



Customer Operations Manager Guide
to TenAsys License Administration





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1 Introduction

TenAsys licensing policy is designed to protect TenAsys intellectual property from illegal copying or unauthorized use.

This document outlines the processes that have been put in place to support the license protection schemes and to manage purchased distribution licenses and options to obtain the license. A single person, most often the Customer Operations Manager of the company, should have this role. This person has a login and password to determine how licenses are obtained during INtime distribution installation.

- Section 2 defines key license components – this is a **reference**.
- Section 3 details the various options for obtaining a license with the license portal. This is a **decision guide** to select the best option for your operation. Please give this selection some thought because changing your selection may have implications that make subsequent changing difficult.
- Section 4 provides step-by-step instructions for **using** the license portal as the Customer Operations Manager.

Go to section 4 for TenAsys License Portal login instructions.

This guide covers new capabilities. We therefore welcome you to contact us if you are experiencing difficulties in executing the prescribed processes:

By website: www.tenasys.com/my-tenasys/create-support-case/
www.tenasys.com/contact_us/enquiry/

By email: sales@tenasys.com
Or: license@tenasys.com
Or: support@tenasys.com

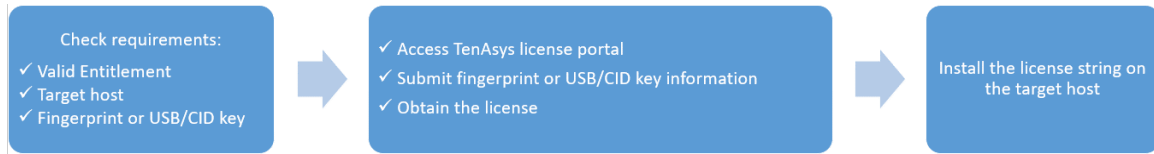
By phone:
International: +1 (503) 748-4720
USA toll free: +1 (877) 277-9189
Between the hours of 8:00 and 17:00 hours
PST/PDT - Pacific Standard/Daylight savings Time (UTC -8/-7)

Europe: +49 (89) 45 46 9 47 - 0
Between the hours of 8:00 and 17:00 hours
CET/CEST – Central European [Saving] Time (UTC +1/+2)



2 TenAsys Software License Process Concepts

Basic license access flow:



Definitions:

- **Distribution host** – the computer on which TenAsys software is desired to execute and a corresponding license created and applied.
- **Development host** – the computer on which TenAsys SDK software is installed and a corresponding license created and applied.
- **USB/CID key** – a USB dongle-based license. Note that a USB/CID key and license pair can be used on any host eliminating the need for future host license cycles. Licenses based on a USB/CID key are transferrable between hosts.
- **Entitlements** – the purchased rights to obtain a license for any given host. Entitlements are stored and managed by the TenAsys License Portal accessed via the internet. Entitlements were previously called SUACs.
- **Fingerprint** – the obfuscated details a given host which is used to create a corresponding license.
- **License string** – the string created by the TenAsys License Portal which enables TenAsys software to execute on a designated host.
- **License Manager applet** –in the INtime Configuration Panel, also referred to as licman.exe.

Identifying license components:

Fingerprint: ---- BEGIN HOST INFO ----<ascii>---- END HOST INFO ----

Entitlement Code: 8digits-4digits-4digits-4digits-12digits<32 Hexadecimal digits total>
01234567-89AB-CDEF-0123-456789ABCDEF

Used once to obtain a license from the TenAsys license server.

License String: *<ascii license string>[# "16" version "", no expiration date, exclusive...]
Located in the %INTIMECFG%\servrc file.

Process steps in provisioning hosts to be made ready to for use.

1. **Obtaining entitlements** – According to the sub-licensing agreement, TenAsys customers must procure the appropriate license products for deployment of their application. TenAsys license products are sold only to



TenAsys customers. End users, or any other entity other than the TenAsys customer, may not procure licenses from TenAsys unless specifically designated by the TenAsys customer (e.g. their contract manufacturer).

2. **Obtaining fingerprint or USB/CID key data** – TenAsys products provide the means to acquire a copy of the fingerprint for the purpose of managing host licenses. Some licensing options will automatically transfer the fingerprint data. Other options require the collection of the fingerprint to be transferred to the TenAsys License Portal.
3. **Obtaining the license** – Is completed when both entitlement and fingerprint are presented to the TenAsys License Portal resulting in the creation of the license string corresponding to the host from which the fingerprint data was acquired.
4. **Installing the license string** – Is accomplished by either importing the license string using the license manager applet on the host or saving the license string to the designated LSERVRC file located in the %INTIMECFG% directory.



3 TenAsys License Portal option selection guide

3.1 *TenAsys License Portal Login options*

3.1.1 *Accounts*

There are two different types of accounts for each TenAsys customer:

- Customer Operations Manager account
- Delegate user account

3.1.2 *Customer Operations Manager Account*

There is a single Customer Operations Manager login for each TenAsys customer account. This Customer Operations Manager determines how each purchased license is obtained for a distribution host.

There are two basic Entitlement management methods:

1. Obtaining a license using an Entitlement (Recommended)
2. Obtaining a license using a user account (either the Customer Operations Manager or Delegate user)

There are also three options to obtain a license:

1. Interactive option within the License Manager applet for INtime for Windows or the web-based interface for INtime Distributed RTOS.
2. Licman command line option suitable for including in a script
3. TenAsys License Portal for off-line distribution hosts

3.1.2.1 *Entitlement management methods*

The two basic Entitlement management methods: using Entitlements (was SUAC) or using user accounts, both existed on the Legacy License Portal and are preserved with compatibility with the TenAsys License Portal.

