License Utility

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License Utility

Help version 1.078

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Overview

The License Utility is a tool used on the host machine to manage software licenses and hardware key certificates. It is also used to view the products' associated subscription period.

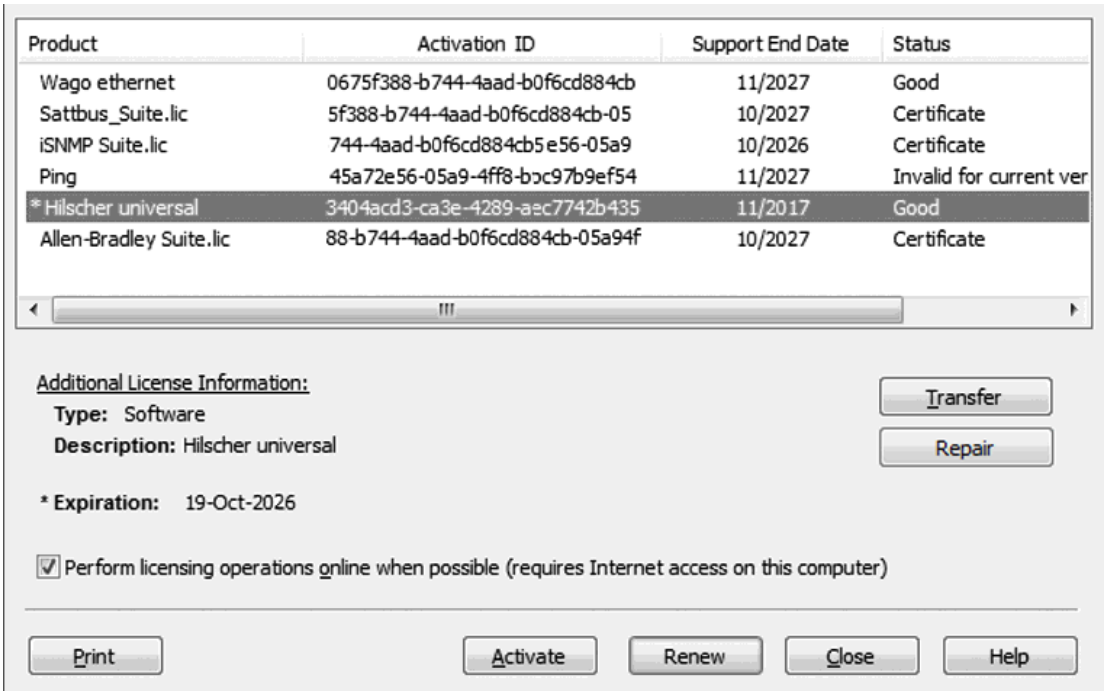
To access the License Utility:

Run the Configuration and choose **Tools...** | **Launch License Utility...**.
-OR-
Click **Start** | **All Programs** | <*Company Name*> | <*Product Name*> | **License** and select **License Utility**.

*For information on the License Utility's terminology, refer to the **Glossary**.*

View Licenses

The View Licenses page displays the rights available on the host machine and provides a summary of all licensed products. This includes individual software and hardware licenses.



Product: This column specifies the functionality that has been activated by a particular software or hardware license.

Activation ID: This column specifies the Activation ID, which is the unique license identity string generated by the vendor and entered into the License Utility to generate a Request File, which is used in the Activation process.
Tip: To copy the Activation ID; select the row, right-click, and choose **Copy Activation ID**.

Support End Date: This column specifies the last date of support for the specific product license.

Status: This column specifies the current license condition, such as:

- Certificate – a certificate-based license (e.g. hardware key)
- Good – a fully trusted / valid software license
- Broken: <reason> – an untrusted or invalid software license for possible reasons, such as: Anchor, Binding, or Clock.
- Invalid for Current Version – The license is not valid for the current version of software and must be upgraded *(see Upgrading)*.
- Expired – A time based license has exceeded its expiration date.
  Details about possible reasons for broken licenses are discussed under Troubleshooting.

Additional License Information

This section displays additional license information when it is available. Descriptions are as follows:

- **Type**: This field displays the specific product's license type.
- **Description**: For hardware key licenses, this field displays the file name *<product>.lic*. For software licenses, this field displays the product suite name or product name.
- **Tier**: Some licenses may be limited to a certain number of channels, devices, tag types, or tags. This field indicates the limitation (if any) on the selected license.
- **Expiration:** If the product license is limited (such as in an Emergency Activation ID), this field displays the date on which the license expires. This field is hidden when there are no limited licenses on the host machine.

Repair: Available when the selected item has a status of Broken. Click to access Activation Process, where the Activation ID field will be auto-filled in with the selected item's Activation ID to facilitate the process.

Activate: Click to begin the process of activating a license.

Renew: Click to begin the process of renewing a license.

Transfer: Click to begin the process of moving a license from one system to another. The selected activations can be transferred and activated on another host machine (immediately or later).
Tip: More than one software activations can be transferred at a time. Only a single hardware key certificate may be exported or copied at a time.

