



Licensing and License Management For basIColor Software



basIColor Licensing

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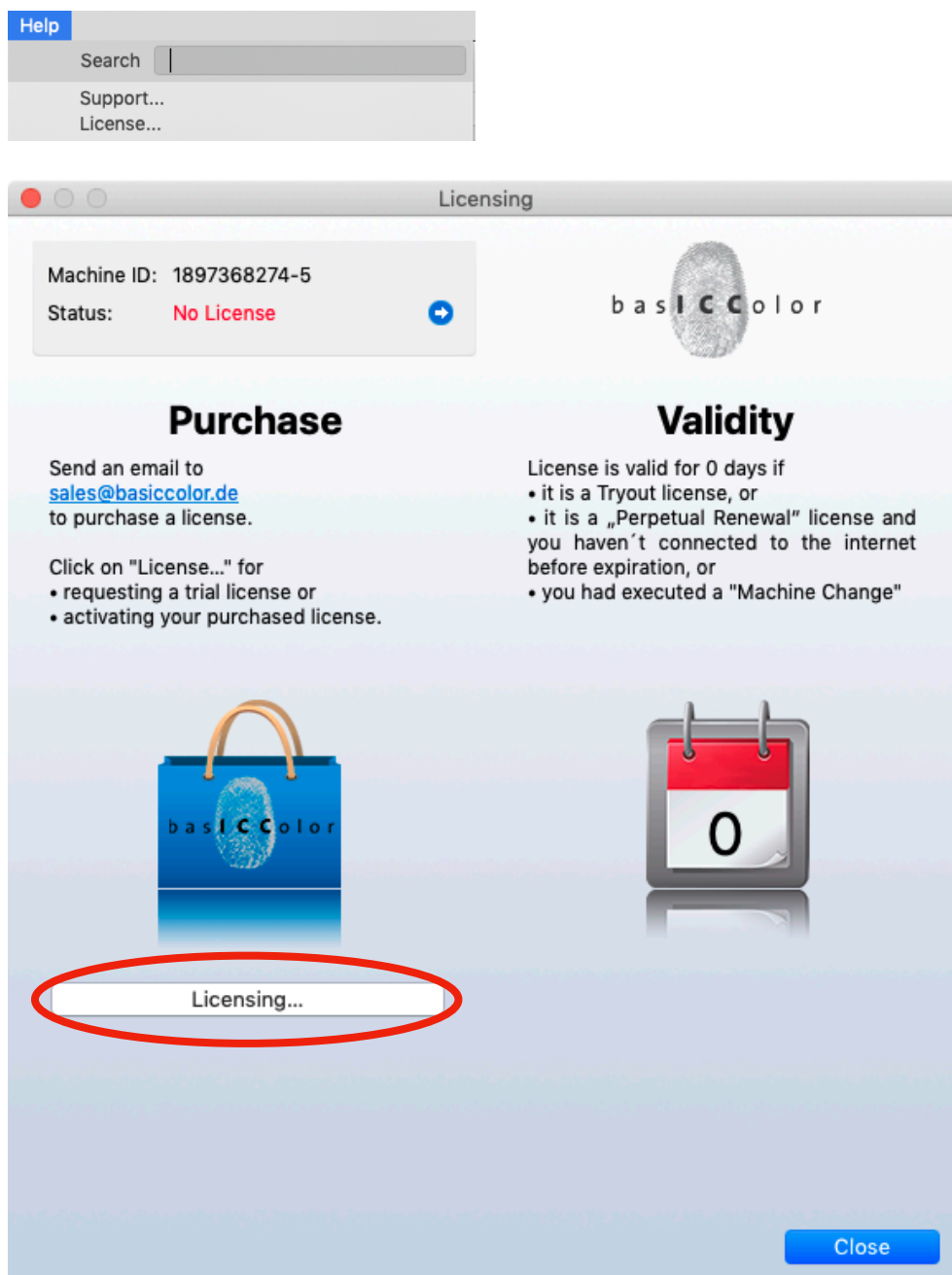
1. Register on the license server

This applies to ALL customers, also those registered on the "old" server already.

Data **cannot** be transferred from the old server to the current one!

1.1. Launch the basIColor Program

Install the basIColor program in question and start it. If there is no license for the program yet, the "**Licensing**" window appears, **Status: No License** – for basIColor display and cockpit immediately after you launch it, for input either when you try to profile or by calling via "**Help-License**":



1.2. Create an account

Click on „**Licensing...**“ and the 2nd page of the „**Licensing**“ window will open.

Machine ID: 1897368274-5
Status: **No License**

License

Enter your credentials or create a basiCColor account

- Enter your TAN and click "Activate TAN..." to receive your license
- Click „Test License..." for a free 14 days test period
- Click „Offline licensing..." if you have received a license file (*.lic).

Email:

Password: [Forgot your password?](#)

☐ NOT logged into Licensing Server

☐ Proxy-Server Configuration

[Offline licensing...](#)

Don't have a basiCColor account?
[Create your free basiCColor account now.](#)

You don't have a TAN to get your permanent license?
[Purchase license...](#)

You want to log in to your basiCColor account (e.g. to transfer your license)?
[My Account...](#)

[Back](#) [Close](#)

With the link "[Create your free basiCColor account now...](#)" you will get to the license server and can create your account.

If you have not purchased the product yet, you can send an email to sales@basicc-color.de and place your order by clicking on „[Purchase license...](#)“.

1.3. Enter your contact data

Please fill in the input fields and choose a password.
Then click **"Register"**.

New Account

Email	
<input type="text"/>	
First Name	Last Name
<input type="text"/>	<input type="text"/>
Company	
<input type="text"/>	
Address	
<input type="text"/>	
Address 2	
<input type="text"/>	
ZIP Code	City
<input type="text"/>	<input type="text"/>
Country	
<input type="text" value=""/>	
Phone	Fax
<input type="text"/>	<input type="text"/>
Password	Confirm your password
<input type="text" value="Password"/>	<input type="text" value="Confirm your password"/>
<input type="button" value="Register"/>	

IMPORTANT!

