

eGrabber

Using Neo Licensing System

4400 eGrabber Gigalink

4400-EV eGrabber Gigalink 30-day evaluation license

4401 eGrabber Recorder

4401-EV eGrabber Recorder 30-day evaluation license



This documentation is provided with **eGrabber 24.04.0** (doc build **2187**).
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1. What is the Neo Licensing System?

What is the Neo Licensing System?

- **Neo** is the name of the new licensing system of **Euresys**. It will progressively protect the software products from **Euresys**.
- The **Neo Licensing System** is used for **Open eVision**, where it is supported in addition to the already existing licensing systems.
- The **Neo Licensing System** is used for **eGrabber Gigalink** and **eGrabber Recorder** optional software libraries of **eGrabber**.
- In the future, it will also protect other products.

Why the Neo Licensing System?

The **Neo Licensing System** brings reliable, up-to-date IP protection to **Euresys** products as well as more flexibility for the users.

How does the Neo Licensing System work?

To use a product protected by the **Neo Licensing System**:

1. Buy the corresponding license from **Euresys** or one of its distributors.
2. You receive a **Ticket ID** corresponding to that license.
 - This **Ticket ID** is used to get the license.
 - This **Ticket ID** is necessary to communicate with your seller in case of an issue.
 - So, keep it safe and archived for any future use.
3. Use the **Ticket ID** to activate the license on your computer.

You can activate your license either directly on the computer, as a software license, or on a **Neo USB Dongle**, that you can buy from **Euresys**.

- Until you decide on which container (computer or dongle) you want to put your license, this license is not linked to anything.



TIP

You can activate a **Neo License** directly on a computer. Nevertheless, we recommended to use a **Neo USB Dongle** to have a more secure and an easily portable license storage solution.

4. Use your **Euresys** product.

The Neo License Manager tool

- A license management tool, the **Neo License Manager**, is available to activate, check and debug problems that might arise with **Neo Licenses**.

It comes in 2 versions:

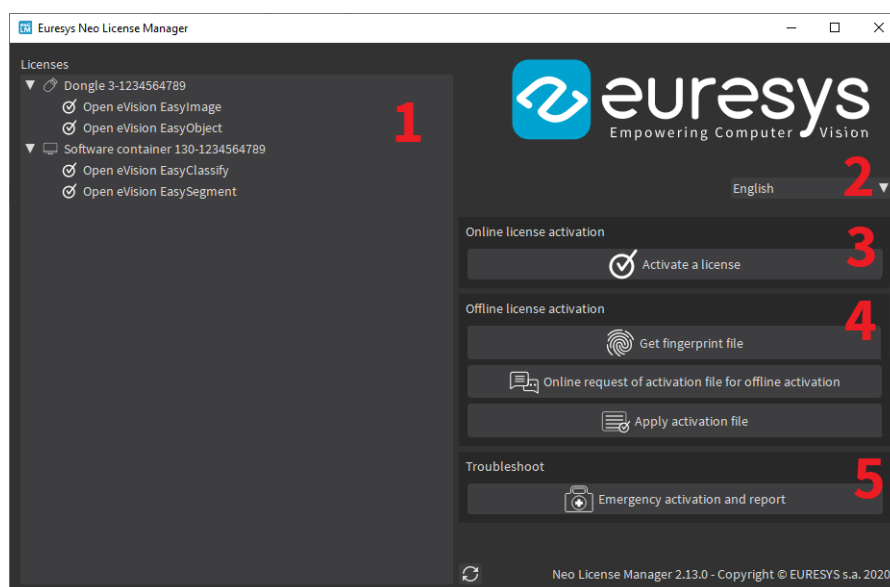
- As an *application with a user interface*, complete and easy-to-use.
- As a *command-line utility* to automate your processes such as the product installations.

