

Hexagon Safety & Infrastructure uses Reprise Software Licensing. This document is relevant only for Reprise licensed products.

1. What is a nodelocked license?

- Single license locked to one specific machine based on machine ID
- Local use only except for certain server products
- Locked to machine, not user so all shifts on machine can use the license
- Typically used by desktop software
- Can use hardware key for ease of movement
- Examples of nodelocked licenses
 - A product such as EdgeFrontier that reside on server with multiple clients connecting that are not counted
 - Desktop product that does not share data with others or a centralized database such as I/Map Editor nodelocked. This license can only be accessed locally.

2. What is a concurrent license?

- Multiple licenses hosted to a single machine using Reprise RLM license service
- Client machines access via network
- One license for multiple machines
- If client needs to disconnect from network for field use, allows for roaming
- Can use Hardware Key for ease of movement

3. What allows me to activate a run-time license?

You will receive a .aky file that you will import using the Hexagon License Manager tool. The .aky file includes Activation Keys for each product. When activating licenses, you may select all of some of the available licenses to activate. Example of what is included in .aky file:

IN-00318175000231-1-4.0|IPR Essentials CC PERM 4.0
IN-00318175000231-2-4.0|IPR Training Sim PERM CC 4.0
IN-00318175000231-3-4.0|IPR Care Mgmt PERM CC 4.0
IN-00318205000539-4-4.0|IPR Mobile PERM CC 4.0

IN-00318175000231-1-4.0 Activation Key for IPR Essentials
IPR Essentials CC PERM 4.0 Product Definition for IPR Essentials in ActPro

4. What if I have a product that has never had a run-time license?

If your product has introduced run-time license validation, it will be licensed on the Reprise platform. Run-time license validation means you must have a valid license file activated for the product. The product will either be nodelocked or concurrent.

5. What is a Host ID?

A Host ID is the machine specific ID that is linked to the license file. Nodelocked licenses are local and concurrent licenses are typically on a license server. Allowed Host IDs:

- **UUID** available only in CLCR 18.0 & > - **Best for VM's**, Example: uuid=845C3E42-EBF1-FA5A-C7FF-7CD4F349A6C4
- **Disk SERIAL number** – not to be confused with the C drive volume number. **Cannot be used for VM**. Example: disksn=IF550N461850501M6
- **IP Address** - can be used for VM's for products released on CLCR 17.0. Example: ip=129.135.227.16
- **RLM Hardware Key** – looks like a microUSB key and can be used with VM's as well as physical machines. Example: rlmid1=4d5537b9

6. How do I activate my Reprise runtime licenses?

Locate the license letter emailed to you at time of purchase or upgrade. This license letter contains the .aky file. Within the .aky file are the Activation Keys for your product(s). Start the software on your machine. You will receive a *License File Not Found* error message. Follow the steps below depending on your entitlement(s).

Single Product: If you have a single Activation Key and internet connectivity that will allow your machine to accept data from the Hexagon Safety & Infrastructure license database, Import the .aky using the File -> Import command. Once imported, select OK. The software connects with the Hexagon Safety & Infrastructure license database, reads the machine ID of your machine, activates the license and places the license on your machine with no other input from you. The software now has the required run-time license and will run.

Multiple Products: Follow the prompts to import your .aky file, select the products and quantities if applicable. The License Manager Tool will connect to the Hexagon Safety & Infrastructure license database, read the machine ID of your machine, activate the license(s) and place the license(s) automatically on your machine.

If your system will not allow the Hexagon Safety & Infrastructure license database to place a file on your system, please use the email option for requesting license files. Once you receive the license file, you will import the license file and it will be placed in the correct location.

7. How do I set up a Reprise license server?

License services using Reprise Licensing are automatically set up when following these instructions:

To set up your license server, locate the license letter emailed to you at time of purchase or upgrade. This license letter contains the .aky file. Within the .aky file are the Activation Keys for your product(s). Open the Intergraph License Manager and select File > Import Activation Key File to open the Activate Licenses dialog box. Check the box beside each license that you want to activate and click Activate. The status of each activation request is displayed in the Status pane. This contacts Intergraph to retrieve your license, log the activation, and place the license or licenses on your computer. A concurrent activation installs, starts, and displays the local license server in the license sources pane. If the local license server is already installed, it is restarted to pick up the new licenses.

8. How do I point my client machine to the Reprise license server?

Open Intergraph License Manager and select Client > Add Concurrent License Source. The default server ports are prepopulated. Enter the DNS name of your license server preceded by the @ symbol and click OK. The new license server will be added to the license sources pane. *Ex:*
@LicenseServer

9. Are there any compatibility issues between Reprise licenses and Flexera licenses residing on the same machine?

There are no known compatibility issues between Flexera and Reprise *licenses* residing on the same machine. A nodelocked license using Reprise licensing can reside on a Flexera licensed server machine.