Perform licensing operations online when possible: permits the License Utility to directly contact the licensing server to perform activations and transfers. This eliminates the need to create license request and response files to upload and download at My Kepware.
Note: Windows Server 2012 or higher is required for online functionality. The latest security updates must be installed.
Tip: When viewing a product suite, double-click to view the products included.
Notes:

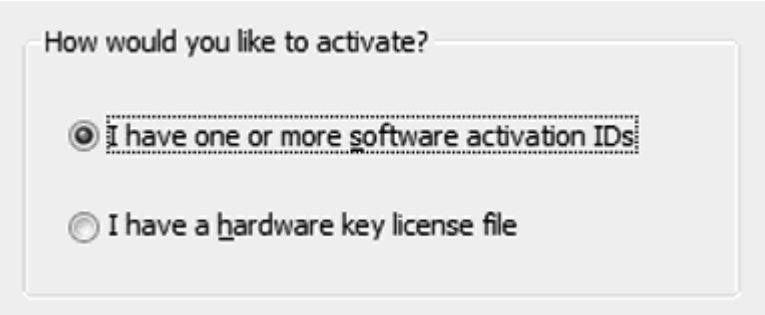
- Selecting software activation IDs and clicking **Next** invokes the software license activation process. *For more information, refer to Manage Software License Activation.*
- Selecting **Transfer** a product activation and clicking **Next** invokes the transfer process. *For more information, refer to Manage Software License Transfer.*
- **Perform Licensing Operations Online if Possible** permits the License Utility to directly contact the licensing server to perform activations and transfers. This eliminates the need to create license request and response files which must be uploaded and downloaded from My Kepware.

See Also: *Glossary, Software License Activation, Software License Transfer, Hardware License Transfer, Activating Licenses, Hardware License Certificate Activation*

Activating Licenses

To activate licenses, at least one activation ID or hardware key file is necessary. Both can be downloaded from the licensing website.

Select the option for software or hardware before clicking **Next**.



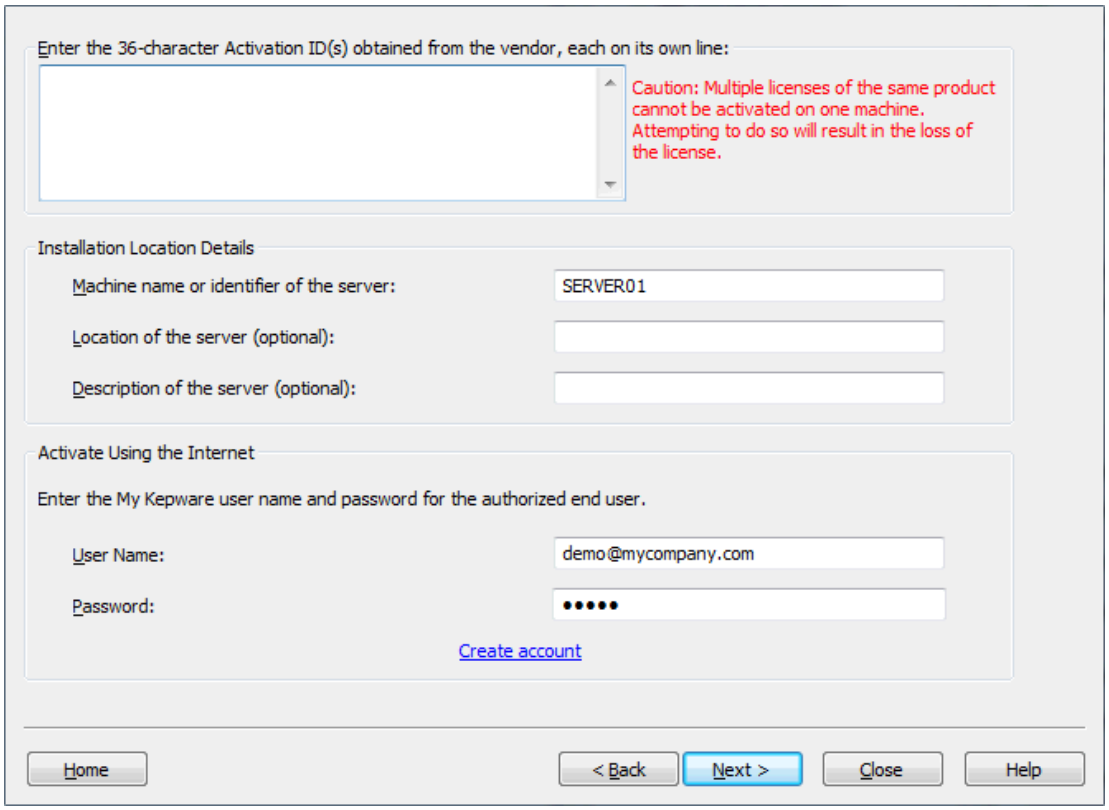
Software License Activation - Online
Software License Activation - Offline
Hardware License Activation

See Also: *Glossary, Software License Transfer, Hardware License Transfer, Hardware License Certificate Activation*

Activating Licenses Online

The online license activation page allows you to enter one or more activation IDs corresponding to the products to be licensed. When the **Next** button is pressed, the license utility communicates with the license server to perform the license activation.

An internet connection is required to process a license activation. If the computer that will run the licensed product (target) does not have internet access, refer to the Offline Activation process.



Caution: More than one license *for the same product or driver* cannot be activated on the same machine. Additional or different product licenses may be activated successfully, but a new license for an existing product overwrites the existing license.

Installation Location Details

Machine Name or identifier of the server: Enter an identifier for the machine on which the license is being activated. This field will default to the current machine name.

Location of the server (optional): Enter an optional text description of the location where the licensed machine is running.

Description of the Server (optional): Enter an optional text description of the machine on which the license is being activated (1000 character maximum).

Activate Using the Internet

User Name: The My Kepware account user name under which the licenses were obtained and will be maintained.

