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INSTALLATION GUIDE 2019



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Installing Advance

Read this installation guide carefully. For additional information on individual topics, contact your local reseller or GRAITEC support.



System requirements

Due to the wide variety of projects handled by GRAITEC users, it is difficult to suggest a unique system configuration to fit all cases. The minimal requirements described below allow the software to run under acceptable conditions for average sized projects. This might not be enough for handling all projects under the best conditions. For any questions or issues regarding system requirements, please contact GRAITEC.

Minimal system requirements

Hardware

- ✓ PC with Intel® Core™ i3 latest generation Processor (or AMD equivalent)
- ✓ 8 GB RAM.

Depending on the project's size and complexity, additional RAM is highly recommended. Please contact GRAITEC for more details.

- ✓ Minimum 50 GB free disk space on the hard disk
- ✓ Windows compatible graphics adapter (1GB video RAM), with the latest video driver (recommended by the manufacturer), with support for OpenGL 3.0 and DirectX 12 and with the latest drivers installed (for best performance, we don't recommend onboard graphics cards)
- ✓ 19" display or higher with 1680 x 1050 resolution
- ✓ Network adapter, Keyboard, Mouse, USB port
- ✓ Internet connection or an alternate solution for activating the license (see *Activating the software* chapter)
- ✓ **For network licenses:** Microsoft Windows network license server configured according to the Installation Guide and Flexera requirements (see <http://www.flexerasoftware.com>)

Note: *For Advance Design: Intel (R) HD Graphics 4000 (or older) is not recommended as a default graphic card, due to the drivers' quality not similar to competitors' and it may not adequately support some of the product features;*

Do not rely only on automatic updates from Windows, download the specific graphic card drivers directly from the manufacturer's web site.

Software

- ✓ Installed operating system - Windows 8 64-bit version (see the *Note* below)
- ✓ Installed TCP/IP Protocol

Note: *GRAITEC Advance CAD, Advance Design, BIM Designers, Power Pack for Revit and PowerPack for Advance Steel v2017 (and higher) are available for Windows 64-bit only. GRAITEC Advance Workshop is available for **both** Windows 32 and 64-bit.*

Notice regarding Microsoft Office running on 64-bit Operating Systems

Some versions of Microsoft Office install a 32-bit version on 64-bit operating systems (including a 32-bit ODBC driver). If the 32-bit version of ODBC driver is already installed GRAITEC Advance will use it, but will not run it optimally. To avoid downgrading the performance of GRAITEC Advance, we highly recommend installing and using 64-bit versions of Microsoft Access ODBC drivers included in Microsoft Office 2010 (64-bit version) or in Microsoft Access Database Engine 2010 Redistributable available as a free download on <http://www.microsoft.com/en-us/download/details.aspx?id=13255> or on Advance DVD.

Recommended system requirements

Aside from minimal configuration, GRAITEC recommends the following system requirements:

- ✓ PC with Intel® Core™ i5 or i7 latest generation Processor
- ✓ 16 GB RAM

Depending on the project's size and complexity, additional RAM might be required. Please contact GRAITEC for more details.

- ✓ SSD with 50 GB free space or more
- ✓ 22" display or higher with 1920x 1080 resolution
- ✓ Graphic card with DirectX 12 or higher and OpenGL 3.0 compliancy
- ✓ Installed operating system: Windows 10 64-bit version
- ✓ Windows and AutoCAD® compatible printer or plotter

Note: *This configuration is subject to change and we invite you to review this information for each new software update or new operating system version.*

GRAITEC is testing its software on freshly Windows installed systems and cannot guarantee their correct behavior on any computer running any third party software (outdated drivers, specific AutoCAD plug-ins, silent processes running in the background, antivirus software or firewalls improperly configured, etc.), or hardware (specific processors, specific I/O devices, etc.). Users might experience slow access or no access at all, functionality loss in the case of an improperly configured network or other software or hardware misuse.

GRAITEC could not be held responsible for any of the problems mentioned above, including but not limiting to the cases when the minimal configuration described would not allow the software to run correctly and users to handle their projects properly. In any case of software malfunction, we strongly recommend to contact your GRAITEC reseller.

Licenses can be transferred using the GRAITEC FlexNet Operation (FNO) server. GRAITEC is doing its best to assure a continuous availability of the license server. Only under severe conditions, the server might be out of order for a limited time. In this case, GRAITEC would do its best for getting it operational in the shortest time.

Server system requirements

In case Advance is used within a network environment, a server is required for allocating licenses.

The following operating systems are supported:

- Windows Server 2003 (32-bit and 64-bit)
- Windows Vista (32-bit and 64-bit)
- Windows 2008 (32-bit and 64-bit)
- Windows 2008 R2
- Windows 7 (32-bit and 64-bit)

Distribution

- ✓ All latest versions, innovations, updates and documentation are available online, through GRAITEC Advantage
- ✓ The license is activated online.

License

An *activation code* and a *serial number* are required to use Advance.

GRAITEC Advance suite comes with an activation code and a serial number. If the two weren't provided upon purchase, please contact GRAITEC or the reseller. Without an authorization, a temporary license for 5 days may be installed.

If you have any problems contact your reseller or GRAITEC support.

Additional requirements for a successful installation

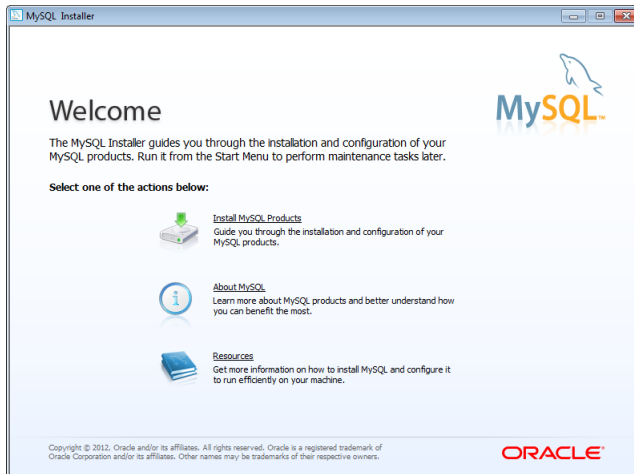
- In your Windows session you must be logged in as administrator or must have administrator rights. If you are not logged in as administrator or you do not have administrator rights, an error message appears during the installation.
- Windows OS normally comes with the TCP/IP protocol set up properly. If any issues occur, verify the connection to the license management software by using the **ping** command. This command tests the host name and the IP address. If the IP address is confirmed and not the host name, there might be a problem with the name server. If this is the case verify that the queried host name is in the local HOSTS file or in the DNS database. Below is an example of how the **ping** command works:

```
C:\>ping kh.meinnetz.net
PING executed for kh.meinnetz.net [ IP 192. ... ] with 32 Bytes of information:
Answer from 192. ... : Bytes=32 time<10ms TTL=128
Answer from 192. ... : Bytes=32 time<10ms TTL=128
Answer from 192. ... : Bytes=32 time<10ms TTL=128
Answer from 192. ... : Bytes=32 time<10ms TTL=128
```

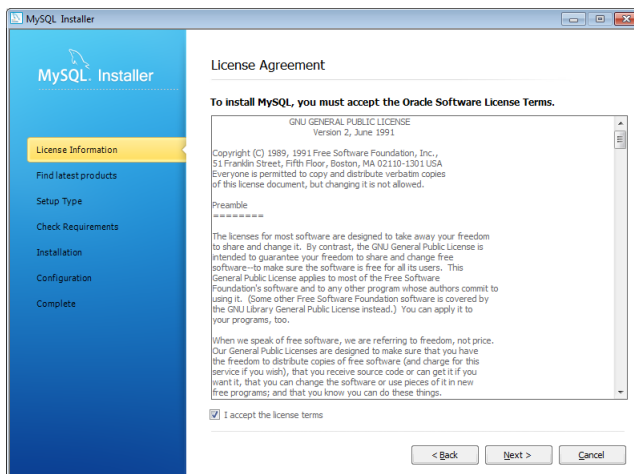
Installing MySQL server for Advance Workshop

As a first step, the MySQL database must be installed. It can be installed either on the PC where Advance Workshop is installed or on a different PC/Server (in this case, Advance Workshop must have a network connection with the Server).

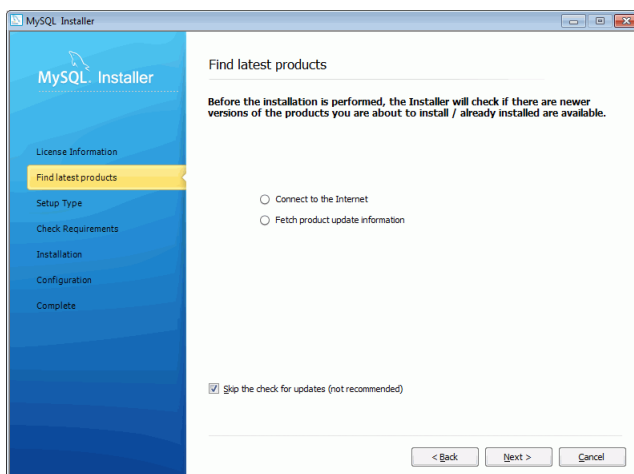
1. Double click on *mysql-installer-community-5.5.28.2.msi*.
2. Select **Install MySQL Products**.



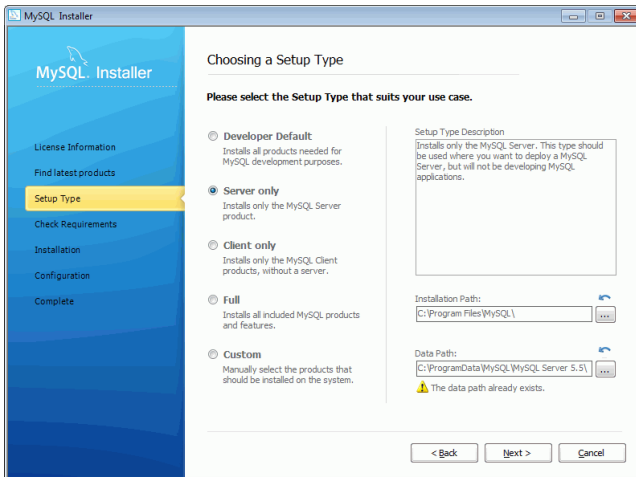
3. Read the license agreement. Click **I accept** to agree to the specified terms and click **Next**.



4. Select **Skip the check for updates**. Click **Next**.

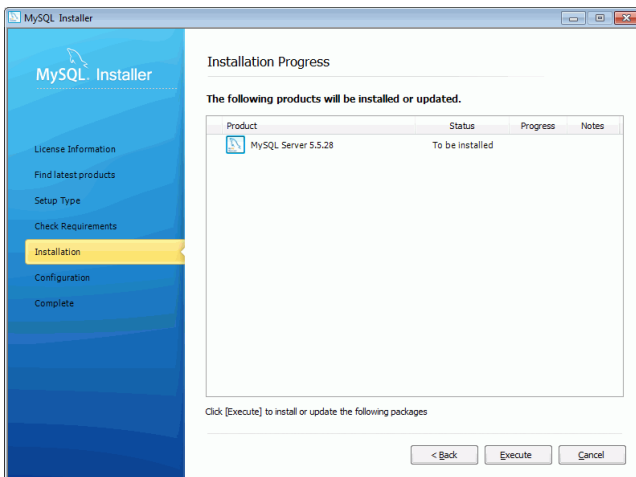


5. Select type **Server only** and check the installation path. Click **Next**.

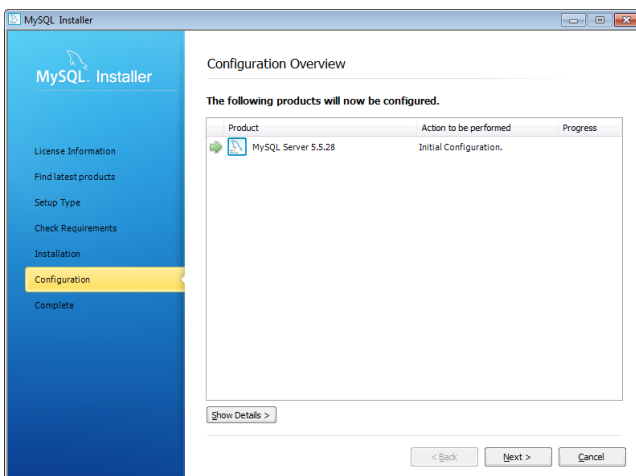


6. Click **Next**.

7. Click **Execute**.



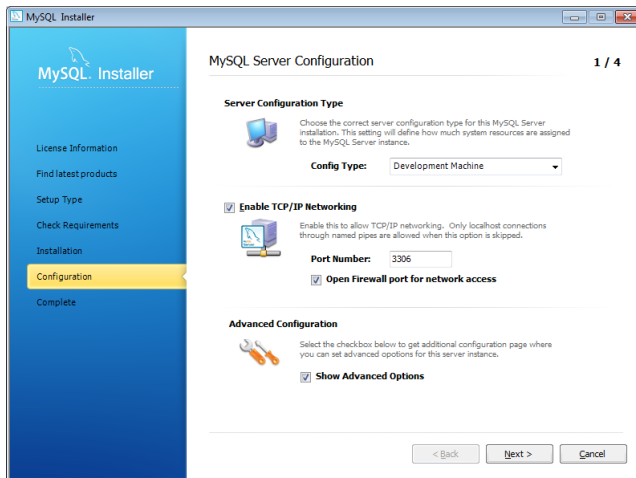
8. Click **Next**. In the following dialog, click **Next** to start configuration.



9. Select **Server Configuration Type** and choose the correct server configuration type for this MySQL server installation.

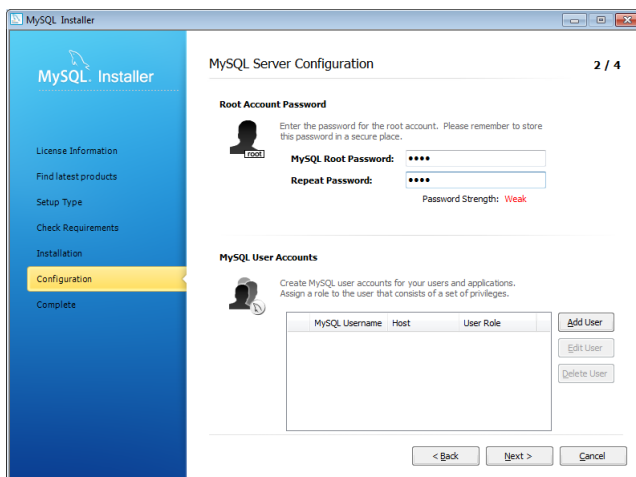
This setting will define the amount of system resources assigned to the My SQL Server instance.

For installing on a Workstation, select **Development Machine**. Select **Show Advanced Options**, and click **Next**.

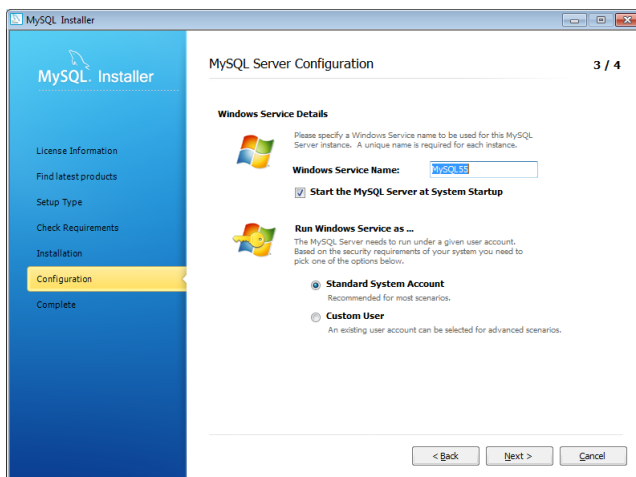


10. Enter the password for the root account.

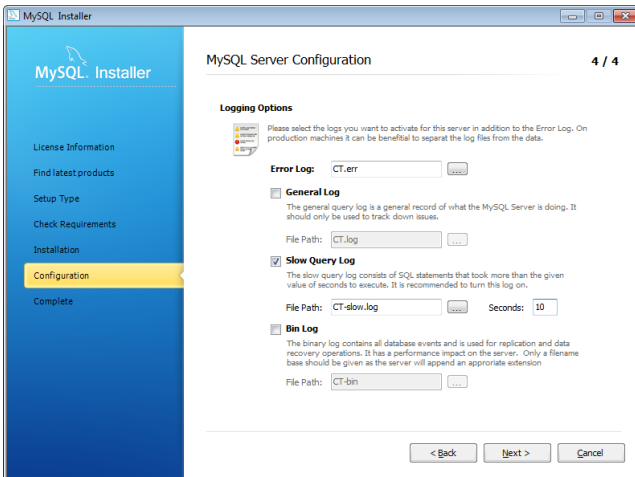
The default password for Advance Workshop is **root**. If you want to use a different password, please remember to store it in a secure place. Click **Next**.



