

Frequently Asked Questions (FAQ)

Q: What product licenses are managed with SPLM v10?

A: Licenses managed by SPLM version 10.0 include PDS 3D, PDS 2D, FWP, SDNF, ISOGEN Batch, ISOGEN Interactive, SmartPlant Review and modules, SmartPlant Review Publisher, SupportModeler, SupportManager, SmartPlant PID, SmartPlant Instrumentation, SmartSketch, SmartPlant Electrical, SmartPlant 3D, SmartPlant Layout, SmartMarine 3D, SmartPlant Material, SmartPlant Reference Data, SmartPlant Spoolgen, Smartplant Isometrics. Additional product licenses will be added in future releases.

To see the latest information login to eCustomer – Download Software Updates – Products - Compatibility Matrices - SPLM

Q: What do I need to do to receive a license?

A: You need to generate a Machine ID that you need to submit to Intergraph. The utility is named “SPLMGenMachineID.exe” and is included in the installation of SPLM or can be downloaded separately from Intergraph software distribution.

To prevent loss in production you can pre-request a new SPLM 2008 license key before upgrading SPLM 2007 to SPLM 2008. You can download the utility “(splmGenMachineID_2008.exe) from the **eCustomer** web site. For more information, please check our document “Important Upgrade Information for SPLM 2008 (10.00.05)” on eCustomer site (Service > Download Software Updates > Products > Products Downloads > SPLM).

Q: What is the Machine ID?

A: The Machine ID is a collection of hardware and software identifies 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: 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: Where can I find SmartPlant License Manager and other products to download?

A: SmartPlant License Manager is available from the following web page:
<https://crmweb.intergraph.com>

Select **Downloads > Products > SPLM**

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

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: 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: 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: Can I install SPLM on top of an existing PD_LICE installation?

A: No, you will need to remove PD_LICE before you can install SPLM.

Q: How do I remove SPLM?

A: Select Start – Control Panel – Add remove programs.

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: I currently have SPLM 9.0 installed. Can I install SPLM 10.0 on top of this version? What will happen with my current license key?

A: Yes, you can install SPLM 10.0 on top of SPLM 9.0. You will not be able to use your license key generated with SPLM v9. You will need to use Machine ID generated with SPLM 10.0 to generate a new SPLM v10 license key.

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

A: You can find that information in the readme.txt 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: Can I have SPLM v10 on client and point to a SPLM v9 license machine to get license?

A: No, the license machine must have the same or later version of SPLM installed as any client machines. In other words, you can not use a newer version on a client machine and an older version of SPLM on the license machine.

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

A: No, we do not support SPLM licensing machine running in any virtual configurations.

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/AdditionalInformation.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/>

General Topics FAQ

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* (document number DPDS3-PB-200019x) 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>

The document explains the features, setup options, installation, license control, software messages, and troubleshooting. It also includes samples of the online license request forms.

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: How does the PDLICE_WAIT variable work?

A: When you submit interactive jobs, the jobs do not wait for licenses if none are available. You are notified immediately that the jobs did not start. You can retry at once; however, the PDLICE_WAIT environment variable affects this waiting time if it is set. Intergraph recommends that you set this variable as a system environment variable.

If the client is attempting to run a batch job when there is no license available, the job will go in the queue and appears to be running, but will wait up to 12 hours for a license to become available. You can change the total wait time, 8 hours or 480 minutes, by setting the PDLICE_WAIT environment variable on the client computer that wanted to obtain the license.

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

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

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 on page 69 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: What do I type to see the number of licenses?

A: Click Show Key Status on the Display Options dialog box to show the status of your keys.

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: What do I type to see the number of licenses?

A: Click Show Key Status from 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: 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.

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 2000 seats per license key.

PDS, FrameWorks Plus and ISOGEN FAQ

Q: SmartPlant License Manager changed to include more products as of 10.0. How is Intergraph notifying its PDS U.S. customers about the use of SmartPlant License Manager 10.0? These customers may be using PDS 6.4.1 / 7.0 / 7.1. or previous versions of SPLM. Is there an official document from Intergraph to its customer to let them know about this change?

A: The eLicense Web page for requesting keys and the ecustomer Web page will include a notice.

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.

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

A: Click Display Status of Active Daily 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: In PDS, 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 only PDS supports 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.

SmartSketch and SmartPlant Products FAQ

Q: What is the first release of SmartSketch that requires SmartPlant License Manager?

A: Some installations of SmartSketch 5.0/SP1 require SmartPlant Licensing Manager, but not all of them. Check with your System Administrator or contact Intergraph if you are not sure about installation.

Q: Which versions of SmartPlant Electrical and SmartPlant Instrumentation (formerly INtools) use SmartPlant License Manager?

A: SmartPlant Electrical and SmartPlant Instrumentation 7.0 Use the SmartPlant license request form to request license keys for SmartPlant Instrumentation, not the INtools license request form.

Q: Can SmartPlant Review 5.0 or later still be used on a laptop with SmartPlant License Manager? Can SmartSketch 5.0?

A: Yes. Install SmartPlant License Manager on the laptop and use the laptop as the license machine. You must request a license key for the laptop.

Q: When SmartPlant Instrumentation or INtools is on a machine that is disconnected from the network without exiting the product, how long is the license held?

A: 16 hours.

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.

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.