



Proficiency Common Licensing Quick Start Guide



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Chapter 1. Licensing Quick Start Overview

Have you just purchased a GE Product(s) and received an order email from GE? To use a GE product on your system, you must setup and activate licensing. The following steps explain how to get started quickly with your product licensing.

To configure Proficy Common Licensing on your computer (physical machine or virtual machine), you should go through the following:

[Prerequisites \(on page 3\)](#) | [Step 1: Order Email and Downloads \(on page 3\)](#) | [Step 2: Common Licensing Software \(on page 3\)](#) | [Step 3: Activating Licenses \(on page 4\)](#)



Prerequisites

Use the following links to check the supported operating system requirements and virtual machines. Ensure you have enough disk space and memory.

- [Supported Operating Systems \(on page 3\)](#)
- [Supported Virtual Machines \(on page 3\)](#)

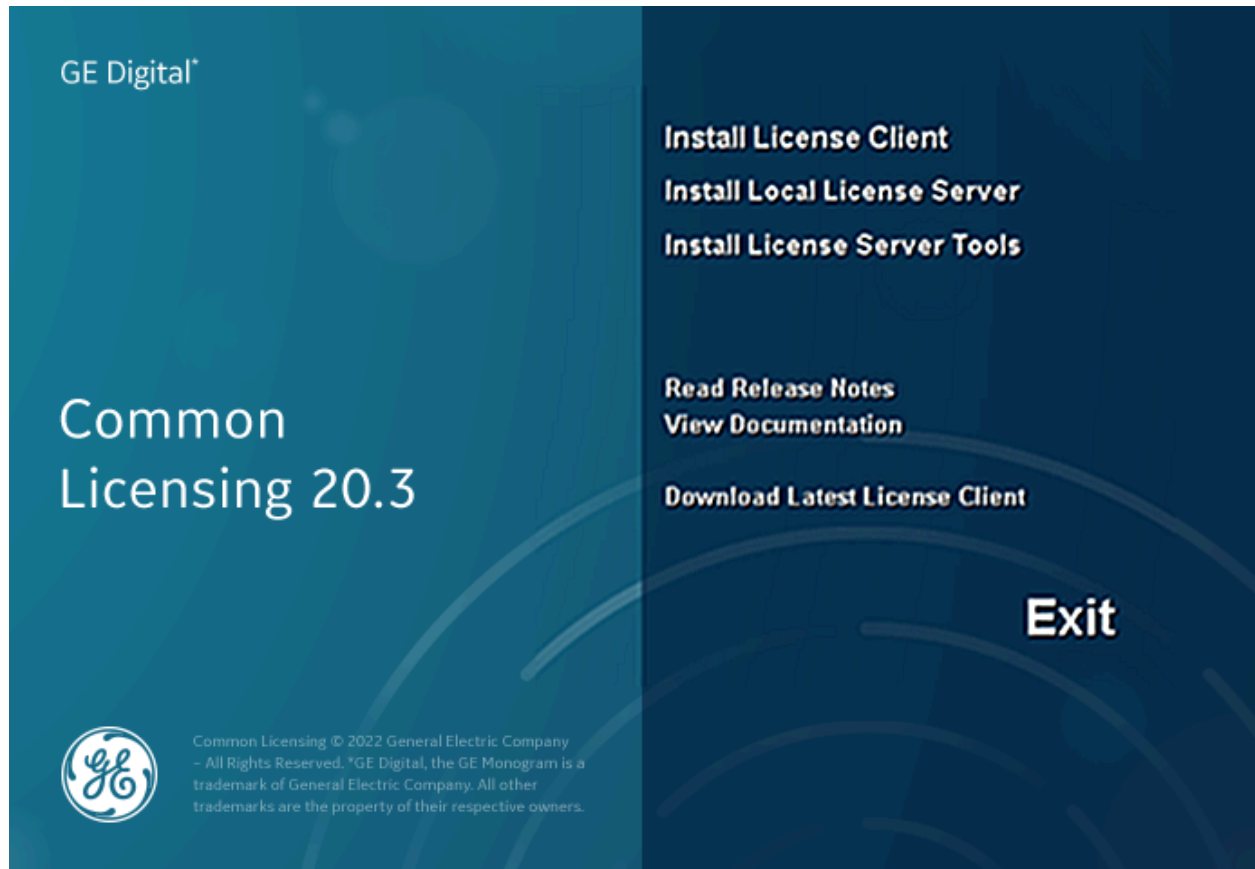
1. Review Order Email and Download Software

You will receive an order e-mail from GE Digital after your successful purchase of GE products. Login to the website as specified in the order email using the same e-mail address. For more details, refer [Step 1: Review Order and Download Software \(on page 5\)](#).

2. Install Licensing Software

Install the required software: License Client, Local License Server, and/or License Server Tools. The GE software required to activate your licenses depends on whether you are using a physical machine or a virtual machine. See [Step 2: Install Licensing Software \(on page 7\)](#).

After installing the licensing software, restart your computer.



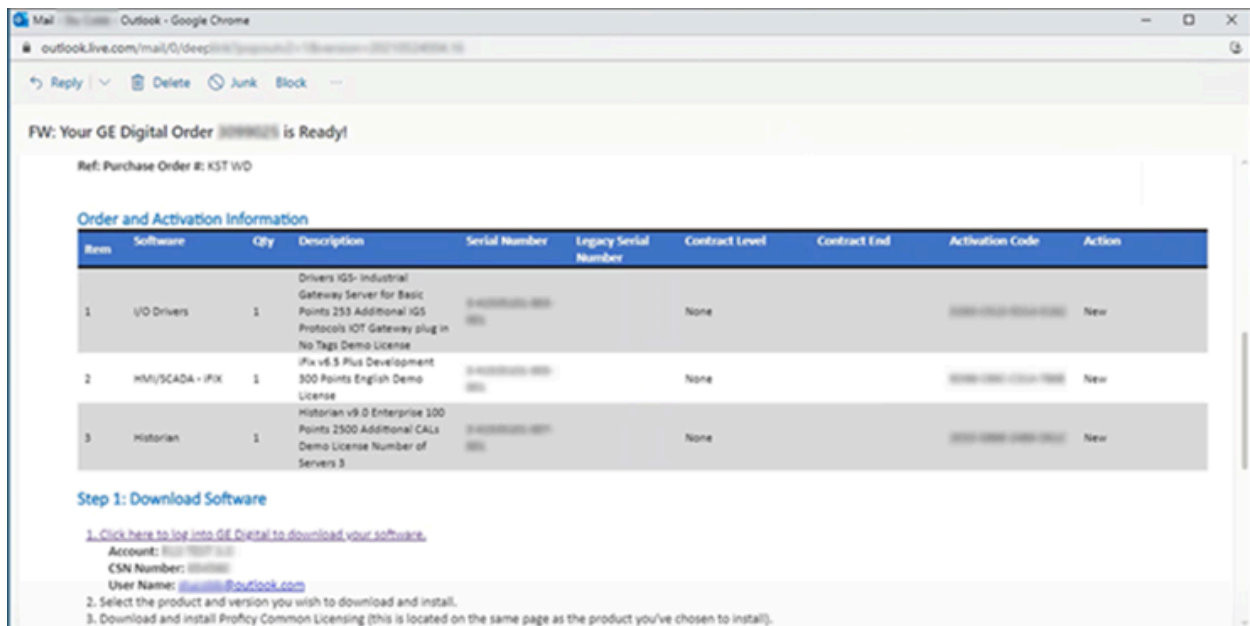
3. Activate Licenses

In License Client, the **Activate Licenses** tab provides several options for activating a license on your computer. You can select one of the options based on your system configuration. For detailed steps, refer [Step 3: Activate Licenses \(on page 15\)](#).

Chapter 2. Step 1: Review Order and Download Software

Order Email

After you receive an order email from GE Digital with your activation codes, similar to the one below. By clicking the link in the email, you can download the required products and install them on your computer (physical machine or virtual machine). After you download the required product, you will see `CommonLicensing_<version>.exe` (for example: `CommonLicensing_vx.x.x.exe`). Use the steps that follow to accomplish the license activation task.



Download Common Licensing

1. Select the link in the email from GE Digital to access the web site.
2. Login using the same e-mail address that the activation codes were sent to. After a successful login, you will be navigated to the **Software Order Download** page, that includes **Product List**, and a link to **Proficy License Installer**.
3. Select **Proficy License Installer** from **Other helpful links**. The **GE Licensing Installer** page that contains Common Licensing software appears.
4. Double-click `CommonLicensing<version>.exe` to start the licensing download.



Note:

This license install will have all the licensing functionalities that can be administrated from the same computer.

Refer, [Step 2: Install Licensing Software \(on page 7\)](#) to proceed to next steps.





Next Step


(on page 7)

Chapter 3. Step 2: Install Licensing Software

Overview

Use the following table for guidance on which components to install on your computer for Proficy Common Licensing:

Installation Component	Where to Install
License Client (on page 9)	<p>Install on all machines with Proficy products that require a license.</p> <p>While most Proficy products already include the License Client install, it is recommended that you download and install the latest licensing version. Check for an updated download before you begin.</p>
Local License Server (on page 11)	<p>Optional. It is recommended that you install the Local License Server if you want more control over monitoring License Clients, if you are behind a firewall, or if you are running on a VM.</p> <div data-bbox="821 1066 1414 1335" style="border: 1px solid #ffc107; padding: 10px;"><p> Important:</p><p>The Local License Server computer must be reachable by all computers requiring GE software licenses. Intermittent connections are not supported.</p></div> <p>When installing the Local License Server, it is recommended that you have one Local License Server per plant or facility.</p> <div data-bbox="821 1524 1414 1787" style="border: 1px solid #17a2b8; padding: 10px;"><p> Note:</p><p>Do not install the Local License Server if your keys are validated through the GE cloud or through your hardware USB license.</p></div>

Installation Component	Where to Install
License Server Tools <i>(on page 12)</i>	<p>You can install the License Server Tools on the same machine that you have the License Server installed. The License Server Tools can also be installed on a remote machine to remotely manage the licenses on a Local License Server.</p> <div data-bbox="824 525 1416 739" style="border: 1px solid #0070C0; border-radius: 10px; padding: 10px;"> <p> Note: License Server Tools allow you to update the expiration period, set up notifications, and view the NIC MAC address settings.</p> </div>

Before You Begin

Before you begin any installations, read the following notes

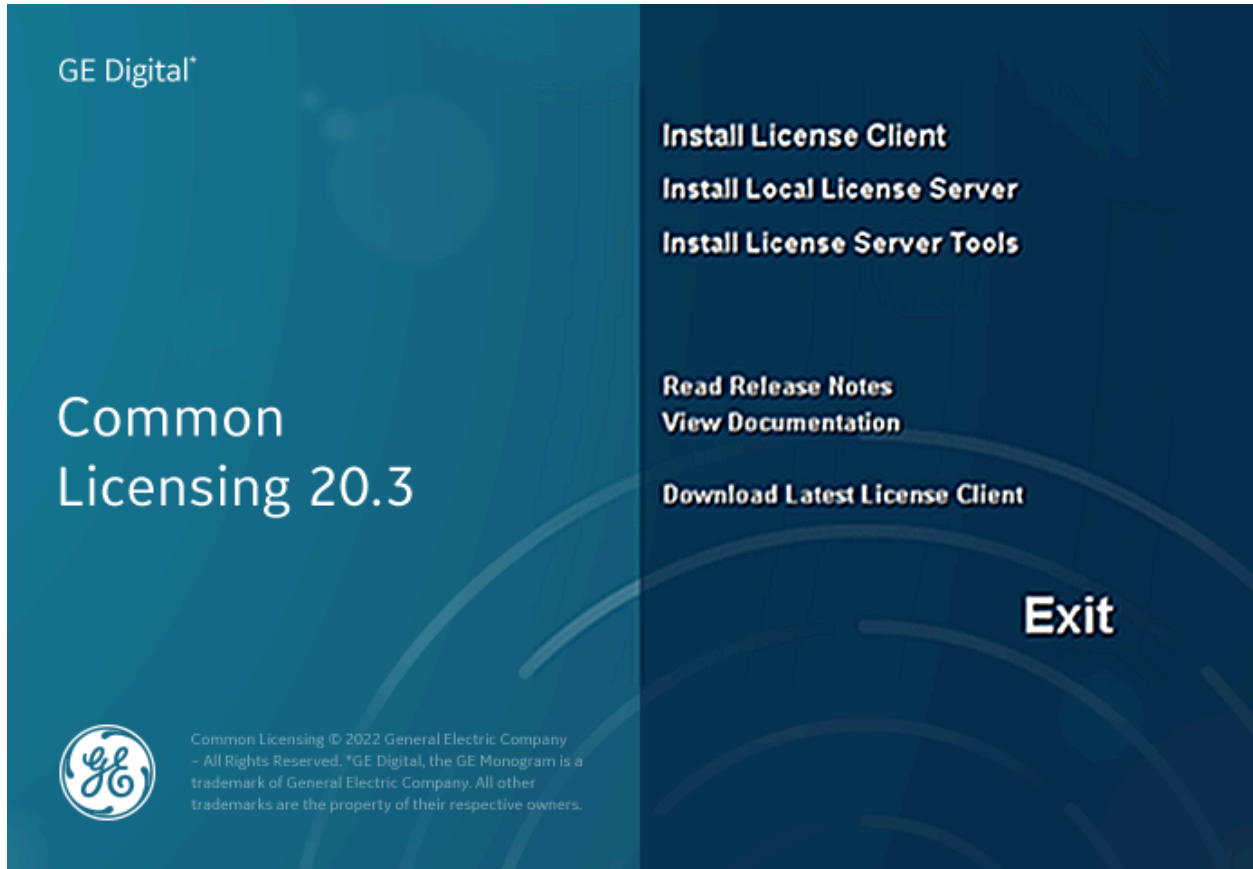


Note:

