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1. Introduction

Licence Manager 8.76

The Licence Manager software was originally developed by Encom Technology Pty Limited to manage the activation of its Natural Resources suite of applications for both desktop (local) and server-based (network) licences. Licence Manager is now owned by Datamine Corporate Limited and Tensor Research Pty Ltd is licensed to use version 8.76 for ModelVision.

Licence Manager is included in the installation of ModelVision (and all Encom-developed software products). If an older version of Licence Manager is present, it can be updated by downloading and running the Licence Manager installer from http://www.tensor-research.com.au/File-Downloads.

Installing Licence Manager on a server allows an organisation to centrally manage its Encom-developed software licences (such as ModelVision, Datamine Discover and Discover PA). All options available for desktop licences are supported in server-based licences. Both concurrent and distributable licence types are supported (see below for details) and administrators can control user permissions and other licence access details.

A server installation requires version 8.76 or higher of Licence Manager. Although backward compatibility is supported where possible, it is highly recommended that client computers use the same version of Licence Manager that is installed on the server.

System requirements

Licence Manager (including server) is supported on the following operating systems:

- Windows 7 SP1 (32-bit and 64-bit)
- Windows Server 2008 R2 (32-bit and 64-bit)
- Windows 8 (32-bit and 64-bit)
- Windows 8.1 (32-bit and 64-bit)
- Windows Server 2012 (64-bit)
- Windows 10 (32-bit and 64-bit)

Licence Manager has also been tested on VMWare/VSphere Hyper Visor virtual machines of the above operating systems.

The hardware requirements are minimal on the licence server. An open TCP/IP port (6150 is opened by default in the Windows firewall during installation) is required for server communications.

Licence types

Local (disk-based) licence

A standard single computer licence. Activation code and serial number can only be used on one computer at a time.

Server concurrent licence

A concurrent licence is managed by the licence server and clients access seats on demand from a central pool. By default, these licence seats are only active while the user is connected to the server, and the seat is returned as soon as the application is closed, or after a period of inactivity in the client application software (60 minutes).

A special feature of concurrent licences is that administrators can nominate any of their concurrent seats to also be available for borrowing. A borrowed licence seat can be used when the computer is not connected to the licence server. A borrowed licence seat can be
returned at any time or is returned automatically when the borrowing period expires. This provides extra flexibility to support users who are not connected to the server for periods of time.

Server distributable licence

A distributable licence is managed by the licence server and the seats are only available for borrowing. The borrowed licence seat can be used when the computer is not connected to the licence server.

The distributable licence model works by removing a seat from a central pool. The seat is automatically borrowed for a default period. This is set by the administrator, and there is the option to make the borrowing period unlimited. A borrowed licence seat can be manually returned at any time the client computer is connected to the server or is returned automatically when the borrowing period expires. The licence seat is then available (free) on the server and deactivated on the client computer. The automatic return (when the borrowing period expires) happens without any connection to the server.

The major difference between a concurrent and a distributable licence is that distributable requires the user to manually return the licence—that is, to release the licence seat back to the pool. On a concurrent server, licences are automatically returned when not in use.

Displaying Licence Details

Details of local and network licences available on a computer can be displayed in Licence Manager.

To display licence details:

1. Open Licence Manager from File>Licence within ModelVision.
2. Select the Licensed Software tab.
3. Under License Source, in the License Type box, select the licence type.

- Licence Details – displays available product licences for the selected licence type. The above example shows a ModelVision 16.0 licence with AutoMag and UBC modules has been borrowed from the distributable server licence 1111116666 and it will be automatically returned to the server on 8 November 2018.
1. **Introduction**

- **Licences in Use** – when the licence server is selected in the Licence Type box, the Licences in Use tab appears and displays information about licence usage from the server. This is for information purposes only but can help users understand where and to whom licences are currently deployed (without requiring administrator access to the server).

4. **Select a product in the Licensed Products box under License Details to view the licence:**
   - **Product Options** – displays the options available on the licence
   - **Serial Number** – displays the licence serial number
   - **Version** – displays the version number of the licensed product
   - **Expires** – displays the expiry date of a borrowed licence
   - **User Count** – if greater than 1, indicates that licence is a network server licence
   - **Is Concurrent** – indicates that licence is a server concurrent licence
   - **Is Borrowed** – indicates that licence is a server distributable licence
   - **Transferrable** – indicates that licence can be transferred.
2. Licence Manager for a Local (disk-based) Licence

Licence Manager is included in the installation of ModelVision (and all Encom-developed software products). If an older version of the Licence Manager is present, it can be updated independently by downloading and running the installer.

