



License Manager Guide v8.76

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1 Introduction

License Manager 8.76

Installing the License Manager on a server allows an organisation to centrally manage its pbEncom-developed software licenses (such as MapInfo Discover and Discover PA). All options available for standalone and dongle licenses are supported in server-based licenses. Both concurrent and distributable license types are supported (see below for details) and administrators can control user permissions and other license access details.

A server installation requires version 8.76 or higher of the License Manager. Although backward compatibility is supported where possible, it is highly recommended that client computers are updated with the same version of License Manager.

- [System requirements](#)
- [License types](#)

System requirements

The License 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)

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

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

License types

- *Local (disk-based) license*
- *USB dongle (Sentinel) license*
- *Server concurrent license*
- *Server distributable license*

Local (disk-based) license

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

USB dongle (Sentinel) license

Note

USB Dongle licenses are NOT supported on 64bit software, such as MapInfo Discover 64bit.

A USB dongle-based license file. Once activated, it can be swapped and used on any computer with the license software and pbEncom product installed.

Server concurrent license

A concurrent license is managed by the license server, and clients access seats on demand from a central pool. These license seats are by default 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 software program (60 minutes).

A special feature of concurrent licenses is that administrators have the ability to nominate any of their concurrent seats to also be available for borrowing. A borrowed license seat can be used when the computer is not connected to the license server. A borrowed license seat can be returned at any time or is returned automatically when the borrowing time period expires.

This provides extra flexibility to support users who are disconnected from the server for periods of time.

Server distributable license

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

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

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

2 Installing License Manager

License Manager is included in the installation or patch of all pbEncom-developed software products. If an older version of the License Manager is installed, it can be updated by downloading and running the installer. The License Manager installer is also needed to configure a USB dongle license or a network server license.

To install License Manager:

1. Download the latest version of the License Manager (version 8.76 or above) from the licensing section of:

<http://www.pbencom.com/support/downloads.shtml>
2. Run the downloaded License Manager installer.
3. Select the **License type** and continue the installation process.
4. Start the **License Manager** from within the product. 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 a license (see [Activating a License](#)).

Silent installation

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

Note

Similar options are available for the installation of pbEncom applications. Refer to the application user guides 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 license (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 license parameters when running the installation in non-silent mode (*/qf*), however the user can override the settings in the installation dialogs.

3 Activating a License

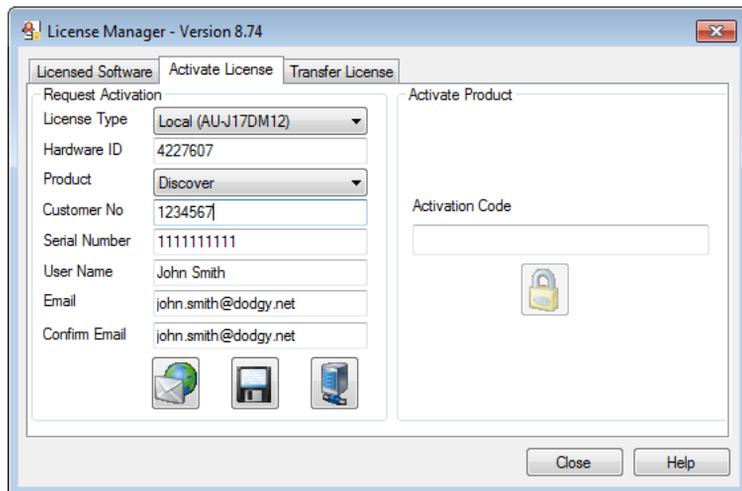
- *Activating a local (disk-based) license*
- *Activating a USB Sentinel dongle license*
- *Activating a network server license*
- *Connecting and activating a client to the network server*

Activating a local (disk-based) license

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

To activate a local license:

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



4. In the **License Type** box, select <Local>.

5. Select the **Product** you are activating.
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 license, the serial number is displayed.

