Viz Licensing Administrator Guide

Version 3.1

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Antivirus

Vizrt does not recommend or test antivirus systems in combination with Vizrt products, as the use of such systems can potentially lead to performance losses. The decision for the use of antivirus software and thus the risk of impairments of the system is solely at the customer's own risk.

There are general best-practice solutions, these include setting the antivirus software to not scan the systems during operating hours and that the Vizrt components, as well as drives on which clips and data are stored, are excluded from their scans (as previously stated, these measures cannot be guaranteed).

Technical Support

For technical support and the latest news of upgrades, documentation, and related products, visit the Vizrt web site at www.vizrt.com.

Created on

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1 Introduction

Vizrt is releasing an update to the License Portal that enables customers to manage licenses, using WIBU Systems. This documentation guides you through the different options and processes.

1.1 Improvements And Bug Fixes

Kindly check the Vizrt Licensing Release Notes for the latest changes.

This software protection program is implemented in Vizrt software as part of major new releases. Prior versions covered by software protection can continue to run on the node-locked licensing.

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2 License Options

- Supported Setups
- Hardware Dongle
- Software Container

2.1 Supported Setups

Client Type	Hardware Dongle	Software Container	License Server
On-Premise			
Physical local machines	✓	✓	✓
Virtualized local machines	✓	✓	✓
Physical license servers	✓	✓	
Virtualized license servers	✓	✓	
Cloud			
Client machines		✓	✓
License servers		✓	

2.2 Hardware Dongle

These are recommended for on-premise license servers, as they can be attached to a backup server without further restrictions.
License Dongles can also be used on local machines.

2.3 Software Container

For dongle-less workflows, a Software Container is recommended, usable for License Servers and local usage.

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For virtualized environments and cloud environments, a dedicated Software Container called Smartbind_Loose is required. This container type can be added to individual users as a permission, which allows the user to create this container type and activate licenses on it.

Quick Troubleshooting

Info: Software container protection is performed on the hardware elements on validation. If the hardware is changed, the WIBU container validation may fail, making licenses unavailable.

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3 System Requirements

The WIBU V3 license items provide a faster license activation and allows Vizrt software products to allocate the licenses faster. In addition, the features were reduced to reduce complexity.

These are the supported products and browsers.

3.1 CodeMeter Runtime

Running Vizrt Software requires WIBU CodeMeter Runtime 7.51 or later.

3.2 Supported Products

Vizrt Product	First Version Supporting WIBU V2	First Version Supporting WIBU V3
Viz Engine	3.10.0	5.x
Graphic Hub	3.1.0	3.8.0
Viz Virtual Studio	1.1.1	1.6.1
Media Sequencer	5.4.0	TBA
Viz Trio	4.0.0	4.2.0
Viz Multiplay	See MSE	3.1.
Viz Pilot Edge	See MSE	TBA
Viz Libero	6.11.2	TBA
Viz Arena	5.0.0	TBA
Viz Arc	1.0.0	TBA
Viz Vectar	1.0.0	TBA
Viz Datacenter	1.0.0	2.0.0
Viz Channel Branding		5.0

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Vizrt Product	First Version Supporting WIBU V2	First Version Supporting WIBU V3
Viz Story		3.1

3.3 Supported Browsers For The License Portal

- Google Chrome
- Firefox
- Microsoft Edge

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4 Vizrt License Portal

This section contains information on the following topics:

- Vizrt License Portal Landing Page
- Licenses
- Containers
- Free Licenses
- Online License Activation
- Offline License Activation
- Admin
- Customers
- Account
- Re-Hosting

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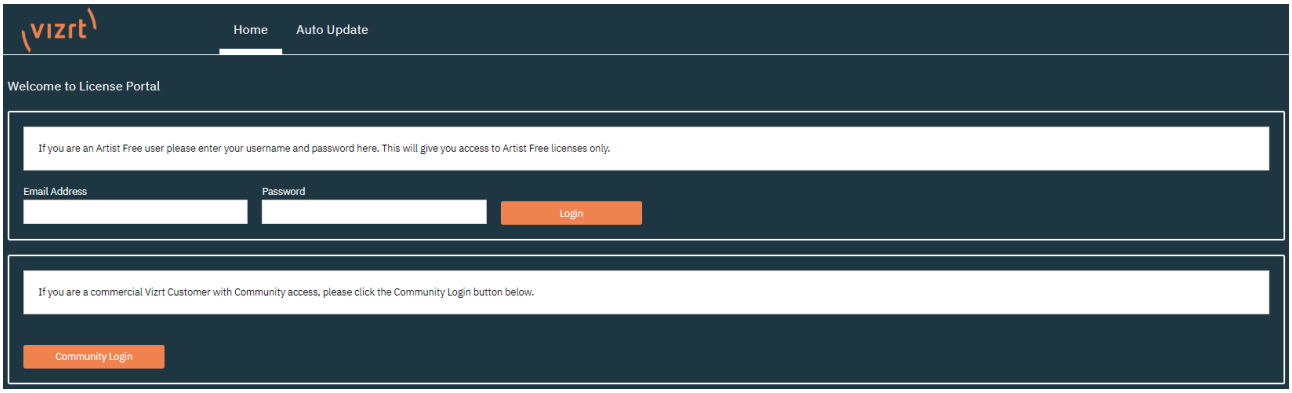
4.1 Vizrt License Portal Landing Page

This page contains the following information:

- License Portal
- Logging into the License Portal
  - Artist Free Login
  - Vizrt Community Login
- Auto Update
- Troubleshooting

4.1.1 License Portal

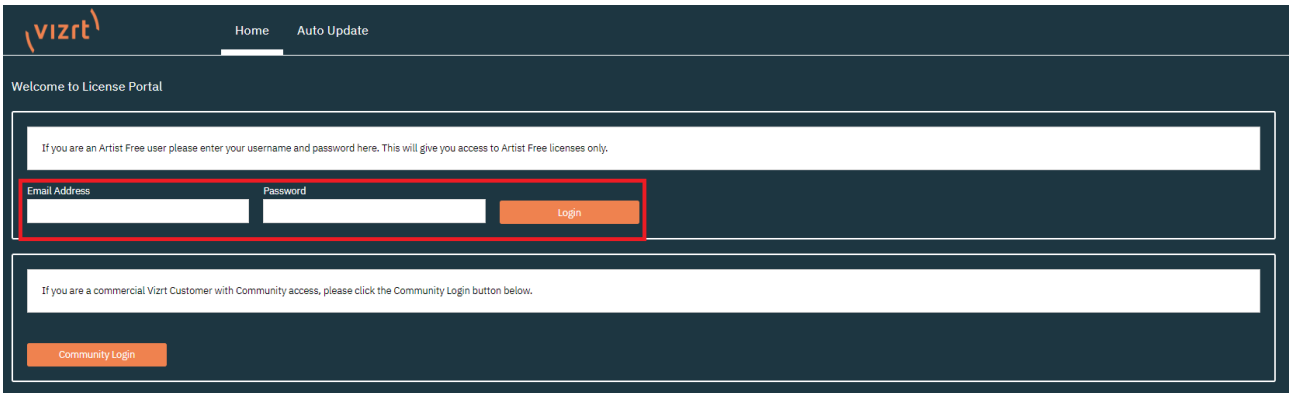
The License Portal can be reached at https://license.vizrt.com.



4.1.2 Logging into the License Portal

Artist Free Login

Users of Artist Free can log in using the marked login with the credentials used to sign up for Artist Free:



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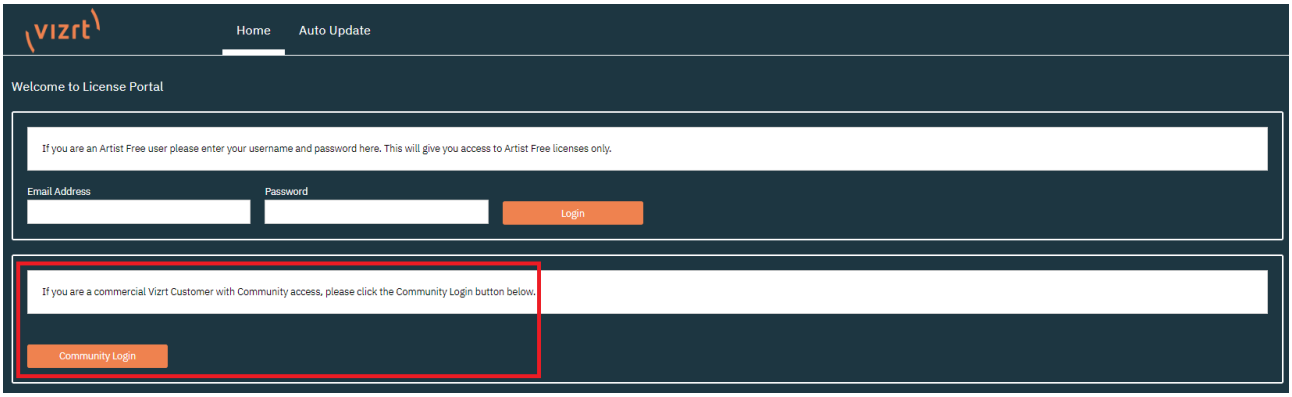
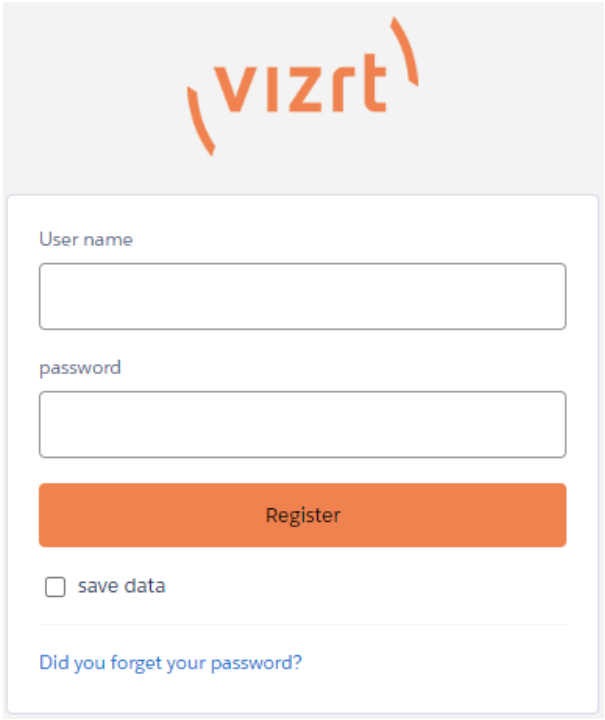
Vizrt Community Login

For Vizrt customers with access to other Vizrt Community Services, the Community Login page should be used.



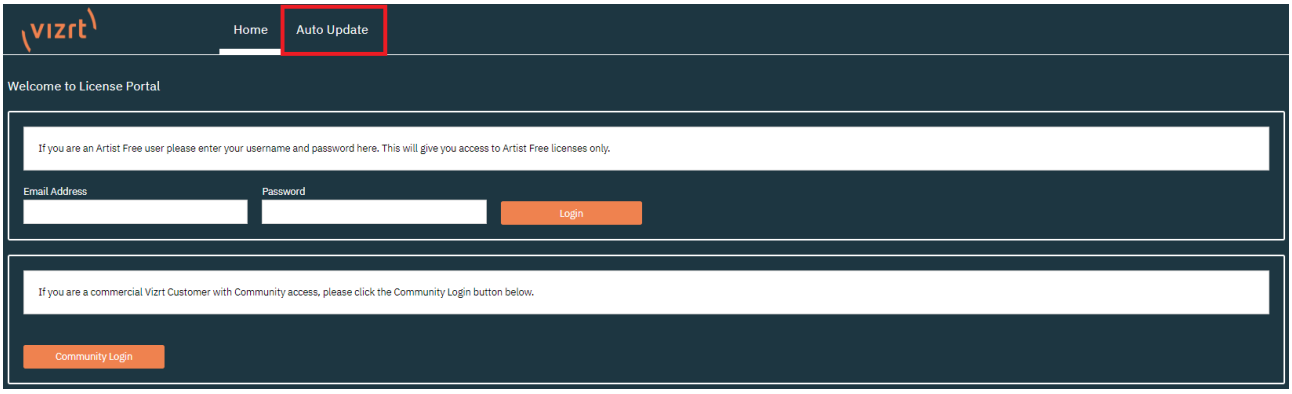
Tip: If you already have an account for https://community.vizrt.com, you can use the same credentials.

Once in the license portal, you can use the **Community Login** button and the SSO of Vizrt to log into the portal.

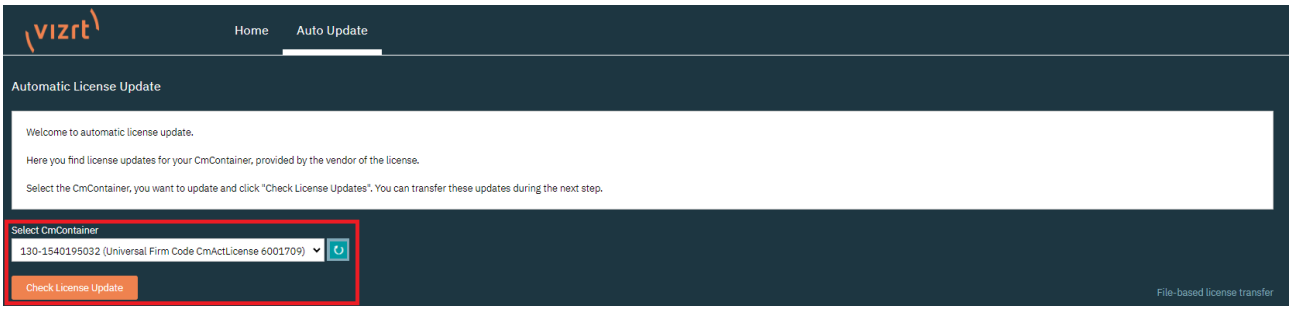


4.1.3 Auto Update

Vizrt Licensing Portal offers the functionality to update licenses without logging into the portal.

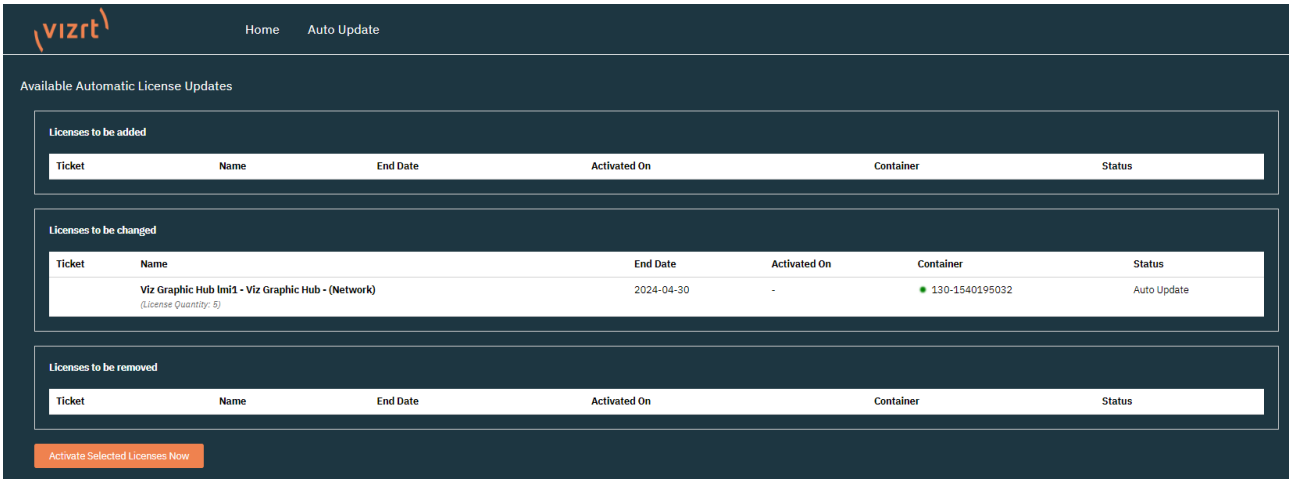


The Auto Update checks the locally installed CodeMeter Runtime for connected Software Containers and WIBU Dongles. Detected Containers and Dongles are displayed below the information text.
If multiple are detected, the drop-down menu can be used to select the Container or Dongle that needs to be updated. Pressing **Check License Update** searchs for available updates for the Container or Dongle selected.



> **Info:** The Auto Update function checks if there were any changes to the expiration date or the quantity since the last license update. In addition, features that were removed are also detected and removed from the container or dongle.

When an Auto Update is detected a short summary is displayed. This summary shows the licenses that are going to be added, changed and removed.



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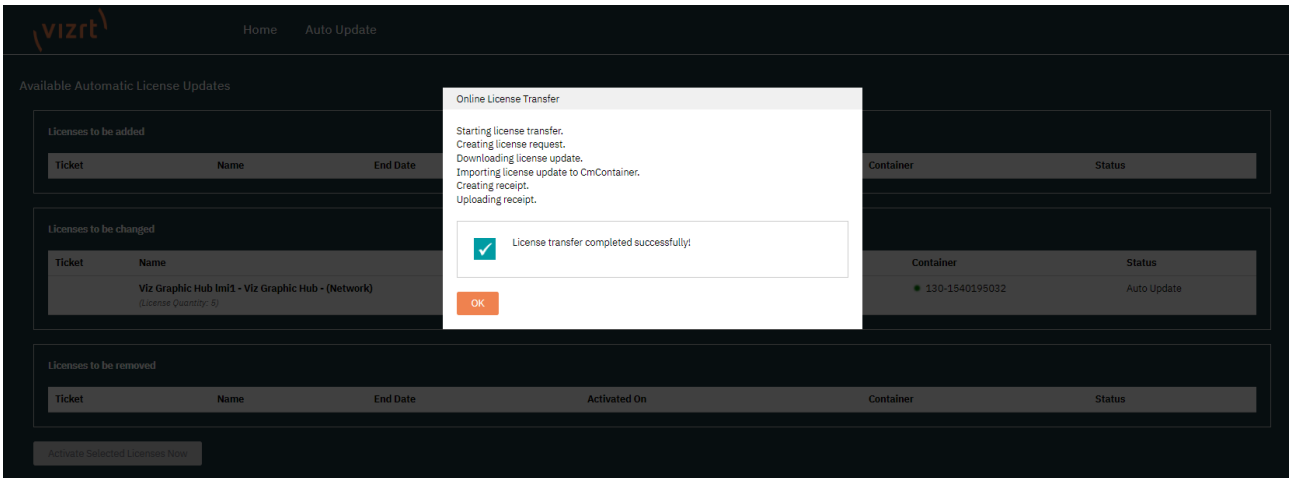
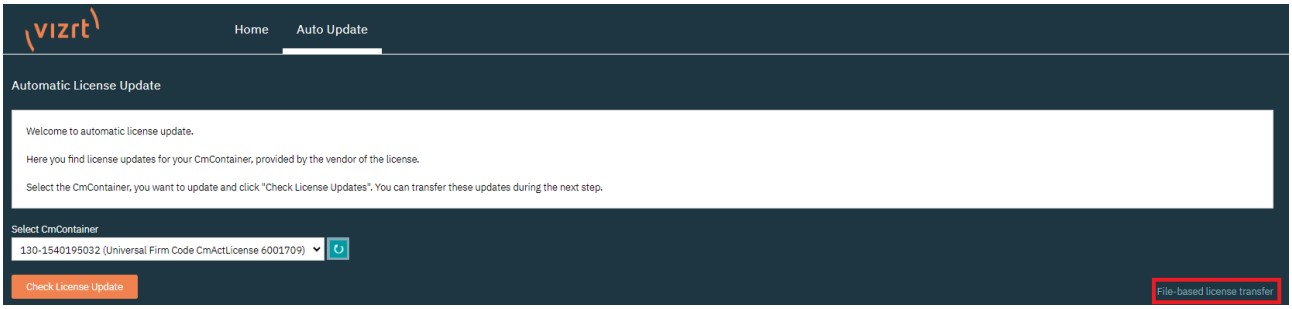
> **Info:** In the screenshot above, the Quantity of the Graphic Hub License is going to be 5 after the Auto Update is completed, and the expiration date is set to April 30th 2024.

Clicking **Activate Selected Licenses Now** starts the Auto Update process on the Container or Dongle.

After a a short time, the auto update is complete. Depending on the amount of changes, the process can take longer.



If a Container or Dongle is not located in the machine the Auto Update is executed, the Offline Activation can be used. To select the Offline Activation for Auto Update click on **File-based license transfer**.



After that, the Offline Activation can be executed as documented in the Offline Activation section.

4.1.4 Troubleshooting

If you encounter any issues in the license portal, please use the Vizrt Community Portal (https://community.vizrt.com) and open a support case stating the issue.

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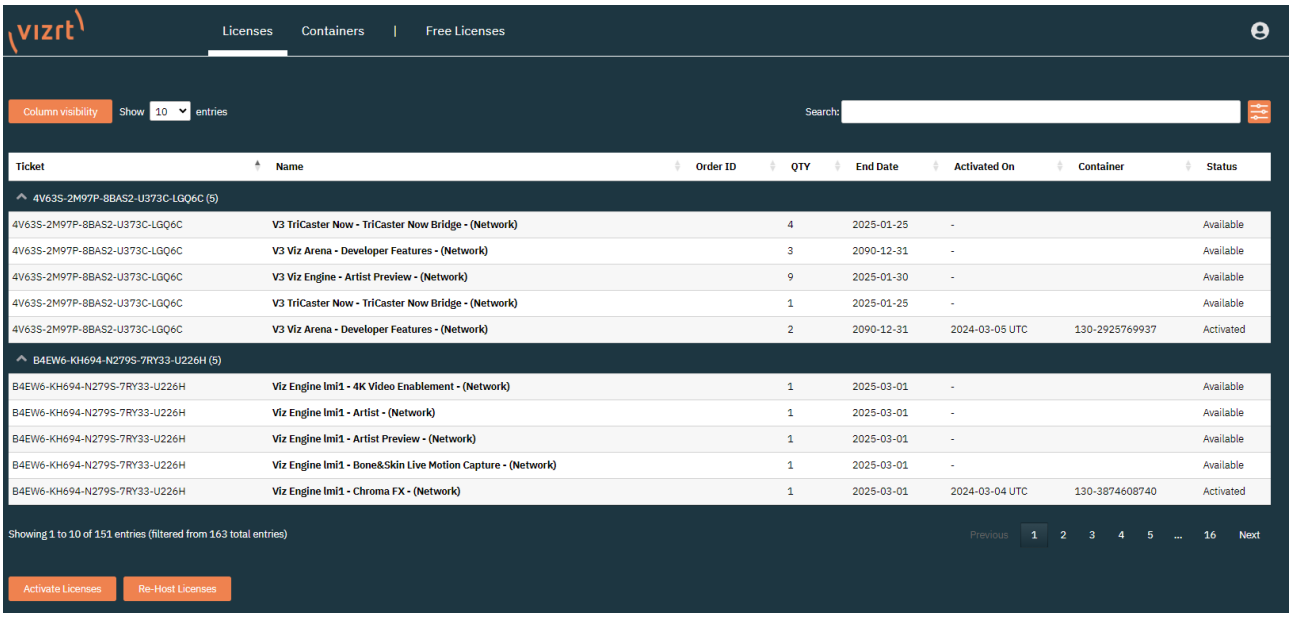
4.2 Licenses

The licenses page provides an overview of licenses of the account the user is assigned to. The licenses are sorted by ticket ID showing all features each ticket has assigned.



