



AdminStudio 2022 R2 | 24.0

Activation User Guide

Legal Information

Book Name: AdminStudio 2022 R2 | 24.0 Activation User Guide

Part Number: ADS-2022R2-UG00

Product Release Date: November 2022

Copyright Notice

Copyright © 2021 Flexera

This publication contains proprietary and confidential information and creative works owned by Flexera and its licensors, if any. Any use, copying, publication, distribution, display, modification, or transmission of such publication in whole or in part in any form or by any means without the prior express written permission of Flexera is strictly prohibited. Except where expressly provided by Flexera in writing, possession of this publication shall not be construed to confer any license or rights under any Flexera intellectual property rights, whether by estoppel, implication, or otherwise.

All copies of the technology and related information, if allowed by Flexera, must display this notice of copyright and ownership in full.

Intellectual Property

For a list of trademarks and patents that are owned by Flexera, see <https://www.flexera.com/legal/intellectual-property.html>. All other brand and product names mentioned in Flexera products, product documentation, and marketing materials are the trademarks and registered trademarks of their respective owners.

Restricted Rights Legend

The Software is commercial computer software. If the user or licensee of the Software is an agency, department, or other entity of the United States Government, the use, duplication, reproduction, release, modification, disclosure, or transfer of the Software, or any related documentation of any kind, including technical data and manuals, is restricted by a license agreement or by the terms of this Agreement in accordance with Federal Acquisition Regulation 12.212 for civilian purposes and Defense Federal Acquisition Regulation Supplement 227.7202 for military purposes. The Software was developed fully at private expense. All other use is prohibited.

Contents

- Product Activation for AdminStudio..... 5**
- Licensing Options..... 6
- Overview of Subscription License Life Cycle 7
- Evaluating AdminStudio Before Activating It 11
- Purchasing an AdminStudio License 11
- Activating Through the Internet 12
- Activating Through a Web Page 12
- Activating the Package Feed Module 13
- Subscription Expiration and Renewal..... 13
- Automatic Activation on Product Upgrade..... 20
- Uninstalling and Reinstalling AdminStudio 22
- Returning a License to Your Account on the Activation Server 22
- Specifying the License Server for Concurrent Licenses 23
- Troubleshooting Activation Issues 24
- Activation Errors 25
- Activation FAQs 26

Product Activation for AdminStudio

Product activation confirms the authenticity of your AdminStudio software. This is done to protect you from the adverse effects of pirated software. The process also verifies that AdminStudio has not been activated on more machines than allowed by the AdminStudio End-User License Agreement (EULA).

- [Licensing Options](#)
- [Overview of Subscription License Life Cycle](#)
- [Evaluating AdminStudio Before Activating It](#)
- [Purchasing an AdminStudio License](#)
- [Activating Through the Internet](#)
- [Activating Through a Web Page](#)
- [Activating the Package Feed Module](#)
- [Subscription Expiration and Renewal](#)
- [Automatic Activation on Product Upgrade](#)
- [Uninstalling and Reinstalling AdminStudio](#)
- [Returning a License to Your Account on the Activation Server](#)
- [Specifying the License Server for Concurrent Licenses](#)
- [Troubleshooting Activation Issues](#)
- [Activation Errors](#)
- [Activation FAQs](#)

Licensing Options

AdminStudio 2022 R2 | 24.0 offers subscription licensing with two different types of licensing:

- **Node-locked subscription licensing**—With this model, the product license is tied to a specific user and machine for the subscription duration entitled. This model is the traditional option and the one that is most often purchased.

Node-locked licensing has two types of activations:

- **Activation code based**—This type requires a product activation code to activate the product.
- **License file based (referred to as Self-Hosted)**—Self-hosted is used when AdminStudio is used in a locked-down environment with no access to the Internet. A license file needs to be generated in the Flexera Product and License Center using the MAC address of the AdminStudio machine.

If you are using the node-locked type of license, it is your responsibility to maintain your license on your machine. Sharing this type of license between multiple users does not comply with Flexera products' end-user license agreements (EULAs).

- **Concurrent subscription licensing with License Server**—This model enables sharing or floating of AdminStudio licenses between multiple users for the subscription duration the concurrent license is entitled; it is also sometimes called floating licensing. Concurrent licensing can provide you with greater flexibility and cost efficiency than the traditional node-locked licensing. AdminStudio concurrent subscription licensing can be configured with the **FlexNet License Server**.

Concurrent licensing also has two types of activations:

- **Activation code based** (also referred to as Concurrent).
- **License file based** (referred as Self-Hosted with License Server).

If your organization purchased concurrent FlexNet License Server for AdminStudio, you need to [identify the license server](#) that you are using when you install AdminStudio on your machine. Subsequently, every time that you start AdminStudio on your machine, the server is queried to verify that the required license is available. If the license is available, you are granted access to AdminStudio. No product activation is required with concurrent licensing.



Important • AdminStudio concurrent licenses are available for Service Providers only.

To learn more about these different licensing models and determine which option best fits your requirements, contact your AdminStudio sales representative.

Overview of Subscription License Life Cycle

The subscription licensing model requires that you activate AdminStudio for the subscribed duration on your machine. It also requires periodic renewal based on the subscription duration, which occurs automatically in most cases if the AdminStudio subscription is renewed on time. Activation and renewal verify that AdminStudio has not been activated on more machines than allowed by the AdminStudio EULA. If you are using the node-locked type of license, it is your responsibility to maintain your license on your machine.

The following information describes product activation and renewal, as well as different events that may occur for a license.

- [Product Activation](#)
- [Product Renewal](#)
- [Product Upgrade](#)
- [Moving a License](#)
- [Permanently Transferring a License](#)

Product Activation

After you first launch AdminStudio, the Activation Wizard opens. The wizard guides you through a series of steps to activate AdminStudio. You enter a product activation code, which is used to authenticate the AdminStudio license and unlock the product. The wizard first attempts an online activation. If online activation is unsuccessful, the wizard enables you to use the offline method (activation through a Web page that you can access from a different machine).

If you do not activate AdminStudio the first time that you launch it, you have a limited number of days to use it before activation is necessary. The Activation Wizard shows the number of days that are left in your trial period.

Sometimes activation is not successful. The most common reason is that the activation code was used to activate AdminStudio on another machine. The activation wizard protects the license in this case, preventing users from activating AdminStudio on more machines than allowed by the EULA.

Product Renewal

Once the product has been activated, renewal is periodically required based on the subscription duration. Renewal is the process by which an activated product is updated for the new subscription duration and checked to verify that it is still installed according to the AdminStudio EULA, and that it has not been activated on more machines than allowed.

AdminStudio displays the subscription info on the AdminStudio **About** dialog to remind you of the date when you will need to renew your subscription in order to continue using the product.

For more information on renewal of the product.

AdminStudio will show you warning messages when you get closer to the end of subscription based on various intervals.

If you have already renewed the subscription then follow the below two topics:

- [Renewal for Activation Code License Type](#)
- [Renewal for Self-Hosted License Type](#)

Renewal for Activation Code License Type

Renewal typically occurs automatically, without any interaction on your part if the AdminStudio subscription renewal is updated in the back office on time. After the new subscription date is updated in the back office, the product must be re-activated using the same activation code in the Activation Wizard. This re-activation will pick up the new expiration date and then product will start to function as usual after successful manual re-activation.

