

Renishaw License Manager User Manual

Issue: 1.6

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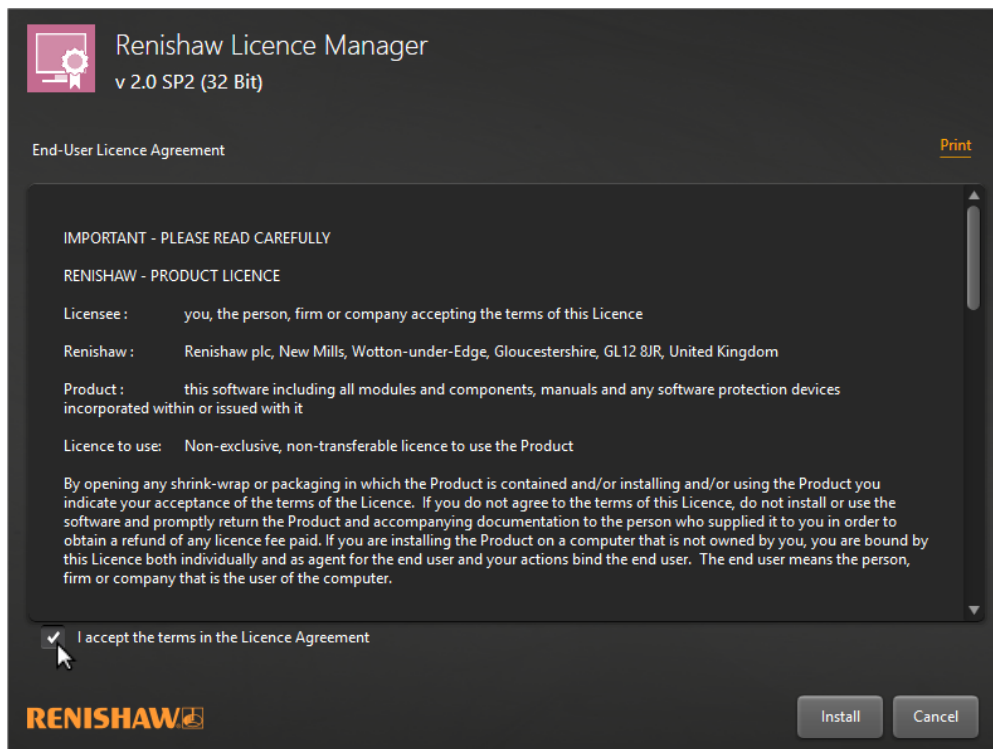
2 Introduction

Renishaw Licence Manager allows you to activate and return software licences for Renishaw products.

This guide will give an overview of Renishaw Licence Manager. If you require any further assistance using the application, please contact your local Renishaw office, as detailed on our website <http://www.renishaw.com/en/service-and-support--17289>.

3 Installation

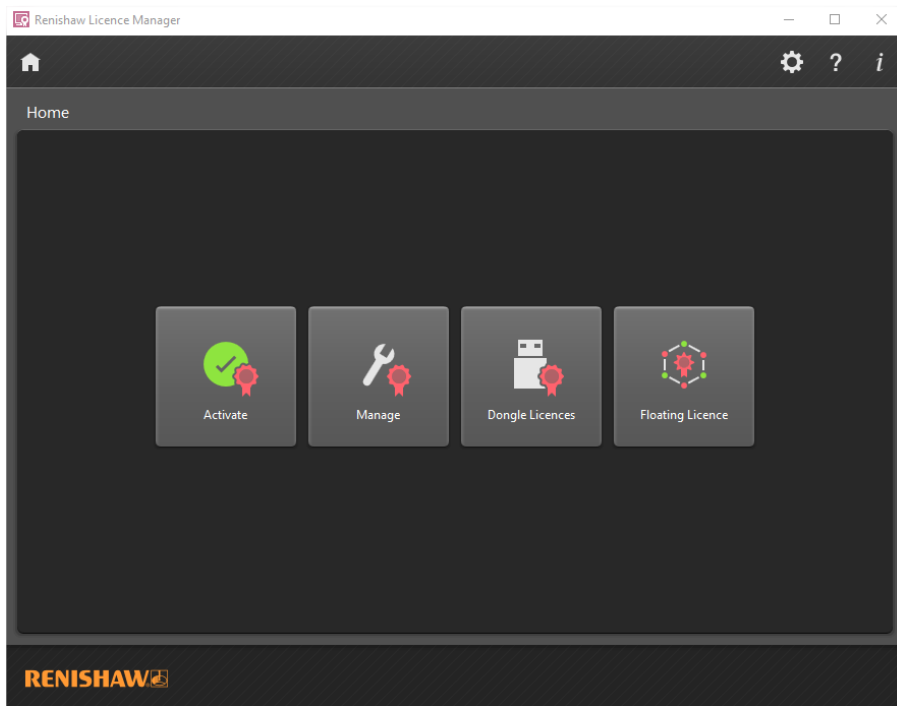
Before installing Renishaw Licence Manager, please read the product licence. In order to continue with the installation, you will need to confirm your acceptance by checking the checkbox:



4 Home Screen

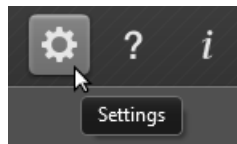
When the software is run, you will be presented with the *Home* screen. There are three options available from the *Home* screen:

1. [Activate a new software licence.](#)
2. [Manage your existing local licences.](#)
3. [Manage your dongle licences.](#)



4.1 Settings

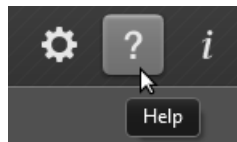
Click the cog icon to access the *Settings* menu:



Here you can customise the look of the software into either a light or dark theme and change the language used to one of 12 supported languages. It is also possible to reset the default configuration of Renishaw Licence Manager from this menu.

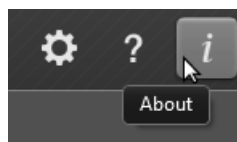
4.2 Help

Click the question mark icon to access a pdf of the user manual:



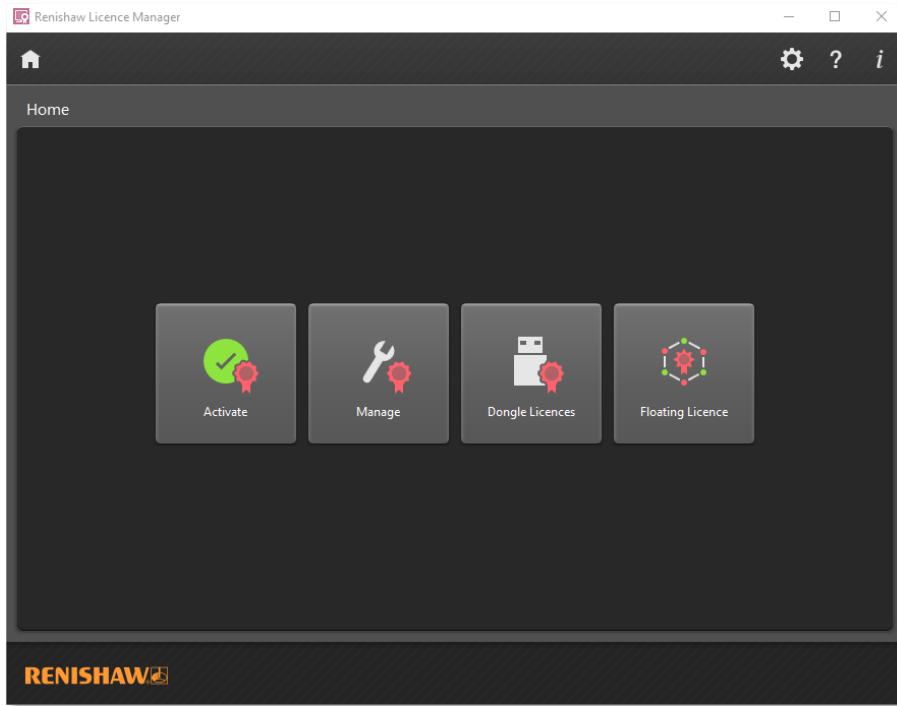
4.3 About

Click the exclamation mark icon to access the *About* dialog:



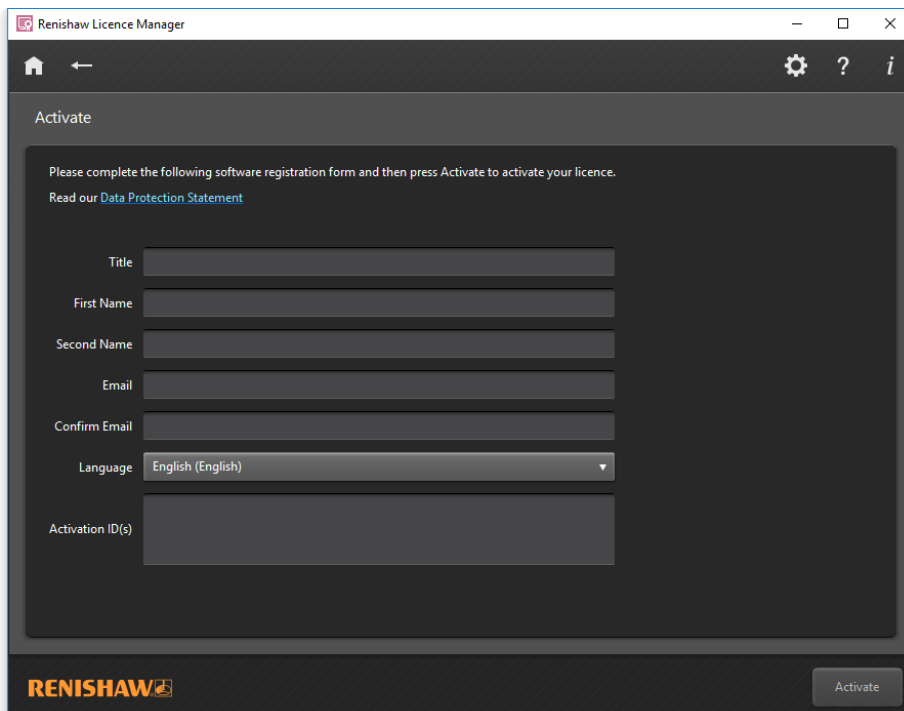
5 Activate

Activation is a process to allow access to product features based on your entitlement. To access the activation functionality, click the *Activate* button on the *Home* screen:



5.1 Registration

The first step when activating a local licence is to enter your details on the registration page.



This will allow Renishaw to contact you to provide software updates and support. Your details will be stored in accordance with our Data Protection Statement, which is available online at www.Renishaw.com/dataprotection.

