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## What causes a License Grace period and how to end it

### SUMMARY

#### Applicable Versions

- Schneider Electric License Server up to version 3.4
- AVEVA Enterprise License Server 3.5 and higher

The screenshots for this *Tech Note* were taken from AVEVA Enterprise License Manager 3.5.1. The user interface will vary for other License Manager versions, but the method is the same.

### Summary

This *Tech Note* explains the causes for a License Server going into a Grace period, and how to end the Grace period.

#### Causes

- A Virtual Machine is moved/cloned/copied: If licenses are still activated when a virtual image hosting a License Server is moved, cloned or copied, the License Server enters a Grace period. As explained in detail in the AVEVA Enterprise Licensing Guide, to avoid a VM License Server entering the grace period, deactivate all licenses on the license server before the VM is moved, cloned or copied.
- License Server hardware or network change: If licenses are still activated when there is a hardware change such as MAC address change, Network cards added/removed, the License Server will enter a Grace period.

The Grace period allows you to perform normal licensing functions for fifteen days. After fifteen days, the License Server will no longer serve licenses. Therefore, it is imperative that the grace period mode is cleared before the license server stops allowing licenses to be acquired.

### Ending the Grace Period

A detailed procedure for ending the grace period is provided in the AVEVA Enterprise Licensing Guide. There are two ways to exit a Grace period:

1. Use the Exit Grace period code
2. End the Grace period and remove activated licenses

### ACTION

#### Scenario 1: Use Exit Grace period code

Call AVEVA Technical Support and request an Exit Grace period code. The Exit Grace period code will be emailed to you from AVEVA Technical Support. Using the Exit Grace period code allows you to keep all your activated licenses.

The code is valid for **three days** from the date it was generated. You must apply the code within the three days of its generation to end the Grace period on that License Server, or it will expire.

After you apply the code successfully, it appears in the License Manager under the **License Summary** tab. The License Summary displays an expiry date of three days from the date it was generated. This expiry date has no effect on operations. The license server will not go back into grace period after the expiry date. The expiry date is simply when the **Exit Grace period code** expires.

An Exit Grace period code can be used **once**. A separate code must be generated for each License Server in a Grace period.

#### Example of a License Server in Grace period

Figure 1 (below) shows a License Server that has entered a Grace period. It is imperative that the Grace period mode is cleared before the License Server stops allowing licenses to be acquired.



Figure 1: License Server in Grace period

1. Click the **Manage** icon and expand the **Grace Period** section in **Manage License Server** panel.
2. Type or copy/paste the **Exit Grace period code** and click **Apply** to end the grace period, and to keep your activated Licenses.

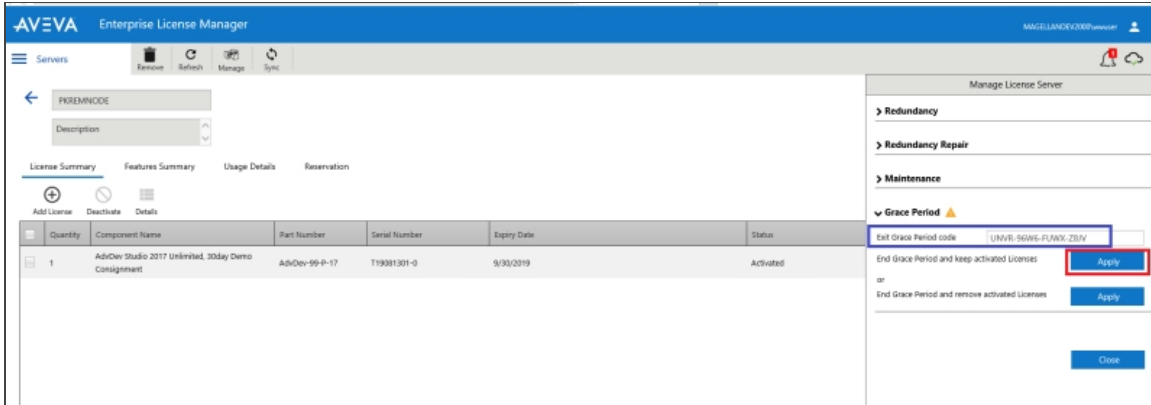


Figure 2: Apply Exit Grace period code and keep activated Licenses

Confirmation message to exit the Grace period:

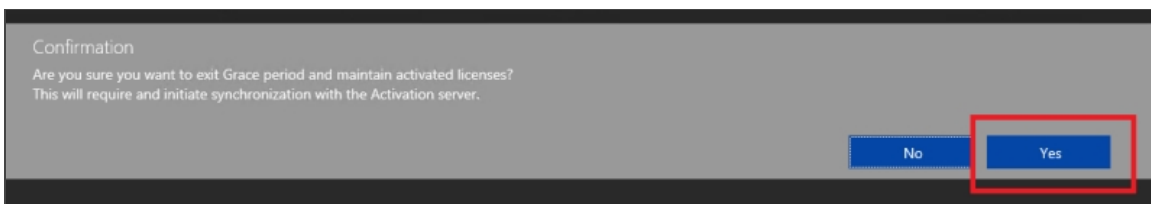


Figure 3: Confirmation to exit Grace period

The Grace period shown in Figure 4 (below) is applied on the License Server and the entry appears in the **License Summary** page. In this case the expiry date is 9/15/2019 since the code was generated on 9/12/2019. This is only an indication of the Grace period exit code duration.

Note that the licenses remain in *Activated* state:

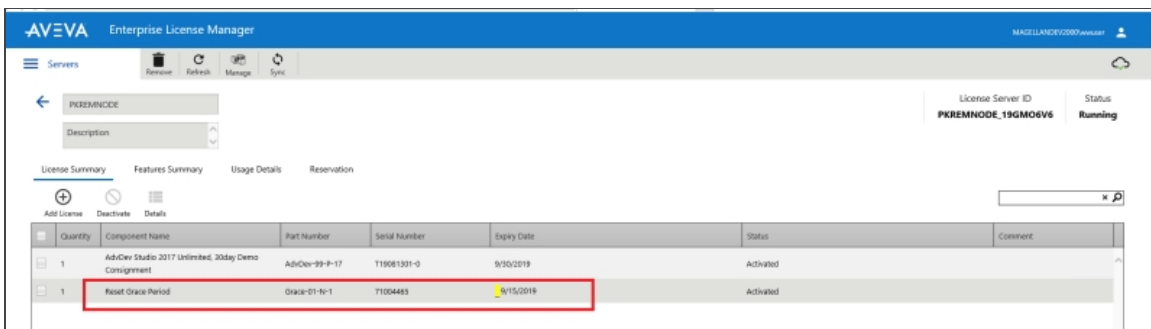


Figure 4: Reset Grace period applied on License Server

Figure 5 (below) shows the status of License Server on 9/16/2019. Note that the Reset Grace period line shows as expired but has no effect on the functionality of the License Server. To remove the Reset Grace period line, click the **Sync** button in License Manager.

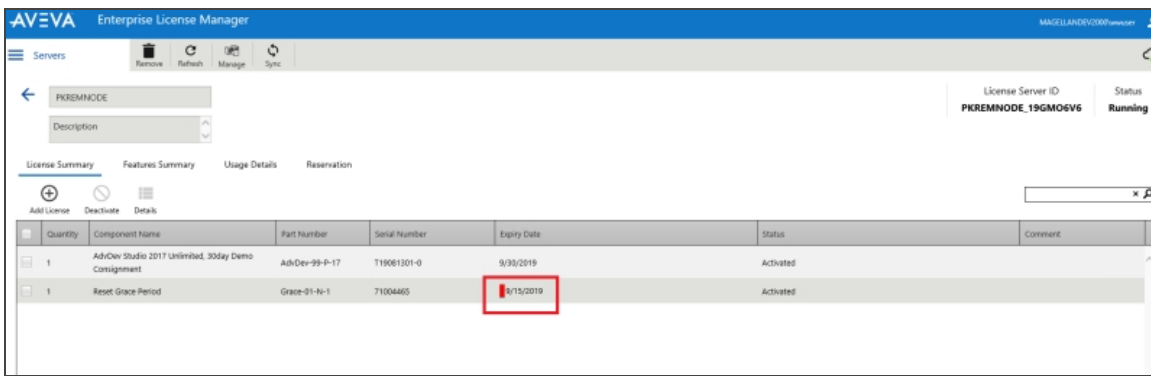


Figure 5: Reset Grace period expired

If you have a redundant pair and one or both servers are in the Grace period, only the **End Grace period** and **Keep Activated Licenses** option appear in the **Manage License Server** panel. The same Exit Grace period code will end either or both grace periods.

## Scenario 2: End Grace period and remove activated licenses

This procedure avoids calling Technical Support for an Exit Grace period code.

