



# Viz Licensing Administrator Guide

Version 3.0



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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**

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## **Created on**

2023/09/14

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# 1 Introduction

Vizrt is introducing a new License Portal that enables customers to manage licenses, using [WIBU Systems](#). This documentation guides you through the different options and processes.

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## 1.1 Key Features

- Customers will have access to two separate views, licenses and containers.
- Search functionality for licenses, tickets and containers.
- The moment a license is issued, there is immediate license availability (no HTML files transfer required).
- The Customer Organizational Structure is included in the new portal (Salesforce integration).
- A simplified user experience with community login enablement.

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.

## 2 License Options

- [Supported Setups](#)
- [Hardware Dongle](#)
- [Software/WIBU Container](#)
- [License Server Issues](#)

### 2.1 Supported Setups

Client Type	Hardware Dongle	Software/WIBU Container	License Server
<b>On-Premise</b>			
Physical local machines	✓	✓	✓
Virtualized local machines			✓
Physical license servers	✓	✓*	
Virtualized license servers	✓		
<b>Cloud</b>			
Client machines			
License servers			
<p><b>⚠ Note:</b> Whilst technically possible to have a physical license server within the software container, it is strongly recommended to use a physical dongle. See the <a href="#">License Server Issues</a> below.</p>			

### 2.2 Hardware Dongle

These are recommended for on-premise license servers, as they can be attached to a backup server without further restrictions.

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## 2.3 Software/WIBU Container

When software/WIBU dongle containers are used, a full daily backup including system state is recommended to allow for a smooth restore that includes the current license status.

---

## 2.4 License Server Issues

Please read the following carefully:

- Cloud based license servers are *not* supported.
- Using a virtualized license server, requires routing the WIBU dongle (USB device) to the specific VM, and needs to be visible inside the Codemeter software. Vizrt is responsible for providing a functioning WIBU dongle, and does not further support the dongle's use in a VM setup.

### Quick Troubleshooting

- Software container protection is performed on the hardware elements at validation.  
If you change the hardware, the WIBU container validation may fail, making licenses unavailable.
- Where the license server is placed on a VM setup, a common issue will be the dongle not displaying in the CodeMeter. This can be difficult to identify, as incomplete dongle routing may appear at first examination, to be correct.

## 3 System Requirements

In this section you can find the products that support Viz Licensing and the supported browsers.

### 3.1 Supported Products

Vizrt Product	First Version Supporting WIBU V2	First Version Supporting WIBU V3
Viz Engine	3.10.0	TBA
Graphic Hub	3.1.0	TBA
Viz Virtual Studio	1.1.1	TBA
Media Sequencer	5.4.0	TBA
Viz Trio	4.0.0	TBA
Viz Multiplay	See MSE	TBA
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	TBA

### 3.2 Supported Browsers

- Google Chrome
- Firefox
- Microsoft Edge

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## 4 Getting Started

This section contains information on the following topics:

- [Log In](#)
  - [Online License Activation](#)
  - [Offline License Activation](#)
  - [Auto Update](#)
- 

### 4.1 Before Installation

1. Start the CodeMeter Control Center and click the **WebAdmin** button. The WebAdmin page will open in your browser.
  2. Click **Configuration**.
  3. Note down the entries in the CodeMeter Server Search List, including the IP address.
- 

### 4.2 During Installation

During installation, you will be prompted about which features to install. For the "Automatic server search" feature, select "Entire feature will be unavailable". The rest of the features should be left at their defaults.

---

### 4.3 After Installation

1. Start the CodeMeter Control Center and click the **WebAdmin** button. The WebAdmin page will open in your browser.
  2. Click **Configuration**.
  3. Check the Server Search List for an entry named "Automatic server search (255.255.255.255)".
  4. If you find the entry on the list, click on the **green trashcan icon** on the same line to delete it.
  5. If the entries that you noted down before the installation are missing from the list, add them.
  6. **Apply** the changes.
- 

### 4.4 Log In

This page contains the following information:

- [License Portal](#)
- [Troubleshooting](#)

## 4.4.1 License Portal

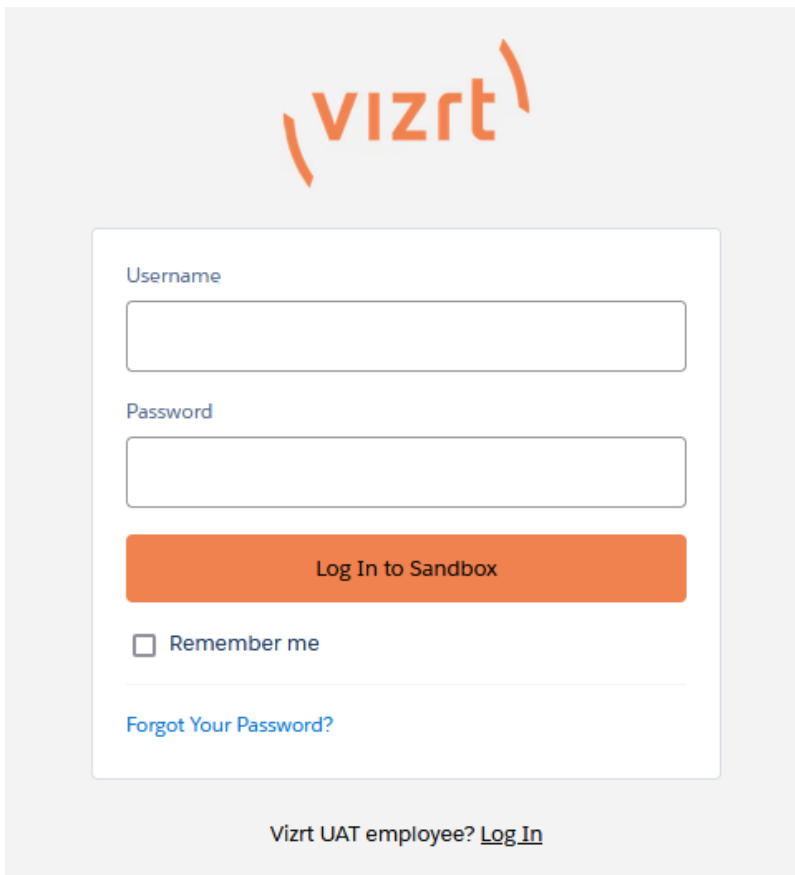
The License Portal can be reached at <https://license.vizrt.com>.

### Log In Page

✔ **Tip:** If you already have an account for <https://case.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.

The screenshot shows the login page of the Vizrt License Portal. At the top left, the logo 'VIZRTGROUP' is displayed, followed by navigation links for 'Home' and 'Auto Update'. Below the header, the text 'Welcome to License Portal' is shown. The main content area is divided into two sections. The first section contains a white box with the text: 'Here you can manage your licenses and your tickets. Create your account to get access to your licenses anytime and everywhere. Please enter your email address and password and click "Login".' Below this text are two input fields labeled 'Email Address' and 'Password', and an orange 'Login' button. The second section contains another white box with the text: 'Here you can manage your licenses and your tickets. Use your OpenID Connect Providers login to get access to your licenses everytime and everywhere. Sign in with your OpenID Connect Provider.' Below this text is an orange 'Community Login' button.

The image shows a login form for Vizrt. At the top, the Vizrt logo is displayed in orange. Below the logo is a white rectangular form with a light gray border. Inside the form, there are two input fields: 'Username' and 'Password'. Below the password field is an orange button labeled 'Log In to Sandbox'. Underneath the button is a checkbox labeled 'Remember me'. At the bottom of the form is a blue link that says 'Forgot Your Password?'. Below the form, centered, is the text 'Vizrt UAT employee? [Log In](#)'.

## Free Viz Artist Log In

For the free Viz Artist Licenses, you can use the Community Login or the credentials created if you previously signed up as a Free Viz Artist user.

For more information regarding the free Viz Artist license, please check the [Viz Artist](#) section.

## 4.4.2 Troubleshooting

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

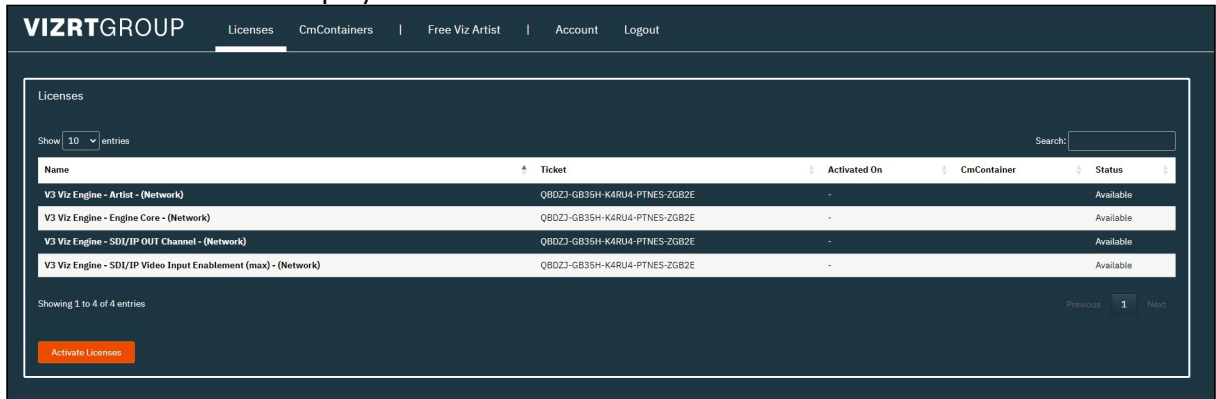
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## 4.5 Online License Activation

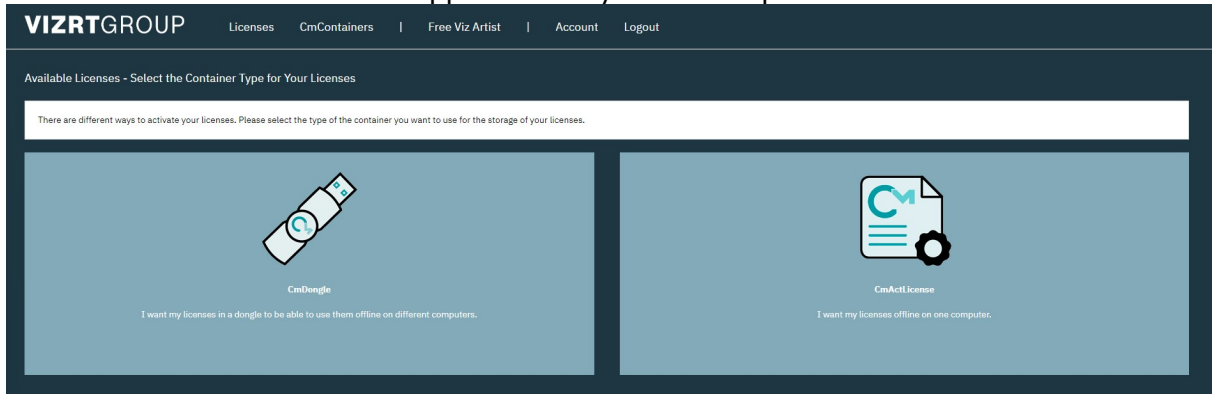
### 4.5.1 Activating a License using Online Activation

To activate a license on a computer that has a connection to the internet, go to <https://license.vizrt.com> and login with your Vizrt Community user. Alternatively, you can also directly go to the license portal when you are logged into the Vizrt Community Portal.

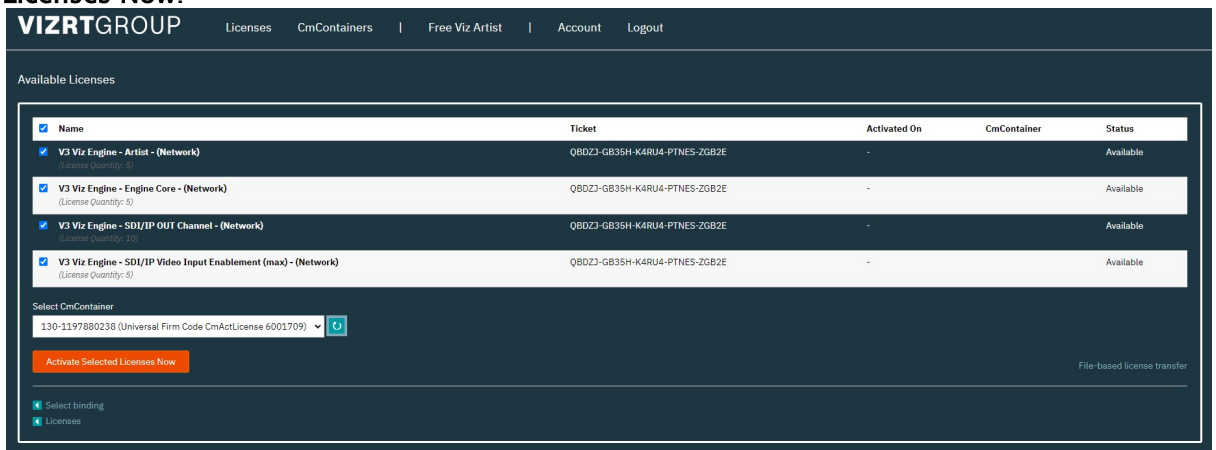
1. To activate a license, navigate to the Licenses Tab within the Portal, where the currently available licenses are displayed. Click the **Activate Licenses** button to start.



2. You now have to select if the license should be activated on a CmDongle or a CmActLicense which is the software container applied directly to the computer.



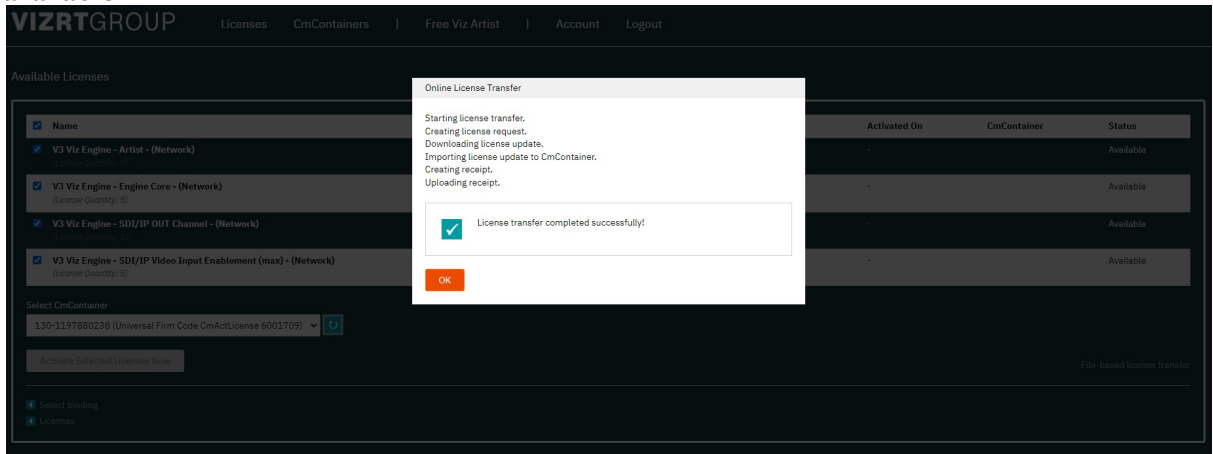
3. The next interface shows all the licenses available for activation. The license features can be individually selected for activation. Select the container that will host the licenses, if there is no container available, the portal will create a new one on activation. Once the required features are selected, click **Activate Licenses Now**.