A user can provide a single activation ID to activate a single product, or multiple activation IDs to activate multiple products simultaneously. Multiple IDs can be separated by single key space, comma (,) semicolon (;) or new line.

Once all the details have been entered, click on the *Activate* button to complete the activation process.

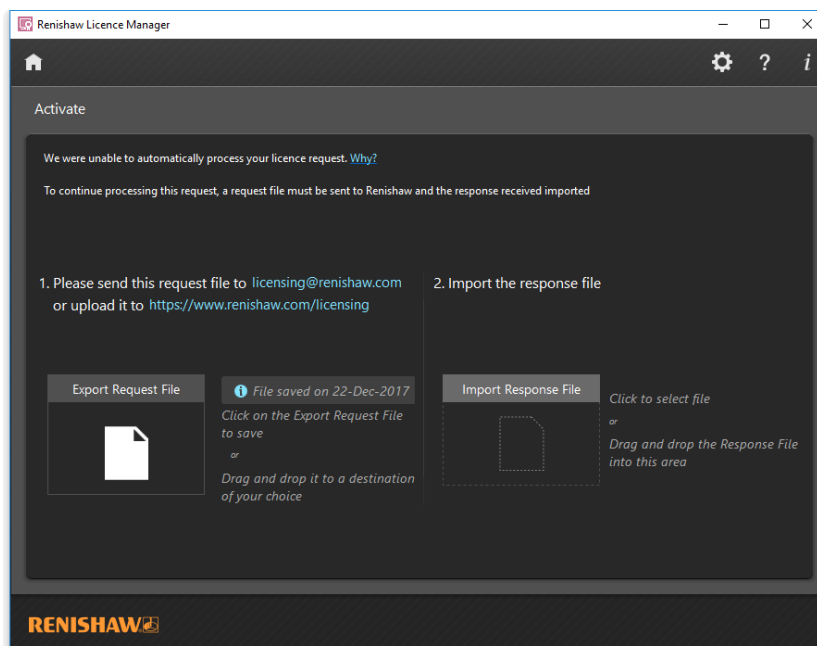
5.2 Activation Types

5.2.1 Online Activation

If your computer is connected to the Internet, your software licence will be activated automatically.

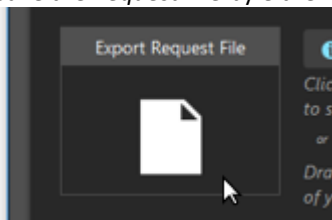
5.2.2 Manual Activation

If your computer is not connected to the Internet, or the application is not able to connect to Renishaw's servers, you will need to complete a manual activation.



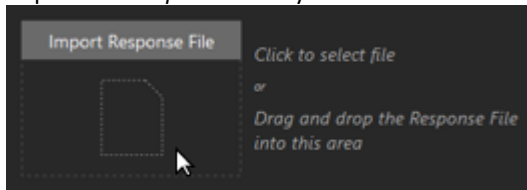
The manual activation process will guide you in the generation of a request file. These steps are:

1. Save the *Request File* by either:



- a. Click on the *Export Request File* button to open a *Save As...* dialog
 - b. Drag the *Export Request File* icon to your preferred file location.
2. Generate a *Response File* by using an online computer to either:
- a. Upload the *Request File* to the Renishaw website: <http://www.renishaw.com/licensing/>

- b. Email the *Request File* to a dedicated Renishaw email Account: licensing@renishaw.com
3. Import the *Response File* by either:



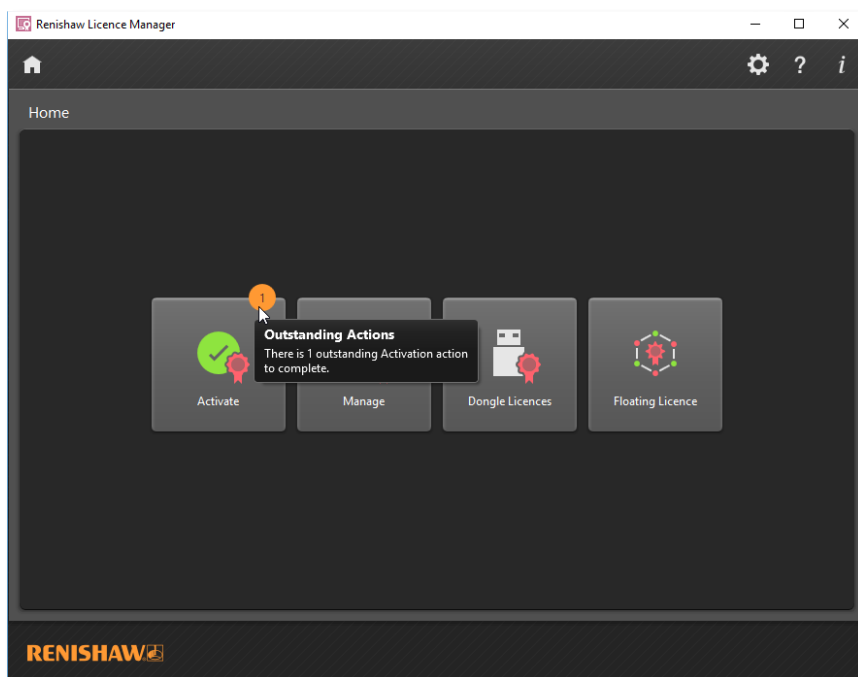
- a. Click on the *Import Response File* to open a file dialog to select the response file.
- b. Drag the file from your computer and drop it on the *Import Response File* icon.

After the *Response File* has been imported, your licence will be activated.

5.3 Outstanding Manual Activations

If you are not able to import the *Response File* in the same session as you generated the *Request File*, Renishaw Licence Manager will keep track of your progress. You can return to the outstanding activation at any time and complete the process.

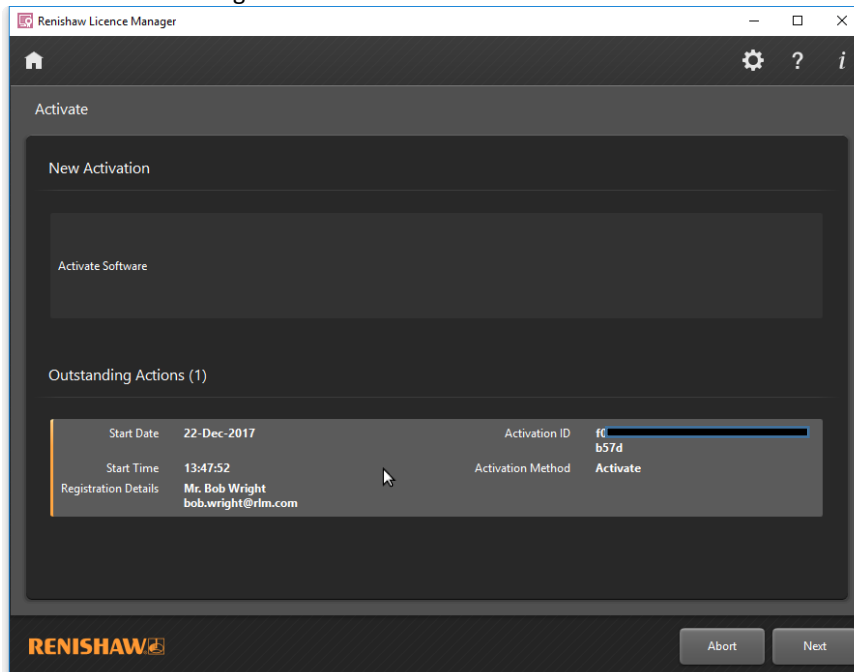
An indicator on the *Activate* button shows the number of outstanding activations:



5.3.1 Completing an Outstanding Activation

To complete an outstanding activation, follow these steps:

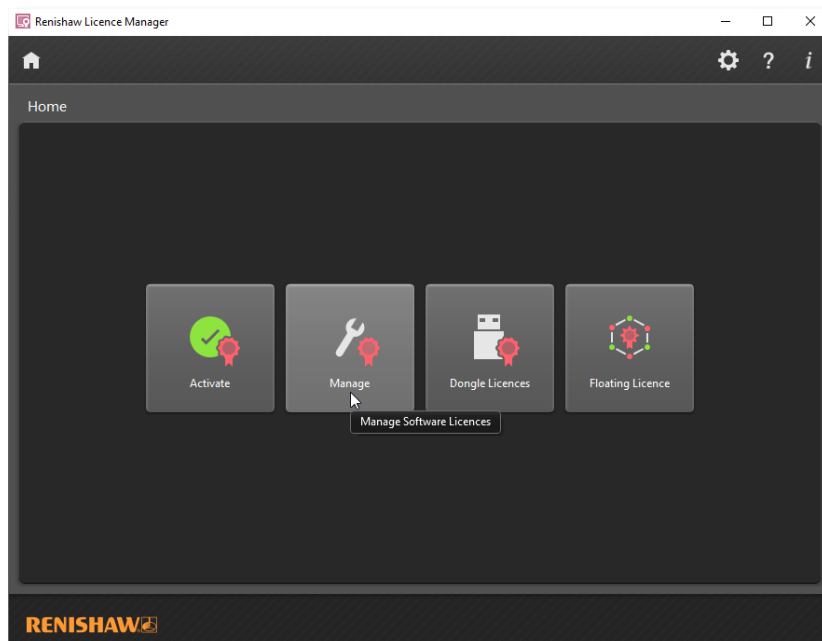
1. Select the outstanding activation from the *Activate* screen:



2. Click the *Next* button.
3. Select the pending licence you wish to complete.
4. Click the *Next* button. (If you no longer wish to complete the outstanding activation, you may abort the process by clicking the *Abort* button.)

