
Ordering RIP Products, Including Try Before You Buy Options

Technical Note Hqn 059

January 2005



1 Introduction

This document describes how to order Harlequin RIP products such as don-gles, RIP extras and Try Before You Buy (TBYB) permits from Global Graphics. The information in this document is intended for OEM customers only and is not meant for end-users.

TBYB permits may only be used with Eclipse Release SP4 or later.

2 Ordering Harlequin RIP products

OEM customers may now choose to order Harlequin RIP products via e-mail or by using Global Graphics' Internet site:

www.globalgraphics.com/oemportal

To use the site you will need to enter your Global Graphics user name and password. If you do not have these they may be requested by sending an e-mail to the following address:

- UK customers – sales-admin-uk@globalgraphics.com
- US customers – sales-admin-us@globalgraphics.com

Proceed as follows:

1. Open your web browser and enter www.globalgraphics.com/oemportal
2. Enter your Global Graphics' user name and password in the appropriate text boxes, and click **Log In**.



Server Login

Please type your user name and password

User name:

Password:

Figure 1 The server login screen

The first screen to appear is the one shown in Figure 2, which allows you to order new dongles and additional RIP options for your existing dongles.

3. To order a new dongle, click **Add new dongle**. To add new options to a dongle—including TBYB options—click **Add options to existing dongle**.

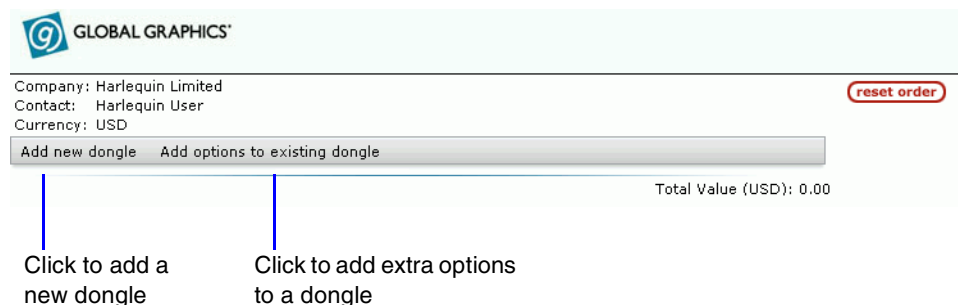


Figure 2 Product ordering screen

2.1 Ordering dongles

The following steps describe how to order dongles from Global Graphics.

1. In the product ordering screen (Figure 2), click **Add new dongle** to open the dongle ordering screen shown in Figure 3.
2. Choose the appropriate options in **Category**, **SubCategory** and **Items** to select the dongle type that you wish to order.

3. Enter the amount of dongles you require in the **Quantity** box and click **next** to proceed.

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Display as: ☒ Categorized ☐ Sorted by part number

Category: 2. MacOS Platform (OS9 and OSX supported)

SubCategory: a) Classic GUI ADB Dongles

Items:

1SWXXXXXXF1433 - Macintosh 300 dpi Full Dongle - (\$XXX)
1SWXXXXXXF3R331 - Macintosh 600 dpi Full Dongle, For TIFF output only - (\$XXX)
1SWXXXXXXF8433 - Macintosh 1500 dpi Dongle (includes HDS Low Res) - (\$XXX)
1SWXXXXXXNL433 - Macintosh Full Dongle 9900 dpi - (\$XXX)

Quantity: 3

cancel next

Figure 3 Dongle ordering screen

2.2 Ordering RIP options

1. To add items to an existing dongle, click **Add options to existing dongle** on the product ordering screen, Figure 2.
2. Enter your dongle's serial number and security number and click **next**. The serial number and security number can be found on the dongle label.

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Enter the dongle serial number and security number below:-

Serial number: 01234

Security number: 54321

cancel next

Figure 4 Enter your dongle details to continue

3. From the list of available options, select the items you want to add. If necessary, use the **Ctrl** key to select multiple items. To order a TBYB evaluation, select the **Trial Request** option.

