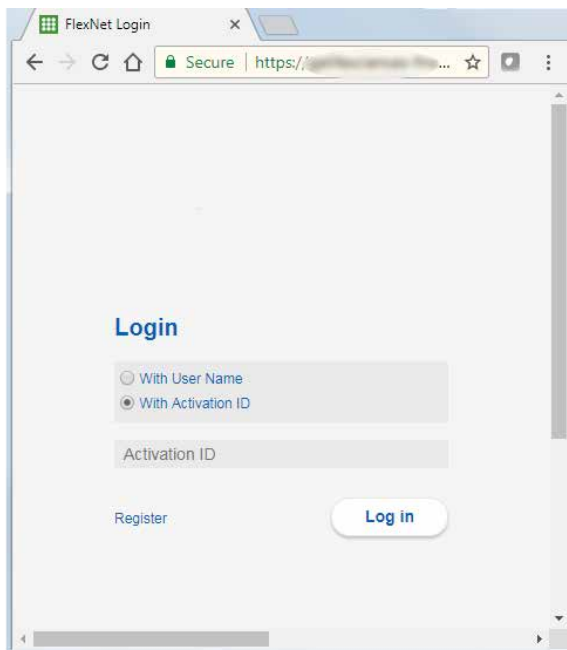


Cytiva

eLicensing Guide



A screenshot of a web browser window titled "FlexNet Login". The address bar shows a secure connection (https://) to a website. The page content is centered and features a "Login" heading. Below the heading are two radio button options: "With User Name" and "With Activation ID", with the latter being selected. A text input field labeled "Activation ID" is positioned below these options. At the bottom left, there is a "Register" link, and at the bottom right, there is a "Log in" button.

FlexNet Login

Secure | https://...

Login

☐ With User Name

☒ With Activation ID

Activation ID

[Register](#)

[Log in](#)

Table of Contents

- 1 Introduction and installation overview 3**
- 2 Download the license server software 5**
- 3 Set up the license server 7**
- 4 Activate and download the eLicense 10**
- 5 Import and use the eLicense 14**
- 6 Information for Biacore systems 19**
- 7 Troubleshooting 21**

1 Introduction and installation overview

Background information

An eLicense gives a specified number of concurrent users an electronically managed permission to access specific software or software functions. An eLicense may be valid over a specific period of time. eLicenses for products from Cytiva are managed with FlexNet Publisher License Server from Flexera Software.

eLicenses may generally be used as either node-locked or floating eLicenses. Some products may not support the use of both types of eLicense.

- *Node-locked eLicenses* are placed on the same computer as the product software, and do not need a license server. Use of the software is limited to one user at a time on the same computer
- *Floating eLicenses* are managed with the license server software, installed either on a network server or on the local computer. The licensed software may be used on any client computer with sufficient access to the license server. A floating eLicense is valid for a specified number of concurrent users.

A license server installed locally on the same computer as the product software allows the product software to be used without connection to a network, for example, on a laptop computer used while traveling.

Product and eLicensing software and documentation are downloaded from cytiva.com/eDelivery.

Scope of this Guide

This Guide contains instructions for downloading and installing the license server software and the eLicense itself. Aspects of eLicensing specific to Biacore™ products are described in [Chapter 6 Information for Biacore systems, on page 19](#).

The information in this Guide is not required by users of the licensed product.

Access to eDelivery

Access to eDelivery for Cytiva products and eLicenses is provided, usually by email, when product purchase is confirmed. Keep the email in a safe place.

Workflow overview - floating eLicenses

An overview of the eLicensing workflow for floating eLicenses is given below.

Step	Action
1	Download the license server installation software (this may be included as part of the product software package). See Chapter 2 Download the license server software, on page 5 .
2	Set up the license server computer, and install the license server software.. See Chapter 3 Set up the license server, on page 7
3	Activate and download the eLicense file. Some products may require the eLicense to be configured. See Chapter 4 Activate and download the eLicense, on page 10 .
4	Import the eLicense file. See Import the eLicense, on page 14 .
5	Establish connection to the license server from the product software. See Using the eLicense for the first time, on page 18 .

