

**Flexera Product Download and  
License Guide for InstallShield  
2016 and Later**

# Legal Information

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# Downloads and Licensing for InstallShield 2016 or Later

This document contains background information on the different licensing models that are available for InstallShield 2016 or later. This document also contains instructions for various tasks:

- Obtaining installations of InstallShield, redistributable files, add-ons, and more
- Setting up licensing for InstallShield, as well as for InstallShield Collaboration and the Standalone Build



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**Note** • *If you are not using InstallShield 2016 or later, or the versions of InstallShield Collaboration or the Standalone Build that shipped with this versions of InstallShield, but you are using the earlier versions of these products (the InstallShield 2015 or earlier versions), refer to the version-specific instructions that are posted at the following site:*

[Instructions for Flexera Product Downloads and Licensing](#)

## Licensing Options

Two different licensing models are available for InstallShield, InstallShield Collaboration, and the Standalone Build:

- **Node-locked licensing**—With this model, the product license is tied to a specific user and machine. This model is the traditional option and the one that is most often purchased.

A node-locked license for InstallShield or InstallShield Collaboration requires a product activation code to activate the product. A node-locked license for the Standalone Build requires a Flexera-generated license file for the machine on which you install the Standalone Build.

If you are using the node-locked type of license, it is your responsibility to maintain your license on your machine. Sharing this type of license between multiple users does not comply with Flexera products' end-user license agreements (EULAs).

- **Concurrent licensing**—This model enables sharing or floating of Flexera product licenses among multiple users; it is also sometimes called *floating licensing*. Concurrent licensing can provide you with greater flexibility and cost efficiency than the traditional node-locked licensing. This model is available for the Premier and Professional editions of InstallShield, but not for the Express edition. It is also available for InstallShield Collaboration and the Standalone Build.

If your organization purchased concurrent licenses for a Flexera product, you need to connect your product to the licensing server that you are using. Subsequently, every time that you start a Flexera product on your machine, the server is queried to verify that the required license is available. If the license is available, you are granted access to a Flexera product.

A node-locked license of InstallShield or InstallShield Collaboration is different than a node-locked license of the Standalone Build. The following table highlights the main differences.

**Table 1 • Differences Between Node-Locked Licences of InstallShield (or InstallShield Collaboration) and the Standalone Build**

Node-Locked License of InstallShield or InstallShield Collaboration	Node-Locked License of the Standalone Build
Unlocking a node-locked license of InstallShield or InstallShield Collaboration requires that you enter an activation code to activate the product. The product will stop working at the end of the evaluation period if you do not activate it.	Unlocking a node-locked license of the Standalone Build requires that you add a Flexera-generated license file to your machine.
You can install and then evaluate InstallShield or InstallShield Collaboration for a limited number of days without activating it. Most of its functionality is available during this evaluation period.	The Standalone Build cannot run in evaluation mode; it does not run without a license file.
In most cases, the process of activating (unlocking a node-locked license of) InstallShield or InstallShield Collaboration involves an Internet connection. Email activation is required if the machine that has the product does not have an Internet connection.	A node-locked license of the Standalone Build is intended to be used on build machines, which are sometimes in locked-down environments without Internet connections. When you are obtaining the license file for the Standalone Build, you can use the build machine that you will use to run the Standalone Build, or you can use a different machine (as long as you determine the host ID of your build machine and enter that when you are obtaining the license file).

To learn more about these different licensing models and determine which option best fits your requirements, contact your Flexera sales representative or your preferred reseller.

# Downloading InstallShield, Redistributables, Add-Ons, Service Packs, and Other Installations

The following installations are available for download from the Flexera Product and License Center:

- InstallShield
- Redistributable files (for example, InstallShield prerequisites and InstallScript Objects)
- Add-ons (if you are entitled to them) such as the Standalone Build, InstallShield Collaboration, and the InstallShield MSI Tools
- FlexNet Licensing server software (if you purchased concurrent licenses and you need to set up your organization's licensing server)
- InstallShield service packs (if available)



**Note** • When your InstallShield purchase is made, an account is created for your organization, a user account for the purchaser is added to the account in the Product and License Center, and a welcome email message with sign-in credentials is sent to the purchaser. If you are the purchaser of the product, you can sign in to the Product and License Center with the credentials that are included in the welcome email message. If you are not the purchaser and a user account has not been added to the account for you, you can request access by visiting the [Join New Account page \(https://flexerasoftware.flexnetoperations.com/control/inst/registeraccount\)](https://flexerasoftware.flexnetoperations.com/control/inst/registeraccount), and entering your organization's account ID (which is included in the order confirmation email message).



## **Task** To download any of the installations:

1. Sign in to the [Product and License Center \(https://flexerasoftware.flexnetoperations.com/\)](https://flexerasoftware.flexnetoperations.com/).
2. In the left navigation, under **Entitlements**, click **Product List**.  
  
The **Product List** page shows all of the product lines to which your account is entitled. If you do not have access to multiple products, clicking the **Product List** link opens the **Product Information** page directly.
3. If the **Product List** page shows multiple products, click the **InstallShield** link. The **Product Information** page opens.
4. In the **Product and File Downloads** column, click the InstallShield link for the version that you want to download. The **Product Download** page opens.
5. Click the appropriate download button.

Once you have downloaded an installation, run the downloaded installation on the machine on which you want to use the product.

# Licensing Overview for InstallShield, InstallShield Collaboration, and the Standalone Build

The following table presents an overview on how to set up the licensing for the type of license that you purchased.

**Table 2** • License Types

License Type	Description of License Type	Instructions
<b>Node-locked license of InstallShield or InstallShield Collaboration</b>	This type is tied to a specific user and machine. A node-locked license requires a product activation code to activate the product. This model is the traditional option.	For instructions, see <a href="#">Activating InstallShield or InstallShield Collaboration for Node-Locked Licenses</a> .
<b>Node-locked license of the Standalone Build</b>	This type is tied to a specific user and machine. A node-locked license for the Standalone Build requires a Flexera-generated license file for the machine on which you install the Standalone Build.	To set up a node-locked license, see <a href="#">Installing and Configuring a Node-Locked License of the Standalone Build</a> .
<b>Concurrent license of InstallShield, the Standalone Build, or InstallShield Collaboration</b>	<p>This type enables sharing or floating of licenses among a maximum number of simultaneous users. The product on each user's machine must be connected to a license server that your organization sets up. This license type requires you to activate the licenses on the license server using an activation code, which is available through the Flexera Product and License Center.</p> <p>The license server software enables users to borrow a license for InstallShield or InstallShield Collaboration from the license server for a specified number of days. Using a borrowed license enables you to use the product while being disconnected from the same network as the license server.</p>	<p>To set up a license server, see <a href="#">Setting up the Concurrent Licensing Environment for InstallShield, InstallShield Collaboration, and the Standalone Build</a>.</p> <p>To connect a machine that has the product to the license server, see the following:</p> <ul style="list-style-type: none"> <li>• <a href="#">Connecting a User's Machine to the License Server for InstallShield or InstallShield Collaboration License Check-Outs and Check-Ins</a></li> <li>• <a href="#">Installing the Standalone Build on a Build Machine and Connecting It to the License Server for License Check-Outs and Check-Ins</a></li> </ul> <p>To learn how to borrow a license of InstallShield or InstallShield Collaboration, see <a href="#">Borrowing InstallShield or InstallShield Collaboration Licenses from the License Server</a>.</p>

# Activating InstallShield or InstallShield Collaboration for Node-Locked Licenses

The node-locked licensing model requires that you activate InstallShield or InstallShield Collaboration on your machine. Activation verifies that the product has not been activated on more machines than allowed by the InstallShield EULA. If you are using the node-locked type of license, it is your responsibility to maintain your license on your machine.



