

Biacore™

eLicensing Guide

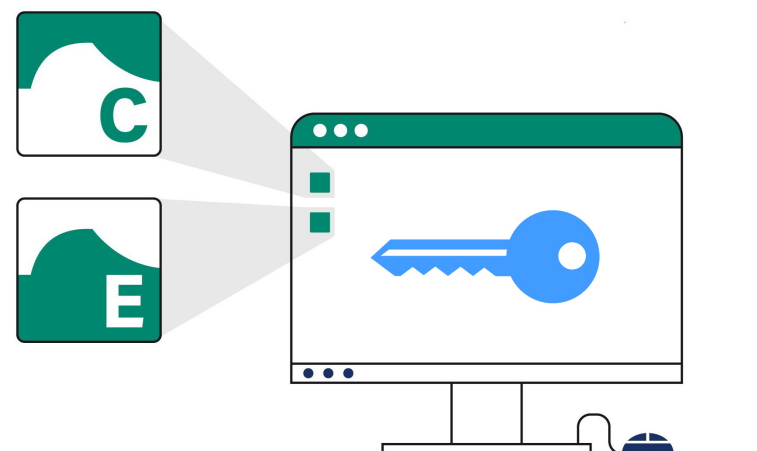


Table of Contents

1	Introduction and installation overview	3
2	Download the license server software	4
3	Install the license server	5
4	Configure eLicenses on the license server	9
5	Rehosting eLicenses	17
6	Administer license server	18
7	Information for Biacore systems	21
8	Troubleshooting	24

1 Introduction and installation overview

Background information

An eLicense gives a specified number of concurrent users an electronically managed permission to access specific software or software functions. An eLicense can be valid over a specific period of time. eLicenses for products from Cytiva are managed with FlexNet Publisher License Server from Flexera Software.

Biacore™ eLicenses are used as floating eLicenses. They are managed with the license server software, installed either on a network server or on the local computer. The licensed software can be used on any client computer with sufficient access to the license server. A floating eLicense is valid for a specified number of concurrent users.

A license server installed locally on the same computer as the product software allows the product software to be used without connection to a network, for example, on a laptop computer used while traveling.



IMPORTANT

The eLicense must be set up before the instrument is installed by Cytiva service personnel.

Scope of this manual

This manual contains instructions for downloading and installing the license server software and the eLicense itself.

Intended reader

This manual is intended for personnel installing and configuring the license server and eLicense for Biacore Insight software.

Access to eDelivery

The Activation ID required to access eDelivery for Cytiva products, eLicenses and user documentation is provided, usually by email, when product purchase is confirmed. Keep the email in a safe place.

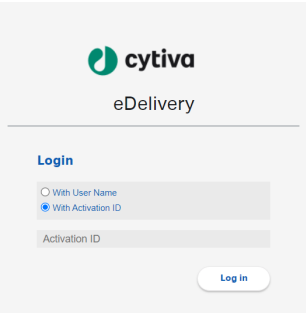
Tip: Search for the sender address cytiva@flexnetoperations.com or the phrase *ActivationID* in your inbox to find the email.

2 Download the license server software

Download procedure

Follow the steps below to download the eLicense and system software packages. The license server installation software can be provided as a separate downloadable item or packaged with the product software.

Step	Action
1	Go to the eDelivery portal at cytiva.com/eDelivery .
2	Select login With Activation ID .



3	Copy the Activation ID (32-digit code) from the purchase confirmation email and paste it in the Activation ID field.
4	Click Log in .
5	Select the software package(s) from Your Downloads . Depending on the product you have purchased, there can be one or several downloadable packages. Download all software packages relevant to your product.

Note:
This guide describes installation of the license server software. Installation of the application software is performed separately.

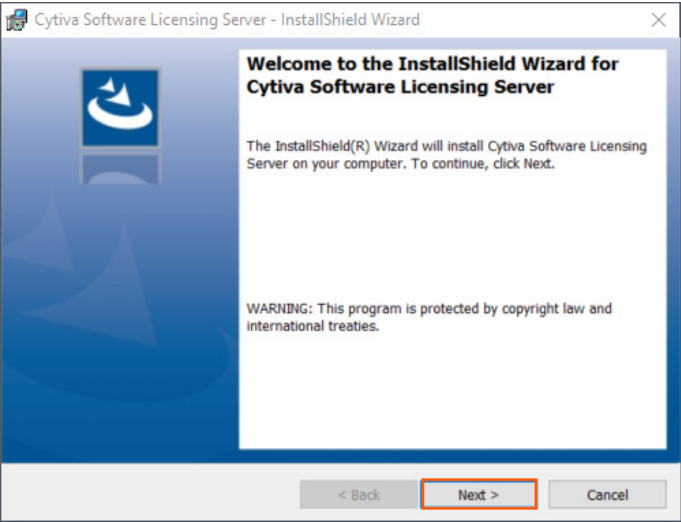
6	If the software packages are provided as zipped folders, extract the files from each zipped folder to a separate folder on your computer.
---	---

