



# EPLAN License Manager Installation Guide

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EPLAN GmbH & Co. KG  
Technical information



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# Introduction

Dear users,

The EPLAN GmbH & Co. KG team is pleased to welcome you as a new user.

This document describes the installation of the EPLAN License Manager (ELM). This application will allow you to manage EPLAN product licenses on a network. Communication between server and client computers takes place via the "Remote Dongle Service" (RDS) utility, which is set up as a service and automatically started during installation of the EPLAN License Manager.

Furthermore, this document describes the installation of the EPLAN License Manager monitor. You can use this tool to display the licensing status of an EPLAN License Manager.

When using the EPLAN License Manager to license EPLAN products, it is *absolutely essential* that you update the licensing on every connected client computer.

These instructions are aimed at administrators who are already familiar with EPLAN and who have an in-depth knowledge of programs and systems.

## Notes for the Reader

Before you begin reading, please note the following symbols and styles used in this document:

### **Warning:**

Texts preceded by this image are warnings. You should be absolutely sure to read this warning before proceeding!

### **Note:**

Text preceded by this image contains extra notes.

### **Tip:**

Useful tips to facilitate your interaction with the program are presented after this image.

### **Example:**

Examples are highlighted by this symbol.

- User interface elements are marked in **bold** so they can immediately be located in the text.
- *Italic* text provides particularly important information that you should definitely pay attention to.
- Code examples, directory names, and direct input (among others) are displayed in a `non-proportional font`.
- Function keys, keyboard keys, and buttons within the program are shown in square brackets (e.g., **[F1]** for the "F1" function key).

- To improve the flow of the text, we often use "menu paths" in this document (for example, **Start > Run**). In order to find a particular program function, the menus and options shown in a menu path must be selected in the sequence shown.
- The operating information provides step-by-step instructions for reaching specific targets, and in many places, after the right-arrow symbol  $\Rightarrow$  you'll also find the reaction of the program to your action.
- In combination with settings or fields (e.g., check boxes) which can only be switched on or off, in this document we often use the term "activate" (after which the setting is active ) and "deactivate" (after which the setting is inactive )

## Preconditions

In order to run the EPLAN License Manager the following conditions must be satisfied:

### Software

The following software preconditions must be satisfied:

- An operating system for which the EPLAN License Manager has been released must be installed (see also the following section: "Approved for").
- It is also assumed that the computer systems all have the latest security updates.
- The installation must be performed from a user account with rights equivalent to an Administrator.
- If the license contains a dongle, this must be connected to the computer where the EPLAN License Manager is to be installed.



**Note:**

Characters that do not occur in the Latin alphabet are not supported by the EPLAN License Manager (for example Chinese, Cyrillic characters, etc.). If you want to use the EPLAN License Manager, you may only use characters in ASCII format for your user and computer names.

Please inform yourself about the hardware prerequisites and the software approvals of the EPLAN Platform before installing EPLAN products. This information is available in the EPLAN performance descriptions of the respective products.

## **Approved for**

The software approvals follow the model of the EPLAN Platform.

[https://www.eplan.help/en-US/Infoportal/Content/htm/portal\\_software\\_approvals.htm](https://www.eplan.help/en-US/Infoportal/Content/htm/portal_software_approvals.htm)



# Installing the EPLAN License Manager

Customers who already use the EPLAN License Manager have to connect the existing dongle to their system. No dongle is required anymore for new customers.

## Note:

If your computer is connected to the Internet, the Dongle driver will be installed automatically from the Windows Update page. Should your computer not be connected to the Internet, you can locate the dongle driver in the ZIP file in the directory `ELM\Services\Drivers`. Start the file `HASPUserSetup.exe` [here](#).

The installation always takes place in English.

1. Switch to the directory `ELM` in one of the EPLAN Platform products. Alternatively you can download the EPLAN License Manager. The latest version can be found in the Support section of our website under <https://www.eplan-software.com/services/downloads/>
2. Open the `ELM\License Manager` directory and here double-click the `setup.exe` file.
3. Answer **[Yes]** to confirm the subsequent safety prompt.
4. In the subsequent dialog click **[Install]**.  
⇒ The installation wizard for the EPLAN License Manager is opened.
5. In the subsequent installation wizard dialogs you will confirm the license conditions among other things.
6. Click **[Install]** once more to start the actual installation.  
⇒ The **Select License Manager Configurator** dialog opens during the installation.
7. Here select the operating mode of your EPLAN License Manager.

