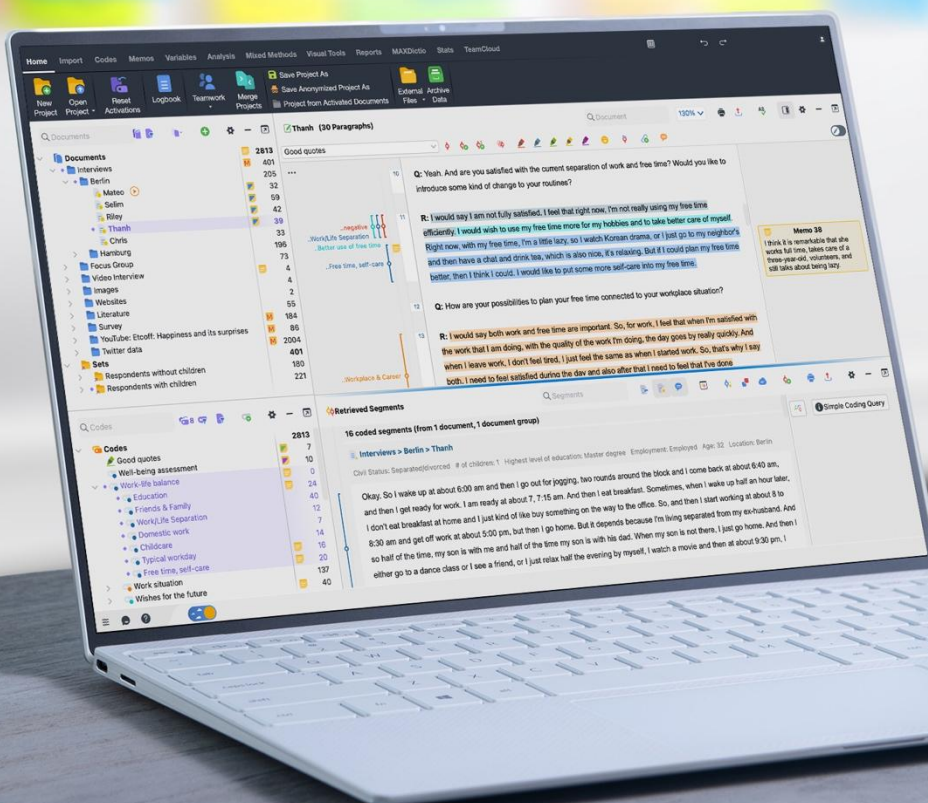




Installation and Activation Guide

Network License for Windows and macOS



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Overview

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

MAXQDA Netlic Service

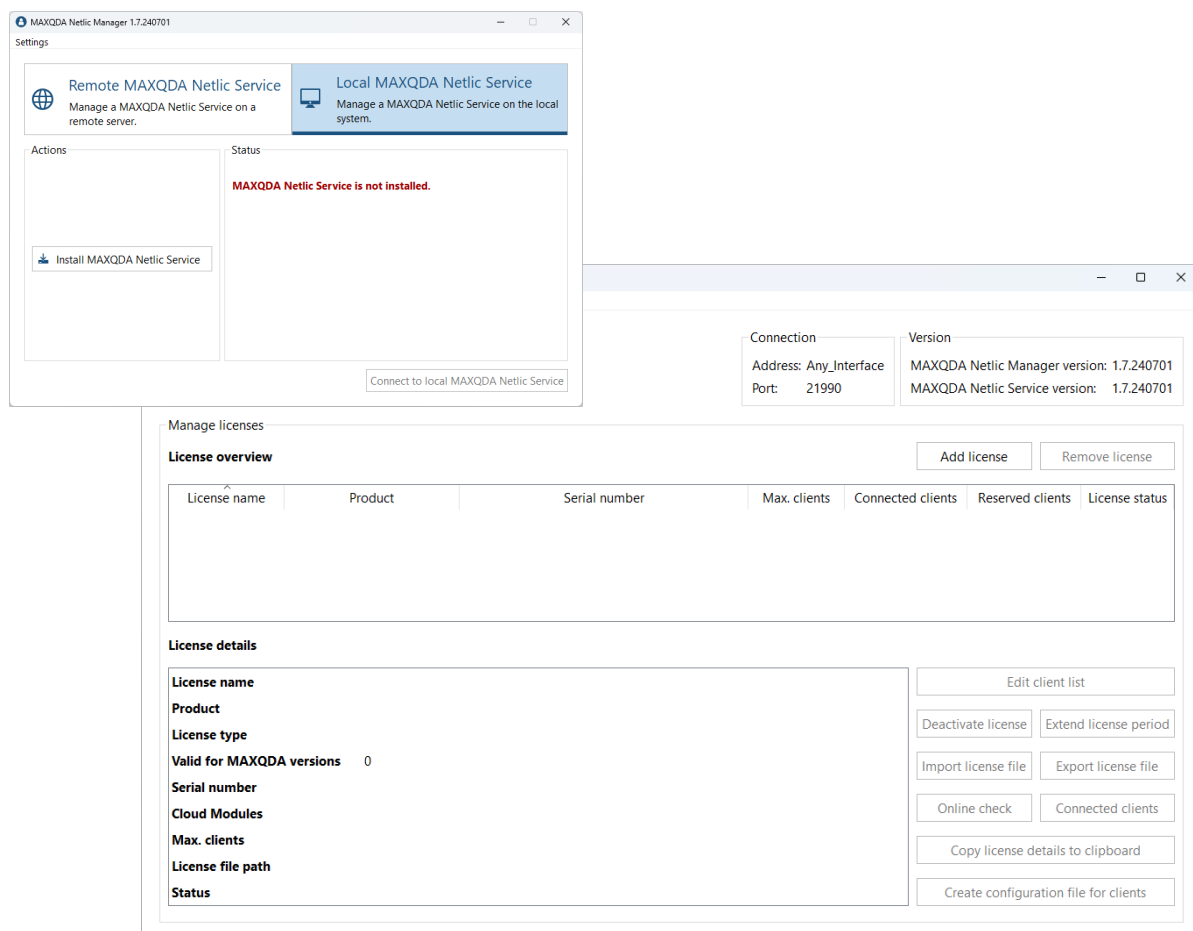
The license service manages your MAXQDA network licenses and is set up on your Windows server using the MAXQDA Netlic Manager. Here it runs in the background as a Windows service.

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 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 computer

To use a MAXQDA network license, you need a server/desktop PC with a Windows environment on which the MAXQDA Netlic Service runs as a Windows service. The device must be in operation 24/7 and accessible to all clients in the network. The license administration is done with the MAXQDA Netlic Manager either locally or from another computer within your network.

Supported Windows and Windows Server versions:

- Windows Server 2022, 2019, 2016, 2012 R2, 2012
- Windows 11, 10 (64 bit), 8.1 (64 bit), 8 (64 bit).

Download MAXQDA Netlic

www.maxqda.de/maxqda_netlic/MAXQDA_Netlic.zip

Client computer

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

Supported Windows and macOS versions:

- Windows 11, 10 (64 bit)
- macOS 15.x (Sequoia), 14.x (Sonoma), macOS 13.x (Ventura), 12.x (Monterey), 11.x (Big Sur), 10.15 (Catalina), 10.14 (Mojave).

For the client computers, the regular [system requirements for MAXQDA](#) installations apply.

Note

Please note that the client computers must always be connected to the server to use MAXQDA.

Download MAXQDA

Download für Windows: https://www.maxqda.com/updates/24/MAXQDA24_Setup.msi

Download für macOS: <https://www.maxqda.com/updates/24/MAXQDA24.dmg>

Supported MAXQDA versions

MAXQDA Netlic only supports network licenses of MAXQDA 2020, 2022 and 24.

Licenses for MAXQDA 2018, 12, 11 and 10 must continue to be managed with the old MAXQDA License Service.