2. Activate from the User Interface

The Neo License Manager user interface

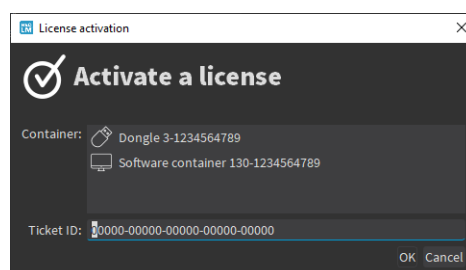
The **Neo License Manager** is organized in 5 zones:

1. A list of the license containers and the licenses they contain.
2. The interface language configuration.
3. The online **Neo License** activation.
4. The offline **Neo License** activation.
5. The troubleshooting.



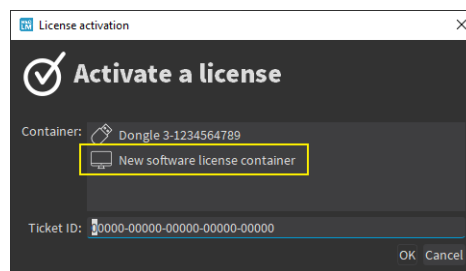
Activate an online license

1. Click on the **Activate a license** button to open the **License activation** dialog.



2. Enter the required information:
 - The **container** on which you want to activate the license.
 - The **Ticket ID** (5 groups of 5 alphanumeric characters separated by a dash).

If there is no software license container yet, the dialog proposes you to create a new one.



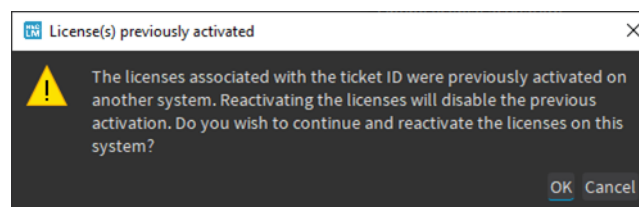
System reinstallation

If you have to reinstall the system and lost your licenses:

1. Activate the license with the old **Ticket ID** to try to recover all the licenses associated to the container where you first activated this **Ticket ID**.

This only works if:

- It is done in a new, empty container.
 - The system is recognizable (the hardware is more or less the same).
2. If this does not work or if you lost your licenses and the system has changed significantly (for instance after the failure and replacement of a hardware component), you need to request a reactivation:
 - Contact the support to obtain a reactivation authorization for the corresponding **Ticket ID**.
 - Once the reactivation is authorized, perform the license activation procedure as usual.
 - The **Neo License Manager** asks for the confirmation of the reactivation.



NOTE

The reactivation disables the previous activation on the other system.

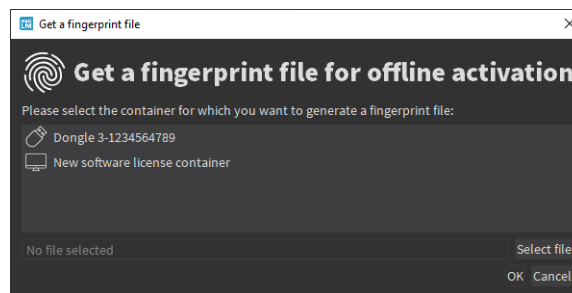
Activate an offline license

The offline license activation allows you to activate licenses on a *machine A* that is not connected to the Internet through a *machine B* that is connected to the Internet.

The offline license activation is a 3 steps procedure:

1. On *machine A*:

- a.** Click on the **Get fingerprint file** button to open the **Get a fingerprint file** dialog.

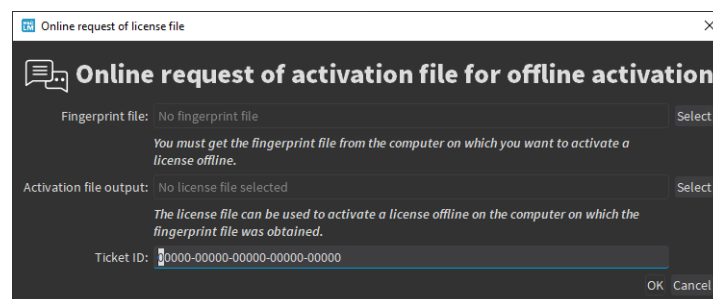


b. Enter the required information::

- The license container on which you want to activate the license.
- The path to save the fingerprint file.

