SuperMap GIS 6

License Configuration and FAQ

1. License Types

To use SuperMap GIS 6 software products, you can purchase a license or get a trial license. The purchased licenses come in the forms of hardware keys: standalone keys, net keys, and time keys. The trial licenses are issued in the form of license file. Each trial license has a time limit which means you are not able to use the corresponding software after the trial license expires.

2. How to Get a License

To get a trial license, you need to offer the following information about your computer to SuperMap Software Co., Ltd.: the computer name, the company name, and the user name. To purchase a software license, you don't need to offer this information.

SuperMap software licenses should be configured in the License Manager before you use the software. The License Manager will pop up after you finish installing the software. You can also open the License Manager by clicking **Start ->Programs->SuperMap->SuperMap License Manager 6->License Manager 6**:
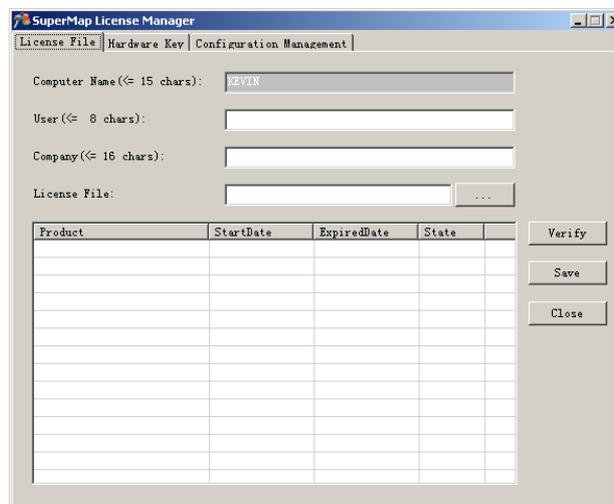
Figure 1 License Manager

Notes:
1. Computer names are not case sensitive;
2. User names should be less than eight characters;
3. Company names should be less than 16 characters;
4. The user name and company name that you offer to apply for the trial license is case sensitive, and special characters are not allowed.

3. Configuring a License

3.1 Configuring a Trial License

After you get the trial license (*.lic) from SuperMap, you can now configure it in the License Manager. For Vista and Windows 7 operating systems, please first refer to Q2 in the FAQ section before you configure your trial license.

1. Open the License Manager (by clicking **Start ->Programs->SuperMap->SuperMap License Manager 6->License Manager 6**) (Figure 2).

2. Input the user name and company name. Click the [....] button and import the .lic license file (Figure 3).
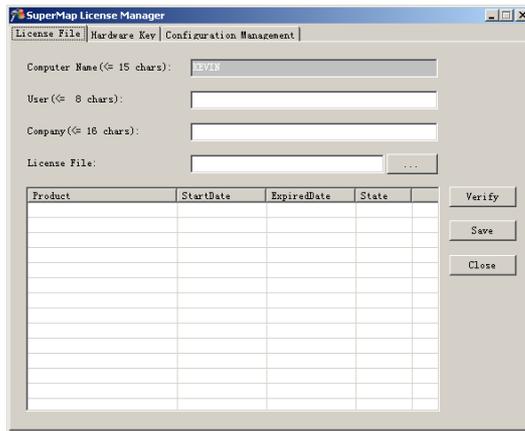

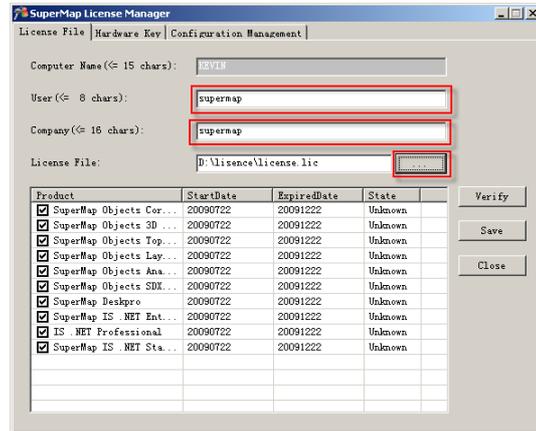Figure 2 Open License Manager   Figure 3 Import License File

