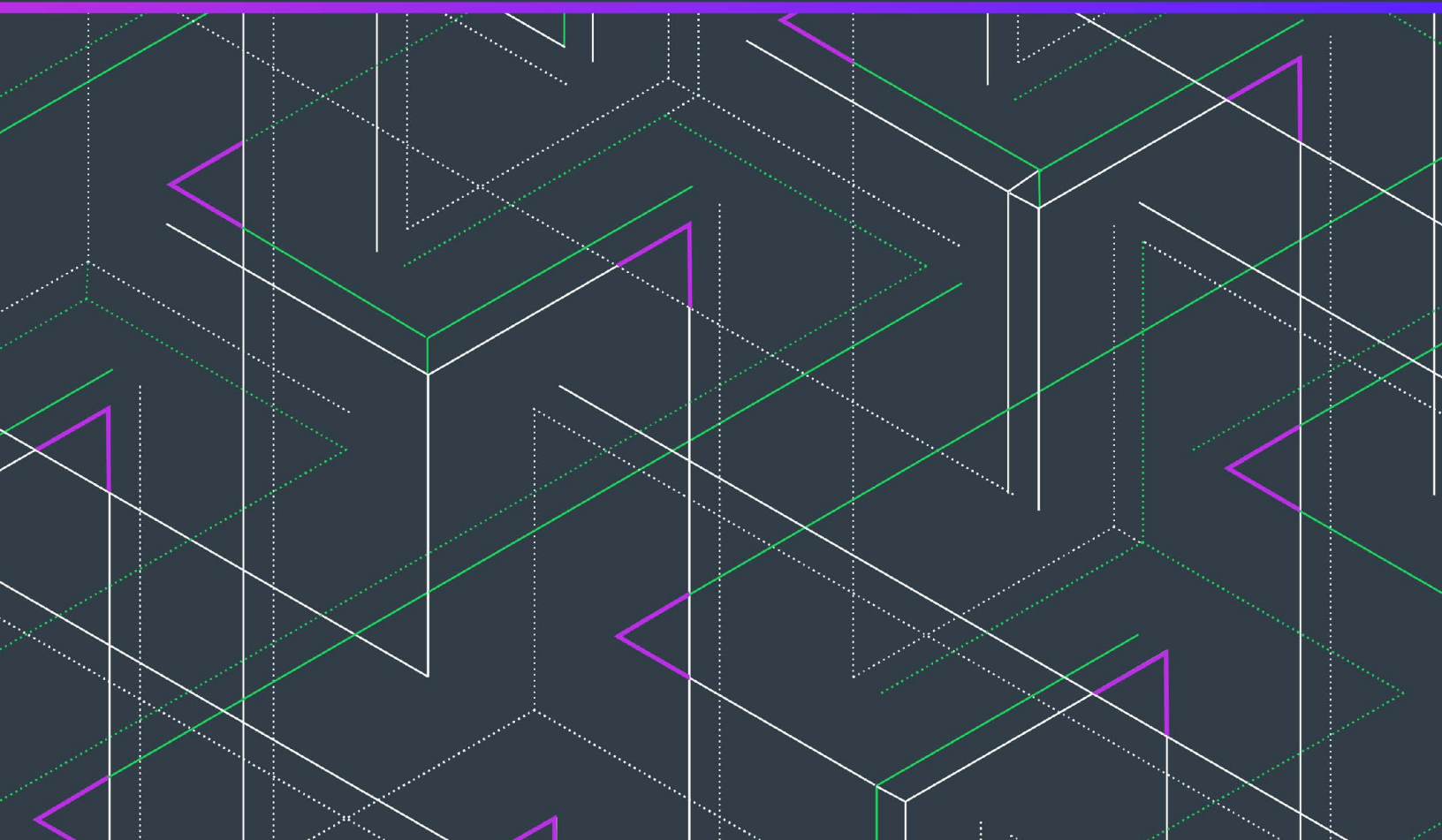


InstallShield 2021 and Later Downloads and Licensing Guide



Legal Information

Book Name: InstallShield 2021 and Later Downloads and Licensing Guide
Part Number: ISP-2700-LG01
Product Release Date: September 2021

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InstallShield 2021 and Later Downloads and Licensing Guide

This document provides comprehensive information about licensing and activation for InstallShield 2021 and later, including the different licensing models available, the associated configuration, and usage workflows.



Note - If you are not using InstallShield 2021 and later or the Standalone Build that shipped with this version of InstallShield, but you are using the earlier versions of these products (the InstallShield 2020 or earlier versions), refer to the version-specific instructions that are posted at the following site:

[Download and Licensing Instructions: Accessing Your Revenera Products](#)

Table 1 - Help Navigation Table

Topic	Content
Licensing	Describes the available licensing models, setup procedures, server configuration, and overall license lifecycle management. This also includes node-locked and concurrent licensing, FlexNet License Server setup, and Cloud License Server (CLS) configuration.
Activation	Describes activation workflows, returning licenses, transfer scenarios, uninstalling and reinstalling InstallShield, and troubleshooting licensing and activation issues.

Product Support Resources

The following resources are available to assist you:

- [Revenera Product Documentation](#)
- [Revenera Community](#)

- [Reverera Learning Center](#)
- [Reverera Support](#)

Reverera Product Documentation

You can find documentation for all Reverera products on the [Reverera Product Documentation](#) site:

<https://docs.reverera.com>

Reverera Community

On the [Reverera Community](#) site, you can quickly find answers to your questions by searching content from other customers, product experts, and thought leaders. You can also post questions on discussion forums for experts to answer. For each of Reverera's product solutions, you can access forums, blog posts, and knowledge base articles.

<https://community.reverera.com/s/>

Reverera Learning Center

The Reverera Learning Center offers free, self-guided, online videos to help you quickly get the most out of your Reverera products. You can find a complete list of these training videos in the Learning Center.

<https://learning.reverera.com>

Reverera Support

For customers who have purchased a maintenance contract for their product(s), you can submit a support case or check the status of an existing case by first logging into the [Reverera Community](#), clicking **Support** on the navigation menu to open the **Support Hub** page, and then clicking the **Open New Case** or **Case Portal** button.

Contact Us

Reverera is headquartered in Itasca, Illinois, and has offices worldwide. To contact us or to learn more about our products, visit our website at:

<http://www.reverera.com>

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- [YouTube](#)
- [Instagram](#)

1

Licensing

This chapter provides an overview of the licensing models available for InstallShield and explains how to download, configure, and manage licenses for both InstallShield and the Standalone Build.

It includes the following sections:

- [Licensing Options](#)
- [Licensing Overview for InstallShield and the Standalone Build](#)
- [Overview of the Life Cycle of a Node-Locked License](#)
- [Differences Between Node-Locked Licenses \(InstallShield vs Standalone Build\)](#)
- [Downloading InstallShield, Redistributables, Add-Ons, Service Packs, and Other Installations](#)
- [Installing and Configuring a Node-Locked License of the Standalone Build](#)
- [Setting Up the Concurrent Licensing Environment for InstallShield and the Standalone Build](#)
- [Specifying the Cloud License Server \(CLS\) for Concurrent Licenses](#)
- [Using the License Server Manager \(lmadmin\) on a FlexNet License Server](#)

Licensing Options

InstallShield 2021 offers subscription licensing with two different licensing options:

- **Node-locked subscription licensing**—With this model, the product license is tied to a specific user and machine for the subscription duration entitled. This model is the traditional option and the one that is most often purchased.

If you are using the node-locked type of license, it is your responsibility to maintain your license on your machine. Sharing this type of license between multiple users does not comply with the InstallShield EULA.

- **Concurrent subscription licensing with License Server**—This model enables sharing or floating of InstallShield licenses between multiple users for the subscription duration the concurrent license is entitled; it is also sometimes called floating licensing. Concurrent licensing can provide you with greater flexibility and

cost efficiency than the traditional node-locked licensing. InstallShield concurrent subscription licensing can be configured with the **FlexNet License Server**, or with **Cloud License Server (CLS)**. This model is only available for the Premier edition of InstallShield and the Standalone Build.

If your organization purchased concurrent licenses for InstallShield, you need to [specify the Cloud License Server \(CLS\) instance ID](#) when you install InstallShield on your machine, and enter the Hosted Server ID that you received from Revenera. The Cloud License Server (CLS) instance is hosted in the Revenera FlexNet Cloud Licensing Service that holds license rights for use by InstallShield. Subsequently, every time that you start InstallShield on your machine, the Cloud License Server (CLS) is queried to verify that the required license is available. If the license is available, you are granted access to InstallShield. No product activation is required with concurrent licensing.

Or if your organization purchased concurrent FlexNet License Server for InstallShield, you need to [identify the license server](#) that you are using when you install InstallShield on your machine. Subsequently, every time that you start InstallShield on your machine, the server is queried to verify that the required license is available. If the license is available, you are granted access to InstallShield. No product activation is required with concurrent licensing.

To learn more about these different licensing models and determine which option best fits your requirements, contact your InstallShield sales representative.

Licensing Overview for InstallShield and the Standalone Build

The following table presents an overview on how to set up the licensing for the type of license that you purchased.

Table 1 - License Types

License Type	Description of License Type	Instructions
Node-locked license of InstallShield	This type is tied to a specific user and machine. A node-locked license requires a product activation code to activate the product. This model is the traditional option.	For instructions, see Activating InstallShield for Node-Locked Licenses .
Node-locked license of the Standalone Build	This type is tied to a specific user and machine. A node-locked license for the Standalone Build requires a Revenera-generated license file for the machine on which you install the Standalone Build.	To set up a node-locked license, see Installing and Configuring a Node-Locked License of the Standalone Build .

Table 1 - License Types (cont.)

License Type	Description of License Type	Instructions
Concurrent license of InstallShield or the Standalone Build	<p>This type enables sharing or floating of licenses among a maximum number of simultaneous users. The product on each user's machine must be connected to a license server that your organization sets up. This license type requires you to activate the licenses on the license server using an activation code, which is available through the Flexera / Revenera Product and License Center.</p> <p>The license server software enables users to borrow a license for InstallShield from the license server for a specified number of days. Using a borrowed license enables you to use the product while being disconnected from the same network as the license server.</p>	<p>To set up a license server, see Setting Up the Concurrent Licensing Environment for InstallShield and the Standalone Build.</p> <p>To connect a machine that has the product to the license server, see the following:</p> <ul style="list-style-type: none"> • Connecting a User's Machine to the License Server for InstallShield License Check-Outs and Check-Ins • Installing the Standalone Build on a Build Machine and Connecting it to the License Server for License Check-Outs and Check-Ins <p>To learn how to borrow a license of InstallShield, see Borrowing InstallShield Licenses from the License Server.</p>

Overview of the Life Cycle of a Node-Locked License

The node-locked subscription licensing model requires that you activate InstallShield for the subscribed duration on your machine. It also requires periodic renewal based on the subscription duration, which occurs automatically in most cases if the InstallShield subscription is renewed on time. Activation and renewal verify that InstallShield has not been activated on more machines than allowed by the InstallShield EULA. If you are using the node-locked type of license, it is your responsibility to maintain your license on your machine.

