FEB 2020

License Manager (How to manage licensing)

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AVEVA Licensing 3.5.1

2017 Product Releases

- License Server based on Computer Name
- Offline Activation has a Web UI
- Reservation available
- Tools and better error messaging for Tech Support
- UI is more user-friendly and offers more information

- Application Server
- InTouch
- InTouch OMI
- InTouch Access Anywhere
- OI Server*
- Historian
- Historian Client
- Skelta BPM
- Receipe Manager Plus
- WW Intelligence

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Whats in 3.5.1

- You can verify the version of License Manager by navigating to **Control Panel** and selecting **Programs and Features**. The installed AVEVA Enterprise License Manager, AVEVA Enterprise License Server, or AVEVA Enterprise Licensing (licensing platform components) version displays in the **Version** column.
- Supported Operating Systems
  - Below are the Operating System minimum requirements:
  - Client Operating System (x86 and x64):
    - Windows 8.1 Professional
    - Windows 10 Version 1607
  - Server Operating System (x64 only):
    - Windows Server 2012
  - AVEVA Enterprise Licensing requires .Net Framework 4.5.1. The licensing installation process checks if .NET version 4.5.1 is installed. If not, you are prompted to allow .NET installation.
- Please refer to the readme file on resolved issues and known issues.

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Architectural and Management

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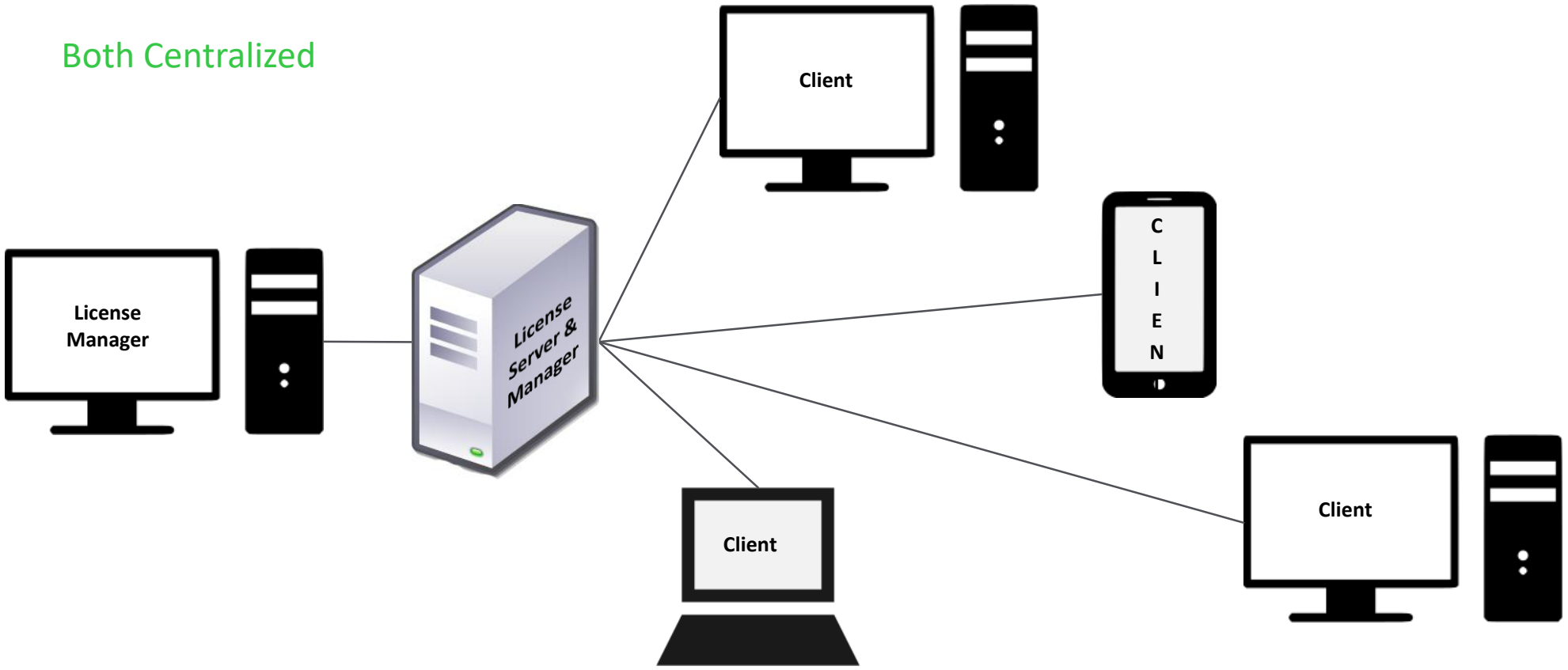
Architectural Options

Localized or Centralized License Server? Localized or Centralized License Manager?

Both Centralized



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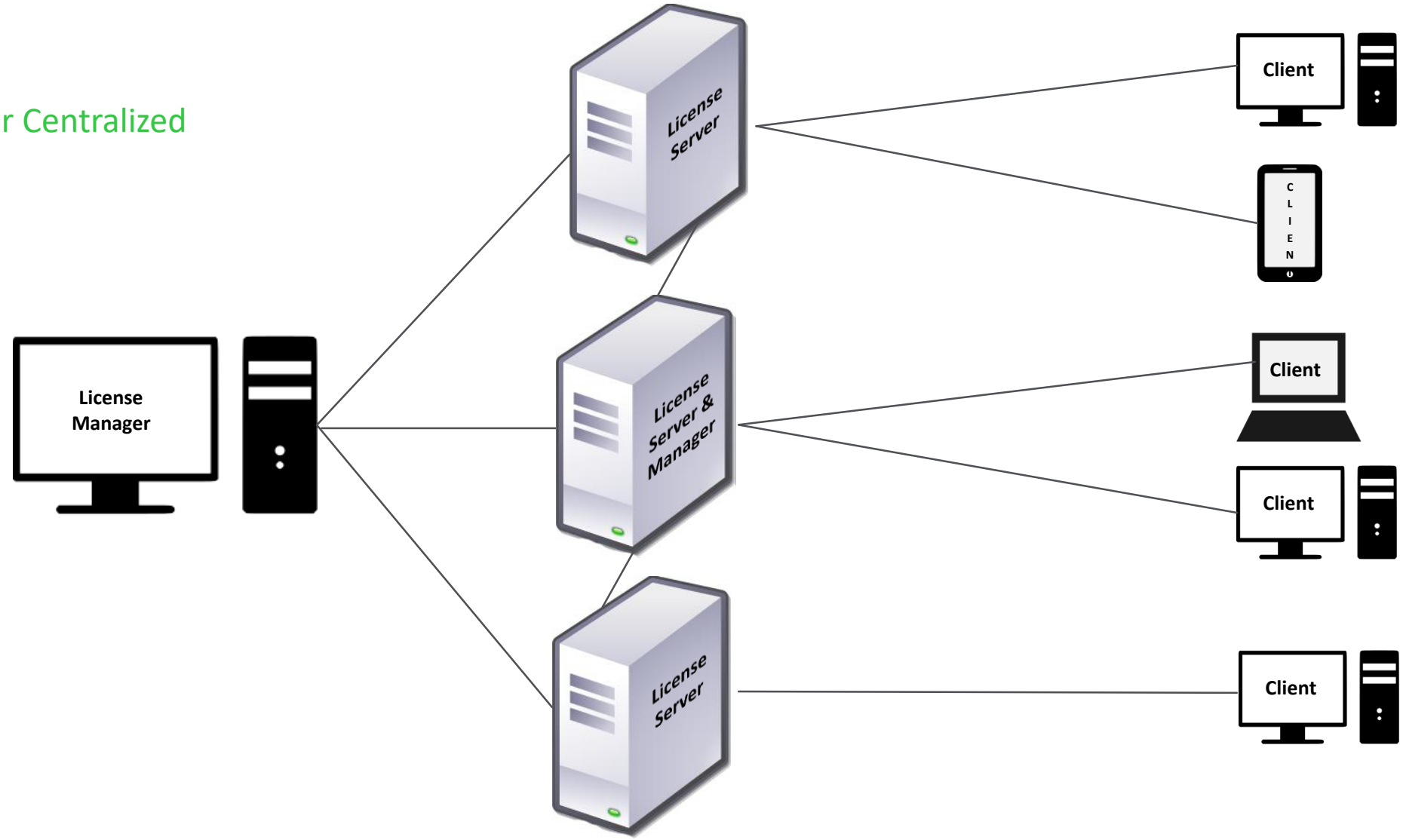
Architectural Options

