

License Manager Tool User Guide

GRAPHISOFT®

Visit the GRAPHISOFT website at www.graphisoft.com for local distributor and product availability information.

License Manager Tool User Guide

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Getting Started with License Manager

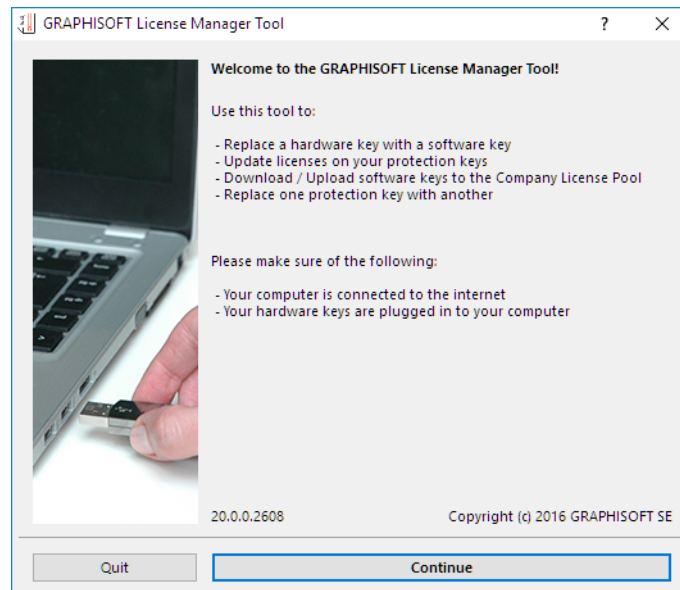
Hardware/Software Requirements

Hardware/Software requirements for the License Manager Tool are updated from time to time. For up to date information, please consult the following link:

http://www.graphisoft.com/downloads/licensing/help/INT/system_requirements.html

Install and Start License Manager Tool

1. Download and install the License Manager Tool from <http://www.graphisoft.com/downloads/licensing>.
2. Start the License Manager Tool by clicking the program icon.
3. The License Manager Welcome screen appears.



License Manager Overview

As the user of ARCHICAD or other GRAPHISOFT products, you must have one or more protection keys, containing the appropriate license(s), in order to run the program.

The License Manager Tool can be used to manage the protection keys you have purchased, whether hard or soft.

Definitions

- A **Hardware-Based Protection Key** (Hardware Key) is a physical keyplug: either WIBU or CodeMeter.
- A **Software-Based Protection Key** (Software Key) is a software-based license key.
- **GRAPHISOFT ID** (GSID): GRAPHISOFT ID is an identification system for GRAPHISOFT websites. Some License Manager functions require that you sign in, using your GRAPHISOFT ID. If you don't have one yet, sign up at <https://graphisoftid.graphisoft.com/#/login>.
- The **Company License Pool** is an online repository where all your purchased licenses are stored.
- **Authentication Key** - This is a unique, company-specific code used to identify your company for license management functions. To obtain one for your company, contact your GRAPHISOFT distributor.

Functions of the License Manager Tool

Use the License Manager Tool to manage all your protection keys, using the following functions:

- **Update** the licenses on your protection keys
- **Download** a Software Key from the Company License Pool
- **Upload** a Software Key from your computer to the Company License Pool
- **Replace** one type of protection key with another (e.g. from hardware to software, or from WIBU to CodeMeter)

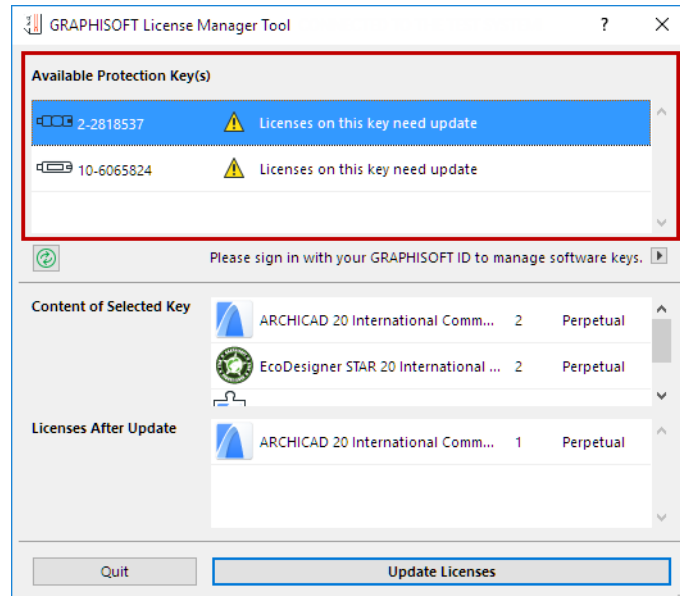
Notes:

- To use the License Manager Tool, you must be connected to the internet.
- Some functions of the License Manager Tool also require you to [sign in](#) with your GRAPHISOFT ID.
- Replacement and update must be set up in advance with your distributor.
- A separate web interface is available for corporate-level license management functions.

[See *Managing the Company License Pool*](#).





License Manager Tool Interface

The License Manager shows all of your protection keys and details on their licenses.



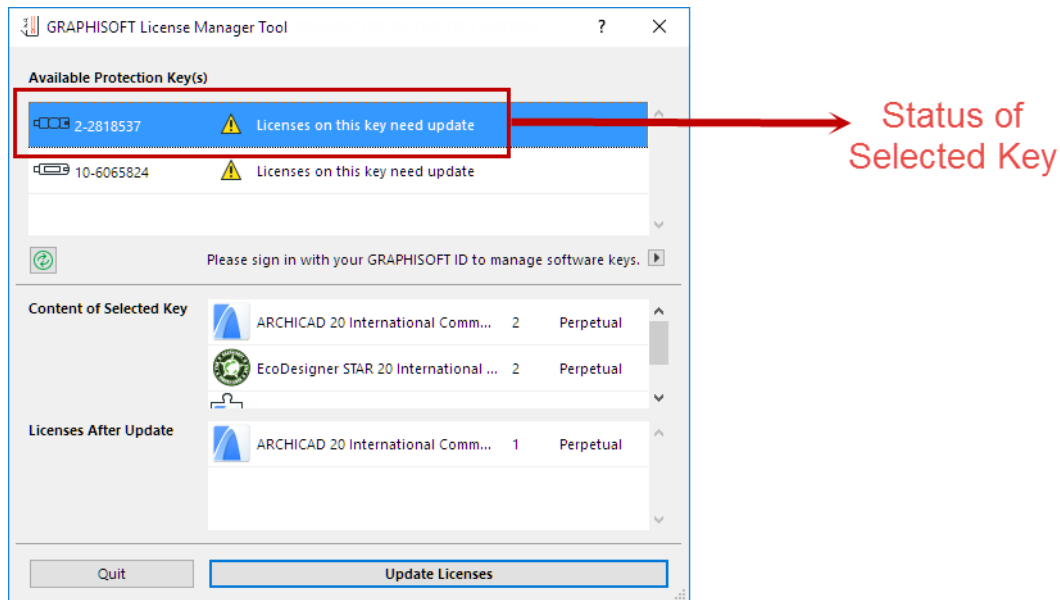
The top section (**Available Protection Keys**) lists each key that is plugged in to your computer or otherwise available to you.

