

GE Digital

Activating Licenses Offline Using the GE Digital Cloud License Server

October 2016



Introduction

This document is an introduction to activating licenses offline using the GE Digital Cloud License Server.

In this example, the computer with the GE software to be licensed is not connected to the Internet. A portable media device will be used to transfer necessary authorization files between the offline PC and a PC that is online with connection to the cloud. The same PC is used for online and offline in this example (same Computer ID).

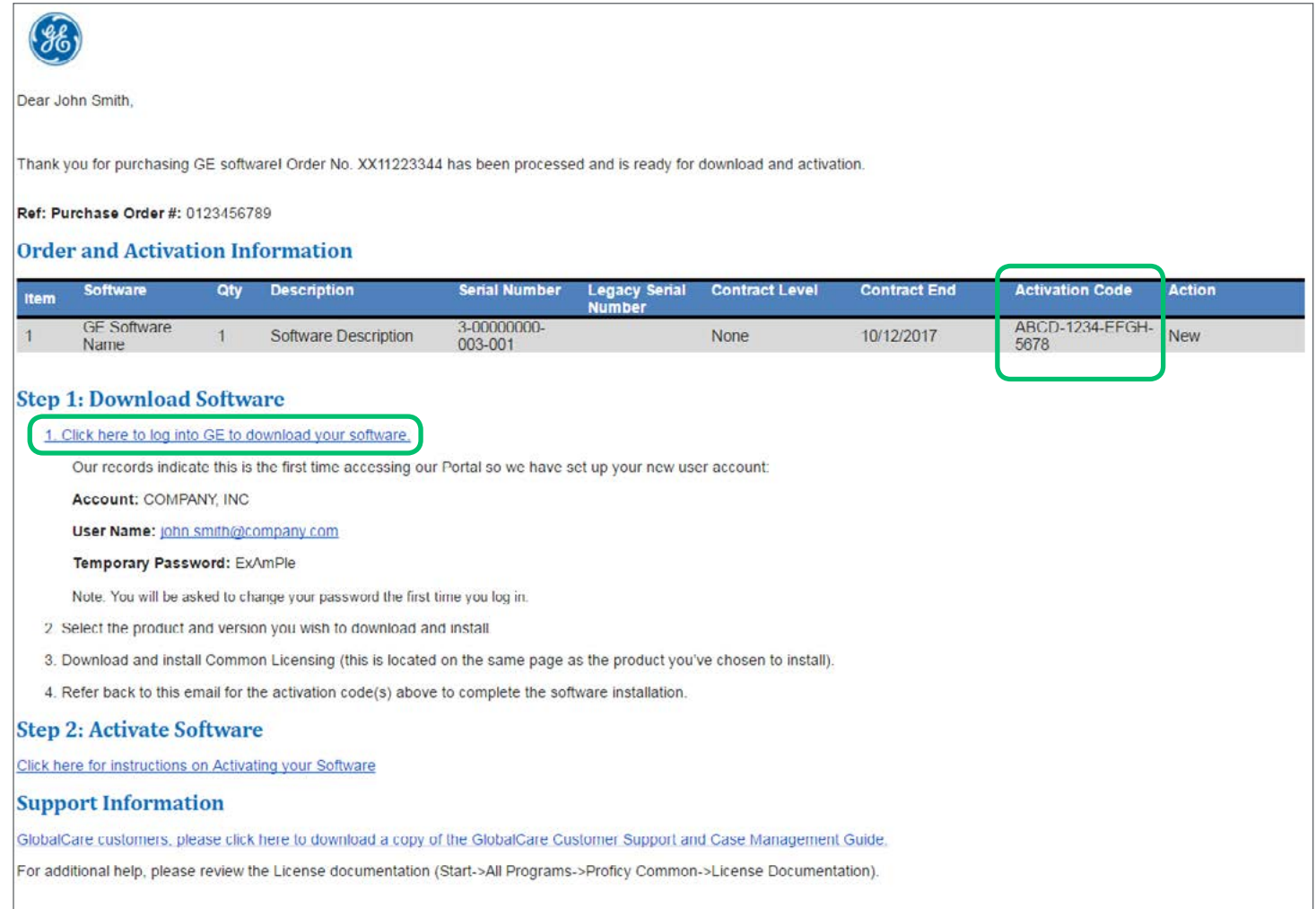
Common Licensing version 17.2.910.0*


* Common Licensing verbiage on screen may differ slightly from the graphics pictured in this document, depending on the Common Licensing software version currently available for download. All instructions are still valid and accurate.



Ensure that you have installed and are running the latest Common Licensing software. The link to this is https://ge-ip.force.com/communities/en_US/Download/Proficy-Licensing-Installer-DN

When the customer order is placed or processed through the ERP system, you will receive an email. Click on the **download your software** link. Also take note of the **Activation Code**.





Dear John Smith,

Thank you for purchasing GE software! Order No. XX11223344 has been processed and is ready for download and activation.

Ref: Purchase Order #: 0123456789

Order and Activation Information

Item	Software	Qty	Description	Serial Number	Legacy Serial Number	Contract Level	Contract End	Activation Code	Action
1	GE Software Name	1	Software Description	3-00000000-003-001		None	10/12/2017	ABCD-1234-EFGH-5678	New

Step 1: Download Software

[1. Click here to log into GE to download your software.](#)

Our records indicate this is the first time accessing our Portal so we have set up your new user account:

Account: COMPANY, INC
User Name: john.smith@company.com
Temporary Password: ExAmPle

Note: You will be asked to change your password the first time you log in.

2. Select the product and version you wish to download and install.
3. Download and install Common Licensing (this is located on the same page as the product you've chosen to install).
4. Refer back to this email for the activation code(s) above to complete the software installation.

Step 2: Activate Software

[Click here for instructions on Activating your Software](#)

