Frequently Asked Questions (FAQ)

SPLM 2012 (v12.00.05.00)

SPLM General Topics FAQ

Q: What product licenses are managed with SPLM 2012?

A: SmartPlant License Manager supports the following products and license types:

- CAESAR II
- CADWorx
- FrameWorks® Plus
- ISOGEN™ (Batch ISOGEN and Interactive ISOGEN)
- PDS®: PDS 3D, PDS 2D, PDS IDM, PDS 2D PID
- PV Elite
- PV Fabricator
- SDNF Import
- Smart 3D to PDMS Exporter
- SmartMarine™ 3D
- SmartMarine 3D Hull
- SmartMarine 3D Layout
- SmartMarine 3D Outfitting
- SmartMarine 3D Tribon
- SmartPlant Construction
- SmartPlant® Electrical Basic (formally SmartPlant Electrical)
- SmartPlant Electrical Detailed Engineering (formally sigraph.CAE)
- SmartPlant Instrumentation (formerly INtools®)
- SmartPlant Isometrics (formerly I-Sketch)
- SmartPlant Materials
- SmartPlant Materials Material Life Cycle Library
- SmartPlant Materials Engineering and Procurement Integration Module
- SmartPlant Materials Material Supply Chain Management Module
- SmartPlant Materials Site Management Module
- SmartPlant Materials Integrator Module
- SmartPlant Materials Supplier Module
- SmartPlant P&ID
- SmartPlant P&ID Design Validation Tool
- SmartPlant P&ID Engineering
- SmartPlant Plant Engineering Solution Bundle
- SmartPlant 3D

- SmartPlant 3D Bundle (Support bundle licensing in SmartPlant 3D, SmartMarine 3D, and SmartPlant 3D Materials Handling Edition)
- SmartPlant 3D Import commands
- SmartPlant 3D Materials Handling Edition
- SmartPlant Layout
- SmartPlant Reference Data
- SmartPlant Review
- SmartPlant Review Publisher
- SmartPlant Spoolgen® (formerly SPOOLGEN)
- SmartSketch®
- SmartSketch Drawing Editor
- SupportModeler™ for PDS
- SupportManager™ for PDS
- TANK

Q: What new features were added in SPLM 2012?

A: We added a new counted type seat for the license key. We also added new options in SPLM interface and improved some existing functions.

Q: Where can I find SmartPlant License Manager and other products to download?

A: SmartPlant License Manager is available from our eCustomer website:
https://crmweb.intergraph.com

Select **Downloads > Products > SPLM**

You do not need a serial number to install SmartPlant License Manager.

Q: What do I need to do to receive a License Key?

A: You need to generate a Machine ID from your license machine and submit it to Intergraph to request a license key. After installing SPLM 2012 v12, you can find the utility "Generate Machine ID" on your Start menu (Programs > Intergraph SmartPlant License Manager).

To prevent loss in production you can pre-request a new SPLM 2012 license key before upgrading your SPLM 2010 or previous version to SPLM 2012. You can download the utility (**splmGenMachineID_2012.exe**) from the **eCustomer** web site. For more information, please check our document "**Important Upgrade Info for SPLM 2012.pdf**" on eLicense and eCustomer sites (Service > Download Software Updates > Products > Products Downloads > SPLM).

Q: What is a License Machine?

A: The **License Machine** is the computer where the license key is loaded; it can be a standard computer or a server. The license key tells the license machine how many licenses it can issue. Clients of a license machine are computers where SmartPlant License Manager is installed and pointing to the license machine. The computer where you start the software (such as PDS or SmartPlant P&ID) asks the license machine for a license. If a license is available, the license machine provides it. If all licenses are in use, the client is not granted a license.

Q: What is the Machine ID?

A: The Machine ID is a collection of hardware and software identifiers which together allow a machine to be uniquely identified and is used to manage licenses. The information is used to generate the license key and is not useful to other software programs.

Q: Do I need to have SPLM installed in order to generate the Machine ID?

A: No. The utility used to generate the machine identifier is included in the SPLM installation and can be downloaded separately without installing SPLM. It is used to generate the Machine ID, which is used to produce keys for the license machine. SPLM and the new licenses may be installed at the same time, minimizing disruptions or down times. Please read the GenMachineID.doc for more details regarding generating the machine identifier and requesting a new license key.

Q: Will providing the machine ID make my machine less secure?

