



How To Manually Renew a Master License

This Document describes the process of renewing a master license in License Manager, which is the only option when LFDS is unavailable (not installed, older version, etc.)

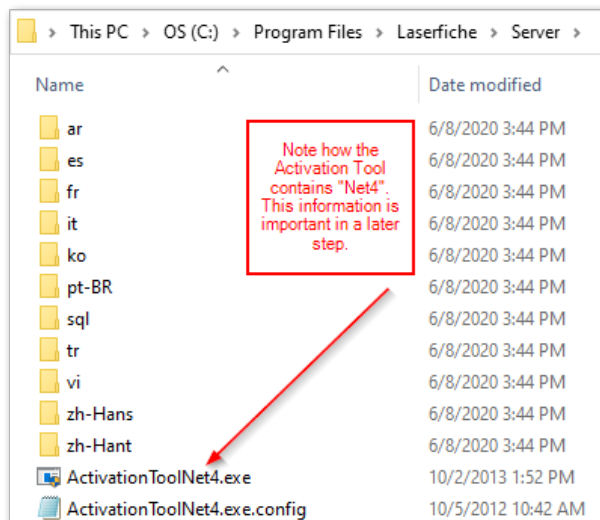
1. Steps 1-9 describe how to deactivate an active license key. Open a blank document in Notepad and paste the following into it:

ActivationToolNet4.exe -deactivate -key ABCDE-ABCDE-ABCDE-ABCDE-ABCDE -fingerprint 1234567890ABCDE1234567890ABCDE12 -hostid 00-11-22-33-44-55

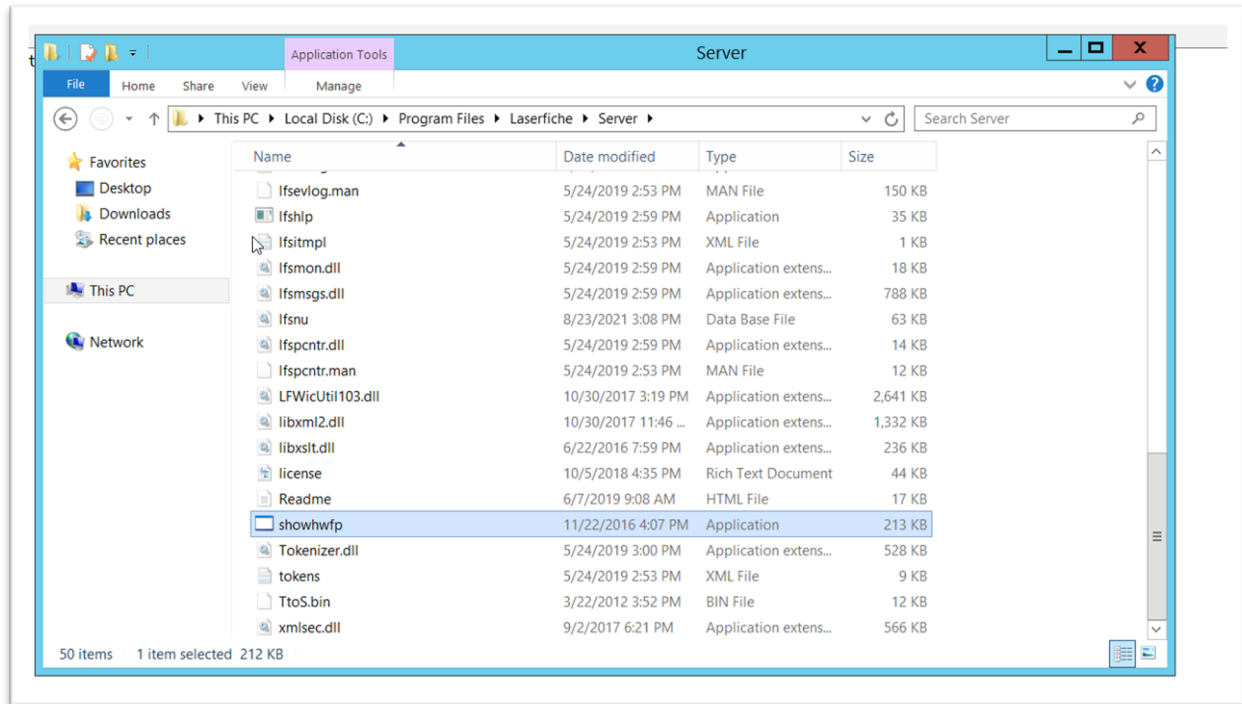
2. Navigate to the following file path. This is the default path for LF Server:

C:/Program Files/Laserfiche/Server

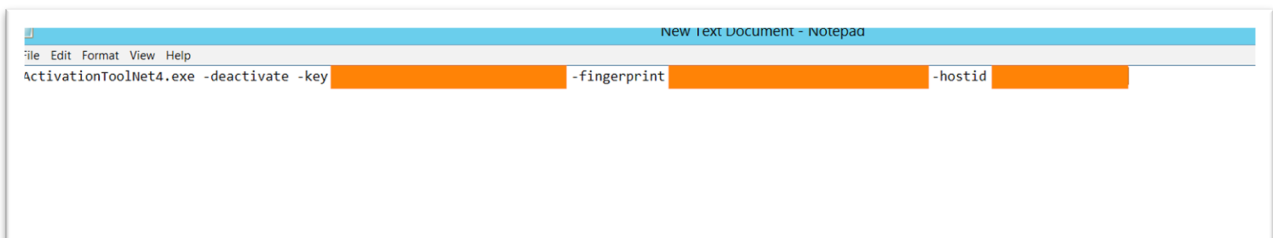
3. While here, note whether the activation tool contains "Net4" in the name. The process is the same either way, but with only one difference. Whether your installation contains Net4 in the name depends on the version and the installation process. **Take note of the name of your Activation Tool's exe.**



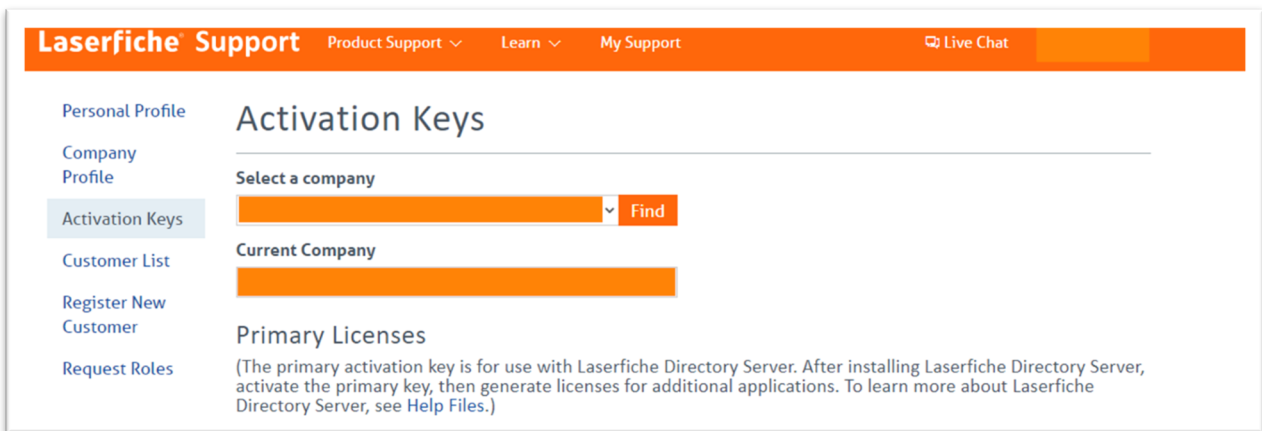
4. Open the *showhwfp* executable to show the hardware fingerprint.



5. Using the document made in step 1, update the Host ID and the HW Fingerprint from the "showhwfp" executable.



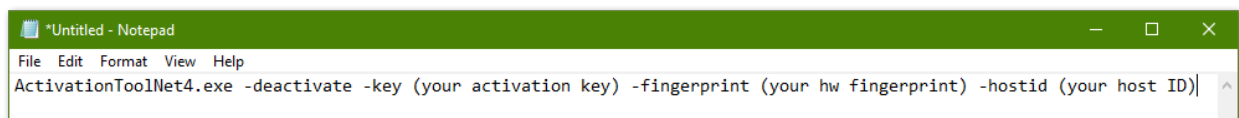
6. Navigate to the [Activation Keys](#) page on the Laserfiche support website. Locate the correct license key and copy it (Ctrl+C).



Paste the activation key into the document made in step 1. Place it after "-deactivate -key" in place of the filler key.

