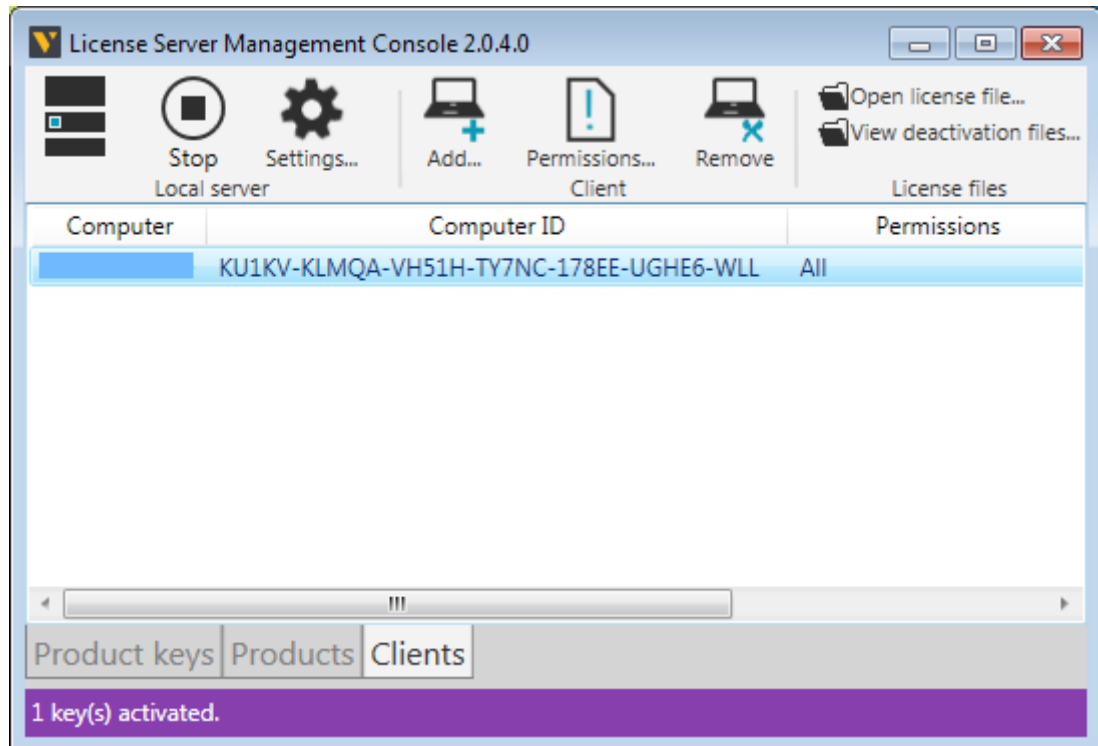


License Server 2.0.4 User Guide

Version: December 27, 2016



The Visual Components License Server can be used to manage licenses on a network for users of all Visual Components products and compatible OEM products.

Support
support@visualcomponents.com

Forum
forum.visualcomponents.com

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Installation & Setup

The installation of the license server is a straightforward process that can perform upgrade installation.

Requirements

Before you install the license server, verify you have local administrator rights to install the license server on a computer. Your computer must be using one of the following operating systems:

- Windows 7 Pro 64-bit
- Windows 8.1 Pro 64-bit
- Windows 10 Pro 64-bit
- Windows Server 2008 R2 64-bit
- Windows Server 2012 64-bit
- Windows Server 2012 R2 64-bit

Installation Notes

- During installation some dependency files and runtime libraries may be installed on your computer in order to run the license server.
- If your computer is using an old version of the license server, the installer can uninstall that version, and then transfer its product keys to the new server.
- If an activated product key is transferred from license server v1 to v2, the key is first deactivated and then reactivated on your computer.
- During installation, if the license server is unable to connect to the global Visual Components license server, the installer will prompt you to manually upgrade product keys by generating an **upgrade request file**. Next, you would need to use your product user account to upload the request file and manually generate a **license file**. Finally, after completing installation, you can run the license server, and then use the Open license file command to upload the license file for upgrading transferred product keys.
- After a product key has been activated on a computer using a newer version of license server, that computer can no longer use an older version of the license server.

Security

Online product key activation and deactivation synchronization uses HTTPS encrypted communication to contact a global Visual Components license server.

For Visual Components 2014 or older product keys:

- <https://portal.visualcomponents.net>

For Visual Components 4.0 or higher product keys:

- <https://license.visualcomponents.net>

In some cases, your license server might communicate with both global servers directly or they communicate with one another to accommodate the request from your local server.

IMPORTANT! If online functionality is to be used, corporate firewalls and web proxies should not block nor prevent the connection your license server has to the global Visual Components license server(s).

