

Tensor Research Licence Manager 8.81 User Guide

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Software developed by Encom Technology Pty Ltd (now Datamine Corporate Limited)

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1. Introduction

Licence Manager 8.81

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 8.81 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 on a server, 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 of 8.81 is backwards compatible with 8.74 or later of the Licence Manager, or vice versa (8.81 clients can work with 8.74 server). Although backwards compatibility is maintained for this version, it is highly recommended that all clients and the server are updated with the same version of the Licence Manager software.

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)
- Windows Server 2012 R2 (64-bit)
- Windows Server 2016 (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.

Prerequisites

The install wizard checks for the following and prompts if not already on your system. You can choose to have the install wizard install these requirements or cancel the installation if you do not want to proceed.

- Microsoft .NET Framework 4.5
- Microsoft Visual C++ 2015 Update 3 Redistributable Package (x86)
- Microsoft Visual C++ 2015 Update 3 Redistributable Package (x64)

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***. A 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.

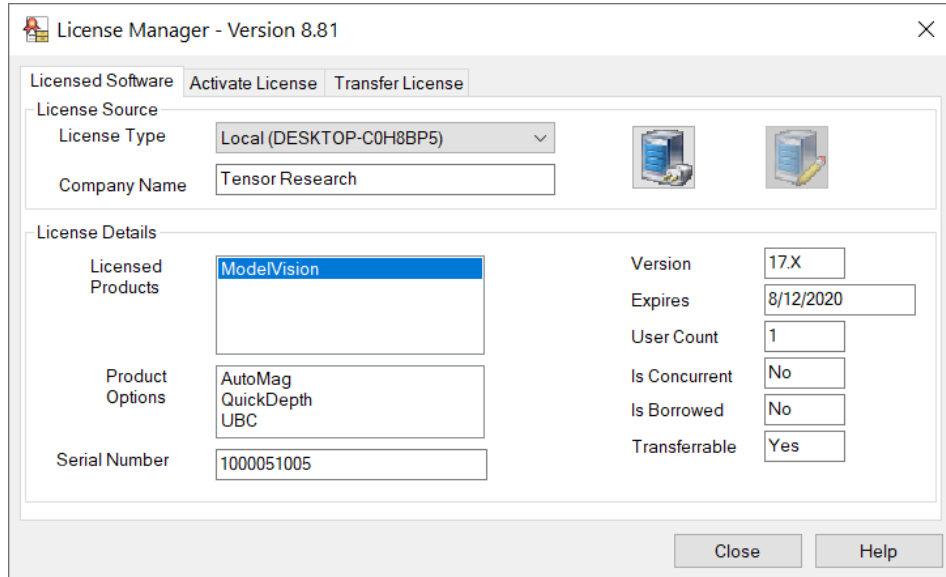
Displaying Licence Details

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

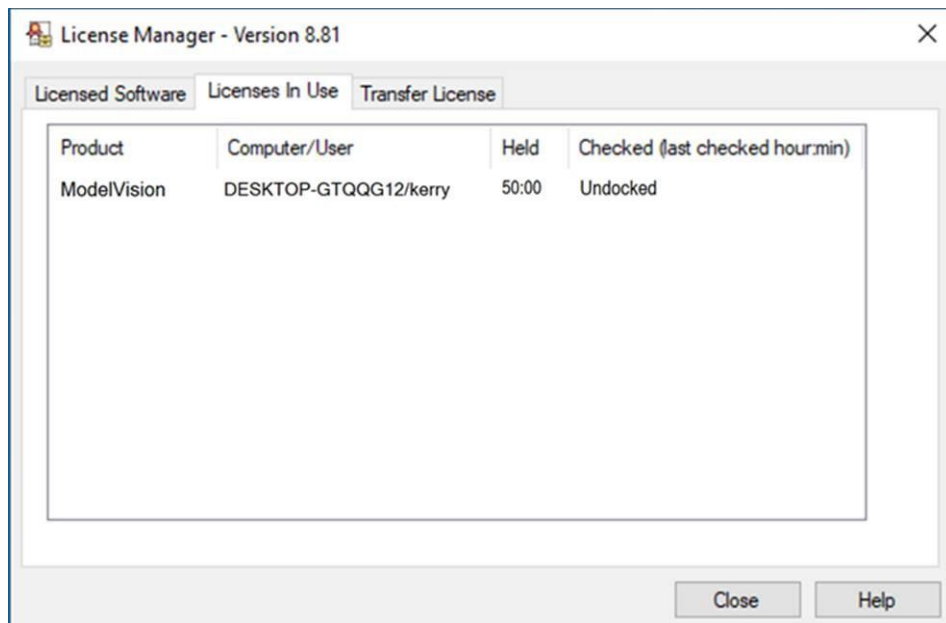
To display licence details:

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 single disk-based ModelVision 17.0 licence with AutoMag, QuickDepth and UBC modules serial number 1000051005 that will expire on 8 December 2020.