Workflow overview - node-locked eLicenses

An overview of the eLicensing workflow for node-locked eLicenses is given below.

Step	Action
1	Log on to cytiva.com/eDelivery . See the first steps of the download procedure in Chapter 2 Download the license server software, on page 5 .
2	Activate and download the eLicense file. See Chapter 4 Activate and download the eLicense, on page 10 .
3	Establish connection to the eLicense file from the product software. See Using the eLicense for the first time, on page 18 .

2 Download the license server software

Introduction

When you purchase a Cytiva product that requires an eLicense, or when you purchase additional eLicenses for an existing product, you will receive an email with access credentials for downloading the eLicense and system software packages. Keep this email in a safe place.

Download procedure

Follow the steps below to download the eLicense and system software packages. The license server installation software may be provided as a separate downloadable item or packaged with the product software.

Step	Action
1	Go to the eDelivery portal at cytiva.com/eDelivery .
2	Select login with Activation ID .

- 3 Copy the Activation ID (32-digit code) from the purchase confirmation email and paste it in the **Activation ID** field.
- 4 Click **Log in**.
- 5 Select the software package(s) from **Your Downloads**. Depending on the product you have purchased, there may be one or several downloadable packages. Download all software packages relevant to your product.

Note:

This guide describes installation of the license server software. Installation of the application software is performed separately.

2 Download the license server software

Step	Action
6	If the software packages are provided as zipped folders, extract the files from each zipped folder to a separate folder on your computer.

3 Set up the license server

Introduction

This chapter describes how to set up the computer that will host the license server, and install the license server software, License Server Manager.

A license server is only required for floating eLicenses.

- Note:** You can divide the permitted number of concurrent users for one license between different license server hosts, for example if you are using node-locked eLicenses or locally installed floating eLicenses.
- Note:** Consider using a computer with sleep mode disabled, see [Chapter 7 Troubleshooting, on page 21](#).

Communication settings

Enable eLicense communication through TCP settings by creating inbound rules to allow communication as listed below.

Communication	Setting
Port for License Server Manager	Port 8090 ¹
Ports for license server	Ports 27000 to 27009
Permission for eLicense vendor daemon	Program gehealth.exe ²

¹ This port is recommended and used in [Chapter 5 Import and use the eLicense, on page 14](#).
² If required for safety reasons, it is possible to open only one port for the vendor daemon, for example 27001, see [\(Optional\) Set port number for vendor daemon to fixed value, on page 16](#).

License Server Manager installation

Installation files for the license server software (Flexnet Publisher License Server Manager) may be packaged with the product software or provided as a separate downloadable **LMadmin Installation Package**. The description applies to the package provided with Biacore products. Installation procedures may differ slightly for other products.

Follow the steps below to install the license server software. The procedure is the same for installation on a network or local license server.

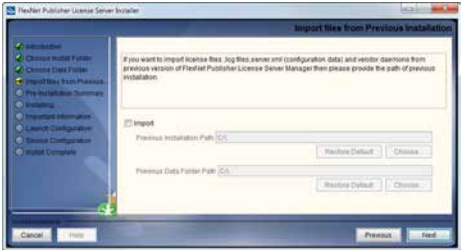
Step	Action
1	Unzip the LMadmin Installation Package to a separate folder if you have not already done so.

3 Set up the license server

Step	Action
2	Open the subfolder JDK installers .
3	Run the Java Runtime Environment installer appropriate for the computer that will host the license server: <ul style="list-style-type: none">• For 32-bit computers, run the file named ...i586.exe.• For 64-bit computers, run the file named ...x64.exe.
4	Return to the main folder and run the License Server Installer (lmadmin....exe). You will need administrator privileges to perform the installation.



