

Tutorial:
Activating a
(test-) license

- when it has to be **right**

Leica
Geosystems

Licensing : Introduction

Leica uses a separate tool to manage all licenses for our software. This tool is called **CLM** or **Client License Manager**.

Upon installation of the CLM installation package, there will be two CLM versions: one for **node locked** and one for **floating licenses**.

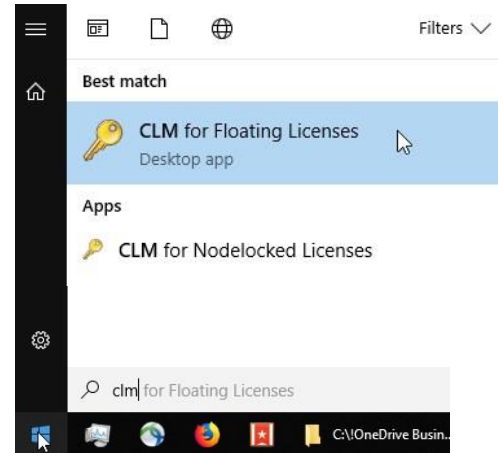
All **3D scanning** related licenses are **floating licenses**.

Software installation step by step

All installers of Leica software can be found via [Leica MyWorld](#). 3D-Scanning installers can also be found on www.pointclouds.eu.

1. Always use the 'run as Admin' to install software.
2. After installing the correct software, check if the installer also included the CLM application. Go to the windows search and look for the CLM application.
3. If CLM is not installed, download the CLM installer from MyWorld or from www.pointclouds.eu and install it.

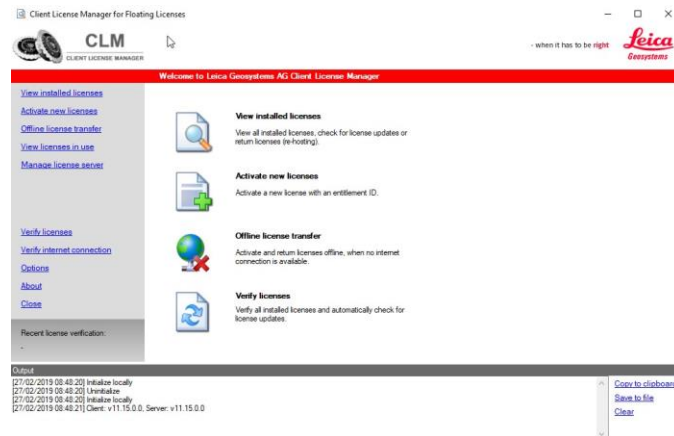
!! For latest software you need a recent version of CLM. You can check the CLM version in the about section. The latest CLM version is always available from the Leica MyWorld site or from www.pointclouds.eu



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Software installation step by step

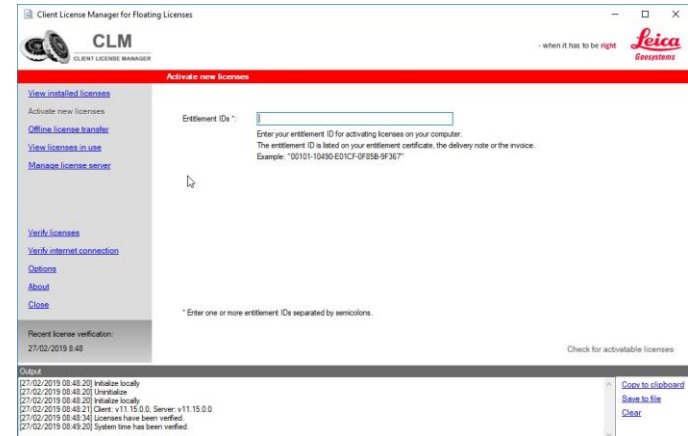
4. Open the CLM for Floating licenses (for 3DScanning software).
5. To check if CLM is correctly installed, you can go to 'Manage license server' and see if the server is in a running state.
6. If it is not, please reboot your PC, wait for 3 minutes and then re-open CLM Floating and check the state of the server.
7. If it still not running, something went wrong during the installation and you will need to re-install the CLM application.



