



**ColorGATE**

INNOVATIVE SOLUTIONS  
COMMITTED TO COLOR

# GETTING STARTED WITH COLORGATE VERSION 21

## GUIDE FOR SINGLE HOST LICENSE / SOFTWARE (SHL-SW)



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Updated 10/14/2021

## 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 viable for the following printing software products:




- ColorGATE Productionserver 21 (including Ceramic, Décor, Packaging and Textile Productionserver)
- ColorGATE Proofgate 21
- ColorGATE Filmgate 21

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 21 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:** A permanent internet connection is required (the software must connect to the license server in certain intervals, usually about once a day). The software can be transferred to another computer at any time.
  - **Offline mode:** An internet connection is only required during product activation. The software can then be operated offline.  
If you want to transfer your license to another computer later, you can do that up to 3 times per quarter without further costs if your license has an active ValuePack. For customers without a ValuePack the license transfer service is subject to a fee. In both cases, please contact our Customer Service and make an appointment for a specific date on which the transfer needs to be performed. This ensures a smooth transition and minimizes shutdown times.
-  **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 a single computer. The license is verified by a USB dongle and a key file.

**Note:** Since version 20, this license type is no longer available in China.

### 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 respective guides. You can download them from <https://www.colorgate.com/manuals>.

## Upgrading to Version 21 From Version 20

If you are upgrading to version 21 from a version 20 installation, we recommend that you first install the latest version 21.00 build. You can download it from <https://support.colorgate.com> > **Download > Software & Updates > Version 20 > Productionserver/Filmgate/Proofgate 20** (Login required).

Then, perform a backup of your version 20 system configuration. You can find detailed instructions on how to do this on our [blog](#). After that, you can install version 21 and import your backup.

**Important Note:** For version 21 SHL-SW licenses, you can install and run version 21.00 and the latest release of the previous version 20.01 simultaneously on the same system. In case you run an older version 20 build, you should install the current version 20.01 build first. When you change between these installations, it is necessary to start the alternative version with administrator privileges. This applies for hardware-based licenses (with dongle) as well as for software-based licenses (with activation code). For SHL-SW licenses it is also necessary to revoke the last used version: In the Windows start menu, select Programs > Productionserver xx > Productionserver xx - Revoke License. Afterwards, you can start the alternative version and activate it with your activation code.

If you upgrade from version 10 to version 21 and you would like to run these versions simultaneously, please contact support via our webticket system.

# 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
- (For optimal performance we recommend Microsoft Windows 10 / 11)

## 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
- Internet access required to connect to the license server at [gls.codefusion.technology](https://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

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

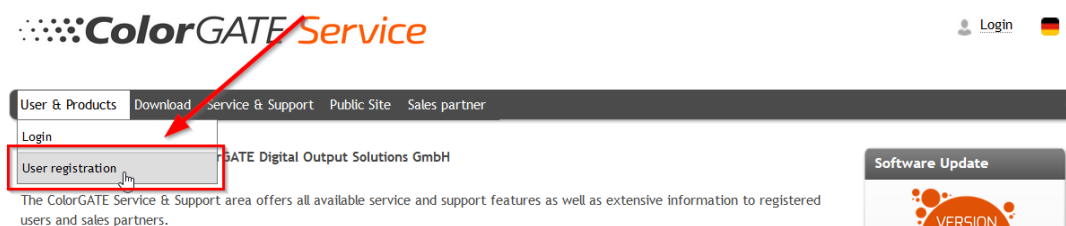
In order to use your software, you must create a user account in the Service & Support area of our website and register the product there. Afterwards, you will be able to activate it. The software cannot be used without activation.

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 contact our Customer Service team 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 <https://support.colorgate.com>.
2. In the menu, select **Users & Products > User registration**.