1. Entitlement provided by the Customer Operations Manager. This is the **preferred** method to control each Entitlement and should be used when providing a license to a third party.
2. With a delegate user account. All license installations are done with a delegate user account where the delegate user (or script) logs in with a login and password set by the Customer Operations Manager with the TenAsys License Portal. The delegate user selects the product from the available Entitlements.
3. **A mix of the two methods is not supported at this time.** An Entitlement provided to a SW installer might be used by a second SW installer using a delegate user account before it is used by the first SW installer. Entitlements are not reserved.

The Customer Operations Manager provides Entitlements to the SW installer, if the Entitlement method is used. No credentials are needed.

The Customer Operations Manager creates logins for trusted delegate users if the delegate user account method is used.



To change the default in the License Manager applet from a prompt for a delegate user account to prompt for an Entitlement do one of the following:

- 1) Click on the “Go to Entitlement” button in the login page.
- 2) Install INtime with the command line option: “AUTHCODEACTIVATION=1”.
- 3) Create a file named “LicmanConfig.txt” in the %INTIME%bin directory with the single line: “ActivationType=entitlement”. The default is “ActivationType=login”. If this file does not specify the action, it is determined by the registry value as described in the KB article: [Configuring INtime for Windows to prompt for ‘Internet Activation’](#)

Obtaining a license can be done by the Customer Operations Manager directly. The Customer Operations Manager account can be used as a delegate user account.

3.1.2.2 Options to obtain a license

There are 3 options for obtaining a license:

1. The License Manager applet in the INtime Configuration Panel for INtime for Windpows or the web-based interface for INtime Distributed RTOS. This is the easiest option. It requires interaction by the SW installer and a connection to the Internet.
2. Command Line (for scripting) is the choice when the installation process is automated, and the host is connected to the Internet.
3. License Portal (for off-line hosts) requires more steps and supports obtaining a license for hosts that are not connected to the Internet.

3.1.2.3 Entitlement management summary

The Customer Operations Manager can view and download the status of each purchased Entitlement. If the Entitlement has been used, the License String, option used, comment, and other information is available. With this access, the Customer Operations Manager can manage the process of obtaining a license.

Host connected to internet?	Node-locked options:	With delegate user account	With Entitlement
YES	Interactive License Manager	Appendix 1	Appendix 2
YES	Command line (script)	Appendix 3	Appendix 4
NO	TenAsys License Portal	Appendix 5	Appendix 6

USB/CID key locked: Appendix 7

The Appendix references apply to each product: INtime for Windows and INtime Distributed RTOS in the licensing procedure documents for each.

3.1.3 With Entitlement

An Entitlement is used to obtain a license for a distribution host. Each Entitlement is for a specific purchased license type, so no license type selection is required or possible. The use of the Entitlement method is recommended to provide control of each license.

3.1.4 With delegate user account

A delegate user account is used by the INtime installer to obtain a license for a distribution host when an Entitlement is used from the pool of Entitlements without



individual selection. This method allows a selection between license types of all available Entitlements. It is not possible to restrict a delegate user account to one product when multiple products are available. This option should only be used for trusted delegate users.

The Customer Operations Manager must decide which method is used:

- 1) Entitlement method
- << OR >>
- 2) Delegate user account method

Using both methods on one account is **not** supported at this time.

If both methods were to be used, the delegate user account could consume an Entitlement that has been distributed but not yet consumed. The delegate user account method does not provide for individual Entitlement selection.

3.2 *Options to obtain a Node-locked License*

Node-locked distribution licenses are not recommended for hosts configured to use RAID. Some system vendors configure the BIOS for RAID, even if the system does not use RAID. The node-locked license will be invalid after reloading the Windows OS.

Purchase a USB/CID key distribution license to ensure the license remains valid after any system change. It is a small investment to improve future system maintenance.

A license must be obtained for every distribution host because the node-locked license string is unique for each distribution host.

There are three ways to obtain a license. Each of these three ways can use either option: with delegate user accounts or with Entitlements.

The Appendix references below are intended for the SW installer and apply to each product: INtime for Windows and INtime Distributed RTOS in the licensing policy documents for each. Please use the appropriate document as the screen shots and procedures vary.

3.2.1 *Graphical User Interface*

The License Manager applet is the default option of obtaining a license for INtime for Windows. A web-based interface is provided for INtime Distributed RTOS. The distribution host must be connected to a network that has access to the internet and the GUI provides guidance through the process.

See **Appendix 1** for detailed instructions on how to obtain a license with a delegate user account using a Graphical User Interface.

See **Appendix 2** for detailed instructions on how to obtain a license with an Entitlement using a Graphical User Interface.

3.2.2 *Command Line*

The command line option is used when it is desired to obtain a license using an automated script or command line.



See **Appendix 3** for detailed instructions on how to obtain a license with a delegate user account using a licman command line script.

See **Appendix 4** for detailed instructions on how to obtain a license with an Entitlement using a licman command line script.

3.2.3 *TenAsys License Portal*

This process is for users that cannot or do not want to have the distribution host connected to the internet for security or other reasons.

The process consists of capturing the “fingerprint” from the distribution host and copying this “fingerprint” to a computer that has access to the internet. Open the TenAsys License Portal at license.tenasys.com in an internet browser to use an Entitlement.

Open the TenAsys License Portal at license.tenasys.com/login in an internet browser to use a delegate user account. Both contain a button to switch to the other option. Provide the “fingerprint” to the TenAsys License Portal. Copy the returned license string onto the distribution host.

See **Appendix 5** for detailed instructions on how to obtain a license with a delegate user account using the TenAsys License Portal.

See **Appendix 6** for detailed instructions on how to obtain a license with an Entitlement using the TenAsys License Portal.

3.2.4 *Field Service Considerations*

Every distribution node-locked license is for a specific distribution host and is not transferable. Replacing a distribution host will require the purchase of a new distribution node-locked license. Changing part of the distribution host, such as the hard disk drive, will invalidate the node-locked license for that distribution host. A new node-locked license for the distribution host will need to be generated using one of the listed options. Therefore, we recommend the purchase of a USB/CID key distribution license.

