

# Running the Pandora installer software if you have purchased an upgrade or are licensing a new installation

If you purchased Pandora 11.x – either as a paid upgrade or for a new installation – use this procedure to license your software. After a successful installation, you will be able to use the new features in Pandora 11.x software.

## Requirements:

- You purchased Pandora 11.x.
- You have successfully installed the Pandora software on your [Macintosh](#) or [Windows](#) computer.
- You received an e-mail message with the serial number for your license. Or, you found your serial number in a list of the licensed products for your site on Kodak Customer Portal at <https://customer.kodak.com>, navigate to **Product Licensing Activation System (PLAS) > View registered products**. The serial number contains a combination of capital letters and numbers and is not case-sensitive.

1. Launch the software.  
A warning appears.
2. Click **Open Licensing**.  
A license agreement dialog box appears.
3. Read the license agreement. To confirm your acceptance of the license terms, click **I agree**.  
If you click **Cancel**, Pandora will run in demonstration mode. You will not be able to save or print jobs.
4. Select **Software License**.
5. In the Licensing dialog box, enter the following information:
  - a. In the **Partner Place ID** box (formerly the **Licensed to** box), type the **Email Address** you use to log in to Partner Place.
  - b. In the **Company** box, type your company's name.
6. In the Licensing dialog box, type or copy and paste the serial number from the e-mail message or from [Partner Place](#) into the **Serial Number** box.
7. In the Licensing dialog box, click **Retrieve License**.
  - If your computer is connected to the Internet, the license is automatically retrieved. Go to step 9.  
If you receive a message that the system cannot find a match for the data provided, contact the local Kodak support team.
  - If you want to use the license retrieve feature but your computer is behind a firewall that prevents outgoing connections from the computer, allow connections to the URL <https://plas.kodak.com/webservicesite/soap/CustomerLicenseWebService.asmx> through your firewall and perform this step again.
  - If your computer does not have Internet access, click **Cancel** and perform the actions in step 8.
8. Create a license request file:

- a. Click **Save As**.  
Pandora saves your license details to a file with a name similar to this: Pandora Plus DL RequestFile.xml
  - b. Copy this file to a computer with Internet access and upload it to <https://customer.kodak.com>.
  - c. Follow the instructions on the Web page to upload your license details and download a new software license key file, which will have a name similar to this:  
123ab\_PandoraPlusDL\_10\_0\_x\_Response.xml.  
**Note:** Although you will see the license string when the Response file becomes available, do not try to copy and paste the license into the Load License dialog box.
  - d. Download and copy the license key file to the computer on which you want to install the software.
  - e. In the Licensing dialog box, click **Load License**.
  - f. In the next window, click **Browse** to locate the Response.xml file that you downloaded.
  - g. Select the file and click **Open**.  
Pandora indicates that the license key was successfully retrieved. If you receive a message that the system cannot find a match for the data provided, contact the local Kodak support team.
9. To close the Licensing dialog box, click **OK**.  
If your license key was accepted, Pandora starts.