Kentico

Kentico Client Portal guide.

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Purpose of this document

This document is intended to be a useful set of tips and links for new clients - both business and technical users. You will learn how to use our Client Portal.

Client Portal

The purpose of this portal is to manage license keys. Also, you may find installation packages for Kentico Xperience here.
If you have any suggestions on how we can improve this, please let us know.

Recommended approach for logins

A license can be owned and accessed just by one user, so we recommend that you use a shared company email (e.g. support@mydomain.com or kentico@mydomain.com) that you register it in the Client Portal. This email should be able to receive notifications (such as renewals, approvals, etc.) and be monitored and available to anyone who needs to access the Client Portal.
You may update your user details on My account page (link in upper right corner). In case you need to change your username, please contact us at sales@kentico.com.

If you cannot see your license under the 'Licenses' section, it might be in your colleague's profile. That is why we suggest you use shared email. For permanent change of license, please contact your account manager at sales@kentico.com.

Your user account is shared with some other Kentico portals - Devnet and Partner Portal (only if you are a Kentico Partner).

Communicating with Kentico

Our technical support is available 24/7, and we do our best to solve your issues within 24 hours. If you are experiencing any technical issues, please submit a support issue at https://www.kentico.com/services/support/submit-a-question. Please make sure your project has active subscription and specify the domain of the project you are raising your question for.

The Kentico Sales team is ready to answer your questions regarding Kentico, pricing, licensing, generating license keys, and more. They can also provide information about other services such as premium support, training, and consulting.

The Sales team can be contacted by email at sales@kentico.com or by phone:

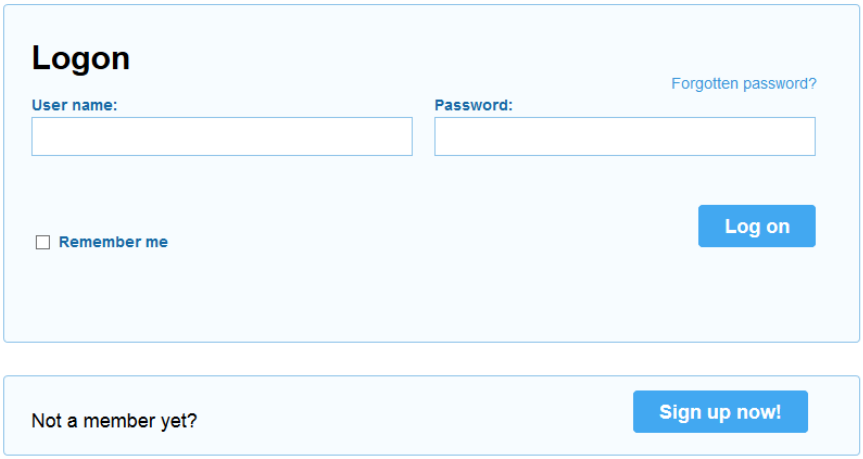
- US & Canada: +1-866-328-8998
- UK & Ireland: +44-(0)204-548-4647
- EMEA: +420-778-441-918
- APAC: +61-(0)2-8323-7474

Note: please contact only one address at any given time. This avoids sending the same query multiple times to multiple addresses and will allow us to direct your query to the right person in a timely manner.

My Client Portal account

Create account

1. Go to https://client.kentico.com/

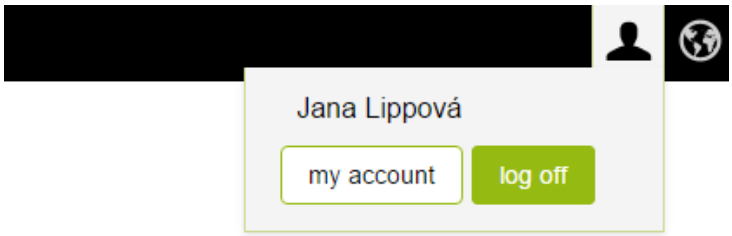


2. Click **Sign up now!**
3. Fill in the form and click **Register**

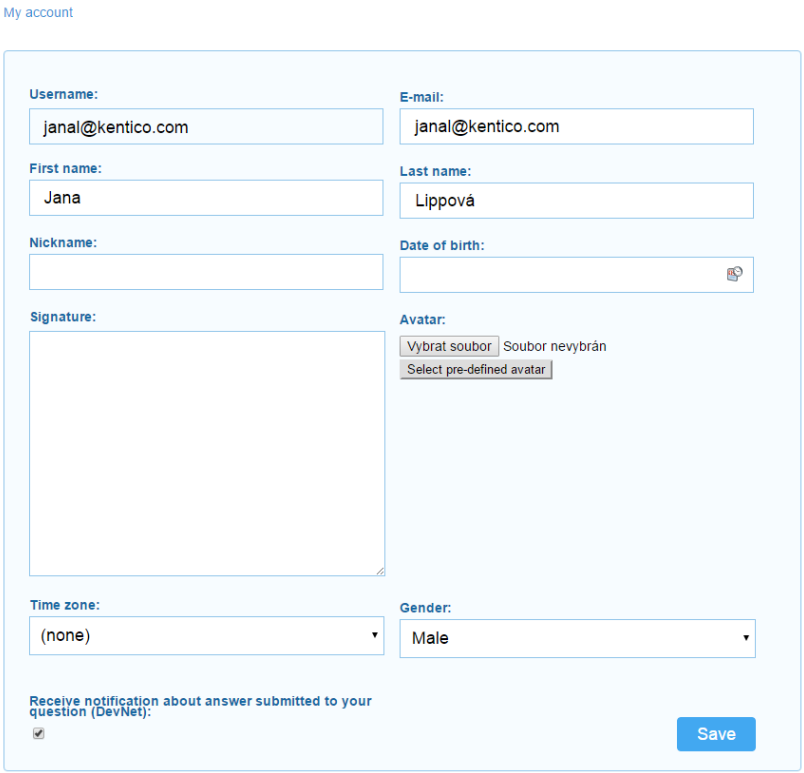
You will receive an email containing instructions to finish your registration. When you finish the registration process please log in.

