



## J8 - How to use a cloud-based floating software licence

### Introduction

A cloud-based floating licence is operational with a licence server hosted by Physibel in the cloud from which users (automatically) request a seat when opening the Physibel application.

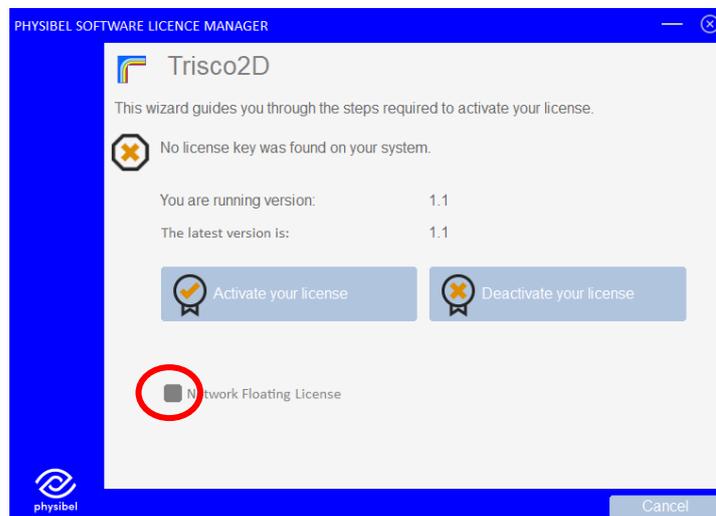
This document explains how to activate a cloud-based floating software licence. Alternative licence options, not discussed in this document are: stand-alone (software licence or hardware key) and network floating (software licence).

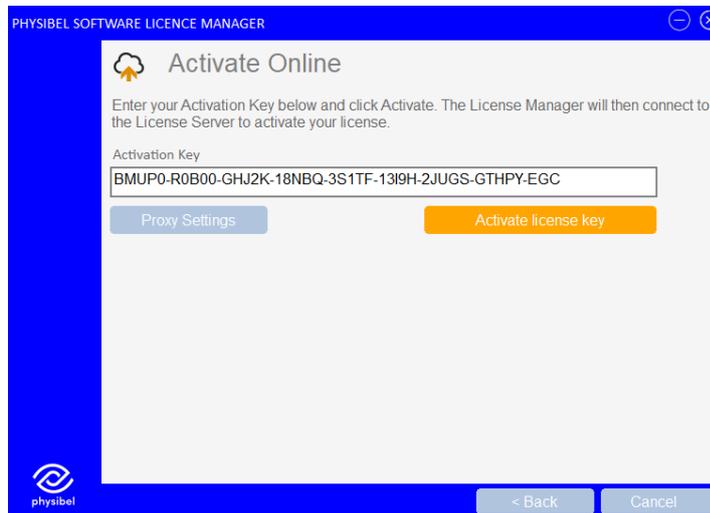
### Online software licence activation

With a cloud-based software licence, the user needs to activate the software licence manually using the activation code received upon purchase of the software when first starting the application after installation.

The **Software Licence Manager** will open automatically and prompt the user to activate the licence. The computer needs to be connected to the internet for this licence activation on the licence server hosted by Physibel.

For a cloud-based floating licence, make sure the 'Network Floating License' check box is left unchecked.

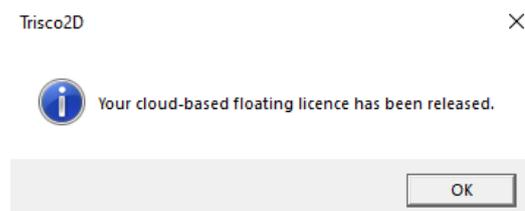




The software licence key is linked to the computer, on a user account level.

After this first manual activation, whenever the application is restarted, the licence is automatically activated (the activation key is stored in the computer's registry).

When the application is closed, the software licence is released and free to be used on another computer if desired. There is no limit to the number of computers on which the application can be installed. Of course, concurrent use of the application is limited to the number of licences (or seats) purchased.



When the application is not properly closed (e.g. computer crash), the cloud-based floating licence will not be released. If this happens, the easiest solution is to re-open the application and properly close it to release the licence.

### Software Licence Manager from command line

The Software Licence Manager can also be accessed from the command line. Change directory to where the Physibel application is installed and open via the following command (where "settingsfile" is the name of the applications .xml settings-file, e.g. "TRISCO v15.1.lw.xml", found in the folder where the application is installed) :

```
QlmLicenseWizard.exe /settings "settingsfile"
```

With the optional *"/activationKey"* argument, the activation key can be passed to the Software Licence Manager upon opening from the command line.

## View and release licences

Information on activated cloud-based licences can be [viewed online](#). The computer ID (generated by our licensing system) and names<sup>1</sup> of the computers on which the licence is activated are shown after filling in the activation key.



### License Information

Enter your activation key and press Ok

 Your license is valid and entitles you to install 1 copy of SOLIDO. Your license expires on 9/20/2021. Your maintenance plan expires on 9/13/2022.

Your license was activated on these computers:

Computer Identifier	Computer Name	Activation Date
N0CV1812MB0027817	LAPTOP-SIG8ENVN	9/13/2021 12:39:09 PM

When the application is properly closed and is connected to the internet, cloud-based floating licences are automatically released upon closing. If something went wrong however and the cloud-based floating licence is not released, it can alternatively be [released online](#).

After filling in the activation key and – optionally – the computer ID, the cloud-based floating licence can be released.



### License Deactivation

Enter your Activation Key and Computer ID  
If your Activation Key is associated to a single system, the Computer ID field is optional

Activation Key BNQ90405002GHJKM8P91615QVPBEEEXG5IANZB8 has been deactivated from computer LAPTOP-SIG8ENVN.

<sup>1</sup> Go to Start → This PC → Properties to view your computer's name

## Physibel application updates<sup>2</sup>

Different users of a cloud-based floating licence should always be on the same major version of the Physibel application (though a difference in minor version and enhancement version is allowed). When a new major version is released, it is highly recommended that all users update the application installed on their work stations at the same time.

## Troubleshooting

The application communicates with the Physibel licence server over http (port 80) or https (port 443). On most systems, these ports are open for outbound communication.

Connectivity issues between a client and the Physibel licence server can be due to several reasons. Here are some reasons why communication may fail:

- A firewall is blocking outbound connections to the QLM License Server.
- The client uses a proxy server that requires authentication in order to connect to the internet.

The QlmNetworkTester<sup>3</sup> tool can be used to test network connectivity to the Physibel licence server.

To run QlmNetworkTester:

- Execute QlmNetworkTester.exe
- Click the ... button and select the location of the settings xml file (e.g. "TRISCO v15.1.lw.xml", found in the folder where the application is installed).
- Click Test Connection
- Click Finish when done

Ultimately, in case something has gone wrong, it is possible to delete all licence information from the current machine's registry and start over from a clean slate. There is a separate stand-alone tool to accomplish this, called QlmDeleteKeys.exe, available after installation of the Physibel application<sup>4</sup>.

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<sup>2</sup> See "How to update to a newer version" for more information

<sup>3</sup> In folder Program Files (x86)/Physibel/Redistrib/

<sup>4</sup> In folder Program Files (x86)/Physibel/Redistrib/