- For a physical machine, the License Client is the only software that must be configured. The physical machine can collect the GE product licenses from the GE cloud server or from the Local License Server, and then the GE products are activated through the License Client.
- For a virtual machine, all the three software: 1) License Client, 2) Local License Server, and the 3) License Server Tools must be installed. If you have a separate computer pre-installed with Local License Server, you do not have to install Local License Server in your virtual machine. It is recommended that you have one Local License Server per plant or facility.

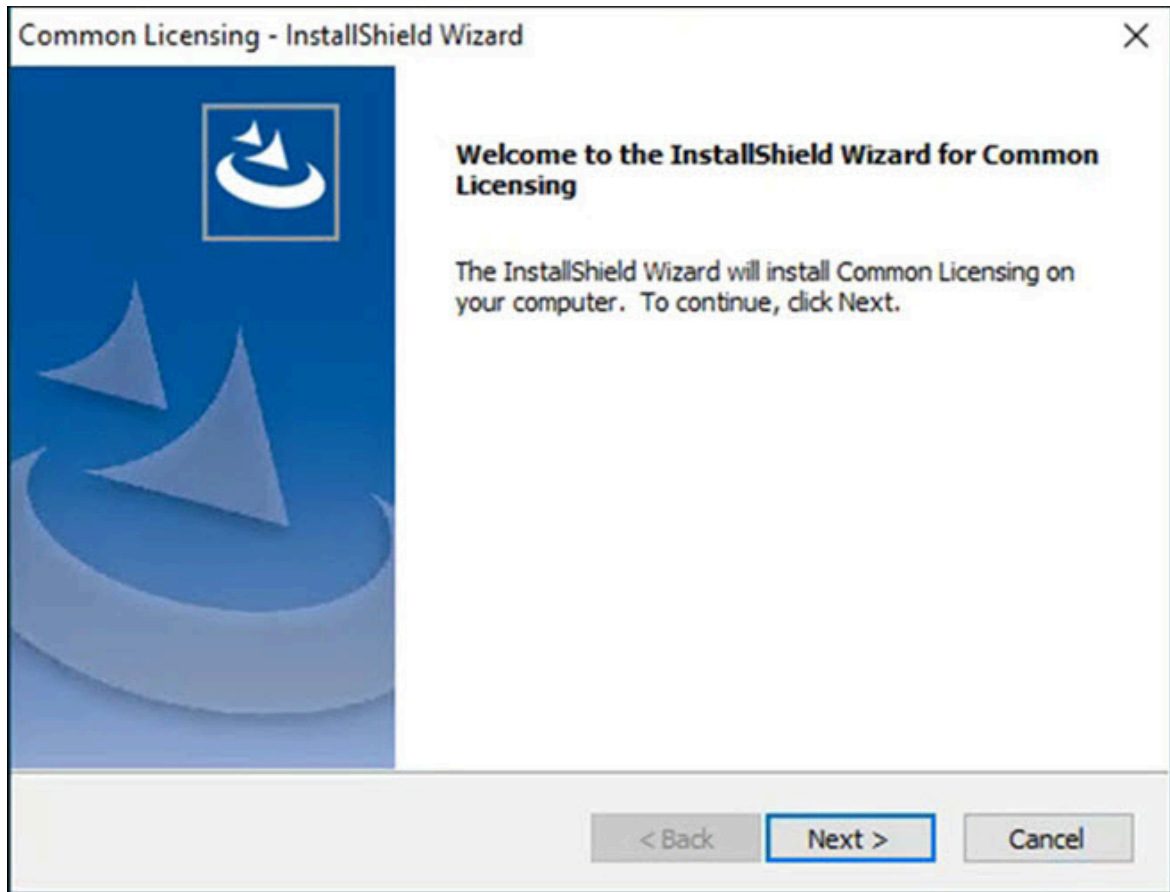
The virtual machine can collect the GE product licenses from the Local License Server and then the GE products are activated through the License Client.

When you launch the Licensing installer, a screen similar to the following appears, with the current version number:

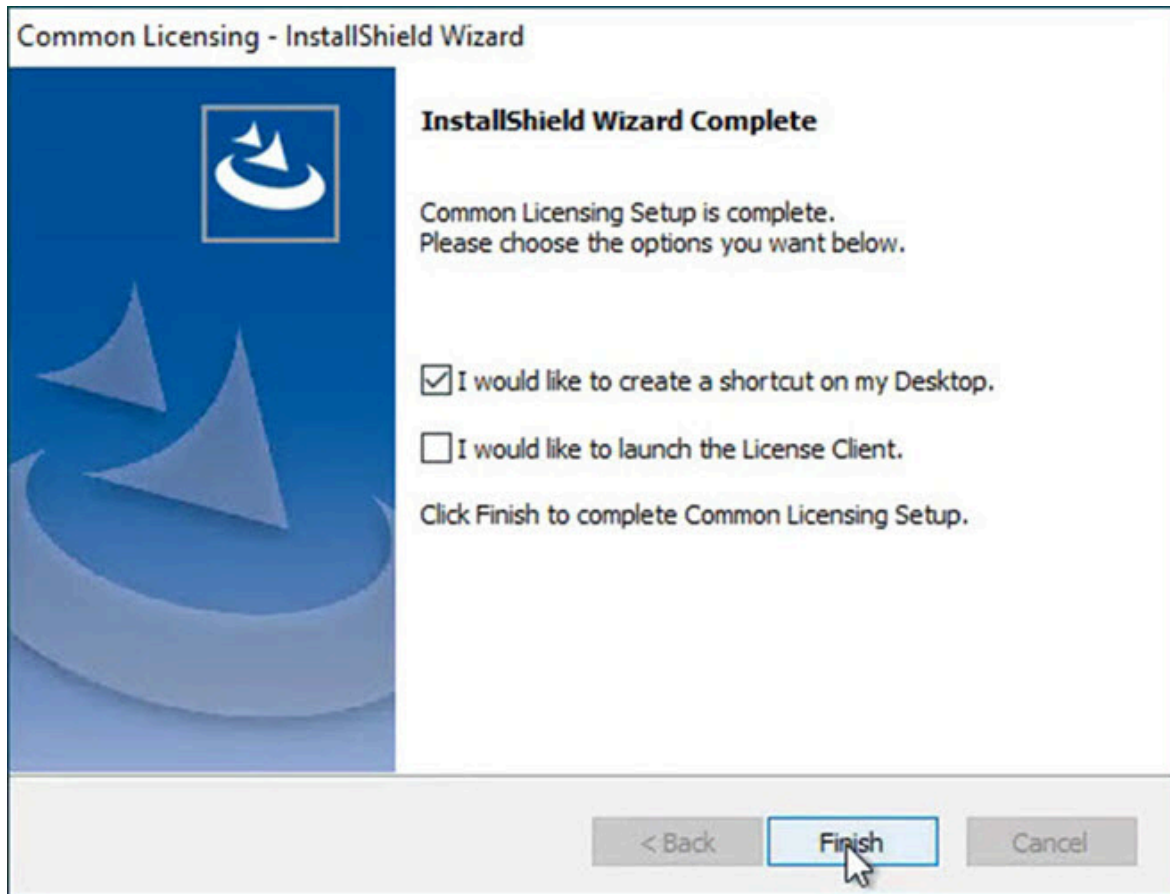


Installing the License Client

1. Right-click the `CommonLicensing<version>.exe` file, and select **Run as Administrator**. A message appears asking if you want to allow this application to make changes to your device.
2. Select **Yes**. The **Common Licensing** screen appears.
3. From the Common Licensing screen, select **Install License Client**.
4. The installation process may take a few moments, and may require some prerequisites to install. The following screen appears.



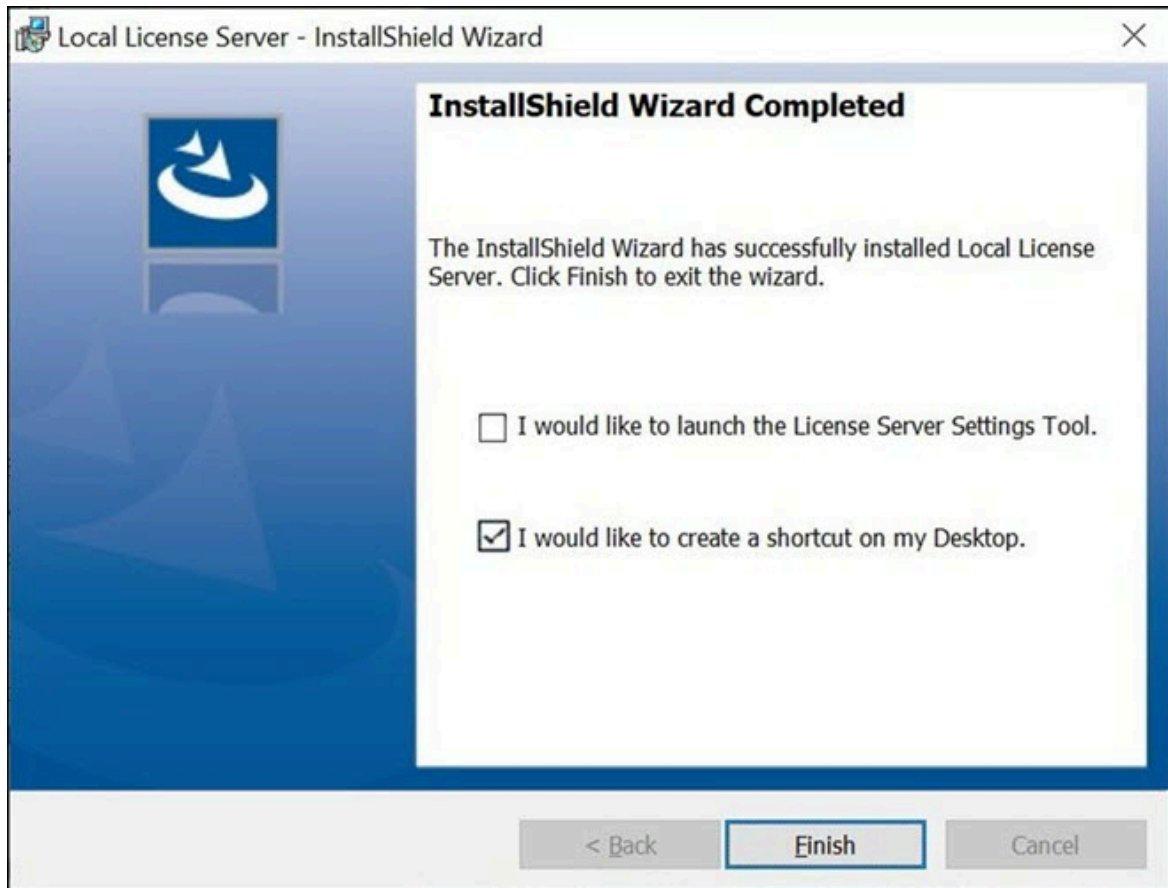
5. Select **Next**. The License Agreement appears.
6. Select **I accept the terms of this license agreement** and select **Next** to continue.
7. If a message to install USB HASP Drivers appears, leave the default (selected), and select **Next**.
Otherwise, the **Ready to Install the Program** screen appears.
8. Select **Install**. When the installation completes, the **InstallShield Wizard Complete** screen appears.