2. On *machine B*:

- a.** Click on the **Online request of license file for offline activation** button to request the corresponding license file.



b. Enter the required information:

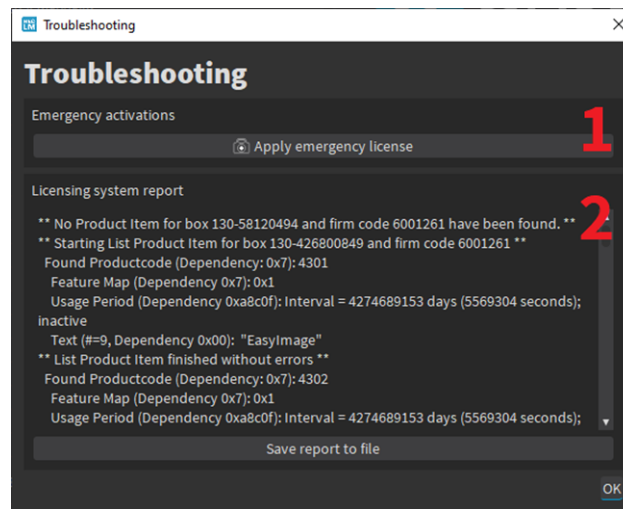
- The **Fingerprint file** from *machine A*.
- The **License file output** path to save the license file.
- The **Ticket ID** (5 groups of 5 alphanumeric characters separated by a dash) for the license.

3. On *machine A*:

- a.** Click on the **Apply license file** button.
- b.** Select the license file generated in step 2.

Troubleshooting

1. Click on the **Emergency activation and report** button to open the **Troubleshooting** dialog.



2. Click on the **Apply emergency license** button to temporarily activate licenses:
 - These licenses activate all **Euresys** products.
 - They are valid for 8 days.
 - You can repeat this a maximum of 3 times.
 - For security reasons, you cannot activate emergency licenses on virtual machines.
3. Click on the **Save report to file** button to generate a licensing system report and save it to a file.
 - The support team may require this report when you have a licensing issue.

3. Activate from the Online Command Line

- When you order a **Neo License**, **Euresys** sends you a **Ticket ID** required to activate the license on your system.
 - A **Ticket ID** is made of 5 groups of 5 alphanumeric characters separated by a dash.
For example: TT5YY-HYAGN-Q2PBU-U7K7J-DKJJQ
 - You can activate your license either directly on the computer, as a software license, or on a **Neo USB Dongle**, that you can buy from **Euresys**.



6514 Neo USB Dongle

- In the case of the software container, the license is strongly linked to a single computer system, while with a dongle you can move it easily from computer to computer.

Select a container

1. To select a license container, use the ListContainers command of the **Neo License Manager**. All the containers compatible with **Euresys** licenses are listed:

```
> NeoLicenseManagerCL.exe ListContainers
Container list:
    130-3613949292 (software)
```

- A *software container* appears in the list with a serial number starting with 130-.
 - A *dongle* appears in the list with a serial number starting with 3-. This serial number is also written on the dongle itself.
2. To create a software container, use the CreateSoftwareContainer command of the **Neo License Manager**.

```
> NeoLicenseManagerCL.exe CreateSoftwareContainer
Software container 130-3245488904 has been created.
```

- If you already have a software container on your system:
- We highly recommended you to use that one.
 - Create a new software container only if the old one is broken for any reason. The old license container unavailable for activation purposes.
3. Copy the serial number of the container you want to use for the next step.