Manager Centralized



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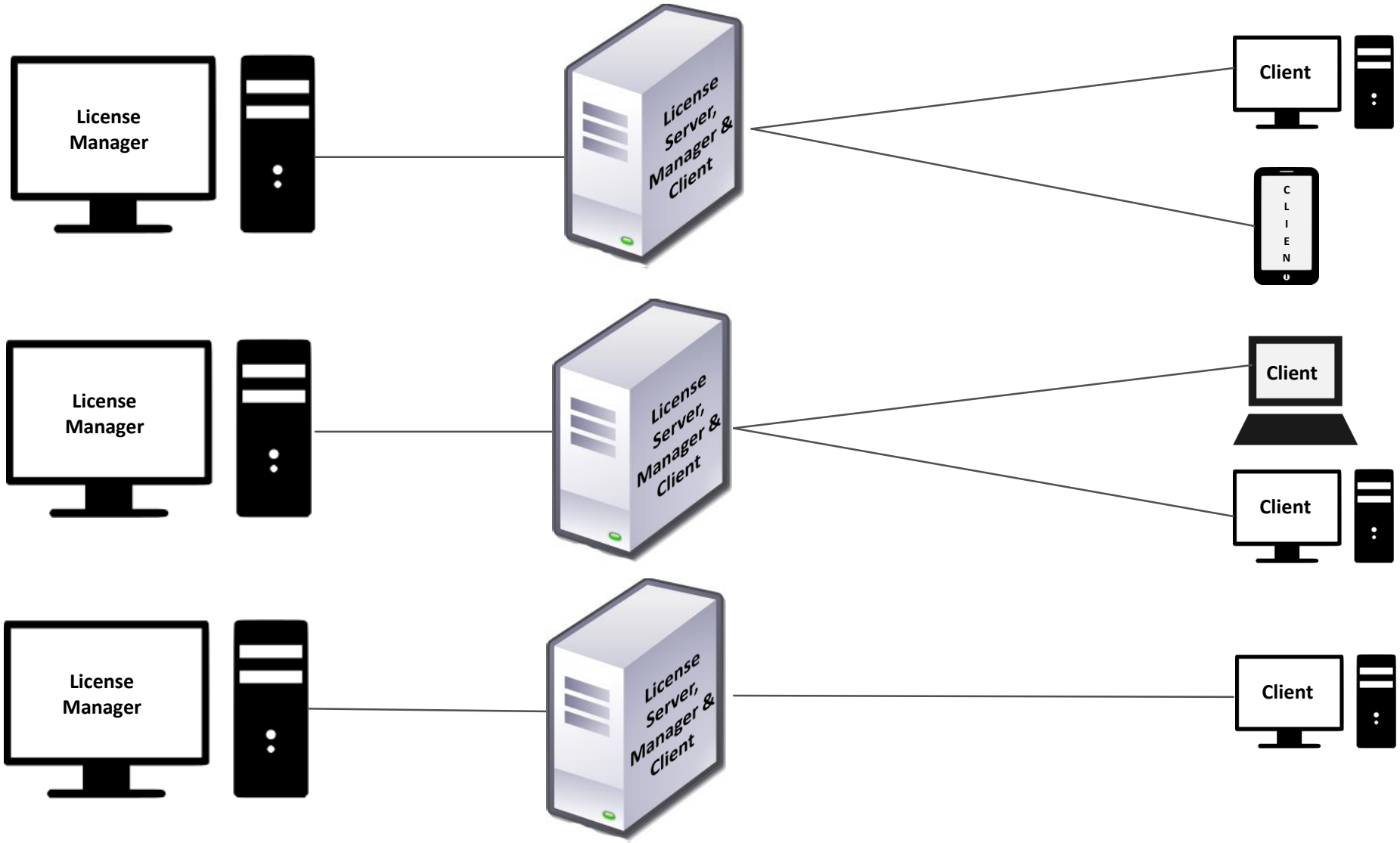
Architectural Options

None Centralized



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License Installation/ Upgrade Activation -

Came with our product installation or download from GCS Website (upgrade)

Detail steps are explained in licensing guide. (SELicenseManagerGuide35.pdf)

Please also refer to the readme in the ISO image or zip file

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License Activation

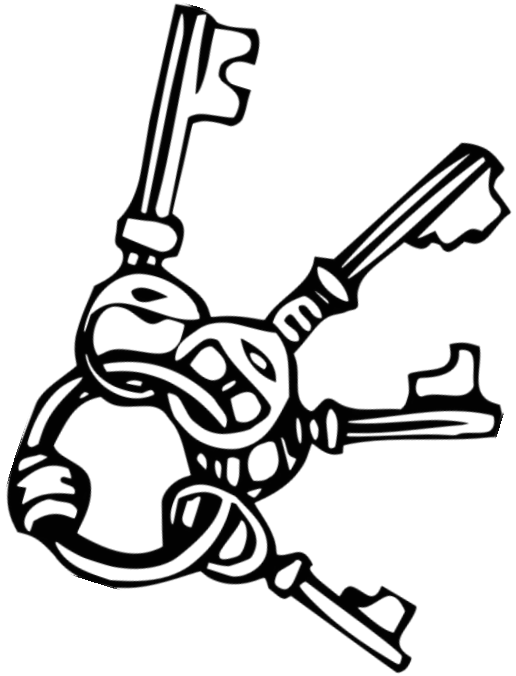
All Licenses Must be Activated, and Each Production License Can Only Be Activated Once

Online Activation

- Used if the AVEVA License Manager has a direct connection to the Internet.
- Can even be used within a highly-secured network if a port can be temporarily opened just long enough for activation to occur.

Offline Activation

- Used if the AVEVA License Manager does not have a direct connection to the Internet.
- Requires a second machine that has either a browser (IE, Chrome) or AVEVA License Manager installed and has a direct connection to the Internet.



