Schneider Electric Software

Knowledge & Support Center

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Doc Id	TN1397
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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 ArchestrA.lic and ArchestrAServer.lic license files installed via the traditional ArchestrA 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.

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Schneider Electric Licensing - Activate License Using ONLINE Activation

SUMMARY

Schneider Electric Licenses require license **activation**, a process whereby the authenticity of the license is verified against Wonderware license records via the **Schneider Electric License Activation Server** (SELAS) and the license is bound to the license server from which the activation was initiated.

License activation requires communication with the Schneider Electric License Activation Server (SELAS). That communication can be either **direct** over the Internet (**Online Activation**) or **indirect** through a proxy computer (**Offline Activation**).

This *Tech Note* describes the process of activating a Schneider Electric license using **ONLINE** activation. For information on performing an OFFLINE activation, please click here.

ACTION

1. When purchasing a license for a Wonderware product that uses Schneider Electric licensing, the deliverable that you will receive for your order will be an **E-mail** with multiple attachments – two PDF documents and a .zip archive. Select a machine to act as a **License Server**, then save and extract the .zip archive attachment to a location easily accessible from that server. The file extracted will be an XML file.

Figure 1: Entitlement Email Received after Purchase

2. When installing a product that uses the Schneider Electric licensing model, select to install the **Schneider Electric Licensing components** as well. In Figure 2 (below), installation of the Schneider Electric Licensing components is an option accompanying install of the Alarm Adviser services. For simplicity, the demonstration given in this tech note assumes both the License Server and the License Manager are installed on the same machine. If desired, those components can be split across multiple machines. More information and installation instructions can be found here.
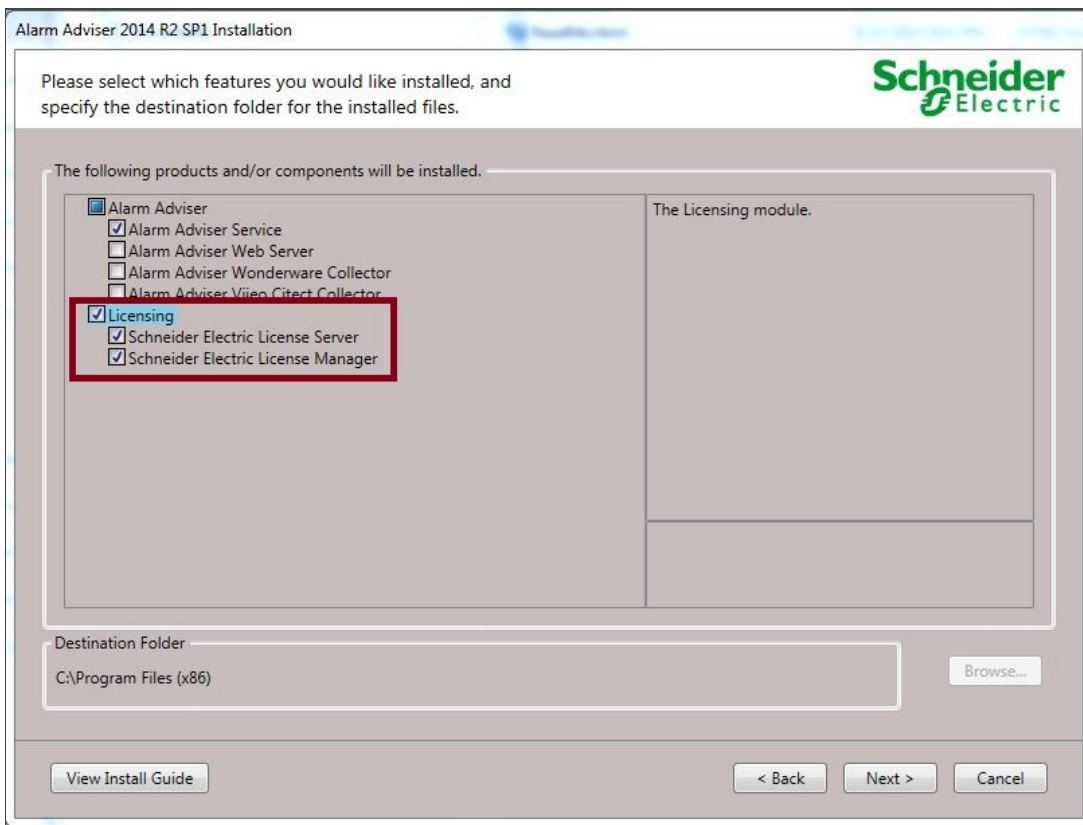
Figure 2: Install Options, including Schneider Electric Licensing Components

3. If you have installed the Schneider Electric License Server on the same computer as a WW software product that uses Schneider Electric licensing, a dialog will display prompting you to configure your software. If you did not install other Wonderware software and did not receive this prompt, continue to step 6. Otherwise, select **Configure.**
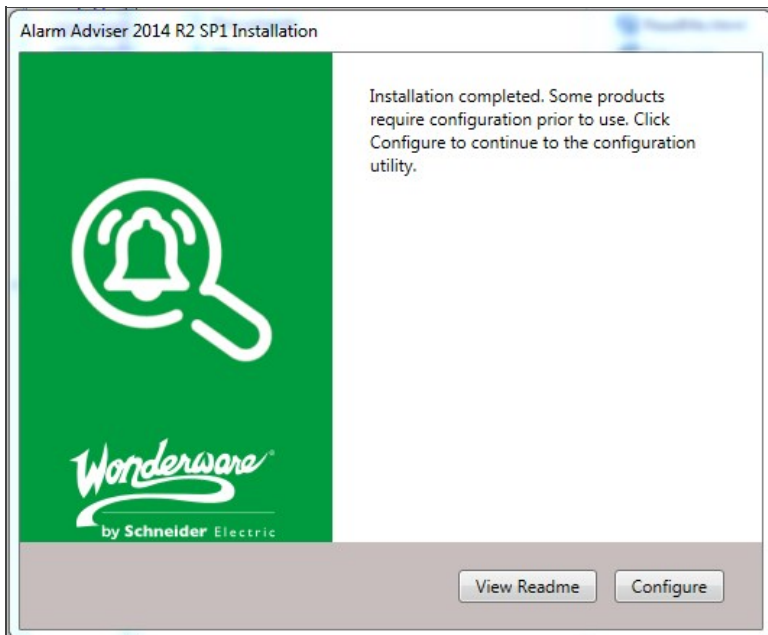

Figure 3: Post-Install Call to Configure

4. The **Configurator** will open. Configure your software as instructed in the installation guide for that software. Also configure your Schneider Electric License Server by selecting the license server component in the left menu and clicking **"Configure".**
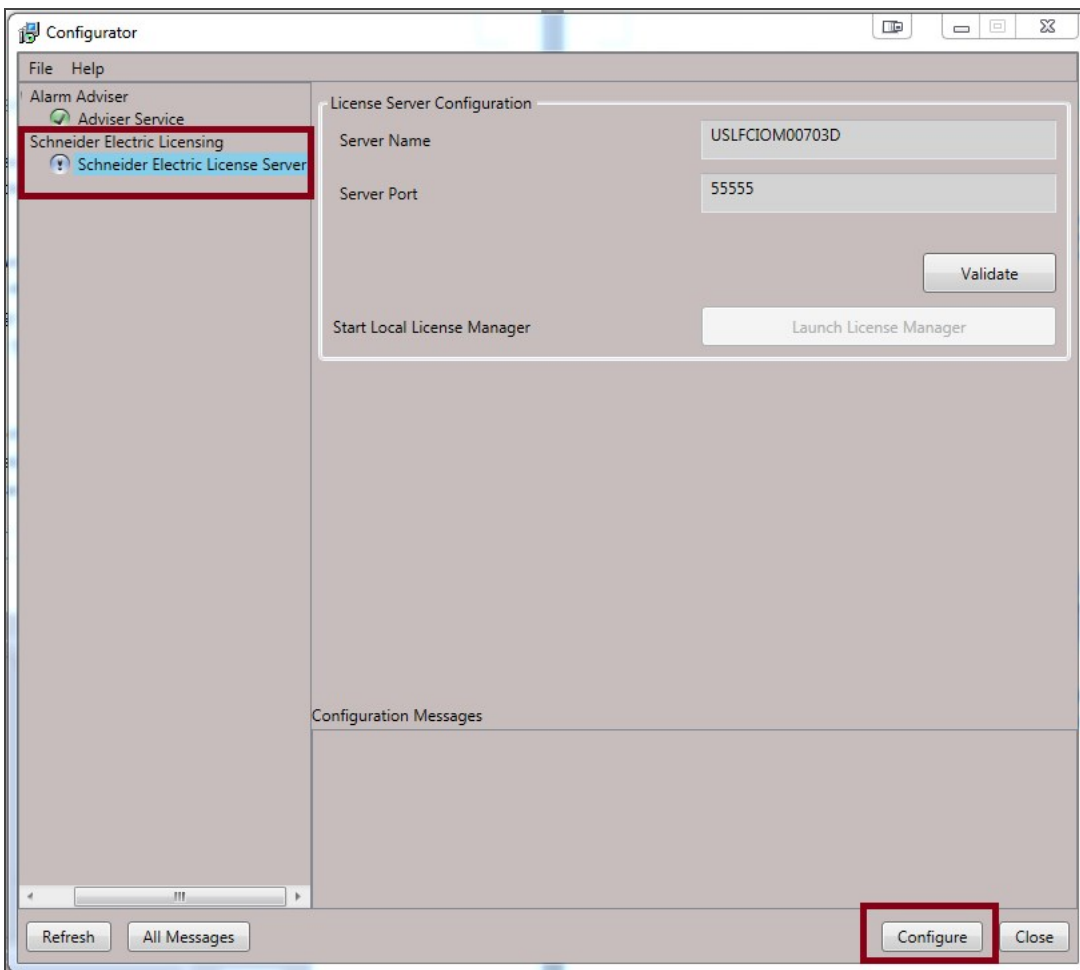
Figure 4: Configurator Dialog - License Server Not Yet Configured

