

The logo for Infor F9, featuring the text "Infor F9" in a bold, sans-serif font. The background of the entire page is a light blue color with a pattern of white line-art icons representing various business and technology concepts such as buildings, charts, a car, and a stethoscope.

Infor F9

F9 License Manager

Table of contents

F9 License Introduction	1
License Overview: Standalone vs. Cloud License	1
License Scenarios	2
Migrating License to Version 6.5	2
Changing License Model	4
Standalone License	8
Activate F9	8
1. Online Activation.....	9
2. Offline Activation.....	10
Refresh F9 Product License	14
1. Online Refresh.....	15
2. Offline Refresh.....	15
Moving F9 Product Licenses	19
1. Online Deactivation.....	20
2. Offline Deactivation.....	21
Manually Deactivating F9 Product Licenses	25
Manually Activating F9 Product Licenses	30
Cloud License	34
Activate	34
Change Cloud Server	37
Deactivate	41

F9 License Introduction

License Overview: Standalone vs. Cloud License

When F9 is first installed, it operates in 30-day trial mode with full functionality. It can be activated any time during the trial period or after the trial expires.

After purchasing F9 you will get an email from the FlexNet portal with one or more **Activation IDs** or **Cloud Server IDs**, depending on type of F9 license purchased. FlexNet is third party software and services that are incorporated in the F9 Licensing solution.

There are two types of F9 license:

- **Standalone License:** "Node-locked" license, is a single license that is assigned to a single machine:
 - It is recommended for users that will use F9 consistently on the same hardware
 - The activation process will create a **Device ID** based on **user login and hardware**. A given F9 license activation is associated with a particular user and machine. Different users who login to the same machine can start F9's 30-day trial but will need individual licenses to use the product
 - **Standalone License activation** can be done in a number of ways including: **online, offline, or manually**
- **Cloud Server License:** "Floating" license, is hardware independent and is activated on a FlexNet Cloud Server:
 - It is recommended for environments with Load balancing or virtual machines that are instantiated and brought down frequently. Another scenario could be switching between an office PC and a home laptop
 - Cloud Server License requires a permanent **internet connection** on the device where the F9 product is installed
 - Every machine where F9 is installed needs to be **activated only one time**. Each time a user runs an F9 product a license is checked out from the pool of licenses on the FlexNet Cloud Server. When F9 is closed the license is released back to the pool of licenses on the FlexNet Cloud Server
 - If F9 is running continuously, by default, each consumed license will expire after 1 day. This was designed for a license to be released in case of a hardware failure, or if F9 was left running without the user closing the session
 - Number of concurrent F9 users can't exceed the quantity of licenses purchased for the specific Cloud License Server
 - Users have access to the F9 Licensing Portal where they can find their Served Devices currently using F9 seats

- In cases of using an image to re-instantiate machines with F9, it is expected that an IT administrator **install and activate F9** before saving the image.
- **Cloud Server License activation can ONLY be done online**

In both cases, **Standalone** and **Cloud License**, the following folders need to be preserved:

- %LocalAppdata%\F9\License
- %ProgramData%\F9\License

License Scenarios

F9 License Manager can be used to activate, deactivate or move an active license to new hardware from within the F9 product user interface.

Alternatively, managing licenses can be done from F9 Licensing Customer Portal <https://inforf9.flexnetoperations.com/flexnet/operationsportal/logon.do>.

Before you begin:

- Ensure you have your F9 Activation ID or Cloud Server ID provided in the email at time of purchase. You can also lookup the key details from the Customer Portal: <https://inforf9.flexnetoperations.com/flexnet/operationsportal/logon.do>
- Ensure that your organization whitelist following network blocks:
 - IPv4
 - Production: 64.14.29.0/24
 - Disaster Recovery: 64.27.162.0/24
 - IPv6
 - Production: 2620:122:f001:1163::/64
 - Disaster Recovery: 2620:122:f001:1163::1/128

Migrating License to Version 6.5

If a customer is moving from **F9 V6.0** to F9 V6.5, an activated product will continue to operate using the existing activated standalone license. In the case of [switching from Standalone license to Cloud Server license](#), the standalone license must be deactivated, and the Cloud Server license has to be activated.

In the case of moving from **F9 V5.5** to F9 V6.5, ALL current V5.5 products have to be first deactivated and then uninstalled. After installing V6.5, the new product has to be activated using new **Activation ID** or **Cloud Server ID** provided in Entitlement email at the time of purchasing V6.5.

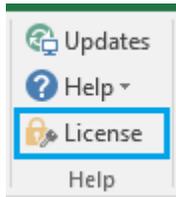
Changing License Model

Switching from **Standalone License** to **Cloud License** model or vice versa is a two step process: Step 1: Deactivate Standalone License and Step 2: Activate Cloud License.

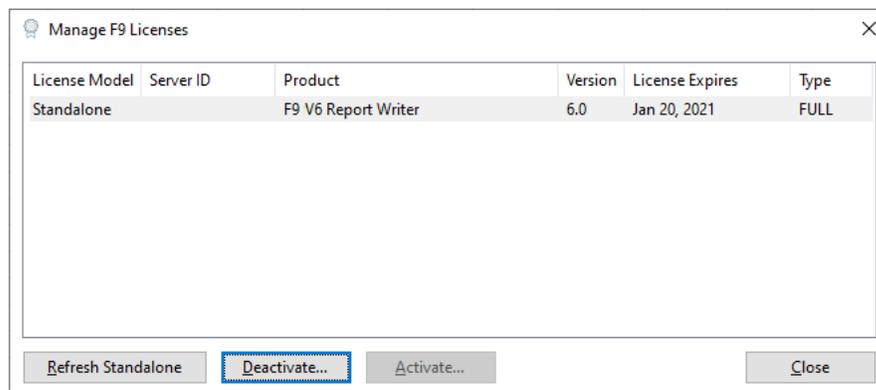
Both steps should be done within the same F9 session without closing F9 between two steps.

STEP 1 - Deactivate Standalone License:

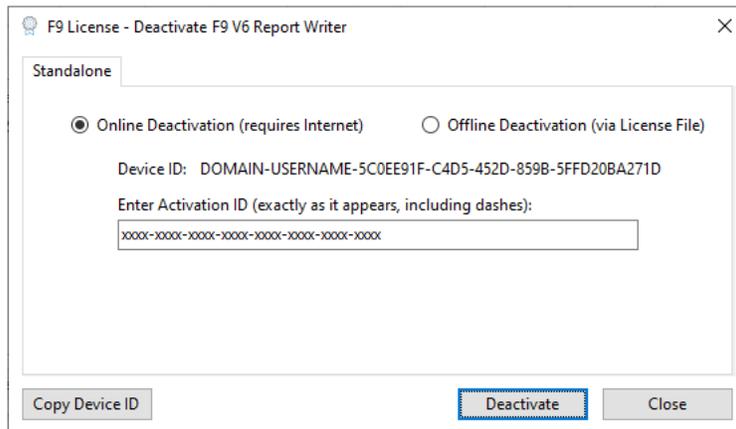
1. Open **Excel**
2. From the **F9 Ribbon**, click **License**



3. **Manage F9 Licenses** displays:



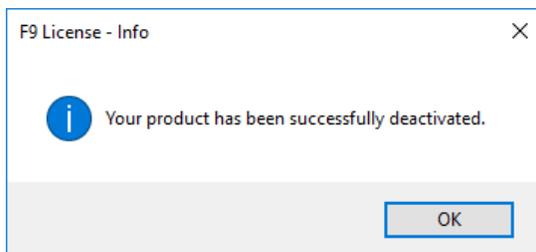
4. Select your product and click **Deactivate**
5. Copy/paste or enter your **F9 Activation ID**
6. Deactivation Mode: **Online** (recommended)



7. Ensure this computer can connect to the **Internet**

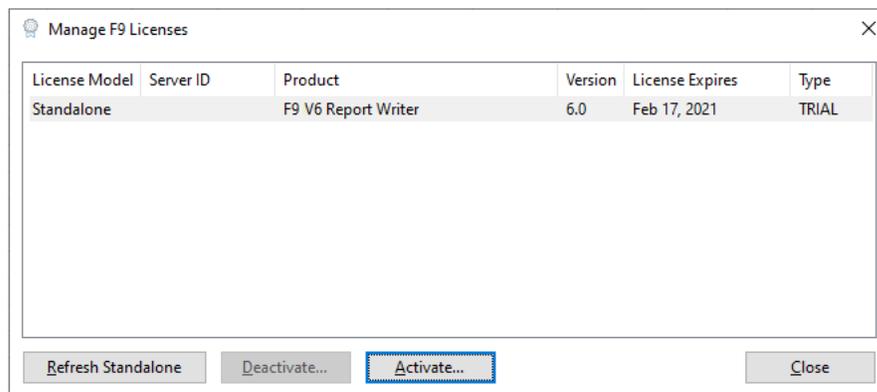
8. Click **Deactivate**

9. If successful, a message displays:



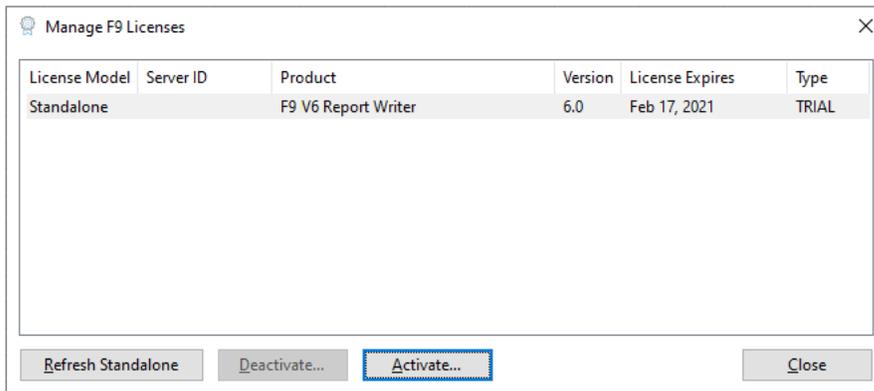
11. Click **OK**

12. F9 License Manager will show that the F9 product is back on Trial

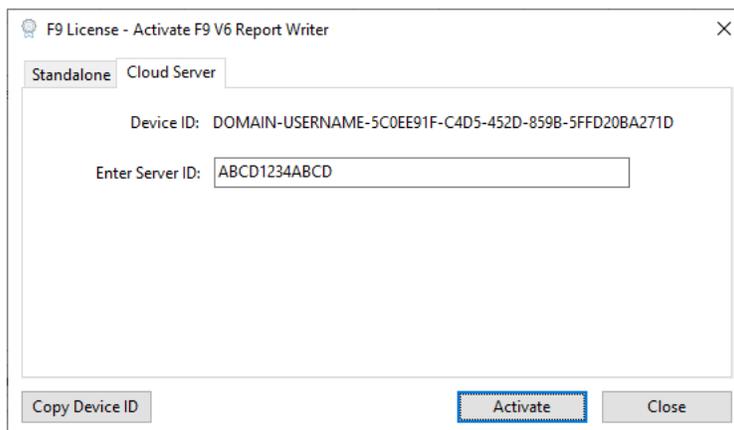


STEP2 - Activate Cloud Server License:

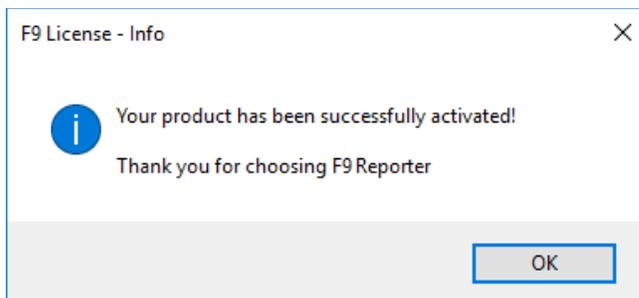
1. Select your product and click **Activate**



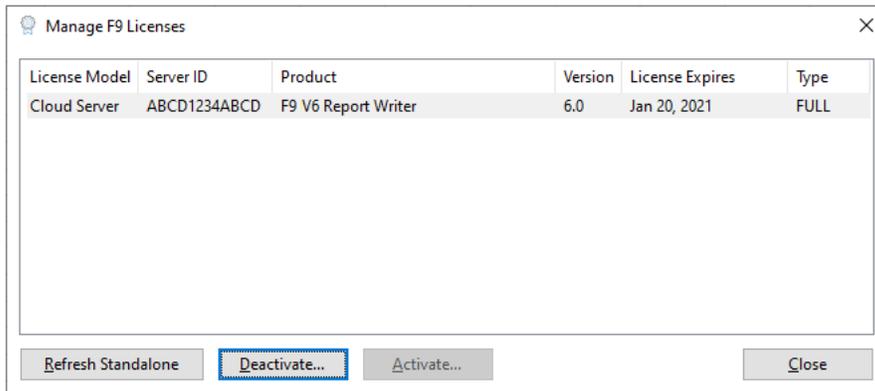
2. Select **Cloud Server** tab
3. Enter your Cloud Server ID (Example: ABCD1234ABCD)



4. Ensure this computer can connect to the **Internet**
5. Click **Activate**
6. If successful, a message displays:



11. Click **OK**



The screenshot shows a window titled "Manage F9 Licenses" with a close button in the top right corner. Inside the window is a table with the following data:

License Model	Server ID	Product	Version	License Expires	Type
Cloud Server	ABCD1234ABCD	F9 V6 Report Writer	6.0	Jan 20, 2021	FULL

Below the table are five buttons: "Refresh Standalone", "Deactivate..." (highlighted with a blue border), "Activate...", and "Close".

