PC-DMIS CLM Manual

For PC-DMIS 2014.1

By Hexagon Metrology

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lp_solve is a free software package licensed and used under the GNU LGPL.

PC-DMIS for Windows uses a free, open source package called lp_solve (or lpsolve) that is distributed under the GNU lesser general public license (LGPL).

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lpsolve citation data

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Description: Open source (Mixed-Integer) Linear Programming system

Language: Multi-platform, pure ANSI C / POSIX source code, Lex/Yacc based
parsing

Official name: lp_solve (alternatively lpsolve)

Release data: Version 5.1.0.0 dated 1 May 2004

Co-developers: Michel Berkelaar, Kjell Eikland, Peter Notebaert

License terms: GNU LGPL (Lesser General Public License)

Citation policy: General references as per LGPL

Module specific references as specified therein

You can get this package from:

http://groups.yahoo.com/group/lp_solve/
```

PC-DMIS for Windows uses this crash reporting tool:

“CrashRpt”

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The Hexagon Metrology Client License Manager (CLM) software is based on reliable and secure technology that does not require a Software Protection Key (“dongle”). An Internet connection to the Hexagon Metrology Network License Server is all that is required for installation and license activation.

License Models

The License Model has two concepts that result in four types of Licenses. The two concepts are as below:

- Locking
- License Lifetime

Locking - This is related to computers on a network. You have two options:

- **Node-locked** - This type of license is installed and tied to a single PC. The license cannot be shared between multiple users working on different PCs.
- **Floating** - This type of license can be shared between multiple users working on different PCs within the same network. This requires configuration and installation of the license server. The client system configuration is required to access the license server.

License Lifetime - This tells about the validity of the license.

- **Perpetual** - This type of license gives the permanent validity on a PC.
- **Evaluation** - This type of license has an expiry date.

You have a choice between four types of licenses:

- Node-Locked Perpetual
- Node-Locked Evaluation
- Floating Perpetual
- Floating Evaluation

Entitlement ID

The Entitlement ID is the key to initial license activation as well as for re-ordering additional software options or CCPs.

The Entitlement ID consists of 25 alphanumeric characters that are separated by dashes; for example:

Entitlement ID: 00101-64466-00014-03624-4C34F

The Entitlement ID can be found on the Invoice and on the delivery note of the purchased software product. In addition, it can also be found on a separate Entitlement Certificate, on paper or in digital form (i.e., an HTML document).

HEXAGON METROLOGY

Software Entitlement Certificate

Entitlement ID: 99999-Y22DD-15BXU-X4YY9-4W328

Product:	PC-DMIS Pro	**Company:**	WILCOX
Order ID:	Test Order	**Address1:**	170 South Interstate Plaza
Serial Number:	123-456-789	**Address2:**	Suite 120
License Type:	NodeLocked	**City:**	Lehi
Duration:	Perpetual	**State:**	Utah
SMA Date:	6/7/2015	**Country:**	US

Feature:	Description:
PC-DMIS Sensor: Tactile	PC-DMIS Sensor - Tactile
PC-DMIS: Maintenance	PC-DMIS - Maintenance
PC-DMIS Pro	PC-DMIS Pro
PC-DMIS Interface: Leitz	PC-DMIS Interface - Leitz

The Entitlement ID for a software product never changes; therefore, these documents should be kept in a secure location.

Introduction to License Models

Depending on the software product being installed, there is a choice between two different license models matching different user requirements:

- Node locked
- Floating

The available license models and the related functionality depend on the Hexagon Metrology software product.

Overview of Node Locked Licenses

A node locked License is tied to a single PC and is therefore the ideal choice for working remotely or for single dedicated users within the network.

A node locked license cannot be shared by multiple users in the same network and is usually not transferred from one PC to another (“rehosting”).

For the initial installation and activation of node locked licenses, an Internet connection is required for connecting to the Hexagon Metrology Network License Server. Once the license is installed and activated, this Internet connection is no longer required. For activating additionally purchased software options or for software maintenance as contained in Customer Care Packages (CCPs), an Internet connection will be needed again, though.

Node locked licenses on the PC are managed via a separate license management tool called the CLM Administrator.

Node Locked License Rehosting

Transferring a node locked license from one PC to another is called "rehosting". Transferring licenses is only intended for a permanent change of user or PC. Rehosting can also be necessary when resetting or installing a new operating system on the same PC.

Rehosting is only allowed a limited number of times per year. The number of allowed rehostings depends on the software product being installed.

Overview of Floating Licenses

Floating Licenses can be shared across multiple client workstations within the same local network. Floating licenses are the ideal choice if the software should be floated over a local network, transferring from one client workstation to the next as required.

Floating licenses are managed by a Local License Server running in the local network. This Local License Server manages the license pool and ensures that the number of simultaneously used licenses does not exceed the total number of purchased licenses. If no more licenses are available, the user is notified and has to wait until another user finishes using a license.

The Local License Server can be installed on either a normal PC or a dedicated server, but it cannot be installed on a virtual computer or server system. The Local License Server can manage the licenses for one or more software products.

Usually the license is not transferred from one Local License Server to another ("rehosting").

For the initial installation and activation of the Local License Server, an Internet connection is required for connecting to the Hexagon Metrology Network License Server. Once the local server is installed and activated, this Internet connection is no longer required. For activating additionally purchased software options or for software maintenance as contained in Customer Care Packages (CCPs), an Internet connection is required.

If it is required to use the software remotely on a PC or notebook without connection to the network and the Local License Server, the licenses can be borrowed from the Local License Server and returned after usage.

Floating licenses on the Local License Server are managed via a separate license management tool called the CLM Administrator Server.

Floating License Rehosting

Transferring the license from one Local License Server within the local network to another is called "rehosting". Transferring the license is only intended for a permanent change of the Local License Server. Rehosting the license can also be necessary when resetting or installing a new operating system on the same server or PC.

Rehosting of the license is allowed a limited number of times in a year. The number of allowed rehostings depends on the software product being installed.

Floating License Borrowing