The icon next to each key indicates the type of key:

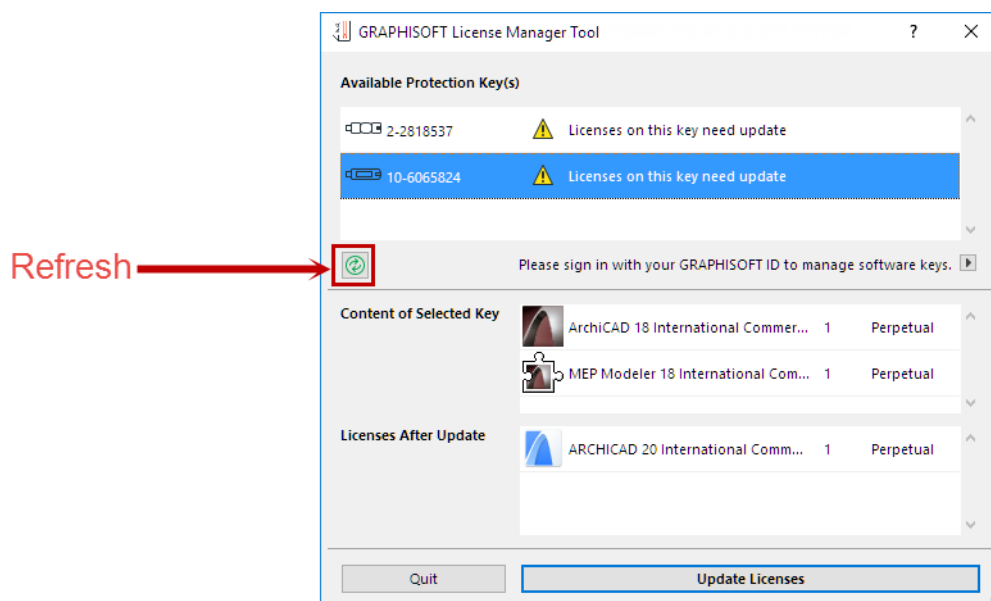
	This is a CodeMeter (Hardware-Based) Protection Key.
	This is a WIBU (Hardware-Based) Protection Key.
	This is a Software Key that has been downloaded to your computer.
	This Software Key is located in the Company License Pool.

Note: In order to see the protection keys located in the Company License Pool, you must be [signed in](#) with your GRAPHISOFT ID.

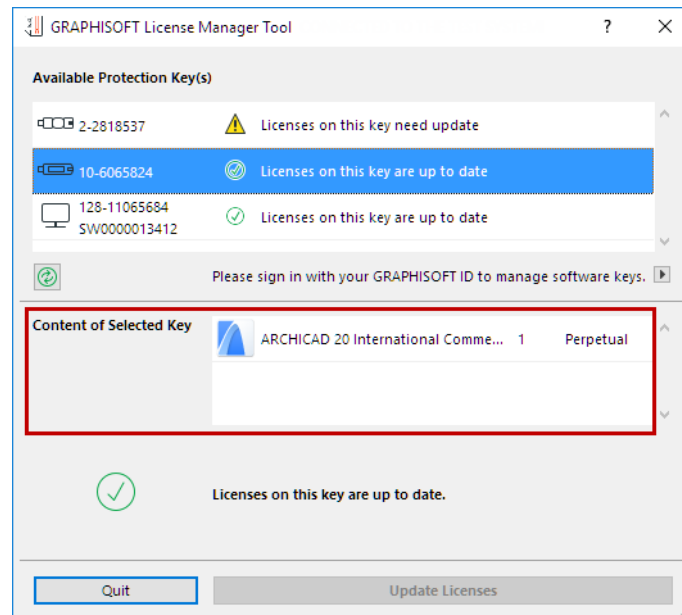
For each key selected in the list, the current license status is indicated:



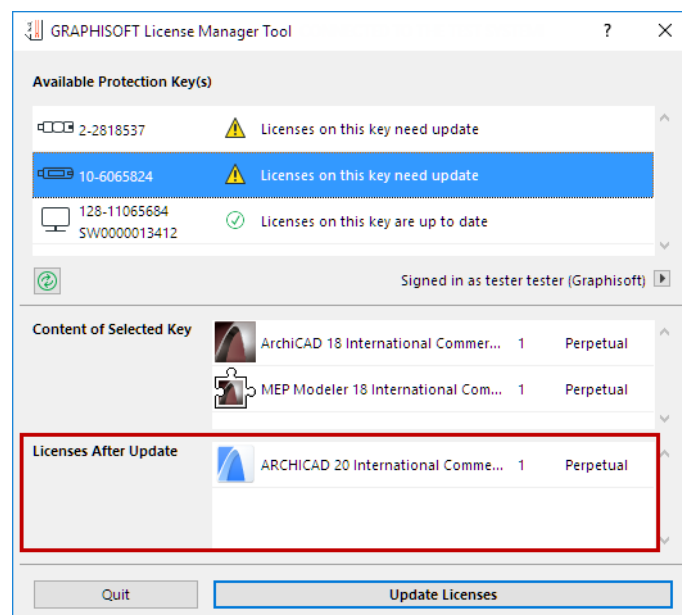
The **Refresh** button ensures that the list of available protection keys, and their status, are up to date.



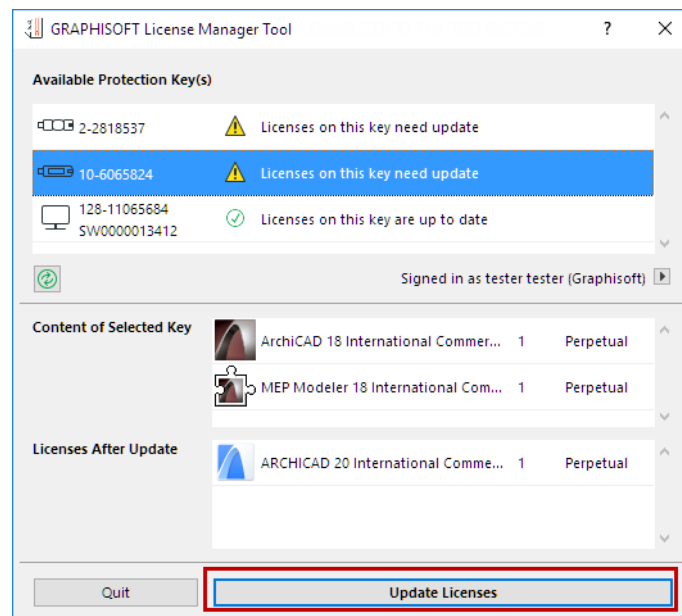
The **Content of Selected Key** section shows you which licenses (if any) are on this key.



If the license requires an update (as shown below), then the **Licenses After Update** field tells you which licenses will be on the key after the update is finished.



Depending on the selected key and the current license status, the License Manager automatically offers the needed function, e.g.:



- [Update licenses](#) on protection keys
- [Download Software Key](#) to Computer
- [Upload Software Key](#) to Company License Pool

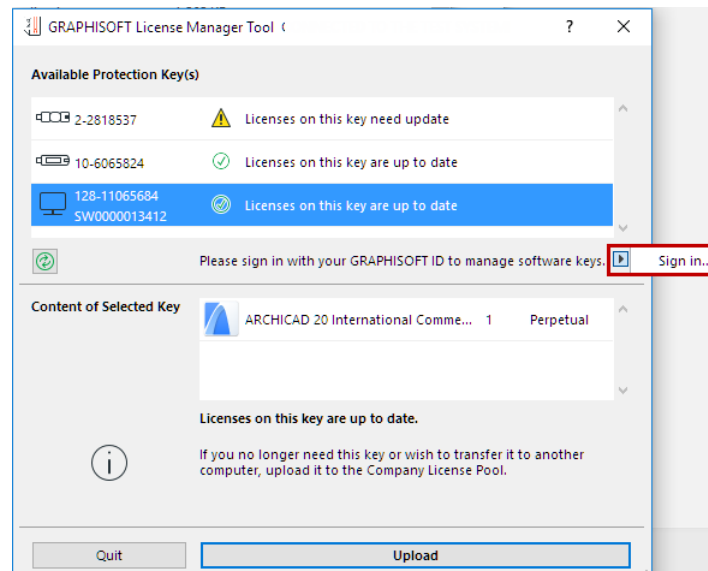
If You Have a New Hardware Key

1. Start the License Manager Tool on your computer. If you have not installed it yet, you can download it from the following link: <http://www.graphisoft.com/downloads/licensing>.
2. Plug the Hardware Key into your computer.
3. In the License Manager Tool, select your Hardware Key from the list.
4. If an update is available, the **Update** button is shown.

