

Frequently Asked Questions regarding the Thales Licensing Migration

Q: We currently maintain the Activation IDs – what is the difference between the Thales Badge ID and the Thales PK ID?

A: The Badge ID for Thales is unique to an end customer and is the equivalent of a CLS ID in Flexera terms.

Activation of the licenses is done using the Thales Badge ID and the Product name.

The Thales PK ID is the equivalent to the Flexera AID.

With the introduction of the Badge ID, which does not change and is unique per customer, there is no need for consolidation.

Q: What needs to be done to activate the new Badge ID?

A: You'll need to download and install the latest version of License Manager, v14.0.17, on your devices, found on the [License Manager Application Support page](#).

If utilizing StageNOW, the latest version of StageNOW, v5.15, needs to be downloaded from the [StageNOW Support site](#).

Apply the new license and activate the new Badge ID / Product Name for your devices via your preferred bulk distribution mechanism.

To begin the migration process or if you require further information, please review the following videos / guidelines at the following location. [Zebra SW License Management Page on Zebra.com](#)

Q: Should customers be informed about this or are they being informed by ZEBRA?

A: Two PMBs were issued for the partners / distributors.

[PMB-11561](#) and [PMB-11483](#).

Migration details as well as videos and user guides have been uploaded / provided on the following web site, accessible to all

[Zebra SW License Management Page on Zebra.com](#)

Q: Would it be possible to consolidate the licenses in this context?

A: Using the Thales Badge ID + product name for activation, consolidation is no longer required. Separate PK ID's will be issued for add-on sales orders for enabling better traceability to sales transactions; however, the Badge ID will always remain unique to the end customer and will remain the same.

Q: What does "after December 31, 2025, devices whose licenses have been removed must be licensed with the new License Manager application and the new licensing server" mean in practice for us?

A: The Flexera licensing server is being decommissioned on Dec 31st. For those that have perpetual or subscription licenses, those license files will continue to work after Dec 31st; however, if those devices that have Flexera license files are sent in for repair or if they are factory reset after Dec 31st, they will be returned with no license on the device. And they will need to convert to the new license manager.

Also, from Sept 29th this year, all licenses for new and add-on will be sent out using Thales Badge ID's.

Q: Are there new portals with the new licensing server?

A: Yes. The new portal links are as follows:

- For Partners: <https://zebratechnologies.prod.sentinelcloud.com/epp/>
- For End Customers: <https://zebratechnologies.prod.sentinelcloud.com/ecp/>

If you had access to the legacy licensing portal, that access had been transitioned to the new licensing portals. If you require access to the new portals listed above, please reach out to the ZebraSWLicensingTeam@zebra.com.

Q: There's a firewall in my network. What are the new addresses that I need to provide to IT to whitelist through the firewall?

A: The following address needs to be added / granted through your IT organization
Production Server

- <https://zebratechnologies.prod.sentinelcloud.com>
- Port 443

For additional details, refer to the Knowledge Base article on [New ZSL Licensing Server Connectivity](#).

Q: When will the existing licensing platform be decommissioned?

A: The legacy server will begin decommissioning on September 29, 2025, and complete by December 29, 2025.

Q: Do I have to make updates on my Zebra mobile devices / applications?

A: If using device-based licensing, it is strongly recommended that you upgrade to the latest version of either the license manager application or the version of software /

firmware that supports the new licensing server before the decommissioning start date of Sept 29, 2025.

Q: What happens if I have not updated the application on my device and it is factory reset between now and December 29, 2025?

A: If you have perpetual licenses, those will continue to work after the licensing server decommission date of Dec 29, 2025. However, if you perform a factory reset or send in a device for repair, the old licensing file will be removed. You will then need to take the new license manager application and activate licenses with the new licensing server.

If you have subscription licenses with an expiration date beyond the decommission date of Dec 29, 2025, your licenses will continue to work up until the expiration date. The same rules apply to any devices sent in for repair or that are factory reset.

Q: What happens if I factory reset the device after the decommissioning date of December 31, 2025?

A: If the device has license persistence enabled, they will continue to work after the licensing platform decommissioning date. If the devices do not have licensing persistence, then a factory reset after the decommissioning date will remove the licensing file and the application will no longer function with the legacy server and will require an update of the software / firmware to function with the new licensing server.

Q: When I activate the licenses on the new server will I still be able to retain my licenses on Flexera?

A: Once activated on the new server, the licenses will be released for that devices from Flexera. This applies for all products licensed on that device.

Q: There's an "Activate" screen / button in the Enhanced Customer Portal; however, when I press activate, nothing happens.

A: The activate button / screen is ONLY USED FOR OFFLINE BIN FILE Creation – for offline activation, which is NOT yet supported by the License Manager application.

Q: Can I create an offline bin file via the ECP or EPP portals and upload to the LM Application?

A: While the Enhanced Customer / Enhanced Partner Portals will allow for creation of an offline bin file for activation, the LM Application v14 does not currently support offline mode. A future release targeted for June / July will allow for the offline ability, as well as on-premise licensing with Thales.

Q: I'm unable to login to either the Enhanced Customer Portal (ECP) or the Enhanced Partner Portal?

A: Please email the ZebraSWLicensingTeam@zebra.com with your details and the portal you are trying to access.

Q: After gaining access and logging into the Partner or Customer portal, I don't see the activations on the Thales portal for the devices. There is just an available total quantity.

A: To see the devices populated / activated on the new Thales server, you will need to follow the following instructions:

1. Install the latest version of License Manager on your devices, found on the [License Manager Application Support page](#).
2. If utilizing a firewall within your network, please submit a ticket with your network and/or firewall team to open access to the new Thales license server for the IP addresses listed below.
3. If leveraging an MX XML or the Managed Configuration option of the new License Manager to license your devices for bulk distribution of licensing through an EMM / MDM, then
 - a. Create a new MX XML or Managed Configuration assignment for the new License Manager utilizing your newly created and provided Badge ID and Product name for the Thales licensing system.
 - b. If utilizing StageNOW, the latest version of StageNOW, v5.15, needs to be downloaded from the [StageNOW Support site](#).
4. Apply the new license and activate the new Badge ID / Product Name for your devices via your preferred bulk distribution mechanism.
5. Test your business applications to confirm that the new licensing system works.