MAXQDA

Installation and Activation Guide

MAXQDA 2022

Contents

Overview

The key features of MAXQDA Network Licenses are the MAXQDA Netlic Service and MAXQDA Netlic Manager.

MAXQDA Netlic Service

The license service manages your MAXQDA network licenses and is set up on your Windows server using the MAXQDA Netlic Manager. Here it runs in the background as a Windows service.

Client computers connect to the MAXQDA Netlic Service to obtain a network license. After a successful check of the relevant permissions, the service allows the use of MAXQDA on the client device.

MAXQDA Netlic Manager

The MAXQDA Netlic Manager is an application for controlling the MAXQDA Netlic Service. To do this, you connect to the MAXQDA Netlic Service either locally or remotely from another computer. You can then add new licenses, manage existing licenses, or control the access of client devices to the license service.

The MAXQDA Netlic Manager is also used to set up the Windows service MAXQDA Netlic Service locally on your server.

Technical knowledge requirements

Configuring the MAXQDA Netlic Service and the network permissions requires a sound basic technical knowledge in dealing with networks. We recommend that you have the administrator of your network perform the setup, as administrator rights are required for the configuration.

Server

In order to use a MAXQDA Network License, you need a server PC with a Windows environment on which the MAXQDA Netlic Service runs as a Windows service. License management is conducted with the MAXQDA Netlic Manager either locally or from another computer within your network.

Client computer

Client computers with Windows and/or macOS can access a network license.

> Please note:
>
> For the client computers, the regular system requirements for MAXQDA installations apply, which you can find on our website: https://www.maxqda.com/products/system-requirements. Please note that the client computers must always be connected to the server in order to use MAXQDA.

MAXQDA version

The MAXQDA Netlic Service only supports MAXQDA 2020 and higher network licenses.

Licenses for MAXQDA 2018 and below must still be managed with the old MAXQDA License Service.

First steps

- First download the **MAXQDA Netlic Service** and unpack the archive folder. Download the **MAXQDA Netlic Service**:

  www.maxqda.com/maxqda_netlic/MAXQDA_Netlic.zip

- Move the unzipped folder 'MAXQDA Netlic Service' to a desired location and open it.

- Launch the MAXQDA Netlic Manager by clicking on **"MAXQDA Netlic Manager.exe"**.

- The use of the MAXQDA Netlic Manager requires administrator rights to setup and control the MAXQDA Netlic Service locally. To manage network licences with the MAXQDA Netlic Manager via local or remote connection no administrator rights are required.
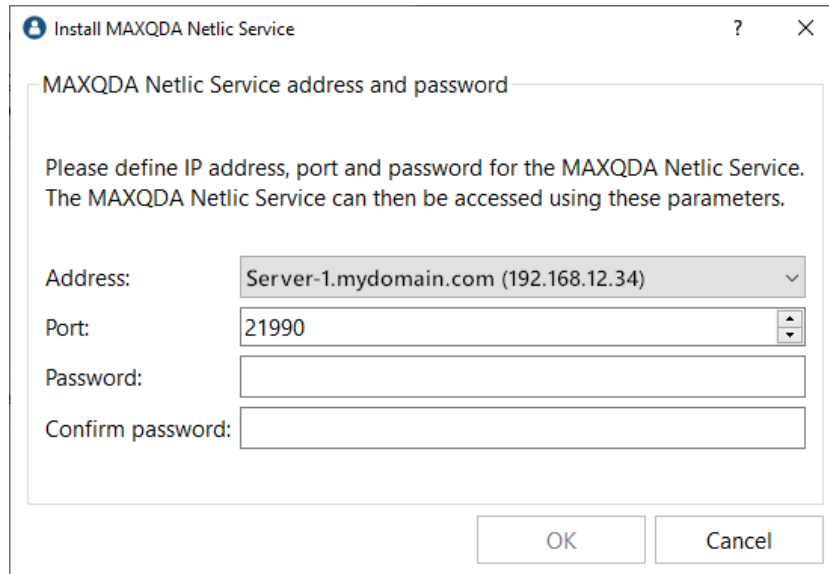
MAXQDA Netlic Service: Setup

1. Open the MAXQDA Netlic Manager
2. Select the "*Local MAXQDA Netlic Service*" tab and click the "*Install MAXQDA Netlic Service*" button to register the MAXQDA Netlic Service as a Windows service on the local system.
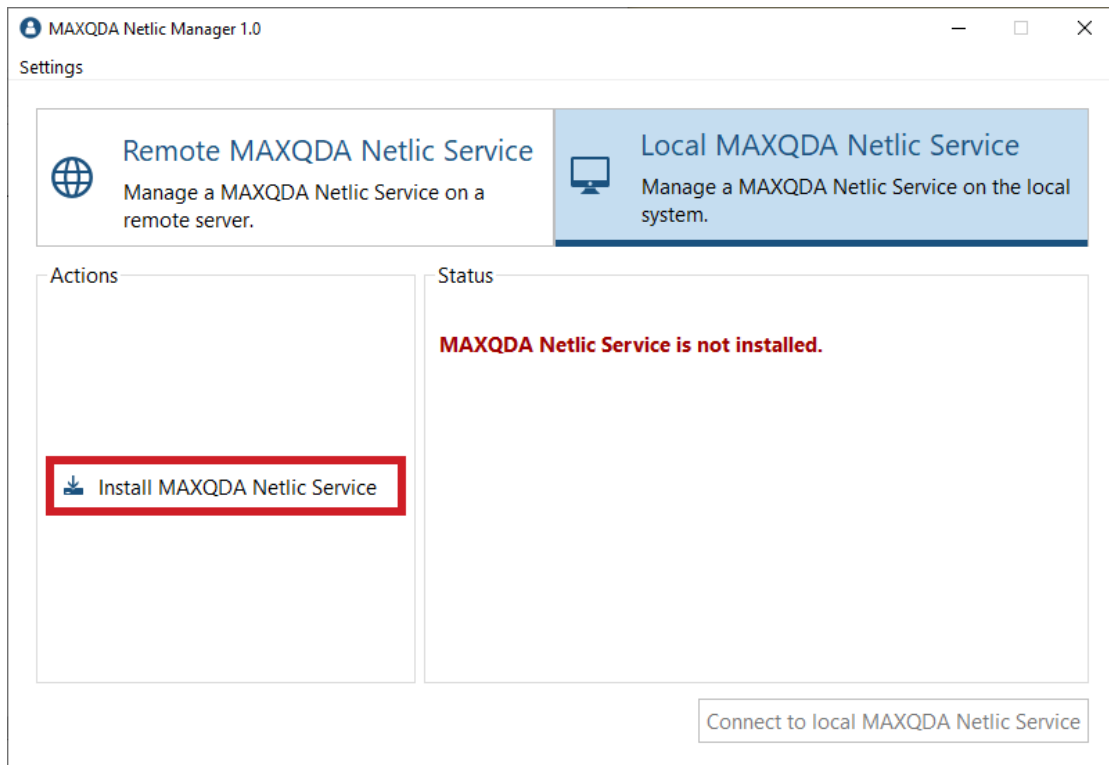
3. You can now select the server address and port where the MAXQDA clients will access the license.

   a. If the desired address cannot be selected, select the last option "*Set Custom IP Address*" from the drop-down menu to specify the address manually. Please note that client and network must be IPv6 enabled if you want to select an IPv6 address for the MAXQDA Netlic Service.

   b. Make sure that the selected port is shared with your client computers. You can check this by using the Windows feature 'telnet' with the command "*telnet <server address> <port number>*".

