



Sarla Advantech Pvt. Ltd.

(An ATS Global BV., NL Grp. Co)



Product Feature Testing Document for

KEPServerEX License Activation Procedure

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1. Information

Rev. No.	Release Date <dd-MM-yyyy>	Test Date <dd-MM-yyyy>	Tested By	Version
0	30-04-2021	30-04-2021	Shubham Mudge	1.0



2. Overview

The License Utility is a tool used on the host machine to manage software licenses and hardware key certificates. It is also used to view the products' associated subscription period.

To access the License Utility:

Run the Configuration and choose **Tools... | Launch License Utility...**

-OR

Click

Start | All Programs | <Company Name> | <Product Name> | License and select **License Utility**.

3. KEPServerEX License Activation Procedure

3.1 Online Licensing

Please ensure you have internet access to license the product from the website.

1. Open KEPServerEX **License Utility** by Right Clicking on Administration icon in the system tray or you can search it from “**All programs**” search bar.

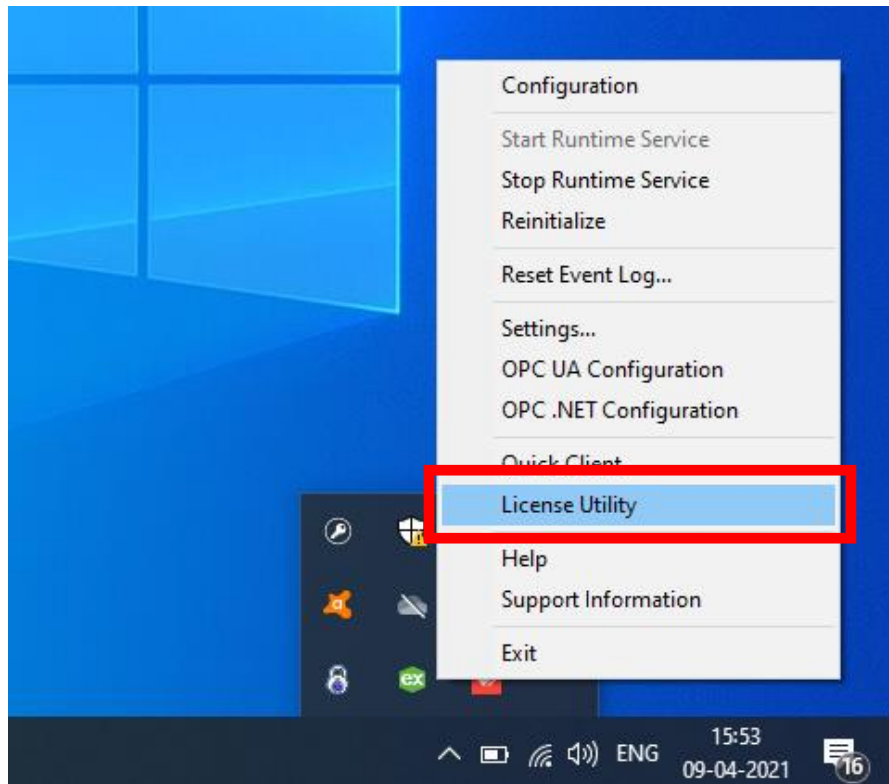


Fig 1.1

2. Below window will appear once you open **License Utility**. Check Tick box for **Online Licensing** as shown in the figure 1.2 and Click **Activate** Button.

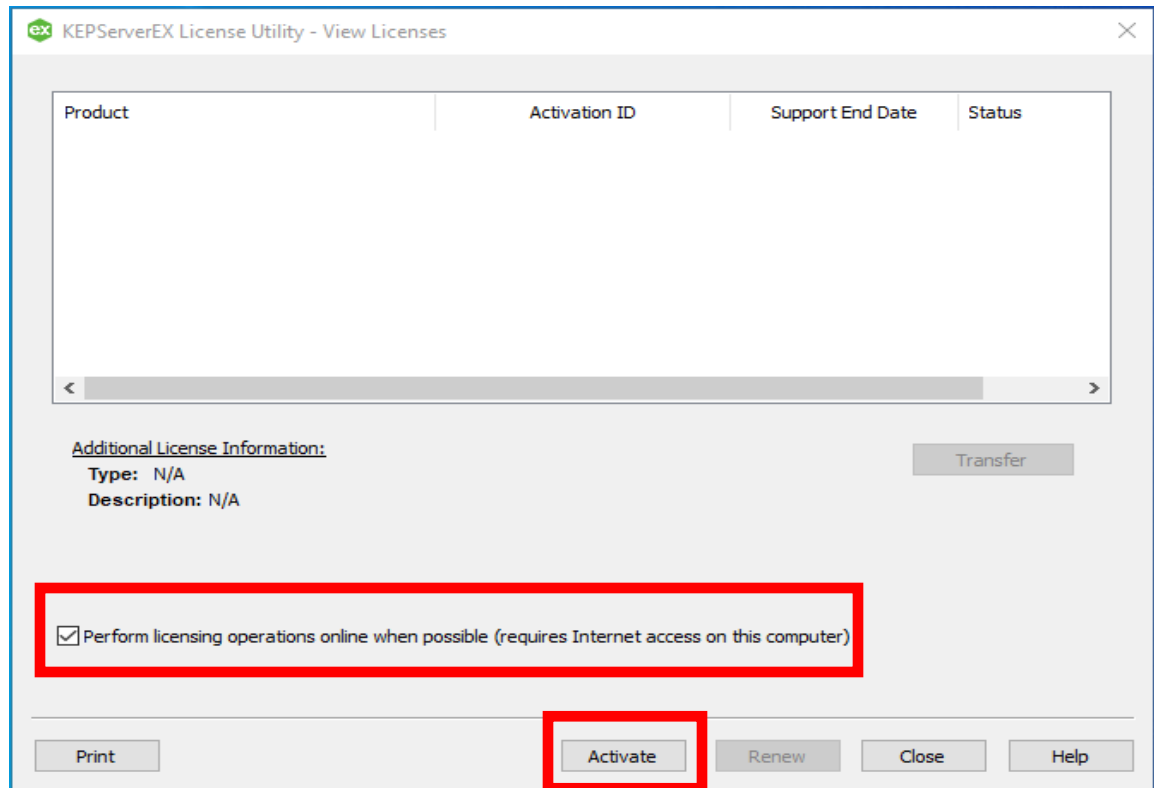


Fig 1.2

3. Select **"I have one or more software activation IDs"** for softkey licensing.

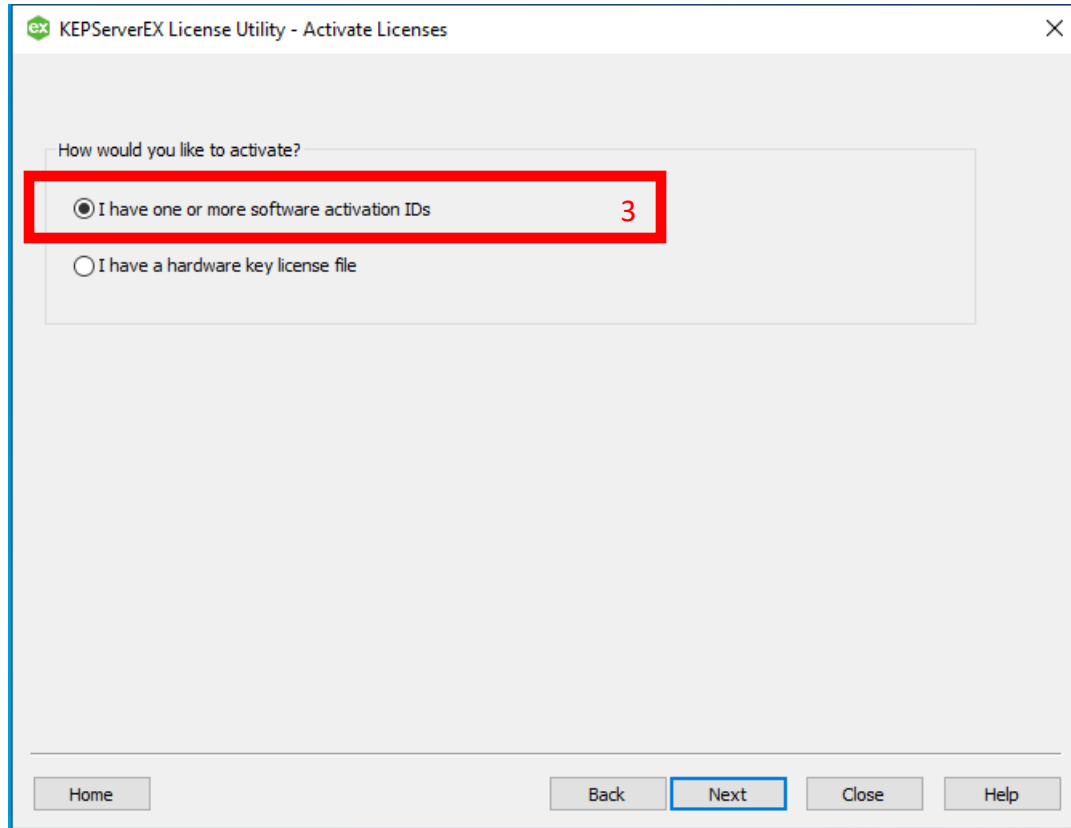
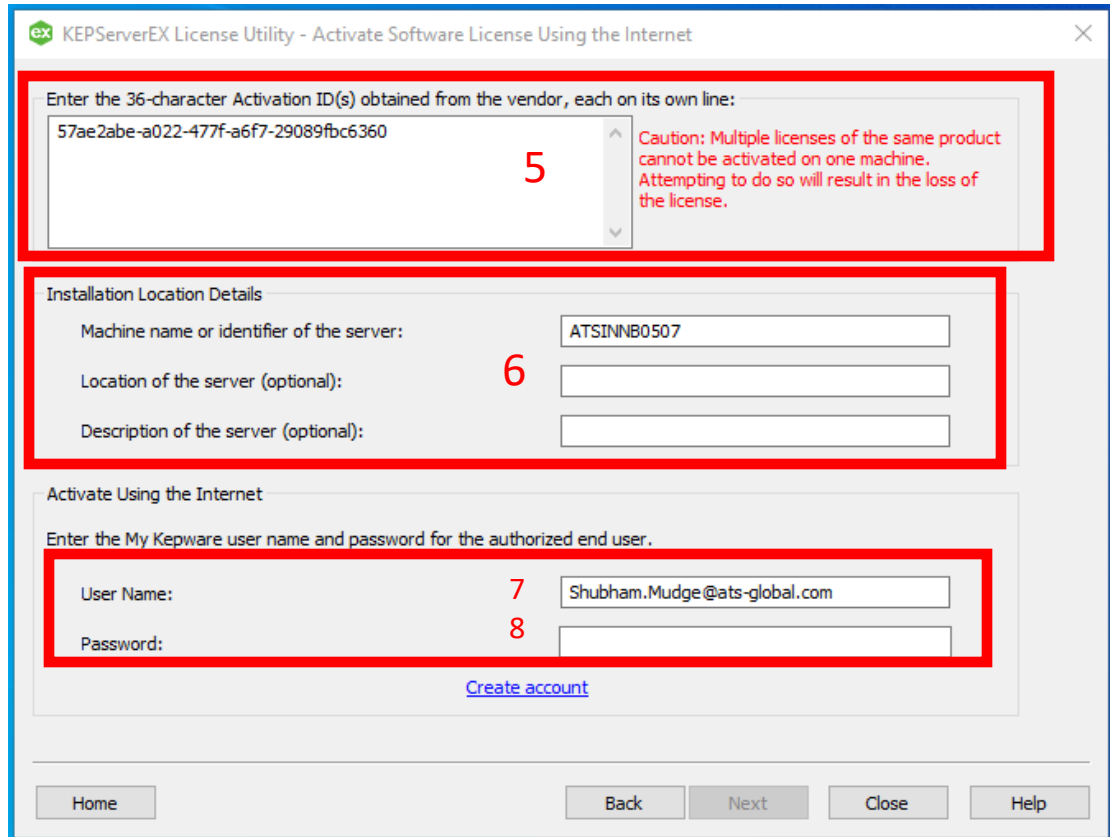


Fig 1.3

4. Click on **Next** Button.
5. Paste the **36-character Activation ID** in white box provided to you by **SAPL team**. If you have multiple activation IDs, make sure you paste them one below the other on each line.
6. Enter values into the fields for **Location of the server** and **Description of the server**. These values get entered into Kepware database and will help us troubleshoot any licensing issues. (Optional)
7. In the **User Name:** field, enter your email associated with your My Kepware Account.
8. In the **Password:** field, enter your password.



Enter the 36-character Activation ID(s) obtained from the vendor, each on its own line:

57ae2abe-a022-477f-a6f7-29089fbc6360

Caution: Multiple licenses of the same product cannot be activated on one machine. Attempting to do so will result in the loss of the license.

Installation Location Details

Machine name or identifier of the server: ATSINN0507

Location of the server (optional):

Description of the server (optional):

Activate Using the Internet

Enter the My Kepware user name and password for the authorized end user.

