Installation & Licensing

- What steps need to be taken for an update to Version 2019?
- What's the point of product activation?
- I still have a license obtained via a dongle. What do I have to do to perform an update?
- What licensing / activation options are available?
- How does the activation/licensing take place?
- AutoRequest Licenses
- Activate licenses
- Deactivate Licenses
- Restoring of licenses
- What do you have to keep in mind when exchanging hardware components on the Licence Server?
- How do I have to proceed in case of a required hardware exchange or a changed partitioning of my hard disk?
- Is the product activation still valid after an update of the operating system?
- A network commuter license is used at my company. Can I transfer a license onto my laptop to be able to continue working at home or during a business trip?
- What do you do if a workstation is stolen?
- Can the HiCAD/HELiOS installation take place via a network connection?
- How do I activate Network licenses on virtual machines (VM) ?

Please note:
We recommend deactivating local licenses and network licenses before performing an **update/upgrade of the operating system**, e.g. from Windows 8 to Windows 10. After a successful update/upgrade of the operating system, activate them again.

What steps need to be taken for an update to Version 2019?

- Version 2019 can be obtained either on an installation medium (DVD), or via download from the ISD Download area.
- If you use a Server License, you need to update the License Server Software and the License Management Tools; if you use Local Licenses, you need to install the new version.
- Normally, licenses for older HiCAD/HELiOS versions must be revoked first.
- After confirmation of the revocation you will receive one or several Entitlement IDs enabling you, in combination with your E-Mail address and your Password, to activate the new licenses.
- Licenses can be deactivated at any time, without having to contact the ISD Group, via the License Activator in the License Manager, i.e. they can be temporarily stored on the Server of the ISD. For this you require your Entitlement ID, your E-mail address and your Password. The activation can then be performed on any other computer, i.e. the licenses can be transferred to this computer. For Server Licenses this procedure can only be performed for the entire license License Pool.

Extensive information on licensing procedures can be found in the "HiCAD Installation Notes" / "HELiOS Installation Notes" guide.

Please note:

- the ISD License Manager will be supplied with HiCAD and HELiOS 2010. **Use this tool for the activation of new licenses for HiCAD/HELiOS 2400!**
- HiCAD 2017 comes with the new 2-D figures archive with the file name extension .FGA. Please use only this new .FGA format for conversion of existing 2-D .FIG files! For this purpose, use the new Converter_FIG_To_FGA.exe tool in the HiCAD\exe directory. The Converter can also be installed from the HiCAD DVD.

  When you update to HiCAD 2017, the 2-D parts that are supplied with HiCAD by default (e.g. drawing frames) will be converted from FIG to FGA in various folders in the installation directory. Before their conversion, the data will be saved in their original state in a folder or ZIP file, respectively, to the "Szenen" and "Catalogue" directory. Also, a LOG file recording the conversion will be saved to both directories.

  When using an interface between HiCAD 2017 and HELiOS you will be prompted to adjust the database accordingly after a new installation or an update. Please note that the search for and management of 2-D parts will only possible after successful adjustment of the database and conversion of the existing FIG files.

  For further details please read the PDF file New data format for 2-D files.

What's the point of product activation?

Product activation is a form of copy protection. During the product activation, no personal data will be transmitted, but a locking of the software to the hardware of a server or a workstation computer. The ISD has used the product activation since the release of HiCAD/HELiOS Version 2010. Before that, the activation of licenses took place via a dongle.

I still have a license obtained via a dongle. What do I have to do to perform an update?

As of HiCAD/HELiOS Version 2010, product activation takes place via a software license and is no longer bound to a dongle, but directly to the hardware of a server or a workstation computer. If you want to perform an update of a HiCAD/HELiOS Version 2008 (or older) to Version 2010, we recommend an installation by the ISD. After an update (of Version 2008 or older) to HiCAD and HELiOS Version 2010 you need to return your workstation to the ISD. After this, the old HiCAD and HELiOS Version can no longer be used.

What licensing / activation options are available?

HiCAD/HELiOS can be activated via the following license types:

Local licenses
If you choose local (workstation-specific) licensing, the activation will be directly locked to the hardware of the workstation on which your HiCAD and HELiOS Desktop is installed.

Network licenses
If you choose network (server-controlled) licensing, the license will be directly locked to the hardware of the server that centrally manages the HiCAD/HELiOS licenses. These licenses can be used on any workstation in your network that is connected to this server.