5. When the Schneider Electric License Server has been properly configured, there will be a **green check mark** next to that component in the components list and the **Configuration Messages** area will indicate successful configuration.
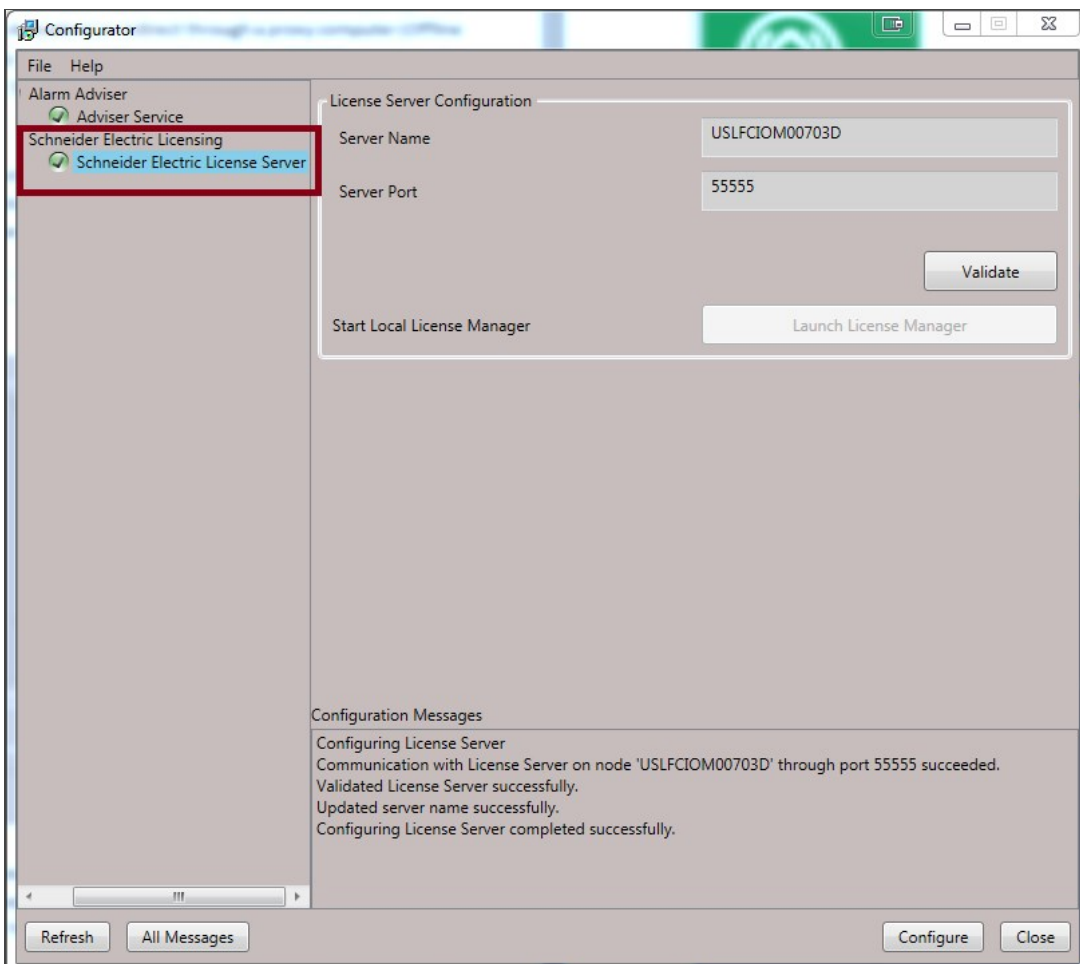
Figure 5: Configurator Dialog - License Server Configured

6. Now your Schneider Electric License Server is ready for use. To activate licenses on your Schneider Electric License Server, you must open and use the Schneider Electric **License Manager**. The License Manager can be launched from **Start > All Programs > Schneider Electric > Schneider Electric License Manager**.
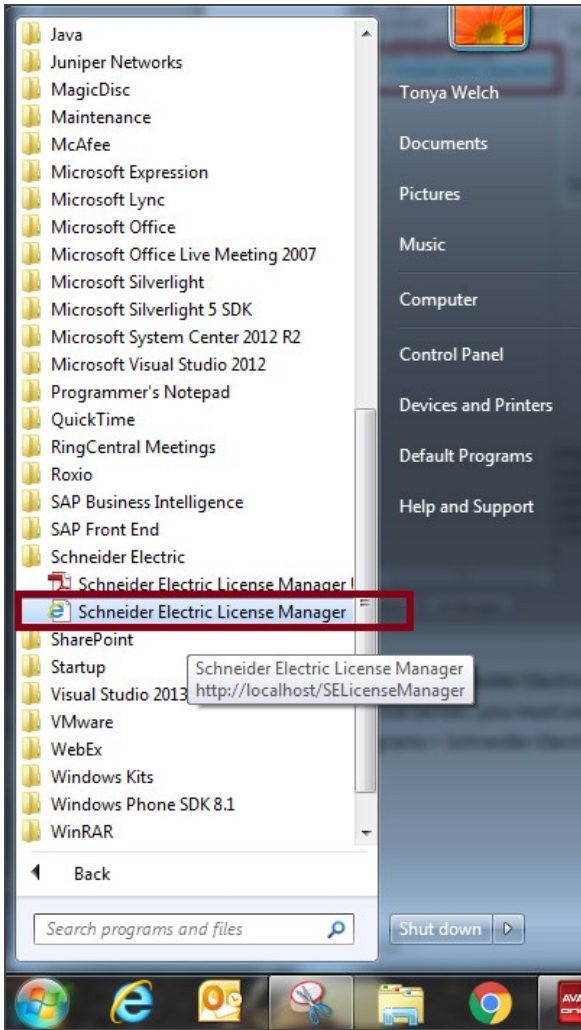
Figure 6: All Programs List Showing SE License Manager

7. On opening the License Manager to the **Servers page** you should see the local License Server listed. It will have the same name as the local computer.   The License Manager is set, by default, to use **Online Activation**, which can be verified by the cloud icon in the top right corner. **If there is a green check mark in the cloud, Online Activation is enabled. If there is a red X in the cloud, the License Manager is set for Offline Activation.**

Figure 7: License Server with Online Activation Enabled
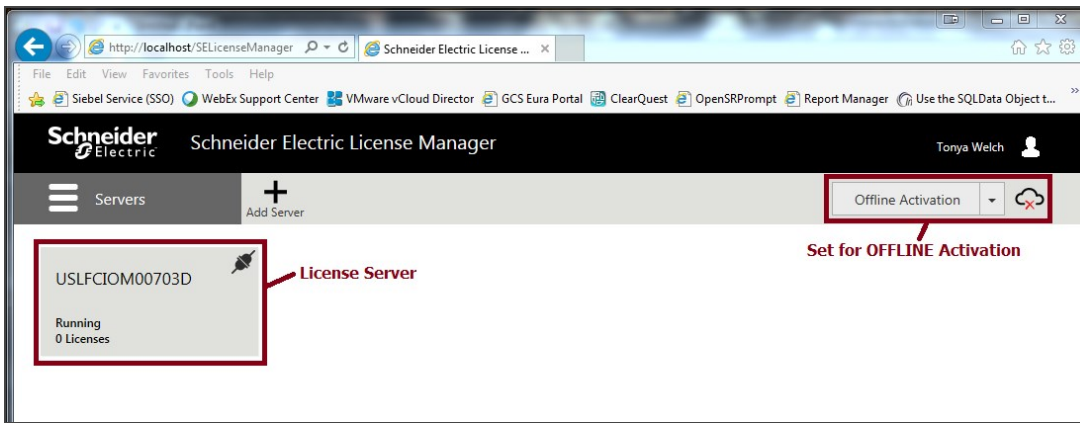
Figure 8: License Server with Offline Activation Disabled

8. If the server is set for Online activation, skip to step 11. If the server is set for Offline activation, change the activation settings. Click the menu icon at top left to reveal the menu and then select **Activation Settings**.
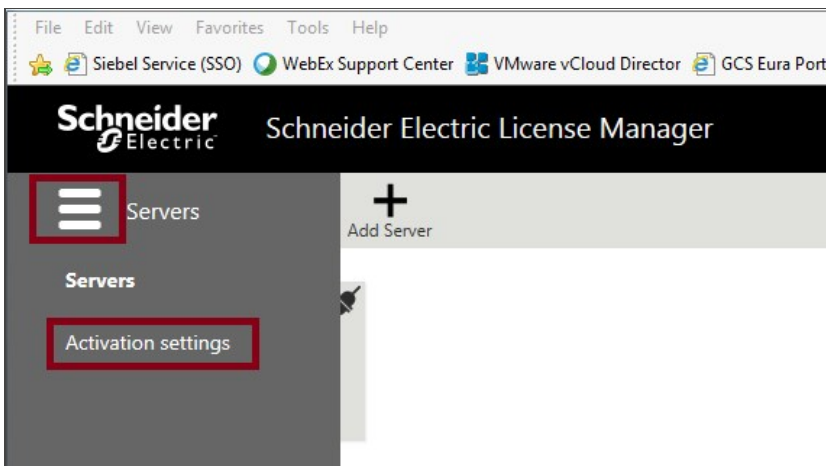
Figure 9: Accessing The Activation Settings Page

