License Management

1 Introduction

Since July 1, 2021, Arktec's software license management system has changed, with the integration of Arktec within the Graitec group. The new operation is discussed in this document.

More detailed information can also be found at https://www.graitec.com/advance-activation

2 Available license types

There are these two types of licenses:

- **Standalone license:** The license is installed on the computer where the program will be used.
- **Network license:** the license is installed in a computer to function as a license server. This allows the program to run on other computers on the local network, up to the maximum number of concurrent executions contracted. The license server automatically counts the number of programs that are in use at any one time on the local network, adding one when the program runs on a workstation and subtracting one when it closes. In this way, the program can be installed on more workstations than the contracted ones, but it can only be run simultaneously on the contracted ones.

3 Standalone licenses

3.1 Normal activation of a standalone license

When purchasing a standalone license, the licensee will receive the following information:

- Serial number
- Activation code

To activate it, run the "License Utility" program, choose the option "Activate a license" and enter these two data. The program then connects to the Graitec server, verifies that this data is correct, and transfers the license from the Graitec server to the licensee's computer.
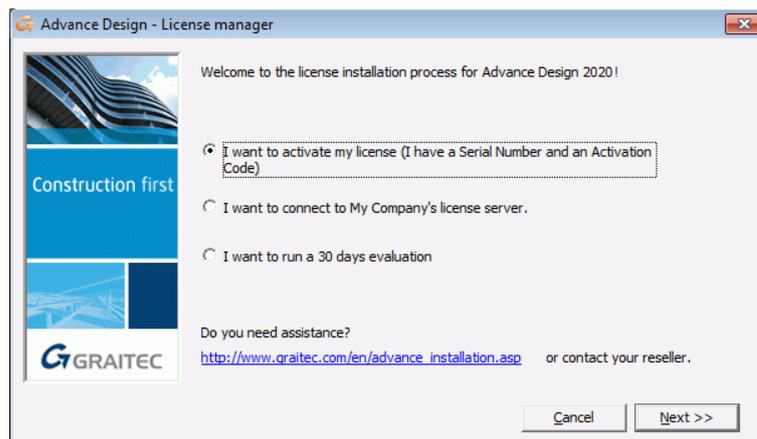
3.2 Activating a standalone license if there is no internet

If the computer on which the license is being installed does not have an internet connection, you can choose offline activation, generating a file with an XML extension. This file is sent to license.activation@graitec.com and an automatic response is expected in approximately 10 minutes. At this point, the license is no longer on the Graitec server and is sent by email to the sender. The reply message includes another file with an XML extension.

The ⟲ "License Utility" program is run again, the option "I have an activation XML file" is chosen and this file is selected.
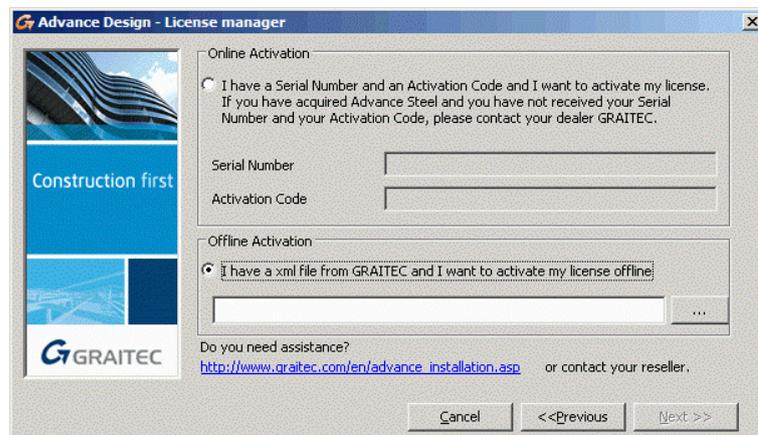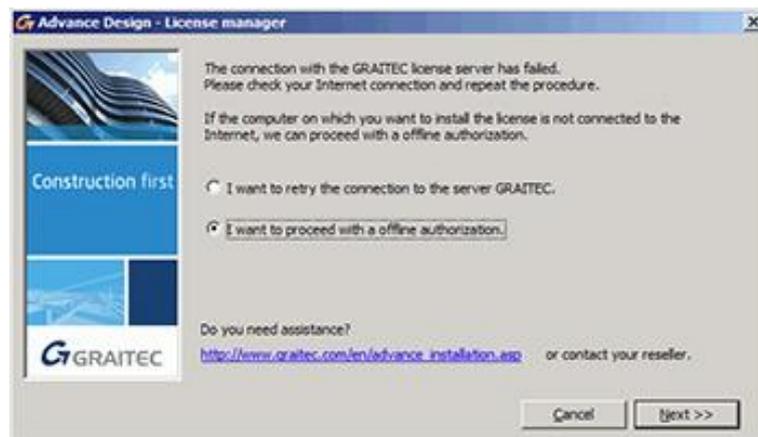
3.3 Deactivating a standalone license

