

ENFOCUS

Affordable, flexible automation

Activation Troubleshooting Guide (Traditional Licenses)

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2. About this guide

Activating your Enfocus product is a mandatory step in the deployment of your Enfocus product. This document provides you with:

- Information on how and when to activate your product.
- Guidelines on what to do in case of problems.
- An overview of issues you may encounter and tips on how to solve them.



Note: This document only covers activation of **traditional, perpetual licenses**.

3. About Enfocus product activation

If you purchase Enfocus software, you receive a serial key that is linked to your license. The activation process checks if your software version and key are legitimate and if you are entitled to use the software.

This activation process takes place immediately after you have installed the software and is required before you can start working.

However, keep in mind that you will have to activate your product again:

- If you're **moving the software to another computer**, for example because you're changing computers, a colleague takes over the license, your computer crashed,... As the Enfocus product key is linked to the *hardware* of your computer, you must **first deactivate** your key, before you can activate it again on another machine.
- If you're **upgrading to another version of the software**. As keys are linked to software versions, you will have to activate a new ("upgrade") key, whenever you install a new version of the software. Note that upgrade keys must be activated **on the computer on which you activated the original key**. For example, if you have activated PitStop Pro 2022 on your old computer, but want to use PitStop Pro 2023 on your new computer, you must deactivate PitStop Pro 2022 on your old computer first, then install the new version of the software (2023) on your new computer and reactivate both the old key and the upgrade key (one after the other) on the new machine.

Where to find your keys

You can find your keys in your Enfocus account.

To do so, proceed as follows:

1. Go to enfoc.us and sign in using your Enfocus ID.
2. From the sidebar, select the product of which you need the key(s).
3. Click the **Subscriptions & keys** submenu.
4. Click the **KEYS** tab.
5. To copy a key, simply click it. It will automatically be copied to your clipboard.

For each key, you can see for which version it's valid and when and on which computer it was last activated.

4. How to activate your Enfocus product

Detailed information on how to activate your Enfocus product can be found on the Enfocus website:

- For a **video tutorial** and a **start page for activation issues**, refer to: <http://www.enfocus.com/en/products/activation-overview/>
- For **detailed procedures** on how to activate, deactivate or repair licenses, refer to the product manuals:
 - PitStop Pro Quick Start Guide <https://www.enfocus.com/en/support/manuals/pitstop-pro-manuals>
 - PitStop Server Reference Guide <https://www.enfocus.com/en/support/manuals/pitstop-server-manuals>
 - Workgroup Manager User Guide: <https://www.enfocus.com/en/support/manuals/pitstop-workgroup-manager-manuals>
 - Switch Reference Guide <https://www.enfocus.com/en/support/manuals/switch-manuals>
 - Connect User Guide <https://www.enfocus.com/en/support/manuals/connect-manuals>
 - BoardingPass User Guide <https://www.enfocus.com/en/support/manuals/boardingpass-manuals>

5. What can go wrong

5.1. Issues with your account, account name or password

5.1.1. I have no Enfocus ID yet

Issue

I'm asked for an Enfocus ID and password, but I don't have one yet.

Context

In order to activate an Enfocus product, you need an Enfocus ID. The Enfocus ID is a free account that is used for all communication and interactions with Enfocus and that replaces all former Enfocus accounts (product activation account, web shop account, portal account).

Solution

Click the following link to create an account: <https://my.enfocus.com/en/user/register/>

Alternatively, you can create one from within the Enfocus application, by clicking the **Create Enfocus ID** link on the License tab of the About panel.

Once you've submitted the required information, your Enfocus ID is created and you can use it immediately to activate your Enfocus product and to sign into the software.

5.1.2. I forgot my account name / Enfocus ID

Issue

I have made an account before, but I don't remember the account name.

Context

In order to activate or repair an Enfocus product, you need an account: an Enfocus ID.

Solution

Your account name is the e-mail address that was used to create your Enfocus ID.

If the e-mail address associated with your Enfocus ID changed, you have to create a new Enfocus ID. Use <https://www.enfocus.com/en/user/register> to create a new one. For more info, refer to a [solution article on this topic](#).

5.1.3. I forgot my password

Issue

I have made an account before, but I don't remember the password.

Context

In order to activate or repair an Enfocus product, you need an Enfocus ID. The Enfocus ID is a free account that is used for all communication and interactions with Enfocus.