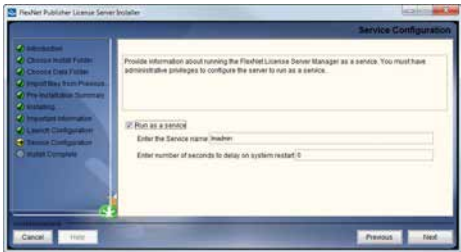
- 5 Work through the installation procedure. Default settings are recommended.
- 6 At the **Import files from Previous...** step, do not select the **Import** option.



- 7 At the **Important information** step, select **Install Visual C++ Redistributable Package**. Choose **Repair** if the option to repair or uninstall an existing installation is displayed.
- Click **Finish** to return to the License Server Installer when the Visual C++ Redistributable Setup is complete.
- 8 At the **Launch Configuration** step, keep the default settings.

Step Action

9 At the **Service configuration** step, select **Run as service**.



10 After the installation is complete but before you close the installer, note the path to the installation folder. Then copy the vendor daemon **gehealth.exe** to the installation folder, from the **LMadmin Installation Package** folder.

11 (Optional) Run **services.msc** from the Microsoft® Windows® start button to manage services, then start the **lmadmin** service manually.

Note:

The service will start automatically next time you restart your computer.

4 Activate and download the eLicense

Introduction

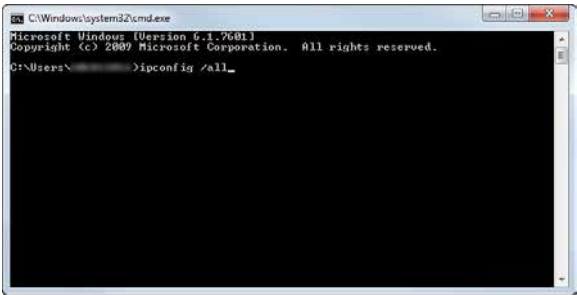
This chapter describes how to activate your eLicense and download the license file.

Preparations

In order to activate your eLicense, you will need the 12-character physical address (also known as the MAC address) of the network adapter used for local area (LAN) communication in the computer that will host the eLicense.

Follow the steps below to find the address.

Step	Action
1	Run the command prompt (cmd) from the Windows start button on the computer that will host the eLicense.
2	In the Command window, type ipconfig /all and press Enter .



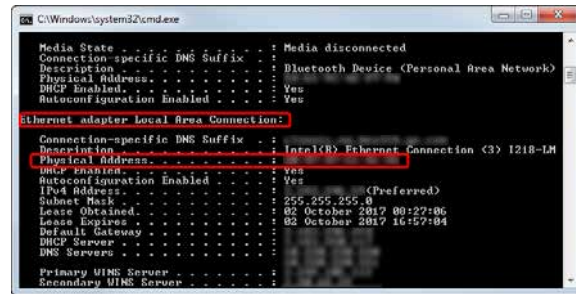
Result:

The Windows IP configuration details are listed.

Step	Action
------	--------

- | | |
|---|---|
| 3 | Find the section relating to the Ethernet adapter for the local area connection. |
|---|---|

Make a note of the 12-character **Physical Address**.



Note:

Depending on the computer configuration, the list may include physical addresses for other network connection modes (such as WiFi or Bluetooth). Make sure you use the address for the Ethernet adapter.

Activation procedure

Follow the steps below to activate your eLicense and download the license file.

If your license host does not have access to internet, activate and download the license file from another computer and move your activated eLicense during the last step.

Step	Action
------	--------

- | | |
|---|--|
| 1 | If you have closed the eDelivery portal, re-open it using the same Activation ID (see Download procedure, on page 5). |
| 2 | Select List Entitlements (from either Activation & Entitlements or QuickLinks) in the eDelivery portal. |
| 3 | Tick the checkbox for the entitlement you want to activate, and select Action → Activate . |
| 4 | Complete the requested information, then click Next .
Fields marked with an asterisk (*) are mandatory. If you would like to receive information, select Accept in the fields RelatedProducts and SoftwareUpdates . |
| 5 | If you have used the computer to host an eLicense previously and it is listed under Server hosts , select the computer, then skip to step 8. |

4 Activate and download the eLicense

Step Action

- 6
- If the computer is not listed, click the green **+** to add a server host, then enter the MAC address of the computer. Exclude any spaces or hyphens.

