Cube 6.4.4 License FAQ

1. **How is the new licensing system (starting from version 6.4) different from the old licensing?**
   - The old licensing system protected the software through the use of a license installation and a hardware key (dongle).
   - The new licensing system is based on activation keys. These are 16 digit codes which can be activated using the Citilabs License Manager. The new licenses do not need any dongles. Citilabs will not send any dongles or license installation files for the new licenses.

2. **Can the new Licensing System be used to license 6.1 or previous version software?**
   No, the new licensing cannot currently be used with older versions of the software. The new license will only support versions Cube 6.4 and later.

3. **Can I use the new licensing and the old licensing on the same computer?**
   Yes, the user can set-up both the old license and the new license on the same computer. The old license will still require the dongle (if it is a dongle license).

4. **How do I move my license between machines?**
   The user has the option inside the license manager to de-activate the license on one machine and activate it on another machine. The user needs an internet connection to de-activate and activate license keys.

5. **I accidentally deleted the activation files from my computer, do I need a new activation key to use Cube again?**
   No, you can re-activate the same activation key on the same machine any number of times.

6. **How does a server license work in the new system?**
   For users with server license, Citilabs will provide a multi-seat license with the same number of seats as they have in the old system. The new multi-seat license works the same way as the old server license. The user will activate the license on the server and the work stations will be set-up to share the license from the server. The set-up process is much easier in the new system. Once a license key is activated on a server, it cannot be re-activated on a different server.

7. **What happens to my dongles (both single and server)?**
   Citilabs will provide you licenses compatible with the new license system. These licenses will have an expiration date of 120 days from the date we issue the licenses. The user needs to return the existing dongles for any licenses they wish to upgrade back to Citilabs. Once Citilabs receives the dongle, a new set of activation keys will be sent which will have a non-expiring license. Your maintenance expiration will continue with what is available in the old system.
8. **How does a corporate/ELA license work in the new licensing system?**

   The new licensing system provides a lot of flexibility for organizations to set-up their Corporate and ELA licenses. In the new licensing system, the user can choose to mix and match between single seat activations and multi seat activations (server based).
   - Single seat activations should be suitable for users who are not connected to the organizations network and would like to use the software while traveling. These are more suitable for mobile devices such as laptops.
   - Multi seat activations are server based. The license will be activated on the server and the user’s machine should be connected to the server, to share the license, when using the software. For desktop machines in your organization, you can activate a multi-seat license on a server and set-up the desktop machines to point to the server to share the license.

   Citilabs will work with your organization to understand your usage needs and provide you with the correct combination of license keys.

9. **Why am I not able to activate my license?**

   License activation could fail due to several reasons. Please check the following:
   - Are you connected to the internet?
     Just like the old licensing system, the new system requires internet connection during license activation.
   - Are you trying to activate on a virtual machine?
     The new licenses cannot be activated on virtual machines. If you want to use the license on a virtual machine, then: activate the license on the host machine which is running the virtual machine and set-up the virtual machine to share the license from the host.
   - Do you have a firewall which is blocking the license manager from accessing the Citilabs activation server?
     Please disable the firewall and activate the license.

10. **Why am I not able to share a license from the server?**

    Please make sure that your machine can connect to the server. If you are still having problems, log into the server and set-up the firewall rule using the Citilabs License Manager. More information on setting up the firewall rule is available in our License Manager help. If you are able to read the license from the server but still are not able to open Cube, check the license manager to see if you have seats available on the server to share.