Sage License Manager User's Guide

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As of version 8 all Sage GUI applications interact with a software license manager to *activate* the software as the final step in installing the software or on the first run of an installed application. During this activation process the license manager queries the Sage online database to determine the type of license you have purchased (single or multi-seat) and its duration (perpetual or time-limited). What happens next depends on the license data returned from the database:

perpetual license — your Sage applications will run normally without ever again querying the online database.

time-limited license — your Sage applications will run normally until the license expires. At the beginning of each run there is a quick check of the online database to see if the license remains in effect.

single-seat license — your Sage applications can only be activated for one installation at a time. But there is a way move the active *seat* from one installation to another by using the license manager to de-activate the first installation then activate the second installation.

invalid license — your Sage applications will not run normally (file opening will be disabled).

The license manager runs as a stand-alone application or a dialog called by your Sage application. You may run it as a stand-alone application in the event you want to move the active seat for a single-seat license. The Sage License Manager is automatically installed on your computer along with your other Sage software applications..

Initial Activation

The activation processes for a new installation requires you to enter your unique installer email address (case sensitive) and IDKey into a dialog (below). This information is normally sent to you by email at the time of purchase.
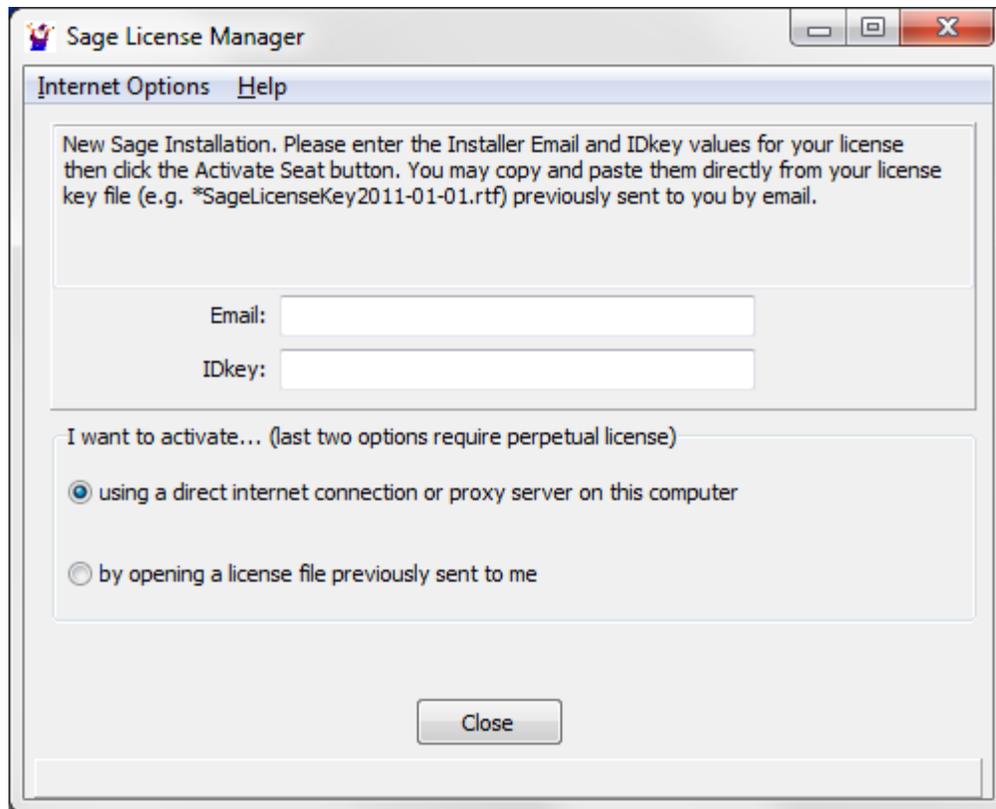
Direct Internet Connection or Proxy Server

Under this option (select first radio button above) the License Manager will attempt to make a direct HTTP connection to the Sage website, transmit a database query and receive a response. If all goes well you a message will pop up notifying you of your successful activation. Your license data is then stored locally on your computer and you are finished.

