ENFOCUS



PITSTOP WORKGROUP MANAGER 26

User Guide

06 - 2026

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1. About Enfocus PitStop Workgroup Manager

Enfocus PitStop Workgroup Manager is an application that allows you to **centrally manage the settings for the PitStop Pro products** in a workgroup environment.

The main tasks of the Workgroup Manager are:

- **Distribute and manage PitStop Pro licenses**. With Workgroup Manager, you don't need a PitStop Pro license for every user in the workgroup. Instead, you use "floating licenses", which 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. If you have for example 5 floating licenses, up to 5 users can use the application at the same time.

- **Distribute PitStop Pro Presets** (Action Lists, Preflight Profiles, Global Changes, ...) to the users in the workgroup. This way you can ensure that the appropriate Presets are used by all users in the workgroup. In addition you can define restrictions for particular users or user groups as required.

  Important: Users running PitStop Pro 26.07 (or later) *in Protected mode* cannot use this function. Instead, use the resource syncing feature. For more information, see *Sharing resources through the Enfocus Cloud* on the *Workgroup Manager manuals* page.

- **Monitor the users connected to Enfocus PitStop Workgroup Manager**. With Workgroup Manager you can for example see when they last connected and from which machine.

How does it work?

Enfocus PitStop Workgroup Manager must be installed and set up on a server. See *Setting up Workgroup Manager* on page 5.

Enfocus PitStop Pro must be installed on the computer of all users in the workgroup and must be configured to use a floating license from Workgroup Manager. See *Setting up PitStop Pro for Workgroup Manager* on page 18

Each time a user in the workgroup starts up Enfocus PitStop Pro, his/her copy of PitStop Pro connects to PitStop Workgroup Manager and checks if there is a floating license available. If this is the case, the user can start using PitStop Pro, and, if Presets were distributed, the user will have access to an extra set of Presets in the Preset Manager. If the user closes PitStop Pro, the license becomes available for other users in the network.

If no floating licenses are available, the PitStop user will get a warning.

The Workgroup Manager Interface

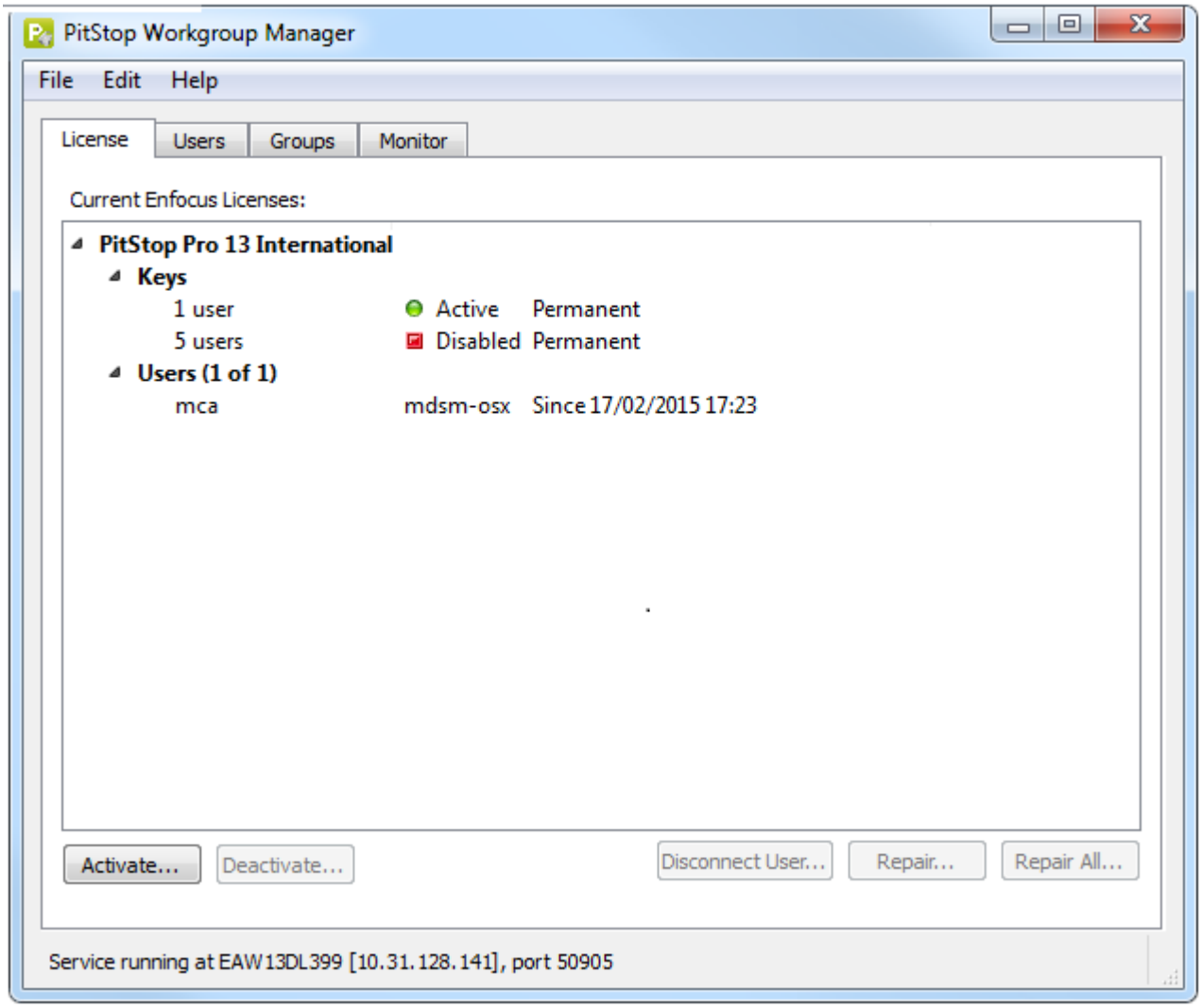
The Workgroup Manager interface consists of four tabs:

- The **License** tab is used to manage and activate the PitStop Pro licenses.

- The **Users** tab and the **Groups** tab allow to define users and user groups, and to set up the Preset distribution.

- The **Monitor** tab gives feedback about the PitStop Pro users that connected recently.

Below you can see an example of the interface with the four tabs. The License tab is the first tab.



Note the IP address in the title bar of the application. This is the IP address of the server running Workgroup Manager. The port is the port used by the Workgroup Manager service to distribute the Presets. You will need this information when setting up PitStop Pro for the users in the workgroup. For more information, refer to *Configuring PitStop Pro to use a floating license from Workgroup Manager* on page 18.

Workgroup Manager is available in English, German, Spanish, French, Italian, Dutch, Japanese, Simplified Chinese, Polish and Brazilian Portuguese.

2. Setting up Workgroup Manager

Setting up Workgroup Manager involves the following steps:

1. Installing Workgroup Manager on a server.
2. Activating the PitStop Pro floating licenses in Workgroup Manager.
3. Defining the users and/or user groups that are allowed to use PitStop Pro and setting up the Preset distribution.

2.1. Installing Workgroup Manager

Workgroup Manager must be installed on a server that is accessible to all users in the workgroup that will use PitStop Pro. The system requirements can be found on the Enfocus website (*https://www.enfocus.com/en/support/system-requirements/pitstop-workgroup-manager-system-requirements*).

Note: Make sure that the server cannot go into sleep mode. Otherwise, PitStop Pro users connecting to the server will only get their license after they restart Adobe Acrobat and PitStop Pro.

To install Workgroup Manager

1. Download the installer from the Enfocus website (*http://www.enfocus.com/en/products/pitstop-pro/pitstop-workgroup-manager*).
2. Double-click the installer.
3. Follow the on-screen instructions.