Install Licence Manager

2. Run the downloaded Licence Manager installer.
3. Select License Type = Single User and complete the installation process.
4. Start Licence Manager from File>Licence within ModelVision. Alternatively, in Windows Explorer, double-click on C:\Program Files (x86)\Encom\CLSECURE32.exe.
5. If it is a new installation, you will be asked to enter your company name
6. You can now activate your licence.

Activate a local (disk-based) licence

A local licence activation has a unique Serial Number and is only valid for one computer to use at a time.

To activate a local licence:

1. When you start ModelVision you will be prompted to activate or licence the product. Select Yes. The Create License File dialog box is displayed.
2. Type the Company name and click OK. The Licence Manager is displayed.
3. Select the Activate License tab.

4. In the License Type box, select <Local>.
5. Select ModelVision in the Product box.
6. In the Customer No box, type the 7-digit customer number.
7. In the Serial Number box, type the 10-digit serial number. If upgrading an existing licence, the serial number already appears.
2. Licence Manager for a Local (disk-based) Licence

**Note**
The serial and customer numbers are supplied with the purchase or upgrade emails. If you do not know your customer number or serial number, contact your software licence administrator or support@tensor-research.com.au.

8. In the **User Name** box, type the name of the person using ModelVision.

9. In the **Email** box, type the contact email address. Repeat this in the **Confirm Email** box.

10. Click the **Automatic** button to submit the activation request via email.

11. The message

![Activation request will now be emailed to support.](image)

appears and you may be asked to allow the email to be sent.

12. If you do not have a mail account on the computer, save the activation request to a text file by clicking the **Manual** button.

13. Email the activation request file to support@tensor-research.com.au.

14. You will be emailed an activation code; copy and paste it into the **Activation Code** box.

**Note**
*The activation code will only be valid for the computer that submitted the request, and for a limited time (~2 weeks).*

15. Click the **Activate** button. If the activation is successful, ModelVision is now licensed and ready to use.

To display the licence details, see [Displaying Licence Details](#).

### Transferring a local licence

**Note**
When you **uninstall** a licensed application or the Licence Manager software, the licence is **not** returned or removed from the computer. If you want to move a ModelVision licence from a computer, you can **transfer** it to a different machine or **return** it to Tensor Research for future reactivation.

You can transfer a valid licence on one computer (the **source**) to a second computer (the **destination**). This can be done without contacting Tensor Research.
2. Licence Manager for a Local (disk-based) Licence

On the destination computer:

1. Install ModelVision on the second, destination computer. Licence Manager is also installed with the application. *The version of ModelVision and Licence Manager on the source and destination computers must be identical.*
2. On the destination computer, open ModelVision. A message is displayed indicating no licence was found and prompting activation. Click Yes.
3. The Create License File dialog box is displayed. Type the company name and click OK. The Licence Manager is displayed.
4. Select the Activate License tab.
5. Write down the 7-digit code displayed in the Hardware ID box.

On the source computer:

6. On the source computer, open Licence Manager from within ModelVision (File>Licence).
7. Select the Transfer License tab.
8. At Step 2 under Create Transfer Code, type in the Destination Hardware ID you recorded earlier. Alternatively, to return (“park”) the licence with Tensor Research, select the Return Licence check box (and the return Hardware ID 4666666 will appear).

---

**Important**
The licence transfer will disable the licence on the source machine. The licence cannot be reactivated on the source computer unless the licence is transferred back from the destination computer or a new activation code is obtained from Tensor Research (following the return of the licence to Tensor Research).

9. At Step 3 under Create Transfer Code, click the Create Transfer Activation Code button. You will be prompted to confirm the destination Hardware ID. The activation code for the destination computer is displayed.

---

**Important**
The licence on the source computer is now disabled.

10. Write down the activation code.
On the destination computer:

11. If necessary, restart ModelVision on the destination computer and open **Licence Manager** (File>Licence).
12. On the **Activate License** tab, type in the **Activation Code** that you obtained from the source computer.
13. Click the **Activate** button. A message is displayed confirming that the licence has been successfully transferred.
14. Click **OK**.

ModelVision is now licensed and ready to use on the destination computer.

If the transfer was not successful or the transfer code was lost, the transfer activation code can be recovered from `C:\ProgramData\Encom\Transfer_Log.txt` on the *source computer*. Browse to the file and open it in NOTEPAD.

**Note**

If you need to transfer the licence back to the original machine, you must repeat the transfer procedure.
3. Licence Manager for a Server Licence

Licence Manager must be installed on the server to activate and configure a network licence.

Note
A server licence must be installed on a server computer separate to the client computer. You cannot run any client applications on the computer that has been activated for a server licence.

