INSTALLATION NOTES

DNV Licence Manager

DATE: December 2023

No.	Date	Reason for Issue	Prepared by	Verified by	Approved by
0	October 2022	Release version 8.71			
1	July 2023	Port to Wix4			
2	December 2023	Release version 9.0			

Date: December 2023

Prepared by: Digital Solutions at DNV

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1 WHAT'S IN THIS INSTALLATION

The Licence Manager is intended to be used by an IT engineer prior to configure a licence server for DNV - Software products without installing them. Please note that the Licence Manager must only be installed on a server type of machine that is always on so the client machine (a user PC) can request a licence from this.
This installation is not necessary if you have already installed DNV – Digital Solutions products like Phast 7.0, Safeti 8.1, etc. on the client machine (a user PC) as they already include all the necessary files.

2   SYSTEM REQUIREMENTS

The recommended specification for Licence Manager is as follows:

Operating system	Windows 10 or later (32 or 64 bit versions).
CPU	32/64 bit CPU from Intel or AMD (for example Intel Core2 Duo)
Pointing device	MS Mouse or compatible
Disk Space	10MB

No Citrix, Microsoft, Oracle, VMware virtualisation tools, e.g. XP mode on Windows7, are supported.

KNOWN ISSUE: This version of FlexlNet does not support Windows Server 2008 R2. The new Licence Manager should be installed on a more recent Windows operating system.

3   INSTALLATION

This section describes the installation process.

3.1   Prerequisite

Some of the Microsoft redistributable files the licence manager uses require a special Windows update on Windows 10 and later releases. If your operating system has its Windows Update activated, this pre-requisite should have automatically been installed and you will not need to take any action. However, if your operating system is not up-to-date, the Windows update described in the following web page must be installed.

https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows

The required Windows update is specific to an operating system and only the relevant update must be downloaded and installed. Additional pre-requisites may be required first, they are detailed in the web page. Please ask a knowledgeable system engineer and/or your corporate IT for advice.

3.2   Main Installation Process

The dialogs below may look slightly different on your system depending on the operating system and localisation (e.g. English, Chinese, etc.).

> ***DNV_LicenceManager_Setup.exe purpose***
> The program DNV_LicenceManager_Setup.exe checks your system and starts to install the Licence Manager.
> Some system may require a reboot during the pre-requisite installation phase, reboot when prompted.
> The following steps are for a system running an English 64 bit Windows 10 Professional with no additional software and took about 1 minute to run through on a machine with 2 core 2.2GHz with 2GB RAM.
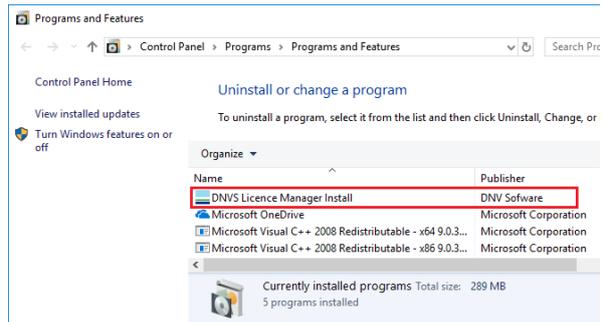
Stop RMS_LICENCE_service if it exists

- Start Local Services Application (services.msc)

- Search for RMS_LICENCE_service

- If it is running, please stop it
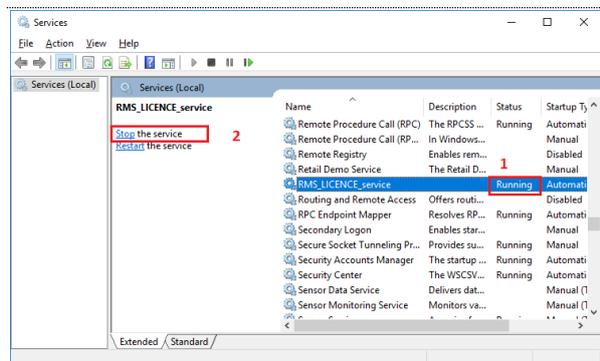
Remove previous version of the Licence Manager
Start "Programs and Features" (formerly called Add/Remove Programs) and double-click on DNVS Licence Manager if it is listed there.

**Install the prerequisite as described in the** Prerequisite section

Start the installation process by double-clicking on the DNV_LicenceManager_Setup.exe file
Depending on your setting the file may be displayed as setup (without the file extension .exe). In this case select the file with type "Application".
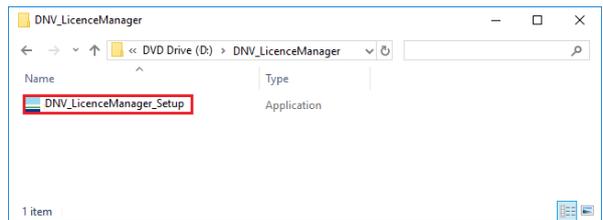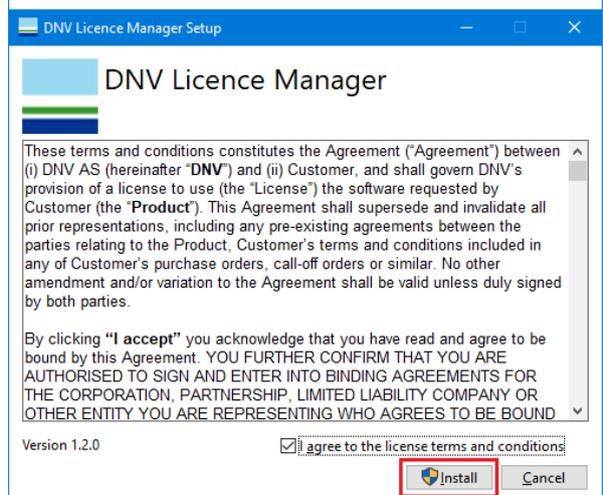
Tick the license terms

