Engage Ops

ENGAGE OPS LICENSE ACTIVATION GUIDE FOR ENGAGE OPS 2026 R1

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Engage Ops License Activation Guide for version 2026 R1

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This guide describes how to activate an Engage Ops license with the license key that Hiperwall sends by email.

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Introduction

You received this guide with your Engage Ops license key. This guide tells you how to use the key to activate the Engage Ops software.

The license key is a text string in the form XXXX-XXXX-XXXX-XXXX. Keep the email in a safe place. You will need the key again if you move the license to a different computer.

Each Engage Ops system needs one license. The license goes on the **host computer**: the computer that runs Engage Ops and drives the wall displays. The computers, phones, and tablets that share sources to the wall do not need a license. The Control App and the Capture Device Server do not need a license.

When Engage Ops starts on a host computer that has no valid license, it first shows the **Engage Ops Activation** window. You enter the license key in this window, and Engage Ops starts as soon as the activation is complete. If you close the window, Engage Ops does not start.

You can also activate the license from the Engage Ops console. Use the console when Engage Ops runs without a license, for example when it started while no one was signed in to the host computer. While the system has no valid license, it does not accept sources. The wall shows *"This system is unlicensed,"* and you cannot put a source on the canvas.

Before you start

- **Install the software first.** You activate the license after you install the software. The **Engage Ops Manual** describes the installation.
- **Sign in to the host computer.** The activation window opens on the Windows desktop of the host computer.
- **Have the license key ready.** Copy it from the email.
- **Check the internet connection.** Find out whether the host computer can connect to the internet. If it cannot, use offline activation.
- **To activate from the console, know how to sign in.** On the host computer, the console signs you in automatically. On a different computer, you need the Control UI password. On a new system, the password is `password`.
- **For offline activation, plan a file transfer.** You need a PC with internet access and a way to move files, for example a USB drive.

The quick steps

For a host computer that can connect to the internet:

1. On the host computer, start Engage Ops. The Engage Ops Activation window opens (Figure 1).
2. Paste the license key into the **License key** field.
3. Click **Activate**.
4. Wait for *"Activated. Starting Engage Ops..."* The window closes, and Engage Ops starts.

The rest of this guide gives the details, the offline procedure, activation from the console, and help for problems.

The activation window

The Engage Ops Activation window opens when Engage Ops starts on a host computer that has no valid license. This includes a new installation, a trial that has expired, and a license that is no longer valid.

When the window opens, it first checks the license of the system and shows *"Checking this system's license…"* If the check finds a valid license, for example a trial that Hiperwall extended, the window closes by itself and Engage Ops starts. You can type the key while the check runs.

On a new installation, the window shows only the instructions (Figure 1). If the system had a license that is no longer valid, the first sentence gives the reason, for example *"This system's trial license has expired."*

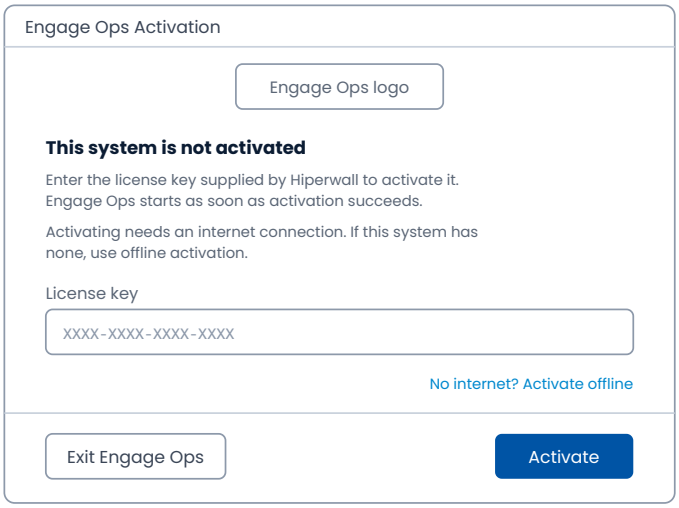

Figure 1: The Engage Ops Activation window on a new installation. Messages from the activation show below the **License key** field.