11. Select **Standard System Account**, and click **Next**.



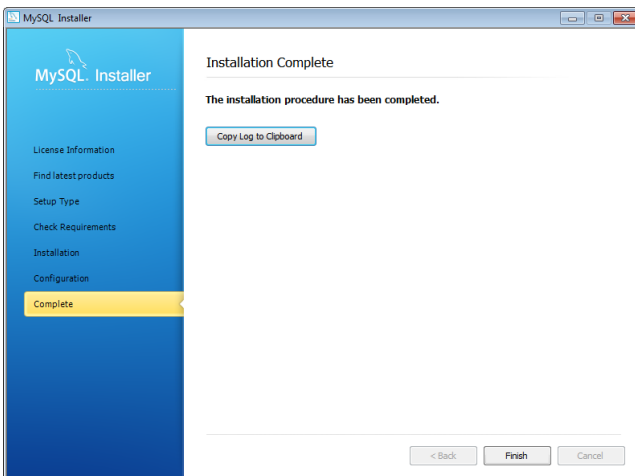
12. Click **Next**.



13. The configuration is complete.

The message **Adding firewall rule failed** can sometimes appear. This does not indicate an error, it is simply a warning message. Click **Next**.

14. The installation procedure is complete. Click **Finish** to close.



15. Reboot the system to start **MySQL**.

Installation

This chapter describes the installation process for Advance Design.

Installation process

Before starting the installation:

- Close all active Windows applications.
- Deactivate the ANTIVIRUS software.
- Make sure you have local Windows ADMINISTRATOR rights.

Proceed with the installation as follows:

1. Access [Graitec Advantage](#) on your browser and log in with your credentials. Find product releases sorted by type and year, under the **Downloads** section. You can either download a DVD ISO image of the software or download and run the online installer.

The setup program starts automatically. If the AutoPlay tool on the computer is switched off and thus the setup does not start automatically, use the following procedure:

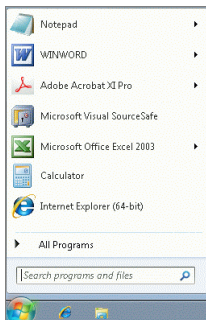



Figure 1: Search field in the Windows menu

- On the Windows task bar, click .
- In the "Search programs and files" field, enter *SetupAdvance2019.exe*. Double-click the file to start.

2. Select the installation language and click **Install products**.

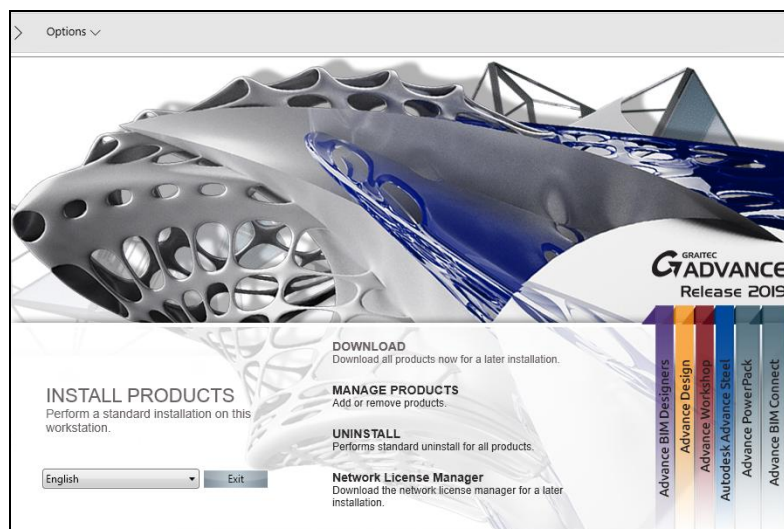


Figure 2: Starting the installation

3. On the next screen, select the software to install.
 - To install all Advance software, select **Express setup**.
 - To avoid installing all Advance software, select **Custom setup** then select the software to install.

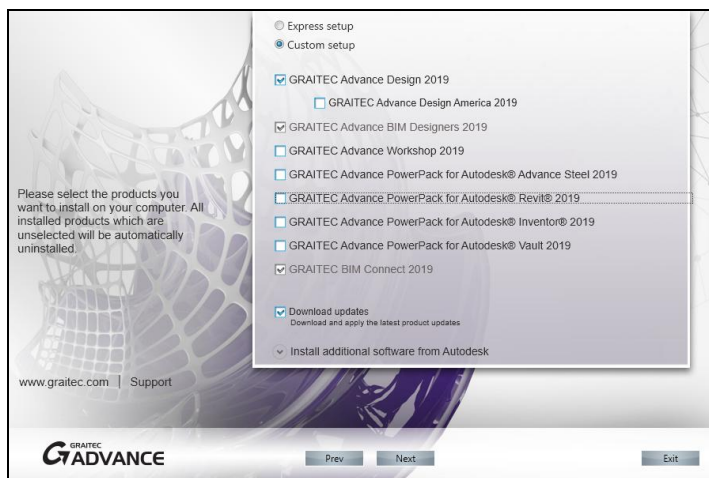


Figure 3: Selecting the product

4. Click **Next**.
5. Read the license agreement. Click **I accept** to agree to the specified terms and click **Next**.

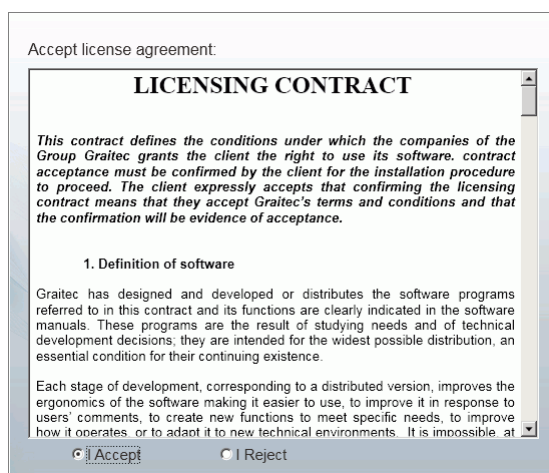


Figure 4: License agreement

6. On the next screen, select the interface language and the installation path.
 - To select the interface language, click **Customize**. In the next dialog box, select the interface language and the local settings for each installed application and click **<OK>**.

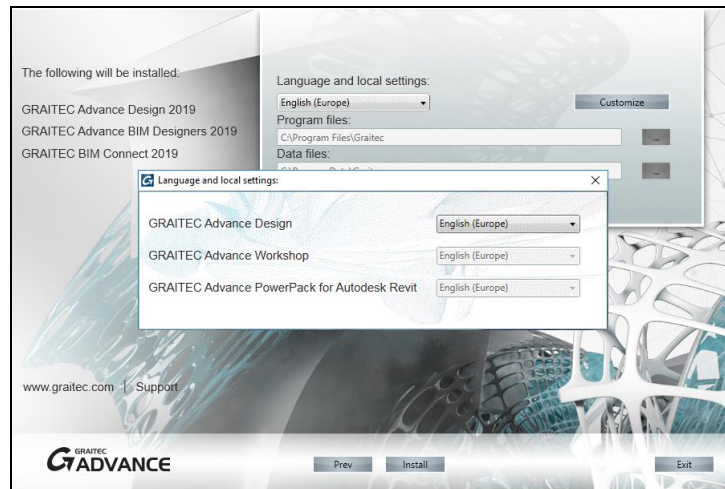


Figure 5: Selecting the interface language

- To change the destination path, click *******. In the next dialog box, enter a path or select a different folder in which to install Advance and click **<OK>**.
7. Click **Install** to start the installation.
The installation starts.
 8. Click **Finish** to complete the installation.

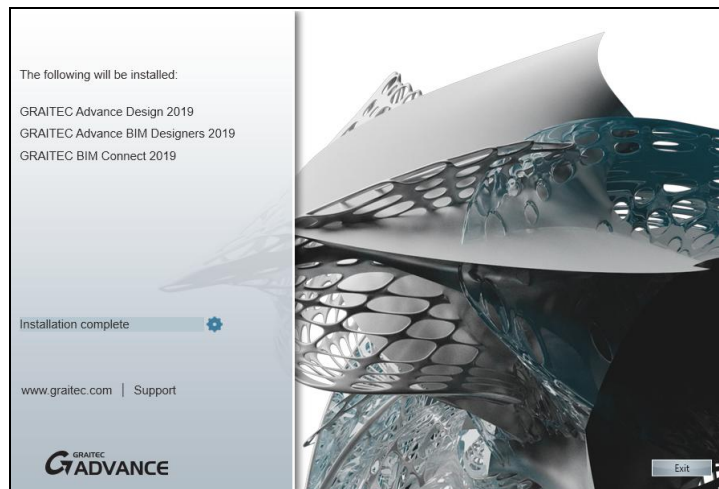


Figure 6: Finishing the installation

You can return to the first page and install another application of the GRAITEC Advance suite.

Adding another Advance application

At any time, you can install another Advance program from Graitec Advantage.

1. Close all active Windows applications.
2. Access Graitec Advantage to install another product.

The setup program starts automatically after the download is complete.

3. If another Advance program is already installed on your computer, the following screen appears. Select **Manage products**.



Figure 7: Managing products

4. On the next screen, select the software you want to install and click **Next**.

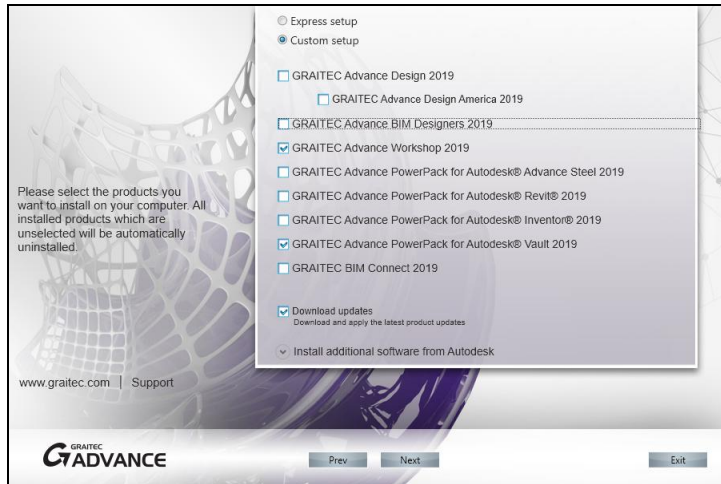


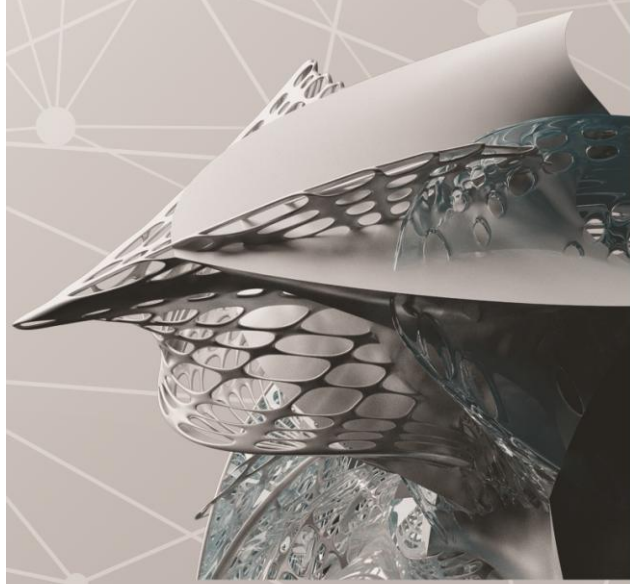
Figure 8: Selecting the product to install

The installation starts.

Uninstalling a GRAITEC Advance product

1. Close all active Windows applications.
2. Access **Control Panel** on your computer, then **Uninstall a Program**.
3. Scroll down to find the Graitec product that you would like to remove.
4. Click **Uninstall** to remove the software from your computer.

Activating the software



About the activation process

Once Advance is installed, you must activate a license to use the software.

The *activation process* allows users who purchased a license to use the acquired GRAITEC software in accordance with the purchased license rights.

The activation process requires a *Serial Number* and an *Activation Code* provided by your reseller or by GRAITEC. If you do not have them, please contact your reseller or GRAITEC.

- The *Serial Number* is the unique identifier of the license (network or standalone).
- The *Activation Code* allows using the software version within the purchased license features.

All Advance licenses are provided by a license server.

The process starts the first time you use the software. Your computer contacts the activation server at GRAITEC; the license rights are written in the database on the GRAITEC Activation Server that processes the information. If the information (activation code and serial number) is registered, then the purchased license rights are transferred to your computer and you can start using the GRAITEC product as per the purchased license rights and within the terms of the license agreement.

The activation process is the same for all GRAITEC Advance applications.

The license is activated online, through the Internet connection. If you do not have an Internet connection, the License manager provides an option to activate the license offline.

License types

GRAITEC Advance can be used on a single computer or on a network, according to the acquired license type.

Standalone license

A standalone license allows using the software only on a single computer.

- If you purchased the software, you will receive a serial number and an activation code to activate a license that contains the acquired packages and options.
- The evaluation license allows running Advance for a period of 30 days. It is also based on a serial number and an activation code provided when requesting the evaluation license. If after 30 days of running the evaluation version you have not registered and provided a valid activation code and serial number, you will not be able to run Advance.

Network license

A *network license* allows running Advance on several workstations using a server to allocate the licenses.

Note: *It is highly recommended to make sure the network license server is up to date and uses the latest version.*

Getting license information

Within a network environment, before returning the server license or before borrowing a license, it is recommended to check if there are any available licenses or seats. This information can be displayed in the first dialog box of the License utility and the Server License Utility.

Get information about the installed licenses:

- Where are the licenses installed
- Additional information about the standalone licenses (serial number and activation code, expiration date, start date)
- Additional information about the network licenses
 - The number of seats
 - Borrowed seats and destination computers
 - Number of available seats

Displaying the license information

1. Start the License utility or the Server License Utility (according to the license type for which you need additional information).
2. Click **License information**.

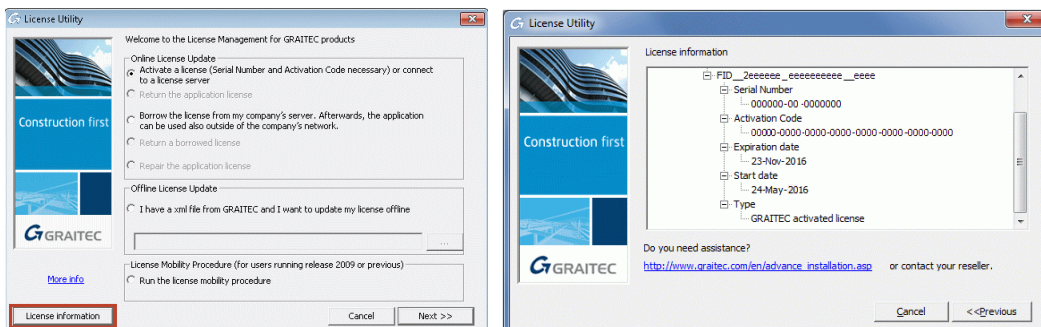


Figure 9: Displaying the license information

To return to the previous dialog box, click **Previous**.

Migrating from another version

If you are under maintenance, you will automatically receive the entitlement for the new version from GRAITEC. If you want more features than your current Advance version has, you can acquire a higher package.

Migrating from Advance 2018 to Advance 2019


If you are migrating from a previous version, you will receive the new entitlement for the new version from GRAITEC. The entitlement for the new version contains:

- The same serial number as for the previous version
- A new activation code which authorizes the use of the same features, for the new version.

For example, if you have Advance Design Premium 2018, you will receive an activation code for Advance Design Premium 2019.

When activating the license, use the existing serial number and the new activation code.

1. Install the 2019 release (See *Installation process*).
2. Return the 2018 license (See *Returning a license to the GRAITEC Activation Server*).

 Since the serial number is unique, as long as the Advance 2018 license is active, you will not be able to activate the 2019 license until you return the 2018 license to the GRAITEC Activation Server. See how it works (Figure 10).

The license must be returned from the computer where it was activated.

3. Activate the 2018 license using the existing serial number and the new activation code (See *Activating a license*).

Note: The 2019 license allows you to use Advance 2019 and Advance 2018 on the same computer.