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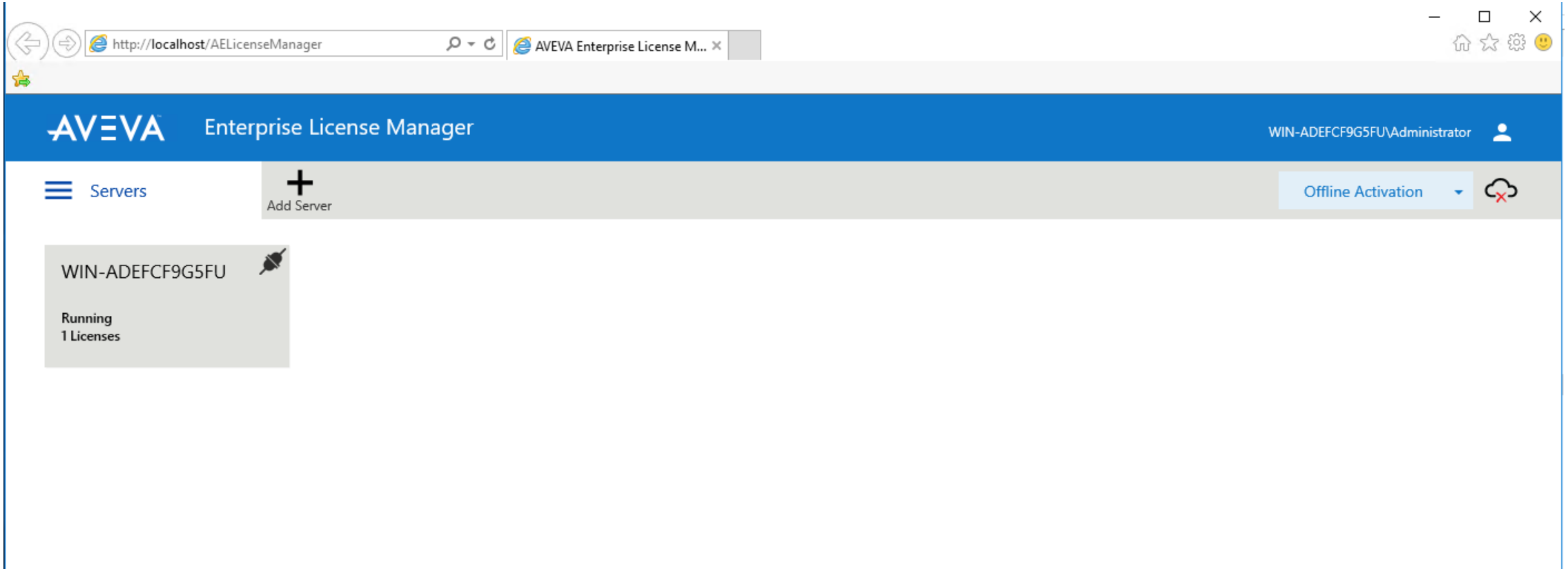
License Activation – Online/offline Activation

Online Activation is used when the License Manager has Internet Access

Offline Activatiob when Liencse Manager has no Internet Access



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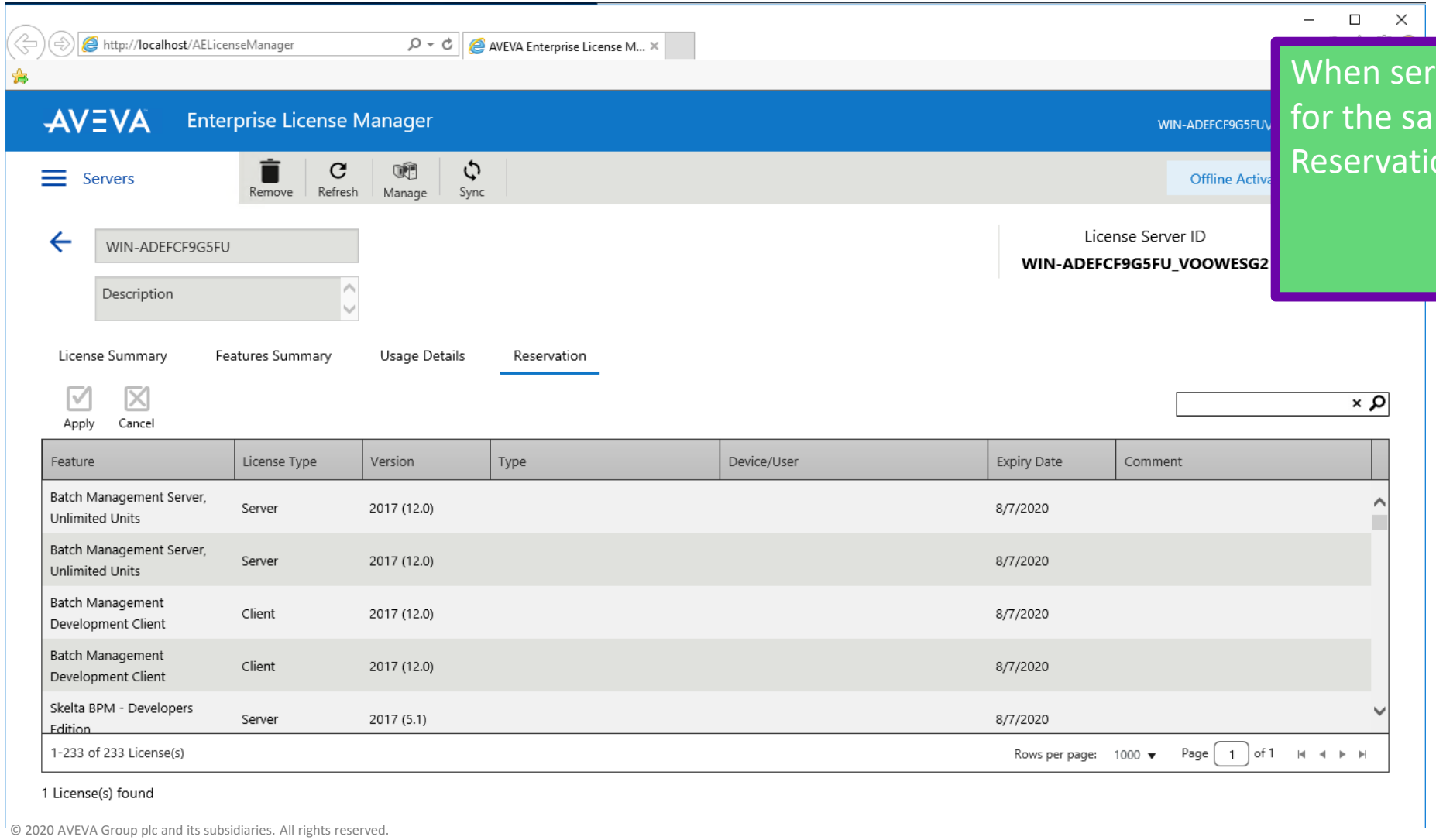
US Features - License Reservation

Reserve a License to a Particular Device or User



When serving multiple licenses for the same product, Reservation is a must.

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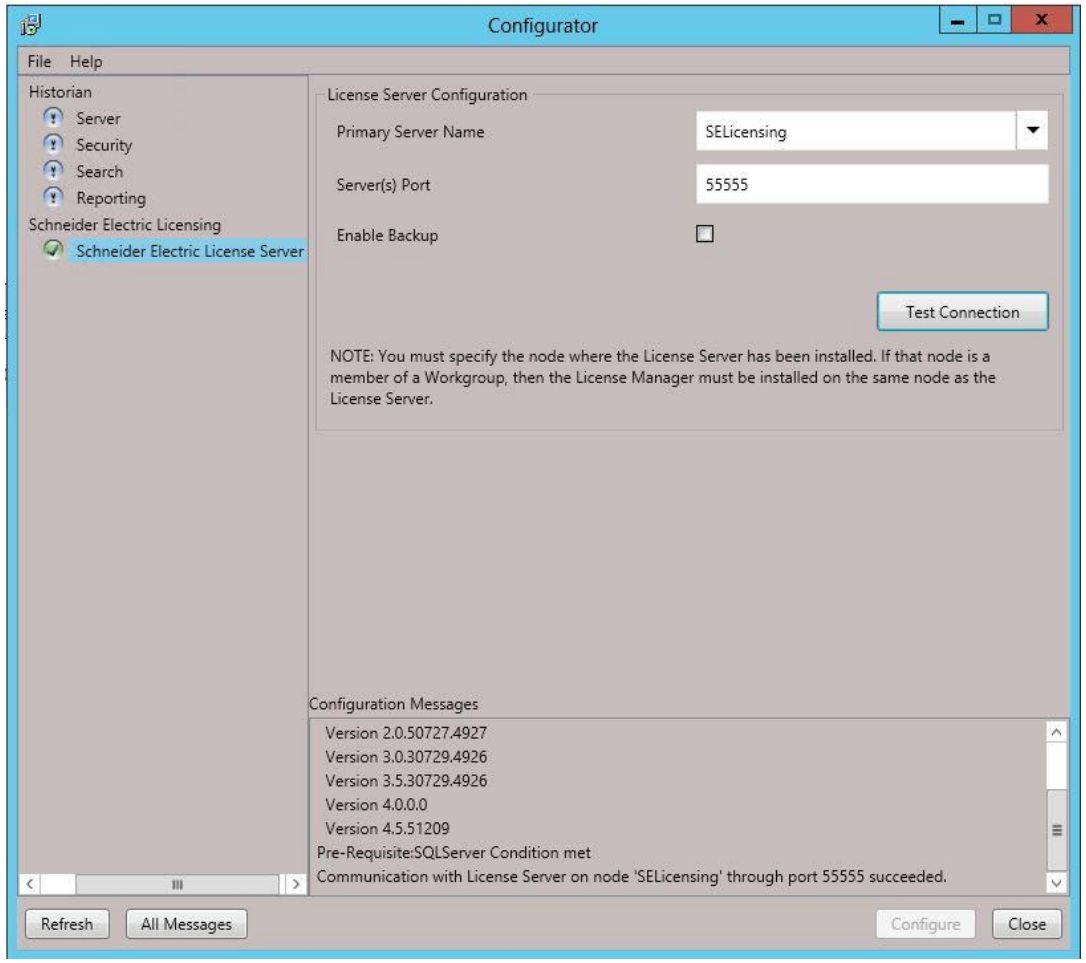
The Configurator