Example: If the MAC address is presented as **23-47-49-C1-41-26**, enter it as **234749C14126**.

Make sure that the **Server Host** option is set to **ETHERNET**.



Click **OK**.

- 7
- Enter the number of concurrent users to be permitted by the license on the selected host, then click **Next**.



Note:

You can divide the permitted number of concurrent users for one license between different license hosts, for example if you are using node-locked eLicenses or locally installed floating eLicenses. The number of concurrent users that you enter here, will be bound to the license host.

- 8
- Review the license details, then click **Generate** when you are satisfied. Use the **Back** button to change settings if necessary.
- 9
- Select **View** → **Save to file** and specify a file location to download the generated license file to your computer.
- 10
- Click **Complete** and close the browser window.

Step	Action
11	<p>If the file is not on the correct computer, now move the file.</p> <p>For a node-locked eLicense, move the file to the same computer as the product software, and make a note of the path to the file so you can provide the path when using the eLicense.</p> <p>For a floating eLicense, move the file so that the license server host can reach it, and make a note of the path to the file so you can provide the path when importing the eLicense.</p>

Re-hosting an eLicense

An eLicense is tied to the license host computer. If you need to move an eLicense or a license server, to a different host computer, contact Cytiva for assistance with re-hosting the eLicense.

5 Import and use the eLicense

Introduction

For floating eLicenses, the license file must be imported to the license server software before it can be used to authorize access to the product software.

For node-locked eLicenses, the license file is addressed directly when the product software is used for the first time.

Import the eLicense

Follow the steps below to import the eLicense to the License Server Manager. The instructions are applicable to both the first eLicense on a new server, and to a new eLicense on an existing server.

Step	Action
1	Open your web browser and go to the location localhost → 8090 .
	Note: <i>8090 is the HTTP port specified during installation of the License Server Manager (see Communication settings, on page 7). Change this number if you specified a different port.</i>

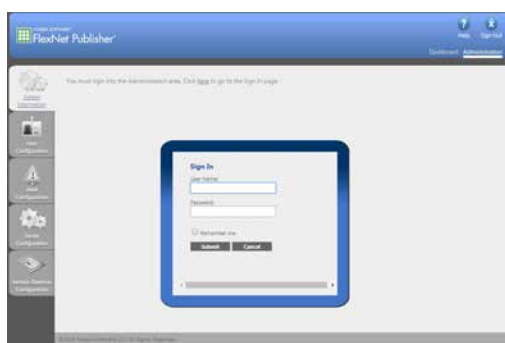


Step	Action
------	--------

- | | |
|---|--|
| 2 | Select Administration at the top right. |
|---|--|



- | | |
|---|---|
| 3 | Log in to the Administration page. |
|---|---|




The default credentials are user name **admin**, password **admin**.

You will be required to change the password when the **Administration** page is accessed for the first time.

- | | |
|---|--|
| 4 | Select the Vendor Daemon Configuration tab. |
|---|--|



5 Import and use the eLicense

Step	Action
5	<p>Click Import License.</p> <p>Select Choose File and browse to your downloaded license file.</p> 
6	<p>Restart the lmadmin service manually on the license server host computer.</p> <p>For a locally installed license server, restart the computer.</p>

(Optional) Set port number for vendor daemon to fixed value

If the computer that hosts a license server has a large number of closed ports for security reasons, consider setting the port number for the eLicense vendor daemon to a fixed value.

Note: *The eLicense must be imported.*

Follow the steps below to set the port number.