User Name: Shubham.Mudge@ats-global.com

Password:

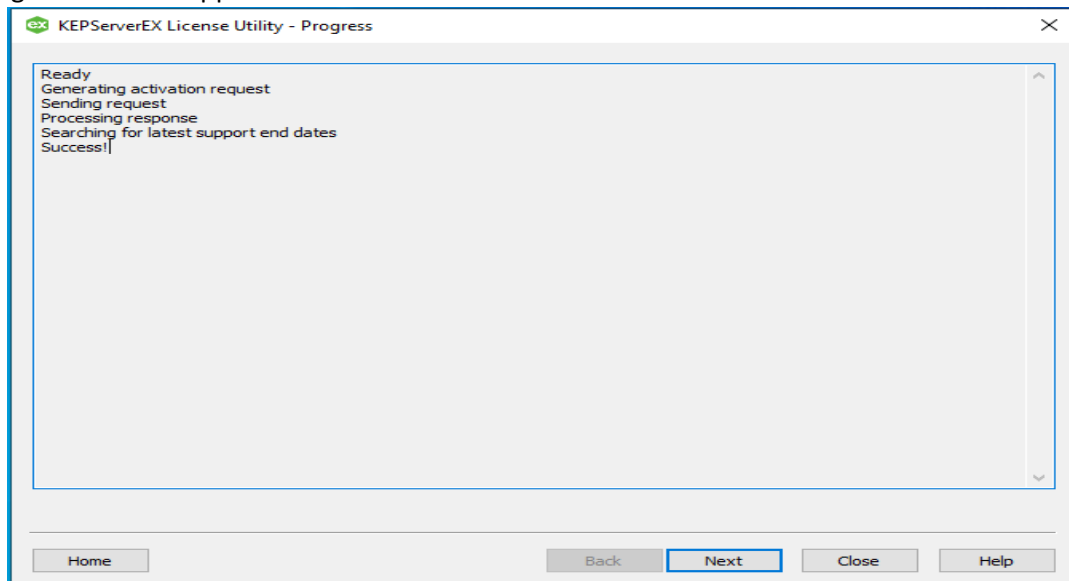
[Create account](#)

Home Back Next Close Help

Fig 1.4

9. Click on **Next** button once you fill all the details.

10. Following Window will appear once the License Activation is Successful.



Ready
Generating activation request
Sending request
Processing response
Searching for latest support end dates
Success!

Home Back Next Close Help

Fig 1.5

11. Click on **Next** Button, you will see your Activated **Product,Activation ID ,Support End Date** and **Status** (Refer Fig. 1.6).

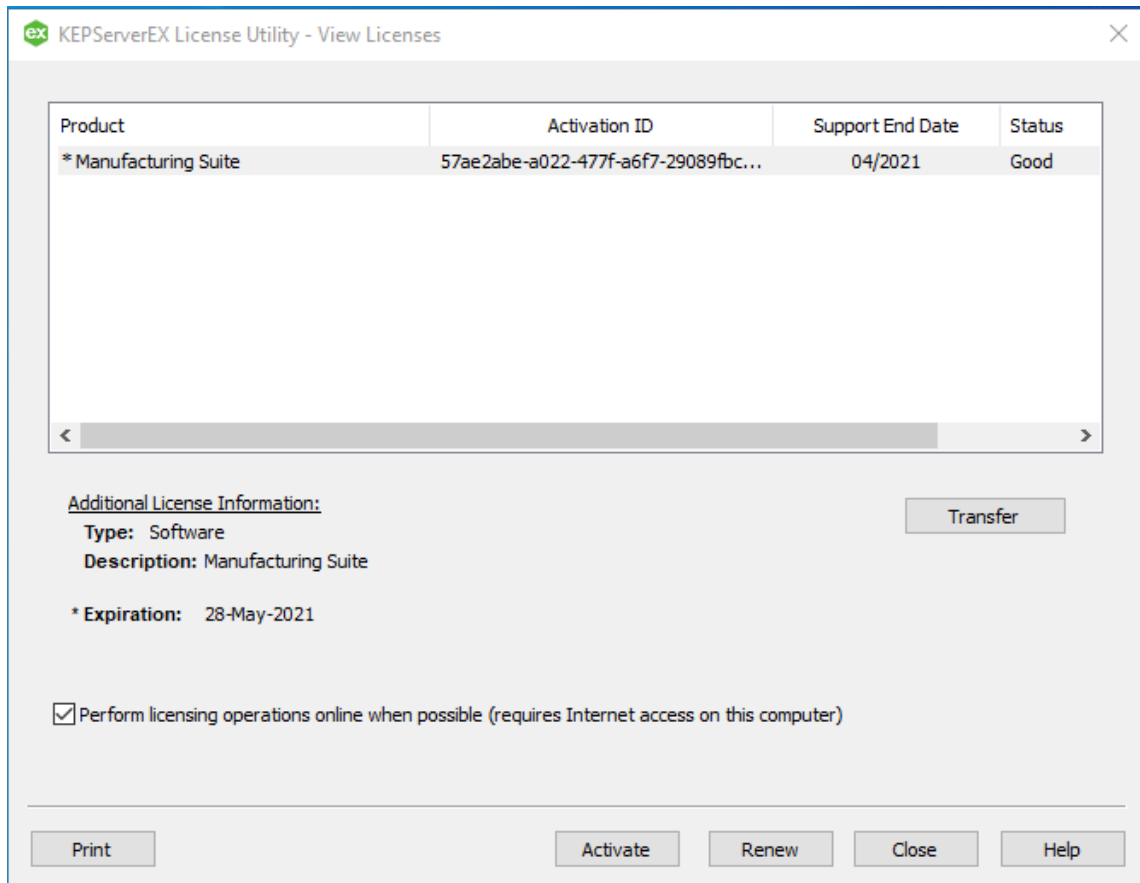


Fig 1.6

3.2 Offline Licensing

1. Open KEPServerEX **License Utility** on **Offline Computer** where license needed to be activated. By Right Clicking on Administration icon in the system tray or you can search it from “**All programs**” search bar.

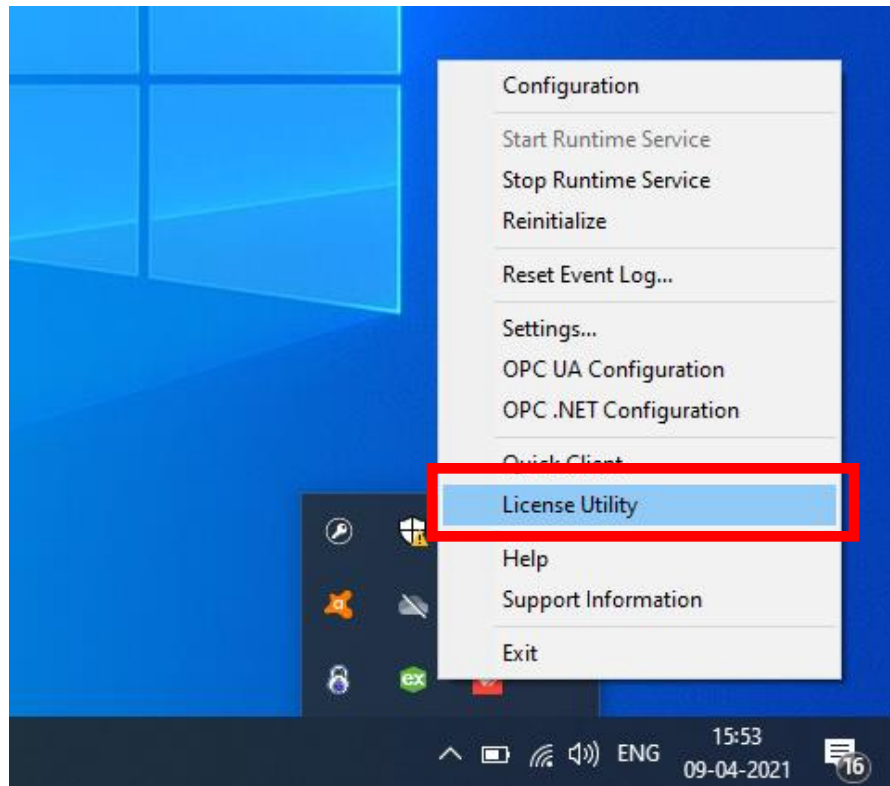


Fig 2.1

- Below window will appear once you open **License Utility** (Ref. Fig. 2.2). Make sure below mentioned check box is **Untick**. Click **Activate** Button.

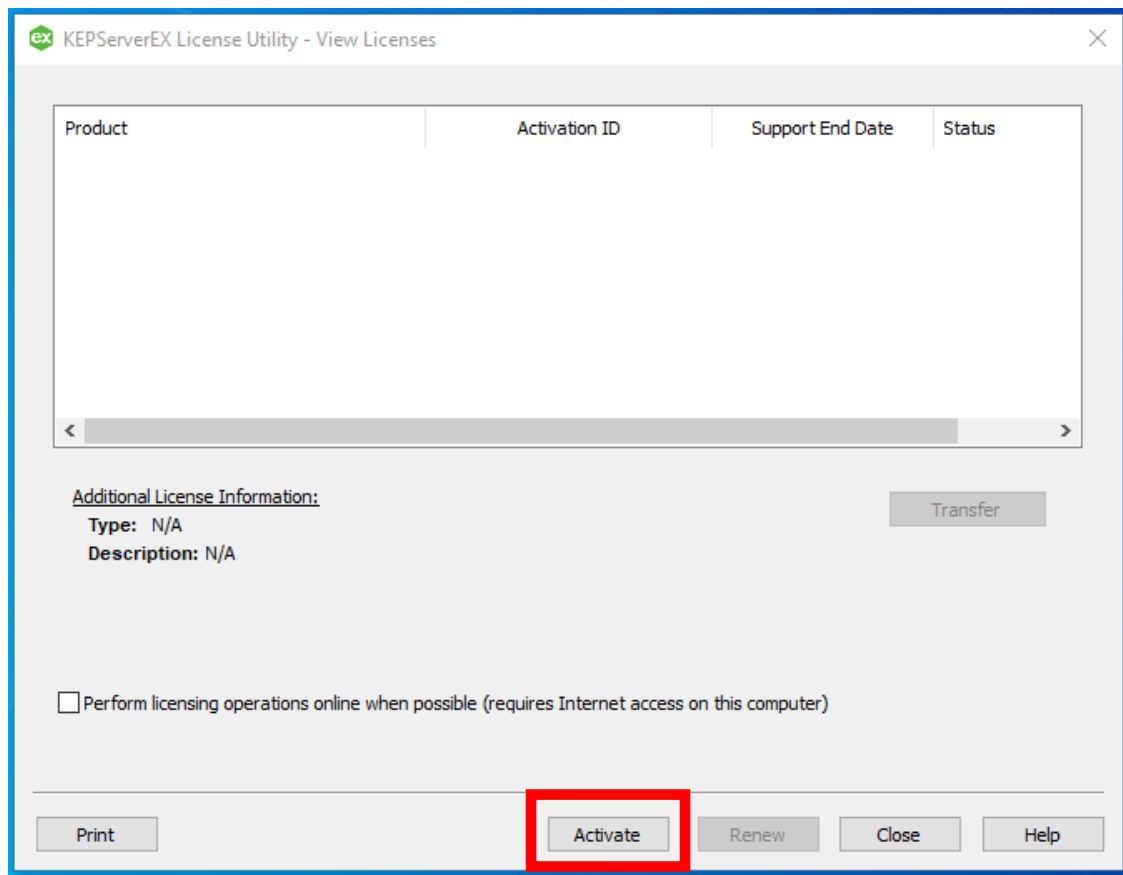


Fig 2.2

3. Select “**I have one or more software activation IDs**” for softkey licensing. (Ref Fig 2.3)

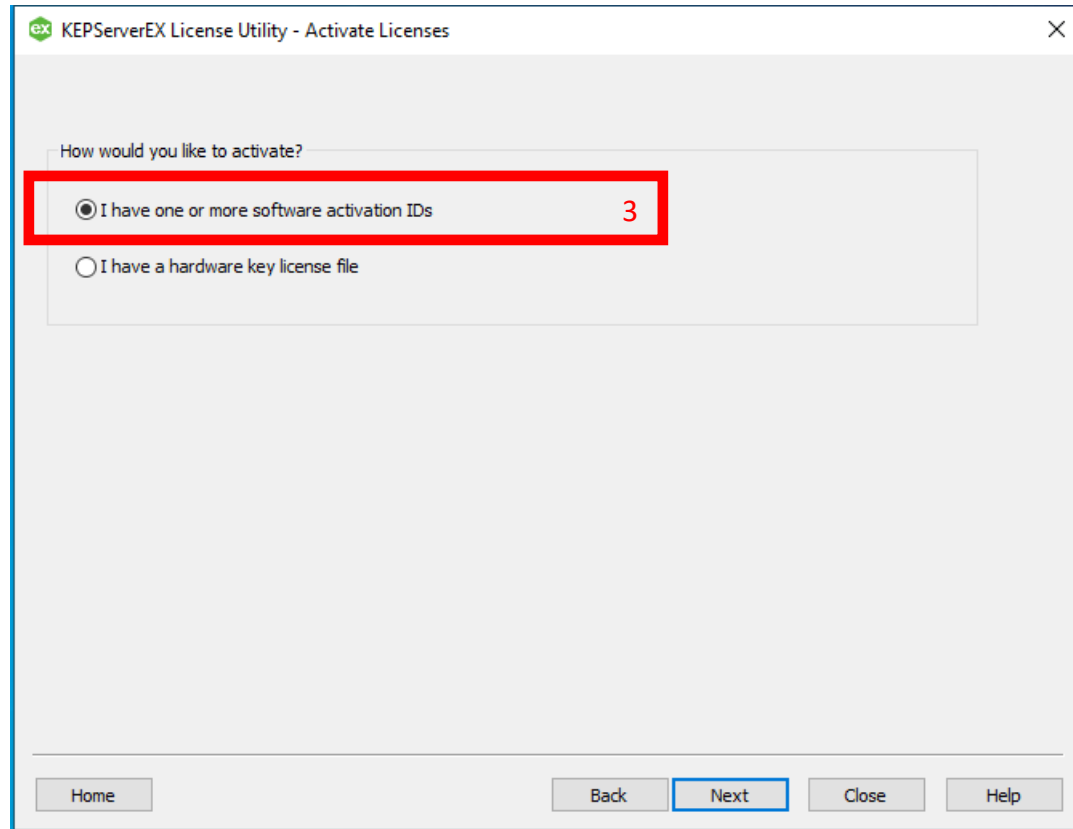


Fig 2.3

4. Click on **Next** Button.
5. Paste the **36-character Activation ID** in white box provided to you by SAPL team. If you have multiple activation IDs, make sure you paste them one below the other on each line.
6. Enter values into the fields for **Location of the server** and **Description of the server**. These values get entered into Kepware database and will help us troubleshoot any licensing issues. (Optional)
7. Click on **Save to File...** button.

ex KEPServerEX License Utility - Manage Software License Activation

Enter the 36-character Activation ID(s) obtained from the vendor, each on its own line:

57ae2abe-a022-477f-a6f7-29089fbc6360

5

Caution: Multiple licenses of the same product cannot be activated on one machine. Attempting to do so will result in the loss of the license.

