

AVEVA PI WORLD

AVEVA ENTERPRISE LICENSING

60 Tips in 60 Minutes

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AVEVA



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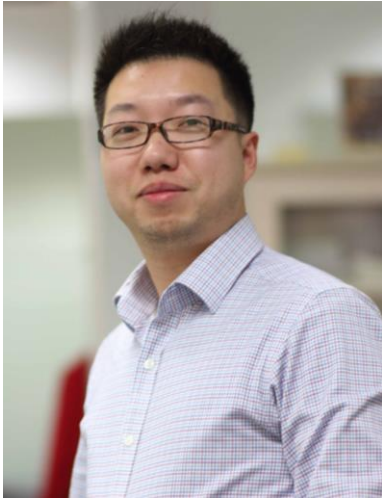
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Agenda

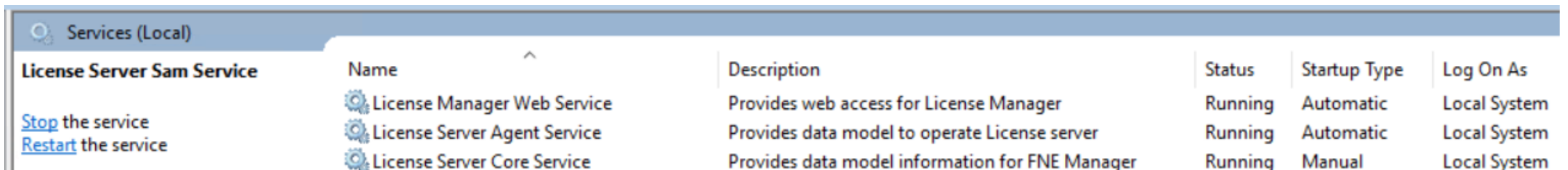
- General Information
- Commonly Used Features
- Troubleshooting Tips
- Frequently Asked Questions
- Tech Notes/ Tech Alerts/ HF
- Q&A

General Information



Licensing Services

- **License Core Service.** Stores, tracks, and distributes license rights as requested by clients and backends.
- **License Server Agent.** Tracks and controls the Local License Server.
- **License Manager Service.** Windows Service hosted web application for the LM HTML5 Application.



The screenshot shows the Windows Services console for 'Services (Local)'. It displays the 'License Server Sam Service' and its sub-services. The sub-services are listed in a table with columns for Name, Description, Status, Startup Type, and Log On As.

Name	Description	Status	Startup Type	Log On As
License Manager Web Service	Provides web access for License Manager	Running	Automatic	Local System
License Server Agent Service	Provides data model to operate License server	Running	Automatic	Local System
License Server Core Service	Provides data model information for FNE Manager	Running	Manual	Local System

Licensing Services

	License Core Service	License Server Agent	License Manager Service
Role	Stores, tracks, and distributes license rights as requested by clients and backends.	Tracks and controls the Local License Server.	Windows Service hosted web application for the LM HTML5 Application.
Default Path to Executable	C:\Program Files (x86)\Common Files\Archestra\Licensing Framework\License Server\AELicServer.exe	C:\Program Files (x86)\Common Files\Archestra\Licensing Framework\License Server\LicServer.WindowsService.exe	C:\Program Files (x86)\Common Files\Archestra\Licensing Framework\License Manager\LMWeb.App\bin\LMWeb.WindowsService.exe
Default Port	TCP Port 55555	TCP Port 59200	TCP Port 80 (HTTP) http://<host:port>/AELicenseManager *
Configuration File	C:\Program Files\Common Files\Archestra\Licensing Framework\License Server\properties.xml	C:\Program Files\Common Files\Archestra\Licensing Framework\License Server\LicServer.WindowsService.exe.config	C:\ProgramData\AVEVA\Licensing\License Manager\Data\PortConfig.xml

* Authentication/Authorization – Must be Admin User or belong to AELicMgr group.

Issues when licensing services are not running

- License Manager shows License Server as disconnected.
- A client (Backend or Connection Client) can not acquire a license.
- Uploaded Entitlement(s) can not be activated (Offline Activation).
- On-line Activation fails.
- **Ensure LS Agent and LS Core Service are Running.**

Task Manager

File Options View

Processes	Performance	Users	Details
Name ^			
PID			
License Server Agent Service			
License Server Core Service			
License Server Sam Service			
2872			

System Platform IDE

License: Failed to acquire a license to enable the Development Studio configuration system. Either the license is not available or it has expired. Check the Aveva License Manager for more details on available licenses containing the Feature 'wspdevstudio-iocount'.

Error

Unable to communicate to the License Server. Please check with administrator to fix this issue.

Disconnected

0 Licenses

AVEVA Enterprise License Manager

Servers

Add Server

SP2020R2GR

Running

1 Licenses

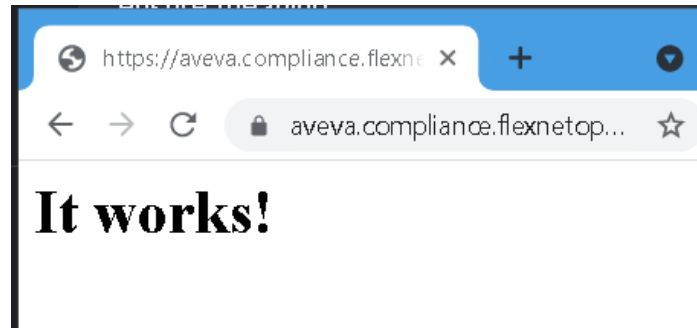
Task Manager

File Options View

Processes	Performance	Users	Details	Services
Name ^				
PID				
Description				
Status				
License Server Agent Service				
License Server Core Service				
17772				
20148				
License Server Agent Service				
License Server Core Service				
Running				
Running				

Online Activation

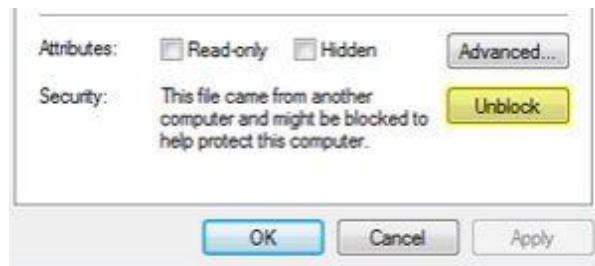
- Following website should not be blocked - <https://aveva.compliance.flexnetoperations.com/>



- Ports required for AVEVA Enterprise Licensing:
 - Web Manager :80
 - Core Service :55555
 - Agent : 59200
 - License Manager to Activation server: 443
- Disable Enhanced Internet security option from Server Manager
- Disable Proxy from Internet options

