

# Software installation and licensing guide.

What options do I have for  
licensing my products?

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## 1. What Choices Do I Have for Licensing My Products?

When purchasing a Tekla Engineering Product you can choose one of three methods for licensing your software:

- **Server Locked**  
Share licenses from a central server in one country (Domestic) or globally (Enterprise). Licenses can also be commuted locally for a limited time period.
- **Local Computer Locked**  
Licenses are locked to a single computer
- **USB Key Locked**  
Licenses are locked to a USB Key which can be quickly transferred to another computer.  
**Note:** New USB Key licenses are no longer available however if you are an existing user you may continue to use your USB Key

### 1.1 Licensed Features

When a product is activated the licenses required to use that product will be installed onto your computer or server, each product typically requires more than one license to run. Each license enables a specific feature or feature(s) of the product to be used.

### 1.2 Minimum Operating Systems Supported:

For the client PC the following operating systems are supported:

- Windows 8.1
- Windows 7 (SP1)
- Windows Vista (SP2)

For Server Locked licensing you will require a Windows based Server where the License Server software can be installed. This software is responsible for issuing licenses to the client PC's and when they are required. For the license Server the following operating systems are supported:

- Windows Server 2012 R2 Update
- Windows Server 2008 R2 (SP1)
- Windows 8.1
- Windows 7 (SP1)
- Windows Vista (SP2)

## 2. How do I install my products?

### 2.1 If you have Local Computer or USB Key Locked Licensing

1. Insert the installation CD at the PC where you intend to use the products, or run the product installation file that you have downloaded from Tekla.
2. Follow the on screen prompts and select the appropriate:
  - Region
  - Product features you have purchased
  - Licensing method – Server, Computer Locked or USB Key Locked
3. Once the installation is complete the Update Service will perform a check to see if any new updates are available.
4. You can now launch your products and activate your licenses.

### 2.2 If you have Server Locked Licensing

If you have purchased Server licensing you first need to install the License Server on a computer that you want to act as your license server. If you do not have a separate computer which will act as the license server or your computer is not connected to a network then the license server software can be installed on the same computer as the application software.

#### 2.2.1 At the Server

1. Insert the License Server installation CD at the server, or run the License Server installation file that you have downloaded from Tekla.
2. Follow the on-screen prompts to install the 'License Server' and 'License Server Manager'
3. You can now launch the License Server Manager and activate your licenses.

If you cannot find the License Server CD you can install these programs by running 'Setup Licensing' from the root of the main product installation CD.

#### 2.2.2 At the Client PCs

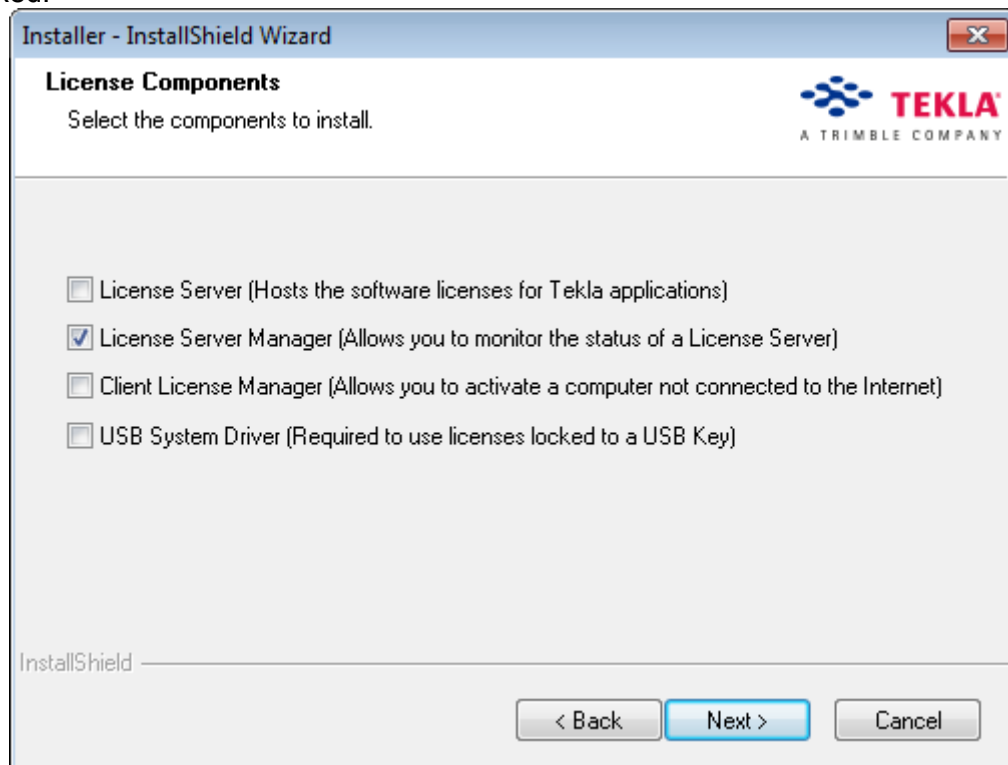
1. Insert the installation CD or run the downloaded product installation file.
2. Follow the on screen prompts and select the appropriate:
  - Region
  - Product features you have purchased
  - Licensing method you have purchased – Server Locked
  - Enter the Name or IP address of your License Server, if you have installed the license server on the same computer as the application software enter "Localhost".

3. Once the installation is complete the Update Service will perform a check to see if any new updates are available.
4. You can now launch your products.

### 2.3 How do I ensure compatibility with software from other vendors when using Server Locked Licensing?

The License Server software uses a 3rd party licensing system "**SafeNet Sentinel RMS**" which may also be used by software you already have installed from other vendors (e.g. RISA). Installing the License Server software will install the latest version of Sentinel RMS which may not be compatible with your existing software. To avoid compatibility issues with other software we recommend that the License Server is installed on a computer that does not already have SafeNet RMS installed. If you would prefer to use a single SafeNet Sentinel RMS license server to host licenses for software from different vendors that license server must have the latest version of Sentinel RMS installed to ensure compatibility with Tekla software. Please contact other vendors for more information on whether their products are compatible with the latest version of Sentinel RMS.

If you are installing the License Server software on a computer that has an existing version of Sentinel RMS installed that must be maintained for software from other vendors (e.g. RISA), during the installation of the License Server when you are asked which license components you want to install make sure that the option "License Server (Hosts the software licenses for Tekla Structural applications)" is **NOT** checked.



## 3. What Do I Need in Order to Activate my Product?

To activate your Tekla product you will need to enter a **Product Activation Key (PAK)** which you should have received by email.

### 3.1 What do I do if I Cannot Find my PAK?

#### 3.1.1 To Request a PAK

Install and launch your product which will automatically show the License Manager. Select the 'Support' option and follow the on screen prompts to request support from Tekla.

## 3.2 License Activation Server

Your PAK needs to be validated by the Activation Server so you will need Internet access, ideally on the computer where you want to run the software or your server.

### 3.2.1 Firewalls

If your computer or network has any form of firewall (software or hardware) to control internet access this may block communication between the client computer and the License Activation Server.

- The address of the activation server is "activate.tekla.com"
- The outgoing connection will attempt to open a secure HTTP connection which must not be blocked by the firewall.

You may need to consult your IT administrator for further information on configuring your firewall.

#### 4. How do I Activate a Product with a Local Computer License?

Install your product, making sure that you select 'Local Computer Locked' when prompted for the License Method. Launch your product which will automatically show the License Manager. Select the Activate option and follow the on screen prompts to activate your product.

**Note:** If you do not have Internet access on your computer please read **How Do I Activate a Product on a Computer Without an Internet Connection?**

#### 5. How do I Activate a Product with a USB Key Locked License?

Install your product, making sure that you select 'USB Key Locked' when prompted for the License Method.

Attach the USB Key to your computer and launch your product which will automatically show the License Manager.

Select the Activate option and follow the on screen prompts to activate your product.

**Important:** Make sure you select the USB Key that you want your product locked to; you will not be able to change this decision once the product is activated.

**Note:** If you do not have Internet access on your computer please read **How Do I Activate a Product on a Computer Without an Internet Connection?**

##### 5.1 How Do I Use My USB Key on Another Computer?

To use your USB Key on other computers you should activate the product on each computer using the same PAK. Alternatively, after completing the first activation, you can choose the Email or Save options to create a file, which can be copied to other computers. To activate another computer run the file attached to the email or the file you saved on the other computer.

