

S&P Global

Commodity Insights

Energy Upstream

IHS Markit License Manager Help – PDF

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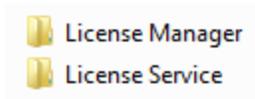
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IHS Markit License Manager

To set up a network licensing system, you need to download and install network licensing tools:

1. The License Service folder contains the installer for the Sentinel RMS License Manager. The Sentinel RMS License Manager is the service that administers the network licenses for IHS Markit applications, and from now on will be referred to as the License Service.
2. The License Manager folder contains the installer for the IHS Markit License Manager. The IHS Markit License Manager is the interface to the License Service, where you can activate / deactivate licenses and view license usage and current users. From now on, it will be referred to as the License Manager.



The License Service needs to be installed on your server, and the License Manager can be installed on one or more machines with connectivity to the server.

To access the help, click the **Help** icon () in the top right of the screen.

Click the topics below to learn more:

- [Connecting to the License Service](#)
- [Current Users tab](#)
- [Licenses tab](#)
- [Software tab](#)
- [About tab](#)
- [Activating / deactivating network licenses](#)
- [Usage logs](#)
- [Contact us](#)

Connecting to the License Service

The License Service manages your network licenses. You need to connect to it via the License Manager to activate or deactivate any licenses.

To connect to the License Service:

1. Launch the License Manager application.
2. In the Server Name field, type the server name (or IP address) for the location where you installed the License Service.
3. Click **Connect**.

If you want to connect to a different server, click **Disconnect** and then type the new server name (or IP address).

Tip: If the License Manager is on the same machine as the License Service, set the Server Name to **localhost**.



Troubleshooting tip

The License Service uses UDP port 5093 to communicate with the License Manager as well as client workstations. If you have trouble connecting the License Service, ensure UDP port 5093 is open.

Current Users tab

This tab displays a list of users currently running IHS Markit software.

User	Product And Module	Machine Name	Start Date (local time zone)	Duration (hh:mm)	Expiry Date	Commuted
	Harmony Enterprise FORECAST		Apr 15, 2021 08:45	00:00		<input type="checkbox"/>
	Kingdom GeoSyn2D		Apr 15, 2021 08:29	00:16		<input type="checkbox"/>
	Petra PETRA		Apr 15, 2021 08:31	00:14		<input type="checkbox"/>
	Piper PIPER		Apr 15, 2021 08:44	00:01		<input type="checkbox"/>
	QUESTOR QUESTOR LNG_Regas		Apr 15, 2021 08:34	00:11	May 07, 2021	<input checked="" type="checkbox"/>
	WellTest WELLTEST		Apr 15, 2021 08:29	00:16	Apr 25, 2021	<input checked="" type="checkbox"/>

Columns are defined as follows:

User — Windows login name.

Product and Module — the software application being used and the module in use. If more than one module is in use at the same time, there is a separate row for each.

Machine Name — the Windows name for the machine running the module.

Start Date — the date and time when the user started running the current instance of the module. Note that the time is displayed in your local time zone.

Duration — the length of time, in hours and minutes, that the current module has been in use. Note that the duration can be quite lengthy when a license is commuted.

Expiry Date — this field only applies to commuter licenses, and indicates when the commuter expires. (Commuter licenses enable you to work offline.)