2.2. Activating PitStop Pro licenses in Workgroup Manager

Floating licenses

The PitStop Workgroup Manager works with floating licenses for Enfocus PitStop Pro (starting from PitStop Pro 10).

Floating licenses are assigned to a user on the network for the period of time the user is using the application. When closing the application, the floating license is released, and can be used by another user. If you have for example 5 floating licenses, this means that up to 5 users can use the application at the same time.

Note: Single-user licenses and volume licenses are not supported in the PitStop Workgroup Manager!

Product keys and product key files

Floating licenses (just like any other Enfocus licenses) are provided through a product key or a product key *file*. This is an HTML file, which you can double-click to see what product keys it contains.

How to activate your licenses

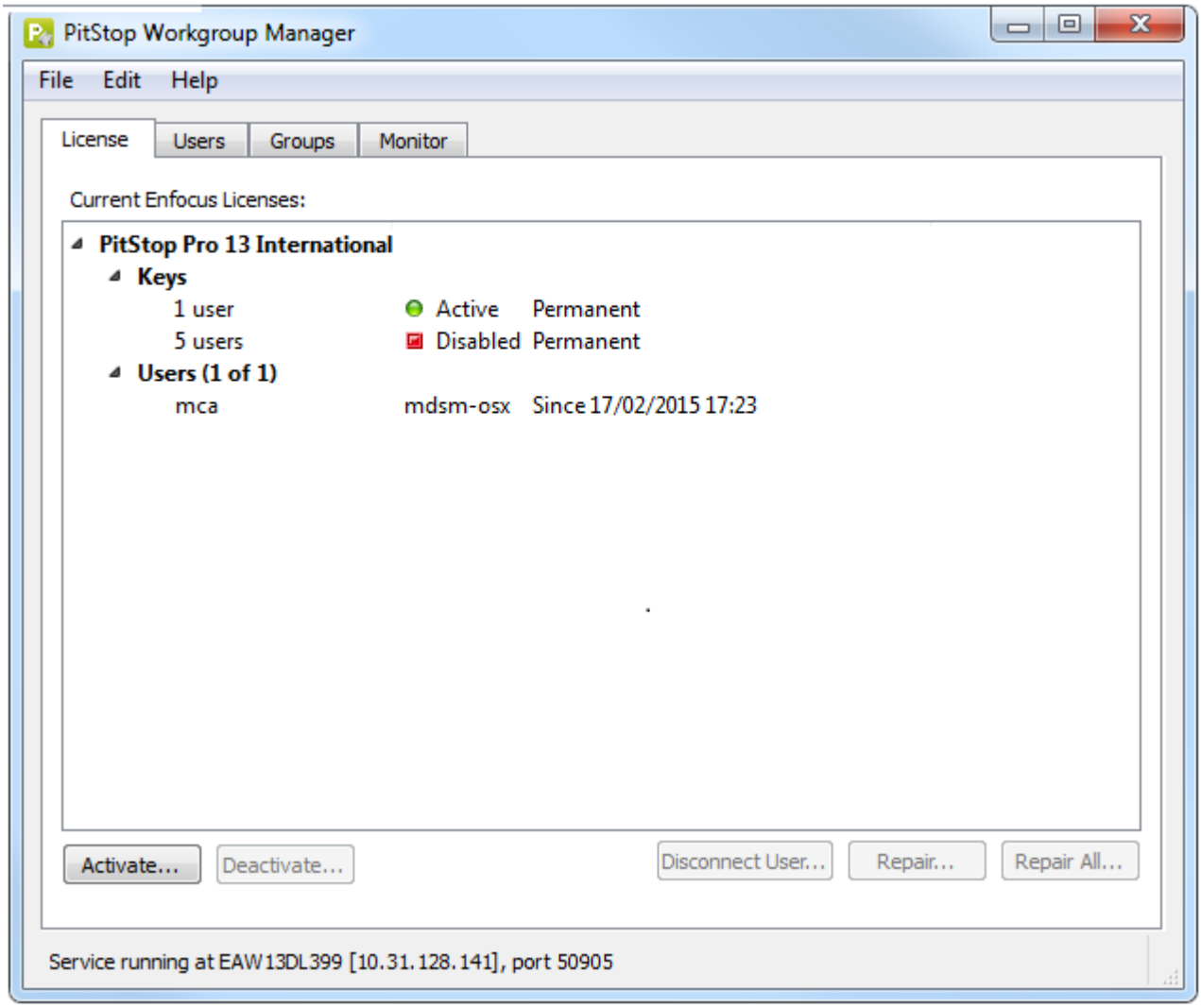
The procedure depends on the computer on which you have installed PitStop Workgroup Manager:

- If the computer running the PitStop Workgroup Manager is connected to the Internet, you can get licenses for the product keys and activate them from that machine. See *Activating Workgroup Manager (online method)* on page 7.

- Otherwise, you must create an activation request file and use a computer that is connected to the Internet to upload it to an activation server. See *Activating Workgroup Manager (offline method)* on page 8.

The License tab

Licenses are managed on the License tab. This tab displays the activated license keys (and their status), the number of users allowed for each key (= license count) and the users currently connected. Below, you can see an example.



2.2.1. Activating Workgroup Manager (online method)

Before you start:

- Your system must have internet access to communicate with the Enfocus web server.
- You must have a product key.
- If you're using a firewall, make sure to allow Workgroup Manager to communicate with *https://licensingservices.esko.com* using ports 80 and 443.

To activate Workgroup Manager

1. In the **License** tab of Workgroup Manager, click **Activate**.
   The **Enfocus Software Activation** dialog box opens.
2. Enter your Enfocus ID and password.
   The Enfocus ID is a new account that replaces all former Enfocus accounts (the webshop, product activation and support portal account). If you don't have one yet, click the **Create Enfocus ID** link and follow the on-screen instructions.

3. Enter your product key by doing one of the following:
   - Type or copy-paste your product key in the **Product key** field.
   - Browse to your product key license file (example: LicensesBackup.html) or drag it to the **Product key** field.
   - Enter the license count, i.e. the number of floating licenses you have purchased.
4. Make sure the **Off-Line Mode** option is disabled.
5. Click **Activate**.
   Your system communicates with the Enfocus webserver and activates Workgroup Manager.
6. To close the dialog, click **Close**.
   In the License tab, you can see the type of license, its status and the license period.

2.2.2. Activating Workgroup Manager (offline method)

Before you start:

- In addition to your offline system on which Workgroup Manager is installed, you must have a system with internet access to communicate with the Enfocus web server.
- You must have a product key.
- If you've never installed an Enfocus product before, you have to initialize the application first! See *Initializing Workgroup Manager (offline)* on page 9.

To activate Workgroup Manager

1. On your offline system with Workgroup Manager:
   a. In the **License** tab of Workgroup Manager, click **Activate**.
      The **Enfocus Software Activation** dialog box opens.
   b. Enter your Enfocus ID and password.
      The Enfocus ID is a new account that replaces all former Enfocus accounts (the webshop, product activation and support portal account). If you don't have one yet, click the **Create Enfocus ID** link and follow the on-screen instructions.
   c. Enter your product key by doing one of the following:
      - Type or copy-paste your product key in the **Product key** field.
      - Browse to your product key license file (example: LicensesBackup.html) or drag it to the **Product key** field.
      - Enter the license count, i.e. the number of floating licenses you have purchased.
   d. Enable the **Off-Line Mode** option.
   e. Click **Activate**.
      A new dialog box opens.
   f. In **Step 1**, click **Save**.
      Workgroup Manager creates a file: requestactivate.xml.
2. Make requestactivate.xml available on your online system.
   Example: You can copy requestactivate.xml to a USB stick, and connect the USB stick to your online system.
3. On your online system:

a. Go to *http://www.enfocus.com/products/activation?lang=en*
b. Upload requestactivate.xml, and click **Continue**.
c. Fill in your Enfocus ID password, and click **Continue**.
d. Click **Continue** to confirm.
The Enfocus web server creates a file: activation-response.xml.
e. Download the file.