Solution

Click <https://www.enfocus.com/en/user/password>. You will receive a link via e-mail with a link to reset your password.

5.1.4. I don't know how to change my account

Issue

I want to change my account (for example to change my password, or to register for the Enfocus newsletter), but I don't know how to do this.

Context

In order to activate or repair an Enfocus product, you need an account, i.e. an Enfocus ID.

Solution

Go to the Enfocus website and sign in to the Enfocus customer portal using your Enfocus ID credentials.

To do so:

1. On [enfocus.com](https://www.enfocus.com), click **Sign in** in the top right corner of the screen and enter your Enfocus ID credentials. Your "My Enfocus" account opens in a new tab.
2. In the sidebar, there are two sections:
 - **Products** where you can manage the Enfocus products you're entitled to. You can for example download the installers, find your keys or subscription IDs, and check your personal dashboard. Switch users will also find an overview of their apps and their Switch installations.
 - **Customer service** where you can report problems or check your support cases, activate subscriptions and check your maintenance contract info.
3. To change your personal details or password, click your Enfocus ID in the top right corner of the screen. This will open a list with several options, such as: Personal details, Change password, Communication, Change theme and Log out.



Note: In the Communication section you can set your communication preferences (e.g. to register for the Enfocus newsletters).

5.1.5. I don't have access to a previously used Enfocus ID

Issue

I want to activate, deactivate or repair the Enfocus software, but I don't know the Enfocus ID or password used by my (former) colleague to activate the software.

Context

Product keys are NOT linked to the Enfocus ID that was used to activate the software. As long as the product key is not used (not active) on a different system, you can re-activate it with any account.

Solution

Create or use your own, personal Enfocus ID:

- It's free.
- You can choose your own password.
- If it is linked to your own e-mail address, the Enfocus support team can easily contact you in case of problems.

5.2. Issues with your product key(s)

5.2.1. I have no product key

Issue

I want to use the Enfocus software, but I don't have a product key. How can I get one?

Context

You need a product key or a subscription ID to be able to work with the Enfocus products:

- Product keys are used if you buy a permanent license. You pay once for a particular version of the product, optionally combined with a maintenance contract to get updates.
- Subscriptions IDs are used if you buy a monthly or yearly subscription. You pay a monthly or yearly fee and you are always entitled to the latest major version.

Note that some Enfocus products are only available on subscription (e.g. BoardingPass), others like Switch and Connect YOU are only available via a permanent license.

Enfocus products can be bought via the internet or through a reseller.

Solution

Go to the appropriate product page on the **Enfocus website** and do one of the following:

- To start a **free trial** (of PitStop Pro, BoardingPass, or Connect YOU), click the **PDF Software** menu and select the product of your choice. Click **Start free trial** (a big button in the top right corner of the screen). You won't need to enter a key.
- To get a **free demo** (of PitStop Server, Switch, or Connect ALL), click the **Automation** menu and select the product of your choice. Click **Get a demo** (a button in the top right corner of the screen) and enter your contact details. You'll be contacted soon.
- To **buy the Enfocus software online**, open the **PDF Software** menu option and select the product of your choice (PitStop Pro, BoardingPass, or Connect You). Click the **Pricing** tab and buy the software you need.
- To **buy the Enfocus software from a reseller** (the only option for PitStop Server, Switch and Connect ALL), contact a local reseller. Contact information can be found at <https://www.enfocus.com/en/resellers>

5.2.2. I forgot my Enfocus product key(s)

Issue

I've changed computers, but I cannot activate the Enfocus software, because I don't know the product key(s) anymore.

Context

You need your product key every time you install the Enfocus software on another machine, and every time you upgrade to a newer version.

Remember that you must deactivate your software before you can activate it on another system. During deactivation, you will get the chance to save your keys to a text file. This option (**Export license information during deactivation**) is selected by default in the Enfocus Software Activation dialog.

Solution

Deactivate your software and make sure to export your keys.

If you deactivated the software, but forgot to export your keys, no worries. You can find them on the Enfocus customer portal.

Proceed as follows:

1. Click **Sign in** in the top right corner of the screen and enter your Enfocus ID credentials. My Enfocus opens in a new tab.
2. In the sidebar, click the product for which you need the key(s).
3. From the submenu, select **Subscriptions & keys**.
4. Click the **KEYS** tab. Here you can find all your keys. Note that if you click a key, it's automatically copied to your clipboard.

