License Utility Help

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Overview

The License Utility is a tool used on the Host Machine that manages software licenses and hardware key certificates. It is also used to view the products' associated subscription period.

To access the License Utility, click **Start** | **All Programs** | *<Company Name>* | *<Product Name>* | **License**. Then, select **License Utility**.

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

The Welcome Page

The Welcome Page provides a simple drop-down menu with the options needed to view and manage license information on the Host Machine.
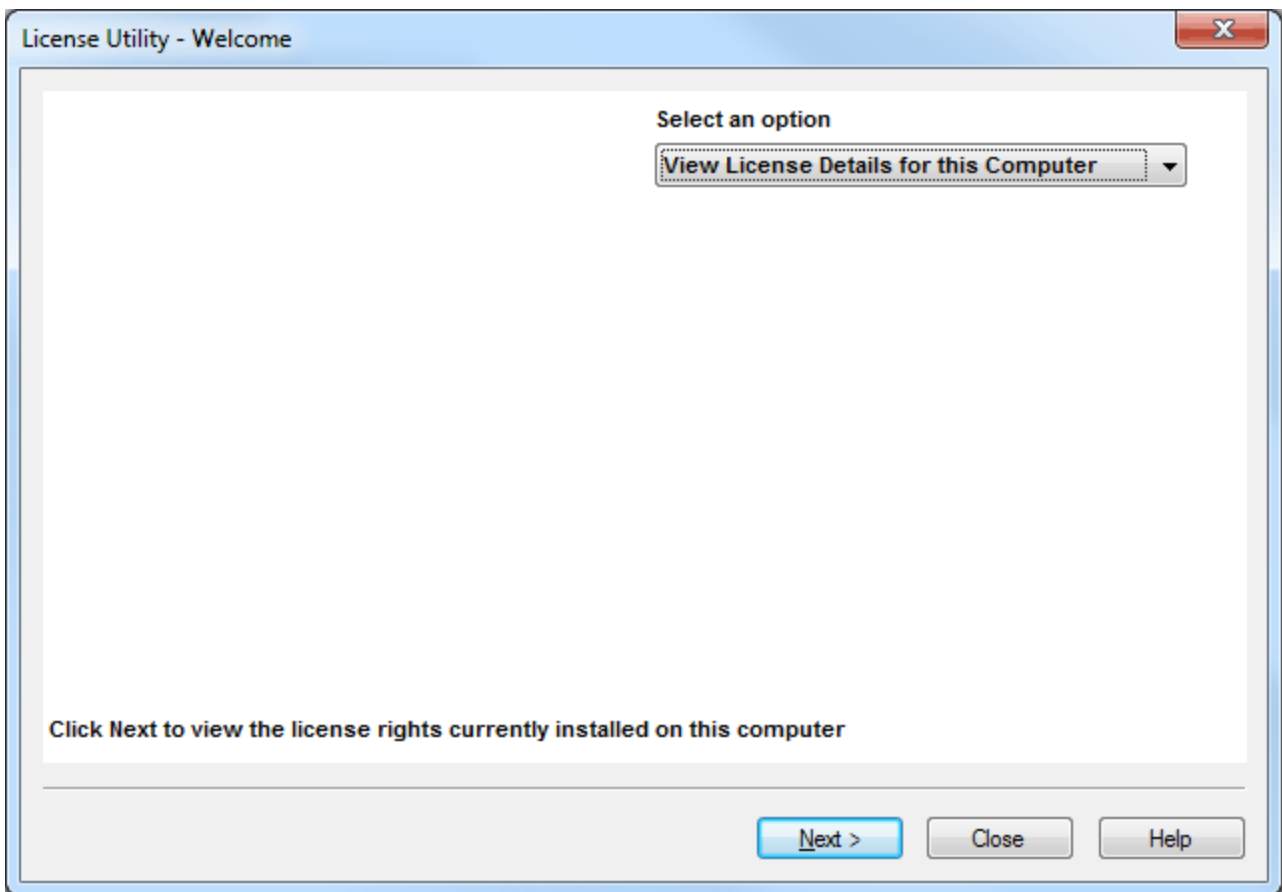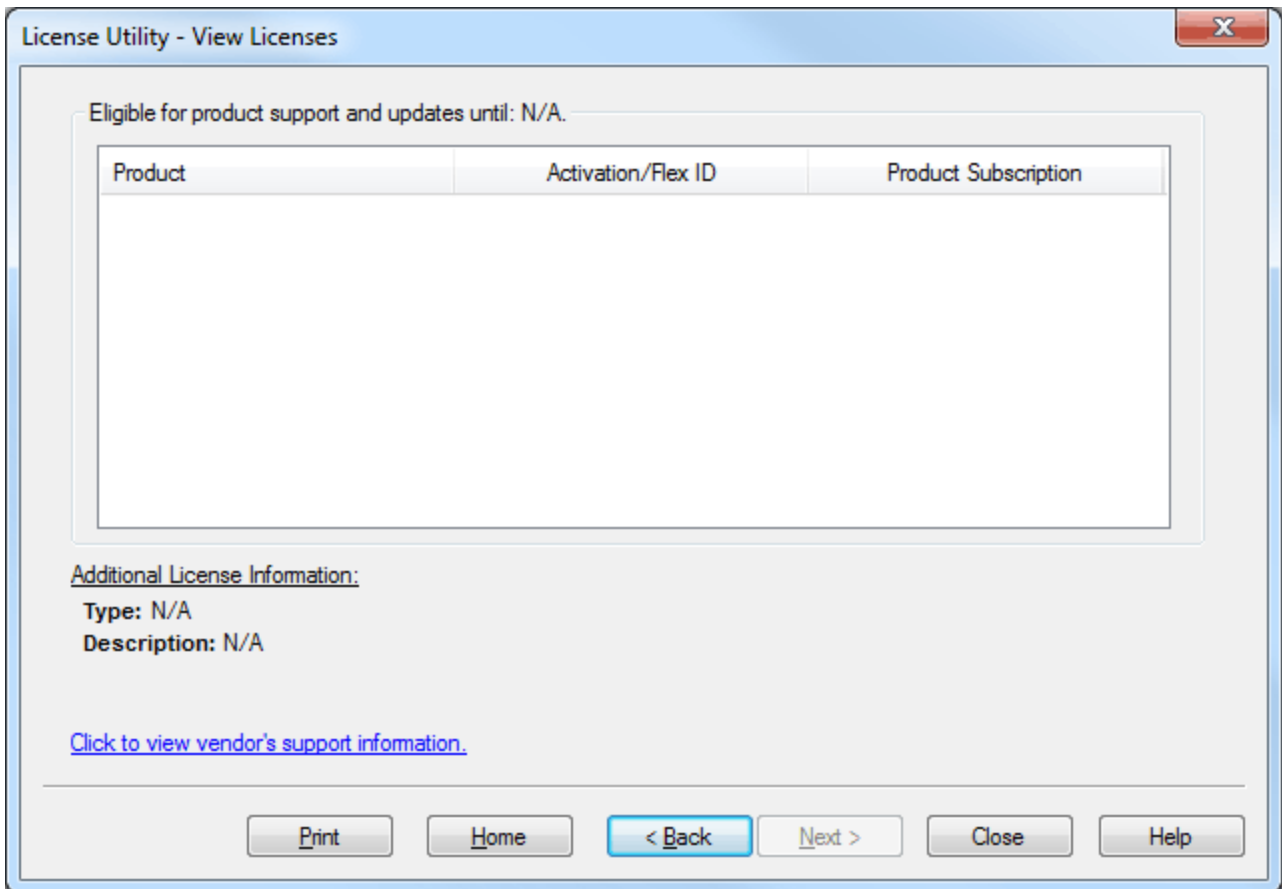