If renewal cannot be automatically performed when needed (for example, if you do not have an Internet connection), the Activation Wizard is displayed when you launch AdminStudio. At that point, the Activation Wizard lets you renew AdminStudio using the same wizard that is used for activation. The wizard first attempts an online renewal. If online renewal is unsuccessful, the wizard enables you to use the off-line method. The off-line activation process for renewal is the same as that for activation.

Sometimes renewal is not successful. The most common reason is that the activation code was used to activate AdminStudio on another machine. The Activation Wizard protects the license in this case, preventing users from activating AdminStudio on more machines than allowed by the EULA.

Renewal for Self-Hosted License Type

In the case of a Self-Hosted license type, a new license file must be generated in the Flexera Product and License Center.



Task

To generate a new license file in the Product and License Center:

1. Log on to the Flexera Community and select **Product and License Center** from the **Product Access** menu.
2. Click the **Let's Go** button under AdminStudio.
3. In the **Product List**, click **AdminStudio**.
4. Click on the AdminStudio Self-Hosted license type and version that you have. The **Product Download** page for that version opens.
5. Click on the **Licenses** tab. The **License Information** page opens.

Item Description

AdminStudio Enterprise Self-Hosted Subscription

Serial Number/Order Number

Total Number of Licenses: 10

☐ License Type: AdminStudio Enterprise Self-Hosted Subscription AdminStudio Enterprise Self-Hosted Subscription

License Applicable to Product(s):

Version	Description
22.0	AdminStudio Enterprise Self-Hosted Subscription (View EULA)
21.0	AdminStudio Enterprise Self-Hosted Subscription (View EULA)

8 Available

License Quantity: 1Expiration Date: Sep 18, 2021

Ethernet Address: Generated By: Sweta Rawat on Sep 13, 2021

License Quantity: 1Expiration Date: Sep 18, 2021

Ethernet Address: Generated By: Sweta Rawat on Sep 15, 2021

Upgrade >

About Upgrade

Generate >

View >

6. Click the **Generate** button. A new license file for the specified MAC address with a new expiration date will be generated.

Product Upgrade

The method to perform a product upgrade depends upon license type:

- [Product Upgrade for Activation Code License Type](#)
- [Product Upgrade for Self-Hosted License Type](#)

Product Upgrade for Activation Code License Type

When a new version of AdminStudio 2021 R2 or later is released, you must use the same activation code to activate the new version.

After you run the setup to upgrade the AdminStudio installation to a new version (for example after AdminStudio 2021 R2 is upgraded to AdminStudio 2022 on the same machine), the same activation code that was used for AdminStudio 2021 R2 must be used in the activation wizard for AdminStudio 2022 to activate AdminStudio 2022.

Item Description		AdminStudio Enterprise Per Device Subscription	
Serial Number/Order Number			
Total Number of Licenses:		2	
Activation Code		11448-84232-11330-44995	
License Applicable to Product(s):			
<u>Version</u>	<u>Description</u>		
22.0	AdminStudio Enterprise Per Device Subscription	(View EULA)	
21.0	AdminStudio Enterprise Per Device Subscription	(View EULA)	
2 Available			

Figure 1: AdminStudio Enterprise Per Device Subscription

Product Upgrade for Self-Hosted License Type

When a new version of AdminStudio 2021 R2 or later is released, click on the **Upgrade** button in the Product and License Center to generate a new license file for the new version of the product installed in the same machine, upgrading the current version.



Task

To generate an upgraded license file in the Product and License Center:

1. Log on to the Flexera Community and select **Product and License Center** from the **Product Access** menu.
2. Click the **Let's Go** button under AdminStudio.
3. In the **Product List**, click **AdminStudio**.
4. Click on the AdminStudio Self-Hosted license type and version that you have. The **Product Download** page for that version opens.
5. Click on the **Licenses** tab. The **License Information** page opens.
6. Do one of the following:
 - **If you want to upgrade an installed version on a machine**—Click the **Upgrade** button. A new license file for the specified MAC address will be generated without consuming an additional license.
 - **If you want to install the new version on a different machine**—Click the **Generate** button to generate a new license file.

Moving a License

If you obtain a new replacement machine, you can move your license from your old machine to your new machine.

In order to move your license to your new machine, you must first return your license to your account on the activation server. This process is sometimes referred to as deactivation. Returning the license makes it available again so that you can use your activation code for activation on a different machine. To learn how to return your license, see [Returning a License to Your Account on the Activation Server](#).

Once you have returned your license, you can use the same activation code to activate the product on your new machine.



Important • There is a limit to the number of times that a license can be moved. AdminStudio allows you to return the license back to the activation server two times. If you want to move the license beyond two times, contact your AdminStudio sales or support representative.

Permanently Transferring a License

In some cases, it may be necessary to permanently transfer your license to a different user and machine in an organization. For example, if your responsibilities are changing and someone else will be using AdminStudio, you may need to transfer your license to that employee. In order to transfer your license, you must first return your license to your account on the activation server. Returning the license makes it available again so that the new user can use your activation code for activation on a different machine. Note that the new user will need to activate AdminStudio on their machine after they have installed it.

If a license is being permanently transferred to you, ensure that you contact your AdminStudio sales or support representative and give them the updated registration information for the license. The registration information update is required in order to best serve you and to notify you about product updates and special offers.



Important • There is a limit to the number of times that a license can be permanently transferred. AdminStudio allows you to return the license back to the activation server two times. If you want to permanently transfer the license beyond two times, contact your AdminStudio sales or support representative.

Evaluating AdminStudio Before Activating It

If you have not purchased a license for AdminStudio, you can still install AdminStudio and use it for a limited number of days without activating it. The activation wizard that AdminStudio displays whenever you launch AdminStudio in trial mode shows you how many days are left in your trial period. In addition, the About AdminStudio dialog box in AdminStudio shows the number of days remaining. To access the About AdminStudio dialog box: On the Help menu in AdminStudio, click About AdminStudio.

If you do not activate AdminStudio within the trial period, AdminStudio will stop working when the trial period has ended. You can activate AdminStudio at any time before or after the trial period has ended.

To obtain a copy of AdminStudio that you can evaluate, visit the [Flexera](#) website.

Purchasing an AdminStudio License

You can purchase AdminStudio through several methods:

- For information on how to purchase AdminStudio, visit the Flexera website:
<https://www.flexera.com/about-us/contact-us.html>
- Contact your AdminStudio sales representative.
- Purchase from a reseller. Visit the Flexera website for a list of resellers in your country.

When you purchase AdminStudio, you receive an activation code that you can use for activation.

Activating Through the Internet

Online activation through the Internet is a quick process. Online activation occurs when you enter your activation code in the activation wizard and click the Activate button.



Task

To activate AdminStudio through the Internet:

1. Launch AdminStudio. Before AdminStudio starts, the activation wizard opens. If you have more than 5 days left in your trial period, the wizard automatically disappears after a few seconds.

