

Phoenix[®] Named User Server License Activation



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Introduction

A Phoenix Named User license can only be used by the person (userid) to whom the license has been assigned. Named user server licenses allow users to access the license from any client machine that they have login permissions, provided that the login userid is the same as the userid to which the license has been assigned. The available license(s) on the server corresponds to the number of named user license(s) that were purchased and installed. This also sets the maximum number of users who can use a Phoenix license at any given time. Follow the instructions below to set up your license server.

Section 1: Instructions to download and install the Phoenix Licensing Wizard

Preliminary step required for existing users

Existing Phoenix users who have PLW 2.0 or 2.1 and the Floating License Server application installed must first uninstall both of these items.

1. Uninstall the Floating License Server application.
The `lservrc` file should remain, keeping the licenses installed and available. However, the licenses must be assigned to a named user before they can be used. Instructions for assigning licenses to users appear in a later step.
2. Uninstall the older version of PLW.
3. Proceed with installation of PLW (use the **License Server** option)

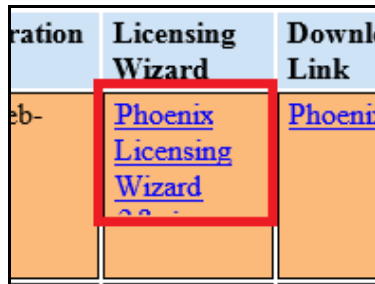
Windows 8.1 and Server 2012 users

If you are running Windows 8.1 or Windows Server 2012, you must install Windows update KB2919442 first, and then install Windows update KB2919355 prior to installing the PLW. If you do not do this, the PLW will not install.

1. Go to the KB2919442 [download page](#), scroll to "Resolution" section, and proceed to download and install the package appropriate for your operating system.
2. Go to the KB2919355 [download page](#), scroll to "Method 2: Microsoft Download Center" section, and proceed to download and install the package appropriate for your operating system. The installer will propose to download a bundle of patches. For the PLW to run successfully, you must select at least **clearcompressionflag** and **KB2919355**, then accept to continue the download.
3. Execute **clearcompressionflag.exe**. There is no UI, it will just show the console for a second.
4. Execute **KB2919355**. Applying the updates will take some time. As the last step, the update installer will ask to reboot machine. If you are connected to a virtual machine via Remote Desktop Connection (RDC), your session will be terminated after the reboot. You will be able to reconnect to RDC only after the hotfix is applied during the operating system startup. (For a slow virtual machine, this process can take 15-30 minutes.)

Download and install PLW

1. Download the latest version of the Phoenix Licensing Wizard by clicking the download link in your license email.



If prompted, click **Save As**, then save the zip file to a folder such as C:\Temp. If you do not encounter a prompt to save, it may automatically get downloaded and saved to your Downloads folder (C:\Users\\Downloads).


2. Open the saved file using WinZip, or another extracting utility. On many machines, this can be done by simply right-clicking the zip file and selecting **Extract All**. Proceed to extract the files into the default destination folder.
3. After the file is unzipped, locate and double-click the file named “setup.exe” to start the installation program.

If you are not already logged in as an administrator, the *User Account Control* dialog is displayed. Enter the administrator username and password.

4. Click **Next** in the “Welcome” page and enter your customer registration information.
5. Click **Next** and select **Phoenix License Server**, which will install both the License Server and the Phoenix Licensing Wizard.
6. Continue through the rest of the installer screens, accepting the default selections.
7. On the final page of the installer, if you want the Phoenix Licensing Wizard to start immediately, click **Finish**. Otherwise, uncheck the **Run Phoenix Licensing Wizard now** checkbox and click **Finish**.

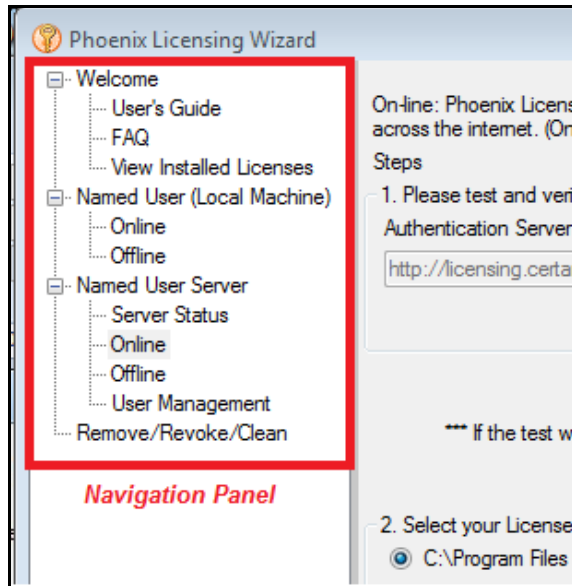
Section 2: Activation of Phoenix Named User Server Licenses

Note: These steps are to be performed on the license server machine set up in Section 1.