Portal Accounts

In some cases, you might need to sign in to your portal account to handle licensing issues. For example, you might need to manually deactivate or activate product keys and upgrade licenses to work on a new license server.

For Visual Components 2014 or older product versions, go to:

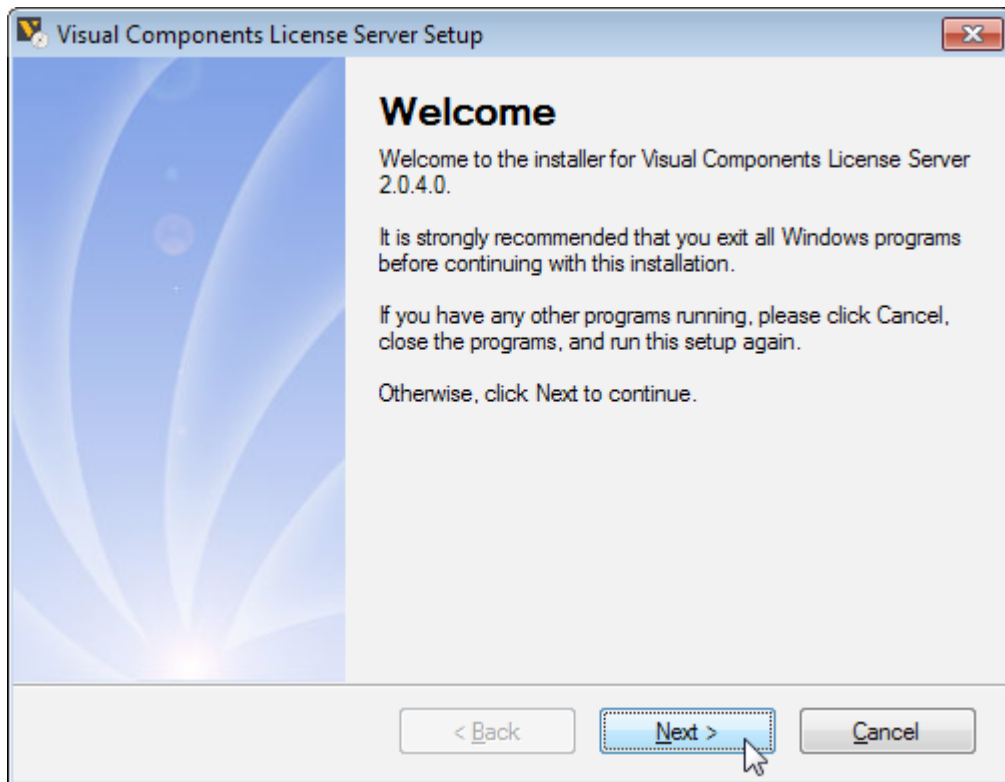
- <https://portal.visualcomponents.net>

For Visual Components 4.0 or higher product versions, go to:

- <https://license.visualcomponents.net>

Instructions

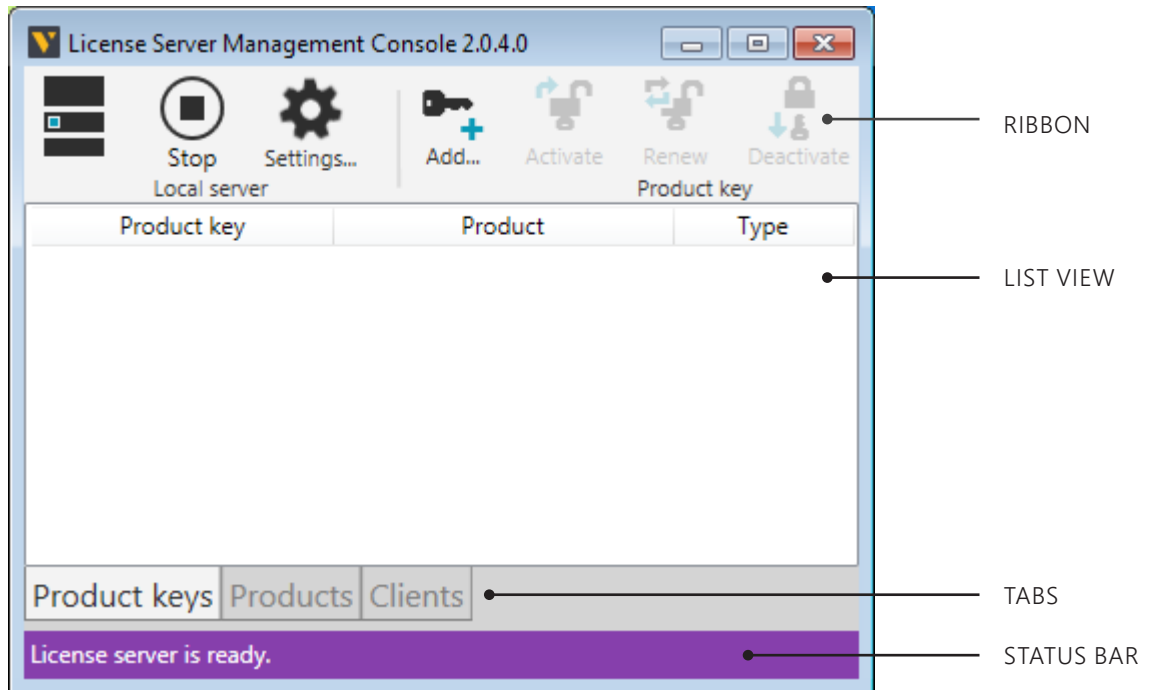
1. Download the installer for the license server. A download link is available on the Visual Components website or you may be provided with one.