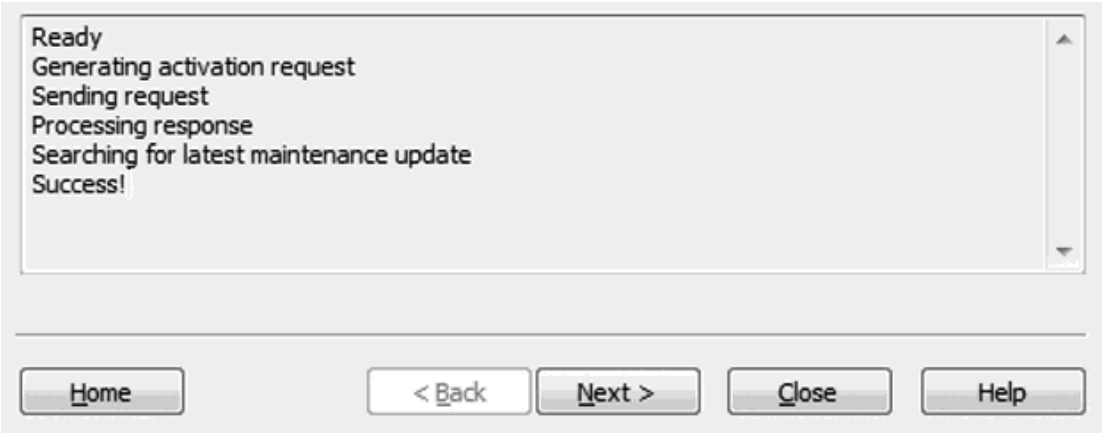
Password: The My Kepware account password used to authenticate on the license server with the specified user name.

License Activation Instructions

1. Enter or paste the Activation ID(s) in the area provided. The IDs may be entered directly or pasted in comma-separated format.
   Tip: A maximum of 100 activations may be performed in a single transaction.
2. Enter or update the Installation Location Details as desired.

3. Enter the user name and password for the account.
4. Click **Next**. A status screen is displayed to indicate the status of the activation request as well as any errors or warnings which may occur.
5. When the activation is complete, click **Next** to return to the View Licenses dialog.

Online activation requests time out after 30 seconds if the server does not respond.

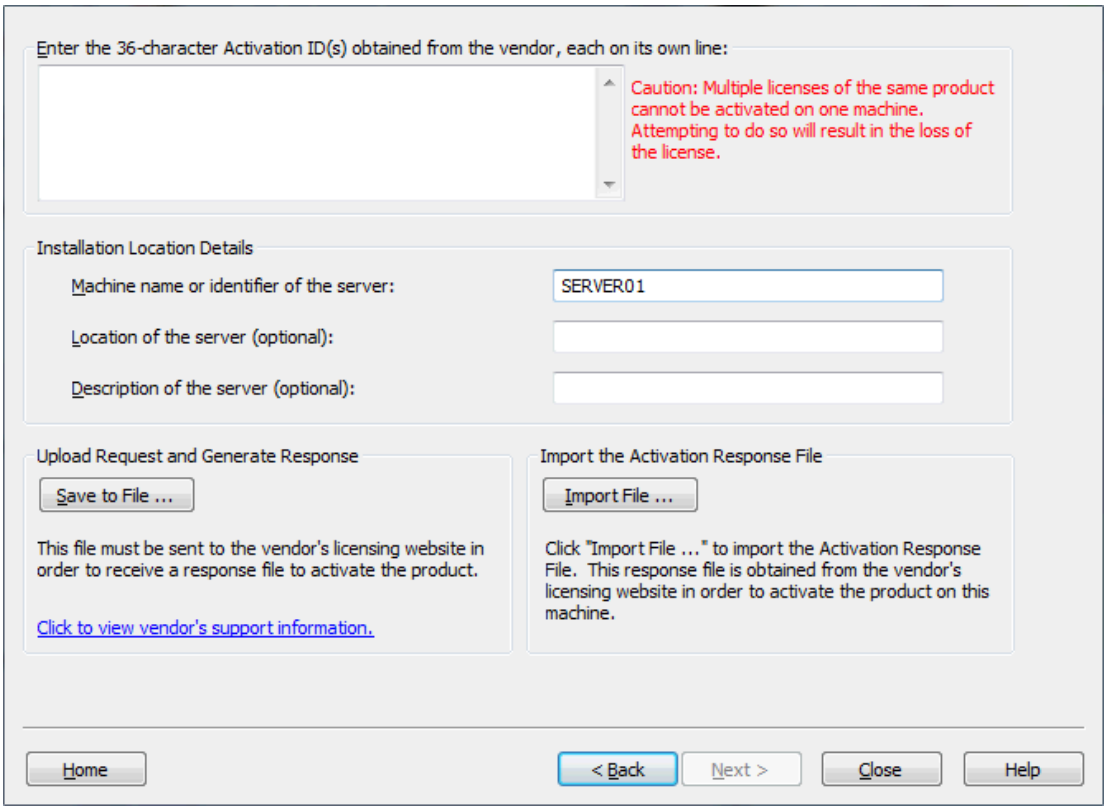


See Also: *Glossary*, *Troubleshooting*, *Software License Activation*, *Software License Transfer*, *Hardware License Transfer*, *Hardware License Certificate Activation*

Activating Licenses Offline

This page is used to navigate through the Activation Process, which generates a request file (called "activation_request.txt") through the use of a Software Activation ID and prompts users to send the request to the vendor. Later, it processes the activation response file (called "response.txt") generated by the vendor.

Tip: Although the default names of the activation request file and the response file are "activation_request.txt" and "response.txt" respectively, they can be renamed if desired.



Caution: More than one license *for the same product or driver* cannot be activated on the same machine. Additional or different product licenses may be activated successfully, but a new license for an existing product overwrites the existing license.

Installation Location Details

These values will be visible in My Kepware and may be helpful for tracking license activations across multiple servers.

Machine Name or identifier of the server: Enter an identifier for the machine on which the license is being activated. This field will default to the current machine name.