9. Select the **I would like to create a shortcut on my Desktop** check box.
10. Select **Finish** to complete the installation.

Installing the Local License Server

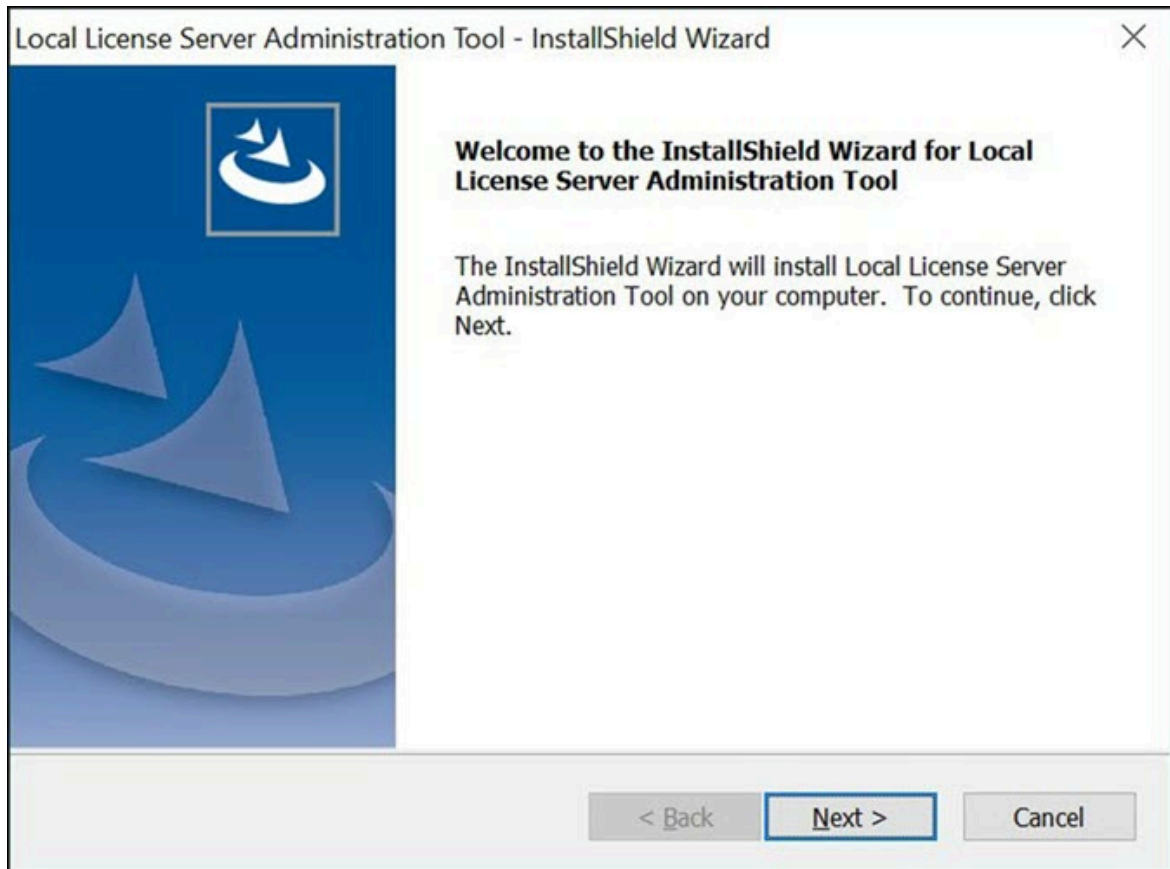
1. Right-click the `CommonLicensing<version>.exe` file, and select **Run as Administrator**. A message appears asking if you want to allow this application to make changes to your device.
2. Select **Yes**. The **Common Licensing** screen appears.
3. From the Common Licensing screen, select **Install Local License Server**.
4. The installation process may take a few moments, and may require some prerequisites to finish the installation. When the installation completes, the **InstallShield Wizard Completed** screen appears.



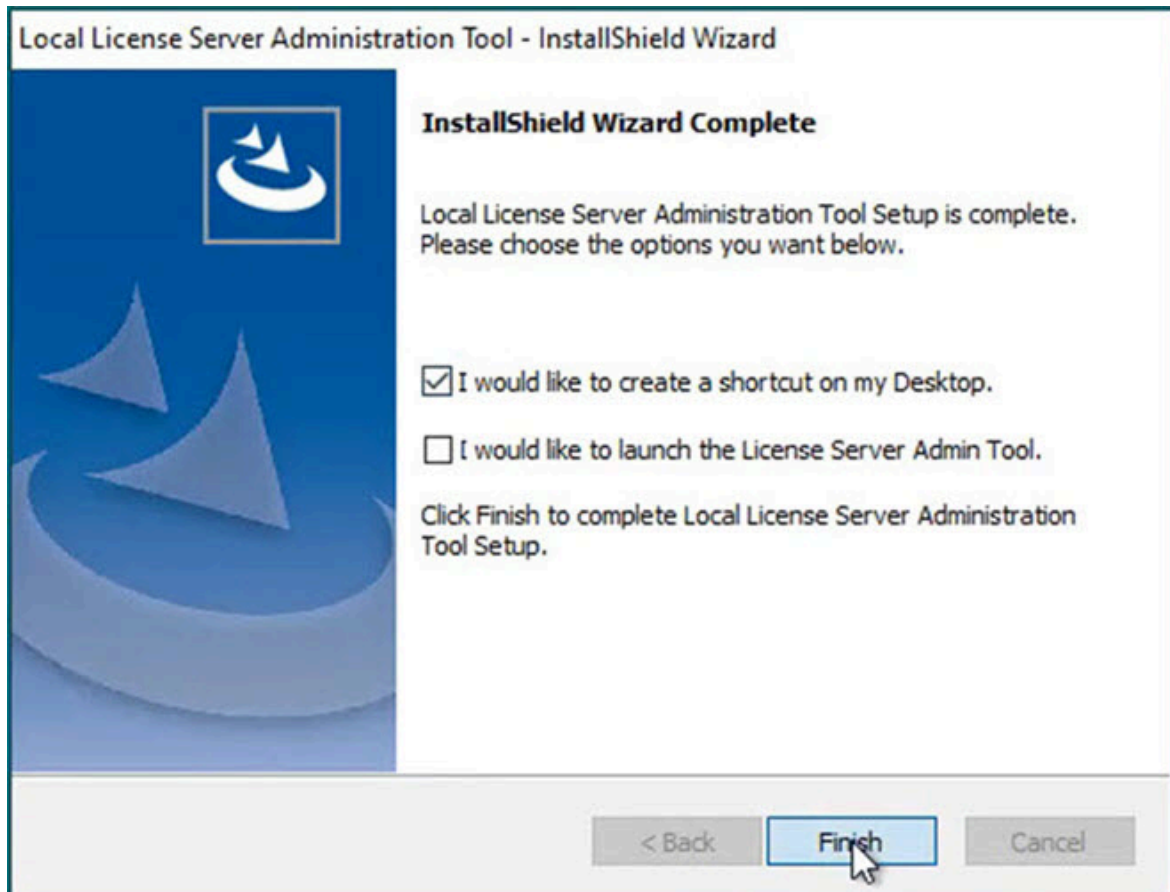
5. Select the **I would like to create a shortcut on my Desktop** check box.
6. Select **Finish** to complete the installation.

Installing the License Server Tools

1. Right-click the `CommonLicensing<version>.exe` file, and select **Run as Administrator**. A message appears asking if you want to allow this application to make changes to your device.
2. Select **Yes**. The **Common Licensing** screen appears.
3. From the Common Licensing screen, select **Install License Server Tools**.
4. The installation process may take a few moments, and may require some prerequisites to install. The welcome screen appears.



5. Select **Next**. The License Agreement page appears.
6. Select **I accept the terms of this license agreement** option, and then select **Next**. The **Ready to Install the Program** page appears.
7. Select **Install**. When the installation completes, the **InstallShield Wizard Complete** screen appears.



8. Select the **I would like to create a shortcut on my Desktop** option.

9. Select **Finish** to complete the installation.

After you have configured the software as per your system requirements from the Common Licensing screen, you can proceed to the next step, [Step 3: Activate Licenses \(on page 15\)](#).



Next Step

(on page 15)

Chapter 4. Step 3: Activate Licenses

Overview of Activation Process

The activation process requires that you download the License Codes on the Server. Next, activate your entitlement on the License Client. Confirm the License Client displays licenses.

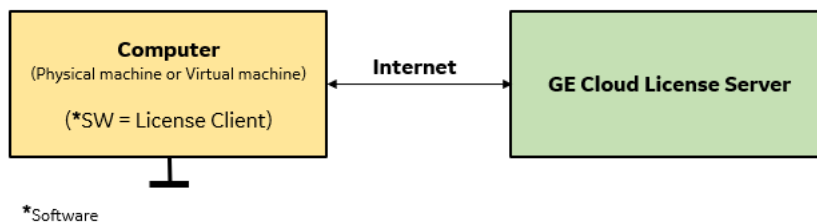
Activating Licenses Scenarios

Refer to the following sections to activate your Proficy product licenses:

1. [Scenario 1: Computer \(online\) connected to the GE Cloud License Server \(on page 15\)](#)
2. [Scenario 2: Computer \(online\) or VM connected to a Local License Server \(on page 17\)](#)
3. [Scenario 3: Computer \(offline\) Licenses Activation by using GE USB Hardware Key \(on page 22\)](#)
4. [Scenario 4: Computer \(offline\) Licenses Activation by using Request and Response Files \(on page 24\)](#)

Scenario 1: Computer (online) connected to the GE Cloud License Server

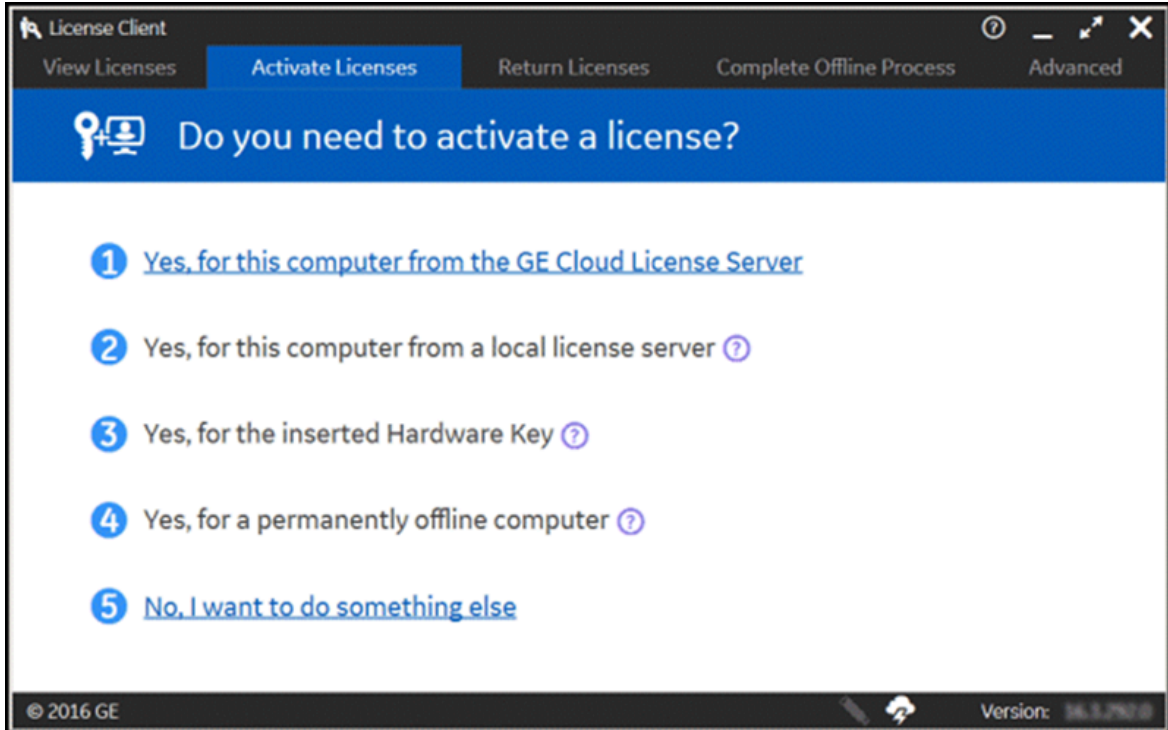
Overview



In this scenario, the computer (physical machine or virtual machine) with **GE Cloud License Server** is connected to internet, the GE product licenses are collected from GE Cloud License Server and then the licenses are activated in the computer installed with License Client.

