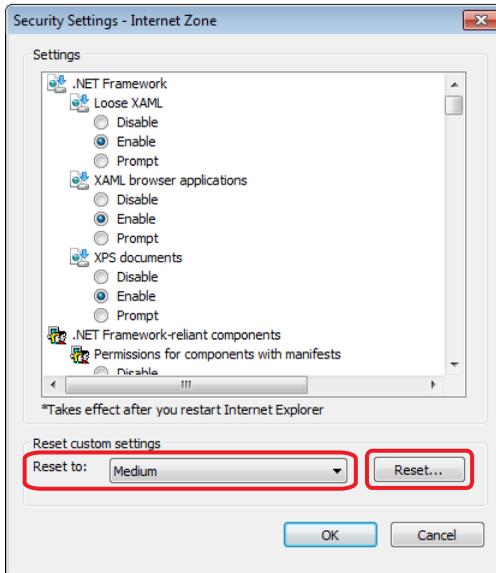


4. Select the [Internet] icon and click [Custom level].



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].

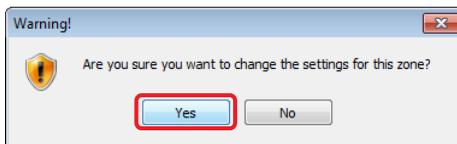


NOTE

- 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.

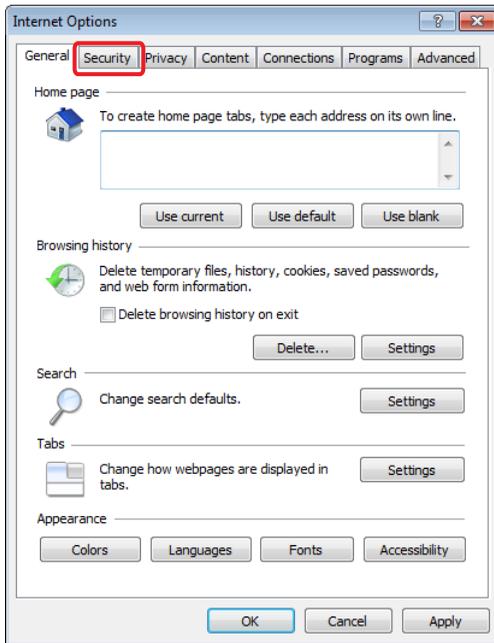
6. Click [Yes].



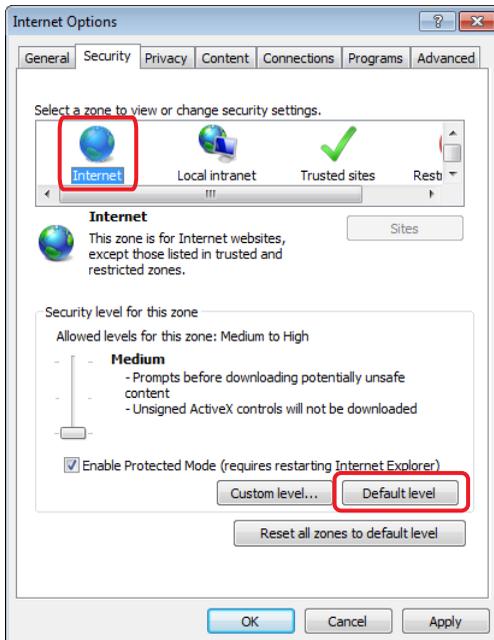
The security level is set to the lowest level.

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.



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



iii.

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.