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

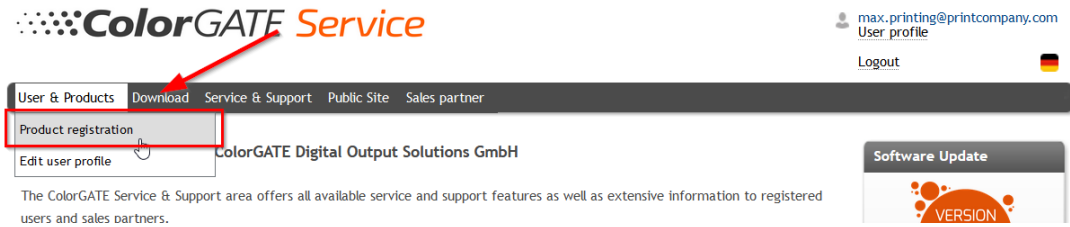
You can now register your product.

## 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**.



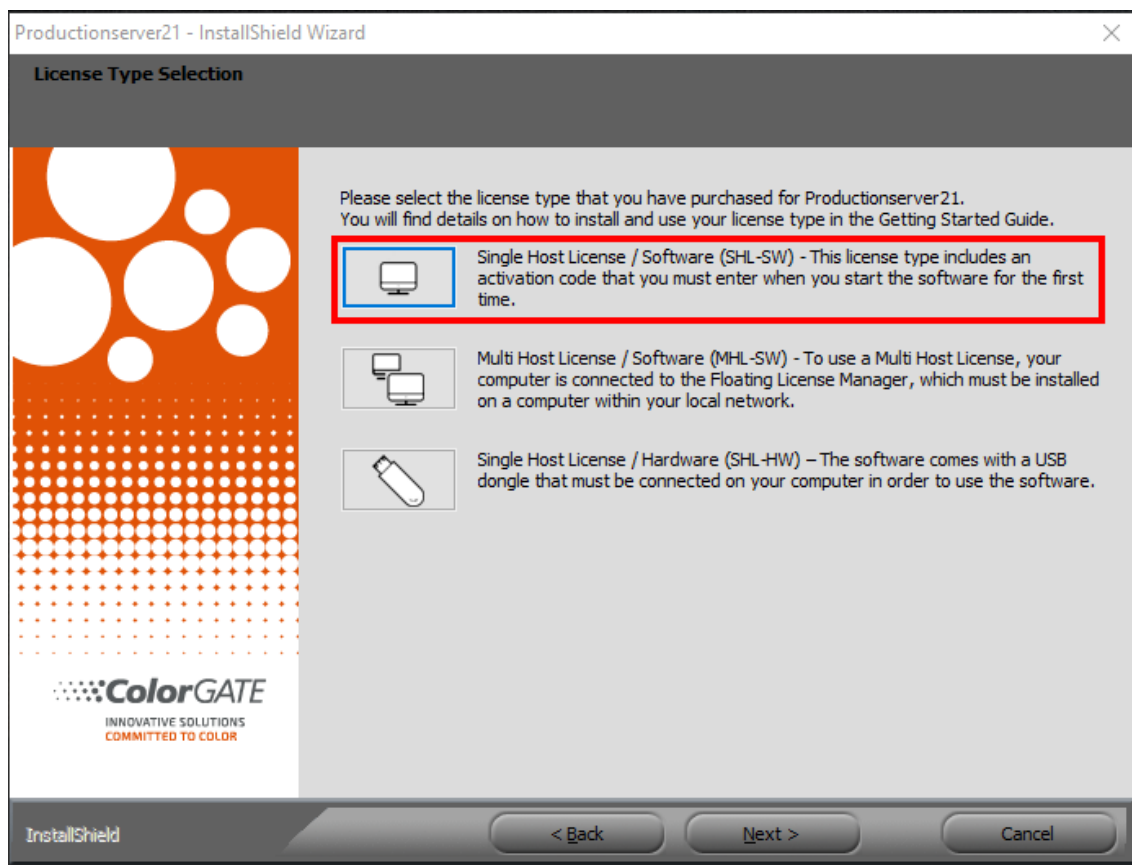
4. An assistant will guide you through the next steps.

