GETTING STARTED WITH COLORGATE VERSION 22

GUIDE FOR SINGLE HOST LICENSE / HARDWARE

(SHL-HW)

Publisher

Contact

ColorGATE Digital Output Solutions GmbH appreciates any feedback and suggestions for improving the documentation. Please send your comments by email to contact@colorgate.com.

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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 viable for the following printing software products:

- ColorGATE Productionserver 22 (including Ceramic, Décor, Packaging and Textile Productionserver)
- ColorGATE Proofgate 22
- ColorGATE Filmgate 22

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 22 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 / 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**.

Upgrading to Version 22 From Version 21.10

If you are upgrading to version 22 from a version 21.10 installation, we recommend that you first install the latest version 21.10 build. You can download it from **https://www.colorgate.com/support/en/download**. Click the button **Software**, then activate the respective filter for **Productionserver/Filmgate/Proofgate** and select the required version (Login required).

Then, perform a backup of your version 21.10 system configuration. You can find detailed instructions on how to do this on our **blog**. After that, you can install version 22 and import your backup.

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 / 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

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.
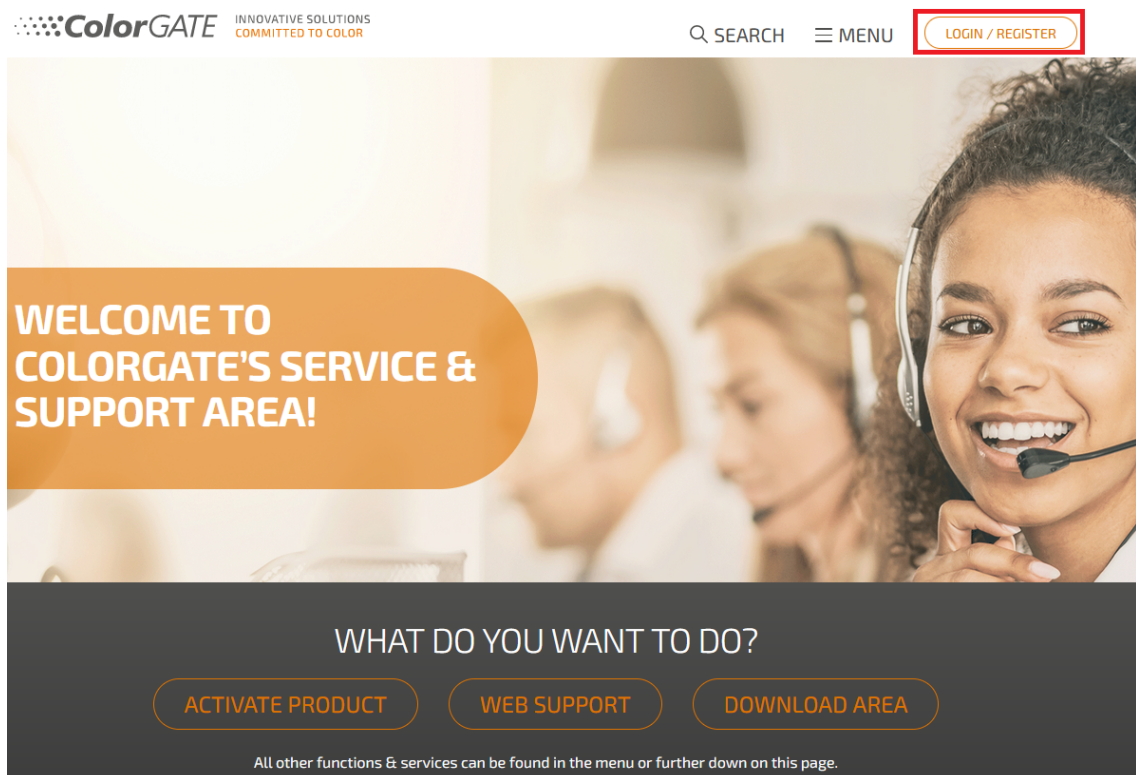
Registration

