itemis Product License Notes

itemis AG

We use X-Formation's *LM-X License Manager* to secure our itemis products. This license manager can manage single, floating and dongle licenses. All of these license types have their specific merits and limitations, so please read these itemis license notes carefully to select the license type that best suits your needs.

Required information

Host data

To issue license file(s) for your single or floating licenses, we need to know so-called *host ID* values of the computer you are going to use with our itemis product (single license) of *LM-X License Manager* (floating licenses).

Please use the *LM-X End-user Tools* to retrieve all the necessary information from your system. These tools can be downloaded here:

https://artifacts.itemis.cloud/repository/downloads/itemis-solutions/licences/enduser-tools_all_platforms.zip

This ZIP package also contains a detailed documentation that guides you through the process.

Please send us the complete host ID information generated by the *LM-X End-user Tools* via https://info.itemis.com/en/products/shop/host-data/ oder directly via e-mail to licenses@itemis.com.

If you would like to order multiple single licenses, please run *LM-X End-user Tools* on each of the machines, add the individual host ID information files to a ZIP archive, and submit the latter via https://info.itemis.com/en/products/shop/host-data/ oder directly via e-mail to licenses@itemis.com

> ℹ️ Depending on your license type, additional requirements and limitations might apply. Please see below for more information.

Running itemis products in virtual machines

You **cannot** run a itemis product with a single license (file license) in a virtual machine or on a Windows Terminal Server.

You **can** use a itemis product with a floating license in a virtual machine. However, the associated *LM-X License Server* that is providing a license for that itemis product **cannot** run in a virtual machine or on Windows Terminal Server.

You **can** use a itemis product with a dongle license in a virtual machine but **not** on a Windows Terminal Server.

Single licenses

Requirements

A single license (also called file-based license) is restricted to specific host data. It will work only on the computer that was used to generate the hostID.txt file. If you want to use your license on more than a single computer, consider choosing either a floating license or a dongle license. For single licenses, we select one or more of the following *host ID* entries to bind the license to: *MAC address, username, hostname, IP address BIOS ID*.

Limitations

A single license (file-based license) will **not** work in virtual machines. If you want to use your license in virtual machines, consider choosing a floating license or a dongle license.

Floating licenses

We use X-Formation's *LM-X License Server* to serve floating licenses. In order for a itemis product to be able to use a floating license, you will have to install and operate the *LM-X License Server*. You can download this license server bundled with the required itemis vendor library and detailed instructions here:

https://www.itemis.com/en/products/floating-server-download-options/

We reserve the right to determine the version of the LM-X License Server and are not obliged to support all versions.

Requirements

The licenses in a floating license server are restricted to the specific host data of the server machine. It is important to run *LM-X End-user Tools* (see above) on the computer on which the *LM-X License Server* will be installed and operated. From the data supplied by the *LM-X End-user Tools* we select one or more of the following host ID entries to bind the license to: *MAC address, username, hostname, IP address, BIOS ID*.

Limitations

We support the following platforms for *LM-X License Server* and *LM-X End User Tools*:

- Windows (32 bit) and Windows (64 bit) — The supported versions are Windows 8.1, Windows 10, and Windows Server 2008+.
- Linux x86 (32 bit), Linux x64 (64 bit)
- Mac OS X (Universal) for 10.8+

Dongle licenses

Requirements

If you choose a dongle license, we will supply you with a *Sentinel HASP HL Pro USB* stick containing unique data required to use the license. Running *LM-X End-user Tools* to obtain any host data is not necessary. However, in order to get the itemis license dongle working, you have to install a driver.

You can download the driver here: https://www.itemis.com/en/products/dongles

> If an LM-X dongle is plugged into a Windows machine that does not have the dongle driver installed, the Windows "Found New Hardware" dialog will appear. You should follow the prompts in this dialog to install the drivers using Windows Update.

Limitations

The dongle license will only work while the dongle is plugged into a USB port and the drivers are installed. Due to Gemalto specifications, HASP dongles may not be visible to the LM-X library under the following circumstances:

- If running with terminal servers, including remote desktop connections on Windows OS.
- On some Unix machines when using an SSH connection.
- LM-X for Linux x86 does not recognize dongles running on Linux x64 machines.

Running in virtual machines or on multiple computers

Using the dongle license, you can run your itemis product in a virtual machine or on multiple computers, provided the above requirements are met.

Batch / build server licenses

For the usage on build servers or in batch mode (headless) we provide special license types. For detailed information on the scope of services and conditions for these license types, please contact us at info@itemis.de.

Support

For further support and/or questions regarding the itemis licenses, please reach out to:

Support: licenses@itemis.com

FAQ: https://www.itemis.com/en/products/licenses/faq/

Contact / technical contact

For single licenses, we need to know the e-mail address of the respective user.

For floating licenses, we need to know the e-mail address of the technical contact who is responsible for running the license server.