4. On your offline system with Workgroup Manager:
a. In **Step 2**, upload activation-response.xml.
b. Click **Activate**.
Your system activates Workgroup Manager.
c. To close the confirmation dialog, click **Close**.
In the License tab, you can see the type of license, its status and the license period.

2.2.2.1. Initializing Workgroup Manager (offline)

This procedure describes how to initialize Workgroup Manager. Note that this is only required:

- If it is the first time you're activating an Enfocus product on a particular computer.
- If you want to activate Workgroup Manager offline, i.e. on a computer *without internet access*. In case of online activation, initialization is done automatically in the background.

Prerequisites:

- You need an additional computer with internet access to communicate with the Enfocus web server.
- You need an Enfocus ID. To create an Enfocus ID (on a computer with internet access), go to the Account section of the Enfocus website and follow the on-screen instructions. After completing the form, you will receive an email with your Enfocus ID and password.

How it works:

Initializing Workgroup Manager consists of three steps:

1. Create an initialization request on the computer on which you installed Workgroup Manager.
2. Save this file on another computer with internet access and upload it to the Enfocus activation website. Enfocus will provide you with a response file.
3. Upload the response file to the computer on which you installed Workgroup Manager.

Each of these steps is explained below.

To initialize Workgroup Manager

1. On your offline system with Workgroup Manager:
a. In the **License** tab of Workgroup Manager, click **Activate**.
The **Enfocus Software Activation** dialog box opens.
b. Enter your Enfocus ID and password.
The Enfocus ID is a new account that replaces all former Enfocus accounts (the webshop, product activation and support portal account). If you don't have one yet, click the **Create Enfocus ID** link and follow the on-screen instructions.
c. Enter your product key by doing one of the following:
- Type or copy-paste your product key in the **Product key** field.

- Browse to your product key license file (example: LicensesBackup.html) or drag it to the **Product key** field.
- Enter the license count, i.e. the number of floating licenses you have purchased.

d. Enable the **Off-Line Mode** option.

e. Click **Activate**.
A new dialog box opens.

f. In **Step 1**, click **Save**.
Workgroup Manager creates a file: requestinitialize.xml.

2. Make requestinitialize.xml available on your online system.

Example: You can copy requestinitialize.xml to a USB stick, and connect the USB stick to your online system.

3. On your online system:

a. Go to *http://www.enfocus.com/products/activation?lang=en*

b. Upload requestinitialize.xml, and click **Continue**.

c. Fill in your Enfocus ID password, and click **Continue**.

d. Click **Continue** to confirm.
The Enfocus web server creates a file: response.xml.

e. Download the file.

4. On your offline system with Workgroup Manager:

a. In **Step 2** (right part of the dialog), upload response.xml.

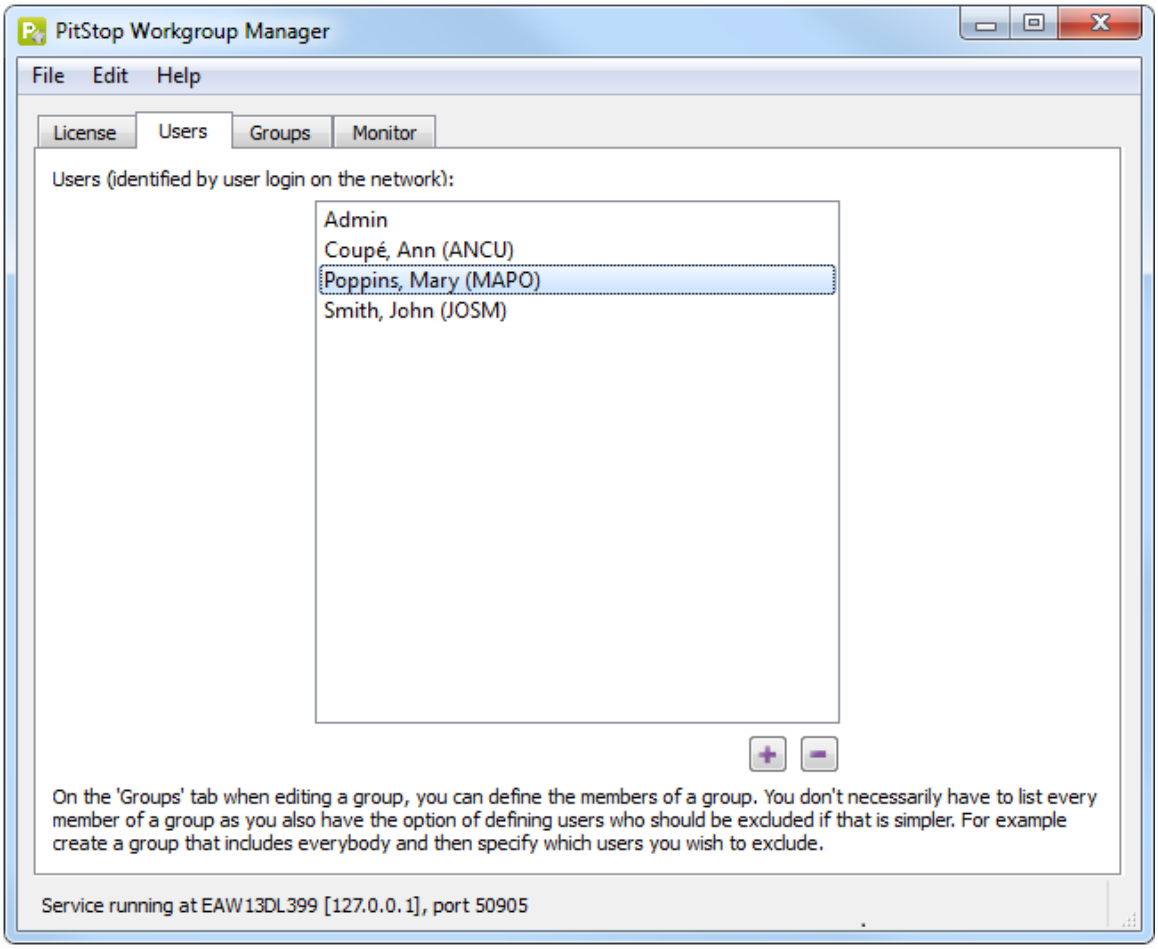
b. Click **Initialize**.
Your system initializes Workgroup Manager.

Once you have initialized Workgroup Manager, the Off-Line Activation dialog appears. You can immediately go on with the last substep of step 1 (save requestactivate.xml) of the *offline activation procedure*.