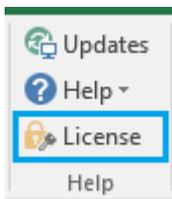
12. F9 License Manager will show that the F9 product is fully activated

Standalone License

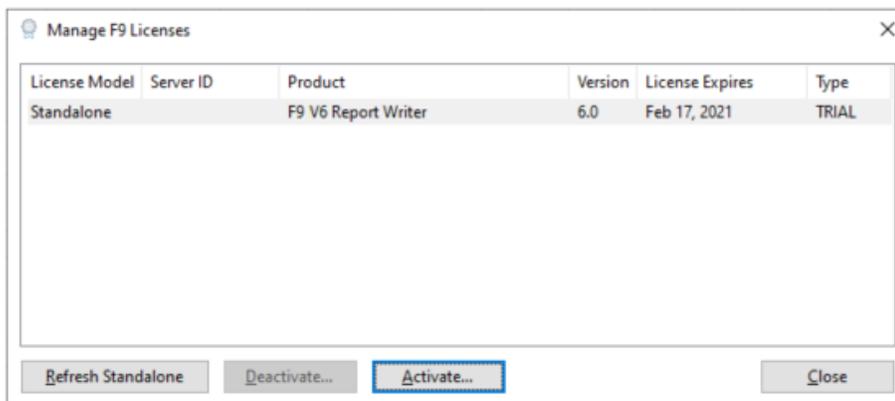
Activate F9

Steps to Activate **Online**:

- Start **Excel**
- F9 Ribbon select **License**.



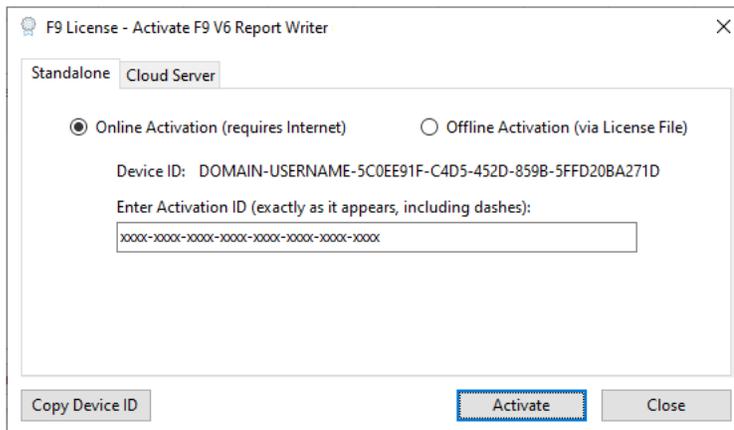
- The **Manage F9 Licenses** dialog will open.



- Select your F9 product and click **Activate**.

Note: To complete online or offline activation, you need your F9 Activation ID which you can get from your purchase email confirmation or the F9 Customer Portal.

- Copy your Activation ID and paste it into the text box.

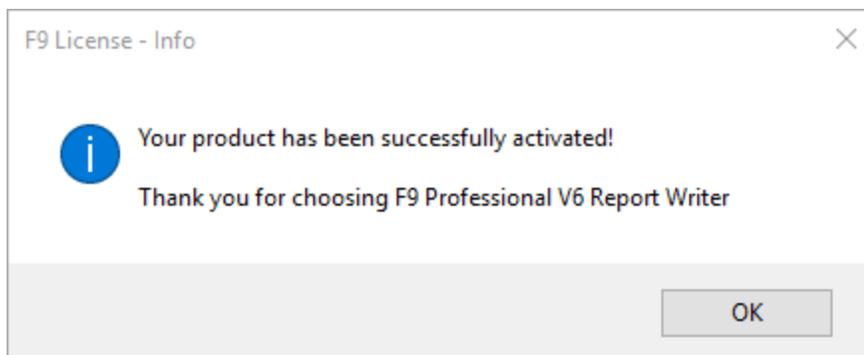


Note: If the computer where you are installing F9 has internet access, choose **Online**; otherwise choose **Offline**.

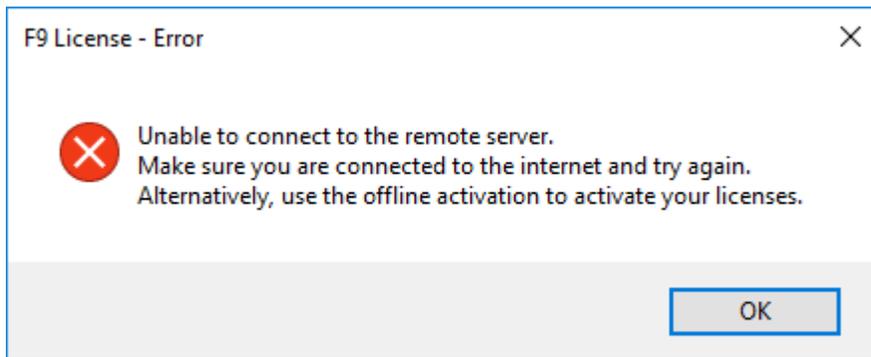
1. Online Activation

- Click **Activate** to activate your product.

If successful, the F9 License – Info displays:



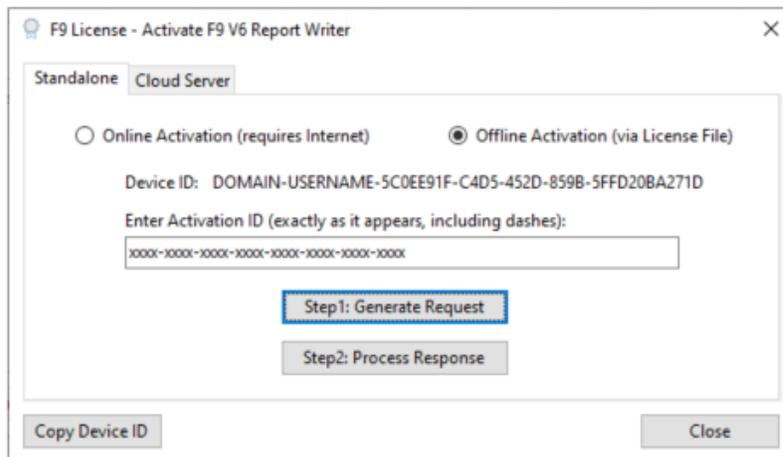
Note: If for any reason F9 cannot connect to the site that authenticates licenses, you will need to activate offline.



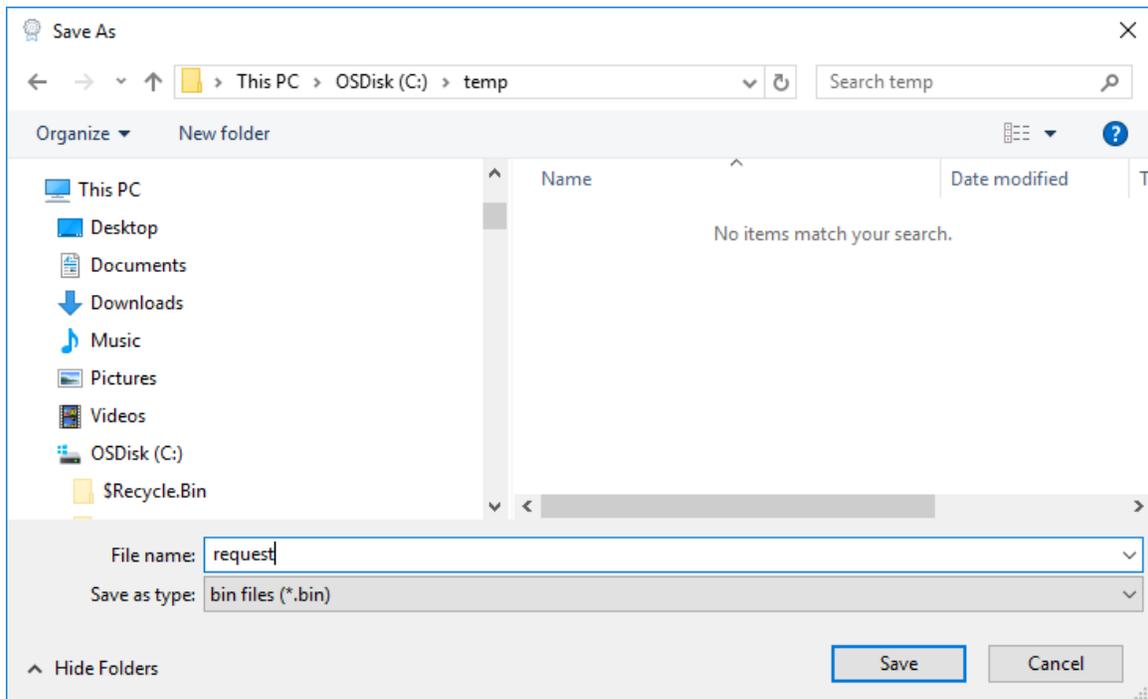
2. Offline Activation

If the computer where you are installing F9 does not have internet access, or if your company firewall or proxy restricts access to <https://inforf9.flexnetoperations.com/flexnet/deviceservices>, perform the following steps to manually activate the F9 license (Offline).

