

# LICENSE MANAGER



**ZEBRA**

## **User Guide**

## Introduction

The **License Manager** app enables end-users with a Zebra device to perform manual tasks related to licensing software on the device. The app displays a list of active entitlements associated to the device along their features and versions.

Check the Zebra Support Site for the latest **License Manager** app available at: [zebra.com/us/en/support-downloads/software-licensing.html](http://zebra.com/us/en/support-downloads/software-licensing.html).

## Prerequisites

Before using the app, ensure that:

- system clock is set appropriately to the current time zone and time.
- there is a working network connection for on-line activation of the licenses.

## Starting the App

To start the app:


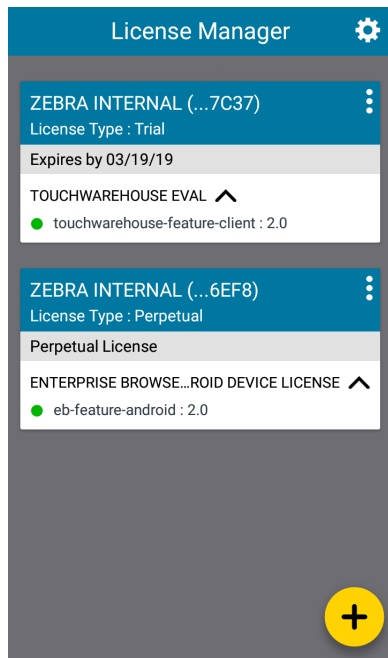
1. On the Home screen, swipe up from the bottom of the screen.
2. Touch . The **License Manager** app appears.

Figure 1 License Manager



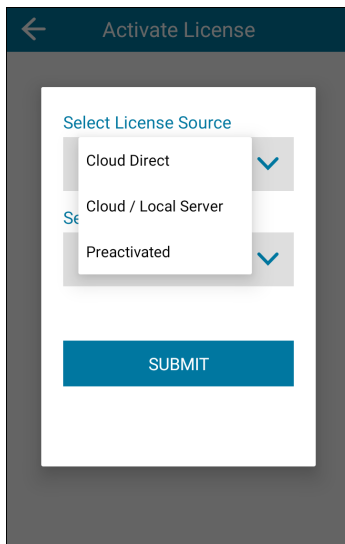
The app displays the list of licenses associated with the device.

## License Source

Prior to any license related operation, select the **License Source**. This determines the source from which the license to be associated to a software product on the device needs to be procured from. Zebra supports the below license source types:

- Cloud Direct
- Cloud / Local Server
- Preactivated.

Figure 2 License Sources



Zebra recommends that the Cloud Direct option be used if possible either directly or via a Proxy. This offers maximum visibility of the license usage to the end-customer on the Zebra Software Licensing End-User portal with added maintenance and support related benefits.

Should the customer choose to leverage a Local License Server (LLS), the data from the LLS can be synchronized with the Cloud either on-line or off-line to achieve similar visibility benefits. These details are included in the Zebra LLS Administrator Guide available at [zebra.com/us/en/support-downloads/software-licensing.html](http://zebra.com/us/en/support-downloads/software-licensing.html).



**NOTE:** Info pertaining to license sources added by the user are read only. However, a user added license sources can be deleted as explained later in this document.

Once a license is served from a license source, any further operation needs to be made from that same source. Example, a license activated from an LLS cannot be returned to the Cloud or vice versa.

The License Source can be set up separately via the Settings option and a source needs to be specified prior to carrying out any license operation.

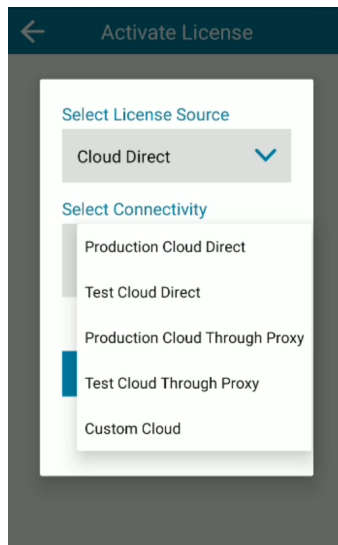
Once mapped, the License Source and AID are paired into an atomic unit.

### Cloud Direct

Cloud Direct refers to the default Zebra licensing back-end on the cloud and is the recommended option. This involves each device reaching out to the Zebra licensing back-end directly to perform a licensing related operation like activate, return or refresh.

Devices can reach the cloud either directly or via a proxy server as the customer's network infrastructure is set up.

Figure 3 Activation Screen with Available Cloud Server Connectivity Options



The following connectivity options are supported:

- **Production Cloud Direct** - For directly activating the licenses from the default Zebra Licensing Server on the Cloud. This maps to a built-in URL, so the user is not required to configure anything.  
**URL:** [zebra-licensing.flexnetoperations.com/flexnet/deviceservices](https://zebra-licensing.flexnetoperations.com/flexnet/deviceservices)  
**Port number:** 443
- **Test Cloud Direct** - For testing purposes. Only for Zebra internal usage.
- **Production Cloud Through Proxy** - For connecting to the Zebra Licensing Server on the Cloud via a proxy. The user can specify the unique URL and the name of the proxy server and add it as a separate license source.
- **Test Cloud Through Proxy** - For testing purposes. Only for Zebra internal usage.
- **Custom Cloud** - Future use. In case a custom or relay server is used to manage entitlement, this option can be used. The user can specify the unique URL and the name of the custom server and add it as a separate license source.