Offline Activation

- Offline activation URL - <http://licenseactivation.wonderware.com>
 - It can also be reached from <https://softwaresupport.aveva.com> then click on the License Activation link.
- If offline activation is not successful, new send/receive file must be generated. The files cannot be reused.
- Start License Manager Web Service, License Server Agent Service, License Server Core Service and make sure License Server is Running in License Manager.
- Make sure captcha in offline activation site is 5 characters. If not refresh page for new captcha.
- Try a different browser. Sometimes browser could have security settings causing offline activation to fail.
- Send/Receive files may be blocked. Unblock it (like zip files)





License Server Redundancy Issues

- License Manager Web Service may be using local system account. Across workgroups this does not translate well for security. Need to reconfigure the License Manager Webservice to use the local admin account instead.
- Deactivate licenses and undo redundancy from License Manager -> Maintenance. Reset License Server ID on Primary and Backup License Server. Configure redundancy.



Commonly Used Features



License vs Feature

- Each product will look for feature to enable individual functionality.
- A license is made up of a set of features to allow multiple products to work.
- In License Manager -> License Summary, select **Details** to see features, quantity, number of IOs and version information.

License Summary

Usage Summary

Usage Details

Device Reservation

Add License

Deactivate

Details

	Quantity	Component Name	Part Number
☐	1	AVEVA Development Studio 2020 Unlimited, Unlim/60K/500	DevStd-04-N-20

License Details

Company:

Site ID:

Entitlement:

Created On:

Activation ID:

Activated On:

Temp-Activated-20210916083520

9/15/2021

D91B-L17O-X83O-QHT8

9/16/2021

Feature	Quantity	Version
rmp-procedure	Enabled	4.5
MXAccess	1	20.0
Supervisory Client Read Only	1	20.0
Supervisory Client	1	20.0
Unlimited Supervisory Server	1	20.0
Application Server Dev 1M IO	1	20.0
App Server Dev IO Count	1000000	20.0
Application Server 1M IO	1	20.0
App Server IO Count	1000000	20.0

Previous

Next

Close

License XML file (Entitlement)

- Multiple licenses can be
- The contents of the XML process.

```
<?xml version="1.0"?>
<licenseAttachment ver="1.0">
  <entitlements>
    <entitlement id="Temp-Activated-20210916090610">
      <owner name="
      siteID="
      />
    <activations>
      <activation id="DTXN-AWU7-7JOF-3YRD">
        <partNumber>HstClt-02-C-20</partNumber>
      </activation>
    </activations>
  </entitlements>
</licenseAttachment>
```

ith the activation

License Activation

License Server ID

```
<?xml version="1.0"?>
<licenseAttachment ver="1.0">
  <entitlements>
    <entitlement id="Temp-Activated-20210916090610">
```

☒	1	UpgC, AVEVA Historian Client Desktop 2020, Conc. 5 Pack	HstClt-02-C-20	71012772	DTXN-AWU7-7JOF-3YRD	0	1
☒	1	AVEVA InTouch HMI 2020 Workstation 3K Tag with I/O	InTch-05-N-20	71012773	MYXW-43OW-6KSA-K91U	0	1
☒	1	AVEVA InTouch HMI 2020 Workstation 3K Tag with I/O	InTch-05-N-20	71012774	E83M-XSDJ-KSC8-3KS0	0	1
☒	1	AVEVA InTouch HMI 2020 Workstation 3K Tag with I/O	InTch-05-N-20	71012775	M3WL-LHO0-G343-CPAK	0	1
☒	1	Upg, AVEVA Application Server 2020, 5K I/O	AppSvr-08-U-20	71012770	1M0H-G5CK-OHSA-1506	0	1
☒	1	AVEVA Historian 2020, Enterprise 5,000 Tag	HstEnt-01-N-20	71012771	4R1E-H9TJ-H4V4-QWJY	0	1

Close Activate



AVEVA InTouch HMI - DEV license

- Each IT DEV license comes with 3 IT Runtime licenses – a ReadWrite license, a ReadOnly license and a ReadOnlyRDS license. Also features for InTouch Client for Tag Server ReadWrite/ReadOnly and InTouch HMI Web Server.
- Since this is a bundle of licenses instead of just a single license, each license can be used individually. An InTouch machine cannot distinguish between an IT runtime license that came with a DEV license and any other IT Runtime license, so the license that should be used as part of the DEV bundle is available to be grabbed by any machine on which InTouch is launched.