3 Install the license server

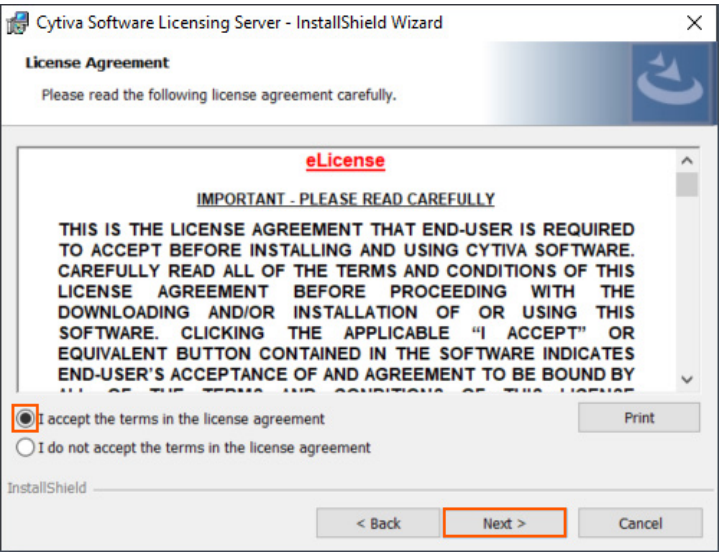
Follow the steps below to install the license server.

Step	Action
------	--------

- | | |
|---|---|
| 1 | Start the Cytiva Software Licensing Server Setup . Click Next . |
|---|---|

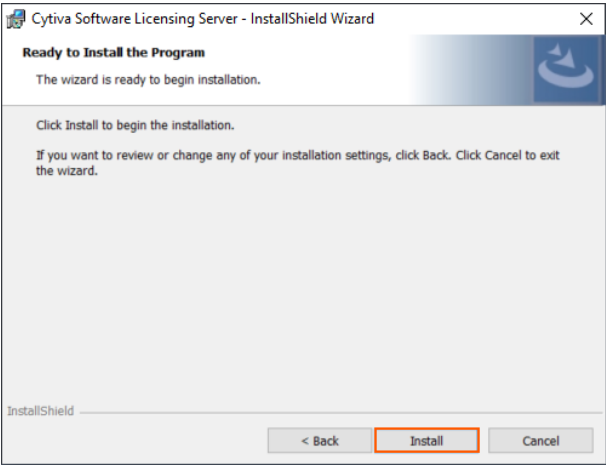


- | | |
|---|--|
| 2 | Read and accept the license agreement. Click Next . |
|---|--|

