



ColorGATE

INNOVATIVE SOLUTIONS
COMMITTED TO COLOR

GETTING STARTED WITH COLORGATE VERSION 24

GUIDE FOR LICENSE WITH USB KEY



PRINTING. SIMPLIFIED.

Discover Version 24

Publisher

ColorGATE Digital Output Solutions GmbH
Grosse Duewelstrasse 1
30171 Hannover
Germany

Contact

Phone: +49 511 942 93-0
Fax: +49 511 942 93-40
E-mail: contact@colorgate.com
www.colorgate.com

The soft- and hardware names used in this manual are in most cases registered trademarks and are subject to legal rights. Information in this manual is subject to the patent protection rights. In this publication contained texts and images of the documented product is copyrighted material. All rights are reserved. Also rights for reproduction in photocopying, presentation, television, radio are reserved. A print-out of this manual is expressly permitted for ColorGATE sales partners and customers. Product names have been used here without a permission of an unrestricted usage. Images and texts have been arranged carefully. Nevertheless mistakes cannot be excluded completely. ColorGATE Digital Output Solutions GmbH is not responsible for incorrect information and its consequences. A legal responsibility or commitment is impossible.

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

© Copyright 2024 ColorGATE Digital Output Solutions GmbH

Updated 9/30/2024

Getting Started with ColorGATE

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


- ColorGATE Productionserver 24 (including Ceramic, Décor, Packaging and Textile Productionserver)
- ColorGATE Proofgate 24
- ColorGATE Filmgate 24

We wish you a lot of success working 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 our [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 **USB key**. 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>.

System Requirements

Operating systems (64-Bit)

- Microsoft Windows 10 (Pro, Enterprise)
- Microsoft Windows 11 (Pro, Enterprise)
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Microsoft Windows Server 2022

(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 USB dongle and Parallels Desktop.

Hardware

Minimum hardware requirements:

- CPU: Intel Core i3-2100 / AMD Athlon II X2 340
- RAM: ≥8 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: ≥16GB
- 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 USB dongle

Supported interfaces (depending on used printers, measuring devices and cutting plotters)

Ethernet, TCP/IP, USB, FireWire

Use in virtualized environments

If the virtualization solution supports USB, ColorGATE software can usually be operated with licenses with USB key. 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**.
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 with your account data.
3. In the menu, select **Product Registration**.
4. The **PRODUCT REGISTRATION** page is displayed.
5. An assistant will guide you through the next steps.
Your product is now successfully registered and listed at **Account & Licenses** in the tab **Licenses**.

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.

Download and Installation

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

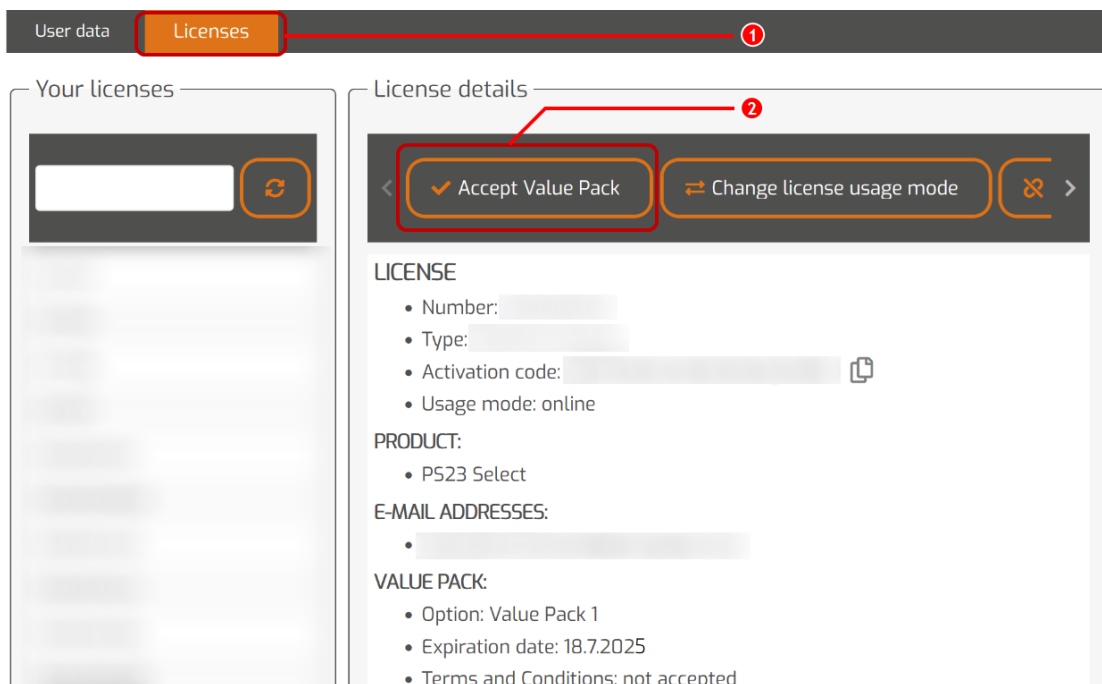
1. Go to <https://www.colorgate.com/support/en>.
2. If you are not logged in to your user profile, click **LOGIN / REGISTER** to log in with your account data.
3. Click **MENU > DOWNLOAD > Software**.
4. Depending on the software you want to install, check the **Productionserver**, **Proofgate** or **Filmgate** filter and download the software. The most recent software version is always on top of the list.
5. Once downloaded, start the installer and follow the instructions.
6. In the **License Type Selection** step of the installation, select license with **USB key** .
7. Click **Next** and follow the instructions to complete the installation.
8. 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> > **MENU > DOWNLOAD > Software > Printer-Related**.
9. 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 and have installed the software, you must activate the software the first time you start the program by downloading the license file and coupling it with your dongle. Depending on whether your computer has an internet connection or not, you can do an online or an offline activation.

