Neo Licensing System

Contents

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. In the future, il will also protect some features in the **eGrabber** software tool and 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.

- In the future, it will also enable useful licensing options such as network licenses compatibility.

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 new 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. Selecting the Licensing Model

Starting with **Open eVision** 2.13, you can select the **Open eVision** licensing model(s) that you use with your application.

> ✓ TIP
> This avoids the delays that are sometimes added by the initialization of licensing models you do not use.

The SelectLicensingModel function

- To select the licensing models to enable with **Open eVision**, call the following function: `Preconfiguration::SelectLicensingModels(ELicensingModel model)`

- Always call it before any other **Open eVision** function as calling it after the first call to **Open eVision** has no effect.

- The `SelectLicensingModels` function takes a single argument:
  - □ The licensing models to enable, as described by the `ELicensingModel` enumeration.

## The ELicensingModel enumeration

- The `ELicensingModel` enumeration contains the different licensing models you can enable within **Open eVision**:
  - □ Neo: the new licensing model introduced with **Open eVision** 2.13.
  - □ `LegacyDongle`: the licensing model associated to the dongles used before 2.13.
  - □ `All` (default): this licensing model enables all the others (`Neo` + `LegacyDongle`).

3. Using the User Interface

The Neo License Manager user interface

The **Neo License Manager** is organized in 6 areas:

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 creation of a software container (this area is hidden after creating a software container).

6. The troubleshooting.
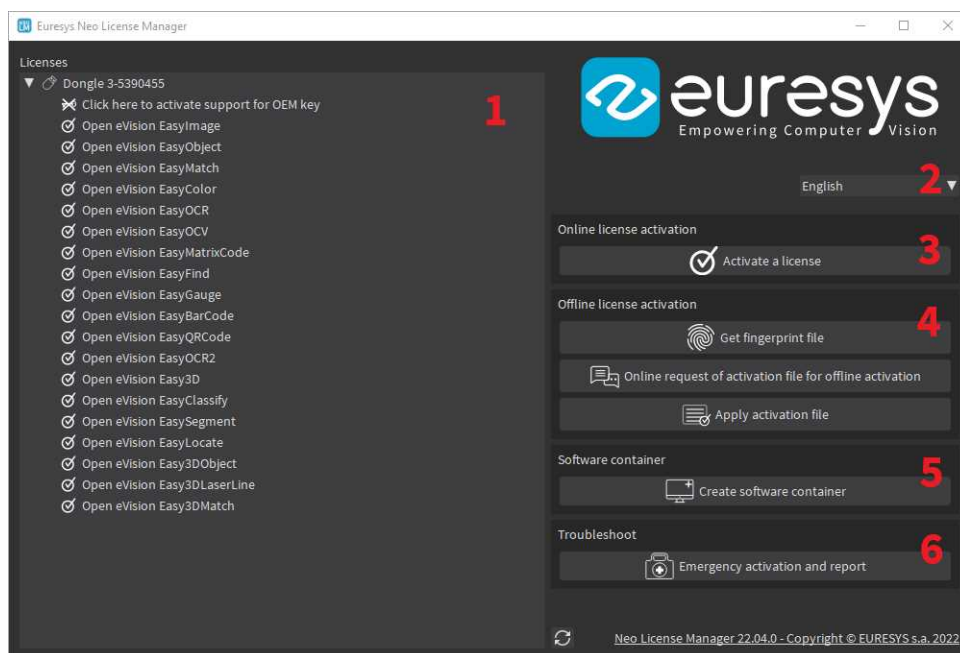
Activate an online license

1. Click on the `Activate a license` button to open the `License activation` dialog.
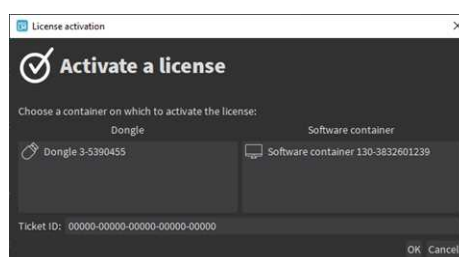
2. Enter the required information:
   - The `container` on which you want to activate the license.
   - The **Ticket ID** (5 groups of 5 alphanumeric characters separated by a dash).

