



GETTING STARTED WITH COLORGATE VERSION 25.10

GUIDE FOR LICENSE WITH SOFT KEY



THE CORE OF PRINTING
Version 25

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

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Getting Started with ColorGATE

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



- ColorGATE Productionserver 25.10 (including Ceramic, Décor, Packaging and Textile Productionserver, Core Productionserver, Automation Productionserver, Simulation & Proofing Package)
- ColorGATE Filmgate 25.10

We wish you a lot of success 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 **soft 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
- Microsoft Windows Server 2025

(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
- 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 licenses with soft key.

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.

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 web support 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**.

Download and 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. 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** or **Filmgate** filter and download the software. The most recent software version is always on top of the list.
5. Click on  to download your new software version.
6. Start the installer and follow the instructions.
7. In the **License Type Selection** step of the installation, select license with **Soft key** .
8. Click **Next** and follow the instructions to complete the installation.
9. 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**.
10. If the printer is operated via USB: Install the printer driver provided by the manufacturer.

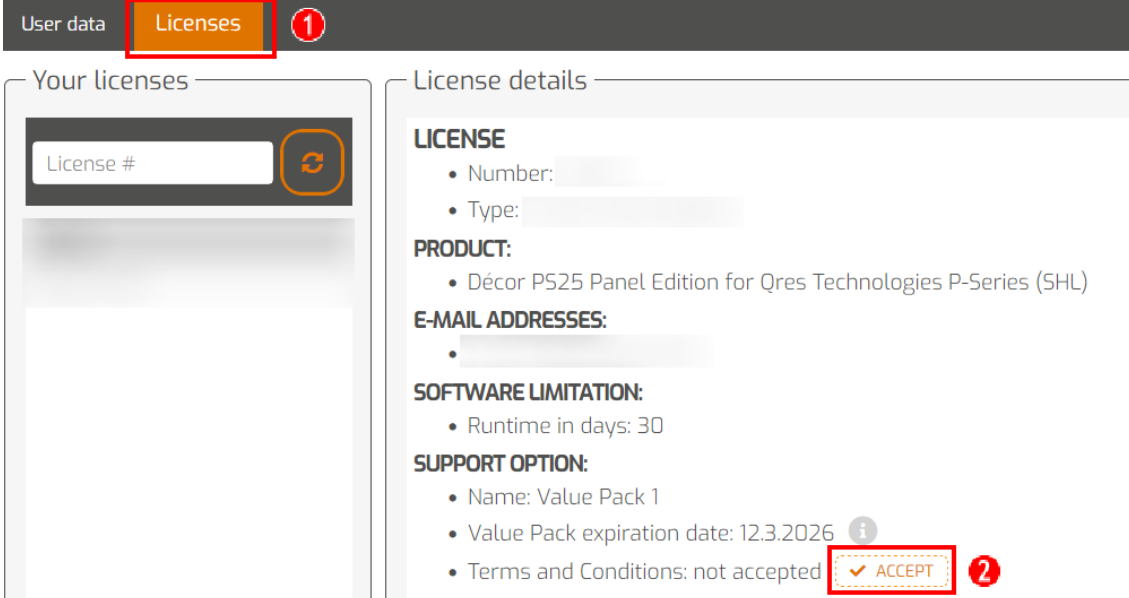
You have successfully installed the software.

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: If you have a Value Pack 1-5 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 (2)**.



The screenshot shows the 'Licenses' tab selected in the top navigation bar, marked with a red circle and the number 1. Below the navigation bar, there are two main sections: 'Your licenses' and 'License details'. In the 'Your licenses' section, there is a 'License #' input field with a refresh button. The 'License details' section contains the following information:

- LICENSE**
 - Number:
 - Type:
- PRODUCT:**
 - Décor P525 Panel Edition for Qres Technologies P-Series (SHL)
- E-MAIL ADDRESSES:**
 -
- SOFTWARE LIMITATION:**
 - Runtime in days: 30
- SUPPORT OPTION:**
 - Name: Value Pack 1
 - Value Pack expiration date: 12.3.2026
 - Terms and Conditions: not accepted

The 'ACCEPT' button is highlighted with a red box and a red circle containing the number 2.

Note: Please note that an internet connection is required in order to activate your license with soft key.

How to activate and use your software

Prerequisite: The software needs to be able to establish an 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. Click **Login / Register** and log in with your login credentials.
3. Click **Menu > Account & Licenses** to get to your user profile.
4. Select the tab **Licenses** and click on your license number. On the right side, the activation code for this license is displayed.
5. Copy the **Activation code** by clicking on the button next to it.

6. Start the software. A dialog opens.
7. 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: Your license is now bound to the current configuration of your RIP computer. If you want to use the software on another computer later or upgrade your version, you will have to uninstall the software or to revoke the license on the old computer.

Note: If you have a problem with the activation of your license for soft key or there is no connection to the server during activation and you receive an error message, we highly recommend using the **ColorGATE Dependency Checker** tool. This tool allows to assess the current situation of your IT policies and to find out whether certain presets need to be enabled, or - in very strict environments - whether your IT environment prevents the use of the license.