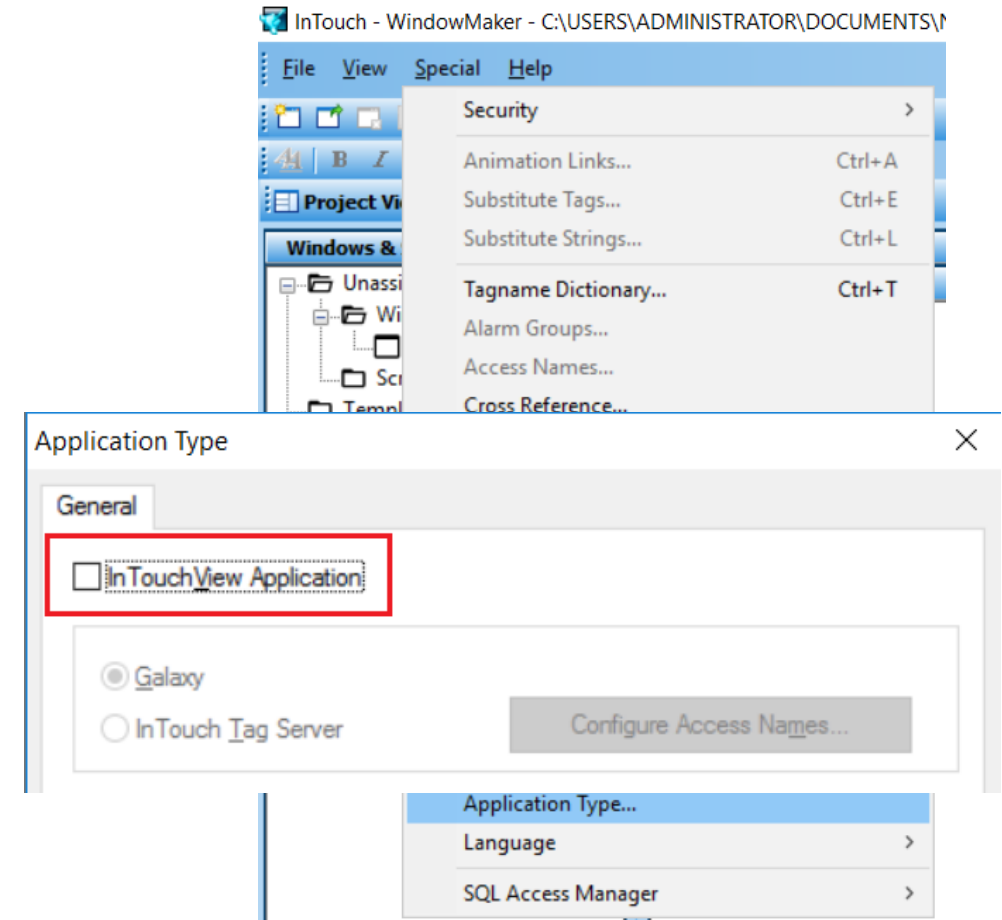


Supervisory Server vs Supervisory Client feature

- **SupervisoryServer**
 - License for unlimited InTouch for sysPlatform and unlimited OMI.
- **SupervisoryClient**
 - License for one InTouch for sysPlatform and unlimited OMI.

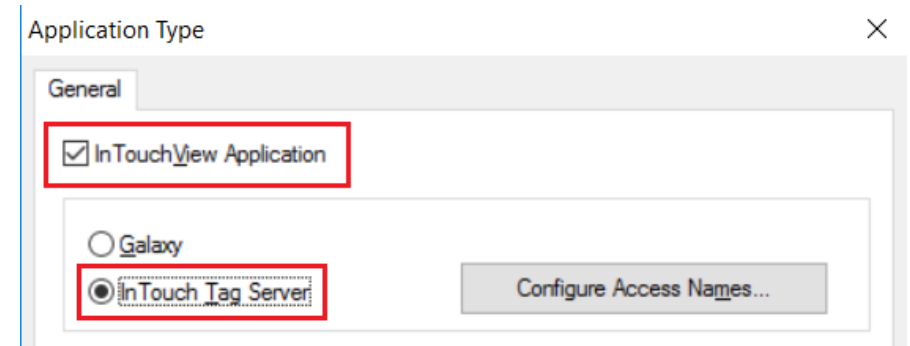
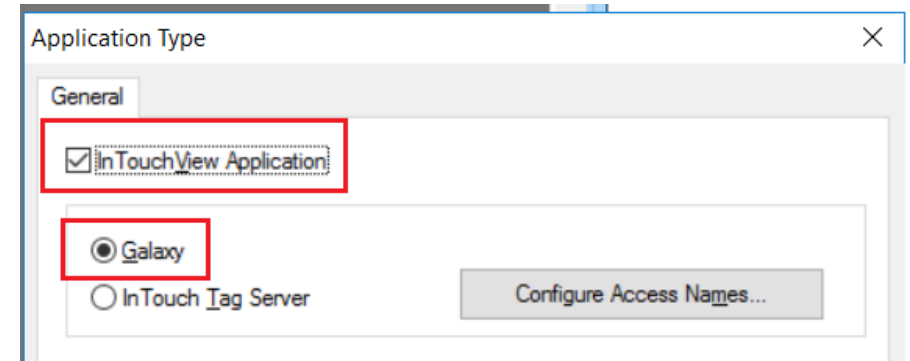
AVEVA InTouch HMI Features

- WindowViewer acquires different license depending on RDS environment and InTouchView Application type settings.
- InTouch Workstation (Runtime) with IO
 - InTouch Wrkst 60K Tags (InTouch-group60K)
 - InTouch RT Tag Count (InTouch-tagcount)
 - Communication Drivers Standard (oiserver-level1)
 - MXAccess (wsp-i-mxaccess)



AVEVA InTouch HMI Features

- InTouch Supervisory Client (ViewApp)
 - Historian Client Desktop (historian-i-client)
 - MXAccess (wsp-i-mxaccess)
 - Supervisory Client Read Only (wsp-i-supclientro)
- InTouch Client (Tag Server)
 - InTouch HMI Client for Tag Server ReadWrite (it-i-hmiclientrw)



AVEVA InTouch HMI Features

- WindowViewer acquires different license dependent on RDS environment, Remote Application Type, and InTouchView Application type settings.

License Name (internal)	Usage
intouch	WindowViewer Non-RDS ReadWrite or ReadOnly WindowViewer RDS ReadWrite
intouchro	WindowViewer RDS ReadOnly
intouchdev	WindowMaker
wsp-i-supclientrw	WindowViewer for ReadWrite "InTouchView" app Share license with InTouch OMI client in same session
wsp-i-supclientro	WindowViewer for ReadOnly "InTouchView" app Share license with InTouch OMI client in same session

AVEVA InTouch HMI License Parameters

- TagCount – Max tag count allowed
- Windows – Max window count allowed (65,535 for all sizes of Intouch)
- ReadOnly – Ability to write to IO data
1 = ReadOnly, 0 = ReadWrite
- Language – Support for Chinese OS
1 = Chinese, 0 = all others
- Timeout – How long WindowViewer runs before exiting (set to “0” for AVEVA Enterprise Licensing model. This was used in legacy licensing for Demo mode timeout.)

Incremental Licenses

- Whenever a new version of same license is ordered, the old license will have an expiration date. This is to give customers 6 months time to upgrade to new version.
- You can identify this in License Manager > License tab and sort by Serial number. You will see two similar serial number with difference at the end.
- Example
 - T17082203-0
 - T17082203-1
- In the above example, T17082203-0 will have an expiration date 6 months from the date T17082203-1 was created. T17082203-1 will be a permanent license.

Consignment License

- An SI's consignment license can be activated five times (5 different LS's) - "AVEVA AdvDev Studio 2020 Unlimited, Subscrip Demo Consign".
- Some features in a consignment license have a quantity of one, but others can have a higher number. This allows the use of different features on different computers with a single consignment license.

Feature †	Quantity	Version
InTouch Dev 60K Tags	5	20.0
InTouch Dev Tag Count	307010	20.0

- For example, a single license can enable multiple instances of InTouch WindowMaker on different computers.