You will receive a confirmation email, please click on the link it contains. If you do not receive the confirmation email within the shortest time, please check your junk folder.

2. Prepare for Licensing

2.1. Check Permissions

during licensing the program the folders

Windows:

C:\ProgramData\basIColor

macOS:

/Users/Shared/basIColor/

are created.

In case of a failed activation of the software please check if the respective folder exists and has read/write permissions.

When you launch the program, we check the account on the online license server, load the license and update it in the file "**basIColorLicenseFiles**" in this folder.

2.2. Corrupted Licenses

If you are not automatically logged into your account when you start the program, previous, corrupted license files might be the cause.

In this case, please delete the files:

Windows PC:

C:\ProgramData\basIColor\basIColorLicenseFiles

C:\Users\your user name\AppData\Roaming\basIColorLicenseFiles

Mac:

~/Library/Preferences/basIColorLicenseFiles

/Users/Shared/Library/Preferences/basIColor/basIColorLicenseFiles

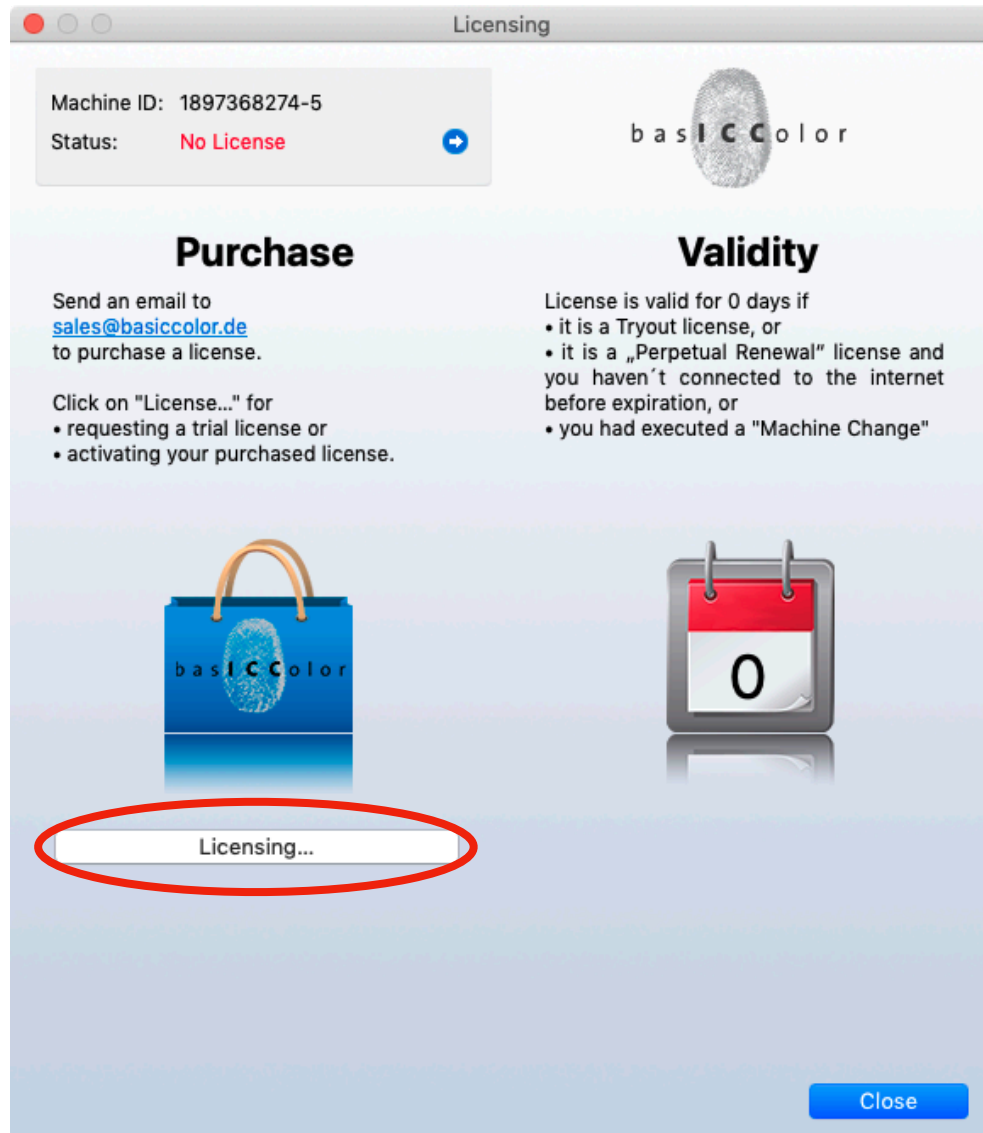
2.3. Virus Protection

Some antivirus programs and other software prevent access to paths needed for licensing, even if they have read/write permission. Known for this are under Windows among others "Defender" as well as the "Smart Screen" feature. Please disable these before licensing.

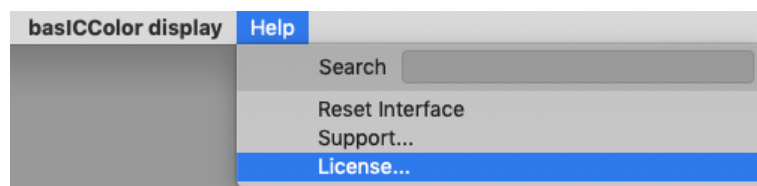
3. License Window

3.1. Opening the License Window

Start the software. If no license is installed/activated yet (not even a test license), the license window will appear automatically after launching the software.



If - as e.g. with basICColor input 6 - the license window does not appear immediately, you will find the window under:



3.2. Machine ID

The displayed Machine ID must end on -5!

In the license window a Machine ID with a suffix not equal to -5 is displayed?