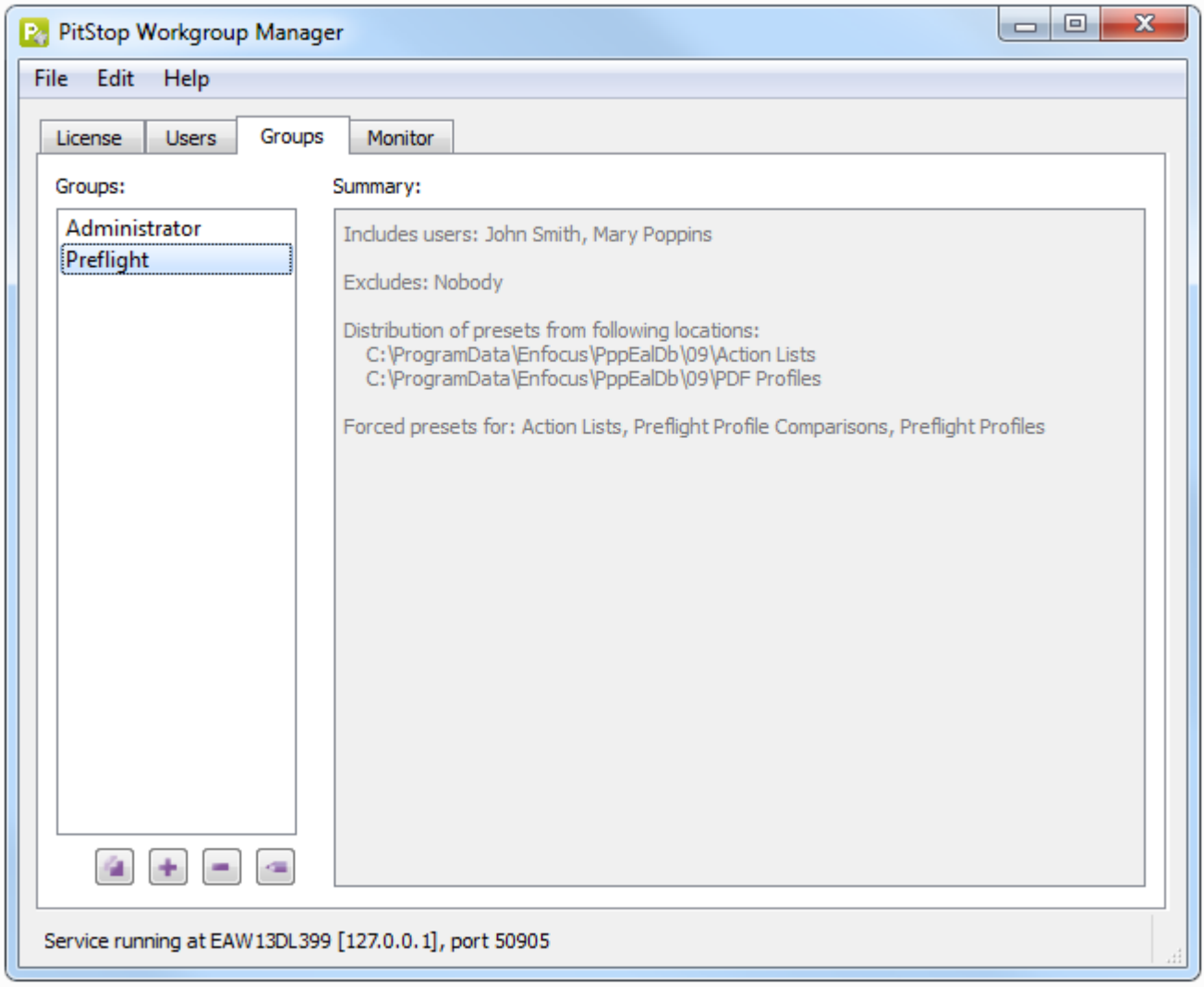
2.3. Defining users and groups

By defining users and groups, you can distribute different Presets (Action Lists, Preflight Profiles, ...) and/or restrict access to certain Presets, for different groups of users in a workgroup.

On the **Users** tab, you can add users, based on their user login on the network.



On the **Groups** tab, you can create groups. For each group you have to decide about the Presets to be distributed to the group members, and the Presets for which the users in the group should not have access to their standard and local Presets.



Example user and user groups

After installing Enfocus PitStop Workgroup Manager, you will see one pre-defined user and two pre-defined user groups:

- An "Admin" user
- An "Administrator" group, containing only this "Admin" user
- A "Preflight" group, containing all other users.

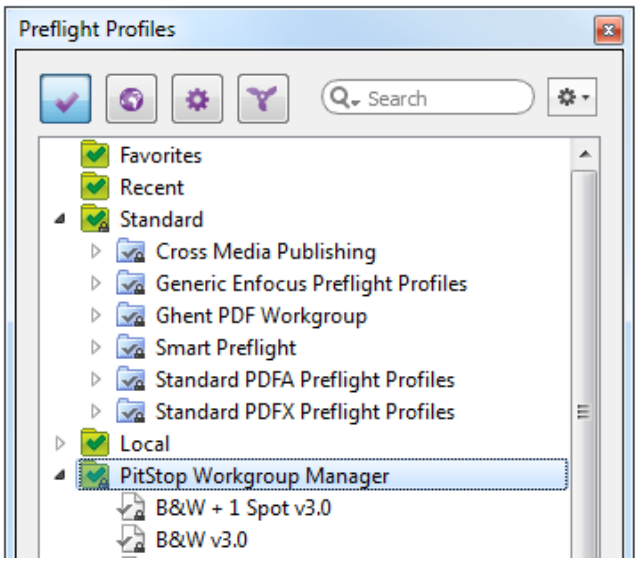
These are just example groups, for which no Presets are defined yet. You can use these examples as a base to define your own groups, or remove them and build your own.

2.3.1. About distributed Presets in PitStop Pro

Distributed Presets

Users connected to a PitStop Workgroup Manager can view and use the distributed Presets for the group(s) they belong to. These Presets are shown in an additional folder in the Preset Manager, i.e. in the PitStop Workgroup Manager database.

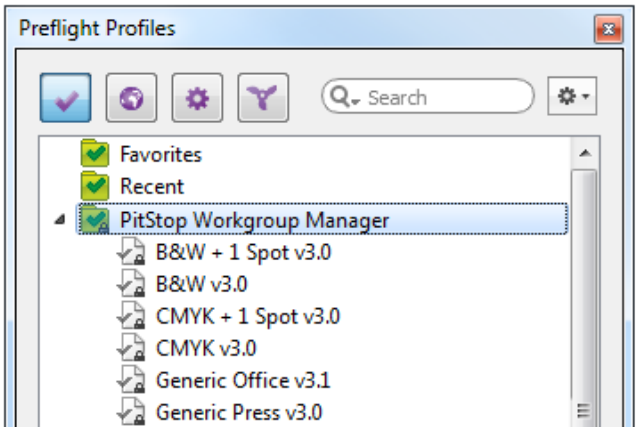
For example, if Preflight Profiles have been distributed, the users will see an extra folder/ database, called "Pitstop Workgroup Manager" in the Preflight Profiles panel.



Presets restricted to the distributed set

If the PitStop Pro users have only the right to use the distributed Presets and not their standard and local Presets, only the PitStop Workgroup Manager database will be shown. The Local and Standard database will be hidden.

For example, if the PitStop users are only allowed to use Preflight Profiles from Workgroup Manager, the users will not see the local and standard database in the Preflight Profiles panel.



Folder structure of the PitStop Workgroup Manager database

The folder structure shown inside the PitStop Workgroup Manager database is defined by the structure of the distributed folders. Remember this, when *setting up the preset distribution.*.