The following information describes product activation and renewal, as well as different events that may occur for a license.

Product Activation

After you first launch InstallShield, the Activation Wizard opens. The wizard guides you through a series of steps to activate InstallShield. You enter a product activation code, which is used to authenticate the InstallShield license and unlock the product. The wizard first attempts an online activation. If online activation is unsuccessful, the wizard enables you to use the offline method (activation through a Web page that you can access from a different machine).

If you do not activate InstallShield the first time that you launch it, you have a limited number of days to use it before activation is necessary. The Activation Wizard shows the number of days that are left in your trial period.

Sometimes activation is not successful. The most common reason is that the activation code was used to activate InstallShield on another machine. The activation wizard protects the license in this case, preventing users from activating InstallShield on more machines than allowed by the EULA.

Product Renewal

Once the product has been activated, renewal is periodically required based on the subscription duration. Renewal is the process by which an activated product is updated for the new subscription duration and checked to verify that it is still installed according to the InstallShield EULA, and that it has not been activated on more machines than allowed.

InstallShield shows a warning message for the subscription expiration from one month before the expiration onwards. InstallShield also shows the subscription info on the InstallShield **About** dialog to remind you about the subscription renewal in order to continue using InstallShield.

Renewal typically occurs automatically, without any interaction on your part if the InstallShield subscription renewal is updated in the back office on time. On the expiry of the current subscription, the Activation Wizard sends a renewal request for your activation code to the activation server silently (that is, without displaying any user interface). The server receives the renewal request, and it validates the request. If the renewal request is valid, the server automatically notifies the Activation Wizard about the status, enabling the wizard to renew InstallShield for you.

If renewal cannot be automatically performed when needed (for example, if you do not have an Internet connection), the Activation Wizard is displayed when you launch InstallShield. At that point, the Activation Wizard lets you renew InstallShield using the same wizard that is used for activation. The wizard first attempts an online renewal. If online renewal is unsuccessful, the wizard enables you to use the off-line method. The off-line activation process for renewal is the same as that for activation.

Sometimes renewal is not successful. The most common reason is that the activation code was used to activate InstallShield on another machine. The Activation Wizard protects the license in this case, preventing users from activating InstallShield on more machines than allowed by the EULA.

License File Renewal

InstallShield Standalone Build requires a license file for node locked activation. Standalone Build license files can be managed via the [Flexera / Revenera Product and License Center](#). The Product and License Center lets you download the installation, generate the license file, and return the license if you want to move the license to a different machine.

During product renewal, you need to regenerate the license file from the [Product and License Center](#) for InstallShield Standalone Build to reflect the new subscription duration.

Moving a License

If you obtain a new replacement machine, you can move your license from your old machine to your new machine.

In order to move your license to your new machine, you must first return your license to your account on the activation server. This process is sometimes referred to as deactivation. Returning the license makes it available again so that you can use your activation code for activation on a different machine. To learn how to return your license, see [Returning a License to Your Account on the Activation Server](#).

Once you have returned your license, you can use the same activation code to activate the product on your new machine.



Important - There is a limit to the number of times that a license can be moved. InstallShield allows you to return the license back to the activation server four times per year. If you want to move the license beyond four times per year, contact your InstallShield sales or support representative.

Permanently Transferring a License

In some cases, it may be necessary to permanently transfer your license to a different user and machine in an organization. For example, if your responsibilities are changing and someone else will be creating installations in InstallShield, you may need to transfer your license to that employee. In order to transfer your license, you must first return your license to your account on the activation server. Returning the license makes it available again so that the new user can use your activation code for activation on a different machine. Note that the new user will need to activate InstallShield on their machine after they have installed it.

If a license is being permanently transferred to you, ensure that you contact your InstallShield sales or support representative and give them the updated registration information for the license. The registration information update is required in order to best serve you and to notify you about product updates and special offers.



Important - There is a limit to the number of times that a license can be permanently transferred. InstallShield allows you to return the license back to the activation server four times per year. If you want to permanently transfer the license beyond four times per year, contact your InstallShield sales or support representative.

Differences Between Node-Locked Licenses (InstallShield vs Standalone Build)

A node-locked license of InstallShield is different than a node-locked license of the Standalone Build. The following table highlights the main differences.

Table 2 - Differences Between Node-Locked Licenses of InstallShield and the Standalone Build

Node-Locked License of InstallShield	Node-Locked License of the Standalone Build
Unlocking a node-locked license of InstallShield requires that you enter an activation code to activate the product. The product will stop working at the end of the evaluation period if you do not activate it.	Unlocking a node-locked license of the Standalone Build requires that you add a Revenera-generated license file to your machine.
You can install and then evaluate InstallShield for a limited number of days without activating it. Most of its functionality is available during this evaluation period.	The Standalone Build cannot run in evaluation mode; it does not run without a license file.

Table 2 • Differences Between Node-Locked Licenses of InstallShield and the Standalone Build (cont.)

Node-Locked License of InstallShield	Node-Locked License of the Standalone Build
<p>In most cases, the process of activating (unlocking a node-locked license of) InstallShield involves an Internet connection. Email activation is required if the machine that has the product does not have an Internet connection.</p>	<p>A node-locked license of the Standalone Build is intended to be used on build machines, which are sometimes in locked-down environments without Internet connections. When you are obtaining the license file for the Standalone Build, you can use the build machine that you will use to run the Standalone Build, or you can use a different machine (as long as you determine the host ID of your build machine and enter that when you are obtaining the license file).</p>

To learn more about these different licensing models and determine which option best fits your requirements, contact your Revenera sales representative or your preferred reseller.

Downloading InstallShield, Redistributables, Add-Ons, Service Packs, and Other Installations

The following installations are available for download from the Flexera / Revenera Product and License Center:

- InstallShield
- Redistributable files (for example, InstallShield prerequisites and InstallScript Objects)
- Add-ons (if you are entitled to them) such as the Standalone Build and the InstallShield MSI Tools
- FlexNet License Server software (if you purchased concurrent licenses and you need to set up your organization's license Server)
- InstallShield service packs (if available)



Note • When your InstallShield purchase is made, an account is created for your organization, a user account for the purchaser is added to the account in the Product and License Center, and a welcome email message with sign-in credentials is sent to the purchaser. If you are the purchaser of the product, you can sign in to the Product and License Center with the credentials that are included in the welcome email message. If you are not the purchaser and a user account has not been added to the account for you, you can request access by visiting the [Join New Account page \(https://flexerasoftware.flexnetoperations.com/control/inst/registeraccount\)](https://flexerasoftware.flexnetoperations.com/control/inst/registeraccount), and entering your organization's account ID (which is included in the order confirmation email message).



Task

To download any of the installations:

1. Sign in to the [Product and License Center](#).
2. In the left navigation, under **Entitlements**, click **Product List**.

The **Product List** page shows all of the product lines to which your account is entitled. If you do not have access to multiple products, clicking the **Product List** link opens the **Product Information** page directly.

3. If the **Product List** page shows multiple products, click the **InstallShield** link. The **Product Information** page opens.
4. In the **Product and File Downloads** column, click the **InstallShield** link for the version that you want to download. The **Product Download** page opens.
5. Click the appropriate download button.

Once you have downloaded an installation, run the downloaded installation on the machine on which you want to use the product.

Installing and Configuring a Node-Locked License of the Standalone Build

Once you have purchased a node-locked license of the Standalone Build and obtained the Standalone Build installation, you can install it. Configuring a node-locked license of the Standalone Build requires that you obtain a license file (.lic) from the Product and License Center. The following procedure explains how to install the Standalone Build, as well as how to obtain and configure the node-locked license.



Task

To install the Standalone Build and obtain a node-locked license file (.lic):

1. Launch the Standalone Build installation.
2. On the **License Type** dialog, select the **Node-locked license** option.
3. On the **Host ID** dialog, click the **Get a license file from the Product and License Center** button.

Clicking this button opens a Web page that has a link to the Product and License Center. Click that link and then sign in to the Product and License Center.



Tip - If you do not have an Internet connection on the machine on which you are installing the Standalone Build, sign in to the **Product and License Center** on a machine that does have an Internet connection.

4. In the Product and License Center, acquire the license file for the specific machine on which you are installing the Standalone Build.

- a. In the left navigation, under **Entitlements**, click **Product List**.

The **Product List** page shows all of the product lines to which your account is entitled. If you do not have access to multiple products, clicking the **Product List** link opens the **Product Information** page directly.

- b. If the **Product List** page shows multiple products, click the **InstallShield** link. The **Product Information** page opens.
- c. Click the **Licenses** link for the product that you are installing and configuring. The **License Information** page opens. This page shows details about the used and unused licenses of the product.

- d. Find an unused license in the list and select the **License Applicable to Product(s)** option that pertains to that license.
 - e. At the bottom of the page, click the **Generate** button. The **Generate Licenses** page opens.
 - f. In the **Node Host ID** box for the license, enter the host ID that pertains to the specific machine on which you are installing the Standalone Build. The host ID is displayed on the **Host ID** dialog of the Standalone Build installation.
 - g. Click the **Generate** button. The **View Licenses** page opens.
 - h. Click the **Save All** button. The Product and License Center displays a dialog box that lets you specify the location where you want to download the license file.
 - i. Specify a location that is accessible by the machine on which you are installing the Standalone Build. The Product and License Center downloads the .lic file or files to the location that you specified. The file is named *HostID.lic*, where *HostID* is the host ID that you specified when you obtained the .lic file. You can change the name of this file if it makes it easier to manage it.
5. Return to the **Host ID** dialog in the Standalone Build installation, and click the **Next** button. The **Browse for File** dialog opens.
 6. In the **License file (.lic)** box, enter the path for the .lic file that you want to use on the machine, or click the **Browse** button to navigate to the file.
 7. Complete the remaining dialogs in the installation.