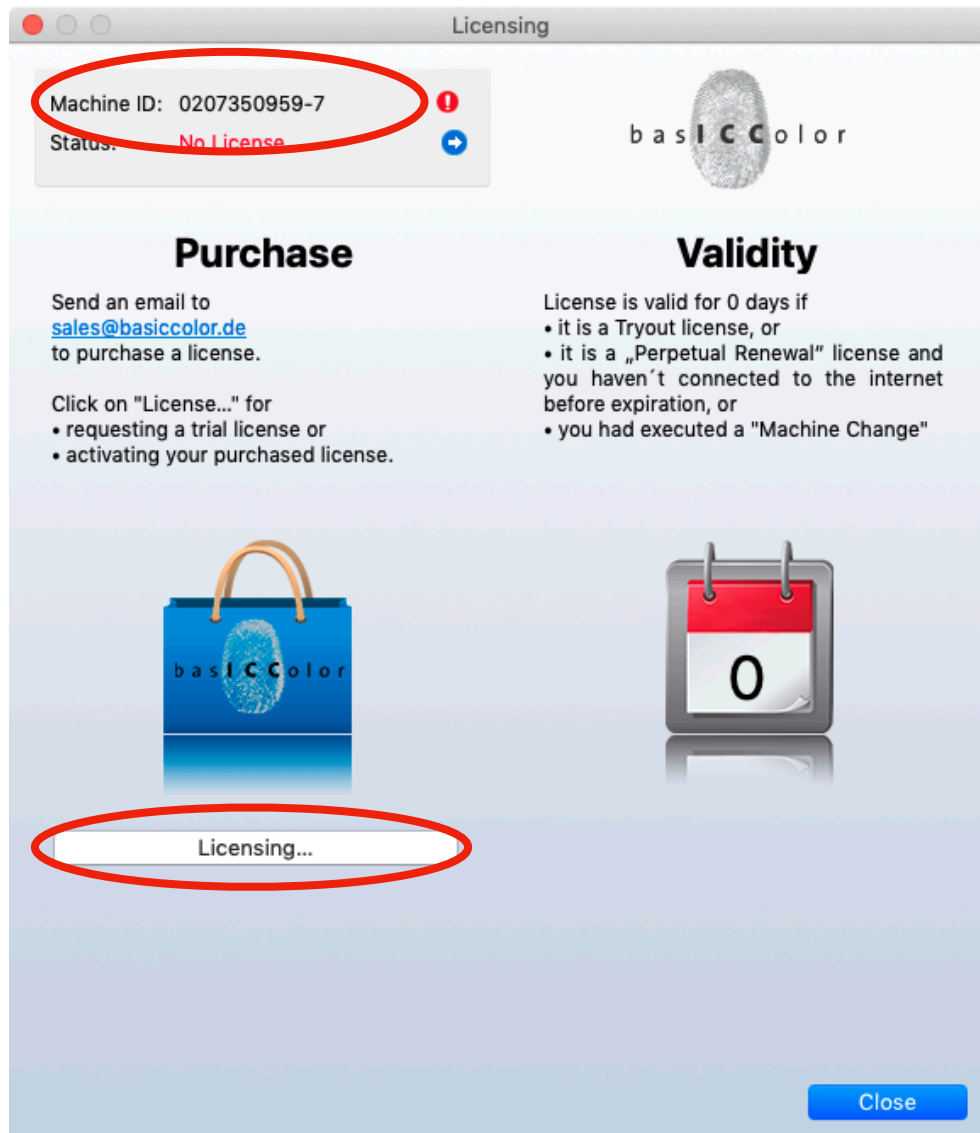
The Machine ID is displayed with a suffix

-4

-7 or

-9

when a dongle is inserted (empty or with license, also "foreign dongles", e.g. Mirage), a basIColor DISCUS or a USB mass storage device that could be mistaken for a dongle.



Remedy

Remove this USB device and the Machine ID -5 appears. If this does not happen within a few seconds, exit and restart the program.

4. You want to test the software

In the opened "**Licensing**" window, click the „**License...**“ button. (see above).

Machine ID: 1897368274-5
Status: **No License**

License

Enter your credentials or create a basIColor account

- Enter your TAN and click "Activate TAN..." to receive your license
- Click „Test License..." for a free 14 days test period
- Click „Offline licensing..." if you have received a license file (*.lic).

TAN: [] - [] - []

Email: 1

Password: [Forgot your password?](#)

☒ Logged into License Server 😊

☐ Proxy-Server Configuration

2

Don't have a basIColor account?
[Create your free basIColor account now...](#)

You don't have a TAN to get your permanent license?
[Purchase license...](#)

You want to log in to your basIColor account (e.g. to transfer your license)?
[My Account...](#)

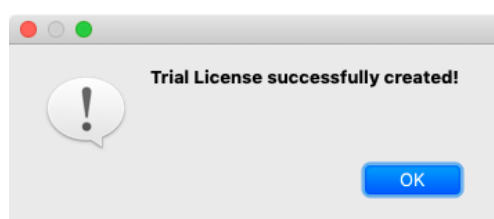
Enter your registered email address and password (1).

Check whether "Logged in to License Server 😊" appears.