2. Run the installer, and then follow the steps given by the Wizard to complete installation.
3. After completing installation, run the Visual Components License Server Manager.

User Interface

The workspace of the license server is controlled by a set of tabs at the bottom of the main window. The active tab of the main window controls what groups of commands are displayed on the ribbon and what information is displayed in the list view. Each tab displays information related to product keys (licenses) and clients (usage and permissions).



The **Product keys tab** displays product key information. This information includes the product name and amount of licenses or seats associated with a product key. On the ribbon, in the **Product key group** are controls for adding, editing and removing product keys from the server.

The **Products tab** displays product information. This information includes the amount of licenses available for a product known to the server and its users. On the ribbon, in the **Product group** are controls for accessing information related to the usage of product keys.

The **Clients tab** displays information on client computers of the license server. This information includes client permissions and usage of product keys. On the ribbon, in the **Client group** are controls for adding, editing and removing clients from the server.

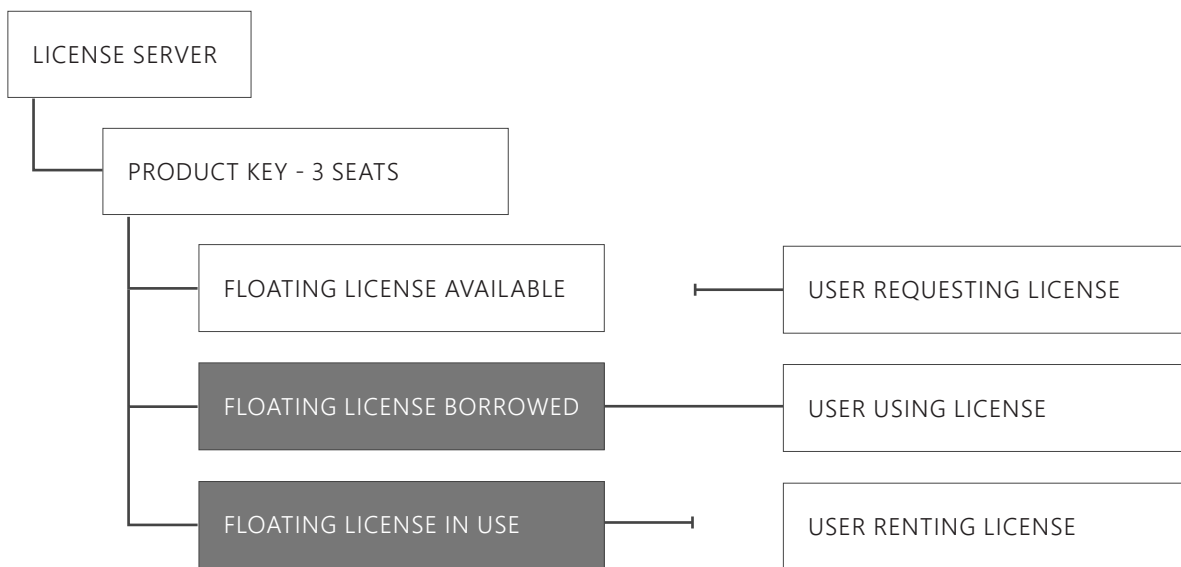
The Connection, License files, and Server groups are always visible on the ribbon. The **Connection group** are controls that allow you to verify if your server is connected to a global Visual Components license server and to synchronize product keys. The **License files group** are controls that allow you to launch the File Explorer for opening and viewing license files. Generally, these controls are used when you need to manually activate and deactivate product keys. The **Server group** are controls that allow you to view and edit settings of the license server.

Product Keys

The license server supports product and add-on keys. A **product key** allows you to use a Visual Components product. An **add-on key** allows you to use a plugin or additional services in a Visual Components product.

In some cases, Visual Components or an OEM may license an add-on. In other cases, the concept of licensing add-ons is resolved by upgrading a product key, thereby removing the need for having an add-on key. In all cases, it depends on what product keys are managed by your server and the products used by its clients.