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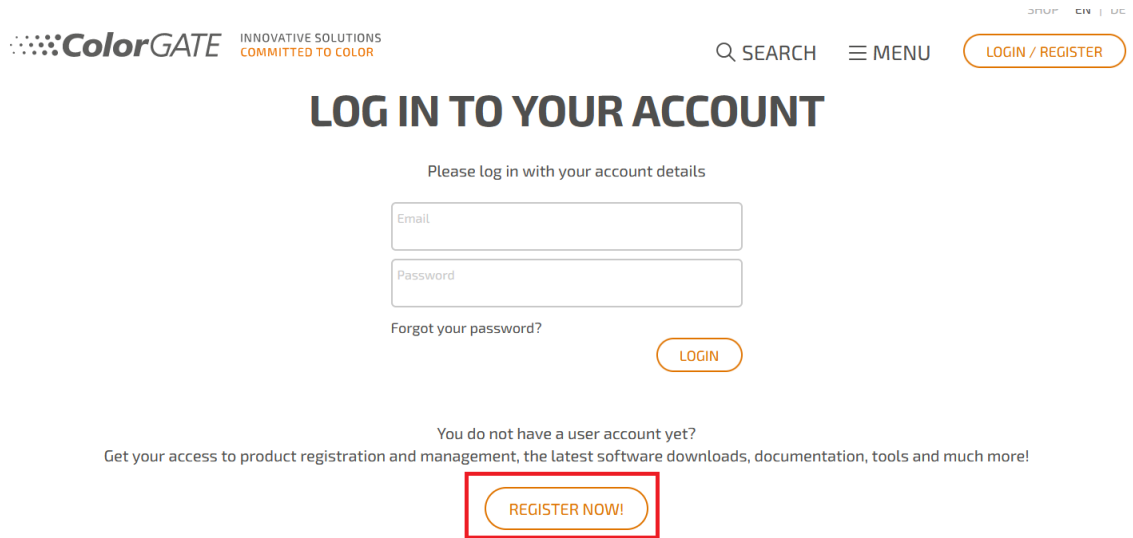
As a registered user you also have access to the websupport system and the download area, where you can download software updates, MIM packages with ICC profiles and technical documentation for your software.

User Registration

1. Go to https://www.colorgate.com/support/en.
2. Click **LOGIN / REGISTER** to get to the site https://www.colorgate.com/support/en/user-login.

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 using your email address and password.
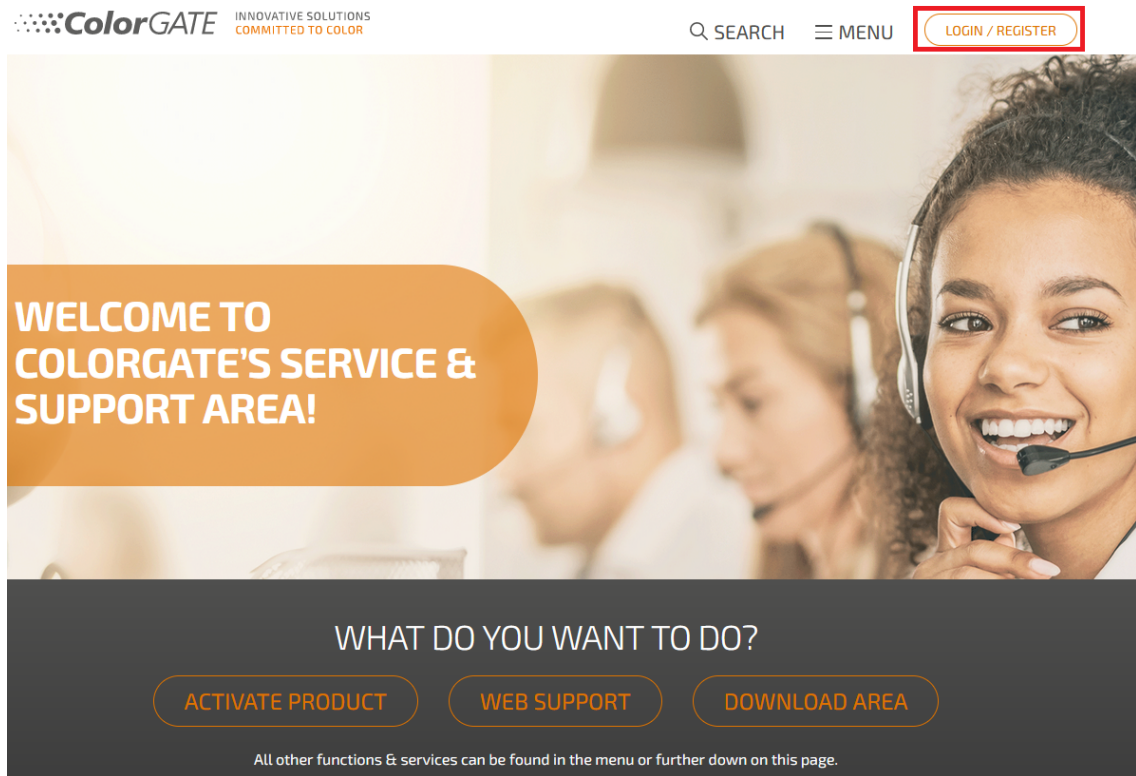
3. In the menu, select ACCOUNT & REGISTRATION > Product Registration.