Managing My account

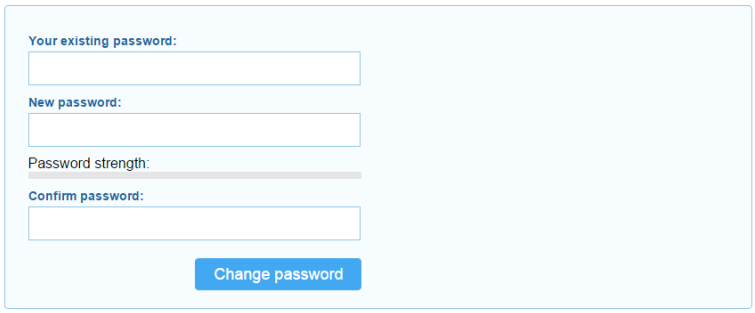
1. Click the profile icon
2. Click **my account**



3. Update your contact details



4. Change your password
    a. Enter **your existing password**
    b. Pick **new password**
    c. **Confirm password** by retyping it
    d. Click **Change password**



Client Portal action buttons

Client Portal allows you to manage your license and its associated license keys. Once a license is registered or claimed, you can perform various actions:

Change your project name and add email address of a person who should receive renewal notifications.
You can also see how many additional license keys you can generate (for Kentico Xperience licenses).

Access license renewal information

Generate license keys for the Kentico Xperience product

Generate license keys for the Xperience by Kentico product and block them if needed.

Displays an overview of instances, channels and domains associated with Xperience by Kentico licenses.

Archive for Kentico Xperience license keys – only for organizational purposes.
Block key for Xperience by Kentico licenses.

Archive of keys

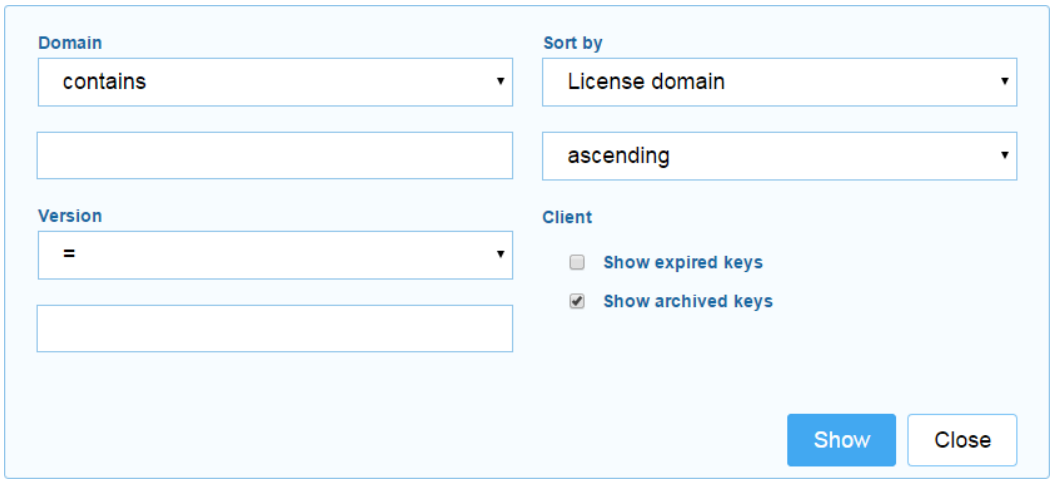
The archive option in the Client Portal is used solely for organizational purposes within the portal. Archiving a license key does not affect any running instance. License keys can be retrieved at any time.

