Viz Licensing Administrator Guide

Product Version 1.0

November 27, 2017

Technical Support

For technical support and the latest news of upgrades, documentation, and related products, visit the Vizrt web site at www.vizrt.com.

Last Updated

November 27, 2017

Contents

1 Introduction

Starting in autumn 2017 Vizrt will gradually roll out a new software protection program, replacing the node-locked licensing not just with a more flexible technology from our partner WIBU Systems but also introducing a License Portal. This document provides information on the License Portal, and guides you through the different self-service options and processes.

1.1 Main benefits of the new software protection program

- You can choose between:
  - Conventional dongles that allow you to use your Vizrt license on different systems.
  - Dongle-free license activation on individual machines, where a file-container is installed on the system that holds the license for your Vizrt software.
  - Some Vizrt products will offer a License Server option in the future, where licenses for those products will be kept centrally and can be checked out by or assigned to individual machines for a period of time.
- Several self-service options offer more independence and eliminates international response times.

1.2 When does the new software protection program become effective?

This software protection program will be implemented in Vizrt software as part of new major releases. Prior versions covered by software protection will continue to run on the node-locked licensing. The License Activation chapter describes when you should use the License Portal.

2 Supported Products

- Viz Engine 3.9.1 or higher for cloud and virtualized deployments with no SDI output.
- Graphic Hub 3.0.3 or higher.

Viz Engine requires a virtual GPU to run. Please refer to the Viz Engine Release Notes and Documentation about supported virtual GPUs.

Viz Engine will not start up if you are connected via Remote Desktop or TeamViewer, as they do not allow OpenGL output.
You might consider using a VNC client, for example TightVNC, as an administrative back-end tool.

3 System Requirements and Technical Information

3.1 Supported Operating Systems and Browsers

Operating System	Browser	Comments
Windows 7/8/8.1	Internet Explorer	No restrictions.
	Google Chrome	No restrictions.
	Mozilla Firefox	Browser limitations require manual activation of our security certificate. The License Portal will automatically detect if you are using Firefox and provide you with further instructions.
Windows 10 / Windows Server 2013	Google Chrome	No restrictions.
	Internet Explorer	Standard functionality covered for most use-cases. Due to Microsoft security restrictions, it may be necessary to use Google Chrome if you run into problems.
	Edge	Not supported due to Microsoft security restrictions.
	Mozilla Firefox	Browser limitations require a manual activation of our security certificate. The License Portal will automatically detect if you are using Firefox and provide you with further instructions.
Mac OS		Offline license activation only.
Linux		Offline license activation only.

3.2 License Server Setup and Administration

This chapter covers the necessary environment requirements and preparations. It also covers the setup required to make client workstations able to connect to a license server in order to lease a license.

The CodeMeter Control Center application and documentation is automatically installed on your license server together with the Vizrt License Service. CodeMeter Control Center is the tool for License Server Administration.

3.2.1 Client Configuration

Clients without local licenses do not require the Vizrt License Service. The Viz Software Installer include all components for communication with the license server.

Here, you will find the following information:

- Vizrt License Service is installed
- Vizrt License Service is not installed

Vizrt License Service is installed

If you use the Vizrt License Service to manage your Vizrt software licenses, open the Vizrt Offline License Helper and access the **Server Search List** from the **File** menu.
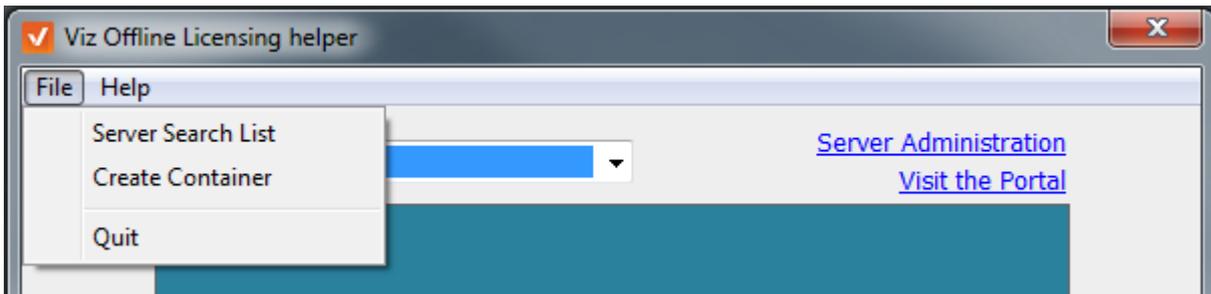
Then, enter the IP address or server name of all license servers that should be contacted for license information.
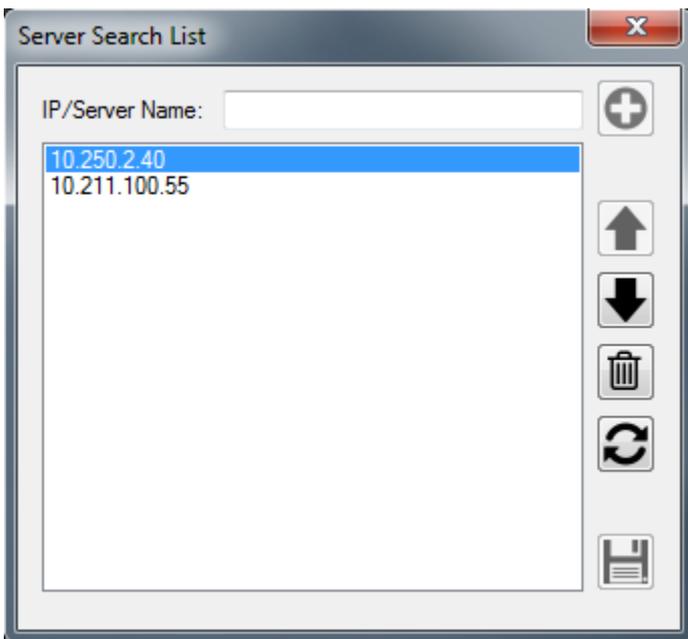
Vizrt License Service is not installed

The Viz Software installation package adds the **CodeMeterControlCenter** application. Check your Windows system tray for this icon:
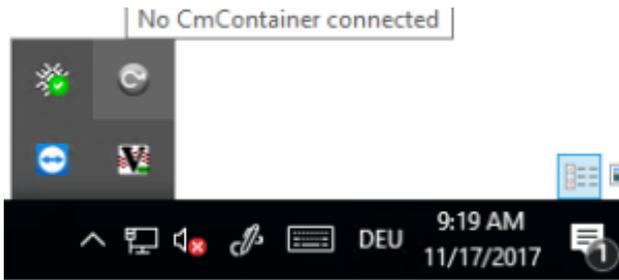
The icon is inactive if the software does not detect a hardware dongle or software container. You can still open it to configure the license server. If the application is not running, you run the executable from `C:\Program Files (x86)\CodeMeter\Runtime\bin\CodeMeterCC.exe`.

