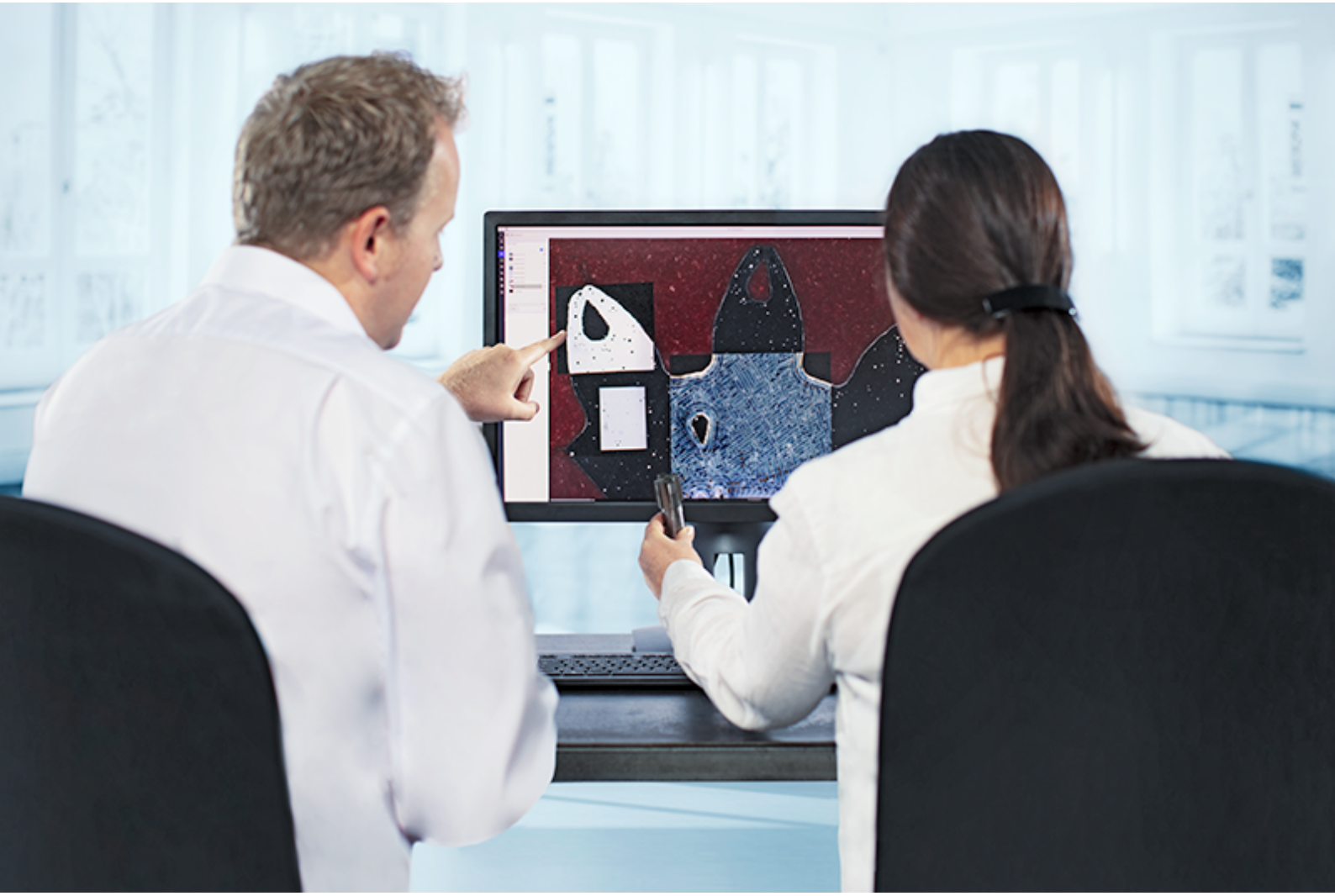


Instruction Manual

ZEISS Software Licensing

Standalone and Floating Licenses

ZEISS Software Licensing

Original Manual

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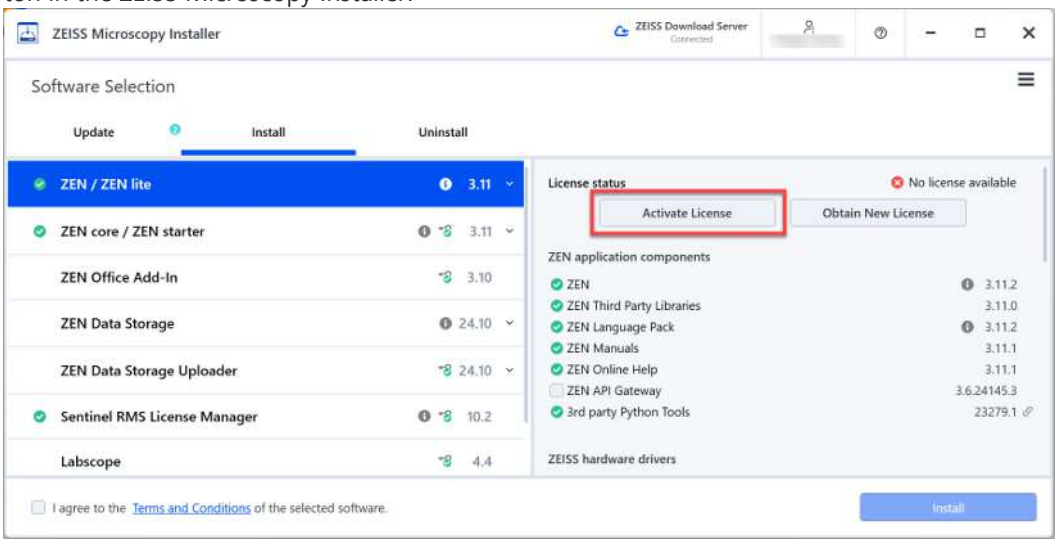
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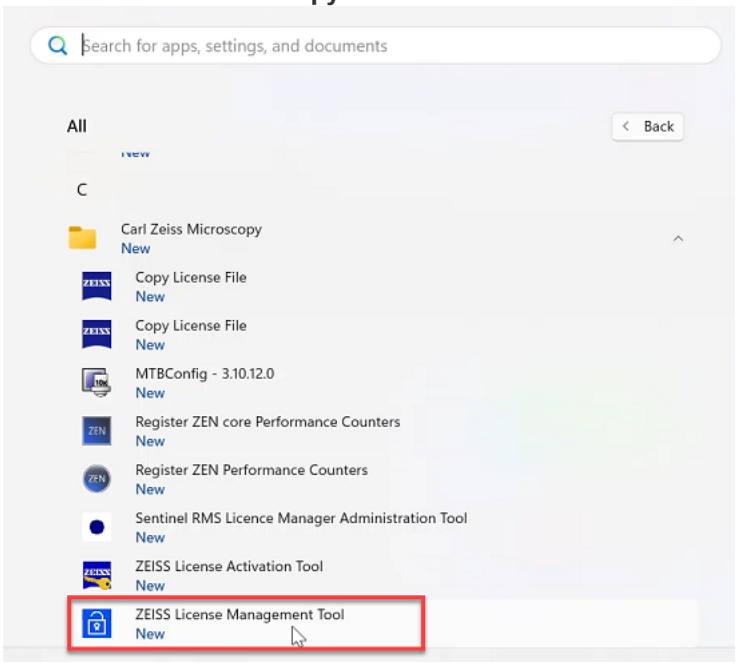
1 Welcome

This Instruction Manual describes how to activate standalone and floating licenses for ZEISS software products. A standalone license can only be activated and used on one workstation. Floating licenses enable multiple users inside a network to use a single software license for a ZEISS software product. The workflows described in this document require the **ZEISS License Management Tool** (ZLMT), which is installed via the **ZEISS Microscopy Installer**.

- The ZEISS License Management Tool can be launched by clicking the **Activate License** button in the ZEISS Microscopy Installer.



- ZEISS License Management Tool is also accessible via the Windows Start menu under the folder **Carl Zeiss Microscopy**.



Info

Make sure you have the necessary software installed. Before using your activation code, you need to download the software from the ZEISS Portal to your PC, see ZEISS Microscopy Installer.

2 Entitlement Certificate

When you purchase ZEISS software, an entitlement certificate is sent to you via email, as a printout in the delivery package, or as a PDF file on an external storage device. The Entitlement Certificate contains all available licenses and their respective information (e.g. Activation ID/Product Key, Entitlement ID).

NOTICE

ZEISS License Management Tool can activate standalone and floating licenses. Standalone licenses are labeled as **DLic** and **Lic** (e.g. SW ZEN 3.10 DLic). Floating licenses are marked with **FLic** in their product name (e.g. SW ZEN desk 3.10 FLic).

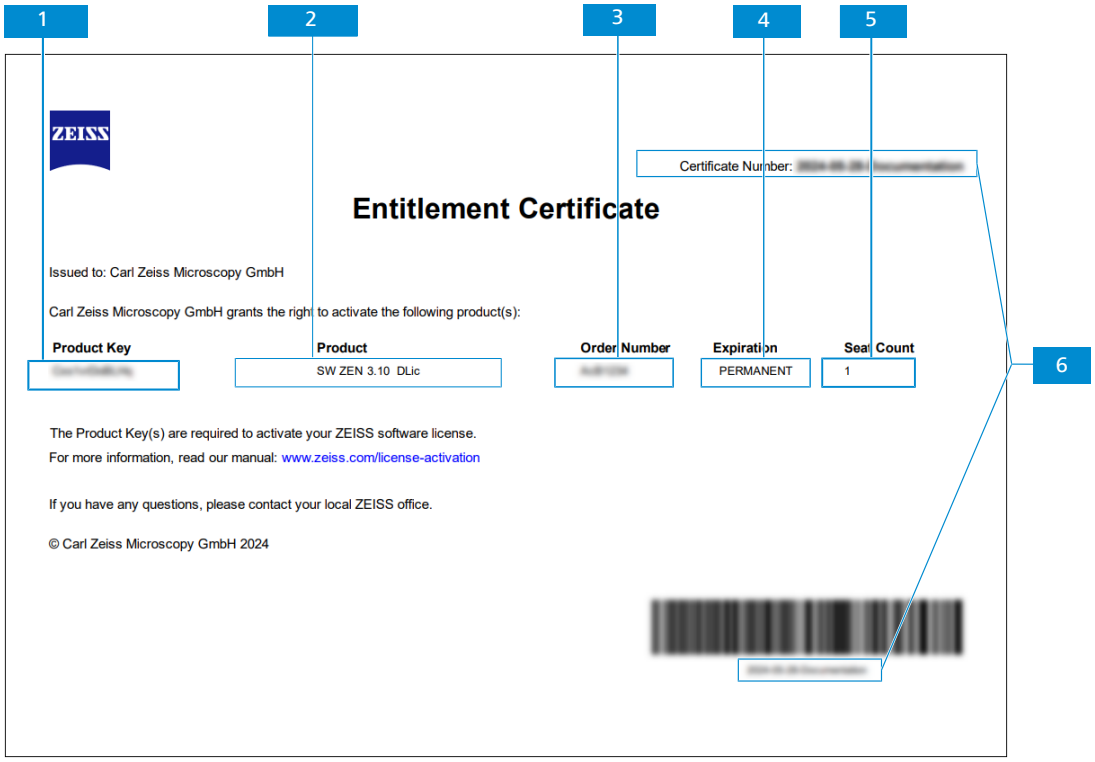


Fig. 1: Entitlement Certificate

1 **Product Key** (Activation ID)

This twelve-character ID is needed for the activation of the respective license.

2 **Product**

This is the specific designation of the product license.

3 **Order Number**

This is your specific order confirmation number.

4 **Expiration**

This is the expiration date of the product license. Regular license purchases do not have an expiration date and are marked as permanent by default.

5 **Seat Count**

This is the number of simultaneously possible license activations.

6 **Entitlement ID/Certificate Number**

This ID is used for the activation of all licenses within the entitlement certificate. It consists of your order confirmation number and a randomized six-figure number.

Info

If your **Product Key** (Activation ID) and **Entitlement ID/Certificate Number** start with **A-**, you need to use the Software Licensing APAC server. More information is noted in the necessary chapters below.

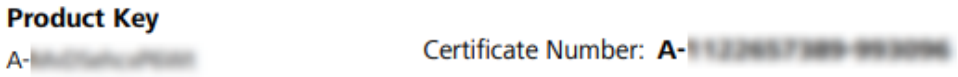


Fig. 2: APAC Product Key/Entitlement ID

3 Standalone PC-bound Licenses

3.1 Activating a Standalone PC-bound License

3.1.1 Information for Dongle Users

If you are using dongle-bound licenses, they may still be required after you have activated your PC-bound license. This means that you must have the dongle plugged in to be able to use the fully software function.

> **Info**
>
> To change a dongle license to a PC-bound license, contact **ZEISS support**. ZEISS support will revoke the dongle license for you. After the dongle license has been revoked, you can activate the license as a PC-bound license.

3.1.2 Activating a Standalone PC-bound License Online

This chapter describes how to activate a standalone PC-bound license on a computer with internet connection.

Prerequisite

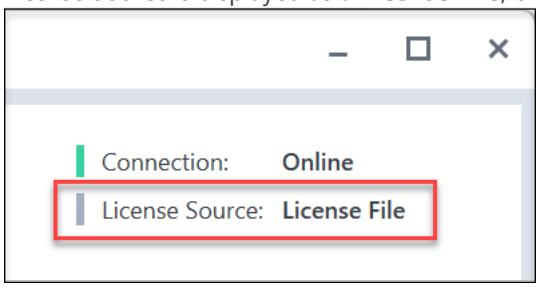
- ✓ You have received a Product Key (Activation ID) with your entitlement certificate.
- ✓ You have access to the **ZEISS License Management Tool (ZLMT)**, which is installed via the ZEISS Microscopy Installer.

Procedure

1. Start the ZEISS License Management Tool.

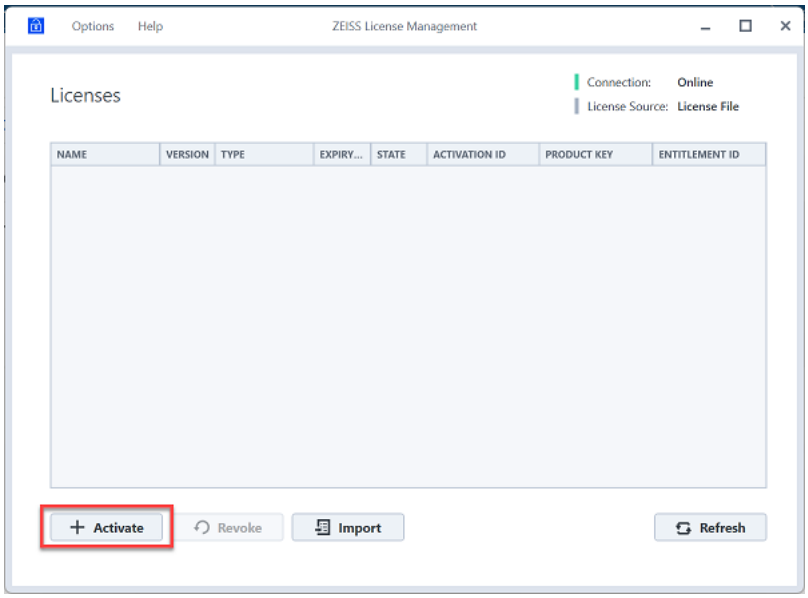


2. If you want to use standalone licenses, you must use the ZLMT in **standalone mode**. If the License Source is displayed as a **License File**, the standalone mode is active.

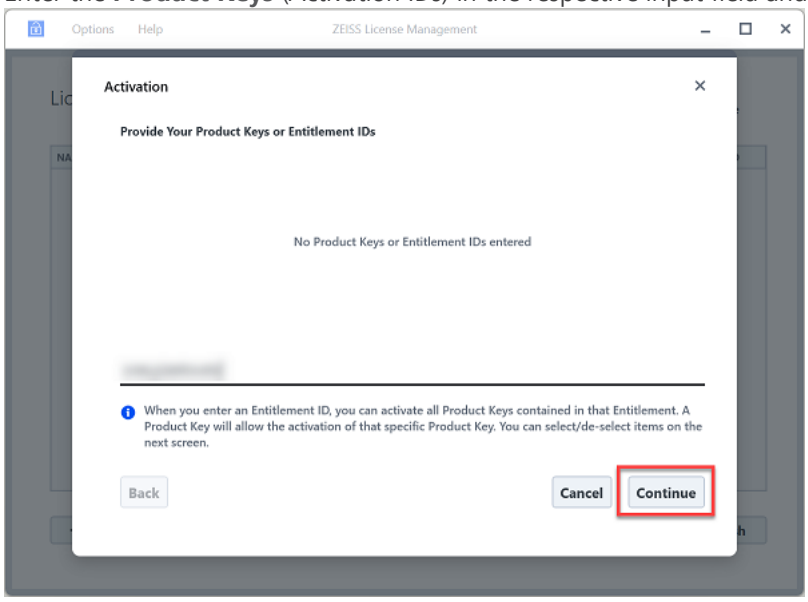


Note: If the ZLMT is not already in standalone mode, open the **Options** menu and deactivate **Connect to local license server** by clicking on the tab.

3. Click **Activate**.

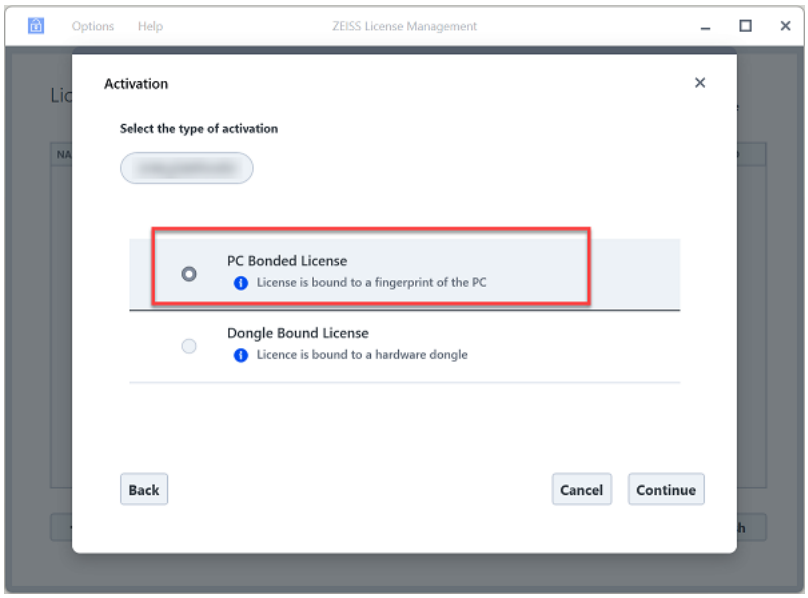


4. Enter the **Product Keys** (Activation IDs) in the respective input field and click **Continue**.

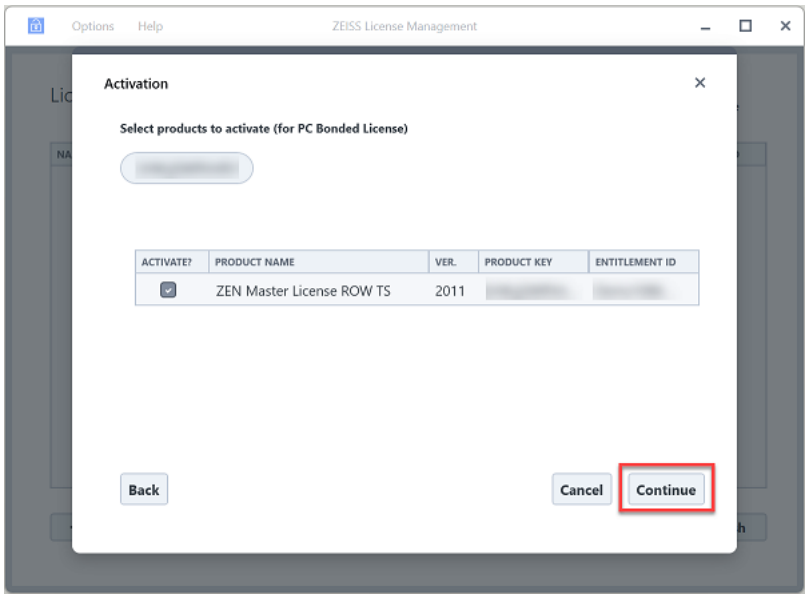


Note: A Product Key (Activation ID) activates a single license while an Entitlement ID/Certificate Number activates all licenses on your Entitlement Certificate.

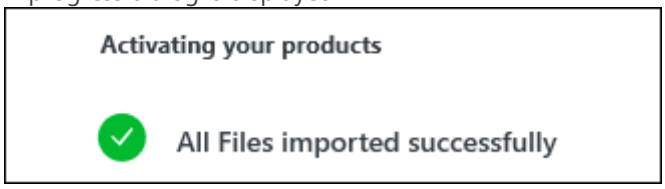
5. Activate the **PC Bonded License** checkbox and click **Continue.**



6. Confirm the license you want to activate and click **Continue**. The available licenses are shown in the license overview.



7. A progress dialog is displayed.



→ The license is activated.

See also

Why does ZLMT show my license as inactive after activation? [▷ 68]

3.1.3 Activating a Standalone PC-bound License Offline

This chapter describes how to activate a standalone PC-bound license on a computer without internet connection. For the offline license activation workflow, your computer without internet connection and two additionally needed devices are described in the following diagram:

- A **computer running locally without internet connection** (see left column).
- An **external storage device** (see middle column).
- Another **computer with internet connection** (see right column).

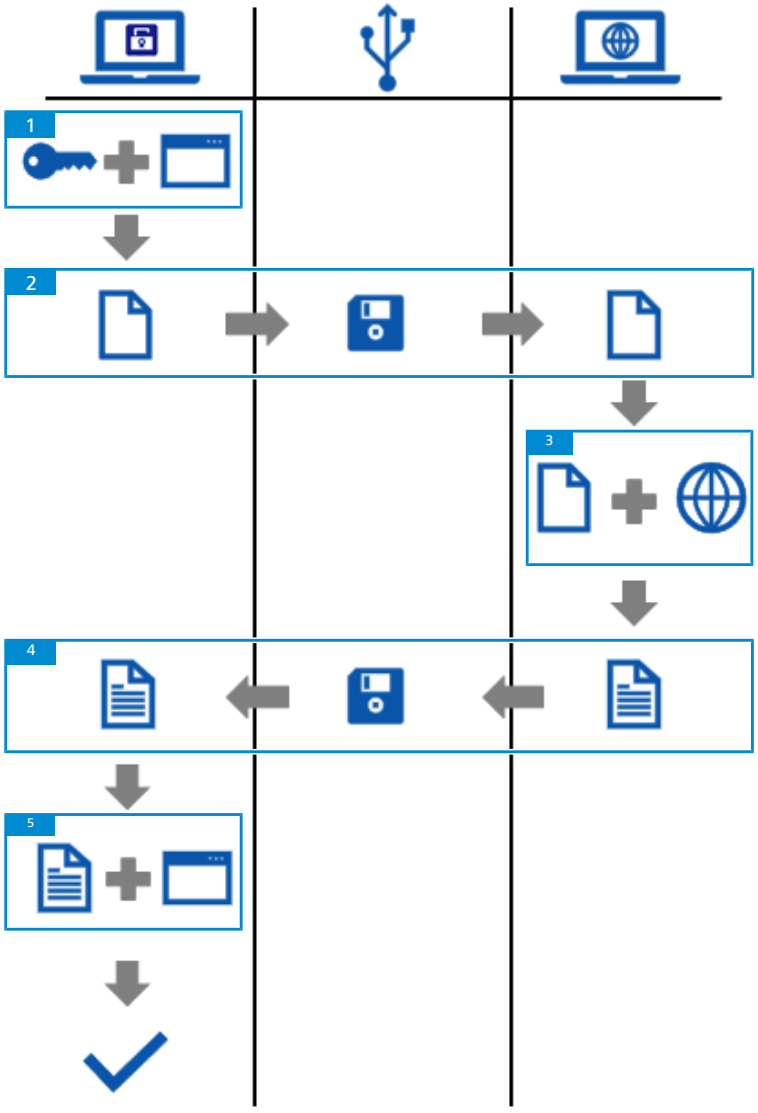


Fig. 3: Activating a Standalone PC-bound License Offline

1. Generate an **Activation Request File** by entering the **Product Key** (Activation ID) in the **ZEISS License Management Tool**.
2. Transfer the **Activation Request File** from the computer running locally to the computer with an internet connection via an external storage device.
3. Generate an **Activation Response File** by uploading the **Activation Request File** to the **Zeiss Software Licensing webpage**.
4. Transfer the **Activation Response File** from the computer with an internet connection to the computer running locally via an external storage device.
5. Activate your license by importing the **Activation Response File** in the **ZEISS License Management Tool** on your computer running locally.

3.1.3.1 Generating a Standalone PC-bound Activation Request File

Prerequisite

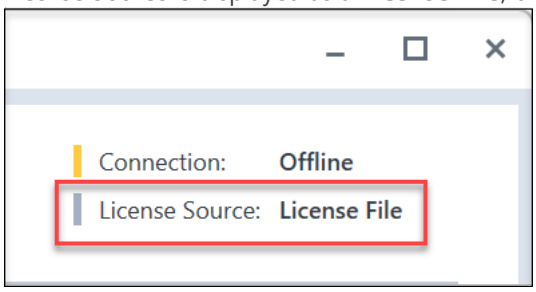
- ✓ A Product Key (Activation ID) from your entitlement certificate is required.
- ✓ An external storage device is required.
- ✓ Your locally running computer without an internet connection that has access to the **ZEISS License Management Tool (ZLMT)**.
  Note: The ZLMT automatically switches to offline mode if there is no internet connection to the ZEISS Activation Server.