NOTE: If there is no software license container yet, create one from the main window before opening the license activation dialog.

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.
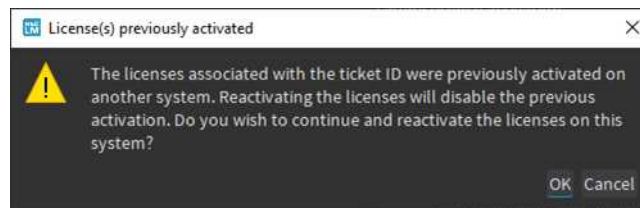
> **NOTE**
> The reactivation disables the previous activation on the other system.

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.
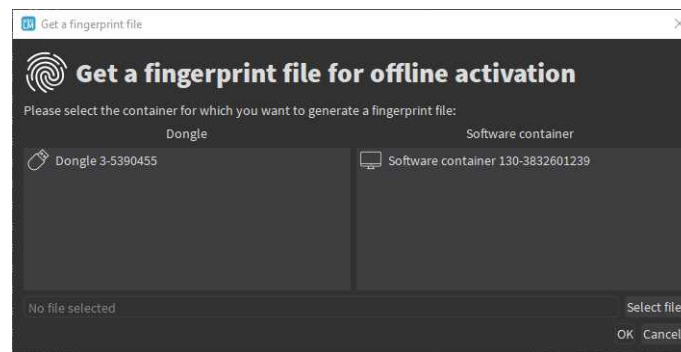
    b. Enter the required information:

       ☐ 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.
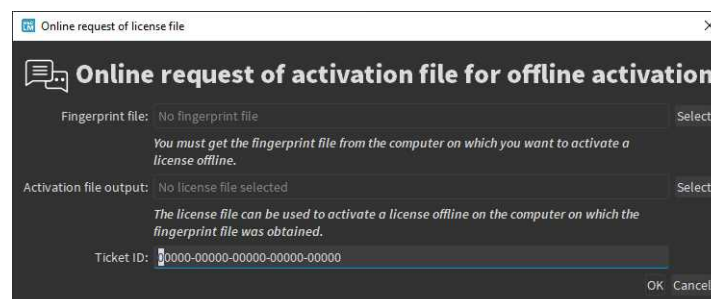
    b. Enter the required information:

       ☐ 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.

Creating a software container

To activate a license on a software container:

1. Click on the `Create software container` button (area 5 in the main window) to create a new software container.

2. Click on the `Yes` button to confirm the creation of the software container.
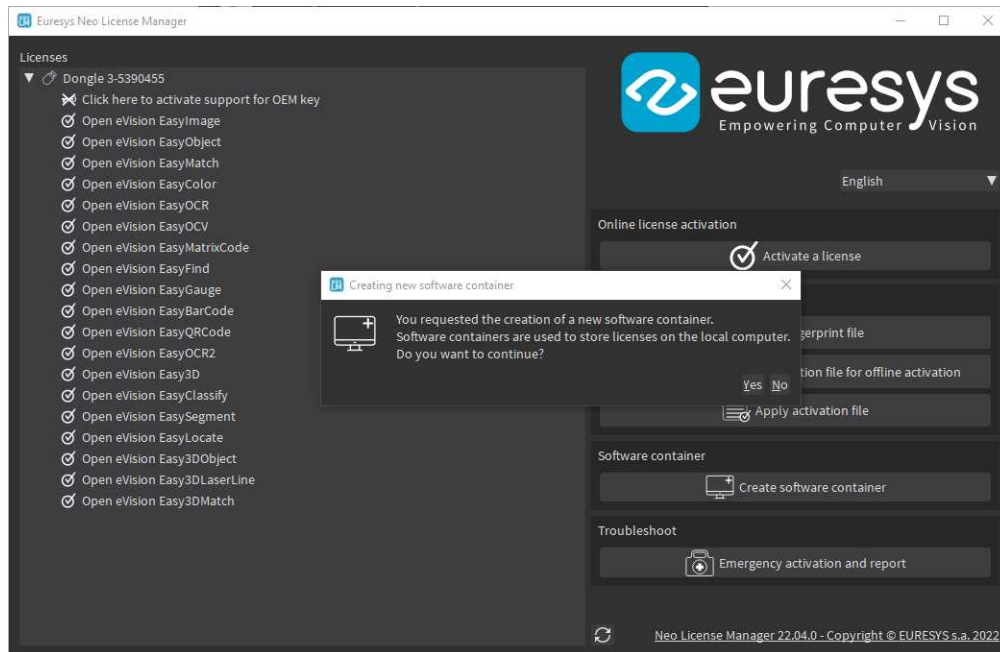
3. The software container is now available in the license activation dialogs and in the main license list (area 1 in the main window).
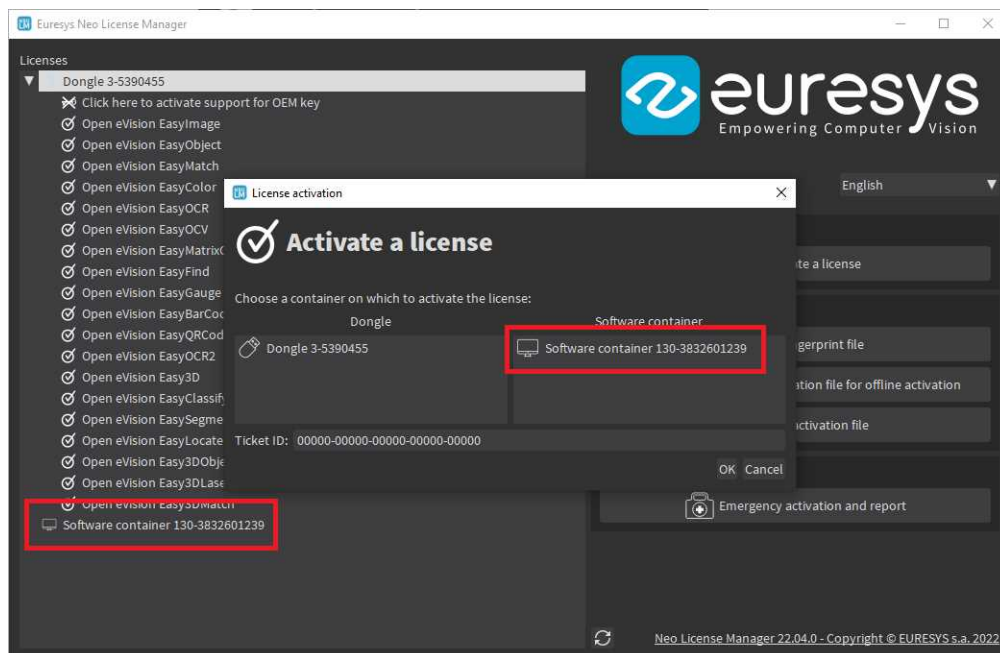
Preparing a dongle to use the OEM key functionality

- You can use the **Neo USB Dongles** with the OEM Key functionality provided by `Easy::SetOEMKey` and `Easy::CheckOEMKey`.

