



Viz Licensing Administrator Guide

Version 2.1



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1 Introduction

Vizrt is introducing a new software protection program that replaces node-locked licensing with a more flexible technology: [WIBU Systems](#) and a License Portal. This document guides you through the different self-service options and processes.


1.1 Key Benefits Of This Software Protection Program


- You can choose between:
 - Conventional dongles that allow you to use your Vizrt license on different systems.
 - Dongle-free license activation on individual, physical machines where a file container that holds the license for your Vizrt software is installed on the system.
 - Some Vizrt products will offer a License Server option in the future, where licenses for those products will be kept centrally and can be checked out by or assigned to individual machines for a period of time. On-premise license servers should be operated with conventional dongles. Cloud license servers can be operated with software containers.
 - Several self-service options offer more independence and eliminate international response times.
-

1.2 When Is The Software Protection Program Effective?

This software protection program is implemented in Vizrt software as part of major new releases. Prior versions covered by software protection can continue to run on the node-locked licensing. The [License Activation](#) chapter describes when you should use the License Portal.

2 Security Advisory

 **Warning:** Two critical and several major vulnerabilities have been identified in all versions of Wibu CodeMeter bundled with Vizrt products. Please see the [Wibu Security Advisories page](#) for more information. We **strongly recommend** you to update CodeMeter to version 7.10a. You can find the installer and instructions on [Vizrt's download page](#). The instructions are also included below.

 **Important:** CodeMeter version 7.10a comes with important security fixes. Although CodeMeter may be upgraded independently of the Vizrt software that requires it, some adjustments are necessary to maintain compatibility. These adjustments are detailed below. If the adjustments are not made, you may be unable to find licenses and license containers.

2.1 Before Installation

1. Start the CodeMeter Control Center and click the **WebAdmin** button. The WebAdmin page will open in your browser.
2. Click **Configuration**.
3. Note down the entries in the CodeMeter Server Search List, including the IP address.

2.2 During Installation

During installation, you will be prompted about which features to install. For the "Automatic server search" feature, select "Entire feature will be unavailable". The rest of the features should be left at their defaults.

2.3 After Installation

1. Start the CodeMeter Control Center and click the **WebAdmin** button. The WebAdmin page will open in your browser.
2. Click **Configuration**.
3. Check the Server Search List for an entry named "Automatic server search (255.255.255.255)".
4. If you find the entry on the list, click on the **green trashcan icon** on the same line to delete it.
5. If the entries that you noted down before the installation are missing from the list, add them.
6. **Apply** the changes.

3 Helpful Videos

Vizrt has created video tutorials to help you perform the following tasks:

- [Transferring Valid Licenses to WIBU](#): How to transfer a Sentinel Dongle license to a WIBU License via the Vizrt License Portal.
- [Configuring Vizrt Software to Work with WIBU](#): How to set up Viz Engine, Viz Graphic Hub, Viz Tracking Hub, Viz Arc and Viz Libero for WIBU.
- [License Activation - Offline Activation](#): How to activate a license on a system without an internet connection using the Offline License Activation process.
- [Manually Creating a Receipt File](#): How to manually create a receipt file using the CodeMeter Control Center.
- [Maintenance Period Update](#): How to update the WIBU Licensing maintenance period. This tutorial covers the basics on how the maintenance period works and how the update is done.
- [License Server Installation, Configuration and Use](#): How to install and configure a license server. This tutorial also takes a quick look at license monitoring and configuration from a client perspective.


4 Supported Products

- Viz Engine 3.10 or higher for all deployments.
- Graphic Hub 3.1.0 or higher.
- Viz Virtual Studio 1.1.1 or higher.

i **Info:** Viz Engine requires a virtual GPU to run inside a virtual environment. Please refer to the Viz Engine Release Notes and Documentation about supported virtual GPUs.

i **Info:** Viz Engine does not start up if you are connected via Remote Desktop or TeamViewer, as they do not allow for OpenGL output. You might consider using a VNC client, for example TightVNC, as an administrative back-end tool.

5 License Options


Client Type	Hardware Dongle	Software/WIBU Container	License Server
On-Premise			
Physical local machines	✓	✓	✓
Virtualized local machines			✓
Physical license servers	✓	✓*	
Virtualized license servers	✓		
Cloud			
Client machines			
License servers			
<p> Note: Although technically physical license servers work with software containers, it is strongly recommended to use physical dongles.</p>			

5.1 Hardware Dongle

These are recommended for on-premise license servers, as they can be attached to a backup server without further restrictions.


5.2 Software/WIBU Container


When software/WIBU dongle containers are used, a full daily backup including system state is recommended to allow for a smooth restore that includes the current license status. For more information on upgrading to WIBU, see [this page](#).

 **Warning:** Two critical and several major vulnerabilities have been identified in all versions of Wibu CodeMeter bundled with Vizrt products. We **strongly recommend** you to update CodeMeter to version 7.10a. See the Security Advisory section for more information.

5.3 License Server

Please note that although technically physical license servers work with software containers, it is strongly recommended to use physical dongles.

 **Note:** Cloud based license servers are currently not supported. Software containers on virtualized licence servers are also not supported.

 **Info:** The software container protection is based on hardware elements in the validation process. If the hardware changes, the WIBU container validation may fail. If so, the licenses cease to be available.

6 System Requirements And Technical Information

6.1 Supported Operating Systems And Browsers

Operating System	Browser	Comments
Windows 8/8.1	Google Chrome	Supported
	Mozilla Firefox	Supported
	Internet Explorer	Not supported
Windows 10 / Windows Server 2016 R2 / Windows Server 2019	Google Chrome	Supported
	Mozilla Firefox	Supported
	Internet Explorer	Not supported
	Edge	Not supported
Mac OS		Not supported. Can be used only for transferring files in Offline license activation.
Linux		Not supported. Can be used only for transferring files in Offline license activation.

7 Installation

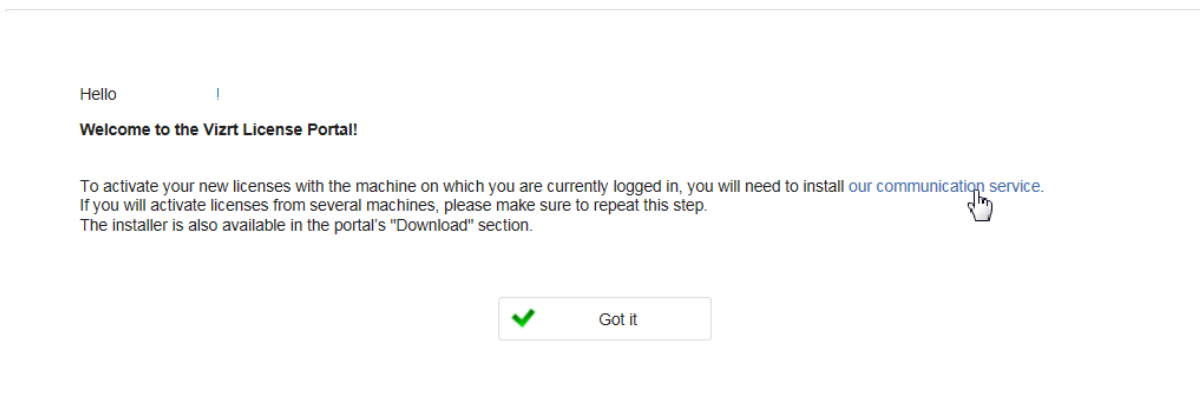
This section contains information on the following topics:

- [Vizrt Licensing Service](#)
- [Vizrt Offline Licensing Helper](#)

7.1 Vizrt Licensing Service

Before you can activate your license, you must install the **VizrtLicensing** service. This service handles the communication between our software protection server and your local computer.

When you connect to the **Vizrt License Portal** for the first time, the welcome page provides a download-link to the installer.



You can also download the installer at any time, by selecting **Download** from the **License Portal** menu. Follow the on-screen instructions from the installer. Aside from the required dependencies, the installer also checks for the **Microsoft .NET Framework 4.6** and installs it, if required. When the installation completes, the **VizrtLicensing** service starts automatically.

This service must be running before you activate your license online.

For offline license activation, you must run the installer to obtain all the necessary tools for the license activation. However, the service itself can remain stopped.

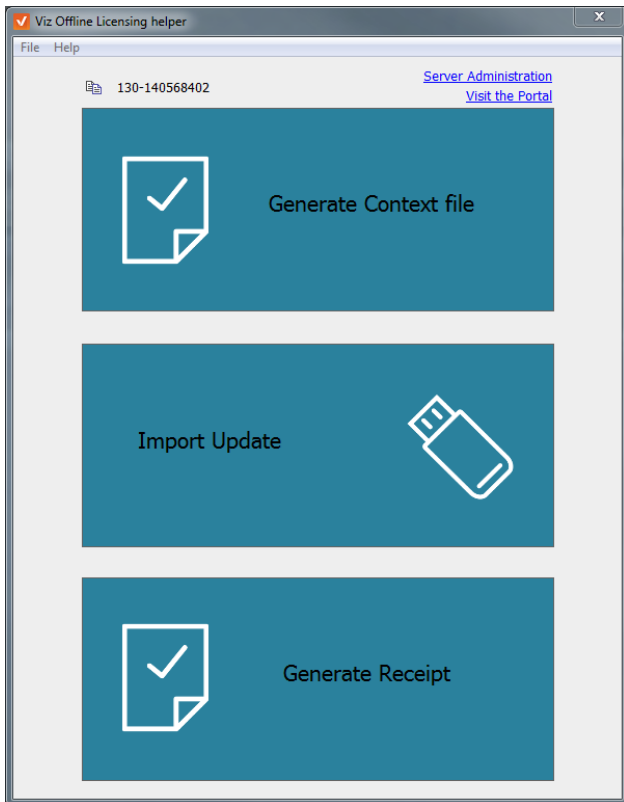
7.1.1 Command Line Configuration

If the installer for the **Vizrt License Service** is to be part of an installation package, for example for cloud deployment, run the installer with the following command line flags:

```
LicensingInstaller.exe /verysilent /localinstall=1
```

- `/verysilent`: Prevents any Dialog
- `/localinstall=1`: Configures for local installation (No sharing of licenses)

7.2 Vizrt Offline Licensing Helper



The [Vizrt Licensing Service](#) also installs the **Vizrt Offline Licensing Helper** application.

7.2.1 File Menu

The **File** menu contains the following options:

- **Server Search List:** Fetches a license from your company license server.
- **Create Container:** Creates a software license container. This is required for offline systems that do not have a hardware dongle. This option is not available for virtualized environments.
- **Quit:** Exits the application.

8 License Server Setup And Administration

This chapter covers the necessary environment requirements and preparations. It also covers the required setup for enabling client workstations to connect to a license server in order to lease a license.

The [CodeMeter Control Center](#) application and documentation is automatically installed on your license server together with the [Vizrt License Service](#). CodeMeter Control Center is the tool for License Server Administration.

8.1 Environment Requirements And Preparations

This section contains the following information:

- [System Requirements for License Server](#)
- [Client Setup](#)
- [On-premise Virtualization Environments](#)
- [Cloud Environments](#)

8.1.1 System Requirements for License Server

The **License Server** software has the following hardware requirements:

- **Operating system:** Windows 7 or later, Windows Server 2008 R2 or later.
Can be a local Windows 7 (or higher) or alternatively a Windows Server 2008 R2 (or higher) installation.
- The **License Server** supports physical servers and VMware virtual machines. Various binding options are available for the platforms. See [License Options](#) for more details.

8.1.2 Client Setup

Local and cloud clients that will not operate with individual licenses must be configured to [connect to the license server](#) only. The Vizrt software installer includes all the other dependencies.

8.1.3 On-premise Virtualization Environments

VMWare ESxi 6.0 or 6.5 is recommended.

Other systems that are supported:

- Oracle VM
- Ovirt VM

8.1.4 Cloud Environments

Amazon AWS cloud is recommended.

Other systems that are supported:

- fra.me
- Alibaba cloud
- Microsoft Azure

Note: Backup and Restore processes are not supported in Microsoft Azure.

Other cloud service operators may be evaluated and included in future documentation depending on a successful test of their functionality.

Cloud License Server Setup

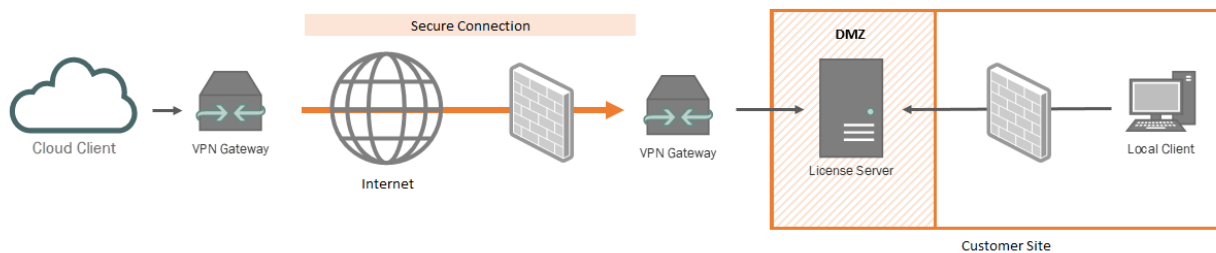
In addition to the installation of the [Vizrt License Service](#), you must install a software container in the system. This container will be able to hold the Vizrt licenses. For the cloud servers, the container installation will not happen automatically in the background upon license activation. However, you will receive a file that you must execute on the system together with your license ticket.

On-Premise License Server Setup via VPN Gateway

If you prefer to operate an on-premise license server, communication between the Cloud Clients and the license server must be secured through a VPN gateway. This is considered a legacy option, and the IT-support for the setup is not covered by Vizrt.

- **AWS Cloud:** Through the **VPC Dashboard**

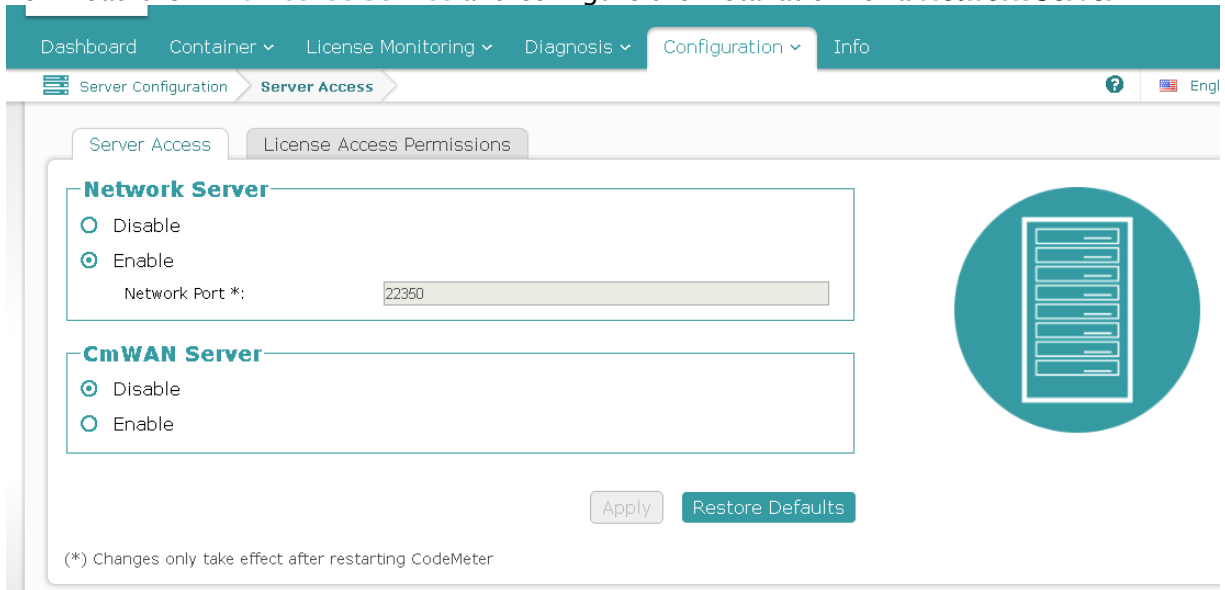
The protected applications and the license server communicate over TCP/IP. The default communication port is **22350**. You can change the port in the [server configuration](#). If a firewall protects your infrastructure, port 22350 must be opened for both **TCP** and **UDP**. The following illustrates an integration where the license server is placed in the DMZ. However, the server may also be located on an intranet.



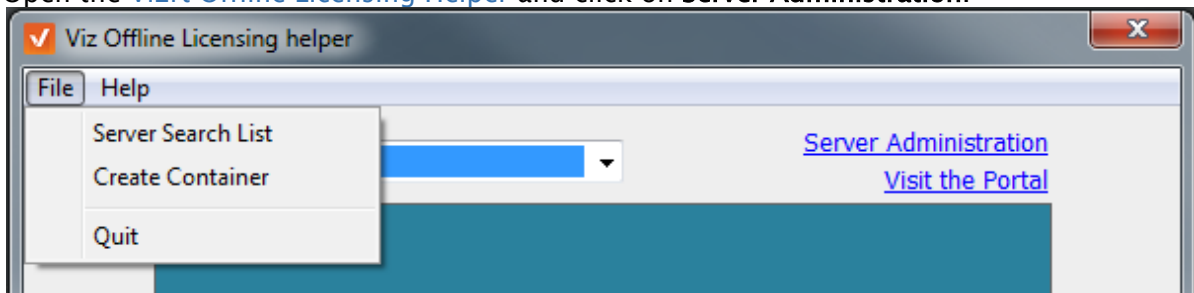
8.2 License Server Activation

To activate the license server:

1. Download the [Vizrt License Service](#) and configure the installation for a **Network Server**.

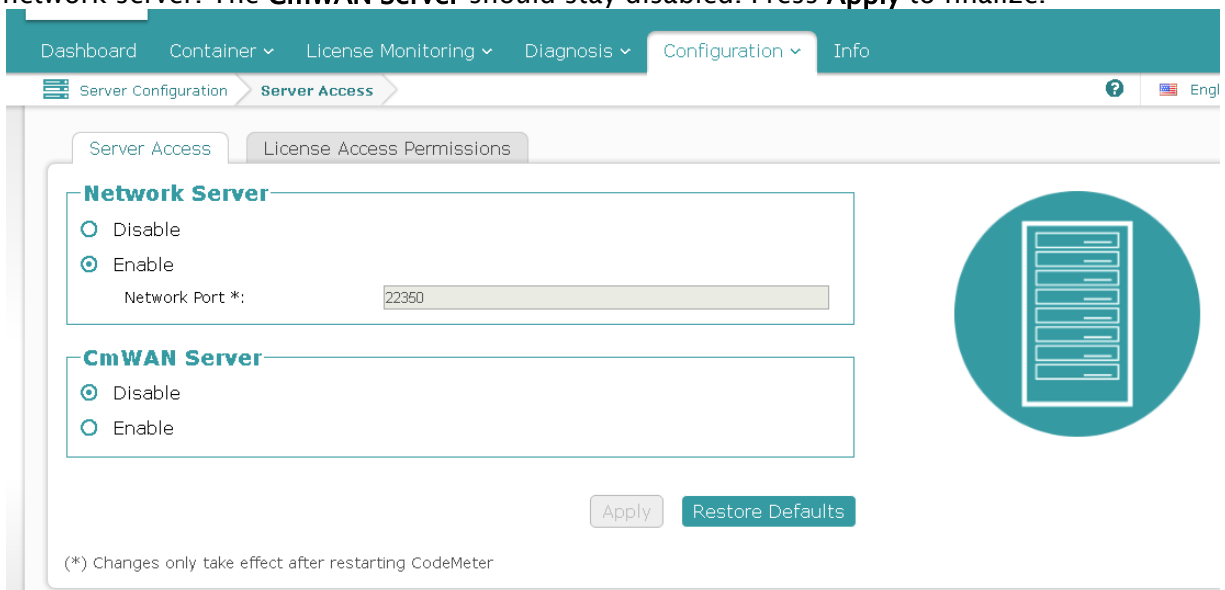


2. Open the [Vizrt Offline Licensing Helper](#) and click on **Server Administration**.



This opens the CodeMeter WebAdmin application.

