

Phoenix[®] Licensing FAQ

High-Level Overview of the Process

Getting your Phoenix software up and running requires downloading and installing the software first and then downloading and installing the Phoenix Licensing Wizard (PLW) 3.0. The PLW is required for **all** license activations, regardless of which product or license type is being activated.

In every case you will:

1. Download and install both Phoenix and the PLW
2. Launch the PLW 3.0 and activate the license using your authorization code

Start with your licensing email from the Certara Order Fulfillment department. This email will contain:

- the order number (C-0xxxxx)
- the Product Description, including name of software, Local Machine license vs Server license, number of users, and expiration date
- software download links
- the authorization code
- a PDF attachment with detailed instructions to install and license the software

An example screenshot of the information required to activate a license is given below. Follow the instructions in your PDF attachment, using the information from the table in your email that is similar to the one presented below.

Product Code	Product	#Users	Expiration Date	Licensing Wizard	Download Link	Authorization Code
--------------	---------	--------	-----------------	------------------	---------------	--------------------

Use this information to verify that the correct software is being installed and activated

The software download link is ONLY required for new installations or version upgrades

The PLW (3.0) and authorization code are required for ALL license activations

Figure 1-1. Example of the license information table sent via email

Frequently Asked Questions (FAQs)

For answers to any questions that do not appear in this list, please contact licensing@certara.com.

Why do I have to download and install the Phoenix Licensing Wizard (PLW) 3.0?

There are two reasons for the new PLW:

- The PLW was developed to support Named User license activation. Local Machine licenses get activated on a Named User's local machine. Server licenses get activated on a License Server machine. Detailed instructions to activate are in a PDF attachment with the Order Fulfillment email that you received containing your authorization code.
- Phoenix software licenses are locked to individual machines. The PLW 3.0 has the tools necessary to obtain the unique system lock code. When activating in On-line mode, the authorization code + system lock code are sent to our authentication server, which uses them to make a license for the specific machine. The authentication server then sends this locked license back to the PLW, which installs the license file in the directory specified in the PLW interface. An Off-line activation mode is available for machines that do not have internet access, or for which the On-line activation is blocked by a firewall or proxy server.

We strongly recommend installing the PLW to its default location, which is C:\Program Files (x86)\Pharsight\Licensing\Wizard.

I am an existing Phoenix customer, and all I want to do is renew my annual license. Do I need to download a newer version of my Phoenix software?

All of our Order Fulfillment emails contain a download link for the latest version of the software that was purchased. If you already have an older version of the software, and all you want to do is re-activate the license for another year, you do not have to download and install the latest version of the Phoenix software. Just use the PLW with the PDF instructions to activate the renewal license.

We do strongly encourage you to use the latest version, as this will have the most recent product enhancements and Windows platform compatibility testing.

Tip: If you get a prompt to remove older licenses of the same type when activating a renewal license, click **Yes** to the prompt. This will remove the older license that is about to expire so you will not get any more warnings about it.

I followed the instructions for an Online activation of my license and I receive an error similar to "The request code failed with status code HTTP 417: Expectation failed". What does this error mean?

This error means that the Online activation failed due to lack of internet access, or blockage by a firewall or proxy server. First, go to the **Offline** tab of the PLW 3.0 (either under the Named User node or the Named User Server node, depending on your license type), and obtain the System Lock Code. Then send the following information to licensing@certara.com and request instructions for an Offline activation.

- your System Lock Code that displays on the Offline tab of the PLW 3.0
- your order number (C-0xxxxx) from the Subject line of your license email

We will use the System Lock Code to make a license code for your machine, and send it back with instructions to do an Offline activation.

I want to move my Phoenix software installation to a new computer. What do I do?

If your Named User license type is **Server**, all you need to do is install the Phoenix software on the new machine. Then point the Phoenix software to the license server to acquire the license. Instructions that describe how to do this are available in the Licensing chapter of *Phoenix's Getting Started*

Guide. When following the instructions, you will need to know the DNS name or IP address of your company's license server machine; your IT staff will have this information.

If your Named User license type is **Local Machine**, please forward your purchase order information to licensing@certara.com and ask for a Change Computer Request. Our licensing department will ask you to remove the license from the original machine and then send you a new authorization code for the new machine.

My company purchased and installed a server license, but my Phoenix application still says it is unlicensed. What do I do?

Make sure that the installed server license has been assigned to the user ID that you use to connect to the machine on which you run Phoenix. This can be checked by an administrator using the User Management panel in the PLW.

Once the proper assignment is verified, in the Phoenix application, use the **Edit > Preferences > Licensing** menu to connect Phoenix to the license server and acquire the license as described in the Licensing chapter of *Phoenix's Getting Started Guide*. When following the instructions, you will need to know the DNS name or IP address of your company's license server machine; your IT staff will have this information.

As an IT Administrator, how can I view available and unavailable licenses on the license server machine?

The license server application has a utility named "WlmAdmin" that can be used to view available licenses on the server. For example, you can see which license(s) are checked out from the server on what client machine(s). WlmAdmin installs in the license server directory, by default in C:\Program Files (x86)\Pharsight\Licensing\Server. Details about using WlmAdmin are available [here](#).

How do I assign named users to licenses and manage them?

In the Phoenix Licensing Wizard:

1. Click the **User Management** node.

Before a user can access any acquired/installed licenses, you (as the administrator) must go to the "User Management" panel and assign the licenses to the users. If licenses are not assigned to a user, they will not be available for use.

2. Click the green + icon to assign a license to a user.

The top portion of the *Add User(s)* dialog is for identifying the new user. Once identified, licenses are assigned to the user by checking the corresponding boxes in the bottom part of the dialog. Detailed instructions are available in the Phoenix Licensing Wizard User's Guide. (Click the **User's Guide** node and go to the "Managing Users" section.)

Where can I get technical support for licensing or other issues with the software?

Please contact our technical support department headquartered in Cary, North Carolina, United States via any of the means listed below. Hours of operation for email and telephone are 9 AM – 5:30 PM EST Monday – Friday.

E-mail (preferred): licensing@certara.com for licensing issues
support@certara.com for other software issues

Phone: +1-919-852-4620

Web: <https://certara.service-now.com/csm>