Steps

1. In License Client, select **Activate Licenses**, select the option 1, **Yes, for this computer from the GE Cloud License Server**.



2. The **Activate Licenses from the GE Cloud Server** page appears.



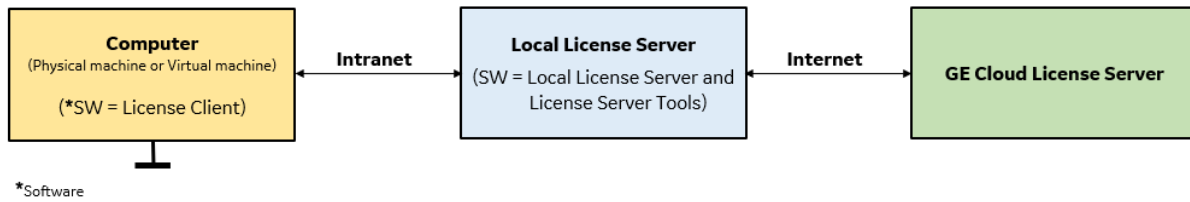
Note:

Internet connectivity is verified before this page is displayed. An error message is displayed if the GE Cloud License Server is not accessible, and the No Licenses on this Computer page is automatically displayed.

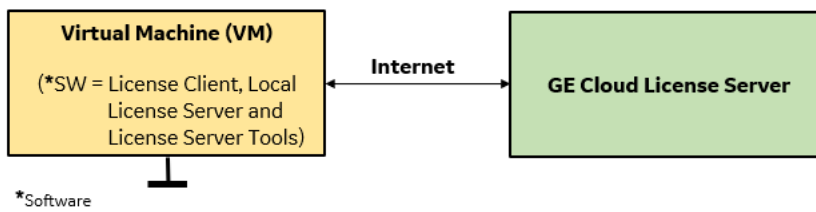
3. Enter your first activation code, and then select **Add Code**.
4. Repeat the previous step for each license you have.
5. Select **Activate**. The Licenses screen should now display all the licenses activated on the server.

Scenario 2: Computer (online) or VM connected to a Local License Server

Overview



In this scenario, the computer (physical machine or virtual machine) with **Local License Server** is connected to internet, the GE product licenses are collected by communicating with GE Cloud License Server and then the licenses are activated in the intranet computer installed with License Client.

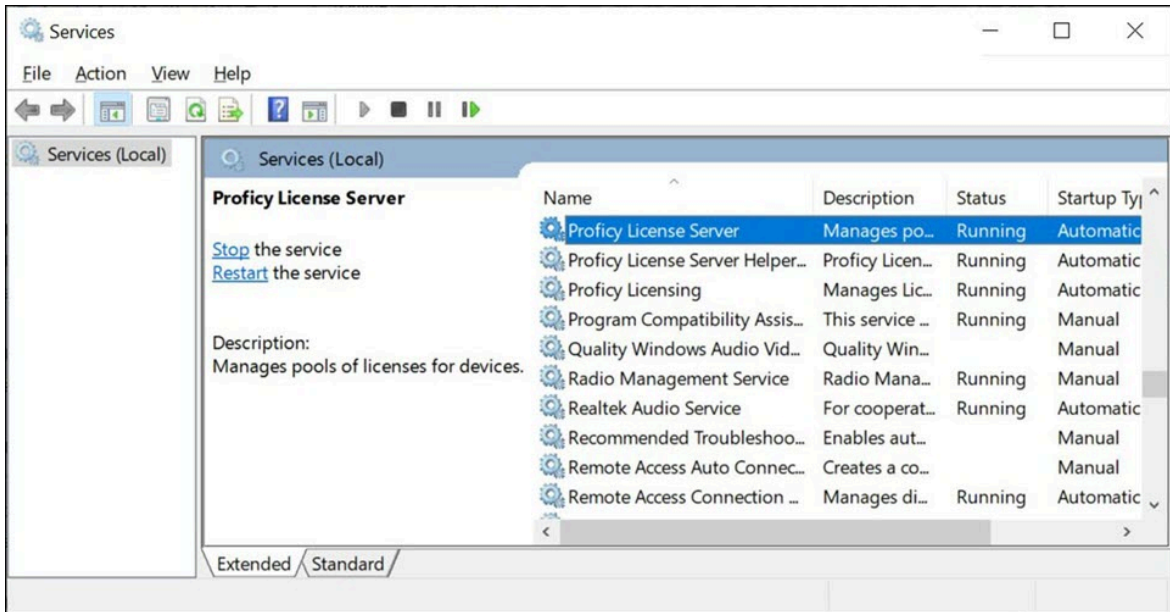


The virtual machine with all the three software: 1) License Client, 2) Local License Server and the 3) License Server Tools must be installed. If you have a separate computer pre-installed with Local License Server, you do not have to install Local License Server in your virtual machine.

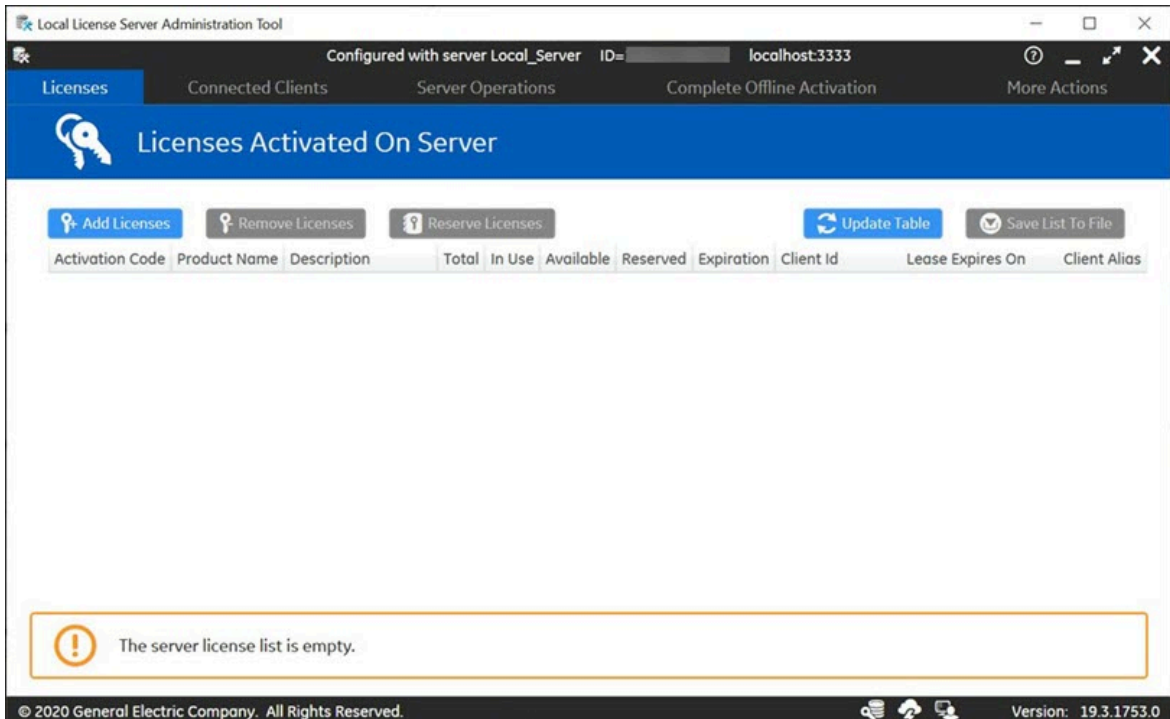
Steps

Follow the below steps for a physical machine or a virtual machine installed with Local License Server software:

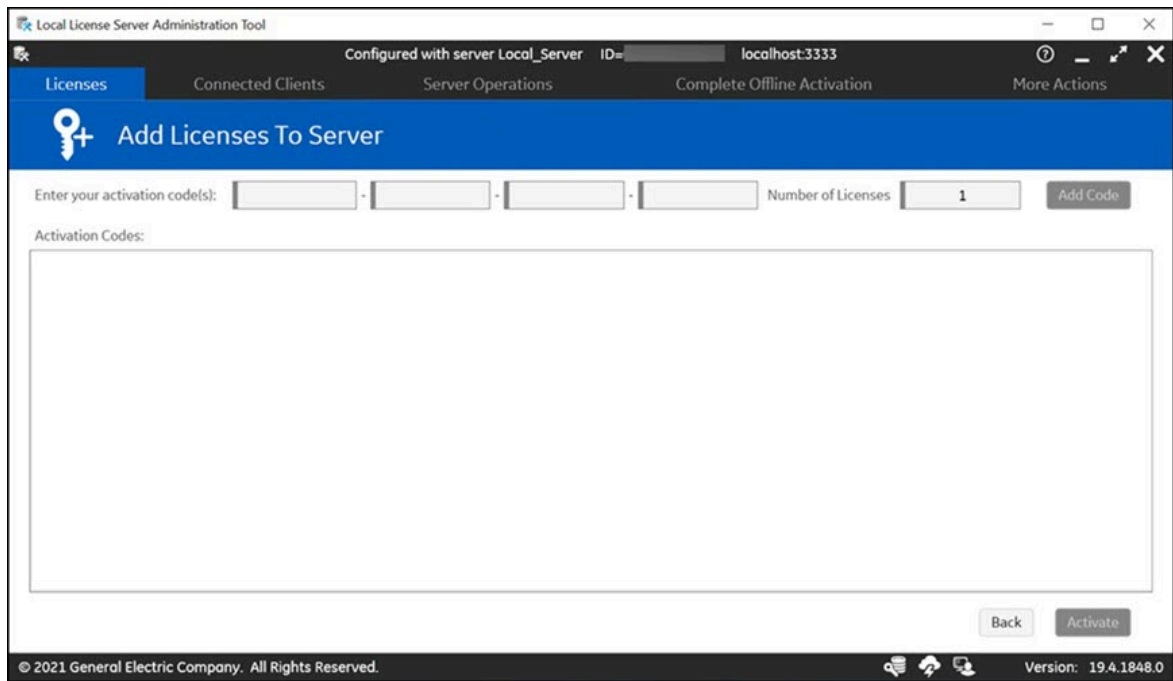
1. From the Windows Services console (Press **Windows+R** on your keyboard, then enter **services.msc** and press the **Enter** button), confirm that the License Server is running.



2. Navigate to `C:\ProgramData\Microsoft\Windows\Start Menu\Programs\General Electric`, and then select **Local License Server Administration Tool**. A message appears prompting you to confirm the changes.
3. Select **Yes** to continue. The **Local License Server Administration Tool** screen appears, as shown in the following figure.



4. Select **Add Licenses**. The following screen appears.



The screenshot shows the 'Local License Server Administration Tool' window. The title bar indicates it is configured with server 'Local_Server' ID 'localhost:3333'. The main navigation bar includes 'Licenses', 'Connected Clients', 'Server Operations', 'Complete Offline Activation', and 'More Actions'. The current view is 'Add Licenses To Server', which features a key icon and a plus sign. Below the header, there is a form with the label 'Enter your activation code(s):' followed by four input fields separated by dashes. To the right of these fields is a 'Number of Licenses' dropdown menu set to '1' and an 'Add Code' button. A large empty text area labeled 'Activation Codes:' is positioned below the input fields. At the bottom right of the form area are 'Back' and 'Activate' buttons. The footer contains the copyright notice '© 2021 General Electric Company. All Rights Reserved.' and the version number 'Version: 19.4.1848.0'.