Feature	In Use/Total	Device
Historian Enterprise 500K Tags	1/1	SP2020R2GR
Historian Tag Count	50/500000	SP2020R2GR
InTouch Dev 60K Tags	1/5	SP2020R2AOS
InTouch Dev 60K Tags	1/5	SP2020R2GR
InTouch Dev Tag Count	61402/307010	SP2020R2AOS
InTouch Dev Tag Count	61402/307010	SP2020R2GR
InTouch HMI 2020 Web Server, Unlim RW Clients	1/5	SP2020R2GR
Communication Drivers Professional	1/2	SP2020R2GR

AVEVA InTouch HMI Web Client Licensing

- **Single Web Session Mode.** If no web client license, then first web session is free. Subsequent web session will be denied and will show an Invalid License page.
- **Multiple sessions.** Web “session” is per browser type per machine. Example: If one Chrome browser is granted with valid license, then on the same machine, other Chrome browser will also be granted with valid license status. After closing all browsers that had obtained valid license status, you need to wait 15 minutes for another browser type to claim this license status.
- **Unlimited Web Session Mode.** For example if feature “InTouch HMI 2020 Web Server, Unlim RW Clients” is acquired, then unlimited client connections are enabled for the InTouch Web server. Internal name of this feature is “it-i-webclientunlimrw”.
- **Release of License.** Unlimited web session license will be released from license server when the “InTouch Web” is stopped.

AVEVA System Platform - GR License

- Galaxy Repository service consumes feature “Application Server <number> IO”. For example, a galaxy can consume feature “Application Server 1M IO” (internally called wspruntime-group 1M).

Feature ↑
Application Server 1M IO

- This feature can be consumed from an Application Server license, for example a production environment with no Development Studio license.

Upg, AVEVA Application Server 2020, 5K I/O

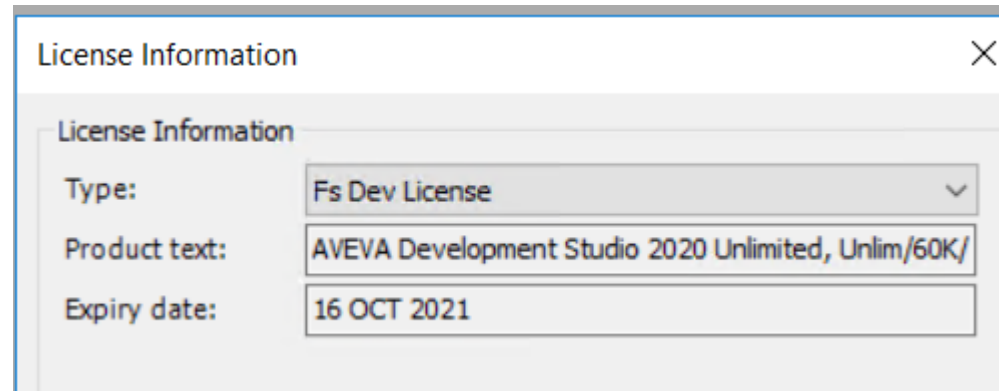
- Alternatively, this feature can be consumed from a Development License, for example in a development environment where production licenses are not installed.

AVEVA Development Studio 2020 Unlimited,
Unlim/60K/500

AVEVA System Platform - IDE License

- Application Server IDE consumes feature “Application Server Dev <number> IO”.
- For example a Development Studio 2020 Unlimited license provides feature “Application Server DEV 1M IO” with internal name “wspdevstudio-iocount”.

Application Server Dev 1M IO



The screenshot shows a 'License Information' dialog box with a close button (X) in the top right corner. Inside the dialog, there is a section titled 'License Information' containing three fields: 'Type' with a dropdown menu showing 'Fs Dev License', 'Product text' with the value 'AVEVA Development Studio 2020 Unlimited, Unlim/60K/', and 'Expiry date' with the value '16 OCT 2021'.

License Information	
Type:	Fs Dev License
Product text:	AVEVA Development Studio 2020 Unlimited, Unlim/60K/
Expiry date:	16 OCT 2021



AVEVA System Platform - MxAccess Feature

- MxAccess license is used for MxAccess Applications running on a deployed platform.
- Customers can use MxAccess toolkit to write application to access attribute values on any deployed platform.
- MxAccess App accesses attributes via a NET wrapper. This wrapper needs to have MxAccess License.

AVEVA OI Servers and Communication Drivers License

License	Feature Display Name	Feature Internal Name
OI Servers Standard G-2.0	OI Server Standard	oiserver-level1
OI Servers Professional G-2.0	OI Server Professional	oiserver-level2
	OI Server Multi-Instance	oiserver-instance
Communication Drivers Standard 2020	Communication Drivers Standard	oiserver-level1
Communication Drivers Professional 2020	Communication Drivers Professional	oiserver-level2

AVEVA Historian Server License

AVEVA Historian Server 2020, Standard 5K tags

- Historian Standard 5000 Tags (historian-groupStd5K)
- Historian Tag Count (historian-tagcount)
- Historian Client Web (historian-i-insight)
- Communication Drivers Standard (oiserver-level1)

Item	Value
System time	9/16/2021 2:15:56 PM
Time of last start	9/16/2021 8:07:00 AM
Elapsed time since last start	6 hrs 8 mins
Time of last stop	9/16/2021 8:06:49 AM
Time of last reconfiguration	9/16/2021 8:06:49 AM
Configuration status	Normal
System status	Running
License status	Valid
Licensed tag count	5,000
Allocated tag count license	50
Total tags defined	225
Tags requiring a license	29
Total tag count available	4,971



AVEVA Work Task 2020 License (formerly Workflow/Skelta)

- Work Tasks Concurrent Workflow Count (bpm-concworkflow)
- Workflow Management - DevStudio Edition (bpm-group01)
- AVEVA Work Tasks Client Connection (bpm-i-connection)
- AVEVA Work Tasks - Forms (bpm-i-forms)
- AVEVA Work Tasks - Quickflow Engine (bpm-i-quickflow)



