

# Release Notes for CLM Licensing System

Version: 11.2

Release Date: June 2025

**OQTON**

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# 1 INTRODUCTION

CLM is a new licensing system provided by Oqton that allows to activate and deactivate your software products.

New features in this release have been developed to provide stronger security and more reliable licensing. This release also includes many more enhancements and some bug fixes.

For more information, please visit <https://softwaresupport.oqton.com/s/article/CLM-Licensing-Support>.


## Copyright

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## 2 ACTIVATE LICENSE

The software products from 3D Systems and Oqton require license activation to run the application on your PC.

After you start your application, the License Manager window opens. The License Manager allows you to activate and use your software products.

**NOTE:** When you launch the License Manager, you can click the  button found at the top right corner of the window to read the [CLM Licensing Guide](#).

# 3 NEW FEATURES AND ENHANCEMENTS

Version CLM 11.0

Release Date: December, 2024

## File Logging

### Full Timestamp Logging in Server and Client Logs

Server and client logs now record timestamps in full datetime format, including milliseconds or microseconds, improving log precision and diagnostic capabilities.

### Improved Logging for ProgramData File Issues

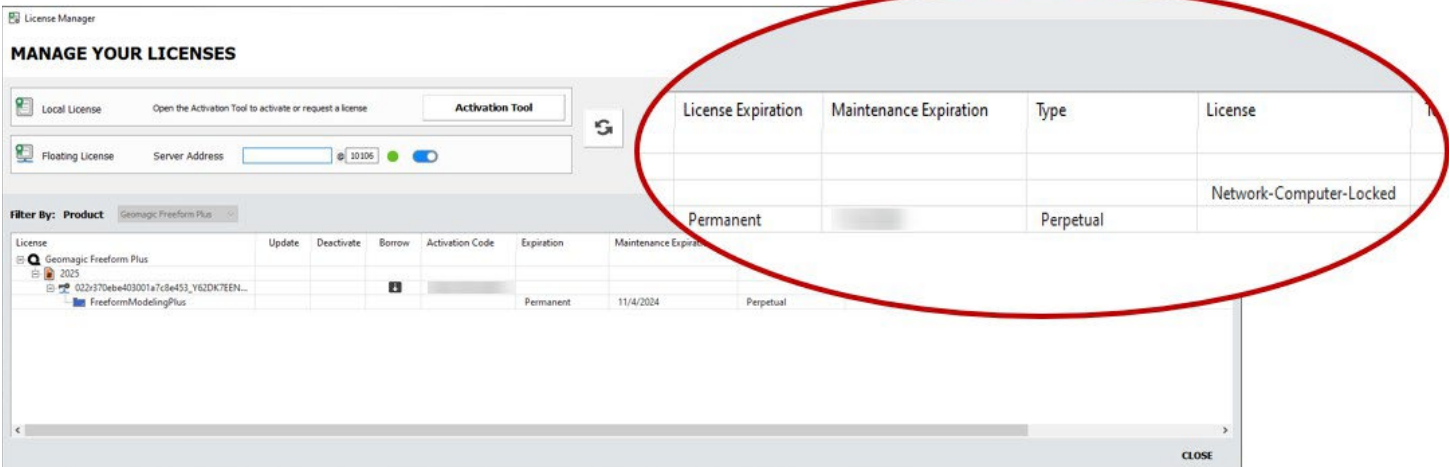
The logging system has been enhanced to better identify issues with the files in the ProgramData folder, making troubleshooting faster and more efficient. When a "License not activated" error occurs, support teams can now quickly identify the issue and take corrective actions..

