

MAXQDA loan

- Activate with network license

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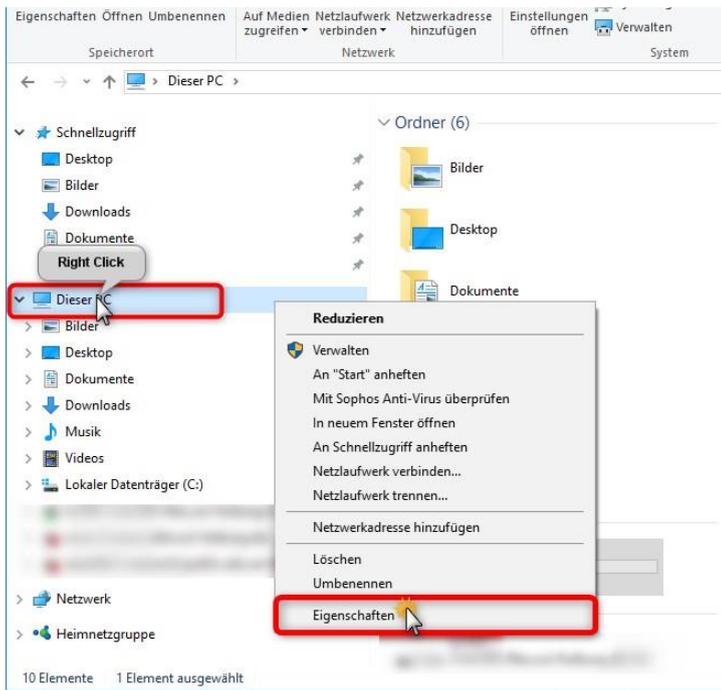
MAXQDA loan licenses are currently only available as network licenses. Since there is a small number of licenses, they must be restricted in access.

In order to gain access to the license server, your computer must be identified as “authorised”.

The most practical solution has so far been the identification of the device name. Therefore, the license administrator also needs the device name of the computer that should have access to the network license.

You can find out and change the name of your computer as follows:

Device- / Computer name in Windows

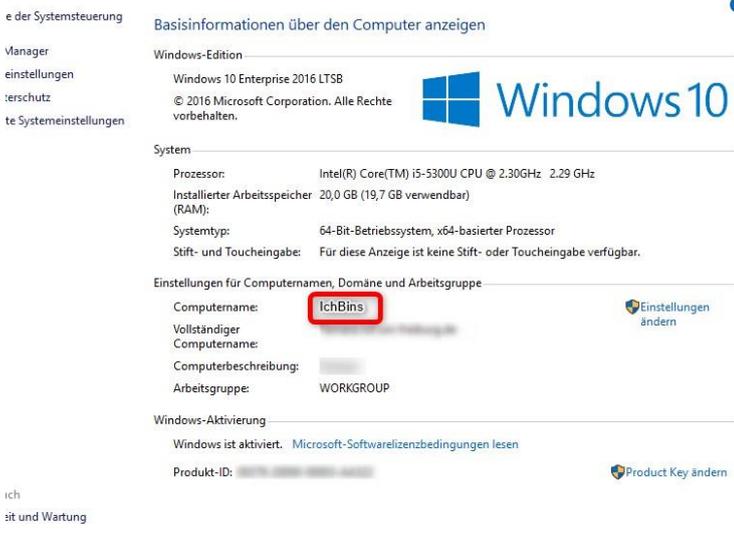


Open the Explorer (not the browser). In the left-hand list, right-click ‘This PC’.

Then click on ‘Properties’

(Alternatively (for Windows 10) you can also click on the Windows icon at the bottom left and click ‘System’ with the right mouse button)

A window opens...



...Here you can read the current device name under ‘Computer name’.

