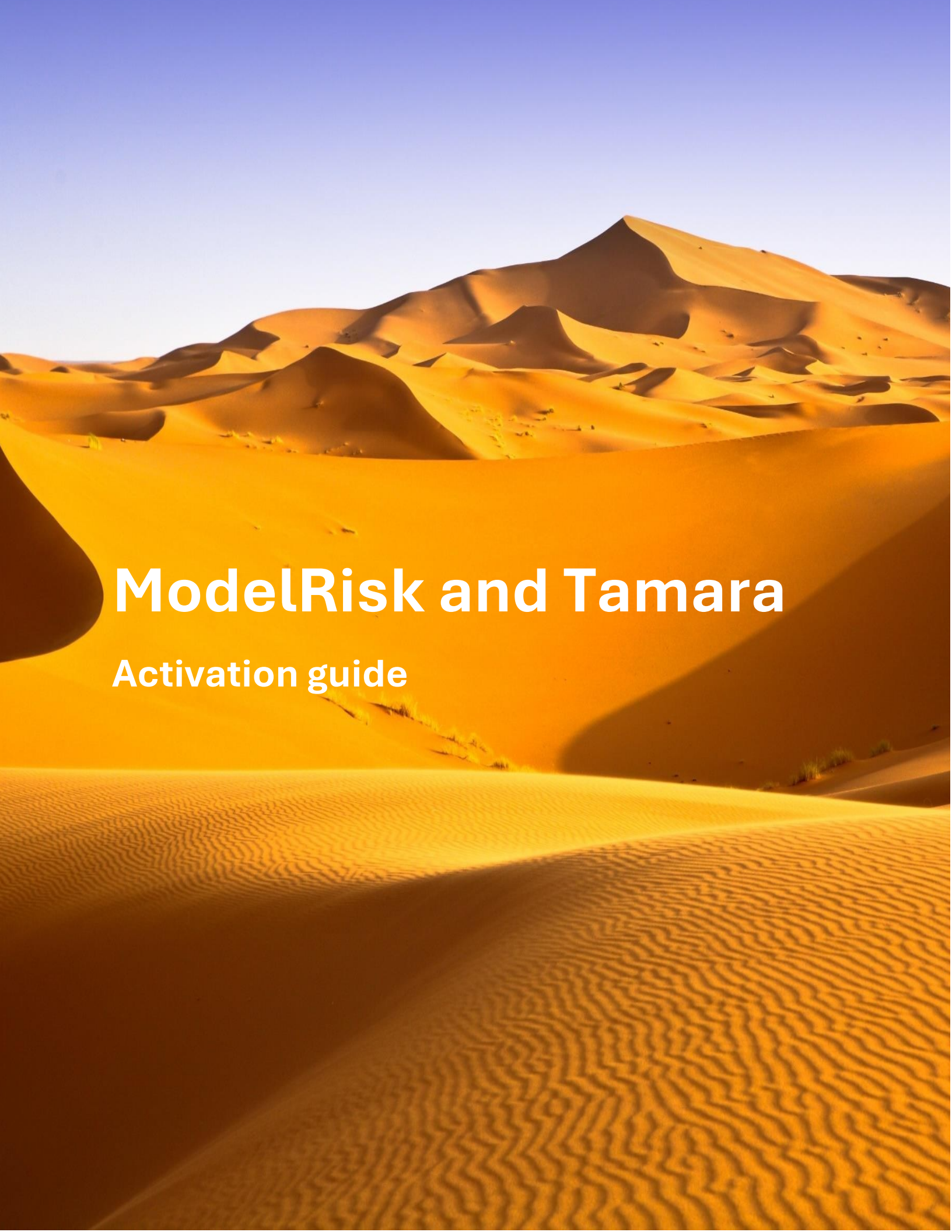




ModelRisk and Tamara

Activation guide

License Manager User Manual

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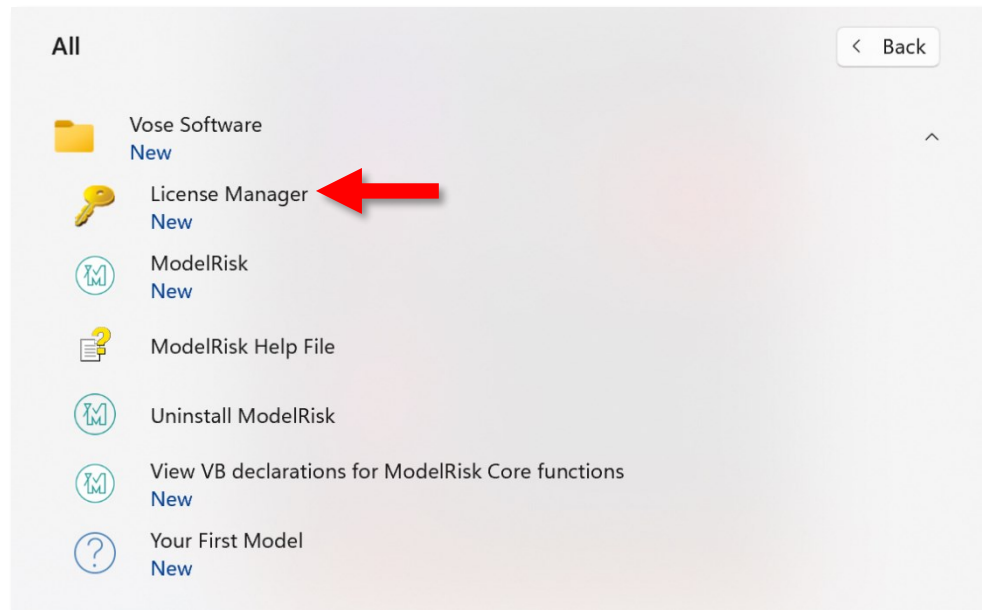
1. DESCRIPTION

1.1 Purpose

The License Manager can be used to manage the licenses of the VOSE software products.

1.2 Start of License Manager

When you install the software, you will be able to access the ModelRisk License Manager from the Start Menu: Programs→Vose Software→ModelRisk→License Manager.



1.3 Types of Licenses

Two types of licenses supported:

1. **Personal license** is designed for individual usage. This type is suitable when the application is used intensively by a user.
2. **Network license** authorizes the software use centrally within the local network. The Network license limits the number of concurrent users in the company network. The Network license can save license costs when the software is used infrequently by many users.
3. **University license** is a type of network license which allows the user to grant permissions to use the software within a local network. The activation and connection procedures for university and network licenses are completely identical. However, unlike the network license, it has several advantages:
 - The allowed number of concurrent users is unlimited.
 - After successful connection to the university license, the client workstation can continue to operate autonomously (similar to a personal license) during the validity period of the university license - this feature eliminates the need to purchase separate personal licenses for teaching staff, and also makes it possible to use the products for self-study of students.

1.4 Activation options

Depending on the internet access availability one of two activation options is available:

1. **Online activation** is the easiest and fastest way, which allows activation of the software over the internet by entering the License ID and Password. One can use this option to activate both Personal and Network/University licenses provided that the workstation has stable internet access.
2. **Manual activation** is a step-by-step process which is used when the internet access is significantly limited or not available. This option includes 3 steps:
 - 1st. The user enters the License ID and Password and saves encrypted license data to a special file (Request file). The file is copied to a mobile storage device (e.g. a flash drive)
 - 2nd. The user uses another machine which has internet access in and opens a special activation page:
 <https://secure.softwarekey.com/solo/customers/ManualRequest.aspx>
The Request file that was created in the previous stage is uploaded from the flash drive. When done the user receives the Response file generated by the website.
 - 3rd. The user opens the Response file in License Manager on the original machine.