A product key contains one or more floating licenses that can be shared online or borrowed by users for offline use. A floating license is known as a **seat**, so a product key with 10 seats means up to 10 users can use that product key at a given time.



Sharing

Sharing a license occurs when a user connects to a license server, and then uses an available license with a Visual Components product. Once a user stops using a Visual Components product, the license is reclaimed and becomes available for other users connected to the same license server.

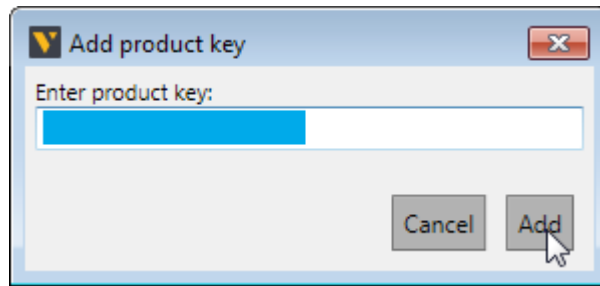
Borrowing

Borrowing a license occurs when a user connects to a license server, and then checks out an available license from the server for a certain number of days to use offline with a Visual Components product, and then disconnects from the server. The borrowed license remains unavailable on the server until the user reconnects to the server, and then returns or checks in the license. Borrowing a license is also known as commuting. If a client needs to know how to borrow a license from the server, refer to *Licensing - Borrowing* in the product's Help File.

Add a Product Key

The license server allows you to add product keys containing floating licenses. The number of licenses in a product key affects how many clients can use the product key at any given time.

1. On the **Product keys** tab, in the **Product key** group, click **Add**.
2. In the **Add product key** dialog, **Enter product key** box, type or paste the 16 digit product key you want to add to the server, and then click **Add**.

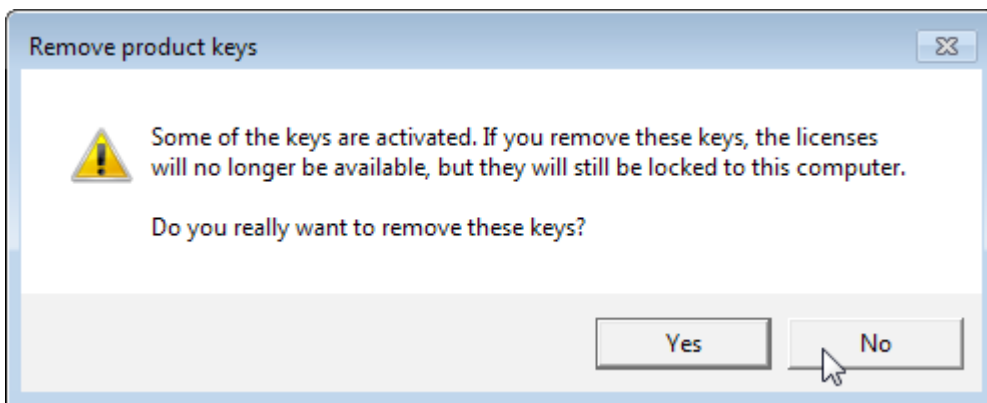


3. Verify the product key you added is listed in the license server.

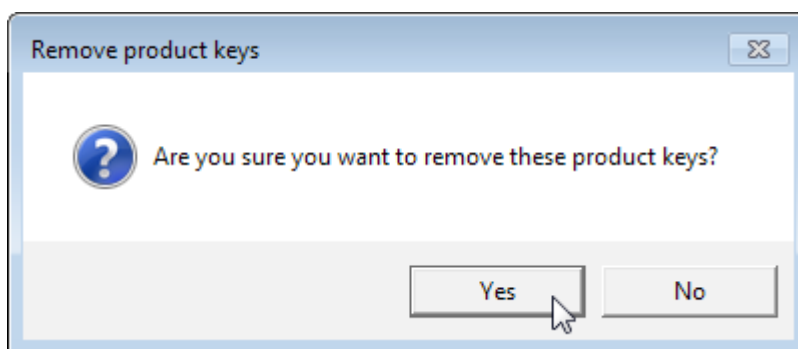
Remove a Product Key

The license server allows you to remove any added product keys. In most cases, we recommend that you deactivate a product key before removing it from a license server. That allows a key to be added and used with a license server on another computer.

1. Click the **Product keys** tab, and then select the listed product key you want to remove from the server.
2. On the **Product keys** tab, in the **Product key** group, click **Remove**.
3. If you are prompted to deactivate a selected license, do one of the following:
 - To remove the license without deactivating it, click **Yes**.
 - To deactivate the license before removing it, click **No**, and then deactivate the product key before repeating step 1 of this workflow.



4. In the **Remove product keys** dialog, click **Yes**.



5. Verify the product key is not listed in the license server.

Activate a Product Key

The license server allows you to activate an added product key.