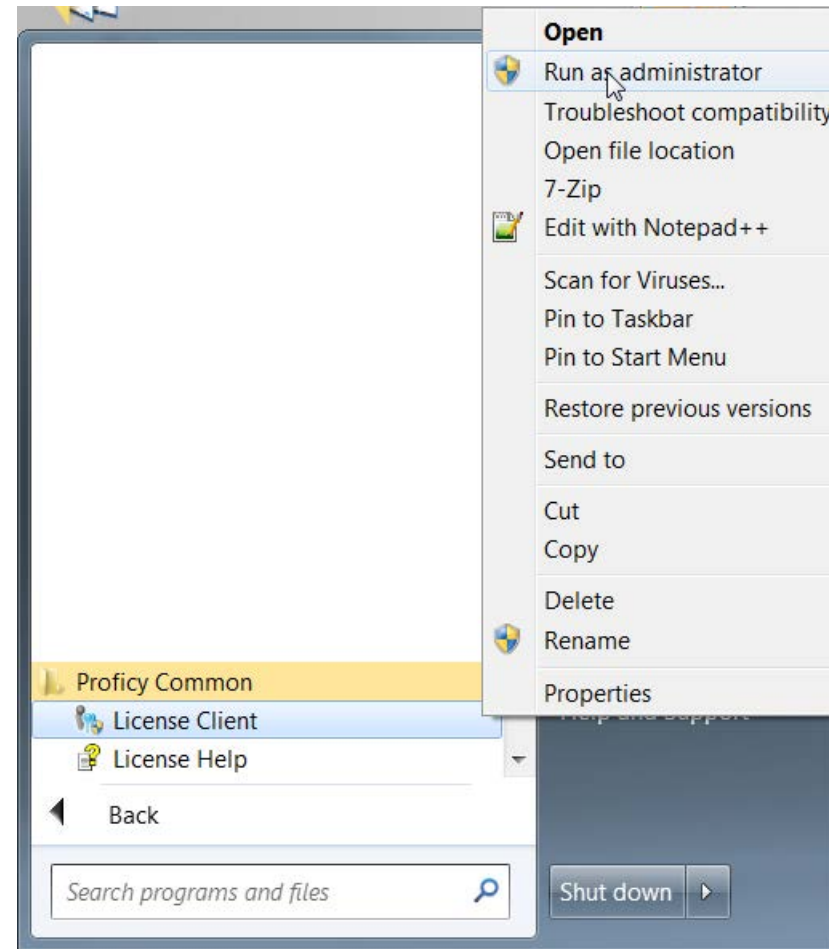
Support Information

GlobalCare customers, please click here to download a copy of the GlobalCare Customer Support and Case Management Guide.

For additional help, please review the License documentation (Start->All Programs->Proficy Common->License Documentation).



From the offline computer, start the License Client by going to **Start-> All Programs-> Proficy Common-> License Client** (right click and run as administrator). Acknowledge any User Access Control prompts.