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 customer support at software.support@pb.com.

8. In the **User Name** box, type the name of the product user.
9. In the **Email** box, type the contact email address. Repeat this in the **Confirm Email** box.
10. Click the **Automatic** button to automatically submit the activation request. If the automatic activation is successful, the product is now licensed and ready to use.



The automatic activation option requires internet connectivity. If you are using a proxy server to connect to the internet, this can be configured by clicking the **Proxy Server** button.

The following steps are only required if the automatic activation fails or you are not connected to the Internet:

11. If the automatic activation is unable to process the activation request, or you do not have an internet connection, save the activation request to a text file by clicking **Manual** button.
12. Email the activation request to natural.resources@pb.com.
13. When you receive the activation code by email from a manual request, copy and paste it into the **Activation Code** field.



Note

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



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

To display the license details, see [Displaying License Details](#).

Activating a USB Sentinel dongle license

You must manually activate a USB dongle license. Once activated, License Manager and the licensed pbEncom applications must be installed on each machine the dongle is plugged into (see [Moving a USB dongle license](#)).

Note

USB Dongle licenses are NOT supported on 64-bit software, such as MapInfo Discover 64bit.

To activate a USB (Sentinel) dongle license for the first time:

1. Download and install the License Manager software and select the USB (Sentinel) dongle installation type (see [Installing License Manager](#)).
2. Install the Sentinel system drivers by running the program: C: \Program Files(x86)\Encom\Sentinel SystemDriver\Installer7.5.8.exe
3. Plug-in the USB Sentinel dongle and ensure it is a recognised device.
4. Start the **License Manager** from within the product. The **Create License File** dialog box is displayed.
5. Type the **Company** name and click **OK**. The **License Manager** is displayed.
6. Select the **Activate License** tab.
7. In the **License Type** box, select <USB Sentinel dongle>.
8. Select the **Product** you are activating.
9. In the **Customer No** box, type the 7-digit customer number.
10. In the **Serial Number** box, type the 10-digit serial number. If upgrading an existing license, the serial number is displayed.

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 customer support at software.support@pb.com.

11. In the **User Name** box, type the name of the product user.



12. In the **Email** box, type the contact email address. Repeat this in the **Confirm Email** box.
13. Click the **Manual** button to save the activation request to a text file.
14. Email the activation request to natural.resources@pb.com.
15. When you receive the activation code by email from the manual request, copy and paste it into the **Activation Code** field.

Note

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



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

To display the license details, see [Displaying License Details](#).

Activating a network server license

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

To activate a network server license:

1. Download and install the License Manager software and select the Network Server installation type (see [Installing License Manager](#)).

Note

The server must be installed on a computer separate to the client computer. You will not be able to run any client software on the computer that has been activated for a server license.

2. Start License Manager from the Windows Start button by selecting **All Programs>MapInfo>Encom License Manager**. The **Create License File** dialog box is displayed.
3. Type the **Company** name and click **OK**. The **License Manager** is displayed.
4. Select the **Activate License** tab.
5. In the **License Type** box, select <Network Server>.

6. Select the **Product** you are activating.
7. In the **Customer No** box, type the 7-digit customer number.
8. In the **Serial Number** box, type the 10-digit serial number. If upgrading an existing license, the serial number is displayed.

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 customer support at software.support@pb.com.

9. In the **User Name** box, type the name of the product user.
10. In the **Email** box, type the contact email address. Repeat this in the **Confirm Email** box.
11. Click the **Manual** button to save the activation request to a text file.
12. Email the activation request to natural.resources@pb.com.
13. When you receive the activation code by email from the manual request, copy and paste it into the **Activation Code** field.



Note

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



14. Click the **Activate** button. If the activation is successful, the product 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 License Manager to communicate on or open the port on the firewall.

To display the license details, see [Displaying License Details](#).