- When a preparation is required, a warning text appears in the list of the dongle licenses.
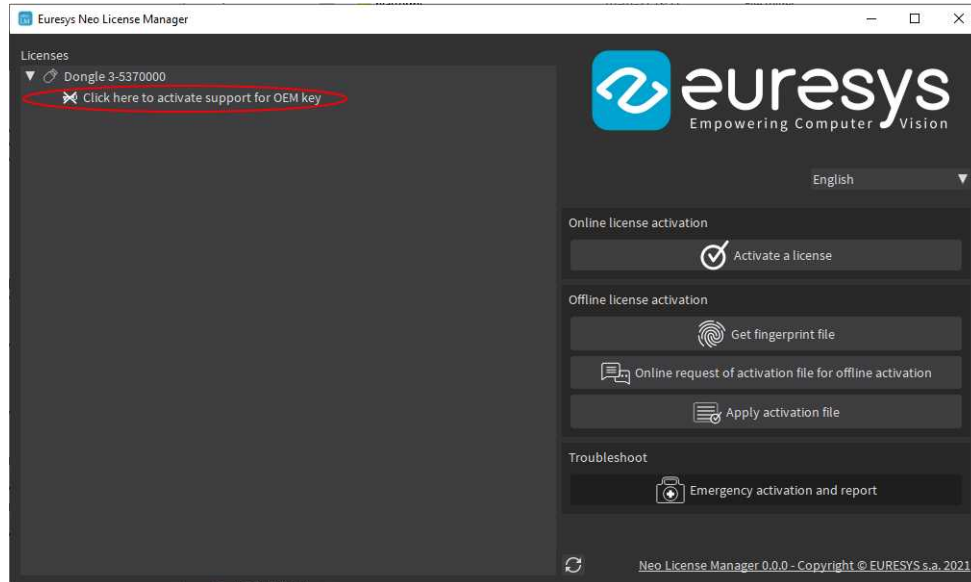
- Click on that text and follow the instructions.
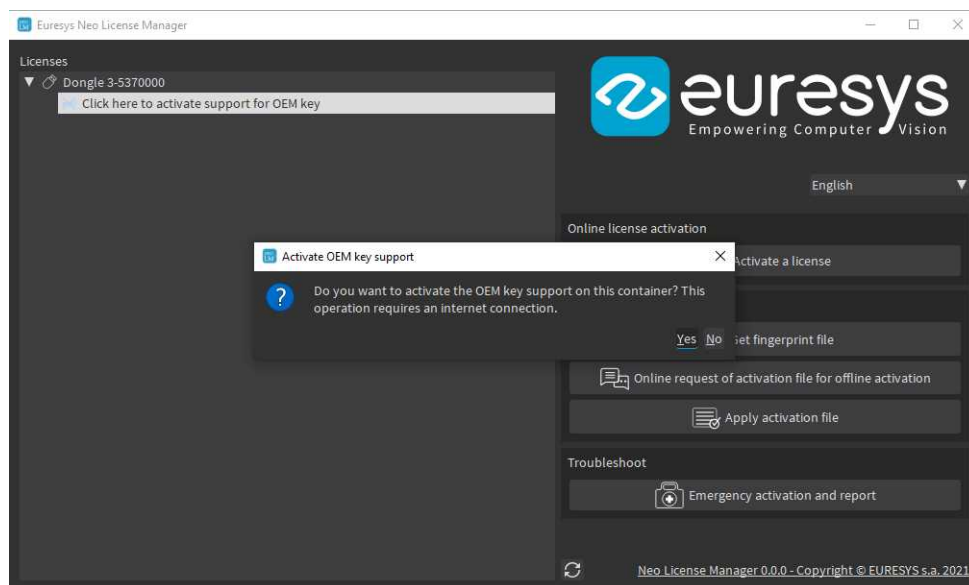
Troubleshooting

1. Click on the `Emergency activation and report` button to open the `Troubleshooting` dialog.
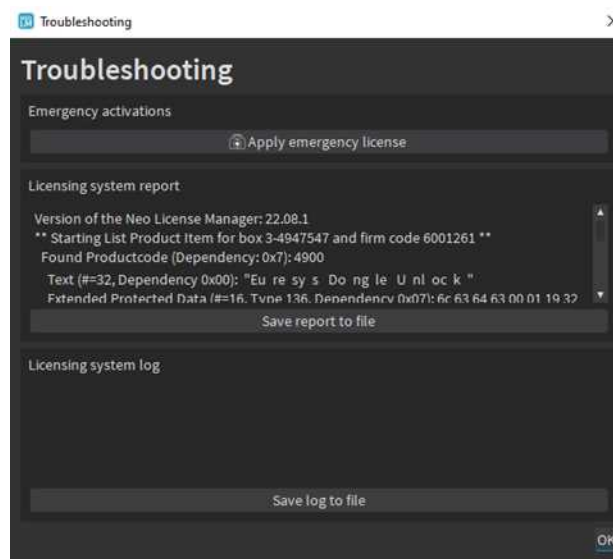
2. Click on the `Apply emergency license` button to temporarily activate licenses:
    - □ These licenses activate all **Euresys** products.
    - □ They are valid for 8 days.
    - □ You can repeat this a maximum of 3 times.
    - □ For security reasons, you cannot activate emergency licenses on virtual 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.