4. The following page is displayed.

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

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.

Installation

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

1. Download the software installer. You can find it on **https://www.colorgate.com/support/en** > **Download Area > Software** (Login required).
2. Open the Installer and follow the instructions.
3. In the **License Type Selection** step of the installation, select Single Host License / Hardware (SHL-HW). Click **Next** and follow the instructions to complete the installation.
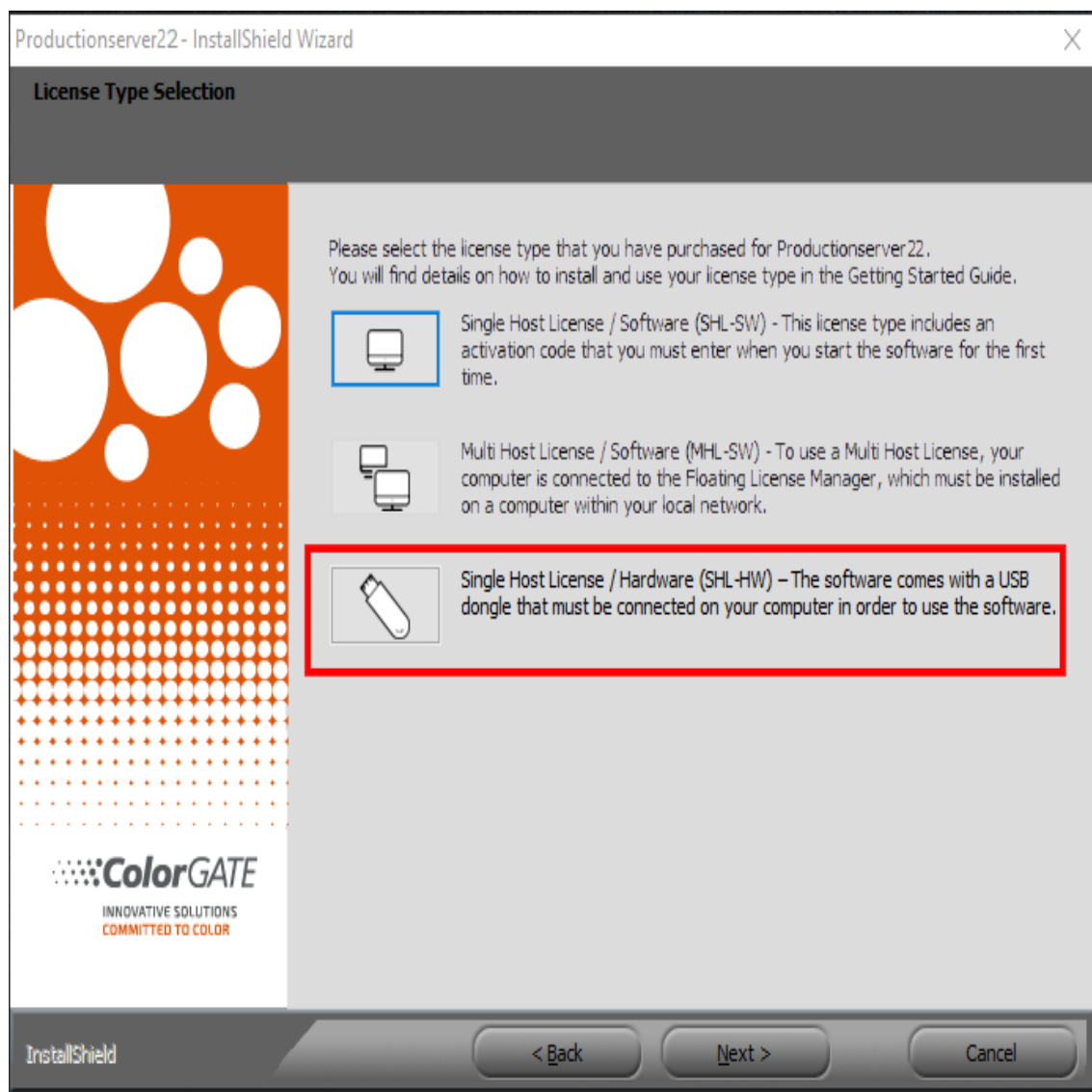
4. For certain printers, you may need to install additional software components such as halftoning modules. You can find them on **https://www.colorgate.com/support/en** > **Download Area > Software > Printer-Related**.