You may want to read through the license terms
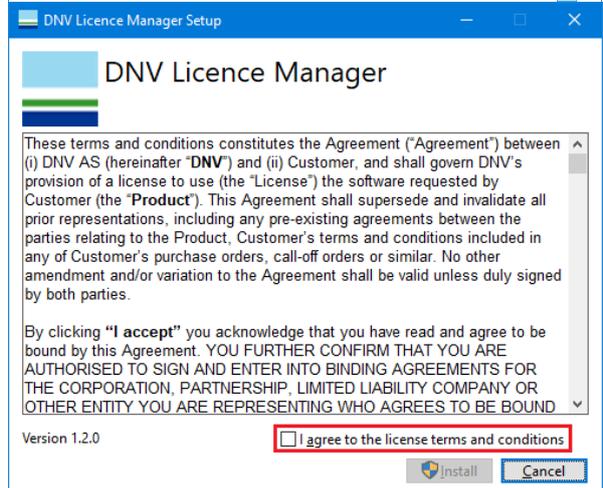
Start the installation
Click Install

The button Install is grey-ed is the license terms have not been ticked

User Account Control Prompt
In Windows 10 and later any installation step must be approved. Failure to click Yes within 90 seconds would lead to installation failure.
Click on Yes to continue with the pre-requisite installation, if any are needed, and with the main part of the installation.

Note: if you were prompted to reboot, when the installation restarts after rebooting, you will also get this message, in this case please click on Yes.

Installation progress Dialog
During the installation, a dialog with a progress bar is displayed. If you must abort the installation, please click on Cancel.
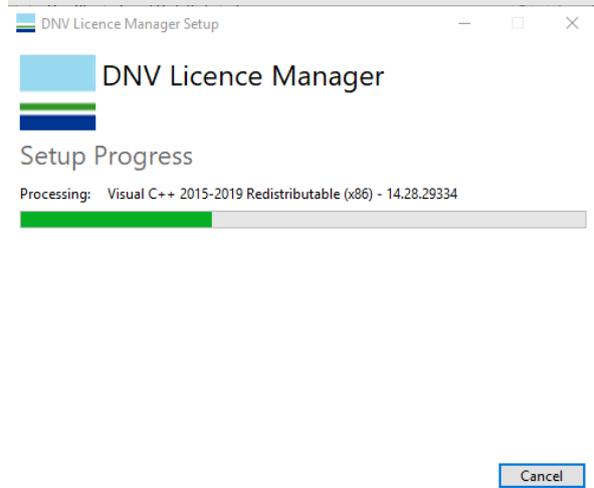
Installation completed Dialog
The last screen in the installation tells you that the process is complete. Check that the text explicitly says "successfully Completed" DNV Licence Manager. The Completed dialog looks very similar in case of installation failure.

Click on Finish to close the dialog.
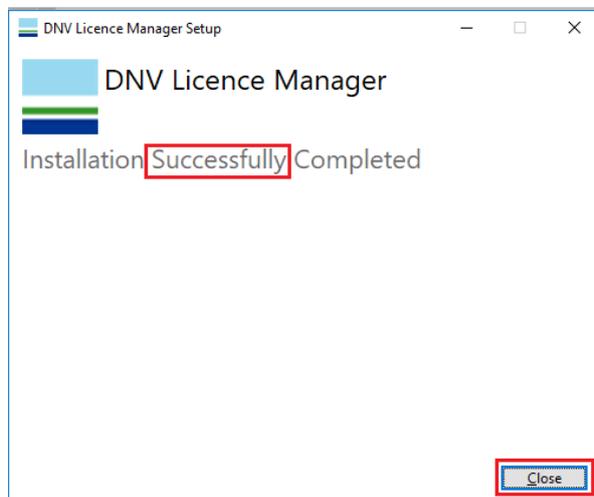
4   DO I NEED TO OBTAIN A LICENCE?

Licences for version 6.7 of Phast Micro, Phast, Phast Risk, Safeti Micro, Safeti and Safeti-NL and earlier versions are not compatible with those required for version 7.0 and later releases. Unless you, or someone in your organisation, have already requested a licence valid for the computer, you will need a new licence.

The application has been improved and will assist you in setting up a licence. The next section details the various licensing steps that are required to activate the application.

However, the Licence Manager will accept all versions of our licences from 6.54.