In CodeMeter Control Center, click **WebAdmin**.
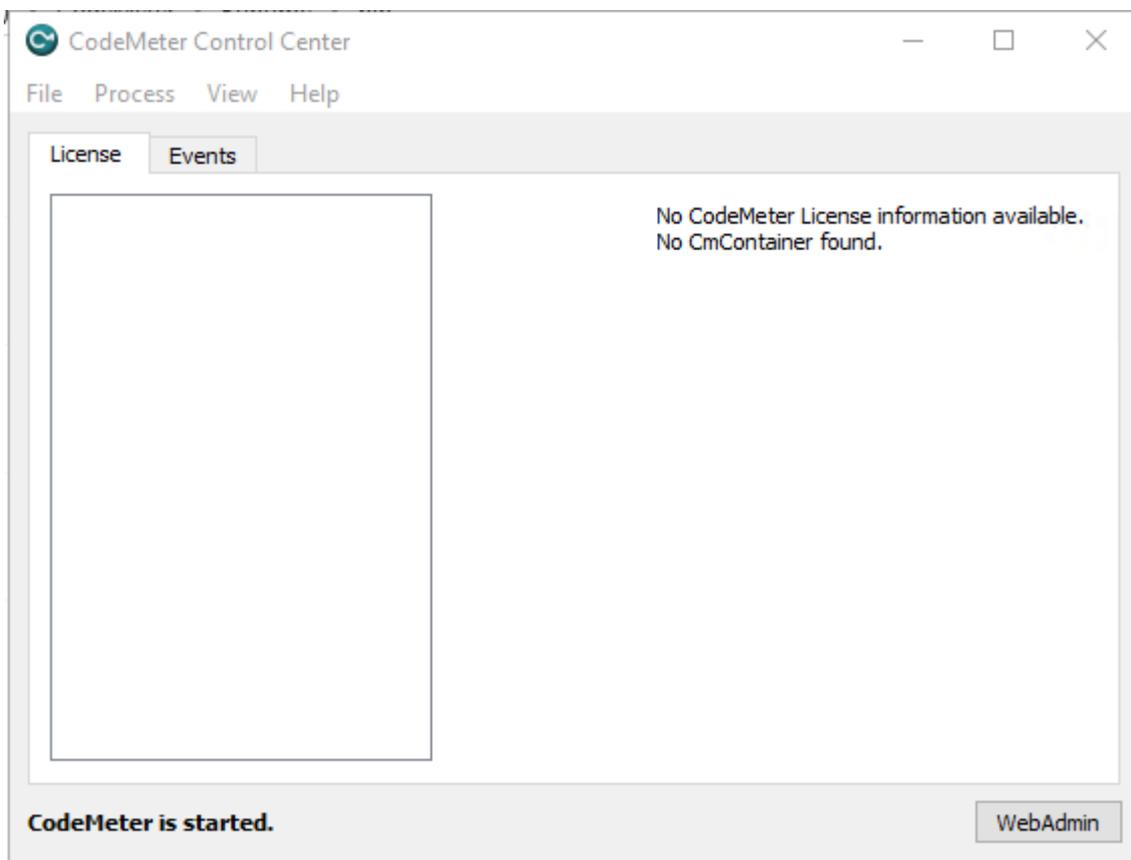
Go to *Configuration Basic Configuration* to obtain the Server Search List. Press the + icon to **add new Server**.
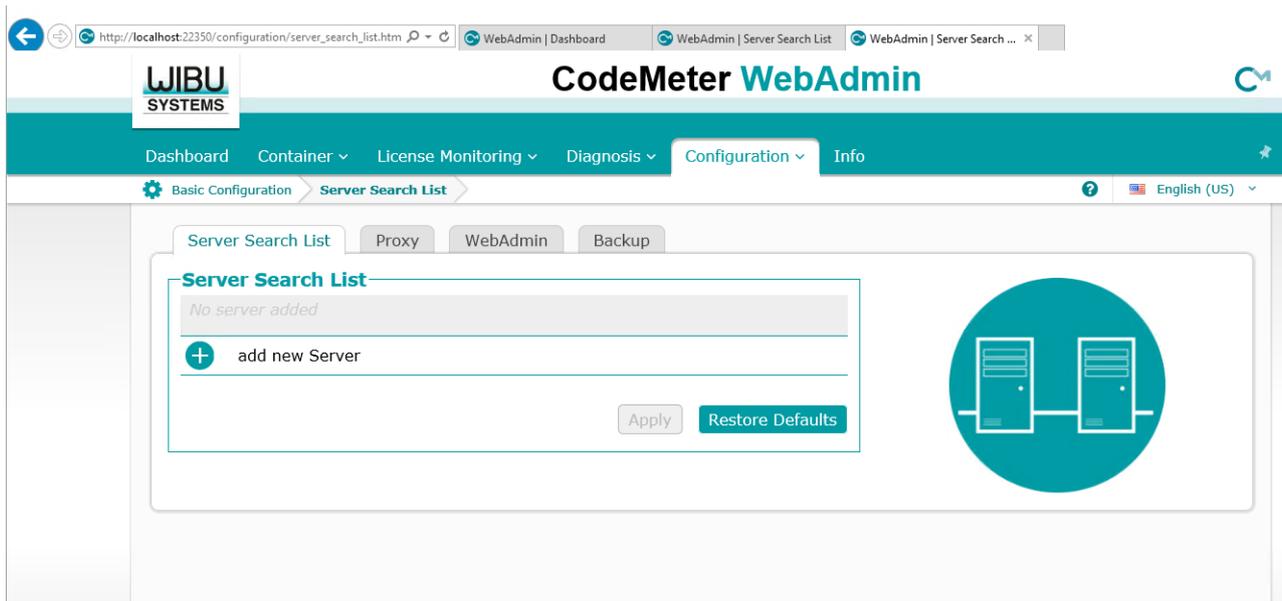
Available license servers can be found either with their IP address or the server name of your on-premise license server. Press **Apply** to finish.

Clients that run on a subnet defined in a VM cloud infrastructure provider need to configure a VPN Gateway to establish a secure server connection.
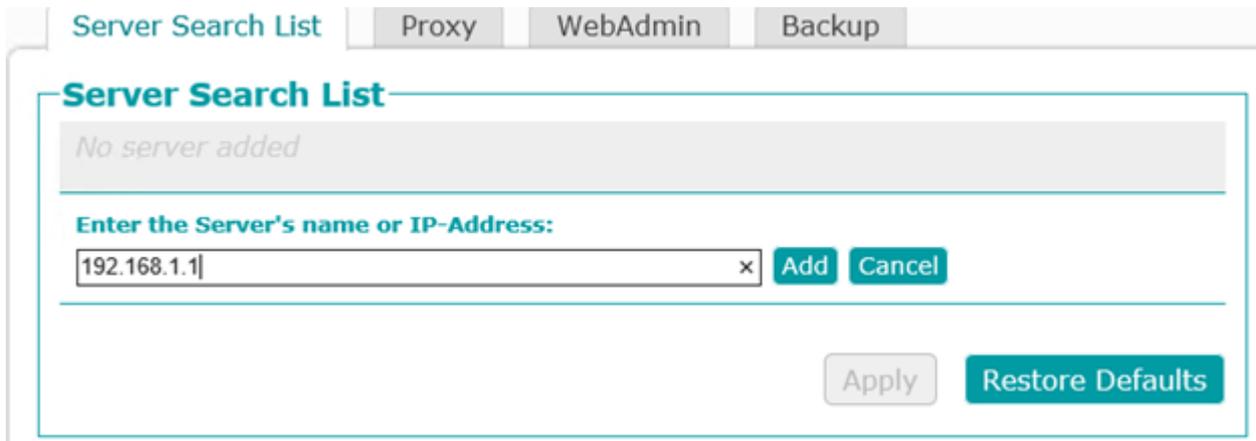
3.2.2 Client - Server Communication

This chapter visualizes the standard license lease communication. It also shows the exception handling when either the local client temporarily stops license usage, or when the license server becomes unavailable.

The following scenarios are visualized:

- Client requests license from server
- Interrupts in connection to server for less than two hours
- Interrupts in connection to server for more than two hours
- Client cannot reach server for less than 55 minutes
- Client cannot reach server for more than 55 minutes

Client requests license from server

Client requests license from Server
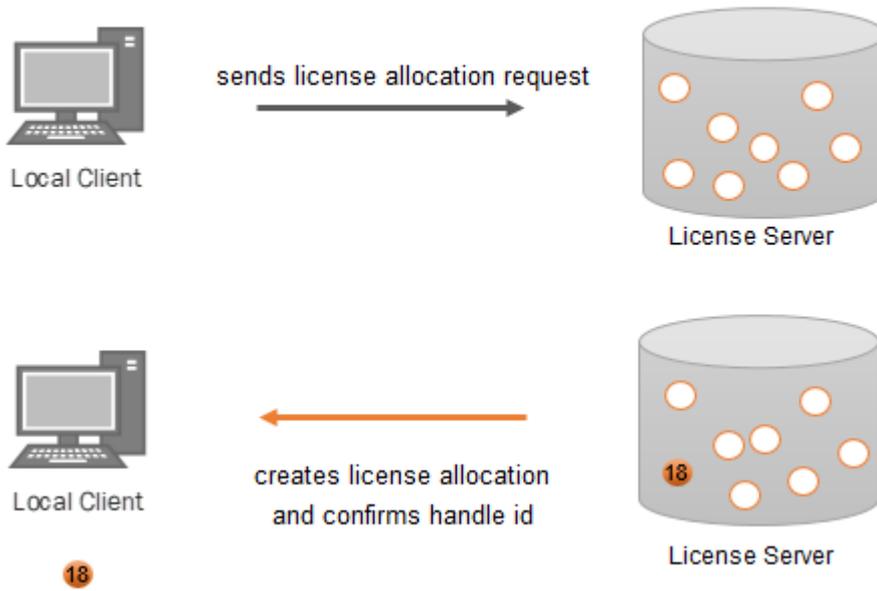
Local Client → sends license allocation request → License Server

License Server → creates license allocation and confirms handle id → Local Client

18

Interrupts in connection to server for less than two hours

Client connection to Server is interrupted <= 2hrs

license allocation request
for handle 18 not renewed

- - - - - - - - - - - - ->

license server starts recovery
period of 2 hrs

Local Client
18

License Server
18

local client resumes license allocation request
under handle 18 within recovery period

———————————>
<———————————

server re-confirms license allocation
under handle 18
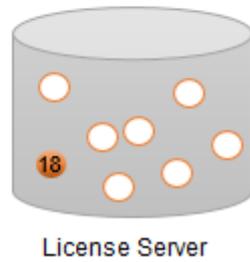
Local Client
18

License Server
18

11

Interrupts in connection to server for more than two hours

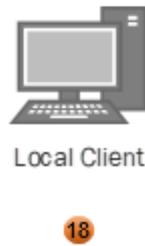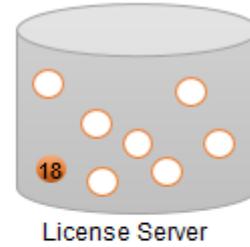# Client connection to Server is interrupted > 2hrs

license allocation request
for handle 18 not renewed

license server starts recovery
period of 2 hrs

Local Client
18
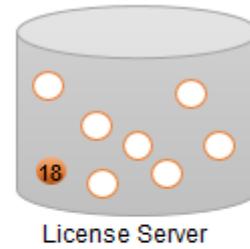
License Server

local client does not resume license request
under handle 18 within recovery period

handle 18 expires
server releases license

Local Client

License Server
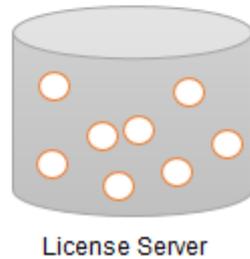
Client cannot reach server for less than 55 minutes

Client cannot reach Server <= 55mins

license allocation request
for handle 18 not confirmed

local client starts grace
period of 55 mins

Local Client
18

18

License Server

local client reaches license server
under handle 18 within grace period

if server confirms license allocation
under handle 18, this is allocated
otherwise new handle id is issued

Local Client

19

19

License Server

Client cannot reach server for more than 55 minutes

3.2.3 Environment Requirements and Preparations

This section contains the following information:

- System Requirements for License Server
- Hardware Dongle vs Software Container
- Local Clients
- Cloud Clients

System Requirements for License Server

The November 2017 release supports on-premise license servers only.