3. Go to **Configuration** → **Server Configuration** → **Server** → **Server Access** and **Enable** the network server. The **CmWAN Server** should stay disabled. Press **Apply** to finalize.



4. Proceed with the [Online License Activation](#).

8.3 License Server Redundancy

License Server Redundancy can be achieved through the following options:

- Storing the licenses on a hardware dongle that can be attached to a backup server in the event of a hardware failure.
- If dongle-free licensing cannot be avoided, several license servers can be established, each holding only a share of the full license contingent. In this scenario, all the license servers must be added to the client-server search list. The license servers must be backed up frequently to ensure a restore of your company's licenses. Please refer to [Backup Strategy](#) for details on cloud environments.

8.4 Client Configuration

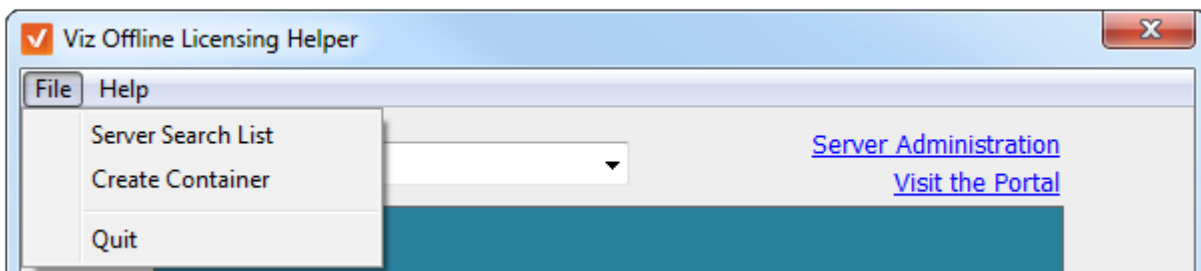
Clients that do not have local licenses do not require the [Vizrt License Service](#). The **Viz Software Installer** includes all the components for the communication with the license server.

This page includes the following information:

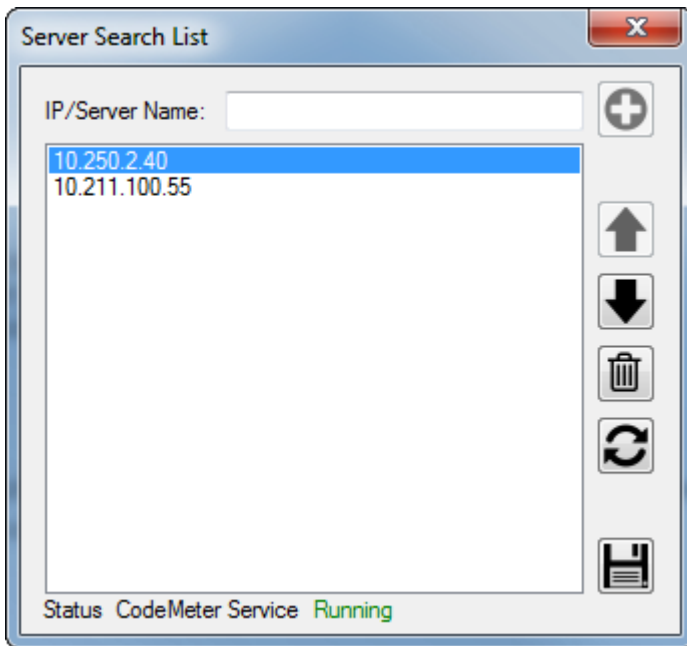
- [Vizrt License Service Is Installed](#)
- [Vizrt License Service Is Not Installed](#)

8.4.1 Vizrt License Service Is Installed

If you use the **Vizrt License Service** to manage your Vizrt software licenses, open the [Vizrt Offline License Helper](#) and access the **Server Search List** from the **File** menu.

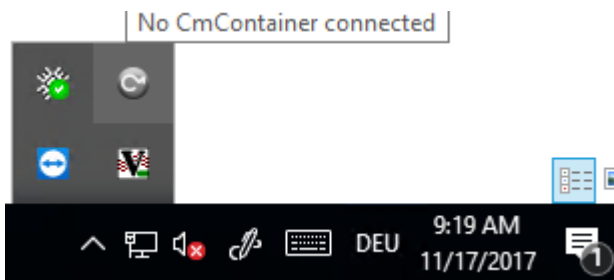


Next, enter the IP address or server name of all the license servers that should be contacted for license information.



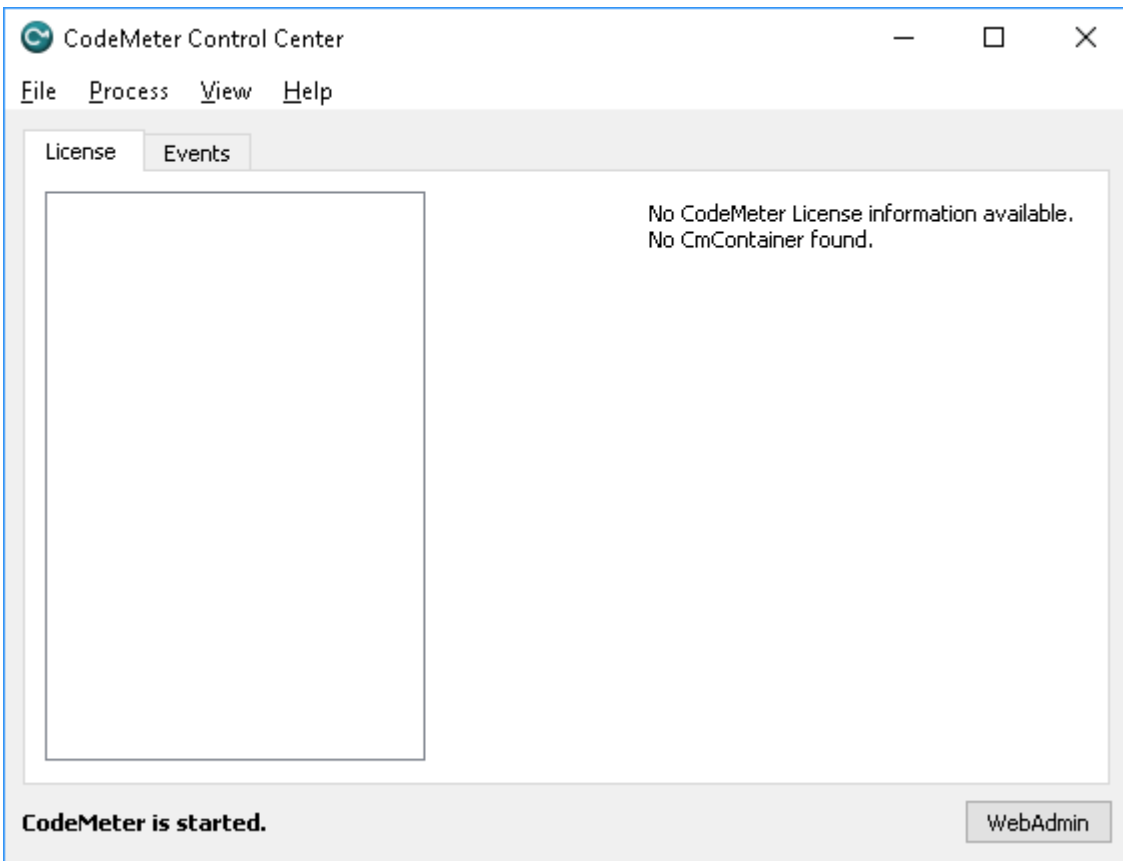
8.4.2 Vizrt License Service Is Not Installed

The Viz software installation package adds the **CodeMeterControlCenter** application. Check your Windows system tray for this icon:

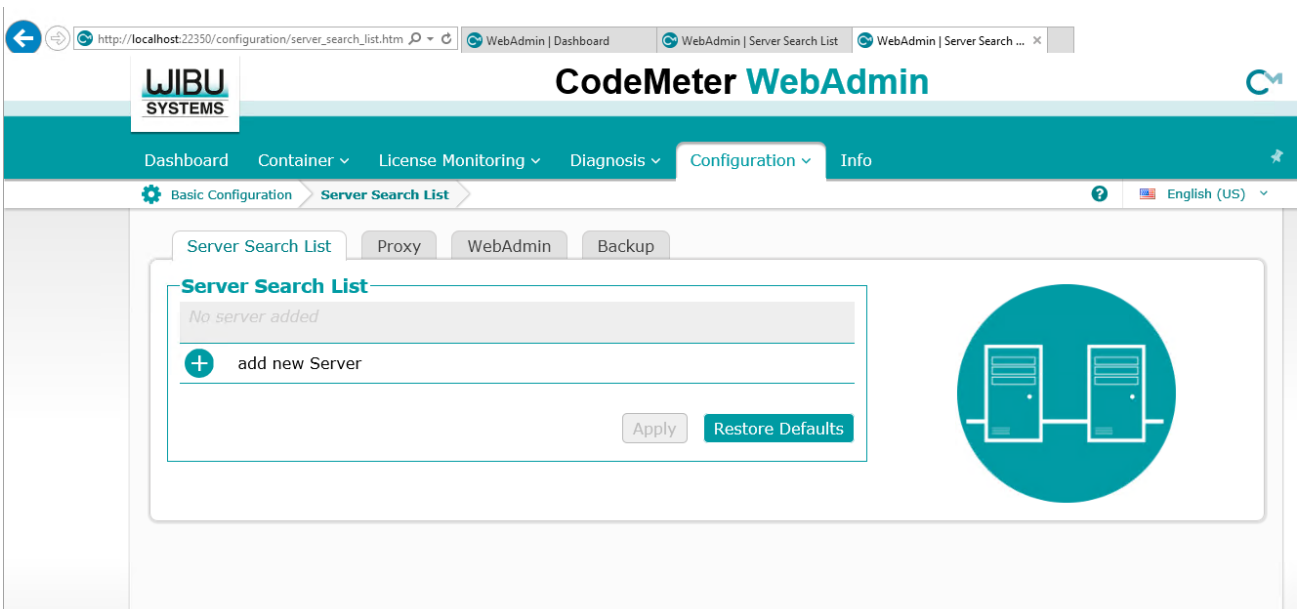


The icon is inactive when the software does not detect a hardware dongle or software container. You can still open it to configure the license server. If the application is not running, you run the executable from `C:\Program Files (x86)\CodeMeter\Runtime\bin\CodeMeterCC.exe`.

In the **CodeMeter Control Center**, click **WebAdmin**.



Go to **Configuration > Basic > Server Search List**. Press the plus (+) icon to **add new Server**.



The available license servers can be found with either the IP address or the server hostname of your on-premise license server. Press **Apply** to finish.

Clients that run on a subnet defined in a VM cloud infrastructure provider must configure a VPN gateway to establish a secure server connection.

Server Search List | Proxy | WebAdmin | Backup

Server Search List

No server added

Enter the Server's name or IP-Address:

192.168.1.1 | Add | Cancel

Apply | Restore Defaults

8.5 Client – Server Communication

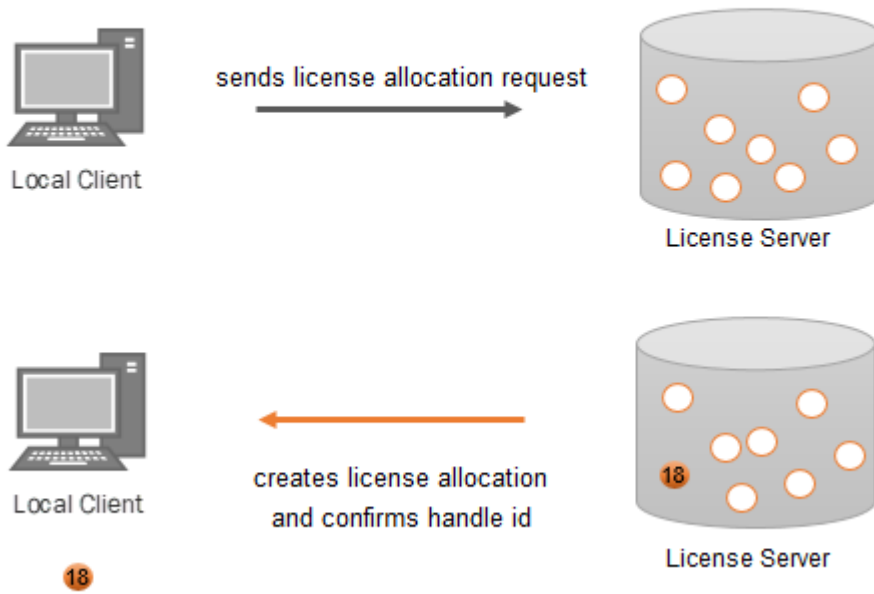
This chapter provides a visual overview of the standard license lease communication. It also shows the exception handling when either the local client temporarily stops license usage, or when the license server becomes unavailable.

The following scenarios are shown:

- [Client Requests License from the Server](#)
- [Server Connect Interruption for Less than Two Hours](#)
- [Server Connect Interruption for More than Two Hours](#)
- [The Client Cannot Reach the Server for Less than 55 Minutes](#)
- [The Client Cannot Reach the Server for More than 55 Minutes](#)

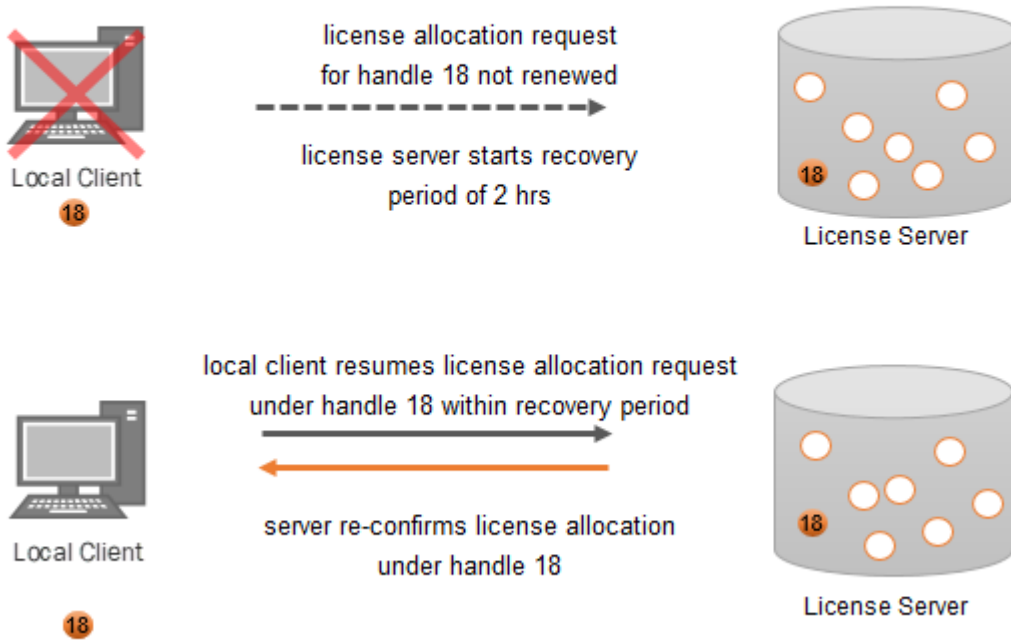
8.5.1 Client Requests License from the Server

Client requests license from Server



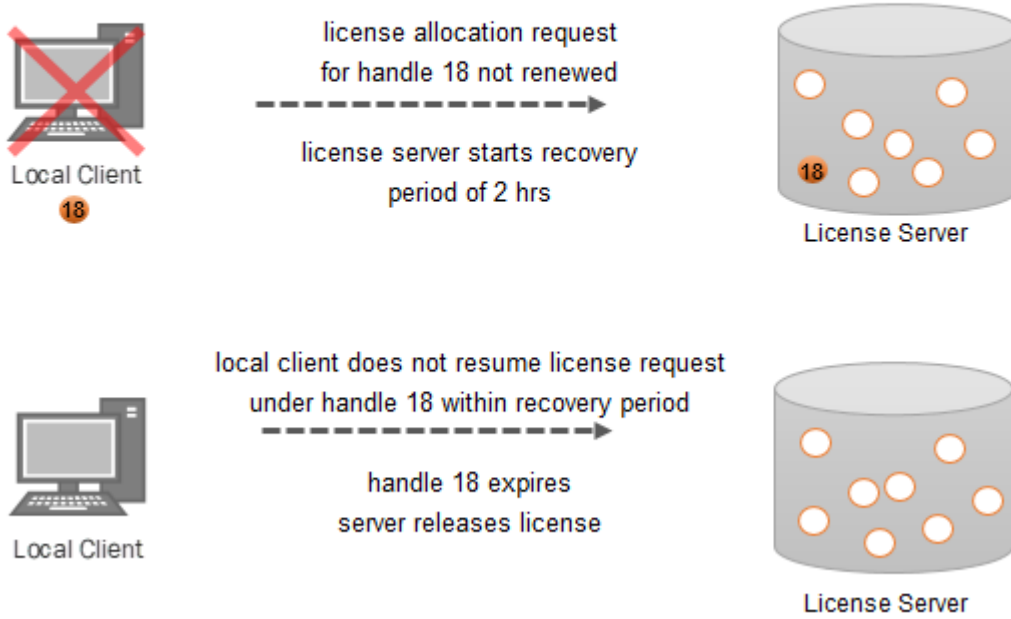
8.5.2 Server Connect Interruption for Less than Two Hours

