



Viz Licensing Administrator Guide

Version 2.0



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2018/12/03

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1 Introduction

Vizrt is introducing a new software protection program, replacing the node-locked licensing a more flexible technology from our partner [WIBU Systems](#) and a License Portal. This document provides information about 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 the individual, physical machines where a file container that holds the license for your Vizrt software, is installed on the system.
 - 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. On-premise license servers should be operated with conventional dongles. Cloud license servers can be operated with software containers.
 - Several self-service options offer more independence and they eliminate international response times.
-

1.2 When Does The New Software Protection Program Become Effective?

This software protection program is implemented in Vizrt software as part of the new major releases. Prior versions covered by software protection can continue to run on the node-locked licensing. The [License Activation](#) chapter describes in which situations you should use the License Portal.

2 Supported Products

- Viz Engine 3.10 or higher for all deployments.
- Graphic Hub 3.1.0 or higher.
- Viz Virtual Studio 1.1.1 or higher.

i **Info:** Viz Engine requires a virtual GPU to run inside a virtual environment. Please refer to the Viz Engine Release Notes and Documentation about supported virtual GPUs.

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

3 License Options

Client Type	Hardware Dongles	Software Container	License Server
On-Premise			
Physical local machines	✓	✓	✓
Virtualized local machines			✓
Physical license servers	✓	✓	
Virtualized license servers	✓		
Cloud			
Client machines			✓
License servers		✓	

Hardware dongles are recommended for on-premise servers, as they can be attached to a backup server without further restrictions.

When software containers are used, we recommend a full daily backup, including system state to allow for a smooth restore that includes the current license status.

i **Info:** The software container protection is based on hardware elements in the validation process. If the hardware changes, the software container validation may fail. If so, the licenses cease to be available.

4 System Requirements And Technical Information

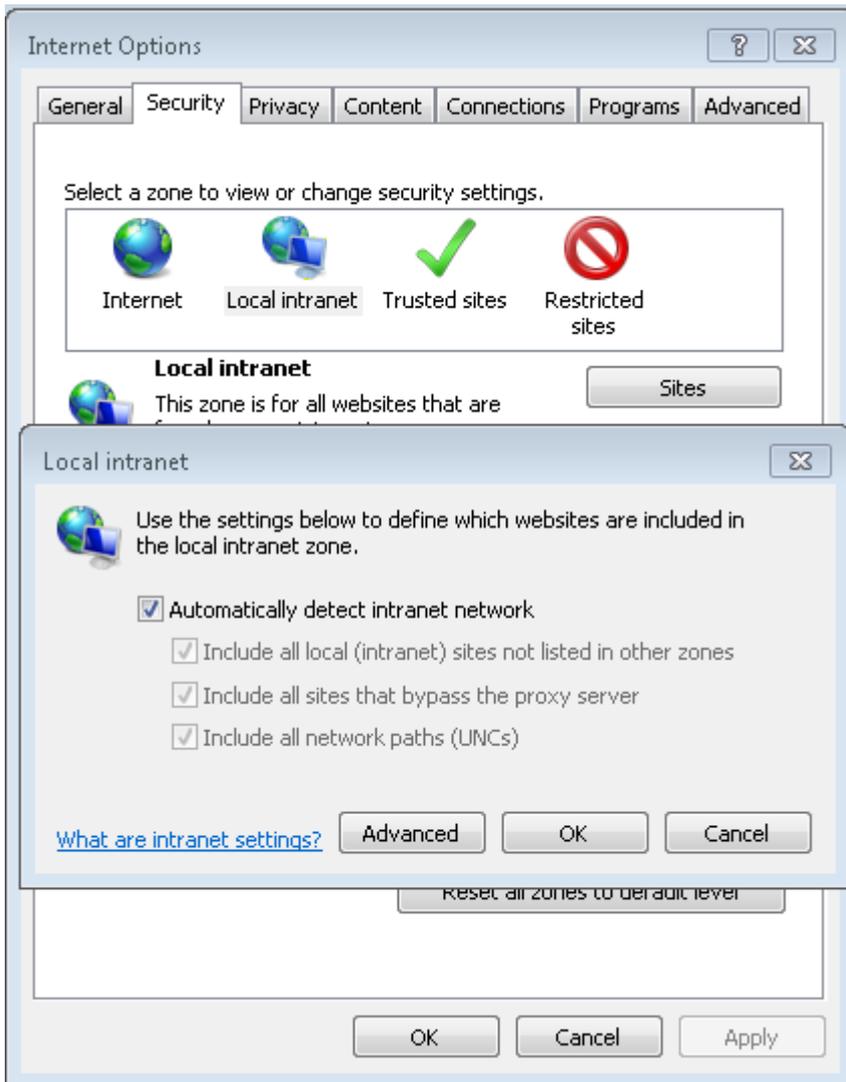
4.1 Supported Operating Systems And Browsers

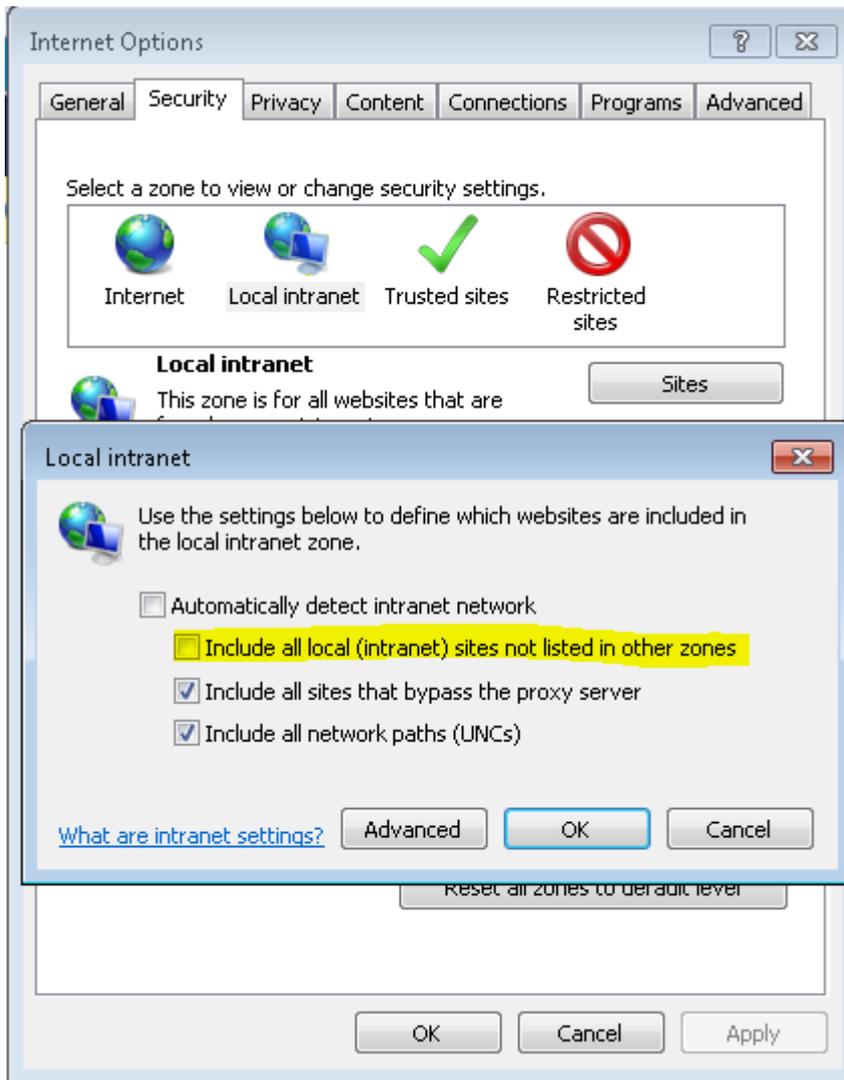
Operating System	Browser	Comments
Windows 7/8/8.1	Internet Explorer	Standard functionality covered for most use-cases. See below Additional Browser Settings to ensure full functionality.
	Google Chrome	No restrictions.
	Mozilla Firefox	Browser limitations require manual activation of our security certificate. The License Portal automatically detects if you are using Firefox and provides you with further instructions.
Windows 10 / Windows Server 2013	Google Chrome	No restrictions.
	Internet Explorer	Standard functionality covered for most use-cases. See below Additional Browser Settings to ensure full functionality.
	Edge	Not supported due to Microsoft security restrictions.
	Mozilla Firefox	Browser limitations require a manual activation of our security certificate. The License Portal automatically detects if you are using Firefox and provides you with further instructions.
Mac OS		Offline license activation only.
Linux		Offline license activation only.

4.2 Additional Browser Settings

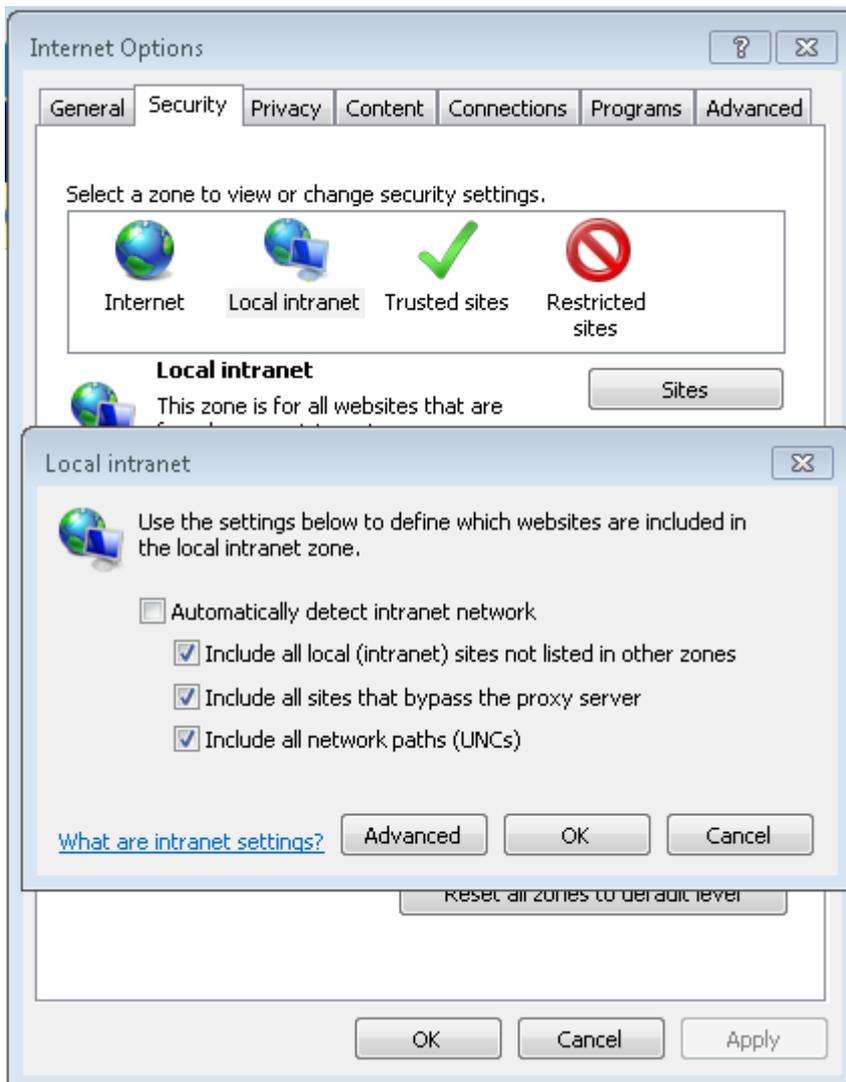
If you use Internet Explorer, please verify the following Local Intranet settings:

- **Automatically detect intranet network** is checked, or
- **Include all local (intranet) sites not listed in other zones** is not checked





If the setting **Include all local (intranet) sites not listed in other zones** is already checked (see screenshot below), please deselect the option to avoid problems during the license activation process (see the yellow highlight in screenshot above).



5 Installation

5.1 Vizrt Licensing 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 **Vizrt License Portal** for the first time, the welcome page provides a download-link to the installer.



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 it, 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 run the installer to obtain all the necessary tools for the license activation. However, the service itself can remain stopped.

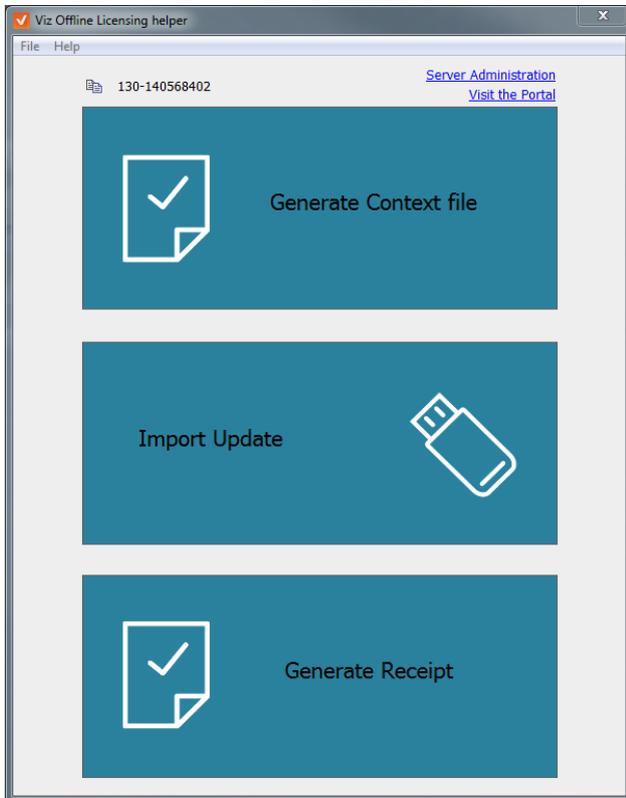
5.1.1 Command Line Configuration

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)

5.2 Vizrt Offline Licensing Helper



The [Vizrt Licensing Service](#) also installs the **Vizrt Offline Licensing Helper** application.

5.2.1 File Menu

The **File** menu contains the following options:

- **Server Search List:** Fetches a license from your company license server.
- **Create Container:** Creates a software license container. This is required for the offline systems without a hardware dongle. This option is not available for the virtualized environments.
- **Quit:** Exits the application.

6 License Server Setup And Administration

This chapter covers the necessary environment requirements and preparations. It also covers the required setup for making the 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.

6.1 Environment Requirements And Preparations

This section contains the following information:

- [System Requirements for License Server](#)
- [Client Setup](#)
- [On-premise Virtualization Environments](#)
- [Cloud Environments](#)

6.1.1 System Requirements for License Server

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
- The **License Server** supports physical servers and VMware virtual machines.

6.1.2 Client Setup

The local and cloud clients that will not operate with individual licenses, must be configured to [connect to the license server](#) only. The Vizrt software installer includes all the other dependencies.

6.1.3 On-premise Virtualization Environments

VMWare ESxi 6.0 or 6.5 is recommended.

Other systems that are supported:

- Oracle VM
- Ovirt VM

6.1.4 Cloud Environments

Amazon AWS cloud is recommended.