The License Server software has the following hardware requirements:

- **Operating system**: Windows 7 or later, Windows Server 2008R2 or later.
  Can be a local Windows 7 (or higher) or alternatively a Windows Server 2008R2 (or higher) installation
- Both physical servers and VMware virtual machines are supported.

Hardware Dongle vs Software Container

Hardware Dongles are recommended for physical servers, as they can be attached to a backup server without further restrictions.

Software Containers are recommended for virtual machines. A daily full server backup, including system state, should be set up to allow for a smooth restore that includes the current license status.

Software container protection is based on hardware elements in the validation process. If hardware changes, the Software container validation may fail and the licenses will cease to be available.

Local Clients

Local clients must be configured to connect to the license server only. The Vizrt software installer includes all other dependencies.

Cloud Clients

Vizrt recommends Amazon AWS cloud. Other cloud service operators will be evaluated and included in this documentation after functionality has been successfully tested.

Communication between Cloud Clients and an on-premise license server must be secured through a VPN gateway.

- **AWS Cloud**: Through VPC Dashboard.

The protected applications and the license server communicate over TCP/IP. The default communication port is 22350. You can change the port in the server configuration. If a firewall protects your infrastructure, port 22350 must be opened for both **TCP** and **UDP**. The following illustrates an integration where the license server is placed in the DMZ. However, the server may also be located on an intranet.
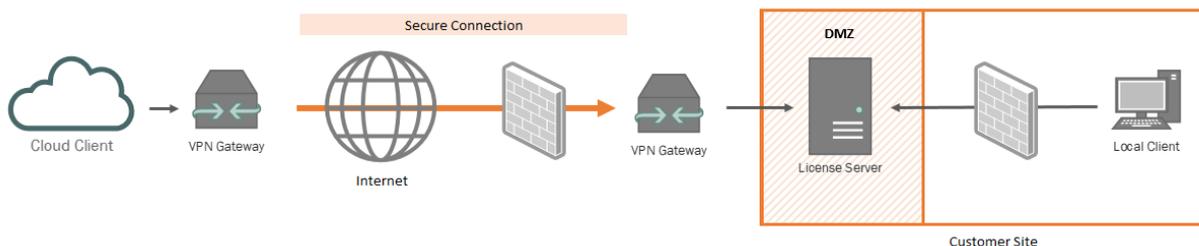
3.2.4 License Server Activation

To activate the license server:

1. Download the Vizrt License Service and configure the installation for a **Network Server**.
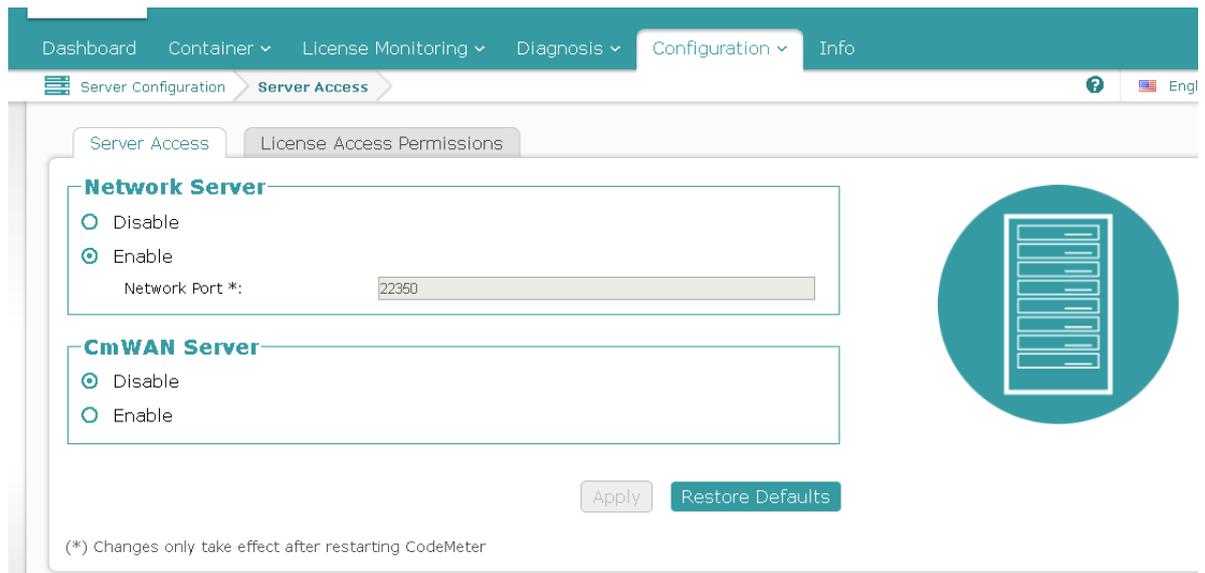
2. Open the Vizrt Offline Licensing Helper and click on **Server Administration**.
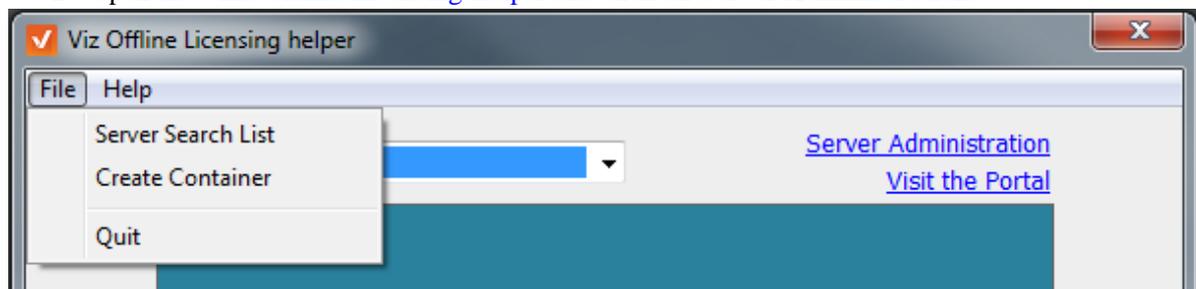
This will open the CodeMeter WebAdmin application.

3. Go to *Configuration Server Configuration Server* and **Enable** the network server. The CmWAN Server should stay disabled. Press **Apply** to finalize.
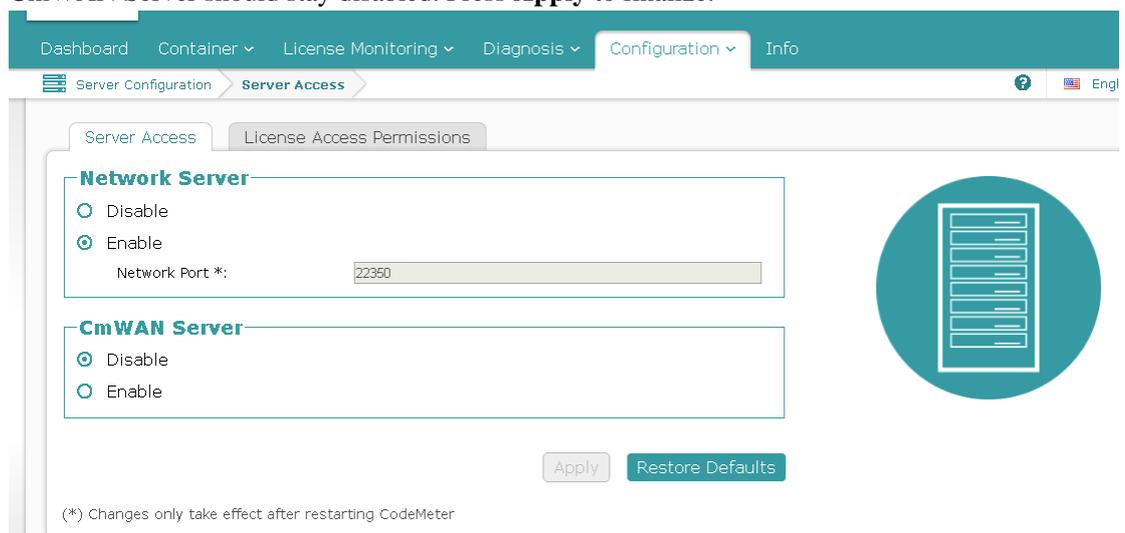
4. Proceed with the Online License Activation.