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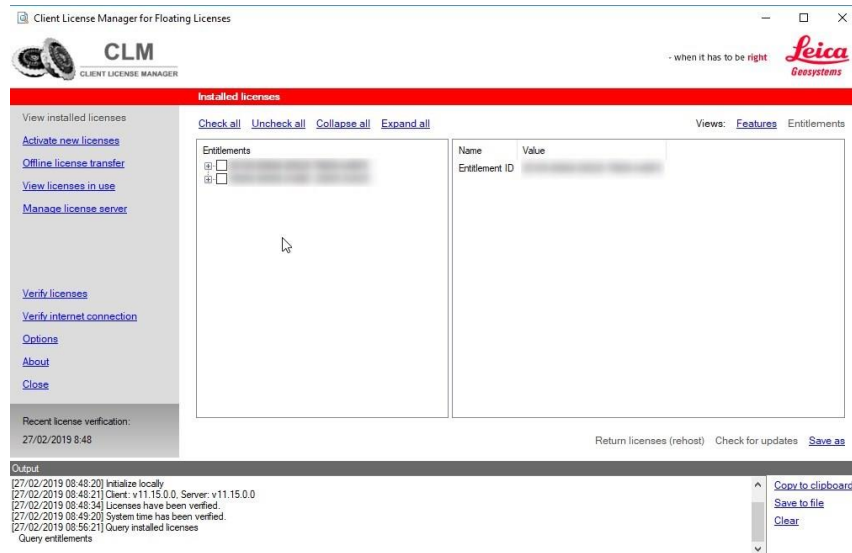
Software installation step by step

- To activate the license, go to the 'Activate new license' item in the menu on the left.
- Put your EID license code into the input box and click on the 'Check for activatable licenses' button in the lower right corner.
- The license will be checked and then you will have to click the button in the bottom right once more which now says 'activate'.



Software installation step by step

11. In order to check if your license has been activated properly, go to the 'view installed licenses'
12. You should now see your EID in the list
13. This means your license is correctly installed and activated



The screenshot displays the 'Client License Manager for Floating Licenses' application window. The title bar includes the text 'Client License Manager for Floating Licenses' and standard window controls. The application logo 'CLM CLIENT LICENSE MANAGER' is visible, along with the Leica Geosystems logo and the slogan '- when it has to be right'. The main window is titled 'Installed licenses' and features a sidebar with navigation options: 'View installed licenses', 'Activate new licenses', 'Offline license transfer', 'View licenses in use', 'Manage license server', 'Verify licenses', 'Verify internet connection', 'Options', 'About', and 'Close'. The main content area shows a table of 'Entitlements' with columns for 'Name' and 'Value'. The table contains one row with a blurred 'Entitlement ID'. Below the table, there are buttons for 'Check all', 'Uncheck all', 'Collapse all', and 'Expand all'. At the bottom of the window, there is an 'Output' pane showing a log of events: '[27/02/2019 08:48:20] Initialize locally', '[27/02/2019 08:48:21] Client: v11.15.0.0. Server: v11.15.0.0', '[27/02/2019 08:48:34] Licenses have been verified.', '[27/02/2019 08:49:20] System time has been verified.', and '[27/02/2019 08:56:21] Query installed licenses'. The 'Recent license verification' section shows the date and time '27/02/2019 8:48'. The bottom right corner of the window has buttons for 'Return licenses (rehost)', 'Check for updates', and 'Save as'.

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Troubleshooting

Problem description	Possible Solution(s)
License cannot be activated	<ul style="list-style-type: none">• Make sure you have an internet connection• Switch of your firewall and/or virus scanner. These may block communications to our server.
CLM shows server is not running	<ul style="list-style-type: none">• Try to restart the server by opening CLM – Manage license server and clicking on the start or restart buttons in the lower right corner.• This is probably due to an erroneous install. Please uninstall CLM and re-install it again. Make sure you run the installer ‘as Admin’• There could be a conflict with another software that is installed on your PC. Please contact support.
Software cannot find the license	<ul style="list-style-type: none">• Open CLM and check if the server is running. If not, try to restart the server in CLM• Check the feature version of your license by going into CLM – view installed licenses – and then click in the top right on ‘features’. If this feature version is older than the release date of the software, your maintenance contract is probably expired.