Location of the server (optional): Enter an optional text description of the location where the licensed machine is running.

Description of the Server (optional): Enter an optional text description of the machine on which the license is being activated (1000 character maximum).

License Activation Instructions

1. Enter up to 100 Activation IDs in the area provided. The IDs may be entered directly or pasted in comma separated format. A maximum of 100 activations may be performed in a single transaction.
2. Enter or update the Installation Location Details as desired.
3. Click **Save to File...**.
   Note: The License Utility generates a request file called "activation_request.txt" and display a browse dialog. Save the request file, making note of its location.
4. Launch an internet browser and go to the vendor's licensing website. Returning users may be prompted to enter login information; first-time users may be required to create an account to continue.
5. Upload the request file and click **OK**.
6. An activation response file called "response.txt" is provided. Save this file to the host machine.
7. Return to the Manage Software License Activation dialog in the License Utility.
8. Under Import the Activation Response File, click **Import File...** and select the downloaded activation response file.

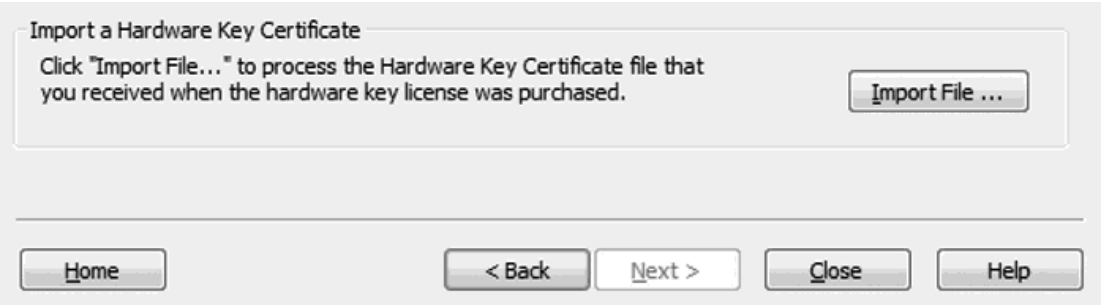
***See Also**: Glossary, Troubleshooting, Software License Activation, Software License Transfer, Hardware License Transfer, Hardware License Certificate Activation*

Activating Hardware Licenses

Hardware key certificates, which are digitally signed files generated by the vendor that contain a unique Hardware Key ID (Flex ID) as well as a list of activated products.

Although each hardware key certificate can be imported to many host machines, the physical hardware key associated with the hardware key certificate can only be attached to one machine at a time. The physical hardware key is necessary to use the hardware key certificate.

An additional software feature must be installed for the hardware key to function properly. This can be done during the initial setup or at any time by re-running the product installation executable and selecting **Modify**. In **Select Features**, locate **Hardware Key** and select **Entire feature will be installed on the local hard drive**. Continue to complete the install.



Registering the Hardware Key Certificate File

For the physical hardware key to be recognized by the application's Runtime, the hardware key certificate file must be registered with the License Utility.

To register the hardware key certificate, import it into the License Utility by following the instructions below.

1. Once the hardware key and corresponding hardware key certificate file have been obtained from the vendor, click **Import File...** under Import a Hardware Key Certificate.
2. Browse to the hardware key certificate file that has been provided and click **OK**. The file has a unique name, such as "MyHrdKeyCert.lic". The certificate is then processed by the License Utility. If it is successful, the View Page is displayed showing the newly imported licenses.

See Also: *Glossary*, *Software License Activation*, *Software License Transfer*, *Hardware License Transfer*

Transferring Licenses

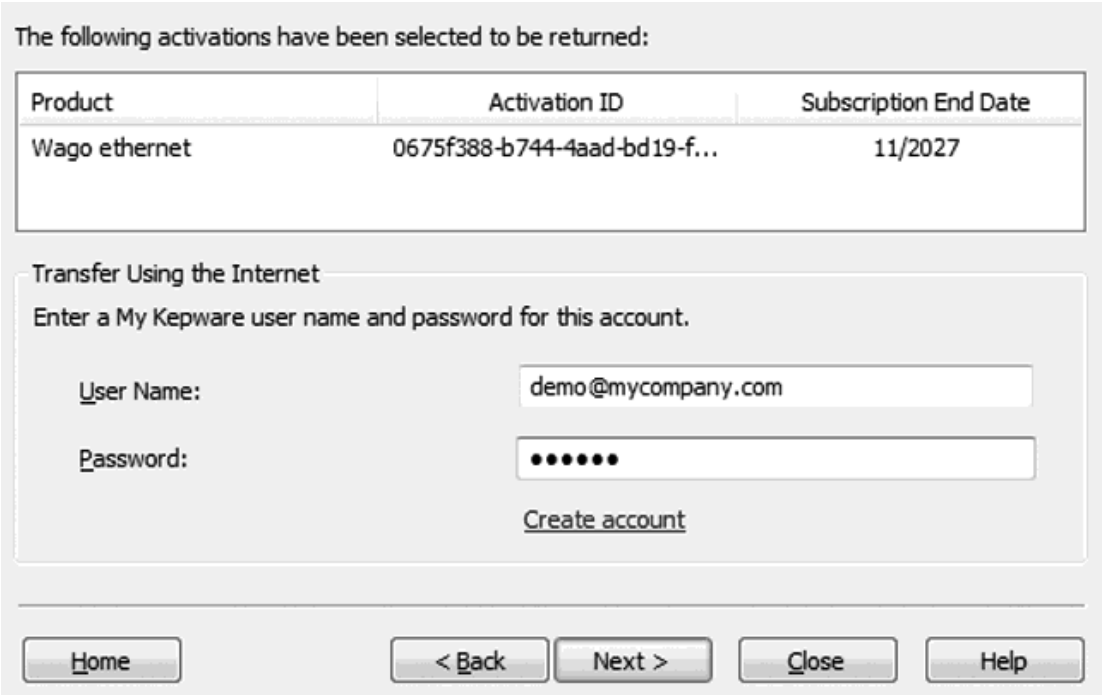
This page is used to navigate through the online Transfer Process, which allows users to bank activations on the vendor's licensing website, then activate on a new host machine. Once the licenses have been successfully uploaded to the vendor's licensing website, users may initiate the activation process on a new host machine.