The standalone licenses can be disabled at any time using the [icon] "License Utility", choosing "Return the license". In this way, the license is disabled and returned to Graitec server, so it can be activated on another computer.
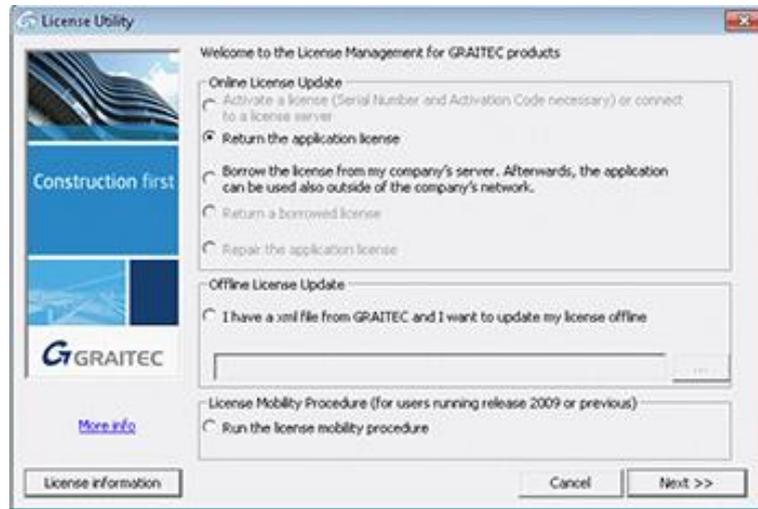
4 Network licenses

To use network licenses, the utility network licensing is installed on one computer on the network chosen as server license, using the file "LicenseServerInternational.msi". No other software needs to be installed on this server.

The installed program is also called "License Utility", but it differs from the single user license utility in that it has the following icon:

The license server must have port 7621 and the range from 51001 to 61999.

4.1 Normal activation of a network license

When purchasing a network license, the licensee will receive the following information:

- Serial number
- Activation code

To activate it, run the [icon] "License Utility" program on the network computer chosen as the license server, choose the "Activate license" option and enter these two data. The program then connects to the Graitec server, verifies that these details are correct and transfers the network license from the Graitec server to the licensee's server.

In this case, that serial number already includes the number of seats contracted, which are activated on that server.