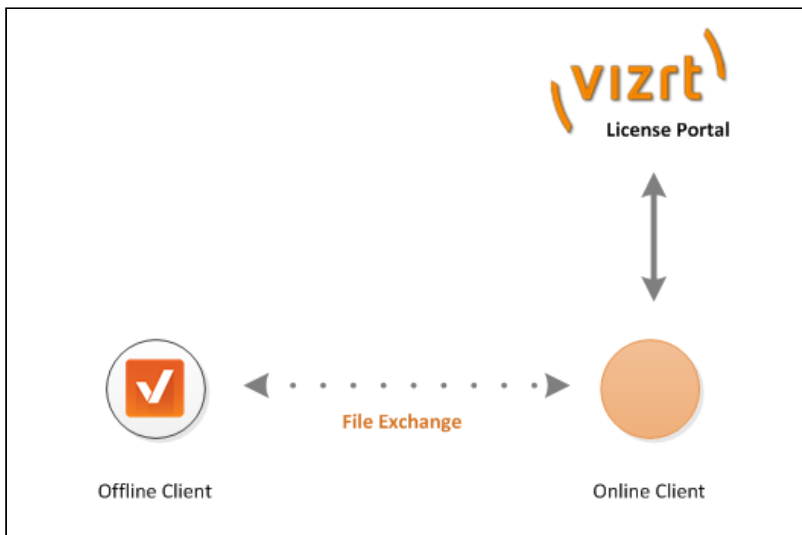
4. Once the activation is started, a pop-up window will provide an update on the state of the activation. When finished press **OK** to get back to the licenses overview where the activated licenses have additional information on activation date and the used CmContainer or dongle



available.

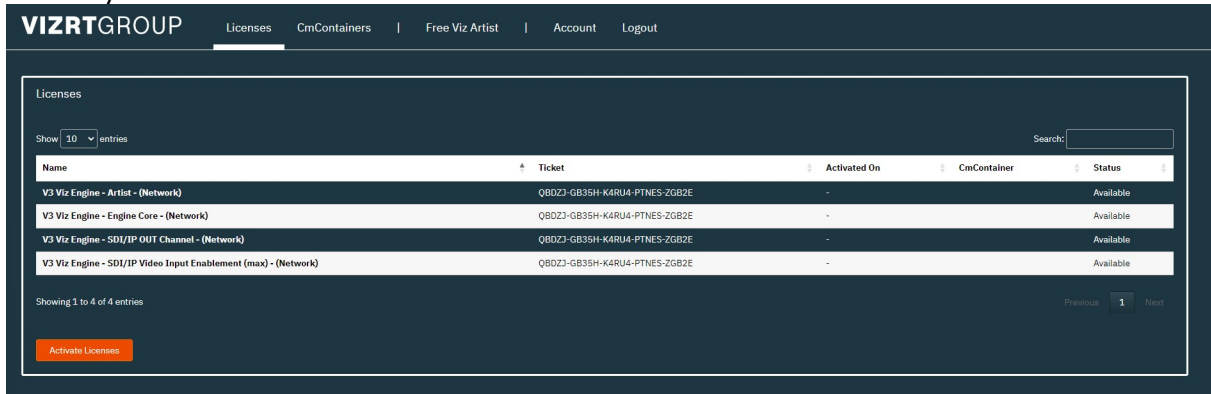


## 4.6 Offline License Activation

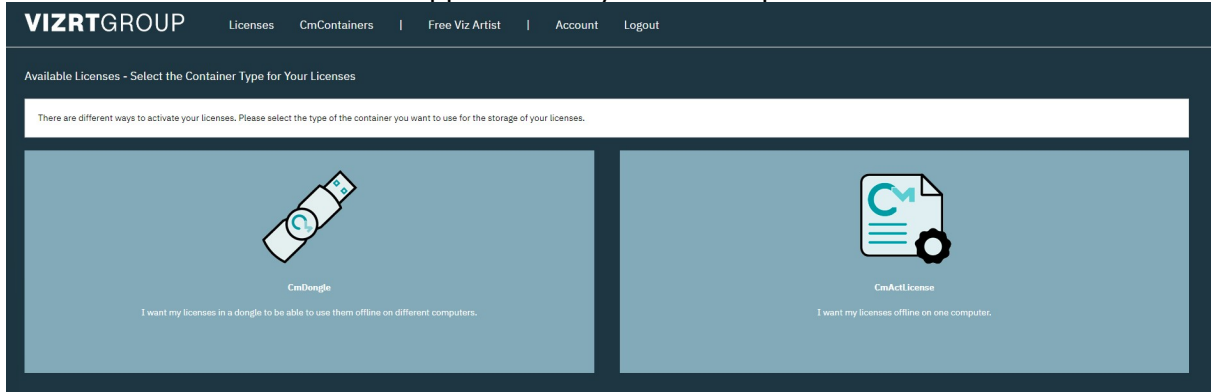


To activate a license on a computer that has no connection to the internet, go to <https://license.vizrt.com> and login with your Vizrt Community user on a different computer that has internet connection. Alternatively, you can go directly to the license portal when you are logged into the Vizrt Community Portal.

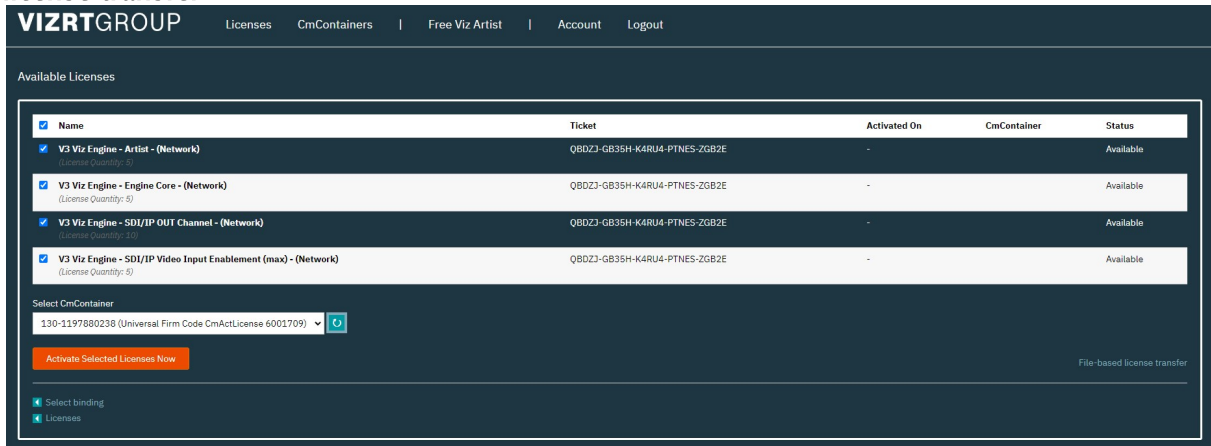
1. To activate a license, navigate to the Licenses Tab within the portal where you will see the currently available licenses. Click the **Activate Licenses** button to start.



2. You now have to select if the license should be activated on a CmDongle or a CmActLicense which is the software container applied directly to the computer.

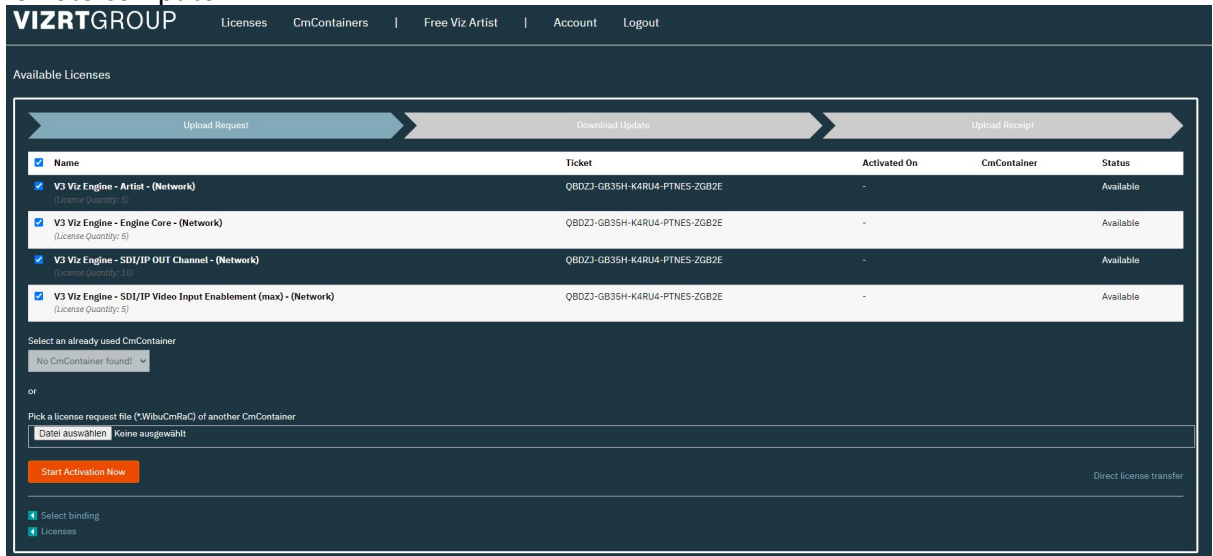


3. In this view, instead of selecting and activating the available licenses directly, click **File-based license transfer**.

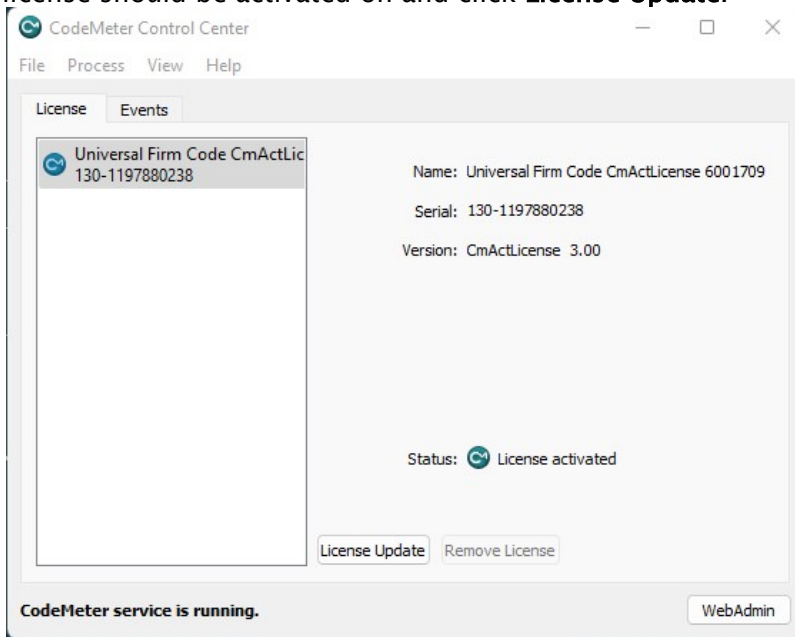


4. In the offline activation view it is also possible to select the license features that are required on the external remote computer. Select the ones that are required, then change to the

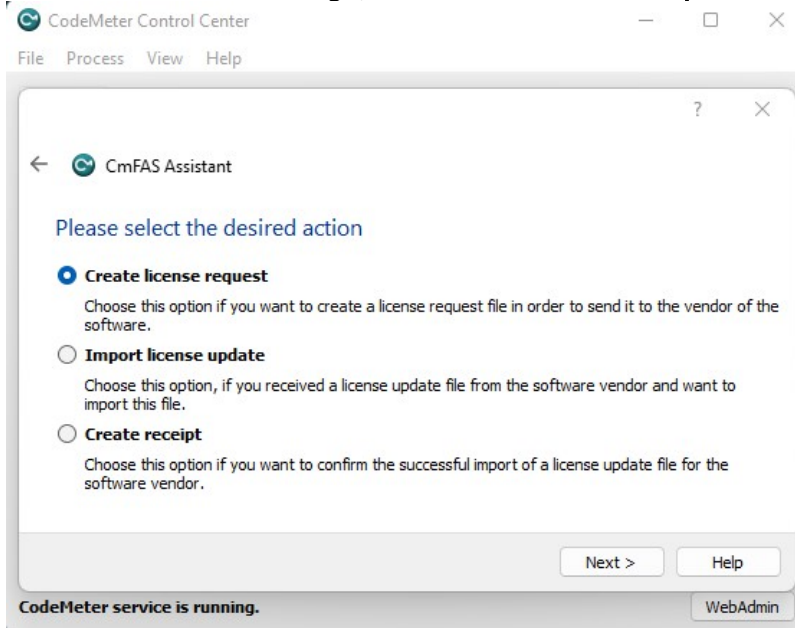
remote computer.



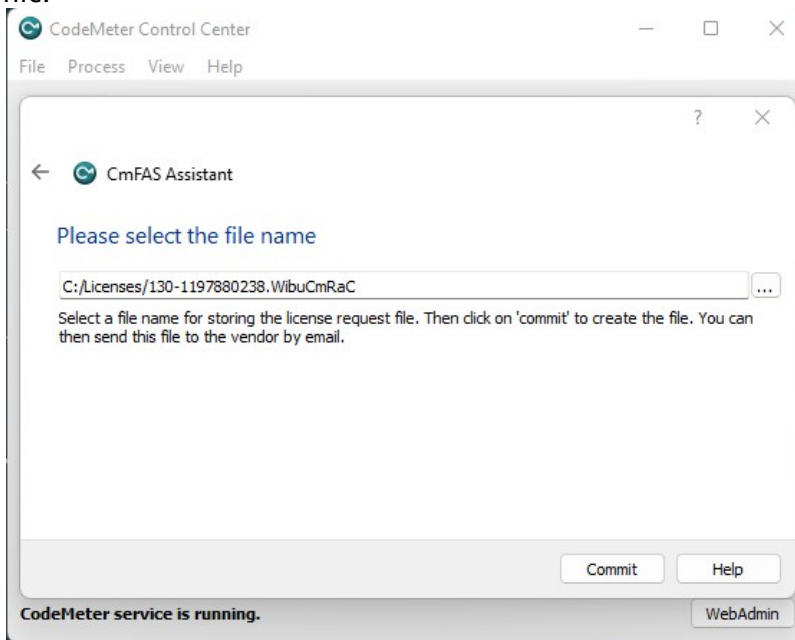
5. On the remote computer open the CodeMeter Control Center. Select the Container the license should be activated on and click **License Update**.



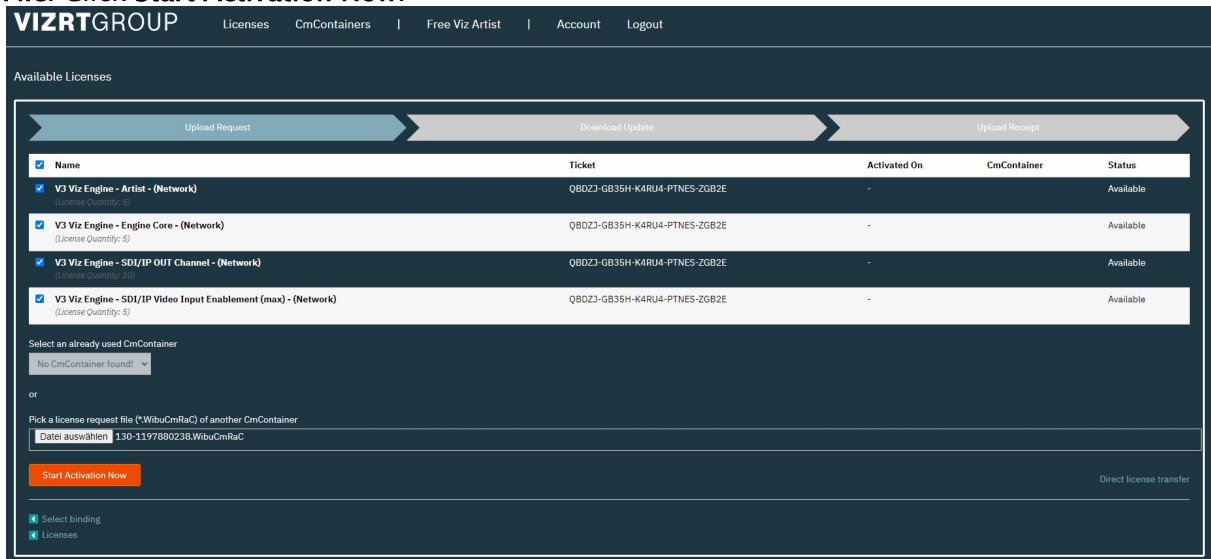
6. After the welcome message, select **Create license request** and click next.



