

# Sage License Manager User's Guide

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February 2025 update for version 13

Sage GUI applications and DLL libraries run under a software licensing system based on a license file installed on the computer running the software. License manager software *activates* the license as the final step in installing the software or on the first run of an installed application or DLL library. During this activation process the license manager queries the Sage online database to determine the type of license you have purchased (single or multi-seat) and its duration (perpetual or time-limited). What happens next depends on the license data returned from the database:

**perpetual license** — your Sage applications will run normally without ever again querying the online database, except as documented below in section Changed Computer ID.

**time-limited license** — your Sage applications will run normally until the license expires. At the beginning of each run there is a quick check of the online database to see if the license remains in effect.

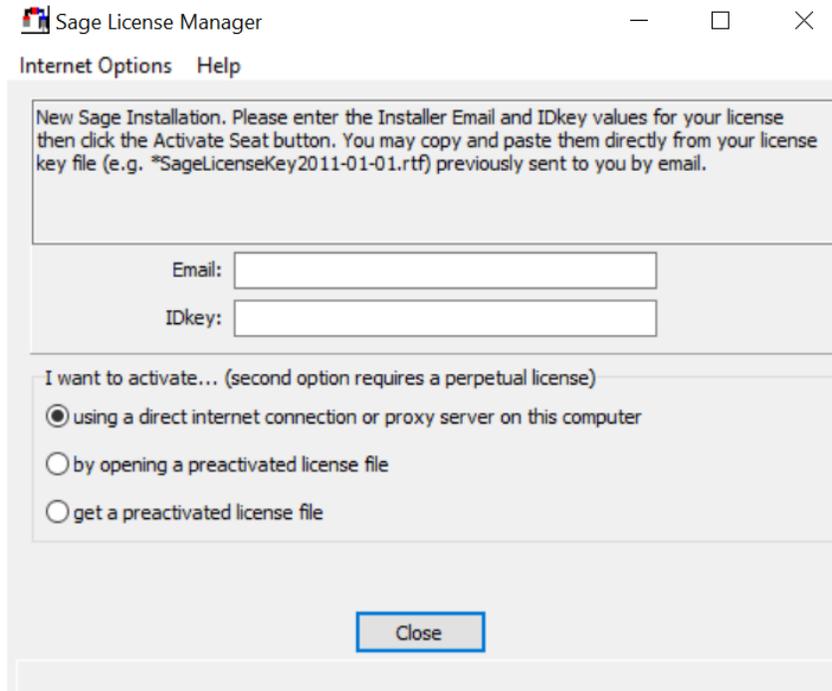
**seat number** — your Sage applications can be activated on the number of computers (seats) specified for your license. If you exceed the limit there is a way move an active *seat* from one installation to another by using the license manager to de-activate the first installation then activate the second installation.

**invalid license** — your Sage applications will not run normally (file opening will be disabled).

The license manager runs as a stand-alone application or a dialog called by your Sage application. You may run it as a stand-alone application in the event you want to move the active seat for a license. The Sage License Manager is automatically installed on your computer along with your other Sage software applications.

## Initial Activation

The activation processes for a new installation requires you to enter your unique installer email address (case sensitive) and IDKey into a dialog (below). This information is normally sent to you by email at the time of purchase.

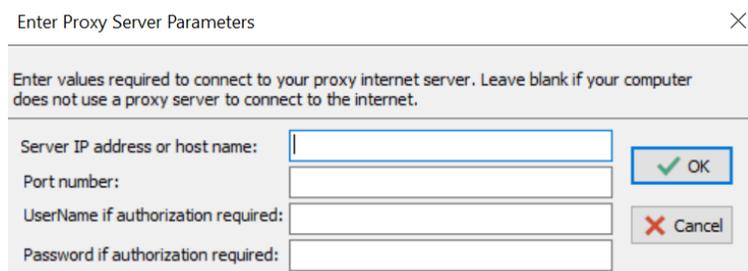


The screenshot shows a window titled "Sage License Manager" with a menu bar containing "Internet Options" and "Help". The main content area contains the following text: "New Sage Installation. Please enter the Installer Email and IDkey values for your license then click the Activate Seat button. You may copy and paste them directly from your license key file (e.g. \*SageLicenseKey2011-01-01.rtf) previously sent to you by email." Below this text are two input fields: "Email:" and "IDkey:". Underneath the input fields is a section titled "I want to activate... (second option requires a perpetual license)" with three radio button options: "using a direct internet connection or proxy server on this computer" (which is selected), "by opening a preactivated license file", and "get a preactivated license file". At the bottom of the dialog is a "Close" button.