Column Name	Description
Ticket	This column displays the license Ticket ID. One Ticket can hold multiple license features.
Name	This column describes the name of different license features. The license features enable different features of Vizrt products. License features have two attributes: Expiration Date and Quantity.
Order ID	This column shows the Order ID the license belongs to.
QTY	The Quantity column displays how often a license feature is licensed on the ticket.
End Date	This column displays the expiration date of the license features.
Activated On	This column displays the activation date of a license feature.

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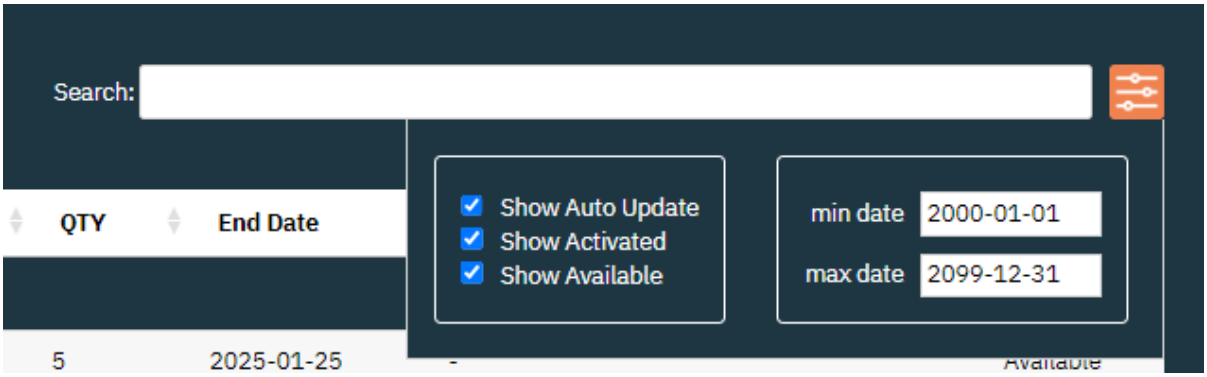
Column Name	Description
Container	This column displays the Software Container or Dongle the license feature is applied on.
Status	This column displays the current state of a license feature.

The columns can be filtered alphabetically using the arrow buttons on the column title. Columns can be hidden by clicking the **Column visibility** button on the top left.

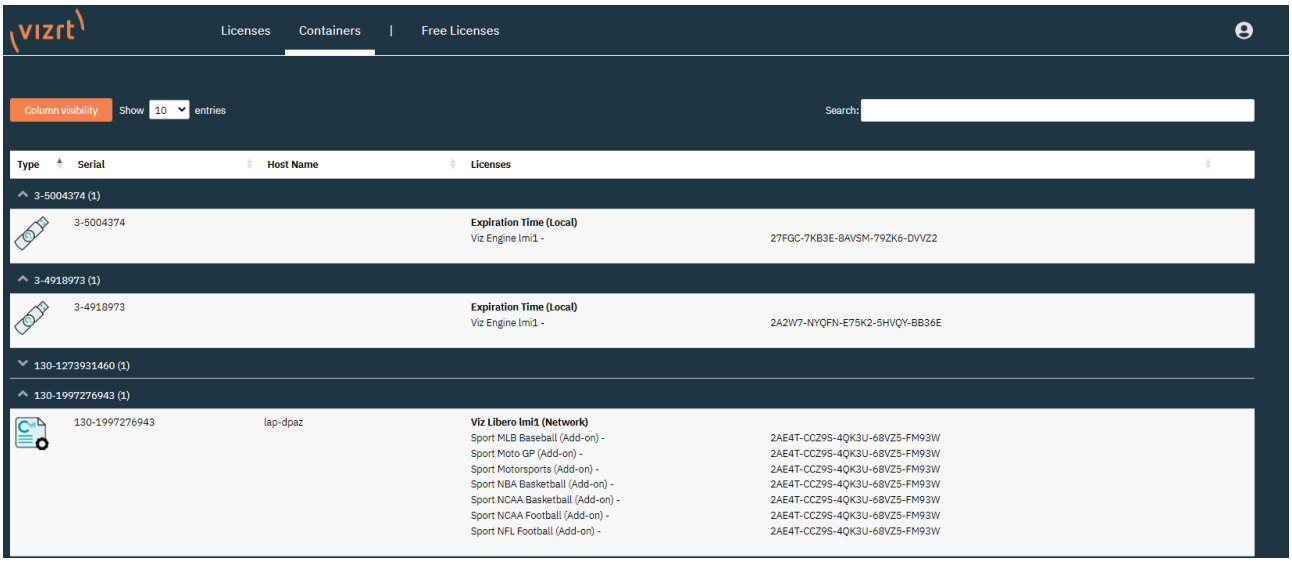
It is possible to select how many **entries per page** should be displayed. You can use the **search bar** to search the individual columns.

With the option field on the top right, you can filter license features according to date or specify certain states of licenses.



4.3 Containers

The containers page shows the currently used license containers. This means that all license dongles that hold a license ticket of the account the user is assigned to, are displayed.



Column	Description
Type	This column displays the type of container that the license ticket is applied on. There are currently 3 types of Containers: Local Software Container, USB Dongle, Smartbind_Loose Container (used for VMs and Cloud instances).
Serial	This column displays the serial number of the Container or Dongle.
Host Name	This column displays the Host Name of the computer the Software Container is located. This does not work for USB dongles.
Licenses	This column displays the License features and the tickets they originate from.

The columns can be filtered alphabetically using the arrow buttons on the column title. Columns can be hidden by clicking the **Column visibility** button on the top left.

It is possible to display more than ten entries per page. You can use the search bar to search the individual columns.

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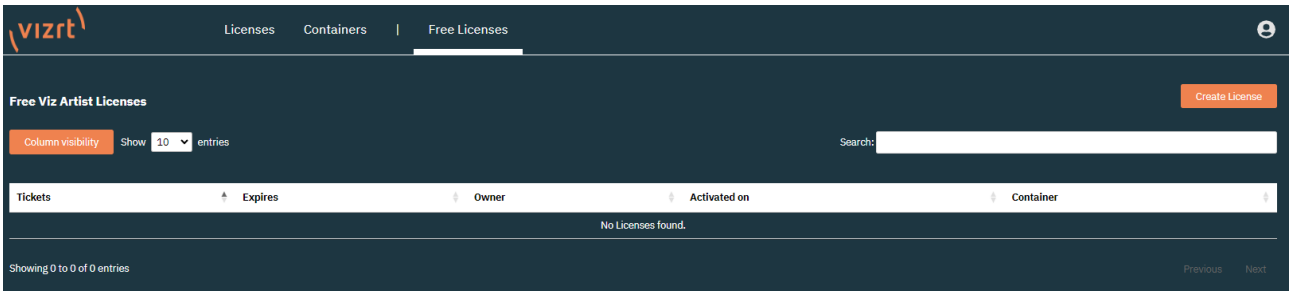
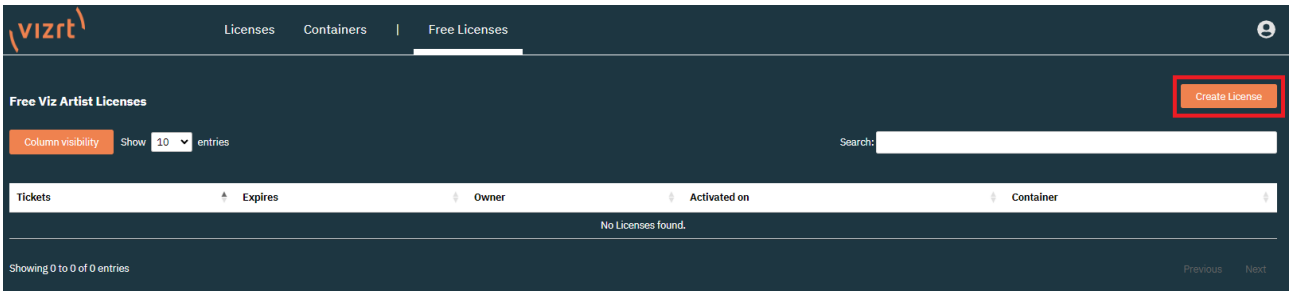
4.4 Free Licenses

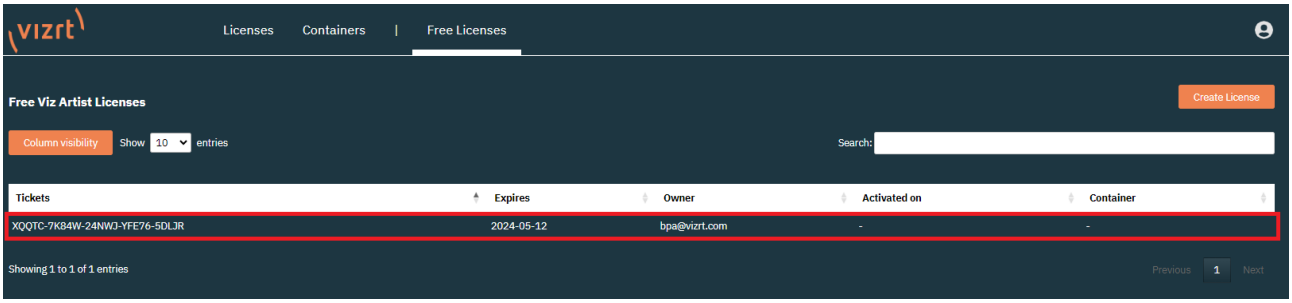
Here you are able to create Free Licenses for private or educational use. Currently this option is available for Free Viz Artist.



To create your own free license, click on **Create License**.



After a few seconds the license ticket is shown.



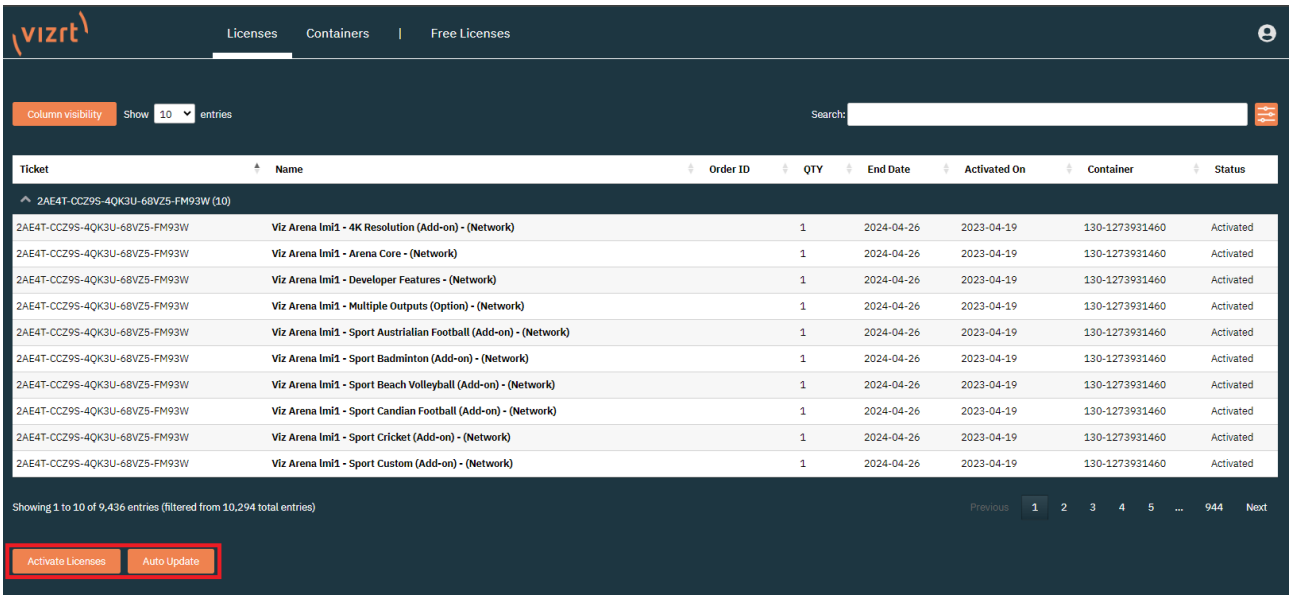
After creating a license, they are visible on the Licenses and can be activated.

4.5 Online License Activation

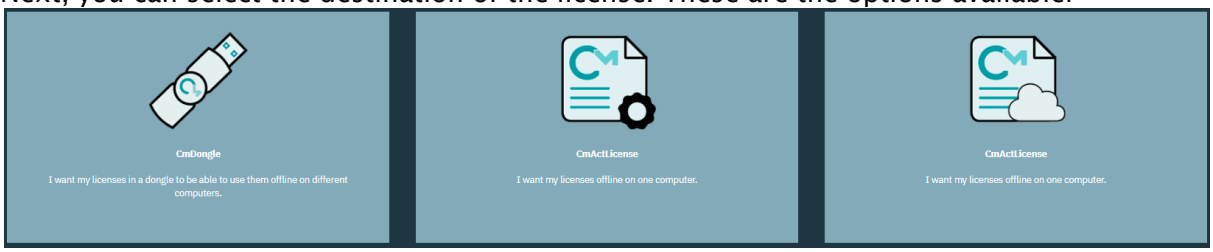
4.5.1 Activating a License using Online Activation

You can activate a new license ticket on a Dongle, Software Container or a Smartbind_Loose Container.

On the licenses page, below the license information, there are the **Activate Licenses** and Auto Update buttons.



1. To start the license activation click the **Activate Licenses** button.
2. Next, you can select the destination of the license. These are the options available:



Container Type	Description
CmDongle	Activates the license on a USB Dongle.
CmActLicense local	Activates the license on a local Software Container.
CmActLicense Smartbind Loose	Activates the license on a Software Container in a Cloud or VM environment.

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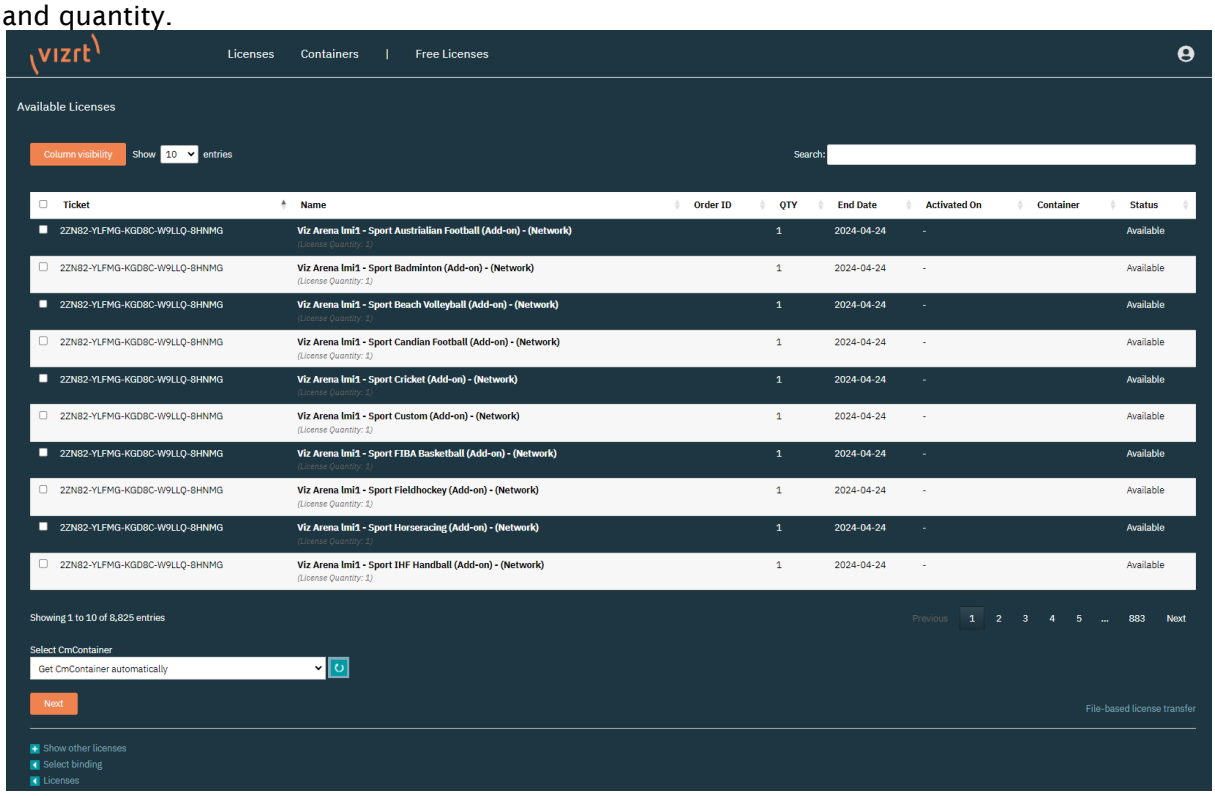
> **Info:** The Smartbind Loose Container type is bound to a specific permission which needs to be enabled per user and is not enabled by default. This Container type is used to create a Software Container in a Cloud or VM Environment.

3. After selecting a container, the next page displays all licenses currently available for activation. The table displays all licenses available for activation, including expiration date and quantity.



The **Column visibility** allows you to select or deselect the columns in the table. This can be used for better visibility. With the **Search** field you can search for ticket IDs or License features.

> **Tip:** It is recommended to always use the search field, for the ticket ID to not mistakenly activate unwanted license features.

4. Using the check-box in the first column, select the features to activate.
5. Once the features are selected, you can activate them on a new container (created automatically in the next step), or select an existing container to add the licenses to.

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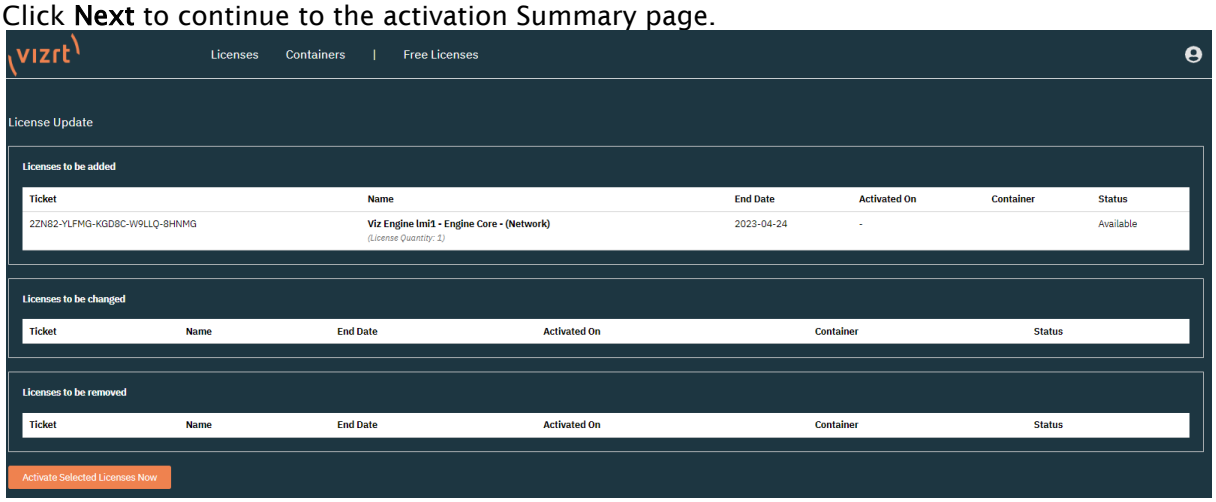
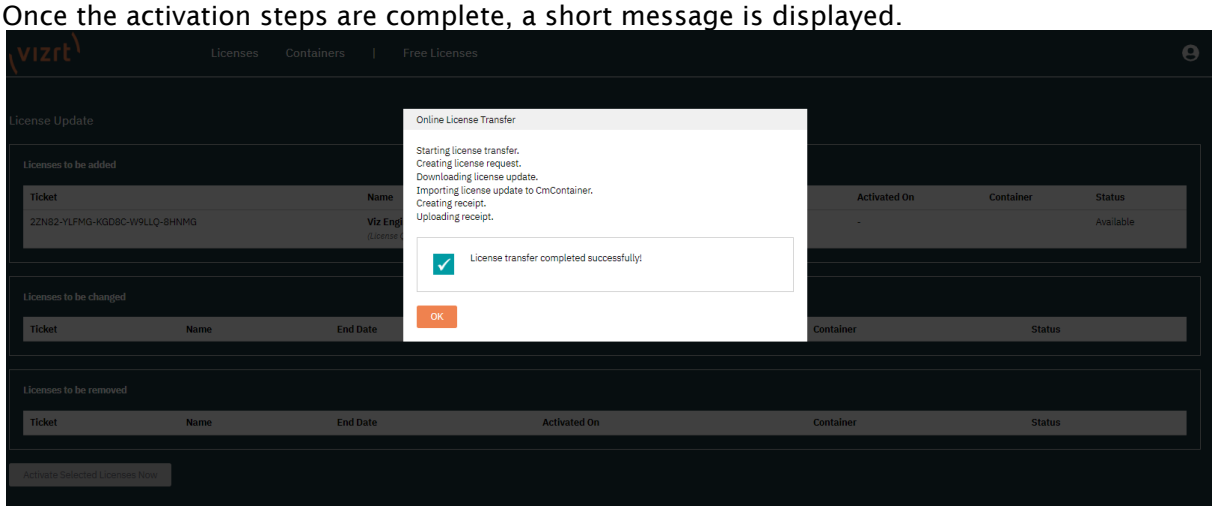
6. Click **Next** to continue to the activation Summary page.



The summary page shows the licenses that are going to be added, changed or removed. For the activation process, licenses are added.

7. Click **Activate Selected Licenses Now** to activate the licenses.
8. Once the activation steps are complete, a short message is displayed.