5. Enter your first activation code, and then select **Add Code**.

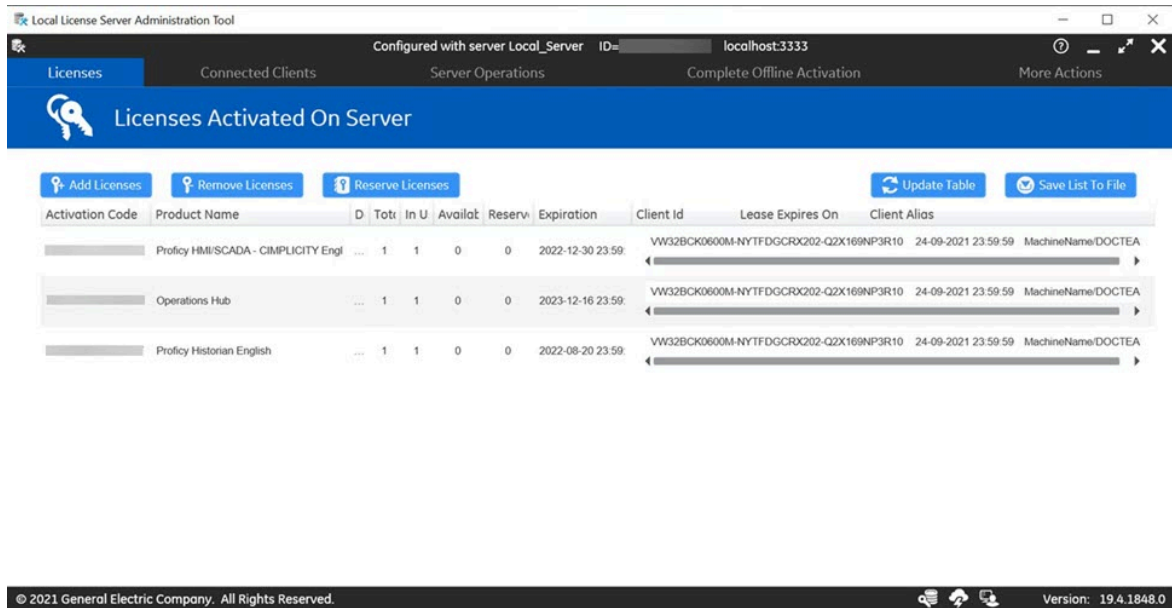


Note:

You can find the activation codes in your GE order e-mail.

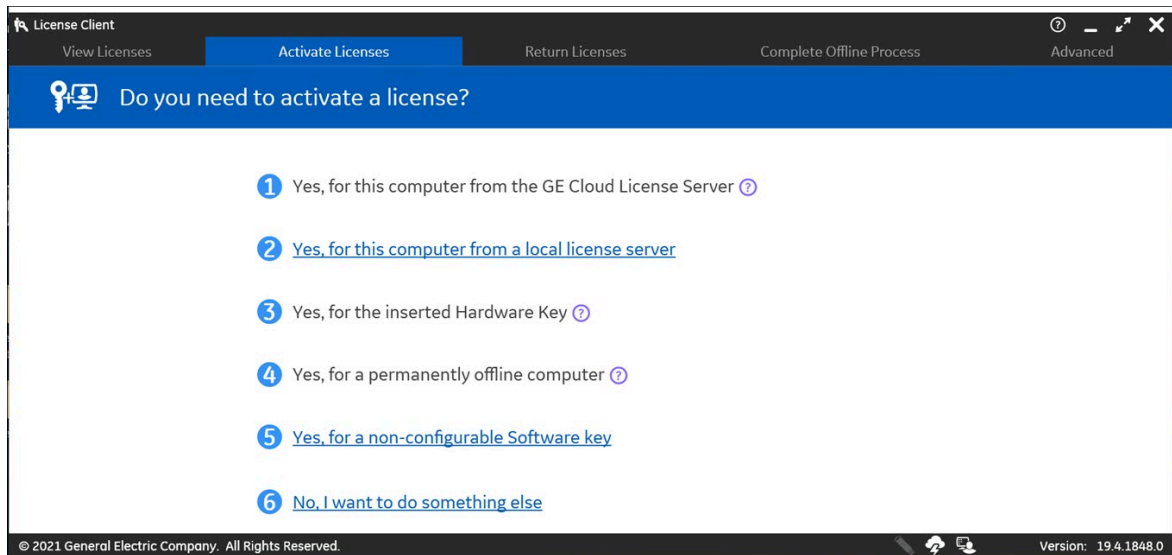
6. Repeat the previous step for each license you have.

7. Select **Activate**. The Licenses screen should now display all the licenses activated on the server, as shown in the following figure.



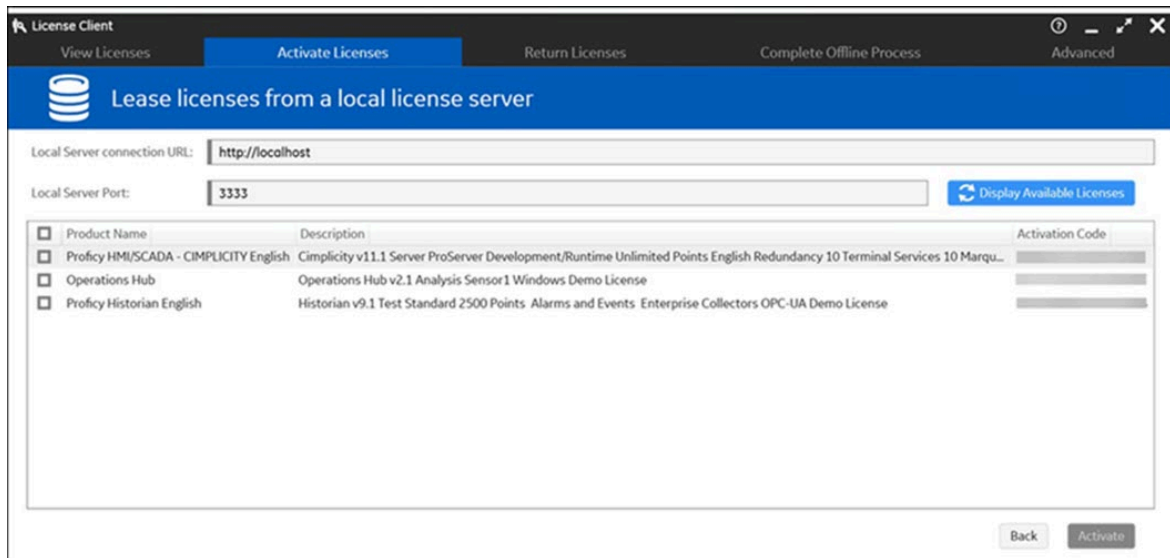
Activate your Product Licenses on License Client

1. Navigate to `C:\ProgramData\Microsoft\Windows\Start Menu\Programs\General Electric` and then select **License Client**. A message appears prompting you to confirm the changes.
2. Select **Yes** to continue. The **License Client** screen appears, as shown in the following figure.



3. In License Client, select **Activate Licenses**.

4. You have the Local Licensing Server already installed on the same computer, hence select the option 2, **Yes, for this computer from a local license server** . The **Lease licenses from a local license server** screen appears, as shown in below figure.



5. Select the check box for the products you want to activate, and then select **Activate**.

Confirm the License Client Displays Licenses

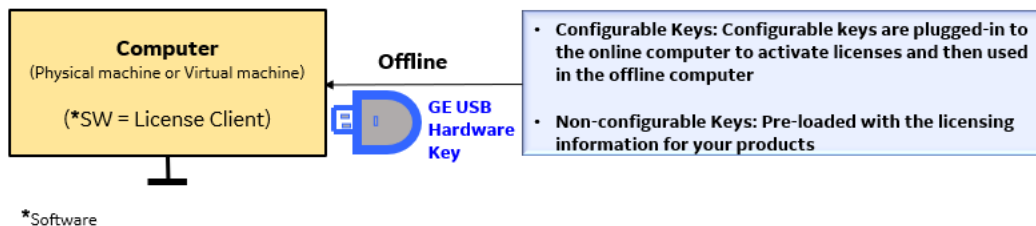
1. In License Client, select **View Licenses**. The activated licenses for the selected server appears, similar to the screen below. In the Licensed Products section, select the products listed to view the license information.



2. Confirm that your license information appears correctly for each product you activated.

Scenario 3: Computer (offline) Licenses Activation by using GE USB Hardware Key

Overview





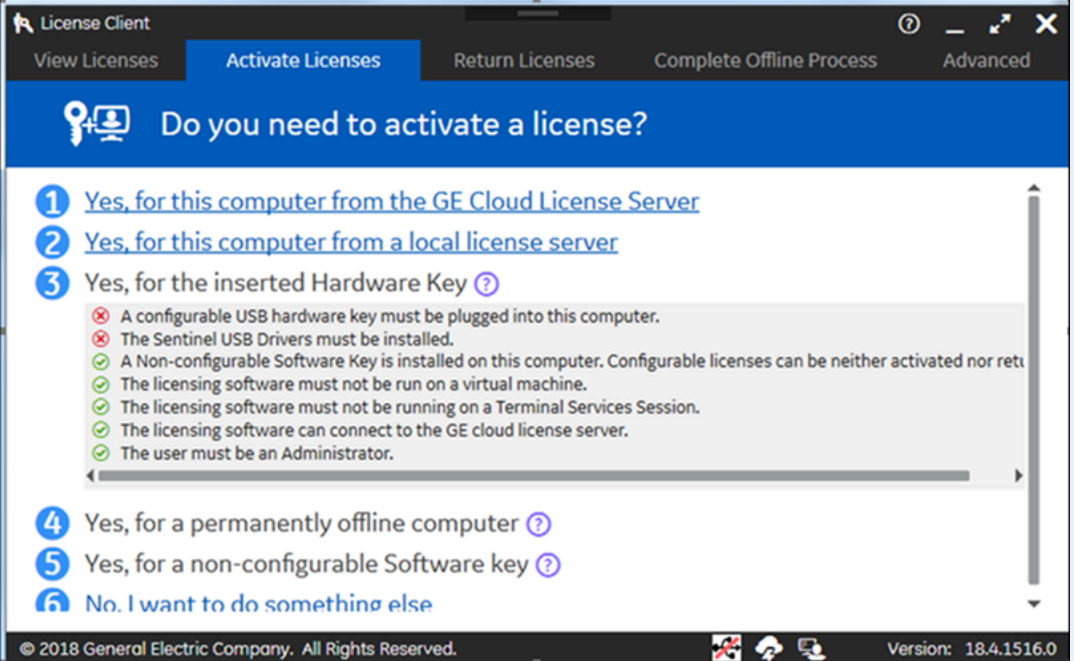
In this scenario, the configurable GE USB hardware keys are plugged-in to a computer with internet to activate licenses and then used in the computer that does not have internet.

The Non-configurable GE USB hardware keys are pre-loaded with the licensing information for your products.




Steps

1. Insert the GE USB key to your online computer (physical machine or a virtual machine).
2. In License Client, select **Activate Licenses**, select the option 3, **Yes, for the inserted hardware key**.








 **Note:**
If you did not install the Sentinel USB drivers, error messages appear and the disabled USB  icon appears in the footer.