- **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).

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 license the product. Select **Yes**. If it is a new installation, you will be asked to enter your company name. The Licence Manager is displayed.
2. Select the **Activate License** tab.

3. In the **License Type** box, select **<Local>**.
4. Select ModelVision in the **Product** box.
5. In the **Customer No** box, type the 7-digit customer number.
6. 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 your software licence administrator or support@tensor-research.com.au.

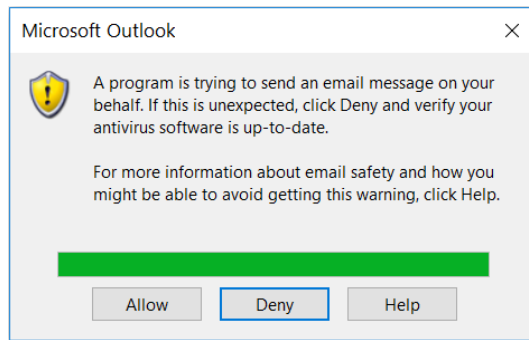
7. In the **User Name** box, type the name of the person using ModelVision.
8. In the **Email** box, type the contact email address. Repeat this in the **Confirm Email** box.
9. Click the **Automatic** button to submit the activation request via email.
10. The message



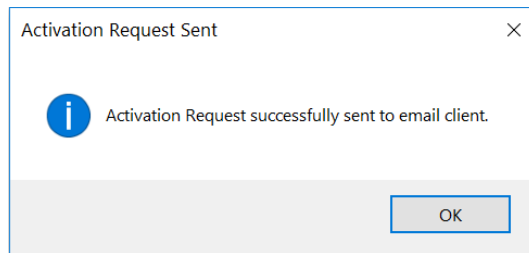
The activation request will now be emailed to support.

OK

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



Click **Allow** and a final message



should appear.



11. If you do not have a mail account on the computer or are not connected to the internet, select the **Manual/Evaluation** option and save the activation request to a text file by clicking the **Save** button.
12. Navigate to the activation request (`xxxxxxxxx_Activation_Request.txt` where the x's equal the serial number) saved in `C:\ProgramData\Encom` and email it to support@tensor-research.com.au.
Note This is a hidden folder so you may need to enable the **View hidden folder** option in File Explorer.
13. When you receive the activation code (via email), go to the **Activate License** tab of the Licence Manager and select the **Manual/Evaluation** option. Copy and paste the activation into the Activation Code box.

Note

The activation code will only be valid for the computer that submitted the request.



14. Click the **Activate Product** 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

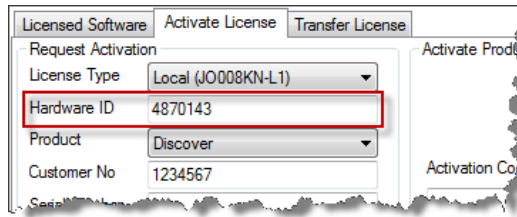
When you **uninstall** a licensed application or the Licence Manager software, the licence is **not** returned or removed from the computer. If you want to move a ModelVision licence from a computer, you can **transfer** it to a different machine or **return** it to Tensor Research for future reactivation.

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.

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. If it is a new installation, you will be asked to enter your company name. Type the company name and click **OK**. The **Licence Manager** is displayed.
4. Select the **Activate License** tab.