Please note:

The set port can only be changed during a new installation of the MAXQDA Netlic Service. Please note that activated licenses are bound to the port. Please deactivate all active licenses before uninstalling the service so that the licenses can be reactivated after changing the port.
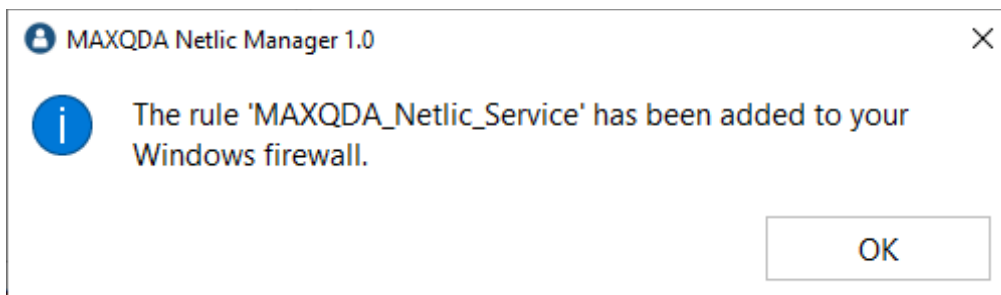
4. Enter a password for the MAXQDA Netlic Service. This password must be entered when the MAXQDA Netlic Manager accesses the service from another computer.

> Please note:
>
> You can change the password for the locally configured MAXQDA Netlic Service at any time via the "*Set password*" button.

Click "*Accept*" to complete the setup process..

5. You will receive a message that an incoming connection rule has been added to your Windows firewall for the selected port. Confirm this with "*OK*".
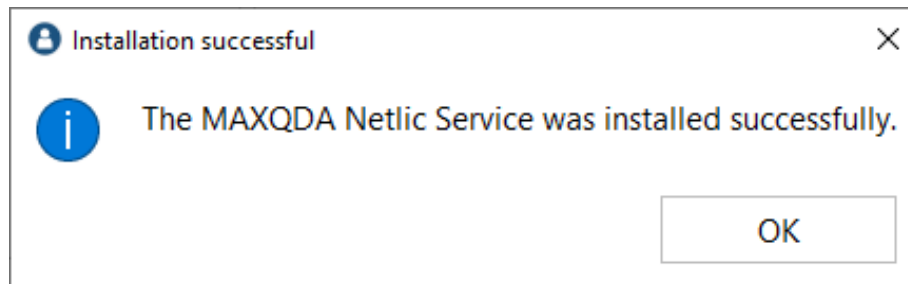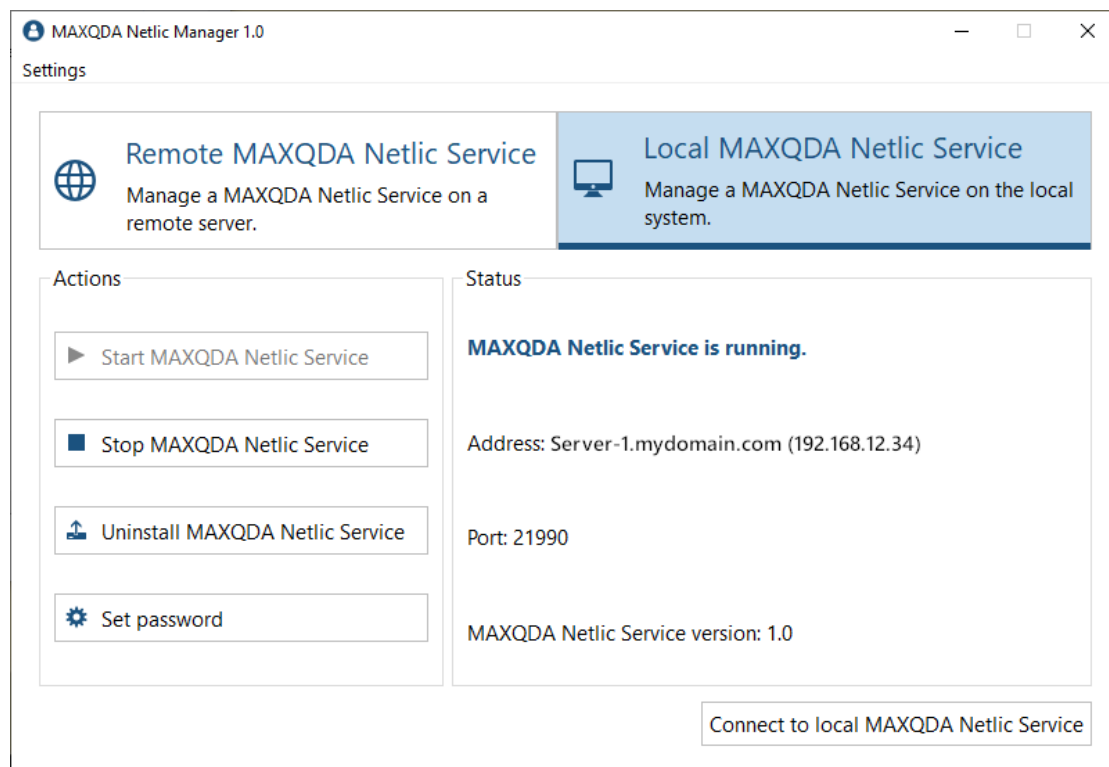

> Please note:
>
> If you are using a different firewall solution, a corresponding rule must also be created for that one.

6. You will then receive the message that the service has been properly installed.

7. If the setup and start of the service were successful, the status changes to " *The MAXQDA Netlic Service is running.*"

