

# **USER GUIDE**

# Neo Licensing System





This documentation is provided with Neo Licensing System 2.16.1 (doc build 1156). www.euresys.com



# Contents

1. What is the Neo Licensing System?	. 4
2. Selecting the Licensing Model	. 6
3. Using the User Interface	. 7
4. Using the Online Command Line	.12
5. Using the Offline Command Line	.16
6. Neo Licensing System FAQ	.20



# 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.
  - D 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.



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.
  - LegacySoftware: the licensing model associated to the software-based licenses used before 2.13
  - Legacy: this licensing model mirrors the licensing as it operated in Open eVision before 2.13 (LegacyDongle + LegacySoftware).
  - All (default): this licensing model enables all the others (Neo + LegacyDongle + LegacySoftware).
- To use another combination of licensing models, use the |(OR) operator as follows: Preconfiguration::SelectLicensingModels(ELicensingModel\_LegacyDongle | ELicensingModel\_Neo)



# 3. Using 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.

🔣 Euresys Neo License Manager						×
Licenses ▼ ⑦ Dongle 3-1234564789 ③ Open eVision EasyUmage ④ Open eVision EasyObject ♥ □ Software container 130-1234564789 ④ Open eVision EasyClassify ④ Open eVision EasySegment	4				/S	) n 2.
	Online licens	e activation	tivate a license t fingerprint file		1	3
	Troubleshoo	t e	tivation file for of ly activation file y activation and r		ation	5
	S	Neo License Mana	ger 2.13.0 - Copyri	ght © EUR	ESYS s.a	. 2020

### 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.



# 

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:
- D 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.

Online request of lice	nse file	×
🖳 Online	request of activation file for offline activ	ation
Fingerprint file:		Select
	You must get the fingerprint file from the computer on which you want to activate a license offline.	
Activation file output:		Select
	The license file can be used to activate a license offline on the computer on which the fingerprint file was obtained.	
Ticket ID:	00000-00000-00000-00000	
		OK Cancel

- **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.



# Preparing a dongle to use the OEM key functionality

- You can use the Neo USB Dongles with the OEM Key functionality provided by Easy::Set0EMKey and Easy::Check0EMKey.
- When a preparation is required, a warning text appears in the list of the dongle licenses.

🐻 Euresys Neo License Manager	- 🗆 X
Licenses ▼ ⑦ Dongle 3-5370000 ▼ Click here to activate support for OEM key	
	English 🗸
	Online license activation
	Activate a license
	Offline license activation
	Get fingerprint file
	Duline request of activation file for offline activation
	Apply activation file
	Troubleshoot
	Emergency activation and report
	C Neo License Manager 0.0.0 - Copyright © EURESYS s.a. 2021

• Click on that text and follow the instructions.

😡 Euresys Neo License Manager			- 🗆 X
Licenses ▼ ⑦ Dongle 3-5370000 Click here to activate support	for OEM key		
			English 🛛 🔻
		Online license activation	
	😡 Activate OEM key support	×	Activate a license
	2 Do you want to activate the OEM key supp operation requires an internet connection		
		Yes No	iet fingerprint file
		िन्त Online request of	factivation file for offline activation
		<b>a</b> •	pply activation file
		Troubleshoot	
		Emerge	ncy activation and report
		S Neo License Man	ager 0.0.0 - Copyright © EURESYS s.a. 2021



# 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. 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:

- ⊷30-36⊷3949292 (software)
- □ A software container appears in the list with a serial number starting with ▶30-.
- A *dongle* appears in the list with a serial number starting with 3-. This serial number is also written on the dongle itself.
- To create a software container, use the CreateSoftwareContainer command of the Neo License Manager.

```
> NeoLicenseManagerCL.exe CreateSoftwareContainer
Software container +30-3245488904 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 +30-3245488904 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 +30-36+3949292 (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 3-36-3949292
- If the feature is not activated on the dongle, use the PrepareForOEMKey command to activate it:
- > NeoLicenseManagerCL.exe PrepareForOEMKey -sn 3-36+3949292

#### 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 -30-3245488904

# 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)]
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 +30-3245488904 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 \_30-36\_3949292 and firm code 600\_26\_ \*\* Found Productcode (Dependency: 0x7): 4305 Text (#=20, Dependency 0x00): "Open eVision EasyOCR" Extended Protected Data (#=\_6, Type \_36, Dependency 0x07): 6c 63 64 63 00 0\_ 9b 05 00 00 00 00 00 0\_ 00 \*\* List Product Item finished without errors \*\*



# 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:

- ▶30-36⊾3949292 (software)
- □ A software container appears in the list with a serial number starting with ⊨30-.
- A *dongle* appears in the list with a serial number starting with 3-. This serial number is also written on the dongle itself.



 To create a software container, use the CreateSoftwareContainer command of the Neo License Manager.

> NeoLicenseManagerCL.exe CreateSoftwareContainer Software container +30-3245488904 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 +30-3245488904 -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 +30-36+3949292 (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 🞜 0-3245488904 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 -30-36-3949292 and firm code 600-26- **
Found Productcode (Dependency: 0x7): 4305
Text (#=20, Dependency 0x00): "Open eVision EasyOCR"
Extended Protected Data (#=-6, Type -36, Dependency 0x07): 6c 63 64 63 00 0-
9b 05 00 00 00 00 00 0-00
** List Product Item finished without errors **
```



# 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.