To configure network server licenses, see:

- [Connecting and activating a client to the network server](#)
- [Managing Network Server Licenses](#)

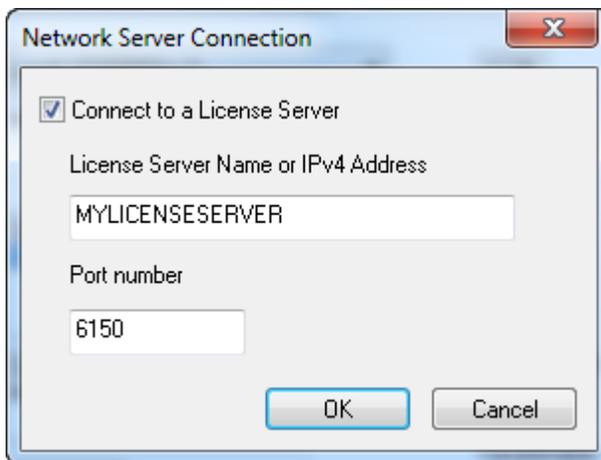
Connecting and activating a client to the network server

Note

For instructions on setting up GPInfo clients please refer to the GPInfo Installation Guide, Setting up a client PC.

When installing a pbEncom product on the client computer, the license server configuration can be specified in the installation dialogs or in a scripted installation (see Silent installation or the product user guide for details). Alternatively, it can be manually configured after installing the product..

1. Start the **License Manager** from within the product. The **Create License File** dialog box is displayed.
2. Select the **Licensed Software** tab.
3. Click the **Connect to network server** button.
4. Type or edit the license server details.



5. Click **OK**. If the connection is successful, you will now be able to start the pbEncom product software on the client computer, and it will automatically activate, provided the license is available for the product on the network license server.

4 Transferring a License

- *Transferring a local license*
- *Moving a USB dongle license*
- *Borrowing a network license*
- *Returning a borrowed license*

Transferring a local license

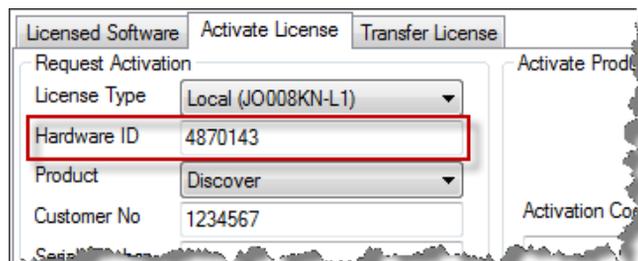
Note

When you uninstall a licensed product or the License Manager software, the license is not returned or removed from the computer.

You can transfer a valid license on one computer (the source) to a second computer (the destination). This can be done without contacting PBS.

On the destination computer:

1. Install the product on the second, destination computer. The License manager is also installed with the application. The version of the software application and License Manager on the source and destination computers must be identical.
2. On the destination computer, start the product. A message is displayed indicating no license was found. Click **Yes**.
3. The **Create License File** dialog box is displayed. Type the company name and click **OK**. The **License 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 the License Manager from within the product.



7. In the **License Manager**, click **Transfer**.

8. At Step 2 of the **Transfer License** tab, type in the **Destination Hardware ID** you recorded earlier. Or, to return or “park” the license with PBS, select the **Return License to PBS** check box.

Important

The license transfer will disable the license on the source machine. The source computer license cannot be reactivated unless the license is transferred back from the destination computer or a new activation code is obtained from PBS.

9. At Step 3 of the **Transfer License** tab, click **Create Transfer Activation Code**. You will be prompted to confirm the destination hardware ID.

The activation code for the destination computer is displayed.

Important

The license on the source computer is now disabled.

10. Write down the activation code.

On the destination computer:

11. If necessary, restart the product on the destination computer and display the License Manager as described in steps 2 and 3.

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 license has been successfully transferred.

14. Click **OK**.

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

If the transfer was not successful, on the source computer, browse to the C: \ProgramData\Encom folder and open the file Transfer_Log.txt file. This contains a copy of the activation code generated for the license transfer.