Node-locked distribution licenses are not recommended for hosts configured to use RAID. Some system vendors configure the BIOS for RAID, even if the system does not use RAID. The node-locked license will be invalid after reloading the Windows OS. Purchase a USB/CID key distribution license to ensure the license remains valid after any system change. It is a small investment to improve future system maintenance.

3.3 *How to obtain a USB/CID Key Distribution License*

Users that wish to have the additional copy protection security of a hardware key as well as the means of being able to swap out hardware in the field with no license interruption can purchase a USB/CID key distribution license. Retrieving a license can be done off-line making this option attractive for secure locations. The license uses a USB/CID key and a matching license string.

The Appendix reference below is intended for the SW installer and applies to each product: INtime for Windows and INtime Distributed RTOS in the licensing policy documents for each. Please use the appropriate document as the screen shots and procedures vary.

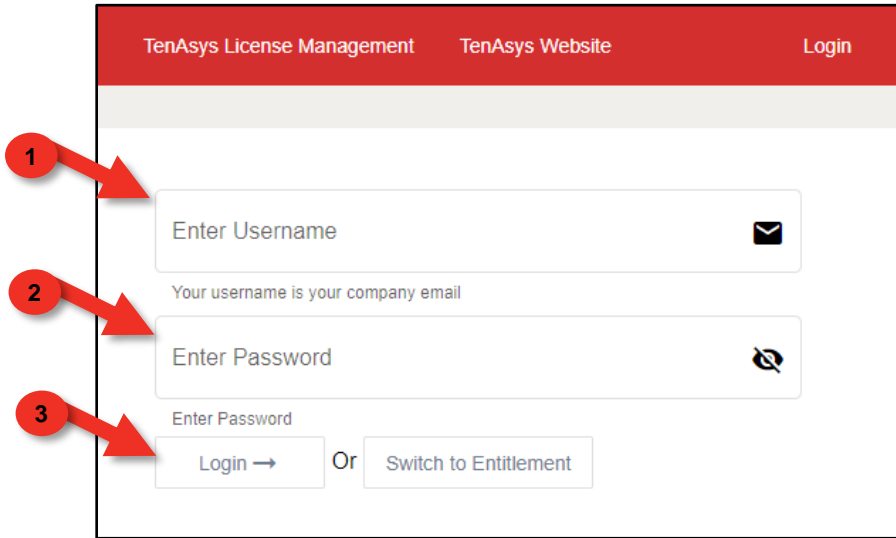
See **Appendix 7** for detailed instructions on how to retrieve a USB/CID key distribution license.



4 TenAsys Customer Operations Manager Guide

4.1 Login

Open a browser on an internet connected distribution host to license.tenasys.com/login, the TenAsys License Portal.



Enter the Customer Operations Manager account *Username* and *Password* established on the account at TenAsys. There is only one login per customer account that is designated as the Customer Operations Manager. The current Customer Operations Manager can find their Initial Password when logged in to the TenAsys.com website, on the [My Company](#) page, listed just below Operations Manager Contact.

You are associated with the following account at TenAsys

- Company Name: **WP Sample 1 - Current**
- Company Location: **city, state, USA**
- Licensing Identifier: [Redacted]
- Primary Technical Contact: [Redacted]
- Secondary Technical Contact: [Redacted]
- Operations Manager Contact: [Redacted]
- Operations Manager Initial Password for License Portal: [Redacted]

Click on “Login.”

On the first login, a prompt will appear prompting to update the password. The password can be changed at any time with the link in the header.



The account page shows the number of “Total” and “Available” Entitlements for each product.

The difference is the number of Entitlements already used. USB/CID key licenses are already generated by TenAsys and shown on separate lines as “-KEY”.



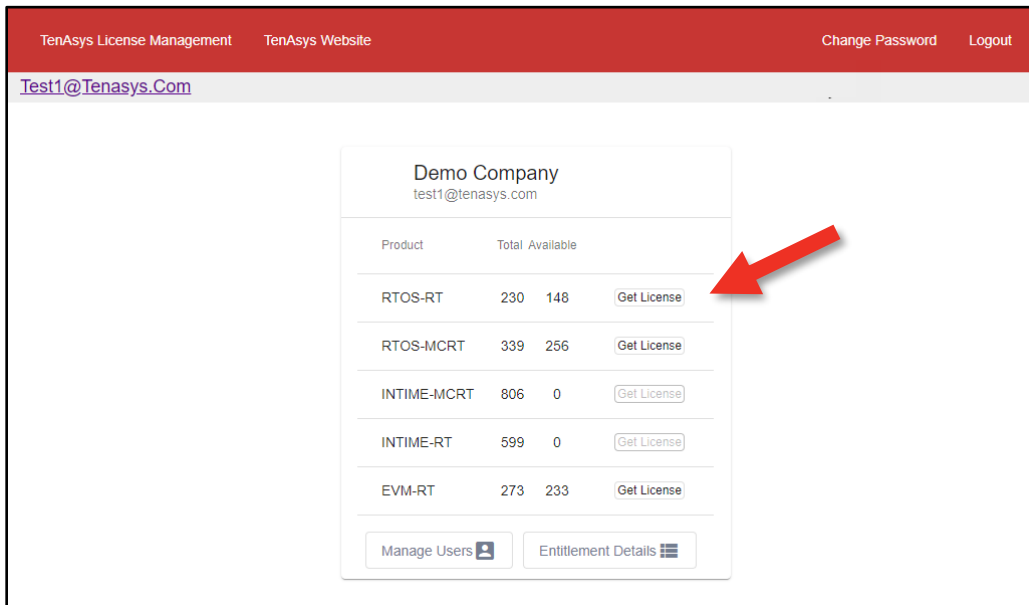
4.2 Obtaining a license as Customer Operations Manager

If the Entitlement method is used, skip this section. Using the process in this section can make an Entitlement that has been provided to a user unavailable to them.