If it is required to use the software remotely on a PC or notebook without connection to the network and the Local License Server, the licenses can be borrowed from the Local License Server and returned after usage. This process is called "borrowing". The availability of borrowing depends on the software product being installed.

Installing and Activating Node Locked Licenses

To install the software package on a PC and to activate the licenses, the following are required:

- PC with connection to the Internet.
- Invoice, delivery note, or Entitlement Certificate with the Entitlement ID for the software package.
- Installation CD-ROM or DVD, or downloaded setup program for the software package.

Node Locked License Installation

The Hexagon Metrology CLM Licensing tools are installed with the Hexagon Metrology software product (PC-DMIS, DataPage+, etc.). The process creates desktop shortcuts to the necessary CLM tools.

The installation of the software and activation of the software package is done with an installation wizard that automatically guides the user through the complete installation and activation process. The following chapter explains these setup steps in detail.

Note that the installation steps and screen shots in this document are taken from the Hexagon Metrology software package. The dialogs for other software packages may differ slightly.

1. Start the CLM Licensing tool using the “CLM Admin” desktop shortcut created during the installation of the Hexagon Metrology software product. The Client License Administrator dialog box appears.

Client License Administrator dialog box

2. Click **Activate new licenses** and type or copy your **Entitlement ID** in the field.

Client License Administrator dialog box - Activate new licenses

3. Click **Check for activatable licenses** to display the summary of the license.

4. Click **Activate new licenses**.

5. Click **View Installed Licenses** to view all activated licenses.

All new licenses are now activated, and the corresponding products can be used.

Managing Licenses

Managing licenses on a PC is done via the “View Licenses” dialog within the software package or with the separate CLM Administrator tool.

Note that the screen shots in this document are taken from the software package provided by Hexagon Metrology. The dialogs for other software packages may differ slightly.

Starting View Licenses

To access the “View Licenses” dialog to view currently activated licenses:

- Double-click clmadmin.exe to start the software package to manage the licenses.
- Select “View installed licenses”.
- Refer to Viewing Node Locked Licenses to continue.

Starting the CLM Administrator

To start the CLM Administrator for node locked licenses:

- Double-click clmadmin.exe to start the software package to manage the licenses.

Viewing Node Locked Licenses

Viewing the licenses that are currently activated on a PC is done via the “View Licenses” dialog within the software package (refer to the Managing Licenses chapter).

For viewing the currently activated licenses, a connection to the Internet is not required.

To view the licenses for a software package:

- Start the “View install licenses” dialog within the software package (refer to the Managing Licenses chapter).

The dialog shows the Entitlement ID and all currently activated options of the software package.

Updating Node Locked Licenses

Activating additionally purchased software options or software maintenance is called “updating licenses”. Updating licenses is done via the “View Licenses” dialog within the software package (refer to the Managing Licenses chapter).

Note: An Internet connection is required to allow for a connection to the Hexagon Metrology Network License Server.

Start the node locked license.

Checking for Node Locked License Updates

A connection to the Hexagon Metrology Network License Server will now be established, and the check for license updates is initiated.

To update newly purchased software options or software maintenance:

- Click “View installed licenses” to display the **Installed licenses** dialog (refer to the Managing Licenses chapter).
- Make sure the PC is connected to the Internet.
- Select “Check for Updates” near the bottom of the dialog.

Depending on what the query finds:

- If no license updates are available, you will get the message: "No new licenses are available”, and you will be prompted to confirm with OK.
- If license updates are available, a list of updates will appear. Check the items to update, and select **Activate new licenses** near the lower-right of the dialog to complete the update.

Rehosting Node Locked Licenses

Rehosting (transferring a license from one PC to another) and managing licenses for different software products on the same PC is done by starting the CLM Administrator for node locked licenses (refer to the Managing Licenses chapter).

To return licenses for rehosting:

1. Start the CLM Administrator (refer to the Managing Licenses chapter).
2. Make sure the PC is connected to the Internet.
3. Select **View installed Licenses**. The list of currently activated entitlements appears.

4. Select the **Entitlement ID** to be returned.

5. Select **Return Licenses**. The list of currently selected licenses for return appears.

6. Select **Continue** to confirm returning the selected licenses.

A connection to the Hexagon Metrology Network License Server is established, and the selected licenses are returned.

Installing and Activating Licenses on a Different PC

To complete the rehosting process, the following action is required:

- On the PC that the license is to be moved to, follow the complete installation and activation process as described in the Installing and Activating Node Locked Licenses chapter for that PC.

Floating Licenses

To install the purchased software package on one or more local PCs and to activate the purchased floating licenses, the following installation steps are required:

- Installation of Local License Server
- Installation of Local Client(s)

Installing the Local License Server

To install the Local License Server, the following is required:

- Server or PC running in the local network with connection to the Internet (once the license is activated, this connection is no longer required).

This server or PC will then be used by all Local Clients to retrieve a license of the software package.

- Invoice, delivery note, or Entitlement Certificate with the Entitlement ID for the software package.
- Installation CD-ROM or DVD, or downloaded setup program for the Hexagon CLM Server Package.

Installing on Local Client(s)

To install and activate the software package on Local Client(s) in the network, the following is required:

- PC running in the local network with connection to the Local License Server and to the Internet (once the software package is installed, the Internet connection is no longer needed).
- Installation CD-ROM or DVD, or downloaded setup program (clmadminsvr.exe) for the software package.

Managing the Local License Server

Managing the Local License Server is done via the separate CLM Administrator Server tool.

Note that the installation steps and screen shots in this document are taken from the software package provided by Hexagon Metrology. The dialogs for other software packages may differ slightly.

License Administrator Server

To start the CLM Administrator Server, double-click the clmadminsvr.exe that came with your package or was downloaded from the Hexagon server.

All managing of the Local License Server is done with the CLM Administrator Server application.

Viewing Floating Licenses on Local License Server

Viewing the licenses that are currently activated on the Local License Server is done with the CLM Administrator Server (refer to the Managing the Local License Server chapter).