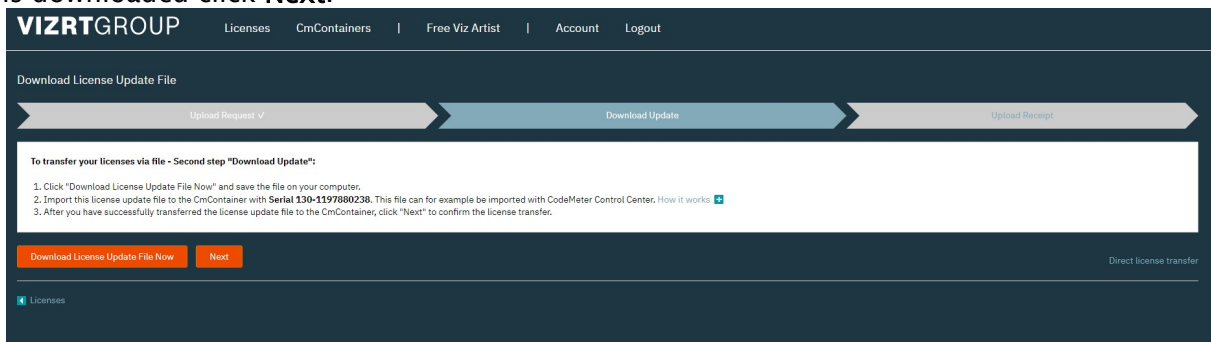
7. Select the path where the Request file should be stored and click **Commit** to generate the file.



- Copy the created file to the computer with the license portal open and upload it using **Select File**. Click **Start Activation Now**.

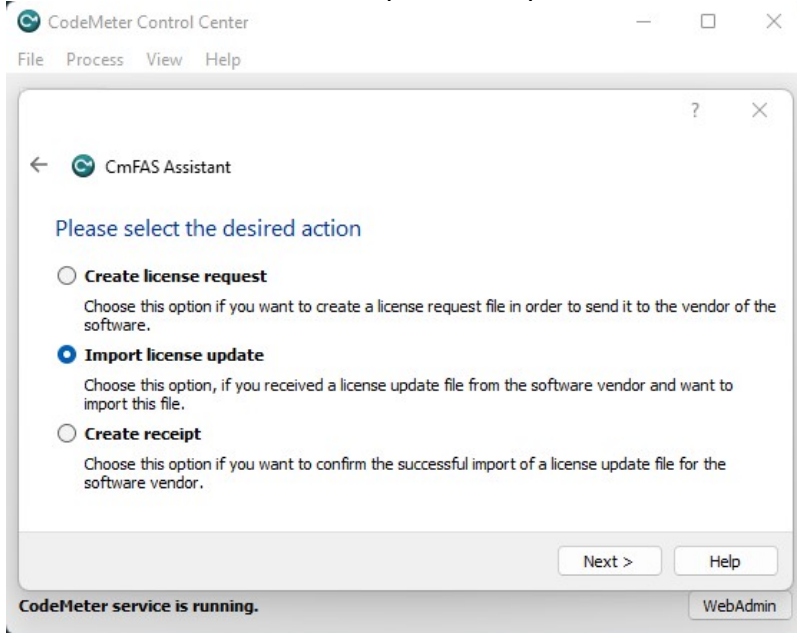


- Once the file is successfully uploaded, click **Download License Update File Now**. Once the file is downloaded click **Next**.

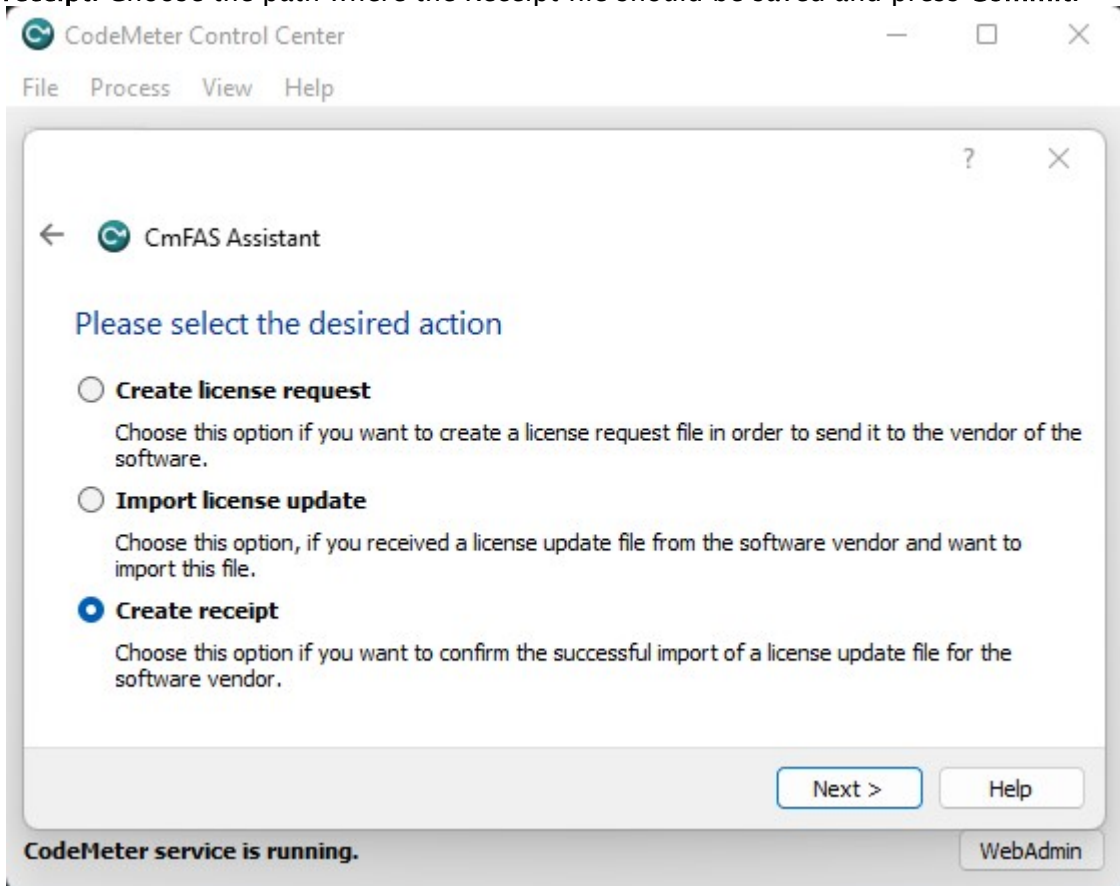


- Copy the update file to the remote computer and open CodeMeter Control Center. Click License Update again and then select **Import license update**. Select the file that has been

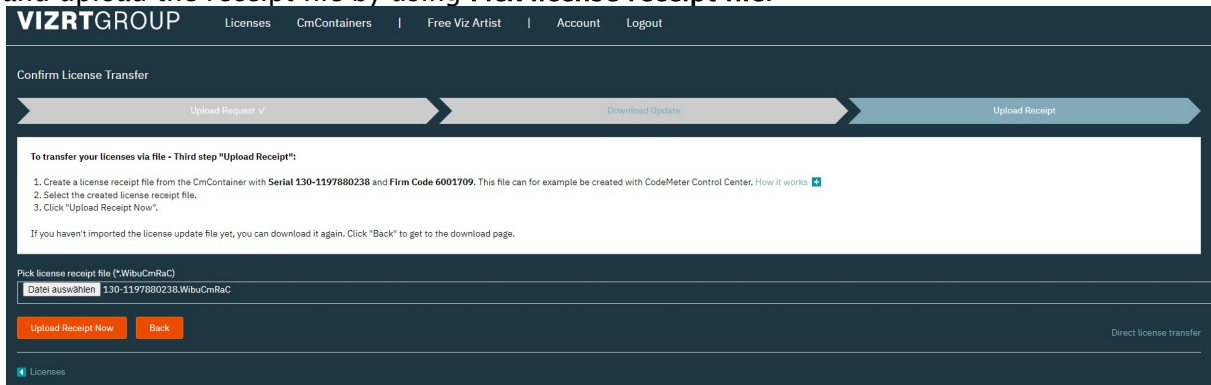
downloaded from the license portal and press **Commit**.



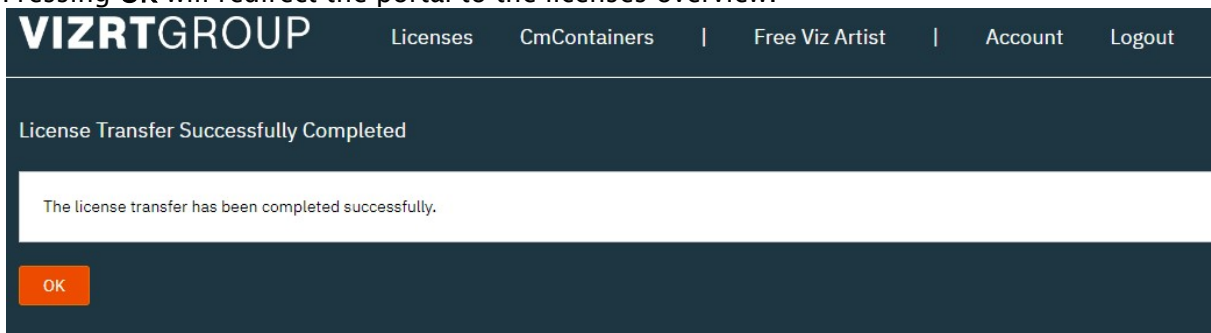
11. After successfully importing the update file press License Update again and select **Create receipt**. Choose the path where the Receipt file should be saved and press **Commit**.



- 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**.



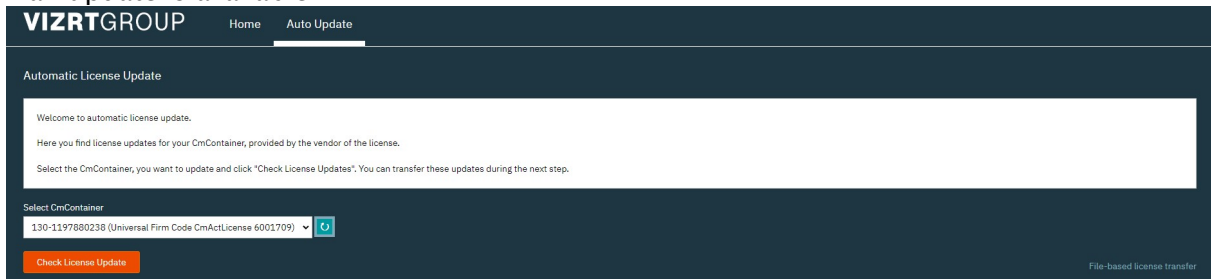
- Once uploaded click **Upload Receipt Now**. This will finish the activation of the license. Pressing **OK** will redirect the portal to the licenses overview.



## 4.7 Auto Update

The License Portal supports the option to update licenses on CmDongles or CmAct Software Containers without login into to the portal, allowing a faster and easier way of applying licenses. The Auto Update will then check if there is a newer version of the currently applied license available in the system. A newer version could be a license extension or an update of the Maintenance Period.

- Go to the Vizrt License Portal and select **Auto Update** from the top menu. The CmContainer currently connected to the computer will be displayed. Click **Check License Update** to check if an update is available.



- If an update is available, the changed features are displayed. Click **Transfer License Updates Now** to apply the changes.

The screenshot shows the VIZRTGROUP interface with a navigation bar containing 'Home' and 'Auto Update'. The main content area is titled 'Available Automatic License Updates'. Below this title, there is a section for transferring updates to CmContainers, with instructions: '1. Make sure that the CmContainer with Serial 130-1197880238 is connected to this computer. If this CmContainer is not connected to this computer, connect it now and click "Rescan for CmContainers". 2. Click "Transfer License Updates Now".' Below the instructions is a table with the following data:

Name	Ticket	Activated On	CmContainer	Status
V3 Viz Trio - Viz Trio Core - (Network) <small>(License Quantity: 2)</small>		-	130-1197880238	Auto Update
V3 Media Sequencer Engine - MSE Core - (Network) <small>(License Quantity: 1)</small>		-	130-1197880238	Auto Update
V3 Viz Engine - Preview Core - (Network) <small>(License Quantity: 1)</small>		-	130-1197880238	Auto Update

At the bottom of the table area, there is an orange button labeled 'Transfer License Updates Now' and a small text link 'File-based license transfer'.

- If an Auto Update is available, there will also be a button within the licenses tab when logged into the licenses portal, which provides the same functionality. Alternatively, it is also possible to select the single feature directly from the displayed licenses list. This also forwards to the same page.

The screenshot shows the VIZRTGROUP interface with a navigation bar containing 'Licenses', 'CmContainers', 'Free Viz Artist', 'Account', and 'Logout'. The 'Licenses' tab is active. Below the navigation bar, there is a search bar and a dropdown menu set to '10 entries'. The main content area is a table with the following data:

Name	Ticket	Activated On	CmContainer	Status
Data Center - Data Center Core - (Local)	45RY3-TDUP8-68T9H-72V73-Z2DRG	2023-02-15	3-4928787	Activated
Data Center - Data Center Core - (Local)	45RY3-TDUP8-68T9H-72V73-Z2DRG	2023-02-15	130-1762778500	Activated
Free Viz Artist Im1 - Free Viz Artist - (Local)	7RZ4A-CTGSK-P9FM7-6A67B-SFT59	-	-	Available
V3 Media Sequencer Engine - MSE Core - (Network)	ZMAWJ-ER4PD-KZUZZ-9CJTG-2MKLB	2023-02-22	130-1197880238	Auto Update
V3 Media Sequencer Engine - MSE Core - (Network)	ZMAWJ-ER4PD-KZUZZ-9CJTG-2MKLB	-	130-1197880238	Auto Update
V3 Viz Engine - Artist - (Network)	M6GEH-8D2WH-F9D4G-SPPHQ-7PTS5	-	-	Available
V3 Viz Engine - DVI out HD - (Network)	M6GEH-8D2WH-F9D4G-SPPHQ-7PTS5	-	-	Available
V3 Viz Engine - DVI out HD - (Network)	M6GEH-8D2WH-F9D4G-SPPHQ-7PTS5	-	-	Available
V3 Viz Engine - DVI OUT Max Resolution - (Network)	M6GEH-8D2WH-F9D4G-SPPHQ-7PTS5	-	-	Available
V3 Viz Engine - Engine Core - (Network)	M6GEH-8D2WH-F9D4G-SPPHQ-7PTS5	-	-	Available

At the bottom of the table area, there is a pagination bar showing 'Showing 1 to 10 of 15 entries' and a 'Previous 1 2 Next' navigation. Below the table, there are four orange buttons: 'Activate Licenses', 'Re-Host Licenses', 'Split Licenses', and 'Auto Update'.