## **Task** To activate InstallShield or InstallShield Collaboration:

Launch the product that you want to activate. The activation wizard opens. Use this wizard to enter your activation code and activate your product.

For more information about activating your product if you purchased a node-locked license of InstallShield or InstallShield Collaboration, see the “Product Activation for InstallShield” section of the InstallShield Help Library that is installed with InstallShield and InstallShield Collaboration.

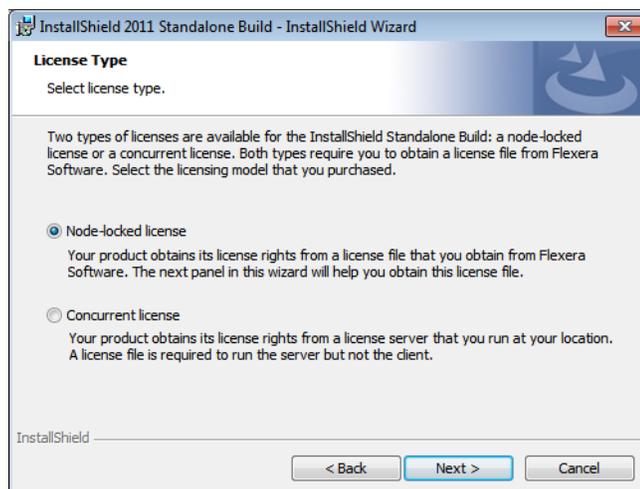
# Installing and Configuring a Node-Locked License of the Standalone Build

Once you have purchased a node-locked license of the Standalone Build and obtained the Standalone Build installation, you can install it. Configuring a node-locked license of the Standalone Build requires that you obtain a license file (.lic) from the Product and License Center. The following procedure explains how to install the Standalone Build, as well as how to obtain and configure the node-locked license.

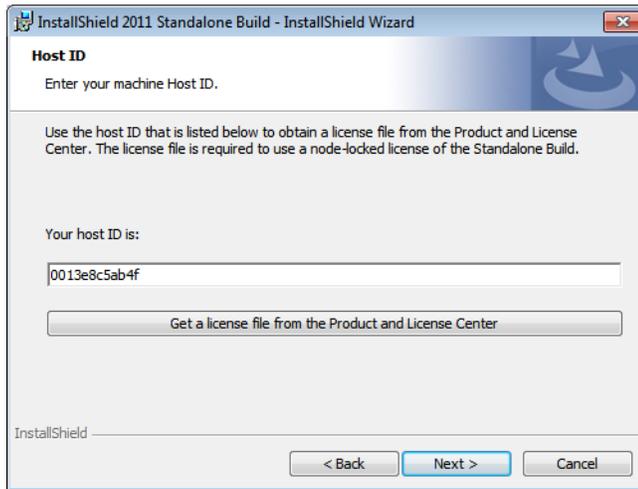


## **Task** To install the Standalone Build and obtain a node-locked license file (.lic):

1. Launch the Standalone Build installation.
2. On the **License Type** dialog, select the **Node-locked license** option.



3. On the **Host ID** dialog, click the **Get a license file from the Product and License Center** button.



Clicking this button opens a Web page that has a link to the Product and License Center. Click that link and then sign in to the Product and License Center.



**Tip** • If you do not have an Internet connection on the machine on which you are installing the Standalone Build, sign in to the [Product and License Center \(https://flexerasoftware.flexnetoperations.com/\)](https://flexerasoftware.flexnetoperations.com/) on a machine that does have an Internet connection.

4. In the Product and License Center, acquire the license file for the specific machine on which you are installing the Standalone Build.
  - a. In the left navigation, under **Entitlements**, click **Product List**.
 

The **Product List** page shows all of the product lines to which your account is entitled. If you do not have access to multiple products, clicking the **Product List** link opens the **Product Information** page directly.
  - b. If the **Product List** page shows multiple products, click the **InstallShield** link. The **Product Information** page opens.
  - c. Click the **Licenses** link for the product that you are installing and configuring. The **License Information** page opens. This page shows details about the used and unused licenses of the product.
  - d. Find an unused license in the list and select the **License Applicable to Product(s)** option that pertains to that license.
  - e. At the bottom of the page, click the **Generate** button. The **Generate Licenses** page opens.
  - f. In the **Node Host ID** box for the license, enter the host ID that pertains to the specific machine on which you are installing the Standalone Build. The host ID is displayed on the **Host ID** dialog of the Standalone Build installation.
  - g. Click the **Generate** button. The **View Licenses** page opens.
  - h. Click the **Save All** button. The Product and License Center displays a dialog box that lets you specify the location where you want to download the license file.

- i. Specify a location that is accessible by the machine on which you are installing the Standalone Build. The Product and License Center downloads the .lic file or files to the location that you specified. The file is named *HostID.lic*, where *HostID* is the host ID that you specified when you obtained the .lic file. You can change the name of this file if it makes it easier to manage it.
5. Return to the **Host ID** dialog in the Standalone Build installation, and click the **Next** button. The **Browse for File** dialog opens.
6. In the **License file (.lic)** box, enter the path for the .lic file that you want to use on the machine, or click the **Browse** button to navigate to the file.
7. Complete the remaining dialogs in the installation.

The installation installs the Standalone Build on your build machine. The installation also copies the .lic file that you specified to the System folder in the Standalone Build Program Files folder and names it `License.lic`. The location of your license file is:

*Standalone Build Program Files Folder\System\License.lic*

## Setting up the Concurrent Licensing Environment for InstallShield, InstallShield Collaboration, and the Standalone Build

If your organization has purchased concurrent licenses of InstallShield, InstallShield Collaboration, or the Standalone Build, a FlexNet Licensing Server that you set up in your environment manages how many instances of the product can be run simultaneously. Each user who wants to launch one of these products needs to establish a connection with the licensing server to check out and check in licenses when needed.

### Background Information about Concurrent Licensing

The following process describes what occurs each time that a user in your organization starts the product that is using concurrent licensing.

1. A user launches the product.
2. The FlexEnabled code on the user's machine establishes a connection with the FlexNet Licensing Server and requests a license.
3. The FlexNet Licensing Server checks whether a license is available. If a license is available, the FlexNet Licensing Server checks it out. In addition, the server sends a message to the user's machine. The message grants permission to run the product.
4. The FlexEnabled code on the user's machine receives the message and opens the product.

When the user exits the product, the FlexEnabled code on the user's machine sends a message to the FlexNet Licensing Server, and the license is checked back in, making it available for another machine.



**Tip** • If the user needs to be disconnected from the same network as the FlexNet Licensing Server, the user can borrow the license of the product for a specified number of days. Once the borrowed license has expired, the product cannot be launched on the user's machine until another license is checked out on that machine.

For more information, see [Borrowing InstallShield or InstallShield Collaboration Licenses from the License Server](#).

## Components of a FlexNet Licensing Server

A FlexNet Licensing Server consists of the following components.