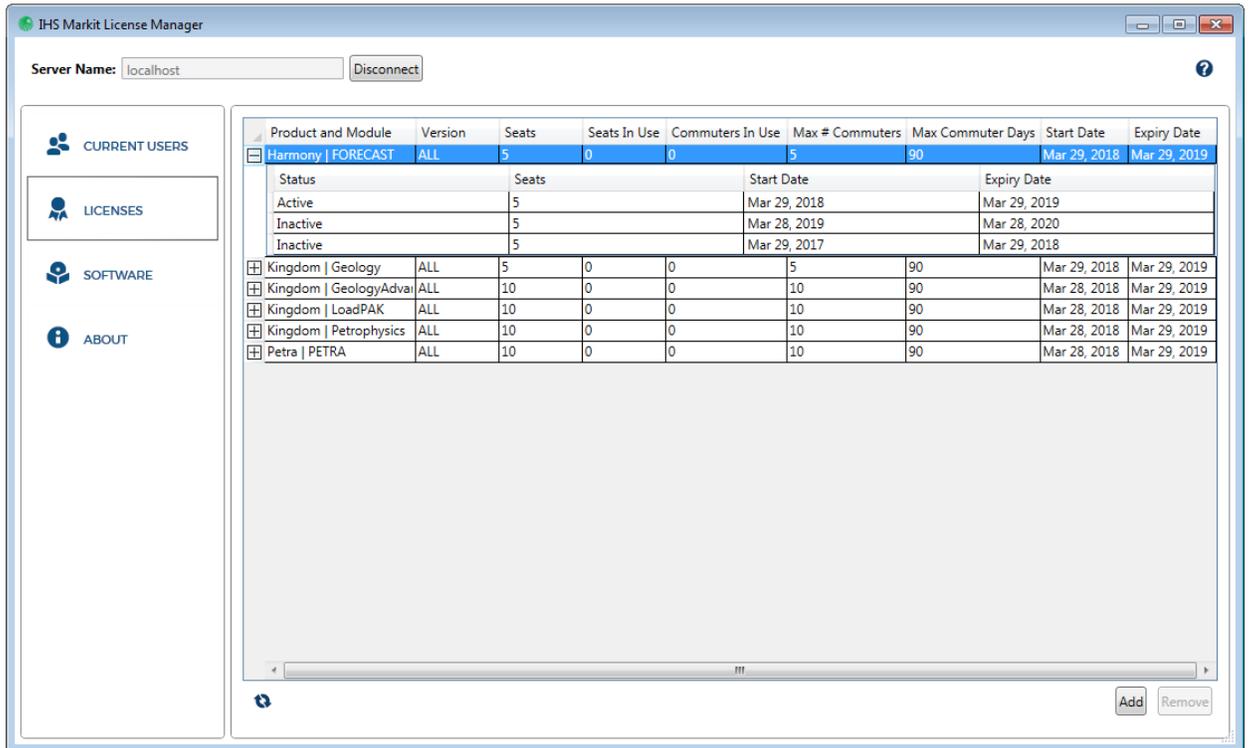
Commuted — indicates whether or not the license is a commuter.

 **Refresh** icon — reloads the data in the table. Note that the table automatically refreshes every five minutes, or when a new tab is clicked.

Save to File button — dumps all of the current user data to a .csv file.

Licenses tab

This tab displays all the module licenses that are currently activated on your server.



For each licensed feature, the parent rows in the License tab's table show the aggregation of the active licenses. Child rows display individual licenses, and whether or not they are active.

Product and Modul	Version	Seats	Seats In Use	Commuters In Use	Max # Commuter	Max Commuter Day	Start Date	Expiry Date
Harmony RESERVOIR	ALL	6	0	0	6	90	Jan 31, 2018	Apr 04, 2019
Status		Seats			Start Date		Expiry Date	
Active		1			Apr 01, 2018		Apr 04, 2018	
Active		5			Jan 31, 2018		Jan 31, 2019	

In the screenshot above, the parent row shows six seats for the Reservoir feature. The child rows display a 5-seat license, as well as a temporary 1-seat license. When the date changes to April 5th, the temporary 1-seat license will become inactive, and the parent row will display five seats.

You can also queue up renewed licenses as soon as you have received your new entitlement email. There is no need to remove your current license, or to wait until your current license expires.

Product and Modul	Version	Seats	Seats In Use	Commuters In Use	Max # Commuter	Max Commuter Day	Start Date	Expiry Date
Harmony FORECAST	ALL	5	0	0	5	90	Mar 29, 2018	Mar 29, 2019
Status		Seats		Start Date		Expiry Date		
Active		5		Mar 29, 2018		Mar 29, 2019		
Inactive		5		Mar 29, 2019		Mar 29, 2020		

When the date is March 30, 2019, the first license in the screenshot above will become inactive because it has expired, and the queued-up license will become active and take over. This process is seamless for users occupying seats from the expiring license.

Columns are defined as follows:

Product and Modul	Version	Seats	Seats In Use	Commuters In Use	Max # Commuter	Max Commuter Day	Start Date	Expiry Date
Kingdom Geology	ALL	5	0	0	5	90	Mar 29, 2018	Mar 29, 2019

Product and Module — the IHS Markit product and module that has the license(s).

Version — the latest supported version for this module. This value may be set to a version number, or the value "ALL", depending on the license type.

Note: A version of ALL indicates that a license is not version locked and can use any version of product compatible with the Gemalto licensing system.

Seats — the total number of licensed network seats for this module.

Seats In Use — the number of network seats currently occupied by users.

Commuters In Use — the number of seats currently used as commuters. (Commuter licenses enable you to work offline.)

Max # Commuters — displays the maximum number of seats available as commuters.

Max Commuter Days — the maximum number of days a commuter can be checked out.

Start Date — the start date of your entitlement. This is the first day when you can use a module.