It works as follows:

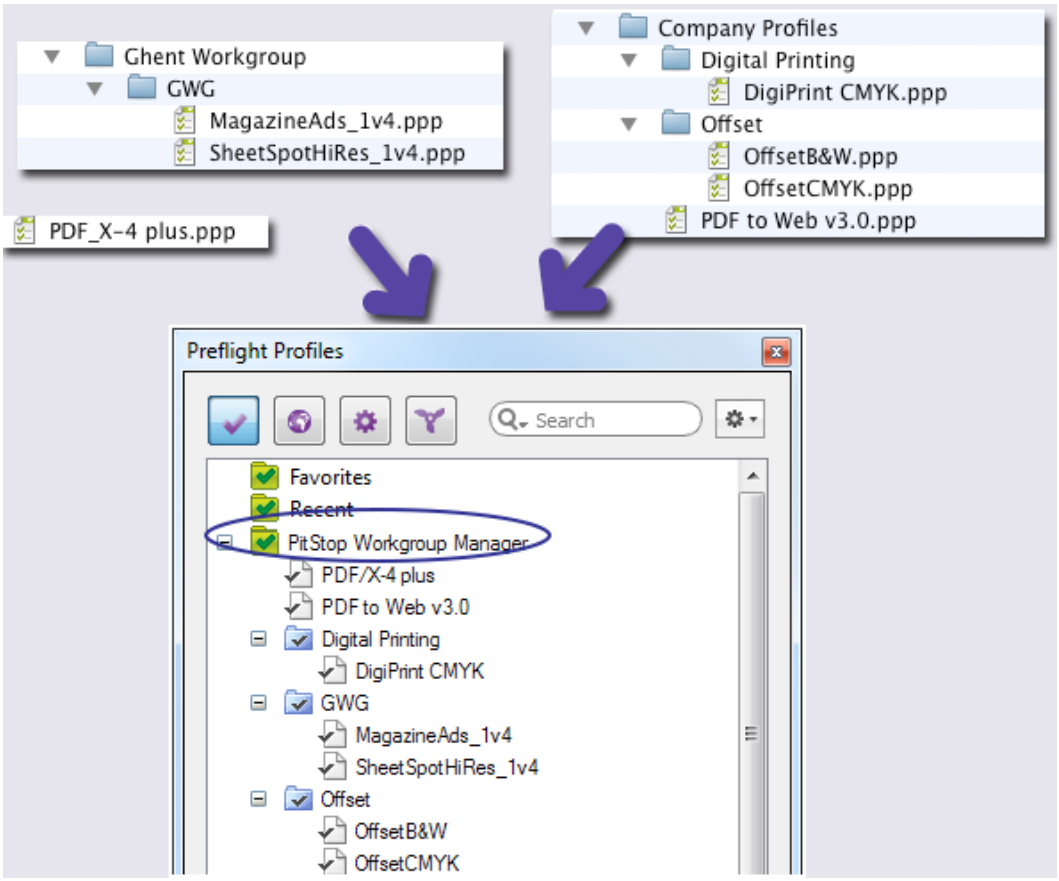
- If you distribute a **File**, the *Preset* will be at the top level of the Workgroup Manager database.

- If you distribute a **Folder**, the *content of that folder* will be at the top level of the Workgroup Manager database. The name of the folder itself will not be shown.
- If a distributed folder contains subfolders, these *subfolders will be shown*.

Example:

In this example, 1 file, and 2 folders have to be distributed.

The upper part of the image below shows the files and folders concerned; the lower part of the image shows how the PitStop Workgroup Manager database looks like for the PitStop users.



- The single file PDF_X-4 plus.ppp is placed at top level of the PitStop Workgroup Manager database.
- The Ghent Workgroup folder and the Company Profiles folder are not shown, but their subfolders (GWG, Digital Printing, Offset) become sublevels of PitStop Workgroup Manager.
- The file PDF to Web v3.0.ppp (in the root of the Company Profiles folder) is placed at top level of the PitStop Workgroup Manager database.

2.3.2. Setting up users

Note: Setting up users (and groups) is only required if you want to distribute Presets. If you're only using Workgroup Manager to manage PitStop licenses, you don't have to set up users!

Note that it is not necessary to specify *all* users for whom PitStop Workgroup Manager has to manage their PitStop Pro Presets. It can be sufficient to only list specific users whose PitStop Pro Preset settings should **not** be influenced by PitStop Workgroup Manager. In that case, when setting up a group, you simply include all users (select "everybody") and exclude these specific users.

To set up users in Workgroup Manager

1. Switch to the **Users** tab.
2. To add a user
   a. Click .
   b. Type the user names to be added, separated by a space, a comma or a semicolon.
      - This should be the user names used to log onto the network.
      - If a user name should contain a space, a comma or a semicolon, you can enter the name by adding a backslash in front of the space, comma or semicolon, for example "John\ Smith".
   c. Click **OK**.
      The users (with both their logon name and their display name) are listed alphabetically on the Users tab.
3. To remove one or more users (as required), select them in the list and click .



Note: There is an easy way to add users that are connected or recently connected to the PitStop Workgroup Manager. Simply switch to the Monitor tab, right-click the user concerned, and select **Add to Users List**. For more information, refer to *Monitoring PitStop Workgroup Manager Users* on page 20.

2.3.3. Setting up groups



Note: Setting up groups (and users) is only required if you want to distribute Presets. If you're only using Workgroup Manager to manage PitStop licenses, you don't have to set up groups!

Setting up a group involves:

- Choosing a name for the group.
- Defining the users that belong to that group. You can either include "everybody" and exclude some particular users, or include a particular set of users or groups of users.
- Setting up the Preset distribution for the group.

Preset distribution is done on group level, not on user level. Even if certain Presets are meant for one user only, you must create a group for that one particular user.

To set up groups in Workgroup Manager

1. Switch to the **Groups** tab.
2. To create a group
   a. Click .

Alternatively, you can start from a copy of an existing group, by selecting it and clicking  (**Duplicate**).

This will open the Group Management Editor.

b. Enter a meaningful name for the group.

c. *Define the users to be added to the group*.

d. *Set up the preset distribution*.

e. Click **OK**.

3. To make changes to a group, double-click the group, or select the group and click  (**Edit**). This will open the Group Management Editor. For more information, refer to *Define the users to be added to the group* and *Set up the preset distribution*.

4. To remove a group from the list (as required), select the group and click  (**Remove**).

2.3.3.1. Defining the users in a group

There are two ways to define the users in a group:

- By setting **Include users** to "Everybody", and specifying the users (or groups) you want to exclude from the group.
- By setting **Include users** to "These Users and Groups", and specifying what users (or groups) you want to include in the group. Even then, you can specify users or groups to be excluded.

To manage the Include or Exclude list in the Group Management Editor:

1. To add a user, click  (**Add Users**).

If the user you're looking for is not in the list, make sure you have added the user concerned on the User tab.

2. To add a group, click  (**Add Groups**).

3. To remove the user or Group from the Include or Exclude list, select the user or group, and click  (**Remove**).

2.3.3.2. Setting up the Preset distribution

In the bottom part of the Group Management Editor, you can define the Preset distribution and restriction for the group you're setting up.

You can distribute both single files and folders containing Presets; however, you should keep in mind that this has an impact on the folder structure the PitStop user will see in the Preset Manager. Refer to *About distributed Presets in PitStop Pro* on page 12.

Note that the files or folders to be distributed must be placed on the server running Workgroup Manager.



Note: If you're running Workgroup Manager on **Catalina**, you need to *enable full disk access for Workgroup Manager*.

To set up the Preset distribution

1. Define the Presets you want PitStop Workgroup Manager to distribute to all group members:
   a. To add the path of a folder to the list, click  (**Add Folder**) and browse to the appropriate folder.

