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1 Licensing overview

Relativity licensing includes flexible options that you can tailor to the size, type, and other requirements of your organization as part of your contractual agreement with Relativity. After you install Relativity, you can activate a new license or renew your current one by requesting and applying an activation key. You must also complete these steps for Processing.

If you are a new client or upgrading from an unlicensed version, Relativity activates a 7-day trial license, which you can temporarily use until obtaining your official license key. If you are an existing client, you enter a 7-day grace period after the expiration of your license. Processing doesn’t provide a trial license.
2 Licensing terminology

The License details page displays information about the license currently used by your Relativity installation. See Viewing license details on page 6.

2.0.1 Trial license

When you initially install Relativity, you'll temporarily have a seven-day trial license for an unlimited number of seats. The system applies a seven-day trial license for the current seat count to a Relativity installation after the license expires. The value in the Number of Seats field is displayed as -1. (Processing doesn't provide a trial license.)

2.1 Grace period

If you haven't renewed your Relativity license before the expiration date, you have a seven-day grace period to complete the renewal process. (A grace period isn't provided for a Processing license.) The License details page displays the expiration date for the license, as well as your contractual seating and license type information. After the expiration date for your grace period, Relativity displays an error message when users attempt to access the system.
3 Relativity alerts and messages

As a system admin, email and alerts notify you when a Relativity or Processing license is going to expire. Relativity begins sending daily email notifications 30 days prior to the expiration date of your license, and displays alerts during that same time frame. These messages are sent to users based on the list that you provide to Relativity Client Services.

You enter a grace period if you didn't renew your Relativity license before the expiration date. It provides you with an additional seven days to complete the renewal process. In Relativity, the License details page displays the expiration date for the grace period.

After the expiration date for your trial or existing license, Relativity displays an error message when users attempt to access the system. System admins can access only the License tab, which provides functionality for obtaining an activation key.

Note: Your Relativity and Processing licenses immediately become invalid if you modify the instance setting in the Relativity.LicenseManager section of the instance setting table.
4 Viewing license details

On the License details page, you can view information about your Relativity or Processing license. This page also provides you with the options to request and apply a license. See Licensing an application on the next page.

**Note:** You must have system admin permission to view the License tab. Full system admins are the only users able to edit license information.

1. Click your name in the upper right corner of Relativity, and then click **Home**.

2. Click the **License** tab.

3. Click an application name to display additional information about its license. The following information is available on the details page for Relativity and Processing licenses:
   - **Relativity license** - The details page displays the application name, instance name, expiration date, number of seats, and type.
   - **Processing license** - The details page displays the application name, Relativity instance name, expiration date, as well as the URL for each worker manager server, and the number of workers that it can run. In the following example, a worker manager server URL is `net.tcp://mainline-7-inv.testing.corp:6859/Invariant API/`, and the number of workers that it can run is 5.

**Note:** When you apply a new processing license in your Relativity environment, all jobs in the processing queue must complete before Relativity identifies any additional worker manager servers that you may have purchased as licensed. For more information, see Upgrading a worker manager server installation on the Relativity 9.5 Documentation site.
5 Licensing an application

You must generate a request key that we use to create an activation key for your license. Next, you apply this activation key to your application. You follow the same process to request a license for Relativity or Processing.

5.1 Generating a license request

After installing Relativity or Processing, you can use these instructions to generate a license request through the License tab.

1. Log in to Relativity.
2. Select the License tab.
3. Click Relativity or another application name to display the License details page.

Note: When you initially install Relativity, you temporarily have a seven-day trial license until you obtain the activation key for your official license. The License details page displays the expiration date for the trial license, and uses the value -1 to indicate an unlimited seat count. For information on Relativity license types, see Licensing terminology on page 4.