Expiry Date — the end date of your entitlement. This is the last day when you can use a module.

The icon and buttons are defined as follows:

 **Refresh** icon — reloads the data in the table. Note that the table automatically refreshes every five minutes, or when a new tab is clicked.

Add — adds a license that has previously been activated. You need to have a Sentinel Entitlement Management System (EMS) license file in order use this feature.

Remove — removes the currently selected module from the table, but does not deactivate the module in the Sentinel EMS. You must select the specific child rows to remove them. You cannot remove a parent row.

Note: Clicking the Remove button does not make the license available for activation on a different server. If you want to do this, you need to go through the deactivation process. For more information, see [activating / deactivating network licenses](#).

Software tab

This tab displays the products you have purchased from IHS Markit after you connect to the Entitlement Management System (EMS). Click the **Activate** tab to activate products from the list, and click the **Deactivate** tab to deactivate products from the list. For more information, see [activating / deactivating network licenses](#).

Product	Software	Version	Module	Start Date	End Date	Seats Available	Seats To Activate
	2d/3dPAK Maint (NET-ADV)	ALL	2	Mar 26, 2020	Mar 26, 2021	20	20
	EarthPAK Maint (NET-ADV)	ALL	2	Mar 26, 2020	Mar 26, 2021	20	20
	GeoSyn USA 1D Network Maint SW	ALL	1	Apr 02, 2020	Mar 26, 2021	20	20
	GeoSyn USA 2D Network Maint SW	ALL	1	Apr 02, 2020	Mar 26, 2021	20	20
	Kingdom Analytics Explorer SA Mnt NET	ALL	1	Apr 02, 2020	Mar 26, 2021	20	20
	Petrophysics Maint (NET-ADV)	ALL	1	Apr 02, 2020	Mar 26, 2021	20	20
	VuPAK Maint (NET-ADV)	ALL	1	Apr 02, 2020	Mar 26, 2021	20	20

These items are defined as follows:

Entitlement Id — enter the entitlement ID (EID) sent to you via email, and click **Connect**. This enables you to activate licenses or deactivate / move licenses from one machine to another. When connected, you can also view licenses for the EID.

Remember Me — if you click this checkbox, your entitlement ID is saved, so that you can quickly reconnect to the Entitlement Management System (EMS). The EID is automatically saved while the License Manager is open.

Activate tab — lists the products you can activate.

Deactivate tab — lists the products you can deactivate.

 **Refresh** icon — click this icon to refresh the product list in the table.

(Activate tab only) **Save Troubleshooting Data** button — if you do not see the products you want in the list, Customer Care may ask you to click this button to generate a text file for troubleshooting purposes. If you need assistance, please [contact us](#).

Activate / Deactivate button — click this button to activate or deactivate products.

Columns are defined as follows:

Product — the product name available for use.

Software — the licenses available for use. Tooltips display the individual modules that are available for each license.

NET = network; SUB = subscription; MAINT = maintenance; PERP = perpetual (version-locked license)

(Deactivate tab only) **Activations** — the number of times this product has been activated.

(Activate tab only) **Version** — the version of the module associated with this EID. This value may be set to ALL, depending on the license type.

Note: A version of ALL indicates that a license is not version locked and can use any version of product compatible with the Gemalto licensing system.

(Activate tab only) **Modules** — the number of modules that are available for use.

(Activate tab only) **Start Date** — the start date of your entitlement. This is the first day when you can use or activate and use a module.

(Activate tab only) **End Date** — the end date of your entitlement. This is the last day when you can use a module.

(Activate tab only) **Seats Available** — the number of network seats available for activation.

(Activate tab only) **Seats To Activate** — the number of network seats you want to activate at this time. Edit this column to change the number of seats that will be activated (up to the number of Seats Available).

Note: For each row in the Activate tab, mouse-over text is displayed that identifies the software that is currently selected. For each row in the Deactivate tab, mouse-over text is displayed that identifies the activation date, seats, and modules.

About tab

This tab displays settings for your network licensing system.

The screenshot shows the 'About' tab interface. On the left is a sidebar with five menu items: 'CURRENT USERS' (with a group icon), 'LICENSES' (with a license icon), 'SOFTWARE' (with a software icon), 'ABOUT' (with an information icon and highlighted), and 'HELP' (with a question mark icon). The main content area is titled 'About' and is divided into three sections by horizontal lines. The first section, 'Server Settings', displays 'Port (UDP): 5093' and 'Version: 8.5.5.15'. The second section, 'Computer Code', displays 'New Code:' followed by a blurred value and 'Old Code:' followed by another blurred value. The third section, 'Application Information', displays 'Version: 3.2.0.1'.

