

# 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: <https://www.zebra.com/us/en/support-downloads/software-licensing.html>.

## Prerequisites

Before using the app, ensure that:

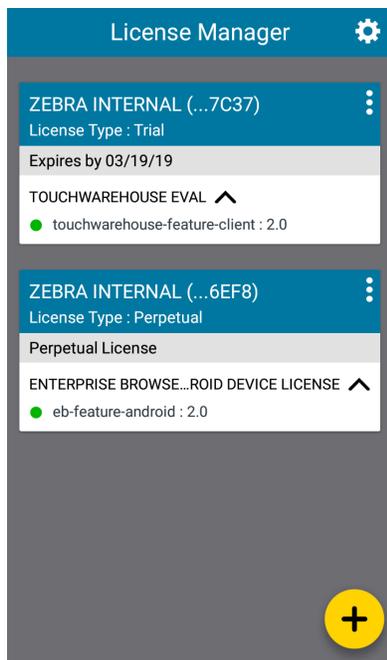
- system clock is set appropriately to the current time zone and time.
- there is a working network connection for on-line activation of the licenses.

## 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



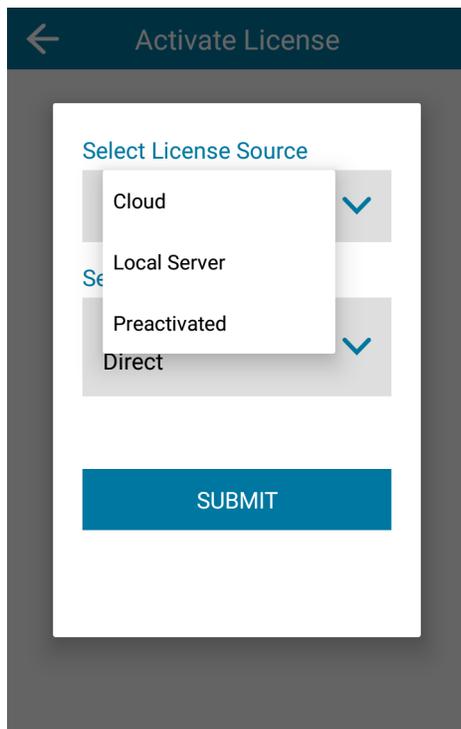
The app displays the list of licenses associated with the device.

## 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
- Local Server
- Pre-activated.

Figure 2 License Sources



Zebra recommends that the Cloud 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 <https://www.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.

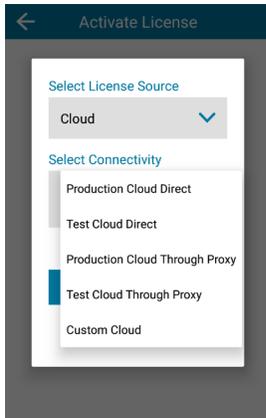
Once mapped, the License Source and AID are paired into an atomic unit.

## Cloud

Cloud 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.

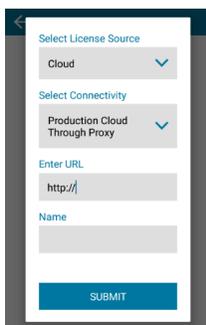
Figure 3 Activation Screen with Available Cloud Server Connectivity Options



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. <Include the URL and the port number>
- **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



## 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 **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 Local Server Options Screen

The screenshot shows a mobile application interface titled "Activate License". At the top left is a back arrow. Below the title, there is a section "Select License Source" with a dropdown menu currently showing "Local Server" and a downward arrow. Below this is a text input field labeled "Enter URL" containing "http://". Underneath is another text input field labeled "Name" which is currently empty. At the bottom of the form is a blue button labeled "SUBMIT".

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

## Pre-activated

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 pre-activated license that can then be pushed to the device with that id for installation.

If the user wants to enable an entitlement via a pre-activated 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.

This option also caters to an enterprise wide license that serves as a pre-activated license for a set of devices offered to select software SKUs.

## License Activation

Licenses can be activated using:

- On-Line License
- Off-line Licenses.