3. Click **Verify** to check whether the license is valid; if so, the remark "Valid" will appear in the **State** column (Figure 4).
4. Click **Save** to save the current configuration information in the configuration file (SuperMapLic.ini) (Figure 5).
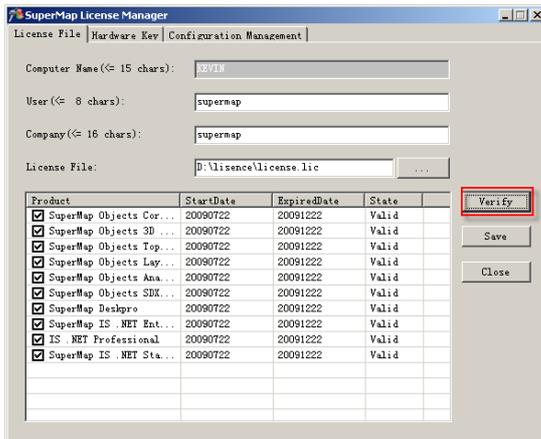5. Click **Close** to exit the License Manager.
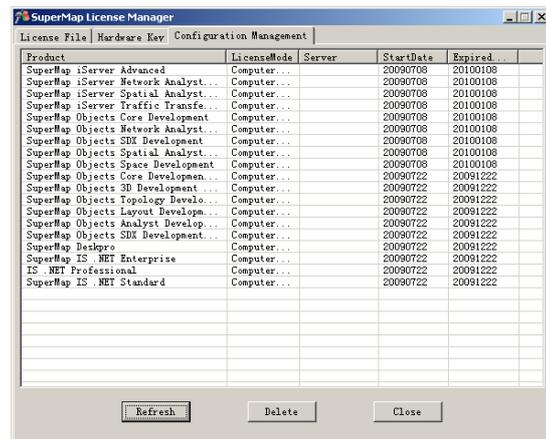
Figure 4 Verify License   Figure 5 Save Configuration

Notes:

1. The license is valid only when the computer name, company name and user name are consistent with that you offered to apply for the license.

2. You can save the license configuration information for any product by checking the boxes. The license configuration for the checked products will be save in the configuration file.

3. You can select any product and click **Delete** (Figure 5) to delete the configuration for this product. The configuration file will be updated correspondingly.

3.2 Configuring a Purchased License

3.2.1 Hardware Keys

The purchased licenses come in the forms of hardware keys: standalone keys, net keys, and time keys.

Standalone Key: The stand-alone key has only one license installed on the same computer that the SuperMap product is installed on.

Net Key: The net key allows the software to be used by multiple licensed computers. You only need to install the net key license on any computer (called license server) within the network and the other computers in the same network are all licensed to use the software. The number of licensed computers is determined by the net key.

Time Key: The time key can be a standalone time key or a net time key, both limiting the time duration in which you are able to use the licensed software. When the time key expires, you can apply for extending the time duration.

3.2.2 Configuring Hardware Keys

SuperMap uses hardware keys from two different key vendors, Aladdin and Sentinel. Aladdin hardware keys are employed to license software products including SuperMap Objects. NET, SuperMap Objects Java, and SuperMap iServer, while Sentinel keys are to license SuperMap Objects, SuperMap Deskpro, and SuperMap IS .NET. Please follow the steps below to configure your hardware keys.

1. Install the driver for your hardware key and then insert the key to the USB port of your computer. Note that:

✧ For Aladdin keys, you need to run the driver program in [System Disk:\Program Files\Common Files\SuperMap\LicenseManagert\Drivers\Aladdin\HASPUserSetup.exe]. For Aladdin net keys, you are also required to run the license service program in [System Disk: \Program Files\Common Files\SuperMap\LicenseManager\Drivers\Aladdin\ lmsetup.exe].

✧ For Sentinel keys, either standalone or net keys, you only need to run the driver program in [System Disk: \Program Files\Common Files\SuperMap\LicenseManager\Drivers\Sentinel\Sentinel Protection Installer 7.5.0.exe].