### Direct Internet Connection or Proxy Server

Under this option (select first radio button above) the License Manager will attempt to make a direct HTTP connection to the Sage website, transmit a database query and receive a response. If all goes well you a message will pop up notifying you of your successful activation. Your license data is then stored locally on your computer and you are finished.

If this option fails to connect to the Sage website it may be that your computer uses a proxy server to connect to the internet. In that case you can enter the required proxy server parameters in the following dialog by selecting the Proxy Server Settings item in the **Internet Options menu**.



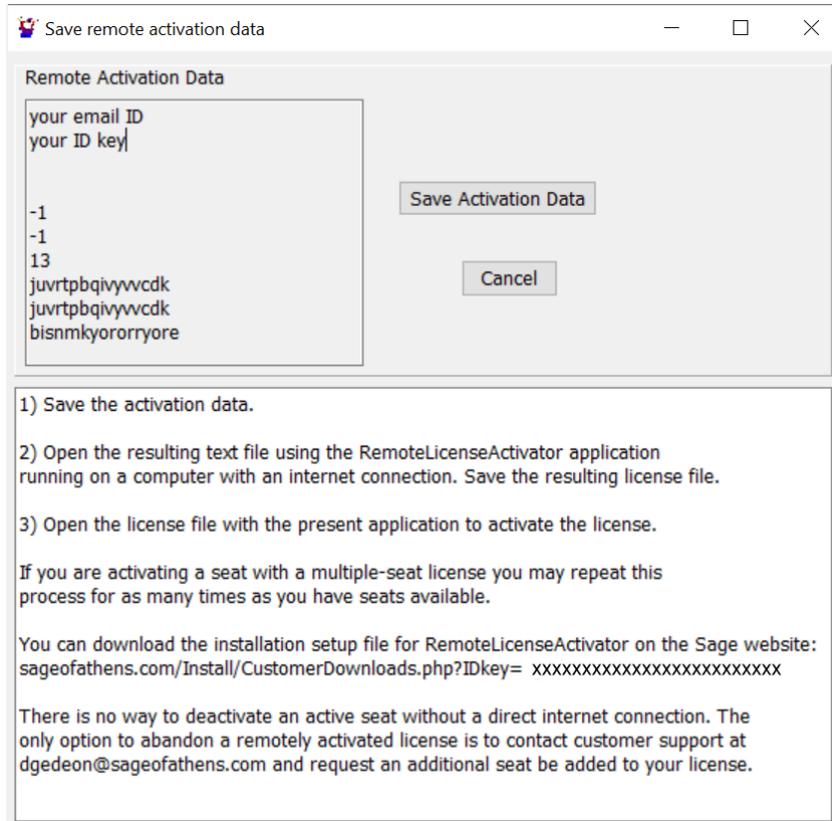
The screenshot shows a dialog box titled "Enter Proxy Server Parameters" with a close button (X) in the top right corner. The main text reads: "Enter values required to connect to your proxy internet server. Leave blank if your computer does not use a proxy server to connect to the internet." Below this text are four input fields: "Server IP address or host name:", "Port number:", "UserName if authorization required:", and "Password if authorization required:". To the right of the input fields are two buttons: "OK" (with a green checkmark) and "Cancel" (with a red X).

### By Opening a Preactivated License File

This option is intended for customers running Sage on a computer without an internet connection, under a perpetual license. It allows you to install a license file previously activated and saved by the RemoteLicenseActivator application running on a computer *with* an internet connection, as explained in the following section.