9. Pressing **OK** returns the portal to the Licenses.

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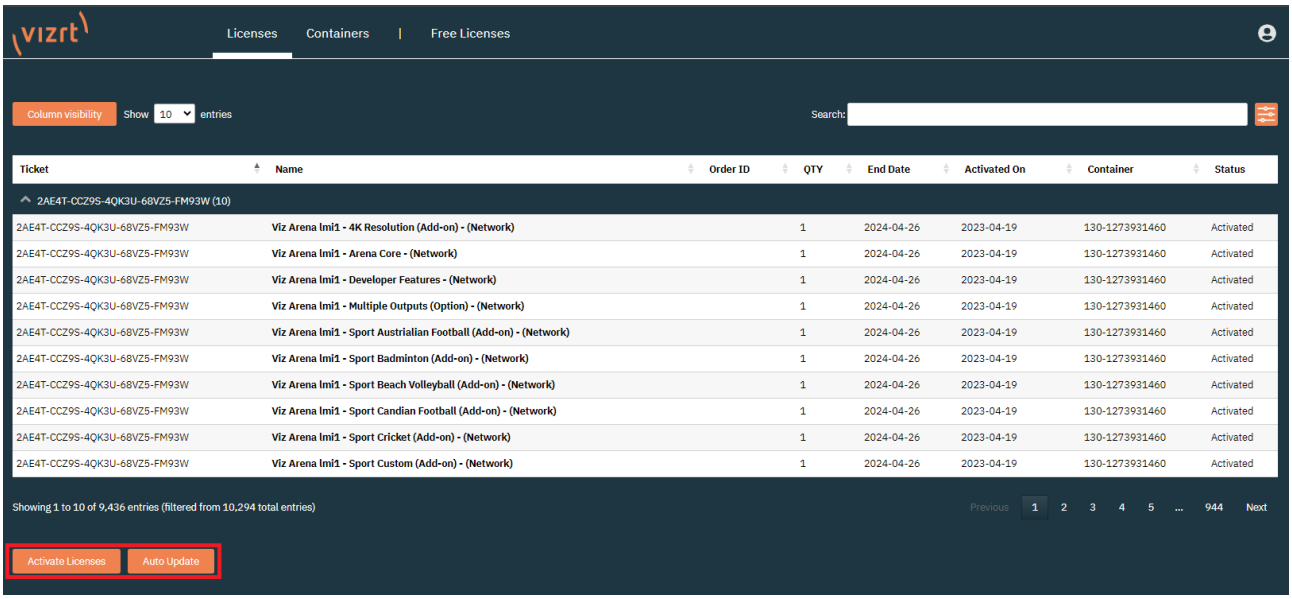
4.6 Offline License Activation

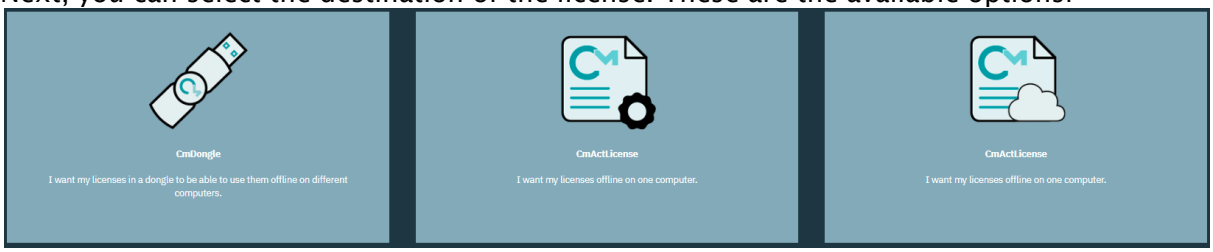
4.6.1 Activating a License using Offline Activation

With the offline license activation, you can activate a license in an environment that does not have internet access. However, it is required to use one computer with internet access in parallel to allow a file transfer between the Vizrt License Portal and the offline environment.

On the licenses page, below the license information, there are the **Activate Licenses** and Auto Update buttons.



1. To start the license activation click the **Activate Licenses** button.
2. Next, you can select the destination of the license. These are the available options:



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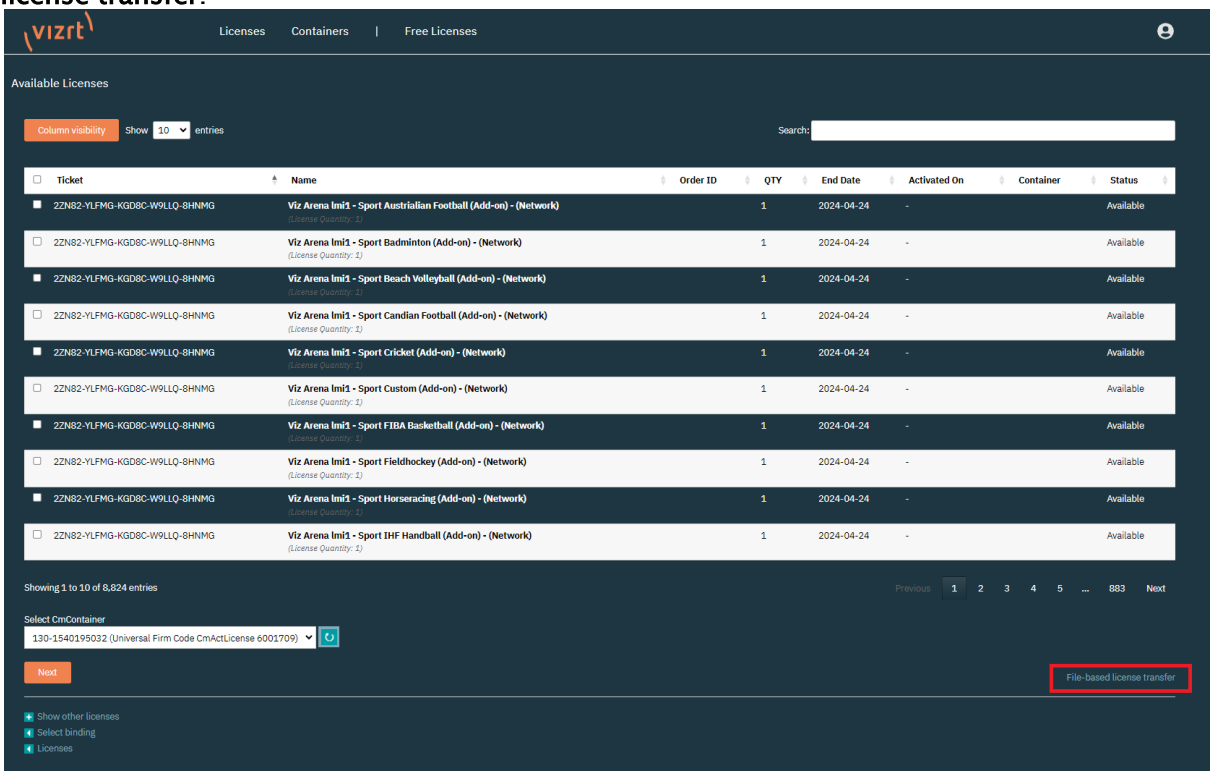
3. In this view, instead of selecting and activating the available licenses directly, click **File-based license transfer**.



4. The offline activation follows the same steps as the online activation process, but requires to manually transfer the files between the license portal and the remote computer with the license container. As a first step, it is required to select the features that should be activated.
   You can filter the data columns using the **Column Visibility** button and search for tickets or features using the **Search** field.
   Below the data table it is possible to either, select a Container that is already known to the organization (which means there is already another license of this account applied), or start

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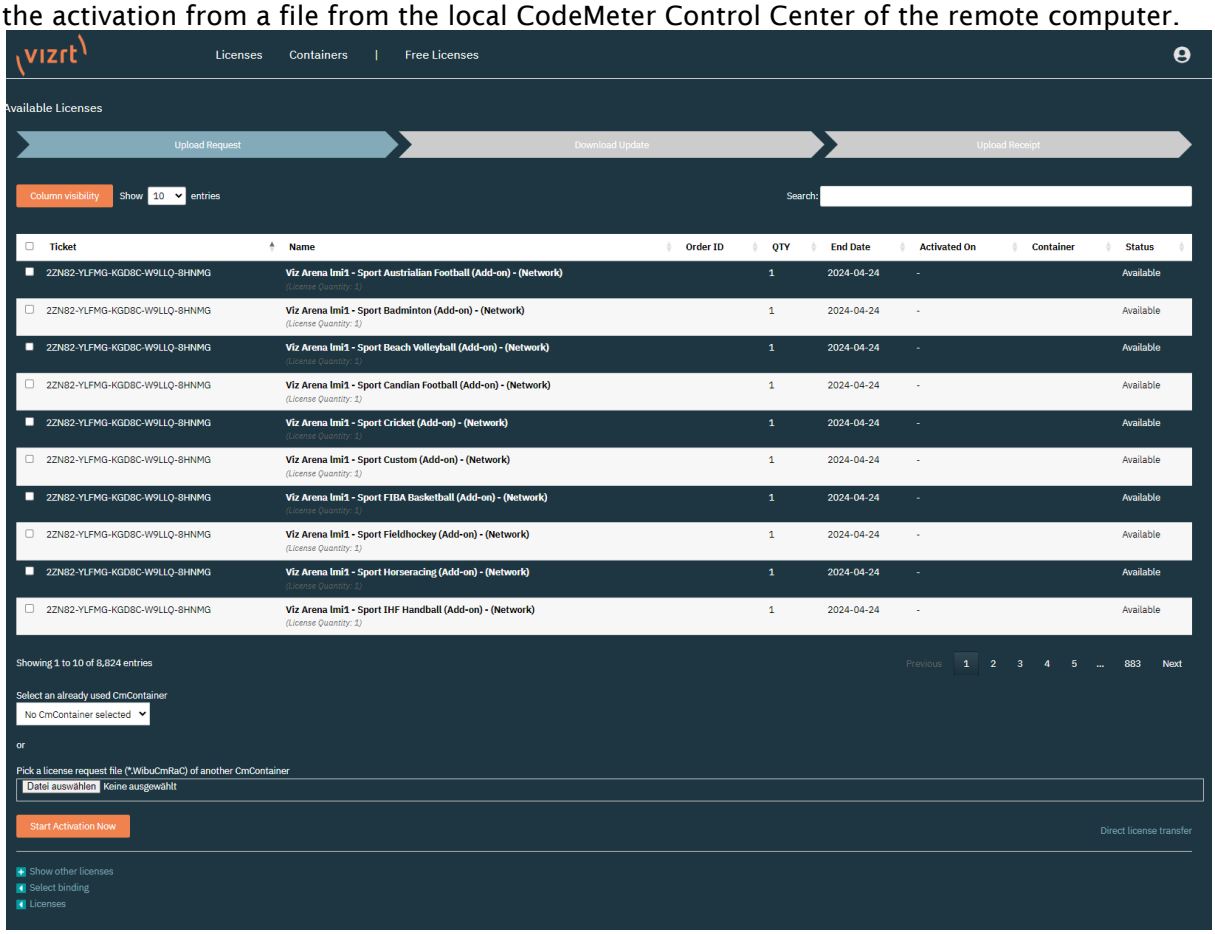
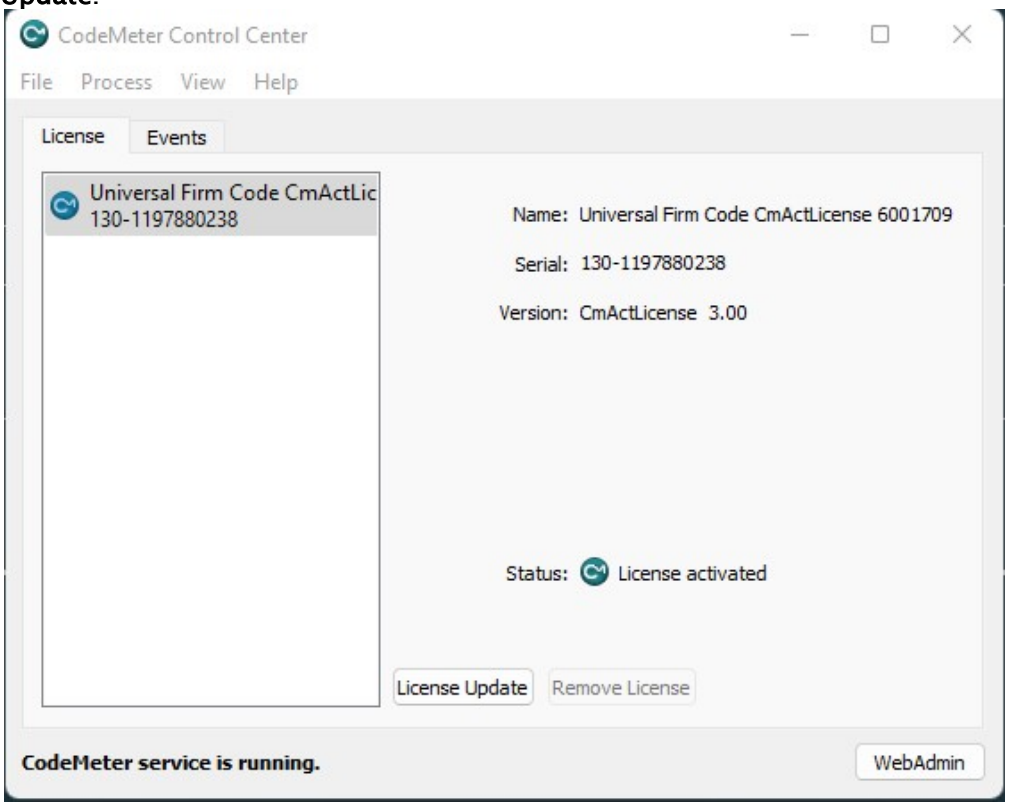
the activation from a file from the local CodeMeter Control Center of the remote computer.



5. In the remote computer open the CodeMeter Control Center. This can be done by opening the Windows Search and searching for **CodeMeter Control Center**.
   Select the Dongle or Software Container the license should be activated on and click **License**

Update.



Info: To generate a Software Container on a local machine, use the Offline Licensing Helper Tool that can be downloaded from the Accounts page of the license portal.

Warning: It is not possible to use the Offline Licensing Helper to create a Software container on a VM or Cloud environment. For that, please use the Online activation in any case.

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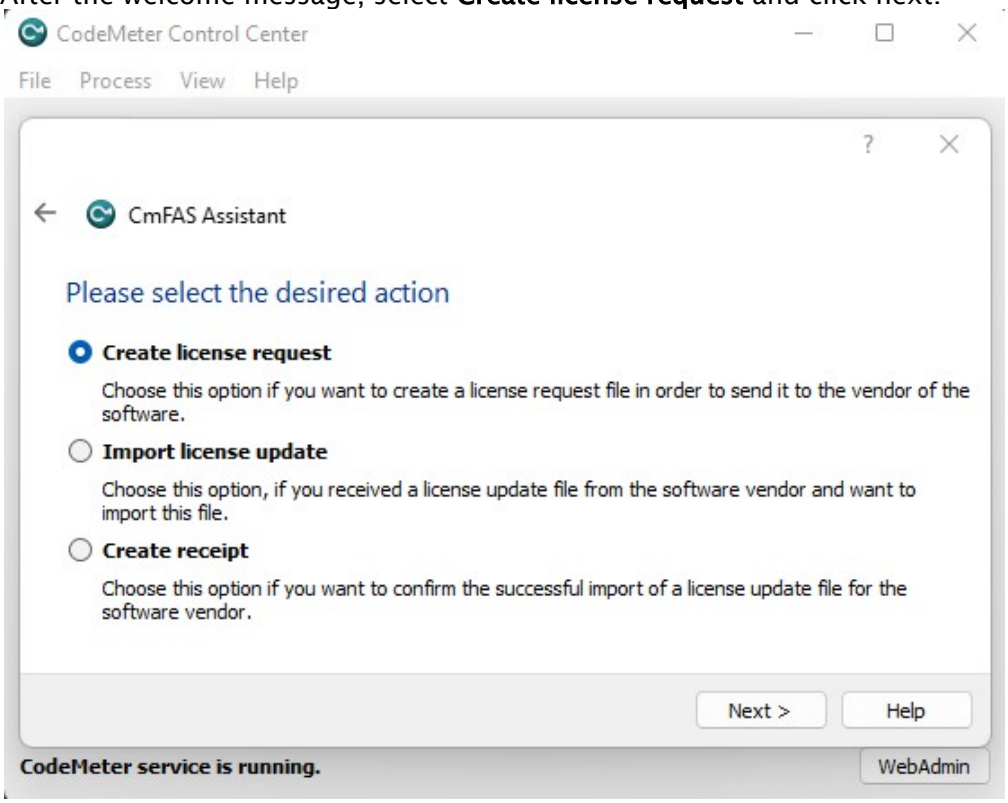
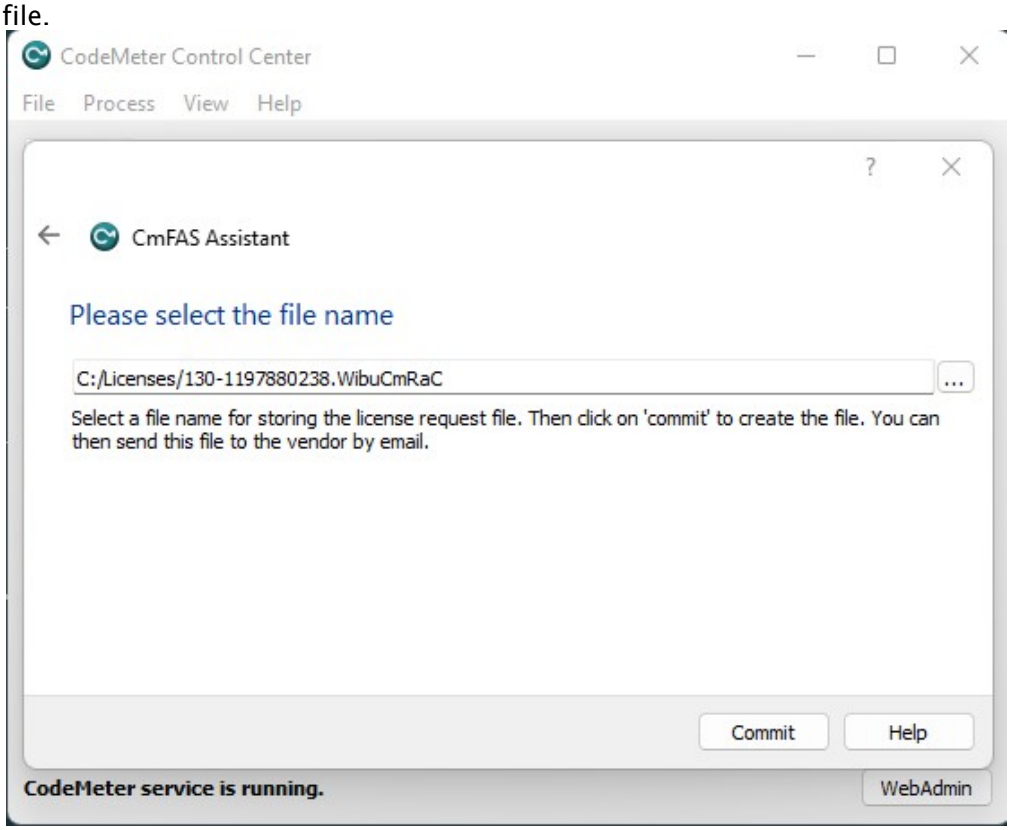
6. After the welcome message, select **Create license request** and click next.



7. Select the path where the Request file should be stored and click **Commit** to generate the file.



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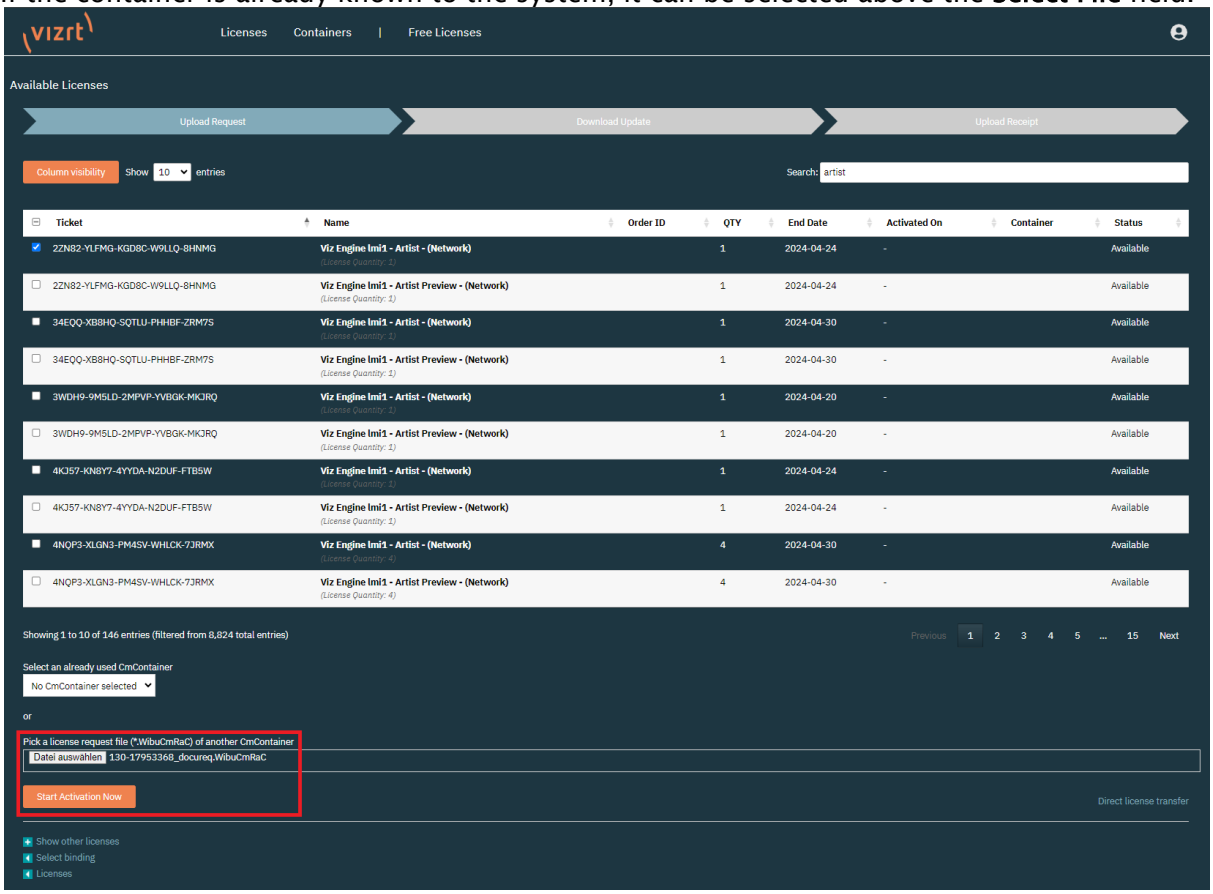
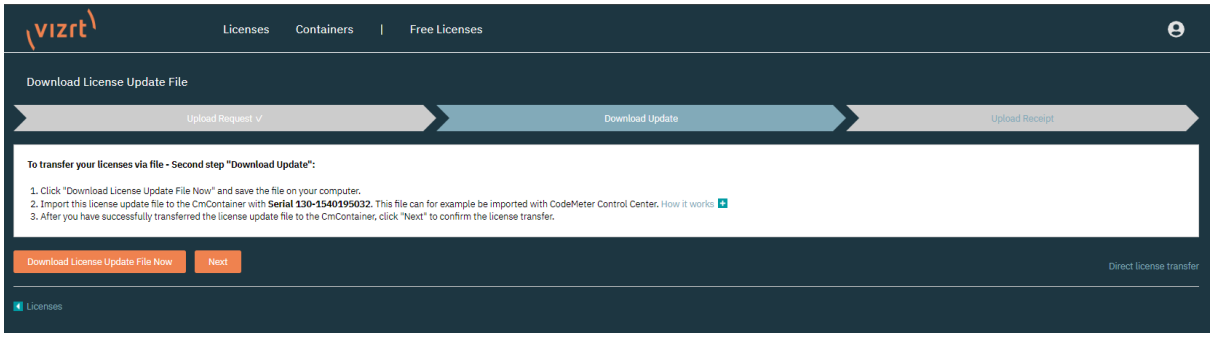
8. Copy the created file to the computer with the license portal open, and upload it using **Select File**. Click **Start Activation Now**.
   If the container is already known to the system, it can be selected above the **Select File** field.



