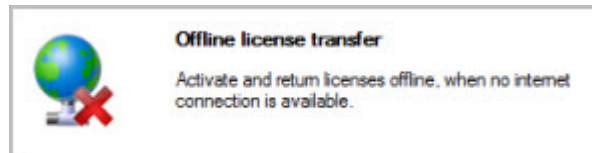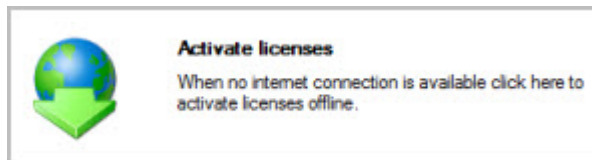# CLM Licensing Procedure QuickStart Guide
Offline License Activation

Once the Entitlement ID is received, the following steps have to be taken to activate, return, or update the Entitlement offline:
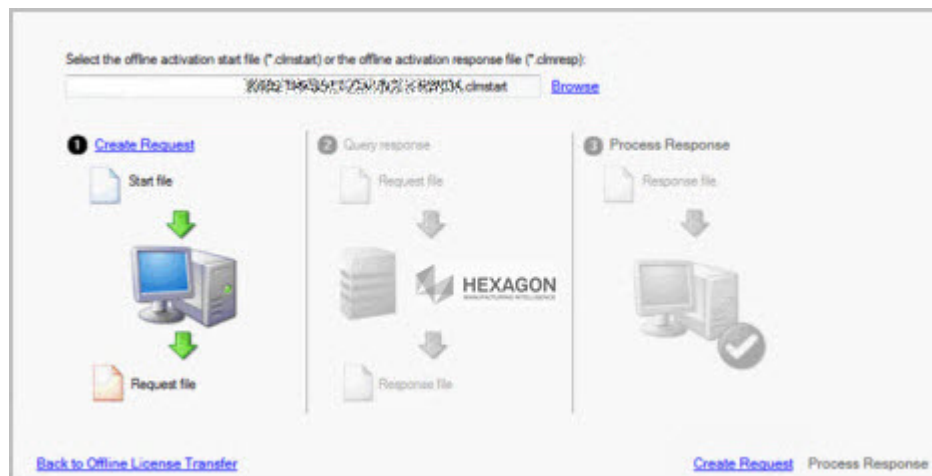
1. On a computer or other device with an Internet connection, request a .clmstart file. Send the request to activation@hexagon.com. The subject of the email can be empty, but the body must contain the Entitlement ID string. When the .clmstart file is received, transfer it to a portable storage device to the offline PC where the software needs to be activated.

2. On the PC being licensed, start the CLM Licensing tool using the appropriate desktop shortcut created during the installation of the Hexagon software product (PC-DMIS, DataPage+, etc.): "CLM Admin" for Node Locked Licenses or "CLM Admin Server" for Floating Licenses.

3. Click the **Offline License Transfer** option in the middle of the CLM dialog.

4. On the next screen, click **Activate Licenses**.

5. In the top-center of the next screen, click **Browse** and navigate to where the .clmstart file is located. Click it, and then click **Create Request** found in the lower-right of the dialog.

6. When the request has been processed, click **Save Request** found in the lower-right of the next dialog. The file has a .clmreq extension, and is in the same location as the .clmstart file. It is needed to get the .clmresp file.

7. Send the generated .clmreq file to activation@hexagon.com. The body of the email must contain the license EID and the .clmreq file must be attached. A reply email from Hexagon is sent back to you with the .clmresp file. Copy it back to the PC being licensed.

8. On the offline PC being licensed, start up the appropriate CLM tool described in Step 2 above, and click **Offline License Transfer**.

9. Click **Activate Licenses** from the next dialog.

10. Click **Select Response** in the lower-right, and browse to the .clmresp file. Click the file to select it, and then click **OK**. The software processes the .clmresp file and performs the license activation.

    Note: See the CLM topic "Troubleshooting Offline Activation issues" if you have problems during this process. The license is activated. Your Hexagon software application can be started and used.