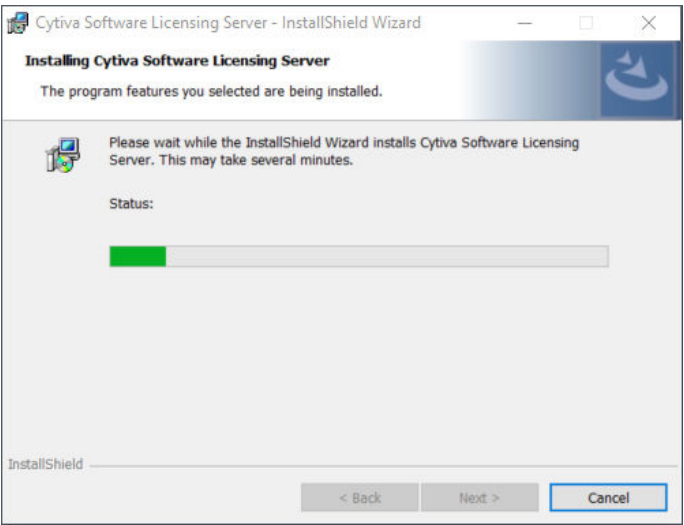


Step	Action
------	--------

3	Click Install .
---	------------------------

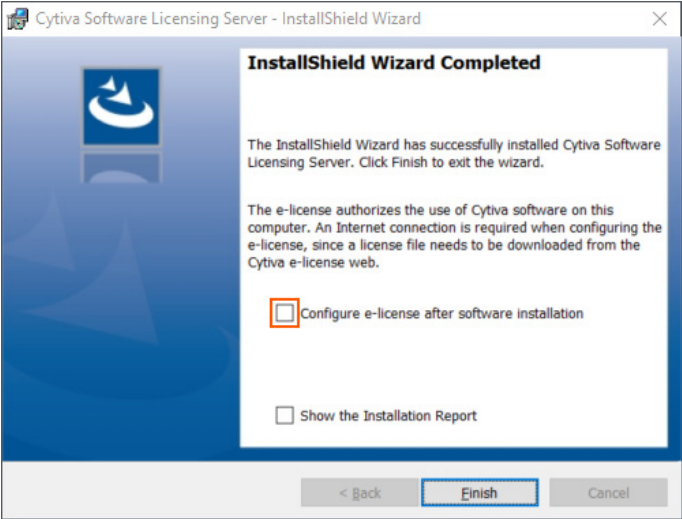


4	Wait until the license server is installed.
---	---

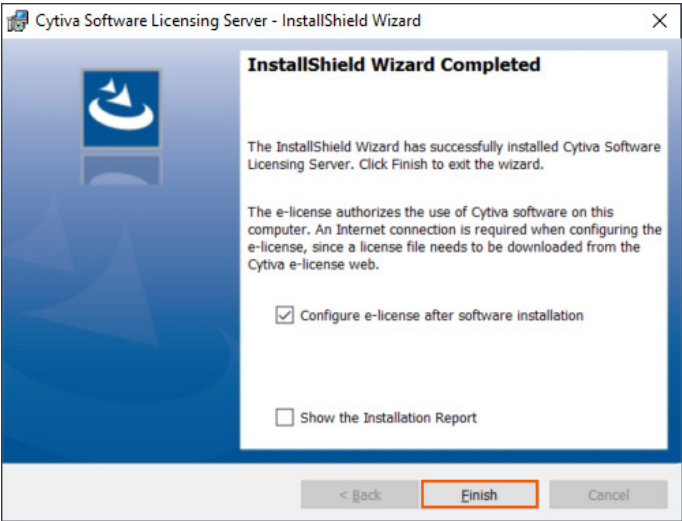


Step	Action
------	--------

5	Select Configure e-license after software installation .
---	---



6	Click Finish .
---	-----------------------



Note:

The license server must be configured before it can be used, see [Chapter 4 Configure eLicenses on the license server, on page 9](#).

Firewall settings for Cytiva license server

The following firewall settings are used for Cytiva license server:

- Inbound traffic from eLicensing clients
- No outbound traffic initiated by license server

Note: The Cytiva license server installation program automatically opens the firewall ports.

Port	Protocol	Direction	Program	Source/Destination
Any	TCP	Inbound	BIOPHARM.exe ¹	eLicensing client/Cytiva license server
27000–27009	TCP	Inbound	lmgrd.exe ¹	eLicensing client/Cytiva license server

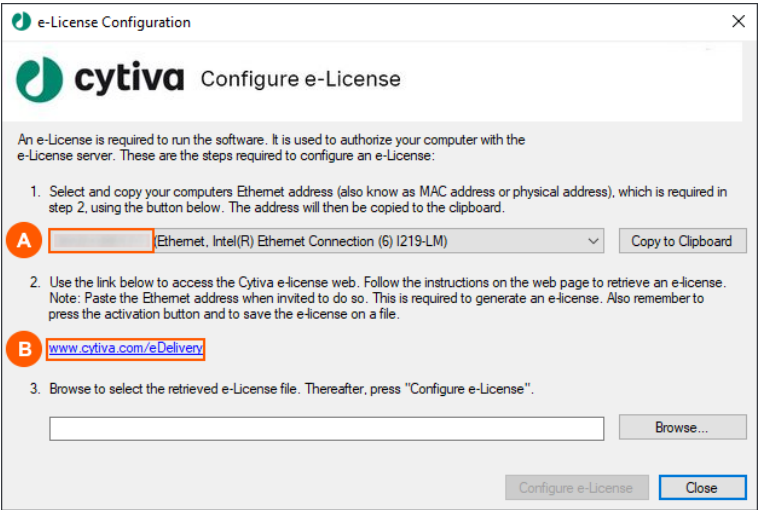
¹ Full file path: C:\Program Files (x86)\Cytiva\eLicense server\Bin\

An eLicensing client initiates a license request with lmgrd.exe, which in turn communicates with BIOPHARM.exe, and then eLicensing client sends the request to BIOPHARM.exe on a dynamically assigned port.

4 Configure eLicenses on the license server

It is possible to access the configuration program at any time after installation.
Follow the steps below to add an eLicense to the license server.

Step	Action
1	Start the configuration program: Type Configure e-License in the Windows Start menu search field and select Configure e-License displayed as the search result.
2	Write down the Ethernet MAC address (A) , which is to be used in subsequent steps.

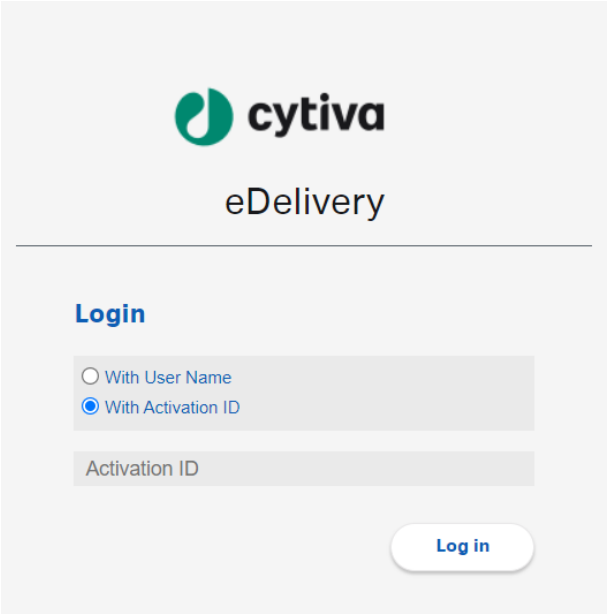


Tip:
*If the eLicense will be retrieved with the same computer as the license server is installed on, click **Copy to Clipboard** instead.*