Client connection to Server is interrupted \leq 2hrs



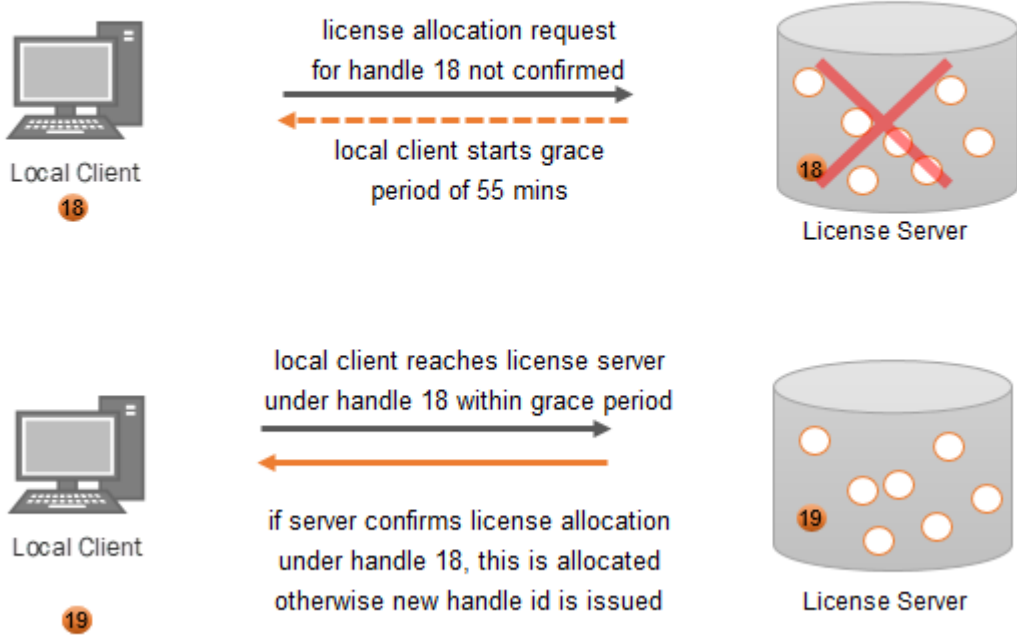
8.5.3 Server Connect Interruption for More than Two Hours

Client connection to Server is interrupted > 2hrs



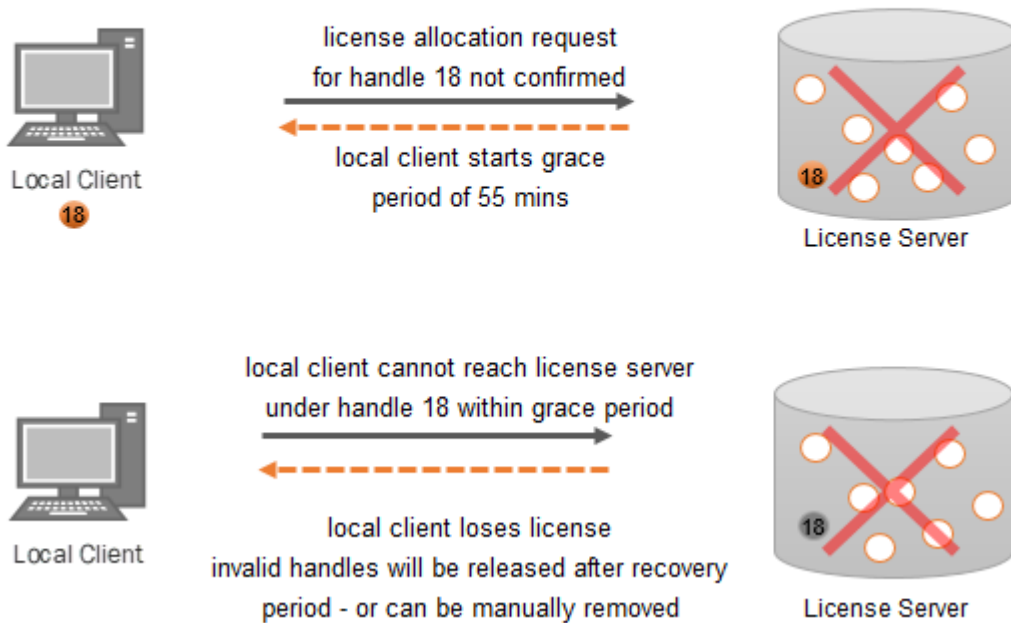
8.5.4 The Client Cannot Reach the Server for Less than 55 Minutes

Client cannot reach Server <= 55mins



8.5.5 The Client Cannot Reach the Server for More than 55 Minutes

Client cannot reach Server > 55mins



8.6 Back-Up Strategy

This chapter contains information about the necessary steps in your back-up strategy to ensure uninterrupted Vizrt Licensing services:

- [Amazon AWS Cloud](#)
- [Microsoft Azure Cloud](#)
- [VMWare ESxi](#)

8.6.1 Amazon AWS Cloud

To ensure the full functionality of your Vizrt licenses after a restore, please follow the steps below for creating a supported back-up.

Create Volume Snapshot

Step 1: Under the **Description** tab for the instance, you can see the block devices for this particular instance.

an EBS root device type.

EBS-optimized	False
Root device type	ebs
Root device	/dev/sda1
Block devices	/dev/sda1
Elastic GPU	-
Elastic GPU type	-
Elastic GPU status	-

Step 2: Click on the block device to check the volume's **EBS ID**. If there is only one volume available in the server, the volume should be the same as the root device. This becomes the volume for the snapshot.

Block Device /dev/sda1

EBS ID	vol-0714338d58986ae36
Root device type	EBS
Attachment time	2018-03-02T09:23:09.000Z
Block device status	attached
Delete on termination	False

Step 3: Click on the **EBS ID** to access the volume overview.

- Modify Volume
- Create Snapshot**
- Delete Volume
- Attach Volume
- Detach Volume
- Force Detach Volume
- Change Auto-Enable IO Setting
- Add/Edit Tags

Then, right-click the volume and select **Create Snapshot**.

Create Snapshot
✕

Volume	(i)	vol-0714338d58986ae36
Name	(i)	<input type="text" value="SnapshotName"/>
Description	(i)	<input type="text" value="Description"/>
Encrypted	(i)	No

Cancel
Create

Create Snapshot
✕

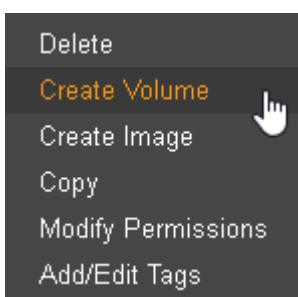
✓

Snapshot Creation Started

View snapshot [snap-060cfd0969a37d6b7](#)

Close






Step 4: After you have created the snapshot, it is visible in the snapshot overview. Right-click and select **Create Volume**.



Step 5: In the **Create Volume** wizard, ensure that you select the correct value in the **Availability Zone*** input field so that the volume is available to where your virtual machine is located. After you have created the volume, it is visible in the volume overview.

Create Volume

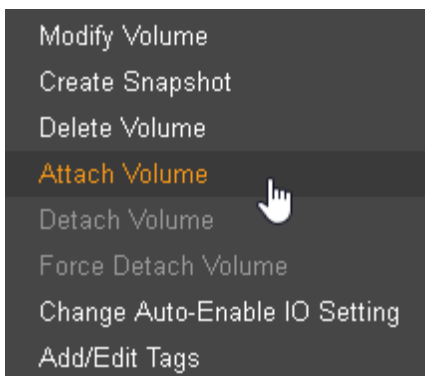
Are you sure you want to perform this action?

Snapshot ID	snap-060cfd0969a37d6b7 SnapshotName		
Volume Type	General Purpose SSD (GP2) 		
Size (GiB)	30	(Min: 1 GiB, Max: 16384 GiB)	
IOPS	100 / 3000	(Baseline of 3 IOPS per GiB with a minimum of 100 IOPS, burstable to 3000 IOPS)	
Availability Zone*	eu-west-1c		
Throughput (MB/s)	Not applicable 		
Encryption	false		

Tags Add tags to your volume

Restore

To restore the state of the virtual machine to the state of this volume, you must first detach the damaged/old volume in the virtual machine. Next, attach the virtual machine volume to the instance from which the snapshot has been taken by right-clicking the volume and selecting **Attach Volume**.



Select the correct instance and enter `/dev/sda1` into the **Device** input field. This sets your volume to be your boot volume.

Attach Volume ✕

Volume ⓘ	vol-0418307bddcc9a22d in eu-west-1c
Instance ⓘ	i-00e99edb044e08f01 in eu-west-1c
Device ⓘ	<input type="text" value="/dev/sda1"/>

Windows Devices: xvdf through xvdp

[Cancel](#) [Attach](#)

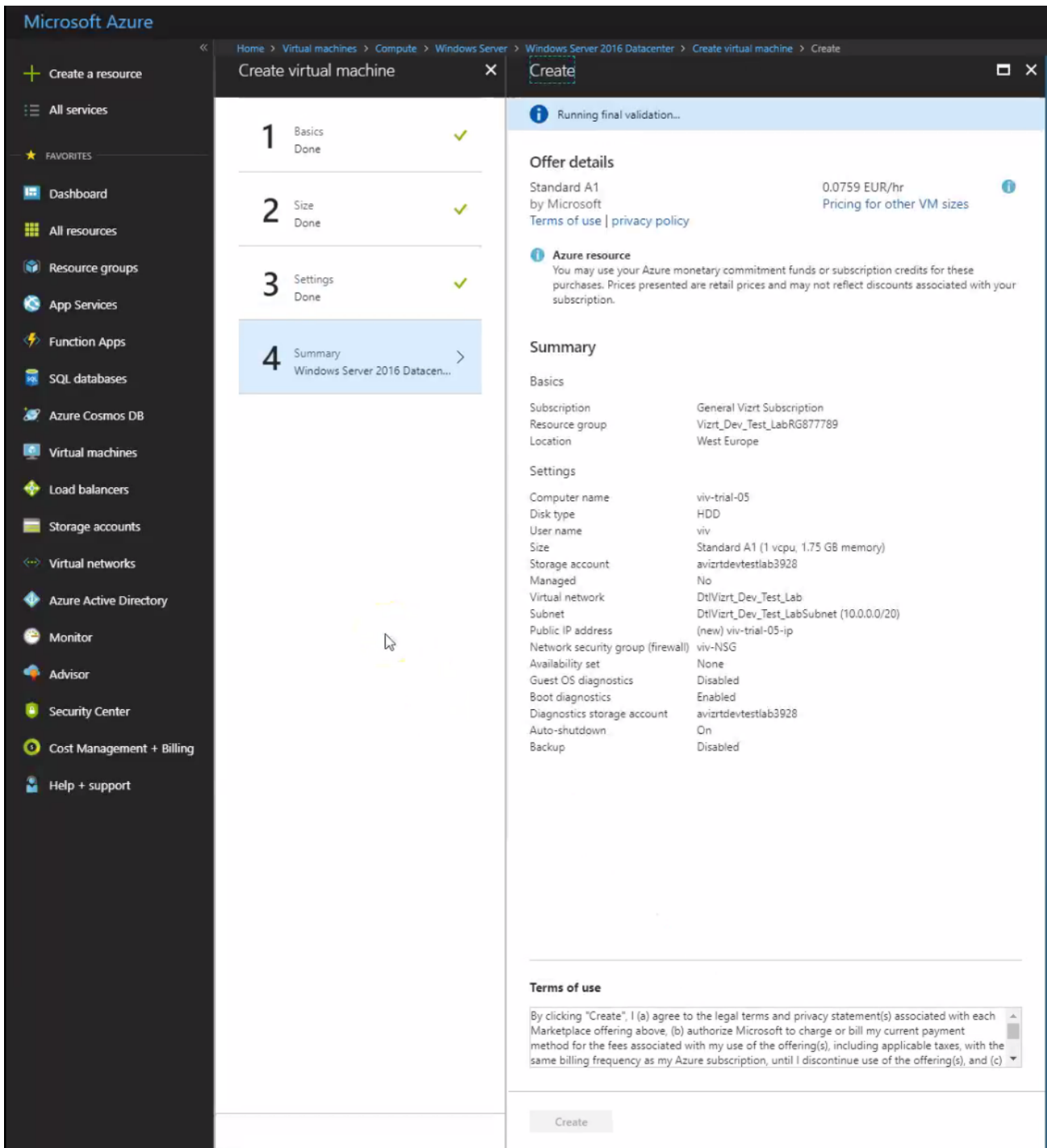
After completing this step, the virtual machine can be turned on again. It is now using a valid license.

8.6.2 Microsoft Azure Cloud

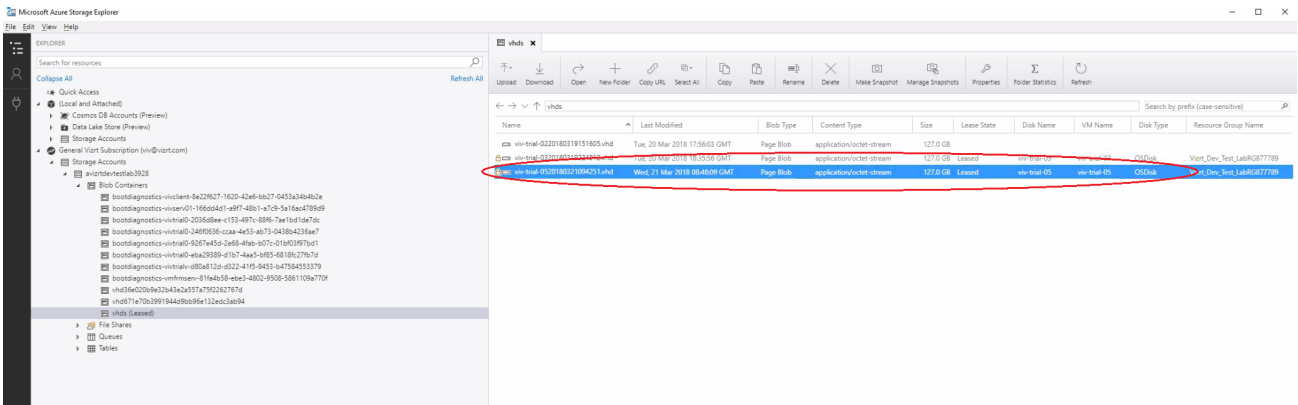
To ensure full license availability, back-ups need to be created using blob storage (unmanaged OS disk).

1. Create a VM with unmanaged disks and select the storage account that supports blob.

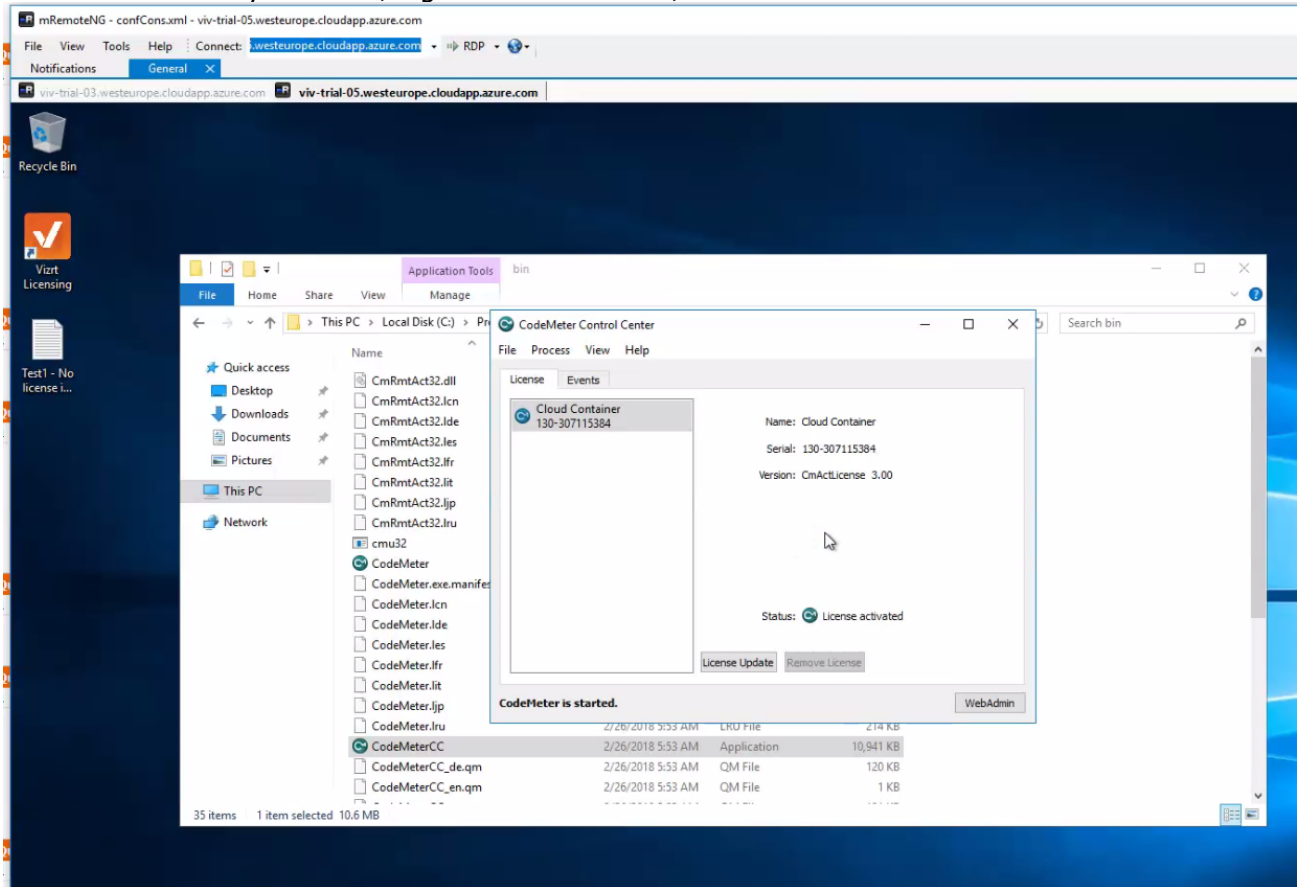
The screenshot displays the Microsoft Azure portal interface for creating a virtual machine. The breadcrumb navigation at the top reads: Home > Virtual machines > Compute > Windows Server > Windows Server 2016 Datacenter > Create virtual machine. The main content area is titled 'Create virtual machine' and is divided into two panes. The left pane shows a progress indicator with four steps: 1. Basics (Done), 2. Size (Done), 3. Settings (Configure optional features), and 4. Summary (Windows Server 2016 Datacen...). The right pane is titled 'Settings' and contains several sections: 'High availability' (Availability set: None), 'Storage' (Use managed disks: No, Storage account: avizrtdevtestlab3928), 'Network' (Virtual network: DtlVizrt_Dev_Test_Lab, Subnet: DtlVizrt_Dev_Test_LabSubnet (10...), Public IP address: (new) viv-trial-05-ip, Network security group: (new) viv-trial-05-nsg), 'Extensions' (No extensions), 'Auto-shutdown' (Enable auto-shutdown: Off), 'Monitoring' (Boot diagnostics: Enabled, Guest OS diagnostics: Enabled, Diagnostics storage account: (new) vizrtdevtestlabrg8777485), and 'Backup' (Backup: Enabled). A red circle highlights the 'Storage' section, and a dashed green box highlights the 'Storage account' dropdown menu. At the bottom of the 'Settings' pane, there is a blue 'OK' button.