Descriptions of the options are as follows:

- **View License Details for this Computer** displays the rights available on the Host Machine. It provides a summary view of all of the products that have been licensed (including individual software and hardware licenses) as well as the current subscription period.
- **Manage Software Licenses** guides users through the steps of activating or transferring a software license.
- **Manage Hardware Key Certificates** provides the ability to import/export hardware key certificate files. Hardware key certificates do not need to be returned to the vendor in order to move a hardware key from one Host Machine to another.

The View Page

The View Page displays the rights available on the Host Machine and provides a summary of all licensed products. This includes individual software and hardware licenses.

Important: The **Eligible for product support and updates until: <service end date>** displays the application's maximum subscription period.
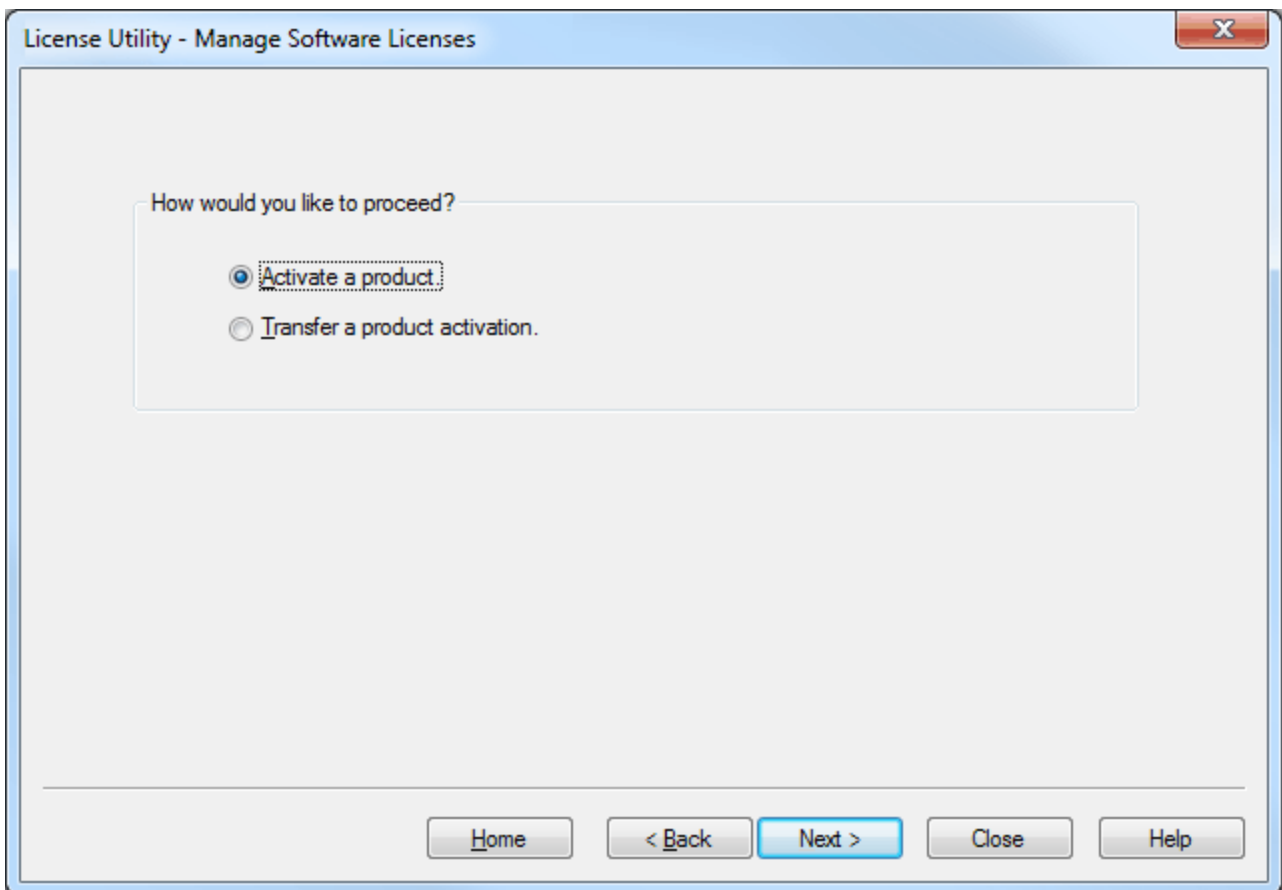
Descriptions of the columns are as follows:

- **Product:** This column specifies the functionality that has been activated by a particular software or hardware license.
- **Activation/Flex ID:** This column specifies the Activation/Flex ID. The Activation/Flex ID is the unique license ID generated by the vendor and entered into the License Utility by the user in order to generate a Request File, which is used in the Activation Process. The Flex ID is the unique ID that identifies a physical hardware key.
- **Product Subscription:** This column specifies the subscription of a specific product.
- **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.
    - **Expiration:** If the product's license is limited (such as in an Emergency ID), this field will display the date at which the license expires. This field will be hidden when there are no limited licenses on the Host Machine.
- **Click to view vendor's support information:** When clicked, this invokes a vendor-specific document that contains a link to the vendor's licensing website.

