

PROBLEM:

Even after activating the license, Plant SCADA 2023 runtime is running in Demo mode.

AVEVA Enterprise License Manager

DESKTOP-NLQLPBAAdmin

License Server ID: **DESKTOP-NLQLPBA_1PW0ENDL** Status: **Running**

License Summary Usage Summary Usage Details Device Reservation User Reservation

1 License(s) found.

Quantity	Component Name	Part Number	Serial Number	Expiry Date	Status	Comment
1	AVEVA Plant HMI 2023 100 Tags	PITSCP-40-N-23	48154949(1715928)	Perpetual	Activated	

Runtime Manager

Version 8.40 Update 05 (May 09, 2023)

AVEVA Plant SCADA

DARTENO_CE

Encryption: **Mixed**

CPU	Process ID	Process	Type	Status	Message
All	11028	Client	Client	Running (Demo)	
All	4824	Cluster1.IOServer	IO Server	Running	
All	1552	Cluster1.TRNSERV	Trend	Running	

Restart All Shutdown All Hide Help

CAUSE:

Primarily two reasons were identified:

1. Plant SCADA 2023 v8.40 Update 05 not installed.
2. AVEVA Enterprise Licensing Server is not configured.

SOLUTION:

Open **AVEVA Enterprise License Manager** to check if the license is in use or not. If the value in 'In Use' is '0' this means that the license is available in the License Server, but SCADA is unable to use it (as shown in below image):

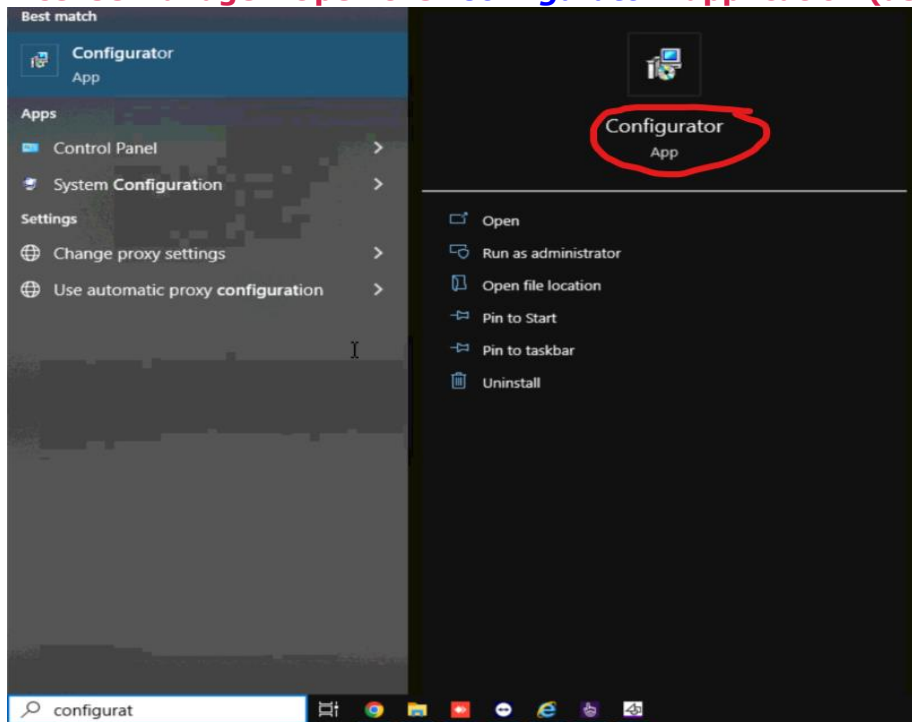
The screenshot displays the AVEVA Enterprise License Manager web application. The browser address bar shows `http://localhost/AELicenseManager`. The application header includes the AVEVA logo and the title "Enterprise License Manager". The user is logged in as "DESKTOP-NLQLPBA\Admin".

The main interface shows a list of servers. The selected server is "DESKTOP-NLQLPBA". The "Usage Summary" tab is active, displaying a table of license usage.

Feature	Part Number	License Type	Version	Quantity	Reservation	In Use
Plant HMI 100 Tags	PITSCP-40-N-23	Server	2023 (8.4)	1	0	0

Below the table, it states "1 License(s) found".

