Schneider Electric License Manager

User Manual

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www.schneider-electric.com

The information provided in this documentation contains general descriptions and/or technical characteristics of the performance of the products contained herein. This documentation is not intended as a substitute for and is not to be used for determining suitability or reliability of these products for specific user applications. It is the duty of any such user or integrator to perform the appropriate and complete risk analysis, evaluation and testing of the products with respect to the relevant specific application or use thereof. Neither Schneider Electric nor any of its affiliates or subsidiaries shall be responsible or liable for misuse of the information that is contained herein. If you have any suggestions for improvements or amendments or have found errors in this publication, please notify us.

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All pertinent state, regional, and local safety regulations must be observed when installing and using this product. For reasons of safety and to help ensure compliance with documented system data, only the manufacturer should perform repairs to components.

When devices are used for applications with technical safety requirements, the relevant instructions must be followed.

Failure to use Schneider Electric software or approved software with our hardware products may result in injury, harm, or improper operating results.

Failure to observe this information can result in injury or equipment damage.

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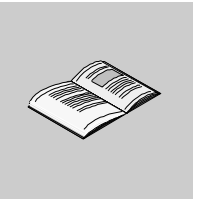

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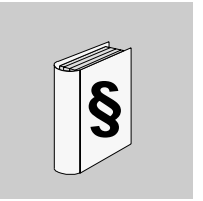
Safety Information



Important Information

NOTICE

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.

The addition of this symbol to a Danger safety label indicates that an electrical hazard exists, which will result in personal injury if the instructions are not followed.

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠ DANGER

DANGER indicates an imminently hazardous situation which, if not avoided, **will result in** death or serious injury.

⚠ WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, **can result in** death or serious injury.

⚠ CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, **can result in** minor or moderate injury.

NOTICE

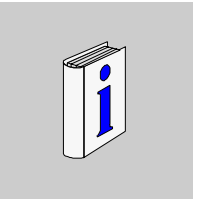
NOTICE is used to address practices not related to physical injury.

PLEASE NOTE

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation, and has received safety training to recognize and avoid the hazards involved.

About the Book



At a Glance

Document Scope

This document describes how to use the Schneider Electric License Manager and provides general information about license handling.

Validity Note

This document is valid for Schneider Electric License Manager V1.0.

User Comments

We welcome your comments about this document. You can reach us by e-mail at techcomm@schneider-electric.com.

Basics about Software Licensing

I

What Is in This Part?

This part contains the following chapters:

Chapter	Chapter Name	Page
1	General Information about Licensing	11
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3	Licenses for Free Tools	23

General Information about Licensing

1

What Is in This Chapter?

This chapter contains the following topics:

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About the Schneider Electric License Manager	12
About Privacy	14
Software Product Behavior	15

About the Schneider Electric License Manager

Introduction

You can use the Schneider Electric License Manager to activate *(see page 13)* (update, return, repair) your Schneider Electric software products´ licenses.

Furthermore, you can display and manage the licenses activated with the Schneider Electric License Manager.

NOTE: By activating a license for a Schneider Electric software product, the licensee declares that the software product will be used within the boundaries described in the license agreement.

Activating a Software Product

Your software product may come with a trial license to test and evaluate the software during a trial period. The trial license is automatically activated during first launch of the software product. A trial license includes the maximum set of software product features.

You can activate the license of your software product to get a full license. If you do not activate the license of your software product during the trial period, the functionality of the software product can be reduced after the trial period has expired.

You can use the following methods to activate a node-locked license for your software product:

- **By web**
- **By web portal**
- **By phone**
- **By e-mail**

Depending on the activation method, the activation needs to be completed in a separate step.

For detailed explanation of the different activation methods, refer to the chapter *General Information about Activation Methods (see page 39)*.

NOTE: Software installation is independent of the activation of software product licenses. You can even activate a license for a software product that is not yet installed.

The general activation principle is to send an activation request to Schneider Electric and subsequently to receive an activation response from Schneider Electric. The data in the activation request provides information to the Schneider Electric License Server about the licensee, the software product and the local PC where the license will be activated. The data in the activation response is validated by the Schneider Electric License Manager to allow operation of the software product within the scope of your license.

There are different ways to exchange the activation request and activation response for different activation methods:

Activation Method	Format of Activation Request / Response
By web	The Schneider Electric License Manager generates the activation request and transmits the data through an internet connection to the Schneider Electric License Server. The activation response is automatically received and processed by the Schneider Electric License Manager.
By web portal **By e-mail**	The Schneider Electric License Manager generates an XML Request File. The XML Request File needs to be submitted to Schneider Electric through the Software Licensing Web Portal or by e-mail. In response an XML Response File is provided for download in the Software Licensing Web Portal or sent by e-mail, respectively. To complete the activation the XML Response File needs to be loaded in the Schneider Electric License Manager.
By phone	The Schneider Electric License Manager generates a Short Code Request. The Short Code Request is a string of characters and digits which needs to be told to the operator during a phone call with the Software Registration Center. During the call a Short Code Response is generated and the string is told to you by the operator. To complete the activation the Short Code Response needs to be entered in the Schneider Electric License Manager.

Additional Functions of the Schneider Electric License Manager

The following table gives a description of the additional functions:

Function	Description
Update	You can update a software product license. After update it provides more capabilities and/or more features, for example from size M to size L or from version V1.0 to V2.0. After updating to a later license version, you still can use the earlier version of your software product.
Return	You can return a software product license. After return it will be available for activation on another local PC.
Repair	You can repair a software product license for further usage after it became untrusted, for example due to replacement of hardware components.

Unavailable Options

Dependent on your software product and the kind of license, some options or text boxes appear grayed, that means they are not available.

About Privacy

Introduction

The privacy statement explains our policy regarding any personal information you may supply to us when activating Schneider Electric software products.

At certain times, we may need information from you and may ask you to complete an activation form. Our goal in collecting this personal information during the software product activation process is twofold:

- to provide you with the option to activate your Schneider Electric software product at your convenience, and
- to allow you to receive the necessary updates and notices for effective use of your software product.

NOTE: The more you tell us about you during the activation process, the more able we are to deliver or allow you to access the most relevant information that meets your needs.

Activation by Web

To extend our service, we may occasionally save information on your local PC or the PC used to connect to the Software Licensing Web Portal in the form of a cookie. Thus, all cookie features must be enabled when you activate your software product **By web** or **By web portal**.

Commitment

Schneider Electric will neither share e-mail addresses with persons outside Schneider Electric nor disclose any user information to any third parties.

NOTE: At any time you may revoke your agreement to be contacted by Schneider Electric based on the information provided during activation of a software product license. If you want to decline to receive e-mails with news on Schneider Electric products, please update your Web User Account in the Software Licensing Web Portal or send an e-mail to the Software Registration Center.

Thank you for choosing a Schneider Electric software product. We appreciate your business.

Software Product Behavior

Introduction

The behavior of not activated Schneider Electric software products depends on the kind of software product and version you are using.

In principle the software product behavior varies according to the following types of activation:

- mandatory activation
- optional activation

Mandatory Activation

It is recommended to activate the software product before the trial period expires, that is, before a given time limit is reached. Because when the trial period expires, the software product will either stop working, or it will continue working, but with a limited functionality. Nevertheless, it is possible to activate the software product even after the trial period has expired.

NOTE: For continuous use of your software product, please activate before the trial period expires.

Optional Activation

The software product runs without a time limit. But at certain time intervals an activation reminder dialog will be displayed.

Licenses for Commercial Software Products

2

What Is in This Chapter?

This chapter contains the following topics:

Topic	Page
Kinds of Licenses for Commercial Software Products	18
License Architecture	20

Kinds of Licenses for Commercial Software Products

Introduction

There are the following kinds of licenses for commercial software products available:

- Trial Licenses
- Trusted Storage Licenses
- Dongle Licenses
- Corporate Licenses

Trial Licenses

A Trial License:

- is used to test and evaluate a software product during a trial period of, for example, 21 days.
- is automatically activated during first launch of the software product on the local PC.
- includes the maximum set of software product features.
- is not available for floating licenses.
- is not available for dongle licenses.
- is only available in the Schneider Electric License Manager.
- can only be used in the trusted storage even if the license to be purchased after the trial period is a dongle license.
- can only be used as a node-locked license on the local PC even if the license to be purchased after the trial period is a floating license.

Trusted Storage Licenses

A Trusted Storage License:

- can be a node-locked license.
- The license information is stored in a hidden system area.
- By using the Schneider Electric License Manager you can manage (activate, update, return, repair) your license autonomously.

Dongle Licenses

A Dongle License:

- can be a node-locked license.
- is a file-based license, which is bound to a dongle.
- The license information is stored in a license file which has a first level of protection with digital signature.
- The license file is located in the folder **Schneider Electric License** on the dongle.
- To use a dongle license the license file must be added to the configuration and the Dongle ID in the license file must correspond with the Dongle ID of the dongle which is plugged to the local PC.
- Dongle licenses are activated by Schneider Electric only. This results in a ready-to-use license file for you.

Corporate Licenses

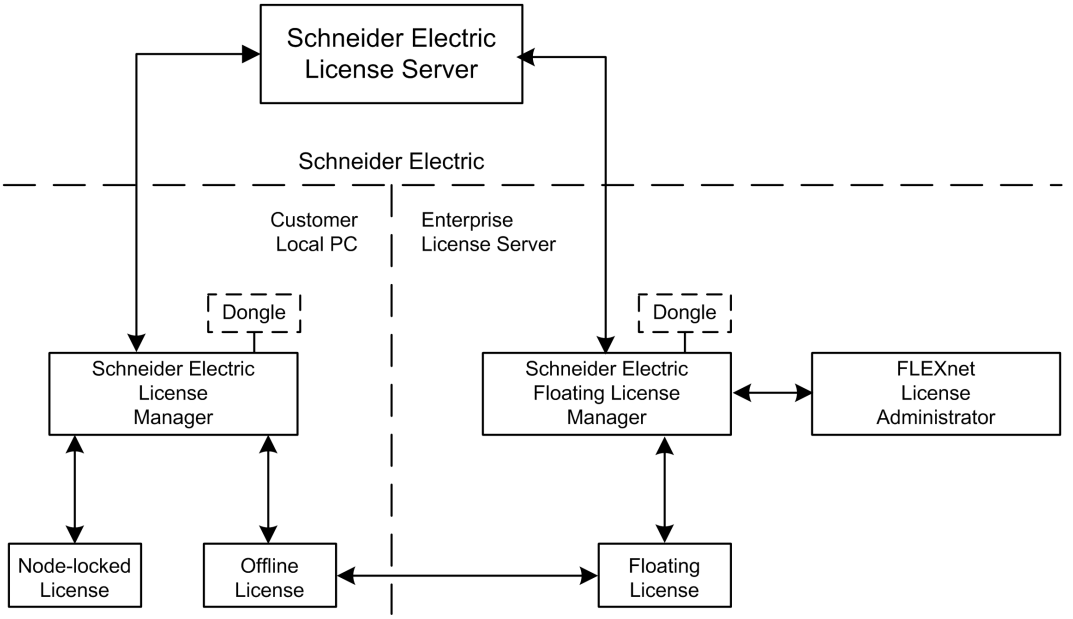
A Corporate License:

- is based on special agreements between your company and Schneider Electric.
- is a node-locked license.
- can be used on any local PC of your company.
- includes company information in the license file.
- The license information is stored in a license file which has a first level of protection with digital signature.
- The license file is located in a specific folder on your local PC. The correct folder is opened automatically if you click the **Open** button in the **Options** →**Settings** dialog *(see page 30)*.

License Architecture

Introduction

Schneider Electric software licenses are managed in the following way:



Schneider Electric License Server

The Schneider Electric License Server is a server hosted by Schneider Electric, which manages the license information.

You need to exchange information with the Schneider Electric License Server to activate a license to your local PC or to your Enterprise License Server.

Enterprise License Server

The Enterprise License Server contains the floating licenses in your local network.

Schneider Electric Floating License Manager

With the Schneider Electric Floating License Manager you manage (activate, update, return, repair) floating licenses stored on an Enterprise License Server.

Schneider Electric License Manager

With the Schneider Electric License Manager

- you manage (activate, update, return, repair) node-locked licenses on your local PC,
- you open the web portal of the FLEXnet License Administrator to
  - display the available floating licenses which can be taken offline from the Enterprise License Server to a PC in your local network,
  - display the currently used floating licenses and show details of the hosts (local PCs) currently using the floating licenses.

Floating Licenses

A floating license is activated to an Enterprise License Server and

- can be used from different local PCs connected to the same local network as the Enterprise License Server. Using a floating license on a local PC the license is checked out from the Enterprise License Server and is not available for any other local PC from this moment. After usage the floating license is checked in again and is available for other local PCs again.
- can be a *trusted storage license (see page 18)* which has been activated by the Schneider Electric Floating License Manager or a *dongle license (see page 19)* activated by plugging in the dongle containing the license file and the correct Dongle ID.

