

Encore[®] Engage License Registration for Additional Remote Screen

WARNING: Allow only qualified personnel to perform the following tasks. Follow the safety instructions in this document and all other related documentation.

Description

This instruction sheet provides the steps needed to update the software on the main Encore Engage touchscreen when adding an additional remote touchscreen to the system.

Before this procedure can be performed, coordination with a Nordson representative is needed to allow proper licensing use for the new remote touchscreen.

Registration



CAUTION: The Encore Engage main controller should remain powered on during the length of this process. The length of the process can take up to 3 business days. Communicate to any personnel to refrain from performing any shutdown or restart procedures on the Encore Engage controller for the duration of this procedure.

Perform these procedures on the main touchscreen in the Encore Engage system.

Requesting Site Key

1. From the Encore Engage touchscreen, close the Encore Engage software.
 - a. See Figure 1. From the Encore Engage software screen, select **Config** in the **Navigation** bar to go to the **Configuration** screen.
 - b. Select **Exit Encore Engage**. A **Shutdown** window will appear. Select **Exit Engage** to close the Encore Engage software.

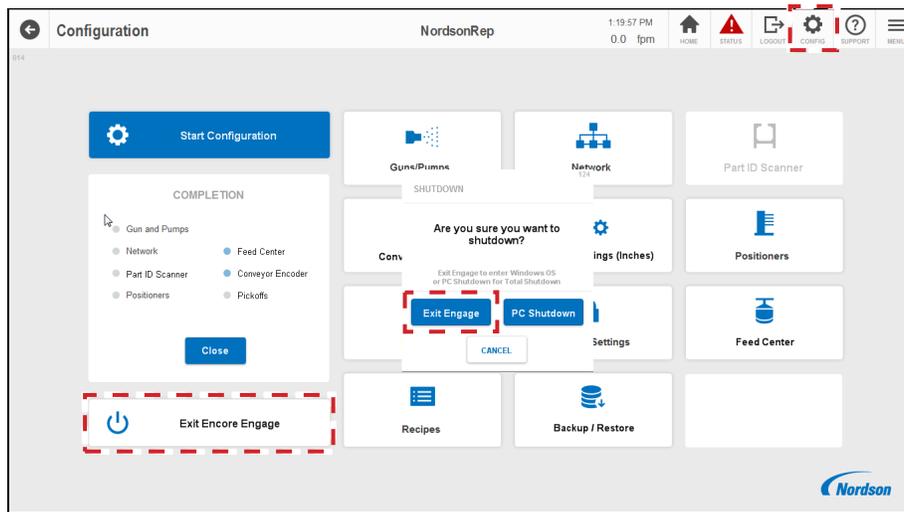


Figure 1 Exit the Encore Engage Software

2 Encore® Engage License Registration for Additional Remote Screen

2. Open the **Protection Manager** window by selecting the **Start** menu, and go to **Programs > Eaton > Visual Designer vX.X > VisD vX.X Register**.

NOTE: The Xs in **VisD vX.X Register** are placeholders for version numbers.

3. In the **Protection Manager** window, make sure the **Softkey** option is chosen and select **Check**.



Figure 2 Protection Manager

4. In the **Softkey Settings** window, select **Change License**.

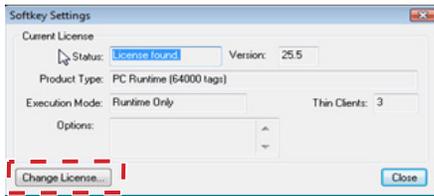


Figure 3 Softkey Settings

5. Record or copy the **Site Code** that appears in the **Change License - Softkey** window. Email the **Site Code** to ICSInsideSales@nordson.com.

NOTE: Do not copy the **Site Code** shown in Figure 4, as it is only an example. Use the **Site Code** that appears on your Encore Engage touchscreen.

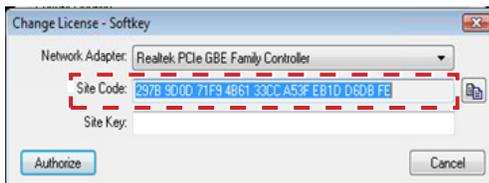


Figure 4 Change License - Softkey (Site Code)



CAUTION: Do not turn off power to the Encore Engage touchscreen until license registration is complete.