MAXQDA Netlic – First steps

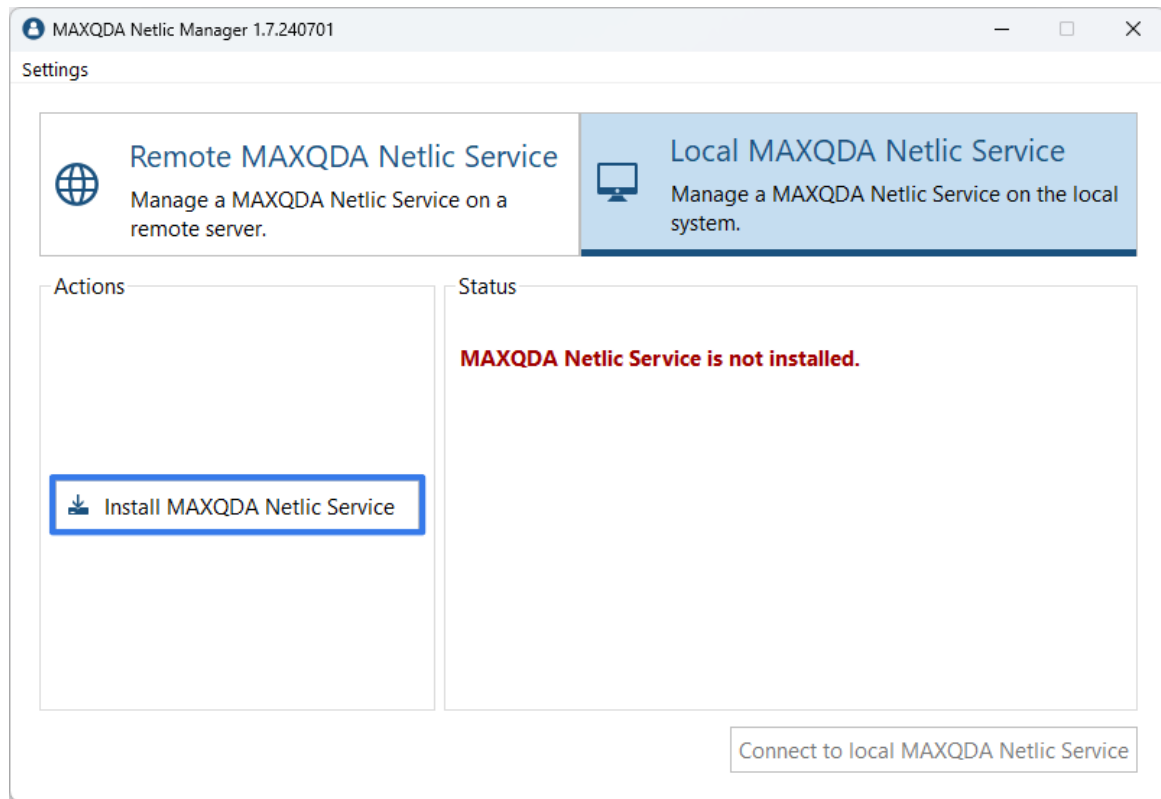
- First download the MAXQDA Netlic Service and unpack the archive folder. Download the MAXQDA Netlic Service:

Download for Windows: www.maxqda.de/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 licenses with the MAXQDA Netlic Manager via local or remote connection no administrator rights are required.

MAXQDA Netlic Service – Setup

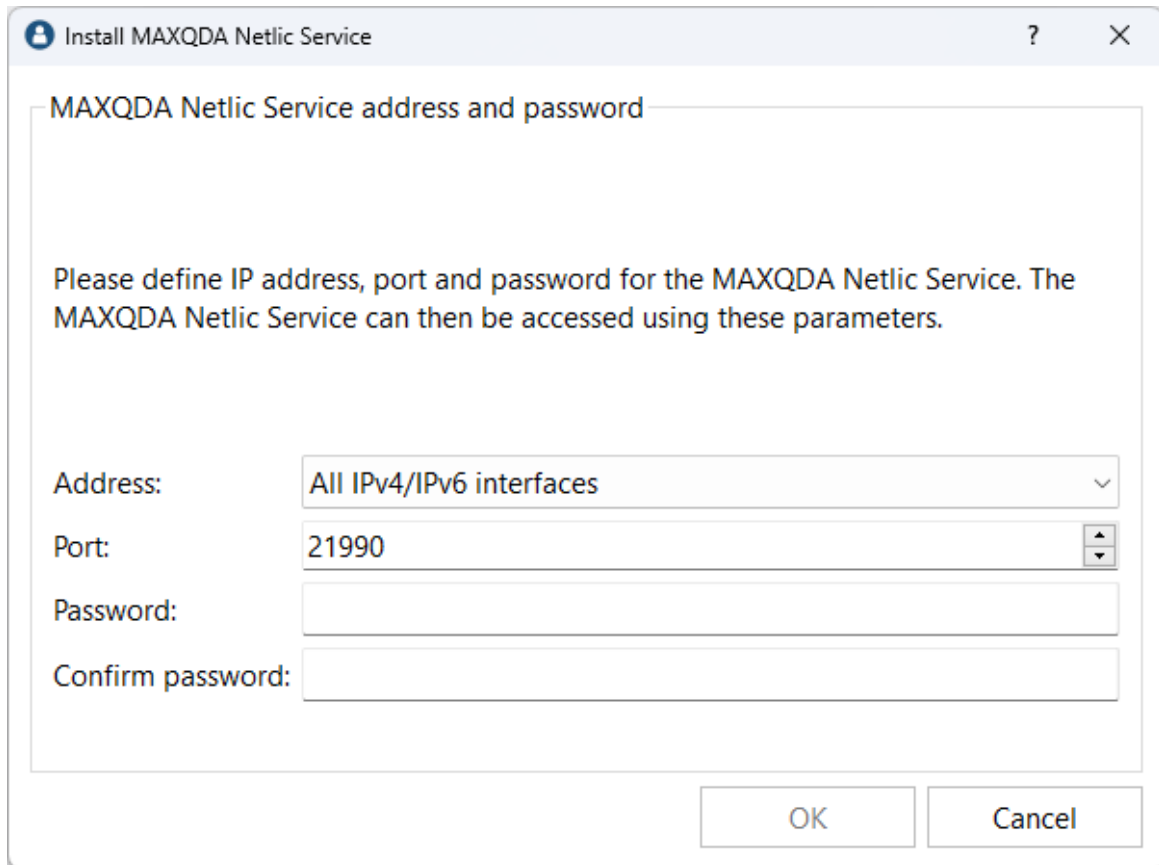
1. Open the MAXQDA Netlic Manager
2. Select the **Local MAXQDA Netlic Service** tab and click the **Install MAXQDA Netlic Service** button to register the MAXQDA Netlic Service as a Windows service on the local system.



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>**.

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.



Install MAXQDA Netlic Service

MAXQDA Netlic Service address and password

Please define IP address, port and password for the MAXQDA Netlic Service. The MAXQDA Netlic Service can then be accessed using these parameters.

Address:

Port:

Password:

Confirm password:

OK Cancel

Note

You can change the password for the *locally* configured MAXQDA Netlic Service at any time via the **Set password** button.

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.

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**.



MAXQDA Netlic Manager 1.7.240701

i The rule 'MAXQDA_Netlic_Service' has been added to your Windows firewall.

OK

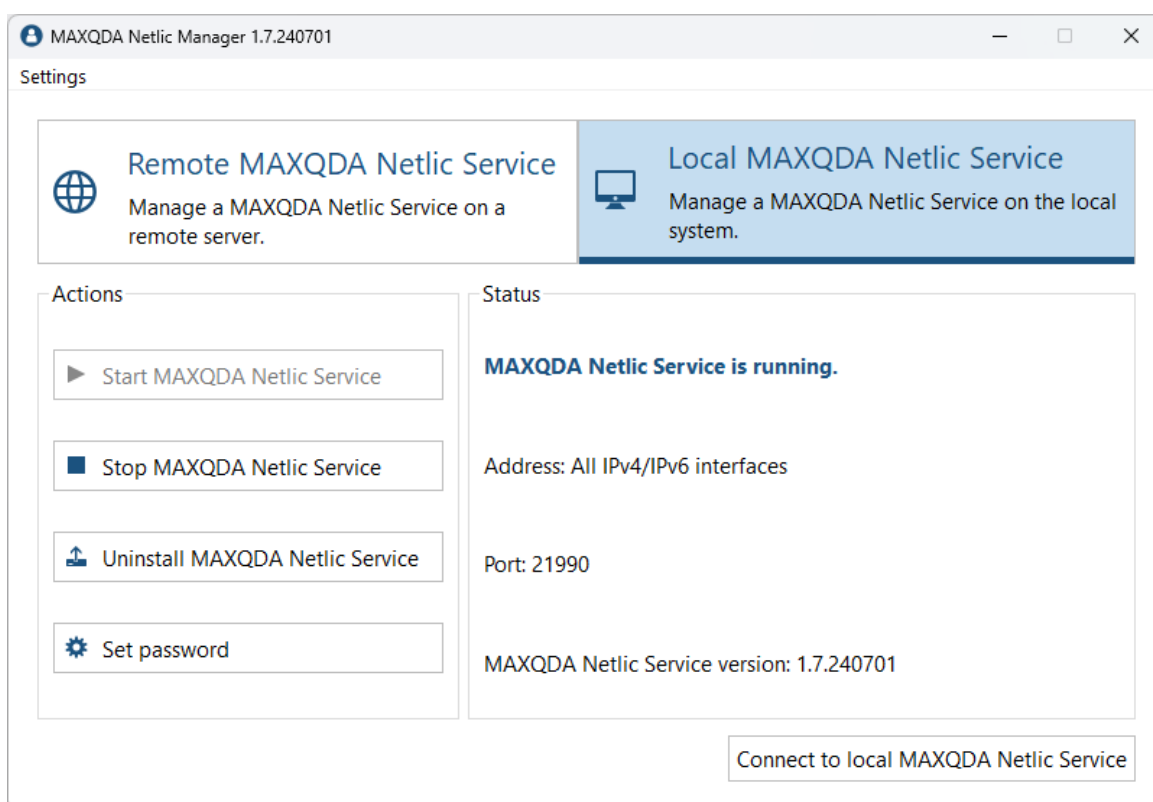
Note

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.

