



# License Manager User Guide

Get familiar with our License manager and learn everything you need to use it.

This guide will show you how to:

- manage your **Licenses**
- check activity connected to your licenses in **Activations**
- create a setting that can add specific values (such as signatures or templates) to an eM Client license or activation via **Server Settings**

## LICENSE MANAGER LOGIN

Log into our License manager at [licensemanager.emclient.com](https://licensemanager.emclient.com).  
Please use the login you received in the welcome email.

Change your password if you wish:

- a) from the Home tab by clicking on the “Change Password” button or
- b) from anywhere in the interface by clicking on your name in the upper right corner  
> *Manage your account*.

You can reset your password at [emclient.com/reset-password](https://emclient.com/reset-password).

When you end your session, log out through the menu in the upper right corner > *Logout*.

## LICENSES SECTION OVERVIEW

There are three tabs in the main section for managing Licences:

- **Licenses** tab gives you an overview of your licenses.
- **Activations** tab shows you information about the devices where the licenses are activated.
- **Server Settings** tab allows you to manage sets of settings for the application.

The items in tabs can be refreshed by clicking on, and sorted by clicking on the column headers.

## 1 LICENSES TAB

The *Licenses* tab allows you to view information about your licenses.

- The “**Set version for Windows**” and “**Set version for Mac**” buttons allow you to set a specific version for the selected license. The set value will be shown in the corresponding columns “**License version Win**” and “**License version Mac**”.
- The “**Set Server Settings**” button allows you to set server settings for the whole license. This feature is described in the Server Settings section.
- The “**Upgrade...**” buttons will take you to the eM Client store where you can purchase the desired product.

For each license, you can **set the Updates mode** to

- **Normal** – standard behavior, eM Client offers updates automatically
- **Manual** – eM Client offers only the version set by the administrator
- **Never** – updates are disabled
- **Testing** – get access to our internal releases.  
Please keep in mind that you choose this option at your own risk.

Make sure to confirm each change by the “**Save changes**” button

The option “**Use IceWarp Server Settings**” is only for IceWarp server users.

It shows the corresponding option in *Menu > Tools* in eM Client.

## 2 ACTIVATIONS TAB

In the Activations tab, you can check and review all your activated licenses

- The “**Deactivate**” button deactivates the selected activation(s).
- The “**Reactivate**” button reactivates a license that has been deactivated without the necessity of using the activation key again.
- The “**Set Version**” button allows you to set a specific version for the selected activation(s).
- The “**Set Server Settings**” button allows you to set server settings for selected activation(s). This feature is described in the Server Settings section.
- The option “**Show Deactivated**” shows all the inactive activations.

The most reliable way of finding a specific activation is by looking at **HW Guid**, the unique identifier of your device. To find out the HW Guid of a specific device, go to *Menu > Help > About* and press Ctrl+H.

Other information about activations include for example:

- **Activated** – the date on which the license was activated
- **ActivationKey** – this is useful when managing multiple licenses with different keys
- **Last Execution** – the last date on which the program was executed
- **Last Request Version** – the version of eM Client used the last time the app was running
- ...and others

## 3 SERVER SETTINGS TAB

With this function, you can choose specific settings for the program (e.g. the conversation settings, the application's theme, signatures, Quicktexts, ...) and then assign them to licenses or activations in their respective tabs. The app with that license or activation will mirror these settings.

### How to add new server settings

Add new server settings by clicking the "Add" button.

#### 1. Set the values

There are three ways of setting the values:

- (a) through the **graphic editor**
- (b) through an **external .xml file** via the "Use Content" function
- (c) directly in the License manager **in the xml syntax**

#### (a) Using the graphic editor

##### General Settings

- Set the desired values.  
If you don't select a specific value, the default eM Client setting will be applied.
- To apply a selected value, check the "Use" button.  
When the "Allow Edit" option is checked, the user will be able to change the settings.
- Confirm the selected values by clicking "Save Settings"

##### *Example: "I want to disable the Conversation View"*

- To turn off the Conversation view, go to Mail > Read, choose "Disable Conversations" and check the "Use" button. As the "Allow Edit" option is checked, the user will be able to change the settings.
- Confirm the selected value by clicking "Save Settings"

##### Signatures, Templates, Quicktexts

- To add a new item, fill in the Name and the necessary details.
- When the "Allow Edit" option is checked, the user will be able to modify the content.  
When the "Overwrite" option is checked, uploading an item with a previously used name will overwrite the original item. This can be used e.g. for seasonal templates.
- Save the new item by clicking on the "Add ..." button.
- Save changes in existing items by clicking on the "Save ..." button.