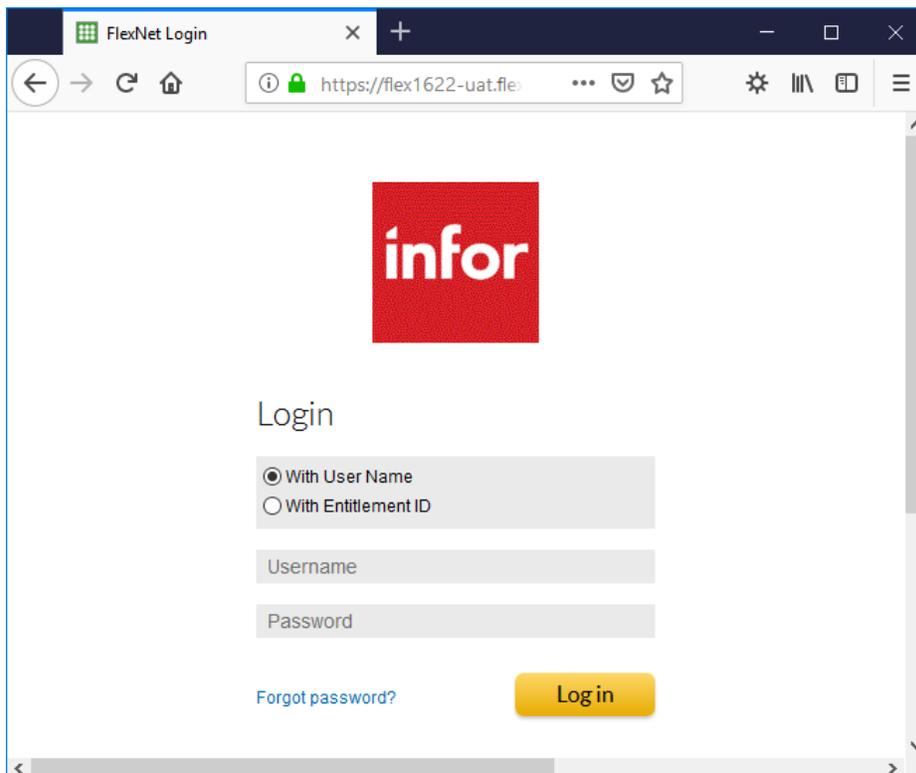
- Select the **Offline (via License File)** option:



- Click **Step1: Generate Request**
- Browse to a directory on your computer and enter a file name
- Click **Save**



- Copy the saved .bin file to an external drive and go to a computer that has internet access
- Login to the Customer Portal
<https://infor9.flexnetoperations.com/flexnet/operationsportal/logon.do>



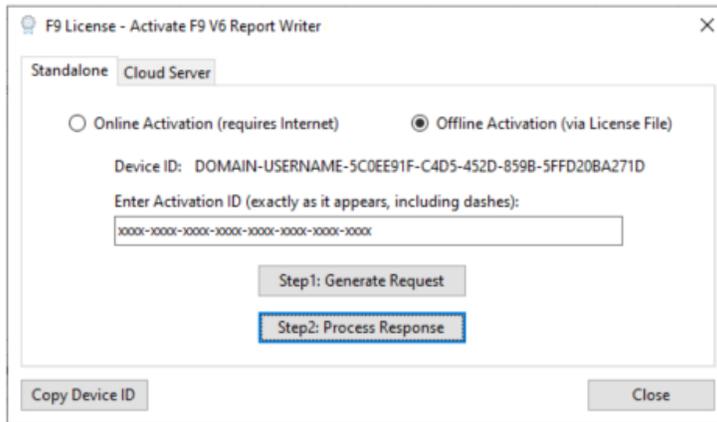
- On the left side under **Devices**, select **Offline Device Management**
- Select **Generate License as Upload Type**
- Browse to the saved .bin file generated on the client machine, click **Upload**

The screenshot shows the Infor F9 Licensing portal interface. The header includes the Infor logo and 'F9 Licensing powered by Flexera's Software Monetization Platform'. The left sidebar contains navigation links: Home, Activation & Entitlements (List Entitlements, Expiring Entitlements), Devices (Devices, Offline Device Management), and Accounts & Users (Accounts, List accounts, Search accounts, Users, List users, Search users). The main content area is titled 'Offline Device Management' and includes the instruction: 'Manually upload either a Capability Request or Synchronization History Files for offline processing.' Below this, there are two radio buttons for 'Upload type': 'Generate license' (selected and circled in red) and 'Upload synchronization history'. A 'Browse...' button is present with the text 'No file selected.' and an 'Upload' button.

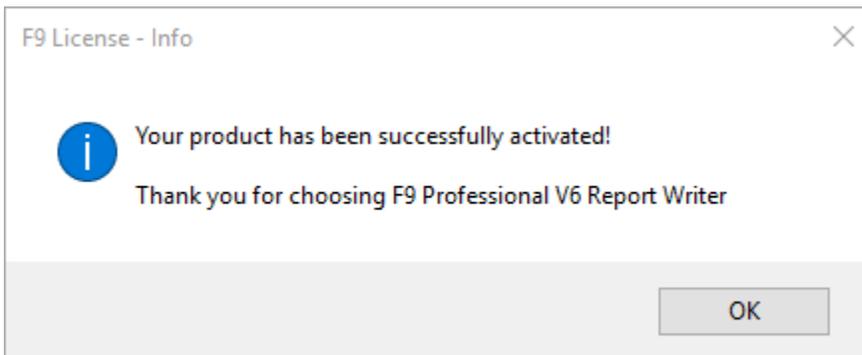
- On the top of the page, a message to download the license will appear:

The screenshot shows the Infor F9 Licensing Portal interface. The header includes the Infor logo and 'F9 Licensing Portal powered by Flexera's Software Monetization Platform'. A green success message banner at the top reads: 'License has been generated successfully, please click here to download the new license.' The 'click here' link is circled in red. The left sidebar contains navigation links: Home, Activation & Entitlements (List Entitlements, Expiring Entitlements), Devices (Devices, Offline Device Management), and Accounts & Users (Accounts, List accounts, Search accounts, Users, List users, Search users). The main content area is titled 'Offline Device Management' and includes the instruction: 'Manually upload either a Capability Request or Synchronization History Files for offline processing. The application will process the files and generate a license file for download.' Below this, there are two radio buttons for 'Upload type': 'Generate license' (selected) and 'Upload synchronization history'. A 'Browse...' button is present with the text 'No file selected.' and an 'Upload' button.

- Save the output .bin file
- Copy the saved .bin file to an external file and go back to your client machine
- On the F9 License – Activation dialog, click **Step2: Process Response**



- Browse to the saved .bin file
- If successful, a message will display:



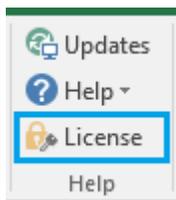
If activation continues to fail, please contact **F9 Technical Support** for more information and assistance.

Refresh F9 Product License

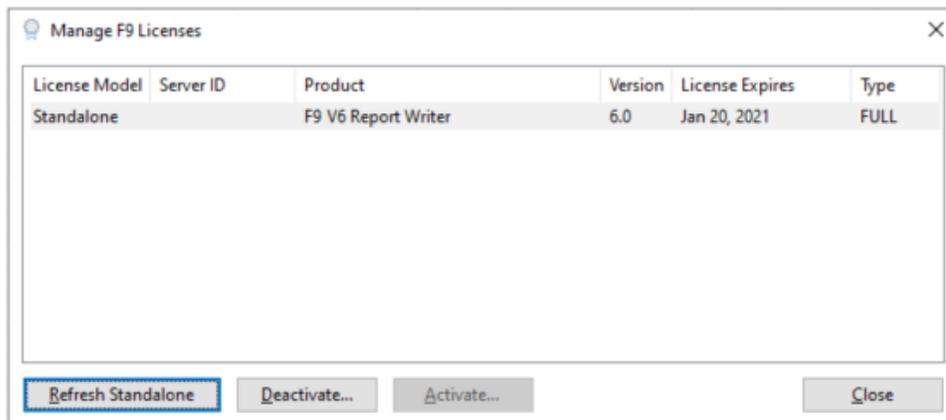
This section includes steps to retrieve and update all activated F9 product licenses with your latest status and properties. For example, if you purchased F9 as a Term license, you can check your renewal date.

In addition, F9 is periodically checking the License Portal for validity of the installed licenses. For computers with an internet connection, the check is done automatically. For computers without internet connection, users will have to perform steps related to: **Offline Refresh** when applicable.

- Start Excel
- From the F9 ribbon, select **License**



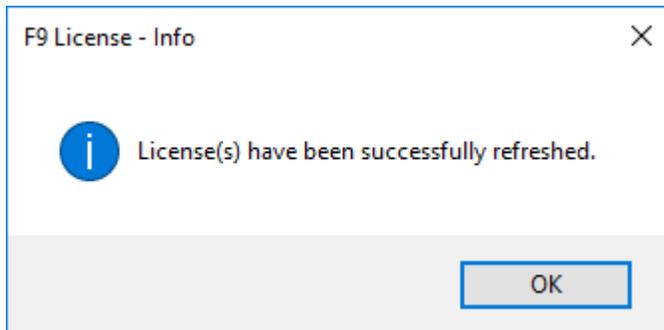
- **Manage F9 Licenses** opens:



- Click **Refresh**

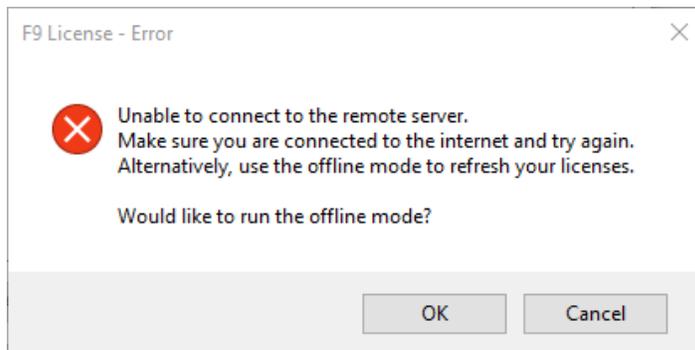
1. Online Refresh

- When your computer is connected to internet, the following message should appear:



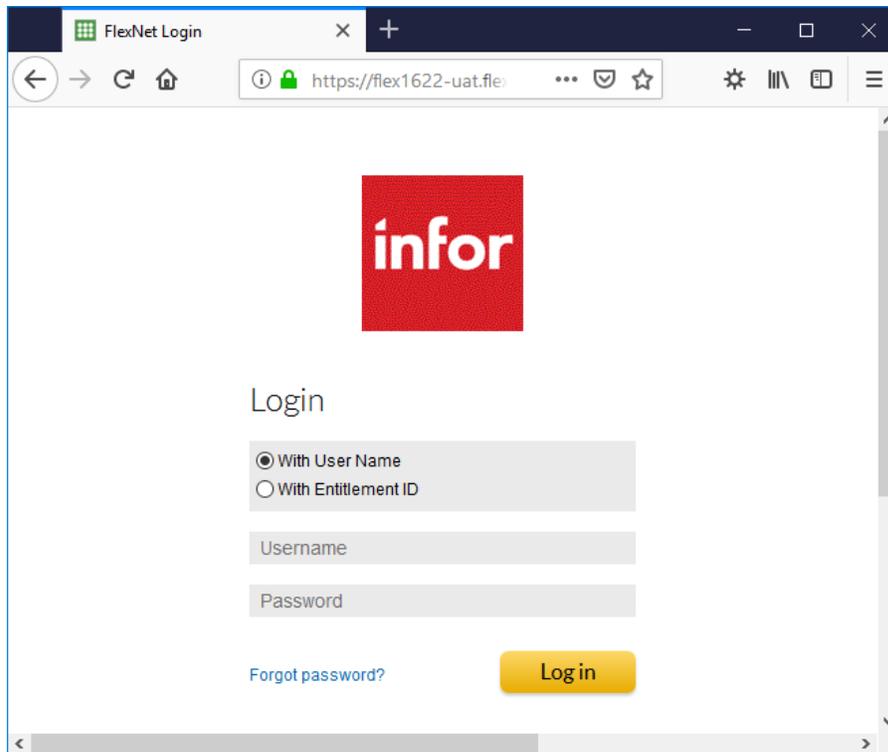
2. Offline Refresh

- If your computer is not connected to internet, an error displays:



- Click **OK**

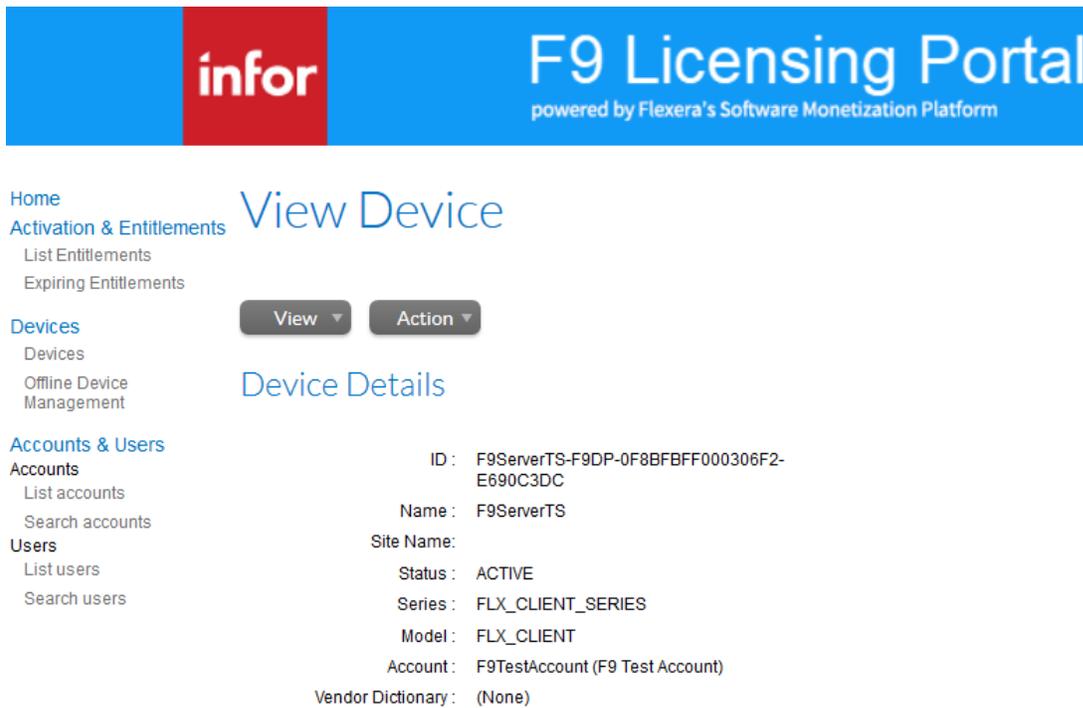
- Login to the Customer Portal
<https://inforf9.flexnetoperations.com/flexnet/operationsportal/logon.do>



- Click **Devices** on the left panel, or you can Search by **Device name**

Name	ID
F9ServerTS	F9ServerTS-F9DP-0F8BF000406F1-E690C3DC (STRING)
F9ServerTS	F9ServerTS-F9DP-0F8BF000306F2-E690C3DC (STRING)

- Click on the **Device name** link for the device to manage.