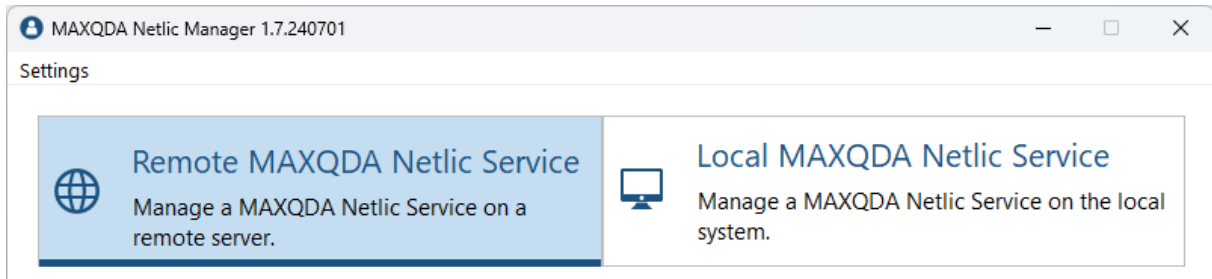
Note on stopping the MAXQDA Netlic Service during operation

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.

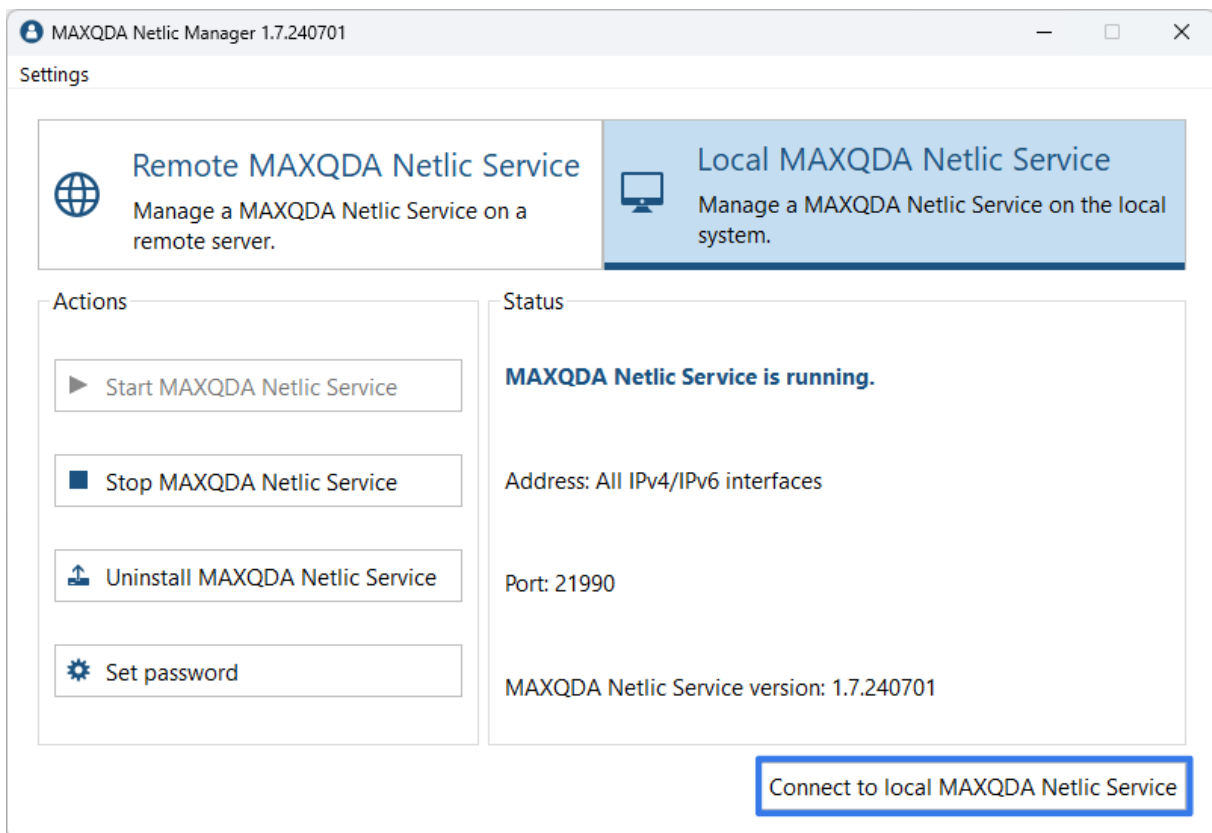


Using the MAXQDA Netlic Manager locally

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.

1. To do this, open the MAXQDA Netlic Manager on the computer you want to use.
2. Select the tab **Remote MAXQDA Netlic Service** in the controller window.
3. Enter the address, port and password for the MAXQDA Netlic Service on your server and click **Connect to MAXQDA Netlic Service**.

MAXQDA Netlic Manager 1.7.240701

Settings

Remote MAXQDA Netlic Service
Manage a MAXQDA Netlic Service on a remote server.

Local MAXQDA Netlic Service
Manage a MAXQDA Netlic Service on the local system.

Please enter the address, port and password of the MAXQDA Netlic Service you want to connect to.

Address
192.168.12.34

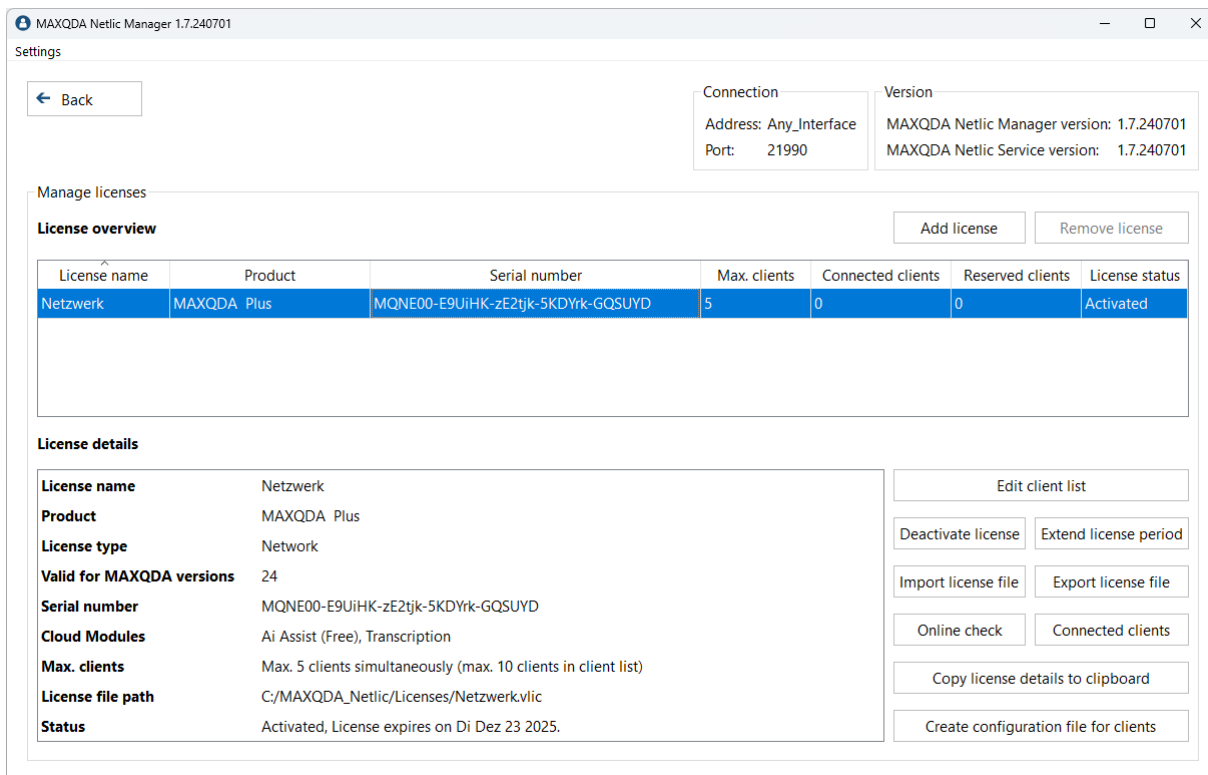
Port
21990

Password
.....