## 5 License Server Setup And Administration

This chapter covers the necessary environment requirements and preparations. It also covers the required setup to enable client workstations to connect to a license server in order to lease a license.

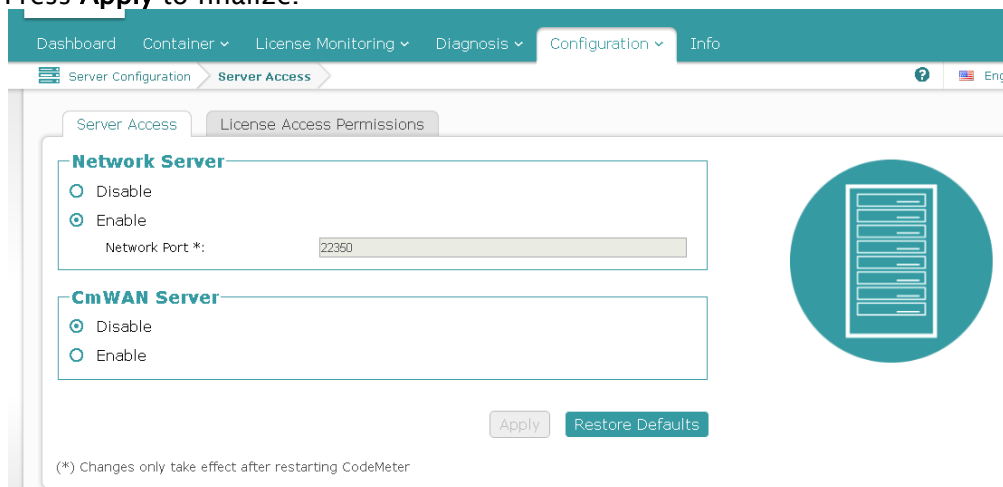
The CodeMeter Control Center application and documentation is automatically installed on your license server together with the Vizrt License Service. CodeMeter Control Center is the tool for License Server Administration.

- [License Server Installation](#)
- [Client Configuration](#)
- [Back-up Strategy](#)

### 5.1 License Server Installation

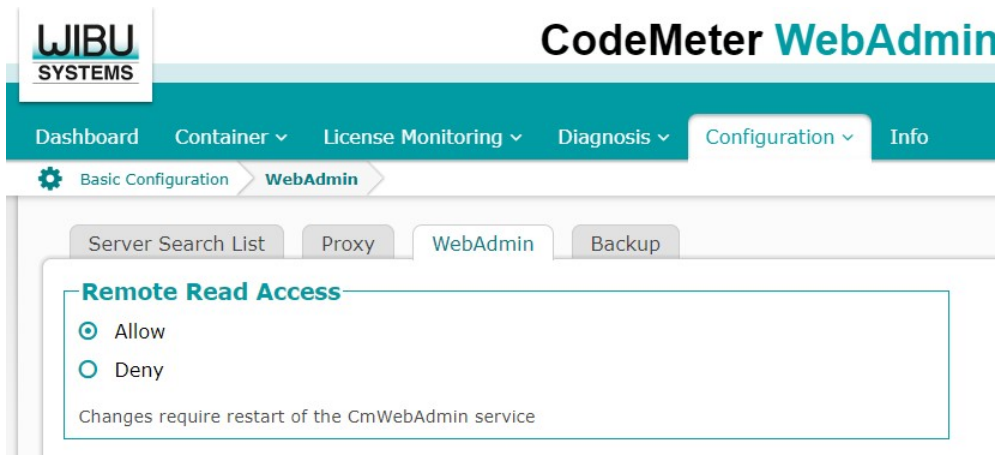
To setup a license server either select the network option when installing CodeMeter Runtime or follow the steps below:

1. In the WIBU WebAdmin go to **Configuration** → **Server Configuration** → **Server** → **Server Access** and **Enable** the network server. The **CmWAN Server** should stay disabled.
2. Press **Apply** to finalize.

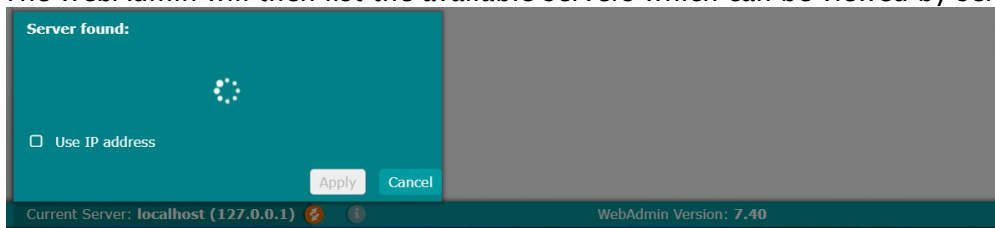


This enables external clients to connect to the license server.

3. To access the WebAdmin from an external client, enable the Remote Read Access: **Configuration** → **Basic** → **WebAdmin**.



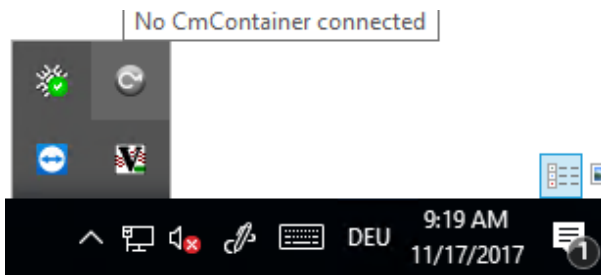
- To access an external license server WebAdmin select the **Current Server** from the bottom of the menu. The WebAdmin will then list the available servers which can be viewed by selecting them.



## 5.2 Client Configuration

Clients running Vizrt software products can connect to a license server, therefore the CodeMeter Runtime needs to be installed and the connection to the license server must be configured accordingly.

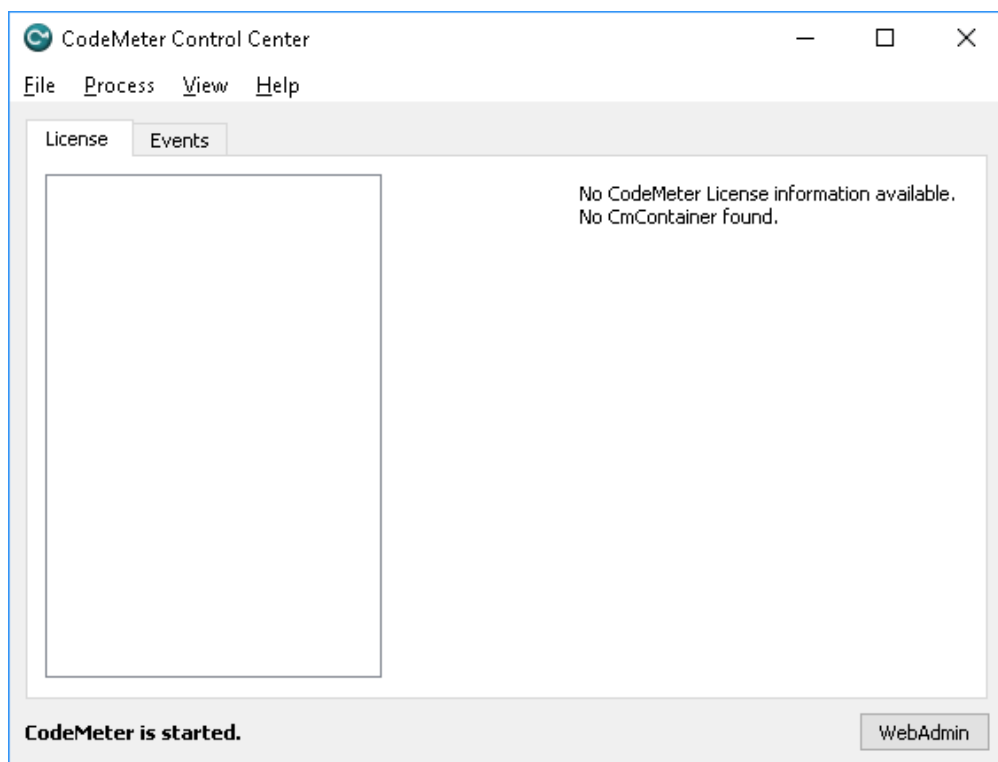
The Viz software installation package adds the **CodeMeterControlCenter** application. Check your Windows system tray for this icon:



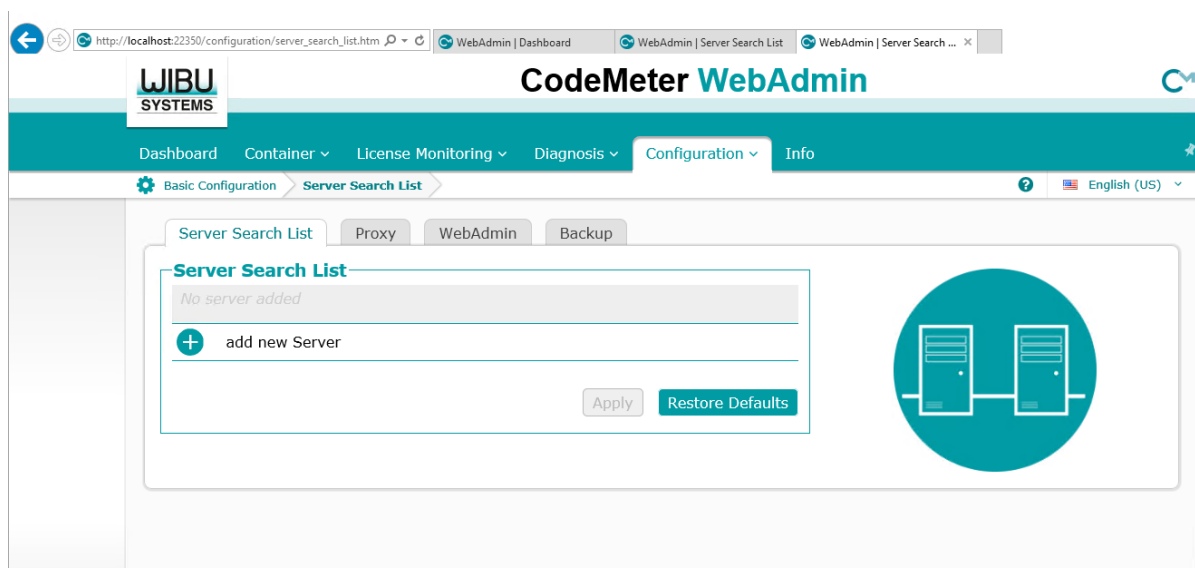
The icon is inactive when the software does not detect a hardware dongle or software container. You can still open it to configure the license server.

If the application is not running, you can run the executable from: `C:\Program Files (x86)\CodeMeter\Runtime\bin\CodeMeterCC.exe`.

In the **CodeMeter Control Center**, click **WebAdmin**:



Go to **Configuration > Basic > Server Search List**. Press the plus (+) icon to add new Server.



The available license servers can be found with either the IP address or the server hostname of your on-premise license server. Press **Apply** to finish.

Clients that run on a subnet defined in a VM cloud infrastructure provider must configure a VPN gateway to establish a secure server connection.

## 5.3 Back-Up Strategy

This chapter contains information about the necessary steps in your back-up strategy to ensure uninterrupted Vizrt Licensing services:

- [Amazon AWS Cloud](#)
- [Microsoft Azure Cloud](#)
- [VMWare ESxi](#)

### 5.3.1 Amazon AWS Cloud

To ensure the full functionality of your Vizrt licenses after a restore, please follow the steps below for creating a supported back-up.

#### Create Volume Snapshot

Step 1: Under the **Description** tab for the instance, you can see the block devices for this particular instance.

	an EBS root device type.
EBS-optimized	False
Root device type	ebs
Root device	/dev/sda1
Block devices	/dev/sda1
Elastic GPU	-
Elastic GPU type	-
Elastic GPU status	-

Step 2: Click on the block device to check the volume's **EBS ID**. If there is only one volume available in the server, the volume should be the same as the root device. This becomes the volume for the snapshot.

Block Device /dev/sda1	
EBS ID	vol-0714338d58986ae36
Root device type	EBS
Attachment time	2018-03-02T09:23:09.000Z
Block device status	attached
Delete on termination	False

Step 3: Click on the **EBS ID** to access the volume overview.

- Modify Volume
- Create Snapshot**
- Delete Volume
- Attach Volume
- Detach Volume
- Force Detach Volume
- Change Auto-Enable IO Setting
- Add/Edit Tags

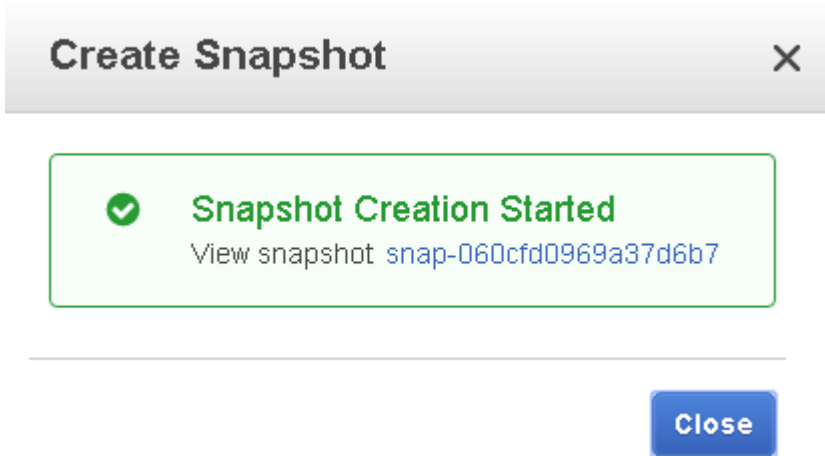
Then, right-click the volume and select **Create Snapshot**.

**Create Snapshot** ✕

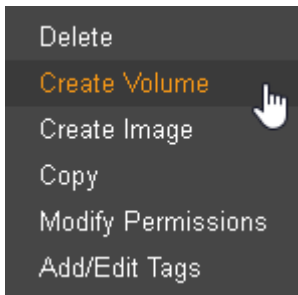
<b>Volume</b> ⓘ	vol-0714338d58986ae36
<b>Name</b> ⓘ	<input type="text" value="SnapshotName"/>
<b>Description</b> ⓘ	<input type="text" value="Description"/>
<b>Encrypted</b> ⓘ	No

---

Cancel
Create



Step 4: After you have created the snapshot, it is visible in the snapshot overview. Right-click and select **Create Volume**.



Step 5: In the **Create Volume** wizard, ensure that you select the correct value in the **Availability Zone\*** input field so that the volume is available to where your virtual machine is located. After you have created the volume, it is visible in the volume overview.

## Create Volume

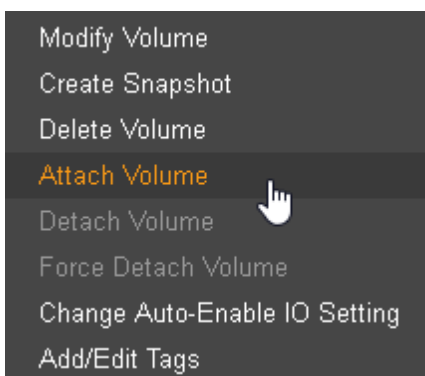
Are you sure you want to perform this action?