Home
Activation & Entitlements
List Entitlements
Expiring Entitlements

Devices
Devices
Offline Device Management

Accounts & Users
Accounts
List accounts
Search accounts

Users
List users
Search users

View **Action**

Device Details

ID : F9ServerTS-F9DP-0F8BF000306F2-E690C3DC
Name : F9ServerTS
Site Name :
Status : ACTIVE
Series : FLX_CLIENT_SERIES
Model : FLX_CLIENT
Account : F9TestAccount (F9 Test Account)
Vendor Dictionary : (None)

- From **View Device + Action**, click **Download Capability Response**



Home
Activation & Entitlements
List Entitlements
Expiring Entitlements

Devices
Devices
Offline Device Management

Accounts & Users
Accounts
List accounts
Search accounts

Users
List users
Search users

View **Action**

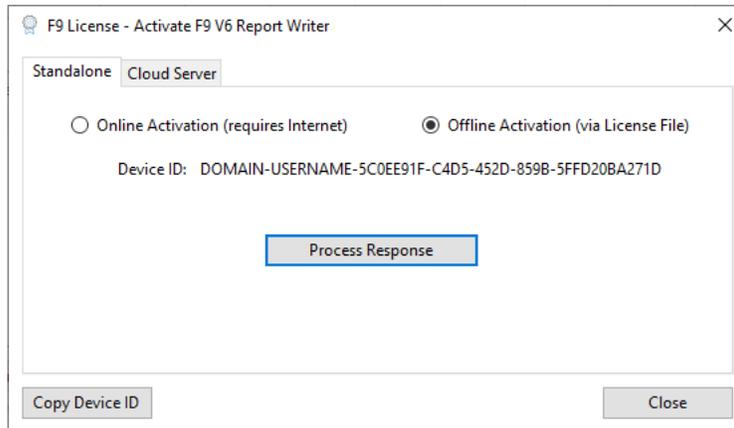
- Map Entitlements
- Remove Licenses
- Download Capability Response**
- Response

Device Details

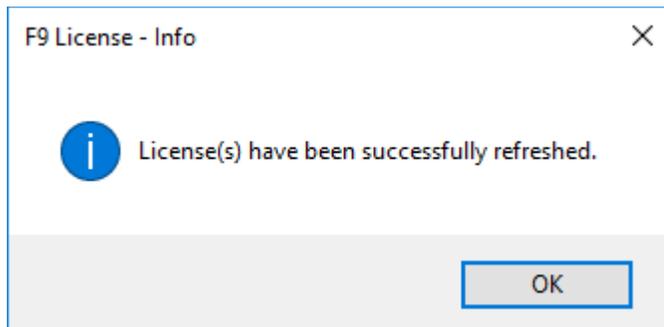
ID : F9ServerTS-F9DP-0F8BF000306F2-E690C3DC
Name : F9ServerTS
Site Name :
Status : ACTIVE
Series : FLX_CLIENT_SERIES
Model : FLX_CLIENT
Account : F9TestAccount (F9 Test Account)
Vendor Dictionary : (None)

- The Browser will prompt to save as a .bin file.

- Copy the saved .bin file to a shared location.
- Back on the computer without internet access, click **Process Response**



- If successful, the following message displays:

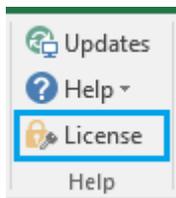


Moving F9 Product Licenses

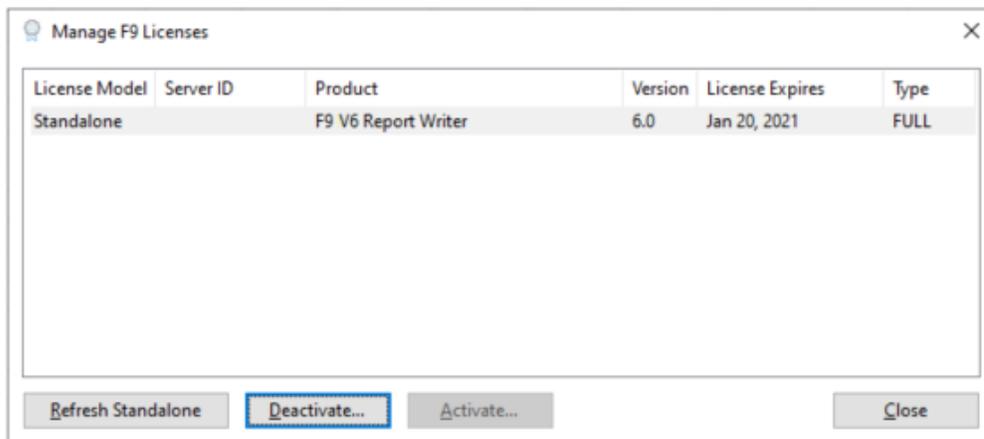
A given F9 product license, once activated, is connected to its hardware and current environment. From time to time, it may be necessary to transfer an active license to new hardware and this functionality is made available within F9.

Before a license can be activated on new hardware, the running copy of F9 must first be deactivated.

- Start **Excel**
- From the F9 ribbon, select the **License**.



- **Manage F9 Licenses** displays:



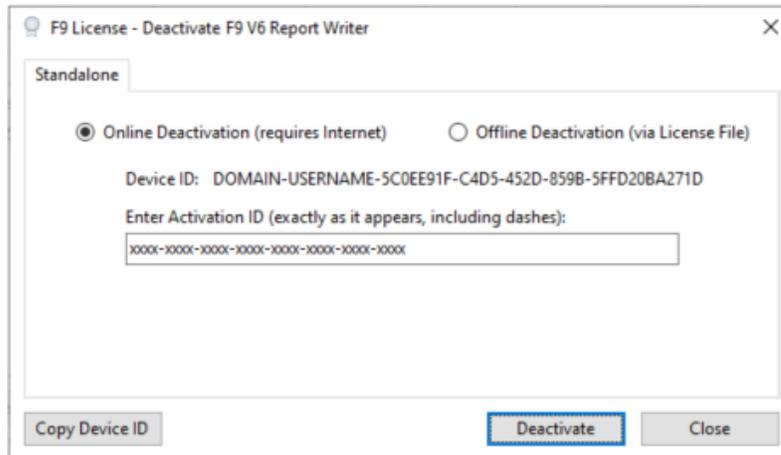
- Select your **F9 product** and click **Deactivate**.

Note: To complete online or offline deactivation, you need your **F9 Activation ID** provided within your purchase email confirmation or via the F9 Customer Portal.

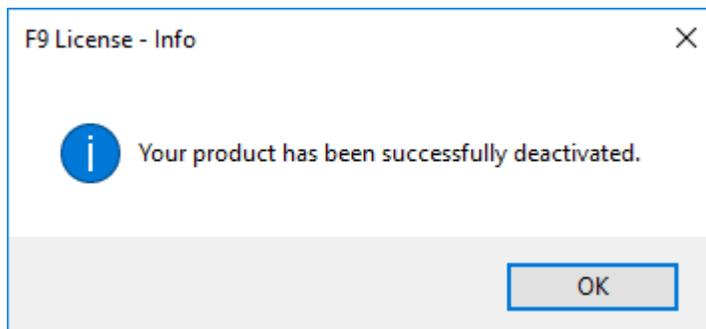
Note: If the computer where you are installing F9 has internet access, choose **Online**; otherwise choose **Offline**.

1. Online Deactivation

- Copy your **Activation ID** and paste it into the text box.
- Click **Deactivate**.

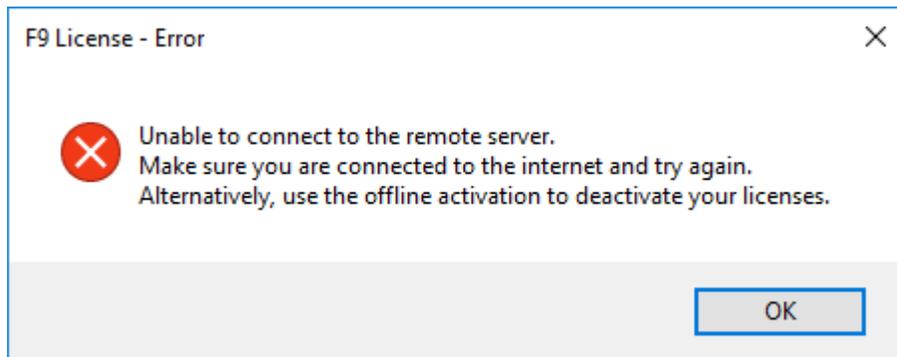


- If successful, the following message displays:



- Now you can use your deactivated F9 license on a new machine.

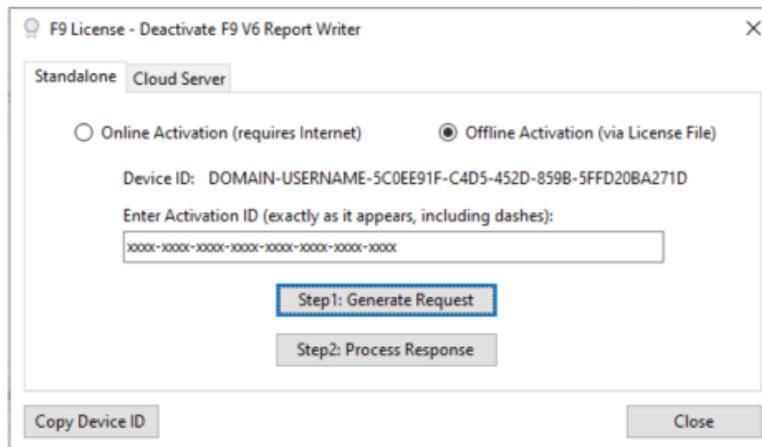
Note: If F9 cannot connect to the site that authenticates F9 product licenses, deactivation will fail and you will need to deactivate the product offline.