Activate the license

1. To activate the license, use the `ActivateLicense` command of the **Neo License Manager** with the serial number of the container.

```
> NeoLicenseManagerCL.exe Activate -t TT5YY-HYAGN-Q2PBU-U7K7J-DKJJQ -sn 130-3245488904
Activation of ticket TT5YY-HYAGN-Q2PBU-U7K7J-DKJJQ has been done succesfully.
```

The command associates the **Ticket ID** to the container and activates the license.

Check the Neo License presence

1. To check the presence of the license, use the `ListLicenses` command of the **Neo License Manager**.

The new license appears under the serial number of the license container.

```
> NeoLicenseManagerCL.exe ListLicenses
Licenses on container 130-3613949292 (software):
  Open eVision EasyOCR
```

Troubleshooting

Command line help

- To get help about the syntax and the usage of the command line, use the `Help` command:

```
> NeoLicenseManagerCL.exe Help
Here are the available commands and their arguments:
ListContainers [-filter (dongle|software)]
ListLicenses [-sn SERIAL]
ApplyLicense -path PATH
CreateSoftwareContainer
GetFingerprint -sn SERIAL -path PATH
CheckStatus
Report -path PATH
Activate -t NEO_TICKET_ID -sn SERIAL
Reactivate -t NEO_TICKET_ID -sn SERIAL
RequestActivationFile -fingerprintPath PATH -outPath PATH -t NEO_TICKET_ID
RequestReactivationFile -fingerprintPath PATH -outPath PATH -t NEO_TICKET_ID
RequestEmergencyActivation
```

Emergency licenses

If you need a license for a limited time (for instance while waiting for some support), use an emergency license.

1. To activate an emergency license, use the `RequestEmergencyActivation` command:
 - These licenses activate all **Euresys** products.
 - They are valid for 8 days.
 - You can repeat this a maximum of 3 times.
 - For security reasons, you cannot activate emergency licenses on virtual machines.

```
> NeoLicenseManagerCL.exe RequestEmergencyActivation
```

[License recovery with a software container](#)

If you have to reinstall the system and lost your licenses:

1. Create a software container.
2. Activate the license with the old **Ticket ID** to try to recover all the licenses associated to the container where you first activated this **Ticket ID**.

This only works if:

- It is done in a new, empty container.
- The system is recognizable (the hardware is more or less the same).

3. If this does not work, perform a reactivation.

[Reactivation](#)

If the recovery does not work or if you lost your licenses and the system has changed significantly (for instance after the failure and replacement of a hardware component), you need to perform a reactivation.

- This transfers your lost license on a container on the new system.
- By default, the reactivation is disabled.

1. Contact the support to obtain a reactivation authorization for the corresponding **Ticket ID**.
2. Once the reactivation is authorized, follow the license activation procedure described above but use the **Reactivate** command instead of **Activate**.



NOTE

Make sure that you reactivate only a license from a lost or broken container, as that container will be blacklisted and you cannot use it again for licensing procedures.

[Error reporting](#)

If anything fails, the **Neo License Manager** returns an error and information about it in **stderr**.

1. To recover the **stderr** log in the command line, you can use **2>** redirection, as follows:

```
NeoLicenseManagerCL.exe Activate -t TT5YY-HYAGN-Q2PBU-U7K7J-DKJJQ -sn 130-3245488904
2>c:\tmp\error.log
```

2. If you need more information, use the **Memento** tool from **Euresys**.
3. To check the status of the licensing system on your computer at any time, use the **CheckStatus** command of the **Neo License Manager**.

```
> NeoLicenseManagerCL.exe CheckStatus
** Starting List Product Item for box 130-3613949292 and firm code 6001261 **
Found Productcode (Dependency: 0x7): 4305
Text (#=20, Dependency 0x00): "Open eVision EasyOCR"
Extended Protected Data (#=16, Type 136, Dependency 0x07): 6c 63 64 63 00 01
9b 05 00 00 00 00 00 00 01 00
** List Product Item finished without errors **
```

4. Activate from the Offline Command Line

- When you order a **Neo License**, **Euresys** sends you a **Ticket ID** required to activate the license on your system.
 - A **Ticket ID** is made of 5 groups of 5 alphanumeric characters separated by a dash.
For example: TT5YY-HYAGN-Q2PBU-U7K7J-DKJJQ
 - You can activate your license either directly on the computer, as a software license, or on a **Neo USB Dongle**, that you can buy from **Euresys**.