AVEVA System Monitor 2020 License

- Sentinel All Features Subscription (sentinel-groupall)
- sentinel-base

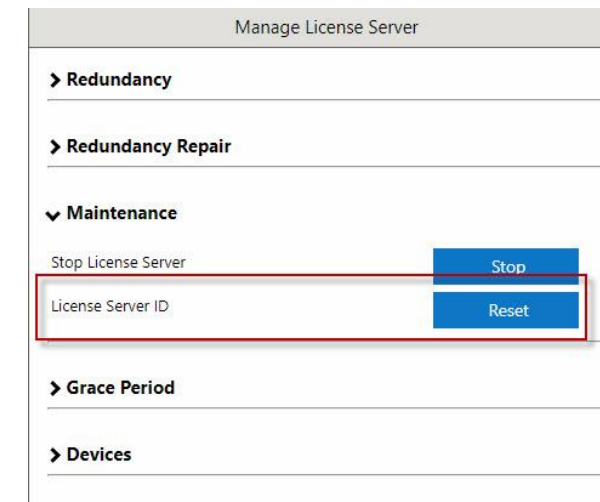
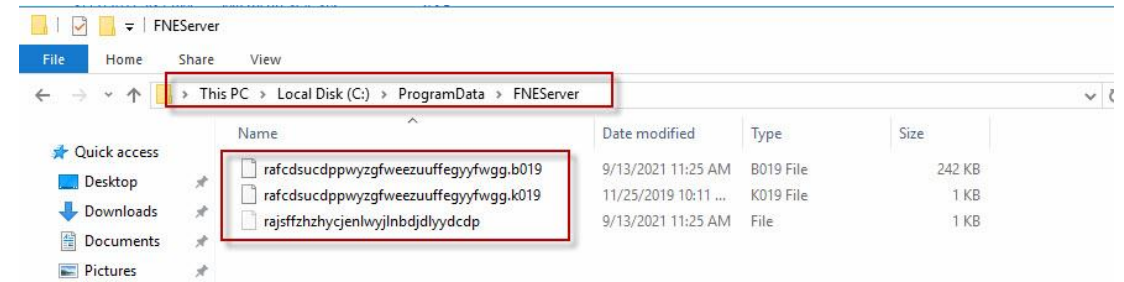


Troubleshooting Tips

License Activation

Delete Trusted Storage

- The AVEVA license activation process binds activated licenses to the computer from which the license was activated using the computer's MAC address for identification. This information is stored in Trusted storage.
- When to use?
 - MAC address changed
 - Virtual machine or image copy
 - NIC change
 - FNE errors during activation
- Procedure for deleting trusted storage
 - In the License Manager(LM), Cancel the pending activations/Deactivate licenses
 - Close License Manager
 - Stop the License Core Service
 - Delete the three trusted storage files from:
C:\ProgramData\FNE Server folder (do not delete the folder!)
 - Start the core service
 - Open LM → Manage and reset the License Server ID under Maintenance section



License Activation

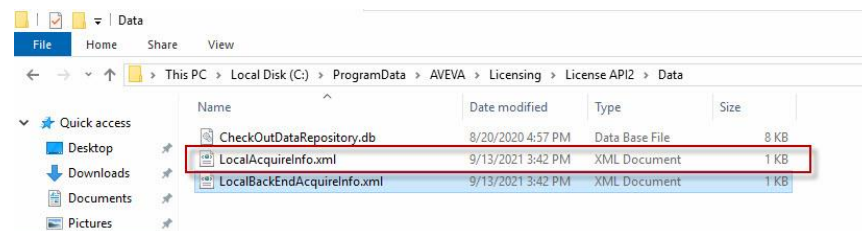
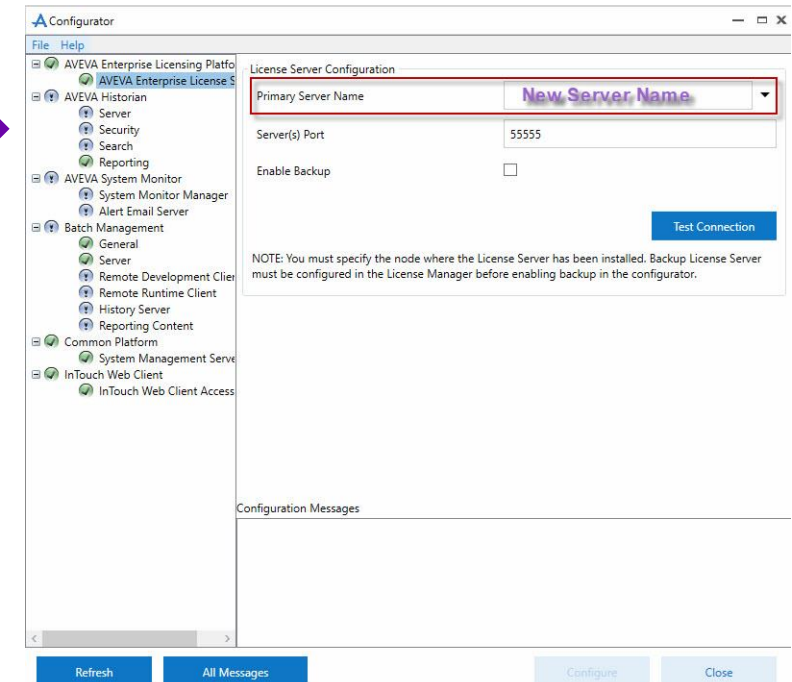
Error When Activating License

- **The FNE Server encountered an error: Response is out of order with previous responses**
 - Stop the License Server Core Service.
 - Delete Trusted Storage.
 - Reset License Server ID.
 - Start the License Server Core Service, which will create 3 new files in the FNEServer folder.
 - In the License Manager press Sync so that it is synched with FNO.
 - Then you can do your normal actions in License Manager.
- **Object reference not set to an instance**
 - Reset the License Server ID.
 - May need to re-install License Server and License Manager.
- Activated license successfully and then deleted/formatted/or renamed License Server prior to deactivate the license. The license can no longer be activated.
 - Contact AVEVA Technical Support to release the license for activation.

License Acquisition

Unable to Acquire License

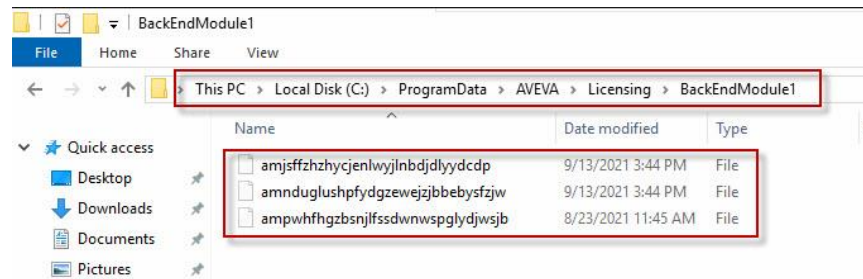
- After renaming License Server, products are not able to acquire license.
 - Re-run the **Configurator** on product nodes to point to new License Server.
- License is checked out to a node, but the node is unable to acquire license.
 - Could be due to corrupted checked out license.
 - Check **LocalAcquireInfo.xml** at C:\ProgramData\AVEVA\Licensing\License API2\Data\.



License Acquisition

Deleting Client Trusted Storage

- On the Client/Product node delete the contents of Backendmodule1 folder (C:\ProgramData\AVEVA\Licensing**Backendmodule1**).
- Contents get recreated next time product requests license.