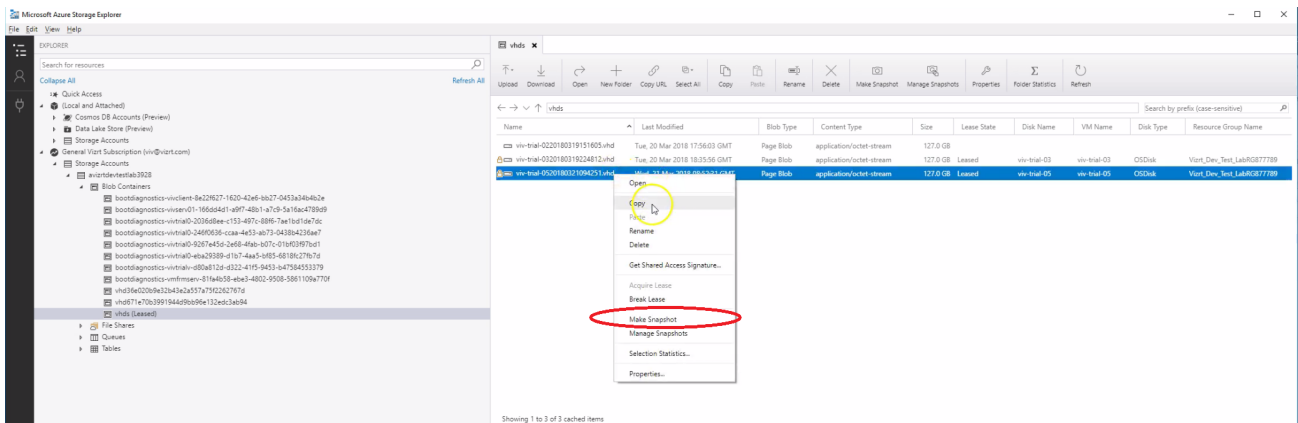
2. In order to view the OS VHD disks of VM, you need the **Microsoft Azure Storage Explorer** tool. This tool can be installed from <https://azure.microsoft.com/en-us/features/storage-explorer/>. Follow the on-screen instructions and install the tool on your computer. Open the **Microsoft Azure Storage Explorer** with Azure subscription. After successful authentication, the storage blob is displayed in Windows Explorer.



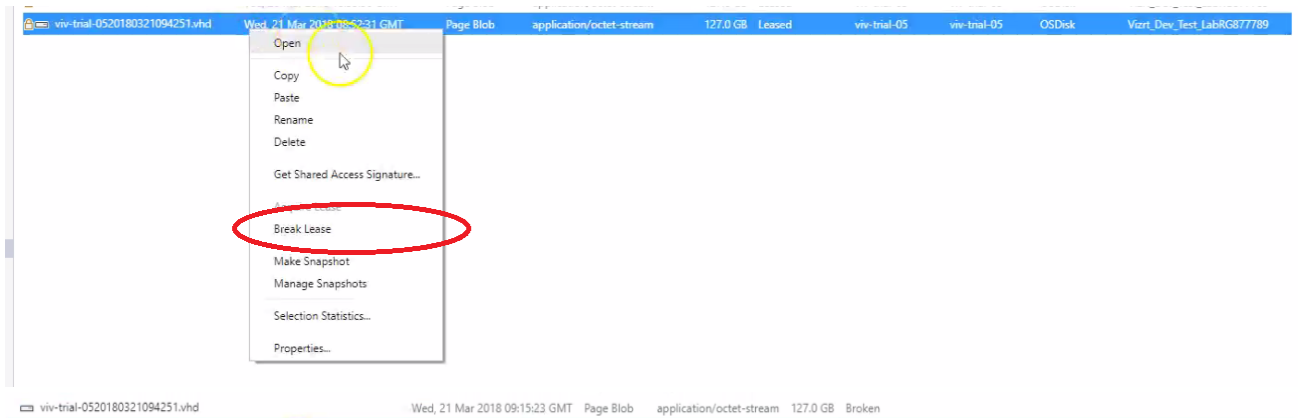
3. When VM is ready in Azure, log in to the machine, install the license container and activate it.



4. In the Storage Explorer, right-click on the selected VM and select **Make Snapshot**. This will create a snapshot of the OS disk with the current information (including the license container).

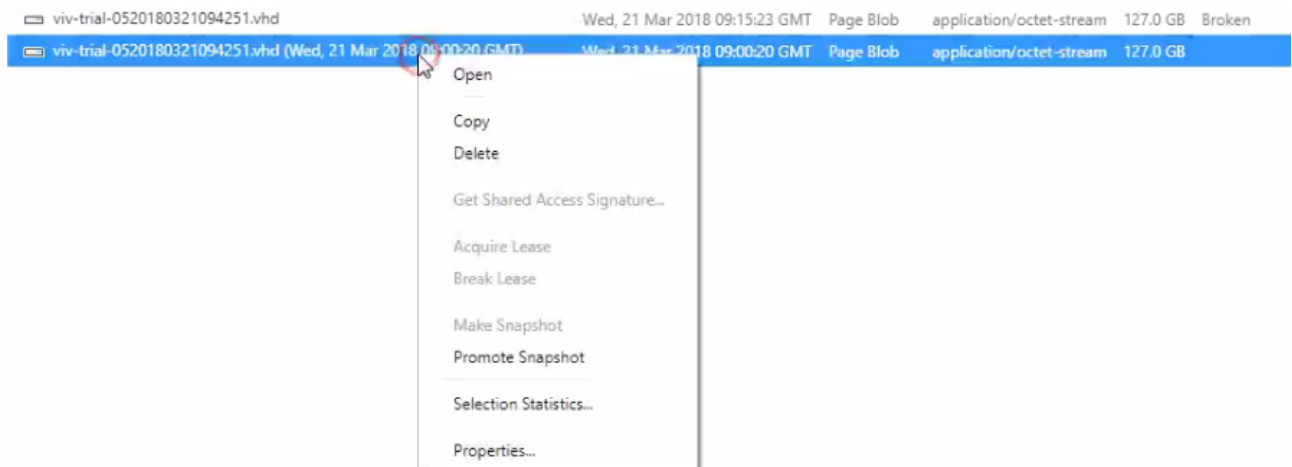
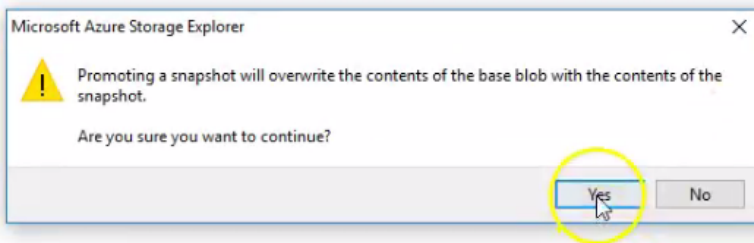


5. Disconnect the RDP-connection and stop the VM in the Azure portal.
6. In the **Storage Explorer**, right-click on the original VHD (base blob) and select **Break Lease**. This will detach the OS disk from the VM, and change the Lease-state to **Broken**.

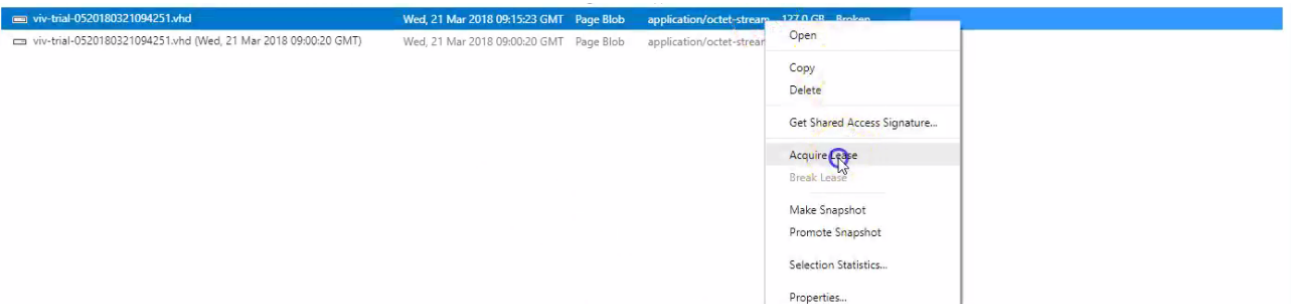


7. Now, copy the snapshot over the base blob by right-clicking the snapshot and selecting **Promote Snapshot** and clicking **Yes** to overwrite the disk.

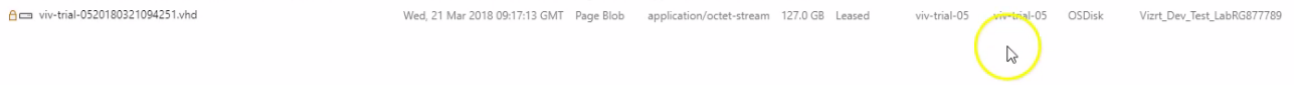
viv-trial-0520180321094251.vhd	Wed, 21 Mar 2018 09:15:23 GMT	Page Blob	application/octet-stream	127.0 GB	Broken
viv-trial-0520180321094251.vhd (Wed, 21 Mar 2018 09:00:20 GMT)	Wed, 21 Mar 2018 09:00:20 GMT	Page Blob	application/octet-stream	127.0 GB	



8. The base blob is overwritten by the snapshot. Attach it to the VM by selecting **Acquire Lease** in the context menu.



9. The Lease-state changes to **Leased** and the attached VM information should be displayed.



10. Start the VM in the Azure portal. This VM should use the restored base blob.

8.6.3 VMWare ESxi

It is recommended to use a dedicated license server and capture full back-ups at frequent intervals. All standard back-up and restore procedures are supported, including system snapshots. A restore must be performed on the same VM host to ensure the availability of licenses.

9 License Activation

Your Vizrt license activation is sent to you as an HTML-file via email. Open the file and review the content. The license detail section describes your license, and is one of the following:

- [Dongle-ID and License Key](#)
- [Ticket Link](#)

9.1 Dongle-ID And License Key

LICENSE INFORMATION

CUSTOMER ADDRESS

Vizrt Austria GmbH
 Industriestrasse 2a
 Vomp
 AUSTRIA
 +4352427322500
 +4352427322550

LICENSE DETAILS



Dongle-ID: a6760945ba89f659
 License: 26B0A5D6CB564603CDA6230D8BAC3DFF1C26002BC3ABA241C1A7CD87A6A66BC3
 Product: Viz Engine
 Platform: PAL/NTSC

Features

Expiration Date

The Dongle-ID and the license key licenses are node-locked and must be activated through your Viz application. Further details are found in the respective application user guide.

9.2 Ticket Link

LICENSE INFORMATION

CUSTOMER ADDRESS

Vizrt Austria GmbH
 Industriestrasse 2a
 Vomp
 AUSTRIA
 +4352427322550

LICENSE DETAILS

Container: New order
 Ticket: [X95Z2-G9JTB-WX3MG-HY2CP-4N88N](#)



Viz Engine

Expiration Time: 31.08.2017

Features	Quantity
----------	----------

The ticket link licenses are activated in the **Viz License Portal**. Clicking on the link automatically takes you to the login page, and from there to the license activation.

9.3 Log In And Self-Sign-Up

This page contains the following information:

- [License Portal Location](#)
- [Log-in Page](#)
- [Sign Up Page](#)
- [Troubleshooting](#)

9.3.1 License Portal Location

You can open the License Portal in either of the following ways:

- Click the ticket link in your license email.
- Open your web browser and go to <https://license.vizrt.com>.

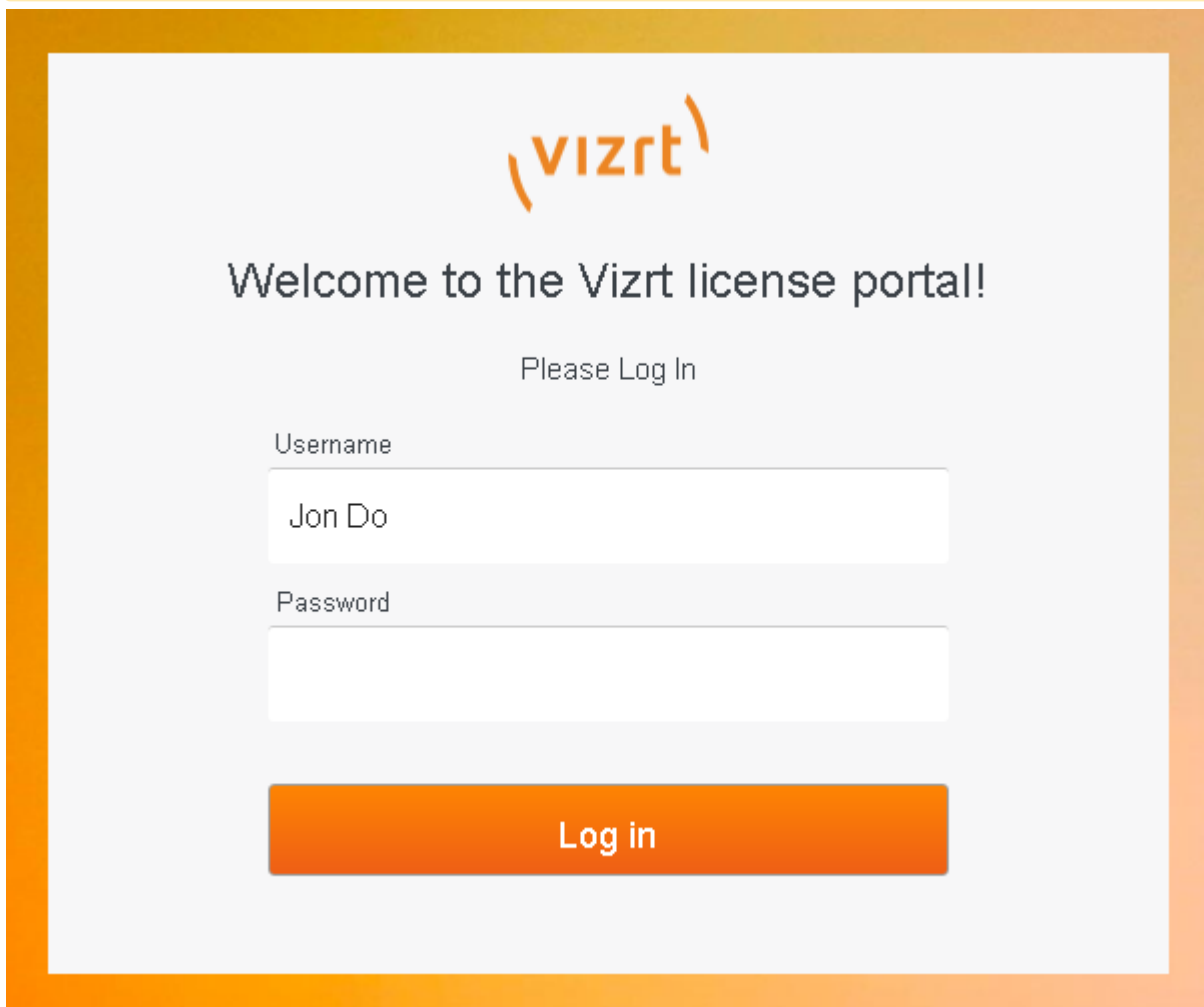
9.3.2 Log-in Page

If you opened the **Viz License Portal** by clicking on a ticket link, the necessary roles are automatically added to your username.

✔ **Tip:** If you already have an account for <https://case.vizrt.com>, you can use the same credentials.

If you do not have an account, click the **Sign up here** link.

⚠ **Note:** The sign up link is only available if you clicked on a ticket link in your license information file. If the license portal is opened by entering the portal URL (<https://license.vizrt.com>) in your web browser you need valid credentials as no sign up is possible here.



The screenshot shows the login page for the Vizrt license portal. At the top center is the Vizrt logo in orange. Below the logo, the text reads "Welcome to the Vizrt license portal!" followed by "Please Log In". There are two input fields: "Username" with the text "Jon Do" and "Password" which is empty. Below the input fields is a large orange button labeled "Log in".

9.3.3 Sign Up Page

To sign up, fill in the form on the sign up page. You are required to provide your **First Name** and **Last Name**, your email address, and your preferred password. Observe the following:

- The email address you provide is also your username.
- The **Company** field is filled based on the information in your license ticket.
- The minimum password length is 8 characters.

When you have filled in the required information, click **Sign up** to create an account.

9.3.4 Troubleshooting

The Company Name is Incorrect

Contact your **Sales Account Manager** to make sure your new licenses are associated with the correct company.

Warning: Do not proceed with the sign-up process.


The Email Address You Entered Is already Registered

Email Address = Username

test@vizrt.com

Email-Address is already used!

- If you already have an account for the **Vizrt Support Portal** (<https://case.vizrt.com>), contact your **Sales Account Manager** or **Support Manager** to reset your password.

 **Warning:** Do not proceed with the sign-up process.


- If you have not used our portals before and you need to process the license activation immediately, enter an email alias. Your IT department should be able to assist you.

9.3.5 Signing up for Viz Artist

If you are not a registered customer with an existing **Viz License Portal** login, please provide us with additional information about your company and yourself. After you have pressed **Submit**, we will send you an email with your license portal login and password. Then, you can proceed with the generation of your free **Viz Artist** license.