5 SETTING UP A LICENCE

Any licences from versions of the application prior to 7.0 are not compatible with this version. You (or the System Administrator) must obtain a licence file for this version, as described in the next section.

You will not need to request a licence file if:

1. You already have a valid licence for this version of the product and any extensions you wish to use. (E.g. Multi-component and 3D Explosions. Or:

2. The Licensing has already been set up by the System Administrator

   • Some types of licence[1] are specific to a machine and all licensing is handled locally on that machine. If you have arranged with DNV – Digital Solutions to use this type of licence, you would normally set up the licensing yourself on your machine.

   • Other types of licence are specific to a *Security Key* (sometimes called a dongle) that can be moved between machines or are handled by a network server and not by the individual machines that are running the application. For these types of licence, the System Administrator may handle the process of obtaining the licence file from DNV, and then making the file available to users of the application.

The process of requesting a licence file is described in the next sections.

If you are going to use a file supplied by your System Administrator, you can omit the stage of requesting a licence file and proceed immediately to the final stage: running the application to import the licence file.

5.1 REQUEST A LICENCE FILE

The following process is a simplified version of a normal licence request process for Windows 10. The process for other operating systems may vary. You do not need any specific user rights to perform it.

Start the application

To start this version:

   • on Windows 10 or later, click on Windows Start button, click on All apps, proceed to DNV, expend the list and click on the application shortcut.

NOTE 1: To request Phast Licences you must start Phast. Likewise, for Safeti, Safeti Offshore and Safeti-NL Licences you must start the appropriate product.

NOTE 2: the following steps are for Phast licences, requesting Safeti, Safeti Offshore or Safeti-NL Licences have similar steps.


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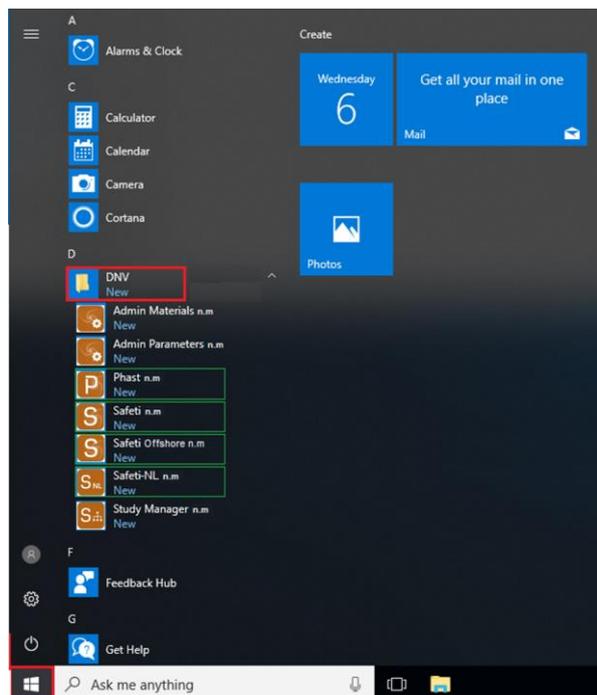
[1] Licence types are *Floating (sometimes called Concurrent), Standalone* and *Security Key (a USB dongle)*. *Floating* licences are called *Network* licences in this document and they require specific setting as described in the section Setting a Windows Service. A *Network* licence file contains the line "VENDOR dnvslm".

The picture refers to a hypothetical version and products.

Request a Licence

If you already have a licence file, please move further down to the next section Importing a licence file.

Otherwise click on the "Request a licence" button.
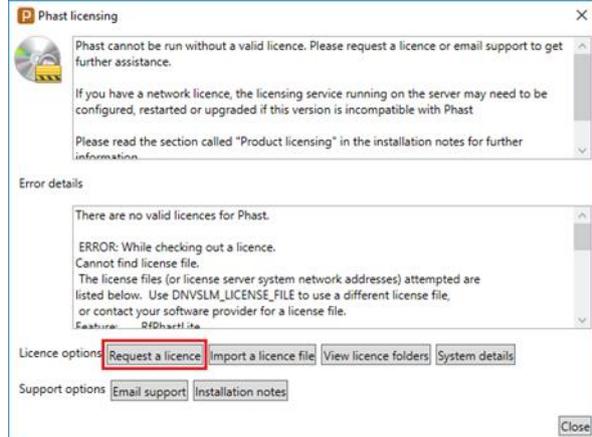

Specify Required Licences

A new dialog will open with the option of selecting the Licences required.
Please tick the licence(s) required from the list.
Please note that the options available depends on the product installed and the started application.