NOTE: Manage (activate, update, return, repair and configure the dongle license files) your floating licenses only and exclusively with the Schneider Electric Floating License Manager. Changes performed via the FLEXnet License Administrator are not supported and may result in inconsistent or corrupted license information.

Node-locked Licenses

A node-locked license

- can be used on a local PC only,
- can be a *trusted storage license (see page 18)* which has been activated by Schneider Electric License Manager or a *dongle license (see page 19)* activated by plugging in the dongle containing the license file and the correct Dongle ID.

Offline Licenses

An offline license is a hybrid floating license transferred temporarily from your Enterprise License Server to a local PCs for a defined duration.

While a license is taken offline it can be used like a node-locked license on the local PC without a network connection to the Enterprise License Server.

You can take this local PC offline (mobile PC).

The offline floating license is in-use on the Enterprise License Server.

In order to use an offline license there is no exchange between the local PC and the Schneider Electric License Server.

If not longer needed on your mobile PC you can return the license to the Enterprise License Server and the license will be available for other local PCs again. To return the license you have to reconnect the local PC to the local network of the Enterprise License Server.

Licenses for Free Tools

3

Licenses for Free Tools

Introduction

Free tools can be activated on as many PCs as you like.

For a free tool

- activation is required.
- activation can only be done by web or by phone.
- for activation a Web User Account has to be entered in the e-mail address.
- no return, no update, no repair is possible.
- if the license has become untrusted, you can activate an additional license on the same PC.

Schneider Electric License Manager

II

What Is in This Part?

This part contains the following chapters:

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7	Activation Methods	41
8	Update Methods	55
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11	Complete Methods	91
12	Taking Offline Floating Licenses	97
13	Adding Dongle Licenses	101

Starting the Schneider Electric License Manager

4

Starting the Schneider Electric License Manager

Introduction

There are different ways to start the Schneider Electric License Manager:

- from the software product during trial period or when the trial period has been expired and the software product asks for activation
- from the **About** dialog box of the software product
- from the shortcut in the program group (**Start** →**Programs** →**Schneider Electric** →**License Manager**)
- from the Schneider Electric License Manager icon on your desktop

After starting the Schneider Electric License Manager the *main dialog box (see page 30)* is displayed.

Main Dialog Box and Tabs

5

What Is in This Chapter?

This chapter contains the following topics:

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Local Tab	32
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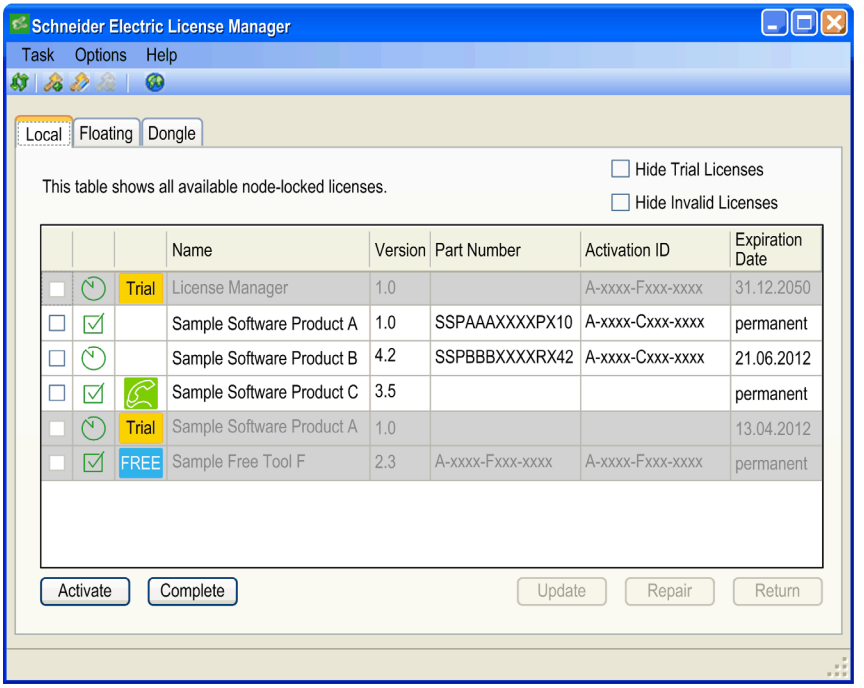
Main Dialog Box

Introduction

After starting the Schneider Electric License Manager the following main dialog box is displayed.

Main Dialog Box



Element	Description
Menu bar	
Task	• **Refresh**: Refreshes the values of the current tab. • **Exit**: Closes the Schneider Electric License Manager.

Options	• **Settings**: Opens the **Settings** dialog.
	This dialog allows you to
	  • configure the **SMTP Server**,
	  • select the **Current Language**,
	  • open your Windows Explorer displaying the correct folder where the corporate license files are saved.
	NOTE: If the Schneider Electric License Manager and the Schneider Electric Floating License Manager are installed on the same PC, these settings effect both of them.
	• **Enterprise License Server**: Opens the **Enterprise License Server Configuration** *dialog (see page 98)*.

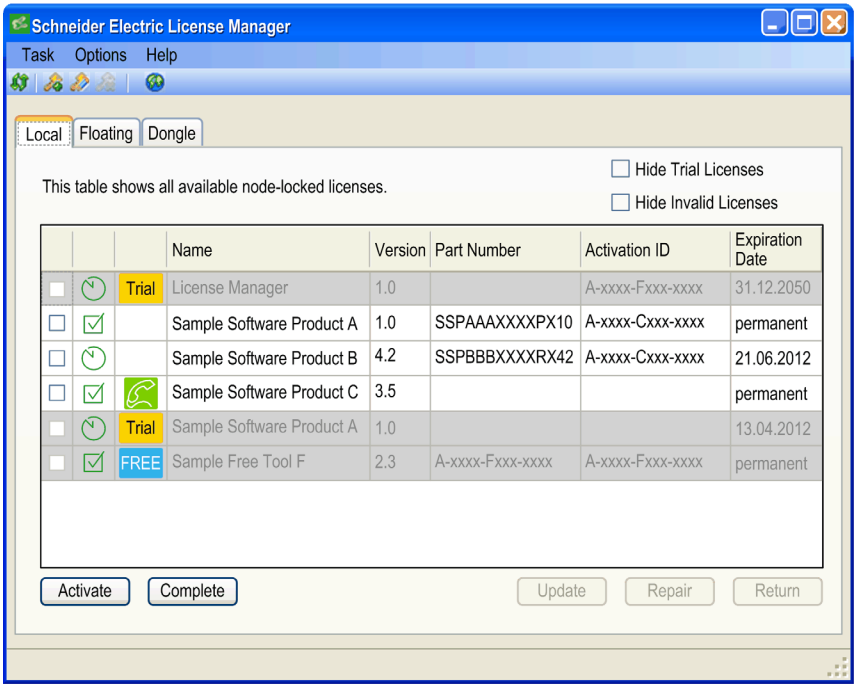
Help	• **Help**: Opens the **Schneider Electric License Manager Online Help**. • **Support**: Opens the **Technical Support** information window (phone numbers of Software Registration Centers). • **Software Licensing Web Portal**: Opens an internet browser and connects to the Software Licensing Web Portal on the Schneider Electric web site. • **About**: Opens the **About License Manager** information window.
Toolbar	
	Refresh View button: Refreshes the values of the current tab.
	Activate new node-locked license button: Opens the **Activation Methods** *dialog (see page 39)*.
	Complete transaction (Process XML response file) button: Opens the **Complete Transaction** *dialog (see page 91)*.
	Return license button: Opens the **Return Method** *dialog (see page 69)*.
	Open Software Licensing Web Portal button: Opens an internet browser and connects to the Software Licensing Web Portal on the Schneider Electric web site.
Tabs: • **Local** • **Floating** • **Dongle**	These different tabs are described in the following sections.

Local Tab

Introduction

After starting the Schneider Electric License Manager the main dialog box is displayed with the **Local** tab selected.

Local Tab



Element	Description
Filter options	
Hide Trial Licenses	Activate this check box to hide trial licenses.
Hide Invalid Licenses	Activate this check box to hide invalid licenses.
List of Licenses	
The row with information regarding the Schneider Electric License Manager is grayed and cannot be edited.	
1. column Activate a check box in this column to select a license for further actions. Depending on selection the buttons (**Update** etc.) below the list are enabled or disabled. Check boxes of trial licenses and of licenses for free tools are disabled.	

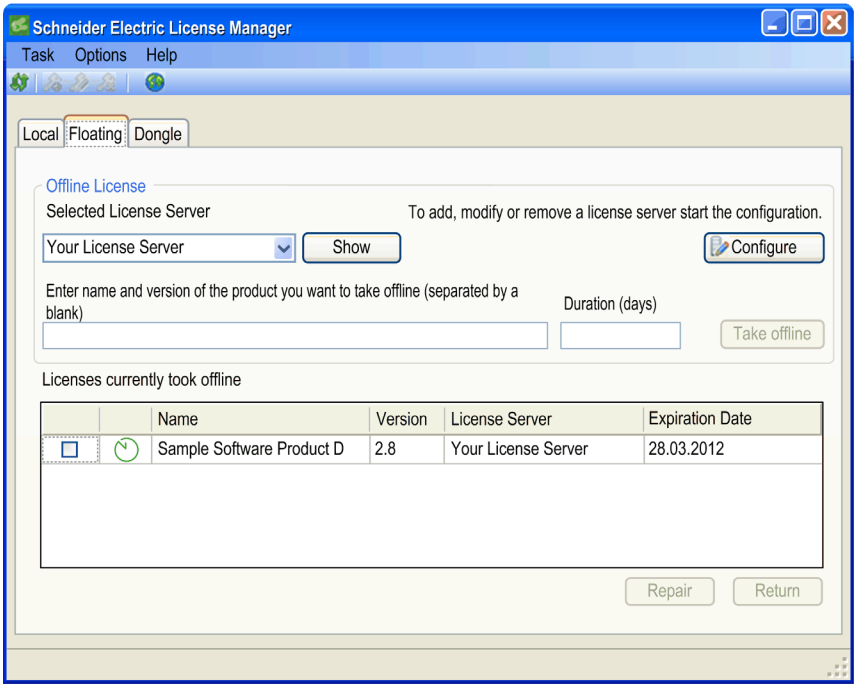
Element	Description
2. column The symbols in the second column provide information about the status of licenses.	
	active, permanent license
	active, expiring license
	active license, expiring in less than 4 days
	expired license
	disabled license (return or update of license is not yet completed)
	untrusted license
3. column The symbols in the third column provide additional information about the licenses.	
	trial license
	license for a free tool
	license was activated by phone
4. column to 8. column These columns provide information about **Name**, **Version**, **Part Number**, **Activation ID** and **Expiration Date** of the licenses. **NOTE:** The **Part Number** information is not available for trial licenses and licenses that were activated by phone.	
Activate button	Opens the **Activation Method** dialog *(see page 41)*.
Complete button	Opens the **Complete Transaction** dialog *(see page 91)*.
Update button	Opens the **Update Method** dialog *(see page 55)*.
Repair button	Opens the **Repair Method** dialog *(see page 81)*.
Return button	Opens the **Return Method** dialog *(see page 69)*.

Floating Tab

Introduction

After starting the Schneider Electric License Manager select the **Floating** tab in the main dialog box.

Floating Tab



Element	Description
Offline License	
Selected License Server	Displays the host name or the IP address of the selected Enterprise License Server *(see page 97)*.
Configure button	Opens the **Enterprise License Server Configuration** dialog *(see page 97)*.
Show button	Opens the FLEXnet License Administrator in a separate internet browser window. Click **Activatable** in the FLEXnet License Administrator to display the floating licenses available for taking offline.

Element	Description
Name and Version of the product you want to take offline	Enter the name and version of the software product to be taken offline. The name and version have to be entered as shown in the FLEXnet License Administrator and need to be separated by a blank. Example: **MyMultimodel 1.0**
Duration (days)	Enter the time period for the license to be taken offline from an Enterprise License Server to a local PC (in days).
Take offline button	Press this button to take offline the specified product (**Name and Version of the product...**) for the specified duration from the Enterprise License Server to the local PC.
Licenses currently taken offline	
1. column Activate a check box in this column to select the offline licenses to be returned or repaired. If no license is selected the **Repair** and **Return** buttons are disabled. If you select licenses which are taken offline from different Enterprise License Servers a message is displayed informing you that licenses can be returned to only one server at a time.	
2. column The symbols in the second column provide information about the status of licenses.	
	active, expiring license
	active license, expiring in less than 4 days
	expired license
	untrusted license
3. column to 6. column These columns provide information about **Name**, **Version**, **License Server** and **Expiration Date** of the licenses.	
Return button	Opens the **Return Offline Licenses** dialog. In this dialog you can select the server where the license will be returned to. As long as no license is selected (first column) or licenses from multiple servers are selected, the **Return** button is disabled.
Repair button	Opens the **Repair Offline License** dialog. In this dialog you can select the Enterprise License Server that will be used to repair the license. As long as no license is selected (first column) or licenses from multiple servers are selected, the **Repair** button is disabled.

