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## Frequently Asked Questions

**Q. What are the types of licenses currently used by Hexagon Safety & Infrastructure/Hexagon Geospatial products?**

A. Nodelocked and Concurrent.

**Q. What is a nodelocked license?**

A. A nodelocked license is a license that will only execute on one specific machine and cannot be accessed remotely.

**Q. What is a concurrent license?**

A. A concurrent license is a product license that can be used by any machine on the network up to the limit specified in the license file. A license manager service must be created on your Local Area Network to utilize this configuration.

**Q. What is the difference between nodelocked and concurrent licenses?**

A. The nodelocked license will run on only one machine, and the concurrent license can run on any machine on the network serviced by the license manager service up to the maximum license limit.

**Q. Which license is better for my organization?**

A. If everyone in your organization is working on a project that requires the licensed software to be available at all times, then the nodelocked license is preferable. If you have many people who use the licensed software at different times of the day/week/month, then the concurrent license is the better solution. Please note that some of the Hexagon Safety & Infrastructure/Hexagon Geospatial products are available only as concurrent licenses, but the concurrent licenses do allow for borrowing, which enables the user to disconnect from the network and work remotely.

**Q. What is the LAC?**

A. The LAC is the License Authentication Code that was included in the software shipment on a white sticker on the CD case or in the order acknowledgement letter if you are electronically downloading the software. Please refer to the document “*What is a LAC*” located on the license web portal for more details on the LAC. If you have misplaced your LAC, you should contact either your local office or Hexagon Safety & Infrastructure/Hexagon Geospatial Licensing at [license@hexagonsi.com](mailto:license@hexagonsi.com) to request the LAC. Your company name and site ID or order number will be required to provide this information. **Please treat the LAC with the same care as you would a license because it is required to obtain the run-time license.**

**Q. When do you send me a LAC?**

A. You will receive one LAC per site per upgrade or new sale. You can expect to have multiple LACs over the course of time as you purchase new software and new upgrades become available.

**Q. I’ve lost my LAC. How do I find out what it is supposed to be?**

A. Send an email to [license@hexagonsi.com](mailto:license@hexagonsi.com) with as much details as possible, such as your company name, the date of the order, and if this is a maintenance or sold-order LAC. The Hexagon Safety & Infrastructure/Hexagon Geospatial Licensing Department will review the database and send you a report of your LACs.

**Q. What is my Host ID? How is it different from my License Authentication Code?**

A. The Host ID is the machine specific ID that is linked to your license file. There are various types of Host IDs used by the Intergraph Hexagon Safety & Infrastructure/Hexagon Geospatial products. For detailed

information on the types of Host IDs used, please go to the licensing resource web site, [licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal](http://licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal) and review the document “*License Types and Host IDs*” located under the License Tools tab. The License Authentication Code (LAC) is an access code to your licenses. This code allows you to generate run-time licenses and manage licenses that have been generated using the LAC.

**Q. How do I find the correct identifier for my machine?**

A. It depends on what version of the software you are using. For the 2013 release, use the License Host ID tool found in the Intergraph License Administrator Tool that was downloaded with your product or that you downloaded from the licensing resource web site, [https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing\\_resources](https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources) For older versions, install the software on the machine where it will reside and initialize it without having generated a license file. A dialog box will appear on your screen with the machine identifier number that you must provide in order to receive your license. For concurrent licenses you will need the static TCP/IP address of the machine that will serve as the license software server. You will install the FLEXIm License Manager software on this machine. Please refer to **Concurrent License Details** either on the License Generation web site, [licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal](http://licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal) or on our Licensing Resources web site, [https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing\\_resources](https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources) for detailed instructions on how to setup the License Manager software and start the service.

**Q. How do I get my run-time license?**

A. There are several methods. Our website, [licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal](http://licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal) is available at all times for you to generate your license Or you may request your permanent license by submitting your License Authentication Code (LAC) and Host ID to the following e-mail address, [license@hexagon.com](mailto:license@hexagon.com).

Also your local office will be able to assist you. The complete instructions on how to obtain your runtime license are included in the product Installation Guide. Please read the complete instructions for full details.

**Q. When generating licenses for the same machine, can you generate nodelocked and concurrent at the same time?**

A. No, you can only generate all nodelocked together or all concurrent together; you may not mix them.

**Q. How can I tell how many licenses are still available?**

A. Go to the [licensing web site](http://licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal) and key in the LAC. Click Login and then select Generate Licenses. The list of products will be displayed and will include the quantity remaining for each product. If you have generated all available licenses you will receive a message stating “*No activatable line items with any copies left are found. Please go to Advanced Search and search for any line items that have 0 copies left.*” If you receive this message, please go to Manage Licenses to view the licenses generated.