## Improve Usability

### License Manager Updates

The License Manager now provides enhanced details, including the following updates:

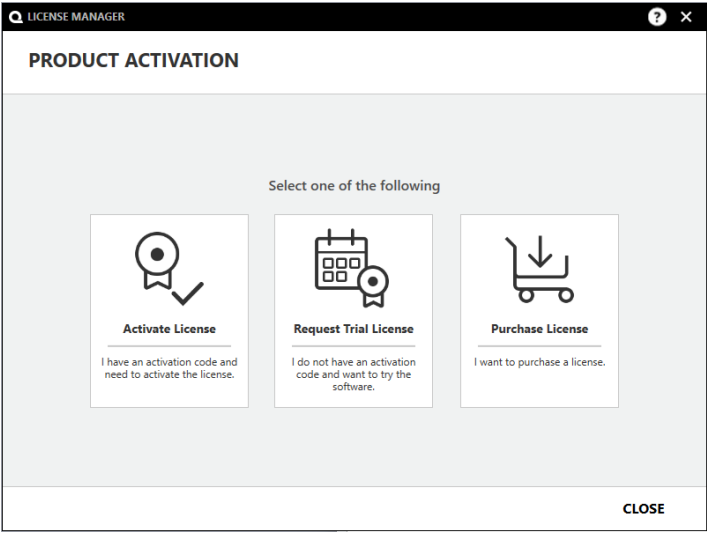
- **License Type:** Identifies whether the license is Perpetual, Subscription, Trial, or other types.
- Renamed the "License Type" column to "License".
- Added a new "Type" column.
- Merged the "License expiration" and "Subscription expiration" columns into a single "Expiration" column.



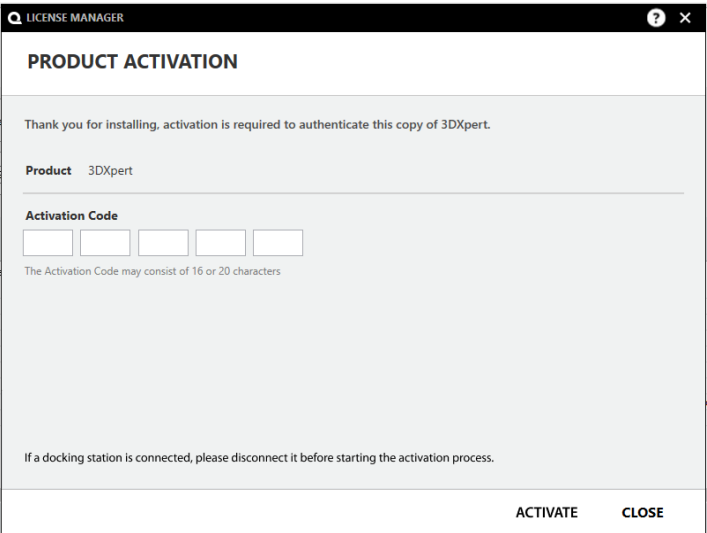
License Manager window showing the updated table columns

# Updated Activation Dialog

Introduced a **two-step activation process** where users first select their activation options (**Activate License**, **Request Trial License**, **Purchase License**) and then enter their activation code, if applicable.



Step 1: Dialog for selecting an activation option



Step 2: Dialog for entering the activation code

## License Borrowing Default Set to Off

The **License Borrowing** option is now disabled by default unless explicitly enabled by the user, providing better control over license usage.

## “Submit Trial” Button and Failure Feedback for Trial License Activation Process

The **“Submit Trial”** button remains active after submission, and detailed failure messages are displayed when issues occur, improving the trial license activation experience.

## Product-Specific Updates After Trial Activation

After trial license activation, a product-specific page now opens, improving tracking and marketing data collection.

# Improved Activation and Validation Process

## Activation Dialog Enhancements

The activation dialog for trial activation now ignores trailing and leading spaces.

## Offline Activation for Dark Sites

The offline activation process has been enhanced for greater robustness and a smoother offline activation experience.

## Improved Deactivation for Dongle Licenses

The deactivation button now only deletes the license file locally instead of sending a deactivation ping to **Entitlement Service (ES)**. This change prevents deactivation-related errors (e.g., Error Code 13) and ensures synchronization between ES and the user's PC.