License transfer is initiated from the View screen by selecting one or more software licenses and clicking the **Transfer** button.

Online Transfer
Offline Transfer
Hardware License Transfer

Note: A mix of software licenses and hardware licenses cannot be transferred together.

Transferring Licenses Online



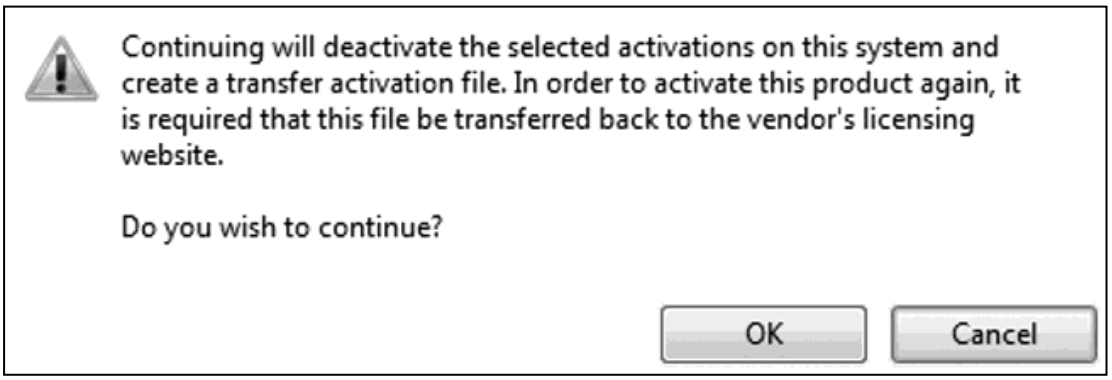
Description of Fields

- **License List** - This list contains all licenses which were selected for transfer from the view screen.
- **User Name** - The My Kepware user name under which the licenses were obtained.
- **Password** - The My Kepware password used to authenticate with the license server.

Online Transfer Process

1. Enter user credentials in the **User Name** and **Password** fields.
2. Click the **Next** button to begin the transfer process. A status screen is displayed to indicate the status of the transfer request as well as any errors or warnings that occur.

   Note: The following warning is displayed whenever **Next** is clicked.

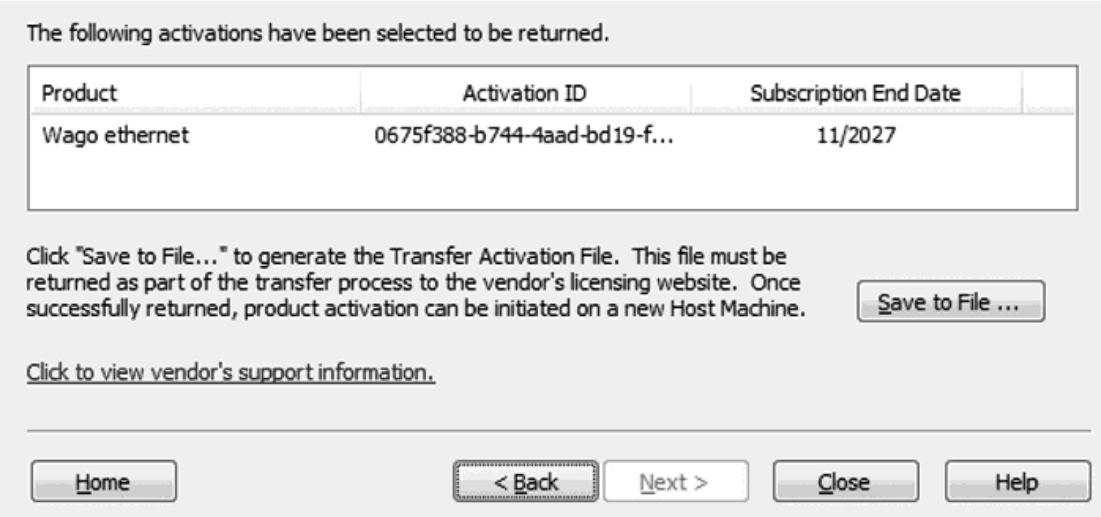


3. When the activation is complete, press **Next** to return to the View Licenses dialog.

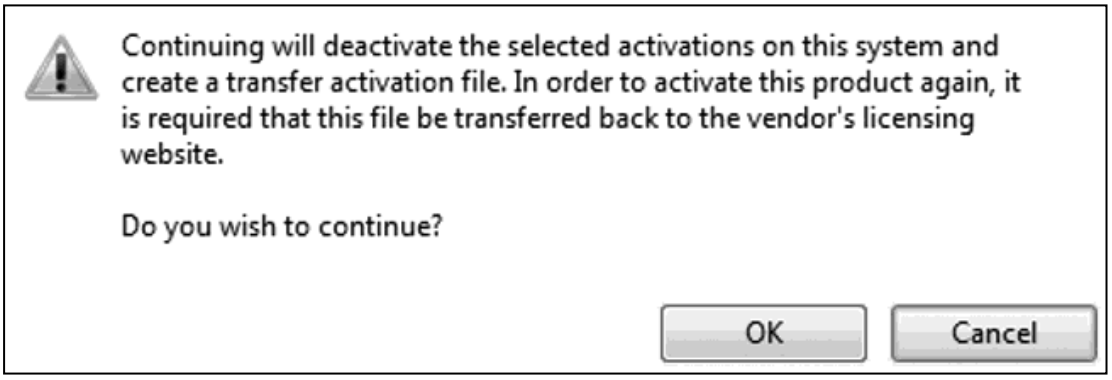
See Also: *Manage Software License Activation*, *Limitations on Activation Transfers*

Transferring Licenses Offline

A product activation is returned to the vendor through a transfer request file (called "transfer_request.txt") generated by the License Utility. Once successfully uploaded to the vendor's licensing website, users may initiate the activation process on a new host machine.