After logging in, the Customer Operations Manager can obtain a license by selecting the “Get License” button.

This is the same procedure as obtaining a license with a delegate user account using the TenAsys License Portal as described in [Appendix 5, License Portal with a delegate user account](#).

Note that USB/CID key based license strings are created by TenAsys. See the section: [Finding License Strings for USB/CID keys](#).



The next screen prompts for a Fingerprint and a comment. Note that this is only one of six different options to obtain a node-locked distribution license. Each option has advantages and disadvantages.



TenAsys License Management TenAsys Website Logout

[Test1@Tenasys.Com / INTIME-RT Activation](#)

Enter Fingerprint

Enter Comment

Paste the fingerprint and add a comment which is provided for your tracking.

TenAsys License Management TenAsys Website Logout

[Test1@Tenasys.Com / INTIME-RT Activation](#)

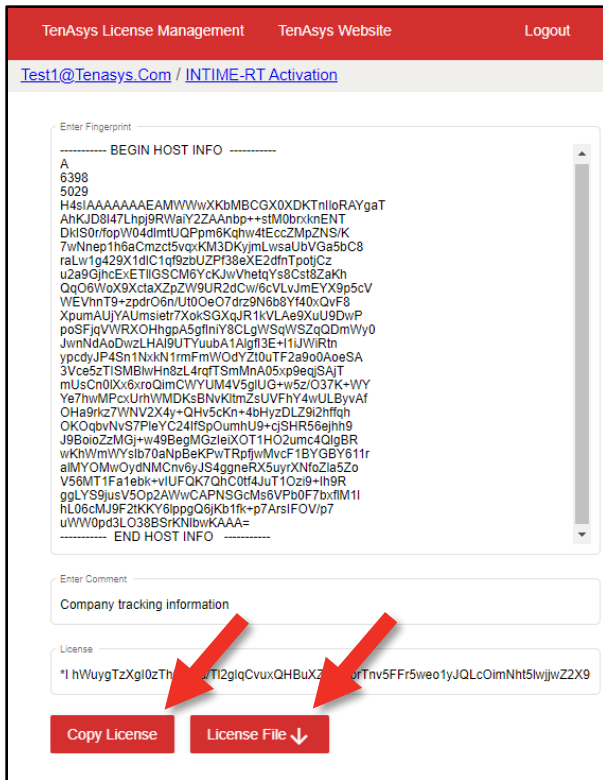
Enter Fingerprint

```
----- BEGIN HOST INFO -----  
A  
6398  
5029  
H4sIAAAAAAEAMWwXKbMBCGX0XDKTnloRAYgaT  
AnKJD8l47Lhg9RWaIy2ZAAnbp++stM0brxknENT  
DkIS0rIropW04dImtUQFpm6Kahw4EccZMqZNSJK  
7wNnep1h6aCmzct5vqKMKDkYjmlwsaUjVgA5bC8  
raLwYg429X1dIC1qf9zbUZP38eXE2dfnTpotjCz  
u2a9GjhcExETIGSCM6YcKJwVhetqYs8Cst8ZaKh  
QqO6WoX9XctaXZpZW9UR2dCw/6cVLvJmEYX9p5cV  
WEVhnT9+zpdrO6n/Ut0OeO7drz9N6b8Yf4xQvF8  
XpumAUjYAUmsietr7XokSGXqJR1kVLAe9XuU9DwP  
poSFjqVWRXOHhgpA5gflniY8CLgWSqWSzQqDmWyo  
JwnNdAoDwzLHAI9UTYubA1Algl3E+1jUwIRtn  
ypcdyJP4Sn1Nxn1rmFmWodYZi0uTF2a9o0AoeSA  
3Vce5zTISMBLwHn8zL4rqfTsmMnA05xp9eqSAJT  
mUsCn0IX6xroQimCWYUM4V5glUG+w5z/O37K+WY  
Ye7hwMPcxUrhWMDKsBNvKltmZsUVFhY4wULByvAf  
OHa9rkz7WNV2X4y+QHv5cKn+4bHyZDLZ9ihffq  
OKOqbnVvS7PleYC24fSpOumhU9+cjSHR56ejhh9  
J9BoIoZzMGj+w49BbegMGzlaXOT1HO2umc4QlgBR  
wKhVmmWYslb70aNPBeKpWTRpfjwMvCF1BYGBY611r  
aIMYOMwOydNMcn6yJS4ggnRX5uyrXNfoZia5Zo  
V56MT1Fa1ebk+viUfQK7QhC0ff4JUT1Oz9+ih9R  
ggLYS9jusV5Op2AWwCAPNSGcM6VPb0F7bxflM11  
hL06mJ9F2KKY8lppgQ6Jb1fk+p7ArsIFOV/p7  
uWW0pd3L038BSrKNibwKAAA=  
----- END HOST INFO -----
```

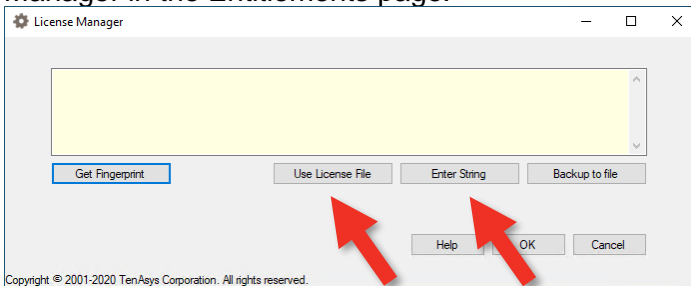
Enter Comment

Get License

Then click on the “Get License” button.
An Entitlement is consumed and a license is generated.