A: No. The Machine ID allows the license manager to uniquely identify your machine from a collection of hardware and software identifiers without explicitly publishing your machines TCP/IP address. Since the machine identifier can not be used like a TCP/IP address it is actually more secure than publishing your machines TCP/IP address.

Q: Is my existing key still running if I regenerate the Machine ID?

A: Yes, but you will not be able to reinstall the old key; you will need to request a new key for the new machine identifier.

Q: I currently have SPLM v11 installed. Can I install SPLM v12 on top of this version? What will happen with my current license key?

A: Yes, you can over-install SPLM 2012 v12 on your current SPLM 2010 v11 license machine or client, but you will need to generate a new machine ID, request and install a new key after you upgrade to SPLM 2012 on your license machine.

Q: Can I pre-request a SPLM v12 license key to prevent production down time? I currently have SPLM v11 installed.

A: Yes, you can pre-request a SPLM v11 license key prior upgrading to SPLM v11 on your license machine. You need to download the **Generate Machine ID executable for SPLM 2012** (**splmGenMachineID_2012.exe**) first to get a v12 machine ID then request a SPLM v12 license key first.

Detailed instructions can be found in "**Important Upgrade Info for SPLM 2012.pdf**" and please be sure to read this document first prior upgrading your license machine.

Both the upgrade instruction and the Generate Machine ID executable for SPLM 2012 (splmGenMachineID_2012.exe) can be downloaded from the eCustomer web site http://crmweb.intergraph.com (Service > Download Software Updates > Products > SPLM) or from the eLicense web site https://ppmapps.intergraph.com/ELICENSE/Logon.aspx .

Q: How can I tell what version of SPLM was used in the Machine ID or license key file?

A: Please check the starting number in your Machine ID or license key. See the table below.

Version	Machine ID starts with	License Key starts with
2012(v12)	5	3
2010 (v11)	6	2
2008 (v10)	7	1

Q: How can I find the version of SPLM I have installed?

A: You can find that information in the readme.txt or readme.html located in the product directory (by default, C:\win32app\INGR\SPLM), or you can select HELP > About SmartPlant License Manager located in the top left corner of the SPLM GUI.

Q: What happens if I install the new license key prior expiration of old license key?

A: The new license will overwrite the existing key independent of the expiration date.

Q: Do I have to have one license machine for each LAN?

A: No, your configuration is entirely up to you.

Q: Can I divide the licenses for one LAN into several license machines for the purpose of managing project access, for example, or as coverage in the event that my license machine goes down?

A: Yes, you can divide the licenses.

Q: How do I remove SPLM?

A: Select Start > Control Panel > Programs and Features > Uninstall SPLM from the list

NOTE: If you need to set up your license machine again after you removed SPLM, you will need to re-install SPLM, generate a new Machine ID and request a new key.

Q: Can I set up SPLM license machine in a Virtual Machine?

A: Yes, you can setup SPLM license machine in a virtual machine. However only limited testing had been done and there is a high potential of failure. We do not recommend setting up a license machine in a virtual environment. We can only provide very limited support for SPLM licensing machine running in any virtual configurations.

If you are experiencing problems with your SPLM machine configured in a virtual environment you will ask you to configure a non virtualized environment. Only after the problem is known to be reproducible in a non virtualized environment will Intergraph react to the problem. To troubleshoot your virtual configuration problems may require a consulting services agreement and might not be covered under your regular maintenance agreement.

Q: Is the SmartPlant License Manager User's Guide delivered with the software products?

A: Yes. *The SmartPlant License Manager Installation and User's Guide* is included with all products that require SmartPlant License Manager. The document is also available with the product documentation at the following web site:

```
http://crmweb.intergraph.com
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The document explains the new features, client and license machine installations and functions, upgrade instructions, license control, error messages, and troubleshooting. It also includes samples of the online license request forms.

Q: What is license stacking?

A: License stacking gives an administrator the ability to input two license keys (this months and next months), each with its own quantity of licenses for each of the next two months. This gives system administrators much more freedom and helps insure no down time.

Q: Do I need to remove the existing key in order to input two license keys for two months?

A: No. You schedule next month's licenses this month. Get a new key, create the bat file and submit it to install. Once the installation date/time has passed, the new key will be the one installed.

