

GETTING STARTED

Licensing and trial mode

Trial limits, online and offline activation, releasing and moving a license, subscriptions and maintenance.

Online: mergenhub.envest.com.tr/docs/licensing

ON THIS PAGE

Packages	Releasing and moving a license
Trial mode	Subscriptions and maintenance
Activating online	Updates
Activating offline (no internet on the server)	Common questions

Every feature of MergenHub is available in every package; packages differ only by the **number of tags** a project may contain. Licenses are perpetual or annual subscriptions, bought from the [pricing page](#) or through a dealer, and activated in the application online or offline.

Packages

PACKAGE	TAG LIMIT
Starter	1,000
Standard	5,000
Professional	25,000
Corporate	50,000
Enterprise	unlimited

Tags are counted as the total static tags in the project (channels › devices › tags including groups). Virtual tags, system tags, aliases and SCADA screens do not count.

Trial mode

An installation without a license runs in **trial mode**:

- all features enabled,
- **500 tags** maximum,
- the runtime (scan engine) runs for **2 hours after each start**; when the window expires scanning stops and tag quality becomes *Bad* until you start a new window (top-bar button, tray › *Restart runtime*, or restarting the service).

The top bar shows a *TRIAL* pill with a countdown. Entering a license key lifts both limits instantly; no reinstall or restart is needed.

Activating online

1. Buy a license; the key looks like `MH-XXXX-XXXX-XXXX-XXXX` and is shown in the customer portal and sent by e-mail.
2. In MergenHub open *Settings > License*, paste the key and click **Activate**.
3. The application contacts the license portal, binds the key to this machine's fingerprint and stores a signed license document locally.

The document is refreshed automatically every few days (subscription end, maintenance status, revocation). If the portal is unreachable the license keeps working; after 14 days a warning is shown, nothing is blocked.

Activating offline (no internet on the server)

1. *Settings > License > Offline activation* — enter the key and click **Create request file** (`.mhreq`).
2. Sign in to the customer portal on any internet PC, open the license and upload the request under **Offline activation**; download the license document (`.mhlic`).
3. Back in MergenHub click **Import document** and select the `.mhlic` file.

The document is bound to the machine that created the request.

Releasing and moving a license

A license is valid on one machine at a time. To move it:

- **Online:** *Settings › License › Release* — the portal frees the key immediately; activate it on the new machine.
- **Offline:** *Release (offline)* creates a signed proof file (`.mhl`); upload it in the customer portal under the license, then activate elsewhere.
- **Machine crashed / unavailable:** open the license in the customer portal and use *Force release* (or ask us); the old activation is blacklisted.

Hardware changes: the fingerprint tolerates one changed component (for example a replaced disk). After a major rebuild release and re-activate.

Subscriptions and maintenance

- A **subscription** license has an end date; renew it in the portal and the application picks up the new date at the next refresh (or import the new document offline). After expiry there is a 30-day read-only grace period (data keeps flowing, configuration is locked), then trial mode.
- The first year of **Maintenance & Support** is included. Without an active maintenance contract you still get every upgrade for free; only support requests are not answered.

Updates

Licensed installations check the portal once a day and show a *New version available* balloon with download and release notes links (per-version *don't show again*). *Settings › License › Check updates* runs the check on demand.

Common questions

QUESTION	ANSWER
I reached the tag limit	The API returns <i>402 Payment Required</i> with the limit and current count; upgrade the package in the portal, the new limit arrives at the next refresh.
Can I run several installations?	One license = one machine. Buy one license per server (dealers get volume discounts).
Does the license expire when maintenance ends?	No. Perpetual licenses never expire; maintenance only affects support.
Where is the license stored?	<code>C:\ProgramData\MergenHub\license\</code> — it is machine-bound, copying it elsewhere does not work.