#### 6. How do I Activate a Product with a Server License?

##### 6.1 Activating the Product

At the server, launch the License Server Manager from the Windows Start menu, Start > Programs > Tekla > Structural > Licensing.

Select the Activate option and follow the on screen prompts to activate your product.

**Note:** If you do not have Internet access on your computer please read **How Do I Activate a Product on a Computer Without an Internet Connection?**

## 7. How Do I Activate a Product on a Computer Without an Internet Connection?

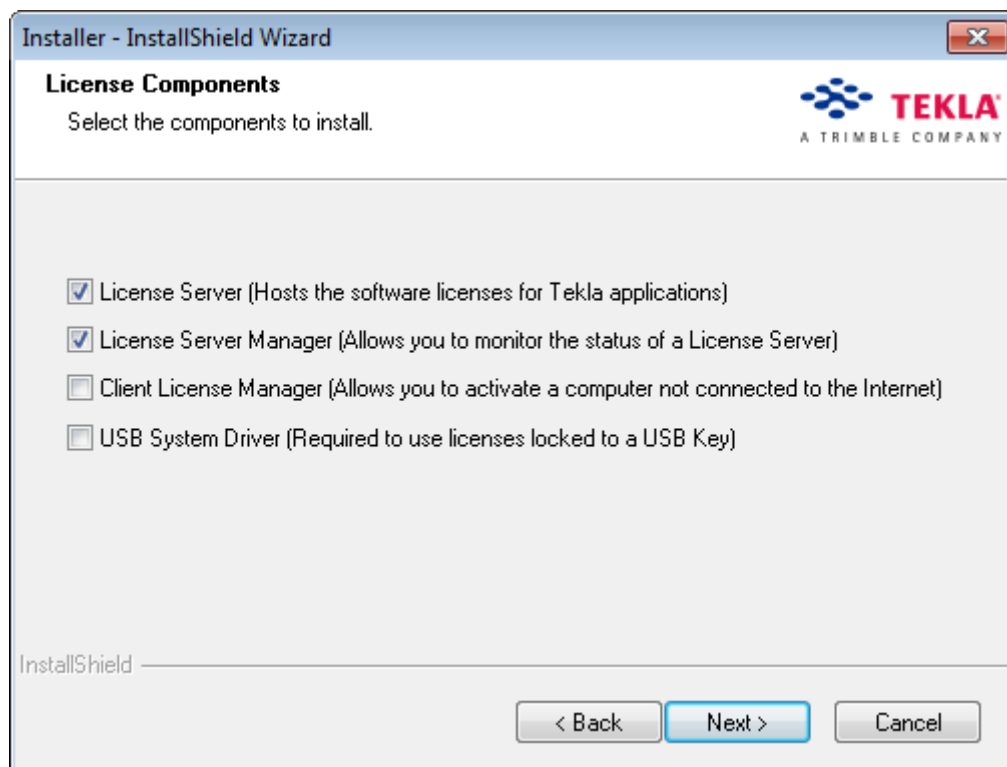
### 7.1 Local Computer Locked or USB Key Locked

If you do not have Internet access on the computer where your product is installed you can still activate that product by using another computer that does have Internet access:

- Install and launch your product which will automatically show the License Manager.
- Select the Activate option, select 'This computer – NOT connected to the Internet' and then follow the on screen prompts.

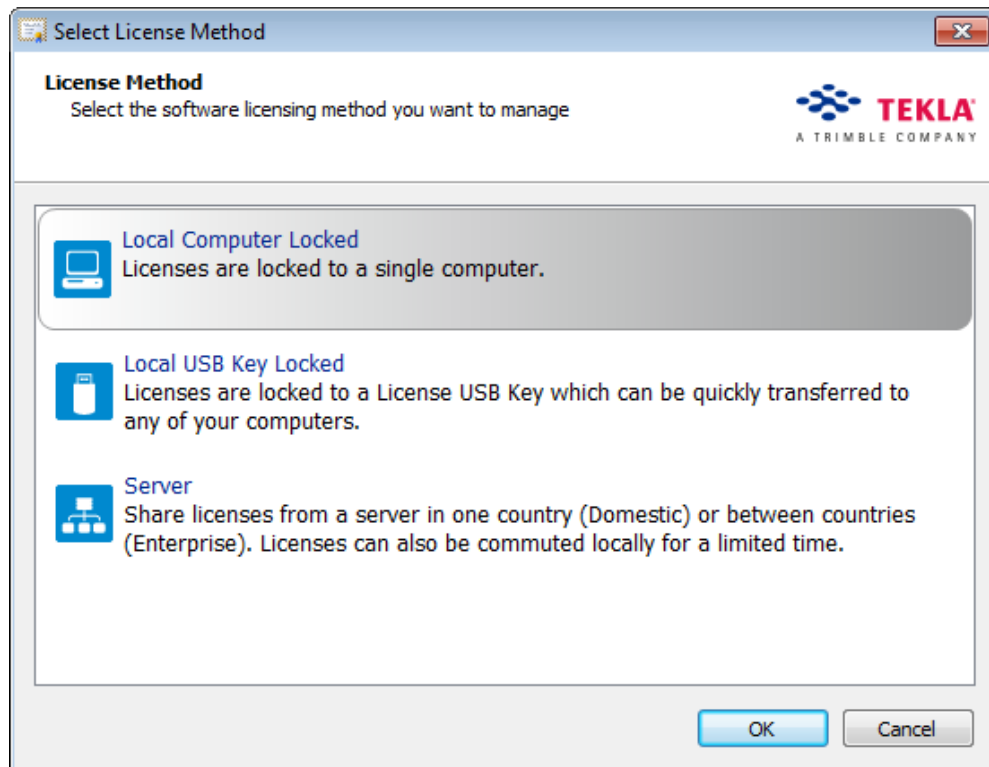
The outline steps are:

1. Make a careful note of the Lock ID of the computer or USB Key. The Lock ID is shown at the top of the License Manager dialog and is fixed for each computer or USB Key and can therefore be used when activating other Tekla products.
2. Install the Client License Manager on a computer that does have internet access, by running 'Setup License Service' from the root of your installation CD.

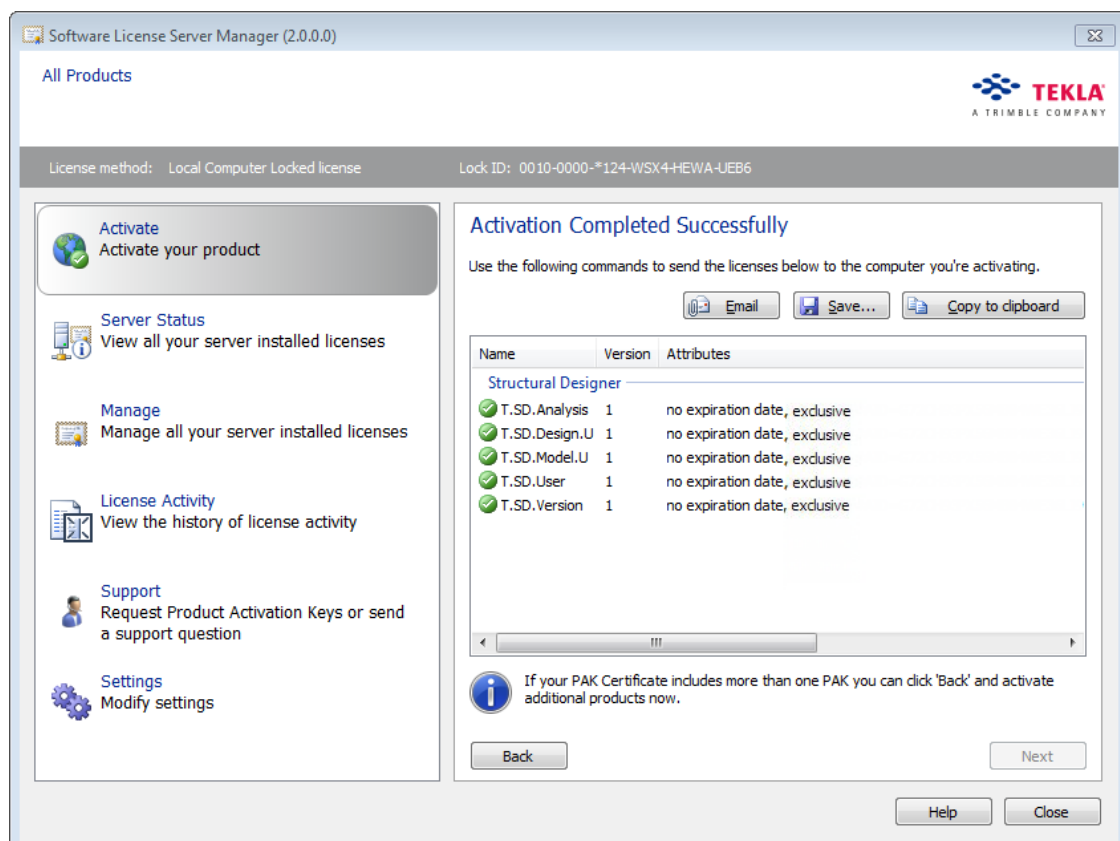


3. Launch the License Manager from Start > Programs > Tekla > Structural > Licensing
4. Choose the appropriate License Method