9. Under **Activation Settings**, select the **Online Activation** option.
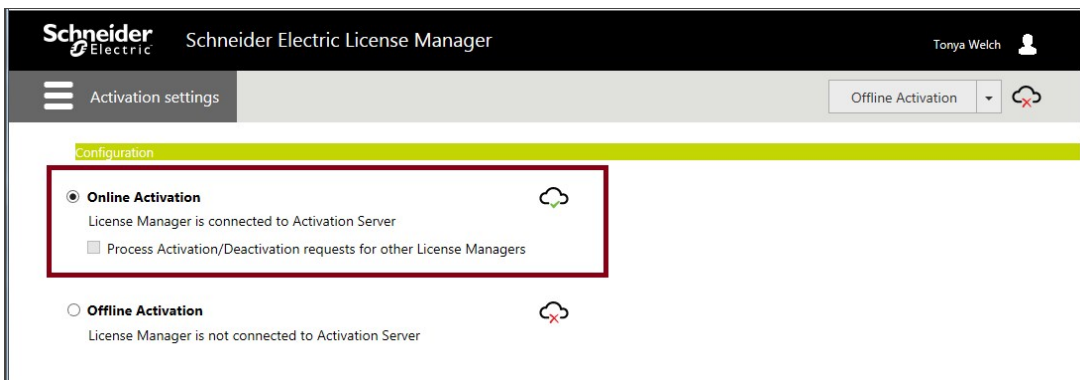
Figure 10: Enable Online Activation

10. Click the menu icon again and return to the **Servers** page.
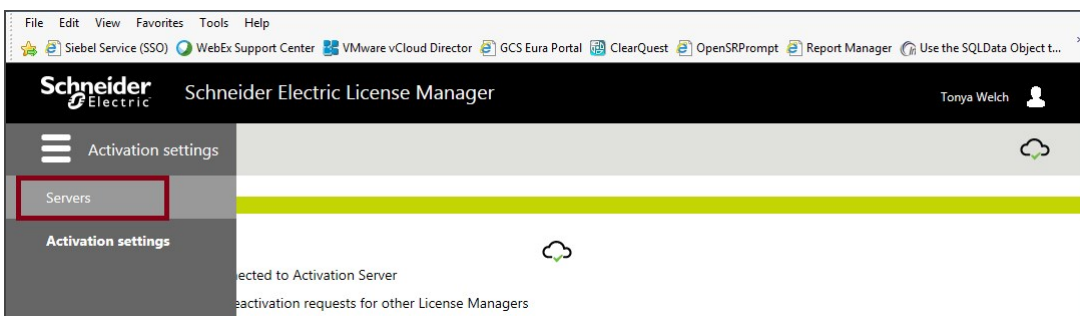
Figure 11: Return to Servers Page

11. Click on the server box to go into the license activation area. Click on the **Activate** button to begin an Online Activation.

Figure 12: Begin Activation

12. The **License Activation** panel will slide out from the right side of the screen. Click the ellipses button next to the **Browse** field, then browse to and select the **Entitlement** XML file that you received in Email (Step 1). As soon as you select the file, the **Activation Codes** included in the entitlement are loaded into the **License Activation** panel.

Figure 13: Load Entitlement File

13. Click on the box next to the license or licenses you wish to activate. A check mark will fill the box, indicating that the license has been selected.
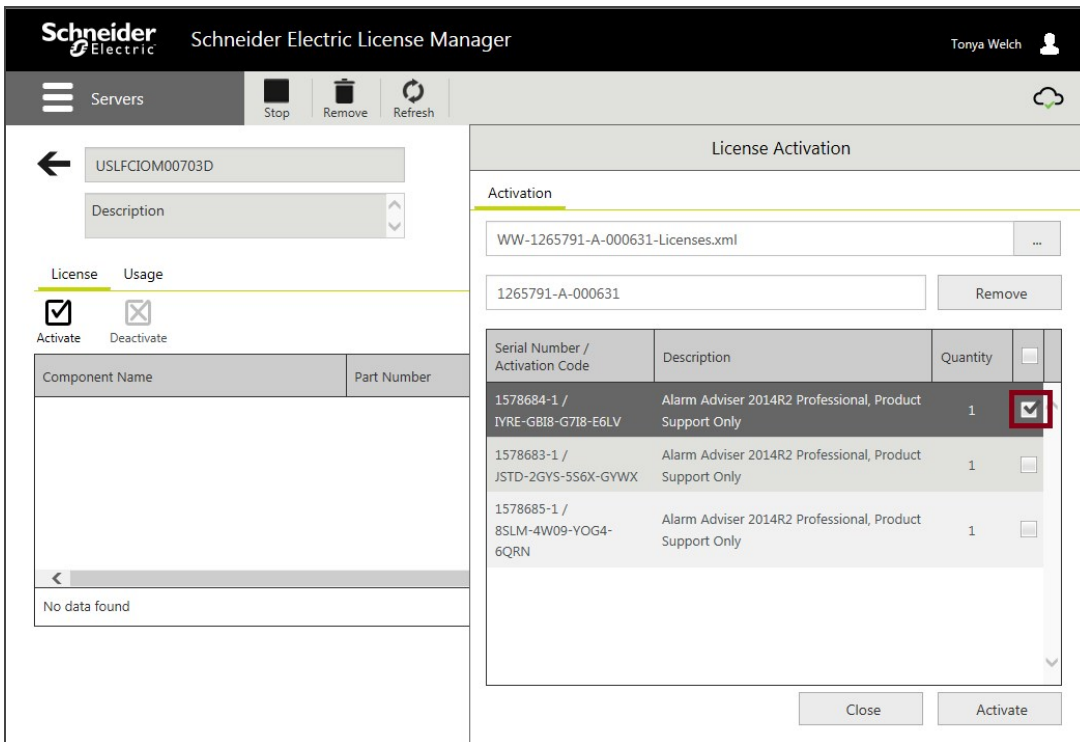
Figure 14: Select Licenses to Activate

14. Click the **Activate** button at the bottom of the **License Activation** panel. For a moment the screen will get darker and there will be an animated progress circle in the middle of the screen – the License Manager is contacting and communicating with the Schneider Electric License Activation Server (SELAS).
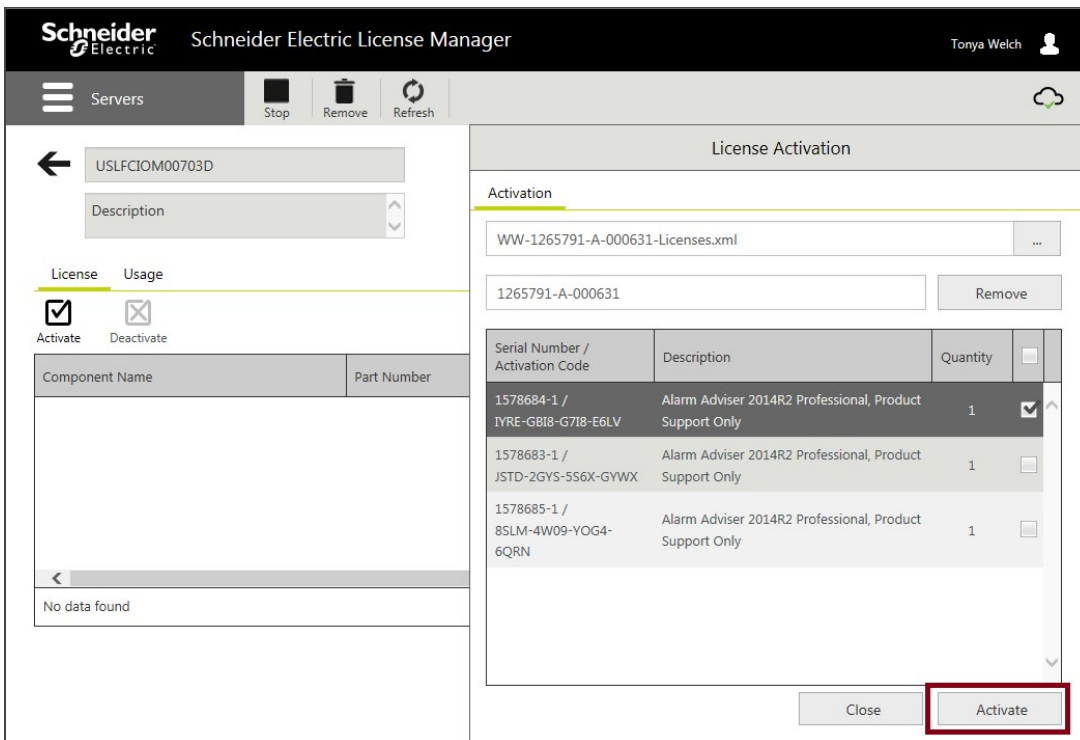
Figure 15: Activate Licenses