9. Once the file is successfully uploaded, the portal continues to the next interface. Click **Download License Update File Now** to download the License Update file. Once the file is downloaded click **Next**.



10. Copy the downloaded License Update file to the remote computer and open CodeMeter Control Center. Click **License Update** again and then select **Import license update**.

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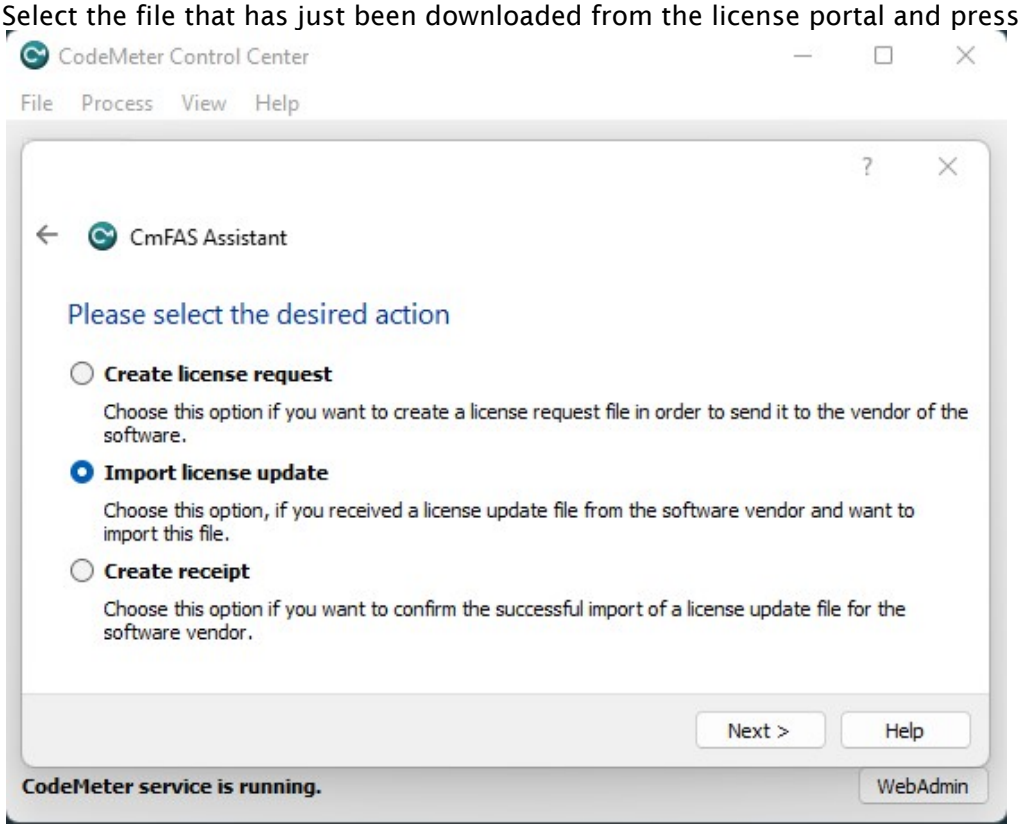
Select the file that has just been downloaded from the license portal and press **Commit**.



11. After successfully importing the update file, click **License Update** again and select **Create receipt**. Choose the path where the receipt file should be saved and press **Commit**.

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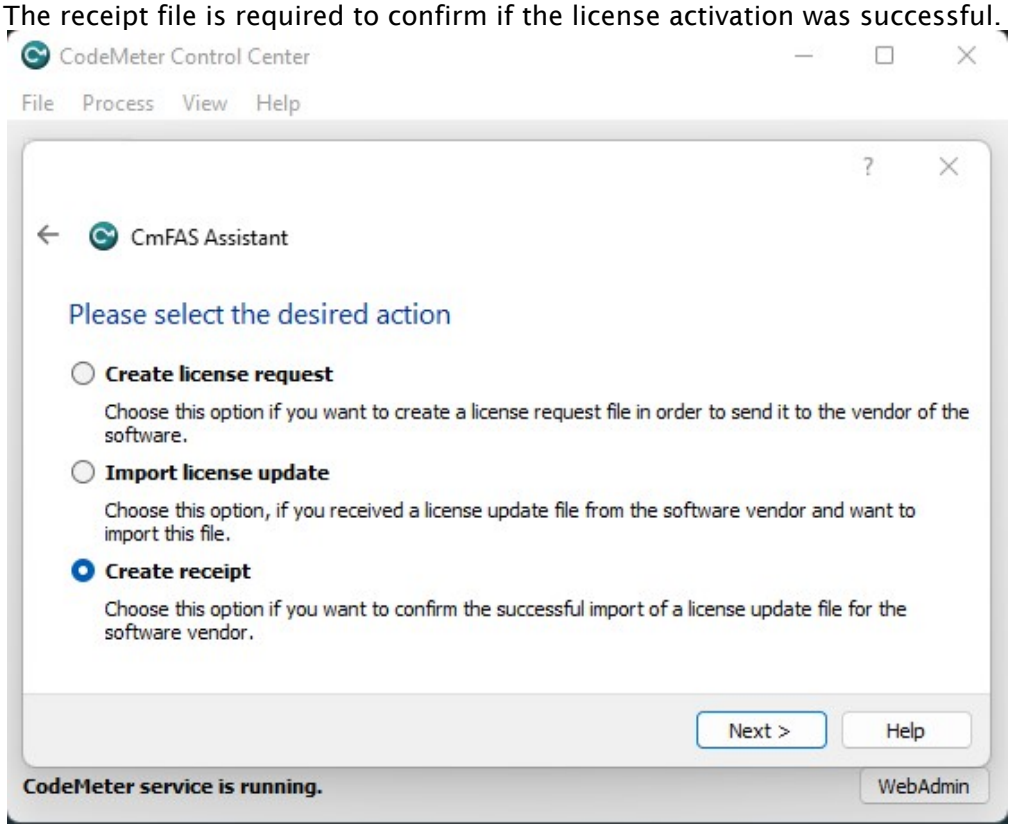
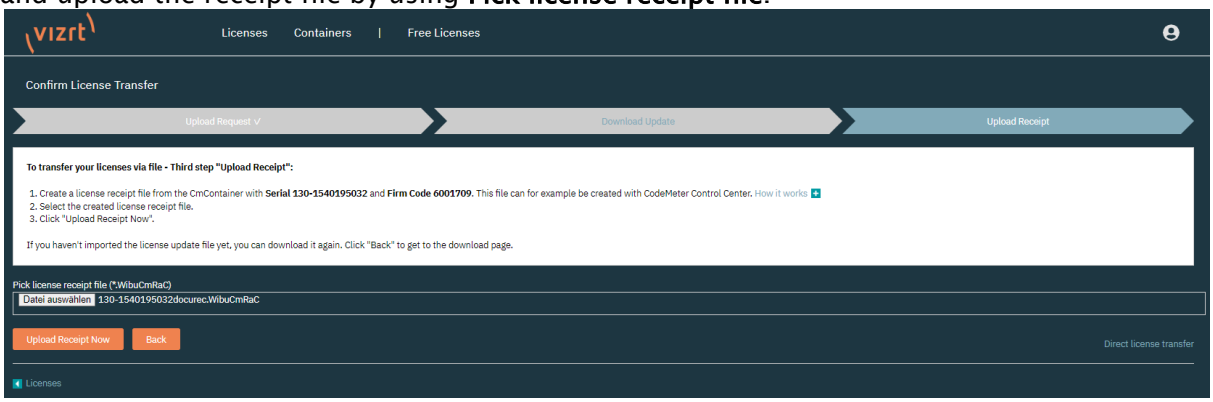
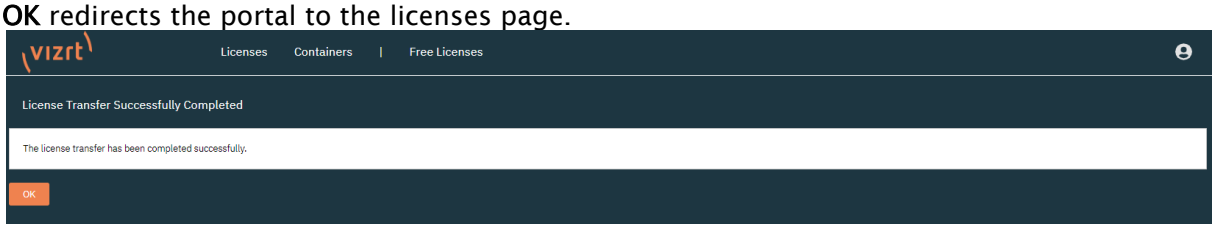
The receipt file is required to confirm if the license activation was successful.



12. Copy the receipt file from the remote computer to the one with the license portal still open, and upload the receipt file by using **Pick license receipt file**.



13. Once uploaded, click **Upload Receipt Now**. This finishes the activation of the license. Clicking **OK** redirects the portal to the licenses page.



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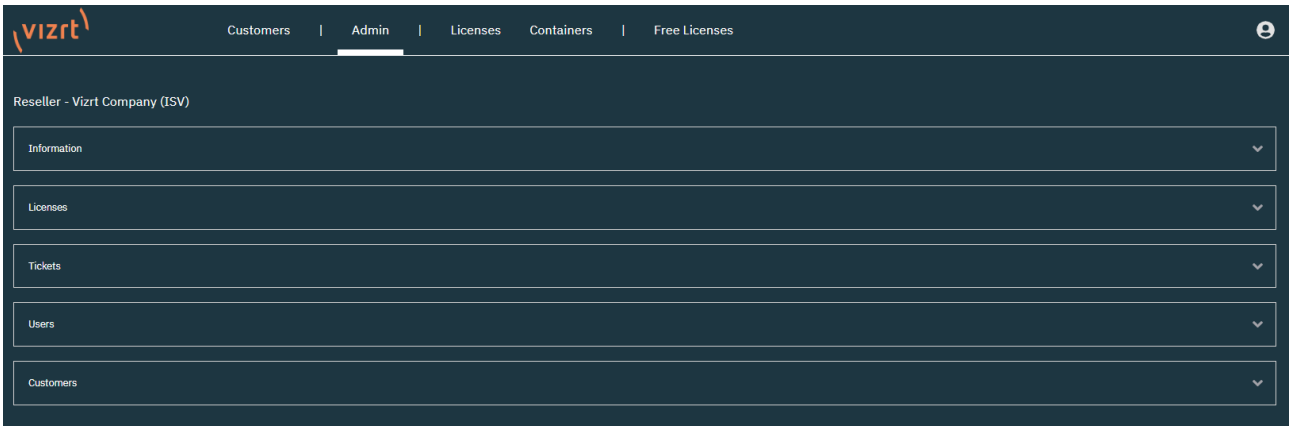
4.7 Admin

The Admin Page allows administrator users of the license portal to manage licenses and tickets of their account and all of its child accounts. The administrator access is tied to a permission which can be granted to individual users upon request.
The Account name is displayed, and the information is separated in five different sections.



Section	Description
Information	Provides information about the account the logged in user is assigned to.
Licenses	Displays all licenses of the account.
Tickets	Displays all tickets of the accounts.
Users	Displays the users of the account.
Customers / Organizations	Displays the Child Accounts.

4.7.1 Information

The Information tab displays the name, description, the date it was created and the maintenance period of the account. The name is the account number used by the system, while the description displays the account name.

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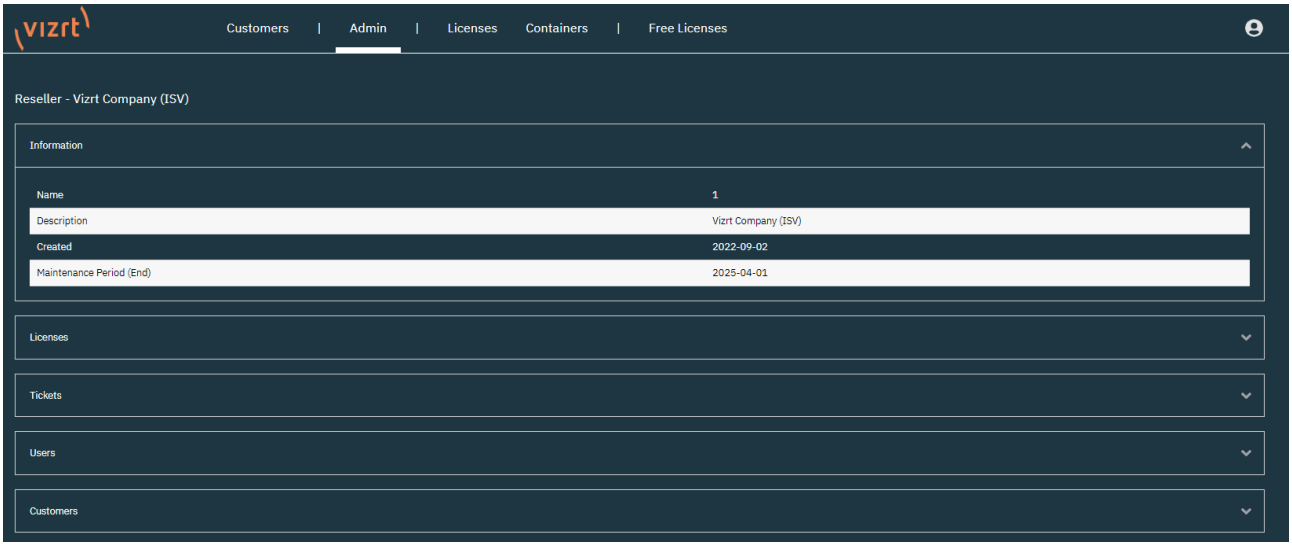

Info: The Maintenance Period is written on each license ticket and allows customers to use Vizrt Software Products that were released before that date. The Maintenance Period within the portal is updated according to the Support Contract of an account, this is not directly reflected on licenses that have already been applied. To use the latest Vizrt Software Products, the applied licenses need to be update with the latest maintenance period.

4.7.2 Licenses

The licenses section provides the same information as the Licenses tab but for Administrator users.

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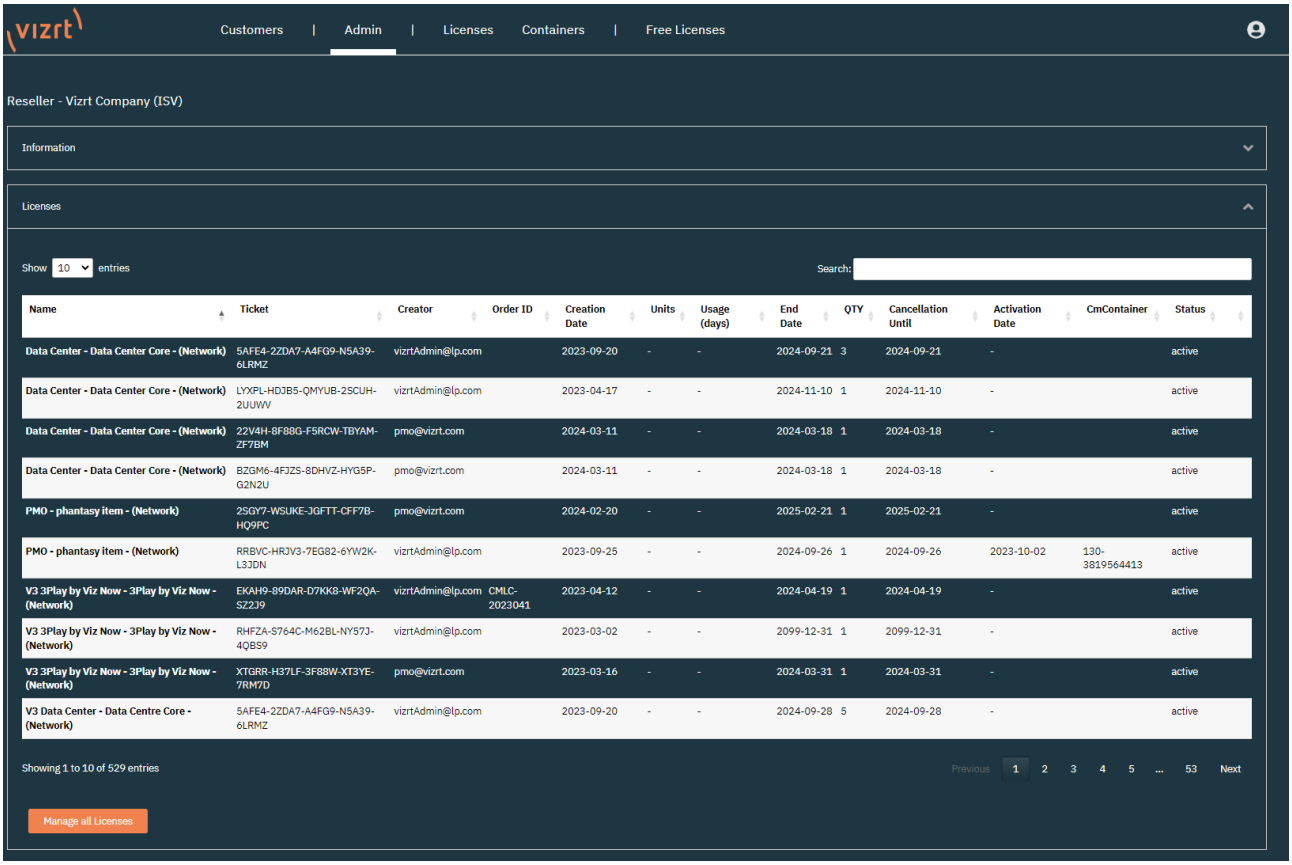

With the **Manage all Licenses** button, Administrators can activate the licenses from the Admin tab. This button takes you to the Activation Page for Online License Activation and Offline License Activation.
For accounts that also have an account hierarchy, all available tickets from the Parent Account and Child Accounts are available for activation.

4.7.3 Tickets

The Ticket section allows users to see the individual tickets and assign them to specific users. The default value is **Public** which means that every user of the current account can access the ticket. It is also possible to either assign a ticket to administrator users only, or to an individual user.

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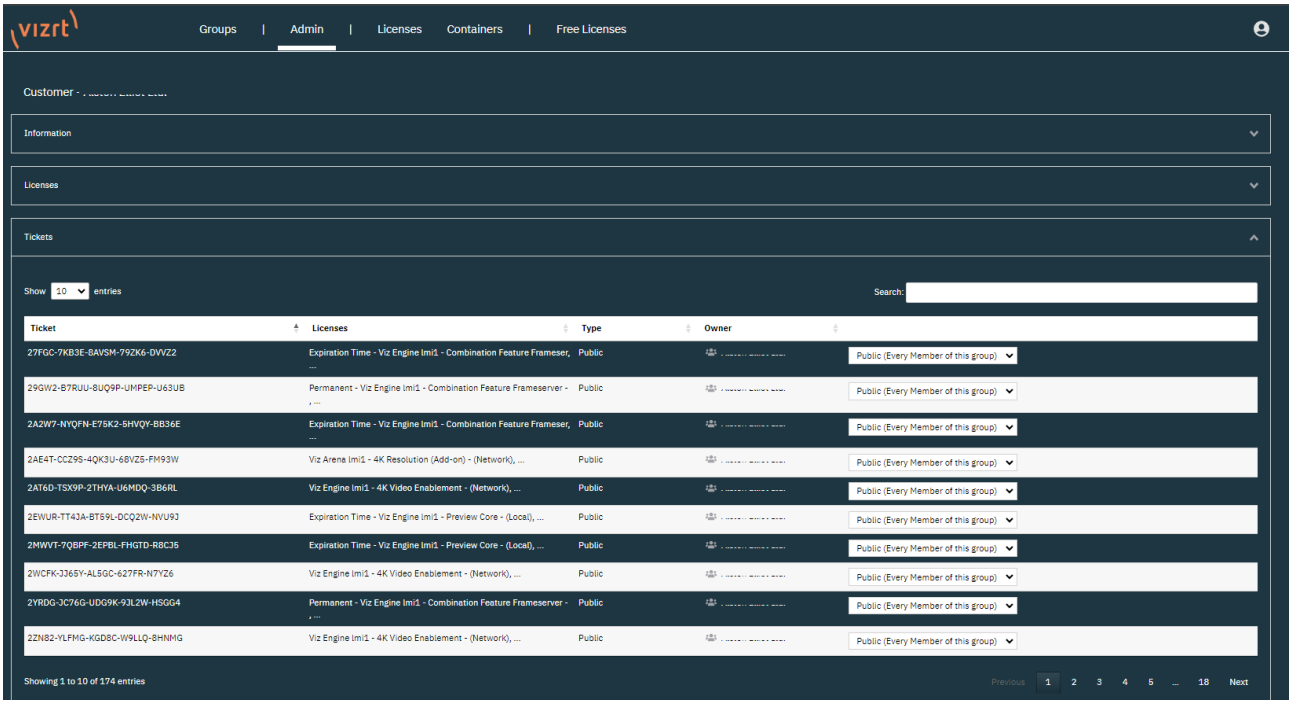
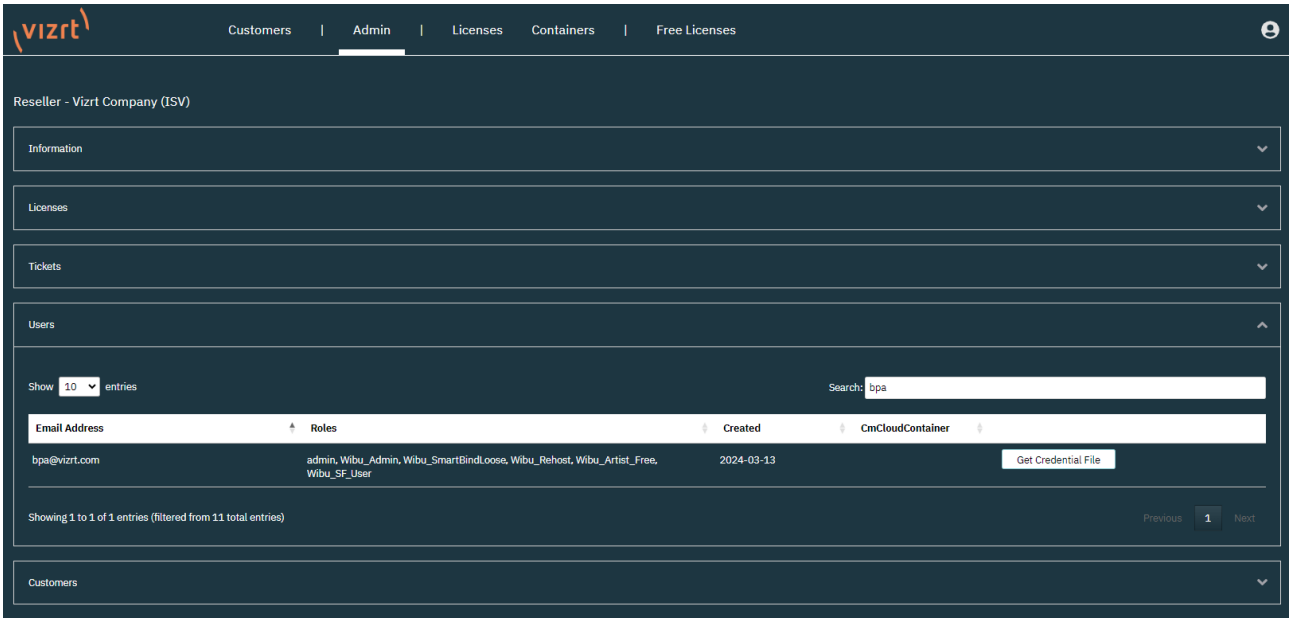


Tip: Tickets are only shown in the licenses page of a user if the access permission is set to public or the ticket has been assigned to the individual user.

