



GETTING STARTED WITH COLORGATE VERSION 23.10

**GUIDE FOR SINGLE HOST LICENSE / HARDWARE
(SHL-HW)**

Precision meets
Automation



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Getting Started with ColorGATE

Thank you for purchasing our high-performance RIP software. This guide will lead you through the first steps with your ColorGATE product. It is available for the following printing software products:




- ColorGATE Productionserver 23.10 (including Ceramic, Décor, Packaging and Textile Productionserver)
- ColorGATE Proofgate 23.10
- ColorGATE Filmgate 23.10

We wish you a lot of success working with our software.

Your ColorGATE team

About Our Licensing Model

There are three different license types available for ColorGATE's software products:

-  **Single Host License / Software (SHL-SW):** Software-based license for use on a single computer. The software is activated with an activation code that binds the license to the respective computer via the ColorGATE license server. There are two ways to operate an SHL-SW license:
 - **Online mode (recommended):** You can transfer your software to another computer yourself at any time and perform license updates yourself. The RIP computer must have a permanent internet connection (during license activation and while using the ColorGATE software).
 - **Offline mode:** You can activate your license once and use the software only on the RIP computer used for this purpose. The computer only needs to be connected to the internet for license activation and can be offline while working with the ColorGATE software. If you want to update your license or transfer it to another computer, you must first switch to online mode. For detailed instructions on how to switch from offline to online mode (and back again) and what to consider in offline mode, please refer to our [blog entry](#).
-  **Multi Host License / Software (MHL-SW):** Software-based license for use on multiple computers. MHL-SW licenses use an additional tool, the Floating License Manager (FLM), for license management via the local network.
-  **Single Host License / Hardware (SHL-HW):** Hardware-based license for use on single computer. The license is verified by a USB-dongle and a key file.

Which license type do I have?

- If you received a **USB dongle**, you have a **Single Host License / Hardware (SHL-HW)**.
- If you **did not receive a USB dongle**, you have a **software-based license**.
 - If your license is intended for **use on a single computer**, you have a **Single Host License / Software (SHL-SW)**.
 - If your license is intended for use on **multiple computers**, or on a computer that has no internet access, but can access a server running our Floating License Manager over local network, you have a **Multi Host License / Software (MHL-SW)**

This document covers the installation and activation with a **Single Host License / Hardware**. If you have acquired another license type, please refer to the respective guides. You can download them from <https://www.colorgate.com/support/en/support/manuals>.

System Requirements

Operating systems (64-Bit)

- Microsoft Windows 10 (Pro, Enterprise)
- Microsoft Windows 11
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
(For optimal performance we recommend Microsoft Windows 10 / 11)
- Apple Mac devices with ARM-based processors (M1 chips) are not supported. On Intel-based Macs, Productionserver can be used in conjunction with a hardware dongle and Parallels Desktop.

Hardware

Minimum hardware requirements:

- CPU: Intel Core i3-2100 / AMD Athlon II X2 340
- RAM: ≥ 4 GB
- Free disk space: 120 GB
- Display resolution: 1280 x 1024

Recommended for using one printer:

- CPU: Intel i5-7500 / AMD Ryzen 5 1600 or newer
- RAM: ≥ 8 GB
- Free disk space: 120 GB SSD
- Display resolution: 1920 x 1080

Recommended for using multiple printers:

- CPU: Intel i9-9900K / AMD Ryzen 7 3800X or newer
- RAM: ≥ 16 GB
- Free disk space: 512 GB NVME
- Display resolution: 1920 x 1080

Installation and operation

- LAN adapter, TCP/IP required for network connection
- USB port for the hardware dongle

Supported interfaces (depending on used printers, measuring devices and cutting plotters)

Ethernet, TCP/IP, USB, FireWire

Use in virtualized environments

If the virtualization solution supports USB, ColorGATE software can usually be operated with hardware-based licenses. Please note, however, that ColorGATE cannot provide support for problems that occur in the context of the virtualization solution. There may be restrictions when printers, measuring devices or cutting plotters are connected via USB. In addition, the hardware requirements must be exclusively available as resources for the virtual machine to ensure a high-performance operation of the software. For these reasons, we recommend using virtualized environments for testing purposes only.

Registration

In order to use your software, you must create a user account in the Service & Support area of our website and register the product there. Afterwards, you will be able to activate it.

As long as you have not registered and activated your product, you will receive a request for product registration every time you start the program. Without product registration and activation, the program cannot be opened anymore after the trial period has expired.