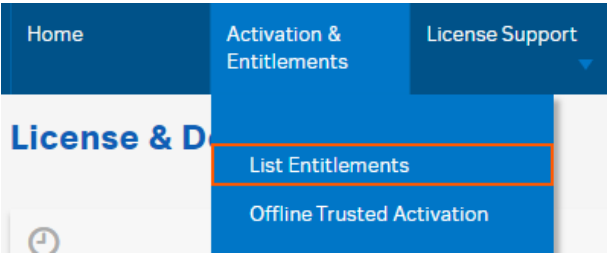
3	Click the hyperlink (B) to proceed to the eLicensing website.
---	--

Step	Action
------	--------

- | | |
|---|---|
| 4 | Select With Activation ID , enter the <i>Activation ID</i> , and click Log in . |
|---|---|

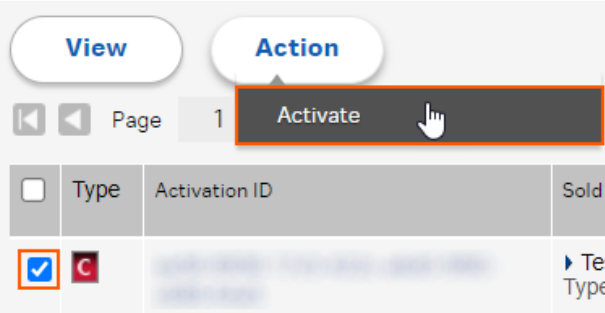


- | | |
|---|---|
| 5 | Click Log in . |
| 6 | In the Activation & Entitlements menu, select List Entitlements . |



Step Action

7 Select your entitlement from the list and click **Action → Activate**.



8 Enter appropriate information in the text fields and click **Next**. Fields with red asterisks are mandatory.

A screenshot of a web form titled 'Activate Licenses'. At the top, there is a navigation bar with 'Home', 'Activation & Entitlements', and 'License Support'. Below the title, there is a message: 'Please add or select at least one host and click Next to configure counts.' The form is divided into several sections. The 'Generate Licenses' section has fields for 'Sold to:', 'Ship-to email:', and 'Ship-to address:'. The 'Selected line items:' section shows a table with columns 'Activation ID', 'Product', and 'Expiration date'. The 'License Model Attributes' section has fields for 'Department *', 'FirstName *', 'LastName *', 'OrderEmail *', 'Organization *', 'RelatedProducts *' (set to 'Accept'), and 'SoftwareUpdates *' (set to 'Accept'). At the bottom, there are 'Cancel' and 'Next' buttons.

Step Action

- 9 Click the green plus button (+) under **Configure Hosts**.

Configure Hosts

Please add or select at least one host and click Next to configure counts.

Configure Hosts

Server hosts: (no license hosts selected)

Selected line items:

Activation ID	Product	Expiration date
	BiacoreInsight 1.0 Floating 1-User Permanent Ext	PERMANENT
	BiacoreInsight 1.0 Floating 1-User Permanent Basic	
	Biacore Insight 2.0 Floating 1-User Permanent GxP	
	Biacore Insight 3.0 Floating 1-User Permanent Data Integration Biacore Insight 3.0 Floating 1-User Permanent Epitope Binning	
	Biacore Insight 2.0 Floating 1-User Permanent Conc	

Cancel Back Next

- 10 In the **Create License Host** window, enter the Ethernet MAC address from step 1.

Tip:
If you clicked **Copy to clipboard** in step 1, you can paste the Ethernet MAC address by pressing **Ctrl+V** on the keyboard.

Create License Host

Please select a license host type and enter an appropriate value.

Server Hosts: ETHERNET =

OK Cancel

- 11 Click **OK** and verify that the Ethernet MAC address is selected in the **Server hosts:** field. Click **Next**.

Configure Hosts

Please add or select at least one host and click Next to configure counts.

Configure Hosts

Server hosts: [Ethernet MAC address]

Selected line items:

Activation ID	Product	Expiration date
	BiacoreInsight 1.0 Floating 1-User Permanent Ext	PERMANENT
	BiacoreInsight 1.0 Floating 1-User Permanent Basic	
	Biacore Insight 2.0 Floating 1-User Permanent GxP	
	Biacore Insight 3.0 Floating 1-User Permanent Data Integration Biacore Insight 3.0 Floating 1-User Permanent Epitope Binning	
	Biacore Insight 2.0 Floating 1-User Permanent Conc	

Cancel Back Next

Step Action

12 Choose the number of licenses to generate for the selected server host. Click **Next**.

Configure Counts

Please enter values for the counts and click Next to review.

Configure Counts

Sold to:

License model type:

Department:

FirstName:

LastName:

OrderEmail:

Organization:

RelatedProducts:

SoftwareUpdates:

Selected Hosts

Server hosts

➔

Activation ID	Product	Qty	Unlicensed Qty	Extra	Fulfill count
<input type="text"/>	BlazeInsight 1.0 Floating 1-User Permanent Ext BlazeInsight 1.0 Floating 1-User Permanent Basic Blaze Insight 2.0 Floating 1-User Permanent GUP Blaze Insight 3.0 Floating 1-User Permanent Data Integration Blaze Insight 3.0 Floating 1-User Permanent Epitope Binning Blaze Insight 2.0 Floating 1-User Permanent Conc	45	45	0	<input type="text"/>

Note:
Each license can allow for more than one simultaneous user. Refer to your purchase details for information about your license.