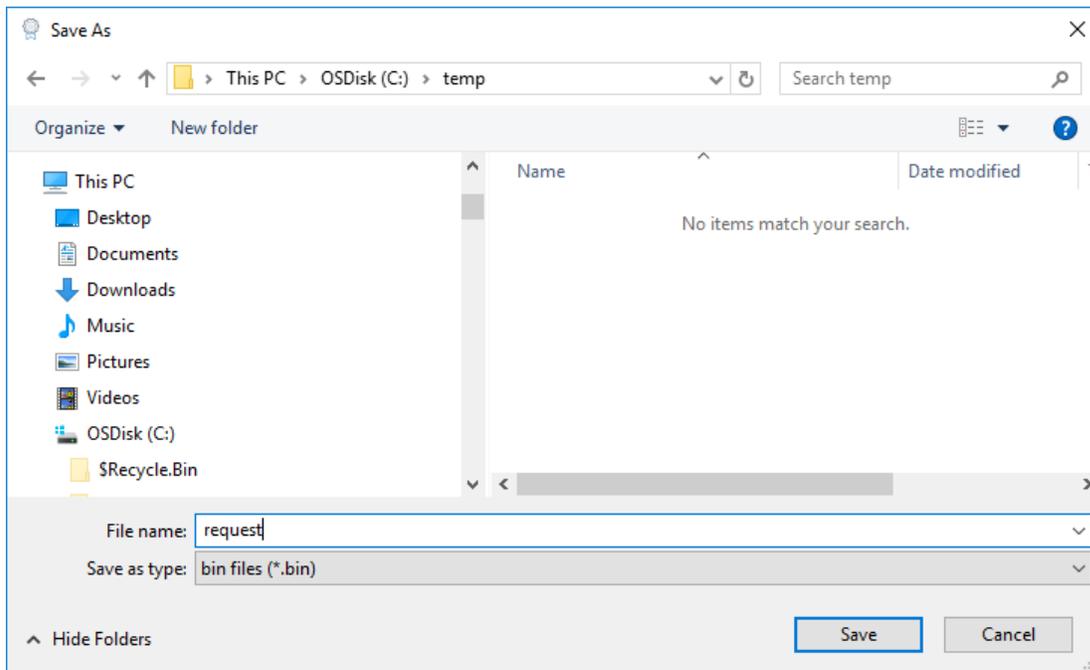
2. Offline Deactivation

If you are installing F9 on a computer that does not have internet access, or if your company firewall or proxy restricts access to the <https://inforf9.flexnetoperations.com/flexnet/deviceservices> site, please perform the following steps to manually deactivate the F9 license.

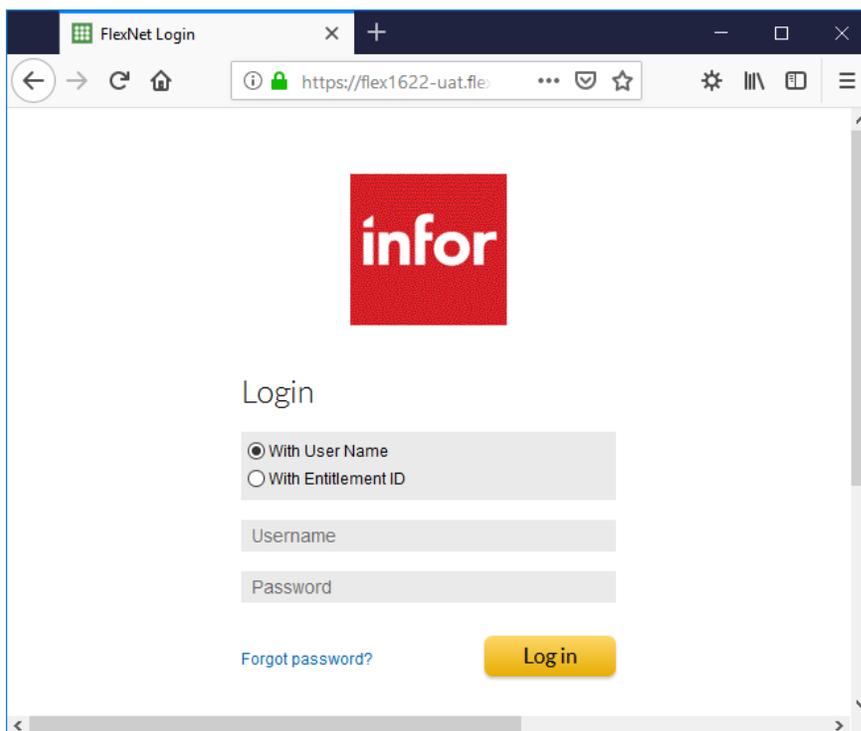
- Select **Offline (via License File)**



- Click **Step1: Generate Request**
- Browse to a directory on your computer and type a file name
- Click **Save**



- **Copy** the saved .bin file to an external drive
- Go to a computer that has internet access
- **Login** to the Customer Portal
<https://infor9.flexnetoperations.com/flexnet/operationsportal/logon.do>



- On the left side under **Devices**, select **Offline Device Management**

- Select **Generate License** as **Upload Type**
- **Browse** to the saved .bin file generated on the client machine
- Click **Upload**

Home
Activation & Entitlements
List Entitlements
Expiring Entitlements

Offline Device Management

Manually upload either a Capability Request or Synchronization History Files for offline processing.

Devices
Devices
Offline Device Management

Accounts & Users
Accounts
List accounts
Search accounts
Users
List users
Search users

Upload type: **Generate license**
 Upload synchronization history

Browse... No file selected.

Upload

- On top of the page, the message to download the license will appear:

Home
Activation & Entitlements
List Entitlements
Expiring Entitlements

Offline Device Management

Manually upload either a Capability Request or Synchronization History Files for offline processing. The application

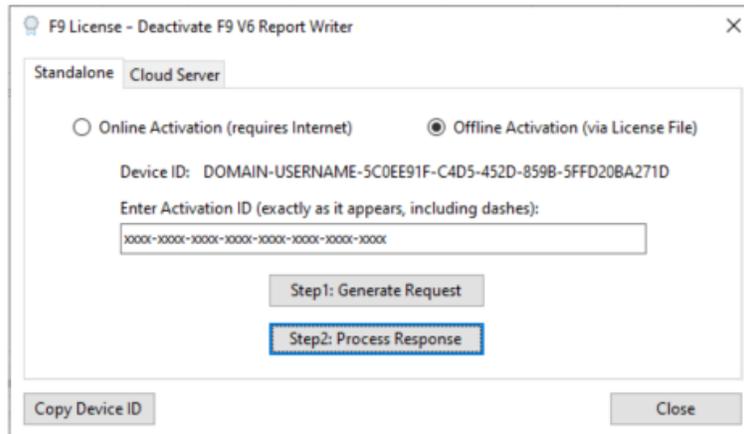
Upload type: **Generate license**
 Upload synchronization history

Browse... No file selected.

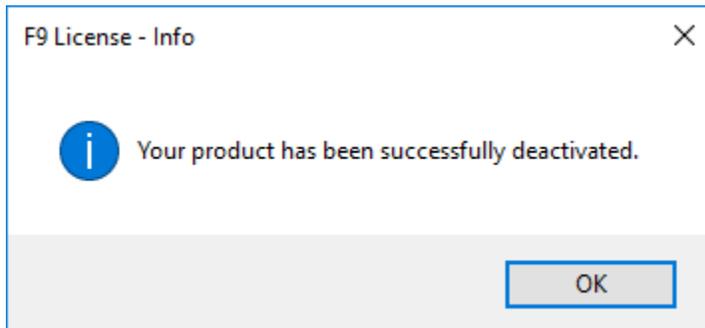
Upload

License has been generated successfully, please [click here](#) to download the new license.

- Save the output .bin file to the machine
- Copy the saved .bin file to an external file location
- Go back to your client machine
- From F9 License – Activation dialog, click **Step2: Process Response**



- If successful, the following message displays:

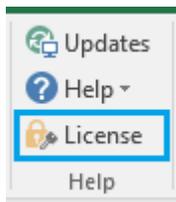


If deactivation continues to fail, please contact **F9 Technical Support** for more information and assistance.

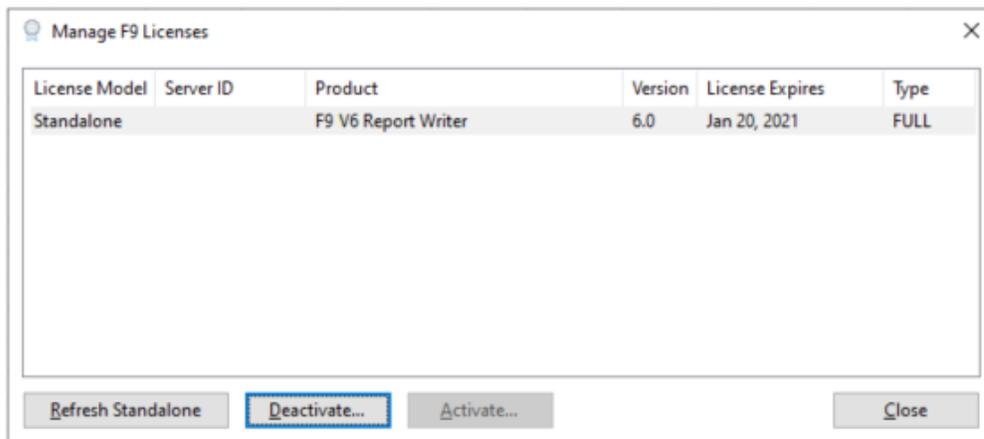
Manually Deactivating F9 Product Licenses

If an F9 product license cannot be deactivated using the above process, the next steps can be followed.

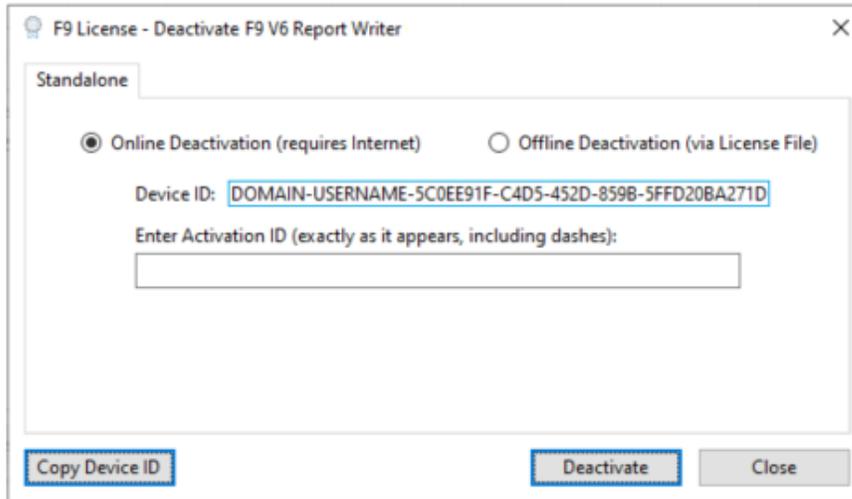
- Start **Excel**
- From the F9 ribbon, select the **License**.



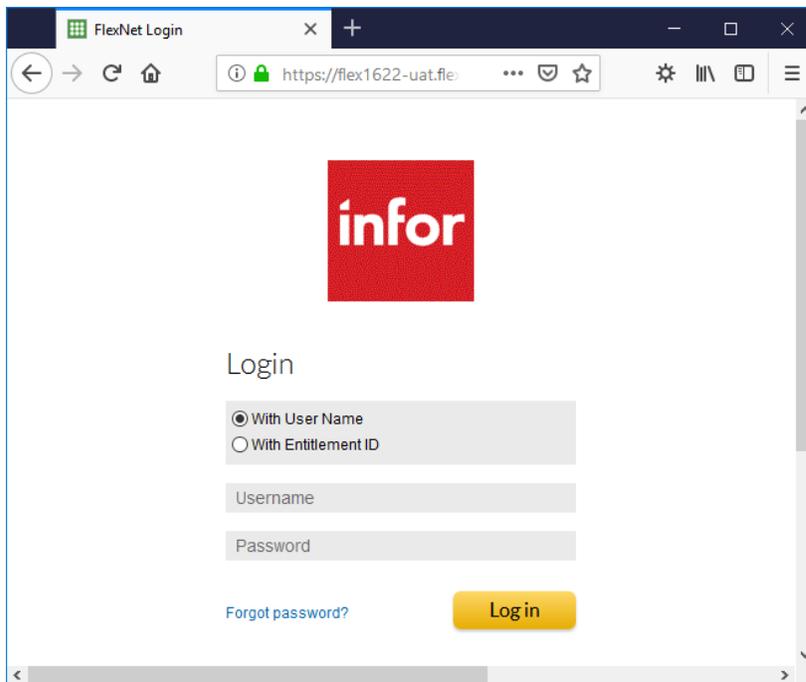
- **Manage F9 Licenses** displays:



- Select your **F9 product** and click **Deactivate**.
- From Deactivate, **Copy** the **Device ID**



- Login to the Customer Portal
<https://infor9.flexnetoperations.com/flexnet/operationsportal/logon.do>



- Click **Devices** on the left panel, or you can also Search by **Device name**

infor F9 Licensing Portal
powered by Flexera's Software Monetization Platform

Home
Activation & Entitlements
List Entitlements
Expiring Entitlements

Devices
Devices
Offline Device Management

Accounts & Users
Accounts
List accounts
Search accounts
Users
List users
Search users

