

# Schneider Electric Software

## Knowledge & Support Center

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## Schneider Electric Licensing - Helpful Information

### SUMMARY

Wonderware Software licensing has been modernized! Instead of an architecture-based licensing model that depends on local license files, Wonderware is moving to a served license model that includes license activation. To assist Wonderware Software users in making the transition from legacy licensing to the new Schneider Electric licensing, here are some frequently asked questions (FAQs) with corresponding answers:

### SITUATION

#### 1. Does all Wonderware software use Schneider Electric licensing?

Not yet. Schneider Electric licensing was first incorporated into select, lower-volume Wonderware Software products (Recipe Manager Plus, Alarm Adviser and WW Intelligence) in 2016. This small-scale introduction was designed to allow for a year of customer feedback on the functionality and usability of the new license model. With the help of that feedback, defects were identified and fixed and many new features were added to improve the user experience.

Now that Schneider Electric licensing has been field tested and has received positive reception from Wonderware Software users, it is ready to be incorporated into some of Wonderware's high-volume products. Beginning in 2017, Wonderware System Platform products (Application Server, InTouch, Historian, Historian Client) will use Schneider Electric licensing, as will Skelta BPM.

Over time, almost all Wonderware Software products will eventually make the switch.

#### 2. Will I receive Schneider Electric licenses for my older-version software?

No. Any older-version product that currently runs using the legacy licensing model will continue to use the legacy model. For example, if your site is running System Platform 2014R2 you will continue to employ the ArcestraA.lic and ArcestraServer.lic license files installed via the traditional Arcestra License Manager or Invensys License Manager.

#### 3. Will it be possible to have a mix of products using legacy licensing and products using Schneider Electric licensing at my site?

Yes. There are no conflicts between the two license models and the license servers/managers for both models can even be installed and used on the same machine.

#### 4. How are licenses delivered under the Schneider Electric Licensing model?

When ordering Wonderware Software products that use Schneider Electric licensing you will not receive a mini-disk with .lic files for each product ordered. Instead you will receive an Email with an electronic file attachment that includes a single license entitlement. That single entitlement will include activation IDs for all of the products included in your order. Even though all of the products ordered are on a single entitlement, the activation IDs do not have to be activated on the same Schneider Electric license host server. They can be split across multiple Schneider Electric license host servers.

#### 5. What is license activation and why is it necessary?

Wonderware Software licenses delivered under the Schneider Electric licensing model must be "activated". When you are ready to begin using a license and have decided which machine will act as your license server, you activate the license, verifying that license's authenticity against Wonderware's license records and binding the license to your selected license server. Activation is achieved using either direct or indirect communication between your license server and the Schneider Electric License Activation Server (SELAS). Once activated the license will continue working with no further communication required with the SELAS.

License activation benefits both Wonderware and Wonderware customers. Activation prevents usage of Wonderware Software licenses in ways that are contrary to the End User License Agreement. Activation also prevents theft of licenses from your site, allows for central management of licensing, eliminates the need for license hardware keys, allows for easier license upgrades and has many more benefits.

It is very likely that you have encountered license activation requirements with other software. Microsoft Windows requires license activation, as do many other popular software products.

#### 6. Does license activation require that my site have Internet access? What if we are on a closed network?

Wonderware recognizes the importance of security at your site and realizes that many sites are isolated from the Internet. As a result, two options have been made available for license activation: Online Activation and Offline Activation. Offline activation is the option to use if your site network has been isolated from the Internet.

#### 7. How do I perform online/offline license activation?

There are tech notes available that will guide you, step-by-step, through the processes of license activation and deactivation:

- [Schneider Electric License – Online Activation](#)
- [Schneider Electric License – Offline Activation](#)

**8. Once a license is activated is it permanently bound to the particular Schneider Electric license server on which it was activated? Or can it be moved to a different license server?**

Licenses activated and bound to a particular license server can be easily deactivated and released from that server using tools provided in the Schneider Electric License Manager. This allows for easy movement of licenses from one license server machine to another.

**9. What do I do if my license server has failed and I am unable to deactivate the licenses so they can be moved to a different license server?**

If you need to deactivate licenses on a license server machine that has failed you can call Wonderware Technical Support for assistance. Wonderware support technicians have access to the SELAS and can release ALL licenses associated with your failed license server.

**10. What happens if my Schneider Electric license server fails while I am in production?**

The latest release of the Schneider Electric license Manager/Server includes a feature allowing you to set up a redundant license server. If you have set up and configured a redundant license server then the backup license server will seamlessly pick up the responsibility of serving licenses to your site. If you do not have a redundant license server, the following will occur:

- All client software (InTouch, Historian Client, etc.) will stop working in 20 minutes.
- All server software (Application Server, Historian Server, etc.) will stop working in 2 weeks.
- No new software that depends on licenses hosted by the Schneider Electric License Server can be launched in fully featured mode.