6 Manage

To access the licence manger functionality, click the *Manage* button on the *Home* screen:

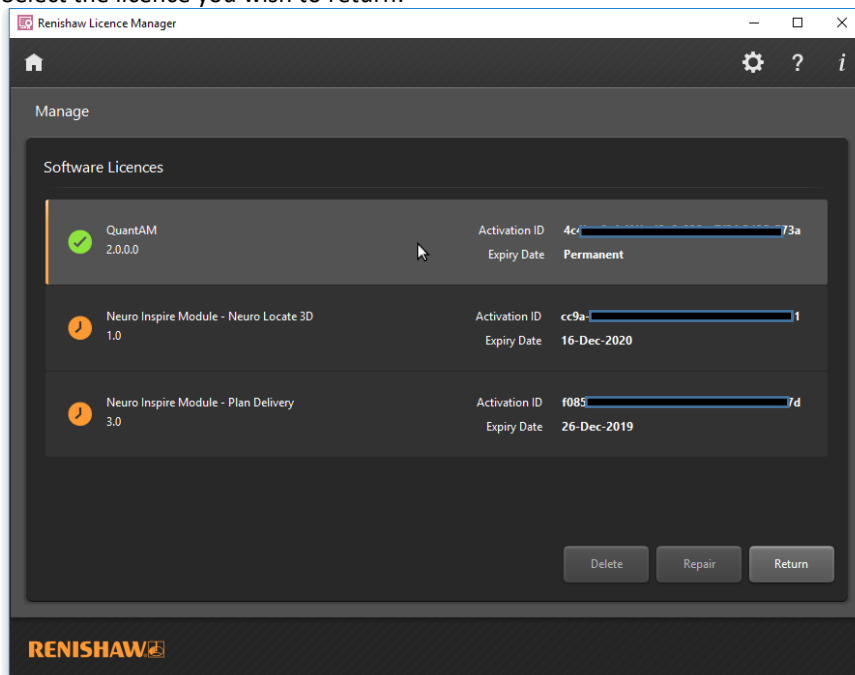


6.1 Transfer a Licence

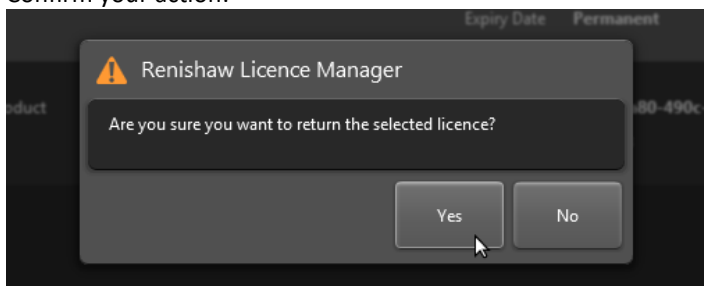
If you need to transfer your Renishaw software product to another computer, you must first return the licence from one computer and then complete a licence activation on the new computer.

The steps to do this are as follows:

1. Select *Manage* from the *Home* screen.
2. Select the licence you wish to return:



3. Click the *Return* button.
4. Confirm your action:

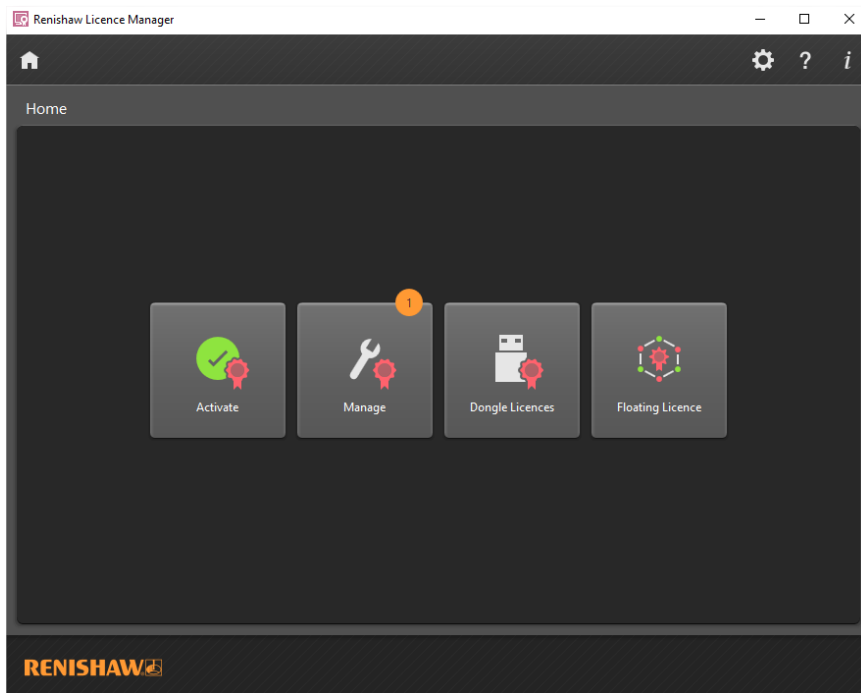


5. You may now install the software and activate the licence on another computer by following the steps in [Section 5: Activate](#).

6.2 Pending Manual Returns

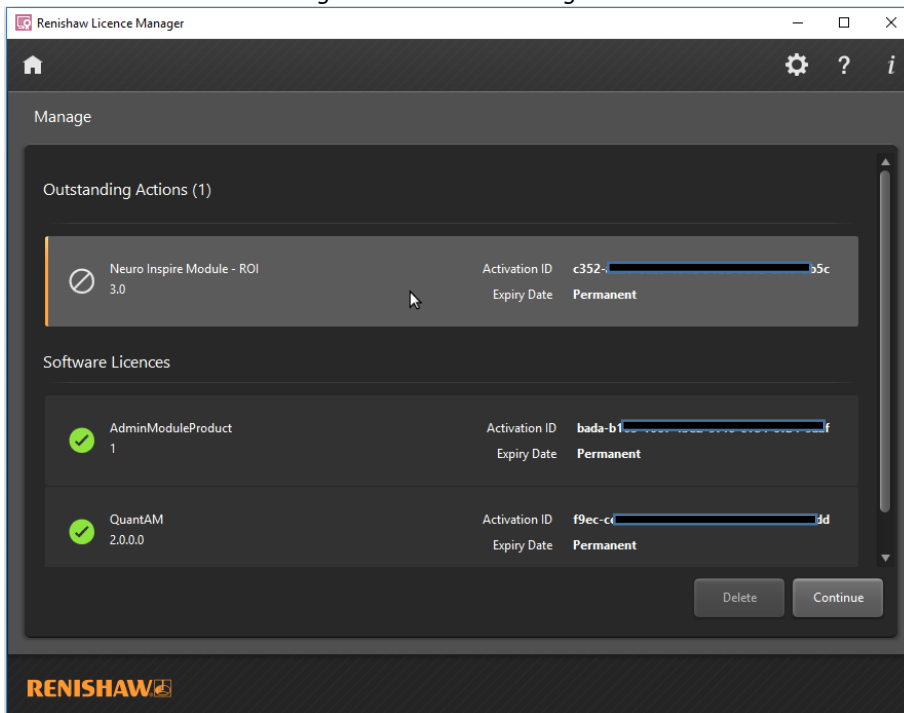
If you are manually returning a licence and are not able to import the *Response File* in the same session as you generated the *Request File*, Renishaw Licence Manager will keep track of your progress. You can complete the pending return process at any time.

An indicator on the *Manage* button on the *Home* screen shows the number of pending returns:



To complete a pending return:

1. Select it from the *Outstanding Actions* on the *Manage* screen:

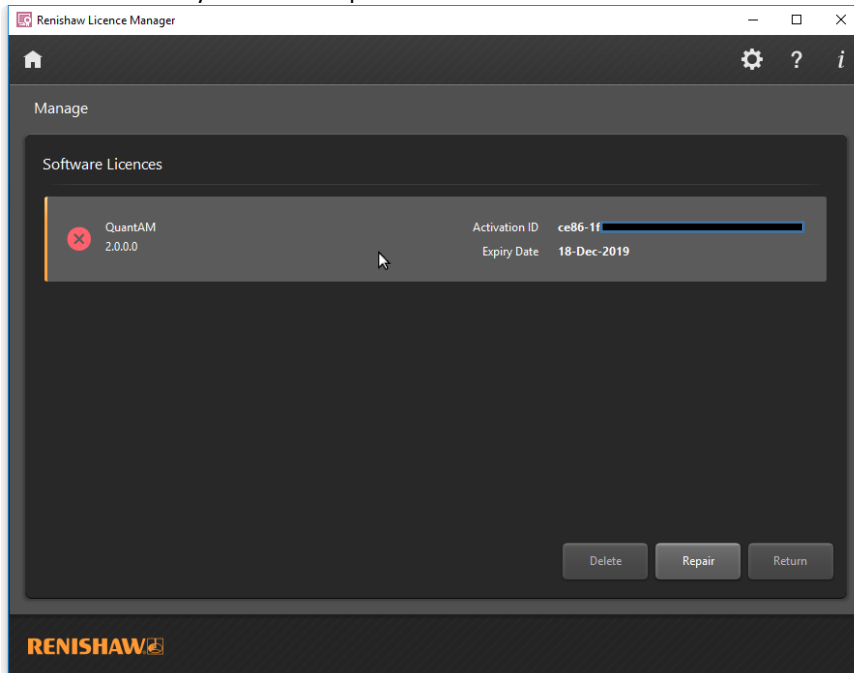


2. Click the *Continue* button.
3. Follow the steps specified in [Section 5.3: Manual Activation](#).

6.3 Repair License

Should your licence become corrupt, you can repair the licence to continue using your software. The steps to achieve this are as follows:

1. On the *Home* screen, click the *Manage* button.
2. Select the licence you wish to repair:



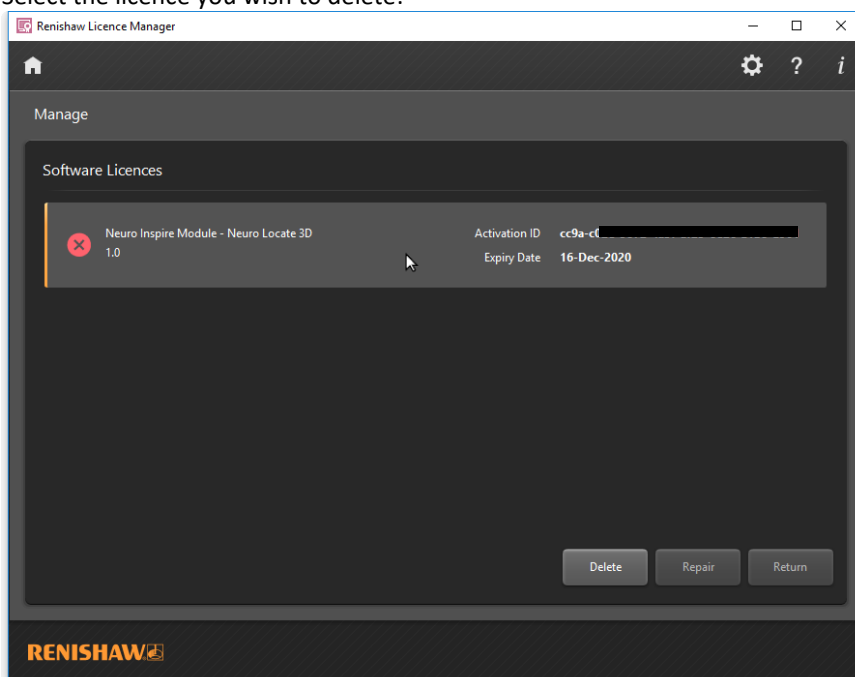
3. Click *Repair*.
4. Follow the same steps as outlined in [5.3: Manual Activation](#).