Installation Location Details

Machine name or identifier of the server:

ATSINN0507

6

Location of the server (optional):

Description of the server (optional):

Upload Request and Generate Response

7

Save to File ...

This file must be sent to the vendor's licensing website in order to receive a response file to activate the product.

[Click to view vendor's support information.](#)

Import the Activation Response File

Import File ...

Click 'Import File ...' to import the Activation Response File. This response file is obtained from the vendor's licensing website in order to activate the product on this machine.

Home Back Next Close Help

Fig 2.4

8. This will create **activation_request.txt** file, save it in your system.

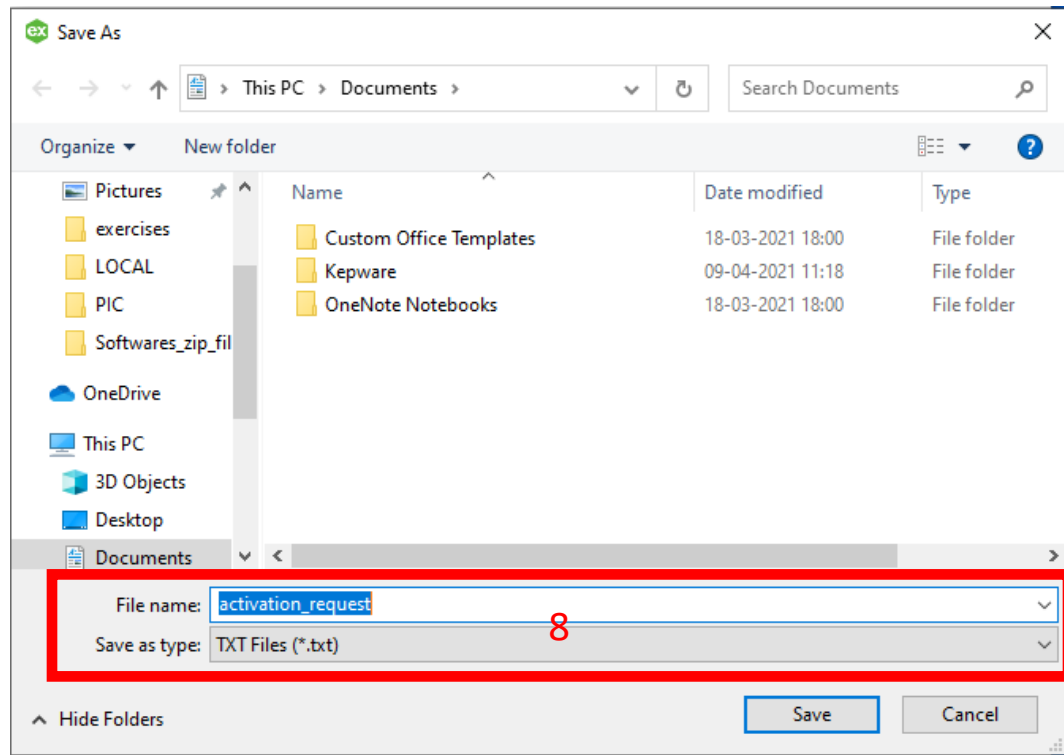


Fig 2.5

9. Now copy this **activation_request.txt** file to the system which have internet access (**Online Computer**).
10. **Log in** to your **Keeware account** if you have one or create a new account.
11. Once logged in click on **Activate Product License** (Ref. Fig. 2.6).

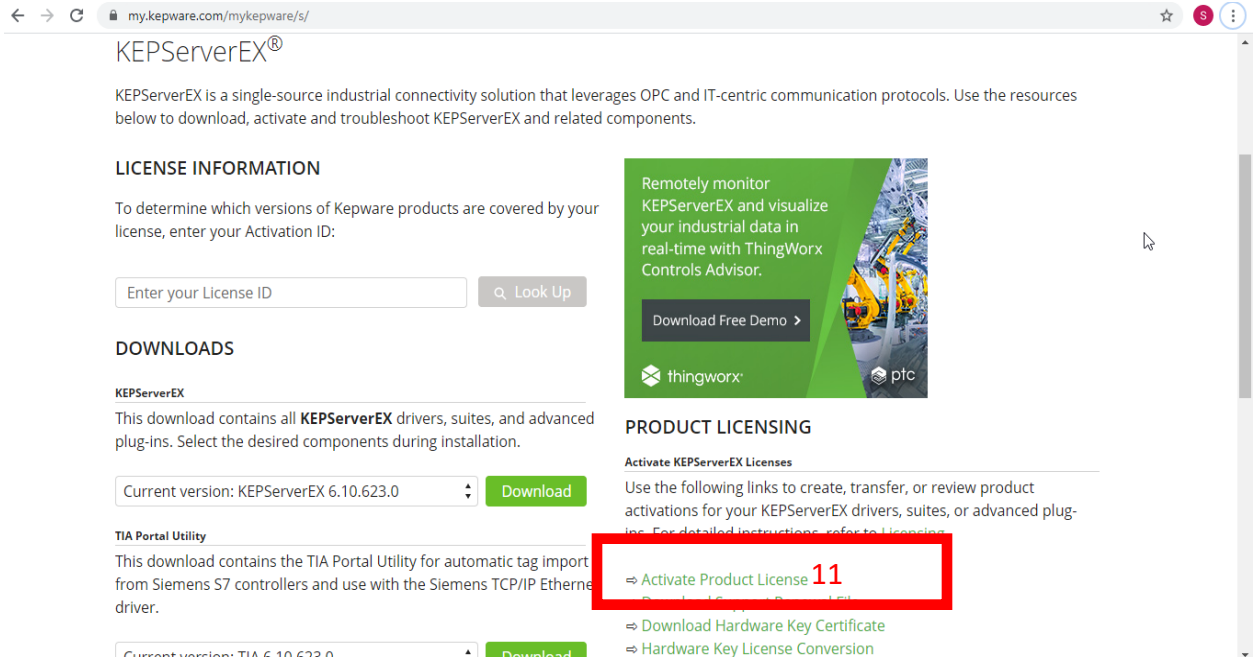


Fig 2.6

- Below window will appear, Click on **Upload Files** and Open **activation_request.txt** file which you copied from **Offline Computer**.

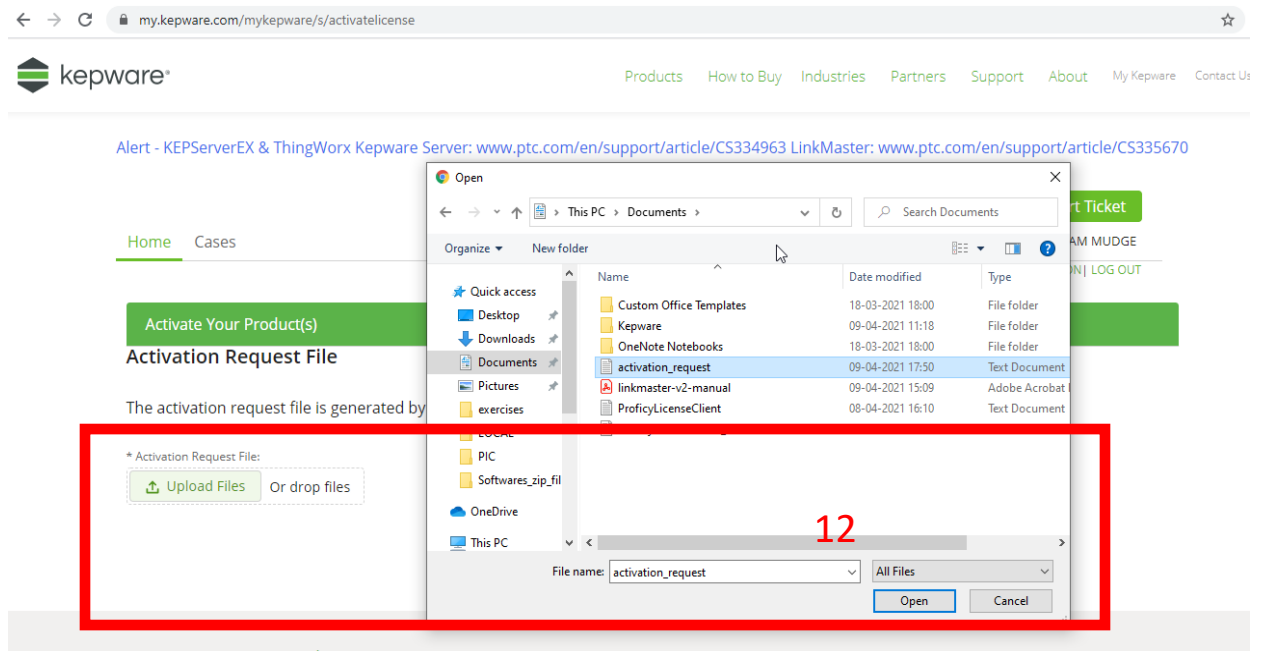


Fig 2.7



13. Check “I am the end user” tick box or fill all the details manually.

← → ↻ my.kepware.com/mykepware/s/activatelicense ☆ ⓘ

kepware® Products How to Buy Industries Partners Support About My Kepware Contact Us

Alert - KEPServerEX & ThingWorx Kepware Server: www.ptc.com/en/support/article/CS334963 LinkMaster: www.ptc.com/en/support/article/CS335670

Submit a Support Ticket

Home Cases SHUBHAM MUDGE EDIT CONTACT INFORMATION | LOG OUT

Activation ID(s)
57ae2abe-a022-477f-a6f7-29089fbc6360

Please fill out the form below to activate your product(s).

To receive the full support included within the warranty period or with an active support agreement in place, the licensed software must be registered with the end user and owner of the software. Kepware will use this information for support tracking.

End user Information

☒ I am the end user 13

* Company ATS Global

Fig 2.8

14. Click on **Generate Activation response File**.

Activate License x +

← → ↻ my.kepware.com/mykepware/s/activatelicense

☒ * By checking this box I confirm that all representations are correct and that I agree to all terms in the [Export Agreement](#).

☒ * I acknowledge that my personal details will be processed in accordance with PTC's [Privacy Policy](#) and that they may be shared with PTC Inc.'s subsidiaries and members of the PTC Partner Network for the promotion of PTC's products and associated services.

☒ * I acknowledge that my use of this software shall be subject to the terms and conditions of the License Agreement and I agree to be bound by its terms. If I'm acting on behalf of a company, I acknowledge that I am authorized to enter in to this agreement and to bind the company to its terms.

Generate Activation Response File 14

Fig 2.9

15. This will create **response.txt** file. Download this file and Copy it to **Offline Computer** where you will be activating license.