You can now retrieve your activation code in your user profile and activate the software.

## 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. 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. In the **License Type Selection** step of the installation, select Single Host License / Software (SHL-SW). Click **Next** and follow the instructions to complete the installation.



4. 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.
5. 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.

# Activation

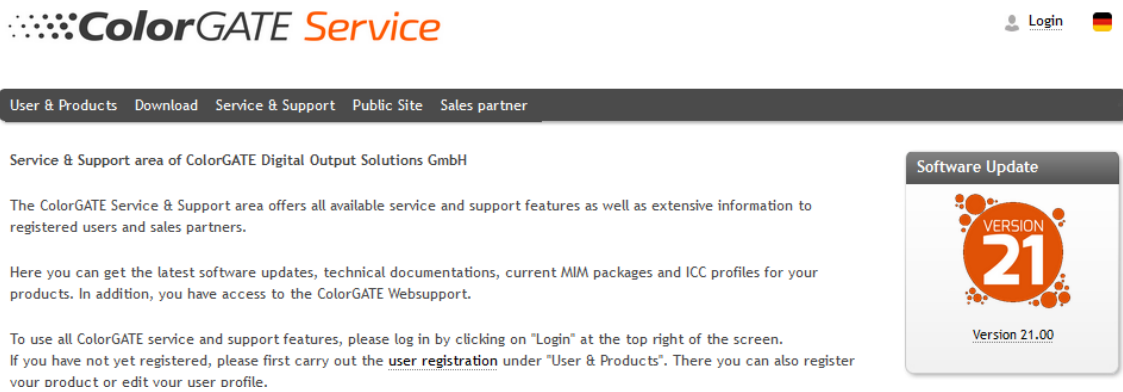
After you have completed the product registration, you must activate the software the first time you start the program by entering an activation code.

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

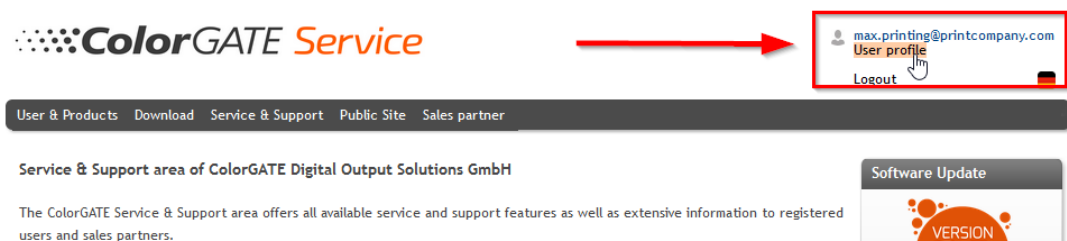
## How to activate and use your software