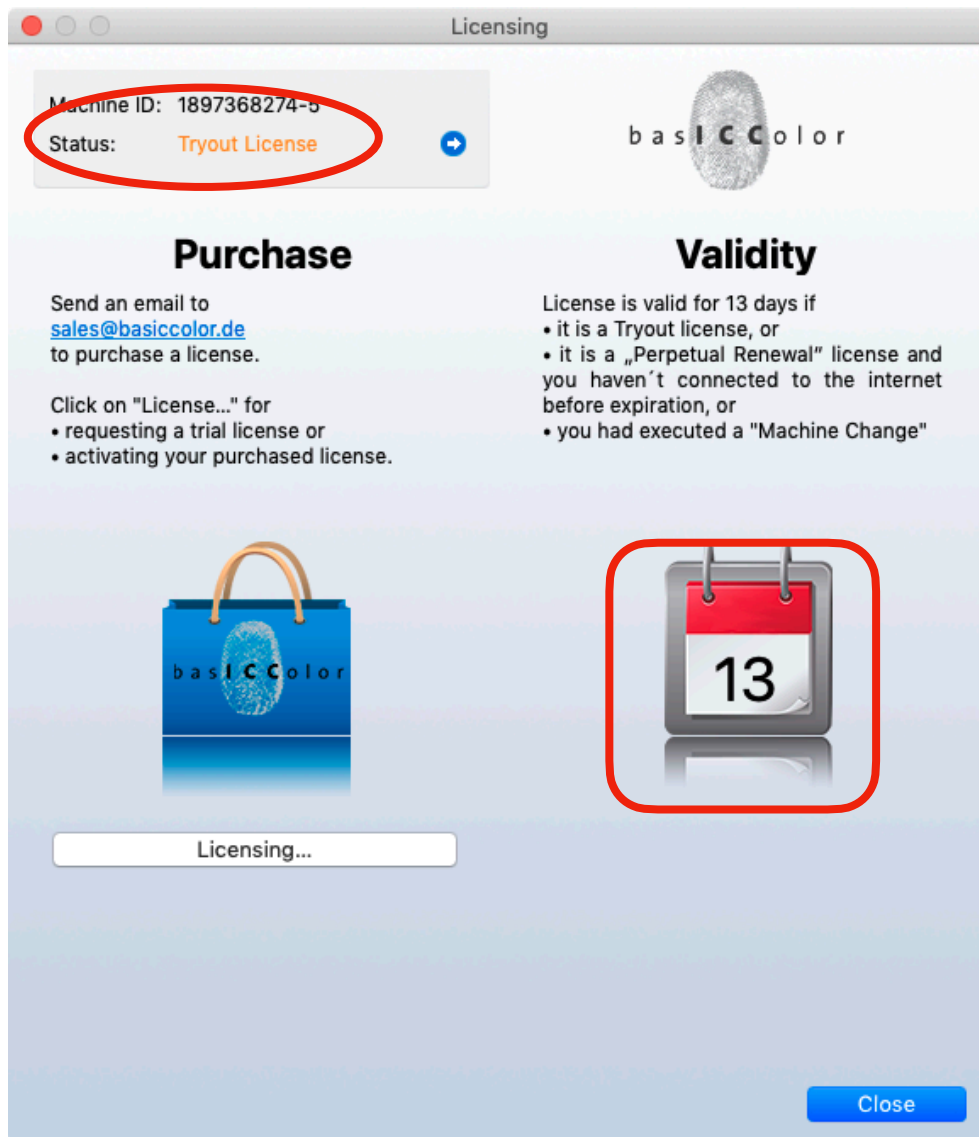
If not, check and correct your login data!

Click on "**Test License...**" (2).

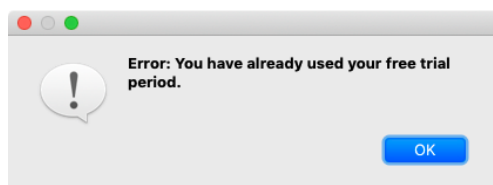
The following message appears:



The status changes to "**Tryout License**" and the remaining time in days appears in the calendar sheet.



If you had already requested the trial license once for the same computer - even on a different account - the following message will appear when you click on "**Test License...**" again:



5. You have Purchased the Software

When buying the software, you will receive a TAN (TransActionNumber). The type of software, its features and the number of seats is encoded in this TAN. The TAN is used for licensing your software online, the license will be stored on the License Server.

5.1. Online licensing

In the opened **"Licensing"** window, click the **"Licensing..."** button (see 1.1), the second **"Licensing"** window opens.

Machine ID: 1897368274-5
Status: **No License**

License

Enter your credentials or create a basiCColor account

- Enter your TAN and click "Activate TAN..." to receive your license
- Click „Test License..." for a free 14 days test period
- Click „Offline licensing..." if you have received a license file (*.lic).

TAN: - -

Email:

Password: [Forgot your password?](#)

☒ Logged into License Server 😊

☐ Proxy-Server Configuration

[Activate TAN...](#)

[Offline licensing...](#)

Don't have a basiCColor account?
[Create your free basiCColor account now...](#)

You don't have a TAN to get your permanent license?
[Purchase license...](#)

You want to log in to your basiCColor account (e.g. to transfer your license)?
[My Account...](#)

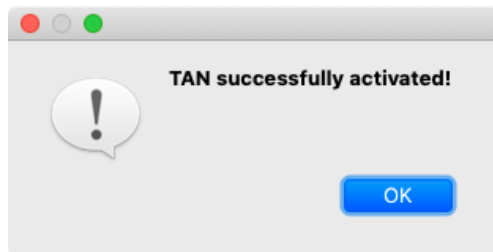
[Back](#) [Close](#)

If you never registered on the NEW Licensing Server, please create your personal account by clicking "Create your free basiCColor account now..."