Double-click the clmadminsvr.exe application that came with your package or was downloaded from the Hexagon server to display the **Client License Administrator - Server** main screen.

To view the licenses that are currently activated on the Local License Server:

- Start the CLM Administrator Server (refer to the Managing the Local License Server chapter).
- Select “View installed licenses”.

If any Entitlement IDs are currently activated on the Local License Server, they will display:

- Select “Features” in the upper-right for a detailed view of the activated licenses.

Viewing Floating Licenses in Use

Viewing the licenses that are currently activated on the Local License Server is done with the CLM Administrator Server (refer to the Managing the Local License Server chapter).

To view the licenses that are currently in use on Local Client(s):

- Start the CLM Administrator Server (refer to the Managing the Local License Server chapter).
- Select “View Licenses in use” from the menu on the left.

If any licenses are currently used on Local Client(s), they display. In addition, the user currently using each license is included.

Managing the License Server

Managing the Local License Server is done with the CLM Administrator Server.

To verify the name of the license server (that is, the host name):

- Start the CLM Administrator Server (refer to the Managing the Local License Server chapter).
- Select “Manage license server” from the menu on the left.

The host name of the Local License Server is given. In addition, the license server port is indicated next to the colon (by default this is port 27000; see also FAQ 17); whether the server is running or stopped is also indicated. To change the status, select **Start** or **Stop** in the bottom right.

To refresh the view, select **Refresh** in the bottom right.

Updating Floating Licenses on Local License Server

Activating additionally purchased software options or software maintenance is called “updating licenses”. Updating licenses is done with the CLM Administrator Server.

For this functionality, an Internet connection is required to allow for a connection to the Hexagon Metrology Network License Server.

To view the currently activated licenses on the Local License Server:

- Start the CLM Administrator Server (refer to the Managing the Local License Server chapter.)
- Select “Verify Licenses” from the desktop or from the menu on the left.

After checking for updates with the Hexagon Metrology Network License Server, any newly activatable licenses display:

- Select “Newly activatable licenses” to activate the new licenses.

Activating New Floating Licenses

Activating other purchased software packages to be managed on the same Local License Server is called “activating new licenses”. Activating new licenses is done with the CLM Administrator Server.

For this functionality, an Internet connection is required to allow for a connection to the Hexagon Metrology Network License Server.

To activate new licenses on the Local License Server:

- Start the CLM Administrator Server (refer to the Managing the Local License Server chapter).
- Select “Activate new Licenses” from the desktop or from the menu on the left.

To activate additional software packages on the same Local License Server:

- Enter the Entitlement ID as printed on the delivery note, invoice, or Entitlement Certificate, and select “Check for activatable licenses”.

A connection to the Hexagon Metrology Network License Server is initiated to check for new licenses.

Rehosting Floating Licenses on Local License Server

A license is required to be returned first before it can be rehosted to another Local License Server. Returning the license is done with the CLM Administrator Server.

Also, in order to rehost a license, it must have been previously registered with Hexagon Metrology. Contact a Hexagon Metrology Technical Support representative for more information.

To view the currently activated licenses on the Local License Server:

- Start the CLM Administrator Server (refer to the Managing the Local License Server chapter).
- Select “View installed licenses” from the desktop or from the menu on the left.

The currently activated licenses are now shown. To return these for rehosting:

- Select each Entitlement ID that you want to rehost.
- Select “Return licenses”.

The licenses that are currently selected for returning are now shown:

- Select “Continue” to confirm returning the selected licenses.
- If the licenses are not yet registered with Hexagon Metrology, select “Register Entitlements”. (See the Floating Licenses chapter.)

A connection to the Hexagon Metrology Network License Server will now be established. The selected licenses are returned.

To complete the rehosting process, the following is required:

- On a different server or PC, follow the complete installation process as described in the Installing the Local License Server chapter. Then, follow the instructions for updating the license server configuration on the local clients in the Rehosting Floating Licenses on Local Clients document.

Verifying the Connection to the Hexagon Metrology Network License Server

In case problems occur during the license activation process, it may be necessary to confirm that the connection to the Hexagon Metrology Network License Server is working. This verification is done with the CLM Administrator Server.

To verify the connection to the Hexagon Metrology Network License Server:

- Start the CLM Administrator Server (refer to the Managing the Local License Server chapter).
- Select “Verify Internet connection” from the menu on the left.

The “Verify Internet connection” dialog displays the status of the connection and gives error descriptions if applicable.

This functionality should be used after experiencing problems during the license activation process.

Managing Floating Licenses on Local Clients

Managing licenses on local clients is done via the “View Licenses” dialog within the software package.

Note that the screen shots in this document are taken from the Hexagon Metrology software package. The dialog for other software packages may differ slightly.

To access the “View licenses” dialog to view currently activated licenses:

- Start the software package of which you want to manage the licenses.
- Click the "View licenses" link on the screen to display a screen that lists all activated licenses on your system. If no licenses are activated, the following message displays.

Viewing Floating Licenses on Local Clients

Viewing the licenses that are currently activated for software on the server PC is done via the “View licenses” dialog within the software package (refer to the Floating License chapter). For viewing the currently activated licenses, a connection to the Internet is not required.

To view the licenses for a software package:

- Click the “View licenses” link to display the dialog within the software package (refer to the Floating Licenses chapter).

The “View licenses” dialog shows either the Entitlement ID and all currently activated options of the software package or a message stating that there are currently no activated licenses.

Updating Floating Licenses on Local Client

Activating additionally purchased software options or software maintenance is called “updating licenses”. Updating licenses is usually done with the CLM Administrator Server on the Local License Server (refer to the Managing the License Server chapter). It can alternatively be done through the “View licenses” dialog within the software package on a Local Client (refer to the Managing Floating Licenses on Local Clients chapter).

