How to update the Print Director licence

Your Print Director licence sets what the site may use (for example how many printers and embedded devices) and when the licence and maintenance expire. When you receive a new or renewed licence, apply it in Resource Manager as described here.

Before you start

Your Print Director partner supplies the licence by email, in one of three forms:

- a **licence file** (`.set` , or the licence text saved as a `.txt` file),
- a **licence code** (12 characters), or
- the **licence text** in the body of the licence email.

Each licence is made for one **System ID**: the name of the computer that runs the SQL Server holding the Print Director database (for Azure SQL, the server's name). If the System ID is enforced on your licence, it must match your SQL Server. If you move the database to another SQL Server, ask your Print Director partner for a licence for the new System ID.

Apply the licence

1. Open Resource Manager.
2. On the menu bar, click **Help** > **Licensing**. The **Licence information** window opens and shows the current licence, including the **Licence name**, **Licence code**, **Expiry date**, **System ID**, **Maintenance expiry date**, the **Licence counts** (Limit, Used and Remaining for each item, such as shared devices, embedded controllers and PBXs) and the **Activation set** (which features are activated).
3. Load the new licence in one of these ways:
   - **From a licence file:** click **New from file**, select the `.set` or `.txt` file you saved, and click **Open**.
   - **From a licence code:** click **Enter Code**. The **Enter licence code** window opens with your current code filled in. Type or paste the new code in **Licence code** (if your licence was updated under the same code, leave it as it is) and click **OK**. Resource Manager fetches the licence from the Blue Swift licensing server, so this computer needs internet access; a firewall or proxy can block it. If it does, use one of the other two ways.
   - **From the licence email:** copy the licence text from the email, then click **From clipboard**.
4. The window now shows the new licence. Check the details, then click **Submit**. (**Submit** stays unavailable until a new licence has been loaded.)

If the licence is not accepted

- **The current System ID (...) does not match the licence System ID (...).** The licence was made for another SQL Server. Ask your Print Director partner for a licence with the System ID shown in the window.
- **Would you like to change licence SystemID to the current: ...?** Your licence allows the System ID to be changed (for example after the database moved). Click **Yes** to move the licence to this SQL Server.
- **The licence has already expired. Please submit another licence.** Ask your Print Director partner for a renewed licence.
- **This licence has been revoked. Please contact your reseller for a new licence.** Contact your Print Director partner.
- **No licence could be found matching the code entered.** Check the code, or use the licence file or email text instead.
- **The clipboard text does not contain any valid licence data.** Copy the whole licence text from the email again and click **From clipboard**.
- **Error occurred while validating licence.** Resource Manager could not reach the licensing server. You are asked whether to submit the licence anyway; click **Yes** to apply it.

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