Procedure

1. Start the ZEISS License Management Tool.

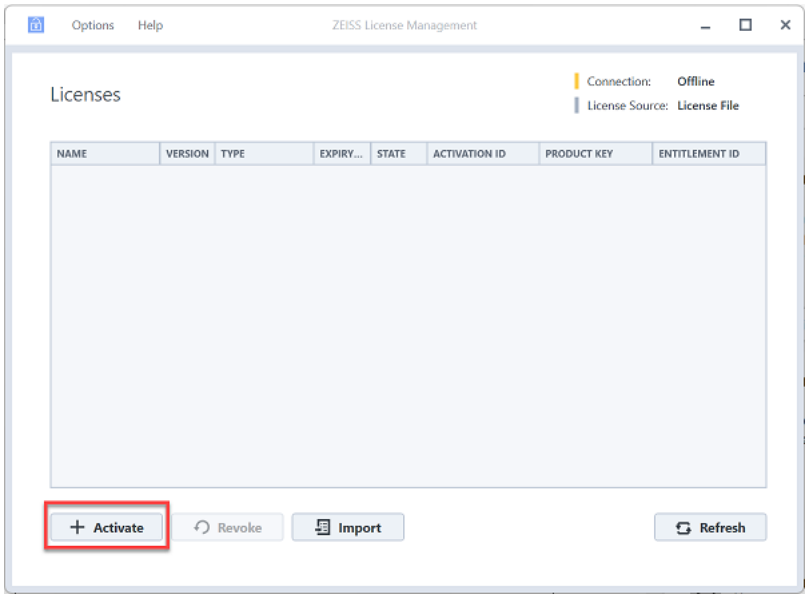


2. If you want to use standalone licenses, you must use the ZLMT in **standalone mode**. If the License Source is displayed as a **License File**, the standalone mode is active.

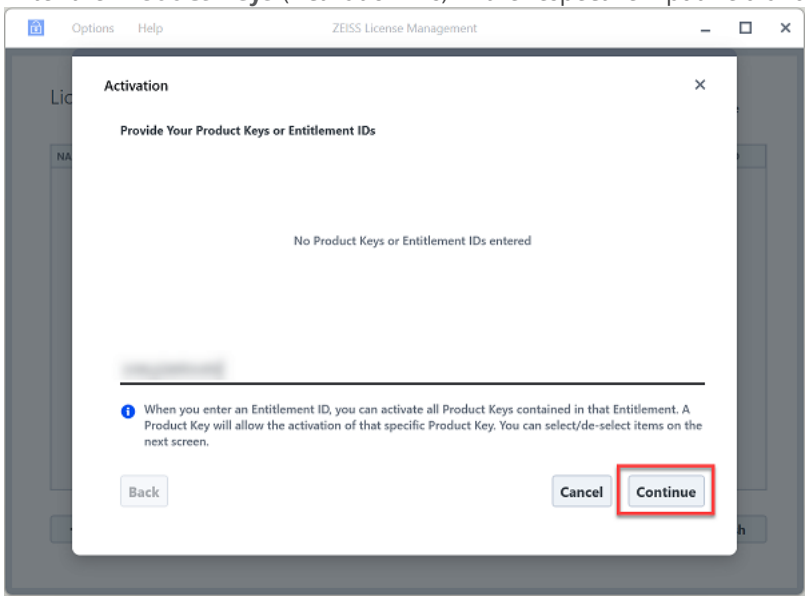


Note: If the ZLMT is not already in standalone mode, open the **Options** menu and deactivate **Connect to local license server** by clicking on the tab.

3. Click **Activate**.

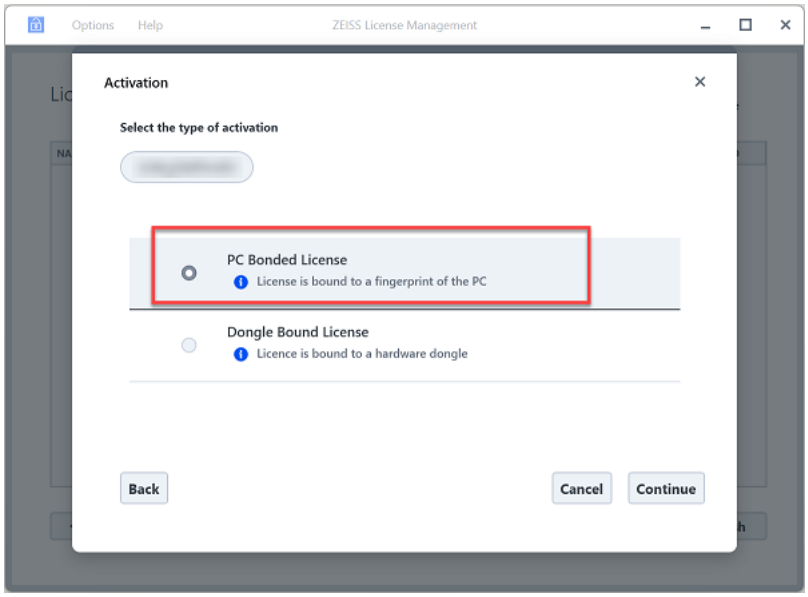


4. Enter the **Product Keys** (Activation IDs) in the respective input field and click **Continue**.

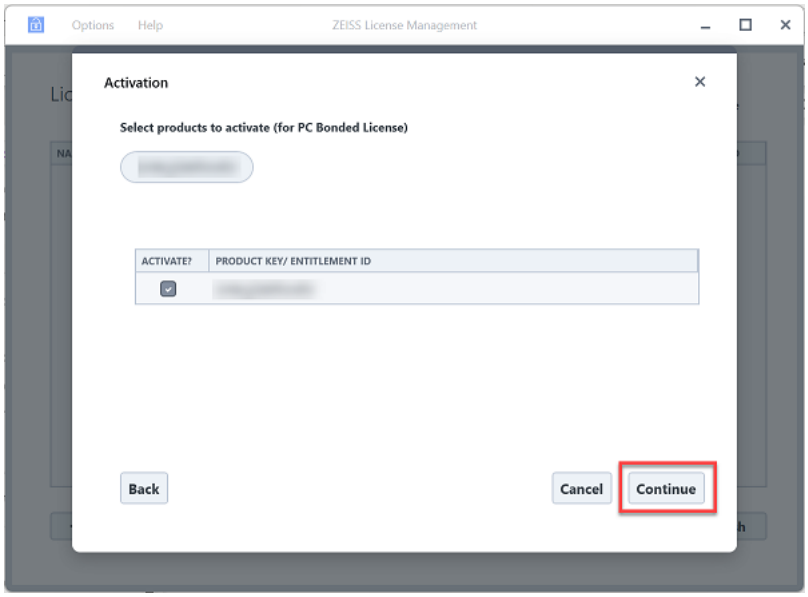


Note: A Product Key (Activation ID) activates a single license while an Entitlement ID/Certificate Number activates all licenses on your Entitlement Certificate.

5. Activate the **PC Bonded License** checkbox and click **Continue.**



6. Confirm the license you want to activate. The available licenses are shown in the license overview.



→ The **Activation Request File** is generated. Choose a storage location.

7. Save the file on an external storage device (e.g. memory stick).

→ This file can be transferred to a computer with internet connection for generating an **Activation Response File.**

3.1.3.2 Generating an Activation Response File via the ZEISS Software Licensing Webpage

Prerequisite

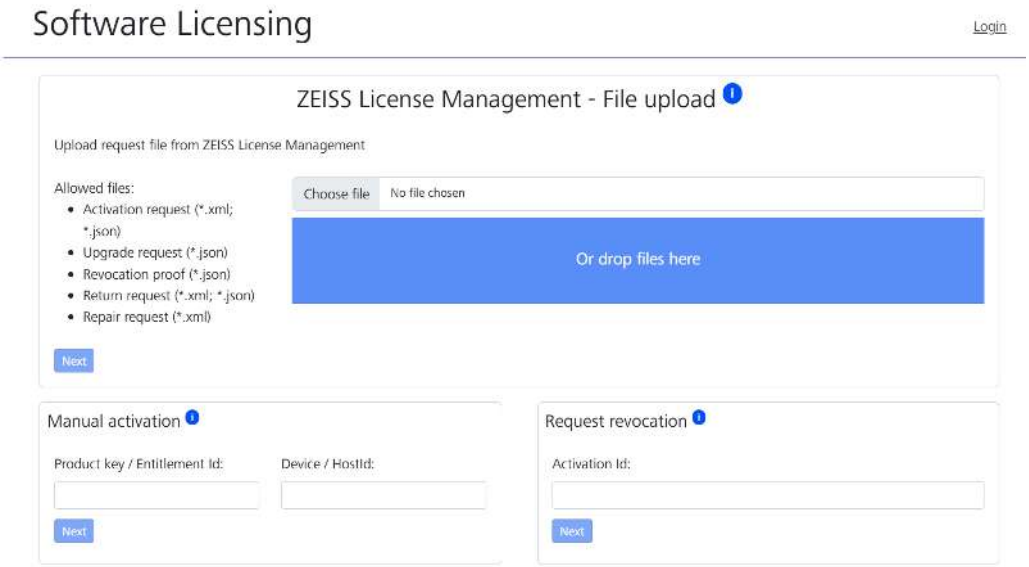
✓ A computer with an internet connection is required.

✓ An external storage device is required.

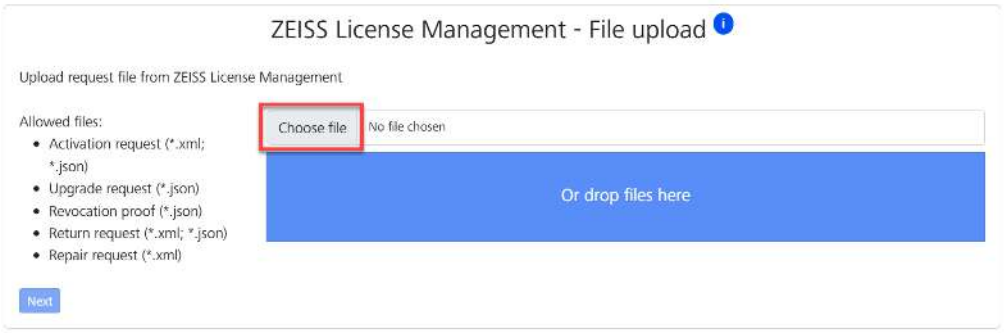
✓ An **Activation Request File** has been generated and transferred to the computer with an internet connection.

Procedure

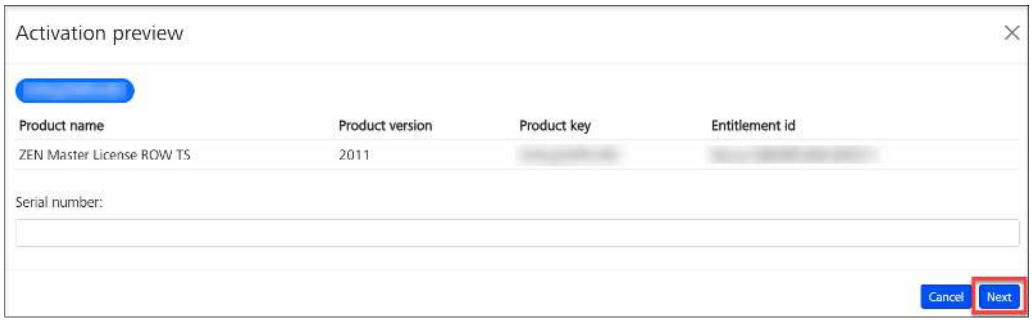
1. Open an internet browser and enter https://swl.zeiss.com/ URL to access the **ZEISS Software Licensing** page.
Note: If your **Product Key** (Activation ID) and **Entitlement ID/Certificate Number** start with **A-**, use https://swla.zeiss.com/ instead.



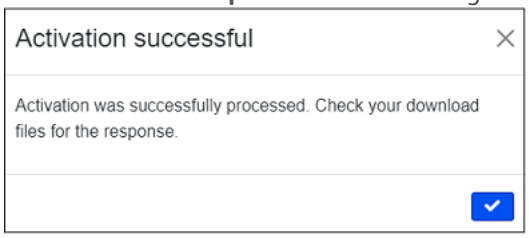
2. Click **Choose file** and select the **Activation Request File** or drop the file, and click **Next**.



3. The **Activation preview** dialog with additional data of your license is displayed. Click **Next**.



4. The **Activation Response File** has been generated.



5. Save the file on an external storage device (e.g. memory stick).
   → This file can be transferred to your computer running locally without internet connection for activating a license offline.

3.1.3.3 Processing a Standalone Activation Response File

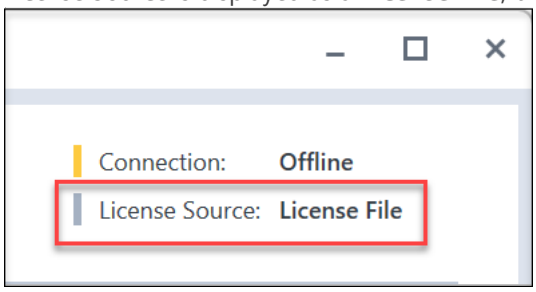
Prerequisite ✓ An **Activation Response File** has been generated and transferred to the computer running locally without internet connection.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

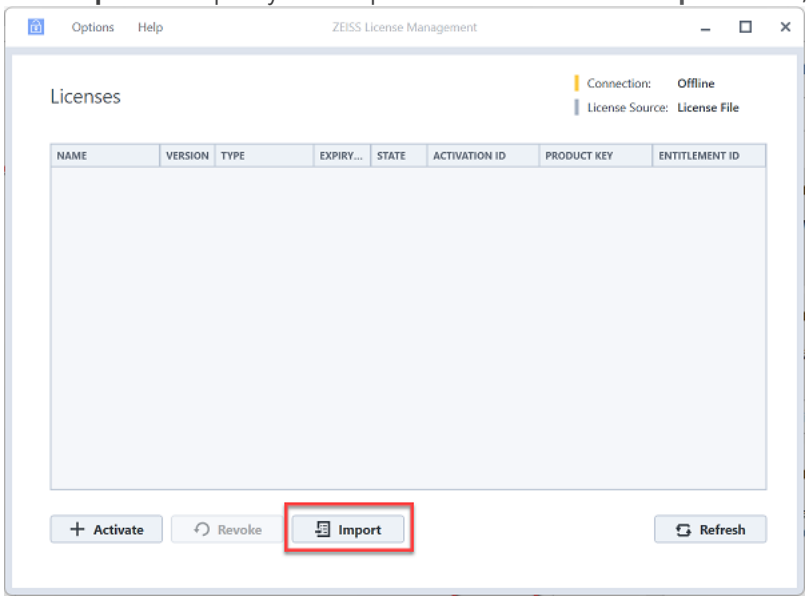


2. If you want to use standalone licenses, you must use the ZLMT in **standalone mode**. If the License Source is displayed as a **License File**, the standalone mode is active.

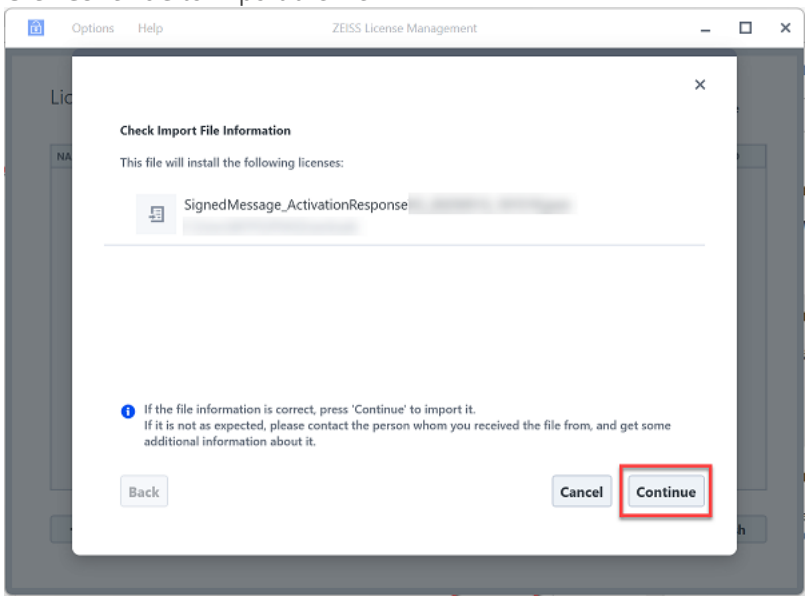


Note: If the ZLMT is not already in standalone mode, open the **Options** menu and deactivate **Connect to local license server** by clicking on the tab.

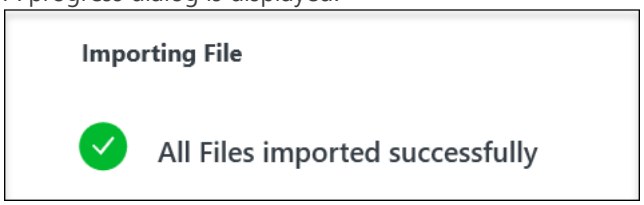
3. Click **Import** and specify the file path to the **Activation Response File**, and click **Open**.



4. Click **Continue** to import the file.



5. A progress dialog is displayed.



→ The license is activated.

See also

Why does ZLMT show my license as inactive after activation? [▷ 68]

3.2 Revoking a Standalone PC-bound License

3.2.1 Revoking a Standalone PC-bound License Online

This chapter describes how to revoke a standalone PC-bound license on a computer running locally with an internet connection.

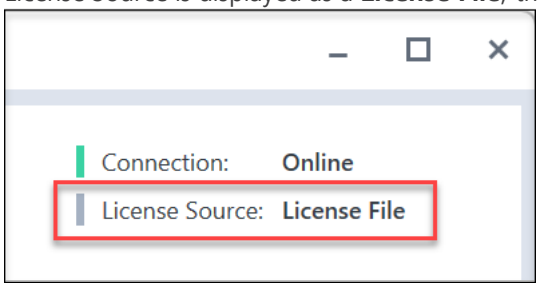
Prerequisite ✓ You have activated a license.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

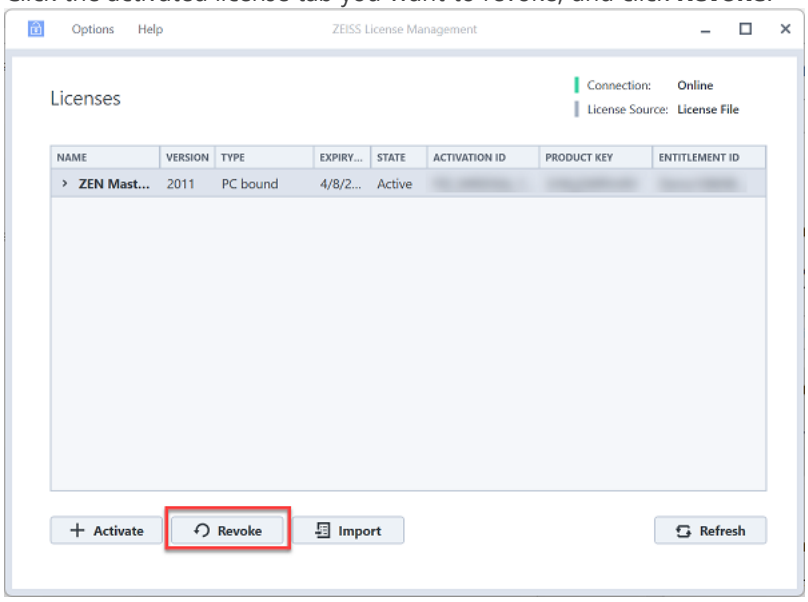


2. If you want to use standalone licenses, you must use the ZLMT in **standalone mode**. If the License Source is displayed as a **License File**, the standalone mode is active.

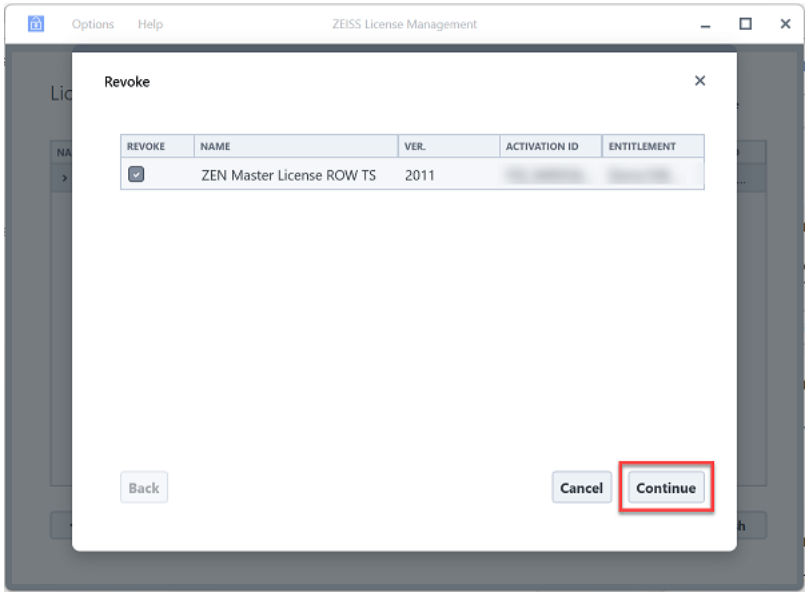


Note: If the ZLMT is not already in standalone mode, open the **Options** menu and deactivate **Connect to local license server** by clicking on the tab.

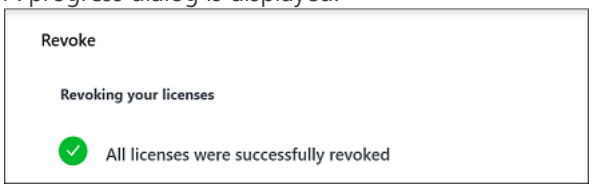
3. Click the activated license tab you want to revoke, and click **Revoke**.



4. Click **Continue**.



5. A progress dialog is displayed.



→ The license has been revoked.

3.2.2 Revoking a Standalone PC-bound License Offline

This chapter describes how to revoke a standalone PC-bound license on a computer running locally without an internet connection. For the offline license revoke workflow, your computer without internet connection and two additionally needed devices are described in the following diagram:

- Your **computer without internet connection** which is represented by the **left column**.
- An **external storage device** which is represented by the **middle column**.
- Another **computer with internet connection** which is represented by the **right column**.

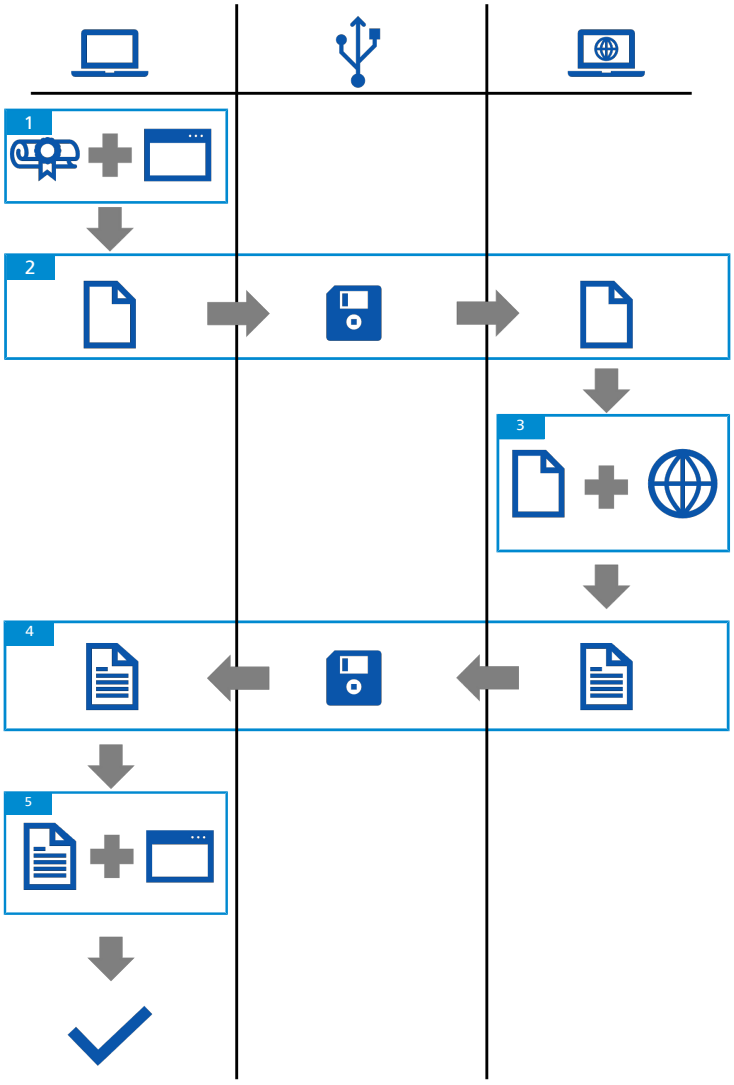


Fig. 4: Revoking a Standalone PC-bound License Offline

1 Generate a **Return Request File** via the **ZEISS License Management Tool** on your computer without an internet connection.

2 Transfer the **Return Request File** from the computer without an internet connection to the computer with an internet connection via an external storage device.

3 Generate a **Return Response File** by uploading the **Return Request File** to the Zeiss Software Licensing webpage.

4 Transfer the **Return Response File** from the computer with an internet connection to the computer running locally via an external storage device.