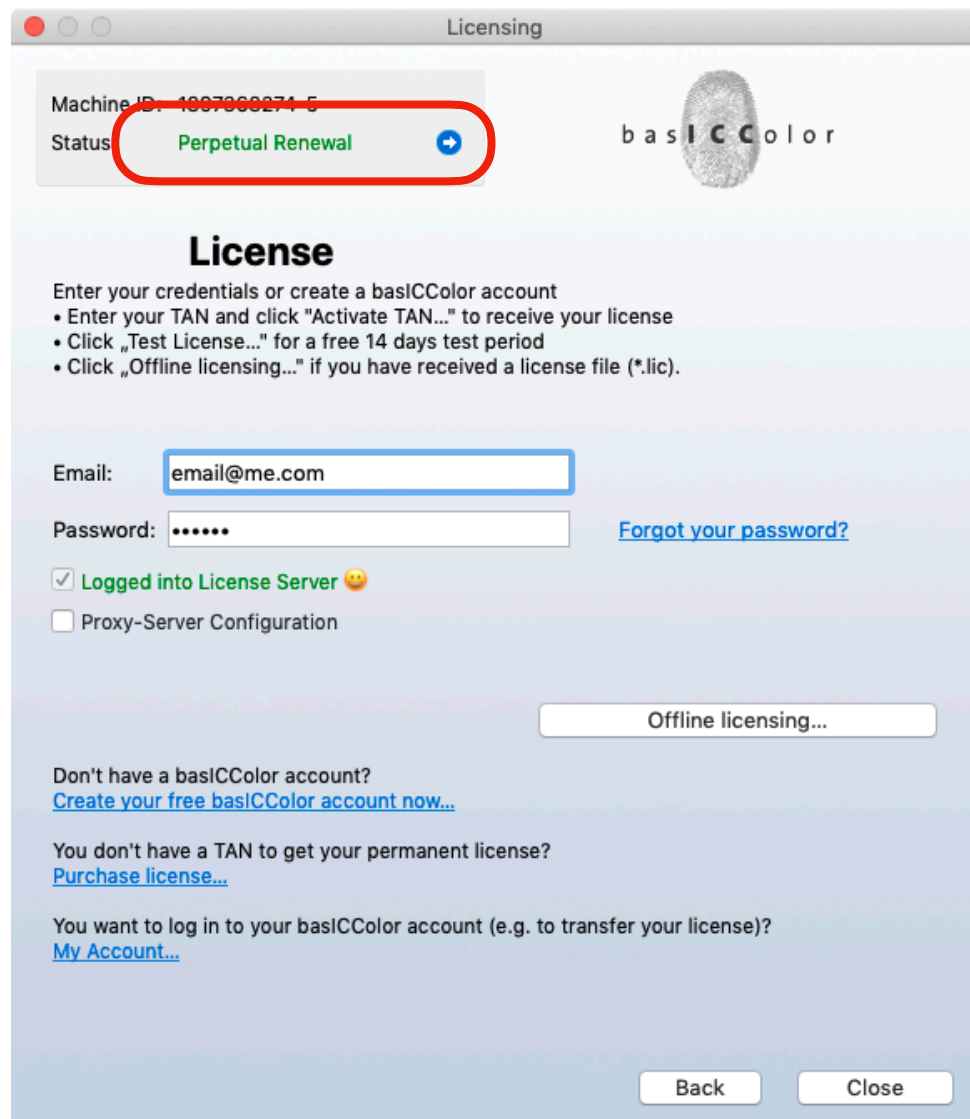
Your registered email address and password will be entered automatically if you had already entered them once, e.g. for a trial license, otherwise see section 2.3.

Enter the **TAN you had received** during the purchase (you can copy&paste the whole TAN into the first field) and click on „**Activate TAN...**“.

The following message appears:

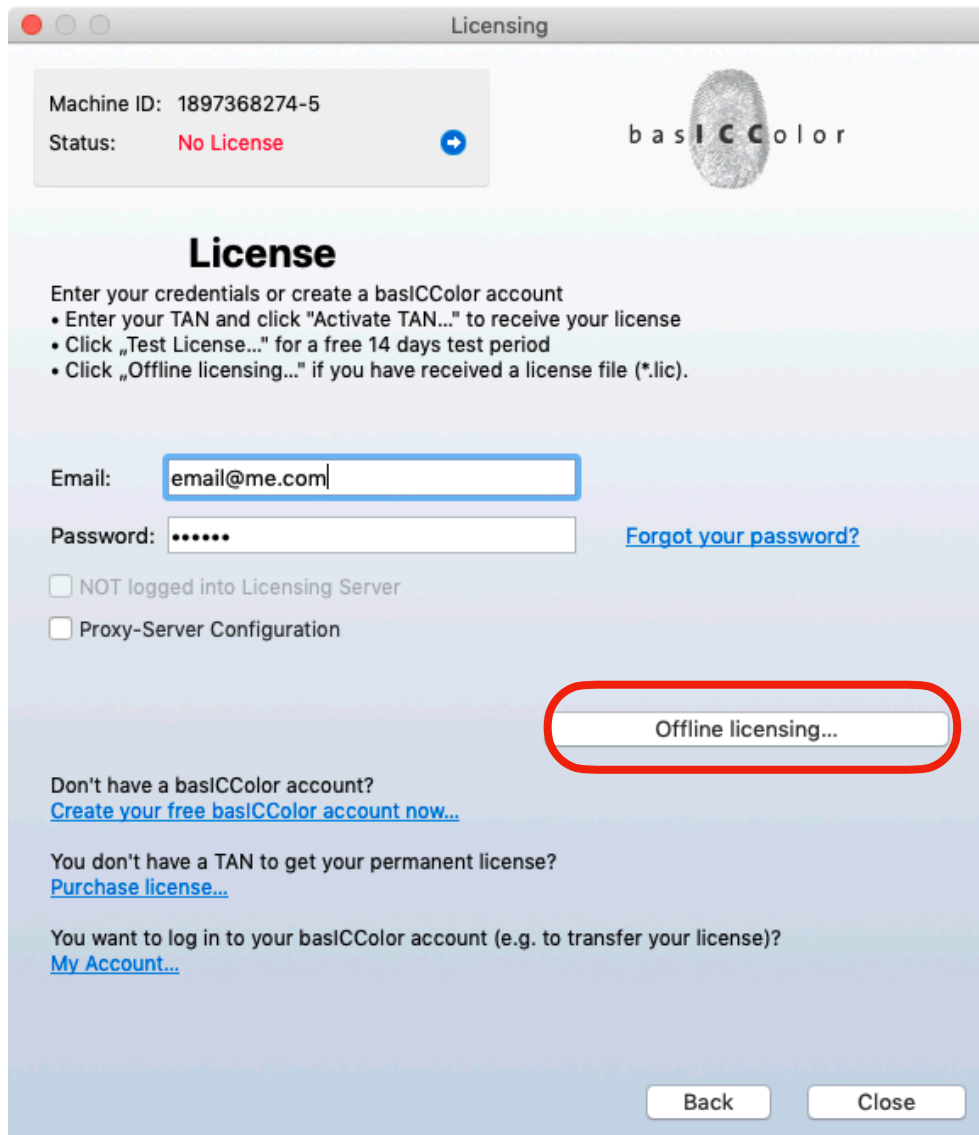


When using the software, the license will be renewed perpetually, the status is set to "Perpetual Renewal" if all the features of the software have been licensed. If only one feature is licensed, you can check the license status by clicking the blue right arrow (see 5.4)



5.2. Offline licensing

In exceptional cases - e.g. for authorities that do not (may not) have an internet connection on the computers concerned, or if there is a problem with the internet connection on a computer that prevents licensing - we will send a license file (*.lic) instead of a TAN.