See Also: Glossary

Note: The **Print** button sends a summary of the product license information to an installed printer.

Manage Software Licenses

Software licenses are activated or transferred through a multi-step process that includes uploading an activation request file to the vendor's web-based license portal.

Descriptions of the options are as follows:

- Selecting **Activate a product** and then clicking **Next** will invoke the Activation Process. For more information, refer to **Manage Software License Activation**.
- Selecting **Transfer a product activation** and then clicking **Next** will invoke the Transfer Process. For more information, refer to **Manage Software License Transfer**.

Manage Software License Activation

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

Note: Although the default names of the activation request file and the response file are "activation_request.txt" and "response.txt" respectively, users may rename them as desired.

Important: 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, users must create the activation request file and then transfer it to an internet-enabled computer. From that computer, users can login to the web-based license portal and process the activation request file. Doing so will generate an activation response file, which must then be saved, transferred back to the target computer, and processed by the License Utility.
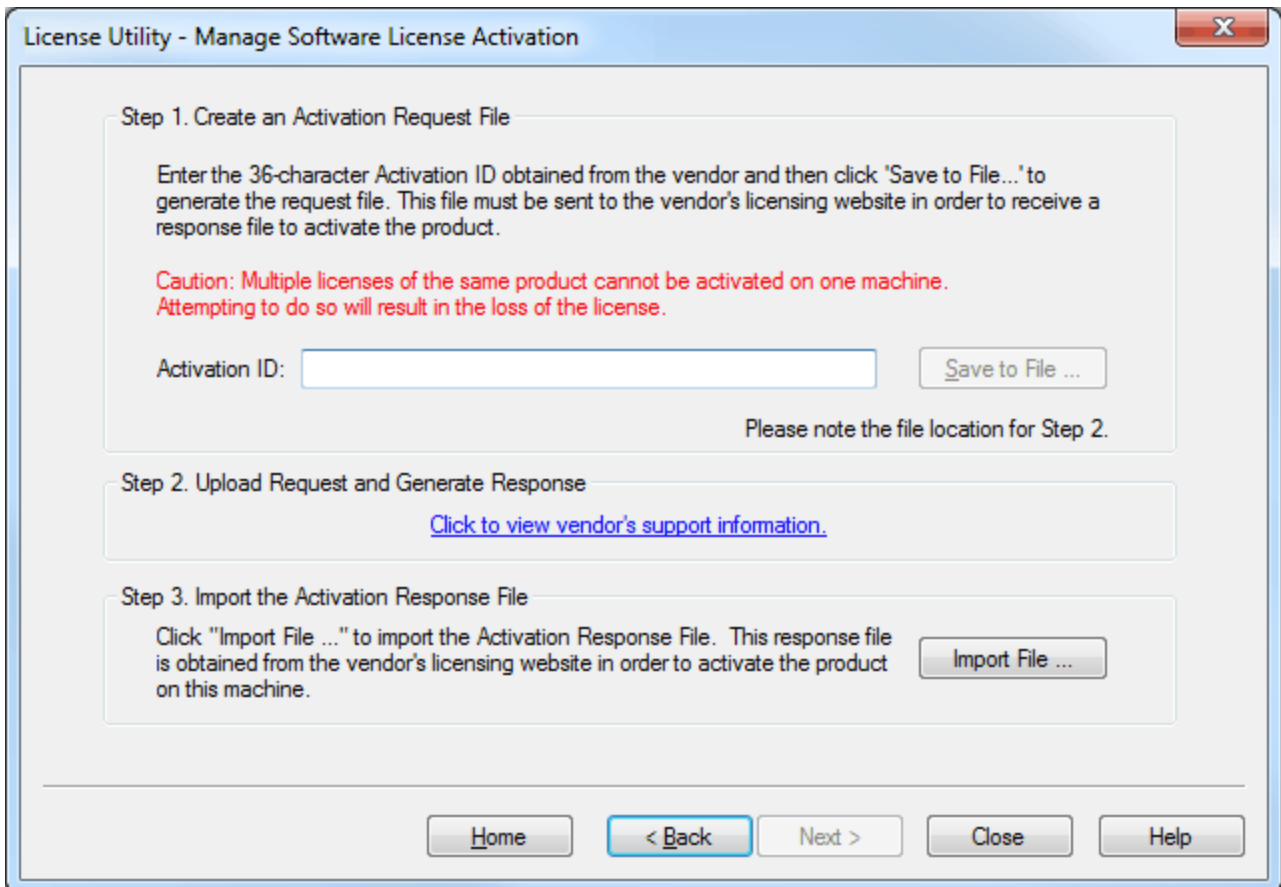
1. In **Create an Activation Request File**, enter the **Activation ID**.