Figure 4 License Source Selection Screen with Production Proxy Selected

The screenshot shows a mobile application interface for selecting a license source. At the top left is a back arrow. The main content area is titled "Select License Source" and contains three sections:
 

- Select License Source:** A dropdown menu with "Cloud Direct" selected.
- Select Connectivity:** A dropdown menu with "Production Cloud Through Proxy" selected.
- Enter URL:** A text input field containing "http://".
- Name:** An empty text input field.

 At the bottom is a blue "SUBMIT" button.

## Cloud/Local Server

Should a customer's infrastructure have connectivity restrictions to reach the public cloud, the Local Server option enables a Local License Server setup on a customer's premise locally to serve licenses to devices.

The user can select the **Cloud / Local Server** option under **Select License Source** drop-down and specify the details of the on-premise server setup such as the unique URL and the name used to identify the server as shown in the figure below. This adds a new License Source that is saved for future license operations.

Figure 5 Cloud / Local Server Options Screen

The screenshot shows a mobile application interface titled "Activate License" at the top. The main content area is titled "Select License Source" and contains three sections:
 

- Select License Source:** A dropdown menu with "Cloud / Local Server" selected.
- Enter URL:** A text input field containing "http://".
- Name:** An empty text input field.

 At the bottom is a blue "SUBMIT" button.

Refer Zebra's LLS Admin Guide for more information on setting up the LLS.

## Preactivated

When the network connectivity is severely restricted, customers can login to the Zebra Software Licensing Portal to download a specific binary file pertaining to a device id. This binary file contains a preactivated license that can then be pushed to the device with that id for installation.

If the user wants to enable an entitlement via a preactivated license, this option should be chosen under **Select License Source** drop-down list with the **Production Cloud** as the Preactivated Source.

The user cannot add any license source under this option.

## Important Preactivated License Restrictions

- Preactivated licenses are valid only on the day they are generated.
- If multiple preactivated licenses are generated, they must be applied in the same order as generated.
- Preactivated licenses must be applied before all other license actions.
- If combining the application of Activation IDs and preactivated licenses in the same configuration Profile, preactivated licenses must be applied first.

## License Activation

Licenses can be activated using:

- On-Line License
- Off-line Licenses.

### Activating a License On-line using AID



**IMPORTANT:** Ensure the device clock and network are set appropriately.

To activate a license on-line:



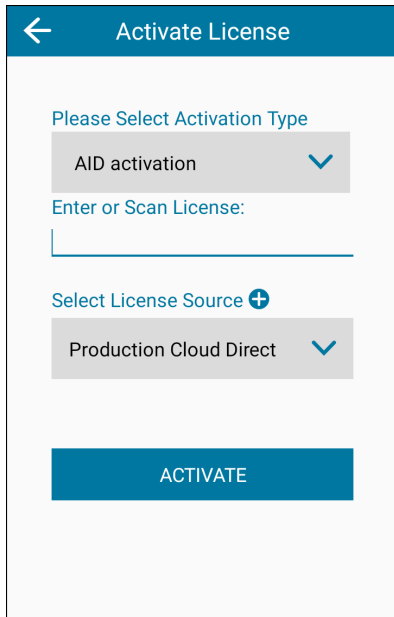
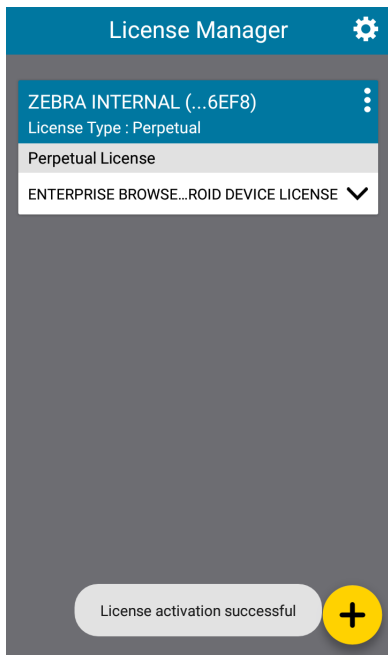
1. On the Home screen, swipe up from the bottom of the screen.
2. Touch . The **License Manager** app appears.
3. Touch .
4. In the **Activation Type** drop-down, select **AID activation**.
5. Touch **Select License Source** drop-down.
6. In the **Select License Source** drop-down, select **Cloud**.
7. In the **Select Connectivity** drop-down, select a License Source from which the license needs to be activated.  
Options:
  - a. **Production Cloud Direct**
  - b. **Production Cloud Through Proxy**
  - c. **Custom Cloud**.
8. Touch **Submit**. The **Activate License** screen appears.

Figure 6 Activate License Screen



9. In the **Enter or Scan License** field, enter a valid Activation ID [AID] or scan the barcode containing the license. The AID is in the entitlement email received with the proof of purchase.
10. Touch **Activate**. The app validates the information and connects to the selected License Source and if successful, **License activation successful** message displays.

Figure 7 Successful Activation Screen



The activated license information displays on a card in the Home screen.