Activate online in the window

1. Make sure that the host computer can connect to `api.licensespring.com` with HTTPS (port 443).
2. Paste or type the license key into the **License key** field. The window adds the dashes for you.
3. Click **Activate**, or press Enter. The window shows *"Activating…"*
4. Wait for *"Activated. Starting Engage Ops…"* The window closes, and Engage Ops starts.

If the activation fails, the window shows the reason below the **License key** field. Correct the problem and click **Activate** again. See If activation does not go as expected.

Activate offline in the window

Use offline activation when the host computer cannot connect to the internet. You need a PC with internet access and a way to move files, for example a USB drive.

1. Click **No internet? Activate offline**. The window shows the offline steps (Figure 2).

2. Paste or type the license key into the **License key** field.
3. Click **Save request…**. Select a location, for example the USB drive, and click **Save**. The window saves the file `engage-activation-request.req`.
4. Move the request file to the PC with internet access.
5. On that PC, go to https://offline.licensespring.com and upload the request file. The site generates an offline license file. Download that file. The window shows this address. To copy it, for example into a file on the USB drive, click **Copy**.
6. Move the offline license file to the host computer.
7. Click **Load response…** and select the offline license file.
8. Wait for *"Activated. Starting Engage Ops…"* The window closes, and Engage Ops starts.

To go back to online activation, click **Back to online activation**. **Save request…** is not available until you enter a key. **Load response…** does not need the key.

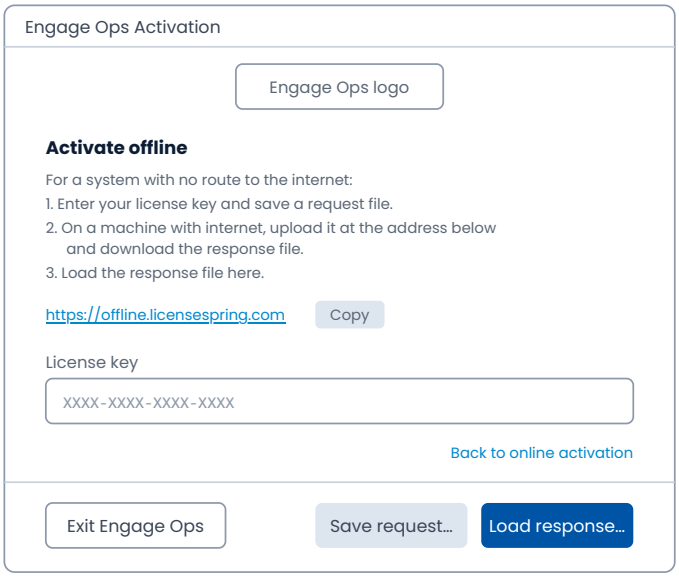

Figure 2: The activation window after you click **No internet? Activate offline**. Click the address to open it in a browser, or click **Copy** to copy it.

> **If you close the window**
> If you click **Exit Engage Ops** or close the window, Engage Ops does not start. The next time Engage Ops starts, the window opens again. **Exit Engage Ops** is always available, also while a request runs.

Activate from the console

Use the console when Engage Ops runs without a valid license. This occurs when Engage Ops started while no one was signed in to the host computer, or when a license stops being valid while Engage Ops runs. You can activate from the host computer or from a different computer.

For a host computer that can connect to the internet:

1. Open a web browser and go to `https://<host>:8443/`. On the host computer, use `https://localhost:8443/`. The Engage Ops portal opens.
2. Click **Activate system**. The console opens at **Settings → License**.
3. Paste the license key into the **License key** field.
4. Click **Activate**.
5. Make sure that **Status** shows **Licensed**.

> **Certificate warning**
> On a new system, the browser can show a certificate warning when you open the portal. This is normal. Continue to the site as described in Getting past the certificate warning.