Connect to remote 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.



MAXQDA Netlic Manager 1.7.240701

Settings

← Back

Connection
Address: Any_Interface
Port: 21990

Version
MAXQDA Netlic Manager version: 1.7.240701
MAXQDA Netlic Service version: 1.7.240701

Manage licenses

License overview

Add license Remove license

License name	Product	Serial number	Max. clients	Connected clients	Reserved clients	License status
Netzwerk	MAXQDA Plus	MQNE00-E9UiHK-zE2tjk-5KDYrk-GQSUYD	5	0	0	Activated

License details

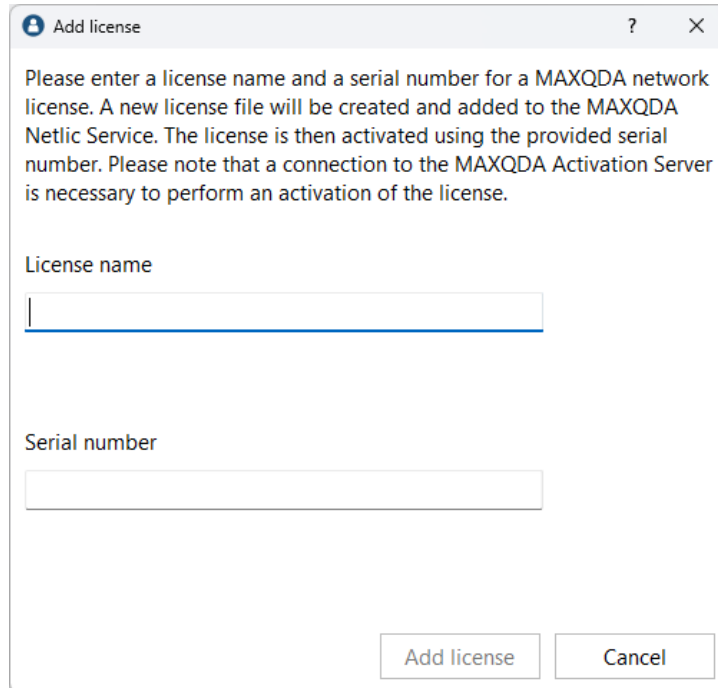
License name	Netzwerk	Edit client list Deactivate license Extend license period Import license file Export license file Online check Connected clients Copy license details to clipboard Create configuration file for clients
Product	MAXQDA Plus	
License type	Network	
Valid for MAXQDA versions	24	
Serial number	MQNE00-E9UiHK-zE2tjk-5KDYrk-GQSUYD	
Cloud Modules	Ai Assist (Free), Transcription	
Max. clients	Max. 5 clients simultaneously (max. 10 clients in client list)	
License file path	C:/MAXQDA_Netlic/Licenses/Netzwerk.vlic	
Status	Activated, License expires on Di Dez 23 2025.	

„Online-Check“-Button

Have you made a change to your license in our Subscription Manager, such as adding additional seats, upgrading to Analytics Pro or activating AI functions (AI Assist/MAXQDA Transcription), or has the license been adjusted by our support team? Then you can easily apply these changes to your locally activated license using the **Online check** button.

License: Adding and activating a new license

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



Add license

Please enter a license name and a serial number for a MAXQDA network license. A new license file will be created and added to the MAXQDA Netlic Service. The license is then activated using the provided serial number. Please note that a connection to the MAXQDA Activation Server is necessary to perform an activation of the license.

License name

Serial number

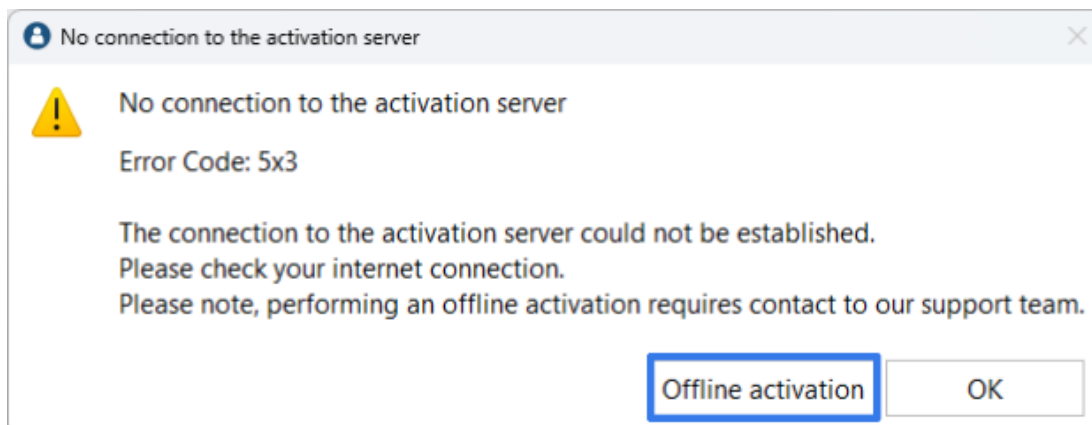
Add license **Cancel**

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 is required in MAXQDA to connect to the license.
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.



No connection to the activation server

! No connection to the activation server

Error Code: 5x3

The connection to the activation server could not be established.
Please check your internet connection.
Please note, performing an offline activation requires contact to our support team.

Offline activation **OK**

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.

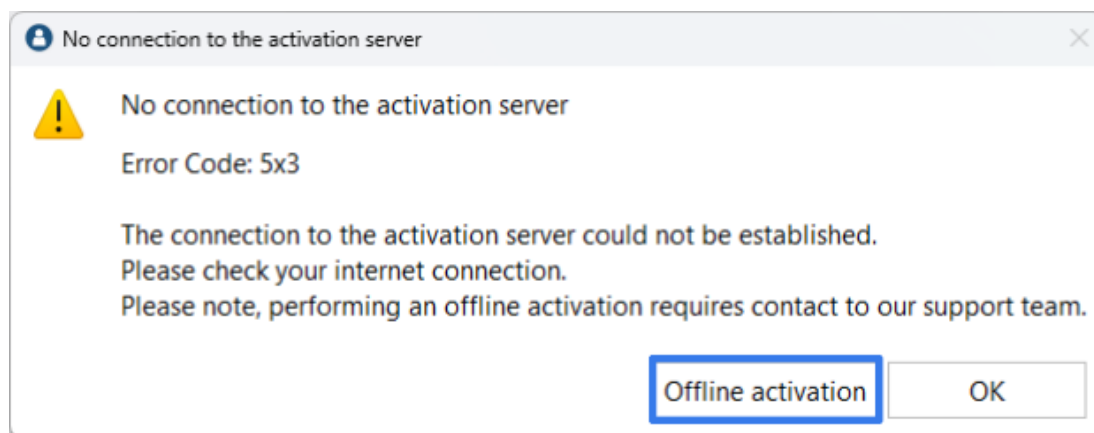
License: Deactivating and removing a license

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.

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. To use the license on the new server, it must be reactivated there.

Extend license

If you have purchased an annual subscription, your license and add-ons will be renewed annually. To renew your locally activated license in MAXQDA Netlic, please perform an online check.

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 on **Online check**. MAXQDA Netlic confirms the license renewal in a popup and displays the new expiration date in the license details under **"Status"**.

If your server does not have an Internet connection, you can also renew the license offline via our [support](#).

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 on **Export license**.
3. Send us the exported license file extension.
4. To import the license file we have extended, select the corresponding license in the license overview and click on **Import license**.

MAXQDA Netlic then displays the new expiration date in the license details under **"Status"**.

MAXQDA Netlic Manager – 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 list

Client whitelist

Search...

+

✕

	Identifier	Comment	VIP status
1	192.168.5.10	IPv4	<input type="checkbox"/> VIP
2	fe80::f830:636c:5c01:c9d0%4	IPv6	<input type="checkbox"/> VIP
3	Workstation 1	Computer name	<input type="checkbox"/> VIP
4	User 1	User name	<input type="checkbox"/> VIP

Free seats: 6/10

☒ Autofill

computer name

Client blacklist

Search...

+

✕

Identifier	Comment
------------	---------

IP range whitelist

Search...

+

✕

From	To
------	----

IP range blacklist

Search...

+

✕

From	To
------	----

Import client list

Export client list

Save

Cancel

Note

To successfully access a network license, clients must be authorized via the client whitelist. You can either add the clients manually or enable the “Autofill” option to automatically add the clients to the client whitelist when they attempt to access.