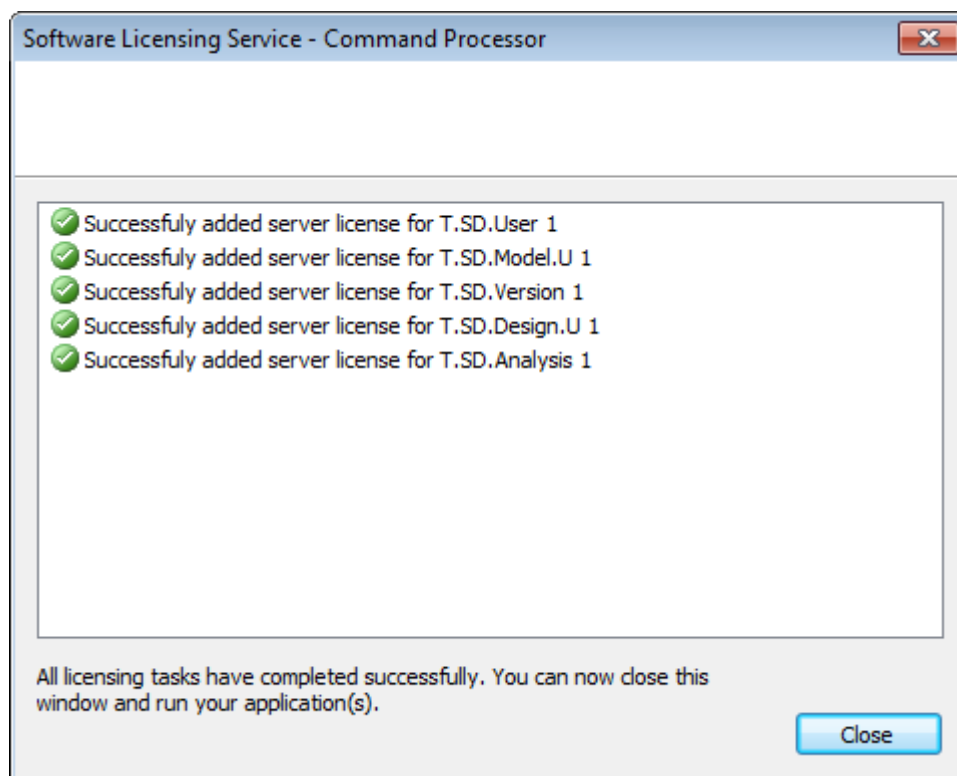
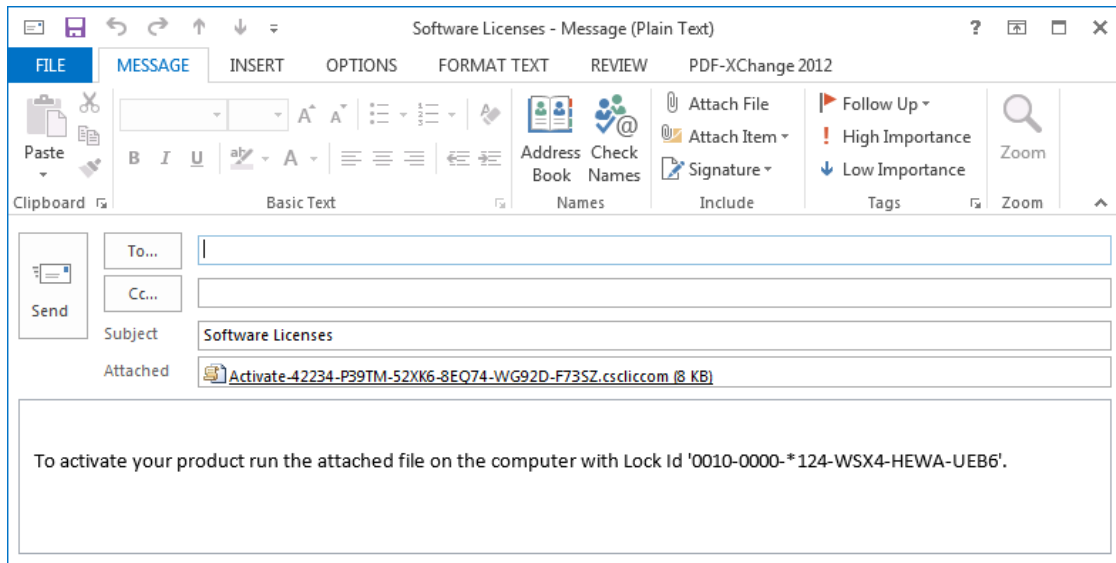




5. The License Manager dialog will be displayed. Select the 'Another computer' option.
6. Enter the PC or USB Key Lock ID that you noted in step 1 and click Next.
7. Enter your PAK and click Next
8. Choose either the Email or Save option, which will create a license command file



9. Email or copy the license command file to the other computer and double click on it to activate the license.



## 7.2 Server License

If you do not have Internet access on the server where your products are licensed you can still activate that product by using a PC that does have Internet access:

- Install the License Server Manager on the server
- Launch the License Server Manager from Start > Programs > Tekla > Structural > Licensing.
- Select the 'Server' option when prompted to 'Select License Method'
- Select Next, with 'This computer – connected to the Internet' selected and follow the on screen instructions.

The outline steps are:

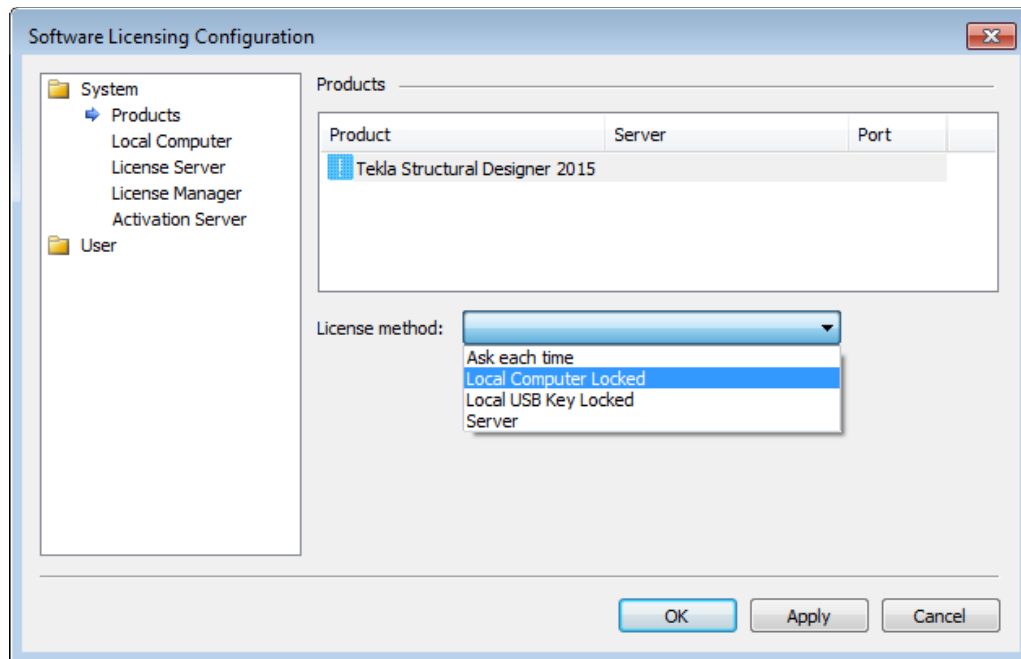
1. Make a careful note of the Lock ID which is shown at the top of the License Manager dialog. The Lock ID is fixed for server and can therefore be used when activating other Tekla products.
2. Install the Client License Server Manager on a PC that does have internet access.
3. Launch the License Server Manager from Start > Programs > Tekla > Structural > Licensing
4. Choose the Server License Method. The License Manager dialog will be displayed.
5. Select the 'Another computer' option.
6. Enter the Server Lock ID that you noted in step 1 and click Next
7. Enter your PAK and click Next
8. Choose either the Email or Save option, which will create a license command file
9. Email or copy the license command file to the server and double click on it to activate the license.