5 Revoke your license by importing the **Return Response File** in the **ZEISS License Management Tool** on your computer running locally without an internet connection.

Info

There are two different types of licenses. The process for all licenses includes steps 1 through 3. For the first type of license, the offline return process is completed after step 3. For the second type of license, steps 4 and 5 are also required. In step 4, the server generates a response file, which must then be returned in the ZEISS License Management Tool in step 5.

Info

Note that the files will be named **Return Request File** and **Return Response File**. In this context, the term return refers to the revocation of a license and is used with the same meaning as revoke.

3.2.2.1 Generating a Return Request File

Prerequisite

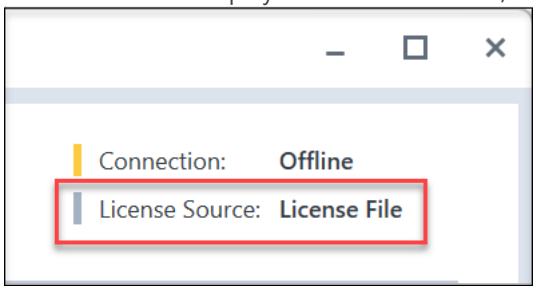
- ✓ You are on the computer running locally without an internet connection.
- ✓ You have activated a license.
- ✓ An external storage device is required.
  Note: The ZLMT changes to offline mode automatically, when there is no internet connection to the ZEISS Activation Server.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

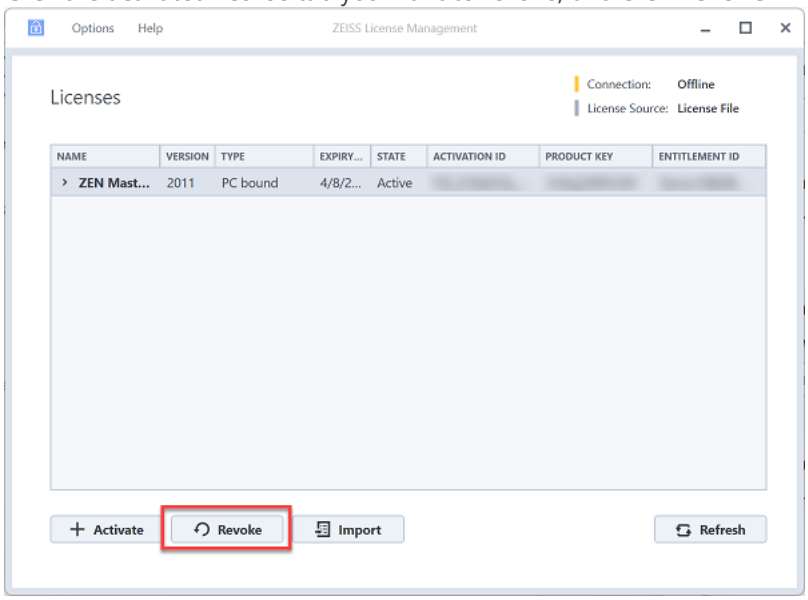


2. If you want to use standalone licenses, you must use the ZLMT in **standalone mode**. If the License Source is displayed as a **License File**, the standalone mode is active.



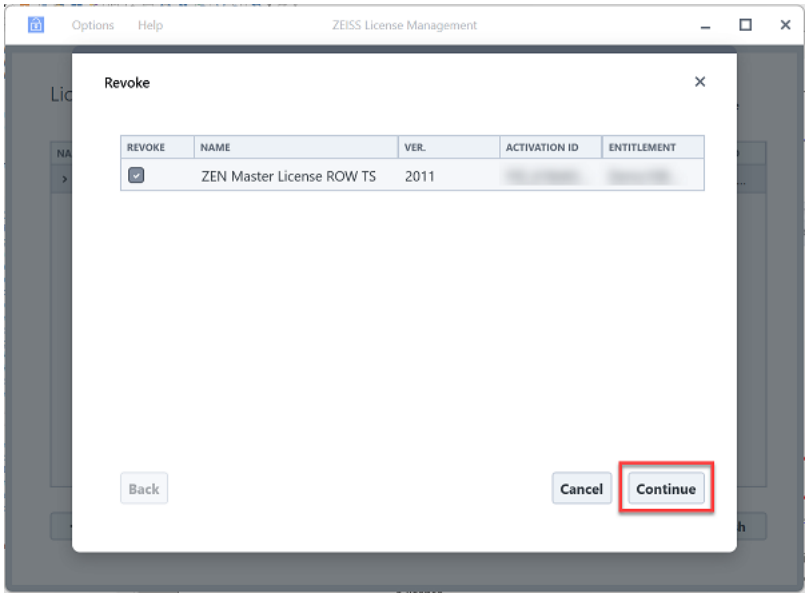
Note: If the ZLMT is not already in standalone mode, open the **Options** menu and deactivate **Connect to local license server** by clicking on the tab.

3. Click the activated license tab you want to revoke, and click **Revoke**.



Note: Remember to write down the **Product Key**, you will still need it in the following steps.

4. Click **Continue**.



→ The **Return Request File** is generated. Choose a storage location.

5. Save the **Return Request File** on an external storage device (e.g. memory stick).

→ This file can be transferred to a computer with an internet connection.

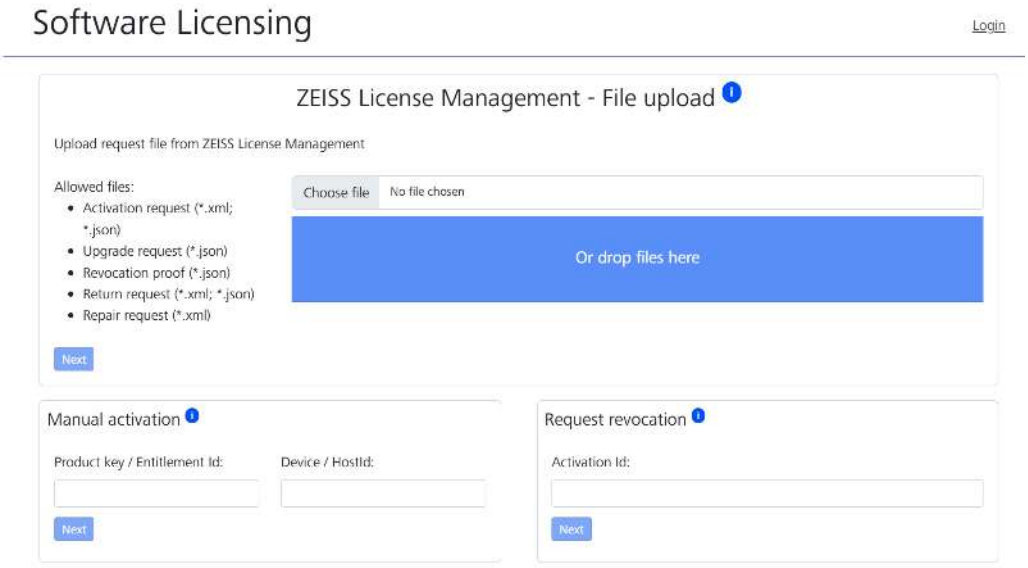
3.2.2.2 Generating a Return Response File via the ZEISS Software Licensing Webpage

Prerequisite

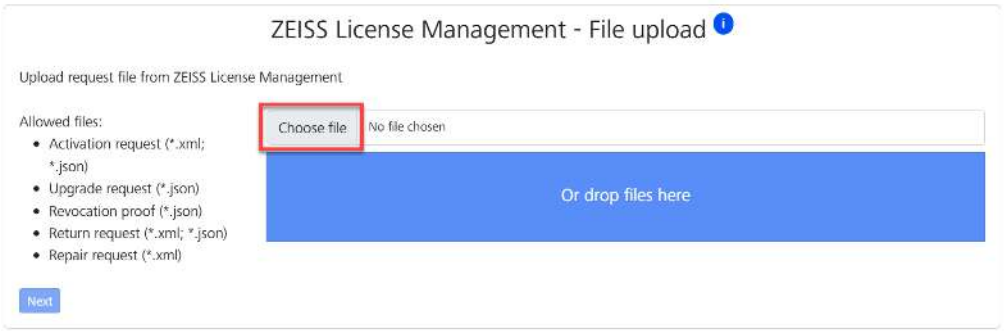
- ✓ A computer with an internet connection is required.
- ✓ An external storage device is required.
- ✓ A **Return Request File** has been generated and transferred to the computer with an internet connection.

Procedure

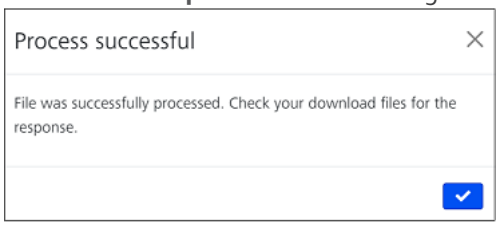
1. Open an internet browser and enter https://swl.zeiss.com/ URL to access the **ZEISS Software Licensing** page.
   Note: If your **Product Key** (Activation ID) and **Entitlement ID/Certificate Number** start with **A-**, use https://swla.zeiss.com/ instead.



2. Click **Choose file** and select the **Return Request File** or drop the file, and click **Next**.



3. The **Return Response File** has been generated.



   Note: If no **Return Response file** is created but an **One-Step-Revoke successful** message appears, the license has been successfully returned and no further action is required. If a **Return Response file** is created, proceed with the steps to process it.

4. Save the file on an external storage device (e.g. memory stick).
   → This file can be transferred to your computer running locally without internet connection for revoking a license offline.

3.2.2.3 Processing a Return Response File

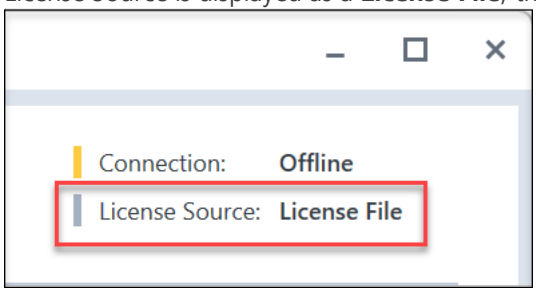
Prerequisite ✓ A **Return Response File** has been generated and transferred to the computer running locally without internet connection.
Note: The ZLMT automatically switches to offline mode if there is no internet connection to the ZEISS Activation Server.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

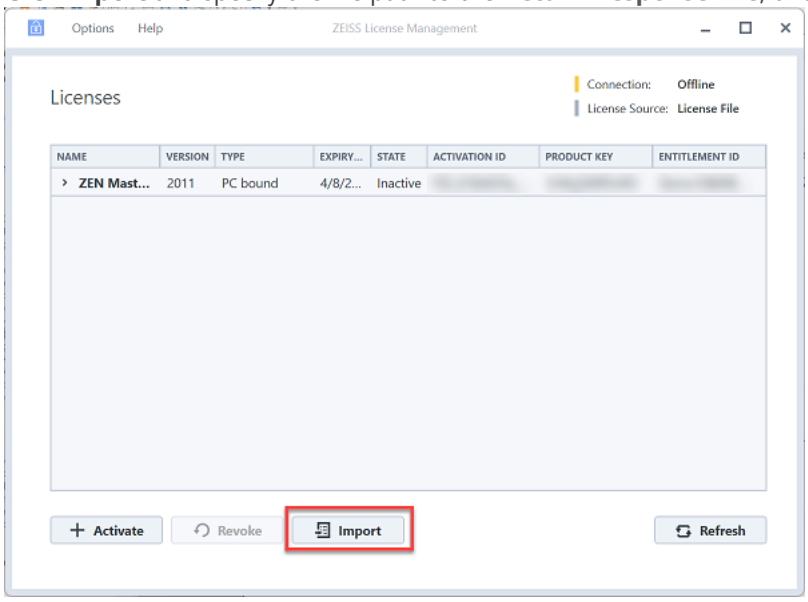


2. If you want to use standalone licenses, you must use the ZLMT in **standalone mode**. If the License Source is displayed as a **License File**, the standalone mode is active.

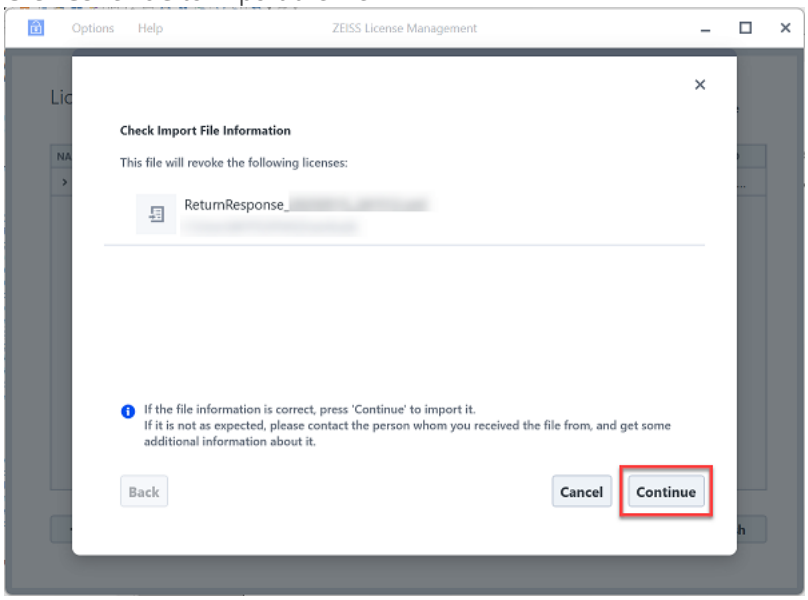


Note: If the ZLMT is not already in standalone mode, open the **Options** menu and deactivate **Connect to local license server** by clicking on the tab.

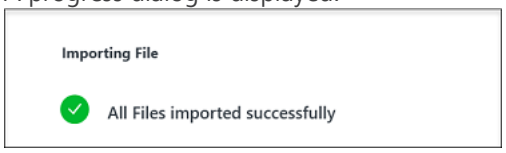
3. Click **Import** and specify the file path to the **Return Response File**, and click **Open**.



4. Click **Continue** to import the file.



5. A progress dialog is displayed.



→ The license has been revoked.

4 Standalone Dongle-bound Licenses

4.1 Activating a Standalone Dongle-bound License Online

This chapter describes how to activate a standalone dongle-bound license on a computer with internet connection.

Prerequisite

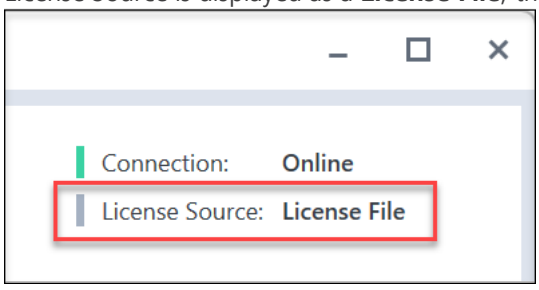
- ✓ You have received a Product Key (Activation ID) with your entitlement certificate.
- ✓ You have access to the **ZEISS License Management Tool (ZLMT)**, which is installed via the ZEISS Microscopy Installer.
- ✓ A dongle is inserted into the USB port beforehand.

Procedure

1. Start the ZEISS License Management Tool.

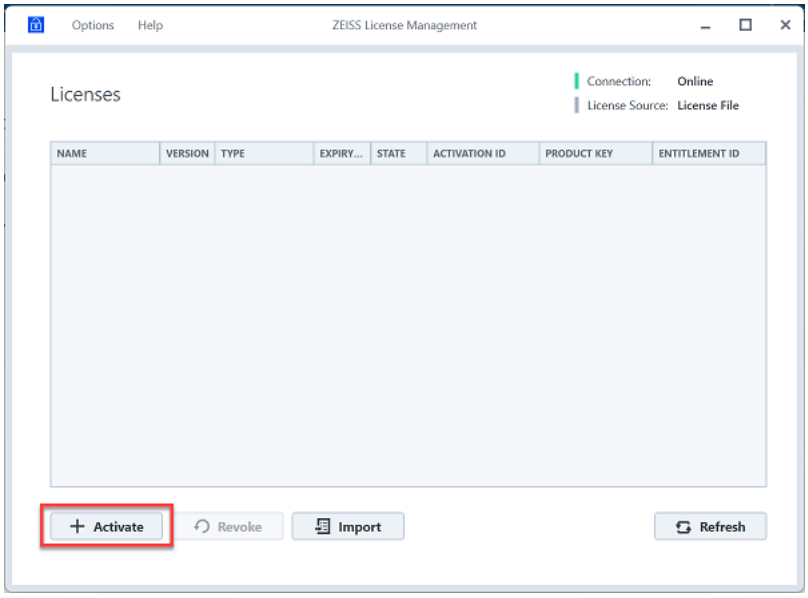


2. If you want to use standalone licenses, you must use the ZLMT in **standalone mode**. If the License Source is displayed as a **License File**, the standalone mode is active.

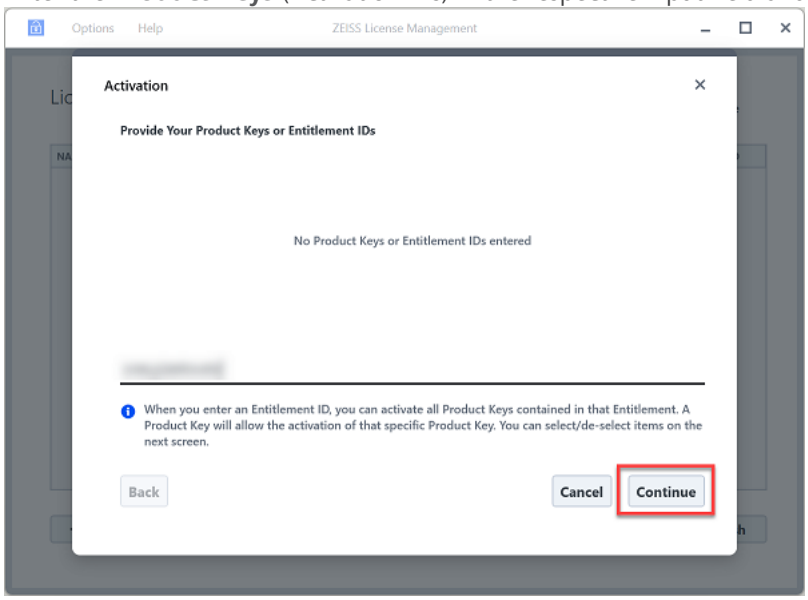


Note: If the ZLMT is not already in standalone mode, open the **Options** menu and deactivate **Connect to local license server** by clicking on the tab.

3. Click **Activate**.

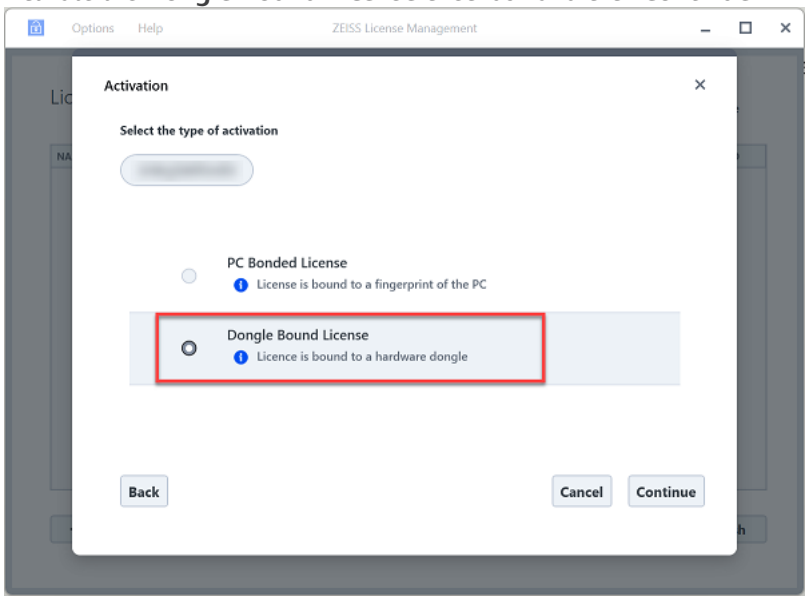


4. Enter the **Product Keys** (Activation IDs) in the respective input field and click **Continue**.

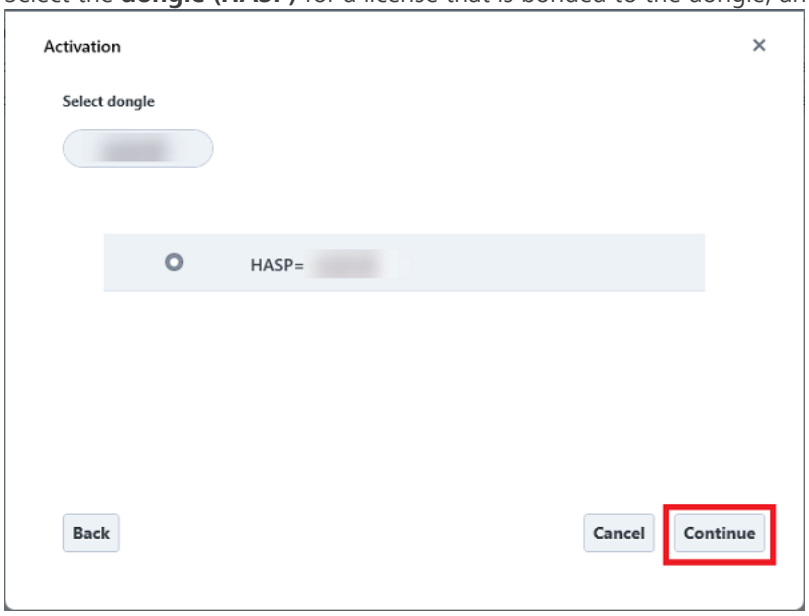


Note: A Product Key (Activation ID) activates a single license while an Entitlement ID/Certificate Number activates all licenses on your Entitlement Certificate.

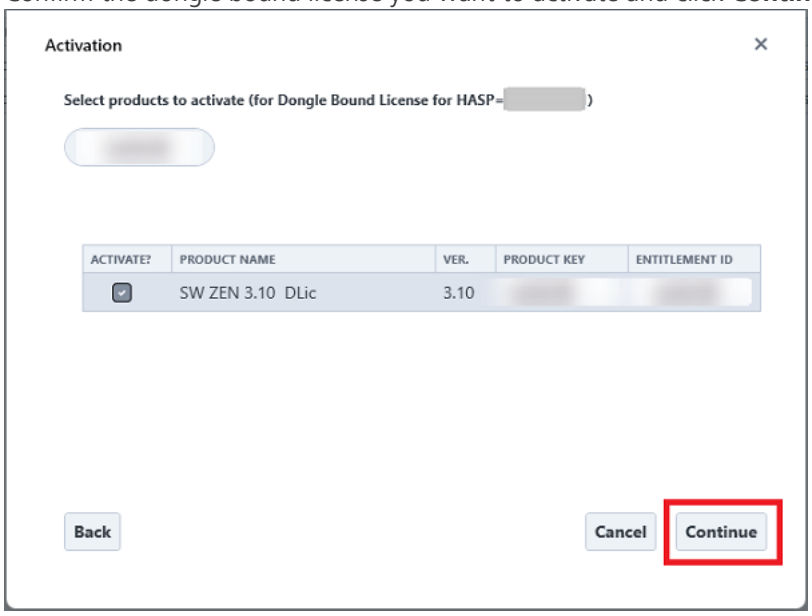
5. Activate the **Dongle Bound License** checkbox and click **Continue.**



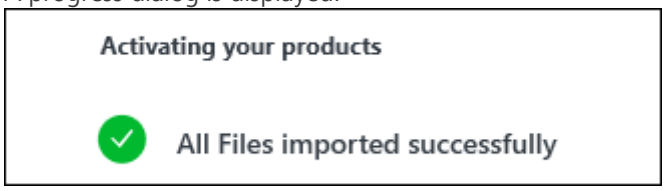
6. Select the **dongle (HASP)** for a license that is bonded to the dongle, and click **Continue**.



7. Confirm the dongle bound license you want to activate and click **Continue**.



8. A progress dialog is displayed.



→ The dongle-bound license is activated.

4.2 Activating a Standalone Dongle-bound License Offline

4.2.1 Activating a Standalone Dongle-bound License Offline via the ZEISS License Management Tool

This chapter describes how to activate a standalone dongle-bound license on a computer without internet connection. For the offline license activation workflow, your computer without internet connection and two additionally needed devices are described in the following diagram:

- A **computer running locally without internet connection** (see left column).
- An **external storage device** (see middle column).
- Another **computer with internet connection** (see right column).