 **Warning:**

If this is the first EPLAN License Manager in your system environment ensure that the **Primary License Manager** is selected. The **Standby License Manager** option may only be used if your validation code includes the **Failover protection** functionality.

- ⇒ The dialog **Primary License Manager - Configurator** is opened. This allows you to activate your license data via the supplied entitlement.
- 8. Enter your entitlement number in the **EID** field and then click [**Activate online**].

 **Notes:**

You require an active Internet connection to activate your license. Alternatively activation can also be carried out offline under [https://www.eplan.help/en-US/Infoportal/Content/misc/EPLAN\\_License/Content/htm/License\\_rehost.htm](https://www.eplan.help/en-US/Infoportal/Content/misc/EPLAN_License/Content/htm/License_rehost.htm).

The [**Settings**] button can be used to enter your proxy connection.

- ⇒ The contents of your licensing scope is displayed in the **Activate license** dialog.

Click [**Activate**].

After successful activation the following message is displayed: "The licenses of your entitlement have been activated successfully on your computer."

 **Note:**

The duration of the online activation depends on the scope of your license. This may take some time.

- 9. Click [**Close**] to end the dialog.

The following section "Configuring the DCOM Interface" on Page 20 explains how to set up the DCOM interface for operating the EPLAN License Manager.

# Updating an Existing EPLAN License Manager

Only *one* EPLAN License Manager can be run on a given computer.

## Checking of the existing EPLAN License Manager installation

### Warning:

Before you begin with the update, please check the system on which the EPLAN License Manager is installed as well as the EPLAN client systems with regard to the following information:

### Are licenses currently borrowed from the EPLAN License Manager?

If you have borrowed licenses from the EPLAN License Manager that is to be updated, you *must* return these *before updating*.

### License reduction in the "Release validation" area

The license can still be activated if a reduction takes place in the release area. This means that, for example, the release version EPLAN Electric P8 2.5 is no longer available in your license. Activation remains possible.

### License reduction in the area of elements and modules

If the license is reduced in the elements and modules area, for example for `Elements: Data Portal`, activation without prior modification of the bundle and return of borrowed licenses is not possible.

## Used bundles without a valid license

Used bundles used without a valid license are displayed as incorrect. Only after the bundles have been activated, are they displayed correctly. In the case of changed systems, elements and modules these have to be adapted.

## Online or offline activation

You require an active Internet connection to activate your license. Alternatively activation can also be carried out offline under [https://www.eplan.help/en-US/Infoportal/Content/misc/EPLAN\\_License/Content/htm/License\\_rehost.htm](https://www.eplan.help/en-US/Infoportal/Content/misc/EPLAN_License/Content/htm/License_rehost.htm).

## EPLAN License Client dependency

The EPLAN License Client should always be installed in the same version of the EPLAN License Manager. Check this on the client systems by using the **Programs and Features** functionality of the operating system. Here you can recognize the installed version of the EPLAN License Client.

If an EPLAN system uses a version that is older than the required one, you must first update the License Client on the respective system to the most recent version. Please note the information on the software releases of the operating systems on our website:

[https://www.eplan.help/en-US/Infoportal/Content/htm/portal\\_software\\_approvals.htm](https://www.eplan.help/en-US/Infoportal/Content/htm/portal_software_approvals.htm)

## Updating the EPLAN License Manager 2022.0.3

In order to change from the EPLAN License Manager Version 2022.0.3 to the new Version 7.1.9 you only have to install the new version. The older version is then removed automatically.

The pure update of the ELM software should take about 10 minutes, if the software update runs without problems it will take less time. The subsequent activation of the license and the creation or customizing of bundles can be take more time. This has to be taken into account when planning.

Switch to the directory `ELM` in one of the EPLAN Platform products. Alternatively you can download the EPLAN License Manager. The latest version can be found on the website of our support under the following link: <https://www.eplan-software.com/services/downloads/>

1. Open the `ELM\License Manager` directory and here double-click the `setup.exe` file.  
⇒ Your settings in the "Services" and "DCOM" section are transferred automatically when the `setup.exe` file is executed.

## Updating the entitlement

You are provided with a new entitlement with the new version of the EPLAN Platform. This validates the functionalities of Version 2022.

