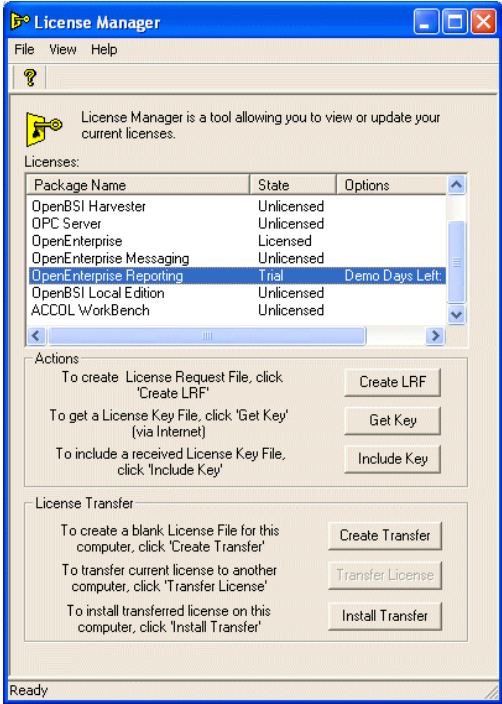


# OpenEnterprise® Licensing User Manual



**Revision Tracking Sheet**

**March 2012**

This manual may be revised periodically to incorporate new or updated information. The revision date of each page appears at the bottom of the page opposite the page number. A change in revision date to any page also changes the date of the manual that appears on the front cover. Listed below is the revision date of each page (if applicable):

<b>Page</b>	<b>Revision</b>
Initial issue	Mar-2012

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# 1. Introduction

This manual describes the processes you use to license an OpenEnterprise (OE) system.

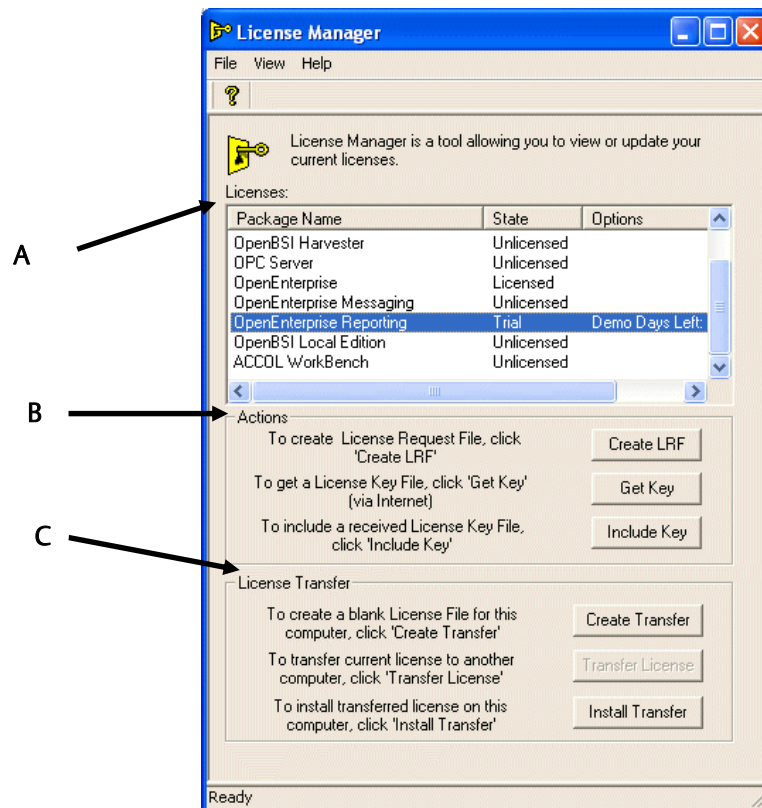
**Prerequisites** To perform these processes, you need access to the Internet and must be using Microsoft® Internet Explorer® 6.0 or greater. You must also register at SupportNet ([http://www2.emersonprocess.com/en-US/brands/remote/systems\\_and\\_software/supportnet/Pages/supportnet\\_registration.aspx](http://www2.emersonprocess.com/en-US/brands/remote/systems_and_software/supportnet/Pages/supportnet_registration.aspx)) and obtain a SupportNet account **before** starting.

**Contact Information** Call 800-537-9313 or email [custserve.ras@emerson.com](mailto:custserve.ras@emerson.com)

# 2. Server licensing

Once you have successfully installed OE, access the server licensing utility by clicking **Start** and then selecting **All Programs > Bristol Babcock Licensing > License Manager**. The License Manager screen displays:

**Figure 1. OpenEnterprise License Manager**



- A. Licenses frame
- B. Actions frame
- C. License Transfer frame

The **Licenses** frame displays the current state (or “status”) of all licenses associated with OE.