If deactivating is not possible (for example because the system is not available anymore), you can [deactivate the key remotely](#) (via your account, on the KEYS tab). You can do this only once. If you need this procedure a second time, you should log a case on the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>. Make sure to mention why it was not possible to deactivate the key.

5.2.3. Key is invalid

Issue

I get a message that my product key is invalid. What can I do to solve this?

Context

Product keys have a fixed length (30 characters) and are linked to a product and a version.

There are three types of product keys:

- A regular key is a **full key**, allowing you to activate the Enfocus software on any computer. If it has been activated before on a different computer, you must first deactivate it there, before you can activate it again on another system.
- An **upgrade key** is a cheaper key that relies on a previous version product key and can only be used on the computer on which this previous key has been activated.
- A **network** key can only be used with Workgroup Manager. For more information, refer to the Workgroup Manager documentation.

Solution

Re-enter the key. You may have made a typo when entering the key.

If this doesn't solve the problem, check if the error message you received occurs in the table below:

Message	Solution
This key is not valid for this application.	The key is not valid for the Enfocus product you are trying to activate. Enter the appropriate key.
You are trying to activate a network license. Network licenses can only be activated on a license server.	The key can only be used with Workgroup Manager. Enter the appropriate key.
Not all keys could be activated – You are trying to activate an expired license.	The key has expired. Enter an active key. For example: • If you used a trial version before, after the trial period, you need to activate a full key. • If you changed keys (e.g. you want to use a (floating) volume license instead of a number of single user licenses), you need to activate the new key.
This is a key for a previous version and requires (an) upgrade key(s) to be present. At least one of these keys is missing.	The key does not match the version of the software installed on the machine. For example, you are trying to activate Pitstop Pro 2023 with a PitStop Pro 2022 key. If you have an upgrade key, make sure the previous version of the software is activated on the same computer. For example, if you have an upgrade key for PitStop Pro 2023,

Message	Solution
	you must have activated a PitStop Pro 2022 key on the same system.



Note: If you don't have the appropriate key for the product you are trying to activate, you should buy a new key (a full key or an upgrade key) or a subscription. Refer to [I have no product key](#) on page 10.

5.2.4. Key is already in use

Issue

I get a message that my key is already in use.

Context

A product key can only be used on one system at a time. You must deactivate it on the current computer before you can use it on another one.

Solution

- Deactivate the key on the old system and re-activate it on the new system.
- If deactivating is not possible (for example because the system is not available anymore), you can [deactivate the key remotely](#) via My Enfocus (your customer portal). You can do this only once. If you need this procedure a second time, you should log a case on the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>. Make sure to mention why it was not possible to deactivate the key.

5.2.5. Not all keys could be activated

Issue

I get a message that not all keys could be activated and that no more licenses are available for the entered product key. What does this mean?

Context

This message may appear when you're trying to activate a key in Workgroup Manager.

Workgroup Manager works with network keys which are linked to floating licenses. Floating licenses are assigned to a user on the network for the time the user is using the application. When closing the application, the license is released and can be used by another user.

When buying Workgroup Manager, you buy a number of floating licenses. This number, referred to as the license count, must be entered when activating the application. When the entered number is higher than the number of licenses purchased, you will get this message.

Solution

In the Enfocus Software Activation dialog, click the **Previous** button and correct the license count to match the number of licenses purchased. If you need extra licenses, you can purchase them

through the internet or through your reseller. For more information, refer to [I have no product key](#) on page 10.

5.2.6. License Count is not specified

Issue

I get a message that the license count is not specified. What does it mean?

Context

This message may appear when you're trying to activate a key in Workgroup Manager.

Workgroup Manager works with network keys which are linked to floating licenses. Floating licenses are assigned to a user on the network for the time the user is using the application. When closing the application, the license is released and can be used by another user.

When buying Workgroup Manager, you buy a number of floating licenses. This number, referred to as the license count, must be entered when activating the application.

Solution

In the Enfocus Software Activation dialog, under **License Count**, enter the number of floating licenses you purchased.



Note: If the entered license count is wrong, the following message will appear: *Not all keys could be activated. There are no more licenses available for this product key.* Refer to [Not all keys could be activated](#) on page 13.