If you have 5 or fewer days left in your trial period, the wizard remains, requiring you to click before you can proceed. If your trial period is not over, you can select the **Continue to Evaluate AdminStudio** option and then click the **Next** button on the wizard to use AdminStudio without activating it.
2. When you are ready to proceed with activation, select the **Activate or Purchase AdminStudio** option in the activation wizard and then click the **Next** button. AdminStudio displays a dialog that requests the activation code.
3. Enter your activation code, and then click the **Activate** button.

The activation wizard transmits the activation request to the activation server. When the server receives your activation request, it validates the request. If the activation request is valid, the server automatically transmits the activation response text to the activation wizard, which then activates AdminStudio.

Activating Through a Web Page

If you do not have an Internet connection on the machine that has AdminStudio or if you are having problems completing the online activation process, the activation wizard gives you the option of performing offline activation through a self-service Web page on a different machine.



Task

To activate AdminStudio through a Web page:

1. Attempt to active AdminStudio through the Internet as described in [Activating Through the Internet](#). If it cannot be completed, the activation wizard displays a message explaining why it could not occur.
2. Click the **Proceed with offline activation** button. The **Offline Activation** dialog opens. The **Request text** box contains your request text. The request text starts with `<?xml version`, and it ends with `</Request>`.
3. To save the request text to a text file that you can upload from a machine with an Internet connection, click the **Save** button. The wizard lets you save the text as a .request file.
4. Visit the Offline Activation Web page—a part of the Flexera Product and License Center—and follow the instructions to browse to the .request file that you saved.

<https://flexerasoftware.flexnetoperations.com/control/inst/offlineActivation>

When you click the button on the Offline Activation Web page to submit the activation request and obtain the activation response file (.xml), the Web page prompts you for a place to save the .xml file. Save it and make it available on the machine on which you initiated the activation process.

5. When you have the activation response file (.xml) and you are ready to complete the activation process, launch AdminStudio to open the activation wizard.
6. Proceed to the **Offline Activation** dialog, which has a **Response text** box.
7. Click the **Load** button. The Open dialog opens.
8. Browse to the activation response file (.xml), and then click the **Open** button. The **Open** dialog closes, and the wizard writes the response text in the **Response text** box.

The response text starts with `<?xml version=`, and it ends with `</Response>`.



Note • As an alternative for step 8, you can copy the response text to your Clipboard and then use the Paste button to paste the Clipboard contents into the **Response text** box.

9. Click the **Activate** button.

The activation wizard activates AdminStudio.



Tip • The aforementioned procedure is also used to perform an offline return of a license.

Activating the Package Feed Module

Once you have purchased a license of the Package Feed Module, follow the below steps to activate it in your AdminStudio Enterprise or Professional Edition:



Task

To activate the Package Feed Module:

1. Open Application Manager and on the **Support** tab, click **About Application Manager**. The **About Application Manager** dialog box opens.
2. Click **Upgrade**. The **AdminStudio Product Activation Wizard** opens.
3. In the **Enter Your Activation Code** field, enter your Package Feed Module activation code.
4. Click **Activate** to activate the Package Feed Module. You will then need to restart AdminStudio.

Subscription Expiration and Renewal

You will see warning messages when your subscription is about to expire and when it expires. The first message will appear when there are 84 days left for your subscription to expire. Subsequently, you will this message when there are 70, 42, 28, 7, 6, 5, 4, 3, 2 and 1 days left for your subscription to expire.

- [Subscription Warning Message](#)

- [Subscription Renewal](#)
- [Activating the Expired Subscription](#)

Subscription Warning Message

The following warning message will be displayed showing the number of days left for your subscription to expire.

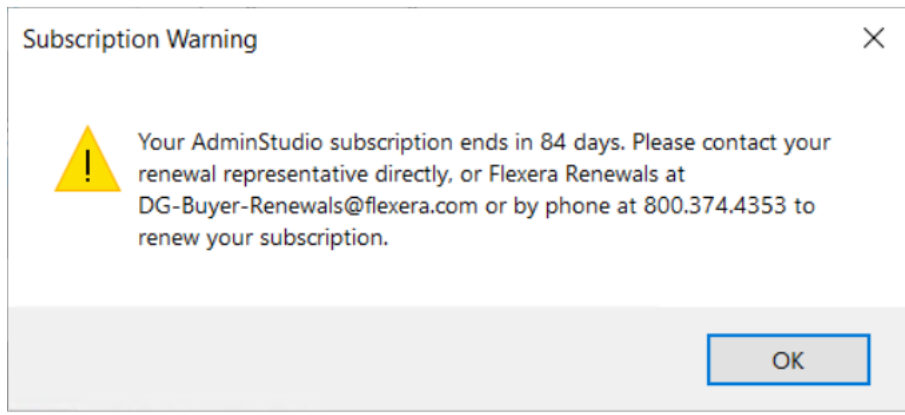


Figure 2: Subscription warning message for Self-hosted and Concurrent license types

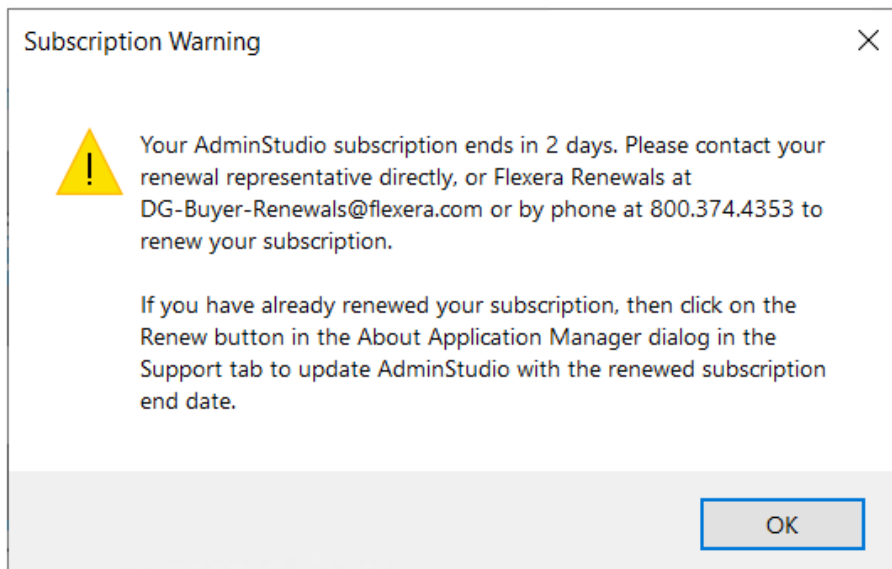


Figure 3: Subscription warning message for Activation Code license type

Subscription Renewal

If the AdminStudio subscription is renewed before the expiration, then you need to update the product with the new subscription end date.

