How to apply a new Claromentis license to an On premise system

Introduction

This article details how to apply a new Claromentis license to an existing Claromentis system.

To request additional user licenses, please submit a request using this form: https://discover.claromentis.com/forms/licenses

1. Once the request has been approved, you'll be given a text file containing the new user license information, it will look similar to this:

```
License-Version: 1.0
Application-Name: Claromentis Framework
Registered-To: xxxxXXXxxxx
License-Id: 223322333222332
Expires: Never
Issued-On: 2018-06-19
Host-Id: *
Host-Name: xxxxxx:443
MAX_USERS: 2000
CRM_ALLOWED: Yes
MAX_EXTRANET_USERS: -1
MAX_READONLY_USERS: -1
MAX_PUBLISH_LOCATIONS: -1
MAX_EFORMS_PROJECTS: -1
BOOKSHELF_ALLOWED: Yes
R_USAGE_STATS: Yes
PUBLISH_ALLOWED: Yes
AUDITMAN_ALLOWED: Yes
CALENDAR_ALLOWED: Yes
NEWS_ALLOWED: Yes
KNOWLEDGEBASE_ALLOWED: Yes
LMS_ALLOWED: Yes
DAM_ALLOWED: Yes
IDEASPACE_ALLOWED: Yes
POLICYMAN_ALLOWED: Yes
EXPENSES_ALLOWED: Yes
Signature: XxXXXXXxxXXXXxxxXXXxxXXX
```

2. You'll need to copy the entire contents of the text file to your clipboard.

3. Navigate to the admin panel of your Claromentis system. For example, yourcompany.com/intranet/admin/admin.php.

4. Click on 'System'

5. Click on 'License'

6. Where it says 'To fetch a new license', click here.

7. Paste the license (copied into your clipboard in step 2) into the text box next to 'Paste New License'

8 Click 'Save'.

IMPORTANT!

If the license has been applied successfully, the next screen will show a 'Green' status. If the license is not green. **Please submit a High priority support ticket in the following link**: https://discover.claromentis.com/forms/tickets/add

---

Last modified on 30 November 2023 by Hannah Door

Created on 19 June 2018 by Will Emmerson

Tags: license, tips