## 8. Other Licensing Tasks

### 8.1 How do I Change the License Method?

To change the license method used by a product:

1. Run the License 'System and User Settings' from the Windows Start menu, Start > Programs > Tekla > Structural > Licensing
2. Select the 'System' group and then the 'Products' item
3. Select the product you want to change
4. In the 'License method' list select the method you wish to use and click OK



### 8.2 How do I Remove Licenses?

If you have already activated a product and decide to change License Method you will need to contact Tekla to discuss your license requirements and request a new PAK. Before re-activating the product with a new License Method you must first remove the existing licenses.

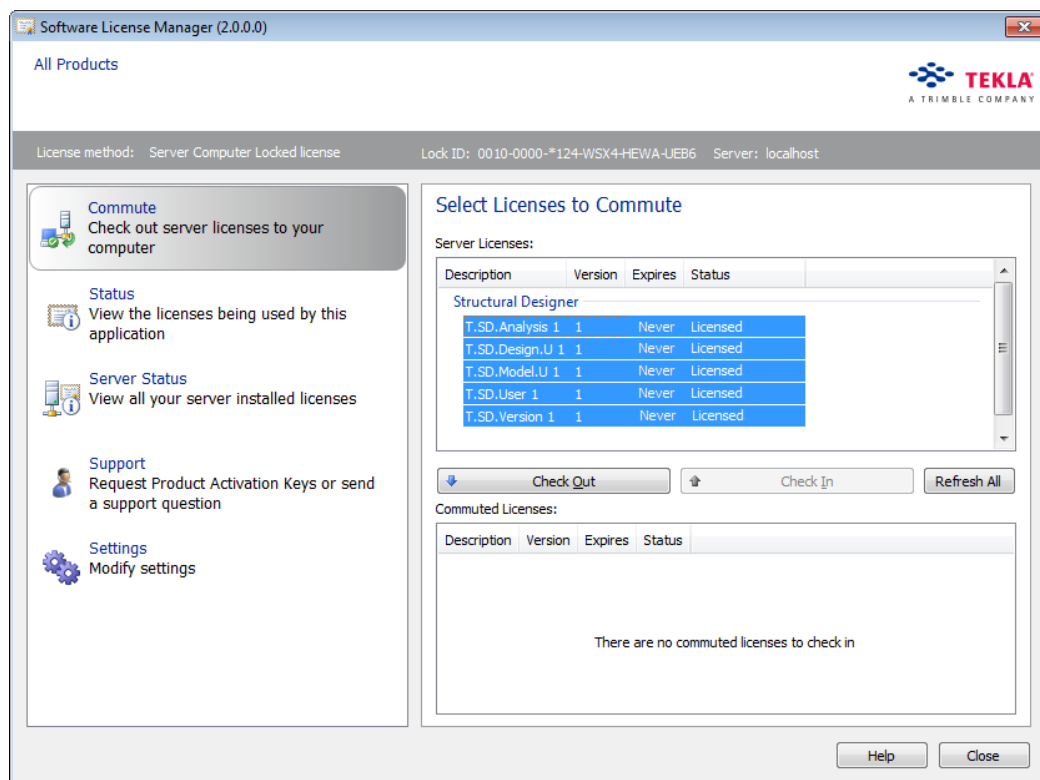
1. Run the product
2. Select 'License Manager' from the Help menu
3. Select the 'Settings' page and then click 'System and User Settings'
4. Select the 'System' group and then the 'License Manager' item
5. In the list of 'Show Actions' make sure 'Manage' is checked and then click 'OK'
6. Select the License components you need to remove and click Delete

### 8.3 How Do I Commute a Server License?

If you want to use a Server licensed product when disconnected from your network you can commute a license for a limited time period. After the limited time period has expired the license will be automatically available from your license server, or you can manually check the license back in at any time.

1. Launch your product and select License Manager from the Help menu.
2. Select the Commute option.
3. Select all of the licenses you want to commute and click 'Check Out'

**IMPORTANT NOTE: You will need to select all of the licenses needed by your product.**



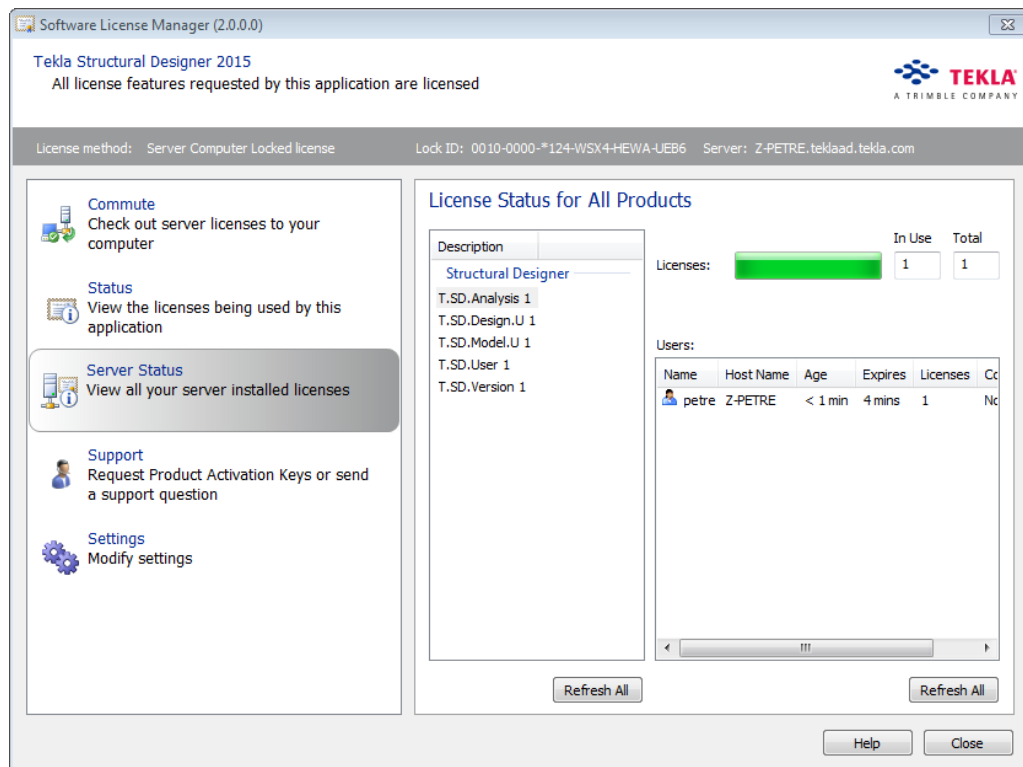
4. Select the number of days that you require the license for and click OK
5. You can now disconnect your computer from the network and continue to use your product.

To check the licenses back in early simply connect to the network, return to the same dialog, select the licenses and click Check In.

## 8.4 How Do I View the Status of Server Locked Licenses?

To see how many licenses are available and how many are currently in use:

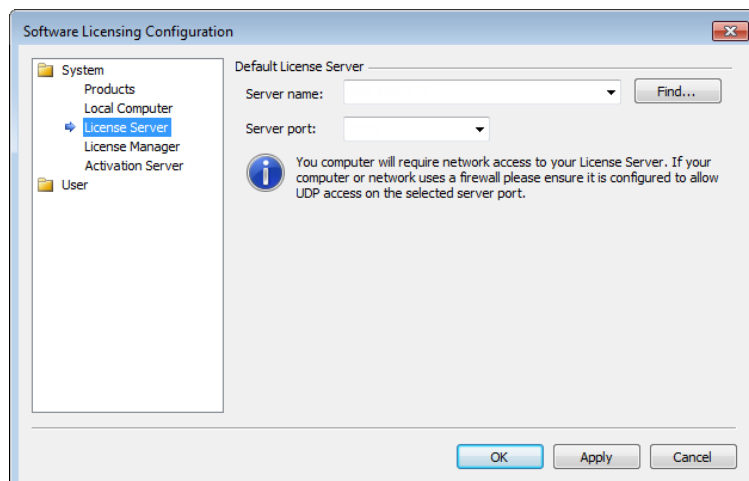
1. Open the License Manager, from the Help or Home menu within your product or from the Windows Start menu.
2. Select the 'Server Status' option