<b>Snapshot ID</b>	snap-060cfd0969a37d6b7 SnapshotName		
<b>Volume Type</b>	General Purpose SSD (GP2) ▼		<b>i</b>
<b>Size (GiB)</b>	30	(Min: 1 GiB, Max: 16384 GiB)	<b>i</b>
<b>IOPS</b>	100 / 3000	(Baseline of 3 IOPS per GiB with a minimum of 100 IOPS, burstable to 3000 IOPS)	<b>i</b>
<b>Availability Zone*</b>	eu-west-1c		<b>i</b>
<b>Throughput (MB/s)</b>	Not applicable <b>i</b>		
<b>Encryption</b>	false		

**Tags**  Add tags to your volume

## Restore

To restore the state of the virtual machine to the state of this volume, you must first detach the damaged/old volume in the virtual machine. Next, attach the virtual machine volume to the instance from which the snapshot has been taken by right-clicking the volume and selecting **Attach Volume**.



Select the correct instance and enter `/dev/sda1` into the **Device** input field. This sets your volume to be your boot volume.

### Attach Volume ✕

<b>Volume</b> ⓘ	vol-0418307bddcc9a22d in eu-west-1c
<b>Instance</b> ⓘ	i-00e99edb044e08f01 in eu-west-1c
<b>Device</b> ⓘ	<input type="text" value="/dev/sda1"/>

Windows Devices: xvdf through xvdp

---

[Cancel](#) [Attach](#)

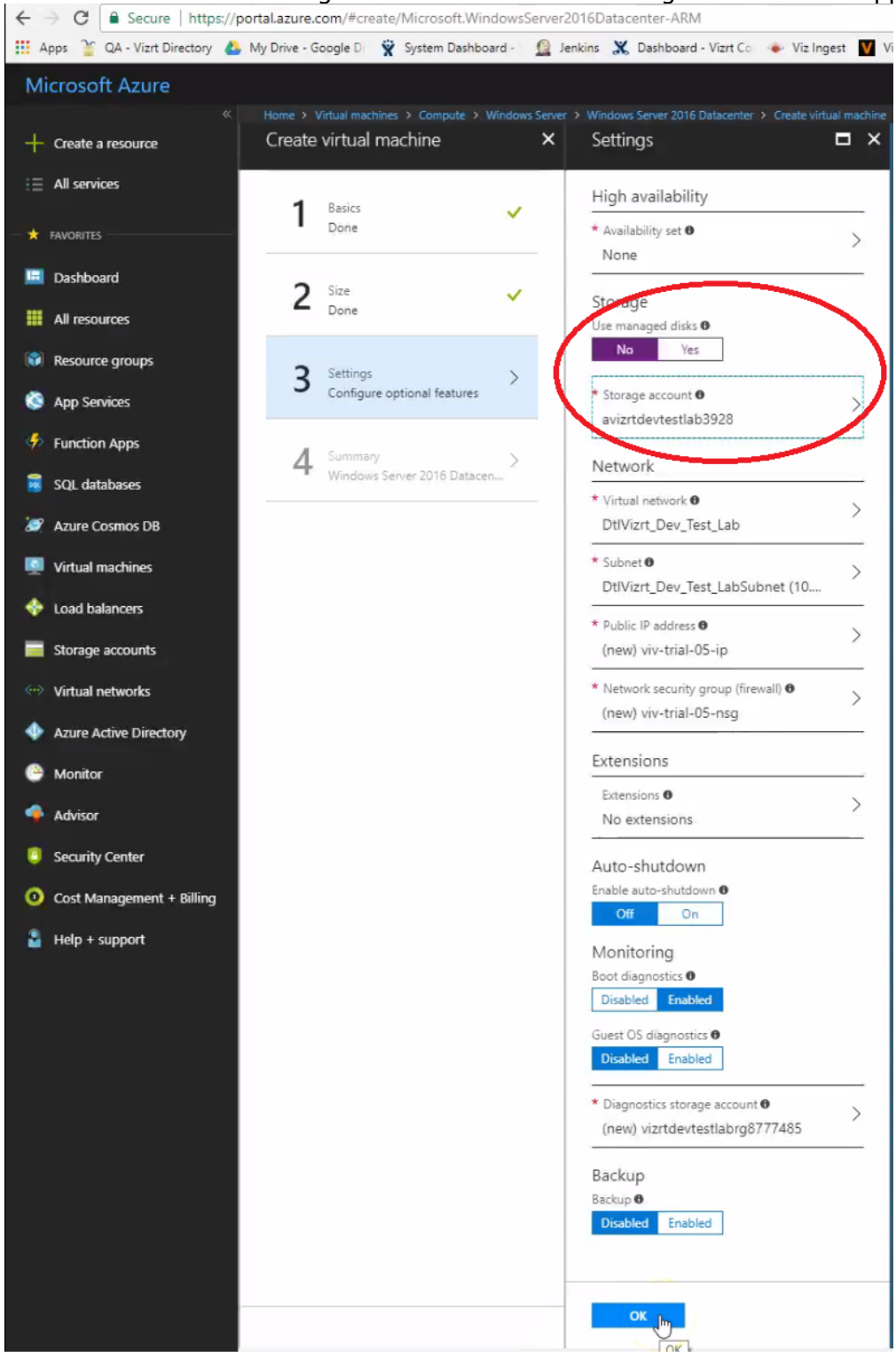
After completing this step, the virtual machine can be turned on again. It is now using a valid license.

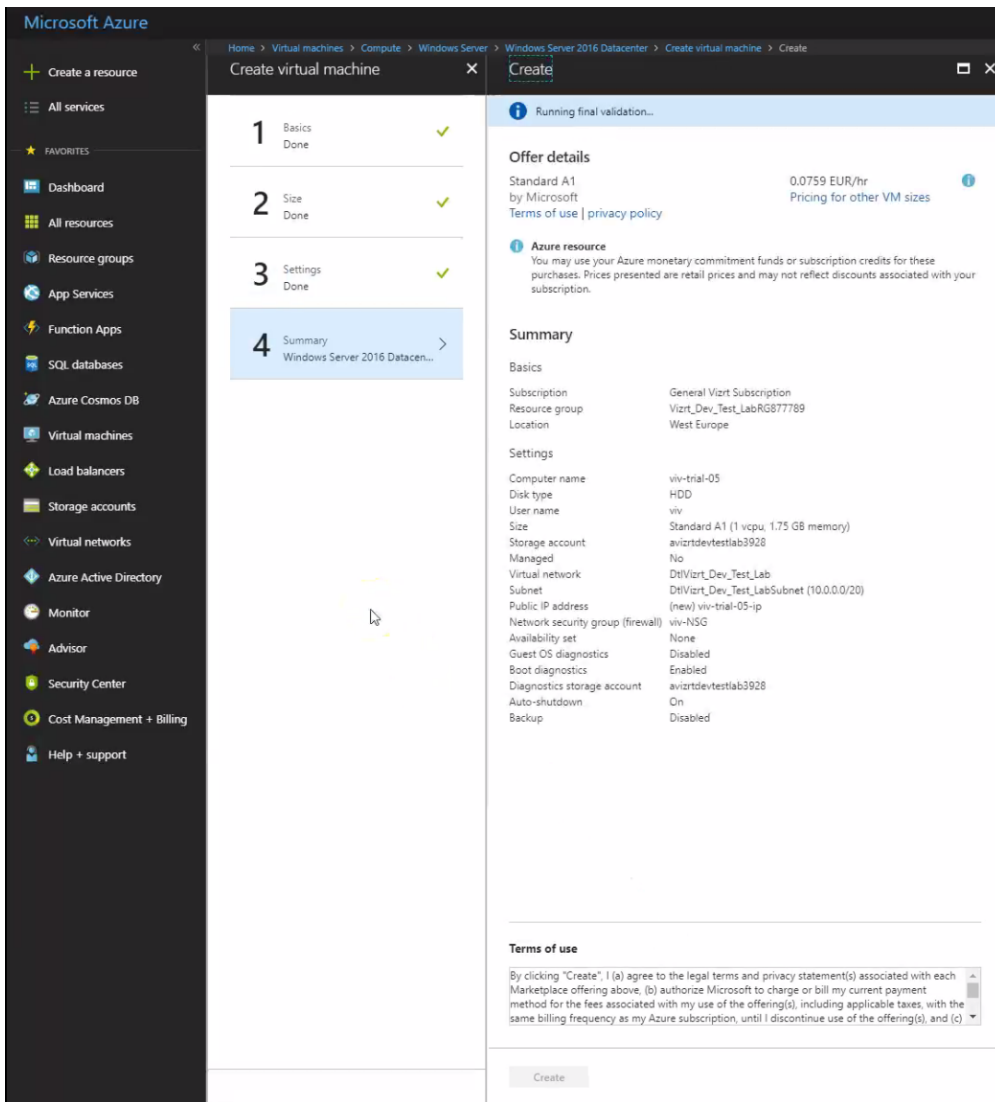
### 5.3.2 Microsoft Azure Cloud

To ensure full license availability, back-ups need to be created using blob storage (unmanaged OS disk).

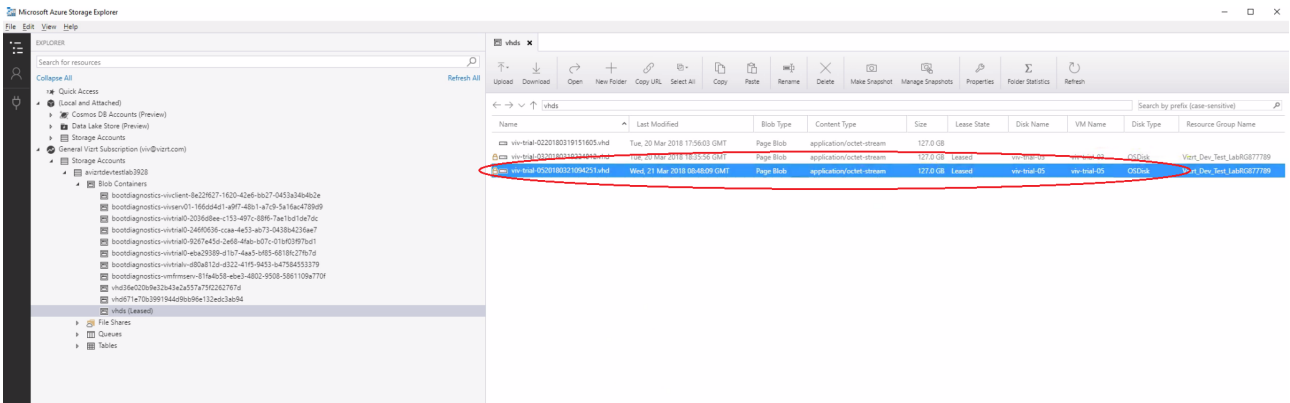


1. Create a VM with unmanaged disks and select the storage account that supports blob.

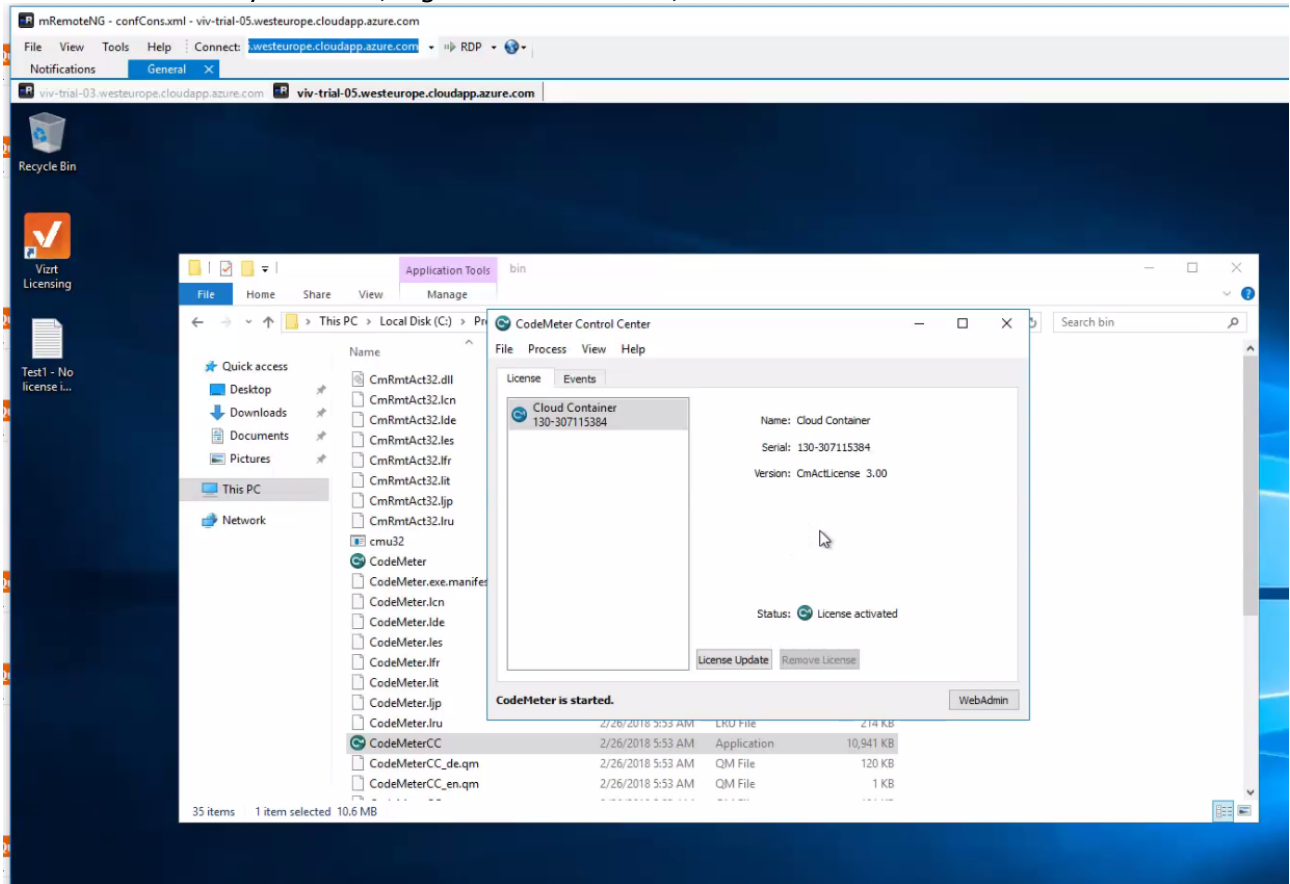




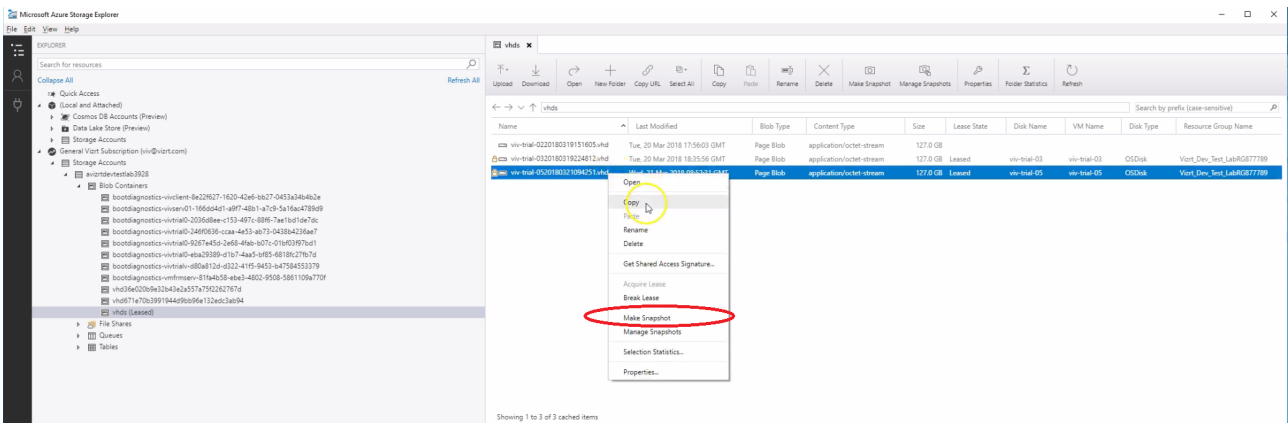
2. In order to view the OS VHD disks of VM, you need the **Microsoft Azure Storage Explorer** tool. This tool can be installed from <https://azure.microsoft.com/en-us/features/storage-explorer/>. Follow the on-screen instructions and install the tool on your computer. Open the **Microsoft Azure Storage Explorer** with Azure subscription. After successful authentication, the storage blob is displayed in Windows Explorer.



