

# StruxureWare™ Power Monitoring Expert

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## Licensing Guide

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## Introduction

This document provides information on Power Monitoring Expert (PME) 8.x and 7.2.x licenses including the PME Trial License, ordering, and activating PME licenses. It also includes troubleshooting information.

Refer to “Appendix A: Key terms” for a list of the key terms used throughout this document. Additional supporting documentation is available on the [PME Exchange Community](#) (registration required).

**Important!** Refer to “Appendix B: Licensing considerations” for client installations, reinstalling PME, and licensing PME and PowerSCADA Expert on the same machine.

## PME Trial License

PME includes a 90-day trial license for all features of the product. You must activate valid purchased software licenses within 90 days, or some software functionality is disabled.

The PME Trial License has the following limitations:

- Vista and Designer can be opened on the primary server only, not on a client.
- The trial license remains active until its expiry even if other licenses have been activated.
- The trial license aggregates together with other active licenses.
- The trial license includes OPC Server and Billing Module features. The PME base license does not include these features.

The PME Trial License cannot be reinstalled, and once deleted, it cannot be reinstated. See "Appendix D: Removing the Trial License" for details.

**Note:** The PME 7.2.x Trial License had a 10 device limit, however, the PME 8.x Trial License has no device limit (unlimited devices can be added). When upgrading an existing 7.2.x system to 8.x, a new 8.x Trial License will NOT be given.

## Activating Licenses

Once you have your activation IDs you can activate PME licenses online or offline.

### Online activation (preferred method)

PME licenses can be activated immediately if the PME Primary Server is connected to the Internet.

To activate PME licenses while online:

On the PME Primary Server:

1. Open Floating License Manager and then click **Activate**.
2. Choose the **By web** activation method.
3. Copy the Activation IDs into the Floating License Manager and then click **Next**.

The licenses appear in the Floating License Manager.

### Offline activation

When the PME Primary Server is not connected to the Internet, licenses need to be activated from an alternate Internet-connected computer or a smartphone. If you use a smartphone, you will need a data plan and a USB cable to connect your phone to the server.

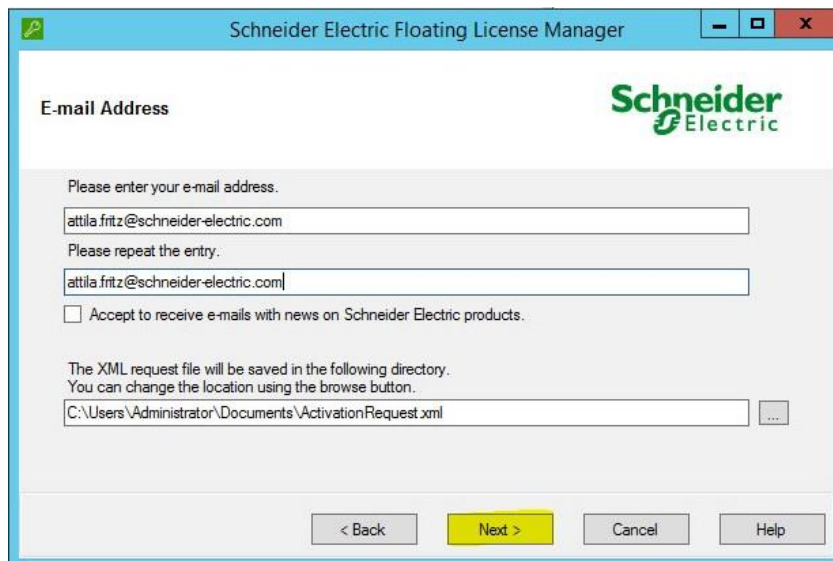
To activate PME licenses while offline:

On the PME Primary Server:

1. Open Floating License Manager and then click **Activate**.
2. Choose the **By web portal** activation method.
3. Copy the Activation IDs into the Floating License Manager.
4. Click **Next**.