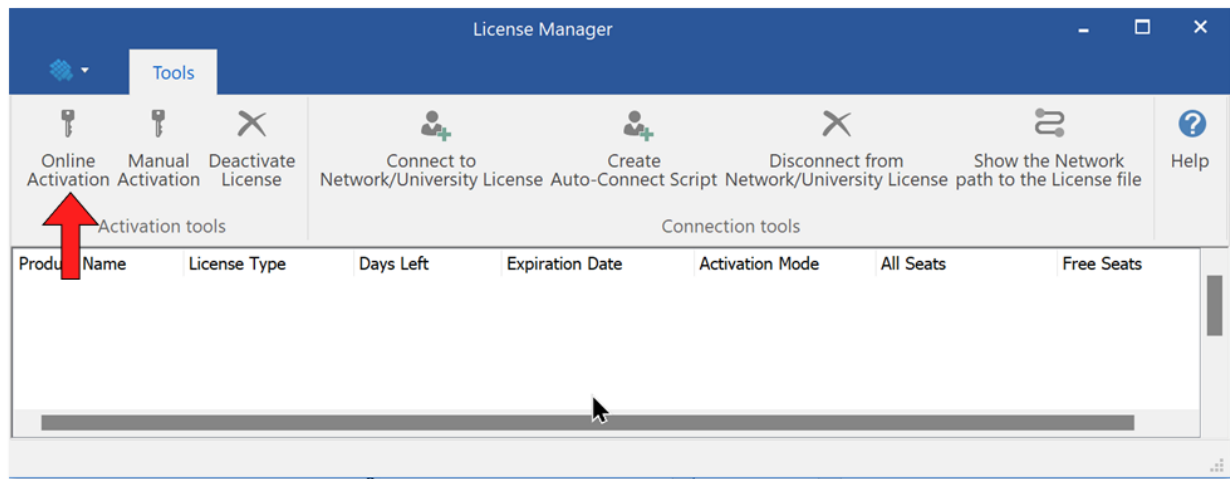
1.5 Used network ports and protocols

1. To activate the software products successfully one should open an access to the Internet through the TCP ports 80 and 443 (for the HTTP AND HTTPS protocols functioning). When the software product is activated the Internet access is only used for the automatic checking of the available updates. If this option is not needed, the Internet access can be closed.
2. Workstations using the network license need to provide local network access to a shared network folder via NetBIOS/SMB protocol on the ports specified in the official Microsoft documentation (<https://learn.microsoft.com/ru-ru/windows-server/storage/file-server/best-practices-analyzer/smb-open-file-sharing-ports>).

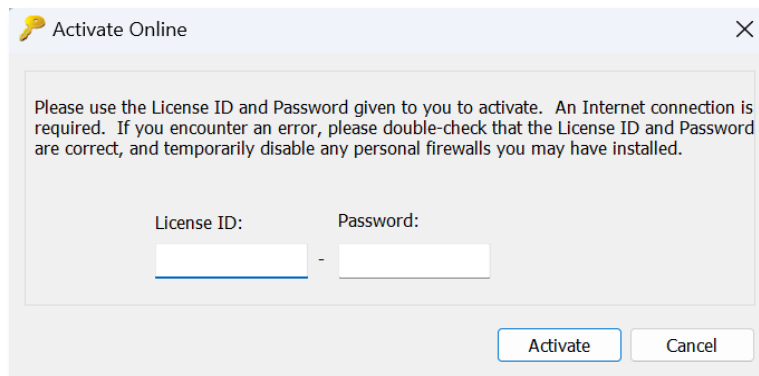
2. Personal License Activation

2.1 Online Activation

Use Paragraph 1.2. to start the License Manager. The Personal License is activated by clicking on the button on the toolbar which starts the Activation Wizard:



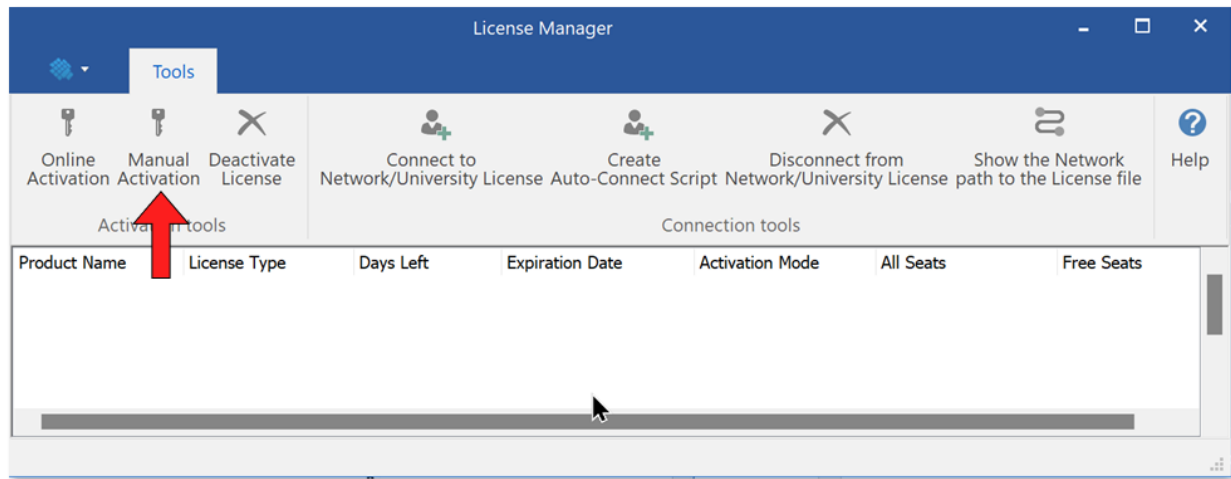
Enter the License ID and Password in the input field of Activate Online popup window.



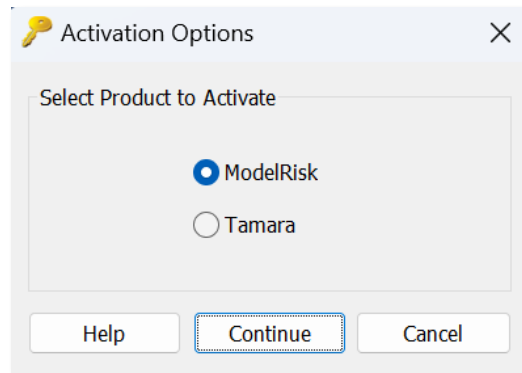
Confirm the input by clicking the Activate button.

2.2 Manual Activation of Personal License

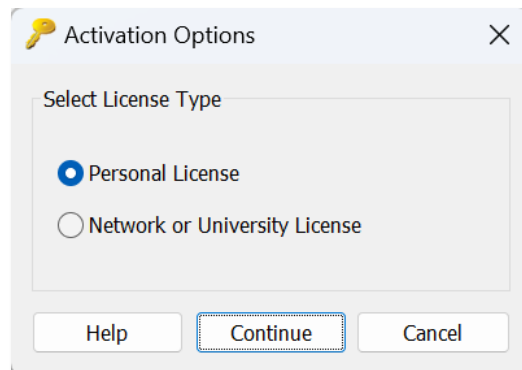
Manual Activation is used if there is no Internet connection. The activation process is performed by clicking the button in the menu:



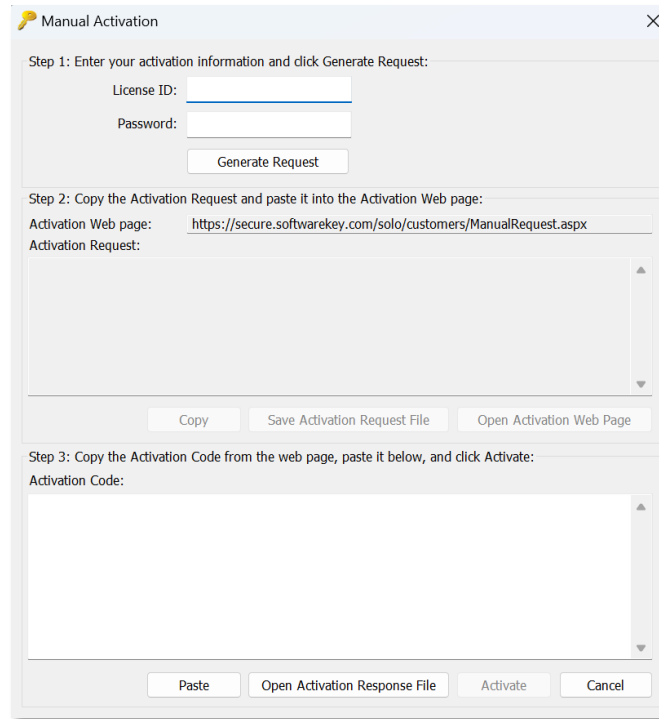
Choose the software product to activate:



Choose the license type (Personal):



Next, the wizard displays a window to collect data for performing manual activation steps (for more details, see Section 1 paragraph 1.3. Activation methods).