As a registered user you also have access to the websupport system and the download area, where you can download software updates, MIM packages with ICC profiles and technical documentation for your software.

User Registration

1. Go to <https://www.colorgate.com/support/en>.
2. Click **LOGIN / REGISTER**.
3. Click **REGISTER NOW**.
4. An assistant will guide you through the next steps.

You can now register your product.


Product Registration

1. Go to <https://www.colorgate.com/support/en>.
2. If you are not logged in to your user profile, click **LOGIN / REGISTER** to log in with your account data.
3. In the menu, select **Product Registration**.
4. The **PRODUCT REGISTRATION** page is displayed.
5. An assistant will guide you through the next steps.
Your product is now successfully registered and listed at **Account & Licenses** in the tab **Licenses**.

We will now check your details and send you an email notification within the next two days that your permanent license file is available for download on the web server. This file will allow you to activate your product.

Download and Installation

Prerequisite: Plug the dongle into a USB port before you start the installation. It must remain plugged-in to operate the program.

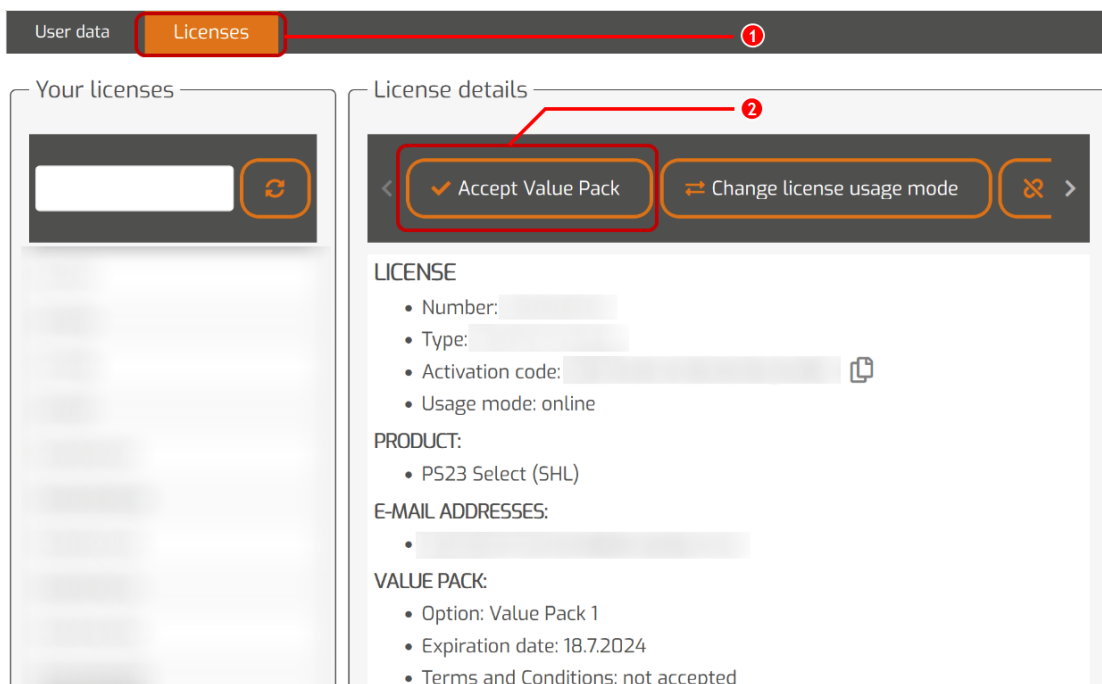
1. Go to <https://www.colorgate.com/support/en>.
2. If you are not logged in to your user profile, click **LOGIN / REGISTER** to log in with your account data.
3. Click **DOWNLOAD AREA > SOFTWARE**.
4. Depending on the software you want to install, check the **Productionserver**, **Proofgate** or **Filmgate** filter and download the software. The most recent software version is always on top of the list.
5. Once downloaded, start the installer and follow the instructions.
6. In the **License Type Selection** step of the installation, select **Single Host License / Hardware (SHL-HW)** .
7. Click **Next** and follow the instructions to complete the installation.
8. For certain printers, you may need to install additional software components such as halftoning modules. You can find them on <https://www.colorgate.com/support/en> > **DOWNLOAD AREA > SOFTWARE > Printer-Related**.
9. If the printer is operated via USB: Install the printer driver provided by the manufacturer.

You have successfully installed the software.