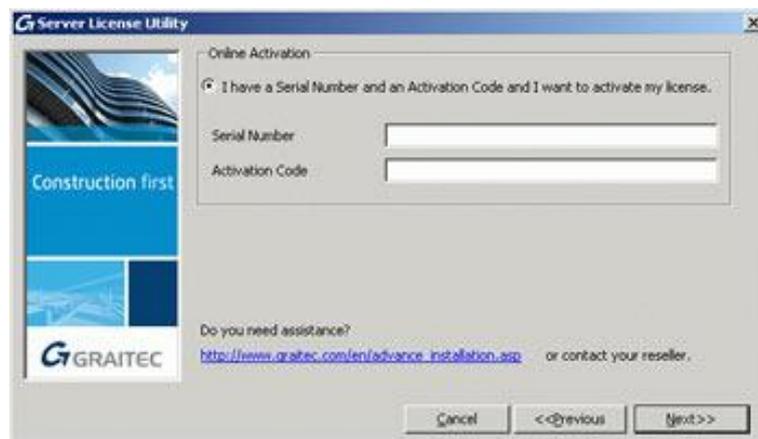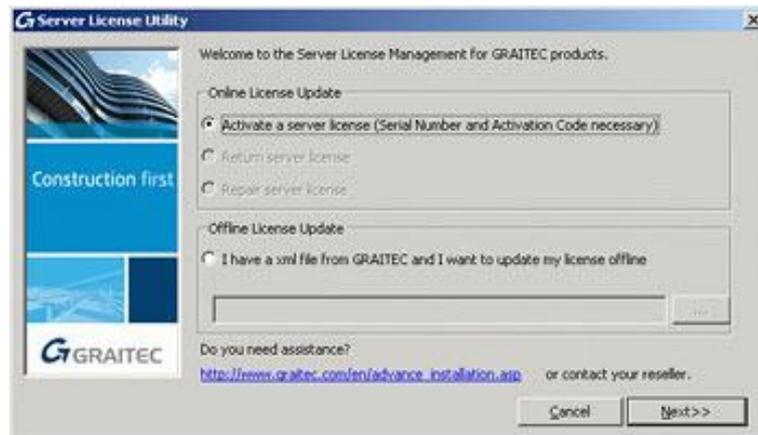## 4.2 Activating a network license if there is no internet

If the computer on which the license is being installed does not have an internet connection, you can choose offline activation, generating a file with an XML extension. This file is sent to license.activation@graitec.com and an automatic response is expected in approximately 10 minutes. At this point, the license is no longer on the Graitec server and is sent by email to the sender. The reply message includes another file with an XML extension.

The 🛈 "License Utility" program is run again, the option "I have an activation XML file" is chosen and this file is selected.
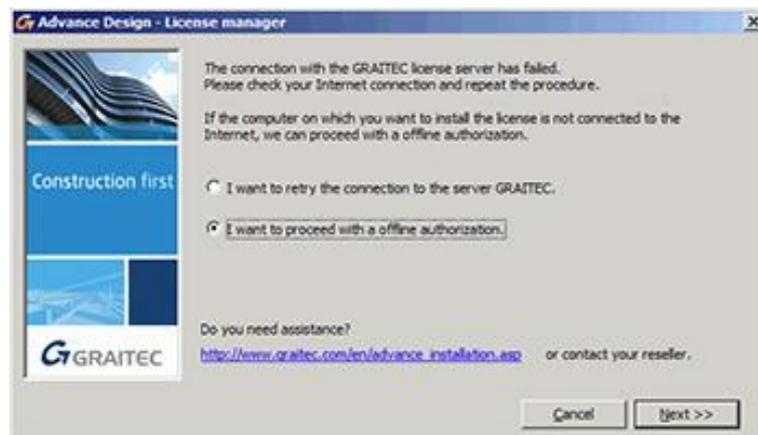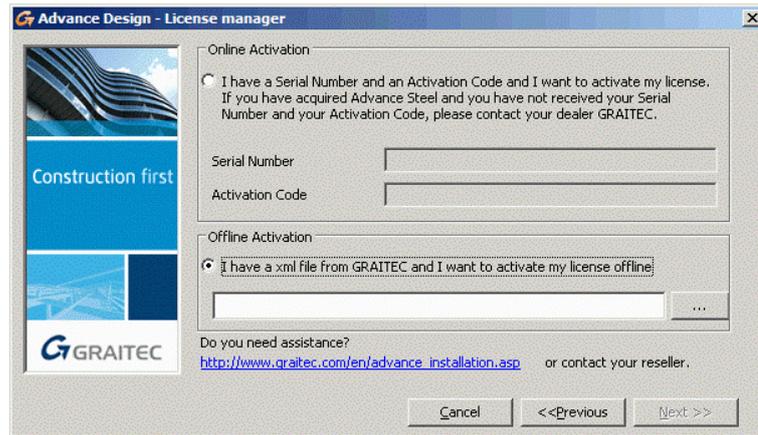
4.3 Deactivating a network license

Network licenses can be deactivated at any time through the 🛈 "License Utility" program by choosing the "Return a license" option. In this way, the license is deactivated and returned to the Graitec server, so that it can be activated on another server.