Automatic Activation

Automatic product key activation requires a license server be connected to the global Visual Components license server(s).

1. Click the **Product keys** tab, and then select the listed product key you want to activate on the server.
2. On the **Product keys** tab, in the **Connection** group, verify the license server is online, and then in the **Product key** group, click **Activate**.

NOTE! If a selected product key is not activated, verify the product key has not expired and the website for your portal account is not down or undergoing maintenance.

Manual Activation

Manual product key activation requires you to generate an activation request file in a license server, and then upload and activate that file using the portal website.

1. Click the **Product keys** tab, and then select the listed product key you want to activate on the server.
2. On the **Product keys** tab, in the **Product key** group, click **Activate**, and then save the activation request file but DO NOT rename it.
3. Open a web browser, and then go to the website associated with your product key and portal account. For more information, review the "Portal Accounts" section of this guide.
4. Log in to your portal account, and then on the Welcome page or ribbon of the website, click **Manual Licensing**.
5. On the **Manual Licensing** page, upload the activation request file.
6. Click **Confirm** to generate an activated license file.
7. Click **Download file ...** to save the license file.
8. In your license server, click the **Product keys** tab, and then in the **License files** group, click **Open license file**, and then open the license file for your product key.

Deactivate a Product Key

The license server allows you to deactivate an added product key. Before you deactivate a product key, ensure all floating (network) and borrowed (commuter) licenses for that product key are not being used by clients of the server.

Automatic Deactivation

Automatic product key deactivation requires a license server to be connected to the global Visual Components license server(s).

1. Click the **Product keys** tab, and then select the listed product key you want to deactivate on the server.
2. On the **Product keys** tab, in the **Connection** group, verify the license server is online, and then in the **Product key** group, click **Deactivate**.

NOTE! If a selected product key is not deactivated, verify the product key has not expired and the website for your portal account is not down or undergoing maintenance.

Manual Deactivation

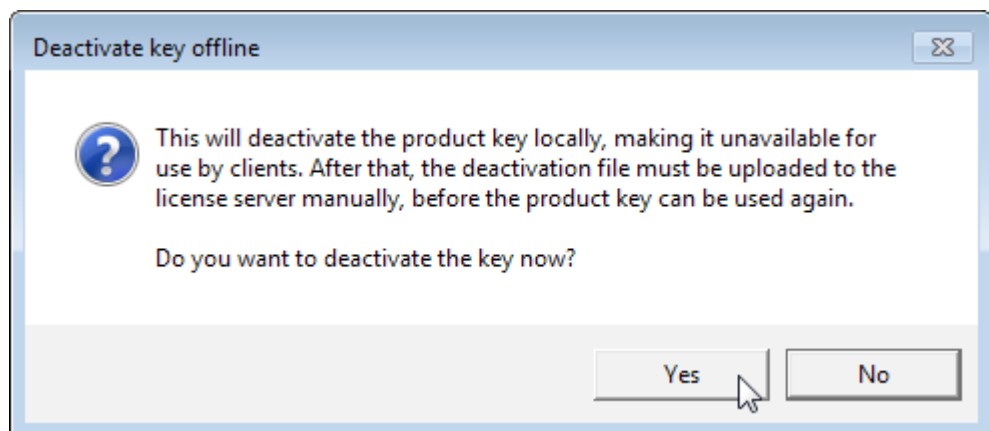
Manual product key deactivation may require additional steps depending on the product key.

Visual Components 2014 or older product keys

1. Click the **Product keys** tab, and then select the listed product key you want to deactivate on the server.
2. On the **Product keys** tab, in the **Product key** group, click **Deactivate** to deactivate the deactivate the product key and generate a deactivated license file.
3. Open a web browser, and then go to the website associated with your product key and portal account. For more information, review the "Portal Accounts" section of this guide.
4. Log in to your portal account, and then on the Welcome page or ribbon of the website, click **Manual Licensing**.
5. On the **Manual Licensing** page, upload the license file.
6. Click **Confirm** to unlock the license from the computer hosting the local license server.

Visual Components 4.0 or higher product keys

1. Click the **Product keys** tab, and then select the listed product key you want to deactivate on the server.
2. On the **Product keys** tab, in the **Product key** group, click **Deactivate**, and then save the deactivation request file but DO NOT rename it.
3. Open a web browser, and then go to the website associated with your product key and portal account. For more information, review the "Portal Accounts" section of this guide.
4. Log in to your portal account, and then on the Welcome page or ribbon of the website, click **Manual Licensing**.
5. On the **Manual Licensing** page, upload the deactivation request file.
6. Click **Confirm** to generate a deactivation permission file.
7. In your license server, click the **Product keys** tab, and then in the **License files** group, click **Open license file**, and then open the deactivation permission file for your product key.
8. On the **Product keys** tab, in the **Product key** group, click **Deactivate**, and then click **Yes** to deactivate the product key locally and generate a deactivated license file.