All the license rights displayed in the Home Screen are available for acquisition on the device.

## Activating a License Off-line

To activate a preactivated license (off-line activation) for any of the Zebra Software products:



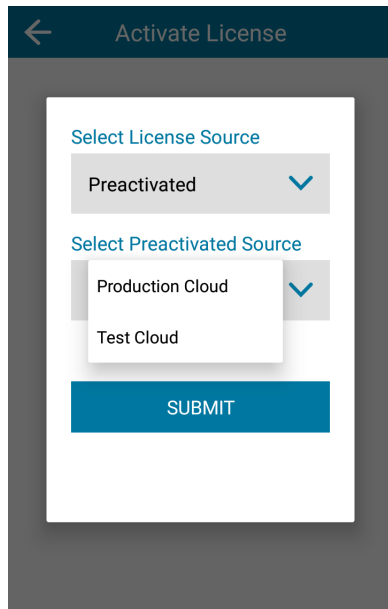
1. On the Home screen, swipe up from the bottom of the screen.
2. Touch . The **License Manager** app appears.
3. Touch .
4. In the **Activation Type** drop-down, select **AID activation**.
5. Touch **Select License Source** drop-down.

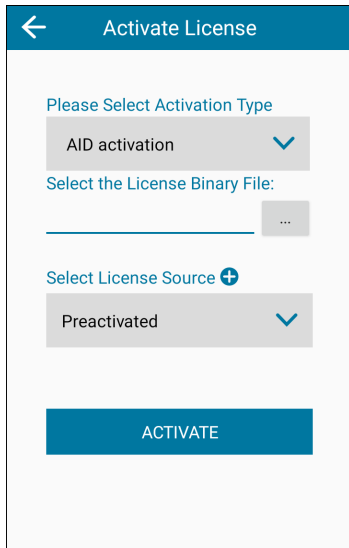
Figure 8 License Source Selection Screen with Preactivated License Source Options



6. In the **Select License Source** drop-down, select **Preactivated**.
7. In the **Select Connectivity** drop-down, select **Production Cloud**.
8. Touch **Submit**. The **Activate License** screen appears.



Figure 9 Activate License Screen

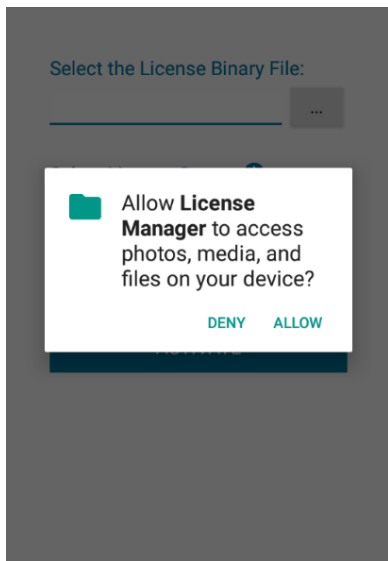


**IMPORTANT:** This implies that the preactivated license binary file was downloaded from Production Cloud Portal. Refer to the Zebra Software License End-User Portal User Guide for detailed steps to download this file.

9. Under **Select the License Binary File**, touch **⋮**. If storage access is required, a dialog box appears.

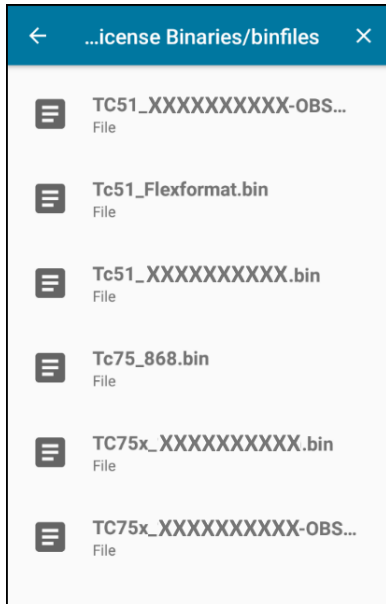
**IMPORTANT:** On devices running Android Version 6.0 Marshmallow and higher, runtime permission for storage is required.

Figure 10 Allow Access Dialog Box



10. Touch **Allow**.

Figure 11 Navigation Screen

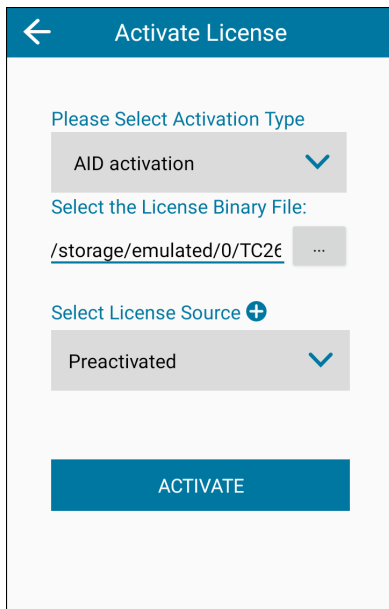


11. Navigate to the location of the binary file.

12. Select the binary file.

After selecting a valid license binary file, the path of the binary file is populated automatically in the **Select the License Binary File** field. The user cannot edit the value of this field.