1. Click **Save to File...** to deactivate the license on the machine. Doing so means that the license rights are no longer respected by the installed software. If the resulting transfer request file is not processed by the vendor's web-based license portal, the license is not usable.
   Note: The following warning is displayed whenever **Save to File...** is clicked.



   Note: Although continuing with the transfer deactivates the license on the host machine, it is still valid for activation on a new host machine once it is returned to the vendor's licensing website.

2. In the file-browse dialog, save the generated request file, "transfer_request.txt." Make note of this location.
3. To upload the request files, launch an internet browser and go to the vendor's licensing website. Returning users may be prompted to enter login information; first-time users may be required to create an account to continue.
   Important: The transfer request file must be generated from the License Utility of the original host machine. An internet connection is required to complete the license transfer process. If the host machine that the active license is being transferred from does not have internet access, copy the transfer request file to a computer that does to login to the web-based license portal (and upload the transfer request file).
4. Upload the transfer request file and click **OK**.
   Note: The license is stored in the online account.

See Also: *Manage Software License Activation*, *Limitations on Activation Transfers*

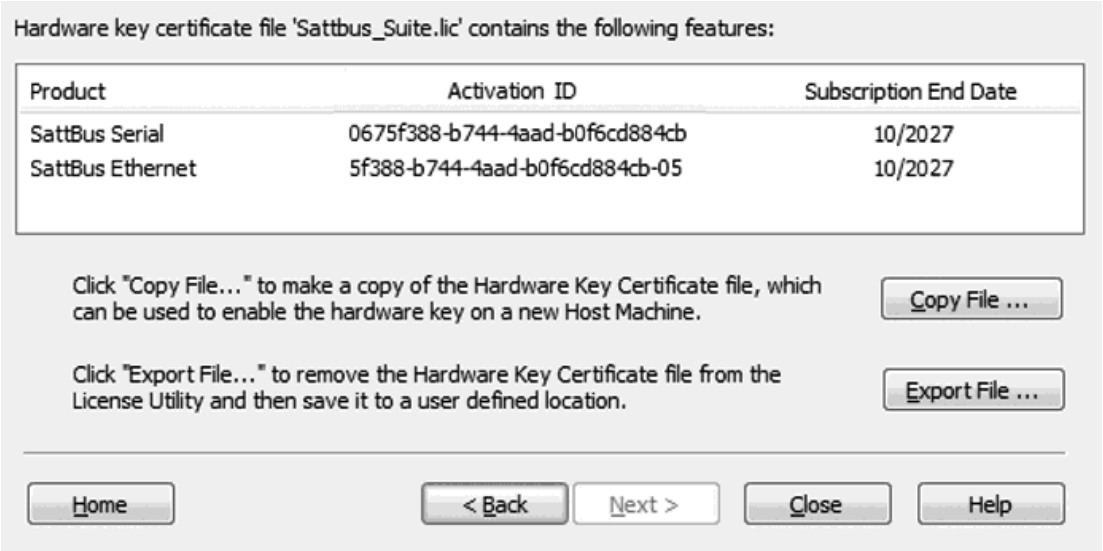
Transferring Hardware Key Licenses

This page is used to copy and export hardware key certificates, which are digitally signed files generated by the vendor that contain a unique Hardware Key Activation ID as well as a list of activated products.

Although each hardware key certificate can be imported to many host machines, the physical hardware key associated with the hardware key certificate can only be attached to one machine at a time. The physical hardware key is necessary to use the hardware key certificate.

Tip: Copying a certificate leaves the original certificate in place on the current machine. Exporting a certificate removes the certificate from the machine.

Important: An additional software feature must be installed for the hardware key to function properly. This can be done during the initial setup or at any time by re-running the product installation executable and selecting **Modify**. In Select Features, locate Hardware Key and select Entire feature will be installed on the local hard drive. Continue to complete the install.



Copying the Hardware Key Certificate File to another Host Machine

Before the hardware key may be used on another machine, a copy of the hardware key certificate file must be imported to the new host. If a copy has already been obtained, follow the steps in Activating Hardware Licenses. If the license has already been imported but a copy is not accessible, follow the steps below to get a copy from the License Utility.

Note: Hardware key certificates do not need to be returned to the vendor to move a hardware key from one machine to another.

Click **Copy File...** and select where to save the hardware key certificate file.

Tip: It is recommended that users backup this file in a safe and accessible location.

The hardware key certificate is now to be imported into another host machine.

Exporting the Hardware Key Certificate File

If planning to use a different hardware key, remove the existing hardware key certificate to avoid confusion. To do so, select **Export File...** in the Manage Hardware Key Certificates dialog.

Caution: When using a hardware license, the support period associated with the product is bound to the hardware key certificate.

