# GETTING STARTED WITH COLORGATE VERSION 23.10

## GUIDE FOR SINGLE HOST LICENSE / SOFTWARE

## (SHL-SW)

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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).

    - **Ofline 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 / Software**. 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
- Internet access required to connect to the license server at gls.codefusion.technology via port 443
  - Online mode: Permanent internet access required for activation and operation (the software needs to connect to the license server in certain intervals, usually about once a day)
  - Offline mode: Internet access required for activation

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

Ethernet, TCP/IP, USB, FireWire

## Use in virtualized environments

Operation of the ColorGATE software on virtual machines is not permitted with software based licenses.

# 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.

During product registration, you can decide whether you want to use your product in online or offline mode. In online mode, you can deactivate the software yourself, if you want to transfer it to another computer later, but you will need a permanent internet connection. In offline mode, an internet connection is only required during license activation, but you will need to switch to online mode if you want to transfer the license to another computer later.

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 <u>https://www.colorgate.com/support/en</u>.
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 <u>https://www.colorgate.com/support/en</u>.
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**.

# Download and Installation

**Prerequisite**: The installer needs to be started with administrator privileges. During installation, the installer will create an entry in the local Windows registry at Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\DSS and will set user rights to "Everybody". This is necessary to allow other users on the PC to use the installed ColorGATE solution. Also note that Read/Write access needs to be set for any user for the path C:\ProgramData\Denuvo.

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 / Software (SHL-SW)** 🖥 .
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.

**Note**: Dependent on your hardware, the first start of the software after the installation might take a little longer, as some files will need to be unpacked in the background.

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# 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 entering an activation code.

**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).
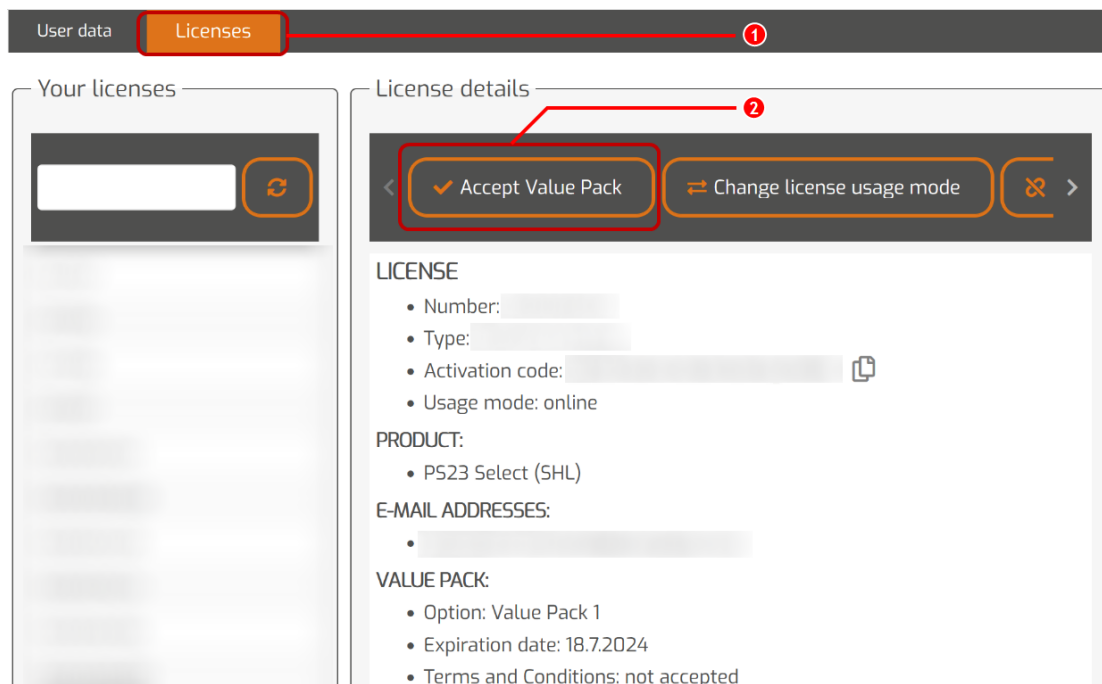


**Note**: Please note that an internet connection is required in order to activate your SHL-SW license.

## How to activate and use your software

**Prerequisite**: The software needs to be able to establish a https connection to gls.codefusion.technology via port 443. Please make sure that the relevant port is not blocked by your firewall.

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** > **Account & Licenses** to get to your user profile.
4. Select the tab **Licenses** and click on your license number. On the right side, the activation code for this license is displayed.
5. Copy the **Activation code** by clicking on the button next to it.

6. Start the software. A dialog will open.

7. Enter your activation code and confirm by clicking **Activate**.



The software can now be used without restrictions.

> **Note**: Please note that your license is now bound to the current configuration of your RIP computer. If you want to use the software on another computer later, you will have to uninstall the software or to revoke the license on the old computer.

# Upgrade to Version 23.10 from a Previous Version

> **Note**: If you have an 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 a notification that your license has been upgraded, please open the Windows Start menu and select **Programs** > **Productionserver**, **Filmgate** or **Proofgate xx** (current version) > **Productionserver**, **Filmgate** or **Proofgate xx - Revoke license**. Alternatively, you can revoke the license by uninstalling your current version.

11. You will find information on how to activate the new software in section **Activation**.

12. 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.
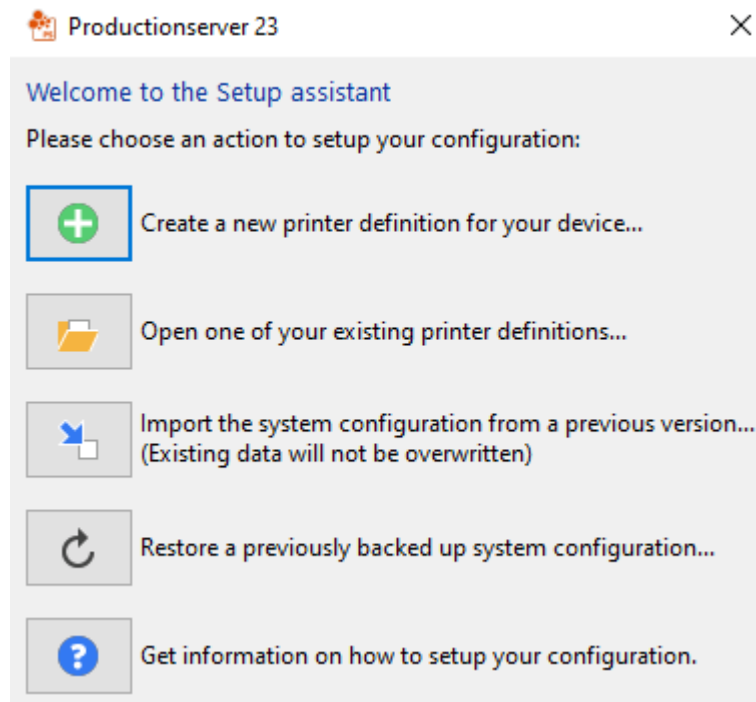


You will find more details about this dialog in the online help. For this press F1 on your keyboard.

# 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 he 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.