ETAS

DRIVING EMBEDDED EXCELLENCE

Frequently asked questions

License Management

FAQ

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Frequently asked questions

1. What licensing technology does ETAS use?

In the past, ETAS used Flexnet Publisher (FNP) technology. At present, ETAS is switching FNP zu FlexNet Embedded (FNE) technology step by step. In the future, ETAS will mainly use FlexNet Embedded (FNE) for new released software. Both technologies are provided by Revenera (www.revenera.com).

2. What are the main differences between the old license technology (FNP) and the new license technology (FNE)?

FNE is the latest licensing technology offered by Flexera. For ETAS users, these are the following major differences:

– FNP only runs on Windows and limited Linux operating systems
– FNE supports the majority of operating systems available today,
  including embedded devices
– FNE supports the Hypertext Transfer Protocol Secure (https) communication protocol to/from the client to FlexNet Operations and license servers
– FNE improves server scalability and performance and is designed for fast response and more clients.
– Instead of activation the old FNP license within the ETAS License Portal the activation must be done within the installed ETAs License Manager on the client PC with the online or offline mode
– FNE supports online use cases with high customer convenience and better usability.

3. When will user-based licenses and floating licenses be migrated?

The migration of user-based licenses and floating licenses will start in 2023. The customers will be informed in Q4.2022 for details.

4. Why aren't all the license types being changed to the new technology at the same time?

To make migration as smooth as possible for you, we have decided on a "step-by-step" introduction. This will also ensure that we can provide you with sufficient tests and support resources.

5. Will the old licenses still work?

ETAS software versions, released before the introduction of the new licensing technology, will also work with your existing old licenses in the future.

ETAS software versions released during the migration phase (until 03/2022) will support both old and new licenses. You can migrate your existing machine-based licenses to the new technology as of 04/2021.

Please make sure to complete the migration by 03/2022 if you intend to use any ETAS software version being released in 2022.

ETAS software versions released after 03/2022 will only support new FNE-based licenses.

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6. **What happens if I have problems with migration?**
    During the migration phase, your old, existing licenses will still work. So, as a fallback, you can still work with your existing license.

    We suggest migrating your license using the last LiMa Version as early as possible in order to ensure smooth migration.

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7. **Are there any limitations to the operating systems?**
    Our license technology is aligned with ETAS software development. The new license technology will support Windows OS in the first step, and Linux OS from Q3 2022 onwards.

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8. **Will my existing licenses be migrated automatically?**
    For users with a valid maintenance contract or a valid subscription contract, the licenses can be migrated to the new license technology. For migration support, the ETAS License Manager V1.8.2 or higher is required. This ETAS License Manager version comes with INCA 7.3.4 and other ETAS Software released after 03/2021.

    The migration will be done through the ETAS License Manager and should be initiated by the users themselves. In special cases (e.g. defect of the PC), please contact the ETAS support for solutions.

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9. **How are new licenses activated?**
    For users with internet access, activation will only take a few seconds.

    The user enters the activation ID for their license in the ETAS License Manager (LiMa). In LiMa, go to the menu (Device/Online Activation) and select Online Activation > Enter the Activation ID printed on the ETAS Entitlement Certificate and click Activate. The license is installed.

    For PCs without internet access (e.g. test bench), activation can take place offline (under LiMa > Device > Offline Activation > Enter the Activation ID and generate the request bin file, the default file name ends with _activaterequest.bin > Save the request bin file and send/transfer it to a PC with internet access > Log in to ETAS License Portal (http://www.etas.com/support/licensing) with the Activation ID > In the Devices menu, select Upload Capability Request, click Browse and select the request BIN file ending on _activaterequest.bin> click Upload to process the file > A response BIN file is created > Download the response file and save it > send/transfer the response file to the PC without internet access > under LiMa > Device > Offline Activation> Complete Activation>upload the Response BIN file. The license is installed.

10. Where can I find the activation IDs for my license?

This activation ID can be found in your software under "License number" (Help >Info).

11. Do the activation IDs change during migration or the licensing update?

Your activation ID will be updated with a new activation ID. This activation ID can be found in your software under "License number" (Help > Info)

12. What information will be transferred from customer PCs to the ETAS License & Download Portal during the activation and return processes?