Activation

After you have completed the product registration and have installed the software, you must activate the software the first time you start the program by downloading the license file and coupling it with your dongle. Depending on whether your computer has an internet connection or not, you can do an online or an offline activation.

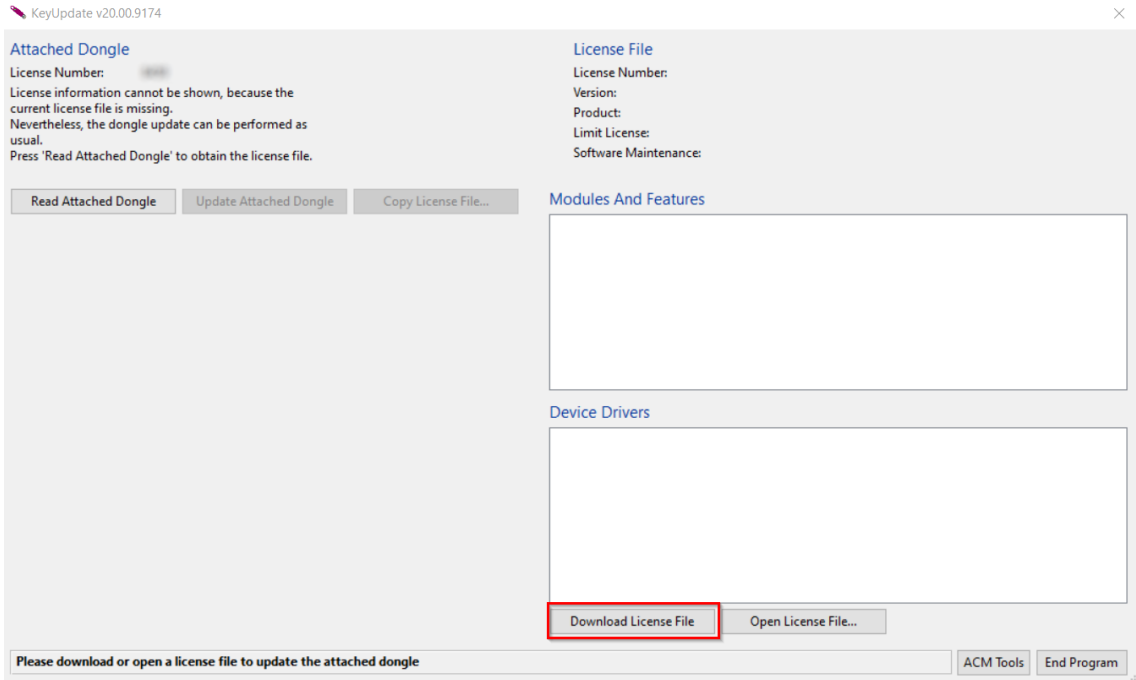
Note: If you have a Value Pack 1-5 and have not yet confirmed the Value Pack during the product registration, you must accept the Value Pack before you start the activation process. To do this, go to <https://www.colorgate.com/support/en> (Login required) > Menu > Account & Licenses > Tab Licenses (1) and click on Accept Value Pack (2).