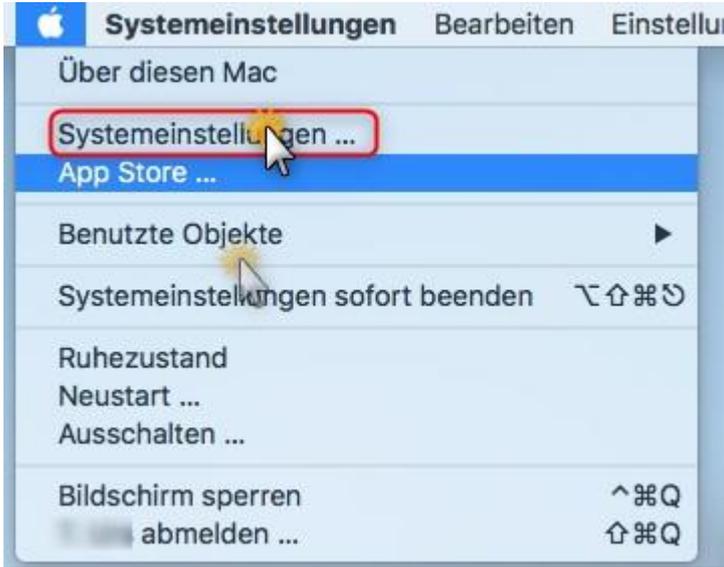
If you want to change it, click on ‘Change settings’.

Whether you change it or keep it: To access the license server, you must report the valid device name...

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Device- / Computer name in Mac OS



Click on the apple icon and then click 'System settings'.

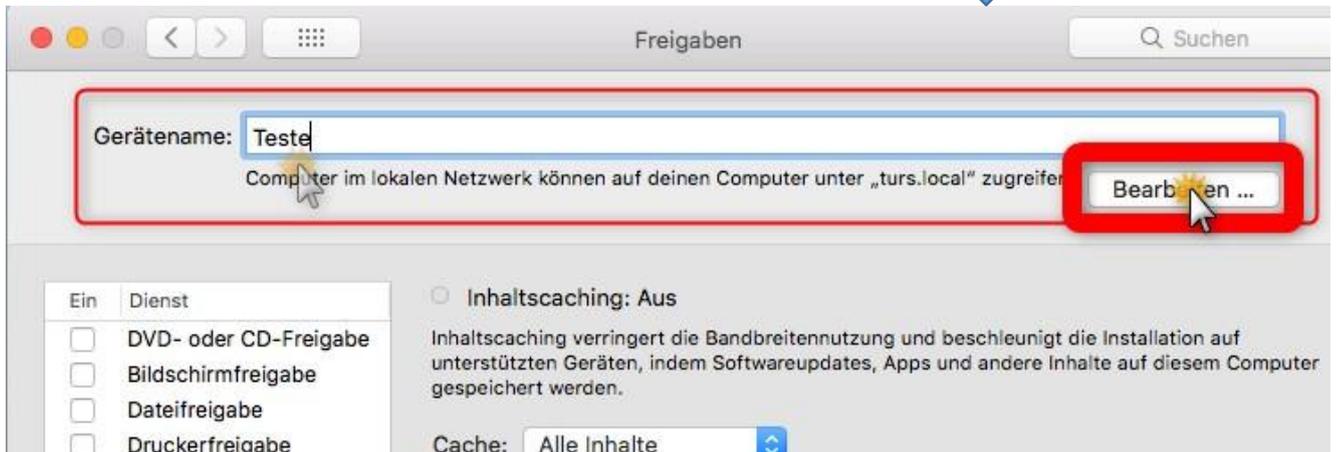
A window opens.



Click on 'Share' (or similar) here.

Here you can read the device name and, if you click on 'Edit'*, change the name. (*in some cases more action is needed, s. below)

The license administrator needs the valid device name. In the example, this is 'teste'.



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How do I activate the software via the license server?