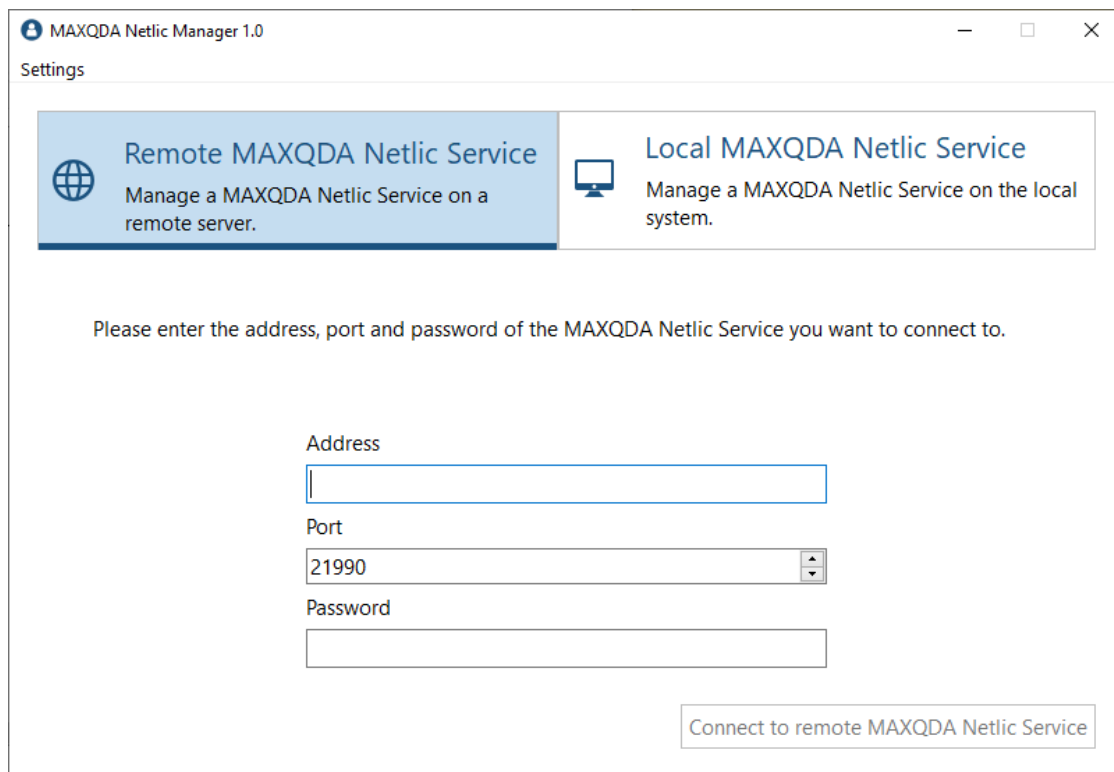**Important: To use the license, the service must be permanently installed and opened.**

You can now connect to the locally deployed MAXQDA Netlic Service to manage your network licenses.

Note for stopping the MAXQDA Netlic Service during operation

If the MAXQDA Netlic Service is stopped, all actively connected MAXQDA clients try to reconnect. If this fails, the clients will be notified that the license server is not available. After another 5 minutes a new automatic connection attempt with the license server will be made. If this also fails, the clients still have 1 minute to finish their work. MAXQDA will then be closed automatically. These steps will also be performed if a client loses the connection to the license service.

MAXQDA Netlic Manager: Managing licenses

With the MAXQDA Netlic Manager you can manage your MAXQDA network licenses and client access. You can connect to a service that is set up locally or on another server. After opening the MAXQDA Netlic Manager, the controller window is displayed first.

Using the MAXQDA Netlic Manager locally

If the MAXQDA Netlic Service has been set up locally on your device, select the "*Local MAXQDA Netlic Service*" view in the controller window. Here you can control the local Windows service and see the corresponding status information. Make sure that the status "*The MAXQDA Netlic Service is running*" is displayed. To connect to the service, click on "*Connect to local MAXQDA Netlic Service.*"
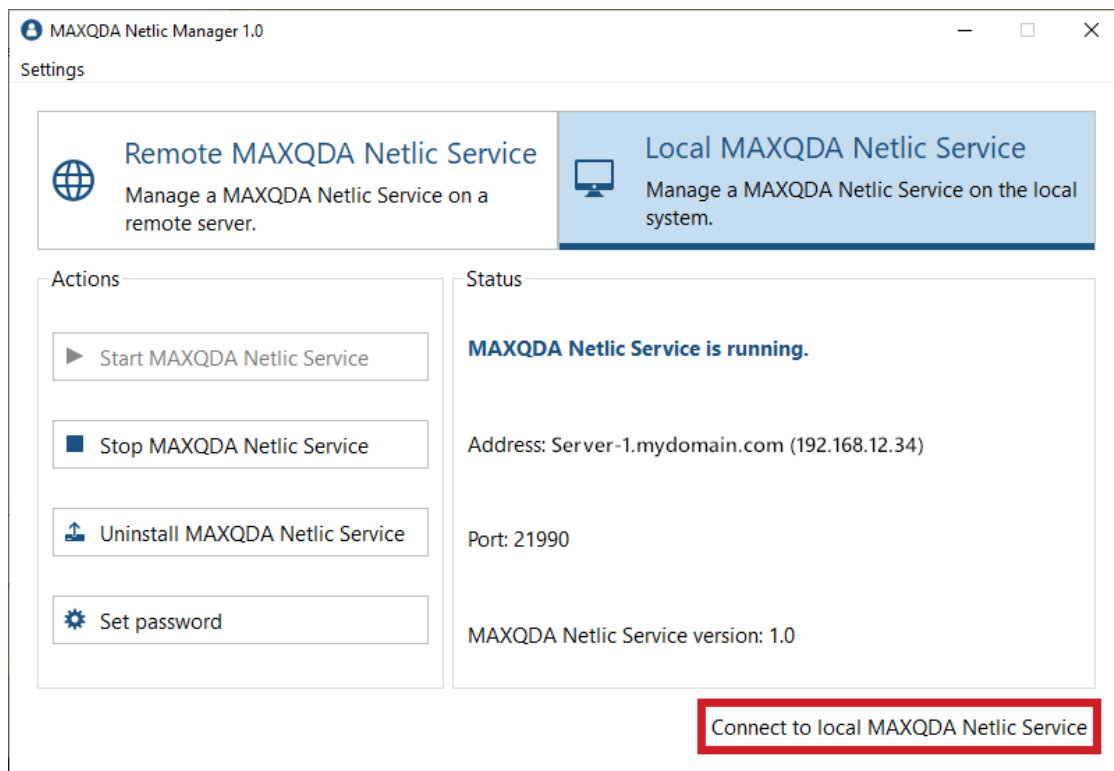
Using the MAXQDA Netlic Manager on a different computer

You can also use MAXQDA Netlic Manager from other devices within the network to manage your licenses and client accesses. To do this, open the MAXQDA Netlic Manager on the computer you want to use. Select the tab " *Remote MAXQDA Netlic Service* " in the controller window. Enter the address, port and password for the MAXQDA Netlic Service on your server and click " *Connect to MAXQDA Netlic Service.* "
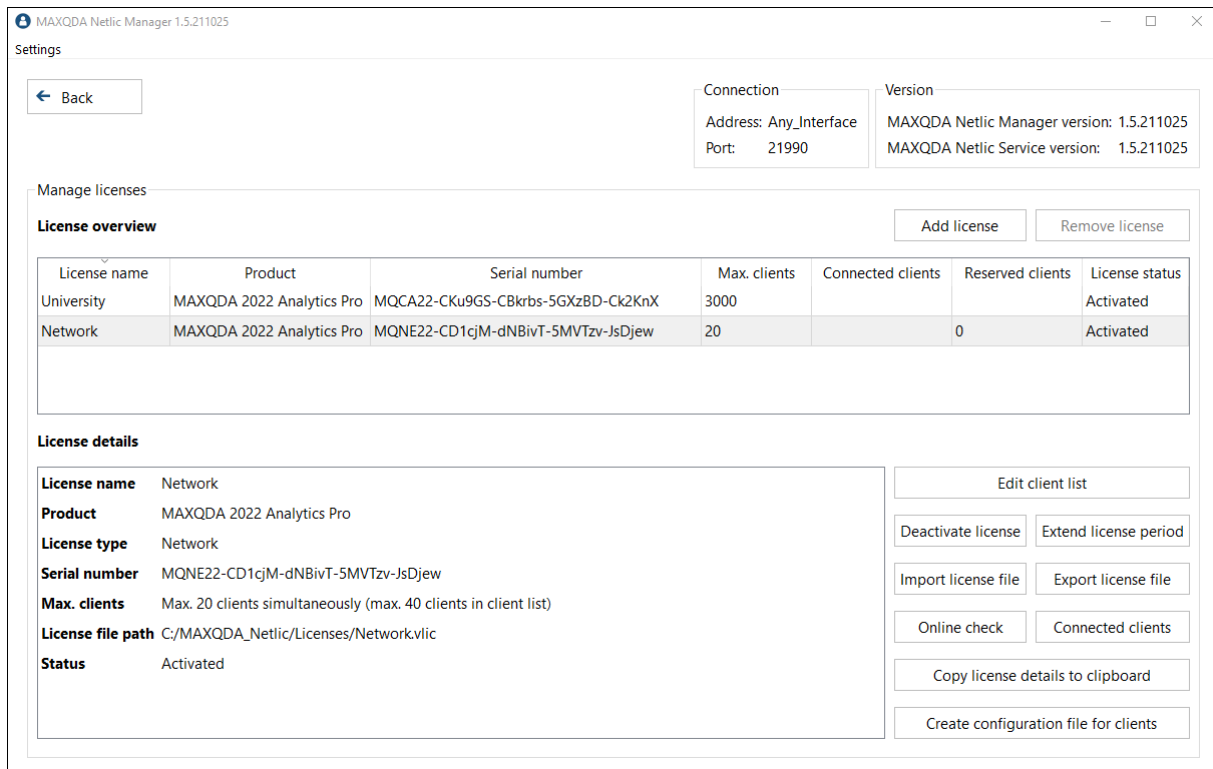
The Manager window