Archiving license keys

1. Click **Show license keys that belong to this license** action button
2. Then click **Archive the license key**
3. Confirm your decision by clicking **Yes, I do**
4. Your key is now archived

Accessing archived keys

1. Click **Show license keys that belong to this license** action button
2. Click **Show filter** in the upper right corner



3. Select **Show archived keys** box.
4. Click **Show**
5. You will now see all the keys you have archived

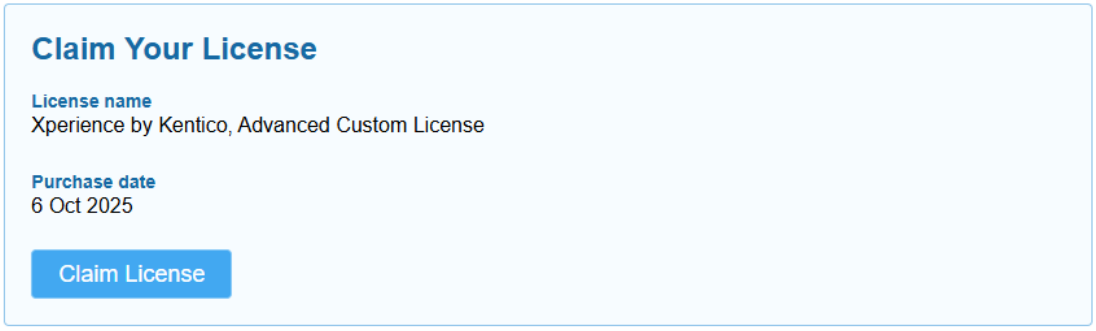
Xperience by Kentico licenses

This section is available only for license keys used in **private cloud development**.

Importantly, license keys for SaaS local development are not generated in the Client Portal. These keys are generated in Xperience Portal. More information can be found in the Licenses | Xperience by Kentico Documentation.

Claim a license

After purchasing a license, an email is sent to the delivery contact specified in the order. This email contains a unique claim link. When a registered user opens the link, they will see a "Claim license" button. By clicking this button, the user becomes the sole owner of the license. The license owner can be someone other than the delivery contact. The claim link does not expire, but the license can only be claimed once.



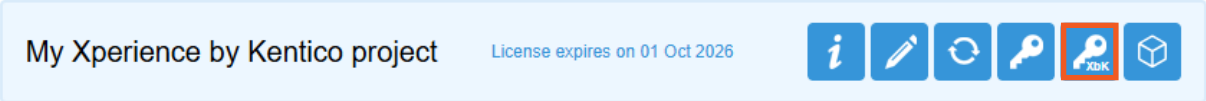
Xperience by Kentico license keys

- **Evaluation** – provides full access to all features of the product for 30 days.
- **Production** – for live deployments. See Production license keys.
- **Non-production** – for local development and pre-production environments (staging, QA). See Non-production license keys.

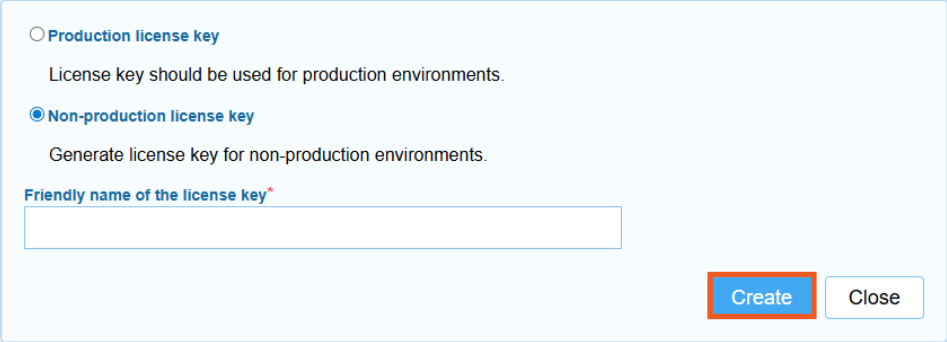
Every Xperience by Kentico instance must be activated using a license key, either through the Xperience administration interface or during project database installation. If the key is for a non-production instance, all its associated channels are considered non-production. Please note that the expiration of a license key may not align with the expiration of the license itself. License keys are automatically renewed throughout the license period.
Development keys have extended expiration times to support successful renewal during potentially long periods of inactivity in non-production environments.

Generate Xperience by Kentico license keys for private cloud development

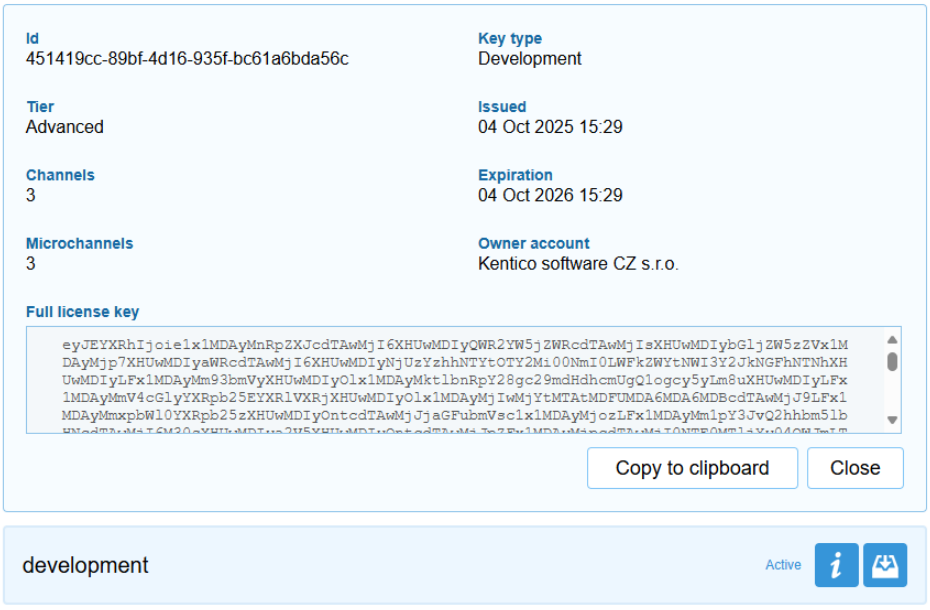
1. Click **New Xperience by Kentico license key,**