```
pdlice -a keyvaluehere >>outputfilehere
```

Submit the bat file to either the AT services or a batch queue to run at a specified time.

Q: How are the number of licenses for a given license machine determined?

A: The number of licenses covered by a license key equals the total number of licenses that you have purchased or are leasing for each LAN ID listed for that license server. Intergraph records determine the correct number of licenses for the key.

To change the number of licenses for a LAN, use the License Key Request Forms fond in the *SmartPlant License Manager Installation and User's Guide* and available on the Web site under the **Learn More** link:

http://ppm.intergraph.com/pds

Sending this form does not change your number of licenses; it notifies Intergraph that you want to do so. A valid purchase order is required to increase the number of licenses for your LAN.

Q: How do I check the number of licenses in a license key?

A: On your licensing machine**,** click **Show Key Status** on the **Display Options** dialog box to show the status of your keys.

Q: How can I tell who is using a license?

A: Click **Display Status** of **Reserved License on the Display Options** dialog box.

Q: Does the installation date have to be precise?

A: The key can be installed any time during the 72-hour period that begins with the installation date you provide. For example, if you request 01-July-2008 as the installation date, the key can be installed on 01-July, 02-July, or 03-July.

Q: Can I make an educated guess at my installation date?

A: Yes. Intergraph will provide a key within 48 hours of receipt of your request (via mail or phone). Please ensure that the date you request is the actual date that you will install the key, making sure that all necessary software is available and loaded before that date. We request that you notify us as early as possible.

Q: What happens if my licensing machine goes down?

A: You will be unable to check out licenses from this machine until it is back in use. Processes that already have licenses checked out are not affected by the fact that the license machine is unavailable.

In extreme situations, it is possible to request emergency licenses from Intergraph. They are installed on the client computer rather than a licensing machine. Contact your local Delivery support representative for more information.

Q: What happens if the license machine is rebooted in the middle of my design session?

A: Nothing. Licensing does not depend on maintaining a continuous communication link to the license machine.

Q: What happens if my local computer goes down after I've obtained a license?

A: If the scavenger cannot contact the client computer during scavenging, the license is marked for a 16-hour hold before it is released. The scavenger periodically advances this 16-hour timer for each license. It is important to schedule the scavenger to run

regularly, at least every hour or two. If the client is in contact sooner, the hold is voided and normal scavenging takes over.

Q: I am running out of licenses earlier than I believe I should be. How can I troubleshoot to understand what is happening?

A: The Admin user can run **Scavenge for Keys** on the **Scavenge Options** dialog box or you can type pdlice -n in a Command Prompt window on license machine.

If you think that client nodes are improperly holding onto licenses, examine the results of the pdlice -M command. This shows you which client nodes have licenses checked out. If a client computer has no plant design-related activity and it is still holding licenses, rebooting that client and then scavenging from the licensing machine may free some licenses.

If possible, find out what was processing when the job stopped. This information can help you and/or Intergraph determine the underlying cause of the termination. Save the output of any scavenging process that returns a license. This information will provide the reasons why the license was returned. The output of the scavenger includes the following information: nodename, product tag, batch mode (Yes/No), process ID, and checkout time.

Q: Can SPLM be installed on a laptop computer?

A: Yes, SPLM can be installed on a laptop and a laptop can be used as SPLM client or licensing machine.

1. Download the latest SPLM software from the eCustomer Web Site (https://crmweb.intergraph.com/) and install the software.

2. Prepare the laptop for machine id generation: Disable all the network connections except the loopback adapter before generating the Machine ID. Do not attempt to generate the Machine ID more than once. (Please refer to the corresponding section in the SPLM Installation and User Guide about how to set up the loopback adapter.) . Also make sure the loopback adapter is the 1st on your network connection list (Control Panel > Network Connections > Advanced Setting).

3. Select Generate Machine ID from the Intergraph SmartPlant License Manager program group.

4. Send the Machine ID output to Intergraph to request a license key. If all the previous steps described in this section were performed correctly, SmartPlant License Manager should work if the laptop is connected to the network or not. No extra step is required when the laptop is connected back to the network.

Q: Is there a limit for the number of seats that can be generated per key?

A: The limit is 32766 seats per license key.

Q: Can I run the executable of SPLM or SmartPlant products in XP compatible mode?