Send Request and Save Request to Disk

Once you have selected the required licences there are two options available depending on how you intend to send the licence details. You can either email the request or save the request to disk and send it later.
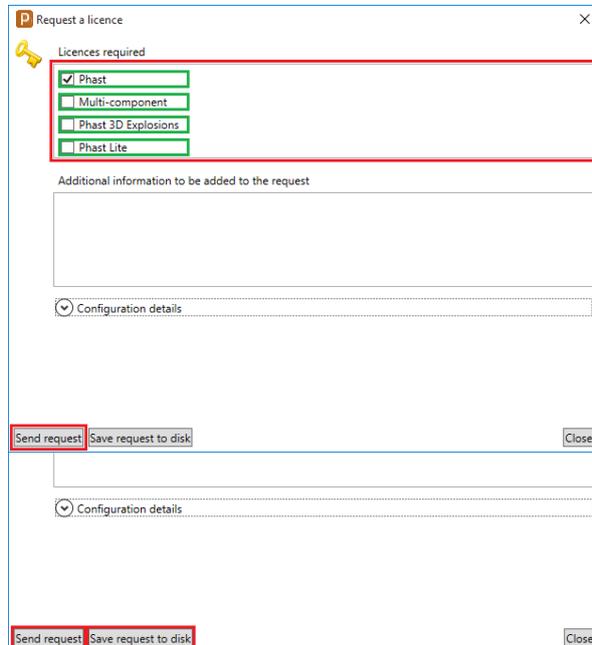

Save Request to Disk

If you are unable to email, then you can choose to Save request to disk and this will save the Configuration Details to a local folder or drive. This can then be transferred or processed later.

NOTE: Before, clicking on Save, please record the file name and location for future reference.
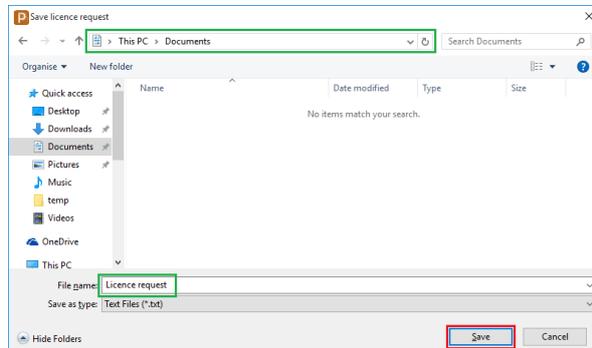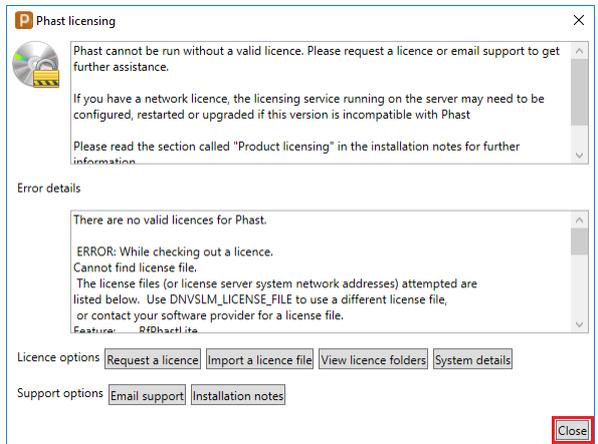
Emailing the Licence Request

Depending on your selected option, do not forget to email the request to DNV Support (Software.Support@DNV.com)
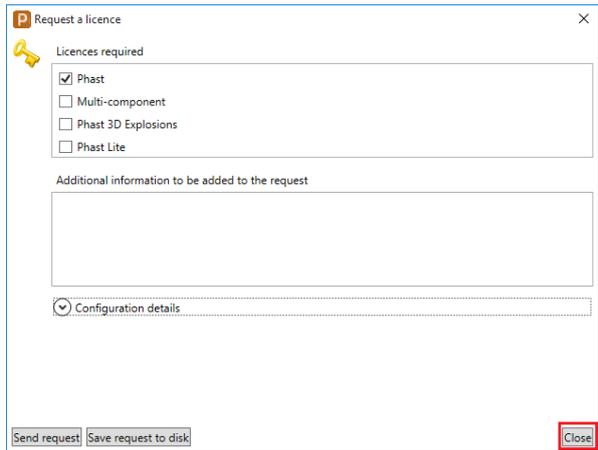
Close the Dialogs and Wait for the Licence to Arrive

5.2 IMPORTING A LICENCE FILE

The following pictures may refer to a hypothetical version and products.

If necessary, Start the application

To start this version:

- on Windows 10 or later, click on Windows Start button, click on All apps, proceed to DNV, expend the list and click on the application shortcut.