The installation installs the Standalone Build on your build machine. The installation also copies the .lic file that you specified to the System folder in the Standalone Build Program Files folder and names it *License.lic*. The location of your license file is:

Standalone Build Program Files Folder\System\License.lic

Setting Up the Concurrent Licensing Environment for InstallShield and the Standalone Build

If your organization has purchased concurrent licenses of InstallShield or the Standalone Build, a FlexNet License Server that you set up in your environment or a Cloud License Server (CLS) manages how many instances of the product can be run simultaneously. Each user who wants to launch one of these products needs to establish a connection with the license server to check out and check in licenses when needed.



Note - For information on specifying the Cloud License Server (CLS) for concurrent licenses, see [Specifying the Cloud License Server \(CLS\) for Concurrent Licenses](#).

This section includes the following subsections:

- [Background Information about Concurrent Licensing](#)
- [Setting Up a Concurrent License Server](#)
- [Connecting a User's Machine to the License Server for InstallShield License Check-Outs and Check-Ins](#)

- [Borrowing InstallShield Licenses from the License Server](#)
- [Installing the Standalone Build on a Build Machine and Connecting it to the License Server for License Check-Outs and Check-Ins](#)

Background Information about Concurrent Licensing

The following process describes what occurs each time that a user in your organization starts the product that is using concurrent licensing.

1. A user launches the product.
2. The FlexEnabled code on the user's machine establishes a connection with the FlexNet License Server and requests a license.
3. The FlexNet License Server checks whether a license is available. If a license is available, the FlexNet License Server checks it out. In addition, the server sends a message to the user's machine. The message grants permission to run the product.
4. The FlexEnabled code on the user's machine receives the message and opens the product.

When the user exits the product, the FlexEnabled code on the user's machine sends a message to the FlexNet License Server, and the license is checked back in, making it available for another machine.



Tip - If the user needs to be disconnected from the same network as the FlexNet License Server, the user can borrow the license of the product for a specified number of days. Once the borrowed license has expired, the product cannot be launched on the user's machine until another license is checked out on that machine.

For more information, see [Borrowing InstallShield Licenses from the License Server](#).

Components of a FlexNet License Server

A FlexNet License Server consists of the following components.

Table 3 - FlexNet License Server Components

Component	Description
FlexEnabled Product	A FlexEnabled product is one that uses FlexNet Publisher Licensing Toolkit to implement its license models. InstallShield, AdminStudio, and InstallAnywhere are all FlexEnabled products. These FlexEnabled products communicate with the FlexNet License Server to request a license when needed.
License Server Manager	<p>The license server manager on the FlexNet License Server handles the initial contact with the FlexEnabled product, passing the connection on to the vendor daemon. The license server manager starts and maintains vendor daemons for serving license rights.</p> <p>One version of the license server manager is available: Imadmin. This is the latest version of the license server manager. This version has a graphical user interface.</p>

Table 3 • FlexNet License Server Components (cont.)

Component	Description
Vendor Daemon	<p>A vendor daemon is a file that is associated with the vendor who developed the FlexEnabled product. If you are using a FlexNet License Server to manage licenses for InstallShield, AdminStudio, or InstallAnywhere, as well as for products that are developed by other companies and are also FlexEnabled, your FlexNet License Server will have one vendor daemon for Revenera, and one additional vendor daemon for each additional vendor.</p> <p>The vendor daemon handles the communication between the FlexEnabled product and the FlexNet License Server; it also keeps track of how many licenses are checked out, how many are borrowed and when each expires, and who has the checked-out and borrowed licenses.</p>

Note the following about the FlexNet License Server components:

- **Communication via TCP/IP**—InstallShield, AdminStudio, and InstallAnywhere communicate with the vendor daemon through TCP/IP network communications. The products and the daemon processes can run on separate machines on your network, across any size wide-area network.
- **Machine-independent communication**—The format of the traffic between the Revenera product and the FlexNet License Server is machine independent, allowing for heterogeneous networks. This means that the FlexNet License Server machine and the machine that is running the Revenera product can be different hardware platforms.
- **Vendor daemon termination scenario**—If the vendor daemon terminates for any reason, all users lose their licenses (though this does not mean that the applications suddenly stop running). Users normally regain their license automatically when the license server manager restarts the vendor daemon; however, they may exit the product if the vendor daemon remains unavailable.

Setting Up a Concurrent License Server

If you are setting up your concurrent licensing environment to manage concurrent licenses of InstallShield or the Standalone Build, you will need to download the FlexNet License Server software, install the software, and obtain the activation code. This section explains how, and also explains system requirements for the server:

- [System Requirements for the FlexNet License Server](#)
- [Obtaining the FlexNet License Server Software](#)
- [Setting Up the FlexNet License Server Software on the License Server and Obtaining an Activation Code](#)



Tip • For instructions on how to connect a machine that has InstallShield to the license server, see [Connecting a User's Machine to the License Server for InstallShield License Check-Outs and Check-Ins](#).

For instructions on how to connect a machine that has the Standalone Build to the license server, see [Installing the Standalone Build on a Build Machine and Connecting it to the License Server for License Check-Outs and Check-Ins](#).

System Requirements for the FlexNet License Server

When you are determining which machine to use as the FlexNet License Server, note the following:

- **Machine selection**—The FlexNet License Server machine can be any machine in your network. Typically, the license server system components reside on a central machine in the network.

The FlexNet License Server machine can have other applications running on it; it does not need to be dedicated to running only the FlexNet License Server. However, for a high-traffic, high-license-count environment, and a more reliable system, it is better to have a dedicated machine.

The FlexNet License Server machine should remain on at all times so that users can access it at all times.

Triad server clusters are not supported.

- **Supported operating systems**—The FlexNet License Server machine must be a Windows-based machine. The following versions of Windows are supported: Windows 7, Windows Server 2008 R2, Windows Server 2012 R2, Windows 8, Windows 8.1, and Windows 10.

Note that although the FlexNet License Server has support for other operating systems, concurrent licensing for InstallShield 2021 and later and its ad-ons requires one of the aforementioned specific versions of Windows.

- **Networking**—The FlexNet License Server machine must be able to communicate with the Revenera product through a TCP/IP port. A valid number is any unused port number between 0 and 64000. The default port range is 27000 through 27009. You may need to adjust your firewall settings to allow this communication.
- **Required software**—The license server manager that is installed as part of the FlexNet License Server installation is Imadmin, the Web-based application. Imgrd, the command-line tool, is not supported.

Earlier versions of the FlexNet License Server software must be uninstalled before the new version (the one that is available for InstallShield 2021 and later) can be installed.

Imadmin can be used in the following Web browsers: Microsoft Internet Explorer 11 and Microsoft Edge.

Obtaining the FlexNet License Server Software

The FlexNet License Server software manages license check-out and check-in requests from users who have concurrent licenses. The installation for the FlexNet License Server consists of a single, compressed executable file that installs the concurrent licensing software. You can run this installation on the machine that you are designating as your licensing machine. The installation is needed only if you have purchased concurrent licenses of InstallShield, as well as its add-ons such the Standalone Build. The software has support for managing licenses of InstallShield 2021 and later and its add-ons, as well as earlier versions of InstallShield.

The FlexNet License Server installation is for Windows-based systems, and it is available for download from the Product and License Center, along with the InstallShield installation, service packs, other downloads. For instructions on how to obtain the download, see [Downloading InstallShield, Redistributables, Add-Ons, Service Packs, and Other Installations](#).

Setting Up the FlexNet License Server Software on the License Server and Obtaining an Activation Code

Once you have obtained the FlexNet License Server software, you can install this software on the machine that you want to use as your license server. Configuring a FlexNet License Server for managing concurrent licenses of InstallShield requires that you obtain an activation code from the Product and License Center.

The FlexNet License Server software includes a license server manager (ladmin). The license server manager has a local Web-based user interface that lets you perform tasks such as the following ones:

- Perform server configuration and most administration functions.
- Add or remove users, and configure their privileges.

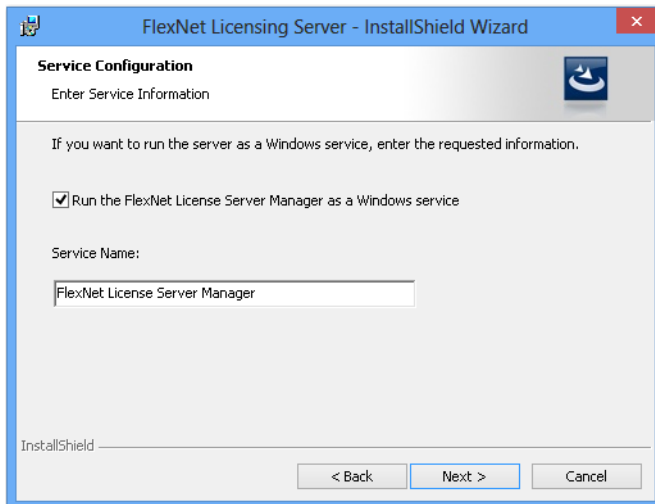
The following instructions explain how to install and configure the FlexNet License Server software for concurrent licenses.



Task

To install the FlexNet License Server and obtain an activation code:

1. Launch the FlexNet License Server installation and advance to the **Service Configuration** dialog.



2. If you want to run the FlexNet License Server as a Windows service, select the check box, and enter the name that you would like to use for the service.

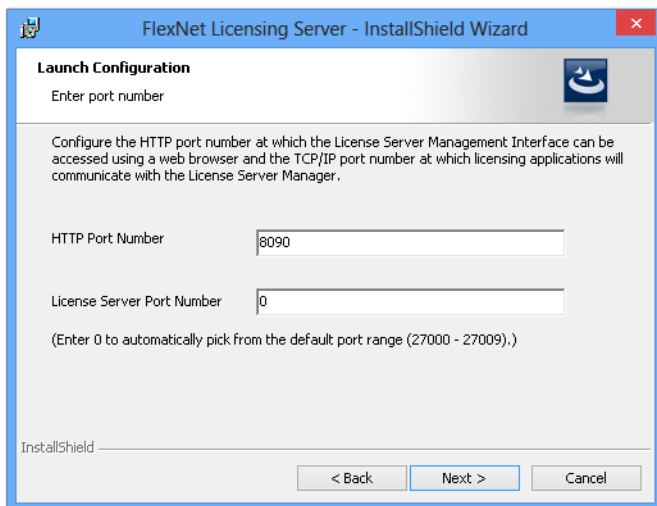


Important - To achieve the highest level of availability, it is recommended that you choose to run the FlexNet License Server Manager as a Windows service. If it is run as a Windows service and the FlexNet License Server machine needs to be restarted, the service is also restarted. Therefore, no manual intervention is needed to make the FlexNet License Server available again to users or machines who try to check out licenses.