1. From the AVEVA Enterprise License Manager, **deactivate** all licenses on the License Server that are in Grace period.
2. End the Grace period by clicking **Manage**, then clicking **End Grace Period and remove activated Licenses**.

You do not have to provide an Exit Grace period code in this scenario. Note that the option to **End Grace period and keep activated Licenses** is grayed-out because an Exit Grace period code is needed for that option to be active.

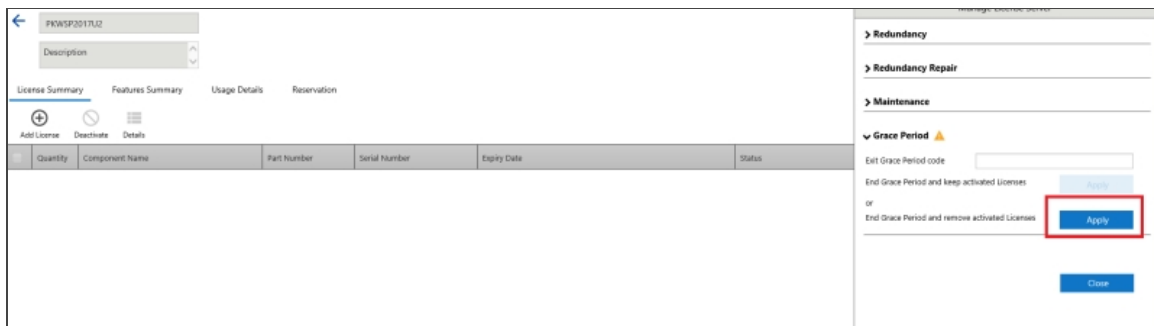


Figure 6: End Grace Period and remove activated Licenses

A warning message appears to confirm you are exiting the Grace period and de-activating the licenses.

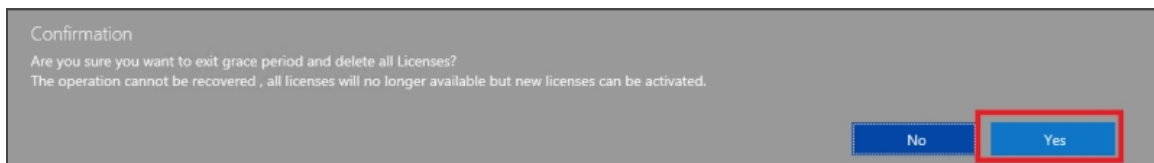


Figure 7: Confirmation to exit the Grace period

Ending the Grace Period using this method resets the License Server ID. If user does not deactivate the license as indicated in Step #1 in this section, the licenses will still be held in the old License Server ID. To release those licenses, user must call AVEVA Technical Support and get the licenses released from the old License Server ID.

License Server ID *before* ending the Grace period:

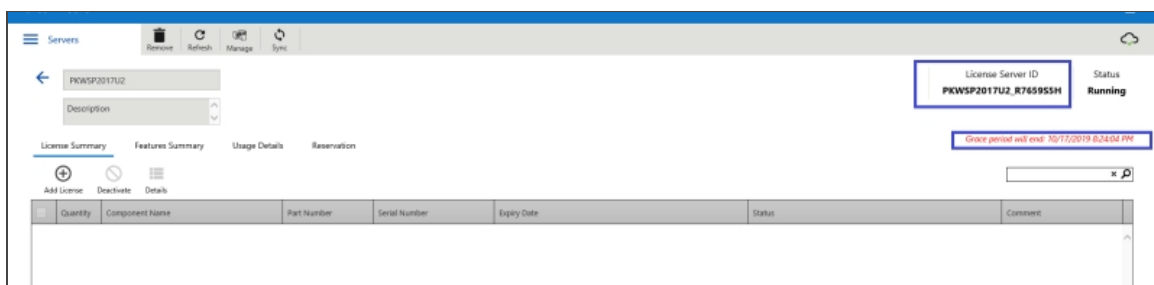


Figure 8: License Server ID before ending Grace period

License Server ID *after* ending Grace period:



Figure 9: License Server ID after ending Grace period

3. Activate the required licenses on the License Server.

#### ATTACHMENTS

[http://okmgcs.km.invensys.com/resources/sites/KPKA/content/live/TN/10000/TN10333/en\\_US/~secure/{ "SECUREDRESOURCE": "Y" }](http://okmgcs.km.invensys.com/resources/sites/KPKA/content/live/TN/10000/TN10333/en_US/~secure/{ )