Note If you need to transfer the license back to the original machine, you must repeat the transfer procedure.

Moving a USB dongle license

Once activated, the USB dongle license does not need to be activated again when moved to another computer. The License Manager and the licensed pbEncom applications must be installed on each machine the dongle is plugged into

Note USB Dongle licenses are NOT supported on 64-bit software, such as MapInfo Discover 64bit.

To move an activated USB dongle license to another machine:

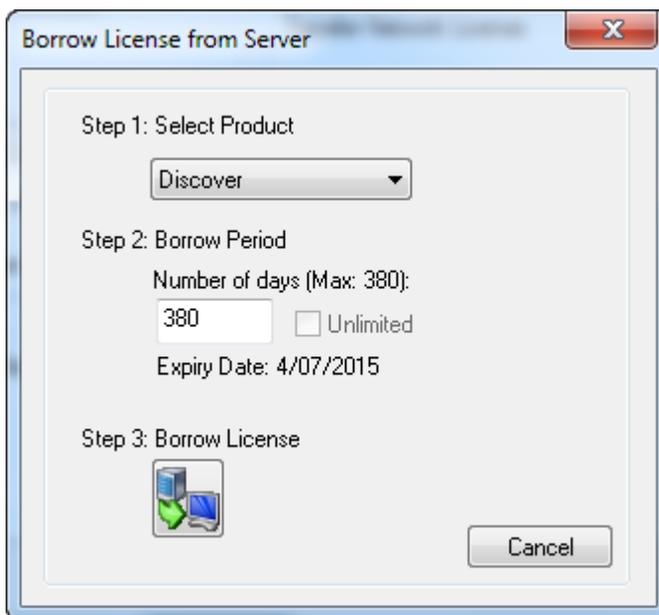
1. Install the License Manager software and select the USB (Sentinel) dongle installation type (see *Installing License Manager*).
2. Install the Sentinel system drivers by running the program: C: \Program Files(x86)\Encom\Sentinel SystemDriver\Installer7.5.8.exe
3. Plug-in the USB Sentinel dongle and ensure it is a recognised device. The corresponding products installed on the machine are ready to use.

Borrowing a network license

If distributable licenses are the only license type available and the client computer is configured to point to the license server (see *Connecting and activating a client to the network server*), borrowing a license seat occurs automatically when the application is started (provided there is a free seat for the corresponding program and version available). The license is borrowed for the maximum available borrow time.

To manually borrow a network license:

1. Open the License Manager from the **Licensing** menu option within the product.
2. Select the **Transfer License** tab.
3. Select the Borrow from Server. The **Borrow from License Server** dialog is displayed.



4. Under **Select Product**, select the product you want to borrow from the list of available licenses.
5. Under **Borrow Period**, type the **Number of days**—the license will expire and be returned on the **Expiry Date**, even if you have no network connection. Alternatively, if available, select the **Unlimited** check box to permanently borrow the license.
6. Click the **Borrow License** button.



Note

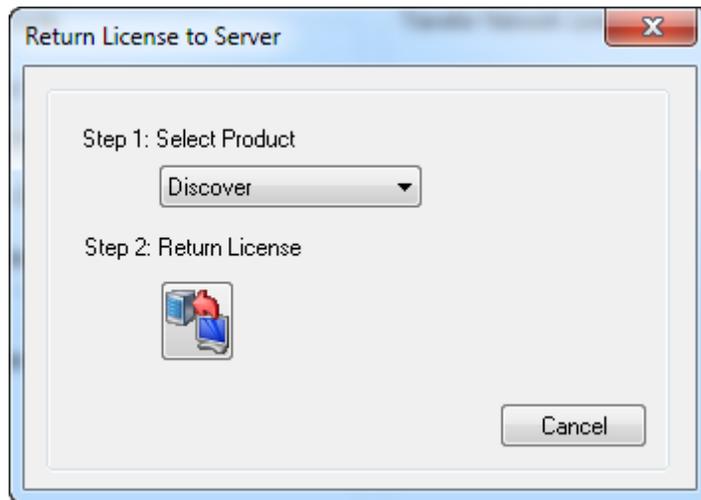
When the application starts, a warning is displayed if the remaining period is less than 14 days. When the license expires, if the client has network connectivity to the license server, a new seat with the maximum borrow time period will be automatically borrowed. To suppress the warning, open the License Manager on the client and borrow the license again from the server. This will update the expiration time.