When using the “Autofill” option, you can also use the IP range whitelist to control which computers can be added to the client whitelist.

Whitelists

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:

1. 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.
2. If the number of entries is unlimited (*free-floating network licenses* 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.

Blacklists

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:

- 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:

- Compute rname
- 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.

- IP range blacklist

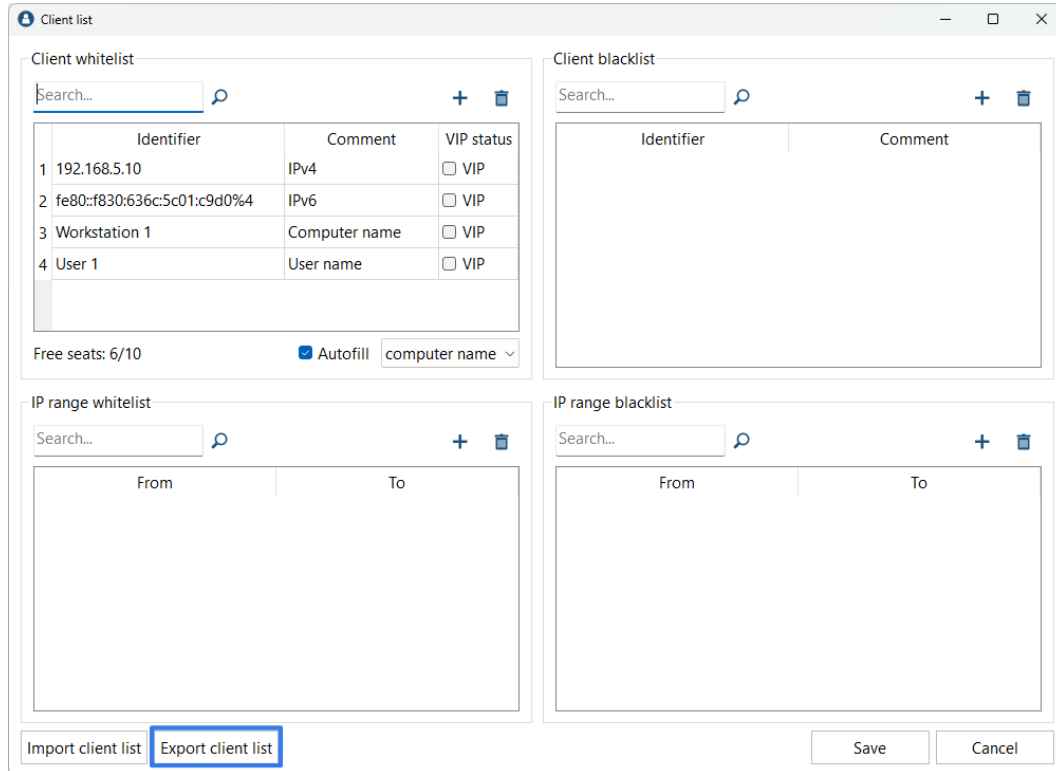
Address ranges for IPv4 or IPv6 addresses are entered by specifying a start address and an end address. Clients with an IP address within one of these ranges are not allowed to access the license. If a client is also on the client whitelist, access is allowed because this list is more specific. This 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.

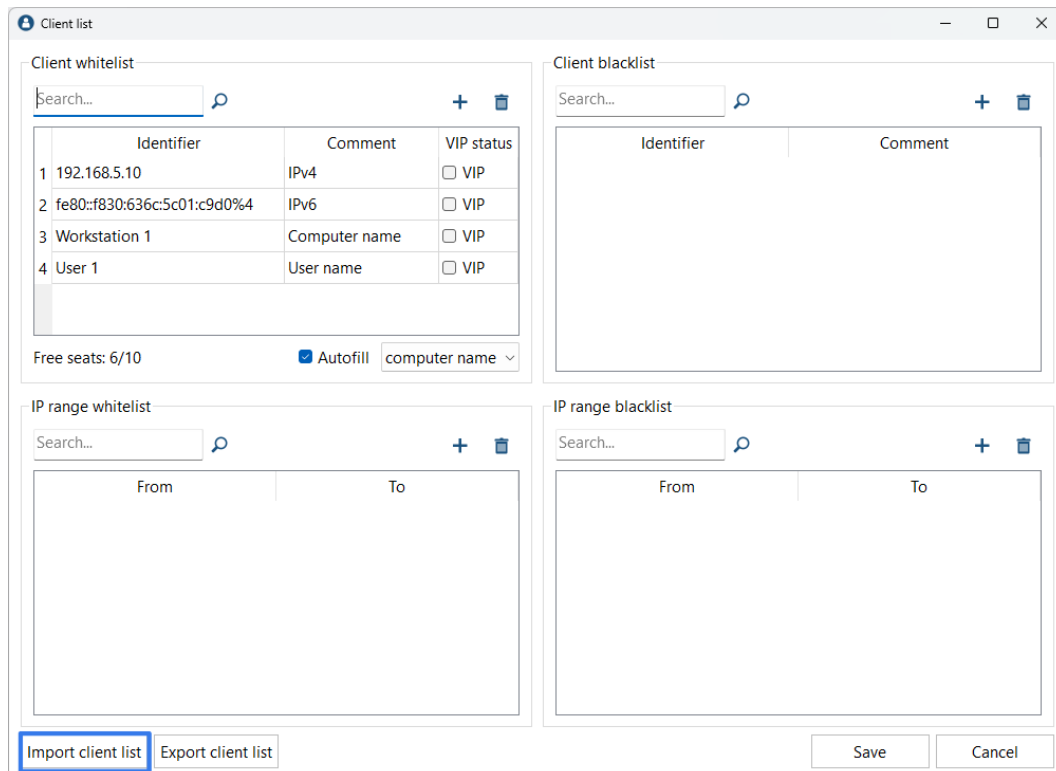


The screenshot shows the 'Client list' window with four main sections: 'Client whitelist', 'Client blacklist', 'IP range whitelist', and 'IP range blacklist'. The 'Client whitelist' section contains a table with the following data:

	Identifier	Comment	VIP status
1	192.168.5.10	IPv4	<input type="checkbox"/> VIP
2	fe80::f830:636c:5c01:c9d0%4	IPv6	<input type="checkbox"/> VIP
3	Workstation 1	Computer name	<input type="checkbox"/> VIP
4	User 1	User name	<input type="checkbox"/> VIP

Below the table, it shows 'Free seats: 6/10' and an 'Autofill' checkbox checked with a dropdown menu set to 'computer name'. The 'Export client list' button is highlighted with a red box. At the bottom right are 'Save' and 'Cancel' buttons.

- 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.



This screenshot is identical to the previous one, showing the 'Client list' window. In this instance, the 'Import client list' button is highlighted with a red box. The 'Export client list' button is also visible next to it.