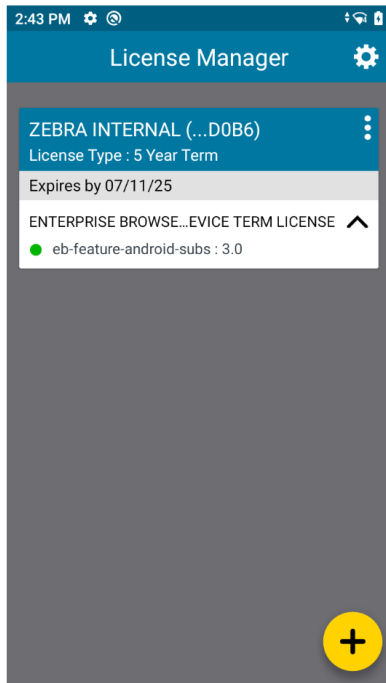
Figure 12 Binary File Activation Screen



13. Touch **Activate**.

If the license activation is successful, the activated license information displays in the form of a card in the Home screen as shown below.

Figure 13 Activation Successful



Details about the license information in the Home Screen can be found [here](#).

All the license rights display on the Home screen are available for acquisition on the device.

## Activating a License On-line using Feature



**IMPORTANT:** Ensure the device clock and network are set appropriately.

To activate a license on-line:



1. On the Home screen, swipe up from the bottom of the screen.
2. Touch . The **License Manager** app appears.
3. Touch .
4. In the **Activation Type** drop-down, select **Feature activation**.
5. Touch **Select License Source** drop-down.
6. In the **Select License Source** drop-down, select **Cloud / Local Server**.
7. In the **Enter URL** field, enter a valid Local License Server address or Cloud License Server.
8. In the **Name** field, enter the name used to identify the server. Touch **Submit**.
9. Touch **Select License Source** drop-down.
10. In the **Select License Source** drop-down, select newly added server details. Touch **Submit**.

Figure 14 Activate License Screen

11. In the **Enter Feature Name** field, enter a valid **Feature Name**.
12. **Partition Name** is not required.
13. Touch **Activate**. The app validates the information and connects to the selected License Source and if successful, **License activation successful** message displays.



## Activating a License On-line using Feature from License Partition Pool



**IMPORTANT:** Ensure the device clock and network are set appropriately.

From Local License Server (LLS) 4.x and above support creating partition on LLS. License admin can group and segregate the available licenses on the LLS to different partition. This helps user to assign licenses belongs to specific work sites assigned partition.

To activate a license on-line:

1. On the Home screen, swipe up from the bottom of the screen.
2. Touch . The **License Manager** app appears.
3. Touch .
4. In the **Activation Type** drop-down, select **Feature activation**.
5. Touch **Select License Source** drop-down.
6. In the **Select License Source** drop-down, select **Cloud / Local Server**.
7. In the **Enter URL** field, enter a valid Local License Server address where License Partition is created.
8. In the Name field, enter the name used to identify the server. Touch **Submit**.
9. Touch **Select License Source** drop-down.
10. In the **Select License Source** drop-down, select newly added server details.

11. Touch **Submit**.
12. In the **Enter Feature Name** field, enter a valid **Feature Name**.
13. In the **Enter Partition Name** field, enter a valid **Server Partition Name**.
14. Touch **Activate**. The app validates the information and connects to the selected License Source and if successful, **License activation successful** message displays.

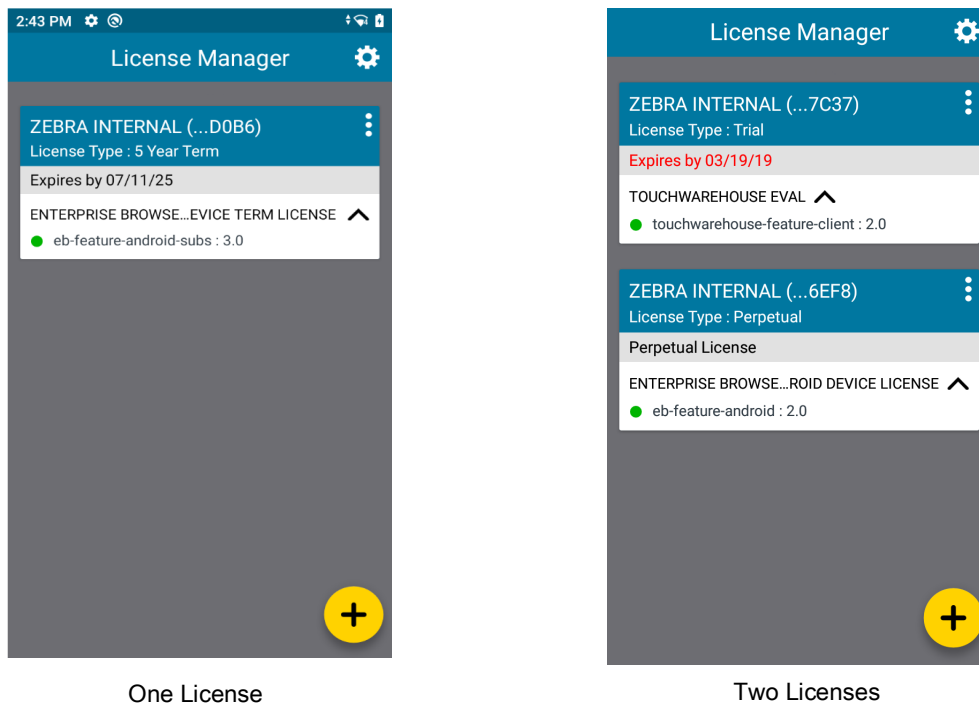
### Important Feature Activation Restrictions

- If entered server partition name is not valid or does not exist in License Partition pool, then activation will succeed from default partition if license quantity is available. Otherwise, activation will fail.
- For a single Zebra device, user can activate as many features as possible from single server partition only.
- User cannot activate two different features from separate partitions.