4.7.4 Users

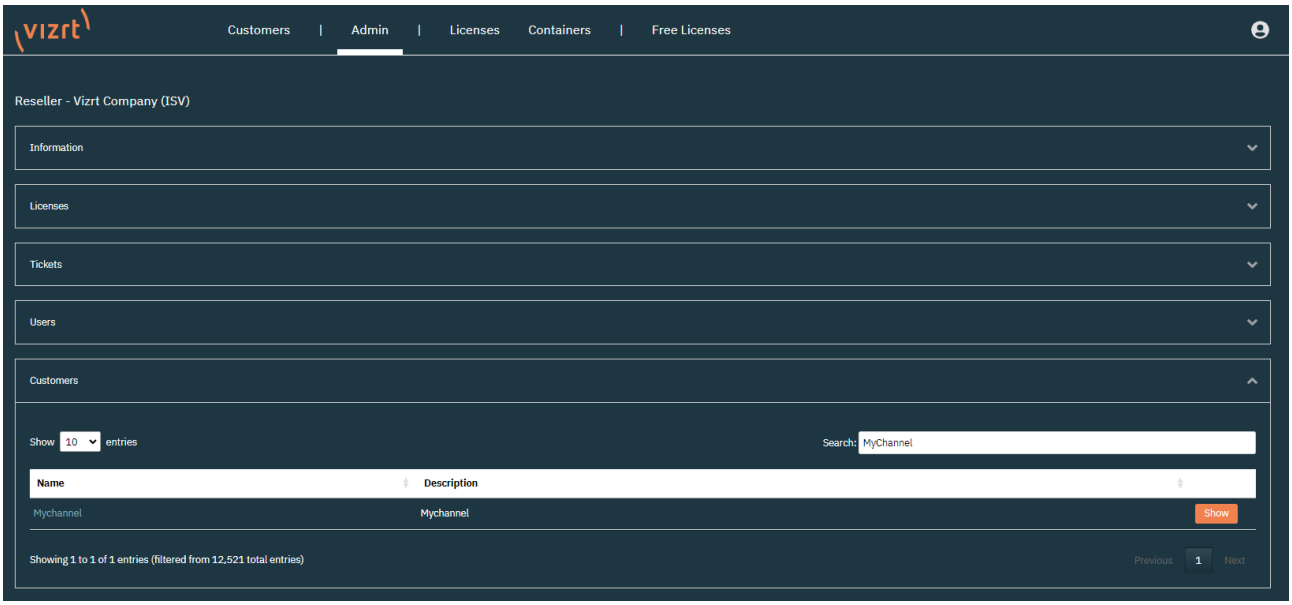
In this section you can see which users are connected to the account. In addition to the email address, the user logged into the license portal, has its permissions displayed.



Info: The **CmCloudContainer** column and the **Get Credential File** button are not currently used, and are part of upcoming features of the Licensing Portal.

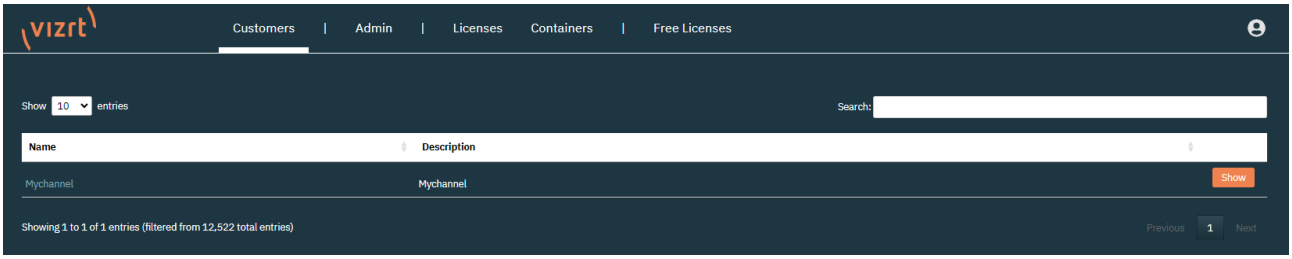
4.7.5 Customers

The customers section displays the child accounts of the current account. Clicking the **Show** button forwards to the Admin Page of the child account and provides the same functionality as described in the Admin Page.



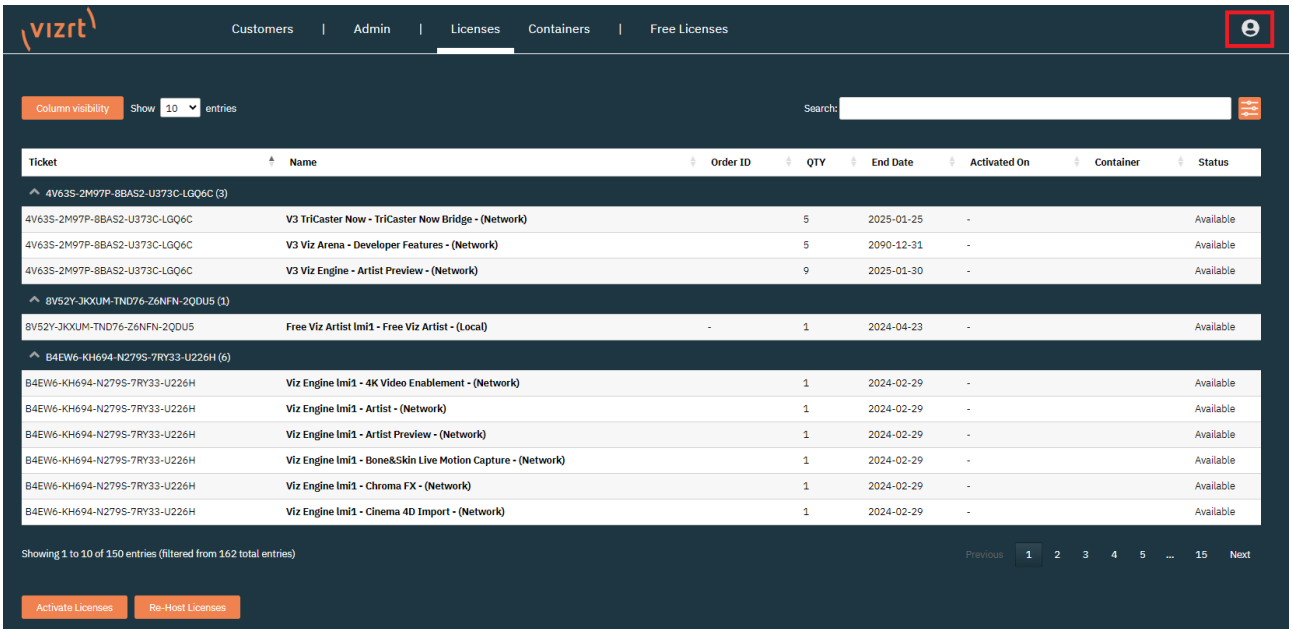
4.8 Customers

The customers section displays the child accounts of the current account. Clicking the **Show** button forwards to the Admin Page of the child account and provides the same functionality as described in the Admin Page.



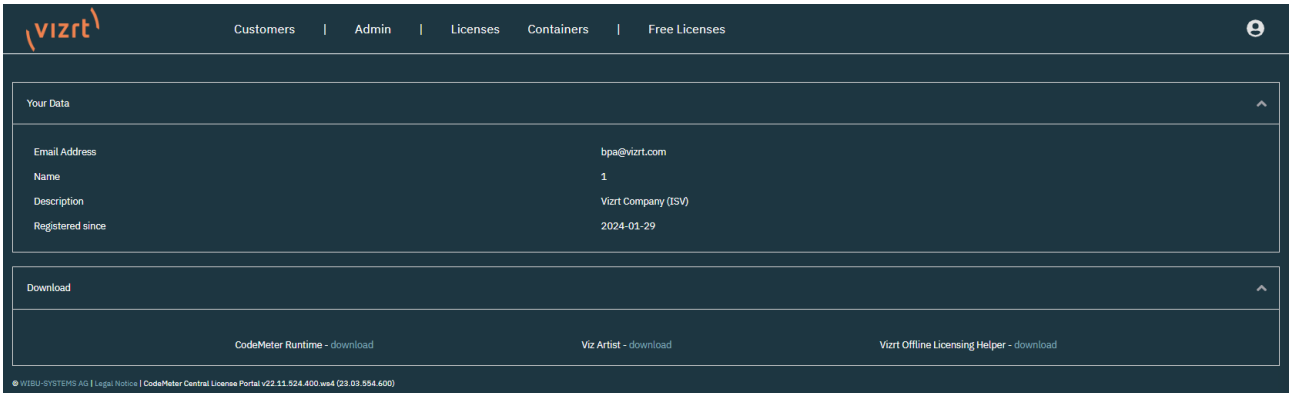
4.9 Account

To access the account information, click on the portrait symbol on the top right of the license portal.



Clicking this button, either forwards to the account information, or provides the option to log out of the license portal.

The account information provides all of the information about the user and account data:



Your Data	Description
Email Address	Email address of the current user.
Name	Account ID of the account the user is assigned to.
Description	Account name of the account the user is assigned to.

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Your Data	Description
Registered since	Date of creation of the current user.
Download	**Description**
CodeMeter Runtime	WIBUs CodeMeter Runtime is required to run any Vizrt Software Product. Also required to run a license server. This installer is also shipped with all Vizrt Software bundles.
Viz Artist	Downloader for Viz Free Artist.
Vizrt Offline Licensing Helper	This tool is required for offline licensing activation. Please only use to create a container in case there is none on the machine. The other steps of the offline activation can be done like described here.

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4.10 Re-Hosting

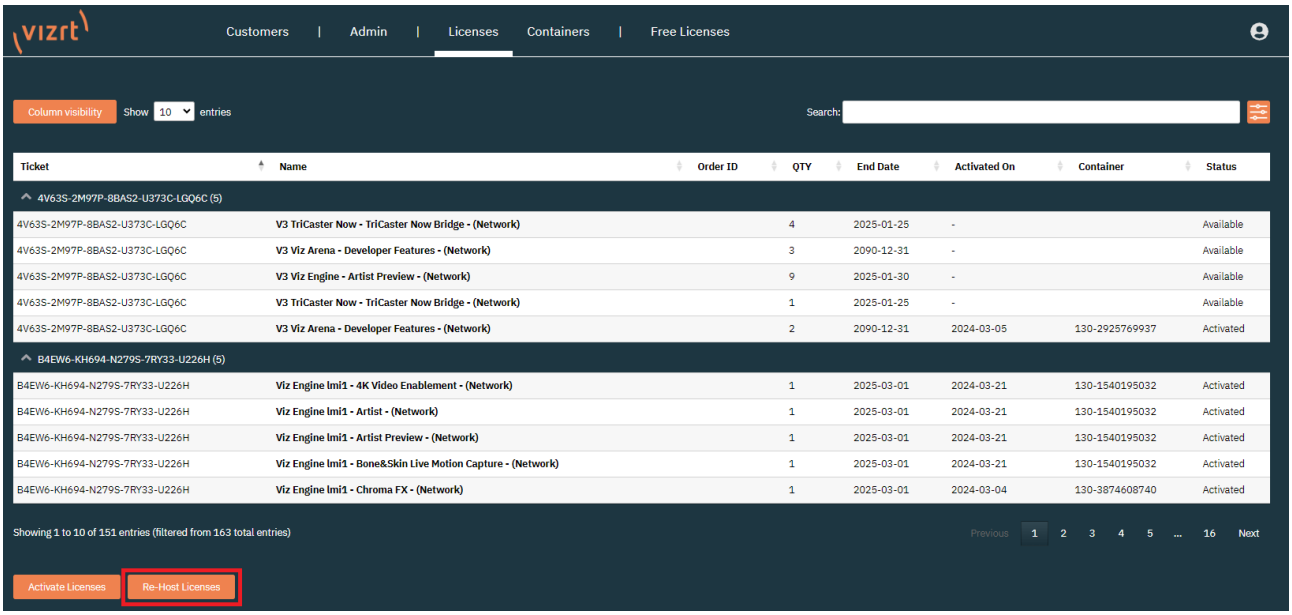
> **Info:** The Re-hosting feature currently requires more computations. Hence, you might see a delay of a few minutes while performing this action. Please do not refresh the browser window.

With Re-Hosting, you can rehost an already activated license from a Dongle or Software Container back to the license portal. This enables flexibility in license usage and provides the option to move licenses between locations.

Re-Hosting licenses follows the same procedure as the license activation process and it allows online and offline workflow.

It is required to have an additional permission that can be requested from Vizrt for individual users.

If a user has the Re-Host permission enabled, a button is displayed below the licenses table on the Licenses page:



After clicking the **Re-Host Licenses** button, a list of licenses available for rehost is displayed. When using the offline version, the portal first redirects the interface to select the Dongle or Software Container the license should be rehosted from.

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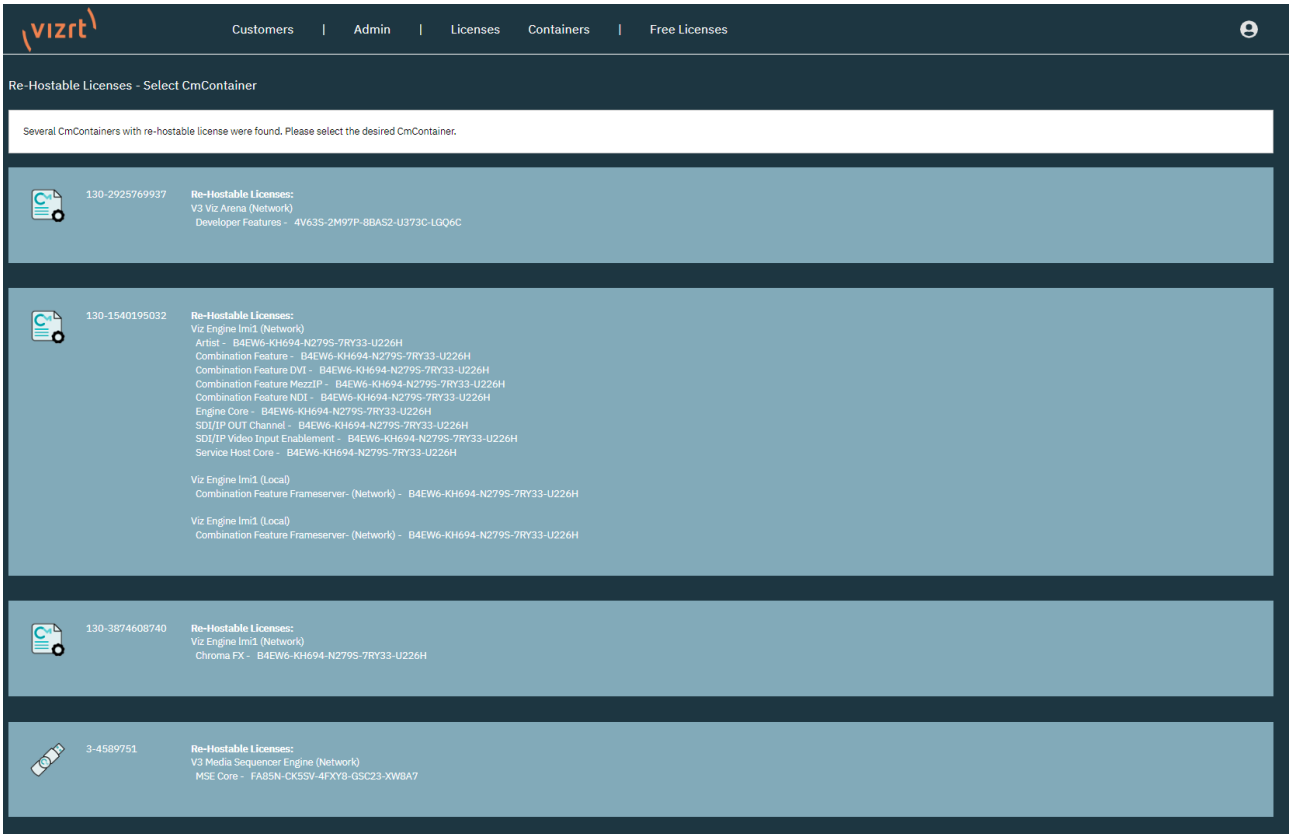

In the online version, the portal directs to the view below, where it is possible to select the features that should be rehosted.

Tip: In this view it is possible to switch to the offline workflow by clicking on **File-based license transfer** on the lower right corner. Follow the same instructions as for the offline license activation.

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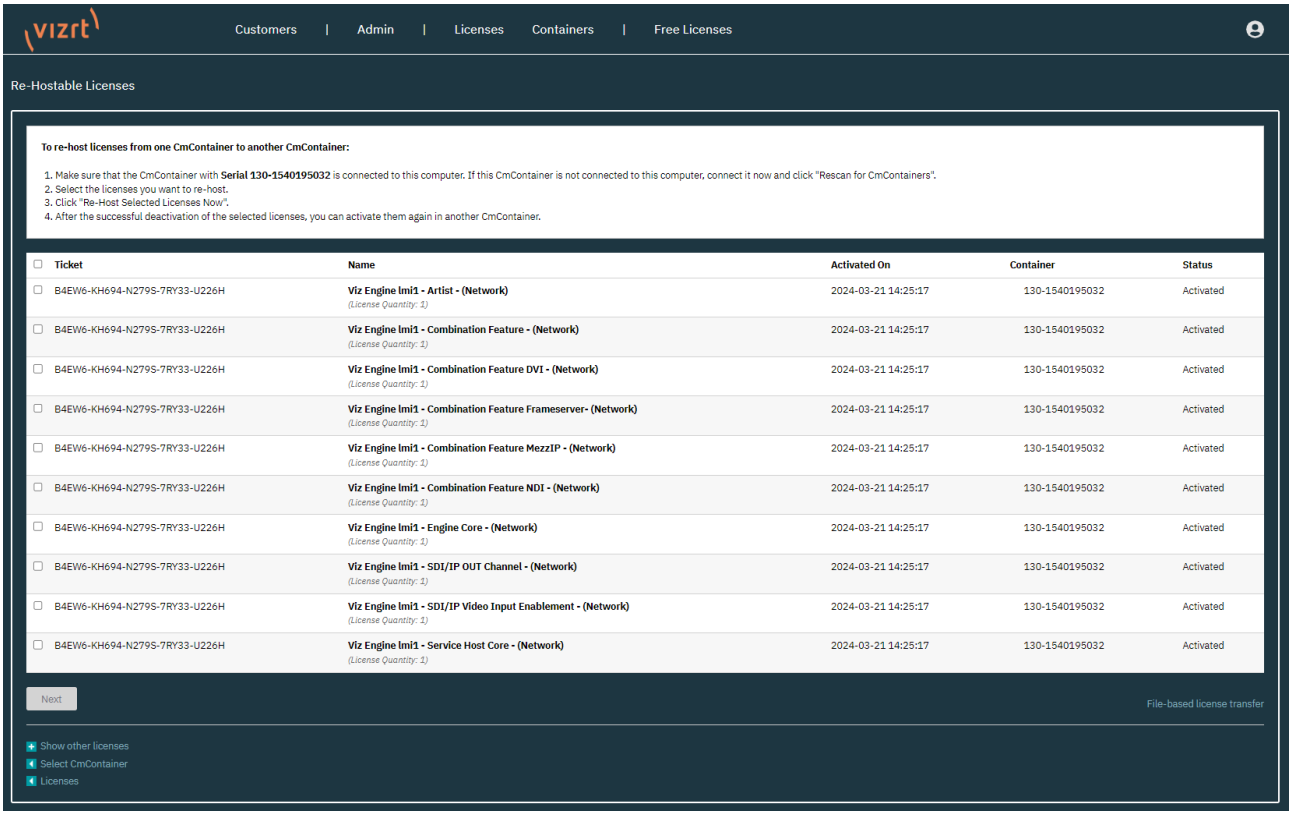

Once selected, the available features to rehost are shown. Select the ones that need to be rehosted and click **Next**.

In the next interface the activation summary is displayed, stating the licenses that are moved from the Dongle or Software Container back to the License Portal.