The PC will only send a PC-specific identification code and license-related information (through the activation ID) to the ETAS License & Download Portal. This identification code is calculated on the PC itself. It is based on the PC's hardware information. This identification code is unique and anonymized to prevent backward calculation. The identification code looks like this: 8F36881E79707646FB27B93DBE61425B2F16A3D78D66C47C602E3E002D2126880000000000000000. The identification code does not change as long as the important PC's hardware components and operating system do not change.

There is **no** personal data transfer from the customer's PC to the licensing server.
You can find the identification code under "Device-> Settings -> Host identifier".

13. What happens to my licenses after migration to the license servers?

If the customers have FNP license rights and a valid maintenance contract, your FNP license rights will be replaced with FNE license rights.

If the customers only have FNP license rights and no maintenance contract, they will also have FNP license rights for the future in accordance with the contract agreement (permanent or fixed-term). With the FNP rights, customers can still use the assigned software version but cannot carry out updates.

14. Are there any changes concerning the rehost processes for machine-based licenses?

To rehost/transfer a machine-based FNE license from one PC to another, you will have to return the license from the old PC to the ETAS License & Download Portal. Only once returned, can the license be activated on another PC. It is important that all the three steps in the LiMa are carried out. The same license can only be rehosted to another PC if the FNO receives confirmation (last step) that the license has been deleted from the original PC.

Machine-based licenses can be rehosted once every six months according to General Terms and Conditions for the Supply of Hardware and Software Products of ETAS.

15. How can I return a license if my PC is lost or broken?

In this case, please contact ETAS customer support to return the PC license. Please inform ETAS support if the PC is to be used again or not.

16. How can I return my license?

Step 1: Generate and Download Response: Using LiMa, go to the menu Device > Offline Return > Enter the activation ID or select the right activation ID > Click Ask for Return, A Request BIN file is created. The default file name ends with _returnrequest.bin > Save the BIN file > On a PC with internet connection, login to the ETAS License Portal (http://www.etas.com/support/licensing) with your Activation ID > In the Devices menu, select Upload Capability Request > Click Browse and select the file ending on _returnrequest.bin > Click Upload to process the file > A response BIN file is created > Download the new file and save it.

Step 2: Delete the license in the PC. On the PC where the software is installed, in the Device menu LiMa > Offline Return > Click Delete License and upload the BIN file that you have downloaded from the ETAS License Portal > Click OK.

Step 3: Send the confirmation to ETAS License Portal. In the Device menu LiMa > Offline Return > Click Confirm Return, a confirm BIN file is created which ends with _returnconfirm.bin > Save the BIN file > On a PC with internet connection, login to the ETAS License Portal (http://www.etas.com/support/licensing) with your activation ID > In the Devices menu select Upload Capability Request > Upload the confirm BIN file, _returnconfirm.bin > Click Upload. The return process is completed. The license portal asks you to download a new BIN file. You can ignore this request.

17. Are there any changes in the ETAS Terms and Conditions?

Our terms and conditions have been slightly updated to reflect the new license technology. They can be found on our ETAS internet download page (https://www.etas.com/de/downloadcenter/17041.php). Please contact ETAS Support if you have any questions concerning these changes.

18. What support is offered to the tool coordinators?

For tool coordinators, additional support possibilities are offered via the admin-tool for managing users and licenses – for example, all the licenses are installed with the activation ID information. The admin tool can be installed in addition to the ETAS software. The first release of the admin tool to support the offline migration will be offered in 07/2021.

19. Can I use different LiMa versions on a PC at the same time?

No, only one LiMa version can be installed. When installing several ETAS software products with different LiMa versions, only the latest version can be used.

20. Are there changes regarding the use of machine-based licenses on account of the new licensing technology?

Machine-based licenses can no longer be installed on USB-based network adapters and used with different PCs. If you wish to use one license on different PCs, we recommend using either a user-based license or a floating license.

Unless otherwise determined in the product documentation or User Manuals, the use of the software through internet or network applications (e.g. Microsoft Remote Desktop or on a server) is not permitted.

21. If the customer buys INCA in November for INCA 7.3, SP2, can they still use the INCA version V7.2?

If customers have the rights for INCA 7.3, they have the right to use all the software versions below V7.3. This is valid for all ETAS software products. The customer can use the software version which =< their license rights.

If the customer buys the FNE license software and wants to install the old software version with FNP technology, additional installation for the license management software can be requested in special cases.