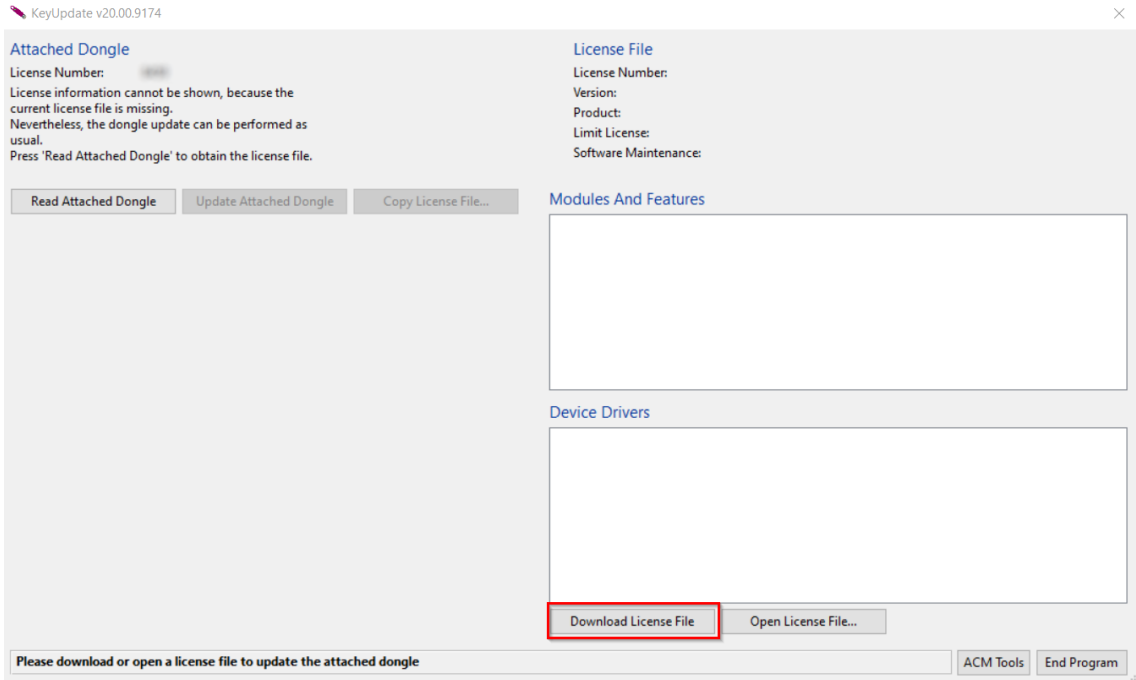
Note: If you have a Value Pack 1-3 and have not yet confirmed the Value Pack during the product registration, you must accept the Value Pack before you start the activation process. To do this, go to <https://www.colorgate.com/support/en> (Login required) > Menu > Account & Licenses > Tab Licenses (1) and click on Accept Value Pack (2).