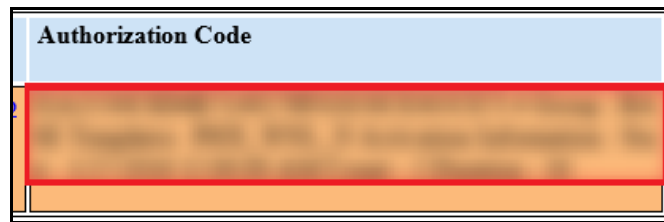
1. Start the Phoenix Licensing Wizard if it is not already running.
 - Double-click the Phoenix Licensing Wizard shortcut on your desktop ()
 - Or browse to C:\Program Files (x86)\Pharsight\Licensing\Wizard and double-click “PhoenixLicensingWizard.exe”
 - Or go to the **Start** menu and select **Phoenix Licensing Wizard** from the list of programs.

If you are not logged into the machine as an administrator, enter the administrator username and password when prompted.

2. In the navigation panel, expand the **Named User Server** node and select **Online**.

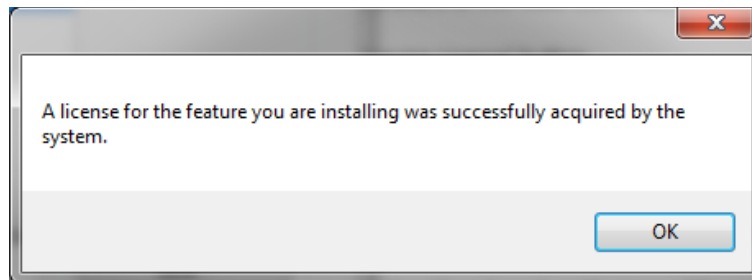


3. Click **Test Connection** to check that you have access to the Authentication Server for online license activation. If the Test Connection is unsuccessful, go to [Appendix: Offline Activation](#).
4. If the directory for the License Server is already listed under step 2 in the interface, select it. If the directory is not listed, use the **Browse** button to locate and select the directory. After clicking **OK**, the directory will be added under step 2 in the interface.
5. Copy the **entire** authentication code given in the email for the requested product.



6. In the Phoenix Licensing Wizard, paste the copied code into the step 3 text field and click the **Activate License** button.

A verification pop-up confirms that the activation was successful.



Note: If the license server machine does not have internet access, or if the Online Activation failed, refer to [Appendix: Offline Activation](#).

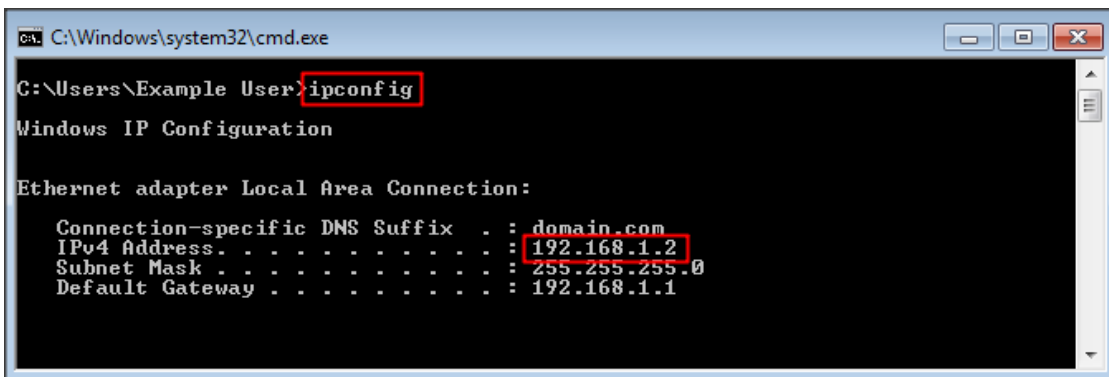
7. Click **OK** to close the pop-up verification window.
8. Click the **User Management** node.

Before a user can access any acquired/installed licenses, you (as the administrator) must go 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.

9. Click  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.)

10. Acquire the IP address of the license server machine, which you will need to configure client machines in a later step.
 - Open a command prompt and type “ipconfig” as displayed in the example image below.
 - Press the Enter key.
 - Note the IP address of your license server.