### Activating a License On-line

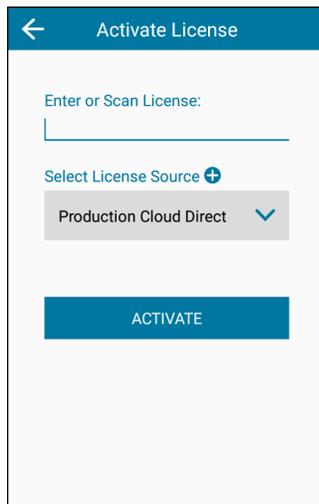


**IMPORTANT:** Ensure the device clock and network are set appropriately.

To activate a license on-line:

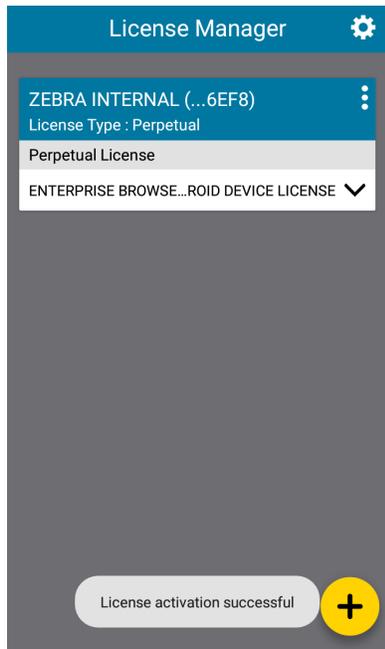
1. On the Home screen, swipe up from the bottom of the screen.
2. Touch . The **License Manager** app appears.
3. Touch .
4. Touch **Select License Source** drop-down.
5. In the **Select License Source** drop-down, select **Cloud**.
6. In the **Select Connectivity** drop-down, select a License Source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

Figure 6 Activate License Screen



8. 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.
9. 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.

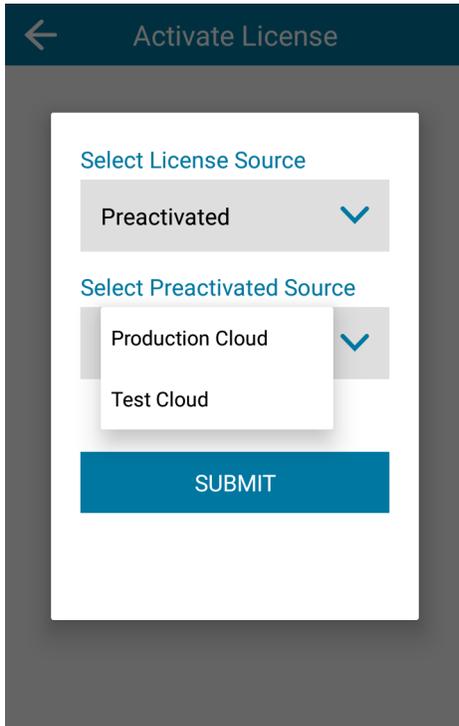
All the license rights displayed in the Home Screen are available for acquisition on the device.

## Activating a License Off-line

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

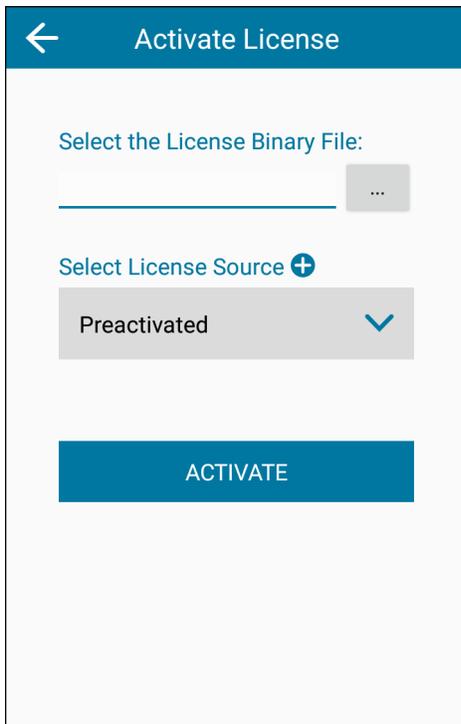
1. On the Home screen, swipe up from the bottom of the screen.
2. Touch . The **License Manager** app appears.
3. Touch .
4. Touch **Select License Source** drop-down.