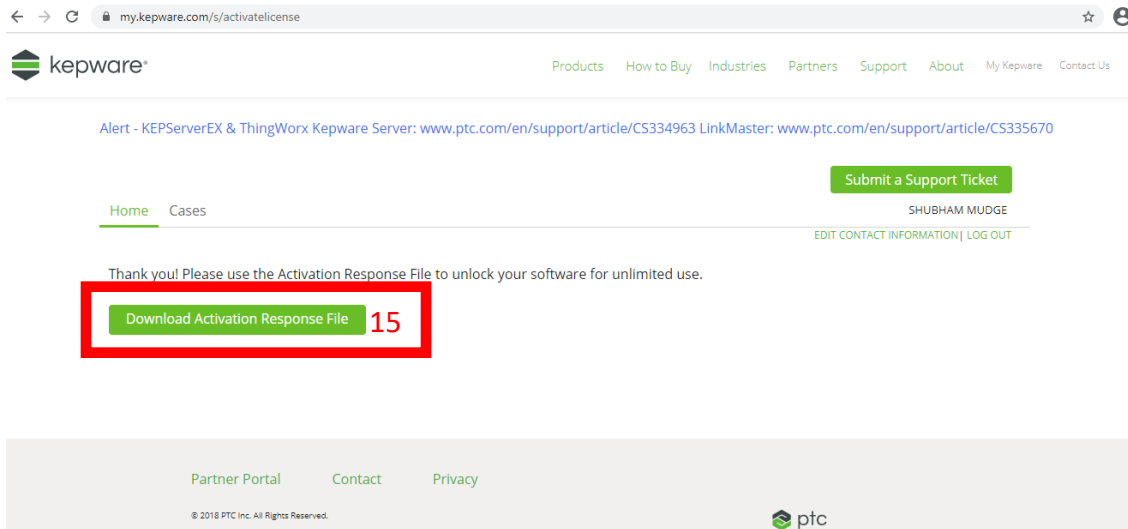


Fig 2.10

16. Go to **License Utility** on **Offline computer** and Click **Import File**.

17. Open **response.txt** file which we downloaded and copied from **Online Computer**.

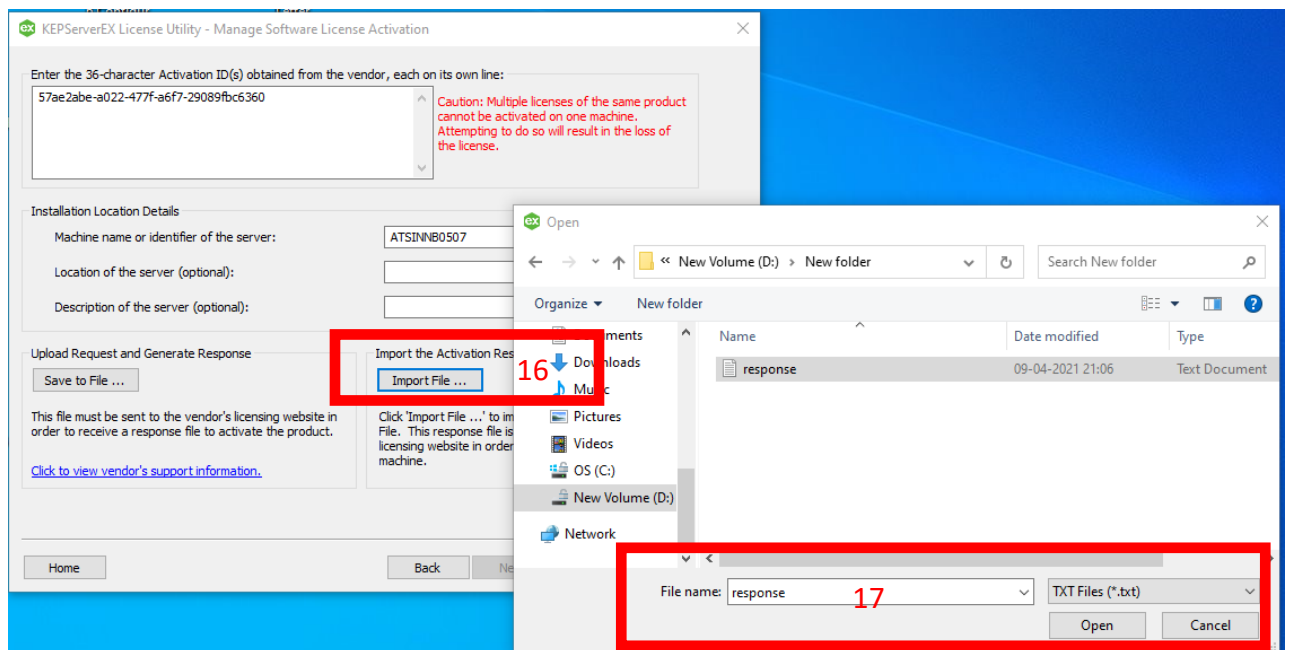


Fig 2.11

18. Click on **Next** button. You will get License “**Activation Complete**” Window (Refer Fig. 2.12).

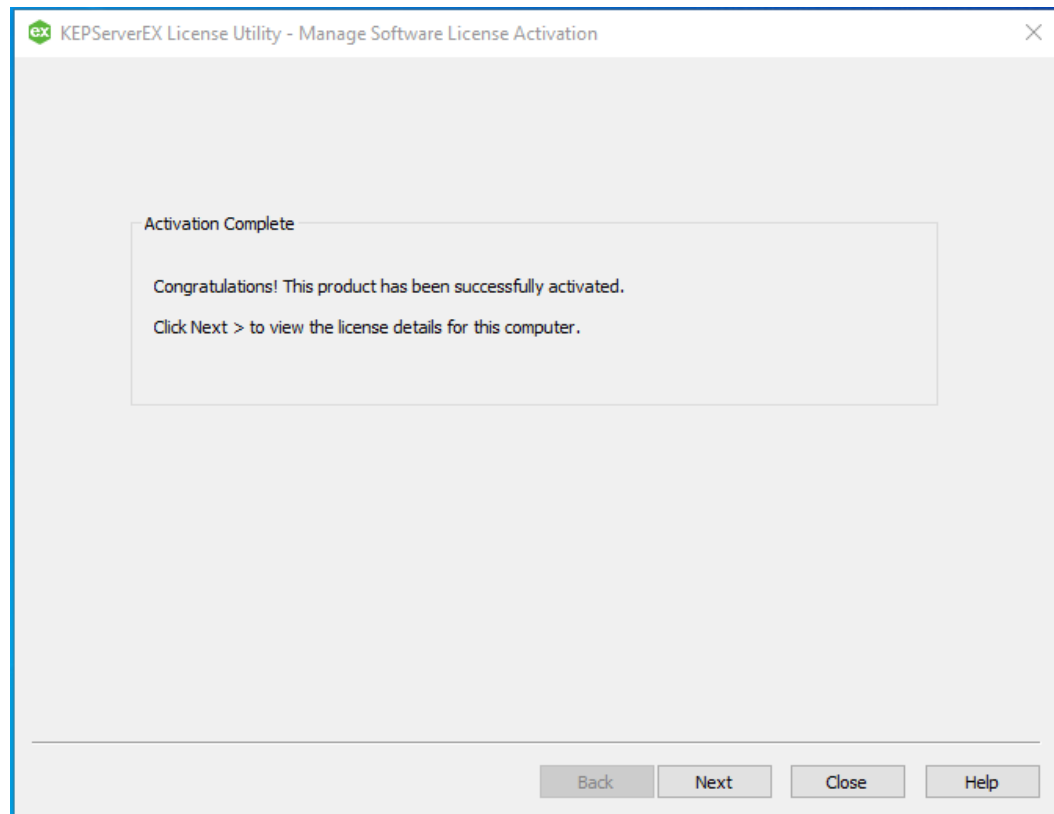


Fig 2.12

19. Click on **Next** Button, you will see your Activated **Product,Activation ID ,Support End Date** and **Status** (Refer Fig. 2.13).

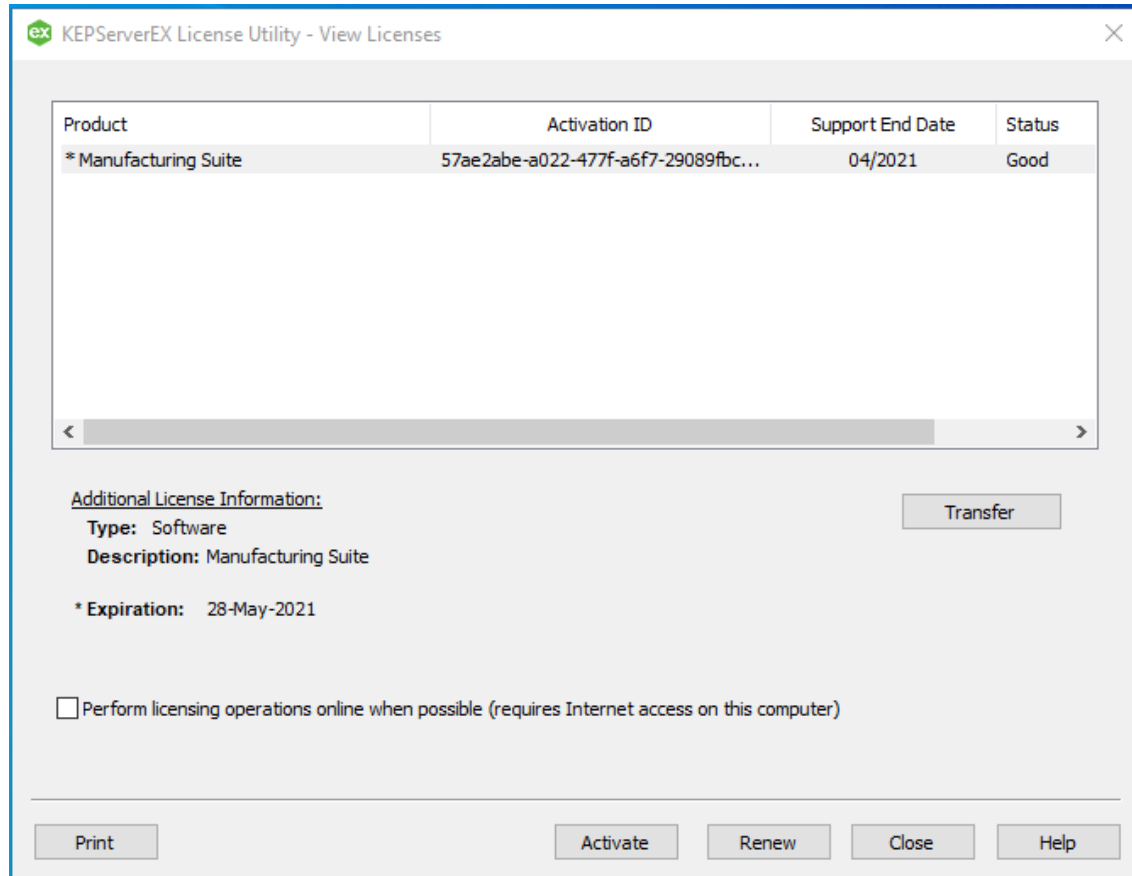


Fig 2.13

3.3 Transfer License

Open KEPServerEX **License Utility** by Right Clicking on Administration icon in the system tray or you can search it from “**All programs**” search bar.

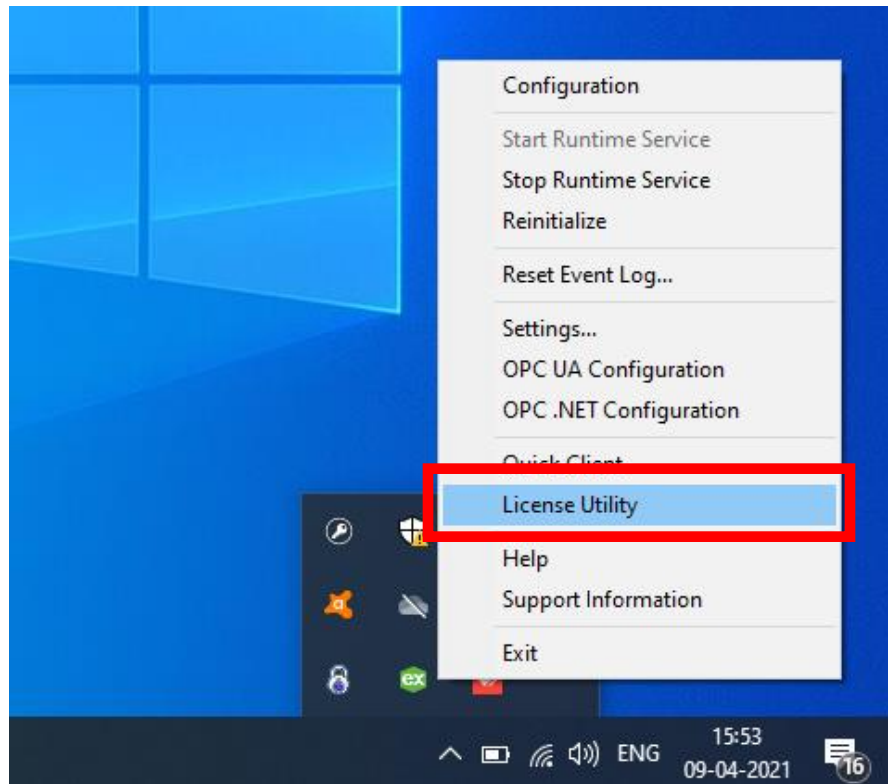


Fig 3.1

3.3.1 Transfer License - Online

Please ensure you have internet access to the system to **Transfer** the license **online**.

1. Below window will appear once you open **License Utility**. Check Tick Box to **Transfer License - Online** as shown in the Fig. 3.2
2. Click **Transfer** button.