Step	Action
1	<p>Open your web browser and go to the location localhost →8090.</p> <p>Note:</p> <p>8090 is the HTTP port specified during installation of the License Server Manager (see Communication settings, on page 7). Change this number if you specified a different port.</p>

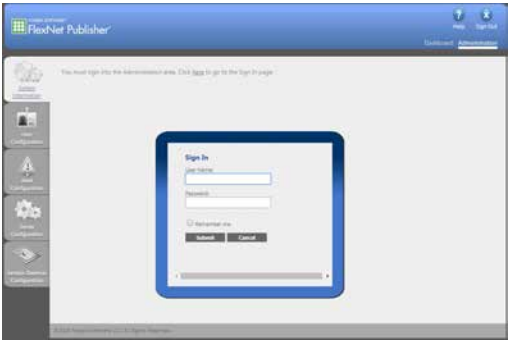
Step Action



2 Select **Administration** at the top right.

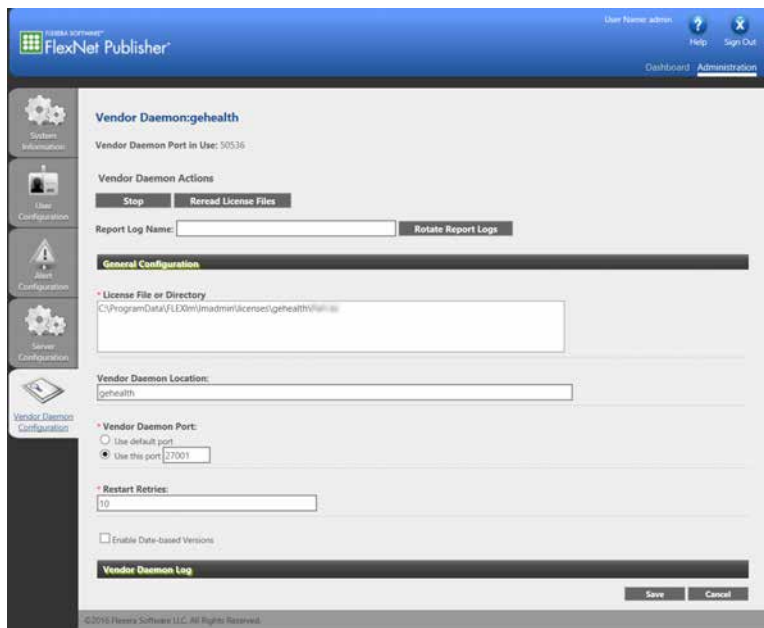


3 Log in to the **Administration** page.



Step	Action
------	--------

- | | |
|---|--|
| 4 | Select the Vendor Daemon Configuration tab, and click on the name of your vendor daemon (gehealth.exe) in the list. Under Vendor Daemon Port , select Use this port , and enter the port number, for example, 27001. Click Save . |
|---|--|



- | | |
|---|---|
| 5 | Restart the ladmin service manually on the license server host computer. For a locally installed license server, restart the computer. |
|---|---|

Using the eLicense for the first time

When the product software is started for the first time, you will need to specify the location of the eLicense.

- For floating eLicenses, provide the name of your license server host computer. For a network license server, contact your IT department for the server name. For a locally installed license server, the computer name is shown in **System properties** accessed from the Windows Control Panel.
- For node-locked eLicenses, provide the path to the license file on the local computer.

Details may differ between different products. See [Chapter 6 Information for Biacore systems, on page 19](#) for product-specific information.

6 Information for Biacore systems

Introduction

This chapter contains eLicensing information specific to Biacore products.

License types

Node-locked eLicenses are not supported for Biacore systems.



NOTICE

The eLicense must be set up before the instrument is installed by Cytiva service personnel.

Connection to the license server

Biacore product software requires a connection to the license server host at all times.

Number of simultaneous users

For Biacore systems that are supplied with separate Control and Evaluation software, an eLicense for one user permits the simultaneous use of both the Control and Evaluation software on one computer at a time. Any number of additional instances of both Control and Evaluation software can be opened on the same computer. An eLicense for one user does not however permit simultaneous use of the Control and Evaluation software on different computers.