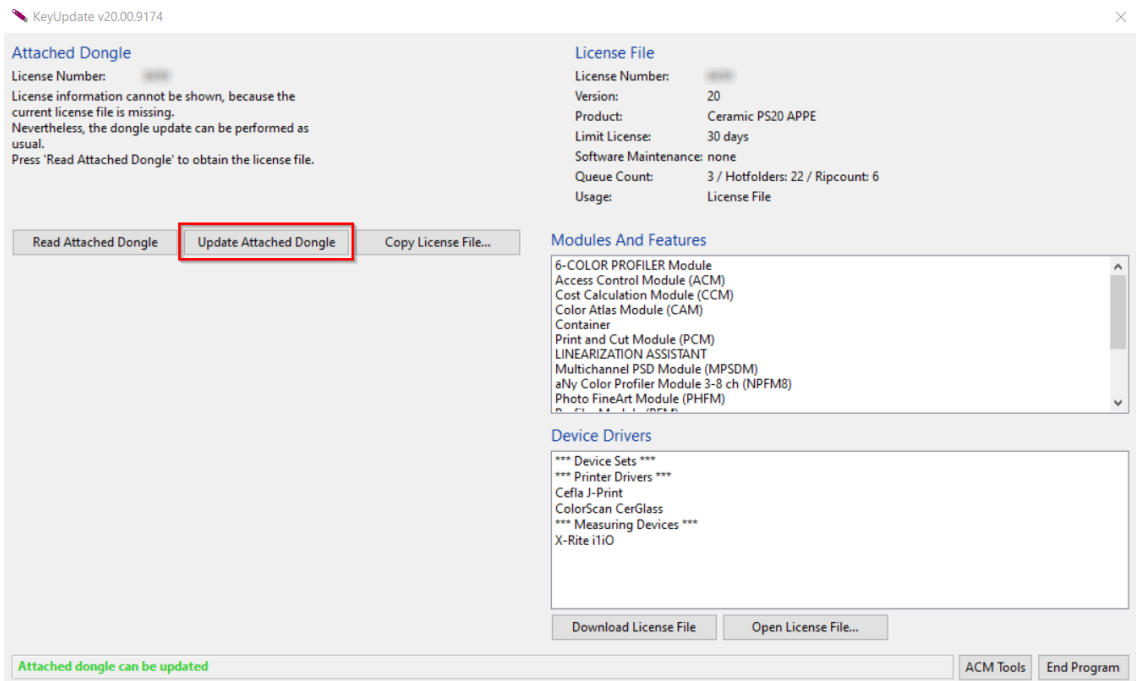
Online Activation

1. If your RIP computer has an internet connection, start the software. A dialog opens that allows you to open the Keyupdate tool. If it does not start automatically, start Keyupdate.exe manually:
C:\Program Files (x86)\ColorGATE Software\Productionsserver23

2. In Keyupdate, click **Download License File** to load the license file from the web server.



3. Click **Update Attached Dongle** to couple the license file to the dongle.



The license file is now coupled to the dongle. The software can be used without restrictions.

Offline activation

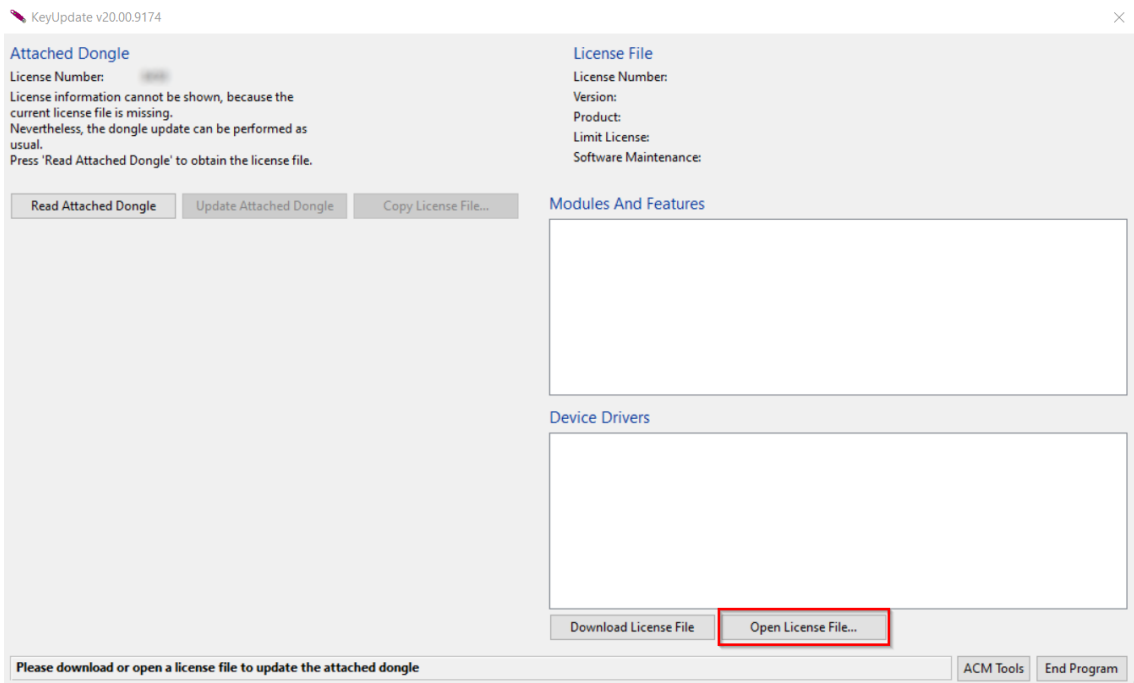
If your RIP computer has no internet access, you can do an offline activation. For this, first go to another computer with internet access.