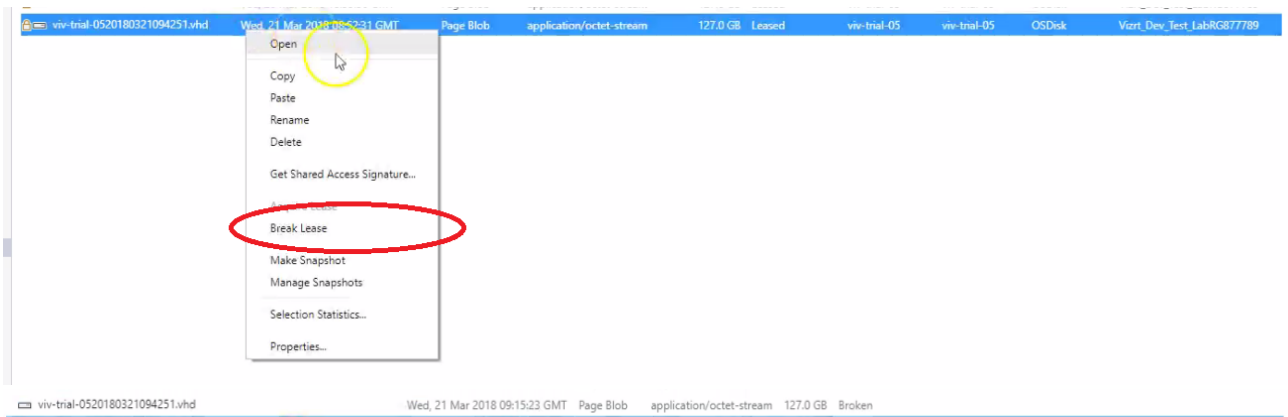
3. When VM is ready in Azure, log in to the machine, install the license container and activate it.



4. In the **Storage Explorer**, right-click on the selected VM and select **Make Snapshot**. This will create a snapshot of the OS disk with the current information (including the license container).

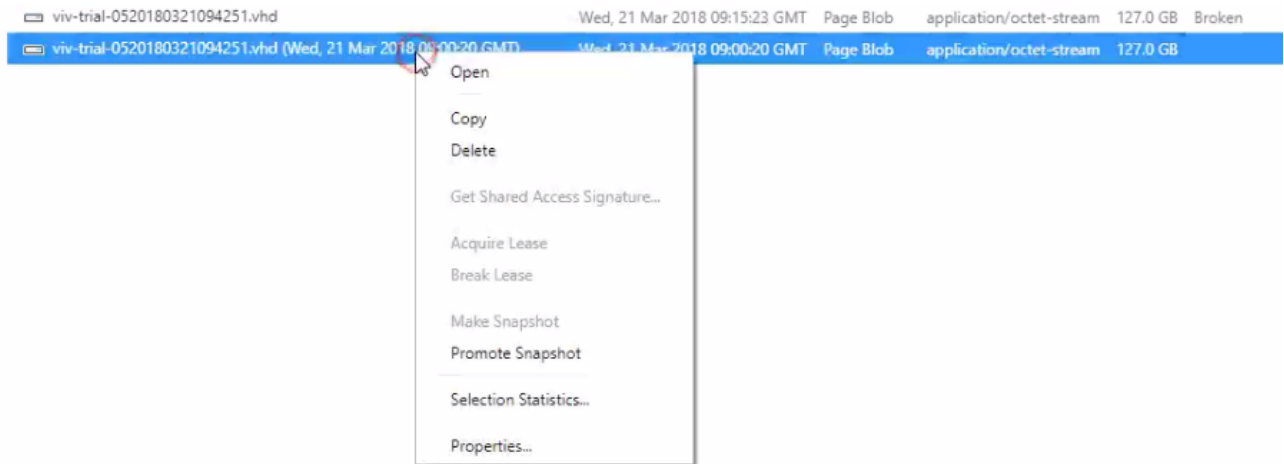
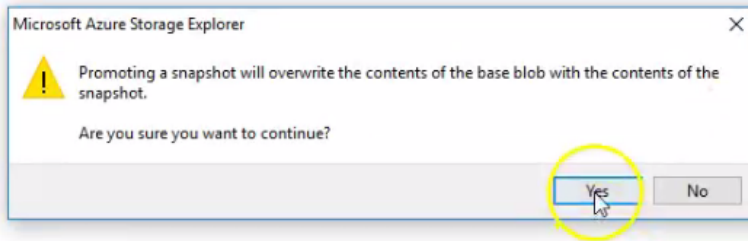


5. Disconnect the RDP-connection and stop the VM in the Azure portal.
6. In the **Storage Explorer**, right-click on the original VHD (base blob) and select **Break Lease**. This will detach the OS disk from the VM, and change the Lease-state to **Broken**.

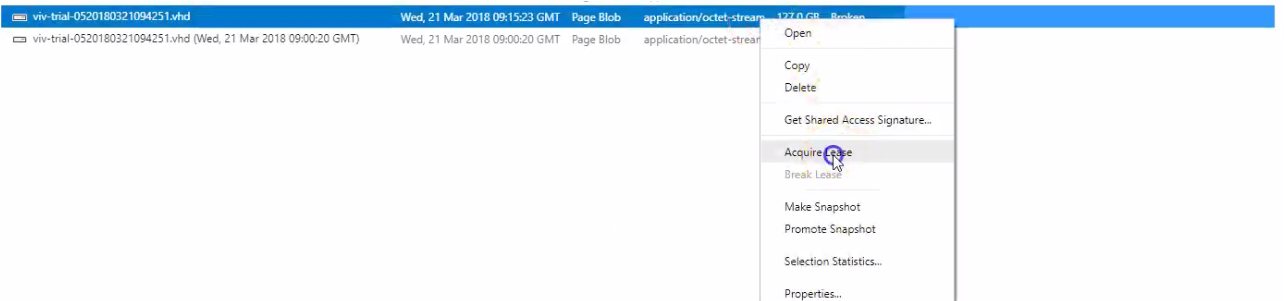


7. Now, copy the snapshot over the base blob by right-clicking the snapshot and select **Promote Snapshot** and click **Yes** to overwrite the disk.

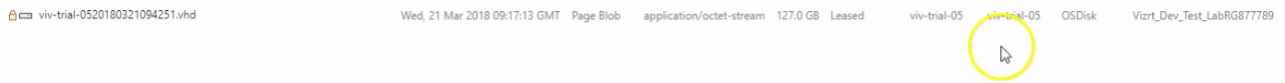
viv-trial-0520180321094251.vhd	Wed, 21 Mar 2018 09:15:23 GMT	Page Blob	application/octet-stream	127.0 GB	Broken
viv-trial-0520180321094251.vhd (Wed, 21 Mar 2018 09:00:20 GMT)	Wed, 21 Mar 2018 09:00:20 GMT	Page Blob	application/octet-stream	127.0 GB	



8. The base blob is overwritten by the snapshot. Attach it to the VM by selecting **Acquire Lease** in the context menu.



9. The Lease-state changes to **Leased** and the attached VM information should be displayed.



10. Start the VM in the Azure portal. This VM should use the restored base blob.

### 5.3.3 VMWare ESxi

It is recommended to use a dedicated license server and capture full back-ups at frequent intervals. All standard back-up and restore procedures are supported, including system snapshots. A restore must be performed on the same VM host to ensure the availability of licenses.

## 6 Managing Licenses

As soon as the Licensing team issues a license, it will be immediately available for activation on the customers view of the portal.

After login in, these are the available tabs:

The screenshot shows the VIZRTGROUP portal interface. At the top, there are navigation tabs: Licenses, CmContainers, Free Viz Artist, Account, and Logout. The 'Licenses' tab is active. Below the navigation, there is a search bar and a dropdown menu set to '10 entries'. The main content is a table with the following data:

Name	Ticket	Activated On	CmContainer	Status
V3 Viz Engine - Artist - (Network)	QB0Z3-GB35H-K4RU4-PTNES-ZGB2E	2023-02-21	130-1197880238	Activated
V3 Viz Engine - Engine Core - (Network)	QB0Z3-GB35H-K4RU4-PTNES-ZGB2E	2023-02-21	130-1197880238	Activated
V3 Viz Engine - SDI/IP OUT Channel - (Network)	QB0Z3-GB35H-K4RU4-PTNES-ZGB2E	2023-02-21	130-1197880238	Activated
V3 Viz Engine - SDI/IP OUT Channel - (Network)	QB0Z3-GB35H-K4RU4-PTNES-ZGB2E	-	-	Available
V3 Viz Engine - SDI/IP Video Input Enablement (max) - (Network)	QB0Z3-GB35H-K4RU4-PTNES-ZGB2E	2023-02-21	130-1197880238	Activated

At the bottom of the table, there are three buttons: 'Activate Licenses', 'Re-Host Licenses', and 'Split Licenses'. The 'Activate Licenses' button is highlighted in orange.

- **Licenses:** View of all the licenses.
- **CmContainers:** Overview of the containers.
- **Free Viz Artist:** For free Viz Artist sign ups.
- **Account:** User information.
- **Logout:** End session.

### 6.1 Activate Licenses

In the licenses tab you will find a list with all the licenses, a menu functionality to choose the number of entries for each page and the search option that you can use to search for a ticket ID or a product name.

If the user that is logged in has fewer permissions, only the **Activate Licenses** button will be available.

The image shows a close-up of three orange buttons: 'Activate Licenses', 'Re-Host Licenses', and 'Split Licenses'. The 'Activate Licenses' button is the most prominent.

- **Activate Licenses:** Activates the selected license.
- **Re-Host Licenses:** Return a license to another user by selecting the container connected to the same machine.
- **Split Licenses:** You are able to split licenses or the quantity of a license.

To activate a license, please follow the steps in [Online License Activation](#).

## 6.2 CmContainers

After a license is activated, you will find in the CmContainers tab, the container that was created for your machine.

The screenshot shows the VIZRTGROUP interface with the 'CmContainers' tab selected. The page header includes 'Licenses', 'CmContainers', 'Free Viz Artist', 'Account', and 'Logout'. The main content area is titled 'CmContainers' and features a search bar and a table. The table has the following data:

Type	Serial	Host Name	Licenses
	130-1197880238	ZBOOK-BPA11	1 x V3 Viz Engine - Artist - (Network) (120101) 1 x V3 Viz Engine - Engine Core - (Network) (120000) 1 x V3 Viz Engine - SDI/IP OUT Channel - (Network) (120300) 1 x V3 Viz Engine - SDI/IP Video Input Enablement (max) - (Network) (120200)

At the bottom of the table, it says 'Showing 1 to 1 of 1 entries' and 'Previous 1 Next'.

## 6.3 Free Viz Artist

The screenshot shows the VIZRTGROUP interface with the 'Free Viz Artist' tab selected. The page header includes 'Licenses', 'CmContainers', 'Free Viz Artist', 'Account', and 'Logout'. The main content area is titled 'Tickets' and features a 'Create License' button. Below the button is a table with the following columns: Tickets, Expires, Owner, Activated on, and Container.

In this section you can click **Create License** and it automatically creates a license available for 60 days, a predefined value, and once it expires a **Renew** button will appear for that license or you can create a new one.

## 6.4 Account

The account tab has basic information about the user you are logged in with and the account you belong to.

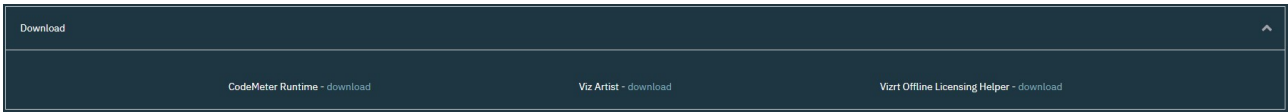
The screenshot shows the VIZRTGROUP interface with the 'Account' tab selected. The page header includes 'Licenses', 'CmContainers', 'Free Viz Artist', 'Account', and 'Logout'. The main content area is titled 'Account' and features a 'Your Data' section with the following information:

Email Address	user1@democustomer.com
Name	34911
Description	Demo Customer
Registered since	2023-02-14

- **Email Address:** User email address.
- **Name:** Internal ID.
- **Description:** Name of the customer.
- **Registered since:** Since when it is registered.



In addition there is a download section where the Free Viz Artist, the CodeMeter Runtime and the Vizrt Offline Licensing Helper can be downloaded.

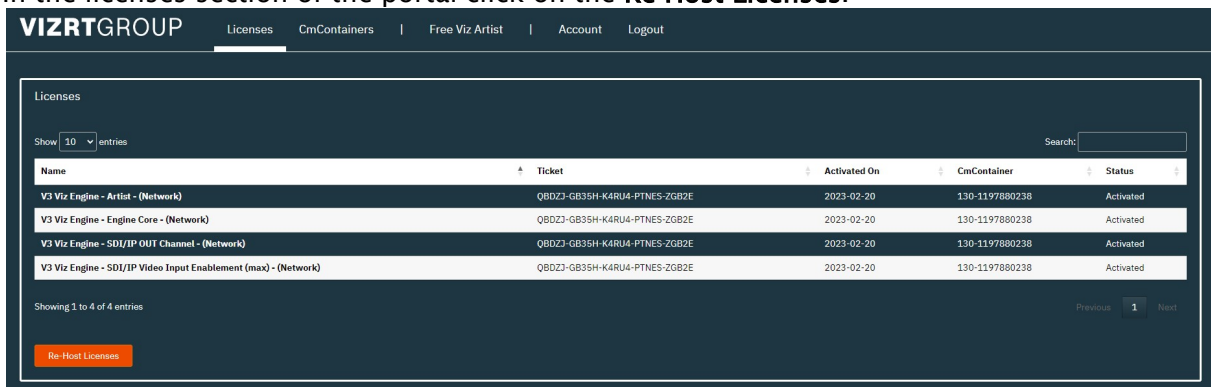


**Note:** All this information is stored and coming from Salesforce.

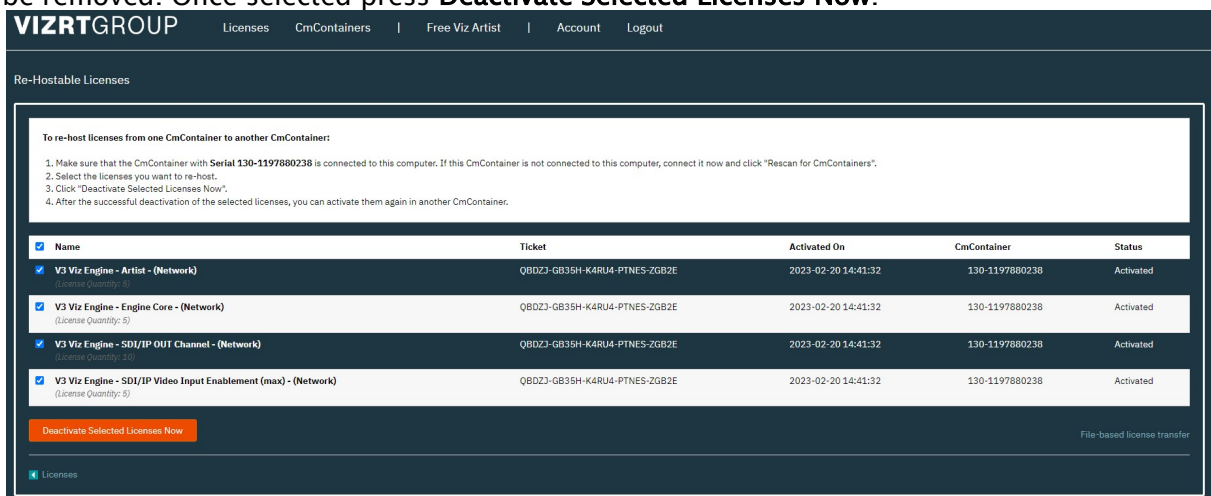
## 6.5 Rehosting Licenses

Re-hosting Licenses allows you to remove a complete license or a single feature from a CmDongle or CmAct License Software Container. The re-hosted licenses are then available in the License Portal again and can be activated on a different CmDongle or CmAct Software Container. The Re-hosting follows the same steps as activating a license and there are online and offline options available.