Commuter licenses
So-called commuter licenses enable you to use network licenses even if your workstation is not connected to the server.

How does the activation/licensing take place?

As of HiCAD/HELiOS 2010, the activation takes place via a software license and is no longer locked to a dongle, but directly to the hardware of a server or a workstation computer. One distinguishes between local (workstation-specific) licensing and network (server-controlled) licensing.

- **Local (Workstation-Specific) Licensing**
  If you choose local licensing, the activation will be directly locked to the hardware of the workstation on which your HiCAD/HELiOS program is installed.

  The ISD will send you an E-mail containing the Entitlement ID for local licenses (standalone). This ID will be required for the activation and deactivation of the licenses and software modules. Please keep the Entitlement ID! Without this ID you cannot activate or deactivate any licenses! In case of a defect, no reconstruction of licenses will be possible without the Entitlement ID! After installing HiCAD/HELiOS, you activate the licenses by means of the License Activator in the ISD License Manager.

- **Network (Server-Controlled) Licensing**
  If you choose network (server-controlled) licensing, the license will be directly locked to the hardware of the server that centrally manages the HiCAD/HELiOS licenses. These licenses can be used on any workstation in your network that is connected to this server.

  The ISD will send you an E-mail containing the Entitlement ID. If you have several network servers, e.g. at several locations, you will receive one Entitlement ID for each network server. This ID will be required for the activation and deactivation of the licenses and software modules. Please keep the Entitlement ID! Without this ID you cannot activate or deactivate any licenses! In case of a defect, no reconstruction of licenses will be possible without the Entitlement ID! You activate/deactivate the network licenses by means of the License Activator in the ISD License Manager. Individual licenses can be checked out from the server and locked to a workstation within or outside the network (so-called "commuter licenses"). This enables you to continue working at a different location, without being connected to the license server (unless your HiCAD installation requires a connection to a database server). For this purpose you define a specific period during which you want the license to be available on a selected workstation. For this period, this license will be blocked on the license server. After expiry of this period, the license will be made available on the license server again. It is also possible to manually return this license to the server before expiry of the defined period, if the workstation is connected to the server. Licenses for one workstation can be checked out for at least one day, with the counting beginning at 1:00 AM on the day following the checkout date.

  If you want to replace/exchange your license server, you need to deactivate all licenses first.

Please note:
- Extensive information on licensing procedures can be found in the "HiCAD Installation Notes" / "HELiOS Installation Notes" guide.
- To learn how to operate the License Manager please read the information given in the corresponding Online Help section.

AutoRequest Licenses

When acquiring a HiCAD/HELiOS license, you will obtain one Entitlement ID for local licenses (Standalone) and another one for network licenses (Network). If you have several network servers, e.g. at different locations, you will obtain one Entitlement ID for each network server. These numbers will be required for the activation and deactivation of the licenses and the software modules.

> Please keep the Entitlement ID! Without this number you cannot activate or deactivate licenses. In case of a system crash a reconstruction of the licenses cannot take place without the Entitlement ID!

After installing HiCAD/HELiOS you can find the program in the Windows Start menu at **ISD Software und Systeme > Administration**. Please note that for the execution of some functions, administrator rights are required.

The range of functions of the ISD License Manager depends on the activation of the License Administration Tools option. The information about this setting is entered in the Registry and can also be changed there subsequently if desired (please contact the Hotline).