6.4 Delete Licence

If a return attempt is unsuccessful then the license may become inactive. These licenses can be deleted from the system via the *Delete* option. The *Delete* option becomes visible for a license once the user has attempted to return it. The steps to achieve this are as follows:

1. On the *Home* screen, click the *Manage* button.

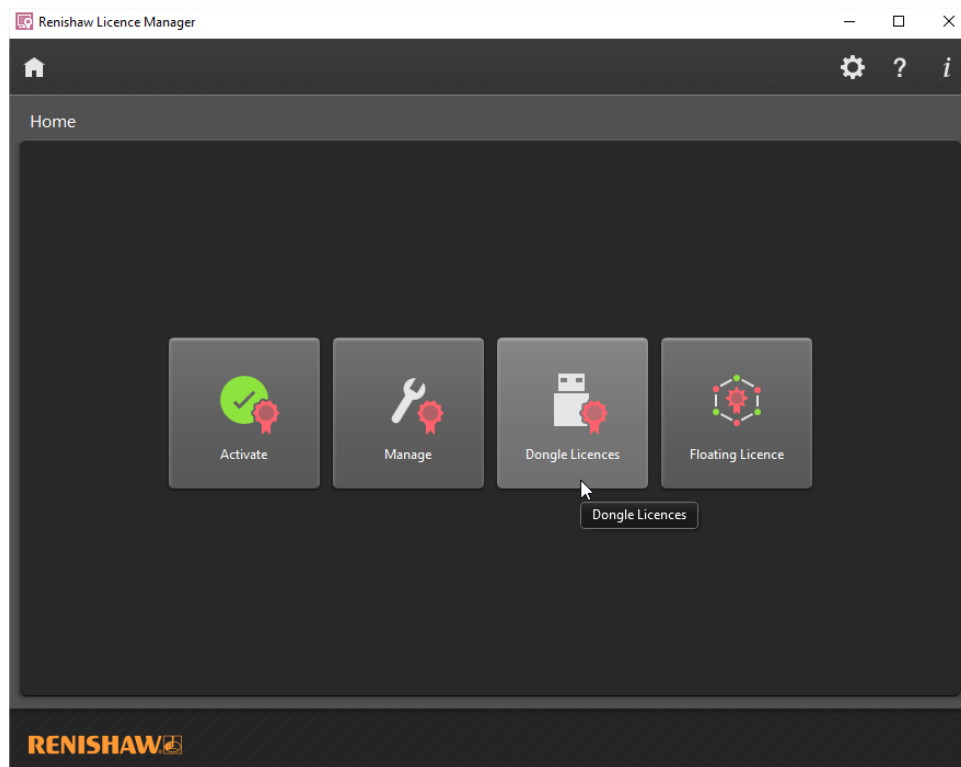
2. Select the licence you wish to delete:



3. Click the *Delete* button.

7 Dongle Licences

To manage the licences on a Dongle, Click on the *Dongle Licences* button on the *Home* screen.

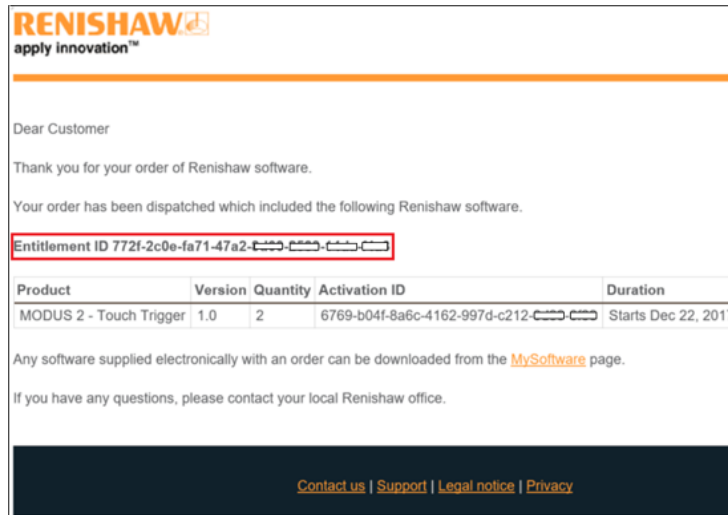


7.1 Adding a New Licence

There are 3 approaches for adding a new licence to a Dongle.

7.1.1 Entitlement ID

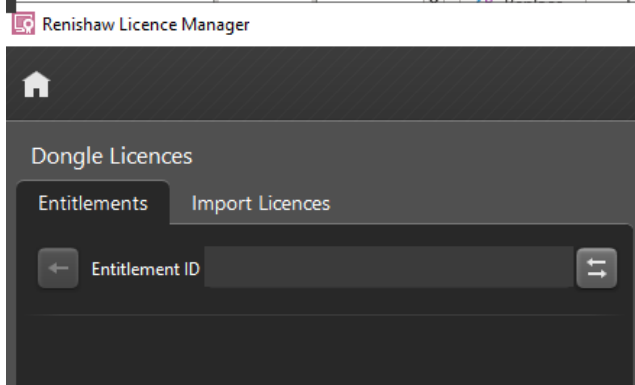
If a licence hasn't been generated yet for your dongle, you can use the *Entitlement ID* to generate and copy the licence file on to the dongle. The *Entitlement ID* can be found on the e-mail received from licensing@Renishaw.com, relating to your software order:



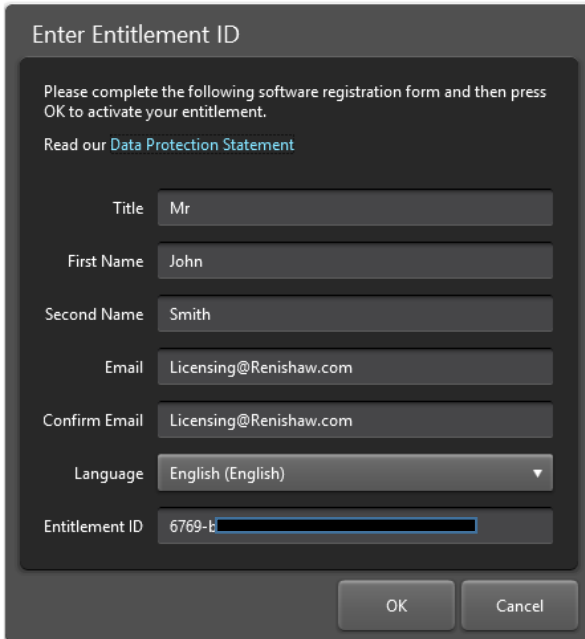
Once you have your *Entitlement ID*, the steps to then add the licence to the dongle are as follows:

7.1.2 Online: If your computer is connected to the Internet

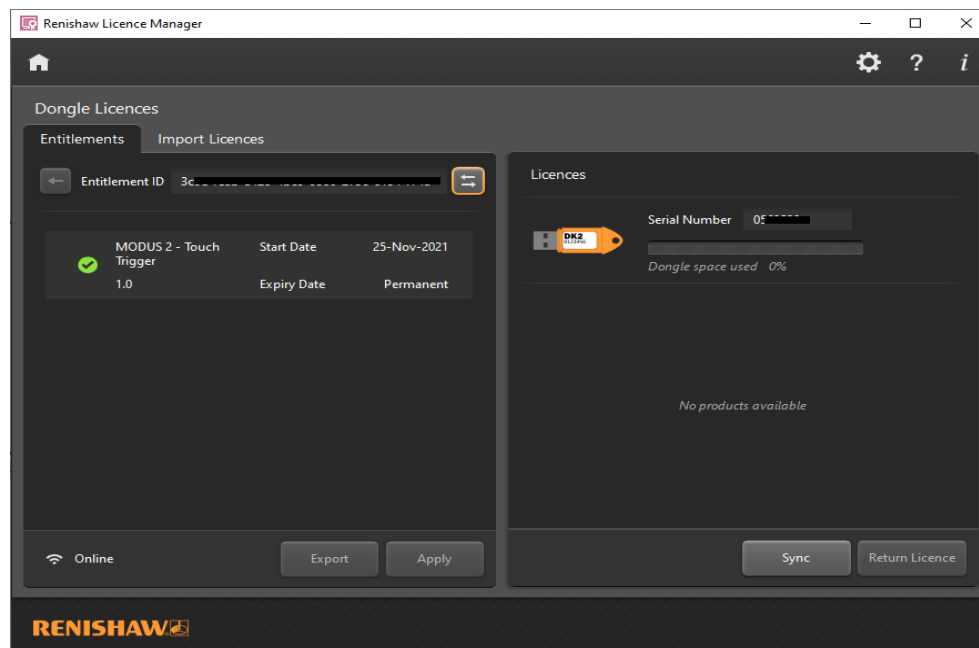
1. Click on the *Load new entitlement* button:



2. Populate the form and with your contact information and *Entitlement ID*:



3. Click the *OK* button.
4. The application will display all available licences for the given *Entitlement Id*:



5. Plug in the dongle onto which you want the new licence to be applied. (If any licences exist on the dongle, they will appear in the *Dongle Licences* panel.)

Black dongle icon will be displayed in *Dongle Licences* panel if black dongle is connected.



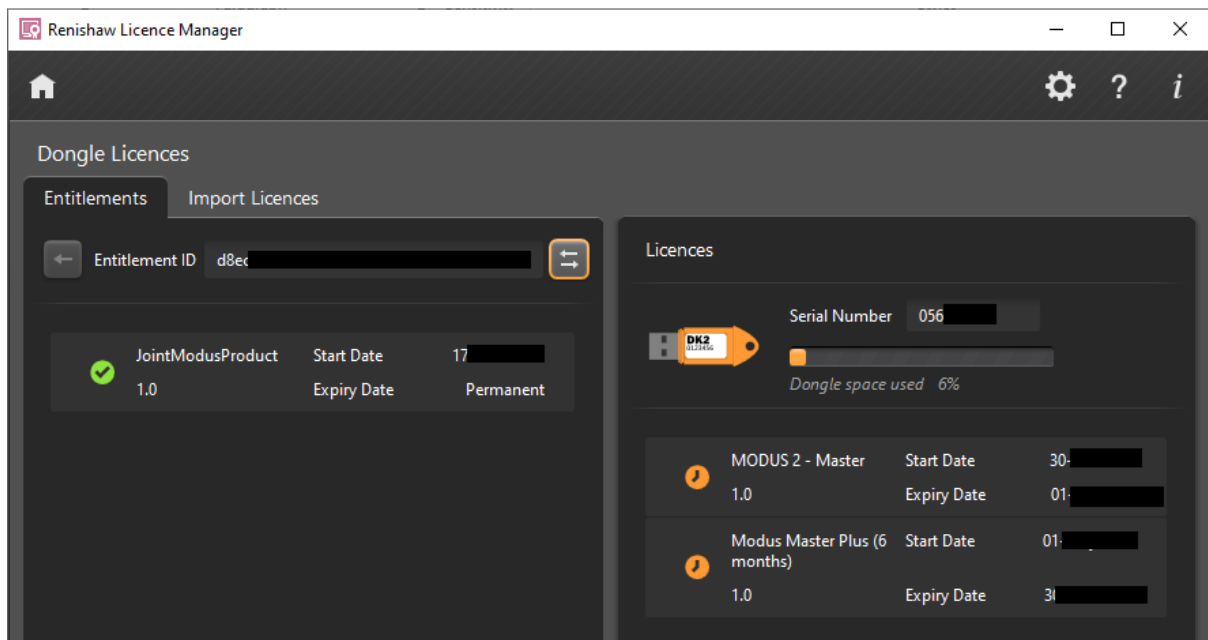
6. In the left-hand window select the licence you wish to apply.
7. Click the *Apply* button.
8. Once the licence has been successfully applied, it will be removed from Entitlements list and appears in right hand side window under Licences list.
9. Select the license from the Licences panel to display details of all related Entitlement IDs in the Entitlements panel.