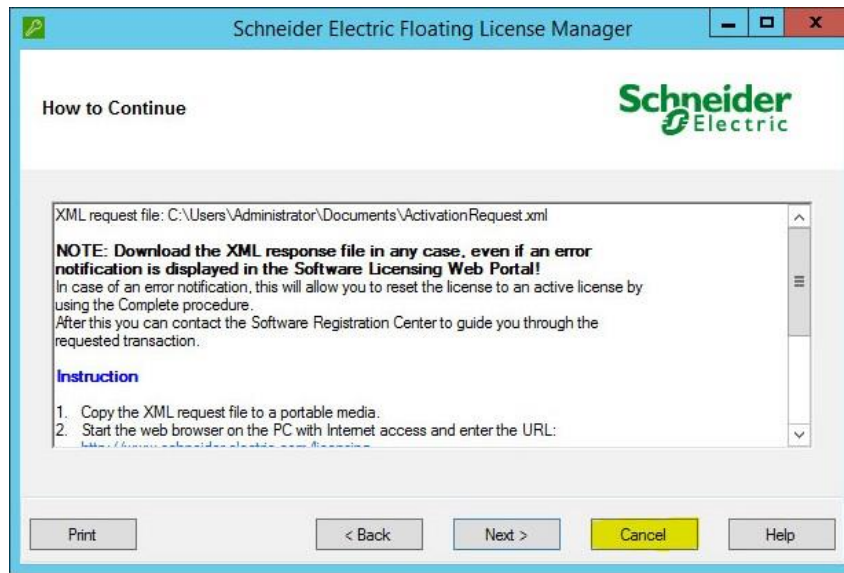


5. Enter your email address and a location where the request file will be saved, and then click **Next**.



**Important!** When the request file is generated, the “How to Continue” popup appears. **Do not** click the Next button, you will be prompted for the location of the response file which you do not have yet.

6. Click **Cancel**.



7. Copy the generated `ActivationResponse.xml` file to another computer that has Internet access, or to a smartphone.

Using an Internet-connected computer or smartphone:

8. Open Firefox or Chrome

**Note:** Internet Explorer is not supported.

9. Browse to the Software Licensing Web Portal: <http://schneider-electric.com/licensing>
10. Under Software Licensing, click **Process license request** and then click **Request Processing**.

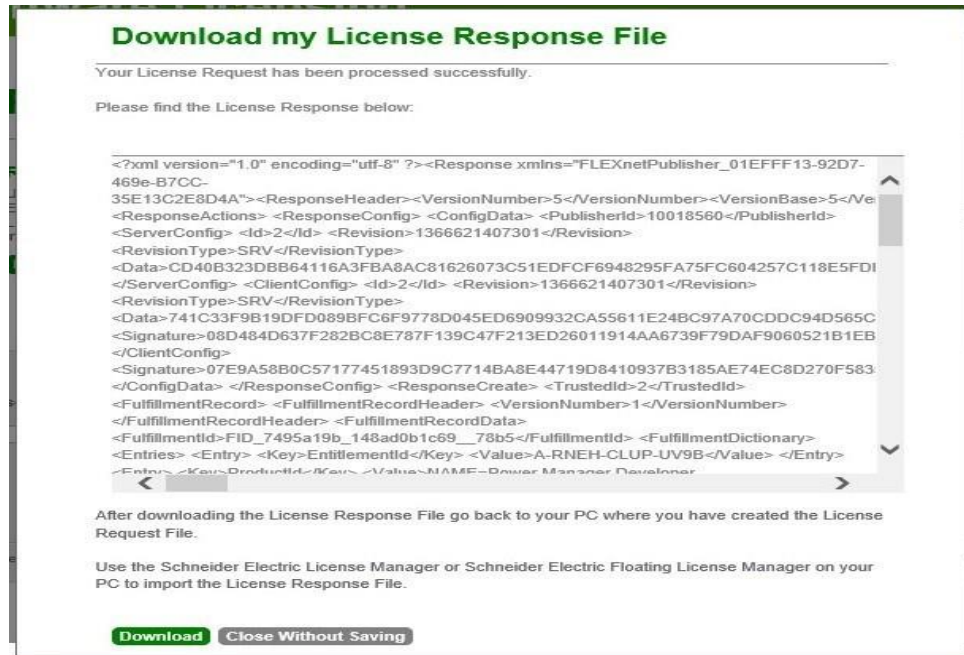


11. On the Request License Processing popup, click **Browse** and then select the `ActivationResponse.xml` file.



12. Click **Submit**.
13. In the Download my Response File popup, click **Download** to save the `ActivationResponse.xml` file and copy it to the PME Primary Server.