Sign Up for VizArtist

Company Name	
Job Title	
First Name	Last Name
Street	Street 2
City	
ZIP/Postal Code	State/Province
Country / Region ▼	
Email Address (Username)	
<input type="submit" value="Submit"/>	

 **Note:** The **Vizrt Licensing Service** must be installed to activate your free **Viz Artist** license.

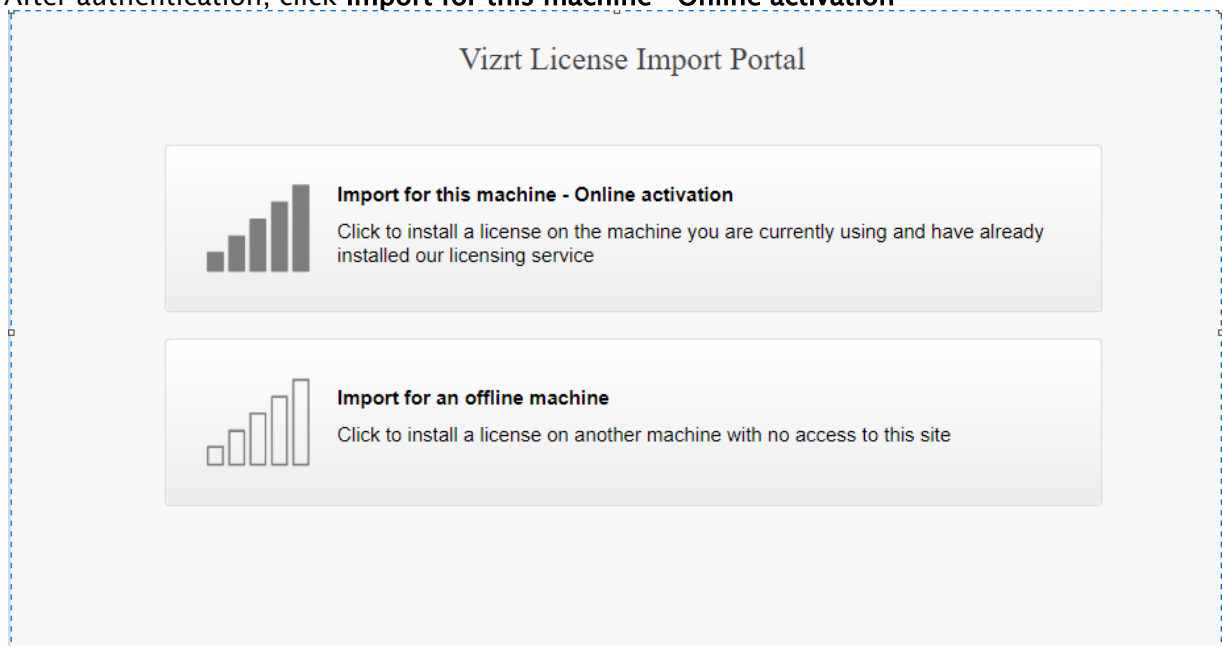
9.4 Online License Activation

For system requirements for online license activation, please review the [supported options](#) and make sure that you have installed the [Vizrt License Service](#).

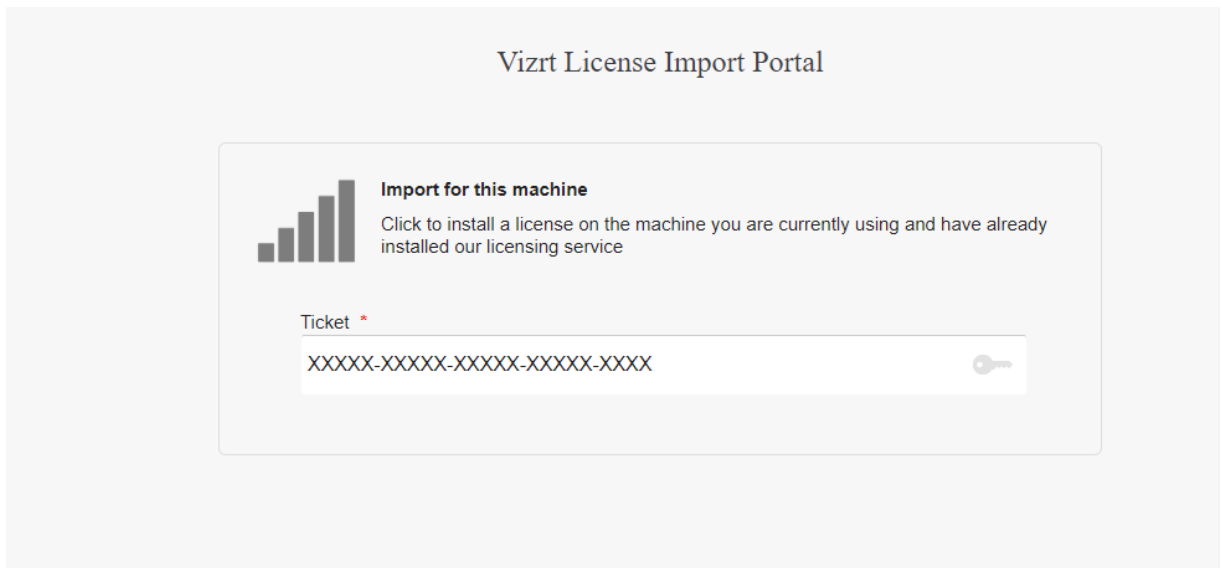
9.4.1 Activate a New License on an Online Computer

To activate a new license on a computer that is connected to the Internet, click the **License Ticket** link in the license email, or open your browser and go to <https://license.vizrt.com> to reach the **Viz License Portal**.

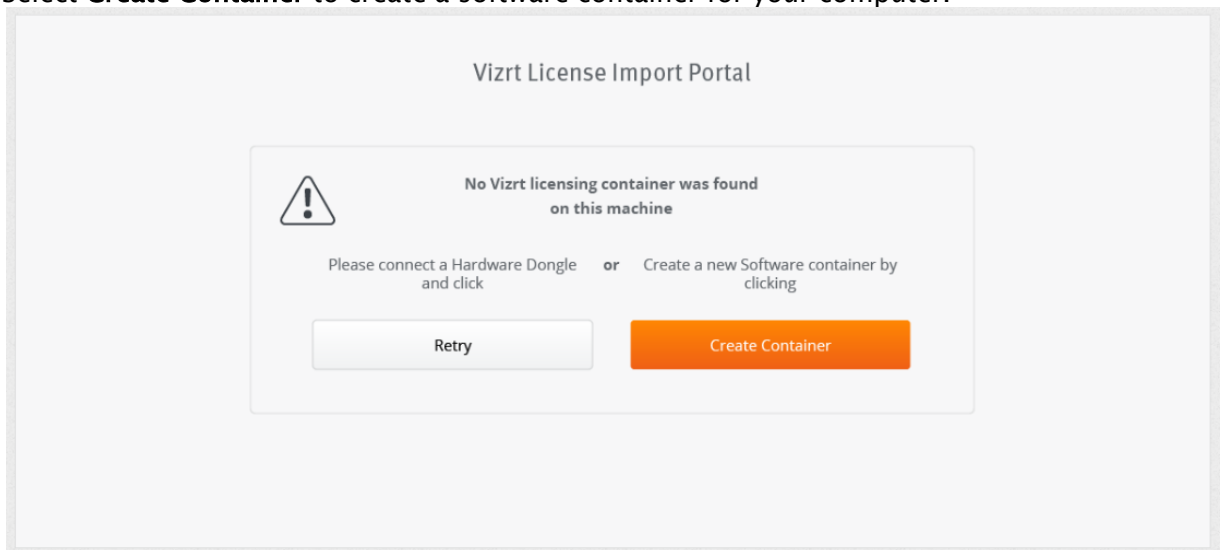
1. After authentication, click **Import for this machine - Online activation**



2. If you opened the **Viz License Portal** from a ticket link, this ticket is pre-selected. Otherwise, enter your Ticket-ID in the **Ticket** field. Auto-complete suggests tickets available for your company. Then, click **Next**.



3. The **Viz License Portal** checks whether your computer has a software or hardware container. You can download a software container as an alternative to attaching a hardware dongle. The first time you download a license to a computer, no software container is found. Select **Create Container** to create a software container for your computer.



4. Review the ticket license summary. Hover your cursor over the **Features** box to see further details. If you have more than one available container (for example, one software container and one hardware dongle), you can select which container to activate.

Viz Engine
Expiration time:
31.10.2017

2 features

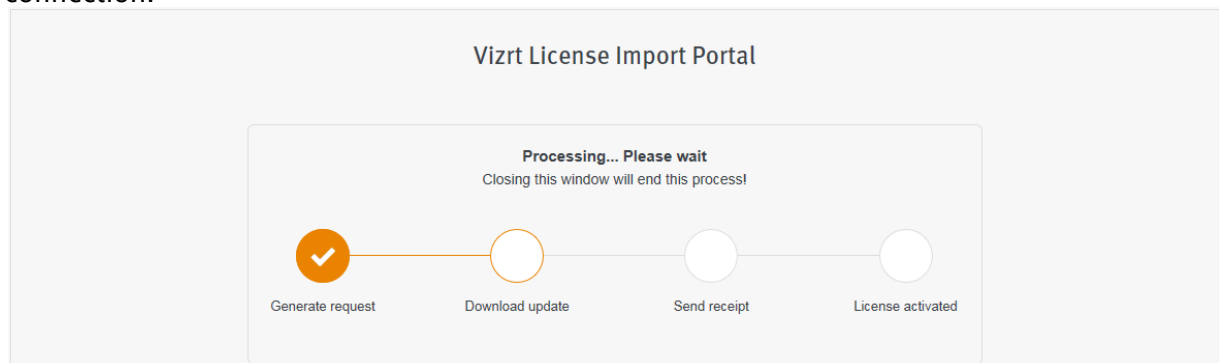
Containers
130-1910293576

Activate

- Click **Activate** to start the license activation process.

Important: This window must remain open during the entire process.

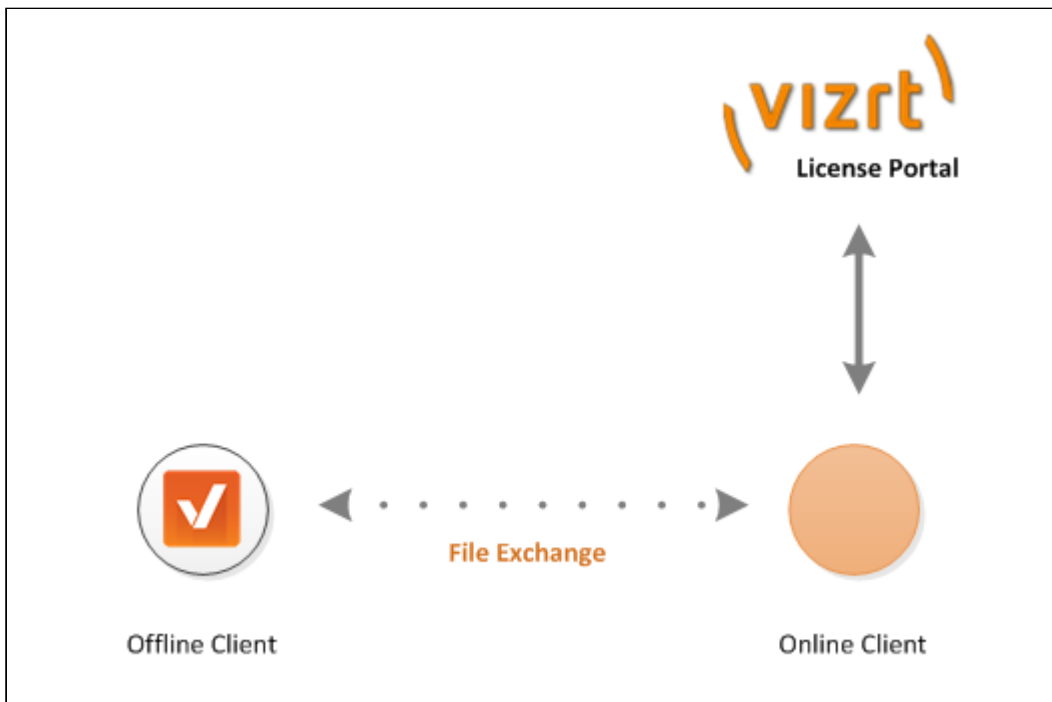
The **Viz License Portal** communicates with Vizrt to activate the ticket. This process may take a few minutes, depending on the number of features in the license and your Internet connection.



9.5 Offline License Activation

You can also benefit from the dongle-free license option for offline machines where you do not want to use a hardware dongle. This section describes how to exchange the necessary files using another online computer.

- [Step 1: Obtain License Context File from Offline Machine](#)
- [Step 2: Upload License Request File to License Portal](#)
- [Step 3: Upload License Generation File on Offline Machine](#)
- [Step 4: Upload Confirmation File to License Portal](#)



Before you proceed with the license activation, verify that the [Vizrt License Service](#) is running on the offline computer and that you see the **Vizrt Licensing** icon on your desktop:



If this is not the case, download the installer package. Then, transfer it and run it on the offline machine.

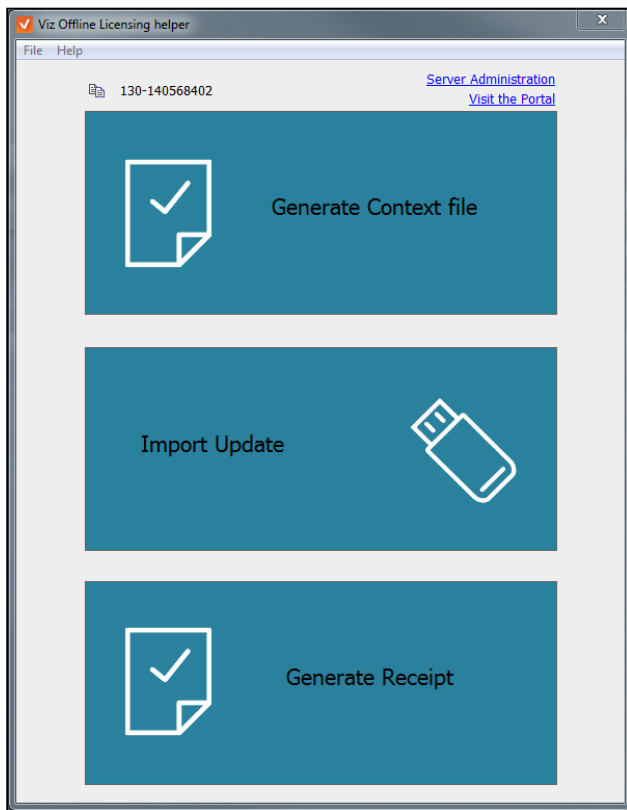
Info: You can download the **Viz Licensing Service** installation file from: <https://alley.vizrt.com/licensing/service/VizrtLicensingInstaller.exe>.

9.5.1 Step 1: Obtain License Context File from Offline Machine

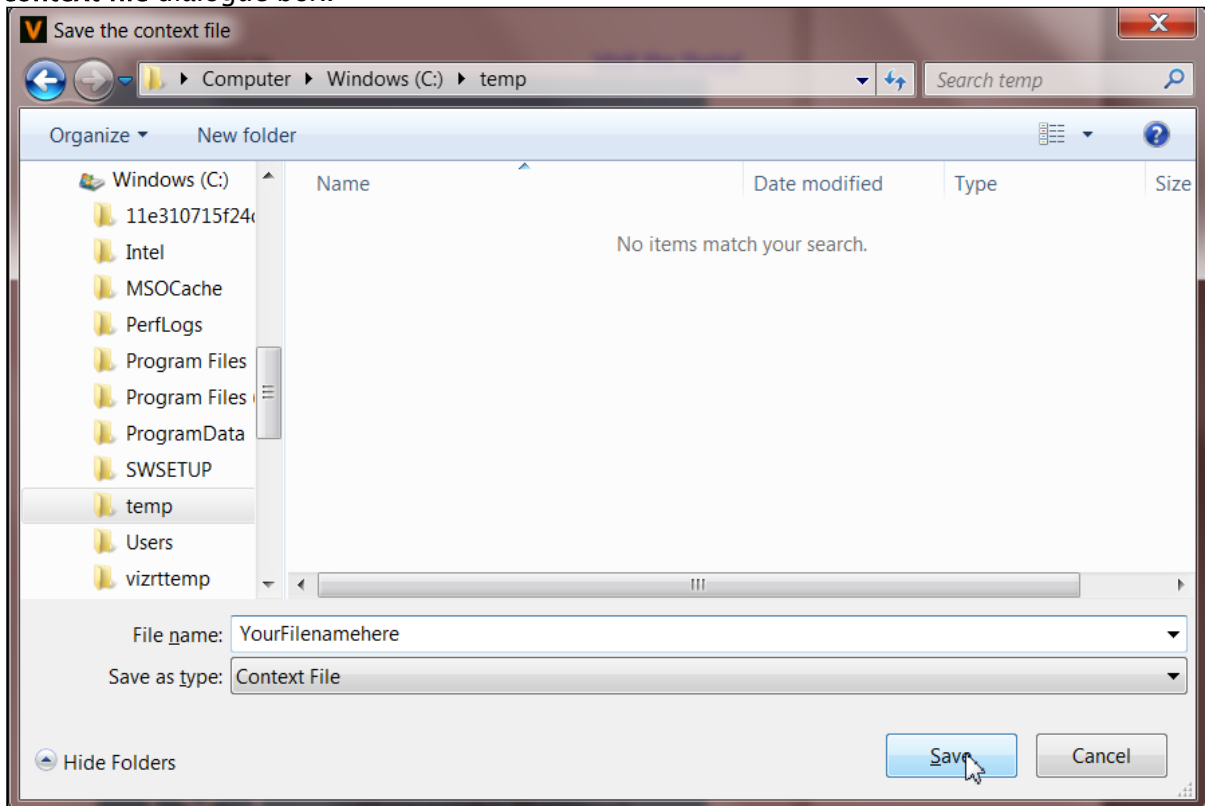
The **Viz Offline Licensing helper** tool produces a **License Request File** that you can upload to the **Viz License Portal** from an online computer. This procedure requires a removable storage device, such as a USB stick.

1. Start the [Vizrt Licensing tool](#) on the offline computer via the desktop shortcut.

Important: If you have a hardware dongle attached in addition to a locally installed software container, make sure that you select the correct container before you proceed.

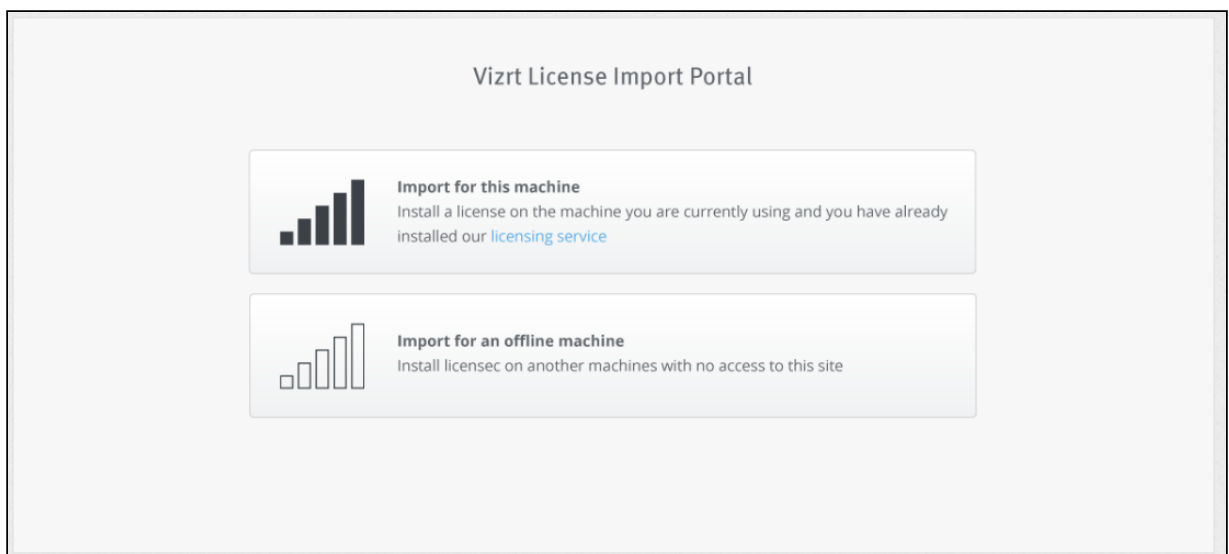


2. Click **Generate Context File** and select an appropriate file name and location in the **Save the context file** dialogue box.

