

Licensing FAQs

Overview

A Siemens PLM Software license file is an ASCII text file that contains the licensing data for running your Siemens PLM Software products. This file typically contains information about the license server, the vendor daemon, and INCREMENT/FEATURE lines for each of the licensed products.

Most Siemens PLM Software products require the customer to provide the **hostid** of the license server in order for Siemens PLM Software to generate the license file for these products. Some Siemens PLM Software products require a **product password** that enables the customer to generate the FLEXnet Licensing license files for those products.

Siemens PLM Software Common Licensing / FLEXnet Licensing License Files

(Siemens PLM Software-generated)

Q. What is Siemens PLM Software Common Licensing?

This is the common licensing toolkit and license daemon that will provide consistent licensing functionality and a common Siemens PLM Software license file across Siemens PLM Software products.

Q. What is a Composite Hostid (CID)?

This is a 12 digit hexadecimal unique machine identifier that is used as part of Siemens PLM Software licensing to lock a license file to a machine. The CID is distinguished from a FLEXnet hostid by the keyword "COMPOSITE=".

Q. What information do I need to provide to get a valid license file?

In order for a valid license file to be generated, you need to provide your Customer Account Analyst (CAA) with a valid hostid for your license server. If your license file has an incorrect hostid, your software will not run. Editing the hostid field will invalidate your license file.

Q. How do I determine the hostid of my license server?

For products using Siemens PLM Software Common Licensing, you must run the Siemens PLM Software provided utility called "ugs_composite.exe" to determine the CID. This utility is available on your media kit that includes the license server installation. It is also available for download from the GTAC web site <http://www.siemens.com/gtac>.

For products using FLEXnet Licensing, you can determine the hostid of your license server by running the FLEXnet Licensing command "*lmutil lmhostid*" (preferred method) or the appropriate Operating System command for your platform as documented in the *FLEXnet Licensing End User Guide*.

WARNING: As of HP-UX V11.X, the Ethernet address cannot be used as a hostid in the FLEXnet Licensing license file.

Q. Who do I contact if my license file needs to be corrected?

Contact your Customer Account Analyst or CAA by calling the Global Technical Access Center (GTAC) at +1 714-952-5444 (US and Canada residents may use +1 800-955-0000) and entering option 1, 1.

Q. How can I obtain an electronic copy of my license file?

Once generated, your Siemens PLM Software license files are archived (per release) on our system. If there is an E-mail address registered for your server, a license file will be sent to that e-mail address whenever a new order or new version maintenance release order is shipped. **Please make sure to register an E-mail address for your server with the CAA and keep it up-to-date.**

Electronic copies of the license files can be obtained in the following ways:

1. Via the Web using your WebKey Account

Download the license file from the Customer Support (GTAC) web site <http://www.siemens.com/gtac>. Select the "Licenses & Passwords" icon or the "Licensing" pull-down menu from the left portion of the screen.

2. Via the Phone

You can call the Global Technical Access Center (GTAC) at +1 714-952-5444 (US and Canada residents may use +1 800-955-0000) and enter option 1, 1 for your CAA or option 1,2 for Distribution Services (DS). You should then request a copy of the license file for a specific Sold-to ID and product version.

Q. What do I need to edit in the license file prior to installation?

NOTE: You do not need to edit the license file if you have provided the CAA with the actual hostname of your license server and it appears correctly on the SERVER line of your license file.

Single Server Configuration

"YourHostName" or "this_host" are used as placeholders for the hostname in the SERVER line of your license file. You MUST change "YourHostName" or "this_host" to the actual hostname of your license server; otherwise, your license file will not work.

Redundant Server Configuration

"YourHostName1,2,3" are used as placeholders in the 3 SERVER lines of your license file. You MUST change "YourHostName-" to the actual hostnames of your license servers; otherwise, your license file will not work.