Port — this is the port number used to communicate with the License Service. Make sure this port is open on your network for any machine that needs to request a license from the License Service.

Version — the version of the License Service.

New Code — this is the current hardware footprint for the server running the License Service. This information is required to activate entitlements through the customer portal.

Old Code — this is the old hardware footprint for the server running the License Service, and is displayed for historical purposes.

Application Information — the version of the License Manager application.

Activating / deactivating network licenses

To set up a network licensing system, you need to install the License Service on your server and the License Manager on one or more machines with connectivity to the server.

Best practice

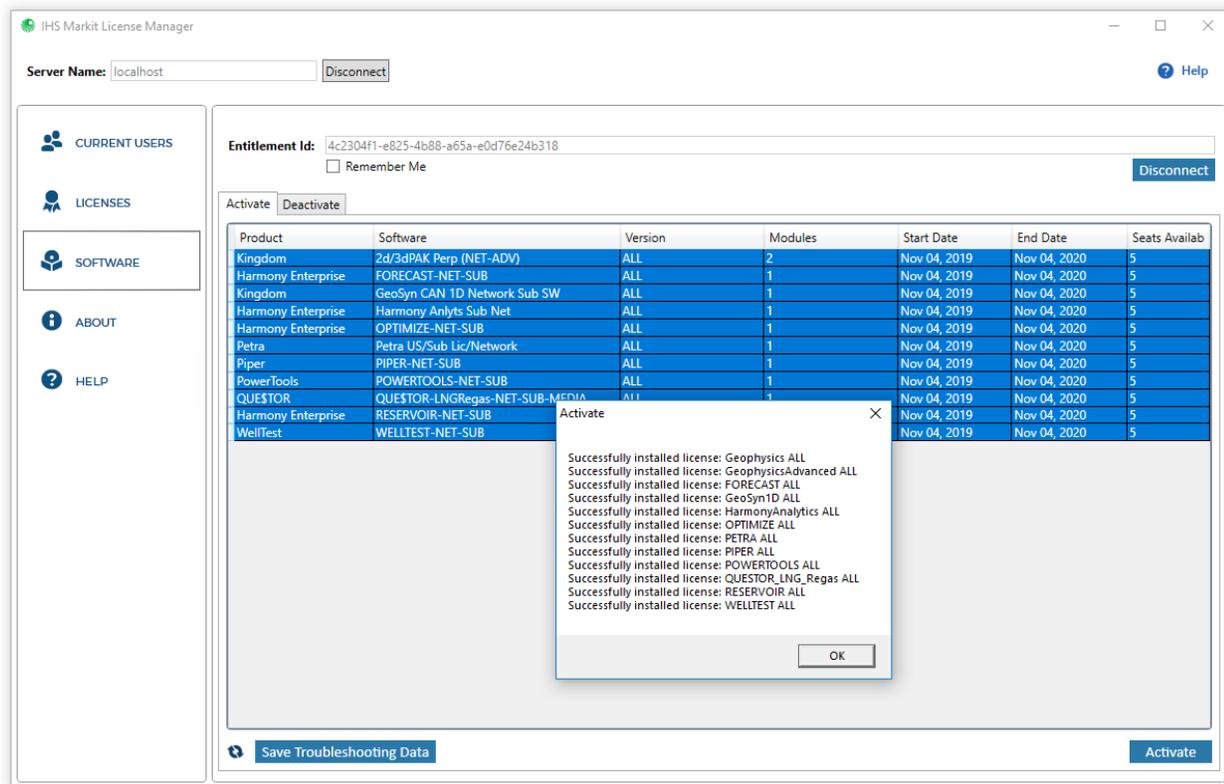
For network entitlements, activate / deactivate licenses through the License Manager. For stand-alone entitlements, activate / deactivate licenses through the application itself. Do not activate licenses using the EMS Customer Portal unless instructed to do so by a customer care representative.

Activating network licenses

To activate network licenses:

1. Open your Entitlement Management System (EMS) - Entitlement Certificate email and copy your entitlement ID (EID).
2. Launch the License Manager and connect to your license server.
3. Click the **Software** tab (the Activate sub-tab is selected by default) and paste your EID (from the email) in the **Entitlement Id** field; click **Connect**.
4. Select the products you want to activate and click the **Activate** button.

The new seats are added to your previous total when activating seats for features you have already activated on this server.