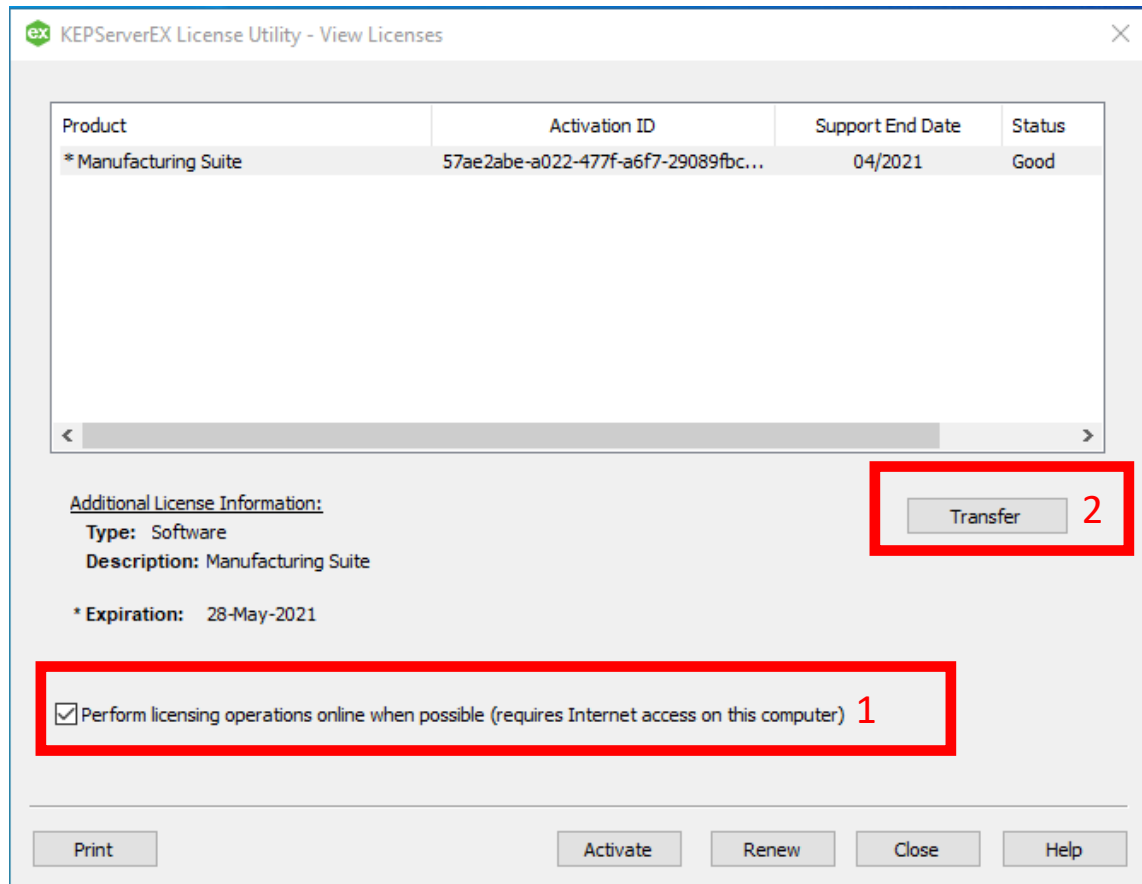


Fig 3.2

3. Enter a My Kepware **username** and **password**. If you don't have an account, Click **Create account**. (Refer Fig. 3.3)

ex KEPServerEX License Utility - Manage Software License Transfer

The following activations have been selected to be returned:

Product	Activation ID	Support End Date
Manufacturing Suite	57ae2abe-a022-477f-a6f7-29089f...	04/2021

Transfer Using the Internet

Enter a My Kepware user name and password for this account.

User Name:

Password:


[Create account](#)

Home Back Next Close Help

Fig 3.3

- Click **Next** Button. Following warning window will appear. Click **OK** button.

KEPServerEX

 Continuing will deactivate the selected activations on this system and create a transfer activation file. In order to activate this product again, it is required that this file be transferred back to the vendor's licensing website.

Do you wish to continue?

OK Cancel

Fig 3.4

- A status screen is displayed to indicate the status of the transfer request as well as any errors or warnings that occur (Refer Fig. 3.5).

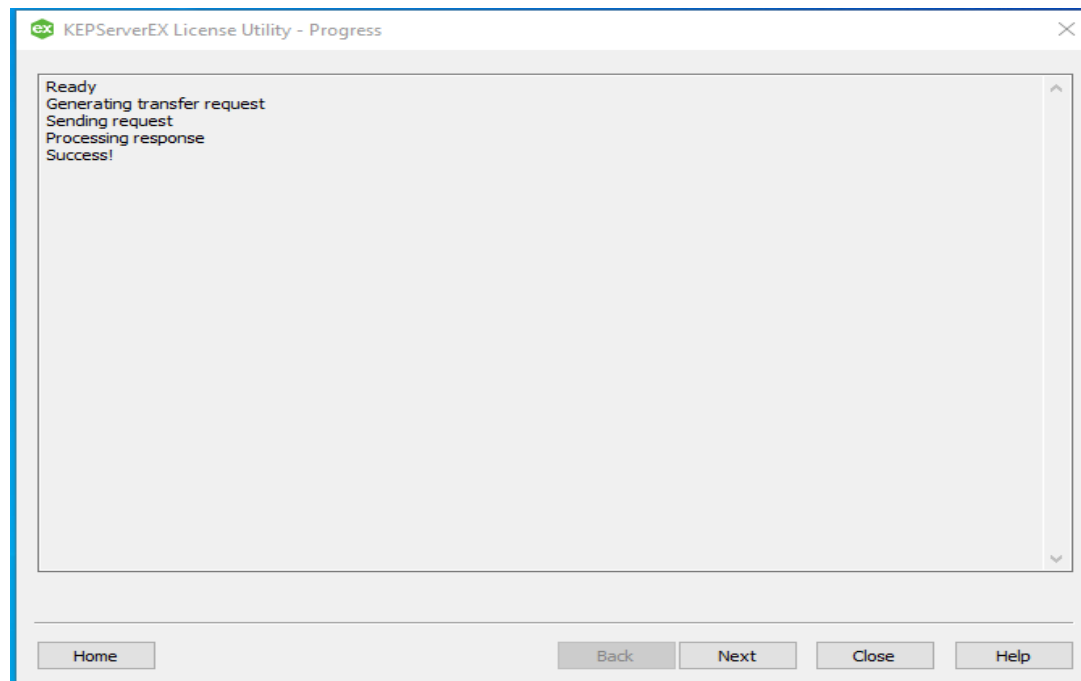


Fig 3.5

6. When the transfer request is complete, press **Next** to return to the View Licenses dialog (Refer Fig. 3.6).

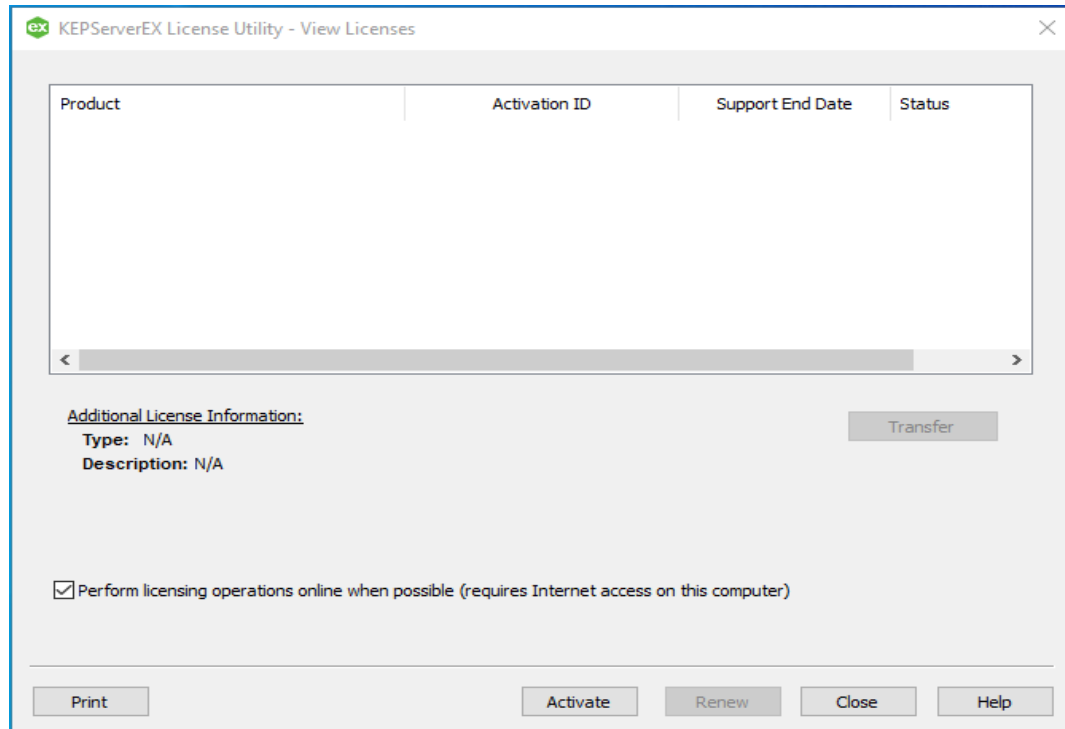


Fig 3.6

3.3.2 Transfer License - Offline

- Below window will appear once you open **License Utility** (Refer Fig. 3.5). Make sure below mentioned check box is **Untick**. Click **Transfer** Button.

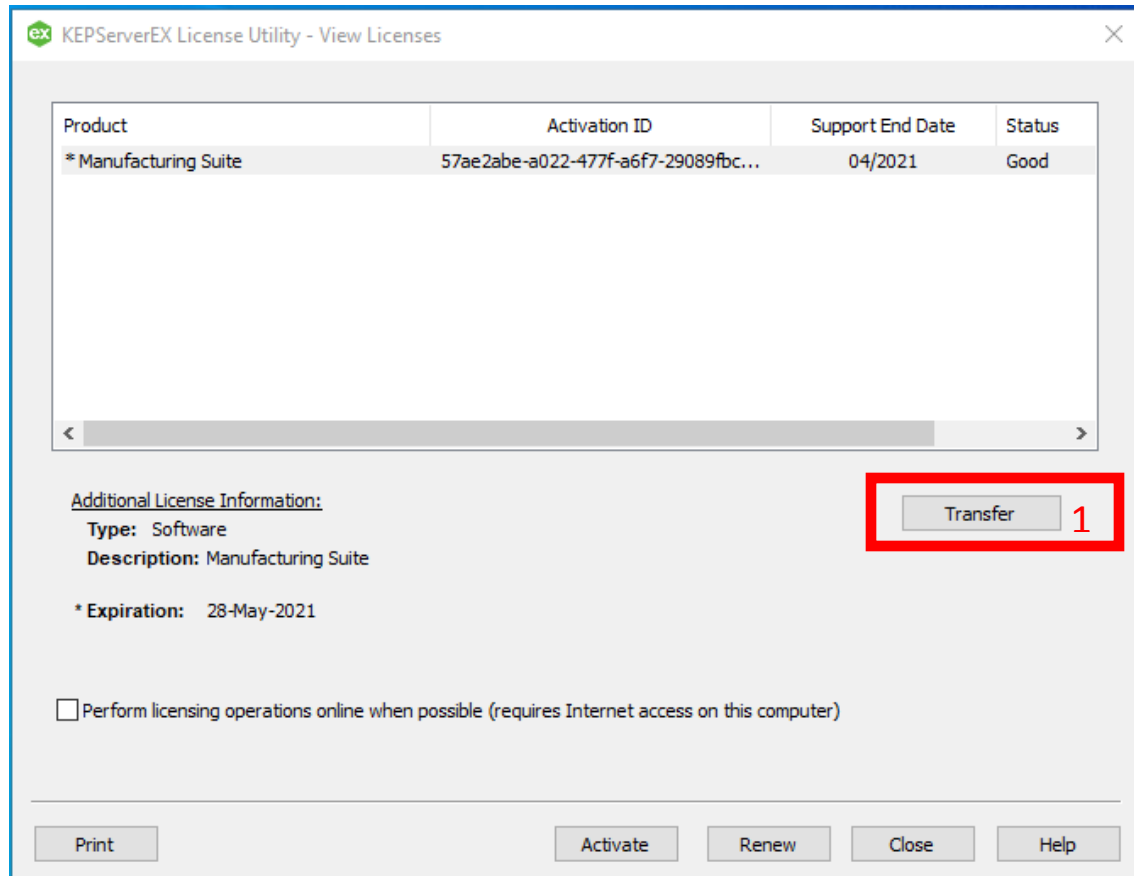


Fig 3.5

- Following window will appear. Click **Save to File ...** button.