Used on Each machine Hosting Wonderware Products to Let the Product Know Where to Go to Grab a License



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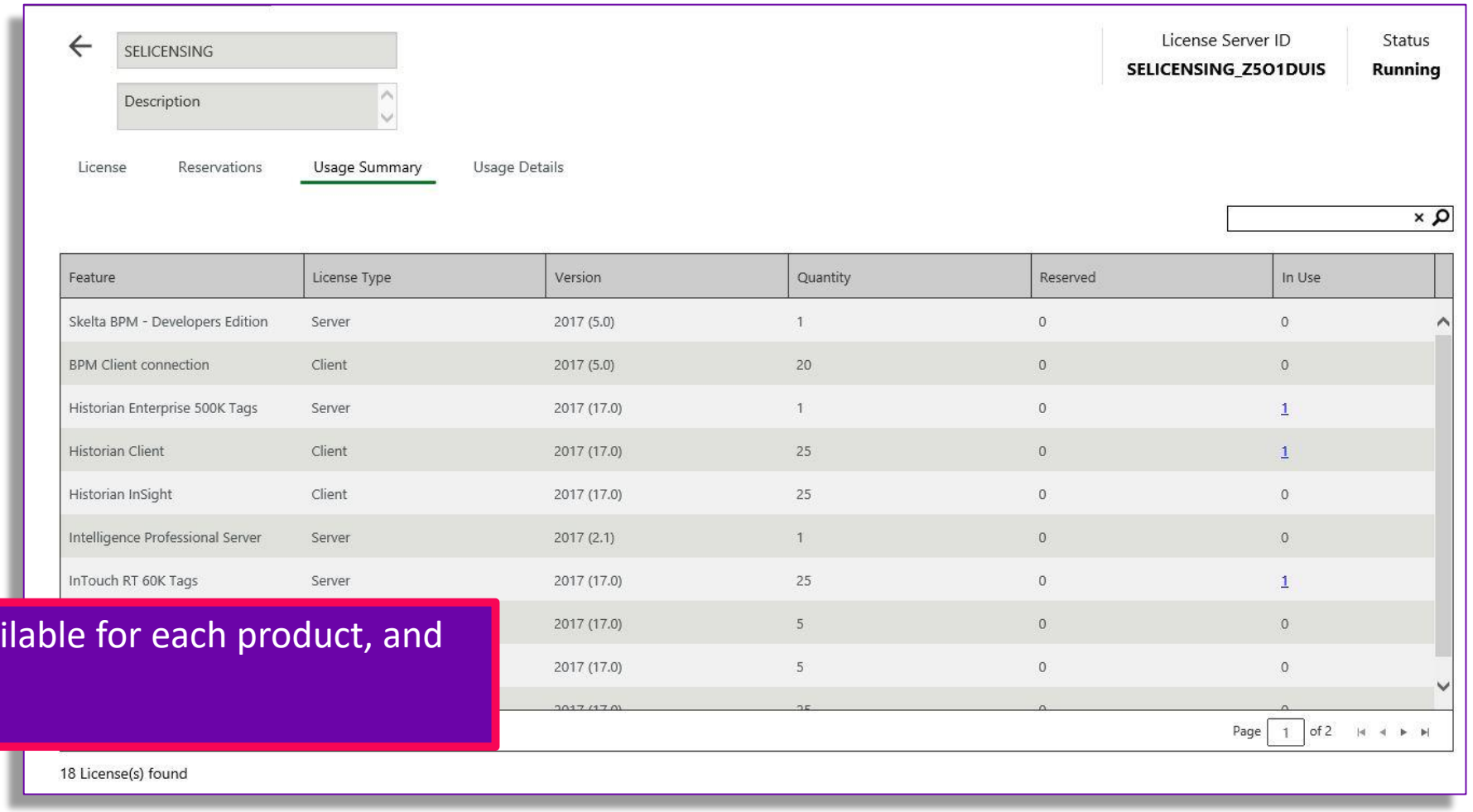
UI Features - Usage Summary

Which Licenses are in Use?



View how many licenses are available for each product, and how many are in use.

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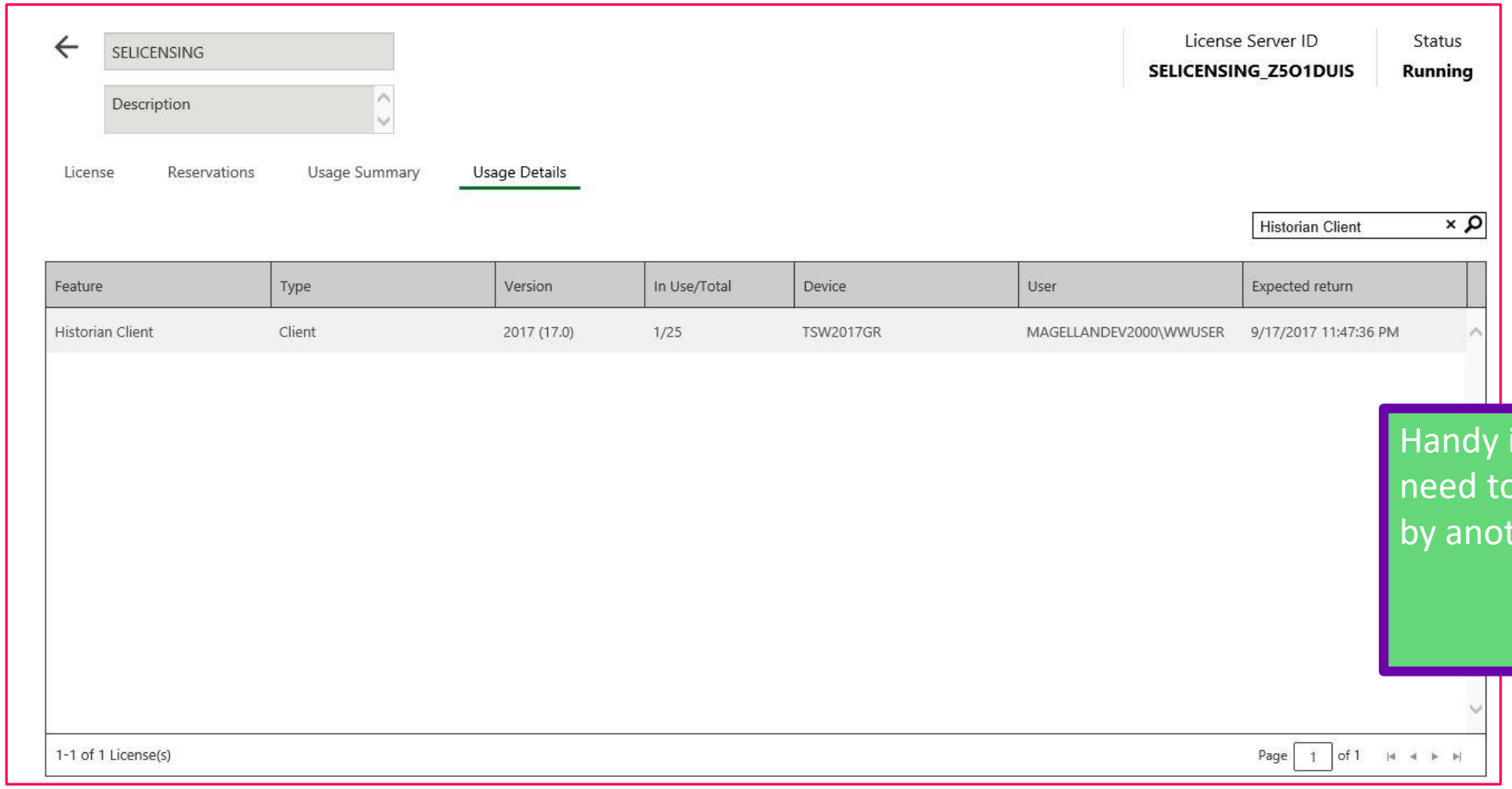
UI Features – Usage Details