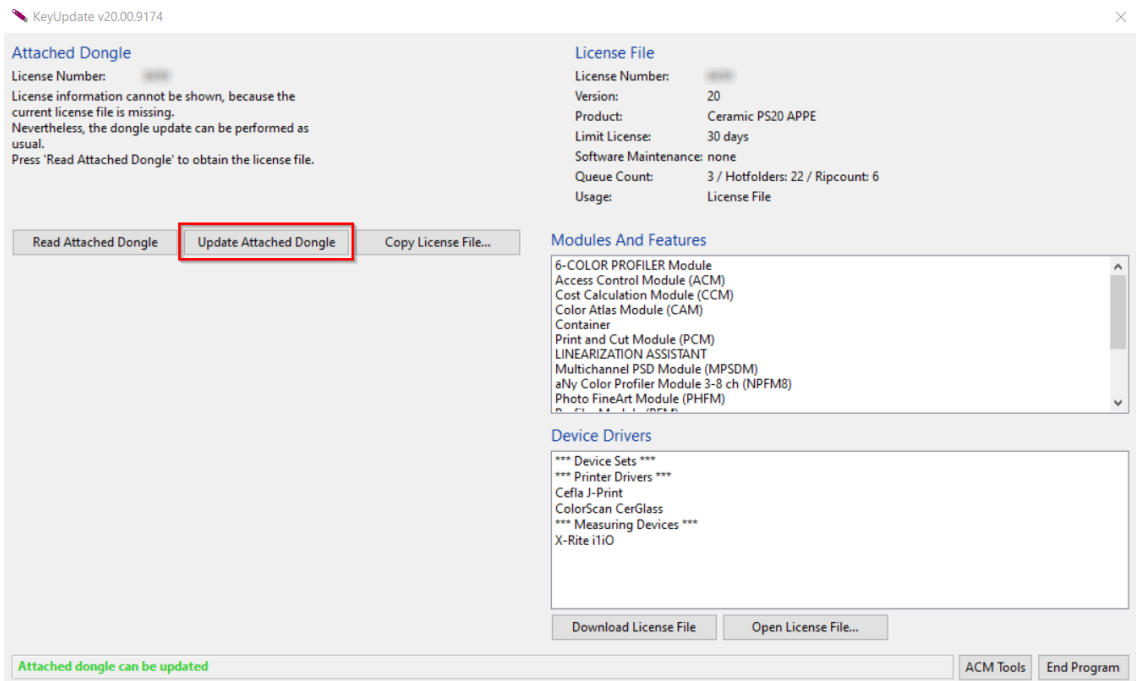
Online Activation

1. If your RIP computer has an internet connection, 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\Productionserver24

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 be used without restrictions.

Offline activation

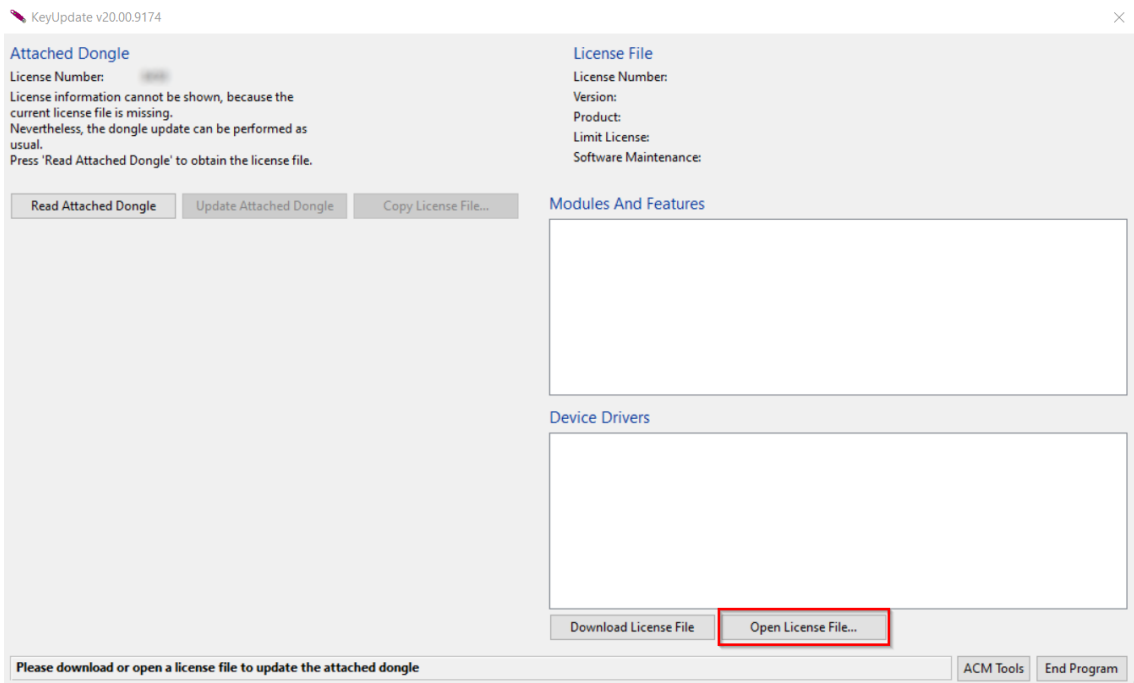
If your RIP computer has no internet access, you can do an offline activation. For this, first go to another computer with internet access.

