Reactivating Floating Licenses

When there is a change to the license, not an incremental update to ExtendSim

Important Information -- read before you begin the reactivation procedure

- This document describes when and how to reactivate an already-installed Floating license of ExtendSim Pro, CP, or Analysis RunTime.
- When reactivating a Floating license, you only need to reactivate the License Manager on the Server. The License Manager automatically updates license information for existing ExtendSim installations on Client devices.
- Reactivation of the License Manager is *only* required under the following circumstances:
  - The Subscription or Maintenance & Support Plan (MSP) has been renewed.
  - There is a change to the number of concurrent users or the maximum number of instances of ExtendSim to be launched using Multicore Analysis has been increased.
  - Another ExtendSim product is being added to the License Manager.
- Do NOT reactivate the License Manager when:
  - You have removed the License Manager from one Server and are installing on a new Server. Instead, follow the instructions for installing the License Manager in the separate document entitled *Installing & Activating • Floating Licenses.*
  - Updating ExtendSim on Client devices (e.g. from 2026.R1 to 2026.R2). When there is an incremental update of ExtendSim, download the new release's Updater and use it to replace the existing installation on Client devices.
  - Replacing an already-installed License Manager with a newer release. Reactivation does not update the License Manager and you can't just install a newer License Manager over a previous installation. Instead, the Service must first be stopped and deleted, then the previous License Manager must be uninstalled, as discussed in the separate document entitled *Installing & Activating • Floating Licenses.*
- Before reactivating, make sure ANDRITZ Inc. has noti ed you that the relevant change has taken place: the Subscription or MSP has been renewed, the number of instances of ExtendSim to be launched has been increased, etc.
- For complete information about the Floating license, see the separate documents entitled *Installing & Activating • Floating Licenses* and *Frequently Asked Questions • Floating Licenses.*

Reactivating the License Manager

Important - do not attempt to reactivate the license until instructed to do so.
Your license must first be changed in the ExtendSim License Management database.

As was true for the original activation, the License Manager can be reactivated either automatically over the internet or, if internet activation is not available or your security system blocks it, processed manually. Start here for both methods.

1. Open a browser
   - Once the License Manager is running as a service, you can communicate with it locally.
   - If you open the browser on the Server that you've installed the License Manager on, enter **localhost:5054** in the browser's address line and press *Enter*. (If your browser inserts *https://* in the address line, remove that text.)
   - If you open the browser on another device:
     - It must be on the same network as the device where you installed the License Manager.
     - Enter ***servername*:5054** in the browser's address line and press *Enter*. (Be sure *servername* is the name of the Server that has the License Manager installed and the text in the address line does not include *https://*.)
   - This takes you to the Reprise License Server Administration (RLSA) window.

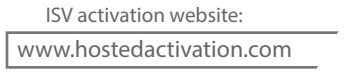
ANDRITZ Inc. • 13560 Morris Road, Suite 1250 • Alpharetta, GA 30004 USA
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www.ExtendSim.com

Reactivating the License Manager - continued

2. From the commands on the left side of the RLSA window:
   - Select the **Activate License** command.

3. In the License Activation window that opens:
   - Click the button: **BEGIN License Activation**.
   - Then follow the five License Activation steps (steps 1-5) as described below.

4. **License Activation (Step 1 of 5)**
   - Don't make any changes to *ISV activation website: www.hostedactivation.com*.
   - Click **Next**.



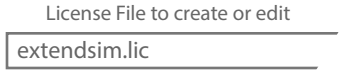
5. **License Activation (Step 2 of 5)**
   - Change the ISV from *reprise* to **extendsim**.
     (Note: Enter extendsim *all in lower case as the ISV is case specific.)*
   - Enter your License Activation Key, including dashes.
   - Click **Next**.



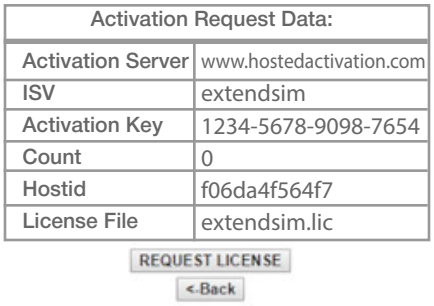
6. **License Activation (Step 3 of 5)**
   - Don't make any changes to the *License Server hostid*.
   - Change the *License count (for Floating licenses)* to **0**.
     (Note: entering a zero ensures that none of the licenses you've purchased will be held back from being used by the Client devices that access this Server.)
   - Click **Next**.