Manual Activation

Step 1: Enter your activation information and click Generate Request:

License ID:

Password:

Step 2: Copy the Activation Request and paste it into the Activation Web page:

Activation Web page: <https://secure.softwarekey.com/solo/customers/ManualRequest.aspx>

Activation Request:

Step 3: Copy the Activation Code from the web page, paste it below, and click Activate:

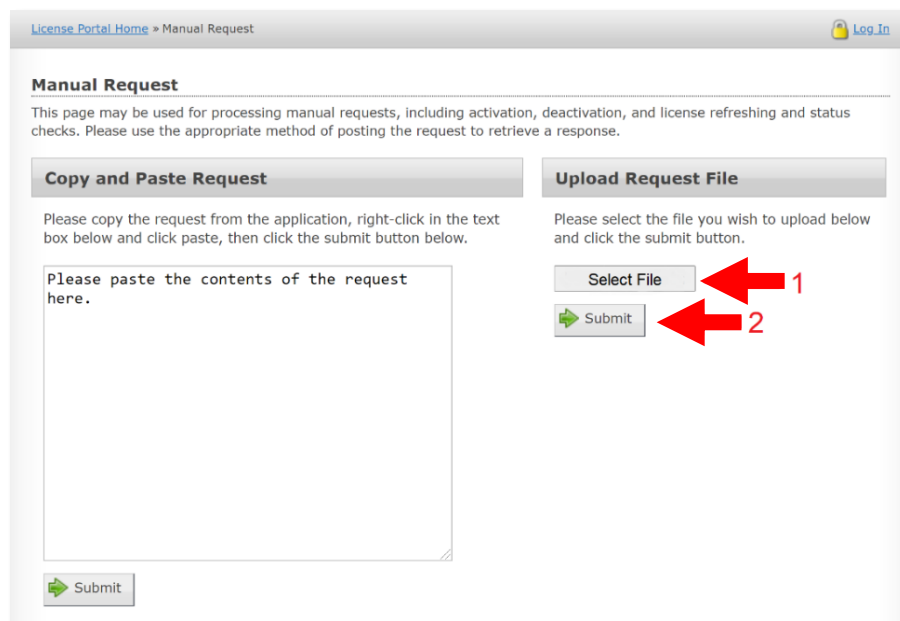
Activation Code:

Step 1: The Request File is generated

1. Enter your License ID and Password
2. Click the 'Generate Request' button to generate the encrypted Request
3. Clicking the 'Save Activation Request File' button to create a Request File and save it on a flash drive

Step 2: Activation is performed on another machine connected to the Internet:

1. Open the website
<https://secure.softwarekey.com/solo/customers/ManualRequest.aspx>



License Portal Home » Manual Request Log In

Manual Request

This page may be used for processing manual requests, including activation, deactivation, and license refreshing and status checks. Please use the appropriate method of posting the request to retrieve a response.

Copy and Paste Request

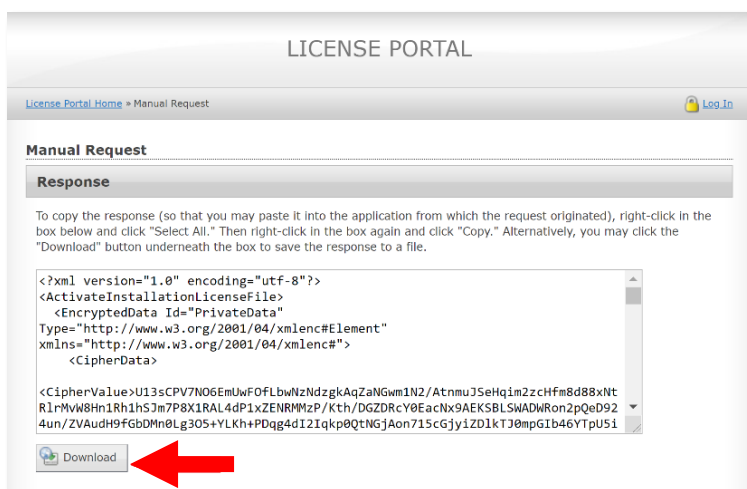
Please copy the request from the application, right-click in the text box below and click paste, then click the submit button below.

Please paste the contents of the request here.

Upload Request File

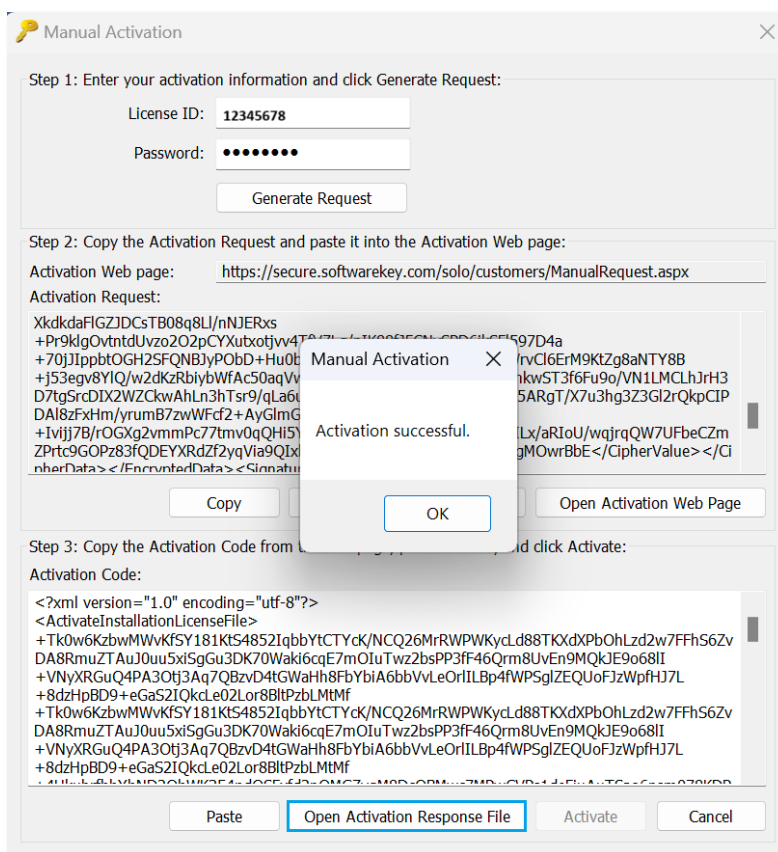
Please select the file you wish to upload below and click the submit button.

- Click the 'Select File' button, select the Request File saved during the first stage and click 'Submit'.
- The encrypted text of the Response will be generated. Click the 'Download' button to download the text as a file.



- Copy the Response file to a flash drive.

Step 3. Open the Request file (generated during the Stage 2) on the original computer by clicking the 'Open Activation Response File' button:



As the Response file opens the activation will be performed automatically.