Figure 8 License Source Selection Screen with Preactivated license source options



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

Figure 9 Activate License Screen

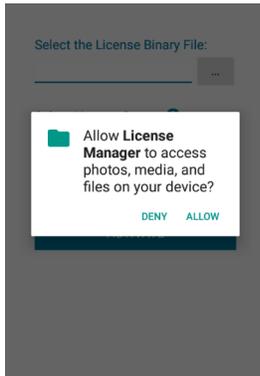


**IMPORTANT:** This implies that the preactivated license binary file was downloaded from Production Cloud Portal. Refer to the Zebra Software License End-User Portal User Guide for detailed steps to download this file.

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

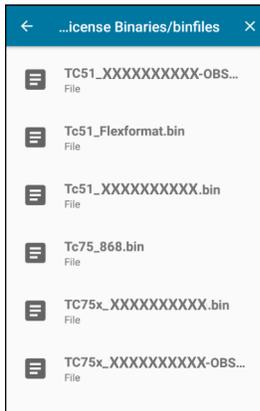
**IMPORTANT:** On devices running Android Version 6.0 Marshmallow and higher, runtime permission for storage is required.

9. Allow Access Dialog Box



10. Touch **Allow**.

Figure 10 Navigation Screen

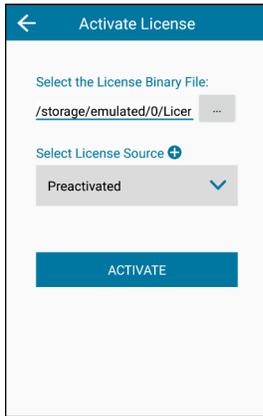


11. Navigate to the location of the binary file.

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.