For this functionality, an Internet connection is required to allow for a connection to the Hexagon Metrology Network License Server.

To update newly purchased software options or software maintenance:

- Click the “View licenses” link on the main screen to display the "View licenses" dialog (refer to the Managing Floating Licenses on Local Clients chapter).
- Make sure the PC is connected to the Internet.
- Select “Check for license updates”.

A connection to the Hexagon Metrology Network License Server is now established. The check for license updates is initiated.

- If no license updates are available, you will get the message that no new activatable licenses are available.
- If license updates are available, you will get the message “New floating licenses are available, please contact your license server administrator.”

Borrowing Floating Licenses on Local Client

If it is required to use the software remotely on a PC or notebook with no connection to the network and the Local License Server, it is possible to “borrow” licenses from the Local License Server and “return” them after usage. This process is called "borrowing". The availability of borrowing depends on the software product being installed.

Borrowing and returning of licenses are managed through the “View licenses” dialog within the software package (refer to the Managing Floating Licenses on Local Clients chapter).

To view the licenses for the software package:

- Click the “View licenses” link to display the View licenses dialog from within the software package (refer to the Managing Floating Licenses on Local Clients chapter).

The “View Licenses” dialog shows the Entitlement ID and all currently activated options of the software package.

Borrow Licenses

To borrow licenses:

- Enter the end date that you want the licenses to expire.
- Click the “Borrow licenses” link.

The licenses are now borrowed, and the “View licenses” dialog is updated with the latest status.

Return Borrowed Licenses

To return borrowed licenses:

- Select the license that you want to return.
- Click the “Return borrowed licenses” link.

The licenses are now returned, and the “View licenses” dialog is updated with the latest status.

Rehosting Floating Licenses on Local Client

If the Local License Server has been rehosted (permanently transferred from one PC or server to another), the license server configuration for all local clients must be updated.

Updating the License Server Configuration is done through the “View licenses” dialog.

To display the “View Licenses” dialog:

- Start the application by double-clicking clmadminsvr.exe in your software package to display the main dialog.
- Click the “View Licenses” dialog. The list of licensed products will be empty because the required product license was not found.
- Click the Options link along the left side to display the server "Configuration" settings used to update the License Server Configuration.

Updating the License Server Configuration

In the Configuration section of the “Options” dialog, the current local license server configuration is shown.

To update the local license server configuration:

- Enter the new server information as needed. This information is indicated in the CLM Administrator Server under “Manage license server” (refer to the Managing the Local License Server chapter).
- Click Apply located in the lower-right to identify the address of the new host.

The Local Client now connects to the new Local License Server.

(The “Proxy Server Configuration" is only required if a proxy server is used instead of a direct Internet connection.)

Offline License Processing

Processing licenses offline is available for those who need to activate a license on a computer that does not have Internet access. Software licenses can be activated, returned, or updated offline. A secondary PC with an Internet connection is still required.

There are several cases when an Internet connection may not be available or possible:

- Companies/institutions that only allow email.
- Special networks that are offline on purpose.
- Problems with the network connection (due to proxy servers or firewalls, for example).

Hexagon Metrology SPA created a procedure to automate, as much as possible, the offline activation process. All that's required is that the activation request be sent to the activation service by email from a PC with an Internet connection. The license activation acknowledgement will then be sent back by email to the sender.

The email address to be used for the offline activation process is: activation@hexagonmetrology.com.

Offline License Transfer and Activation Process

When the Entitlement ID is received (refer to the Introduction to the Client License Manager Software chapter for details), the following steps are required to activate, return, or update the entitlement offline:

1. On a computer or other device with an Internet connection, request a “Start” file (the file will have a “.clmstart” extension). Send the request to activation@hexagonmetrology.com. The subject of the email can be empty, but the body must contain the Entitlement ID string. When the Start file is received, transfer it to a portable storage device to the offline PC where the software needs to be activated.
2. On the PC being licensed, start the CLM Licensing tool using the appropriate desktop shortcut created during the installation of the software product: “CLM Admin” for Node-locked Licenses, or “CLM Admin Server” for Floating Licenses.
3. Click the **Offline License Transfer** option found in the middle of the CLM dialog.
4. On the next screen, click **Activate Licenses**.

5. In the top-center of the next screen, click **Browse** and navigate to where the Start file is located. Click it and then click **Create Request** found in the lower-right of the dialog.

6. When the request has been processed, click **Save Request** found in the lower-right of the next dialog. The Request file has a “.clmreq” extension, is found in the same location as the Start file, and is needed to acquire the Response file.

7. Send the generated ".clmreq" file to activation@hexagonmetrology.com. You will receive a reply from Hexagon Metrology containing the Response file. The file will have the extension ".clmresp". Copy this file back to the PC being licensed.

8. On the offline PC being licensed, start up the appropriate CLM tool described in step 2 above, and click **Offline License Transfer**.

9. Click **Activate Licenses** from the next dialog, browse to the Response file, click it to select it, and then click **OK**. The CLM application will process the Response file and perform the license activation.

The license is activated, and your software application can be started and used.

Activating Licenses Offline

The offline activation process requires a Start file to begin.

You can get a Start file by either requesting that one be sent through email (activation@hexagonmetrology.com) if available, or through standard mail on a disc or flash drive. The file will have a ".clmstart" extension.

In either case, contact your Hexagon Metrology service representative for details.

Once you've received your Start file, save it to a portable storage device such as a USB stick. Transfer it to the target PC.

Note: If the license is to be activated via email (activation@hexagonmetrology.com), continue to Creating an Offline Activation Request File.

Start...

Creating an Offline Activation Request File

To create an offline activation Request file with the given Start file, the CLM Administration tools are needed. The file has a ".clmstart" extension.