## Displaying Active Licenses

All currently active licenses on the device display in the form of cards on the Home screen.

Figure 15 Home Screen



Each card corresponds to an active license.

Each license card displays the following information:

- The first row in the card displays the **Sold To** entity that purchased the license along with the last four digits of the Activation ID.
- The second row in the card indicates the License Type: Perpetual, Trial License, Subscription (Term), etc.
- The third row corresponds to the expiration date of the license in the format MM/DD/YYYY. License expiring within 30 days from the current date is highlighted in red.
- The fourth row in the card displays (if the license has expired) the number of days left in the grace period.

The rows below the expiration date list the products entitled on that device. The arrow next to the product name toggles a collapsible view of the list of features associated with that product.

Each license can have any number of products associated with it. Each product has a list of features listed under it.

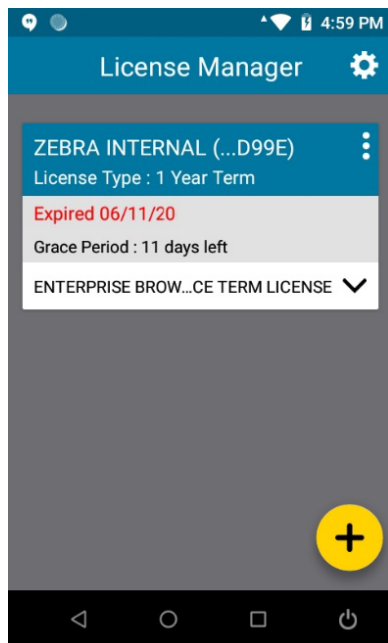
## Grace Period Support with Term License

After the current term license expires, a grace period is provided to allow the user to renew the term license: The grace period is:

- 30 Days for a 5-year license
- 30 days for a 3-year license
- 30 days for a 1-year license.

After a term license has expired, the expiration date (red text) and grace period displays.

Figure 16 Expired License



In the example above, the term license expired on June 11, 2020. A 30 day grace period is active and there are only 11 days left before the term license expires.

The License Manager displays the number of days left in grace period. Once the grace period is over, the user will see the unlicensed screen on their component.

The user gets an extra 30 days to renew the term license to continue with same Activation ID. If the user renews the license after the grace period, a new Activation ID is assigned and the administrator would need to maintain multiple Activation IDs.

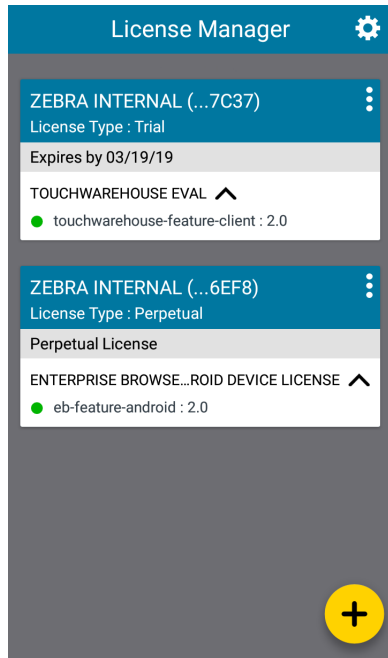
## Refreshing a License

To refresh a currently active license:

1. On the Home screen, swipe up from the bottom of the screen.

2. Touch . The **License Manager** app appears.

Figure 17 Expiring License




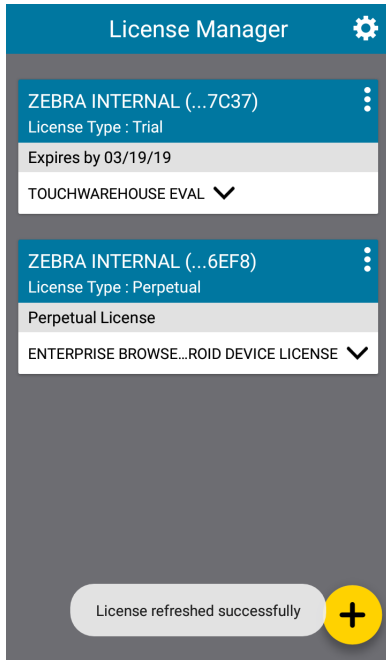
3. Activate a license using the steps mentioned here if no licenses are currently active on the device.
4. Once one or more licenses are currently active on the device, the user will be able to see the Home screen with a list of cards. Choose the license that needs to be refreshed and select the overflow menu at the right top corner of the license (card) which displays the below three options:
  - a. **Refresh License**
  - b. **Return License**
  - c. **License Sources.**
5. Touch  > **Refresh License** to send a request to the server to refresh the selected license. Once the license is successfully refreshed, **License refreshed successfully** message displays along with all the updated information in the card.