5. 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, you must activate the software the first time you start the program by downloading the license file and coupling it with your dongle.

Online Activation

1. 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\Productionserver22

2. In Keyupdate, click Download License File to load the license file from the web server.
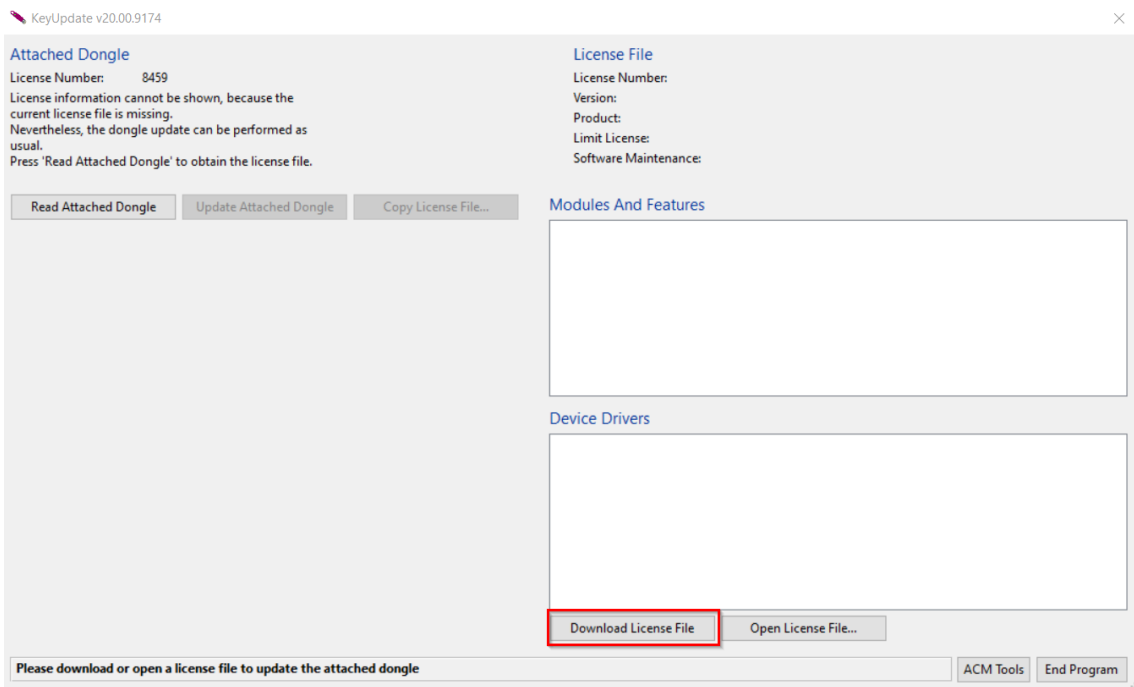
3. Click Update Attached Dongle to couple the license file to the dongle.
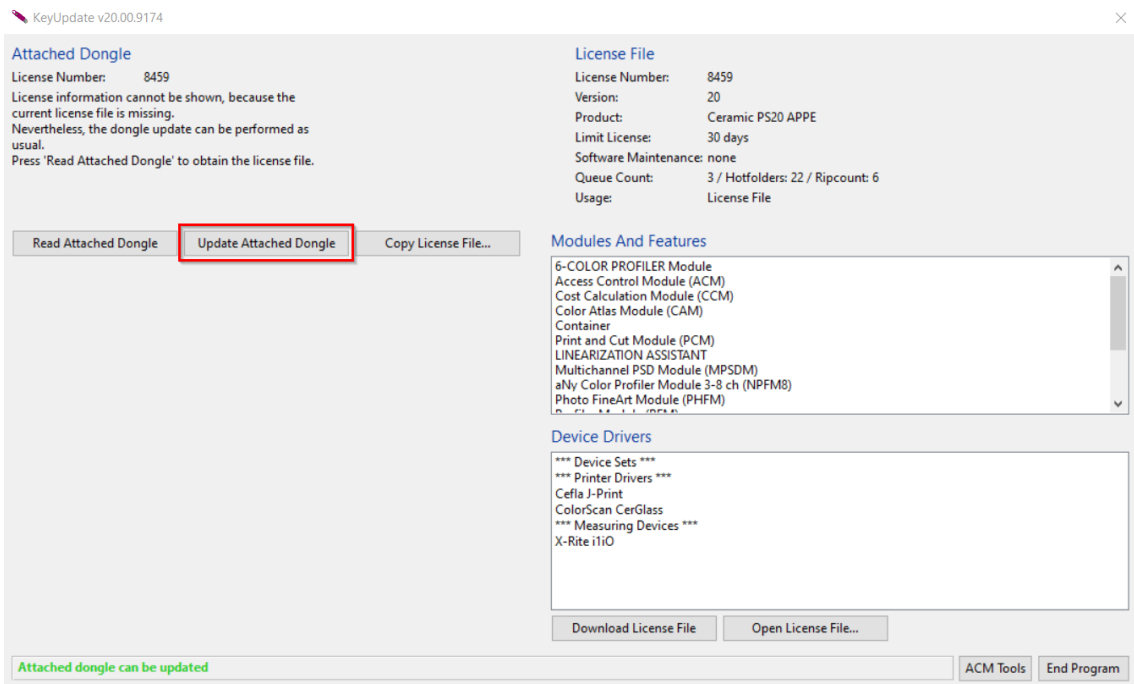
The license file is now coupled to the dongle. The software can now be used without restrictions.