2. Select the license type - either **Production** or **Non-production.**
3. Enter your **Friendly name of the license name** (Note: This should not be the domain name itself, as used to be in Kentico Xperience. The key can represent one or more instances.)



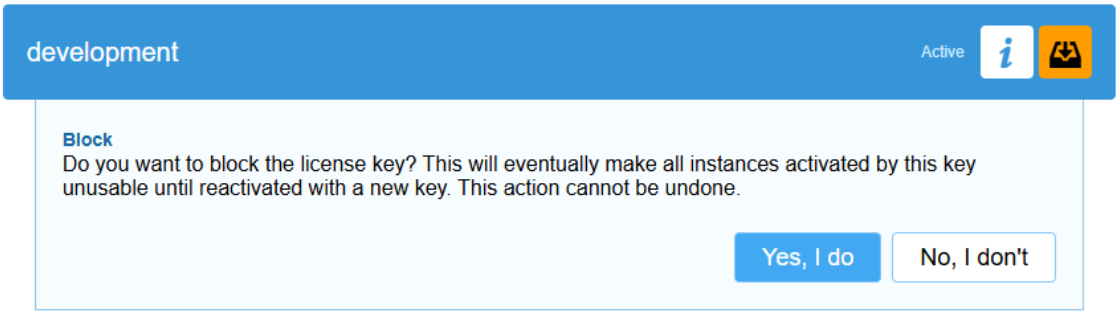
4. Click **Create.**
5. Copy your generated license key to clipboard
6. Register license keys in the Xperience by Kentico product: [Licenses | Xperience by Kentico Documentation](#).



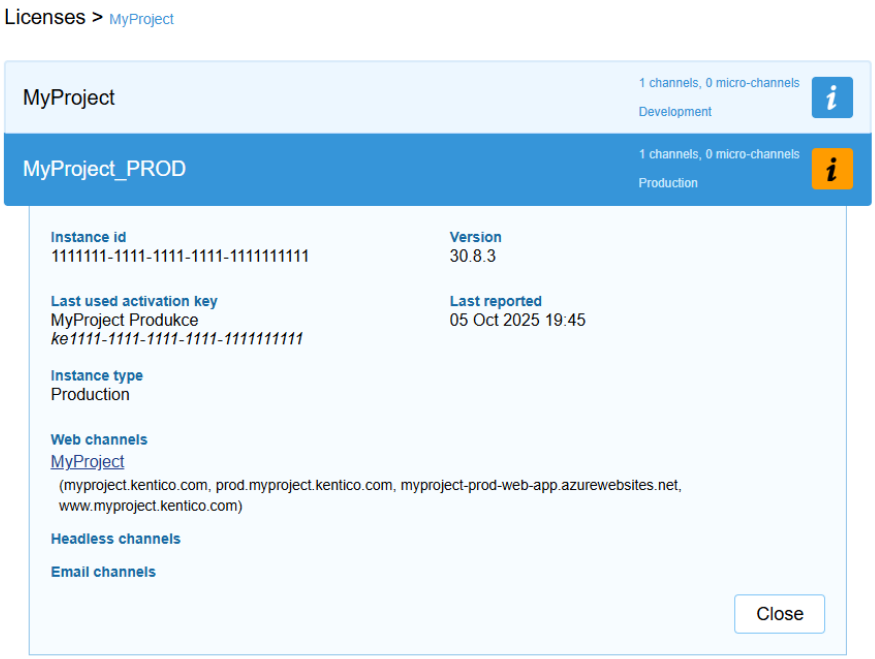
How to Disable/ Block license keys

It is best practice to disable license keys in the Client Portal when they are no longer needed or there is a security risk associated with the key. This is especially important for production keys, as instances activated by such key count toward your license usage limits.

1. Open the license key you wish to disable
2. Click on Block license key icon
3. Confirm disabling by clicking on Yes, I do.