The license management interface comprises two parts. In the upper section you will find an overview of the individual licenses that have already been added to the MAXQDA Netlic Service. If a row is selected, detailed information about the corresponding license appears in the lower area. You can also configure the selected license using the buttons next to the detailed view.

License: Adding and activating a new license

1. To add a new license, click on the button "*Add license*" above the license overview.

2. Enter a name for the license and your MAXQDA serial number. Please note that you cannot enter a license name that is already in use for another license. The specified license name will be specified later by the clients for the purchase of the license in MAXQDA.

3. Click on "*Activate*" to start the online activation process. You will then see a new entry in the license list for the license that has just been integrated. The license status indicates whether the license is activated and valid.

License: Offline license activation (special case)

If you are unable to connect to our activation server **verbi.de** on **Port 80** on your server, there is an alternative for online activation.

1. Carry out the activation steps as described in the previous entry **"Adding and activating a new license"**.

2. After clicking on "*Activate*" you will receive an error message that the activation could not be executed. Click on "*Offline activation*" in this dialog window to export the license file.
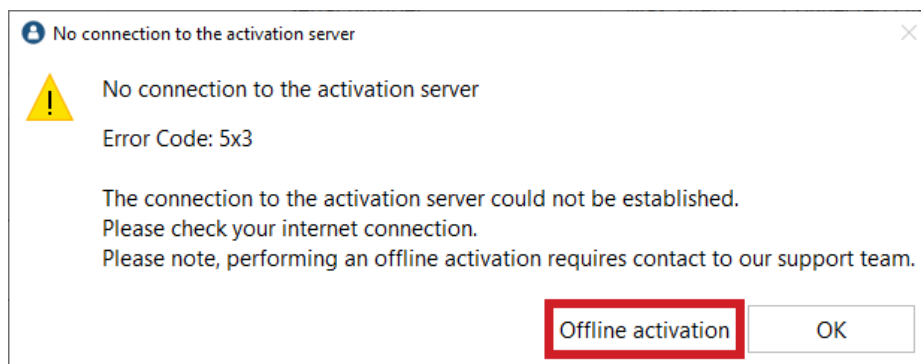
3. Contact our Support Team via the online form. Upload the exported license file and ask for a manual license activation: https://www.maxqda.com/help-support/onlinesupport

4. MAXQDA support will then send you back the activated license file (usually within 24 hours on weekdays).

5. In the MAXQDA Netlic Manager, select the license to be activated in the overview. Click the "Import license file" button to import the license file. Your license will then be active and can be used.

License: Deactivating and removing a license

To remove a license, select the corresponding entry in the license overview and click on "*Remove license*".

If the license is still activated, it must first be deactivated by clicking on "*Deactivate license*". An online connection is required so that the MAXQDA activation server can deactivate the license.

License: Offline license deactivation (special case)

1. If you have already activated the license offline, simply deactivate it first.
2. You will receive an error message that the online deactivation was not successful, but your license will have been deactivated locally.
3. Export the license file by clicking on "*Offline deactivation*".
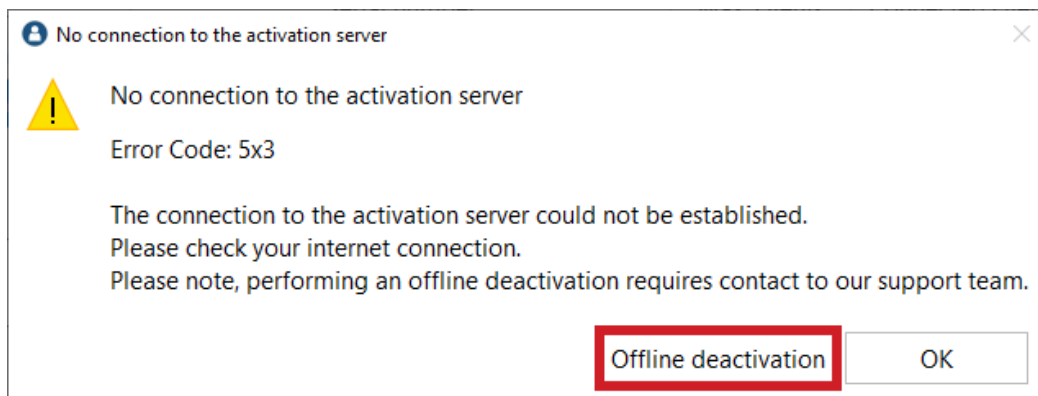
4. Contact our Support Team via the online form. Upload the exported license file and ask for a deactivation on the MAXQDA activation server: https://www.maxqda.com/help-support/onlinesupport
5. After receiving a response from our Support Team, the deactivation will be complete and you can remove the license from the MAXQDA Netlic Service.