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**Note:** When you first install OE, you activate a **30-day** trial license. You must formally license OE within the 30-day period or OE shuts down.

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Use the buttons in the **Actions** frame to request licensing components.

## 2.1 Actions frame

**Create LRF** To license OE software, you first create a License Request file (LRF) which captures essential information about the OE software installed on your PC.

Click **Create LRF**. A “Save As” dialog displays, prompting you to specify a name and location for the file. Click **Save** when you identify the file’s location.

A reminder dialog displays. Click **OK** to accept it.

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**Note:** You do not use the **Get Key** button to license OE software.

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Open a new SupportNet ticket and upload the LRF file along with the Sales Order number for the product you purchased. Upon receiving your request, the Technical Support Group provides you with a license file. Install the license file using the “Include Key” button on License Manager.

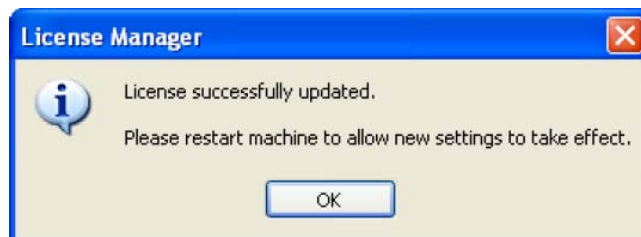
**Include Key** Click **Include Key** to complete the registration process.

An “Open” dialog displays. Select the license file you received from Technical Support. Click **OK**.

When the registration completes successfully, License Manager displays an information dialog:

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**Figure 2. Completion Dialog**



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Click **OK**, and reboot your PC to activate the new license.

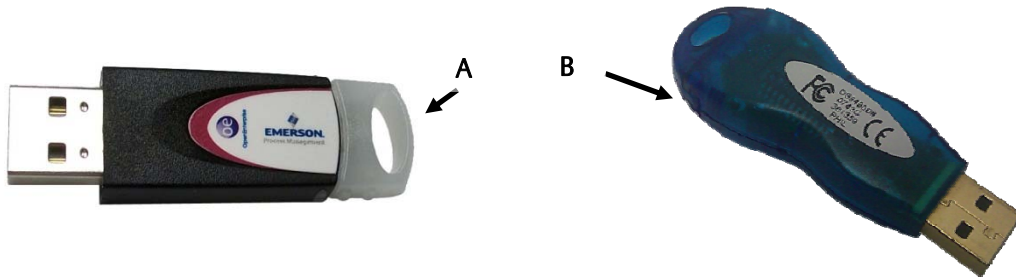
# 3. Graphics licensing

This portion of the document describes the processes required to add (“program”) a OE graphics license to the black USB hardware key for both workstation (“thick client”) and terminal (“thin client”) services.

**USB Keys** The blue USB key (previously supplied with OE version 2.81 or earlier) has been discontinued and replaced by a black USB key (see *Figure 3*). To continue your graphic license, you must program the new black key using a web-based application. If you have been using the blue key, see [Section 3.2. Deactivating the blue USB key](#).

**Note:** When you first install or upgrade OE, you activate a 30-day **temporary** soft graphics license. This prevents disruption to SCADA operations while your request for a permanent license is processed. After the 30-day period, however, you **must** use a hardware key to continue using OE.

**Figure 3. OpenEnterprise USB Hardware License Keys**



- A. Current black USB key
- B. Discontinued blue USB key

How you use this manual depends on whether you are new to OE or have been using OE for a while:

If you...	Read...
...are new to the OE system	<i>Section 3.1. Adding a license to the black USB key</i>
...have been using the blue license key	<ol style="list-style-type: none"> <li>1. <i>Section 3.2. Deactivating the blue USB key</i></li> <li>2. <i>Section 3.1. Adding a license to the black USB key</i></li> </ol>
...have been using the black license key	<i>Section 3.3. Upgrading the graphics license</i>