9. Open a web browser, and then go to the website associated with your product key and portal account. For more information, review the "Portal Accounts" section of this guide.
10. Log in to your portal account, and then on the Welcome page or ribbon of the website, click **Manual Licensing**.
11. On the **Manual Licensing** page, upload the license file.
12. Click **Confirm** to unlock the license from the computer hosting the local license server.

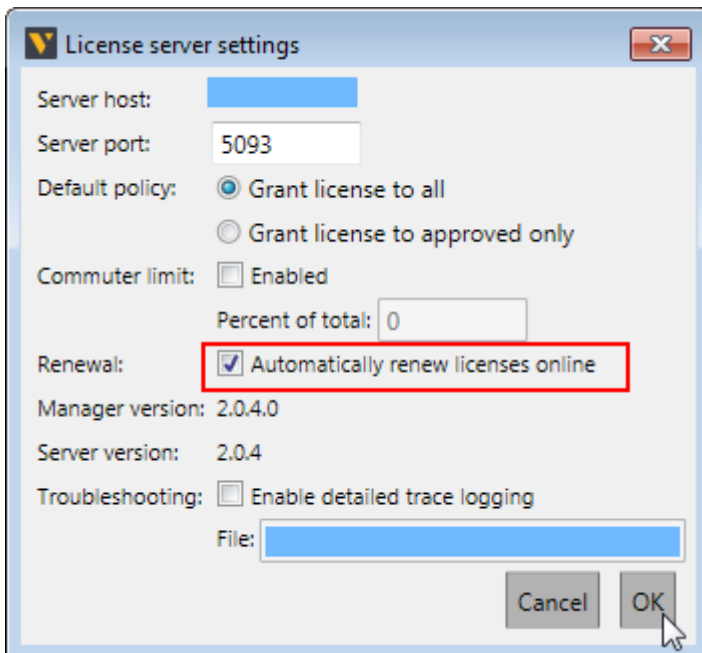
Renew a Product Key

The license server allows you to renew added product keys. The renewal process involves deactivating and reactivating product keys on a yearly basis.

Automatic Renewal

The license server can try to renew a product key automatically if the renewal date of the key is coming due within the renewal period of your server.

1. On the **ribbon**, in the **Local server** group, click **Settings**.
2. In the **License server settings** dialog, **Renewal** field, select the **Automatically renew licenses online** check box, and then click **OK**.



Adjust Renewal Period

The default renewal period for a license server is 14 days. You can configure the server to use a renewal period that is less than but not greater than 14 days. This can be accomplished by editing the config file of the computer hosting your license server.

1. Edit at least one setting on the license server.
2. In the file system of the computer, find and open the **machine.config file** in a text editor.

NOTE! Try to find the file at C:\Windows\Microsoft.NET\Framework\v4.0.30319\Config.

3. In your text editor, find **<visualcomponents.licensor.localserver.2.0>** and then for its child element **<licenseServerSetting>** add an **autoRenewLicensePeriod** attribute that is assigned the number of days before a license expires in which the server should try to renew that license.

```
<visualcomponents.licensor.localserver.2.0>
<licenseServerSettings
fileUpdateInterval="15"
defaultFeatureClientGrantLicense="true"
maximumCommuterLicensePercentage="-1"
licenseFilePath="C:\ProgramData\Visual Components\Visual Components License Server 2.0\lservrc.dat"
autoRenewLicensePeriod="5" />
</visualcomponents.licensor.localserver.2.0>
```

4. Save changes made to the file, and then restart your license server.

Manual Renew

If you have turned off the automatic product key renewal service, you can manually renew a product key.

1. Click the **Product keys** tab, and then select the listed product key you want to renew on the server.
2. On the **Product keys** tab, in the **Product key** group, click **Renew**.
3. If the selected product key was not renewed, manually deactivate and reactivate the key.

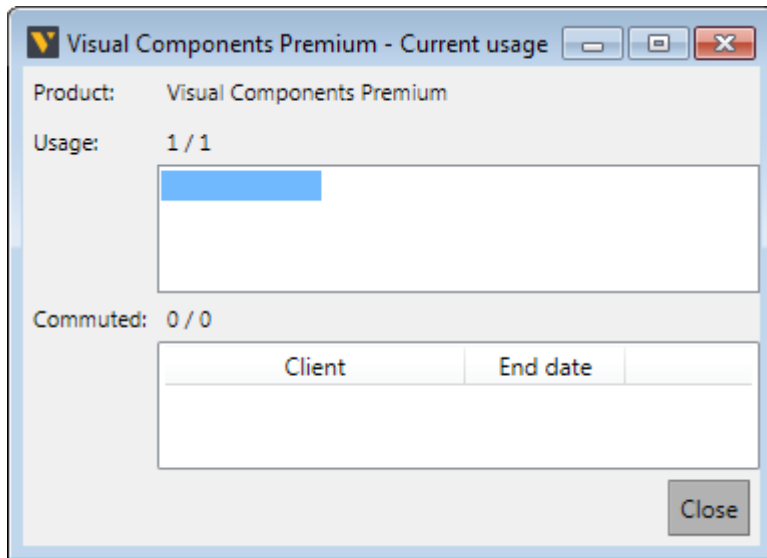
NOTE! Renewing a product key too early before its renewal data may not have any effect on the key.