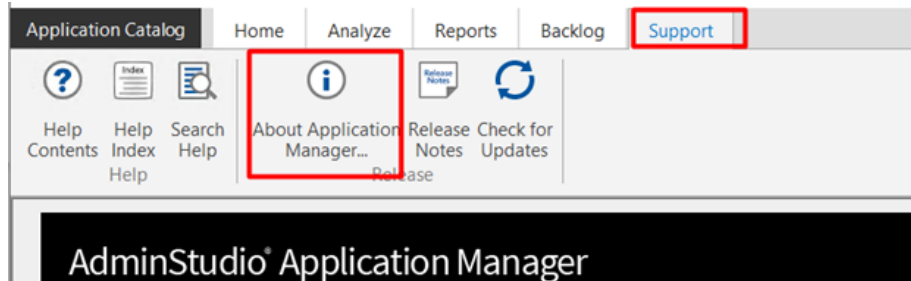
To update the product with the new subscription end date, perform the following steps:



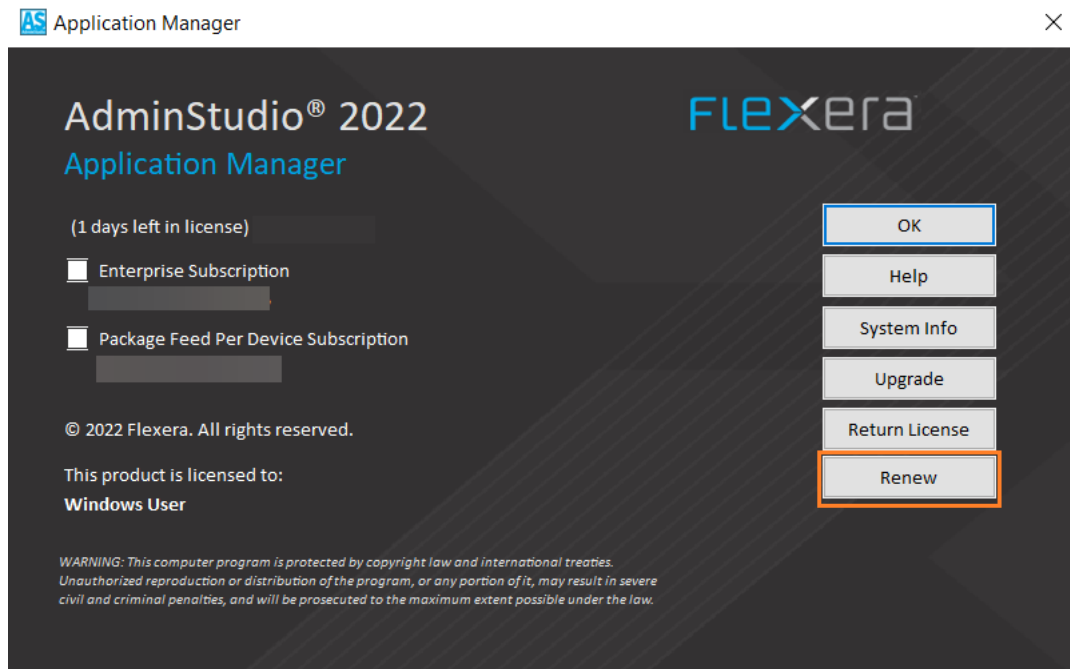
Task

To renew subscription in the product:

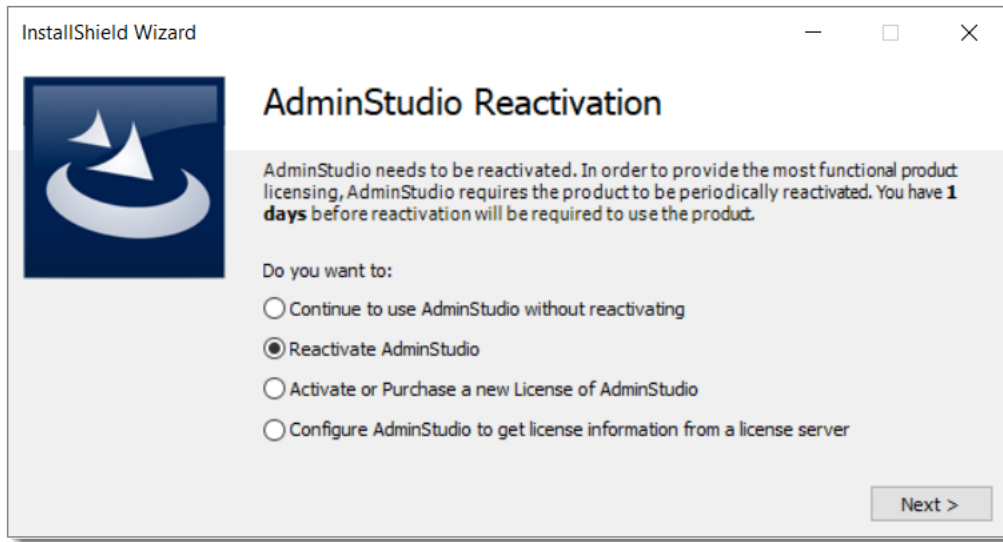
1. In Application Manager, click on the About Application Manager ribbon button in the Support tab to launch the About Application Manager dialog.



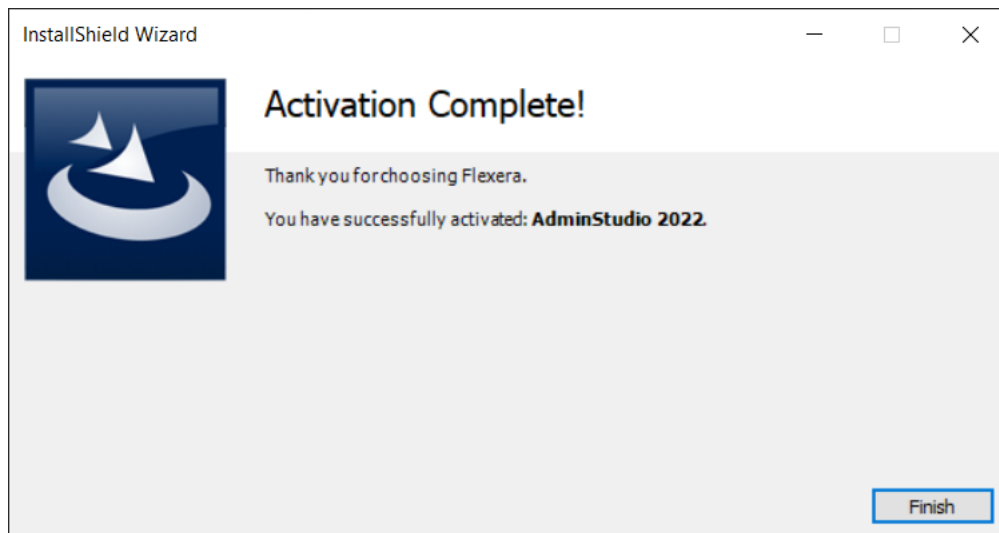
2. Select the one of the following two subscriptions you wish to renew by clicking on the check box
 - AdminStudio (Enterprise/Professional) Subscription
 - Package Feed Module Subscription
3. Click the Renew button to renew the selected subscription.



4. Click **Yes** to confirm and proceed with renewal if you have recently renewed AdminStudio or Package Feed Module subscription. The **AdminStudio Reactivation** wizard will appear.
5. Select **Reactivate AdminStudio** radio button and click **Next**.



6. The **Activation Complete** panel appears, click **Finish**.



7. . Upon successful renewal, you will see the updated number of days lefts in the About Application Manager dialog based on the new subscription end date.