## 8.5 How Do I Change the License Server?

To change or manually specify the License Server:

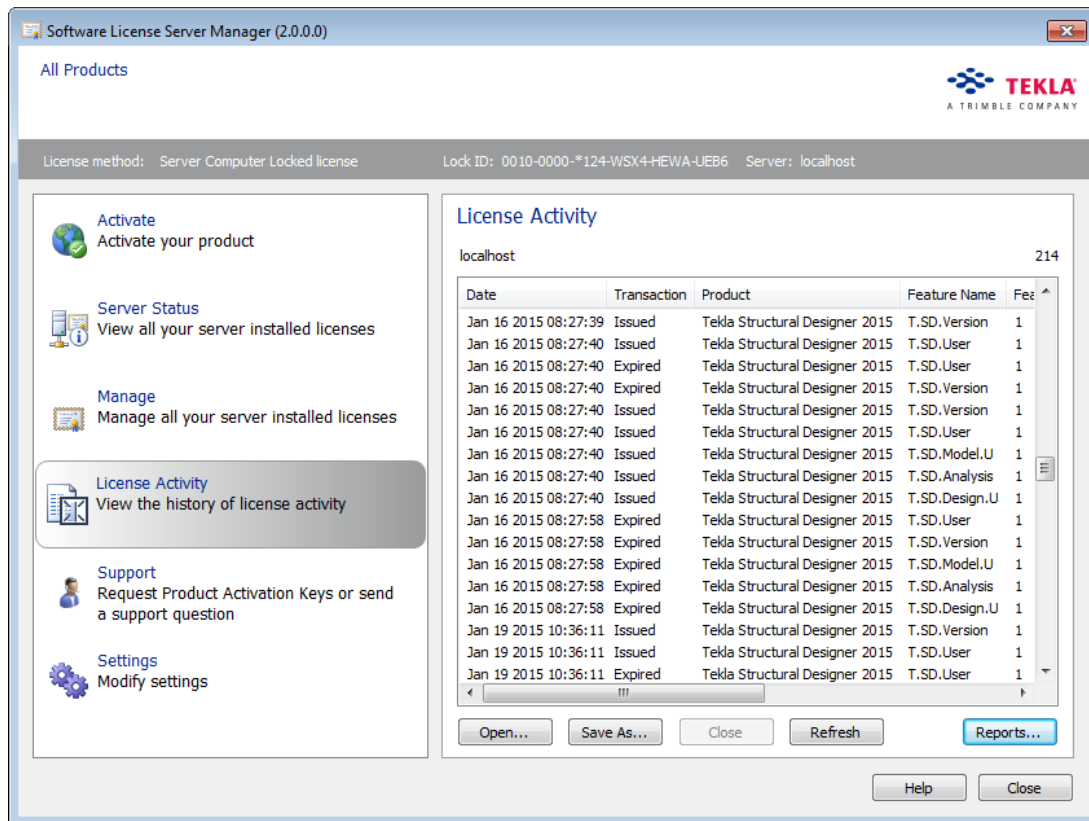
1. Run the License 'System and User Settings' from the Windows Start menu, Start > Programs > Tekla > Structural > Licensing
2. Select the 'System' group and then the 'License Server' item.
3. You can enter the Name or IP address of the server that hosts your licenses or click 'Find...' to search your network for license servers



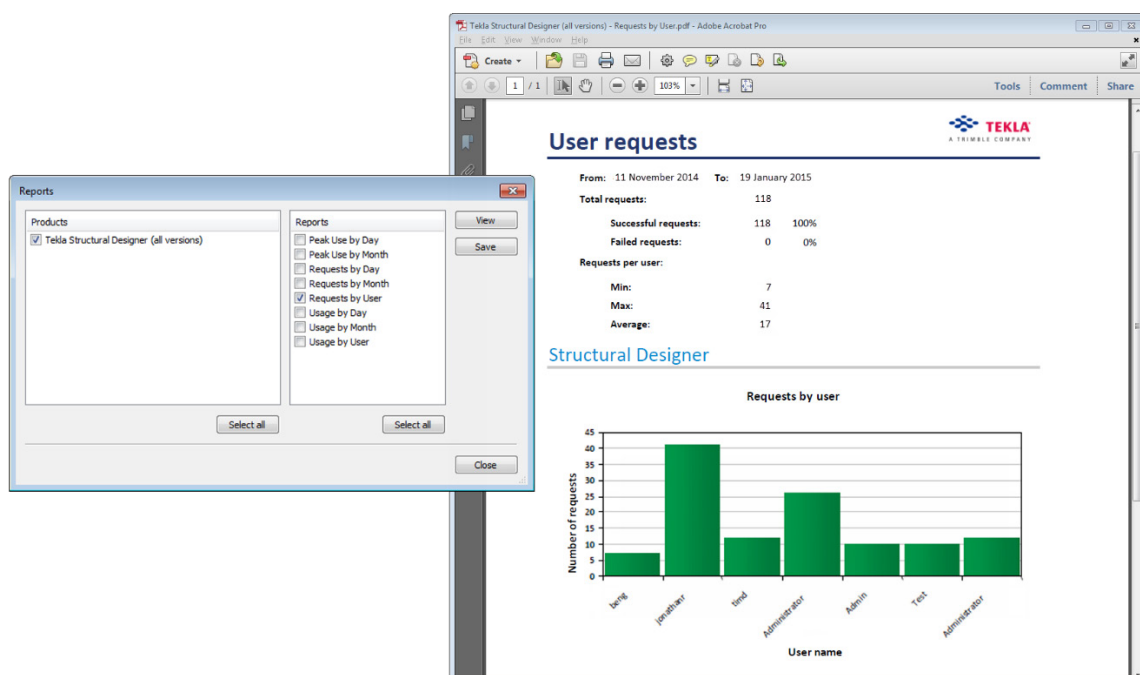
## 8.6 How do I View a License Usage Report?

The usage of Server Locked licenses is logged automatically and reports can be generated at any time.

- Open the License Server Manager
- Select the License Activity page

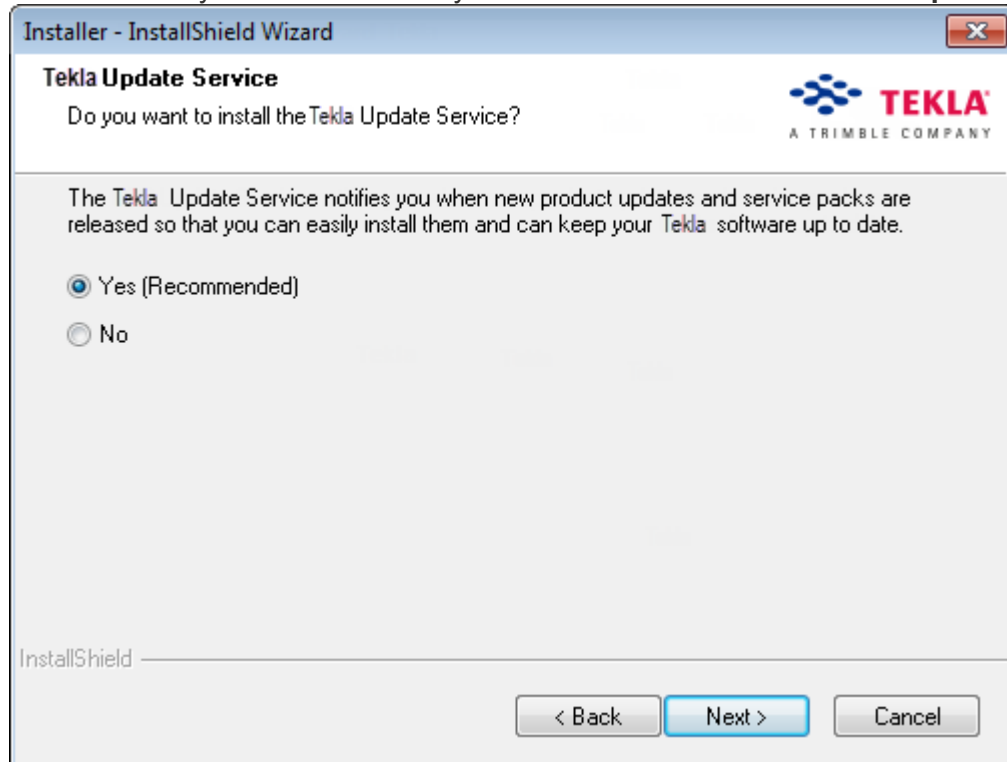


- Click on the Reports button
- Select the Product & report type and click View to generate a PDF report:



## 9. The Tekla Update Service

During the initial installation you will be asked if you want to install and activate the **Update Service**.