For more information, see [Update your License\(s\)](#).

If You Have a New Software Key

1. Start the License Manager Tool on your computer. If you have not installed it yet, you can download it from the following link: <http://www.graphisoft.com/downloads/licensing>.
2. Sign in to the License Manager Tool to access your new Software Key from the Company License Pool.

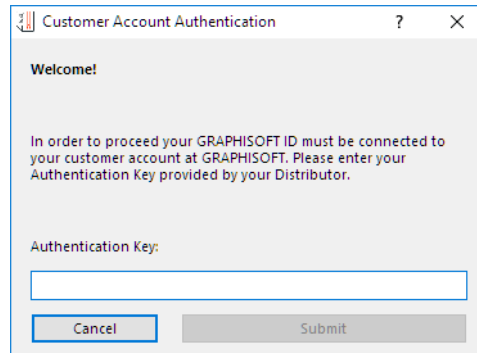


- If you have a GRAPHISOFT ID, use it to sign in.
- If you don't, click **Sign Up** to generate one.

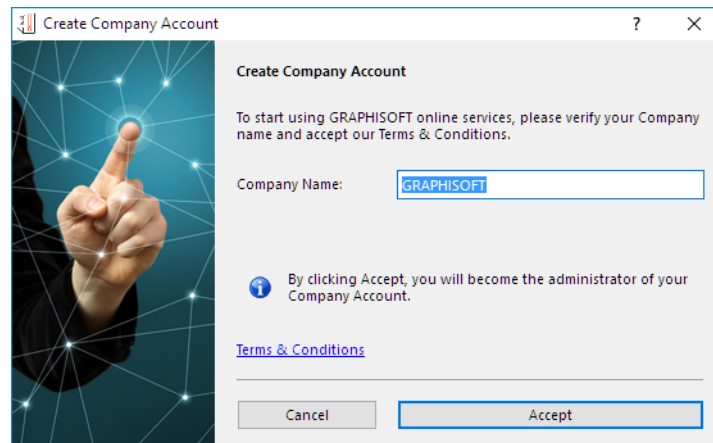
The screenshot shows the GRAPHISOFT.ID sign-in page. The header features the 'GRAPHISOFT.ID' logo. Below it is a 'Welcome' section with instructions on how to sign in or create a new account. To the right is a 'Sign in' form with fields for 'Email' (containing 'tester@tester.com') and 'Password'. Below these fields are 'Sign in' and 'Forgot password?' buttons. There is also an 'OR' separator and a 'Sign in with:' section featuring 'Google' and 'Facebook' login options. At the bottom of the page, there is a copyright notice: 'Copyright © 2016 GRAPHISOFT SE. All rights reserved.' and a statement: 'GRAPHISOFT is part of the Nemetschek Group'.

3. You will be prompted to provide your [Authentication Key](#) provided by your distributor.

Note: If you have already used a BIMx product requiring authentication, you will not have to authenticate yourself again for the License Manager Tool, provided you are using the same GRAPHISOFT ID.



If you are the first one to use the Authentication Key, the **Create Company Account** dialog box appears.

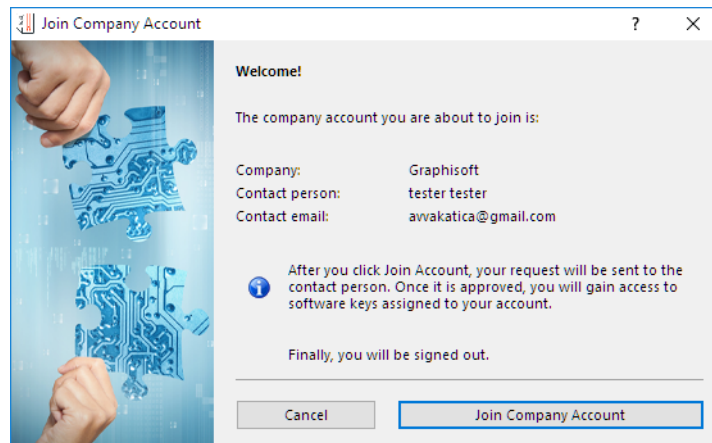


Enter or verify your company name.

Click **Accept** to become your company's Admin, who will manage the company account. The Admin will be notified via email if one of your co-workers wishes to join the company account as a Member.

If the **Join Company Account** dialog box appears when you enter the Authentication Key, this means your Company Account has already been created.

Click **Join Account**. Your Company Admin will be automatically notified of your action.



4. Once you are approved, sign in to the License Manager Tool. Here, you can download the Software Keys to which the Admin has given you access.

See [Download Software Key](#).

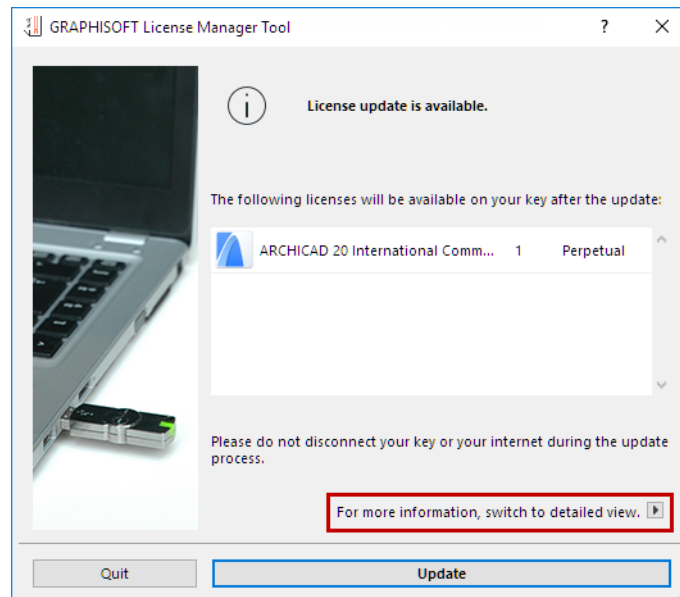
Update your License(s)

Unless you automatically qualify for upgrades, license updates must be set up in advance with your distributor.