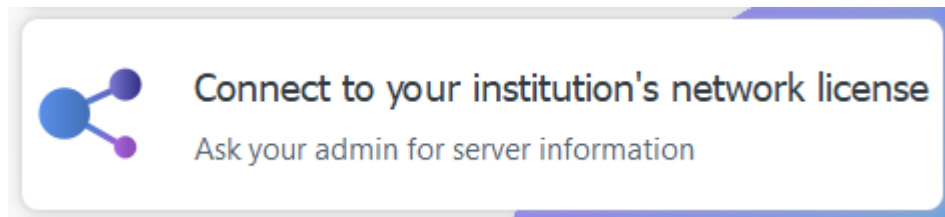
MAXQDA – Installation of MAXQDA

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

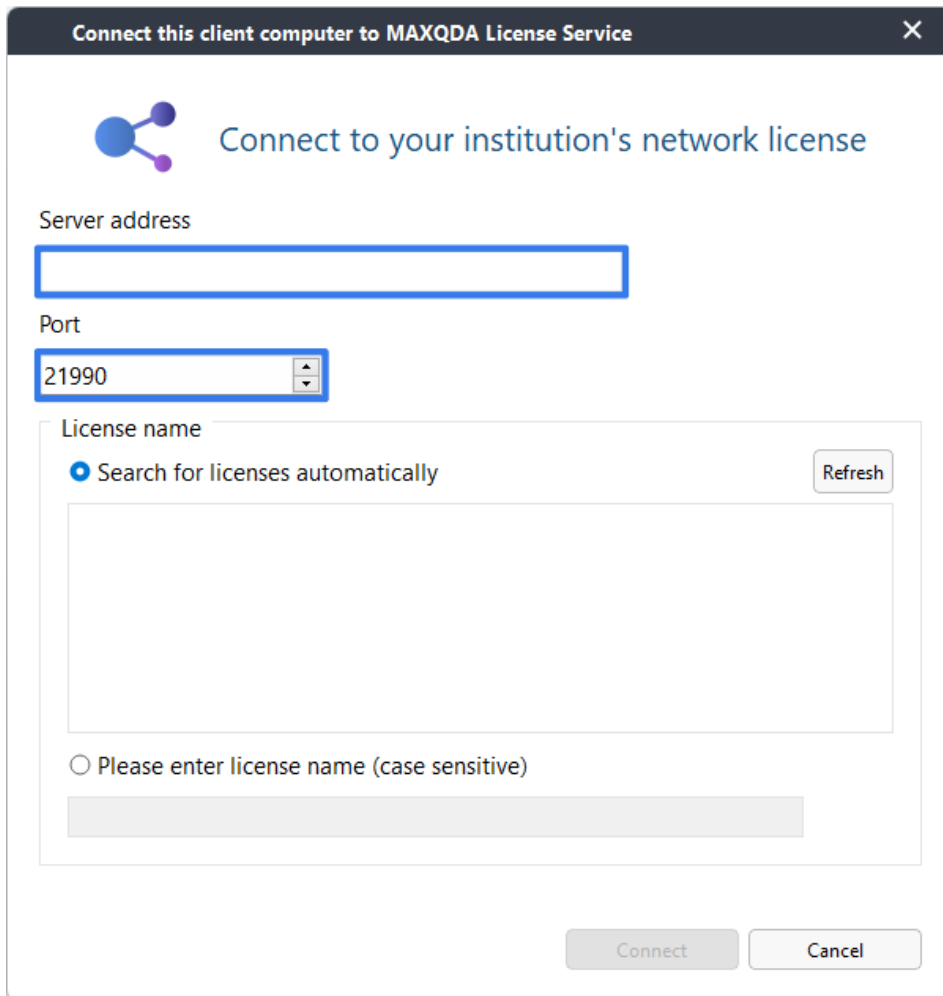
Download für Windows: https://www.maxqda.de/updates/24/MAXQDA24_Setup.msi

Download für macOS: <https://www.maxqda.de/updates/24/MAXQDA24.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.



Connect this client computer to MAXQDA License Service

Connect to your institution's network license

Server address

Port

21990

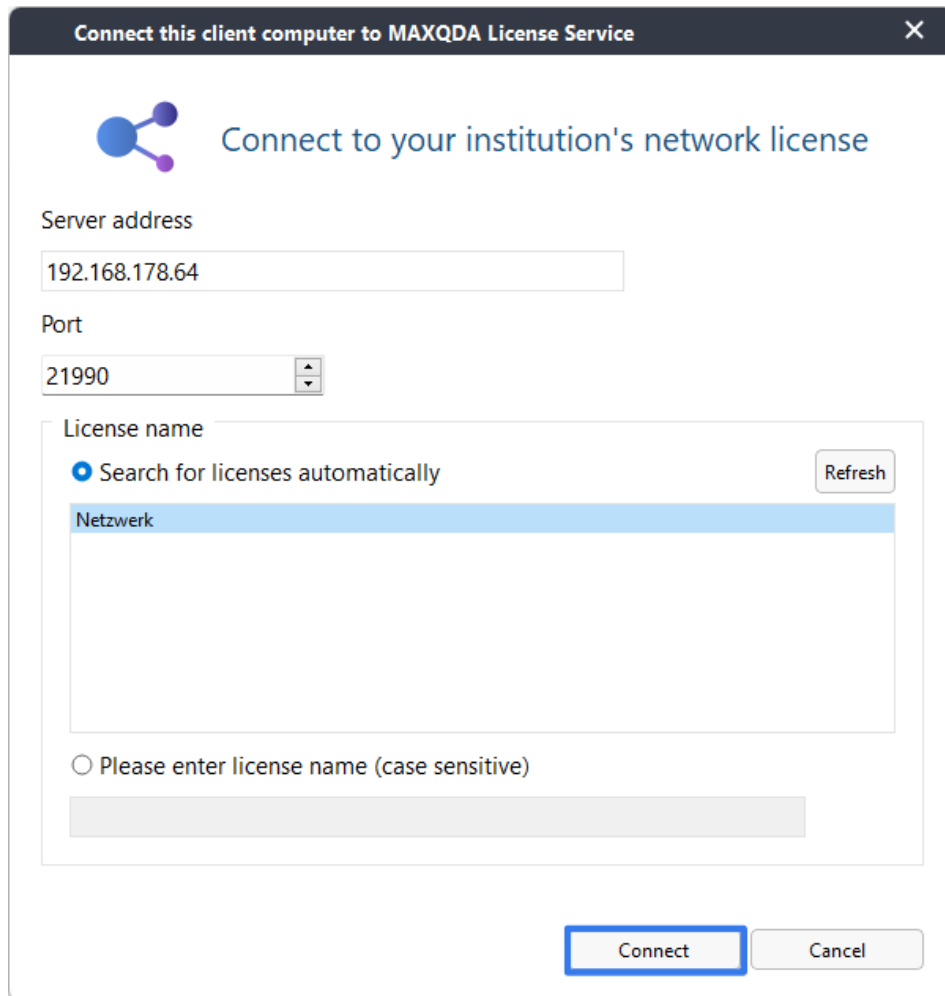
License name

☒ Search for licenses automatically Refresh

☐ Please enter license name (case sensitive)

Connect Cancel

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.



Connect this client computer to MAXQDA License Service

Connect to your institution's network license

Server address
192.168.178.64

Port
21990

License name

☒ Search for licenses automatically Refresh

Netzwerk

☐ Please enter license name (case sensitive)

Connect Cancel

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 via 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 msixexec, 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\MAXQDA24" (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)
PATH_NEW_PROJECTS=*DIR*	Specifies that new project files are saved to this folder unless an individual location is specified by the user when creating them.
DISABLED_CLOUDMODULES="OPTION"	Specifies which cloud functions should be deactivated in MAXQDA. Possible values are "None", "AI", "TeamCloud", "Transcription" or "All".

Parameters are also available for later program updates and uninstall.

Parameter	Details
msiexec /i MAXQDA24_Setup.msi /qn	Program updates
msiexec /x MAXQDA24_Setup.msi /qn	Uninstall

Example command in the command line

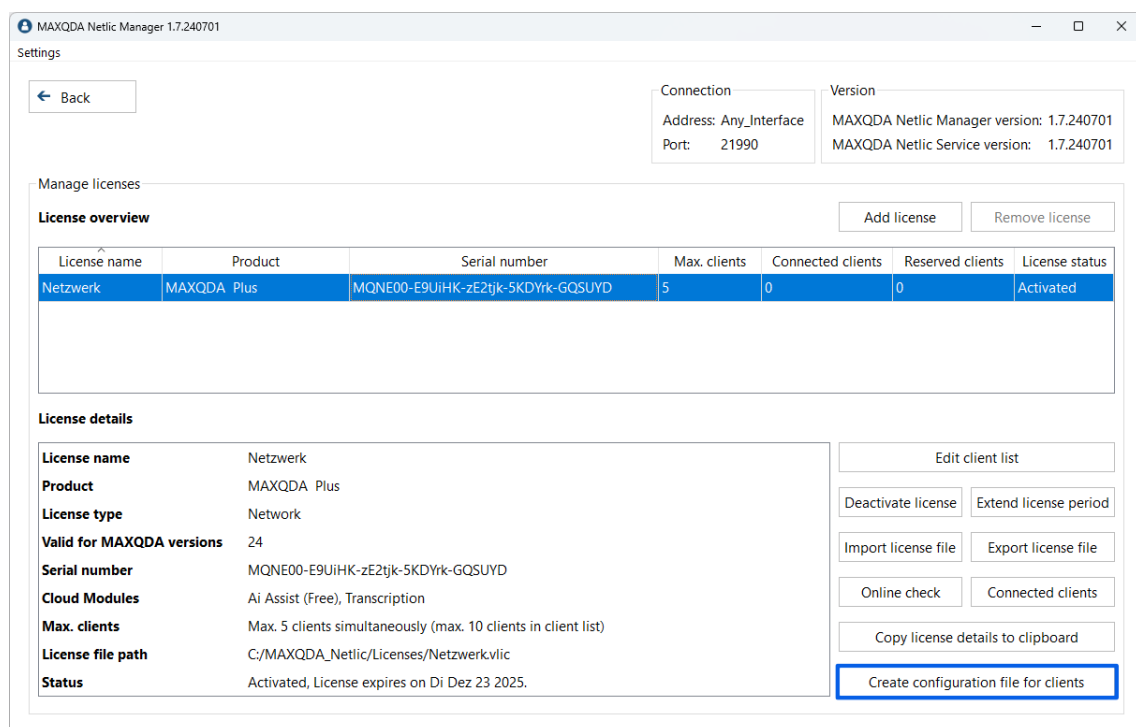
```
msiexec /i MAXQDA24_Setup.msi /qn LIC_SRV="196.248.10.2" LIC_PORT=21991
LIC_NAME="Netzwerk" DIR="C:\ProgramFiles\MAXQDA24" DISABLE_AUTO_UPDATES=1
```