Note:
If more than one server host is available, repeat this step for each host.

13 A review and summary of the license(s) to be generated is displayed. Click **Generate**.

Generate Licenses - Review

Please review values and click Verify to validate the license, or click Generate to generate the license.

Generate Licenses - Review

Sold to:

License model type:

Department:

FirstName:

LastName:

OrderEmail:

Organization:

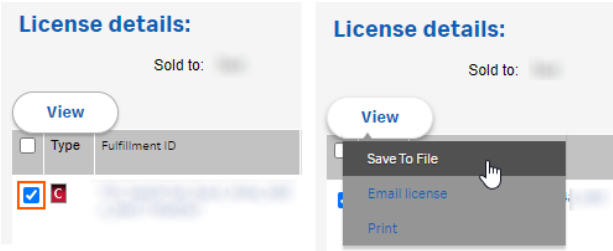
RelatedProducts:

SoftwareUpdates:

Host	Activation ID	Product	Fulfill count
<input type="text"/>	<input type="text"/>	BlazeInsight 1.0 Floating 1-User Permanent Ext BlazeInsight 1.0 Floating 1-User Permanent Basic Blaze Insight 2.0 Floating 1-User Permanent GUP Blaze Insight 3.0 Floating 1-User Permanent Data Integration Blaze Insight 3.0 Floating 1-User Permanent Epitope Binning Blaze Insight 2.0 Floating 1-User Permanent Conc	1

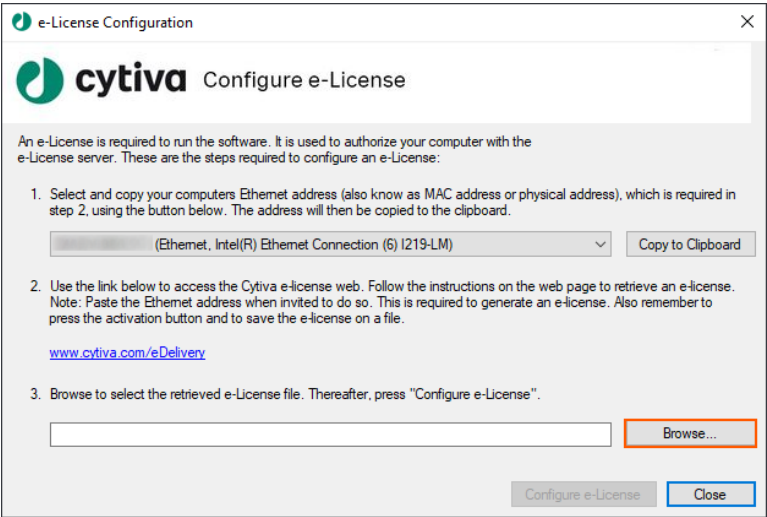
Step Action

- 14 Select your product in the list and click **View** → **Save To File**. Save the license file in a temporary folder, or on your Windows desktop.

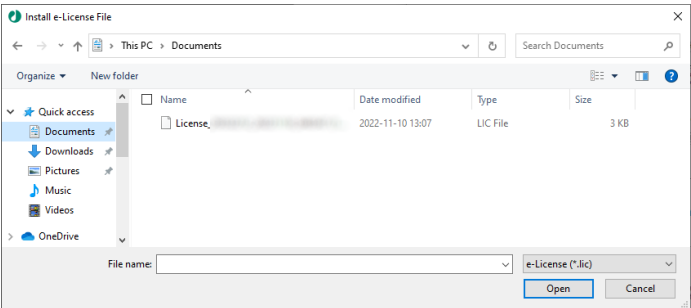


Tip:
It is recommended to rename the license, to make it easily identifiable.

- 15 Return to the **e-License Configuration** window and click **Browse**.



- 16 Browse to the eLicense location and click **Open**.