**Table 3** • FlexNet Licensing Server Components

Component	Description
<b>FlexEnabled Product</b>	A FlexEnabled product is one that uses FlexNet Publisher Licensing Toolkit to implement its license models. InstallShield, AdminStudio, and InstallAnywhere are all FlexEnabled products. These FlexEnabled products communicate with the FlexNet Licensing Server to request a license when needed.
<b>License Server Manager</b>	<p>The license server manager on the FlexNet Licensing Server handles the initial contact with the FlexEnabled product, passing the connection on to the vendor daemon. The license server manager starts and maintains vendor daemons for serving license rights.</p> <p>One version of the license server manager is available: ladmin. This is the latest version of the license server manager. This version has a graphical user interface.</p>
<b>Vendor Daemon</b>	<p>A vendor daemon is a file that is associated with the vendor who developed the FlexEnabled product. If you are using a FlexNet Licensing Server to manage licenses for InstallShield, AdminStudio, or InstallAnywhere, as well as for products that are developed by other companies and are also FlexEnabled, your FlexNet Licensing Server will have one vendor daemon for Flexera, and one additional vendor daemon for each additional vendor.</p> <p>The vendor daemon handles the communication between the FlexEnabled product and the FlexNet Licensing Server; it also keeps track of how many licenses are checked out, how many are borrowed and when each expires, and who has the checked-out and borrowed licenses.</p>

Note the following about the FlexNet Licensing Server components:

- **Communication via TCP/IP**—InstallShield, AdminStudio, and InstallAnywhere communicate with the vendor daemon through TCP/IP network communications. The products and the daemon processes can run on separate machines on your network, across any size wide-area network.
- **Machine-independent communication**—The format of the traffic between the Flexera product and the FlexNet Licensing Server is machine independent, allowing for heterogeneous networks. This means that the FlexNet Licensing Server machine and the machine that is running the Flexera product can be different hardware platforms.

- **Vendor daemon termination scenario**—If the vendor daemon terminates for any reason, all users lose their licenses (though this does not mean that the applications suddenly stop running). Users normally regain their license automatically when the license server manager restarts the vendor daemon; however, they may exit the product if the vendor daemon remains unavailable.

## Setting Up a Concurrent License Server

If you are setting up your concurrent licensing environment to manage concurrent licenses of InstallShield, InstallShield Collaboration, or the Standalone Build, you will need to download the FlexNet Licensing Server software, install the software, and obtain the activation code. This section explains how, and also explains system requirements for the server:

- [System Requirements for the FlexNet Licensing Server](#)
- [Obtaining the FlexNet Licensing Server Software](#)
- [Setting Up the FlexNet Licensing Server Software on the Licensing Server, Obtaining an Activation Code, and Activating](#)



**Tip** • For instructions on how to connect a machine that has InstallShield or InstallShield Collaboration to the license server, see [Connecting a User's Machine to the License Server for InstallShield or InstallShield Collaboration License Check-Outs and Check-Ins](#).

For instructions on how to connect a machine that has the Standalone Build to the license server, see [Installing the Standalone Build on a Build Machine and Connecting It to the License Server for License Check-Outs and Check-Ins](#).

## System Requirements for the FlexNet Licensing Server

When you are determining which machine to use as the FlexNet Licensing Server, note the following:

- **Machine selection**—The FlexNet Licensing Server machine can be any machine in your network. Typically, the licensing server system components reside on a central machine in the network.

The FlexNet Licensing Server machine can have other applications running on it; it does not need to be dedicated to running only the FlexNet Licensing Server. However, for a high-traffic, high-license-count environment, and a more reliable system, it is better to have a dedicated machine.

The FlexNet Licensing Server machine should remain on at all times so that users can access it at all times.

Triad server clusters are not supported.

- **Supported operating systems**—The FlexNet Licensing Server machine must be a Windows-based machine. The following versions of Windows are supported: Windows 7, Windows Server 2008 R2, Windows Server 2012 R2, Windows 8, Windows 8.1, and Windows 10.

Note that although the FlexNet Licensing Server has support for other operating systems, concurrent licensing for InstallShield 2016 or later and its ad-ons requires one of the aforementioned specific versions of Windows.

- **Networking**—The FlexNet Licensing Server machine must be able to communicate with the Flexera product through a TCP/IP port. A valid number is any unused port number between 0 and 64000. The default port range is 27000 through 27009. You may need to adjust your firewall settings to allow this communication.

- **Required software**—The license server manager that is installed as part of the FlexNet Licensing Server installation is Imadmin, the Web-based application. Imgrd, the command-line tool, is not supported.

Earlier versions of the FlexNet Licensing Server software must be uninstalled before the new version (the one that is available for InstallShield 2016 or later) can be installed.

Imadmin can be used in the following Web browsers: Microsoft Internet Explorer 11 and Microsoft Edge.

## Obtaining the FlexNet Licensing Server Software

The FlexNet Licensing Server software manages license check-out and check-in requests from users who have concurrent licenses. The installation for the FlexNet Licensing Server consists of a single, compressed executable file that installs the concurrent licensing software. You can run this installation on the machine that you are designating as your licensing machine. The installation is needed only if you have purchased concurrent licenses of InstallShield, as well as its add-ons such as InstallShield Collaboration and the Standalone Build. The software has support for managing licenses of InstallShield 2016 or later and its add-ons, as well as earlier versions of InstallShield.

The FlexNet Licensing Server installation is for Windows-based systems, and it is available for download from the Product and License Center, along with the InstallShield installation, service packs, other downloads. For instructions on how to obtain the download, see [Downloading InstallShield, Redistributables, Add-Ons, Service Packs, and Other Installations](#).

## Setting Up the FlexNet Licensing Server Software on the Licensing Server, Obtaining an Activation Code, and Activating

Once you have obtained the FlexNet Licensing Server software, you can install this software on the machine that you want to use as your licensing server. Configuring a FlexNet Licensing Server for managing concurrent licenses of InstallShield requires that you obtain an activation code from the Product and License Center.

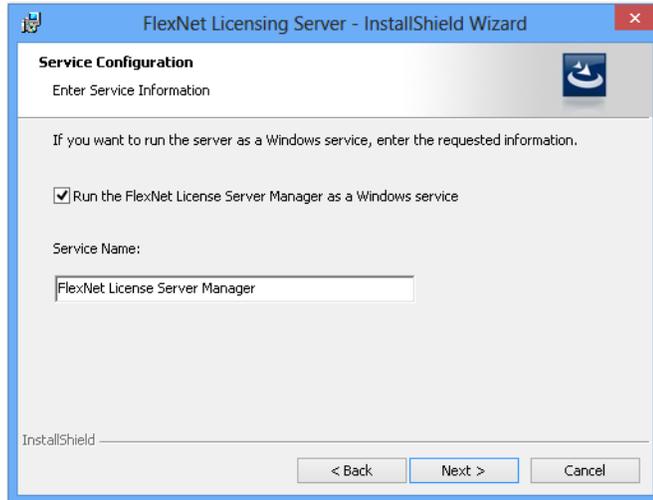
The FlexNet Licensing Server software includes a license server manager (Imadmin). The license server manager has a local Web-based user interface that lets you perform tasks such as the following ones:

- Perform server configuration and most administration functions.
- Add or remove users, and configure their privileges.

The following instructions explain how to install and configure the FlexNet Licensing Server software for concurrent licenses.