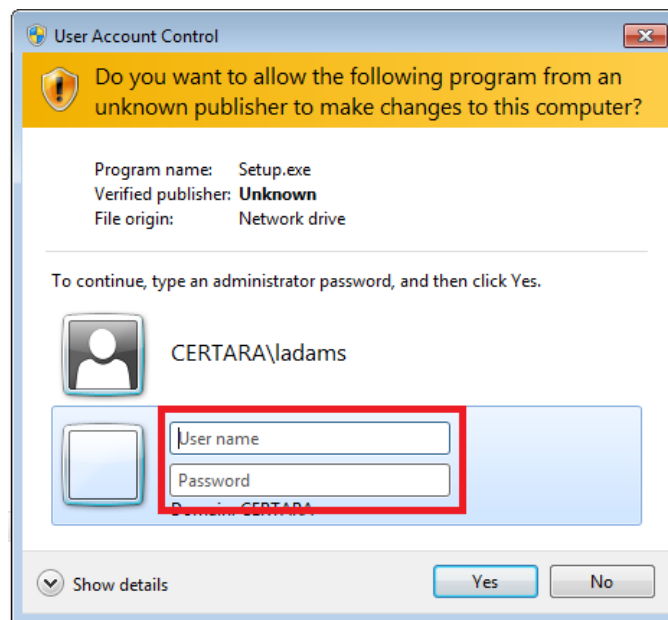


Section 3: Instructions to download and install Phoenix

More detailed installation instructions can be found online at [Phoenix Assistance Library](#).

Note: The instructions below are for a new Phoenix installation or a Phoenix version upgrade. If you are simply renewing your license and not upgrading your Phoenix version, skip ahead to [Section 4: Configure Phoenix client machines to acquire a server license](#).

1. Use the Download Link from the email to download the Phoenix installation files.
2. When prompted, click **Save As**. Save the zipped file to a location of choice on your local computer.
3. Once the download has completed, use WinZip, or other extracting utility, to unzip the contents of the zipped file. In most cases this can be done by simply right-clicking the file and selecting **Extract All**.
4. If you have a Phoenix version installed that is older than the previous version, you will need to manually uninstall the older version using **Start > Certara > Uninstall Phoenix** or the Control Panel, before installing the new version. If you have the previous version installed, you can use the Phoenix installer to uninstall, as described below.
5. In the location where the files were extracted, locate and double-click the file named “setup.exe” and enter the administrator username and password to install Phoenix.



Note: A forced reboot may occur during the installation process if .NET 4.6 or later has not previously installed. The reboot occurs before the Phoenix Setup wizard is started. If the computer reboots, start the installation process again by running “setup.exe” after the operating system restarts.

6. If a previous version of Phoenix is already installed on the machine, you will be prompted to uninstall it. Select **Yes** to the prompt. Otherwise, go on to step 8.
7. After the uninstall is complete, run “setup.exe” again to install Phoenix.

8. Follow the additional prompts, accept the default menu selections, and then click **Finish** to complete the setup.

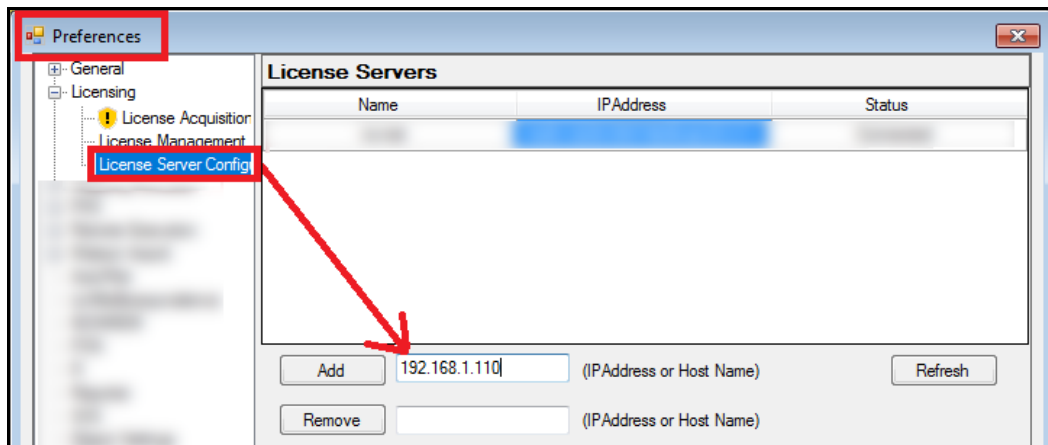
Section 4: Configure Phoenix client machines to acquire a server license

Note: Port 5093 is required for UDP communication between Phoenix and the license server.