The License Manager Tool will inform you if:

- an update is available for the existing license on your key, or
- your key is empty, but one key with one update is available for it

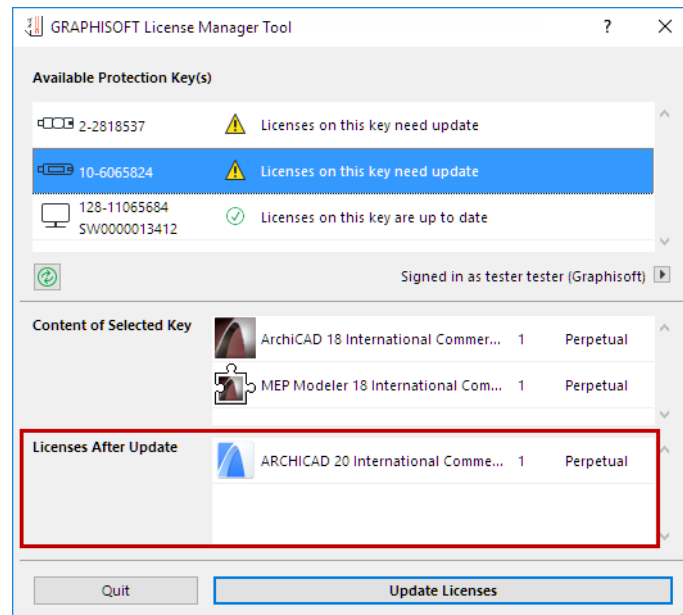
If you have just **one key** plugged into (Hardware Key) or downloaded (Software Key) to your computer, this is what you see:



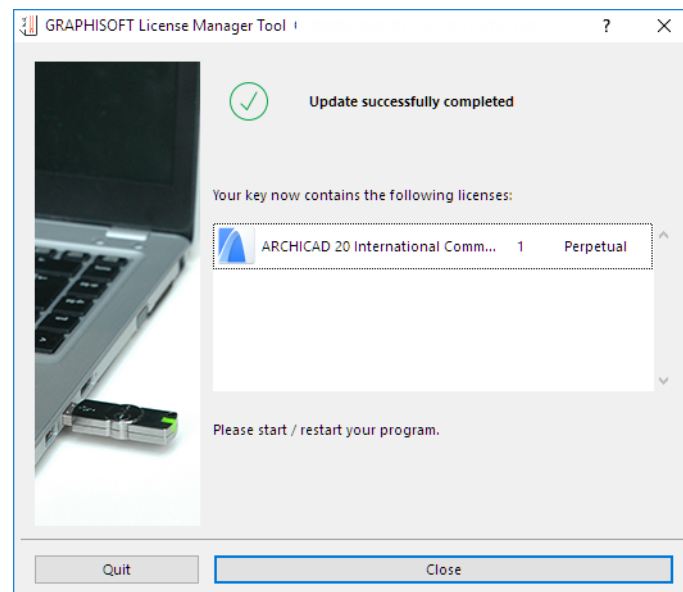
Click **Update**.

If you have **several protection keys** plugged into (Hardware Keys) or downloaded (Software Keys) to your computer, or if you click the Detailed view arrow from the single-key view shown above, then License Manager lists each protection key with its status ("need update"), plus the current licenses on each.

The **Licenses After Update** field shows you which licenses will be on the key after the update:



Click **Update Licenses**. You are notified once the update is complete:

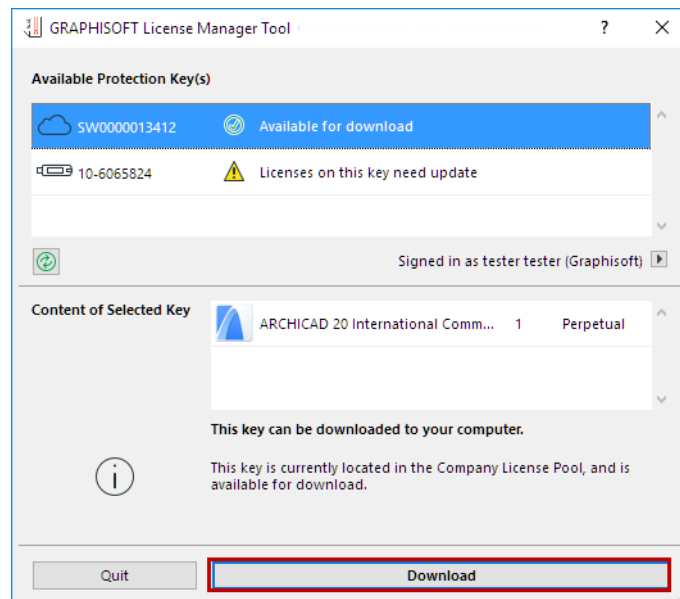


Download Software Key

1. Sign in to the License Manager Tool with your GRAPHISOFT ID. (If you are not signed in, the Software Keys located in the Company License Pool will not be listed.)

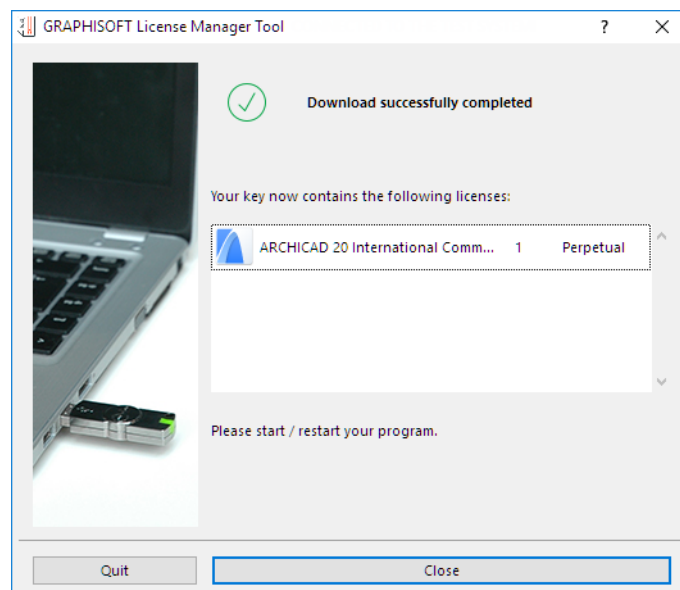
For more information, see [Sign in to License Manager](#).

2. In the **Available Protection Keys** list, select the key (with a cloud icon) that you need.
3. Click **Download**.




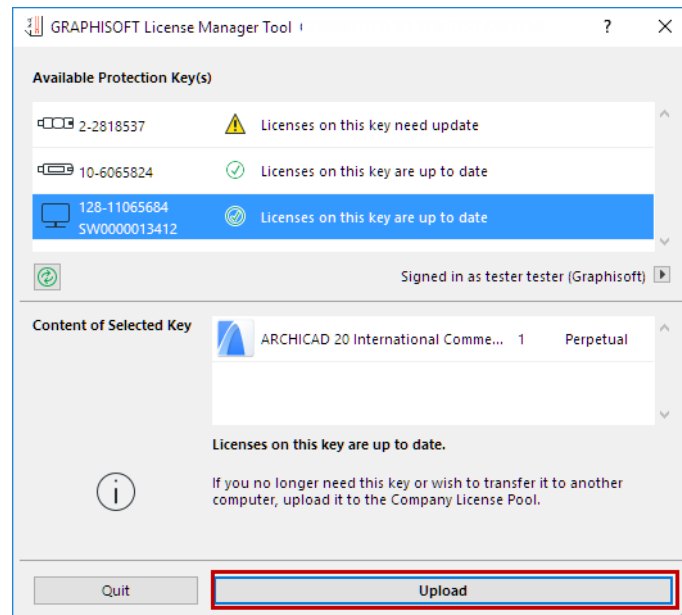
Note: Some Software Keys - depending on the product and/or license type - cannot be downloaded to a Virtual Machine. In this case, a Warning appears and the Download button is disabled.

4. You are notified once the download is complete. Note that you must wait a few minutes before you can upload or update this key.