**Task****To install the FlexNet Licensing Server and obtain an activation code:**

1. Launch the FlexNet Licensing Server installation and advance to the **Service Configuration** dialog.



2. If you want to run the FlexNet Licensing Server as a Windows service, select the check box, and enter the name that you would like to use for the service.

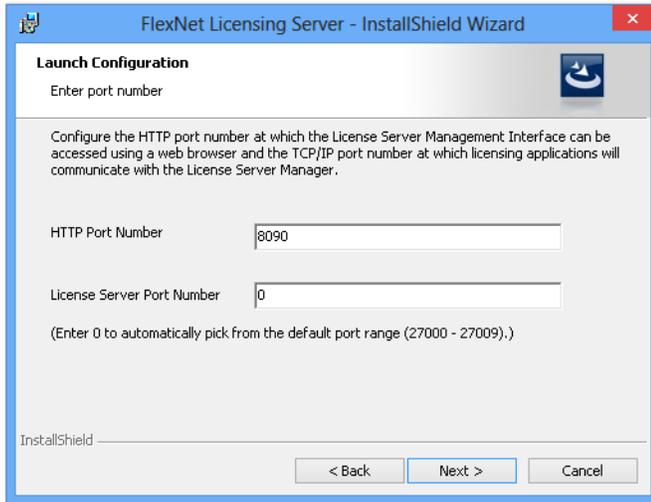


**Important** • To achieve the highest level of availability, it is recommended that you choose to run the FlexNet License Server Manager as a Windows service. If it is run as a Windows service and the FlexNet Licensing Server machine needs to be restarted, the service is also restarted. Therefore, no manual intervention is needed to make the FlexNet Licensing Server available again to users or machines who try to check out licenses.

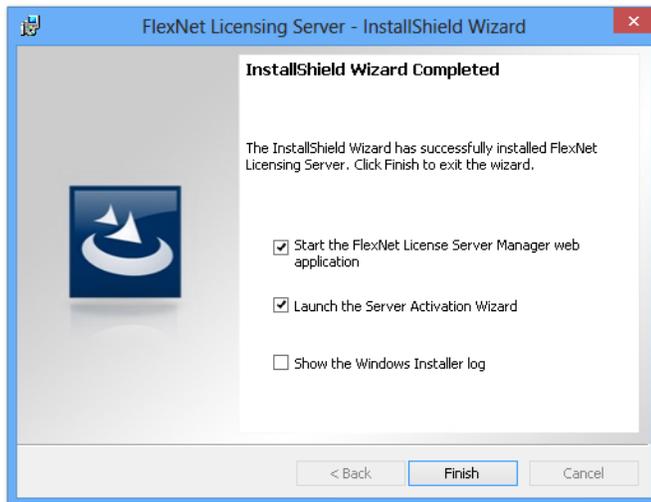
3. On the **Launch Configuration** dialog, enter the appropriate port numbers in the **HTTP Port Number** box and the **License Server Port Number** box.

The HTTP port number is used to host a Web server for monitoring which licenses are in use and which machines are using them.

The license server port number is used for communication between the vendor daemon on the FlexNet Licensing Server and FlexNet Enabled products (such as InstallShield).



4. Complete the remaining dialogs in the installation. The last dialog has several check boxes.



5. Select the **Launch the Server Activation Wizard** check box, optionally select the **Start the FlexNet License Server Manager web application** check box, and then click the **Finish** button.

The **Server Activation Wizard** opens.



**Tip** • To access the Server Activation Wizard at a later time, click the FlexNet Server Activation Wizard shortcut on the Start menu.

6. If you do not have your activation code (which is in the format XXXX-XXXX-XXXX-XXXX—that is, four sets of four characters), you can acquire it for the specific machine on which you installed the FlexNet Licensing Server:
  - a.

- a. Click the **Get an activation code from the Product and License Center** link.

Clicking this link opens the Product and License Center, a Web site. Sign in to the Product and License Center.



**Tip** • If you do not have an Internet connection on the machine on which you are installing the FlexNet Licensing Server software, sign in to the [Product and License Center \(https://flexerasoftware.flexnetoperations.com/\)](https://flexerasoftware.flexnetoperations.com/) on a machine that does have an Internet connection.

- b. In the left navigation, under **Entitlements**, click **Product List**.

The **Product List** page shows all of the product lines to which your account is entitled. If you do not have access to multiple products, clicking the **Product List** link opens the **Product Information** page directly.

- c. If the **Product List** page shows multiple products, click the **InstallShield** link. The **Product Information** page opens.
      - d. Click the **Licenses** link for the product that you are installing and configuring. The **License Information** page opens. This page shows details about licenses for the product.
      - e. To obtain the information that you need when activating your licenses: Find your activation code on the page and ensure that it has at least one license available. Note the number of available licenses for that activation code. Use the activation code when activating the licenses on the license server.

7. Return to the **Server Activation Wizard** and enter the following information:
  - a. In the **Activation code** box, enter the activation code for activating the product. The activation code is in the format XXXX-XXXX-XXXX-XXXX (four sets of four characters).
  - b. In the **Number of licenses that you want the server to manage** box, enter the appropriate number of licenses. The maximum number that you can enter is the available number of licenses that was specified in the Product and License Center.



8. Click the **Activate** button. One of the following results occurs:
  - a. The wizard transmits the activation request to the Product and License Center. When the Product and License Center receives your activation request, it validates the request. If the request is valid, the Product and License Center automatically transmits the activation response to the Server Activation Wizard, which activates the licenses on the server.
  - b. If the licensing server does not have an Internet connection or if you are having problems completing the activation process, the Server Activation Wizard gives you the option of performing offline activation. For more information, see [Performing Offline Activation](#).
  - c. If the server is already managing concurrent licenses for the activation code that you entered, the Server Activation Wizard enables you to specify whether you want to activate additional licenses on the server or upgrade one or more of the existing licenses that the server is currently managing.

If the server is already managing concurrent licenses, the wizard displays the Server Maintenance wizard page. Do one of the following:

- If you want to activate additional licenses on the server, select the **Activate X additional license(s)** option, and then click the **Activate** button.



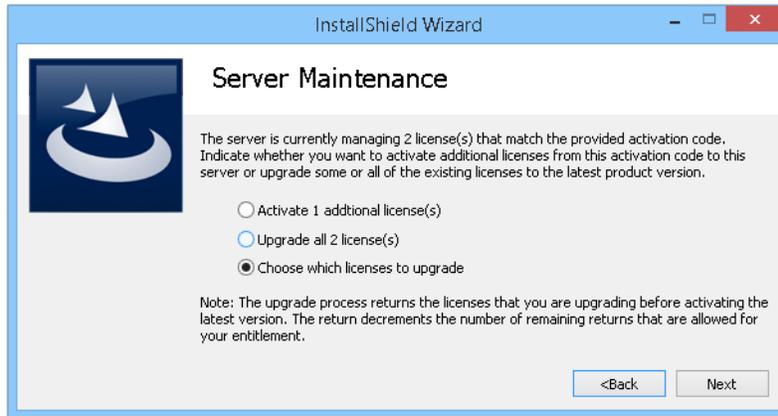
The wizard transmits the activation request to the Product and License Center.

- If you want to upgrade the number of licenses that you specified on the previous wizard page, select the **Upgrade all X license(s)** option, and then click the **Upgrade** button.