Note: *Opening an additional instance of the software on the same computer requires login credentials but does not add to the number of concurrent users.*

If the maximum number of concurrent users is reached, one user must close the software and release the license before another user can log in to either the Control or Evaluation software.

Software extension packages

Some Biacore systems offer extension packages that add functionality to the basic software. Extension packages are licensed separately from the basic software.

Extension packages are selected when the first instance of either control or evaluation software is started. The selection of extension packages cannot be changed on a given computer as long as either the Control Software or the Evaluation Software is running, regardless of user. Users on a different computer can however select different extension packages.

Using eLicenses

You only need to enter the eLicense server name the first time you start the Biacore software from a computer. The next time that you start the software from the same computer, you do not need to enter an eLicense server name, but it is possible to change to another eLicense server name.

Use the eLicense for the first time


It is recommended to test to connect to a new eLicense after it has been activated and imported to the license server. This procedure cannot be performed until a Biacore software is installed (by running an .exe file) and a database is connected (see *Biacore Insight Database Installation and Management Guide*).

When you have access to a computer with Biacore software that is connected to a database, follow the steps below to use the eLicense so that the Biacore software will start working.

Step

Action

1

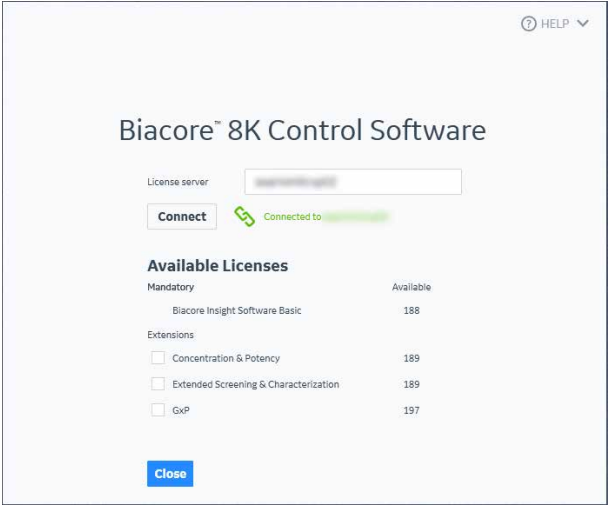
Start the Biacore software and click the pen icon  next to **Selected extensions**.

2

Enter the name of the license server host computer, and click **Connect**.

Result:

The red broken link symbol changes into a green link symbol.



The screenshot shows the 'Biacore™ 8K Control Software' window. At the top right is a 'HELP' button with a dropdown arrow. Below the title, there is a 'License server' text box containing 'localhost'. Below this is a 'Connect' button and a green link icon with the text 'Connected to'. Underneath is a section titled 'Available Licenses' which contains a table:

Mandatory	Available
Biacore Insight Software Basic	188
Extensions	
<input type="checkbox"/> Concentration & Potency	189
<input type="checkbox"/> Extended Screening & Characterization	189
<input type="checkbox"/> GxP	197

At the bottom left of the window is a blue 'Close' button.

3

If you are in a GxP environment, make sure that your Windows account has a GxP database role, select **GxP** under **Available Licenses**, and click **Close**.

4

Enter your credentials and click **Log in**.

7 Troubleshooting

Problems and solutions

Problems	Solutions
The license server is down, because sleep mode has been activated several times while the server was running.	<ul style="list-style-type: none">Restart the lmadmin service manually.To be proactive, do not permit the license server to enter sleep mode.If the problem is frequent, consider asking Cytiva to re-host the eLicense on another computer.
The access to the license server is unsteady, due to alternating ports on the computer that hosts the license server in combination with ports closed by security reasons.	<ul style="list-style-type: none">Set the port number to a fixed value, see Communication settings, on page 7, and (Optional) Set port number for vendor daemon to fixed value, on page 16.



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