To obtain the actual hostname on the Windows platform, use the command prompt '*hostname*' command. On UNIX systems, use the '*hostname*' or '*uname -n*' command.

Q. How do I install the license file?

Once obtained, the license file should be saved to a local directory on the license server as an ASCII text file and named appropriately. For example, the following are the default license filenames for some of the products:

license.dat	(for e-Factory, Jack, Vis Products)
licenses.mti	(for Teamcenter Enterprise)
SELicense.dat	(for Solid Edge)
ugnx<version>.lic	(e.g. ugnx4.lic for Teamcenter Engineering, NX V4, I-deas V12 NX)
ugs<version>.lic	(e.g. ugs2.lic for NX V6, NX Nastran V6, Teamcenter Visualization 2007.1)

Please refer to the specific product installation instructions for full details.

Q. How can I obtain an emergency license file?

There are two ways to obtain an emergency license file:

1. Via the Web using your WebKey Account

Create a temporary license file, valid for 7 days, via the GTAC web site <http://www.siemens.com/gtac>. Select the "Licensing" pull-down menu from the left portion of the screen. Then select "Emergency License". The license file will be sent to your WebKey E-mail Address.

2. Via the Phone

Call GTAC at +1 714-952-5444 (US and Canada residents may use +1 800-955-0000) and enter option 1, 1 to reach your Customer Account Analyst or CAA. After normal business hours your call will be routed to a 24-hour Help Desk for emergency license creation.

Q. Where can I get additional information regarding Siemens PLM Software Licensing?

For more details regarding the common licensing toolkit, license daemon and the Composite Hostid, refer to the Siemens PLM Software Common Licensing User Guide on the media kit that includes the license server installation and the Common Licensing web site

<http://support.industrysoftware.automation.siemens.com/license/CommonLicense/>.

Q. Where can I get additional information regarding FLEXnet Licensing?

For more details regarding the hostid, hostname, or any other FLEXnet Licensing topic, refer to the appropriate product's licensing documentation and the *FLEXnet Licensing End User Guide*, available from the Acresto web site <http://www.acresso.com/>.

Product Passwords (Customer-generated license files)

Q. What is a product password?

A product password is a string of characters that a customer must use to generate a license file for the following Siemens PLM Software products:

Femap
I-deas V11 NX and earlier, Teamcenter Enterprise
Imageware Surfacar & Other Imageware Products
Slate

Q. How do I obtain a product password?

Instructions for obtaining product passwords are located at the Customer Support (GTAC) web site <http://www.siemens.com/gtac>. Select "License Management" pull-down menu from the left portion of the screen. Then select "Product Passwords".

Q. Who do I contact if my product password does not work?

Contact your Customer Account Analyst (CAA) by calling the Global Technical Access Center (GTAC) at +1 714-952-5444 (US and Canada residents may use +1 800-955-0000) and entering option 1, 1.

Q. How can I obtain an emergency product password?

There are two ways to obtain an emergency product password:

1. Via the Web using your WebKey Account

Create a temporary password, valid for 10 days, via the GTAC web site <http://www.siemens.com/gtac>. Select the "Licensing" option. Then select the **emergency license** link. In the LMHOSTID text box, enter the LMHOSTID of the temporary system. A temporary password is created because the new LMHOSTID does not match the LMHOSTID associated with the Sold-To ID. The permanent associated LMHOSTID will NOT be affected by requests for a temporary password. The temporary product password will be sent to your WebKey E-mail Address.

NOTE: There is a limit of three temporary product password requests over the Web. Should you exceed this limit, this functionality will be disabled and you will have to contact your Customer Account Analyst or CAA to restore this functionality.

2. Via the Phone

Call GTAC at +1 714-952-5444 (US and Canada residents may use +1 800-955-0000) and enter option 1, 1 to reach your Customer Account Analyst or CAA. After normal business hours your call will be routed to a 24-hour Help Desk for emergency product password creation.

Revised July 3, 2012