Start the appropriate CLM Administration tools from the shortcut created during the installation of the Hexagon Metrology software product (PC-DMIS, DataPage+, etc.):

- For a node locked license, double-click the desktop shortcut "CLM Admin".
- For a floating license, double-click the desktop shortcut "CLM Admin Server".

Step 1: Activate Licenses

To start the offline entitlement activation procedure in the CLM Administrator, you must have the Entitlement ID of the product license ordered from Hexagon Metrology.

- From a secondary PC with an Internet connection, send an email to activation@hexagonmetrology.com. The subject can be empty; however, the body of the mail must contain the Entitlement ID string.

Note: The activation service will process the email and generate an Activation Start File that will be sent back by email.

- When the Activation Start File (".clmstart") is received, copy it onto a portable storage device, eject the device, and connect it to the PC requiring the offline licensing.

- Start up the appropriate CLM Administration application. Click the **Offline license transfer** option.

- Click **Activate licenses** on the next screen.

Step 2: Create a License Request File

To activate a license offline, a request file has to be generated first using the start file:

- On the next screen, click the **Browse** and navigate to the start file (*.clmstart) on your portable storage device.
- Click the file to select it and then click **Create Request** in the lower-right.

Step 3: Save the Request File

Once the request has been generated, the license details will be listed:

- Click **Save request** in the lower-right to save the request file, which has a ".clmreq" extension.

The Request file is needed to get the Response file.

Note: Keep the CLM Admin application running on the PC being licensed for the next step.

Step 4: Locate the Response File

Navigate to the location of the generated Request file. It is in the same location as the Start file.

Next...

Getting the Offline Activation Response File

The Activation Request (".clmreq") file must be transferred to the PC or other device with an Internet connection in order to get the Activation Response file.

You can get a Response file by either requesting that one be sent through email if available, or through standard mail on a disc or flash drive.

Requesting an Activation Response file via email

To get the offline activation Response file via your email:

- From a secondary PC with Internet access, send the generated ".clmreq" to activation@hexagonmetrology.com. The offline activation Response file is sent back to the same email address. The file has the extension ".clmresp".
- Save the Response file to a portable storage device such as a USB stick, eject it, and then connect it to the PC being licensed.

Next...

Processing the Activation Response File

Complete the offline license activation by transferring the Activation Response file back to the offline PC being licensed. Process it using the CLM Administration tools.

1. Start the appropriate CLM Administration tools from the shortcut created during the installation of the Hexagon Metrology software product (PC-DMIS, DataPage+, etc.):
    - For a node locked license, double-click the desktop shortcut "CLM Admin".
    - For a floating license, double-click the desktop shortcut "CLM Admin Server".
2. Start the appropriate CLM Administrator tool described above. Select **Offline license transfer** from the desktop or from the menu on the left.

3. The Response file has to be selected within the appropriate CLM Administrator tool. Select **Activate licenses** from the next dialog, and click **Select Response**.

Note: Response files that have already been processed cannot be used again. For returning or updating a license, a new Response file has to be generated.

In case the generated Response file has been lost, the latest one is still available on the Hexagon Metrology Network License Server for one month. Click the "Query Response" to download the latest Response file from the server.

4. Browse to the response file (*.clmresp) stored on your portable storage device, click it to select it, and then click **OK**. The CLM Admin application will process the Activation Response File and perform the license activation.

Note: Under certain circumstances, the clmadmin application may produce another .clmreq file after the .clmresp file has been imported and processed. If this happens, save the new .clmreq file and submit it via email (activation@hexagonmetrology.com), or submit it back to Hexagon Support via a USB drive or other method.

The license is activated. Your software application can be started and used.

Returning Licenses Offline

You can get a Start file by either requesting that one be sent through email if available, or through standard mail on a disc or flash drive.

For further information on the returning ("rehosting") policy for Hexagon Metrology software products, refer to the introductory chapters in the License Models chapter.

Requesting a Return Start File via email

To get the offline return Start file via email, contact your Hexagon Metrology service representative to send you the Start file.

- Enter the Entitlement ID to be returned offline as body text into the email, and send the email to the given address.

The offline return Start file will be sent back to your email address.

- Save the Start file to a portable storage device such as a USB stick. Transfer it to the target PC.

Note: If the license shall be returned via email, continue directly with the Offline License Transfer and Activation Process chapter.

Requesting a Return Start File via the Hexagon Metrology Support Center

To get the offline return Start file via the Hexagon Metrology Support Center, contact your Hexagon Metrology service representative for details.

Creating an Offline Return Request File

To create an offline return Request file with the given start file, the CLM Administration tools are needed.

Start the CLM Administration tools.

- For a node locked license, run clmadmin.exe.

- For a floating license, run clmadminsvr.exe.

In the CLM Administrator:

- Select “Offline license transfer” from the desktop or from the menu on the left.

Step 1: Return Licenses

To start the offline return procedure in the CLM Administrator:

- Select “Return licenses” from the desktop.

Step 2: Create a License Request file

To return a license offline, a request file has to be generated first with the given Start file:

Browse for the Start file (*.clmstart) on your portable storage device.

- Click the “Create Request” link in the lower-right.

Note: At the moment the Request file is created, the license will be disabled, and the software cannot be used any longer!

Step 3: Save the Request

The license details will be listed:

- Click the “Save request” link to save the Request file.

The Request file is needed to get the Response file.

Step 4: Locate the Request file

Make note of the location of the Request file. By default, it is in the same location as the Start file.

Getting the Offline Return Response File

The Return Request file must be transferred to the PC or other device with an Internet connection in order to get the Return Response file.

There are two ways to request a response file from the Hexagon Metrology Network License Server:

- via email
- via the Hexagon Metrology Support Center

Requesting a Return Response File via Email

To get the offline return Response file via email, contact your Hexagon Metrology service representative.

- Save the return Request file as an attachment to the email. Send the email to the given address.

The offline return Response file will be sent back to your email address.