6514 Neo USB Dongle

- In the case of the software container, the license is strongly linked to a single computer system, while with a dongle you can move it easily from computer to computer.

When to use the offline activation

Use the offline activation when the system on which you want to activate the license is not connected to the Internet. Nevertheless, to activate the license, you must have access to another computer that is connected to the Internet.

- The system that needs a license and is not connected is called the *target system*.
- The connected system is the *online system*.
- Both systems need to have the **Neo License Manager** installed.



TIP

Neo USB Dongle activation

This procedure works for activating both dongles and software containers. However, it is much easier to connect a dongle directly to the *online system* and use the online procedure.

Select a container

1. To select a license container, use the ListContainers command of the **Neo License Manager**. All the containers compatible with **Euresys** licenses are listed:

```
> NeoLicenseManagerCL.exe ListContainers
Container list:
    130-3613949292 (software)
```

- A *software container* appears in the list with a serial number starting with 130-.
 - A *dongle* appears in the list with a serial number starting with 3-. This serial number is also written on the dongle itself.
2. To create a software container, use the CreateSoftwareContainer command of the **Neo License Manager**.

```
> NeoLicenseManagerCL.exe CreateSoftwareContainer
Software container 130-3245488904 has been created.
```

- If you already have a software container on your system:
- We highly recommended you to use that one.
 - Create a new software container only if the old one is broken for any reason. The old license container unavailable for activation purposes.
3. Copy the serial number of the container you want to use for the next step.

Activate a license

The offline license activation is a 3 steps procedure:

1. On the *target system*, retrieve the fingerprint:
 - a. To retrieve the identification information, also called the fingerprint, use the GetFingerprint command of the **Neo License Manager**.

```
> NeoLicenseManagerCL.exe GetFingerprint -sn 130-3245488904 -path "myfingerprintfile.fgp"
```

This command generates a fingerprint file.

- b. Copy this file to the *online system*.
2. On the *online system*, request a license activation file:
 - a. To generate the license activation file, use the RequestLicenseFile command of the **Neo License Manager**.
 - b. Use this command with the **Ticket ID** and the fingerprint file of the *target system*.

```
> NeoLicenseManagerCL.exe RequestActivationFile -fingerprintPath "myfingerprintfile.fgp" -t TT5YY-HYAGN-Q2PBU-U7K7J-DKJJQ -outPath "mylicensefile.lif"
```

- c. Copy this file to the *target system*.
3. On the *target system*, apply the license.
 - a. To activate the license in the chosen container use the ApplyLicense command of the **Neo License Manager**.
 - b. Use this command with the license activation file.

```
> NeoLicenseManagerCL.exe ApplyLicense -path "mylicensefile.lif"
```

Check the Neo License presence

1. To check the presence of the license, use the ListLicenses command of the **Neo License Manager**.

The new license appears under the serial number of the license container.

```
> NeoLicenseManagerCL.exe ListLicenses
Licenses on container 130-3613949292 (software):
    Open eVision EasyOCR
```

Troubleshooting

Command line help

- To get help about the syntax and the usage of the command line, use the Help command:

```
> NeoLicenseManagerCL.exe Help
Here are the available commands and their arguments:
ListContainers [-filter (dongle|software)]
ListLicenses [-sn SERIAL]
ApplyLicense -path PATH
CreateSoftwareContainer
GetFingerprint -sn SERIAL -path PATH
CheckStatus
Report -path PATH
Activate -t NEO_TICKET_ID -sn SERIAL
Reactivate -t NEO_TICKET_ID -sn SERIAL
RequestActivationFile -fingerprintPath PATH -outPath PATH -t NEO_TICKET_ID
RequestReactivationFile -fingerprintPath PATH -outPath PATH -t NEO_TICKET_ID
RequestEmergencyActivation
```

Emergency licenses

If you need a license for a limited time (for instance while waiting for some support), use an emergency license.