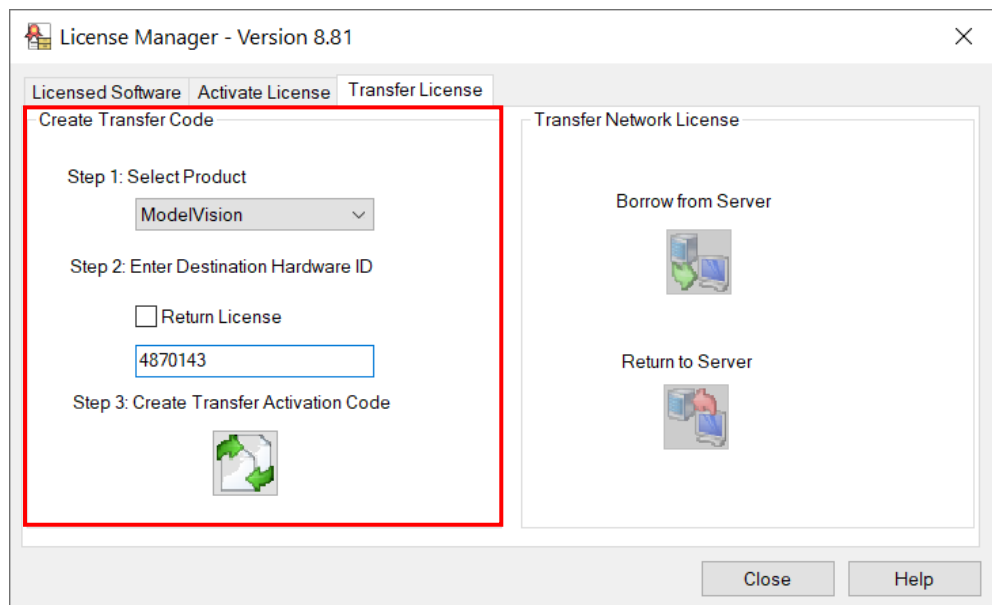
5. Write down the 7-digit code displayed in the **Hardware ID** box.



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 Activation Code**, click the **Create Transfer Activation Code** button. You will be prompted to confirm the destination Hardware ID. You will also be prompted to email the Transfer Report to support.
The activation code for the destination computer is displayed.

Important

The licence on the source computer is now disabled.

10. Copy and paste the transfer activation code into an email and send to the user of the destination computer.

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 or copy and paste the **Activation Code** that you obtained from the source computer.
13. Click the **Activate Product** 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

1. Download Licence Manager version 8.81 from:
<http://www.tensor-research.com.au/File-Downloads>
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 Windows Explorer by double-clicking on **C:\Program Files (x86)\Encom\CLSECURE32.exe**.
2. If it is a new installation, you will be asked to enter your company name. 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. Select the **Manual/Evaluation** option and save the activation request to a text file by clicking the **Save** button.
11. Navigate to the activation request (**xxxxxxxxxx_Activation_Request.txt** where the x's equal the serial number) saved in C:\ProgramData\Encom and email it to support@tensor-research.com.au

Note *This is a hidden folder so you may need to enable the **View hidden folder** option in File Explorer.*

12. When you receive the activation code (via email), go to the **Activate License** tab of the Licence Manager and select the **Manual/Evaluation** option. Copy and paste the activation into the Activation Code box.

Note ***The activation code will only be valid for the computer that submitted the request.***



13. Click the **Activate Product** 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 or Returning a Server Licence

A server licence can be automatically transferred to a different server using the **Transfer** option in Licence Manager **if all seats have been returned to the server** (see [Transferring a local licence.](#))

Similarly, a server licence can be returned to Tensor Research **if all seats have been returned to the server**. However, this will not generate an email to Tensor Research (like it would for a local licence) so please email a copy of the **Transfer_Log.txt** file to support@tensor-research.com.au. This provides proof that the licence has been removed from the 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