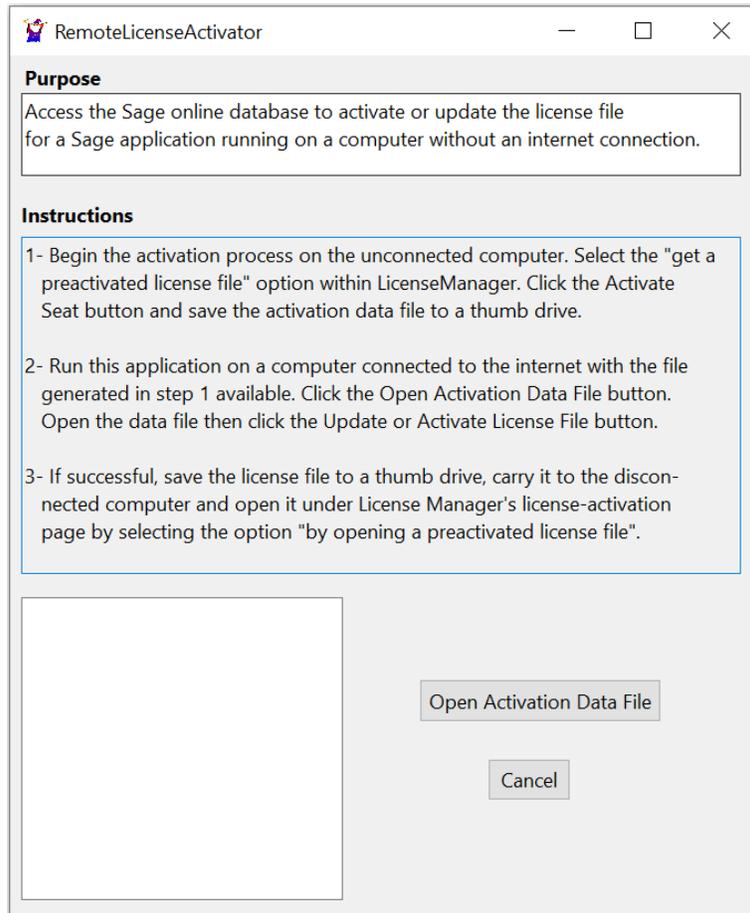
### Get a Preactivated License File

This option shows the following dialog when you click the “Activate Seat” button:



The box at upper left displays your initial license data. When you click the “Save Activation Data” button you are prompted to save the license data to a text file. Save it to a thumb drive or other location that will be accessible on the remote computer you will use for the next step.

The next step is to open the saved activation-data file using the RemoteLicenseActivator application running on a computer with an internet connection.



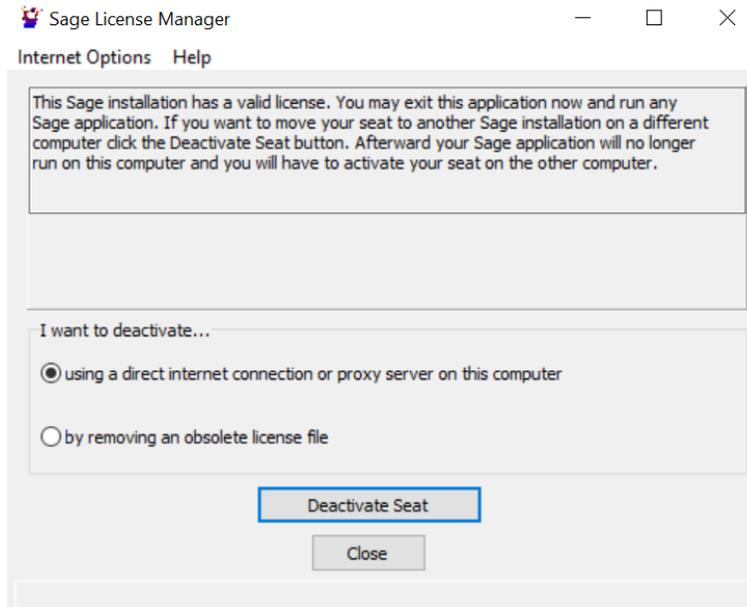
This application will attempt to activate or update the license via direct internet connection to the Sage database. If successful you will be able to save the resulting license file, then return to License Manager on the original computer and open the license file as in the previous section.