1. To activate an emergency license, use the RequestEmergencyActivation command:
 - These licenses activate all **Euresys** products.
 - They are valid for 8 days.
 - You can repeat this a maximum of 3 times.
 - For security reasons, you cannot activate emergency licenses on virtual machines.

```
> NeoLicenseManagerCL.exe RequestEmergencyActivation
```

[License recovery with a software container](#)

If you have to reinstall the system and lost your licenses:

1. Create a software container.
2. Activate the license with the old **Ticket ID** to try to recover all the licenses associated to the container where you first activated this **Ticket ID**.

This only works if:

- It is done in a new, empty container.
- The system is recognizable (the hardware is more or less the same).

3. If this does not work, perform a reactivation.

[Reactivation](#)

If the recovery does not work or if you lost your licenses and the system has changed significantly (for instance after the failure and replacement of a hardware component), you need to perform a reactivation.

- This transfers your lost license on a container on the new system.
- By default, the reactivation is disabled.

1. Contact the support to obtain a reactivation authorization for the corresponding **Ticket ID**.
2. Once the reactivation is authorized, follow the license activation procedure described above but use the **Reactivate** command instead of **Activate**.



NOTE

Make sure that you reactivate only a license from a lost or broken container, as that container will be blacklisted and you cannot use it again for licensing procedures.

[Error reporting](#)

If anything fails, the **Neo License Manager** returns an error and information about it in **stderr**.

1. To recover the **stderr** log in the command line, you can use **2>** redirection, as follows:

```
NeoLicenseManagerCL.exe Activate -t TT5YY-HYAGN-Q2PBU-U7K7J-DKJJQ -sn 130-3245488904
2>c:\tmp\error.log
```

2. If you need more information, use the **Memento** tool from **Euresys**.
3. To check the status of the licensing system on your computer at any time, use the **CheckStatus** command of the **Neo License Manager**.

```
> NeoLicenseManagerCL.exe CheckStatus
** Starting List Product Item for box 130-3613949292 and firm code 6001261 **
Found Productcode (Dependency: 0x7): 4305
Text (#=20, Dependency 0x00): "Open eVision EasyOCR"
Extended Protected Data (#=16, Type 136, Dependency 0x07): 6c 63 64 63 00 01
9b 05 00 00 00 00 00 00 01 00
** List Product Item finished without errors **
```


5. Neo Licensing System FAQ

How do I use a Neo License?

- After ordering a **Neo License**, you will receive a document (typically a shipping note) containing a unique **Ticket ID**.
- With this **Ticket ID**, use the new **Neo License Manager** to activate your **Neo License** in the container of your choice (a **6514 Neo USB Dongle** or a **Neo Software Container**).
- Once the **Neo License** is activated, you are able to use the licensed product.

What should I do with my Ticket ID after activation?

- Very carefully store your **Ticket IDs** where you can retrieve them easily. In addition, we recommend that you keep track of which **Ticket ID** is activated on each dongle, system or machine.
- If you ever experience a licensing issue, this **Ticket ID** is required when you contact your distributor or **Euresys** support.

On which device can I activate my Neo License?

- You can activate your **Neo License** either on a **6514 Neo USB Dongle** or on the hard drive of a compatible computer system via **Neo Software Container**.

Do I have to choose where I want to activate my Neo License when I order it?

- No, you just have to order a **Neo License** for the product you want to use.
 - The **Neo License** of **eGrabber Gigalink** has product code **4400**.
 - These licenses are valid for activation on a **6514 Neo USB Dongle** or on a **Neo Software Container**.