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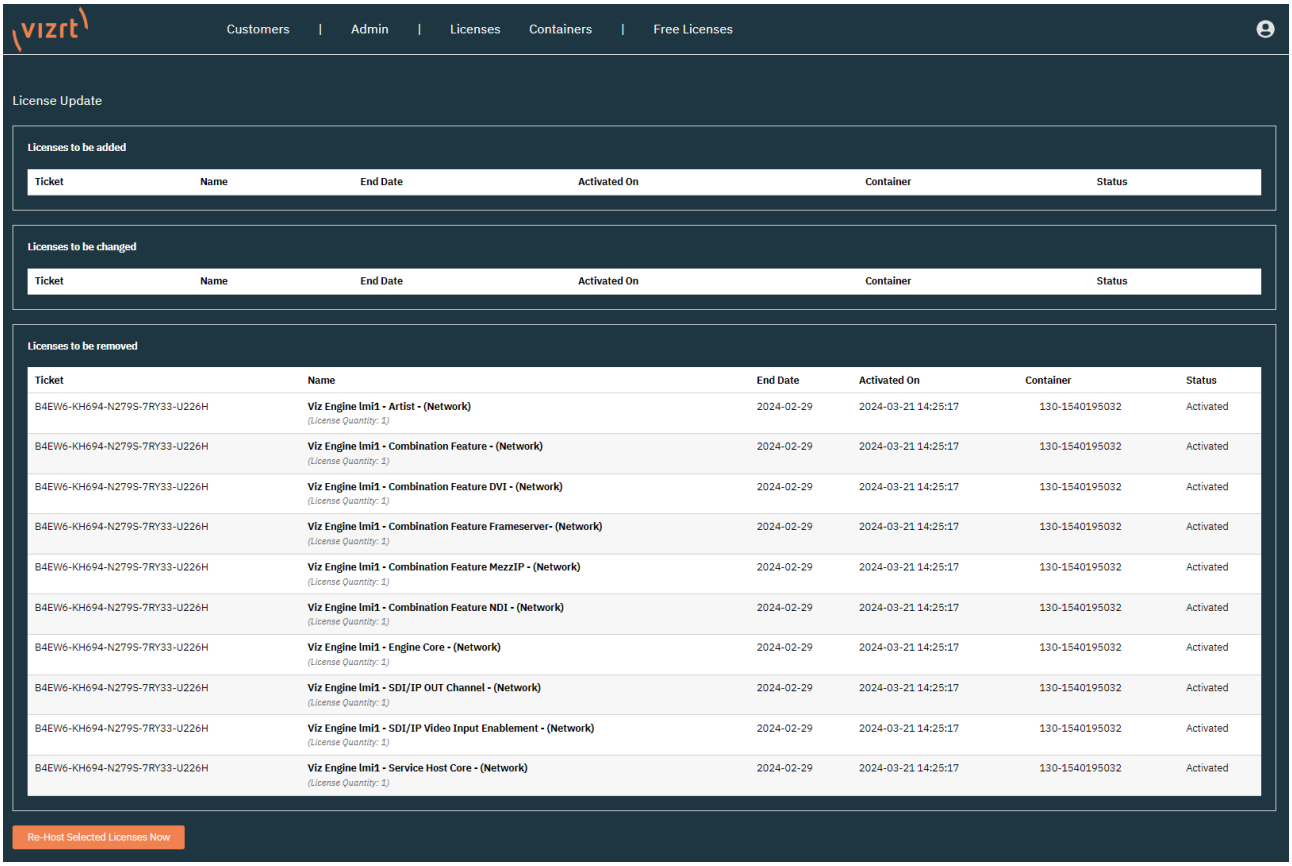
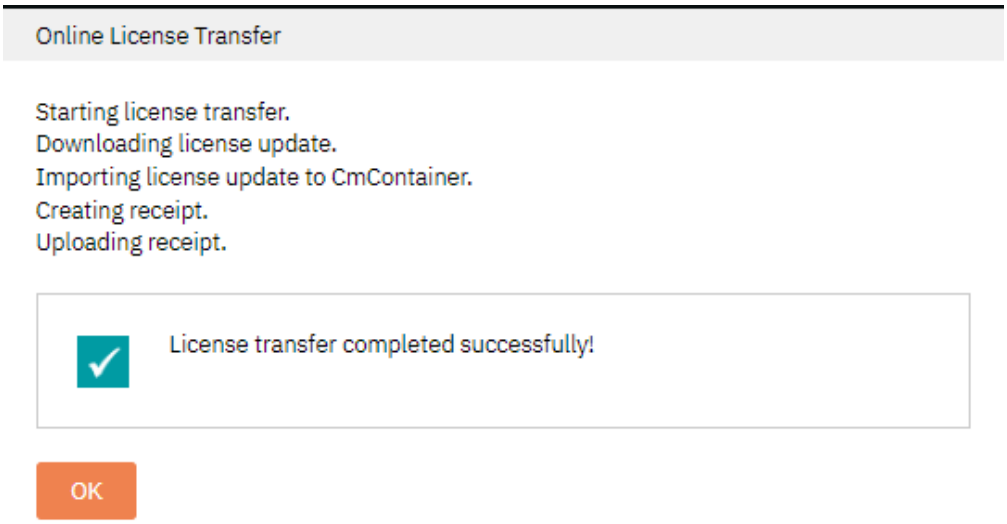


Warning: Re-Hosting will always remove the full quantity of a license feature from a Dongle or Software Container.

Click on **Re-Host Selected Licenses Now** to start the process.

Once finished, a short message is displayed and the portal continues to the license page.



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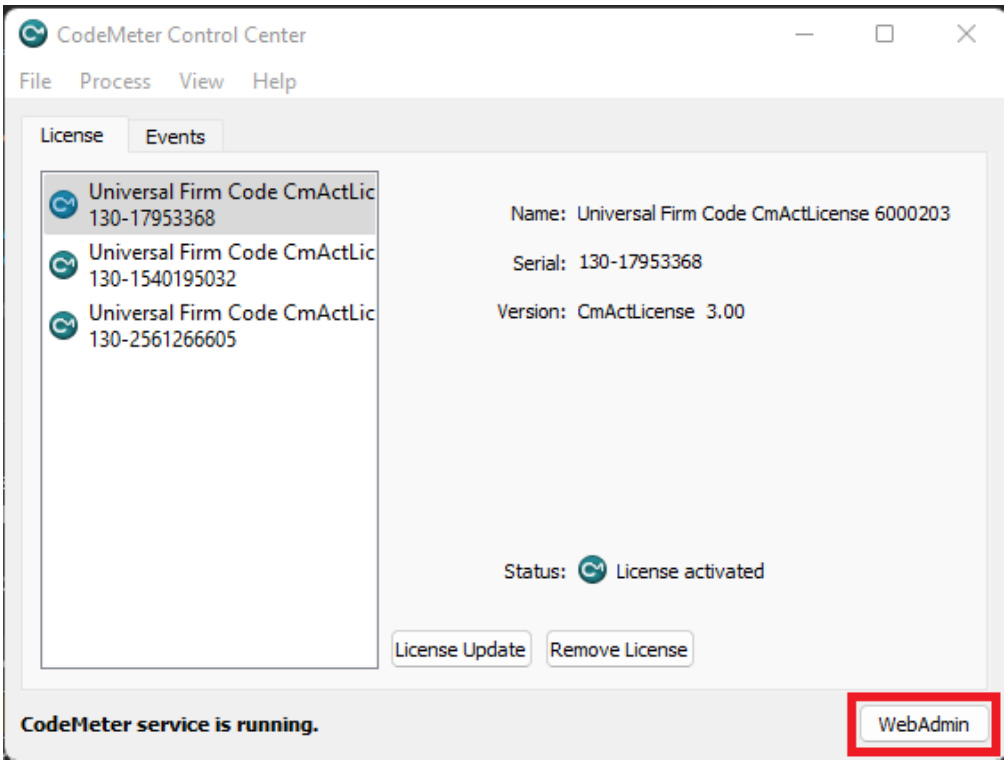
5 CodeMeter WebAdmin

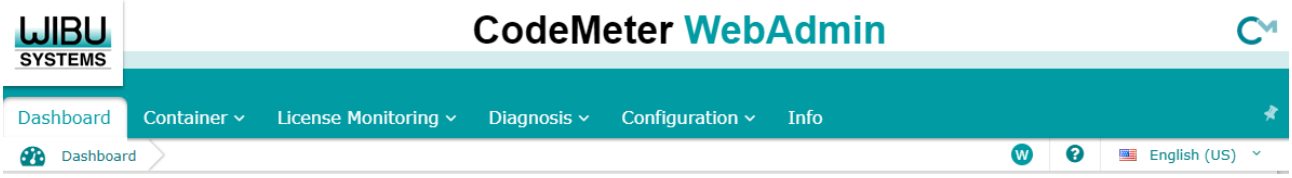
The CodeMeter WebAdmin is the user interface of the WIBU CodeMeter Runtime. It is used to manage local settings, review available licenses, setup a license server and troubleshooting. The WIBU CodeMeter Runtime is shipped with all Vizrt Software products and is also available for download in the account tab of the license portal.

To access the WebAdmin, open the CodeMeter ControlCenter and click on the **WebAdmin** button in the lower right corner.



Alternatively, the CodeMeter WebAdmin is accessible via URL: http://localhost:22352/dashboard.html.

Info: To access the WebAdmin of a remote computer, replace the localhost in the URL http://localhost:22352/dashboard.html with the IP address or the hostname of the remote computer. Please note that accessing the CodeMeter WebAdmin remotely needs to be enabled.



In the top menu bar of the CodeMeter WebAdmin, you have access to different information and settings, and the option to select a language. Clicking the question mark, opens WIBUs documentation and information about the exact page that is currently displayed in CodeMeter

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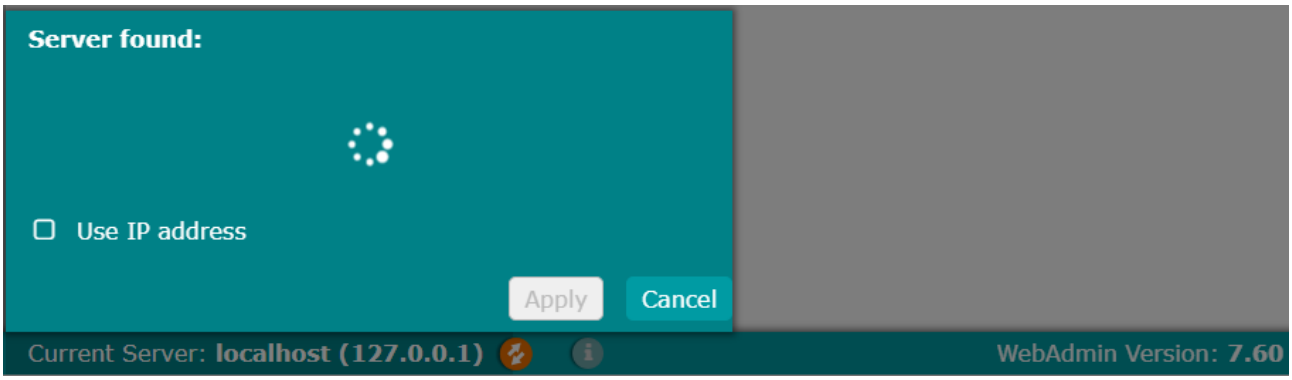
WebAdmin.
The **W** symbol provides information regarding the connection. If it is Read-Only (**R**) or has permission to perform changes (**W**).

You can change between CodeMeter WebAdmins that are known to the network. To do so, select the **Current Server** option on the bottom bar of the page:



After scanning the network for available servers, the options are displayed, showing the hostname and IP address.
By clicking on the server and if the access is enabled, the page is forwarded to the CodeMeter WebAdmin of the server.

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5.1 Configuration

The Configuration tab is used to configure settings for clients and network servers.

There are three main sections available: Basic, Server and Advanced. They can be selected by hovering over the Configuration tab.

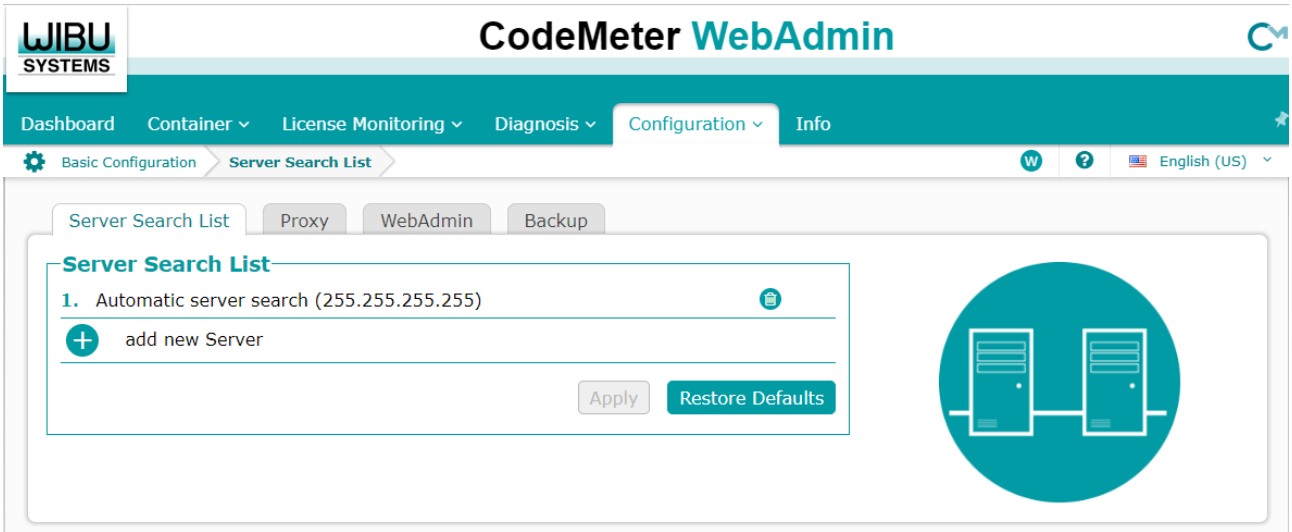
Tip: For a more detailed description, click the question mark on top of the page to see the CodeMeter User Help.

- Basic Configuration
  - Server Search List
  - Proxy
  - WebAdmin
  - Backup
- Server
  - Server Access
  - License Access Permissions
  - License Transfer Configuration
- Advanced
  - CodeMeter Time Server
  - Trusted WebSocket Origins
  - Extra

5.1.1 Basic Configuration

Server Search List

The Server Search List is used to configure a connection to a license server on a client.



To add a new server to the list, click **add new Server** and provide the hostname or IP address of the license server.

When there are multiple servers added, it is possible to change the order. Per default, Vizrt Software products always check for available licenses on the first server in the list, before moving to the other servers.

Proxy

In this section the proxy preference can be selected.

WebAdmin

In the WebAdmin configuration, you can enable the read access to the CodeMeter WebAdmin from an external computer within the network range. In addition, it is possible to select the preferred protocol and authentication.

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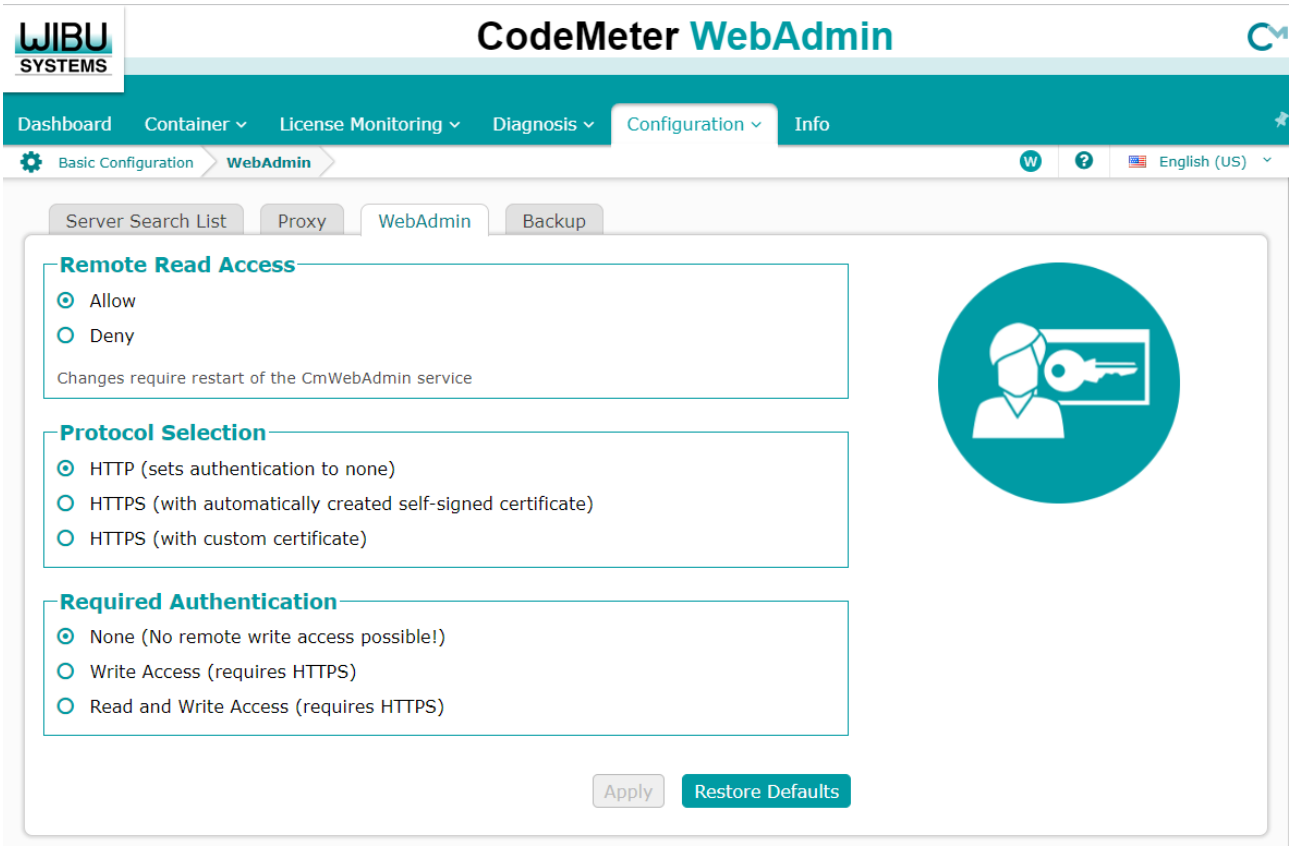

Tip: It is recommended to allow the **Remote Read Access** on license servers at all times, to ensure clients can connect safely.

Backup

This option allows to define a backup for Dongle and Software Container data.

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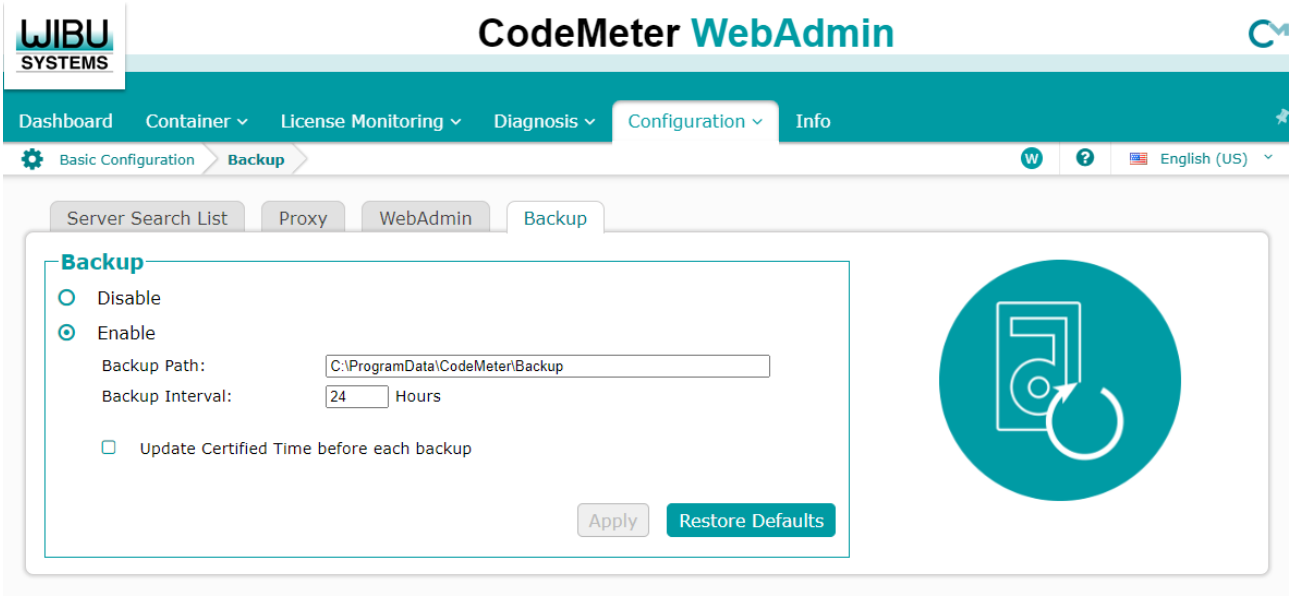
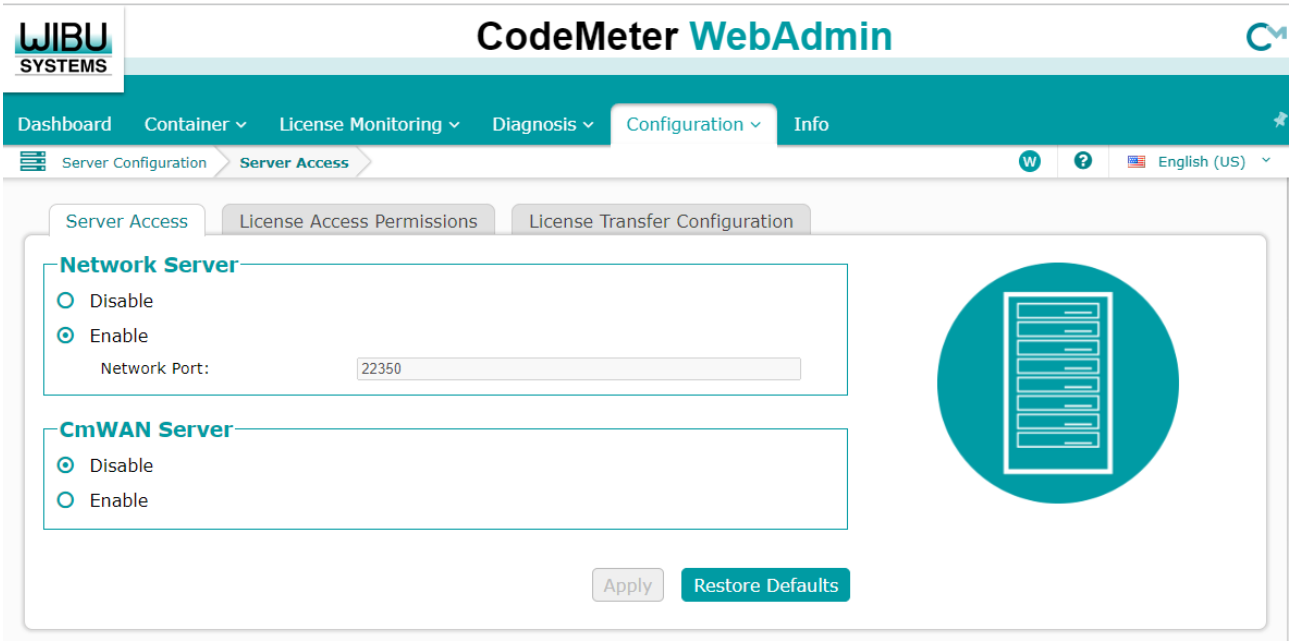


5.1.2 Server

Server Access

The Server Access is the main setting required to run a license server. This setting needs to be enabled to allow clients to connect to the license server and access licenses.