Use either the “Copy License” or “License File” button to capture the license. Move this License String to the distribution host to enter the string or file into the License Manager applet. If the license is not saved at this point, it is available to the Customer Operations Manager in the Entitlements page.



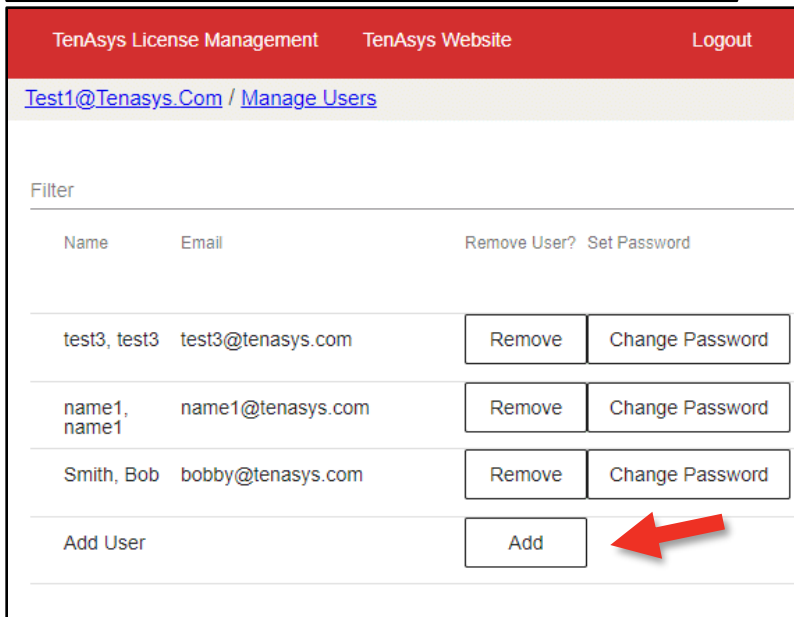
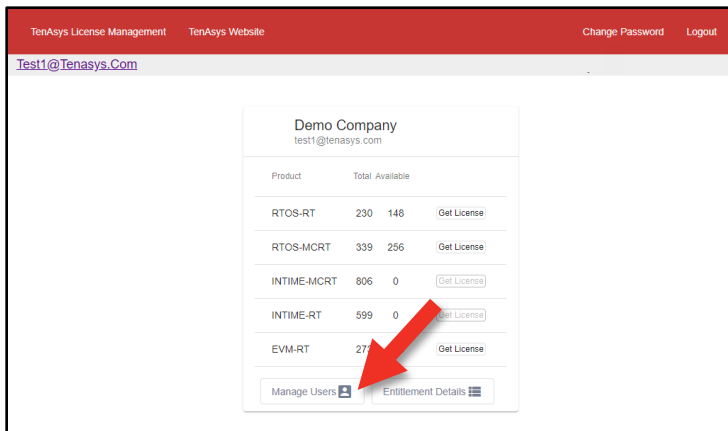


4.3 Manage delegate user accounts

To add or delete delegate user accounts, click on the “Manage Users” button from the Customer Operations Manager home page. The delegate user accounts are used to obtain a license for a distribution host.

If the delegate user account method is not used, skip this section.

A unused Entitlement is consumed for each licensed distribution host. If unused Entitlements exist for more than one product in the account, the delegate user selects the desired product. Do not provide a delegate user account login outside your organization. There is no limit for the number of Entitlements consumed from a delegate user account. Use this method for enabling production without the need to manage individual Entitlements. Use the Entitlement method to maintain control of Entitlement assignment. It is not possible to use both methods on the same account.





Click on the “Add” button to Add a new delegate User.

Add User

First Name *

Last Name *

Email *

Enter the new delegate user’s name, and email, then click on “OK”.

Click on the “Remove” button to remove a delagate User. A notice in the header confirms the removal.

Click on the “Change Password” button, the the “Continue” button to change a delegate user’s password.

Reset User Password

User
test4@tenasys.t

Password
BoKpws+Y

A new temporary user pasword is generated. Provide this password to the delegate User. When the delegate user first uses this password to log in, they will be prompted to change their password.

Update Password

Enter Current Password

Enter New Password

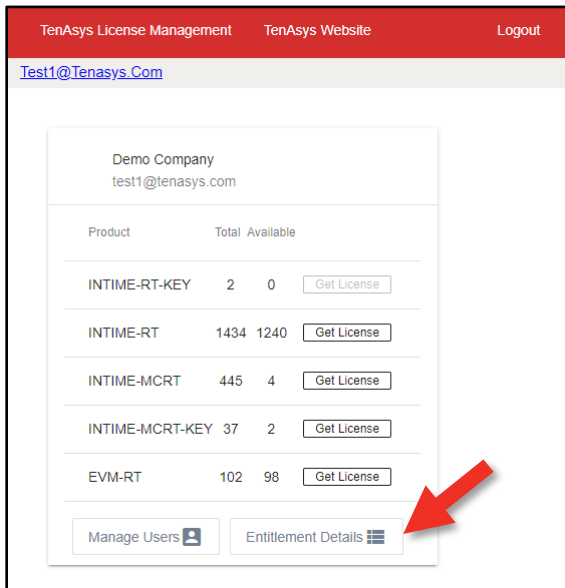
Confirm New Password

Show Passwords?