Install Licence Manager on server

2. Run the downloaded Licence Manager installer.
3. Select **License Type = Network Server** and continue the installation process.
4. Start **Licence Manager** from Windows Explorer by double-clicking on `C:\Program Files (x86)\Encom\CLSECURE32.exe`.
5. If it is a new installation, you will be asked to enter your company name
6. You can now activate your licence.

Silent installation for client computers

Command line options are available for Licence Manager installation for silent and automatic configuration. This is particularly useful for client computers that access a server-based licence.

Note
Similar options are available for the installation of ModelVision. Refer to the ModelVision User Guide for more details.

Command syntax

"setup.exe /S /v" /qn"

This requires UAC elevation, so it should only be executed from within an elevated command line prompt (known as “Run as Administrator”).

The following additional properties can be specified after `/v`:

**LICENSETYPE=n**

Where n is:

1 = local licence (default)

2 = network client

Example:

"setup.exe /S /v" /qn LICENSETYPE=2"

**LICENSESERVER=servername**  **LICENSEPORT=port**

When LICENSETYPE=2, define the server connection. LICENSEPORT defaults to 6150 if not specified.

Examples:

"setup.exe /S /v" /qn LICENSETYPE=2 LICENSESERVER=myserver"

"setup.exe /S /v" /qn LICENSETYPE=2 LICENSESERVER=myserver LICENSEPORT=6123"

You can also configure the licence parameters when running the installation in non-silent mode (/qf), however the user can override the settings in the installation dialogs.
Activating a network server licence

You must manually activate a network server (concurrent or distributable) licence.

To activate a network server licence:

1. Open Licence Manager on the server from the Windows Start button by clicking the right mouse button and selecting “Run” and “Browse” for “C:\Program Files (x86)\Encom\CLSECURE32.EXE”. The Create License File dialog box is displayed.
2. Type the Company name and click OK. Licence Manager is displayed.
3. Select the Activate License tab.
4. In the License Type box, select <Local> (i.e. the server itself).
5. Select ModelVision in the Product box.
6. In the Customer No box, type the 7-digit customer number.
7. In the Serial Number box, type the 10-digit serial number. If upgrading an existing licence, the serial number already appears.

Note: The serial and customer numbers are supplied with the purchase or upgrade emails. If you do not know your customer number or serial number, contact support@tensor-research.com.au.

8. In the User Name box, type the name of the server licence administrator.
9. In the Email box, type the contact email address. Repeat this in the Confirm Email box.
10. Click the Manual button to save the activation request to a text file.
11. Email the activation request file to support@tensor-research.com.au.
12. When you receive the activation code by email, copy and paste it into the Activation Code field.

Note: The activation code will only be valid for the computer that submitted the request, and for a limited time (~2 weeks).

13. Click the Activate button. If the activation is successful, ModelVision is now licensed and ready to use.

Note: The default Port used by the EncomLM service is 6150. If this port is already in use in your organisation or is blocked by a firewall, you will need to select another port for the Licence Manager to communicate on or open the port on the firewall.

To display the licence details, see Displaying Licence Details.

Transferring a Server Licence

Server licences cannot be automatically transferred using the Transfer option in Licence Manager. If you wish to transfer a server licence to a new server:

1. Tensor Research will issue a temporary code for the new server (the new server’s Hardware ID is required).
2. Users are migrated to the new server.
3. Once all users have connected to the new server, the licence on the old server must be returned to Tensor Research:
   a. select the Return Licence option on the Transfer License tab of Licence Manager;
   b. enter 4666666 as the Destination Hardware ID (if it doesn’t automatically appear);
   c. click the Create Transfer Activation Code button.
4. This will not generate an email to Tensor Research (like it would for a local licence) so when you request a permanent activation code for the new server (include the current Hardware ID), attach a copy of the Transfer_Log.txt file from the old server. This provides proof that the licence has been removed from the old server.
5. Tensor Research will issue a permanent activation code for the licence on the new server.

**Note**

The **Server Admin Console** settings from the old server can be copied to the new server by copying the following file from the old server to the new server.

C:\ProgramData\Encom\EncomLM.xml
4. Connecting and activating a Client to the Licence Server

When installing ModelVision on the client computer, the licence server configuration can be specified in the installation dialogs or in a scripted installation (see Silent installation or the ModelVision User Guide for details). Alternatively, it can be manually configured after installing ModelVision.

**Note**
You do not generally need to install Licence Manager on the client computer because it is installed with ModelVision. However, if the client version is lower than the licence server version, it will need to be upgraded (see below).

**Upgrade Licence Manager on client computer**

2. Run the downloaded Licence Manager installer.
3. Select **License Type = Network Client** and complete the installation process.