Offline activation

On a computer with internet access

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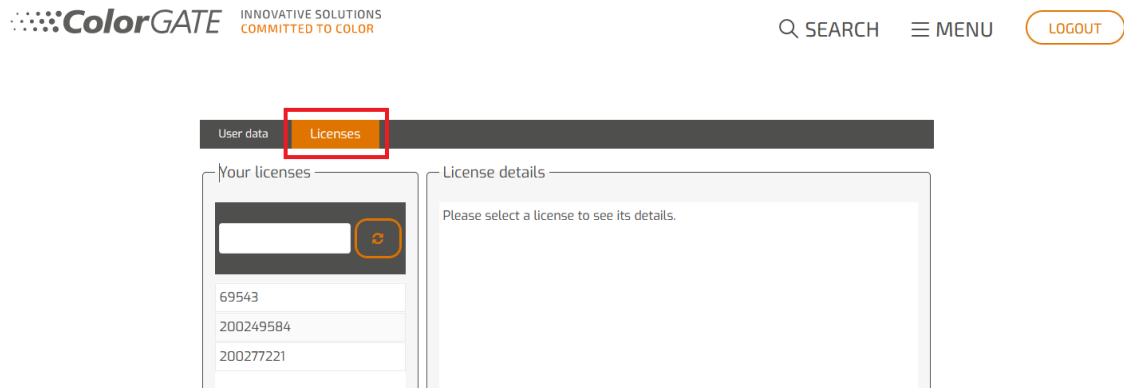
2. If you are not logged in