Other systems that are supported:

- fra.me

- Alibaba cloud
- Microsoft Azure

Note: Backup and Restore processes are not supported in Microsoft Azure.

Other cloud service operators may be evaluated in the future, and their service will be included in this documentation depending on a successful test of its functionality.

Cloud License Server Setup

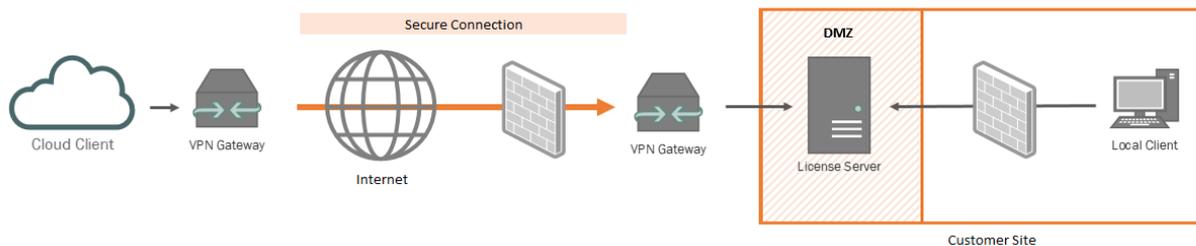
In addition to the installation of the [Vizrt License Service](#), you will need to install a software container in the system. This container will be able to hold the Vizrt licenses. For the cloud servers, the container installation will not happen automatically in the background upon license activation. However, together with your license ticket, you will receive a file that you must execute on the system.

On-Premise License Server Setup via VPN Gateway

If you prefer to operate an on-premise license server, the communication between the Cloud Clients and the license server must be secured through a VPN gateway. This is considered a legacy option, and the IT-support for the setup is not covered by Vizrt.

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

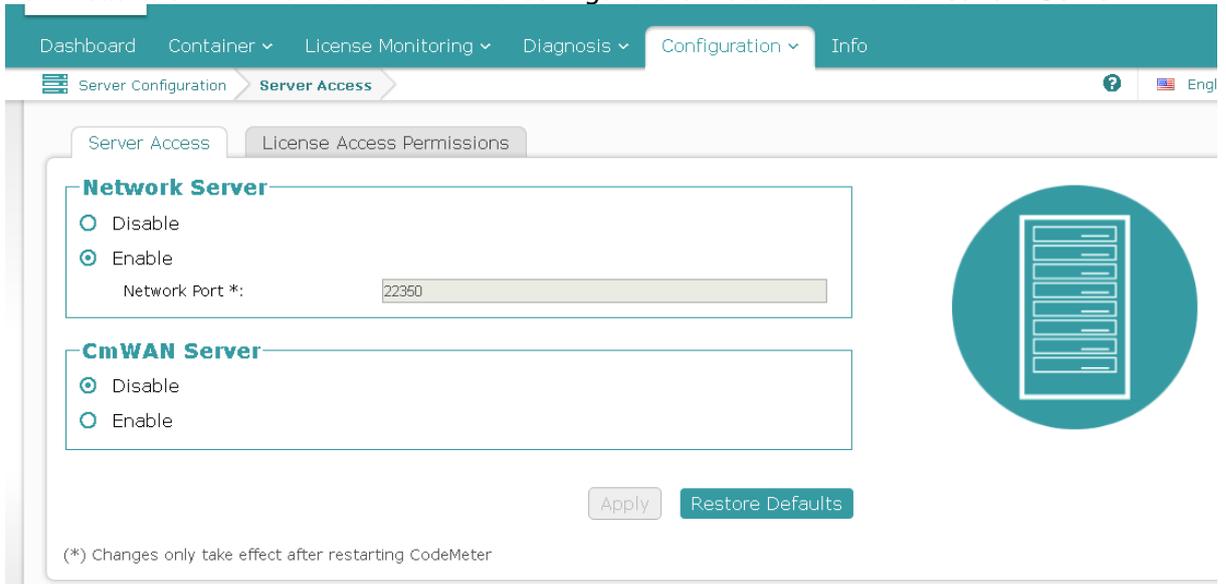
The protected applications and the license server communicate over TCP/IP. The default communication port is **22350**. You can change the port in the [server configuration](#). If a firewall protects your infrastructure, the port 22350 must be opened for both **TCP** and **UDP**. The following illustrates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



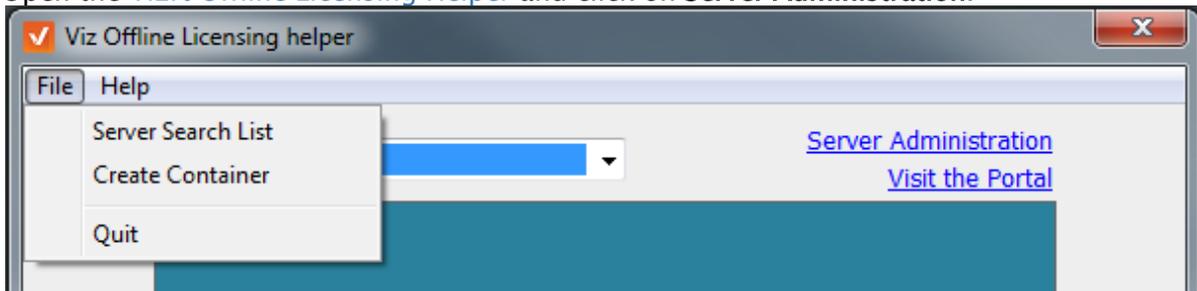
6.2 License Server Activation

To activate the license server:

1. Download the [Vizrt License Service](#) and configure the installation for a **Network Server**.

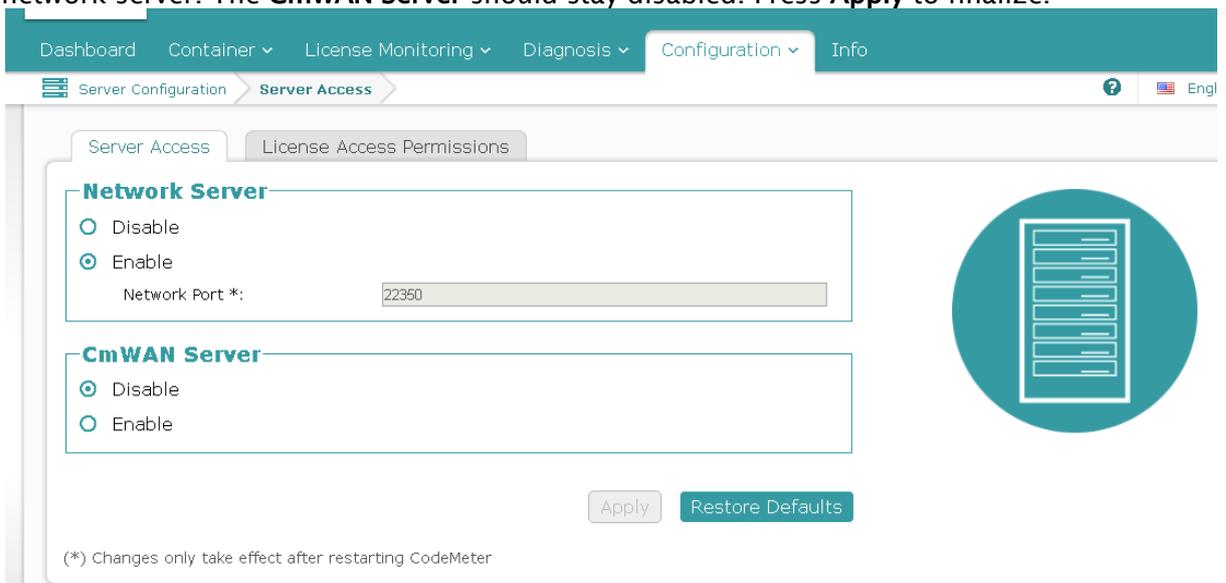


2. Open the [Vizrt Offline Licensing Helper](#) and click on **Server Administration**.



This opens the CodeMeter WebAdmin application.

3. Go to **Configuration** → **Server Configuration** → **Server** → **Server Access** and **Enable** the network server. The **CmWAN Server** should stay disabled. Press **Apply** to finalize.



4. Proceed with the [Online License Activation](#).
-

6.3 License Server Redundancy

The License Server Redundancy can be achieved through the following options:

- Storing the licenses on a hardware dongle that can be attached to a backup server in the event of a hardware failure.
 - If dongle-free licensing cannot be avoided, several license servers can be established, each holding only a share of the full license contingent. In this scenario, all the license servers must be added to the client-server search list. Also, the license servers need to be backed up frequently to ensure a restore of your companies licenses. Please refer to [Backup Strategy](#) for the details in the cloud environments.
-

6.4 Client Configuration

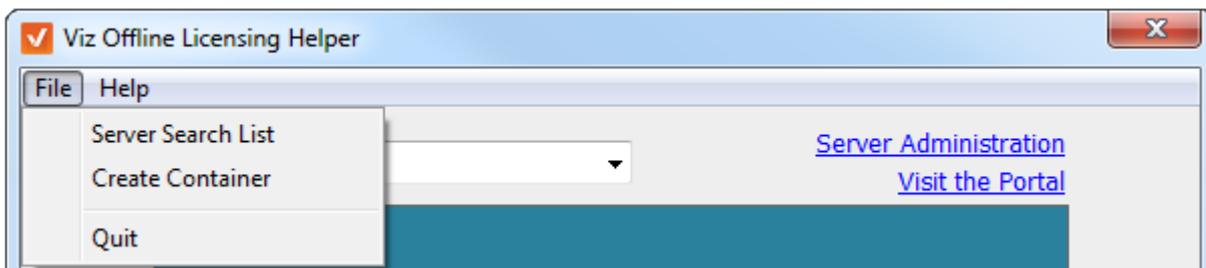
Clients without local licenses do not require the [Vizrt License Service](#). The **Viz Software Installer** includes all the components for the communication with the license server.

This page includes the following information:

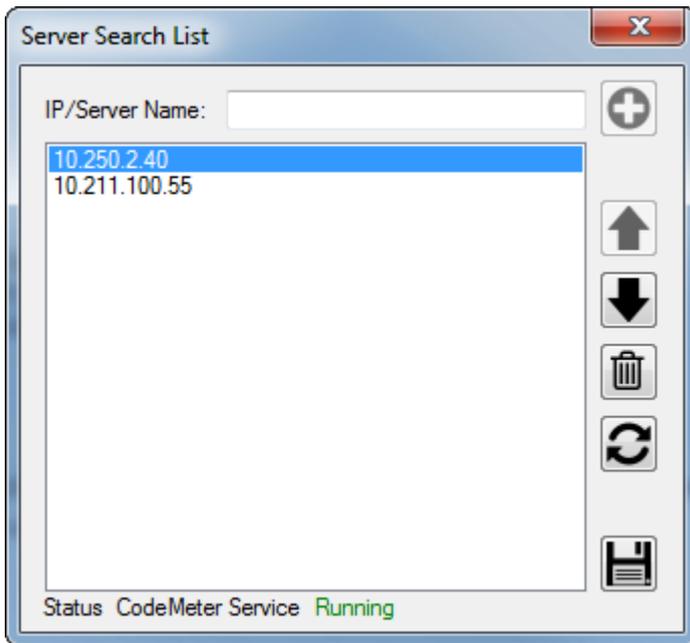
- [Vizrt License Service is installed](#)
- [Vizrt License Service is not installed](#)

6.4.1 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.

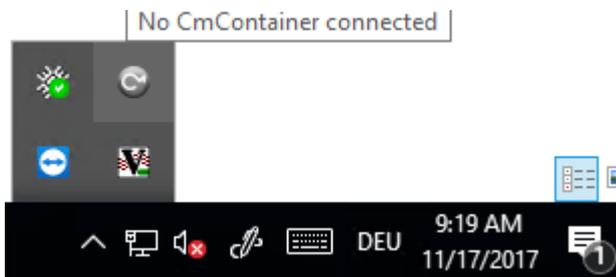


Then, enter the IP address or server name of all the license servers that should be contacted for license information.



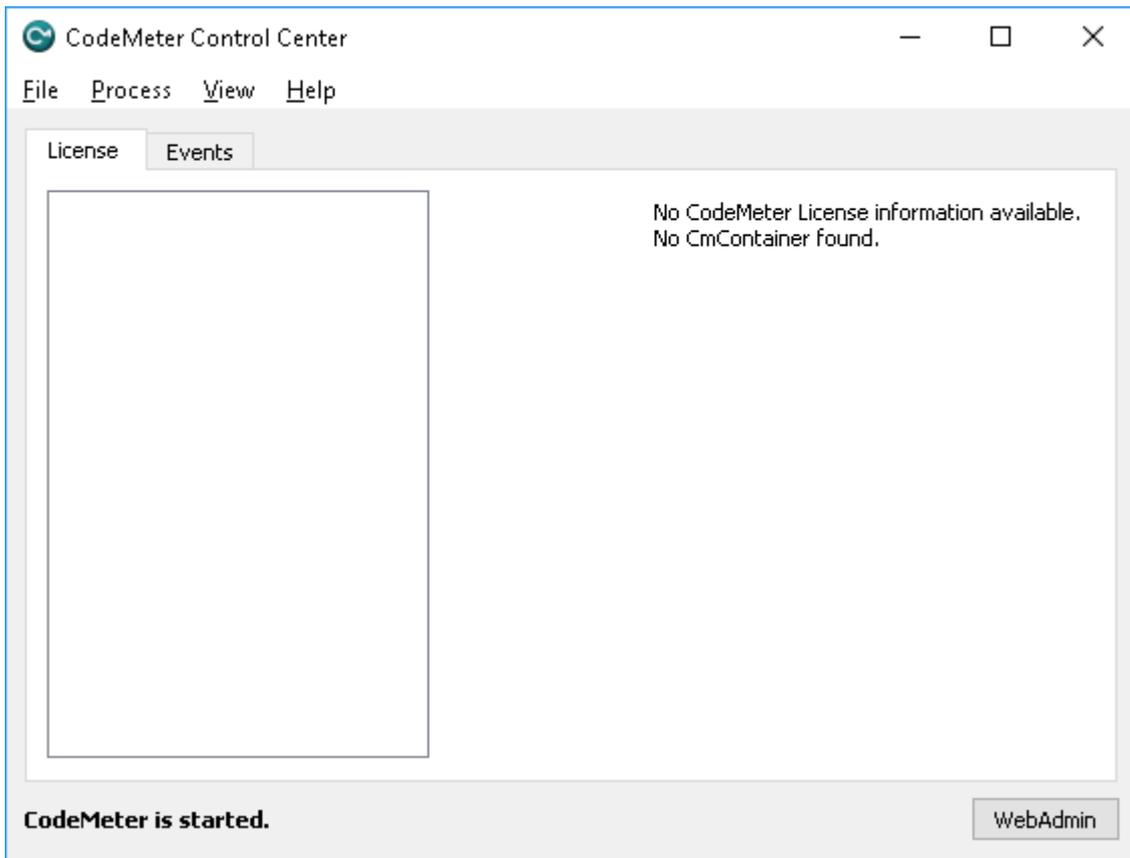
6.4.2 Vizrt License Service is not installed