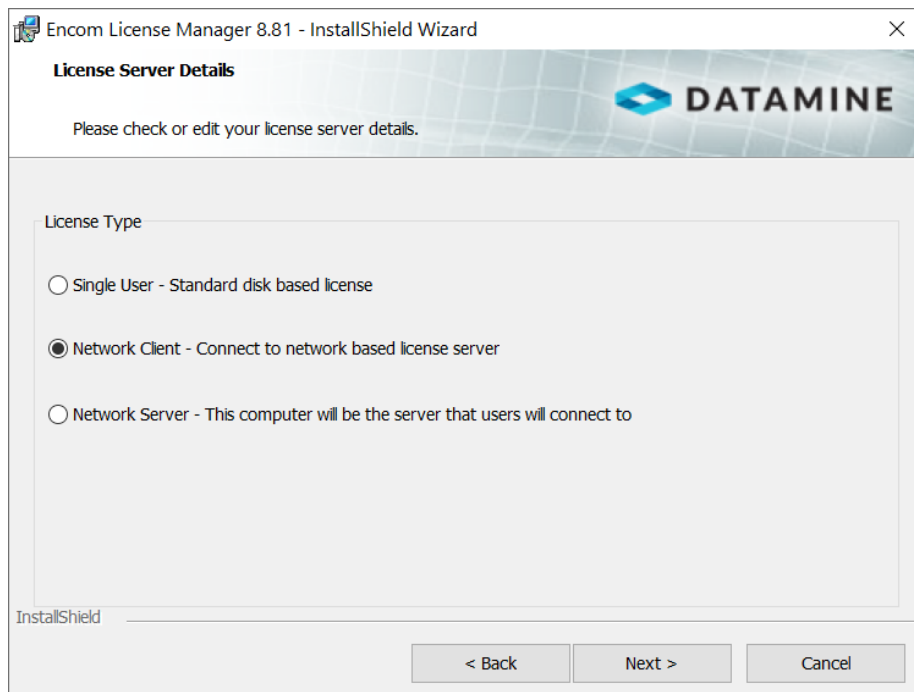
4. Connecting and activating a Client to the Licence Server

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

1. Download Licence Manager version 8.81 from:
<http://www.tensor-research.com.au/File-Downloads>
2. Run the downloaded Licence Manager installer.
3. Select **License Type = Network Client** and complete the installation process.

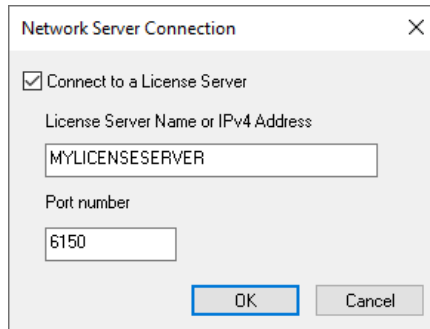


Connecting client computer to licence server and activating ModelVision

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. Select the **Licensed Software** tab.
4. Click the **Connect to network server** button.



5. Type or edit the licence server details.



The dialog box is titled "Network Server Connection" and has a close button (X) in the top right corner. It contains a checked checkbox labeled "Connect to a License Server". Below this, there are two input fields: "License Server Name or IPv4 Address" with the text "MYLICENSESERVER" and "Port number" with the text "6150". At the bottom, there are "OK" and "Cancel" buttons.

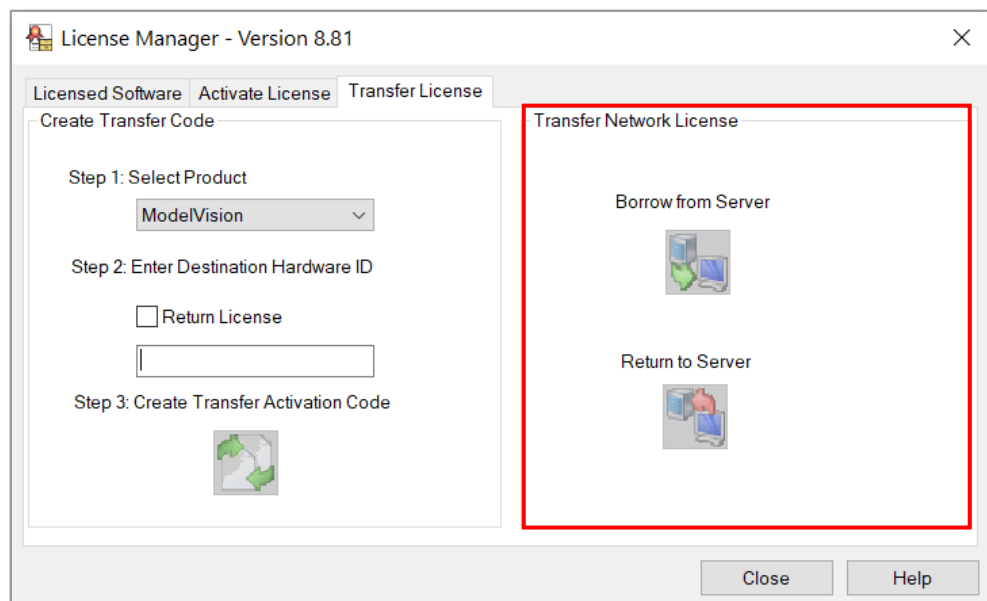
6. Click **OK**. If the connection is successful, you will be able to start ModelVision on the client computer, and it will automatically activate (provided a seat is available on the licence server).