- Save the Response file to a portable storage device such as a USB stick.

> **Note:** If the license is to be returned via email, continue directly with the Creating an Offline Return Request File chapter.

Requesting a Return Response File through the Hexagon Metrology Support Center

Contact your Hexagon Metrology service representative for details on accessing the Hexagon Metrology Support Center.

Processing the Return Response File

The Return Response file must be transferred back to the target PC and processed within the CLM Administration tools in order to return the license .

- For a node locked license, use the CLM Administrator (clmadmin.exe).
- For a floating license, use the CLM Administrator Server (clmadminsvr.exe).

Step 1: Select the Response file in the CLM Administrator

The Response file must be selected in the CLM Administrator.

- Open the CLM Administrator. Select “Offline license transfer” from the desktop or from the menu on the left.

- In the next step, select “Return licenses” from the desktop.

- Browse for the response file (*.clmresp) stored on your portable storage device.

Step 2: Process the Response File

To return the license, the Response file has to be processed:

- Click on the "Process Response" link located in the lower-right to return the license.

The license is now returned. You can transfer (rehost) it from one PC to another.

Updating Licenses Offline

Activating additionally purchased software options or software maintenance is called “updating licenses”.

To update a license with newly purchased software options or software maintenance offline, you need to use the same steps as for activating a license.

- Get a new Activation Start file (see Getting the Offline Activation Start File via Email).

- Create a new Activation Request file (see Creating an Offline Activation Request File).

- Get a new Response file (see Getting the Offline Activation Response File).

- Process the new Response file (see Processing the Activation Response File).

Note: For updating a license, a new response file must be generated.

Click the “Browse” link to browse for the request file that has been created. Upload it to the Hexagon Metrology Support Center.

Click “Download” and save the response file (*.clmresp) to a portable storage device such as a USB stick.

CLM Licensing Procedure

Installing and Activating a Node Locked License QuickStart

The Hexagon Metrology CLM Licensing tools are installed with the Hexagon Metrology software product (PC-DMIS, DataPage+, etc.) which creates desktop shortcuts to the necessary CLM tools.

The installation of the software and activation of the software package is done with an installation wizard that automatically guides you through the complete installation and activation process. The PC must have an Internet connection.

Note that the installation steps and screen shots in this document are taken from the Hexagon Metrology software package. The dialogs for other software packages may differ slightly.

1. Start the CLM Licensing tool using the “CLM Admin” desktop shortcut created during the installation of the Hexagon Metrology software product (PC-DMIS, DataPage+, etc.) The Client License Administrator dialog box appears.

2. Click **Activate new licenses** and type or copy your Entitlement ID in the field.

3. Click **Check for activatable licenses** to display the summary of the installed licenses.
4. Click **Activate** new licenses.
5. Click **View Installed Licenses** to view and verify all activated licenses.

All new licenses are now activated and the corresponding products can be used.

CLM Licensing Procedure

Offline License Activation QuickStart

Once the Entitlement ID is received, the following steps have to be taken to activate, return, or update the Entitlement offline:

1. On a computer or other device with an Internet connection, request a “Start” file (the file will have a “.clmstart” extension). Send the request to activation@hexagonmetrology.com. The subject of the email can be empty, but the body must contain the Entitlement ID string. When the Start file is received, transfer it to a portable storage device to the offline PC where the software needs to be activated.

2. On the PC being licensed, start the CLM Licensing tool using the appropriate desktop shortcut created during the installation of the Hexagon Metrology software product (PC-DMIS, DataPage+, etc.): “CLM Admin” for Node Locked Licenses or “CLM Admin Server” for Floating Licenses.

3. Click the **Offline License Transfer** option in the middle of the CLM dialog.

4. On the next screen, click **Activate Licenses**.

5. In the top-center of the next screen, click **Browse** and navigate to where the Start file is located. Click it, and then click **Create Request** found in the lower-right of the dialog.

6. When the request has been processed, click **Save Request** found in the lower-right of the next dialog. The Request file has a “.clmreq” extension, is in the same location as the Start file, and is needed to acquire the Response file.

7. Send the generated ".clmreq" file to activation@hexagonmetrology.com. You will receive a reply from Hexagon Metrology containing the Response file. The file will have the extension ".clmresp". Copy this file back to the PC being licensed.

8. On the offline PC being licensed, start up the appropriate CLM tool described in Step 2 above, and click **Offline License Transfer**.

9. Click **Activate Licenses** from the next dialog.

10. Click **Select Response** in the lower-right, and browse to the Response file. Click the file to select it, and then click **OK**. The CLM application will process the Response file and perform the license activation.

The license is activated. Your Hexagon Metrology software application can be started and used.

Troubleshooting Trusted Storage (TS) Error

The Hexagon CLM software utilizes the Flexara technology called Trusted Storage (TS). An error that most typically occurs is when the message "TS record invalid." appears.

Under normal circumstances, a successfully activated license is in the "Fully Trusted" state. You can verify this by:

1. Clicking the "View installed licenses" link in the upper-left corner of the CLM Admin utility.

2. Click the "Features" link located in the upper-right of the next screen.

The next screen displays a list of features. The right-most column (State) normally shows the "Fully trusted" status for each item.

If any of these items show a state other than “Fully trusted”, you can reset your Trusted Storage system and re-activate the license. Doing so however, causes all entitlements on your computer to be removed, and you will need to re-activate them.

Saving Entitlement Information

Before proceeding, make sure you have your entitlement information in a safe place before you reset Trusted Storage.

- One way to save your Entitlement information is to click the “Save As” link, located in the lower-right of the CLM Admin utility. This stores your license information to an XML file:

- Another way to save your entitlement information is copy and paste the IDs into an empty document.

  To do this:

  1. Open an empty text document in Notepad, WordPad, Microsoft Word, or some other editor.
  2. Next, switch to Entitlement view by clicking “Entitlements” in the upper right-hand corner:

  3. Next, double-click one of the Entitlement IDs which copies the ID to your clipboard.

  4. Switch to your empty document, and paste the Entitlement ID into the document.

     If you have more than one Entitlement activated, repeat this process as needed until you have saved all of the Entitlement IDs. Be sure to save your document when you finish.