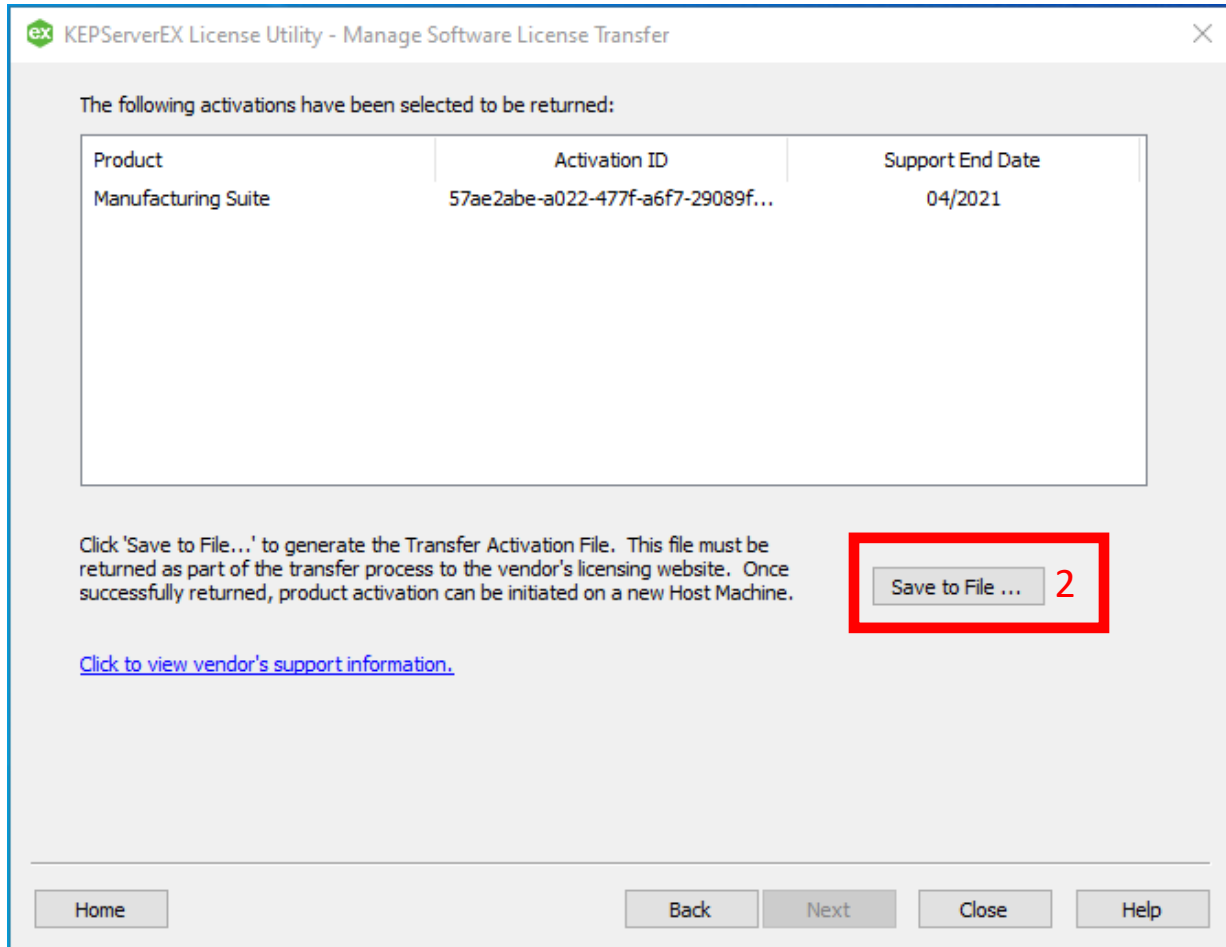


Fig 3.6

- By Clicking **Save to File** following warning window will appear. Click **OK** button.

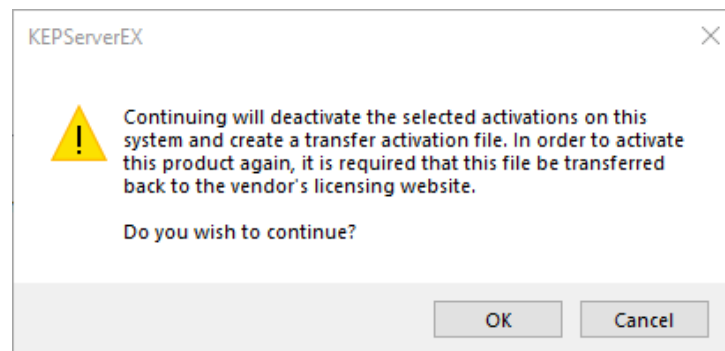


Fig 3.7

- This will create **transfer_request.txt** file (Refer Fig. 3.8).

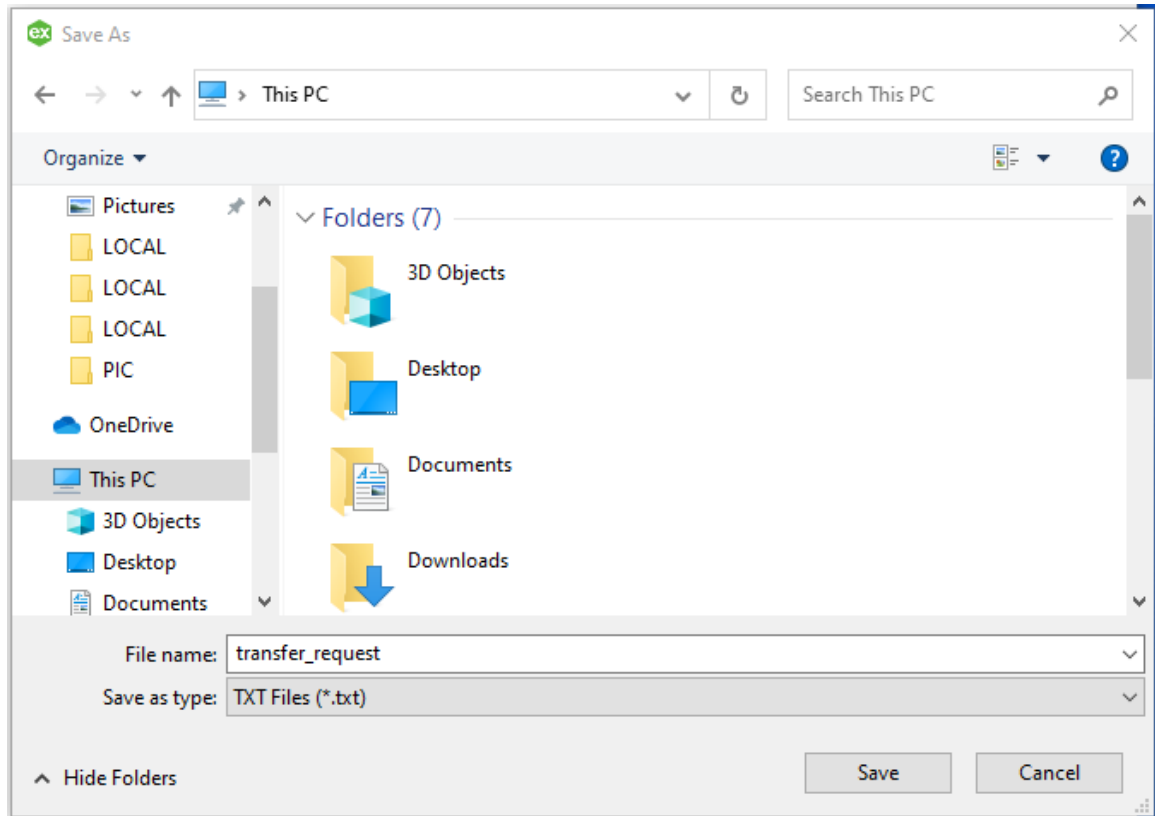


Fig 3.8

5. Copy **transfer_request.txt** file to the computer with internet access. Upload this file on **My keppure** -> **Transfer license** using **Keppure login** (Refer Fig. 3.9).

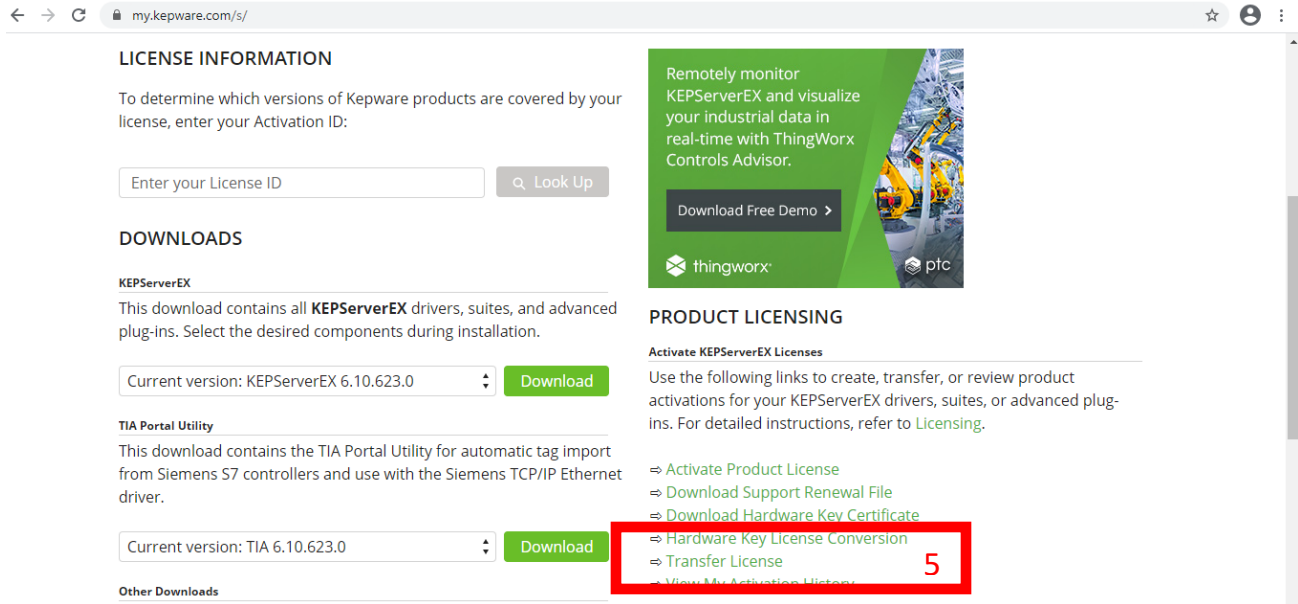


Fig 3.9

6. Following window will appear once license is transferred successfully (Refer Fig.3.10).

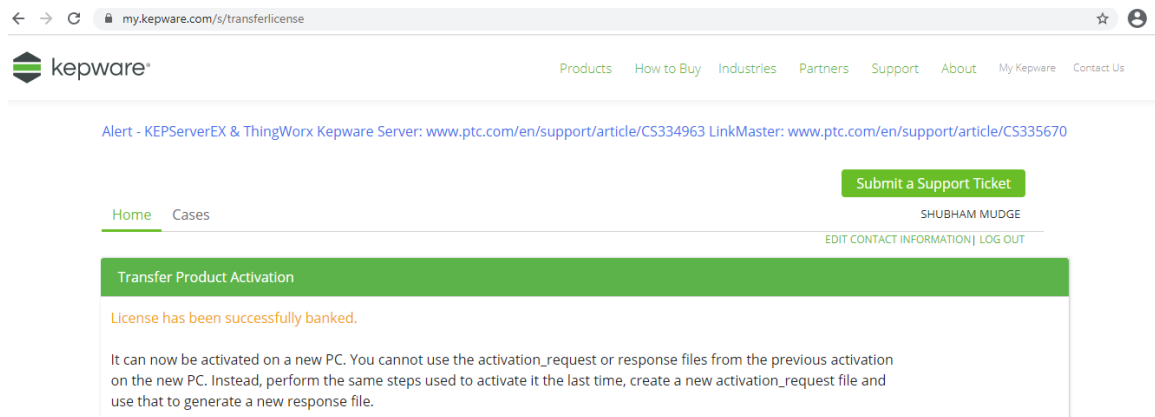


Fig 3.10

7. **View Licenses** dialog will be empty once your License is transferred successfully (Refer Fig. 3.10).

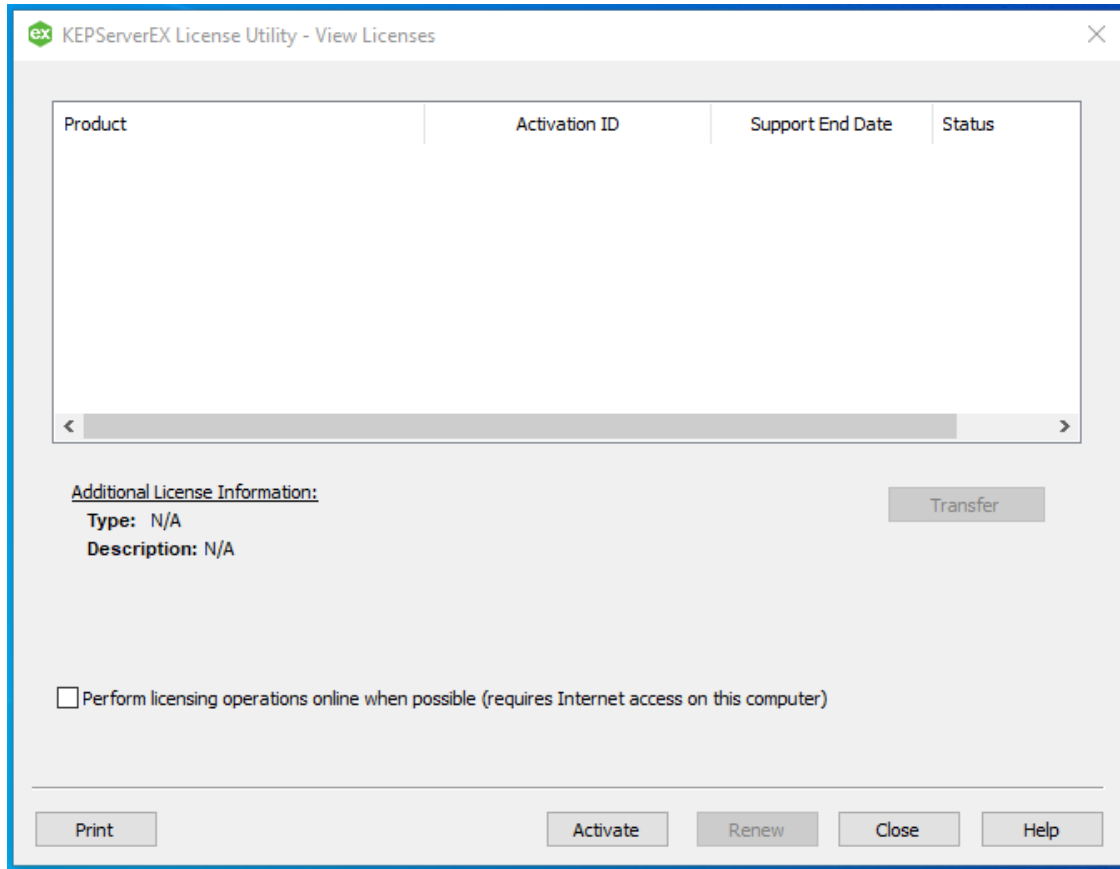


Fig 3.11

3.4 Renew License

NOTE: You need to **Renew** the License from **License Utility** If License is activated and **Support End Date** is not updated as per mentioned date in your Kepware License Document.