      All Presets found in this folder (and any subfolders) will be distributed.
   b. To add Preset file(s) to the list, click  (**Add Files**) and browse to the appropriate file(s).
   c. To remove a path to a file or folder from the list, select it and click  (**Remove**).
   d. To redefine a path to a file or folder, click  (**Edit**) and browse to the correct file or folder.
2. Select for which type of Presets you want to apply a restriction.

   For example, if you select Action Lists, the users of the group will only have access to the Action Lists distributed by the PitStop Workgroup Manager. All standard and local Action Lists will be hidden.

Check for updates

Every 5 minutes, Workgroup Manager checks if the Presets on the server have changed. If this is the case, the updated versions are distributed to the users.

Note that you can change the time interval between two checks, or even disable the check (if you are not planning to update the Presets) as follows:

1. Click **Edit** > **Preferences** > **Time Intervals**.
2. Modify this preference as required:
   - To change the time interval, make sure **Check changes in folders containing presets for distribution every ... minutes** is selected and enter the preferred number of minutes.
   - To disable the check, clear the **Check changes in folders containing presets for distribution every ... minutes** checkbox.

3. Setting up PitStop Pro for Workgroup Manager

Setting up PitStop Pro so that it can be used with Workgroup Manager involves:

- Installing PitStop Pro (on the computer of every user in the workgroup).
- Configuring each copy of PitStop Pro in the workgroup to use a license from Workgroup Manager.

3.1. Installing PitStop Pro

You must install PitStop Pro on the computer of every user in the workgroup who wants to use PitStop Pro through Workgroup Manager.

Note: PitStop Pro is a plug-in for Adobe Acrobat Professional. Before installing PitStop Pro, make sure Adobe Acrobat is closed.

To install PitStop Pro

1. Download PitStop Pro from the Enfocus website.
   The URL is mentioned in the email you received at the time of purchase.
2. Double-click the installer.
3. Follow the on-screen installation instructions.

3.2. Configuring PitStop Pro to use a floating license from Workgroup Manager

Before you start: Make sure the floating licenses in Workgroup Manager have been activated (See *Activating PitStop Pro licenses in Workgroup Manager* on page 5). Otherwise, PitStop will not find a license, hence users will not be able to use it.

To make sure PitStop Pro uses a floating license from the Enfocus PitStop Workgroup Manager

1. In PitStop Pro, open the PitStop Pro preferences.
   - On Windows, select **Edit** > **Preferences** > **Enfocus PitStop Pro**
   - On Mac, select **Acrobat** > **Preferences** > **Enfocus PitStop Pro**
2. Open the **Connections** category.
3. In the PitStop Workgroup Manager section, enter the address of the computer running the Enfocus PitStop Workgroup Manager:
   - Click **Select Server** and select one of the detected Workgroup Manager servers, OR

- Enter the IP Address or the server name.



Note: The IP address of the license server can be found in the status bar of Workgroup Manager. You can select it, and copy-paste it into the **Address** text box.

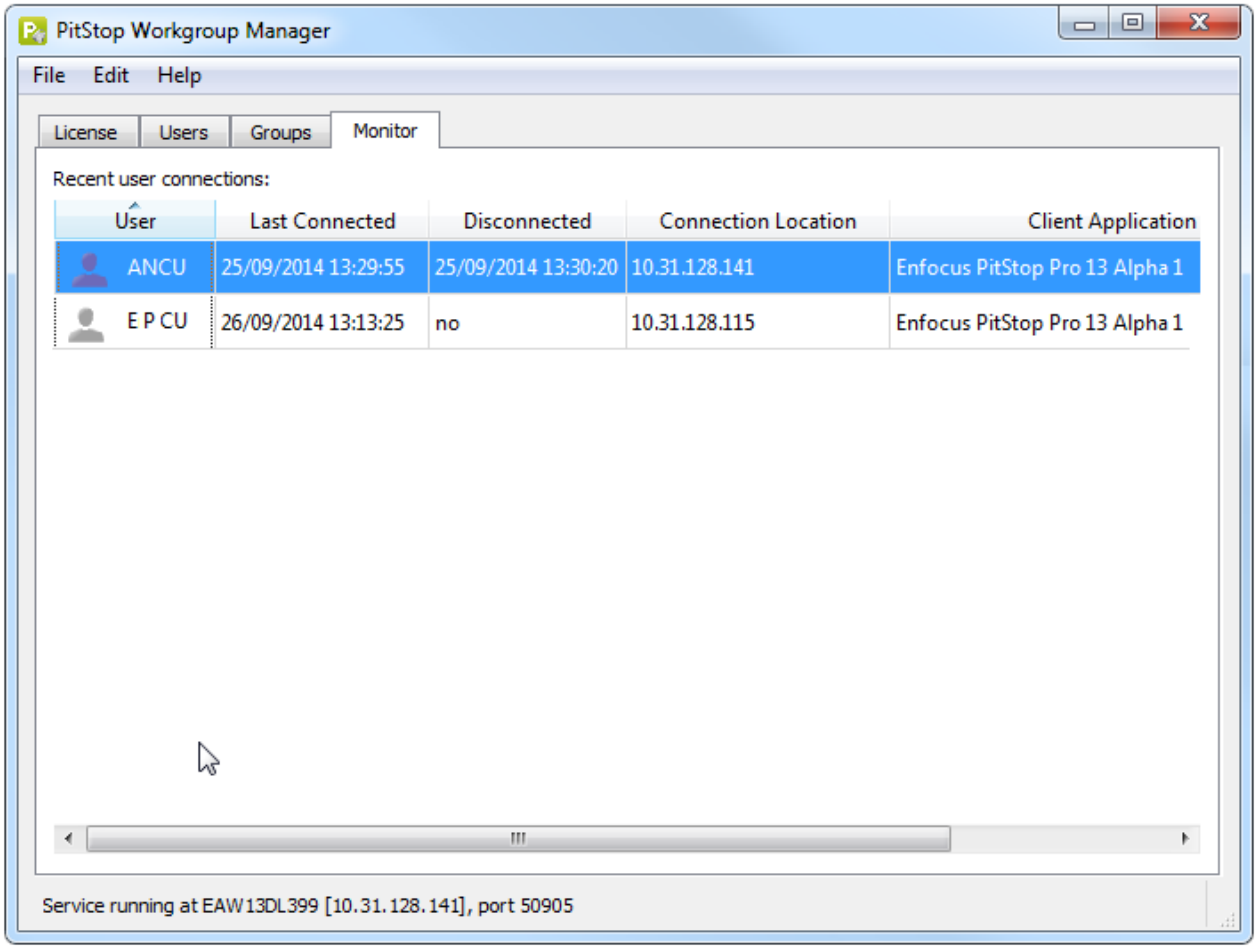
4. If the License Server (= the service that will verify your PitStop Pro license) is accessible through another port than the default port, disable **Use Default Port** and enter the port number to be used.
5. Next, define the connection to the Workgroup Manager:
   - If Workgroup Manager should also be used to distribute Presets, select the **Enable preset syncing** checkbox. If this option is disabled, Workgroup Manager will only distribute licenses.
   - If Workgroup Manager is accessible through another port than the default port, disable **Use Default Port** and enter the port number to be used.
6. Click **OK**.

If the PitStop Workgroup Manager has floating licenses available, one of these licenses will be used. Every time you start PitStop Pro, a floating license will be requested.

The floating license will be released when closing PitStop Pro, or when changing the license server address.

4. Monitoring PitStop Workgroup Manager Users

The **Monitor** tab gives an overview of the users that recently connected to Workgroup Manager.