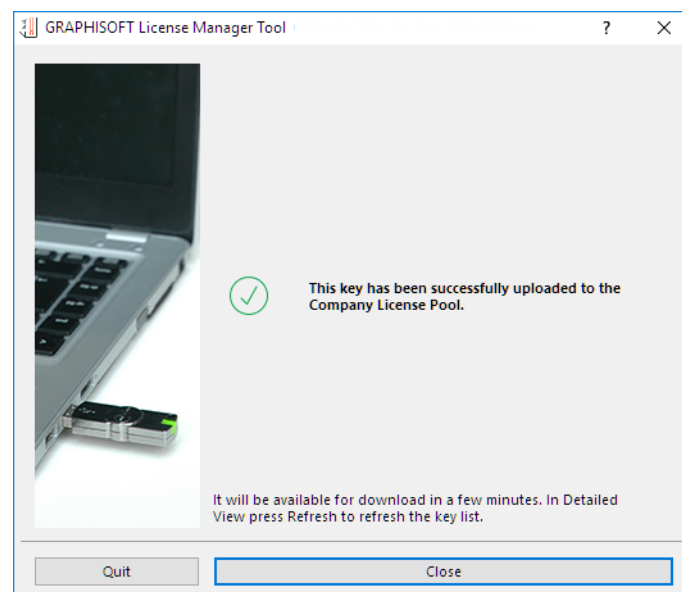


Upload Software Key

1. In the **Available Protection Keys** list of the License Manager, locate the Software Key (on your local computer, identified with this icon ) that you want to upload to the Company License Pool.



2. Click **Upload**. You are notified once the upload is complete. Note that you must wait a few minutes before the key is available for download.



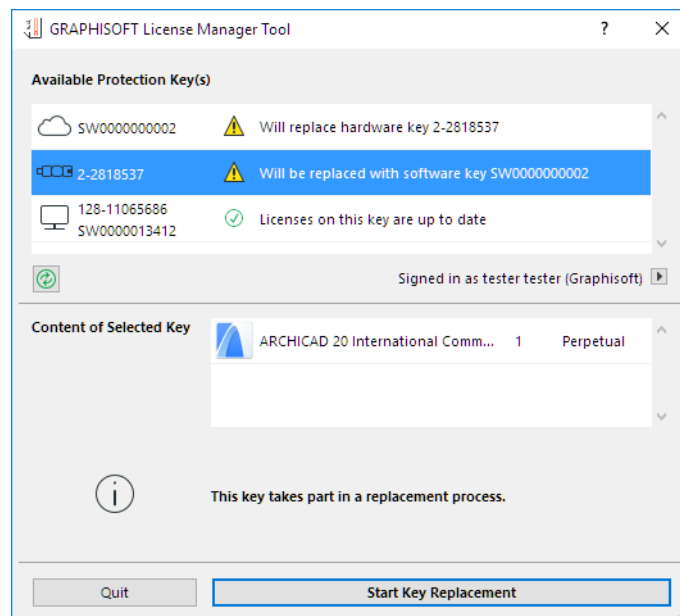
Key Replacement

Replace Hardware Key with a Software Key

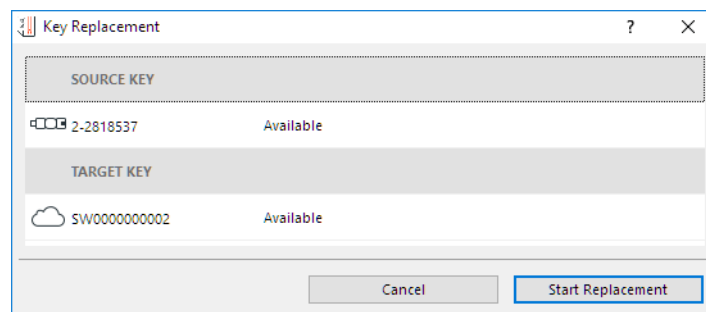
This process must be set up in advance with your distributor. Once you have done so, you can carry out key replacement via the License Manager Tool.

Note: The Key Replacement function is not available for Virtual Machines.

1. In License Manager Tool, you must [sign in](#) using your GRAPHISOFT ID, if you have not already done so.
2. From the list at the top of the License Manager, select the Hardware Key to be replaced. The contents of the selected key are listed below.

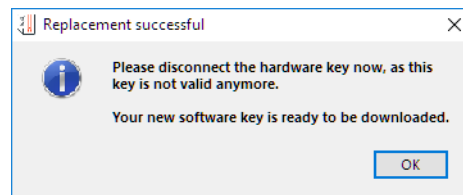
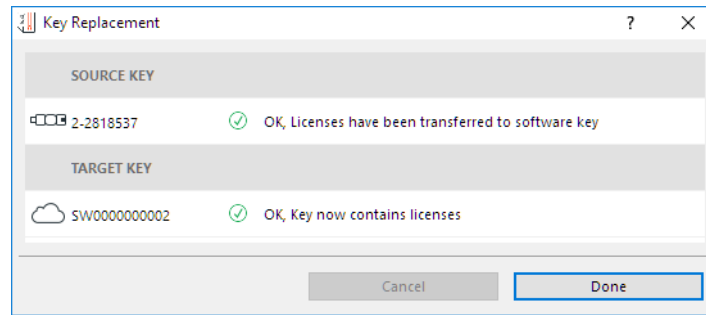


3. Click **Start Key Replacement**.
4. The **Key Replacement** dialog box appears, listing the Source key (the Hardware Key) and the Target key (the new Software Key, located in the Company License Pool, which will replace it).
 - A “Source Key” is a protection key whose entire content will be moved to a Target key.
 - A “Target Key” is a protection key onto which the content will be placed.



5. Click **Start Replacement**.

6. Licenses on the Hardware Key are moved to the new Software Key, located in the Company License Pool. The Hardware Key is now invalid and can be removed.



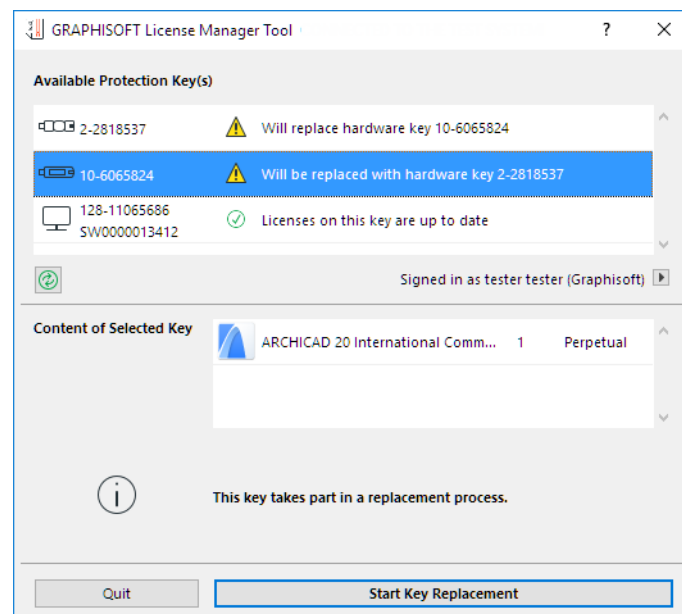
To download the new Software Key to your computer, follow the steps at: [Download Software Key](#).

Replace Hardware Key (WIBU) with Another Hardware Key (CodeMeter)

This process must be set up in advance with your distributor. Once you have done so, you can carry out key replacement via the License Manager Tool.

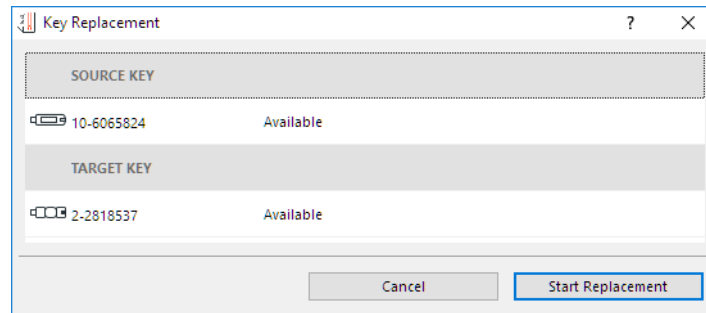
Make sure you have both Hardware Keys available.