License: Moving a license to a different server

If you want to move your network license to another server, you must first deactivate it on the current server.
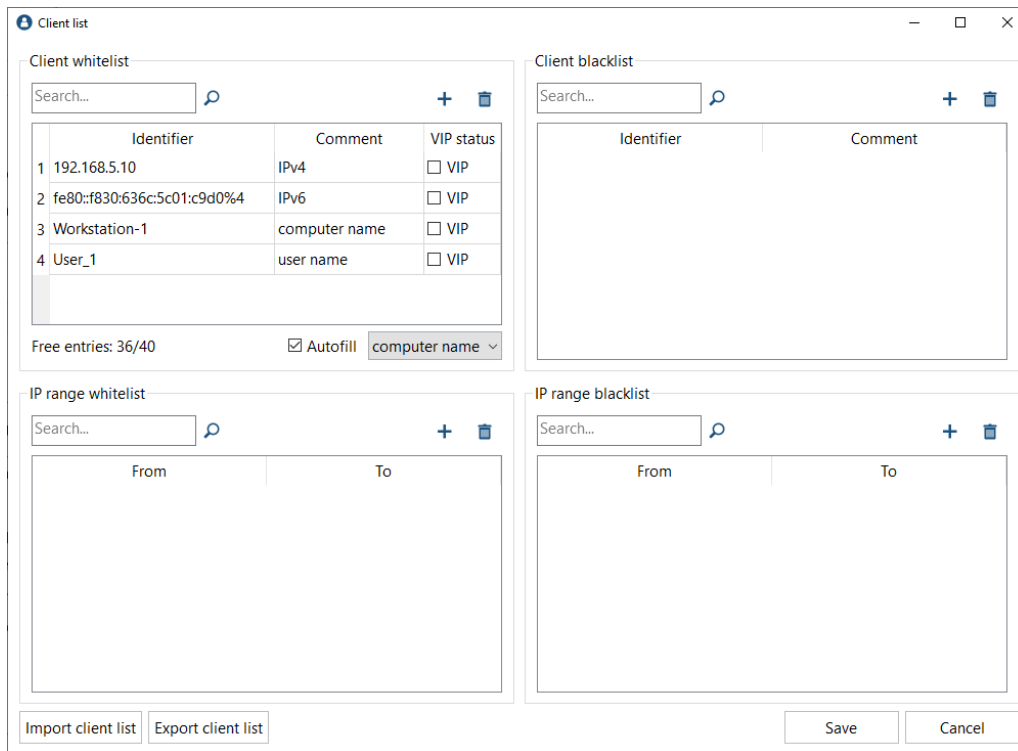
1. Open the MAXQDA Netlic Manager and connect to the MAXQDA Netlic Service.

2. Select the desired license in the overview. If you want to transfer client lists, export them in the overview of the client list ("*Edit client list*"). Then click "*Deactivate license*".

3. After successful deactivation, install the MAXQDA Netlic Service on your **new server** and **reactivate** your license there. If you have previously exported the client lists, you can now import them as before in the overview of the client list.

Please note:

You cannot use the license file from the old server on the new device because the license file is bound to the device during activation. In order to use the license on the new server, it must be reactivated there.

Client management

The MAXQDA Netlic Manager provides a client list for each license to control the access of MAXQDA clients. Access rules are implemented via whitelists and blacklists. Once you have selected a license in the overview, click "*Edit client list*" to configure the client list for the license.

Client management with different license types

Free floating license: Contrary to our standard network license, clients do not have to be authorized by a whitelist to access a free-floating license. If one of the two whitelists is used, only those computers which are part of the client whitelist or part of the specified IP range can connect. The client whitelist of a free-floating license then also has a restrictive effect. If all clients should be allowed to connect, please leave both whitelists empty.

QDA Lab License: Please note that clients for licenses of the type QDA Lab are fixed. The whitelists display the default clients but cannot be changed. This status is indicated by a small lock symbol above the whitelist.

White lists

In principle, whitelists only allow registered clients to use the license. All other clients receive a corresponding error message when purchasing the license in MAXQDA.

There are two types of whitelists in the MAXQDA Netlic Service:

- Client white list

  Here the clients are specifically named on the basis of a feature and can thus be identified. Possible features for the identification of the clients are:

  - Computer name
  - IP address
  - MAC address
  - Username

  The license request compares all these client properties with the entries in the whitelist. An entry in the whitelist therefore does not have to specify which characteristic it refers to.

- IP range white list

  Address ranges for IPv4 or IPv6 addresses are entered by specifying a start address and an end address. Only clients with IP addresses within these ranges are allowed access to the license. If a client is only on the client whitelist instead, access is also allowed because this list is more specific.

  The address ranges also contain the start and end addresses. Furthermore, the start and end address must have the same IP version (IPv4 or IPv6).

To manually add an entry to one of the two whitelists, click the plus icon above the whitelist. Enter a value in the field. A comment can be added if required, but this has no effect on the access restriction.

The following rules continue to apply to whitelists:

- If entries in the white list are limited, a client must always be in the client white list in order to obtain the MAXQDA license. This also applies if there are already entries in the IP range white list.

- If the number of entries is unlimited (network licenses with **free-floating or campus licenses**), the white list can remain empty and all clients are entitled to obtain the license under the license terms.

If at least one entry is entered in one of the two whitelists, only clients that are covered by the whitelist may obtain a license.

Automatic client recognition

For network licenses with limited whitelist entries, the list can also be filled automatically. To do this, tick the corresponding checkbox and select a characteristic for the entries.

If a client requests the corresponding network license in MAXQDA, the selected feature is entered in the whitelist as long as there are still enough free entries available.

The selected characteristic can be changed at any time. Clients can also be added to the list manually.

Reserve license slots for VIP clients

In the client whitelist, you can reserve a license slot exclusively for a particular client by ticking "VIP Status". For the remaining clients this slot is then permanently unavailable.

Black lists

Blacklists explicitly exclude registered clients from using the license. If a client entered in the blacklist wants to obtain the license in MAXQDA, a corresponding error message is displayed and the license is denied.

Analogous to the whitelists, there are also two types of blacklists in the MAXQDA Netlic Service:

A) Client blacklist
   Here the clients are specifically named on the basis of a feature and can thus be identified. Possible characteristics for the identification of the clients are as with the Client whitelists:

   - Computer name
   - IP address
   - MAC address
   - Username

   The license request compares all these properties of the client with the entries in the blacklist. An entry in the blacklist therefore does not have to specify which feature it refers to. If a client is entered in this blacklist, access to the license is **always** denied.
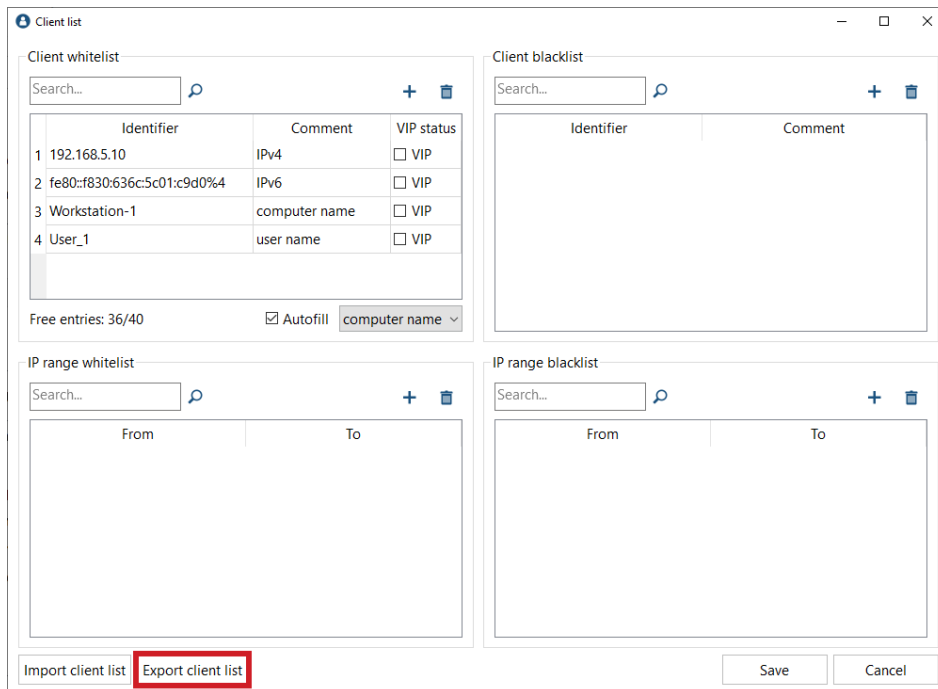
B) IP range blacklist
   Address ranges for IPv4 or IPv6 addresses are entered by specifying a start address and an end address. Clients with an IP address within one of these ranges are not allowed to access the license. If a client is also on the client whitelist, access is allowed because this list is more specific. This does not apply if the client is instead on the IP range whitelist and simultaneously on the IP range blacklist.