NOTE 1: To request Phast Licences you must start Phast. Likewise, for Safeti, Safeti Offshore and Safeti-NL Licences you must start the appropriate product.
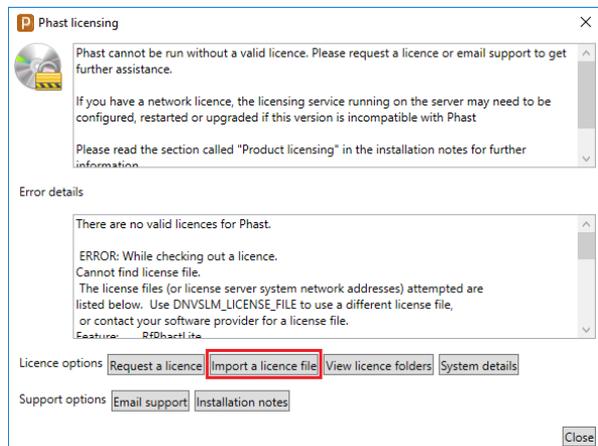
NOTE 2: the following steps are for Phast licences, requesting Safeti, Safeti Offshore or Safeti-NL Licences have similar steps.
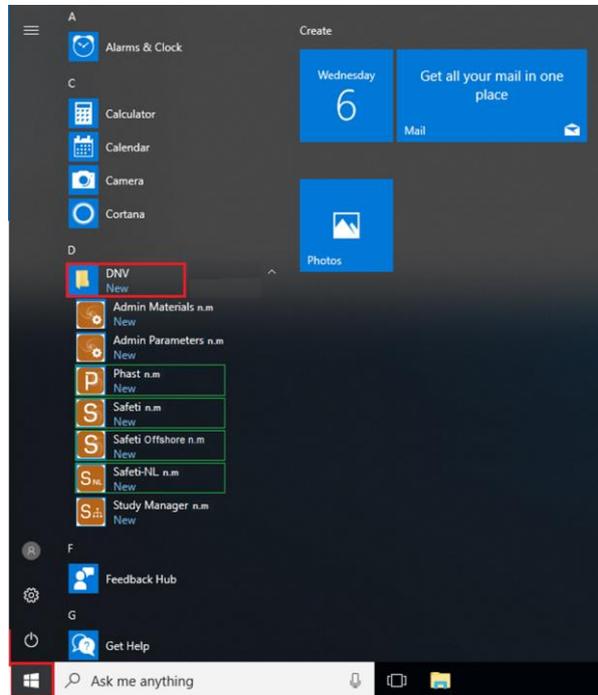
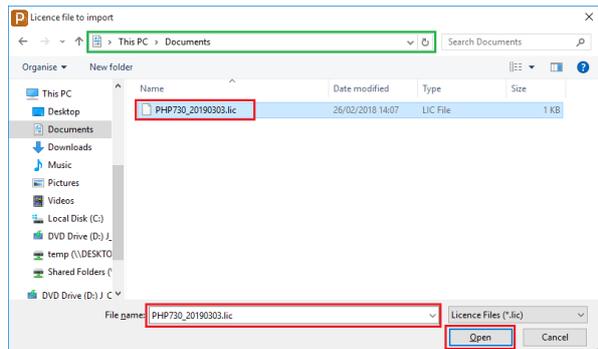The picture refers to a hypothetical version and products.

Importing a Licence

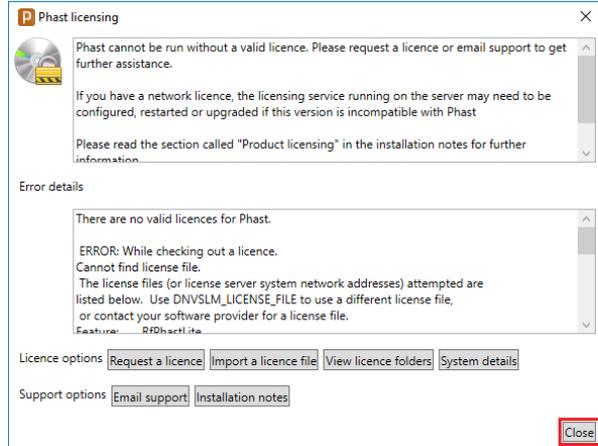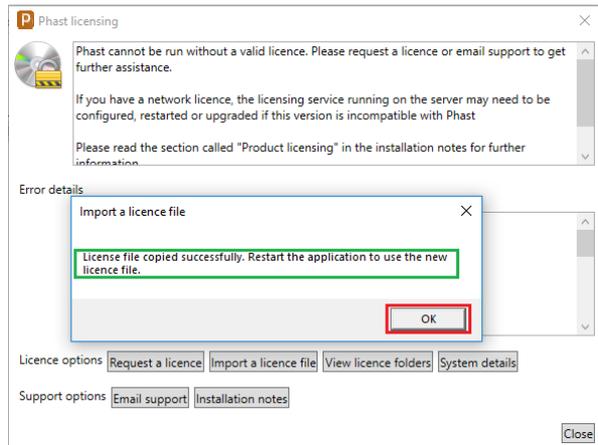To import a licence please click on Import a licence file

Browse to a Licence File

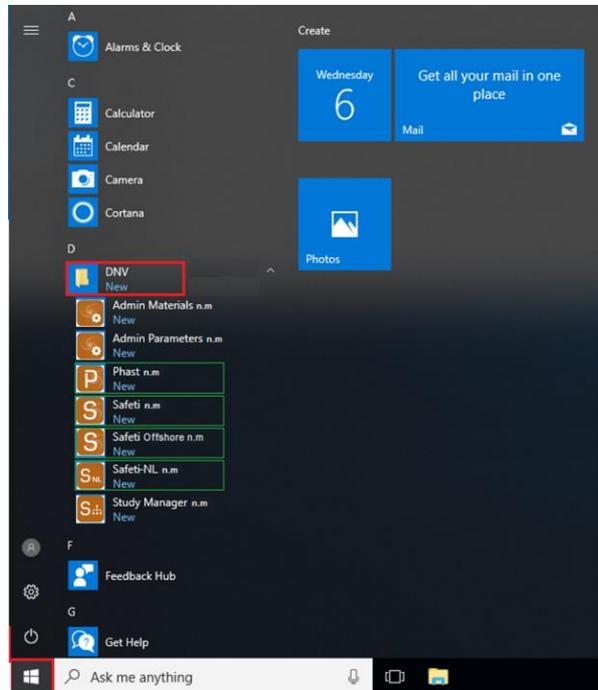Then browse to the licence file and click Open to import.