### 9.1 What is it?

This service automatically checks for program updates at regular intervals via the internet and then notifies you when new updates are available, allowing you to keep your programs up-to-date with the latest improvements and bug fixes.

### 9.2 Notifications

Each time the service checks for updates, if an update is found you will receive a notification.





You then have the opportunity to:

- View a description of the update, (by clicking 'More Details...')
- Download and install the update, (by clicking 'Install Now')
- Not install but be reminded again the next time the service checks (by closing the notification)
- Not install and don't be reminded again (by clicking 'Don't remind me again')
- View all updates available for your system in the Software Manager (by clicking 'Show all my updates and messages')

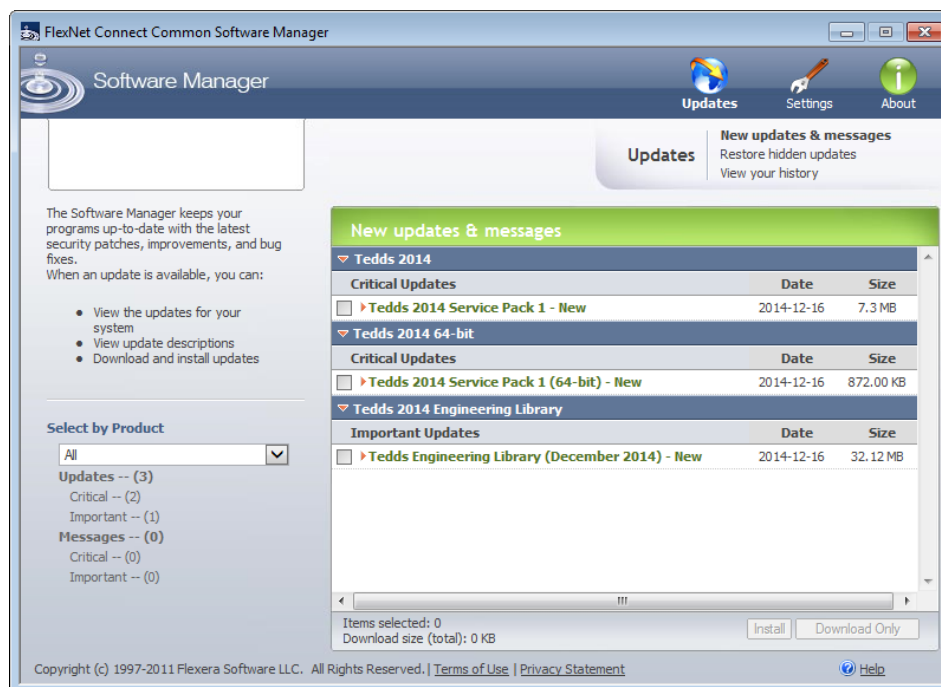
### 9.3 To manually check for updates

Provided the Update Service is activated and your computer is on-line, the service checks automatically for updates at regular intervals. If the computer is not permanently on-line you may prefer to check for updates manually - there are two methods for doing this:

- From the list of programs on the Windows Start button, locate the 'Tekla > Structural' group and select 'Check for Tekla Structural Updates'.
- Alternatively, for some products you can select 'Check for Updates' from the programs Help menu.

### 9.4 Installing updates

If the Update Service detects any new updates, the Software Manager is displayed. Within the Software Manager a banner indicates the versions of software already installed, beneath which are listed the new updates that are available.

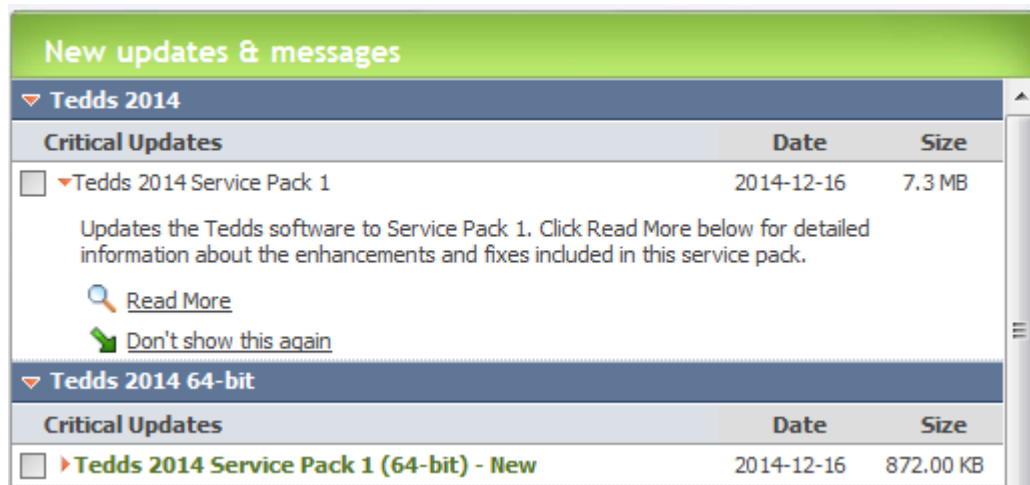


Although we would recommend installing each update as soon as it becomes available, you retain complete control of the update process:

- You can install the update immediately.
- You can choose to defer the update but be reminded later.
- You can choose not to install and not be reminded later.

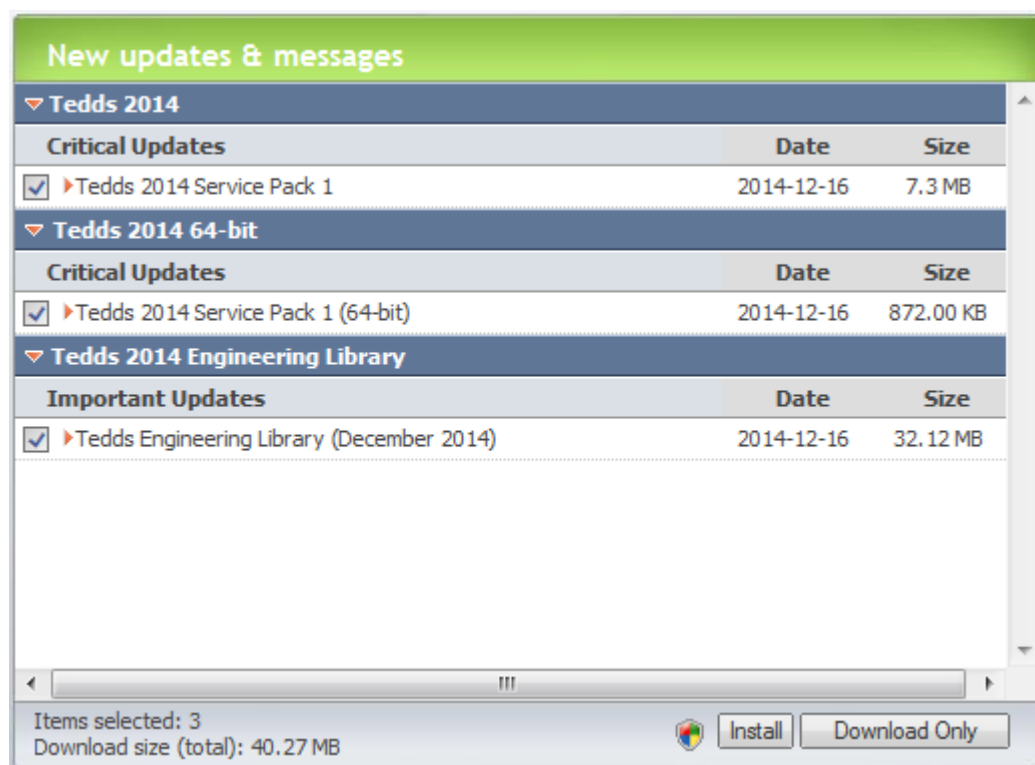
### 9.4.1 To view release notes associated with an update

Click on the update name and then click on 'Read More'.



### 9.4.2 To install updates

Check the box adjacent to the update(s) required and then click 'Install'.