2. Next, click **Save to File...**.

   Note: The License Utility will generate a request file called "activation_request.txt" and then display a file-browse dialog. Save the request file, making note of its location as it will be sent to the vendor in the next step.

3. In **Upload Request and Generate Response**, launch an internet browser and then go to the vendor's licensing web site. Returning users may be prompted to enter login information, whereas first time users may be required to create an account in order to continue.

4. Upload the request file and then click **OK**.

5. Users will be provided with an activation response file called "response.txt." Save this file to the Host Machine.

6. Return to the **Manage Software License Activation** dialog in the License Utility.

7. Under **Import the Activation Response File**, click **Import File...** and then select the downloaded activation response file from the vendor.

Note: The activation response file is then processed. If it is successful, the **View Page** will be displayed.

Manage Software License Transfer

This page is used to navigate through the Transfer Process, which allows users to bank an activation on the vendor's licensing web site. Once banked, the activation may be activated again on a new Host Machine. A product activation is returned to the vendor through the use of a transfer request file (called "transfer_request.txt") which is generated by the License Utility. Once successfully uploaded to the vendor's licensing web site, users may initiate the Activation Process on a new Host Machine.

Note: Although the transfer request file's default name is "transfer_request.txt," users may rename it as desired.
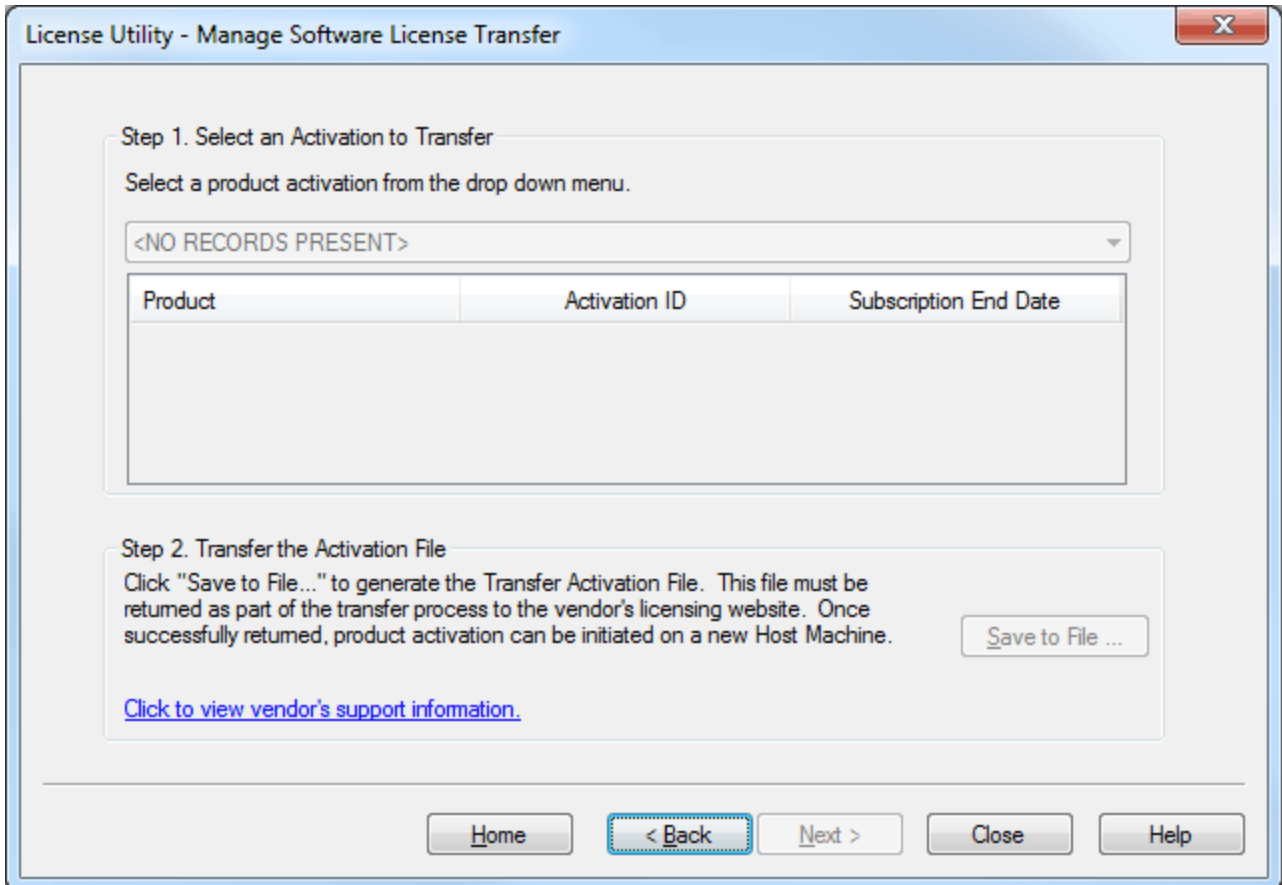
1. In **Select an Activation to Transfer**, select the product activation that will be transferred. This will update the products located in the list box with the features contained within the software license.