5. Configure network licensing (all links open the installation guide in a new window / tab).

- [Harmony Enterprise](#)
- [Harmony Analytics](#)
- [Harmony](#)
- [Kingdom](#)
- [Petra](#)
- [Piper](#)
- [PowerTools](#)
- [QUE\\$TOR](#)
- [WellTest](#)

Your licenses are now active.

Note: The License Manager only supports full activations (all available seats). If you want to split your entitlements up between multiple servers, you need to use the customer portal.

Deactivating network licenses

If you want to move your network license from one server to another, you need to first deactivate the license, so that it can be installed on another server.

Note: You can only deactivate a network license if it is not currently in use.

To deactivate a network license:

1. Open your EMS - Entitlement Certificate email and copy your EID.
2. Launch the License Manager and connect to your server.
3. Click the **Software** tab and paste your EID (from the email) in the **Entitlement Id** field; click **Connect**.
4. Click the **Deactivate** sub-tab, select the products you want to move to a new server, and click the **Deactivate** button. Note that you can only deactivate licenses that have no occupied seats or commuters.

The products are now displayed in the Activate sub-tab and can be activated on a new server.

When the deactivation process completes, a dialog box opens indicating whether the process was successful or not. If the network experiences an interruption during the deactivation, a "Complete Partial Deactivation" button may appear. When the network is restored, clicking this button cleans up any artifacts caused by the interruption, and then the button disappears.

Troubleshooting tip

The License Manager uses TCP port 443 to activate and deactivate licenses. If you have trouble connecting the Entitlement Management System, ensure TCP port 443 is open and <https://softwarelicensing.ihsmarkit.com/ems> is accessible.

License Manager usage logs

The Sentinel RMS License Manager service (LS) generates a usage log by default. The log file is first created after licenses are activated on the service, and tracks events such as license requests / returns, commuter check-ins / check-outs, and LS stops / starts.

By default, the usage log file is stored at C:\Windows\SysWOW64\lservsta, but this location and file name can be changed by creating the environment variable: LSERVSTA = C:\license\log.txt.

If you want to look at a log's raw contents, the data is formatted as follows, with one log entry per line.

Element	Description
Server-LFE	Customer-defined log encryption level. Default = 2, meaning no encryption and each record has a checksum. We recommend keeping the default setting.
License-LFE	Vendor-defined log file encryption level. Default = 0 = no encryption.
Date	The date and time at which the usage log entry is made. Formatted as: Week-day Month Date Time (hh:mm:ss) Year
Time-stamp	The time stamp at which the transaction took place.
Ver	Product version name. It is displayed as "v" without a number because we are not using Gemalto's standard versioning.
Trans	The transaction types are categorized and described below. Explicit entries: 0 - A license is issued 1 - A license is denied. (For a network seat. No code for a commuter denial.) 2 - The licensed application released the license token (when the release API is called). 8 - A commuter license is checked out. 9 - A commuter license is checked in. Other transaction types exist for functions that are not being used by IHS Markit. For more information, see Gemalto documentation .
Numkeys	The number of licenses in use after the current request / release.
Keylife	For how long (in seconds) the license was in use. Only applicable in a license release entry.
User	The user name.
Host	The name of the user's machine.
LSver	The version of the RMS Sentinel License Manager service.
Currency	The number of licenses handled during the transaction.
Comment	The data passed in by the vendor's licensed application.
Client ID	A 16-byte value that uniquely identifies each client request and is logged in the following transaction types (defined above): 0, 2. Using the client ID, each

Element	Description
	request log entry can be mapped with the corresponding release log entry. Also note the following behavior: <ul style="list-style-type: none">- The client ID is shown in extended logs only. In plain logs, a hyphen is logged instead of the client ID.- The client ID is not maintained for commuter clients. In such cases, a hyphen is logged instead of the client ID.
Readable checksum	The readable checksum of the record.
Encrypted checksum	The encrypted cumulative checksum.

Gemalto recommendations for log maintenance and documentation

Though the number of backup log files allowed seems sufficient to accommodate log data on a given day, we still recommend that you devise a routine procedure to move the backup files to another location to avoid overwriting them. This can be particularly helpful for usage log files where License Manager performance may degrade if many backup files exist.

Gemalto documentation can be found as follows: <https://sentinelrms.gemalto.com/RMSDocumentation/SysAdmin/Content/License%20Manager%20Usage%20Logs.htm>

Contact us

If you need help using the License Manager, please use the Customer Care web form:

[IHS Markit Customer Care](#) (opens in a new window)

Support for our products is available Monday to Friday, 8:00 a.m. – 4:30 p.m. mountain time. Limited support is available on North American holidays.

We will respond to all inquiries within 24 hours, or by the next business day.