Note: Modus2 licence cannot be applied on black dongle.

7.1.3 Add Modus1 and Modus2 combined Licence (Joint Licence)

Entitlement Id which contains both Modus1 and Modus2 licence is called Joint licence. RLM can add Joint licence on orange dongle in online environment.

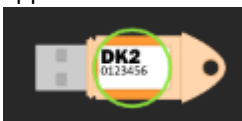
The activation procedure remains same as other dongle licences. Joint licence is displayed as “*JointModusProduct*” in Entitlements window.



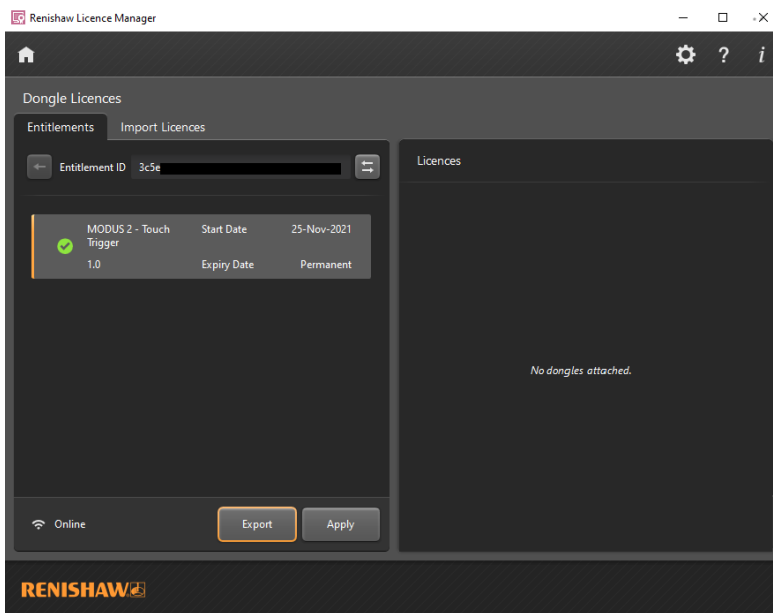
Once joint licence is applied on dongle, RLM will display all configured Modus1 and Modus 2 products in Dongle Licences window.

7.1.4 Manual: If your computer is not connected to the Internet

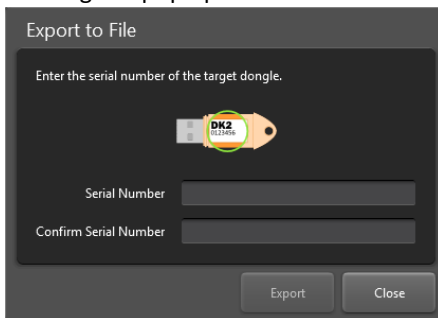
1. Make a note of the dongle serial number for the dongle to which you wish the new licence to be applied:



2. Install Renishaw License Manager on a computer that has an internet connection.
3. On this computer, follow the steps in [Section 7.1.2: Entitlement ID](#) to get the licences, using the *Entitlement ID*.
4. In the left-hand window select the licence you wish to apply:

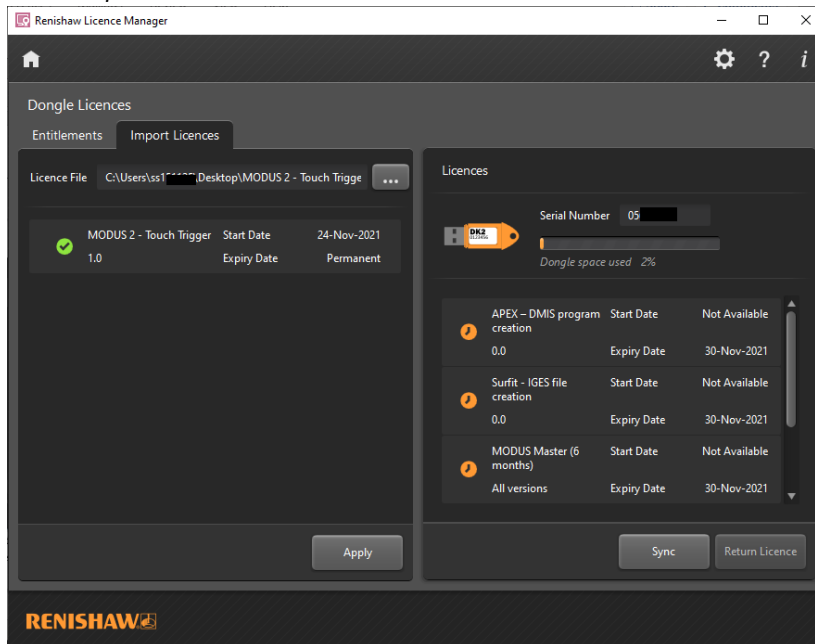


5. Click the *Export* button.
6. A dialog will pop up for serial number:



7. Enter the serial number for the dongle to which you want the licence to be applied.
8. Confirm that serial number of the dongle is correct.
9. Click the *Export* button.
10. Save the file and transfer it to the original offline computer.
11. Start Renishaw Licence Manager on the original offline computer and navigate to *Dongle Licences*.
12. Connect the dongle to the computer. Ensuring to attach the same dongle for which the licence file was generated.

13. Select *Import Licences* tab:



14. Click the ... button (the browse button).

15. Select the folder containing the licence file that was exported from the internet connected machine.

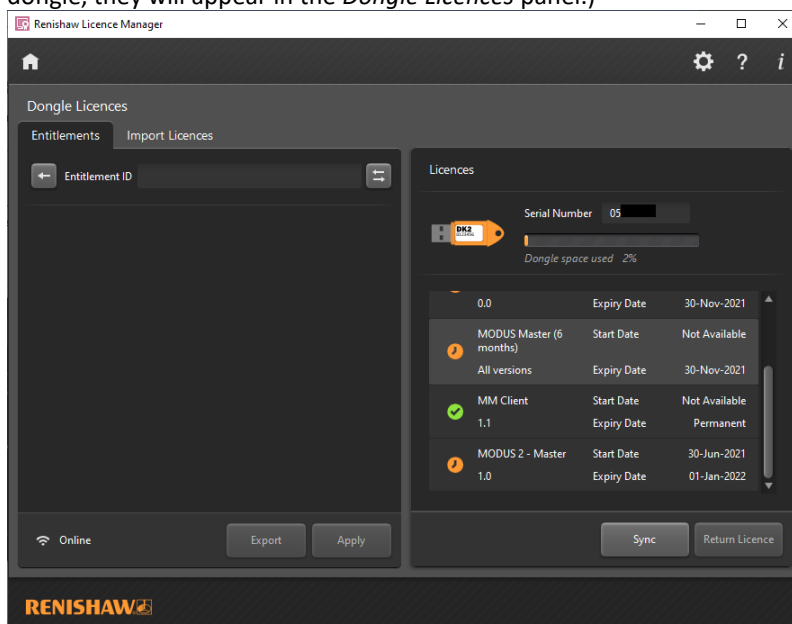
16. Select the licence file.

17. Click the Apply button to write licence on to the dongle.

7.2 Sync Licences

When licences have been generated for a connected dongle, the user can then apply them to the dongle, using the *Sync* option. The computer must be connected to the internet in order to complete the Sync procedure.

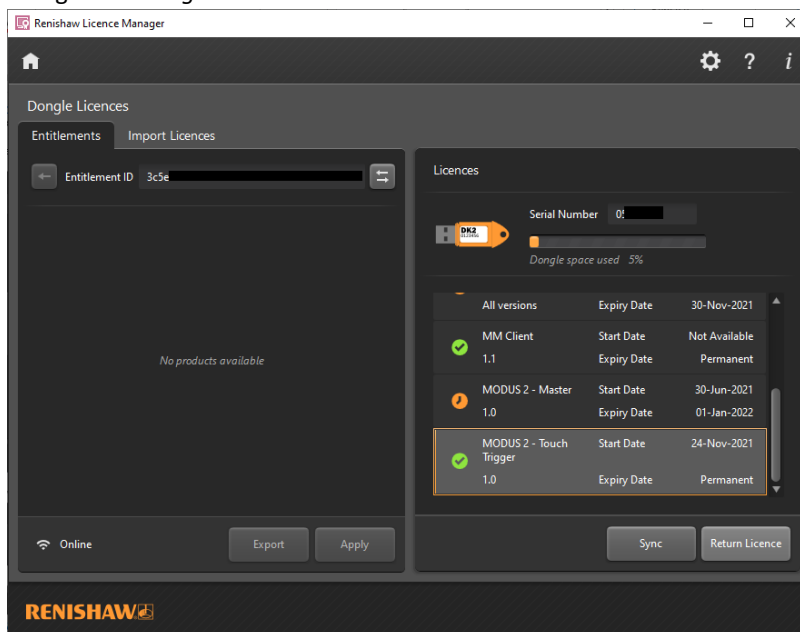
1. Plug in the dongle onto which you want the new licence to be applied. (If any licences exist on the dongle, they will appear in the *Dongle Licences* panel.)




- Click on the *Sync* button to fetch and apply all available valid licences for the attached dongle. This will also remove any invalid licences on the dongle.


7.3 Return a Dongle Licence

- Find a computer with an internet connection, that has the Renishaw Licence Manager installed on it.
- Launch the Renishaw Licence Manager application.
- Click on the *Dongle Licences* button on the *Home* screen.
- Connect the dongle to the computer.
- Navigate to *Dongle Licences*



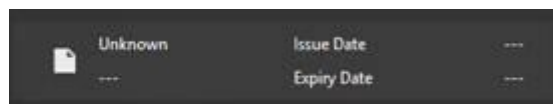
- Select the licence to be returned.
- Click the *Return* button.