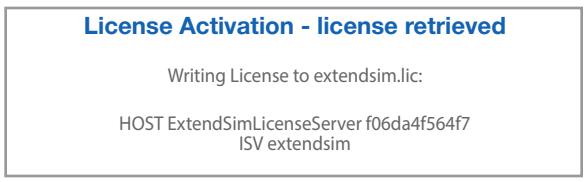
7. **License Activation (Step 4 of 5)**
   - For *License File to create or edit*, change *.\activate1.lic* to **extendsim.lic**.
   - Click **Next**.



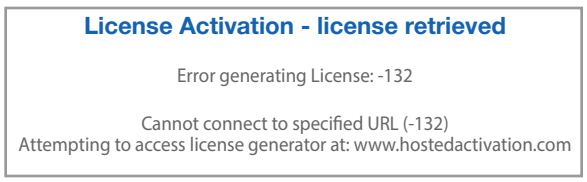
8. **License Activation (Step 5 of 5)**
   - Verify the information:
     - ISV is *extendsim*.
     - Activation Key is entered correctly with dashes.
     - Count is 0.
     - License file is *extendsim.lic*.
   - If information is not correct, go **Back** and correct it.
   - If information is correct, click **Request License**.



9. License Activation window. Which window do you see?



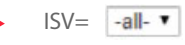
No error messages? The license has been successfully reactivated, but you still need to generate a license file for new installations of ExtendSim on Client devices. Proceed to #10.



Any error message? **STOP HERE.** Don't continue in this section. Instead go to *Manual Reactivation of the License Manager* beginning on page 5 of this document.

10. If the License Activation window DOES NOT report Any error messages, click the **(Re)Start License Server** button (this does not restart the Server; it only restarts the License Manager).

11. In the *Reread/Restart Servers* window:
    - Don't make any changes to the *ISV=* popup
    - Click the **REREAD/RESTART** button.
    - You will get the message *Reread command sent...* to all servers or to ExtendSim.



Reactivating the License Manager - continued

12. Verify information by clicking the Status command on the left side of the RLSA window.
    - If the Status command reports *No ISV Servers running*, you've made an error. Restart at #2 of *Reactivating the License Manager*.
    - If instead the ISV Servers panel is present:
      - Does it report that the ISV server is running?
      - Check if the indicated ISV port is blocked.
        NOTE: the default ISV port is 51006; we recommend you unblock and use that port since it persists during subsequent reactivations and Server restarts. To set a different ISV port, see *License Manager on Server* in the separate document *Frequently Asked Questions • Floating Licenses.*



13. If the License Manager is running and the ISV port is unblocked, you may close the browser.
14. Unless you subsequently edit the license file, you do not need to send new license files to Client devices that have already enabled ExtendSim. To activate ExtendSim Pro, CP, or ART on new Client devices, see the instructions for *New Client Installations of ExtendSim* on page 4.

Common errors when reactivating the License Manager

- Not unblocking the required ports - 5053 and the ISV port (by default, 51006).
- Not entering 0 for the count during #6 (Step 3 of 5).
- Continuing to try to do an automatic activation after receiving any error message in the License Activation window in #9.

Updating ExtendSim on Client Devices

Existing Client Installations of ExtendSim

- You do *not* need to send new license files to Client devices that have already enabled ExtendSim. When reactivating a Floating license, you only need to reactivate the License Manager on the Server. The License Manager will automatically update license information for existing ExtendSim installations on Client devices.
- This is a good time to double-check your Client devices to be sure they are running the most current ExtendSim release.
  - Check the ExtendSim website to determine the current release of ExtendSim.
  - Verify the ExtendSim release Clients are using by going to *Help* > *About ExtendSim* in the ExtendSim application.
  - If the start-up screen does not show you are using the current release as indicated on the web site, follow the online instructions to download the updater for the appropriate ExtendSim release.