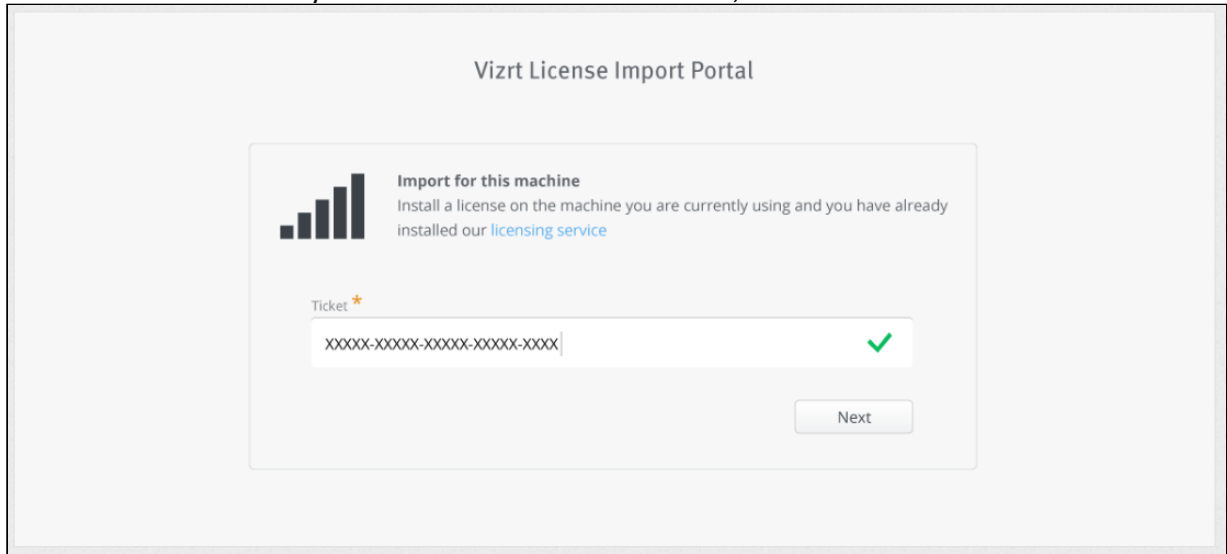


9.5.2 Step 2: Upload License Request File to License Portal

1. Connect to the **Viz License Portal** on an online machine and select the **Import for an offline machine** option.

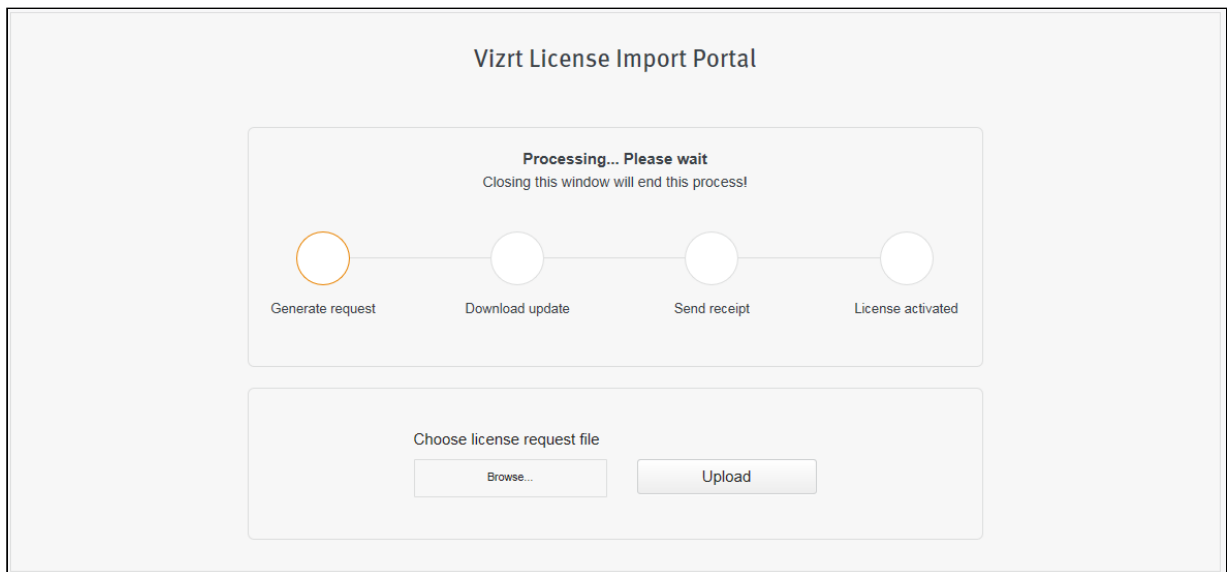


2. Enter the **Ticket-ID** that you would like to activate offline, and click **Next**.



3. Click **Browse** to select the previously generated license context file, then click **Upload**.

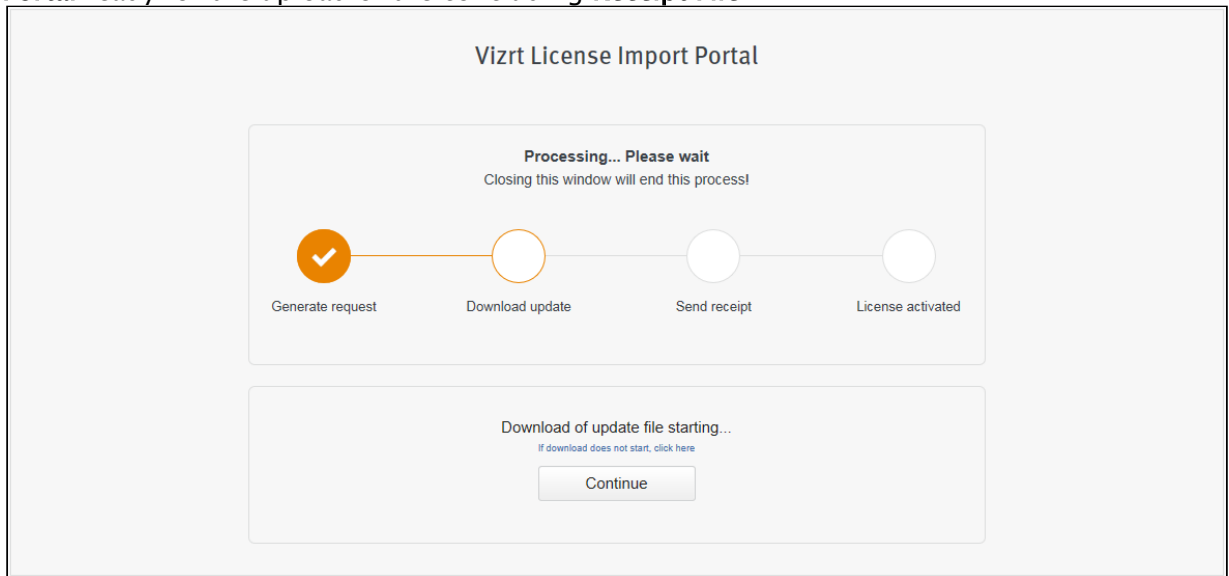
Important: This window must remain open during the entire process.



The license portal now communicates with Vizrt to produce the **License Generation File**. This process may take a couple of minutes, depending on the size of the license and your Internet connection.

4. When the process finishes, you are prompted to save the **License Update File**. This is the file you must transfer to the offline machine. Click **Continue** to make the **Viz License**

Portal ready for the upload of the concluding **Receipt File**.



9.5.3 Step 3: Upload License Generation File on Offline Machine

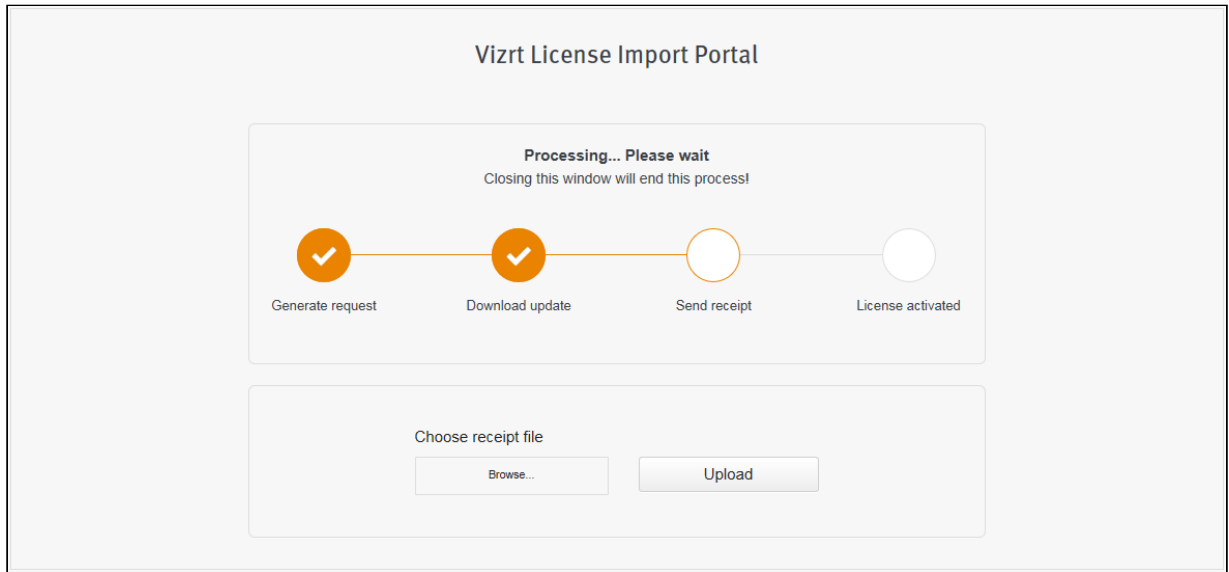
1. Open the Vizrt Licensing tool and select **Import Update**.
2. Select the **License Update File** that you obtained from the **Viz License Portal**, and click **Open**.

9.5.4 Step 4: Upload Confirmation File to License Portal

Note: Do not skip this step, as this step prohibits you from starting a new license activation for this computer in the future.

1. Once the **License Update File** has been successfully copied onto your offline computer, return to the **Vizrt Licensing** tool, click **Generate Receipt** and save the receipt file to the removable storage device.

- Return to the online machine and click **Browse** to select the receipt file. Then, click **Upload** to finalize the license activation.



See Also


- [License Activation - Offline ActivatiLicense Activation - Offline Activation \(Video\)on](#)

10 Upgrade From Sentinel Dongles To WIBU Containers

Vizrt dongles that were issued for **Viz Engine** version up until 3.9.x (sentinel) can be upgraded in three ways under the new Viz Engine license model, which is valid from **Viz Engine 3.10**.

This procedure applies to two types of WIBU-managed licenses:


- Hardware dongles (for license server or local use)
- Software containers (for local use)

 **Note:** A software container and a WIBU dongle container are the same thing. This process is valid for software containers and WIBU dongles.

10.1 Requirements

- You must be covered by a valid maintenance and support agreement under which you can benefit from free upgrades to new product versions.
- The SDI output level of your **Viz Engine** license must be supported on **Viz Engine 3.10** and higher.
 - **Viz Engine** licenses that only support SD output cannot be transferred. However, to make the licenses eligible for transfer, upgrades to HDTV output can be purchased from your sales account manager.
- You must have a **Vizrt License Portal** login. If you do not have a login yet, please contact your sales account manager.

After logging in to the **Viz License Portal**, go to the **License Overview** page. This page shows you all the dongles for which you have already started the upgrade process, respective to all software and hardware containers under the new software protection program.

 **Disclaimer:** In certain rare circumstances, multiple products are licensed on the same dongle (such as **Viz Engine** and **Curious Maps**), whereas the conversion process only considers **Viz Engine** as the license to be converted. Please contact your sales representative prior to conversion if you are aware of such situations.

10.2 On-Screen Elements

1. You can copy/paste one or multiple dongle IDs into this field and make them available for upgrade.
2. Alternatively, you can upload a CSV or TXT file containing the dongle IDs - respectively the HTML license file you have received for your current licenses.
3. Once your **My Licenses** list increases, you can use this field to search for specific dongle IDs within the list.
4. List of dongles and licenses under the new software protection program. The **Current status** column indicates where dongles currently are in the license upgrade process. For licenses

under the new software protection program, you can see whether they are eligible for [maintenance period update](#). Clicking on a specific dongle or license provides more details about licensed features.

5. An integer that shows you how many dongles/licenses you have selected for upgrade.
6. The button that starts the license upgrade.
7. Generates an HTML file containing the current licenses for the selected dongles/containers in a separate tab.

The screenshot shows the 'My Licenses' page in the Viz Licensing Administrator. At the top, there is a navigation bar with 'vizr' logo, 'Licensing', and 'My Profile' tabs, and a 'Logout' link. Below the navigation bar, there are links for 'License Portal', 'License Overview', 'My Free Licenses', 'Download', and 'Help'. The main content area is titled 'My Licenses' and features a search bar labeled 'Search Dongle ID in My Licenses'. Below the search bar, there is a text input field labeled 'Paste & Select Multiple IDs' and a 'Browse & Select' button. A table with columns 'Dongle ID', 'Product name', 'Expiration date', and 'Current status' is visible. At the bottom, there is a 'Get License File' button, a status indicator '5 Dongles selected' with a yellow box containing '0', and an 'Upgrade selected' button.

See Also

- [Transferring Valid License to WIBU \(Video\)](#)

10.3 Stage 1: Running Viz Engine 3.10 In Parallel To Prior Versions

In the first stage of the upgrade process, you can obtain software containers for **Viz Engine 3.10** licenses where the license expiry date is copied over from the original dongle. This means that if your dongle contains permanent licenses, you also receive permanent **Viz Engine 3.10** licenses. There is no time limit for Stage 1, so you can run those **Viz Engine 3.10** licenses in parallel for as long as you need.

Important: The **Viz Engine 3.10** licenses you receive are bound to their respective dongles. It is not possible to operate **Viz Engine 3.10** without the dedicated dongle. If you remove the dongle or apply a different dongle, it will result in an *invalid license* error in **Viz Engine 3.10**.

10.3.1 Step 1: Enter the Dongle ID

Use the (multi) paste field or the file upload options to enter the dongle IDs for which you would like to obtain a **Viz Engine 3.10** license. You receive a summary view of all dongle IDs, where you can still remove any individual or all the dongle IDs altogether.

My Licenses

Search Dongle ID in My Licenses 🔍

|

89055948B7FAA676 ✕

Clear all

📁 Browse & Select

🔄 Current status

10.3.2 Step 2: Verify Dongles and Upgrade

Take a moment to verify that you have provided the correct dongle IDs and that they are also selected for the first upgrade step. You can see how many dongles are selected at the bottom of the screen.

Note that only the valid dongles are listed in the table of dongles, not invalid dongles. Invalid dongles are ignored even if they are uploaded or pasted directly.

Note that the **Current status** of the dongles for which you have not yet started the upgrade process is *Start Upgrade Process*.

Press **Upgrade selected**. The license portal creates **Viz Engine 3.10** licenses in the background and display them in a separate browser tab (make sure the content of the portal is not blocked by the browser security settings).

	Dongle ID	Product name	Expiration date	Current status
<input checked="" type="checkbox"/>	89055948B7FAA676	Viz Engine	30.05.2018	Start Upgrade Process

Dongles selected 1
Upgrade selected

The data from this tab can be saved locally as an HTML file. You can see which ticket ID is bound to which dongle ID together with the issued features for each license.

LICENSE INFORMATION

CUSTOMER ADDRESS
 Test Main Account
 Test Street 1
 App 2b
 Vienna
 AUSTRIA

LICENSE DETAILS
 Container: New order
 Hardware Dongle: 89055948b7faa676
 Ticket: [4V4N8-4RXH4-WR72L-7NOSV-226HX](#)

Viz Engine
 Expiration Time: 30.05.2018
 VALID Dongle ID: 89055948b7faa676

Features	Quantity
Engine Core	1
Combination Feature (default)	1
Service Host Core	1

Viz Engine
 Expiration Time: 31.05.2018

Features	Quantity
Artist	1

Additional Information

Some dongles require you to provide more information on what products you operate with the dongle. Where required, an overlay is displayed on the page, classifying the dongles which you would like to upgrade into two categories.

Review the questions and select the appropriate option. If you need to check detailed information, you can use the **Cancel** button in the upper right corner to abort the upgrade process for all dongles.

Cancel

Please answer the following question(s) for the license conversion process to proceed

Do you use the license to operate a single channel Viz Trio HD SDI setup?

7B02FC4AB5FD0384 ▼

E091274BB46ED81F ▼

I acquired the license to operate Viz Engine as a...

A848A746B9B75857 ▼

6088874CB377789F ▼

850DF641BEF2097A ▼

67E56341BE1A9C98 ▼

3CE56341BE1A9CC3 ▼

I hereby confirm, that I have duly responded to all questions.
 Any violation in regards to licenses obtained (through the conversion process) versus actual licenses purchased may lead to upgrade charges and potential penalties.
 I hereby acknowledge the aforementioned terms and conditions.

Ok

The answers you provide are cross-checked against your purchase history. If our records show that all your purchased products were already fully processed (already added to other dongles), a warning message is displayed to indicate that the selected upgrade option is no longer available.

Please answer the following question(s) for the license conversion process to proceed

Do you use the license to operate a single channel Viz Trio HD SDI setup?

7B02FC4AB5FD0384

E091274BB46ED81F

I hereby confirm that I licensed a Dualchannel HD SDI Viz Engine setup

I acquired the license to operate Viz Engine as a...