The Viz software installation package adds the **CodeMeterControlCenter** application. Check your Windows system tray for this icon:

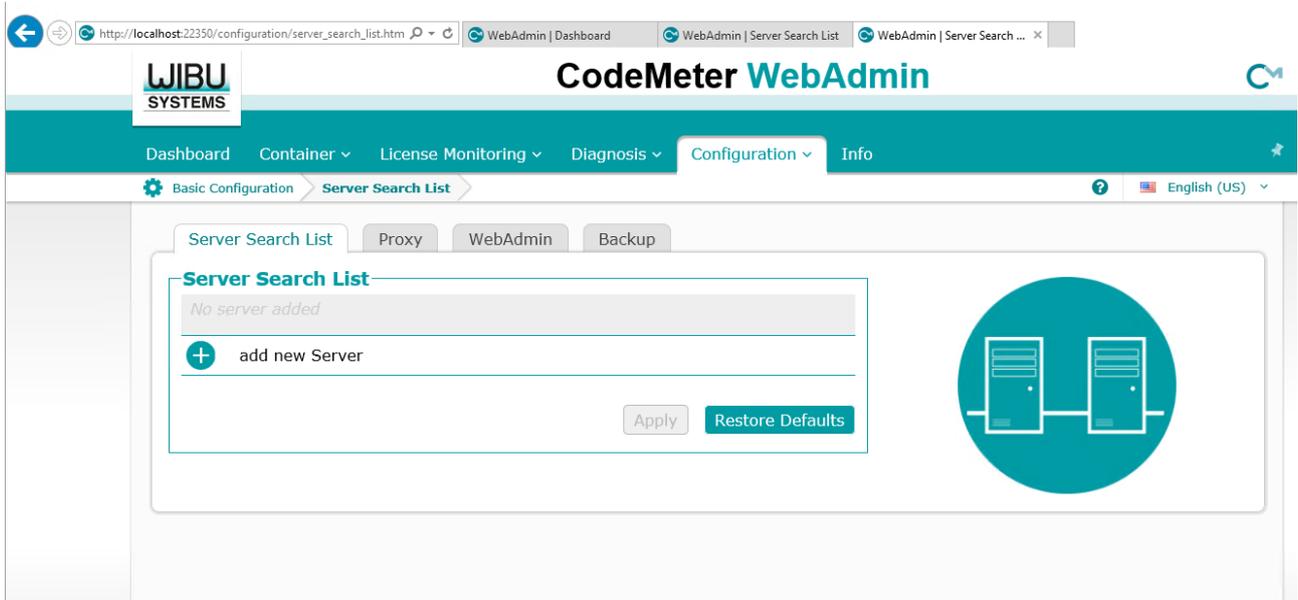


The icon is inactive when the software does not detect a hardware dongle or software container. You can still open it to configure the license server. If the application is not running, you run the executable from `C:\Program Files (x86)\CodeMeter\Runtime\bin\CodeMeterCC.exe`.

In the **CodeMeter Control Center**, click **WebAdmin**.



Go to **Configuration > Basic > Server Search List**. Press the plus (+) icon to **add new Server**.



The available license servers can be found with either the IP address or the server hostname of your on-premise license server. Press **Apply** to finish.

The 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.

Server Search List | Proxy | WebAdmin | Backup

Server Search List

No server added

Enter the Server's name or IP-Address:

6.5 Client – Server Communication

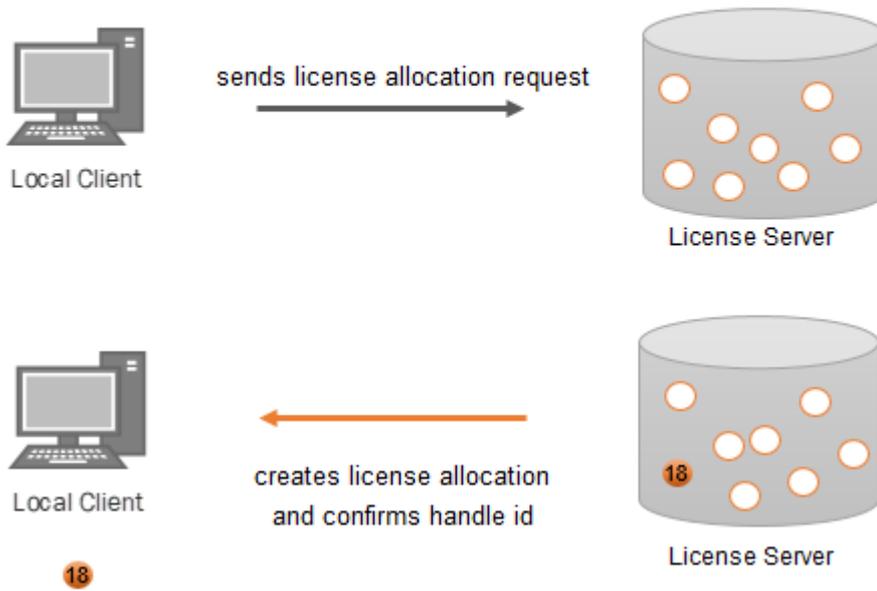
This chapter visualizes the standard license lease communication. It also shows the exception handling when either the local client temporarily stops license usage, or when the license server becomes unavailable.

The following scenarios are shown:

- Client requests license from the server
- Interruption in the connection with the server for less than two hours
- Interruptions in the connection with the server for more than two hours
- The client cannot reach the server for less than 55 minutes
- The client cannot reach the server for more than 55 minutes

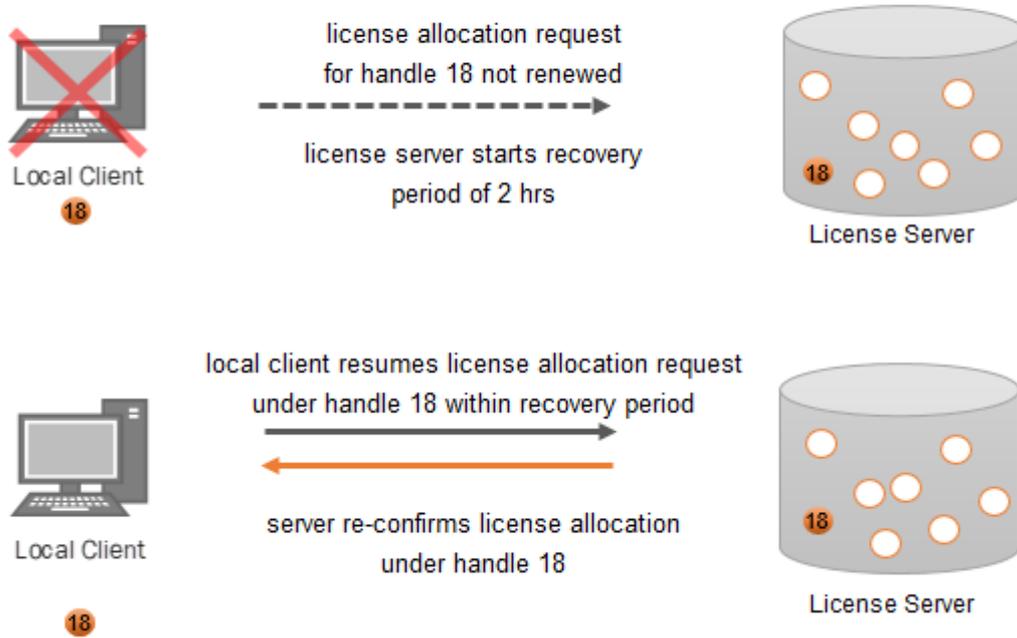
6.5.1 Client requests license from the server

Client requests license from Server



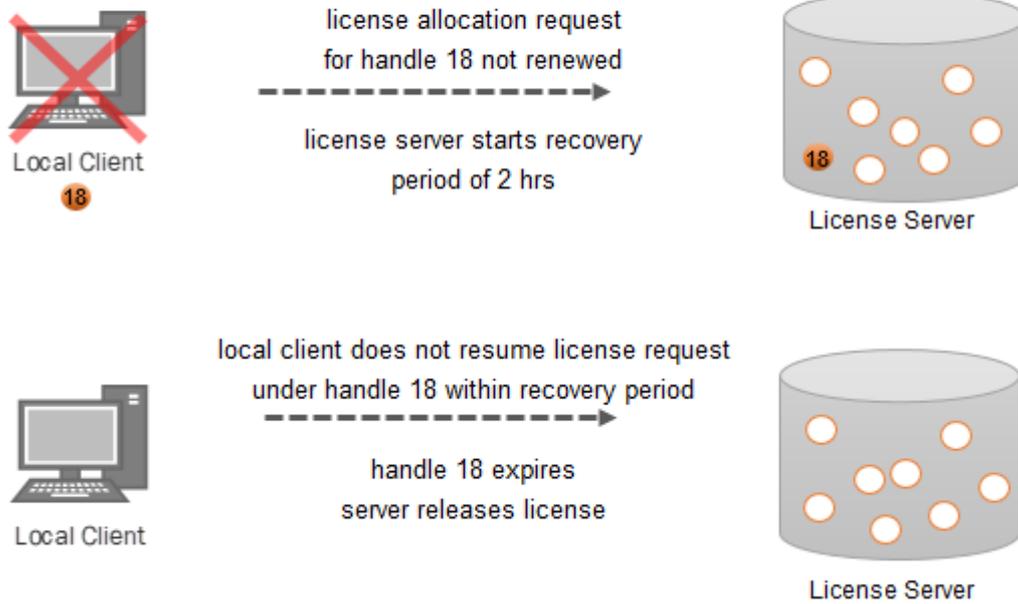
6.5.2 Interruption in the connection with the server for less than two hours

Client connection to Server is interrupted \leq 2hrs



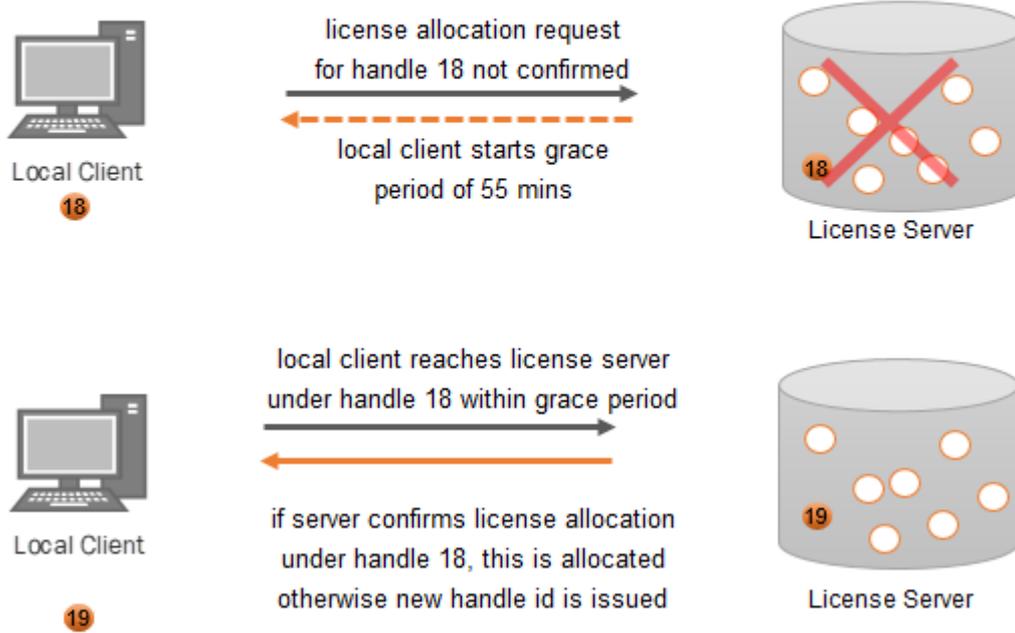
6.5.3 Interruptions in the connection with the server for more than two hours

Client connection to Server is interrupted > 2hrs



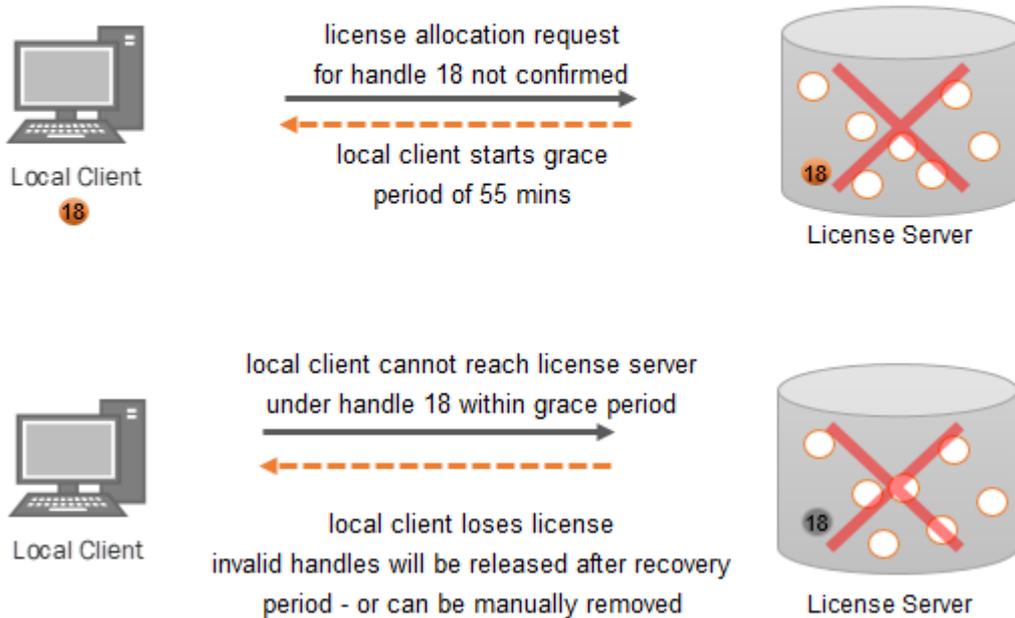
6.5.4 The client cannot reach the server for less than 55 minutes

Client cannot reach Server <= 55mins



6.5.5 The client cannot reach the server for more than 55 minutes

Client cannot reach Server > 55mins



6.6 Back-Up Strategy

This chapter contains information about the necessary steps within your back-up strategy to ensure uninterrupted Vizrt Licensing services.

6.6.1 Amazon AWS Cloud

To ensure the full functionality of your Vizrt licenses after a restore, please follow the steps below for creating a supported back-up.

Create Volume snapshot

Step 1: Under the **Description** tab for the instance, you can see the block device(s) for this particular instance.

an EBS root device type.

EBS-optimized	False
Root device type	ebs
Root device	/dev/sda1
Block devices	/dev/sda1
Elastic GPU	-
Elastic GPU type	-
Elastic GPU status	-

Step 2: Click on the block device to check the volume's **EBS ID**. If there is just one volume available in the server, then this volume should be the same as the root device. This becomes the volume for the snapshot.