2. Under **Transfer the Activation File**, click **Save to File...** in order to deactivate the license on the machine. Doing so means that the license rights will no longer be respected by the installed software. If the resulting transfer request file is not processed by the vendor's web-based license portal, users will be unable to use the license.

   Note: The following warning message will be displayed whenever **Save to File...** is clicked.
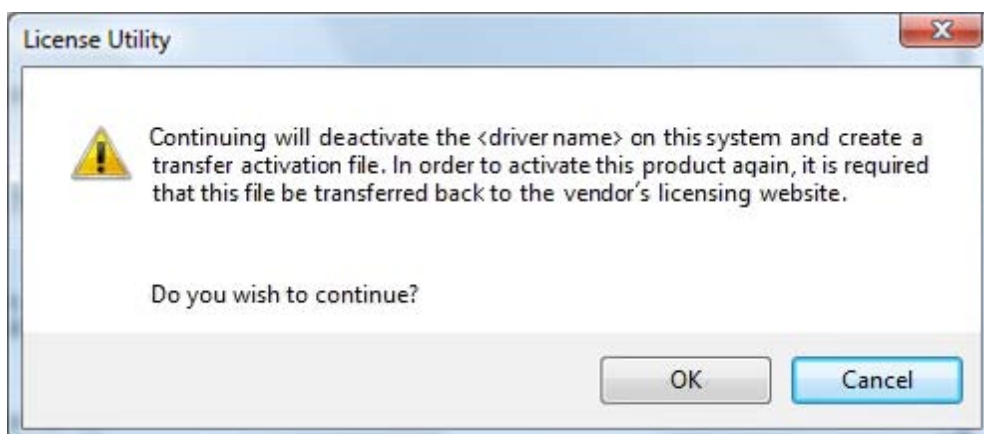
Note: Although continuing with the transfer will deactivate the license on the Host Machine, it is still valid for activation on a new Host Machine once it has been returned successfully to the vendor's licensing web site.

3. The License Utility will then display a file-browse dialog, allowing users to save the generated request file, "transfer_request.txt." Make note of its location as it will be sent to the vendor in the next step.

4. To upload the request files, launch an internet browser and then go to the vendor's licensing web site. Returning users may be prompted to enter login information, whereas first time users may be required to create an account in order 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, users must copy the transfer request file to a computer that does in order to login to the web-based license portal (and upload the transfer request file).

5. Upload the transfer request file and then click **OK**.

   Note: The license is now stored in the online account.

See Also: Manage Software License Activation and **Limitations on Activation Transfers**.

Limitations on Activation Transfers

The subscription period begins at the time of purchase. Although products' individual subscription periods may vary, the subscription with the greatest date of expiration is applied to all products activated on the Host Machine. During the transfer process, the subscription is transferred along with the activation. The new subscription period for licensed products left on the original Host Machine will be the greatest date of expiration of the remaining licenses.