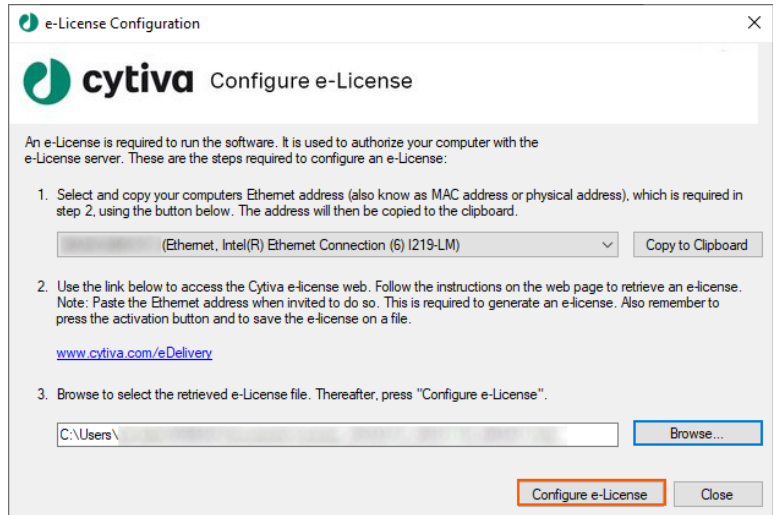


Step	Action
------	--------

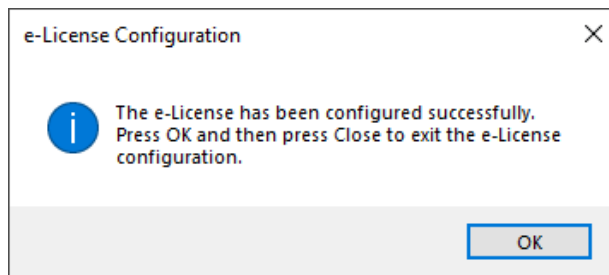
Note:

If the license file is not visible, ensure that **e-License (*.lic)** is selected in the file type list.

- | | |
|----|------------------------------------|
| 17 | Click Configure e-License . |
|----|------------------------------------|

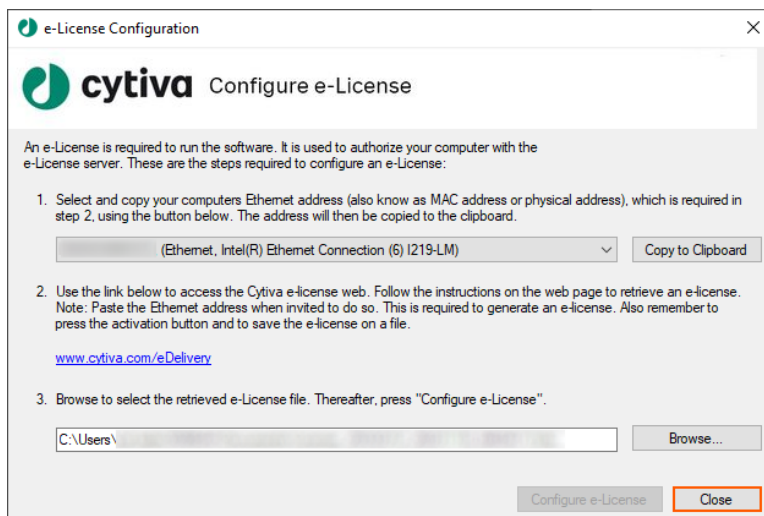


- | | |
|----|--|
| 18 | When the below dialog box appears, the configuration is successful. Click OK to continue. |
|----|--|



Step	Action
------	--------

19	Click Close in the e-License Configuration window.
----	--



5 Rehosting eLicenses

The eLicenses need to be rehosted if the MAC address of the license server changes. Contact your local scientific support or service representative for help.

In some circumstances, an update of the licencing system from Cytiva also requires a rehost, such as when updating to Biacore Insight software version 4.0 or higher, from 3.0 or lower.

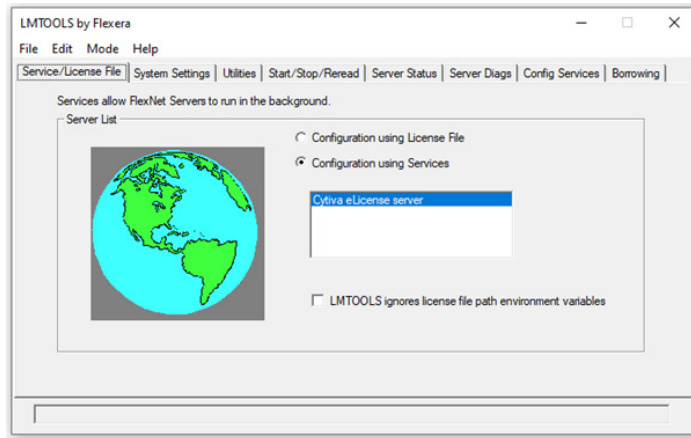
6 Administer license server

The license server can be administered and queried through Flexera's LMTOOLS.

To start LMTOOLS, type "License Server Admin" in the Windows Start menu search field, and click **License Server Admin** in the search results.

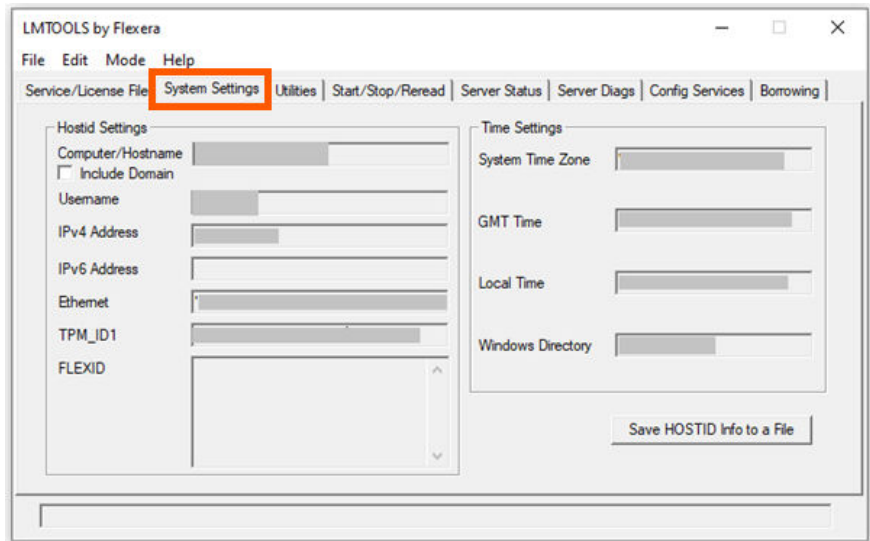
Ensure LMTOOLS is configured as in the image below.