4. Click on the `Save log to file` button to generate a licensing system log and save it to a file.
    - □ The support team may require this log when you have a licensing issue.

4. Using 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**.

- 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
```

Activating the OEM key feature

By default, the dongles come with the OEM key feature activated. Nevertheless, older dongles may have to be activated.

- To check if this feature is activated use the `CheckOEMKeyReadiness` command:

```
> NeoLicenseManagerCL.exe CheckOEMKeyReadiness -sn 3-3613949292
```

- If the feature is not activated on the dongle, use the `PrepareForOEMKey` command to activate it:

```
> NeoLicenseManagerCL.exe PrepareForOEMKey -sn 3-3613949292
```

Forcing more than one copy of the same license

- By default, the license manager protects you against multiple activations of the same license in a container, refusing the subsequent activations:

- If you want to bypass that protection, use the `-force` flag:

```
> NeoLicenseManagerCL.exe Activate -force -t TT5YY-HYAGN-Q2PBU-U7K7J-DKJJQ -sn 130-3245488904
```

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)]
Print the list of the containers currently available.

ListLicenses [-sn SERIAL]
Print the list of the licenses currently available.

ApplyLicense -path PATH
Apply the given activation file to the software container of your computer.

CreateSoftwareContainer
Create a new software container on the computer. It will only work if none were present.

GetFingerprint -sn SERIAL -path PATH
Save the fingerprint file of the given container at the specified location.

CheckOEMKeyReadiness -sn SERIAL
Check if the OEM key feature is available in the given container.

PrepareForOEMKey -sn SERIAL
Activate the OEM key feature on the given container.

CheckStatus
Do a global check-up of the neo licensing system and print it.

Report -path PATH
Save the output of the CheckStatus command to the specified location.

DumpLog
Print the contents of the log file.

Activate -t NEO_TICKET_ID -sn SERIAL
Activate a neo ticket ID on the given container.

Reactivate -t NEO_TICKET_ID -sn SERIAL
Reactivate a neo ticket ID on the given container.

RequestActivationFile -fingerprintPath PATH -outPath PATH -t NEO_TICKET_ID
Generate an activation file using the given neo ticket ID and container fingerprint file. This file can then be
used to proceed to an offline activation.

RequestReactivationFile -fingerprintPath PATH -outPath PATH -t NEO_TICKET_ID
Generate an reactivation file using the given neo ticket ID and container fingerprint file. This file can then
be used to proceed to an offline reactivation.

RequestEmergencyActivation
Activate one of the three emergency licenses packages. It has a 8 days duration.
```

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`.

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. To check the log of the licensing system on your computer at any time, use the DumpLog
   command of the **Neo License Manager**.

```
> NeoLicenseManagerCL.exe DumpLog
** L.M version 23.08.0 09/07/23 14:25:02 : Emergency activation was requested.
L.M version 23.08.0 09/07/23 14:25:03 : Emergency activation was successful. There is (are) 2 emergency license
(s) remaining. **
```

5. Using 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**.

- 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)]
Print the list of the containers currently available.

ListLicenses [-sn SERIAL]
Print the list of the licenses currently available.

ApplyLicense -path PATH
Apply the given activation file to the software container of your computer.

CreateSoftwareContainer
Create a new software container on the computer. It will only work if none were present.

GetFingerprint -sn SERIAL -path PATH
Save the fingerprint file of the given container at the specified location.

CheckOEMKeyReadiness -sn SERIAL
Check if the OEM key feature is available in the given container.

PrepareForOEMKey -sn SERIAL
Activate the OEM key feature on the given container.

CheckStatus
Do a global check-up of the neo licensing system and print it.

Report -path PATH
Save the output of the CheckStatus command to the specified location.

DumpLog
Print the contents of the log file.

Activate -t NEO_TICKET_ID -sn SERIAL
Activate a neo ticket ID on the given container.

Reactivate -t NEO_TICKET_ID -sn SERIAL
Reactivate a neo ticket ID on the given container.

RequestActivationFile -fingerprintPath PATH -outPath PATH -t NEO_TICKET_ID
Generate an activation file using the given neo ticket ID and container fingerprint file. This file can then be
used to proceed to an offline activation.