Block Device /dev/sda1	
EBS ID	vol-0714338d58986ae36
Root device type	EBS
Attachment time	2018-03-02T09:23:09.000Z
Block device status	attached
Delete on termination	False

Step 3: Click on the **EBS ID** to get to the volume overview.

- Modify Volume
- Create Snapshot**
- Delete Volume
- Attach Volume
- Detach Volume
- Force Detach Volume
- Change Auto-Enable IO Setting
- Add/Edit Tags

Then, you right-click the volume and select **Create Snapshot**.

Create Snapshot ✕

Volume	(i)	vol-0714338d58986ae36
Name	(i)	<input type="text" value="SnapshotName"/>
Description	(i)	<input type="text" value="Description"/>
Encrypted	(i)	No

Cancel
Create

Create Snapshot ✕

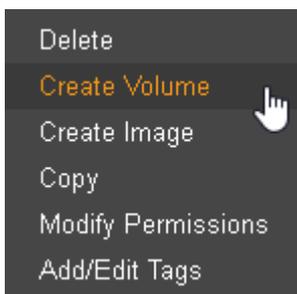
✓

Snapshot Creation Started

View snapshot [snap-060cfd0969a37d6b7](#)

Close

Step 4: After you have created the snapshot, you may find it in the snapshot overview. Right-click and select **Create Volume**.



Step 5: In the **Create Volume**-wizard, you must be sure to choose the correct value in the **Availability Zone*** input field, so that the volume is available to where your virtual machine is located. After you have created the volume, it is visible in the volume overview.

Create Volume

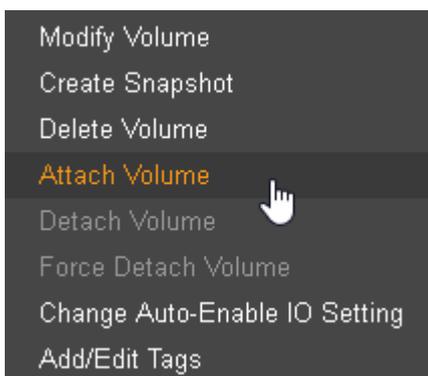
Are you sure you want to perform this action?

Snapshot ID	snap-060cfd0969a37d6b7 SnapshotName		
Volume Type	General Purpose SSD (GP2) ▼		i
Size (GiB)	30	(Min: 1 GiB, Max: 16384 GiB)	i
IOPS	100 / 3000	(Baseline of 3 IOPS per GiB with a minimum of 100 IOPS, burstable to 3000 IOPS)	i
Availability Zone*	eu-west-1c ▼		i
Throughput (MB/s)	Not applicable i		
Encryption	false		

Tags Add tags to your volume

Restore

To restore the state of the virtual machine to the state of this volume, you must first detach the damaged/old volume in the virtual machine. Next, attach the virtual machine volume to the instance from which the snapshot has been taken by right-clicking the volume and selecting **Attach Volume**.



Select the correct instance and enter `/dev/sda1` into the **Device** input field. This sets your volume to be your boot volume.

Attach Volume ✕

Volume	(i)	vol-0418307bddcc9a22d in eu-west-1c
Instance	(i)	i-00e99edb044e08f01 in eu-west-1c
Device	(i)	<input style="width: 80%;" type="text" value="/dev/sda1"/>

Windows Devices: xvdf through xvdp

Cancel
Attach

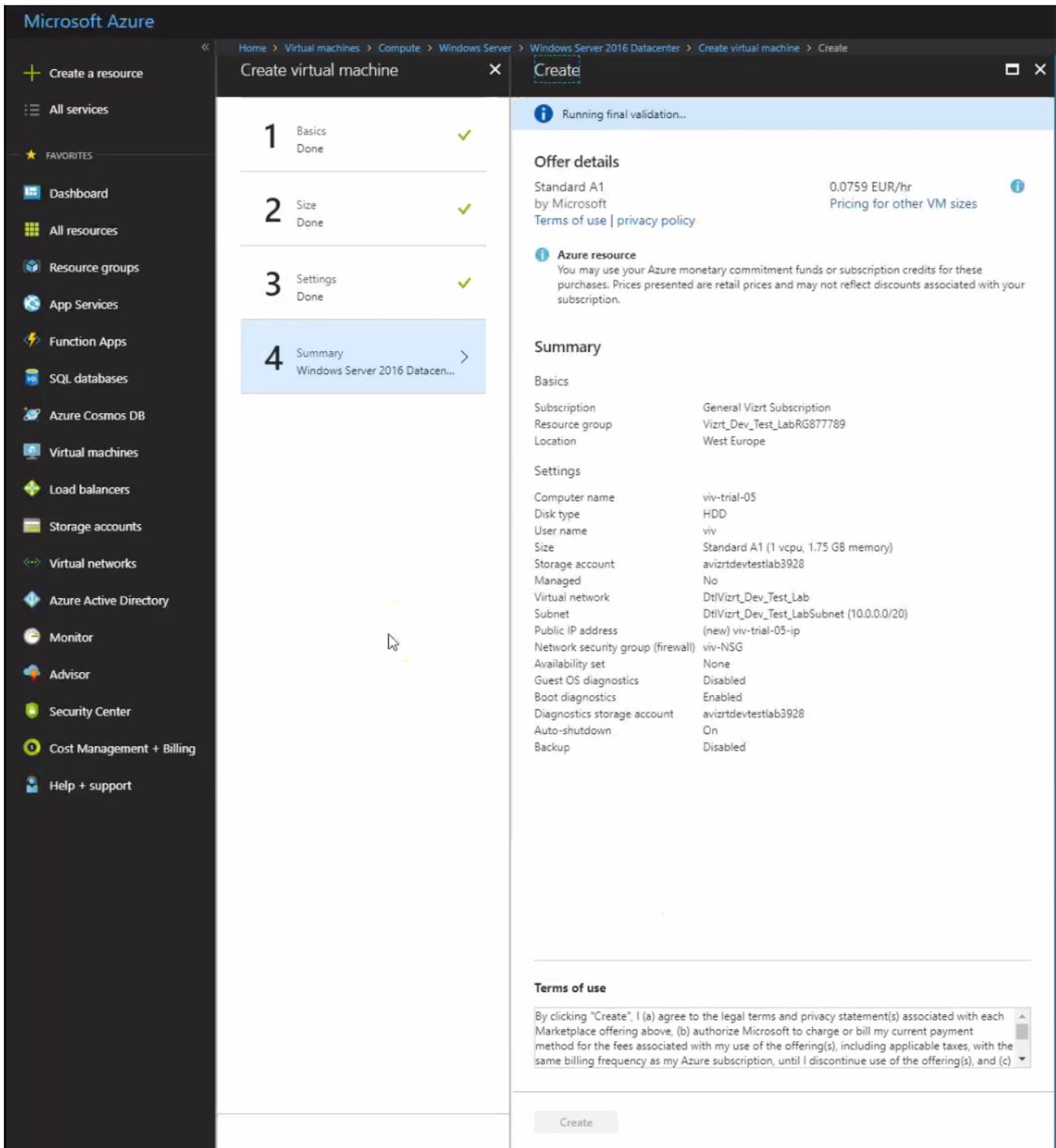
After completing this step, the virtual machine can be turned on again. It is now using a valid license.

6.6.2 Microsoft Azure Cloud

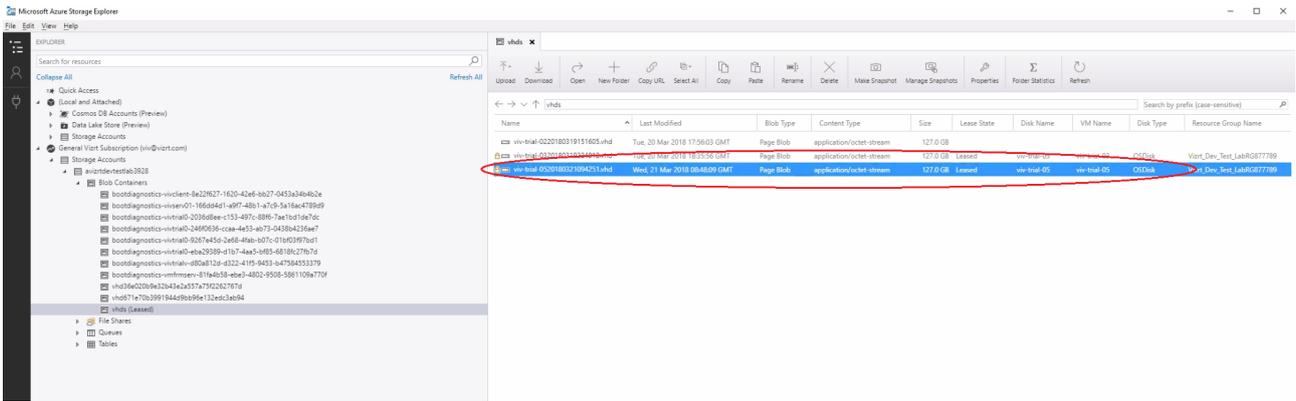
To ensure full license availability, back-ups need to be created using blob storage (unmanaged OS disk).

1. Create a VM with unmanaged disks and select the storage account that supports blob.

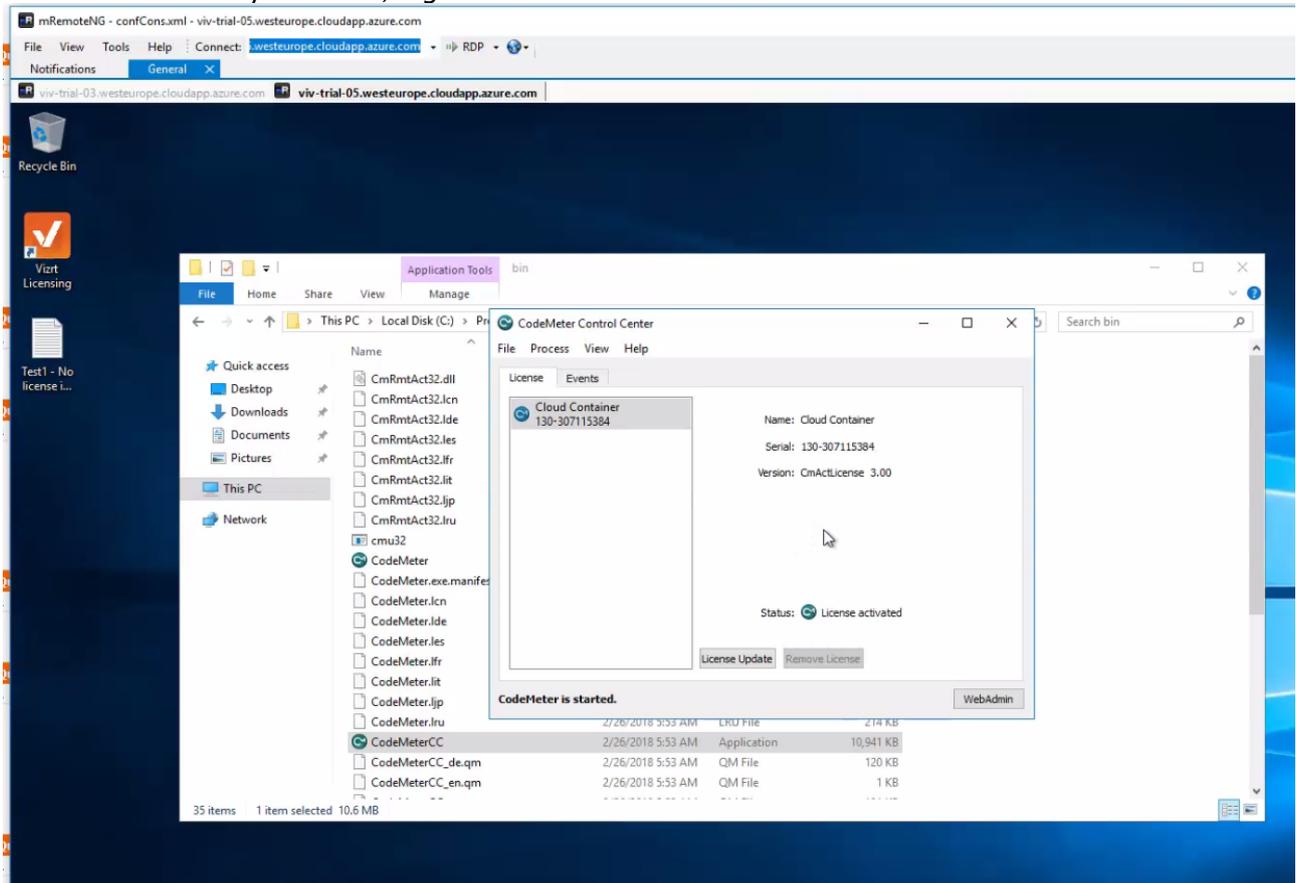
The screenshot displays the Microsoft Azure portal interface for creating a virtual machine. The breadcrumb navigation at the top indicates the path: Home > Virtual machines > Compute > Windows Server > Windows Server 2016 Datacenter > Create virtual machine. The main content area is titled 'Create virtual machine' and shows a four-step progress indicator: 1. Basics (Done), 2. Size (Done), 3. Settings (active), and 4. Summary (Windows Server 2016 Datacen...). The 'Settings' step is expanded to show various configuration options. A red circle highlights the 'Storage' section, which includes a 'Use managed disks' toggle set to 'No' and a 'Storage account' dropdown menu currently displaying 'avizrtdevtestlab3928'. Other visible settings include 'High availability' (Availability set: None), 'Network' (Virtual network: DtlVizrt_Dev_Test_Lab, Subnet: DtlVizrt_Dev_Test_LabSubnet (10...), Public IP address: (new) viv-trial-05-ip, Network security group: (new) viv-trial-05-nsg), 'Extensions' (No extensions), 'Auto-shutdown' (Enable auto-shutdown: Off), 'Monitoring' (Boot diagnostics: Enabled, Guest OS diagnostics: Enabled, Diagnostics storage account: (new) vizrtdevtestlabrg8777485), and 'Backup' (Backup: Enabled). An 'OK' button is visible at the bottom right of the settings panel.