Note • Note: If a license file was previously used for activation, then a new license file needs to be generated for the new subscription end date from the Product and License Center.

Activating the Expired Subscription

The following message will be displayed upon expiration of the subscription. Clicking OK will be close AdminStudio.

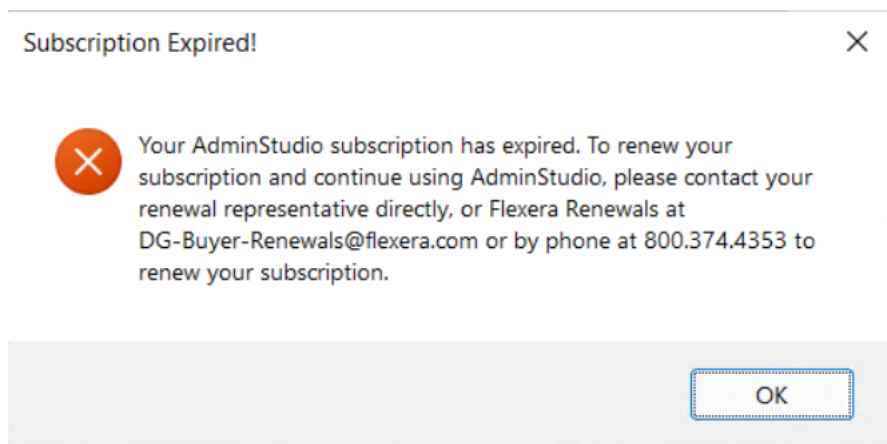


Figure 4: Subscription Expired Message (AdminStudio)

The following message will be displayed upon the expiration of the Package Feed Module subscription. Clicking OK button, will restart AdminStudio. Upon expiration Package Feed Module will go back to trial mode while AdminStudio will continue to be fully functional if the subscription on AdminStudio is active.

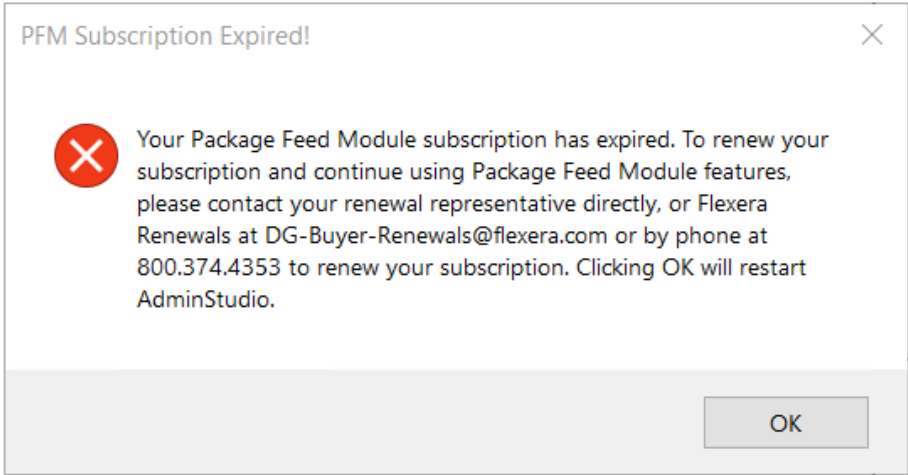


Figure 5: Subscription Expired Message (Package Feed Module)

After the subscription is expired, upon its first launch, AdminStudio will automatically attempt to reactivate by checking if the subscription is renewed. The automatic reactivation will fail if the subscription is not renewed. When the subscription is renewed later, perform the following steps to reactivate AdminStudio with the new subscription end date.



Task

To reactivate an expired subscription:

1. Launch AdminStudio to see the AdminStudio Reactivation wizard.

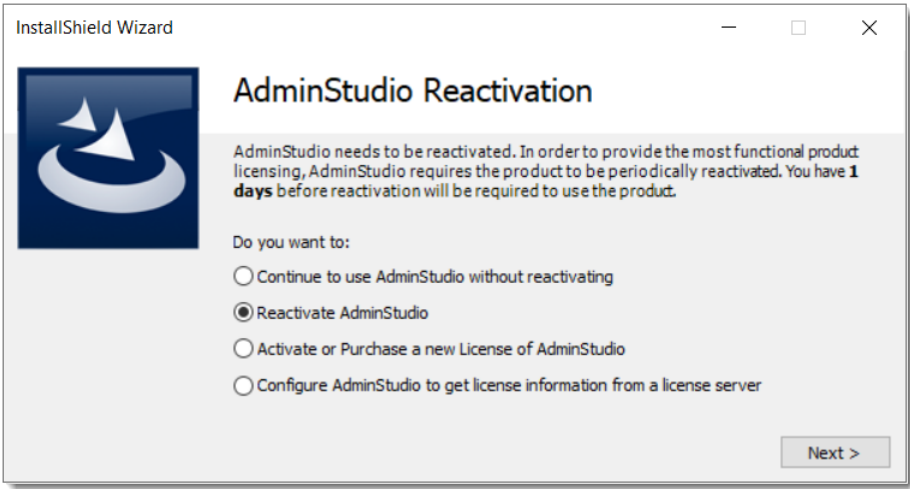
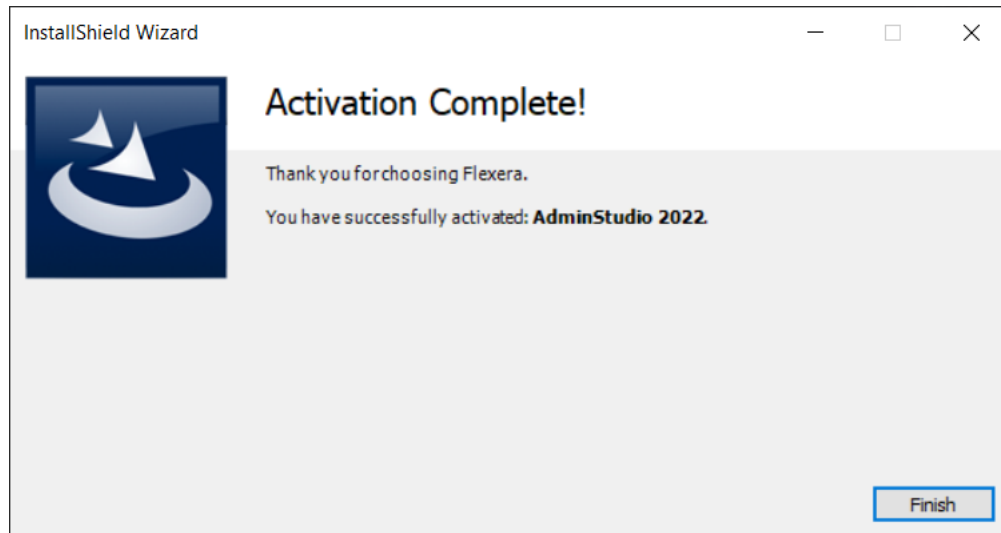
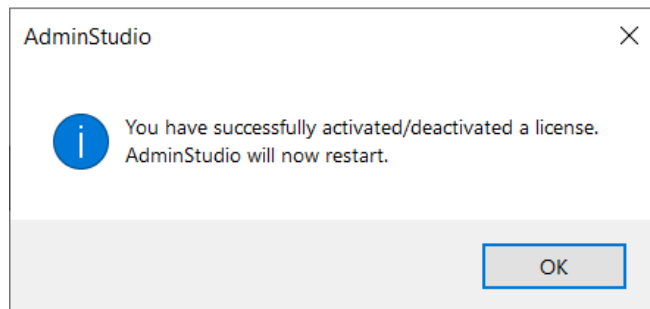


Figure 6: AdminStudio Reactivation Wizard Panel

2. Select Reactivate AdminStudio and click **Next**.
3. The **Activation Complete** panel appears, click **Finish**.



4. Click **OK** and confirm the popup for activation process. Upon clicking **OK** button, the AdminStudio will now restart.