Note: You must be an administrator or local administrator to run LMTOOLS.



View system settings

The **System Settings** tab displays information about the computer or the virtual machine running the license server. The **Ethernet** information contains an enumeration of the MAC addresses of the server.



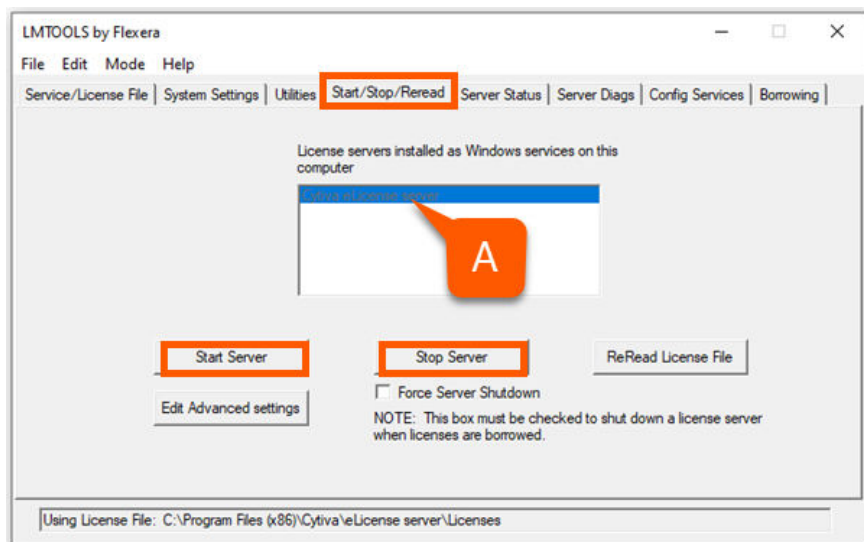
Start or stop the eLicense server

The **Start/Stop/Reread** tab allows you to start or stop the license server. The **Cytiva eLicense server** must be selected in the license server list (**A**) before these actions can be performed.



IMPORTANT

Stopping a license server for an extended period may cause the Cytiva software using the server to terminate. Ensure no software is using the server, or stop the license server only briefly.

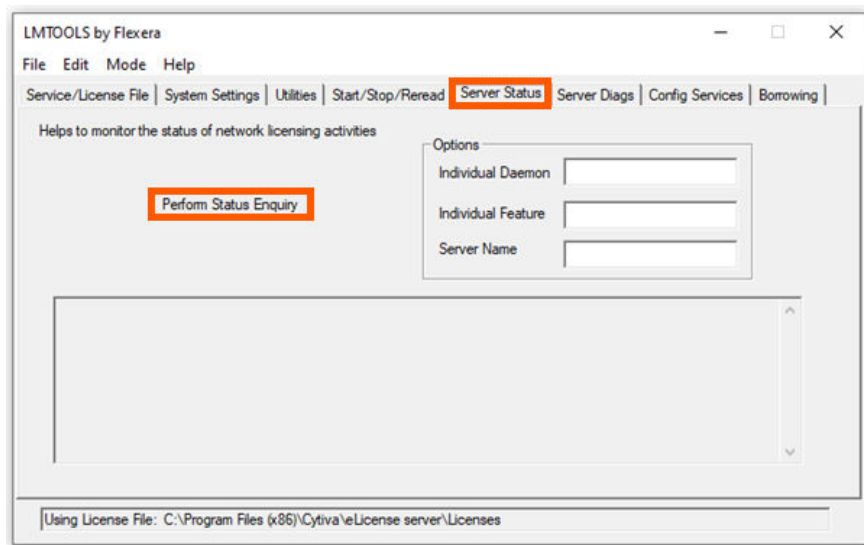


View available and used eLicenses

The **Server Status** tab displays the status of the license server as well as information about the current eLicense usage.

Click Perform Status Enquiry to display status information.

Tip: Copy-paste the text into a text editor if the text is hard to read in LMTOOLS.



7 Information for Biacore systems

Introduction

This chapter contains eLicensing information specific to Biacore products.

Connection to the license server

Biacore product software requires a connection to the license server host at all times.

Number of simultaneous users

For Biacore systems that are supplied with separate Control and Evaluation software, an eLicense for one user permits the simultaneous use of both the Control and Evaluation software on one computer at a time. Any number of additional instances of both Control and Evaluation software can be opened on the same computer. An eLicense for one user does not however permit simultaneous use of the Control and Evaluation software on different computers.