5.2.7. Not possible to activate a local license

Issue

You get the following message: *You are trying to activate a local license. This application only supports activating network licenses.*

Context

This message may appear when you're trying to activate the wrong key in Workgroup Manager, for example a key for another Enfocus application (PitStop, Connect).

Workgroup Manager works with network keys, which are linked to licenses for users on a network. The other Enfocus applications work with local licenses, for use on one system.

Solution

Enter a Workgroup Manager network key.

If you don't have a key for Workgroup Manager, you should buy one. Refer to [I have no product key](#) on page 10.

5.2.8. Unable to read the license file

Issue

I get a message that the key file I uploaded cannot be read.

Context

If the license file was sent to you through e-mail, without being zipped, the mail client may have added extra information. This information is unknown to the Enfocus software and triggers the message "Unable to read the license file".

Solution

Open the HTML file and copy-paste the key in the appropriate field on the License tab of the **About** panel.

Alternatively, remove the extra information as follows:

1. Open the HTML file, for example in Notepad or TextEdit.
2. Remove all content between <head> and <title> (marked in bold in the example below):

```
<html><head>  
<meta http-equiv="content-type" content="text/html; charset=ISO-8859-1">  
<title>Enfocus Product Key File</title>
```

3. Save the file and try to activate the software again.

If this didn't solve the problem, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.



Tip: If you ever send a license file yourself, make sure it is zipped!

5.3. Issues with the internet connection

5.3.1. I have no internet connection

Issue

How can I activate my Enfocus product if the computer that is running the software is not connected to the internet?

Context

Enfocus provides a way to perform the activation offline. All you need is a second system with internet access to communicate with the Enfocus web server.

The offline procedure consists of three steps:

1. On your *offline* system (on which you installed the Enfocus software), create an activation request (requestactivate.xml).
2. On your *online* system, upload this activation request to the Enfocus activation website. Enfocus will provide you with a response file (response.xml).
3. Upload this response file to your offline system.



Note: The first time you're activating an Enfocus product on a particular offline system, you must first **initialize** the software. The procedure is similar to the offline activation is and is started automatically when you click the **Activate** button in the Enfocus Software Activation dialog: instead of an activation request (step1), an initialization request will be created. For more information, refer to [I get a requestinitialize.xml file instead of a requestactivate.xml file](#) on page 17.

Solution

Perform an offline activation, making sure to select the **Off-Line Mode** checkbox in the Enfocus Software Activation dialog.

Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

5.3.2. A firewall is blocking the connection to the Enfocus license server

Issue

I cannot activate my Enfocus product, because a firewall is blocking the connection to the license server.

Context

When activating an Enfocus product, the software connects to the Enfocus license server to have the key and software version checked. If the firewall blocks the connection, activation will fail.

Solution

Allow communication with <https://licensing.services.esko.com> through ports 80 and 443.

If you're using Workgroup Manager, the license server should be able to communicate with both Workgroup Manager and all PitStop copies in the network. For more details, refer to the Workgroup Manager documentation (Chapter *Firewall settings for license distribution*).

5.4. Issues with offline product activation, deactivation or repair

5.4.1. I get a requestinitialize.xml file instead of a requestactivate.xml file

Issue

During activation (offline method), in the first part of the procedure, an initialization request (requestinitialize.xml) is created, instead of an activation request (requestactivate.xml). Why is that? What should I do with this file?

Context

This happens if it is the first time you're activating an Enfocus product on a particular computer without internet access (= offline procedure). In that case, you first have to initialize the software, before you can activate it.



Note: In case of online activation, initialization is done automatically in the background.

The procedure is similar to the activation procedure:

1. On your *offline* system (on which you installed the Enfocus software), create an initialization request (requestinitialize.xml).
2. On your *online* system, upload this initialization request to the Enfocus activation website. Enfocus will provide you with a response file (response.xml).
3. Upload this response file to your offline system.

Solution

Continue with the second step of the initialization procedure, i.e. upload the initialization request to the Enfocus activation website (<http://www.enfocus.com/en/products/activation/>) and follow the on-screen instructions.

Once you have initialized the product, you must still activate it. Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

5.4.2. Corrupt response file

Issue

Response file is corrupt and cannot be loaded.

Context

When your offline activation, deactivation or repair fails after loading the response file you downloaded from the activation website, it may be because you downloaded the file twice.