Figure 16: Pause for Communication to SELAS

15. After successful activation, the **License Activation** panel closes and the license shows as **Activated** in the main window of the License Manager. Activation is complete.
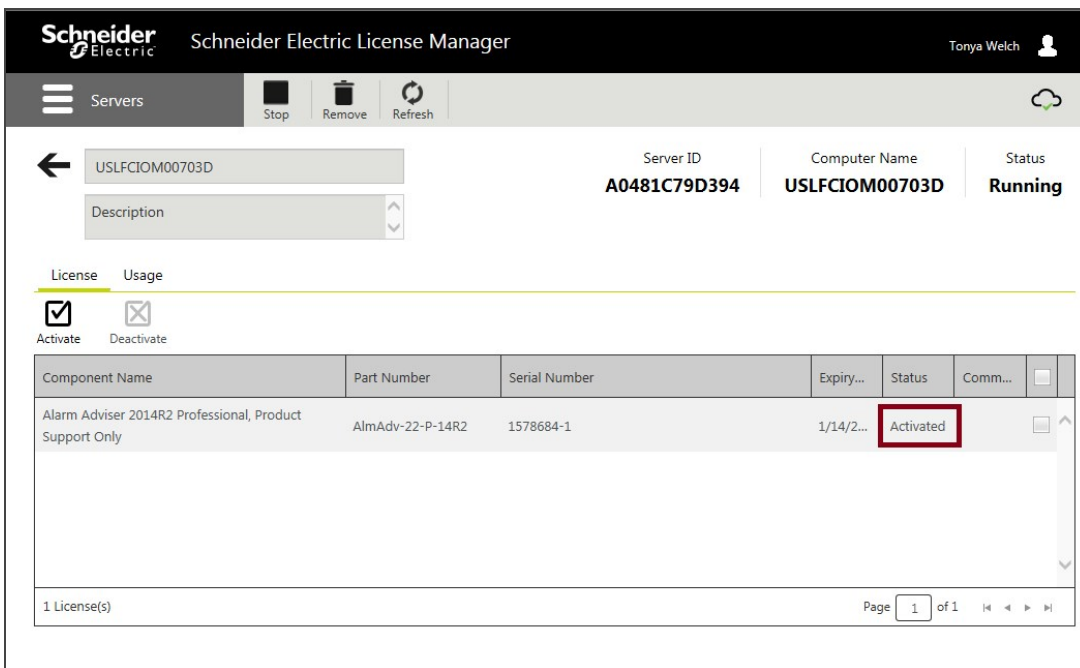
Figure 17: Activation Complete!

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Schneider Electric Licensing - Activate License Using OFFLINE Activation

SUMMARY

Schneider Electric Licenses require license **activation**, a process whereby the authenticity of the license is verified against Wonderware license records via the **Schneider Electric License Activation Server** (SELAS) and the license is bound to the license server from which the activation was initiated.

License activation requires communication over the Internet with the Schneider Electric License Activation Server (SELAS). That communication can be either **direct** over the Internet (**Online Activation**) or **indirect** through a proxy computer (**Offline Activation**).   This *Tech Note* describes the process of activating a Schneider Electric license using **OFFLINE** activation. For information on performing an ONLINE activation, please click here.

ACTION

1. When purchasing a license for a Wonderware product that uses Schneider Electric licensing, the deliverable that you will receive for your order will be an **E-mail** with multiple attachments – two PDF documents and a .zip archive. Select a machine to act as a **License Server**, then save and extract the .zip archive attachment to a location easily accessible from that server. The file extracted will be an XML file.

Figure 1: Entitlement Email Received after Purchase

2. When installing a product that uses the Schneider Electric licensing model, select to install the **Schneider Electric Licensing components** as well. In the below image, installation of the Schneider Electric Licensing components is an option accompanying install of the Alarm Adviser services. For simplicity, the demonstration given in this tech note assumes both the License Server and the License Manager are installed on the same machine. If desired, those components can be split across multiple machines. More information and installation instructions can be found here.
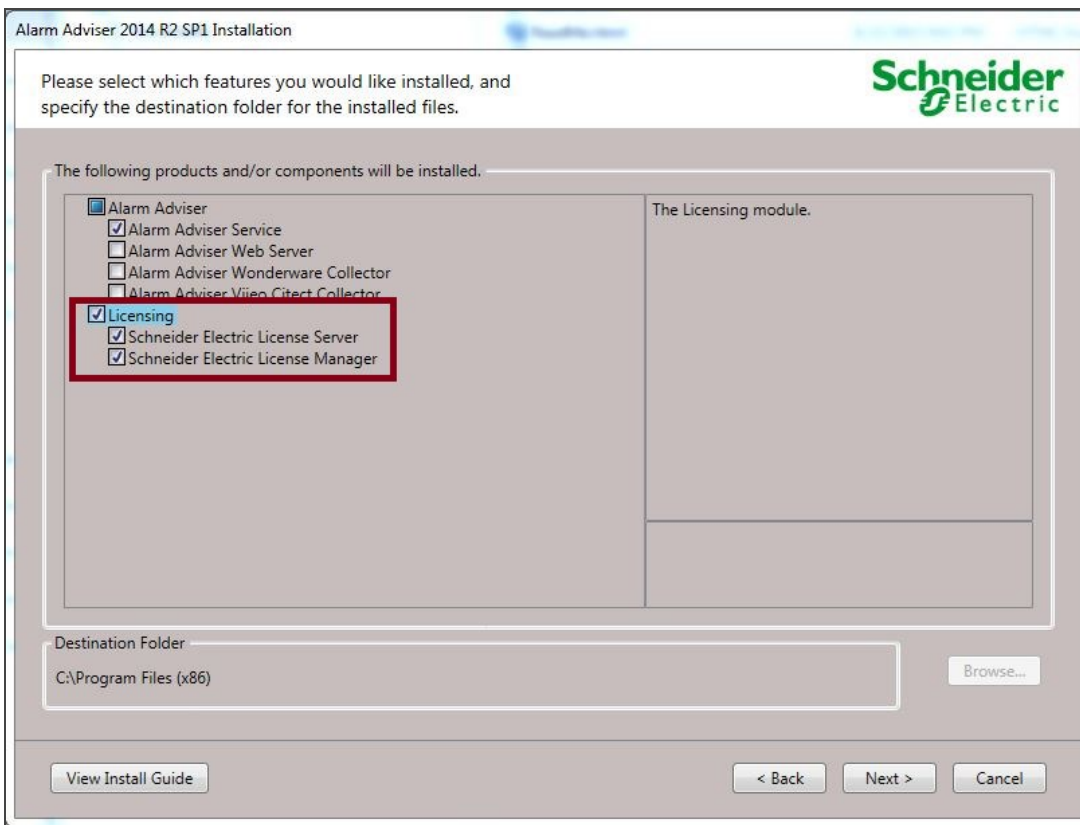
Figure 2: Optional Install of Schneider Electric Licensing Components

3. If you have installed the Schneider Electric License Server on the same computer as a WW software product that uses Schneider Electric licensing, a dialog will display prompting you to configure your software. If you did not install other Wonderware software and did not receive this prompt, continue to step 6. Otherwise, select **Configure**.
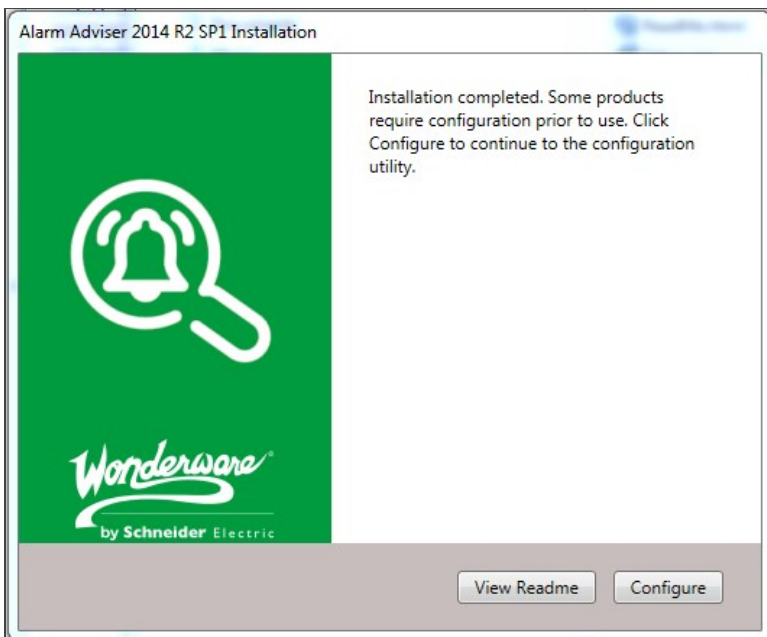

Image 3: Call to Action to Configure

4. The **Configurator** will open. Configure your software as instructed in the installation guide for that software. Also configure your Schneider Electric License Server by selecting the license server component in the left menu and clicking **"Configure".**

Figure 4: Configurator With Licensing Server Not Yet Configured

5. When the Schneider Electric License Server has been properly configured, there will be a **green check mark** next to that component in the components list and the **Configuration Messages** area will indicate successful configuration.

Figure 5: Configurator With License Server Configured

6. Now your Schneider Electric License Server is ready for use. To activate licenses on your Schneider Electric License Server, you must open and use the Schneider Electric **License Manager**. The License Manager can be launched from **Start > All Programs > Schneider Electric > Schneider Electric License Manager**.