The start and end addresses are contained in the address ranges. Furthermore, the start and end address must have the same IP version.

New entries in the blacklists can be added using the plus symbol above the list, just like in the whitelists.

Exporting and importing client lists

- With the button "*Export client list*" the existing client list can be exported to any directory as a Json file. The exported file then contains the whitelists as well as the blacklists.

- To import an exported client list, click "*Import client list*" in the Client List view and specify the path to the exported Json file. For QDA-Lab licenses only black lists can be imported.

License renewals (leasing licenses only)

If you have purchased a leasing license, it must be regularly renewed with a new serial number.

1. Open the MAXQDA Netlic Manager and connect to the MAXQDA Netlic Service.

2. Select the desired activated license in the license overview and click "*Extend license period*".

3. Enter your new serial number to renew the license

4. After successful renewal, you can continue to use the license.

Installing MAXQDA: On client computers

1. Download MAXQDA to the relevant computer and perform the installation.

   Download link for Windows:
   www.maxqda.com/download/MAXQDA2022_Setup.msi

   Download link for macOS:
   www.maxqda.com/download/MAXQDA2022.dmg
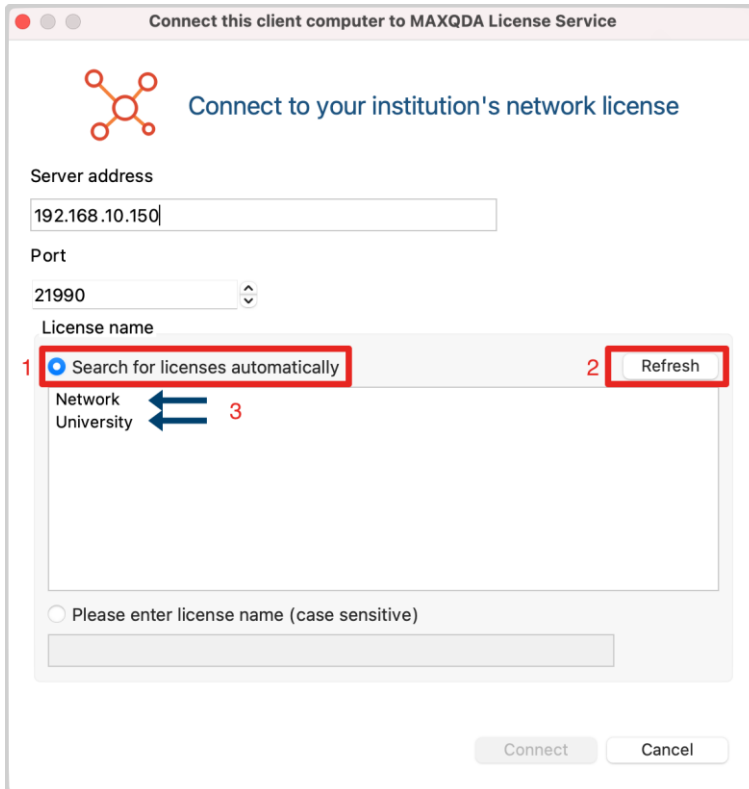
2. Launch MAXQDA after the installation and select the option "*Connect to your institution's network license*" in the activation dialog window.
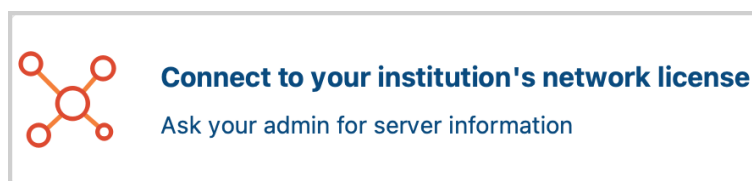
3. Enter the server address and the port for the MAXQDA Netlic Service in the next dialog window.
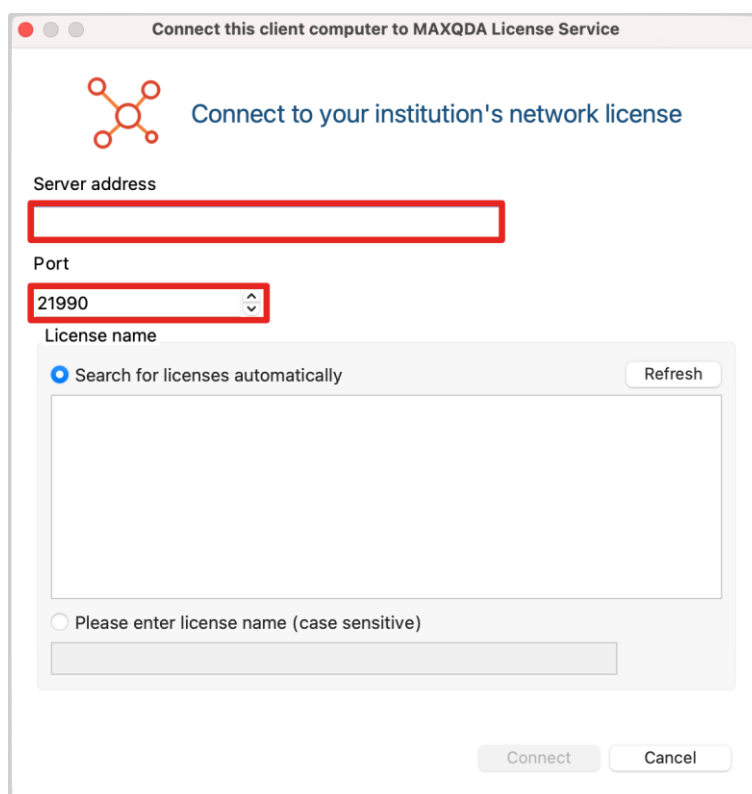
4. You can now automatically display all available licenses of the MAXQDA Netlic Service. Then select the desired license using the license name. Alternatively, you can enter the license name manually.

5. Then click on "*Connect*" to acquire the license.

6. The client device can now use the license.

7. The entered data, i.e. server address, port and license name, are noted in a configuration file, so that the selected license is automatically acquired the next time MAXQDA is launched.

