



GETTING STARTED WITH COLORGATE VERSION 23

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

Precision meets
Automation



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Updated 5/12/2023

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 23 (including Ceramic, Décor, Packaging and Textile Productionserver)
- ColorGATE Proofgate 23
- ColorGATE Filmgate 23

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. 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).
 - **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 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 a 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>.

Upgrading to Version 23 from a Previous Version

If you are upgrading to version 23 from a previous version, we recommend that you first install the latest build of the already installed version. 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 system configuration. You can find detailed instructions on how to do this on our [blog](#). After that, you can install version 23 and import your backup.

Note: With a V23 license you can run V23.00 as well as the latest builds of Versions 10 to 22. Starting with builds:

- 10.34.8852,
- 20.01.9222,
- 21.10.11562,
- 22.10.14158 there are compatibility with V23 licenses. The corresponding hotfix builds are available in the Service Service & Support Area of our website under **DOWNLOAD AREA > SOFTWARE**.

Multiple versions of the software (e.g. V23 and V22.10) 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 22.10, it is necessary to start the alternate 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 prior to version 22.10 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.

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. 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 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 <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 **PRODUCT REGISTRATION** page is displayed.
5. 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://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 / 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://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.

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 and have installed the software, 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.

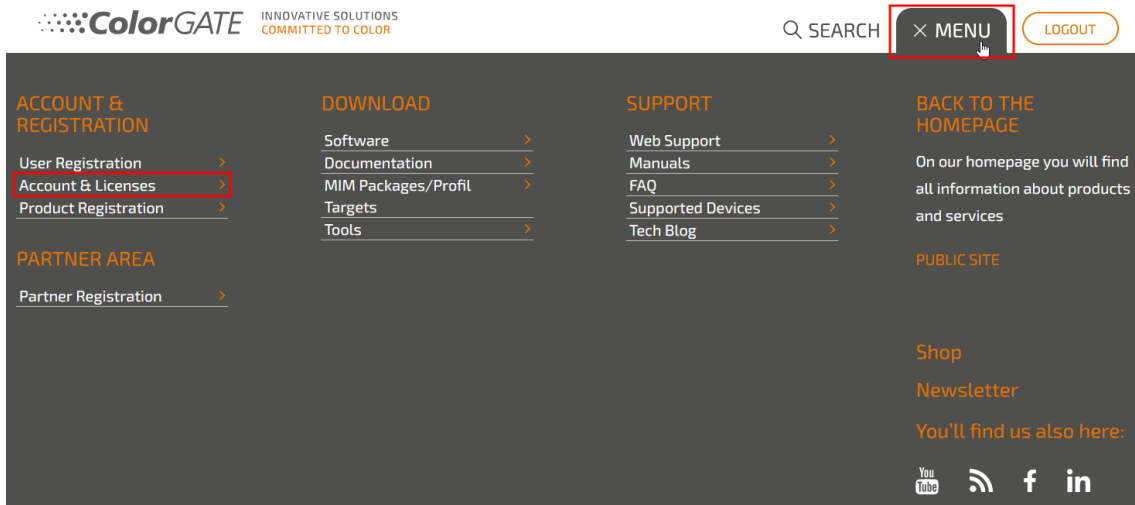
How to activate and use your software

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

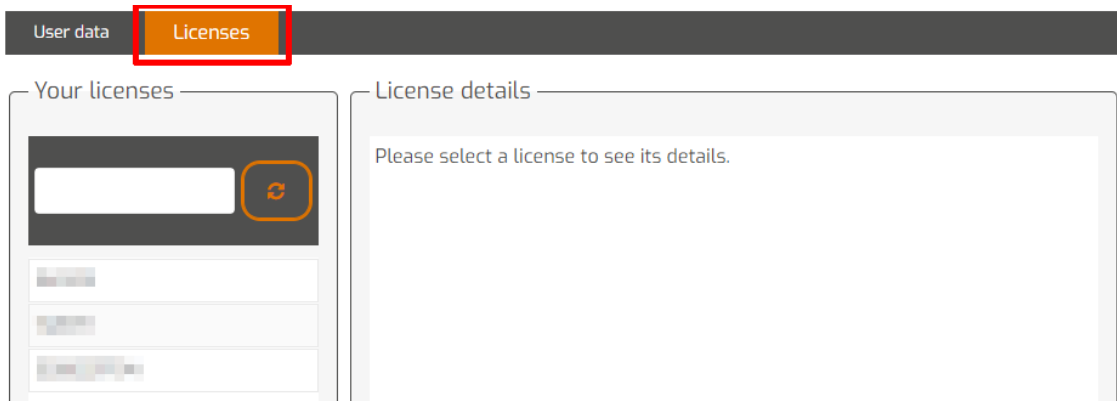
1. Go to <https://www.colorgate.com/support/en>.
2. If you are not logged in to your user profile, click **LOGIN / REGISTER** to log in using your email address and password.



