The License Authentication Code (LAC)

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What is the LAC?

It is the code that allows customers to login to the Hexagon license generation web site and generate run-time licenses for their Hexagon Safety & Infrastructure/Hexagon Geospatial products. Every sales order and maintenance order will have a unique License Authentication Code (LAC) assigned to that order. There can be multiple products on each LAC, depending on what is included in the order.

The LAC, with the exception of the temporary LAC, is composed of either the sales order number or the maintenance contract number and the seven digits of the site ID. LACs are site specific, not product specific. Sales order and maintenance LACs are usually 16 digits long.

All evaluation LACs have the prefix "TEMP", while the longer duration project LACs have the prefix "PROJ". Student LACs begin with the prefix "SW" followed by 4 sets of characters determined by a random number generator.

NOTE: The LAC is the value of the software as the software will not initialize without a run-time license. It is important that you keep your LACs secure. If the LAC is misplaced, send an email to licensing, license@hexagonsi.com requesting the LAC. You will need to specify company name and site ID.

How is the LAC delivered to customers?

The default for Hexagon Safety & Infrastructure/Hexagon Geospatial products is electronic delivery which means the customer will download the products from the electronic delivery site and receive their LAC in the order acknowledgement email.   Here is an example of the email acknowledgement that contains the LAC information:

Required Information for Downloading and Licensing
Hexagon Safety & Infrastructure or Hexagon Geospatial Products
Retain for Future Reference

Dear *customer name*,

Thank you for purchasing products from Hexagon Safety & Infrastructure and/or Hexagon Geospatial. These purchased products, ready for licensing, are listed below. Your purchase order number is PO00013278. The products you have purchased are available to download from the Hexagon download site, http://download.hexagon.com. You will select the product(s) to be downloaded from the list on this site.

Once you have downloaded your products, you will generate the run-time licenses for the products. Depending on what type of run-time licensing is embedded in the products, you will receive either a license **Activation Key** or **License Authentication Code (LAC).** Or, if the order includes products using both licensing systems, you will receive Activation Keys and LACs.

If you have a license Activation Key(s), save the .aky file and import this file when licensing the products.

To generate the licenses, you will need the Host ID of the machine where the license will reside. The Host ID is the unique identifier for each machine running the product (nodelocked) or the machine that is acting as the license manager server (concurrent).

There is detailed help regarding finding the required Host ID, activating licenses, and importing licenses on the Licensing Resources website, found at
https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources.

If you are unable to generate your run-time license for sales order IN-0017166, please e-mail your Activation Key and/or LAC, the product(s), and Host ID to license@hexagonsi.com and a license file will be e-mailed back to you within one business day.

Sales Order	Product ID	Product Name	Quantity	License Key or Code
IN-0017166	SJBX509AA-A	GeoMedia CC - English	2	001716600058343D
IN-0017166	SJBY880AA-A	GeoMedia Grid NL	3	001716600058343D

Thank you for choosing Hexagon!

Hexagon Sales Order Processing

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.

If you are receiving a media shipment, the LAC will be on a white sticker entitled "LAC" on the first media c-shell in the product box.

How to determine your Site ID:

The last seven digits of the LAC is the unique customer site ID minus any alphabetic suffixes, so in the letter above, the LAC is 0017166**0058964**D and the Site ID is **0058964**.

Frequently asked questions – LACs:

Q Is it possible to combine the maintenance and sales-order LACs into a single LAC?

A No; this is not possible. The sales order LACs must remain separate from the maintenance LACs in case of product returns or exchanges, when it becomes necessary to delete previously generated LACs.

Q Can I combine maintenance LACs into a single LAC?

A If you have not yet generated licenses using the LAC, then the products can be moved from one LAC to another. However, any products which have had licenses generated are not eligible to be moved.

Q Will my list of LACs continue to grow indefinitely?

A As upgrades are shipped, you will be issued new LACs for the upgrade products. These licenses will supersede your old licenses, so the LACs you received for previous versions will no longer be necessary.

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 with as much detail 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 Licensing Department will review the database and send you a report of your LACs.

Q How can I tell how many licenses are still available

A Go to the licensing web site, 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.