1. Plug both Hardware Keys into your computer.
2. From the list at the top of the License Manager, select the WIBU key you will replace.



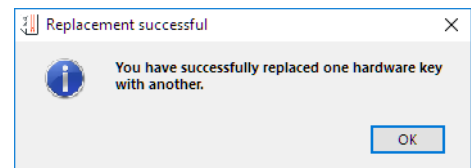
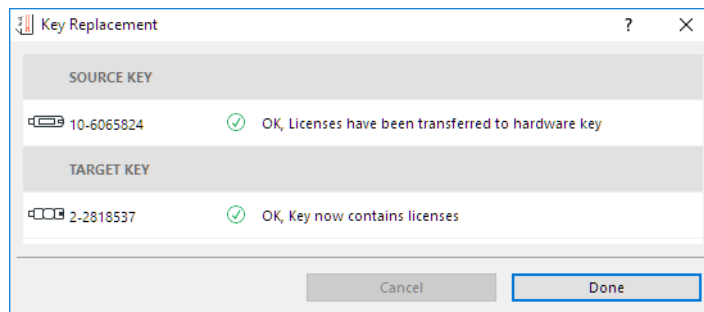
3. The contents (if any) of the selected key are listed under **Content of Selected Key**.
4. Click **Start Key Replacement**.

5. The **Key Replacement** dialog box appears, listing the Source key (the WIBU key) and the Target key (the CodeMeter key).

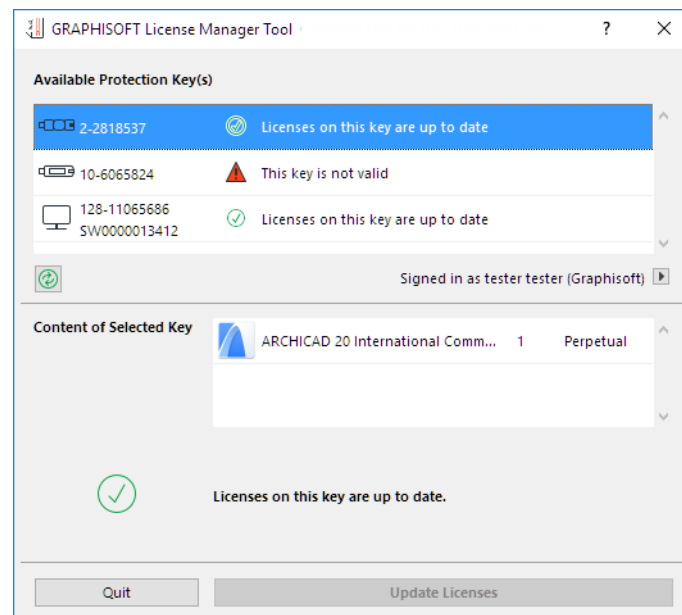


You are prompted to insert the Hardware Keys if you have not yet done so. The status of each listed key (e.g. “Not Available, Please Insert”) is refreshed automatically during the replacement process.

6. Click **Start Replacement** to carry out the key replacement.
 7. When the process is complete, click **Done**.



8. Licenses formerly on the WIBU key are now located on the CodeMeter key. The WIBU key is now invalid and can be removed.



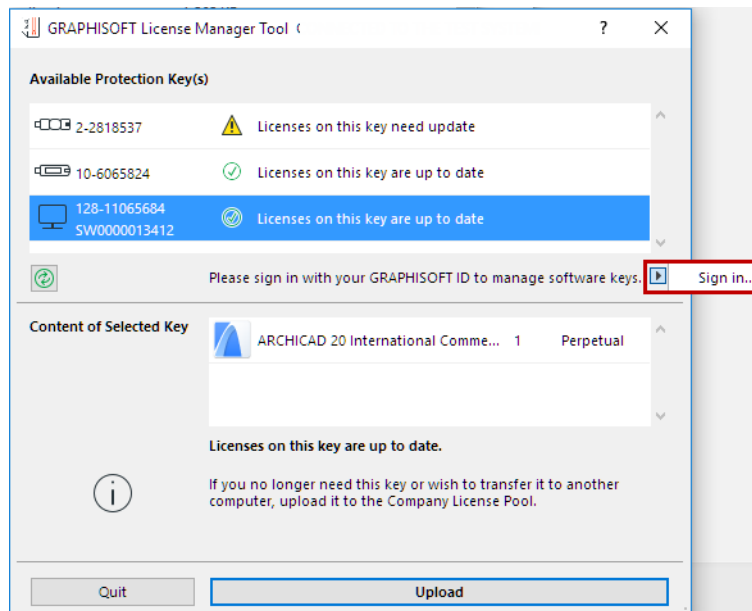
Sign in to License Manager

The following functions require that you sign in to the GRAPHISOFT ID (GSID) site using your GRAPHISOFT ID:

- [View Software Keys](#) in the Company License Pool
- [Upload](#) or [download](#) Software Keys to and from Company License Pool
- [Replace](#) Software Key with Hardware Key, or vice versa

Click the **Sign in** arrow from the License Manager Tool.

You can also reach the GSID site at <https://graphisoftid.graphisoft.com/#/login>.



For more details on Sign in, see

<http://helpcenter.graphisoft.com/technotes/setup/graphisoft-id/>

FAQ's about License Manager

What is a Software Key?

What is a Hardware Key?

What is the Serial Number or ID of the protection key?

How do I know which keys are available to me?

I downloaded my Software Key, but the application isn't working.

The License Manager Tool says "Cannot Access Server."

I don't see my Software Keys listed in the Company License Pool.

I just uploaded a Software Key to the License Pool, but it's not listed there.

How can I check whether my licenses are up to date?

How do I move a Software Key from one computer to another?

I lost my Hardware Key.

I had a Software Key downloaded, but my hard drive just died.

Why can't I see my borrowed license in the License Manager Tool?

What is a Software Key?

A Software Key is a Software-Based Protection Key. When you buy a Software Key, it becomes available to you online, from your Company License Pool - a virtual repository where you can access all your purchased Software Keys. You can upload and download these keys, via the Company License Pool, to move them between different computers. Software Keys in the License Pool are always in updated condition.

What is a Hardware Key?

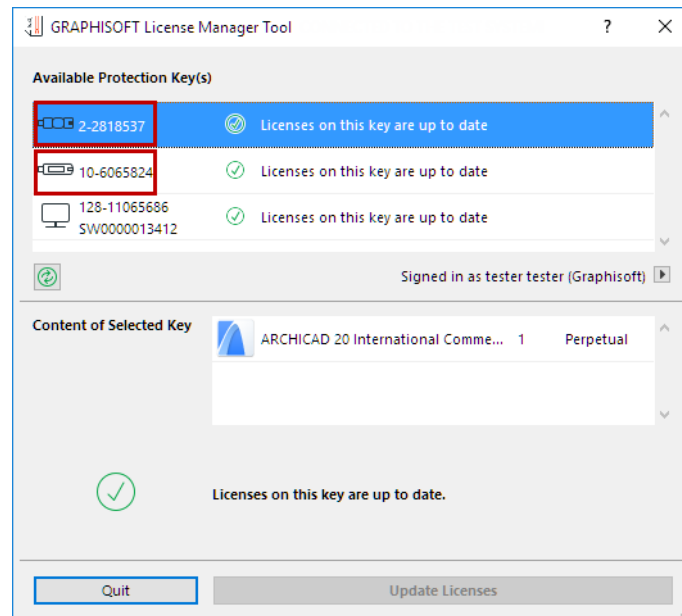
A Hardware-Based Protection Key is a physical keyplug: either WIBU or CodeMeter.