to your user profile, click **LOGIN / REGISTER** to log in using your email address and password.
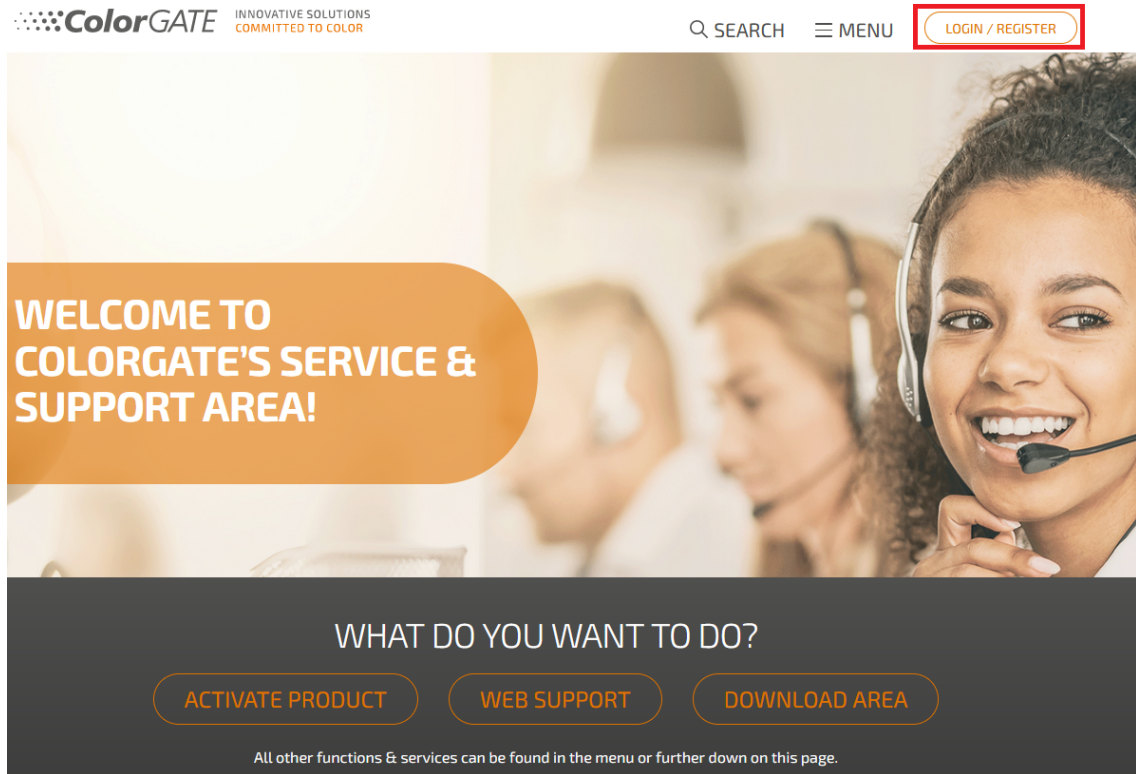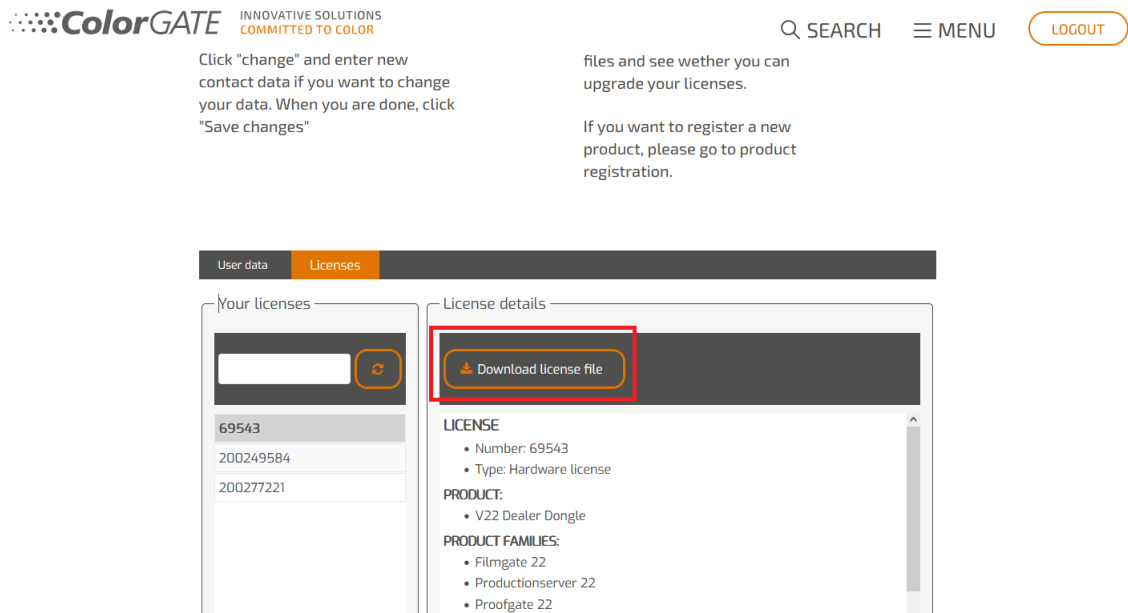