**Note:** If you are using a smartphone, use its USB cable to transfer `ActivationResponse.xml` to the PME server.



On the PME Primary Server:

14. In Floating License Manager click **Complete**.
15. Navigate to the `ActivationResponse.xml` file and click **Next** to activate.

For more information on dedicated smartphone activation, see [How to Activate Licenses using a smartphone](#).

## Appendix A: Key terms

**PME Licensing Portal** <http://pme-licensing.schneider-electric.com> – The Web site where application engineers, third-party integrators, or other qualified personnel can design a PME Solution and generate the licenses required to activate a PME system. The mobile-friendly PME Licensing Portal can be accessed anywhere an internet connection is available. Prior transactions can be looked up using the search feature.

**Management Console About Box** – This is the first place to determine whether licensing components are functioning correctly. It indicates which modules are licensed or made available through the Trial.

**Entitlement ID** – A new entitlement is generated for each Purchase Order. The entitlement is sent by email and will include all the Activation IDs.

**Floating License Manager** – All PME licenses are activated here. The Floating License Manager also indicates the current state of licenses (active or untrusted).

**Activation ID** – Any number of Activation IDs can be activated in the Floating License Manager all at the same time.

**License Manager** – This is where the Trial licenses can be viewed. PME licenses cannot be activated in the License Manager.

**FlexNet Publisher** – A Web interface hosted on the PME server for configuring licensing components. The URL is <http://localhost:8090> and the service is called “ladminSchneider”.

**FlexNet Operations Portal** <http://schneider-electric.com/licensing> – The Web portal hosted by Schneider Electric where the licenses are registered during activation. During an on-line activation, the Floating License Manager connects to the FlexNet Operations Portal automatically. However, during an off-line activation, the user will need to connect to the FlexNet Operations Portal from an alternate PC or a smartphone.

**License Returns** – Once activated, a license is “locked” to its host computer (physical or virtual), and can only be activated on one machine at a time. Returning the license simply means reversing the activation process, that is, “unlocking” the license from its host, thereby making it available to be activated again, either on another host or the same host. By default, licenses can only be returned once per calendar year. If necessary, the return limit can be increased by the Software Registration Center.

**Software Registration Center** – The Software Registration Center cannot troubleshoot licensing issues. Unless you exceed your return limit or the licenses have become untrusted, you should not call the Software Registration Center. The Software Registration Center cannot issue new licenses.

## Appendix B: Licensing considerations

### Client licensing

- One Engineering Client license is required for each concurrent Windows session, Remote Desktop session, or any connected client machine sessions.
- Client licenses are aggregated together. (The Trial includes 1 client and other activated license may also include clients.)

- The client license included in the Trial can be used on the primary server only; it cannot be used to connect client machines.
- Opening Vista/Designer through multiple concurrent RDP sessions is possible only after the Trial has been removed or has expired. Refer to “Appendix D: Removing the Trial License” to remove the Trial license.

### ***Client installation and configuration***

Before installing a PME Client, ensure that both the client and primary machines can resolve each other by name.

To install PME on the client:

1. Run the PME Installer and choose the **Engineering Client** install option.
2. The installer will prompt for the application server’s System Key to be imported.
3. If Vista opens successfully then the client install is done and no further steps are required.
4. If Vista does not open and a “License Not Found” error is displayed: Open the License Manager on both the PME application server and the client. Under the Options menu, open the Enterprise License Server Configuration. Compare the Server Port on both machines, and adjust the server port on the client machine to match the port on the PME application server.

### ***Licensing through a Firewall***

For licensing, the client needs to communicate with the server using the Vendor Daemon port. But because the Vendor Daemon port is dynamic by default, it must be set to static whenever a firewall exists between the client and the server.

Setting a static Vendor Daemon port:

1. Open the "C:\ProgramData\Schneider Electric\Floating License Manager\FLEXnet Publisher License Server Manager\conf\server.xml" file in Notepad for editing.
2. Change the Vendor Daemon to 27000 as shown below and save.