3. Network/University License Activation

3.1. Stages of Network License Configuration

Network/University License configuration requires the following steps:

1. Preparation of the shared network folder to place the Network/University License (paragraphs 3.2.1. and 3.2.2.). It is performed on the server used to store the Network/University License.
2. Network/University License Activation is performed **once** on any of the clients' workstations. The process is described in paragraph 3.3. and follows the Personal License activation procedure a lot except an additional step of selecting a path to the network folder to store the license.
3. Connection to the Network/University License is performed on each client workstation.

The server service utilities are not used for the Network/University License maintenance.

The client computers see the available number of the active seats by referring to the Network/University License file that is stored in the server shared folder initially configured. There are no active seats limitations for university license.

The Network/University License file is created automatically during the process of activation. The License Activation is performed only once on any client workstation by selecting the 'Network/University' type of License and specifying the path to the shared network folder. All client workstations should be connected to the activated license using 'Connect to the Network/university license' functionality. The client workstations and server should have and access to the shared resources of the local network via the Microsoft NetBIOS/SMB protocols over the ports specified in the official Microsoft documentation (<https://learn.microsoft.com/ru-ru/windows-server/storage/file-server/best-practices-analyzer/smb-open-file-sharing-ports>).

The workstation used for the activation process should have access to the Internet over the HTTP and HTTPS protocols (TCP 80 и 443). When the activation is finished the access to the Internet can be closed.

For the networks that are completely isolated from the Internet, a manual activation procedure is recommended.

If the activation was successful, a network/university license file named MRLicenseNet.lfx for ModelRisk, or TMLicenseNet.lfx for Tamara, will be created automatically in the network shared folder

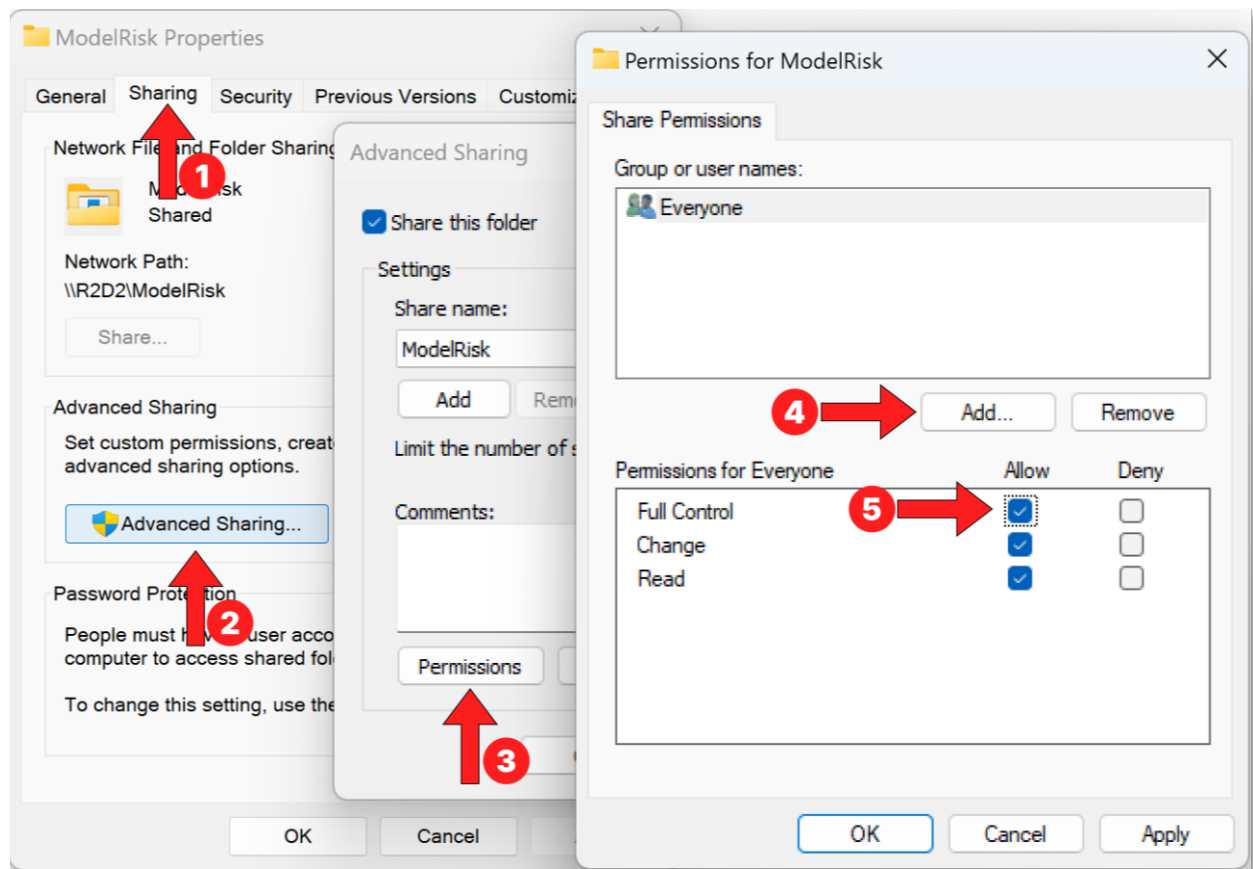
3.2. Initial preparation of Network Shared Folder for Network License

There are 2 possible scripts of the shared network folder configuration:

1. Configuration using Windows Explorer API
2. Configuration using Windows Explorer and Group Policy Editor that allows to prevent the start of any executing file from the shared folder

3.2.1. Configuration using Windows Explorer API

This type of configuration is performed in the Sharing tab of the folder properties window:



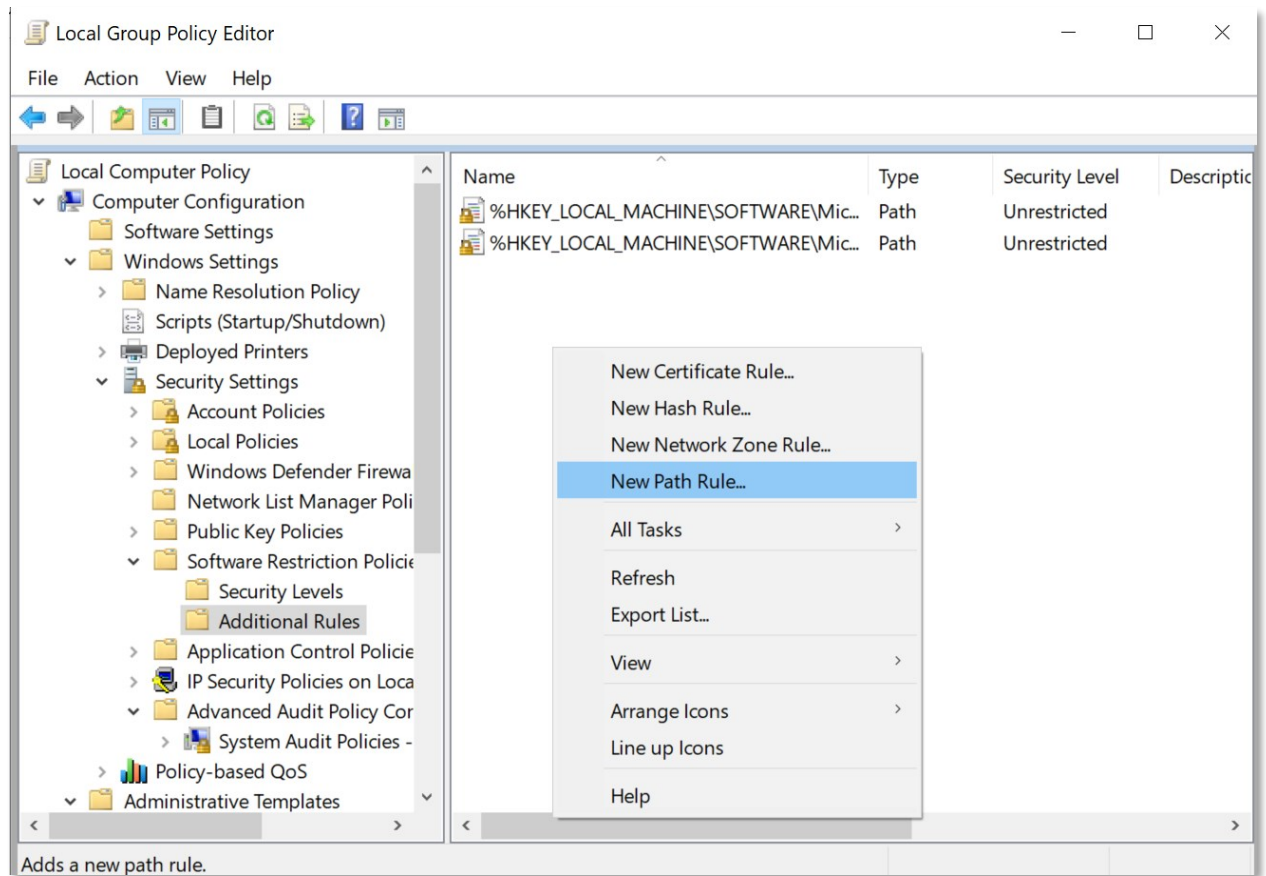
Figures specify the stages of the configuration. As a result, the users will get the full read/write access to the folder of the local network.