This happens when your browser blocks automatic downloads, and you click the security message at the top of your browser window, then go back to the previous page to try downloading the file again. This generates a second, corrupt response file, that will cause the activation, deactivation or repair to fail.



Note: If you believe this explanation does not apply to your situation, also check [Error: Failure to process the response file](#) on page 19.

Solution

Contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.



Note: To avoid this next time you download a response file, you need to either change your browser's security settings, or click the **direct link** on the download page.

5.4.3. Partially deactivated license

Issue

My license shows that it is not allowed to run and is partially deactivated. What should I do?

Context

This error typically shows up when an **offline deactivation** was started but not completed.

The offline procedure consists of three steps:

1. On your *offline* system (on which you installed the Enfocus software), create an deactivation request (requestdeactivate.xml).
2. On your *online* system, upload this deactivation request to the Enfocus activation website. Enfocus will provide you with a response file (response.xml).
3. Upload this response file to your offline system.

If for any reason *only the first step* was executed, the license has been deactivated on the local system, but not on the license server, so the server is unable to run on the local system, nor is it able to be activated on a different system, until the deactivation process is completed.

Solution

Complete the deactivation (step 2 and 3 of the above procedure). If you lost the requestdeactivate.xml file, you can start again with step 1 (i.e. create a new deactivation request). Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

If deactivating is not possible (for example because the system is not available anymore), you can [deactivate the key remotely](#) via the account section on [the Enfocus website](#). You can do this only once. If you need this procedure a second time, you should log a case on the Enfocus Support

Portal: <http://www.enfocus.com/en/supportportal/>. Make sure to mention why it was not possible to deactivate the key.

5.4.4. Error: Failure to process the response file

Issue

I received the following error: "Failure to process the response file. Be sure this response file corresponds to the latest Request file which was generated on this machine". What should I do?

Context

This error typically shows up when you're trying to complete the last step of an **offline (de)activation**. There are two possible causes:

- You loaded an *old response file* on a computer where the corresponding license was already activated, deactivated or repaired.
- You loaded the response file on a *different computer* than the one that was used to generate the corresponding request file.

Solution

First check if you still need to activate, deactivate or repair the software on the system concerned.

Then, if required, create a new request file and make sure to load the response file on the same computer.

Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

5.4.5. Error: Request is tampered, error code:ERROR:7; The hash in the client request is incorrect

Issue

What does this error mean?

Context

You may receive this error, if you're performing an offline deactivation. It indicates that changes were made to the (offline) deactivation request file.

Solution

Make a new deactivation request (step 1 of the procedure) and try again to deactivate the product key.

Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

5.4.6. Error: Cannot perform support actions on inactive fulfillment record FULFILLMENT

Issue

What does this error mean?

Context

This error typically appears when the internet connection was lost during an *offline deactivation*. It means that the license cannot be deactivated because it is already deactivated in the database on the license server.

Solution

Remove the broken license file from your system and re-activate the key afterwards.

To do so:

1. Go to the location where the license file is stored. The location depends on your operating system:
 - Windows: \ProgramData\FLEXnet
 - Old Windows versions (XP): C:\Documents and Settings\All Users\Application Data\FLEXnet
 - OS X on Mac: /Library/Preferences/FLEXnet Publisher/FLEXnet
2. Delete any files that start with "esko".
3. Activate your product key as required (e.g. on another computer).

If this didn't solve the problem, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

5.5. Other issues

5.5.1. Error message with an incident ID

Issue

During activation, I receive an error message with an incident ID. I don't know how to solve the issue.

Context

If something is wrong, the incident ID gives information about the cause of the problem. This is useful information for the Enfocus customer support team.

Example of an error with an incident ID: *An error occurred while processing an activation/deactivation/repair response. Incident ID: 1443*

Solution

Contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>. Make sure you mention the incident ID.

5.5.2. Activation wizard is freezing

Issue

I don't manage to activate my Enfocus product, because the activation wizard is freezing.

Context

If the software hangs when you launch it, it is possible that another application that uses the licenses has crashed and locked the connection to the licensing server.

Solution

Do one of the following:

- Open the Task Manager (Windows) or Activity Monitor (Mac) and end the process of the crashed application.
- Reboot your computer.

