# Tableau Renewal License

(Windows and Linux)

# Windows

**Present Scenario:** Activating License Key On Test Server(Windows)

**Proposed Scenario :**

**1.** Tableau Technical Support will Provide the Key for activating Renewal License which will be Display on Portal,Sign in as Administrator.

(https://customer-portal.tableau.com/s/)

2. Both Online and offline activation keys will be provide on the Portal , we Can proceed with any one of the Key , to activate on the Server.

3. Next Slide will be the Snapshot Reference of License Details.

**EDIT LICENSE**  **ASSIGN KEY**  **CHANGE OWNER**  **UNASSIGN KEY**

## General Information

Key Name

TST4-B4B9-F690-31E7-79FE

License Sold On Date

6/27/2023

Is USL Key

☑

Period End

6/28/2024

Offline Activation Id

TSIW-B4EE-C230-8C02-6280

Is Activated Offline

☐

Product Name

Server

Core Count

Owner

svc_locksmith

Interactor Count

Hosting Method

On Premises

Data Management Enabled

☐

Creator License Count

6

Login-based License Management

☑

Explorer License Count

10

Server Management Enabled

☐

Viewer License Count

202

Allowed User Count

4. For Activating any Key on the server (**10.101.152.31), Open TSM** Page as a administrator and click on Configuration ,Go to Licensing part then click on Activate License.
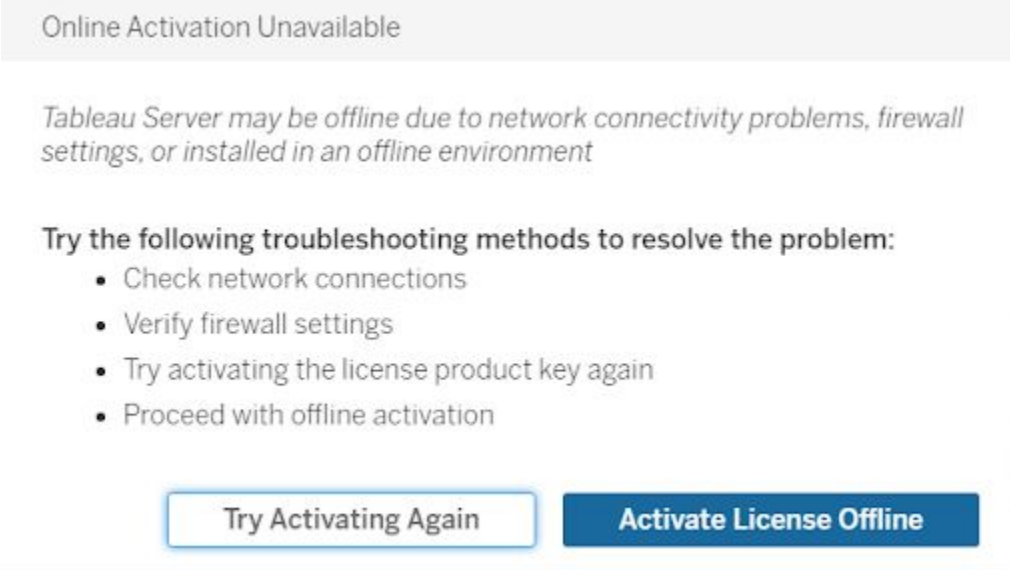
5. 20 Digit license key will apply on the Activate license for online.

(TST4-B4B9-F690-31E7-79FE), the following error occurred given as Snapshot below

Online Activation Unavailable

Tableau Server may be offline due to network connectivity problems, firewall settings, or installed in an offline environment

Try the following troubleshooting methods to resolve the problem:
- Check network connections
- Verify firewall settings
- Try activating the license product key again
- Proceed with offline activation

Try Activating Again          Activate License Offline

6. After getting those error, we proceed with offline Activation key .

(Offline - TSIW-B4EE-C230-8C02-6280)

7. Create an offline file you will upload to Tableau Server. If your license key is not pre-filled in the form , enter your key and click **Create offline file** to generate an offline file(offline activation Request) on the   Local Computer.

**Step 1: Create, Upload, and Submit an Offline File**

Enter a product key then create, save, and move the Tableau Offline Activation Request file to a computer connected to the Internet. You will then need to upload and submit the offline file to Tableau (Step 2).

The key has 20 characters

Create Offline File

8. Copy the offline Activation Request file to a computer with internet access . You need to Upload this file to Tableau to generate an activation file . If You are using Server ATR, then upload the entire zip file (offline Activation Licensing Atr.zip)

9. Upload and Submit offline file .

On the computer where you copied the offline Activation Request file ,open a browser and go to( http://www.tableau.com/support/activation) to open the Tableau support activation page .you will upload and submit the offline activation file to Tableau.This Automatically generates an activation response file that you can download and back to the Tableau Server computer .

# Snapshot Reference( http://www.tableau.com/support/activation)

**Use this option to activate Tableau when you can upload an activation file.**

1. When you attempt to activate Tableau from an offline computer, follow the prompts to create an offline activation request file.
2. Save the file and transfer it to a computer that has internet access.
3. From the internet connected computer, navigate to www.tableau.com/support/activation.
4. Click **Choose File**, select the offline-activation file either, TableauOfflineActivationRequest.tlq or OfflineActivationRequestFile_YYYYMMDD.HHMMSS.json.
5. Click **Upload Activation File**, and then download the generated response file and transfer it to the offline computer.

Choose File    No file chosen

**Upload Activation File**

10. On the Offline Activation Page, Click Choose file to select the Offline Activation Request file and click upload activation file to submit the file to Tableau.

11. Click the here link to download the resulting offline activation response file to your computer.

# Offline Activation

The activation was successful. Please click here to download your activation file.

For help creating the offline activation file, see Activate Tableau Desktop Offline or Activate Tableau Server Offline. (Linux)

12. Copy the Downloaded Offline Activation response file to the computer where Tableau server is installed.

13. Upload the Activation File, On the Tableau Server Computer click Upload Activation file to Tableau Server . when do this Successfully ,the **Activate product key** button is enabled.

**Step 2: Upload Activation File**

Upload the Offline Activation file you downloaded from *http://www.tableau.com/support/activation* to activate your server and desktop client offline.

Upload Activation File

After activating product key, you can go back to Step 1 to enter another product key.

Cancel Offline Activation      Activate Product Key      Next

14. Click Activate Product Key to complete the Offline Activation.

15. Restart Tableau Server for Licensing Changes to take effect.