New Client Installations of ExtendSim

If you want to set up new ExtendSim Clients:

- Obtain the most current **ExtendSim** installer.
  - For ExtendSim Pro or CP, download a Trial version from *ExtendSim.com/Products/Trials*. (After installation and prior to activation as a Floating license, it will be an Individual license in Trial mode.)
  - For ExtendSim Analysis RunTime (ART), contact the ExtendSim Team at Sales.ExtendSim@Andritz.com to obtain a download link for the latest ART release.
- Follow the installer's instructions to install ExtendSim on as many new Client devices as you want as long as ExtendSim can communicate with the License Manager.
- For each Client installation of ExtendSim, place a copy of the *extendsim.lic* file (by default it will be located on the server at *C:/ExtendSimFloatingLicenseServer* folder) into the Client folder that contains the user-modifiable files (by default, that folder is named UserName*/Documents/ExtendSim* folder). **Note that there must be read/write access to that folder.**
- Launch ExtendSim. It will now be activated as indicated on its startup screen.
- For more information, follow the instructions for *Client Devices • Installation & Activation* in the separate doument *Installing & Activating • Floating Licenses*.

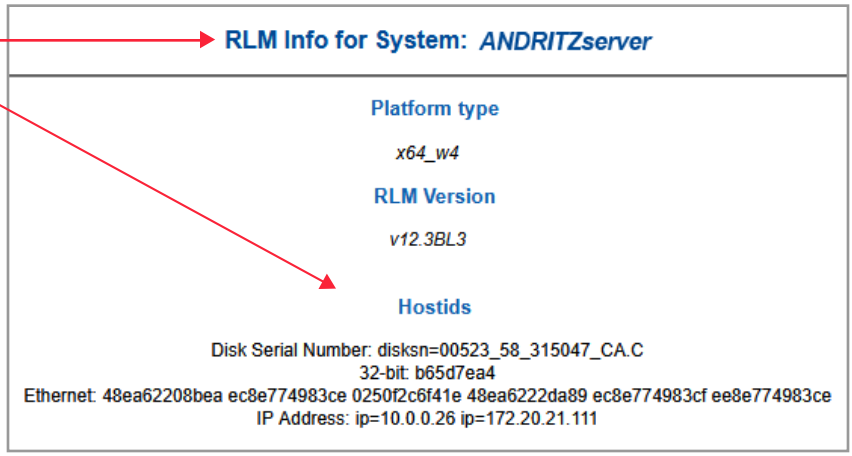
Common errors when installing or activating ExtendSim on new Client Devices

- Installing ExtendSim to the Admin account rather than to the End User account.
- Not installing ExtendSim with Administrative privileges.
- Not unblocking the required ports - 5053 and the ISV port (by default, 51006).
- Trying to activate ExtendSim using the Activation Key rather than the license file.
- Failing to copy the license file to the correct location on the Client device.
- Moving user-modifiable files to a different location without changing the *ExtendSimDocPath.txt* file.

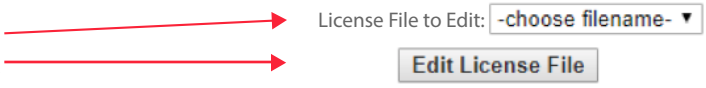
Manual In-House Reactivation of the License Manager

During the reactivation process, if the License Activation window displays "-132" or any other error messages (e.g. *Error generating license*), the automated reactivation couldn't happen. In this case you need to do a manual reactivation. This involves you sending us some information, us sending you a license file, and you activating the license locally.

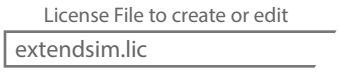
1. Click the **System Info** command on the left of the RLSA window and copy or write down:
   a. The **name of the Server** as shown in the text *RLM Info for System:* ***servername***.
   b. The **Hostid**. If there are multiple Hostid's, just copy the first one, either the first ethernet number (e.g. 48ea62208bea) or disk serial number (e.g. disksn=00523_58_315047_CA.C).