![Licence Manager Installation Screen](Image)

**Connecting client computer to licence server and activating ModelVision**

1. Start **Licence Manager** from File>Licence within ModelVision. Alternatively, in Windows Explorer, double-click on `C:\Program Files (x86)\Encom\CLSECURE32.exe`.
2. If it is a new installation, you will be asked to enter your company name.
3. The **Create License File** dialog box is displayed.
4. Select the **Licensed Software** tab.
5. Click the **Connect to network server** button.
6. Type or edit the licence server details.

7. Click OK. If the connection is successful, you will be able to start ModelVision on the client computer, and it will automatically activate (provided a licence is available on the licence server).

Borrowing a network licence

If distributable licences are the only licence type available and the client computer is configured to point to the licence server, borrowing a licence seat occurs automatically when ModelVision is started (provided there is a free seat available for the program and version). The licence is borrowed for the maximum available borrow time.

To manually borrow a network licence:

1. Open Licence Manager from File>Licence within ModelVision.
2. Select the Transfer License tab. Click the Borrow from Server button under Transfer Network License.
3. The **Borrow from License Server** dialog is displayed.

4. Select **ModelVision** from the list of available licences in the **Select Product** box.

5. Under **Borrow Period**, type how many days you want to borrow the licence for in the **Number of days** box - the licence will expire and be returned on the **Expiry Date**, even if you have no network connection. Alternatively, you can select the **Unlimited** check box to permanently borrow the licence (if this is available).

6. Click the **Borrow License** button.

**Note**

When ModelVision is run, a warning is displayed if the remaining borrow period is less than 14 days. When the licence expires, if the client has network connectivity to the licence server, a new seat with the maximum borrow time will be automatically borrowed. To cancel the warning, open Licence Manager on the client and re-borrow the licence from the server. This will update the borrow period.

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**Returning a borrowed network licence**

Expired licences on a client machine are automatically returned to the server. No network connectivity is required.

**To manually deactivate and return the licence from a client computer:**

1. Open **Licence Manager** from **File>Licence** within ModelVision.
2. **Close ModelVision** (the Licence Manager will remain open).
3. **Alternatively**, if ModelVision is closed already, open the Licence Manager directly from the Windows Start menu

or by double-clicking **CLSECURE32.EXE** in **C:\Program Files (x86)\Encom**

4. Select the **Transfer License** tab
4. Connecting and activating a Client to the Licence Server

and click the **Return to Server** button under **Transfer Network License**.

5. The **Return License to Server** dialog is displayed.

6. Select **ModelVision** from the list of available licences in the **Select Product** box.

**Note**
This should be a licence that was previously borrowed from the same licence server that you currently have a connection to.

7. Click the **Return License** button.

**To remove a borrowed licence seat that cannot be returned:**

If a client computer has a licence seat that cannot be returned to the server and it needs to be removed before borrowing a new licence, **return the licence to Tensor Research**, as described in *Transferring a local licence*. 
5. Managing Network Server Licences – Server Admin Console

Details of network licences can be displayed and managed from the **Server Administration Console**. The Server Administration Console can be opened from any computer with connectivity to the network server.

**To open the Server Administration Console:**

1. Open Licence Manager from **File>Licence** within ModelVision or by right clicking on the Windows Start button and selecting “Run” and “Browse” for “C:\Program Files (x86)\Encom\CLSECURE32.EXE”.
2. Select the **Licensed Software** tab, and then click the **Server Administration** button.
3. You are prompted for a password. The default password is the name of your licence server reversed. For example, if your licence server computer name is “SERVER01” then the password is “10REVRES”. Or contact your administrator for the current administrator password.
4. The **Server Administration Console** is displayed. Details of each licensed seat are displayed in the **Licence Manager Admin list**.

For information on using the features on the Server Administration Console, see:

- **Licence Manager Admin list**
- **Restricting licences**
- **Revoking concurrent licences**
- **Restoring lost licences**
- **Server status**
- **Usage and error logs**
- **Recover Server Admin Console password**
Licence Manager Admin list

The Licence Manager Admin list shows details about each licence seat managed by the server:

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
<th>Is Editable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seat</td>
<td>Licence seat entry number</td>
<td>No</td>
</tr>
<tr>
<td>Product</td>
<td>Program name</td>
<td>No</td>
</tr>
<tr>
<td>State</td>
<td>Licence seat state (free, in-use, borrowed)</td>
<td>No</td>
</tr>
<tr>
<td>Borrowed on</td>
<td>Date and time the licence seat was borrowed</td>
<td>No</td>
</tr>
<tr>
<td>Return on</td>
<td>Date the Borrowed licence seat will be automatically returned</td>
<td>No</td>
</tr>
<tr>
<td>User Name</td>
<td>Logon User name of the current licence seat user (or the user who borrowed it)</td>
<td>No</td>
</tr>
<tr>
<td>Computer Name</td>
<td>Computer name of the current licence seat user</td>
<td>No</td>
</tr>
<tr>
<td>Type</td>
<td>Whether licence seat is Concurrent or Distributable</td>
<td>No</td>
</tr>
<tr>
<td>Borrowable</td>
<td>Whether the licence seat is available for borrowing. By default, concurrent licences are not available for borrowing, but this may be changed by the administrator.</td>
<td>Yes (concurrent only)</td>
</tr>
<tr>
<td>Max days</td>
<td>Maximum number of days a licence seat can be borrowed (enter U for unlimited). See below for more information.</td>
<td>Yes</td>
</tr>
<tr>
<td>Licence Permissions</td>
<td>List of users/groups who have permission to use this licence seat. See Restricting licences.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Max days

This defines the number of days after which the server automatically returns the licence seat. The licence on the user's computer automatically expires.

The default is 380 days, but any number of days may be specified that does not exceed the expiry date (if any) of the actual server licence. If no limit is required, then enter "U" or "0" for unlimited. The user will then be able to borrow a licence seat permanently.

Note

When ModelVision starts on the client computer, a warning is displayed if the remaining borrow period is less than 14 days. When the licence expires, if the client has network connectivity to the licence server, a new seat with the maximum borrow period will be automatically borrowed. To cancel the warning, open Licence Manager on the client and re-borrow the licence from the server. This will update the borrow period.

Restricting licences

By default, all licence seats are available to all users who are connected on the server. Licences can be restricted by setting Permissions in the Licence Manager Admin list as follows:

- To restrict a given licence seat to a specific user, enter that user's name, excluding the domain prefix. For example, if the domain is TR and the user name is timb (logon username TR\timb), then enter timb.
- To restrict a specific licence seat to one of a group of users, enter multiple users' names separated by semicolons (with OR logic between the names). For example, johnp;maryk;prod.
- You cannot exclude or deny users.
- A named user can still take any unassigned (blank) permissions licence if the licence has a longer borrow period specified and the user specifically requests a longer borrow period.
- To restrict a licence seat to a specific computer, enter the expression m=computername. For example, m=testpc.
- You can combine user names and computer names. For example, johnp;m=testpc;sallyn.
- To restrict a licence seat to an Active Directory group, enter cn=groupname. You cannot combine AD groups with computer or user names.
Revoking concurrent licences

To revoke a concurrent licence that is in use, select one or more licences in the Server Administration Console and click the Revoke Concurrent button. The user will get a message indicating that their licence was revoked.

Restoring lost licences

The Server Administration Console has a very powerful tool for managing distributable licences that have been lost due to hardware failure, lost computers etc. The system allows a certain percentage (~30%) of licences to be restored or returned to the available pool.

To restore lost licences, select the borrowed licence seats and click the Forced Return button. A message will be displayed indicating that this operation has been completed and these licence seats will immediately become available. The Forced Returns Remaining value will decrement.

If you run out of forced returns, contact support@tensor-research.com.au.

Server status

The Server Administration Console includes an information display showing the status of the licence server. The status includes:

- The version number of Licence Server Manager
- The number of forced returns remaining
- The operating status of the server.

If the operating status of the server is not shown as Normal, the server may not be able to respond to requests for concurrent or distributable licences. You should contact support@tensor-research.com.au for assistance if this is the case. If a problem is found, the Reset button is available, however this requires a reset code which can be requested from support@tensor-research.com.au.

Usage and error logs

Licence server activity and errors are recorded in the following log files, located in the security folder C:\ProgramData\Encom:

On the licence server:

- EncomLMService.log – EncomLM service configuration activity
- EncomLM.log – general activity and errors
- EncomLM.1st – current state of the service
- EncomLM.xml – settings file for the Admin console, this can be manually edited to set permissions etc.

On the client:

- EncomLMClient.log – error log for server communications.

Recover Server Admin Console password

If the password for the Server Admin Console is lost, there is a readable text file (C:\ProgramData\Encom\EncomLM.XML) that can be opened to retrieve the password. Open the file in NOTEPAD. The password can be seen in the second text line as highlighted below:

```xml
<?xml version="1.0"?>
<LMState Version="2.15" TimeoutAvailable="3600" TimeoutRevoke="3600"
Check="b7dd5e0194ee08a4b802cb73d867f" AdminPassword="mypassword">```