10. What about port issues?

There are no known port issues. Reprise licensing reserves ports 5053 and 5054 and both these ports must be open. If you use automatic activation, port 80 must be open long enough to request the license file from Hexagon Safety & Infrastructure. Once the license file is on the system, port 80 can be closed. For more information on Ports and Firewalls, please see the document entitled *Reprise Ports and Firewalls* located on the Licensing Resources homepage, https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources

11. How can I work disconnected from the network?

You will use the roaming capability of the license file. When a license is **roamed**, the license is assigned to the client – meaning the client machine can disconnect from the network and work independently of any network connection. The roamed license will allow the client machine to continue working in a disconnected mode until a specified duration has expired or the license is returned early. When roaming, the license is essentially acting as a Nodelocked license.

12. How do I utilize the roaming capability with Reprise licensing?

License roaming is built into the Intergraph License Manager tool that is delivered with your product. Client machines connected to a network license server may check-out a license for a maximum number of days as determined per product. This action saves a local license on your machine and simultaneously decreases the license pool on the license server by 1. You can then disconnect from your network.

To check-out a license, run the Intergraph License Roaming tool. Select the license server from the dropdown. Place a check beside the features for which a license you require. Enter the amount of days that the license will be checked out. Click *Roam*. You will see green icons in the left pane and a successful status in the right pane. You can now exit the Roaming utility. To check-in a license before the set roaming period is reached, connect to the network, open the License Roaming tool, check the features for which a license was checked-out, and click *Return*. The green icon will turn yellow in the left pane and a successful return message will appear in the right pane. Exit the Roaming utility.

Upon return of the roamed license or at the end of the defined roaming period, the local license on your machine will expire, and the license pool on the server will increase by 1.

13. How do I rehost a Reprise license?

NODELOCKED: Install the software on a new machine and use the same Activation Code emailed at time of purchase or upgrade to activate a new license. The Activation Code and new Host ID are communicated to the Hexagon Safety & Infrastructure license database. The software then checks to verify the rehost is within the allowed limits, returns and deactivates the old license file, generates a new license file, and places the new license file on the new machine. If there are any issues with the rehost please complete the rehost web form located at https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources

CONCURRENT: At present online rehosting of concurrent license files is not supported. If you need to rehost your concurrent licenses, please send email to license@hexagon.com requesting a rehost to the new machine. You should include a copy of the license file to be rehosted and the Host ID of the new machine that you obtain by running the Intergraph License Manager Tool.

14. How many times can I rehost a license?

Hexagon Safety & Infrastructure permits one rehost in a six-month period without review for all customers for the current version of the software. If the rehosting limit has been reached, you will need to submit the Rehost Request web form to Intergraph Hexagon Safety & Infrastructure Licensing for review at https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources

15. Can Expiring Licenses be Rehosted?

Yes, if they have not yet expired. No expired licenses can be rehosted.

16. I've lost my Activation Key. How can I get a replacement?

Your Activation Key is contained in the confirmation email delivered after a new purchase or the maintenance contracts email delivered at the time of renewal or upgrade. If you have used your Activation Key already, the Key can be found in the license file that was created. To locate the license file on your license server or local machine look in either the *node_locked* or *server* folder within C:\ProgramData\Intergraph\Licensing. Open the license file using either WordPad or Notepad being careful not to edit the file upon exiting. The Activation Key is the string after the *akey=* keyword.

Alternatively, you can send an email to license@hexagon.com with as much detail as possible, such as your company name and the date of the order. The Hexagon Safety & Infrastructure license team will review the database and send you the .aky file.

17. How is my Host ID different from my Activation Key?

The Host ID is the machine specific ID that is linked to your license file. The Activation Key is an access code to your licenses and is included in the provided .aky file.

18. When generating licenses for the same machine, can you generate nodelocked and concurrent at the same time?

Yes, you may if the licenses will reside on the same machine.

19. What if I do not have access to the Web?

You can request the license via email (license@hexagon.com) by providing the Activation Key and Host ID in the email request. We currently offer licensing assistance from 1:00 AM through 6 PM CST Monday through Thursday and 7:00 AM through 6 PM on Fridays.

20. What happens if I get a new machine and need to install the software on this new machine?

This is called rehosting the license and you will need to request a replacement license because you will return the old license that is no longer in use and replace with a new license for your new machine.

To request a rehosted license file: Either complete the Rehost form located requesting a new license and email the completed form to license@hexagon.com so a replacement license can be generated for you. This form, Rehost Request, is located on our Licensing Resources web site, https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources.

21. What happens if the license server goes down and I'm using a license?

The product will continue to run for the rest of the session. Once you exit the product you will not be able to re-enter the product until the license server is accessible.

22. Can my regional office help me?

Yes. The regional offices will receive a copy of your Activation keys.

23. Is license@hexagon.com available 24/7?

Not presently. There will be 24x7 support available starting Q1 2018.

We currently offer licensing assistance from 1:00 AM through 6 PM CST Monday through Thursday and 7:00 AM through 6 PM on Fridays. You will receive an answer to an inquiry within one business day. Typically, the response has been much faster

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