Figure 6: All Programs Showing Schneider Electric License Manager

7. On opening the License Manager to the **Servers** page you should see the local License Server listed. It will have the same name as the local computer.   The License Manager is set, by default, to use **Online Activation**, which can be verified by the cloud icon in the top right corner. **If there is a green check mark in the cloud, Online Activation is enabled. If there is a red X in the cloud, the License Manager is set for Offline Activation.**

Figure 7: License Server With Online Activation Enabled
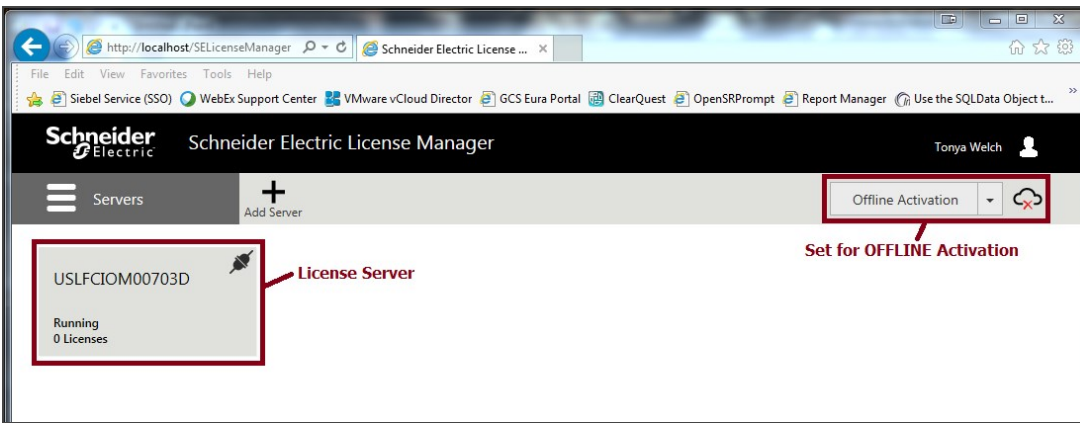
Figure 8: License Server With Offline Activation Enabled

8. If the server is set for Online activation change the activation settings. Click the menu icon at top left to reveal the menu and then select **Activation Settings**.
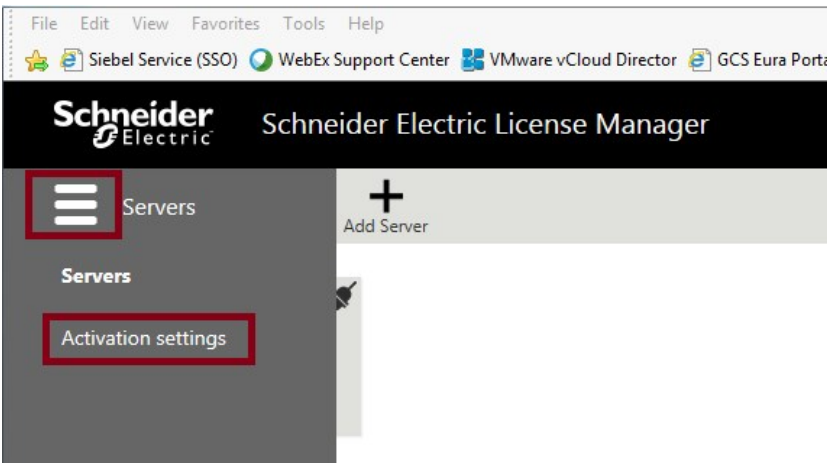
Figure 9: Accessing Activation Settings

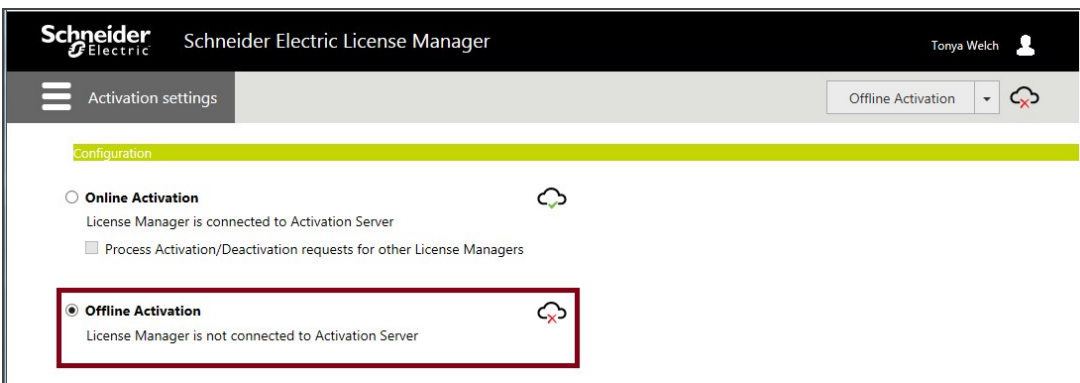9. Under **Activation Settings**, select the **Offline Activation** option.

Figure 10: Select Offline Activation

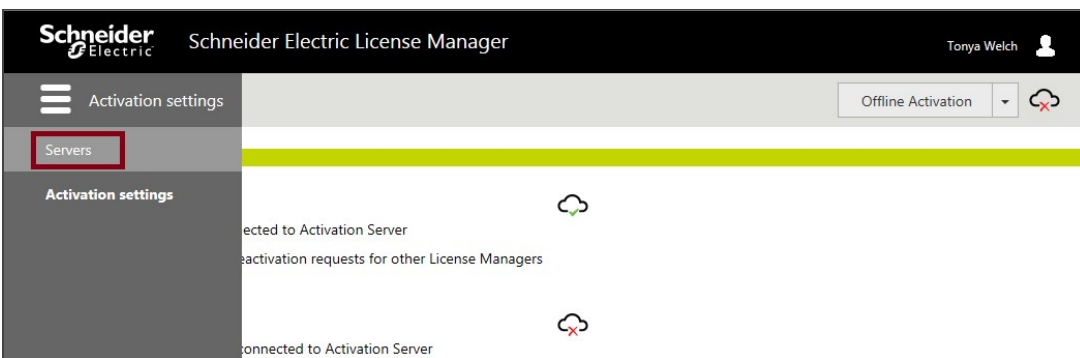10. Click the menu icon again and return to the **Servers** page.

Figure 11: Return to Servers and Activation Area

11. Click on the server box to go into the license activation area. Click on the **Activate** button to begin an Offline Activation.
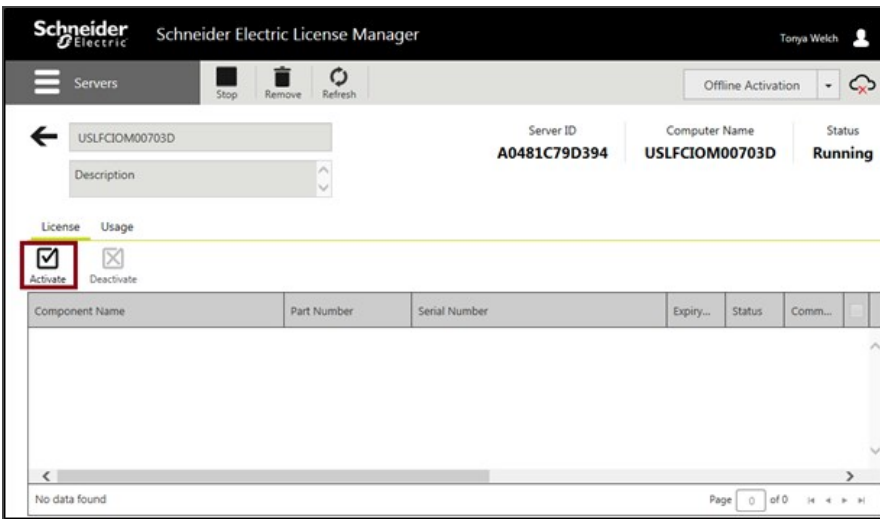
Figure 12: Begin Activation Process

12. The **License Activation** panel will slide out from the right side of the screen. Click the ellipses button next to the **Browse** field, then browse to and select the **Entitlement** XML file that you received in Email (Step 1). As soon as you select the file, the **Activation Codes** included in the entitlement are loaded into the **License Activation** panel.
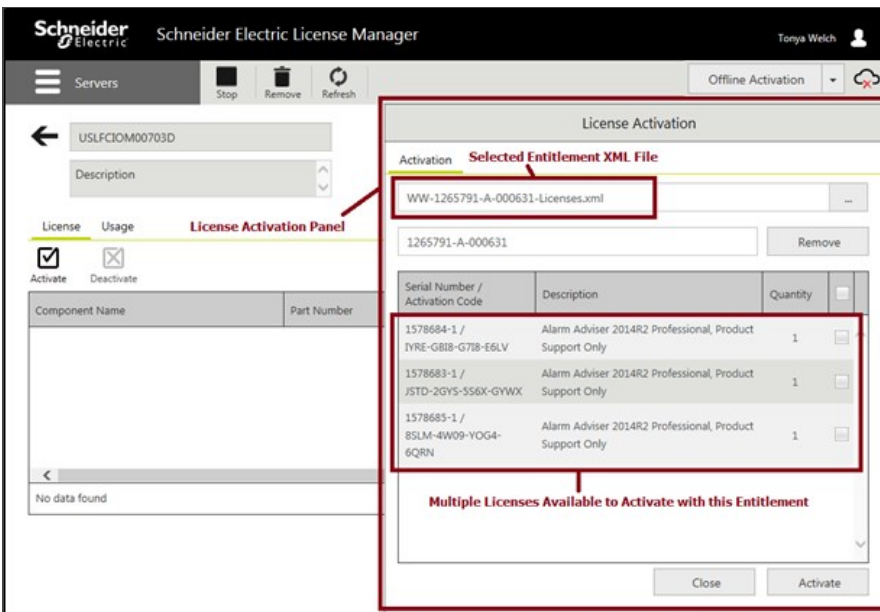