Dongle Tab

Introduction

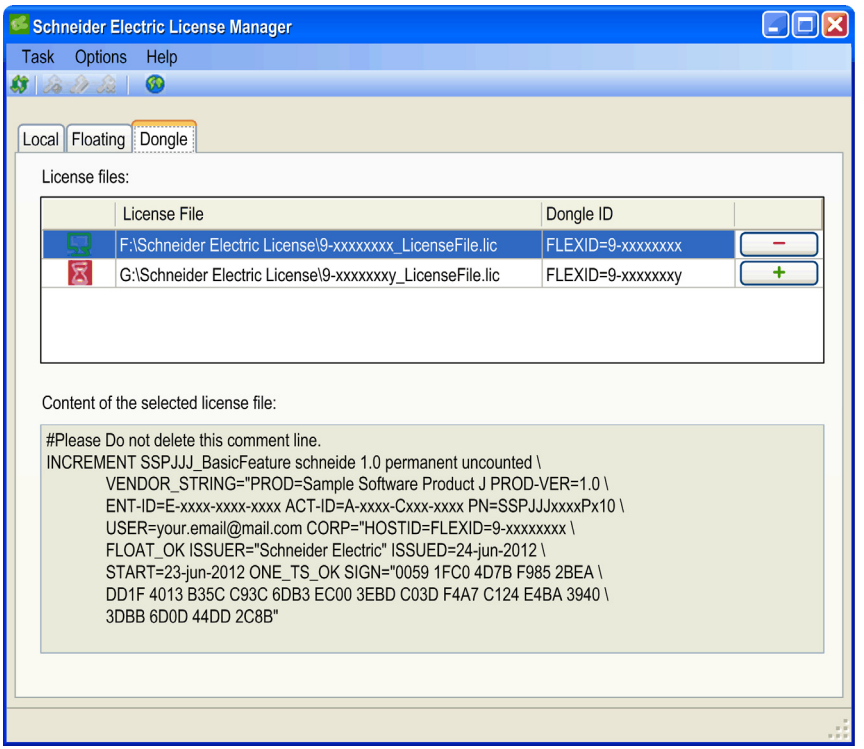
After starting the Schneider Electric License Manager select the **Dongle** tab in the main dialog box.

The **Dongle** tab is used to perform the following functions:

- adapting the configuration of the license files
- showing the content of the license files

For general information on dongle licenses refer to the *Kinds of Licenses for Commercial Software Products* chapter *(see page 18)*.

Dongle Tab



Element	Description
License files	
1. column The symbols in the first column provide information about the status of license files.	
	active node-locked license file from Schneider Electric for local PC (license file is available and configured)
	floating license file from Schneider Electric for Enterprise License Server only (license file is available, but can only be configured using the Schneider Electric Floating License Manager)
	license file is configured but file is not available or license file from Schneider Electric is available but file is not configured
	file is available but is not a Schneider Electric license file
License File	path and name of the license file
Dongle ID	Dongle ID that is saved in the license file. The dongle driver must be installed and a dongle with the corresponding Dongle ID must be plugged to the local PC to use the licenses of the license file.
4. column	
	license file can be added to the configuration If the license file cannot be added to the configuration the symbol is grayed (disabled).
	license file can be removed from the configuration

Element	Description
Content of the selected license file	information about the selected dongle licenses

General Information about Activation Methods

6

General Information about Activation Methods

Introduction

In principle the Schneider Electric License Manager supports the following activation methods:

If you select...	Then...
Immediate 24/7 • **By web** • **By web portal**	your software product is activated immediately. You can use the **By web** activation method if the PC with the software product to be activated **has** internet access. You can use the **By web portal** activation method if the PC with the software product to be activated has **no** internet access. In this case you need another PC **with** internet access to connect to the Software Licensing Web Portal.
Quick • **By phone**	you can activate your software product as soon as you have called the Schneider Electric Software Registration Center and received the **Short Code** response. **NOTE:** A software product activated **By phone** can only be updated, repaired or returned by phone.
Delayed • **By e-mail**	you need to wait for a response of Schneider Electric Software Registration Center. This may take some days, depending on the time zone and the business hours of the Software Registration Center you send your request to. Once you have received the e-mail with the **XML response file**, you can activate your software product by selecting **Complete** in the **Local** tab of the Schneider Electric License Manager.

NOTE: Dependent on your software product and the kind of license, some options or text boxes appear grayed, that means they are not available.

NOTE: Precondition for a successful activation is that, depending on the method, the appropriate connections are available and in working order. Your internet browser must have cookies enabled if you want to use web-based methods. For more information on cookies, read the help provided with your internet browser.

You can select the method in the **Activation Method** dialog box of the Schneider Electric License Manager.

NOTE: After successful activation you may have to restart your software product to be able to use the license.

Information about activation methods described in this chapter also applies to update methods, return methods, and repair methods.

Support

If you need support during activation click **Help** →**Support** in the menu bar of the main dialog box. This will open the **Technical Support** information window (phone numbers of Software Registration Centers).

Activation Methods

7

What Is in This Chapter?

This chapter contains the following topics:

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Activation by Phone	47
Activation by E-Mail	49

Activation by Web

Introduction

This is the most convenient activation method.

You can use the **By web** activation method if the PC with the software product to be activated has internet access.

NOTE: Your internet browser must have cookies enabled if you want to use this method. For more information on cookies, read the help provided with your internet browser.

Activation of Licenses after Reinstall

NOTE: If you reinstall the operating system on the local PC where a license has been activated, then the license information will no longer be available. In this case you can activate the same license on the local PC again without consuming additional usage rights.

The number of activations after reinstall is limited dependent on the license. If you encounter difficulties during the activation procedure, please contact the Software Registration Center for support.

Activation Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab click the **Activate** button. **Result:** The **Activation Method** dialog opens.
3	Select **By web** as activation method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
4	Click the **Next** button. **Result:** The **Activation ID** dialog opens.
5	Enter the **Activation ID** which can be found in the Entitlement Certificate of the software product to be activated. If you want to activate multiple software products, you have to enter the different Activation IDs in separate lines. **Result:** The **Next** button is enabled.
6	Click the **Next** button. **Result:** The **E-mail Address** dialog opens.

Step	Action
7	Enter your e-mail address and repeat the entry in the second line. **NOTE:** To activate a free tool you have to enter an e-mail address of a Web User Account. **Result:** The **Next** button is enabled. To decline to receive e-mails with news on Schneider Electric products you can deactivate the check box.
8	Click the **Next** button. **Result:** The **Activation in Progress** dialog opens. In the text box information about the internal processing of license activation is displayed.

Step	Action
9	After the license is successfully created, click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed showing each activated license in a new line.

NOTE: You may have to restart your software product in order to detect this change in license configuration.

Activation by Web Portal

Introduction

You can use the **By web portal** activation method if the PC with the software product to be activated has **no** internet access. In this case you need another PC **with** internet access to connect to the Software Licensing Web Portal, where you receive the XML response file.

NOTE: Your internet browser must have cookies enabled if you want to use this method. For more information on cookies, read the help provided with your internet browser.

Activation of Licenses after Reinstall

NOTE: If you reinstall the operating system on the local PC where a license has been activated, then the license information will no longer be available. In this case you can activate the same license on the local PC again without consuming additional usage rights.

The number of activations after reinstall is limited dependent on the license. If you encounter difficulties during the activation procedure, please contact the Software Registration Center for support.

Activation Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab click the **Activate** button. **Result:** The **Activation Method** dialog opens.
3	Select **By web portal** as activation method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
4	Click the **Next** button. **Result:** The **Activation ID** dialog opens.
5	Enter the **Activation ID** which can be found in the Entitlement Certificate of the software product to be activated. If you want to activate multiple software products, you have to enter the different Activation IDs in separate lines. **Result:** The **Next** button is activated.
6	Click the **Next** button. **Result:** The **E-mail Address** dialog opens.

Step	Action
7	Enter your e-mail address and repeat the entry in the second line. To decline to receive e-mails with news on Schneider Electric products you can deactivate the check box.
8	Select the directory where the XML request file should be saved. **NOTE:** If you want to connect to the Software Licensing Web Portal on another PC it is recommended to save the XML request file on a portable medium (e.g. USB stick).
9	Click the **Next** button. **Result:** The **How to Continue** dialog opens.
10	In the text box a short procedure description of how to continue is displayed. This description contains a URL address you need to connect to the Software Licensing Web Portal. **NOTE:** If you want to connect to the Software Licensing Web Portal on another PC it is recommended to also save this URL address on a portable medium (e.g. USB stick).
11	Click the **Next** button. **Result:** The **Complete Transaction** *dialog (see page 92)* opens. To be able to continue you first have to retrieve the XML response file from the Software Licensing Web Portal (see next table).

NOTE: You can close the **Complete Transaction** dialog using the **Cancel** button. After retrieving the XML response file proceed as described under *Complete Activation by Web Portal or E-Mail (see page 92)*.

Software Licensing Web Portal Procedure

Step	Action
1	On the PC with internet access start the internet browser and enter the URL address. **Result:** The Software Licensing Web Portal is displayed.
2	Click one of the links **Manage your License** or **User Login**. If you want to manage a single license with the Activation ID or several licenses with the Entitlement ID, then click **Manage your License**, enter in the next page the **Activation ID** or **Entitlement ID**, respectively, and click **OK**. If you want to manage several licenses of your organization, then click **User Login**, enter in the next page the **E-mail** and **Password** of your **Web User Account**, and click **OK**. **Result**: The list of available and already used licenses is shown in the tabs **Manage Entitlements** and **Manage Licenses**, respectively.
3	Select the **Manage Entitlements** tab.
4	In the **Manage Entitlements** tab select **Manual Activation**. **Result:** The **Manual Activation** dialog opens.

Step	Action
5	Locate the **Request XML File** (e.g. on a USB stick or a hard drive) and click the **Open** button.
6	Click the **Submit** button. **Result:** Information about the generated file is displayed. **NOTE:** Download the XML response file in any case, even if an error notification is displayed in the Software Licensing Web Portal! In case of an error notification, this will allow you to reset the license to an active license by using the *Complete Transaction Procedure (see page 92)*. After this you can contact the Software Registration Center to guide you through the requested transaction.
7	Click the **Save to File** button and select the directory where the XML response file should be saved (e.g. on a USB stick).

Complete Transaction Procedure

Please refer to *Complete Activation by Web Portal or E-Mail (see page 92)*.

Activation by Phone

Introduction

You can use the **By phone** activation method if you only have a telephone available and if you want to talk to an operator during business hours of the Software Registration Center.

NOTE: For activation by phone you need the Entitlement Certificate of the software product to be activated ready to hand.

NOTE: A software product activated **By phone** can only be updated, repaired or returned by phone.

Activation of Licenses after Reinstall

NOTE: If you reinstall the operating system on the local PC where a license has been activated, then the license information will no longer be available. In this case you can activate the same license on the local PC again without consuming additional usage rights.

The number of activations after reinstall is limited dependent on the license. If you encounter difficulties during the activation procedure, please contact the Software Registration Center for support.

Activation Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab click the **Activate** button. **Result:** The **Activation Method** dialog opens.
3	Select **By phone** as activation method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
4	Click the **Next** button. **Result:** The **Product Selection** dialog opens.
5	Select the software product to be activated from the list. Verify that you select the correct **Version** and **Duration** for the product.
6	Click the **Next** button. **Result:** The **Call Software Registration Center** dialog opens.
7	Make sure that the Entitlement Certificate is ready at hand.
8	Call one of the Software Registration Centers listed in the text box of the **Call Software Registration Center** dialog.
9	Click the **Next** button. **Result:** The **Complete Activation** dialog opens.

Step	Action
10	Follow the instructions of the Software Registration Center operator. The operator needs the following information: ● **Short Code Request** (from the **Complete Activation** dialog) ● **Activation ID** (from the Entitlement Certificate) ● Your e-mail address ● Your decision if you want to accept or decline to receive e-mails with news on Schneider Electric products.
11	The operator returns the **Short Code Response** to you.
12	Enter the **Short Code Response** in the **Complete Activation** dialog.
13	Click the **Next** button. **Result:** The **Finished Activation** dialog opens. Information on the software product activated during this session is displayed.
14	● Either click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed showing the activated license in a new line. **NOTE:** The **Part Number** and the **Activation ID** of products activated by phone are not displayed in the list of licenses. ● Or, if you want to activate a further license, click the **Continue** button.

NOTE: You may have to restart your software product in order to detect this change in license configuration.

Activation by E-Mail

Introduction

You can use the **By e-mail** method if you do not need to complete the transaction immediately. You have to wait for a response of Schneider Electric Software Registration Center. This may take some days, depending on the time zone and the business hours of the Software Registration Center you send your request to.