Resetting Trusted Storage

1. Next, the Trusted Storage system needs to be reset. To do this, click “View installed licenses” in the upper-left corner:

2. Next, click “Reset TS” in the middle of the window.

Note: The "Reset TS" link is only enabled if the state of one or more of your entitlements is not "Fully trusted".

The **Reset Trusted Storage** warning message appears.

3. Click “Yes” to continue. After this operation, the list of entitlements area displays “<no licenses available>”:

4. All entitlements will need to be re-activated. If you saved them to a document using the previous steps, you can copy and paste each Entitlement ID into CLM Admin to complete this process.

For details on activating node-locked licenses, see the "Installing and Activating Node Locked Licenses" chapter.

For details on activating licenses offline, see the "Offline License Processing" chapter.

Frequently Asked Questions (FAQs)

Question 1:

I have to enter the Entitlement ID for the installation and license activation. What is an Entitlement ID, and where can I find it?

An Entitlement ID is a unique representation of the license for a product that a customer has bought. The Entitlement ID can be found on the invoice, delivery note, and Entitlement Certificate.

Question 2:

What is product activation?

Product activation is the process to get a license for a Hexagon Metrology software product onto your computer. You can activate your product 24 hours a day, seven days a week via the Internet.

Question 3:

What kind of information is transmitted during product activation?

Product activation requires that Hexagon collects a minimum of information needed to validate the authenticity of a product activation request. Most of the data identifies the product, including the Entitlement ID and the product version. A randomly computed machine ID (host ID) is also generated; it cannot be used to identify the make, model, or components of your computer. Additionally, the operating system and name of your computer are transmitted. All data are transmitted securely to Hexagon for validation.

Question 4:

Can I use my Entitlement ID on more than one computer?

No. A unique activation process is required per computer. Once a product has been activated, the software license is assigned only to that specific computer.

Question 5:

Do I need administrator rights for activation?

No. The activation itself does not require administrator rights, but the installation of the individual software packages may require administrator rights.

Question 6:

Is it possible to activate licenses on a PC without an Internet connection?

Yes. Hexagon offers you the chance to activate, return, or update a license offline via another PC or any other device that must at least have an email connection to the Internet (such as a smartphone).

Refer to the Offline License Processing chapter for details.

Question 7:

Do I have to be online to use software that includes the new software licensing?

No. In the case of node locked licenses, once you have activated the product, you do not need to be online to use the software. However, if your license has been enhanced, such as after buying an additional option or after extending your software maintenance contract, you must be online to activate updates.

Question 8:

I have purchased additional software options or software maintenance (as contained in CCPs). How can I activate these newly purchased licenses?

Activating the newly purchased options is called "updating licenses". Follow the instructions for updating node locked licenses in the Node Locked Licenses chapter and for updating floating licenses in the Floating Licenses chapter.

Question 9:

I would like to permanently transfer the software and license from one PC to another. How can I do this?

Permanently transferring the software and license from one PC to another is called "rehosting". Follow the instructions for rehosting node locked licenses in the Node Locked Licenses chapter and for rehosting floating licenses in the Floating License chapter.

Question 10:

My computer has broken down and I would like to transfer the node locked license to a different PC. However, I am unable to follow the rehosting process and return the licenses as described in this document. What can I do?

Contact your local Hexagon Support with your Entitlement ID and explain your problem to them. They will be able to return the license for you to allow you to install and activate the software again on a different PC.

Question 11:

I would like to reset the operating system or install a new operating system on the PC where I have installed the Hexagon Metrology software product and activated the license. What should I do?

Prior to installing a new operating system, it is necessary to follow the rehosting process. Follow the instructions for rehosting node locked licenses in the Node Locked Licenses chapter and for rehosting floating licenses in the Floating Licenses chapter.

Question 12:

Will changes to the system date and time properties on my computer require reactivation?

No. If your software license has no expiration date (such as an evaluation license, for example), there are no restrictions to adjusting your system date and time properties. If your software license has an expiration date, only changing the system date and time properties by more than one day would trigger reactivation.

Question 13:

I am currently using a Hexagon Metrology software product that is protected with a dongle. What is the process to switch to the new software licensing?

First, you have to contact your local Hexagon Metrology sales representative and indicate the dongle number to him or her. He or she will then order a “Dongle Migration” for you. Once this order is placed, you will receive your new Entitlement ID.

Then you can start the installation following the instructions in this document. During the installation, you will be asked to plug in your dongle. When the installation is completed, the software will be activated using the new software licensing, and the dongle will no longer be valid for the migrated product.

Question 14:

Do I need a dedicated server computer for running a license server?

The license server can be installed as a standard software package. Due to the very low computing power, a standard PC can be used to run a license server. This computer must be connected to the local area network (LAN) for sharing the licenses with other computers connected in the same LAN.

Question 15:

Is it possible to use the same Local License Server for different Hexagon Metrology software packages?

Yes. You have to set up only one Local License Server for all of your Hexagon Metrology software products. Once the License Server has been set up, it is possible to add various additional licenses via “Activating new Licenses”. Then the local clients can be installed.

Question 16:

Do I need an Internet connection for using floating licenses?

No. The server only has to be online during the license activation process on the license server. However, you have to be permanently connected to your license server in the LAN to be able to use floating licenses. For a temporary disconnection from the LAN, such as for travelling with your notebook, a functionality to borrow licenses is supported in some of the Hexagon Metrology software packages. Follow the instructions for borrowing licenses in the Floating Licenses chapter.

Question 17:

I am using a Firewall on my local license server. Do I have to open ports on the local license server to enable communication?