Who is Using a License, and on What Machine?



Handy information when you need to free up a license for use by another Machine/User.

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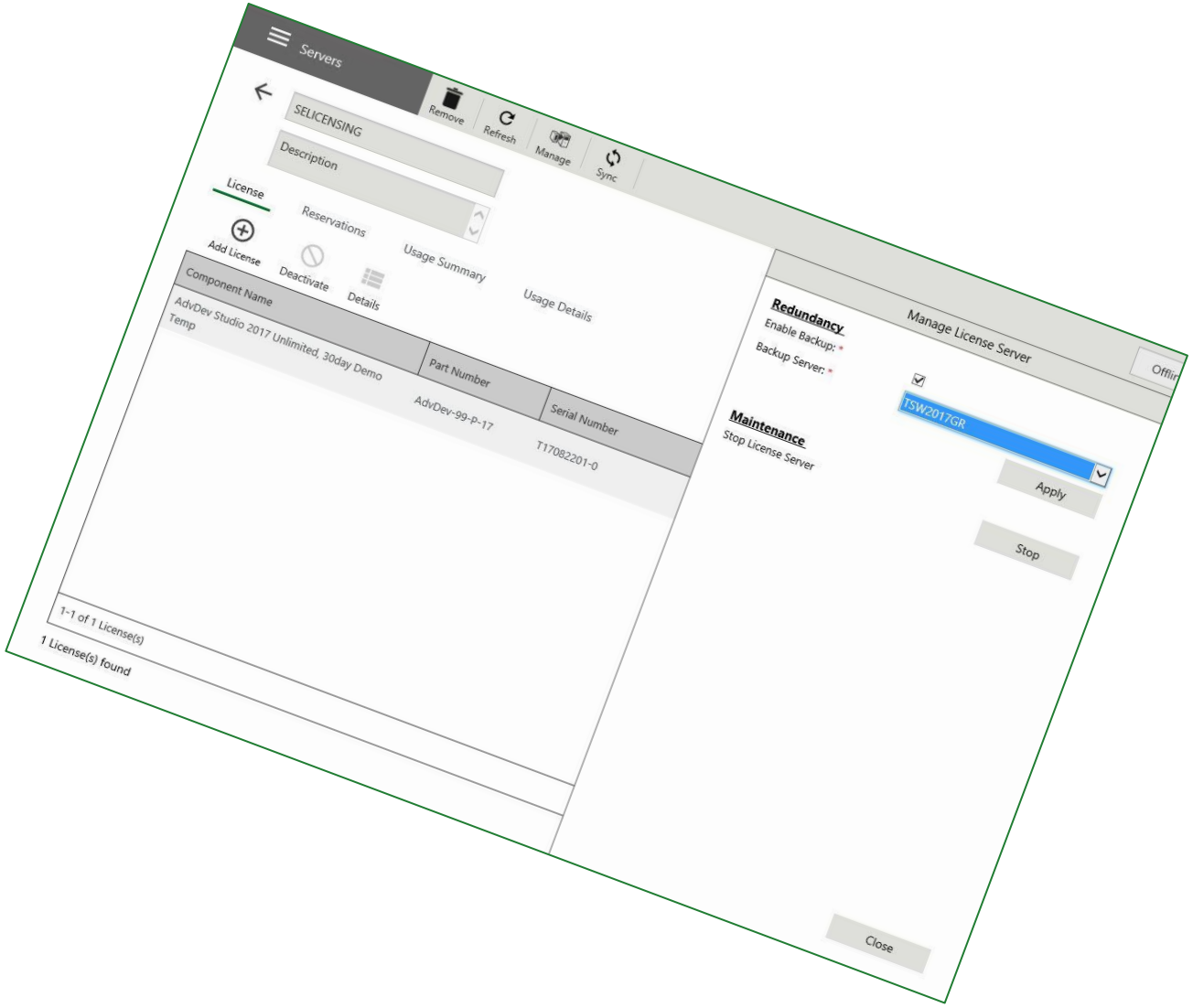
License Server Redundancy

License Server Failover

Steps to Configure:

1. Add a Second Server to the License Manager.
2. Select the Primary Server, then open the Manage panel.
3. Check the Enable Redundancy Option.
4. Select the Second Server from the select menu.
5. The Primary will Pair with the Secondary and Show as a Single Server on the Server Summary Page.
6. Sync the Pair.
7. For each Product, re-run the Configurator and Point to the Pair.



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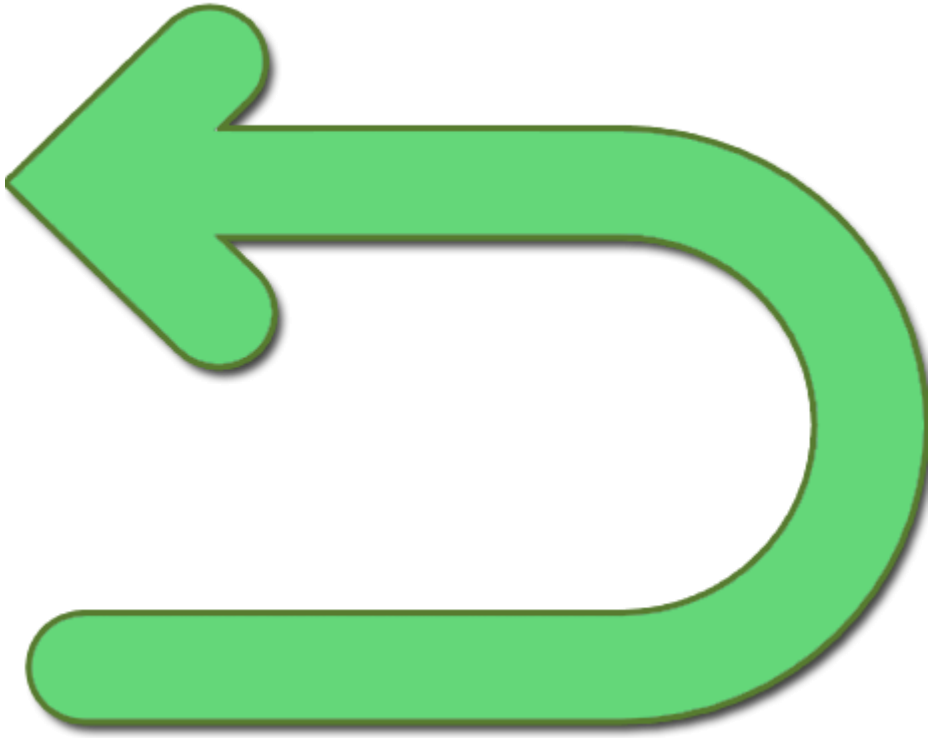
How It Works – License Return

How does a license become available for use by another instance of the product?



