

Doc Type	Tech Alerts
Doc Id	TA491
Last Modified Date	02/17/2021

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

Microsoft Visual C++ 2013 Redistributable (x86) - 12.0...	Microsoft Corporation	6/29/2018	17.1 MB	12.0.30501.0
Microsoft Visual Studio 2010 Shell (Isolated) - ENU	Microsoft Corporation	6/29/2018	740 MB	10.0.40219
Microsoft VSS Writer for SQL Server 2014	Microsoft Corporation	6/29/2018	5.96 MB	12.2.5000.0
Schneider Electric License Manager	Schneider Electric Software, LLC	10/2/2019	9.76 MB	3.4.00000
Schneider Electric License Server	Schneider Electric Software, LLC	10/2/2019	9.76 MB	3.4.00000
Schneider Electric Licensing	Schneider Electric Software, LLC	10/2/2019	5.88 MB	3.4.00000
Schneider Electric Licensing(x86)	Schneider Electric Software, LLC	10/2/2019	5.88 MB	3.4.00000
Sentinel Protection Installer 7.6.8	SafeNet, Inc.	6/29/2018	2.34 MB	7.6.8

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 [TA421 Licensing 3.4 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).

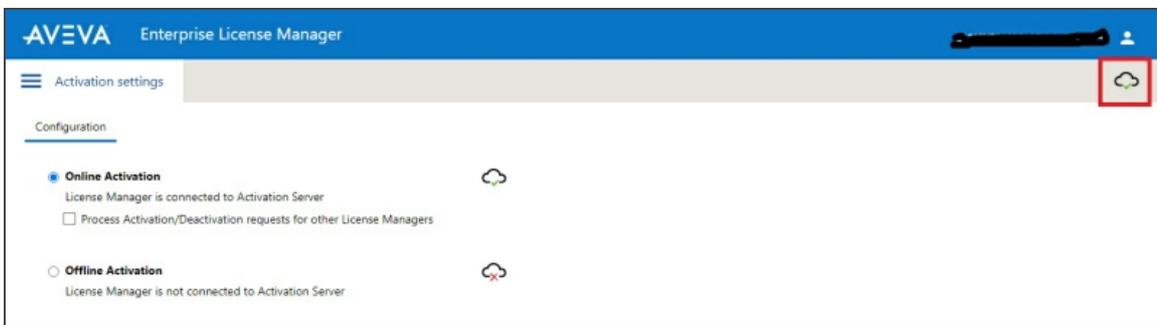


Figure 3: Activation settings/Online Activation

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).

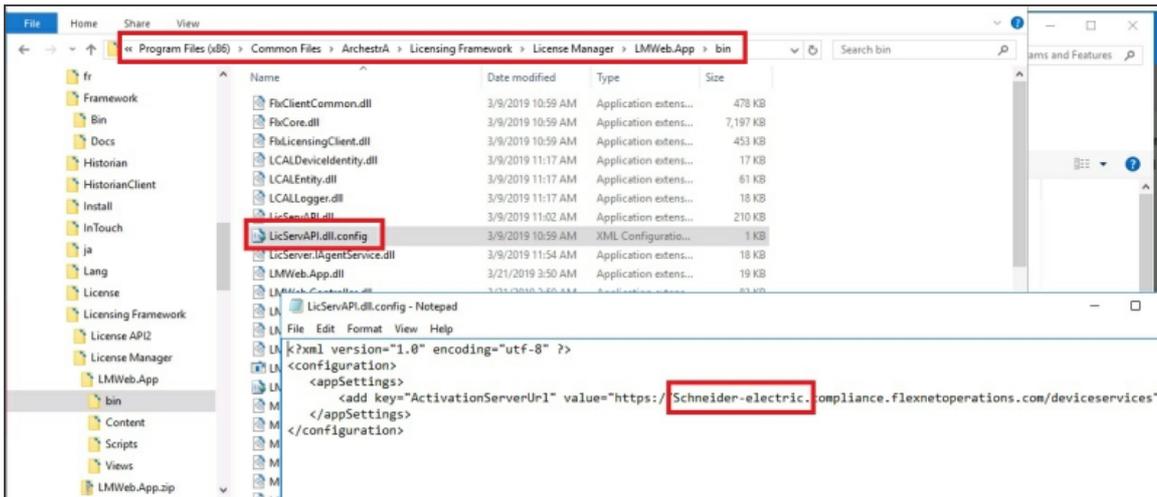


Figure 4: appSettings>...Schneider-electric

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

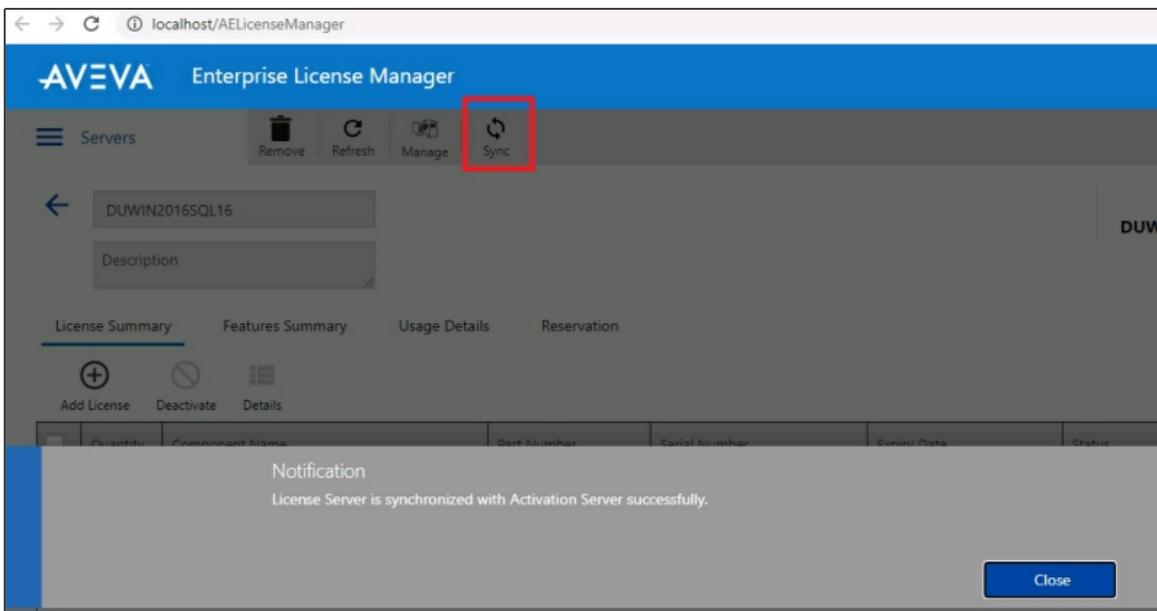


Figure 6: Successful synchronization