Figure 18 Refreshed License



## Settings

To access the Settings screen:



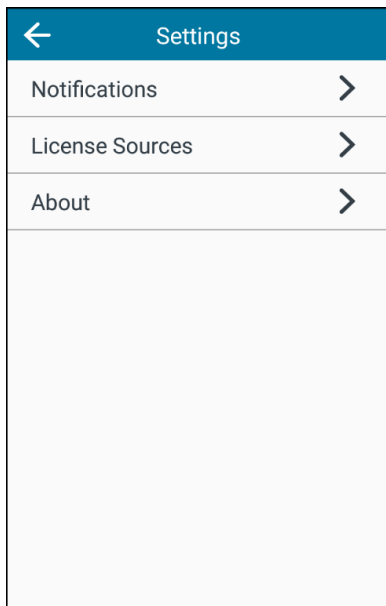
1. On the Home screen, swipe up from the bottom of the screen.
2. Touch . The **License Manager** app appears.
3. Touch .

Figure 19 Settings Screen

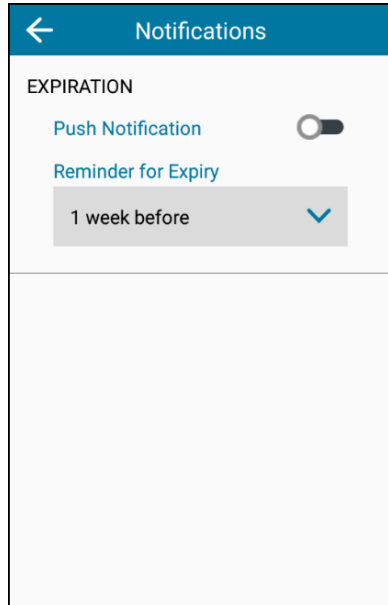




## Notifications

On the **Settings** screen, touch **Notifications**. The **Notifications** screen appears.

Figure 20 Notification Screen

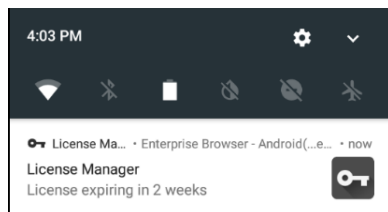


- **Push Notification** - Enable to receive notifications on the device about license expiry. Default - off.
- **Reminder for Expiry** - Select when the notification displays. Options: **1 week before** (default), **2 weeks before**, **3 weeks before** or **4 week before**.

Once configured, a notification including the product name and AID appears in the Status Bar and the Lock screen, if any of the active licenses on the device is about to expire within the time period set.

Selecting the notification from the Notifications pull-down redirects the user to the Landing page of the License Manager application.

Figure 21 License Expiry Notification



## License Sources

All the license sources available on the device can be viewed by clicking on the License Sources option in Settings screen. This screen can also be opened by clicking on the License Source option in the overflow menu on any license card in the Home screen. This screen lists all the license sources as individual list items as shown in Figure 46. The format of the information displayed in this screen is as follows:

- The String before the delimiter (,) in each list item in the License Source screen corresponds to the unique server name entered by the user while saving the license source.
- The server name is followed by the type of the server (Proxy/Custom/Local).

- The second row in each list item corresponds to the URL of the license source entered by the user while saving the license source. Note that the server URL is shown only for user-added license sources.

The first two items in the License Source screen are the default license sources: Production Cloud Direct and Test Cloud Direct as shown below. These two license sources are followed by user-added license sources as shown in Figure 23.

Please use the "+" button to add additional license sources. Up to 8 unique Local and Custom Cloud entries are supported.

Figure 22 License Source Screen

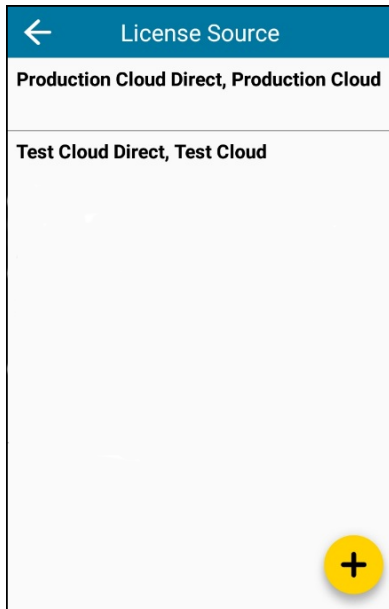


Figure 23 License Source Screen with User Added License Sources



## Deleting a License Source





**IMPORTANT:** It is recommended that this option be used with caution as a best practice.

The user can delete user-added license sources on a device. While deleting a license source, all licenses served by that source to that device are automatically returned to the Production Cloud or the LLS, provided there are no restrictions on any license.