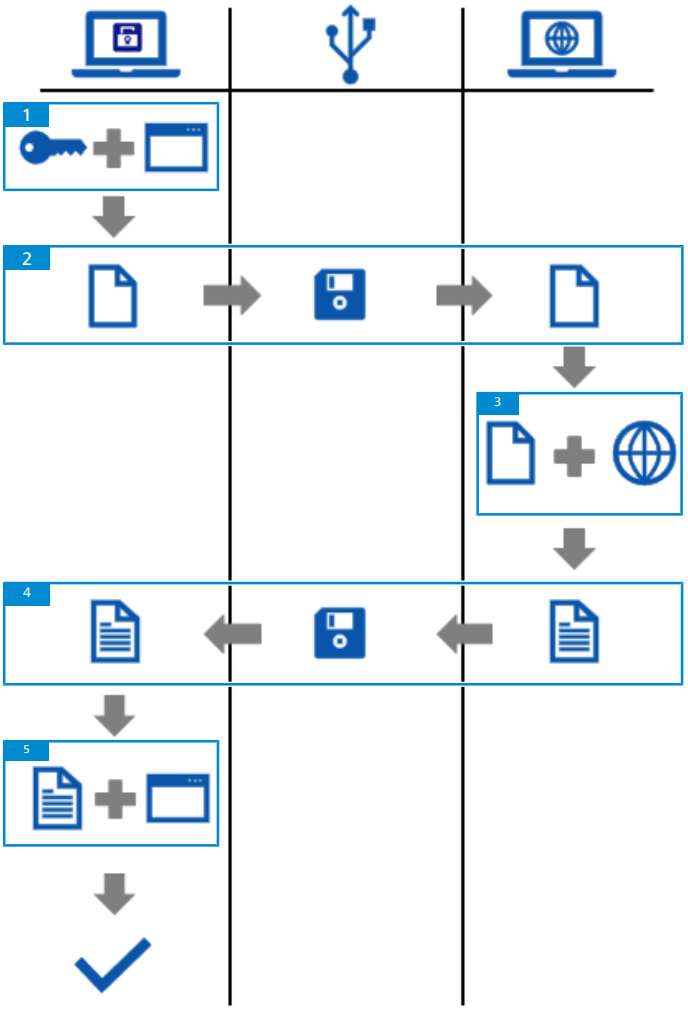


Fig. 5: Activating a Standalone Dongle-bound License Offline via the ZEISS License Management Tool

1 Generate an **Activation Request File** by entering the **Product Key** (Activation ID) in the **ZEISS License Management Tool**.

2 Transfer the **Activation Request File** from the computer running locally to the computer with an internet connection via an external storage device.

3 Generate an **Activation Response File** by uploading the **Activation Request File** to the **Zeiss Software Licensing webpage.**

4 Transfer the **Activation Response File** from the computer with an internet connection to the computer running locally via an external storage device.

5 Activate your license by importing the **Activation Response File** in the **ZEISS License Management Tool** on your computer running locally.

4.2.1.1 Generating a Standalone Dongle-bound Activation Request File

Prerequisite

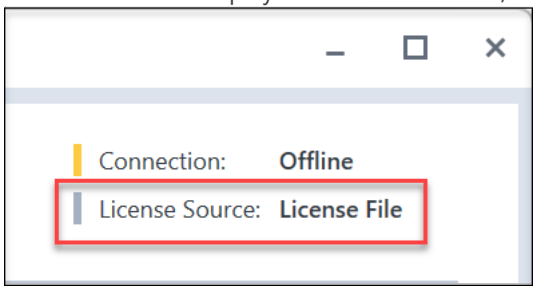
- ✓ A Product Key (Activation ID) from your entitlement certificate is required.
- ✓ An external storage device is required.
- ✓ A dongle with Device ID/Host ID is required.
- ✓ Your locally running computer without an internet connection that has access to the **ZEISS License Management Tool (ZLMT)**.
  Note: The ZLMT automatically switches to offline mode if there is no internet connection to the ZEISS Activation Server.

Procedure

1. Start the ZEISS License Management Tool.

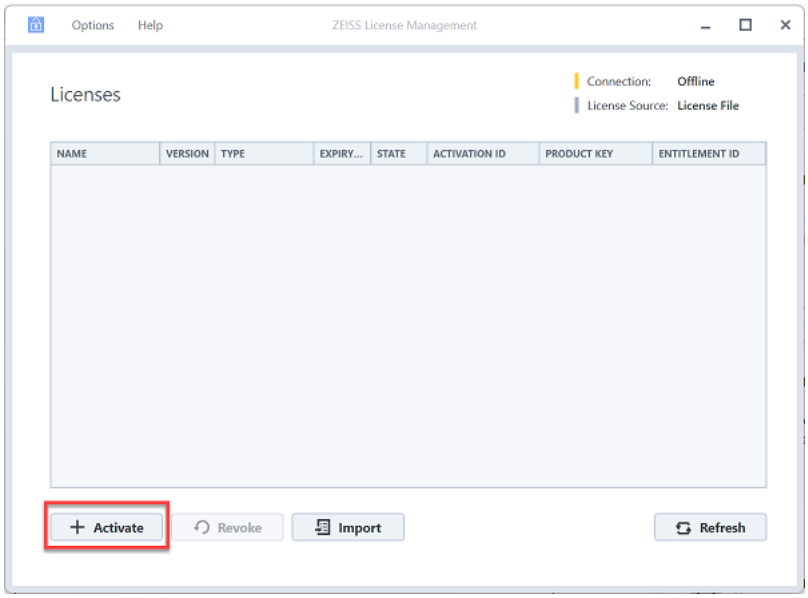


2. If you want to use standalone licenses, you must use the ZLMT in **standalone mode**. If the License Source is displayed as a **License File**, the standalone mode is active.

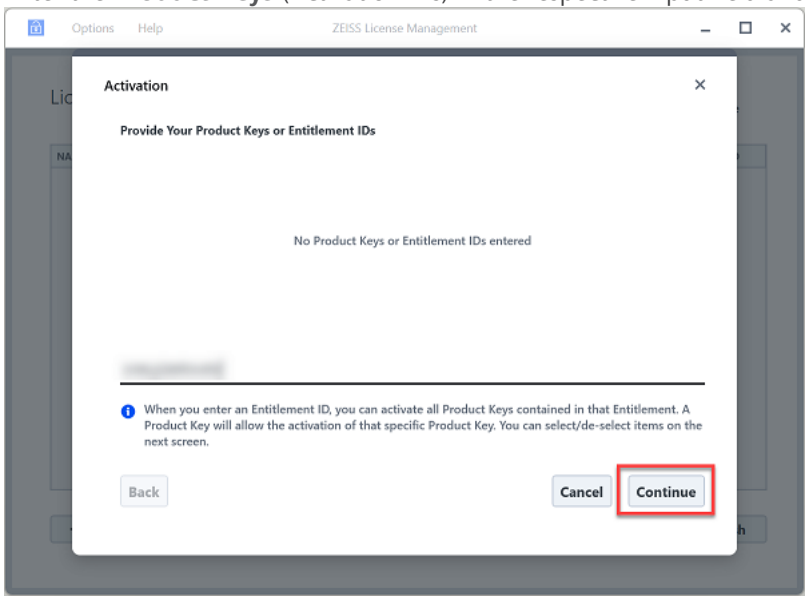


Note: If the ZLMT is not already in standalone mode, open the **Options** menu and deactivate **Connect to local license server** by clicking on the tab.

3. Click **Activate**.

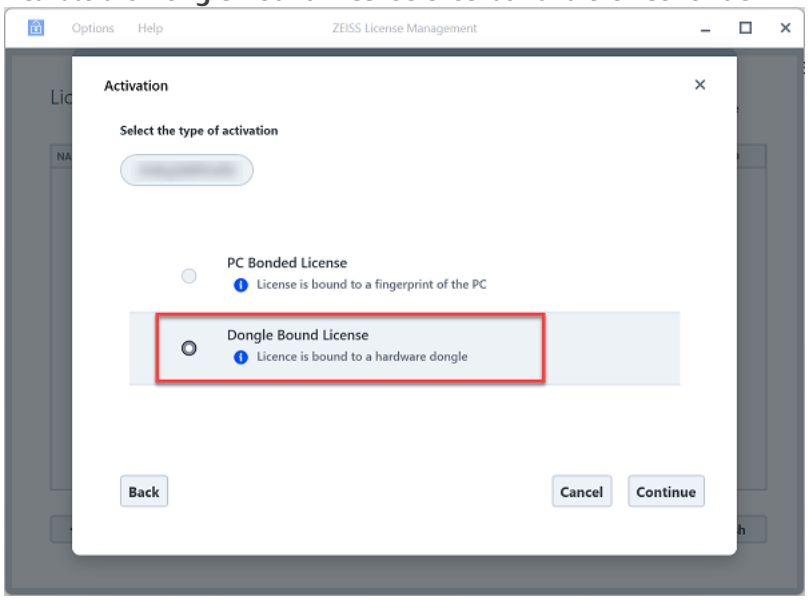


4. Enter the **Product Keys** (Activation IDs) in the respective input field and click **Continue**.

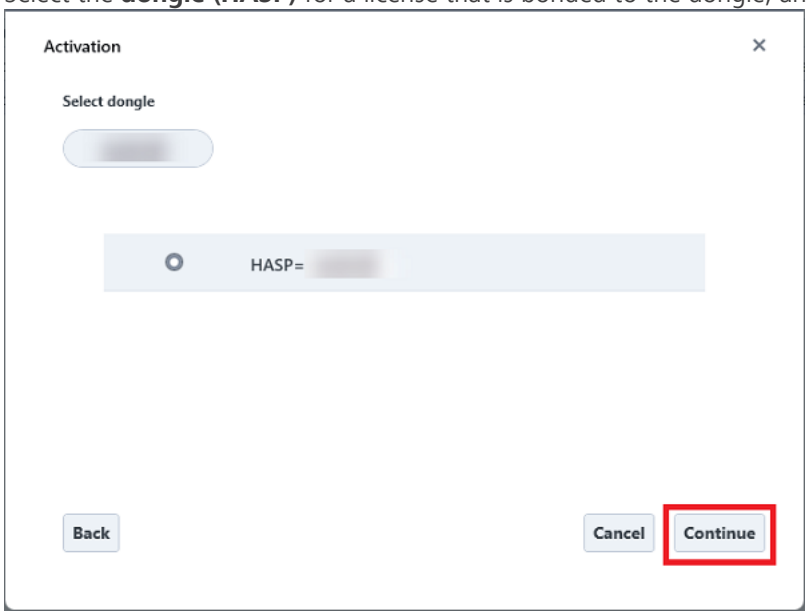


Note: A Product Key (Activation ID) activates a single license while an Entitlement ID/Certificate Number activates all licenses on your Entitlement Certificate.

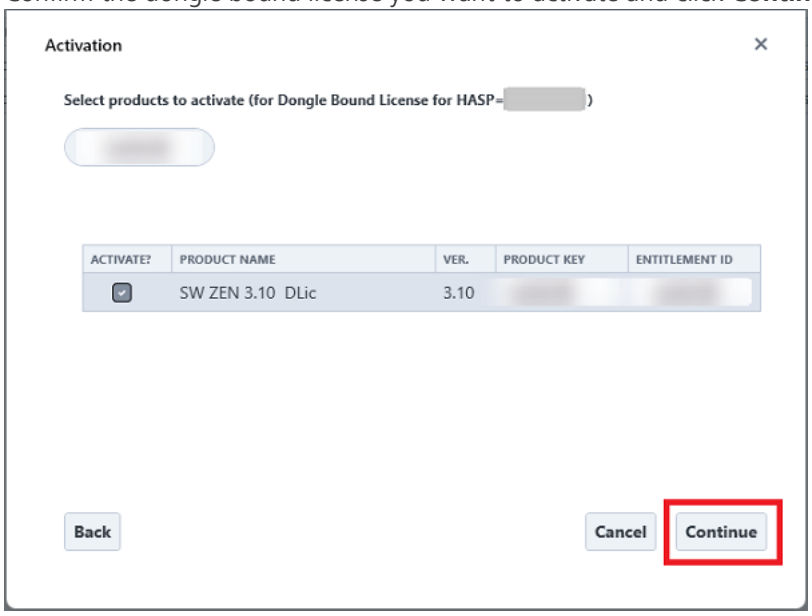
5. Activate the **Dongle Bound License** checkbox and click **Continue.**



6. Select the **dongle (HASP)** for a license that is bonded to the dongle, and click **Continue**.



7. Confirm the dongle bound license you want to activate and click **Continue**.



→ The **Activation Request File** is generated. Choose a storage location.

8. Save the file on an external storage device (e.g. memory stick).

→ This file can be transferred to a computer with internet connection for generating an **Activation Response File.**

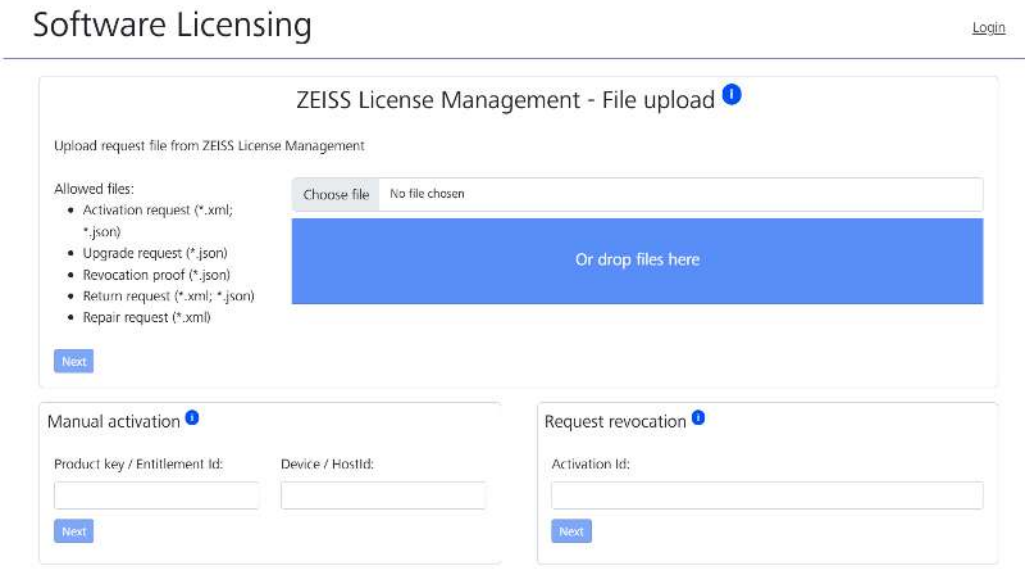
4.2.1.2 Generating an Activation Response File via the ZEISS Software Licensing Webpage

Prerequisite

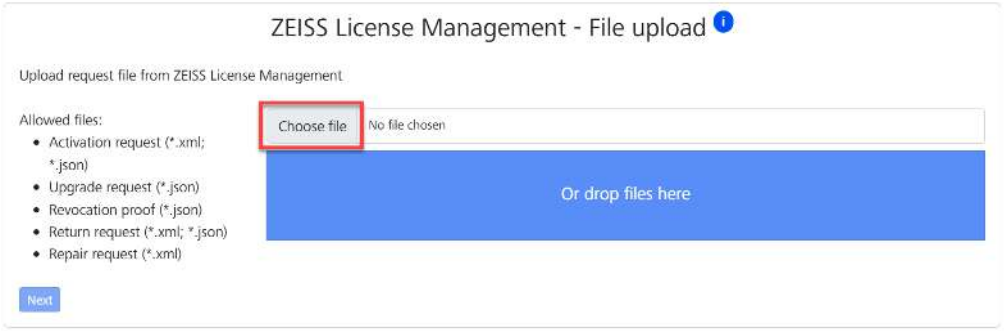
- ✓ A computer with an internet connection is required.
- ✓ An external storage device is required.
- ✓ An **Activation Request File** has been generated and transferred to the computer with an internet connection.

Procedure

1. Open an internet browser and enter https://swl.zeiss.com/ URL to access the **ZEISS Software Licensing** page.



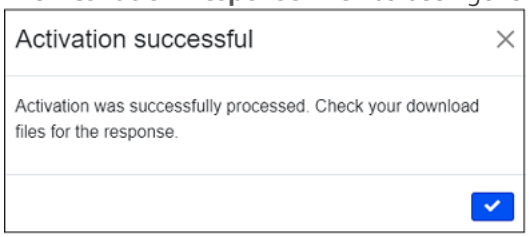
2. Click **Choose file** and select the **Activation Request File** or drop the file, and click **Next**.



3. The **Activation preview** dialog with additional data of your license is displayed. Click **Next**.



4. The **Activation Response File** has been generated.



5. Save the file on an external storage device (e.g. memory stick).
   → This file can be transferred to your computer running locally without internet connection for activating a license offline.

4.2.1.3 Processing a Standalone Activation Response File

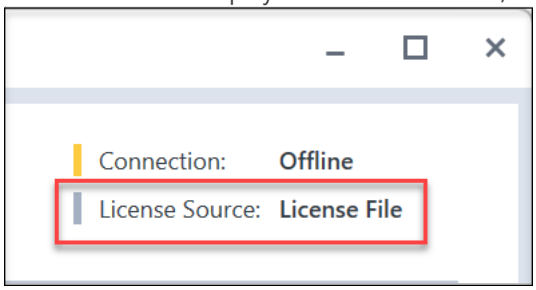
Prerequisite ✓ An **Activation Response File** has been generated and transferred to the computer running locally without internet connection.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

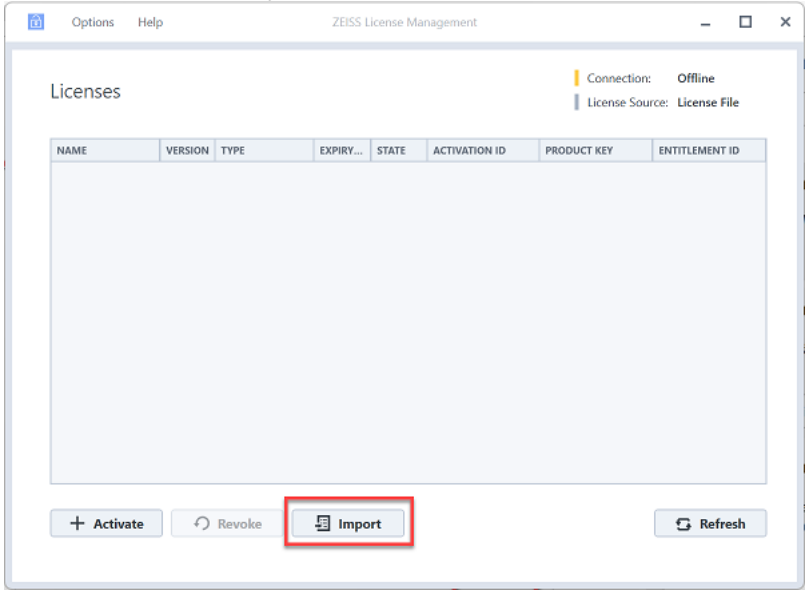


2. If you want to use standalone licenses, you must use the ZLMT in **standalone mode**. If the License Source is displayed as a **License File**, the standalone mode is active.

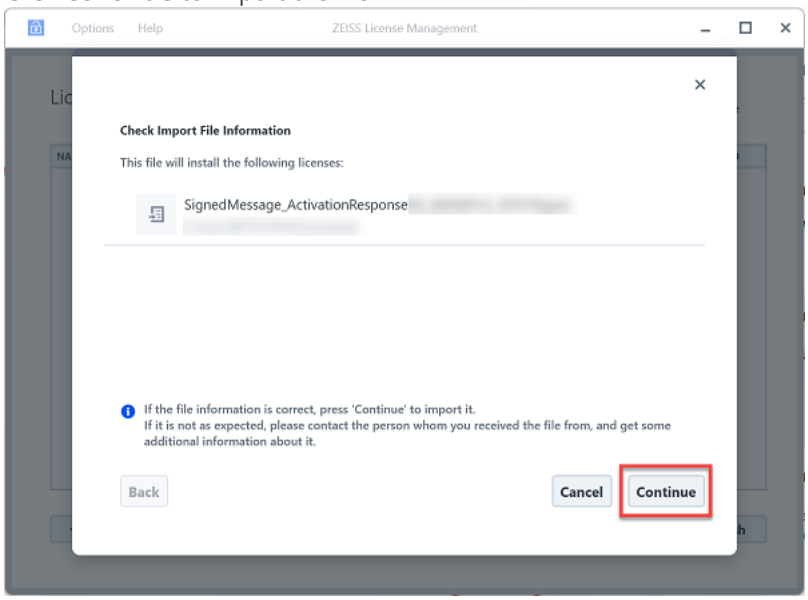


Note: If the ZLMT is not already in standalone mode, open the **Options** menu and deactivate **Connect to local license server** by clicking on the tab.

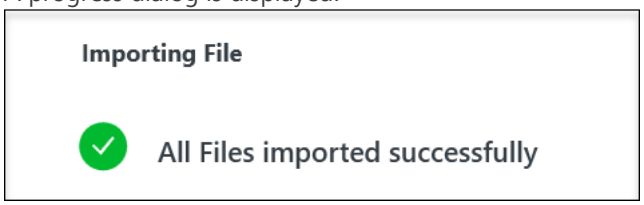
3. Click **Import** and specify the file path to the **Activation Response File**, and click **Open**.



4. Click **Continue** to import the file.



5. A progress dialog is displayed.



→ The license is activated.

4.2.2 Manual Activation of a Standalone Dongle-bound License via the ZEISS Software Licensing Webpage

This chapter describes how to manually activate a standalone dongle-bound license via the **ZEISS Software Licensing** page.

4.2.2.1 Device ID / Host ID of the Dongle

This chapter describes two different ways to find the Device ID / Host ID of the dongle. The Device ID / Host ID is needed for the manual activation of a license via the **ZEISS Software Licensing** page.

4.2.2.1.1 Identifying the Device ID on the Dongle

The Device ID is printed on each ZEISS dongle. Remember or write down the Device ID for the manual activation of a license.



Fig. 6: Type-A Dongle Device ID



Fig. 7: Type-B Dongle Device ID

Info

Do not mistake the Vendor ID (YRMDZ) with the Device ID on the Type-A dongle. Vendor ID and Device ID are both printed on the Type-A dongle, but only the Device ID can be used for the manual activation.

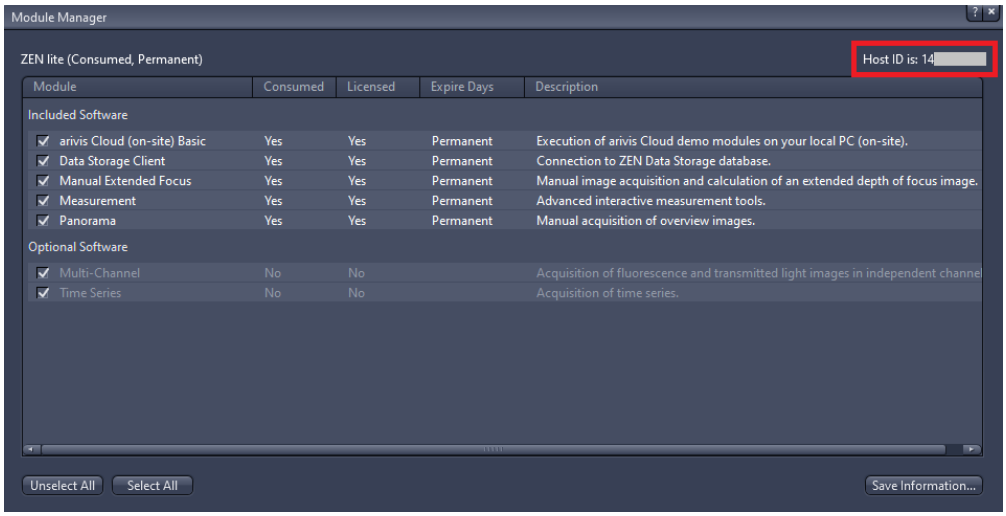


Fig. 8: Type-A Dongle Vendor ID

4.2.2.1.2 Retrieving the Host ID via the Modules Manager in ZEN / ZEN core

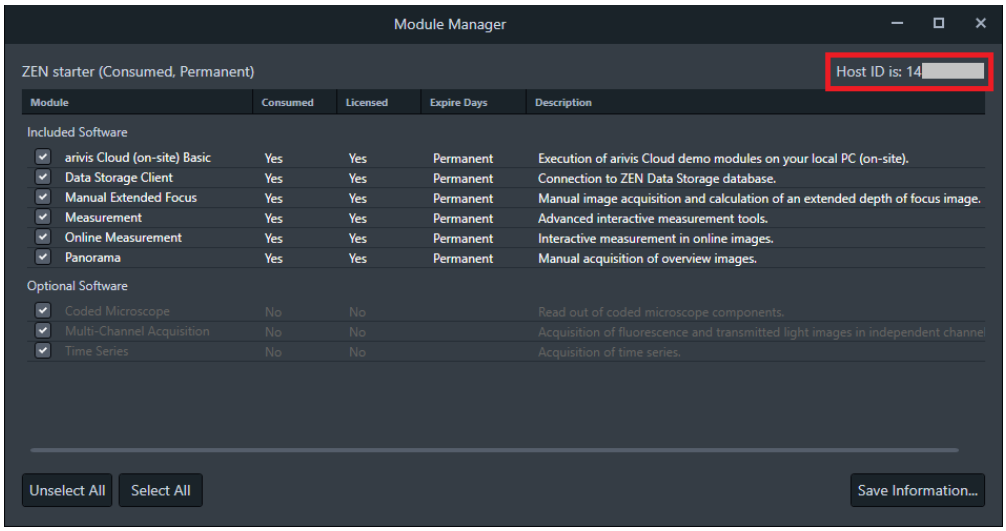
Procedure

1. Start **ZEN** or **ZEN core**.
2. In **ZEN**, click **Tools > Modules Manager...**.
   → In the **Module Manager** is the Host ID displayed. Remember or write down the Host ID for the manual activation of a license.



3. In **ZEN core**, click **Maintenance > Module Manager**.

→ In the **Module Manager** is the Host ID displayed. Remember or write down the Host ID for the manual activation of a license.