NOTE: If you want to use the **Send e-mail with SMTP server** or the **Send e-mail with default e-mail client** option, you have to be able to send and receive e-mails on the PC with the software product to be activated.

There are 3 options to send your e-mail.

- **Send e-mail with SMTP server**
  Using this option a new e-mail with required content is created, the XML request file is attached and the e-mail is sent to the selected Software Registration Center automatically.

NOTE: Configure an SMTP server on your PC to use this option.

- **Send e-mail with default e-mail client**
  Using this option a new e-mail with required content is created in your default e-mail program. You have to
  - attach the XML request file by yourself,
  - send the e-mail by yourself.
- **Send e-mail manually**
  Using this option you have to
  - open a new e-mail and enter the e-mail address and the subject manually,
  - copy the required content from the Schneider Electric License Manager to the e-mail,
  - attach the XML request file to the e-mail by yourself,
  - send the e-mail by yourself.

Activation of Licenses after Reinstall

NOTE: If you reinstall the operating system on the local PC where a license has been activated, then the license information will no longer be available. In this case you can activate the same license on the local PC again without consuming additional usage rights.

The number of activations after reinstall is limited dependent on the license. If you encounter difficulties during the activation procedure, please contact the Software Registration Center for support.

Activation Procedure (Send e-mail with SMTP server)

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab click the **Activate** button. **Result:** The **Activation Method** dialog opens.
3	Select **By e-mail** as activation method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
4	Click the **Next** button. **Result:** The **Activation ID** dialog opens.
5	Enter the **Activation ID** which can be found in the Entitlement Certificate of the software product to be activated. If you want to activate multiple software products, you have to enter the different Activation IDs in separate lines. **Result:** The **Next** button is enabled.
6	Click the **Next** button. **Result:** The **E-mail Address** dialog opens.
7	Enter your e-mail address and repeat the entry in the second line. **Result:** The **Next** button is enabled. To decline to receive e-mails with news on Schneider Electric products you can deactivate the check box.
8	Click the **Next** button. **Result:** The **E-mail Method** dialog opens. If an SMTP server is already configured, the **Software Registration Center** dialog opens. In this case, continue with step 11.
9	Select **Send e-mail with SMTP server** as e-mail method. Configure the SMTP server (if not already done).
10	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
11	Select the e-mail address of one of the listed Software Registration Centers.
12	Click the **Next** button. **Result:** The e-mail with required content and the XML request file attached is automatically sent to the selected Software Registration Center. The **Finished Activation** dialog opens and a text informs you that the e-mail was sent and how to continue.
13	Click the **Finish** button. **Result:** The **Finished Activation** dialog closes.
14	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Activation by Web Portal or E-Mail (see page 92)*.

Activation Procedure (Send e-mail with default e-mail client)

Use this method to send the e-mail with your default e-mail client if no SMTP server is configured.

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab click the **Activate** button. **Result:** The **Activation Method** dialog opens.
3	Select **By e-mail** as activation method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
4	Click the **Next** button. **Result:** The **Activation ID** dialog opens.
5	Enter the **Activation ID** which can be found in the Entitlement Certificate of the software product to be activated. If you want to activate multiple software products, you have to enter the different Activation IDs in separate lines. **Result:** The **Next** button is enabled.
6	Click the **Next** button. **Result:** The **E-mail Address** dialog opens.
7	Enter your e-mail address and repeat the entry in the second line. **Result:** The **Next** button is enabled. To decline to receive e-mails with news on Schneider Electric products you can deactivate the check box.
8	Click the **Next** button. **Result:** The **E-mail Method** dialog opens.
9	Select **Send e-mail with default e-mail client** as e-mail method.
10	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
11	Select the e-mail address of one of the listed Software Registration Centers.
12	Click the **Next** button. **Result:** The **Send the E-mail with the Default Client** dialog opens. Additionally a new e-mail opens in your default e-mail program with same content as displayed in the **Send the E-mail with the Default Client** dialog (**Recipient**, **Subject**, **Body**).
13	Check the content of your new e-mail and attach the XML request file to the e-mail either by dragging-and-dropping the file icon to your e-mail or by saving the XML request file using the **Save** button and then attaching the file to your e-mail.
14	Send your e-mail with your default e-mail client.

Step	Action
15	Click the **Next** button in the dialog of the Schneider Electric License Manager. **Result:** The **Finished Activation** dialog opens and a text informs you that the e-mail was sent and how to continue.
16	Click the **Finish** button. **Result:** The **Finished Activation** dialog closes.
17	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Activation by Web Portal or E-Mail (see page 92)*.

Activation Procedure (Send e-mail manually)

Use this method to send the e-mail manually if no SMTP server is configured.

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab click the **Activate** button. **Result:** The **Activation Method** dialog opens.
3	Select **By e-mail** as activation method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
4	Click the **Next** button. **Result:** The **Activation ID** dialog opens.
5	Enter the **Activation ID** which can be found in the Entitlement Certificate of the software product to be activated. If you want to activate multiple software products, you have to enter the different Activation IDs in separate lines. **Result:** The **Next** button is enabled.
6	Click the **Next** button. **Result:** The **E-mail Address** dialog opens.
7	Enter your e-mail address and repeat the entry in the second line. **Result:** The **Next** button is enabled. To decline to receive e-mails with news on Schneider Electric products you can deactivate the check box.
8	Click the **Next** button. **Result:** The **E-mail Method** dialog opens.
9	Select **Send e-mail manually** as e-mail method.
10	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
11	Select the e-mail address of one of the listed Software Registration Centers.

Step	Action
12	Click the **Next** button. **Result:** The **Send the E-mail Manually** dialog opens.
13	Open a new e-mail that you will use as request e-mail. **NOTE:** If you will send the request e-mail from another PC, proceed as follows: ● Copy and paste the **Recipient** and the **Subject** into a **.txt* file. ● Save the e-mail content using the upper **Save** button. ● Save the XML request file using the lower **Save** button. ● Transfer the files to the other PC and proceed with the saved files as described in the following steps.
14	Copy the **Recipient**, the **Subject**, and the **e-mail content** to your request e-mail.
15	Attach the XML request file to the request e-mail either by dragging-and-dropping the file icon to your request e-mail or by saving the XML request file using the lower **Save** button and then attaching the file to your request e-mail.
16	Check the content of your request e-mail and send your request e-mail.
17	Click the **Next** button. **Result:** The **Finished Activation** dialog opens and a text informs you that the request e-mail was sent and how to continue.
18	Click the **Finish** button. **Result:** The **Finished Activation** dialog closes.
19	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Activation by Web Portal or E-Mail (see page 92)*.

Complete Transaction Procedure

Please refer to *Complete Activation by Web Portal or E-Mail (see page 92)*.

Update Methods

8

What Is in This Chapter?

This chapter contains the following topics:

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Update by Web

Introduction

This is the most convenient update method.

You can use the **By web** update method if the PC with the software product to be updated has internet access.

NOTE: Your internet browser must have cookies enabled if you want to use this method. For more information on cookies, read the help provided with your internet browser.

Update Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be updated. A license activated by phone ( ) cannot be updated by web.
3	Click the **Update** button. **Result:** The **Update Method** dialog opens.
4	Select **By web** as update method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **Activation ID** dialog opens.
6	Enter the **Activation ID** of the update which can be found in the Entitlement Certificate of the update software product. If you want to update multiple software products, you have to enter the Activation ID of the updates in the corresponding line. **Result:** The **Next** button is enabled.
7	Click the **Next** button. **Result:** The **E-mail Address** dialog opens.
8	Enter your e-mail address and repeat the entry in the second line. **Result:** The **Next** button is enabled. To decline to receive e-mails with news on Schneider Electric products you can deactivate the check box.
9	Click the **Next** button. **Result:** The **Update in Progress** dialog opens. In the text box information about the internal processing of license update is displayed.

Step	Action
10	After the license is successfully created, click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed showing each activated license in a new line.

NOTE: You may have to restart your software product in order to detect this change in license configuration.

Update by Web Portal

Introduction

You can use the **By web portal** update method if the PC with the software product to be updated has **no** internet access. In this case you need another PC **with** internet access to connect to the Software Licensing Web Portal, where you receive the XML response file.

NOTE: Your internet browser must have cookies enabled if you want to use this method. For more information on cookies, read the help provided with your internet browser.

Update Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be updated. A license activated by phone ( ) cannot be updated by web portal.
3	In the **Local** tab click the **Update** button. **Result:** The **Update Method** dialog opens.
4	Select **By web portal** as update method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **Activation ID** dialog opens.
6	Enter the **Activation ID** of the update which can be found in the Entitlement Certificate of the update software product. If you want to update multiple software products, you have to enter the Activation ID of the updates in the corresponding line. **Result:** The **Next** button is activated.
7	Click the **Next** button. **Result:** The **XML Location** dialog opens.
8	Select the directory where the XML request file should be saved. **NOTE:** If you want to connect to the Software Licensing Web Portal on another PC it is recommended to save the XML request file on a portable medium (e.g. USB stick).
9	Click the **Next** button. **Result:** The **How to Continue** dialog opens.

Step	Action
10	In the text box a short procedure description of how to continue is displayed. This description contains a URL address you need to connect to the Software Licensing Web Portal. **NOTE:** If you want to connect to the Software Licensing Web Portal on another PC it is recommended to also save this URL address on a portable medium (e.g. USB stick).
11	Click the **Next** button. **Result:** The **Complete Update** *dialog (see page 93)* opens. To be able to continue you first have to retrieve the XML response file from the Software Licensing Web Portal (see next table).

NOTE: You can close the **Complete Update** dialog using the **Cancel** button. After retrieving the XML response file proceed as described under *Complete Update by Web Portal or E-Mail (see page 93)*.

NOTE: As long as an update by web portal has been started but has not been completed the license is set to disabled and cannot be used.

NOTE: Activate the check box for a disabled license in the **Local** tab to show a dialog which allows to restart the procedure for the update request.

In this case the procedure will be restarted for the licenses which had been selected in the original request for update.

Software Licensing Web Portal Procedure

Step	Action
1	On the PC with internet access start the internet browser and enter the URL address. **Result:** The Software Licensing Web Portal is displayed.
2	Click one of the links **Manage your License** or **User Login**. If you want to manage a single license with the Activation ID or several licenses with the Entitlement ID, then click **Manage your License**, enter in the next page the **Activation ID** or **Entitlement ID**, respectively, and click **OK**. If you want to manage several licenses of your organization, then click **User Login**, enter in the next page the **E-mail** and **Password** of your **Web User Account**, and click **OK**. **Result**: The list of available and already used licenses is shown in the tabs **Manage Entitlements** and **Manage Licenses**, respectively.
3	Select the **Manage Entitlements** tab.
4	In the **Manage Entitlements** tab select **Manual Activation**. **Result:** The **Manual Activation** dialog opens.
5	Locate the **Request XML File** (e.g. on a USB stick or a hard drive) and click the **Open** button.

Step	Action
6	Click the **Submit** button. **Result:** Information about the generated file is displayed. **NOTE:** Download the XML response file in any case, even if an error notification is displayed in the Software Licensing Web Portal! In case of an error notification, this will allow you to reset the license to an active license by using the *Complete Update Procedure (see page 93)*. After this you can contact the Software Registration Center to guide you through the requested transaction.
7	Click the **Save to File** button and select the directory where the XML response file should be saved (e.g. on a USB stick).

Complete Update Procedure

Please refer to *Complete Update by Web Portal or E-Mail (see page 93)*.

Update by Phone

Introduction

You can use the **By phone** update method if you only have a telephone available and if you want to talk to an operator during business hours of the Software Registration Center.

NOTE: For update by phone you need the Entitlement Certificate of the software product which should be updated and also the Entitlement Certificate of the update software product ready to hand.

NOTE: Only a software product activated **By phone** can be updated by phone.

Update Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate a check box in the first column of the list to select the license of the software product to be updated. You can only update a license with a phone icon (, i.e. activated by phone) in the third column displayed. **Result:** The **Update** button is enabled. **NOTE:** If you activate the check boxes of multiple software products to be updated, you have to select the product to start with in an additional dialog.
3	Click the **Update** button. **Result:** The **Product Selection** dialog opens.
4	Select the software product you want to update to.
5	Click the **Next** button. **Result:** The **Call Software Registration Center** dialog opens.
6	Make sure that the Entitlement Certificate is ready at hand.
7	Call one of the Software Registration Centers listed in the text box of the **Call Software Registration Center** dialog.
8	Click the **Next** button. **Result:** The **Complete Update Return** dialog opens.
9	Follow the instructions of the Software Registration Center operator. The operator needs the following information: • **Short Code Request** (from the **Complete Update Return** dialog) • **Activation ID** (from the Entitlement Certificate of the software product to be updated)
10	The operator returns the **Short Code Response** to you.
11	Enter the **Short Code Response** in the **Complete Update Return** dialog. **Result:** The earlier version of your software product is returned.