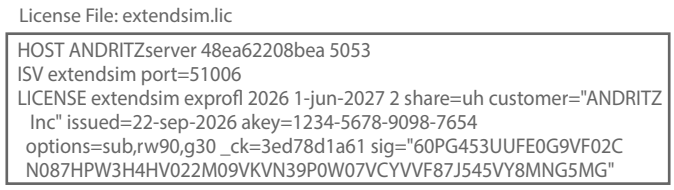
2. Using an email that can receive an attached text file in return, email the following three (3) pieces of information to Sales.ExtendSim@Andritz.com:
   - Your Activation Key
   - The Server name
   - The Hostid
3. After you email us the information, we will generate a text file named *extendsim.lic* and email it to you. (This could take up to 3 days.)
4. After you receive the license file from us, open the RLSA window using a browser:
   a. If you open the browser on the Server where you've installed the License Manager, enter "**localhost:5054**" in the browser's address line and press *Enter*. (If your browser inserts the text *https://* in the address line, remove that text so the address line is just **localhost:5054**.)
   b. If you open the browser on another device:
      - It must be on the same network as the device where you installed the License Manager.
      - Enter "***servername*:5054**" in the browser's address line and press *Enter*. (Be sure *servername* is the name of the License Server where the License Manager is installed and the text in the address line does not include *https://*.)
5. On the left side of the Reprise License Server Administration (RLSA) window, click the **Edit License Files** command.
6. In the *Edit License File* window that appears:
   - Do not change the *License File to Edit* field.
   - Click the **Edit License File** button.



7. In the next window:
   - For *License File to create or edit*: enter **extendsim.lic**.
   - Click the **Edit License File** button.



8. In the next window:
   - Copy the **contents** of the *extendsim.lic* file and paste the contents into the field.
   - Scroll to the bottom of the window and click **Update License File**.



9. In the next window:
   - You should get the message *license file extendsim.lic written*.
   - Click the **Back to Status** button.
10. On the left-hand side of the RLSA window, click the **Reread/Restart Servers** command (this does not restart the Server; it only restarts the License Manager).

Manual In-House Reactivation - continued

11. In the *Reread/Restart Servers* window:
    - Don't make any changes to the *ISV=* popup.
    - Click the **REREAD/RESTART** button.
    - You will get the message *Reread command sent...* to all servers or to ExtendSim.



12. Verify information by clicking the Status command on the left side of the RLSA window.
    - If the Status command reports *No ISV Servers running*, you've made an error. Restart at #2 of *Part 1 • Install License Manager on the Server*.
    - If instead the ISV Servers panel is present:
        - Does it report that the ISV server is running?
        - Check if the indicated ISV port is blocked.
          NOTE: the default ISV port is 51006; we recommend you unblock and use that port since it persists during subsequent reactivations and Server restarts. To set a different ISV port, see *License Manager on Server* in the separate document *Frequently Asked Questions • Floating Licenses*.

ISV Servers

Name	port	Running	Restarts	Server Status	License Usage
extendsim	51006	Yes	0	extendsim	extendsim

13. If the License Manager is running and the ISV port is unblocked, you may close the browser.

14. Unless you subsequently edit the license file, you do not need to send new license files to Client devices that have already enabled ExtendSim. To activate ExtendSim Pro, CP, or ART on new Client devices, see the instructions for *New Client Installations of ExtendSim* on page 4.

Common errors when manually reactivating the License Manager

- Not unblocking the required ports - 5053 and the ISV port (by default, 51006).

Frequently Asked Questions

What happens if I don't reactivate the License Manager after renewing or requesting a change to the license?

Subscription Licenses

Reactivation is required to keep your Subscription license active. If you do not reactivate by the expiration date, ExtendSim will stop launching. Beginning with your first Subscription renewal, a 30-day grace period is included to allow time for reactivation.

Perpetual Licenses

Reactivation is recommended but not required for continued use of ExtendSim. If you do not reactivate, the software will continue to function, but MSP expiration notifications will continue to be displayed in ExtendSim on Client devices.

Where can I get more information?

- For questions about installation and activation, see the document *Installing & Activating • Floating Licenses*.
- For all other questions, see the document *Frequently Asked Questions • Floating Licenses*.
- Contact the ExtendSim Team at Sales.ExtendSim@Andritz.com.

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