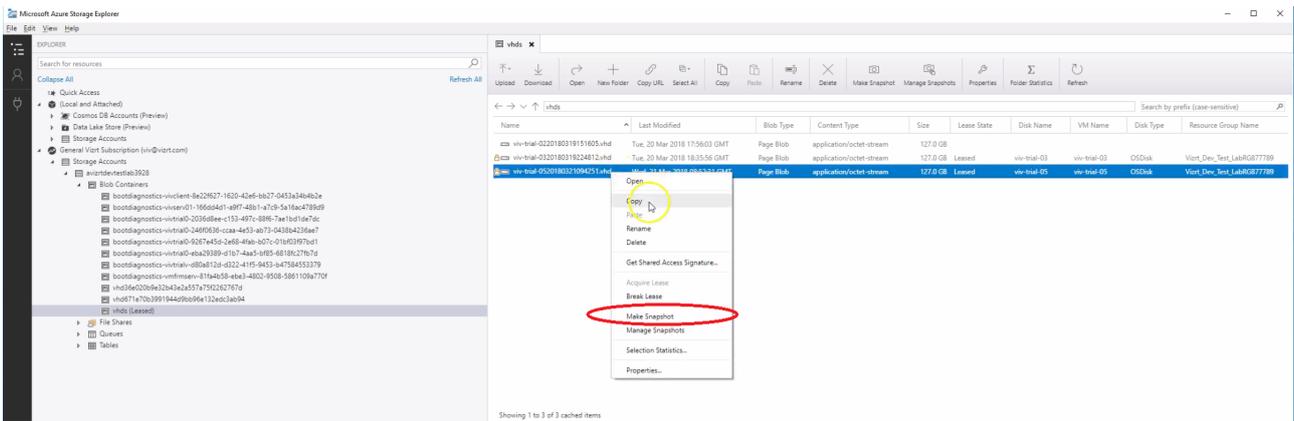
2. In order to view the OS VHD disks of VM, you need the **Microsoft Azure Storage Explorer** tool. This tool can be installed from <https://azure.microsoft.com/en-us/features/storage-explorer/>. Follow the on-screen instructions and install the tool on your PC. Open the **Microsoft Azure Storage Explorer** with Azure subscription. After successful authentication, the storage blob is displayed in Windows Explorer.



3. When VM is ready in Azure, login to the machine and install the license container and activate it.

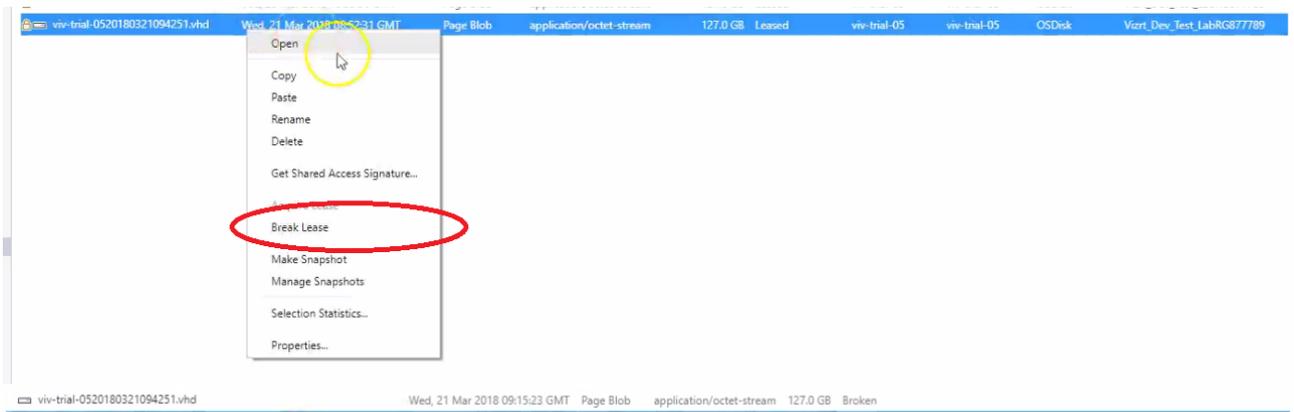


4. In the **Storage Explorer**, right-click on the selected VM and select **Make Snapshot**. This will create a snapshot of the OS disk with the current information (including the license container).



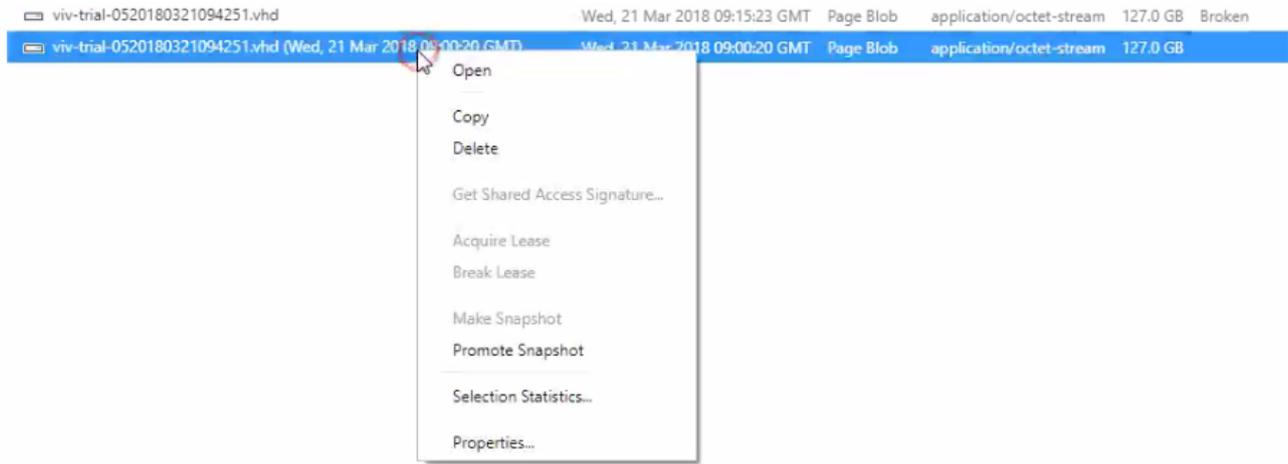
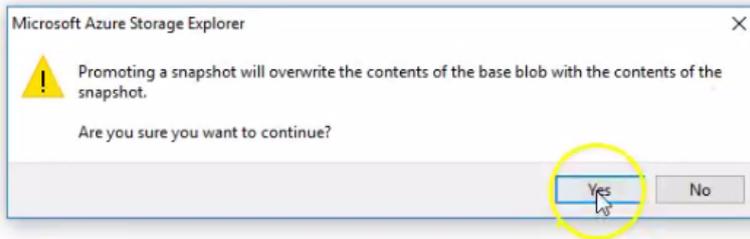
5. Disconnect the RDP-connection and stop the VM in the Azure portal.

6. In the **Storage Explorer**, right-click on the original VHD (base blob) and break the lease. This will detach the OS disk from the VM, and change the Lease-state to *Broken*.

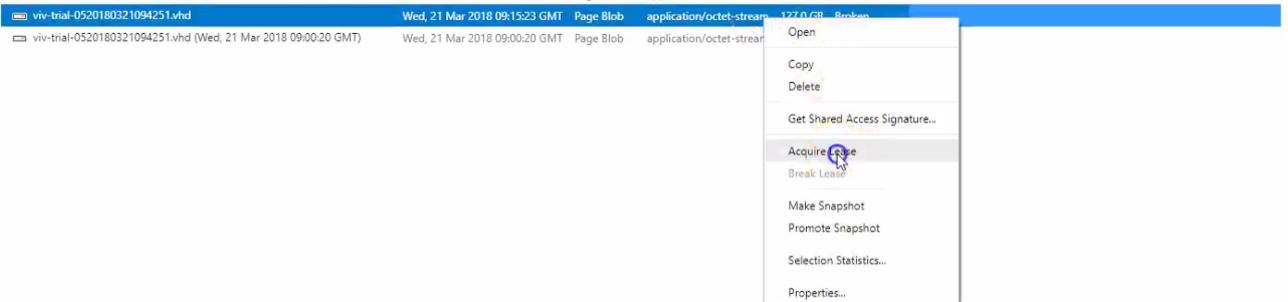


7. Now, copy the snapshot over the base blob by right-clicking the snapshot and select **Promote Snapshot** and click **Yes** to overwrite the disk.

viv-trial-0520180321094251.vhd	Wed, 21 Mar 2018 09:15:23 GMT	Page Blob	application/octet-stream	127.0 GB	Broken
viv-trial-0520180321094251.vhd (Wed, 21 Mar 2018 09:00:20 GMT)	Wed, 21 Mar 2018 09:00:20 GMT	Page Blob	application/octet-stream	127.0 GB	



8. The base blob is overwritten by the snapshot. Attach it to the VM by selecting **Acquire Lease** in the context menu.



9. The Lease-state changes to **Leased** and the attached VM information should be displayed.



10. Start the VM in the Azure portal. This VM should use the restored base blob.

6.6.3 VMWare ESXi

It is recommended to use a dedicated license server and capture full back-ups in frequent intervals. All the standard back-up and restore procedures are supported, including the system snapshots. A restore must be performed on the same VM host to ensure the availability of licenses.

7 License Activation

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

- [Dongle-ID and license key](#)
- [Ticket link](#)

7.1 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
----------	-----------------

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

7.2 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
----------	----------

The ticket link licenses are activated in the **Viz License Portal**. Clicking on the link automatically takes you to the login page, and from there to the license activation.

7.3 Log In And Self-Sign-Up

This page contains the following information:

- [License Portal location](#)
- [Log-in Page](#)
- [Sign Up Page](#)
- [Troubleshooting](#)

7.3.1 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>

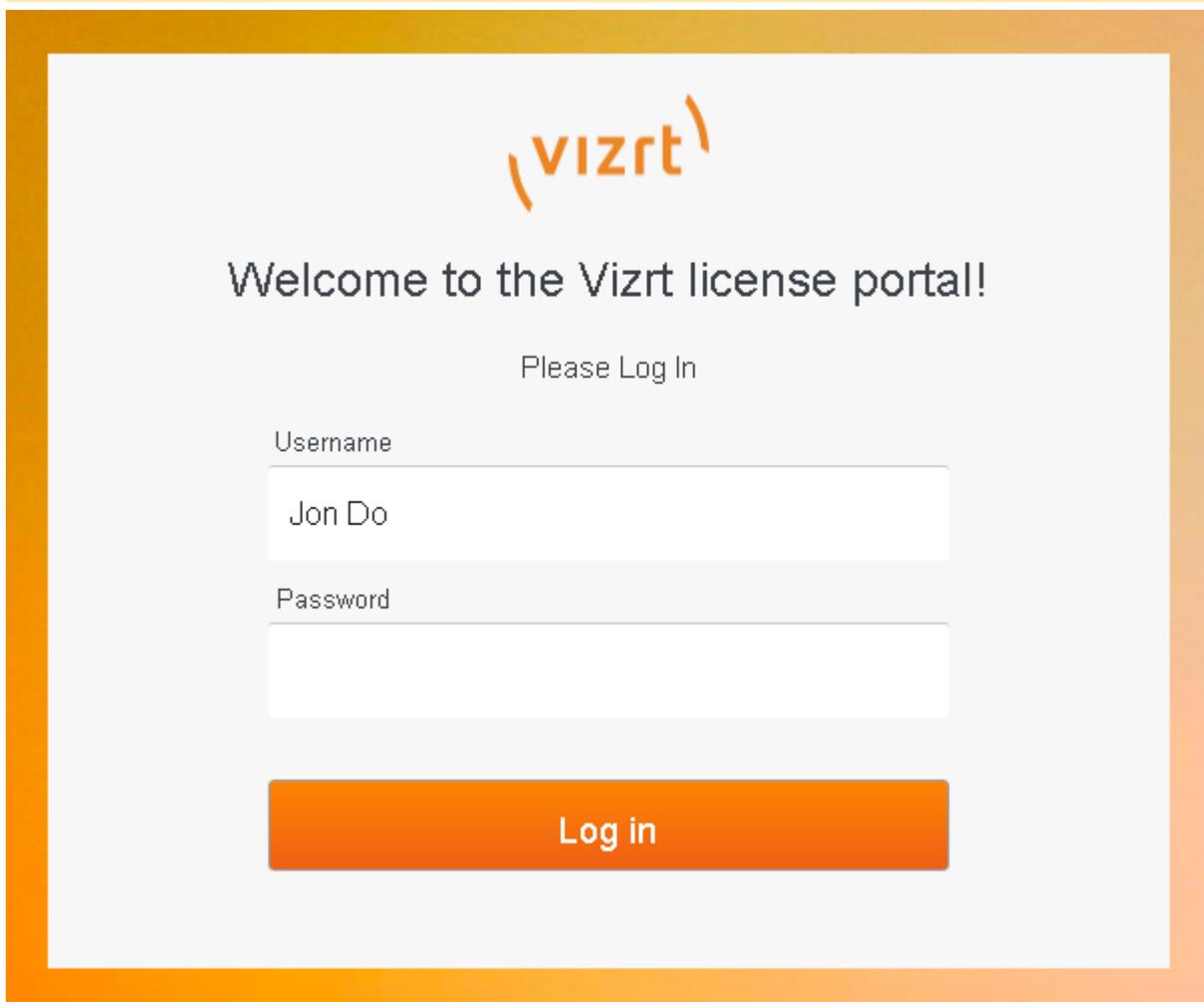
7.3.2 Log-in Page

If you opened the **Viz 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.

- ⚠ The sign up link is only available if you clicked on a ticket link in your license information file. If the license portal is opened by entering the portal URL (<https://license.vizrt.com>) in your web browser you need valid credentials as no sign up is possible here.





Welcome to the Vizrt license portal!

Please Log In

Username

Password

Log in

7.3.3 Sign Up Page

To sign up, fill in the form on the sign-up page. You are required to provide your **First Name** and **Last Name**, your 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.

The screenshot shows a sign-up form titled "Please Sign Up". It has two columns of input fields. The left column contains: "First Name" (with a red asterisk) containing "Jon Do", "Last Name" (with a red asterisk), "Email Address / Username" (with a red asterisk), and "Company" containing "Vizrt Austria GmbH". The right column contains: "Job Title", "Password (min 8 characters)" (with a red asterisk), and "Repeat Password" (with a red asterisk). A "Sign up" button is positioned at the bottom right of the form.

7.3.4 Troubleshooting

The company name is not correct.

Contact your **Sales Account Manager** to make sure your new licenses are associated with the correct company.

 **Warning:** Do not proceed with the sign-up process!

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

Email Address = Username

test@vizrt.com

Email-Address is already used!

- If you already have an account for the **Vizrt Support Portal** (<https://case.vizrt.com>), contact your **Sales Account Manager** or **Support Manager** to reset your password.

Warning:
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.

7.3.5 Signing up for Viz Artist

If you are not a registered customer with an existing **Viz License Portal** login, please provide us with additional information about your company and yourself. After you have pressed **Submit**, we will send you an email with your license portal login and password. Then, you can proceed with the generation of your free **Viz Artist** license.

Sign Up for VizArtist

Company Name	
Job Title	
First Name	Last Name
Street	Street 2
City	
ZIP/Postal Code	State/Province
Country / Region ▼	
Email Address (Username)	

 Please note that the **Vizrt Licensing Service** must be installed to activate your free **Viz Artist** license.