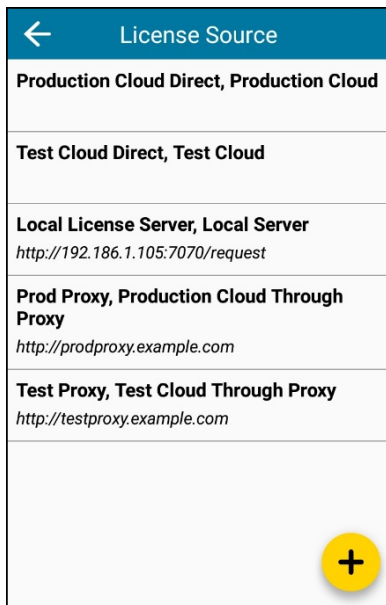
The first two items in the License Source screen are the default license sources: Production Cloud Direct and Test Cloud Direct which cannot be deleted by user as per the requirement. However, licenses served from these sources can be returned as explained in the next section.

To delete user-added license source from the **Settings** page:

1. On the Home screen, swipe up from the bottom of the screen.
2. Touch . The **License Manager** app appears.
3. Touch  > **License Sources**.

All the license source information displays in license source screen.

Figure 24 License Source Screen



4. Touch the user-added license to delete. The delete screen appears.

Figure 25 Delete Screen

5. The **Enter URL** and **Name** fields display the values as per license source selected by user.
6. Touch **Delete**. The delete confirmation dialog box appears.

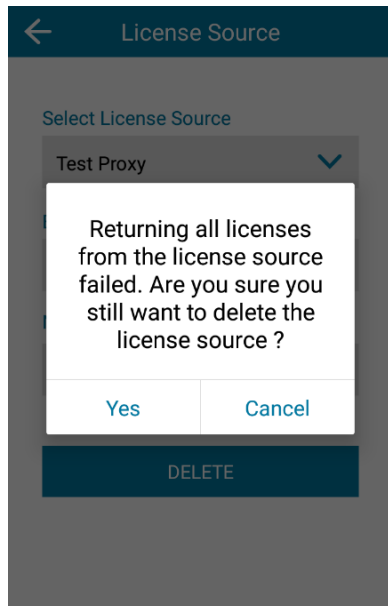
Figure 26 Delete Confirmation Dialog Box

7. Touch **Yes**. If there are no restricted licenses and return all licenses is success, the source is deleted successfully.

If the license source contains a restricted license, the delete operation fails. Restricted licenses are those that cannot be returned from a device. Non-restricted licenses will need to be returned individually as described in [Return License on page 10](#).

Upon return all licenses failure, delete operation will not work, a confirmation dialog displays.

Figure 27 Confirmation Dialog Box



Click **Yes**. all licenses are deleted from device and server licenses are still mapped to device.

This option is offered for use-cases where the license source is indeed defunct, ex, an LLS that's decommissioned etc.

Deleting a user defined license source that connects to the Production Cloud through Proxy deletes all licenses served on the device from the Production Cloud. So all licenses served by the Production Cloud Directly will also be returned.

## Return All License

While the default license sources, Production Cloud Direct and Test Cloud Direct, cannot be deleted, licenses served by them can be returned.

To return all licenses from the **Settings** page:



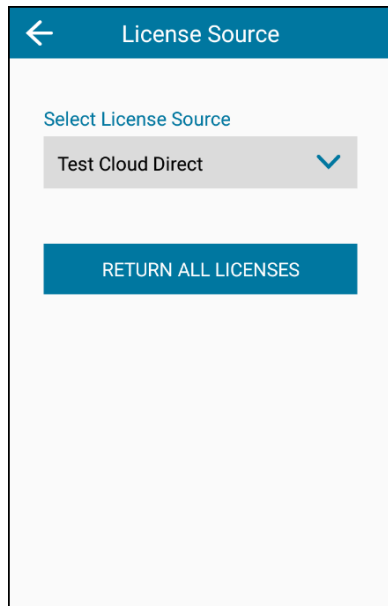
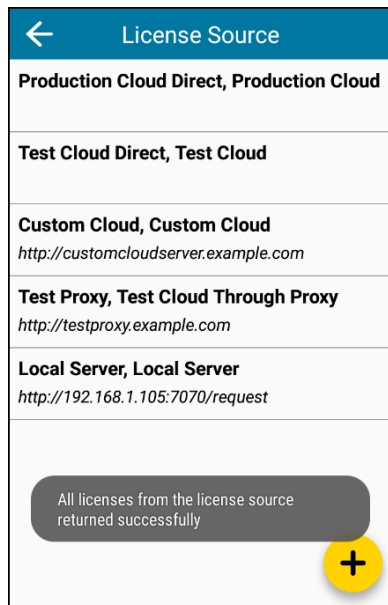
1. Touch . The **License Manager** app appears.
2. Touch  > **License Sources**.
3. From the list of license sources, select **Production Cloud Direct**.

Figure 28 Return All Licenses Screen



4. Touch **Return all Licenses** to return all active licenses. A confirmation dialog box appears.
5. Touch **Yes**. A message displays with the operation status.