 Modus1 licence cannot be returned through RLM application. Please contact Renishaw if you need assistance in returning Modus1 licence.

 Joint licence can be returned by initiating return of any Modus 2 licence which is part of Joint licence. All products from joint licence will be returned in this process.

7.3.1 Unknown Licence

If the licence was written in an older format, then the licence will be shown as *Unknown*:



If the licence is shown as *Unknown*, click the *Sync* button before step 3 in the previous [Section 7.3: Return a Dongle Licence](#). Clicking the *Sync* button will update these licences with new format and add new licences for the connected dongle if any are available.

7.4 Apply a Licence to Another Dongle

To transfer a licence from one dongle to another, it must first be returned from the initial dongle, and then applied to the new dongle. The steps to achieve this are as follows:

1. Follow the steps in [Section 7.2: Return a Dongle Licence](#).
2. Follow the steps in [Section 7.1.2 Entitlement ID](#).

8 Floating Licence

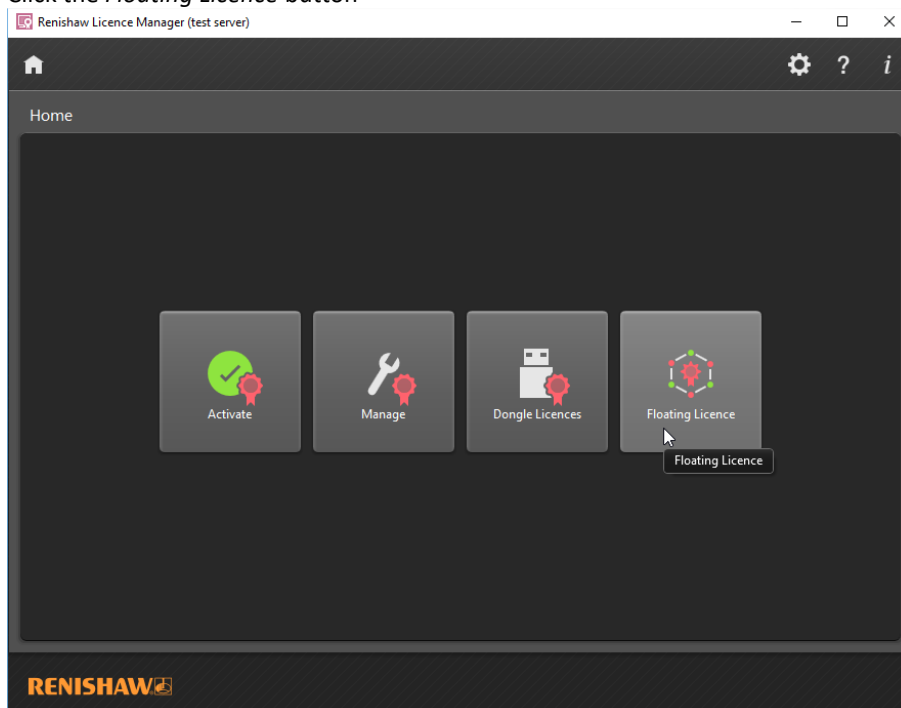
Floating licence activation is a three-step workflow:

1. [Activating Floating Licence](#).
2. [Installing LMADMIN service](#).
3. [Managing floating Licences from licence server Portal dashboard](#).

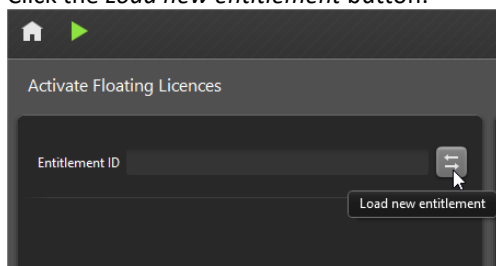
8.1 Activate Floating Licence

To activate a floating licence on your machine you will need the *Entitlement ID* which can be found on the e-mail received from licensing@Renishaw.com, relating to your software order. Once you have your *Entitlement ID*, follow the step given below to activate your Floating licence:

1. Click the *Floating Licence* button



2. Click the *Load new entitlement* button:



- Populate the form and with your contact information and *Entitlement ID*:

Enter Entitlement ID

Please complete the following software registration form and then press OK to activate your entitlement.
[Read our Data Protection Statement](#)

Title

First Name

Second Name

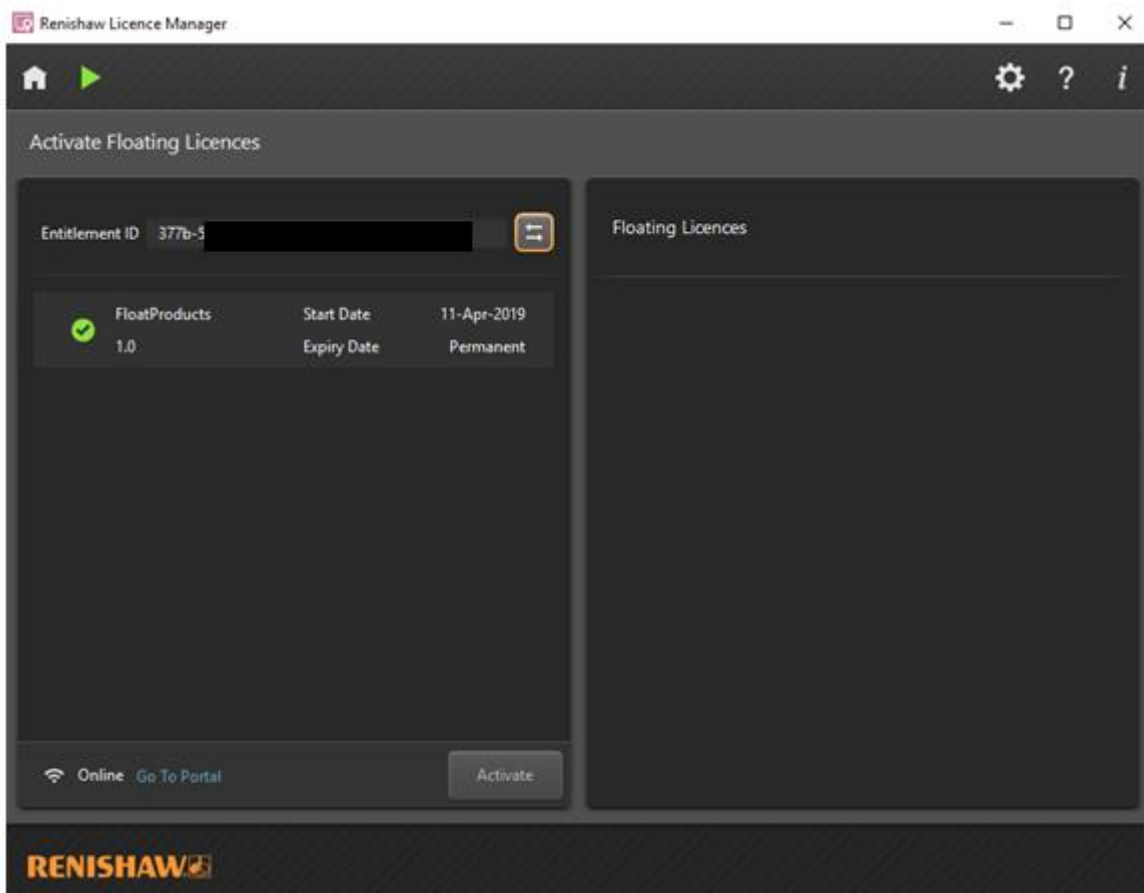
Email

Confirm Email

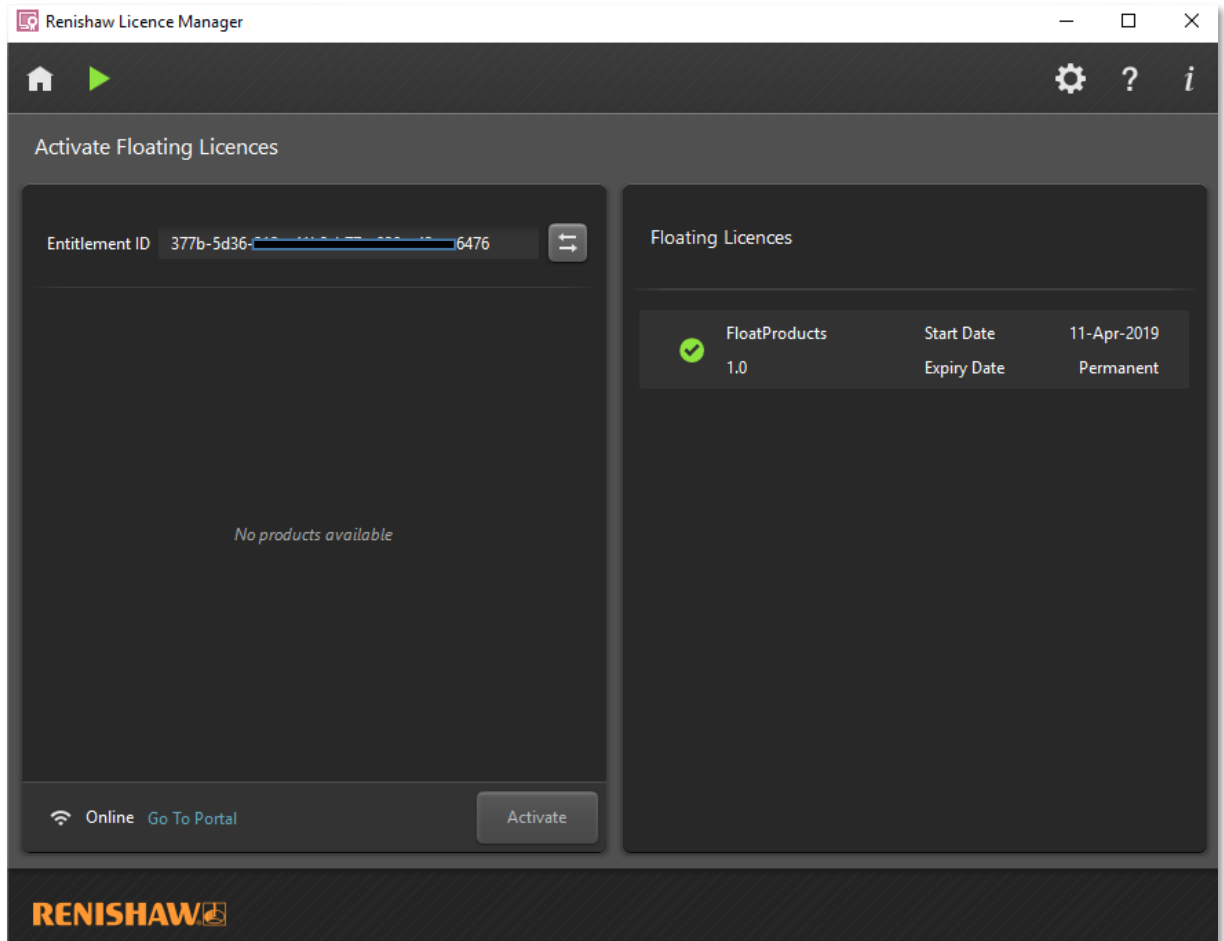
Language

Entitlement ID

- Click the *OK* button.
- The application will display all available licences for the given *Entitlement Id* on the left pane. Select the licence you want to activate and click *Activate*:



- The Licence will now be activated on your machine. You can see the activated licence on the right pane. If Licence manager service already running, service restart may be required. Please refer the 'Manually starting LMADMIN service' step mentioned below to restart the service.