4.2.2.2 Activating a Standalone Dongle-bound License Manually

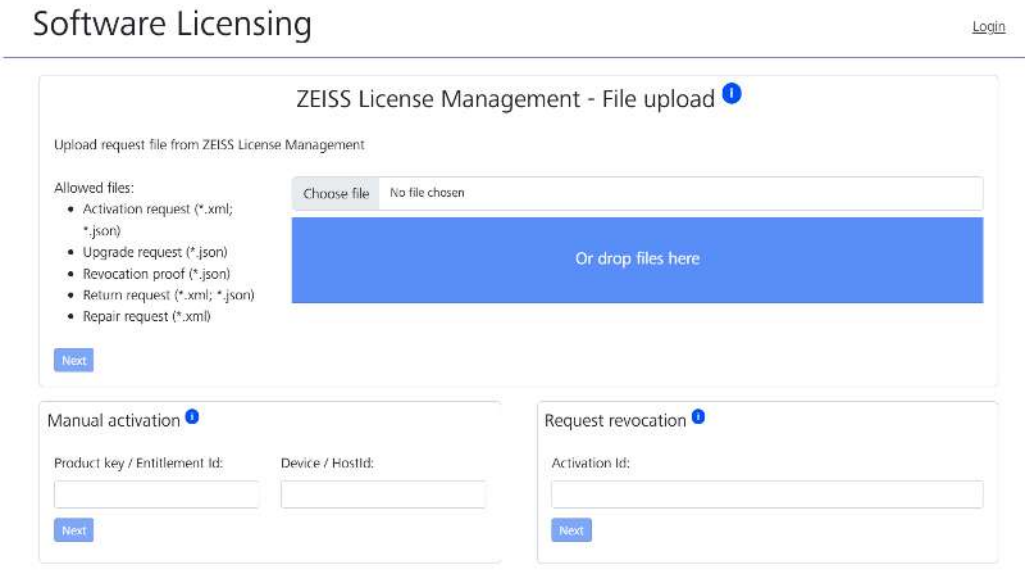
> **Info**
>
> **HASP= must be written in front of the Device ID / Host ID**
>
> If you enter the Device ID / Host ID for the manual activation, always write **HASP=** in front of the number. The manual activation will not work otherwise.

Prerequisite

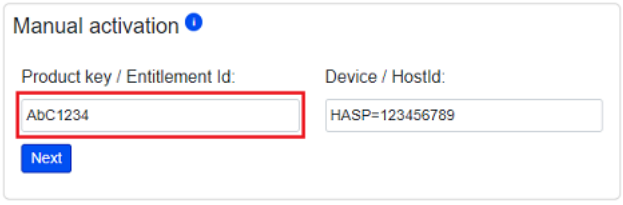
- ✓ A Product Key or an Entitlement ID from your entitlement certificate is required.
- ✓ The Device / Host ID of the dongle is required.
- ✓ An external storage device is required.
- ✓ A computer with internet connection is required.
- ✓ A computer without internet connection is required.

Procedure

1. Open an internet browser and enter the https://swl.zeiss.com/ URL to access the **ZEISS Software Licensing** page.



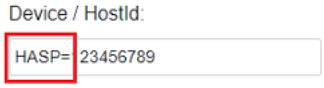
2. Under **Manual activation**, enter the Product Key / Entitlement ID.



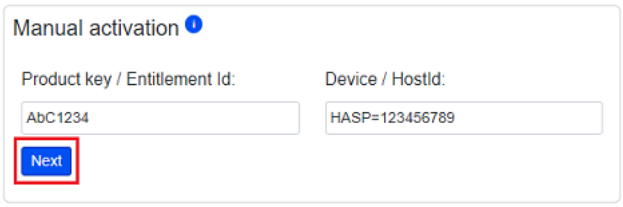
3. Enter the Device / Host ID.
Note: Make sure you write the correct Device / Host ID of the dongle you want to use for the Manual activation. In case you use an incorrect Device / Host ID during the Manual Activation, then only **Zeiss support** can retrieve the license back for you.



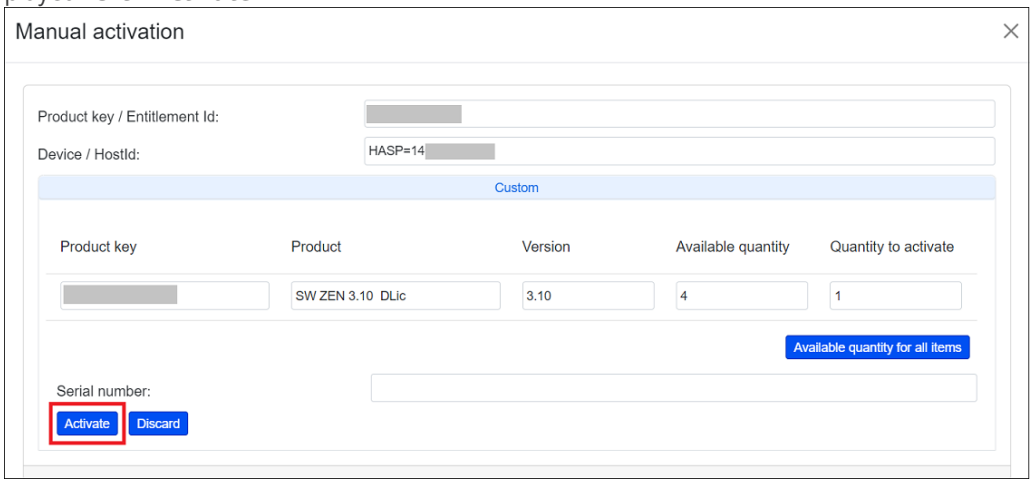
Note: **HASP=** must be written in front of the Device / Host ID, otherwise the activation will not work.



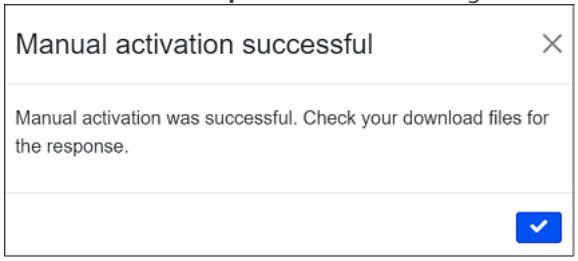
4. Click **Next**.



5. The **Manual activation** dialog with additional data of your dongle bound license is displayed. Click **Activate**.



6. The **Activation Response File** has been generated.



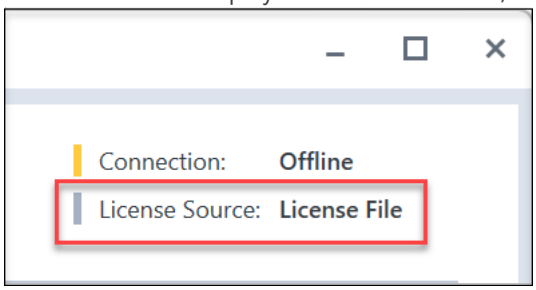
7. Save the file on an external storage device (e.g. memory stick).

→ This file can be transferred to your computer running locally without internet connection.

8. Start the ZEISS License Management Tool (ZLMT).

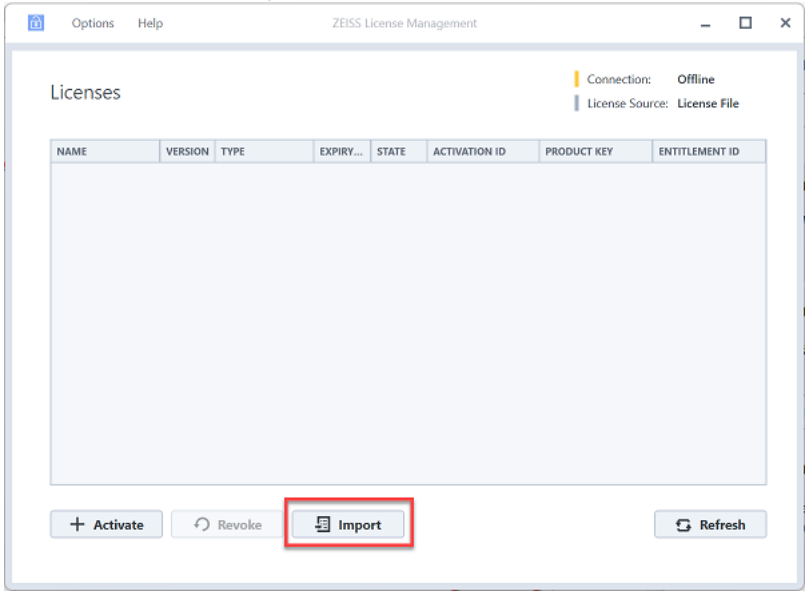


9. If you want to use standalone licenses, you must use the ZLMT in **standalone mode**. If the License Source is displayed as a **License File**, the standalone mode is active.

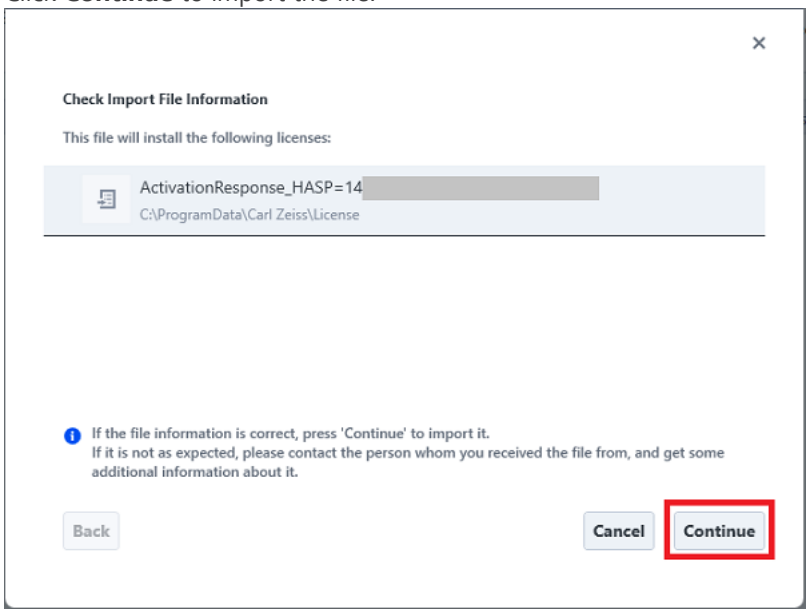


Note: If the ZLMT is not already in standalone mode, open the **Options** menu and deactivate **Connect to local license server** by clicking on the tab.

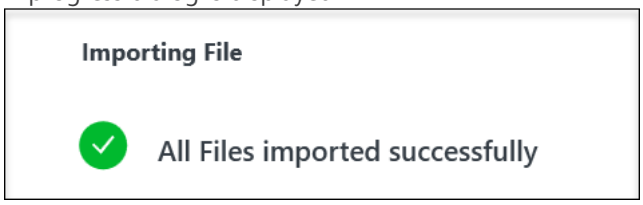
10. Click **Import** and specify the file path to the **Activation Response File**, and click **Open**.



11. Click **Continue** to import the file.



12. A progress dialog is displayed.



→ The license is activated.

5 License Transfer and Software Upgrades

> **Info**
>
> When performing a software upgrade (e.g. ZEN upgrade) in combination with a **PC replacement** or a **Windows reinstallation**, all optional modules (except for the Acquisition Modules) must be included in the transfer. Otherwise, the modules will be not available on the new or newly set up computer.

A common assumption is that an upgrade license includes all previously available modules. This is not the case. Only some module licenses are included in the upgrade license. Other optional modules (covered by the upgrade fee) are part of the existing license only, which must continue to be used after the upgrade.

Key Licensing Guidelines:

- **System with a Dongle:** Ideally, the upgrade should be activated for the dongle. If you activate the upgrade as PC-bound, you will still require the dongle.
- **System without a Dongle:** The previous PC-bound license must be revoked using the **Revoke** button 

in the ZEISS License Management Tool, see *Revoking a Standalone PC-bound License [▸ 18]*.
It can then be reactivated when switching to a new computer or reinstalling Windows.

6 Labscope Android Licenses

6.1 Information about Labscope Android Licenses

Labscope Android Licenses are used exclusively to activate licensed modules on Labscope for Android tablets (supported from Labscope 4.8 for Android, for the modules **AI Cell Counting**, **AI Cell Confluency** and **AI Cell Counting with Chamber Chamber**). These licenses are not compatible with Windows platforms.

A Wi-Fi connection with Internet access is required to activate the license in Labscope for Android. Once the license has been successfully activated, it is stored locally on the Android device. You may then disconnect from Wi-Fi or the Internet and continue using the licensed modules.

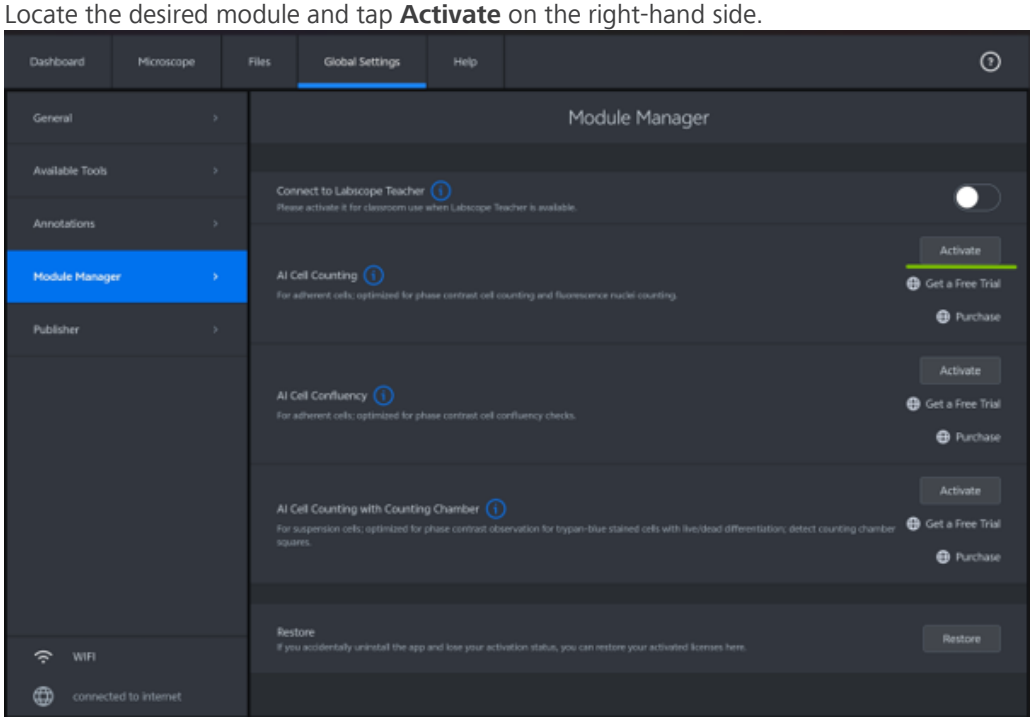
6.2 Activating a Labscope Android License

Prerequisite

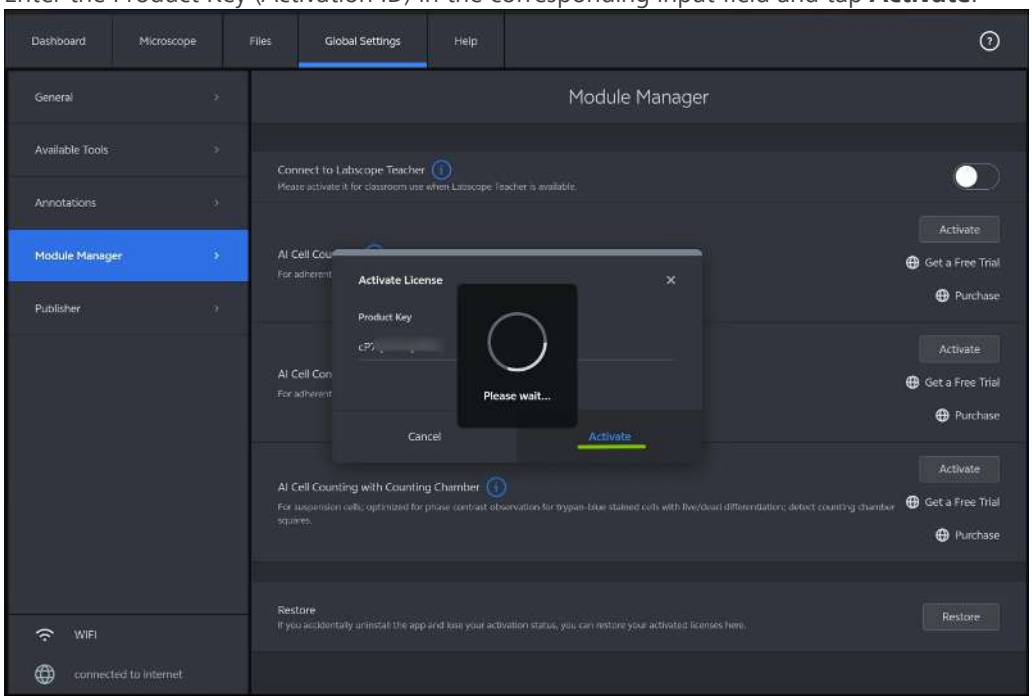
- ✓ You have received a Product Key (Activation ID) with your entitlement certificate. The product listed on the certificate is **SW Labscope AI xx Android DLic**, which indicates that it is a license for the Android platform.
- ✓ Your Android tablet is connected to Wi-Fi network with Internet access.
- ✓ Labscope 4.8 or later is installed on your Android tablet.

Procedure

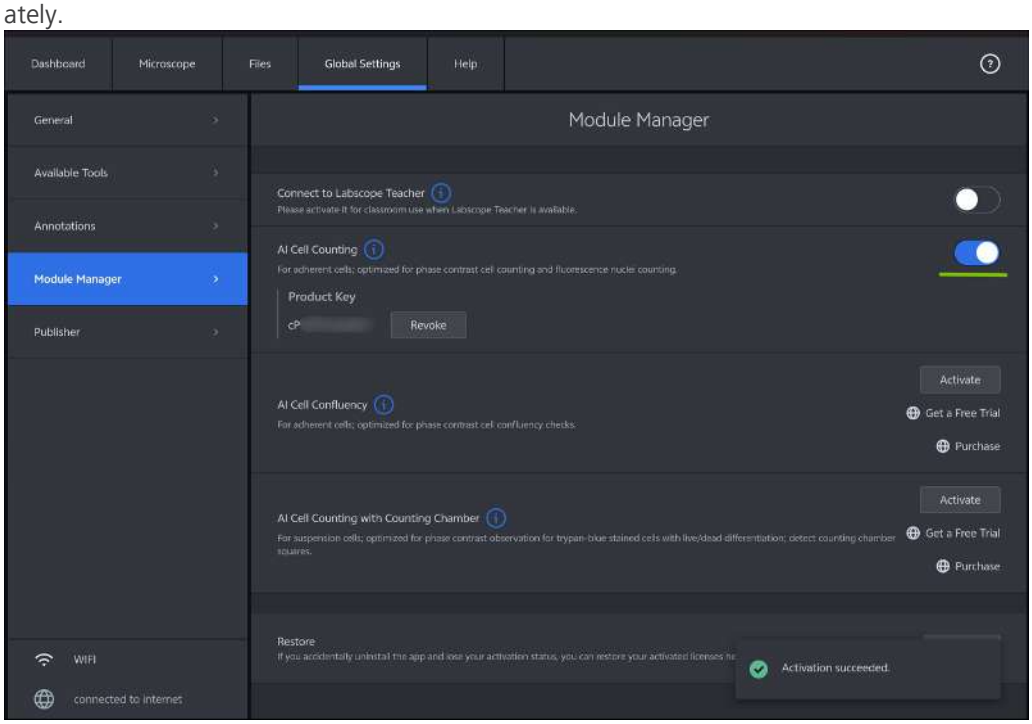
1. Tap the **Labscope** icon on your Android tablet to launch the application.
2. Open **Global Settings** and select **Module Manager**.
3. Locate the desired module and tap **Activate** on the right-hand side.



4. Enter the Product Key (Activation ID) in the corresponding input field and tap **Activate**.



5. Once the activation is completed successfully, a confirmation message will appear. The module will be enabled automatically, and you can start using its functionalities immediately.



6.3 Revoking and Transferring a Labscope Android License

Info

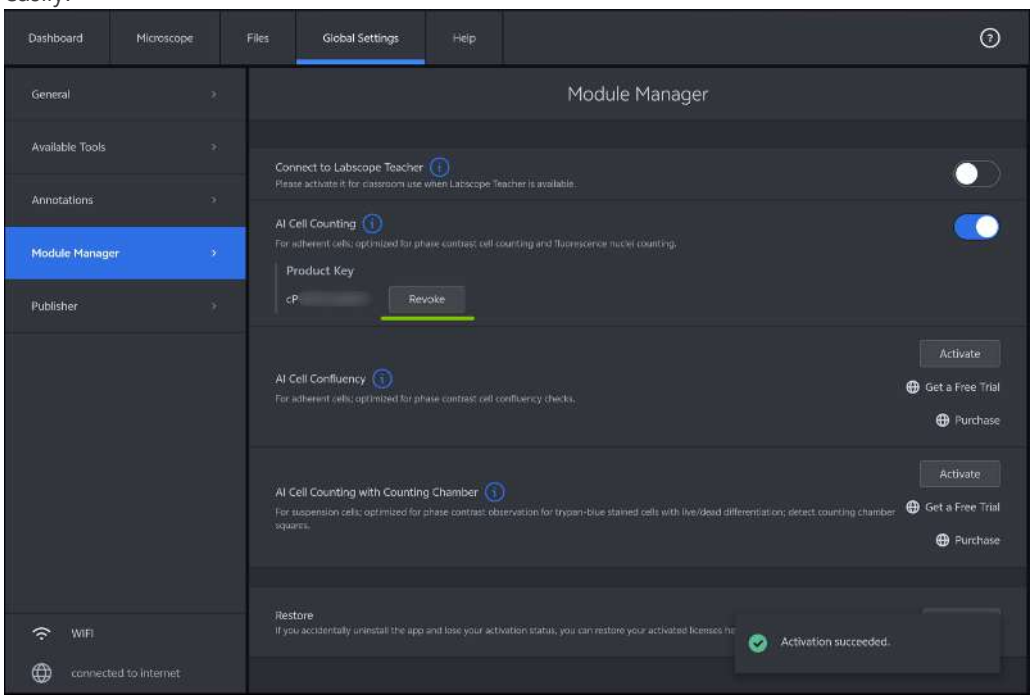
If you have activated a license on an Android device and would like to transfer it to another Android device, you can use the **Revoke** function to deactivate the license on the current device and make it available for activation on a different device.

Prerequisite

- ✓ A license has been activated on the Android device.
- ✓ Your Android tablet is connected to a Wi-Fi network with Internet access.

Procedure

1. Tap the **Labscope** icon on your Android tablet to launch the application.
2. Open **Global Settings** and select **Module Manager**.
3. Locate the activated license and tap **Revoke** for the corresponding Product Key.
   Note: Before revoking a license, make sure to record the **Product Key (Activation ID)**. This will help if the entitlement certificate pdf is no longer available or cannot be located easily.



4. After the revocation has been completed successfully, the same Product Key can be activated again on the same Android tablet or on another Android tablet running Labscope.

6.4 Restoring a Labscope Android License

Info

If a license has been activated on an Android device and Labscope is later uninstalled and reinstalled, the license status will no longer be available and the licensed modules will appear as inactive. In this case, use the **Restore** function to restore the license status.
To avoid this situation, it is recommended to update Labscope directly to newer versions instead of uninstalling and reinstalling the application. This allows the activated modules to remain available without requiring a restore process.

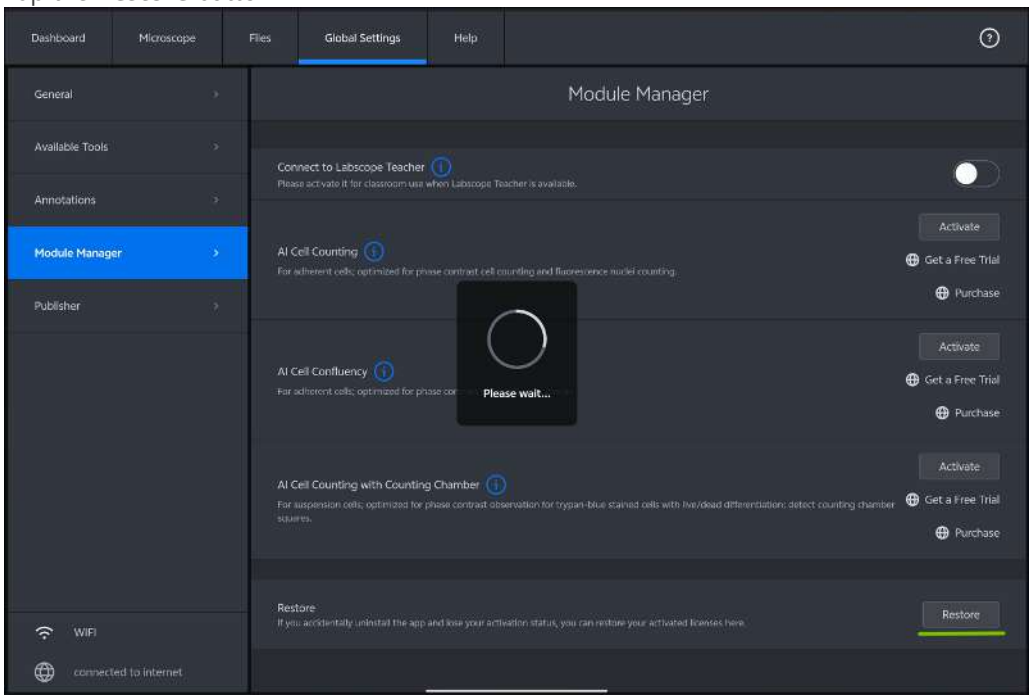
Prerequisite

- ✓ A license was previously activated, but Labscope on the Android tablet has been uninstalled and reinstalled.
- ✓ Your Android tablet is connected to a Wi-Fi network with Internet access.