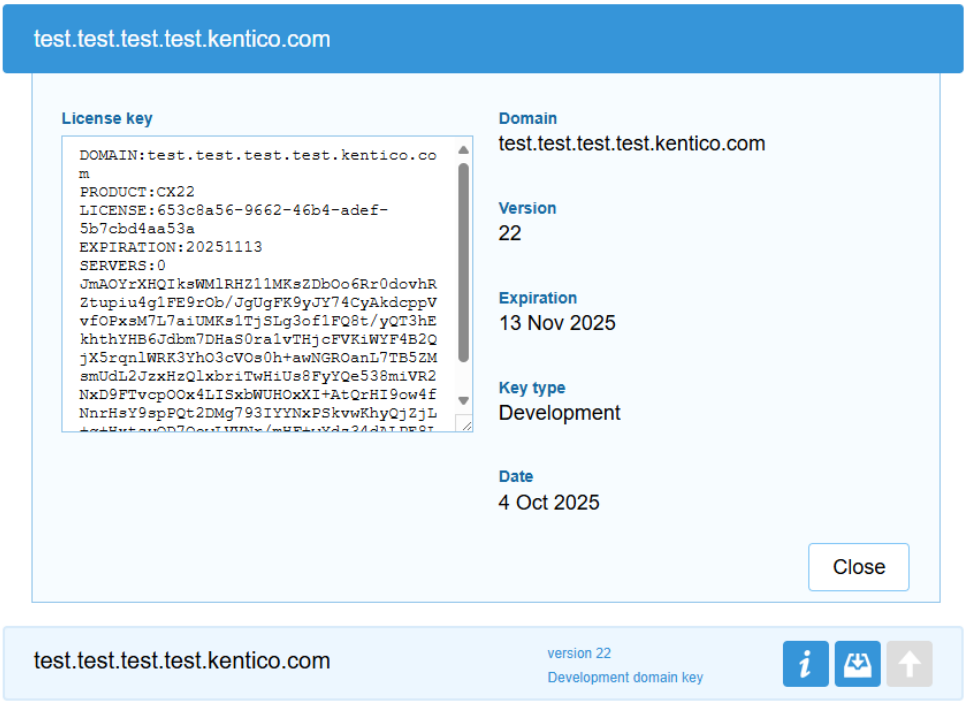


View instances that belong to your license



License keys for former versions of Xperience by Kentico

If you clicked on the key icon without the “XBK” label, please note that these license keys are used for older Kentico Xperience versions and versions of Xperience by Kentico prior to 29.3. These keys are not used by new customers.

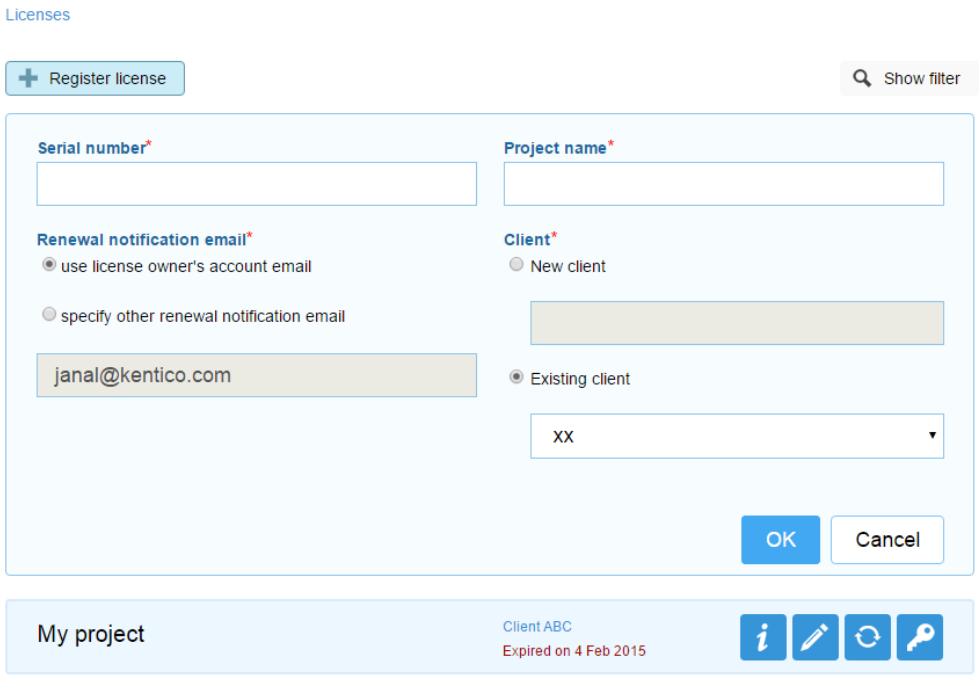


Kentico Xperience licenses

Register a license

To begin developing your project in Kentico Xperience, you must register your license using the **serial number** provided when the license is purchased.

1. Click **Register license**.
2. Enter your **Serial number** and **Project name**.
3. Specify who should be notified about **renewals**.
   Note: The license owner will always be notified, even if a different renewal notification email is specified.
4. Click **OK**. The license is now registered to you.



Kentico Xperience License keys

You can generate these types of license keys:

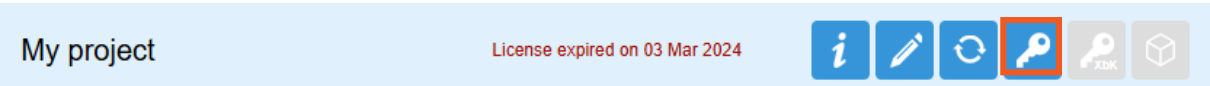
Full license key
License key will be generated immediately but will use up site limit from purchased license.