As described below, you can activate the new entitlement in your EPLAN License Manager:

1. Bring the **Activate** tab in the **Primary License Manager - Configurator** dialog to the foreground.
2. Enter the new entitlement in the **EID** field.
3. Click the **[Activate online]** button.  
⇒ Through this your old entitlement becomes *invalid* and the new entitlement is activated.

If an old entitlement already exists in the **EID** field, you can directly press the **[Activate online]** button. The check and update then takes place automatically. A corresponding message is displayed that a new entitlement is available. Follow the further steps for the activation.



**Note:**

After the activation of the new entitlement the old entitlement loses its validity.

After activating your new entitlement the functional scope for the EPLAN Platform as of Version 2.6 is available.

## New systems and elements in the EPLAN License Manager validation

As of Version 2.9 the product is made available in a new simplified validation. This reduces the complexity of the previous validation.

The familiar systems and modules are replaced as of Version 2.9 by new systems and modules.

The following modules are, for example, bundled into one element:

- Modules: EPLAN Multi User Management
- Modules: EPLAN Multi User Monitor
- Modules: EPLAN Project Options
- Modules: EPLAN Project Reference
- Modules: EPLAN User Rights Management

They are contained in the element `Elements: Professional+`.

The new and old systems, elements and modules are then contained in your entitlement - old systems and modules up to Version 2.8, new systems, elements and modules as of Version 2.9.

**Note:**

The new systems, elements and modules *cannot* be used for the bundles created in your EPLAN License Manager for Version 2.8 and downwards.

You can create new bundles and, for example, add the system `EPLAN Electric P8. Professional` and the element `Elements: Professional+`.

In the **Bundles** tab of the **Primary License Manager - Configurator** dialog the missing release validations can be updated by using the button **[Update bundle contents]** or the shortcut key **[CTRL]+[ALT]+[U]**.

**Note:**

Please note that further modules, for example the modules `Language` and `Module: EPLAN Page unlimited` might still be missing.

## Updating the primary and secondary EPLAN License Manager

Please check the contents described in the section **Checking of the existing EPLAN License Manager installation** before the update.

Your company network has two EPLAN License Manager applications (primary License Manager and standby License Manager). In this case you must always update the primary License Manager first:

1. Set the start type of the "Remote Dongle Service" for the primary License Manager to "Deactivated". Then stop the service.
2. Start the installation on the primary License Manager. Open the `ELM\License Manager` directory and here double-click the `setup.exe` file. Carry out the installation.
  - ⇒ Your settings in the "Services" and "DCOM" section are transferred automatically when the `setup.exe` file is executed.
  - ⇒ After updating your EPLAN License Manager to the new version your old license adds-on scope are still available. This should be expanded to the new version.
3. After successful installation and validation set the start type of the service back to "Automatic" and then start the service.
  - ⇒ After an updating interval the active standby License Manager now transfers all the tasks back to your primary License Manager.
4. Check whether the primary License Manager is active again and the data transfer has been successful.





**Note:**

You can run the "ELM Configurator" program to check the process. When the primary License Manager is active again the "Primary, active" value is displayed in the **Status** field of the dialog **License Manager - Monitor**.

5. Update the standby License Manager. Set the start type of the "Remote Dongle Service" utility to "Deactivated". Then stop the service.
  6. Start the `setup.exe` file and then follow the installation commands.
  7. After successful installation reset the start type back to "Automatic" and start the service.
- ⇒ After an updating interval the two EPLAN License Managers synchronize automatically.

## Configuring the DCOM Interface

The EPLAN License Manager communicates with the EPLAN License Client via the "Distributed Component Object Model (DCOM)" interface provided by Microsoft on each operating system. This has to be configured after the installation of the EPLAN License Manager.

We recommend using the EPLAN License Manager and EPLAN License Client within a Windows domain.

If you prefer usage with different domains or workgroups, the **Cross-domain usage** setting must be enabled in your entitlement. The security settings in the dialog **Access authorization** must be set to the value "ANONYMOUS LOGON" for the *workplace* and for the *ELM7*.

When different domains are used, a full trust is required in the overall structure.

If you use only one workgroup, a user account with the same name and identical password has to be created on the server for each user account logged on at the client.



### Note:

It is assumed that the DCOM configuration reflects default settings made at the time the respective operating system was installed. If deviating settings have been carried out, for example to increase system security, you should consult your system administrator.