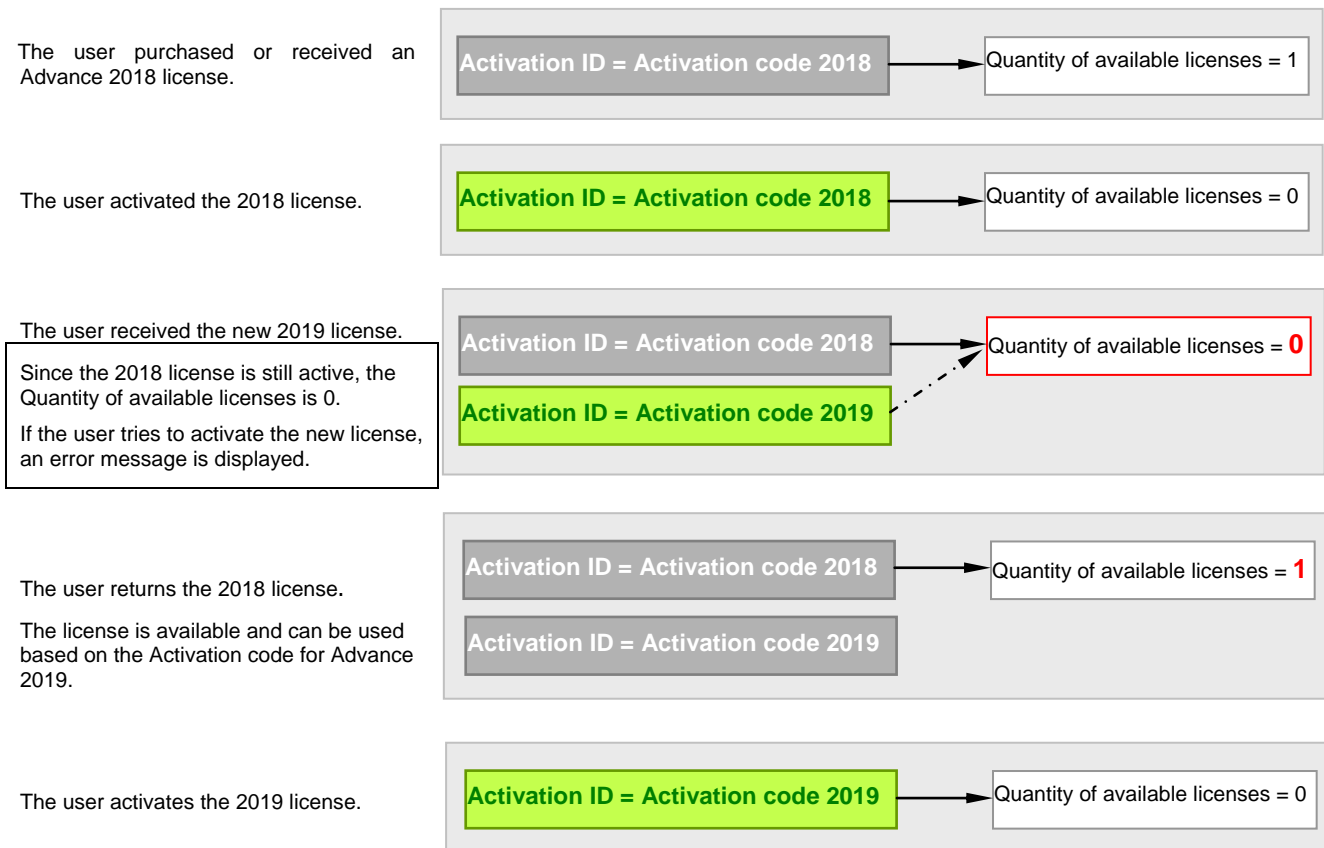


Figure 10: Migrating from Advance 2018 to Advance 2019

Migrating to a higher package

If you have acquired a higher Advance package (for example, Advance Premium), you will receive the entitlement for the new version from GRAITEC.

The entitlement for the new version contains:

- The same serial number
- A new activation code which authorizes the use of the features corresponding to the new acquired package.

For example, you have Advance Design Professional 2018 and you received an activation code for Advance Design Premium 2018.

When activating the license, use the existing serial number and the new activation code.

Important! *Since the serial number is unique, as long as an Advance license is active, you will not be able to activate the new package. You must return the existing license to the GRAITEC Activation Server, and then activate the license for the new package using the Activation Code you received.*

The license must be returned from the computer where it was activated.

1. Return the existing license (See *Returning a license to the GRAITEC Activation Server*).
2. Activate the new license using the existing serial number and the new activation code (See *Activating a license*).

Migrating from a USB locked license

If you are using Advance with a USB dongle, you will get the license rights based on the dongle ID.

To use the new license online activation process without a dongle, please contact GRAITEC.



Be aware that you cannot use Advance without a dongle.

Activating a license

Once the software is installed, you must activate a license to use it.

Starting the activation process

The activation process starts at first launch of GRAITEC Advance. Once the license is activated, the License manager is no longer displayed.

However, you can activate a license or request an evaluation license, without launching Advance, by using the **License Utility** - a tool that allows the communication between the software and the GRAITEC Activation Server.

Starting the activation process using the License Utility

From the Windows start menu: **All Programs > Graitec > Advance Design 2019 > License Utility**.

The License Utility appears and you must follow the steps of the activation wizard to activate the product.

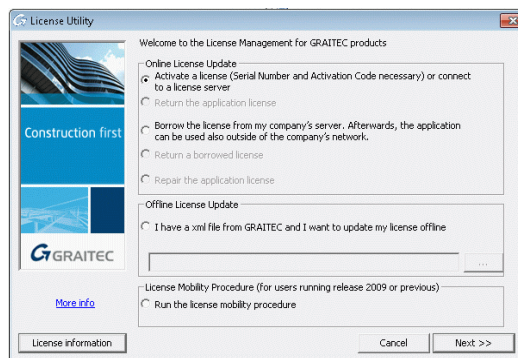


Figure 11: The “License Utility” dialog box

Activating a license online

Before starting

- Make sure you have the *serial number* and the *activation code*.
- Check the Internet connection.

Note: *If you do not have the **serial number** and the **activation code** you can request an evaluation license or you can use Advance for 5 days.*

Start the activation process and perform the following steps:

1. In the first dialog box, select **I want to activate my license** and click **Next**.

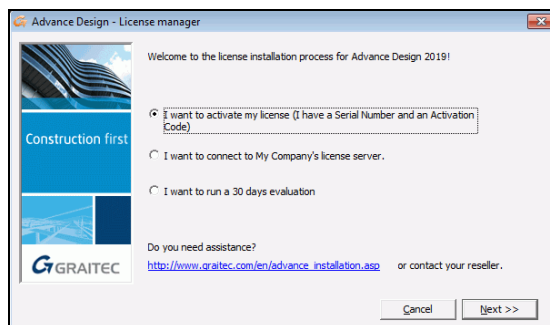


Figure 12: License manager window

2. Enter the serial number and the activation code. Click **Next**.

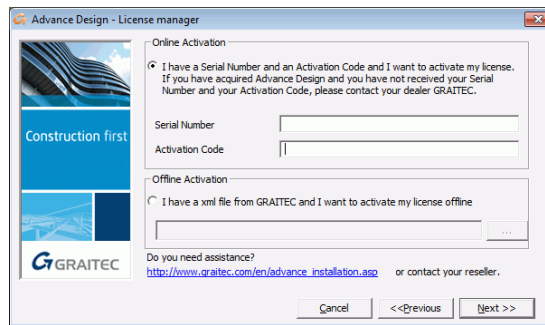


Figure 13: Selection of the activation method

3. Your computer contacts the activation server at GRAITEC; the license rights are written in the database. The activation server receives the information and processes it.
 - After the activation code and the serial number are registered, the license rights, in accordance with the license agreement, are transferred from GRAITEC to the customer.

After clicking **Finish** in the last dialog box, Advance starts automatically.

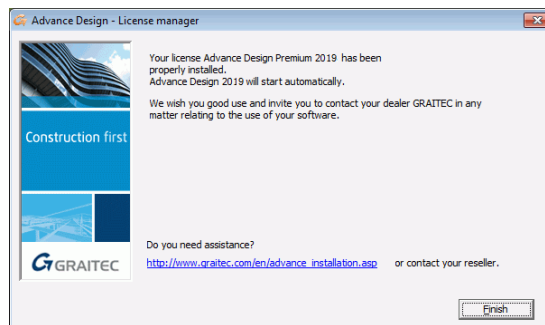


Figure 14: Authorization information

- If the activation code and the serial number are not registered, the GRAITEC Activation Server informs you about the activation code mismatch. If you mistyped one of the codes, click **Restart** and try again.
- If you do not have a serial number and activation code (or if the existing ones are not recognized) a temporary license for 5 days can be installed. Click **Install a temporary license for 5 days**.

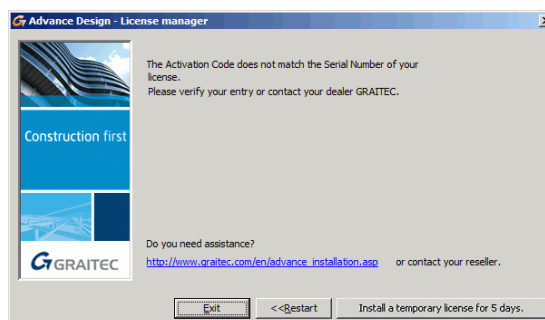



Figure 15: Installation of a temporary license

Note: *If the Activation Code does not match the Serial Number, check the code and make sure to replace en dashes (“–”), em dashes (“—”) or hyphens (“-”) with a minus sign (“-”) from the keyboard. Some email clients automatically replace the minus sign with dashes.*

Activating a license offline

If the computer on which you want to activate the license is not connected to the Internet or you encountered problems during the online activation you can activate Advance using the offline e-mail based procedure.

The necessary information for the software activation is written in an **.xml** file created based on the activation code and serial number and automatically sent to GRAITEC. This file must be sent to license.activation@gratec.com.

 *The messages are processed by a server machine, therefore any other messages are rejected. Please do not use this address for technical support.*

The process consists of two steps:

- Sending the necessary information to the GRAITEC Activation Server
- Activating the license using the received **.xml** file

Note: *Before the **first activation** of the software, the computer must be initialized for the licensing system. The necessary information for the initialization is written in an **.xml** file created based on the activation code and serial number and automatically sent to GRAITEC, at the same address, using the same process as for the activation.*

Sending the necessary information to the GRAITEC Activation Server

Note: *Make sure you have the **serial number** and the **activation code**.*

1. In the first step of the License manager select **I want to activate my license** and click **Next**.
2. Enter the serial number and the activation code. Click **Next**.
3. In the next dialog box select **I want to proceed with an offline authorization** and click **Next**.

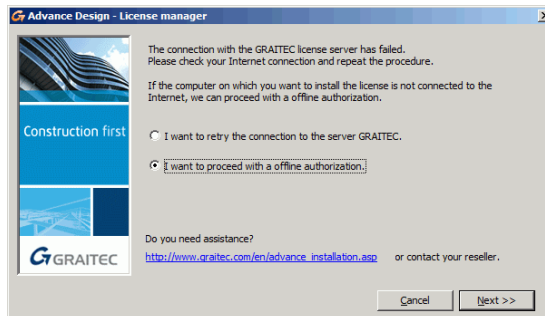


Figure 16: Offline activation

4. Read the message and click **Next**.

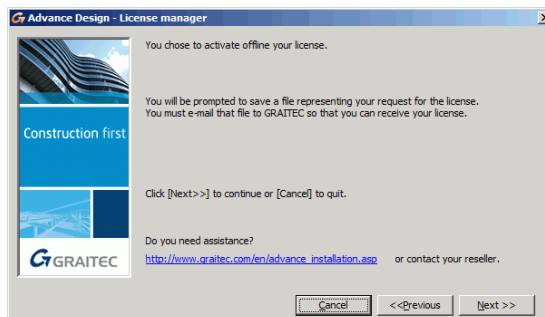


Figure 17: Offline activation

5. Save the created **.xml** file containing the information required for the activation on the hard drive.
6. An e-mail message with the attached **.xml** file is automatically prepared. Send the request to license.activation@gratec.com.

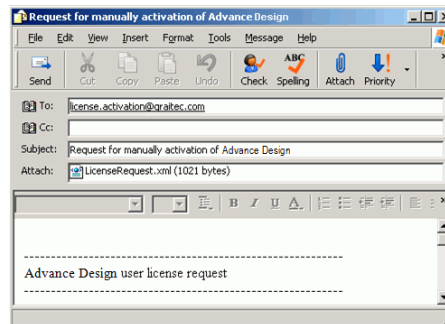



Figure 18: Email for license request

If the information in the **.xml** file is correct, an e-mail containing the necessary **.xml** file will be sent to you.

Activating the license using the received .xml file

After receiving the license, start the License manager and perform the following steps:

1. In the first step of the License manager select **I want to activate my license** and click **Next**.
2. In the next dialog box select **I have an xml file....**
3. To specify the **.xml** file, enter a path or click , browse to the file location and click **Next**.

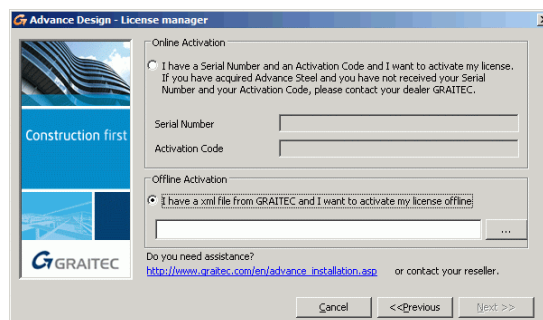


Figure 19: Selection of the **.xml** file

4. After confirming in the last dialog box, Advance starts automatically.

If the software is activated for the first time, the received **.xml** file is used only to initialize the licensing system. Once the computer is initialized for the licensing system, click **Next** in the following dialog box to continue the offline activation process. Another **.xml** file will be saved and exchanged with the GRAITEC Activation Server, using the same procedure as described above.

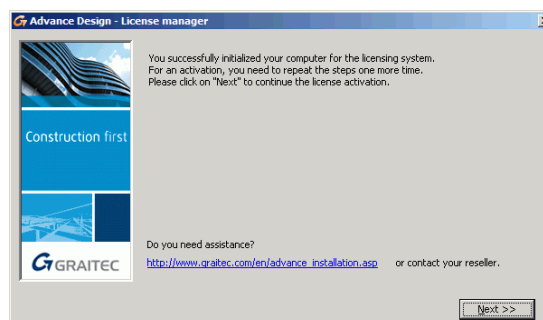


Figure 20: Confirmation of the initialization process

Activating an evaluation license

If you do not have an activation code and the serial number you can request an evaluation license.

If after 30 days of running the evaluation version you have not registered and provided a valid activation code and serial number, you will not be able to run Advance.

Requesting an evaluation license

Start the License manager and perform the following steps:

1. In the first dialog box, select **I want to run a 30 days evaluation** and click **Next**.

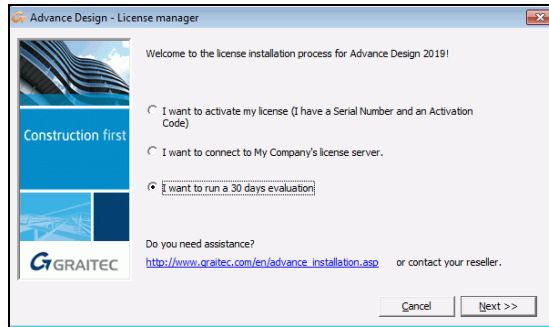


Figure 21: Selecting the evaluation license

2. An information window appears. Read the message and click **Next**.

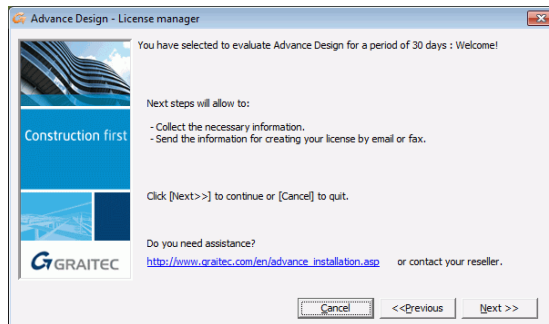


Figure 22: Authorization information

3. Enter all the required information for the license request and click **Next**.

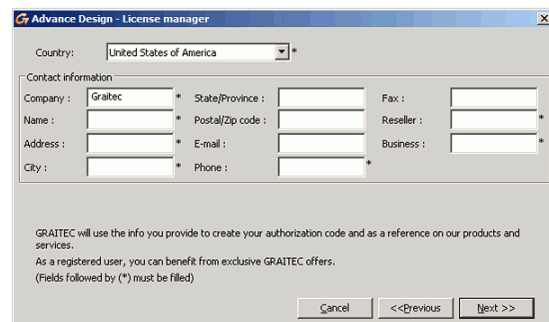


Figure 23: Authorization required information

4. Advance provides the option to send the information by e-mail or by fax. Select your preference and click **Next**.

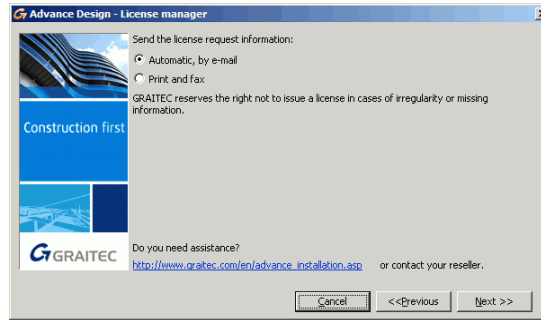


Figure 24: Selection of method for sending the request

5. The e-mail method for sending the license request automatically prepares an e-mail message. Send the request to authorization.advance@gratec.com

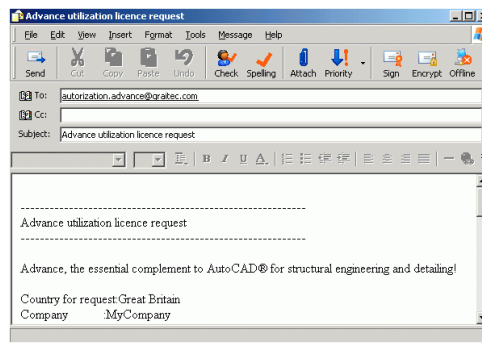


Figure 25: Email for license request

After confirming in the last dialog box, Advance starts automatically.

