

License Recovery Guide

(CLM version 2.4.0, 12.21.2020)

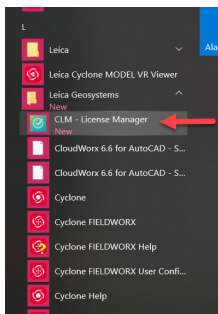
Returning a License in the CLM- License Manager

This Quick Guide covers returning an Entitlement ID activated on an existing Server or Workstation and moving it to new system.

The License Recovery steps include:

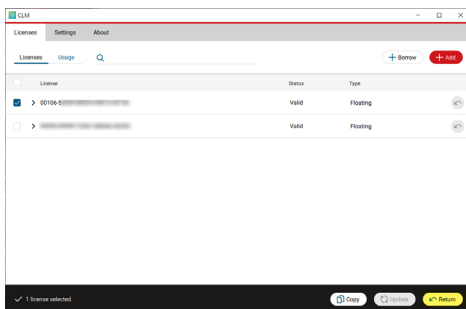
1. Opening the CLM License Manager
2. Returning an Entitlement ID
3. Activating the Entitlement ID on the new Server or Workstation
4. Verify successful activation

1. Opening the CLM License Manager

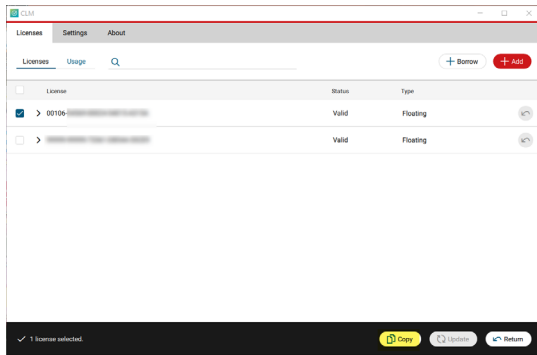


- Select your Windows Start Menu
- Scroll down to the Leica Geosystems folder
- Select “CLM - License Manager”

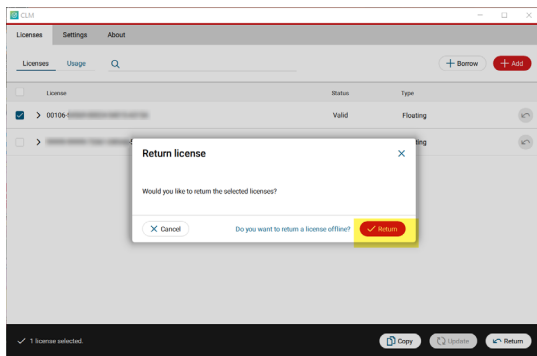
2. Returning an Entitlement ID



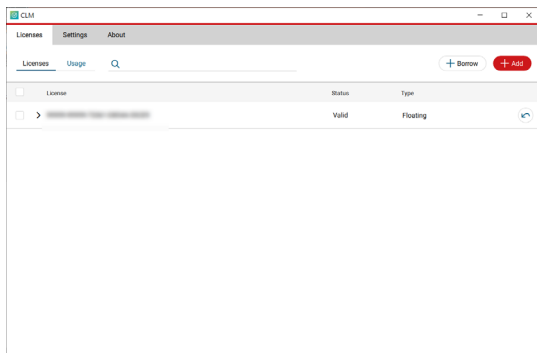
- Check the Entitlement ID's box you would like to return
- Select “Return”



- Select “Copy”.
- Paste the EID in a text document and save it.*



- A dialog box will open asking if you would like to return the license.
- Confirm the correct EID is checked and then select “return”

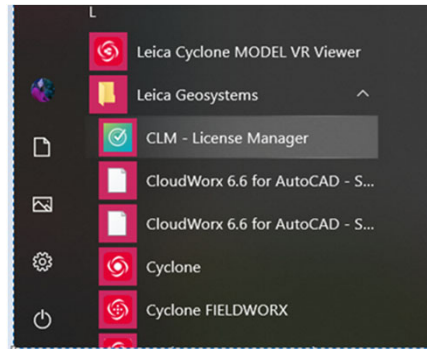


- The Entitlement ID has been successfully returned. The license is available for activation on another License Server or Workstation.**