Returning a borrowed license

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

To manually deactivate and return the license from a client computer:

1. Open the License Manager from the **Licensing** menu option within the product.
2. Select the **Transfer License** tab.
3. Click the **Return License** button. The **Return License to Server** dialog is displayed.



4. Under **Select Product**, select the product you want to return from the list of available licenses.

Note

This should be a license that was previously borrowed from the same license server that you currently have connectivity to.



5. Click the **Return License** button.

To remove a borrowed license seat that cannot be returned:

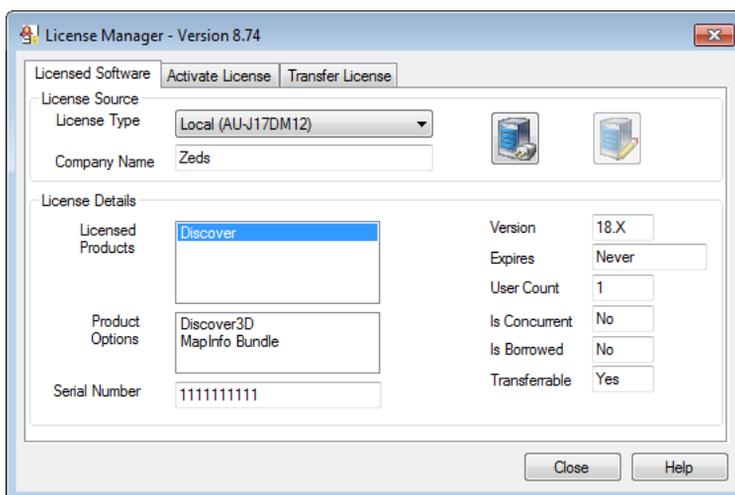
- If a client computer has a license seat for an application that cannot be returned back to the server that needs to be removed before borrowing a new license, then return the license to PBS, as described in [Transferring a local license](#).

5 Displaying License Details

Details of local, dongle and network licenses available on a computer can be displayed in License Manager.

To display license details:

1. Open the License Manager from the **Licensing** menu option within the product.
2. Select the **Licensed Software** tab.



3. Under **License Source**, in the **License Type** box, select the license type.
 - **License Details** – Displays details of the available product licenses for the selected license type.
 - **Licenses in Use** – When a network license is selected, displays information about license usage from the server. This is for information purposes only but can help users understand where and to whom licenses are currently deployed (without requiring administrator access to the server).
4. Under **License Details**, in the **Licensed Products** box, select a product to display the details of a particular product license:
 - **Product Options** – Displays the options available on the license.
 - **Serial Number** – Displays the license serial number.

- **Version** – Displays the version number of the licensed product.
- **Expires** – Displays the expiry date of a borrowed license.
- **User Count** – If greater than 1, indicates that license is a network server license.
- **Is Concurrent** – Indicates that license is a server concurrent license.
- **Is Borrowed** – Indicates that license is a server distributable license.
- **Transferrable** – Indicates that license can be transferred.

6 Managing Network Server Licenses

Details of network licenses 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 the License Manager from the **Licensing** menu option of the pbEncom application or from the Windows Start button by selecting **All Programs>MapInfo>Encom License Manager**.
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 license server reversed. For example, if your license 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 *Admin License List*.