3. Click **MENU**, then click **Account & Licenses** to get to your user profile.

4. Select the tab **Licenses**.

5. Select the desired license number. In the **License details** section, click **Download license file**.


6. Transfer the license file to the RIP computer, e.g. with a USB drive or via local network.
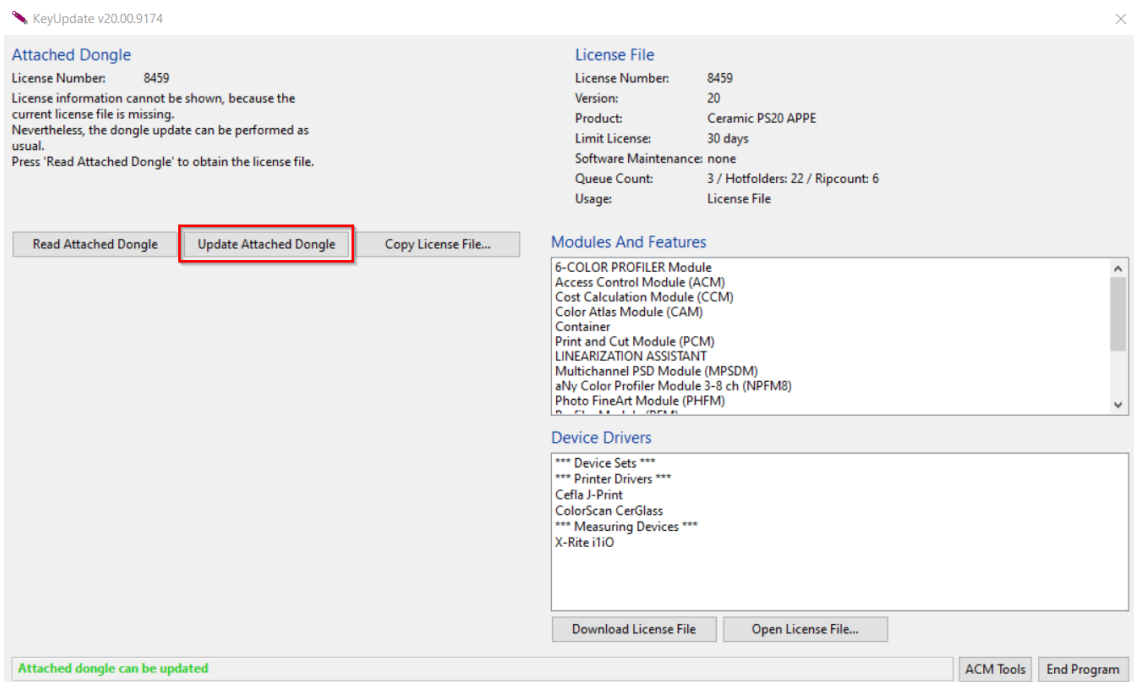
On the RIP computer