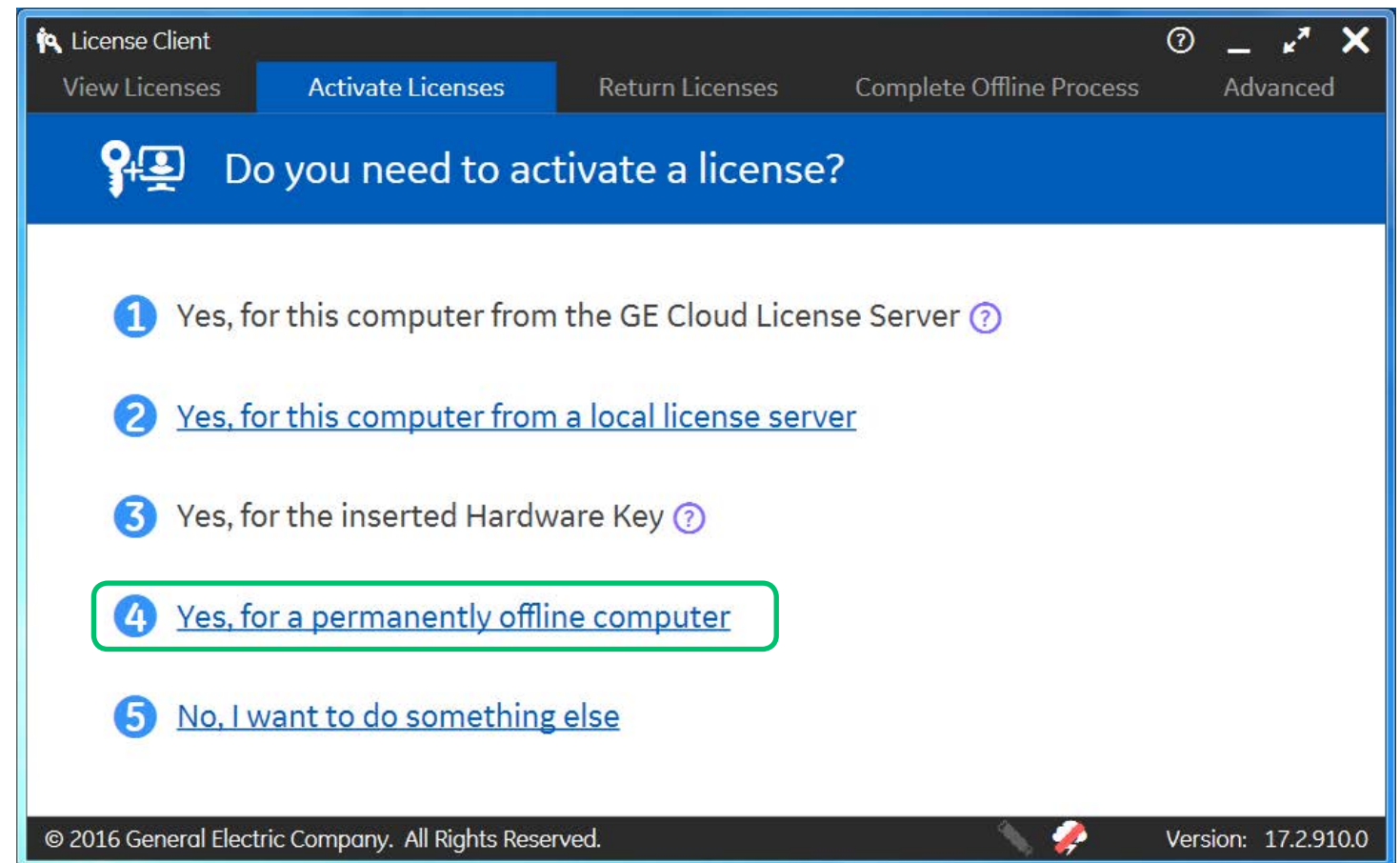


The Activate Licenses tab enables you to activate licenses on client computers that are not connected to the internet.

Activating licenses on client computers that are not connected to the internet entails a three-step process (not including preliminary configuration steps):

1. From the client computer that is not connected to the internet, generate a request file.
2. From a computer that is connected to the internet, generate a response file.
3. On the client computer that is not connected to the internet, import the response file and then activate the licenses.

Next, click on **Option 4** from the Activate Licenses screen (the cloud symbol in the footer with a red slash indicates that there is no connection to the internet).

