



# EPLAN License Manager Installation Guide

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EPLAN GmbH & Co. KG  
Technical Information



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# EPLAN License Manager Installation Guide

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# Introduction

Dear users,

The team at EPLAN GmbH & Co. KG 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 within 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 is 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/de-de/Infoportal/Content/htm/portal\\_software\\_approvals.htm](https://www.eplan.help/de-de/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. You can find the most recent version in our Support area of our website under <https://www.eplan.de/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, an activation can be carried out offline under [https://www.eplan.help/de-de/Infoportal/Content/misc/EPLAN\\_License/Content/htm/License\\_rehost.htm](https://www.eplan.help/de-de/Infoportal/Content/misc/EPLAN_License/Content/htm/License_rehost.htm).

It is possible to enter your proxy connection via the [**Settings**] button.

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

Click [**Activate**].

You are shown the following message after successful activation:  
"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. Possibly this may take some time.

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

The following section "Configuring the DCOM Interface" on Page 18 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 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 when a reduction takes place in the release area. This means that, for example, the release version EPLAN Electric P8 2.5 is not available anymore in your license. Activation remains possible.

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

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

## Used bundles without valid license

Used bundles used without a valid license are displayed as incorrect. Only after the bundles have been activated, are they again displayed as correct. These have to be modified for changed systems, elements and modules.

## Online and offline activation

You require an active Internet connection to activate your license. Alternatively to this activation can also be carried out under

[https://www.eplan.help/de-de/Infoportal/Content/misc/EPLAN\\_License/Content/htm/License\\_rehost.htm](https://www.eplan.help/de-de/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 as that 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 enables of the operating system on our website under:

[https://www.eplan.help/de-de/Infoportal/Content/htm/portal\\_software\\_approvals.htm](https://www.eplan.help/de-de/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 7.1.3 you only have to install the new version. The older version is then removed automatically.

The pure update of the ELM software should take approximately 10 minutes. In case of a problem-free process of the software update it takes less time. The later activation of the license and the creation or adaption of bundles can be more comprehensive. This has to be considered when planning the time required.

Switch to the directory `ELM` in one of the EPLAN Platform products. Alternatively, you can download the EPLAN License Manager. You can find the most recent version on the website of our Support under the following link: <https://www.eplan.de/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 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 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+`.

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



**Note:**

Please note that further modules such as the modules `Language` and `Module: EPLAN Page unlimited` might still be missing.

## Updating the primary and secondary EPLAN License Manager

Before the update please check the contents described in the section **Checking the existing EPLAN License Manager installation**.

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 communication of the EPLAN License Manager to the EPLAN License Client takes place via the interface "Distributed Component Object Model (DCOM)" made available by Microsoft on every operating system. After installation of the EPLAN License Manager this must be configured additionally.

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

If you prefer usage with different domains or work groups, the **Cross-domain usage** setting must be activated in your entitlement. The security settings in the dialog **Access permission** must be set to the value "ANONYMOUS LOGON" for the *Work place* and for *ELM7*.

When using different domains a "Full Trust" is required in the overall structure.

Only use a work group if an account with the same name and password has to be created on the server for every client user account.



### 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

It must be ensured that the most recent EPLAN License Client and EPLAN Manager are used by implementing the security update "CVE-2021-26414" by Microsoft. You can find further information on this on our website about the software approvals under the following link:

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

## Setting 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.

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 to be allowed for members of the **ELM Users** group, click the **[Add]** button and select the appropriate group, and activate **Allow** for all permission types.



**Note:**

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

You must also set this option for the Windows operating system 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 to be allowed for members of the **ELM Users** group, click the **[Add]** button and select the appropriate 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 to be allowed for members of the **ELM Users** group, click the **[Add]** button and select the appropriate group, and activate **Allow** for all permission types.

**Note:**

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

You must also set this option for 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 to be allowed for members of the **ELM Users** group, click the **[Add]** button and select the appropriate 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 so that the change can be applied.

# 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:**

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

<https://www.eplan.de/services/downloads/>

## Configuration firewall

In case of an activated firewall on the computer that executes the EPLAN License Manager, you receive the following message 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 the accesses

In case of a blocked access the following is written in the Log File which is stored in the following file path:

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

If this file is not available, you must activate logging in the Windows Defender Firewall. Please proceed as follows:

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



**Example:**

An entry which is generated by the EPLAN License Client will then look as follows:

```
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 for contacting the "Distributed Component Object Model" (DCOM)". This determines a dynamic port to be used with the EPLAN License Manager via a handshake procedure.

The `ELM.exe` file should be added as exception rule to ensure that it functions with a firewall. Activation then takes place on all ports which communicate with this file.

A simple configuration can be carried out by using the settings of "Windows Security":

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

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

The firewall is now configured for the `EIM.exe` file. You must additionally set the firewall rules "COM+ - Network access (DCOM)".

Proceed as follows:

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

When using an EPLAN License Manager with failover and activated firewall the setting **ICMPv4** and **ICMPv6** must be additionally activated:

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



**Note:**

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

With regard to the configuration of the "Port range" for external firewalls, please inform yourself using the documentation specified by the manufacturer. You can find this information under the following link:

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



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