You need to run the "**Configurator**" to make the Plant SCADA access the License Manager. Open the "**Configurator**" application (as shown below):



You need to verify that both **AVEVA Enterprise Licensing Server & System Management Server** are configured properly. In the below image they are

showing unconfigured:

The screenshot shows a software configuration window for the AVEVA Enterprise License Server. The interface is divided into a left sidebar and a main content area.

Left Sidebar (Tree View):

- AVEVA Enterprise Licensing Platform
 - AVEVA Enterprise License Server** (highlighted)
- Common Platform
 - System Management Services** (highlighted)
- Industrial Graphics Server
 - Client Settings
 - Authentication Settings
- Plant SCADA
 - Computer Setup
 - Security Roles
 - Encryption
 - Deployment Server
 - Deployment Client
 - OPC UA Client Driver

Main Content Area:

License Server Configuration

Primary Server Name:

Server Port:

Agent Port:

Test Connection

Configuration Messages

Refresh All Messages Configure Close

Click on the **AVEVA Enterprise Server** on the navigation (on the left side) & click '**Test Connection**':

File Help

AVEVA Enterprise Licensing Platform
AVEVA Enterprise License Server
Common Platform
System Management Server
Industrial Graphics Server
Client Settings
Authentication Settings
Plant SCADA
Computer Setup
Security Roles
Encryption
Deployment Server
Deployment Client
OPC UA Client Driver

License Server Configuration

Primary Server Name: DESKTOP-NLQLPBA

Server Port: 55555

Agent Port: 59200

Test Connection

Configuration Messages

Communication with License Server on node 'DESKTOP-NLQLPBA' through port 55555 succeeded.

Refresh All Messages Configure Close

If successful press the '**Configure**' button at the bottom, as shown below:

File Help

- AVEVA Enterprise Licensing Platform
 - AVEVA Enterprise License Server
- Common Platform
 - System Management Server
- Industrial Graphics Server
 - Client Settings
 - Authentication Settings
- Plant SCADA
 - Computer Setup
 - Security Roles
 - Encryption
 - Deployment Server
 - Deployment Client
 - OPC UA Client Driver