3. On the **Launch Configuration** dialog, enter the appropriate port numbers in the **HTTP Port Number** box and the **License Server Port Number** box.

The HTTP port number is used to host a Web server for monitoring which licenses are in use and which machines are using them.

The license server port number is used for communication between the vendor daemon on the FlexNet License Server and FlexNet Enabled products (such as InstallShield).

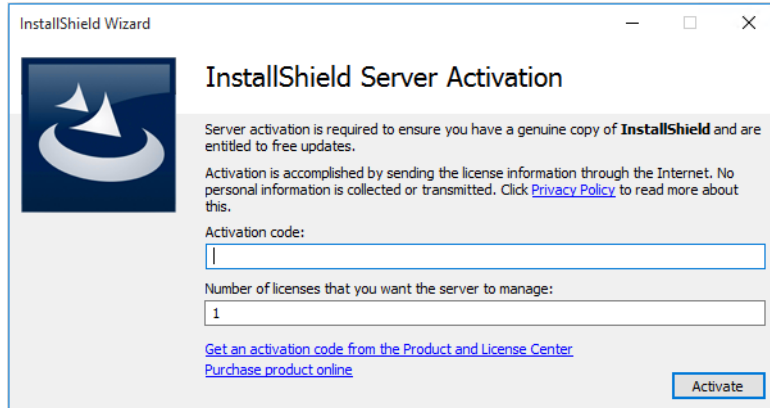


4. Complete the remaining dialogs in the installation. The last dialog has several check boxes.



5. Select the **Launch the Server Activation Wizard** check box, optionally select the **Start the FlexNet License Server Manager web application** check box, and then click the **Finish** button.

The **Server Activation Wizard** opens.



Tip ▪ To access the Server Activation Wizard at a later time, click the FlexNet Server Activation Wizard shortcut on the Start menu.

6. If you do not have your activation code (which is in the format XXXX-XXXX-XXXX-XXXX—that is, four sets of four characters), you can acquire it for the specific machine on which you installed the FlexNet License Server:

- a. Click the **Get an activation code from the Product and License Center** link.

Clicking this link opens the Product and License Center, a Web site. Sign in to the Product and License Center.



Tip ▪ If you do not have an Internet connection on the machine on which you are installing the FlexNet License Server software, sign in to the [Product and License Center](#) on a machine that does have an Internet connection.

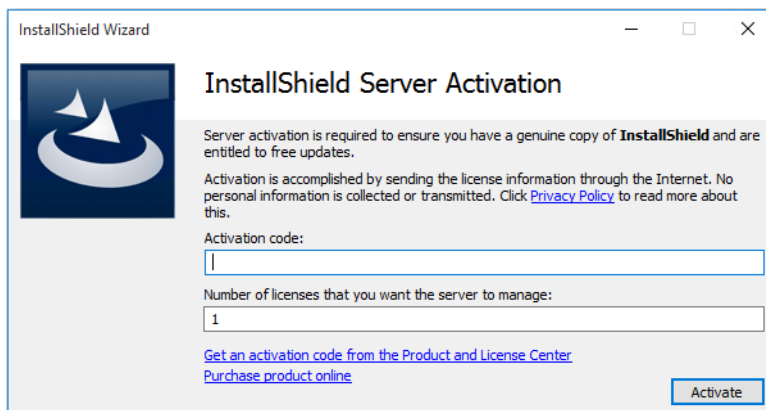
- b. In the left navigation, under **Entitlements**, click **Product List**.

The **Product List** page shows all of the product lines to which your account is entitled. If you do not have access to multiple products, clicking the **Product List** link opens the **Product Information** page directly.

- c. If the **Product List** page shows multiple products, click the **InstallShield** link. The **Product Information** page opens.
- d. Click the **Licenses** link for the product that you are installing and configuring. The **License Information** page opens. This page shows details about licenses for the product.
- e. To obtain the information that you need when activating your licenses: Find your activation code on the page and ensure that it has at least one license available. Note the number of available licenses for that activation code. Use the activation code when activating the licenses on the license server.

7. Return to the **Server Activation Wizard** and enter the following information:

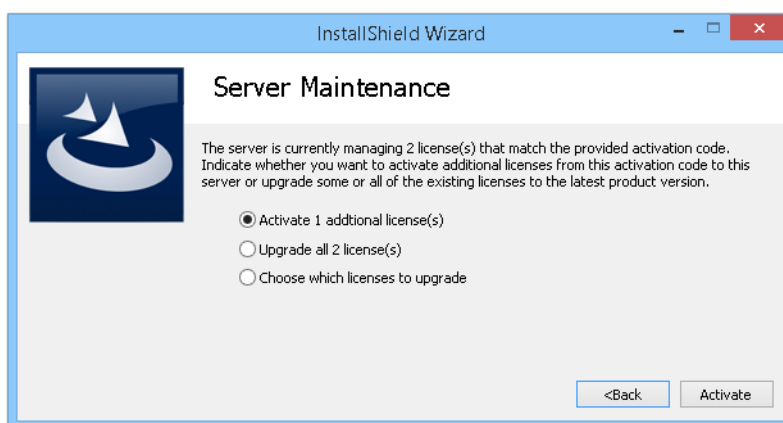
- a. In the **Activation code** box, enter the activation code for activating the product. The activation code is in the format XXXX-XXXX-XXXX-XXXX (four sets of four characters).
- b. In the **Number of licenses that you want the server to manage** box, enter the appropriate number of licenses. The maximum number that you can enter is the available number of licenses that was specified in the Product and License Center.



8. Click the **Activate** button. One of the following results occurs:
 - a. The wizard transmits the activation request to the Product and License Center. When the Product and License Center receives your activation request, it validates the request. If the request is valid, the Product and License Center automatically transmits the activation response to the Server Activation Wizard, which activates the licenses on the server.
 - b. If the license server does not have an Internet connection or if you are having problems completing the activation process, the Server Activation Wizard gives you the option of performing offline activation. For more information, see [Performing Offline Activation](#).
 - c. If the server is already managing concurrent licenses for the activation code that you entered, the Server Activation Wizard enables you to specify whether you want to activate additional licenses on the server or upgrade one or more of the existing licenses that the server is currently managing.

If the server is already managing concurrent licenses, the wizard displays the Server Maintenance wizard page. Do one of the following:

- If you want to activate additional licenses on the server, select the **Activate X additional license(s)** option, and then click the **Activate** button.



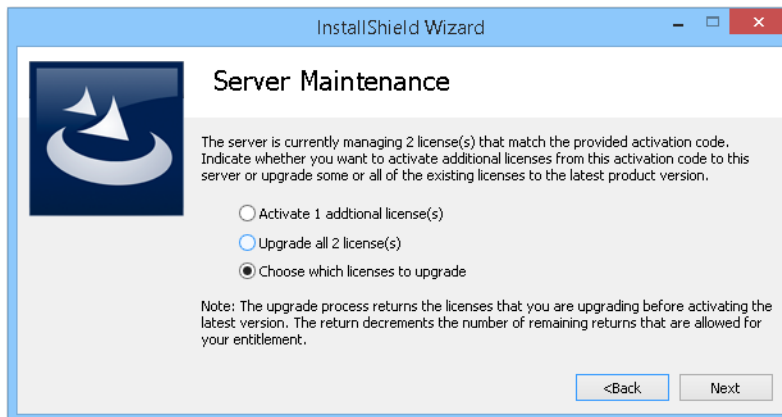
The wizard transmits the activation request to the Product and License Center.

- If you want to upgrade the number of licenses that you specified on the previous wizard page, select the **Upgrade all X license(s)** option, and then click the **Upgrade** button.

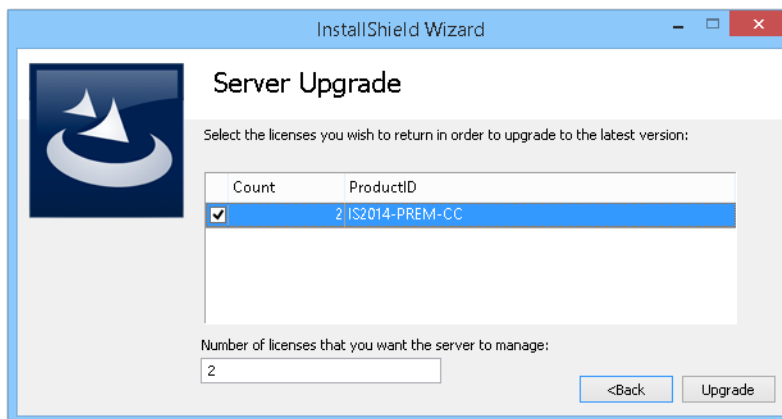


The wizard transmits the activation request to the Product and License Center. Note that the upgrade process returns the licenses that you are upgrading before activating the latest version. The return decrements the number of remaining returns that are allowed for your entitlement.

- If you want to upgrade only certain licenses, select the **Choose which licenses to upgrade** option, and then click the **Next** button.



The **Server Upgrade** wizard page opens. Select the check box that corresponds with the licenses that you want to upgrade, enter the number of licenses that you want to use, and then click the **Upgrade** button.



The wizard transmits the activation request to the Product and License Center. Note that the upgrade process returns the licenses that you are upgrading before activating the latest version. The return decrements the number of remaining returns that are allowed for your entitlement.

Checking the FlexNet License Server After Installation

To test to see if the server is running, open a Web browser on the machine on which you ran the installation and go to the following URL (but substitute the appropriate port number in place of *PortNumber*):

`http://localhost:PortNumber/`

You can also visit this portal from another machine by going to the following URL. Note that your machine's firewall settings may need to be modified in order to access this site.

`http://MachineName:PortNumber/`

MachineName is the name of the machine that has the FlexNet License Server software. *PortNumber* is the port number that you entered in the installation; 8090 is the default port number.



Important - In many organizations, the person who sets up the FlexNet License Server to manage concurrent licenses is not the same person who installs and uses InstallShield or the related tools. If this is the case in your organization, ensure that you inform users about the following information, since they will need to know it when they install InstallShield or other tool and connect to the FlexNet License Server:

- Name or IP address of the server on which the FlexNet License Server software was installed
- License server port number that you entered on the Launch Configuration dialog. (In most cases, this value is left blank. If you leave this blank, inform users of InstallShield or other tool that they should leave the port number setting in the product installation blank.)