4.4 Use of network licenses on each workstation

On each workstation, only the program to be used is installed. To use it, run the ⌣ "License Utility" and indicate that you want to use one of the server licenses by entering the server name (or IP address) and port 7621.
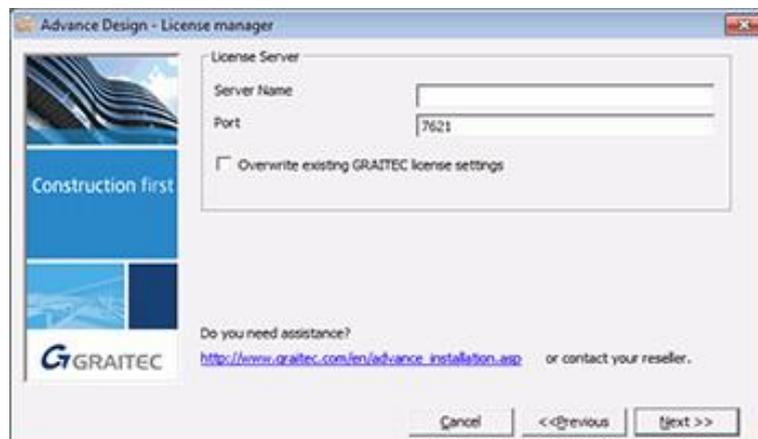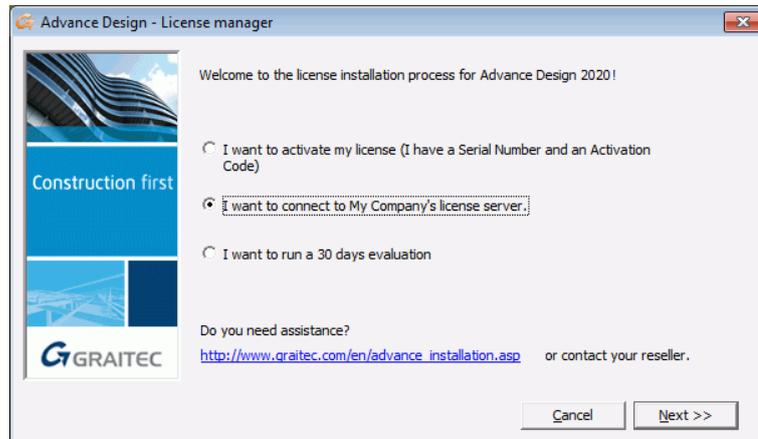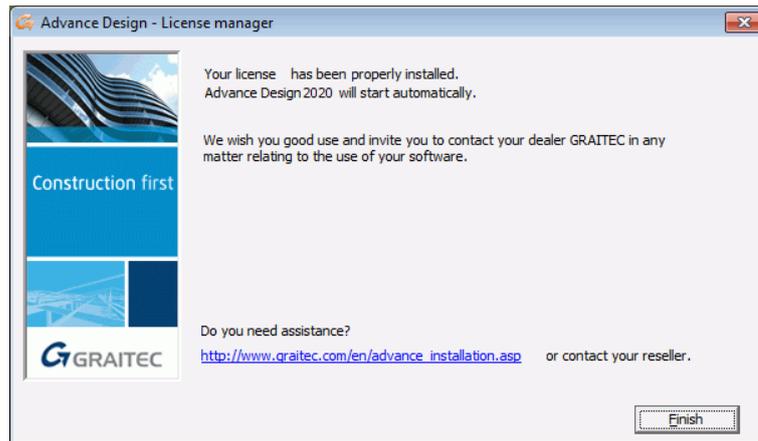
4.5 Using network licenses outside the network