Close the Dialogs

Restart the application (Optional)

If the licence is valid for this computer, the application should start without prompting for a licence. If not, please contact DNV Support (Software.Support@DNV.com

The picture refers to a hypothetical version and products.

5.3 SETTING A WINDOWS SERVICE FOR CONCURRENT LICENCES

In order to run Flexera's LMTools, you must have administration rights for the machine. Contact your System Administrator to check whether you have administration rights, or to obtain these rights.

This step is only necessary for *Network licences* and generally made on a server and not on a user's PC.

You should not perform the following steps if your licence is a *Security Key* or *Standalone* licence.

IMPORTANT NOTE: The Licence Manager is installed from a separate installer. Please look at the install.html file from the DVD for details. A specific installation notes document is also included. The section assumes the Licence Manager is installed.

5.3.1.1 Known issue

The licensing manager running on the server must be upgraded in order for the 8.71 release to check out a license successfully. Please read the section LICENCE MANAGER NEEDS TO BE UPGRADED for more details.

Start the Advanced Tool: LMTools

Depending on your operating system, LMTools is available from
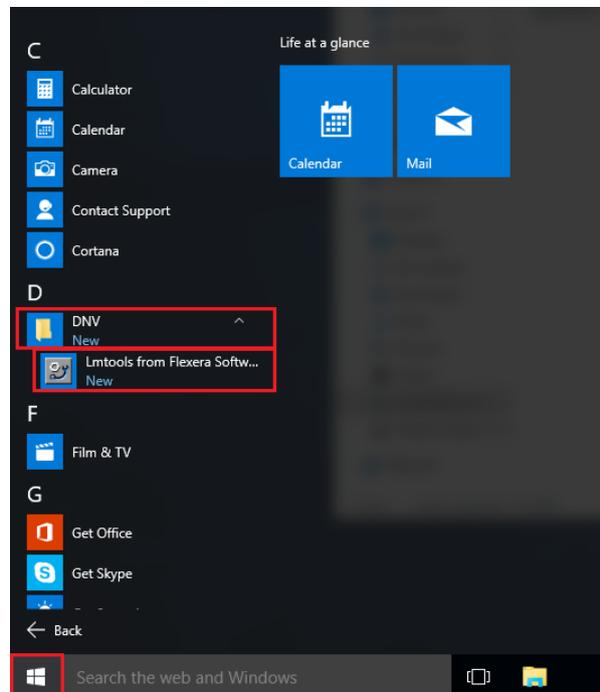
32 bit OS:
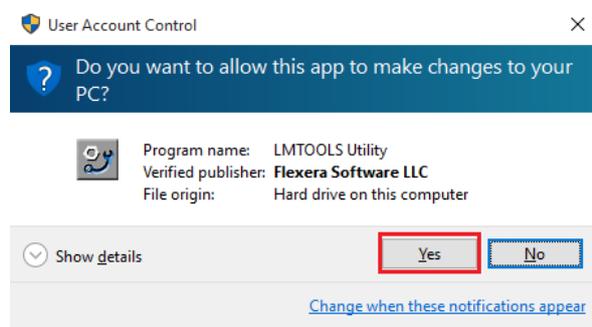
    C:\Program Files\DNV\FLEXlm\Utils

64 bit OS:

    C:\Program Files (x86)\DNV\FLEXlm\Utils

If you have run Licence Manager Installer, a shortcut is created in the Start Programs as shown on the right.

If prompted, accept the User Account Control

If you have not been granted the proper admin rights, you may be prompted to an administrator's name and password instead.
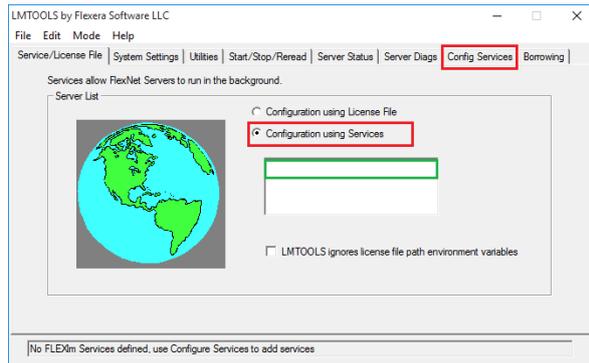
LMTools from Flexera Software (formerly Macrovision)

Select Configuration Using Services

If there are any services in the list, please contact:

- DNV - Digital Solutions Support for advice. (Software.Support@dnv.com).
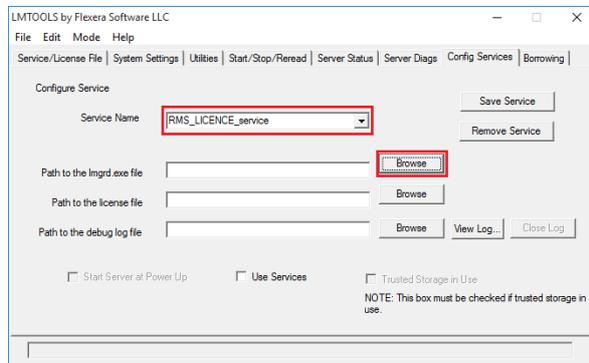- For Safeti-NL, the request must be sent to Safeti-NL Helpdesk (safeti-nl@rivm.nl)

Click on the tab Config Services in order to enter the service details

Define the Licensing Service Name

Either:

- Select from the dropdown list RMS_LICENCE_service or
- Type RMS_LICENCE_service if the name does not exist (please note the British spelling).