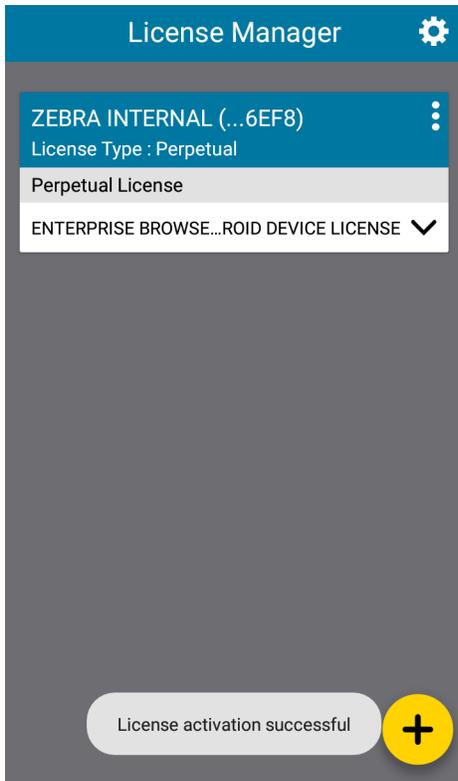
Figure 11 Binary File Activation Screen



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 12 Activation Successful



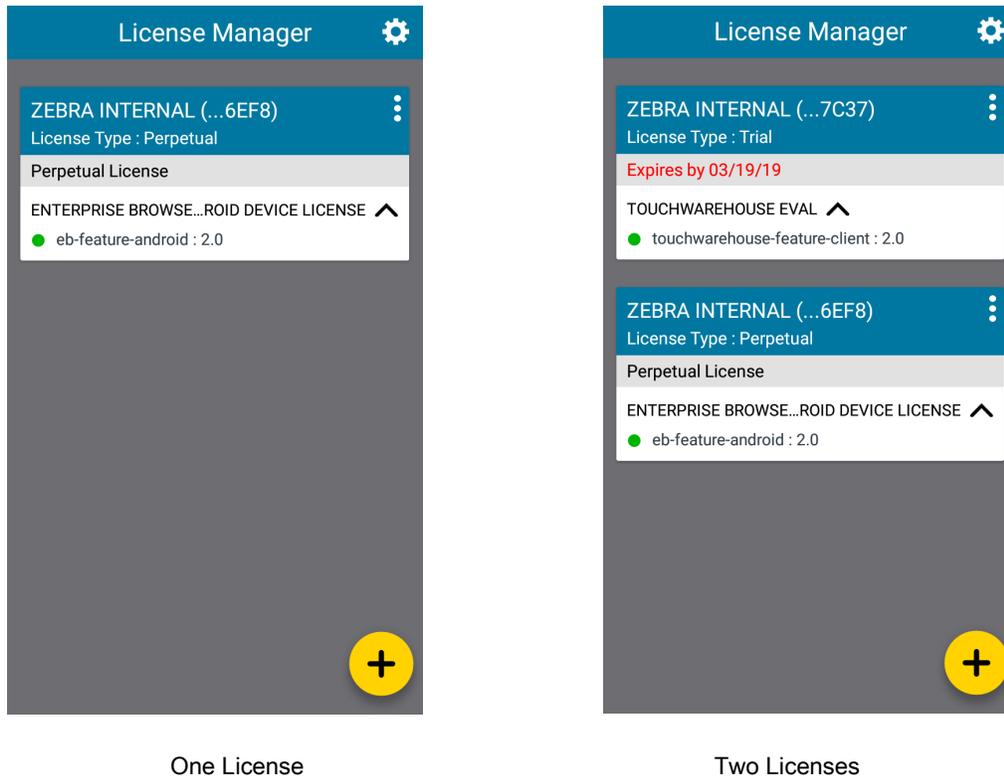
Details about the license information in the Home Screen can be found [here](#).

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

## Displaying Active Licenses

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

Figure 13 Home Screen



One License

Two Licenses

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, 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 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.

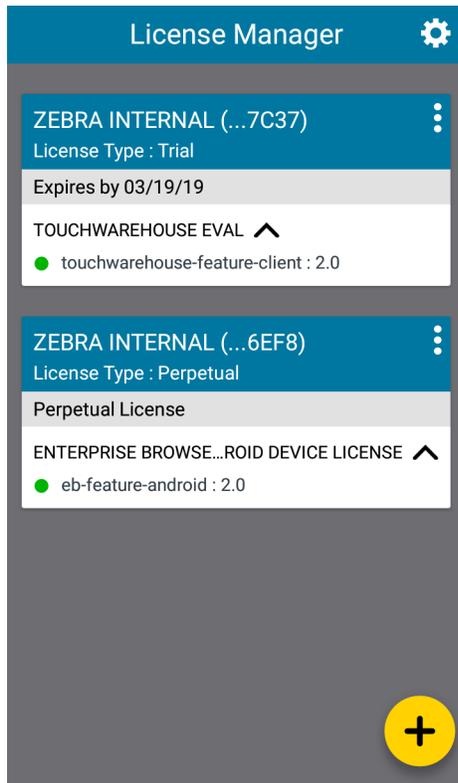
Each license can have any number of products associated with it. Each product has a list of features listed under it.

## Refreshing a License

To refresh a currently active license:

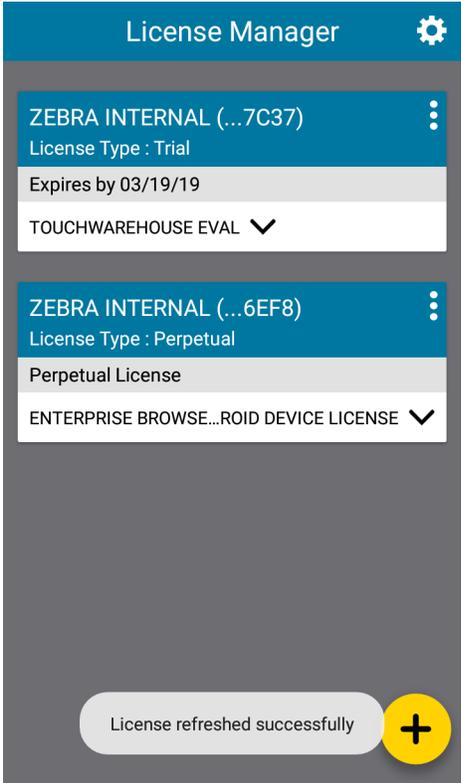
1. On the Home screen, swipe up from the bottom of the screen.
2. Touch . The **License Manager** app appears.