A: No, you should not set SPLM or SmartPlant products executable in XP compatible mode. If you do, your SmartPlant products may return such SPLM error: SPLM Failed [Creating/Stating] The parameter is incorrect. - SOFTWARE\Intergraph\Pdlice_etc

Q: When an application is on a machine that is disconnected from the network without exiting the product, how long is the license held?

A: 16 hours.

Q: Which products can have daily licenses?

A: Currently PDS and S3D support daily licenses.

Q: How long would a daily license last?

A: Daily license expires after 12 hours.

Q: We installed a key for three licenses, but we can operate only two licenses at the same time. Why?

A: There can be several reasons.

Click **Display Status of Reserved License** on the **Display Options** dialog box to determine the number of licenses that your key contains.

Click **Scavenge for Keys** on the **Scavenge Options** dialog box to scavenge for the third license that you are unable to use.

Verify that clients and servers can ping to each other. Look for anomalies such as two nodes on the network with the same name or the reuse of an old name for a new computer, but with some traces of the old computer still existing in files on the network.

Purchasing Licenses FAQ

Q: Do I have to request a software upgrade from my local office before I request a license?

A: No, you can request licenses without upgrading the software. If you are upgrading software, you must request the upgrade before you request licenses. A license request does not include a software upgrade and a software upgrade does not include a license request.

Q: Is there a form to use for requesting licenses?

A: Yes, there is a PDF form and the same content in an Excel spreadsheet. All products except INtools 6.0 and older use the same form, which is found on each product's Web page under Additional Information / SmartPlant License Manager Request Form. For example, go to the following Web page for SmartPlant Review and click SmartPlant License Manager Request Form:

http://www.intergraph.com/products/ppm/smartplant/review/Additional_Information.aspx

The following Web page lists all products:

http://www.intergraph.com/ppm/products.aspx

INtools 6.0 and older uses its own form, also found on the SmartPlant Instrumentation Web page. Both forms are included in the *SmartPlant License Manager Installation and User's Guide*, are delivered with the licenses, and are available on the Web in the eCustomer system. Click in the **Product Documentation** link under the Search entry box.

https://crmweb.intergraph.com

Q: How do I purchase licenses?

A: Contact your local sales account manager to request an upgrade of the lease profile to include purchase licenses.

https://ppmapps.intergraph.com/elicense/

PDS, FrameWorks Plus and ISOGEN FAQ

Q: How many licenses are recommended as a minimum for each operator (user) to work interactively as well as to start batch processes such as isometrics, reports, model creations, and so forth?

A: There is no standard recommendation. If you are working in interactive mode only, then you only need one license. If you often run batch jobs while also working

interactively, then you need two or more (although batch jobs can be scheduled to occur during off hours). Look closely at the site workflow to determine whether different formulas may be required within a customer site for different departments. For example, in a piping department where designers only are considered, the workflow requires four licenses for every three people.

Q: How are ISOGEN licenses handled?

A: SmartPlant License Manager requires the use of a license to run ISOGEN, a third party product. Interactive isometric generation uses one Interactive ISOGEN license, while batch isometric generation uses one Batch ISOGEN license and one PDS 3D license.

Q: How are batch jobs handled?

A: Batch jobs request one or more licenses at the time they are scheduled to run. If a license is not immediately available, the jobs wait until a license is available, and then the jobs start.

Q: Will an ISOGEN batch job take an interactive license?

A: No. The batch job will not take an interactive license and an interactive job will not take a batch license.

Q: What is required to extract an Isometric drawing?

A: Extracting an isometric drawing requires either an SBISO or SIISO license in addition to a 3D license. The 3D license is required for the batch job. That is in addition to the Interactive 3D seat required if the form is not returned to PD_Shell.

Q: What do I type to see the number of remaining PDS daily keys?

A: Click **Display Status of Active Daily and Counted Licenses** on the **Display Options** dialog box to show the number of your remaining daily keys.

Q: How can I save a weekly record of PDS daily keys?

A: You can save the output from the auditing process.

Click **Display Status of Active Daily Licenses** on the **Display Options** dialog box to show the number of your remaining PDS daily keys. Click **Save** to display the Save File dialog box. Select a folder and file name to save the information to a file that you can use for later reference. Click **OK** to save the file.

Q: Why does the plot command, in PD_Draw, for example, require a license? Isn't plotting a non-PDS function?

A: Plotting is not a PDS function. When a PDS module such as PD_Draw starts a batch job, there are many processes that must complete before the job is submitted to the plotter. In the case of PD_Draw, the software is doing tasks such as mounting files, setting their levels, and so forth. These processes must complete before the job is actually submitted to the plotter. After the job is submitted to the plotter, PD_Draw is no longer executing a batch job and the license is released. PDS does not use a license after it has completed its work and submitted the job to the plotter.