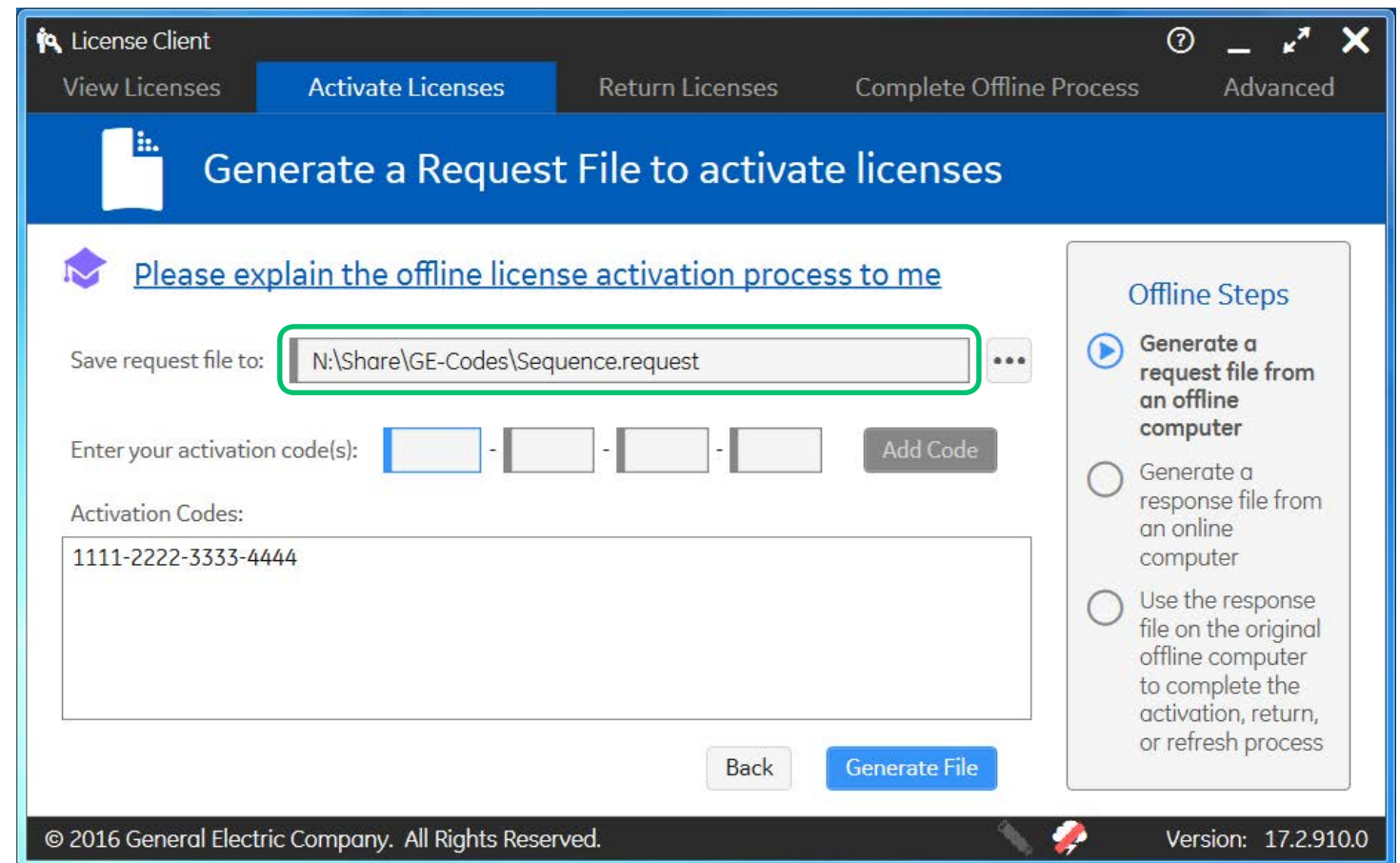


The **Generate a Request File to activate licenses** page appears as shown:

Browse to the media device or network location where you want to save the request file. The computer's name is used by default as the request file's name. You can edit the default alphanumeric string to use a meaningful or recognizable name of your choice **for the request file**. The above illustration uses a network share.

Enter each activation code and click Add Code to add it to the Activation Codes area. (The activation codes can be found in the email you received from GE.)

Click Generate File to create and save a request file to the specified location.