5. Upon successful renewal, you will see the updated number of days lefts in the About Application Manager dialog based on the new subscription end date.





Note • The automatic reactivation is applicable only if you have previously activated AdminStudio using an activation code. If a license file was previously used for activation, then a new license file needs to be generated for the new subscription end date from the Product and License Center.

Automatic Activation on Product Upgrade

Starting from AdminStudio 2021 R2 (v22.0), when a certain version of a product on active subscription is upgraded to a higher version, for example from AdminStudio 2021 R2 to AdminStudio 2022, the setup upgrade process will attempt automatic activation of the higher version of the product after the setup upgrade is completed. If the automatic activation fails, then perform the following steps to activate the upgraded version



Task

To activate an upgraded version of AdminStudio:

1. Launch AdminStudio to see the AdminStudio Reactivation wizard.

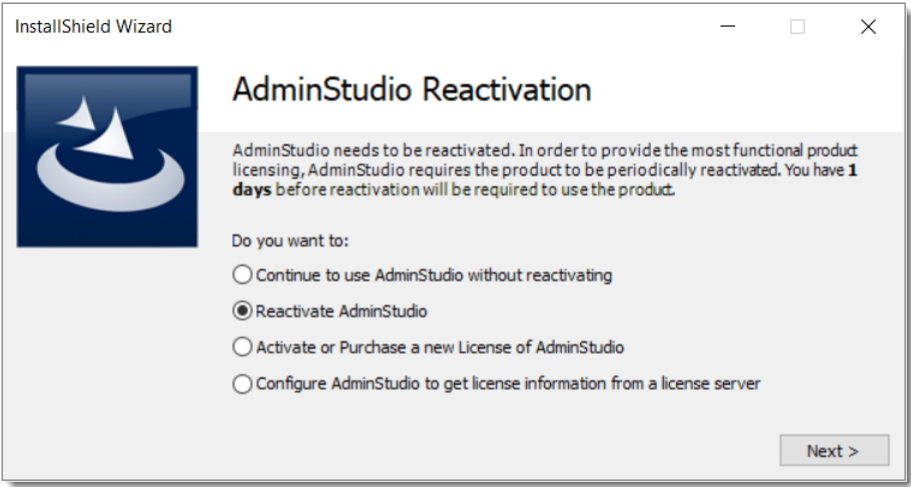
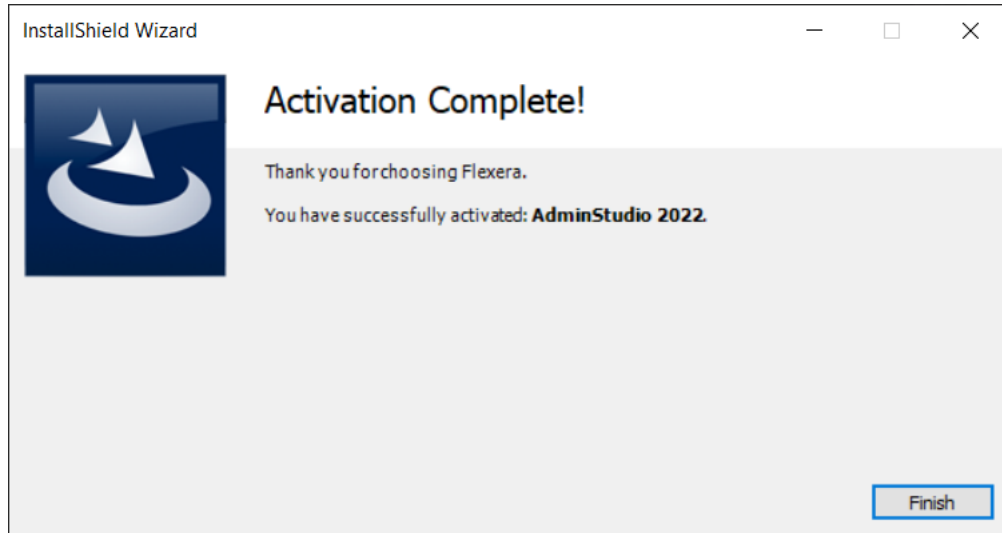
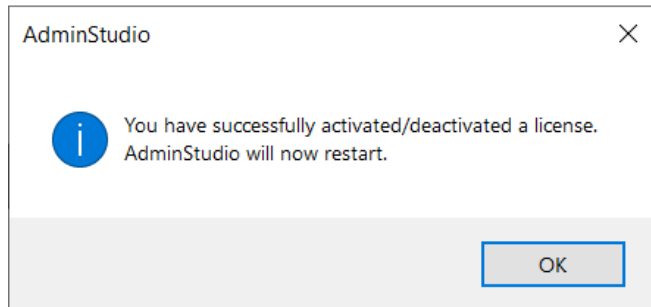


Figure 7: AdminStudio Reactivation Wizard Panel

2. Select **Reactivate AdminStudio** and click **Next**.
3. The **Activation Complete** panel appears, click **Finish**.



4. Click **OK** and confirm the popup for activation process. Upon clicking **OK** button, the AdminStudio will now restart.



5. Upon successful renewal, you will see the updated number of days lefts in the About Application Manager dialog based on the new subscription end date.





Note • The automatic reactivation during setup upgrade is applicable only if you have activated the previous version of AdminStudio using an activation code. If a license file was previously used for activation, then a new license file needs to be generated for the new subscription end date from the Product and License Center.

Uninstalling and Reinstalling AdminStudio

If you need to move your AdminStudio license from one of your machines to another machine in your organization, or if you need to permanently transfer your license to a different user in your organization, you must first return your license to your account on the activation server. This process is sometimes referred to as deactivation. This typically occurs automatically if your machine is connected to the Internet when you uninstall AdminStudio from the original machine. Returning the license makes it available again so that you can use your activation code for activation on your other machine.

In some cases, it is not possible to automatically return a license during uninstallation. For example, if your machine is not connected to the Internet when you uninstall AdminStudio, your license cannot be returned. Therefore, if you want to return your license to make it available for activation on a different machine, the recommended method is to first return the license, as described in [Returning a License to Your Account on the Activation Server](#), and then uninstall AdminStudio.



Important • Note that there is a limit to the number of times that you can return your license and then activate on another machine. AdminStudio allows you to return the license back to the activation server two times. If you want to move the license beyond two times, contact your AdminStudio sales or support representative.