Yes. To enable clients to check-out or borrow licenses from a server in your LAN, you have to add the following ports as exceptions from the firewall protection:

- For the application "lmgrd.exe", open a local TCP port with a number in the range from "27000…27009". The default for the server port is TCP port 27000.

  You may also look up the port actually used in the CLM Administrator Server program under "Manage license server" or in the "lgs.log" file. This file can be found in the license server installation folder, which by default is: C:\Program Files\Common Files\<name of Hexagon Metrology software product>\License-Server.

- For the application "LGS.exe", open any unused TCP port, such as 27010.

Both ports also have to be defined in the file "svr_lgs.lic". This file is installed in the license server installation folder, which by default is: C:\Program Files\Common Files\<name of Hexagon Metrology software product>\License-Server. You have to:

- Add the server port number to the first line: SERVER this_host ANY 27000

- Add the vendor daemon port to the second line: VENDOR LGS port=27010

To enable remote access for the license management tools, it is recommended to add a remote daemon port as an exception:

- For the application "clmrdsvr.exe", open the local TCP port 19701.

Question 18:

I am using a Firewall on my local client PC. Do I have to open ports on the local client to enable communication?

Yes. To enable clients to check out or borrow licenses from a server in your LAN, you have to add the following ports as exceptions from the firewall protection:

- For the client application (e.g., "LGO.exe"), open the remote license server TCP port (e.g., 27000) and the remote vendor daemon TCP port (e.g., 27010).

  You may also look up the ports actually used in the "lgs.log" file or in the "svr_lgs.lic" file. Both files can be found on the license server in the license server installation folder, which by default is: C:\Program Files\Common Files\<name of Hexagon Metrology software product>\License-Server.

To enable remote access for the license management tools, it is recommended to add a remote daemon port as an exception:

- For the application "clmadminsvr.exe", open the remote TCP port 19701.

Question 19:

I have successfully set up my local license server and I am connected to it via the LAN. Still, when I install a local client and specify the address and port of my local license server I get an error message telling me that the destination is unreachable or that the message expired. What is the reason for these messages and how can I solve the problem?

The reason for these messages may be that the time on your local license server and the time on your local client are not synchronized. If the time differs by more than 5 minutes you will get the message ”Destination unreachable”, if it differs by more than 10 minutes you will get the message ”Message expired”.

Note that it is no problem if your server runs in a different time zone than your client.

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Glossary

A

Activation: Activation is the process to get a license for a Hexagon Metrology product onto your computer.

B

Borrowing: Borrowing means to check out a floating license from the Local License Server so that it can be used like a node locked license on a PC or notebook if it is required to run the software remotely without connection to the network and the Local License Server.

C

CCP: Customer Care Package

CLM: CLM stands for Client License Manager. It is the name of the software tool that is used to manage the software license on a PC or server.

CLM Administrator: CLM Administrator is the license management tool for PC installations of node locked licenses. It can be used to view licenses, update licenses, activate new licenses, and return licenses for rehosting.

CLM Administrator Server: CLM Administrator Server is the license management tool for license server installations of floating licenses. It can be used to view licenses, update licenses, activate new licenses, and return licenses for rehosting.

D

Dongle: A “dongle”, also called a hardware key or Software Protection Key, is a small protection device that has to be connected to the parallel or USB port of the PC to secure the software against unauthorized use.

E

Entitlement Certificate: The Entitlement Certificate is a document that contains the Entitlement ID. This document should be kept carefully as the Entitlement ID is required for purchasing additional software options or Customer Care Packages (CCPs).

Entitlement ID: The Entitlement ID is the key to initial license activation as well as for re-ordering additional software options or Customer Care Packages (CCPs). The Entitlement ID can be found on the invoice, the delivery note or the Entitlement Certificate.

F

Floating License: Floating licenses can be shared across multiple users within the same local network. They allow for simultaneous use up to the number of available purchased licenses.

H

Hexagon Metrology Network License Server: The Hexagon Metrology Network License Server is the central location where all information on the purchased software licenses is stored. Therefore, an internet connection is required for license activation or other tasks to be able to connect to the Hexagon Metrology Network License Server.

Hexagon Metrology Support Center: The Hexagon Metrology Support Center is where products are registered in order to access product related information or software updates.

L

LAN: Local area network

License Model: The license model defines if a license is tied to a single PC or can be shared across different PCs within the same network. For Hexagon Metrology products, two different license models are available: node locked and floating. The availability of the license model depends on the Hexagon Metrology software product.

Local Client: A local client is a PC that shares floating licenses within the local network and, therefore, has to be connected to the Local License Server.

Local License Server: A Local License Server is required for serving floating licenses. It can be either a PC or a server within the local network.

N

Node Locked License: A node locked license is tied to a single PC and is, therefore, the ideal choice for working remotely or for single dedicated users within the network. A node locked license cannot be shared across multiple users in the same network and is usually not transferred from one PC to another.

P

PC: Personal computer

R

Registering Licenses: Licenses are registered at the Hexagon Metrology Support Center. Registration of a license is required for rehosting and for accessing product related information on software updates.

Rehosting: Rehosting means permanently transferring a license from one PC or Local License Server to another. Rehosting a license is only allowed for a limited number of times per year. The number of allowed rehostings depends on the Hexagon Metrology software product. Rehosting requires that the license has previously been registered at the Hexagon Metrology Support Center.

Returning Licenses: Returning licenses is the first step required for the rehosting process. Before a license can be activated on a different PC, it is necessary to return the license to the Hexagon Metrology Network License Server.

S

Software Protection Key: A software protection key, also called a “dongle” or hardware key, is a small protection device that has to be connected to the parallel or USB port of the PC to secure the software against unauthorized use.

U

Updating Licenses: Updating licenses means activating additionally purchased software options or software maintenance as part of a Customer Care Package (CCP).