Step	Action
12	Click the **Next** button. **Result:** The **Complete Update** dialog opens.
13	The operator needs the following information: ● **Short Code Request** (from the **Complete Update** dialog) ● **Activation ID** (from the Entitlement Certificate of the update software product) ● Your e-mail address ● Your decision if you want to accept or decline to receive e-mails with news on Schneider Electric products.
14	The operator returns a second **Short Code Response** to you.
15	Enter the **Short Code Response** in the **Complete Update** dialog.
16	Click the **Next** button. **Result:** The **Finished Update** dialog opens. The products updated during this session are displayed.
17	● Either click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed showing the updated license in a new line. ● Or, if you want to update a further license, click the **Continue** button. **NOTE:** The **Part Number** and the **Activation ID** of products updated by phone are not displayed in the list of licenses.

NOTE: During an update by phone the license is set to disabled and cannot be used until the procedure is finished.

Update by E-Mail

Introduction

You can use the **By e-mail** method if you do not need to complete the transaction immediately. You have to wait for a response of Schneider Electric Software Registration Center. This may take some days, depending on the time zone and the business hours of the Software Registration Center you send your request to.

NOTE: If you want to use the **Send e-mail with SMTP server** or the **Send e-mail with default e-mail client** option, you have to be able to send and receive e-mails on the PC with the software product to be updated.

There are 3 options to send your e-mail.

- **Send e-mail with SMTP server**
  Using this option a new e-mail with required content is created, the XML request file is attached and the e-mail is sent to the selected Software Registration Center automatically.

NOTE: Configure an SMTP server on your PC to use this option.

- **Send e-mail with default e-mail client**
  Using this option a new e-mail with required content is created in your default e-mail program. You have to
  - attach the XML request file by yourself,
  - send the e-mail by yourself.
- **Send e-mail manually**
  Using this option you have to
  - open a new e-mail and enter the e-mail address and the subject manually,
  - copy the required content from the Schneider Electric License Manager to the e-mail,
  - attach the XML request file to the e-mail by yourself,
  - send the e-mail by yourself.

Update Procedure (Send e-mail with SMTP server)

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be updated. A license activated by phone ( ) cannot be updated by e-mail.
3	Click the **Update** button. **Result:** The **Update Method** dialog opens.

Step	Action
4	Select **By e-mail** as update method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **Activation ID** dialog opens.
6	Enter the **Activation ID** of the update which can be found in the Entitlement Certificate of the update software product. If you want to activate multiple software products, you have to enter the Activation ID of the updates in the corresponding line. **Result:** The **Next** button is activated.
7	Click the **Next** button. **Result:** The **E-mail Address** dialog opens.
8	Enter your e-mail address and repeat the entry in the second line. **Result:** The **Next** button is enabled. To decline to receive e-mails with news on Schneider Electric products you can deactivate the check box.
9	Click the **Next** button. **Result:** The **E-mail Method** dialog opens. If an SMTP server is already configured, the **Software Registration Center** dialog opens. In this case, continue with step 12.
10	Select **Send e-mail with SMTP server** as e-Mail method. Configure the SMTP server (if not already done). Check that the e-mail address is correct, otherwise you will not receive the e-mail with XML response file.
11	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
12	Select the e-mail address of one of the listed Software Registration Centers.
13	Click the **Next** button. **Result:** The e-mail with required content and the XML request file attached is automatically sent to the selected Software Registration Center. The **Finished Update** dialog opens and a text informs you that the e-mail was sent and how to continue.
14	Click the **Finish** button. **Result:** The **Finished Update** dialog closes.
15	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Update by Web Portal or E-Mail (see page 93)*.

NOTE: As long as an update by e-mail has been started but has not been completed the license is set to disabled and cannot be used.

NOTE: Activate the check box for a disabled license in the **Local** tab to show a dialog which allows to restart the procedure for the update request.

In this case the procedure will be restarted for the licenses which had been selected in the original request for update.

Update Procedure (Send e-mail with default e-mail client)

Use this method to send the e-mail with your default e-mail client if no SMTP server is configured.

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be updated. A license activated by phone ( ) cannot be updated by e-mail. **Result:** The **Update** button is enabled.
3	Click the **Update** button. **Result:** The **Update Method** dialog opens.
4	Select **By e-mail** as update method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **Activation ID** dialog opens.
6	Enter the **Activation ID** of the update which can be found in the Entitlement Certificate of the update software product. If you want to activate multiple software products, you have to enter the Activation ID of the updates in the corresponding line. **Result:** The **Next** button is activated.
7	Click the **Next** button. **Result:** The **E-mail Address** dialog opens.
8	Enter your e-mail address and repeat the entry in the second line. **Result:** The **Next** button is enabled. To decline to receive e-mails with news on Schneider Electric products you can deactivate the check box.
9	Click the **Next** button. **Result:** The **E-mail Method** dialog opens.
10	Select **Send e-mail with default e-mail client** as e-Mail method.
11	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
12	Select the e-mail address of one of the listed Software Registration Centers.

Step	Action
13	Click the **Next** button. **Result:** The **Send the E-mail with the Default Client** dialog opens. Additionally a new e-mail opens in your default e-mail program with same content as displayed in the **Send the E-mail with the Default Client** dialog (**Recipient**, **Subject**, **Body**).
14	Check the content of your new e-mail and attach the XML request file to the e-mail either by dragging-and-dropping the file icon to your e-mail or by saving the XML request file using the **Save** button and then attaching the file to your e-mail.
15	Send your e-mail with your default e-mail client.
16	Click the **Next** button in the dialog of the Schneider Electric License Manager. **Result:** The **Finished Update** dialog opens and a text informs you that the e-mail was sent and how to continue.
17	Click the **Finish** button. **Result:** The **Finished Update** dialog closes.
18	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Update by Web Portal or E-Mail (see page 93)*.

NOTE: As long as an update by e-mail has been started but has not been completed the license is set to disabled and cannot be used.

NOTE: Activate the check box for a disabled license in the **Local** tab to show a dialog which allows to restart the procedure for the update request.

In this case the procedure will be restarted for the licenses which had been selected in the original request for update.

Update Procedure (Send e-mail manually)

Use this method to send the e-mail manually if no SMTP server is configured.

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be updated. A license activated by phone ( ), cannot be updated by e-mail. **Result:** The **Update** button is enabled.
3	Click the **Update** button. **Result:** The **Update Method** dialog opens.

Step	Action
4	Select **By e-mail** as update method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **Activation ID** dialog opens.
6	Enter the **Activation ID** of the update which can be found in the Entitlement Certificate of the update software product. If you want to activate multiple software products, you have to enter the Activation ID of the updates in the corresponding line. **Result:** The **Next** button is activated.
7	Click the **Next** button. **Result:** The **E-mail Address** dialog opens.
8	Enter your e-mail address and repeat the entry in the second line. **Result:** The **Next** button is enabled. To decline to receive e-mails with news on Schneider Electric products you can deactivate the check box.
9	Click the **Next** button. **Result:** The **E-mail Method** dialog opens.
10	Select **Send e-mail manually** as e-Mail method.
11	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
12	Select the e-mail address of one of the listed Software Registration Centers.
13	Click the **Next** button. **Result:** The **Send the E-mail Manually** dialog opens.
14	Open a new e-mail that you will use as request e-mail. **NOTE:** If you will send the request e-mail from another PC, proceed as follows: ● Copy and paste the **Recipient** and the **Subject** into a **.txt* file. ● Save the e-mail content using the upper **Save** button. ● Save the XML request file using the lower **Save** button. ● Transfer the files to the other PC and proceed with the saved files as described in the following steps.
15	Copy the **Recipient**, the **Subject**, and the **e-mail content** to your request e-mail.
16	Attach the XML request file to the request e-mail either by dragging-and-dropping the file icon to your request e-mail or by saving the XML request file using the **Save** button and then attaching the file to your request e-mail.
17	Check the content of your request e-mail and send the request e-mail.
18	Click the **Next** button. **Result:** The **Finished Update** dialog opens and a text informs you that the request e-mail was sent and how to continue.

Step	Action
19	Click the **Finish** button. **Result:** The **Finished Update** dialog closes.
20	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Update by Web Portal or E-Mail (see page 93)*.

NOTE: As long as an update by e-mail has been started but has not been completed the license is set to disabled and cannot be used.

NOTE: Activate the check box for a disabled license in the **Local** tab to show a dialog which allows to restart the procedure for the update request.

In this case the procedure will be restarted for the licenses which had been selected in the original request for update.

Complete Transaction Procedure

Please refer to *Complete Update by Web Portal or E-Mail (see page 93)*.

Return Methods

9

What Is in This Chapter?

This chapter contains the following topics:

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Return by Web

Introduction

This is the most convenient return method.

You can use the **By web** return method if the PC with the software product to be returned has internet access.

NOTE: Your internet browser must have cookies enabled if you want to use this method. For more information on cookies, read the help provided with your internet browser.

NOTE: The number of returns is limited dependent on the license. If you encounter difficulties during the return procedure, please contact the Software Registration Center for support.

Return Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be returned. A license activated by phone ( ) cannot be returned by Web.
3	Click the **Return** button. **Result:** The **Return Method** dialog opens.
4	Select **By web** as return method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **Return in Progress** dialog opens. In the text box information about the internal processing of license return is displayed.
6	After the license is successfully returned, click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed. The returned license has been removed from the list of licenses.

Return by Web Portal

Introduction

You can use the **By web portal** return method if the PC with the software product to be returned has **no** internet access. In this case you need another PC **with** internet access to connect to the Software Licensing Web Portal, where you receive the XML response file.

NOTE: Your internet browser must have cookies enabled if you want to use this method. For more information on cookies, read the help provided with your internet browser.

NOTE: The number of returns is limited dependent on the license. If you encounter difficulties during the return procedure, please contact the Software Registration Center for support.

Return Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be returned. A license activated by phone ( ) cannot be returned by web portal.
3	Click the **Return** button. **Result:** The **Return Method** dialog opens.
4	Select **By web portal** as return method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **XML Location** dialog opens.
6	Select the directory where the XML request file should be saved. **NOTE:** If you want to connect to the Software Licensing Web Portal on another PC it is recommended to save the XML request file on a portable medium (e.g. USB stick).
7	Click the **Next** button. **Result:** The **How to Continue** dialog opens.
8	In the text box a short procedure description of how to continue is displayed. This description contains a URL address you need to connect to the Software Licensing Web Portal. **NOTE:** If you want to connect to the Software Licensing Web Portal on another PC it is recommended to also save this URL address on a portable medium (e.g. USB stick).

Step	Action
9	Click the **Next** button. **Result:** The **Complete Return** *dialog (see page 94)* opens. To be able to continue you first have to retrieve the XML response file from the Software Licensing Web Portal (see next table).

NOTE: You can close the **Complete Return** dialog using the **Cancel** button. After retrieving the XML response file proceed as described under *Complete Return by Web Portal or E-Mail (see page 94)*.

NOTE: As long as a return by web portal has been started but has not been completed the license is set to disabled and cannot be used.

NOTE: Activate the check box for a disabled license in the **Local** tab to show a dialog which allows to restart the procedure for the return request.

In this case the procedure will be restarted for the licenses which had been selected in the original request for return.

Software Licensing Web Portal Procedure

Step	Action
1	On the PC with internet access start the internet browser and enter the URL address. **Result:** The Software Licensing Web Portal is displayed.
2	Click one of the links **Manage your License** or **User Login**. If you want to manage a single license with the Activation ID or several licenses with the Entitlement ID, then click **Manage your License**, enter in the next page the **Activation ID** or **Entitlement ID**, respectively, and click **OK**. If you want to manage several licenses of your organization, then click **User Login**, enter in the next page the **E-mail** and **Password** of your **Web User Account**, and click **OK**. **Result**: The list of available and already used licenses is shown in the tabs **Manage Entitlements** and **Manage Licenses**, respectively.
3	Select the **Manage Licenses** tab.
4	In the **Manage Licenses** tab select **Manual Return**. **Result:** The **Manual Return** dialog opens.
5	Locate the **Request XML File** (e.g. on a USB stick or a hard drive) and click the **Open** button.

Step	Action
6	Click the **Submit** button. **Result:** Information about the generated file is displayed. **NOTE:** Download the XML response file in any case, even if an error notification is displayed in the Software Licensing Web Portal! In case of an error notification, this will allow you to reset the license to an active license by using the *Complete Return Procedure (see page 94)*. After this you can contact the Software Registration Center to guide you through the requested transaction.
7	Click the **Save to File** button and select the directory where the XML response file should be saved (e.g. on a USB stick).

Complete Return Procedure

Please refer to *Complete Return by Web Portal or E-Mail (see page 94)*.

Return by Phone

Introduction

You can use the **By phone** return method if you only have a telephone available and if you want to talk to an operator during business hours of the Software Registration Center.