Non-production key
Use for any non-public domain. Domain names consisting of a prefix and an existing domain name are automatically approved. In other cases, a 40-day key will be provided immediately, and a full expiration key will be provided upon our approval.

Domain alias
Use for any public facing domain. License key won't use up the license site limit and still can be generated for any domain name but may require our approval. In this case, a 40-day key will be provided immediately for your convenience.

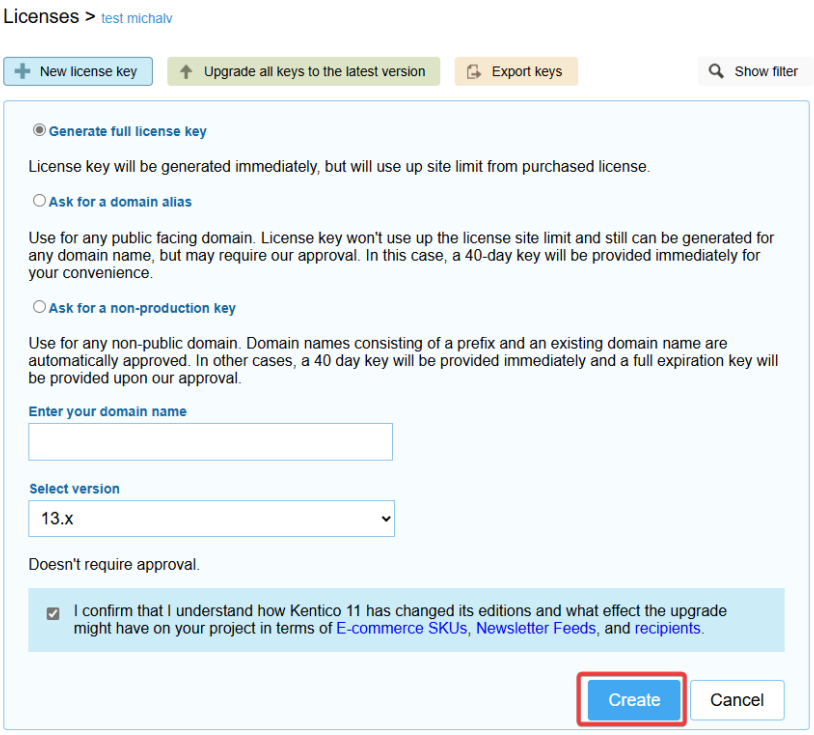
Generating new Kentico Xperience license keys

A new license key for a production or development website is managed by clicking **Show license keys that belong to this license.**



To request a new key:

1. Click **New license key,**
2. Pick one of the options for a license type,
3. Enter your **domain name,**
4. **Select version,**
5. Click **Create.**



Note: If you have asked for a development license key that looks like a production URL (e.g., mcdonalds.com), it will not be approved. Please use development domains such as:

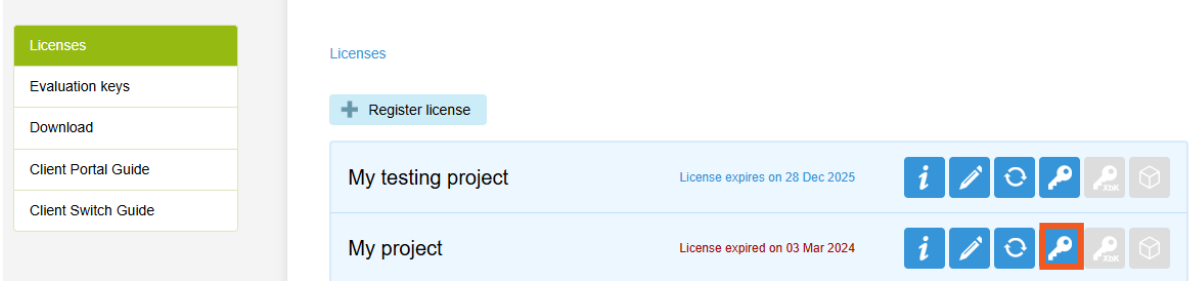
- dev1.preview.yourdomain.com
- client1.dev.yourdomain.com
- mcdonalds.dev.yourdomain.com
- mcdonalds.test2.yourdomain.com
- mcdonaldsproject

You can have as many development licenses for different versions as you like. Find a few basic examples of how it all works at https://www.kentico.com/end-user-license-agreement.