Getting past the certificate warning

On a system whose certificate has not been set up yet, Edge and Chrome block the page with *"Your connection isn't private"* and the code `NET::ERR_CERT_AUTHORITY_INVALID`. The browser does not recognize who issued the certificate of the host computer. On a new system, this is expected.

Two clicks get you past the warning. The steps are the same in Edge and Chrome.

1. Click **Advanced** at the bottom left of the page (Figure 3). The page shows an extra paragraph and a link.
2. Click the link at the bottom of the page (Figure 4). Edge shows **Continue to ... (unsafe)**. Chrome shows **Proceed to ... (unsafe)**. The portal opens.

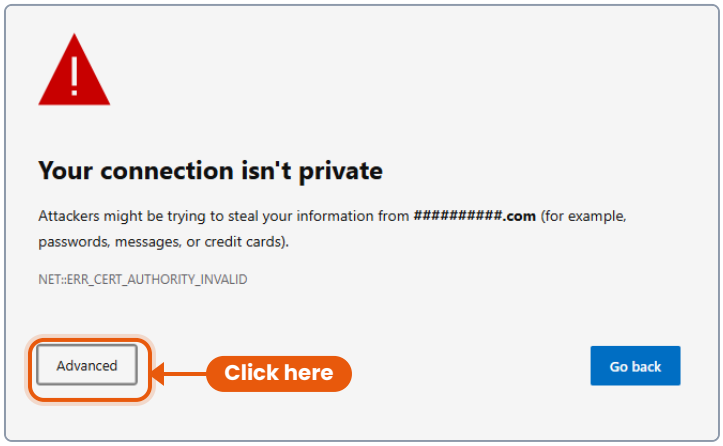

Figure 3: The certificate warning. Click **Advanced**. The address is masked in this figure and in Figure 4. Your browser shows the address of your host computer.

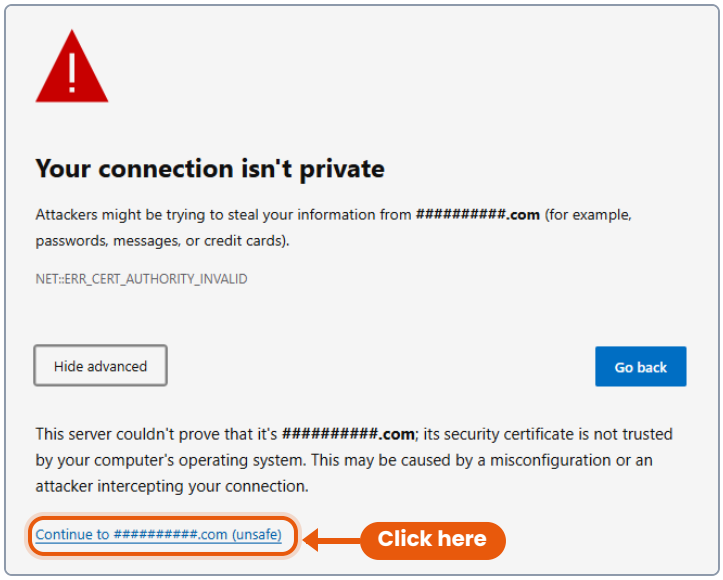

Figure 4: The certificate warning after you click **Advanced**. Click the link at the bottom of the page.

The browser usually remembers your choice only until it closes. You can see the warning again on a different computer, in a private window, or after you restart the browser. To remove the warning permanently, install the root certificate of the host computer. The section **Certificates** in the Engage Ops Manual tells you how.

Open the License settings

You activate the license in **Settings → License** in the Engage Ops console. There are three ways to open it:

- **From the portal.** Go to `https://<host>:8443/`. While the system has no license, the portal shows an **Activate system** card at the top. Click it.
- **From the console.** Go to `https://<host>:8443/control/`. While the system has no license, a red bar below the toolbar shows *"This system is not licensed."* Click **Open License Settings**.
- **From the toolbar.** Click ⚙ **Settings** in the console toolbar. Then click **License** in the left column.