3.2.5 License Server Redundancy

As per November 2017, license server redundancy can be achieved through two options:

- Storing licenses on a hardware dongle, that can be attached to a backup server in the event of hardware failure.
- If dongle-free licensing is crucial, several license servers can be established, each holding only a share of the full license contingent. In this scenario, all license servers must be added to the client server search list.

3.3 Vizrt Offline Licensing Helper

The Vizrt Offline Licensing Helper application is installed together with the Vizrt Licensing Service. This chapter covers the individual elements in more detail, and contains the following:
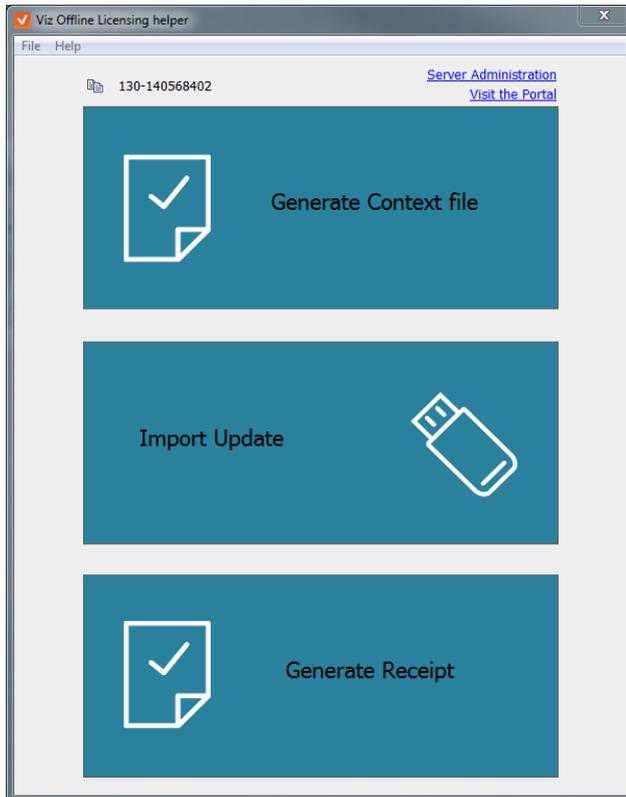
- File Menu

3.3.1 File Menu

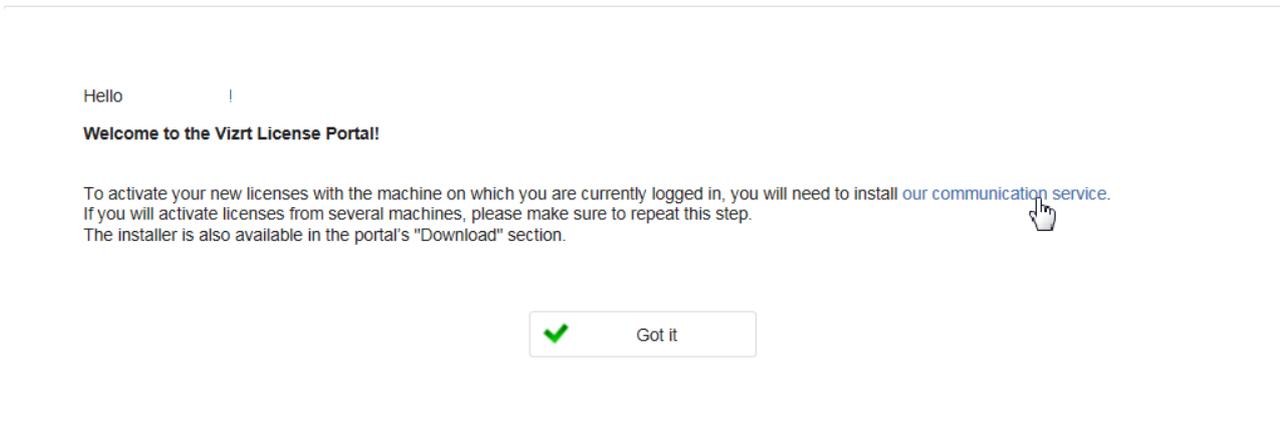The File menu contains the following three options:

- **Server Search List**: Select this to fetch a license from your company license server.
- **Create Container**: Select this to create a software license container. This is required for offline systems without a hardware dongle.
- **Quit**: Exit the application.

4 VizrtLicensing Service

Before you can activate your license, you must install the **VizrtLicensing** service. This service handles the communication between our software protection server and your local computer.

When you connect to the License Portal for the first time, the welcome page provides a download link to the installer.

Hello   !
Welcome to the Vizrt License Portal!

To activate your new licenses with the machine on which you are currently logged in, you will need to install our communication service.
If you will activate licenses from several machines, please make sure to repeat this step.
The installer is also available in the portal's "Download" section.

✔   Got it

You can also download the installer at any time, by selecting **Download** from the License Portal menu. Follow the on-screen instructions from the installer. Aside from the required dependencies, the installer also checks for the Microsoft .NET Framework 4.6 and installs this if required. When the installation completes, the **VizrtLicensing** service starts automatically.

This service must be running before you activate your license online.

For offline license activation, you must still run the installer to obtain all necessary tools for the license activation. However, the service itself can remain stopped.

4.1 Command Line Configuration

If the installer for the Vizrt License Service should be part of an installation package, for example for cloud deployment, you can run the installer with the following command line flags:

```
LicensingInstaller.exe /verysilent /localinstall=1
```

- `/verysilent`: Prevents any Dialog
- `/localinstall=1`: Configures for local installation (No sharing of Licenses)

5 License Activation

Your Vizrt license activation is sent to you as an html-file via email. Open the file and review the contents. The license detail section describes your license, and is one of the following:

- Dongle-ID and license key
- Ticket link

5.1 Dongle-ID and license key

LICENSE INFORMATION

CUSTOMER ADDRESS

Vizrt Austria GmbH
Industriestrasse 2a
Vomp
AUSTRIA
+4352427322500
+4352427322550

LICENSE DETAILS

Dongle-ID: a6760945ba89f659
License: 26B0A5D6CB564603CDA6230D8BAC3DFF1C26002BC3ABA241C1A7CD87A6A66BC3
Product: Viz Engine
Platform: PAL/NTSC

Features	Expiration Date

Dongle-ID and license key licenses are node-locked, and must be activated through your Viz application. You find further details in the respective application user guide.

5.2 Ticket link

LICENSE INFORMATION

CUSTOMER ADDRESS

Vizrt Austria GmbH
Industriestrasse 2a
Vomp
AUSTRIA
+4352427322550

LICENSE DETAILS

Container: New order
Ticket: X95Z2-G9JTB-WX3MG-HY2CP-4N88N

Viz Engine
Expiration Time: 31.08.2017

Features	Quantity

Ticket link licenses are activated in the License Portal. Clicking on the link will automatically take you to the log-in page, and from there to license activation.

5.3 Log in and Self-Sign-Up

Here you find the following information:

- License Portal location
- Log-in Page
- Sign Up Page
- Troubleshooting

5.3.1 License Portal location

You can open the License Portal in either of the following ways:

- Click the Ticket Link in your license email.
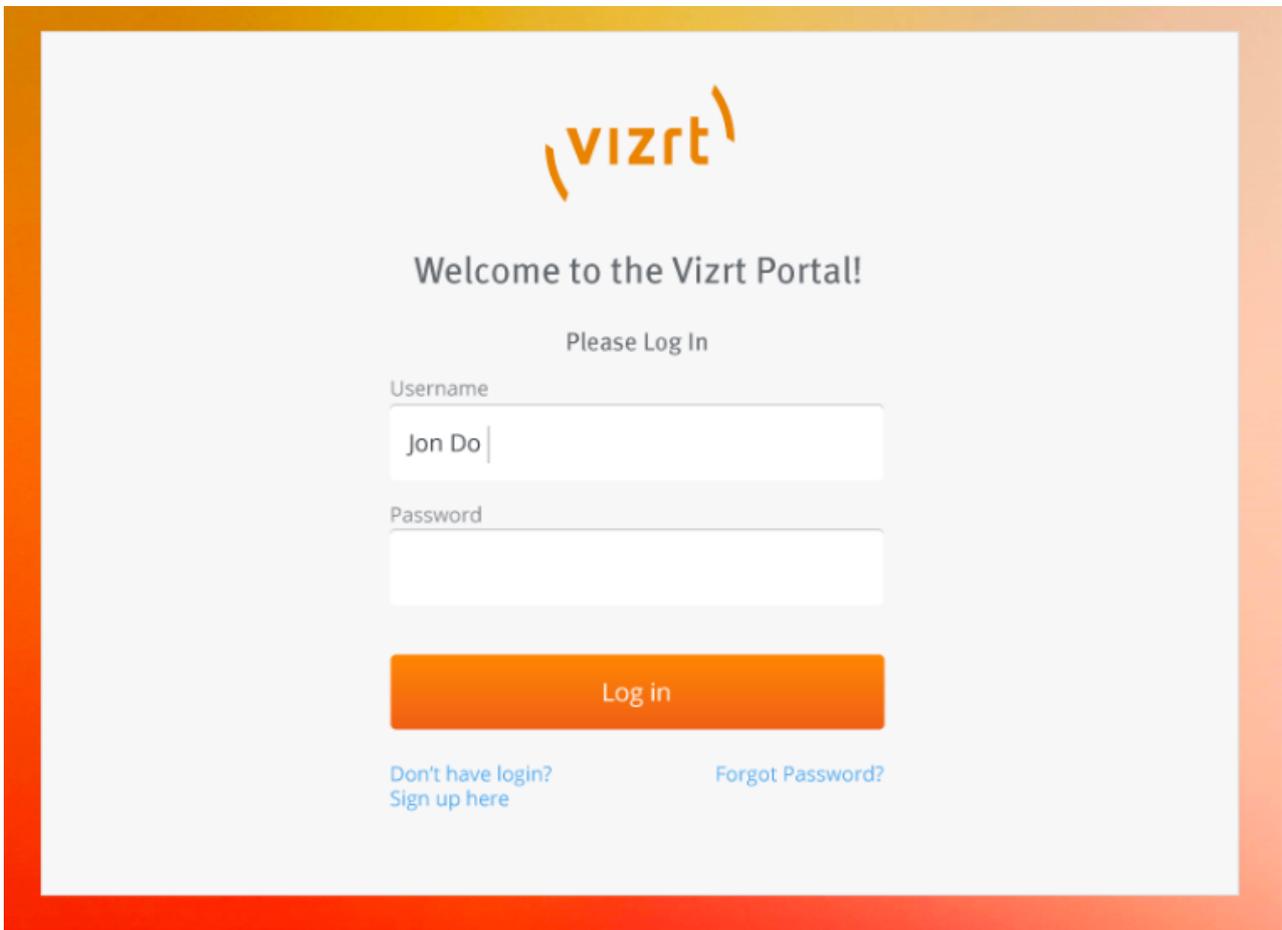- Open your web browser and go to `https://license.vizrt.com`.

