



GETTING STARTED

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WITH COLORGATE



Guide for Licenses with Soft Key

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Getting Started with ColorGATE

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

- ColorGATE Productionserver (including Ceramic, Décor, Packaging and Textile Productionserver, Core Productionserver, Automation Productionserver)
- ColorGATE Filmgate

We wish you a lot of success with our software!

Your ColorGATE team

About Our Licensing Model

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

-  **Soft key:** 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 a license with soft key:

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 this [blog entry](#).

-  **USB key:** 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 license with **USB key**.
- If you **did not receive a USB dongle**, you have a license with **soft key**.

This document covers the installation and activation with a license with **soft key**. If you have acquired a license with USB key, please refer to the respective guide. You can download it from <https://www.colorgate.com/support/en/support/manuals>.

System Requirements

You can find the current system requirements here: <https://www.colorgate.com/requirements/>

Getting Started with your new ColorGATE Software

To get your new ColorGATE software started, the following steps are necessary:

1. Register as a user on our [Support Site](#).
2. Register your product on our [Support Site](#).
3. Download and install your ColorGATE software.
4. Check if you have accepted your Value Pack.
5. Update your license via the Start menu of your computer.

The following website guides you through this process of getting started with your new ColorGATE software - step by step:

<https://www.colorgate.com/service-support/know-how/getting-started-with-colorgate/>

Please also note

Before installation: 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.

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

Your license is bound to the current configuration of your RIP computer. If you want to use the software on another computer later or upgrade your version, you will have to uninstall the software or to revoke the license on the old computer.

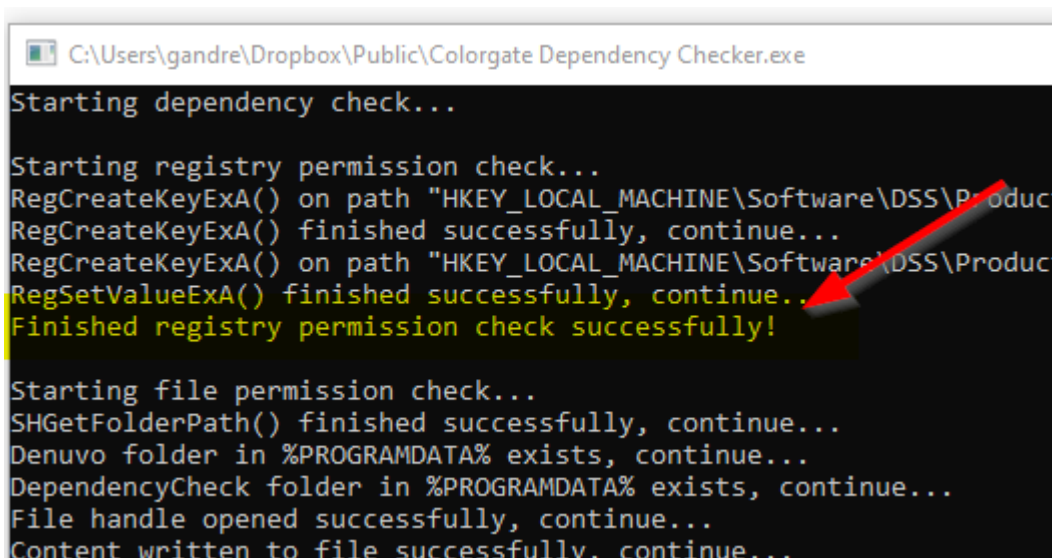
Please see the following blog article for more information: <https://blog.colorgate.com/en/revoke-a-license/>.

ColorGATE Dependency Checker

If you have a problem with the activation of your license for soft key or there is no connection to the server during activation and you receive an error message, we highly recommend using the ColorGATE Dependency Checker tool. This tool allows you to assess the current situation of your IT policies to find out whether certain presets need to be enabled, or - in very strict environments - whether your IT environment prevents the use of the license. It displays the results of the tests for all three requirement areas: registry, folder permissions and connectivity.