8.2 Install Licence server manager (ladmin) service

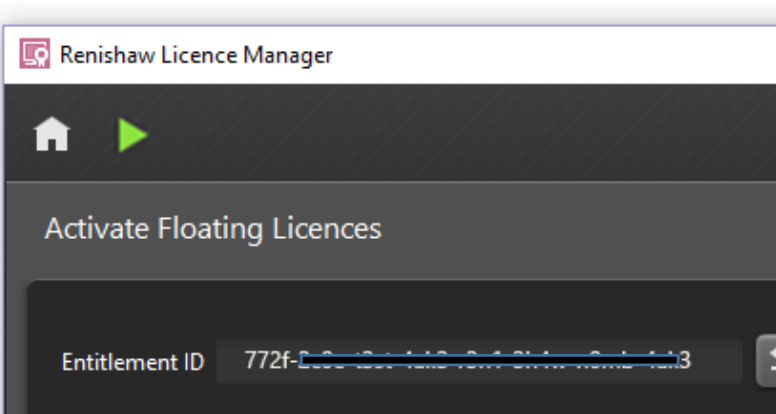
Once you have the floating licence activated on your machine, you will need to install the *licence server manager admin* service. Follow the steps below to install *licence server manager admin* service(ladmin):

- Open *Start* menu and navigate to *Renishaw Licence Manager*.
- You will find a shortcut to *LM Admin Installer*. Run this shortcut as an admin.
- The installation process will start and install the service. The installer will automatically close once the installation is successful.

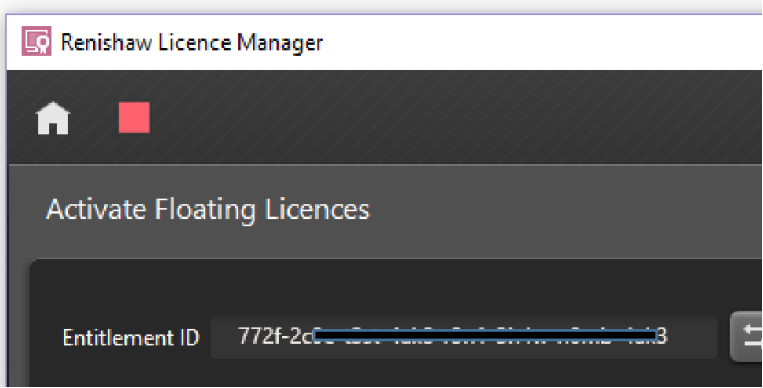
Note: Once you have installed the Ladmin service, the service will start automatically.

8.2.1 Manually starting LMADMIN service

If the service has been stopped or is not running, you can start the lmadmin service from the *Start* button. The *Start* button is the green play icon on the top left corner of the *Activate Floating Licences* screen:

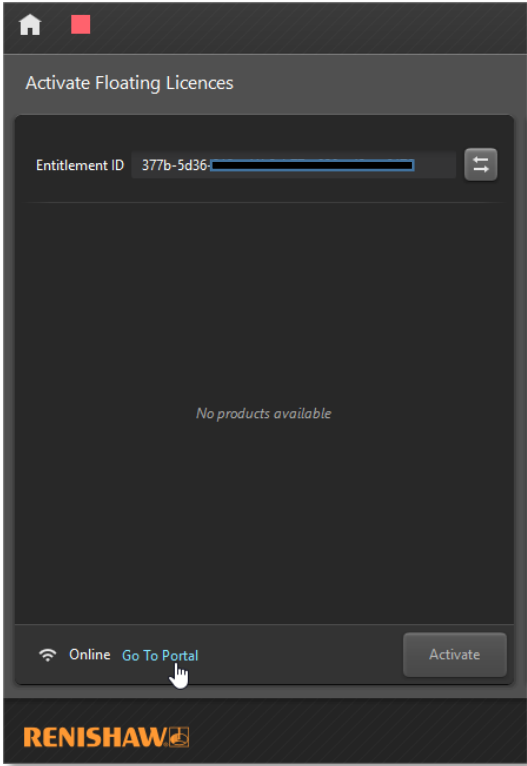


Once the service is started, the button will be changed to *Stop* service:

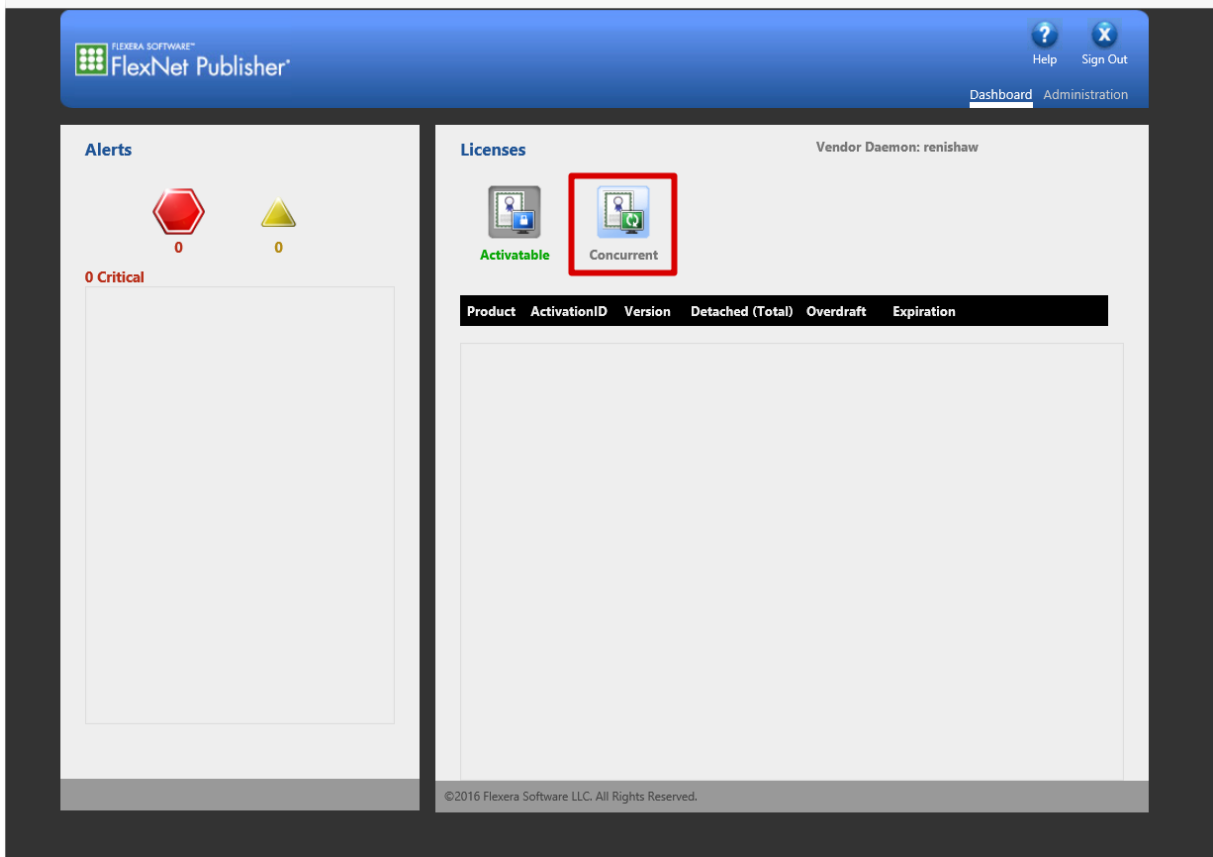


8.3 Navigating to Licence Manager Server Portal Dashboard

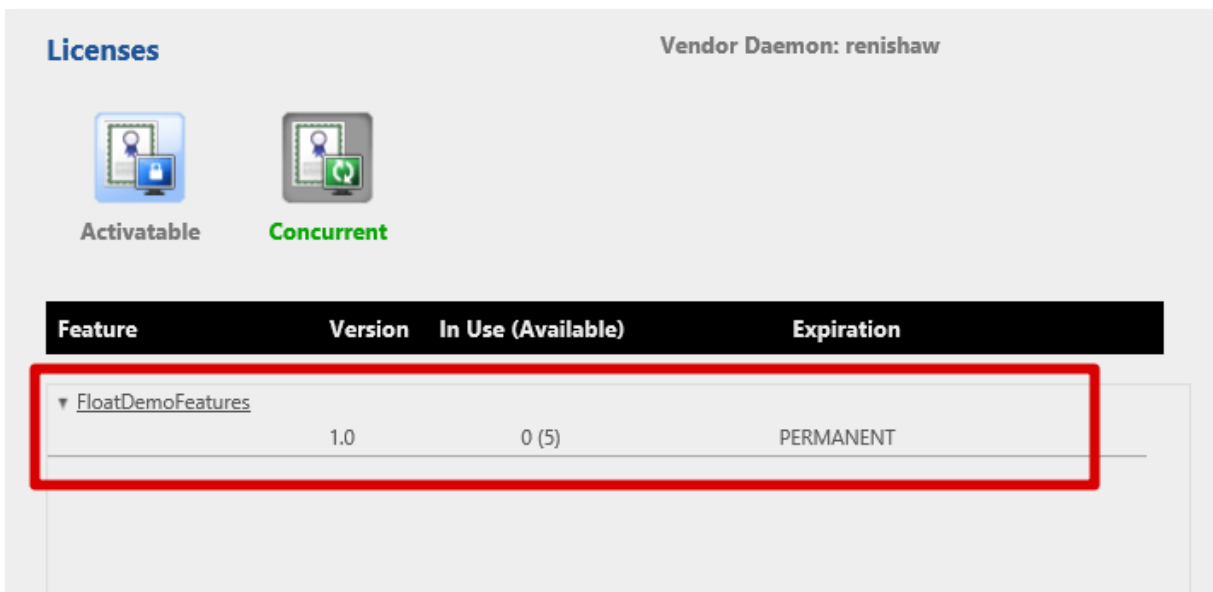
Once the service is running, Click on [Go To Portal](#) link on the left bottom corner to open the dashboard:



The Lmadmin Dashboard will open in your default web browser.