7.4 Online License Activation

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

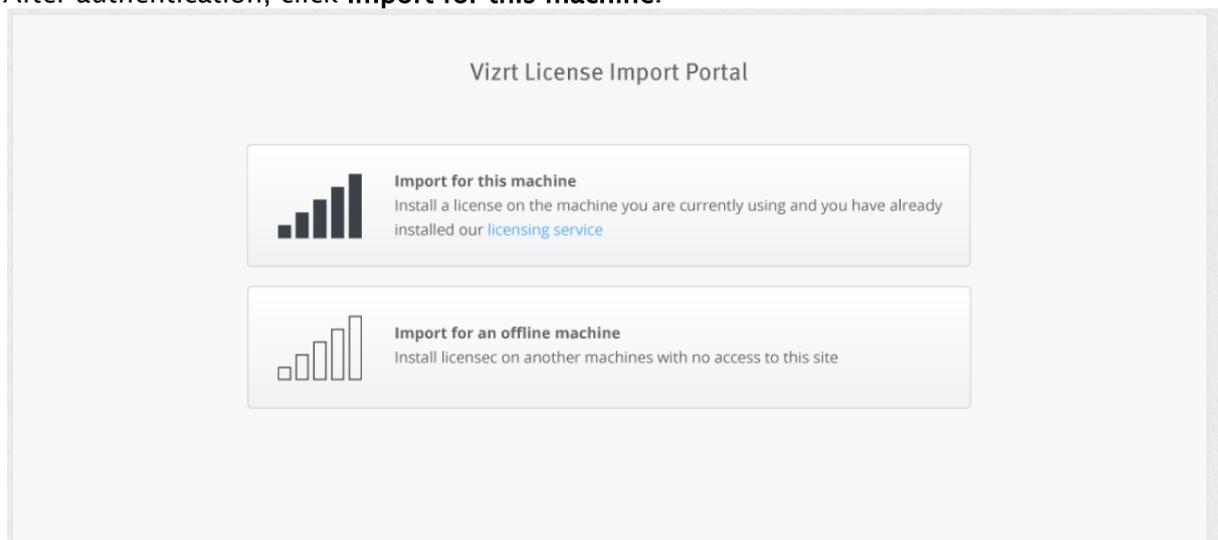
This page contains the following information:

- [Activate a new license on an online computer](#)

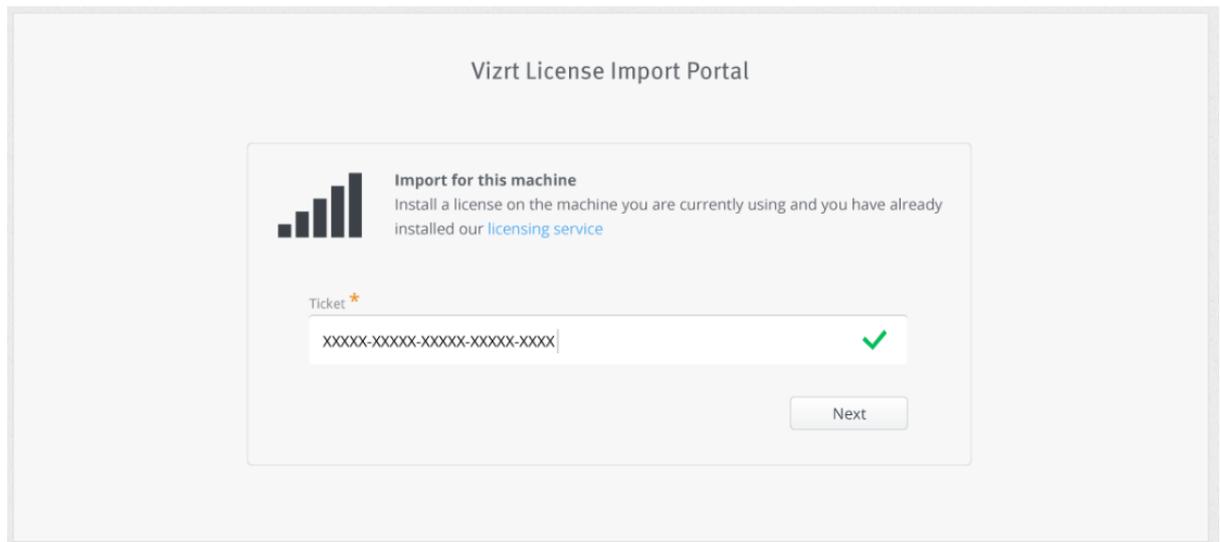
7.4.1 Activate a new license on an online computer

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 **Viz License Portal**.

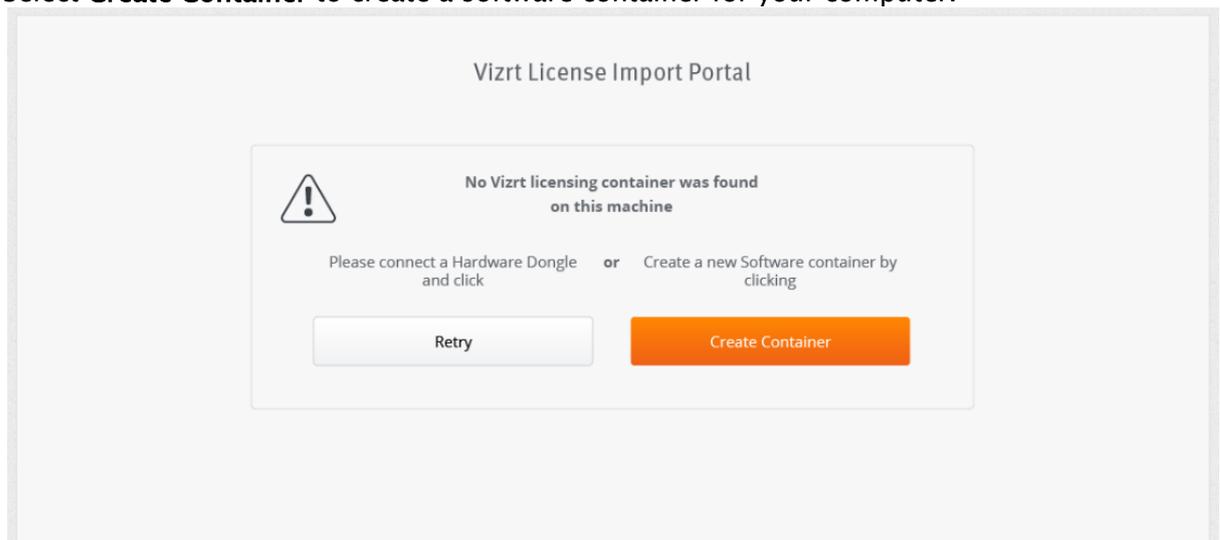
1. After authentication, click **Import for this machine**.



2. If you opened the **Viz License Portal** from a ticket link, this ticket is pre-selected. Otherwise, enter your Ticket-ID in the **Ticket** field. Auto-complete suggests tickets available for your company. Then, click **Next**.



3. The **Viz License Portal** checks whether 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.



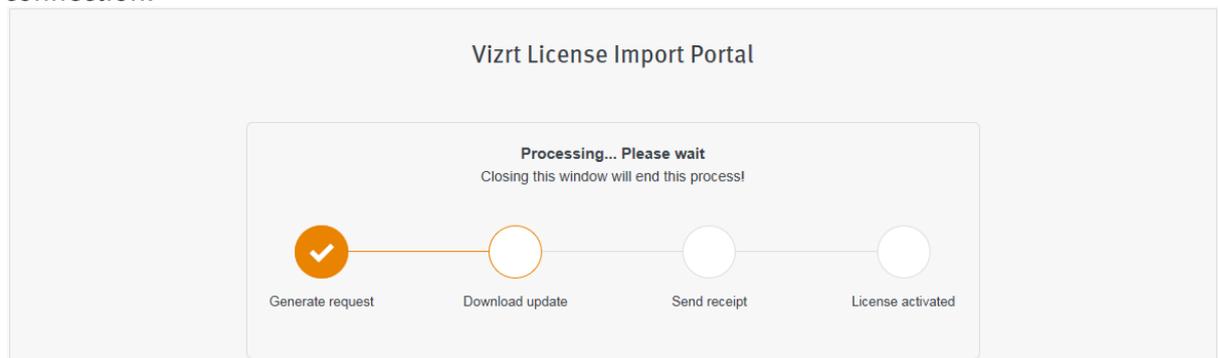
4. Review the ticket license summary. Let your cursor hover over the **Features** box to see further details. If you have more than one available container (for example, one software container and one hardware dongle), you can select the container to activate.



5. Click **Activate** to start the license activation process.

Important: This window must remain open during the entire process.

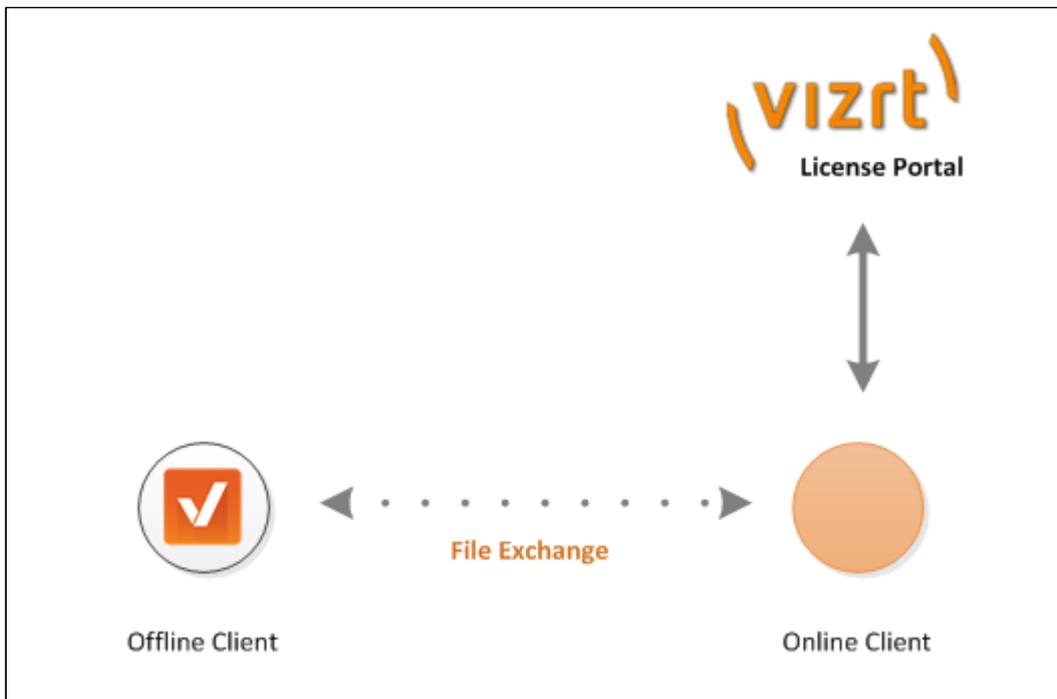
The **Viz License Portal** communicates with Vizrt to activate the ticket. This process may take a few minutes, depending on the number of features in the license and your Internet connection.



7.5 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 another online computer.

- [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 it and run it on the offline machine.

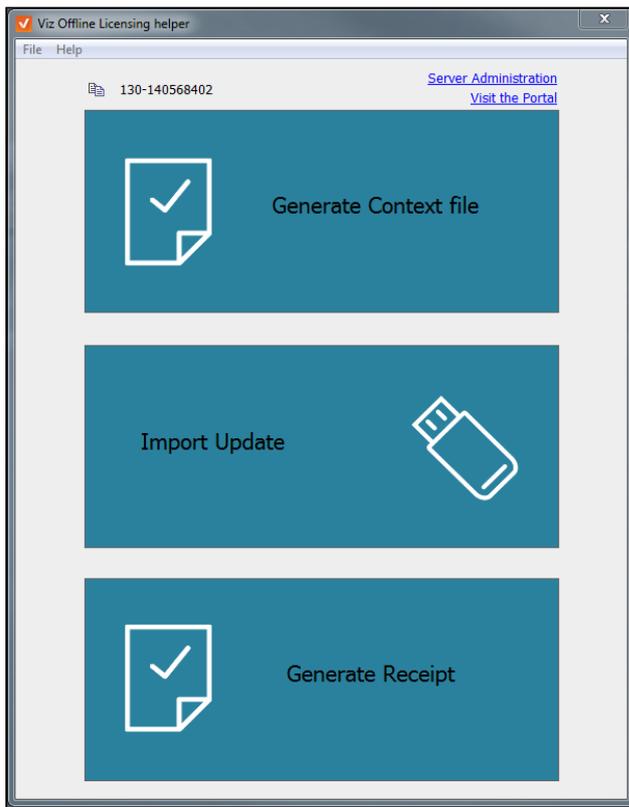
i You can download the **Viz Licensing Service** installation file from: <https://case.vizrt.com/licensing/service/VizrtLicensingInstaller.exe>

7.5.1 Step 1: Obtain License Context File from Offline Machine

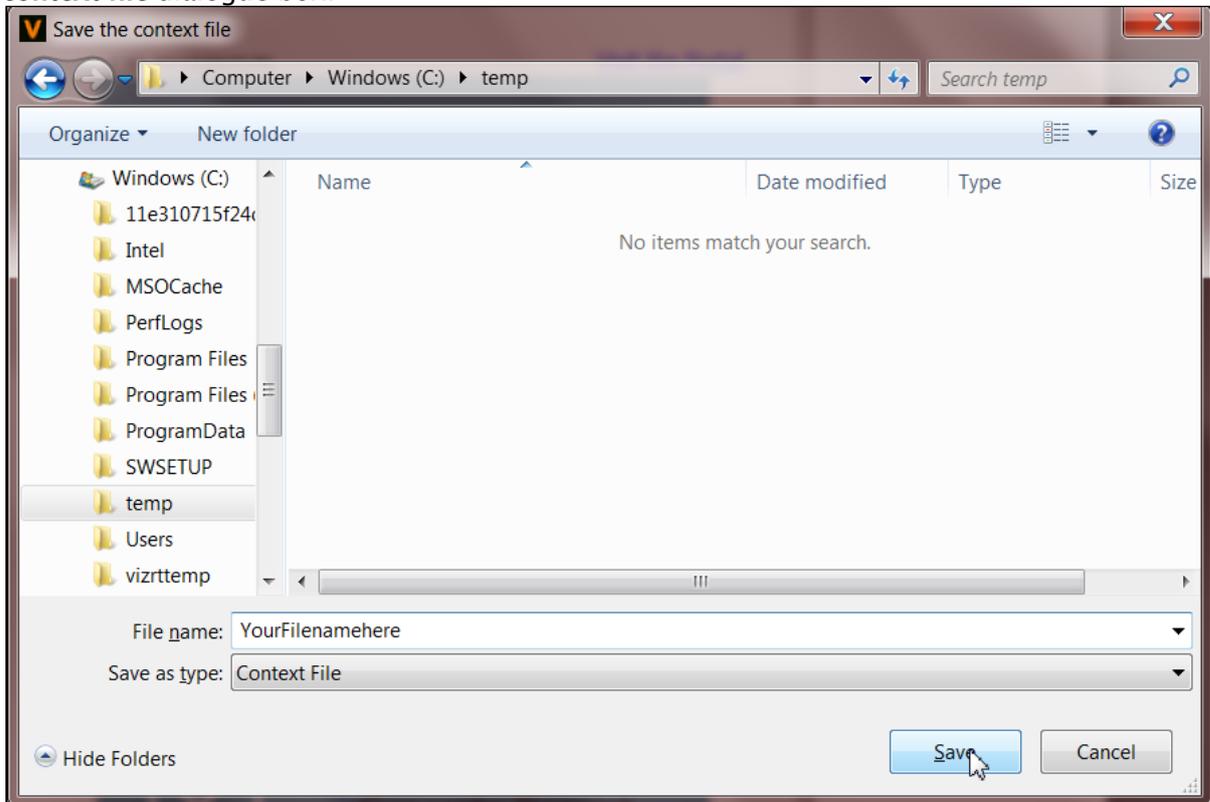
The **Viz Offline Licensing helper** tool produces a **License Request File** that you can upload to the **Viz License Portal** from an online computer. This procedure requires a removable storage device, such as a USB stick.