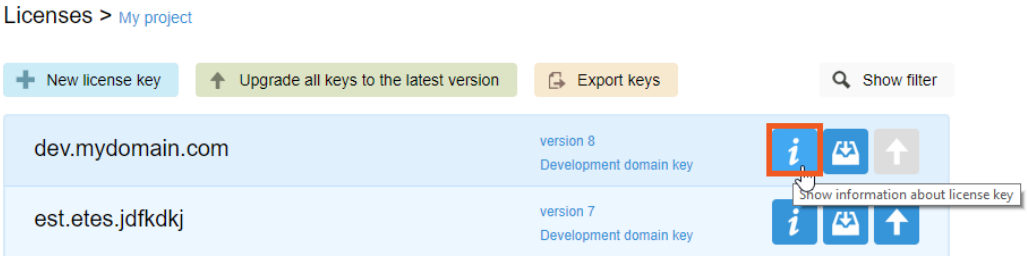
Finding generated license keys

When you log in you will be directed to a 'Licenses' section where you will see your registered licenses.

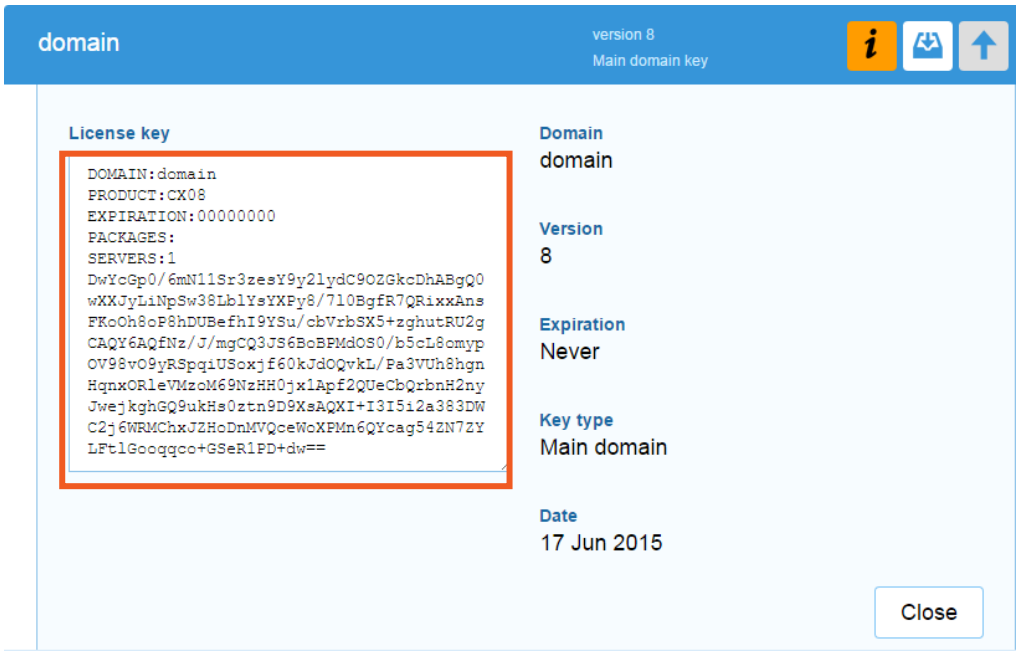
1. Click **Show license keys that belong to the license**



2. Click **Show information about license key**



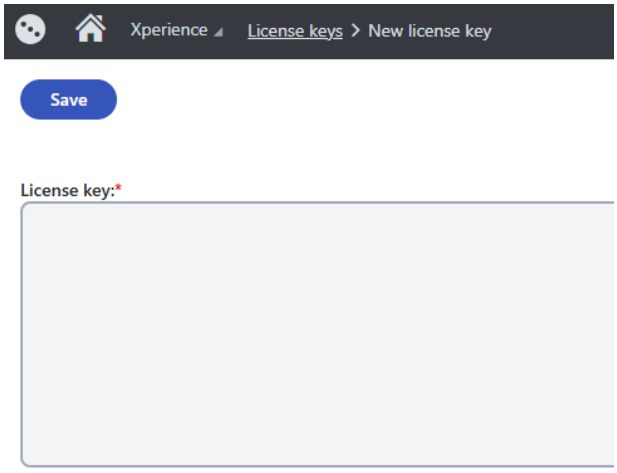
3. Copy the license key



Using license keys

To start developing your project, you need to enter the license key in the Kentico application.
To get started:

1. Open **License keys application** in the Xperience administration interface.
2. **Click New license**
3. Copy the full license key into the field.
4. Click **Save.**



You are now ready to use Kentico on the given domain.

Renewing license keys for Kentico subscription licenses.

Please note that a manual step may be required from you after the subscription is renewed.
For projects running on Kentico version 12 or older, you will need to update your license key in Kentico manually as described above in this section. For projects running on Kentico Xperience version 13 and above, license keys are updated automatically.

To update your license key manually, please follow the section Generating new Kentico Xperience license keys. To use the generated license key in Kentico, please follow the section Using license keys.

Upgrading

Valid maintenance gives you access to:

- 24/7 technical support
- Free upgrades to new versions

To upgrade Kentico Xperience license keys that are not on the latest version:

1. Click **Show license keys that belong to the license**
2. Locate the license key you wish to upgrade,
3. Click **Upgrade the license key**
4. From the **Upgrade to version** drop-down menu, pick your desired version
5. Click **Upgrade**

Your license key is now upgraded to a newer version. To use it in Kentico, please follow the section Using license keys of this guide.