Q: I expect PD_ISO to release a license as soon as the .idf file is generated, but this does not seem to be the case. Why not?

A: Batch isometric generation uses a PDS license from the time the batch job first starts pdsidf until the project database has been updated for the last line in a batch job. PDS is working until the last line has been processed. In addition, a batch isometric generation uses a Batch ISOGEN license.

Refer to the *PDS ISOGEN Reference Guide* for a basic description of the processes involved during a batch isometric run.

Q: I purchased PDS, but I am not on maintenance and need to move my key to a new TCP/IP address. Since I cannot access the eCustomer Web site, how do I get the SmartPlant License Manager software?

A: Call Huntsville Support at 1-800-766-7701 or the local Intergraph office. For U.S. customers, Huntsville Support will provide the software via e-mail or the Intergraph external ftp site. For international customers, the local Intergraph   office can download SmartPlant License Manager from eCustomer Web site and provide it to customers.

Q: My company purchased copies of FrameWorks Plus Standalone in addition to the PDS licenses that we purchased. When I enter FrameWorks Plus through PD_Shell, a PDS license is used. Why?

A: When you access any module or product through PD_Shell, you are using it as a PDS module and thus a PDS license is used.

Q: Is a license necessary to start only PD_SHELL, or does the licensing process begin with choosing a module such as Design, Isometrics, or something else?

A: Licensing begins when you actually select a module, such as PDS2D, PD_Design, and so on.

Q: Working interactively in ISOGEN requires one license. Is it possible to start batch processes for a single workstation with one license?

A: You can schedule batch processes to run when the interactive license is not being used.

Q: Is it possible to have purchased and leased licenses served from only one license machine?

A: Yes. The licensing software does not differentiate between leased or purchased licenses. It only considers what is executing on the LAN.

Q: Which products can have daily licenses?

A: Currently PDS and S3D support daily licenses.

Q: My PDS PID Standalone licenses are never used. Why?

A: Verify that your PDS PID Standalone product was installed using your PDS PID Standalone serial number.

Q: Do you support a PDS Batch job on a Citrix machine with SPLM client installed?

A: No, we don't support running a PDS batch job on Citrix machine. It could result in a SPLM failed error.

SmartPlant 3D and SmartPlant Layout FAQ

Q: What functions take a SmartPlant 3D seat?

A: Each SmartPlant 3D tasks (each instance of the taskhost.exe process) take one SP3D seat. Note that when doing a Paste/Restore operation, you open two SP3D processes, and therefore this operation takes two SP3D seats. In addition, three functions take a separate additional seat: Remote IFC (Interference Checking), Batch Server, and Global Workshare Duplication and Synchronization service.

For SmartPlant 3D version 2009.1 and latter Global Workshare DuSS service no longer requires its own SP3D seat. Additionally, the Remote IFC (Interference Checking) no longer requires a seat for each model within a site. Only one seat is pulled for the IFC service for the site.

Q: What about SmartPlant Layout?

A: To use SP Layout, you must start SmartPlant 3D first. This takes one SP3D seat and one SP Layout seat. This matches what you get when you purchase one license of SP Layout: you get one seat of SP3D and one seat of SP Layout.

Q: Are there other activities in SmartPlant 3D seat that require a special seat?

A: The only other activity that requires a different seat is importing XML files (that came from PDS export, or from other systems) into SmartPlant 3D. This requires a SP3D Import seat.

Q: Can SmartPlant 3D and SmartPlant Layout work with any version of SPLM?

A: No. Both products only work with version 9.0 (and future versions) of SPLM.

Q: If all my SmartPlant 3D seats are already in use, can a new instance of SP3D use another type of seat?

A: No. SmartPlant 3D only works with a SP3D seat.

SmartPlant Reference Data and SmartPlant Materials FAQ

Q: Which SmartPlant License Manager License modules of SmartPlant Reference Data/SmartPlant Materials are supported?

A: Current supported SmartPlant License Manager license modules are SmartPlant Reference Data and SmartPlant Materials. Support for smaller SmartPlant Reference Data/SmartPlant Materials parts like SmartPlant Materials Material Supply Chain Management, SmartPlant Materials Supplier Module, and so forth is planned for future implementation.

Q: Does SmartPlant Reference Data/SmartPlant Materials require a permanent online connection with SmartPlant License Manager license machine?

A: SmartPlant Reference Data/SmartPlant Materials is using the Checkout Utility which will be used to install a license key into the SmartPlant Reference Data/SmartPlant Materials database. After this installation, SmartPlant Reference Data/SmartPlant Materials can be operated without an online connection to SmartPlant License Manager license machine.

Q: Does SmartPlant Reference Data/SmartPlant Materials support SmartPlant License Manager?

A: Yes.