1. If you reinstall MAXQDA:

1. Download MAXQDA to a user computer and perform the installation. Download link for Windows: https://www.maxqda.de/download/MAXQDA24_Setup.msi Download link for macOS: <https://www.maxqda.de/download/MAXQDA24.dmg>



2. Start MAXQDA after installation and select from the activation dialog

the option “Connect to a network license”. Click ‘Connect to a Network License’.

A window opens...

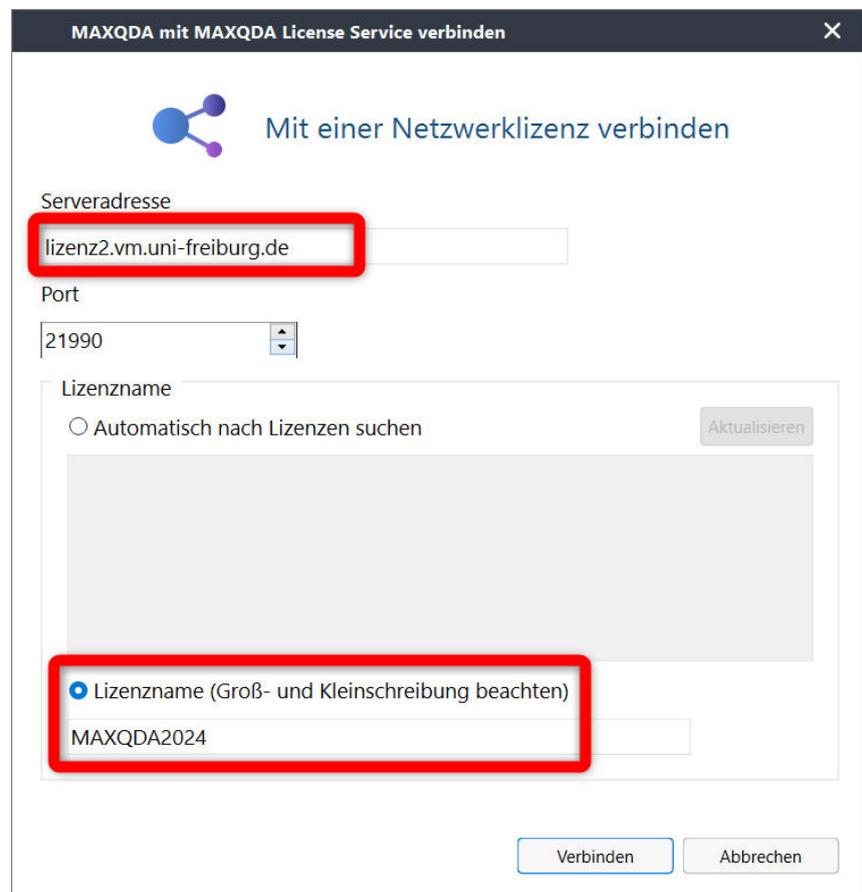
3. Enter the server address `lizenz2.vm.uni-freiburg.de` and port **21990** for the MAXQDA NetlicService in the following dialog.

4. You can now automatically view all available MAXQDA Netlic Service licenses. Then select the desired license based on the license name (MAXQDA2024). Alternatively, you can enter the license name manually.

5. Then click on “Connect” to obtain the license.

6. The client device is now ready to 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 obtained the next time MAXQDA starts.



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2. If you have used MAXQDA with a test license:

The image shows the MAXQDA 2018 Plus - Network software interface. At the top left, there is a logo and the text 'MAXQDA 2018 Plus - Network'. A small green character with an exclamation mark is highlighted by a red arrow. Below the logo, there is a user selection dropdown menu showing 'TU'. There are three main buttons: 'Neues Projekt', 'Projekt öffnen', and 'Beispiele öffnen'. Below these, there is a section for 'Zuletzt geöffnete Projekte' showing a project named 'Medica Proyecto.mx18'. At the bottom of the interface, there are social media icons and a newsletter sign-up button.