RequestReactivationFile -fingerprintPath PATH -outPath PATH -t NEO_TICKET_ID
Generate an reactivation file using the given neo ticket ID and container fingerprint file. This file can then
be used to proceed to an offline reactivation.

RequestEmergencyActivation
Activate one of the three emergency licenses packages. It has a 8 days duration.
```

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`.

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. To check the log of the licensing system on your computer at any time, use the DumpLog
   command of the **Neo License Manager**.

```
> NeoLicenseManagerCL.exe DumpLog
** L.M version 23.08.0 09/07/23 14:25:02 : Emergency activation was requested.
L.M version 23.08.0 09/07/23 14:25:03 : Emergency activation was successful. There is (are) 2 emergency license
(s) remaining. **
```

6. Neo Licensing System FAQ

Why the new Neo Licensing System?

- The old (legacy) licensing system of **Open eVision** was introduced about 15 years ago. Since then, licensing technologies have evolved significantly.

- We now introduce the **Neo Licensing System** to take advantage of this evolution and provide numerous improvements in this release and in future versions of **Open eVision**.

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 **Neo USB Dongle** (PC6514) or a **Neo Software Container**).

- Once the **Neo License** is activated, you are able to use **Open eVision**.

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 **Neo USB Dongle** (PC6514) 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.
  - ☐ **Neo Licenses** of **Open eVision** libraries have product codes starting with 43.
  - ☐ These licenses are valid for activation on a **Neo USB Dongle** (PC6514) or on a **Neo Software Container**.

Can I use a Neo License with an older legacy Euresys dongle?

- No, **Neo Licenses** can only be activated on a **Neo USB Dongle** (PC6514).

- The old USB Dongle (PC6512) and the PAR Dongle (PC6513) cannot be used with **Neo Licenses**.

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

- No, you can only activate a **Neo License** on the **Neo USB Dongle** (PC6514) 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 and within the **Open eVision** installation package (starting with release 2.13).

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.

Can the new Neo License Manager activate legacy licenses?

- No, the **Neo License Manager** application only manages **Neo Licenses**.

- The previous (legacy) License Manager, however, remains available in the **Open eVision** package to manage legacy licenses.

I have (legacy) non-Neo USB Dongles or software licenses, can I still use them with Open eVision 2.13 and higher?

- Yes, the licensing systems used before **Open eVision** 2.13 are still active and supported. They will remain active and supported for the foreseeable future.

- However, for new projects, we highly recommend using the **Neo Licensing System**.

Can I restrict the choice of licensing system (Neo Licensing System or legacy) in my application?

- Yes. A new Preconfiguration object is available in **Open eVision** (as of **Open eVision** 2.13) to allow users to restrict the use to a particular licensing system.

- Note that using this feature is optional.

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.

Are all Open eVision libraries and bundles available with the new Neo Licensing System?

- All current **Open eVision** libraries and bundles are available with the new **Neo Licensing System**.

- However, some old legacy bundles may not be available with the new **Neo Licensing System**. They remain available with the old licensing systems only.

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 **Open eVision** 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 **Neo USB Dongle** (PC6514) 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 it possible to add licenses for additional Open eVision libraries to Neo USB Dongles that are already in the field?

- Yes. Just order the additional **Neo Licenses** and activate the new **Ticket IDs** on the existing **Neo USB Dongle** as usual.

- The activation process is additive. It will add the new licenses to the licenses already activated on the dongle. The existing licenses will not be lost.

- Please note that this operation requires an Internet connection.

Can I use a Neo License with older versions of Open eVision?

- No, the **Neo Licensing System** is only available as of **Open eVision** 2.13.

- However, the existing licensing systems remain available with the earlier releases of **eVision** and **Open eVision**.

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

- Yes. The Product Code is 4300.

- The time-limited 30-day evaluation license can be activated a single time either on a **Neo USB Dongle** (PC6514) or on a **Neo Software Container**.

Why is my system start slower after installing the Neo Licensing System?

- Under **Windows 7**, there is a known issue concerning the **Neo Licensing System** where the associated service can take a long time to start.

  For more information on that issue and steps to solve it, please refer to the FAQ of the service provider: https://www.wibu.com/support/faq/codemeter-miscellaneous.html