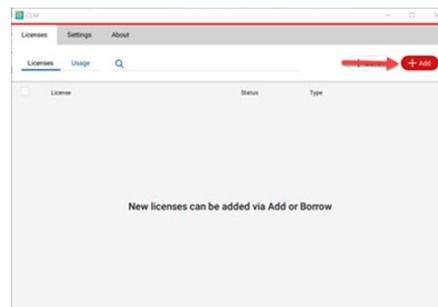
Note: * It is best practice to save the Entitlement ID before returning the license. Once the license is returned it disappears from the Licenses list and is no longer accessible in the CLM. ** The EID has a rehost limit of 4 times without Technical Supports assistance.

3. Activating the Entitlement ID on the new Server or Workstation

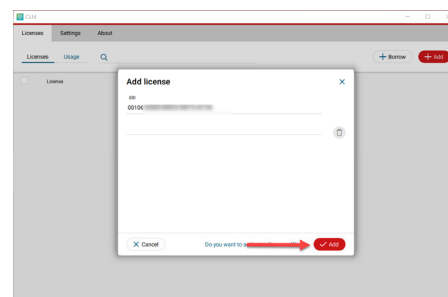
- Open the CLM - License Manager from your start menu *



- Select "Add"



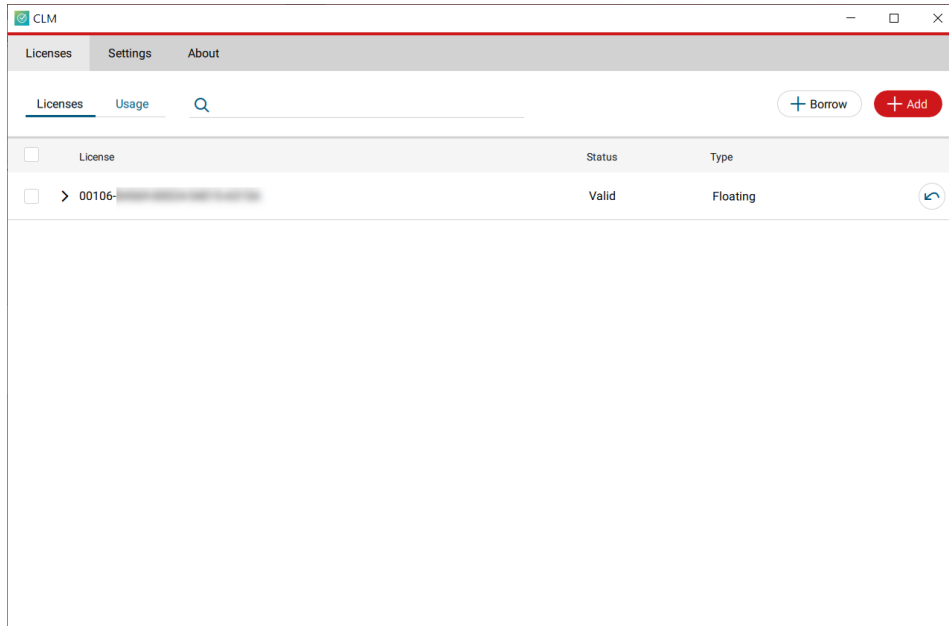
- Enter the Entitlement ID
- Select "Add"



Note: * If you have not installed the CLM – Client Manager it is available for download on myWorld, <https://myworld.leica-geosystems.com/irj/portal> , under your products "Software Tab".

4. Verify successful activation

- After activating the Entitlement ID, the EID is listed under the Licenses Tab



Note: If this is a new License Server the Server Name will need to be changed in the Software. If you have any questions, please contact us at hds.support@leicaus.com.