

Phoenix Floating License Activation Process

IMPORTANT: You must carefully follow the instructions below in order to successfully activate your license.

The following process will walk you through the steps needed to get your Phoenix application(s) up and running with Floating licenses. These instructions apply to the following Phoenix desktop software applications:

- Phoenix Connect
- Phoenix NLME
- Phoenix WinNonlin
- IVIVC for Phoenix

Pharsight's Phoenix applications can operate in a limited fashion allowing users to view existing Phoenix projects but without a valid license no analyses can be built, edited, or executed.

A floating license key code enables multiple computers in a networked environment to run Phoenix applications using a shared pool of software licenses stored on a license server on the network. The license server acts like a library where individual licenses are checked out and in as Phoenix applications on networked PCs are started and stopped. The number of simultaneous users is limited to the total number of licenses on the license server. Once installed, floating licenses can not be moved from one server to another without contacting Pharsight's support team.

- **Warnings**

- **At the end of this process you will have a license generated for a specific machine.** If you want to move that license to another computer you will have to contact support and initiate a "Change License Request".
- During this process, you will receive an Authorization Code from Pharsight that may only be used a specific number of times (by default only once). If you are testing the licensing of the Pharsight Floating License Server on a system other than the production machine **do not proceed with the following license authorization process.** You will need to contact Pharsight Support if you require an extra test activation. You may install the software but the Authorization Code can not be reused once it has been installed on a computer through the following license activation processes.

- **Prerequisites and Setup**

- Make sure you have the Authorization Code from Pharsight Fulfillment. The Authorization Code(s) are contained in an email from Pharsight's Fulfillment team.
- Locate a Computer on your network that will function as your floating license server. Log in as a System Administrator or an equivalent user profile.

- If you are already using this server as a Pharsight licensing server, there is NO need to stop or uninstall the license service. Any previous license service will be shut down and replaced by the new license server and service.
- Download the “Pharsight_License_Wizard_for_Server.zip” installation zip file from the following location:
ftp://support.ftp:pt9JTmD9GdXQLtCgPkvL@63.122.137.44/support/desktop/Licensing/Pharsight_License_Wizard_for_Server.zip
- Install the Pharsight License Wizard for Server software:
 1. Unzip the file you downloaded and browse into the folder, “Pharsight License Wizard for Server”.
 2. Double-click “LicenseServerINStall.EXE” to install the software.
 3. Follow the prompts, accept the default selections, and then click Finish to Complete Setup.

- **3 Paths to Activate a License (Choose the most appropriate)**

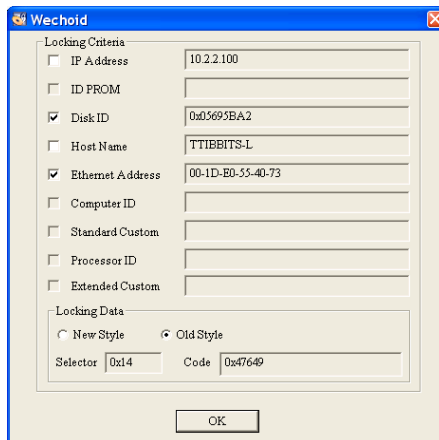
Having purchased a Floating license you must install a floating license server application on a network that your Phoenix application clients will have access to.

- **Activation on Pharsight’s website from the License Server (requires internet access)**

1. On the licensing server, double-click on the wechoid.exe software application found at the following location: **C:\Program Files\Pharsight\Pharsight Floating License Server**. A copy of this file can also be downloaded from the following web address:

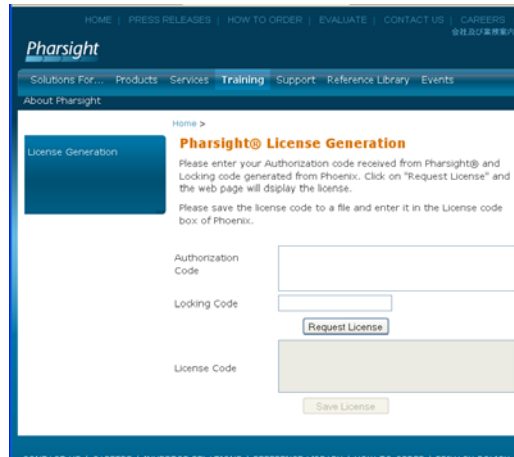
<ftp://support.ftp:pt9JTmD9GdXQLtCgPkvL@63.122.137.44/support/desktop/licensing/wechoid.exe>.

- Select the ‘**Old Style**’ radio button.
- Check ONLY the boxes for **DiskID** and **Ethernet Address**, and uncheck everything else.
- Copy the text string from the **Code** textbox. This code will always be the same for the computer on which it was generated. It can be reused to as many times as necessary to activate and add different Phoenix software licenses to the same floating license server.