**Q. Can Expiring Licenses be Rehosted?**

A. Yes, as long as they have not yet expired. No expired licenses can be rehosted.

**Q. What if I do not have access to the Web?**

A. A license can be generated for you Monday - Friday between the hours of 7:00 AM and 6:00 PM, Central Standard Time. You can request the license via email ([license@hexagon.com](mailto:license@hexagon.com)) by providing your LAC and Host ID in the email request or you can contact your local office and provide them with the LAC and Host ID and they will generate the license for you.

**Q. Can you email me a license file?**

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- A. Yes we can email the license if we create or rehost it. However if you generate it via the web site you will be able to email the license to yourself (or anybody else) by using the Email License command on the license web portal. If you prefer Intergraph Hexagon Safety & Infrastructure/Hexagon Geospatial to generate your license file and e-mail the file to you, you will need to contact the e-mail account [license@hexagon.com](mailto:license@hexagon.com) or your local office and provide the LAC, the product(s) and the Host ID.
- Q. What do I do if I lose my license file?**
- A. You can go to the Web site [licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal](http://licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal) to view and save (preferred method) or email another copy of your license file. Or, you can contact your local office or send an e-mail to [license@hexagon.com](mailto:license@hexagon.com), and provide your LAC, the product and the Host ID. Your license file will be emailed to you.
- Q. What if I want to switch from concurrent to nodelocked or from nodelocked to concurrent?**
- A. You will need to contact us via one of the methods listed above or contact your sales representative to assist you in the exchange. For most products there is a price differentiation. In addition to the Purchase Order you will be required to complete the Hexagon Safety & Infrastructure/Hexagon Geospatial License Relinquish form. This form is on the Licensing Resources web site ([support.hexagonsafetyinfrastructure.com/licensing.asp](http://support.hexagonsafetyinfrastructure.com/licensing.asp)).
- Q. How do I set up a license manager server service?**
- A. The 2013 release uses the Intergraph License Administrator Tool and allows you to designate your license server with a few mouse clicks. For older software, please refer to **Concurrent License Details** located on the License Generation web site ([licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal](http://licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal)) or our Licensing Resource web site, [https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing\\_resources](https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources).
- Q. What happens if I get a new machine and need to install the software on this new machine?**
- A. You will need to request a replacement license (we call it rehosting the license.) You may perform this activity online at the License Generation web site, [licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal](http://licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal) (Login using your LAC and select Rehost under Manage Licenses.) Alternatively you may complete the Intergraph Hexagon Safety & Infrastructure/Hexagon Geospatial Rehost form requesting a new license and email the completed form to [license@hexagon.com](mailto:license@hexagon.com) so a replacement license can be generated for you. This form, Rehost Request, is located on our License Generation web site, [licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal](http://licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal) as well as the Licensing Resources web site, [https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing\\_resources](https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources).
- Q. What happens if the license server goes down and I'm using a license?**
- A. The product will continue to run for the rest of the session. Once you exit the product you will not be able to re-enter the product until the license server is accessible.
- Q. Can my regional office help me?**
- A. Yes. The regional offices will receive a copy of your LAC. They can access the Web site and generate licenses if required.
- Q. Is the [license@hexagon.com](mailto:license@hexagon.com) available 24/7?**
- A. The e-mail account is available only during Central Standard time working hours 7:00 AM – 6:00 PM. You will receive an answer to an inquiry within one business day. Typically, the response has been much faster,
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usually within three to four hours.

**Q. When will GeoMedia version 6.1 support be discontinued?**

A. Support for version 6.1 was discontinued with the release of version 15.0. Intergraph supports current and two versions back, i.e. 15.0, 14.0 and 13.0. The older versions are no longer supported, and there will be no fixes to those versions. Telephone support is still available for those under current maintenance contracts, but there will be no fixes made to the product if a problem is identified. An upgrade will be required for any necessary problems.

**Q. Will I lose my CompositeID if my Hyper-V virtual machine/servers reboots?**

A. Yes. You can contact Hexagon Safety & Infrastructure/Hexagon Geospatial Licensing at [license@hexagon.com](mailto:license@hexagon.com) and request an override license. The license file will be generated with the TCP/IP address as the HOST ID.

**Intergraph Corporation has elected to do business as: “Hexagon Safety & Infrastructure,” in certain public safety, utility, communications, transportation, and information technology markets; “Hexagon Geospatial,” in certain geospatial markets; and, “Process, Power & Marine,” in certain engineering markets. Use of these alias and trade names does not reflect any change of legal corporate entity, applicable tax identification number, or similar formalities.**