SDL Licensing Server
Toolkit Guide
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SDL Licensing Server Toolkit Guide
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About this Quick Start Guide

Who is This Guide For?
This guide is for administrators of network licensing. It focuses on how to activate and deactivate network licenses on the server.

Other Information Sources
SDL Licensing Help – This help describes how to license the client application. It describes requesting a network license from the license server and how to activate single-user licenses.
About Network Licenses

The administrator (you) performs activation using an activation code on a license server on a shared network. The user of an SDL client application can then connect to the license server and request a license.

The license server is set up by you and is where you activate the network licenses. It specifies the number of concurrent users that are allowed to request licenses. Network licenses require the license server to be running so it can count the concurrent usage of licenses. However, a user can borrow a network license so that they can work with the SDL application when they are disconnected from the license server. This removes the license from the license server and places it on their computer.

A network license can be used by anyone on the network depending on the edition of the SDL application that you have purchased.
If you are doing a centralized deployment of the SDL client application on a Terminal Services/Citrix server, both the SDL Licensing Server Toolkit and the SDL client application must be installed on the same Terminal Services/Citrix server. In this scenario, the administrator (you) still performs activation using an activation code on license server, which in this case is the same Terminal Services/Citrix server.

Users then use Terminal Services/Citrix client tool to remote desktop to the Terminal Services/Citrix server and use the SDL client application. The client is then run by requesting a license from the SDL Licensing Server Toolkit running on the same server.

**NOTE** In some versions of Windows Server, *Terminal Services* has been renamed to *Remote Desktop Services*.
## Network Licensing Terminology

<table>
<thead>
<tr>
<th>Resource</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Network License Activation Codes</strong></td>
<td>Once the SDL Licensing Server Toolkit software is installed on your computer, you must activate the network license for a specified number of concurrent users (CAL) using an 18 digit activation code that starts with an N. This automatically connects you to the SDL Activation Server using your Internet connection and allocates the activation code to your computer. This is referred to as ‘online activation’.</td>
</tr>
<tr>
<td><strong>SDL Activation Server</strong></td>
<td>This is the live server hosted by SDL, which manages the products and activation codes for those products. When you perform online activation for a network license from your installation of the license server, it contacts this server to validate the activation code for the SDL product.</td>
</tr>
<tr>
<td><strong>SDL Licensing Server Toolkit</strong></td>
<td>You use this to activate the network licenses. It is installed on the license server on the customer site.</td>
</tr>
<tr>
<td><strong>License Server</strong></td>
<td>The license server is the computer where you install the Licensing Server Toolkit. The computer is hosted on the customer site and should be located in a LAN within a domain. Network licenses can then be activated using the toolkit, after which any other computer that requires licensing (client) can connect to the server and request a license (when concurrent licensing is used). You can use more than one license server on your network.</td>
</tr>
<tr>
<td><strong>Installation ID</strong></td>
<td>An installation ID is created for the computer (license server) on which you install the SDL Licensing Server Toolkit and is unique to each computer. This means that after you have activated the license, you will not be able to activate the license on a different computer until it is deactivated on the first computer.</td>
</tr>
<tr>
<td><strong>Activation Certificates</strong></td>
<td>You are prompted to enter an activation certificate code when you activate your product and do not have an Internet connection on the computer where your SDL product is installed. An activation certificate incorporates all of the details which would normally be downloaded from the SDL Activation Server during an online activation.</td>
</tr>
<tr>
<td><strong>Borrowing License Approval number</strong></td>
<td>This number is generated on the license server. It is used by the SDL client application to approve the borrowing of a license.</td>
</tr>
<tr>
<td><strong>Borrowing Request Number</strong></td>
<td>This number is generated by the SDL client application. It is used for generating a borrowing license approval number on the license server.</td>
</tr>
</tbody>
</table>
How to Install the SDL Licensing Server Toolkit

To set up the license server, you need to install the SDL Licensing Server Toolkit on the computer that you want to be the license server.

Requirements for Network Licensing

Requirements for Communication

- The service uses standard Microsoft ports; the licensing setup will have to be configured to allow file sharing between the license server and the workstations, make sure that name resolution is supported, and leave ports 137 and 138 open.

License Server Requirements

The license server must be:

- At the top level of the network (or above all of the workstations using the protected application).
- Installed on a separate computer from the SDL application (SDL Trados Studio, SDL Passolo).
- Set up before any of the workstations.
- NetBIOS enabled over TCP/IP.

License server hardware requirements:

- Any standard specification Windows workstation computer can be set up as the license server.
- 32 bit or 64 bit.

License server software requirements:

- Windows or Windows/Citrix-based.
- Windows 7 or a higher version of a workstation operating system / Windows Server 2003 or a higher version of a server operating system.
- You can also run the Licensing Server Toolkit on VMWare-based virtual machines.