The screenshot shows a window titled "Licensing" with a header area containing "Machine ID: 1897368274-5" and "Status: No License" with a blue plus icon. The basIColor logo is also present. The main section is titled "License" and contains instructions: "Enter your credentials or create a basIColor account", "• Enter your TAN and click 'Activate TAN...' to receive your license", "• Click 'Test License...' for a free 14 days test period", and "• Click 'Offline licensing...' if you have received a license file (*.lic)". Below this are input fields for "Email:" (containing "email@me.com") and "Password:" (containing "*****"), a "Forgot your password?" link, and two checkboxes: "NOT logged into Licensing Server" and "Proxy-Server Configuration". A red oval highlights the "Offline licensing..." button. At the bottom, there are links for "Create your free basIColor account now...", "Purchase license...", and "My Account...", along with "Back" and "Close" buttons.

Licenses created once for this specific computer (also for several programs) can be downloaded from the license server as a JSON file (*.json) and installed offline.

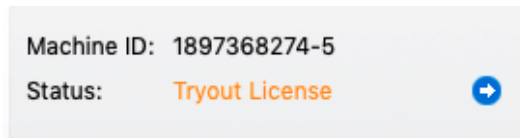
5.3. Multi-License TANs

One TAN can contain several licenses. For example, if you have purchased a license for 6 workstations, you will receive a TAN with 6 options for activation.

To prevent multiple licenses from being activated on the same computer by mistake – and thus deducted from the TAN – this is prevented by the server. In this case the **"Activate TAN..."** button in the license window doesn't show after the first activation.

5.4. License Status

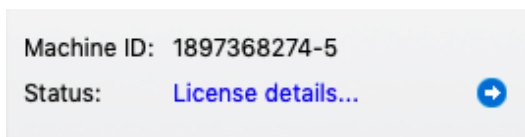
The license status appears in the Licensing window. The license status in the "**Licensing**" window changes to



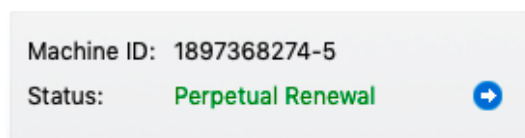
if you had requested a Tryout License. The number of remaining days appears on the Calendar Sheet in the "**Licensing**" window



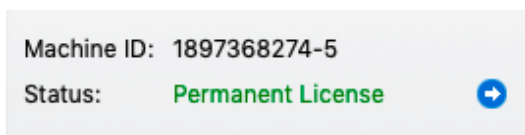
In case of a permanent license, it will show either



if not all the features have been licensed or if they hold different types of licenses (e.g. Perpetual Renewal for the regular version and Tryout for the Pro feature), or



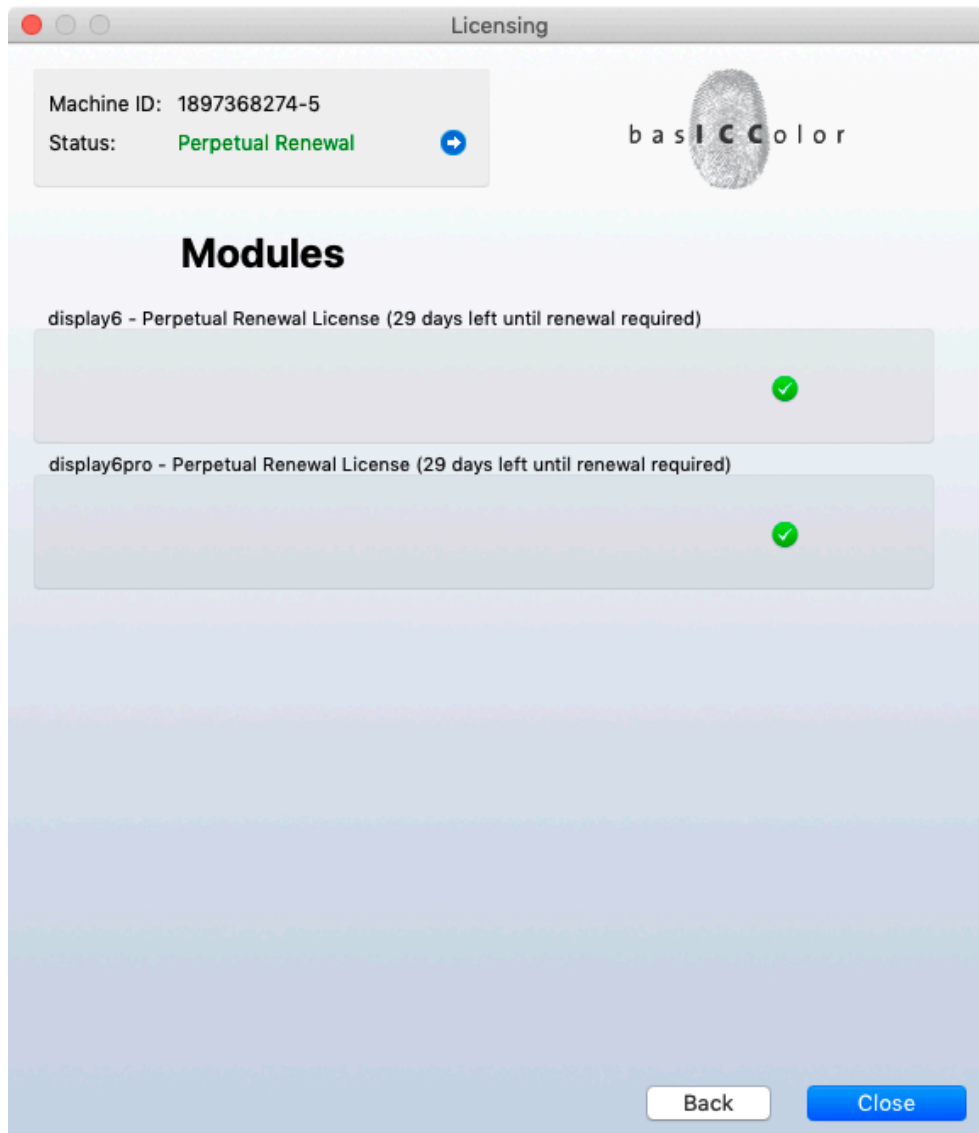
if it is a permanent license that will be renewed automatically, for all modules(see para 3.4), or