GRAITEC will use the provided information to create the authorization code for the evaluation license.

Within 24 hours an e-mail containing the authorization code and the serial number will be sent to you. Use the serial number and the activation code to activate an evaluation license (See *Activating a license*).

Activating a network license

A *network license* allows running Advance on several workstations using a server to allocate the licenses.

- The *network license* is installed on a computer configured as network license server.
- The product is installed on each “client” workstation.

To use GRAITEC Advance in a network environment:

1. Configure a license server so that you can manage the GRAITEC Advance software licenses within your local network. See *Configuring the license server*.
2. On the server machine, activate the network license using the **Server License Utility**. See *Activating the license on the server machine*.
3. Install GRAITEC Advance on the client stations (See *Installation*).
4. Activate GRAITEC Advance on the client workstations (See *Activating the product on the Client workstation*).

When activating the product, on all other client workstations you will have to specify the name of the server.

Note: If the activation of a network license fails, check and open ports ranging between 60000-61999 on the license server.

Configuring the license server

To define a computer as a license server within the network, install the License Server software. This software installs the following applications:

- The Server License Utility – a tool that allows activating the license online or offline, depending on the situation. Additional options allow easier license management (repair and return).
- The LMTools – an application for managing the FLEXnet license technology

Additionally, the GRAITEC License Server service is activated.

Note: *If another version of License Server is already installed, then uninstall it from the Control panel. Otherwise, an error message is displayed and the network license cannot be activated. See Updating the network license.*

Before uninstalling the License Server you must return the activated licenses to the GRAITEC Activation Server. The network licenses which have borrowed seats cannot be returned to the GRAITEC Activation Server.

1. Browse to the **Tools\License server** folder on the installation DVD.
2. Select the **Setup.exe** file.
3. Select the preferred language.
4. Read the message and click **Next**.



Figure 26: Welcome dialog box

5. In the next dialog box, click **Install** to start the installation.
6. Read the message and click **Finish** to complete the installation.

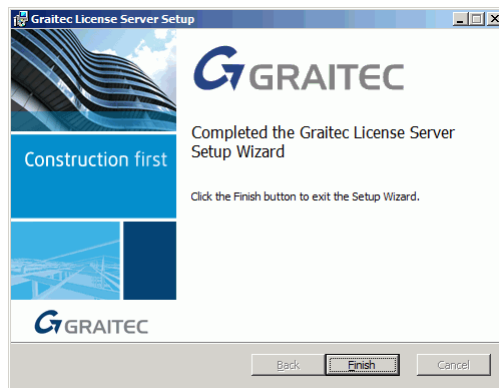


Figure 27: Installation complete

The license server software is installed and the GRAITEC License Server service activated.

Activating the license on the server machine

To activate a network license, on the server machine, proceed as follows:

1. From the Windows start menu, select: **All Programs > Graitec > License Server > License Utility.**

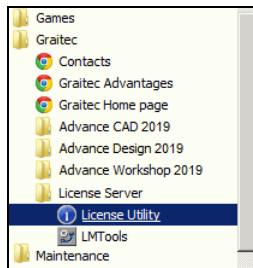


Figure 28: Accessing the Server License Utility

2. Select **Activate server license** option and click **Next**.

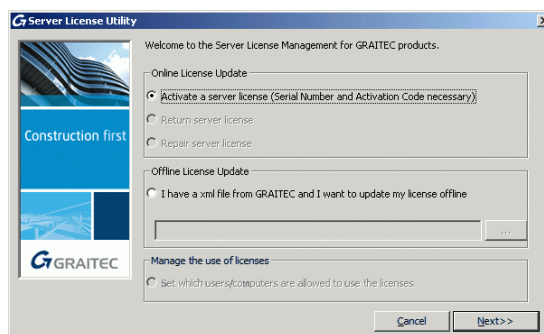


Figure 29: Activating a server license

3. In the next dialog box enter the activation code and the serial number provided when purchasing Advance. Click **Next**.

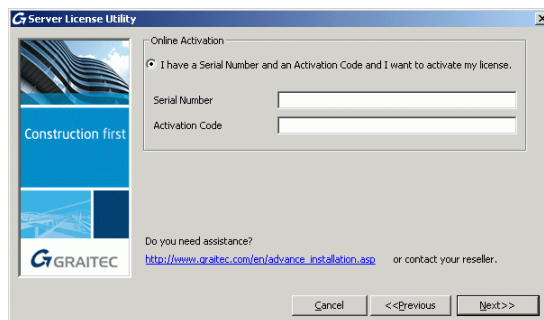


Figure 30: License information

The network license is activated.

⚠ Be aware that before changing the server hardware configuration or formatting the server, you must return the license to the GRAITEC Activation Server. Otherwise you will not be able to activate the network license again.

Note: When returning the network license, make sure there are no borrowed seats. Otherwise the network license cannot be returned.

Activating the product on the Client workstation

If you have a network license for several workstations and the current installation is for a client workstation, proceed as follows:

1. In the first dialog box, select **I want to connect to My Company's license server**. Click **Next**.

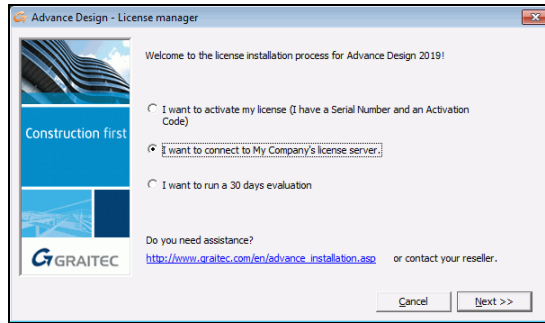


Figure 31: Connecting to the license server

2. In the next step, provide the name of the machine on which the **License Server** is installed in the **Server Name** option. After entering the server name and the port number (7621), click **Next** so the installation program searches for the specified computer. This search might take some time.

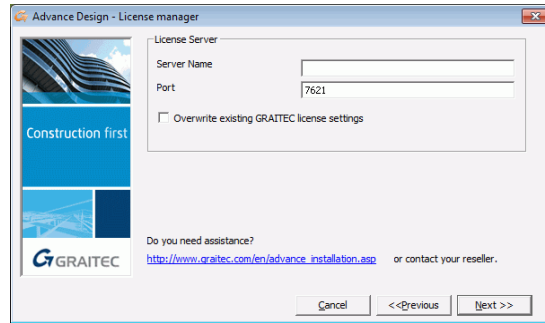


Figure 32: The server name

3. After the server is found, click **Finish** to complete the client configuration.

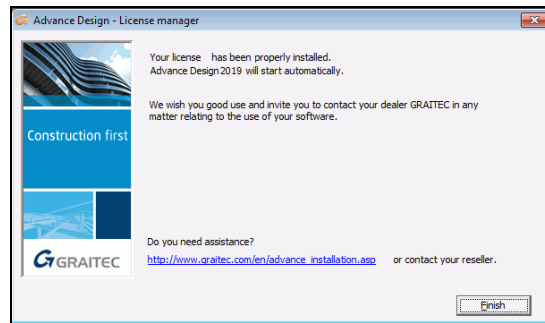


Figure 33: Finishing the installation

If the server is not found, an error message will appear.

If the number of available licenses has not been exceeded on the license server, a license is assigned to the client workstation and you can start using Advance.

Verifying the network license status

The network license uses FLEXnet® license management technology from Acreso Software.

FLEXnet provides the **LMTools** application for managing the license server. This application is installed with the license server software. It verifies whether the license server is active.

1. From the Windows start menu, select: **All Programs > Graitec > License Server > LMTools.**
2. In the “LMTools” dialog box, enter the complete path to the license file using **Browse** on the **Service/License File** tab. This file is in the folder where the license server was installed.

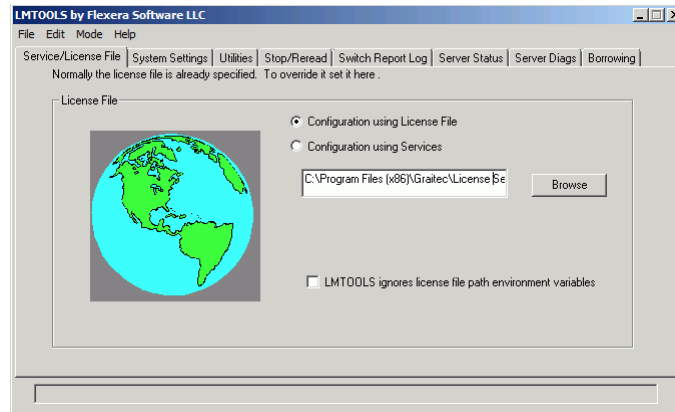


Figure 34: LMTools dialog box – **Service/License File** tab

3. On the **Server Diagnostics** tab click **Perform Diagnostics.**
4. Close the application.

Updating the network license

Within a network, to use a newer version, you must update the server license.

Migrating from the 2018 to the 2019 network license

If Advance Server License 2018 is installed and you want to start using GRAITEC Advance 2019, perform the following steps:

1. Return the 2018 network license.
2. Uninstall the License Server 2018 from the **Control panel.**
3. Install the License Server 2019.
4. Activate the 2019 network license using the Server License Utility. See *Activating the license on the server machine.*

Managing the network license

These options are available starting with Advance 2011 SP1.

Allowing or denying a license to specific hosts or users

Within a network, the host and user license access can be managed from the server computer. An options file can be created to assign permissions. Using the options file, the network administrator can:

- Allow the use of license features based on user or hostname
- Deny the use of license features based on user or hostname

About the options file

The options file is a file with an .opt extension and a specific syntax. Using the .opt file the administrator can allow/deny use of a specific package to a user/host.

For all Advance applications, the options file can be created using the Server License Utility. The options file is named GRAITEC.opt and is created in the same folder as the license file.

Note: *The options file can be created using any text editor, according to the specific syntax (as described in the FLEXnet documentation). The options file name must be GRAITEC.opt and also must be created in the same folder as the license file.*

See *Appendix 2* for an overview of the option file syntax.

Creating the options file

The options file can be created using the Server License Utility.

1. Start the Server License Utility.
2. In the first dialog box, select **Set which users/computers are allowed to use the license** and click **Next**.

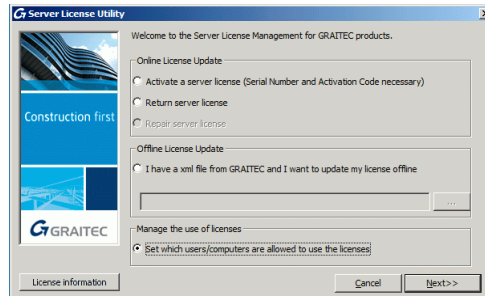


Figure 35: Server License Utility – Option for managing the use of licenses

3. In the next step of the dialog box, define the *rules for the options file*. For each server license installed on the license server computer make the following settings:
 - In the Operations column, select the restriction:
To restrict a single user or a host to use a license, select **INCLUDE**.
To deny a user or a host to use a license, select **EXCLUDE**.
 - In the Type column, select whether the restriction applies to a user or a host.
 - According to the selection in the Type column, from the Host/User list, select the computer name or the user name for which the restriction applies.
4. Click **Next**.
5. Click **Yes** to confirm.

The defined rules will be saved in the options file and the License Server will restart; the restrictions will apply immediately.

Warning: All restrictions in the options file will be overwritten.

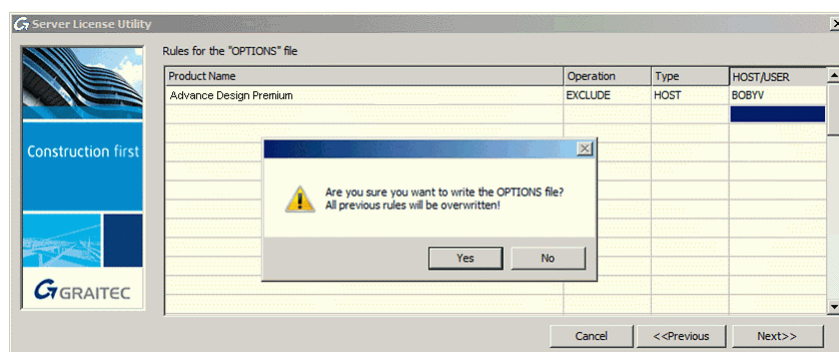


Figure 36: Server License Utility – Confirming the defined rules

Rules for the options file

The table in the dialog box lists the defined rules. Each line in the table represents a rule.

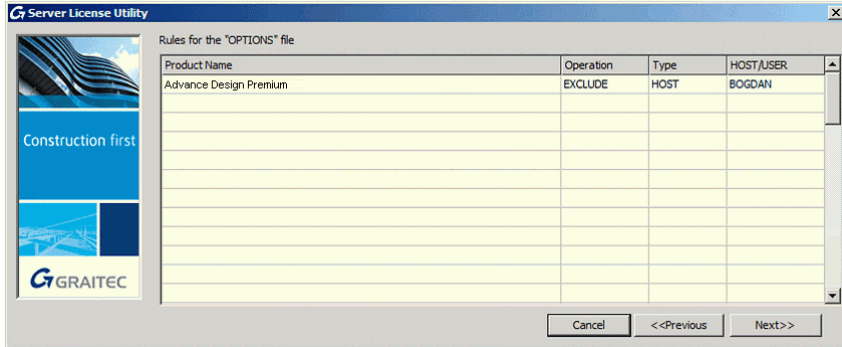


Figure 37: Server License Utility - List of rules for the options file

Product Name: Select the server license for which the restriction applies

If you select **All** as product, the restriction you create applies to all licenses installed on the License Server.

Type: Select whether the restriction (EXCLUDE/INCLUDE) applies to a user or a host.

- **USER** – the name of the user executing the Advance application. User names are case sensitive and cannot contain spaces.
- **HOST** – the system host name or IP address where the application runs. Host names are case sensitive. The IP address can contain wildcard characters.

Operation: Defines the operation within the options file (permissions and restrictions).

- **EXCLUDE** – Excludes a user or a host from the list of those allowed to use the package. EXCLUDE supersedes INCLUDE; conflicts between the EXCLUDE list and the INCLUDE list are resolved by the EXCLUDE taking precedence.
- **INCLUDE** – Includes a user/host in the list of those allowed to use licenses for this package. Any user who is not in an INCLUDE statement is not allowed to use that package.

The INCLUDE statements are useful for the situation when certain users should have access to a license. In this case, instead of excluding all the other users, INCLUDE statements can be used to specify those which can gain access. Anyone not in an INCLUDE statement is not allowed to use that feature.

Host/User: Select the computer name or the user name according to the selection in the Type column. The drop-down list contains all hosts or users from the local network. For example, if the selected type is HOST, the drop-down list contains all hosts from the local network.

Example:

To restrict the access to the Advance Design Premium license for the user **Smith**, make the following settings:

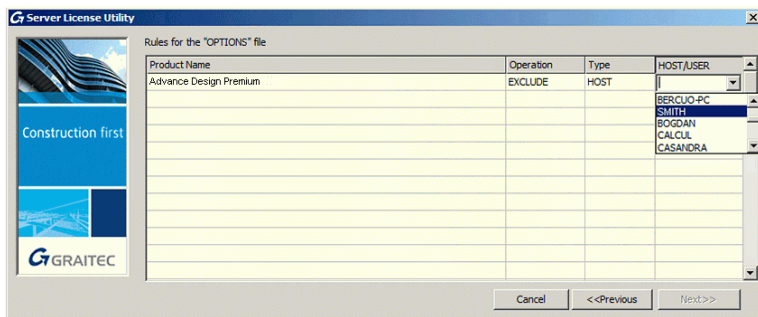


Figure 38: Server License Utility – List of rules for the options file

Deleting rules

All rules defined in the options file can be deleted.