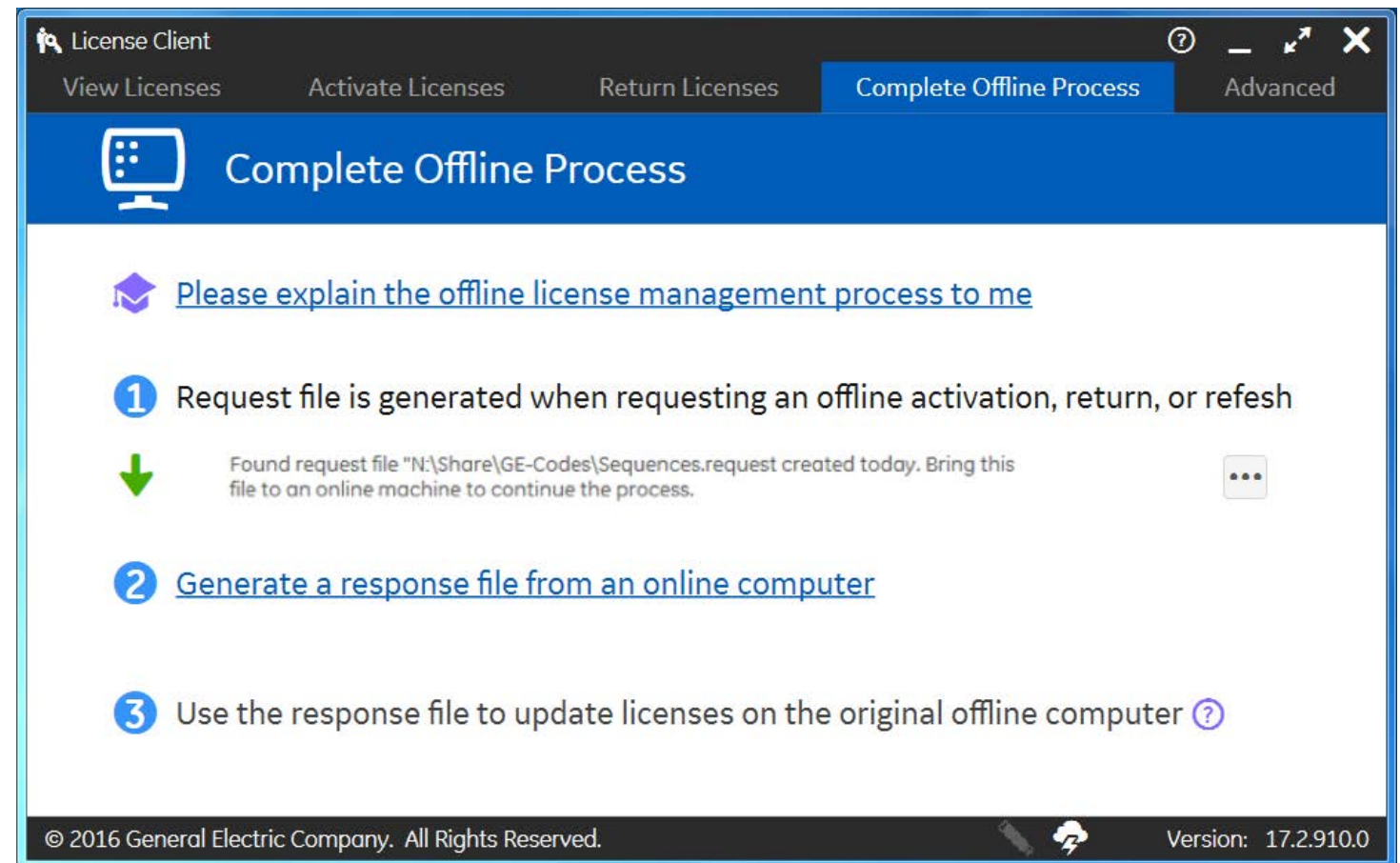


The Complete Offline Process page appears.

A message indicates the request file location and how long ago it was created. No further input on this page is required at this time.

Leave the License Client application running while you complete the next steps.