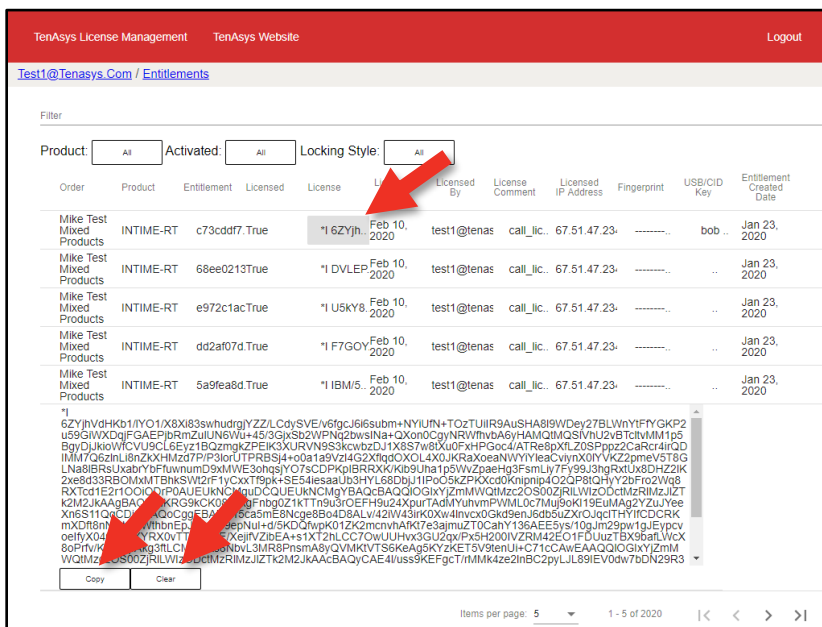


4.4 Finding Entitlements or License Strings.

From the Customer Operations Manager home page:



To view Entitlements, click "Entitlement Details".



Note that clicking on an Entitlement or some other element in the table will open a copy buffer at the bottom of the table showing more of that element and the option to copy or clear the copy buffer. Using this option allows the pasting of the element to another application. This is useful to retrieve unused Entitlements and License Strings.



Some columns can be sorted by clicking on the column title that show an arrow when hovered over.

The Filters provide a way to narrow the list to the entry of interest.

The text filter line shows only lines that match the text.

TenAsys License Management TenAsys Website Logout

[Test1@Tenasys.Com / Entitlements](#)

Filter: 43be

Product: Activated: Locking Style:

Order	Product	Entitlement	Licensed	License	Licensed Date	Licensed By	License Comment	Licensed IP Address	Fingerprint	USB/CID Key	Entitlement Created Date
Mike Test Mixed Products	INTIME-MCRT	43be0	1.True	*ABMEF	Mar 4, 2020	test1@tenas	..	67.51.47.23	Feb 11, 2020
Products (ORDER) (@#%\$%^&*)	EVM-RT	ef2efae	. False	Mar 9, 2020
ef2efae-f594-43be-a6d-09e19bead89b											

Items per page: 5 1 - 2 of 2 |< < > >|

The three filter buttons provide a quick way to narrow down the list of Entitlements.

The first filter button: “Product:” toggles between the available products.

The second filter button: “Activated” toggles from “All” to “True” and “False” to show only used or unused Entitlements.

The third filter button: “Locking Style:” toggles from “All” to “USB/CID Keys” and “Node Locked” to show Entitlements for USB/CID or Node Locked only.

All four filters can be used at the same time to find the Entitlement of interest.

TenAsys License Management TenAsys Website Logout

[Test1@Tenasys.Com / Entitlements](#)

Filter: 43be

Product: Activated: Locking Style:

Order	Product	Entitlement	Licensed	License	Licensed Date	Licensed By	License Comment	Licensed IP Address	Fingerprint	USB/CID Key	Entitlement Created Date
Mike Test Mixed Products	INTIME-MCRT	43be05f1	True	*ABMEF	Mar 4, 2020	test1@tenas	..	67.51.47.23	Feb 11, 2020

Items per page: 5 1 - 1 of 1 |< < > >|



4.5 Finding License Strings for USB/CID keys

USB/CID key locked licenses strings are created by TenAsys. The License Strings are loaded into the account data base. The License String is unique for each USB/CID key.

The License String for a given USB/CID key can be found by the Customer Operations Manager.

Use the search capabilities in the Entitlement Details page with the Locking Style set to “USB/CID Keys”. To find the License String for the USB/CID key:

1. Enter the 4 or 5 hex digit USB/CID key serial number in the text Filter (arrow 1).
2. Select “USB/CID keys” (arrow 2) to eliminate other license types.
3. The matching USB/CID keys are shown (bubble 3).
4. Click on the License (arrow 4).
5. Copy the License String with the Copy button (arrow 5).

The Customer Operations Manager can also retrieve a list of all of the License Strings in a spreadsheet. Each entry has both the License String and the USB/CID key serial number.

TenAsys License Management TenAsys Website Logout

[Test1@Tenasys.Com / Entitlements](#)

Filter: 3647

Product: Activated: Locking Style:

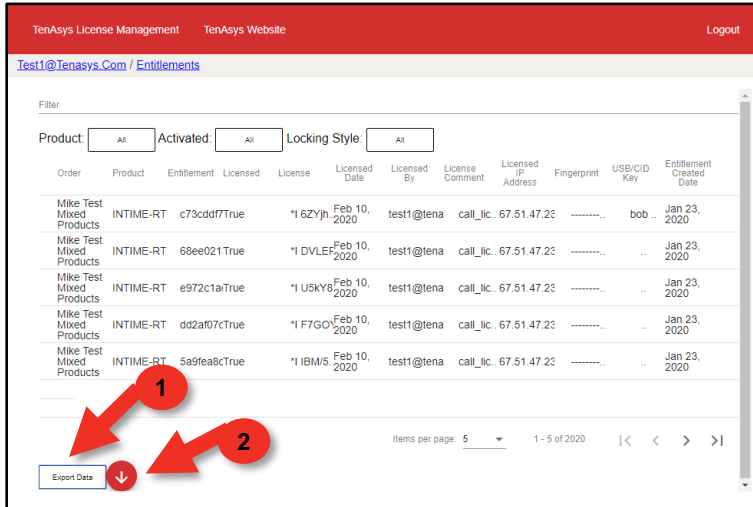
Order	Product	Entitlement	Licensed	License	Licensed Date	Licensed Comment	Licensed IP Address	Fingerprint	USB/CID Key	Entitlement Created Date
Products (ORDER) (!@#%*&*	INTIME-MCRT	b42d28e0	True	*1Ld8ZQ...	Feb 27, 2020	Entitlement	67.51.47.234	-----	3647-10	Feb 27, 2020