Can I use a Neo License with a dongle from another company?

- No, you can only activate a **Neo License** on the **6514 Neo USB Dongle** purchased from **Euresys** or from a **Euresys** distributor.

When should I use a Neo Software Container instead of a dongle?

- We recommend that you only use a **Neo Software Container** if your system cannot handle a USB dongle.
- **Neo Software Containers** are locked to a computer system and computers are more fragile than USB dongles. USB dongles can easily be moved to a replacement computer in case of a failure of the computer or in case of an upgrade.

I have activated a Neo License on a Neo Software Container on my computer. Can I move it to a new computer?

- No, once you have activated a **Neo License** on a **Neo Software Container** on a computer, it is locked to that computer and it cannot be moved to another computer or to a **Neo USB Dongle**.

I have activated a Neo License on a Neo Software Container on my computer. My computer no longer worked and had to be repaired. What can I do?

- If your computer has been repaired by replacing the defective parts, try to reactivate your license(s) from the **Neo License Manager** using the same **Ticket IDs** as originally used on this computer. If your computer is still recognized by the **Neo License Manager**, the license(s) will be restored.
- If this process fails, or if your computer cannot be repaired and you wish to use a new computer, please contact your distributor or **Euresys** support to request the reactivation of the license(s). You will have to provide the original **Ticket IDs** used for that computer. When that reactivation is granted, you can activate the corresponding license(s) again on a new **Neo Software Container**.

Where can I find the new Neo License Manager?

- The **Neo License Manager** application is available both as a stand-alone installer, within the **eGrabber** installation package (starting with release 16.0).

Can I use the Neo License Manager via command line?

- Yes, the **Neo License Manager** is available both as a Graphical User Interface application and as a command line executable.
- The command line executable is less user friendly, but allows to automate the management of **Neo Licenses**.

Can I use a legacy activation key with the Neo Licensing System?

- No, legacy activation keys only work with the legacy licensing system.
- The legacy licensing system, both dongles and software, however will still be supported for the foreseeable future.

Are emergency licenses available with the Neo Licensing System? Are the emergency licenses of the Neo Licensing System and the legacy licensing system independent?

- Yes, emergency licenses are available with the **Neo Licensing System**, they are independent of the legacy emergency licenses.
- Each of these licensing systems provides three time-limited emergency licenses.

What can I do if I have lost a Ticket ID?

- The **Ticket ID** is the unique identifier of a license. It is very important and must be securely stored. If you ever experience a licensing issue, this **Ticket ID** is required when contacting your distributor or **Euresys** support.
- **Ticket IDs** that have been activated on a **Neo USB Dongle** can be retrieved by **Euresys** technical support from the dongle serial number.
- However, support for licenses stored in a **Neo Software Container** will not be possible if the **Ticket ID** has been lost.

Is an Internet connection required to activate a Neo License?

- Yes, an Internet connection is required to activate a **Neo License** on a **Neo USB Dongle** or on a **Neo Software Container**.
- However, an Internet connection is not required to run the licensed product after the **Neo License** has been activated.

Do I have to provide the serial number of a Neo USB Dongle when ordering a Neo License?

- No, you do not have to provide the serial number of a **Neo USB Dongle** when ordering a **Neo License**.
- You can activate a **Neo License** either on a **6514 Neo USB Dongle** or on the hard drive of a compatible computer system via a **Neo Software Container**.
- The link between the **Neo License** and the **Neo USB Dongle** is recorded during the activation.

Is the 30-day evaluation license available with the Neo Licensing System?

- Yes.
 - For **eGrabber Gigelink**, the product code is **4400-EV**.
 - For **eGrabber Recorder**, the product code is **4401-EV**.
- The time-limited 30-day evaluation license can be activated a single time either on a **6514 Neo USB Dongle** or on a **Neo Software Container**.