

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

Infor F9

F9 License Manager

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F9 License Introduction

License Overview

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 one or more Activation IDs in an email.

The activation process will create a Device ID based on your user credentials 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.

F9 licenses cannot be load balanced. For the servers with load balancing F9 named users can be configured to be automatically directed to the particular server they were activated on.

Local user profile persistence is required. Environments where local user profiles are deleted on logoff are not supported.

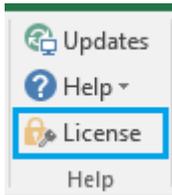
License Scenarios

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

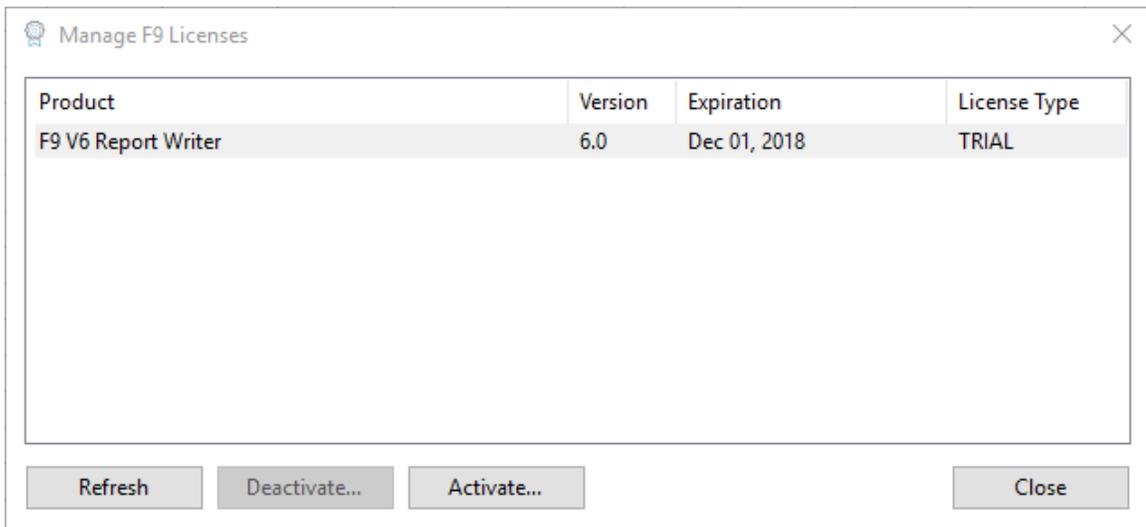
Alternatively, you also have access to the F9 Licensing Portal to manage licensing tasks including activate, deactivate, and move license(s).

1. Activate F9

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



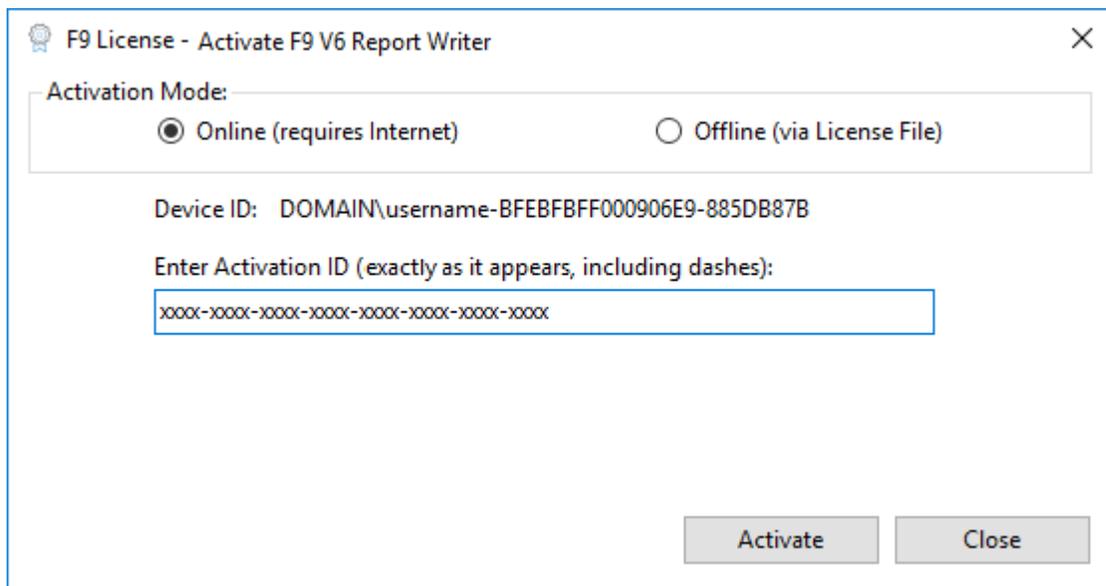
- The **Manage F9 Licenses** dialog will open.



- 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.

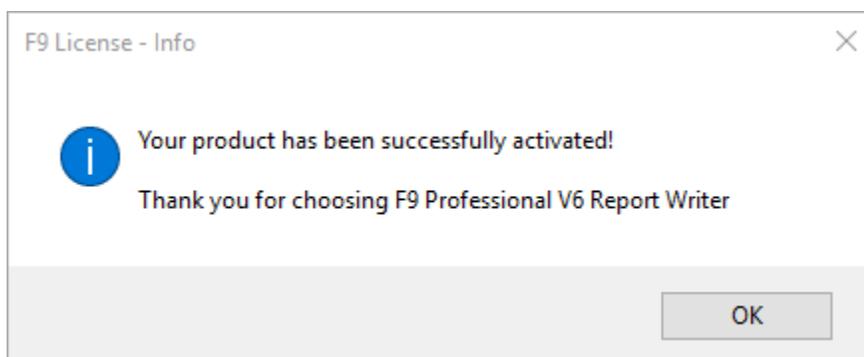


Note: If the computer where you are installing F9 has internet access, choose **Online**; otherwise choose **Offline**.

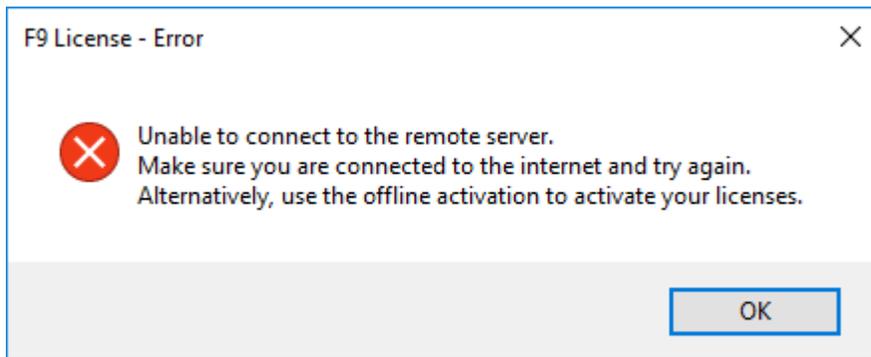
1.1 Online Activation

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

If successful, the F9 License – Info displays:



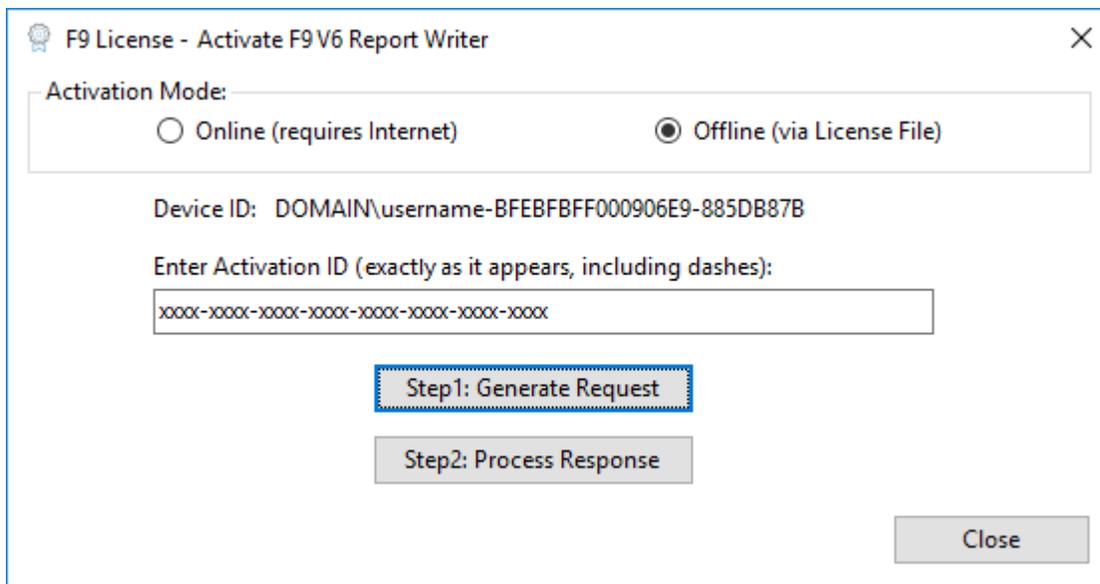
Note: If for any reason F9 cannot connect to the site that authenticates licenses, you will need to activate offline.



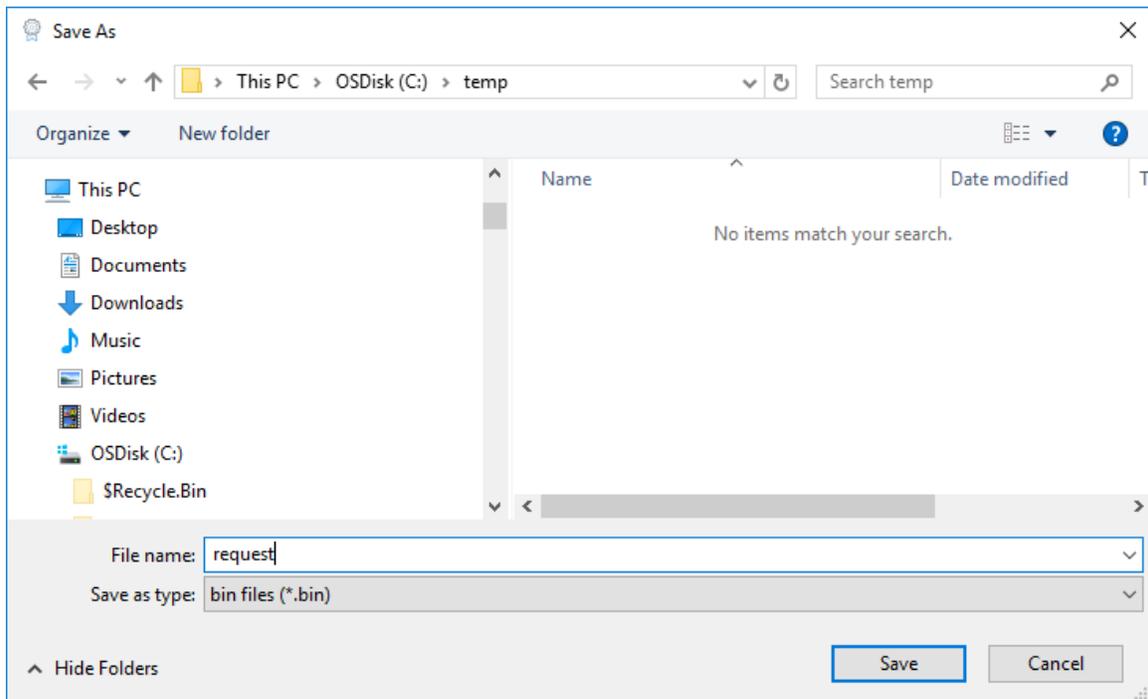
1.2 Offline Activation

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).

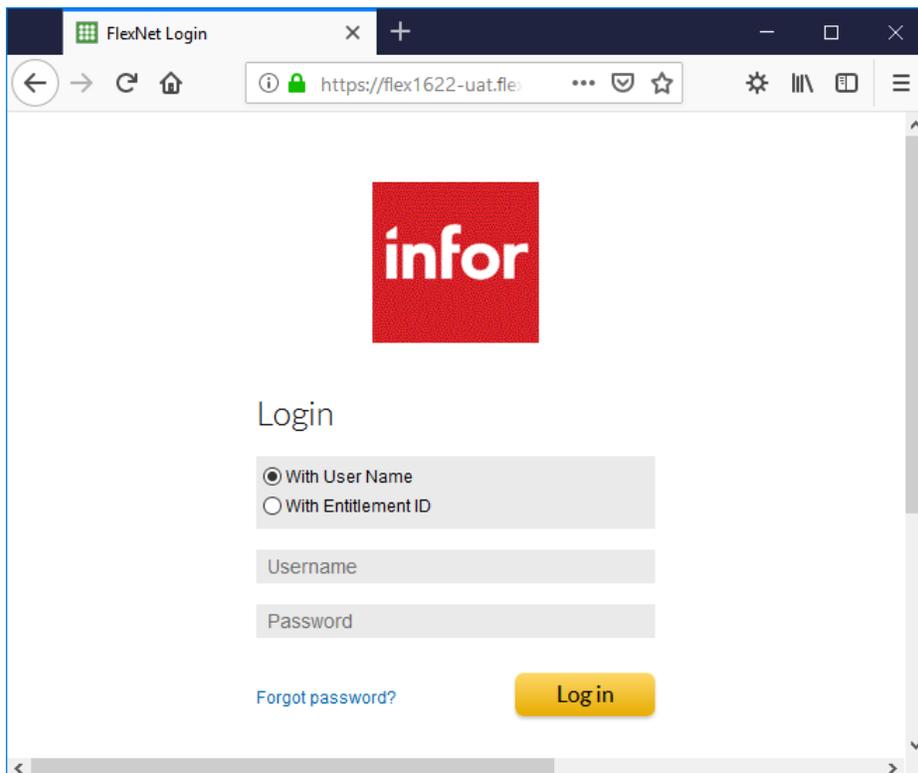
- Select the **Offline (via License File)** option:



- 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://inforf9.flexnetoperations.com/flexnet/operationsportal/logon.do>