6. You will receive an email back within 3 business days with a **Site Key**. While waiting for the site key, the Encore Engage software can be opened and put back in operation.
 - a. Close the Change License - Softkey window.
 - b. From the **Start** menu, type **Remote Agent**, and select the **VisD vX.X Remote Agent** when it appears in the program selection list.

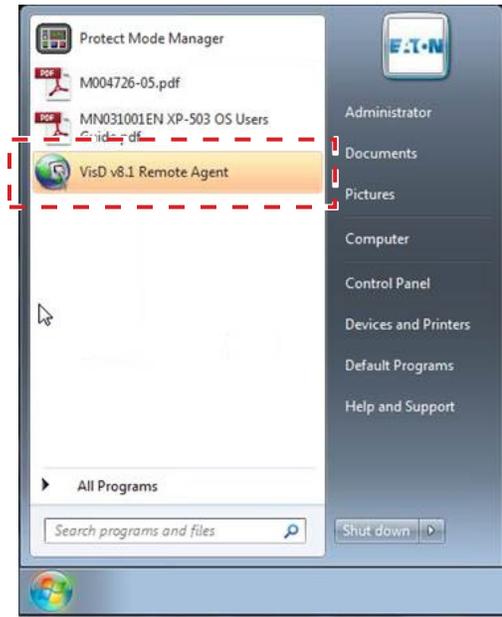


Figure 5 Launching Encore Engage Software

- c. In the **Remote Agent** window, select **Start** to launch the Encore Engage software.

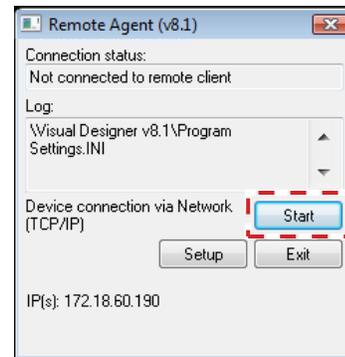


Figure 6 Remote Agent Window

Entering Registration Site Key

Once the **Site Key** has been received, if the Encore Engage software is running and the **Change License - Softkey** window was closed, repeat steps 1 - 4 in **Requesting Site Key** section. Then, proceed with the following steps.

1. Copy the **Site Key** from the email, and enter or paste it into the **Site Key** field and select **Authorize**.

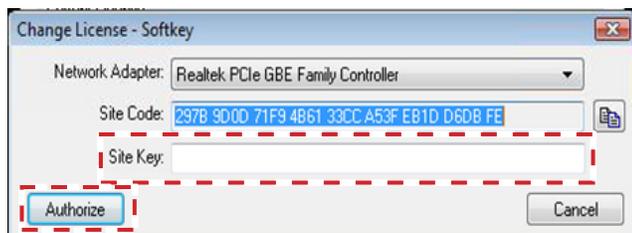


Figure 7 Change License - Softkey (Site Key)

2. The **Register** window will appear, confirming the site key has been accepted. Select **OK** to continue.



Figure 8 Register Window

3. The **Software Settings** window will appear with the upgraded license information, showing the new total of licenses in the system in the **Thin Clients** field. Select **Close** to exit the window.

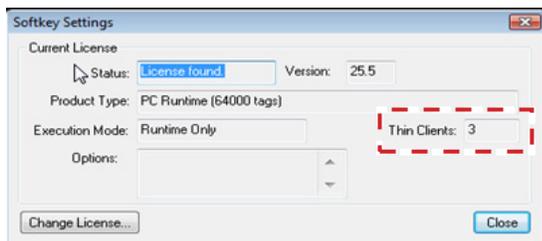


Figure 9 Softkey Settings Window

4. To make these changes permanent, the user must initiate the **Commit** function.
 - a. From the **Start** menu, type **Protect Mode Manager** in the **Search** field. Select **Protect Mode Manager** from the list that appears.