A848A746B9B75857	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine)"
6088874CB377789F	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine)"
850DF641BEF2097A	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine)"
67E56341BE1A9C98	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine)"
3CE56341BE1A9CC3	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine)"

You have already converted to the max. amount of registered licenses of this type (when comparing it with your purchase history).
Please contact a Sales Representative

I hereby confirm, that I have duly responded to all questions.
Any violation in regards to licenses obtained (through the conversion process) versus actual licenses purchased may lead to upgrade charges and potential penalties.
I hereby acknowledge the aforementioned terms and conditions.

Once all the dongles in this overlay are handled, you are able to accept our additional **Terms and Conditions** for this upgrade and trigger the license upgrade with the **OK** button.

Cancel

Please answer the following question(s) for the license conversion process to proceed

Do you use the license to operate a single channel Viz Trio HD SDI setup?

7B02FC4AB5FD0384 Yes ▾

E091274BB46ED81F No ▾

I hereby confirm that I licensed a Dualchannel HD SDI Viz Engine setup Yes ▾

I acquired the license to operate Viz Engine as a...

A848A746B9B75857	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine) ▾
6088874CB377789F	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine) ▾
850DF641BEF2097A	local Preview Engine (to get animated graphics inside Trio, Pilot, Weather, ...) ▾
67E56341BE1A9C98	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine) ▾
3CE56341BE1A9CC3	"Frameserver" to serve out snapshots on the network (e.g. to NLE clients or Newsroom clients) ▾

I hereby confirm, that I have duly responded to all questions.
Any violation in regards to licenses obtained (through the conversion process) versus actual licenses purchased may lead to upgrade charges and potential penalties.
I hereby acknowledge the aforementioned terms and conditions.

Ok

10.3.3 Step 3: Activate Tickets

Please activate each ticket on its assigned machine, using either the [online](#) or the [offline](#) license activation process.

10.4 Stage 2: Obtain Temporary Viz Engine 3.10 Licenses Without Dongle Binding

Start the second stage of the license upgrade process if you no longer need to operate **Viz Engine 3.10** in parallel with older **Viz Engine** versions on a specific machine. Stage 2 releases the binding to the dongle and issues a 90-day license for the **Viz Engine 3.10**, so that you can detach the dongle and return it to Vizrt.

Note that Stage 2 can only be completed once Vizrt has physically received the dongles. Using a safe and insured method of shipment, where you are able to track the delivery status at all times, is therefore highly recommended.

10.4.1 Step 1: Select Dongle IDs

Please select the dongles for which you would like to start Stage 2 of the license upgrade process. You can use all the available select options (search, multi-paste, file-upload or ticking off the list one by one).

Dongles for which you can start Stage 2 have the **Current status**: *Upgrade Process started*

<input type="checkbox"/>	Dongle ID	Product name	Expiration date	Current status
<input checked="" type="checkbox"/>	89055948B7FAA676	Viz Engine	30.05.2018	Upgrade Process started

10.4.2 Step 2: Verify Dongles and Upgrade

Please, take a moment to ensure you have selected the correct dongle IDs, then press **Upgrade selected** to receive your new license tickets in a separate tab, as you did in [Stage 1](#).

The license information now displays both the container on which the ticket should be activated and the dongle ID to which the license was bound in [Stage 1](#). The [Vizrt Offline License Helper](#) displays the ID of your local software container if in doubt.

LICENSE INFORMATION

CUSTOMER ADDRESS

Test Main Account
 Test Street 1
 App 2b
 Vienna
 AUSTRIA

LICENSE DETAILS

Container: 130-2863097483
 Hardware Dongle: 89055948b7faa676
 Ticket: [K8VHN-XFJ8T-AURDT-ENS39-8AVFF](#)

Viz Engine
 Expiration Time: 24.07.2018

Features	Quantity
Engine Core	1
Combination Feature (default)	1
Service Host Core	1
Artist	1

10.4.3 Step 3: Return Dongle to Vizrt

After the license portal generated the tickets for the Stage 2 upgrade, the **Current status** of dongles is changed to *Return Dongle to Vizrt*. Once you have activated the Stage 2 licenses on all the relevant machines, you can safely detach the dongles and ask your Sales Account Manager for the return mailing address. As mentioned above, please make sure to use a safe method of shipment which allows tracking delivery progress and also include insurance coverage in case the shipment gets lost.

<input type="checkbox"/>	Dongle ID	Product name	Expiration date	Current status
<input checked="" type="checkbox"/>	89055948B7FAA676	Viz Engine	30.05.2018	Return Dongle to Vizrt

10.5 Stage 3: Receive Permanent Licenses For Viz Engine 3.10

Once the dongles are received, Vizrt issues licenses with the original expiration dates (for example permanent) for your **Viz Engine 3.10** containers and forwards the licenses to you by email. The dongles are also removed from the **My Licenses** list.

Activating licenses on dedicated machines completes Stage 3 and concludes the **License Upgrade Process**.

11 Troubleshooting

- [Using a License Server and the Application Does Not Start because No License Was Found](#)
- [License Activation Failures](#)
 - [Your Ticket Cannot Be Found](#)
 - [This Ticket Is Deactivated](#)
 - [This Ticket Is already Activated](#)
 - [The Connection Could Not Be Established](#)
 - [Your Container Cannot Be Activated for the Following Reasons - Feature xxx already Exists...](#)
- [The Free Edition of Viz Artist is Not Loading](#)
- [How to Extend a Free License](#)
- [How to Manually Finalize a License Activation](#)
 - [Creating a Receipt File](#)
 - [Creating a Receipt File via CodeMeter Control Center](#)
 - [Creating a Receipt File via Vizrt Offline Licensing Helper](#)
 - [Activating the License with a Receipt File](#)

11.1 Using A License Server And The Application Does Not Start Because No License Was Found

- Is your license server configured as a network license server?
Open http://localhost:22352/configuration/server_access.html on your license server and check whether **Network Server** is enabled.
- Is your client PC configured to use the network license server?
Open http://localhost:22352/configuration/server_search_list.html on your client machine and check whether the license server is entered in the **Server Search List**.
- Are there any firewall rules that are blocking port 22352 on your client or server?

11.2 License Activation Failures

11.2.1 Your Ticket Cannot Be Found

Contact your **Sales Account Manager** or your region's **Vizrt Licensing** department, so that they can verify that the ticket is associated with the correct account, or check whether adjustments are required.

11.2.2 This Ticket Is Deactivated

The activation process was most likely interrupted causing the licenses not to upload successfully. Contact your region's **Vizrt Licensing** department so they can issue a new ticket.

11.2.3 This Ticket Is already Activated

The licenses of this ticket have already been uploaded successfully.

11.2.4 The Connection Could Not Be Established

The **Vizrt Licensing Service** could not be reached during the ticket activation process. Check the service status and make sure it is running.

11.2.5 Your Container Cannot Be Activated for the Following Reasons – Feature xxx already Exists...

The current ticket contains one or several features which have already been activated in this container. Install the licenses on a different machine. If the licenses are intended for this machine, contact the **Sales Account Manager** or your region's **Vizrt Licensing** department so that they can send you a license extension for your container instead.

11.3 The Free Edition Of Viz Artist Is Not Loading

The free edition of Viz Artist will not load if a commercial version of Viz Artist has previously been installed on the computer. This is because the free edition of Viz Artist fetches the configuration file for the commercial version of Viz Artist.

To fix this:

1. Go to *C:\ProgramData\vizrt\viz3*.
2. Open *VIZ-ZBOOKG4-21IAOP5-0-0.cfg* in an external editor such as Notepad++.
3. Edit the following fields:
 - a. Legacy_Licensing = 0
 - b. License_Location = VL_L_LOCAL
 - c. License_Core = ART_ARTIST_FREE
 - d. ## Additional_Licenses =
4. Save the file and launch Viz Artist.

```

#* Legacy_Licensing: Default=1
Legacy_Licensing = 0
## WIBU license source. Can be set to one of the following values:
## VL_L_LOCAL - Local license. Searches exclusively for licenses located on the same PC or allocated to the same VM (e.g. dongle, file).
## VL_L_NETWORK - Network license. License is to be sought in the network (LAN, WAN), i.e. CodeMeter License Server activated as network server or CmWAN.
## WIBU license source. Determines where WIBU should search for license containers.
#* License_Location: Default=VL_L_NETWORK
License_Location = VL_L_LOCAL
## WIBU core license. Can be set to one of the following values:
## ENG_ENG_CORE - Engine Core
## ENG_PRIV_CORE - Preview Core
## ART_ARTIST_FREE - Artist Free
## WIBU core license, which determines also the available additional licenses.
#* License_Core: Default=ENG_ENG_CORE
License_Core = ART_ARTIST_FREE

```

```
##
## Choose zero, one or more licenses separated by blanks. Possible combinations are listed in the administrative manual.
## WIBU additional licenses that are additionally consumed and determined by the core license.
# Additional_Licenses =
```

```
.....
```

11.4 How To Extend A Free License

Visit the Vizrt License Portal to renew an expired license for a free edition of Viz Artist.

1. Go to <http://license.vizrt.com> and log in.
2. To reset a lost password, enter an incorrect password five times. Your account will be locked and you will receive a new password.
3. Click **My Free Licenses** and click **Generate New License**.
4. Follow the instructions to activate the new license.


11.5 How To Manually Finalize A License Activation

Finalizing the three step activation process for Vizrt Licenses is important for ensuring the functionality of your current license and the successful activation of every follow up license that you might receive in the future.

The activation of your license might not be fully completed when you first activated it for various reasons (connection issues, manual abortion, etc.). To finish the activation at a later point in time the steps below describe how this can be accomplished.

Please go to the license portal and select **Offline Activation**. Paste in the ticket ID which was not activated:

Activating Ticket: AQGUN-9VX5M-7V7NN-FWB7J-UT5MV



Import for an Offline Activation

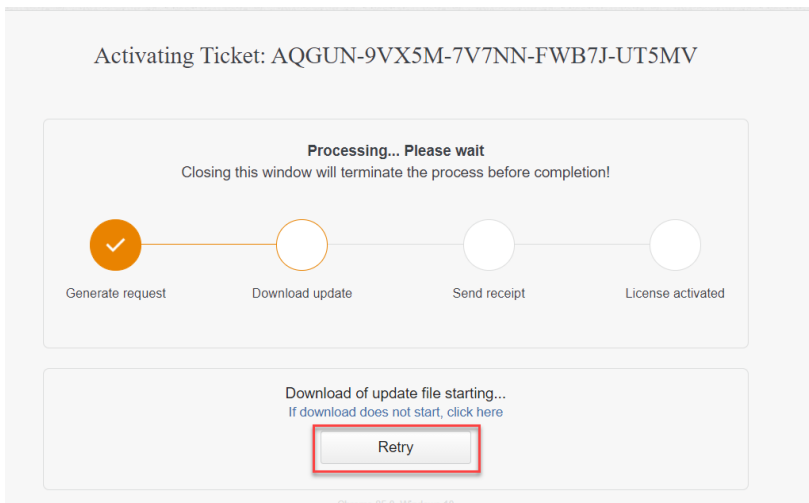
Click to install a license on another machine with no access to this site

Ticket *

AQGUN-9VX5M-7V7NN-FWB7J-UT5MV
🔑

AQGUN-9VX5M-7V7NN-FWB7J-UT5MV

The system automatically skips the first step (Generate request) and moves to the second step (Download update). Skip this step by clicking on **Retry** and you move to step number three (Send receipt).



Now you have to create the receipt file.

Important: Do not close the license portal window!

11.5.1 Creating a Receipt File

In case the license activation could not be completed, Vizrt Licensing cannot create any further licenses for this Software Container or Dongle. In this case, it is required to manually create a receipt file which needs to be sent to **Vizrt Licensing** to complete the license activation.

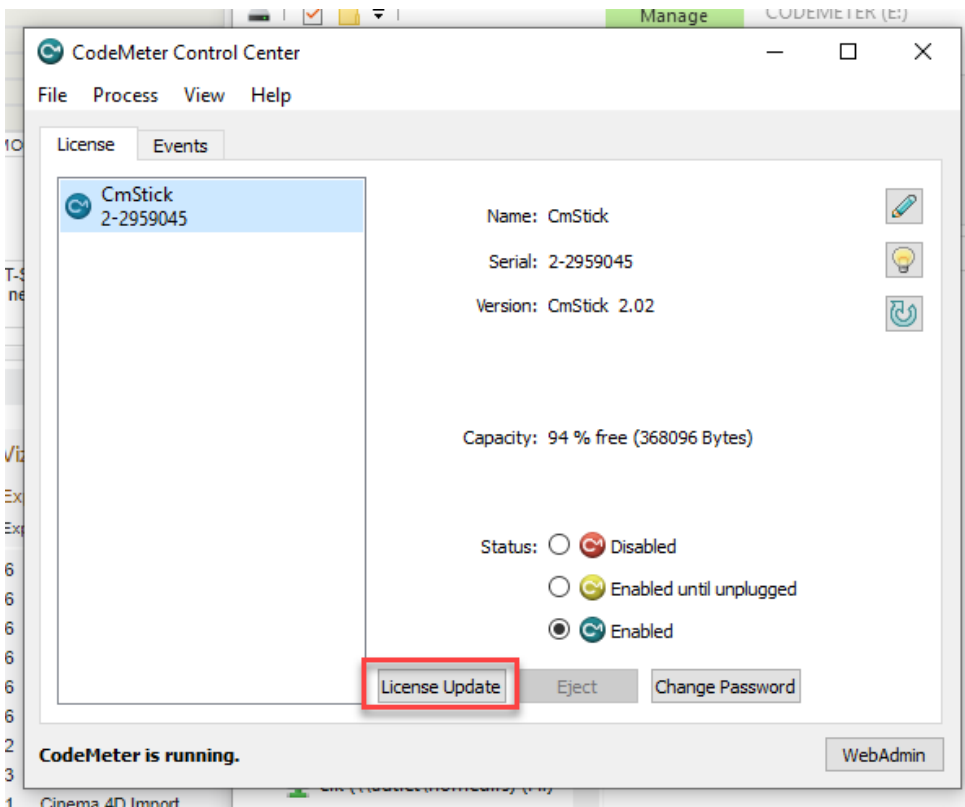
To create the receipt file, you can either use the CodeMeter Control Center or the Vizrt Offline Licensing Helper.

You can forward the receipt file to **Vizrt Licensing** through your **Sales Account Manager** or **Vizrt Support**.

Creating a Receipt File via CodeMeter Control Center


To create the receipt file manually, open the **CodeMeter ControlCenter** on the system the software container is installed or the dongle is connected to.

Make sure the correct container ID is selected. Click on **License Update** to start the receipt file creation.



Click on **Next**.

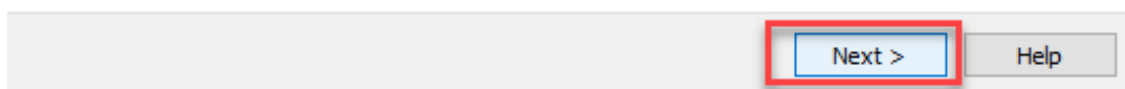


←  CmFAS Assistant

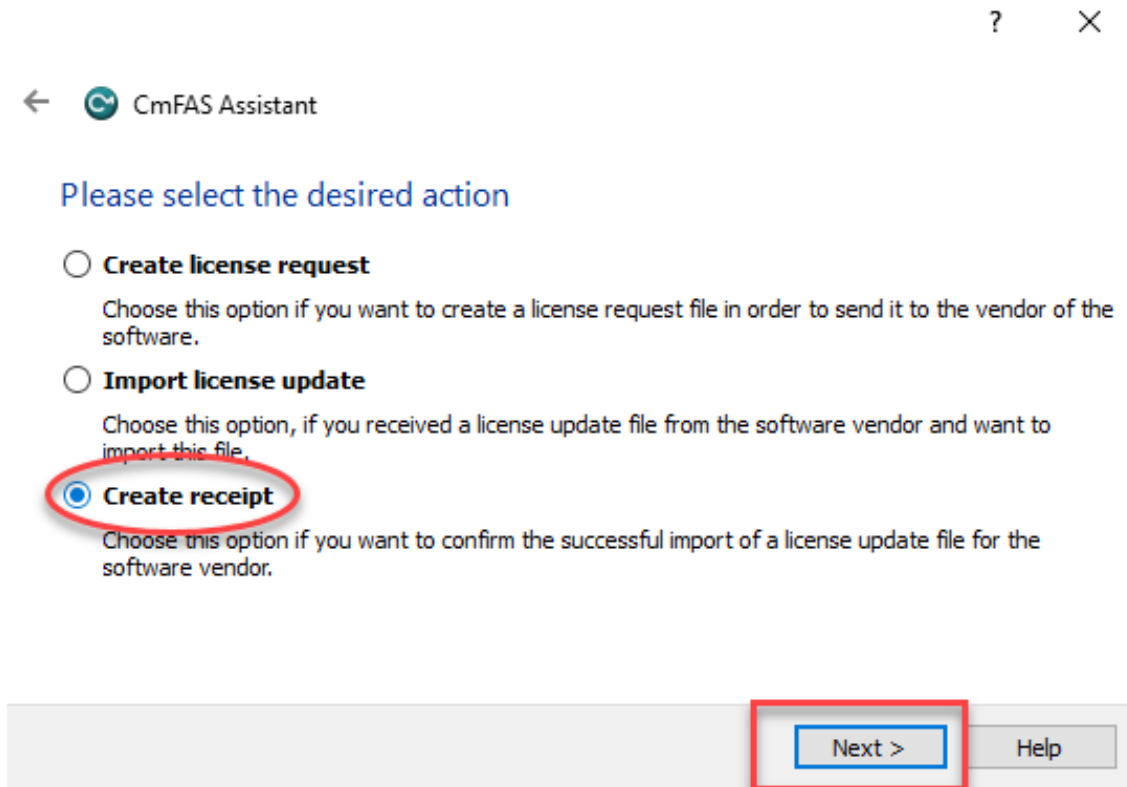
Welcome to the CmFAS Assistant!

The CodeMeter Field Activation Service (CmFAS) assistant helps you adding, changing and deleting licenses from the license management system CodeMeter.

With the CmFAS assistant you can create license request files, which you can send to the vendor of the software by email. You can also import the received license update files with the CmFAS assistant into the license management and create a receipt of the import for the vendor.



Select **Create receipt** from the list and click on **Next**.