If the problem persists, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

5.5.3. The trial period is only 5 or 6 instead of 30 days

Issue

I requested a trial version of the software, but it's only valid for 5 or 6 days instead of the 30 days that were mentioned on the website.

Context

You can download a trial version of each of the Enfocus products. These trial versions also have to be activated (but cannot be deactivated). If something goes wrong during the activation process, you will get an error message, but you can already use the software for a short period (6 days), the so-called "grace period". This is also meant for users that cannot activate the software at the moment of installation, for example because they don't have an activation account yet on a computer with internet access.

Detailed instructions on the activation process can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

Solution

If something went wrong during the activation of your trial version, try to solve the problem by checking the list of issues mentioned in this document. Refer to [What to do in case of problems](#) on page 26.

5.5.4. License/product key is broken

Issue

My license is broken. What should I do?

Context

A product key is linked to the hardware and software configuration of the computer it is activated on. Changes made to this computer can break the product key. Copying an image from one computer to another with an active product key may also cause this problem.

Solution

If the product key is broken, you can try to repair it from within the software, using the **Repair** button in the Enfocus Software Activation dialog. Detailed instructions can be found in the product manuals on the Enfocus website. Refer to [How to activate your Enfocus product](#) on page 7.

If you are unable to repair your product key (for example because the hardware configuration of your system has changed), you may have to delete the license file. Refer to [Broken product key cannot be repaired](#) on page 22.

5.5.5. Broken product key cannot be repaired

Issue

I didn't manage to repair my broken product key.

Context

A product key is linked to the hardware and software configuration of the computer it is activated on. Changes made to this computer can break the product key. Copying a system image from one computer to another with an active product key may also cause this problem.

Solution

Deactivate the key, remove the broken license file and reactivate the key afterwards.

To do so:

1. Deactivate the key on the system with the original hardware configuration if possible. If this is not possible, don't proceed with this procedure, but contact Enfocus support and explain why you cannot deactivate the key.
2. Go to the location on the new system where the license file is stored. The location depends on your operating system:
 - Windows : \ProgramData\FLEXnet

- Old Windows versions (XP): C:\Documents and Settings\All Users\Application Data\FLEXnet
 - OS X on Mac: /Library/Preferences/FLEXnet Publisher/FLEXnet
3. Delete any files that start with "esko".
 4. Try again to activate your product key.

If you are still unable to activate your product key, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

5.5.6. Key for a different language

Issue

I receive a message that the product key I entered is a key for a different language. What should I do?

Context

This message may appear when you're using an upgrade key of a different type than the one that is currently activated.

Solution

You can ignore this warning. The software will still be available in the language you are working in.

5.5.7. Error: Error occurred during activation/deactivation/repair

Issue

What does this error mean?

Context

Enfocus provides different installers for deployment on Mac and Windows. This error may appear when you are trying to activate software that doesn't match your operating system.

Solution

Make sure the software you're trying to activate matches your operating system.

If the problem persists, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

5.5.8. Error: The activation of the fulfillment is denied by the activation policy because fulfill count exceeded the seat count

Issue

What does this error mean?

Context

This error typically shows up when you're trying to activate a license key on a new system, but you don't have enough licenses left.

Solution

You can either deactivate one of the licenses on one of the other systems (and afterwards activate it on this system), or you can buy additional licenses. For more information about buying additional licenses, refer to [I have no product key](#) on page 10.

5.5.9. Error: Online repair request for the activationID (PRODUCTKEY) is not originated from the original client machine.

Issue

What does this error mean?

Context

This error typically shows up if the hardware configuration of a computer has changed since the activation of the software.

Solution

Deactivate the key, remove the broken license file and reactivate the key afterwards.

To do so:

1. Deactivate the key on the system with the original hardware configuration if possible. If this is not possible, don't proceed with this procedure, but contact Enfocus support and explain why you cannot deactivate the key.
2. Go to the location on the new system where the license file is stored. The location depends on your operating system:
 - Windows : \ProgramData\FLEXnet
 - Old Windows versions (XP): C:\Documents and Settings\All Users\Application Data\FLEXnet
 - OS X on Mac: /Library/Preferences/FLEXnet Publisher/FLEXnet
3. Delete any files that start with "esko".
4. Try again to activate your product key.

If you are still unable to activate your product key, contact Enfocus customer support via the Enfocus Support Portal: <http://www.enfocus.com/en/supportportal/>.