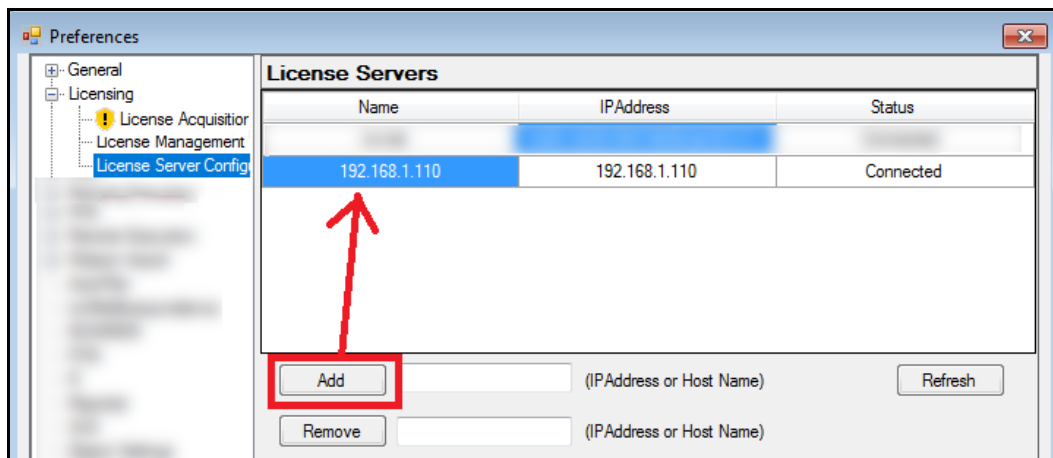
1. Log into the client machine as the user to whom the license has been assigned.
2. Launch Phoenix by double-clicking the Phoenix icon on the desktop (Phoenix). Click **OK** to the license message.
3. Select **Edit > Preferences > Licensing > License Server Configuration**.

Note: “no-net” refers to the local machine, and is not a license server. You must do step 3 to add your license server to the list, even if it has the same IP address as “no-net”.

4. Add a license server to the list of servers: Type in the IP address of the license server in the empty box next to the **Add** button and then click **Add** (see example screenshots below):

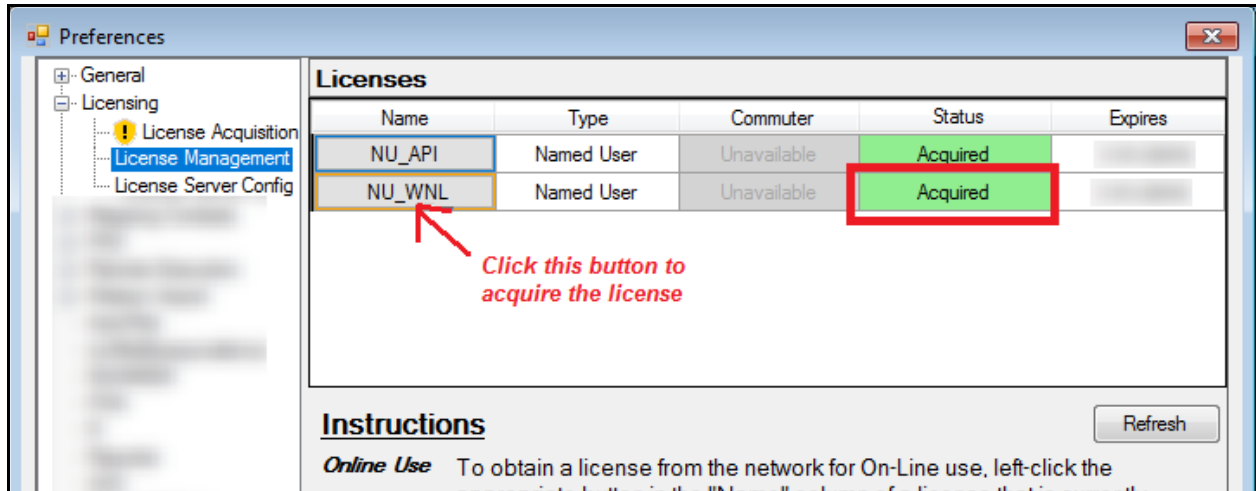


Click **Add**. License server 192.168.1.110 has been added:



Note: Your license server will have its own unique IP address. If necessary, use the “ipconfig” command on the license server machine to determine its IP address, and then use that IP address when adding the server to the list.

5. Select **Edit > Preferences > Licensing > License Management**.
6. Click the Name button (e.g. **NU_WNL**) to acquire the license:



If the Status of the license changes to “Acquired”, you have successfully configured the Phoenix application to use the license from the server.

Remember that the user logged into the machine on which Phoenix is installed must be the one to whom the license is assigned or they will not be able to acquire the license.

Note: Closing the Phoenix application releases the license back to the server, and makes it available for use on a different Phoenix client machine.

7. Repeat steps 1-6 on each client machine where Phoenix is installed.

Appendix: Offline Activation

Send the following information to licensing@certara.com and request instructions for an Offline activation:

- Your System Lock Code (from the **Named User Server > Offline** page in the Phoenix Licensing Wizard)
- Your order number from the Subject line of your license email (C-0xxxxx)

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

Once you have successfully activated the license on the server, return to [Section 3: Instructions to download and install Phoenix.](#)