extendsim®. 10

Important Information -- read before you begin reactivation procedure

- This document describes when and how to reactivate an already-installed ExtendSim Cloud license.

- When reactivating a Cloud License, you only need to reactivate the License Manager on the License Server. The License Manager automatically updates license information for existing ExtendSim installations on Cloud Servers.

- Reactivation of the License Manager is *only* required under the following circumstances:
  - The annual Maintenance & Support Subscription has been renewed.
  - There is a change to the number of concurrent instances of ExtendSim Cloud.
  - The license is being upgraded to a newer release of ExtendSim (e.g. from 10.x to 11.x).

- Do NOT reactivate the License Manager when:
  - You want to move the License Manager to a new License Server. Instead, contact Sales@ExtendSim.com; we must revoke the current license before you can activate the License Manager on the new server.
  - Updating ExtendSim on Cloud Servers (e.g. from 10.x to 10.y).
  - Replacing an already-installed License Manager with a newer release. Reactivation does not update the License Manager and you can't just install a newer License Manager over a previous installation. Instead, the Service must first be stopped and deleted, then the previous License Manager must be uninstalled.

- For complete information about the ExtendSim Cloud license, see the separate documents entitled *Installing & Activating ExtendSim Cloud* and the *ExtendSim Cloud User Guide.*

Reactivating the License Manager on the License Server

Important - do not attempt to reactivate the license until instructed to do so.
Your license must first be changed in the Imagine That Inc. database.

As was true for the original activation, the License Manager can be reactivated either automatically over the internet or, if internet activation is not available or your security system blocks it, processed manually. Start here for both methods.

1. Open a browser
   - Once the License Manager is running as a service, you can communicate with it locally.
   - If you open the browser on the License Server that you've installed the License Manager on, enter "**localhost:5054**" in the browser's address line and press Enter. (If your browser inserts *https://* in the address line, remove that text.)
   - If you open the browser on another device:
     - It must be on the same network as the device where you installed the License Manager.
     - Enter **servername:5054** in the browser's address line and press Enter. (Be sure *servername* is the name of the Server that has the License Manager installed and the text in the address line does not include *https://.*)
   - This takes you to the Reprise License Server Administration (RLSA) window.

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www.ExtendSim.com

Reactivating the License Manager on the License Server - continued

2. From the commands on the left side of the RLSA window:
   - Select the **Activate License** command

3. In the License Activation window that opens:
   - Click the button: **BEGIN License Activation**
   - Then follow the five License Activation steps (steps 1-5) as described below.

4. **License Activation (Step 1 of 5)**
   - Don't make any changes to *ISV activation website: www.hostedactivation.com* →
   - Click **Next**

   ISV activation website:

   www.hostedactivation.com

5. **License Activation (Step 2 of 5)**
   - Change the ISV from *reprise* to **extendsim**
     (Note: Enter extendsim *all in lower case as the ISV is case specific.)*
   - Enter your License Activation Key, including dashes
   - Click **Next**

   ISV: extendsim

   License
   Activation
   Key: 1234-5678-9098-7654

6. **License Activation (Step 3 of 5)**
   - Don't make any changes to the *License Server hostid*
   - Change the *License count (for Floating licenses)* to **0**
     (Note: entering a zero ensures that none of the ExtendSim instances you've purchased will be held back from the Cloud Servers that access the License Server.)
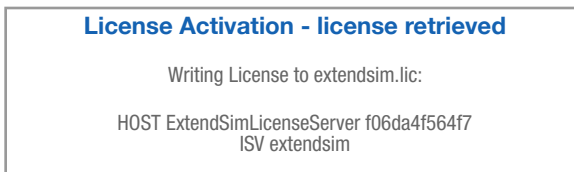   - Click **Next**

   License Server
   or Node-Locked   f06da4f564f7
   hostid:

   License count
   (for Floating   0
   licenses):