Figure 29 Returned Licenses



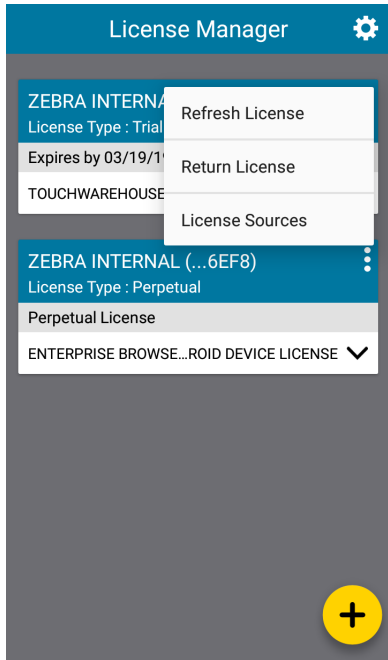
## Return License by AID Activation Return Type

**Return License** enables the user to return an active license from a device back to the source it was served from. Use this option if only a particular license needs to be returned or if a license source serves both restricted and non-restricted licenses to that device.

To return a license which is currently active on the device:

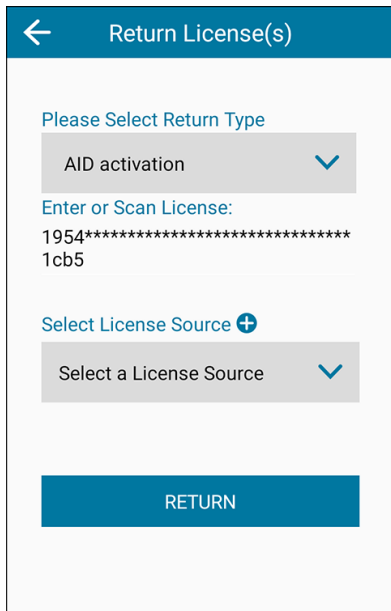
1. Touch . The **License Manager** app appears.

Figure 30 License Manager



2. On the License card, touch **⋮** > **Return License**. The **Return License(s)** screen appears with the AID first and last 4 digits corresponding to selected license card and an option for the user to select license source.

Figure 31 Return License Screen



3. In the **Select Return Type** drop-down, select **AID activation**.
4. Since it is possible that a given AID may have been activated from multiple license sources, the user is required to select the license source they would like to return it to from the drop down of available sources.
5. Select the required license source followed by the **Submit** button.



**NOTE:** License activated from AID activation type, must be returned via AID activation from Return License screen.

## Return License by Feature Activation Return Type

To return a license which is currently active on the device:



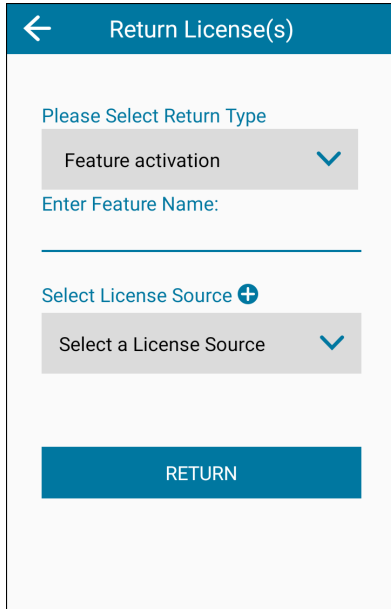
1. Touch . The **License Manager** app appears.
2. On the License card, touch  > **Return License**. The **Return License(s)** screen appears with the AID first and last 4 digits corresponding to selected license card and an option for the user to select license source.
3. In the **Select Return Type** drop-down, select **Feature activation**.

Figure 32 Return License Screen



4. In the **Enter Feature Name** drop-down, enter a valid feature name which needs to be returned.
5. Since it is possible that a given feature may have been activated from multiple license sources, the user is required to select the license source they would like to return it to from the drop down of available sources.
6. Select the required license source followed by the **Submit** button.



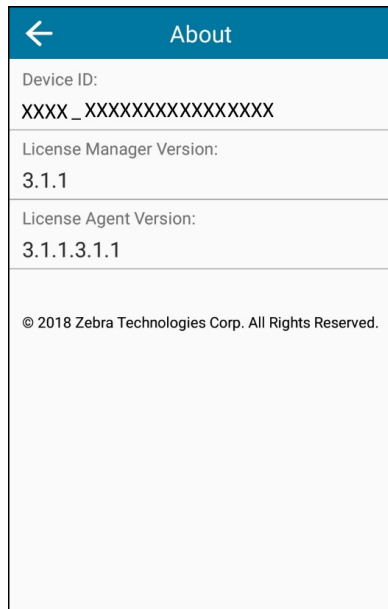
**NOTE:** License activated from Feature activation type, must be returned via Feature activation from **Return License** screen.

## About

The **About** screen displays:





Figure 33 About Screen



- **Device ID** - Displays the unique serial number of the device.
- **License Manager Version** - Displays the License manager app version number.
- **License Agent Version** - Displays the License Agent version number.
- **Copyright Information** - Displays Zebra copyright information.

## Localization

The **License Manager** app supports English and Simplified Chinese languages. To display the app in Simplified Chinese:

1. On the Home screen, swipe down from the status bar to open the quick access panel and then touch .
2. Touch **System > Languages & Input > Languages**.
3. Touch **Add a language** and select Simplified Chinese language.
4. The devices' language updates to Simplified Chinese.
5. Touch . The **License Manager** app appears.

The **License Manager** app core functionality remains the same, only the language changes. Note that there are some strings in the app that are not localized and still display in English. For example:

- Data retrieved from server as shown as shown in the figure below.
- URL entered while creating license source.

Figure 34 Localized Screen Samples