## Enhanced Error Messaging

Updated error messages for activation failures now include support contact information.

## Improved Visibility for Verified Emails During Trial Activation

When you attempt to submit the trial activation form using an already verified email, a notification now appears next to the email field. This change helps reduce confusion by clearly indicating the email has already been verified.

### Request a Geomagic Freeform Plus Free Trial

Email has been successfully verified. Please complete all fields and click the 'Submit' button to activate your trial license.

Email Address (required)

kyle.chavis@oqton.com



Email currently verified

Name (required)

First

Last

Country (required)

United States of America

Phone No. (required, no spaces)

State/Province (required)

*Trial request dialog with email verified notification*

## 4 BUG FIXES

This section lists issues that have been resolved since the last version of the CLM Licensing System:

### Version CLM 11.2

Release Date: June, 2025

- **SBUL-988:** CLM engine should support Hexagon Dongles.
- **SBUL-1043:** Add Russian translation.

### Version CLM 11.1

Release Date: May, 2025

- **SBUL-1010:** An unexpected error dialog appeared during license activation due to permission issues with the LicFiles folder.
- **SBUL-999:** In some cases, Design X Trial Process doesn't place the CML file in the correct folder.
- **SBUL-995:** Visual Scripting (used by 3DXpert and CX) does not run with CLM 11.0.

### Version CLM 11.0

Release Date: December, 2024

#### Usability

- **SBUL-941:** The License Manager displayed only the number zero for the year of the product.
- **SBUL-930:** An obsolete subdirectory was generated for the license server log.
- **SBUL-929:** Uninstalling the license server with the "Deactivate All Server Licenses" option failed to deactivate the licenses.
- **SBUL-920:** Floating Activation failed to deploy the CML file and instead opened the Activation Tool.
- **SBUL-897:** Users were not notified that issues reported in older versions were already resolved due to version differences between the license server and client.
- **SBUL-896:** Error messages for connection failures between the server and license monitor were unclear.
- **SBUL-882:** The contact information form required a county for Sweden but did not allow selection or editing.
- **SBUL-878:** Users were unable to view "In Use" data on the license server in some cases.
- **SBUL-875:** License Server Monitor version 10.8 did not update usage in the log file (.xml).
- **SBUL-874:** The trial form incorrectly flagged valid email addresses as invalid.
- **SBUL-835:** Users could not tab back to the previous field of the activation code if it was already populated.
- **SBUL-833:** Users were able to add multiple authorized users with the same username.
- **SBUL-832:** The License Manager closed abruptly when opened using the CMD prompt.
- **SBUL-669:** In the CimService Monitor, two strings were not translated into German in the license monitor.
- **SBUL-616:** The "Remove User" window in the License Server Monitor did not resize properly.
- **SBUL-462:** The "Remove User" window in the License Server Monitor occasionally failed to open.



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## Licensing Borrowing

- |                    |  |
|--------------------|--|
| • <b>SBUL-936:</b> | The actively connected client IP address changed on the server monitor during a borrow transaction starting with CLM 10.8. |
| • <b>SBUL-933:</b> | Clients on CLM 10.7 or earlier crashed when attempting to borrow from a license server running CLM 10.8 or later.          |
| • <b>SBUL-889:</b> | Borrowing a license failed with error code 28.   |

## Offline Activation

- |                    |   |
|--------------------|---|
| • <b>SBUL-861:</b> | An error occurred during offline activation, stating that the activation could not be completed, even though the Geomagic product could still obtain a license from the license server. |
| • <b>SBUL-780:</b> | The offline activation portal did not support uploading *.file file.  |
| • <b>SBUL-779:</b> | Offline trial notifications displayed incorrect file format information for request file.   |

## Others

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|--------------------|--|
| • <b>SBUL-800:</b> | The Module Users list failed to accurately reflect users of identically named modules across different products. |
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