## 3.1 Adding a license to the black USB key

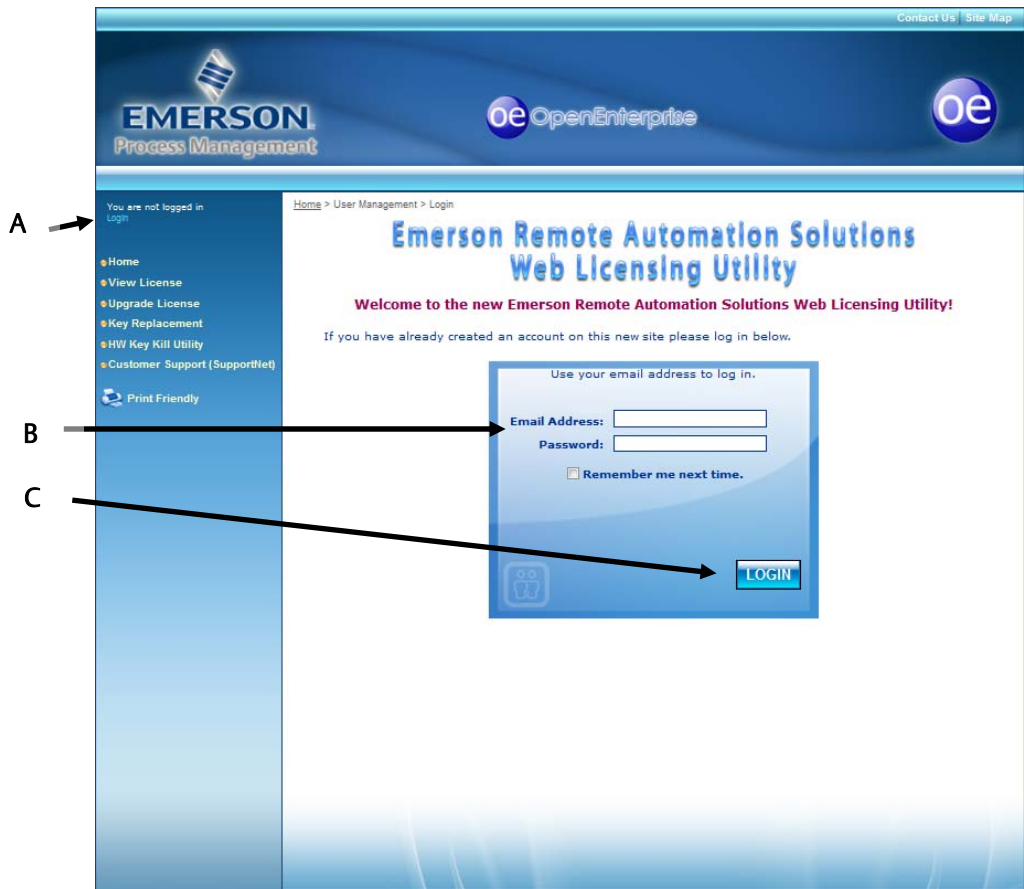
To add an OE graphics license to the black USB key:

1. Insert the black USB key into a USB port of a PC which is connected to the internet.

**Note:** This does **not** need to be the PC on which you use the key.

2. Access the OpenEnterprise Web Licensing Utility website ([www.oelicense.com](http://www.oelicense.com)).
3. Click **Login** (from the menu options on the upper left corner of the screen). The login page displays.

**Figure 4. OpenEnterprise Web Licensing Utility Login Page**



- A. Login/logout status
- B. Email Address and Password fields
- C. Login button

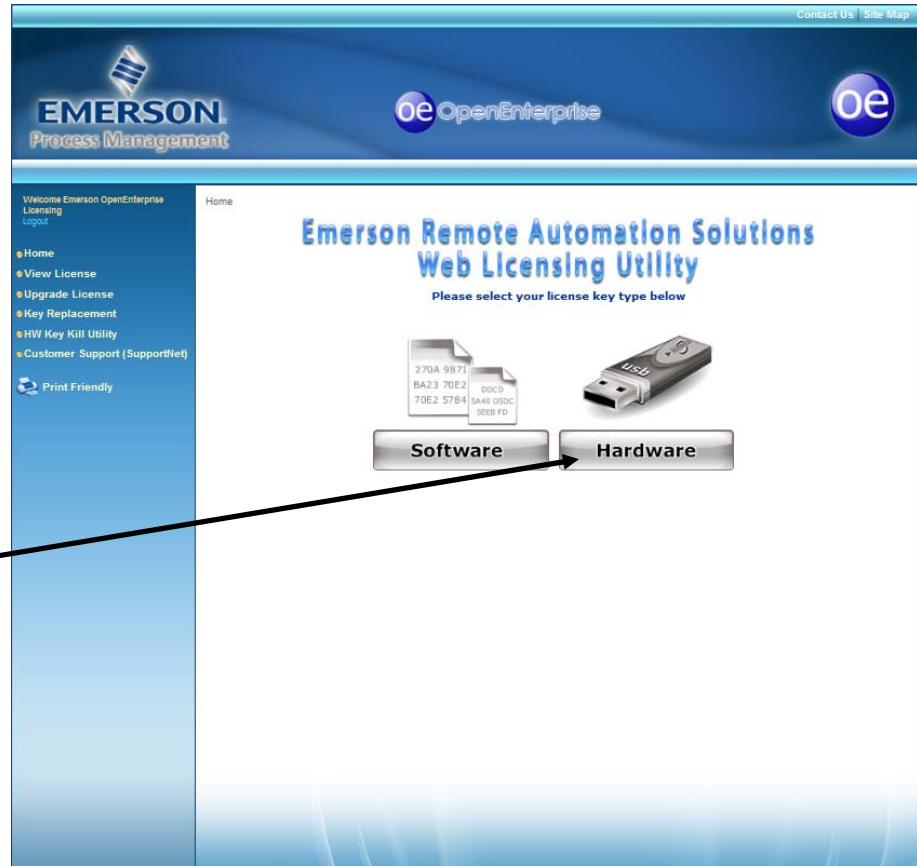
4. Complete this page using the email address *custserve.ras@emerson.com* and the case-sensitive password *OpenEnterprise* and click **Login**.