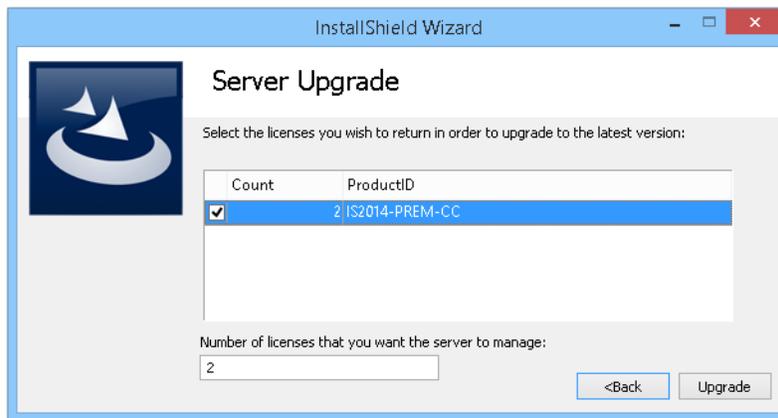


The wizard transmits the activation request to the Product and License Center. Note that the upgrade process returns the licenses that you are upgrading before activating the latest version. The return decrements the number of remaining returns that are allowed for your entitlement.

- If you want to upgrade only certain licenses, select the **Choose which licenses to upgrade** option, and then click the **Next** button.



The **Server Upgrade** wizard page opens. Select the check box that corresponds with the licenses that you want to upgrade, enter the number of licenses that you want to use, and then click the **Upgrade** button.



The wizard transmits the activation request to the Product and License Center. Note that the upgrade process returns the licenses that you are upgrading before activating the latest version. The return decrements the number of remaining returns that are allowed for your entitlement.

## Checking the FlexNet Licensing Server After Installation

To test to see if the server is running, open a Web browser on the machine on which you ran the installation and go to the following URL (but substitute the appropriate port number in place of *PortNumber*):

**http://localhost:PortNumber/**

You can also visit this portal from another machine by going to the following URL. Note that your machine's firewall settings may need to be modified in order to access this site.

**http://MachineName:PortNumber/**

*MachineName* is the name of the machine that has the FlexNet Licensing Server software. *PortNumber* is the port number that you entered in the installation; 8090 is the default port number.



**Important** • In many organizations, the person who sets up the FlexNet Licensing Server to manage concurrent licenses is not the same person who installs and uses InstallShield or the related tools. If this is the case in your organization, ensure that you inform users about the following information, since they will need to know it when they install InstallShield or other tool and connect to the FlexNet Licensing Server:

- Name or IP address of the server on which the FlexNet Licensing Server software was installed
- License server port number that you entered on the Launch Configuration dialog. (In most cases, this value is left blank. If you leave this blank, inform users of InstallShield or other tool that they should leave the port number setting in the product installation blank.)

## Performing Offline Activation

If the FlexNet Licensing Server machine does not have an Internet connection, you can perform offline activation through a self-service Web page (<http://www.installshield.com/offlineactivation>) on a different machine.



### Task To perform offline activation through a Web page:

1. **Attempt to activate** the concurrent licenses on the server. If it cannot be completed, the Server Activation Wizard displays the **Offline Activation** dialog. The Request text box contains your request text. The request text starts with **<?xml version**, and it ends with **</Request>**.
2. To save the request text to a text file that you can upload from a machine with an Internet connection, click the **Save** button. The wizard lets you save the text as a .request file.
3. Visit the Offline Activation Web page (<http://www.installshield.com/offlineactivation>)—a part of the Flexera Product and License Center—and follow the instructions to browse to the .request file that you saved.

When you click the button on the Offline Activation Web page to submit the activation request and obtain the activation response file (.xml), the Web page prompts you for a place to save the .xml file. Save it and make it available on the machine on which you initiated the activation process.

4. When you have the activation response file (.xml) and you are ready to complete the activation process, launch FlexNet Server Activation Wizard shortcut on the Start menu. The Server Activation Wizard opens.
5. Proceed to the **Offline Activation** dialog, which has a **Response text** box.
6. Click the **Load** button. The Open dialog opens.
7. Browse to the activation response file (.xml), and then click the **Open** button. The Open dialog closes, and the wizard writes the response text in the **Response text** box. The response text starts with **<?xml version**, and it ends with **</Response>**.



**Note** • As an alternative for step 7, you can copy the response text to your Clipboard and then use the Paste button to paste the Clipboard contents into the **Response text** box.

8. Click the **Activate** button.

The Server Activation Wizard activates the server licenses.



**Tip** • The aforementioned procedure is also used to perform an offline return of a license.

## Moving Licenses to a Different License Server

If you obtain a new replacement license server, you can move your licenses from your old machine to your new machine.

In order to move your licenses to your new machine, you must first return your licenses to your account in the Flexera Product and License Center. Returning the licenses make them available again so that you can activate them on a different server.

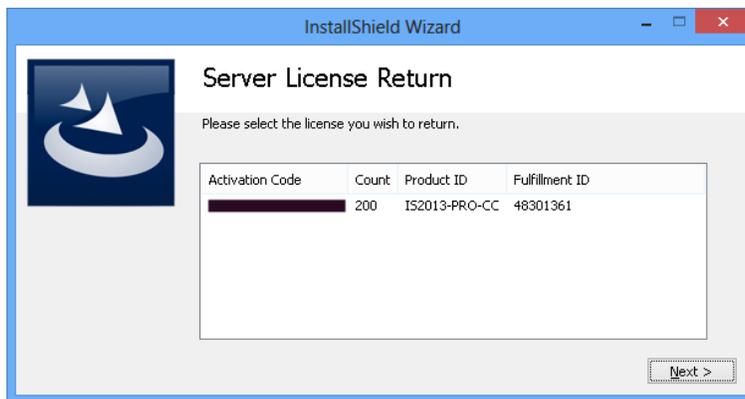


**Important** • Note that there is a limit to the number of times that you can return the licenses for activation on another machine. The maximum number of times is twice per year.



**Task** **To return the licenses to your account in the Product and License Center:**

1. On the Start menu, click the **FlexNet Server License Return** shortcut. The **Server License Return Wizard** opens.



2. Select the activation code that corresponds with the licenses that you want to return, and then click the **Next** button.

If the maximum number of times that the licenses can be returned has not been reached, the licenses are returned.

# Connecting a User's Machine to the License Server for InstallShield or InstallShield Collaboration License Check-Outs and Check-Ins

If your organization purchased concurrent licenses for InstallShield or the InstallShield Collaboration, your organization must first set up the FlexNet Licensing Server. Once that has been done, you need to identify the FlexNet Licensing Server that you are using on the machine where you install InstallShield or InstallShield Collaboration.



## Task

### To identify the FlexNet Licensing Server for InstallShield or InstallShield Collaboration:

1. Launch InstallShield or InstallShield Collaboration. Before the product starts, the activation wizard opens.
2. Select the **Configure the product to get license information from a license server** option and then click the **Next** button. The product displays the **Specify License Server** dialog.
3. In the **Server** box, enter the name or IP address of the license server, or click the **Browse** button to navigate to the server.
4. If the FlexNet Licensing Server that was configured in your environment uses a custom port number, enter the port number in the **Port** box. In most cases, the port number is left blank.
5. Click the **Test Connection** hyperlink.

The wizard connects your machine with the license server to verify whether your machine can check out and check in a license for the product.