7. **License Activation (Step 4 of 5)**
   - For *License File to create or edit*, change .*activate1.lic* to **extendsim.lic** →
   - Click **Next**

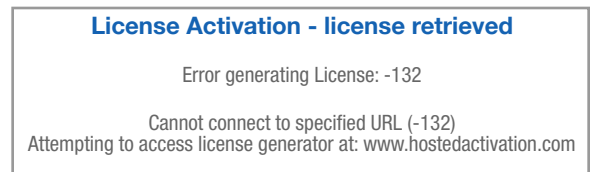   License File to create or edit

   extendsim.lic

8. **License Activation (Step 5 of 5)**
   - Verify the information
     - ISV is *extendsim*
     - Activation Key is entered correctly with dashes
     - Count is 0
     - License file is *extendsim.lic*
   - If information is not correct, go **Back** and correct it
   - If information is correct, click **Request License**

Activation Request Data:	
Activation Server	www.hostedactivation.com
ISV	extendsim
Activation Key	1234-5678-9098-7654
Count	0
Hostid	f06da4f564f7
License File	extendsim.lic

   REQUEST LICENSE
   <-Back

9. License Activation window. Which window do you see?

License Activation - license retrieved
Writing License to extendsim.lic:
HOST ExtendSimLicenseServer f06da4f564f7 ISV extendsim

License Activation - license retrieved
Error generating License: -132
Cannot connect to specified URL (-132) Attempting to access license generator at: www.hostedactivation.com

   No error messages? The license has been successfully reactivated, but you still need to generate a license file for new installations of ExtendSim on Cloud Servers. Proceed to #10.

   Any error message? **STOP HERE.** Don't continue in this section. Instead go to *Manual Reactivation of the License Manager* beginning on page 5 of this document.

10. If the License Activation window DOES NOT report Any error messages, click the **(Re)Start License Server** button (this does not restart the Server; it only restarts the License Manager).

11. In the *Reread/Restart Servers* window:
    - Don't make any changes to the *ISV=* popup
    - Click the **REREAD/RESTART** button
    - You will get the message *Reread command sent...* to all servers or to ExtendSim.

ISV= | -all- ▾ |

12. Verify information by clicking the Status command on the left side of the RLSA window.
    - If the Status command reports *No ISV Servers running*, you've made an error. Restart at #2 of *Reactivating the License Manager on the License Server*.
    - If instead the ISV Servers panel is present:
        - Does it report that the ISV server is running?
        - Check if the indicated ISV port is blocked.
          NOTE: the default ISV port is 51006; we recommend you unblock and use that port since it persists during subsequent reactivations and Server restarts.
          To set a different ISV port, see the *ExtendSim Cloud User Guide.*

ISV Servers

Name	port	Running	Restarts	Server Status	License Usage
extendsim	51006	Yes	0	extendsim	extendsim

13. If the License Manager is running and the ISV port is unblocked, you may close the browser.

14. Unless you subsequently edit the license file, you do not need to send new license files to Cloud Servers that have already enabled ExtendSim. To activate ExtendSim Cloud on *new* Cloud Servers, see the instructions for *New Installations of ExtendSim on Cloud Servers* on page 4 of this document.

Common errors when reactivating the License Manager

- Not unblocking the required ports - 5053 and the ISV port (by default, 51006).

- Not entering 0 for the count during #6 (Step 3 of 5).

- Continuing to try to do an automatic activation after receiving any error message in the License Activation window in #9.

