

AutomaTech™

The logo for AutomaTech features the word "AutomaTech" in a white, sans-serif font. The letter "o" is replaced by a stylized circular arrow graphic. The top half of the arrow is yellow and curves from the top-left to the top-right. The bottom half is blue and curves from the bottom-right to the bottom-left, meeting at the top and bottom of the "o".

AutomaTech Solution Brief

Advantage Licensing FAQ

October 2016 – SB-RLS-001A



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Advantage Licensing FAQ



Solution Brief Overview:

This solution brief covers the top 4 most frequently asked questions regarding the new Advantage licensing, and best practices for configurations, that are otherwise not listed in the advantage licensing guides

The topics covered are as follows:

1. License Alias naming – can help you keep track of your licenses
2. License expiration FAQs – differences between: license, lease, and GlobalCare expiration dates
3. Identifying license information – using the license client
4. Setting the license servers IP address – best practices



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Detailed Explanation of the topics:

1. License Aliasing: Advantage Licensing has a feature that allows you to give a computer or hardware key an alias name within the license client. Aliasing allows you to change the name of the system you are licensing to whatever you would like it to be, in order to easily identify which license has been given to what specific machine from the license server.
2. Lease, License, and GlobalCare Expiration dates: There are major differences between these different expiration dates, that has often led to some confusion regarding what each of these dates refer to. There are three different expiration dates that you may have, depending on your contract(s), software, and licensing methods used. This guide is to help explain the differences.
3. Identifying licenses: The license client has the ability to create a report that includes all of the license information, including: license activation codes, customer name, CSN, creation & expiration dates, as well as license source, type, and number of licensed products.
4. Setting the IP of the license server: By default, the “local server connection URL” is set to <http://localhost>, but we have run into issues with this setup, specifically on machines that host both the license server and client on a single computer, that use a firewall.



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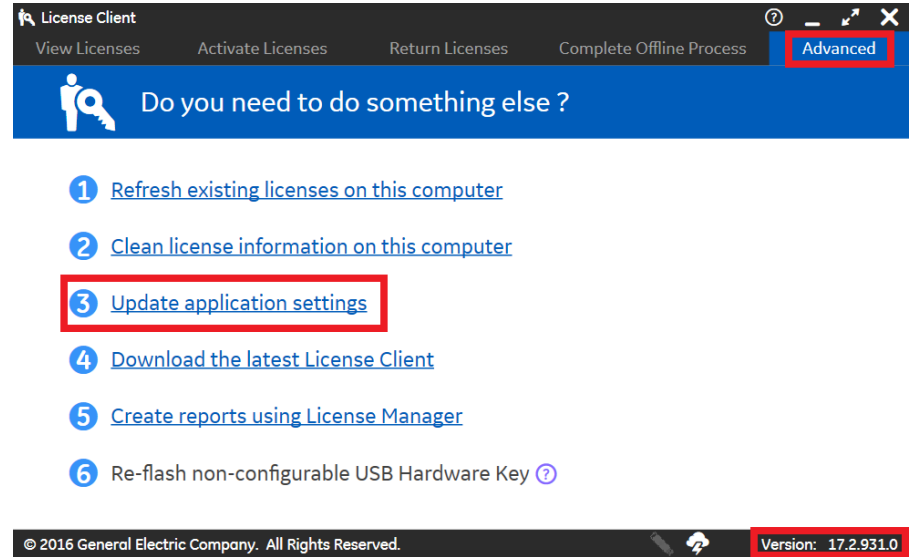
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Topic #1

License aliasing:

Important when using a license server:

1. First open up the license client (Version 17.2.931.0 used)
2. Click on the 'Advanced' tab in the upper right-hand corner
3. Select #3 ('Update application settings')
4. On the left, select 'Device Alias'
5. Change the name of the device alias



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Topic #1 Continued

License aliasing:

Device Alias | Alias assigned to this device: PlymouthOffice/Robslaptop

Logging

Device Name: Robslaptop

Device Location (optional): PlymouthOffice

Save

- When you change the device name, make sure it's something that makes sense (remember this will be the name of this licensed computer that shows up on the license server, that could potentially have multiple client computers, so being able to identify them is important!)
- Please Note – The alias name for the machine will only store in the license server if you change the alias name **before any licenses have been added to the computer from the license server!** If you already have licenses and wish to do this, you must return the license(s), change the alias, and then re-license the client.



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Topic #2

Lease, License, and GlobalCare expirations: What are the differences?