**Note** • If you want to be able to use your new concurrent license of InstallShield on the same machine that is used to check out a concurrent license of InstallShield 2009 or InstallShield 2008, download the following update and install it on your client machine:

*InstallShield 2008 and InstallShield 2009 Concurrent License Update*

(<http://saturn.installshield.com/product/is/2010/domestic/licenseupdate/licenseupdater.exe>)

## Borrowing InstallShield or InstallShield Collaboration Licenses from the License Server

If you need to be disconnected from the same network as the FlexNet Licensing Server, you can (while you are connected to the same network) borrow the license of InstallShield, or InstallShield Collaboration, for a specified number of days. Once you have borrowed the license, you can use the product while being disconnected from the network.

Once the borrowed license has expired, the product stops working until you are connected to the same network as the license server and a license is available for check-out.

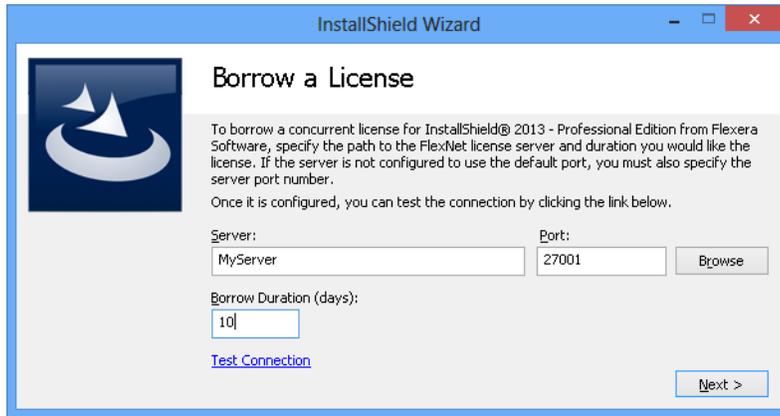
Note that the FlexNet Licensing Server software that ships with InstallShield 2016 or later can manage concurrent licenses for earlier version of InstallShield; however, InstallShield 2013 was the first version of InstallShield that has support for borrowing. Thus, you can borrow licenses for InstallShield 2013 and later versions.



**Task**

**To borrow a license:**

1. While being connected to the same network as the FlexNet Licensing Server, launch InstallShield.
2. On the **Help** menu, click **About InstallShield**. The **About InstallShield** dialog box opens.
3. Click the **Borrow License** button. The **Borrow a License Wizard** opens.



4. Specify the name of the server, the license server port number, and the number of days that you want to borrow the license. The maximum number of days is 60. Then click the **Next** button.

The license is borrowed locally so that you can use the product for the specified number of days without being connected to the same network as the license server.

If you want to return the license to your FlexNet Licensing Server before the license expires, you can do so.



**Task**

**To return a license before it has expired:**

1. While being connected to the same network as the FlexNet Licensing Server, launch InstallShield.
2. On the **Help** menu, click **About InstallShield**. The **About InstallShield** dialog box opens.
3. Click the **Return License** button.

The license is returned to your FlexNet Licensing Server, where it is made available for you or another user to check out.

# Installing the Standalone Build on a Build Machine and Connecting It to the License Server for License Check-Outs and Check-Ins

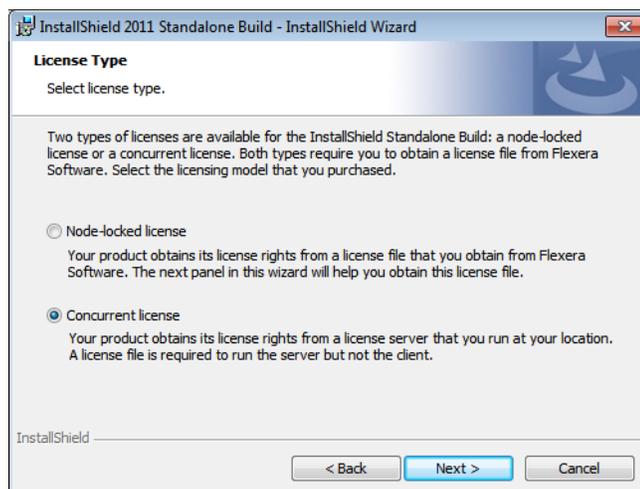
Once you have purchased concurrent licenses of the Standalone Build and obtained the Standalone Build installation, you can install it on one or more machines. Configuring a concurrent license of the Standalone Build requires that you to identify the FlexNet Licensing Server that you are using when you install the Standalone Build on your machine. Subsequently, every time that the Standalone Build is started on your machine, the server is queried to verify that the required license is available. If the license is available, your machine is granted access to the Standalone Build.



## Task

**To install the Standalone Build and identify the FlexNet Licensing Server that is managing your organization's concurrent licenses:**

1. Launch the Standalone Build installation.
2. On the **License Type** dialog, select the **Concurrent license** option.



3. On the **License Server and Port** dialog, enter the name or IP address of the licensing server. If the FlexNet Licensing Server that was configured in your environment uses a custom port number, enter the port number. In most cases, the port number is left blank. When you are done filling in the settings, click the **Test Connection** button to verify whether the build machine can check out and check in a license for the Standalone Build.
4. Complete the remaining dialogs in the installation.

The installation installs the Standalone Build on your build machine. The installation also creates a file called `Server.ini` file. This file is installed in the System folder in the Standalone Build Program Files folder:

`Standalone Build Program Files Folder\System\server.ini`

The `Server.ini` file should contain the following lines:

```
[FlexNet Publisher Server]
Server=Port@ServerName
```

In the above example, *Port* is the port number, if a custom port number is used. In most cases, the port number is omitted. *ServerName* is the name of the machine that has the FlexNet Licensing Server software.



**Note** • When you are installing the Standalone Build on a build machine, you can do so without specifying the license server name and port number, as long as you later manually add this information in the `server.ini` file in the aforementioned directory. The Standalone Build does not run without this information (or without its own node-locked license file).

To learn how to use the License Server Manager (ladmin), see [Using the License Server Manager \(ladmin\) on a FlexNet Licensing Server](#).

# Troubleshooting Licensing Issues for the Standalone Build

The following table contains tips on how to resolve some licensing-related issues that may occur when you build a release with the Standalone Build.

**Table 4** • Licensing-Related Errors and Warnings

Build Error or Warning Number	Error or Warning Message	Troubleshooting Information
-7216	The product is licensed for only %d instance(s) of iscmdbld.exe to be running at one time. %d instances have been detected.	<p>This error occurs if you are using a node-locked license of the Standalone Build, but you have exceeded the maximum permitted number of simultaneous instances of the Standalone Build.</p> <p>To resolve this error, do not launch more than the specified number of simultaneous instances of the Standalone Build.</p>