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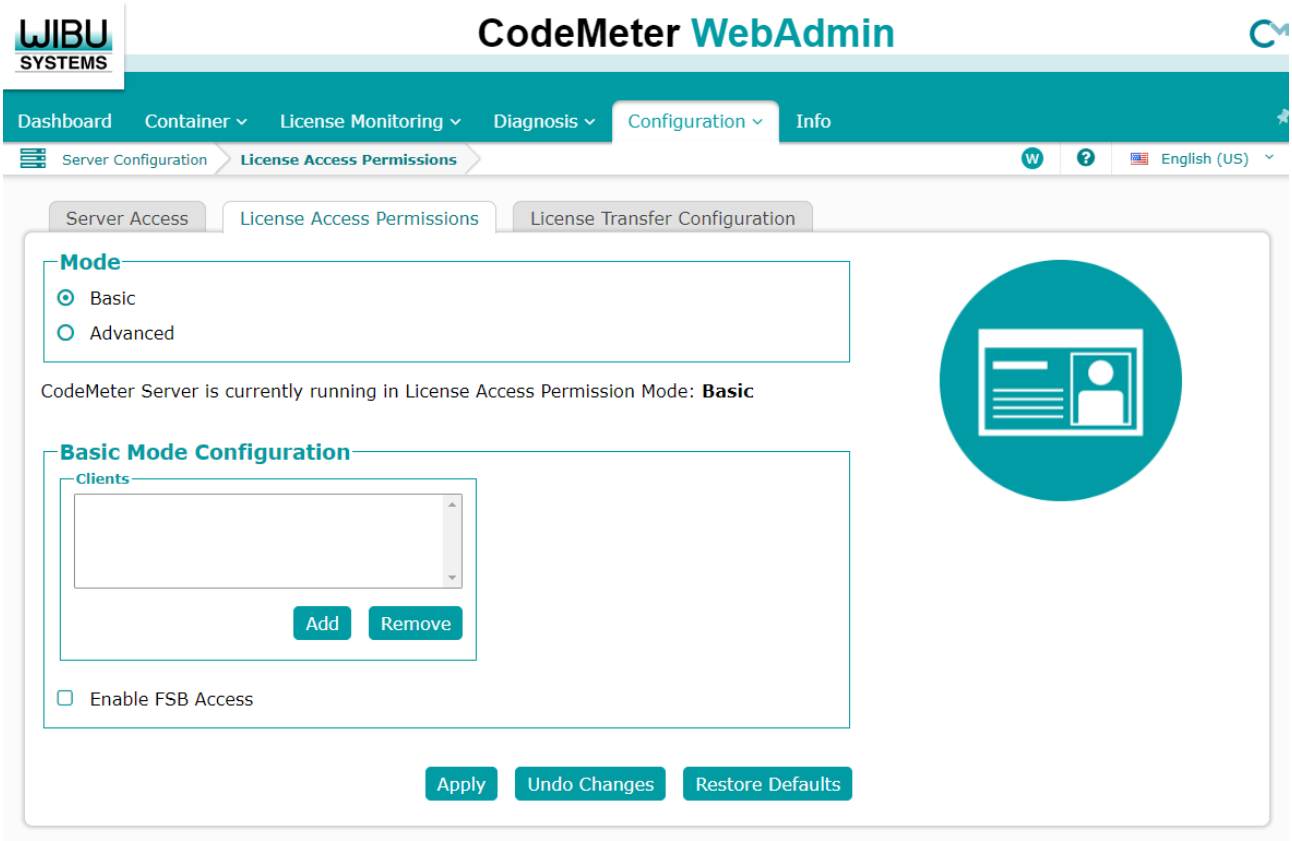
License Access Permissions

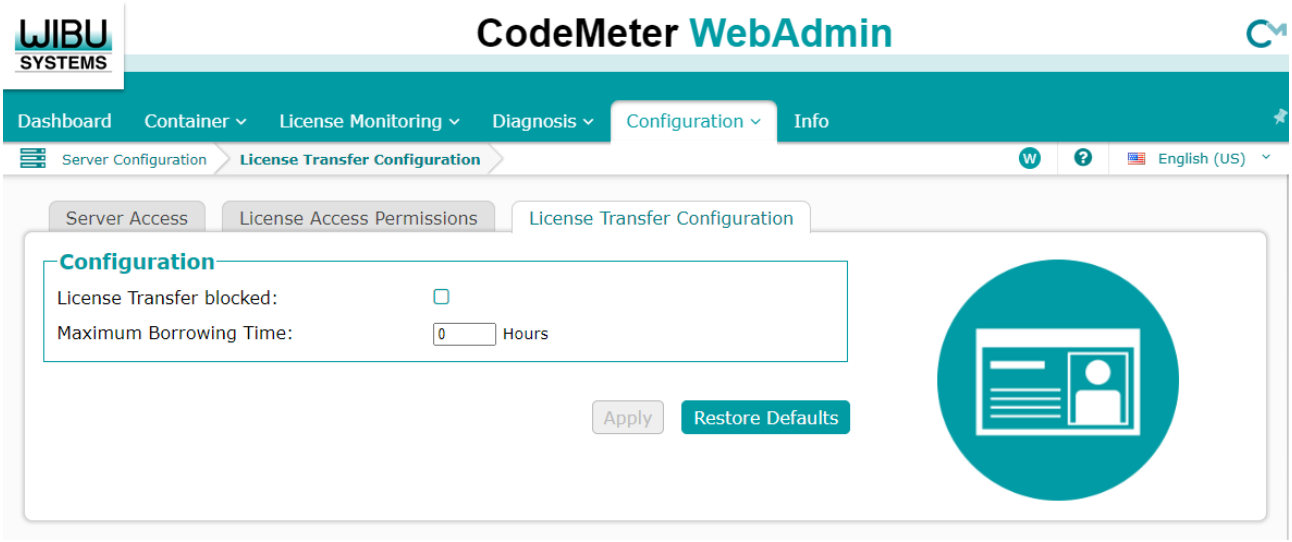
The License Access Permissions allows access to rules for licenses. It is possible to reserve licenses for specified clients using the IP address of the client. Reserved licenses on the server cannot be accessed by other clients.



License Transfer Configuration

In this section the license transfer can be configured.

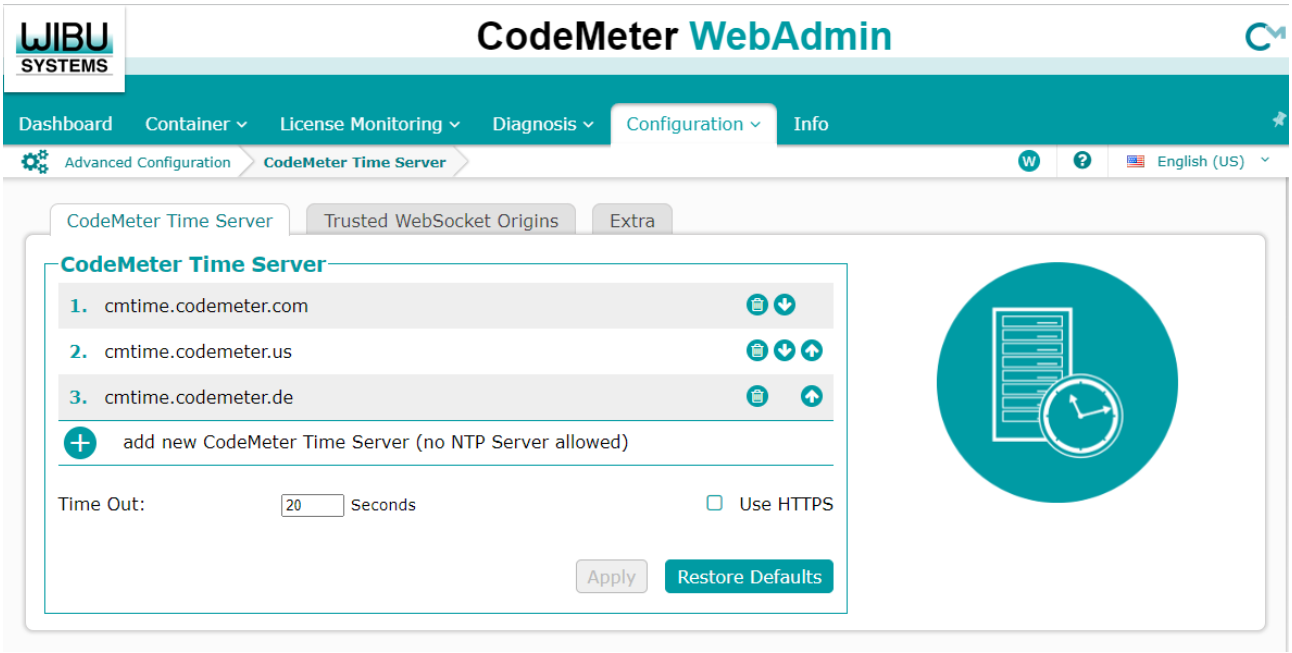
> **Warning:** This is a functionality Vizrt currently does not support.



5.1.3 Advanced

CodeMeter Time Server

Here you can select the CodeMeter Time Server.



Trusted WebSocket Origins

This section is used to add trusted WebSocket Origins if required.

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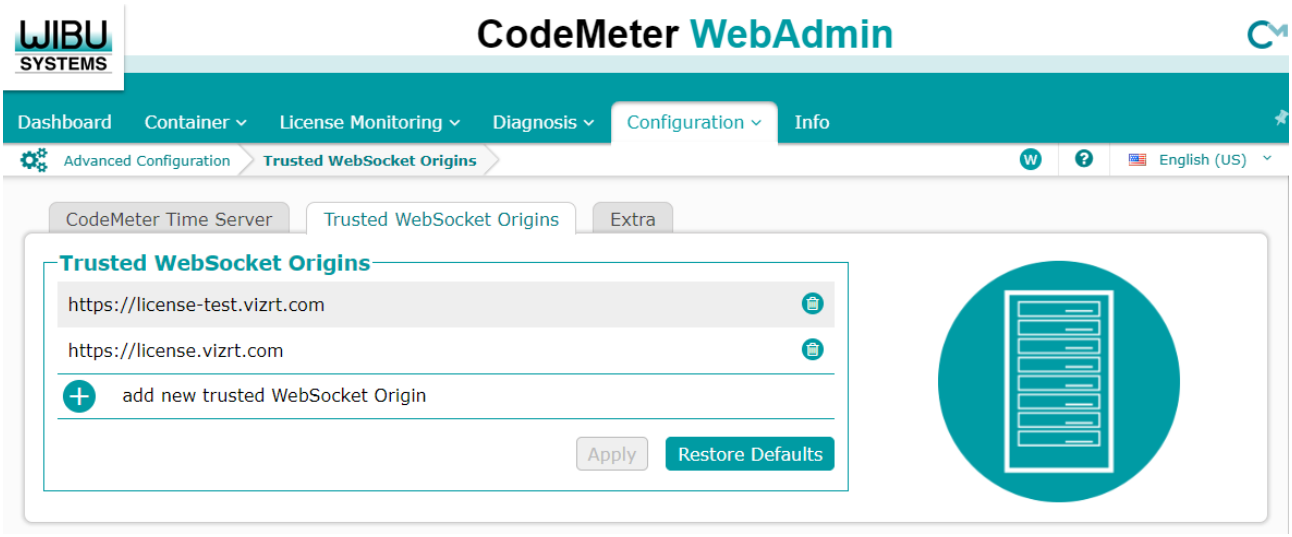

Extra

Extra is for additional configuration like the preferred **API-Communication-Mode** or **Advanced Network** settings.

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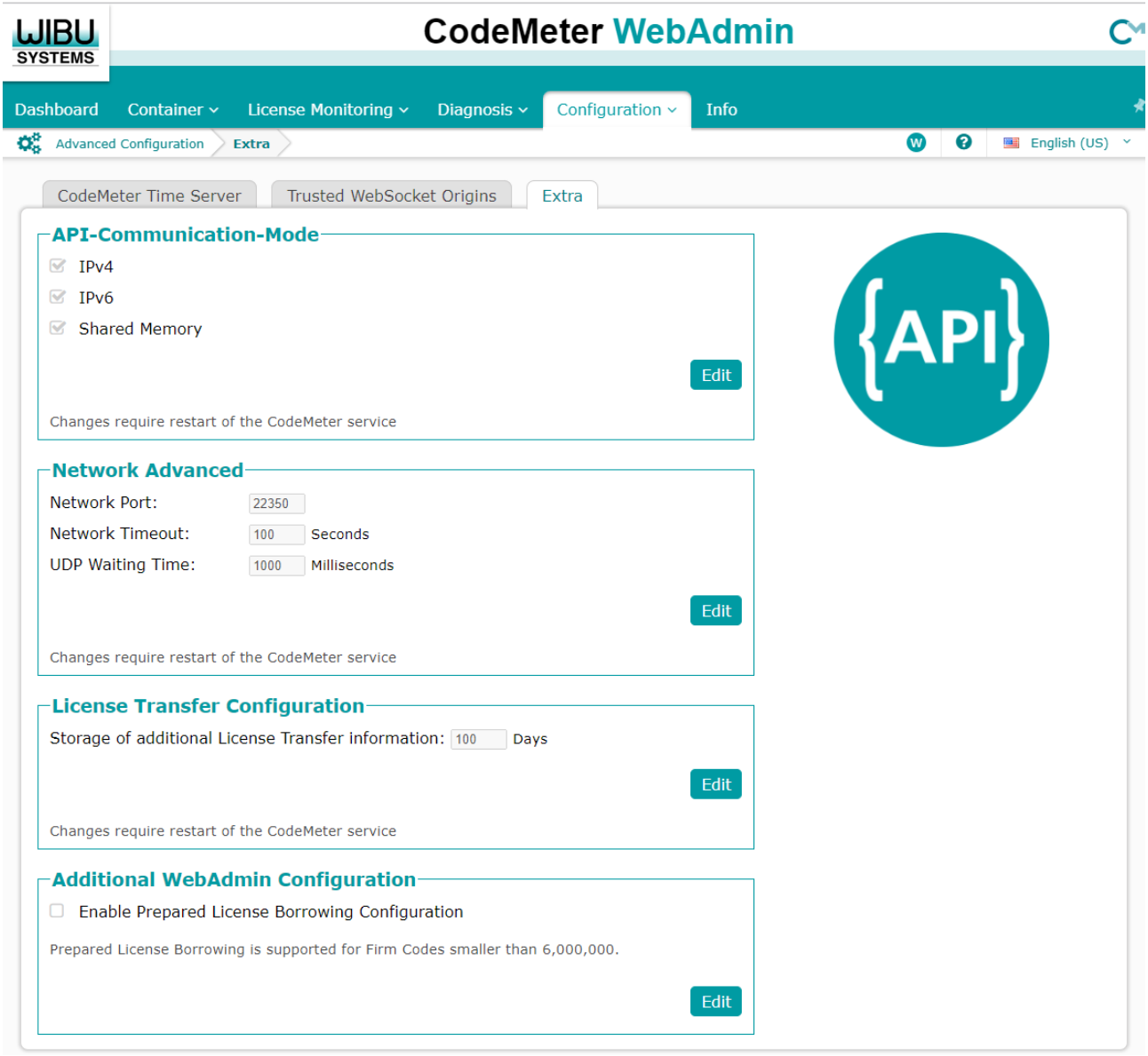

Warning: License Transfer and Prepared License Borrowing is currently not supported by Vizrt.

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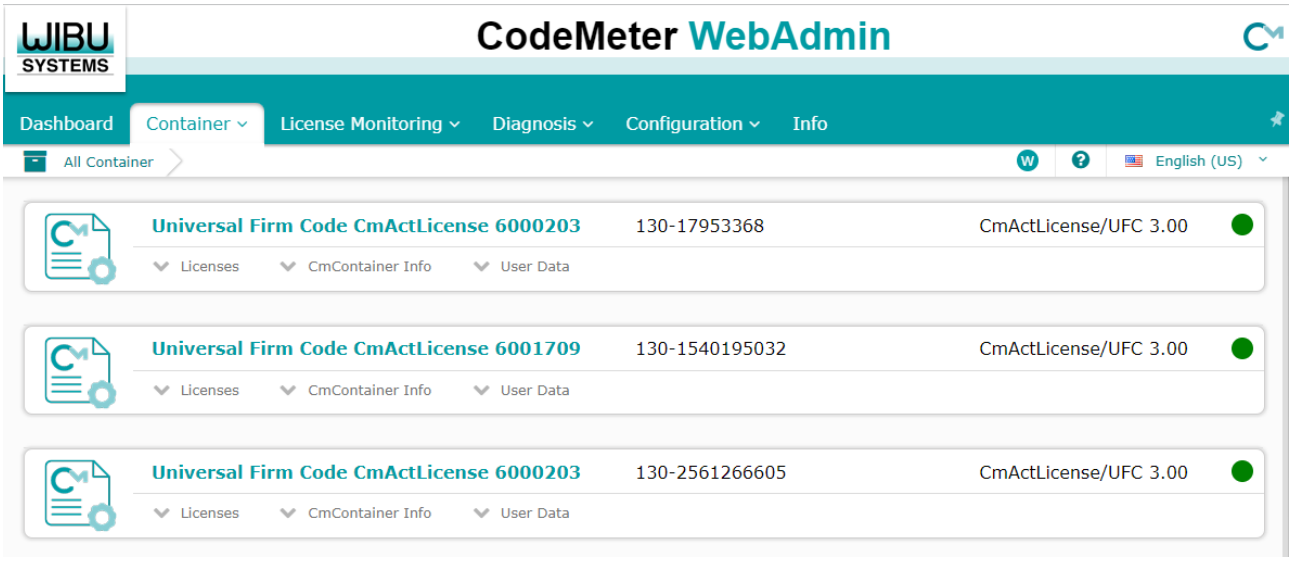
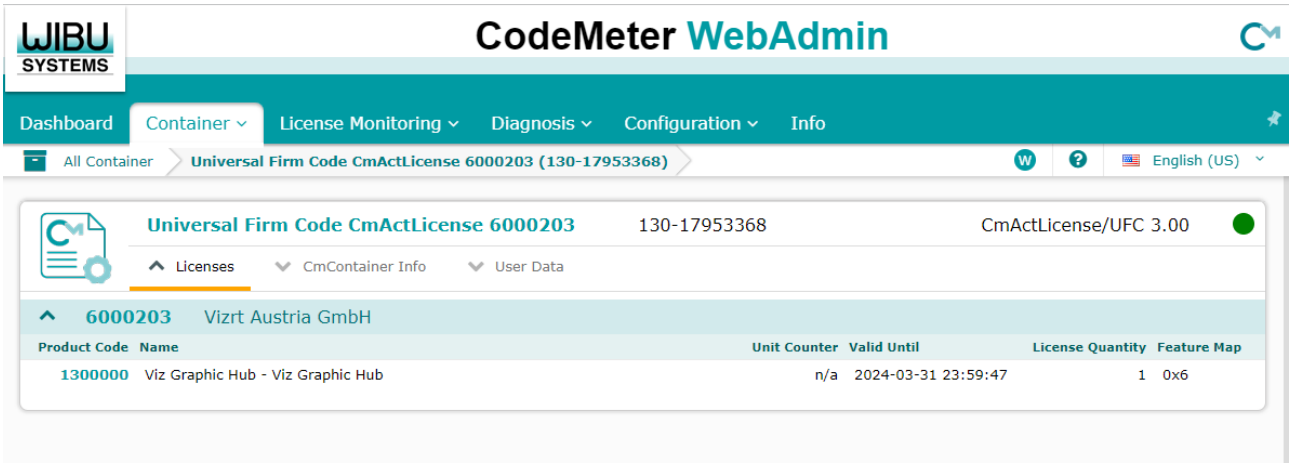
5.2 Container

The containers tab displays all locally connected dongles or Software Containers. It is possible to have multiple Software Containers or dongles connected to one system.



To access the content of a dongle or Software Container, click on the container to open it.



The available licenses, including expiration date and license quantity are displayed. Clicking on the **Product Code** in front of the feature name, shows the **Product Item Details**.

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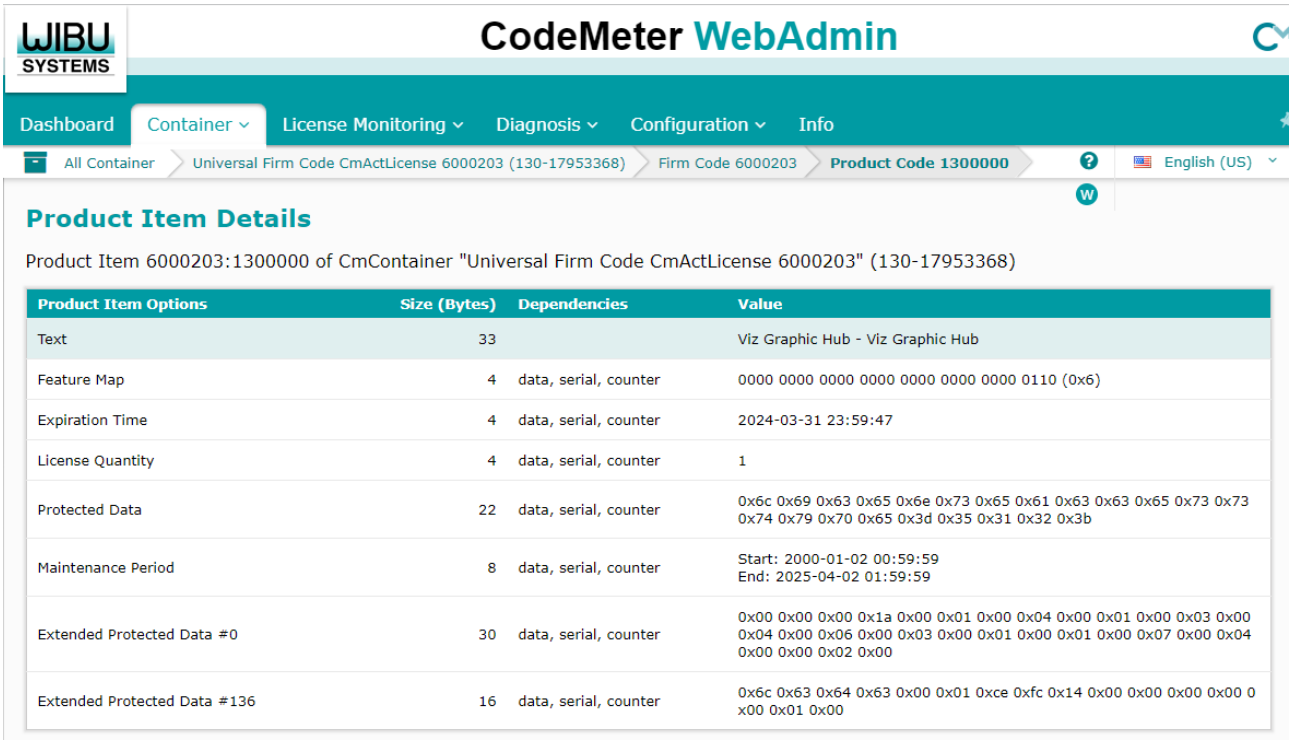

The **Product Item Details** display information about the license. The most relevant are **Expiration Time**, **License Quantity** and the current **Maintenance Period** of the license.