Procedure

1. Tap the **Labscope** icon on your Android tablet to launch the application.

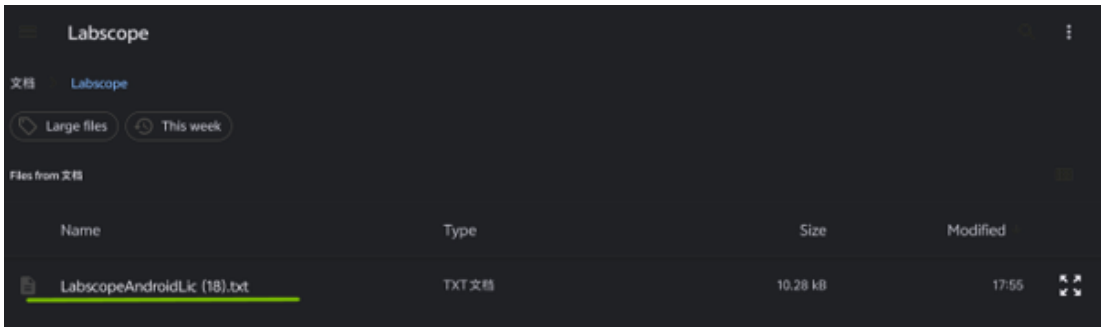
2. Open **Global Settings** and select **Module Manager**.
3. Tap the **Restore** button.



4. The system file picker will open and prompt you to select a license file. Select the corresponding **LabscopeAndroidLic.txt** file to restore the license. After the restore process has completed successfully, the licensed modules will become available again.

Note:

- The **LabscopeAndroidLic.txt** file is device-specific. Copying the file to another Android device and attempting to restore the license there will not work.
- It is recommended to keep a backup copy of the **LabscopeAndroidLic.txt** file in a separate storage location. This can help recover the license information if the device is reset to factory settings or the file is accidentally lost.



7 Floating Licenses

A floating license, also known as a concurrent license, allows an organization to allocate a set number of "seats", meaning a specific number of users or devices can access the software simultaneously. If all available licenses are in use, additional users must wait for one to become available before they can access the application.
The floating license system operates through a central server that manages a predefined number of licenses. When a user needs to run the software, they send a request to the floating license server. If a license is available, the server grants immediate access. Once the user finishes using the software, the license is returned to the server, making it available for others. If all licenses are in use, new requests are queued until a license becomes free.

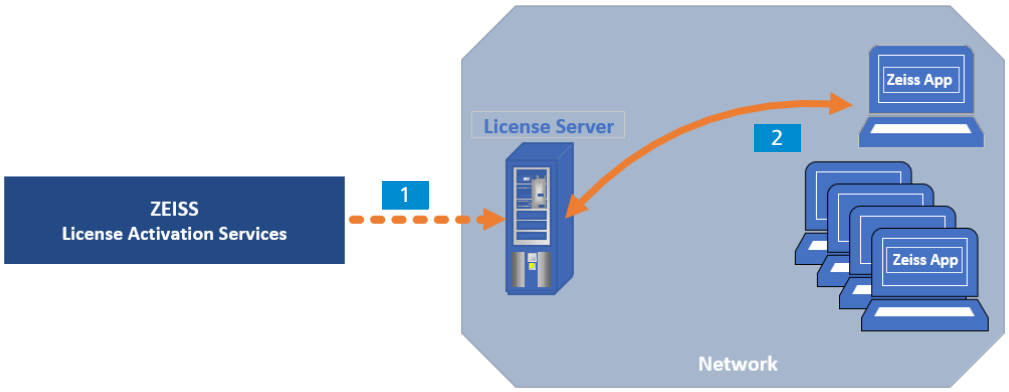


Fig. 9: Floating Licenses

1 Floating Licenses are activated and managed on the Floating License Server.

2 Client applications retrieve licenses from the Floating License Server.

Multiple clients can share floating licenses. No internet connection is required after activation. Licenses are tied to the license server.

7.1 Prerequisites

7.1.1 System Requirements License Server

- No specific hardware required / VM also supported
- Operating System: Windows 10 / Windows Server 2019
- 24/7 availability
- Admin rights for installation, not during runtime
- Service runs as local system account

Network requirements

- License Server Port: 5093 + 5099
- Ports must be open for inbound/outbound traffic on server and clients

7.1.2 Setting up the License Server

This chapter provides detailed instructions for installing the **Sentinel RMS License Manager** using the ZEISS Microscopy Installer.

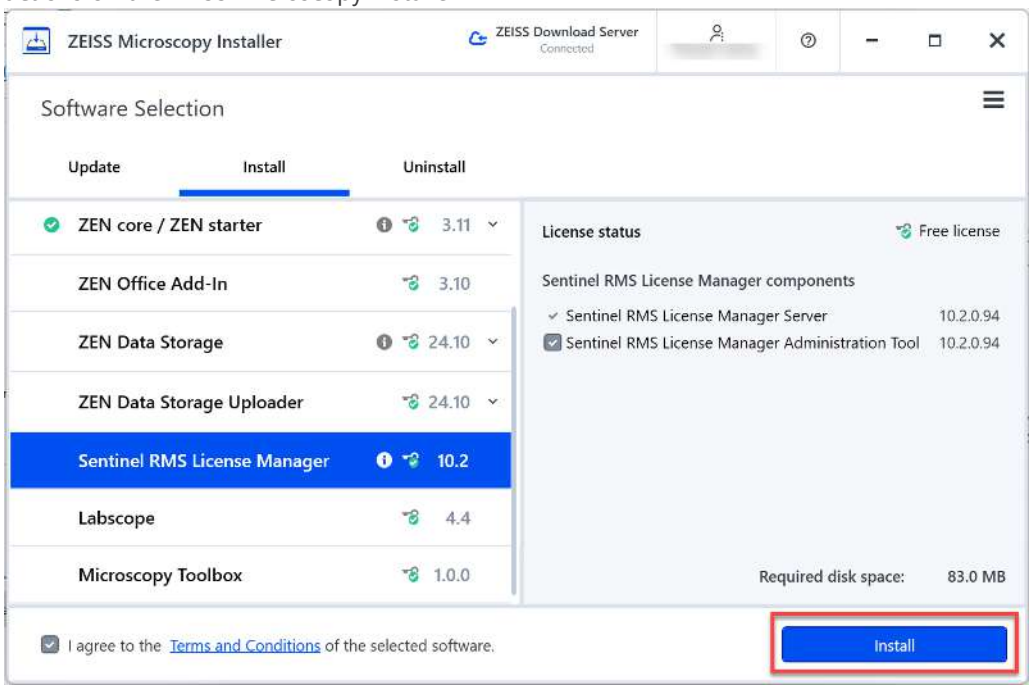
Prerequisite ✓ You have installed the ZEISS Microscopy Installer.

Procedure

1. Start the ZEISS Microscopy Installer.



2. In the **Install** tab, select **Sentinel RMS License Manager**.
3. Select all components and click **Install**. Note that you must log in before performing any actions on the ZEISS Microscopy Installer.



4. A progress dialog opens.
5. After the installation is done, click **OK**.

7.2 Activating a Floating License

7.2.1 Activating a Floating PC-bound License Online

This chapter describes how to activate a floating PC-bound license on a computer with internet connection.

> **Info**
> Activate the license on the computer, where the **Sentinel RMS License Manager Server** is installed. Either by local log on or log on via remote desktop.

Prerequisite

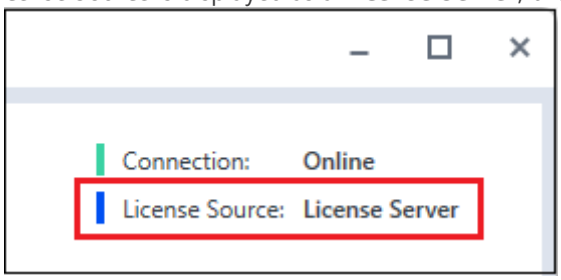
- ✓ You have received a Product Key (Activation ID) with your entitlement certificate.
- ✓ You have set up the license server, see *Setting up the License Server [▶ 46]*.
- ✓ You have access to the **ZEISS License Management Tool (ZLMT)**, which is installed via the ZEISS Microscopy Installer.

Procedure

1. Start the ZEISS License Management Tool.

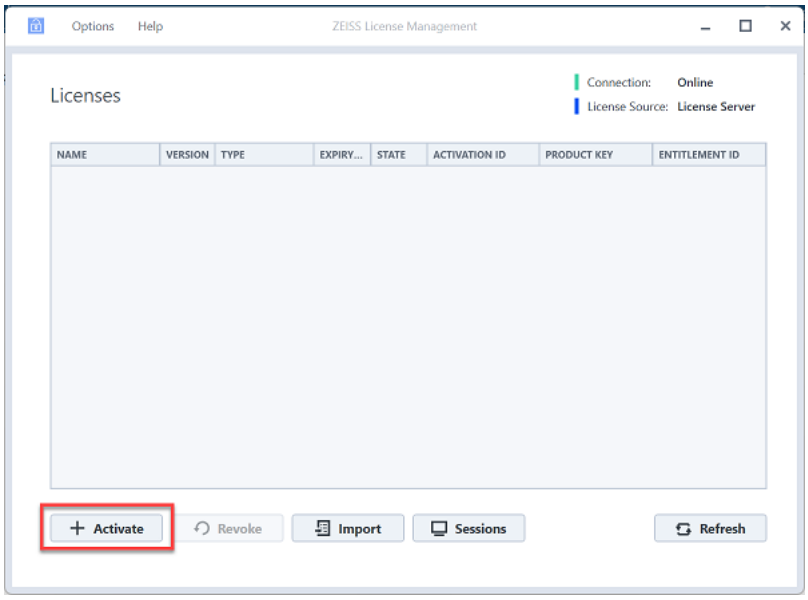


2. If you want to use floating licenses, you must use the ZLMT in **network mode**. If the License Source is displayed as a **License Server**, the network mode is active.

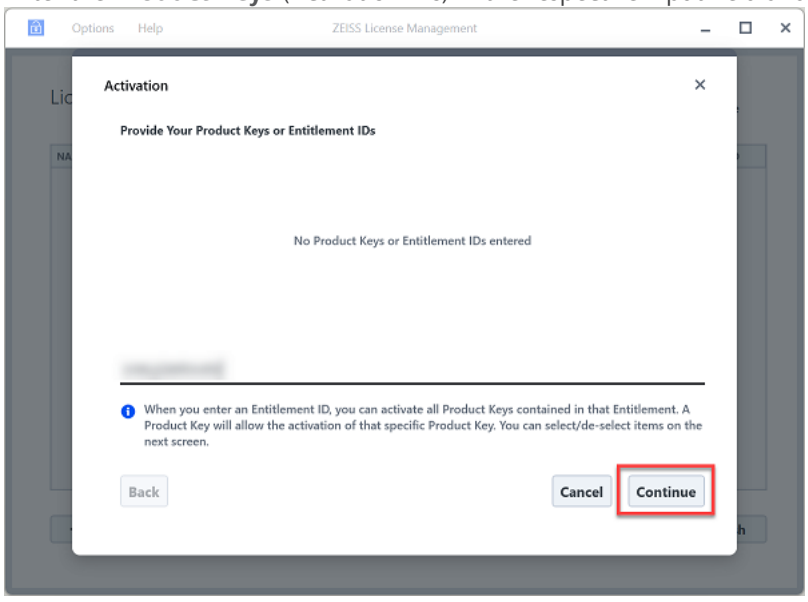


Note: If the ZLMT is not already in network mode, open the **Options** menu and activate **Connect to local license server** by clicking on the tab.

3. Click **Activate**.

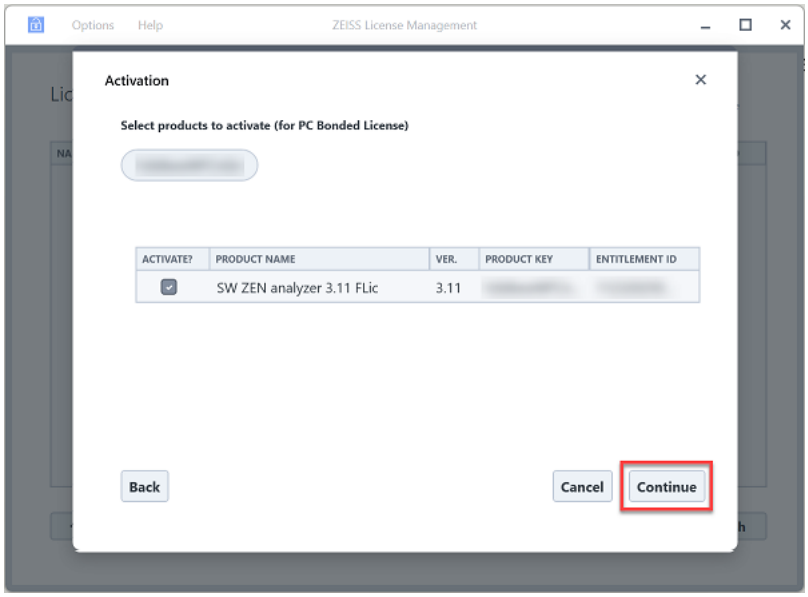


4. Enter the **Product Keys** (Activation IDs) in the respective input field and click **Continue**.

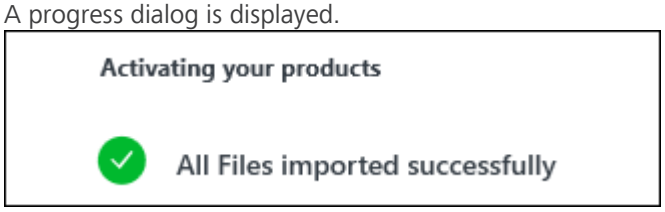


Note: A Product Key (Activation ID) activates a single license while an Entitlement ID/Certificate Number activates all licenses on your Entitlement Certificate.

5. Confirm the license you want to activate and click **Continue**. The available licenses are shown in the license overview.



6. A progress dialog is displayed.



→ The license is activated.

7.2.2 Activating a Floating PC-bound License Offline

This chapter describes how to activate a floating PC-bound license on a license server without internet connection. For the offline license activation workflow, your computer without internet connection and two additionally needed devices are described in the following diagram:

- A **license server without internet connection** (see left column).
- An **external storage device** (see middle column).
- Another **computer with internet connection** (see right column).

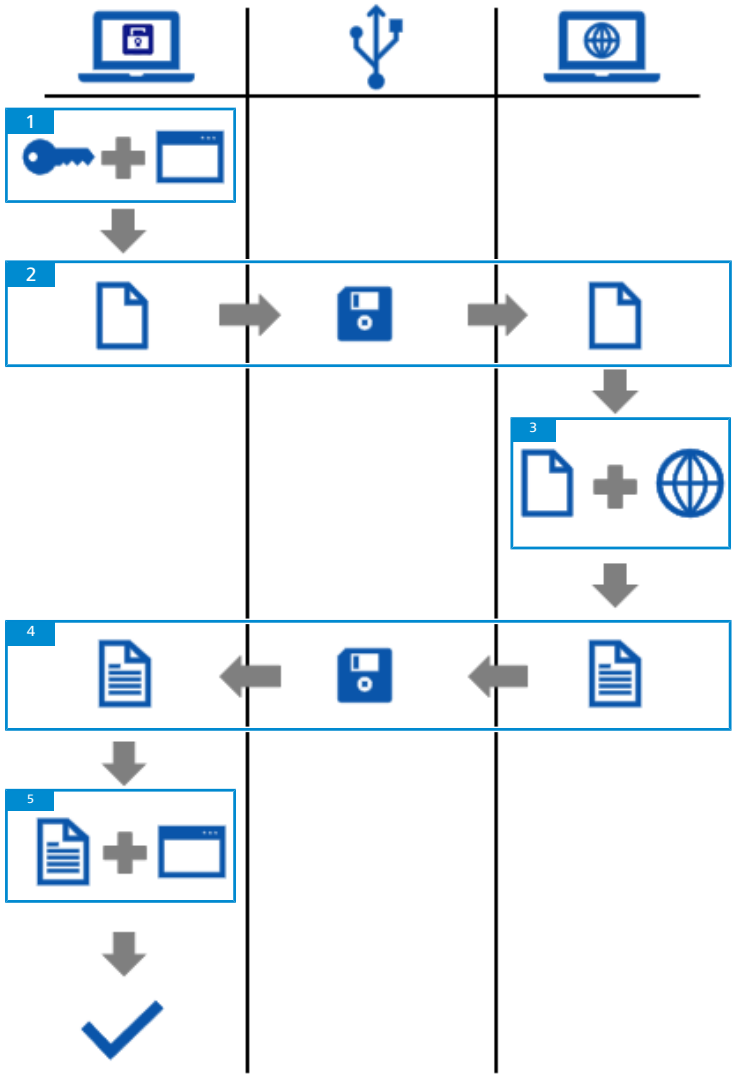


Fig. 10: Activating a Floating PC-bound License Offline

1 Generate an **Activation Request File** by entering the **Product Key** (Activation ID) in the **ZEISS License Management Tool**.

2 Transfer the **Activation Request File** from the license server computer to the computer with an internet connection via an external storage device.

3 Generate an **Activation Response File** by uploading the **Activation Request File** to the Zeiss Software Licensing webpage.

4 Transfer the **Activation Response File** from the computer with an internet connection to the license server computer via an external storage device.

5 Activate your license by importing the **Activation Response File** in the **ZEISS License Management Tool** on your license server computer.

7.2.2.1 Generating a Floating PC-bound Activation Request File

Prerequisite

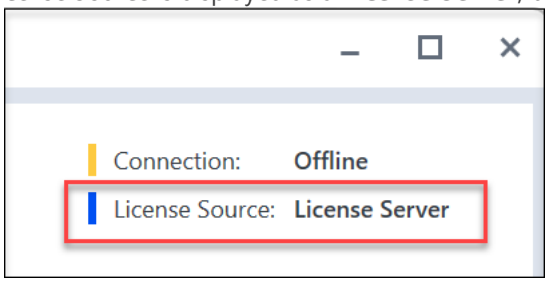
- ✓ A Product Key (Activation ID) from your entitlement certificate is required.
- ✓ An external storage device is required.
- ✓ Your license server computer without an internet connection that has access to the **ZEISS License Management Tool (ZLMT)**.
  Note: The ZLMT automatically switches to offline mode if there is no internet connection to the ZEISS Activation Server.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

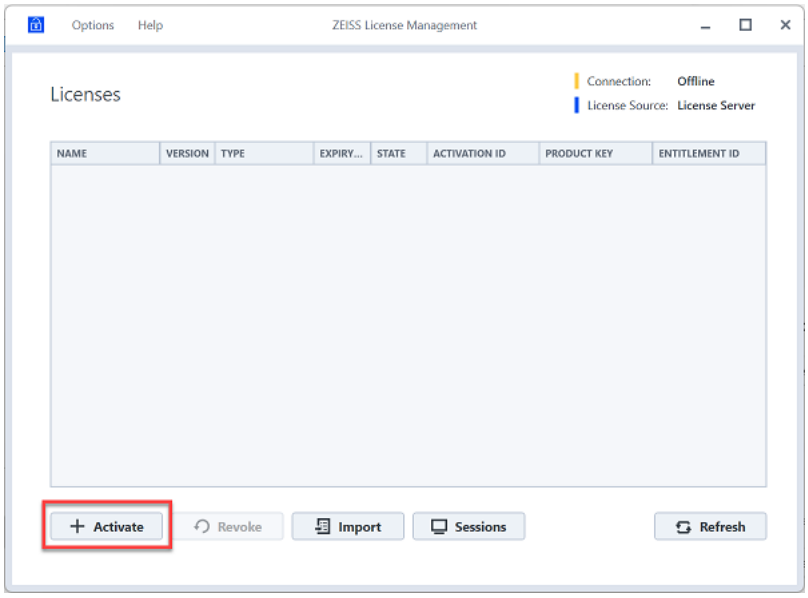


2. If you want to use floating licenses, you must use the ZLMT in **network mode**. If the License Source is displayed as a **License Server**, the network mode is active.

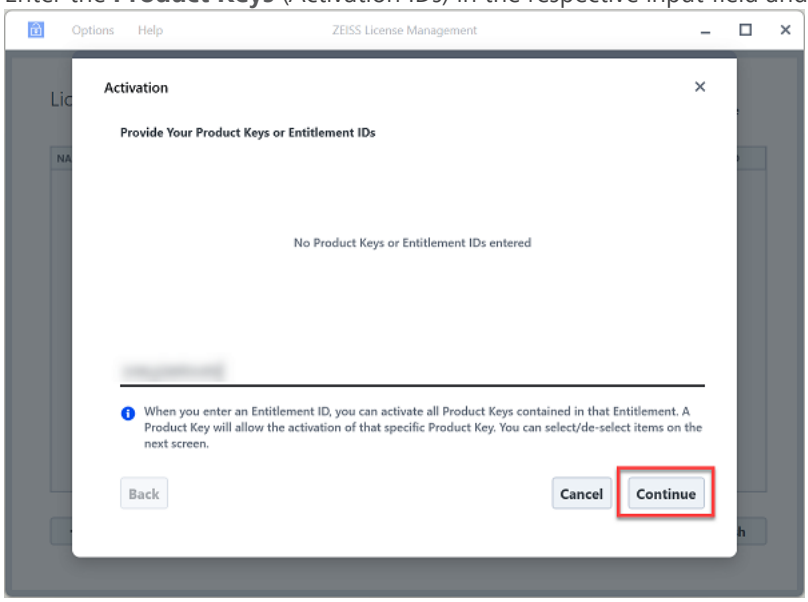


Note: If the ZLMT is not already in network mode, open the **Options** menu and activate **Connect to local license server** by clicking on the tab.

3. Click **Activate**.

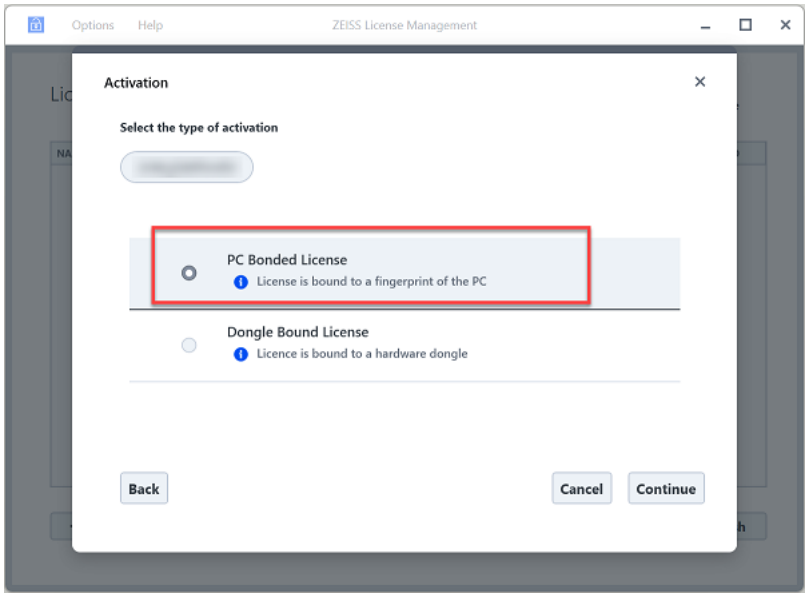


4. Enter the **Product Keys** (Activation IDs) in the respective input field and click **Continue**.

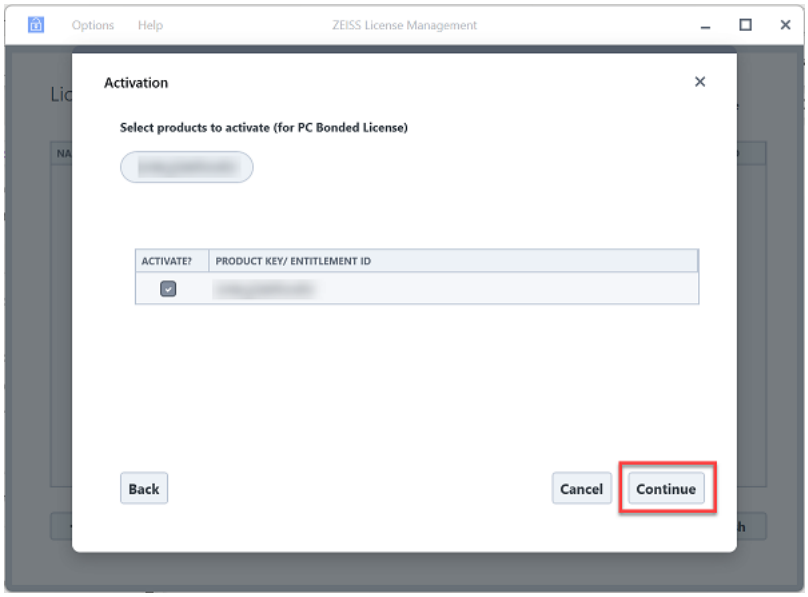


Note: A Product Key (Activation ID) activates a single license while an Entitlement ID/Certificate Number activates all licenses on your Entitlement Certificate.

5. Activate the **PC Bonded License** checkbox and click **Continue.**



6. Confirm the license you want to activate. The available licenses are shown in the license overview.



→ The **Activation Request File** is generated. Choose a storage location.