3.2.2. Configuration using Group Policy editor

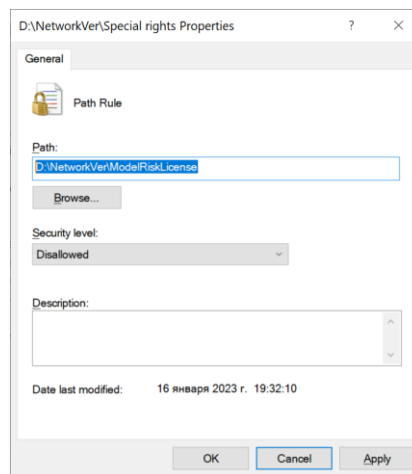
1. Share an access to the folder according to paragraph 3.1.1.
2. Use the Group Policy Editor to prevent launching any software from the shared network folder. To start the Group Policy Editor, open the Windows (Command Prompt or Power Shell) console with administrative access and run the command:

Gpedit.msc

3. Create the software restriction policy by clicking Computer Configuration→Windows Settings→Security settings→Software restriction policies→Additional rules. Click with the right mouse button somewhere in the free space on the right and select 'New Path Rule' in the context menu that appears.



4. Enter the path to the folder and click OK.

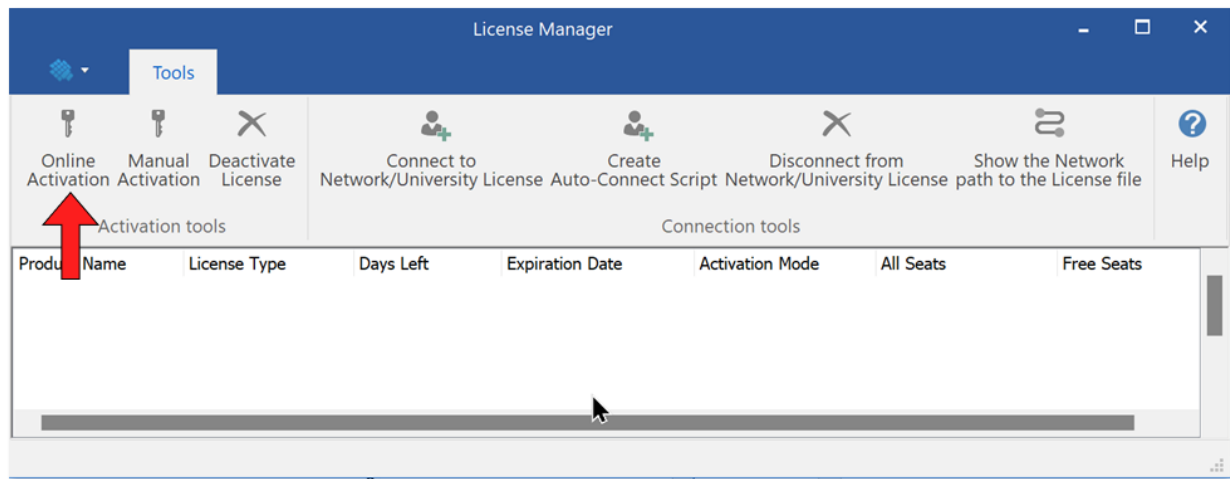


Reboot the server computer system (where the configuration is performed) and all clients' computers for the new restriction to take effect.

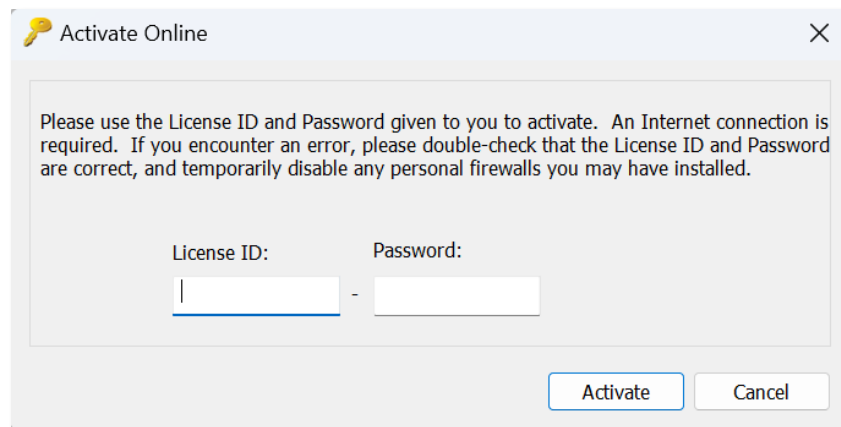
3.3. Network/University License Online Activation

Run the License Manager as a local administrator for a successful activation of the Network/University license (Use Paragraph 1.2. to start the License Manager).

Run the Activation Wizard of the Network/University License by clicking the 'Online Activation' button on the License Manager toolbar.

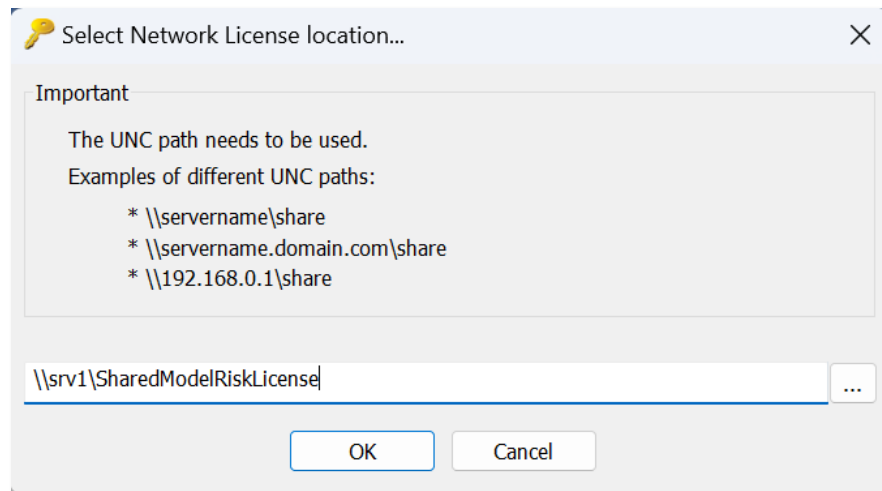


Enter the network/university license ID and password in the appropriate input fields of the 'Online Activation' window.