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.

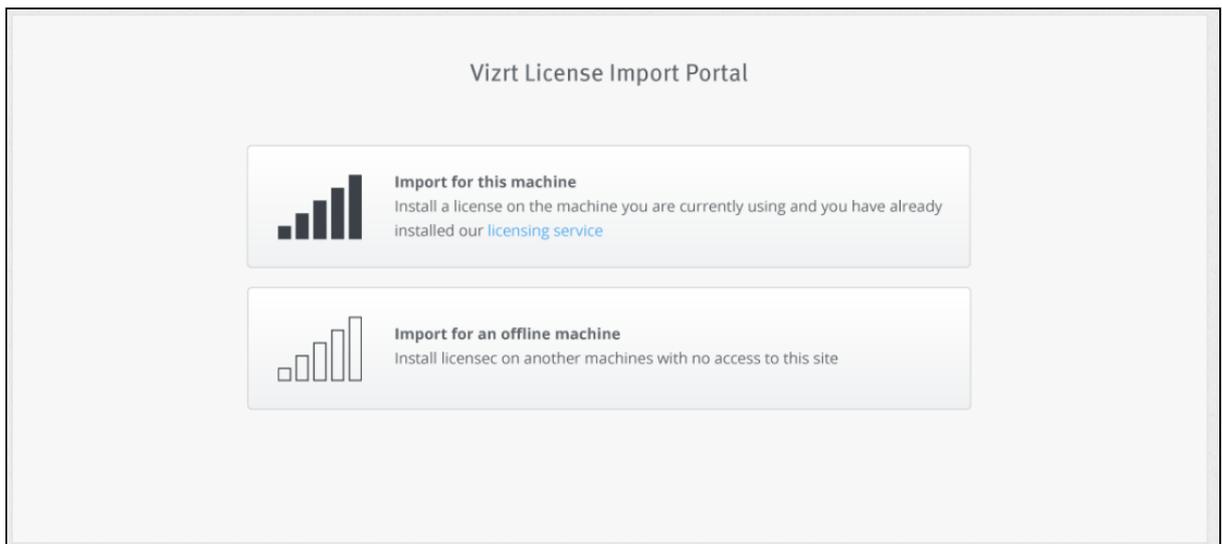


2. Click **Generate Context File** and select an appropriate file name and location in the **Save the context file** dialogue box.

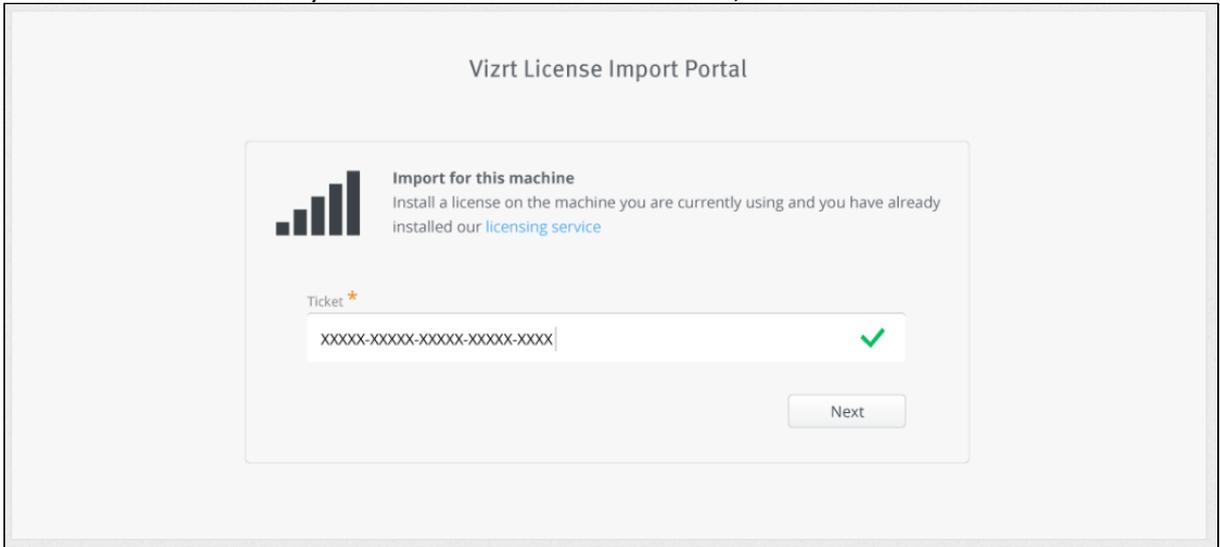


7.5.2 Step 2: Upload License Request File to License Portal

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

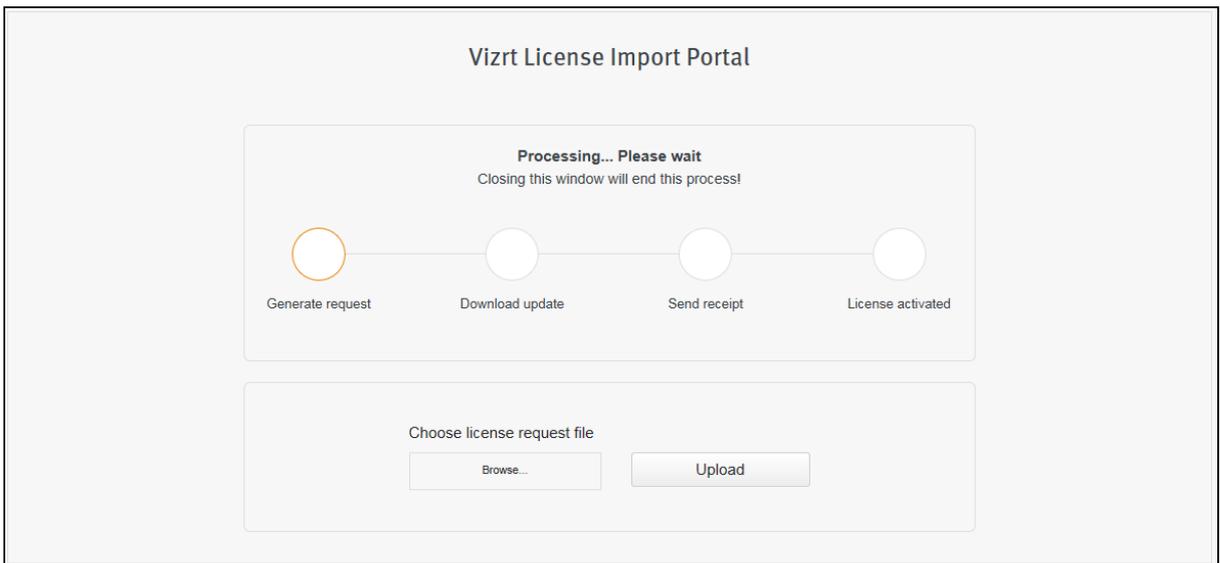


2. Enter the **Ticket-ID** that you would like to activate offline, and click **Next**.



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

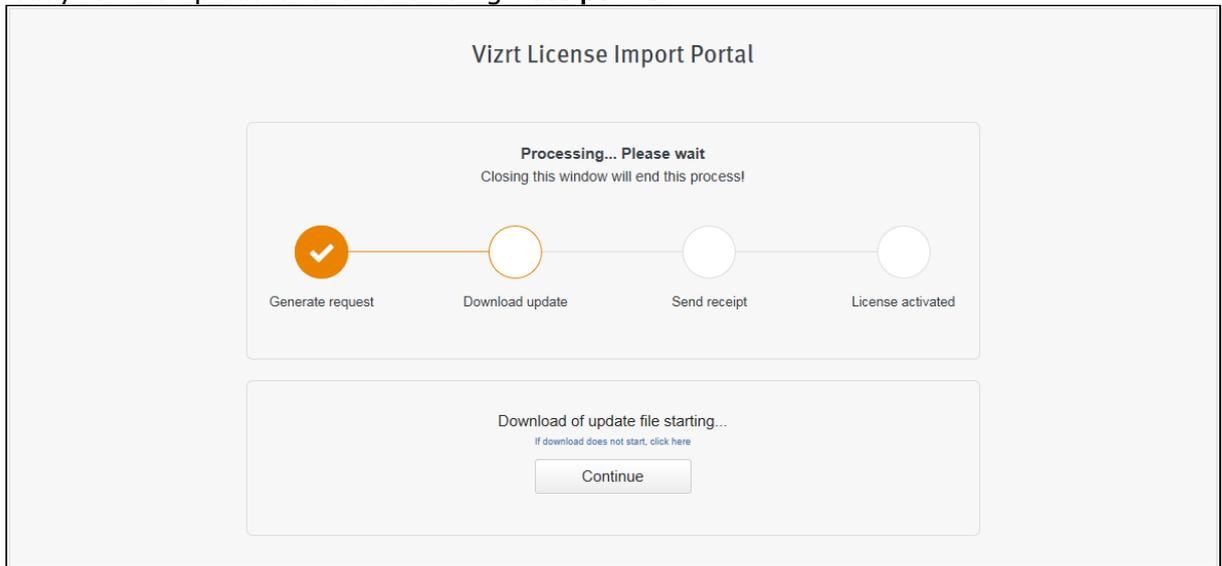
Important!
This window must remain open during the entire process!



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 **Viz License Portal**

ready for the upload of the concluding **Receipt File**.



7.5.3 Step 3: Upload License Generation File on Offline Machine

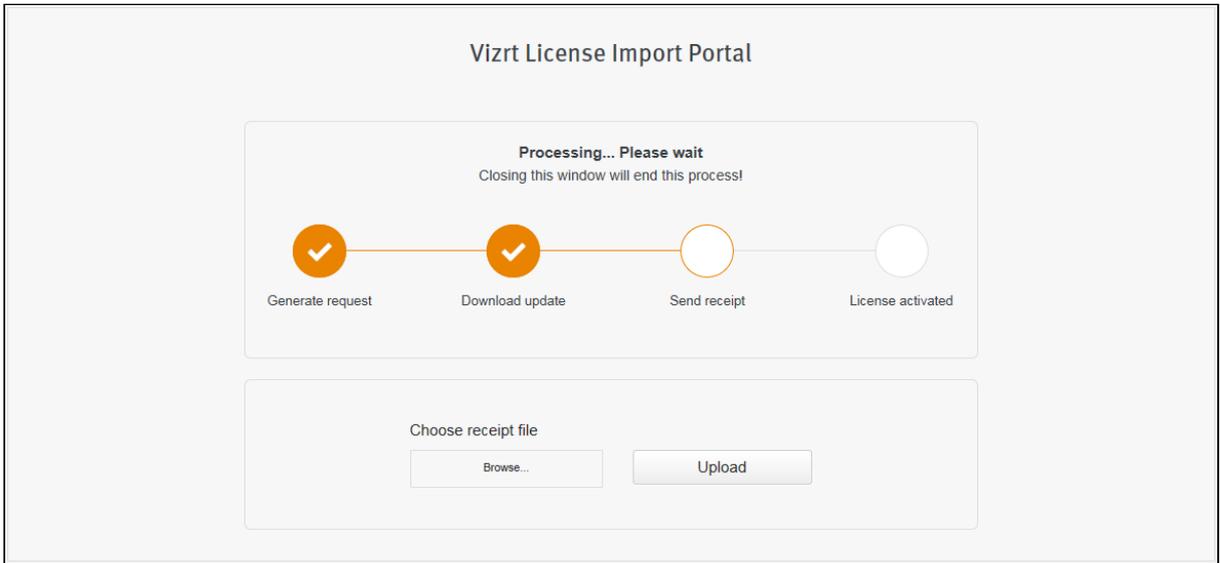
1. Open the Vizrt Licensing tool and select **Import Update**.
2. Select the **License Update File** that you obtained from the **Viz License Portal**, and click **Open**.

7.5.4 Step 4: Upload Confirmation File to License Portal

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

1. Once the **License Update File** has been successfully copied onto your offline computer, return to the **Vizrt Licensing** tool, click **Generate Receipt** and save the receipt file to the removable storage device.

- Return to the online machine and click **Browse** to select the receipt file. Then, click **Upload** to finalize the license activation.



8 Troubleshooting

8.1 I Am Using A License Server And The Application Does Not Start Because No License Was Found

- Is your license server configured as a network license server?
Open http://localhost:22352/configuration/server_access.html on your license server and check whether **Network Server** is enabled.
 - Is your client PC configured to use the network license server?
Open http://localhost:22352/configuration/server_search_list.html on your client machine and check whether the license server is entered in the **Server Search List**.
 - Are there any firewall rules that are blocking port 22352 on your client or server?
-

8.2 License Activation Fails

8.2.1 Your Ticket cannot be found

Contact your **Sales Account Manager** or your region's **Vizrt Licensing** department, so that they can verify that the ticket is associated with the correct account, or if adjustments are required.

8.2.2 This ticket is deactivated

The activation process was most likely interrupted causing the licenses not to upload successfully. Contact your region's **Vizrt Licensing** department so they can issue a new ticket.

8.2.3 This ticket is already activated

The licenses of this ticket have already been uploaded successfully.

8.2.4 The 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.

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

The current ticket contains one or several features which have already been activated in this container. Install the licenses on a different machine. If the licenses are intended for this machine,

contact the **Sales Account Manager** or your region's **Vizrt Licensing** department so that they can send you a license extension for your container instead.

9 FAQ

This page contains answers to the following frequently asked questions:

- [Can licenses be updated during run-time?](#)
 - [What should I do if my software container is corrupt?](#)
-

9.1 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 runs without interruption against the former license status until the ticket activation process completes.

9.2 What Should I Do If My Software Container Is Corrupt?

Changes in the hardware configuration of a computer (replaced motherboard, graphic card, CPU, ...) are the most common reasons for a corrupt software base license container. In this case, the license cannot be used anymore and the container needs to be deleted by Vizrt. You have to request a new license at your regional first-level support then.

To get a replacement license please provide us the following documents:

- Official statement that describes the case (hardware is broken or stolen, ...).
- Photos of damaged hardware.
- In case of stolen parts, enclose the notice of a loss.
- ID of the corrupt container or the computer name from which the container is located.