What is the Serial Number or ID of the protection key?

If you request a replacement or update of your key, then you must provide your distributor with the Serial Number or ID of the keys involved.

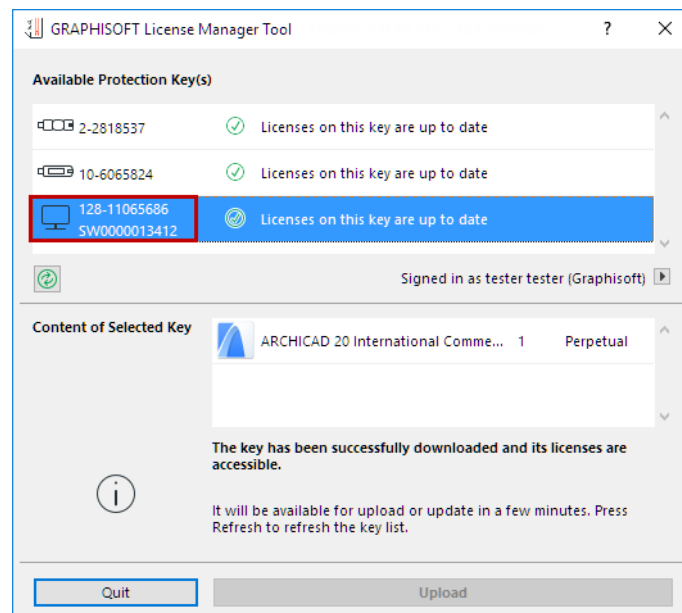
For a Hardware Key (WIBU or CodeMeter):

You can find the key's unique ID either listed in the License Manager Tool, or engraved on the physical key itself (for a CodeMeter key) or on a sticker on the key (for a WIBU key).



For a Software Key:





Select the key in the License Manager Tool, and locate its unique ID in the left column. The ID has 12 characters, in the format SWxxxxxxxxxx.



This ID is also listed for each Software Key in the Company License Pool (in the Protection key ID field).

How do I know which keys are available to me?

The License Manager Tool lists the keys that are available to you (either physically plugged in to your computer, or accessible as Software Keys). You can tell which kind you have by the icon:

	This is a CodeMeter (Hardware-Based) Protection Key.
	This is a WIBU (Hardware-Based) Protection Key.
	This is a Software Key that has been downloaded to your computer.
	This Software Key is located in the Company License Pool.

I downloaded my Software Key, but the application isn't working.

It may be that your software key is “broken” - that is, your computer's software or hardware configuration has changed, and the key no longer recognizes your computer. In this case, you need to repair the software key.

1. Start the License Manager Tool.
2. Check the list of Available Protection Keys.
3. Check the status messages: You are alerted that a software key needs to be repaired.
4. Follow the directions to repair it.

The License Manager Tool says “Cannot Access Server.”

It may be that your network is protected by a firewall or proxy server which blocks the License Manager Tool. For a list of services that must be accessible by License Manager Tool, see the Service Connections section under [System Requirements](#):

I don't see my Software Keys listed in the Company License Pool.

The License Manager Tool only lists keys in the Pool if you have signed in with GRAPHISOFT ID.

[See Sign in to License Manager.](#)

Also, it is possible that you have not been assigned a Software Key. To check for keys and their statuses, use your GRAPHISOFT ID to sign in to the Company License Pool.

[See Managing the Company License Pool.](#)

I just uploaded a Software Key to the License Pool, but it's not listed there.

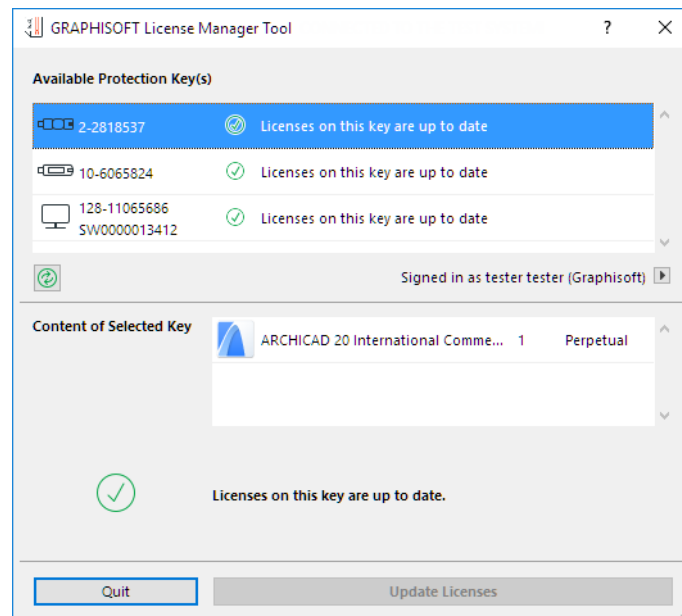
After the upload process, you must wait a few minutes before the Software Key is available. Click **Refresh** on the License Manager Tool interface to see the list of available keys.

How can I check whether my licenses are up to date?

Start the License Manager Tool, and select the key from the list. Its status will indicate whether an update is available. Keys in updated condition are marked with a green checkmark.

Notes:

- If you are checking the status of a **Software Key**, make sure it is downloaded onto the same computer where the License Manager Tool is installed.
- Software Keys in the License Pool are always in updated condition.
- If you are checking the status of a **Hardware Key**, make sure it is plugged in to the same computer where the License Manager Tool is installed.



How do I move a Software Key from one computer to another?

To move a Software Key from one computer to the other, use the Company License Pool. Follow these two steps:

1. On Computer A, start the License Manager Tool and sign in. Upload the key from Computer A to the Company License Pool.
2. On Computer B, start the License Manager Tool and sign in using the same GRAPHISOFT ID that you used for the upload. Then download the same key to Computer B.

See [Upload Software Key](#) and [Download Software Key](#).

I lost my Hardware Key.

Contact your distributor to obtain another Hardware Key or to replace the Hardware Key with a Software Key. You must provide the serial number of the lost Hardware Key.

I had a Software Key downloaded, but my hard drive just died.

Contact your distributor to obtain another Software Key. You must provide the ID of the missing Software Key (the one that was downloaded to the computer which is now wrecked). You can obtain this information for any Software Key by checking the Company License Pool:

1. Sign in to the GSID site at <https://graphisoftid.graphisoft.com/#/login>.
2. Click on License Pool to see the Company License Pool.
3. In the Protection key ID column, find the ID number of the key you wish to replace.
4. Provide this ID information to your distributor.

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Personal details Company details **License Pool** Online services

Company License Pool

Software keys Online help

You are logged in as **Member**. Your administrator is [tester tester](#)

These are the Software keys available to you. You can download these to your computer using the [GRAPHISOFT License Manager Tool](#). If you no longer need a Software key, you can upload it back to the Company License Pool.

filter

Protection key ID	Products	Available for	Downloaded by	Programmed to (Protection key serial №)
SW0000000002		Everyone	Kathleen Avvakumovits	AVVAKUMOVIT-W10 (128-11065702)
SW0000013412		Everyone		

Why can't I see my borrowed license in the License Manager Tool?

The License Manager Tool does not manage borrowed licenses, and you will not see such licenses listed. To see your borrowed license information, go to **License Information** in the ARCHICAD Help menu.

For more information, see the Help Center at <http://helpcenter.graphisoft.com/>.