Confirm the entry of license data by clicking the "Activate" button.

The next window of the activation wizard will prompt to select a network folder (network connection path), which will be used as the location for the network/university license. The network path for this shared folder. For example: [\\srv1\SharedModelRiskLicense](#)



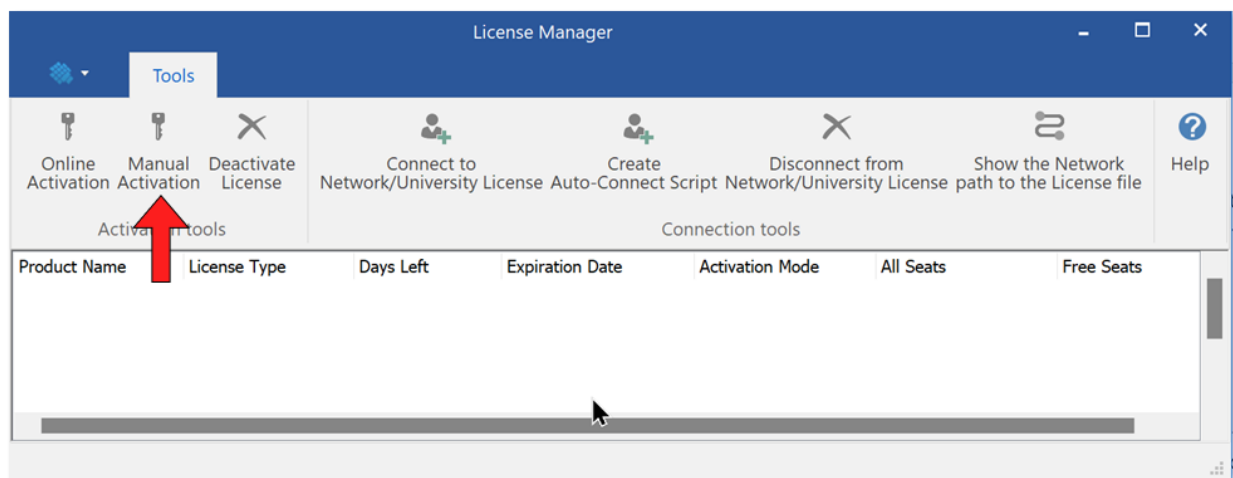
At this point the activation procedure is complete.

However, before starting the software, the user must restart the license manager with the rights of the current user and perform the procedure for connecting to the network license.

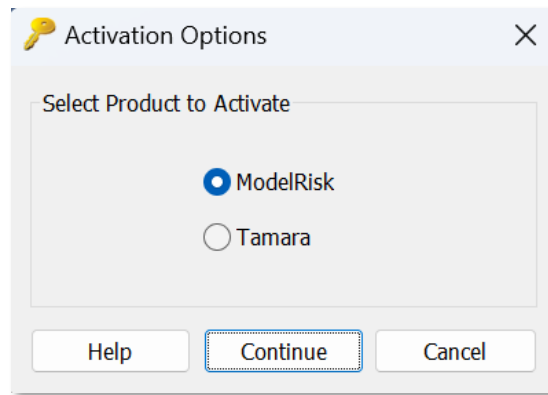
For more information on the connection procedure see Section 4, 'Connecting to Network License'.

3.4. Manual Activation of Network/University License

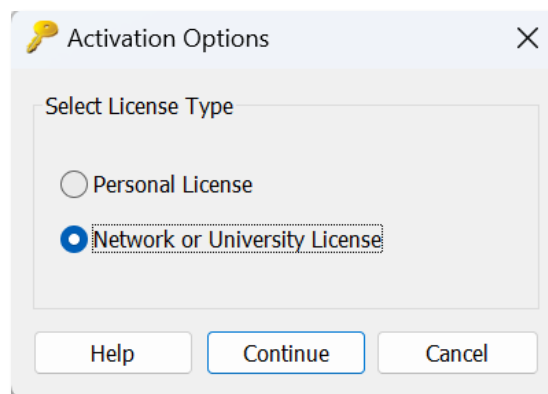
The Manual Activation is used if there is no Internet connection. The activation process is performed by clicking the button in the menu:



Choose the software product to activate:

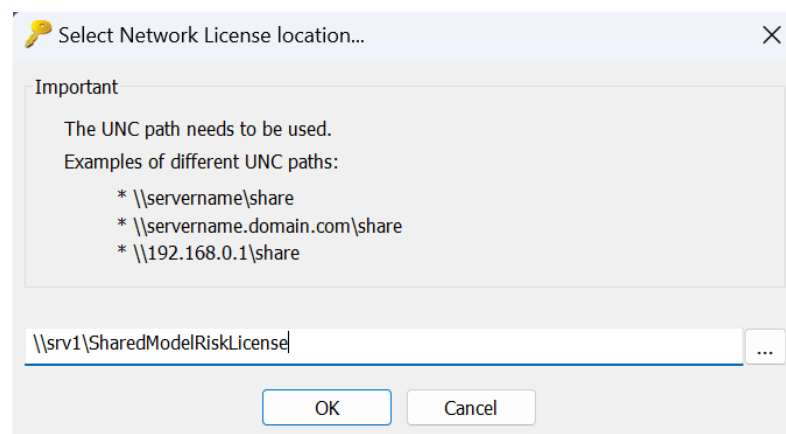


Choose the license type (Network or University):

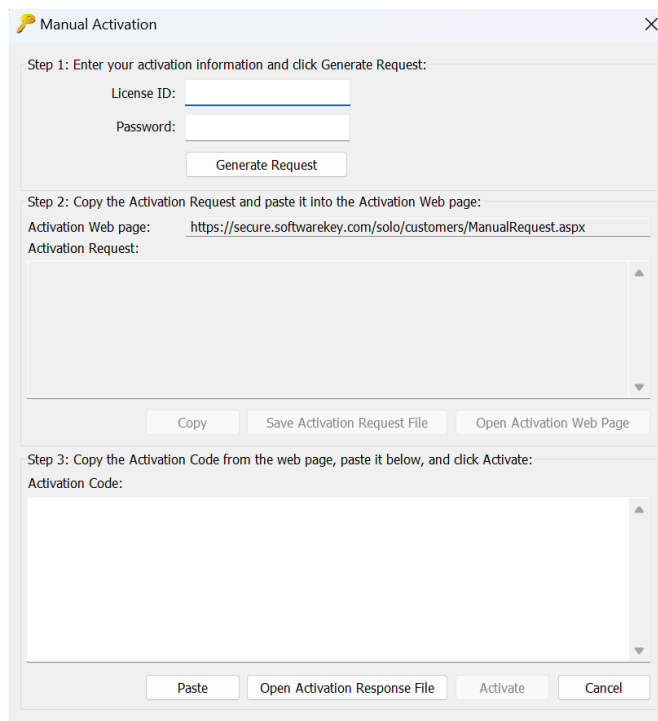


The next window of the activation wizard will prompt to select a network folder (network connection path), which will be used as the location for the network/university license. The network path for this shared folder must be in the UNC format, i.e. it must always start with the characters \\ and the node name, followed by the name of the network folder. For example:

[\\srv1\SharedModelRiskLicense](#)



Next, the wizard displays a window to collect data for performing manual activation steps (for more details, see paragraph 1.3. Activation methods in Section 1).