If the customer buys the FNE license software and wants to install the old software version with old LiMa Version which does not support FNE technology, additional installation of LiMa is requested. The latest stand-alone LiMa Version is available in the download centre without password protection (https://www.etas.com/de/downloadcenter/37859.php)

22. What about management of the LiMa version? Can the customer install LiMa for a stand-alone application? Can the customer uninstall LiMa?

If the customer installs ETAS PC-based software, the related LiMa version will also be installed.

If the customer installs other ETAS PC-based software, a check to see if the LiMa software is already installed is carried out during the installation process. If the existing LiMa version on the PC is older than the LiMa version for the new installation, the existing LiMa version will be uninstalled and the new version installed. If the existing LiMa version on the PC is newer than the LiMa version for installation, the LiMa installation will be skipped and the PC will retain the existing LiMa version.

As a rule, the stand-alone LiMa version will not be offered. For internal, special use cases (e.g. system test by tool coordinator), if the stand-alone version is newer than the existing LiMa version on the PC, the existing LiMa version will be uninstalled and the new one installed.

If the customer wants to downgrade LiMa (replace the new LiMa version with an older version) as a special request (e.g. internal tests), they will need to contact ETAS support.

23. **When does the hardware ID change for the affected PC? What does the customer need to know and do?**

The PC identification code depends on the PC hardware and PC operating system.

In the following cases, the PC identification codes can change. Rehosting the license for this PC can then be requested
   – Major PC hardware is changed: mother board, system hard drive
   – The operating system changes totally instead of just system updates – for example, from Windows 8 to Windows 10

It is possible to add new additional hard drives or graphic cards for GPU processing.

24. **What about virtual machines? Does the new license technology also support virtual machines?**

Virtual machines will be supported by all ETAS license types with FNE technology until the beginning of 2022. As of 04/2022, it is planned that virtual machines will be supported only through user-based licenses or floating licenses and no longer through machine-based licenses in standard cases. It is recommended to use user-based licenses or floating licenses for your virtual machines. For special use cases, please contact us. We will be happy to assist you with for customer specific solutions.

25. **If customers work in different network systems and have different MAC addresses for the PC from time to time, does this pose any issues with the licenses?**

The PC identification code does not depend on the MAC addresses and remains the same in different network systems. As a result, there should be no issues with the licenses.

26. **When can the licenses with the old license technology be migrated to the new license technology?**

The migration can be carried out for the software INCA and INCA add-ons from 04/2021 with LiMa 1.8.2. For other products, the migration will be supported if the software has integrated the LiMa Version > 1.8.2.

27. **What happens if the migration for machine-based licenses is not carried out?**

From 04/2022, ETAS software will only accept the new license technology for new releases. If the migration is not carried out, updates will not be allowed for machine-based licenses. The customers can, however, still use the FNP licenses for releases in 2021.

28. What are the premises for the migration of machine-based licenses?

Through the migration, the update of the software is ensured. It is based on the following premises:
- Only the legal licenses can be migrated
- For permanent licenses: the maintenance contract is valid on the migration day
- For products with subscription models: the license is valid on the migration day
- For time-limited licenses, except for subscription: the maintenance contract is valid on the migration day

29. How can the users carry out the migration?

For users with internet access, migration will only take a few seconds if the premises (see FAQ No. 28) are fulfilled. In LiMa, go to the menu (Device > Online migration). All the machine-based licenses with the FNP (old license technology) can be found here. Select the licenses to be migrated and confirm with "Migrate selected licenses".

For PCs without internet access (e.g. test bench), migration can take place off-line. Go to LiMa > Device > Off-line migration: all the machine-based licenses with the FNP (old license technology) can be found here.
> Select the licenses to be migrated and generate the request file through the button "Create request" >
Save the request file and send/transfer it to a PC with internet access and LiMa installation
> Upload the request file through the PC with internet access in LiMa (LiMa > Device > Off-line migration > Upload request) > Save the generated response file and send/ transfer it to the PC without internet access > Upload the response file

30. How can the stand-alone LiMa version be downloaded?

The latest LiMa version can be download from the ETAS Download Center . Select product/topic "ETAS License Manager (LiMa)".

Do you have further questions?

The numbers of our support hotlines can be found at **www.etas.com/en/hotlines**.
You can also find more information at **www.etas.com**