**** Deleting Client Trusted Storage does not affect running products.**



Read-Only License Acquisition

- For AVEVA OMI Application, how do we restrict a user to ONLY be able to launch an app in READ-ONLY mode?
 - Feature is not available. Enhancement Request - L00147301.
 - Workaround is to restrict access to graphics or set up Navigation security for ViewApps so that users are restricted to certain windows.

License Reservation vs. Checkout

	License Reservation	License Checkout
Concept	The reserved license model ensures that specific devices or users are assigned a license.	Checkout is the process in which the licenses get permanently acquired on a node. After checkout process, these licenses do not require the LS.
When to Use	• User reservation is only for client license - ex - InTouch runtime. • User reservation cannot be done for DEV license - ex - InTouch DEV, App server Dev. • The only thing dev licenses recognize is device.	• Takes the license out to the node. • Think of it like creating a lic file and copies it over to the node. • Once checkout is done, you can shutdown LS and still node will get license.
Key Difference	The license is returned back to License Server when product is shutdown.	The license remains in the checked out node until checkout is undone regardless of whether it's in use or not.
Where to Check	From License Manager, in the Servers Details page, click the Device Reservation tab.	Launch command prompt on checked out node and run as admin. AELiccheckout checkedoutlist

License Reservation & Checkout

Important Notes

- Reservation
 - Reserving a license that is currently acquired by a device other than the device assigned in the reservation does not release the license from the device.
 - The reservation takes effect the next time the license is released, and the assigned device acquires the license.
 - The device and user identifiers entered when reserving licenses must match the device and user identifiers known to the relevant computer or domain.
- Checkout
 - When a license is checked out to a node, then the same license cannot be acquired from License Server even if the sufficient count is not available in checkout store.
 - Only one source is supported for a node for a license checkout store or License Server.
 - If the customer knows the maximum no. of sessions possible for the terminal server and can dedicate those no. of licenses to that terminal server, they can go with checkout approach. Otherwise, advise them not to configure checkout.



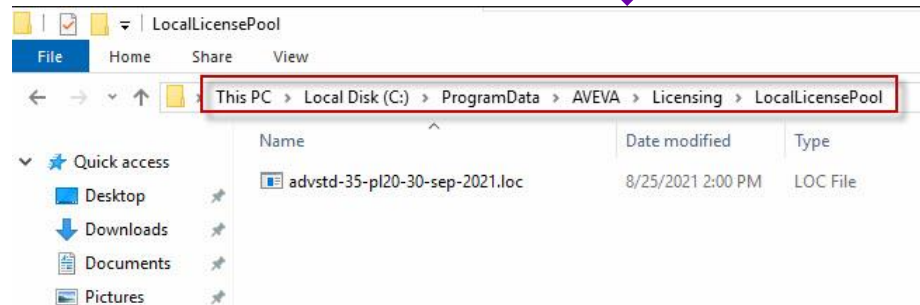
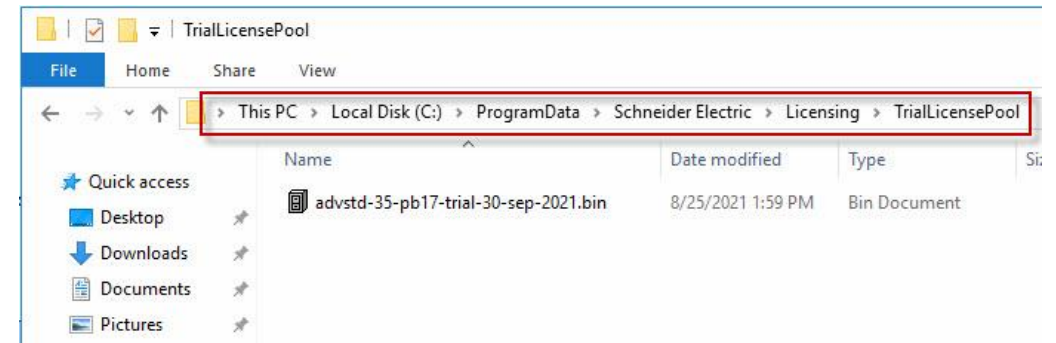
License Reservation & Checkout

- Determine what features are checked out on a Client node
 - In the Client node, open Command Prompt as an Administrator.
 - Type **AELiccheckout checkedoutlist**
 - Press Enter. A list of checked out licenses is displayed, with details such as Serial Number, Product Name, Component Name, Version, and Count.

Non-activated License

BIN & LOC License File

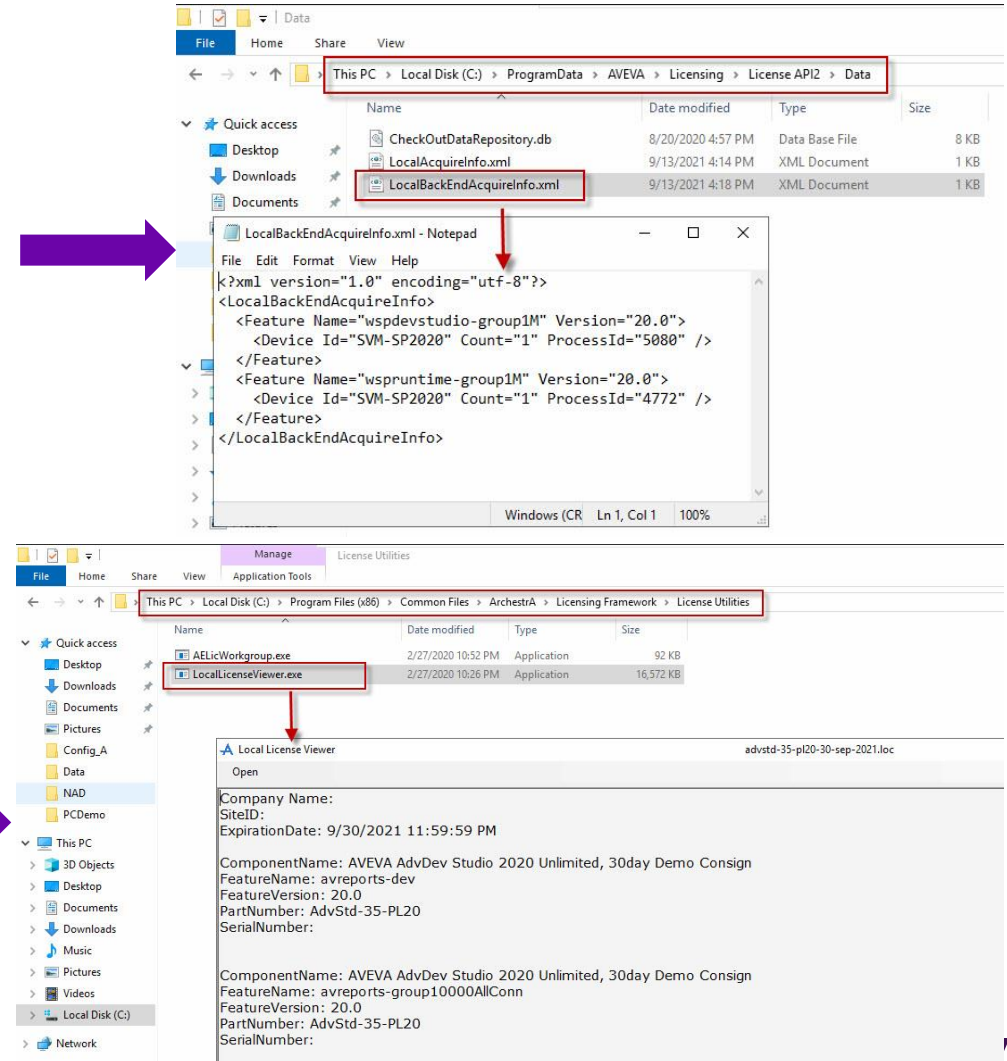
- What is a BIN/LOC file?
 - Bypasses activated licenses. When a BIN/LOC file is on a client node, the product bypasses activated licenses and will look in the BIN/LOC file.
 - Demo licenses are available in BIN/LOC file format.
 - BIN file for version 2017 generation and LOC file for version 2020 above.
- Where is it located?
 - Trial License Pool - C:\ProgramData\Schneider Electric\Licensing\TrialLicensePool.
 - Local License pool - C:\ProgramData\AVEVA\Licensing\LocalLicensePool.