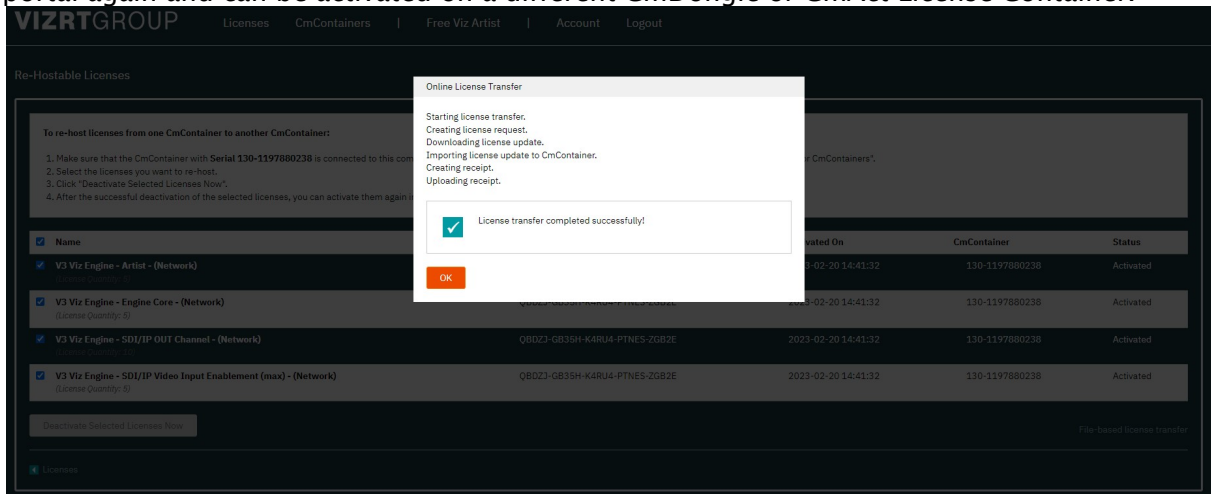
1. In the licenses section of the portal click on the **Re-Host Licenses**.



2. The next step provides an overview of the license currently applied to the CmDongle or CmAct License Container connected to the computer. Select the license features that should be removed. Once selected press **Deactivate Selected Licenses Now**.



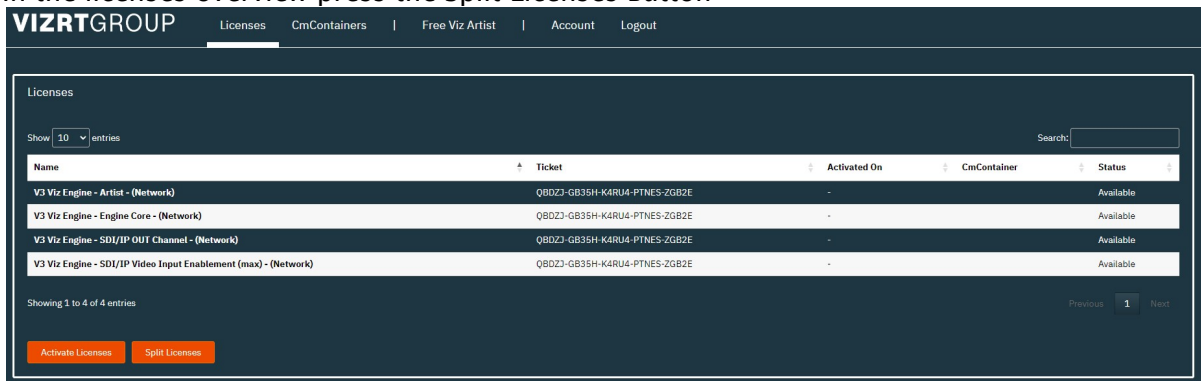
- Once the Online License Transfer is completed, the selected licenses are available in the portal again and can be activated on a different CmDongle or CmAct License Container.



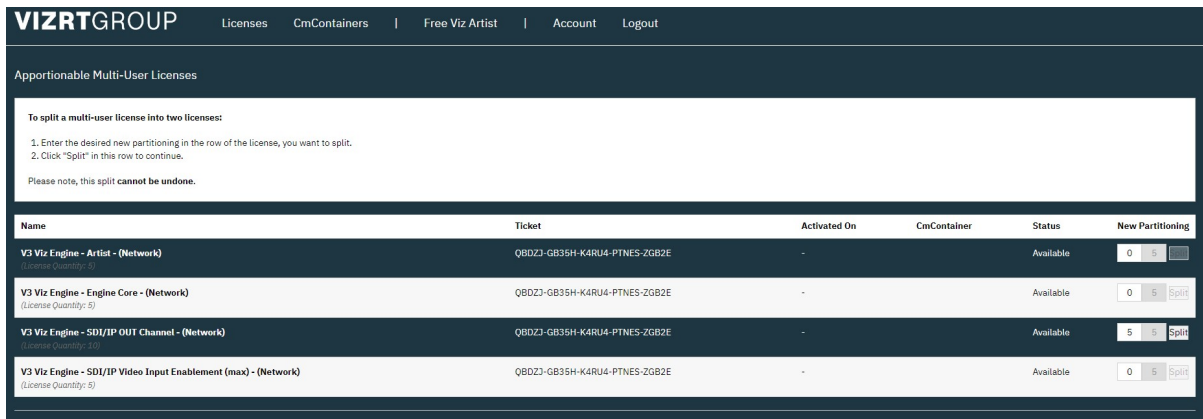
## 6.6 Splitting Licenses

Splitting Licenses allows to split licenses with a quantity higher than one into individual licenses. This provides the possibility to split off licenses from license servers for use on individual computers or smaller license servers.

- In the licenses overview press the Split Licenses Button

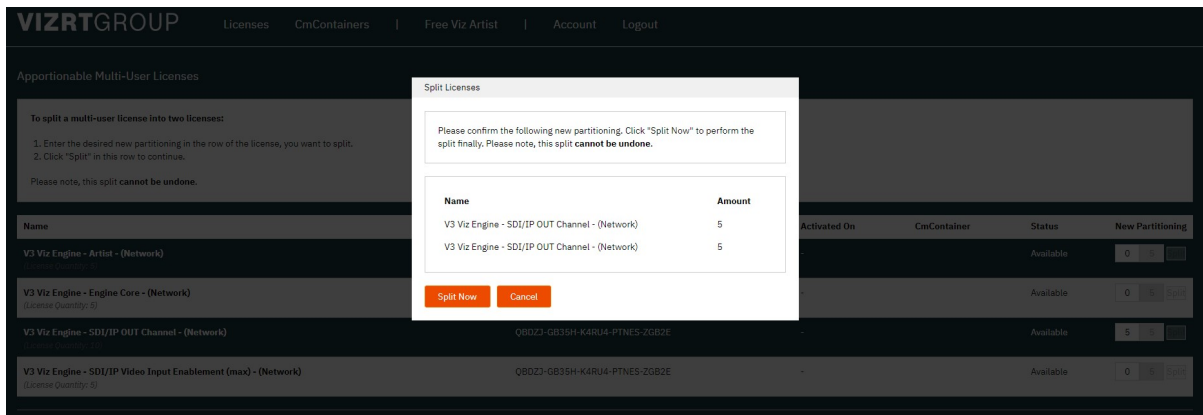


- In the next view the license features that are available for splitting are displayed. Below each feature the current quantity is shown. In the rightmost column labeled New Partitioning the new quantities can be defined. Once selected press the Split button in the right.

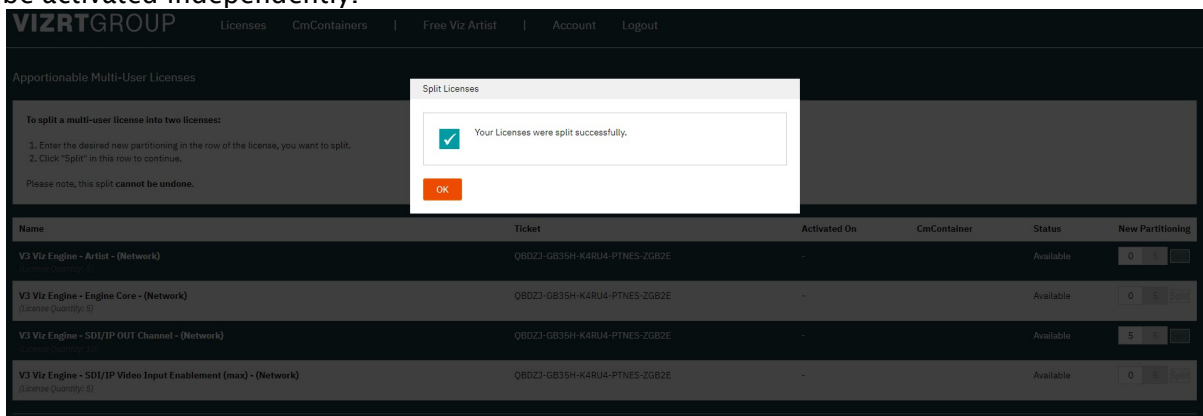


3. A confirmation window will pop up and display the quantities after the split is completed. Press Split now to complete.

**IMPORTANT:** Please note that a split cannot be reversed!



4. After completion the licenses will be displayed individually in the licenses overview and can be activated independently.



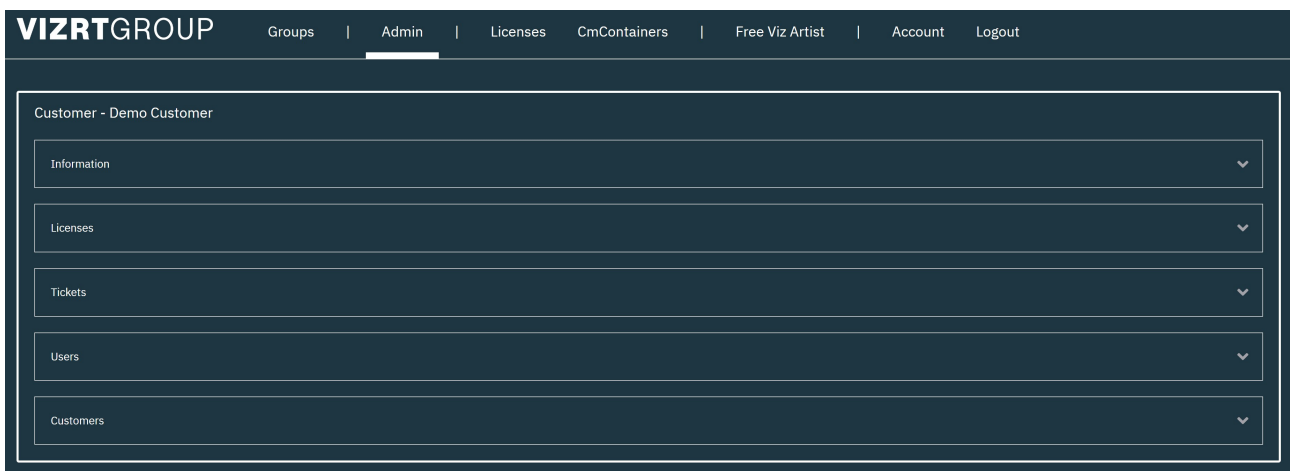
## 6.7 License Admin

Customers with Administrator permissions are able to manage the licenses of their account as well as possible child accounts. Therefore, two additional tabs are available for such.

- [Admin](#)
  - [Information](#)
  - [Licenses](#)
  - [Tickets](#)
  - [Users](#)
  - [Organizations](#)
- [Groups](#)

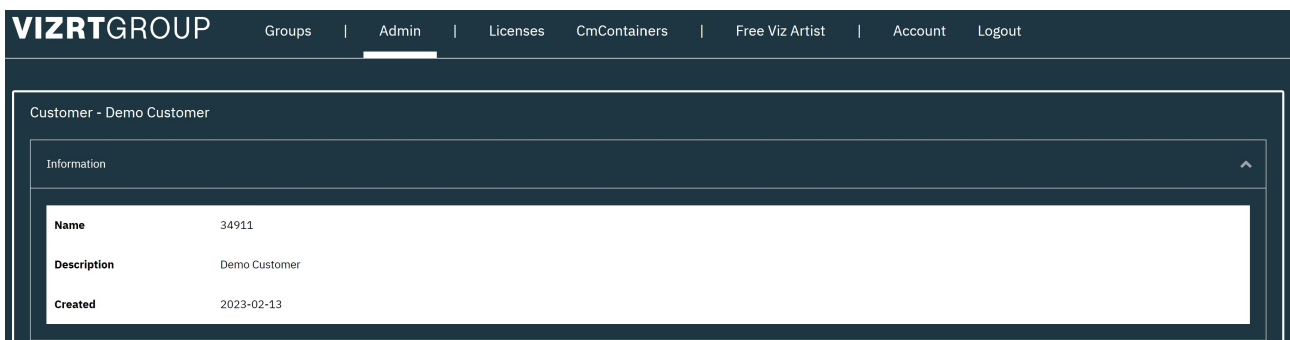
### 6.7.1 Admin

In the **Admin** tab you can see the account that is currently selected, and there are 5 sections where different options and information is available.



### Information

In this section you can see the details about the account listed.



## Licenses

Here, you can see all the licenses that are available for the account the Administrator is assigned to. Clicking **Manage all Licenses** will forward you to the license activation page.