The screenshot shows the License Client interface with the 'Activate Licenses' tab selected. The main question is 'Do you need to activate a license?'. The options are:

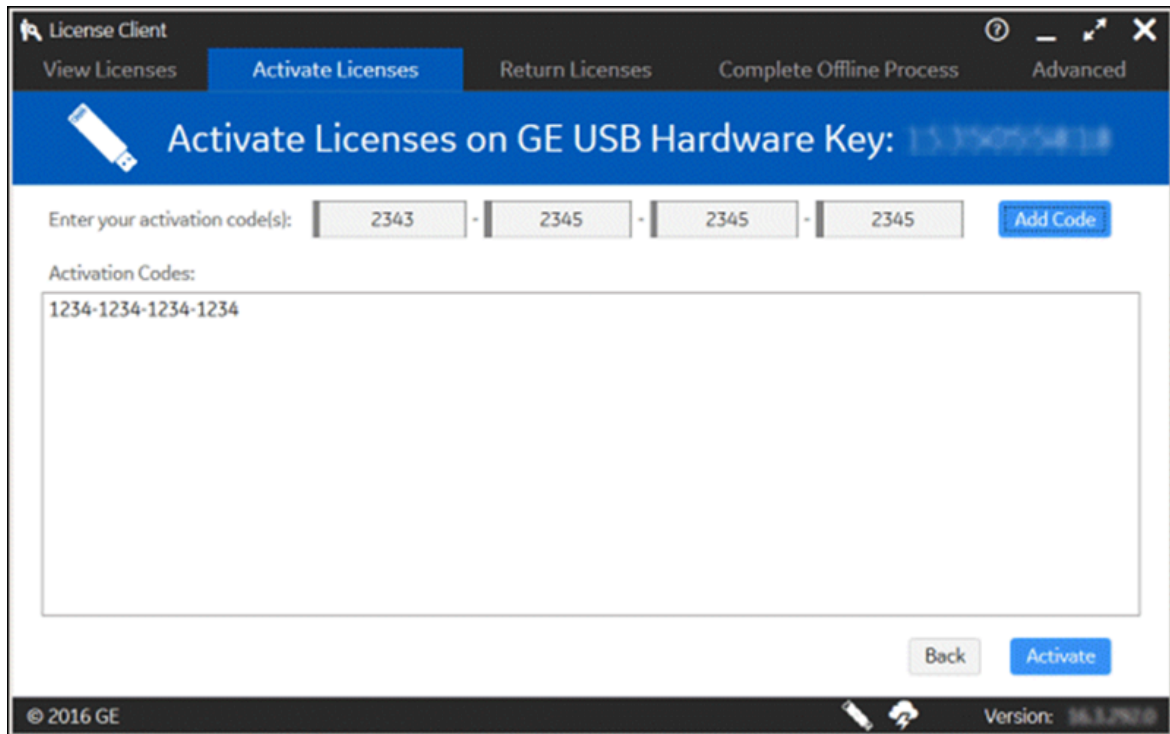
- 1 Yes, for this computer from the GE Cloud License Server
- 2 Yes, for this computer from a local license server
- 3 Yes, for the inserted Hardware Key 
- 4 Yes, for a permanently offline computer 
- 5 Yes, for a non-configurable Software key 
- 6 No. I want to do something else

Below option 3, a list of error messages is displayed:

-  A configurable USB hardware key must be plugged into this computer.
-  The Sentinel USB Drivers must be installed.
-  A Non-configurable Software Key is installed on this computer. Configurable licenses can be neither activated nor returned.
-  The licensing software must not be run on a virtual machine.
-  The licensing software must not be running on a Terminal Services Session.
-  The licensing software can connect to the GE cloud license server.
-  The user must be an Administrator.

The footer of the dialog shows '© 2018 General Electric Company. All Rights Reserved.' and 'Version: 18.4.1516.0'.

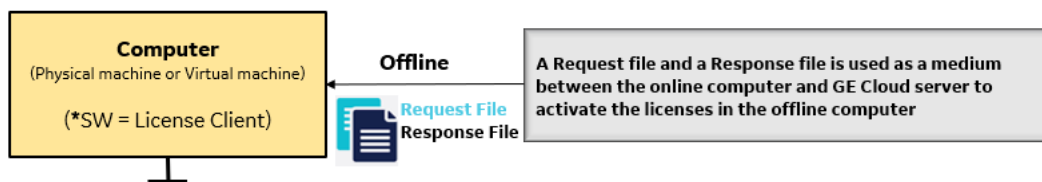
If you did install the Sentinel USB drivers, the License Client detects and reads the GE USB hardware key (up to two minutes), and then the **Activate Licenses on GE USB hardware key** page appears, as shown below.



3. Enter your first activation code, and then select **Add Code**.
4. Repeat the previous step for each license you have.
5. Select **Activate**. The Licenses screen should now display all the licenses activated on the server.
6. Remove the GE USB hardware key from your online computer and plug-in to the offline computer.

Scenario 4: Computer (offline) Licenses Activation by using Request and Response Files

Overview



*Software

In this scenario, the a **Request file** and a **Response file** is used as a medium between a computer having internet and GE Cloud server to activate the licenses in the offline computer.

In License Client, select **Activate Licenses**, to activate licenses on client computers that are not connected to the internet.

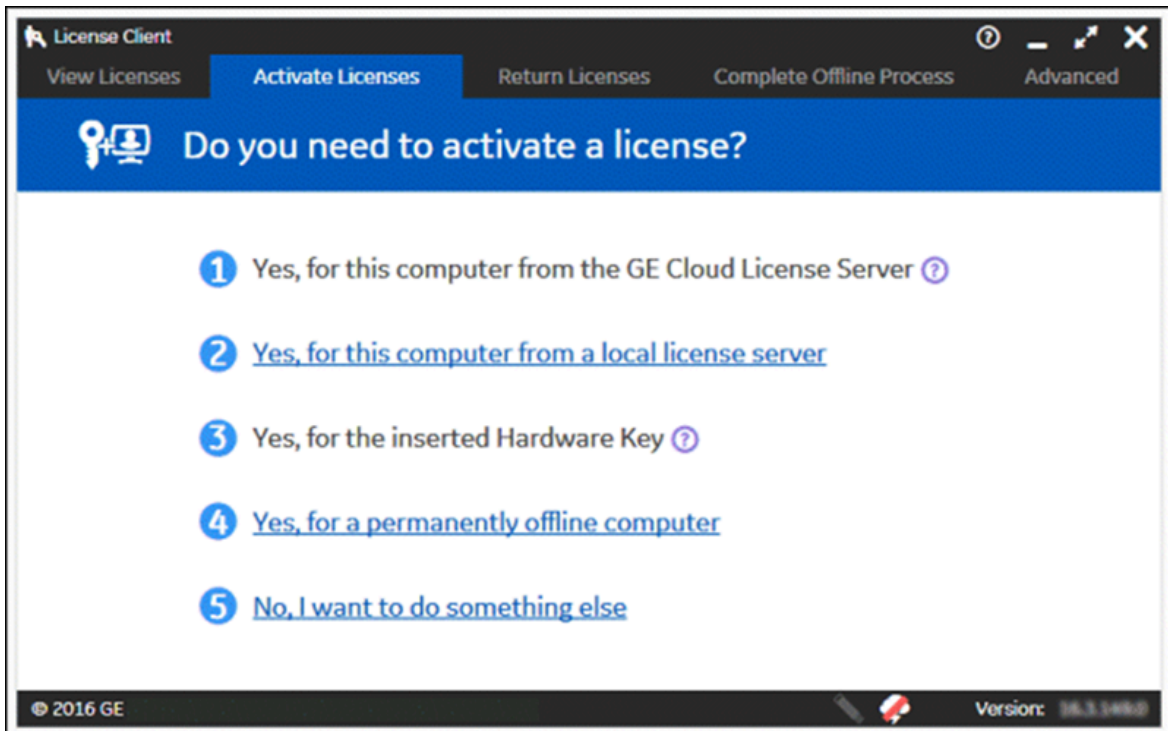
Steps

Activating licenses on an offline computer includes the following steps:

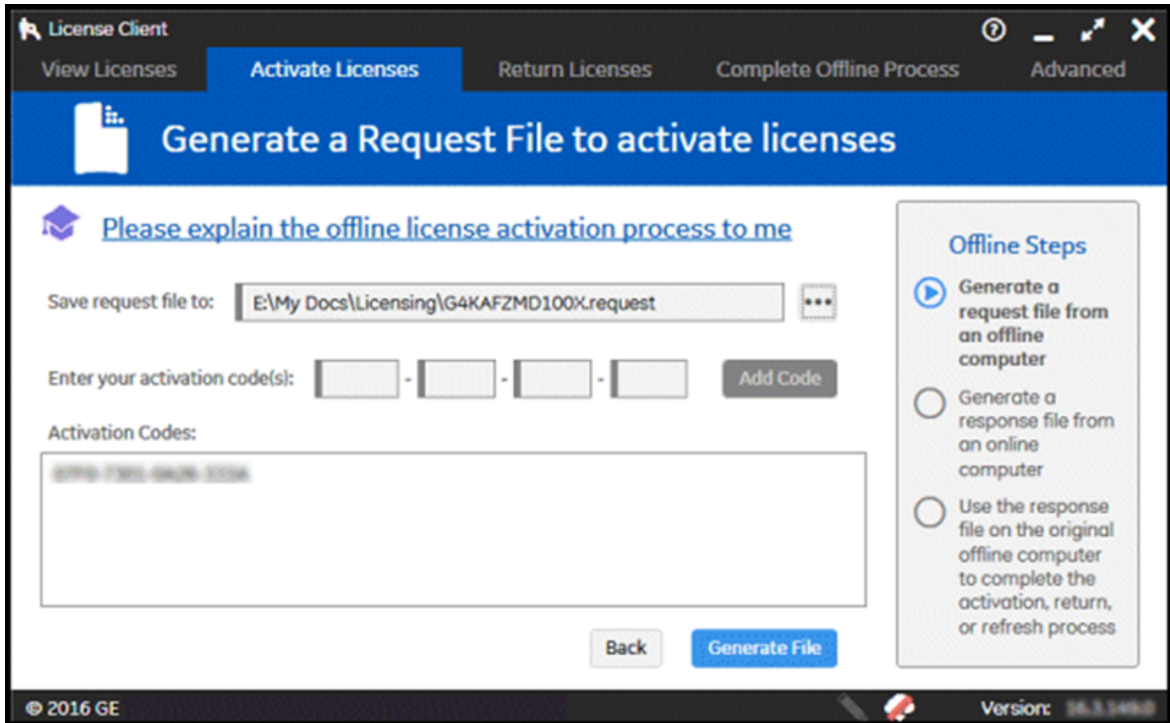
1. Generate a request file from the offline computer. Send the request file to the online computer.
2. From an online computer, send the request file to the GE cloud license server and generate a response file.
3. Send the response file to the offline computer and activate the licenses.

Generating a Request File

1. From License Client, select the **Activate Licenses** tab. The License Client detects that the client computer is not connected to the internet. The "Do you need to activate a License?" page appears.



2. Select **Yes, for a permanently offline computer**. The **Generate a Request File to activate licenses** page appears.



3. Browse to the media device or the network location where the request file is saved.
4. Enter each activation code and select **Add Code** to add it to the Activation Codes area.

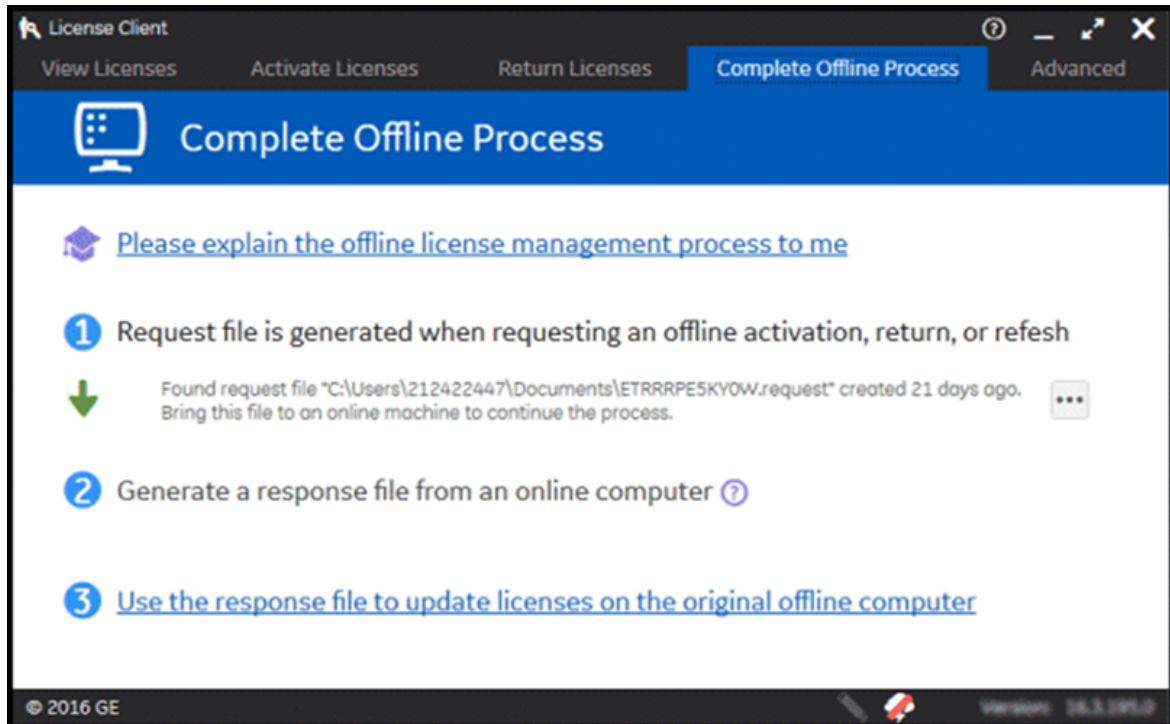


Note:

You can find the activation code(s) in your GE order e-mail.