Figure 13: Entitlement Loaded into Activation Panel

13. Click on the box next to the license or licenses you wish to activate. A check mark will fill the box, indicating that the license has been selected.
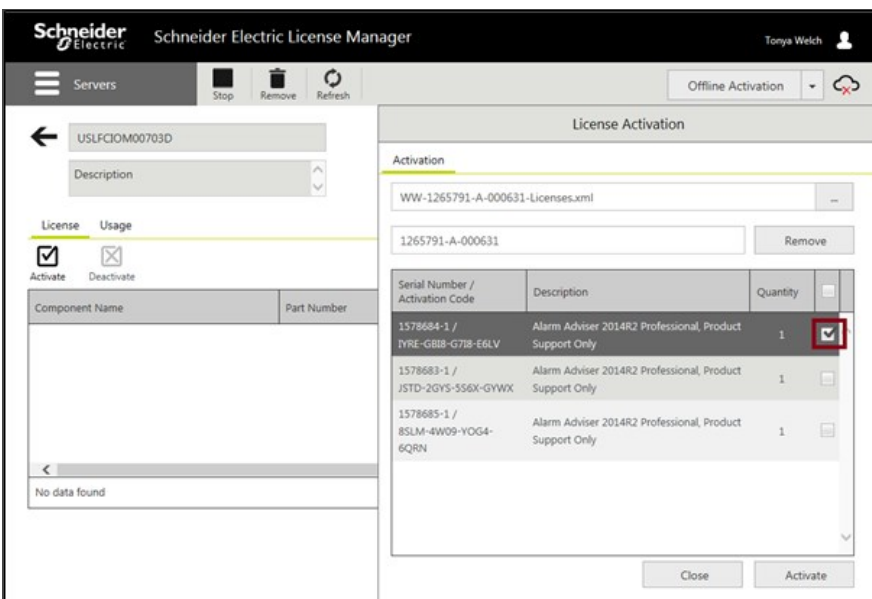
Figure 14: Selecting a License to Activate

14. Click the **Activate** button at the bottom of the **License Activation** panel. For a moment the screen will get darker and there will be an animated progress circle in the middle of the screen.
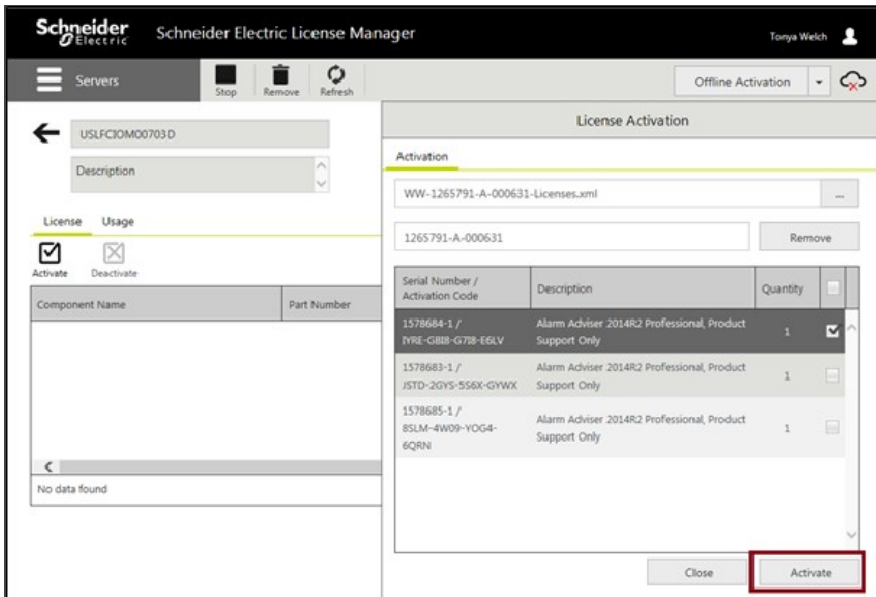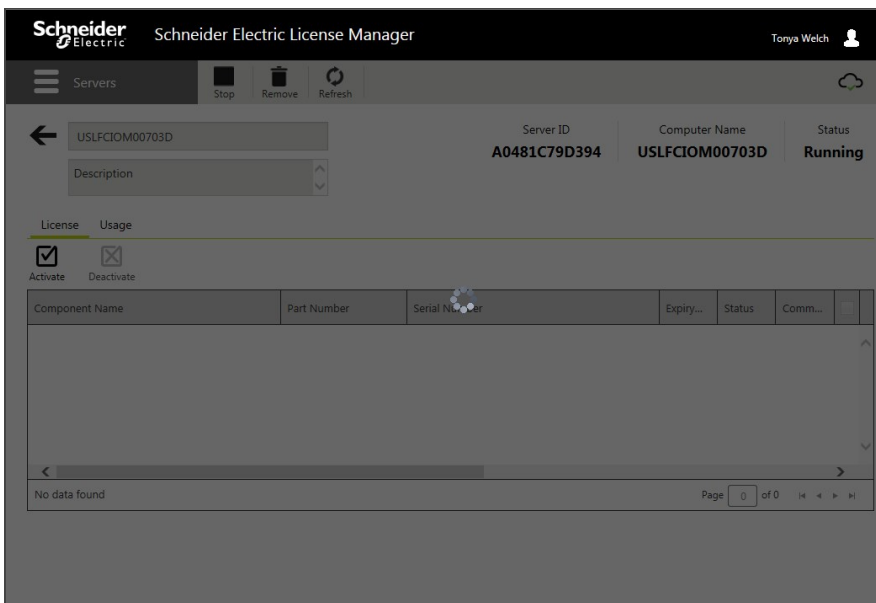

Figure 15: Activating the License

Figure 16: Pause While License Is Marked as Pending Activation

15. The license will then show in the License Manager with a status of "**Pending Activation Request**". Additionally, the **Offline Activation** select menu will be highlighted yellow.
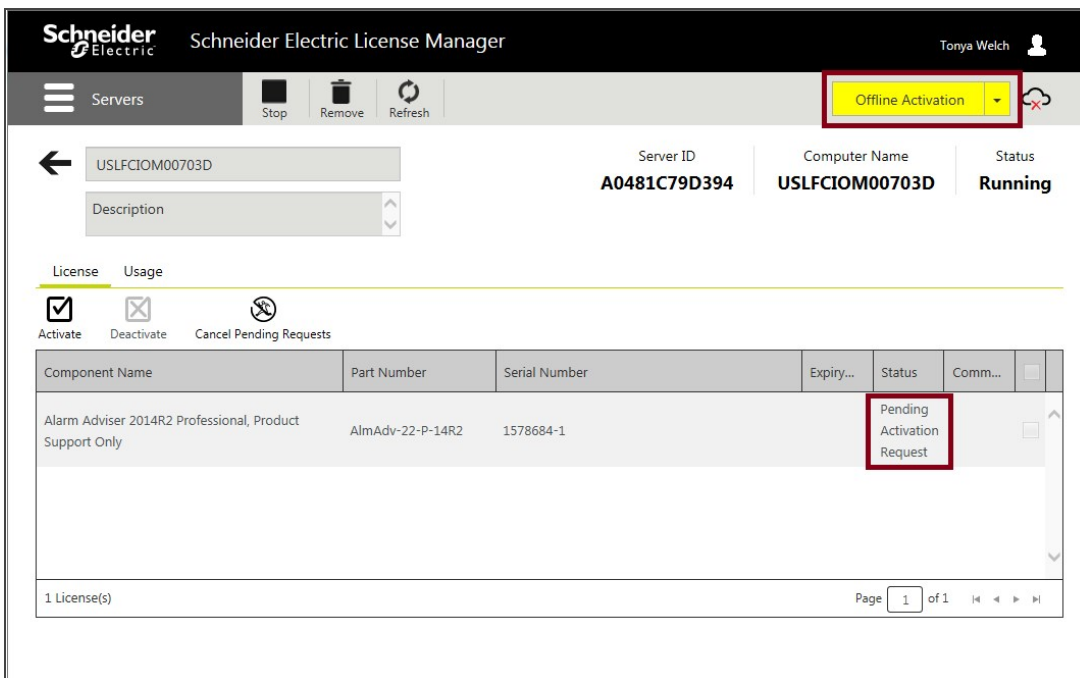
Figure 17: License Pending Activation