Connecting a User's Machine to the License Server for InstallShield License Check-Outs and Check-Ins

If your organization purchased concurrent licenses for InstallShield, your organization must first set up the FlexNet License Server. Once that has been done, you need to identify the FlexNet License Server that you are using on the machine where you install InstallShield.



Task To identify the FlexNet License Server for InstallShield:

1. Launch InstallShield. Before the product starts, the activation wizard opens.
2. Select the **Configure the product to get license information from a license server** option and then click the **Next** button. The product displays the **Specify License Server** dialog.
3. In the **Server** box, enter the name or IP address of the license server, or click the **Browse** button to navigate to the server.
4. If the FlexNet License Server that was configured in your environment uses a custom port number, enter the port number in the **Port** box. In most cases, the port number is left blank.
5. Click the **Test Connection** hyperlink.

The wizard connects your machine with the license server to verify whether your machine can check out and check in a license for the product.



Note • If you want to be able to use your new concurrent license of InstallShield on the same machine that is used to check out a concurrent license of InstallShield 2009 or InstallShield 2008, download the following update and install it on your client machine:

[InstallShield 2008 and InstallShield 2009 Concurrent License Update](http://saturn.installshield.com/product/is/2010/domestic/licenseupdate/licenseupdater.exe)

(<http://saturn.installshield.com/product/is/2010/domestic/licenseupdate/licenseupdater.exe>)

Borrowing InstallShield Licenses from the License Server

If you need to be disconnected from the same network as the FlexNet License Server, you can (while you are connected to the same network) borrow the license of InstallShield for a specified number of days. Once you have borrowed the license, you can use the product while being disconnected from the network.

Once the borrowed license has expired, the product stops working until you are connected to the same network as the license server and a license is available for check-out.

Note that the FlexNet License Server software that ships with InstallShield 2021 and later can manage concurrent licenses for earlier version of InstallShield; however, InstallShield 2013 was the first version of InstallShield that has support for borrowing. Thus, you can borrow licenses for InstallShield 2013 and later versions.

Borrowing a License

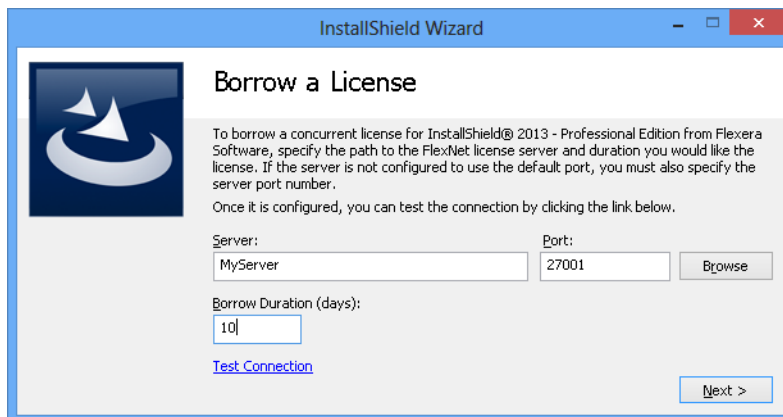
To borrow a license, perform the following steps.



Task

To borrow a license:

1. While being connected to the same network as the FlexNet License Server, launch InstallShield.
2. On the **Help** menu, click **About InstallShield**. The **About InstallShield** dialog box opens.
3. Click the **Borrow License** button. The **Borrow a License Wizard** opens.



- Specify the name of the server, the license server port number, and the number of days that you want to borrow the license. The maximum number of days is 60. Then click the **Next** button.

The license is borrowed locally so that you can use the product for the specified number of days without being connected to the same network as the license server.

Installing the Standalone Build on a Build Machine and Connecting it to the License Server for License Check-Outs and Check-Ins

Once you have purchased concurrent licenses of the Standalone Build and obtained the Standalone Build installation, you can install it on one or more machines. Configuring a concurrent license of the Standalone Build requires that you identify the FlexNet License Server that you are using when you install the Standalone Build on your machine. Subsequently, every time that the Standalone Build is started on your machine, the server is queried to verify that the required license is available. If the license is available, your machine is granted access to the Standalone Build.



Task

To install the Standalone Build and identify the FlexNet License Server that is managing your organization's concurrent licenses:

- Launch the Standalone Build installation.
- On the **License Type** dialog, select the **Concurrent license** option.
- On the **License Server and Port** dialog, enter the name or IP address of the license server. If the FlexNet License Server that was configured in your environment uses a custom port number, enter the port number. In most cases, the port number is left blank. When you are done filling in the settings, click the **Test Connection** button to verify whether the build machine can check out and check in a license for the Standalone Build.
- Complete the remaining dialogs in the installation.

The installation installs the Standalone Build on your build machine. The installation also creates a file called `Server.ini` file. This file is installed in the System folder in the Standalone Build Program Files folder:

Standalone Build Program Files Folder\System\server.ini

The `Server.ini` file should contain the following lines:

```
[FlexNet Publisher Server]
Server=Port@ServerName
```

In the above example, *Port* is the port number, if a custom port number is used. In most cases, the port number is omitted. *ServerName* is the name of the machine that has the FlexNet License Server software.



Note • When you are installing the Standalone Build on a build machine, you can do so without specifying the license server name and port number, as long as you later manually add this information in the `server.ini` file in the aforementioned directory. The Standalone Build does not run without this information (or without its own node-locked license file).

To learn how to use the License Server Manager (ladmin), see [Using the License Server Manager \(ladmin\) on a FlexNet License Server](#).

Specifying the Cloud License Server (CLS) for Concurrent Licenses

Cloud License Server (CLS) is hosted in the Revenera FlexNet Cloud Licensing Service that holds license rights for use by InstallShield. Cloud License Server (CLS) eliminates the time and effort required to set up and manage local license servers, and provides the concurrent licenses to check out the license from multiple machines.

If your organization purchased a Cloud License Server (CLS) instance for InstallShield, you need to configure the Cloud License Server instance ID when you install InstallShield on your machine.

- [Getting the Cloud License Server \(CLS\) Details](#)
- [Specifying the Cloud License Server \(CLS\) Instance ID](#)
- [Connecting a Machine that Has the Standalone Build to the Cloud License Server \(CLS\) for Checking Out and Checking In Licenses of the Standalone Build](#)

Getting the Cloud License Server (CLS) Details

To obtain the Cloud License Server (CLS) details, perform the following steps.



Task

To get the Cloud License Server (CLS) details:

1. Log in to the [Revenera Community](#), and click **InstallShield** on the Community home page.
2. On the **InstallShield** page, click **Download Products and Licenses**. The Product and License Center opens.
3. In the left navigation, under **Entitlements**, click **Product List**. The **Product List** page shows all of the product lines to which your account is entitled. If you do not have access to multiple products, clicking the **Product List** link opens the **Product Information** page directly.
4. If the **Product List** page shows multiple products, click the **InstallShield** link. The **Product Information** page opens.

Product and License Center

Entitlements

- [Product List](#)
- [Entitlement History](#)
- [View Licenses by Host](#)
- [View Licenses by Member](#)

Administration

- [Change Password](#)
- [Download Preferences](#)
- [Your Profile](#)
- [Account Members](#)
- [Switch Account](#)

Getting Help

- [Table of Contents](#)
- [FAQs](#)
- [Support](#)

English

日本語 (Japanese)

Deutsch (German)

Other Support Resources

[Instructions](#)

Product Information

InstallShield

To download a product or related product files, click a link in the **Product and File Downloads** column.

To generate a new license file or obtain an existing one, click the **Licenses** link.

To see details about products and files that have been downloaded from this site, click the **Download Log** link.

New Versions Release Archive

Version	Product and File Downloads	
27.0	InstallShield 2021 Premier Concurrent License Server Perpetual License	Licenses Download Log
27.0	InstallShield 2021 Standalone Build Concurrent License Server Perpetual License	Licenses Download Log
26.0	InstallShield 2020 Express Japanese Perpetual License	Licenses Download Log
26.0	InstallShield 2020 Express Perpetual License	Licenses Download Log
26.0	InstallShield 2020 Premier Concurrent License Server Perpetual License	Licenses Download Log
26.0	InstallShield 2020 Premier Concurrent Perpetual License	Licenses Download Log

5. In the left navigation, under **Devices**, click **View CLS Instance**. The **View CLS Instance** page lists all the Cloud License Server IDs which your account is entitled.

The screenshot shows the 'Product and License Center' interface. The main heading is 'View CLS Instance'. Below the heading is a search form with fields for 'License Server ID', 'Alias', 'ID Type', 'Site Name', and 'Activation Code'. A 'Filter' button is located to the right of the search form. Below the search form is a table with the following columns: 'License Server ID', 'ID Type', 'Alias', and 'Site Name'. The table contains one entry with a blue highlight on the 'License Server ID' column.

License Server ID	ID Type	Alias	Site Name
XXXXXXXXXXXX	STRING	Default hosted server	Default hosted server

6. Click on the **License Server ID** to get the details, like the Add-Ons, Units Mapped, and the Expiration date.

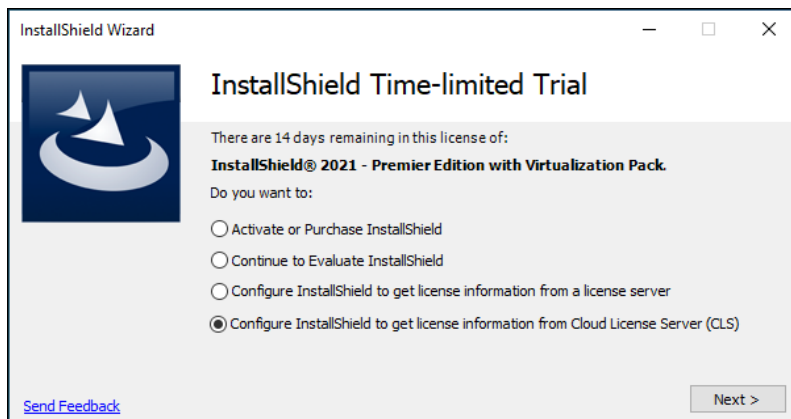
Specifying the Cloud License Server (CLS) Instance ID

To configure the Cloud License Server (CLS) for InstallShield, copy the License Server ID and enter it in the InstallShield Activation Wizard.