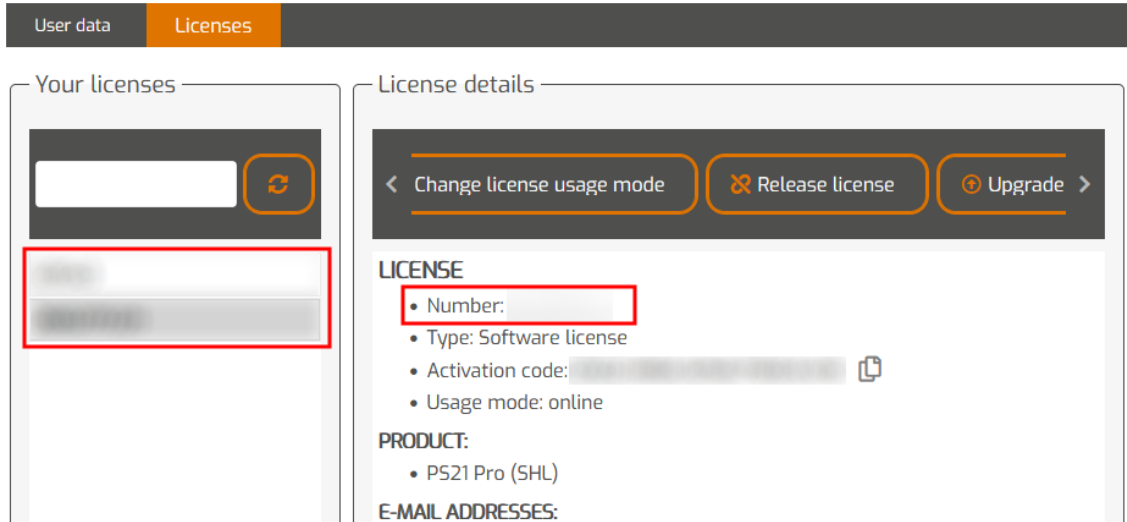
3. Click MENU > Account & Licenses to get to your user profile.



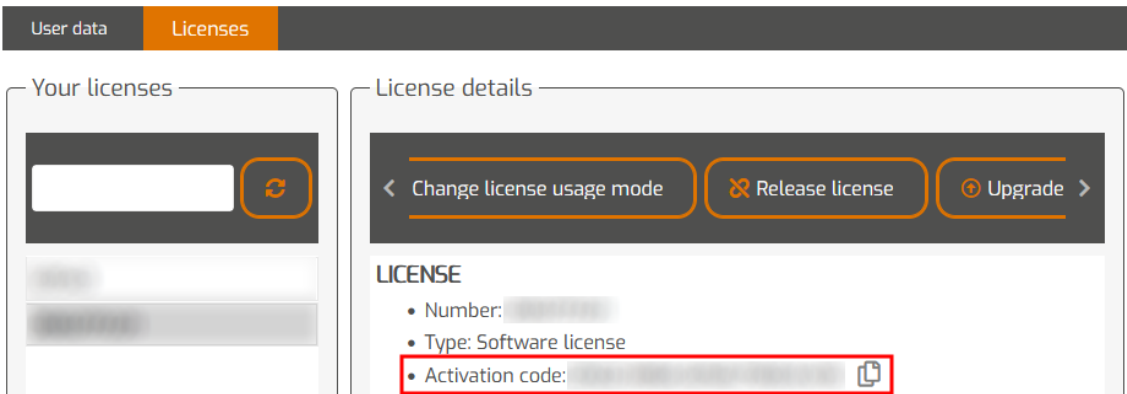
4. Select the tab Licenses.



5. Select the desired license number.



6. In section **Licenses** you will find the corresponding activation code.



7. Start the software. A dialog will open.

8. Enter your activation code and confirm by clicking **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:

Exit

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.

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.

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 via the Service & Support area of our website or directly in the software. For detailed instructions on how to do this, please refer to our [blog entry](#).

- For creating web support tickets open <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.
- For creating web support tickets directly in the software click **Help > Web tickets...** Then click **Login with your ColorGATE account credentials** and enter your access data.