Users about to transfer an activation that will revert the subscription period to one earlier than the period supported by the current application version installed will receive a warning message. Although the product's license has not expired, its subscription period is not up to date with the current version of the software installed. When this occurs, all of the remaining products will run in Demo Mode.
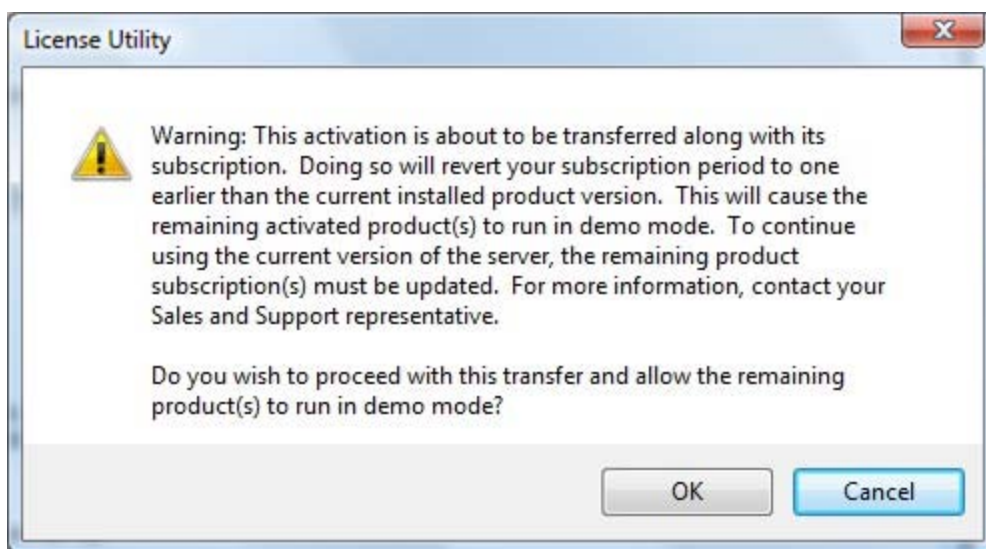
Note: This warning message will occur if users are transferring the only valid subscription available on the Host Machine.

To continue using the current version of the application, users must update the Subscription Service Agreement. For more information, contact a Sales or Support representative.

Note: Users can also uninstall the current version and then re-install an older version that does not exceed the subscription period of the installed licenses. This is not recommended, however, because project files are not backward compatible. To view the current subscription period applied to the Host Machine, select **View License Details for this Computer** in the License Utility's Welcome page.

See Also: Glossary

Manage Hardware Key Certificates

This page is used to import and export 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 that is associated with the hardware key certificate can only be attached to one machine at a time. Furthermore, the physical hardware key is necessary in order to use the hardware key certificate. For more information, refer to the instructions below.

Important: Hardware key licenses are not recommended for users who require the use of Microsoft Remote Desktop Connections (Terminal Services). If such technology is required, software licenses should be used instead.
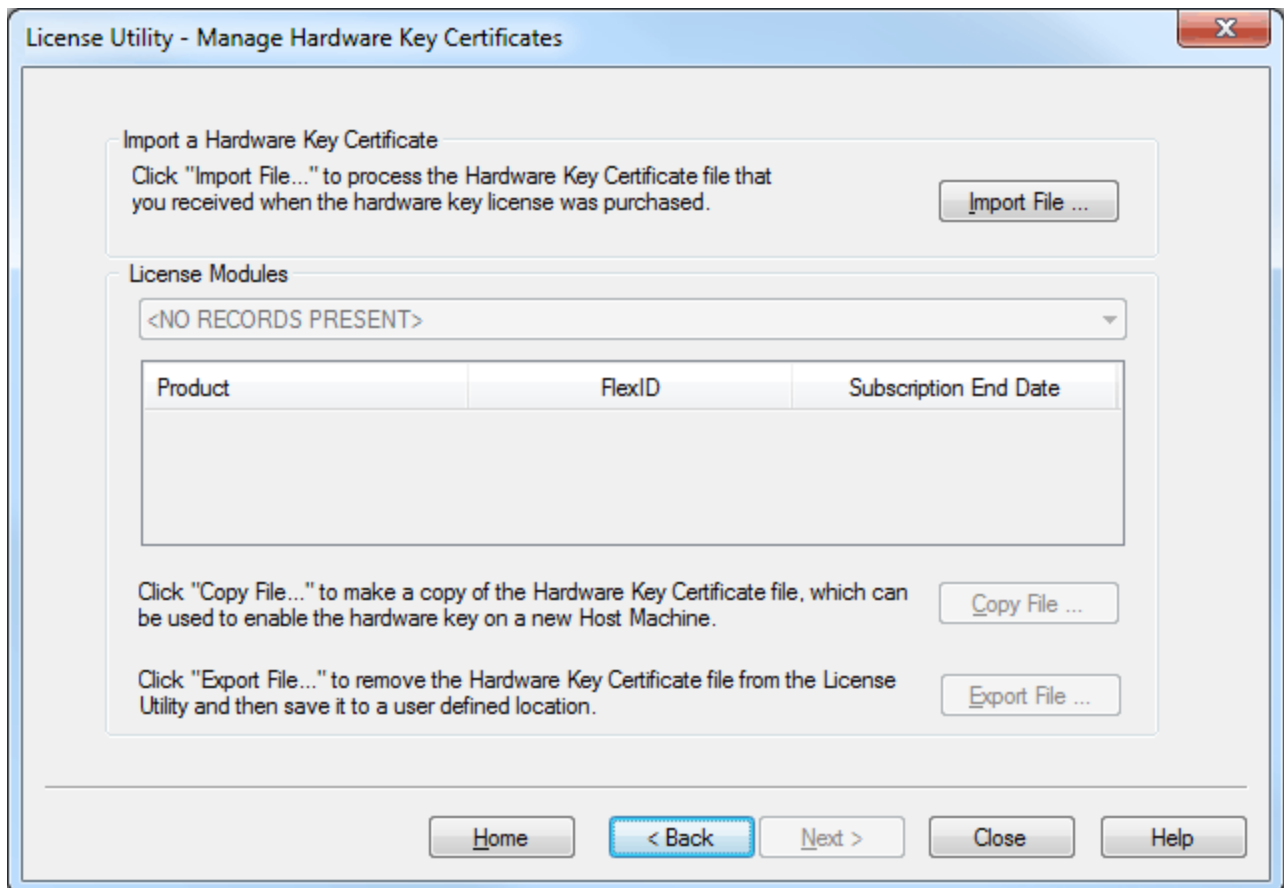
Registering the Hardware Key Certificate File