5.3.2 Log-in Page

If you opened the License Portal by clicking on a Ticket Link, the necessary roles are automatically added to your username.

If you already have an account for https://case.vizrt.com, you can use the same credentials.

If you do not have an account, click the **Sign up here** link.

5.3.3 Sign Up Page

To sign up, fill in the form on the sign up page. You are required to provide your first and last names, an email address, and your preferred password. Observe the following:

- The email address you provide is also your username.
- The **Company** field is filled based on the information in your license ticket.
- The minimum password length is 8 characters.

When you have filled in the required information, click **Sign up** to create an account.

5.3.4 Troubleshooting

The company name is not correct.

Contact your sales account manager to make sure your new licenses are associated with the correct company. Do not proceed with the sign-up process.

The email address you have entered is already registered in our system.

- If you already have an account for the Vizrt Support Portal (https://case.vizrt.com), contact your sales account or support manager to reset your password. Do not proceed with the sign-up process.
- If you have not used our portals before and you need to process the license activation immediately, enter an email alias. Your IT department should be able to assist you.

5.4 Offline License Activation

For offline machines where you do not want to use a hardware dongle, you can still benefit from the dongle-free license option. This section describes how to exchange the necessary files using a second computer that is online.

- Step 1: Obtain License Context File from Offline Machine
- Step 2: Upload License Request File to License Portal
- Step 3: Upload License Generation File on Offline Machine
- Step 4: Upload Confirmation File to License Portal
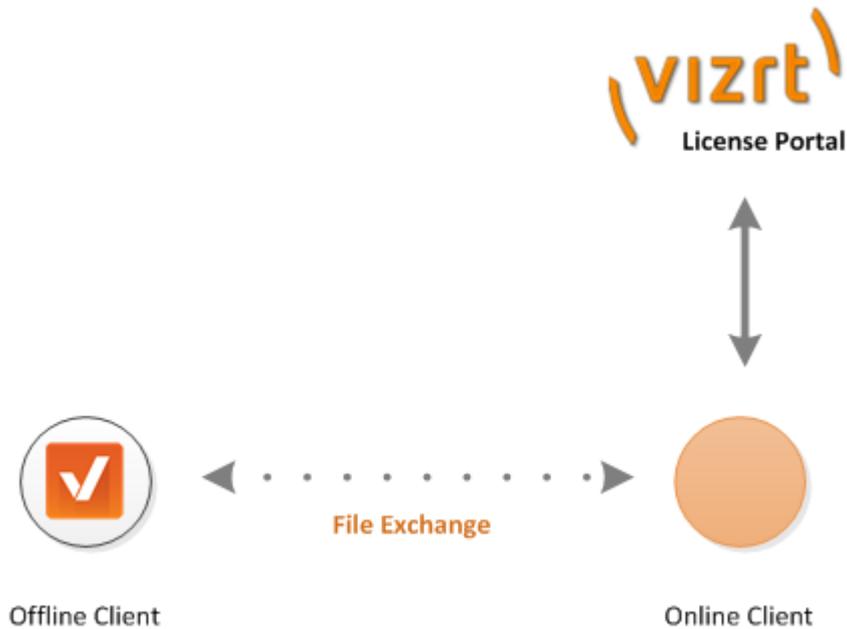
Before you proceed with the license activation, verify that the Vizrt License Service is running on the offline computer and that you see the **Vizrt Licensing** icon on your desktop:

If this is not the case, download the installer package, then transfer and run it on the offline machine.

You can download the License Service installation file from `https://case.vizrt.com/licensing/service/VizrtLicensingInstaller.exe`.

5.4.1 Step 1: Obtain License Context File from Offline Machine

The **Viz Offline Licensing helper** tool produces a License Request File that you can upload to the License Portal from an online computer. This procedure requires a removable storage device, such as a USB stick.

1. Start the Vizrt Licensing tool on the offline computer via the desktop shortcut.

Important!