On a computer with internet access

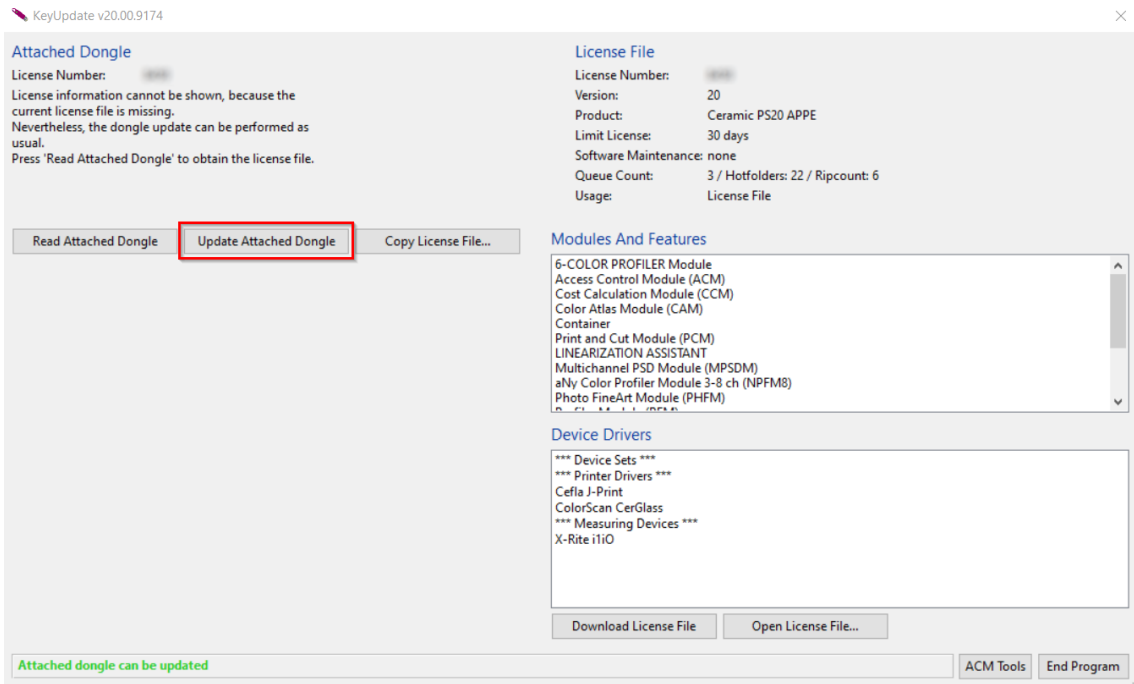
1. Go to <https://www.colorgate.com/support/en>.
2. If you are not logged in to your user profile, click **LOGIN / REGISTER** to log in using your email address and password.
3. Click **MENU**, then click **Account & Licenses** to get to your user profile.
4. Select the tab **Licenses**.
5. Click on your license number and click on **Download license file**.
6. Transfer the license file to the RIP computer, e.g. with a USB drive or via local network.

On the RIP computer

7. Start the software. A dialog opens that allows you to open the Keyupdate tool. If it does not start automatically, start Keyupdate.exe manually: C:\Program Files (x86)\ColorGATE Software\Productions\server23
8. In Keyupdate, click **Open License File** to open the license file from a local or network drive and save it from there.



9. Click **Update Attached Dongle** to couple the license file to the dongle.



The license file is now coupled to the dongle. The software can be used without restrictions.