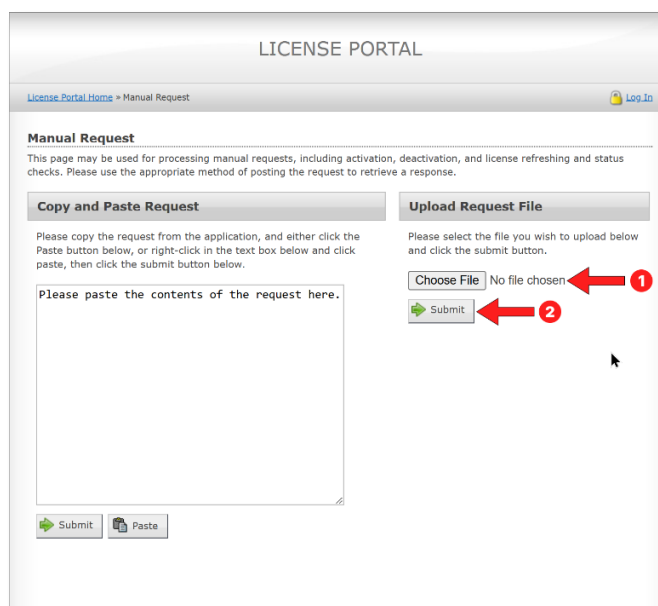
The 'Manual Activation' window is divided into three steps. Step 1, 'Enter your activation information and click Generate Request:', contains fields for 'License ID' and 'Password', and a 'Generate Request' button. Step 2, 'Copy the Activation Request and paste it into the Activation Web page:', shows the 'Activation Web page' as <https://secure.softwarekey.com/solo/customers/ManualRequest.aspx> and a large text area for the 'Activation Request'. Below this are 'Copy', 'Save Activation Request File', and 'Open Activation Web Page' buttons. Step 3, 'Copy the Activation Code from the web page, paste it below, and click Activate:', features a large text area for the 'Activation Code' and 'Paste', 'Open Activation Response File', 'Activate', and 'Cancel' buttons at the bottom.

Step 1: the Request File is generated

1. Enter your License ID and Password
2. Click the 'Generate Request' button to generate the encrypted Request
3. Clicking the 'Save Activation Request File' button to create a Request File and save it on a flash drive

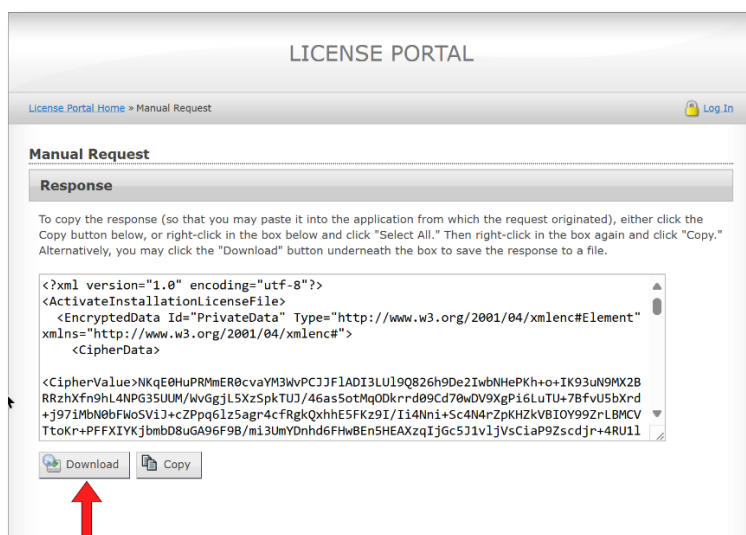
Step 2: Activation is performed on another machine connected to the Internet:

Open the website <https://secure.softwarekey.com/solo/customers/ManualRequest.aspx>



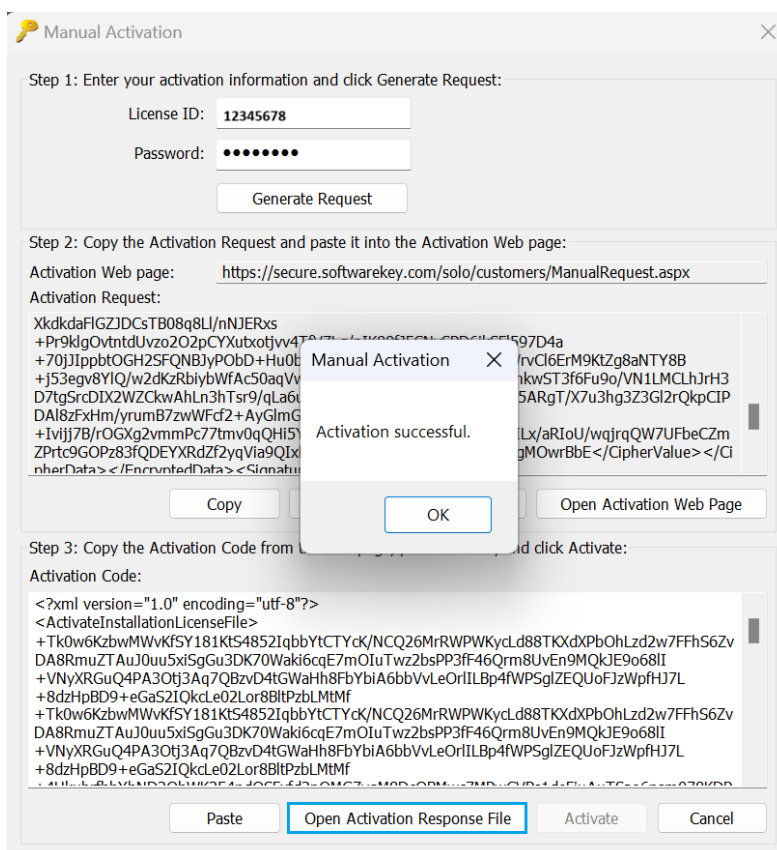
The 'LICENSE PORTAL' 'Manual Request' page has two main sections. The 'Copy and Paste Request' section on the left includes instructions to paste the request into a large text box, with 'Submit' and 'Paste' buttons at the bottom. The 'Upload Request File' section on the right instructs users to select a file and click 'Submit'. It features a 'Choose File' button (labeled with a red '1') and a 'Submit' button (labeled with a red '2'). A red arrow points from the 'Submit' button in the 'Upload Request File' section to the 'Submit' button in the 'Copy and Paste Request' section.

1. Click the 'Select File' button, select the Request File saved during the first stage and click 'Submit'.



2. Copy the Response file to a flash drive.

Step 3. Open the Request file (generated during Step 2) on the original computer by clicking the 'Open Activation Response File' button:



As the Response file opens the activation will be performed automatically.

4. Connection to Network/University License

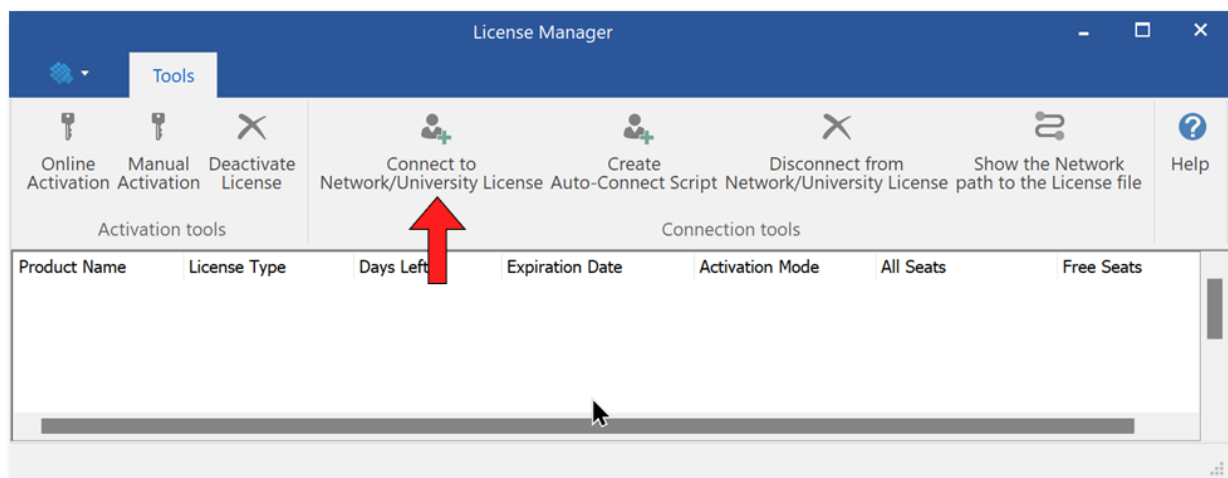
4.1 Two ways of connection

Network/University license activation is performed once from any host on the organization's local network. After activation is complete, the user should perform the network/university license connection procedure for each host to which you want to provide concurrent access to the network/university license.