If you have one laptop to be used some days outside the local network, you can apply for a license borrowed for the number of days you choose (maximum 30). To do this, run the "License Utility" program on the laptop, choose the option "Borrow a license from the server" and choose the return date. This license will work on the laptop without connection to the local network until the chosen date, subtracting from the licenses available on the network. It can also be returned at any time by running the "License Utility" program again and choosing the "Return borrowed license" option. If not returned, the license will automatically be deactivated on the laptop on the chosen date, and the server will automatically add a license to the available.
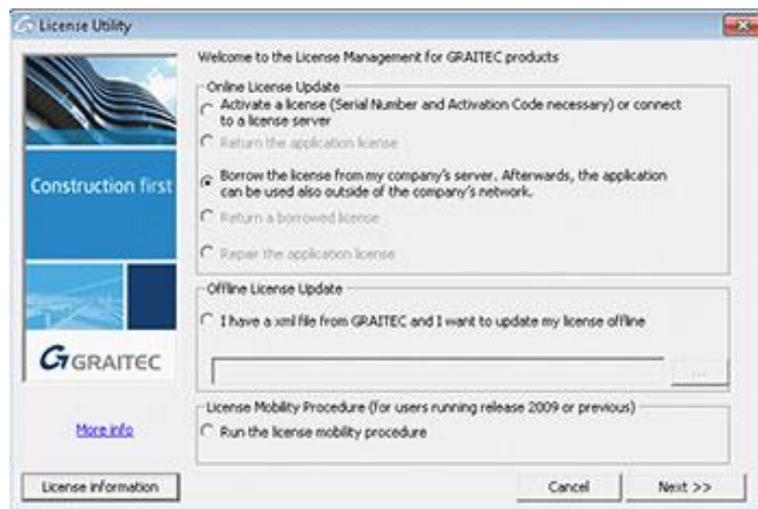
5 New versions

To activate the license for a new version, the following information is required:

- Serial number (same as previous version)
- Activation code (new)

To activate the license of a new version, it is necessary to previously deactivate the license of the previous version, returning the license to the Graitec server. To do this, run the "License Utility" program, choose the option "Return a license" and then run the same program again and choose the option "Activate a license" with the new data.

6 Changing program configuration

When changing program configuration (for example, if you change from Gest to GestCon), the following data is required:

- Serial number (same as the previous configuration)
- Activation code (new)

To activate the license of a new configuration, it is necessary to previously deactivate the license of the previous configuration, returning the license to the Graitec server. To do this, run the "License Utility" program, choose the option "Return a license" and then run the same program again and choose the option "Activate a license" with the new data.

7 Formatting a computer

Before formatting a computer, it is recommended to return the license to the Graitec server. Otherwise, a standalone license can usually be installed on the same computer, with the same serial number and activation key because Graitec identifies it as the same computer, even though it has been formatted (using a computer's unique identifier to recognize it).

If it is a network license, it is always necessary to return the license to Graitec before making any changes to the server.

8 Frequently asked questions

Below is the answer to the most frequently asked questions being received from the technical support department.

8.1 Can a standalone license be installed on multiple computers and accessed from only one of them at a time, or is the installation only for a specific computer?

The program can be installed on multiple computers. When a standalone license is activated on computer A, it can be used on that computer. The license can then be returned from computer A to the Graitec server so that the same standalone license can be activated on computer B. This process takes approximately one minute. It is not necessary to uninstall and reinstall the program. If you do not have access to computer A to return the license, it can never be activated on computer B.

8.2 Do old licenses with hardlock protection still exist?

No, the current protection system is just software.

8.3 Do the old electronic licenses still exist?

No, only the network and standalone licenses described in this document are available.

8.4 In network licenses, can the program be installed on more computers than the seats that were contracted?

Yes, whenever the program is opened or closed on one of the workstations, the server on which the network license is installed adds or subtracts a seat in use.