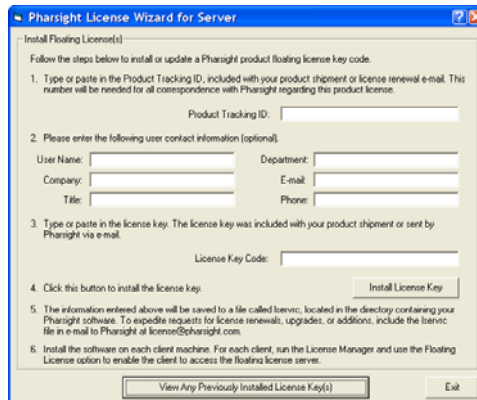
2. Open a browser and navigate to the website:

- <http://licensing.pharsight.com/requestlicense/default.aspx>



3. Paste or enter the Authorization Code sent by Pharsight into the **Authorization Code** textbox (Your Authorization Code is contained in an email from Pharsight).
4. Paste or enter the **Code** from wechoid.exe (from step 1 above) into the **Locking Code** textbox on the webpage.

Code *14H CRPX 3ND8 THQU
5. Click the **Request License** button and a code will appear in **License Code** textbox. Copy the License Code.
6. Use the Pharsight Licensing Wizard for Server to add the code to license server:
 - Start Menu | Pharsight | Pharsight Floating License Server | Pharsight License Wizard for Server.
 - Paste the License Code from the website into the “License Key Code” box and click the Install License Key button.



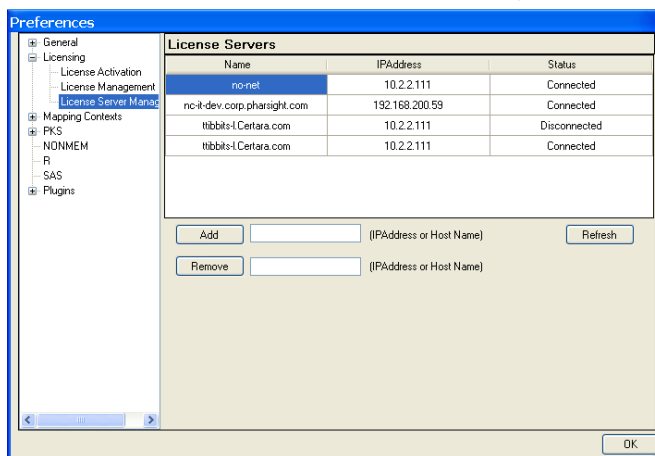
- Paste or type the Product Tracking ID in the Product Tracking ID text box. (The Product Tracking ID is contained in the email sent to you from Pharsight that also contained your Authorization Code).

(NOTE: if you have more than one license that you need to activate on or add to a floating license server simply go through the previous 6 steps for each unique Authorization Code you received from Pharsight.)

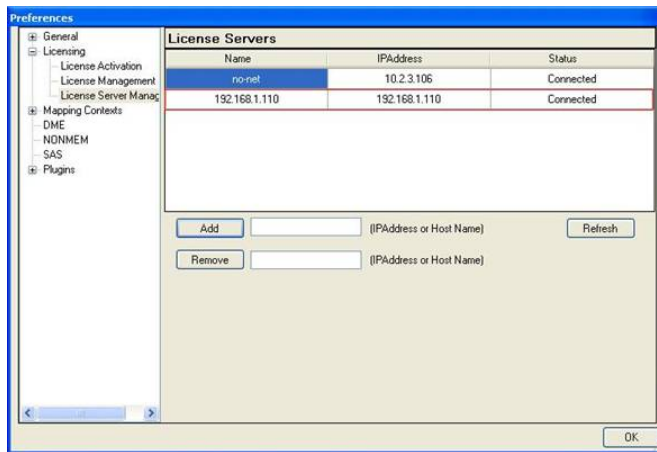
7. Re-start the License Service
 - Navigate to Control Panel | Administrative Tools | Services
 - Find service named “Sentinel RMS License Manager”.

- Right mouse click and select **Start**
- **Activation on a website from a different computer (requires internet access)**
 1. Follow steps described above in “**Authorization on a website from the License Server**”
 2. At step 2 above, take the code from wechoid.exe and the Authorization Code from Pharsight to a computer with internet access and continue with the steps as outlined above.
 3. At step 6 above, save the license file for transfer back to the Floating License Server (write it down, save it to a network drive, or save it on USB memory stick).
 4. Return to the license server and stop the licensing service (Step 3 of PREREQUISITES above). On the server, use the Pharsight Licensing Wizard for Server to install the new License Code from the website:
 - Start Menu | Pharsight | Pharsight Floating License Server | Pharsight License Wizard for Server.
 - Paste the License Code from the website into the “License Key Code” box and click the Install License Key button.
 5. Re-start the License Service
 - Navigate to **Control Panel | Administrative Tools | Services**.
 - Find service named “Sentinel RMS License Manager”.
 - Right mouse click and select **Start**.
- **Activation via Pharsight Support**
 1. On the licensing server, double-click on the wechoid.exe software application found at the following location: C:\Program Files\Pharsight\Pharsight Floating License Server.
 - Select the ‘Old Style’ radio button
 - Check the boxes for **DiskID** and **Ethernet Address**, and uncheck everything else
 - Copy text from **Code** textbox
 2. Contact Pharsight’s Licensing Support at (1-650-314-3850 (US/EU/India)) or email (licensing@pharsight.com). Provide Pharsight with the Code from wechoid.exe and the Authorization Code.
 3. Pharsight will contact you back by phone and/or email with a **License Key Code**.
 4. Upon receipt of License Code from Pharsight, stop the licensing service on the server (Step 3 of PREREQUISITES above). Return to the Pharsight Licensing Wizard for Server to install the new license:
 - Start Menu | Pharsight | Pharsight Floating License Server | Pharsight License Wizard for Server.
 - Paste the License Key Code from Pharsight into the “License Key Code” box and click the Install License Key button.
 5. Re-start the License Service:
 - Navigate to **Control Panel | Administrative Tools | Services**.