- 2 Ways to Return a License:

1. On proper shutdown of the product, the license is returned.
2. If a product cannot be properly shutdown, the license will remain reserved to that instance of the product until the License Server forces return – 20 minutes or 2 weeks.

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Things to Consider

1. Loss of communication with the License Server may result in an unexpected impact on production.

2. Failure to shut down a product properly may make a license unavailable for use until the license is force-returned to the License Server.

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Best Practices

1. If a change in HostName of the License Server machine is required, deactivate all licenses first, change the machine name, reset the License Server, then reactivate all of the licenses.
2. Make an image of all License Servers. (Do not start the Image or else it will goes into Grace Period)
3. Always properly shut down products to ensure return of the license to the License Server.
4. Consider using a local License Server for critical components of your Wonderware System.

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- Activation Based Licensing

- Tech Notes and Tech Alerts

- TN2907 - Schneider Electric Licensing – Best Practices

- TN2908 - Resolving Historian Server Unable to Return License to the License Server

- TA271 - Installing 2017 Software or License Server on the Same Computer on which a 2014 License Server ...

- TA274 - Communication failure between Wonderware products and a License Server can result in product sh...

- TA280 - Improper Shutdown of InTouch from within an InTouch RDS/TSE Session May Result in the License U...

- TA281 - Do NOT Rename the License Server Computer when Licenses are Activated

- TA297 - Issue with 2017 Licensing - Reserve License Capability For Supervisory Client and InTouch Web C...

- TA358 - The Backup License Server fails to serve licenses when the Primary License Server is down for m...

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XML file

Mon 5/7/2018 10:26 AM

M Mail@schneider-electric.com

Site 631: Wonderware Temp License Site

To david.ujifusa@aveva.com

WW-Temp-Activated-20180507102518-Licenses.xml.zip
1 KB

Dear Customer,

Thank you for your Wonderware software order. This messa

ORDER INFORMATION
Site 631: Wonderware Temp License Site - 631
Order ID: Temp-Activated-20180507102518

Part Number: AppSvr-08-N-17 Part Description: Application
Part Number: SupClt-03-N-17 Part Description: Supervisory
Part Number: SupClt-03-N-17 Part Description: Supervisory
Part Number: HstStd-53-N-17 Part Description: Historian Ser
Part Number: OIServ-51-N-17 Part Description: OI Servers St
Part Number: SupClt-51-N-17 Part Description: Supv Client w

You can download the software installation package using th
Four simple steps will activate your License:

1) Save the attached xml.zip License file
2) Install product software
3) Open the License Manager
4) Activate. For detailed instructions on the activation proce

For license activation or product support, please contact you
contact info here if desired.)

C:\Users\davidu.CORP\AppData\Local\Temp\wzd97a\WW-Temp-Activated-20180508074808-Licenses.xml