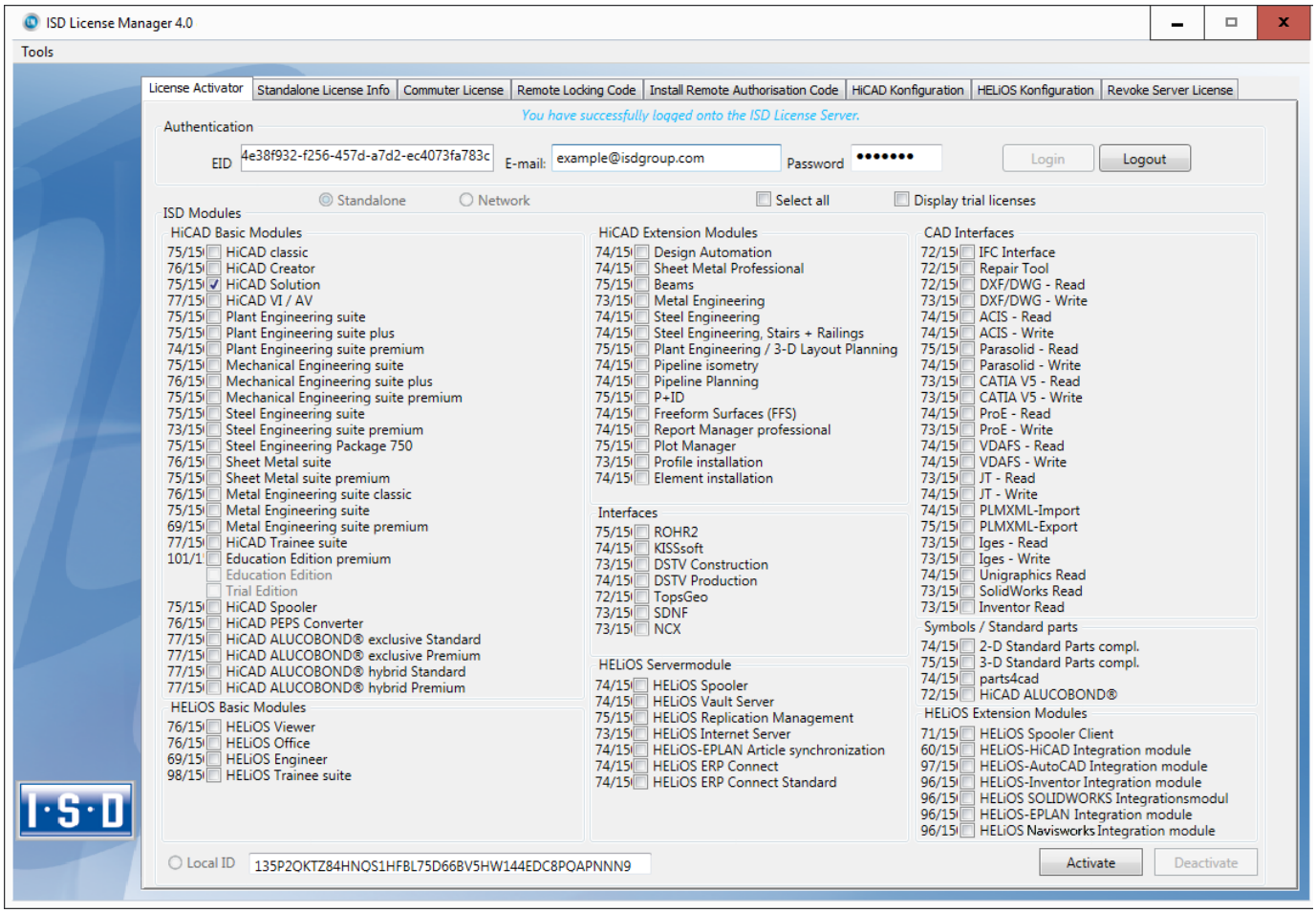
To activate/deactivate Network Licenses, always start the ISD License Manager (x32 Server) via the Windows Start menu: Select **Start > All programs > ISD Software und Systeme GmbH > Administration**.

Activate the License Activator tab and enter the Entitlement ID, your E-mail address and your Password. New customers obtain their password from the ISD Hotline. With this password you can also access the Download Area. After entering the data, click Login. The ISD License Manager connects to the ISD License Server and the acquired licenses will be displayed. This process may take several minutes. You can then activate the licenses.

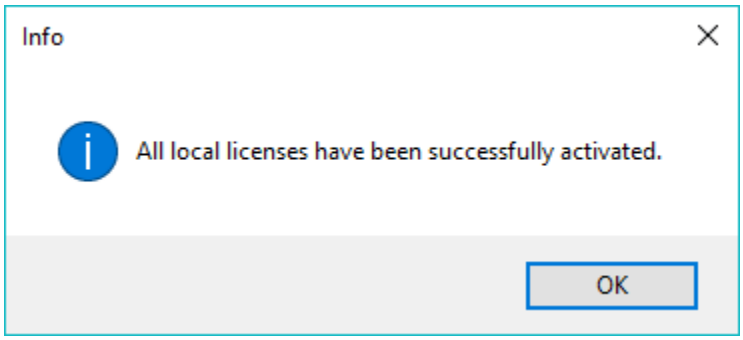
Activate licenses

After successful login, the number of available licenses and the number of acquired licenses are indicated next to each module. Select the modules to be activated and click **Activate** to start the activation.