In rare exceptional cases (authorities, sensitive facilities without Internet access) all features of the software are permanently unlocked. The license is then installed with the button „**Offline licensing...**“.

5.5. License Details...

Clicking on the blue right arrow shows the license details, i.e. which feature (module) of the software has which status.



5.6. What does Perpetual Renewal License mean?

The license is permanent (unlimited in time), but requires a connection to the Internet to be renewed for 30 days at a time. The number of days the license can be used offline before reconnection to the Internet is required is displayed in the "Calendar Sheet" of the license window.



5.7. TAN invalid

The error message



comes up, if you entered a wrong TAN when trying to activate.

5.8. Double Entry of TAN

If you try to enter a valid TAN again that had already been used for licensing, the **"Activate TAN..."** button will remain inactive in order to avoid errors.

If your TAN holds multiple licenses you can use it on different computers until all the seats have been activated.

6. Manage Licenses

6.1. Log into Licensing Server

If you want to connect to the server to view or manage your licenses (change computer, change email address), open the second „**Licensing**“ window and enter your credentials (see para. 3.3). If the field TAN shows up,

Do NOT enter a TAN!

A click on the "[My Account...](#)" link will connect you with your account on the Licensing Server.

Machine ID: 1897368274-5
Status: **Perpetual Renewal**

License

Enter your credentials or create a basIColor account

- Enter your TAN and click "Activate TAN..." to receive your license
- Click „Test License..." for a free 14 days test period
- Click „Offline licensing..." if you have received a license file (*.lic).

Email:

Password: [Forgot your password?](#)

☒ **Logged into License Server** 😊

☐ Proxy-Server Configuration

Don't have a basIColor account?
[Create your free basIColor account now...](#)

You don't have a TAN to get your permanent license?
[Purchase license...](#)

You want to log in to your basIColor account (e.g. to transfer your license)?
[My Account...](#)

Some computers transmit each character immediately after it is entered. When you enter the password, the license server responds with a message that the user name or password is incorrect. Then copy the entire password from a text program into the "Password:" field.

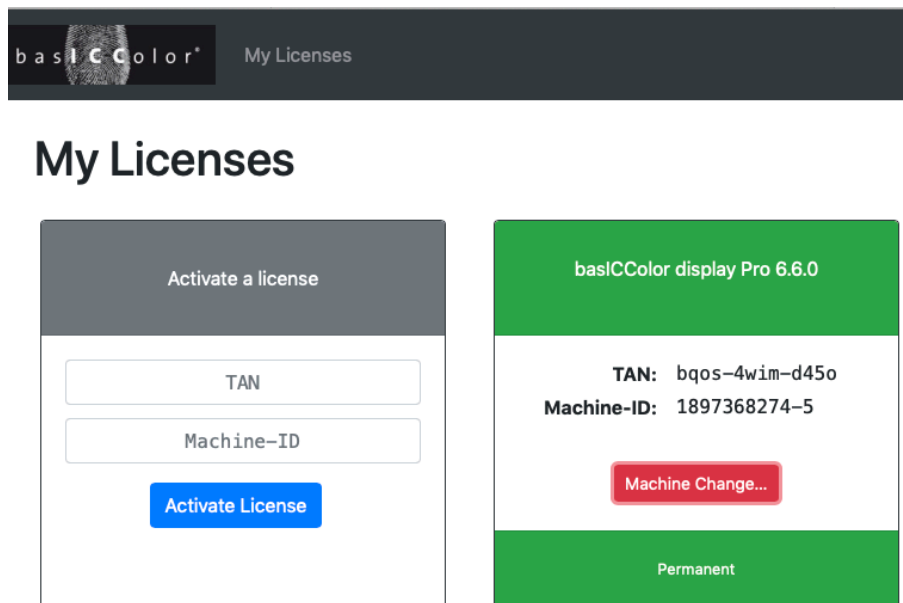
Some PCs seem not to allow an entry of your credentials, please right-click the text box in these cases.

6.2. Transfer License (Hardware Replacement)

The licensing system allows to perform a computer change by yourself. This can be done from the old or new computer.

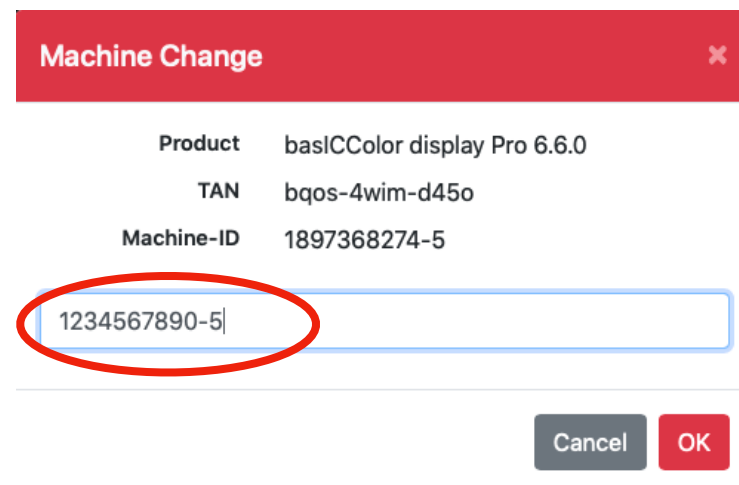
The computer you want to use for the „Machine Change“ must be connected to the Internet for this.