5. Select **Generate File** to create and save a request file to the specified location.

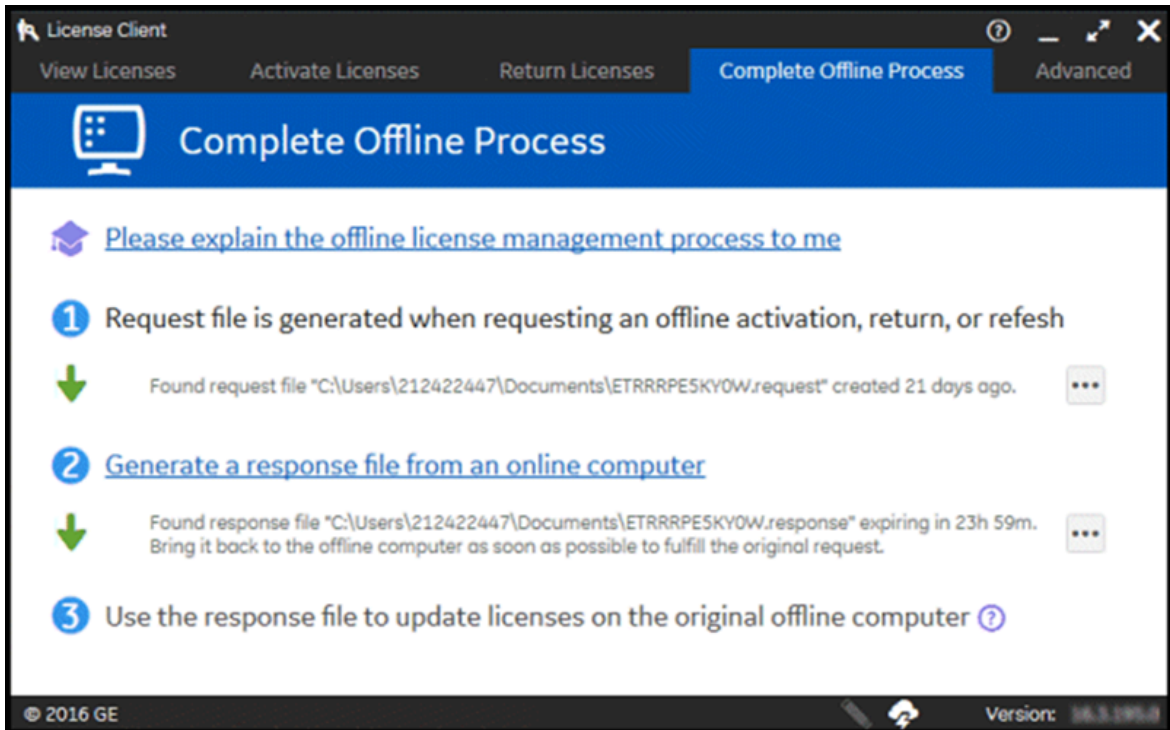
6. The **Complete Offline Process** page appears. A message appears indicating the request file location and when it was created.



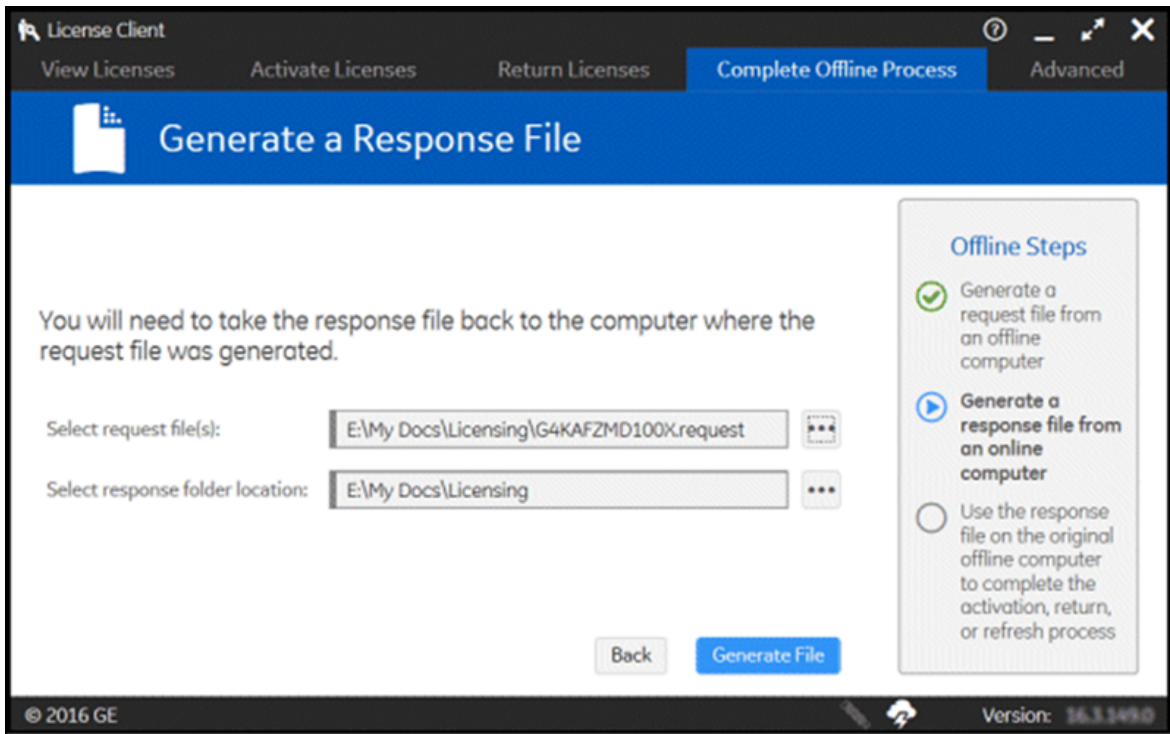
Generating a Response File

Collect the request file from the offline computer and then generate a response file from an online computer.

1. Select **Complete Offline Process**. The **Complete Offline Process** page appears. A message appears indicating the response file location and when it expires.



2. Select **Generate a response file from an online computer**. The **Generate a Response File** page appears.



3. If necessary, insert the media device into the computer.
4. Select the request file and response folder location, then select **Generate File**. The response file is generated and saved to the specified location on a media device or network drive that can be accessed by the offline computer.

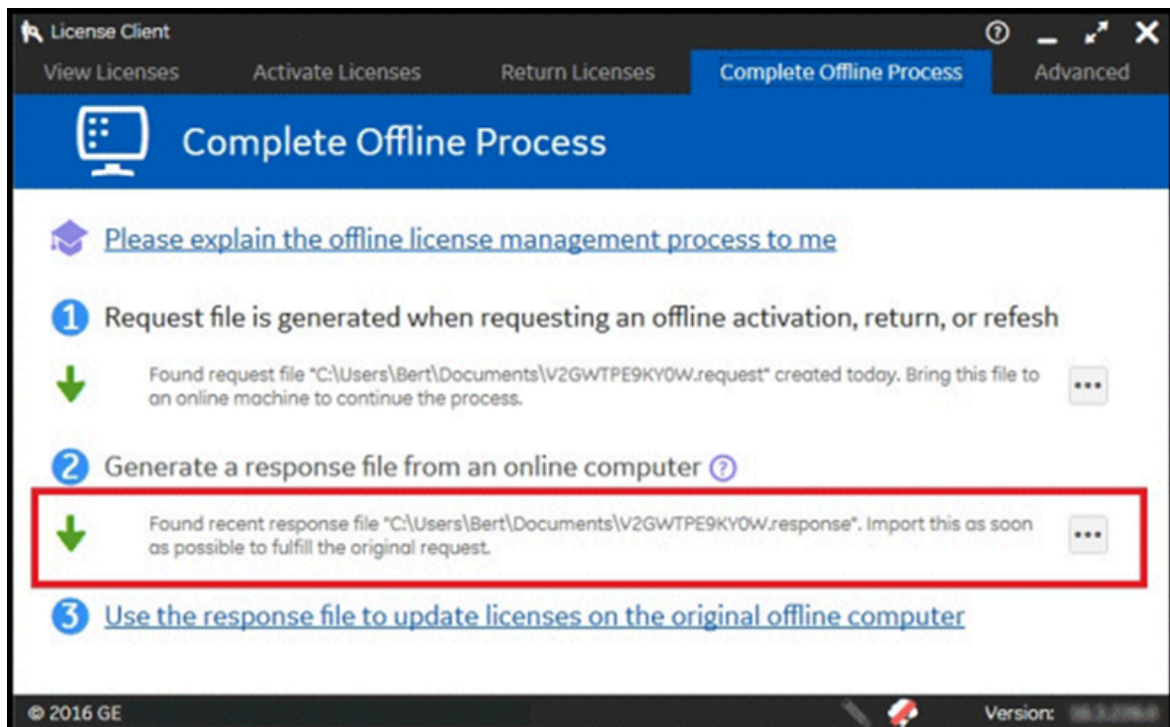
**Note:**

The response file expires 24 hours after being created. The application indicates the time remaining before the response file expires.

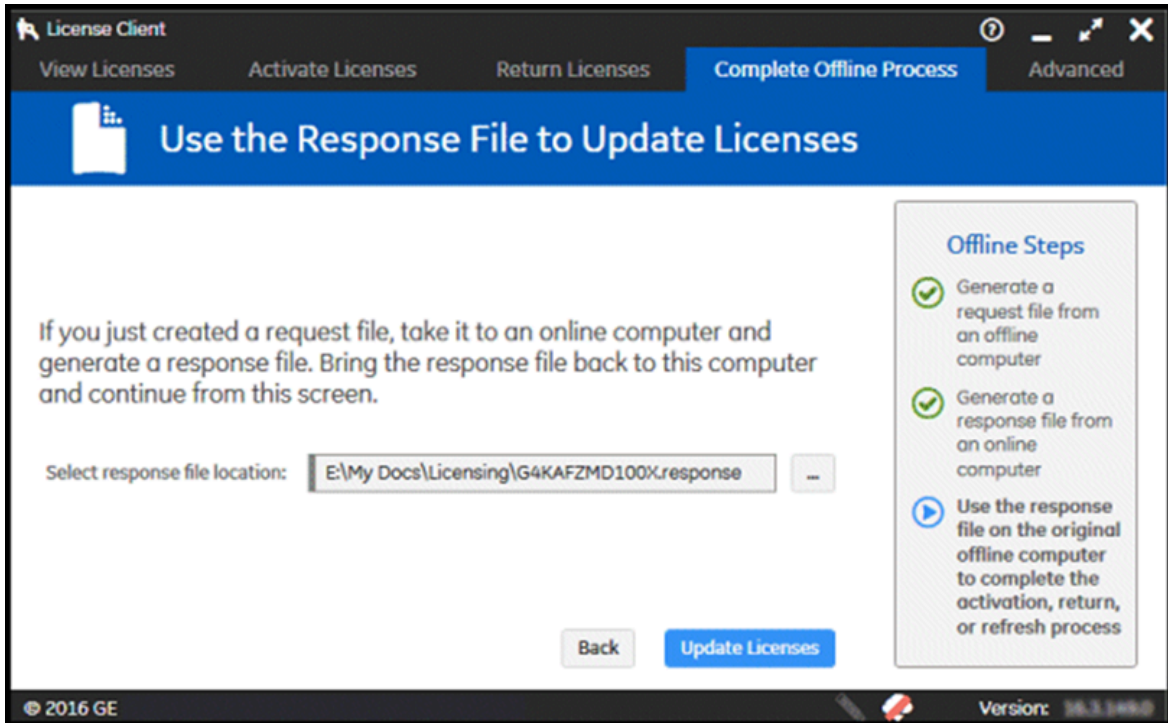
Activating Licenses

After generating a request file from your offline computer and a response file from an online computer, you can activate licenses on the offline computer.