You first need to install the RemoteLicenseActivator application on a computer with an internet connection. You can download the setup file for that application from the same location you downloaded the setup file for your Sage application. The URL you need to access the download site will be displayed in the instructions box of the "Save remote activation data" dialog.

If you have difficulty running the RemoteLicenseActivator application contact customer support at [dgedeon@sageofathens.com](mailto:dgedeon@sageofathens.com).

## Seat Limits and Deactivation

The Sage online database keeps track of the number of active seats (active installations) for your license. You are permitted to activate as many seats as allowed under your license agreement. Beyond that, if you attempt to activate an additional seat the activation process will fail. In that case you have the option of using License Manager (on a different computer) to de-activate a previously-activated seat, after which you will be able to activate a new seat.



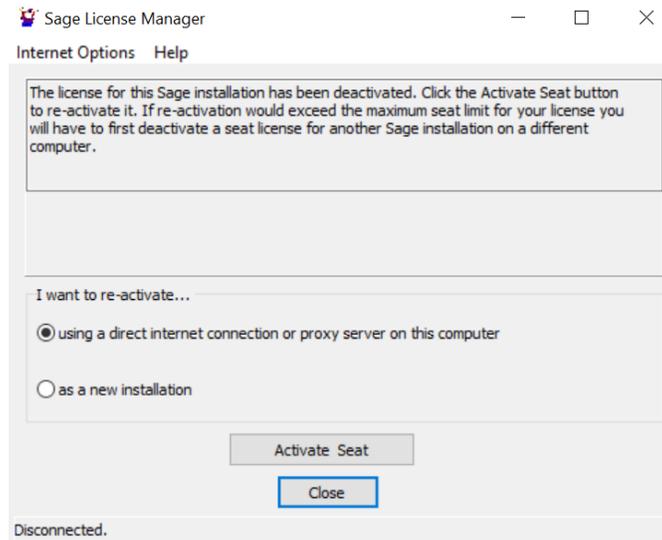
To properly synchronize with the Sage online database you must deactivate using the *direct internet connection* option. Afterward the Sage software will no longer run although it remains installed and the license file on your computer remains intact. The License Manager display toggles to the re-activate view (see below) so that reactivating your seat is simply a matter of clicking the *Activate Seat* button.

The option to deactivate by removing an obsolete license file is available as a last resort if the direct internet connection option does not work. Under this option the seat referenced by the obsolete license file is removed from the online database, if possible, and the license file on your computer is deleted. The License Manager display toggles to the initial activation view (see above) allowing you to activate your seat as for a new installation.

Deactivation by remote computer is not supported. Your only option to “deactivate” a seat for Sage running on computers without an internet connection is deactivate by removing an obsolete license file. If you need to recover the seat to activate Sage on another computer, contact customer support at [dgedeon@sageofathens.com](mailto:dgedeon@sageofathens.com) and request that an additional seat be added to your license.

## Re-Activation

After you have deactivated your installation you can reactivate it again later without re-installing the software or re-entering the Email and IDkey information required for a new installation. Running License Manager under a deactivated installation produces this screen:

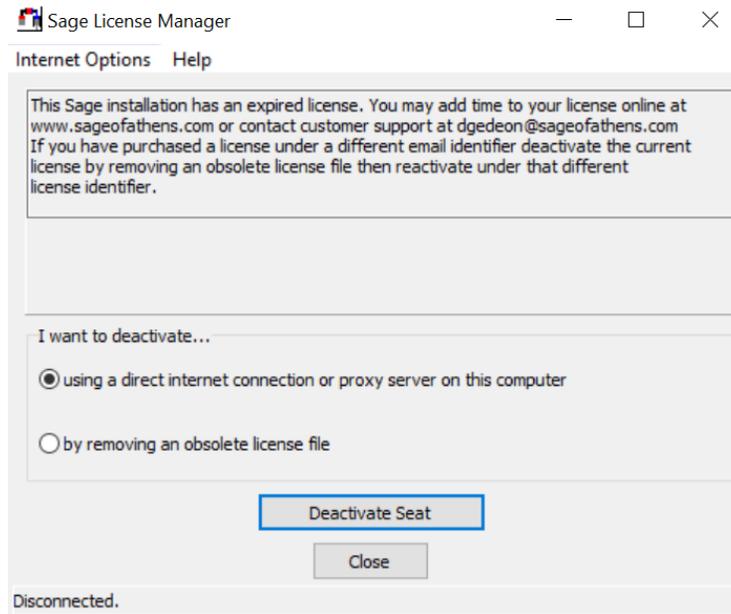


To properly synchronize with the Sage online database you must reactivate using the *direct internet connection* option. Afterward the License Manager dialog toggles to the deactivate view (see above) so that deactivating your seat is simply a matter of clicking the *Deactivate Seat* button.