Ideally, you install the program on the new computer and log in (see 4.1). Your account opens with the **"My Licenses"** overview.



At the license you want to transfer, click on **"Machine Change..."**

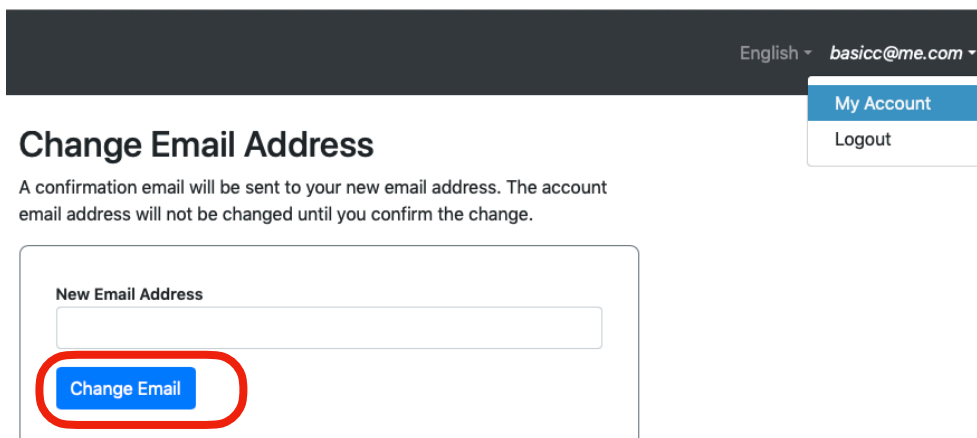
Enter the Machine ID of the **new computer** and confirm this with OK.



Your license is now transferred to the new computer.

6.3. Change Account

By clicking on your username you can change your email address under "**My Account...**" if you want to move the account to a different address.

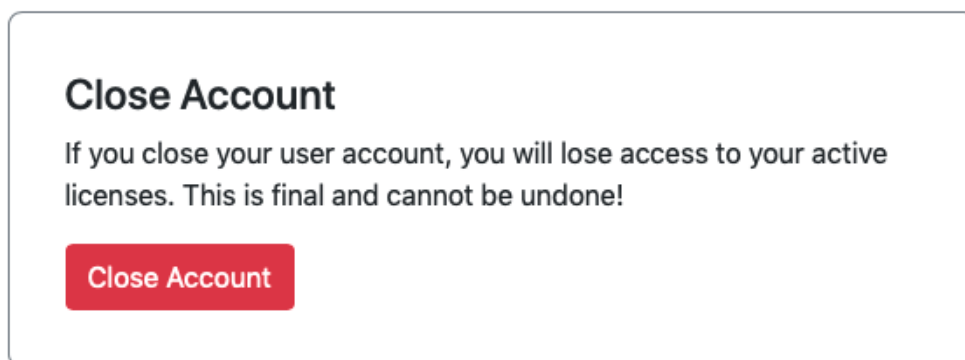
The screenshot shows a web interface for changing an email address. At the top right, there is a dark header bar with 'English' and 'basicc@me.com' with a dropdown arrow. Below this, on the right, is a blue button labeled 'My Account' and a white button labeled 'Logout'. The main heading is 'Change Email Address'. Below the heading is a note: 'A confirmation email will be sent to your new email address. The account email address will not be changed until you confirm the change.' There is a text input field labeled 'New Email Address'. Below the input field is a blue button labeled 'Change Email', which is highlighted with a red oval.

Enter your new address in the "**New email Address**" field and confirm it with the "**Change Email**" button. You will receive a confirmation email with a link. After clicking on this link you can log into the server with the new address and continue to use your account as usual.

You can also change your data on the "My Account" page, e.g. if you have moved or have a new telephone number.

6.4. Close Account

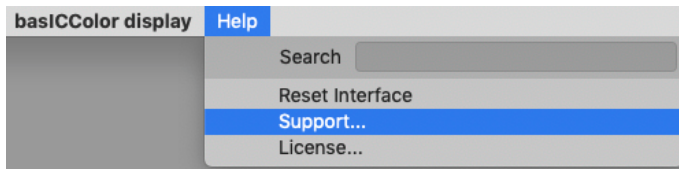
On this page you can close your user account permanently. By doing so, you will delete all licenses on the server, they cannot be restored. Therefore, you will be warned again before the final closing and you can cancel the process.

The screenshot shows a web interface for closing an account. The heading is 'Close Account'. Below the heading is a warning message: 'If you close your user account, you will lose access to your active licenses. This is final and cannot be undone!'. At the bottom is a red button labeled 'Close Account'.

However, you can create a new account under the same name or email address. The licenses will not be restored.

7. When a Problem Occurs

If you have a problem with the software, please first check the points under sections 2.1 to 2.3 and 3.2 in this document. If this does not help, please send an email to support@basIColor.de.



First open the „Support...” window under the "Help" menu.



Copy the content of this window into your email and describe your problem as accurately as possible. Please add relevant screenshots and log files.

.log location display 6

Win:

ProgramData/basIColor/basIColor_display6.log
ProgramData/basIColor/basIColor_display6_helper.log

Mac:

User/Shared/basIColor/basIColor_display6.log
User/Shared/basIColor/basIColor_display6_helper.log

.log location input 6

Win:

ProgramData/basIColor/basIColor_input6.log

Mac:

User/Shared/basIColor/basIColor_input6.log

.log location cockpit

Win:

ProgramData/basIColor/basIColor_cockpit.log

Mac:

User/Shared/basIColor/basIColor_cockpit.log

This document reflects the status as of June 2023.