2. Open the License Manager by clicking **Start ->Programs->SuperMap->SuperMap License Manager 6->License Manager 6** and click the Hardware Key tab (Figure 6).

3. Input the server name or IP, and select the software version from the dropdown list (Figure 7).
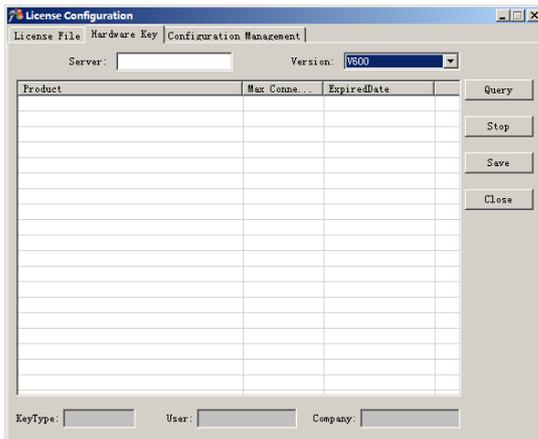

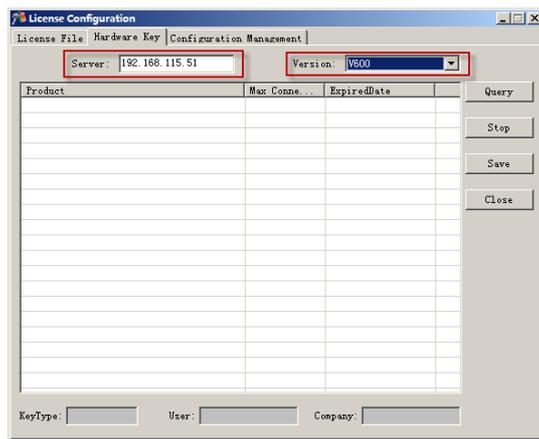Figure 6 Click the Hardware Key tab   Figure 7 Input Server Name or IP, and Select Version

4. Click **Query** and check the current license state. You can stop the querying by clicking **Stop** any time. The bottom of the dialog box shows the key type, user name and company name (Figure 8).

5. Click **Save** to save the current configuration information in the configuration file

(SuperMapLic.ini). You can save the license configuration information for any product by checking the boxes. The configuration for the checked products will be save in the configuration file. If the license services for the SuperMap products you have installed are on different servers, you can save each license service following the above steps. (Figure 9)
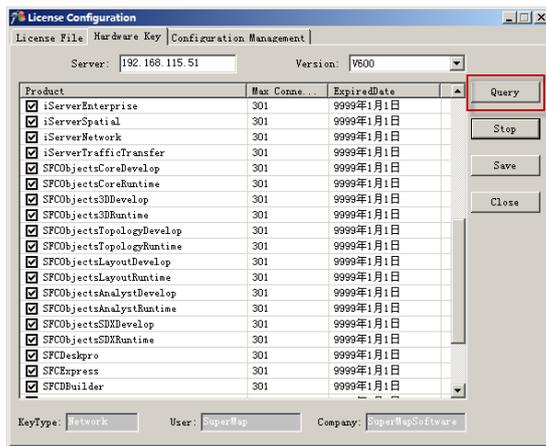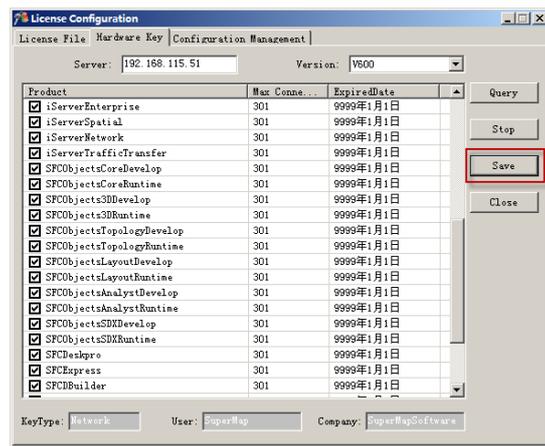