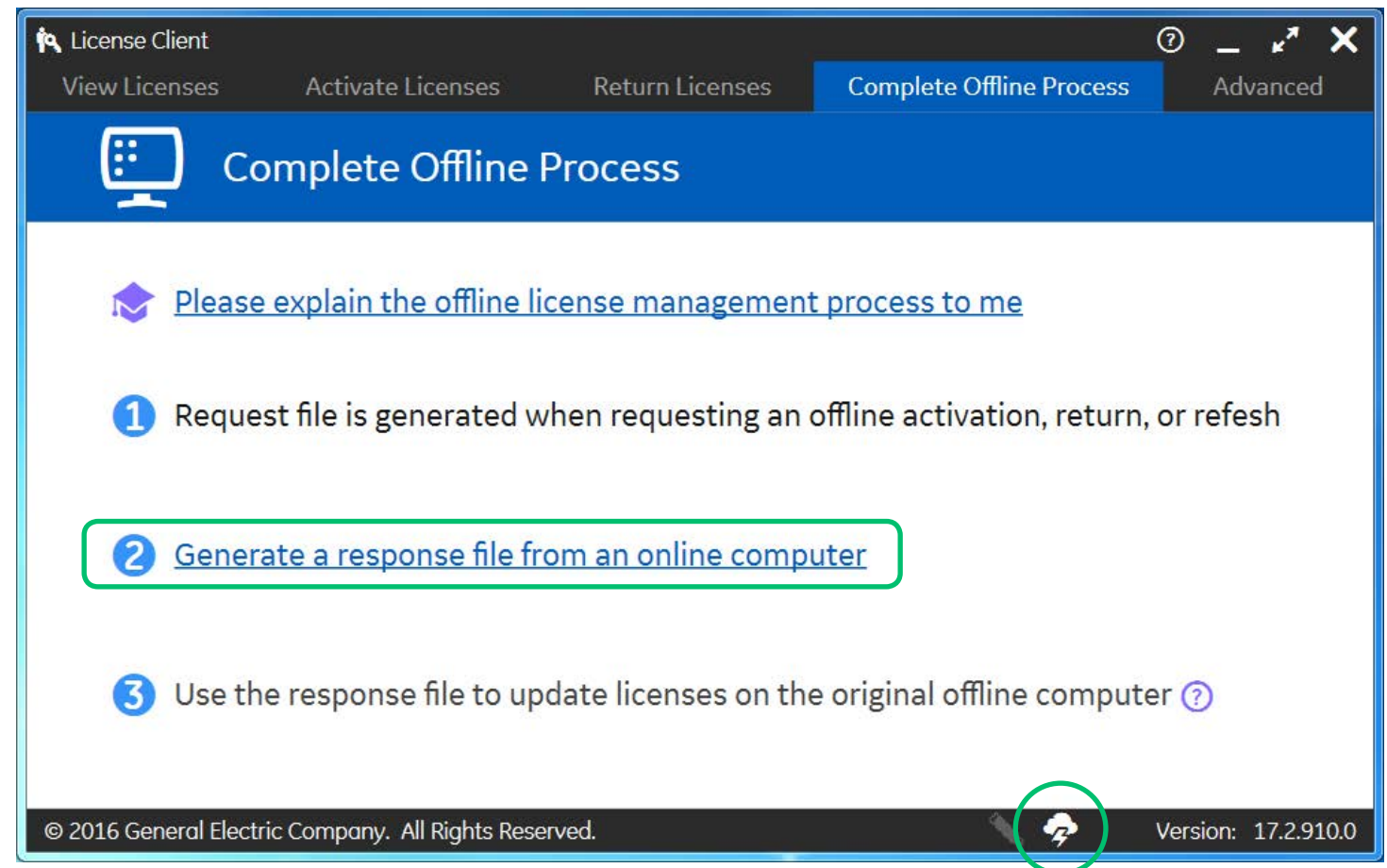
If you are using a portable media device, remove it and go to the online computer with a connection to the GE Digital Cloud License Server (cloud icon) and plug in the media.