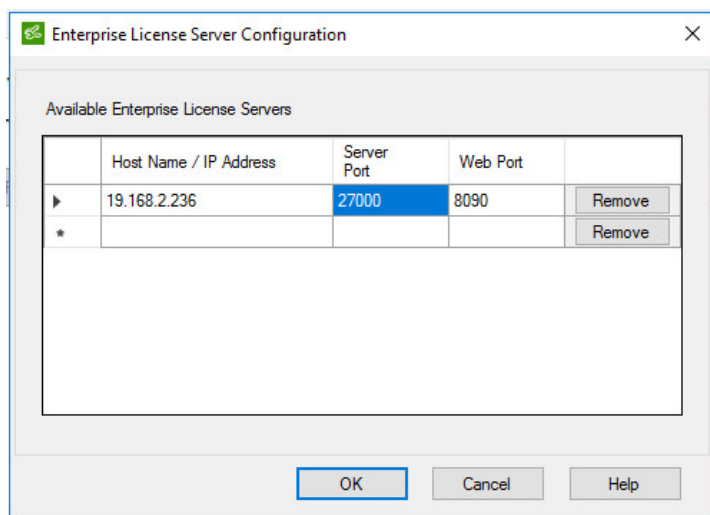
```

<vendorDaemons>
  <daemon dateBasedVersion="false" dlog="false" executable="schneide/schneide"
  license="schneide\schneide.lic" logFile="C:\ProgramData\Schneider Electric\Floating
  License Manager\FlexNet Publisher License Server Manager\logs\schneide.log"
  logOverwrite="false" name="schneide" port="27000" restartRetries="10"/>
</vendorDaemons>

```

**Note:** The Vendor Daemon can be set to any static port provided there is no conflict.

- Restart the `ladminschnneider` service.
- On the client machine, open the License Manager and set the Server Port to 27000.



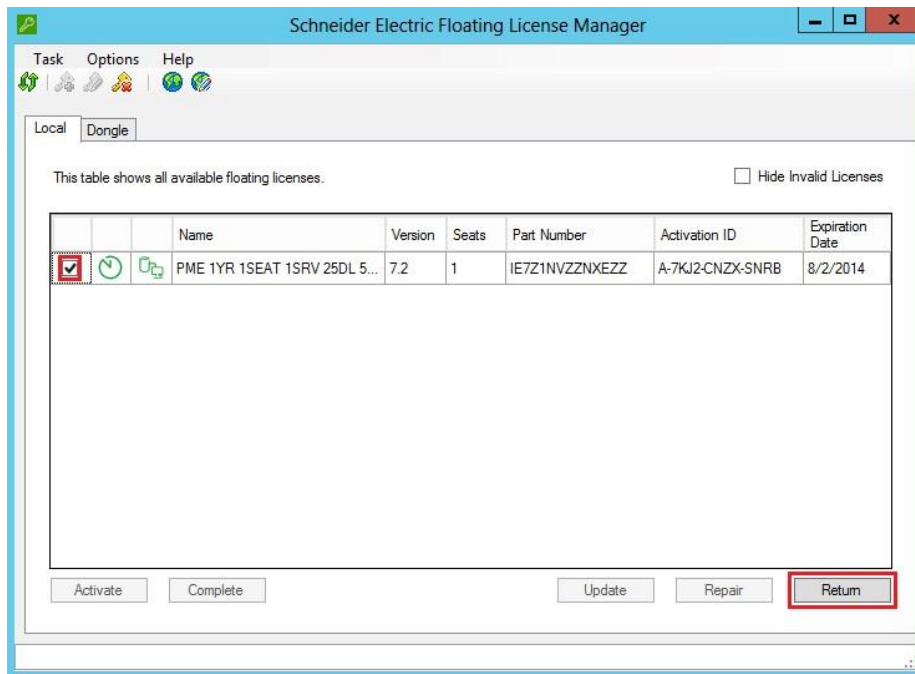
## Licensing when reinstalling PME

### Default License Return limit

Licenses can only be activated on one machine at a time. By default, licenses can be returned twice per calendar year. If necessary, the return limit can be increased by the Software Registration Center.

### Uninstalling/Reinstalling PME - **IMPORTANT!**

If the PME installation needs to be migrated to another machine or the O/S needs to be reinstalled, **return the licenses prior to performing the change**. Once the new server install is complete, the licenses can be activated again using the normal online or offline activation procedures.



If the licenses are not returned prior to an O/S reinstall, contact the Software Registration Center to reactivate the licenses.