Updating ExtendSim on Cloud Servers

Existing Installations of ExtendSim on Cloud Servers

- You *do not* need to send new license files to Cloud Servers that have already enabled ExtendSim. When reactivating an ExtendSim Cloud license, you only need to reactivate the License Manager on the License Server. The License Manager will automatically update license information for existing ExtendSim installations on Cloud Servers.
- This is a good time to double-check your Cloud Servers to be sure they are running the most current ExtendSim release.
  - Verify the ExtendSim release Cloud Servers are using by going to *Help > About ExtendSim* in the ExtendSim application.
  - To update to a more current release of ExtendSim Cloud, contact Imagine That Inc. for a new Cloud installer. *Note: Do not download or use the Trial version of ExtendSim or the ExtendSim Updater to update ExtendSim Cloud.*

New Installations of ExtendSim on Cloud Servers

If you want to set up new instances of ExtendSim on Cloud Servers:

- Use the *ExtendSimCloud10.exe* installer from your Cloud license package or contact Imagine That Inc. for the most current ExtendSim Cloud 10 installer. *Note: Do not download or use the Trial version of ExtendSim or the ExtendSim Updater.*
- Follow the instructions for *ExtendSim Cloud Installation and Activation Instructions* in the separate document *Installing & Activating ExtendSim Cloud*.

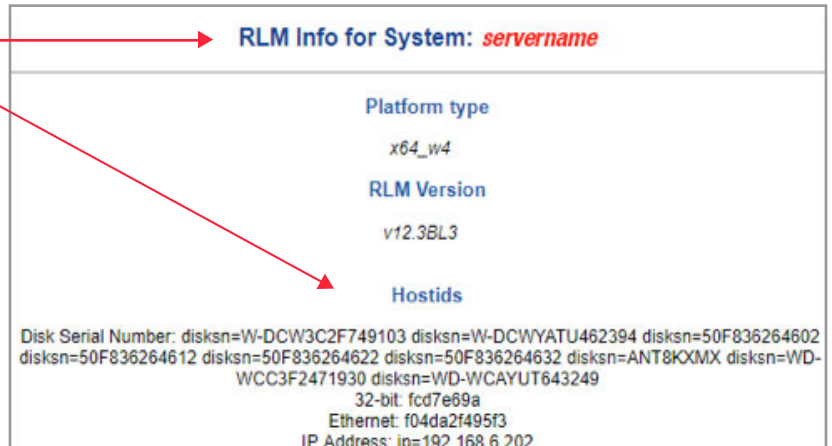Common errors when installing or activating ExtendSim on new Cloud Servers

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- Not installing ExtendSim with Administrative privileges.
- Not unblocking the required ports - 5053 and the ISV port (by default, 51006).
- Trying to activate ExtendSim using the Activation Key rather than the license file.
- Failing to copy the license file to the correct location on the Cloud server.
- Moving user-modifiable files to a different location without changing the ExtendSimDocPath.

Manual In-House Reactivation of the License Manager on the License Server

During the reactivation process, if the License Activation window displays "-132" or any other error messages (e.g. *Error generating license*), the automated reactivation couldn't happen. In this case you need to do a manual reactivation. This involves you sending us some information, us sending you a license file, and you activating the license locally.

1. Click the **System Info** command on the left of the RLSA window and copy or write down:

   a. The **name of the Server** as shown in the text *RLM Info for System: **servername***. ⟶

   b. The **Hostid**. If there are multiple Hostid's, just copy the first one, either the first disk serial number (e.g. disksn=W-DCW3C2F7) or the ethernet number (e.g. f04da2f495f3).

2. Using an email that can receive an attached text file in return, email the following three (3) pieces of information to Sales@ExtendSim.com:

   • Your Activation Key

   • The Server name

   • The Hostid

> **RLM Info for System: *servername***
>
> **Platform type**
> x64_w4
> **RLM Version**
> v12.3BL3
>
> **Hostids**
> Disk Serial Number: disksn=W-DCW3C2F749103 disksn=W-DCWYATU462394 disksn=50F836264602 disksn=50F836264612 disksn=50F836264622 disksn=50F836264632 disksn=ANT8KXMX disksn=WD-WCC3F2471930 disksn=WD-WCAYUT643249
> 32-bit: fcd7e69a
> Ethernet: f04da2f495f3
> IP Address: ip=192.168.6.202

3. After you email us the information, we will generate a text file named *extendsim.lic* and email it to you. (This could take up to 3 days.)
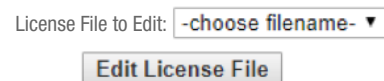
4. After you receive the license file from us, open the RLSA window using a browser:

   a. If you open the browser on the License Server where you've installed the License Manager, enter "**localhost:5054**" in the browser's address line and press Enter. (If your browser inserts the text *https://* in the address line, remove that text so the address line is just **localhost:5054**.)

   b. If you open the browser on another device:

   • It must be on the same network as the device where you installed the License Manager.