7. Refer back to step 3 when you took note of whether you have ActivationTool.exe or ActivationToolNet4.exe. If you do not have edit the notepad so that it just reads ActivationTool.exe. If you have Net4, leave it as is.

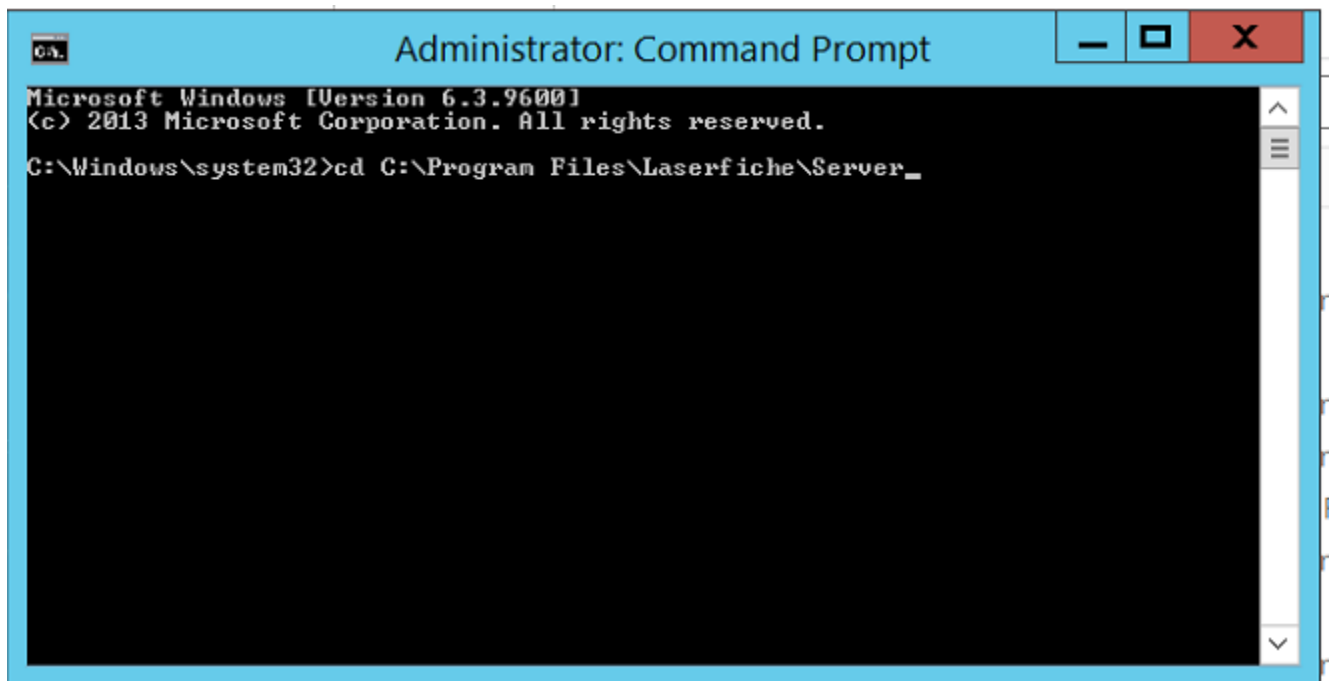
Your notepad document should now look like this:



The command is now ready to copy/paste into an elevated command prompt, but first, the directory must be changed using the cd command.

7. Open the command prompt as an administrator.

8. Change the directory in command prompt using the following: **cd C:\Program Files\Laserfiche\Server**



The image shows a screenshot of a Windows Command Prompt window titled "Administrator: Command Prompt". The window has a blue title bar with standard minimize, maximize, and close buttons. The command prompt text is as follows:

```
Microsoft Windows [Version 6.3.9600]  
<C> 2013 Microsoft Corporation. All rights reserved.  
C:\Windows\system32>cd C:\Program Files\Laserfiche\Server_
```

The command prompt is currently in the directory C:\Windows\system32 and the user has entered the command to change to C:\Program Files\Laserfiche\Server_. The cursor is at the end of the command line.