Verify Product Key Usage

The license server allows you to track and monitor the usage of licenses in a product key.

NOTE! Keys for older products will not provide detailed information about usage and check-out history.

1. Click the **Products** tab, and then select the listed product you want to review on the server.
2. On the **Products** tab, in the **Product** group, click **Usage info**.



Grant Client Permissions

The license server allows you to grant client computers the rights to use one or more types of product keys. For example, you may want to restrict the use of add-on licenses.

IMPORTANT! Client computers use port 5093/UDP to communicate with the license server. If the computer hosting the license server has a firewall enabled, port 5093 must be configured to accept traffic from clients. This may also solve connection issues experienced by clients trying to connect to the server.

Open Access

The rights of a client computer can be automatic to allow a user to use any available license for a product.

1. On the **ribbon**, in the **Local server** group, click **Settings**.
2. In the **License server settings** dialog, **Default policy** field, click **Grant license to all**, and then click **OK**.

Limited Access

The rights of a client computer can be defined by you. This allows you to limit what types of product keys to grant clients. If a client has never connected or been added to the license server, you would need to add the client computer, and then grant the client permission to use product keys.

1. On the **ribbon**, in the **Local server** group, click **Settings**.
2. In the **License server settings** dialog, **Default policy** field, click **Grant license to approved only**, and then click **OK**.

Add a Client Computer

The license server allows you to add client computers that request licenses from the server to use with products.

1. On the **Clients** tab, in the **Client** group, click **Add**.
2. In the **Add client computer** dialog, set the **Computer name** and **Permissions** fields, and then click **OK**.

Add client computer

Computer name: Example

Computer ID (new):

Computer ID (old):

Last connected:

Permissions: Visual Components Premium
(network only)

Usage:

Product	Used	Commuted	End date
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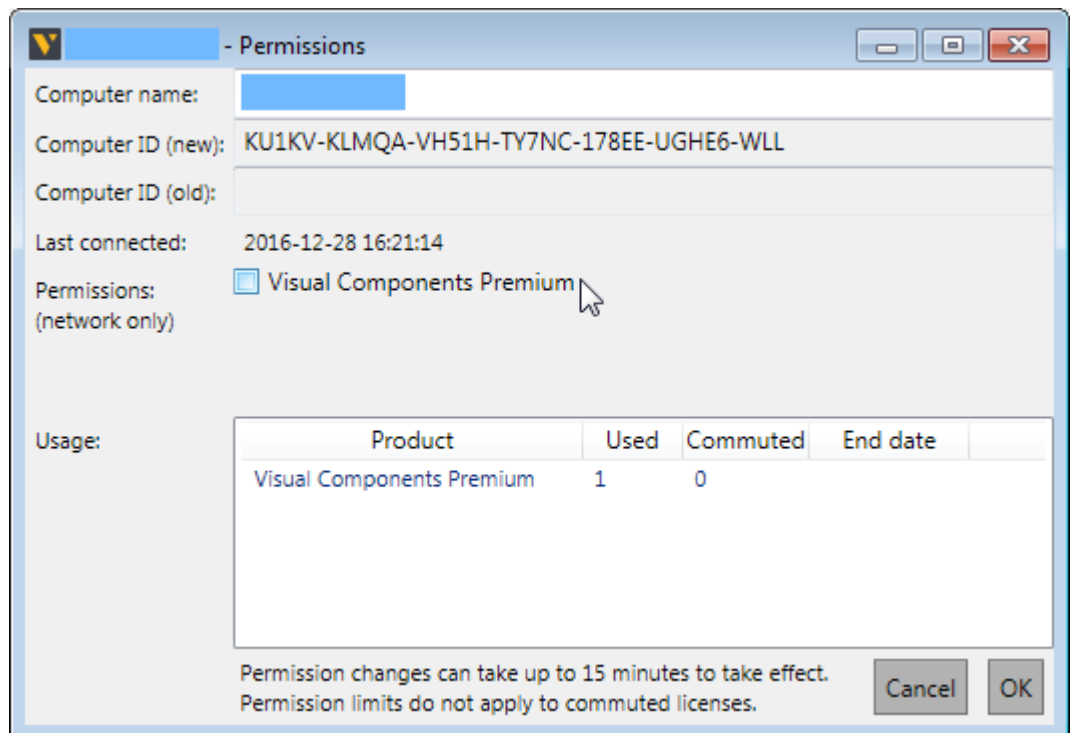
Permission changes can take up to 15 minutes to take effect.
Permission limits do not apply to commuted licenses.