**Note:** When your login is successful, the **Login** link in the upper left corner of the screen changes to **Logout**.

5. Once you have successfully logged into the utility, click **Hardware**.

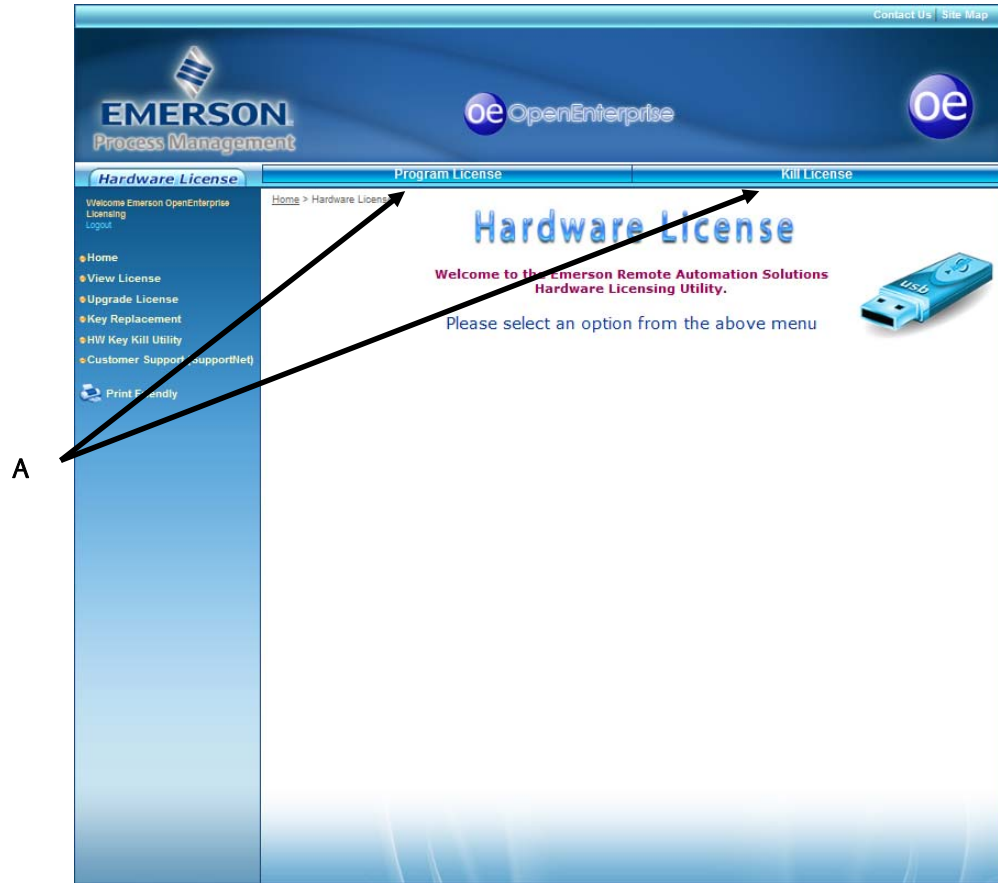


Figure 5. Software/Hardware Licensing Page



Once you click **Hardware**, the Hardware License page displays, with two options (**Program License** and **Kill License**) at the top of the page.