If this option fails to connect to the Sage website it may be that your computer uses a proxy server to connect to the internet. In that case you can enter the required proxy server parameters in the following dialog by selecting the Proxy Server Settings item in the Internet Options menu.
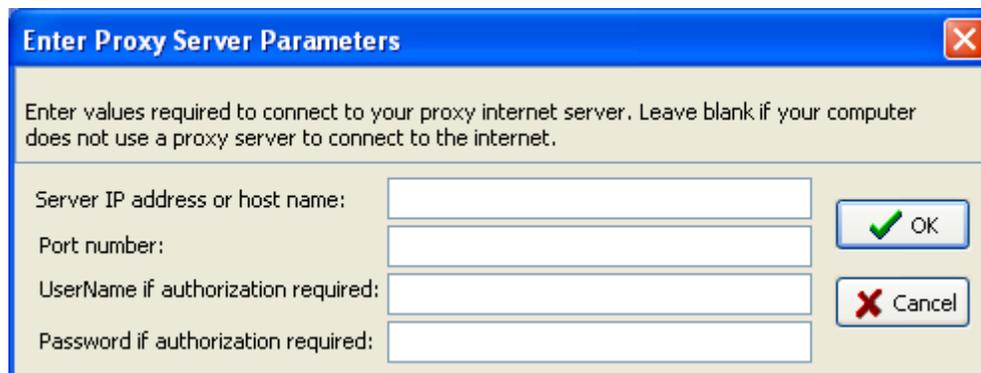
By Opening a License File

This option allows you to install a license file previously activated by Gedeon Associates customer support and sent to you by email attachment. The Email and IDparm values you enter must match the values in the license file.

To use this option you must first notify customer support at dgedeon@sageofathens.com that you intend to activate your license by this method then wait for the license file to be sent to you. In effect you are asking customer support to update the online database on your behalf, which will prevent you from doing so independently (using the direct or website activation methods) if you have a single-seat license.