For Server Licenses the modules are already pre-selected!



After successful activation a message showing you that all licenses have been successfully activated will be displayed:



You can then log out and start working with the HiCAD/HELiOS modules.

In addition, you will receive an E-mail informing you about the activated modules.

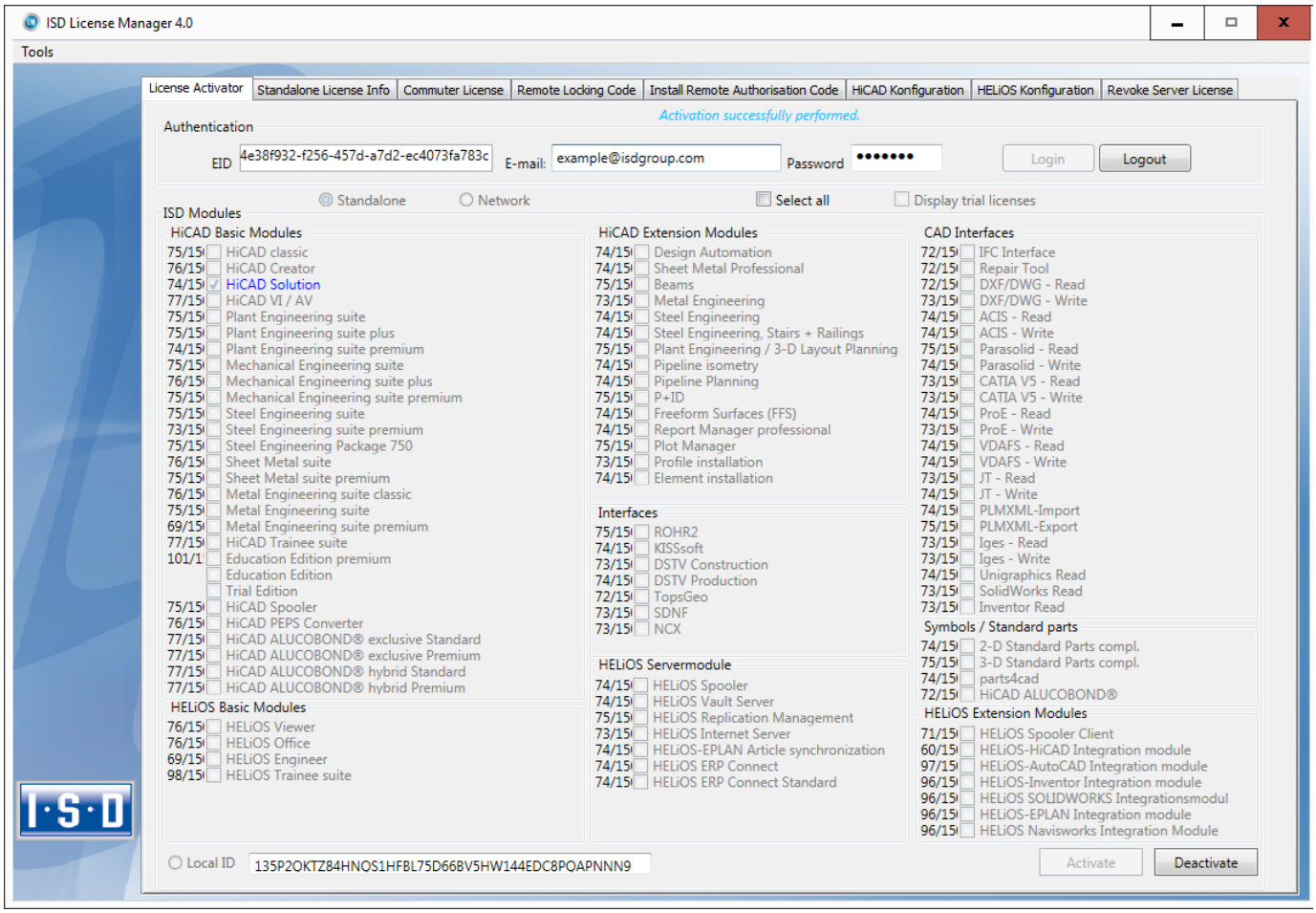
For Network Licenses, all modules will always be activated or deactivated (for further information about the operation of the License Manager, please read the Online Help for the License Manager.