**Table 4 •** Licensing-Related Errors and Warnings (cont.)

Build Error or Warning Number	Error or Warning Message	Troubleshooting Information
-7159	The product license has expired or has not yet been initialized.	<p>This build error occurs if you try to build a release with the Standalone Build but neither of the following is true:</p> <ul style="list-style-type: none"> <li>• The following directory does not contain a node-locked License.lic file: <i>StandaLone Build Program Files Folder\System</i></li> <li>• The build machine is not connected to a FlexNet Licensing Server. The FlexNet Licensing Server manages concurrent licenses. If you are using a concurrent license, the FlexNet Licensing Server should be specified in the Server.ini file, which should be installed in the following directory: <i>StandaLone Build Program Files Folder\System</i></li> </ul> <p>The Server.ini file should contain the following lines:</p> <pre>FlexNet Publisher Server] Server=Port@ServerName</pre> <p>In the above example, <i>Port</i> is the port number, if a custom port number is used. In most cases, the port number is omitted. <i>ServerName</i> is the name of the machine that has the FlexNet Licensing Server software.</p> <p>This build error also occurs if you try to build a release with a concurrent license of the Standalone Build but the FlexNet Licensing Server is down or not responding.</p> <p>To learn additional details about the error, you can generate a verbose build log by passing the -v option to ISCmdBld.exe. Following is an example of additional information in the verbose build log:</p> <pre>License server machine is down or not responding. (-96,7:11001 "WinSock: Host not found (HOST_NOT_FOUND)")</pre> <p>The Standalone Build does not run without the license file (or without being connected to a FlexNet Licensing Server for a concurrent license of the Standalone Build). To resolve this error, ensure that licensing is configured correctly. If you are using a node-locked license, the license file must be installed to the correct location on the build machine. If you are using a concurrent license, the license file must be installed on the FlexNet Licensing Server.</p>

**Table 4 •** Licensing-Related Errors and Warnings (cont.)

Build Error or Warning Number	Error or Warning Message	Troubleshooting Information
-7158	Virtualization feature is not included in this edition.	<p>This build error occurs if you are trying to build an App-V package but your license is not configured to allow it.</p> <p>To learn additional details about the error, you can generate a verbose build log by passing the -v option to ISCmdBld.exe. Following is an example of additional information in the verbose build log:</p> <p><b>No such feature exists. (-5,357)</b></p> <p>To resolve this error, ensure that you have purchased a version of InstallShield or the Standalone Build that includes the virtualization pack.</p>

## Using the License Server Manager (lmadmin) on a FlexNet Licensing Server

The FlexNet Licensing Server software includes a license server manager (lmadmin). The license server manager has a local Web-based user interface that lets you perform tasks such as the following ones:

- Perform all server configuration and most administration functions.
- Add or remove users, and configure their privileges.

To see detailed information on how to use lmadmin, see the documentation that is displayed when you click the Help button in the upper-right corner of this site.

## Launching lmadmin

You can launch lmadmin and sign in to it regardless of whether you are using the machine that has the FlexNet Licensing Server or a different machine in your organization.



### Task

#### To launch lmadmin:

1. Open a Web browser and do one of the following:
  - If you are using the machine that has the FlexNet Licensing Server, visit the following site:

`http://localhost:Port`

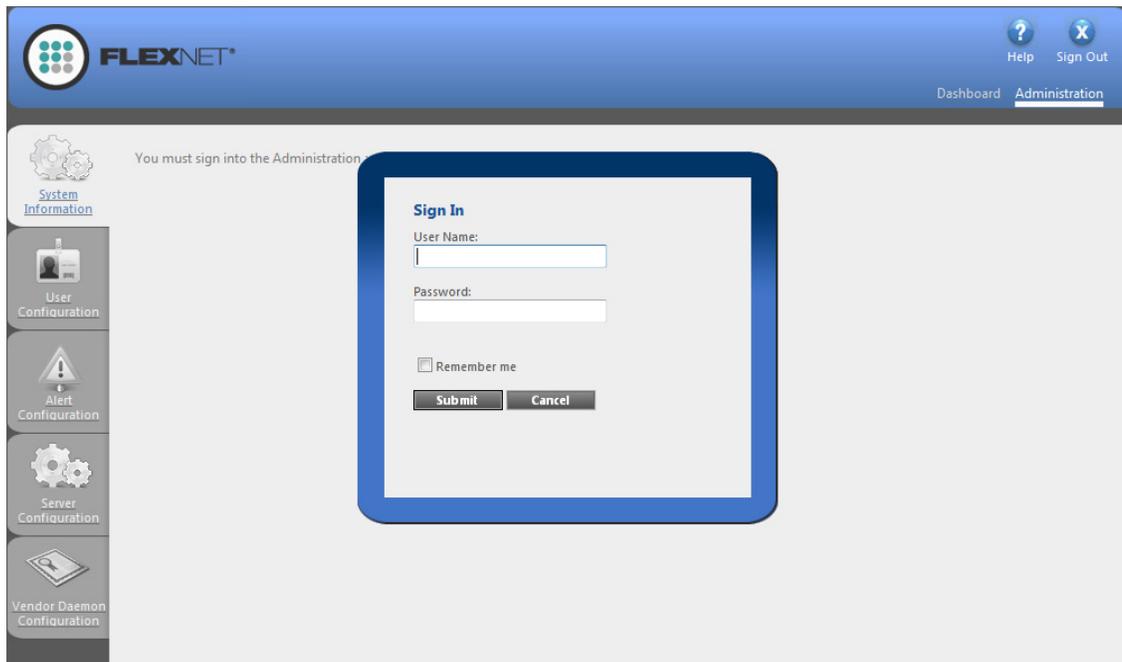
*Port* is the HTTP port number that is used to host the Web server; this is configured when the FlexNet Licensing Server software is installed. The default port number is 8090.

- If you are using a different machine (one that is not your FlexNet Licensing Server), visit the following site:

`http://MachineName:Port`

*MachineName* represents the name of the machine that has the FlexNet Licensing Server software. *Port* is the HTTP port number that is used to host the Web server; this is configured when the FlexNet Licensing Server software is installed. The default port number is 8090.

2. In the upper-right corner of the site, click the **Administration** link. The site displays the **Sign In** page.



3. Sign in. The default sign-in information is as follows. If this is the first time that you are signing in with these credentials, lmadmin prompts you to change the password.

- User Name: admin
- Password: admin



**Tip** • If the FlexNet Licensing Server is configured to run as a service, you can start the FlexNet Licensing Server service by using the Windows Services administrative tool. If the FlexNet Licensing Server is not configured to run as a service, you can start it by running `lmadmin.exe`. The FlexNet Licensing Server must be started in order to allow users to check out and check in licenses.

# Importing a License File into lmadmin

The Vendor Daemon Configuration page in lmadmin enables you to import license files for a vendor daemon. You may need to do this if you are using a FlexEnabled product that was distributed by a company other than Flexera, and that FlexEnabled product uses licenses files.

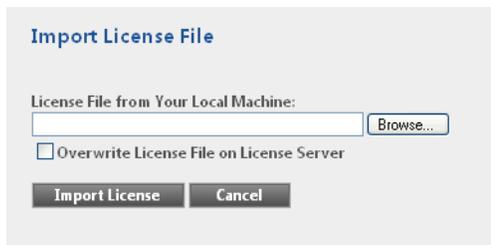


## Task *To import a license file for an existing vendor daemon:*

1. Click the **Administration** link, and then click the **Vendor Daemon Configuration** tab.



2. Click the **Import License** button. The **Import License File** page opens.



3. Specify the path to the license file (.lic) that you want to use, or click the **Browse** button to navigate to it.
4. Optionally, select the **Overwrite License File on License Server** check box. If a license file exists in the upload directory on the licensing server with the same name, the licensing server will overwrite that file. This option should not be required when you are adding a new vendor daemon to the license server manager.
5. Click the **Import License** button. If this is a license file for an existing vendor, the license server manager copies the file to the appropriate directory on the licensing server.
6. If you are importing a license file for an existing vendor and you cleared the **Overwrite License File on License Server** check box, you must stop and start the vendor daemon. The new license file is read, and the licenses it contains are loaded when the vendor daemon is started.