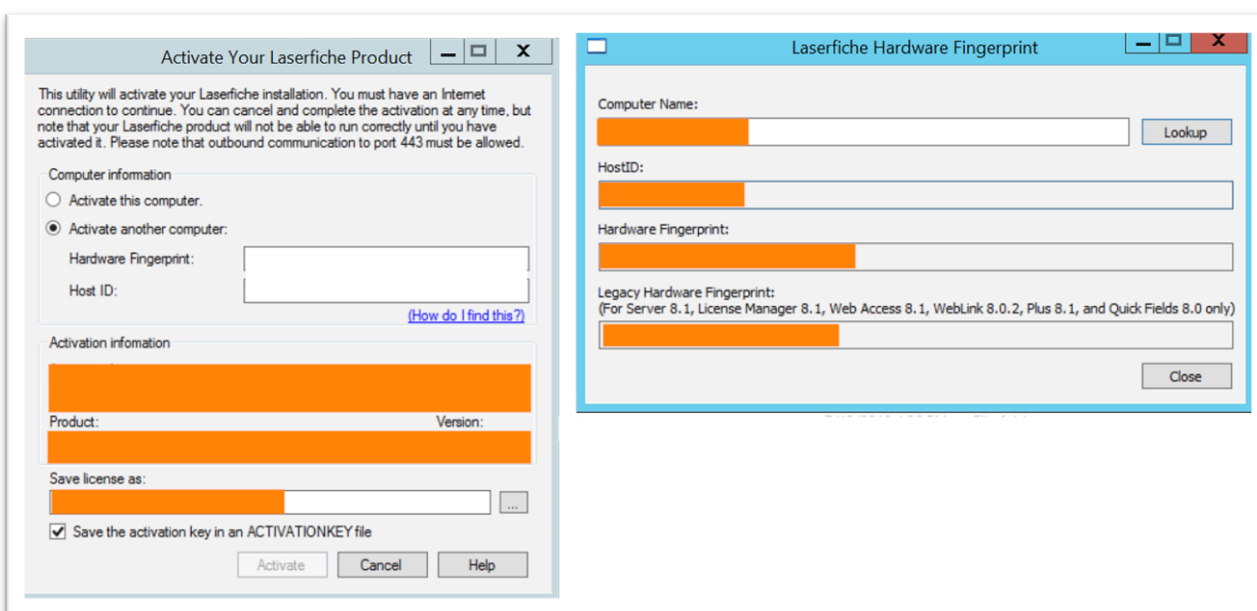
9. Paste the text from the notepad with your Activation Key, Fingerprint, and Host ID, then run the command by pressing the *Enter* key.

With the completion of step 9, the license is now deactivated. Follow steps 10-15 to re-activate the license.

10. Navigate to this location in file explorer: **C:/Program Files/Laserfiche/Server**. Open ActivationTool.exe or ActivationToolNet4.exe. Which one you have depends on your installation. Either way, the process is the same.

10a. If performing these steps on the server running the LF Server service (recommended), select *Activate this Computer*. Enter the Activation Key in the space provided.

10b. If performing these steps from a different computer than the one running the LF Server Service (not recommended), choose "Activate another computer" Then, enter the HostID (MAC Address) and Hardware Fingerprint from the Laserfiche Hardware Fingerprint (Right) into the Activate Your Laserfiche Product window (Left).



11. Once these three fields have been updated, change the "Save License File As" field so that it saves the file somewhere other than the default (e.g. Downloads). Select "Activate" to activate the key and generate the file.

Activate Your Laserfiche Product

This utility will activate your Laserfiche installation. You must have an Internet connection to continue. You can cancel and complete the activation at any time, but note that your Laserfiche product will not be able to run correctly until you have activated it. Please note that outbound communication to port 443 must be allowed.

Computer information

☐ Activate this computer.

☒ Activate another computer:

Hardware Fingerprint: [Redacted]

Host ID: [Redacted]

[\(How do I find this?\)](#)

Activation information

Activation key: [Redacted]

Product: [Redacted] Version: [Redacted]

Save license as: [Redacted] ...

☒ Save the activation key in an ACTIVATIONKEY file

Activate Cancel Help

12. Navigate back to **C:/Program Files/Laserfiche/Server**. Rename previous "Activation key" and lf.licx file to both end with ".old". This is done in case a rollback is necessary.

13. Drag new Activation key and lf.licx from the location specified in step 11 (e.g. Downloads) into **C:/Program Files/Laserfiche/Server/**

14. Restart the LF Server Service, found in Windows *Services*.

15. Ensure the product is working properly by logging into Laserfiche Windows Client. If you are able to log in, the activation was successful.