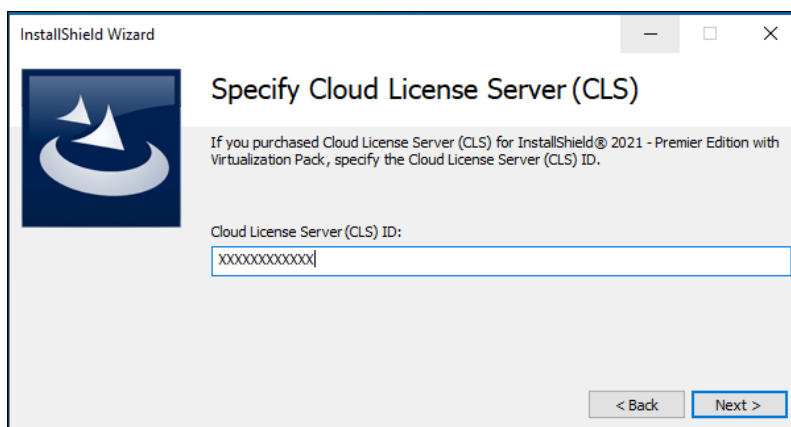


Task To specify the Cloud License Server (CLS) instance ID:

1. Launch InstallShield. Before InstallShield starts, the Activation Wizard opens.
2. Select the **Configure InstallShield to get license information from Cloud License Server (CLS)** option and then click the **Next** button.



The **Specify Cloud License Server (CLS)** dialog box is displayed.



3. In the **Cloud License Server (CLS) ID** box, enter the Hosted Server ID that you received from Revenara. For example: Hosted Server ID: xxxxxxxxxxxx, where xxxxxxxxxxxx is the Cloud License Server instance ID.
4. Click the **Next** button. InstallShield displays the **Finish** dialog which shows the product activation status with the Cloud License Server (CLS) instance.

The wizard connects your machine with the Cloud License Server (CLS) instance.

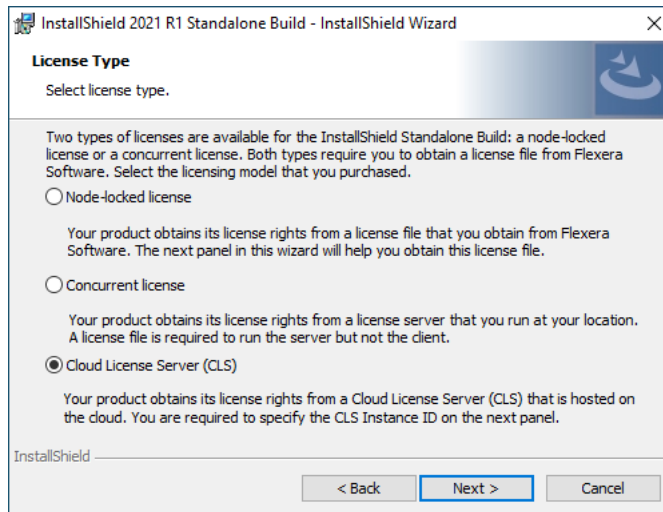
Connecting a Machine that Has the Standalone Build to the Cloud License Server (CLS) for Checking Out and Checking In Licenses of the Standalone Build

When you install the Standalone Build, the installation prompts you to specify the Cloud License Server (CLS) that will be managing concurrent licenses for the product.

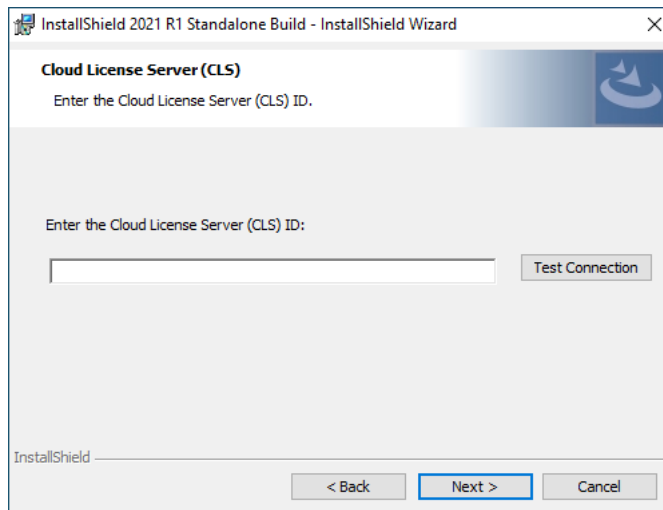
**Task**

To install the Standalone Build and specify the Cloud License Server (CLS) that is managing your organization's concurrent licenses:

1. Launch the Standalone Build installation.
2. On the **License Type** dialog, select the **Cloud License Server (CLS)** option and click **Next**. The **Cloud License Server (CLS)** dialog box opens.



3. On the **Cloud License Server (CLS)** dialog, enter the Cloud License Server (CLS) ID that you received from Revenera, also available in the Flexera Product and License Center.



When you are done filling in the settings, click the **Test Connection** button to verify whether the build machine can check out and check in a license for the Standalone Build.

4. Complete the remaining dialogs in the installation.

The installation installs the Standalone Build on your build machine. The installation also creates a file called `Server.ini`. This file is installed in the System folder in the Standalone Build Program Files folder:

Standalone Build Program Files Folder\System\server.ini

The Server.ini file should contain the following lines:

```
[FlexNet Publisher Server & FlexNet Embedded XT-Kit]
CLSServer=CLSHostID
```

In the above example, CLSHostID is the CLS Server ID, that you got from Revenera, also available in the Flexera / Revenera Product and License Center.



Note - When you are installing the Standalone Build on a build machine, you can do so without specifying the Cloud license server ID, as long as you later manually add this information in the server.ini file in the aforementioned directory. The Standalone Build does not run without this information (or without its own node-locked license file).

Using the License Server Manager (Imadmin) on a FlexNet License Server

The FlexNet License Server software includes a license server manager (Imadmin). The license server manager has a local Web-based user interface that lets you perform tasks such as the following ones:

- Perform all server configuration and most administration functions.
- Add or remove users, and configure their privileges.

To see detailed information on how to use Imadmin, see the documentation that is displayed when you click the Help button in the upper-right corner of this site.

This section covers the following topics:

- [Launching Imadmin](#)
- [Importing a License File into Imadmin](#)
- [Administering a Vendor Daemon](#)
- [Viewing System Information about the FlexNet License Server](#)

Launching Imadmin

You can launch Imadmin and sign in to it regardless of whether you are using the machine that has the FlexNet License Server or a different machine in your organization.



Task

To launch Imadmin:

1. Open a Web browser and do one of the following:
 - If you are using the machine that has the FlexNet License Server, visit the following site:
`http://localhost:Port`

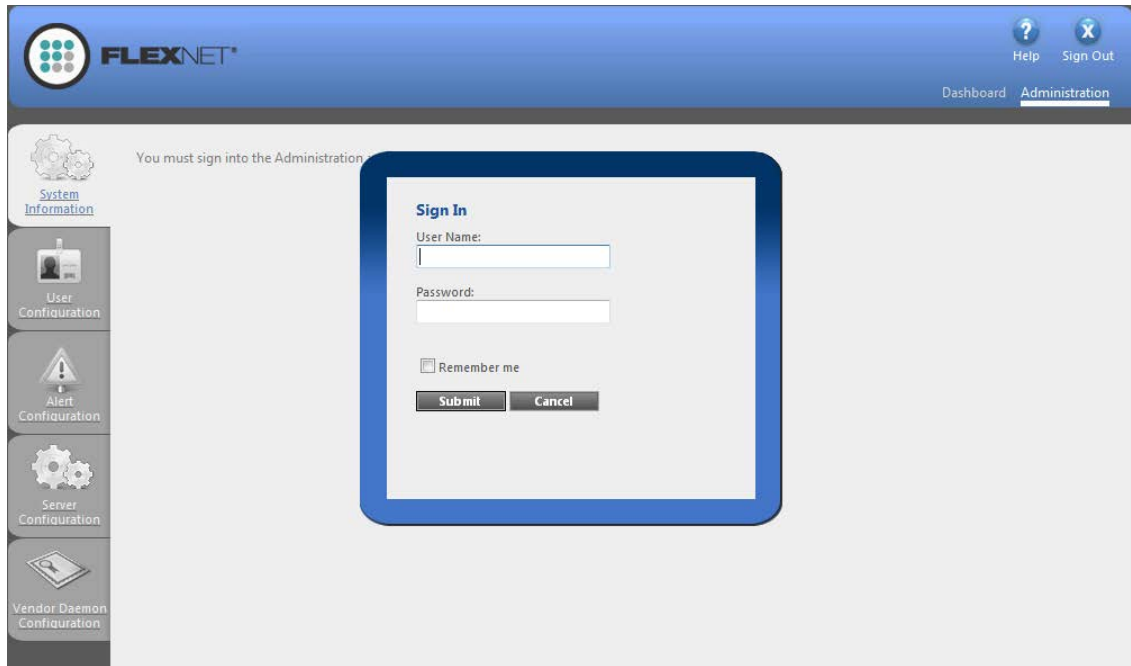
Port is the HTTP port number that is used to host the Web server; this is configured when the FlexNet License Server software is installed. The default port number is 8090.

- If you are using a different machine (one that is not your FlexNet License Server), visit the following site:

`http://MachineName:Port`

MachineName represents the name of the machine that has the FlexNet License Server software. *Port* is the HTTP port number that is used to host the Web server; this is configured when the FlexNet License Server software is installed. The default port number is 8090.

2. In the upper-right corner of the site, click the **Administration** link. The site displays the **Sign In** page.



3. Sign in. The default sign-in information is as follows. If this is the first time that you are signing in with these credentials, Imadmin prompts you to change the password.

- User Name: admin
- Password: admin



Tip ▪ If the FlexNet License Server is configured to run as a service, you can start the FlexNet License Server service by using the Windows Services administrative tool. If the FlexNet License Server is not configured to run as a service, you can start it by running `Lmadmin.exe`. The FlexNet License Server must be started in order to allow users to check out and check in licenses.