Results for Device name: F9S* [Clear](#)

Devices

4 Results

Name	ID
F9ServerTS	F9ServerTS-F9DP-0F8BF8FF000406F1-E690C3DC (STRING)
F9ServerTS	F9ServerTS-F9DP-0F8BF8FF000306F2-E690C3DC (STRING)

- Click on the **Device name** link for the device to deactivate

infor F9 Licensing Portal
powered by Flexera's Software Monetization Platform

Home
Activation & Entitlements
List Entitlements
Expiring Entitlements

Devices
Devices
Offline Device Management

Accounts & Users
Accounts
List accounts
Search accounts
Users
List users
Search users

View Device

[View](#) [Action](#)

Device Details

ID : F9ServerTS-F9DP-0F8BF8FF000306F2-E690C3DC
Name : F9ServerTS
Site Name :
Status : ACTIVE
Series : FLX_CLIENT_SERIES
Model : FLX_CLIENT
Account : F9TestAccount (F9 Test Account)
Vendor Dictionary : (None)

- Under **Action**, click **Remove Licenses**

Home
Activation & Entitlements
List Entitlements
Expiring Entitlements

Devices
Devices
Offline Device Management

Accounts & Users
Accounts
List accounts
Search accounts

Users
List users
Search users

View Device

View Action

Map Entitlements
Remove Licenses
Download Capability Response

Name : F9ServerTS
Site Name:
Status : ACTIVE
Series : FLX_CLIENT_SERIES
Model : FLX_CLIENT

- Type a number in the **Quantity to remove** field under **Licenses on Device**
- Click **Save**

Home
Activation & Entitlements
List Entitlements
Expiring Entitlements

Devices
Devices
Offline Device Management

Accounts & Users
Accounts
List accounts
Search accounts

Users
List users
Search users

Remove Licenses

ID: F9ServerTS-F9DP-0F8BFBFF000306F2-E690C3DC
ID Type: STRING
Name: F9ServerTS
Account: F9TestAccount

Licenses on Device

Qty to remove	Currently on device	Product
1	1	FNI-PRO6-ADLRG , Version 6.0

Save

- You will see a message that the License was successfully removed:

The screenshot displays the Infor F9 Licensing Portal interface. At the top, the Infor logo is on the left, and the text 'F9 Licensing Portal powered by Flexera's Software Monetization Platform' is on the right. Below the header, a light green banner contains a green checkmark icon and the text 'Licenses successfully removed.', which is circled in red. The left sidebar contains navigation links: Home, Activation & Entitlements (with sub-links for List Entitlements and Expiring Entitlements), Devices (with sub-links for Devices, Offline Device Management), and Accounts & Users (with sub-links for Accounts and Users). The main content area shows 'View Device' and 'Device Details'. Below 'View Device' are 'View' and 'Action' buttons. The 'Device Details' section lists the following information:

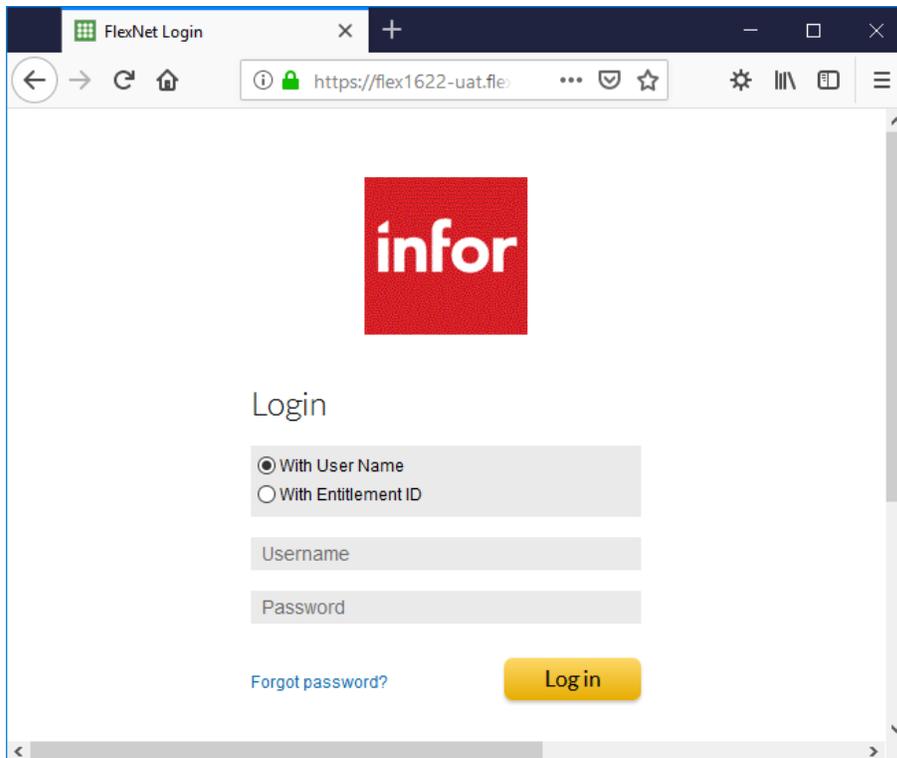
ID :	F9ServerTS-F9RW-0F8BFBFF000306F2-E690C3DC
Name :	F9ServerTS
Site Name :	
Status :	ACTIVE
Series :	FLX_CLIENT_SERIES
Model :	FLX_CLIENT
Account :	F9TestAccount (F9 Test Account)
Vendor Dictionary :	(None)

IMPORTANT: Once F9 is deactivated, the F9 license will be trial or expired, depending on the number of days left from trial period.

Manually Activating F9 Product Licenses

This section includes another way to activate F9 licenses.

- Login to the Customer Portal
<https://inforf9.flexnetoperations.com/flexnet/operationsportal/logon.do>



- Click **Devices** on the left panel, or you can Search by **Device name**

The screenshot shows the Infor F9 Licensing Portal interface. The header includes the Infor logo and 'F9 Licensing Portal powered by Flexera's Software Monetization Platform'. A search bar at the top right shows 'Results for Device name: F9S*' with a 'Clear' link. The left navigation menu has 'Devices' circled in red. The main content area displays 'Devices' with a sub-header '4 Results' and a table of results.

Name	ID
F9ServerTS	F9ServerTS-F9DP-0F8BF8FF000406F1-E690C3DC (STRING)
F9ServerTS	F9ServerTS-F9DP-0F8BF8FF000306F2-E690C3DC (STRING)

- Click on the **Device name** link for the device you wish to activate a license

The screenshot shows the 'View Device' page in the Infor F9 Licensing Portal. The header is the same as the previous screenshot. The left navigation menu is visible. The main content area is titled 'View Device' and 'Device Details'. There are 'View' and 'Action' buttons. The device details are listed below.

Device Details:

- ID : F9ServerTS-F9DP-0F8BF8FF000306F2-E690C3DC
- Name : F9ServerTS
- Site Name:
- Status : ACTIVE
- Series : FLX_CLIENT_SERIES
- Model : FLX_CLIENT
- Account : F9TestAccount (F9 Test Account)
- Vendor Dictionary : (None)

- Under **Action**, click **Map Entitlements**

Please note that this option is not available if user is logged using Entitlement ID.



infor F9 Licensing
powered by Flexera's Software Monetization

Home
Activation & Entitlements
List Entitlements
Expiring Entitlements

Devices
Devices
Offline Device Management

Accounts & Users
Accounts
List accounts
Search accounts

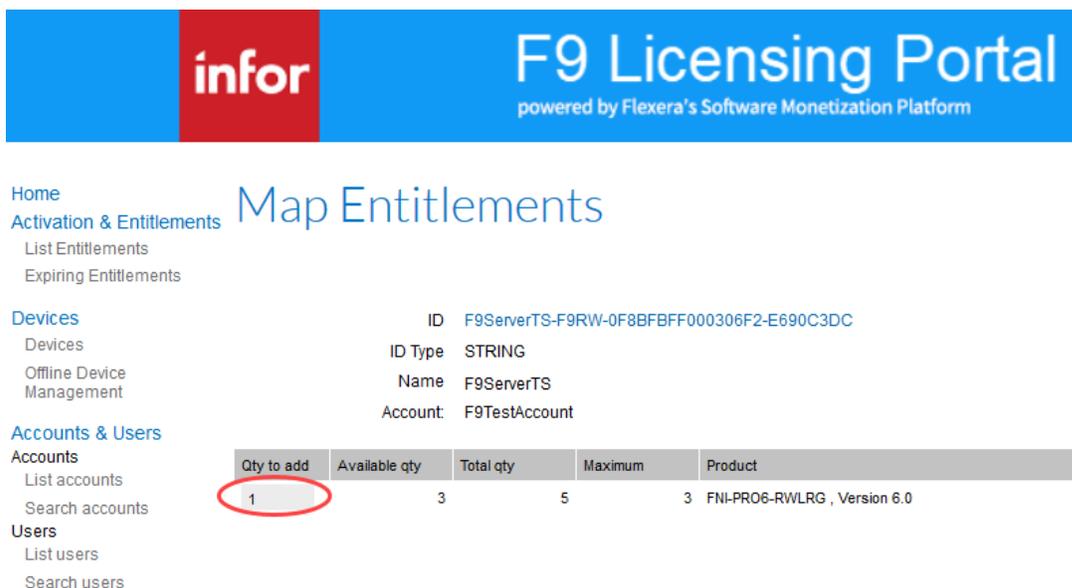
Users
List users
Search users

View **Action**

Map Entitlements
Remove Licenses
Download Capability Response
FBFF000306F2-

Name : F9ServerTS
Site Name:
Status : ACTIVE
Series : FLX_CLIENT_SERIES
Model : FLX_CLIENT

- Type a number for **Quantity to add** and click **Save**



infor F9 Licensing Portal
powered by Flexera's Software Monetization Platform

Home
Activation & Entitlements
List Entitlements
Expiring Entitlements

Devices
Devices
Offline Device Management

Accounts & Users
Accounts
List accounts
Search accounts

Users
List users
Search users

ID : F9ServerTS-F9RW-0F8BF000306F2-E690C3DC
ID Type : STRING
Name : F9ServerTS
Account : F9TestAccount

Qty to add	Available qty	Total qty	Maximum	Product
1	3	5	3	FNI-PRO6-RWLRG , Version 6.0

- You will see a message that the License was successfully mapped:

The screenshot displays the Infor F9 Licensing Portal interface. At the top, the Infor logo is on the left, and the text 'F9 Licensing Portal powered by Flexera's Software Monetization Platform' is on the right. Below the header, a light green banner contains a green checkmark icon and the text 'Entitlements successfully mapped.', which is circled in red. The left sidebar lists navigation options: Home, Activation & Entitlements (with sub-items: List Entitlements, Expiring Entitlements), Devices (with sub-items: Devices, Offline Device Management), and Accounts & Users (with sub-items: Accounts, Users). The main content area shows 'View Device' with 'View' and 'Action' buttons, followed by 'Device Details' with the following information:

ID :	F9ServerTS-F9RW-0F8BFBFF000306F2-E690C3DC
Name :	F9ServerTS
Site Name:	
Status :	ACTIVE
Series :	FLX_CLIENT_SERIES
Model :	FLX_CLIENT
Account :	F9TestAccount (F9 Test Account)
Vendor Dictionary :	(None)

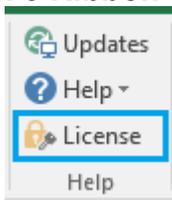
Cloud License

Activate

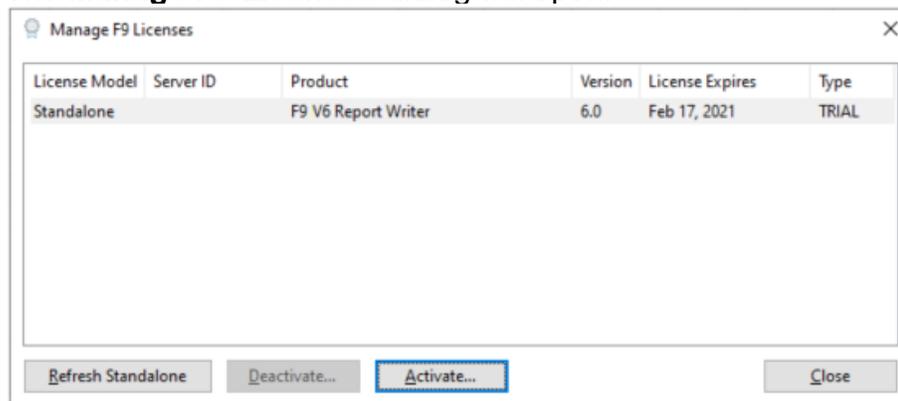
An F9 product license on a particular machine should be activated with a FlexNet Cloud Server only one time. Any user running F9 on an already activated machine does not have to activate again. Simply running F9 will check out a license from FlexNet Cloud Server and closing F9 will release the license back to the pool of available licenses.