`<host>` is the name or the IP address of the host computer. On the host computer, use `localhost`. You do not have to know the address: the wall shows it, with a QR code for a phone or tablet (Figure 5). Port 8443 is the default. If an administrator changed the port, use the address that the wall shows.

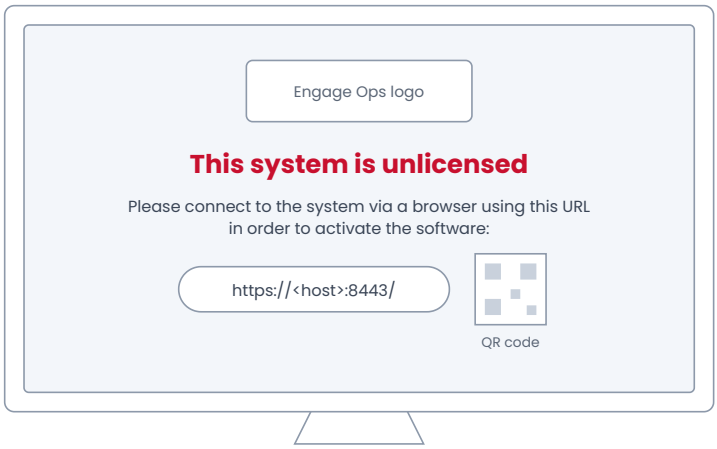

Figure 5: The wall of a system that has no license. The welcome screen shows the address of the Engage Ops portal and a QR code that opens the same address.

The License tab (Figure 6) has these areas:

- **License status** shows the status of the license and the license details.
- **Activate this system** has the **License key** field, the **Activate** button for online activation, and the **No internet?** button for offline activation. This area appears only while the system has no valid license.
- **This license** has the **Check now** and **Deactivate** buttons. This area appears only after a license is stored on the system.

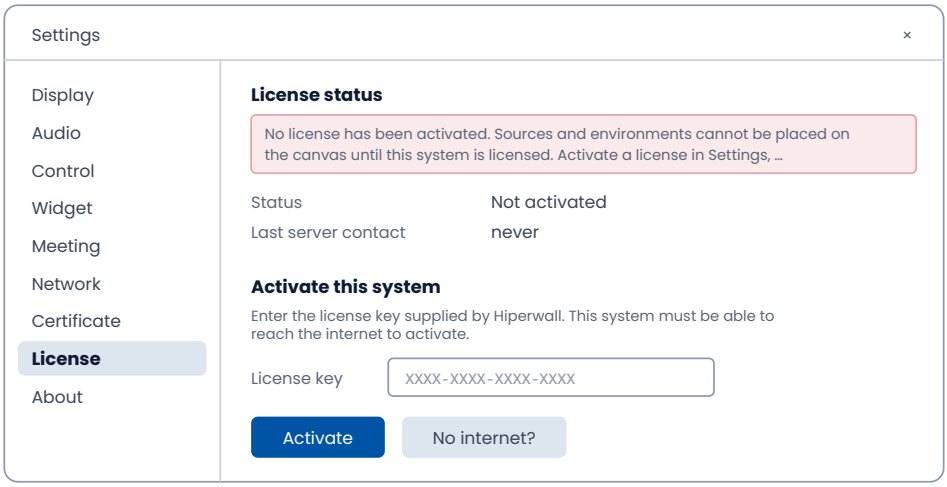

Figure 6: **Settings → License** on a system that has no license: the status message, the **License key** field with the **Activate** and **No internet?** buttons.

> **Signing in from a different computer**
> On the host computer, the console does not ask for a password. On a different computer, it asks for the Control UI password. If you do not know the password, ask your administrator, or activate from the host computer.

Online activation

1. Make sure that the host computer can connect to `api.licensespring.com` with HTTPS (port 443). On a restricted network, this is the only connection that activation needs.
2. Paste or type the license key into the **License key** field.
3. Click **Activate**, or press Enter.