16. Click the down-arrow on the **Offline Activation** select menu and select **Request Activation/Deactivation**.
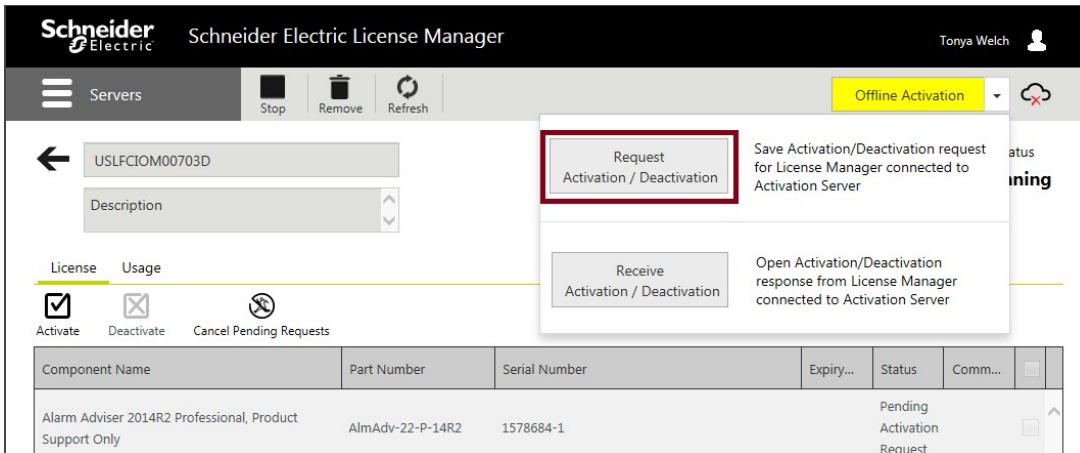

Figure 18: Requesting Activation File
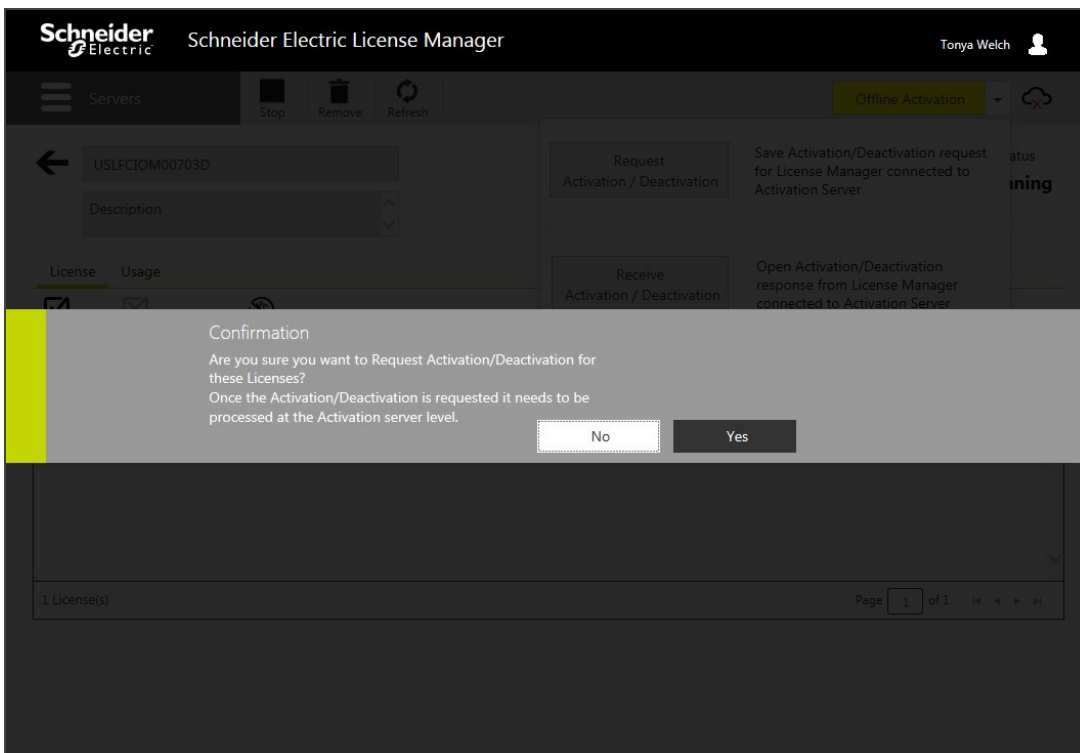
17. Click **Yes** on the **Confirmation** dialog.

Figure 19: Confirm Request

18. You will be prompted to download a file. The file's name begins with "send" and ends with the **.sync** extension. This is the **send.sync** file. Save this file to a flash drive or other portable media.
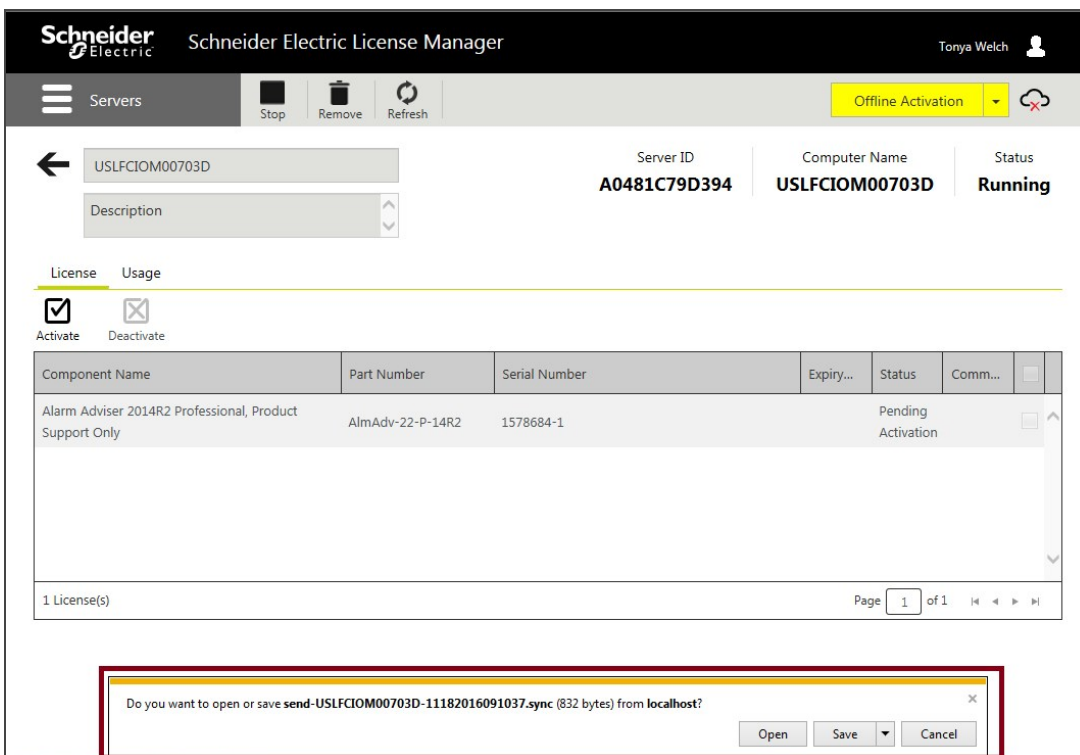

Figure 20: Download Activation File Prompt

19. Locate a computer that has an open connection to the Internet. Insert your portable media. Open a browser (IE, Chrome or Firefox) and navigate to URL http://licenseactivation.wonderware.com .
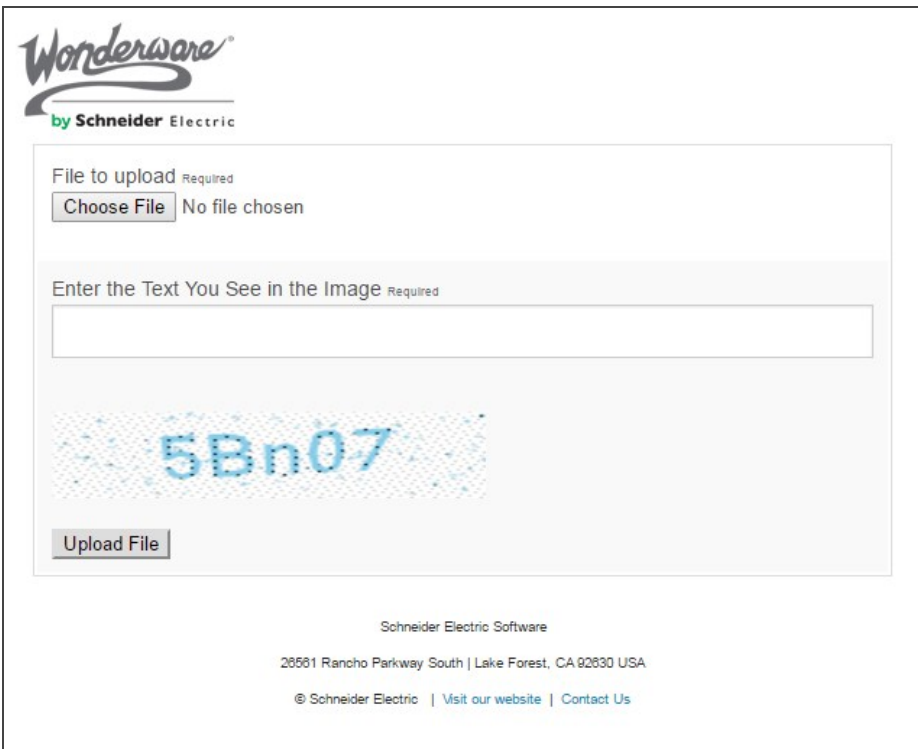
Figure 21: Schneider Electric License Activation Website

20. Click the **Choose File** button. Browse to the location of your portable media and select the send.sync file. Enter the Captcha text seen in the image, then click **Upload File**.