- License server lease: The license client can go 21 days without communications with the license server, before the license will no longer work, and this is what is referred to as the 21 day lease. Whenever the license client is on the same network as the license server, the server will attempt to communicate to the license client once a day, and every time they do, they extend that lease back out to 21 days automatically. The lease expiration should always be 21 days away when everything is working properly.

The screenshot shows the 'License Client' application window. The title bar includes 'License Client' and standard window controls. The main menu has 'View Licenses' (highlighted with a red box), 'Activate Licenses', 'Return Licenses', 'Complete Offline Process', and 'Advanced'. Below the menu is a blue header with a key icon and the text 'AUTOMATECH INC. licenses on this computer'. A table displays license details:

Customer Service Number:	Creation Date: 09 Aug 2016	License Source: GE Software License
Device Id:	Lease Expiration Date: 12 Nov 2016	License Type: Leased

Below this is a 'Your Licensed Products' section with a list of products: Batch Execution, Change Management, CIMPLICITY, CSense, Dream Report for Proficy, Drivers, and Historian. A 'Show All Products' link is at the bottom. To the right is a 'License Information' section for 'Batch Execution' with a 'Refresh Data' button. It shows:

License Expiration	12 Nov 2016
Number of Phases Licensed	255
Number of Units Licensed	255
Licensed Version	5.6

The footer of the application shows '© 2016 General Electric Company. All Rights Reserved.' and 'Version: 17.2.931.0' (highlighted with a red box).



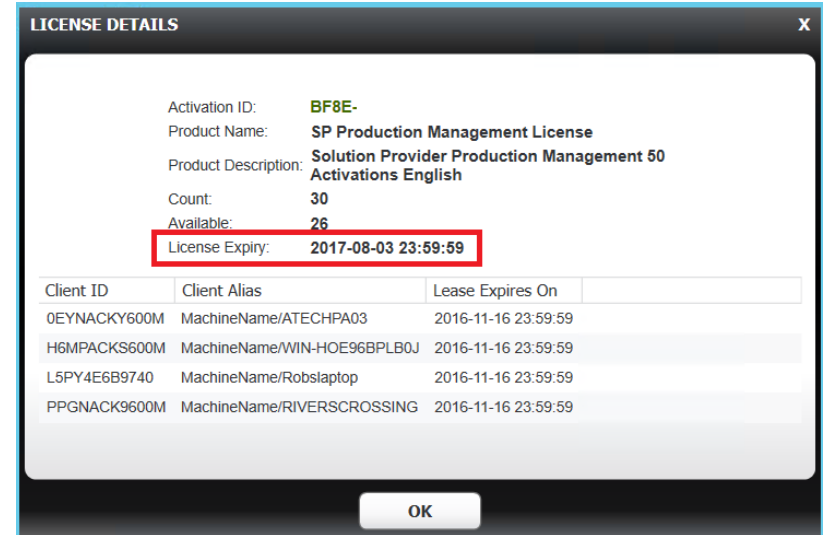
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Topic #2 Continued

Lease, License, and GlobalCare expirations: What are the differences?

- License expiration: This is the date that your license will expire; it will no longer work after this date, and you will need a new license to continue operation. As a note, only: Demo, Service Provider(SP), OEM, and test bed licenses have actual expiration dates.



The screenshot shows a window titled "LICENSE DETAILS" with the following information:

- Activation ID: **BF8E-**
- Product Name: **SP Production Management License**
- Product Description: **Solution Provider Production Management 50 Activations English**
- Count: **30**
- Available: **26**
- License Expiry: **2017-08-03 23:59:59** (highlighted with a red box)

Client ID	Client Alias	Lease Expires On
0EYNACKY600M	MachineName/ATECHPA03	2016-11-16 23:59:59
H6MPACKS600M	MachineName/WIN-HOE96BPLB0J	2016-11-16 23:59:59
L5PY4E6B9740	MachineName/RobsLaptop	2016-11-16 23:59:59
PPGNACK9600M	MachineName/RIVERSCROSSING	2016-11-16 23:59:59

OK



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Topic #2 Continued

Lease, License, and GlobalCare expirations: What are the differences?

- GlobalCare expiration: GlobalCare support contracts have their own expiration date, which will end your product support if they expire – but this is completely separate from license expiration dates; You can have your GlobalCare expire and your licenses will still be valid, unless your licenses have expiration dates that have already passed.