Seat Limits and Deactivation

The Sage online database keeps track of the number of active seats (active installations) for your license. You are permitted to activate as many seats as allowed under your license agreement. Beyond that, if you attempt to activate an additional seat the activation process will fail. In that case you have the option of using License Manager (on a different computer) to de-activate a previously-activated seat, after which you will be able to activate a new seat.
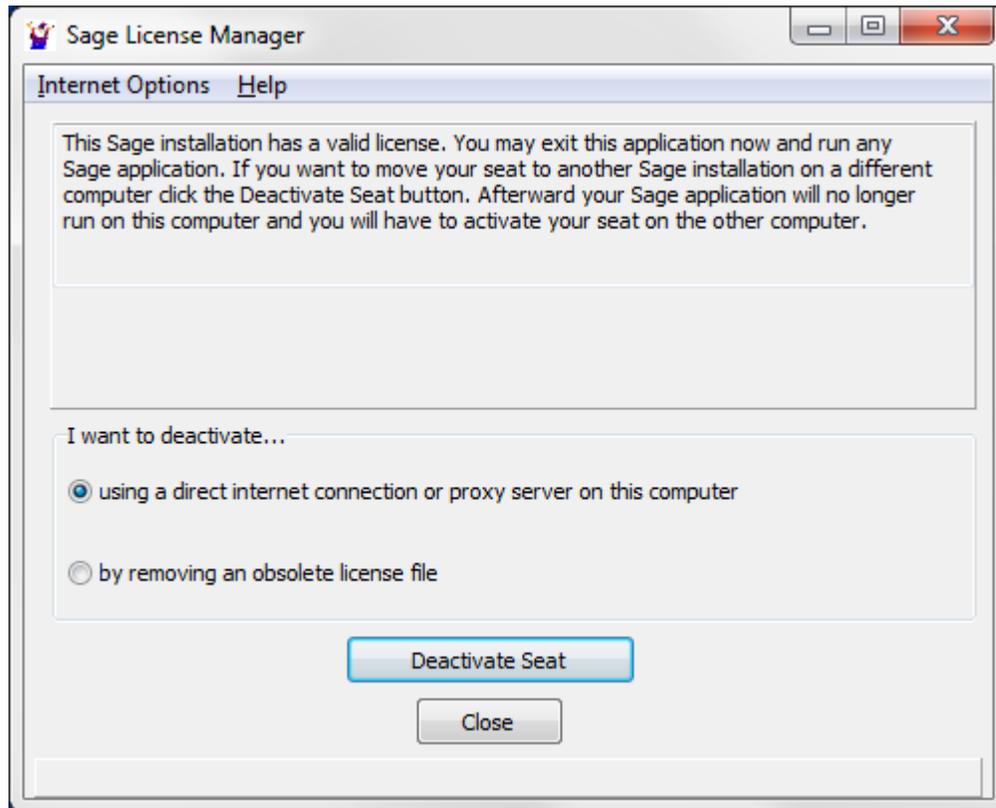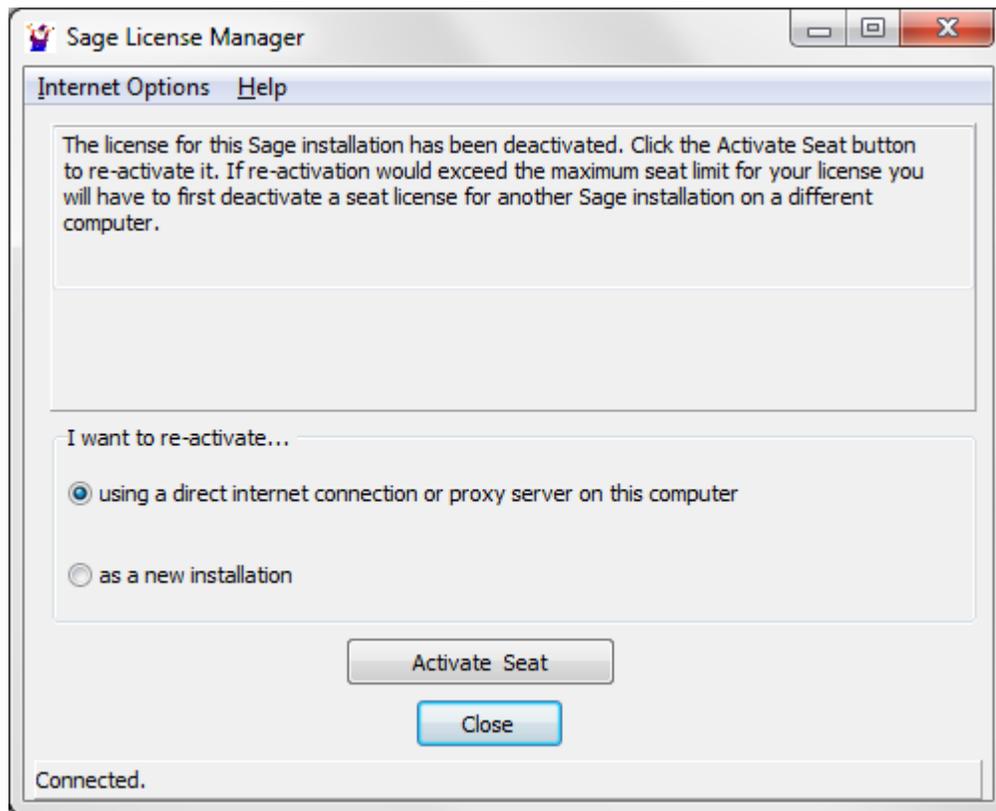

To properly synchronize with the Sage online database you must deactivate using the *direct internet connection* option. Afterward the Sage software will no longer run although it remains installed and the license file on your computer remains intact. The License Manager display toggles to the re-activate view (see below) so that reactivating your seat is simply a matter of clicking the *Activate Seat* button.

The option to deactivate by removing an obsolete license file is available as a last resort if the direct internet connection option does not work. Possibly because you are a user without a direct internet connection who has purchased a software upgrade and been

issued a new license file replacing a previous one. Under this option the seat referenced by the obsolete license file is removed from the online database, if possible, and the license file on your computer is deleted. The License Manager display toggles to the initial activation view (see above) allowing you to activate your seat as for a new installation.

Re-Activation

After you have deactivated your installation you can reactivate it again later without re-installing the software or re-entering the Email and IDkey information required for a new installation. Running License Manager under a deactivated installation produces this screen:


To properly synchronize with the Sage online database you must reactivate using the *direct internet connection* option. Afterward the License Manager dialog toggles to the deactivate view (see above) so that deactivating your seat is simply a matter of clicking the *Deactivate Seat* button.