In order 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. For more information, refer to 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 then click **OK**. The file will have a unique name, such as "MyHrdKeyCert.lic".

   Note: The certificate is then processed by the License Utility. If it is successful, the **View Page** will be displayed showing the newly imported licenses.

Copying the Hardware Key Certificate File For Use on 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, users should follow the steps from the "Registering the Hardware Key Certificate File" subtopic above. If the license has already been imported but a copy is not accessible, users should follow the steps below in order to get a copy from the License Utility.

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

1. To export the hardware key certificate file to a different machine, select the certificate from the **License Modules** drop-down list. This will display the list of products available in the currently selected file.

2. Next, click **Copy File...** and then select where to save the hardware key certificate file. It is recommended that users backup this file in a safe and accessible location.

3. The hardware key certificate is now ready to be imported into another Host Machine.

Deleting the Internal Copy of the Hardware Key Certificate File

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

Caution: When using a hardware license, the Subscription period associated with that product is bound to the hardware key certificate. It is mobile when the document is exported/imported.

Use of Emergency Licenses

An Emergency Activation ID is provided with each purchased permanent software license to be used in the event of a machine/system failure occurring outside of standard business hours. The emergency license can be activated through the vendor's licensing web site and will allow 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 re-commissioning the application.

Note: If the Host Machine that the emergency license will run on does not have internet access, users must copy the activation request file to a computer that does in order to generate the activation response file. Both the activation request file and the activation response file must be processed on the Host Machine. For more information on license activation, refer to **Manage Software License Activation**.

Important: It is imperative to discuss appropriate recovery procedures with all relevant personnel before a situation such as machine/system failure occurs. Furthermore, users can alleviate recovery by saving a copy of both the permanent and emergency 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.
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.
Flex ID	The unique ID that identifies (and is located on) a physical hardware key (dongle).
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 in order 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 (Flex ID) 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 in order 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 web site in order 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.
Subscription Period	The time period beyond the basic warranty in which product updates and support are available from the vendor. Subscription periods are month-based and are additive to the remaining Basic Warranty Period. A twelve month subscription obtained with the initial three month product license purchase would provide a fifteen month product update and support period. **Note:** Products may have varied individual subscription periods; however, the subscription with the greatest date of expiration is applied to all products activated on the Host Machine. To view the current Subscription Period applied to the Host Machine, select "View License Details for this Computer" in the License Utility's Welcome page.
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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