If you have a hardware dongle attached in addition to a locally installed software container, make sure that you select the correct container before you proceed.
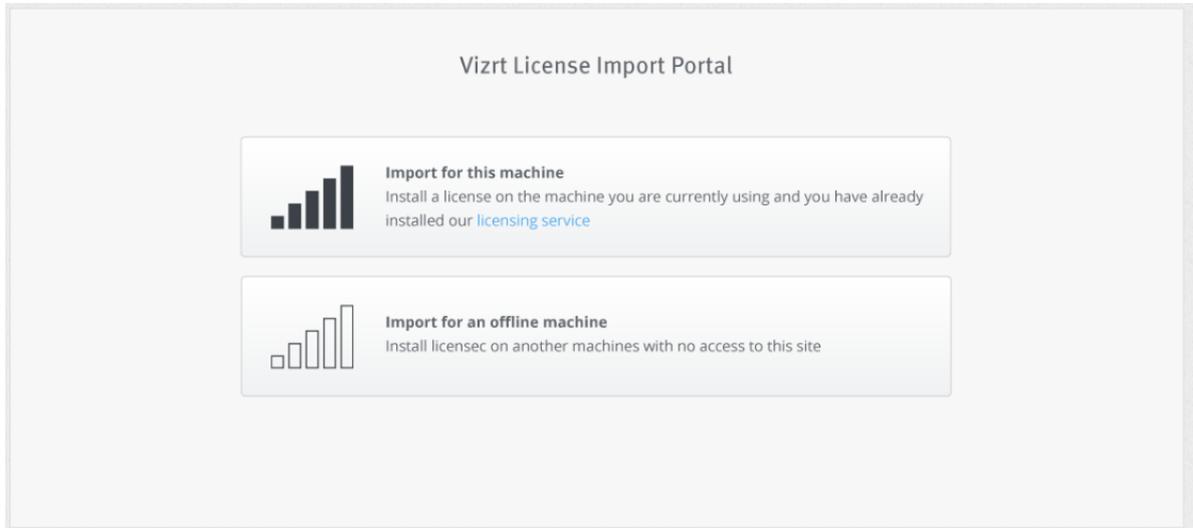
23
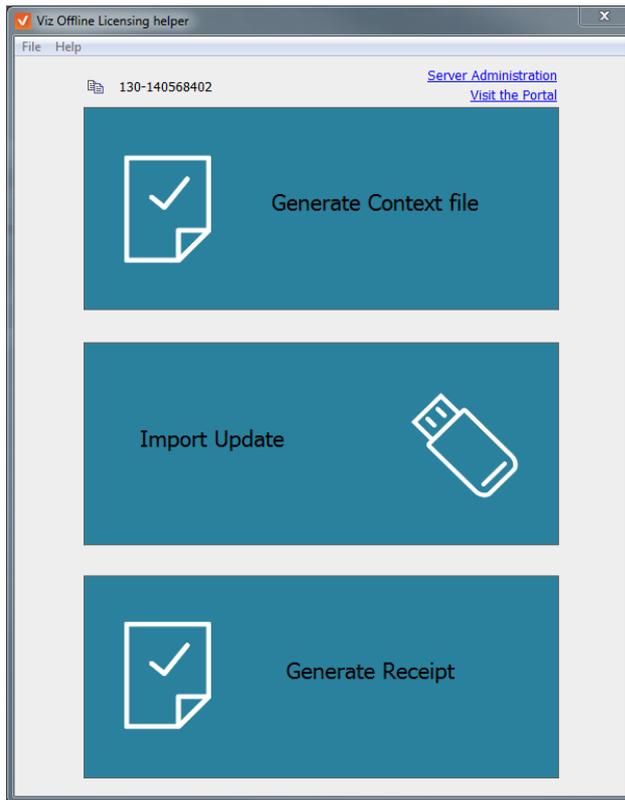
2. Click **Generate Context File** and select an appropriate file name and location in the **Save the context file** window.
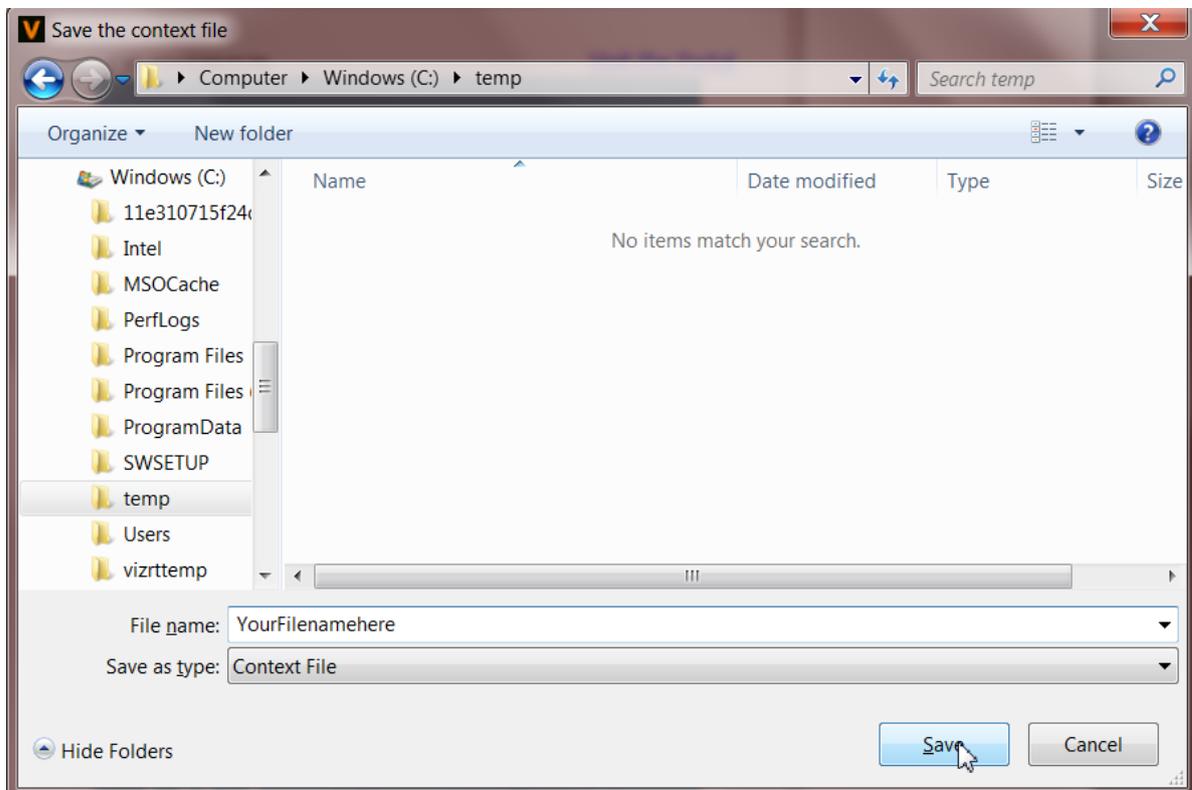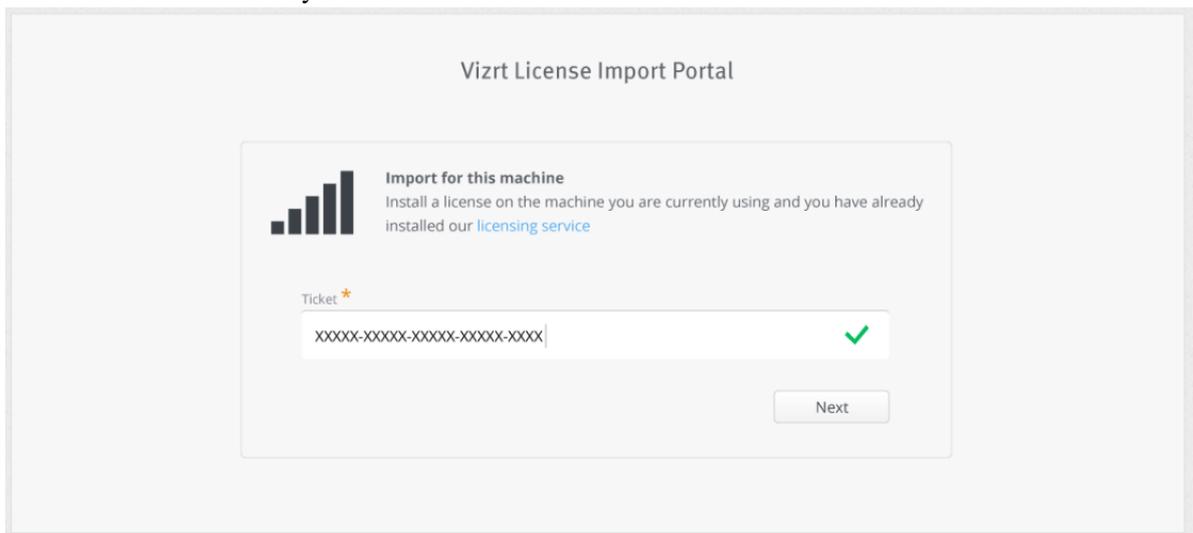
5.4.2 Step 2: Upload License Request File to License Portal

1. Connect to the License Portal on an online machine and select the **Import for an offline machine** option.
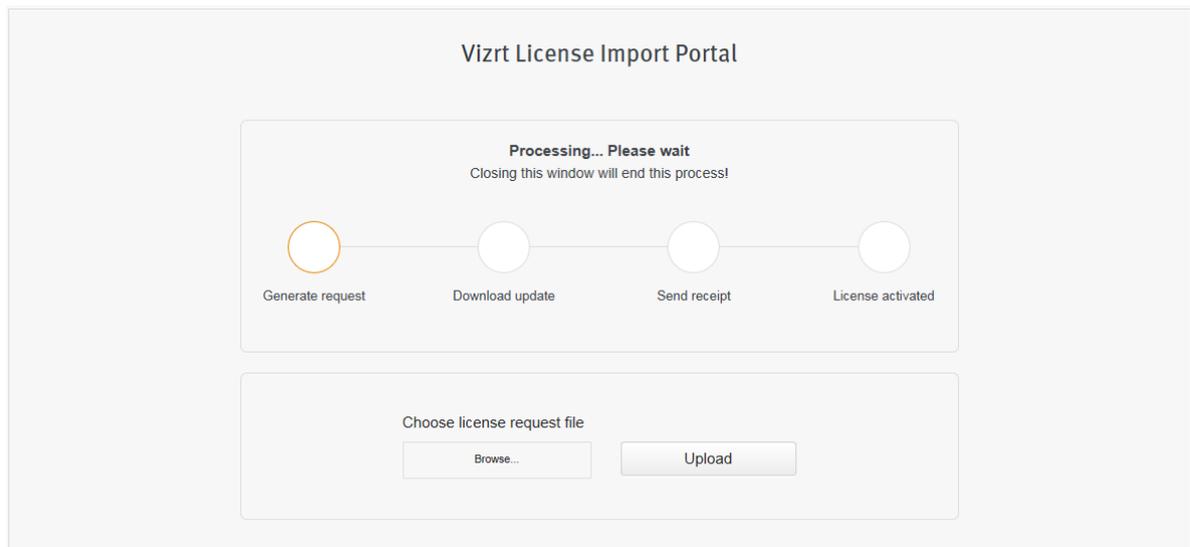

2. Enter the ticket ID you would like to activate offline.

3. Next, click **Browse** to select the previously generated license context file, then click **Upload**.

Important!

This window must remain open during the entire process!

The license portal now communicates with Vizrt to produce the License Generation File. This process may take a couple of minutes, depending on the size of the license and your internet connection.