Managing the Company License Pool

The Company License Pool lists the Hardware and Software Keys that belong to your company. Depending on your permissions (Admin or Member), you can view these and/or assign Software Keys to particular users in your company.

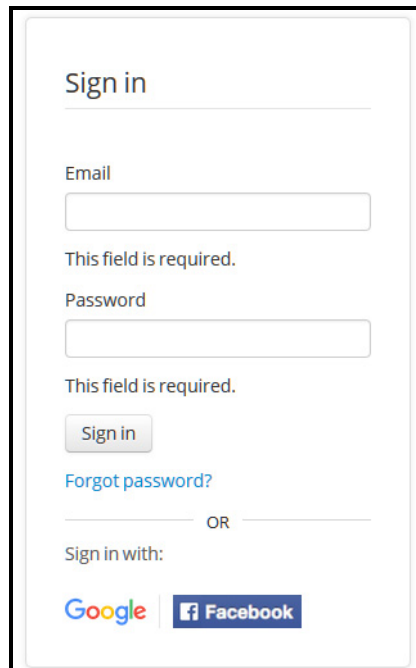
The Company License Pool is accessible from the GRAPHISOFT ID website, at:

<http://graphisoftid.graphisoft.com>.

For more information about GRAPHISOFT ID, see the Help Center at

<http://helpcenter.graphisoft.com/technotes/setup/graphisoft-id>.

To use the Company License Pool, first sign in to the GRAPHISOFT ID Site.



The screenshot shows a web form for signing in to the GRAPHISOFT ID site. The form is titled "Sign in" and contains the following elements:

- An "Email" label followed by a text input field. Below the field is the message "This field is required."
- A "Password" label followed by a text input field. Below the field is the message "This field is required."
- A "Sign in" button.
- A link labeled "Forgot password?" in blue text.
- A horizontal line with "OR" in the center.
- The text "Sign in with:" followed by two social login options: "Google" (with the Google logo) and "Facebook" (with the Facebook logo).

Then click on **License Pool**.

GRAPHISOFT.ID

Personal details Company details **License Pool** Online services

Personal details

Details Change email Manage password Online help

You can edit your basic account details on this page. When you are done, click Save changes at the bottom of the page.

First name

Last name

Email

Your email can be edited on the Change email page.

Company name

Your company name can only be edited on your company account page.

Country

Your country is not editable, because your account is connected to a license keyplug. For further support please contact your ArchiCAD distributor.

Contact preference ☐ I allow GRAPHISOFT and its Partners to contact me with product related information.

GRAPHISOFT Newsletter ☐ I would like to receive occasional newsletters from GRAPHISOFT.

Your view of the Company License Pool and its available functions depend on whether you are an Admin or a Member on the GRAPHISOFT ID site.

If You Are the Admin on GRAPHISOFT ID Site

What you see on the License Pool page:

Click **Software Keys** or **Hardware Keys** to see information on these types of keys owned by your company.

GRAPHISOFT.ID
Personal details
Company details
License Pool
Online services

Company License Pool
Software keys
Hardware keys
Online help

You are logged in as **Admin**.

These are the Software keys available to you. You can download these to your computer using the [GRAPHISOFT License Manager Tool](#). If you no longer need a Software key, you can upload it back to the Company License Pool.

☐ Hide Expired

<input type="checkbox"/>	Protection key ID	Products	Available for	Downloaded by	Programmed to (Protection key serial №)
▶ <input type="checkbox"/>	SW0000000002		Admin only		
▼ <input type="checkbox"/>	SW0000013412		Admin only	tester tester	AVVAKUMOVIT-W10 (128-11065686)

SSA

SSA Status	Key Upload Counter (Current / Allowed)	Send me notification on key uploads
Inactive	1 / Unlimited	<input type="checkbox"/> Apply

Activity log
[Show all](#)

Action	Executed by	Programmed to	Date
Download to Computer	tester tester	AVVAKUMOVIT-W10	9/23/2016


GRAPHISOFT.ID





Personal details Company details **License Pool** Online services

Company License Pool

Software keys **Hardware keys** Online help

These are the Hard Protection keys available to you.

filter 

Protection Key Serial №	Protection Key Type	Products
▼ 2-2818520	Wibu	
<div>SSA</div> <div>SSA Status</div> <div>Inactive</div>		
➤ 10-6064142	Codemeter	
➤ 2-2437052	Wibu	
➤ 10-6059678	Codemeter	
➤ 10-6059673	Codemeter	
➤ 2-2818521	Wibu	

What you can do:

- View protection key content (for Hardware and Software Keys), download status and location (Software Keys only), and user to whom it is assigned (Software Keys only)
- Assign a Software Key to a user

If You Are a Member on the GRAPHISOFT ID Site

What you see on the License Pool page:

GRAPHISOFT.ID
Personal details
Company details
License Pool
Online services

Company License Pool


Software keys

Online help

You are logged in as **Member**. Your administrator is [tester tester](#)

These are the Software keys available to you. You can download these to your computer using the [GRAPHISOFT License Manager Tool](#). If you no longer need a Software key, you can upload it back to the Company License Pool.

filter

Protection key ID	Products	Available for	Downloaded by	Programmed to (Protection key serial №)
▼ SW0000000002		Everyone	Kathleen Avvakumovits	AVVAKUMOVIT-W10 (128-11065702)


SSA

SSA Status	Key Upload Counter (Current / Allowed)
Inactive	0 / Unlimited

Activity log

Show all

Action	Executed by	Programmed to	Date
Download to Computer	Kathleen Avvakumovits	AVVAKUMOVIT-W10	9/23/2016

▶ SW0000013412		Everyone		
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What you can do:

For any Software Key to which you have access:

- View license key content, download status and location, and user to whom it is assigned

Use Cases for License Management

One-man Office with Single Software Key

Recommendation: One person in charge of key management.

The user has a single GRAPHISOFT ID with Admin privileges. He/she uses this GRAPHISOFT ID to sign in to the License Manager Tool. Then the user can download or upload the license keys to/from the Company License Pool for the end user computer.

Small Company with Several Single Software Keys

Scenario 1

The company management and employees operate in an informal atmosphere in which all keys are available to all employees.

Recommendation: All users take part in key management, using a single GRAPHISOFT ID with Admin privileges.

All employees and managers use the same Admin GRAPHISOFT ID to sign in to the License Manager Tool. Then the users can download or upload any Software Keys to/from the Company License Pool for their computers. The Company License Pool shows the status of all of the Software Keys owned by the company.

Scenario 2

The company management does not want all employees to take part in Software Key management.

Recommendation: Two levels of GRAPHISOFT ID access: Admin (for the managers) and Member (each employee has his/her own GRAPHISOFT ID).

Using the Company License Pool, the Admin assigns these keys to particular users.

Employees use their GRAPHISOFT ID to sign in to the License Manager Tool. Then they can download or upload the available Software Keys to/from the Company License Pool for their computers.

Large Company with NET and Single Software Keys

In this scenario, the management does not want individual users to manage the NET key(s).

Recommendation: Two levels of GRAPHISOFT ID access: Admin (for the managers) and Member (each employee has his/her own GRAPHISOFT ID).

Programming and management of the **NET Software Keys** is carried out by the Admin.

- In the Company License Pool, the NET key must be assigned to the Admin.
- On the key server computer, the Admin uses the License Manager Tool to download the NET key from the License Pool.

Using the Company License Pool, the Admin assigns **single Software Keys** to particular users.

Employees use their GRAPHISOFT ID to sign in to the License Manager Tool. Then they can download or upload the available Software Keys to/from the Company License Pool for their computers.

