

Leica Geosystems

Map360 Migration from USB Dongles to EID

FAQ

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Contents

FREQUENTLY ASKED QUESTIONS.....	2
What is CLM?.....	2
What is a product activation?	2
Why should I register my software?	3
What kind of information is transmitted during product activation?	3
Is my Map360 license a node locked license or floating?	3
Can I borrow a license from a license server for offsite temporary use?.....	3
Can I use my Entitlement ID on more than one computer?.....	3
Can I use a license on a computer that doesn't have full time access to the network and license server?	4
Do I need administrator rights for activation?	4
Is it possible to activate a license on a computer without an Internet connection?	4
I have purchased additional software options or software maintenance (as contained in CCPs). How can I activate them?	4
How can I permanently transfer the software and license from one PC to another?	4
How can I transfer the license to a different system in case the actual one broke?.....	4
I would like to restore the operating system or install a new operating system on the system where I have activated the license. What should I do?	4
Do I need a dedicated server for running a license server?	4
Is it possible to use the same local License Server for different Leica Geosystems software packages?	5
Do I need an Internet connection for using floating licenses?	5
Why do I need to send my USB Dongle back?	5
After I return my key, can I still use an older version of Map360?.....	5
What happens if I activate my EID and don't return my USB dongle?	5
Are there any movies available to help me learn more about CLM and electronic licenses?	5

Frequently Asked Questions

What is CLM?

The Client License Manager (CLM) is a software program that is needed to activate and manage Leica electronic licenses. It is installed with your Map360 program automatically.

The CLM program contacts the corporate Leica Geosystems Software Licensing server. The technology is based on a reliable and secure technology, that does not require any software protection dongle (hardware device).

For license activations or updates (CCPs or option purchases), an Internet connection is required to connect to the corporate License Server.

What is a product activation?

Product activation is the process to get a license for a Leica Geosystems product onto your computer. The electronic license is called an Entitlement ID (EID). You can activate your product 24 hours a day, seven days a week via Internet.

The Entitlement ID (EID) is the key for initial license activation, as well as for re-ordering additional software options or CCPs. It consists of 25 alphanumeric characters separated by dashes.

Example: 00101-64466-00014-03624-4C34F

The Entitlement ID can be found:

- On the invoice
- On the Delivery Note of the purchased software product
- On a separate Entitlement Certificate, on paper or in digital form.

The Entitlement ID for a software product never changes and therefore these documents should be kept carefully. If the software product is registered at the Leica Customer Web Portal myWorld, the Entitlement Certificate can always be downloaded.



Entitlement Certificate
Example

Why should I register my software?

It is recommended you register your software in Leica MyWorld.

The myWorld account will connect all your company users to a primary customer account with Leica Geosystems to register equipment, download software, and access to other valuable information.

- All Leica Geosystem equipment and software users can have their own myWorld login credentials.
- Clients with a significant number of employees can request to have an internal company employee assigned as a myWorld Account Manager to manage employee myWorld user accounts.
- Before you create your myWorld account, it is best to have in hand your Leica SAP Customer Number and the EID to your software or serial number of your scanner or other Leica sensor you purchased.

Access [Leica myWorld](#) now.

What kind of information is transmitted during product activation?

Product activation requires that Leica Geosystems collects a minimum of information needed to validate the authenticity of a product activation request. Most of the data identifies the product, including the Entitlement ID and the product version. A randomly computed machine ID (host ID) is also generated, which cannot be used to identify the make, model or components of your computer. Additionally, the operating system and name of your computer are transmitted. All data are transmitted securely to Leica Geosystems for validation.

Is my Map360 license a node locked license or floating?

Your Map360 entitlement is a floating license, meaning it can be accessed by any computer on your local network. Most users will use the floating license on their own computer. For some, the floating license will be installed on a server, or a computer that multiple users can access over the local network.

You will need to properly setup Map360 to use a network license located on a server or remote computer.

Can I borrow a license from a license server for offsite temporary use?

You can borrow a license from a license server for offsite temporary use. You can borrow a license for a duration of 1 day to a maximum of 90 days. After the time has expired, the license is automatically released. You can also check a license back into the server at any time prior to expiration.

Instructions are provided on the [movies](#) page.

Can I use my Entitlement ID on more than one computer?

No. A unique activation process is required per computer. Once a product has been activated, the software license is assigned only to that specific computer. Map360 licenses are floating, so even though the license is assigned to a computer, the license can be accessed by any computer on the local network.

Can I use a license on a computer that doesn't have full time access to the network and license server?

If Map360 has to be used on a disconnected computer (no connection to the local License Server), it is possible to "borrow" a license from the License Server and to "return" it afterwards.

Instructions are provided on the [movies](#) page.

Do I need administrator rights for activation?

Activating a license, doesn't require administrative privileges. Installing Map360 or the CLM application, does require administrative privileges.

Is it possible to activate a license on a computer without an Internet connection?

Yes it is. You will need to use the Offline Activation method. Instructions are provided on the [movies](#) page.

I have purchased additional software options or software maintenance (as contained in CCPs). How can I activate them?

You will need to update your license using the CLM program. Instructions are provided on the [movies](#) page.

How can I permanently transfer the software and license from one PC to another?

You will need to rehost your license and then activate the license on the new computer.

Instructions are provided on the [movies](#) page.

How can I transfer the license to a different system in case the actual one broke?

Please contact your local Leica Geosystems support with your Entitlement ID and explain your problem to them.

Instructions are provided on the [movies](#) page.

I would like to restore the operating system or install a new operating system on the system where I have activated the license. What should I do?

You will need to rehost your license and then activated it on the computer once you install your new operating system. Instructions are provided on the [movies](#) page.

Do I need a dedicated server for running a license server?

No, you do not need a dedicated server or server software to run a license server.

Is it possible to use the same local License Server for different Leica Geosystems software packages?

Yes it is. All you need to do is activate each EID you want to use.

Do I need an Internet connection for using floating licenses?

You need an internet connection to activate the floating license. Once activated, the client only needs to be permanently connected to your license server in the local area network to be able to use floating licenses. No internet required.

Why do I need to send my USB Dongle back?

Once a customer migrates to an electronic license, they must stop using their USB dongle. Using both licenses means that you are illegally using an extra license and that breaks the licensing agreement rules. Mailing [instructions can be reviewed](#) in our helpdesk. **Please be sure to use a tracking number to track your package when you mail your key.**

After I return my key, can I still use an older version of Map360?

All previous version of our products uses USB Dongles. Once you send your key back, you won't be able to use any older versions. Map360 2021 is backwards compatible with previous versions or Map360 and MapScenes, so you can always open and migrate your projects forward.

What happens if I activate my EID and don't return my USB dongle?

If you activate your EID and fail to send your key back, we will disable your EID within 90 days of activation. To prevent that from happening, send us your key as soon as possible.

Are there any movies available to help me learn more about CLM and electronic licenses?

You can review instructional videos on the Map360 [movies](#) page.