7. Save the file on an external storage device (e.g. memory stick).

→ This file can be transferred to a computer with internet connection for generating an **Activation Response File.**

7.2.2.2 Generating an Activation Response File via the ZEISS Software Licensing Webpage

Prerequisite

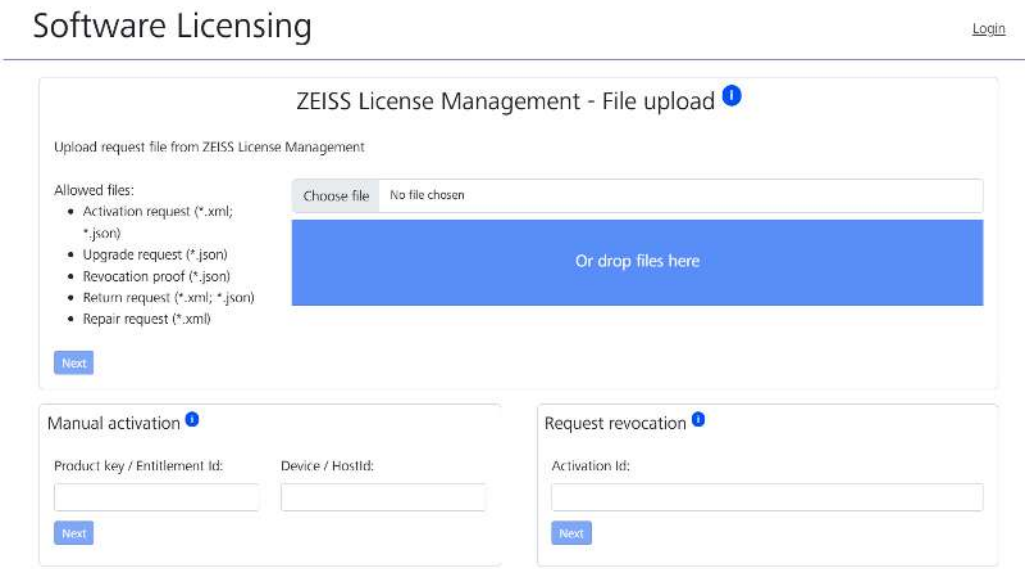
✓ A computer with an internet connection is required.

✓ An external storage device is required.

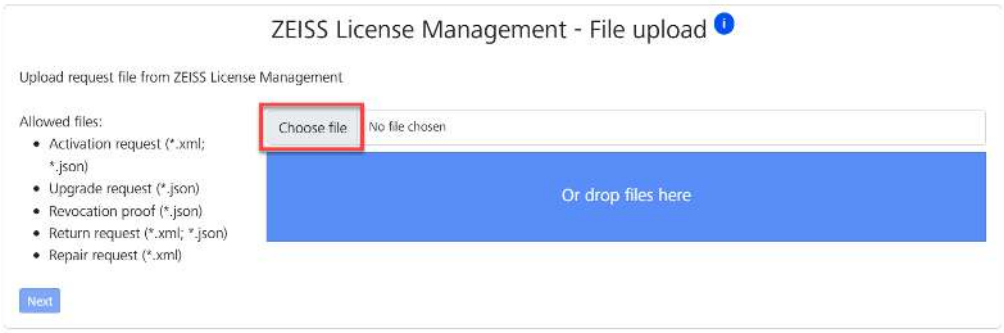
✓ An **Activation Request File** has been generated and transferred to the computer with an internet connection.

Procedure

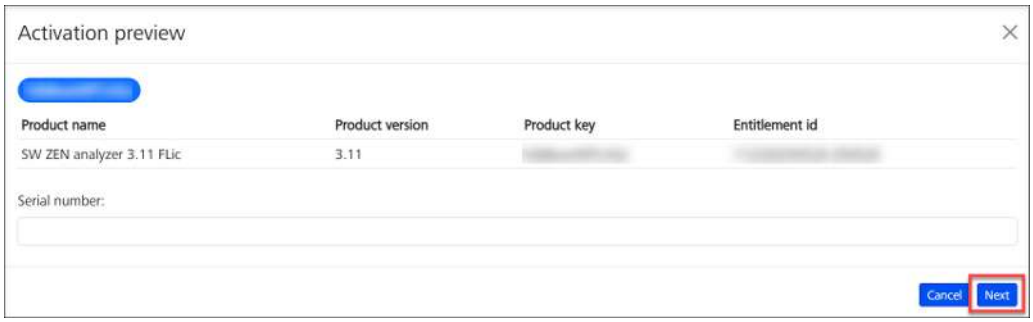
1. Open an internet browser and enter https://swl.zeiss.com/ URL to access the **ZEISS Software Licensing** page.
Note: If your **Product Key** (Activation ID) and **Entitlement ID/Certificate Number** start with **A-**, use https://swla.zeiss.com/ instead.



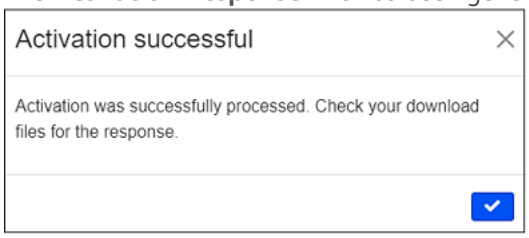
2. Click **Choose file** and select the **Activation Request File** or drop the file, and click **Next**.



3. The **Activation preview** dialog with additional data of your license is displayed. Click **Next**.



4. The **Activation Response File** has been generated.



5. Save the file on an external storage device (e.g. memory stick).
   → This file can be transferred to your license server computer without internet connection for activating a license offline.

7.2.2.3 Processing a Floating Activation Response File

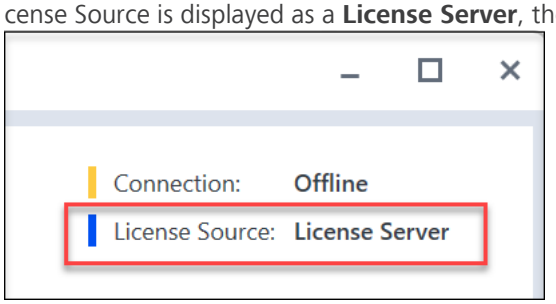
Prerequisite ✓ An **Activation Response File** has been generated and transferred to the license server computer without internet connection.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

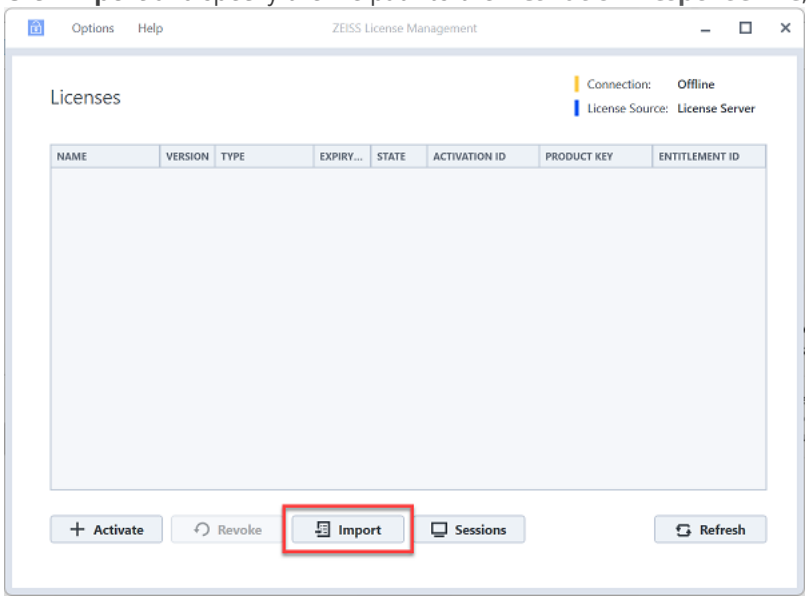


2. If you want to use floating licenses, you must use the ZLMT in **network mode**. If the License Source is displayed as a **License Server**, the network mode is active.

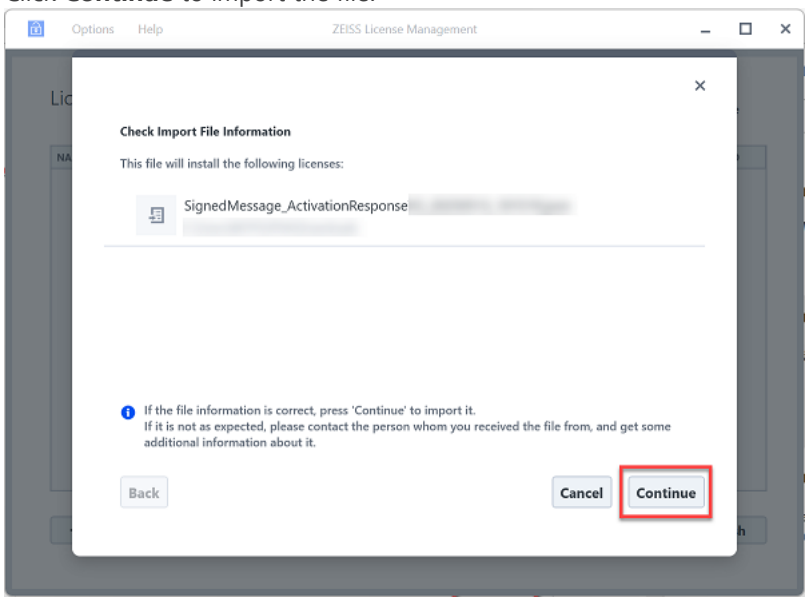


Note: If the ZLMT is not already in network mode, open the **Options** menu and activate **Connect to local license server** by clicking on the tab.

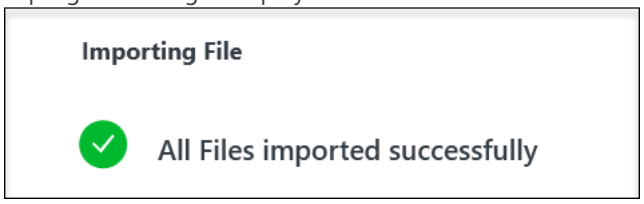
3. Click **Import** and specify the file path to the **Activation Response File**, and click **Open**.



4. Click **Continue** to import the file.



5. A progress dialog is displayed.



→ The license is activated.

7.3 Connecting Clients with a License Server

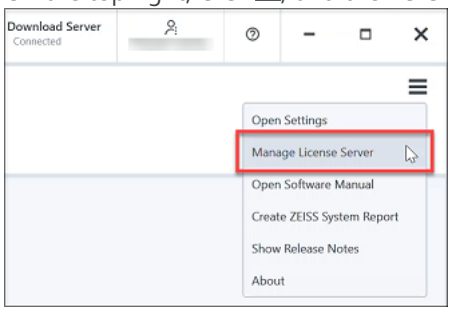
This chapter describes how to connect a client via the **ZEISS Microscopy Installer** with a license server. If you want to enable a software license on a client system, then follow the instructions below.

Prerequisite

- ✓ You have set up a license server, see *Setting up the License Server [▸ 46]*.
- ✓ You have installed and access to the **Zeiss Microscopy Installer** with admin rights on the client.
- ✓ You have activated the required licenses, see *Activating a Floating License [▸ 47]*.

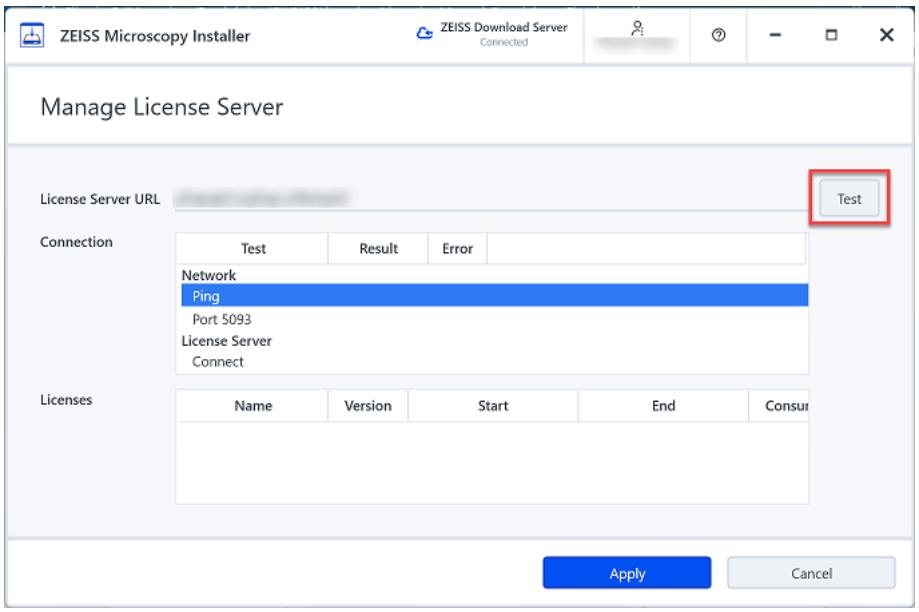
Procedure

1. Start the ZEISS Microscopy Installer.
2. On the top right, click ☰, and then click **Manage License Server**.



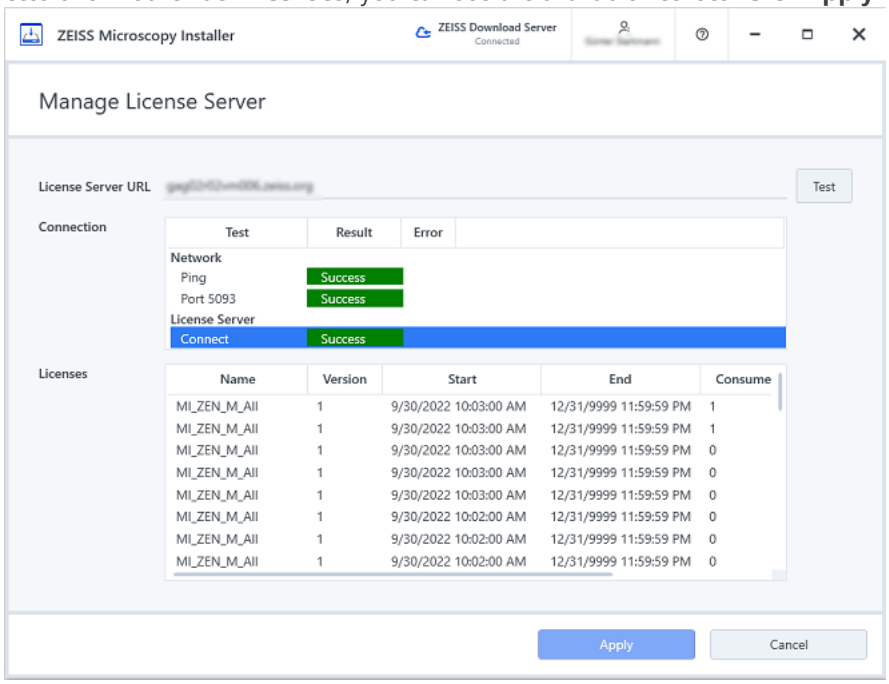
→ The **Manage License Server** dialog is displayed.

3. In the **License Server URL** field enter the URL (fully-qualified name) of the license server, and click **Test**.



Note: For example, the fully-qualified name of a license server could be **host1.example.com**. **host1** being the hostname of the license server and **example.com** being the domain of the company.

4. Under **Connection**, you can see the connection data and wether the connection was successful or not. Under **Licenses**, you can see the available licenses. Click **Apply**.



7.4 Revoking a Floating License

7.4.1 Revoking a Floating License Online

This chapter describes how to revoke a floating license on a license server computer with an internet connection.

Prerequisite

✓ You are on the computer with the installed license server, see *Setting up the License Server [▶ 46]*.

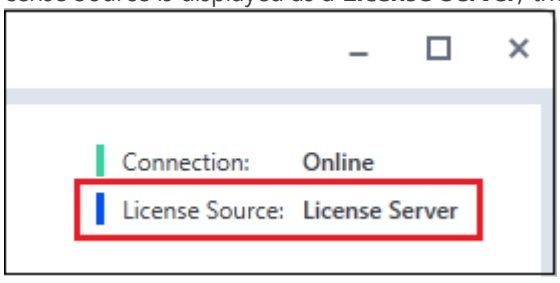
✓ You have activated a license.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

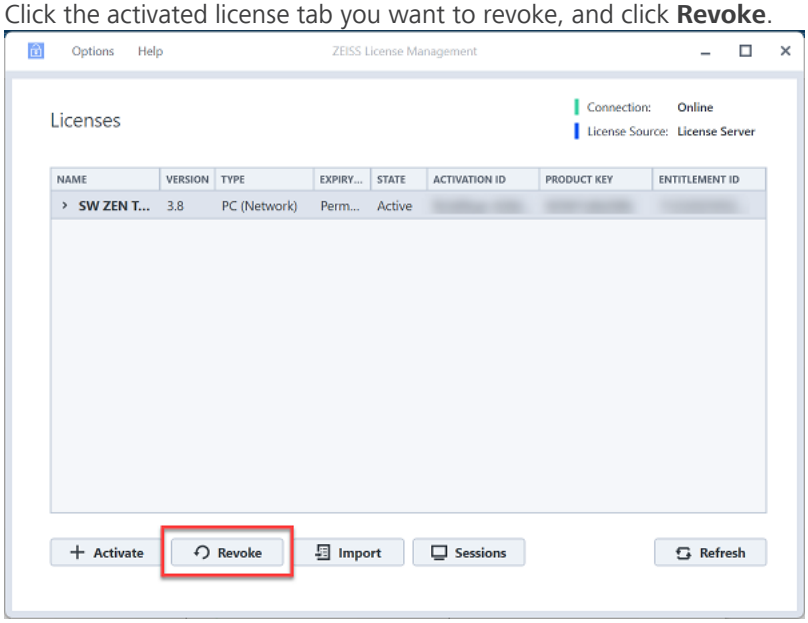


2. If you want to use floating licenses, you must use the ZLMT in **network mode**. If the License Source is displayed as a **License Server**, the network mode is active.

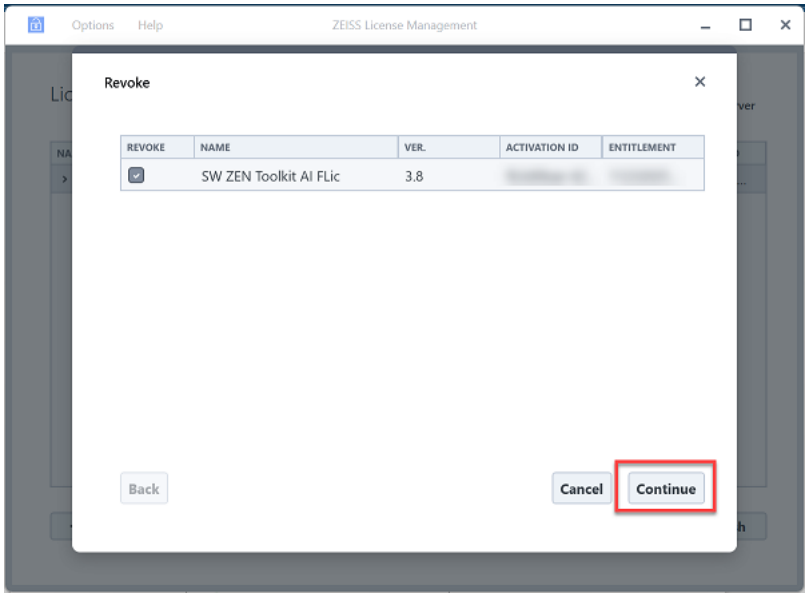


Note: If the ZLMT is not already in network mode, open the **Options** menu and activate **Connect to local license server** by clicking on the tab.

3. Click the activated license tab you want to revoke, and click **Revoke**.



4. Click **Continue**.



5. A progress dialog is displayed.



→ The license has been revoked.

7.4.2 Revoking a Floating License Offline

This chapter describes how to revoke a floating license on a computer running locally without internet connection. For the offline license revoke workflow, your computer without internet connection and two additionally needed devices are described in the following diagram:

- Your **computer without internet connection** which is represented by the **left column**.
- An **external storage device** which is represented by the **middle column**.
- Another **computer with internet connection** which is represented by the **right column**.

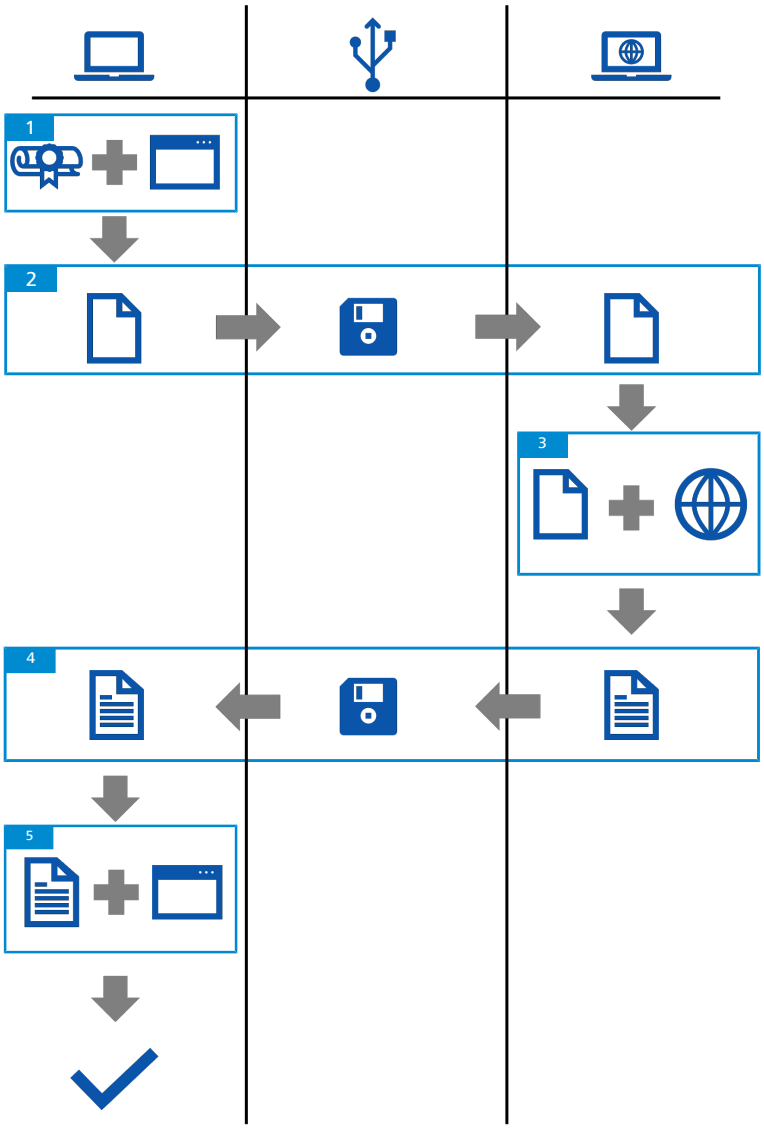


Fig. 11: Revoking a Floating License Offline

1 Generate a **Return Request File** via the **ZEISS License Management Tool** on your computer without an internet connection.

2 Transfer the **Return Request File** from the computer without an internet connection to the computer with an internet connection via an external storage device.

3 Generate a **Return Response File** by uploading the **Return Request File** to the Zeiss Software Licensing webpage.

4 Transfer the **Return Response File** from the computer with an internet connection to the computer running locally via an external storage device.

5 Revoke your license by importing the **Return Response File** in the **ZEISS License Management Tool** on your computer running locally without an internet connection

Info

There are two different types of licenses. The process for all licenses includes steps 1 through 3. For the first type of license, the offline return process is completed after step 3. For the second type of license, steps 4 and 5 are also required. In step 4, the server generates a response file, which must then be returned to the computer in step 5.

Info

Note that the files will be named **Return Request File** and **Return Response File**. In this context, the term return refers to the revocation of a license and is used with the same meaning as revoke.

7.4.2.1 Generating a Return Request File

Prerequisite

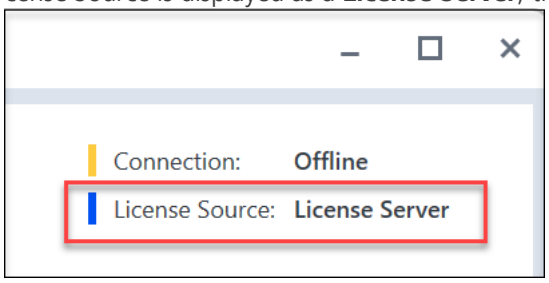
- ✓ You are on the computer running locally without an internet connection.
- ✓ You have activated a license.
- ✓ An external storage device is required.
  Note: The ZLMT automatically switches to offline mode if there is no internet connection to the ZEISS Activation Server.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

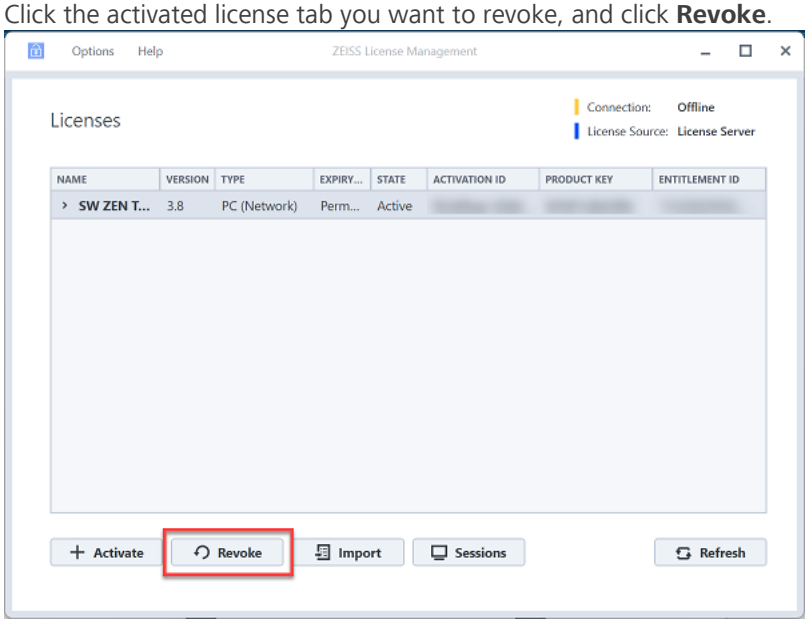


2. If you want to use floating licenses, you must use the ZLMT in **network mode**. If the License Source is displayed as a **License Server**, the network mode is active.