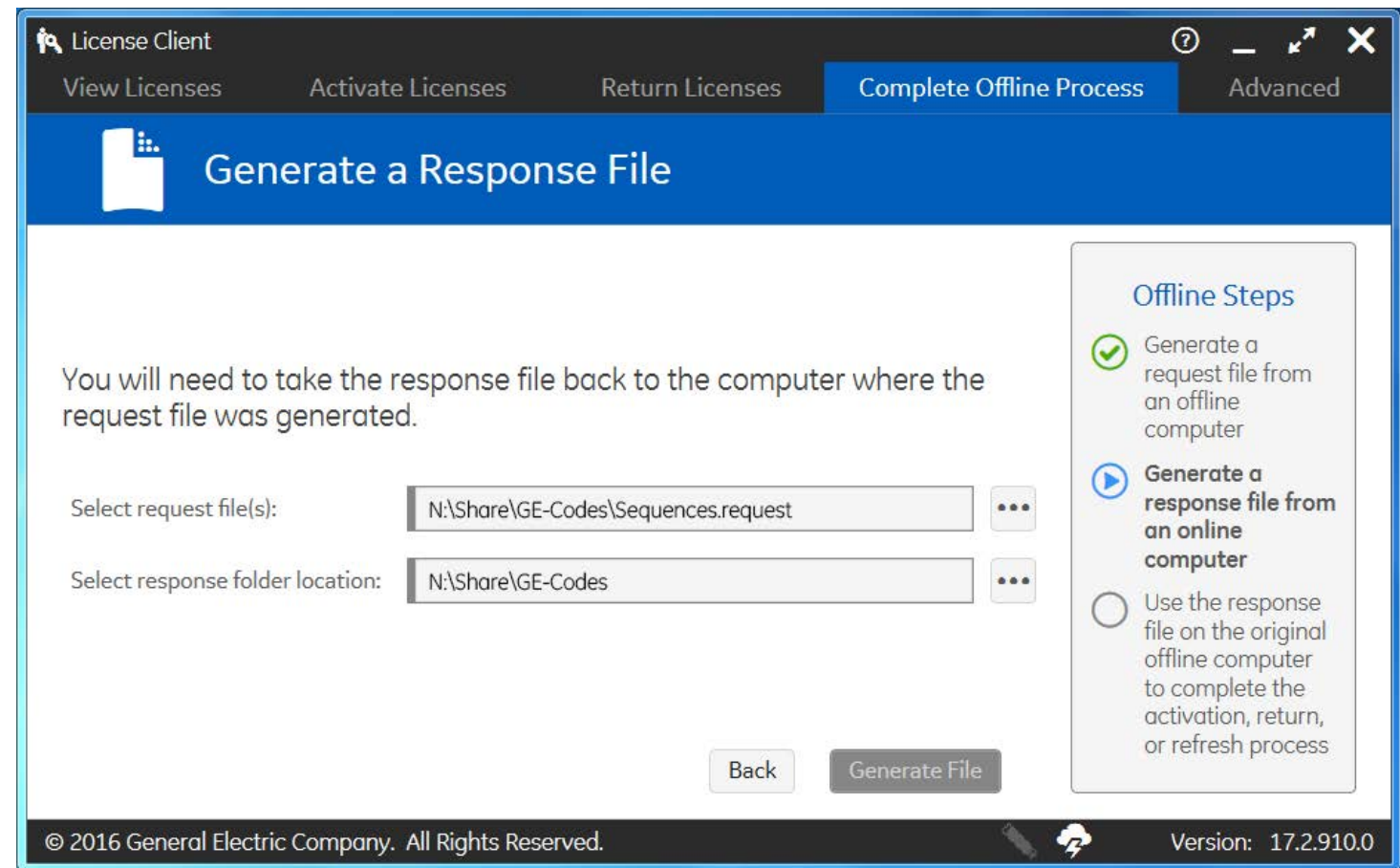
Next we generate a license response file.

Open the License Client application from the online computer. Start the License Client by going to **Start-> All Programs-> Proficy Common-> License Client** (right click and run as administrator). Acknowledge any User Access Control prompts.

Click the Complete Offline Process page and select **Option 2:** “Generate a response file from an online computer”.



The illustration below shows the results after navigating to the request file and clicking **Open**. The response file will be created in the same folder location as the request file. You can specify a different location if desired. Press **Generate File**.



The **Complete Offline Process** page appears.

A message indicates the response file expires 24 hours after being created. No further input on this page is required at this time.

License Client

View Licenses Activate Licenses Return Licenses **Complete Offline Process** Advanced

Complete Offline Process

[Please explain the offline license management process to me](#)

- 1 Request file is generated when requesting an offline activation, return, or refresh
Found request file "N:\Share\GE-Codes\Sequences.request" created today.
- 2 [Generate a response file from an online computer](#)
Found response file "N:\Share\GE-Codes\Sequences.response" expiring in 23h 59m.
Bring it back to the offline computer as soon as possible to fulfill the original request.
- 3 Use the response file to update licenses on the original offline computer

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Next we work with the **Response File**.
Go back to the License Client application on the offline computer that is not connected to the internet or GE Digital Cloud License Server.

The **Offline Activation Process** screen should still be up. Choose **Option 3: Use the Response File to Activate Licenses on the original offline computer** option to import the **response** file generated on the internet connected computer. The following illustration is the result of navigating to the response file.

Press **Update Licenses**. The **View Licenses** screen is displayed with your license information.

This concludes the introduction to activating licenses offline using GE Digital Cloud License Server.