Cancel OK

Edit Client Permissions

The license server allows you to view the history of an added client computer and manage the usage of product keys by that client.

1. Click the **Clients** tab, and then select the listed client that you want to review on the server.
2. On the **Clients** tab, in the **Client** group, click **Permissions**.
3. In the **Permissions** dialog, edit the **Computer name** and **Permissions** fields, and then click **OK**.

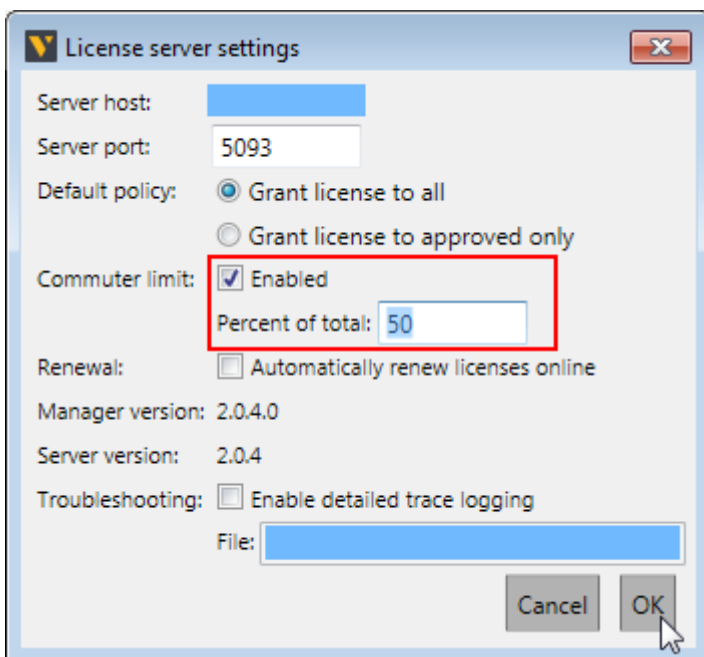


4. Verify the permissions of the selected client are updated in the server.

Edit Borrowing Limit

The license server allows you to limit the total amount of licenses that can be borrowed by clients based on a percentage. That is, you can limit the amount of licenses that can be checked out from the server at any given time. A limit of 0 percent prevents all clients from borrowing licenses, whereas a limit of 100 percent enables all licenses to be checked out from the server.

1. On the **ribbon**, in the **Local server** group, click **Settings**.
2. In the **License server settings** dialog, **Commuter limit** field, select the **Enabled** check box, and then set **Percent of total** to be the percent of total amount of licenses on the server that you want to make available for borrowing, and then click **OK**.



Troubleshooting

As follows are recommended ways to handle potential issues with the license server.

Client cannot connect to the license server

1. Verify the client has the correct address to the license server.
2. Ensure there is no firewall or web proxy blocking the connection between the client and the license server.

Client cannot use a license

In some cases, you may need to free up licenses by editing the permissions of a client or requesting a borrowed license be returned to the server. In other cases, you would need to request more floating licenses (seats) from your license provider.

1. In the license server, go to the Clients tab, and then verify the client has permissions to use a license with the product in question.
2. In the Products tab, verify the Network Available column shows an available license for the client and product.

State of product key cannot be changed

A common fix for this issue is to synchronize your license server with the global Visual Components license server(s), and then restart your server. If the issue persists, the data of your product key might be corrupted. In those cases, submit a support ticket. One outcome may involve an administrator fixing or reissuing a key. Another outcome is you might be sent a repair kit and instructions for fixing the issue.

Client cannot check out a license

In some cases, you may need to free up licenses by editing the permissions of a client or requesting a borrowed license be returned to the server. In other cases, you would need to request more floating licenses (seats) from your license provider.

1. In the license server, go to the Products tab, and then verify the Commuter Available column shows an available license for the client and product.
2. Check if an error has occurred in the connection between the client and your server. If found, consider restarting the license server and advise the client to restart the product.
3. Synchronize your license server with the global Visual Components license server(s).
4. If the issue persists, go to the website for the portal account associated with the license to verify the state of its product key.

Client cannot check in a license

In some cases, you may need to synchronize your license server or check the state of the product key. In other cases, a client would need to manually remove the license from their computer, and then request from your server a different license.

1. Verify the client is trying to check in a license listed on your server.
2. Verify the license has not expired or past its due date.