If you imported a license file for an existing vendor and you selected the Overwrite License File on License Server check box, the updated license file is reread automatically by the vendor daemon; users can begin using any new licenses once this reread has completed. The new licenses are also displayed on the Dashboard.

If you imported a license file for a new vendor, the license server manager adds the vendor daemon information to the license server configuration file so that the licensing server can manage it. The license server manager copies the file to the appropriate directory on the licensing server.

## Administering a Vendor Daemon

The Vendor Daemon Configuration page in Imadmin enables you to stop a vendor daemon, start a vendor daemon, and reread a license file for a vendor daemon.



### Task

#### To administer a vendor daemon:

1. Click the **Administration** link, and then click the **Vendor Daemon Configuration** tab.

The screenshot shows the FlexNet Administration web interface. The top navigation bar includes the FlexNet logo, the user name 'admin', and links for 'Help' and 'Sign Out'. The main content area is titled 'Vendor Daemons' and features an 'Import License' button. Below this is a table with the following data:

Name	Status	FLEXnet Publisher Version	Port		
mvsn	RUNNING	11.9	1775	Administer	Delete

The left sidebar contains navigation links for System Information, User Configuration, Alert Configuration, Server Configuration, and Vendor Daemon Configuration (which is highlighted).

- In the vendor daemon summary grid, click the **Administer** hyperlink. Several settings are displayed.

**Vendor Daemon:mvsn**

Vendor Daemon Port in Use: 1775

**Vendor Daemon Actions**

**Stop** **Reread License Files**

Report Log Name:  **Rotate Report Logs**

**General Configuration**

\*License File or Directory

Vendor Daemon Location:

\*Vendor Daemon Port:  
 Use default port  
 Use this port:

\*Restart Retries:

Enable Date-based Versions

**Vendor Daemon Log**

**Save** **Cancel**

- Use the following settings to perform the required tasks.
  - Vendor Daemon Port in Use**—This read-only setting displays the TCP/IP port number that the vendor daemon uses for communication with FlexEnabled applications.
  - Stop**—This button stops the vendor daemon but leaves lmadmin running. When you stop a vendor daemon, this button changes to Start.
  - Start**—This button starts the vendor daemon. This button is displayed only if the vendor daemon is stopped. When you start the vendor daemon, the vendor daemon reads the license files to load the license rights into memory. When you start a vendor daemon, this button changes to Stop.
  - Reread License Files**—This button rereads the contents of the license files, trusted storage, and any vendor daemon options file and then loads the information into memory. The license files that are specified in the License File or Directory setting in the General Configuration section are reread, unless the value of the License File or Directory setting has been changed when a restart of the vendor daemon is required. Typically this button is used when the content of the license file or options file has been edited.
  - Report Log Name**—Enter the name of the file in which to save the current report log.
  - Rotate Report Logs**—When you click this button, the FlexNet Licensing Server renames the existing report log to the name in the Report Log Name setting and creates a new empty report log file using the name in the options file. To use this capability, you must enable report logging using the options file.

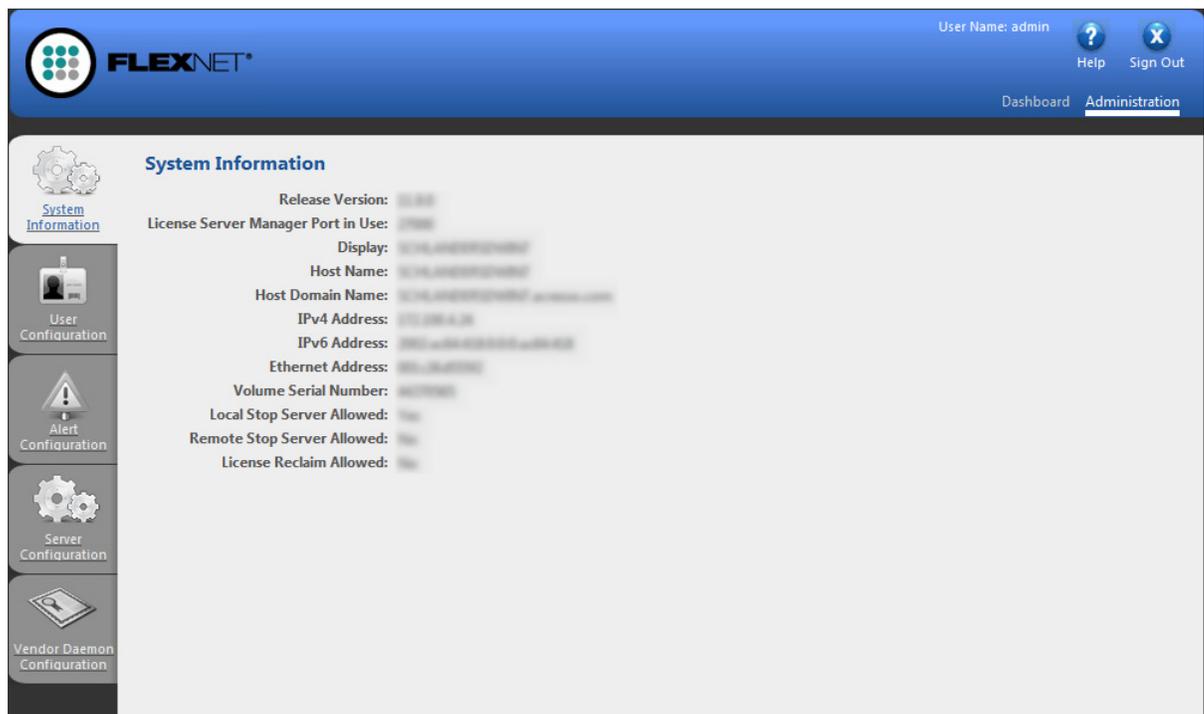
# Viewing System Information about the FlexNet Licensing Server

The license server manager (lmadmin) shows information about the FlexNet Licensing Server and the system that is running the FlexNet Licensing Server software.



## Task To view system information in lmadmin:

Click the **Administration** link, and then click the **System Information** tab.



The System Information tab shows the following information:

- **Release Version**—Release version of the FlexNet Licensing Server.
- **License Server Manager Port in Use**—Port number that the lmadmin uses to listen for communication. To configure the port number, use the Server Configuration tab.
- **Display**—On Windows-based systems, this is the system name or the terminal server client name (in a terminal server environment). On UNIX-based systems, this is the X-Display name or the value that is returned by the ttyname() (or comparable) function.
- **Host Name**—The host name of the system where the FlexNet Licensing Server is running (for example, **prod01**).
- **Host Domain Name**—The fully qualified host name of the system on the domain where the licensing server is running (for example, **prod01.flexerasoftware.com**).
- **IPv4 Address**—IP version 4 address that is used to identify the system (for example, **255.255.255.255**). The IPv4 address is shown when the system has IPv4 enabled.

- **IPv6 Address**—IP version 6 address that is used to identify the system (for example, **ffff:ffff:ffff:ffff:ffff:ffff:ffff:ffff**). The IPv6 address is shown when the system has IPv6 enabled.
- **Ethernet Address**—The machine's host ID (which is the MAC address of the machine and is also called the physical address) that identifies the system where the FlexNet Licensing Server software is running.
- **Volume Serial Number**—The hard disk serial number that identifies the system where the licensing server is running.