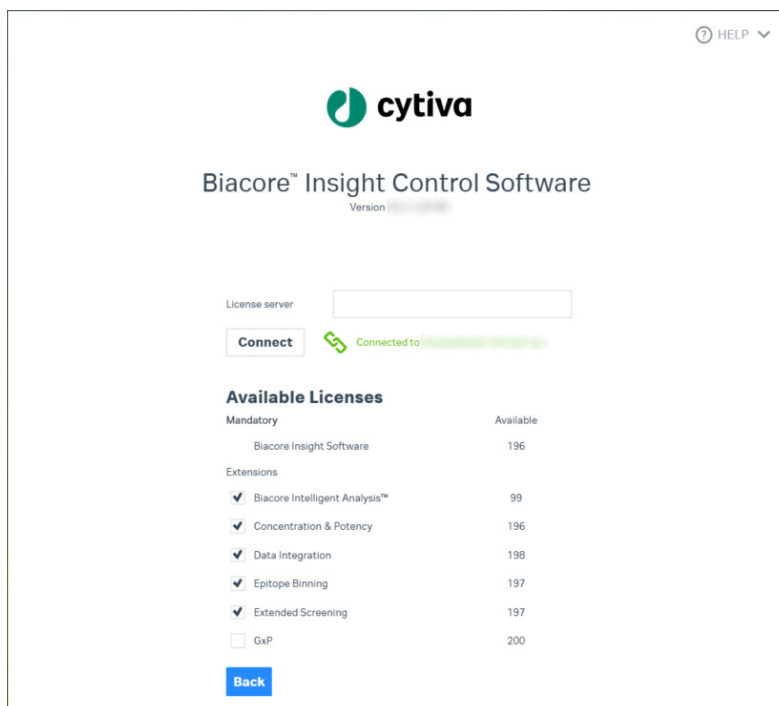
Note: *Opening an additional instance of the software on the same computer requires login credentials but does not add to the number of concurrent users.*

If the maximum number of concurrent users is reached, one user must close the software and release the license before another user can log in to either the Control or Evaluation software.

Software extension packages

Some Biacore systems offer extension packages that add functionality to the basic software. Extension packages are licensed separately from the basic software.

Extension packages are selected when the first instance of either Control or Evaluation software is started. The selection of extension packages cannot be changed on a given computer as long as either the Control Software or the Evaluation Software is running, regardless of user. Users on a different computer can, however, select different extension packages.



Using eLicenses


You only need to enter the eLicense server name the first time you start the Biacore software from a computer. The next time you start the software from the same computer, it is possible to change to another eLicense server name.

Use the eLicense for the first time

It is recommended to test to connect to a new eLicense after it has been activated and imported to the license server. This procedure cannot be performed until a Biacore software is installed (by running an .exe file) and a database is connected (see *Biacore Insight Database Installation and Management Guide*).

When you have access to a computer with Biacore software that is connected to a database, follow the steps below to use the eLicense so that the Biacore software will start working.

Step	Action
------	--------

- | | |
|---|--|
| 1 | Start the Biacore software and click the pen icon  next to Selected extensions . |
| 2 | Enter the name of the license server host computer, and click Connect . |

Step	Action
------	--------

Result:

The red broken link symbol changes into a green link symbol.

cytiva

Biacore™ Insight Control Software

Version

User id

Domain

Password

Database

Selected extensions

Biacore Intelligent Analysis™

Concentration & Potency

Data Integration

Epitope Binning

Extended Screening

Log in Cancel

- 3 If you are in a GxP environment (see Biacore Insight GxP User Manual, 29312548), make sure that your Windows account has a GxP database role (see Biacore Insight Database Guide, 29287249), select **GxP** under **Available Licenses**, and click **Close**.
- 4 Enter your credentials and click **Log in**.

8 Troubleshooting

Problems	Solutions
The access to the license server is unsteady, due to alternating ports on the computer that hosts the license server in combination with ports closed by security reasons.	Contact our customer support for help with setting a fixed port for the vendor daemon.
The license server is down, because sleep mode has been activated several times while the server was running.	<ul style="list-style-type: none">• Restart the Cytiva eLicense server service manually.• To be proactive, do not permit the license server to enter sleep mode.• If the problem is frequent, consider asking Cytiva to re-host the eLicense on another computer.

Page intentionally left blank

**Give feedback on this document**

Visit cytiva.com/techdocfeedback or
scan the QR code.



cytiva.com

Cytiva and the Drop logo are trademarks of Life Sciences IP Holdings Corp. or an affiliate doing business as Cytiva.

Biacore is a trademark of Global Life Sciences Solutions USA LLC or an affiliate doing business as Cytiva.

Microsoft and Windows are registered trademarks of Microsoft Corporation.

Any other third-party trademarks are the property of their respective owners.

© 2020–2023 Cytiva

Any use of software may be subject to one or more end user license agreements, a copy of, or notice of which, are available on request.

For local office contact information, visit cytiva.com/contact

29287250 AF V:10 01/2023