Activation takes a few seconds. The message *"License activated."* appears, and **Status** changes to **Licensed**. You do not have to restart. You can put sources on the wall immediately. After activation, you can remove the internet connection. The license continues to work.

> **Which computer needs the internet**
> The host computer connects to the licensing server, not the computer that runs your browser. A laptop with internet access does not help if the host computer cannot connect. In that case, use offline activation.

Offline activation

Offline activation has more steps than online activation, but each step is simple. You need a PC with internet access and a way to move files, for example a USB drive.

1. Paste or type the license key into the **License key** field.
2. Click the **No internet?** button. The Offline activation area opens below the key field (Figure 7).
3. Click **1. Save request file**. The browser saves the file `engage-activation-request.req`, usually to the Downloads folder.
4. Copy the request file to the PC with internet access.
5. On that PC, go to https://offline.licensespring.com and upload the request file. The site generates an offline license file. Download that file. Step 2 of the Offline activation area shows this address. It is a link, and the **Copy** button next to it copies the address, so that you can paste it into an email or a file for the other PC.
6. Copy the offline license file back to the computer that runs your browser.
7. Click **3. Load response file…**, and select the offline license file.

Status changes to **Licensed**, and **Activation** shows **Offline**.

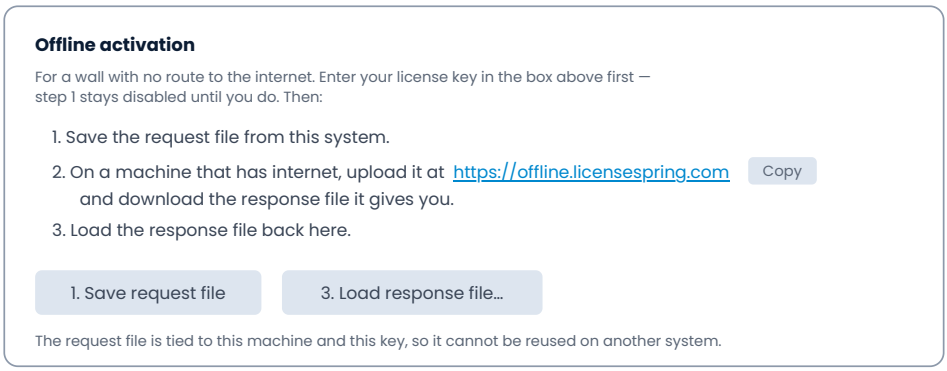

Figure 7: The Offline activation area, which opens when you click the **No internet?** button. Step 2 occurs on a different PC, so it shows the address of the offline activation portal with a **Copy** button.

> **Where the files go**
> The host computer makes the request file, but the browser saves it on the computer where the browser runs. If you use the console from a laptop, you save and load the files on the laptop. If that laptop can also connect to the internet later, you do not need a USB drive.

The request file is for this computer and this key only. You cannot use it on a different system. **1. Save request file** is not available until you enter a key in the **License key** field.

Verify the activation

Open the console and go to **Settings** → **License**. The License status area shows the license details (Figure 8). Make sure that:

- **Status** shows **Licensed**.
- **Licensed to** shows the name of your organization.
- **License type** matches your purchase. A license with an end date also shows an **Expires** line.

If you activated from the console, within a few seconds the red bar disappears from the console, the **Activate system** card disappears from the portal, and the wall shows its usual welcome screen.