- By deleting the options file and restarting the License Server
- Using the Server License Utility: In the Rules for the options file dialog box, delete all defined rules and click **Next**.

License mobility

Often, in practice, there are situations when Advance is used on computers that are not permanently connected to the GRAITEC Activation Server or to the company license server. For example:

- On a laptop
- The software is used both at work and at home

GRAITEC provides two methods of license transfer that can be used according to the situation and the license type:

- Standalone and server licenses can be transferred to another computer by *rehosting*.

The license is returned to the GRAITEC Activation Server and then can be activated on another computer or laptop.

Note: *Is recommended to return the license before replacing or formatting the computer hard disk.*

*For a **network license**, it is strongly recommended to return the license when changing the license server, reformatting the server or reinstalling Windows (the license depends on the operating system installation). Otherwise, you will not be able to use the license again.*

- Within a network, a license can be *borrowed* from the company's license server

The license is transferred from the company's server to another computer (or laptop), for offline use, for a defined period of time of maximum 30 days. It can be used also outside of the company's network. The number of licenses on the company's server is reduced, as Advance can be used offline.

 **The network licenses which have borrowed seats cannot be returned to the GRAITEC Activation Server.**

Both methods are available in the **License Utility**.

Returning a license to the GRAITEC Activation Server

At any time, a standalone or a network license can be returned to the GRAITEC Activation Server.

- For standalone licenses, the License Utility provides the **Return the application license** option.
- For the network license, the Server License Utility provides the **Return the server license** option.

The procedure is similar for both standalone and network licenses.

Both online and offline transfers are possible.

Online license return

Before returning the license, close the active Advance sessions.

1. From the Windows start menu, select: **All Programs > Graitec > Advance Design 2019 > License Utility.**

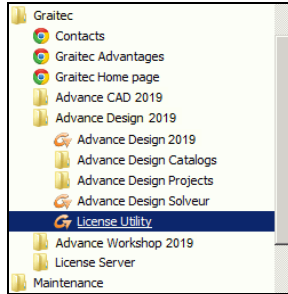


Figure 39: Accessing the License Utility

2. In the License Utility dialog box, select **Return the application license**. Click **Next**.

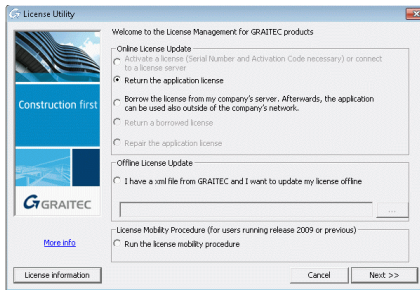


Figure 40: Selecting the **Return the application license** option

3. In the next dialog box, select the application for which to remove the license. Click **Next**.

Network licenses with borrowed seats cannot be returned to the GRAITEC Activation Server. In the dialog box, the corresponding line is highlighted in red; and the number of borrowed seats is displayed.

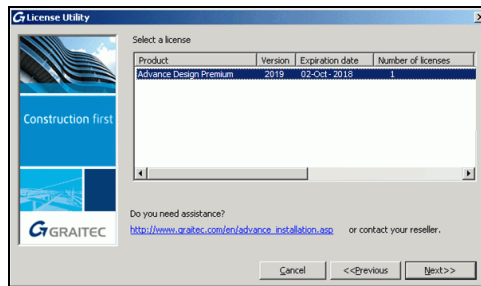


Figure 41: Selecting the application for which to remove the license

4. The next dialog box displays the confirmation message. Click **Finish** to complete the process.

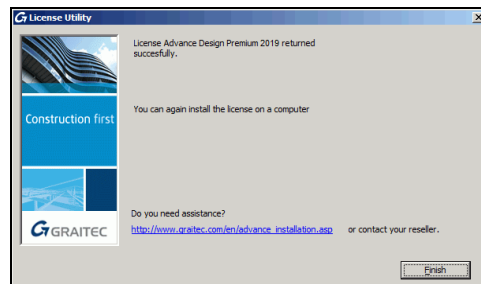



Figure 42: Finishing returning the license

The license can be activated on another computer by following the steps described in the *Activating the software* chapter.

Offline license return

If the computer, from which the license is to be removed, is not connected to the Internet, Advance can be deactivated using the offline e-mail based procedure. The necessary information is saved in an **.xml** file and automatically sent to GRAITEC at license.activation@gratec.com. After receiving the confirmation message, the license can be activated on another computer.

 Before starting, close active Advance sessions.

1. From the Windows start menu, select **All Programs > Graitec > Advance Design 2019 > License Utility**.
2. In the License Utility dialog box, select **Return the application license** and click **Next**.

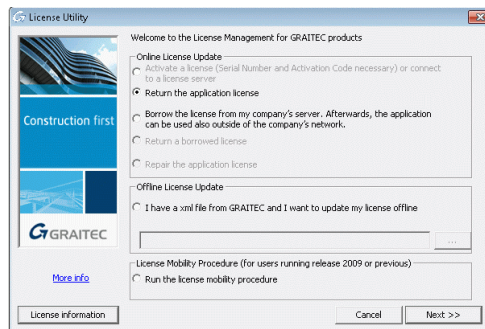


Figure 43: Selecting the **Return the application license** option

3. In the next dialog box, select **I want to proceed with an offline return** and click **Next**.

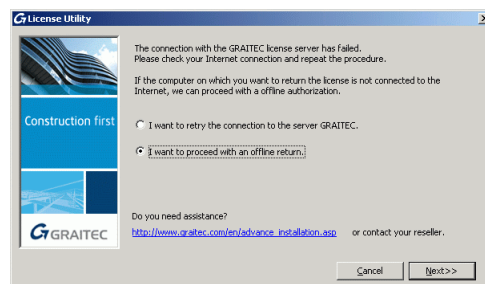


Figure 44: Selecting the offline return

4. Read the message and click **Next**.

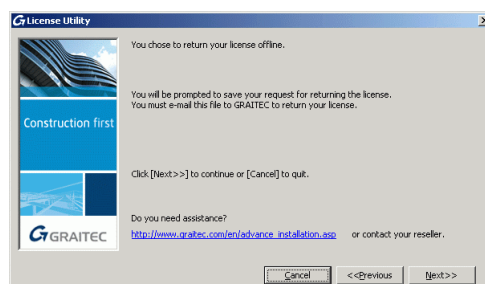


Figure 45: Offline return

5. Save the created **.xml** file containing the information required for deactivation on the hard drive.
6. An e-mail message with the attached **.xml** file is automatically prepared. Send the request to license.activation@gratec.com.

After receiving the confirmation message, the license can be activated on another computer. Advance cannot be used on the source computer. For details, read the *Activating a license offline* chapter.

Borrowing the license from the company's server

If the software must be used out of the office (for example, on a laptop) the license should be borrowed from the company's license server.

Borrowing a license means transferring a license from the company's license server to another computer (or laptop), for offline use, for a defined period of time of maximum 30 days. It can be used also outside of the company's network. The number of licenses on the company's server is reduced, as Advance can be used offline.

Before starting

- Make sure the computer or laptop is connected to the network.
 - Make sure you have the serial number and the activation code for the network license.
 - Make sure there are available licenses on the company's server.
1. From the Windows start menu, select: **All Programs > Graitec > Advance Design 2019 > License Utility.**
 2. In the License Utility dialog box, select **Borrow the license from my company's server.** Click **Next.**

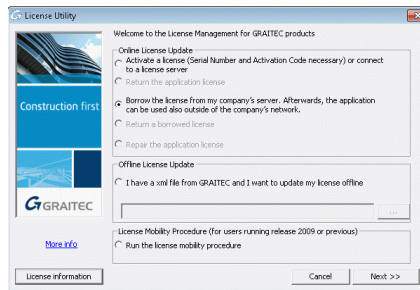


Figure 46: Selecting the option

3. In the next dialog box, enter the company's license server name, the license information (Serial Number and Activation Code). Also, select the return date (within **30 days**) and click **Next.**

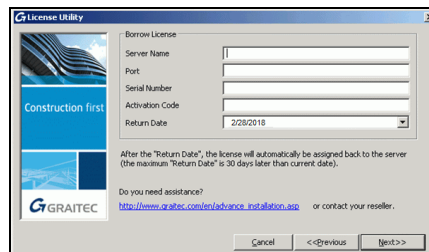


Figure 47: License information

After the return date, the license will automatically be assigned back to the server. Also, it can be returned earlier using the License Utility.

Note: *The license can be borrowed for a maximum of 30 days.*

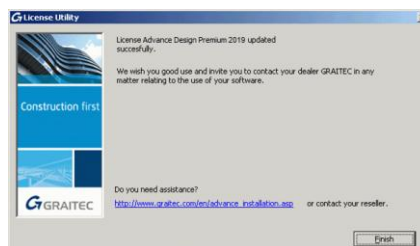


Figure 48: Finishing

The license was transferred to the laptop and the number of licenses on the server is reduced.

Returning a borrowed license before the expiry date

1. From the Windows start menu, select **All Programs > Graitec > Advance Design 2019 > License Utility**.
2. In the first step of the License Utility, select **Return a borrowed license**.

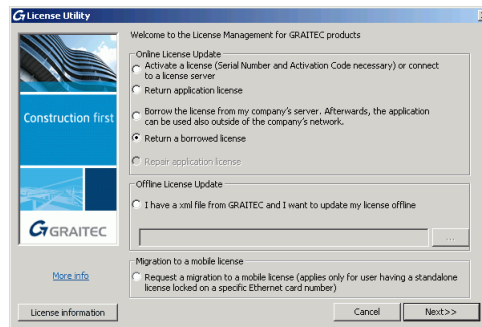


Figure 49: Returning the borrowed license

3. In the next dialog box, enter the necessary information. Click **Next**.

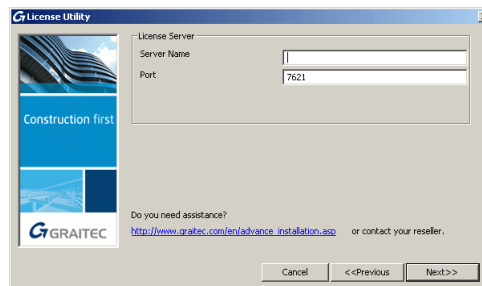


Figure 50: The server information

4. Click **Finish** to complete the process.

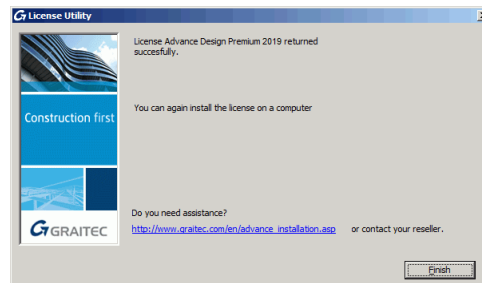


Figure 51: Finishing returning the license to the server

The license is available on the server again and Advance can be used on another computer within the company's network.

License behavior on computer hardware or system configuration change

In practice, there are common changes of computer hardware and system configuration that might damage the license. Depending on the situation, the license can be repaired or must be reactivated.



To avoid losing your license, before replacing the computer hardware or changing the system configuration, it is strongly recommended to return the license to the GRAITEC Activation Server.

Repairing a damaged license

In practice, common situations that require hardware or system change might prevent GRAITEC software from launching.

- Hardware component change (e. g. replacement of motherboard, Ethernet card, etc. except replacing the hard disk)
- Operating system restore to correct system problems or roll back changes
- Correction of the system clock after it was set to the future

To use the software again, repair the license using the License Utility.

If the computer is not connected to the Internet, use the offline e-mail based procedure.

Online license update

1. In the first dialog box of the License Utility, select **Repair application license** and click **Next**.

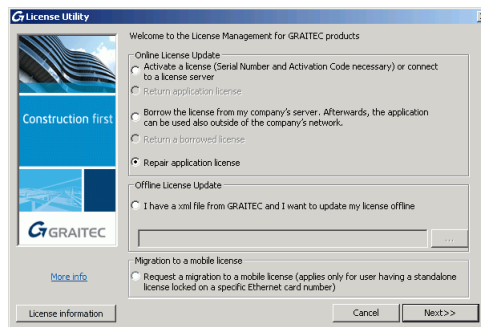


Figure 52: Repairing the license

2. Click **Finish** to complete the process.

Offline license update

1. In the first dialog box of the License Utility, select **Repair application license** and click **Next**.
2. In the next dialog box of the License Utility select **I want to proceed with offline authorization** and click **Next**.

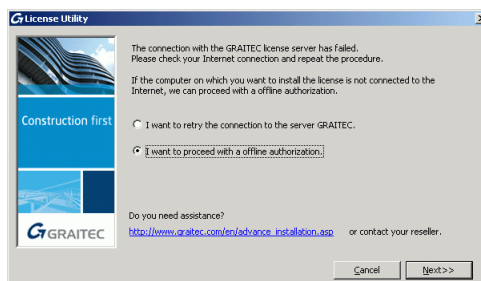


Figure 53: Selecting the offline procedure

3. Read the message in the next dialog box and click **Next**.

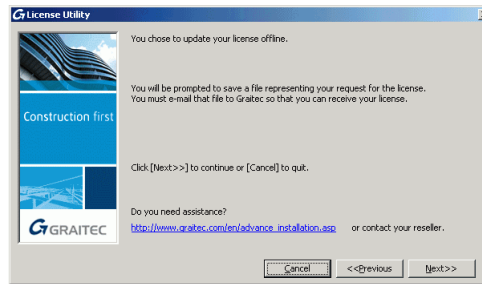



Figure 54: Offline procedure

4. Save the created **.xml** file containing the information required for repairing the license on the hard drive.
5. The file is automatically sent to GRAITEC at license.activation@graitec.com.

If the information in the **.xml** file is correct, an e-mail containing the necessary **.xml** file will be sent. After receiving the repaired license, start the License Utility and perform the following steps:

1. In the first dialog box of the License Utility, select **I have a xml file**
2. To specify the **.xml** file, enter a path or click , browse to the file location and click **Next**.

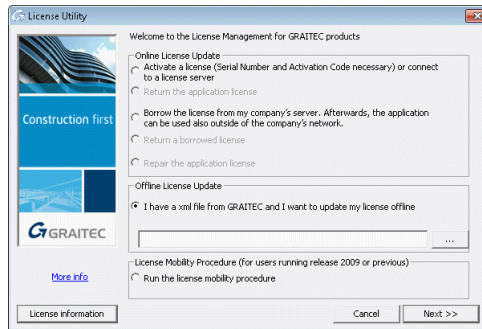


Figure 55: Selection of the **.xml** file

3. Click **Finish** to complete the process.

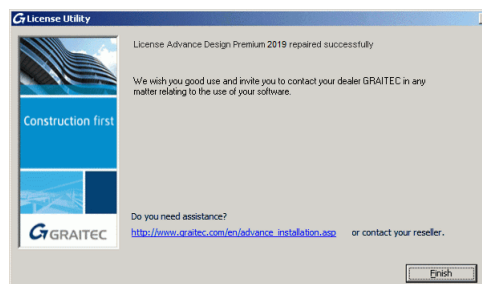


Figure 56: Finishing license update

Reactivating a license

The following actions may need license reactivation:

- Formatting the hard disk
- Hard disk crash
- Reinstalling the operating system

To activate the license again, see the *Activating the software* chapter.



If you want to replace the hard disk, return the license to the GRAITEC Activation Server (See Returning the license to the GRAITEC activation server. Otherwise, the new hard disk will prevent you from using the license and you have to recover the old hard disk.

Standalone license behavior on computer format

If the computer on which Advance is installed needs formatting, you should not request a new license. The license is based on the computer's Unique Machine Identifier which is not changed during the formatting process. After reinstalling Windows, you must only activate the license again based on the serial number and the activation code, using one of the license management tools.



However, it is strongly recommended to return the license to the GRAITEC Activation Server before formatting the hard disk.

Server license behavior on computer format



If the computer on which the network license is installed needs formatting, or if the hardware configuration changes, you must return the license to the GRAITEC Activation Server. Otherwise, you will not be able to activate the license again.

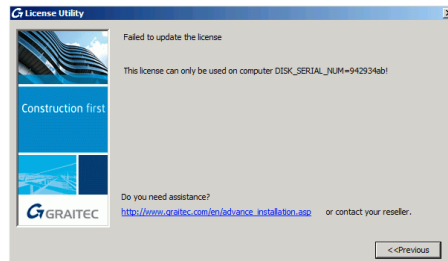
Running GRAITEC software on a remote desktop user interface

By default, the license provided by GRAITEC does not allow running the software across a remote desktop user interface. To run your software on a Terminal Server or remote client, please contact the GRAITEC commercial department for more details.