1. On the **Complete Offline Process** page, select **Use the response file to update licenses on the original offline computer**.



The **Use the Response File to Update Licenses** page appears.



2. If necessary, insert the media device with the response file into the computer.
3. Browse to the location of the response file, and select the file.
4. Select **Update Licenses**.



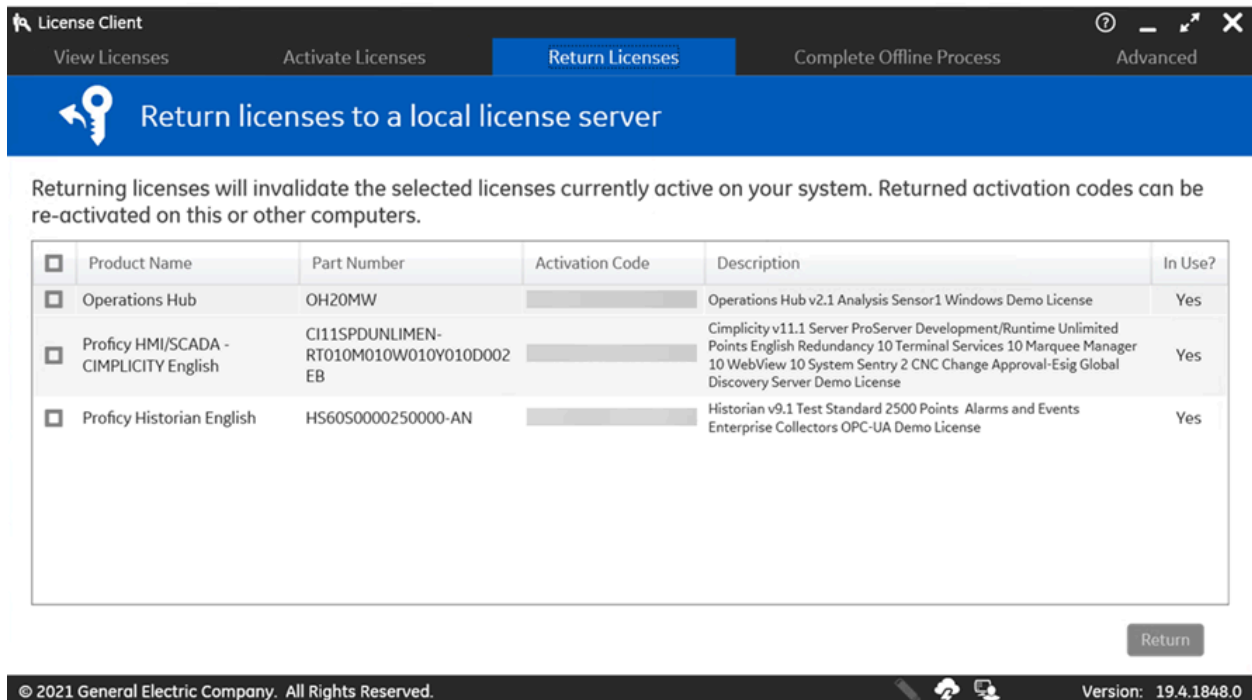
Note:

After the response file is imported, the response file extension is modified to "response_imported".

Chapter 5. Return Licenses

You can return your licenses for time being and re-activate them later. You can also re-activate your licenses on a different computer using License Client.

The **Return Licenses** tab in License Client is used to return licenses from your computer (physical machine or virtual machine).



Following are the steps for returning your licenses if your computer is connected to a Local License Server, or to the GE Cloud License Server, or a computer with a GE USB hardware key:

1. In License Client, select **Return Licenses**.
2. The return licenses server page displays information for each license on your computer.
3. Select the check box for each license to return, and then select **Return**.



Note:

The **Activate Licenses** tab appears, indicating that licenses have been successfully returned to your respective license server.

Following are the steps for returning your licenses if your computer is offline, that is your computer is not connected to the internet:

1. Generate a request file from the offline computer. Send the request file to the online computer.
2. From an online computer, send the request file to the GE cloud license server and generate a response file.
3. Send the response file to the offline computer and return the licenses.

Generating a Request File



Note:

Generate a request file from an online computer before returning licenses from an offline computer.

1. On the offline computer, in License Client, select the **Return Licenses** tab. The License Client detects that the client computer is not connected to the internet.
2. The **Generate a Request File to return licenses** page appears.
3. Select the licenses to be returned.
4. Browse the location where you want to save the request file.
5. Save the license request file to a device or network drive that can be accessed by the online computer.
6. If you are using a portable media device, remove it and return to the online computer.

Generating a Response File



Note:

Generate a response file from an online computer before returning licenses from an offline computer.

1. Select **Complete Offline Process**. The **Complete Offline Process** page appears. A message appears indicating the response file location and when it expires.
2. Select **Generate a response file from an online computer**. The **Generate a Response File** page appears.
3. If necessary, insert the media device into the computer.
4. Select the request file(s) and response folder location, then select **Generate File**. The response file is generated and saved to the specified location on a media device or network drive that can be accessed by the offline computer.

**Note:**

The response file expires 24 hours after being created. The application indicates the time remaining before the response file expires.

5. If you are using a portable media device to store the response file, remove it and return to the offline computer.

Returning a License

After generating a request file from your offline computer and a response file from an online computer, you can return licenses from the offline computer.

1. On the **Complete Offline Process** page, select **Use the response file to update licenses on the original offline computer**. The **Use the Response File to Update Licenses** page appears.
2. If necessary, insert the media device with the response file into the computer.
3. Browse the location of the response file, and select the file.
4. Select **Return License**.

**Note:**

After the response file is imported, the response file extension is modified to "response_imported".

Chapter 6. Reconcile Device ID Changes

If your device ID changes, you may face some issues with your GE product licenses. You must perform the reconcile operation to make your device ID tolerant against any further changes to the device ID.

Follow the below important notes on Common Licensing software version requirements.



Note:

- If you are installing Common Licensing software for the first time in your computer, then your device ID will be tolerant when you install Common Licensing version 19.4 or higher and reconcile operation is not required.
- If you are already using Common Licensing software in your computer, you must upgrade to Common Licensing version 19.4 or higher, and run the reconcile operation to make your device ID tolerant.

The reconcile operation is required to:

- Avoid any license issues when the device ID changes
- Run your activated licenses seamlessly and more efficiently.



Note:

Perform the reconcile operation, to ensure your device ID is tolerant even if your computer device ID is intact and not changed.

Before you begin with your reconcile operation:

- You must not use the GE products while reconciling the device ID.
- If you are not connected to GE Cloud Server, you must return the existing licenses offline before the reconcile operation. However, if you are connected to GE Cloud Server, the existing licenses are automatically returned when you reconcile the device ID.

Following are the steps for reconciliation of your device ID with new tolerant device ID:

1. In License Client, select **View Licenses** tab. The activated licenses are already mapped to 12 characters device ID.

The screenshot shows the 'View Licenses' tab in the License Client application. The interface displays the following information:

- Customer Service Number:** 10413900
- Device Id:** VW32BCK0600M (highlighted with a red box)
- Creation Date:** 22 Apr 2015
- Lease Expiration Date:** 28 Sep 2021
- License Source:** GE Software License
- License Type:** Leased

The 'Your Licensed Products' section lists the following products:

- CIMPLICITY
- Global Discovery Server
- Historian
- Historian For SCADA
- Operations Hub

The 'License Information' section for CIMPLICITY includes the following details:

- License Expiration: No Expiration
- Number of Licensed Points: Unlimited
- Number of CNC Connections: 2
- Number of System Sentry Nodes: 11
- Number of WebView Connections: 11
- Number of Terminal Server Connections: 11
- Number of ThinView Connections: 0
- Number of GlobalView Connections: 0

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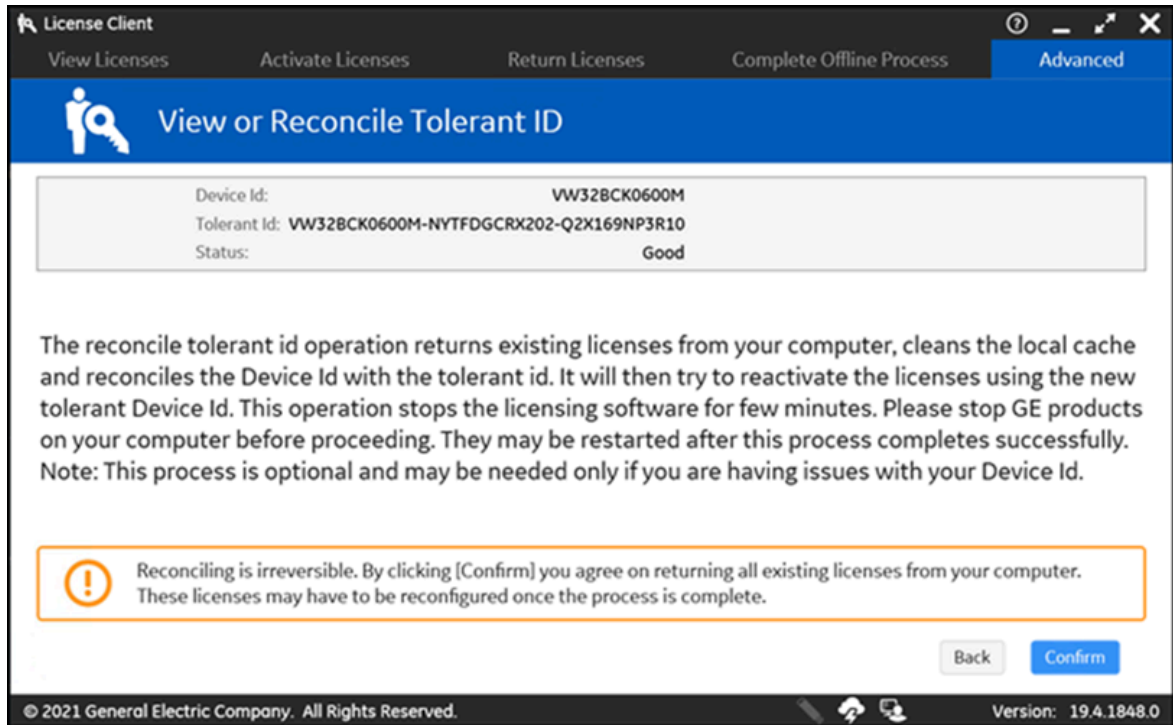
2. Select **Advanced** tab, and then select **View or Reconcile Tolerant Device ID**.

The screenshot shows the 'Advanced' tab in the License Client application. The interface displays a list of actions:

- 1 Refresh existing licenses on this computer
- 2 Clean license information on this computer
- 3 Update application settings
- 4 Download the latest License Client
- 5 Create reports
- 6 Re-flash non-configurable USB Hardware Key ?
- 7 View or Reconcile Tolerant Device ID (highlighted with a red box)

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3. Select the **Confirm** button to start your reconciling operation.



Note:

After the reconcile operation, the 12 characters of existing device ID will change to 36 characters. This ID is the new Tolerant ID.

In the **View Licenses** tab, you will see that your licenses are still valid and are now mapped to 36 characters device ID.

License Client
? - ↗ ✕

View Licenses
Activate Licenses
Return Licenses
Complete Offline Process
Advanced

GE Intelligent Plat licenses on this computer

Customer Service Number: **10413900**

Device Id: **VW32BCK0600M-NYTFDGCXR202-Q2X169NP3R10**

Creation Date: **22 Apr 2015**

Lease Expiration Date: **28 Sep 2021**

License Source: **GE Software License**

License Type: **Leased**

Your Licensed Products

CIMPLICITY

Global Discovery Server

Historian

Historian For SCADA

Operations Hub

✔ Show All Products

License Information Refresh Data

CIMPLICITY

Cimplicity v11.1 Server ProServer Development/Runtime Unlimited Points
English Redundancy 10 Terminal Services 10 Marquee Manager 10 WebView
10 System Sentry 2 CNC Change Approval-Esig Global Discovery Server
Demo License

License Expiration	No Expiration
Number of Licensed Points	Unlimited
Number of CNC Connections	2
Number of System Sentry Nodes	11
Number of WebView Connections	11
Number of Terminal Server Connections	11
Number of ThinView Connections	0

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