Figure 6. Hardware License Page

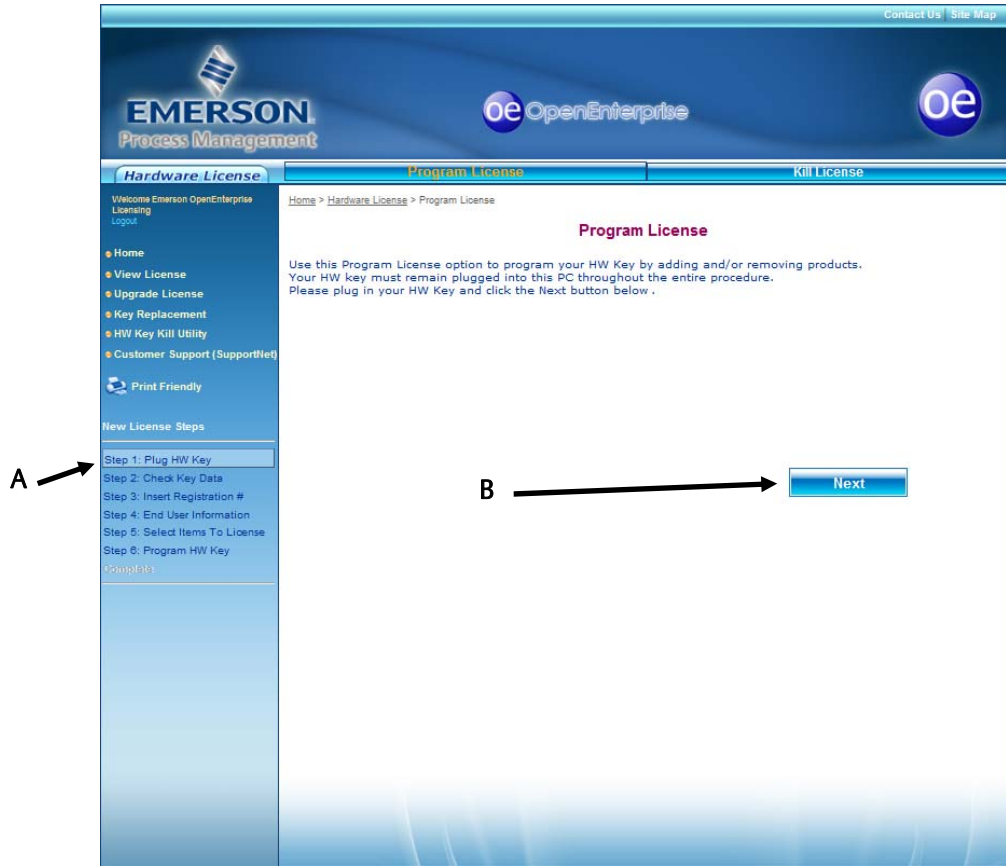


**A. Hardware license menu options (Program License and Kill License)**

6. Select **Program License** and wait a few seconds to download and install the ActiveX control. The Program License page displays.

**ActiveX Control?** The web licensing utility requires you to install an ActiveX control. The utility can automatically detect whether this common control is present. If it is not present, you may be prompted to install it. This is a routine part of the program.

Figure 7. Program License Page



**A.** List of process steps

**B.** Next button

The lower left-hand side of this page lists the steps involved in programming the hardware key and highlights the current step (see **A**).

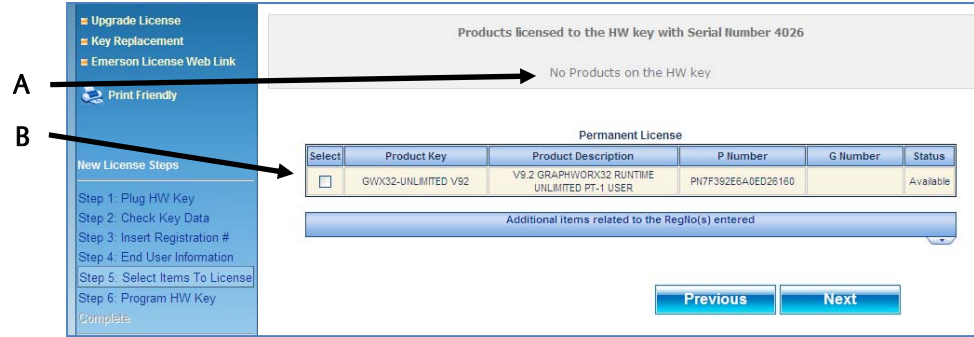
**Note:** If you have not already done so, plug your black USB key into a USB port on this PC.

7. Review the steps on the screen and click **Next**. A dialog displays showing the serial number of the hardware key currently inserted in this PC. Verify the number and click **OK** to close the dialog. The Product License page displays.

**Note:** The serial number for the hardware key appears on the label attached to the hardware key.

8. The utility then prompts you to select the product license(s) you want to add to the key. Copy and paste the Product Registration number and Customer Code into the appropriate fields on a single row.
9. Review the product registration and customer key numbers for accuracy and click **Next**.
10. The utility displays a page containing end user information. **Do not** change this information. Click **Next** to proceed to the next page, which shows the products available to place on the USB key:

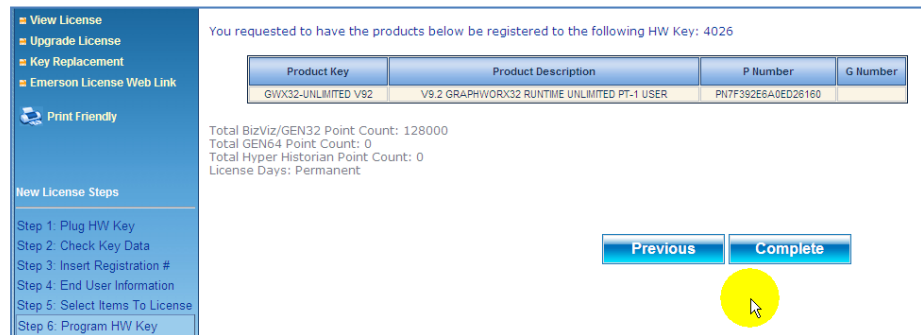
**Figure 8. Products Licensed Page (partial page)**



- A. Products currently on the USB key
- B. Check box indicating the license available to add

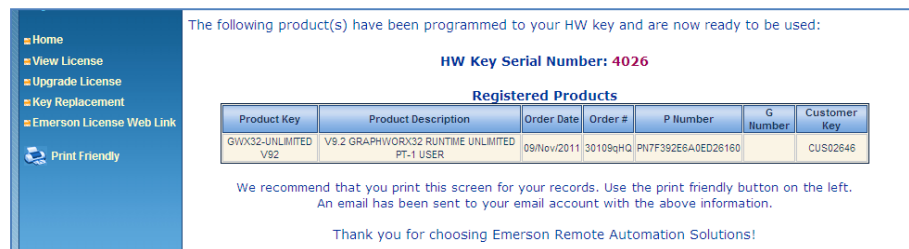
11. Carefully review the details of the license you are about to program. Pay special attention to the **version** number. Once you confirm these details, select the check box to the left of the license details and click **Next**.
12. The LED on the end of the license key should flash briefly as the utility adds the license to the key. **Do not remove the license key during this process**. Once the programming completes, the utility displays a verification page.

**Figure 9. Verification Page (partial page)**



13. Click **Complete**. After a short interval, the utility displays a final page indicating that the utility has added the license to the key:

**Figure 10. Programming Complete Page (partial page)**



**Note:** Print or otherwise copy the contents of this screen for your records.

14. Remove the newly programmed USB license key from the USB port and select **Logout** to close the utility.

You can now use the license key on any PC on which you have installed OE.

## 3.2 Deactivating the blue USB key

If you have been using a blue USB key (supplied to license OE graphics with version 2.81 or earlier), that key has been discontinued and replaced by the black key (see *Figure 3*). To upgrade to the latest OE graphics programs, you must “kill” the license on the blue key. That process creates a HKEYLOG.DAT file you send to Technical Support. Once Technical Support has that HKEYLOG.DAT file, they can email you a product registration number (“P number”) you use to add a license to a black USB key (see *Section 3.1. Adding a license to the black USB key*).

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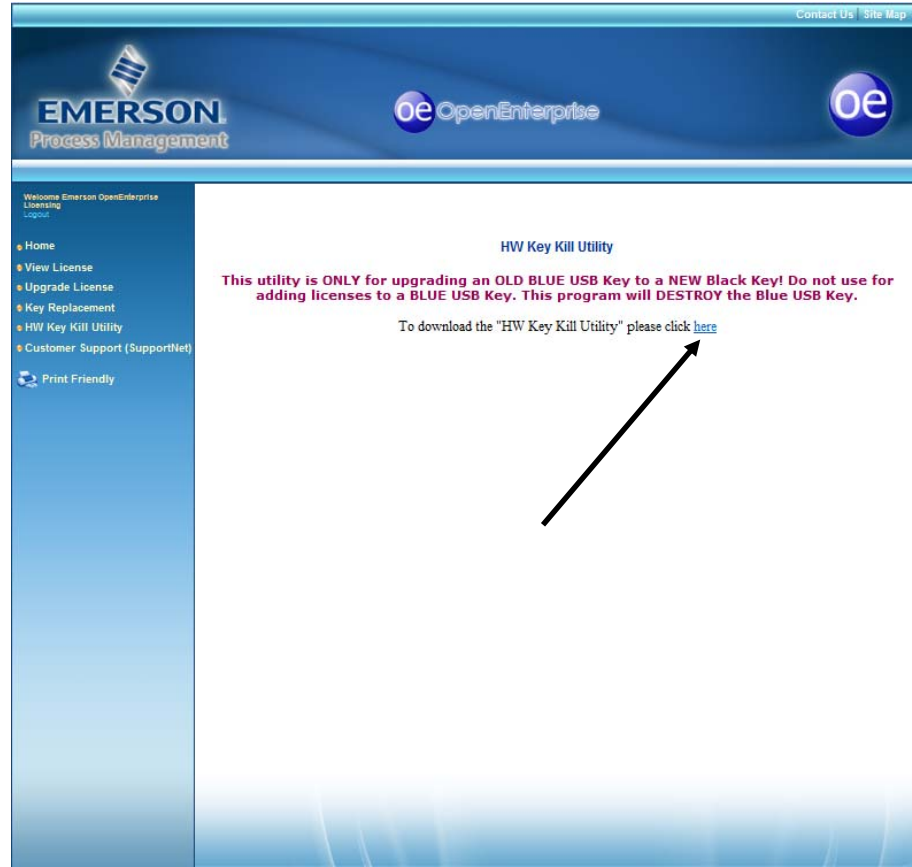
**Note:** Before beginning this process, ensure that the file `C:\HKEYLOG.DAT` is not already present on your PC. If it is present, you (or someone else) may have used this PC to previously deactivate another blue license key. Rename this file and send it to Technical Support so they can credit your OE graphics license account.