Click on the first button Browse in order to specify the location of the lmgrd.exe file
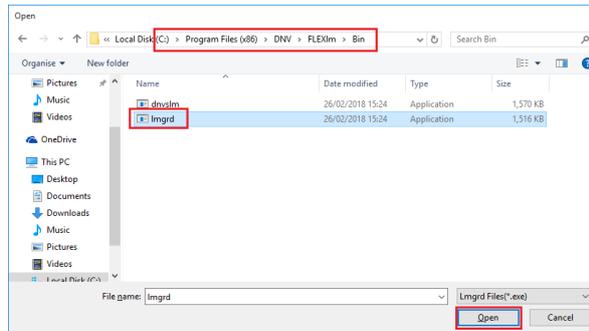
Select Application lmgrd File Location

The application lmgrd file (sometimes displayed as lmgrd.exe) is in

32-bit OS

C:\Program Files\DNV\FLEXlm\Bin

64-bit OS

C:\Program Files (x86)\DNV\FLEXlm\Bin

Click on Open to select the lmgrd file and return to LMTools.

Specify the Licence File Location

- Select and copy from the field "path to the lmgrd file" entered from the previous step

- Paste it into the field "Path to the licence file"

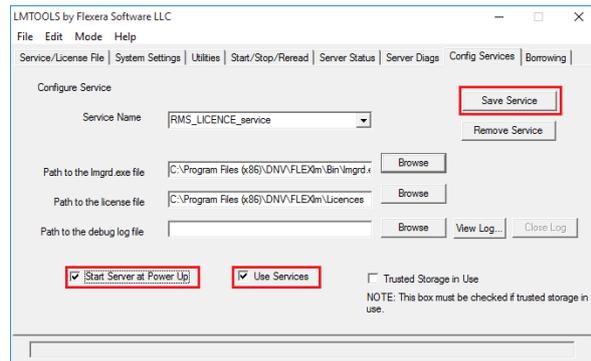- Replace Bin\lmgrd.exe with Licences (please note the British spelling)

Note: Clicking on *Browse* is not recommended as browse can only select a file not a path.
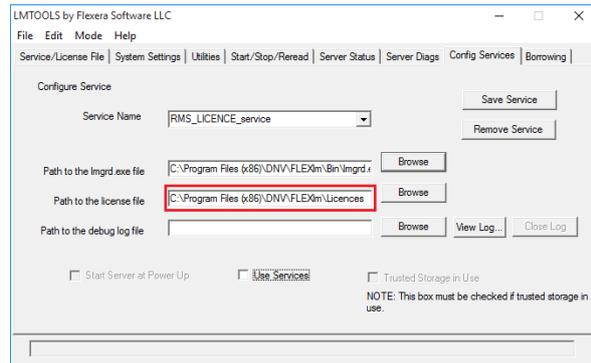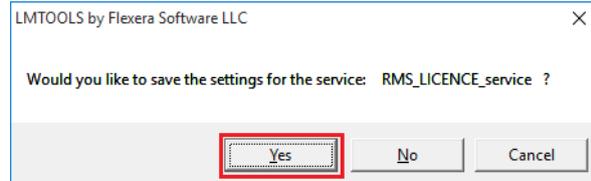
Select the Service Activation

- Tick-mark Use Services

- Tick-mark Start Server at Power Up

Click on Save Service to create the service

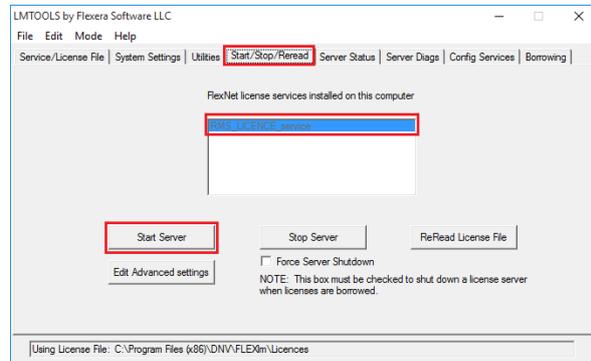## Accept to Save the Settings

Click on Yes to save the settings

Start the Service

- Click on the tab Start/Stop/Reread

- Select the service RMS_LICENCE_service

Click on Start Server to start the service

Check the Service Status

Check whether the service started successfully. If not please double-check the service settings made in this section.

- Otherwise your system is configured for managing the licence.