GlobalCare
Stay Operational • Stay Current

Cutting Edge Support
Assuring Your
Operational Outcomes



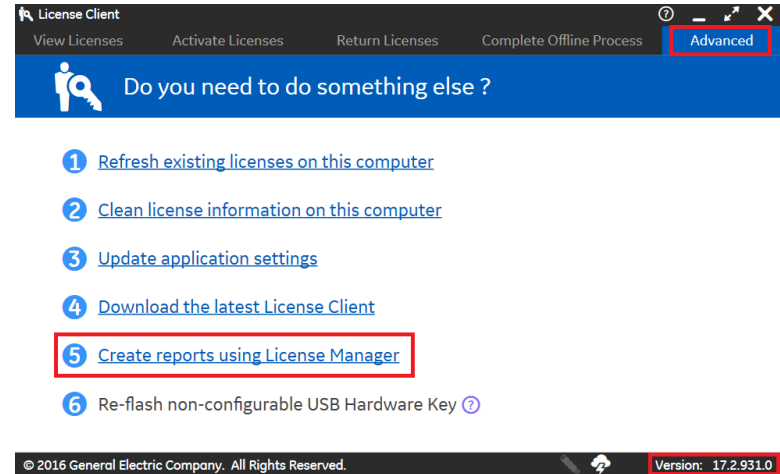
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Topic #3

Identifying license information, From the license client

- If you need to find out anything regarding licensing information, you can generate a file from the license client that will report all of this info into a text file, here is how to generate this file:
- First open the license client (Version 17.2.931.0 used)
- In the upper right hand of the license client, click the 'Advanced' tab
- From the Advanced tab, select option #5 (Create reports using license manager)



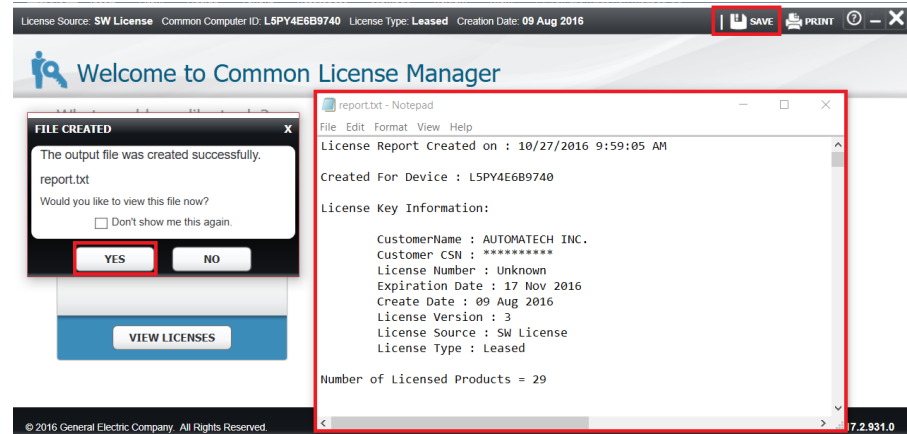
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Topic #3 Continued

Identifying license information, From the license client

- Once the new window pops up, click 'Save' in the upper right hand of the window
- Choose a location to save, and then open up the file that was just generated.
- This file will now show you everything about the license(s) that are installed on your computer (or hardware key, depending on what you are using)



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Topic #4

Setting the license servers IP address: This only applies when using a license client and server together on the same machine.

- The first step is to open the Proficy License Client (Version 17.2.931.0 used)
- Next, go to the 'Activate Licenses' page
- From the Activate Licenses page, select #2 (Yes, for this computer from a local license server)
- On the 'Lease licenses from a local license server' page, make sure to set the 'Local Server connection URL' to the IP address of the license server (machine or VM) instead of using the default 'Local host', if you have both the client and server on the same machine.
- Example: <http://192.168.1.1> instead of <http://localhost>
 - This will ensure that the license client will be able to connect with the license server, without firewall issues, to extend the license server lease back to 21 days. If issues persist, port 3333 will need to have an exception made to get through. (this is the port that the license server uses for communications by default, but can be changed if necessary) This is because the license server still goes out to the network, and then back to the machine, so a firewall or antivirus could still interfere with communications depending on the configurations of your system. A symptom of this issue would be if the license server lease date is not 21 days away, or if the license and lease has been broken already from lack of communication.



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Supporting Materials:

- GE Customer Center Help and Support: https://digitalsupport.ge.com/communities/CC_Contact
- GE Advantage License Installer https://ge-ip.force.com/communities/en_US/Article/GE-Intelligent-Platforms-Software-Product-Licensing
- GE Advantage License FAQ: https://ge-ip.force.com/communities/en_US/Article/Advantage-Licensing-Frequently-Asked-Questions-FAQs?Type=Article_kav
- For questions contact AutomaTech Technical Support @ 508-830-0088 x3 or Support@Automatech.com



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