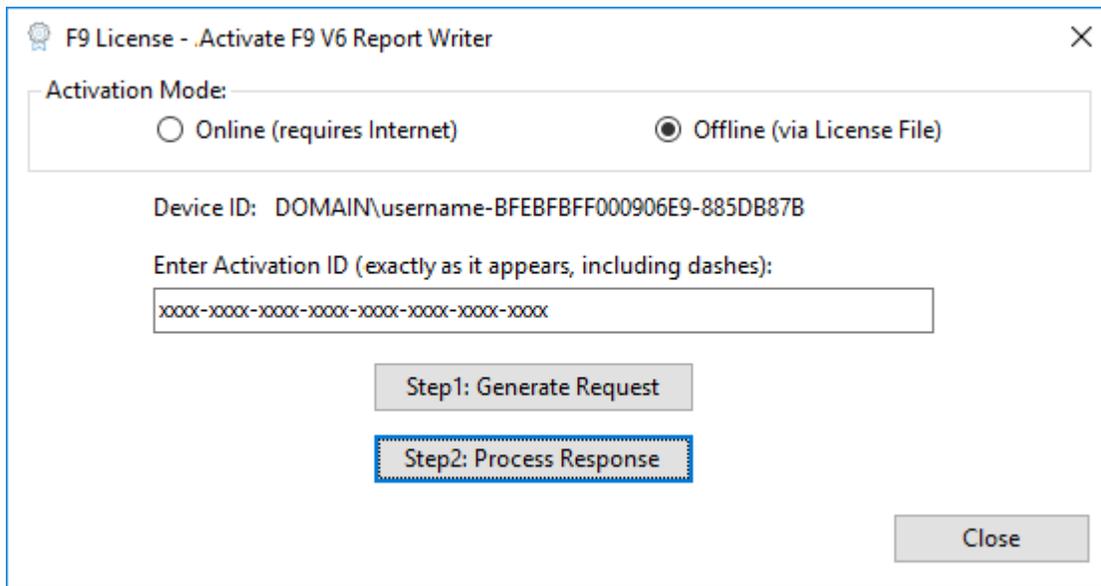
- On the left side under **Devices**, select **Offline Device Management**
- Select **Generate License** as **Upload Type**
- Browse to the saved .bin file generated on the client machine, click **Upload**

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, Offline Device Management), 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.

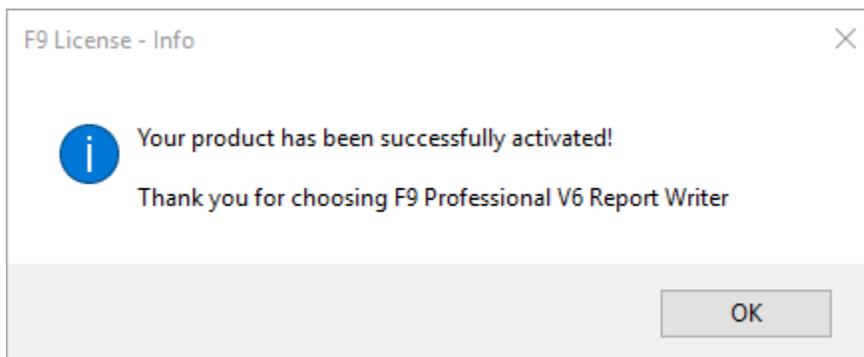
- On the top of the page, a message to download the license will appear:

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, Offline Device Management), 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:



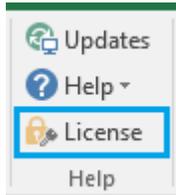
If activation continues to fail, please contact **F9 Technical Support** for more information and assistance.

2. Refresh F9 Product License

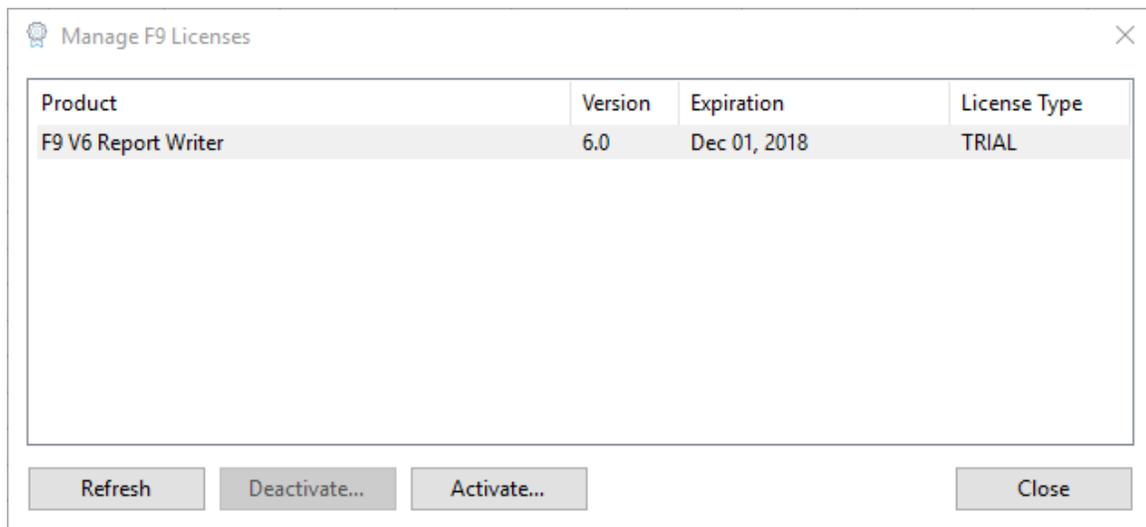
This section includes steps to retrieve and update all activated F9 product licenses with your latest status and properties. For example, if you purchased F9 as a Term license, you can check your renewal date.

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**



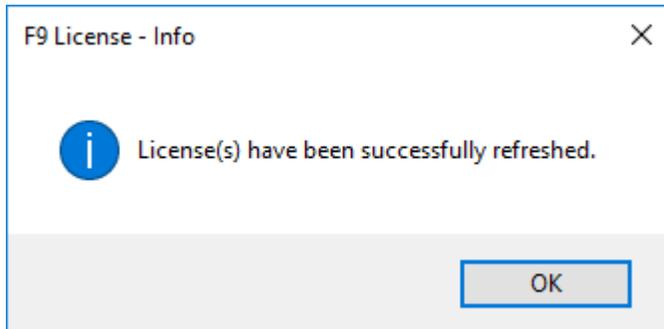
- **Manage F9 Licenses** opens:



- Click **Refresh**

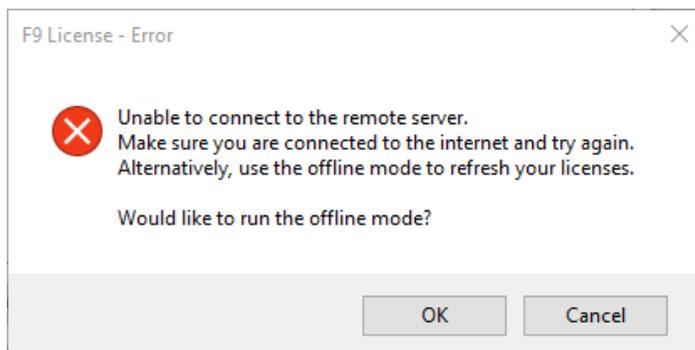
2.1 Online Refresh

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



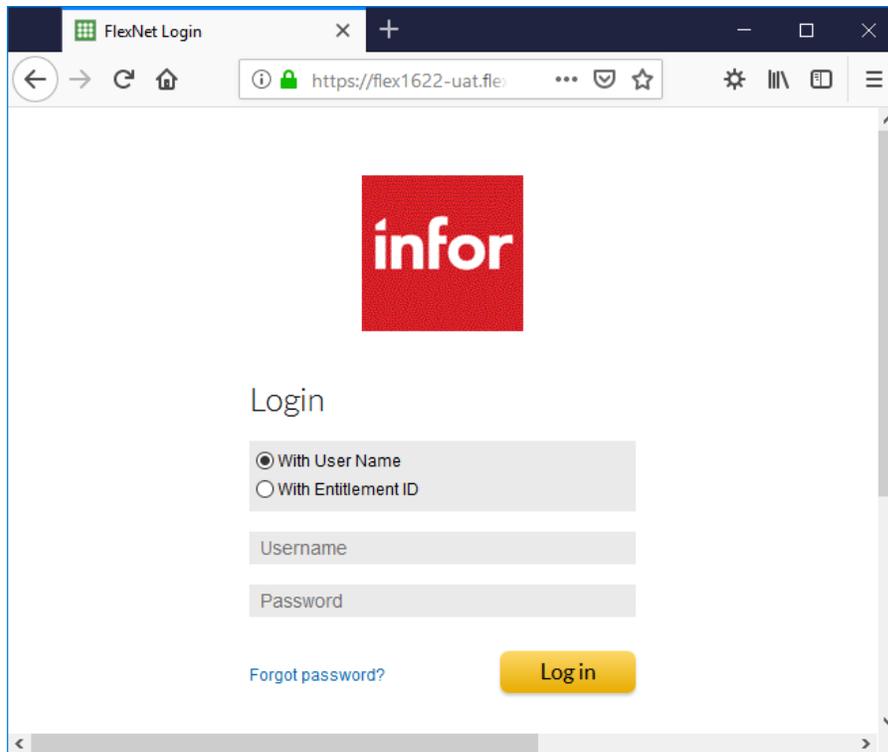
2.2 Offline Refresh

- 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-0F8BFBF000406F1-E690C3DC (STRING)
F9ServerTS	F9ServerTS-F9DP-0F8BFBF000306F2-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

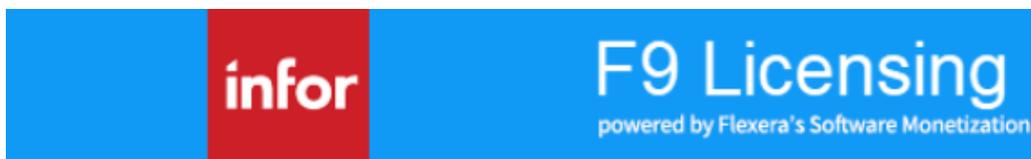
View **Action**

View Device

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**

View Device

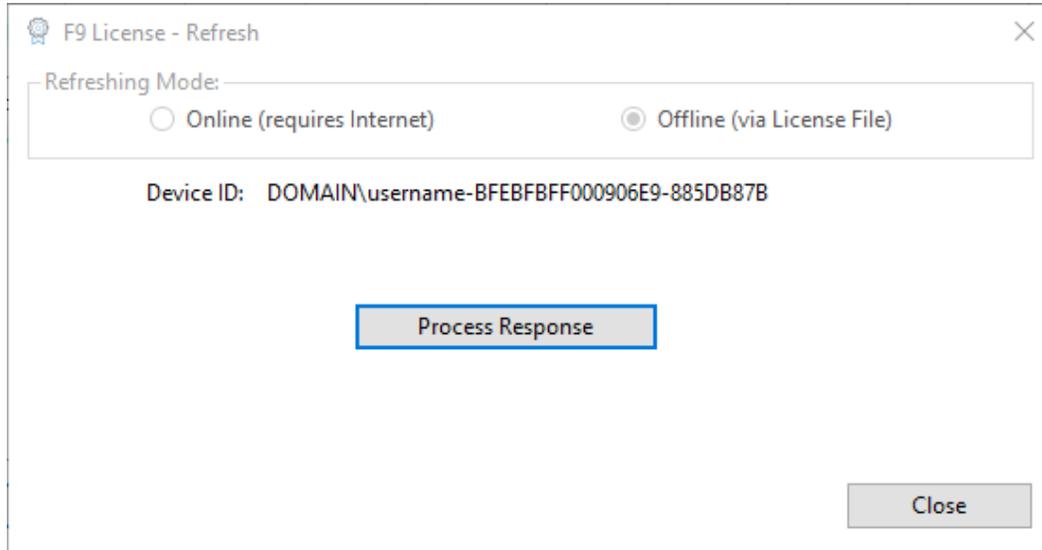
Device Details

FBFF000306F2-
Name : F9ServerTS
Site Name:
Status : ACTIVE
Series : FLX_CLIENT_SERIES
Model : FLX CLIENT

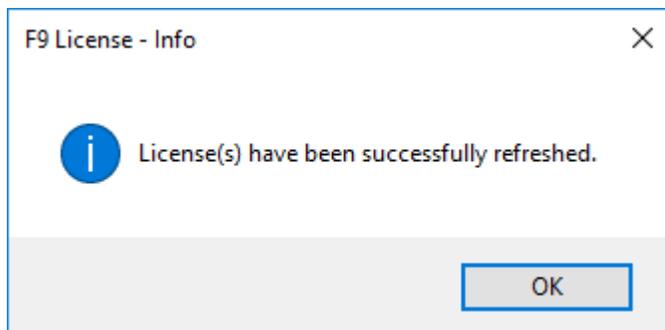
The "Action" dropdown menu is open, showing options: "Map Entitlements", "Remove Licenses", and "Download Capability Response". The "Download Capability Response" option is circled in red.

- 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:

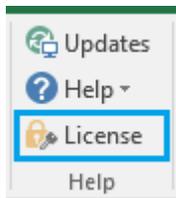


3. Moving F9 Product Licenses

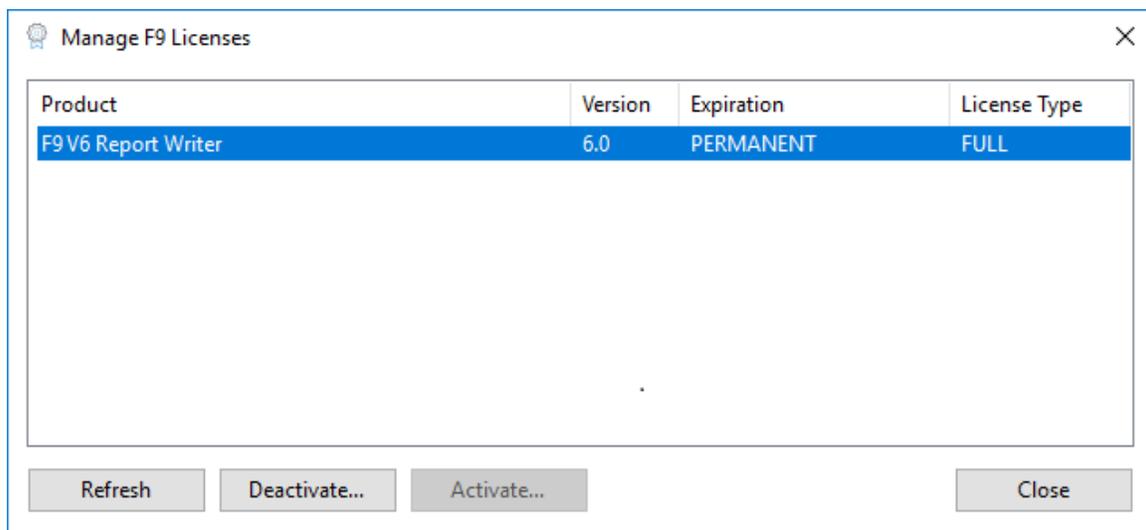
A given F9 product license, once activated, is connected to its hardware and current environment. From time to time, it may be necessary to transfer an active license to new hardware and this functionality is made available within F9.