License Server Configuration

Primary Server Name: DESKTOP-NLQLPBA

Server Port: 55555

Agent Port: 59200

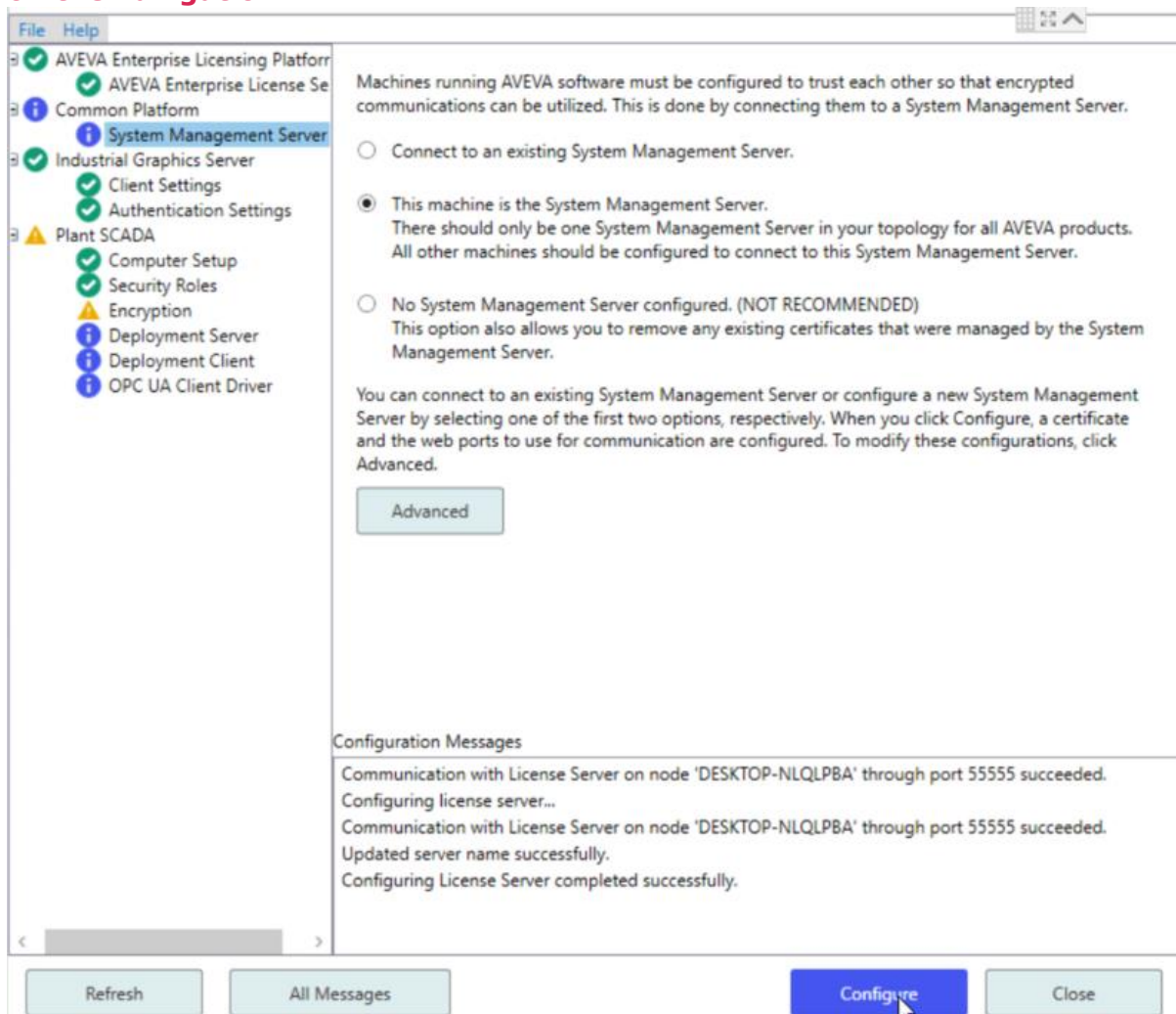
Test Connection

Configuration Messages

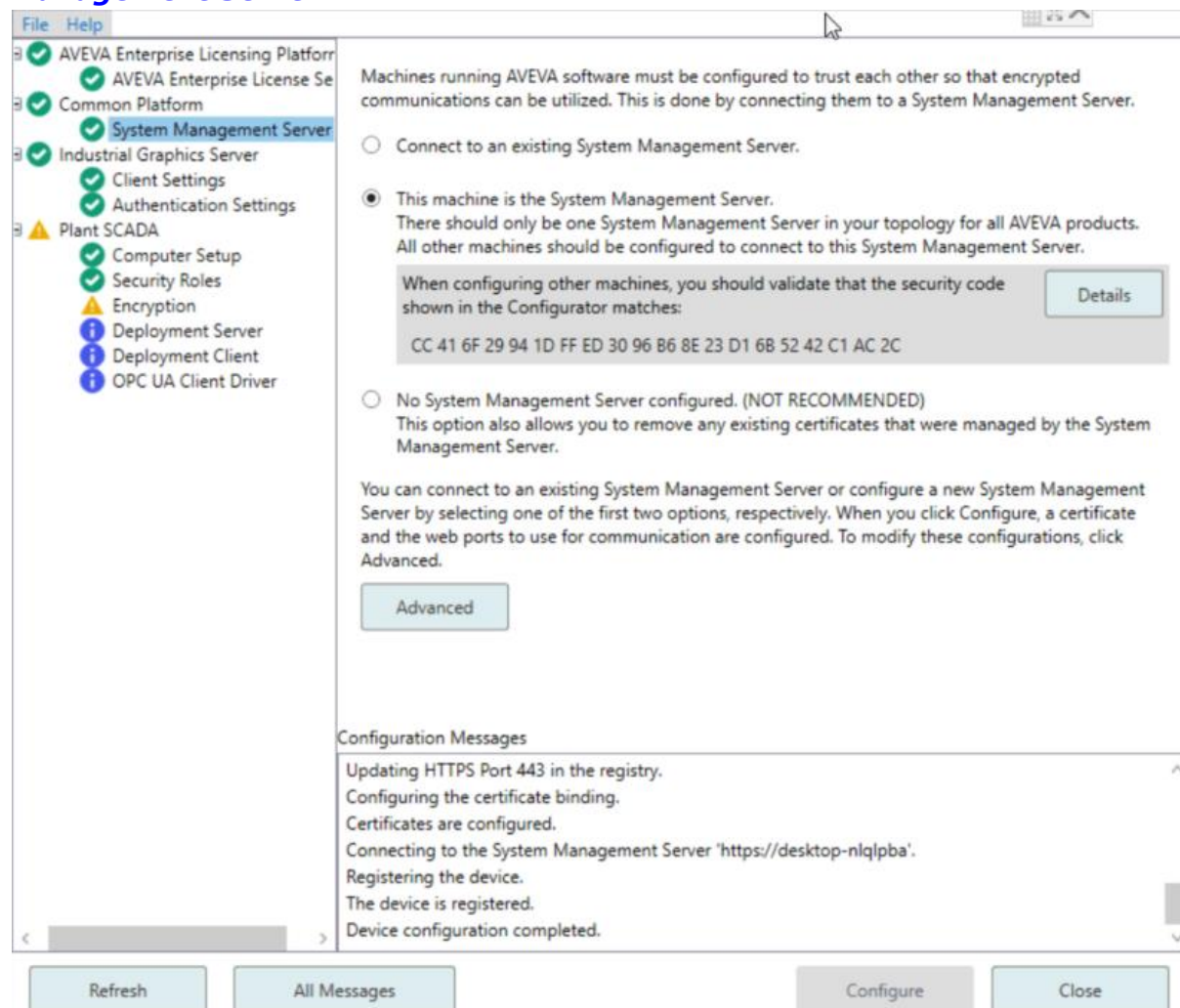
Communication with License Server on node 'DESKTOP-NLQLPBA' through port 55555 succeeded.