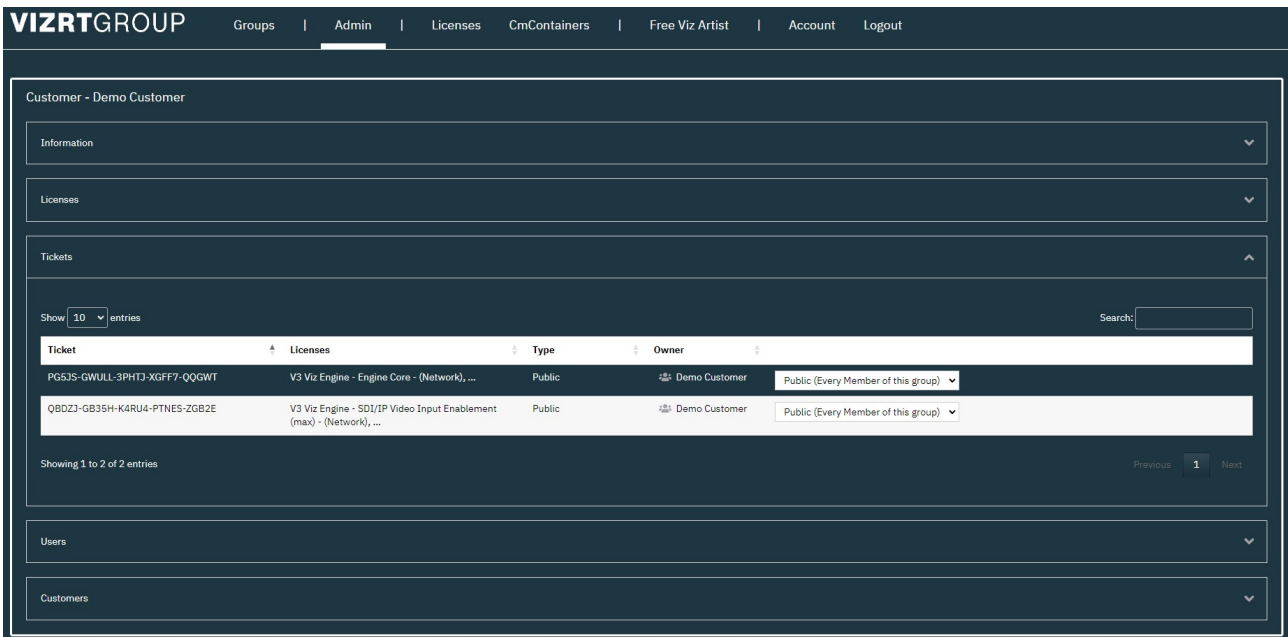
The screenshot shows the 'Licenses' section for a customer named 'Demo Customer'. It features a table with columns for Name, Ticket, Creator, Order ID, Creation Date, Units, Usage (days), End Date, Cancellation Until, Activation Date, CmContainer, and Status. The table lists 13 active licenses, including V3 Viz Engine - Artist, V3 Viz Engine - Engine Core, V3 Viz Engine - SDI/IP OUT Channel, V3 Viz Engine - SDI/IP Video Input Enablement (max), and Viz Arena lmi1 - Arena Core and Developer Features. A 'Manage all Licenses' button is located at the bottom left of the table area.

**Note:** The license activation page will then show all available licenses of the main account and all assigned child accounts. It is recommended to go to the License tab if only the licenses for the main account are needed. In the **Manage all Licenses** section it is possible to see the account a license is assigned to in the Group column.

The screenshot shows the 'Available Licenses' section. It features a table with columns for Name, Ticket, Group, Activated On, CmContainer, and Status. Two licenses are listed as available: 'V3 Graphic Hub - Viz Graphic Hub - (Network)' and 'V3 Viz Engine - SDI/IP OUT Channel - (Network)'. Below the table, there is a 'Select CmContainer' dropdown menu and an 'Activate Selected Licenses Now' button. A 'File-based license transfer' link is visible at the bottom right.

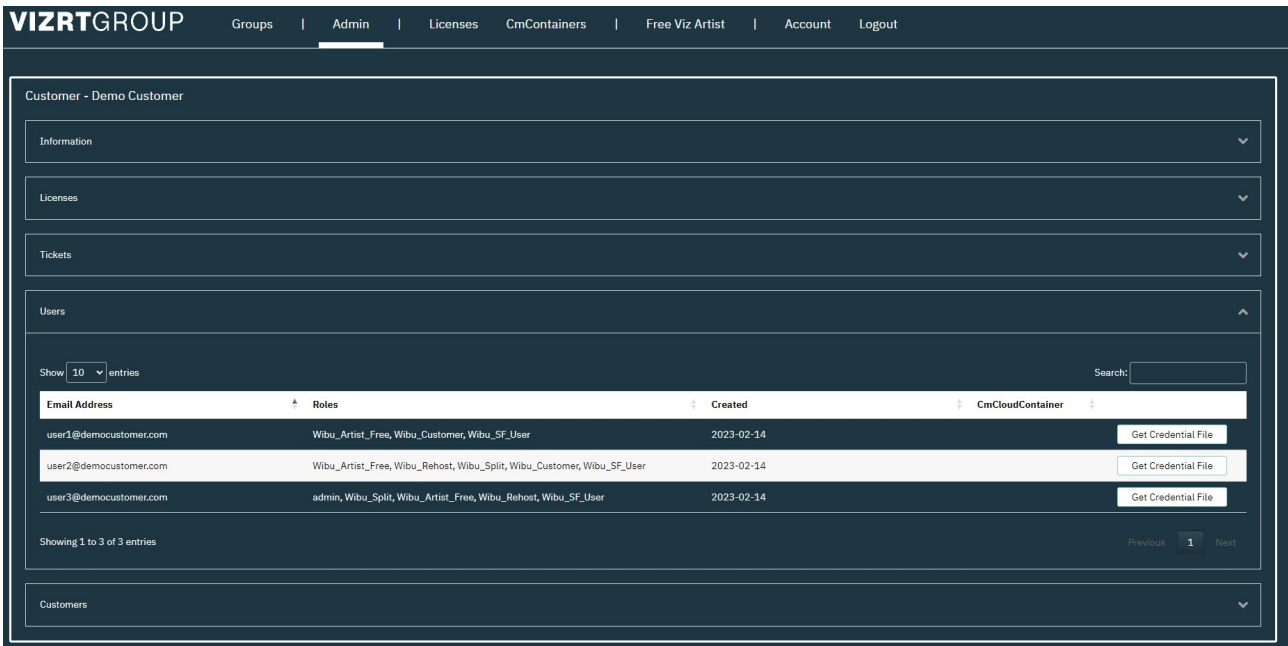
## Tickets

In the Tickets section Admins are able to assign license tickets to different users within their group. By default, a ticket is accessible to all users that are assigned to an account, it is possible to change that to either administrators only or single users across the group.



## Users

All users assigned to an account including the privileges are displayed.



## Organizations

In this section the child customers are displayed. Selecting a child account will forward to the admin section of the child account where the same functionalities are available.

## 6.7.2 Groups

**Groups** are the child accounts of a main account. Administrators of a main account can see the child accounts that they manage in the groups view, select them and manage their licenses.

Selecting a child account by pressing the Name or the **Show** button will forward to the child customers license Admin tab.

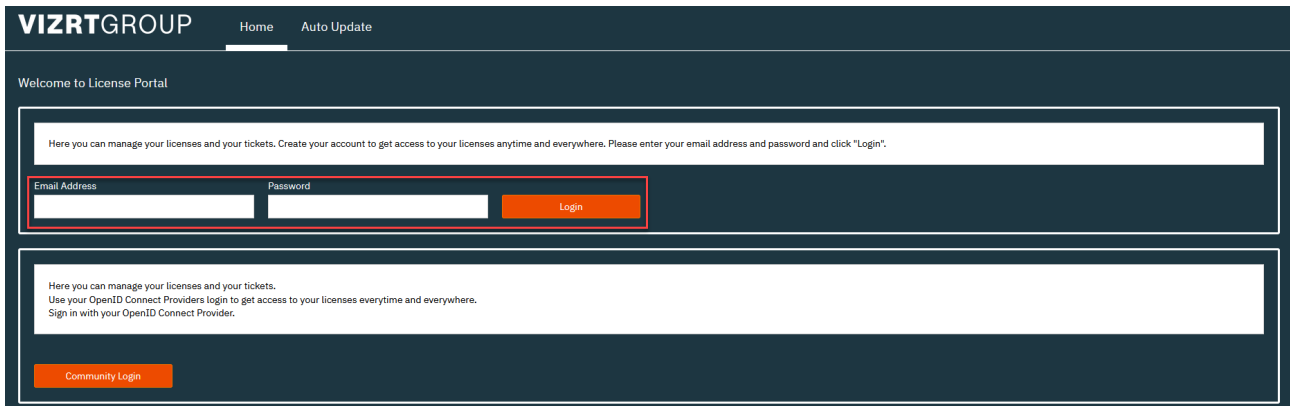
## 6.8 Viz Artist

### 6.8.1 Free Viz Artist License

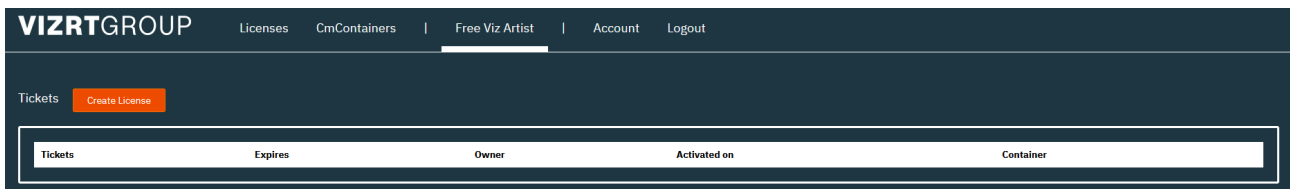
To access a Free Viz Artist License, you can either use the Community Login or enter your credentials if you used the signup page and have access to the license portal as a free Viz Artist user. In case you previously signed up for a free Viz Artist license, you will now receive an email to generate a new password for the new portal.

**Note:** Make sure you set up a new password.

Previous Viz Artist users commonly use the selected section to log in:

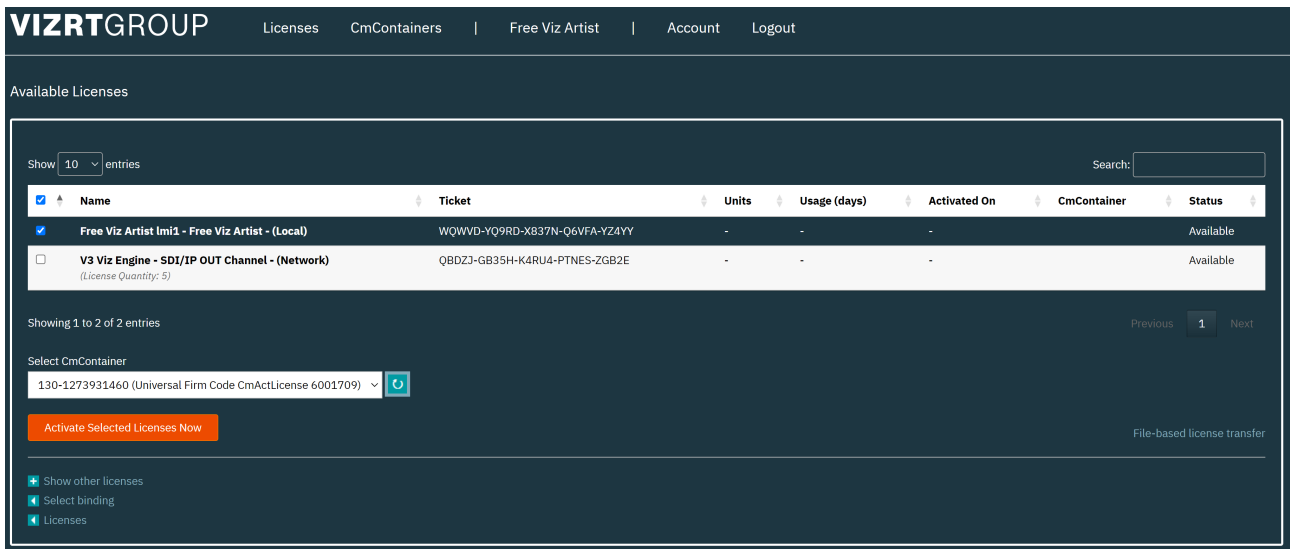


After login in, select the **Free Viz Artist** tab where you can now create a license.



After clicking **Create License**, be aware of the ticket number so you can then activate it in the **Licenses** tab.

Once in the Licenses tab, click the **Activate Licenses** button, select your container and check the Free Viz Artist License from the shown entries:



Click the **Activate Selected Licenses Now** and once the operation is successful, the license will be ready for use and it will appear in the Licenses tab as Activated:



**VIZRTGROUP** Licenses CmContainers | Free Viz Artist | Account Logout

Licenses

Show 10 entries Search:

Name	Ticket	Units	Usage (days)	Activated On	CmContainer	Status
Free Viz Artist lmi1 - Free Viz Artist - (Local)	WQWVD-YQ9RD-X837N-Q6VFA-YZ4YY	-	-	2023-03-17	130-1273931460	Activated

## 7 Troubleshooting

- [Using a License Server and the Application Does Not Start because No License Was Found](#)
- [The Free Edition of Viz Artist is Not Loading](#)

### 7.1 Using A License Server And The Application Does Not Start Because No License Was Found

- Is your license server configured as a network license server?  
Open [http://localhost:22352/configuration/server\\_access.html](http://localhost:22352/configuration/server_access.html) on your license server and check whether **Network Server** is enabled.
- Is your client PC configured to use the network license server?  
Open [http://localhost:22352/configuration/server\\_search\\_list.html](http://localhost:22352/configuration/server_search_list.html) on your client machine and check whether the license server is entered in the **Server Search List**.
- Are there any firewall rules that are blocking port `22352` on your client or server?

### 7.2 The Free Edition Of Viz Artist Is Not Loading

The free edition of Viz Artist will not load if a commercial version of Viz Artist has previously been installed on the computer. This is because the free edition of Viz Artist fetches the configuration file for the commercial version of Viz Artist.

To fix this:

1. Go to `C:\ProgramData\vizrt\viz3`.
2. Open `VIZ-ZBOOKG4-21IAOP5-0-0.cfg` in an external editor such as Notepad++.
3. Edit the following fields:
  - a. `Legacy_Licensing = 0`
  - b. `License_Location = VL_L_LOCAL`
  - c. `License_Core = ART_ARTIST_FREE`
  - d. `## Additional_Licenses =`
4. Save the file and launch Viz Artist.

```

#* Legacy_Licensing: Default=1
Legacy_Licensing = 0
## WIBU license source. Can be set to one of the following values:
## VL_L_LOCAL - Local license. Searches exclusively for licenses located on the same PC or allocated to the same VM (e.g. dongle, file).
## VL_L_NETWORK - Network license. License is to be sought in the network (LAN, WAN), i.e.CodeMeter License Server activated as network server or CmWAN.
## WIBU license source. Determines where WIBU should search for license containers.
#* License_Location: Default=VL_L_NETWORK
License_Location = VL_L_LOCAL
## WIBU core license. Can be set to one of the following values:
## ENG_ENG_CORE - Engine Core
## ENG_PRV_CORE - Preview Core
## ART_ARTIST_FREE - Artist Free
## WIBU core license, which determines also the available additional licenses.
#* License_Core: Default=ENG_ENG_CORE
License_Core = ART_ARTIST_FREE

```

```
##  
## Choose zero, one or more licenses separated by blanks. Possible combinations are listed in the administrative manual.  
## WIBU additional licenses that are additionally consumed and determined by the core license.  
# Additional_Licenses =  
.....
```

---

## 8 FAQ

This page contains answers to the following frequently asked questions:

- [Can Licenses Be Updated during Run-time?](#)
  - [What Should I Do if my Software Container Is Corrupt?](#)
  - [How to Upgrade Old Sentinel Licenses to the New Portal?](#)
- 

### 8.1 Can Licenses Be Updated During Run-Time?

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.

---

### 8.2 What Should I Do If My Software Container Is Corrupt?

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.
- 

### 8.3 How To Upgrade Old Sentinel Licenses To The New Portal?

Customers will be 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 will be no automated upgrade in the portable once WIBU 3.0 is launched.