ACTIVATING ELM LICENSES

Contents

1 Claiming ELM licenses in memoQ

If you work for a company, and the company has issued a mobile memoQ license for you, you can claim that license using the **Activation Wizard** in memoQ. This document describes how.

This type of license is called an Enterprise License Management (ELM) license. An ELM license is valid for a limited period of time only. The issuing company usually sets an expiration date so that the license expires shortly after the translation task is finished.
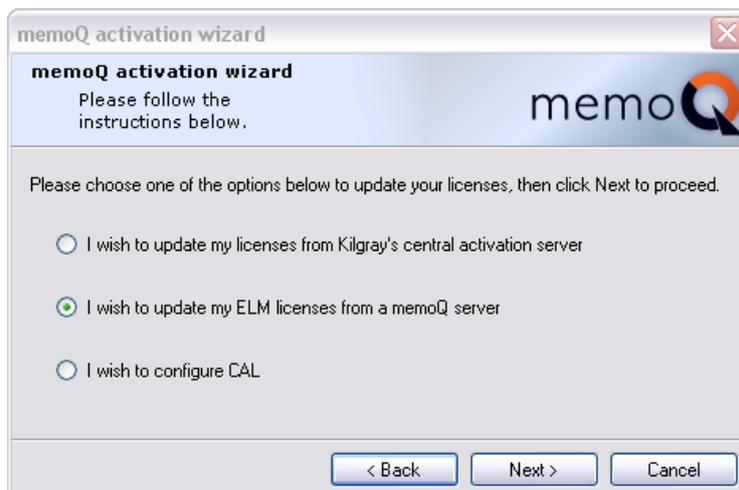
Before you can claim an ELM license from the issuing company, you need to install memoQ, and acquire a serial number for it. This is described in the **memoQ Installation and Activation Guide**, available from here.

You need the following details from the company to claim your ELM license:

1. The name of the memoQ server where your license is available;

2. A user name and a password to log on to the memoQ server.

If you received the details, you can claim your ELM license by following these steps:

1. Install memoQ, and acquire a serial number. The **memoQ Installation and Activation Guide**, available from the Kilgray website, describes how you can do this.

2. Start memoQ (if it is not running already). If there are no valid licenses, the **Activation Wizard** will start automatically. If the wizard does not start, go to the **Help** menu and choose **Activation Wizard**. In memoQ 2014 R2 and higher, go to the **memoQ application menu**, then choose **My memoQ > Activation Wizard**.

3. In the first screen, click **Next** if you already have a serial number, this screen appears:

4. Select the option **I wish to update my licenses from of the memoQ servers listed below** and click **Next**.

5. The following screen lists all the memoQ servers you have ever contacted. If the company's server is listed, click the name of the server, and then click **Next**. If the server is not listed, select the option **The server is not in the list** and click **Next**.

6. The next screen asks for the server name, the user name and the password. Fill in the **Server URL**, **User name** and **Password** fields, then click **Check login**.

    The **Check server login** dialog box appears. If the server name, the user name and the password is correct, the dialog box displays the **SUCCESS** text in green. Click **OK**, and then click **Next**.

    Troubleshooting: If the dialog box displays **FAILED** in red, memoQ was unable to log on to the server. Check and correct the details in the wizard. After you corrected your login details, you will need to click the **Check login** button again.
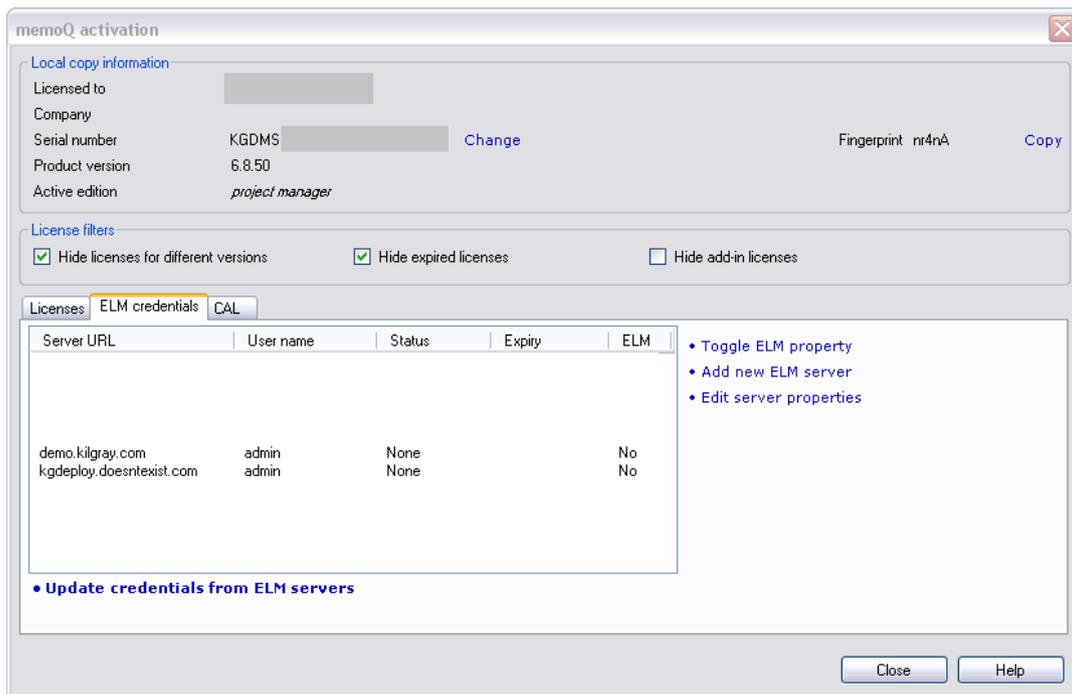
7. The **Activation Wizard** contacts the company's server, logs on using your user name and password, and then automatically retrieves any licenses that are made available to you on that server. Then the wizard reports success.