NOTE: For return by phone you need the Entitlement Certificate of the software product to be returned ready to hand.

NOTE: Only a software product activated **By phone** can be returned by phone.

NOTE: The number of returns is limited dependent on the license. If you encounter difficulties during the return procedure, please contact the Software Registration Center for support.

Return Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate a check box in the first column of the list to select the license of the software product to be returned. You can only return a license with a phone icon (, i.e. activated by phone) in the third column displayed. **Result:** The **Return** button is enabled. **NOTE:** If you activate the check boxes of multiple software products to be returned, you have to select the product to start with in an additional dialog.
3	Click the **Return** button. **Result:** The **Call Software Registration Center** dialog opens.
4	Make sure that the Entitlement Certificate is ready at hand.
5	Call one of the Software Registration Centers listed in the text box of the **Call Software Registration Center** dialog.
6	Click the **Next** button. **Result:** The **Complete Return** dialog opens.
7	Follow the instructions of the Software Registration Center operator. The operator needs the following information: ● **Short Code Request** (from the **Complete Return** dialog) ● **Activation ID** (from the Entitlement Certificate)
8	The operator returns the **Short Code Response** to you.
9	Enter the **Short Code Response** in the **Complete Return** dialog.

Step	Action
10	Click the **Next** button. **Result:** The **Finished Return** dialog opens. The name of the product returned during this session is displayed.
11	• Either click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed. The returned license has been removed from the list of licenses. • Or, if you want to return a further license, click the **Continue** button.

Return by E-Mail

Introduction

You can use the **By e-mail** method if you do not need to complete the transaction immediately. You have to wait for a response of Schneider Electric Software Registration Center. This may take some days, depending on the time zone and the business hours of the Software Registration Center you send your request to.

NOTE: The number of returns is limited dependent on the license. If you encounter difficulties during the return procedure, please contact the Software Registration Center for support.

NOTE: If you want to use the **Send e-mail with SMTP server** or the **Send e-mail with default e-mail client** option, you have to be able to send and receive e-mails on the PC with the software product to be returned.

There are 3 options to send your e-mail.

- **Send e-mail with SMTP server**
  Using this option a new e-mail with required content is created, the XML request file is attached and the e-mail is sent to the selected Software Registration Center automatically.

NOTE: Configure an SMTP server on your PC to use this option.

- **Send e-mail with default e-mail client**
  Using this option a new e-mail with required content is created in your default e-mail program. You have to
  - attach the XML request file by yourself,
  - send the e-mail by yourself.
- **Send e-mail manually**
  Using this option you have to
  - open a new e-mail and enter the e-mail address and the subject manually,
  - copy the required content from the Schneider Electric License Manager to the e-mail,
  - attach the XML request file to the e-mail by yourself,
  - send the e-mail by yourself.

Return Procedure (Send e-mail with SMTP server)

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be returned. A license activated by phone ( ) cannot be returned by e-mail.

Step	Action
3	Click the **Return** button. **Result:** The **Return Method** dialog opens.
4	Select **By e-mail** as return method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **E-mail Method** dialog opens. If an SMTP server is already configured, the **Software Registration Center** dialog opens. In this case, continue with step 8.
6	Select **Send e-mail with SMTP server** as e-Mail method. Configure the SMTP server (if not already done). Check that the e-mail address is correct, otherwise you will not receive the e-mail with XML response file.
7	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
8	Select the e-mail address of one of the listed Software Registration Centers.
9	Click the **Next** button. **Result:** The e-mail with required content and the XML request file attached is automatically sent to the selected Software Registration Center. The **Finished Return** dialog opens and a text informs you that the e-mail was sent and how to continue.
10	Click the **Finish** button. **Result:** The **Finished Return** dialog closes.
11	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Return by Web Portal or E-Mail (see page 94)*.

NOTE: As long as a return by e-mail has been started but has not been completed the license is set to disabled and cannot be used.

NOTE: Activate the check box for a disabled license in the **Local** tab to show a dialog which allows to restart the procedure for the return request.

In this case the procedure will be restarted for the licenses which had been selected in the original request for return.

Return Procedure (Send e-mail with default e-mail client)

Use this method to send the e-mail with your default e-mail client if no SMTP server is configured.

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check box(es) in the first column of the list to select the license(s) of the software product(s) to be returned. A license activated by phone ( ) cannot be returned by e-mail. **Result:** The **Return** button is enabled.
3	Click the **Return** button. **Result:** The **Return Method** dialog opens.
4	Select **By e-mail** as return method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **E-mail Method** dialog opens.
6	Select **Send e-mail with default e-mail client** as e-Mail method.
7	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
8	Select the e-mail address of one of the listed Software Registration Centers.
9	Click the **Next** button. **Result:** The **Send the E-mail with the Default Client** dialog opens. Additionally a new e-mail opens in your default e-mail program with same content as displayed in the **Send the E-mail with the Default Client** dialog (**Recipient**, **Subject**, **Body**).
10	Check the content of your new e-mail and attach the XML request file to the e-mail either by dragging-and-dropping the file icon to your e-mail or by saving the XML request file using the **Save** button and then attaching the file to your e-mail.
11	Send your e-mail with your default e-mail client.
12	Click the **Next** button in the dialog of the Schneider Electric License Manager. **Result:** The **Finished Return** dialog opens and a text informs you that the e-mail was sent and how to continue.
13	Click the **Finish** button. **Result:** The **Finished Return** dialog closes.

Step	Action
14	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Return by Web Portal or E-Mail (see page 94)*.

NOTE: As long as a return by e-mail has been started but has not been completed the license is set to disabled and cannot be used.

NOTE: Activate the check box for a disabled license in the **Local** tab to show a dialog which allows to restart the procedure for the return request.

In this case the procedure will be restarted for the licenses which had been selected in the original request for return.

Return Procedure (Send e-mail manually)

Use this method to send the e-mail manually if no SMTP server is configured.

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check box(es) in the first column of the list to select the license(s) of the software product(s) to be returned. A license activated by phone ( ) cannot be returned by e-mail. **Result:** The **Return** button is enabled.
3	Click the **Return** button. **Result:** The **Return Method** dialog opens.
4	Select **By e-mail** as return method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **E-mail Method** dialog opens.
6	Select **Send e-mail manually** as e-Mail method.
7	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
8	Select the e-mail address of one of the listed Software Registration Centers.
9	Click the **Next** button. **Result:** The **Send the E-mail Manually** dialog opens.

Step	Action
10	Open a new e-mail that you will use as request e-mail. **NOTE:** If you will send the request e-mail from another PC, proceed as follows: ● Copy and paste the **Recipient** and the **Subject** into a **.txt* file. ● Save the e-mail content using the upper **Save** button. ● Save the XML request file using the lower **Save** button. ● Transfer the files to the other PC and proceed with the saved files as described in the following steps.
11	Copy the **Recipient**, the **Subject**, and the **e-mail content** to your request e-mail.
12	Attach the XML request file to the request e-mail either by dragging-and-dropping the file icon to your request e-mail or by saving the XML request file using the **Save** button and then attaching the file to your request e-mail.
13	Check the content of your request e-mail and send the request e-mail.
14	Click the **Next** button. **Result:** The **Finished Return** dialog opens and a text informs you that the request e-mail was sent and how to continue.
15	Click the **Finish** button. **Result:** The **Finished Return** dialog closes.
16	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Return by Web Portal or E-Mail (see page 94)*.

NOTE: As long as a return by e-mail has been started but has not been completed the license is set to disabled and cannot be used.

NOTE: Activate the check box for a disabled license in the **Local** tab to show a dialog which allows to restart the procedure for the return request.

In this case the procedure will be restarted for the licenses which had been selected in the original request for return.

Complete Transaction Procedure

Please refer to *Complete Return by Web Portal or E-Mail (see page 94)*.

Repair Methods

10

What Is in This Chapter?

This chapter contains the following topics:

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Repair by Web

Introduction

This is the most convenient repair method.

You can use the **By web** repair method if the PC with the software product to be repaired has internet access.

NOTE: Your internet browser must have cookies enabled if you want to use this method. For more information on cookies, read the help provided with your internet browser.

Repair Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be repaired. A license activated by phone ( ) cannot be repaired by Web.
3	Click the **Repair** button. **Result:** The **Repair Method** dialog opens.
4	Select **By web** as repair method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **Repair in Progress** dialog opens. In the text box information about the internal processing of license repair is displayed.
6	After the license is successfully repaired, click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed. The repaired license is displayed in the list of licenses as active.

Repair by Web Portal

Introduction

You can use the **By web portal** repair method if the PC with the software product to be repaired has **no** internet access. In this case you need another PC **with** internet access to connect to the Software Licensing Web Portal, where you receive the XML response file.

NOTE: Your internet browser must have cookies enabled if you want to use this method. For more information on cookies, read the help provided with your internet browser.

Repair Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check box(es) in the first column of the list to select the license(s) of the software product(s) to be repaired. A license activated by phone ( ) cannot be repaired by web portal.
3	Click the **Repair** button. **Result:** The **Repair Method** dialog opens.
4	Select **By web portal** as repair method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **XML Location** dialog opens.
6	Select the directory where the XML request file should be saved. **NOTE:** If you want to connect to the Software Licensing Web Portal on another PC it is recommended to save the XML request file on a portable medium (e.g. USB stick).
7	Click the **Next** button. **Result:** The **How to Continue** dialog opens.
8	In the text box a short procedure description of how to continue is displayed. This description contains a URL address you need to connect to the Software Licensing Web Portal. **NOTE:** If you want to connect to the Software Licensing Web Portal on another PC it is recommended to also save this URL address on a portable medium (e.g. USB stick).

Step	Action
9	Click the **Next** button. **Result:** The **Complete Repair** *dialog (see page 95)* opens. To be able to continue you first have to retrieve the XML response file from the Software Licensing Web Portal (see next table).

NOTE: You can close the **Complete Repair** dialog using the **Cancel** button. After retrieving the XML response file proceed as described under *Complete Repair by Web Portal or E-Mail (see page 95)*.

Software Licensing Web Portal Procedure

Step	Action
1	On the PC with internet access start the internet browser and enter the URL address. **Result:** The Software Licensing Web Portal is displayed.
2	Click one of the links **Manage your License** or **User Login**. If you want to manage a single license with the Activation ID or several licenses with the Entitlement ID, then click **Manage your License**, enter in the next page the **Activation ID** or **Entitlement ID**, respectively, and click **OK**. If you want to manage several licenses of your organization, then click **User Login**, enter in the next page the **E-mail** and **Password** of your **Web User Account**, and click **OK**. **Result**: The list of available and already used licenses is shown in the tabs **Manage Entitlements** and **Manage Licenses**, respectively.
3	Select the **Manage Licenses** tab.
4	In the **Manage Licenses** tab select **Manual Repair**. **Result:** The **Manual Repair** dialog opens.
5	Locate the **Request XML File** (e.g. on a USB stick or a hard drive) and click the **Open** button.
6	Click the **Submit** button. **Result:** Information about the generated file is displayed. **NOTE:** Download the XML response file in any case, even if an error notification is displayed in the Software Licensing Web Portal! In case of an error notification, this will allow you to reset the license to an active license by using the *Complete Repair Procedure (see page 95)*. After this you can contact the Software Registration Center to guide you through the requested transaction.
7	Click the **Save to File** button and select the directory where the XML response file should be saved (e.g. on a USB stick).

Complete Repair Procedure

Please refer to *Complete Repair by Web Portal or E-Mail (see page 95)*.

Repair by Phone

Introduction

You can use the **By phone** repair method if you only have a telephone available and if you want to talk to an operator during business hours of the Software Registration Center.

NOTE: For repair by phone you need the Entitlement Certificate of the software product to be repaired ready to hand.

NOTE: Only a software product activated **By phone** can be repaired by phone.

Repair Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate a check box in the first column of the list to select the license of the software product to be repaired. You can only repair a license with a phone icon (, i.e. activated by phone) in the third column displayed. **Result:** The **Repair** button is enabled.
3	Click the **Next** button. **Result:** The **Call Software Registration Center** dialog opens.
4	Make sure that the Entitlement Certificate is ready at hand.
5	Call one of the Software Registration Centers listed in the text box of the **Call Software Registration Center** dialog.
6	Click the **Next** button. **Result:** The **Complete Repair** dialog opens.
7	Follow the instructions of the Software Registration Center operator. The operator needs the following information: ● **Short Code Request** (from the **Complete Repair** dialog) ● **Activation ID** (from the Entitlement Certificate)
8	The operator returns the **Short Code Response** to you.
9	Enter the **Short Code Response** in the **Complete Repair** dialog.
10	Click the **Next** button. **Result:** The **Finished Repair** dialog opens. The name of the product repaired during this session is displayed.
11	● Either click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed. The repaired license is displayed in the list of licenses as active . ● Or, if you want to repair a further license, click the **Continue** button.