If you'd like to use your current signatures/templates/quicktexts here, you can export them from eM Client in *Menu > File > Export > Export settings to .xml file* > check the *Signatures, templates and quicktexts* option. Open the resulting settings.xml file in any text editor:

The individual signatures are between the `<signatures> ... </signatures>` tags.

The individual templates are between the `<templates> ... </templates>` tags.

The individual quicktexts are between the `<quicktexts> ... </quicktexts>` tags.

If you're interested in the "Use URL" option, please get in touch with us for more details.

**Example: “I want to set up the following signature as default for the info@mydomain.com address that each user can modify”:**

*Best Regards,*

*Your Team*

*Image logo (stored at company server)*

- Go to *Signatures*.
- Fill in the name, e.g. ‘Company signature’.
- Check the “Allow Edit” option so the signature can be modified in eM Client as necessary.
- Write info@mydomain.com address into the Target Email field. The signature will be a default signature for new mail, replies and forwards.
- Input the HTML code into the big text field:  
“Best regards,<BR><BR>Your Info Team<BR>  
<IMG SRC=“https://mydomain.com/documents/graphics/logo.png”>
- Click on “Add Signature” button to add the signature.

## Rules

Write rules in the xml syntax.

If you’d like to use your current rule set up here, you can export it from eM Client in *Menu > File > Export > Export settings to .xml file > check the Rules option*.

Open the resulting settings.xml file in any text editor and copy everything that is between the <rules> ... </rules> tags in this file between the <rules></rules> tags in the graphic editor.

## Accounts

Add accounts in the xml syntax.

If you’d like to use your current account set up here, you can export it from eM Client in *Menu > File > Export > Export settings to .xml file > check the Accounts option*.

Open the resulting settings.xml file in any text editor and copy everything that is between the <accounts> ... </accounts> tags in this file between the <accounts></accounts> tags in the graphic editor.

To make an exported account blank, open the exported .xml file and:

- Remove tag <AccountName> ... </AccountName>
- The current Windows user name will be used
- Remove tag <PersonName> ... </PersonName>
- The current Windows user name will be used
- Remove tag <Addresses> ... </Addresses>
- Email address will be obtained from the server
- Remove tag <LoginName> ... </LoginName> from each <Protocol> tag  
The user will fill the credentials upon eM Client execution

### Restrictions

Restrictions allow you to limit the type and number of account setups.

An example of a restricted profile could permit a setup of one email account on a specific domain while making it impossible to set up any chat accounts.

If you're interested in this option, please get in touch with us for more details.

**(b) Upload an .xml file and link it to the License manager through the Use URL button.**

### (c) Using the "Use Content" function

The "Use Content" function can be applied to:

- **utilize settings exported from a specific instance of eM Client.**  
To do that, open eM Client and go to *Menu > File > Export > Export settings to .xml file*. Open the resulting settings.xml file in any text editor, and copy everything that is between the <settings> ... </settings> tags in this file between the <setting></setting> tags in the "Use content" field.
- **make some minor changes in the code generator through the graphic interface** (if you are familiar with the .xml syntax)

Name your settings and confirm all values by clicking "Save".

#### **WARNING:**

**Please beware that the Server settings function can only add settings, it can't delete them.**

An example of how this plays out could be e.g. when a signature is downloaded into eM Client without the "Allow Edit" option. If that server setting is later deleted, the signature is stuck in the program and it can't be deleted from within the program's interface.

If you'd like to delete something from the interface that was previously added through Server settings, please check the "Allow edit" option and then download this setting into eM Client.

## 2. Assign server settings to licenses/activations

To assign settings to a specific license, go to Licenses/Activations.

- (a) click on "Set Server Settings"
- (b) choose the setting from the list and confirm the choice by pressing "Save"
- (c) in the *License section*, you can see the assigned server settings in the licenses details

### 3. Settings will be downloaded into eM Client

To apply these settings into eM Client immediately, you can open the application and go to *Menu > Check for Update*.

Otherwise eM Client will check with the server every time the application is executed or every 24 hours (if it's running continuously).

### How to modify existing settings

Each time eM Client connects to the server, it compares the hash of the current settings with the hash of the settings in the License manager.

If eM Client finds settings with the same hash on the server that it has already downloaded, it will not download them again.

If any changes have been made in the existing settings, new hash code therefore needs to be generated. That is done by pressing the "Force Update" button. This is also necessary for changes done in external .xmls.

The settings will then be downloaded into the relevant eM Client as described in step 3), which is either immediately by the "Check for update" button or in 24 hours.

**CONGRATULATIONS,**  
NOW YOU KNOW EVERYTHING YOU NEED  
TO MANAGE YOUR LICENSES!



If you have any questions regarding the process,  
contact us at [support@emclient.com](mailto:support@emclient.com).