Installing MAXQDA: Silent installation (Windows only)

The MSI Installer of MAXQDA under Windows allows for a silent installation. The following parameters are available via the command line:

Parameter	Details
/qn	Parameters for msiexec, so that the installation is performed without a user interface
LIC_SRV="SERVER ADDRESS"	Specifies the server name in the configuration file (mandatory parameter)
LIC_NAME="LICENSE NAME"	Specifies the license name in the configuration file (mandatory parameter)
LIC_PORT=12345	Specifies the port for the server in the configuration file. The default value is 21990 (optional parameter)
DIR="INSTALLDIR"	Defines the installation directory. Default value: "C:\Program Files\MAXQDA2022" (optional parameter).
DISABLE_AUTO_UPDATES=1	Stipulates within the configuration file that no automatic updates can be performed in MAXQDA. If the value is 0, automatic updates are possible, otherwise not. The default value is 0 (optional parameter)
DISABLE_MANUAL_UPDATES=1	Stipulates within the configuration file that no manual updates can be performed from MAXQDA. If the value is 0, manual updates are possible, otherwise not. The default value is 0 (optional parameter)

Example command in the command line:

msiexec /i MAXQDA2022_Setup.msi /qn LIC_SRV="196.248.10.2"
LIC_PORT=21991
LIC_NAME="AG Meier" DIR="C:\ProgramFiles\MAXQDA2022"
DISABLE_AUTO_UPDATES=1

Parameters are also available for later program updates and uninstall.

Parameter	Details
msiexec /i MAXQDA2022_Setup.msi /qn	Program updates
msiexec /x MAXQDA2022_Setup.msi /qn	Uninstall

Setting up client devices via a configuration file
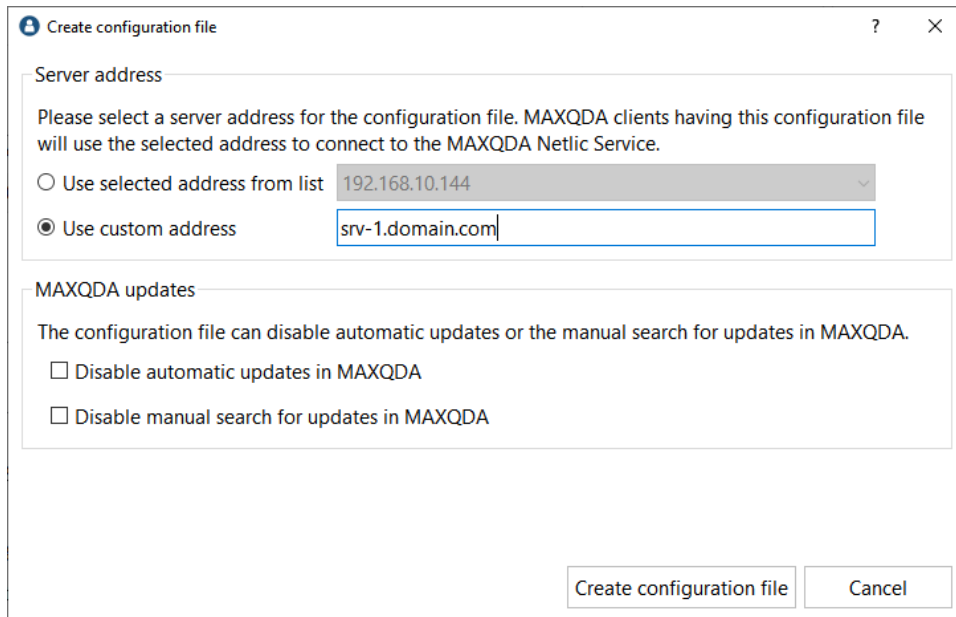
The connection data for the MAXQDA Netlic Service (server address, port and last purchased license) is stored by MAXQDA in a configuration file. This file is retrieved when MAXQDA is launched in order to automatically obtain the specified network license. This means that no user setup is necessary.

You can create the configuration file for a selected license directly via the MAXQDA Netlic Manager. To do this, perform the following steps:

1. Open the MAXQDA Netlic Manager and connect to the MAXQDA Netlic Service on your server.

2. Select a license in the overview and click "*Create configuration file for clients*"
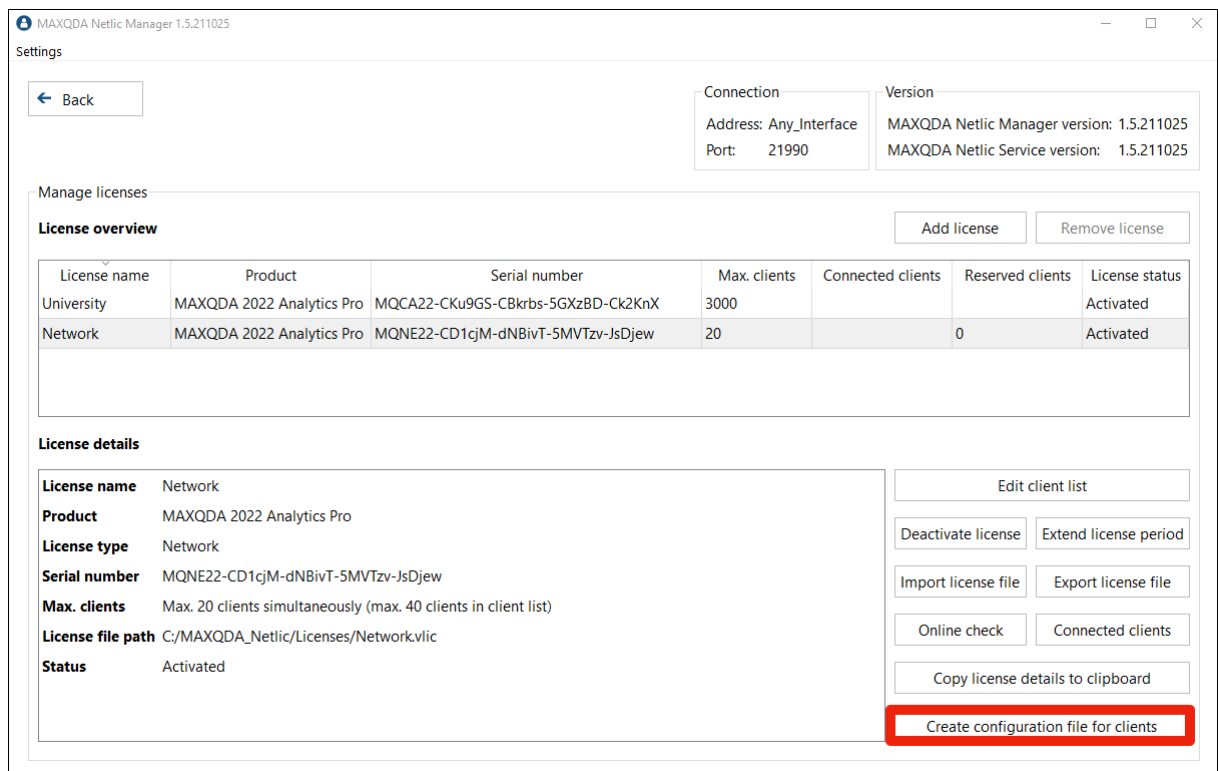
3. You can adjust some of the parameters for the configuration file according to your setup. Then click "Create configuration file".

a. Specify which server address should be stored in your configuration file. MAXQDA clients with this configuration file will use the stored address to connect to the MAXQDA Netlic Service. You can select one of the automatically detected addresses in the drop-down list or define a custom server address.

b. If you want to prevent automatic or manual updates of MAXQDA on the client devices, please check the corresponding boxes. You will find more information about this in the next sub-item.