Repair by E-Mail

Introduction

You can use the **By e-mail** method if you do not need to complete the transaction immediately. You have to wait for a response of Schneider Electric Software Registration Center. This may take some days, depending on the time zone and the business hours of the Software Registration Center you send your request to.

NOTE: If you want to use the **Send e-mail with SMTP server** or the **Send e-mail with default e-mail client** option, you have to be able to send and receive e-mails on the PC with the software product to be repaired.

There are 3 options to send your e-mail.

- **Send e-mail with SMTP server**
  Using this option a new e-mail with required content is created, the XML request file is attached and the e-mail is sent to the selected Software Registration Center automatically.

NOTE: Configure an SMTP server on your PC to use this option.

- **Send e-mail with default e-mail client**
  Using this option a new e-mail with required content is created in your default e-mail program. You have to
  - attach the XML request file by yourself,
  - send the e-mail by yourself.
- **Send e-mail manually**
  Using this option you have to
  - open a new e-mail and enter the e-mail address and the subject manually,
  - copy the required content from the Schneider Electric License Manager to the e-mail,
  - attach the XML request file to the e-mail by yourself,
  - send the e-mail by yourself.

Repair Procedure (Send e-mail with SMTP server)

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be repaired. A license activated by phone ( ) cannot be repaired by e-mail.
3	Click the **Repair** button. **Result:** The **Repair Method** dialog opens.

Step	Action
4	Select **By e-mail** as repair method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **E-mail Method** dialog opens. If an SMTP server is already configured, the **Software Registration Center** dialog opens. In this case, continue with step 8.
6	Select **Send e-mail with SMTP server** as e-Mail method. Configure the SMTP server (if not already done). Check that the e-mail address is correct, otherwise you will not receive the e-mail with XML response file.
7	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
8	Select the e-mail address of one of the listed Software Registration Centers.
9	Click the **Next** button. **Result:** The e-mail with required content and the XML request file attached is automatically sent to the selected Software Registration Center. The **Finished Repair** dialog opens and a text informs you that the e-mail was sent and how to continue.
10	Click the **Finish** button. **Result:** The **Finished Repair** dialog closes.
11	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Repair by Web Portal or E-Mail (see page 95)*.

Repair Procedure (Send e-mail with default e-mail client)

Use this method to send the e-mail with your default e-mail client if no SMTP server is configured.

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check box(es) in the first column of the list to select the license(s) of the software product(s) to be repaired. A license activated by phone ( ) cannot be repaired by e-mail. **Result:** The **Repair** button is enabled.
3	Click the **Repair** button. **Result:** The **Repair Method** dialog opens.

Step	Action
4	Select **By e-mail** as repair method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **E-mail Method** dialog opens.
6	Select **Send e-mail with default e-mail client** as e-Mail method.
7	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
8	Select the e-mail address of one of the listed Software Registration Centers.
9	Click the **Next** button. **Result:** The **Send the E-mail with the Default Client** dialog opens. Additionally a new e-mail opens in your default e-mail program with same content as displayed in the **Send the E-mail with the Default Client** dialog (**Recipient**, **Subject**, **Body**).
10	Check the content of your new e-mail and attach the XML request file to the e-mail either by dragging-and-dropping the file icon to your e-mail or by saving the XML request file using the **Save** button and then attaching the file to your e-mail.
11	Send your e-mail with your default e-mail client.
12	Click the **Next** button in the dialog of the Schneider Electric License Manager. **Result:** The **Finished Repair** dialog opens and a text informs you that the e-mail was sent and how to continue.
13	Click the **Finish** button. **Result:** The **Finished Repair** dialog closes.
14	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Repair by Web Portal or E-Mail (see page 95)*.

Repair Procedure (Send e-mail manually)

Use this method to send the e-mail manually if no SMTP server is configured.

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Local** tab activate one or several check boxes in the first column of the list to select the license(s) of the software product(s) to be repaired. A license activated by phone ( ) cannot be repaired by e-mail. **Result:** The **Repair** button is enabled.
3	Click the **Repair** button. **Result:** The **Repair Method** dialog opens.
4	Select **By e-mail** as repair method. **Result:** In the text box a short procedure description of this method is displayed. You can print this short procedure description using the **Print** button.
5	Click the **Next** button. **Result:** The **E-mail Method** dialog opens.
6	Select **Send e-mail manually** as e-Mail method.
7	Click the **Next** button. **Result:** The **Software Registration Center** dialog opens.
8	Select the e-mail address of one of the listed Software Registration Centers.
9	Click the **Next** button. **Result:** The **Send the E-mail Manually** dialog opens.
10	Open a new e-mail that you will use as request e-mail. **NOTE:** If you will send the request e-mail from another PC, proceed as follows: ● Copy and paste the **Recipient** and the **Subject** into a **.txt* file. ● Save the e-mail content using the upper **Save** button. ● Save the XML request file using the lower **Save** button. ● Transfer the files to the other PC and proceed with the saved files as described in the following steps.
11	Copy the **Recipient**, the **Subject**, and the **e-mail content** to your request e-mail.
12	Attach the XML request file to the request e-mail either by dragging-and- dropping the file icon to your request e-mail or by saving the XML request file using the **Save** button and then attaching the file to your request e-mail.
13	Check the content of your request e-mail and send the request e-mail.
14	Click the **Next** button. **Result:** The **Finished Repair** dialog opens and a text informs you that the request e-mail was sent and how to continue.

Step	Action
15	Click the **Finish** button. **Result:** The **Finished Repair** dialog closes.
16	After receiving the XML response file by e-mail, start the Schneider Electric License Manager again and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens. To complete the transaction, please refer to *Complete Repair by Web Portal or E-Mail (see page 95)*.

Complete Transaction Procedure

Please refer to *Complete Repair by Web Portal or E-Mail (see page 95)*.

Complete Methods

11

What Is in This Chapter?

This chapter contains the following topics:

Topic	Page
Complete Activation by Web Portal or E-Mail	92
Complete Update by Web Portal or E-Mail	93
Complete Return by Web Portal or E-Mail	94
Complete Repair by Web Portal or E-Mail	95

Complete Activation by Web Portal or E-Mail

Introduction

After receiving the XML response file by web portal or e-mail you use the **Complete Transaction** dialog.

Complete Transaction Procedure

Step	Action
1	Return to the PC with the software product to be activated. If you closed the Schneider Electric License Manager you have to re-start it and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens (or is still opened).
2	Locate the received XML file (e.g. on a USB stick or a hard drive) and click the **Open** button.
3	Click the **Next** button. **Result:** The **Complete Transaction** dialog opens. In the text box information about the internal processing of license activation is displayed.
4	After the license is successfully created, click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed showing each activated license in a new line.

NOTE: You may have to restart your software product in order to detect this change in license configuration.

Complete Update by Web Portal or E-Mail

Introduction

After receiving the XML response file by web portal or e-mail you use the **Complete Transaction** dialog.

Complete Update Procedure

Step	Action
1	Return to the PC with the software product to be updated. If you closed the Schneider Electric License Manager you have to re-start it and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens (or is still opened).
2	Locate the received XML file (e.g. on a USB stick or a hard drive) and click the **Open** button.
3	Click the **Next** button. **Result:** The **Complete Transaction** dialog opens. In the text box information about the internal processing of license update is displayed.
4	After the license is successfully updated, click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed showing each updated license in a new line. The old version of the updated license has been removed from the list of licenses.

NOTE: You may have to restart your software product in order to detect this change in license configuration.

Complete Return by Web Portal or E-Mail

Introduction

After receiving the XML response file by web portal or e-mail you use the **Complete Transaction** dialog.

Complete Return Procedure

Step	Action
1	Return to the PC with the software product to be returned. If you closed the Schneider Electric License Manager you have to re-start it and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens (or is still opened).
2	Locate the received XML file (e.g. on a USB stick or a hard drive) and click the **Open** button.
3	Click the **Next** button. **Result:** The **Complete Transaction** dialog opens. In the text box information about the internal processing of license return is displayed.
4	After the license is successfully returned, click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed. Each returned license has been removed from the list of licenses.

Complete Repair by Web Portal or E-Mail

Introduction

After receiving the XML response file by web portal or e-mail you use the **Complete Transaction** dialog.

Complete Repair Procedure

Step	Action
1	Return to the PC with the software product to be repaired. If you closed the Schneider Electric License Manager you have to re-start it and click the **Complete** button in the **Local** tab. **Result:** The **Complete Transaction** dialog opens (or is still opened).
2	Locate the received XML file (e.g. on a USB stick or a hard drive) and click the **Open** button.
3	Click the **Next** button. **Result:** The **Complete Transaction** dialog opens. In the text box information about the internal processing of license repair is displayed.
4	After the license is successfully repaired, click the **Finish** button. **Result:** The **Local** tab of the Schneider Electric License Manager is displayed. Each repaired license is displayed in the list of licenses as active.

NOTE: You may have to restart your software product in order to detect this change in license configuration.

Taking Offline Floating Licenses

12

Taking Offline Floating Licenses

Introduction

You can use **Take offline** to transfer a hybrid floating license from an Enterprise License Server to a local PC for a certain period of time. It allows you to take this PC offline (mobile PC) and to use the offline license while the PC is not connected to the local network of the Enterprise License Server.

After the expiration date the offline license cannot be used on the local PC any longer and the license automatically becomes available on the Enterprise License Server again.

You can return the license to the Enterprise License Server at any time, even after the expiration date, when the PC is connected to the local network of the Enterprise License Server.

Configure Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Floating** tab click the **Configure** button. **Result:** The **Enterprise License Server Configuration** opens.
3	Enter **Host Name** or **IP Address**, **Server Port** (e.g. 27000) and **Web Port** (e.g. 8080) of the Enterprise License Server. Each line contains a **Remove** button that allows you to remove the server configured in this line from the list of available Enterprise License Servers.
4	Click **OK** to confirm the configuration or **Cancel** to quit without saving. **Result:** The dialog closes.

Take Offline Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Floating** tab select a License Server from the list of **Selected License Server**.
3	Click the **Show** button. **Result:** An internet browser opens with the web portal of the FLEXnet License Administrator.
4	In the FLEXnet License Administrator click **Activatable** to display the available floating licenses.
5	From the list copy **NAME** (e.g. **MyMultimodel**) and **VERSION** (e.g. **1.0**) of the product to be taken offline.
6	Go back to the **Floating** tab of the Schneider Electric License Manager and enter name and version (separated by a blank) in the text box for requested information.
7	Enter **Duration (days).** **NOTE:** Duration is the time period you want to take offline the license from the Enterprise License Server to your local PC. For time-limited licenses the Duration cannot exceed the expiration date of the floating license.
8	Click **Take offline**. **Result:** The license is added to the list of **Licenses currently taken offline**.

Repair Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Floating** tab activate a check box in the first column of the **Licenses currently taken offline** to select an untrusted offline license. If no license is selected the **Repair** button is disabled.
3	Click the **Repair** button. **Result:** The **Repair Offline License** dialog opens.
4	Select the Enterprise License Server that you want to use to repair the selected license.
5	Click **OK** to confirm and to close the dialog. **Result:** The license is repaired. In the **Licenses currently taken offline** list in the **Floating** tab of the Schneider Electric License Manager it is no longer marked as untrusted.

Return Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Floating** tab activate a check box in the first column of the **Licenses currently taken offline** to select the license you want to return. If no license is selected the **Return** button is disabled. **NOTE:** You can select only licenses from the same Enterprise License Server in one step.
3	Click the **Return** button. **Result:** The **Return Offline Licenses** dialog opens.
4	Select the Enterprise License Server where the license should be returned to.
5	Click **OK**. **Result:** The license is returned to the Enterprise License Server and the license is removed from the list of **Licenses currently taken offline**.

NOTE:

- You can return a license to a Enterprise License Server, before the expiration date of the offline license has been reached.
- Offline licenses which have passed the expiration date are displayed in the list of **Licenses currently taken offline** as long as they are not returned to a Enterprise License Server.

Adding Dongle Licenses

13

Adding Dongle Licenses

Introduction

You can add a node-locked dongle license to your local PC configuration.

To use the dongle license, the following preconditions must be fulfilled:

- The dongle driver must be installed.
- The dongle with the license file must be plugged to your local PC.
- The Dongle ID saved in the dongle must correspond with the Dongle ID saved in the license file.
- The license file must be integrated in the configuration.

NOTE: The dongle has to be plugged to the local PC as long as you want to use the license.

If not longer needed you can remove the dongle license from your local PC configuration.

Copying the License File to the Dongle

Step	Action
1	Plug the dongle you received from Schneider Electric to your local PC.
2	Open the e-mail with the license file you received from Schneider Electric.
3	Copy the license file from the e-mail to the folder **Schneider Electric License** of the dongle. **NOTE:** Make sure that the Dongle ID saved in the license file corresponds with the Dongle ID saved in the dongle itself.