### PME and PowerSCADA Expert (PSE) on the same machine

In terms of licensing, it does not matter which software is installed first. However, either the Vendor Daemon Port or the Enterprise License Server Port (but not both) must be set to 27010.

See “Licensing through a Firewall” for details on how to set the Vendor Daemon port to 27010.

## Appendix C: Troubleshooting

If licensing is not working as expected, **do not return the licenses**. Review the troubleshooting section and if this does not resolve the issue, consult with tech support to troubleshoot the issue further. Do not call the Software Registration Center.

**Note:** The Software Registration Center cannot troubleshoot licensing issues, nor can they issue new licenses. Unless you exceeded your return limit or the licenses have become untrusted, do not contact the Software Registration Center for any licensing issues.

## Untrusted licenses

There can be technical reasons - such as a drastic time change or a change of the Unique Machine Identifier - when the licenses will become untrusted in the Floating License Manager. If this happens, the license icons will appear in red and the system will enter a 21-day grace period. Contact technical support to determine the cause and resolve the issue.

## License Manager settings

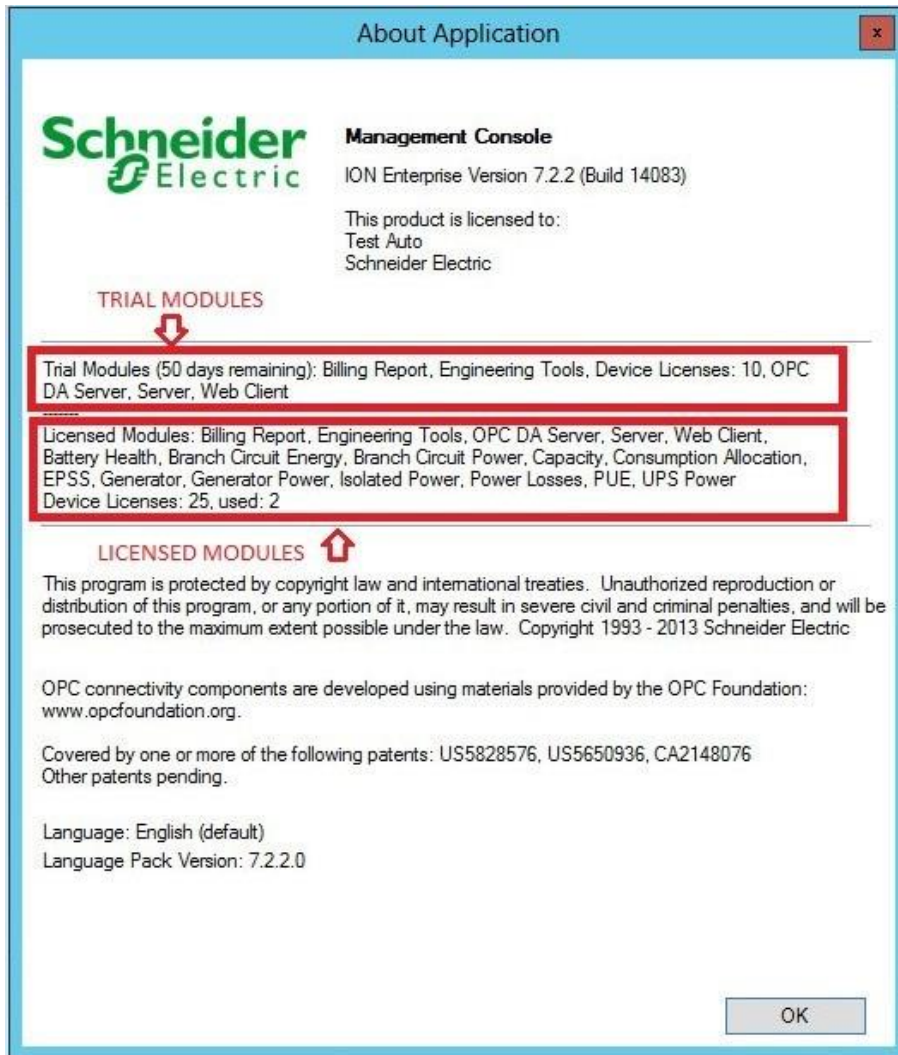
Verify that the License Manager has the correct settings:

1. Open the License Manager and click **Options > Enterprise License Server**.
2. On the Primary Server, the Host Name/IP Address must be 127.0.0.1
3. On a Client or Secondary Server, the Host Name/IP Address must be set to the Primary Server's IP address.