Figure 14 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 15 Refreshed License

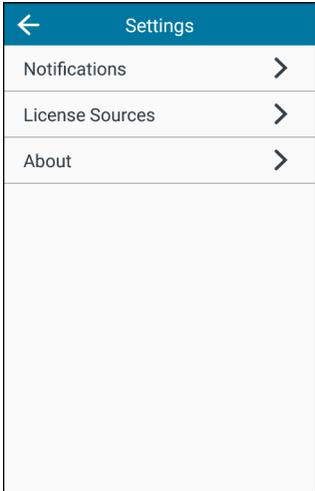


**Settings**

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 .

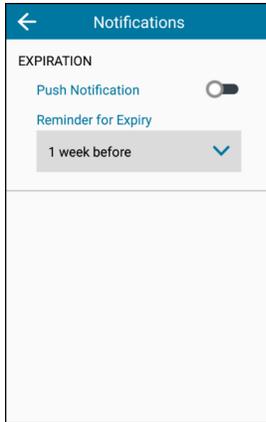
Figure 16 Settings Screen



## Notifications

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

Figure 17 Notification Screen

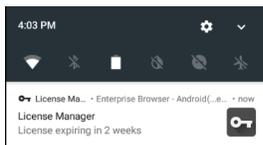


- **Push Notification** - Enable to receive notifications on the device about license expiry. Default - off.
- **Reminder for Expiry** - Select when the notification displays. Options: **1 week before** (default), **2 weeks before**, **3 weeks before** or **4 week before**.

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 18 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 licenses sources.

The first two items in the License Source screen are the default license sources: Production Cloud Direct and Test Cloud Direct as shown in Figure 23. These two license sources are followed by user-added license sources as shown in Figure 24.

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

Figure 19 License Source Screen



Figure 20 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.

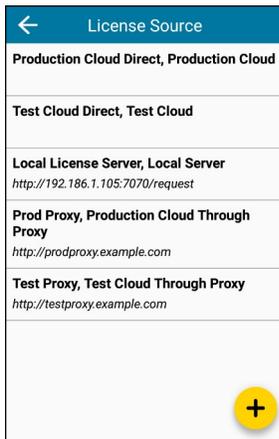
The first two items in the License Source screen are the default license sources: Production Cloud Direct and Test Cloud Direct which cannot be deleted by user as per the requirement. However, licenses served from these sources can be returned as explained in the next section.

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**.

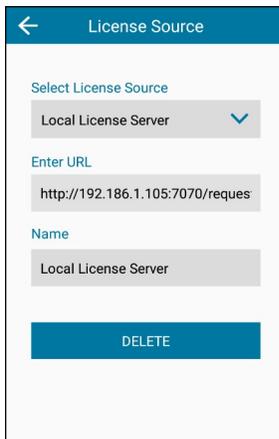
All the license source information displays in license source screen.

Figure 21 License Source Screen



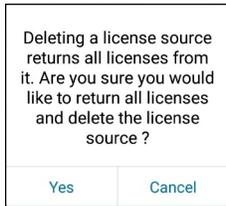
4. Touch the user-added license to delete. The delete screen appears.

Figure 22 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 23 Delete Confirmation Dialog Box

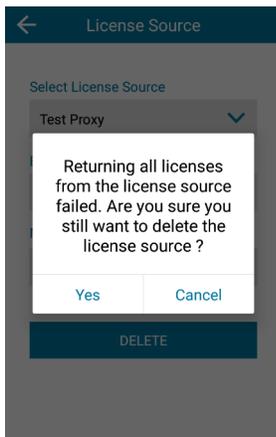


7. Touch **Yes**. If there are no restricted licenses and return all licenses is success, the source is deleted successfully.