Items per page: 5 1 - 1 of 1 << >>



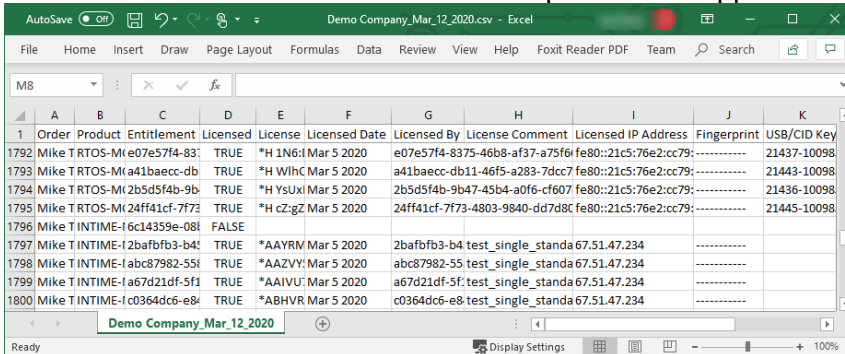
4.6 Exporting License data.

Use the “Export Data” button at the bottom of the page to initiate exporting data.



A red download arrow will appear. Click on the arrow to download the CSV file.

All of the information can be viewed in a spreadsheet application.



5 TenAsys Delegate User Guide

5.1 Login

Open a browser on an internet connected distribution host to license.tenasys.com/login, the TenAsys License Portal.



Enter the Delegate User account *Username* and *Password* established by the Customer Operations Manager. The current Customer Operations Manager creates the users and passwords when logged in to the license.TenAsys.com website.

Click on “Login.”

The password can be changed at any time with the link in the header.

The account page shows the number of “Total” and “Available” Entitlements for each product.

The difference is the number of Entitlements already used. USB/CID key licenses are already generated by TenAsys and shown on separate lines as “-KEY”.



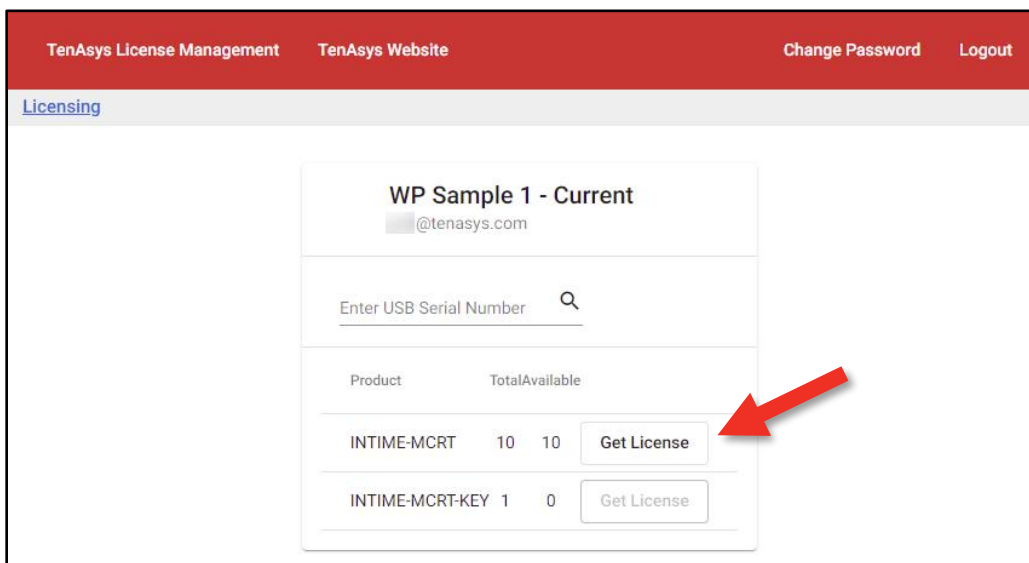
5.2 Obtaining a license as Delegate User

The use of Entitlements is recommended over delegate user accounts.

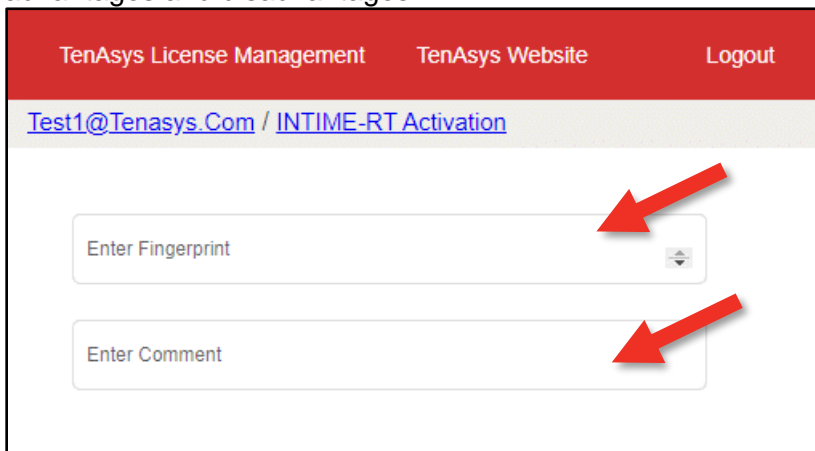
After logging in, the Delegate User can obtain a license by selecting the “Get License” button.

This is the same procedure as obtaining a license with a delegate user account using the TenAsys License Portal as described in [Appendix 5, License Portal with a delegate user account](#).

