

# Updating EPLAN License Manager

## Introduction

The EPLAN License Manager (ELM) is a component of the licensing software that is used to distribute a network license. The installation of the ELM is carried out on a server.

To activate a license containing version 2025, at least the EPLAN License Manager version 2025 is required. Borrowed licenses containing version 2.8 or earlier must be returned or expired before an Entitlement ID of 2025 can be activated.

## Preconditions

- You are already using an EPLAN network license in combination with an Entitlement ID and an earlier version of the EPLAN License Manager.
- As an administrator you have access to the server on which the EPLAN License Manager is installed.
- You know whether you use the failover protection function in the ELM in connection with an ELM Professional license and a Standby License Manager.
- The EPLAN License Manager currently runs fault-free.
- The update of the ELM does not cause any changes to an already activated license, only the EPLAN License Manager software is updated.

## Updating without activated failover protection

If your license does not have the failover protection function or if it is deactivated, you can install the new ELM version on the existing Primary ELM.

- ! The removal of an existing EPLAN License Manager version is not required.
  - ! Only use Setup.exe for the installation.
1. Download the current version of the ELM from the EPLAN Download Portal and unpack the ZIP file.
  2. Open the "EPLAN License Manager" folder and click Setup.exe to start the installation.
  3. Start the ELM after the installation.
  4. Click the **Update service** button to check whether the ELM services are working.

## Update with activated failover protection

If your license has the failover protection function, keep it activated continuously and carry out the following steps in the specified sequence:

### 1. Checking the status of the ELM

1. Start the ELM Configurator on both ELM servers.
2. Check the connection with the **Monitor** function.  
The following status should be displayed:
  - Primary ELM: Active  
Standby License Manager: Name of Standby ELM  
Connection OK
  - Standby ELM: Standby  
Primary License Manager: Name of Primary ELM  
Connection OK
3. Exit the **Monitor** function and the ELM Configurator on both ELM servers.

## 2. Deactivating the Primary ELM

1. Start the **Management** services on the Primary ELM.
2. Open the properties of the service "Remote Dongle Service" and set the start type to **Deactivated**, then stop the service.
3. Then exit the "Remote Dongle Service" service.  
→ The Standby ELM now becomes active automatically.

## 3. Connecting the clients with the Standby ELM

1. Check whether the Standby ELM is active on the Standby ELM server.
2. Start the ELM Configurator on the Standby ELM server.
3. Activate the **Monitor** function.
4. Check whether the clients are now connected with the Standby ELM.

## 4. Installing the update of the ELM Version on the Primary ELM

- ! The removal of an existing EPLAN License Manager version is not required.
  - ! Only use Setup.exe for the installation.
1. Download the current version of the ELM from the EPLAN Download Portal and unpack the ZIP file.
  2. Open the "EPLAN License Manager" folder and click Setup.exe to carry out the installation.

## 5. Activating the Primary ELM

1. Start the **Management** services on the Primary ELM.
2. Reset the service "Remote Dongle Service" to the start type Automatic.
3. Start the service "Remote Dongle Service" on the Primary ELM.
4. Check the status of the Primary ELM.
5. Start the ELM Configurator on the Primary ELM.
6. Activate the **Monitor** function.
7. Check whether the clients are now connected to the Primary ELM.

## 6. Deactivating the Standby ELM

1. Start the **Management** services on the Standby ELM.
2. Open the properties of the service "Remote Dongle Service" and set the start type to **Deactivated**.
3. Stop the service "Remote Dongle Service" on the Standby ELM.

## 7. Installing the ELM Version update on the Standby ELM

- ! The removal of an existing EPLAN License Manager version is not required.
  - ! Only use Setup.exe for the installation.
1. Download the current version of the ELM from the EPLAN Download Portal and unpack the ZIP file.
  2. Open the "EPLAN License Manager" folder and click Setup.exe to carry out the installation.

## 8. Activating the Standby ELM

1. Start the **Management** services on the Standby ELM.
  2. Reset the service "Remote Dongle Service" on the Standby ELM to the start type **Automatic**.
    - Do not start the service.
    - The service "Remote Dongle Service" must be started by the Primary ELM, otherwise the data synchronization cannot be carried out.
  3. Update the **Services** dialog (F5 key) and check whether the service "Remote Dongle Service" on the Standby ELM is in the "**Running**" status again.
- ! Tip:  
If the service "Remote Dongle Service" on the Standby ELM does not automatically switch to the "**Running**" status, do not start the ELM Configurator or the **Monitor** function on the Standby ELM.  
Switch to the Primary ELM and restart the service "Remote Dongle Service". Then check the status of the service on the Standby ELM again.
- ! To find errors in the service, start the ELM Configurator and the **Monitor** function on the Primary ELM.



## After completing the installations

- If a license was already activated on the system, click the Update service button in the Primary ELM.
- ✓ You can now start your EPLAN products on the connected workstations.
- If no license has been activated on the system yet, you can now activate your license with an Entitlement ID (EID) at the Primary ELM.