Steps:

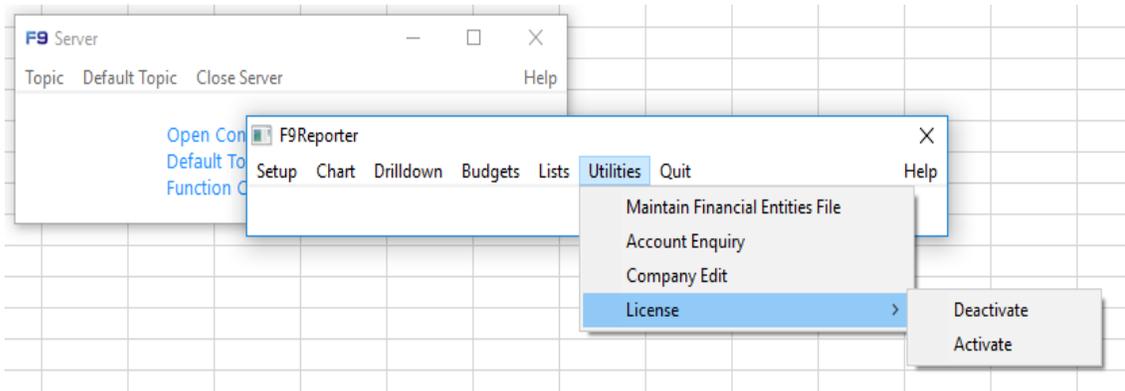
1. Open **Excel**
2. **F9 Ribbon > License**



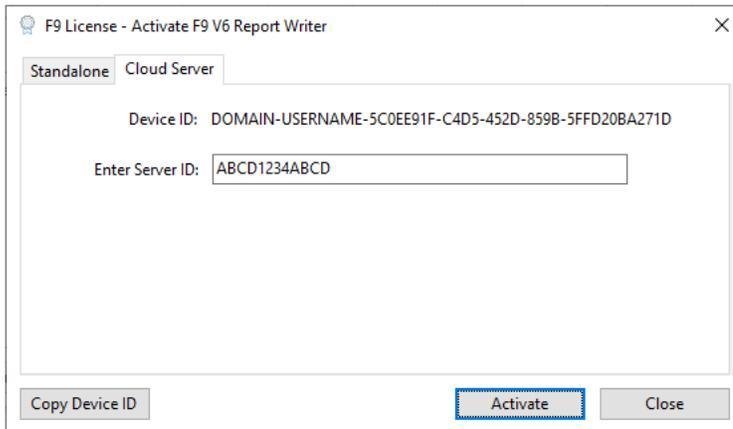
3. The **Manage F9 Licenses** dialog will open.



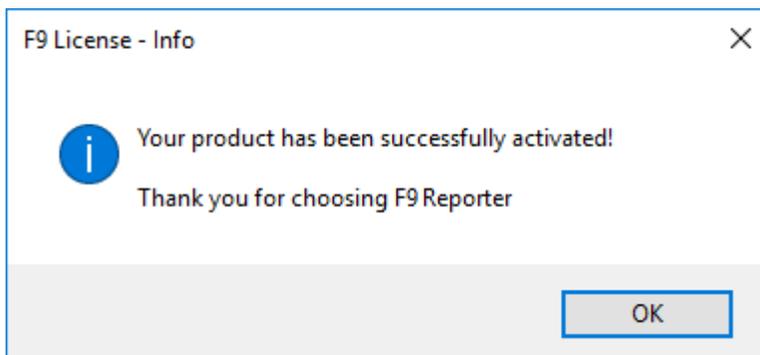
4. Select the F9 product and click **Activate**
5. Alternatively, **F9 > Utilities > License > Activate**



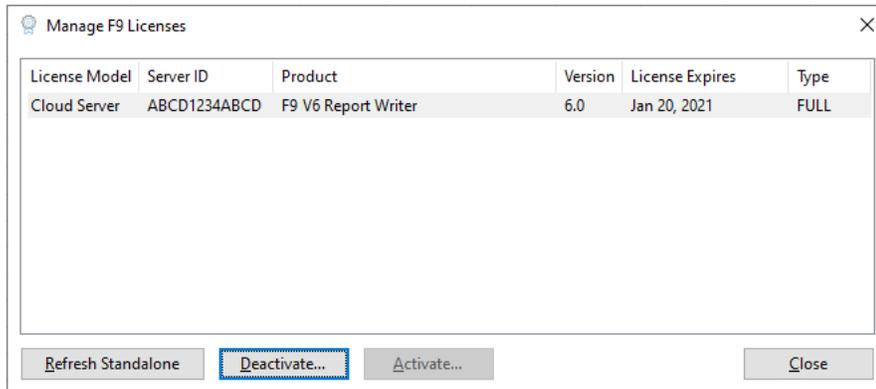
6. Select Cloud Server tab
7. Copy/paste or enter your **F9 Cloud Server ID**



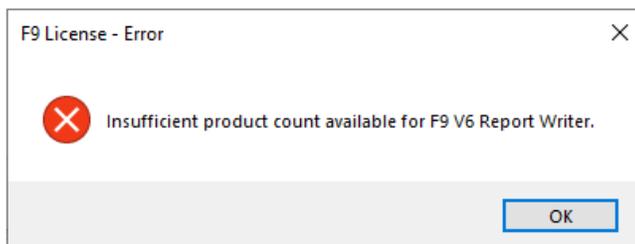
8. Ensure this computer can connect to the **Internet**
9. Click **Activate**
10. If successful, a message displays:



11. Click **OK**

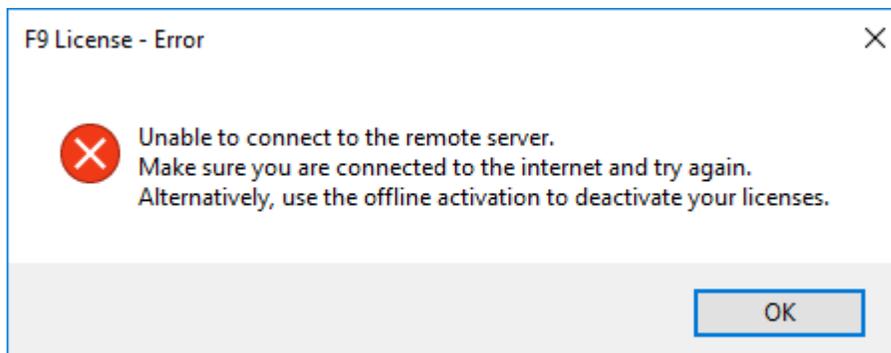


Note: In the case of an insufficient number of the product's seats remaining, an error displays:



In the case of insufficient number of product's seats IT Admin can log into FlexNet customer portal and examine Served Devices where are F9 licenses currently used. Closing F9 where users are inactive will release licenses and make them available for other users. For more information check F9 Help file. Alternatively, contact F9 Sales to increase number of F9 seats.

Note: If F9 cannot connect to the site that authenticated the F9 product license, activation will fail, or in case of a failure when an internet connection is not available, an error displays:



In this case, make sure your organization firewall or proxy has access to <https://inforf9.compliance.flexnetoperations.com/instances/{ServerID}/request>

Change Cloud Server

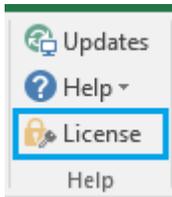
In case the Cloud License Server ID must be changed, ALL the licenses currently in use should be returned first.

The easiest way is for all users to close the F9 application, then from each machine where F9 is installed, only one user should open F9 and perform the following two STEPS.

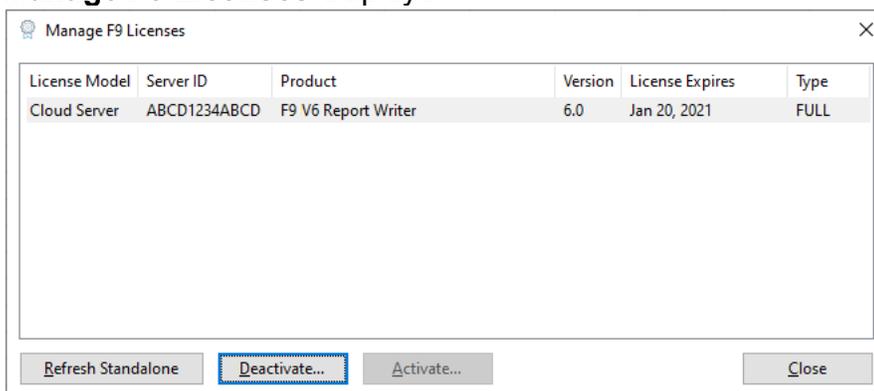
Both steps should be done within the same F9 session without closing F9 between two steps.

STEP 1 - Deactivate Existing Cloud Server ID:

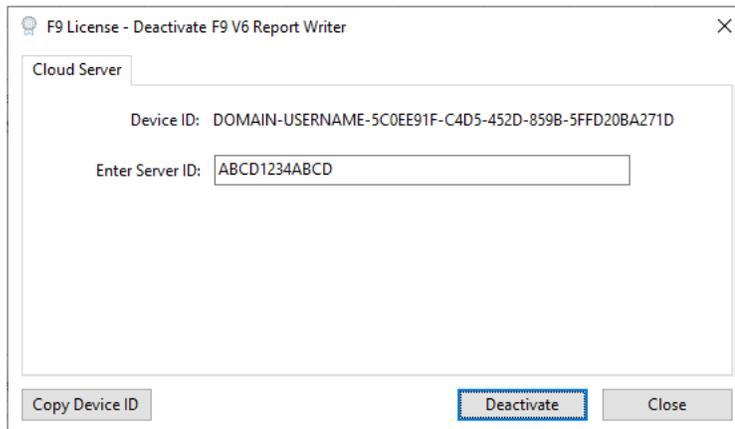
1. Open **Excel**
2. **F9 Ribbon > License**



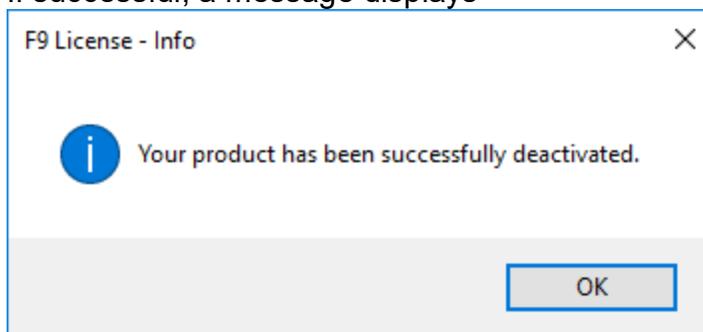
3. **Manage F9 Licenses** displays



4. Select your product and click **Deactivate**
5. Enter your existing **Cloud Server ID** (alternatively it will be pre-populated)

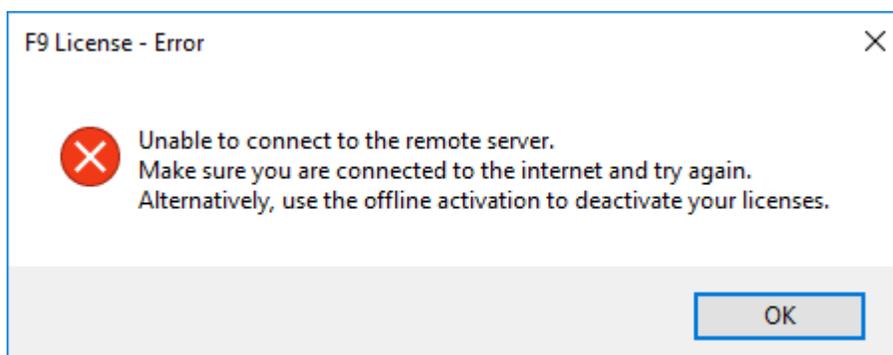


6. Click **Deactivate**
7. If successful, a message displays



8. Click **OK**
9. Your product license will be back on trial

Note: If F9 cannot connect to the site that authenticated the F9 product license, activation will fail, or in case of a failure when an internet connection is not available, an error displays:



In this case, make sure your organization firewall or proxy has access to <https://inforf9.compliance.flexnetoperations.com/instances/{ServerID}/request>

STEP 2 - Activate Existing Cloud Server ID:

1. Select your product and click **Activate**

License Model	Server ID	Product	Version	License Expires	Type
Standalone	ABCD1234ABCD	F9 V6 Report Writer	6.0	Feb 17, 2021	TRIAL

Buttons: Refresh Standalone, Deactivate..., Activate..., Close

2. Enter existing **Cloud Server ID** (alternatively it will be pre-populated)

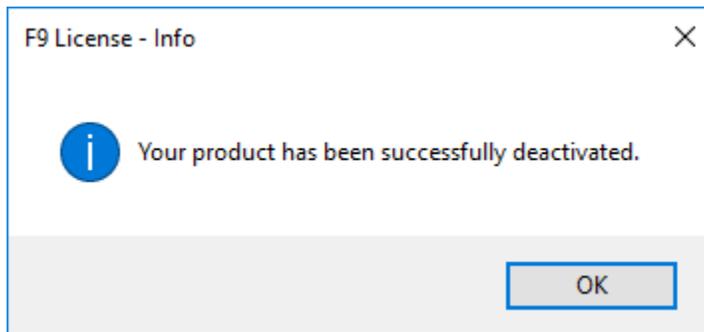
Device ID: DOMAIN-USERNAME-5C0EE91F-C4D5-452D-859B-5FFD20BA271D

Enter Server ID: EFGH3698EFGH

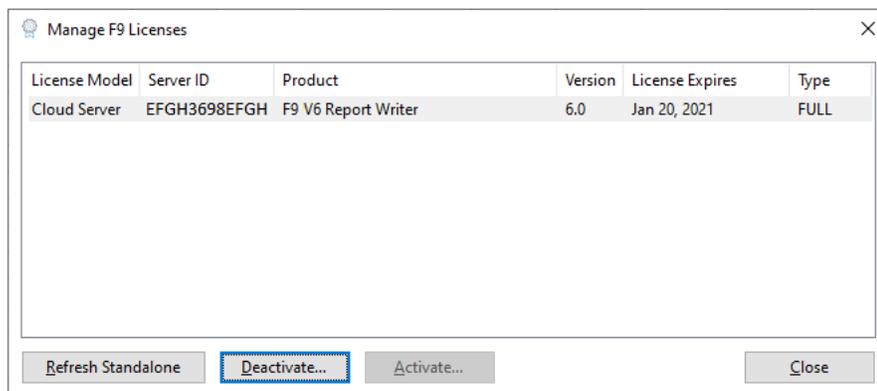
Buttons: Copy Device ID, Activate, Close

3. Click **Activate**

4. If successful, a message displays

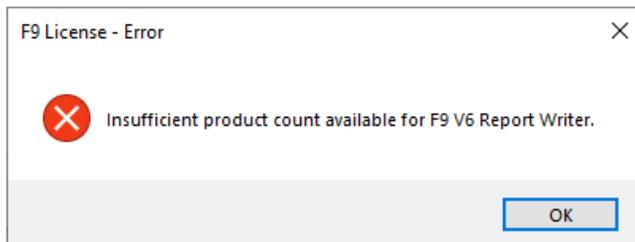


5. Click **OK**



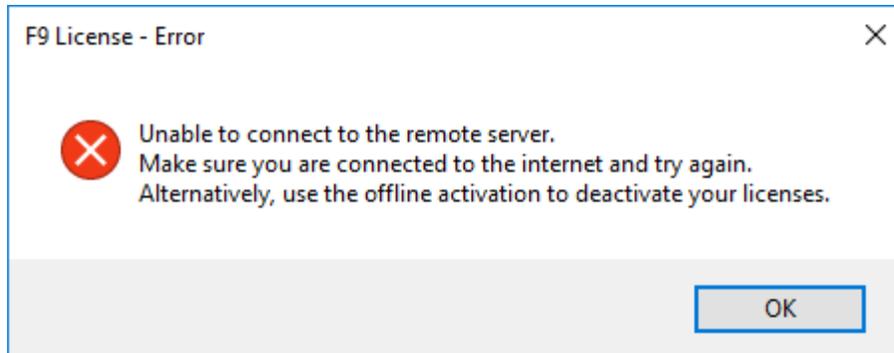
6. F9 product is fully activated

Note: In case of insufficient number of the product's seats, an error displays:



In the case of insufficient number of product's seats IT Admin can log into FlexNet customer portal and examine Served Devices where are F9 licenses currently used. Closing F9 where users are inactive will release licenses and make them available for other users. For more information check F9 Help file. Alternatively, contact F9 Sales to increase number of F9 seats.

Note: If F9 cannot connect to the site that authenticated the F9 product license, activation will fail, or in case of a failure when an internet connection is not available, an error displays:



In this case, make sure your organization firewall or proxy has access to <https://inforf9.compliance.flexnetoperations.com/instances/{ServerID}/request>

Deactivate

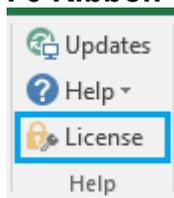
Deactivate for Cloud License is used in combination of steps for changing License Model or Changing Cloud Servers. Since running F9 will silently take a license from pool of licenses on Cloud Server, if user doesn't want to use F9 on the specific machine, F9 should be uninstalled after deactivation.

If the Cloud License Server ID must be deactivated, all the licenses currently in use should be returned first. Before a license can be activated on new hardware, the running copy of F9 must first be deactivated.

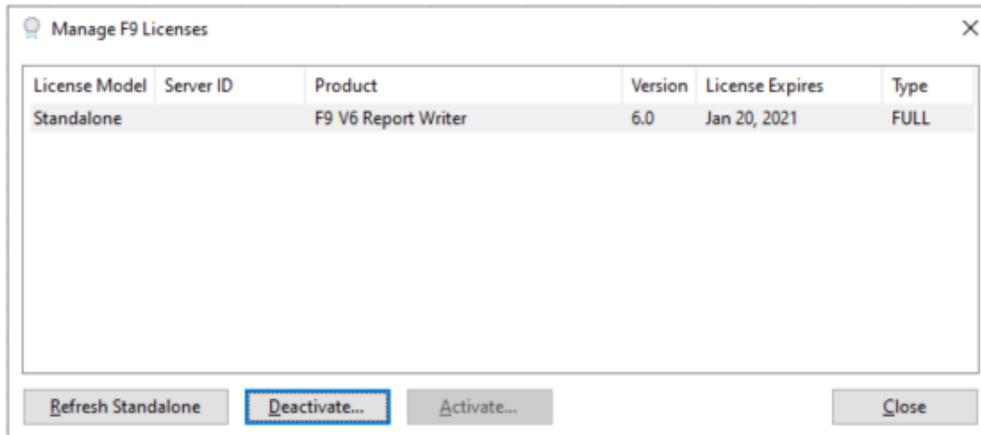
The easiest way is for all users to close their F9 application, then from each machine where F9 is installed, only one user should open F9 and perform the deactivation STEPS.

Steps:

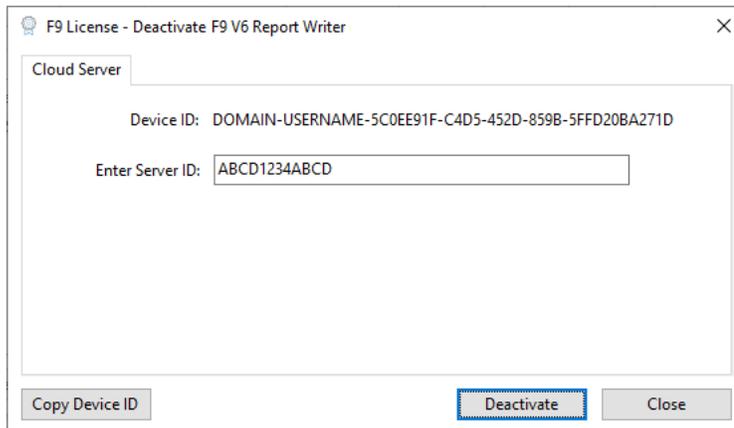
1. Open **Excel**
2. **F9 Ribbon > License**



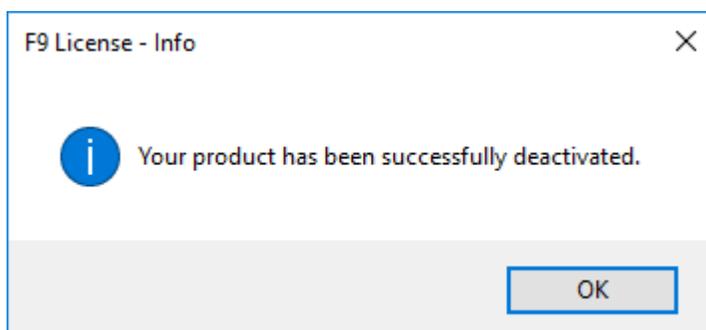
3. **Manage F9 Licenses** displays:



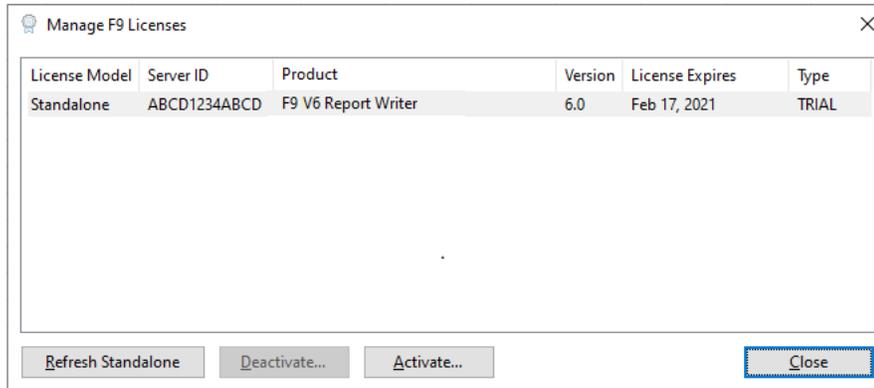
4. Select your **F9 product** and click **Deactivate**
5. Copy/paste or enter your **Cloud Server ID** (alternatively it will be pre-populated)



6. Ensure this computer can connect to the **Internet**
7. Click **Deactivate**
8. If successful, a message displays:

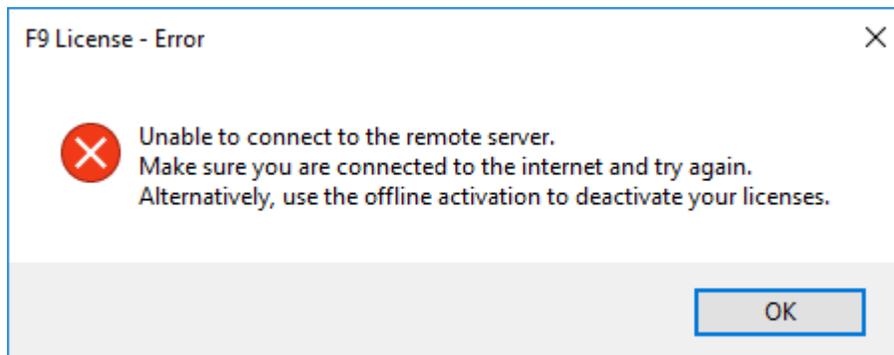


9. Click **OK**



10. F9 product is back on trial

Note: If F9 cannot connect to the site that authenticated the F9 product license, activation will fail, or in case of a failure when an internet connection is not available, an error displays:



In this case, make sure your organization firewall or proxy has access to <https://inforf9.compliance.flexnetoperations.com/instances/{ServerID}/request>

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