Open KEPServerEX **License Utility** by Right Clicking on Administration icon in the system tray or you can search it from “**All programs**” search bar.

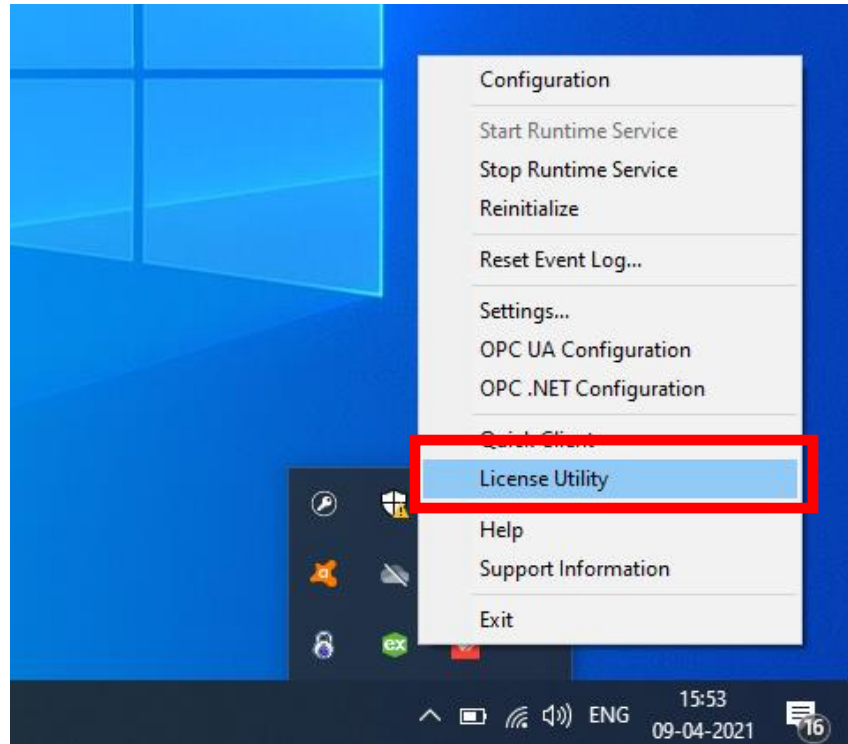


Fig 4.1

3.4.1 Renew License – Online

Please ensure you have internet access to the system to **Renew** the license **online**.

1. Below window will appear once you open **License Utility**. Check Tick Box to **Renew License - Online** as shown in the Fig. 4.2
2. Click **Renew** button.

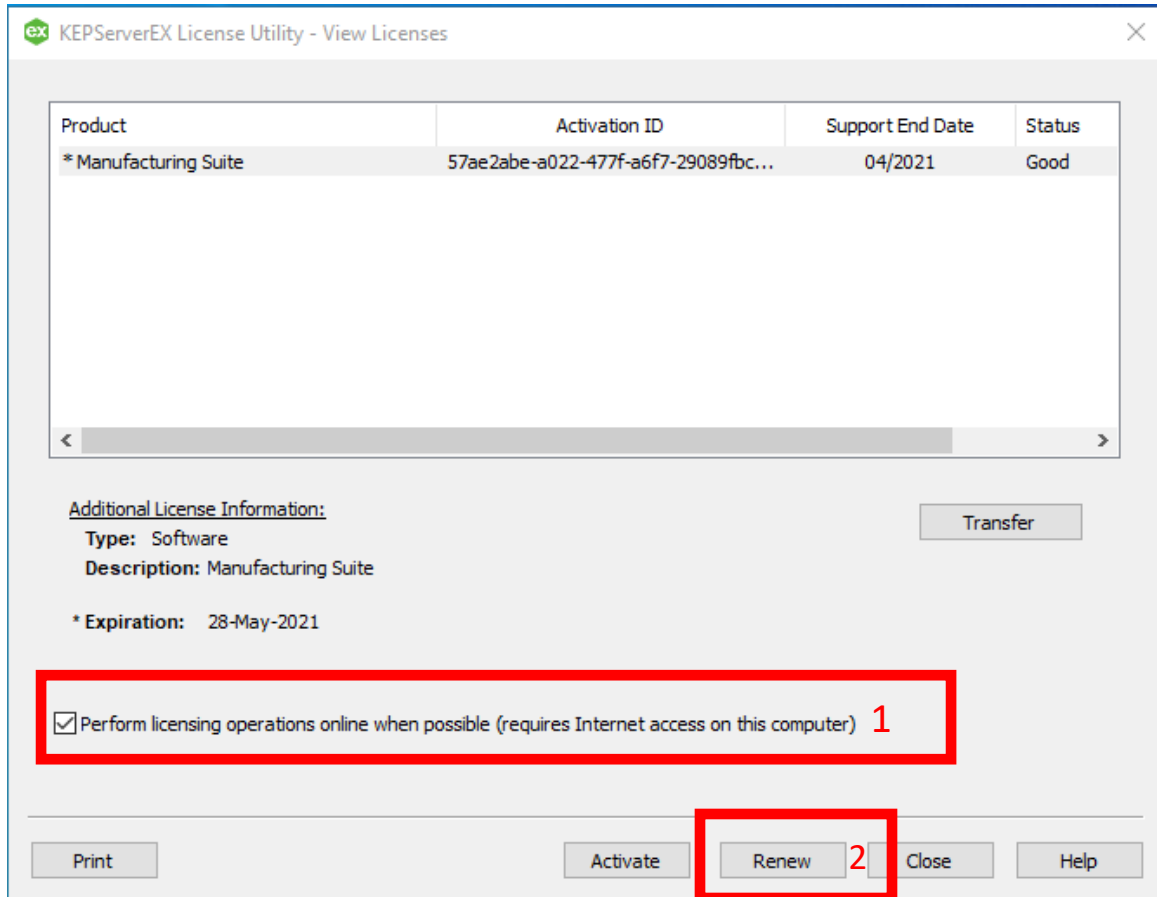
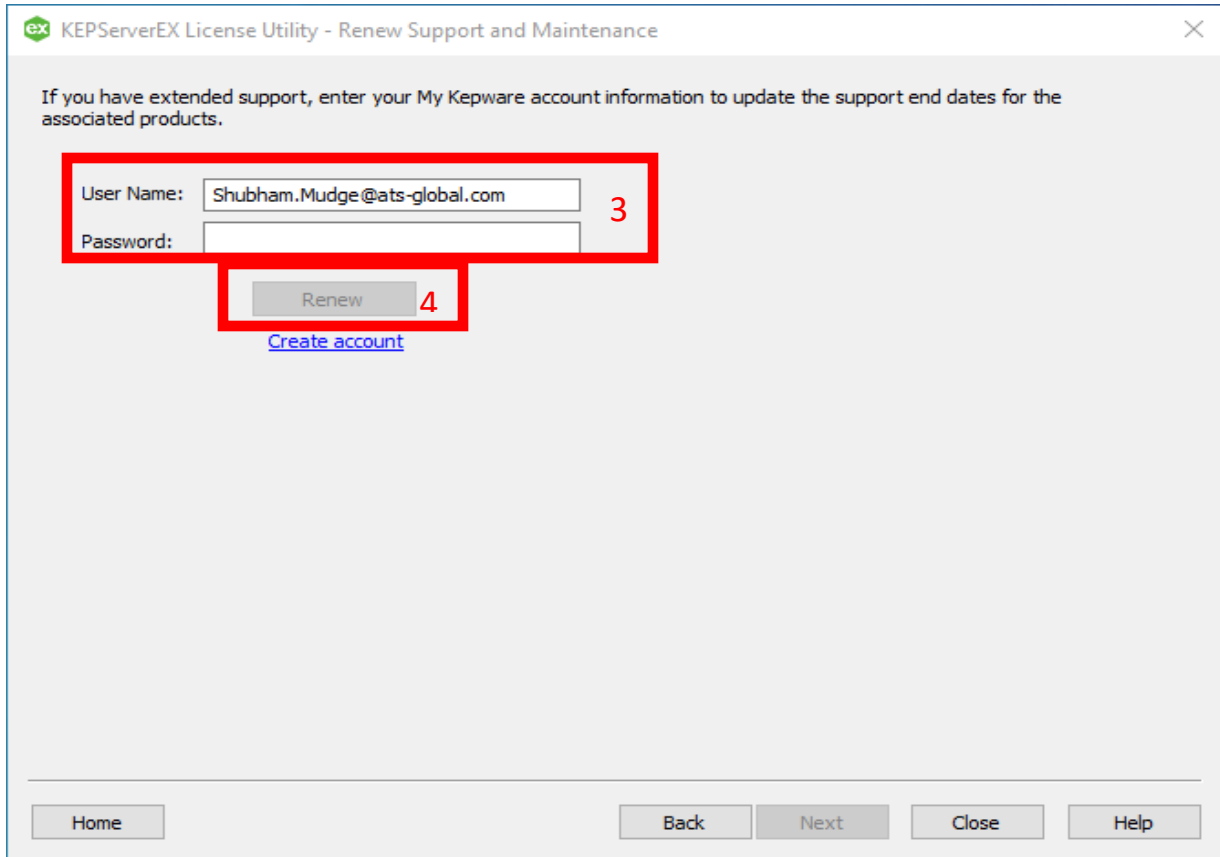


Fig 4.2

- By Clicking **Renew** Following window will appear (Refer Fig.4.3). Enter your My Kepware **username** and **password**. If you don't have an account, Click **Create account**.
- Click **Renew** Button. (Refer Fig.4.3)



ex KEPServerEX License Utility - Renew Support and Maintenance

If you have extended support, enter your My Kepware account information to update the support end dates for the associated products.

User Name: 3

Password:

4

[Create account](#)

Home Back Next Close Help

Fig 4.3

- When the update is complete, press **Next** to return to the **View Licenses** dialog. It will show you updated **Support End date** as per Kepware document as well as Kepware License Lookup.

3.4.2 Renew License – Offline

1. **Login** to your **Kepware** account through the system which have internet access.
2. Click on “**Download Support Renewal File**” (Refer Fig. 4.4)

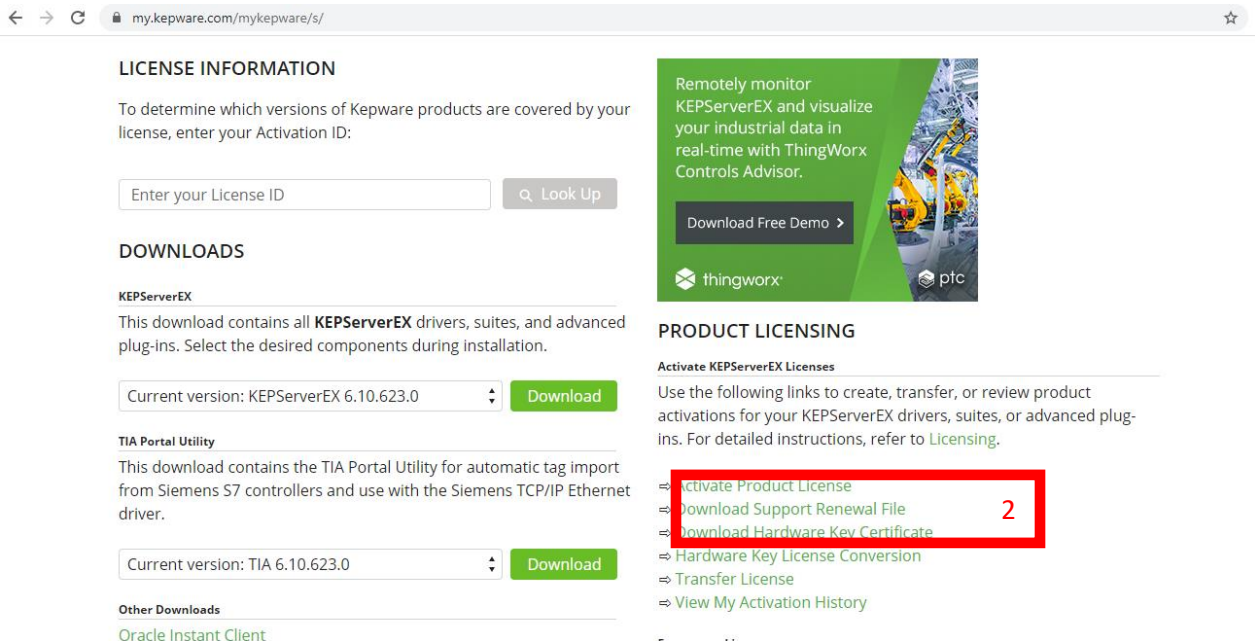


Fig 4.4

3. Enter your License **activation ID** and Click **Download Support File**. This will download **SupportRenewal.lic** file.