The option to reactivate as a new installation is available as a last resort if the direct internet connection option does not work. Possibly because you are a user without a direct internet connection or have purchased a software upgrade under a different Email identifier than the one stored in the license file on your computer. Under this option the seat referenced by the license file on your computer is removed from the online database, if possible, and the license file is deleted. The License Manager display toggles to the initial activation view (see above Initial Activation section) allowing you to activate your seat as for a new installation.

## Time-Limited License Expiration

Under a time-limited license your Sage application will notify you when your license has expired. Running the license manager after that happens produces this screen:

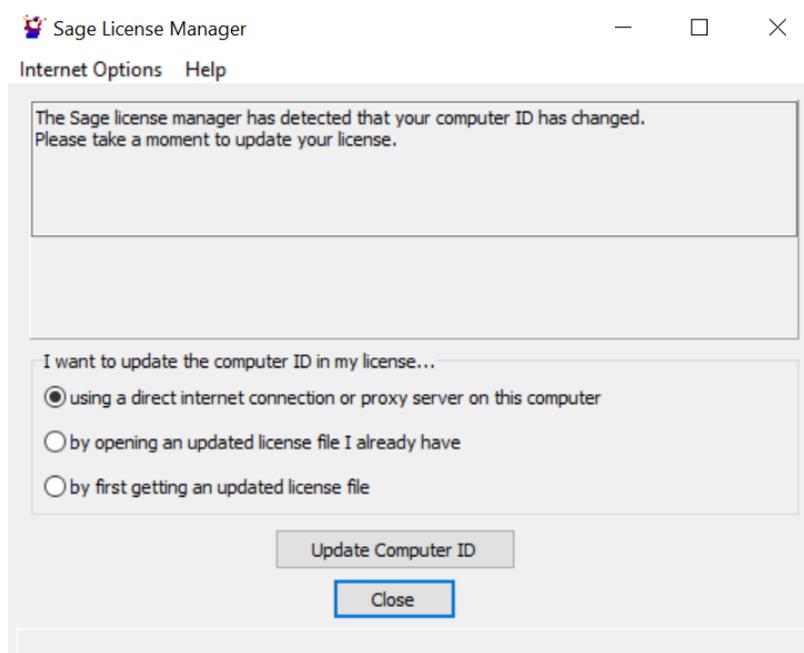


You do not need to deactivate your seat if you are planning to add additional time to your license. Just exit license manager and purchase more time by contacting customer support at [dgedeon@sageofathens.com](mailto:dgedeon@sageofathens.com) or by purchase online at <http://www.sageofathens.com/purchaseSoftwareForm.php>. If you purchase online be sure to enter the same email used as the identifier for your current license in the “Installer Email” box. After you have added time to your license your Sage application should run as before.

If you have purchased a license under a different email identifier then check the box “by removing an obsolete license file”. Then you will have the option of activating as if for a new installation. To do that you will have to enter the new email identifier and its associated IDkey.

## Changed Computer ID

Your License file contains a computer ID string that uniquely identifies your computer hardware, saved when the license was first activated. If for some reason the computer ID on your computer changes the license manager will ask you to take a moment to update the computer ID in your license file. The reason for asking is to monitor the unlikely possibility that the apparent changed ID is caused by a rogue license proliferating to other computers.



The options for updating your computer ID are similar to those for the activation process (see above initial Activation section). The “direct internet connection” option is easiest. The “getting” and “opening” options are intended for customers running Sage on a computer without an internet connection and require transferring files between the computer running Sage and a remote computer connected to the internet.