The second part of the image shows a 'Lizenzstatus' dialog box. It contains the following information:

- Ihre Lizenz:**
 - Produkt: MAXQDA Plus 18 Network
 - Gültig bis: 02.01.2020
 - Lizenzname: [blurred]
 - Serveradresse: [blurred]
- Alternative Lizenz:**
 - Auf diesem Computer ist keine Single User Lizenz registriert. Klicken Sie auf „Lizenz wechseln“, um den Aktivierungsdialog beim Start von MAXQDA anzuzeigen und eine neue Lizenz zu aktivieren.
- Lizenz verlängern:**
 - Geben Sie hier Ihre neue Seriennummer ein
 - [input field]

Buttons in the dialog include 'Aktualisiere Lizenzstatus (online)', 'Lizenz wechseln' (highlighted with a red arrow), 'Jetzt verlängern', and 'Schließen'.

Click on the small green character on the top left with the exclamation mark once.

A smaller window opens...

Click 'Change License' here.

It should then open the window of the top. Then enter the data of the server, as in 1. (see above):

Enter here under server address: lizenz2.vm.uni-freiburg.de

And under license name **MAXQDA2024**

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Are you having trouble activating or starting MAXQDA?

1. Typical Error Codes

Errors	Description	Proposal for a solution
102x3	No license with the specified license name was found in MAXQDA Netlic Service.	Please check the given license name for typos.
102x7	The client device already uses the specified license in another instance of MAXQDA. [...]	Use the already opened instance of MAXQDA or close it to obtain the license in the new instance of MAXQDA.
102x8	The requested license is not activated or invalid.	Check whether the requested license has been activated or expired. Remove the license from MAXQDA Netlic Service if necessary.
102x9	The requested license is not a license for the version of MAXQDA used.	Please check which license has been set up for the corresponding version of MAXQDA and indicate it when you purchase the license.
102x10	The client device is not entered in the whitelist or can no longer be added automatically and therefore does not have permission to use the license.	<p>The reported device name is not found in the license server or you have been removed from the list.</p> <p>If it is an error, check if you are using a MacOS and follow this guide under point 2 or contact lizenzen@rz.uni-freiburg.de.</p>
104x15	The connection to MAXQDA Netlic Service could not be established or was disconnected.	<p>Please check your network connection and the specified server address as well as the port.</p> <p>This error appears more and more when you are connected to "new" public networks. These could block access to the license server. Here, the use of the Uni Freiburg VPN could provide a remedy. Otherwise, you could contact the local network administrator or connect to another network.</p> <p>It is also possible that there is a problem with the license server. Please contact us in this case.</p>

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2. MacOS device name

If you've named your device name for your Mac, but the connection doesn't work for the first time or since the latest, the error code 102X10 usually appears. This may be due to the fact that either an apostrophe is entered differently than that stored in your Mac or your Mac communicates another (dynamic) device name to the outside when you were shown and reported by you. This can be prevented by "strengthening" the device name and possibly removing potential apostrophe.

To do this, follow the following instructions:

1. Open System Preferences and click "Share" and open the lock if you can see one. Then click on "Edit" in the top right corner. Then remove the checkbox for "Use Dynamic Global Hostnames" and click OK.
2. Then open the terminal. You can find this under Programs and then Utilities.

Check if the name before your user recognition, the same as under "Disclosures"/"Share".

If this is not the case, enter in the terminal:

```
sudo scutil --set HostName <new hostname>
```

Instead of <new hostname>, use the computer name as you reported. So

```
sudo scutil --set HostName YourName Macbook Pro
```

Then press Enter and confirm this by entering your password and enter. Don't get confused if you don't see the password being entered. When typing, the password is entered, even if the cursor does not move.

Then restart the computer. The change should now be adopted.

Then start Maxqda. If an error message appears again, please let us know by e-mail.

3. Contact

If you have trouble activating, write to lizenzen@rz.uni-freiburg.de.