Returning a License to Your Account on the Activation Server

If you have activated AdminStudio on a machine but you no longer want it to be activated on that particular machine, you can return your license to your account on the activation server. Note that if you do this without uninstalling AdminStudio, AdminStudio reverts back to trial mode if any days remain in your trial period. If the trial period has ended, AdminStudio will stop working.

One example of when you may want to return a license is if you want to permanently transfer your license to another machine in your organization. You can first return the license on the initial machine, and then use your activation code to activate AdminStudio on a different machine.



Task

To return a license to your account on the activation server:

1. Launch AdminStudio.
2. On the **Help** menu, click **About AdminStudio**. The **About AdminStudio** dialog box opens.
3. Click the **Return License** button.

AdminStudio transmits the license return request to the activation server. When the server receives your request, it returns your license.

In case of subscription, the license will be returned to the activation server. So, if you click the **Return License** button on the **About AdminStudio** dialog box, then the subscription license will be returned, and the subscribed version installed on that machine revert to trial mode if any days remain in your trial period. If the trial period has ended, AdminStudio will stop working.

If the license cannot be returned—for example, if your machine is not connected to the Internet when you attempt to return the license—the Activation Wizard is displayed, enabling you to return your license through a Web page that you can access from a different machine. The procedure is essentially the same as off-line activation: the Activation Wizard creates an activation request file, you browse the request file from a Web page, and the Web page prompts you for a location for saving the corresponding response file. Next, you browse to the response file in the Activation Wizard. For more information, see [Activating Through a Web Page](#).



Important • Note that there is a limit to the number of times that you can return your license and then activate it on another machine. AdminStudio allows you to return the license back to the activation server two times. If you want to move the license beyond two times, contact your AdminStudio sales or support representative.

Specifying the License Server for Concurrent Licenses

If your organization purchased concurrent licenses for AdminStudio, your organization must first set up the license server. Once that has been done, you need to identify the license server that you are using on the machine where you install AdminStudio.



Important • AdminStudio concurrent licenses are available for Service Providers only.



Task

To specify the license server:

1. Launch AdminStudio. Before AdminStudio starts, the activation wizard opens.
2. Select the **Configure AdminStudio to get license information from a license server** option and then click the **Next** button. AdminStudio displays the **Specify License Server** dialog.
3. In the **Server** box, enter the path to the license server, or click the **Browse** button to navigate to the server.
4. If the server is not configured to use the default port, specify the server port number in the **Port** box.
5. Click the **Test Connection** hyperlink.

The wizard connects your machine with the license server.



Tip • For more information about the license server, see the documentation that is provided to you when you purchase your concurrent licenses.

Troubleshooting Activation Issues

General Troubleshooting Tips

The following tips may help you resolve issues that may occur during the activation process.

- Ensure that you are entering the activation code correctly, and that it is in the format XXXX-XXXX-XXXX-XXXX (4 sets of 4 characters).
- If you or someone in your organization previously activated AdminStudio on another machine, you must first return your AdminStudio license on that machine through a full uninstallation before it can be activated on the new machine. To learn more, see [Uninstalling and Reinstalling AdminStudio](#).

Activation Errors

If you encounter an activation error, see [Activation Errors](#) for help with resolving it. For the latest troubleshooting information, see the AdminStudio Knowledge Base:

<https://community.flexera.com/t5/AdminStudio-Knowledge-Base/tkb-p/Admin-Studio-Knowledge>

Offline Activation

If you are unable to activate AdminStudio through the automatic online method, offline activation is required. You can perform offline activation on a different machine that has Internet access. For more information, see [Activating Through a Web Page](#).

Further Assistance

For more information about activating AdminStudio, visit the [AdminStudio Knowledge Base](#) in the Flexera Community.

If you have tried all of the aforementioned suggestions and you still have not been able to activate AdminStudio, log in to the Flexera Community, select **Open New Case** on the **Support** menu, and submit a Support case.

Activation Errors

The following table contains tips on how to resolve errors that may occur when your try to activate AdminStudio.



Tip • For the latest troubleshooting information for AdminStudio 2022 R2 | 24.0, see the [AdminStudio Knowledge Base](#).

Table 1 • Activation Errors

Error Number	Description	Troubleshooting Information
20653	The number of activations allowed for this account has been exceeded.	<p>The AdminStudio end-user license agreement allows you to install and activate AdminStudio a limited number of times. This error occurs if that limit has been exceeded.</p> <p>To resolve this error, try one of the following solutions:</p> <ul style="list-style-type: none"> ● Uninstall AdminStudio on one machine; doing so returns your license to your account on the activation server, allowing you to activate on a different machine. ● Contact your AdminStudio sales representative to purchase an additional AdminStudio license, or to purchase concurrent licensing. ● Ensure that no one else in your organization is already using the same activation code for their activated copy of AdminStudio.
20660	The Activation Code that you entered has been disabled.	<p>The activation code that you entered has been disabled. One example of when this may occur is if you returned your copy of AdminStudio and then later tried to use your activation code to activate AdminStudio.</p> <p>If you encounter this error, ensure that you entered the activation code correctly. If you did enter it correctly, contact AdminStudio Support so that they can re-enable your activation code if it is allowed. To contact support, log in to the Flexera Community, select Open New Case on the Support menu, and submit a Support case.</p> <p>Once the activation code has been re-enabled, you can proceed with activation.</p>
20676	The license has been transferred between computers more times than is allowed.	<p>There is a limit to the number of times that you can transfer your AdminStudio license from one machine to another in your organization. This error occurs if that limit has been exceeded.</p> <p>To resolve this error, contact your AdminStudio sales representative to purchase an additional AdminStudio license, or to purchase concurrent licensing.</p>

Table 1 • Activation Errors

Error Number	Description	Troubleshooting Information
50020	The response text you entered is invalid.	<p>This error occurs if you are attempting offline (email) activation and the response text that you entered in the activation wizard is incorrect. Ensure that you correctly entered the response text. The response text starts with the following string:</p> <pre><?xml version</pre> <p>The following string marks the end of the response text:</p> <pre></Response></pre>
50040	An unexpected error occurred.	<p>This error may occur if an online activation attempt fails. For example, if your machine does not have an Internet connection, online activation cannot occur.</p> <p>If you do not have an Internet connection or if you are having problems completing the online activation process, the activation wizard gives you the option of performing offline activation through email. For information on how to activate offline through email, see Activating Through a Web Page.</p>

Activation FAQs

Following are frequently asked questions and answers about the activation process for AdminStudio.

Questions

- What is product activation?
- What happens during activation?
- What site is accessed for activation?
- What is product reactivation?
- What happens during reactivation?
- How do activation and reactivation work?
- What information is required for activation and reactivation?
- Does activation affect my software or my computer?
- How do I activate AdminStudio?
- How long does it take to activate AdminStudio?
- How soon must I activate AdminStudio?
- Can I install AdminStudio without activating it?

- What happens if I do not activate AdminStudio?
- How can I obtain an activation code for activation?
- What is the difference between product activation and product registration?
- Can I uninstall my copy of AdminStudio on one machine and reinstall it on my other machine?
- What if I upgrade or get a new machine, and I forget to return my license on my old machine?
- Can I share my copy of AdminStudio with others?
- Will I be able to reinstall and reactivate AdminStudio if my hard drive crashes?
- Do I always need to be online to use AdminStudio?
- What does Flexera do with the AdminStudio activation information?
- What is product renewal?