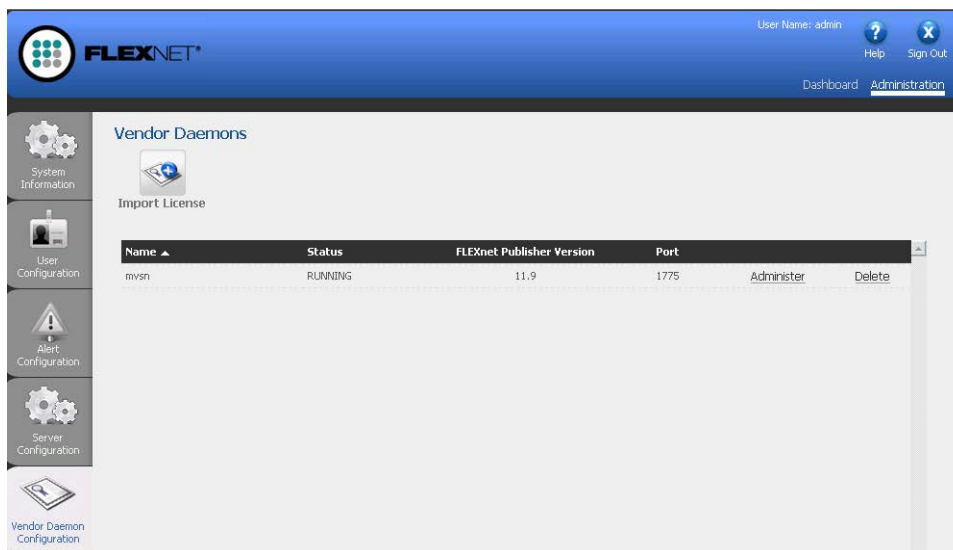
Importing a License File into Imadmin

The Vendor Daemon Configuration page in Imadmin enables you to import license files for a vendor daemon. You may need to do this if you are using a FlexEnabled product that was distributed by a company other than Revenera, and that FlexEnabled product uses licenses files.

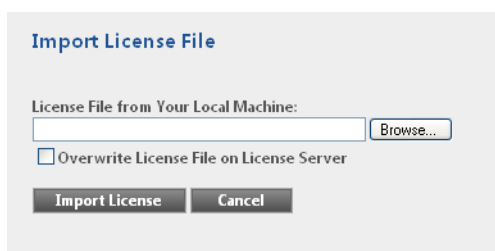


Task To import a license file for an existing vendor daemon:

1. Click the **Administration** link, and then click the **Vendor Daemon Configuration** tab.



2. Click the **Import License** button. The **Import License File** page opens.



3. Specify the path to the license file (.lic) that you want to use, or click the **Browse** button to navigate to it.
4. Optionally, select the **Overwrite License File on License Server** check box. If a license file exists in the upload directory on the license server with the same name, the license server will overwrite that file. This option should not be required when you are adding a new vendor daemon to the license server manager.
5. Click the **Import License** button. If this is a license file for an existing vendor, the license server manager copies the file to the appropriate directory on the license server.
6. If you are importing a license file for an existing vendor and you cleared the **Overwrite License File on License Server** check box, you must stop and start the vendor daemon. The new license file is read, and the licenses it contains are loaded when the vendor daemon is started.

If you imported a license file for an existing vendor and you selected the **Overwrite License File on License Server** check box, the updated license file is reread automatically by the vendor daemon; users can begin using any new licenses once this reread has completed. The new licenses are also displayed on the Dashboard.

If you imported a license file for a new vendor, the license server manager adds the vendor daemon information to the license server configuration file so that the license server can manage it. The license server manager copies the file to the appropriate directory on the license server.

Administering a Vendor Daemon

The Vendor Daemon Configuration page in Imadmin enables you to stop a vendor daemon, start a vendor daemon, and reread a license file for a vendor daemon.

**Task****To administer a vendor daemon:**

1. Click the **Administration** link, and then click the **Vendor Daemon Configuration** tab.

The screenshot shows the FlexNet Imadmin interface. The top navigation bar includes the FlexNet logo, user information (User Name: admin), and links for Help and Sign Out. The main content area is titled "Vendor Daemons" and features an "Import License" button. Below this is a table with the following data:

Name	Status	FLEXnet Publisher Version	Port	
mvsn	RUNNING	11.9	1775	Administer Delete

2. In the vendor daemon summary grid, click the **Administer** hyperlink. Several settings are displayed.

Vendor Daemon:mvsn

Vendor Daemon Port in Use: 1775

Vendor Daemon Actions

Report Log Name:

General Configuration

*License File or Directory

Vendor Daemon Location:

*Vendor Daemon Port:
 Use default port
 Use this port:

*Restart Retries:

Enable Date-based Versions

Vendor Daemon Log

3. Use the following settings to perform the required tasks.

- **Vendor Daemon Port in Use**—This read-only setting displays the TCP/IP port number that the vendor daemon uses for communication with FlexEnabled applications.
- **Stop**—This button stops the vendor daemon but leaves Imadmin running. When you stop a vendor daemon, this button changes to Start.
- **Start**—This button starts the vendor daemon. This button is displayed only if the vendor daemon is stopped. When you start the vendor daemon, the vendor daemon reads the license files to load the license rights into memory. When you start a vendor daemon, this button changes to Stop.
- **Reread License Files**—This button rereads the contents of the license files, trusted storage, and any vendor daemon options file and then loads the information into memory. The license files that are specified in the License File or Directory setting in the General Configuration section are reread, unless the value of the License File or Directory setting has been changed when a restart of the vendor daemon is required. Typically this button is used when the content of the license file or options file has been edited.
- **Report Log Name**—Enter the name of the file in which to save the current report log.
- **Rotate Report Logs**—When you click this button, the FlexNet License Server renames the existing report log to the name in the Report Log Name setting and creates a new empty report log file using the name in the options file. To use this capability, you must enable report logging using the options file.

Viewing System Information about the FlexNet License Server

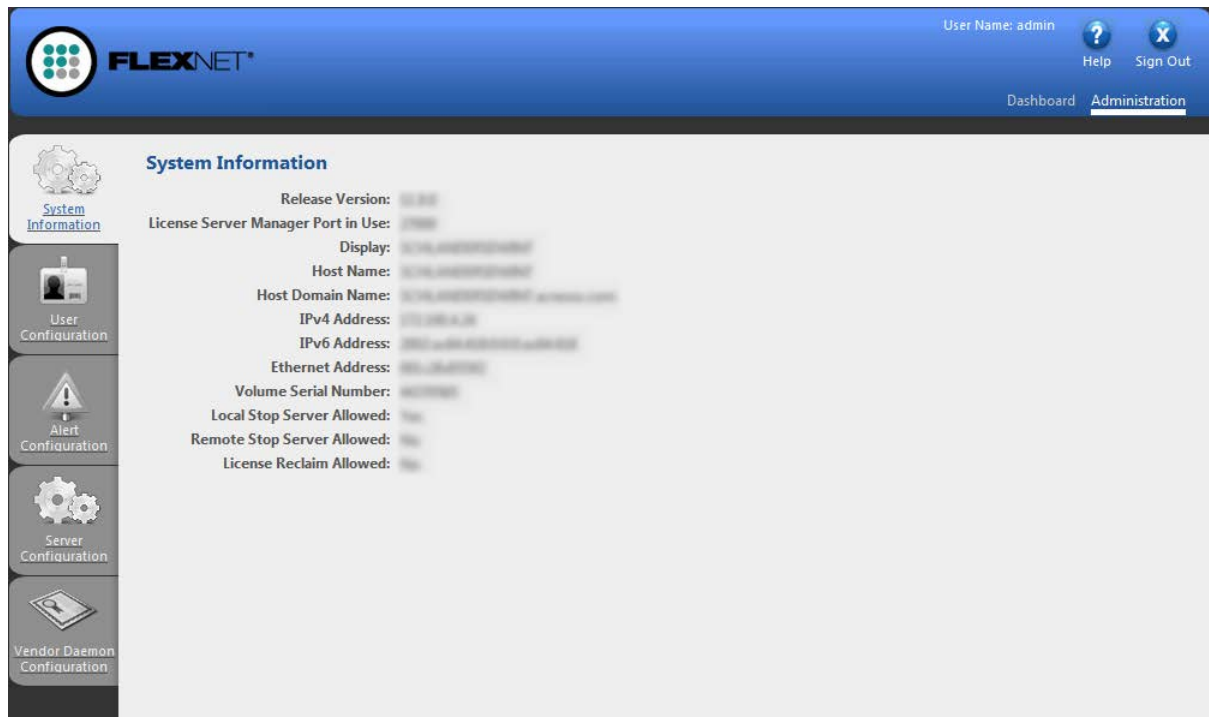
The license server manager (lmadmin) shows information about the FlexNet License Server and the system that is running the FlexNet License Server software.



Task

To view system information in lmadmin:

Click the **Administration** link, and then click the **System Information** tab.



The System Information tab shows the following information:

- **Release Version**—Release version of the FlexNet License Server.
- **License Server Manager Port in Use**—Port number that the lmadmin uses to listen for communication. To configure the port number, use the Server Configuration tab.
- **Display**—On Windows-based systems, this is the system name or the terminal server client name (in a terminal server environment). On UNIX-based systems, this is the X-Display name or the value that is returned by the ttyname() (or comparable) function.
- **Host Name**—The host name of the system where the FlexNet License Server is running (for example, **prod01**).
- **Host Domain Name**—The fully qualified host name of the system on the domain where the license server is running (for example, **prod01.flexerasoftware.com**).
- **IPv4 Address**—IP version 4 address that is used to identify the system (for example, **255.255.255.255**). The IPv4 address is shown when the system has IPv4 enabled.

- **IPv6 Address**—IP version 6 address that is used to identify the system (for example, **ffff:ffff:ffff:ffff:ffff:ffff:ffff:ffff**). The IPv6 address is shown when the system has IPv6 enabled.
- **Ethernet Address**—The machine's host ID (which is the MAC address of the machine and is also called the physical address) that identifies the system where the FlexNet License Server software is running.
- **Volume Serial Number**—The hard disk serial number that identifies the system where the license server is running.

Licensing

Using the License Server Manager (ladmin) on a FlexNet License Server

Activation

This chapter describes how to activate, return, and manage InstallShield licenses after they have been configured. In addition, this chapter provides guidance on managing licenses in scenarios such as moving licenses between machines or license servers, uninstalling and reinstalling InstallShield, and troubleshooting licensing and activation issues.

It covers the following sections:

- [Activating InstallShield for Node-Locked Licenses](#)
- [Moving Licenses to a Different License Server](#)
- [Returning a License](#)
- [Returning a License to Your Account on the Activation Server](#)
- [Uninstalling and Reinstalling InstallShield](#)
- [Performing Offline Activation](#)
- [Troubleshooting Licensing and Activation Issues \(Standalone Build\)](#)

Activating InstallShield for Node-Locked Licenses

The node-locked licensing model requires that you activate InstallShield on your machine. Activation verifies that the product has not been activated on more machines than allowed by the InstallShield EULA. If you are using the node-locked type of license, it is your responsibility to maintain your license on your machine.