Deactivate Licenses

A deactivation of licenses for modules will be required in the following situations:

- Exchange of hardware or changing of hard disk partitioning
- Update of the operating system (e.g. from Windows 8 to Windows 10)
- For updates within one version no deactivation will be required.
- Transfer of local modules from one workstation to another
- Acquisition of further modules, or return of hired licenses
- Switch from local licenses to network licenses

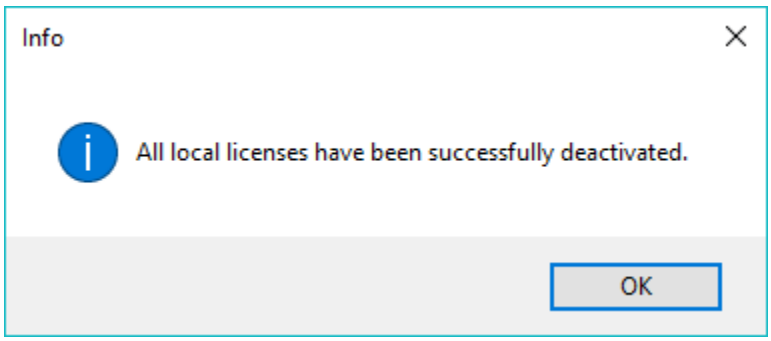
Please note the following: All workstations with modules having the same Entitlement ID need to be deactivated completely before a redistribution of the module licenses can take place.
After starting the ISD License Manager the activated modules will be highlighted in a different colour. Click the **Deactivate** button to revoke the activation of the modules.



A selection is not possible, as you need to deactivate all modules, no matter whether local licenses or network licenses.

Attention
The deactivation must not be disrupted, e.g. by a logout or the closing of ISD License Manager!

After successful deactivation the following message will be displayed:



Restoring of licenses

Since all licenses will be backed up on the ISD Server, they can, in case of an interrupted connection or an accidental deletion, restore all your licenses via login and input of your Entitlement ID. Please note that the restoring of licenses will only work if the hardware has not been changed! (see last point - deactivation of licenses).

What do you have to keep in mind when exchanging hardware components on the

Licence Server?

If you want to use a different computer as licence server, or exchange hardware com-ponents (hard disks, graphic card, motherboard etc.) on the licence server, the network licences need to be locked before the exchange. For this, the following requirements need to be fulfilled:

- All licences on the network server need to be unlocked again. Please make sure that no application using these network licences is running.
- All commuter licences need to be checked in again.
- The licence server (service) must be running.

How do I have to proceed in case of a required hardware exchange or a changed partitioning of my hard disk?

In this case you need to deactivate all module licenses and reactivate them after the exchange of the hardware or the change of the partitioning.

Is the product activation still valid after an update of the operating system?

Yes, if it is an update within one version. In all other cases you have to deactivate your licenses and reactivate them after the update.

A network commuter license is used at my company. Can I transfer a license onto my laptop to be able to continue working at home or during a business trip?

Yes, if HiCAD and/or HELiOS has been installed on your laptop. One example: Let us assume that you want to take your laptop with you on a Friday evening. Proceed as follows: Check out a license on Friday, e.g. at 5:00 pm, for 2 days. From this point in time, this license will be valid for 2 days, exactly until 11:59 pm of the last day. This means that you will be able to use the license on your laptop until Sunday night, 11:59 pm. After this, it will automatically be available on the server again, i.e. no further action from your side will be required when you return to your office on Monday. Click here for a more detailed description of such a case.

What do you do if a workstation is stolen?

The user is responsible for appropriately insuring the HiCAD/HELiOS workstations against theft. If desired, we can tell you the reinstatement value of your software. If a workstation is stolen, you will need a new licence. In such cases, please send us the police report of the theft first. We will then provide you with a licence for a limited period of time, and submit an offer for a new licence to you. The ISD will send you the new licence after clarification of the case with your insurance and receipt of your payment for the licence fee.

Can the HiCAD/HELiOS installation take place via a network connection?

The installation can take place via a network connection. In this case, however, no network drives, but UNC paths should generally be used for installation.

How do I activate Network licenses on virtual machines (VM) ?

If you want to use/activate/deactivate the network licenses on virtual machines, please observe the following points:

1. A static MAC address is required
2. A static IP address is recommended or required when using Commuter Licenses
3. Before copying or changing a virtual machine, deactivate the network licenses, since the UUID (Universal Unique IDentifier) of the VM will change due to the copying process, and cannot be deactivated afterwards any more. This also applies to the starting of the VM on a different host.