Troubleshooting

This chapter provides quick solutions for the most common problems encountered during the software license activation process.

Failed to update the license for a previous version

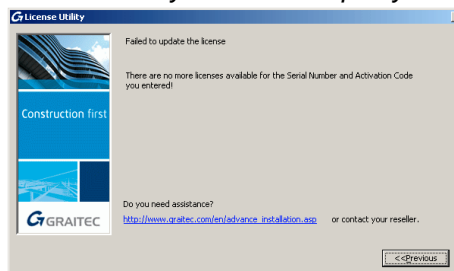


Cause The license was created for another machine. If you are upgrading from a previous version, the received activation code must be used only on the computer with the installed Advance 2009.

Solution Activate the license on the computer which runs Advance 2009.

No more licenses available for the Serial Number and Activation Code you entered

Error 7288 *Activation of the fulfillment is denied by the activation policy because the number of copies left is zero*



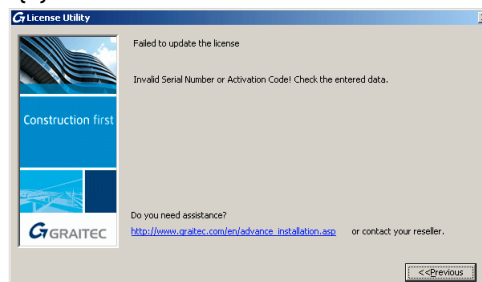
Cause 1 The license with the same Serial Number and Activation Code is already installed on another computer.

Cause 2 Another license with the same serial number is already installed on the computer (for example, a license for a previous version or for another package). You are entitled to use only one license at a time. *Figure 10* shows how it works.

Solution Use the License Utility to return the license from the computer on which Advance is installed to the GRAITEC Activation Server, then you can use it on any other computer.

Invalid Serial Number and Activation Code

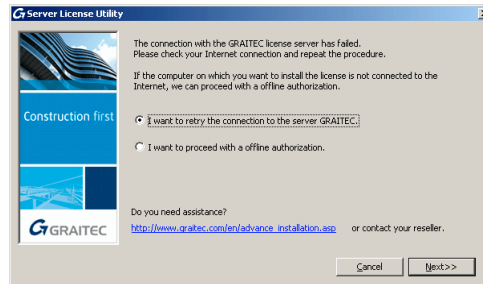
Error 7109 *Invalid activation ID: {0}*



Cause The Serial Number or the Activation Code is wrong.

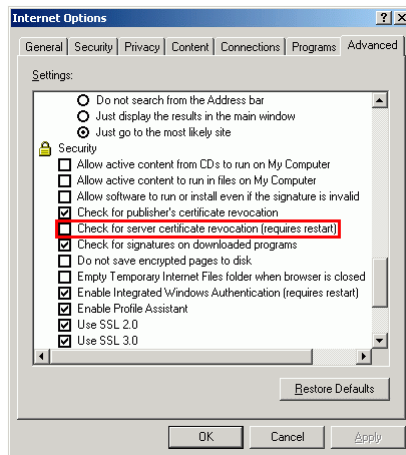
Solution Check the Serial Number and the Activation Code and try again. Replace en dashes (“—”), em dashes (“—”) or hyphens (“-”) with a minus sign (“-”) from the keyboard.

The connection with the GRAITEC license server has failed



Cause The computer on which you want to install the license is not connected to the Internet or a proxy server is used.

Solution If a proxy server is used, unselect **Check for server certificate revocation** in the Internet options. Otherwise, use the offline procedure.



The wizard asks for the server name on each connection

Cause **Deep Freeze** (or a similar software) is used. It stores the registry and the Windows disk status and every time after reboot restores the previous status.

Solution Change **Deep Freeze** (or other software) in administrator mode to allow changes to be stored.

Network license cannot be returned

Error 7466 *The return of the fulfillment is denied by the return policy because of exceeded max return*

Cause The daily allowed number of license rehosts (returns) for the same license on the same machine has been exceeded.

Solution Wait 24 hours for the return counter to automatically reset.

Network license cannot be repaired

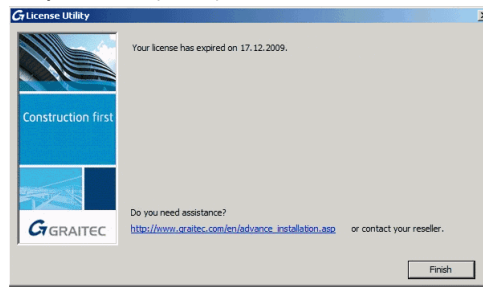
Error 7248 *The repair of the fulfillment is denied by the repair policy because max repairs exceeded.*

Cause The daily allowed number of license rehosts (repairs) for the same license on the same machine has been exceeded.

Solution Only three (3) daily rehosts (repairs) are allowed for server licenses. Wait 24 hours for the repair counter to automatically reset.

The license expired

Error 7343 *Entitlement line item expired on {Date}.*

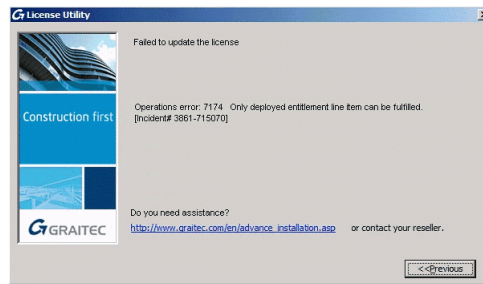


Cause The license expired.

Solution Request a new license.

Failed to update a hardware-free license or a license for a newer version

Error 7174 *Only the deployed entitlement line item can be fulfilled*



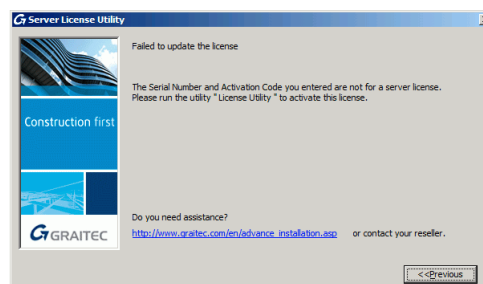
Cause The license is not active yet, it was revoked or it was replaced with another one, requested by the user. For example:

- Upgrade to a hardware-free license
- Upgrade to another version
- Other license modification

Solution Wait until the license is activated or use the right license.

Failed to update the server license

Error 7131 *Server activation is not allowed to activate entitlement line item: {0}. Make sure the license model is a server license model.*

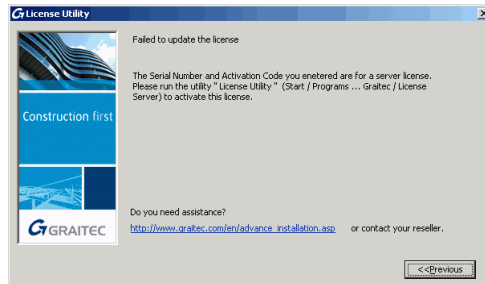


Cause The Serial Number and the Activation Code are not for a server license.

Solution Use the License utility to activate the standalone license.

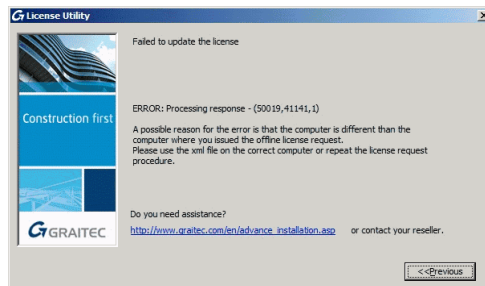
Failed to update the standalone license

Error 7189 *Client activation is not allowed to activate: {Serial Number}. Check the license model to make sure a client can activate.*



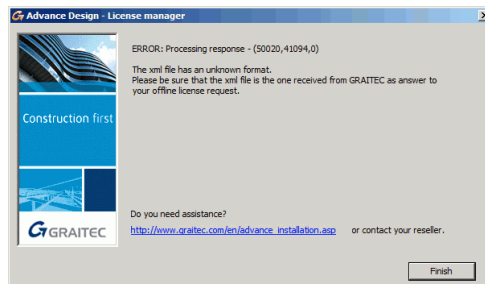
Cause The Serial Number and the Activation Code are for a server license.
Solution Use the Server License utility to activate the server license.

Failed to update the license offline



Cause The received .xml file was created for another machine.
Solution Use the .xml file on the correct computer or repeat the license request procedure.

The xml file has an unknown format



Cause A wrong .xml file is used for activation.
Solution Use the .xml file received from GRAITEC for activation.

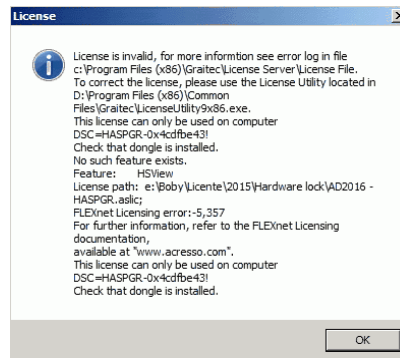
The License Utility Tool could not send the e-mail automatically

Cause During the upgrade to the 2019 mobile license, the license tool could not send the e-mail automatically.
Solution Send the e-mail manually.

1. On the Windows task bar, click .
2. In the "Search programs and files" field, type **%temp%**.
3. Click the **Temp** folder. This opens the temporary folder where the license upgrade request is stored as an **.xml** file: **proofrequest.xml**.
4. Send the **proofrequest.xml** file to license.activation@gratec.com.

The activated license must be returned.

The license is invalid

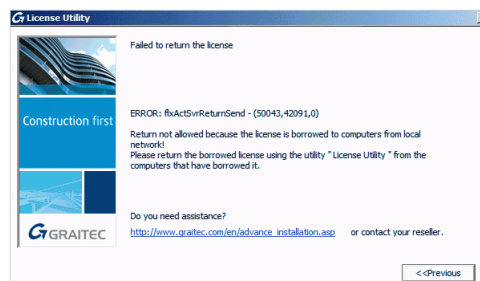


Cause 1 The dongle is not installed on the computer.
Solution Install the dongle.

Cause 2 The USB port is damaged.
Solution Try to move to another dongle USB port.

Cause 3 The dongle driver is not installed (most likely in the case of a new computer).
Solution Install the FLEX driver from an old CD.

Server license return not allowed



Cause The license is borrowed to computers from the local network.
Solution Return the borrowed license from the computer that borrowed it. See the *Returning a borrowed license before the expiry date* chapter.
 If you cannot remember where the server license was transferred, wait until the borrowed server license will be automatically returned (maximum 30 days).

Cannot recall where the license was installed

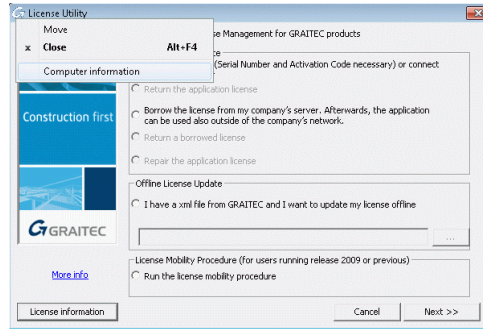
Standalone license

In case you cannot remember where the license was installed, contact technical support to find the Unique Machine Identifier for which the license was last activated.

1. On the computer you want to check the Unique Machine Identifier, start the License Utility (or the Server License Utility).

Windows start menu: **All Programs > Graitec > Advance Design 2019 > License Utility**

2. Right click on the title bar and select **Computer information** from the menu.



The computer information is displayed in a dialog box and you can verify if it is the same computer on which the license was last activated.

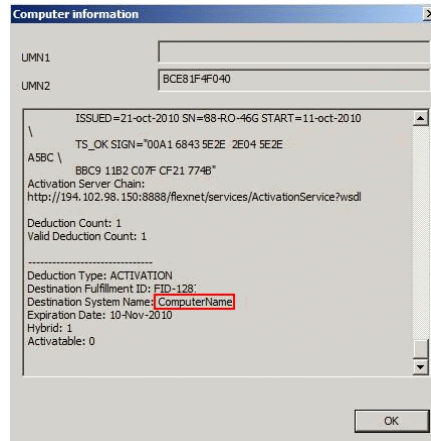
Client in a network

1. On the server machine, start the Server License Utility.

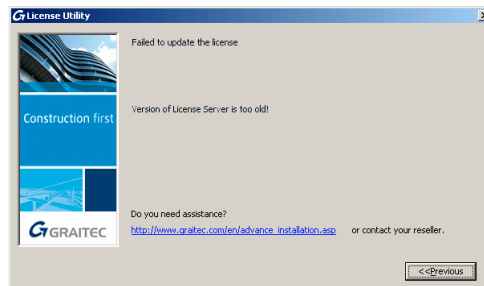
Windows start menu: **All Programs > Graitec > Advance Design 2019 > Server License Utility**

2. Right click on the title bar and select **Computer information** from the menu.

For a network license the dialog box displays the information about the borrowed licenses by the local LAN workstations.



Version of License Server is too old

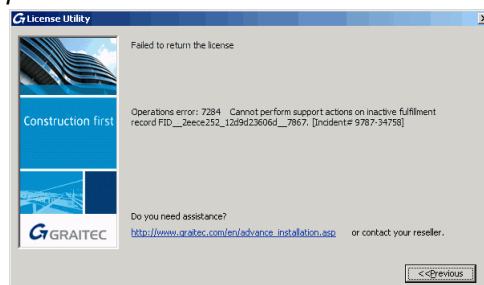


Cause An old version of License Server is installed on the local license server.

Solution Uninstall the License Server program and install the corresponding version.

Cannot perform support action on inactive fulfillment record

Error 7189 *Cannot perform support actions on inactive fulfillment record*



Cause 1 Some problems might occur when returning the license and the license did not get to the GRAITEC Activation Server.

Solution Use the License Utility to activate again the license on the same computer. Next, return the license.

Cause 2 The license is obsolete. Another license with the same serial number is active on the GRAITEC Activation Server.

Solution Check if you received a newer license.

Cannot use the license after replacing the hard disk

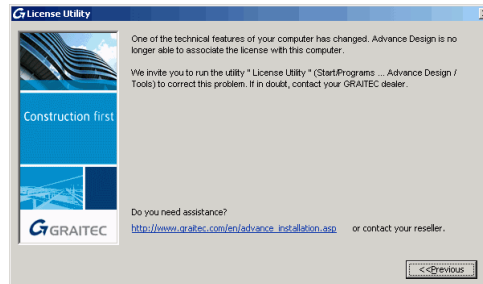
Cause Your license is linked to your old hard disk.

Solution To use Advance on the new hard disk, perform the following tasks:

1. Take the old disk and plug it in the computer.
2. If necessary, reinstall the operating system.
3. Activate the license again using the serial number and the activation code. GRAITEC Activation Server finds the machine numbers and reinstalls the license on your computer.
4. Return the license to the GRAITEC Activation Server.

Afterwards you can activate the license on any other computer.

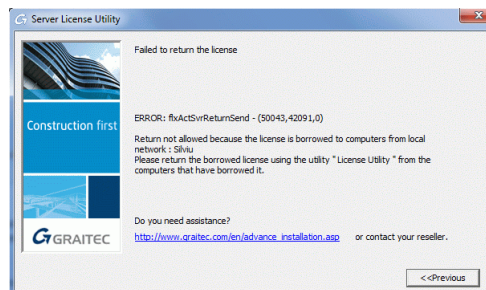
Advance is no longer able to associate the license with this computer



Cause One of the hardware components (motherboard, Ethernet card, except the hard disk) was replaced. The software cannot associate the license with the computer.

Solution Repair the license using the procedure described in the *Repairing a damaged license* chapter.

Failed to return the server license



Cause There are license seats borrowed outside the network.

Solution Check the license information and return borrowed licenses. See *Getting license information*.

The terminal server remote client is not allowed

Error -103 *Terminal server remote client not allowed.*

Cause The message usually indicates the GRAITEC Software is trying to be accessed from one computer when it is installed on another computer (using remote access, through Terminal Server or a Remote Desktop Client).

Solution The standalone/network installation of GRAITEC Software does not allow running the application on a remote desktop user interface. The application must be configured using a license which allows this feature.

No socket connection to license manager service.