## Security Update Windows DCOM Server Security Feature Bypass

Through the implementation of the security update "CVE-2021-26414" from Microsoft, it has to be ensured that the latest EPLAN License Client and License Manager is used. More information on this topic is available on our website for the software release under the following link:

[https://www.eplan.help/en-US/Infoportal/Content/htm/portal\\_software\\_approvals.htm](https://www.eplan.help/en-US/Infoportal/Content/htm/portal_software_approvals.htm)

## Setting of the DCOM interface for the EPLAN License Manager

Access to the DCOM interface can be configured either for all domain users or for a group of users.

Both variants are described in the following sections. It is assumed that a group called "ELM Users" has been created in the domain for the second variant.

The configuration program for the DCOM interface must first be started.

1. To this purpose select **Start > Run**, and enter the `dcomcnfg.exe` command in the **Run** dialog.
- ⇒ The **Component Services** dialog opens.
2. In the tree view of this dialog select **Component Services > Computers > My Computer**.
3. Right-click **My Computer** and select the **Properties** menu item from the popup menu.

The **My Computer Properties** dialog opens.

4. In the **Default Properties** tab, make sure that the **Enable Distributed COM on this computer** check box is selected.
5. Change to the **COM Security** tab.

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6. Under **Launch and Activation Permissions**, click the **[Edit Limits]** button.

⇒ The **Launch and Activation Permissions** dialog opens.

7. Specify the security settings in this dialog:

If access is to be allowed for all users, select **Everyone** and then select the **Allow** check box for all permission types.

If access is only permitted for members of a group of **ELM user**, click the **[Add]** button and select the corresponding group and activate **Allow** for all permission types.



**Note:**

To enable the sign-in for cross-domain usage, the "ANONYMOUS LOGON" group name or user name must be selected in the **Access Permissions** area by using the **[Edit limits]** button in the **Access Permissions** dialog. In addition, the permissions must be activated via the check boxes **Local access** and **Remote access**.

You must also set this option for the Windows operating systems Windows 8.1, Windows Server 2012 R2, and Windows 10.

8. Close the **Launch and Activation Permissions** and **My Computer Properties** dialogs by clicking **[OK]**.
9. After this, in the tree view of the **Component Services** dialog navigate to the **DCOM Config** folder.
10. On the right side of the dialog, select the component **ELM7**.
11. Right-click this component and select the **Properties** menu item from the popup menu.

⇒ The **ELM7 Properties** dialog opens.
12. Select the **Security** tab.
13. In the **Launch and Activation Permissions** group box, select the **Customize** option and then click the **[Edit]** button.

⇒ The **Launch and Activation Permissions** dialog opens.

14. If access is to be allowed for all users, select **Everyone** and then select the **Allow** check box for all permission types.

If access is only permitted for members of a group of **ELM user**, click the **[Add]** button and select the corresponding group and activate **Allow** for all permission types

15. In the **Access Permission** group box, select the **Customize** option and then click the **[Edit]** button.

⇒ The **Access Permission** dialog opens.

16. If access is to be allowed for all users, select **Everyone** and then select the **Allow** check box for all permission types.

If access is only permitted for members of a group of **ELM user**, click the **[Add]** button and select the corresponding group and activate **Allow** for all permission types.

 **Note:**

To enable the sign-in for cross-domain usage, the "ANONYMOUS LOGON" group name or user name must be selected in the **Access Permissions** area by using the **[Edit limits]** button in the **Access Permissions** dialog. In addition, the permissions must be activated via the check boxes **Local access** and **Remote access**.

You must also set this option for the Windows operating systems Windows 8.1, Windows Server 2012 R2, and Windows 10.

17. In the **Configuration Permission** group box, select the **Customize** option and then click the **[Edit]** button.

⇒ The **Change Configuration Permission** dialog opens.

18. If access is to be allowed for all users, select **Everyone** and then select the **Allow** check box for all permission types.

If access is only permitted for members of a group of **ELM user**, click the **[Add]** button and select the corresponding group and activate **Allow** for all permission types.



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19. Close the **Launch and Activation Permissions** and **ELM7 Properties** dialogs by clicking **[OK]**.

- ⇒ The EPLAN License Manager can now be accessed from every authorized client.
- ⇒ Please restart the "Remote Dongle Server" service to apply the modifications.

# Installing the EPLAN License Manager Monitor

The EPLAN License Manager Monitor can be installed on a server or a client.