Answers

What is product activation?

Product activation is a quick and anonymous process that confirms the authenticity of your software. This is done to protect you from the adverse effects of pirated software. The process also verifies that AdminStudio has not been activated on more machines than allowed by the AdminStudio End-User License Agreement (EULA).

After you first launch AdminStudio, the activation wizard opens. After a few seconds, the activation wizard disappears if you have not clicked on it, and AdminStudio is launched as a trial product. If you want to activate AdminStudio right away, you can select the Activate or Purchase AdminStudio option, and then click the Next button. The wizard guides you through the activation process, and in seconds, AdminStudio is activated.

[Back to Top](#)

What happens during activation?

You go through a series of easy steps to activate AdminStudio, usually through the Internet (or offline, through a Web site that you can access on a different machine). You enter a product activation code, which is used to authenticate the AdminStudio license, thus unlocking the product. The entire process takes only a few seconds.

[Back to Top](#)

What site is accessed for activation?

To activate AdminStudio and check for updates, your environment needs to have access to the following site:

<https://flexerasoftware.flexnetoperations.com>

[Back to Top](#)

What is product reactivation?

Product reactivation is the process by which an activated product is checked to verify that it is still installed according to the AdminStudio EULA, and that it has not been activated on more machines than allowed.

Reactivation is required on each machine on which AdminStudio has been successfully installed and activated. Reactivation must occur a certain number of months after the last activation or reactivation occurred; otherwise, AdminStudio stops working.

Reactivation offers more flexibility than licensing models that do not require it. With the reactivation model that is used for AdminStudio, a license is not permanently tied to a specific machine; this allows users to periodically update and replace hardware and the machines on which AdminStudio is installed.

[Back to Top](#)

What happens during reactivation?

Reactivation typically occurs automatically, without any interaction on your part. Several weeks before reactivation is required, the activation wizard sends a reactivation request for your activation code to the activation server silently (that is, without displaying any user interface). The server receives the reactivation request, and it validates the request. If the reactivation request is successful, the server automatically notifies the activation wizard about the status, enabling the wizard to reactivate AdminStudio for you.

If reactivation cannot be automatically performed when needed (for example, if you do not have an Internet connection), the activation wizard is displayed when you launch AdminStudio. At that point, the activation wizard lets you reactivate AdminStudio using the same wizard that is used for activation. The wizard first attempts an online reactivation. If online reactivation is unsuccessful, the wizard enables you to use the offline method.

[Back to Top](#)

How do activation and reactivation work?

For an explanation, see [Overview of Subscription License Life Cycle](#).

[Back to Top](#)

What information is required for activation and reactivation?

Activation and reactivation require your AdminStudio activation code. No personal information is needed.

[Back to Top](#)

Does activation affect my software or my computer?

No. Activation has no effect on the performance of your computer or software.

[Back to Top](#)

How do I activate AdminStudio?

After purchasing AdminStudio (and subsequently receiving your activation code), you simply enter the activation code in the designated field that is displayed in the activation wizard when you launch AdminStudio, and then click the Activate button.

Typically, activation is completed in just a few seconds through the Internet (online activation). In some cases, offline activation is required. If so, this is accomplished through a Web site that you can access from a different machine. To learn more, see [Activating Through a Web Page](#).

[Back to Top](#)

How long does it take to activate AdminStudio?

Internet activation (online activation) typically takes seconds to complete. It is dependent on the type of Internet technology that you are using. The amount of data being transmitted is very small, so high-speed connections are not required.

[Back to Top](#)

How soon must I activate AdminStudio?

You have a limited number of days to activate AdminStudio after the first launch. The activation wizard shows the number of days that are left in your trial period. The activation wizard is displayed every time that you launch AdminStudio during the trial period (before you have activated AdminStudio). In addition, the About AdminStudio dialog box in AdminStudio shows the number of days remaining. To access the About AdminStudio dialog box: On the Help menu in AdminStudio, click About AdminStudio.

[Back to Top](#)

Can I install AdminStudio without activating it?

Yes. After installation, you can use AdminStudio for a limited number of days without activating it.

After that trial period has ended, you need to activate AdminStudio in order to use it.

[Back to Top](#)

What happens if I do not activate AdminStudio?

AdminStudio will stop working at the end of the trial period if you do not activate it.

[Back to Top](#)

How can I obtain an activation code for activation?

If you have already purchased AdminStudio, then an activation code will be sent to you in an email. This activation code will also be available in the Flexera Product and License Center. If you cannot find your activation code, contact your AdminStudio sales representative.

[Back to Top](#)

What is the difference between product activation and product registration?

Product activation is a mandatory, anonymous process that verifies the activation code for your copy of AdminStudio. Product registration is a process that entitles you to product updates and special offers.

[Back to Top](#)

Can I uninstall my copy of AdminStudio on one machine and reinstall it on my other machine?

Yes. The recommended method is to first return your license on the current machine and install the product on a new machine. Once you have installed it on the new machine, you must activate AdminStudio on the new machine.

For more information, see [Returning a License to Your Account on the Activation Server](#).

[Back to Top](#)

What if I upgrade or get a new machine, and I forget to return my license on my old machine?

If you are planning to upgrade or get a new machine, it is important that you first return your license. If you do not do this, your account on the activation server still reflects that your license is activated on your old machine. As a result, when you install the product on your new machine, you will not be able to activate it, and you will need to contact AdminStudio Support. If this situation has occurred frequently, you may be denied another activation.

[Back to Top](#)

Can I share my copy of AdminStudio with others?

No, AdminStudio should not be shared with other users. Do not share the activation code that you used for activation, since it is required to reactivate your product.

[Back to Top](#)

Will I be able to reinstall and reactivate AdminStudio if my hard drive crashes?

Yes. However, in most cases, the AdminStudio license will still be activated. If you attempt to reactivate but it fails, contact AdminStudio support by logging into the Flexera Community and making a selection on the **Support** menu.

[Back to Top](#)

Do I always need to be online to use AdminStudio?

Once you have activated AdminStudio, you do not need to be online to use it. When AdminStudio needs to be reactivated, the activation wizard attempts to reactivate silently (that is, without displaying any user interface). If your machine does not have an Internet connection when reactivation is attempted, the activation wizard is displayed, allowing you to perform an offline (email) reactivation.



Note • There are certain functionalities of AdminStudio, such as the Package Feed Module and publishing packages to end point management systems, which require the AdminStudio machine to be online.

[Back to Top](#)

What does Flexera do with the AdminStudio activation information?

The information that is used to activate AdminStudio is used within the capacity outlined by the AdminStudio End-User License Agreement (EULA). For additional information, review the privacy policy on the Flexera website:

<https://www.flexera.com/legal/privacy-policy.html>

[Back to Top](#)

What is product renewal?

Product renewal is the process by which the subscribed product is renewed for the new subscription duration in the backend. AdminStudio updates the new subscription duration on the expiry of the current subscription.

[Back to Top](#)