

Online Activation with Licensing 3.5 or Licensing 3.5.1 Requires a License Manager File Change

SUMMARY

The online Activation Server URL is changing from:

- https://Schneider-electric.compliance.flexnetoperations.com/deviceservices
 - to
- https://aveva.compliance.flexnetoperations.com/deviceservices

This change will occur over the weekend of March 6th and 7th, 2021. If this change is not done, then License Manager will not communicate correctly to the Activation Server.

If you are using Online Activation, then review your Licensing version to see what steps to take.

The version of Licensing is found in Control Panel/Programs. The version is listed under Aveva (Figure 1 below) or Schneider Electric (Figure 2 below).

ArchestrA Data Store 3.0.1	Schneider Electric Software, LLC	6/13/2018	8.56 MB	3.0.18059.1
ArchestrA Service Bus Framework V5	Schneider Electric Software LLC	1/16/2018	1.49 MB	5.0.0.1300000
📧 AVEVA Enterprise License Manager	AVEVA Software, LLC	1/27/2021	67.5 MB	3.5.10000
AVEVA Enterprise License Server	AVEVA Software, LLC	1/27/2021	67.5 MB	3.5.10000
AVEVA Enterprise Licensing Platform(x86)	AVEVA Software, LLC	1/27/2021	67.5 MB	3.5.10000
Browser for SQL Server 2016	Microsoft Corporation	12/19/2018	20.4 MB	13.0.1601.5

Figure 1: AVEVA Enterprise License system versioning

Sentinel Protection Installer 7.6.8	SafeNet, Inc.	6/29/2018	2.34 MB	7.6.8
Schneider Electric Licensing(x86)	Schneider Electric Software, LLC	10/2/2019	5.88 MB	3.4.00000
Schneider Electric Licensing	Schneider Electric Software, LLC	10/2/2019	5.88 MB	3.4.00000
Schneider Electric License Server	Schneider Electric Software, LLC	10/2/2019	9.76 MB	3.4.00000
Schneider Electric License Manager	Schneider Electric Software, LLC	10/2/2019	9.76 MB	3.4.00000
Microsoft VSS Writer for SOL Server 2014	Microsoft Corporation	6/20/2018	5.06 MR	12 2 5000 0
🔀 Microsoft Visual Studio 2010 Shell (Isolated) - ENU	Microsoft Corporation	6/29/2018	740 MB	10.0.40219
Privicrosoft Visual C++ 2013 Kedistributable (X80) - 12.0	Microsoft Corporation	0/29/2018	17.1 MB	12.0.30501.

Figure 2: Schneider Electric Licence system versioning

Recommendations

- If you are using Licensing 3.4 and earlier, upgrade to Licensing 3.7 or later. This is because of changes documented in <u>TA421 Licensing 3.4</u> and Earlier are unable to communicate with the License Activation Server. Note that even though TA421 says to upgrade to 3.5.1, AVEVA Tech Support strongly recommends upgrading to 3.7 or later, so you don't need to follow TA421.
- If you are using Licensing 3.5 or Licensing 3.5.1 then follow the steps in this Tech Alert.
- If you are using Licensing 3.6 or later then no changes are required.

ACTION

- 1. Go to the License Manager for Licensing 3.5 or Licensing 3.5.1
- 2. Verify it is configured to use Online Activation (Figure 3 below).



AVEVA Enterprise License Manager		± 60000000
Activation settings		0
Configuration		
Online Activation License Manager is connected to Activation Server	¢	
Process Activation/Deactivation requests for other License Managers		
Offline Activation License Manager is not connected to Activation Server	Ś	

Figure 3: Activation settings/Online Activation

- 3. In Windows Explorer navigate to C:\Program Files (x86)\Common Files\Archestra\Licensing Framework\License Manager\LMWeb.App\bin.
- 4. Open the file LicServAPI.dll.config to edit using Notepad.
- 5. Locate the URL with the string Schneider-electric (Figure 4 below).

File Home Share View					_		~ 0	- 0	×
← → × ↑ 🎦 « Program File	es (xB6)	 Common Files > ArchestrA > Licensing Fra 	mework → License Ma	nager > LMWeb.App	> bin	✓ ð Search bin	,p	ams and Features	9
📑 fr	^	Name	Date modified	Туре	Size		^		_
Framework		Ph/ClientCommon.dll	3/9/2019 10:59 AM	Application extens	478 KB				
Bin		FlxCore.dll	3/9/2019 10:59 AM	Application extens	7,197 KB				
Docs		FlxLicensingClient.dll	3/9/2019 10:59 AM	Application extens	453 KB				ns
T Historian		LCALDeviceIdentity.dll	3/9/2019 11:17 AM	Application extens	17 KB			B:: •	0 6
HistorianClient		CALEntity.dll	3/9/2019 11:17 AM	Application extens	61 KB				
a lastall		CALLogger.dll	3/9/2019 11:17 AM	Application extens	18 KB				<u> </u>
instan		TicSen/ABLdll	3/9/2019 11:02 AM	Application extens	210 KB				- 18
InTouch		LicServAPI.dll.config	3/9/2019 10:59 AM	XML Configuratio	1 KB				- 18
ja		SticServer.IAgentService.dll	3/9/2019 11:54 AM	Application extens	18 KB				- 18
Lang		LMWeb.App.dll	3/21/2019 3:50 AM	Application extens	19 KB				
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Licensing Framework		LN LicServAPI.dll.config - Notepad						-	
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LMWeb.App.zip	~	M 10							

Figure 4: appSettings>...Schneider-electric

6. Use the attached file to overwrite LicServAPI.dll.config. Figure 5 (below) shows the updated change.

Note: If you choose to edit the file rather than replacing it, Windows does not allow you to edit and save the file. You will need to copy this file to the desktop, edit and save it there, and then copy it back to the location, overwriting the original.



Figure 5: <appSettings> key in replacement file

The change is complete and it is not necessary to restart anything.

• Press the Sync button to verify it's working properly. The following message will appear (Figure 6 below):

License Server is synchronized with Activation Server successfully



\leftrightarrow \rightarrow C (i) localhost/AELic	censeManager	
	prise License Manager	
E Servers	Refresh Manage Sync	
CDUWIN2016SQL16		DUW
License Summary Featu	tures Summary Usage Details Reservation	
Add License Deactivate De	letails	
Comment of	Name Dert Number Carial Number Strong Date Orabut Notification License Server is synchronized with Activation Server successfully.	
	Close	

Figure 6: Successful synchronization