For every user, you can see:

- The user name (user network login)
- Date and time of the user's last connection
- Connection status (connected or not)
- The IP address of the Workgroup Manager the user connected to
- The PitStop version of the connected user

Note: If a user with an older PitStop Pro version (12 or earlier) connects to Workgroup Manager, some of this information may not be available, for example the PitStop version, the connect location and the disconnect time.

Adding users to the Users tab

From this screen, you can also add a user to the Users tab (see *Setting up users* on page 14) by choosing **Add to Users List** from the contextual menu.

Hiding older connections

You can set a time interval preference, to make sure that older closed connections are not shown anymore. To do so:

1. Choose **Edit** > **Preferences** > **Time Intervals**
2. Select **Clean up closed connections older than ... hours**.
3. Enter the appropriate number of hours.

5. Disconnecting a WorkGroup Manager User

A PitStop Pro floating license remains in use as long as PitStop Pro/Adobe Acrobat hasn't been closed. If someone is absent due to illness or holidays and has forgotten to close Adobe Acrobat, you can reclaim his/her PitStop Pro license by manually disconnecting the user concerned.

To disconnect a Workgroup Manager user

1. Open the Workgroup Manager.
2. On the **License** tab, select the user concerned.
3. Click **Disconnect User**.
   If the user was connected only a short time before, you may be asked to try again later. In that case, we recommend waiting a couple of minutes before trying again.

The user is disconnected immediately (without further notice), which frees up his license for another user.

Remarks:

- Disconnecting a user from Workgroup Manager does not affect the use of Adobe Acrobat! The user concerned can still work with Adobe Acrobat without any problem.
- If a user was disconnected, but tries to use a PitStop Pro tool, there are two possibilities:
  - If there is still a floating license available, this license will be taken and the user can continue working without even noticing that he was disconnnected. On the License tab, you will see that the user connected again.
  - If there is no floating license available anymore, a warning will appear and the user will no longer be able to work with PitStop Pro.
- If several people are using different versions of PitStop Pro **on the same machine**, they will all be disconnected in one go. It is not possible to disconnect them separately. However, if required, the users that are disconnected unwantedly can re-connect immediately after (if there are enough licenses available).

6. Appendices

6.1. Enabling full disk access for Workgroup Manager (on Catalina)

When running Workgroup Manager on Catalina, you must enable full disk access for Workgroup Manager, otherwise you won't be able to distribute Presets.

Proceed as follows:

1. Open the **System Preferences** and choose **Security & Privacy**.
2. Switch to the **Privacy** tab.
3. In the left column, select **Full Disk Access** from the list of services.
4. Click the lock icon in the bottom left corner and enter your (administrator) password if requested. Click **Unlock**.
5. Do one of the following:
   - Click the plus button, select the Workgroup Manager app and click **Open**, OR
   - Drag and drop the Workgroup Manager app onto the field on the right.

   The Workgroup Manager app can be found in Applications/Enfocus/Enfocus PitStop Workgroup Manager <version number>.
6. Click **Quit Now**.

6.2. Additional Licensing functions

6.2.1. Repairing licenses

Licenses are tied to identifying characteristics of the hardware inside your computer. **Licenses may break if you change the hardware significantly** (for example if you add memory, the hard drive crashes, your network card breaks... etc).

If more than three hardware elements of the computer change simultaneously, the licenses are invalidated and declared broken.

As with activating and deactivating licenses, the repair procedure may be done online or offline.

6.2.1.1. Repairing Workgroup Manager (online method)

To repair Workgroup Manager

1. In the **License** tab of Workgroup Manager, click **Repair**.
   The **Enfocus Software Repair** dialog box opens.
2. Make sure the **Off-Line Mode** option is disabled.
3. Click **Repair**.
   Your system communicates with the Enfocus web server and repairs your license. If it fails, please contact Enfocus via the Enfocus Support Portal *https://www.enfocus.com/en/supportportal*
4. Click **Close**.

6.2.1.2. Repairing Workgroup Manager (offline method)

In addition to your offline system on which Workgroup Manager is installed, you must have a system with internet access to communicate with the Enfocus web server.

To repair Workgroup Manager

1. On your offline system with Workgroup Manager:
   a. In the **License** tab of Workgroup Manager, click **Repair**.
      The **Enfocus Software Repair** dialog box opens.
   b. Enable the **Off-Line Mode** option.
   c. Click **Repair**.
      A new dialog box opens.
   d. In **Step 1**, click **Save**.
      Workgroup Manager creates a file: requestrepair.xml.
2. Make requestrepair.xml available on your online system.

   Example: You can copy requestrepair.xml to a USB stick, and connect the USB stick to your online system.
3. On your online system:
   a. Go to *http://www.enfocus.com/products/activation?lang=en*
   b. Upload requestrepair.xml, and click **Continue**.
   c. Fill in your Enfocus ID password, and click **Continue**.
   d. Click **Continue** to confirm.
      The Enfocus web server creates a file: response.xml.
   e. Download the file.
4. On your offline system with Workgroup Manager:
   a. In **Step 2**, upload response.xml.
   b. Click **Repair**.

Your system repairs Workgroup Manager. If it did not work, please contact Enfocus via the Enfocus Support Portal (*https://www.enfocus.com/en/supportportal*).

c. Click **Close**.

6.2.2. Deactivating licenses

Just as with activating licenses, deactivating licenses can be done both online and offline. **You must deactivate a license before moving it to another computer.**

6.2.2.1. Deactivating Workgroup Manager (online method)

To deactivate Workgroup Manager

1. In the **License** tab of Workgroup Manager, click **Deactivate**.
   The **Enfocus Software Deactivation** dialog box opens.
2. Disable the **Off-Line Mode** option.
3. Enable the **Export license information during deactivation** option.
   This enables you to download the license file, so that you can reactivate it on another system.
4. Click **Deactivate**.
5. Browse to a download location, and click **Save**.
   Workgroup Manager creates a license file: LicensesBackup.html. Your system deactivates Workgroup Manager.
6. Click **Close**.

6.2.2.2. Deactivating Workgroup Manager (offline method)

In addition to your offline system on which Workgroup Manager is installed, you must have a system with internet access to communicate with the Enfocus web server.

To deactivate Workgroup Manager

1. On your offline system with Workgroup Manager:
   a. In the **License** tab of Workgroup Manager, click **Deactivate**.
      The **Enfocus Software Deactivation** dialog box opens.
   b. Enable the **Off-Line Mode** option.
   c. Enable the **Export license information during deactivation** option.
      This enables you to download the license file, so that you can reactivate it on another system.
   d. Click **Deactivate**.
   e. Browse to a download location, and click **Save**.
      Workgroup Manager creates a license file: LicensesBackup.html, and opens a new dialog box.
   f. In **Step 1**, click **Save**.
      Workgroup Manager creates a file: requestdeactivate.xml.
2. Make requestdeactivate.xml available on your online system.

Example: You can copy requestdeactivate.xml to a USB stick, and connect the USB stick to your online system.

3. On your online system:
   a. Go to *http://www.enfocus.com/products/activation?lang=en*
   b. Upload requestdeactivate.xml, and click **Continue**.
   c. Click **Continue** to confirm.
   The Enfocus web server creates a file: deactivation-response.xml.
   d. Download the file.
4. On your offline system with Workgroup Manager:
   a. In **Step 2**, upload deactivation-response.xml.
   b. Click **Deactivate**.
   Your system deactivates Workgroup Manager.
   c. Click **Close**.

6.2.3. Moving licenses between computers

To move licenses between computers, do the following:

1. Deactivate the licenses on the computer that will not use them anymore.

   See *Deactivating licenses* on page 25.

2. Copy the product keys file to the computer that will use the licenses.
3. On the computer acquiring the licenses, activate the licenses using the product keys file.

