GETTING STARTED WITH COLORGATE 20

VERSION FOR SINGLE HOST LICENSES

(SHL-SW/SHL-HW)

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

Your ColorGATE team

About Our New Licensing Model

There are three different license types available for ColorGATE's version 20 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.
- **Single Host License / Hardware (SHL-HW)**: Hardware-based license for use on a single computer. The license is verified by a USB dongle and a key file.
- **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.

This document covers the installation and activation of Single Host Licenses. If you have acquired a MHL-SW license, please refer to our guide for Multi Host Licenses. You can download it from https://www.colorgate.com/manuals.

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 with internet access**, 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)**.

Upgrading to Version 20 From Version 10

If you are upgrading to version 20 from a version 10 installation, we recommend that you first install the latest version 10 build. You can download it from https://support.colorgate.com > Download > **Software & Updates > Version 10 > Productionserver/Filmgate/Proofgate 10** (Login required). Then, perform a backup of your version 10 system configuration. After that, you can install version 20 and import your backup.

System Requirements

Operating systems (64-Bit)

- Microsoft Windows 8.1 (Pro, Enterprise)
- Microsoft Windows 10 (Pro, Enterprise)
- Microsoft Windows Server 2012
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- (Apple macOS with Parallels Desktop)

Hardware

Minimum hardware requirements:

- CPU: Intel Core i3-2100 / 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; software-based licenses require internet connection; USB port required for hardware-based licenses

Supported interfaces

Ethernet, TCP/IP, USB, FireWire

Use in virtualized environments

Software-based licenses:

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

Hardware-based licenses ("hardware dongle"):

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.

If you have a **SHL-SW license**, the product cannot be used without activation.

If you have a **SHL-HW license**, you will receive a request for product registration every time you start the program as long as you have not yet registered and activated your product. 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://support.colorgate.com.
2. In the menu, select **Users & Products > User registration**.
3. An assistant will guide you through the next steps.

You can now register your product.

Product Registration

1. Go to https://support.colorgate.com.
2. If you are not logged in to your user profile, click **Login** to log in using your email address and

password.

3. In the menu, select **Users & Products > Product registration**.

4. An assistant will guide you through the next steps.

If you are using an SHL-SW license, you can now retrieve your activation code in your user profile and activate the software. If you are using an SHL-HW license, we will 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.

Installation

Prerequisite: If you are using a SHL-HW license, plug the dongle into a USB port before you start the installation (must remain plugged-in to operate the program).

1. Download the software installer. You can find it on **https://support.colorgate.com** > **Download > Software & Updates** (Login required).

2. Open the Installer and follow the instructions.

3. For certain printers, you may need to install additional software components such as halftoning modules. You can find them on **https://support.colorgate.com** > **Download > Software & Updates > Printer-Related**.

4. If the printer is operated via USB: Install the printer driver provided by the manufacturer.

Activation

After you have completed the product registration, you must activate the software the first time you start the program. The activation process differs depending on your license type. For SHL-SW, only online activation is available, while SHL-HW can also be activated offline.

Online Activation (SHL-SW)

1. Go to **https://support.colorgate.com**.

2. If you are not logged in to your user profile, click **Login** to log in using your email address and password.

3. Go to your user profile and select the **Licenses** tab.

4. Select the desired license number.

5. In the **License** section you will find the corresponding activation code.

6. Start the software. A dialog will open.

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

The software can now be used without restrictions.

Online Activation (SHL-HW)

1. Start the software. A dialog will open.
2. Click **Yes** to allow the access to the web server.
3. Click **Start Download...** in the following dialog to automatically save the license file.

The software can now be used without restrictions.

Offline activation (SHL-HW)

On a computer with internet access

1. Go to https://support.colorgate.com.
2. If you are not logged in to your user profile, click **Login** to log in using your email address and password.
3. Go to your user profile and select the **Licenses** tab.
4. Select the desired license number. In the **License details** section, click on **Download license file**.
5. Transfer the license file to the RIP computer, e.g. with a USB drive or via local network.

On the RIP computer

6. Start the software. A dialog opens that allows you to search for the license file.
7. Click **No** to deny the access to the web server.
8. Click **Open LicenseFile...** to open the license file from a local or network drive and save it from there.

The software can now be used without restrictions.

Support Options

Online Help

In the software, you can open the online help by pressing F1.

Value Pack

The Value Pack is a software 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 Sales Partner

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

Websupport

If your dealer is unable to help you, our websupport is at your disposal. Open
https://support.colorgate.com and log in with your personal login credentials. Via **Service & Support > Websupport** you can create a websupport ticket.