   • Enter "**servername:5054**" in the browser's address line and press Enter. (Be sure *servername* is the name of the License Server where the License Manager installed and the text in the address line does not include *https://*.)

5. On the left side of the Reprise License Server Administration (RLSA) window, click the **Edit License Files** command.
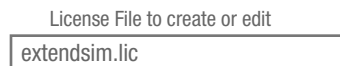
6. In the *Edit License File* window that appears:
   • Do not change the *License File to Edit* field ⟶
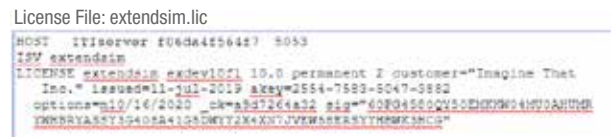   • Click the **Edit License File** button ⟶

   License File to Edit: -choose filename- ▾

   Edit License File

7. In the next window:
   • For *License File to create or edit*: enter **extendsim.lic** ⟶
   • Click the **Edit License File** button

   License File to create or edit

   extendsim.lic

8. In the next window:
   • Copy the **contents** of the *extendsim.lic* file and paste the contents into the field ⟶
   • Scroll to the bottom of the window and click **Update License File**

   License File: extendsim.lic

9. In the next window:
   • You should get the message *license file extendsim.lic written*
   • Click the **Back to Status** button

10. On the left-hand side of the RLSA window, click the **Reread/Restart Servers** command (this does not restart the Server; it only restarts the License Manager).

Manual In-House Reactivation - *continued*

11. In the *Reread/Restart Servers* window:
    • Don't make any changes to the *ISV=* popup   →   ISV= | -all- ▾ |
    • Click the **REREAD/RESTART** button
    • You will get the message *Reread command sent...* to all servers or to ExtendSim.

12. Verify information by clicking the Status command on the left side of the RLSA window.
    • If the Status command reports *No ISV Servers running*, you've made an error. Restart at #2 of *Reactivating the License Manager on the License Server* .
    • If instead the ISV Servers panel is present:
        • Does it report that the ISV server is running?
        • Check if the indicated ISV port is blocked.
          NOTE: the default ISV port is 51006; we recommend you
        unblock and use that port since it persists during subsequent reactivations and Server restarts. To set a different ISV port, see the *ExtendSim Cloud User Guide.*

ISV Servers					
Name	port	Running	Restarts	Server Status	License Usage
extendsim	51006	Yes	0	extendsim	extendsim

13. If the License Manager is running and the ISV port is unblocked, you may close the browser.

14. Unless you subsequently edit the license file, you do not need to send new license files to Cloud Servers that have already enabled ExtendSim. To activate ExtendSim Cloud on **new** Cloud Servers, see the instructions for *New Installations of ExtendSim on Cloud Servers* on page 4 of this document.

Common errors when manually reactivating the License Manager on the License Server

• Not unblocking the required ports - 5053 and the ISV port (by default, 51006).

Frequently Asked Questions

What happens if I don't reactivate the License Manager after renewing the annual Subscription?
    If the License Manager is not reactivated prior to the its renewal date, ExtendSim Cloud will stop running. Reactivating after the renewal date will restore the license, allowing ExtendSim to run again.

Where can I get more information?
    See the documents *Installing & Activating ExtendSim Cloud* and the *ExtendSim Cloud User Guide.*

08/22