Figure 22: Upload File

21. After a short pause, you will be prompted to save a new file. The file name begins with "recv" and has the **.sync** extension. This is the **recv.sync** file. Save this file to your portable media.
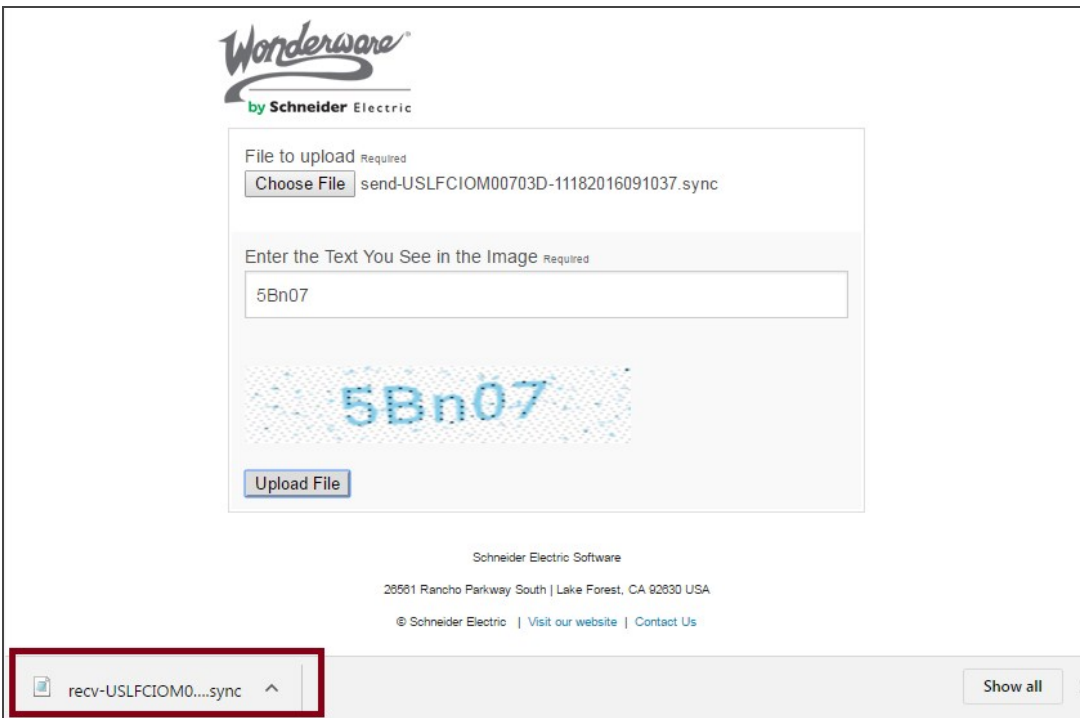
Figure 23: Download Activation File

22. Return to the offline License Server machine. Insert your portable media.

23. Launch the **Schneider Electric License Manager**. On the **Offline Activation** select menu, select **Receive Activation/Deactivation**.
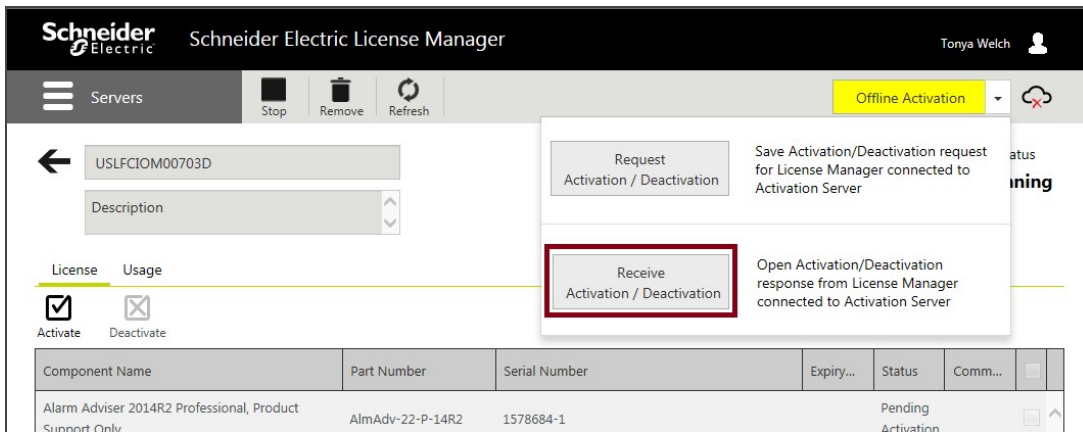

Figure 24: Entitlement Email Received after Purchase

24. Browse to your portable media and select the **recv.sync** file. For a moment the screen will get darker and there will be an animated progress circle in the middle of the screen.
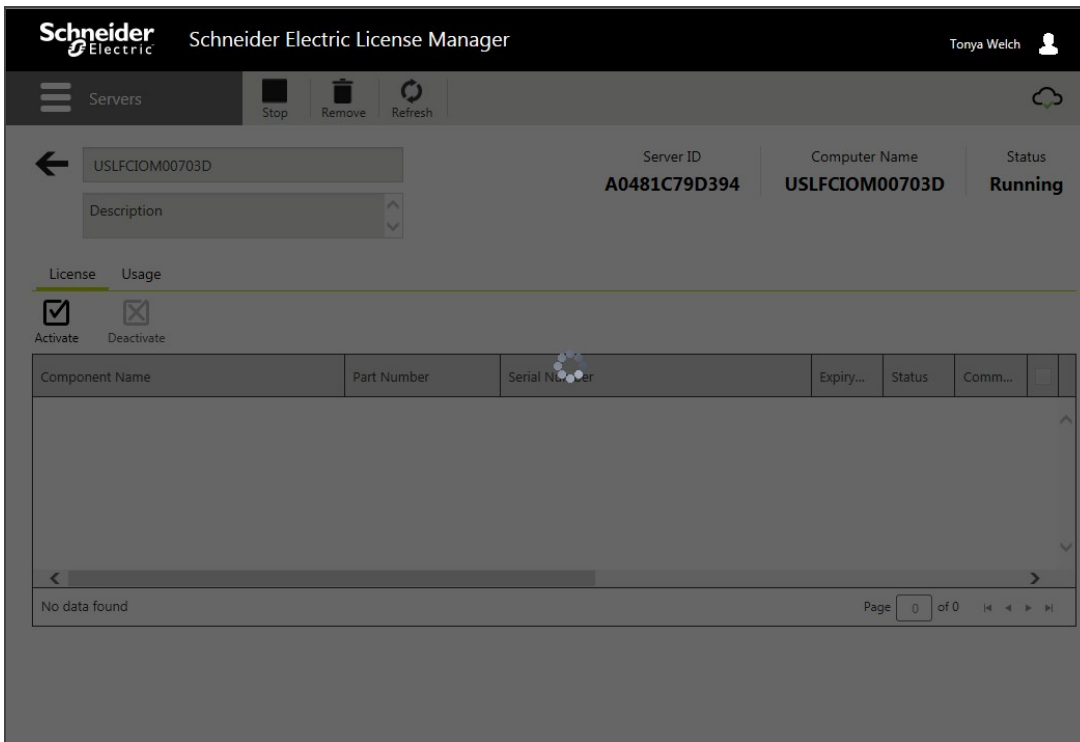
Figure 25: Activation File Being Loaded and Processed
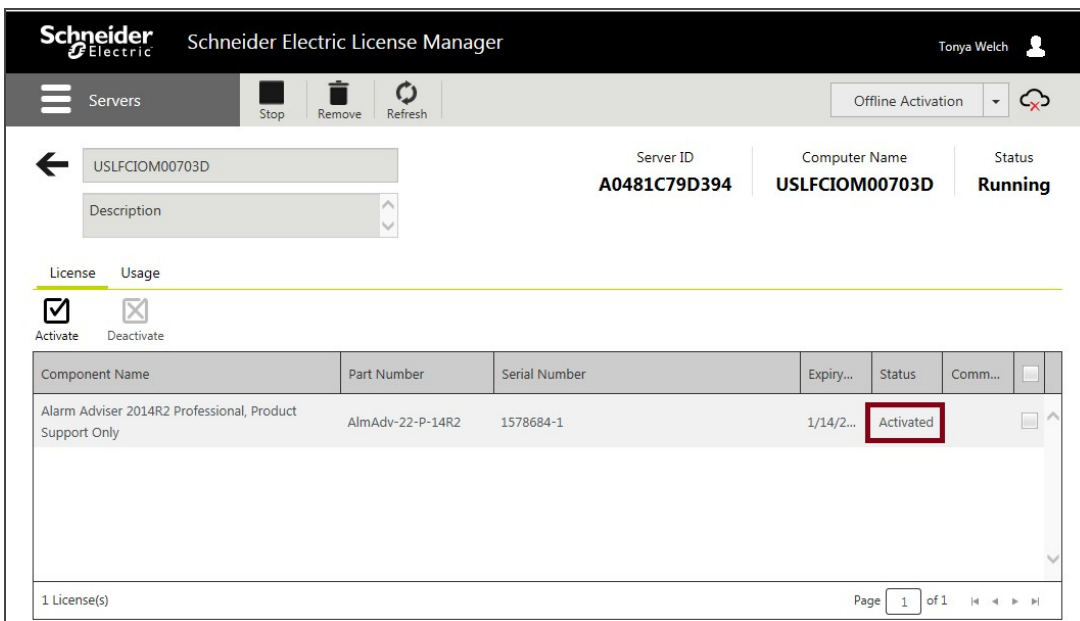
25. The license is now successfully activated!

Figure 26: Successfully Activated License