   See *Activating licenses*.

6.3. Firewall settings

6.3.1. Firewall settings for Preset distribution

The *Workgroup Manager Server* takes care of the Preset distribution and should be able to communicate with the PitStop Pro copies in the network, using the port mentioned below.

Location of the Workgroup Manager Service:

- **Windows:** C:\Program Files (x86)\Enfocus\Enfocus PitStop Workgroup Manager <version>\Resources\WorkgroupManagerServer.exe
- **Mac:** /Applications/Enfocus/Enfocus PitStop Workgroup Manager <version>/PitStop Workgroup Manager.app/Contents/Resources/WorkgroupManagerServer

Port: The port used for the communication is in the range of 50905 to 50910. You can see the exact port in the Workgroup manager UI (in the status bar at the bottom).

6.3.2. Firewall settings for license distribution

The License Server takes care of the licenses used and distributed by Workgroup Manager. The License Server should be able to communicate with Workgroup Manager and all PitStop copies in the network.

The License Server consists of the following processes:

- **lmgrd.exe/app**, which uses and listens on a free port in the range of 27000 to 27009.
- **esko.exe/app**, which uses and listens for connections on a dynamic port. The port used by esko.exe/app is known to lmgrd.exe/app.
- (legacy) **barco.exe/app**, which is similar to the esko.exe but for Esko/Enfocus legacy products.

Location of License Server processes:

- **Windows:**
  - C:\Enfocus\bg_prog_system_v010\bin_ix86\esko.exe
  - C:\Enfocus\bg_prog_system_v010\bin_ix86\lmgrd.exe
- **Mac:**
  - /Library/Application Support/FLEXnet Publisher/Manager/11.12.1/esko
  - /Library/Application Support/FLEXnet Publisher/Manager/11.12.1/lmgrd

    The version number (11.12.1) in the path refers to the version of the Flex library being used. This number depends on your version of Workgroup Manager and License Server.

Configuration notes:

If you have a firewall:

1. Configure a firewall to allow outgoing communication for the License Server processes mentioned higher.
2. Ping the License Server to see if ICMP traffic is allowed from the system running PitStop Pro to the License Server.
   - If the server can be reached, ICMP traffic is allowed. You can skip step 3 of this procedure.
   - If the server cannot be reached, ICMP is blocked by a firewall on the system on which the License Server is running.
3. *Modify your firewall settings to allow ICMP.*

If you have an external firewall (on the system running Workgroup Manager) AND an internal firewall (between the system running Workgroup Manager and the systems running PitStop Pro), to avoid a port clash, we recommend configuring static ports for the License Server. See *Configuring static ports* on page 29.

6.3.2.1. Allowing ICMP (all platforms)

If it is not possible to "ping" the License Server, ICMP traffic is probably blocked by the settings of a firewall. You must modify these settings, because otherwise you will not be able to run PitStop Pro with a Workgroup Manager license.

This is the case because PitStop Pro uses ICMP to check if it can connect to the License Server. PitStop Pro sends an ICMP echo request to the server running Workgroup Manager. This server is expected to respond with an echo reply. However, if ICMP echo requests are blocked by firewall settings, the server will not be able to respond, and the PitStop user will get a *Request Time out* error. To avoid this scenario, you should allow ICMP on the server on which you installed Workgroup Manager.

Check your firewall program's documentation to find out how to do so.



Note:

- The default Windows Firewall Settings block ICMP requests. As most Windows users will need information on how to allow ICMP, we added this information to the manual.
- Note that some firewalls use other names to refer to ICMP, such as "ping", "incoming ping", "ICMP Echo Reply", "Anonymous Internet Request",...

Allowing ICMP (Windows 7)

By default, ICMP is blocked by the default Windows Firewall Settings. To allow communication, you should create an inbound rule for ICMP echo requests.

To allow ICMP

1. Open the Control Panel and select **Networking and Sharing Center**.
2. In the bottom left part of the screen, click **Windows Firewall**.
   If a firewall has been configured, the Windows Firewall state is set to On.
3. In the left part of the screen, click **Advanced settings**.
4. In the top left part of the screen, click **Inbound Rules** and, from the context menu, select **New Rule**.
5. Select **Custom** and click **Next**.
6. Make sure **All programs** is selected and click **Next**.
7. From the Protocol type list, select **ICMPv4**, and click **Next**.
   ICMPv4 is the protocol used for the ping command.
8. Select the appropriate option, for systems inside (local) and outside (remote) the network:
   - To allow communication with any system, select **Any IP address**. This means that ICM echo requests can be received from any computer.
   - To allow communication with one or more particular systems only, select **These IP addresses** and enter the allowed IP address(es). This means that only ICM echo requests from these computers will be received.
9. Click **Next**.
10. Select **Allow the connection** and click **Next**.
11. To apply this rule to a specific type of network, select the appropriate option(s) (**Domain**, **Private** and **Public**) and click **Next**.

12. Enter a meaningful name for the rule you created, for example: Enable ICMP echo request, and click **Finish**.
The new rule appears in the list of inbound rules.

Allowing ICMP (Windows 8)

By default, ICMP is blocked by the default Windows Firewall Settings. To allow communication, you should create an inbound rule for ICMP echo requests.

To allow ICMP

1. Open the Control Panel.
2. Select **More settings**.
3. Click **System and Security**.
4. Select the **Windows Firewall** link.
5. In the pane on the left hand side, select **Advanced settings**.
6. In the top left part of the screen, click **Inbound Rules**.
7. In the list of inbound rules, search for **File and Printer Sharing (Echo Request - ICMPv4-In)**.
There are two such rules; one applies to private and public network locations; the other one to domain network locations.
8. Right-click the appropriate rule(s) and select **Enable Rule**.
The enabled rule will turn green.

6.3.2.2. Configuring static ports

To configure static ports

1. To ensure that the server can be reached, ping the system on which the License Server is running.
If this is not possible, you'll probably have to change your firewall settings. Refer to *Allowing ICMP (all platforms)* on page 27.
2. Locate the file licenses_e.dat.
Filepath:
   - **Windows:**C:\Enfocus\bg_data_system_v010\licenses_e.dat
   - **Mac:** /Library/Application Support/FLEXnet Publisher/Manager/License File/licenses.dat
3. Open the file in a text editor and change the contents as follows:

```
SERVER LICENSESERVER ANY
DAEMON esko
```

Should become:

```
SERVER LICENSESERVER ANY 27005
VENDOR esko port=26999
```

```
DAEMON esko
```

Where 27005 is the static lmgrd.exe port of your choice, and 26999 is the port of your choice for esko.exe daemon.

4. Save the file.

   The following steps are only relevant if you are using Windows. Mac users can skip them.

5. Check if you find the file licenses_b.dat on your system. This indicates that the old barco.exe (similar to esko.exe but for legacy products) is supported in your setup. If so, proceed with the next step of this procedure. Else, you can skip the next two steps.

   Filepath (same folder as step1): C:\Enfocus\bg_data_system_v010\licenses_b.dat

6. Open the file and change the contents as follows:

```
SERVER LICENSESERVER ANY
DAEMON barco
```

Should become:

```
SERVER LICENSESERVER ANY 27005
VENDOR esko port=26998
DAEMON barco
```

Where 27005 is the SAME static lmgrd.exe port you used in step2 and 26998 is the port of your choice for the barco daemon, which is DIFFERENT from the port you used for the esko vendor daemon in the licenses_e.dat file in the previous part.

7. Save the file.

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      File: vendor/json/upstream/single_include/nlohmann/json.hpp (only for ICU4C)

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