MAXQDA – Set up via configuration file

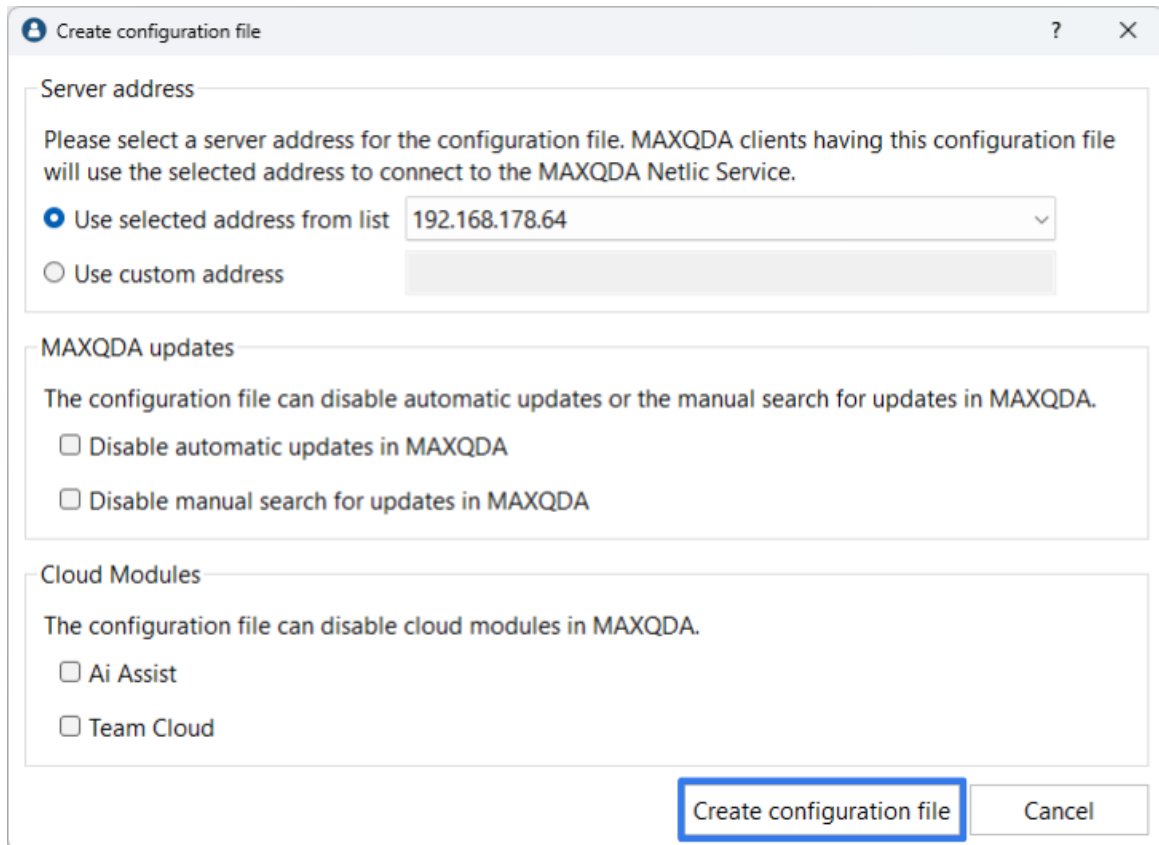
The connection data for the MAXQDA Netlic Service (server address, port and last purchased license) is stored by MAXQDA in a configuration file. This file is retrieved when MAXQDA is launched to automatically obtain the specified network license. This means that no user setup is necessary.

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.



- 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.
- c. If you want to deactivate cloud functions in MAXQDA, place a checkmark in front of the corresponding module. The functions that use these modules are then no longer displayed in MAXQDA.

Then click **Create configuration file**.

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%\MAXQDA24\“ for Windows
 - b. „~/Library/Application Support/MAXQDA24/“ 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.

Hide Cloud features in MAXQDA

You can deactivate functions such as AI Assist, TeamCloud or MAXQDA Transcription so that users cannot access them.

This is possible by setting a checkmark when creating the configuration file, as described on page 25, or by manually adjusting the Config.ini file on the client computer. Use the following parameter:

```
[CloudModules]
DisableCloudModules=
```

The following values can be used for the "DisableCloudModules=" parameter:

Value	Details
AI	All AI Assist functions are hidden
TeamCloud	TeamCloud is hidden on the start screen and in the MAXQDA menu
Transcription	The automatic transcription function is hidden
All	All cloud features are hidden (AI Assist, TeamCloud and Transcription)
None	All cloud functions are displayed.

Example:

```
[CloudModules]
DisableCloudModules=AI,TeamCloud
```

Note

- The upper/lower case of the names is irrelevant.
- This setting is applied to all types of licenses (not only network licenses).

Set custom location for MAXQDA project files

When creating a project in MAXQDA, users can specify an individual storage location. If no selection is made, MAXQDA saves the project file in the user folder.

Windows

C:\Users\USERNAME\Documents\MAXQDA24

macOS

/Users/USERNAME/Documents/MAXQDA/MAXQDA24

Note

If the MAXQDA user folder is located on a network drive or in a cloud, it is recommended to set a local default folder for project files to prevent project corruption.

To set a new default storage location, adjust the following parameter in the Config.ini file on the client computer.

[Paths]

PathNewProjects=

Example:

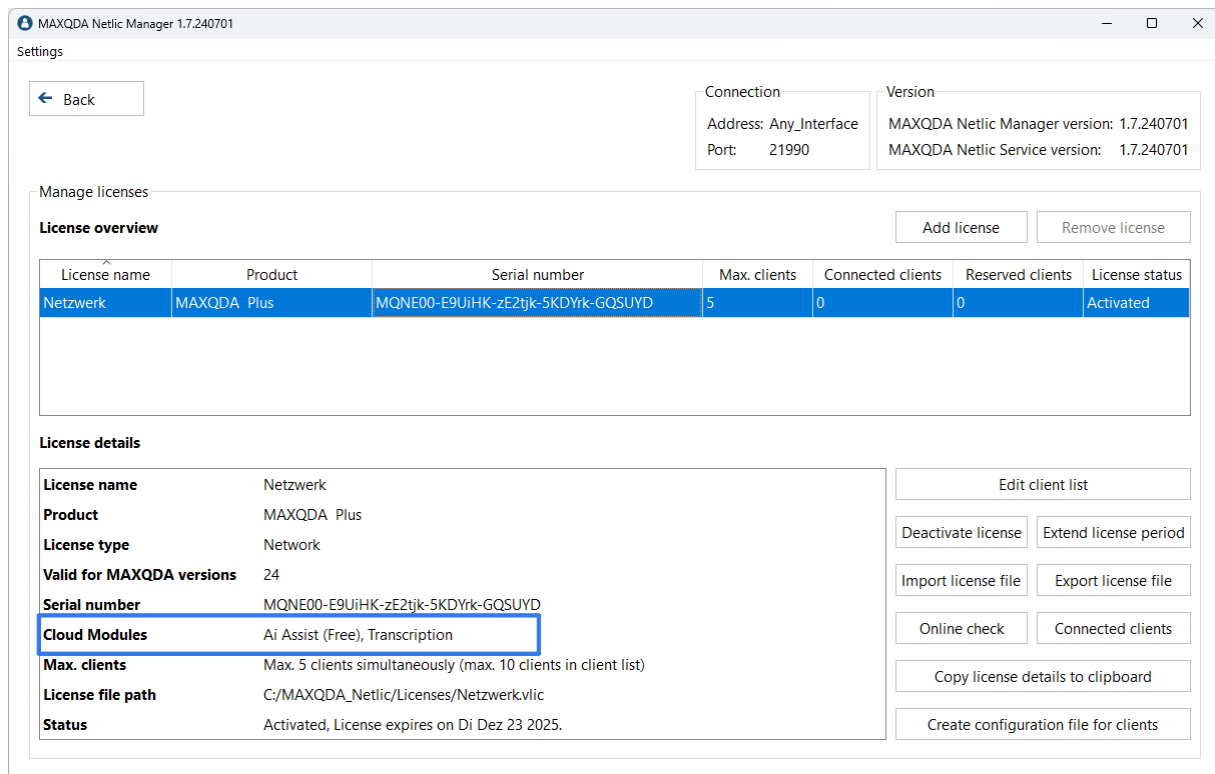
[Paths]

PathNewProjects=C:/MyMAXQDAProjects

MAXQDA Add-ons – AI functions

MAXQDA offers options for both AI-supported qualitative data analysis (AI Assist) and an automatic transcription service with AI technology (MAXQDA Transcription). Both features are **not activated by default** and must be added to the license by the licensee as an add-on.