---

To kill the blue USB license key and create the HKEYLOG.DAT file:

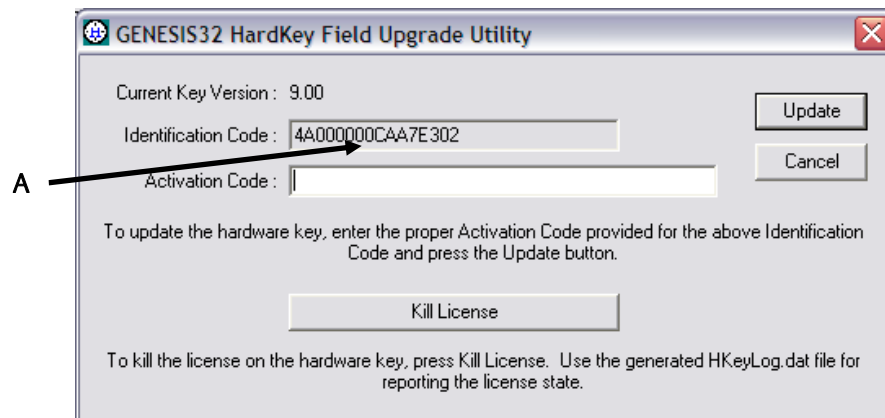
1. Insert the blue USB key in a USB port on a PC with an Internet connection.
2. Access the OE Graphics Licensing website ([www.oelicense.com](http://www.oelicense.com)).
3. Select **Login** from the menu on the left side of the screen. The login page displays.
4. Complete the page using the email address `custserve.ras@emerson.com` and the case-sensitive password `OpenEnterprise` and click **Login**. When the login is successful, the Login menu option changes to Logout.
5. Select **HW Key Kill Utility** from the menu the left side of the screen. The HW Key Kill Utility page displays.

Figure 11. HW Key Kill Utility Page



6. Read the warning on the page and click where indicated to download the HWKUpdate\_0711.zip utility file.
7. Unzip the HWKUpdate\_0711.zip file.
8. Run the HWKUpdate\_0711.exe file. The utility displays the HardKey Field Upgrade Utility screen:

Figure 12. Hardkey Field Upgrade Utility Page



**A. Identification Code value**

9. Copy the character string in the Identification Code field and save it to a text file. This is the serial number of the key containing the license you are about to destroy.

10. Click **Kill License**. A confirmation dialog displays; click **Yes** to confirm and continue the process.
11. The utility creates the file HKEYLOG.DAT on the root directory of your PC (C:\).
 

---

**Note:** Occasionally (due to PC file settings) the HKEYLOG.DAT file may not appear in the root directory. Search your PC for this file and move it to the root directory **before** continuing the process.

---
12. Rename the HKEYLOG.DAT file by pasting the identification code (from step 9) to the end of the **file** name (that is, **HKEYLOG.DAT** becomes **HKEYLOG4A000000CAA7E302.DAT**, based on the identification code shown in *Figure 12*).
13. Log into SupportNet, open a ticket with the subject line “BLUE KEY KILL,” and attach the newly renamed .DAT file.

Once Technical Support receives the file, they provide you with a new product registration number (“P-number”). Use this new P-number to active a new black USB license key (described in [Section 3.1 Adding a license to the black USB key](#)).

### 3.3 Upgrading the graphics license

Use this process if you need to upgrade the version of the graphics license on your black USB key (typically with OE 2.82 or later). The process has these general steps:

1. Kill the current license on the USB key
2. Upgrade the web-based license
3. Add the upgraded license to the USB key

#### Killing the current license

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**Note:** This process **removes** the license from a key, leaving it blank.