Follow the next steps to check whether there are any issues with the requirement areas:

1. Go to <https://www.colorgate.com/support/en/download?maincat=4> (login required) and download ColorGATE Dependency Checker.
2. Extract the zip file.
3. Install ColorGATE Dependency Checker.exe.
4. Start the tool. The tool will display results for each of the three areas: **registry**, **folder permissions** and **connectivity**, regardless of whether they failed or not.



```
C:\Users\gandre\Dropbox\Public\Colorgate Dependency Checker.exe
Starting dependency check...

Starting registry permission check...
RegCreateKeyExA() on path "HKEY_LOCAL_MACHINE\Software\DSS\Produ
RegCreateKeyExA() finished successfully, continue...
RegCreateKeyExA() on path "HKEY_LOCAL_MACHINE\Software\DSS\Produ
RegSetValueExA() finished successfully, continue...
Finished registry permission check successfully!

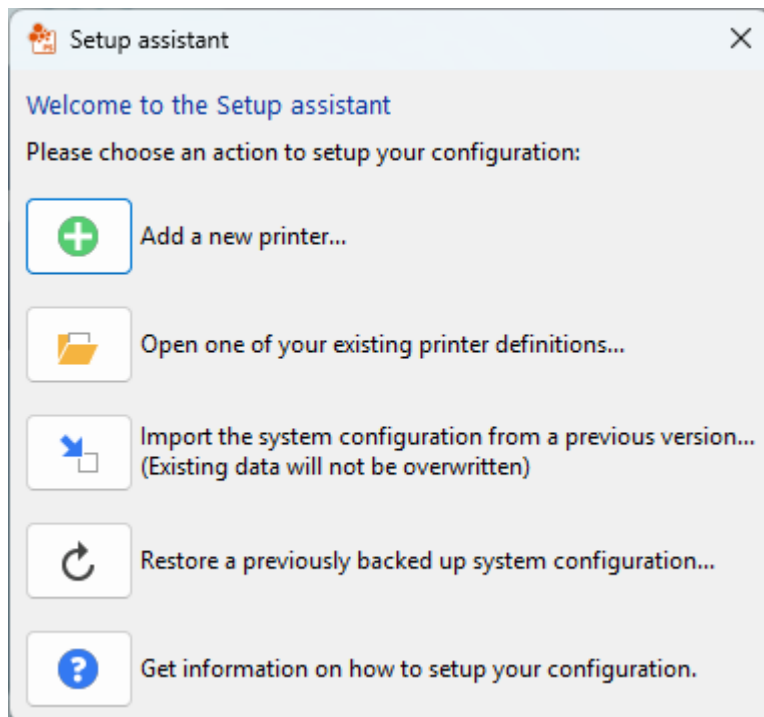
Starting file permission check...
SHGetFolderPath() finished successfully, continue...
Denuvo folder in %PROGRAMDATA% exists, continue...
DependencyCheck folder in %PROGRAMDATA% exists, continue...
File handle opened successfully, continue...
Content written to file successfully, continue...
```

If any area fails, please contact your IT team for further assistance.

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, e.g. adding a new printer or importing the system configuration from a previous version.

If required, you can also open the setup assistant manually at any time by clicking on “Help” > “Setup assistant...”.



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. Here you'll find a wealth of information and tips about your ColorGATE software.

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

If you have any support requests, your dealer is your first point of contact.

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 Support Site of our website. For detailed instructions on how to do this, please refer to this [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 V25), please visit <https://www.colorgate.com/support/en> and log in with your personal login credentials. Via “Menu” > “Support” > “Web Support” you can create web support tickets.

Upgrading your Software

If you are already using the software and would now like to upgrade to take advantage of the latest changes and improvements, our website [How to upgrade your software](#) will show you how to upgrade.