> **Info:** The Maintenance Period on the dongle or Software Container can be different to the one that is set in the license portal. If a newer Maintenance Period is available in the License Portal, the local license on Dongles or Software Containers can be updated.

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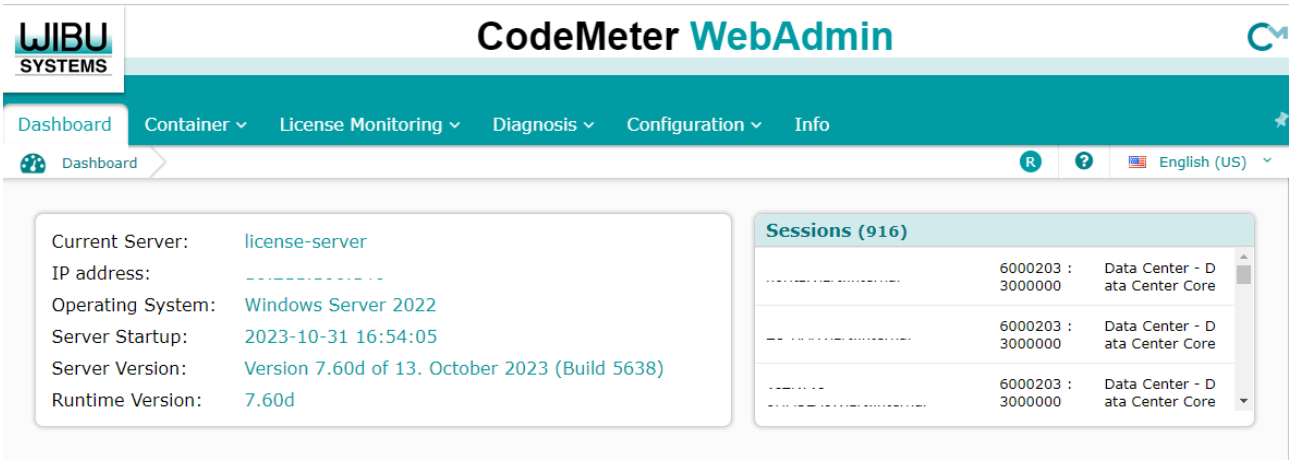
5.3 Dashboard

The Dashboard is the landing page of CodeMeter WebAdmin. It displays a short overview of the current system as well as the sessions that are currently connected.



Info: The sessions window is only displayed when clients actively acquire licenses. More information about the sessions can be found in the License Monitoring.

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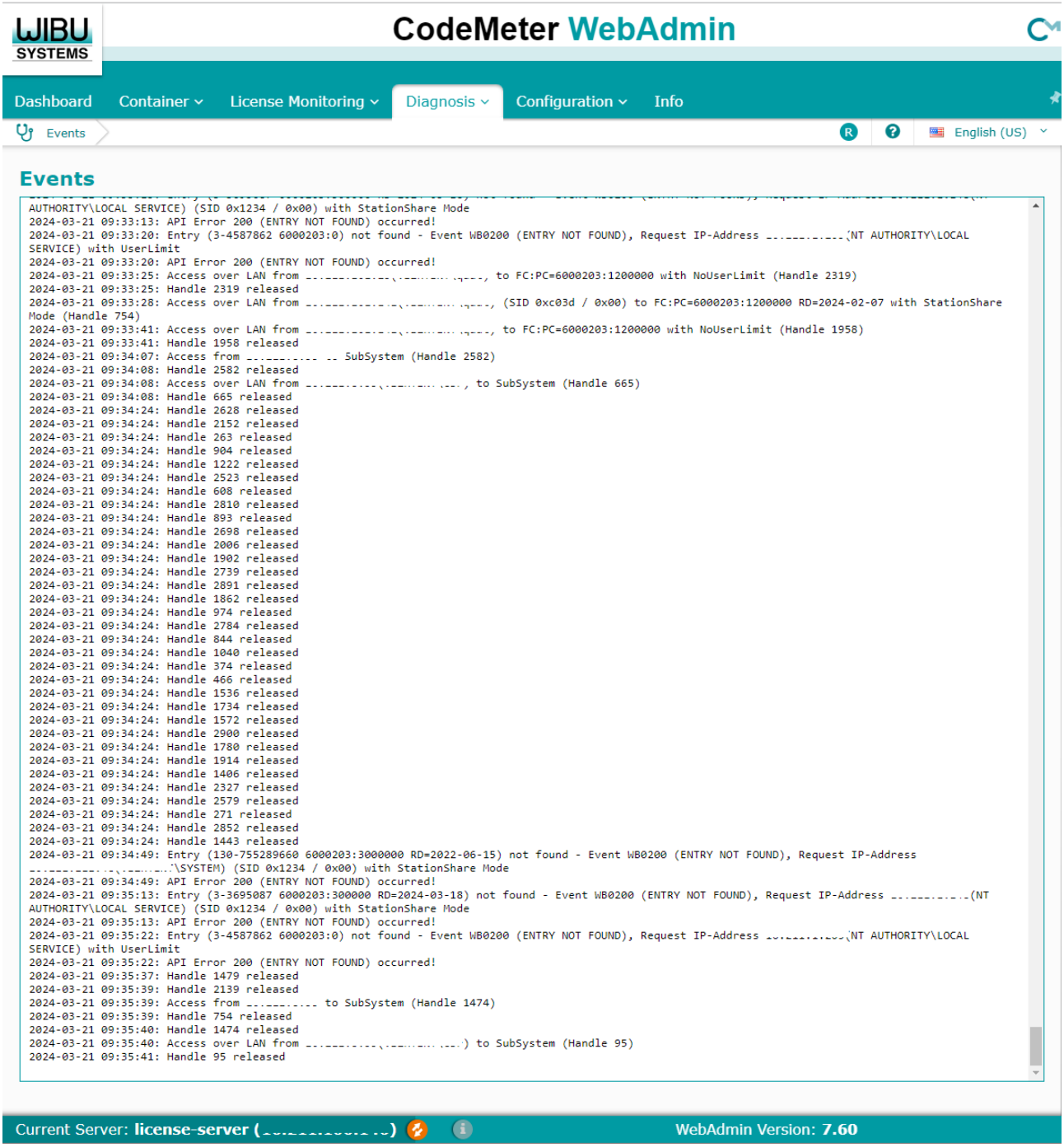
5.4 Diagnosis

The Diagnosis page displays the event log of the WIBU Runtime.



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5.4.1 CmDust Log Export

To export the log into a text file, open the Windows Search on the local machine of the CodeMeter WebAdmin and search for the CmDust application. Running this application collects all of the data from CodeMeter Runtime into a text file.

> **Info:** The CmDust application needs to be executed on the machine the Wibu Runtime is installed. This means that it needs to be executed on the license server directly in a license server workflow, or locally on a client when working with local dongles or Software Containers.

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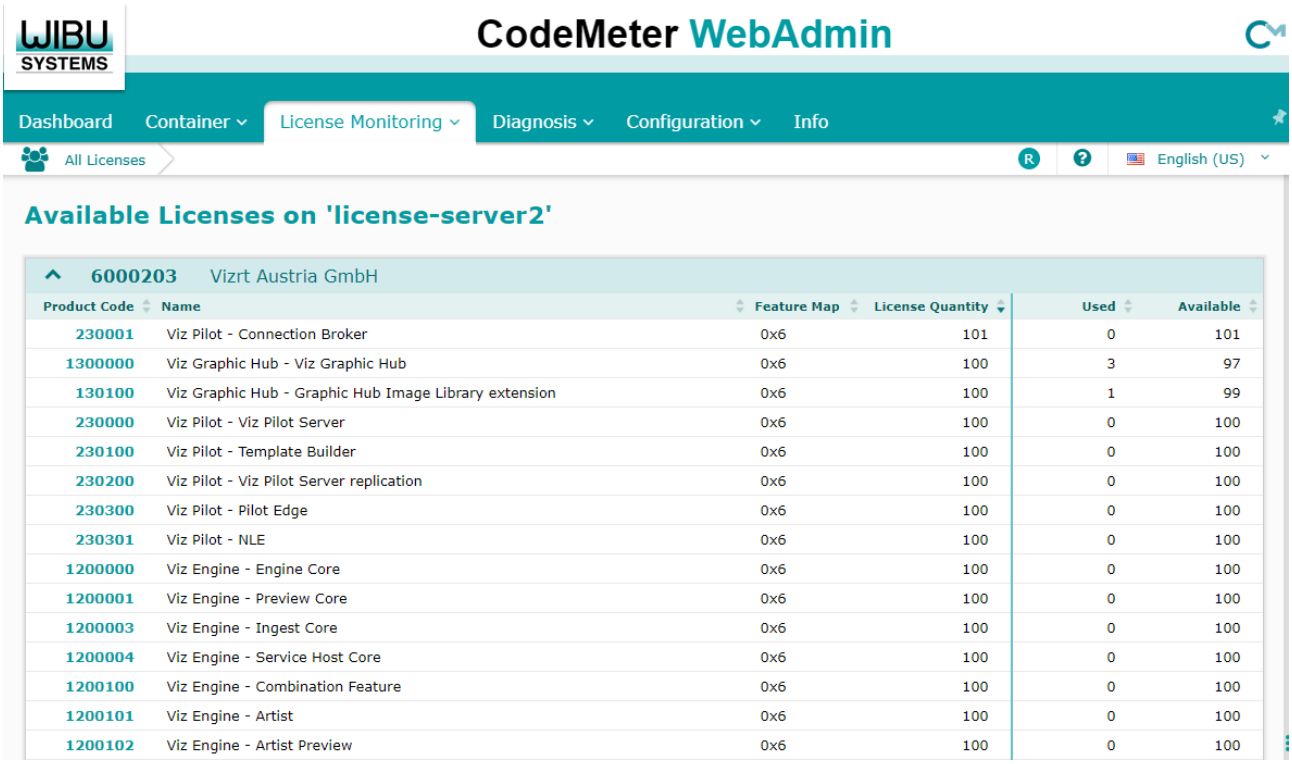
5.5 License Monitor

License Monitoring is used to monitor the usage of licenses on a license server. There are two different sections which can be selected by hovering the mouse over License Monitoring: **All Licenses** and **Sessions**.

5.5.1 All Licenses



The License Monitoring page shows the total License Quantity and the usage.

Clicking on the **Product Code**, shows the **License Monitoring Details** page where the exact users of the selected feature are displayed.

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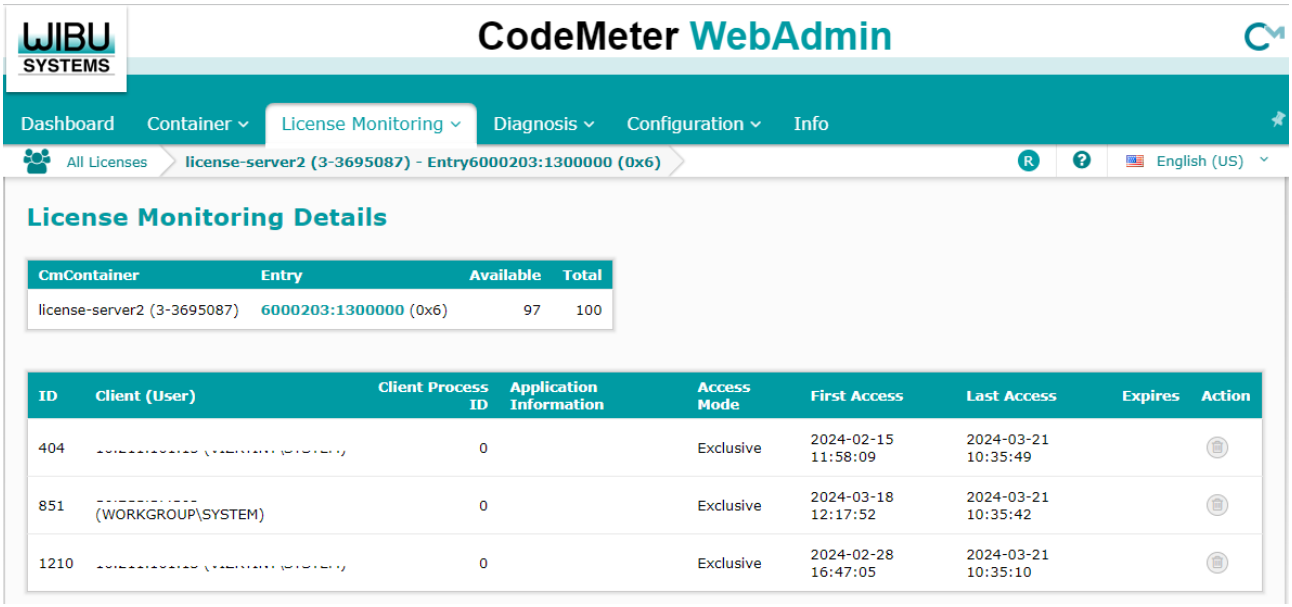

Info: The **Action** column allows you to terminate a connection of a client to that specific license item, and must be used with care.

5.5.2 Sessions

The sessions section shows the details about the total clients connected to a license server, and is mostly used for information.

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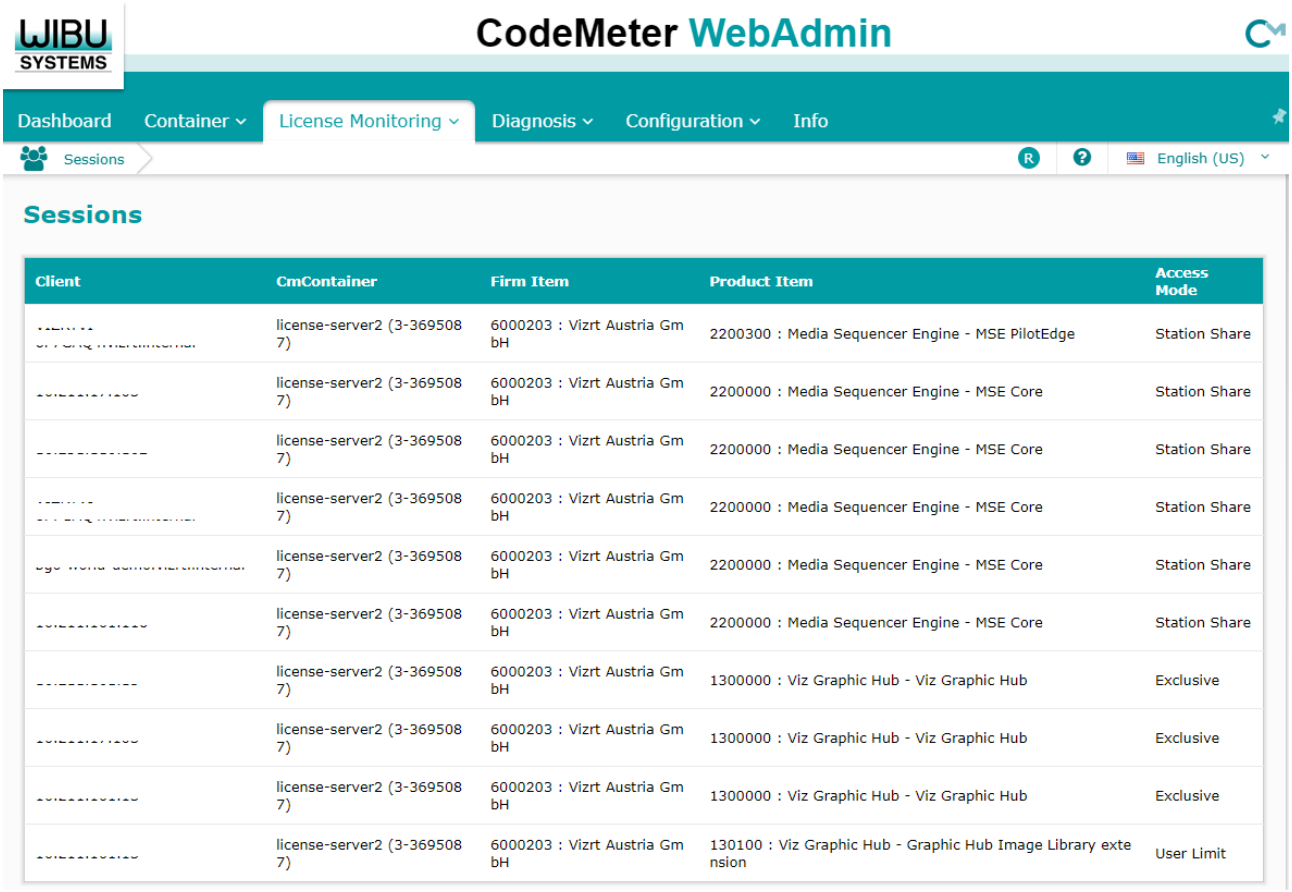

Clicking on one of the connections, shows the **License Monitoring Details** page, described above.

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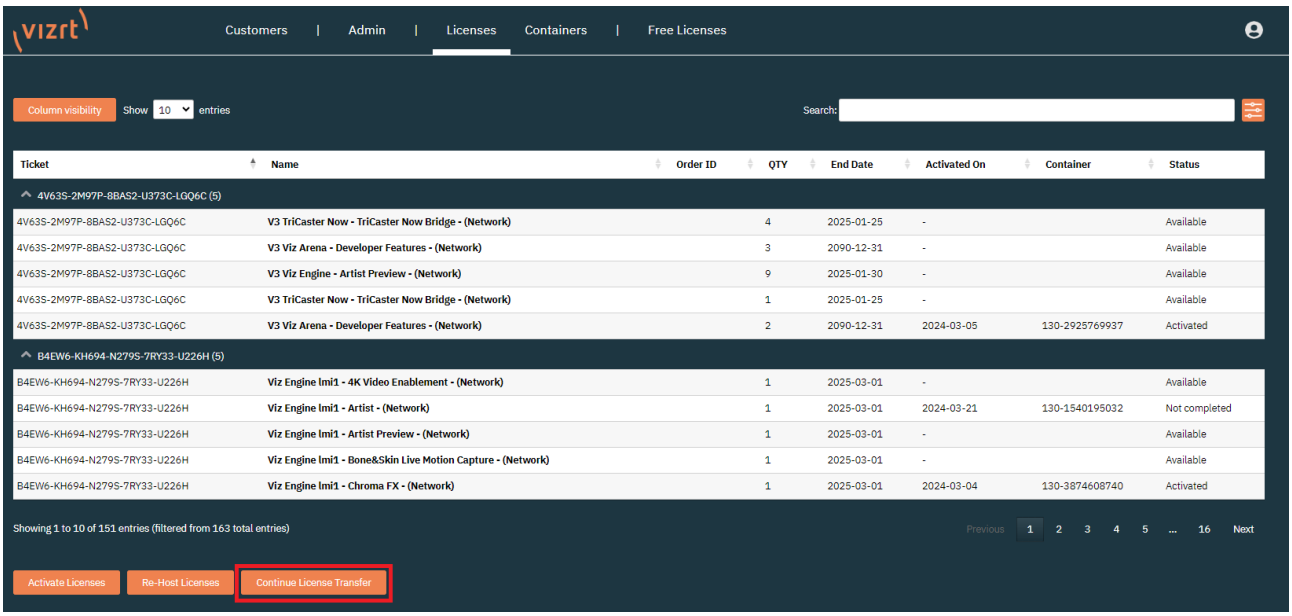
6 Troubleshooting

- License Activation Issues
- Refreshing Licenses Page
- Changing WIBU CodeMeter Runtime

6.1 License Activation Issues

In case the license activation fails due to a network outage, the portal displays a short error message during the activation. The portal then redirects itself to the Licenses Page where a new option is available, **Continue License Transfer**.



With this option, the portal can pick up any open license activation and complete it.

6.2 Refreshing Licenses Page

There is a known behavior on the Licenses Page, that it automatically refreshes the browser window every few seconds. This happens when no CodeMeter Runtime software is installed on the computer the License Portal is opened.

To resolve this issue, either install the CodeMeter Runtime, that can be downloaded from the Account section, or switch to a different page in the portal and then go back to the Licenses Page.

6.3 Changing WIBU CodeMeter Runtime

When changing the CodeMeter Runtime version on a machine with a Software Container installed, the Software Container corrupts itself due to a security mechanism implemented. It is

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recommended to re-host the licenses back to the portal before performing the upgrade and using a new Software Container once the update is done.

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7 FAQ

This page contains answers to the following frequently asked questions:

- Can Licenses be Updated during Operation?
- Local License on Virtual & Cloud Environments
- How to Handle a Corrupted WIBU Software Container?
- Upgrading Sentinel Licenses to WIBU Licenses

7.1 Can Licenses Be Updated During Operation?

When the ticket activation process starts, any license verification calls of Vizrt software are temporarily blocked. This means that the current operation runs without interruption against the former license status until the ticket activation process is completed.

7.2 Local License On Virtual & Cloud Environments

When having a SW Container installed on the same machine as the Vizrt Software Products should run, the CodeMeter WebAdmin needs to be configured as network server. The server in the server search list needs to be set to localhost or 127.0.0.1. The Vizrt software product needs to be configured to check for a license on the network as well.

7.3 How To Handle A Corrupted WIBU Software Container?

Changes in the hardware configuration of a computer (replacement of a motherboard, graphic card, CPU, ...) are the most common reasons for a corrupt software base license container. In this case, the license can no longer be used and the container must be deleted by Vizrt. You must then request a new license from your regional first-level support.

In order to receive a replacement license, please provide us the following documents:

- Official statement that describes the case (hardware is broken or stolen, ...).
- Photos of damaged hardware.
- In case of stolen parts, enclose the notice of loss.
- ID of the corrupt container or the computer name from which the container is located.

7.4 Upgrading Sentinel Licenses To WIBU Licenses

Customers are required to discuss license migration from Sentinel to WIBU with their manager or the CS team, who then reaches out with relevant information to the Licensing team.
There is a set definition of how Sentinel Dongles are translated to WIBU License Tickets. There are no automated upgrades in the portable once WIBU 3.0 is launched.

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7.4.1 Upgrade Process Steps:

1. Customer defines the Sentinel dongles to upgrade, and the current use case of the licenses.
2. Vizrt provides temporary WIBU tickets with replacement licenses.
3. Customer tests the WIBU licenses to confirm functionality of the systems with the new licenses.
4. Customer returns permanent Sentinel dongles to Vizrt, or requests temporary licenses for the old dongles and provides prove of application of the temporary licenses on the dongles.
5. Vizrt provides permanent extension of the WIBU license tickets.

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