Do not change the computer name on the license server after you have installed the SDL Licensing Server Toolkit as this may prevent users from being able to use a network license from the license server.

Client Installation (Workstation) Requirements

The client installations (workstations) of the product that are requesting network licenses from the license server must be:

- Windows-based.
- Each workstation and the domain or workgroup must be capable of file sharing with the license server computer.
- NetBIOS enabled over TCP/IP.
Installation Combinations and Restrictions

*If required, the SDL Licensing Server Toolkit can coexist on the same computer as the following legacy and third party products:*

- SDL Studio GroupShare (TM Server 2011, MultiTerm Server 2011, Project Server 2011)
- SDL Trados TM Server 2009
- SDL MultiTerm 2009
- SDL FlexLM Licensing Server
- MS SQL

⚠️ Do not install the SDL Licensing Server Toolkit on the same computer as your client application as this will prevent users from being able to use a network license from the license server.

(The client application can only be installed on the same computer as the SDL Licensing Server Toolkit when you are working in a Terminal Services/Citrix Server environment.)

Requirements for Terminal Services/Citrix Server

If you are doing a centralized deployment of the SDL client application on a Terminal Services/Citrix server, the following requirement is different from your standard setup above:

- The SDL client installation of the product must be installed along with SDL Licensing Server Toolkit on the Terminal Services/Citrix Server.

**NOTE** In some versions of Windows Server, *Terminal Services* has been renamed to *Remote Desktop Services.*
How to Install the SDL Licensing Server Toolkit

Before you start:
The SDL Licensing Server Toolkit needs to be run as an administrator.

Step 1: Download and Install the Toolkit

1. Log onto SDL My Account.
2. Click the My Downloads link.
3. Click the plus sign next to the name of the product you have purchased.
4. Click Download next to the SDL Licensing Server Toolkit option.
5. Run the installer on the computer that you want to designate as the license server.

Step 2: Enable NetBIOS
To use network licensing, you must enable NetBIOS over TCP/IP on the client installations (workstations) of the product and the license server.

1. Go to the adapter settings and bring up the properties for the main network connection.
2. In the Local Area Connection Properties dialog box, select Internet Protocol Version 4 (TCP/IP v4) and click Properties.
4. On the WINS tab in the Advanced TCP/IP Settings dialog box, select Enable NetBIOS over TCP/IP.
5. Click OK to close each dialog box and save your changes.
How to Set up Network Licensing

Before you start:
To set up network licensing, you need:

- To download and install the SDL Licensing Server Toolkit on the computer you want to act as a license server.
- A network activation code.
- Administrator rights on the computer you want to act as a license server.

How to Get a Network Activation Code

A network activation code is used to activate a specified number of network licenses on the licensing server. The licenses are then available for users to request them from their SDL application.

7. Click the My Licenses link.

8. Click the plus sign next to the name of the product you have purchased. The activation codes for that product are displayed.

9. Copy the activation code.
How to Activate your Network Licenses Online

Before you start:
To activate your network license online, you need:
- Internet access.
- The network activation code.

To activate your license:

1. Select **SDL Licensing Server Toolkit** from the **Start** menu under **All Programs** > > SDL > SDL Licensing Server Toolkit.

2. In the **SDL Licensing Server Toolkit** dialog box, select the product for which you want to activate network licenses from the **Current Product** box.

3. Select **Product > Activate Online**.

4. In the **Internet Activation** dialog box, enter the 18 digit activation code that starts with an N.

5. Click **Activate**.
A message is displayed indicating that the activation was successful.
How to Activate your Network Licenses Offline

If you are not able to access the Internet from the computer on which you installed the SDL Licensing Server Toolkit or your firewall prevents you from performing online activation, you can modify your proxy settings or use offline activation to license the product.

Before you start:

To activate your product offline, you need:

- To use another computer with Internet access to the SDL My Account website.
- The network activation code.

Step 1: Copy the Installation ID

1. Select **SDL Licensing Server Toolkit** from the **Start** menu under **All Programs** > **SDL > SDL Licensing Server Toolkit**.

2. In the **SDL Licensing Server Toolkit** dialog box, select the product for which you want to activate network licenses from the **Current Product** box.

3. Select **Product > Activate Offline**.

4. In the **Offline Activation** dialog box, copy the installation ID.

Step 2: Get an Activation Certificate

1. Log onto the **SDL My Account** website.

2. Click the **My Licenses** link.
3. Click the plus sign next to the name of the product you have purchased. The activation codes for that product are displayed.