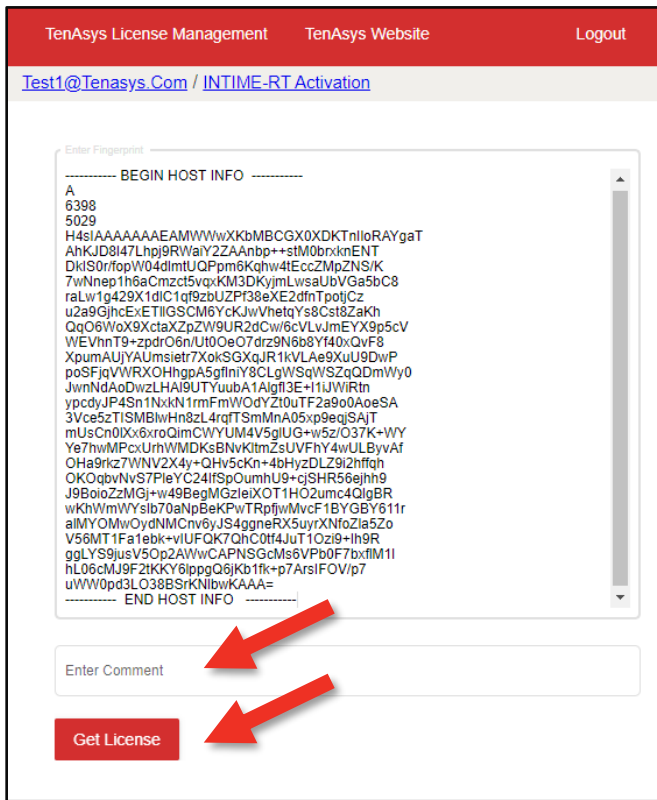
Note that USB/CID key based license strings are created by TenAsys. See the next section: [Finding License Strings for USB/CID keys](#).



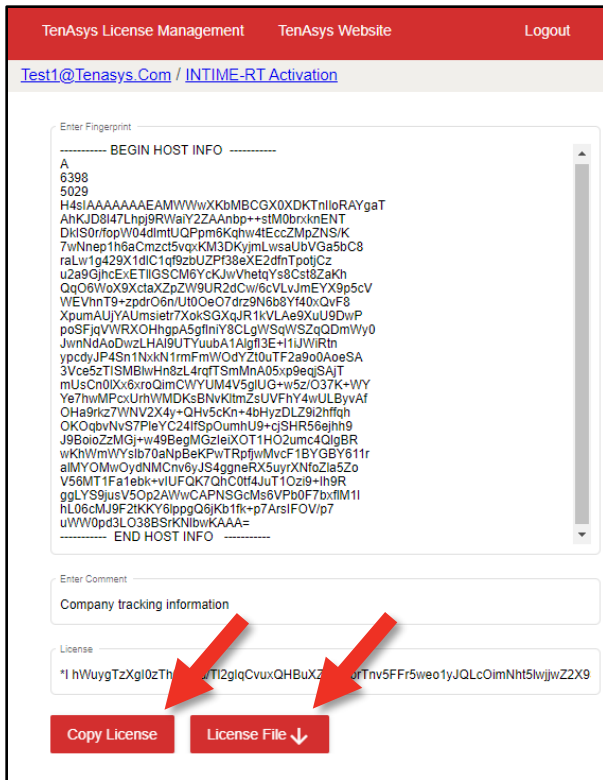
The next screen prompts for a Fingerprint and a comment. Note that this is only one of six different options to obtain a node-locked distribution license. Each option has advantages and disadvantages.



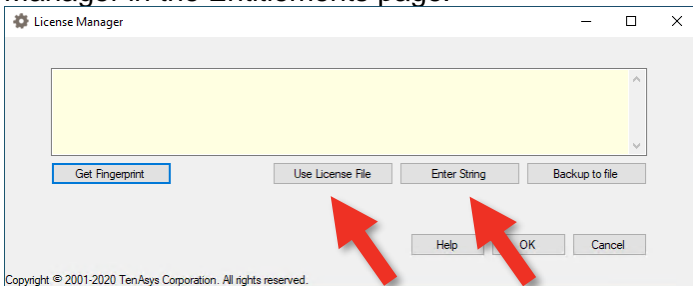
Paste the fingerprint and add a comment which is provided for your tracking.



Then click on the “Get License” button.
An Entitlement is consumed and a license is generated.



Use either the “Copy License” or “License File” button to capture the license. Move this License String to the distribution host to enter the string or file into the License Manager applet. If the license is not saved at this point, it is available to the Customer Operations Manager in the Entitlements page.

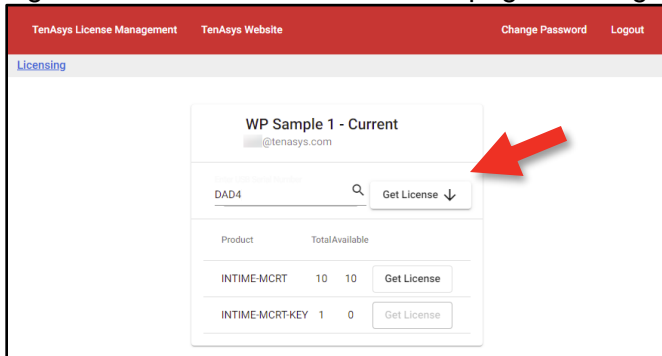




5.3 Finding License Strings for USB/CID keys.

USB/CID key locked license strings are created by TenAsys. The License Strings are loaded into the account data base. The License String is unique for each USB/CID key.

The License String can be retrieved by using a delegate user account. Enter the 4-5 hex digit USB/CID serial number on the page after login.



Clicking on Get License downloads a CSV file with the License String(s) for the USB/CID serial number. There may be more than one USB/CID key with the same 4-5 hex digit serial number. Find the line in the CSV file that matches the entire serial number.