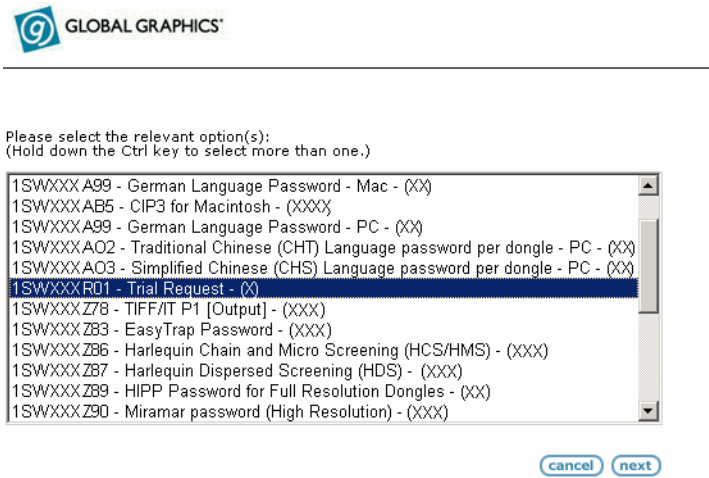


Figure 5 RIP options list showing multiple items selected

4. Click **next** to add your additional RIP options to the product ordering screen (Figure 6).

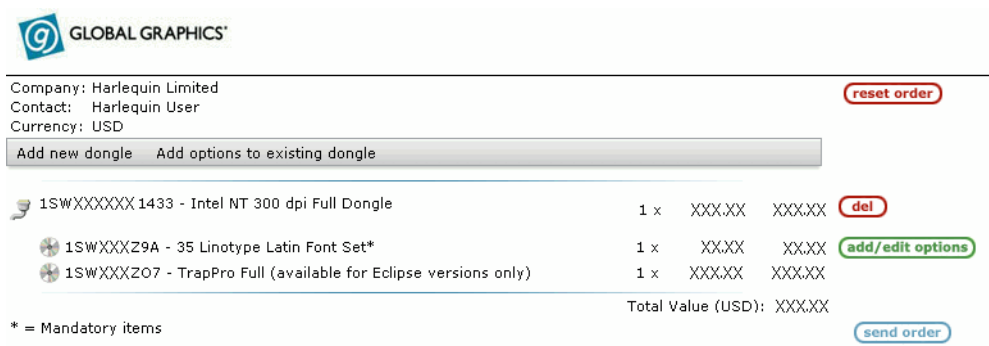


Figure 6 Order summary

5. Continue to add other items such as new dongles and dongle options to your order, and then click the **send order** button to submit your order for processing.

To remove items from your order, select the item and press the **del** button, or, to reset your order and remove all items from the list, click the **reset order** button.

6. Click the **send order** button to submit your order to Global Graphics for processing.

3 Order processing

Global Graphics aims to process your order as quickly as possible. Orders for new dongles will usually be processed and dispatched within a few days. Orders for additional RIP options, such as TBYB (**T**rial **R**equ**E**st), will be e-mailed to you directly, usually within a few minutes.

An invoice for any chargeable items, such as dongles and printer plugins, will sent to you when your order has been processed. If your order cannot be fulfilled, Global Graphics will e-mail you with details of why the order could not be completed.

4 Installing new RIP options, including TBYB

Passwords to enable new RIP options should be entered in the Configure RIP Extras dialog box (Figure 7). To enable an option: select the item you wish to enable; click **Add**, and enter the supplied password.

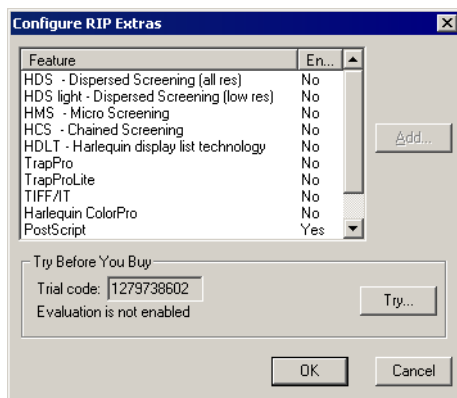


Figure 7 The Configure RIP Extras dialog box

If you have ordered a TBYB option, an e-mail containing a *.TBYB file attachment will be sent to you. To enable TBYB options, do the following:

1. Detach the *.TBYB file from the e-mail.
2. Open the Configure RIP Extras dialog box.
3. Click the **Try** button and navigate to the *.TBYB, and click **OK**. If the **Try** button is not available, see the instructions in Section 4.1.

4.1 Manually installing a TBYB file

The following instructions describe how to install a Try Before You Buy license manually in the RIP. You only need to do this if the Try button in the Configure RIP Extras dialog box is not available. This happens when the RIP and Harlequin License Server (HLS) are running on separate machines.

To install a Try Before You Buy license manually, do the following:

1. Open your TBYB file in a text editor so you can edit it.
2. Copy the details from the TBYB file between `<Permit data starts>` and `<Permit data ends>` into a new text file and call this file `TBYB.hqn.permit`. This is the permit file and is installed in HLS.
3. Copy the information between `<Password data starts>` and `<Password data ends>` into another new text file. Save the new text file with the name `TBYB.pwd`. This is the password file and is installed in the RIP.
4. On the HLS machine open the permits folder (see below for path) and place the new permit file (`TBYB.hqn.permit`) in it. You may need to create this folder if it does not already exist.

Windows	<code>\Program Files\Common Files\Global Graphics Software\Harlequin License Server Permits</code>
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Mac OS X	<code>/Library/Application Support/Global Graphics Software/Harlequin License Server Permits</code>
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UNIX/Linux	<code>/usr/local/HQN</code>
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5. Restart the HLS service to load the new permit file.

6. Add the passwords file (**TBYB.pwd**) to your RIP passwords folder:

`\<HarlequinRIP installation folder>\SW\Passwords`

7. Restart the RIP to complete the procedure. The trial options that are available are denoted with "Trial" in the Configure RIP Extras dialog box and will remain available until the evaluation period expires, at which point they will stop working. The time left before the evaluation period expires can also be seen in the Configure RIP Extras dialog box.

Change history		
V1.1	January, 2005	Update logos and copyright
v 1.0	September, 2004	New Document



Document issue: 104

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