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:



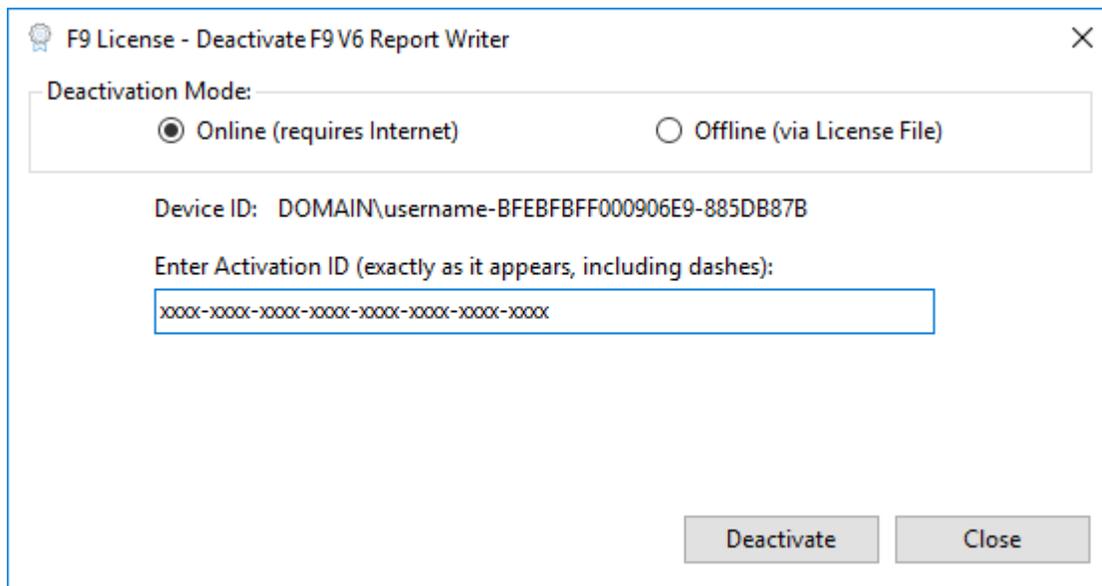
- Select your **F9 product** and click **Deactivate**.

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.

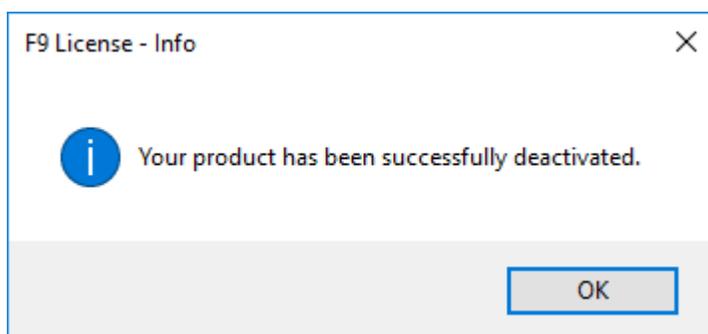
Note: If the computer where you are installing F9 has internet access, choose **Online**; otherwise choose **Offline**.

3.1 Online Deactivation

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

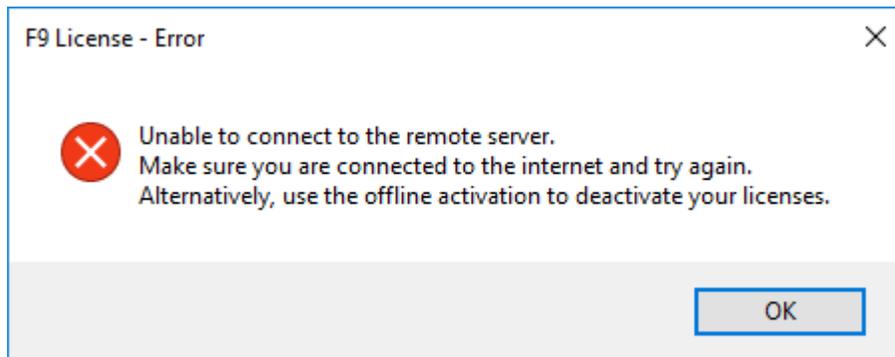


- If successful, the following message displays:



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

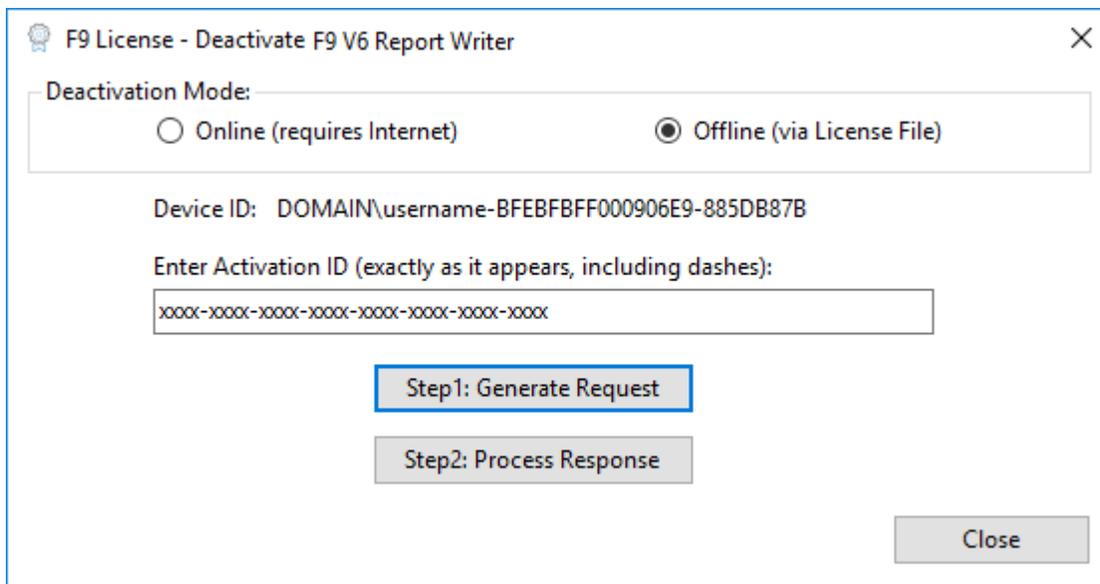
Note: If F9 cannot connect to the site that authenticates F9 product licenses, deactivation will fail and you will need to deactivate the product offline.