Non-activated License

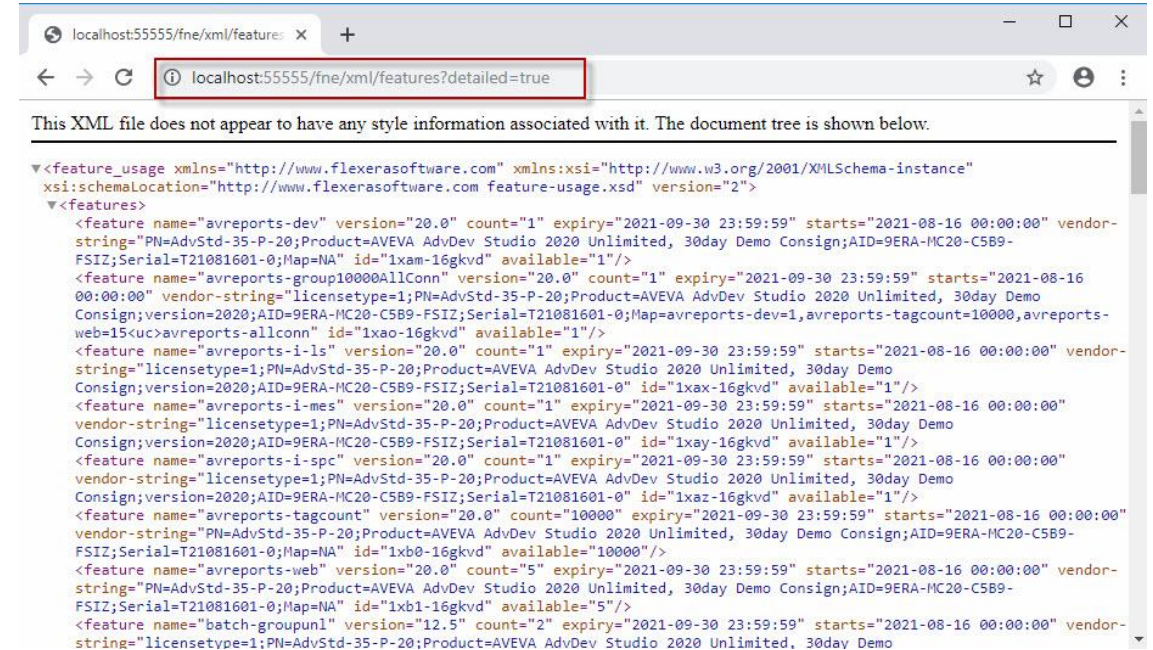
BIN & LOC License File

- LOC file not acquiring license
 - Check C:\ProgramData\AVEVA\Licensing\License API2\Data\LocalBackEndAcquireInfo.xml. If its empty then LOC file wont work, try deleting the xml file.
- LOC/BIN Viewer
 - Located in C:\Program Files (x86)\Common Files\Archestra\Licensing Framework\License Utilities.
 - Can view BIN file and LOC file.



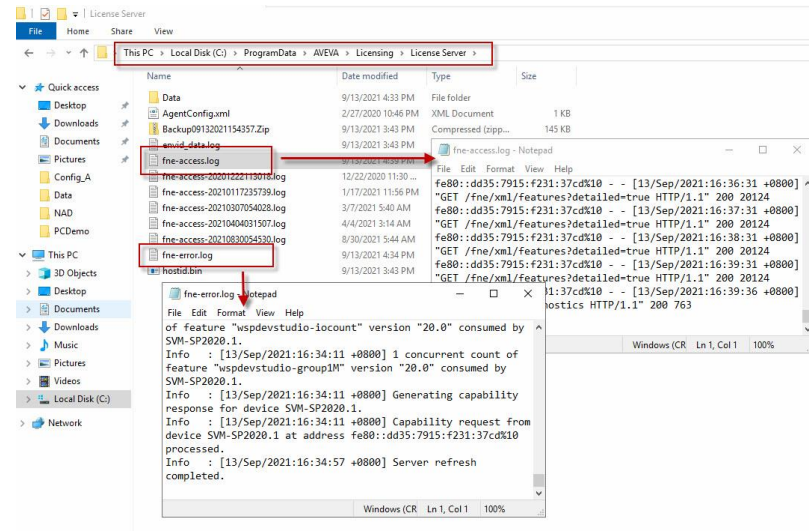
View Activated Features

- In the License Server open a new browser tab - <http://localhost:55555/fne/xml/features?detailed=true>
- Do this for the Primary and for the backup in another tab replace the localhost with the backup server name.



Log Files for Licensing

- SMC Log Flags
 - **LicAPI** - AELicensing, AELicAcquire, AELicTiming, Info-Licensing
 - **ProductLicenseService** – AELicensing, CheckOutLog
- License Log
 - Under C:\ProgramData\AVEVA\Licensing\License Server. File name: **fne-error**, **fne-access**.