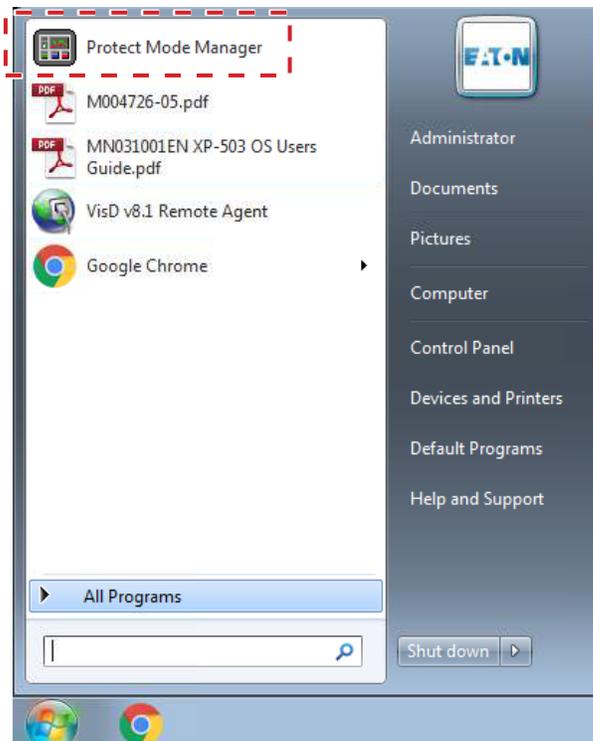


Figure 10 Navigating to Protect Mode Manager

- b. In the **Protect Mode Manager** window, select the **Commit Changes** tab, and select **Commit**. Once **Commit** is selected, the Encore Engage controller will go through a reboot and restart cycle. After the cycle is complete, the **Login** screen for the Encore Engage software will appear. Before logging in, complete the final steps in the **Placing License Label** section.

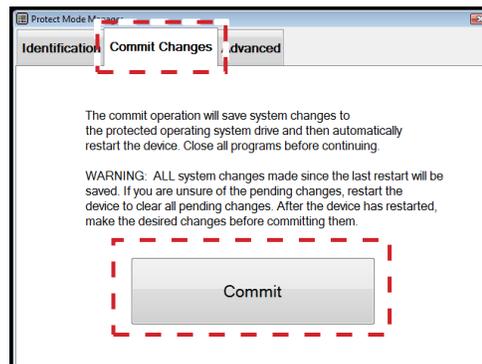


Figure 11 Commit Changes

Placing License Label

For future license verification, place the label provided in the kit on the back of the touchscreen. Use the steps below to safely apply the label.



WARNING: Risk of electrical shock. Action requires opening energized enclosure to place label on back of touchscreen. Caution should be taken to not come in contact with any components inside the cabinet. Only interact with components on the door while placing label. Failure to observe this warning could result in personal injury or death.

1. Open the Encore Engage touchscreen enclosure.
2. See Figure 12 . Place the label from the kit on the back of the touchscreen.
3. Close the Encore Engage touchscreen enclosure.

User may now log in and return system to normal operation.

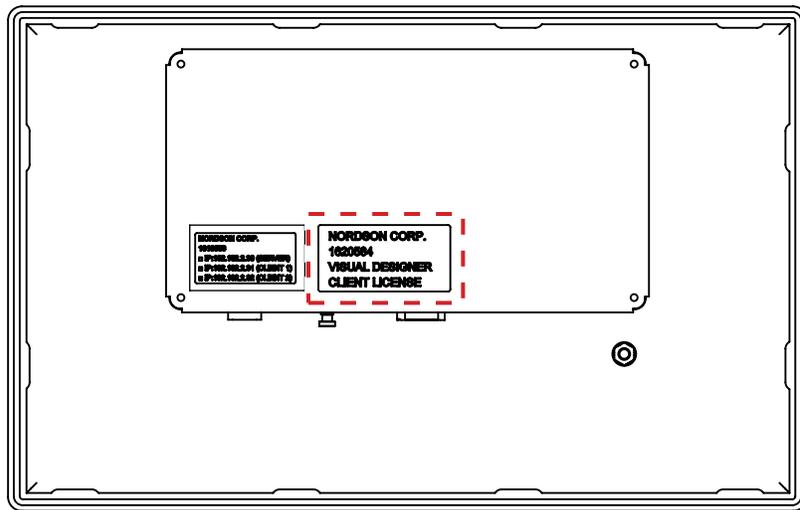


Figure 12 Label Placement on Encore Engage Main Controller

Parts

Part	Description	Quantity	Note
1620584	KIT, software, 2nd client upgrade, Engage	1	

Issued 03/21

Original copyright date 2021. Encore, Nordson, and the Nordson logo are registered trademarks of Nordson Corporation.

All other trademarks are the property of their respective owners.