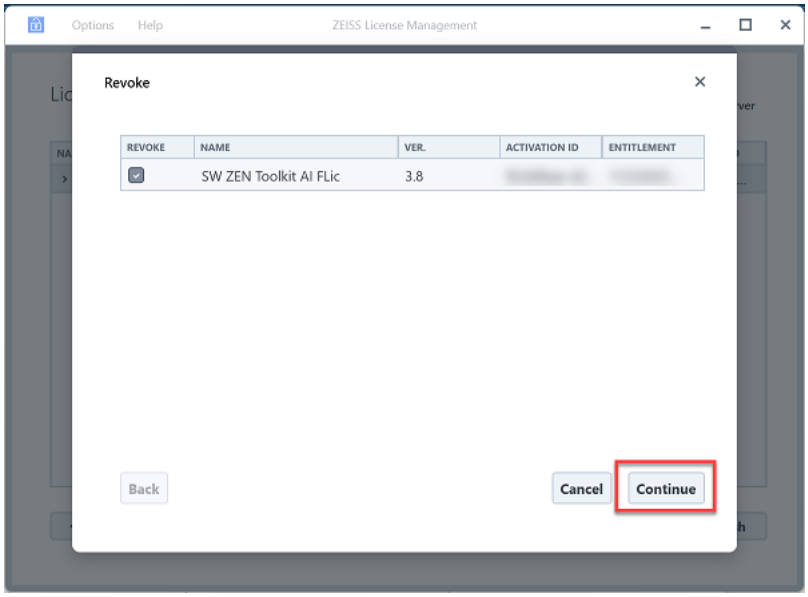
Note: If the ZLMT is not already in network mode, open the **Options** menu and activate **Connect to local license server** by clicking on the tab.

3. Click the activated license tab you want to revoke, and click **Revoke**.



Note: Remember to write down the **Product Key**, you will still need it in the following steps.

4. Click **Continue**.



→ The **Return Request File** is generated. Choose a storage location.

5. Save the **Return Request File** on an external storage device (e.g. memory stick).

→ This file can be transferred to a computer with an internet connection.

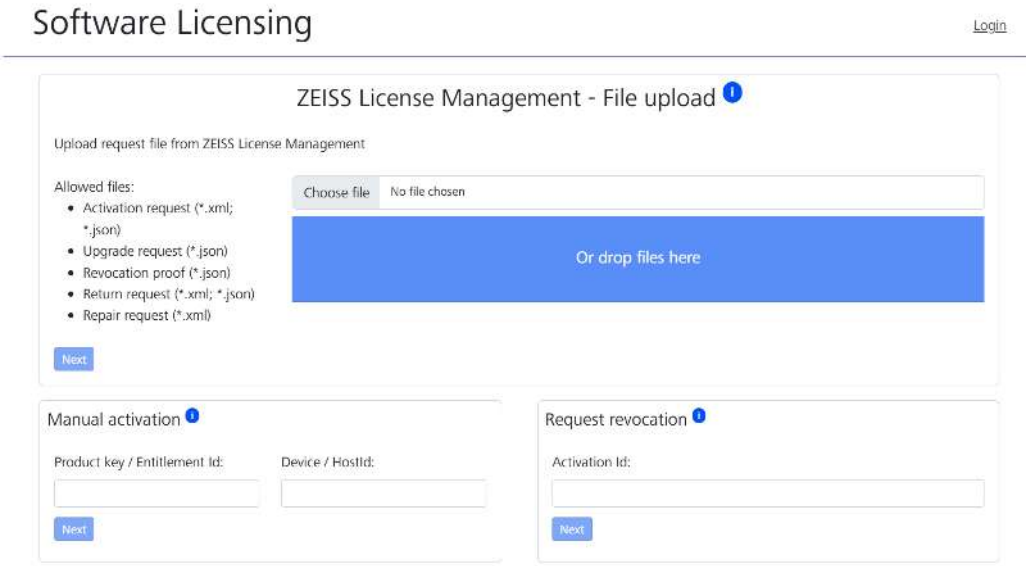
7.4.2.2 Generating a Return Response File via the ZEISS Software Licensing Webpage

Prerequisite

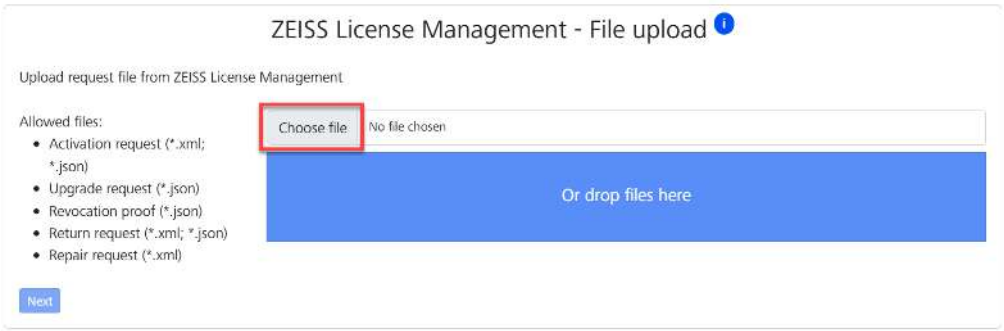
- ✓ A computer with an internet connection is required.
- ✓ An external storage device is required.
- ✓ A **Return Request File** has been generated and transferred to the computer with an internet connection.

Procedure

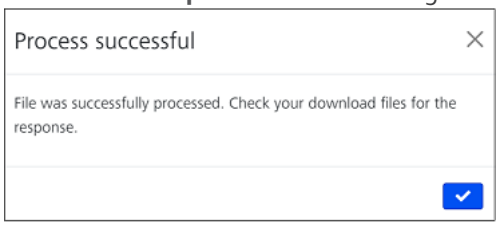
1. Open an internet browser and enter https://swl.zeiss.com/ URL to access the **ZEISS Software Licensing** page.
   Note: If your **Product Key** (Activation ID) and **Entitlement ID/Certificate Number** start with **A-**, use https://swla.zeiss.com/ instead.



2. Click **Choose file** and select the **Return Request File** or drop the file, and click **Next**.



3. The **Return Response File** has been generated.



   Note: If no **Return Response file** is created but an **One-Step-Revoke successful** message appears, the license has been successfully returned and no further action is required. If a **Return Response file** is created, proceed with the steps to process it.

4. Save the file on an external storage device (e.g. memory stick).
   → This file can be transferred to your computer running locally without internet connection for revoking a license offline.

7.4.2.3 Processing a Return Response File

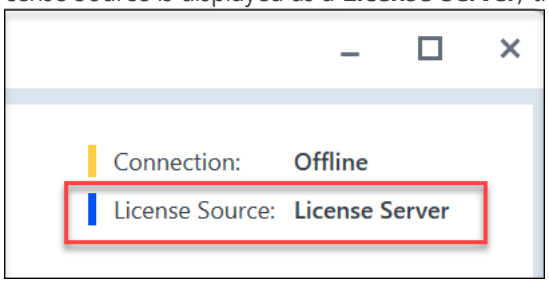
Prerequisite ✓ A **Return Response File** has been generated and transferred to the computer running locally without internet connection.
Note: The ZLMT automatically switches to offline mode if there is no internet connection to the ZEISS Activation Server.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

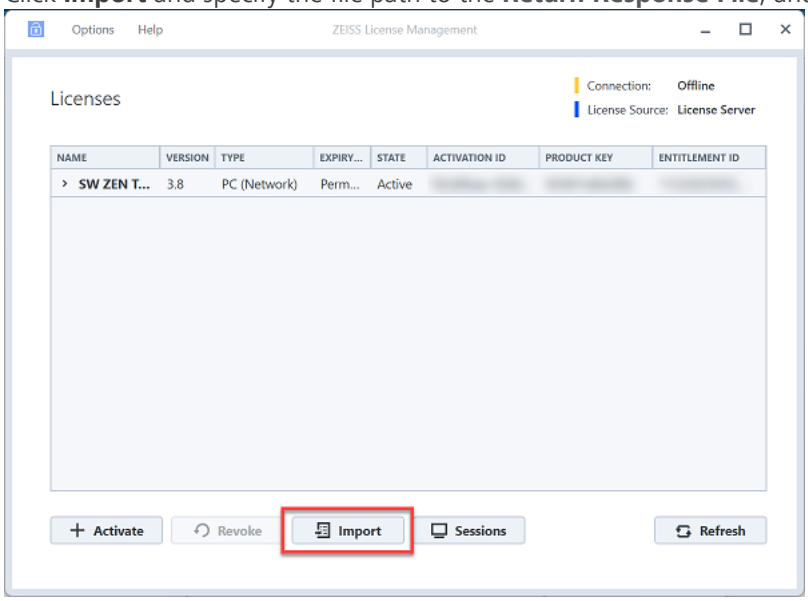


2. If you want to use floating licenses, you must use the ZLMT in **network mode**. If the License Source is displayed as a **License Server**, the network mode is active.

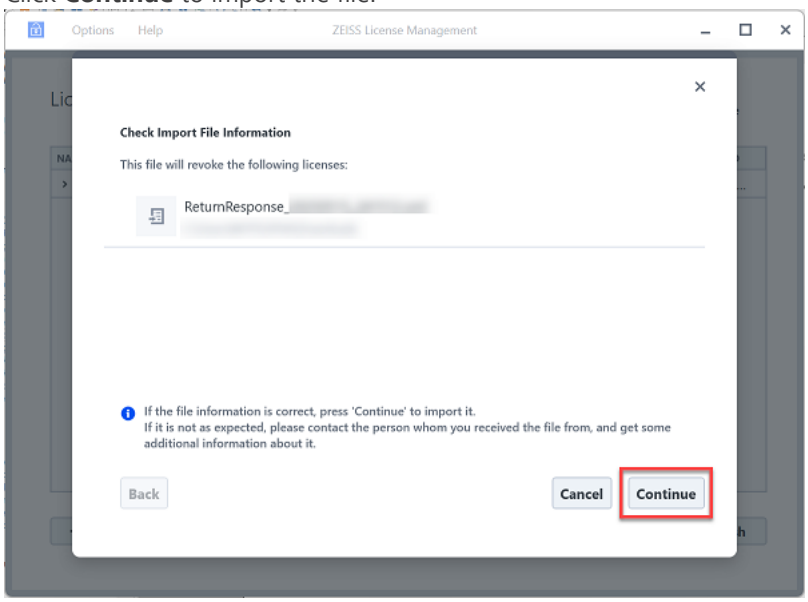


Note: If the ZLMT is not already in network mode, open the **Options** menu and activate **Connect to local license server** by clicking on the tab.

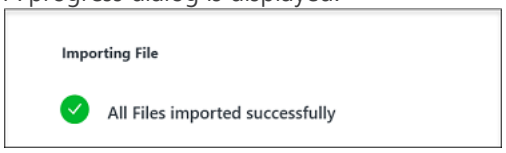
3. Click **Import** and specify the file path to the **Return Response File**, and click **Open**.



4. Click **Continue** to import the file.



5. A progress dialog is displayed.



→ The license has been revoked.

8 Administration of Network Clients

This chapter describes how to use the administrative features of the ZEISS License Management Tool and the Sentinel RMS License Manager Administration Tool.

8.1 Closing a Session via the ZEISS License Management Tool

> **Info**
>
> You can perform session management only on the computer on which you have installed the **License Management Server**, see *Setting up the License Server [▸ 46]*.

Prerequisite

✓ ZEISS License Management Tool is installed on the license server.

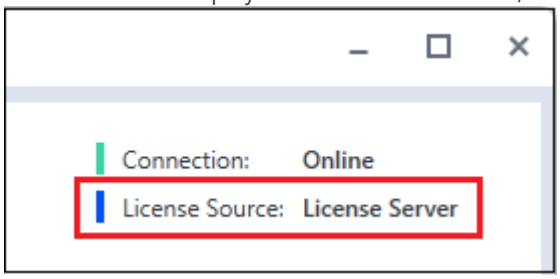
✓ There are active sessions of network user clients.

Procedure

1. Start the ZEISS License Management Tool (ZLMT).

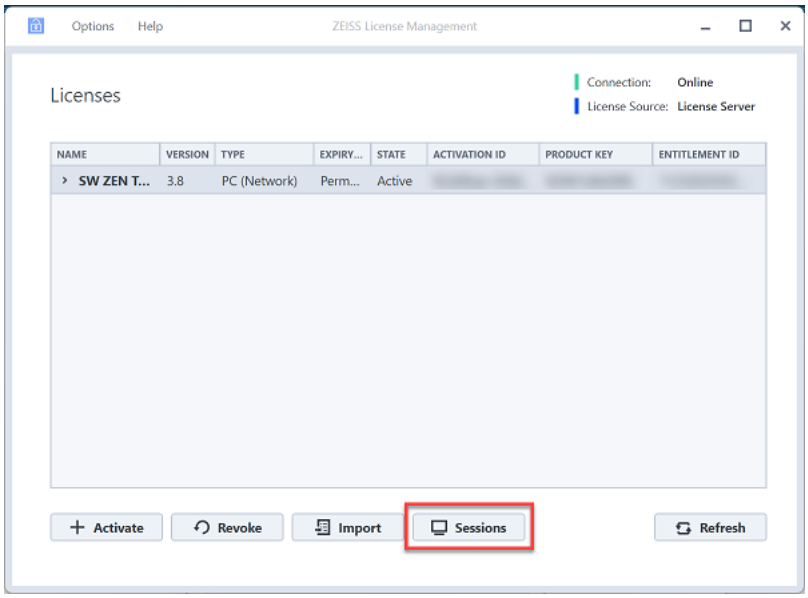


2. If you want to use floating licenses, you must use the ZLMT in **network mode**. If the License Source is displayed as a **License Server**, the network mode is active.



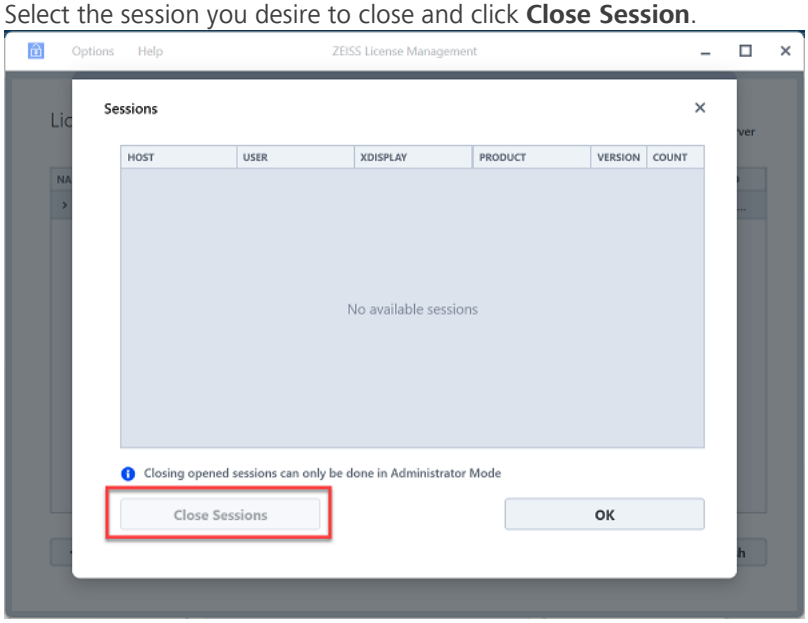
Note: If the ZLMT is not already in network mode, open the **Options** menu and activate **Connect to local license server** by clicking on the tab.

3. Click **Sessions**.



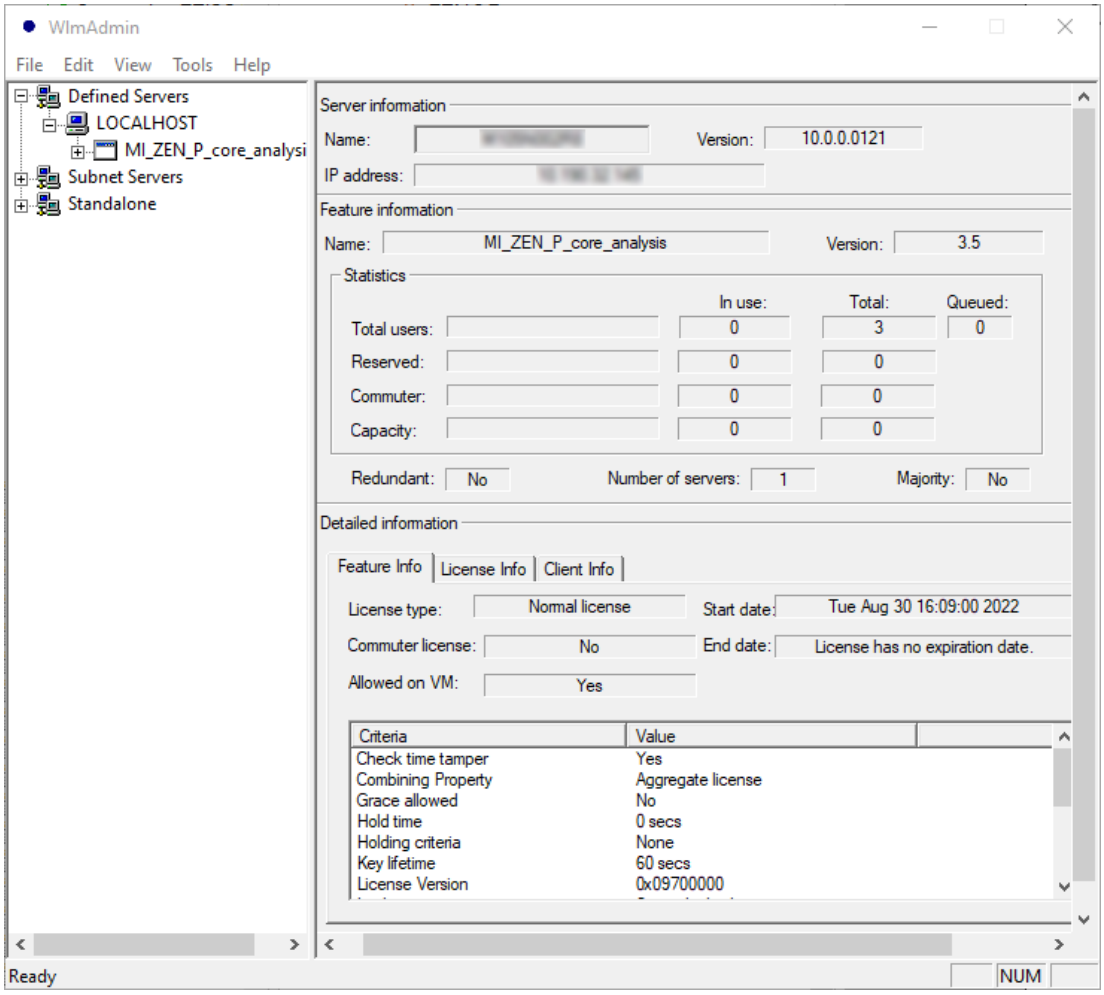
→ An overview of active sessions is displayed.

4. Select the session you desire to close and click **Close Session**.



8.2 Sentinel RMS License Manager Administration Tool

The **Sentinel RMS License Manager Administration Tool** gives you an overview of all licenses in use in addition to further information and statistics.



9 FAQ

9.1 How can I shutdown the License Server?

To shutdown the License Server, open the Sentinel RMS License Manager Administration Tool. In the Defined Server List, right click **LOCALHOST** and click **Shutdown Server**. Alternatively, you can also use the Management Console to shutdown the server.

9.2 Windows Defender opens at first start of ZEN, which checkbox do I click?

If Windows Defender opens at first start of ZEN, click on the **Private networks** checkbox and uncheck **Public Networks**. Click **Allow access** to continue.

9.3 How can I transfer a License?

Prerequisite

- ✓ Your ZEISS software license has been activated.
- ✓ A second PC is available.

Procedure

1. Revoking the activated license on the PC where the license is to be transferred from.
   - → For revoking the license online, see *Revoking a Standalone PC-bound License Online [▶ 18]*, *Revoking a Floating License Online [▶ 57]*.
   - → For revoking the license offline, see *Revoking a Standalone PC-bound License Offline [▶ 20]*, *Revoking a Floating License Offline [▶ 59]*.
2. Activating the license on the PC where the license is to be transferred to.
   - → For activating a license online, see *Activating a Standalone PC-bound License Online [▶ 8]*, *Activating a Floating PC-bound License Online [▶ 47]*.
   - → For activating a license offline, see *Activating a Standalone PC-bound License Offline [▶ 11]*, *Activating a Floating PC-bound License Offline [▶ 50]*.

↳ The license is transferred from the first PC to the second PC.

See also

- Activating a Standalone Dongle-bound License Online [▶ 26]
- Activating a Standalone Dongle-bound License Offline [▶ 29]

9.4 How to transfer a Dongle license from an old PC to a new PC?

When replacing a computer, the dongle license must be transferred from the old PC to the new PC. In addition to connecting the dongle to the new PC, copy all associated license files displayed in ZEISS License Management Tool from the old PC to the following folder on the new PC:

C:\ProgramData\Zeiss\License
C:\ProgramData\Carl Zeiss\License

9.5 Software Upgrade: New License is PC-bound only, what about old Dongle-bound licenses?

Current ZEN version upgrades can only be activated as PC-bound licenses. Existing dongle bound licenses remain valid and must not be removed.

Do not delete any existing licenses or licensing files, regardless of whether they are covered by Band Upgrade Fees. This also applies to additional licenses such as Experiment Designer or Smart Acquisition Toolkit. Keep the dongle and its license files available as long as they are required.

Before making any changes, use the ZEISS License Management Tool to check whether a license is PC bound or dongle-bound. Keeping all existing licenses and files also preserves the licensing history on the PC.

9.6 How can I recover a "lost" license from a broken hard-drive?

Contact your ZEISS Microscopy service representative. They will review your case and revoke the license on the platform, so that you can activate the license on a new computer.

9.7 How can I change a PC-bound license to a Dongle-bound license?

To change a PC-bound license to a dongle-bound license, you must first revoke your license. After revoking the license you can then activate the license again as a dongle license.

9.8 How can I change a Dongle-bound license to a PC-bound license?

To change a dongle license to a PC-bound license, contact ZEISS support. ZEISS support will revoke the dongle license for you. After the dongle license has been revoked, you can then activate the license as a PC-bound license.

9.9 Why does ZLMT show my license as inactive after activation?

If your license still shows as inactive after activation, the most common reason is an incorrect system clock. Check that your computer has the correct date, time, and time zone.

Note: Computers that are not connected to a network have a higher risk of incorrect time settings (clock drift) and therefore may encounter this issue more often.

9.10 Why does the license certificate not show an upgrade for Bands A–D?

The ZEN / ZEN core software upgrade Bands A–D represent an upgrade fee only. They are not separate licenses.

For example, if you purchase a software upgrade and Band A, the license certificate displays only the software upgrade.

When upgrading ZEN or ZEN core, keep all current license activations on the computer, including dongles (if present). Otherwise, you may lose optional modules, toolkits or drivers. The upgrade license does not include previously purchased optional functions.

If you upgrade ZEN or ZEN core and replace your computer at the same time, transfer all existing ZEN licenses to the new computer.

9.11 From which version of Labscope for Android can I activate licensed modules?

Starting with **Labscope 4.8 for Android tablets**, licensed modules are available for:

- AI Cell Counting
- AI Cell Confluency
- AI Cell Counting with Counting Chamber

Note that Android and Windows licenses use **different** material numbers and cannot be used interchangeably across platforms.

9.12 Can I use a Labscope Android License on Windows or iOS devices, and vice versa?

No. Android, Windows, and iOS licenses are separate products and are not interchangeable.

9.13 Can I use one Labscope Android License on multiple Android tablets?

No. Once activated, a Labscope Android License is bound to the Android device on which it was activated.

If you want to move the license to another device, follow the procedure described in *Revoking and Transferring a Labscope Android License [▸ 44]*.

9.14 Can I upgrade to a newer version of Labscope for Android and continue using my activated licensed modules?

Yes. You can install a newer Labscope APK or update the application through Google Play. The activated license status and licensed modules will remain available after the upgrade.

However, if you uninstall and then reinstall the application, you will need to restore the license before using the previously activated modules again. For details, see *Restoring a Labscope Android License [▸ 44]*.

9.15 How can I recover a license if my Android tablet is damaged or no longer functional?

Contact your ZEISS Microscopy service representative. They will review your case and, if applicable, revoke the license on the licensing platform so that you can activate the license on a new Android Tablet.

Carl Zeiss Microscopy GmbH
07745 Jena, Germany
www.zeiss.com/microscopy

Instruction Manual ZEISS Software Licensing
en-US | Rev. 12 | 09/2026