4. When the process finishes, you are prompted to save the License Update File. This is the file you must transfer to the offline machine. Click **Continue** to make the License Portal ready for the upload of the concluding Receipt File.
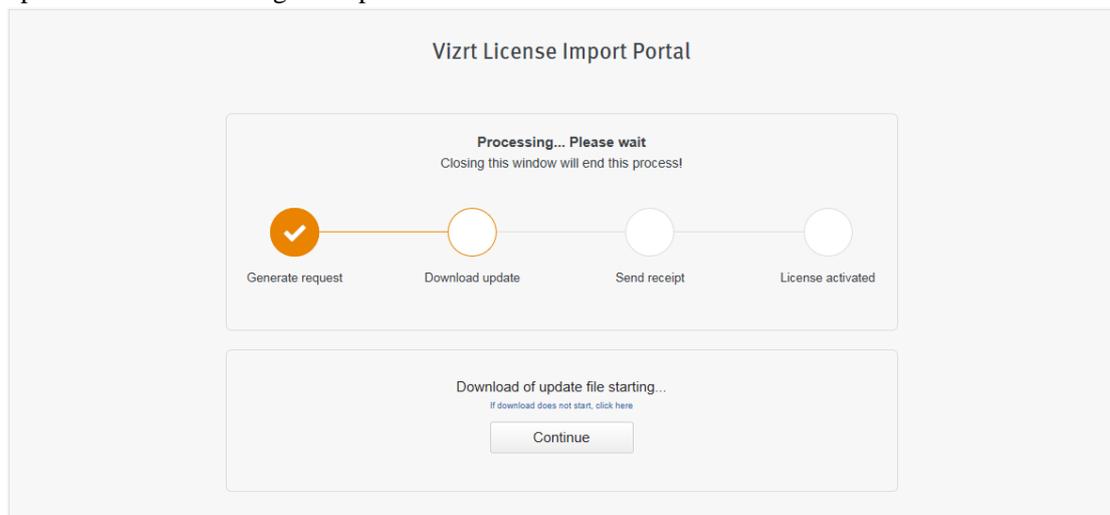
5.4.3 Step 3: Upload License Generation File on Offline Machine

1. Open the Vizrt Licensing tool and select **Import Update**.
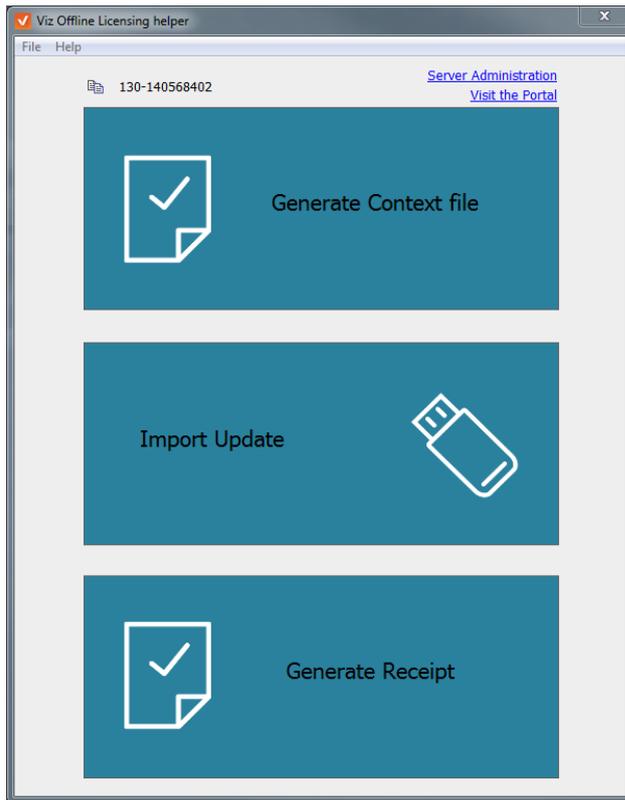
2. Select the License Update File that you obtained from the License Portal, and click **Open**.

5.4.4 Step 4: Upload Confirmation File to License Portal

Do not skip this step, as it will prohibit you from starting a new license activation for this computer in the future.

1. Once the License Update File has been successfully copied to your offline computer, click **Generate Receipt** and save the receipt file to the removable storage device.
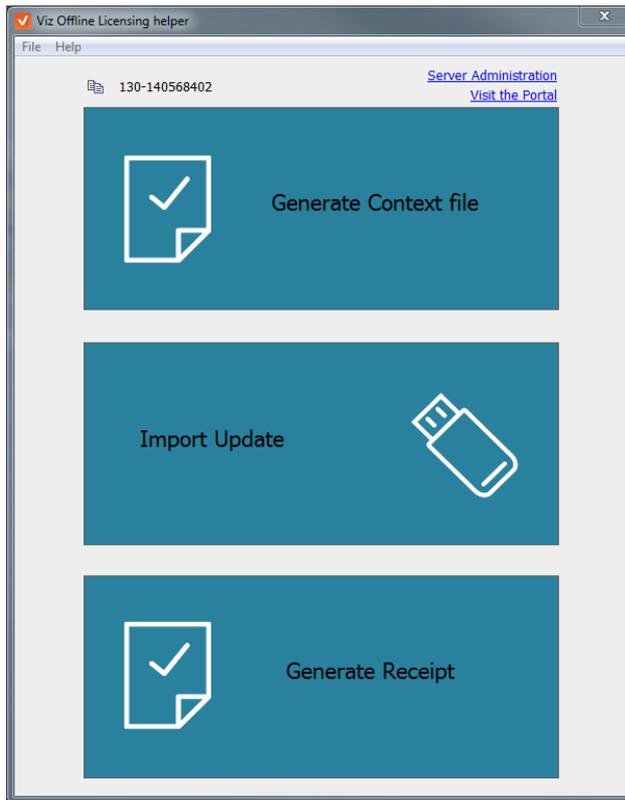
2. Return to the online machine and click **Browse** to select the receipt file. Then, click **Upload** to finalize the license activation.
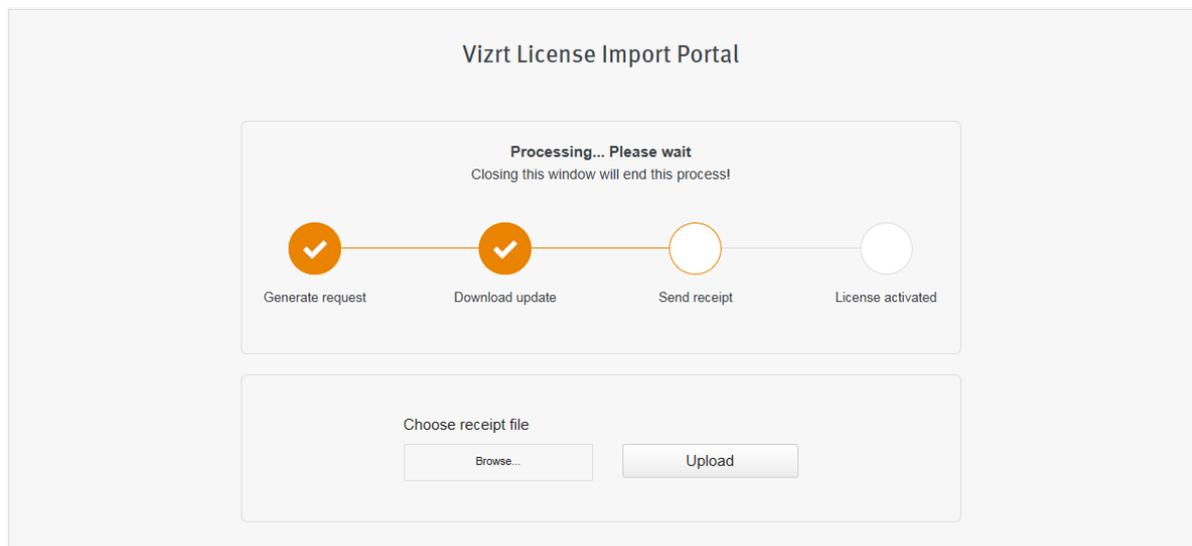
5.5 Online License Activation

For system requirements on online license activation, please review the supported options and make sure that you have installed the Vizrt License Service.

This section contains the following information:

- Activate a new license on an online computer
- Troubleshooting

5.5.1 Activate a new license on an online computer

To activate a new license on a computer which is connected to the internet, click the **License Ticket** link in the license email, or open your browser and go to `https://license.vizrt.com` to reach the License Portal.