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

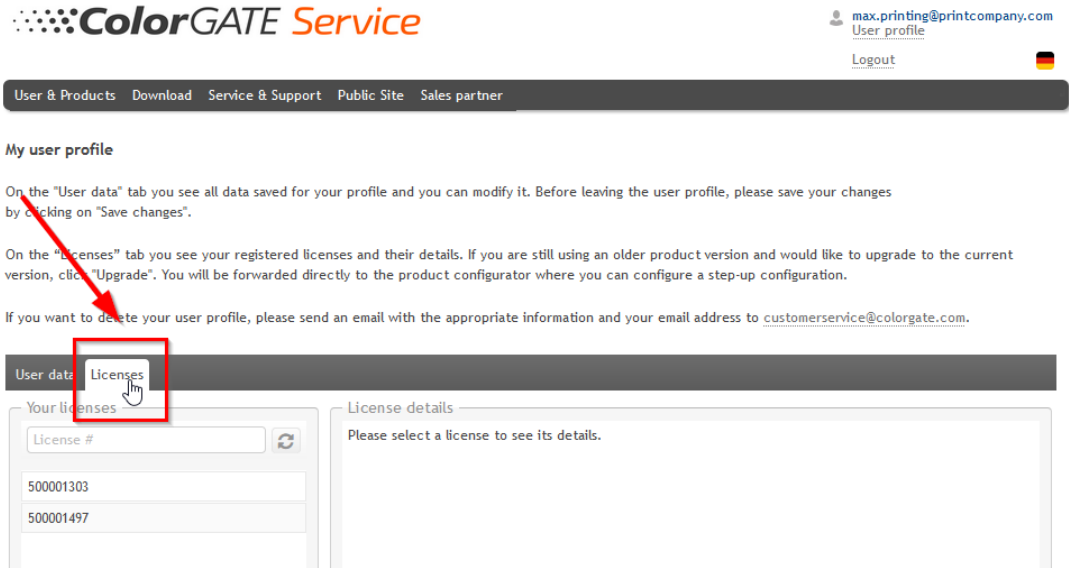
1. Go to <https://support.colorgate.com>.
2. If you are not logged in to your user profile, click **Login** to log in using your email address and password.



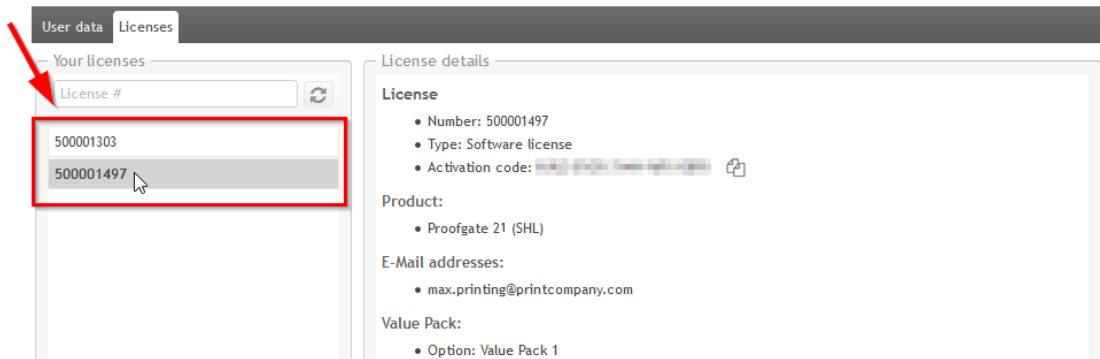
3. Go to your user profile.



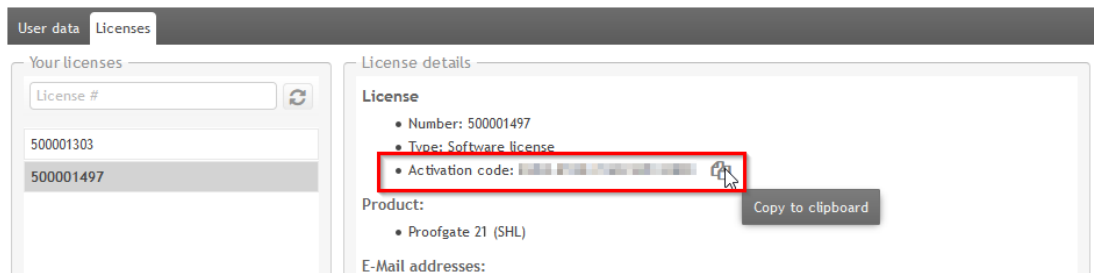
4. Select the Licenses tab.



5. Select the desired license number.



6. In the License section you will find the corresponding activation code.



7. Start the software. A dialog will open.

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



**Enter activation code**

Please make sure that you have an active internet connection. Then enter your activation code and click on "Activate". The license server will be connected and an unlock code will be requested. If you want to cancel the process, click on "Exit".

Activation code:

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.

## 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.

**Note:** Please note that our websupport is only available with a valid ValuePack.