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 24 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.

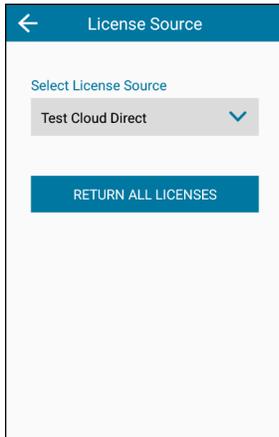
## Return All License

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:

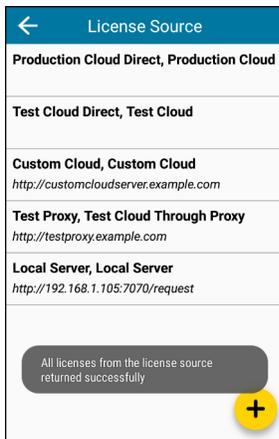
1. Touch . The **License Manager** app appears.
2. Touch > **License Sources**.
3. From the list of license sources, select **Production Cloud Direct**.

Figure 25 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 26 Returned Licenses



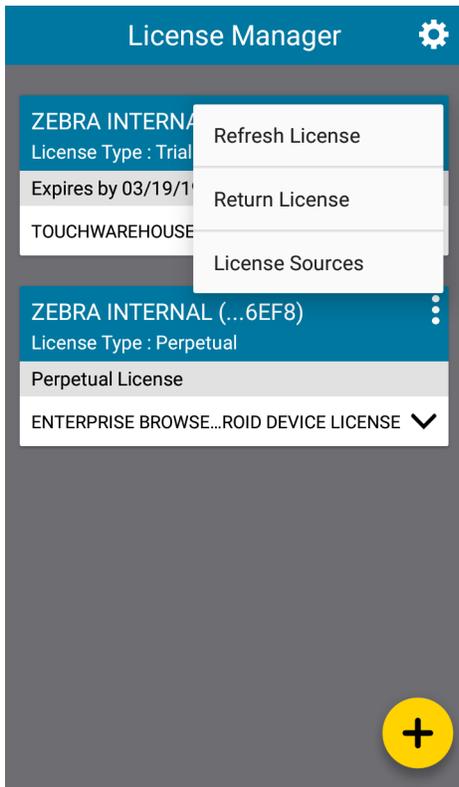
## Return License

**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.

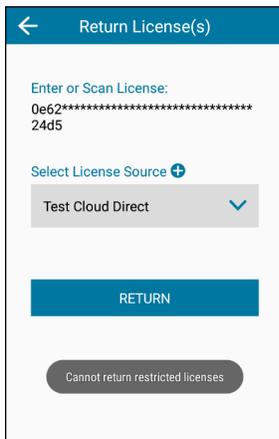
To return a license which is currently active on the device:

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

Figure 27 License Manager



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

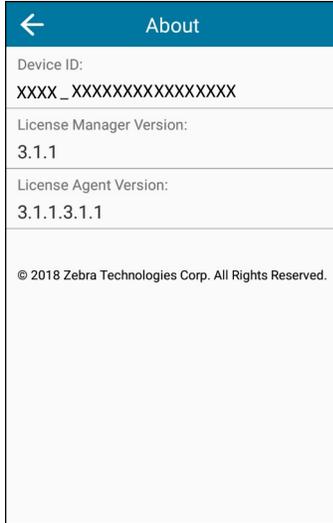


4. Since it is possible that a given AID may have been activated from multiple license sources, the user is required to select the license source they would like to return it to from the drop down of available sources.
5. Select the required license source followed by the Submit button.
6. Touch **Return**. A confirmation dialog box appears.
7. Touch **Yes**. Messages display with the status of the operation if it were successful or a failure in case of a Restricted License, certain enterprise wide preactivated licenses, No connectivity, etc.

## About

The **About** screen displays:

Figure 28 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 29 Localized Screen Samples