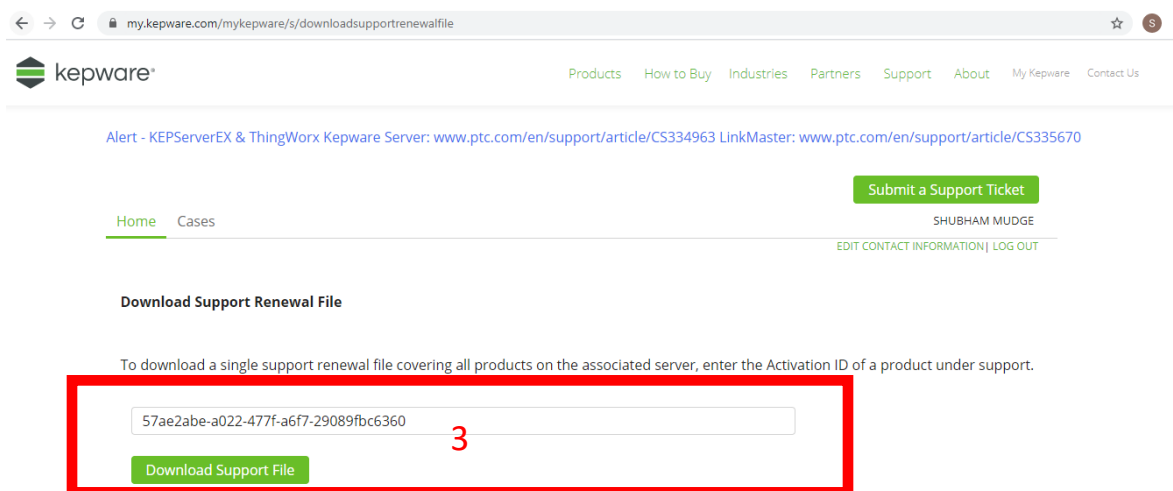


Fig 4.5

4. Copy this **SupportRenewal.lic** file to the Offline system where license need to be renewed.
5. Below window will appear once you open **License Utility** (Refer Fig. 4.6). Make sure below mentioned check box is **Untick**. Click **Renew** Button.

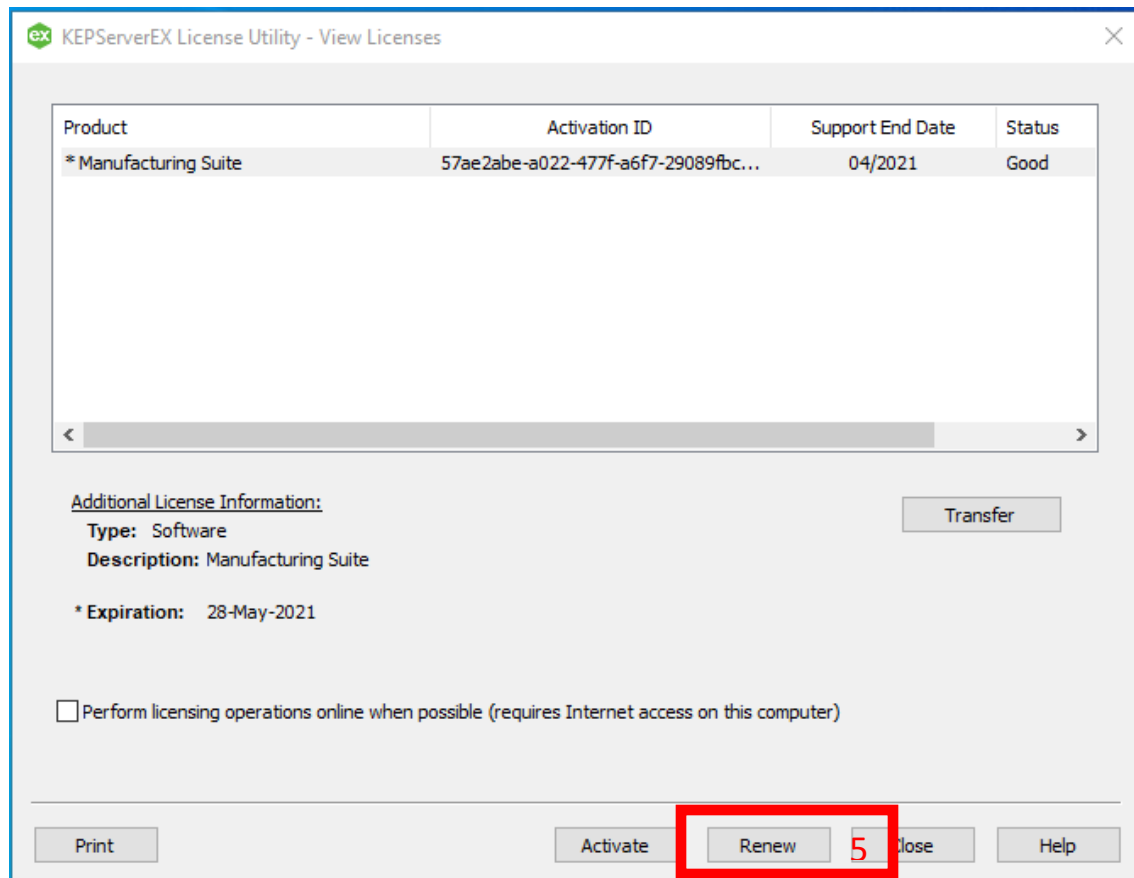


Fig 4.6

6. By Clicking **Renew** below window will appear (Refer Fig. 4.7). Click the **Import** button, then select the **SupportRenewal.lic** file that has been copied from Online system.

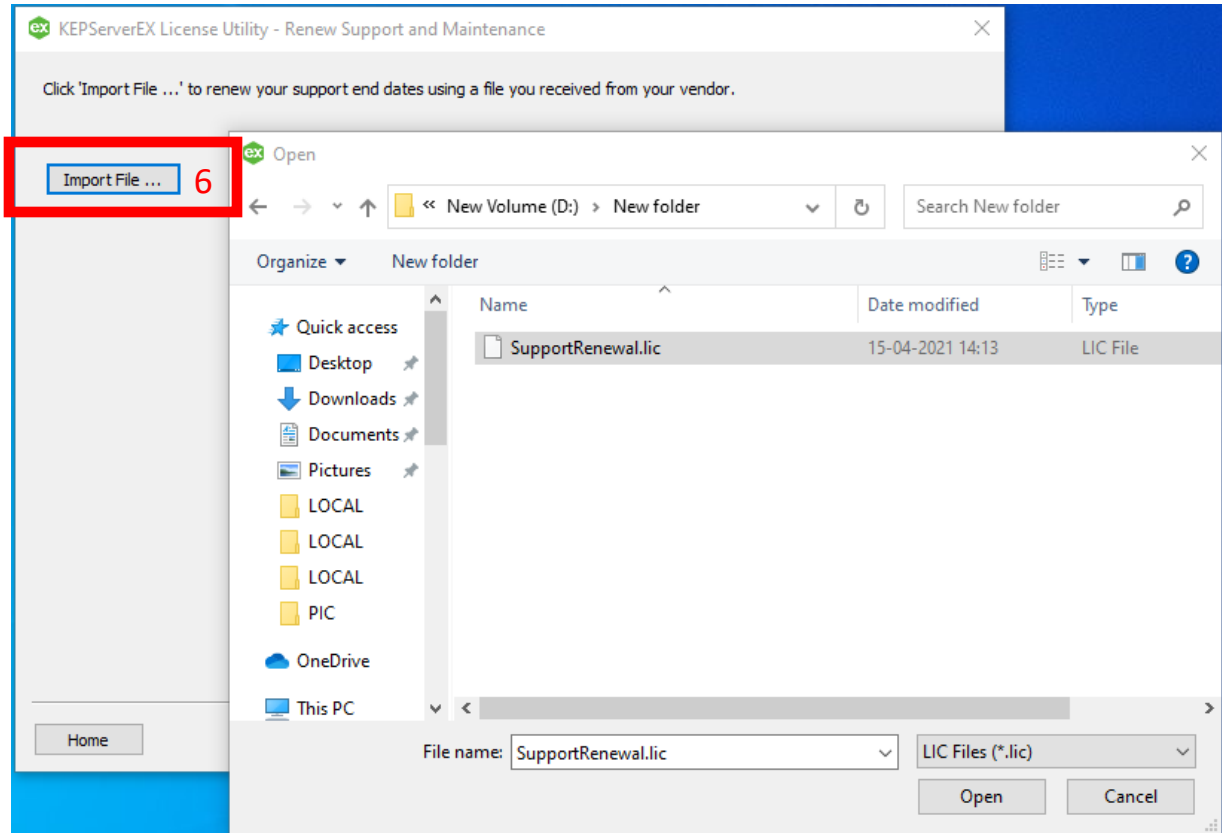


Fig 4.7

7. When the import process is complete you are returned to the **View Licenses** dialog. It will show you updated **Support End date** as per Kepware document as well as Kepware License Lookup.

3.5 Emergency Licensing

An **Emergency Activation ID** is provided with each purchased **Software Activation ID** to be used in the event of a **machine / system failure** occurring outside standard business hours.

The emergency license can be activated through the licensing website from the target machine and allows the product to run for a period of **seven days**.

The Emergency Activation ID is a unique one-time use license: a separate Emergency Activation ID must be used for each product that requires emergency activation.

After using an emergency license, users must contact **Technical Support** to discuss options for restoring the application.

Refer your Kepware License Document for **Emergency Activation ID** or you can get it from **My Kepware** website using Kepware login.

1. To get **Emergency Activation ID** from **My Kepware** website, login to your Kepware account.
2. Paste your **Software Activation ID** in License Information Search bar and click **Look Up** (Refer Fig. 5.1).

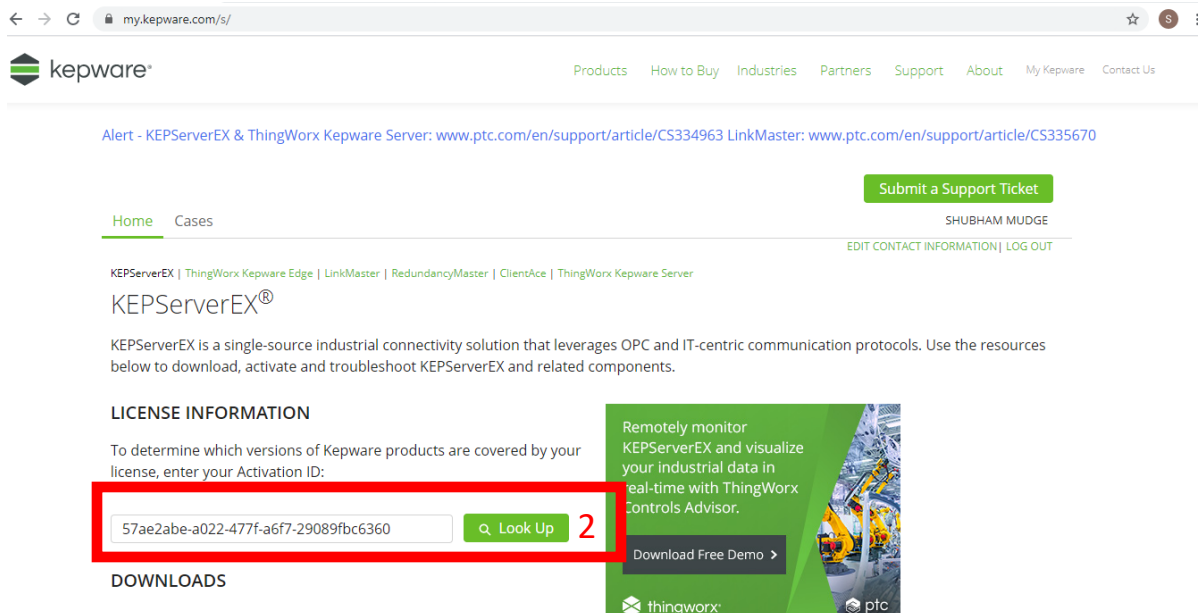


Fig 5.1

3. **License Information** window will Pop-up with all the license details
4. Copy **Emergency ID** for further activation process (Refer Fig. 5.2).

LICENSE INFORMATION

You searched for	57ae2abe-a022-477f-a6f7-29089fbc6360
License Name	57ae2abe-a022-477f-a6f7-29089fbc6360
Activation Count	1
Active Activations	1
Activations Remaining	0
Active Emergency Activations	0
Emergency Activations Remaining	1
Product Description	Manufacturing Suite - Perpetual (30 Day Demo)
Deployment Status	Currently Deployed
Product License Summary:	
Product Activation ID	57ae2abe-a022-477f-a6f7-29089fbc6360
Emergency ID	97f2effe-05df-40f4-afcf-ef453223dbd1 2
Eligible Version	10.7A

OK

Fig 5.2

5. To activate Emergency License using **Emergency ID**, you need to **Transfer** the existing Activated License of the same **Activation ID**.
6. Refer **Transfer License** (Page No. 20) for the transferring process.
7. Once the License is Transferred successfully, you can refer Licensing process for activation of Emergency License:
 - Online Licensing (Page No. 5)
 - Offline Licensing (Page No. 10)

Note:

- Emergency License is valid for **7 days**. So, you need to **reset** software **Activation ID** with the help of **SAPL Tech Support Team** before Emergency License is expired.
- Once **Activation ID** is **reset**, follow the same “Transfer-Activate” procedure to reactivate the product license.



- Causes of Activated License Failure:

1. System Crash

2. Hardware changes

- Network Interface Card
- System disk alteration
- Memory

3. Software changes

- Major Windows Update
- MAC Address alteration – Virtual Machines set MAC Address option to **STATIC**

4. Power Outage induced reboot

- NIC is altered – software/hardware failure results in alternate NIC upon startup
- RAID (Redundant Array of Inexpensive Disk) Implementation – HDD is altered

5. OS

- Restored to previous date
- Restored to image