Borrowing a network licence

If a distributable licence is 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.

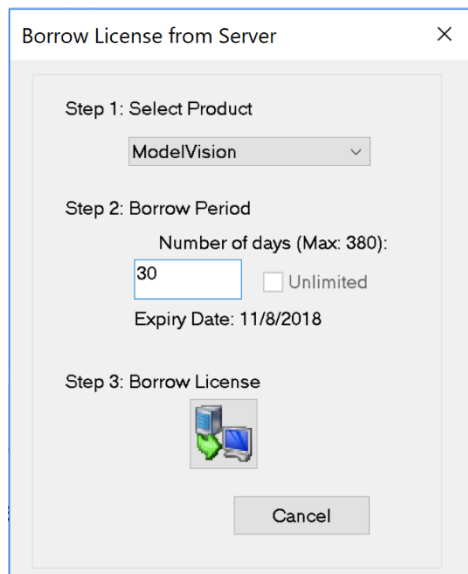
To manually borrow a network licence:

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

The dialog box is titled "License Manager - Version 8.81" and has a close button (X) in the top right corner. It has three tabs: "Licensed Software", "Activate License", and "Transfer License". The "Transfer License" tab is selected. On the left, there is a "Create Transfer Code" section with three steps: "Step 1: Select Product" (a dropdown menu showing "ModelVision"), "Step 2: Enter Destination Hardware ID" (a checkbox for "Return License" and an empty text box), and "Step 3: Create Transfer Activation Code" (a small icon). On the right, there is a "Transfer Network License" section with two buttons: "Borrow from Server" (with a computer and network icon) and "Return to Server" (with a computer and server rack icon). At the bottom, there are "Close" and "Help" buttons.

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

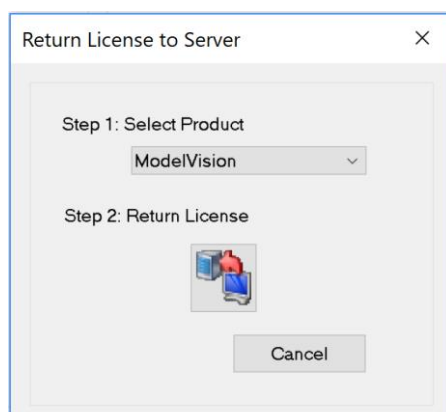
When ModelVision is run, a warning is displayed if the remaining borrow period is less than 14 days. When the licence expires, if the client has network connectivity to the licence server, a new seat with the maximum borrow time will be automatically borrowed. To cancel the warning, open Licence Manager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

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. Connect to the network, run ModelVision and open **Licence Manager** from **File>Licence**.
2. **Close ModelVision**, leaving the **Licence Manager** open.
3. Select the **Transfer License** tab.
4. Click the **Return to Server** button under **Transfer Network License**. The **Return License to Server** dialog is displayed.



5. 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.



6. Click the **Return License** button.

Licence Manager Admin list

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

Column	Description	Is Editable
Seat	Licence seat entry number	No
Product	Program name	No
State	Licence seat state (free, in-use, borrowed)	No
Borrowed on	Date and time the licence seat was borrowed	No
Return on	Date the Borrowed licence seat will be automatically returned	No
User Name	Logon User name of the current licence seat user (or the user who borrowed it)	No
Computer Name	Computer name of the current licence seat user	No
Type	Whether licence seat is Concurrent or Distributable	No
Borrowable	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.	Yes (concurrent only)
Max days	Maximum number of days a licence seat can be borrowed (enter U for unlimited). See below for more information.	Yes
Licence Permissions	List of users/groups who have permission to use this licence seat. See Restricting licences .	Yes

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, if the computer name is testpc then enter `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.lst** – 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 version="1.0"?>
<LMState Version="2.15" TimeoutAvailable="3600" TimeoutRevoke="3600"
Check="b7dd5e0194ee0ac08a4b802cb73d867f" AdminPassword="mypassword">
```