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\Productionserver22

8. In Keyupdate, click Open License File to open the license file from a local or network drive and save it from there.
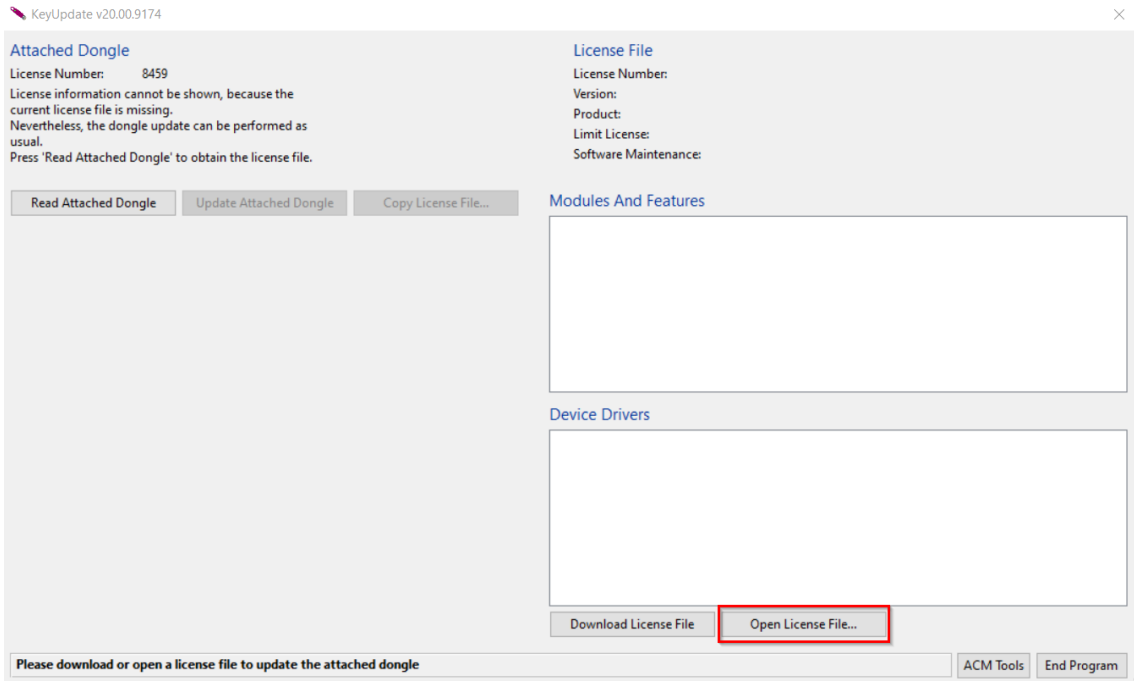
9. Click Update Attached Dongle to couple the license file to the dongle.

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

Support Options

Online Help

In the software, you can open the online help by pressing 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 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://www.colorgate.com/support/en and log in with your personal login credentials. Via the button **Websupport** you can create a websupport ticket.

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