File Edit View Favorites Tools Help

```
<?xml version="1.0"?>
- <licenseAttachment ver="1.0">
  - <entitlements>
    - <entitlement id="Temp-Activated-20180508074808">
        <owner siteID="631" name="Wonderware Temp License Site - 631"/>
      - <activations>
        - <activation id="9FY8-RTN6-8U1A-CYHW">
            <partNumber>SupClt-51-N-17</partNumber>
            <catalogName>Supv Client w/ HistClient 2017, no MSCAL_</catalogName>
            <serialNumber>71000313</serialNumber>
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        - <activation id="BB0H-ZMQU-630Q-E91U">
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Grace Period

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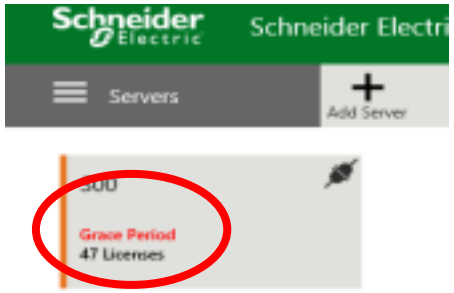
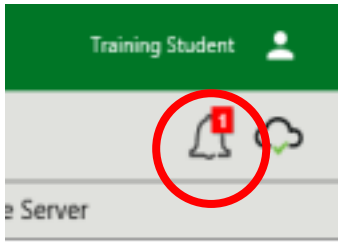
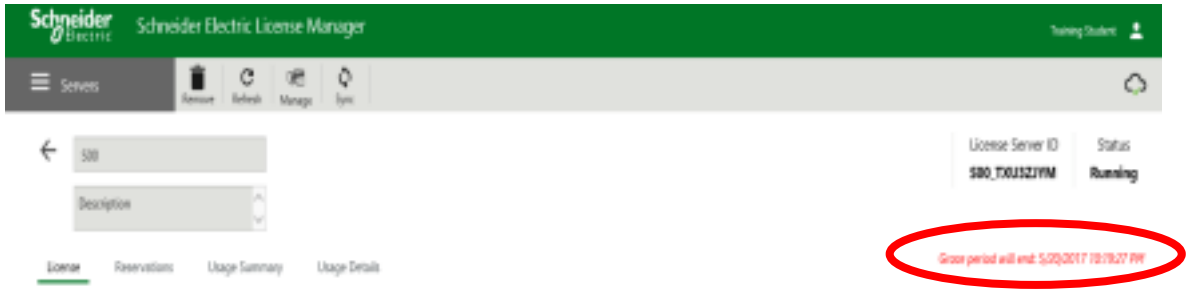
License Server Grace Period

- A mean of supporting the license server in virtual environments without the use of dongles
- When Cloning virtual machine License server enters grace period
- License server keep working for a Grace Period of 2 weeks
- 3 ways to identify Grace period







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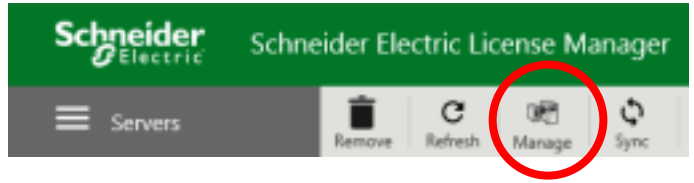
Ways to exit Grace Period

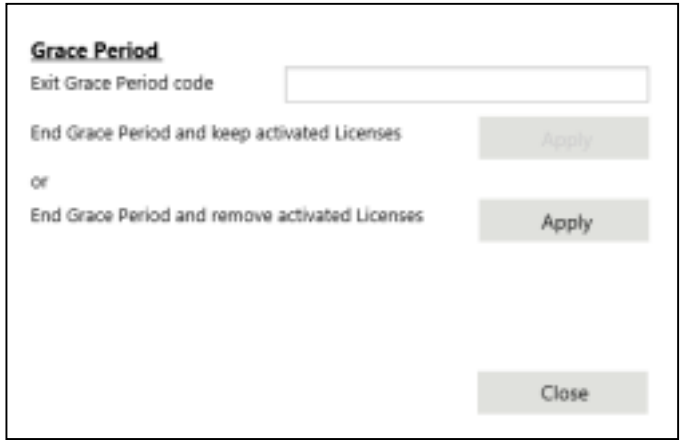
- All accessible from Manage License server
- When **NO** licenses are activated