All Relativity environments require an instance name, which appears in the Instance Name field. During the initial installation of Relativity, this field may display UNSETINSTANCE. Relativity Client Services will work with you to define this name by requesting information about the use of the Relativity instance. For example, you may be using this instance in your production or test environment, as a demo virtual machine (VM), or in some other capacity.
4. Click **Request License Key** to display a pop-up with the request key.

```
Request License Key

Request Key: #ML17##PD94bwWgdmYc2w8j0fMS4wlJ8+DOo8TGjZWSsZVc1cM3
Qge1sbnm6MeHnK5psjojHRW0l8vd3l3NrcLm9yZ8yMDAxL1h1NFTnjagWY5
IgGe1sbnm6MeHnK5psjaHRW0l8vd3l3NrcLm9yZ8yMDAxL1h1NFTnjagWY5
1bprNOY5Z5j+DQogiLzXZj+bDjXy4nhMslkJYmYm5W5M5MD5N5M5Rd51M20
pgi8gYu3UMFpKWi37T0FZnU3ZKFQ0m5nStaKd5y9kT1G3Q0y2PyTFTF
PvDiUj2bkRj4kMw2fwaUZjYwqVZEE2YHjn1YmZ0S+FRRGqXZd1X1eXXe1M2U
h1dEjNjW1j3w2WHErU5EnNKeFvFJ5nY33pR309p9jWjvZvZJvKn6R3j8b1
J3aGRQ0N9hMy9nPTSw2V5PgoK1CAABFG0Y5TSC0U4R0V5NTZM3mt2Qz0uW
rTvK5dnpvNV3h3XcYiV5I3m3n8Tm1cYnXs1BcWhZnnowZ3kT0N5W0W
RwSv84Wv82ZFHsKUTnyvHU11F9Z3Zv9HnU0k7mQ09cTBw1xknW30Fm0
FWc2ZfXV2O1kW3NkdfSYTBpVD5TSpW2v8djLNY1Ym1cZ6eFMR2N2y1m12O
C9YkYnCq5cElNjkJW55sE5jueUUtN8nCmZ0QFJTzFpDdxcxMIZU3WZ0
NaT9nSn9KWpJUy61vKXpV5W3H3L2YrK92k7qy2nHk4k2C81RDLNnr
NvTkZtdExBTM4SxhoSIV2dYNT2w3d3YnK10Z3RYE0qDvYr6eHb1OU
FW6h6doc1FziFFP2U5r1md1e1Y4cWnAvtRn72YwFNMFq7WFeoeK1LdTeD
EwU00vMnqdUIR12j62021nJnUnBWilGk5IrUVRSm1R0mnr8aThS2qDaR
kVSTRibHV4LOc4M2tQGjoWF4E10kra2Y8ptp4QVB1FVtmVRQrjmJudy0yQ3
g3Z92bKU7T1FrD7mTC9INiLZnQ2FZu32R1YzfT1ylZG7tGOcpnV211mmFtLc
tpQmFsrUkCnU090mZjEJ643v1MULa5aGZ2cFdfFYYXnNvNC3QrWVYrUbzRqRn
Iv91c72aUS3WJ9mndudknQxQ90HrfL5GIANZ5m05NfMFLi11Ru7U4W
hmUn352S2EDTfS4ZzQ0ffRBoOC43ZB7y1BodemwWxXvM02CcT7v
ZkM0VebHhGNoMvYjJ0F0hWNBhxV10C2J2nBNNL1mBc1U1m0Kc1w0W5V12
Rtm7GyS5UegyWv011kvyZ00K2k26L1Ny9ycGVGKXZbW/Dy3Jy7BNVU5F0
VHm1N1GZcF5e09ue5ZCc0mxibipvyUNUTy2w32uXZi2UIZfNqfQ5RncVnm
N3dCq7yTm55Q2WvU3DQG4QJ5eYhWhKvrs2Vn0w2WV30vFZGhC09dxK1Rc3m
ZNTK5Y1Fh1SGVQnZWSm1njkr32ZG2U2L2c1bnFTWVFDdZB3JNohclHhXZrd1am
RnN3nb2h9bq8Vb2GEG03rNraNunhLQm5HNrnRk9hNq3q7rYXbrFJKX
krcEr45KGm5JntJnU2VrmhH0FIMTmXnQn2RTXVbI0m9nQ0m0TITkbb41Q1
Qd1QX2lU21VWwFr17WqU3Y8SmJMBc9G9YsJbJy2r2j1JUyV1V1Z2J3sQK
VYST
JSFPRD0vD4V1v5wldoKrcn0x0dDNGWE1NSGRqWnHBDij9UM0LqyVWHVHMU8XZT1Y3M
pLRkiEYm85PTwrRg50Y47CjwTVglZS5ZV4cXWc30+
```

5. Select the **Request Key** text, right-click on it, and then click **Copy** to copy the text to your clipboard.

6. Paste the text into an email message to Relativity Client Services at support@relativity.com. Relativity Client Services processes your request key and sends you an email message containing your activation key.

**5.2 Applying a license key**

After you receive a license key from us, you can apply it to your application through the License details page.

1. Navigate to the **License** tab. (See steps 1-3 in **Generating a license request on the previous page**.)
2. Click **Apply License Key** to display a pop-up.

![Apply License Key](image)

3. Copy the license activation key received in the email message sent by Relativity Client Services. Paste it into **License Key** box on the pop-up.

4. Click **Apply**. The License Details section of the tab automatically displays your contractual information.

   **Note:** If Relativity displays an error message, verify that you copied the activation key correctly. Contact Relativity Client Services at support@relativity.com if you have any questions about applying your license key.
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