Error -7 *No socket connection to license manager service.*

Cause The application trying to obtain a license cannot establish a connection to the License Server, due to one of the following causes:

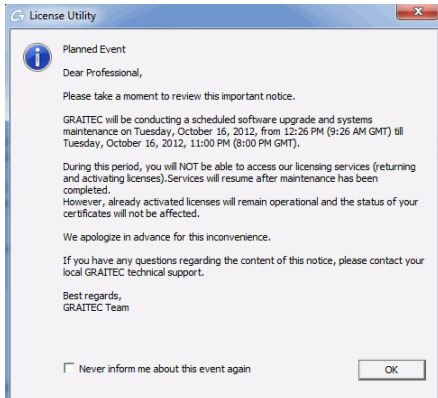
- the network is not functioning properly;
- there is a problem with the server;
- there is a problem with the licensing server (e.g. the license server software is out of date and needs to be upgraded to the latest version).

Solution 1 Contact your network administrator to check the server connection and the availability of the licensing service.

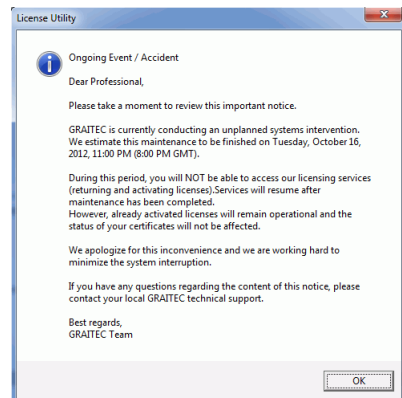
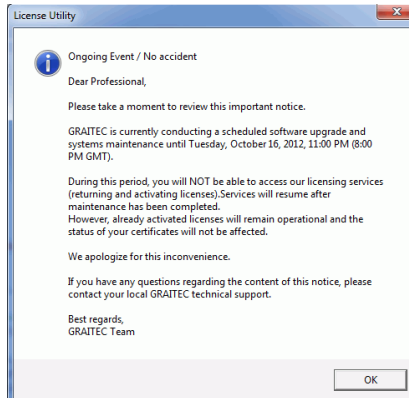
Solution 2 If you are using a license client version 2019 and a license server version previous to v2019, upgrade the license server software to the latest version.

Maintenance warnings

Planned events

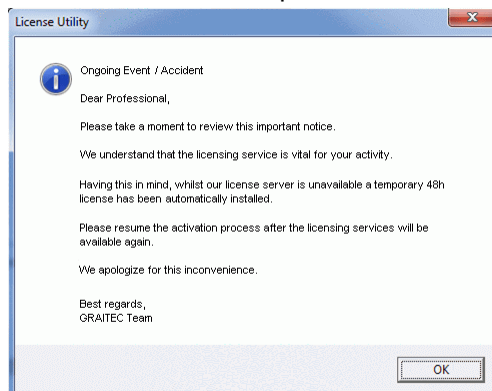


Ongoing events



Cause In certain situations, GRAITEC may conduct a scheduled software upgrade and system maintenance or an unplanned system intervention. During this period licenses cannot be activated or returned.

Solution During an unplanned intervention a temporary license will be automatically installed on your computer, after clicking **OK** in the warning window. The license is valid for 48 hours. Resume the activation process once the licensing services are available.



Note: *Following the procedure described above, a temporary license will be automatically installed on your computer in the following conditions.*

- The license server is unavailable, and
- the license server unavailability was acknowledged by Graitec.

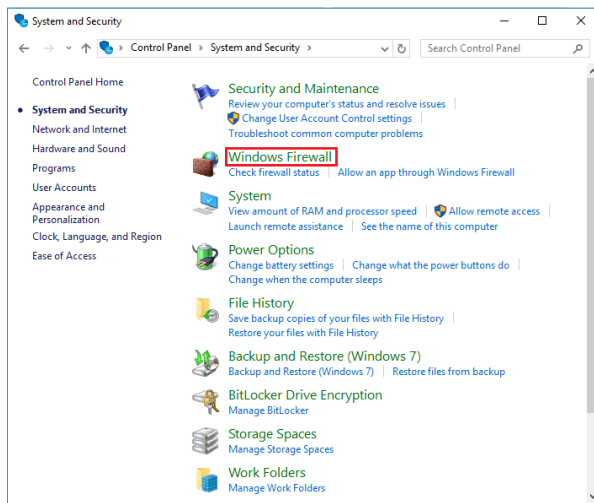
Delay in opening Graitec/Autodesk software using the FLEX component, or delay in opening license tools

Cause The delay is caused by a **routine check of the local network** performed by the FLEX protection component, an issue known and treated by FLEX.

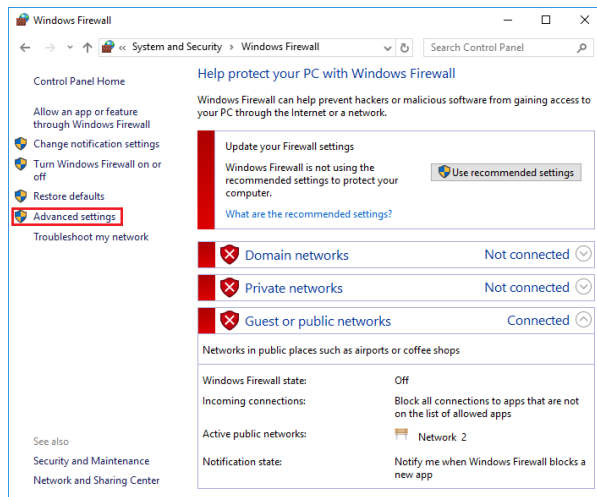
Solution The solution is to block the IP class from the firewall (**firewall must be enabled**). Create an outbound rule on the local firewall that blocks connections to **169.254.169.254**. Below are instructions for adding this rule to the Windows Firewall.

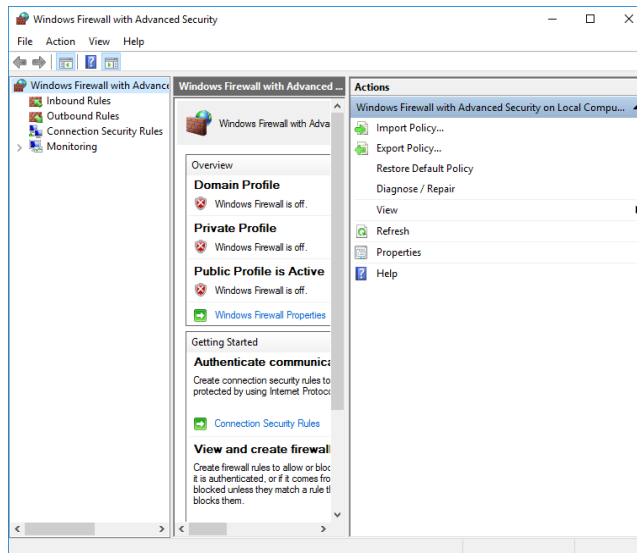
Note: For 3rd party firewalls, consult your firewall documentation to add an outbound rule that blocks connections to **169.254.169.254**.

1. Make sure that the Firewall is enabled.
2. Open Windows Control Panel and go to **System and Security** and then **Windows Firewall**.

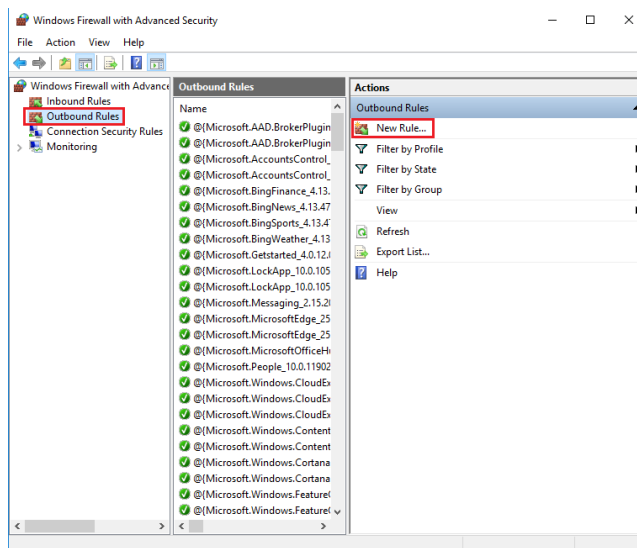


3. Click Advanced settings on the left panel to open **Windows Firewall with Advanced Security**.

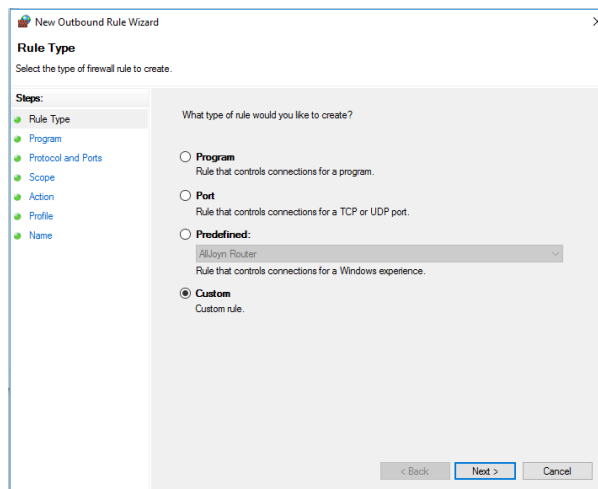




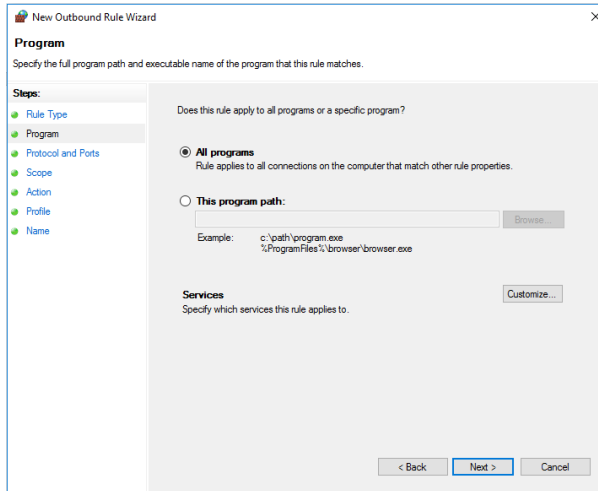
4. Single click the **Outbound Rules** tree item on the left panel, then choose **New Rule...** on right panel to create a new firewall.



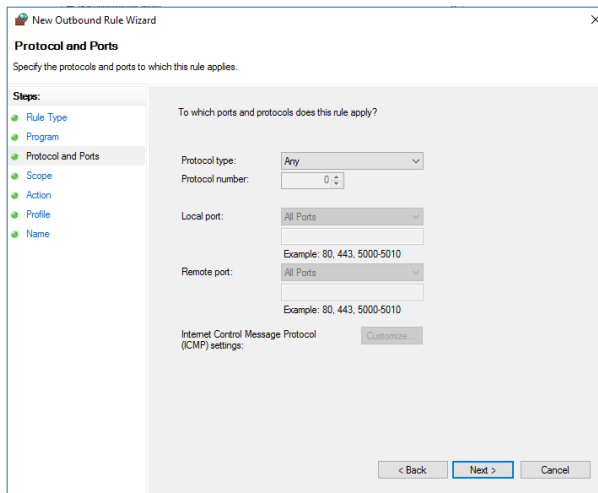
5. Select **Custom** and click **Next**.



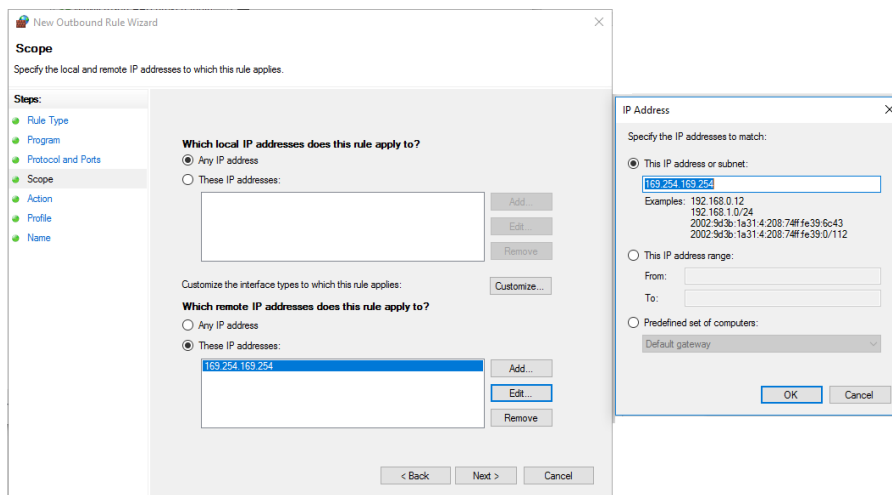
6. Select **All Programs** and click the **Next** button.



7. Skip this page by clicking the **Next** button again.

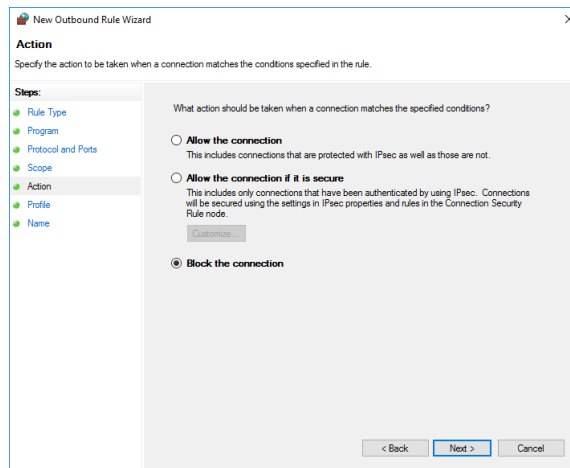


8. Select **These IP addresses**, which you will find under Remote IP addresses. Click on **Add...** and enter the IP address **169.254.169.254** in the designated box.

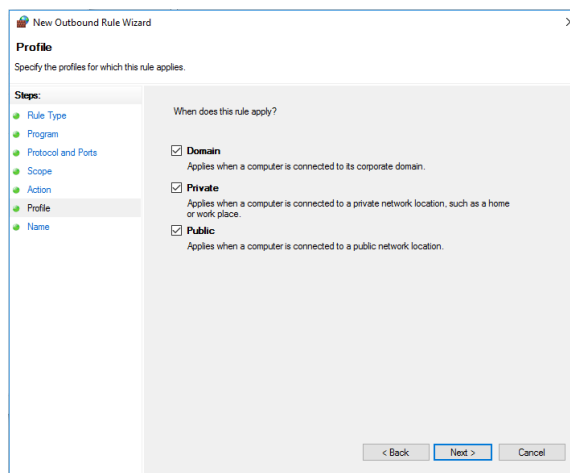


9. Click **OK** and then click **Next**.

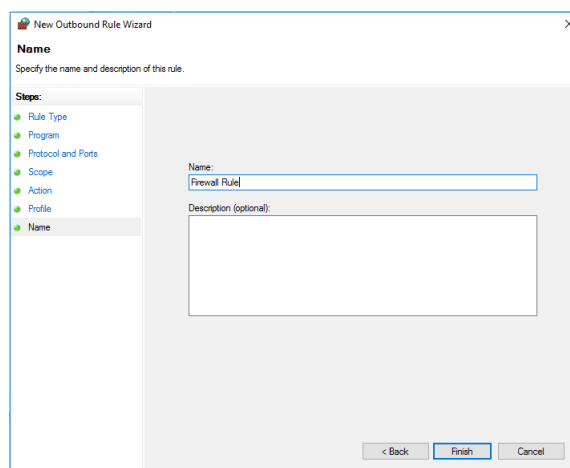
10. Select **Block the connection** and click on **Next** to proceed.



11. Click **Next** again to include **Domain, Private** and **Public**.



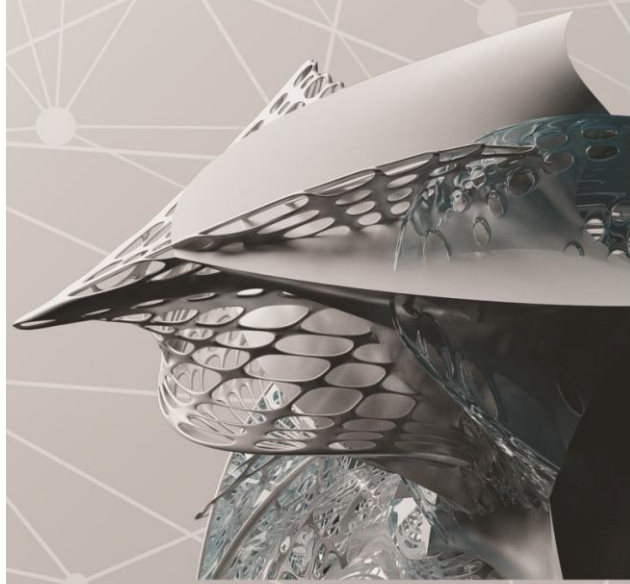
12. Windows will ask you to write a description for the firewall rule. After entering at least the name, click on the **Next** button.