Seat	Product	State	Borrowed on	Return on	User Name	Computer Name	Type	Borrowable	Max days	License Permissions
1	Crime Profiler						Distributable	<input checked="" type="checkbox"/> Yes	380	
2	Crime Profiler						Distributable	<input checked="" type="checkbox"/> Yes	380	
3	Crime Profiler						Distributable	<input checked="" type="checkbox"/> Yes	380	
4	Discover						Concurrent	<input checked="" type="checkbox"/> Yes	25	
5	Discover		2:40:14 PM	12 Nov 15	ti001.as	T1001AS-L1	Concurrent	<input checked="" type="checkbox"/> Yes	380	
6	Discover						Concurrent	<input type="checkbox"/> No		
7	Discover						Concurrent	<input type="checkbox"/> No		
8	Discover						Concurrent	<input type="checkbox"/> No		
9	Discover						Concurrent	<input type="checkbox"/> No		
10	Discover						Concurrent	<input type="checkbox"/> No		
11	Discover						Concurrent	<input type="checkbox"/> No		
12	Discover						Concurrent	<input type="checkbox"/> No		
13	Discover						Concurrent	<input type="checkbox"/> No		
14	Discover						Concurrent	<input type="checkbox"/> No		
15	Discover						Concurrent	<input type="checkbox"/> No		
16	Discover						Concurrent	<input type="checkbox"/> No		
17	Discover						Concurrent	<input type="checkbox"/> No		
18	Discover						Concurrent	<input type="checkbox"/> No		
19	Discover						Concurrent	<input type="checkbox"/> No		
20	Discover						Concurrent	<input type="checkbox"/> No		
21	Discover						Concurrent	<input type="checkbox"/> No		
22	Discover						Concurrent	<input type="checkbox"/> No		
23	Discover						Concurrent	<input type="checkbox"/> No		
24	Discover						Concurrent	<input type="checkbox"/> No		
25	Discover						Concurrent	<input type="checkbox"/> No		

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

- [Admin License List](#)
- [Restricting licenses](#)
- [Restoring lost licenses](#)
- [Server status](#)
- [Usage and error logs](#)

Admin License List

The Admin License List shows details about each license seat managed by the server:

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

Max days

This is specified in days and defines the number of days after which the server automatically returns the license seat. The license 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 license. If no limit is required then enter "U" or "0" for unlimited. The user will then be able to borrow a license seat permanently.

Note

When the application starts on the client, a warning is displayed if the remaining period is less than 14 days. When the license expires, if the client has network connectivity to the license server, a new seat with the maximum borrow time period will be automatically borrowed. To suppress the warning, the user can open the License Manager on the client and borrow the license again from the server. This will update the expiration time.

Restricting licenses

By default, all license seats are available to all users who are connected on the server. Licenses can be restricted by setting Permissions in the *Admin License List* as follows:

- To restrict a given license seat to a specific user, enter that user's name, excluding the domain prefix. For example, if the domain is PB and the user name is timb (logon username PB\timb), then enter `timb`.
- To restrict a specific license 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 will still be able to take any unassigned (blank) permissions license, if the license has a longer borrow period specified and the user specifically requests a longer borrow period
- To restrict a license seat to a particular 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 license seat to an Active Directory group, enter “cn=*groupname*”. You cannot combine AD groups with a computer or user names.

Revoking concurrent licenses

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

Restoring lost licenses

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

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

If you run out of forced returns, contact natural.resouces@pb.com.

Server status

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

- The version number of the License Server
- The number of forced docks 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 licenses. You should contact PBS support for assistance if this is the case. If a problem is found the **Reset** button is available but requires a reset code, which can be requested from natural.resouces@pb.com.

Usage and error logs

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

On the license server:

- EncomLMServi ce. l og – EncomLM service configuration activity.
- EncomLM. l og – General activity and errors.
- EncomLM. l st – 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:

- EncomLMCl i ent. l og – Error log for server communications.

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