Refresh All Messages Configure Close

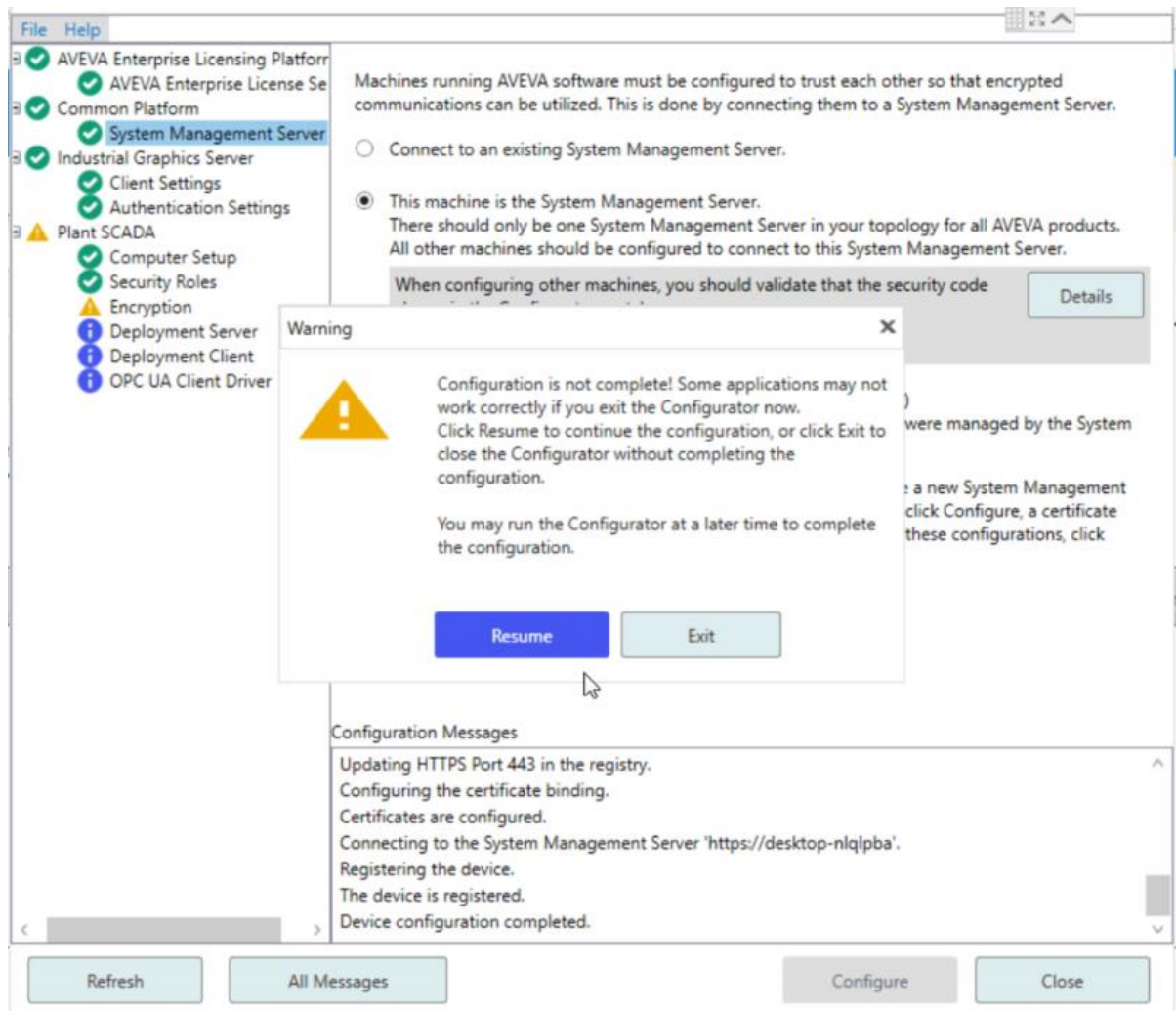
After configuring the License Server, click on **System Management Server** on the navigation:



Make selection as per your architecture, in the below image the same workstation is used to run Plant SCADA, so configured it as **System Management Server**:



Verify that AVEVA Enterprise Licensing Server & System Management Server both are configured (showing Green Tick as shown in the below image):



You can now Exit the Configurator.

Apart from above configuration, also install the **AVEVA Plant SCADA 2023 update 05** (v8.40 Update 05 (May 09, 2023)), as a fix is released in Update 05:

v8.40 Update 05 (May 09, 2023)

Licensing

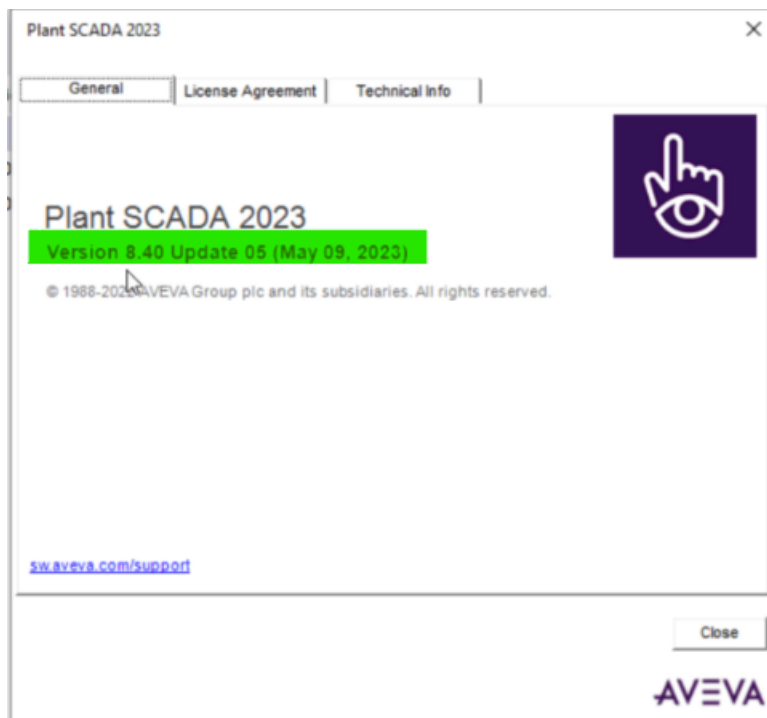
2382335 - **Acquired Plant SCADA Licenses not shown in AEL License Manager**

The AVEVA Enterprise Licensing provider now correctly handles the releasing of licenses for an I/O server.