Upgrade to Version 23.10 from a Previous Version

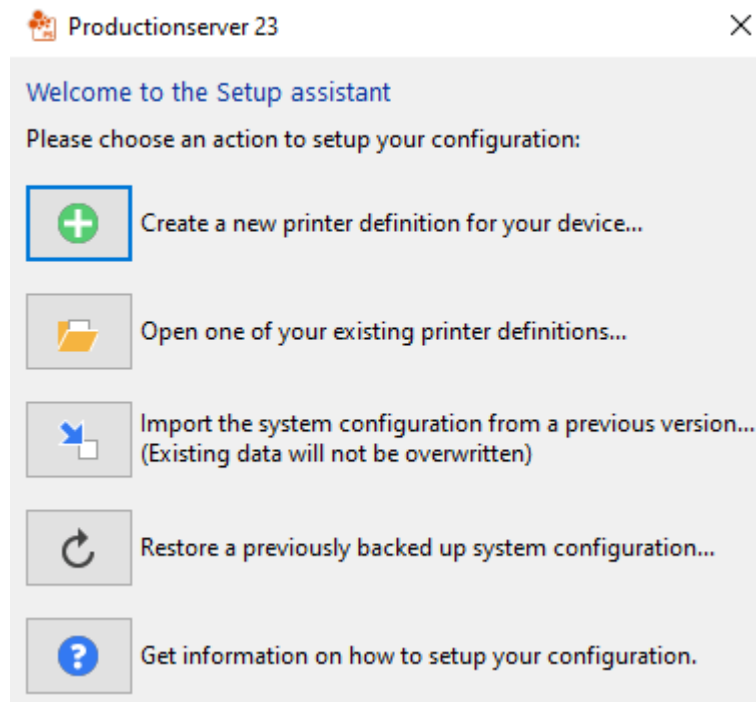
Note: If you have a valid Value Pack on effective date November 08th 2023 and you have a version 23 license, you can install and run version 23.10. With a V23 license you can run V23.10 as well as the latest builds of Versions 10 to 22. Starting with builds: 10.34.8852, 20.01.9222, 21.10.11562 and 22.10.14158 there are compatible with V23.00 licenses. The corresponding hotfix builds are available in the Service & Support Area of our website under **DOWNLOAD AREA > SOFTWARE**.

Multiple versions of the software (e.g. V23.10 and V22) can be installed side by side on the same system without any problems and can be operated alternately. When you change between these installations and switch to a version prior to 23.10, it is necessary to start the alternate version with administrator privileges.

1. For upgrading your software to version 23.10, you need to download and install first the latest build of your current software version. For this go to our [Service & Support Area](#).
2. Click **LOGIN / REGISTER** and enter your credentials.
3. Go to **DOWNLOAD AREA > SOFTWARE** and select the software you are looking for (**Productionserver**, **Proofgate** or **Filmgate**) and, in the version selection, your current version.
4. Download and install the latest build of your current software version. You will find information how to download and install the new software build in the section **Download and installation**.
5. Check if you have a valid Value Pack. For this go to **Account & Licenses**. Click on the **Licenses** tab and click on the license you want to upgrade. On the right side you can see whether you have a valid Value Pack.
6. If you don't have a valid Value Pack, please contact our Customer Service Team via customerservice@colorgate.com.
7. If your Value Pack is still valid, you can now upgrade your license. For this, just drop a short message to customerservice@colorgate.com, including your license number and the version you want to upgrade to.
8. Create a backup of your current version configuration. This ensures that your usual settings, profiles and printer definitions will be directly available in the new version. Thanks to the integrated backup and restore function, this can be done conveniently. To learn how to create a backup:
 - check [this video](#).
 - read our [blog article](#).
9. Download and install the new software version. You will find information on how to download and install the new software in the section **Download and installation**.
10. As soon as you have received an email informing you that your license has been updated and that a new keyfile is available, couple the new keyfile with your dongle. You will find information on how to couple the new keyfile with your dongle in section **Activation**.
11. Restore your backup. Check [this video](#) or read our [blog article](#) to learn how.

First Steps in your Software

When you start the software for the first time, you will see a **Setup assistant** dialog. This dialog offers you some suggestions on what to do next.



You will find more details about this dialog in the online help. For this press **F1** on your keyboard.

Support Options

Online Help

In the software, you can open the online help using the key F1.

Value Pack

The Value Pack is a maintenance and support contract available with all ColorGATE software solutions. It includes all updates and upgrades as well as access to technical support.

More information can be found at <https://www.colorgate.com/service-support/resources/value-packs>

ColorGATE FAQ

In the FAQ Area you will find a collection of all frequently asked questions. For this go to <https://www.colorgate.com/service-support/resources/faq>.

ColorGATE Sales Partner

Your dealer is your first point of contact for support requests.

Web Support

Note: Please note that our web support is only available with a valid Value Pack.

If your dealer is unable to help you, our web support is at your disposal. You can create web support tickets directly in the software or via the Service & Support area of our website. For detailed instructions on how to do this, please refer to our [blog entry](#).

- For creating web support tickets directly in the ColorGATE software click **Help > Web tickets...** Then click **Login with your ColorGATE account credentials** and enter your access data.
- If you cannot create or edit a web ticket directly from the ColorGATE software (e.g. because your RIP computer does not have an Internet connection or you use a software version prior to V23), please visit <https://www.colorgate.com/support/en> and log in with your personal login credentials. Via **MENU > SUPPORT > Web Support** you can create a web support tickets.