See Also: *Glossary*, *Software License Activation*, *Software License Transfer*, *Hardware License Certificate Activation*

Limitations on Activation Transfers

The support period begins at the time of purchase. Each product license functions independently to support its associated product. The expiration of one license only causes the associated feature of that license to run in Time Limited mode. Other licensed products are unaffected.

See Also: *Glossary*

Upgrading Licenses

Licenses obtained prior to the release of version 6.0 cannot be used to license version 6.0 products and must be upgraded.

Software Licenses

1. In the View Licenses dialog, select the licenses to be upgraded.
2. Press the **Transfer** button.
3. Follow the Software License Transfer Process.
4. Log into the licensing website and follow the instructions provided there to upgrade the licenses. New activation IDs are generated and provided to you for each license.
5. Perform Software License activation.

Hardware Certificates

1. In the View Licenses dialog select the license you would like to upgrade. Press the Transfer button.
2. Follow the Hardware License Transfer Process.
3. Log into the licensing website and follow the instructions provided there to upgrade the hardware licenses.
4. Download the new Hardware License Certificates.
5. Perform Hardware License Certificate Activation.

Note: If a version 6.0 license is installed on a system running as a virtual machine and that system is subsequently reverted to a pre-6.0 product, the version 6.0 licenses cannot be transferred by the pre-6.0 License Utility.

See Also: *Glossary*, *Software License Activation*, *Software License Transfer*, *Hardware License Transfer*, *Hardware License Certificate Activation*

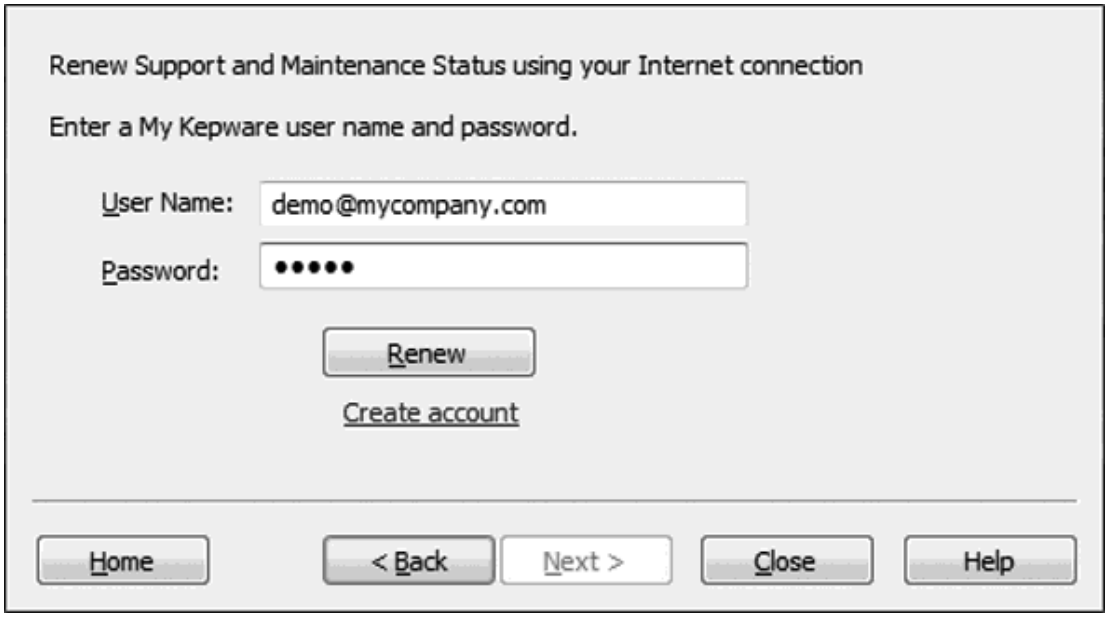
Renew Support and Maintenance

Online Support Renewal

This page is used to update license support and maintenance. The License Utility will contact the license server to determine if there is updated support for any of the licenses present on the machine. If support updates are found, they are automatically loaded and the license version of the affected license(s) is updated.

Notes:

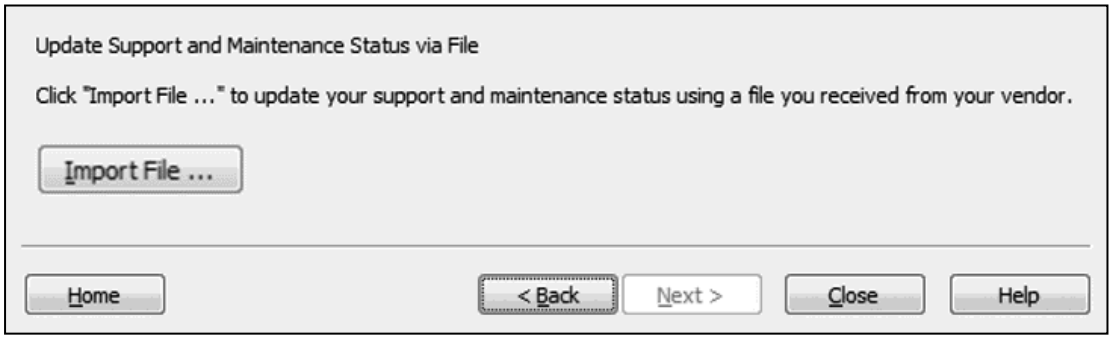
1. During online software license activation, a support and maintenance check is automatically performed. No subsequent update needs to be made until additional support is purchased.
2. Support and Maintenance Renewal is only applicable to software licenses. Hardware certificate files are updated through the issue of a new file.



1. Enter the My Kepware **User Name** and **Password** credentials associated with this account.
2. Click the **Renew** button. A status screen is displayed to indicate the status of the update request as well as any errors or warnings which may occur.
3. When the update is complete, press **Next** to return to the View Licenses dialog.