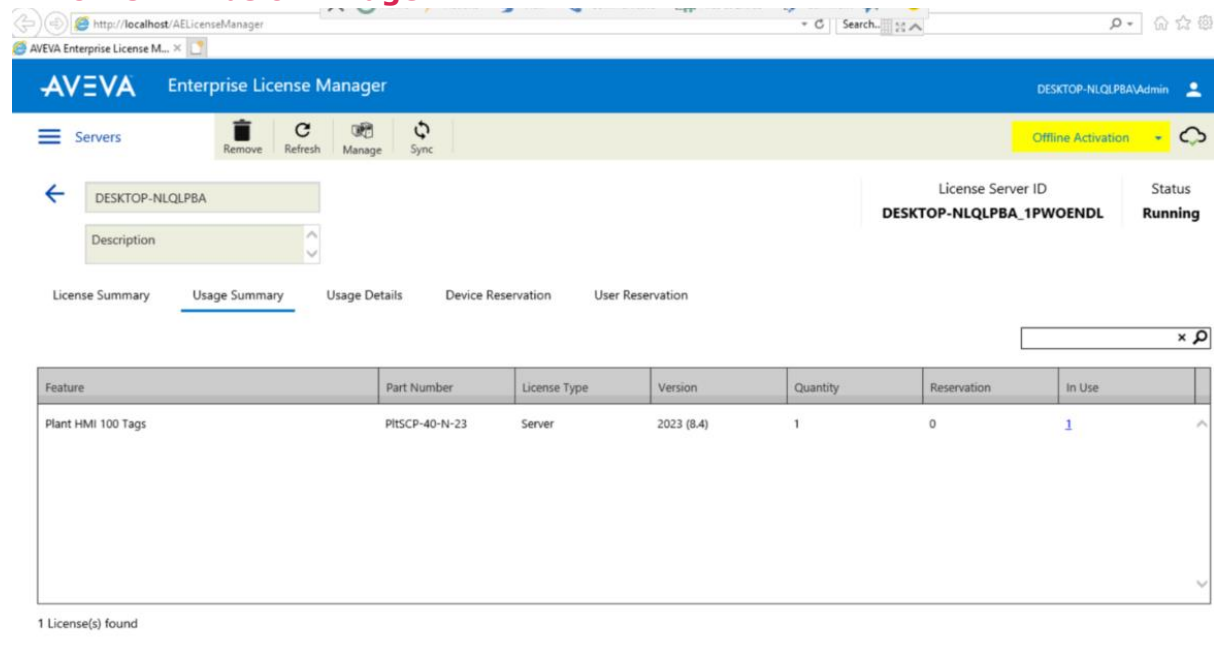
Download link: [AVEVA Plant SCADA 2023 update 05](#)

Note: Active support required to access the site (after registration).

After installation of update, the runtime manger will show the installed update as shown below:



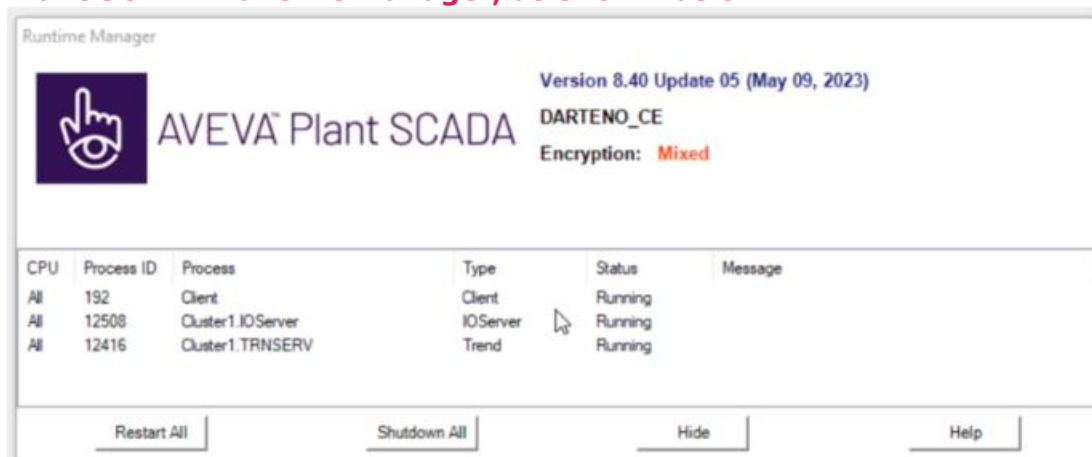
To verify, Start Plant SCADA 20323 runtime & then go to **AVEVA Enterprise License Manager**. Under **In Use** it should show the actual license in use, which is 1 in below image:



1 License(s) found

Feature	Part Number	License Type	Version	Quantity	Reservation	In Use
Plant HMI 100 Tags	PITSCP-40-N-23	Server	2023 (8.4)	1	0	1

Also, **DEMO** indication under Client process will be cleared in the AVEVA Plant SCADA Runtime Manager, as shown below:



Version 8.40 Update 05 (May 09, 2023)
DARTENO_CE
Encryption: Mixed

CPU	Process ID	Process	Type	Status	Message
All	192	Client	Client	Running	
All	12508	Cluster1.IOServer	IO Server	Running	
All	12416	Cluster1.TRNSERV	Trend	Running	

Restart All Shutdown All Hide Help