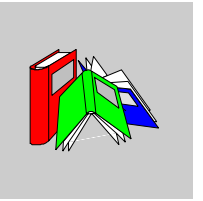
Add Procedure

Step	Action
1	Plug the dongle with the license file to your local PC.
2	*Start (see page 27)* the Schneider Electric License Manager.
3	In the **Dongle** *tab (see page 36)* a list of **License files** provided by the dongle is displayed.
4	Select the row with the license file to be added and click the green **add** icon in the fourth column. **NOTE:** You can only add node-locked license files from Schneider Electric which are not yet configured. Such license files are indicated by a red icon . **Result:** The license file is added to your local PC configuration and is available on your PC. The icon in the first column changes to a green icon (active node-locked dongle license).

Remove Procedure

Step	Action
1	*Start (see page 27)* the Schneider Electric License Manager.
2	In the **Dongle** *tab (see page 36)* a list of **License files** provided by the dongle is displayed.
3	Select the row with the license file to be removed and click the red **remove** icon in the fourth column. **NOTE:** You can only remove licenses from your configuration with a green icon (active node-locked dongle license) in the first column. **Result:** The license file is removed from your local PC configuration and is not longer available on your PC. The icon in the first column changes to a red icon (“Node-locked dongle license file not in configuration but file is available”).

Glossary



A

activate

To activate means to put a trusted storage license to a local PC or to an Enterprise License Server. During activation the e-mail address of the license user is transmitted to the Software Registration Center.

Activation ID

An Activation ID is an identifier for a license of an ordered software product and needs to be entered during the activation of the license.

An Activation ID is necessary to order updates (later version, more capabilities, more usage rights).

The Activation ID can be found in the Entitlement Certificate of the software product to be activated.

activation method

Different activation methods are offered

- activation **By web**
- activation **By web portal**
- activation **By e-mail**
- activation **By phone**

Depending on the software product not all activation methods may be supported.

activation service

The activation service is a software component running on the Schneider Electric License Server which is used to activate, update, return and repair licenses.

active license

A license is active during the period until expiration.

An active license can be
- a trial license.
- an activated trusted storage license (node-locked or floating license).
- a dongle license (node-locked or floating license).
- a corporate license.

C

concurrent license

A concurrent license is a kind of a floating license, which can only be checked out by the software product but cannot be taken offline.

The software product is only running as long as the local PC is connected to the Enterprise License Server.

corporate license

A corporate license
- is based on special agreements between your company and Schneider Electric.
- is a node-locked license.
- can be used on any local PC of your company.
- includes company information in the license file.
- The license information is stored in a license file which has a first level of protection with digital signature.
- The license file is located in a specific folder on your local PC. The correct folder is opened automatically if you click the **Open** button in the **Options** →**Settings** dialog *(see page 30)* in the Schneider Electric License Manager.

D

disabled license

A license is disabled, when
- return or update by e-mail or by web portal has been started but has not been completed.
  In this case you have to use the **Complete** button to finish the procedure.
- return by phone has been started but has not been completed.
  In this case you have to restart the return by phone to finish the procedure.

A disabled license is still shown as disabled, even if the license also gets untrusted.

Dongle ID

A Dongle ID is an identifier for a dongle. The Dongle ID is shown on the dongle, starting with **9-** and followed by 8 hexadecimal characters (e.g. **9-1111AAAA**).

dongle license

A dongle license

- can be a node-locked license (for Schneider Electric License Manager) or a floating license (for Schneider Electric Floating License Manager).
- is a file-based license, which is bound to a dongle.
- The license information is stored in a license file, which has a first level of protection with digital signature.
- The license file is located in the folder **Schneider Electric License** on the dongle.
- To use a dongle license the license file must be added to the configuration and the Dongle ID in the license file must correspond with the Dongle ID of the dongle which is plugged to the local PC (for Schneider Electric License Manager) or the Enterprise License Server (for Schneider Electric Floating License Manager).
- Dongle licenses are activated by Schneider Electric only. This results in a ready-to-use license file for you.

duration

The duration of an offline license is the time period a license is taken offline from your Enterprise License Server to a local PC. The duration has to be entered in days.

E

Enterprise License Server

The Enterprise License Server contains the floating licenses in your local network.

entitlement

An entitlement contains one or more licenses (Activation IDs) of one or more ordered software products.

Entitlement Certificate

An Entitlement Certificate contains detailed info about the licenses in one entitlement.

Entitlement ID

An Entitlement ID is an identifier for an entitlement.

An Entitlement ID can be used to login to the Software Licensing Web Portal to see the licenses belonging to this entitlement.

EULA

End User License Agreement

expiration date

A software product is only running until the expiration date is reached.

expired license

A license is expired if the expiration date is reached or the trial period of the software product has been exceeded.

expiring license

An expiring license can only be used for a defined period of time. The time period starts at first activation of any usage right of the license. It is not possible to update an expiring license.

F

file-based license

A file-based license
- is used for dongle licenses and corporate licenses.
- can be a node-locked or a floating license.
- License information is stored in a license file, which has a first level of protection with digital signature.

Configure the location of the license file to use a file-based license.

FLEXnet License Administrator

A FLEXnet License Administrator is a software component running on an Enterprise License Server. It provides a web portal which can be shown in an internet browser. It allows you to display floating licenses of Schneider Electric software products and to administer the Enterprise License Server configuration. The FLEXnet License Administrator installed with the Schneider Electric Floating License Manager is exclusively dedicated to managing Schneider Electric software products. It must not be used to manage licenses of other vendors.

Using the web portal of the FLEXnet License Administrator you can
- display the available floating licenses, e.g. for taking offline.
- display the currently used floating licenses and show details of the hosts (local PCs) currently using the floating licenses.

floating license

A floating license is activated to an Enterprise License Server and
- can be used from different local PCs connected to the same local network as the Enterprise License Server. Using a floating license on a local PC the license is checked out from the Enterprise License Server and is not available for any other PC from this moment. After usage the floating license is checked in again and is available for other PCs again.
- can be a trusted storage license which has been activated by the Schneider Electric Floating License Manager or a dongle license activated by plugging in the dongle containing the license file and the correct Dongle ID.

NOTE: Manage (activate, update, return, repair and configure the dongle license files) your floating licenses only and exclusively with the Schneider Electric Floating License Manager. Changes performed via the FLEXnet License Administrator are not supported and may result in inconsistent or corrupted license information.

free tool

Free tools can be used on as many PCs as you like.

You do not have to order a license for a free tool. It will be included in the setup of the free tool.

For a free tool
- activation is required.
- activation can only be done by web or by phone.
- a Web User Account has to be entered in the e-mail address during activation.
- no return, no update, no repair is possible.
- If the license has been untrusted, you can activate the license again.

H

hybrid license

A hybrid license is a kind of floating license, which can be checked out by the software product, but can also be taken offline to a local PC and the PC (mobile PC) can be taken offline from the Enterprise License Server.

The software product is running as long as the local PC is connected to the Enterprise License Server or if the license has been taken offline to the local PC the software product is running until the expiration date is reached.

I

invalid license

An invalid license can be
- a disabled license.
- an expired license.
- an untrusted license.

IP address

Internet Protocol address

L

license

A license is one line item of an entitlement which is identified by an Activation ID.

One license can have one or multiple usage rights.

license file

A license file is a file which includes license information.

The license in a license file is
- bound to a dongle
- or associated to a corporate license.

A license file has a first level of protection with digital signature.

license owner

The license owner is the person who purchased a license and received the e-mail with license information (Activation IDs) and Entitlement Certificate.

license user

The license user is the person who activated a license with an Activation ID.

local PC

A local PC refers to the PC where a license is used to run a software product.

N

node-locked license

A node-locked license

- can be used on a local PC only.
- can be a trusted storage license which has been activated by Schneider Electric License Manager or a dongle license activated by plugging in the dongle containing the license file and the correct Dongle ID.

P

P/N

See part number

part number

A part number is a character string that characterizes a type of software product.

Individual part numbers are used to identify different types of licenses for the same software product, e.g. to distinguish between node-locked and floating licenses.

A separate part number can be used to identify the media (box, CD case(s) and CD/DVD) for a software product.

permanent license

A permanent license is a license running for an unlimited period.

Depending on the software product, updates are possible.

R

repair

You can repair a license which has become untrusted for further usage. A license can become untrusted, e.g. due to replacement of hardware components of a PC or Enterprise License Server.

return

You can return an activated license from the local PC or Enterprise License Server back to the Schneider Electric License Server

- to move the license to a different PC or Enterprise License Server.
- before you reconfigure a PC or Enterprise License Server (hardware, operating system, etc.). After reconfiguration the license can be activated again.

S

Schneider Electric Floating License Manager

With the Schneider Electric Floating License Manager you manage (activate, update, return, repair) floating licenses stored on a Enterprise License Server.

Schneider Electric License Manager

With the Schneider Electric License Manager

- you manage (activate, update, return, repair) node-locked licenses on your local PC.
- you open the web portal of the FLEXnet License Administrator to
  - display the available floating licenses which can be taken offline from the Enterprise License Server to a PC in your local network.
  - display the currently used floating licenses and show details of the hosts (local PCs) currently using the floating licenses.

Schneider Electric License Server

The Schneider Electric License Server is a server hosted by Schneider Electric, which manages license information.

You need to exchange information with the Schneider Electric License Server to activate a license to your local PC or to your Enterprise License Server.

server port

The server port is the port used for communication from the Schneider Electric License Manager on the local PC to the Enterprise License Server.

Short Code Request

The Short Code Request is the string you generate using the Schneider Electric License Manager and transmit by phone to the Software Registration Center operator.

Short Code Response

The Short Code Response is the string the Software Registration Center operator generates and transmits to you by phone.

You have to enter the Short Code Response to the Schneider Electric License Manager.

SMTP server

An SMTP server is an e-mail server used to send requests by e-mail to the Software Registration Center automatically.

Software Licensing Web Portal

The Software Licensing Web Portal is the entry point for you to access the Schneider Electric web sites which are dedicated to license management.

You can use the Software Licensing Web Portal

- to create a Web User Account.
- to manage licenses (view licenses, activate license) without contact to Software Registration Center.

software product

Software product from Schneider Electric

Software Registration Center (SRC)

The Software Registration Center is a Schneider Electric department which processes the requests (activate, update, return, repair) for software products.

You can reach the Software Registration Center by phone and by e-mail.

SRC

See Software Registration Center

T

take offline

Take offline means to take a hybrid, floating license from your Enterprise License Server to a local PC for a defined duration. After that you can take the local PC offline (mobile PC).

To use the offline license the local PC does not need a network connection to the Enterprise License Server.

When taking offline a floating license a duration (in days) has to be specified, which is used to calculate the expiration date for the offline license.

After the expiration date the offline license cannot be used on the local PC any longer and the license becomes available on the Enterprise License Server again.

trial license

A trial license

- is used to test and evaluate a software product during a trial period of, for example, 21 days.
- is automatically activated during first launch of the software product on the local PC.
- includes the maximum set of software product features.
- is not available for floating licenses.
- is not available for dongle licenses.
- is only visible in the Schneider Electric License Manager.
- can only be used in the trusted storage even if the license to be purchased after the trial period is a dongle license.
- can only be used as a node-locked license on the local PC even if the license to be purchased after the trial period is a floating license.

trial period

During the trial period software products work without being activated.

trusted storage

The trusted storage is a hidden system area used to store license information.

trusted storage license

A trusted storage license

- can be a node-locked license (for Schneider Electric License Manager) or a floating license (for Schneider Electric Floating License Manager).
- The license information is stored in a hidden system area.
- By using the Schneider Electric License Manager or the Schneider Electric Floating License Manager you can manage (activate, update, return, repair) your trusted storage license autonomously.

U

untrusted license

A license can become damaged, e.g. due to replacement of hardware components of the PC or Enterprise License Server. You can repair an untrusted license for further usage.

update

You can update a software product license e.g. from size Medium to size Large or to a later version, e.g. from V1.00 to V2.00. After update it provides more capability and/or more features.

usage right

One license for a software product can have multiple usage rights which represents how many copies of the software product can be used at the same time.

For the same software product licenses with different numbers of usage rights can be offered, for example Single licenses with 1 usage right, Group licenses with 3 usage rights, Team licenses with 10 usage rights, and Entity licenses with 100 usage rights.

W

web port

The web port is the port used to open the web portal of the FLEXnet License Administrator on the Enterprise License Server from the local PC.

Web User Account

A Web User Account is an account used by the customer to access the Software Licensing Web Portal and to order licenses.

X

XML request file

An XML request file is a file you generate using the Schneider Electric License Manager or the Schneider Electric Floating License Manager and you transmit to Schneider Electric License Server (by e-mail or by upload in the Software Licensing Web Portal).

XML response file

An XML response file is a file generated by Schneider Electric License Server and transmitted to you (by e-mail or by download from the Software Licensing Web Portal).

You have to import the file to the Schneider Electric License Manager or the Schneider Electric Floating License Manager.

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