    Troubleshooting: If the text in the middle of the wizard screen is red, the operation failed, and you probably have no valid licenses. If this happens, contact the company that issued the license for you.

2 Updating your ELM licenses

If your company changed the licenses that were issued to you, or you want to acquire licenses from a different company, you need to repeat the steps in Section 1.

8. Go to the **memoQ application menu**, then choose **My memoQ > Activation Wizard**. Prior to memoQ 2014 R2, go to **Help > Activation**. On the **ELM credentials** tab, choose a memoQ server, and then click the **Update credentials from ELM servers** link.
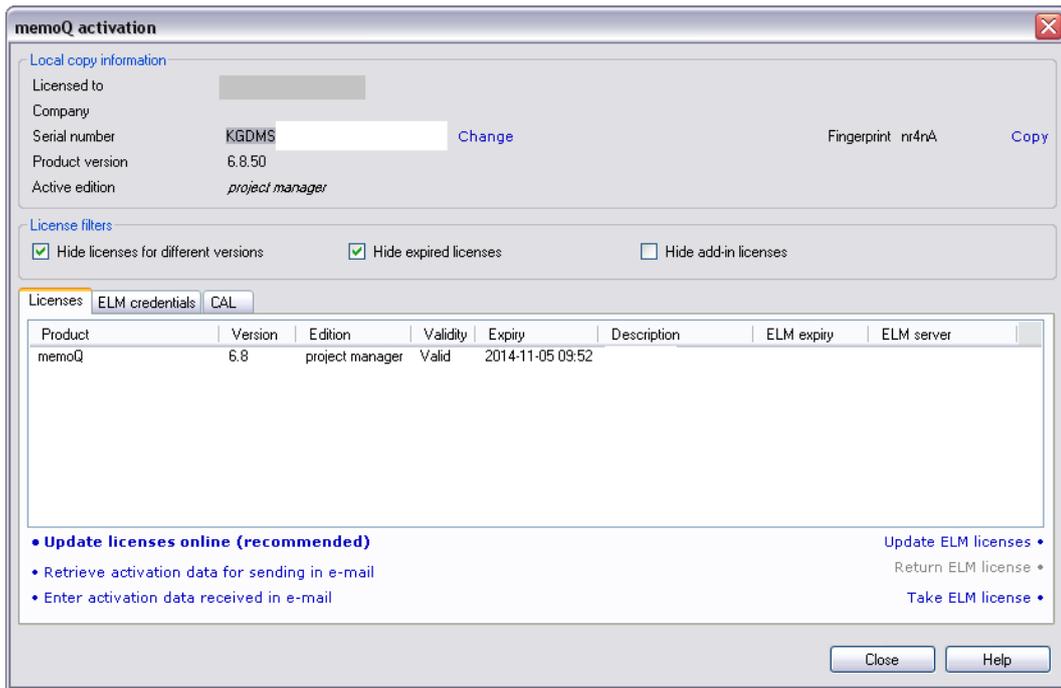

3 Returning an ELM license

If you finish the translation task earlier than the deadline or the expiration date, you can return the license to your company. The **Activation Wizard** does not allow you to do this. Instead, you can return an ELM license by following these steps:

1. Start memoQ.

2. Go to the **memoQ application menu**, then choose **My memoQ > Activation**. Prior to memoQ 2014 R2, go to **Help > Activation** (not **Activation Wizard**). The memoQ activation dialog appears.

   This dialog lists all your licenses. Not all licenses are ELM licenses, though. An ELM license is indicated by an expiration date in the **ELM expiry** column, and a server name in the **ELM server** column:

3. Find the license: the **ELM server name** is the name of the server name that your company gave you. Click this license, and then click **Return ELM license**.

   Note: If you return the last license, memoQ will cease to operate, and it will warn you to acquire licenses in order to continue working.