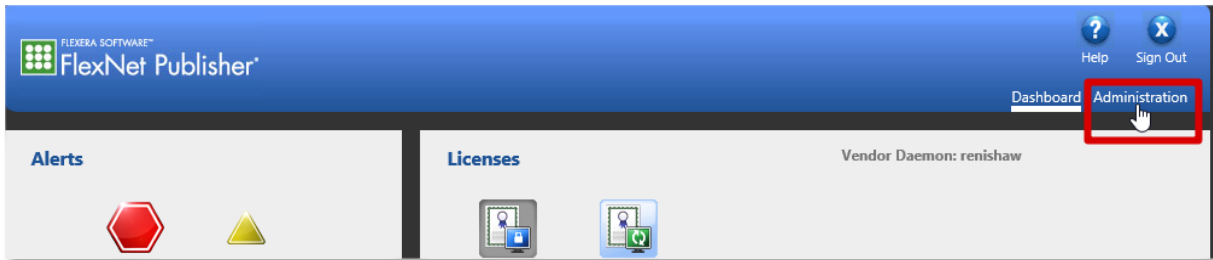


Click on the *Concurrent* button on the dashboard to see all the available licences and the count available for the corresponding licences.



8.3.1 Troubleshooting LMADMIN dashboard

Click on *Administration* tab on the top right corner to enter the administrator settings:



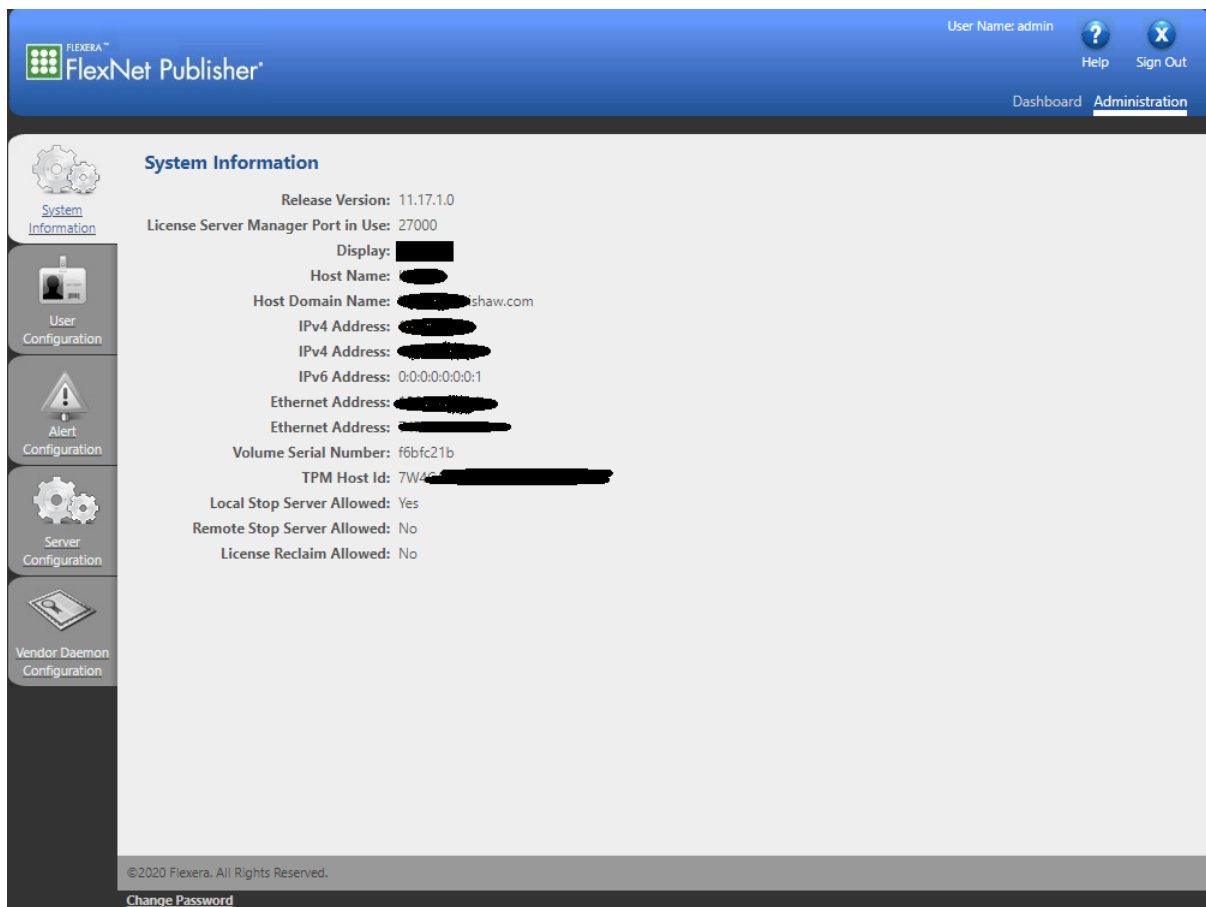
You will be asked for your username and password.

The default username is 'admin' and the default password is 'admin'.

Note: Portal will ask you to change the password on logging in for the first time:



The first tab will give you information about your machine on which the licence manager server is running.



The screenshot displays the FlexNet Publisher Administration interface. The top navigation bar includes the Flexera logo, the text 'FlexNet Publisher', and user information: 'User Name: admin', 'Help', and 'Sign Out'. The main content area is titled 'System Information' and lists various system parameters:

- Release Version: 11.17.1.0
- License Server Manager Port in Use: 27000
- Display: [Redacted]
- Host Name: [Redacted]
- Host Domain Name: [Redacted].shaw.com
- IPv4 Address: [Redacted]
- IPv4 Address: [Redacted]
- IPv6 Address: 0:0:0:0:0:1
- Ethernet Address: [Redacted]
- Ethernet Address: [Redacted]
- Volume Serial Number: f6bfc21b
- TPM Host Id: 7W46 [Redacted]
- Local Stop Server Allowed: Yes
- Remote Stop Server Allowed: No
- License Reclaim Allowed: No

The left sidebar contains navigation tabs: System Information, User Configuration, Alert Configuration, Server Configuration, and Vendor Daemon Configuration. The footer includes the copyright notice '©2020 Flexera. All Rights Reserved.' and a 'Change Password' link.

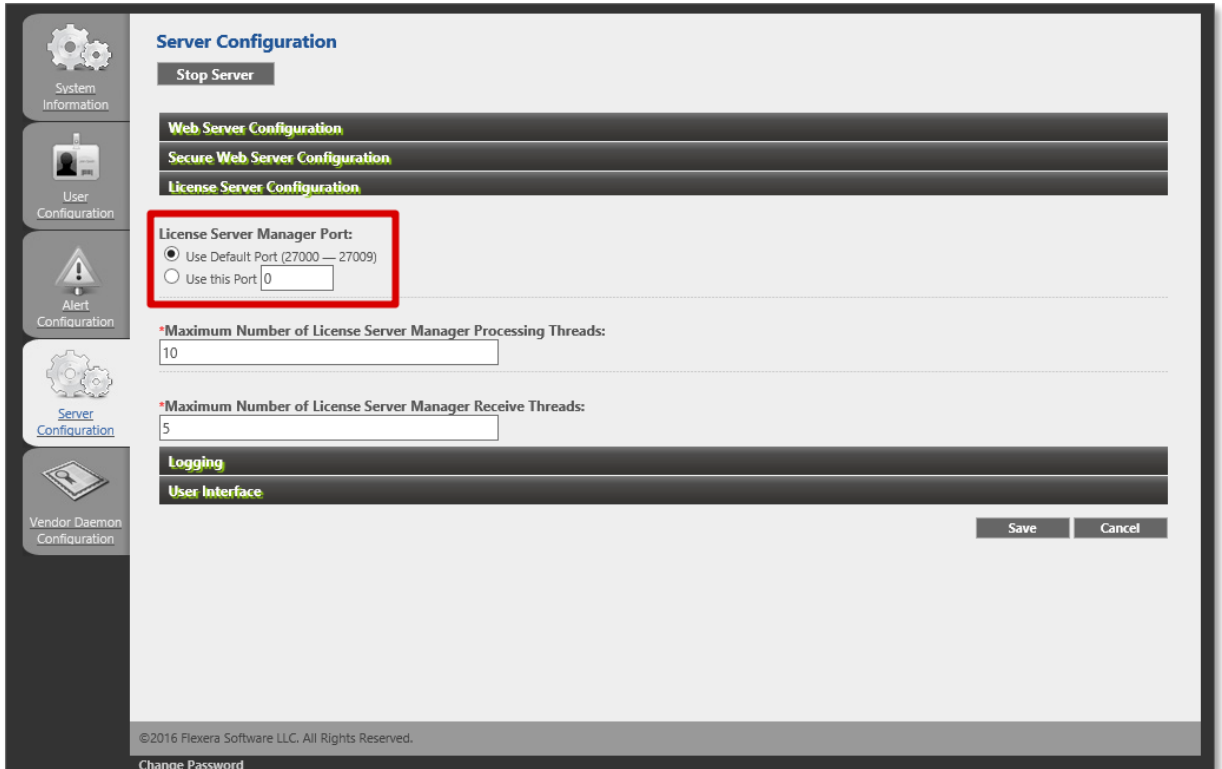
8.3.2 Changing the port

The client PC sometimes may not checkout a floating licence if PC's port is occupied by another process. In this case you will need to change port configuration. This can be done by following the steps given below:

If PC port is occupied by some process

1. Click on the *Server Configuration* tab to see the Server Configuration.
2. Click on *Licence Server Configuration*. Here you will see the radio buttons to choose default port or select a port.

3. Select *Use this Port* and enter your port number:



Server Configuration

Stop Server

Web Server Configuration

Secure Web Server Configuration

License Server Configuration

License Server Manager Port:

Use Default Port (27000 — 27009)

Use this Port:

*Maximum Number of License Server Manager Processing Threads:

*Maximum Number of License Server Manager Receive Threads:

Logging

User Interface

Save Cancel

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Change Password

8.3.3 Unable to view floating licences on Portal

If any floating licence is activated after starting licence server manager, it may not be reflected on the portal. The licence server manager needs to be refreshed to display these licences. This can be done by reinstalling the server by following these steps given in point [8.2 Install Licence Server Manager\(lmadmin\)service](#).