3.2 Offline Deactivation

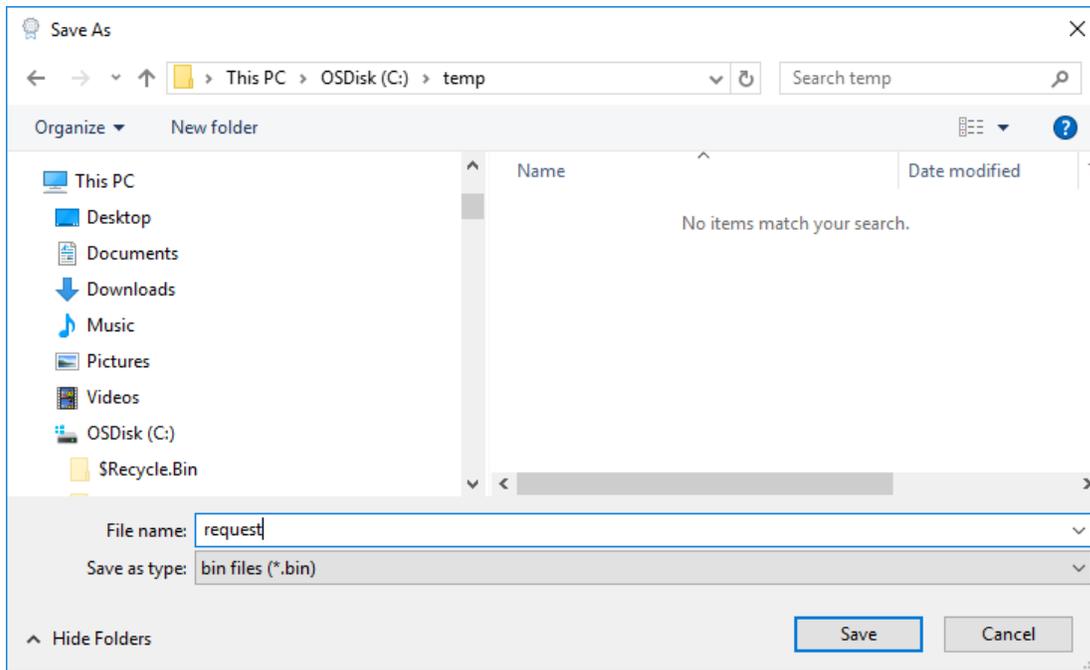
If you are installing F9 on a computer that does not have internet access, or if your company firewall or proxy restricts access to the <https://inforf9.flexnetoperations.com/flexnet/deviceservices> site, please perform the following steps to manually deactivate the F9 license.

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

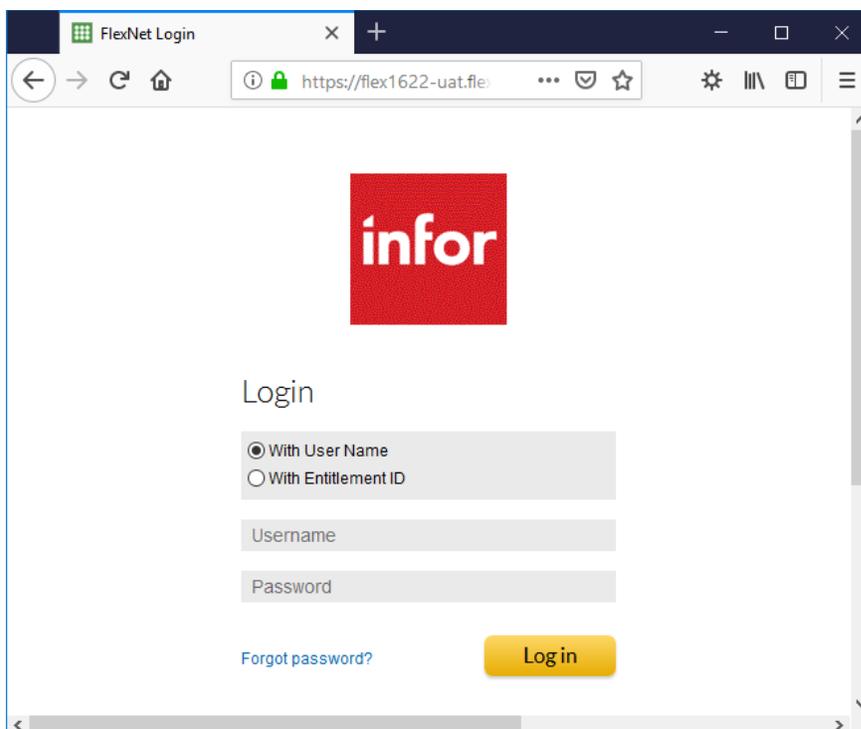


- Click **Step1: Generate Request**
- Browse to a directory on your computer and type a file name

- 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>



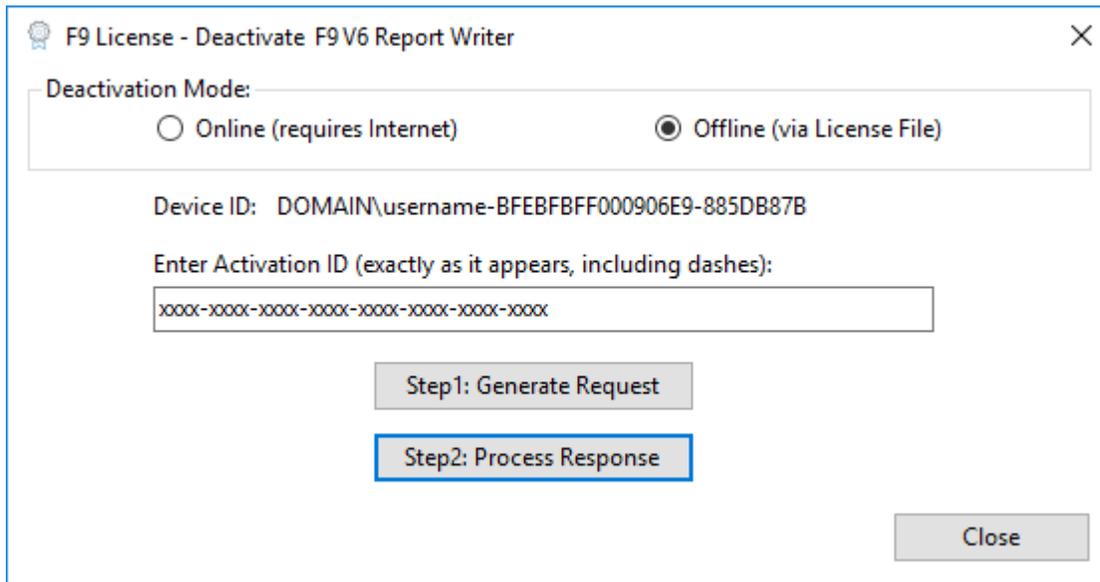
- On the left side under **Devices**, select **Offline Device Management**
- Select **Generate License** as **Upload Type**
- **Browse** to the saved .bin file generated on the client machine
- Click **Upload**

The screenshot shows the Infor F9 Licensing portal. The header includes the Infor logo and 'F9 Licensing powered by Flexera's Software Monetization'. The main heading is 'Offline Device Management' with a sub-heading 'Manually upload either a Capability Request or Synchronization History Files for offline processing'. On the left, a navigation menu lists 'Home', 'Activation & Entitlements', 'Devices', 'Accounts & Users', and 'Users'. Under 'Devices', 'Offline Device Management' is circled in red. The 'Upload type' section has two radio buttons: 'Generate license' (selected and circled in red) and 'Upload synchronization history'. Below this is a 'Browse...' button and the text 'No file selected.'. A large blue 'Upload' button is at the bottom.