5.5.10. Error: Entitlement line item has expired on DATE

Issue

What does this error mean?

Context

This message indicates that your license has expired.

Solution

For more information, about buying a new (upgrade) license refer to [I have no product key](#) on page 10.

5.5.11. Error: Padding is invalid and cannot be removed (or a complete cryptic output)

Issue

What does this error mean?

Context

You may receive this error when you forgot to activate your product activation account. An account is active if the e-mail address linked to the account has been confirmed.

Solution

Activate your account by clicking the link in the confirmation e-mail you received when creating the account. If you haven't received this confirmation e-mail, or if you don't have it anymore, refer to [I did not receive/I lost a confirmation e-mail](#).

5.5.12. Error: 9999:Invalid byte 2 of 2-byte UTF-8 sequence.

Issue

What does this error mean?

Context

The name of your computer (hostname) contains non-standard ASCII characters, such as é, à, ë, ü,...

Solution

Change the name of your computer.

6. What to do in case of problems

If you encounter any activation issues, proceed as follows:

1. Consult the product documentation (see [How to activate your Enfocus product](#) on page 7) and follow the instructions carefully.
2. Check the list of issues mentioned in this guide (see [What can go wrong](#) on page 8).
3. Ask your local reseller. Contact information can be found at <https://www.enfocus.com/en/resellers>
4. Create a case on the Enfocus Support Portal: <http://www.enfocus.com/supportportal>. This ensures that you provide the Enfocus support team with the required information. Activation issues are given the highest priority.



Tip: If you have several Enfocus products, we recommend installing [the Local License Manager](#).

6.1. The Local License Manager

The Local License Manager is a small application that allows you to manage the licenses of all your Enfocus products.

You can:

- See the details of all product keys activated on your computer.
- Export this information to an information sheet, so you can send it your reseller or to Enfocus custom support in case of problems.
- Activate and deactivate the keys for all Enfocus products installed on your computer in one go.
- Deactivate licenses for products that are not installed on your computer. This is useful if you uninstalled the software (e.g. to move it to another computer), but forgot to deactivate it.



Note: Workgroup Manager users don't have to install this application; they should use the Network License Manager (which is by default installed with the software) to manage their floating (i.e. network) licenses. The Local License Manager only shows local licenses.

Download the application:

[Link to the latest version of the Local License Manager](#)

Watch a movie:

[How to use the Local License Manager](#)

6.2. Providing support information to Enfocus

Help the Enfocus support team solve your activation issues by providing them with all the information they need.

Proceed as follows:

1. To open the About panel, click:
 - PitStop Pro: **Help** > **About Third-Party Plugins** > **About Enfocus PitStop Pro**
 - Other products: **Help** > **About (Enfocus product)**
2. Switch to the **Support info** tab.
3. Click the **Copy to Clipboard** button and paste the information into a text file.
4. Create a case on the Enfocus Support Portal (<http://www.enfocus.com/supportportal>) and make sure to attach the text file with the support information.

6.3. Remotely deactivating a product key

As Enfocus product keys are linked to the *hardware* of your computer, you must first deactivate your key, before you can activate it again on a different machine. If this is not possible (for example because the computer on which the key was activated is not available anymore), you can remotely deactivate the key.



Important: This is not the standard procedure. Do this only when there is no way to deactivate the key locally. Remote deactivation can be done only once. If you need this procedure a second time, you will have to log a case on the Enfocus Support Portal (<http://www.enfocus.com/supportportal>).

To remotely deactivate a product key via [enfocus.com](http://www.enfocus.com), proceed as follows:

1. Log into [the Enfocus website](http://www.enfocus.com) using your Enfocus ID. My Enfocus will open in a new tab.
2. In the sidebar, click the product for which you have a license key.
3. From the submenu, select **Subscriptions & keys**.
4. Click the **KEYS** tab.
5. Search for the product key concerned.



Important: Once deactivated, the product will no longer be shown in your product overview. Make sure to write down or to copy the product key! You will need it to activate the key again later on.

6. Click **Remote deactivation**.
7. Enter the reason why you cannot deactivate the key yourself on the device it was activated.
8. Click **Yes, deactivate the key remotely**.

The key is deactivated and can be activated again on a different computer. It's no longer shown in your keys overview.