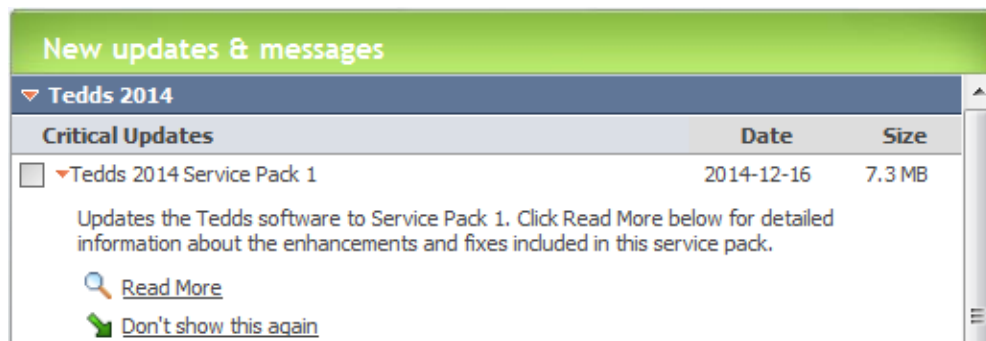
Alternatively click 'Download Only' if you want to save the update for installation later.

### 9.4.3 To defer an update

Simply close the Software Manager - the next time the Update Service runs the updates will be shown again.

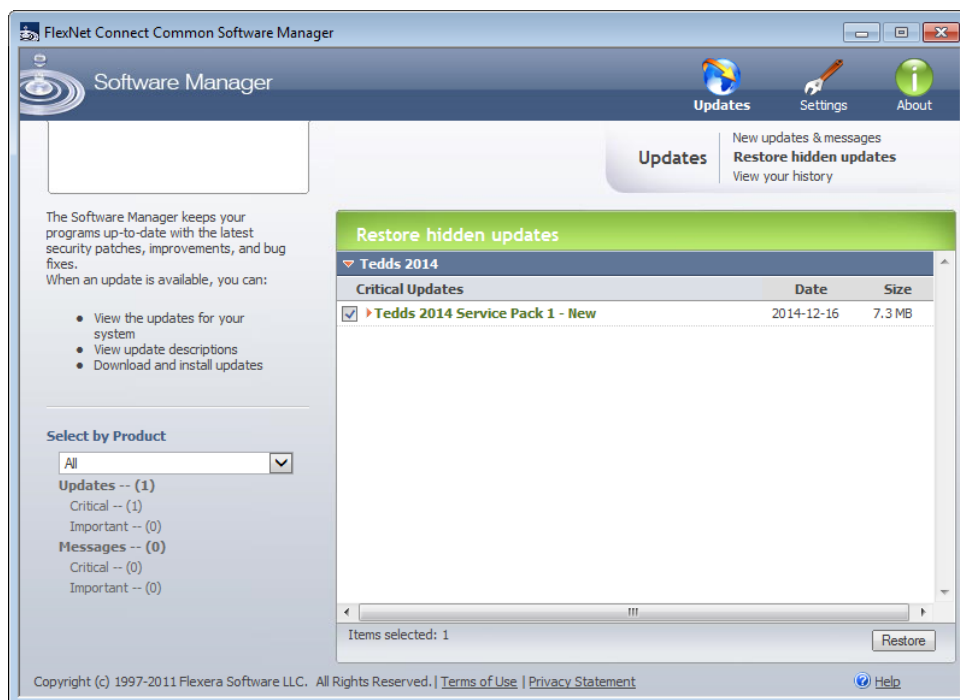
### 9.4.4 To not install and not be reminded again

Click on the update name and then click on 'Don't show this again' - the next time the Update Service checks for updates the hidden update will not be shown.



### 9.4.5 To restore hidden updates

The 'Restore hidden updates' page can be selected from the menu at the top of the Software Manager.

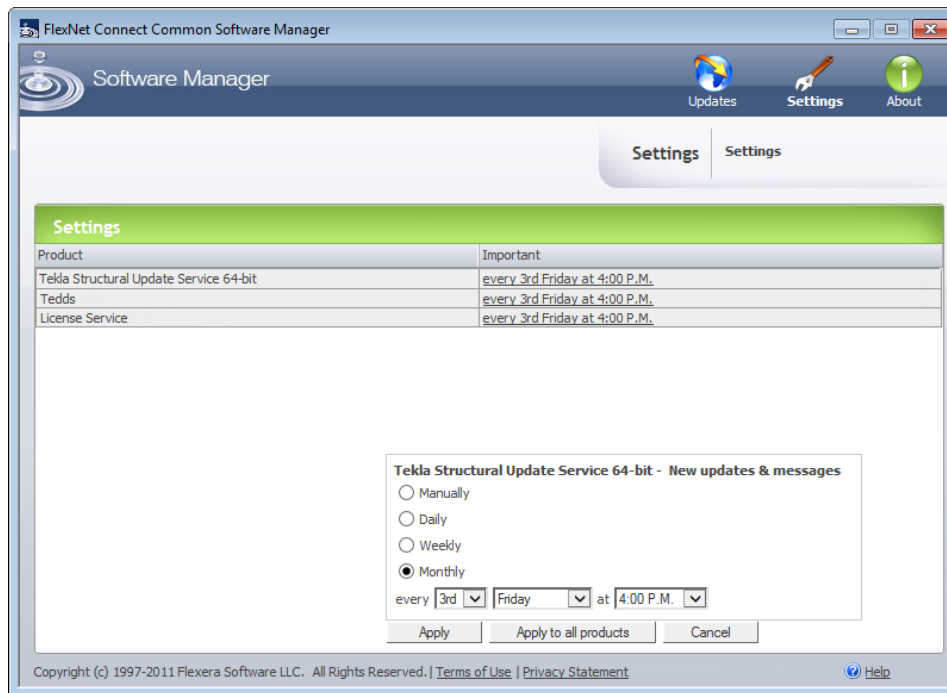


1. Check the box adjacent to the update(s) required.
2. Click 'Restore'.

The updates chosen are moved to the 'New updates & messages' page from where they can be installed.

## 9.5 Settings

The Software Manager Settings button allows you to modify the frequency at which the Update Service checks each product.



To view the current update settings click 'Settings'. The list will show each product name and the associated frequency of checking for critical and important updates.

To change the frequency of checking for one or all products, click the displayed frequency and choose from the options of 'Manually', 'Daily', 'Weekly' or 'Monthly'. Next, if required adjust the time at which the check is performed. You can then apply your choice to the selected, or to all products.

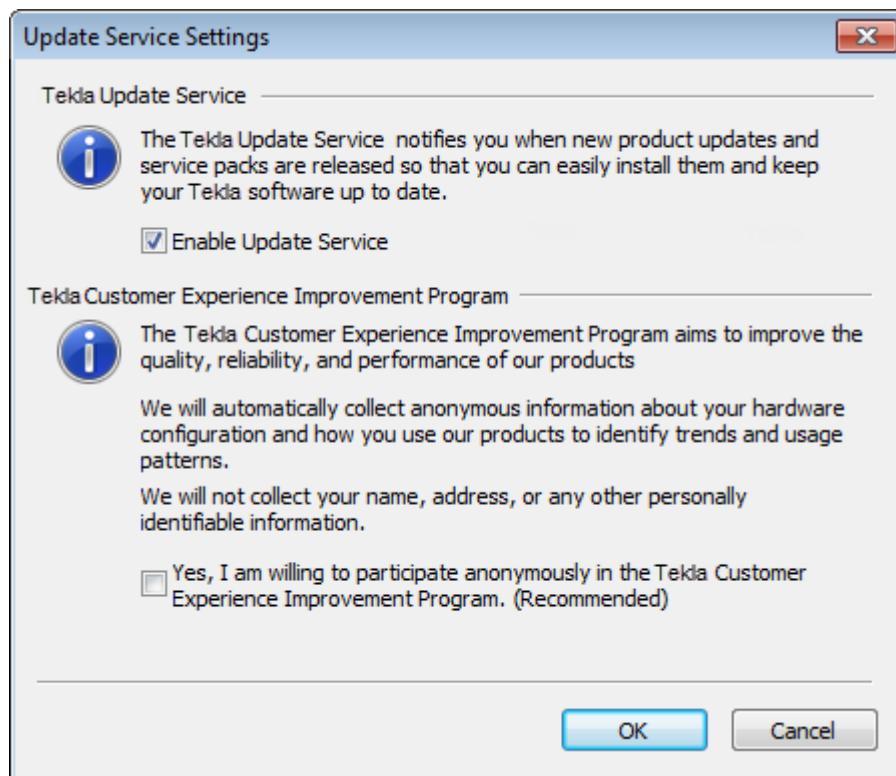
Choose 'Manually' if you only want to check for updates at your own convenience when the computer is on-line. To perform the check, click the Windows Start button, locate the 'Tekla > Structural' group and select 'Check for Tekla Updates'.