When upgrading from one version to another in Kentico, you can have more license keys for the same domain at the same time (upfront) in the different versions whilst upgrading, and it will not have an impact on the running instance.

During the upgrade process, you will have to manually replace the old version key (any Kentico perpetual license version or subscription licenses running on version 12 and older) with the upgraded license key in the Kentico installation. For active Kentico subscription licenses running on version 13 and higher, upgraded license keys will update automatically.

License renewal

Subscription is the only license model currently offered by Kentico. With an active and paid subscription license, you are entitled to

- Unlimited 24/7 technical support during your subscription period
- All major and minor upgrades released during your subscription period

Renewing a subscription license

Subscription licenses are renewed directly with your account manager at sales@kentico.com.
If you choose not to renew, your project will become inaccessible (for both public and internal use) in 30 days after license expiration.

The license owner and designated renewal contact will receive renewal notifications:

- No later than 60 days before the license expiration
- Additional reminders close to the expiration date

Important Notes

- For projects running on Kentico version 12, you must manually update your license key after renewal (refer to the Using license keys section).
- For projects running on Kentico Xperience 13 and Xperience by Kentico, license keys are updated automatically.

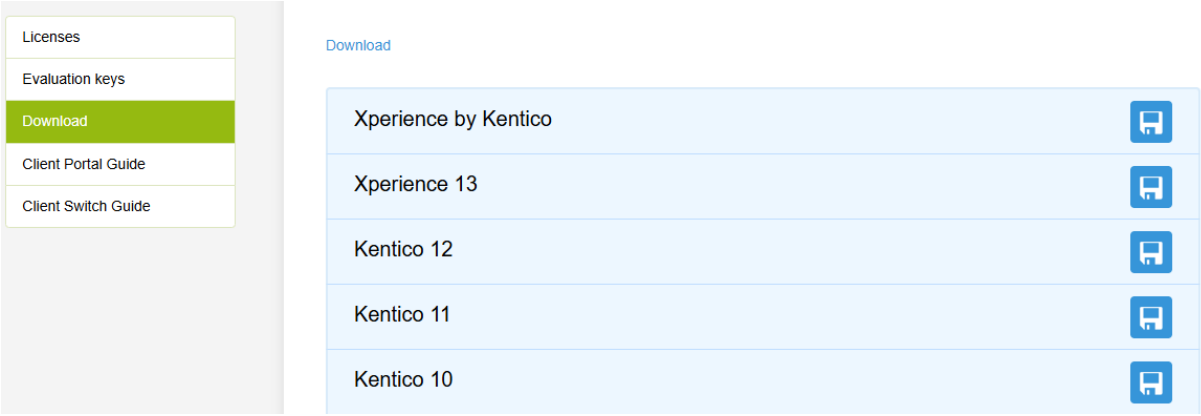
Kentico Perpetual License

Kentico previously offered a perpetual licensing model. If you hold a perpetual license, please contact your account manager at sales@kentico.com for renewal or support.

Downloads

You can access all released versions of Kentico and the release notes under Downloads.

1. Click **Download**

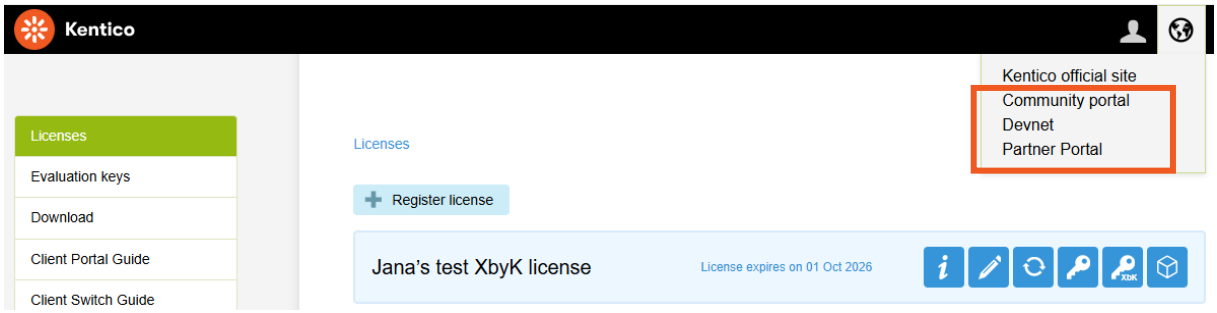


2. Find a version that you would like to download
3. Click **download** under the version's heading

The upgrade packs for older versions are available at https://devnet.kentico.com/download/upgrades.

Connect to other portals

From the top right of the Client Portal, you can easily switch between other portals if you use the same main user account information to log in.



Community Portal

A collaborative space where Kentico community share ideas, ask questions, and find solutions related to Xperience by Kentico. Please visit https://community.kentico.com/.

Partner Portal

If you are a partner, you can access Partner Portal, where you can find information about our partnership, upcoming events, webinars, and more. If you would like to become a partner, please visit https://www.kentico.com/partners.