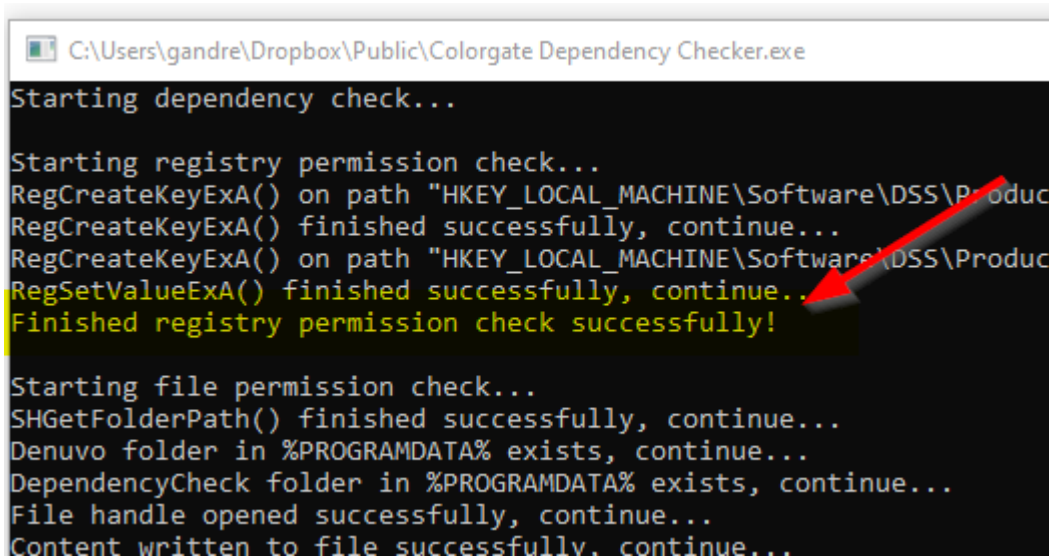
ColorGATE Dependency Checker

The ColorGATE Dependency Checker is a tool that quickly assesses the installation environment and displays the result of the tests for all three requirement areas: registry, folder permissions and connectivity.

Follow the next steps to check whether there are any issues with the requirement areas:

1. Go to <https://www.colorgate.com/support/en/download?maincat=4> and download **ColorGATE Dependency Checker**.
2. Extract the zip file.
3. Install **ColorGATE Dependency Checker V1.1.exe**.
4. Start the tool. The tool will display results for each of the three areas: **registry, folder permissions**

and **connectivity**, regardless of whether they failed.

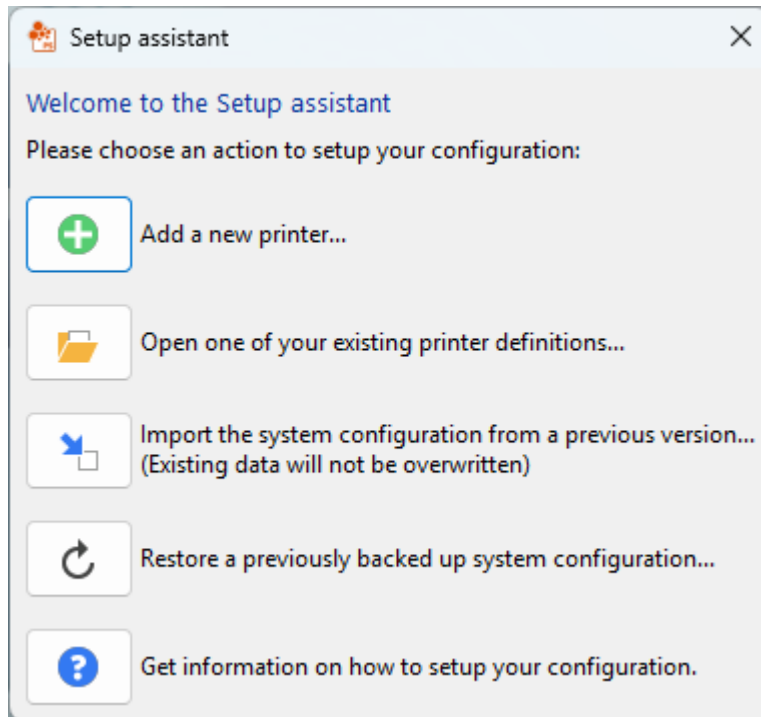


```
C:\Users\gandre\Dropbox\Public\Colorgate Dependency Checker.exe
Starting dependency check...
Starting registry permission check...
RegCreateKeyExA() on path "HKEY_LOCAL_MACHINE\Software\DSS\Produc
RegCreateKeyExA() finished successfully, continue...
RegCreateKeyExA() on path "HKEY_LOCAL_MACHINE\Software\DSS\Produc
RegSetValueExA() finished successfully, continue...
Finished registry permission check successfully!
Starting file permission check...
SHGetFolderPath() finished successfully, continue...
Denuvo folder in %PROGRAMDATA% exists, continue...
DependencyCheck folder in %PROGRAMDATA% exists, continue...
File handle opened successfully, continue...
Content written to file successfully, continue...
```

If any area fails, please contact your IT team for further assistance.

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 V25), please visit <https://www.colorgate.com/support/en> and log in with your personal login credentials. Via **Menu > Support > Web Support** you can create web support tickets.