## 9.6 Distributed deployment

If your company deploys and maintains upgrades to the software via a software management system your System Administrator will be responsible for updating your programs, hence the Update Service is not applicable. We therefore advise that the Update Service is **not** installed if you use distributed deployment.

## 9.7 Enabling and Disabling the Update Service

You can enable or disable the Update Service via 'Update Options...' on the program's Help menu.



## 9.8 Troubleshooting

If your administrator has locked down your internet access, you may find that you are unable to use the Update Service until they have provided you with access to the following domains/IP addresses:

- The Tekla Structural Update Service - Update notification server

<https://updates.cscworld.com>

Note: there is nothing to view on this specific page.

- The Content Delivery Network - used for hosting the files that are downloaded

<http://cdn.cscworld.com>

Our content delivery network is provided by a 3rd party, download links will be re-routed automatically to one of a number of servers to provide the optimum download performance and reliability. The two supernets which are used for the actual downloading are:

[209.197.0.0/19](https://209.197.0.0/19)

[69.16.128.0/18](https://69.16.128.0/18)

## 10. The Tekla Content Delivery Network

### 10.1 What is it?

The **Tekla Content Delivery Network** is a network of servers around the world that host our download files.

When you choose to download an update, in order to minimize download times it will be downloaded automatically from the server nearest to you with least network traffic.

### 10.2 Troubleshooting

If your administrator has locked down your internet access, you may find that you are unable to use the Update Service until they have provided you with access to the following domains/IP addresses:

The Tekla Structural Update Service - Update notification server

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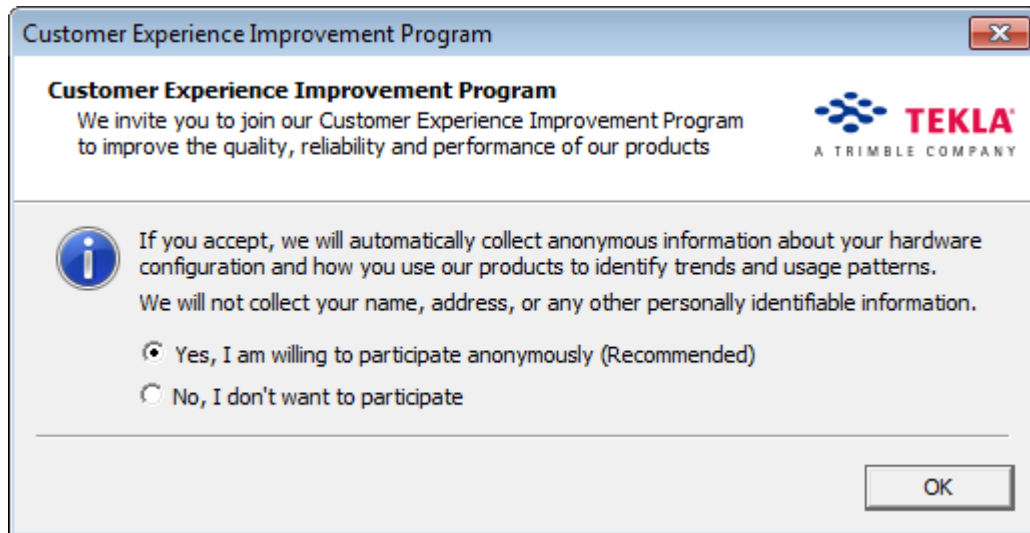
[209.197.0.0/19](https://209.197.0.0/19)

[69.16.128.0/18](https://69.16.128.0/18)

## 11. The Customer Experience Feedback Program

### 11.1 What is it?

The first time you run a Tekla Structural program you will be asked if you want to participate in the **Customer Experience Feedback Program**.



By choosing to participate you are assisting the on-going development of Tekla products. It is entirely optional, but by agreeing to do so you are allowing us to collect non personal information about how you use our products so that we can make our products even better for you.

### 11.2 What data is collected?

Data is collected related to the computer specification, such as:

- operating system,
- memory,
- screen resolution, etc.

Data is also collected related to how Tekla programs are being used:

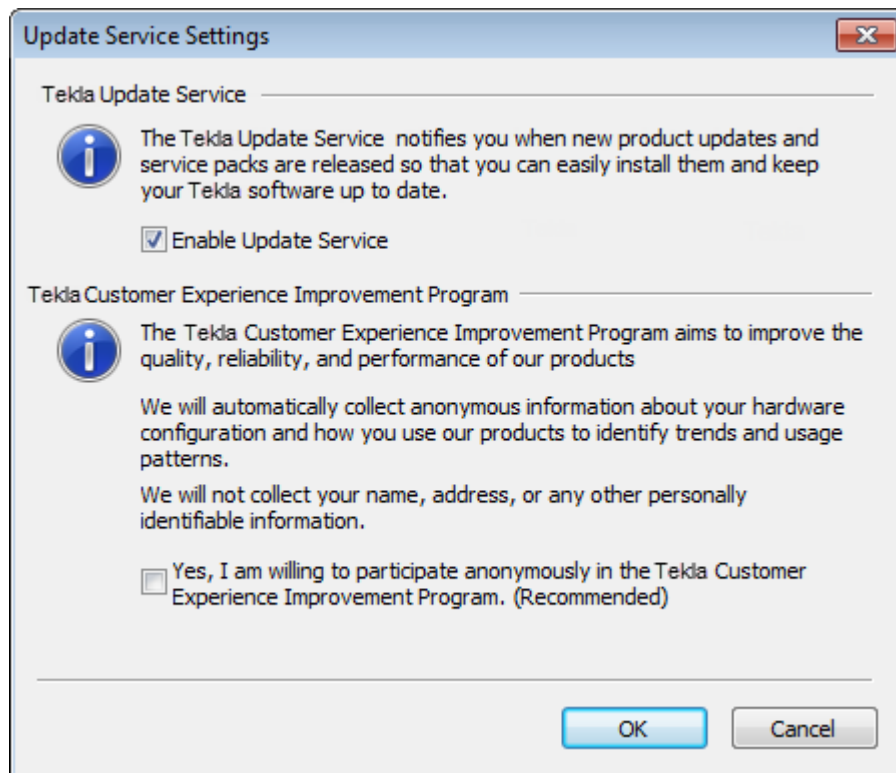
- Tekla products installed,
- Tekla product updates installed,
- frequency of use for individual Tekla program features, etc.

### 11.3 Privacy

No personal information is collected, we do not identify individuals or companies.

## 11.4 Subscribing and Unsubscribing

You can subscribe or unsubscribe at any time via the program's Help menu. Simply click 'Update Options...' from the menu and review your choice.





## 12. Glossary of Terms

### **Activate**

When a product is activated the licenses required to use that product are installed onto your computer or server. A product is activated by entering a code into the License Manager.

### **Commute**

Temporary exchange of a server licence to a local computer locked licence.

### **Content Delivery Network**

A network of servers around the world that host the files downloadable via the Update Service.

### **Activation Server**

The Activation Server is the server hosted by Tekla that issues licenses to you in response to you activating a product.

### **Update Service**

This service automatically checks for program updates at regular intervals via the internet and then notifies you when new updates are available, allowing you to keep your Tekla programs up-to-date with the latest improvements and bug fixes.

### **Customer Experience Feedback Program**

By choosing to participate in this program you are assisting the on-going development of Tekla products. It is entirely optional, but by agreeing to do so you are allowing us to collect non personal information about how you use our products so that we can make them even better for you.

### **USB Key**

A small piece of hardware that connects to and protrudes from a laptop or desktop computer; used for the purpose of copy protection or authentication of software to be used on that system.

### **License Feature**

A license feature is a single license that relates to a feature or feature(s) within a product.

### **License Manager**

The program used for activating and checking the status of your licences.

### **License Server**

The license server is the computer on your network that has the License Server software installed which then hosts the licenses for your software. When you run a Tekla Product on a computer that computer will request the licenses required to run the software from the license server.

**License Server Manager**

The program used for controlling server licences.

**Lock ID**

A lock ID uniquely identifies your computer or a USB Key so that the licenses you are issued will work exclusively for that computer or USB Key.

**Product**

A product is a single item sold by Tekla. A product will have one or more License Features associated with it that must be licensed via Product Activation in order for the software to be used.

**Product Activation Key (PAK)**

A Product Activation Key (PAK) is a 30 digit code that is used to activate your software.