Figure 8 Query License

Figure 9 Save Configuration

6. Click **Close** to exit the License Manager.

4. FAQ

Q1. Why does the error in Figure 9 occur when I configure my file license?
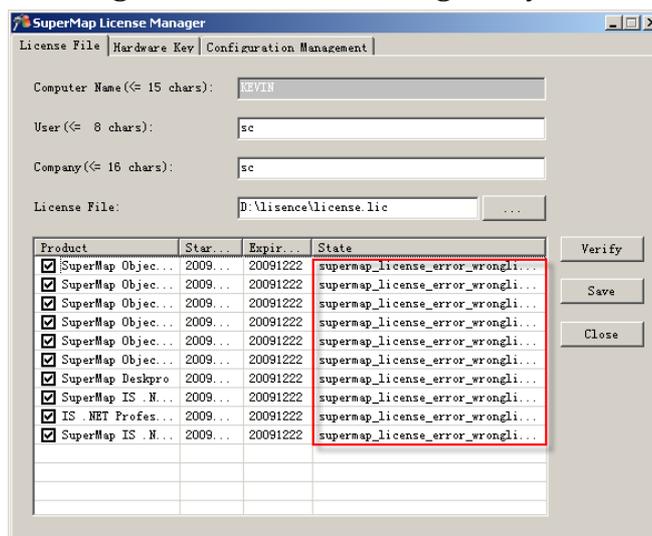
Figure 9 Error

A: The error may occur because the computer name, user name, or company name used in

7th Floor, Tower B, Technology Fortune Center, No. 8, Xueqing Road, Haidian District, Beijing, China, 100192

Tel: +86-10-82950361   Fax: +86-10-82734630

the License Manager are not the ones you offered to apply for your license from SuperMap. In cases that the error persists even the names are consistent, it is recommended you contact SuperMap for a new license.

Q2: How can I use my trial license under the Vista/Windows 7 operating systems?

A: For the Vista/Windows 7 operating systems, you can follow these steps to configure your license:

1) Right click the SmLicManager program in [System Disk: \Program Files\Common Files\SuperMap] and select Run as Administrator to start the License Manager. Configure your license in the License Manager.

2) When you run SuperMap Deskpro, you are required to log on as an administrator; when you use Supermap Objects to develop your applications, you also need to log on as an administrator in your development environment (e.g. VB, VS .NET 2005) before you can use any Objects controls.

Q3: Why can't the client access the license configured on the server?

A: You can pinpoint the cause by trying the following checks:

1) Run the SuperMap software on the server using the standalone key and check whether the software runs properly.

2) Check if the network connecting the client and the server is working properly.

3) Check if the port, 6001 or 6002, required by SuperMap is not open.

4) Check if the license service is blocked by the firewall.

5) Check if a standalone key, not a net key, is run on the server.

Q4: Why does the software run slower if I switch between different types of licenses frequently?

A: When the configuration file is too big, it takes a longer time for the software to read the required license. In this case, you can first delete the SuperMapLic.ini file in [System Disk: \Program Files\Common Files\SuperMap\License] and reconfigure the license in the License Manager.

Q5: Why doesn't a sample application prompt that no license is found although the license for SuperMap Objects Development Kit is valid?

A: The problem may occur in the following cases:

1) The version of SuperMap Object you are using is a runtime version.

2) The component your sample application wants to use is not licensed.

3) You have configured the license for both SuperMap Objects Runtime version and Development Kit version, although you only have a valid license for the Development Kit version. In this case, you can first delete the SuperMapLic.ini file in [System Disk: \Program Files\Common Files\SuperMap\License] and reconfigure the license for the

Development Kit version in the License Manager.

Q6: What can I do when the system prompts that the license service is not started?

A: After the net key is configured successfully on the server, the license service will be started automatically. If not, you can find the license service SentinelKeysServer (for Aladdin keys) and Sentinel Protection Server (for Sentinel keys) from Control Panel -> Administrative Tools-> Service, and start the service there.