4. Save the configuration file "**Config.ini**" in a location of your choice.

5. Install MAXQDA on the client device.

6. Copy the configuration file "Config.ini" into the directory

a. „%PROGRAMDATA%\MAXQDA 2022\" for Windows

b. „~/Library/Application Support/MAXQDA 2022/" for macOS

7. At the next launch, MAXQDA automatically uses the configuration file to connect to the MAXQDA Netlic Service.

Preventing MAXQDA updates on the client device

MAXQDA automatically checks if there is a new version at startup. This check can also be triggered manually in MAXQDA. If a new version has been found, the application can be updated directly. The new version of MAXQDA is downloaded from our servers and installed.

If you want to prevent this from happening on your client devices, this can be set in the configuration file. To do this, check the appropriate boxes when creating the file. You can also update MAXQDA with the MSI Installer for Windows or with the .dmg file for macOS.

Updates for MAXQDA Network Licensing

Automatic updates

Each time MAXQDA Netlic Manager is opened, it checks whether an update is available. If an update is available, you will be informed and can decide whether the update should be performed immediately.
The process of an automatic update is as follows:

1) If the MAXQDA Netlic Service is running, it is stopped.

> Please note:
>
> Please note that connected clients are disconnected from the MAXQDA Netlic Service and MAXQDA Network Licensing cannot be used during the update process. Clients that are disconnected from the service can continue to use MAXQDA for another 5 minutes. A new connection attempt will then be made. If this fails, MAXQDA is closed.

2) The new version is downloaded

3) The MAXQDA Netlic Manager is closed

4) The new version will be installed, some files will be copied. Under certain circumstances, the Windows dialog window for a copy procedure may be displayed.

5) The current version of the MAXQDA Netlic Manager is opened.

6) The MAXQDA Netlic Service is restarted automatically.

   a) The version of the service displayed in the MAXQDA Netlic Manager is updated.

> Please note:
>
> With an automatic update, MAXQDA Netlic Manager and MAXQDA Netlic Service are always updated simultaneously.

Manual update

Download link for the ZIP archive with the latest version for MAXQDA Network Licenses:
www.maxqda.com/maxqda_netlic/MAXQDA_Netlic.zip

To update the MAXDQA Netlic Service or the MAXQDA Netlic Manager, please follow these steps:

1. First download the ZIP archive with the latest version for MAXQDA Network Licenses.

2. Launch the old MAXQDA Netlic Manager and stop the MAXQDA Netlic Service.

3. Close the MAXDQA Netlic Manager.

4. Unzip the downloaded ZIP archive and add the content to the MAXQDA Network License directory. The folders "MAXQDA Netlic Service" and "MAXQDA Netlic Manager" as well as their contents must be replaced with the new files.

5. Open the MAXQDA Netlic Manager and launch the local MAXQDA Netlic service so that the service is available again.

    a. The version of the service displayed in the MAXQDA Netlic Manager will be updated.

Help

Below you will find an overview of the possible error messages with suggested solutions. If you have technical questions or problems, our Support Team will be happy to help you. Please use our support form to contact us:
http://www.maxqda.com/support

Error messages: MAXQDA Netlic Manager

Error	Description	Suggested solution
102x4 103x4	The license name you entered has already been used for another license in your MAXDA Netlic Manager.	Please choose a different license name that has not yet been used.
102x5	The MAXQDA Netlic Manager cannot connect to the MAXQDA Netlic Service because the password is incorrect.	Please check the password for typing errors. If you have forgotten the password, you can reset it using the MAXQDA Netlic Manager on the local server.
102x14	This serial number is already in use for another license in your MAXQDA Netlic Manager.	Please check that you have entered the correct serial number during activation. Each serial number can only be assigned to one license in the MAXQDA Netlic Service. If necessary, you can deactivate and remove the old license.
103x15	Cannot connect to MAXQDA Netlic Service or the connection was disconnected.	Check your network connection.
103x17	Could not access the selected file when exporting or importing.	Make sure that permissions for this file are set appropriately and that the file is not opened in another instance of MAXQDA Netlic Manager.
1x4	Failed license protection.	If the license has been activated on another device, please deactivate the license on the other device first before activating the license on the current device.
1x12	The license import failed. The license status of the current license does not permit an import.	Importing a license is only possible under special circumstances for an offline license activation. Please follow the steps described in the chapter "License: Offline license activation".
1x14	License import failed because the serial number of the current license does not match the serial number of the license to be imported	Importing a license is only possible under special circumstances for an offline license activation. Please check if you are importing the correct license file. This file has been activated by our technical support and sent to you.

		Please follow the steps described in the chapter "License: Offline license activation".
1x15	License import failed because the imported license is either not activated or not valid	Importing a license is only possible under special circumstances for an offline license activation. Please check if you are importing the correct license file. This file has been activated by our technical support and sent to you. Please follow the steps described in the chapter "License: Offline license activation".
5x3	Cannot connect to the MAXQDA activation server "verbi.de" (port 80).	Please check your internet connection or the connection to the " verbi.de" activation server on port 80. If your server will be unable to establish this connection, please perform an offline activation or deactivation For more information, see the chapters " License: Offline license activation " and " License: Offline license deactivation ".
6x3010	Activation limit for this serial number has been reached. No further activations possible.	Network licenses can only be activated on one server. If you want to use the license on another server, please deactivate the license on the old device.
6x3015	The entered serial number does not exist on the MAXQDA activation server. Activation is not possible.	Please check the entered serial number for typing errors. You can also copy your serial number from your order confirmation.
6x3018	The license is locked.	Please contact our technical support at www.maxqda.com/support
6x3020	The license has expired	
6x3021	The license is not valid because the license period has not yet started.	The license can be activated as soon as the license period starts.
6x3030	The license is deactivated.	The license is registered as deactivated on the MAXQDA activation server. Activate it on this device to use the license.

Error messages: MAXQDA

Error	Description	Suggested Solution
102x3	No license with the entered license name has been found in the MAXQDA Netlic Service.	Please check the license name for typing errors.
102x7	The client is currently using the license in another instance of MAXQDA. A license can only be used in one MAXQDA instance on the same device.	Use the previously opened instance of MAXQDA or close it to use the license in the new instance of MAXQDA.
102x8	The requested license is not activated or invalid.	Check whether the requested license has not been activated or has expired. If necessary, remove the license from the MAXQDA Netlic Service.
102x9	The requested license does not match this version of MAXQDA.	Please check which license has been configured to be used with this version of MAXQDA.
102x10	The client device is not on the whitelist or can not be added automatically and therefore does not have permission to use the license.	Check the whitelist entries. If the whitelist is full, remove any client entries no longer in use. To fill the whitelist automatically, make sure the check box "Autofill" is checked. For more information, refer to the "Client Management" chapter. Please contact us if you need more slots in the whitelist.
102x11	The client device is listed on the blacklist and is therefore excluded from use of the license.	Check the blacklist entries and edit entries if necessary. For more information, refer to the "Client Management" chapter.
102x12	The maximum number of simultaneously connected clients has been reached for the requested license.	A new space will be available once a currently connected client stops working with MAXQDA. Please contact us if you need more slots in the whitelist.
104x15	A connection to the MAXQDA Netlic Service could not be established or was disconnected.	Please check your network connection and the specified server address as well as the port.