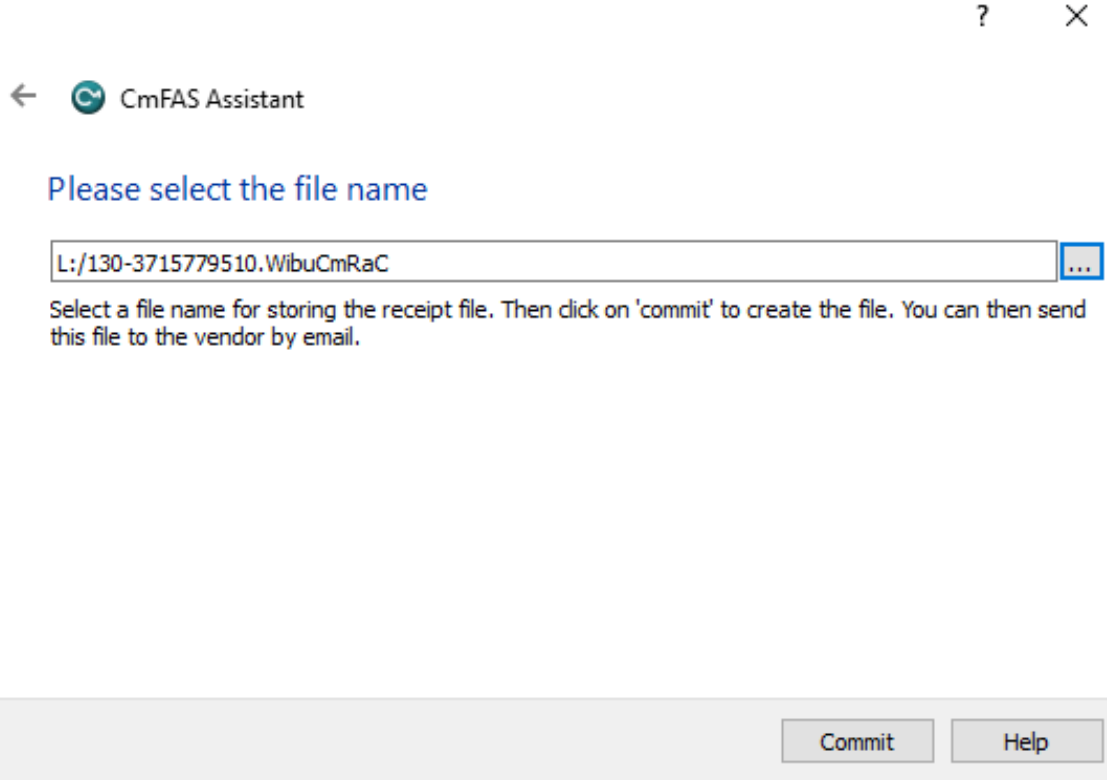


The screenshot shows a dialog box titled "CmFAS Assistant" with a back arrow and a close button. The main heading is "Please select the desired action". There are three radio button options:

- Create license request**
Choose this option if you want to create a license request file in order to send it to the vendor of the software.
- Import license update**
Choose this option, if you received a license update file from the software vendor and want to import this file.
- Create receipt**
Choose this option if you want to confirm the successful import of a license update file for the software vendor.

At the bottom right, there are two buttons: "Next >" and "Help". The "Next >" button is highlighted with a red box.

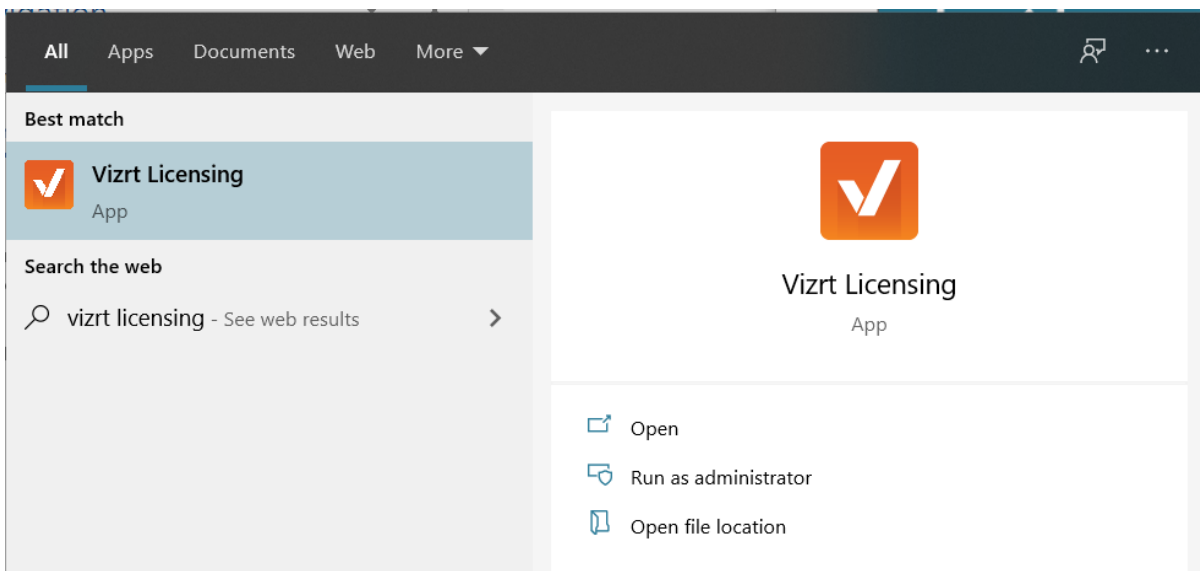
After selecting the file path create the file with **Commit** to save the receipt file on your machine.



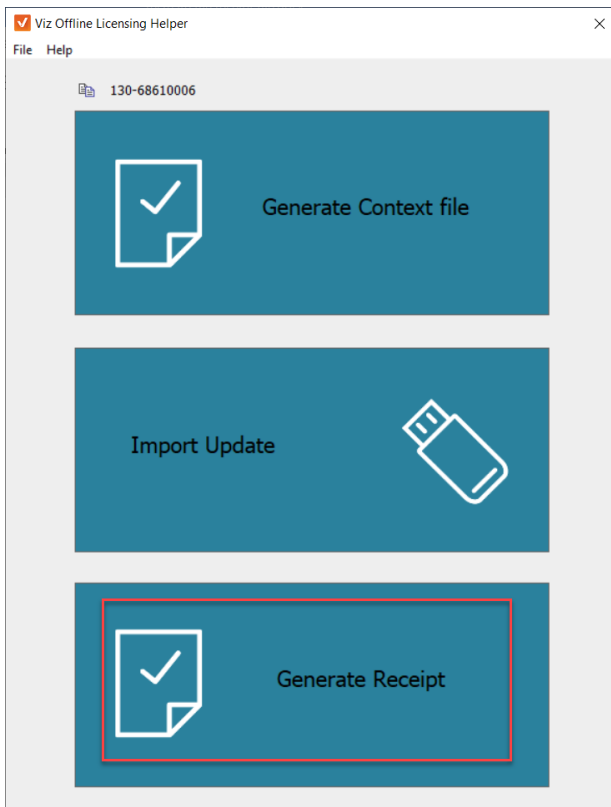
Go back into the license portal you kept open.

Creating a Receipt File via Vizrt Offline Licensing Helper

Open the Vizrt Licensing Application on your machine.

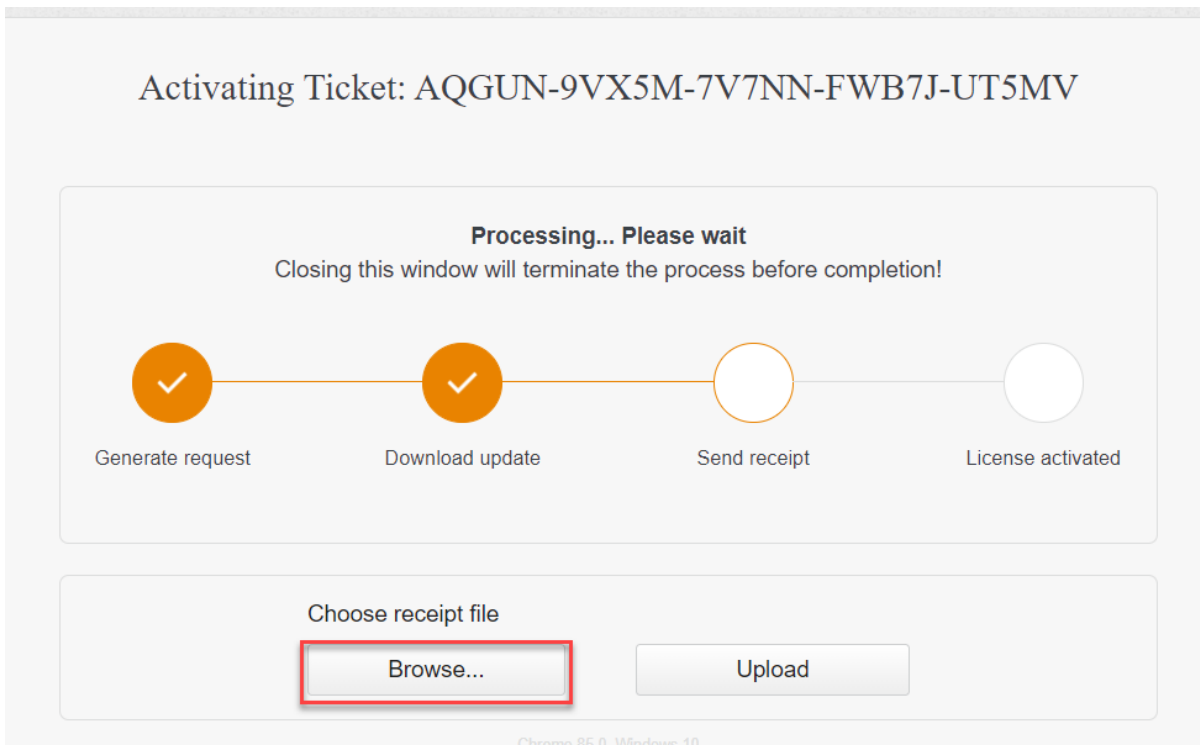


Click on **Generate Receipt** and store the file.

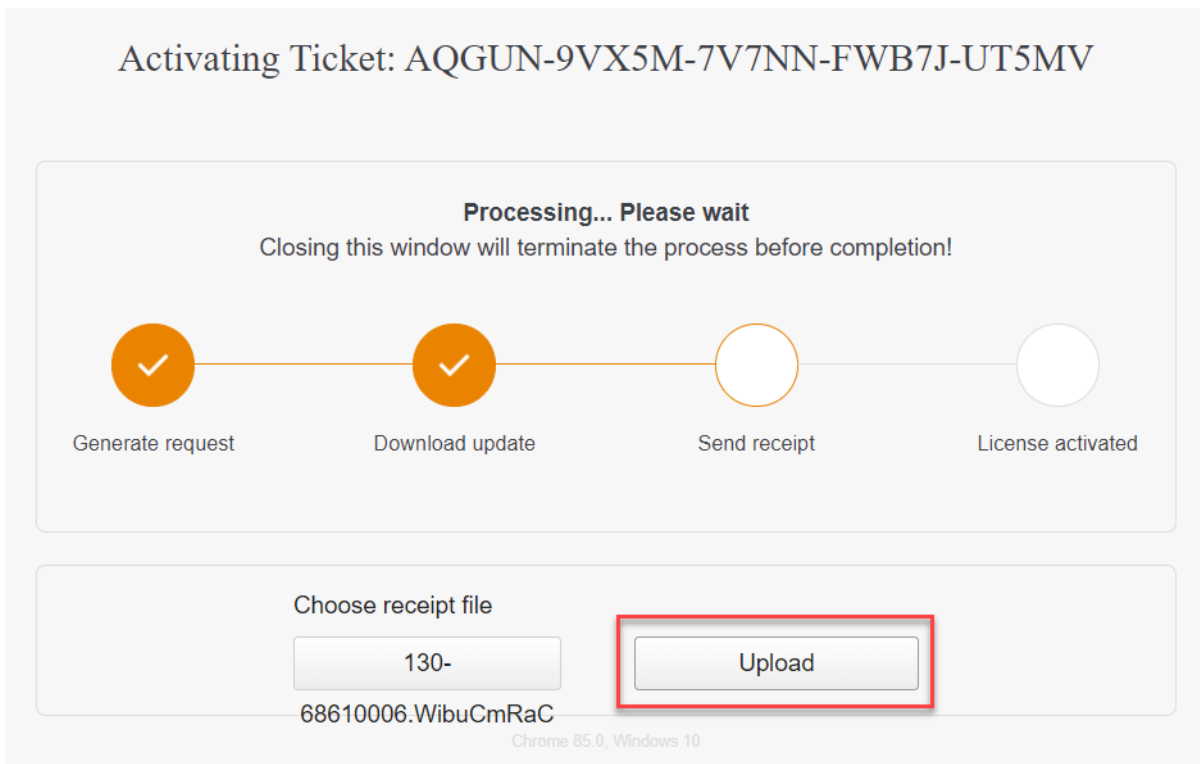


11.5.2 Activating the License with a Receipt File

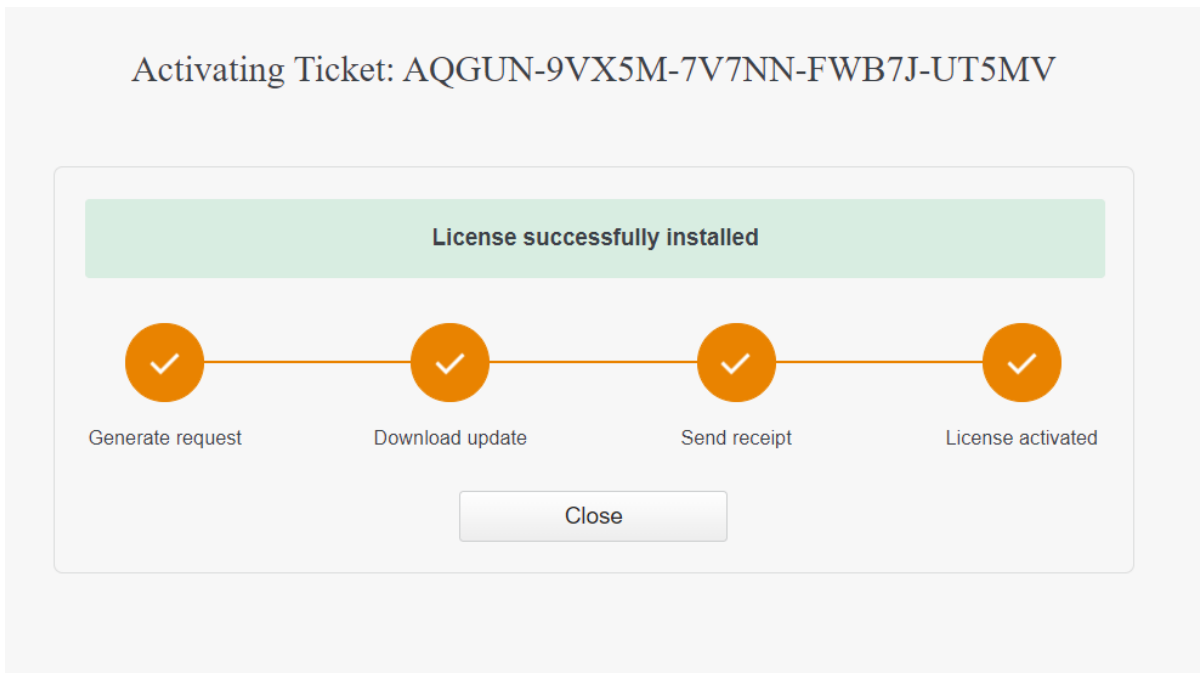
Go back into the license portal you kept open. Choose the newly created receipt file by clicking on **Browse...**



Choose the receipt file and click the **Upload** button.



Your license is fully activated now.



See Also

- [Manually Creating a Receipt File \(Video\)](#)

12 FAQ

This page contains answers to the following frequently asked questions:

- [Can Licenses Be Updated during Run-time?](#)
- [What Should I Do if my Software Container Is Corrupt?](#)

12.1 Can Licenses Be Updated During Run-Time?

When the ticket activation process starts, any license verification calls of Vizrt software are temporarily blocked. This means that the current operation runs without interruption against the former license status until the ticket activation process is completed.

12.2 What Should I Do If My Software Container Is Corrupt?

Changes in the hardware configuration of a computer (replacement of a motherboard, graphic card, CPU, ...) are the most common reasons for a corrupt software base license container. In this case, the license can no longer be used and the container must be deleted by Vizrt. You must then request a new license from your regional first-level support.

In order to receive a replacement license, please provide us the following documents:

- Official statement that describes the case (hardware is broken or stolen, ...).
- Photos of damaged hardware.
- In case of stolen parts, enclose the notice of loss.
- ID of the corrupt container or the computer name from which the container is located.

13 Other License Portal Options

This section provides more information about additional self-service options which are available online in our **Viz License Portal**:

- [Get a Free Viz Artist License](#)
- [Update Maintenance Period](#)

13.1 Get A Free Viz Artist License

On the menu page **My Free Licenses**, you can **Generate Viz Artist License** for free. Pushing the button creates a ticket which is added to the overview and can be **activated** right away by clicking on the displayed link. After activation, the **Machine Name** on which you have installed the **Viz Artist** license is displayed for future follow-up.



Machine Name	Expiry Date	Activation
QA-License-Server	31.03.2018	Activated
EC2AMAZ-6HN5SFA	31.03.2018	Activated
EC2AMAZ-6HN5SFA	31.03.2018	Activated
ZBook-CKO	15.04.2018	Activated

[Generate Viz Artist License](#)

13.2 Update Maintenance Period

By signing a **Support and Maintenance Agreement** with Vizrt, you benefit from new releases. During this maintenance period, the new license protection program allows you to upgrade your **Vizrt Software** to new versions. Since the maintenance period is encoded in your Vizrt license, it may be necessary to update this information if no other changes were made to the license following the periodic renewal.

For a convenient bulk update of all the necessary licenses, you can visit the **Viz License Portal** under License **Overview** and request new tickets for all the containers that require an update of the maintenance period.

13.2.1 Step 1: Identify Containers that Require an Update

The **My Licenses** overview displays all the containers which currently do not show the latest maintenance period with **Current status**: *Update Maintenance Period*.

IMPORTANT: Updating the Maintenance Period is not mandatory. No action is required if you are running a Viz software version that is covered by our current maintenance period. It might be necessary to update when upgrading your Vizrt software to a newer version.

Once you select the containers for update, an additional **Update Maintenance Period** button appears, which displays the current end date of your support and maintenance agreement. Once you click the button, a second tab opens that contains the tickets with your new licenses.

License Portal **License Overview** My Free Licenses Download Help

My Licenses

Search Dongle ID in My Licenses

Paste & Select Multiple IDs Browse & Select

<input type="checkbox"/>	Dongle ID	Product name	Expiration date	Current status
<input checked="" type="checkbox"/>	130-1948066900			Update Maintenance Period
<input type="checkbox"/>	89055948B7FAA676	Viz Engine	30.05.2018	Return Dongle to Vizrt

Update Maintenance Period: 31.12.2019 Get License File Dongles selected **1** Upgrade selected

See Also

- [Maintenance Period Update \(Video\)](#)