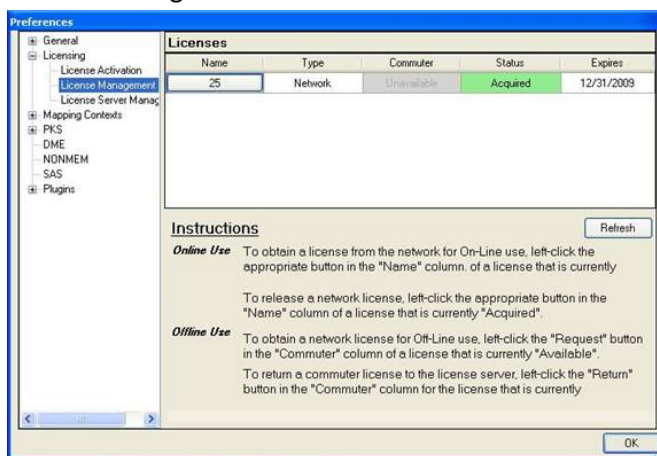
- Find service named “Sentinel RMS License Manager”.
 - Right mouse click and select **Start**.
- **Adding a license code using WlmAdmin**
 Another way to add one or more licenses to the floating license server is to use an application that was included in the Pharsight License Wizard for Server installation packaged called WlmAdmin. WlmAdmin allows you to see and manage ALL of the various Pharsight software licenses installed and activated on the floating license server. Wlmadmin is available for download from:
<ftp://support.ftp.pt9JTmD9GdXQLtCgPkvL@63.122.137.44/support/desktop/Licensing.ftp://support.ftp.pt9JTmD9GdXQLtCgPkvL@63.122.137.44/support/desktop/Licensing>
 1. Browse to the directory that contains WlmAdmin, which by default is C:\Program Files\Pharsight\Pharsight Floating License Server.
 2. Double-click WlmAdmin.exe
 3. Click the (+) sign beside Subnet Servers to expand the list.
 4. Right-click the license server name and select **Add Feature>From a String>To Server and its File**.
 5. In the Add feature dialog, paste the license code obtained from the support Web site in the License code: field.
 6. Click Add. The license is added to the server. (Note: there is no need to restart the service, wlmadmin does this for you.)
 - **Client Computer (Phoenix):**
 1. Launch Phoenix from the Start | Programs | Pharsight | Phoenix | Phoenix menu.
 2. Within Phoenix, select Edit | Preferences | Licensing | License Server Management
 Note: “No-Net” refers to the local machine, and is not a license server.



3. Add a license server to the list of servers: If your license server does not show up in the list, enter the IP address of the license server and click “Add”. (Note: your license server will have its own unique IP address).



- Now click on the License Management tab. Select Edit | Preferences | Licensing | License Management.



- You should see one or more buttons in the Name column on the left side of the list. Click on the appropriate button (25, PHX WNL, PHX NLME, etc...) to tell Phoenix which license to acquire from the floating license server. This same type of license will be checked out the next time Phoenix is launched. If you have more than one license type on the server, you can come back to this location and change which default license you wish to use each time you launch Phoenix. If you have ordered Commuter license(s), this is where you will come to check out and check back in your commuter license.
- Close and re-start Phoenix.

- Using WinNonlin and Phoenix Concurrently**

If you are currently using WinNonlin 4 or 5 Floating licenses and wish to upgrade the WinNonlin application software to Phoenix WinNonlin 6 or run Phoenix WinNonlin side-by-side with WinNonlin 4 or 5 for an evaluation period, you will have to upgrade your floating license server software and install your existing license file on it.

Step 1. Download the "Pharsight_License_Wizard_for_Server.zip" installation zip file from the following location:

ftp://support_ftp:pt9JTmD9GdXQLtCgPkvL@63.122.137.44/support/desktop/Licensing/Pharsight_License_Wizard_for_Server.zip

Step 2. Install the Pharsight License Wizard for Server software:

- A. Unzip the file you downloaded and browse into the folder, “Pharsight License Wizard for Server”.
- B. Double-click “LicenseServerINStall.EXE” to install the software.
- C. Follow the prompts, accept the default selections, and then click Finish to Complete Setup.

Step 3. Find the existing license file (lserverc) that was installed on your old version of the floating license wizard (C:\Program Files\Common Files\Sentinel) and copy it to the following location:
C:\Program Files\Pharsight\Pharsight Floating License Server

Step 4. Restart the Sentinel license service.