  - Reset License server ID
- When licenses are activated
  - Exit while keeping licenses active

  This requires entering grace period code
  - Exit and remove licenses

  This will also reset the server ID

  New licenses can then be activated.





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Troubleshooting

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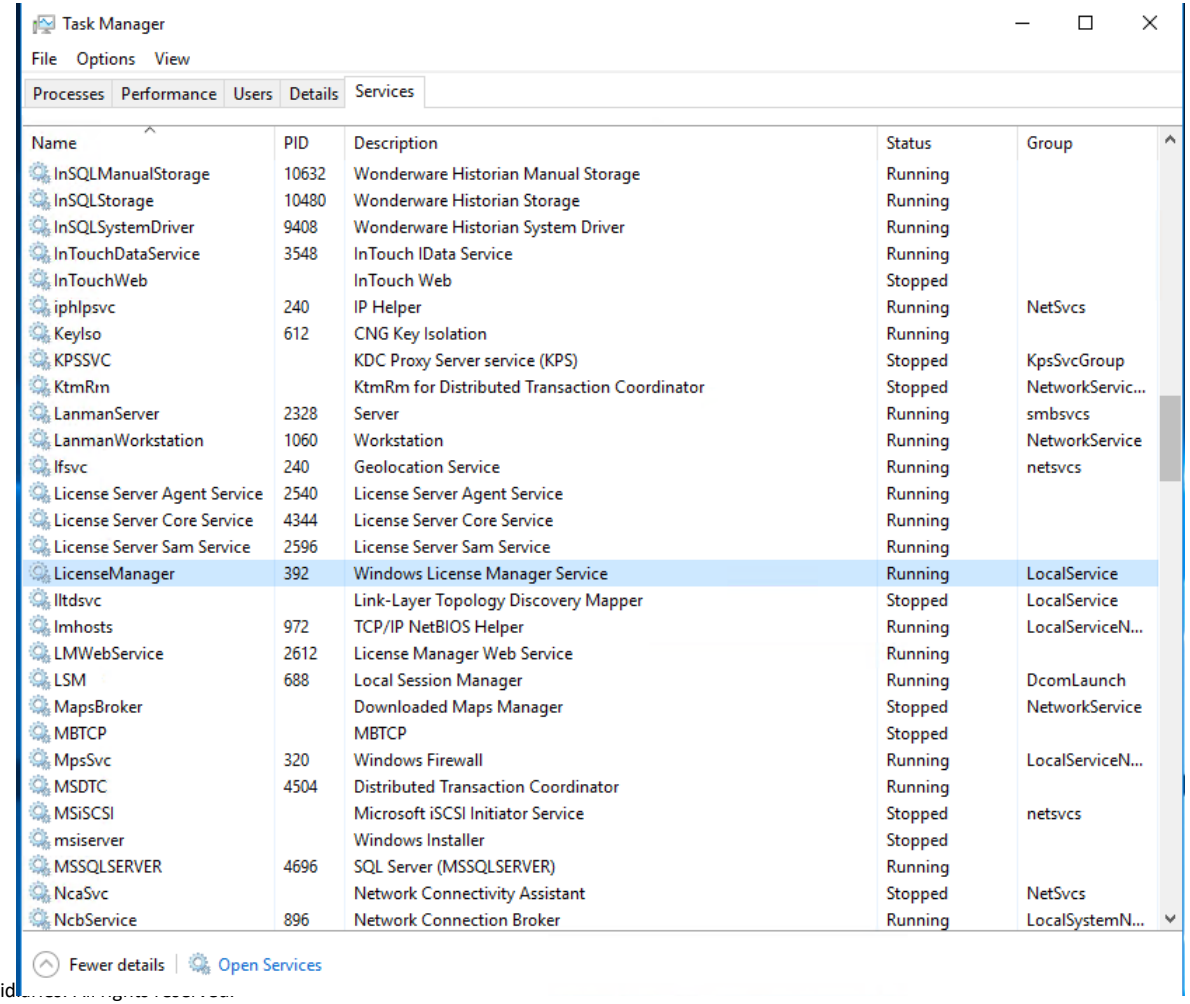
Services

Made sure services are running



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License not updated?

- Try to do a “sync”

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Troubleshooting with Global Log Flags

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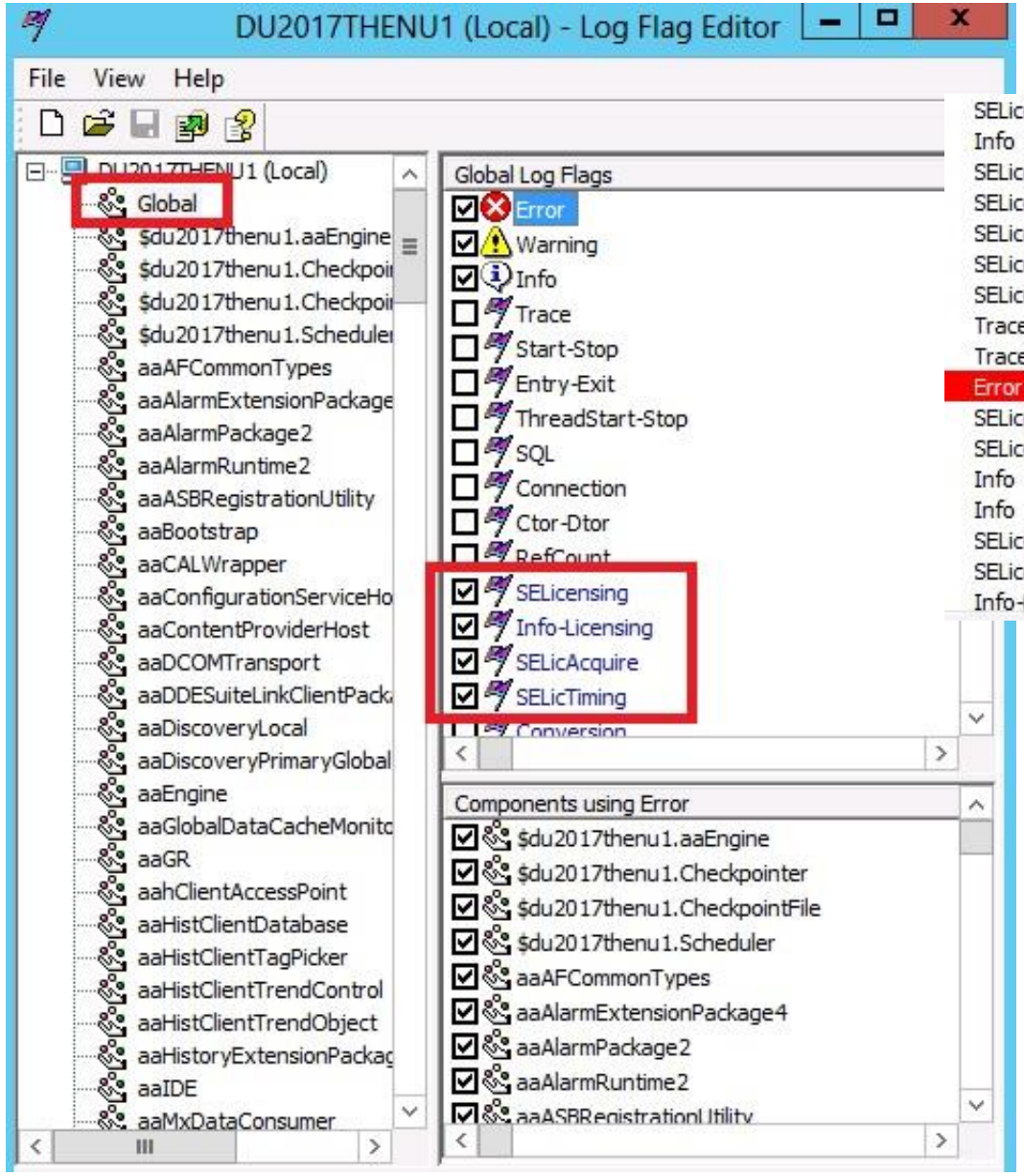

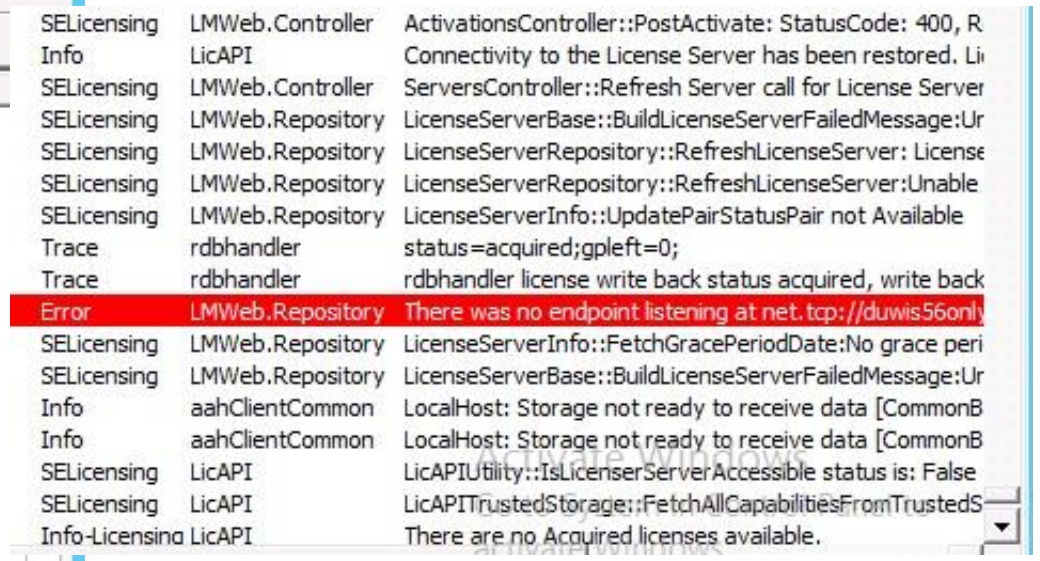

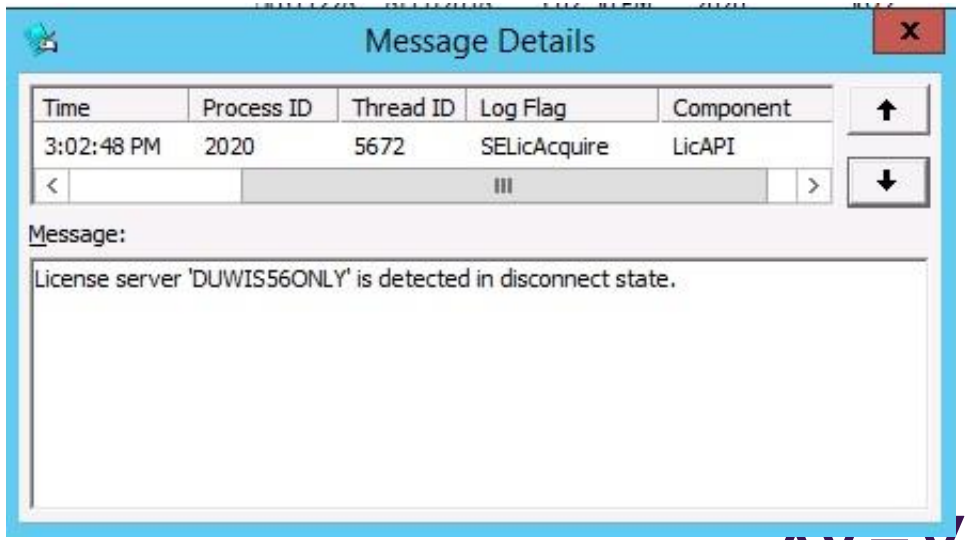

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Troubleshooting with Product Log Flags

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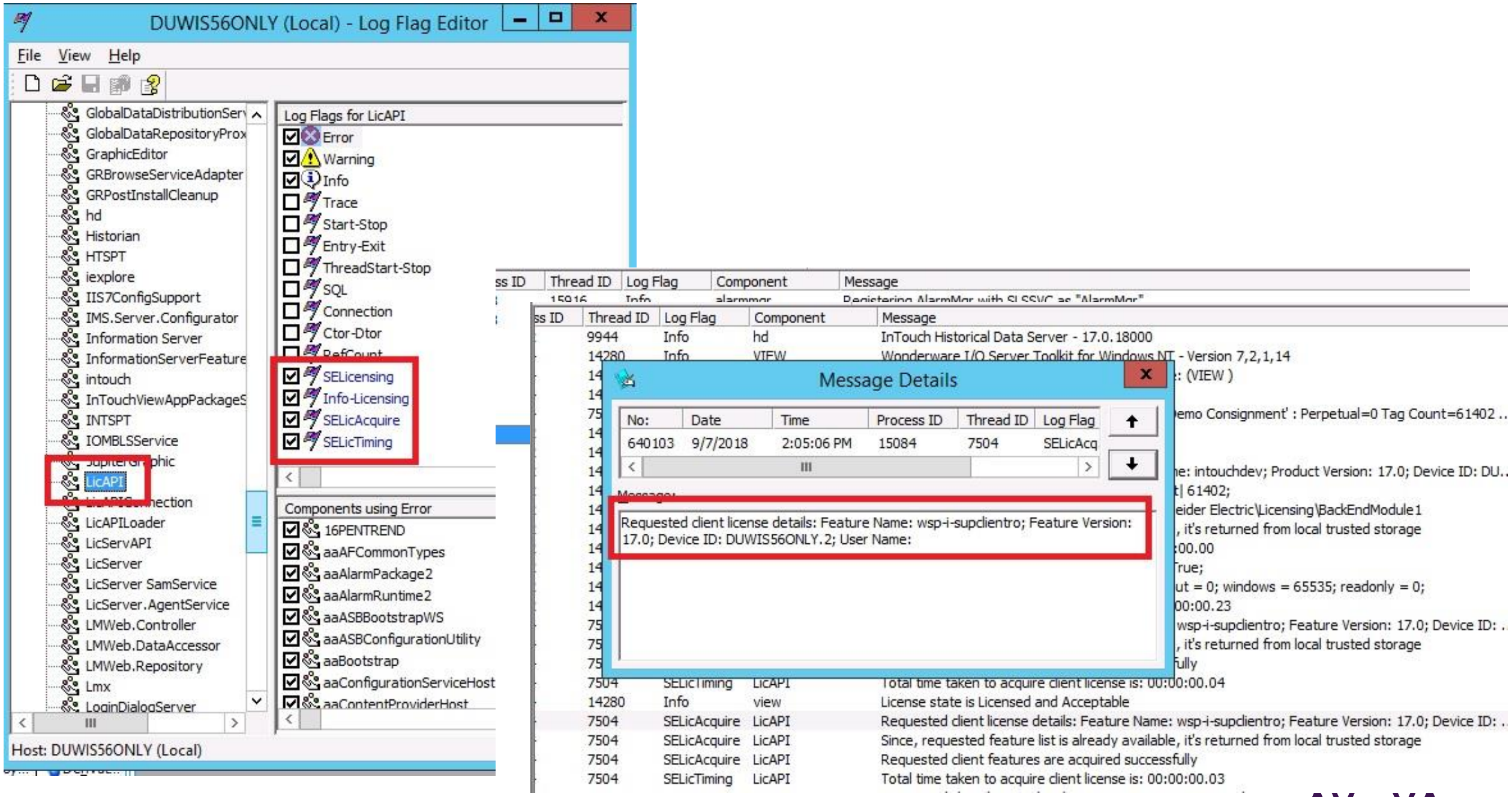

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Additional Error Logs (To be sent to R&D)

Go to C:\ProgramData\Schneider Electric\Licensing\License Server

- Envid_data.log
- Fne-access.log
- Fne-error.log

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Questions?

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