- In case of failure, please contact DNV - Digital Solutions Support for advice. (Software.Support@dnv.com). For Safeti-NL, the request must be sent to Safeti-NL Helpdesk (safeti-nl@rivm.nl)

Click on the top right button to exit from LMTools.
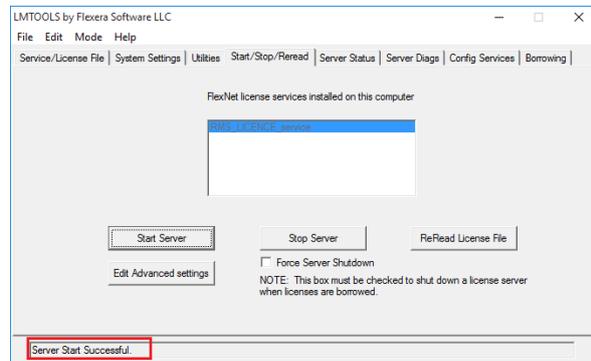
Optional Additional Check

Most of the time, LMTools reports a successful start. However, the related processes may fail due to various reasons (such as an invalid licence file or conflicting service setting). It may take a minute for all the processes to be active.

It is worth checking that all processes are running using Windows Task Manager.

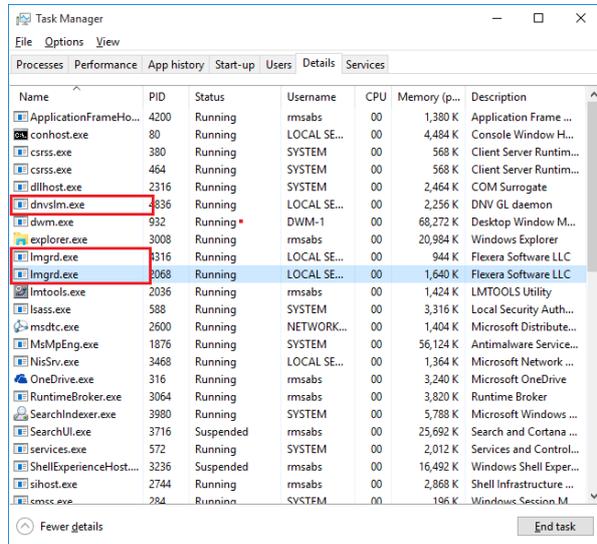Three processes should be running as shown on the right in the tab Processes:

- Two lmgrd.exes and

- One dnvslm.exe

If dnvslm.exe does not appear after a minute, please contact:

DNV - Digital Solutions Support (Software.Support@dnv.com).

For Safeti-NL, the request must be sent to Safeti-NL Helpdesk (safeti-nl@rivm.nl)

Click on the top right button to exit from Task Manager.

6   KNOWN ISSUE

6.1   Windows Updates

After starting the licence service, the background program dnvslm.exe does not run (or repeatedly runs for a short period), this indicates that the required prerequisite is not installed.

If the required prerequisite is not installed, one of the following failures can occur:

- The background program dnvslm.exe does not run (or repeatedly runs for a short period);

- The Licence service's log file reports a message like:

```
(lmgrd) Started dnvslm (pid 2032)
(lmgrd) dnvslm exited with status 53 (this status is reserved but will never
be generated)
(lmgrd) Since this is an unknown status, license server
manager (lmgrd) will attempt to re-start the vendor daemon.
```

- dnvslm.exe shows the following message (this would only occur if lmgrd.exe is started from the command line, this is not as a service):
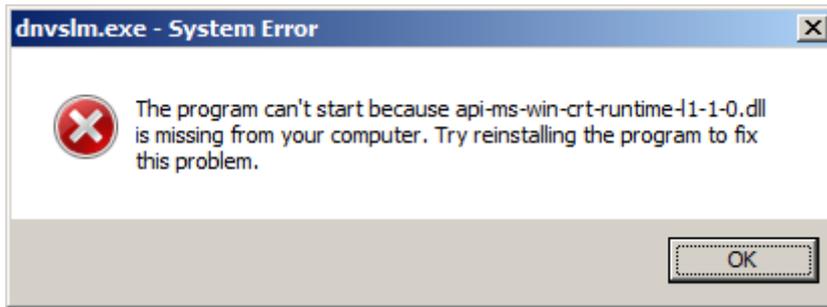
In this case, please download and run the required Windows Update as described in the prerequisite section.

About DNV

We are the independent expert in risk management and quality assurance. Driven by our purpose, to safeguard life, property and the environment, we empower our customers and their stakeholders with facts and reliable insights so that critical decisions can be made with confidence. As a trusted voice for many of the world's most successful organizations, we use our knowledge to advance safety and performance, set industry benchmarks, and inspire and invent solutions to tackle global transformations.

Digital Solutions

DNV is a world-leading provider of digital solutions and software applications with focus on the energy, maritime and healthcare markets. Our solutions are used worldwide to manage risk and performance for wind turbines, electric grids, pipelines, processing plants, offshore structures, ships, and more. Supported by our domain knowledge and Veracity assurance platform, we enable companies to digitize and manage business critical activities in a sustainable, cost-efficient, safe and secure way.