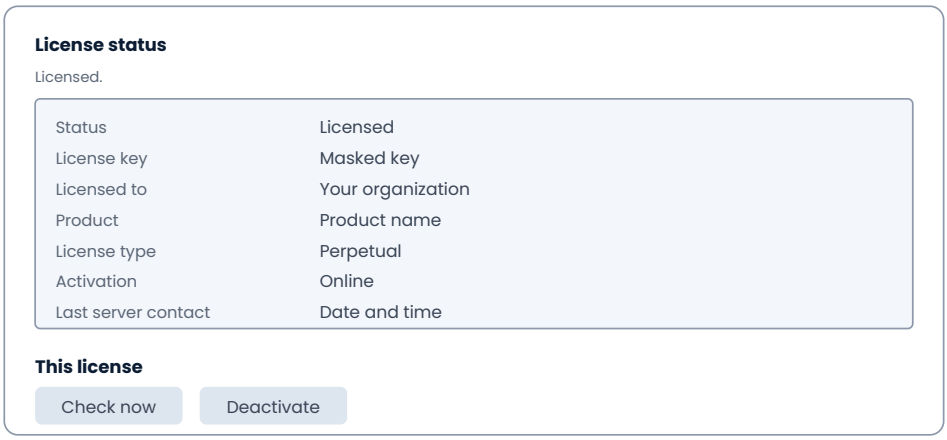

Figure 8: **Settings → License** after a successful activation: the status, the license details, and the **This license** buttons.

> **Trial licenses**
> For a trial license, **Status** shows **Trial**, the number of days remaining, and *"not for production use."* The wall shows the word *Demo* in its lower-right corner. When the trial expires, the system stops accepting sources. To buy a full license, contact Hiperwall.

If activation does not go as expected

- **"That license key was not recognized."** Check the key. Copy and paste it from the email, and make sure that there are no extra characters or spaces.
- **"Could not reach the licensing server."** or **"The licensing server did not respond in time."** The host computer cannot connect to `api.licensespring.com`. Make sure that the network and the firewall permit HTTPS (port 443) to it. If the host computer cannot connect, use offline activation.
- **"This license is already activated on another system."** The key is in use on a different computer. Deactivate it on that computer first. If that computer is not available, contact Hiperwall support to transfer the license.
- **"That license is not active."** or **"This license cannot be activated on this system."** Contact Hiperwall support.
- **The Activate button is grayed out.** The **License key** field is empty. Enter the key first. The **Save request…** and **1. Save request file** buttons work the same way.
- **The activation window does not open.** Engage Ops started while no one was signed in to the host computer, so it started without a license. Activate from the console.
- **"The license tool (engage-licensetool) could not be started."** Install Engage Ops again, or contact Hiperwall support.
- **The console asks for a password.** You are not on the host computer. Enter the Control UI password, or activate from the host computer.
- **The browser cannot open the portal.** Make sure that you use `https://`, not `http://`, and the port that the wall shows. The Engage Ops Manual has more help.
- **You cannot find the license key.** Ask your reseller or integrator, or contact Hiperwall support.

After activation

An activated system works without internet access. At each start, and every 24 hours after that, the host computer tries to check its license with the licensing server. When it cannot connect, it continues to work normally. The note *"server unreachable — license still valid"* next to **Last server contact** is normal on a system without internet access. To check right away, click **Check now**.

Hardware changes

If you replace parts of the host computer, for example the motherboard, a disk, or a network adapter, the licensing server might no longer recognize the computer. **Status** then shows **Hardware changed** and the number of days remaining. The system continues to work normally for 30 days. Contact Hiperwall support for an updated license before the 30-day grace period ends. After that, the system stops accepting sources.

Move the license to a different computer

Deactivate the license on the old computer first. Then activate the key on the new computer.

1. On the old host computer, open **Settings → License**.
2. In the This license area, click **Deactivate**.
3. Read the warning, and click **Confirm deactivate**.

Deactivation releases the license, so you can use the key on a different computer. It also deletes the license from the old computer, and the old computer stops accepting sources.

> **Deactivation needs the internet**
> There is no offline deactivation. If the old computer cannot connect to the licensing server, the license is not released and does not change. When the old computer has failed, cannot start, or cannot connect to the internet, contact Hiperwall support to release the license.

More help

For more about Engage Ops, see the **Engage Ops Manual**. For help with your license, contact Hiperwall support at support@hiperwall.com, +1-888-520-1760 (toll-free in the US), or +1-949-335-7420 (international).