On a computer with internet access

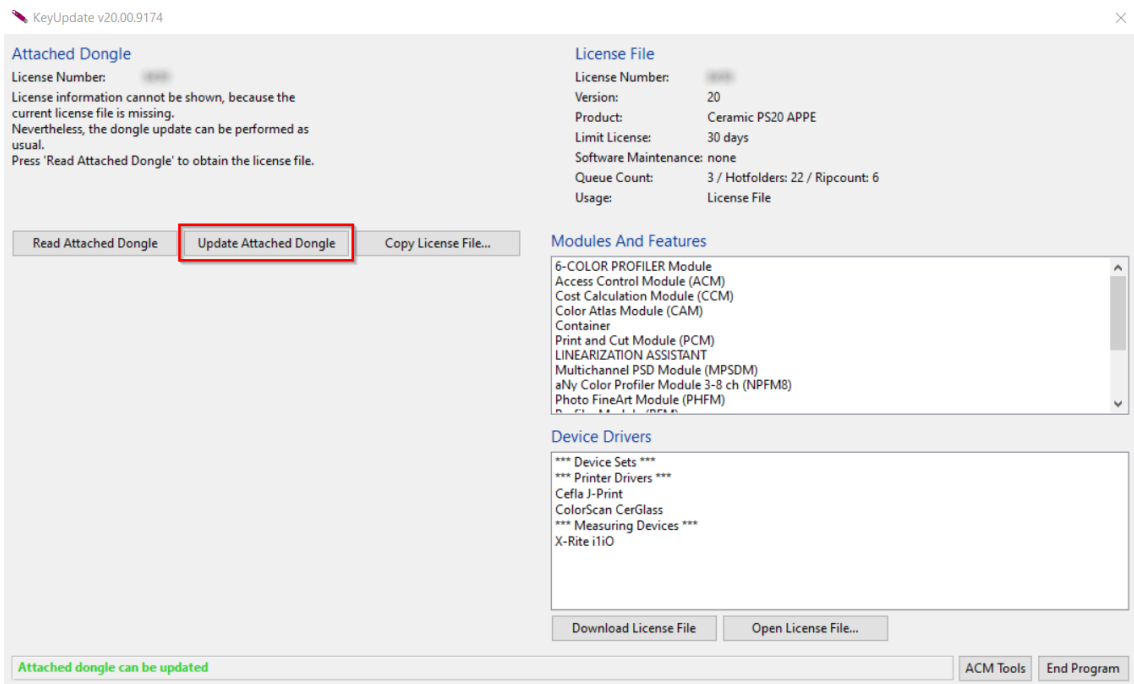
1. Go to <https://www.colorgate.com/support/en>.
2. If you are not logged in to your user profile, click **LOGIN / REGISTER** to log in using your email address and password.
3. Click **MENU**, then click **Account & Licenses** to get to your user profile.
4. Select the tab **Licenses**.
5. Click on your license number and click on **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\ProductionsServer24
8. In Keyupdate, click **Open License File** to open the license file from a local or network drive and save it from there.



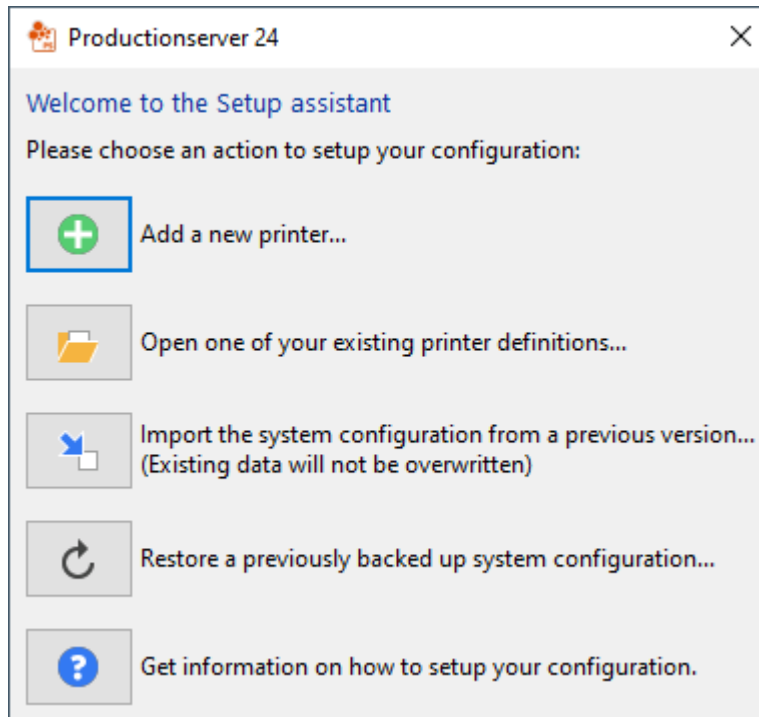
9. Click **Update Attached Dongle** to couple the license file to the dongle.



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

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.



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**.

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

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 directly in the software or via the Service & Support area of our website. For detailed instructions on how to do this, please refer to our [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 V24), please visit <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.