Task**To activate InstallShield:**

Launch the product that you want to activate. The activation wizard opens. Use this wizard to enter your activation code and activate your product.

For more information about activating your product if you purchased a node-locked license of InstallShield, see the “Product Activation for InstallShield” section of the InstallShield Help Library that is installed with InstallShield.

Moving Licenses to a Different License Server

If you obtain a new replacement license server, you can move your licenses from your old machine to your new machine.

In order to move your licenses to your new machine, you must first return your licenses to your account in the Flexera / Revenera Product and License Center. Returning the licenses make them available again so that you can activate them on a different server.

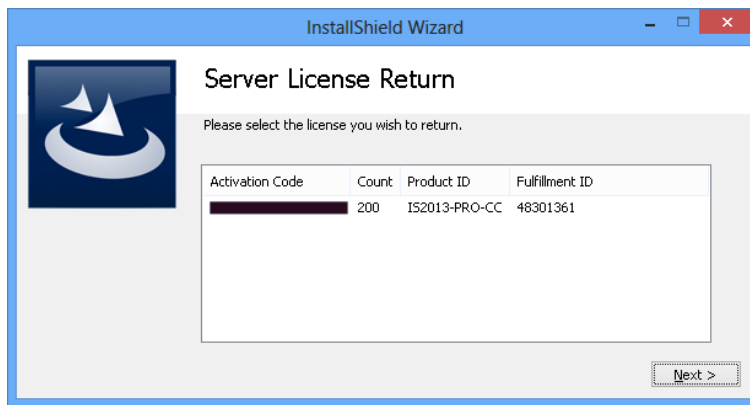


Important - Note that there is a limit to the number of times that you can return the licenses for activation on another machine. The maximum number of times is twice per year.



Task To return the licenses to your account in the Product and License Center:

1. On the Start menu, click the **FlexNet Server License Return** shortcut. The **Server License Return Wizard** opens.



2. Select the activation code that corresponds with the licenses that you want to return, and then click the **Next** button.

If the maximum number of times that the licenses can be returned has not been reached, the licenses are returned.

Returning a License

If you want to return the license to your FlexNet License Server before the license expires, you can do so.



Task **To return a license before it has expired:**

1. While being connected to the same network as the FlexNet License Server, launch InstallShield.
2. On the **Help** menu, click **About InstallShield**. The **About InstallShield** dialog box opens.
3. Click the **Return License** button.

The license is returned to your FlexNet License Server, where it is made available for you or another user to check out.

Returning a License to Your Account on the Activation Server

If you have activated InstallShield on a machine but you no longer want it to be activated on that particular machine, you can return your license to your account on the activation server. Note that if you do this without uninstalling InstallShield, InstallShield reverts back to trial mode if any days remain in your trial period. If the trial period has ended, InstallShield will stop working.

One example of when you may want to return a license is if you want to permanently transfer your license to another machine in your organization. You can first return the license on the initial machine, and then use your activation code to activate InstallShield on a different machine.



Task **To return a license to your account on the activation server:**

1. Launch InstallShield.
2. On the **Help** menu, click **About InstallShield**. The **About InstallShield** dialog box opens.
3. Click the **Return License** button.

InstallShield transmits the license return request to the activation server. When the server receives your request, it returns your license.

In case of subscription, the license will be returned for all the subscribed versions installed on the machine to the activation server. So, if you do the **Return License** from the **About InstallShield** dialog box, then the subscription license will be returned, and all the subscribed versions installed on the machine revert to trial mode if any days remain in your trial period. If the trial period has ended, InstallShield will stop working.

If the license cannot be returned—for example, if your machine is not connected to the Internet when you attempt to return the license—the Activation Wizard is displayed, enabling you to return your license through a Web page that you can access from a different machine. The procedure is essentially the same as off-line activation: the Activation Wizard creates an activation request file, you browse the request file from a Web page, and the Web page prompts you for a location for saving the corresponding response file. Next, you browse to the response file in the Activation Wizard. For more information, see [Performing Offline Activation](#).



Important • Note that there is a limit to the number of times that you can return your license and then activate it on another machine. InstallShield allows you to return the license back to the activation server four times per

year. If you want to move the license beyond four times per year, contact your InstallShield sales or support representative.

Uninstalling and Reinstalling InstallShield

If you need to move your InstallShield license from one of your machines to another machine in your organization, or if you need to permanently transfer your license to a different user in your organization, you must first return your license to your account on the activation server. This process is sometimes referred to as deactivation. This typically occurs automatically if your machine is connected to the Internet when you uninstall InstallShield from the original machine. Returning the license makes it available again so that you can use your activation code for activation on your other machine.

In case of subscription, the license will be returned to the activation server only while uninstalling the last subscribed version installed on the original machine. This means, if the original machine is installed with two InstallShield versions under the same subscription, then the license will be returned while uninstalling the last subscribed version.

In some cases, it is not possible to automatically return a license during uninstallation. For example, if your machine is not connected to the Internet when you uninstall InstallShield, your license cannot be returned. Therefore, if you want to return your license to make it available for activation on a different machine, the recommended method is to first return the license, as described in [Returning a License to Your Account on the Activation Server](#), and then uninstall InstallShield.



Important - Note that there is a limit to the number of times that you can return your license and then activate on another machine. InstallShield allows you to return the license back to the activation server four times per year. If you want to move the license beyond four times per year, contact your InstallShield sales or support representative.

Performing Offline Activation

If the FlexNet License Server machine does not have an Internet connection, you can perform offline activation through a self-service Web page (<https://flexerasoftware.flexnetoperations.com/control/inst/offlineActivation>) on a different machine.



Task To perform offline activation through a Web page:

1. Attempt to activate the concurrent licenses on the server. If it cannot be completed, the Server Activation Wizard displays the **Offline Activation** dialog. The Request text box contains your request text. The request text starts with `<?xml version`, and it ends with `</Request>`.
2. To save the request text to a text file that you can upload from a machine with an Internet connection, click the **Save** button. The wizard lets you save the text as a .request file.
3. Visit the Offline Activation Web page (<https://flexerasoftware.flexnetoperations.com/control/inst/offlineActivation>)—a part of the Flexera / Revenera Product and License Center—and follow the instructions to browse to the .request file that you saved.

When you click the button on the Offline Activation Web page to submit the activation request and obtain the activation response file (.xml), the Web page prompts you for a place to save the .xml file. Save it and make it available on the machine on which you initiated the activation process.

4. When you have the activation response file (.xml) and you are ready to complete the activation process, launch FlexNet Server Activation Wizard shortcut on the Start menu. The Server Activation Wizard opens.
5. Proceed to the **Offline Activation** dialog, which has a **Response text** box.
6. Click the **Load** button. The Open dialog opens.
7. Browse to the activation response file (.xml), and then click the **Open** button. The Open dialog closes, and the wizard writes the response text in the **Response text** box. The response text starts with **<?xml version**, and it ends with **</Response>**.



Note ▪ As an alternative for step 7, you can copy the response text to your Clipboard and then use the Paste button to paste the Clipboard contents into the **Response text** box.

8. Click the **Activate** button.

The Server Activation Wizard activates the server licenses.



Tip ▪ The aforementioned procedure is also used to perform an offline return of a license.

Troubleshooting Licensing and Activation Issues (Standalone Build)

The following table contains tips on how to resolve some licensing and activation issues that may occur when you build a release with the Standalone Build.

Table 1 ▪ Licensing-Related Errors and Warnings

Build Error or Warning Number	Error or Warning Message	Troubleshooting Information
-7216	The product is licensed for only %d instance(s) of iscmdbld.exe to be running at one time. %d instances have been detected.	<p>This error occurs if you are using a node-locked license of the Standalone Build, but you have exceeded the maximum permitted number of simultaneous instances of the Standalone Build.</p> <p>To resolve this error, do not launch more than the specified number of simultaneous instances of the Standalone Build.</p>

Table 1 - Licensing-Related Errors and Warnings (cont.)

Build Error or Warning Number	Error or Warning Message	Troubleshooting Information
-7159	The product license has expired or has not yet been initialized.	<p>This build error occurs if you try to build a release with the Standalone Build but neither of the following is true:</p> <ul style="list-style-type: none"> • The following directory does not contain a node-locked License.lic file: <i>StandaLone Build Program Files Folder\System</i> • The build machine is not connected to a FlexNet License Server. The FlexNet License Server manages concurrent licenses. If you are using a concurrent license, the FlexNet License Server should be specified in the Server.ini file, which should be installed in the following directory: <i>StandaLone Build Program Files Folder\System</i> <p>The Server.ini file should contain the following lines:</p> <pre>FlexNet Publisher Server] Server=Port@ServerName</pre> <p>In the above example, <i>Port</i> is the port number, if a custom port number is used. In most cases, the port number is omitted. <i>ServerName</i> is the name of the machine that has the FlexNet License Server software.</p> <p>This build error also occurs if you try to build a release with a concurrent license of the Standalone Build but the FlexNet License Server is down or not responding.</p> <p>To learn additional details about the error, you can generate a verbose build log by passing the -v option to ISCmdBld.exe. Following is an example of additional information in the verbose build log:</p> <pre>License server machine is down or not responding. (-96,7:11001 "WinSock: Host not found (HOST_NOT_FOUND)")</pre> <p>The Standalone Build does not run without the license file (or without being connected to a FlexNet License Server for a concurrent license of the Standalone Build). To resolve this error, ensure that licensing is configured correctly. If you are using a node-locked license, the license file must be installed to the correct location on the build machine. If you are using a concurrent license, the license file must be installed on the FlexNet License Server.</p>

Table 1 - Licensing-Related Errors and Warnings (cont.)

Build Error or Warning Number	Error or Warning Message	Troubleshooting Information
-7158	Virtualization feature is not included in this edition.	<p>This build error occurs if you are trying to build an App-V package but your license is not configured to allow it.</p> <p>To learn additional details about the error, you can generate a verbose build log by passing the -v option to ISCmdBld.exe. Following is an example of additional information in the verbose build log:</p> <p>No such feature exists. (-5,357)</p> <p>To resolve this error, ensure that you have purchased a version of InstallShield or the Standalone Build that includes the virtualization pack.</p>