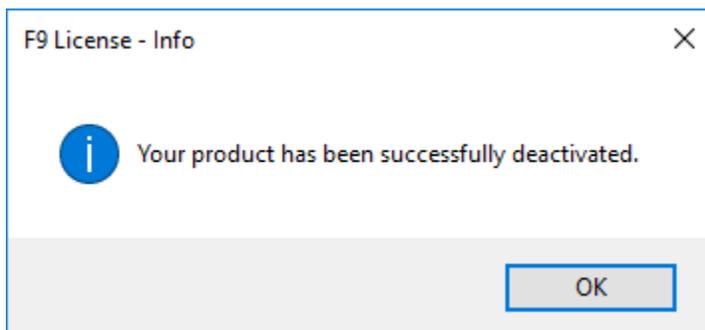
- On top of the page, the message to download the license will appear:

The screenshot shows the Infor F9 Licensing portal with a success message at the top: 'License has been generated successfully, please click [here](#) to download the new license.' The word 'here' is circled in red. The rest of the interface is identical to the previous screenshot, showing the 'Offline Device Management' page with the 'Generate license' option selected and the 'Upload' button.

- 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:

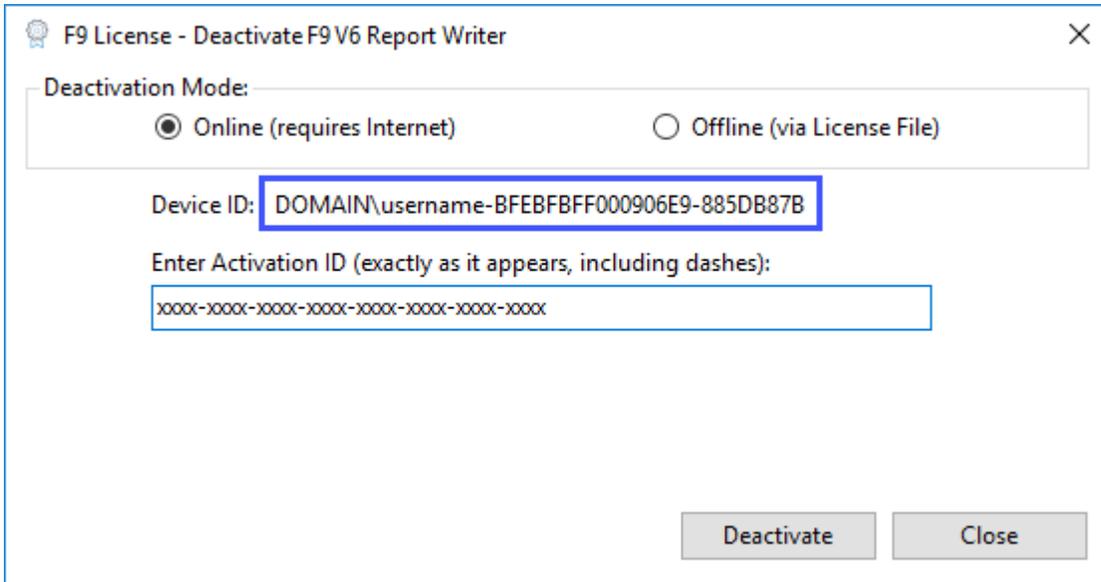


If deactivation continues to fail, please contact **F9 Technical Support** for more information and assistance.

4. Manually Deactivating F9 Product Licenses

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

- From Deactivate, copy the **Device ID**



F9 License - Deactivate F9 V6 Report Writer

Deactivation Mode:

Online (requires Internet) Offline (via License File)

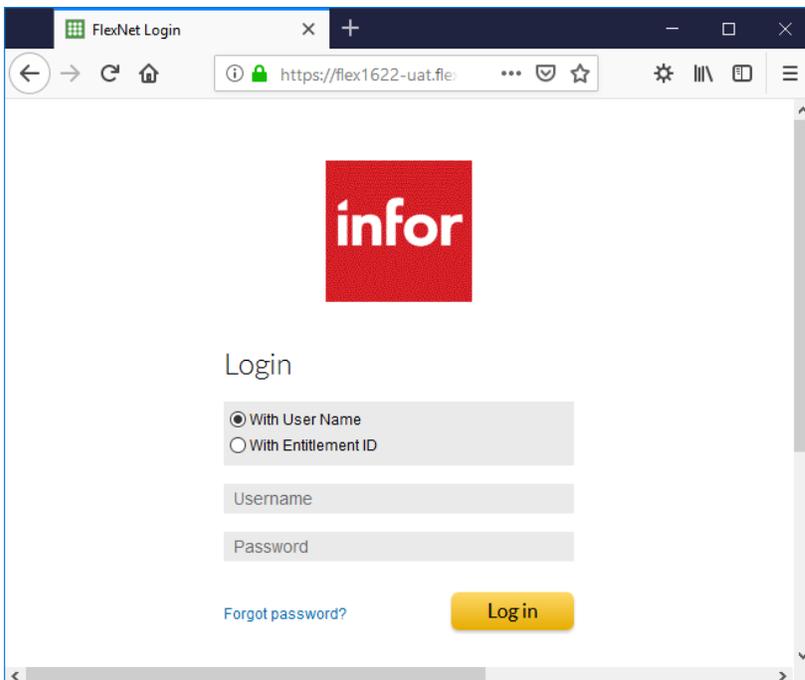
Device ID: **DOMAIN\username-BFEBFBFF000906E9-885DB87B**

Enter Activation ID (exactly as it appears, including dashes):

XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX

Deactivate Close

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



FlexNet Login

https://flex1622-uat.flexnetoperations.com

infor

Login

With User Name
 With Entitlement ID

Username

Password

[Forgot password?](#) **Login**

- Click **Devices** on the left panel, or you can also 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 table of 4 results. The table has columns for 'Name' and 'ID'.

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

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 shows 'View Device' and 'Device Details'. There are 'View' and 'Action' buttons. The device details are listed below:

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**



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

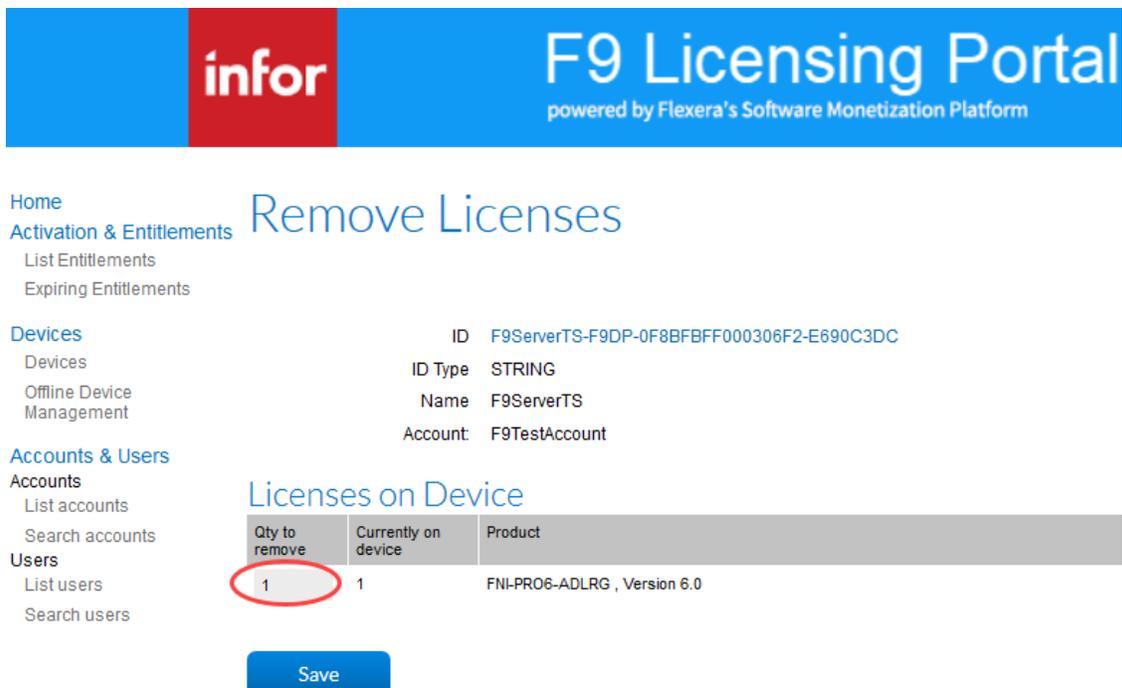
View Action

Map Entitlements
Remove Licenses
Download Capability Response

Device ID: F9ServerTS-F9DP-0F8BFBFF000306F2-E690C3DC

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**



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-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' sections. The 'Device Details' section lists the following information:

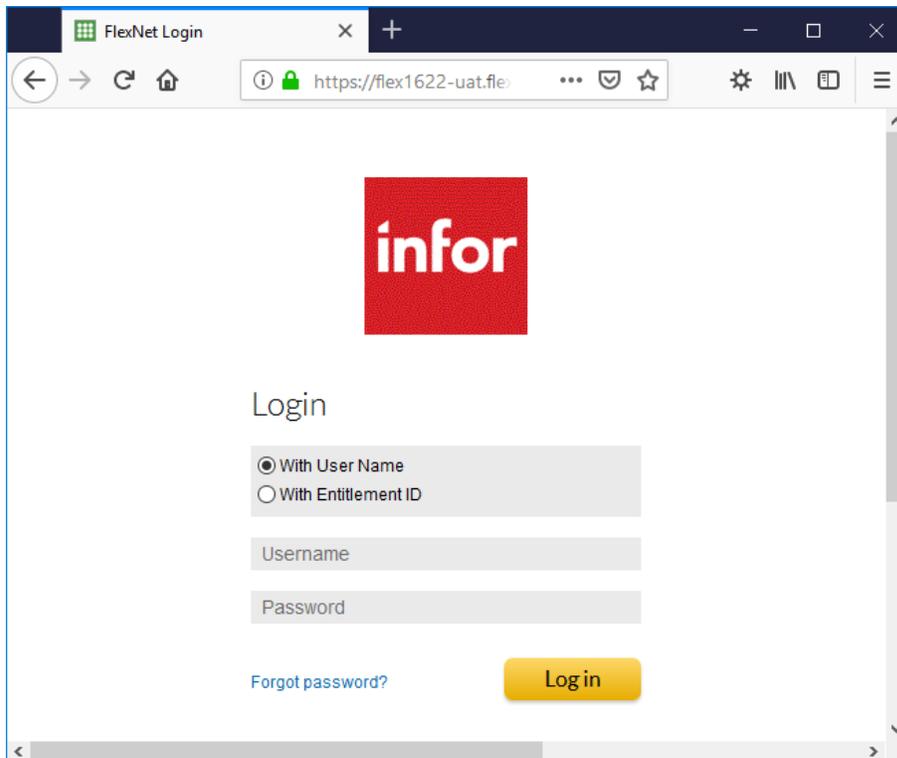
ID :	F9ServerTS-F9RW-0F8BFBFF000306F2-E690C3DC
Name :	F9ServerTS
Site Name :	
Status :	ACTIVE
Series :	FLX_CLIENT_SERIES
Model :	FLX_CLIENT
Account :	F9TestAccount (F9 Test Account)
Vendor Dictionary :	(None)

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

5. 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

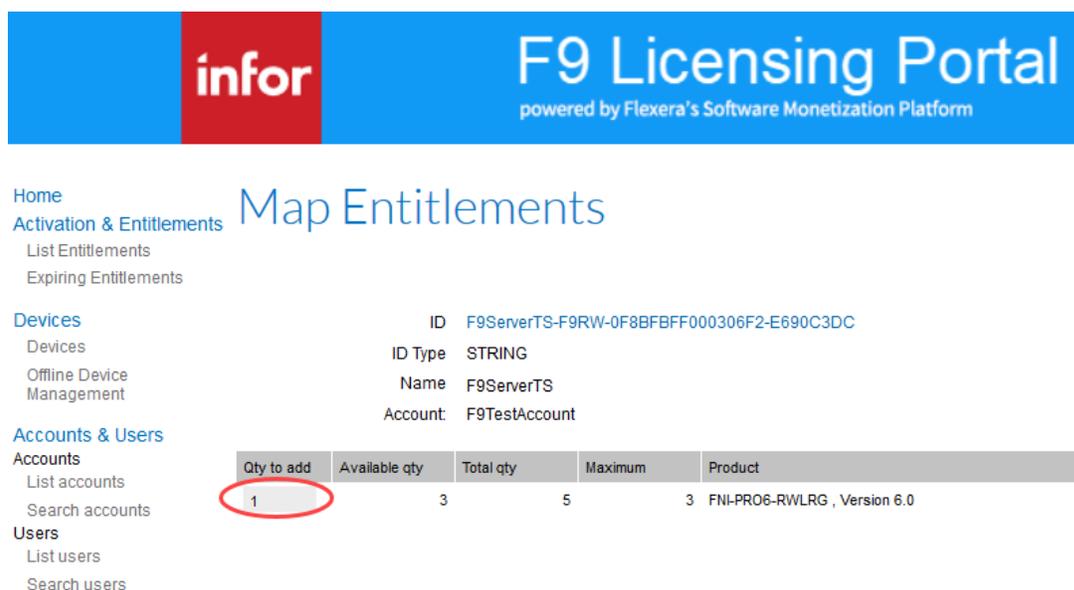
Users
List users
Search users

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' is on the right, with a subtext 'powered by Flexera's Software Monetization Platform'. 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' and 'Expiring Entitlements'), Devices (with sub-items 'Devices', 'Offline Device', and 'Management'), and Accounts & Users (with sub-items 'Accounts' and 'Users', each having a search option). The main content area features a 'View Device' heading, a 'View' button, and an 'Action' button. Below these is the 'Device Details' section, which lists the following information: ID: F9ServerTS-F9RW-0F8BFBFF000306F2-E690C3DC, Name: F9ServerTS, Site Name: (blank), Status: ACTIVE, Series: FLX_CLIENT_SERIES, Model: FLX_CLIENT, Account: F9TestAccount (F9 Test Account), and Vendor Dictionary: (None).

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