Offline Support Renewal

This page is used to update and import license support and maintenance. Support updates causes the version of the associated product license (as listed in the view screen) to be updated to reflect the extended product support.



1. Click the **Import** button, then select the file that has been provided by your vendor. When the import process is complete you are returned to the View Licenses dialog.

See Also: *Glossary*, *Software License Activation*, *Software License Transfer*, *Hardware License Transfer*, *Hardware License Certificate Activation*

Troubleshooting Licenses

The software and the license functionality is based on a trust relationship. Certain changes in the environment can create a breach of trust that can invalidate the license. In the View Licenses dialog, a status of "Broken" under the Status column also provides a possible reason. For each reason type, some possible causes and solutions are outlined below.

Note: All licenses with a status of “Broken” must be repaired before new licenses can be activated or existing licenses can be transferred.

Clock Windback

Possible Cause:

- The system time has been rolled back in an attempt to extend the use of a time-based license.

Solutions:

- Correct the system time.
- Reactivate the license if it was initially activated with an incorrect time.

Binding

Possible Causes:

- The license has been moved to another computer.
- Substantial hardware change has been detected and the license can no longer be trusted.
- The virtual machine was reverted to a snapshot.

Solutions:

- Contact Technical Support before reactivating the license.
- Reactivate the license with an Emergency ID and contact Technical Support within the seven (7) days.

Anchoring

Possible Causes:

- The license has been manually restored after being transferred from the current computer.
- Third-party software has overwritten the data used to maintain the trust with the license.

Solution:

- Reactivate the license.

See Also: *License Activation*, *License Transfer*, *Emergency Licenses*, *View Licenses*

Emergency Licenses

An Emergency Activation ID is provided with each purchased Software Activation ID to be used in the event of a machine / system failure occurring outside standard business hours. The emergency license can be activated through the licensing website from the target machine and allows the product to run for a period of seven days. The Emergency Activation ID is a unique one-time use license: a separate Emergency Activation ID must be used for each product that requires emergency activation. After using an emergency license, users must contact Technical Support to discuss options for restoring the application.

Note: If the computer that the emergency license will be used on does not have Internet access, copy the activation request file to a computer with access to generate the activation response file. Both the activation request file and the activation response file must be processed on the target machine. For more information on license activation, refer to Manage Software License Activation.

Important: It is important to discuss recovery procedures with all relevant personnel before a situation such as machine / system failure occurs. Users can alleviate recovery by saving a copy of all current Activation IDs. It is also helpful to note the correct version of the application's installation.

Glossary

The table below defines various terms used within the License Utility.

Term	Definition
Activation ID	A unique ID assigned by the vendor and used by the License Utility to generate a Request File. There are two types of Activation IDs: Software Activation ID (permanent) and Emergency Activation ID (7-day, one-time license).
Activation Process	Product licenses must be activated prior to full-time production use on a host machine. An internet connection is not required on the host machine. For software licenses, however, the Activation Process requires the user to login to the vendor's web-based license portal to generate an activation response file. **Note:** At this time, it is not possible to activate licenses by personal phone call only (due to the file-based license mechanism). Hardware licenses are recommended for host machines located at remote sites where internet connectivity is not possible. The hardware key and certificate can be activated or transferred to a new host machine without assistance from the vendor's web-based license portal.
Limited Warranty	The Warranty Period provides product updates and limited support from the vendor when a Subscription Service Agreement has not been purchased. It begins at the time of purchase and provides access to product updates and support for ninety days. All purchases are covered by the Basic Warranty Period.
Emergency License	The Emergency License is a unique one-time use software license that can be used in the event of a failure in the host machine.
Expiration Period	The termination date of licensed products. If the license rights never expire, it is permanent. If the license was generated on an emergency or trial basis, this field may contain an expiration date.
Hardware Key	A Hardware Key License is comprised of both a physical hardware key and a corresponding hardware key certificate. Users import the hardware key certificate into the host machine through the License Utility to activate the hardware key license for full-time use. **Note:** Hardware key licenses are not recommended for users that require the use of Microsoft Remote Desktop (Terminal Services). If such technology is required, please use a software license instead.
Hardware Key Certificate	A digitally-signed file generated by the vendor that activates a list of products as long as the corresponding Hardware Key is attached to the host machine.
Host Machine	The physical computer where software and hardware licenses are commissioned for full-time use.
License Type	The main classification of the license method that activates a particular product. The license method may be a software or hardware license.
License Utility	A tool for viewing and managing software and hardware licenses.
Product	The functionality that has been activated by a particular software or hardware license.
Request File	A file generated from the License Utility of the host machine which is used in the Activation and Transfer Process. A Request File is sent to the vendor to generate an activation response for the specified product.
Response File	A file used in the Activation and Transfer Process that is generated via the vendor's license website to grant license activation.
Software License	Software Licenses are secure files that enable product activation. They are located on the host machine's hard drive.
Subscription Service Agreement	An agreement purchased from the vendor which provides product updates and support beyond the Basic Warranty Period. This agreement entitles users to comprehensive product updates and feature enhancements. It also extends Technical Support for licensed products.
Support End	The date after which product updates and support are no longer available from the vendor. Sup-

Term	Definition
Date	port End Date is month-based and additive to the remaining Basic Warranty Period. Twelve months of support added to the initial three-month product license purchase provides a fifteen month product update and support period.
Transfer Process	After a product has been properly licensed through the Activation Process, users may transfer the license to a new host machine. This is accomplished by using the License Utility's transfer mechanism to return the license to the vendor's web-based license portal. The Activation Process may then be initiated on the new host machine.

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