---

1. Insert the black USB key in a USB port on a PC with an Internet connection.
2. Access the OE Graphics Licensing website ([www.oelicense.com](http://www.oelicense.com))
3. Select **Login** from the menu on the left side of the screen. The login page displays.
4. Complete the page using the email address *custserve.ras@emerson.com* and the case-sensitive password *OpenEnterprise* and click **Login**. When the login is successful, the Login menu option changes to Logout.
5. Click **Hardware**. The Hardware License page displays.
6. Click the **Kill License** option at the **top** of the Hardware License page. The Kill License page displays.
7. Click **Next**. A dialog displays showing the serial number of the hardware key currently inserted in this PC. Verify the number and click **OK** to close the dialog.

---

**Note:** The serial number for the hardware key appears on the label attached to the hardware key.

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8. Click **Complete**. The utility removes the current license from the USB key and displays this screen:

**Figure 13. Kill License Page (partial page)**



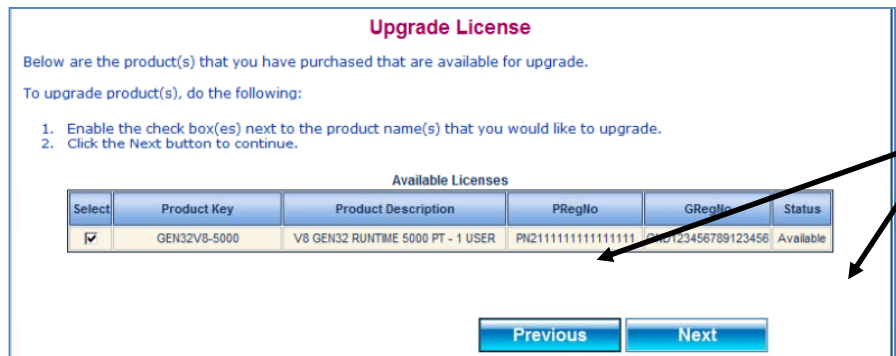
**Note:** You use this blank USB key in the third step of this process when you add the upgraded license to it. It is important that you print or keep a copy of this screen (especially the values in the **PRegNo** and **Customer Key** fields) for the next steps in the upgrade process.

**Upgrading the website-based license**

To upgrade the license on the website:

1. Click **Upgrade License** from the menu on the left side of the website. The Upgrade License page displays.
2. Complete the Product Registration Number and Customer Key fields (using the values from step 8 in the previous procedure).
3. Click **Next**. The upgrade utility shows the products available for upgrade:

**Figure 14. Upgrade License Page (partial page)**



**Note:** If the screen does not show any products available for upgrade, contact Technical Support with the Product Registration Number you are trying to upgrade.

4. Select the product(s) for upgrade and click **Next**. The utility displays a confirmation dialog.
5. Click **Upgrade** to continue. The utility displays a page showing the upgraded license:



**Figure 15. Upgraded Products Page (partial page)**

Home > General Information > Upgrade License

The following products have been successfully upgraded:

Upgraded Products						
Product Key	Product Description	Order Date	Order #	PRegIlo	GRegIlo	Customer Key
GEN32V92-5000	V9.2 GEN32 RUNTIME 5000 PT - 1 USER	12/February/2010	29549HQ	PN21111111111111111111	GND123456789123456	CUS02266

We recommend that you print this screen for your records. Use the print friendly button on the left. An email has been sent to your email account with the above information.

Once you have upgraded the license on the website, you can add the upgraded license to the USB key.

### Adding the upgraded license to the USB key

**Note:** This is the same procedure described in *Section 3.1, Adding a license to the black USB key*.

1. Click **Hardware** on the Web Licensing Utility page.
2. Click **Program License** on the Hardware License page.
3. Select **Program License**. The Program License page displays.
4. Click **Next**. A dialog displays showing the serial number of the hardware key currently inserted in this PC. (This serial number appears on the metal tag attached to your hardware key.) Verify the number and click **OK** to close the dialog. The Program License page displays.
5. The utility then prompts you to select the product license(s) you want to add to the key. Copy and paste the Product Registration number and Customer Code into the appropriate fields on a single row. (These are the values from step 5 in the previous process.)
6. Review the product registration and customer key numbers for accuracy and click **Next**.
7. The utility displays a page containing end user information. Do not change this information. Click **Next** to proceed to the next page, which shows the products available to place on the USB key.
8. Carefully review the details of the license you are about to program. Pay special attention to the version number. Once you confirm these details, select the check box to the left of the license details and click **Next**.
9. The LED on the end of the license key should flash briefly as the utility adds the license to the key. Do not remove the license key during this process. Once the programming completes, the utility displays a verification page.
10. Click **Complete**. After a short interval, the utility displays a final page indicating that the utility has added the license to the key.

**Note:** Print or otherwise copy the contents of this screen for your records.

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