1. Change to the directory `ELM`.
2. Open the `ELM\License Tools` directory and here double-click the `setup.exe` file.
3. In the subsequent dialog click **[Install]**.  
⇒ The installation wizard for the EPLAN License Monitor is opened.
4. In the subsequent dialogs follow the instructions of the installation wizard, and click **[Install]** to start the actual installation.
5. Finally, click **[Finish]** to end the installation wizard.

After a successful installation, you will see an "ELM Monitor" shortcut on your desktop. Start the EPLAN License Manager Monitor by double-clicking this icon. Then select your License Manager.

Note:

The note icon is a small white square with a red star in the top-left corner.

You can also download the EPLAN License Manager via the download area of the EPLAN Support under the following link:

<https://www.eplan-software.com/services/downloads/>

# Firewall configuration

If a firewall is activated on the computer that executes the EPLAN License Manager, the following message is displayed when you try to establish a connection from the EPLAN License Client:

"Check license(MAX 19.48). The computer cannot be accessed via the network. Error [DCOM 0x800706BA]"

## Logging of accesses

In the case of blocked access the following is written into the log file that is stored in the following file path:

C:\Windows\System32\LogFiles\Firewall\pfirewall.log.

If this file does not exist, you must enable logging in the Windows Defender Firewall. Please proceed as follows:

1. To do this, select **Start > Run**, and enter the `wf.msc` command in the **Run** dialog.
2. Open the popup menu of **Windows Defender Firewall with advanced security on local computer** and select the **Properties** menu item.  
⇒ The domain profile is displayed.
3. Use the **[Customize]** button to activate logging and select the "Yes" setting from the drop-down lists **Log dropped packets** and **Log successful connections**.
4. Also select these firewall settings for the **Private profile** and **Public profile** profiles.
5. Open the file and check which entry is identified by the firewall as "DROP".



**Example:**

An entry that is generated by the EPLAN License Client can look like this:

```
2022-01-07 04:45:38 DROP TCP 172.16.125.74  
172.16.125.52 10978 135 48 S 2446232184 0 64240 - -  
- RECEIVE 632
```

Port 135 is used to contact the "Distributed Component Object Model" (DCOM). Using a handshake method, this determines a dynamic port that is intended for use with the EPLAN License Manager.

The `ELM.exe` file should be added as an exception rule so that it functions with a firewall. A release then takes place on all the ports that communicate with this file.

You can carry out a simple configuration via the settings of the "Windows security":

1. To do so, select **Start > Settings** and the Windows settings are opened.
  2. Open the **Update and Security** settings and click **Windows Security**.
  3. Click the **[Open Windows Security]** button.
  4. Select **Firewall & Network Protection** and **Allow an app through firewall**.
  5. Press the **[Change settings]** button and further below the **[Allow another app]** button.
  6. In the **Add app** dialog, select **Browse** and switch to the directory `C:\Program Files\EPLAN\ELM`.
  7. Select the `ELM.exe` file here.
  8. Press the **[Open]** button and then **[Add]**.
- ⇒ The entry "EPLAN Remote Dongle Service" is added.
9. If required, select the **Private** and **Public** check boxes.

10. Exit the dialog by clicking **OK**.

The firewall is now configured for the file `ELM.exe`. You must also set the firewall rule "COM+ - Network access (DCOM)".

Proceed as follows:

1. Select **Start > Run**, and enter the `wf.msc` command in the **Run** dialog.
2. Open the **Incoming rules** node
3. Select the "Object COM+ Network Access (DCOM-In)" entry in the **Inbound Rules** list and open the **properties**.
4. Activate the rule via the **Activated** check box.

When using an EPLAN License Manager with failover and activated firewall, the **ICMPv4** and **ICMPv6** settings must also be activated:

1. Select **Start > Run**, and enter the `wf.msc` command in the **Run** dialog.
2. Open the **Inbound rules** node
3. Select the "Core Network Diagnostics - ICMP Echo Request (ICMPv4-In)" and "Core Networking Diagnostics - ICMP Echo Request (ICMPv6-In)" entries in the **Inbound Rule** list and open the **properties**.
4. Activate the rule via the **Activated** check box.



**Note:**

Ensure that the setting "Yes" is selected for the profiles of the firewall rules "Domain", "Private" and "Public".

With regard to the configuration of the "port range" for external firewalls, please refer to the documentation specified by the manufacturer for further information. This information is available under the following link:

<https://docs.microsoft.com/en-US/troubleshoot/windows-server/networking/configure-rpc-dynamic-port-allocation-with-firewalls>



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