1. After authentication, click **Import for this machine**.
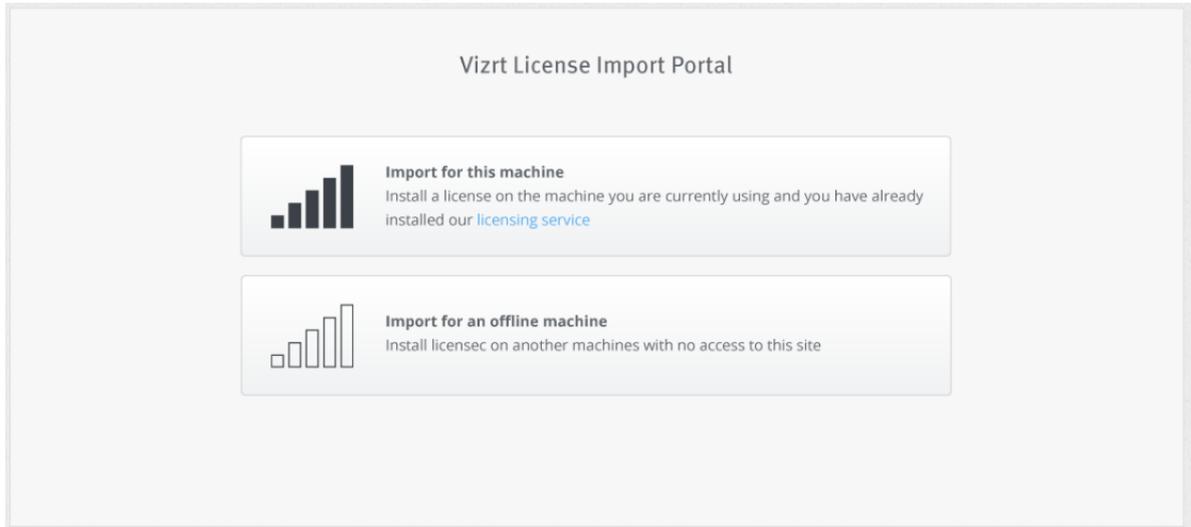
2. If you opened the License Portal from a ticket link, this ticket is preselected. Otherwise, enter your ticket ID in the **Ticket** field. Auto-complete will suggest tickets available for your company. Then, click **Next**.
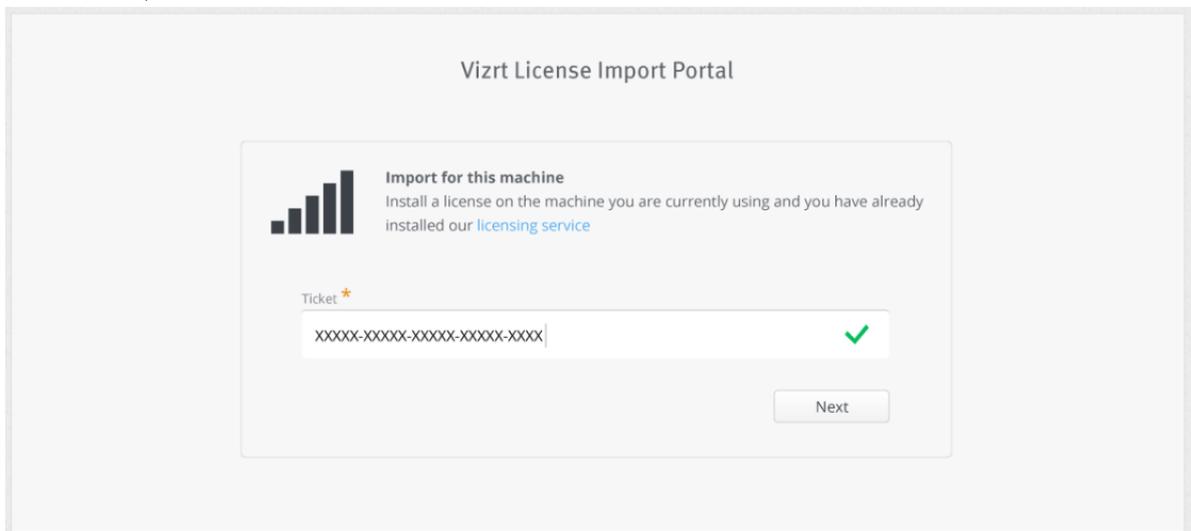
3. The License Portal checks if your computer has a software or hardware container. You can download a software container as an alternative to attaching a hardware dongle. The first time you download a license to a computer, no software container is found. Select **Create Container** to create a software container for your computer.
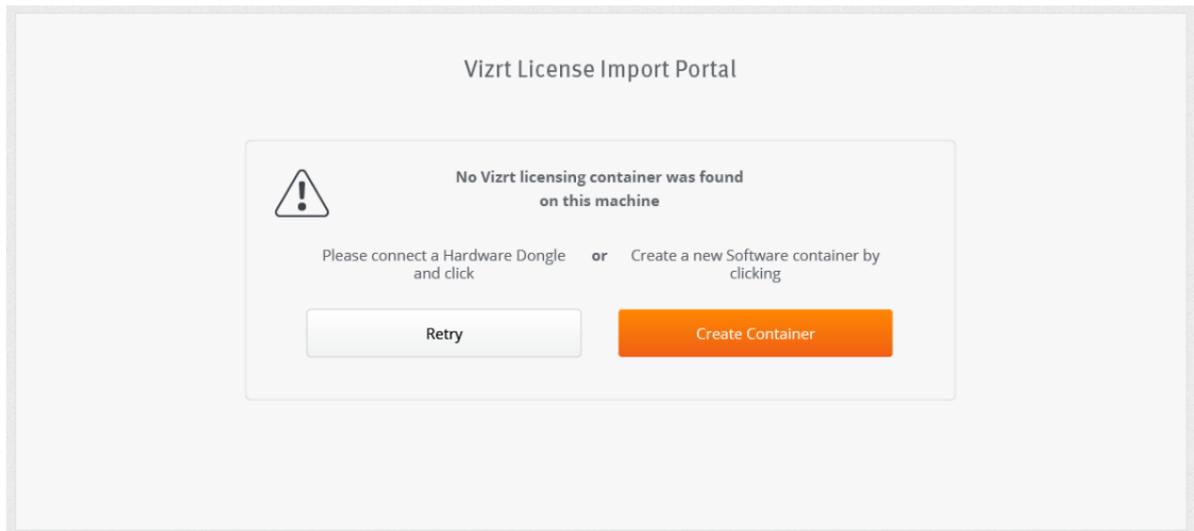
4. Review the ticket license summary. You can hover over the **Features** box to see further details. If you have more than one available container, for example, you have one software container and one hardware dongle, you can select which container you would like to activate the ticket on.
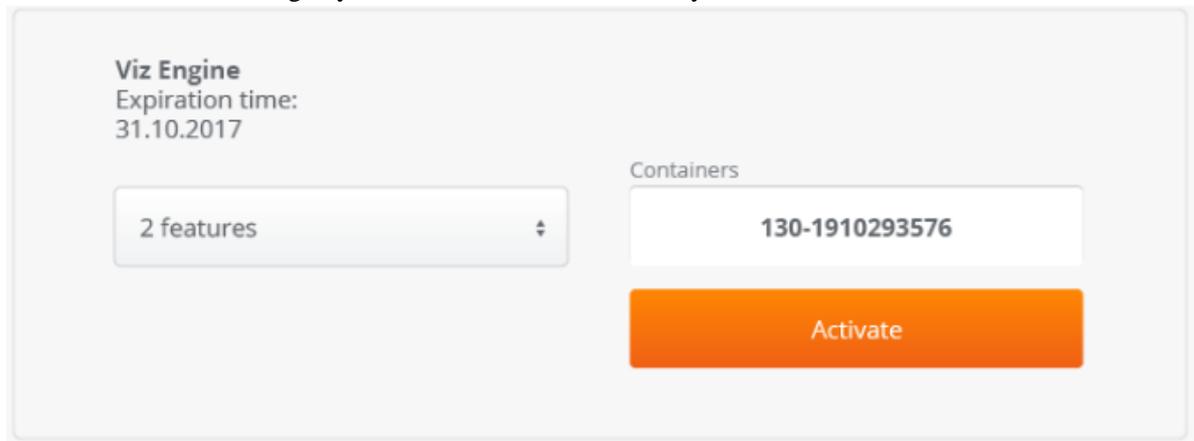
5. **Important!**

This window must remain open during the entire process!

Click **Activate** to start the license activation process. The license portal now communicates with Vizrt to activate the ticket. This process may take a few minutes, depending on the number of features in the license and your internet connection.
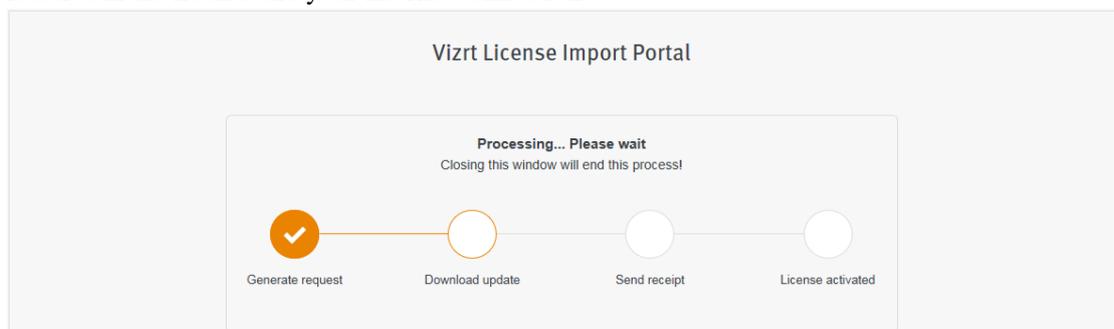
5.5.2 Troubleshooting

Your Ticket cannot be found

Contact your sales account manager or your contact person at Vizrt Licensing, so they can verify that the ticket is associated with the correct account or if adjustments are required.

This ticket is deactivated

The activation process was most likely interruptedm causing the licenses to not upload successfully. Contact your Vizrt Licensing so they can a issue new ticket.

This ticket is already activated

The licenses of this ticket have already been uploaded successfully.

Connection could not be established

The Vizrt Licensing Service could not be reached during the ticket activation process. Check the service status and make sure it is running.

Your container cannot be activated for the following reasons - feature xxx already exists...

The current ticket contains one or several features which are already activated on this container. Install the licenses on a different machine. If the licenses are intended for this machine, contact your contact person at Vizrt Licensing so they can send you a license extension for your container instead.

6 FAQ

Here you will find the answers to the following frequently asked questions:

- Can licenses be updated during run-time?

6.1 Can licenses be updated during run-time?

When the ticket activation process starts, any license verification calls of Vizrt software are temporarily blocked. This means that the current operation will run without interruptions against the former license status until the ticket activation process is completed.