13. Click **Finish** to create and implement this rule that will block the desired IP address.

Note: FLEX states in "FlexNet Publisher 2016 R1 Service Pack 1 (11.14.0.1)": on Windows, in the presence of some anti-virus systems such as Kaspersky or AVG, queries to link-local addresses (169.254.*.*) can result in a WSACleanup delay.

GRAITEC product activation FAQ



What is online product activation?

The *online product activation* is a process that allows users to use the acquired GRAITEC software on a specified computer, according to the purchased license rights. The process verifies if the serial number and the activation code are valid and if the software will be activated on appropriate computers.

What is the serial number?

The *serial number* is the unique identifier of the license.

What happens during product activation?

The process starts the first time you use the software. Your computer contacts the activation server at GRAITEC; the license rights are written in the database on the GRAITEC Activation Server that processes the information. If the information (activation code and serial number) is registered and the license is not activated on another computer, then the purchased license rights are transferred to your computer and you can start using the GRAITEC product.

I do not have an Internet connection. Can I activate my license?

Yes, you can activate the license using the offline procedure as described in the *Activating a license offline*.

Basically, this is a procedure based on an e-mail exchange. The e-mail can be sent from any computer, not necessarily the one running the GRAITEC software.

How can I use the software at the office and at home?

This depends on what kind of license you are using at the office.

- a) **Standalone licenses:** standalone licenses must be returned from the office computer to the GRAITEC Activation Server so that you can activate the licenses on other computers, at home or on any other computer. Afterwards, it has to be returned to the GRAITEC Activation Server before you can activate the license in the office again.
- b) **Network licenses:** If your license is a *network license*, you can borrow a license for a client workstation from the company's license server.

Borrowing a license means transferring a license from the company's license server to another computer (or laptop), for offline use, for a defined period of time of maximum 30 days. The number of licenses on the company's server is reduced, as the GRAITEC product can be used offline.

After the return date, the license will automatically be assigned back to the server. Also, you can return it earlier using the License Utility.

For more information, read the *Managing the network license* chapter.

Note: *GRAITEC is offering these technical facilities at the disposal of its customers. You should check with your organization if you are authorized to run such procedures. GRAITEC cannot be held responsible for the license management in your organization.*

What if I want to use the software on a new computer?

Your standalone license is very mobile; you can activate it on any other computer, but only after returning the license to the GRAITEC Activation Server. Use the License Utility as described in the *Managing the network license* chapter to return the license, and then activate it on the new computer.



Beware that losing your computer before returning the license might prevent you from recovering the license again.

I've formatted the hard disk. Do I need a new license?

You do not need a new license, but you must activate the software license again.


This step is necessary because after formatting the hard disk, the license rights transferred to your computer during the activation process are lost. The GRAITEC Activation Server still "recognizes" the computer based on the machine number and transfers again the license rights.

 **However, it is strongly recommended to return the license to the GRAITEC Activation Server before formatting the hard disk.**

I've reinstalled the operating system. What happens with my license?

When you reinstall the operating system, license rights transferred to your computer during the activation process are lost. You must activate only the license again. The GRAITEC Activation Server still "recognizes" the computer based on the machine number and transfers the license rights again.

I've replaced the hard disk and I cannot activate the license

 **Before replacing the hard disk, you must return the license to the GRAITEC Activation Server. Otherwise, you will need to perform several steps using your old hard disk.**

Your license is linked to your old hard disk; since you replaced it, the GRAITEC Activation Server is unable to find a record for your activation code and the new machine number.

If you did not return the license to the GRAITEC Activation Server, please perform the following tasks in order to recover the license and use the GRAITEC product on the new hard disk:

1. Take the old disk and plug it in the computer.
2. If necessary, reinstall the operating system.
3. Activate the license again using the serial number and the activation code. The GRAITEC Activation Server finds the machine number and reinstalls the license on your computer.
4. Return the license to the GRAITEC Activation Server. See Returning a license to the GRAITEC Activation Server.

Afterwards you can activate the license on any other computer.

If the above procedure does not work, please contact GRAITEC or your local reseller.

My computer was stolen. Can I activate the license on a new computer?

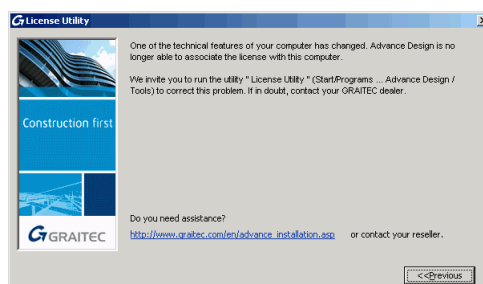
Unfortunately, no. You must purchase a new license to use the software again.

If you are under maintenance, you can sign a certificate of non usability. Within 24 hours (during working days) you will receive a 30-day temporary license.

Note: *It is recommended to have an adequate insurance that covers the license.*

I've replaced a hardware component and I cannot use the software

Usually, after replacing one of the hardware components (e.g. replacement of the motherboard or the Ethernet card, except replacing the hard disk), the software cannot associate the license with the computer and displays the following error message.



To use the software again, you must repair the license using the procedure described in the *Repairing a damaged license* chapter.

What other common changes can trigger a license repair?

The license might be affected when the following system changes have been detected on your computer:

- Operating system restore to correct system problems or roll back changes
- Correction of the system clock after it was set to the future

To use the software again, you must *repair* the license using the procedure described in the *Repairing a damaged license* chapter.

I've received the entitlement for the new release, but I cannot activate the license.

The license for the previous version is still active. Please return the old license to the GRAITEC Activation Server. Then:

1. Install the 2019 release (See *Installation process*).
2. Return the 2018 license (See *Returning a license to the GRAITEC Activation Server*).
3. Activate the 2019 license using the existing serial number and the new activation code (See *Activating a license*).

Then, you will be able to use both your "old" and your "new" license.

I've migrated to a higher package, but I cannot activate the license

Please return the previous license to the GRAITEC Activation Server.

Can I run the software on a remote desktop user interface?

Your license does not allow you to run the application on a remote desktop user interface (Terminal Server, Remote Desktop Services, Citrix, Microsoft App-V, etc).

Please note that terminal services consist of a wide range of architectures. In order to find out how you can benefit from this feature and for more details, please contact GRAITEC's commercial department.

Appendix 1



Specific error codes for hardware-linked licenses

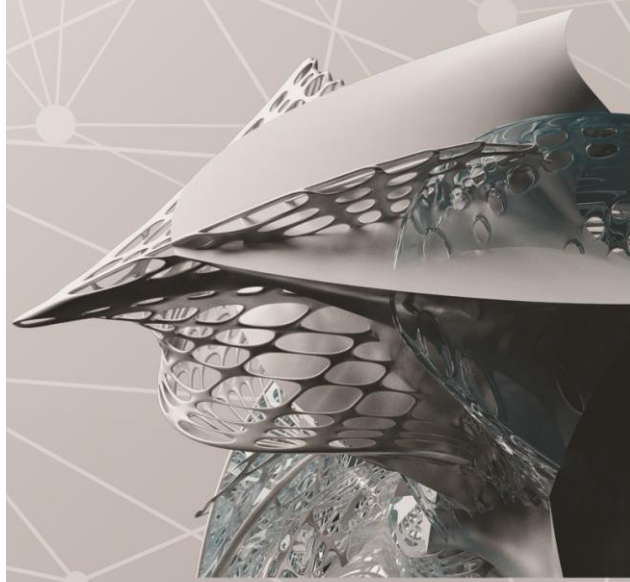
Code	Description
-1	Cannot find license file.
-2	Invalid license file syntax.
-3	No server for this feature.
-4	Licensed number of users already reached.
-5	No such feature exists.
-6	No TCP/IP port number in license file and FLEXlm service does not exist. (pre-v6 only)
-7	No socket connection to license manager service.
-8	Invalid (inconsistent) license key or signature. The license key/signature and data for the feature do not match. This usually happens when a license file has been altered.
-9	Invalid host. The hostid of this system does not match the hostid specified in the license file.
-10	Feature has expired.
-11	Invalid date format in license file.
-12	Invalid returned data from license server.
-13	No SERVER lines in license file.
-14	Cannot find SERVER host name in network database. The lookup for the host name on the SERVER line in the license file failed. This often happens when NIS or DNS or the hosts file is incorrect. Workaround: Use IP address (e.g., 123.456.789.123) instead of host name.
-15	Cannot connect to license server. The server (lmgrd) has not been started yet, or the wrong port@host or license file is being used, or the TCP/IP port or host name in the license file has been changed.
-16	Cannot read data from license server.
-17	Cannot write data to license server.
-18	License server does not support this feature.
-19	Error in select system call.
-21	License file does not support this version.
-22	Feature checkin failure detected at license server.
-23	License server temporarily busy (new server connecting).
-24	Users are queued for this feature.
-25	License server does not support this version of this feature.
-26	Request for more licenses than this feature supports.
-29	Cannot find Ethernet device.
-30	Cannot read license file.
-31	Feature start date is in the future.
-32	No such attribute.
-33	Bad encryption handshake with daemon.
-34	Clock difference too large between client and server.
-35	In the queue for this feature.
-36	Feature database corrupted in daemon.
-37	Duplicate selection mismatch for this feature. Obsolete with v8.0+ vendor daemon.
-38	User/host on EXCLUDE list for feature.

Code	Description
-39	User/host not on INCLUDE list for feature.
-40	Cannot locate dynamic memory.
-41	Feature was never checked out.
-42	Invalid parameter.
-47	Clock setting check not available in daemon.
-52	FLEXIm vendor daemon did not respond within timeout interval.
-53	Checkout request rejected by vendor-defined checkout filter.
-54	No FEATURESET line in license file.
-55	Incorrect FEATURESET line in license file.
-56	Cannot compute FEATURESET data from license file.
-57	socket() call failed.
-59	Message checksum failure.
-60	Server message checksum failure.
-61	Cannot read license file data from server.
-62	Network software (TCP/IP) not available.
-63	You are not a license administrator.
-64	Imremove request before the minimum Imremove interval.
-67	No licenses to borrow.
-68	License BORROW support not enabled.
-69	FLOAT_OK can't run standalone on SERVER.
-71	Invalid TZ environment variable.
-73	Local checkout filter rejected request.
-74	Attempt to read beyond end of license file path.
-75	SYS\$SETIMR call failed (VMS).
-76	Internal FLEXIm error—please report to Macrovision.
-77	Bad version number must be floating-point number with no letters.
-82	Invalid PACKAGE line in license file.
-83	FLEXIm version of client newer than server.
-84	USER_BASED license has no specified users - see server log.
-85	License server doesn't support this request.
-87	Checkout exceeds MAX specified in options file.
-88	System clock has been set back.
-89	This platform not authorized by license.
-90	Future license file format or misspelling in license file. The file was issued for a later version of FLEXIm than this program understands.
-91	ENCRYPTION_SEEDS are non-unique.
-92	Feature removed during Imreread, or wrong SERVER line hostid.
-93	This feature is available in a different license pool. This is a warning condition. The server has pooled one or more INCREMENT lines into a single pool, and the request was made on an INCREMENT line that has been pooled.
-94	Attempt to generate license with incompatible attributes.
-95	Network connect to this_host failed. Change this_host on the SERVER line in the license file to the actual host name.

Code	Description
-96	Server machine is down or not responding. See the system administrator about starting the server, or make sure that you're referring to the right host (see LM_LICENSE_FILE environment variable).
-97	The desired vendor daemon is down. 1) Check the lmgrd log file, or 2) Try lmreread.
-98	This FEATURE line can't be converted to decimal format.
-99	The decimal format license is typed incorrectly.
-100	Cannot remove a linger license.
-101	All licenses are reserved for others. The system administrator has reserved all the licenses for others. Reservations are made in the options file. The server must be restarted for options file changes to take effect.
-102	A FLEXid borrow error occurred.
-103	Terminal Server remote client not allowed.
-104	Cannot borrow that long.
-106	License server out of network connections. The vendor daemon can't handle any more users. See the debug log for further information.
-110	Dongle not attached, or can't read dongle. Either the hardware dongle is unattached, or the necessary software driver for this dongle type is not installed.
-112	Missing dongle driver. In order to read the dongle hostid, the correct driver must be installed. These drivers are available at www.macrovision.com or from your software vendor.
-113	Two FLEXlock checkouts attempted. Only one checkout is allowed with FLEXlock-enabled applications.
-114	SIGN= keyword required, but missing from license. This is probably because the license is older than the application. You need to obtain a SIGN= version of this license from your vendor.
-115	Error in Public Key package.
-116	CRO not supported for this platform.
-117	BORROW failed.
-118	BORROW period has expired.
-119	lmdown and lmreread must be run on license server machine.
-120	Cannot lmdown the server when licenses are borrowed.
-121	FLOAT_OK license must have exactly one dongle hostid.
-122	Unable to delete local borrow info.
-123	Support for returning a borrowed license early is not enabled. The vendor must have enabled support for this feature in the vendor daemon. Contact the vendor for further details.
-124	An error occurred while returning a borrowed license to the server.
-125	Attempt to checkout just a PACKAGE. Need to also checkout a feature.
-126	Error initializing a composite hostid.
-127	A hostid needed for the composite hostid is missing or invalid.
-128	Error, borrowed license doesn't match any known server license.
7174	Only deployed entitlement line item can be fulfilled.
7284	Cannot perform support actions on inactive fulfillment record.
7288	The activation of the fulfillment is denied by the activation policy because the number of copies left

Code	Description
	is zero. (Return the client license to the server)

Appendix 2



Overview of the option file syntax

Option Keyword	Description
AUTOMATIC_REREAD	Turn off automatic reread of licenses at midnight.
BORROW_LOWWATER	Set the number of BORROW licenses that cannot be borrowed.
DEBUGLOG	Writes debug log information for this vendor daemon to the specified file (version 8.0 or later vendor daemon).
EXCLUDE	Deny a user access to a feature.
EXCLUDE_BORROW	Deny a user the ability to borrow BORROW licenses.
EXCLUDE_ENTITLEMENT	Deny a user the ability to activate licenses held in a fulfillment record in trusted storage.
EXCLUDEALL	Deny a user access to <i>all</i> features served by this vendor daemon.
FQDN_MATCHING	Sets the level of host name matching.
GROUP	Define a group of users for use with any options.
GROUPCASEINSENSITIVE	Sets case sensitivity for user and host lists specified in GROUP and HOST_GROUP keywords.
HOST_GROUP	Define a group of hosts for use with any options (version 4.0 or later).
INCLUDE	Allow a user to use a feature.
INCLUDE_BORROW	Allow a user to borrow BORROW licenses.
INCLUDE_ENTITLEMENT	Allow a user to activate licenses held in a fulfillment record in trusted storage.
INCLUDEALL	Allow a user to use all features served by this vendor daemon.
LINGER	Allow a user to extend the linger time for a feature beyond its check in.
MAX	Limit usage for a particular feature/group—prioritize usage among users.
MAX_BORROW_HOURS	Change the maximum borrow period for the specified feature.
MAX_OVERDRAFT	Limit overdraft usage to less than the amount specified in the license.
NOLOG	Turn off logging of certain items in the debug log file.
REPORTLOG	Specify that a report log file suitable for use by the FLEXnet Manager license usage reporting tool be written.
RESERVE	Reserve licenses for a user or group of users/hosts.
TIMEOUT	Specify idle timeout for a feature, returning it to the free pool for use by another user.
TIMEOUTALL	Set timeout on all features.

Glossary



Activation code

A code that allows using the software version within the purchased license features.

Activation process

It is a process that allows users who purchased a license to use the acquired GRAITEC software according to the purchased license rights. The process verifies if the serial number and the activation code are valid and if the software will be activated on the appropriate computer.

Borrowing a license

It refers to transferring a license from the company's license server to another computer (or laptop), for offline use, for a defined period of time of maximum 30 days. It can also be used outside of the company's network. The number of licenses on the company's server is reduced, as Advance can be used offline.

Ethernet address

The unique hardware address of a network adapter used by FLEXnet to lock the license to a computer.

FLEXnet

Software license management system used by GRAITEC to manage the software licenses.

GRAITEC Activation Server

The server at GRAITEC that provides and manages the software licenses.

License server

The computer on which the GRAITEC License Server service is activated and the Server License Utility is installed.

License utility

A tool that allows users to activate and manage the acquired GRAITEC software license over the Internet.

Imtools.exe

A tool used to manage the FLEXnet license technology.

Network license

A type of license that allows running Advance on several workstations using a server to allocate the licenses.

Rehosting a license

It refers to transferring a standalone or a server license from one computer to another. The process consists of two steps:

- Returning the license to the activation server
- Activating the license on the destination computer

Serial number

The unique identifier of the license (network or standalone).

Server License utility

A tool that allows the network administrator to activate and manage the acquired GRAITEC software license over the Internet.

Workstation

A computer in a network.



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