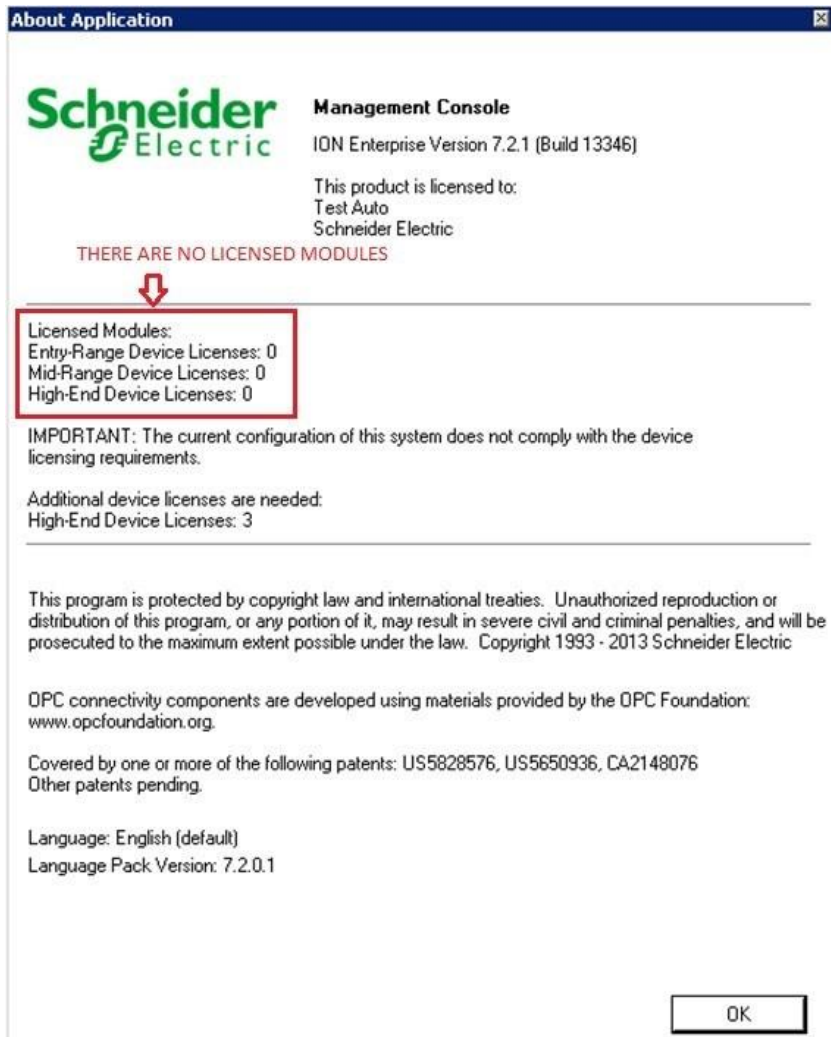
**Note:** The Primary Server name will not work.

## Management Console

The Management Console About box is the first place to check for the current licensing state. Note the Trial and Licensed Modules sections.



The following image of a sample About Box indicates that the trial license has expired (or it was deleted) and there are no licensed modules:



### Registration popup

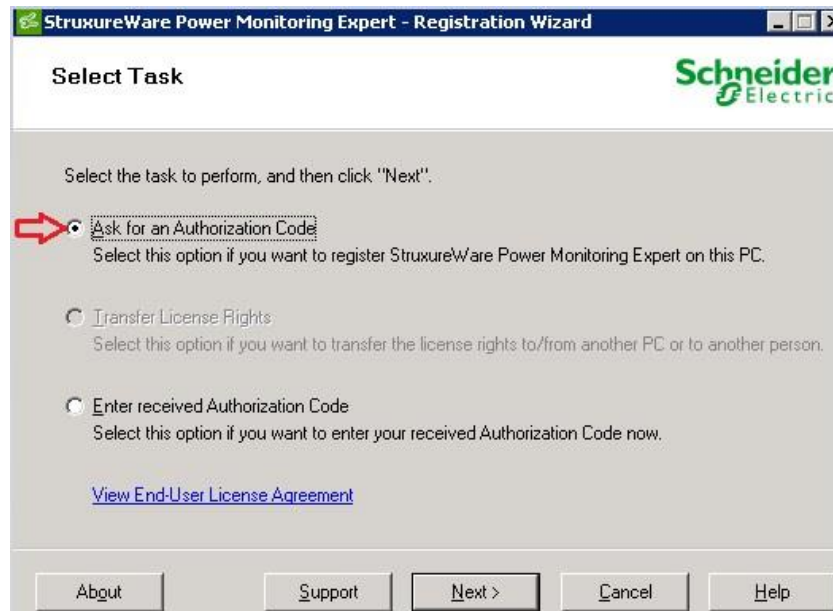
The Registration popup is not related to licensing. Each time you open Management Console, the Registration popup appears until the product is registered.

To stop the Registration popup from appearing:

1. Click **Yes** to register.



2. Leave the default selection and click Next.



3. On the Select Registration Method pop-up, choose a registration method and follow the instructions to register the product.

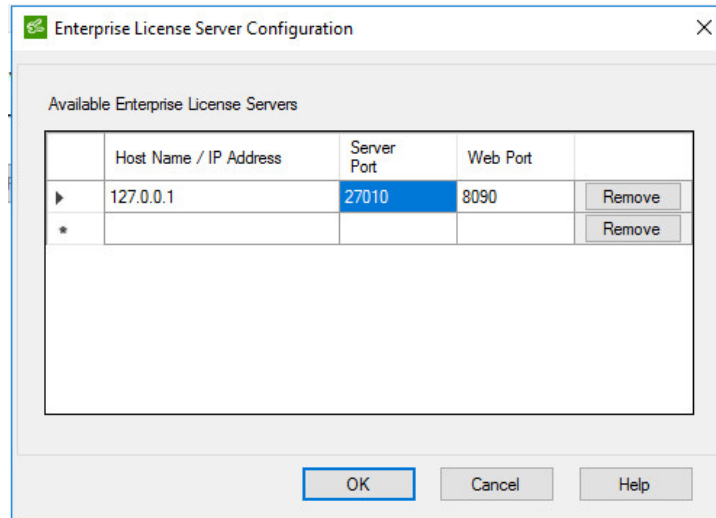
### Enterprise License server port

The Enterprise License Server port in the License Manager must match the port being used by the FlexNet Publisher service. A mismatch between the two will cause PME to behave like there are no activated licenses in the Floating License Manager.

To correct a discrepancy, you must set the port number on the License Manager and the Flexnet Publisher to be identical. For example, if one is 27000 and the other is 27001, then set both to 27001. This can happen if other installed software exists which also uses the FlexNet licensing component such as StruxureWare Building Operation.

To update the port number in the License Manager:

1. Click **Options > Enterprise License Server**.
2. Update the Server Port.



To update the Enterprise License Server port number in the Flexnet Publisher:

1. Open the "C:\ProgramData\Schneider Electric\Floating License Manager\FLEXnet Publisher License Server Manager\conf\server.xml" file in Notepad for editing.
2. Change the port to 27010 as shown below and save.

```
<licenseServer adminOnly="true" alertTimeInterval="60"
cacheDirectory="C:\ProgramData\Schneider Electric\Floating License Manager\FlexNet Publisher
License Server Manager\cache" cacheTimeout="30" hostID="ANY" hostName="this_host"
licenseReclaimAllowed="false" maxProcessThreads="10" maxReceiveThreads="5" port="27010"
selectedDefaultPort="27000" stopServerAllowed="true" stopServerRemoteAllowed="false"
uploadRoot="C:\ProgramData\Schneider Electric\Floating License Manager\FlexNet Publisher
License Server Manager\licenses\schneide" vendorDaemonRetry="10">
```

**Note:** The Vendor Daemon can be set to any static port provided there is no conflict.

3. Restart the `lmadminschneider` service.

## Appendix D: Removing the Trial License

**Note:** The Trial cannot be re-added or reinstated once it has been removed.

To remove the PME Trial License:

1. Open the License Manager.
2. Right-click the Trial license and then click **Delete**.