4. Click the **Can't activate online? – Get an Offline Activation Certificate** link.

5. Enter your installation ID and click **Generate Offline Activation Certificate**.

6. Copy the activation certificate.

**Step 3: Activate Your Product**

1. In the **Offline Activation** dialog box, enter your activation certificate code in the **Certificate** box.

2. Click **Activate**.

A message is displayed indicating that the activation was successful.

**How to Use a Network License from the SDL Client Application**

After you (the administrator) install the SDL Licensing Server Toolkit on the license server and activate the network license, the user (client application) can request to use the network license.

To view information on how to do this from the client application, see the [SDL Licensing Help](#).
How to Deactivate Network Licenses

Deactivating your product returns the license to the SDL Activation Server. You may want to do this if you plan to:

- Move your license to another computer.
- Upgrade your license to one that has more CALs (Concurrent Users).
- Upgrade your license to another edition.
- Reformat your computer then install the SDL Licensing Server Toolkit on the same machine again.

How to Deactivate your Network License Online

Before you start:
To deactivate your network licenses, you need Internet access.

To deactivate your license:
1. Select SDL Licensing Server Toolkit from the Start menu under All Programs > SDL > SDL Licensing Server Toolkit.
2. In the SDL Licensing Server Toolkit dialog box, select the product for which you want to deactivate network licenses from the Product box.
3. Select Product > Deactivate Online.
4. In the Internet Deactivation dialog box, click Deactivate.

A message is displayed indicating that the deactivation was successful. The license has now been returned and can be activated again with a different installation of the SDL Licensing Server Toolkit.
How to Deactivate your Network Licenses Offline

To deactivate your product when you have no Internet connection, you need to use another computer with Internet access to the SDL My Account website to return the deactivation certificate.

**Step 1: Generate the Deactivation Certificate**

1. Select **SDL Licensing Server Toolkit** from the **Start** menu under All Programs > SDL > SDL Licensing Server Toolkit.

2. In the **SDL Licensing Server Toolkit** dialog box, select the product for which you want to deactivate network licenses from the **Product** box.

3. Select **Product > Deactivate Offline**.

4. In the **Offline Deactivation** dialog box, click **Deactivate**. An Exported License Certificate code is displayed.

**Step 2: Return the Exported License Certificate**

1. Switch to a computer that can access the Internet and log onto SDL My Account.

2. Click the **My Licenses** link.
3. Click the plus sign next to the name of the product you have purchased. The activation codes for that product are displayed.

![Image of activation codes](image)

4. Click the **Can't deactivate online? – Deactivate offline** link.

![Image of offline deactivation certificate](image)

5. Enter the **Exported License Certificate** (deactivation certificate) in the **Deactivation Certificate** box and then click **Deactivate**.

![Image of entering deactivation certificate](image)

The license has now been returned and can be activated again with a different installation of the software.
How to Modify your Proxy Settings

If you are having problems connecting to the SDL Activation Server during online activation or deactivation, you may want to modify your proxy server settings.

1. Select **SDL Licensing Server Toolkit** from the **Start** menu under **All Programs** > **SDL** > **SDL Licensing Server Toolkit**.

2. In the **SDL Licensing Server Toolkit** dialog box, select **Tools > Proxy Settings**.

3. In the **Proxy Settings** dialog box, modify the settings as needed and then test the connection.
How to Manage Borrowed Network Licenses

Borrowing a license from a license server allows the user to work with an SDL application while disconnected from the license server. This removes the network license from the license server and places it on their computer.

**NOTE** When lending licenses you will not be able to lend the last license left on the license server.

**About Time-Limited Licenses**

A license is lent with a specific period of time for which you want the user to borrow the license and after this point the borrowed license expires. Licenses are then returned by the user from the SDL application.

Licenses that are not returned will not be available for use by other users even if the license has expired.

You specify the time to lend a license in days. When specifying the number of days a license may be borrowed, the actual number is the specified number of days plus one. This is because the borrowed license needs to function the day it is borrowed as well as the days needed.

For example, if you specify that a license can be borrowed for 2 days, it can be used for the remaining part of the current day plus 2 more days.
How to Lend a Network License

Before you start:
To borrow a network license, you need the:

- Request code from the user who wants to borrow the license.
- Length of time for which the user wants to borrow the license.

1. Select **SDL Licensing Server Toolkit** from the **Start** menu under **All Programs > SDL > SDL Licensing Server Toolkit**.

2. In the **SDL Licensing Server Toolkit** dialog box, select **Product > License Borrowing**.

3. In the **Borrow License** dialog box, enter the **Request number** from the user.

4. Specify the number of days for which the user can borrow the license.

5. Click **Generate Approval Number**.

6. Send the approval number to the user. You can send this via email or any other preferred method of communication.
How to Troubleshoot Network Licensing

For specific errors relating to licensing, search the SDL Knowledge Base at: http://kb.sdl.com/
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