Frequently Asked Questions



Frequently Asked Questions

- How is a software license released?
 - In normal conditions, license released when software closed normally. IE, close IDE, close View.exe, etc.
 - Force release by pointing client to a different license server in Configurator.
- If I get a message saying Activation ID already used, what do I need to do?
 - If you know what server is using that Activation ID, just deactivate it from that server so it can be used elsewhere.
 - If you do not know, Tech Support can look it up and get you the server's name.
 - If that server is no longer available, Tech Support can also make that server obsolete in the license activation server, or release individual Activation ID's from it, which would allow them to be activated by another server.
 - If the License Server (customer side) was renamed, or has a new License Server ID, then it will need to be made obsolete by Tech Support.



Frequently Asked Questions

- When would I need to use the AE Workgroup Licensing Utility?
 - If you are using the AVEVA Enterprise Licensing on a set of computers that are not part of a Domain.
 - Run the utility at C:\Program Files (x86)\Common Files\ArchestrA\Licensing Framework\Licensing Utilities\AELicWorkgroup.exe as an Administrator, and follow the steps to Configure.
 - If you have redundant license servers, and an install / repair is performed after you've begun using users under a workgroup, you will need to re-run the AE Workgroup Licensing Utility.
- What nodes require Configurator to run?
 - Every node that has products that need a license will need to run Configurator to point it to the appropriate License Server.

Frequently Asked Questions

- What is a Failover license?
 - The FLB or Failover Load Balance license is a license that allows you to have problems with one Thin Client connecting to one terminal server, and then needed to switch to a second Terminal Server. The license may get tied up based on how the Thin Client closed. FLB license allows it to get one on the second Terminal Server without issue. If/When it needs to go back to Terminal Server 1, it could re-use that first license if still there, or get a new one if the prior license is released.
- How does the license work on RDS with multiple Remote Desktop Server's?
 - If you are using InTouch, and have multiple Remote Desktop Servers, you should make use of the FLB (Failover/Load Balance) license so that there is a license whether your one client is running on a Primary or backup Remote Desktop Server.
 - If you have fewer licenses than you have Thin Clients, you need to gracefully shutdown View.exe on one Thin Client to free up the license. Simply closing the session is not a graceful shutdown and license will get stuck till it's released.



Frequently Asked Questions

- Why does a License Server go into Grace Period?
 - If License Server VM is moved to a different host, or if the VM is cloned/copied, or VM is exported/imported to another environment.
 - If networking for VM has changed since licenses activated. (Different MAC ID)
 - License Server versions prior to 3.5.1 would also sometimes go into Grace Period for unknown reasons.
- How do you get a License Server out of Grace Period or Grace Period Expired?
 - You can deactivate all the licenses on a license server, and then re-activate them to clear Grace Period.
 - You can contact Tech Support and get a Grace Period Exit code that can be used to get out of Grace Period and leave the existing licenses Activated.

Frequently Asked Questions

- What is a temp license? How can I get one?
 - A temp license will allow the software to run for about 30 days, depending on when the temp license was created. The file will come in two forms.
 - XML – This one will activate like the standard license but has an expiration date that will show in the License Manager.
 - BIN/LOC – These are pre-activated files that would be placed on each system that needs the license. They do not show up in License Manager. BIN is for pre 3.6 License server, and LOC is for 3.6+ versions. Specific instructions will come with the file.
 - You can contact Tech Support or your local distributor for a temp license. They are used to help bridge from development to production, or from pre-sales testing to when you get the full license.
- How is a Panel PC licensed?
 - Panel PC's are delivered with a special LOC file, which can be found in C:\ProgramData\AVEVA\Licensing\LocalLicensePool.



Frequently Asked Questions

- How are Integration Studio VM's licensed?
 - These systems are automatically licensed via BIN/LOC files.
- Who has permission to view or make modifications in License Manager?
 - On the computer that has the license server installed, there will be a user group called "AELicMgr". Any users placed in that group will be able to open, view, and modify things using the License Manager.
- What is Borrow time?
 - If a node does not or cannot communicate with the Licenses Server to renew the license, then it will expire after certain time. This time duration is called borrowed time.

Tech Notes/ Tech Alerts/ HF

Tech Notes

Support Site - <https://softwaresupportsp.aveva.com/>

- TN 1395 - [Schneider Electric Licensing - Activate License Using ONLINE Activation](#)
- TN 1396 - [Schneider Electric Licensing - Activate License Using OFFLINE Activation](#)
- TN 1397 - [Schneider Electric Licensing - Helpful Information](#)
- TN 2868 - [Configuring Schneider Electric Licensing for Wonderware Historian Server 2017 and remote Historian Client 2017](#)
- TN 2907 - [Schneider Electric Licensing – Best Practices](#)
- TN 2908 - [Resolving Historian Server Unable to Return License to the License Server](#)
- TN 3019 - [Working With License Server Redundancy](#)
- TN 10268 - [License Activations with hundreds of Feature Lines take many minutes](#)
- TN 10333 - [What causes a License Grace period and how to end it](#)
- TN 10475 - [Galaxy Repository Flex and Non-Flex Licensing in System Platform 2020](#)
- TN10600 - [Recovering a broken License Server Redundancy pair](#)

Tech Alerts

- TA 271 - Installing 2017 Software or License Server on the Same Computer on which a 2014 License Server (released with Recipe Manager Plus, Intelligence or Alarm Adviser) is Installed Will Orphan Activated Licenses
- TA 274 - Communication failure between Wonderware products and a License Server can result in product shutdown
- TA 280 - Improper Shutdown of InTouch from within an InTouch RDS/TSE Session May Result in the License Used by that Session Becoming Unavailable to a New Session
- TA 281 - Do NOT Rename the License Server Computer when Licenses are Activated
- TA 297 - Issue with 2017 Licensing - Reserve License Capability For Supervisory Client and InTouch Web Client issue
- TA 358 - The Backup License Server fails to serve licenses when the Primary License Server is down for more than three days
- TA 367 - License Server Limitation of Number of Production Activation IDs
- TA 388 - Upgrading to Licensing 3.5.1 to Resolve License Server Redundancy Issues
- TA 491 - Online Activation with Licensing 3.5 or Licensing 3.5.1 Requires a License Manager File Change



Hot Fixes

AVEVA Enterprise Licensing 3.7.2

- AELicensingPlatform-HotFix-1283685
 - Only apply to Client nodes (Platform component)
 - Issue resolved - Trend embedded within OMI does not acquire the license although OMI itself could acquire it successfully

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