The option to reactivate as a new installation is available as a last resort if the direct internet connection option does not work. Possibly because you have purchased a software upgrade under a different Email identifier than the one stored in the license file on your computer. Under this option the seat referenced by the license file on your computer is removed from the online database, if possible, and the license file is deleted. The License Manager display toggles to the initial activation view (see above) allowing you to activate your seat as for a new installation.

Time-Limited License Expiration

Under a time-limited license your Sage application will notify you that when your license has expired. Running the license manager after that happens produces this screen:
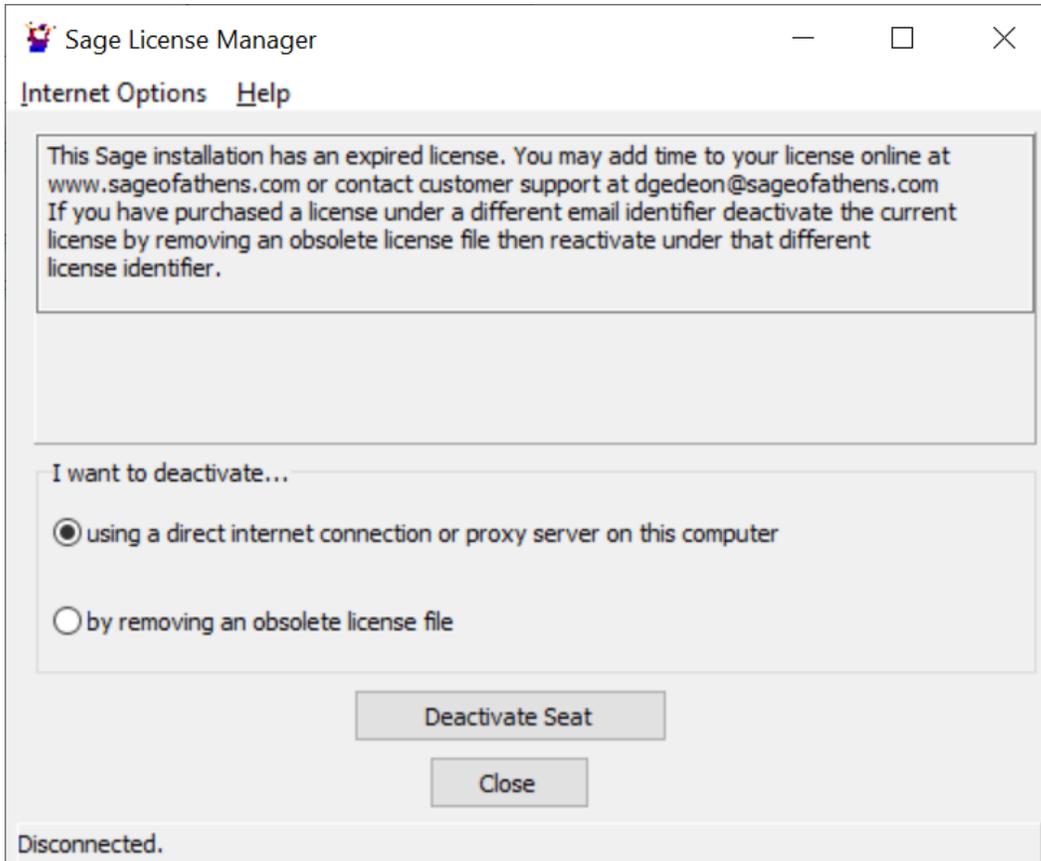
You do not need to deactivate your seat if you are planning to add additional time to your license. Just exit license manager and purchase more time by contacting customer support at dgedeon@sageofathens.com or by purchase online at http://www.sageofathens.com/purchaseSoftwareForm.php. If you purchase online be sure to enter the same email used as the identifier for your current license in the "Installer Email" box. After you have added time to your license your Sage application should run as usual.

If you have purchased a license under a different email identifier then check the box "by removing an obsolete license file". Then you will have the option of activating as if for a new installation. To do that you will have to enter the new email identifier and its associated IDkey.