The AI functions activated for your licence are displayed in MAXQDA Netlic in the licence details under “Cloud Modules”.



The screenshot shows the MAXQDA Netlic Manager 1.7.240701 interface. The 'Settings' tab is active, displaying a 'Manage licenses' section. A table lists the active license 'Netzwerk' with details: Product: MAXQDA Plus, Serial number: MQNE00-E9UIHK-zE2tjk-5KDYrk-GQSUYD, Max. clients: 5, Connected clients: 0, Reserved clients: 0, License status: Activated. The 'License details' section for 'Netzwerk' is expanded, showing the 'Cloud Modules' as 'Ai Assist (Free), Transcription'. The 'Max. clients' are 5 simultaneously (max. 10 in client list). The 'License file path' is C:/MAXQDA_Netlic/Licenses/Netzwerk.vlic, and the 'Status' is 'Activated, License expires on Di Dez 23 2025'.

License name	Product	Serial number	Max. clients	Connected clients	Reserved clients	License status
Netzwerk	MAXQDA Plus	MQNE00-E9UIHK-zE2tjk-5KDYrk-GQSUYD	5	0	0	Activated

License details	Actions
License name: Netzwerk	Edit client list Deactivate license Extend license period Import license file Export license file Online check Connected clients Copy license details to clipboard Create configuration file for clients
Product: MAXQDA Plus	
License type: Network	
Valid for MAXQDA versions: 24	
Serial number: MQNE00-E9UIHK-zE2tjk-5KDYrk-GQSUYD	
Cloud Modules: Ai Assist (Free), Transcription	
Max. clients: Max. 5 clients simultaneously (max. 10 clients in client list)	
License file path: C:/MAXQDA_Netlic/Licenses/Netzwerk.vlic	
Status: Activated, License expires on Di Dez 23 2025.	

Prerequisites for use:

- AI Assist and/or MAXQDA Transcription are activated for your licence
- The users have a MAXQDA account
- MAXQDA Transcription only: The MAXQDA accounts of the users have available transcription budget

AI Assist & MAXQDA Transcription

Depending on whether AI Assist and/or MAXQDA Transcription were added at the time of purchase, the corresponding AI functions are already activated for your licence or must first be added to your licence via our subscription manager.

Note

Access to the e-mail address of the billing contact is required to register and log in to the subscription manager. After successful login, the e-mail address for the login can be changed in the settings.

1. Register for the subscription manager: [Register](#)
2. Log in to the subscription manager: [Login](#)
3. If you have multiple subscriptions, select the desired subscription via **View**.
4. If you want to add the AI function for your licence in the current cycle of the subscription, click on **Changes current cycle**.
5. To Add the AI function for your licence to the next cycle, click on **Changes next cycle**.
6. Add the desired AI function to your licence.

MQNE00-E9UiHK-zE2tjk-5KDYrk-GQSUYD

Information: Has AI Assist Free

☒ **Add Add-on: AI Assist Premium (Annual Subscription)**

☐ **Remove Add-on: AI Assist Free (Annual Subscription)**

☐ **Remove Add-on: Transcription (feature activation)**

7. Click on **Change contract now** or **Change contract for next cycle** to apply the change.
8. To make the AI functions available to your users, open MAXQDA Netlic, select your licence and perform an **Online check** ([p.10](#)).

Users can now create a MAXQDA account and log in to their account in MAXQDA.

MAXQDA Account

If your users do not yet have a MAXQDA account, they can set up an account on the following page: [Create MAXQDA account](#). Users will then receive a confirmation email. Registration is completed by clicking on the confirmation button in the email.

Users can then log in to their account in the top right corner of the MAXQDA interface.



Note

Each user must create their own personal account. The creation of generic accounts and the use of an account by more than one person are not permitted.

Transcription budget

To carry out a transcription job, users must have a sufficient time quota for transcription. The transcription time quota/budget is the total playback time that users can transcribe. The duration is calculated to the second.

Transcription budget can be purchased in our online shop by private or business customers. Users can either purchase transcription budget themselves or you as an organization can provide

it to users. To do this, several transcription codes can be purchased at once and then distributed to the individual users, who can redeem the code in MAXQDA.

To purchase transcription budget

1. Open our [online shop](#) and click on **Transcription**.
2. Select the number of packages you would like to purchase.
3. Click **Add to cart** and complete the purchase by following the on-screen instructions.
4. Once you click **Buy now**, an overview of your complete order will appear. Your transcription code (format: MQTA05-XXXXXX-XXXXXX-XXXXXX / MQTA10-XXXXXX-XXXXXX-XXXXXX) is available there. Additionally, you receive it by email (sender: no-reply@cleverbridge.com).

To redeem transcription budget

1. Open the transcription dialogue in MAXQDA and click **Redeem code**.
2. Enter your code in the dialog that appears. At this point, your transcription time quota will be updated.
3. Click **Redeem Code** to finalize your transaction and use your new time quota.

MAXQDA Add-ons – TeamCloud

To work with MAXQDA in a team in the best possible way, we recommend MAXQDA TeamCloud. Project files are shared via a secure cloud space, and the entire teamwork workflow is directly integrated into MAXQDA.

You can add MAXQDA TeamCloud to your existing network license subscription in our Subscription Manager or purchase it separately as a single license via our website.

Note

To register and log in to the subscription manager, access to the billing contact's email address is required. After successful registration, the email address for logging in can be changed in the settings.

Adding TeamCloud to an existing subscription

1. Register for the subscription manager: [Register](#)
2. Log in to the subscription manager: [Login](#)
3. If you have multiple subscriptions, select the desired subscription by clicking **View**.
4. If you would like to add TeamCloud during the current subscription cycle, click **Change immediately**.
5. To add TeamCloud to the next cycle, click on **Change next cycle**.
6. Select MAXQDA TeamCloud under **Add Product**.
7. You can select the number of licenses in the **New Quantity** section. You need one TeamCloud license for every five project members (1 team lead and 4 team members).
8. Click on **Change contract now** or **Change contract for next cycle**.
9. If you change the contract immediately, you will receive an invoice with the TeamCloud code. The team leader can activate the TeamCloud code in their MAXQDA account.
10. If you change the contract for the next cycle, you will receive the invoice and serial number on the day your subscription is renewed.

Individual purchase separate from subscription

1. Open our online shop via the following link: [Open online shop](#)
2. Click on the price category that applies to your organization.
3. Select the desired number of TeamCloud licenses. You need one TeamCloud license for every five project members (1 team lead and 4 team members).
4. Click on **Add to cart** and complete the purchase by following the on-screen instructions.
5. As soon as you click on **Buy now**, an overview of your order will appear. Your TeamCloud code (format: MQTCE1-XXXXXX-XXXXXX-XXXXXX) is available here. You will also receive it by email (sender: no-reply@cleverbridge.com).

MAXQDA Netlic – Update

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.

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.

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 MAXQDA 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	Importing a license is only possible under special circumstances for an offline license

	does not match the serial number of the license to be imported	<p>activation. Please check if you are importing the correct license file. This file has been activated by our technical support and sent to you.</p> <p>Please follow the steps described in the chapter "License: Offline license activation".</p>
1x15	License import failed because the imported license is either not activated or not valid	<p>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.</p> <p>Please follow the steps described in the chapter "License: Offline license activation".</p>
5x3	Cannot connect to the MAXQDA activation server "verbi.de" (port 80).	<p>Please check your internet connection or the connection to the " verbi.de" activation server on port 80.</p> <p>If your server will be unable to establish this connection, please perform an offline activation or deactivation</p> <p>For more information, see the chapters " License: Offline license activation " and " License: Offline license deactivation ".</p>
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.	<p>Check the whitelist entries. If the whitelist is full, remove any client entries no longer in use.</p> <p>To fill the whitelist automatically, make sure the check box "Autofill" is checked.</p> <p>For more information, refer to the "Client Management" chapter.</p> <p>Please contact us if you need more slots in the whitelist.</p>
102x11	The client device is listed on the blacklist and is therefore excluded from use of the license.	<p>Check the blacklist entries and edit entries if necessary.</p> <p>For more information, refer to the "Client Management" chapter.</p>
102x12	The maximum number of simultaneously connected clients has been reached for the requested license.	<p>A new space will be available once a currently connected client stops working with MAXQDA.</p> <p>Please contact us if you need more slots in the whitelist.</p>

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. Make sure that you have a VPN connection if you are not in the same network as the license server.
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