10 Other License Portal Options

This section provides more information about additional self-service options which are available online in our **Viz License Portal**.

10.1 Get A Free Viz Artist License

On the menu page **My Free Licenses**, you can **Generate Viz Artist License** for free. Pushing the button creates a ticket which is added to the overview and can be **activated** right away by clicking on the displayed link. After activation, the **Machine Name** on which you have installed the **Viz Artist** license is displayed for future follow-ups.



Viz Artist

Machine Name	Expiry Date	Activation
QA-License-Server	31.03.2018	Activated
EC2AMAZ-6HN5SFA	31.03.2018	Activated
EC2AMAZ-6HN5SFA	31.03.2018	Activated
ZBook-CKO	15.04.2018	Activated

Generate Viz Artist License

10.2 Update Maintenance Period

By signing a **Support and Maintenance Agreement** with Vizrt, you benefit from the development of the new releases. During this maintenance period, the new license protection program allows you to upgrade your **Vizrt Software** to new versions. Since the maintenance period is encoded in your Vizrt license, it may be necessary to update this information if no other changes were made to the license following the periodic renewal.

For a convenient bulk update of all the necessary licenses, you can visit the **Viz License Portal** under License **Overview** and request new tickets for all the containers that require an update of the maintenance period.

10.2.1 Step 1: Identify containers that need to be updated

The **My Licenses** overview displays all the containers which currently do not show the latest maintenance period with **Current status: Update Maintenance Period**.

IMPORTANT

Updating the Maintenance Period is not mandatory - as long as you run a Viz software version which is captured by our current maintenance period there is no need for action. Only once you decide to upgrade your Vizrt software to a newer version, an update might become necessary.

Once you select the containers for update an additional button **Update Maintenance Period** appears, also displaying the current end date of your support and maintenance agreement. Once you click the button, a second tab opens up, containing the tickets with your new licenses.

The screenshot shows the 'My Licenses' page in a web application. At the top, there are navigation links: 'License Portal', 'License Overview' (highlighted), 'My Free Licenses', 'Download', and 'Help'. Below the navigation is a search bar labeled 'Search Dongle ID in My Licenses'. There is a text input field for 'Paste & Select Multiple IDs' and a 'Browse & Select' button. A table displays the license details:

<input type="checkbox"/>	Dongle ID	Product name	Expiration date	Current status
<input checked="" type="checkbox"/>	130-1948066900			Update Maintenance Period
<input type="checkbox"/>	89055948B7FAA676	Viz Engine	30.05.2018	Return Dongle to Vizrt

At the bottom of the interface, there is an orange button labeled 'Update Maintenance Period: 31.12.2019', a 'Get License File' button, a 'Dongles selected' indicator showing '1', and an 'Upgrade selected' button.

10.3 Upgrade Viz Engine Dongles To Software Containers

Vizrt dongles which were issued for **Viz Engine** version up until 3.9.x can be transferred into a software container under the new **Viz Engine** license model, which is valid along with **Viz Engine 3.10**.

10.3.1 Requirements

- You are covered by a valid maintenance and support agreement under which you can benefit from free upgrades to new product versions.
- The SDI output level of your **Viz Engine** license is supported on **Viz Engine 3.10** and higher.

- **Viz Engine** licenses which only support SD output cannot be transferred. However, you are able to purchase upgrades to HDTV output with your sales account manager to make the licenses eligible for transfer.
- You need to have a **Vizrt License Portal** login. If you do not have a login yet, please contact your sales account manager.

After logging in to the **Viz License Portal**, please go to the **License Overview** page. This page shows you all the dongles for which you have already started the upgrade process, respective to all software and hardware containers under the new software protection program.

⚠ Disclaimer: There are rare circumstances in which multiple products are licensed on the same dongle (such as **Viz Engine** and **Curious Maps**), whereas the conversion process only considers **Viz Engine** as the license to be converted. In case you are aware of such situations, please contact your sales representative prior to conversion.

10.3.2 Elements on the screen

1. You can copy/paste one or multiple dongle IDs into this field and make them available for upgrade.
2. Alternatively, you can upload a CSV or TXT file containing the dongle IDs - respectively the HTML license file you have received for your current licenses.
3. Once your **My Licenses** list increases, you can use this field to search for specific dongle IDs within the list.
4. List of dongles and licenses under the new software protection program. The **Current status** column indicates for dongles where they currently are in the license upgrade process. For licenses under the new software protection program, you can see whether they are eligible for [maintenance period update](#). Clicking on a specific dongle or license provides more details about licensed features.
5. An integer that shows you how many dongles/licenses you have selected for upgrade.
6. The button that starts the license upgrade.
7. Generates an HTML file containing the current licenses for the selected dongles/containers in a separate tab.

The screenshot displays the 'My Licenses' interface in the Viz License Portal. At the top, there is a navigation bar with 'vizrt', 'Licensing', and 'My Profile' tabs, and a 'Logout' link. Below the navigation bar, there are links for 'License Portal', 'License Overview' (highlighted), 'My Free Licenses', 'Download', and 'Help'. The main content area is titled 'My Licenses' and includes a search bar labeled 'Search Dongle ID in My Licenses' with a magnifying glass icon and a red '3' next to it. Below the search bar, there is a text input field labeled 'Paste & Select Multiple IDs' with a red '1' next to it, and a 'Browse & Select' button with a green upload icon and a red '2' next to it. Below these, there is a table with a red '4' next to it. The table has a checkbox in the first column and four columns: 'Dongle ID', 'Product name', 'Expiration date', and 'Current status'. At the bottom, there is a 'Get License File' button with a red '7' next to it, a summary '5 Dongles selected' with a red '5' next to it and a yellow box containing '0', and an 'Upgrade selected' button with a red '6' next to it.

10.3.3 Stage 1: Running Viz Engine 3.10 in Parallel to Prior Versions

In the first stage of the upgrade process, you are able to obtain software containers for **Viz Engine 3.10** licenses where the license expiry date is copied over from the original dongle. This means that if your dongle contains permanent licenses, you also receive permanent **Viz Engine 3.10** licenses. There is no time limit for Stage 1, so you can run those **Viz Engine 3.10** licenses in parallel for as long as you need.

Important: The **Viz Engine 3.10** licenses you receive are bound to their respective dongles. You are not able to operate **Viz Engine 3.10** without the dedicated dongle. If you remove the dongle or apply a different dongle, it results in an *invalid license* error in **Viz Engine 3.10**.

Step 1: Enter the Dongle ID

Use the (multi) paste field or the file upload options to enter the dongle IDs for which you would like to obtain a **Viz Engine 3.10** license. You receive a summary view of all dongle IDs, where you can still remove any individual or all the dongle IDs altogether.

The screenshot shows the 'My Licenses' section of the software. At the top, there is a search bar labeled 'Search Dongle ID in My Licenses'. Below it is a large text input area where a dongle ID '89055948B7FAA676' has been pasted. To the right of the input area are two buttons: 'Browse & Select' (with a folder icon) and 'Current status'. Below the input area, there is a 'Clear all' button in red text.

Step 2: Verify Dongles and Upgrade

Take a moment to verify that you have provided the correct dongle IDs and that those are also selected for the first upgrade step. You can see how many dongles are selected at the bottom of the screen.

Note that only the valid dongles (not the expired ones) are listed in the table of dongles! The invalid dongles are ignored even if they are uploaded or directly pasted.

Note that the **Current status** of the dongles for which you have not yet started the upgrade process is *Start Upgrade Process*.

Press **Upgrade selected**. The license portal creates **Viz Engine 3.10** licenses in the background and display them in a separate browser tab (make sure the content of the portal is not blocked by the used browser's security settings).

<input type="checkbox"/>	Dongle ID	Product name	Expiration date	Current status
<input checked="" type="checkbox"/>	89055948B7FAA676	Viz Engine	30.05.2018	Start Upgrade Process

Dongles selected **1** Upgrade selected

The data from this tab can be saved locally as an HTML file. You can see which ticket ID is bound to which dongle ID together with the issued features for each license.

LICENSE INFORMATION

CUSTOMER ADDRESS
 Test Main Account
 Test Street 1
 App 2b
 Vienna
 AUSTRIA

LICENSE DETAILS
 Container: New order
 Hardware Dongle: 89055948b7faa676
 Ticket: [4V4N8-4RXH4-WR72L-7NOSV-226HX](#)

Viz Engine
 Expiration Time: 30.05.2018
 VALID Dongle ID: 89055948b7faa676

Features	Quantity
Engine Core	1
Combination Feature (default)	1
Service Host Core	1

Viz Engine
 Expiration Time: 31.05.2018

Features	Quantity
Artist	1

Additional Information

For some dongles, we need to get more information on what products you operate with it. Whenever this is the case, an overlay is displayed on the page, classifying the dongles which you would like to upgrade into two categories.

Please, review the questions and select the appropriate option. If you need to look up the detailed information, you can use the **Cancel** button in the upper right corner to abort the upgrade process for all dongles.

Please answer the following question(s) for the license conversion process to proceed

Do you use the license to operate a single channel Viz Trio HD SDI setup?

7B02FC4AB5FD0384	▼
E091274BB46ED81F	▼

I acquired the license to operate Viz Engine as a...

A848A746B9B75857	▼
6088874CB377789F	▼
850DF641BEF2097A	▼
67E56341BE1A9C98	▼
3CE56341BE1A9CC3	▼

I hereby confirm, that I have duly responded to all questions.
 Any violation in regards to licenses obtained (through the conversion process) versus actual licenses purchased may lead to upgrade charges and potential penalties.
 I hereby acknowledge the aforementioned terms and conditions.

The answers you provide are cross-checked against your purchase history. In case our records show that all your purchased products were already fully processed (already added to other dongles), a warning message is displayed to indicate that the selected upgrade option is no longer available.

Please answer the following question(s) for the license conversion process to proceed

Do you use the license to operate a single channel Viz Trio HD SDI setup?

7B02FC4AB5FD0384

E091274BB46ED81F

I hereby confirm that I licensed a Dualchannel HD SDI Viz Engine setup

I acquired the license to operate Viz Engine as a...

A848A746B9B75857	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine)"
6088874CB377789F	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine)"
850DF641BEF2097A	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine)"
67E56341BE1A9C98	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine)"
3CE56341BE1A9CC3	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine)"

You have already converted to the max. amount of registered licenses of this type (when comparing it with your purchase history).
Please contact a Sales Representative

I hereby confirm, that I have duly responded to all questions.
Any violation in regards to licenses obtained (through the conversion process) versus actual licenses purchased may lead to upgrade charges and potential penalties.
I hereby acknowledge the aforementioned terms and conditions. Ok

Once all the dongles in this overlay are handled, you are able to accept our additional **Terms and Conditions** for this upgrade and trigger the license upgrade with the **OK** button.

Cancel

Please answer the following question(s) for the license conversion process to proceed

Do you use the license to operate a single channel Viz Trio HD SDI setup?

7B02FC4AB5FD0384 Yes ▾

E091274BB46ED81F No ▾

I hereby confirm that I licensed a Dualchannel HD SDI Viz Engine setup Yes ▾

I acquired the license to operate Viz Engine as a...

A848A746B9B75857	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine) ▾
6088874CB377789F	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine) ▾
850DF641BEF2097A	local Preview Engine (to get animated graphics inside Trio, Pilot, Weather, ...)
67E56341BE1A9C98	"DVI OUT"-Engine (e.g. product "Viz Trio DVI" or as a videowall DVI OUT Engine) ▾
3CE56341BE1A9CC3	"Frameserver" to serve out snapshots on the network (e.g. to NLE clients or Newsroom clients) ▾

I hereby confirm, that I have duly responded to all questions.
 Any violation in regards to licenses obtained (through the conversion process) versus actual licenses purchased may lead to upgrade charges and potential penalties.
 I hereby acknowledge the aforementioned terms and conditions.

Ok

Step 3: Activate Tickets

Please activate each ticket on its assigned machine, using either the [online](#) or the [offline](#) license activation process.

10.3.4 Stage 2: Obtain Temporary Viz Engine 3.10 Licenses without Dongle Binding

You would start the second stage of the license upgrade process once you no longer need to operate **Viz Engine 3.10** in parallel with older **Viz Engine** versions on a specific machine. Stage 2 releases the binding to the dongle and issues a 90-day license for the **Viz Engine 3.10**, so that you can detach the dongle and return it to Vizrt.

Please, note that Stage 2 can only be completed once Vizrt has physically received the dongles. Therefore, we highly recommend using a safe and insured method of shipment, where you are able to trace the delivery status at all times.

Step 1: Select Dongle IDs

Please select the dongles for which you would like to start Stage 2 of the license upgrade process. You can use all the available select options (search, multi-paste, file-upload or ticking off the list one by one).

Dongles for which you can start Stage 2 have the **Current status**: *Upgrade Process started*

<input type="checkbox"/>	Dongle ID	Product name	Expiration date	Current status
<input checked="" type="checkbox"/>	89055948B7FAA676	Viz Engine	30.05.2018	Upgrade Process started

Step 2: Verify Dongles and Upgrade

Please, take a moment to ensure you have selected the correct dongle IDs, then press **Upgrade selected** to receive your new license tickets in a separate tab, as you did in [Stage 1](#).

The license information now displays both the container on which the ticket should be activated and the dongle ID to which the license was bound in [Stage 1](#). The [Vizrt Offline License Helper](#) displays the ID of your local software container if in doubt.

LICENSE INFORMATION

CUSTOMER ADDRESS

Test Main Account
 Test Street 1
 App 2b
 Vienna
 AUSTRIA

LICENSE DETAILS

Container: 130-2863097483
 Hardware Dongle: 89055948b7faa676
 Ticket: [K8VHN-XFJ8T-AURDT-ENS39-8AVFF](#)

Viz Engine
 Expiration Time: 24.07.2018

Features	Quantity
Engine Core	1
Combination Feature (default)	1
Service Host Core	1
Artist	1

Step 3: Return Dongle to Vizrt

After the license portal generated the tickets for the Stage 2 upgrade, those dongles changes their **Current status** to *Return Dongle to Vizrt*. Once you have activated the Stage 2 licenses on all the relevant machines, you can safely detach the dongles and coordinate with your Sales Account

Manager to which address you should return them. As mentioned above, please make sure to use a safe method of shipment which allows tracing the delivery progress and also include insurance coverage in case the shipment gets lost.

<input type="checkbox"/>	Dongle ID	Product name	Expiration date	Current status
<input checked="" type="checkbox"/>	89055948B7FAA676	Viz Engine	30.05.2018	Return Dongle to Vizrt

10.3.5 Stage 3: Receive Permanent Licenses for Viz Engine 3.10

Once the dongles are received, we issue licenses with the original expiration dates (e.g. permanent) for your **Viz Engine 3.10** containers and forward them to you by email. This also removes the dongles from your **My Licenses** list.

Activating licenses on dedicated machines completes Stage 3 and also the **License Upgrade Process**.