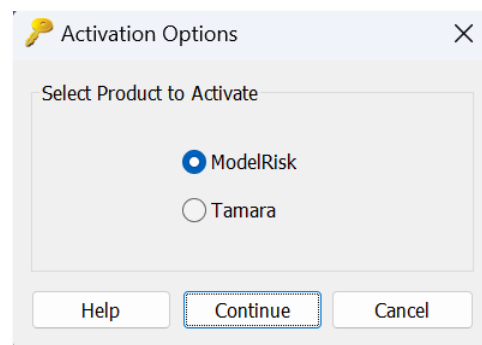
Note: The connection procedure should also be performed for the host from which the activation itself was performed. Once the activation is complete, restart the License Manager as a normal user and perform step 2 below.

Stages of connecting to the Network/University license:

- 1) Perform the installation of the product on the workstations.
- 2) Start the License Manager (with user rights) and activate the Network/University License Connection Wizard.



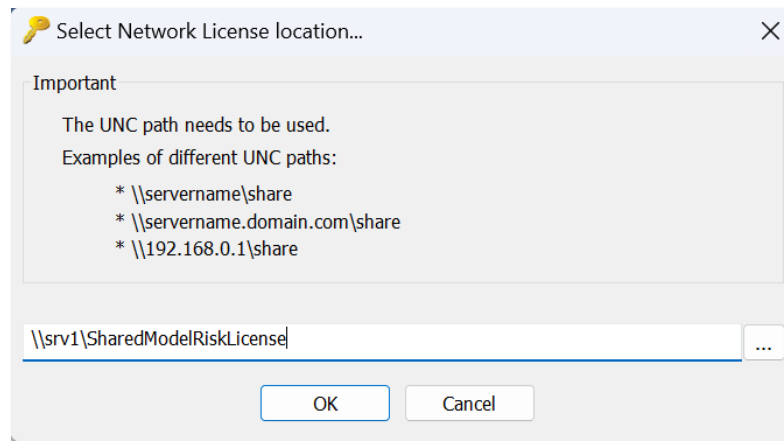
Choose the software product to activate:



The next window of the activation wizard will prompt to specify a network folder where the activated network/university license is stored.

IMPORTANT! While performing the connection procedure, you must use the same network path that was used during initial license activation.

The network path for this shared folder must be in the UNC format, i.e. it must always begin with the characters \\ and the node name, followed by the name of the network folder. (Please, refer to paragraph 3.1. of Section 3 for details)

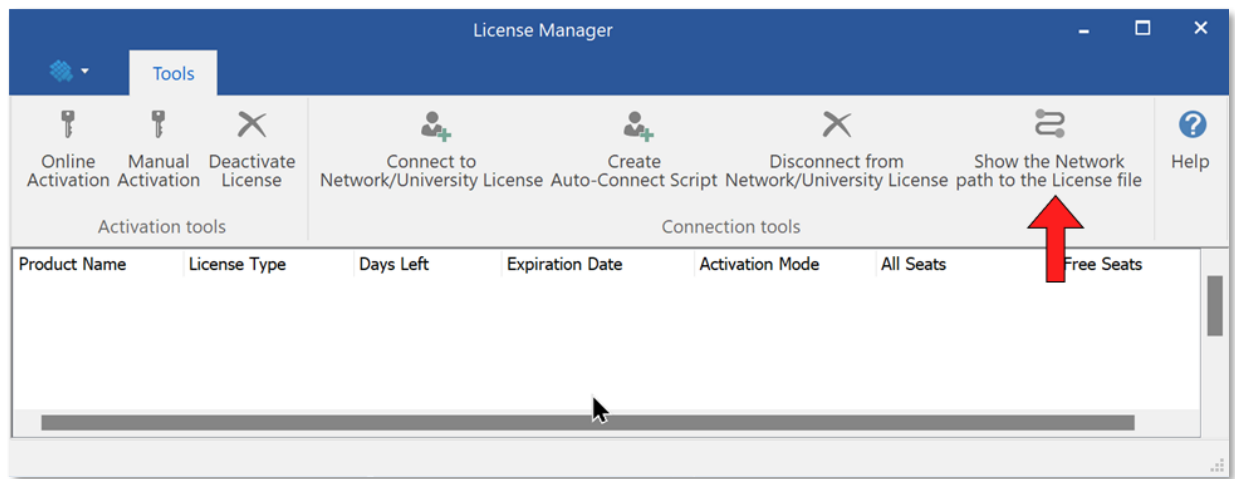


The connection stage can be automated by creating an automatic activation file. To do so, please use the 'Create auto-connect script' button in the license manager. When clicked, you will be prompted to save the automatic activation file, which you can transfer to all other workstations. It can be activated by double-clicking in the Explorer window – as a result, the workstation will be connected to the network/university license automatically.

5. Common problems when connecting to Network license

The most common problems and possible solutions are listed below:

1. The software does not start on any computer.
Cause: Problem of access from the workstations to the shared network folder with the Network license.
Solution: It is necessary to provide the full access of each user to this folder and to the license file (file with .lfx extension.lfx - MRLicenseNet.lfx or TMLicenseNet.lfx).
2. After the steps 3-5 are completed, the software starts only on one workstation and does not run on the other workstations.
Cause: The network path used on the computers with the problem is incorrect.
Solution:
 - a. Re-start the activation wizard on the computer without a problem. When selecting the network folder with the license, the previously used network folder path will be displayed – copy and save it to a text editor.
 - b. Open the file explorer and paste this path into the navigation bar. Press Enter to navigate to the network folder.
 - c. Find the file with the .ini extension (MRNetPath.ini or TMNetPath.ini) and open it in a text editor (e.g. notepad).
 - d. Compare the network path saved in step 1.1 with the contents of the file. If there are differences, replace the contents of the file with the path saved in step 1.1, save the changes and close the file. To display the active network/university license connection path, use the 'Show network path to the license file' button in the license manager menu.



- e. Repeat the connection operation on the computer with the problem using the network path saved in step 1.1.
3. While trying to start the software, a warning appears that the limit of available network seats has been reached, even though the number of active connections has not yet exceeded the license limit.
Possible causes: one of the ModelRisk instances "remained" frozen in memory because of a failure; the network path used on the PC is incorrect - this case is discussed in detail in paragraph 2 of this section).
Solution: Open the task manager and delete all processes with the name rundll32 and try to start the software again. If necessary, repeat the procedure on other nodes. If the problem remains, reboot all nodes on which ModelRisk was already started.

6. License Deactivation

The current licensing policy allows deactivating the license and performing a new activation of the license on a new workstation. To deactivate a license, one should select it in the list of the activated licenses and click 'Deactivate License'.

7. Network/University license and Personal license sharing

If for some reason the workstation has the activated Personal license and at the same time is connected to the Network/University license of the same software, then the software will use the Personal license automatically. After the expiration or deactivation of the Personal license the software will restart using the Network license.

8. License Transfer

To transfer the personal license from one computer to another it is needed to:

1. Deactivate the license from the previous computer (Section 5 License Deactivation).
The software cannot be installed to a new computer with the same license key if the prior deactivation is not performed.
2. Install the software to a new computer (Section 2 Personal License Activation).

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