



Tekla Structures

License Borrowing Guide



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1 About this guide

This guide provides you with information on how to borrow Tekla Structures licenses. In addition, solutions to common problems encountered in license borrowing are provided.

The topics in this guide are:

- [License borrowing on page 4](#)
- [Solutions to common borrowing problems on page 9](#)

2 License borrowing

You can borrow an activated license from the license server when you want to work offline. The borrowed license is transferred from the license server to your computer, so it is not available for other users during the borrowing. You do not need to borrow a license for offline usage if you have installed a license server on your laptop.

2.1 Starting Tekla Structures License Borrow Tool

Tekla Structures License Borrow Tool is used for license borrowing. You can download and install the latest **Tekla Structures License Borrow Tool** on [Tekla Downloads](#) product download page. The installer is also available on the Tekla Structures installation DVD.



You can use the same **Tekla Structures License Borrow Tool** to borrow licenses for different Tekla Structures versions.

To run **Tekla Structures License Borrow Tool**:

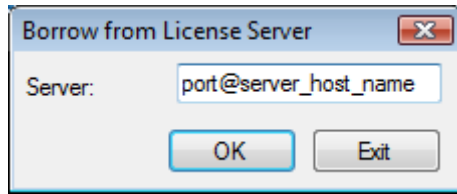
1. Click **Start --> All Programs --> Tekla Structures License Borrow --> Tekla Structures License Borrow Tool** .

The **Borrow from License Server** dialog box opens.

2. Enter the host name of the license server in the **Server** box. You can also enter the port number with the host name. Click **OK**.



You need to enter the same host name in the **Connect to License Server** dialog box when you start Tekla Structures.



Tekla Structures License Borrow Tool opens.

Selecting language

You can change the language of the **Tekla Structures License Borrow Tool** user interface.

To change the language:

1. Click **Language...**
2. Select a language from the list.

Accessing help

Use the **F1** key to access the help. Use the following tabs to navigate the help in different ways:

- Contents - Books
- Index - Alphabetical list of keywords
- Search - Use for searching topics
- Favorites - Use for adding topics to your list of favorites.

You do not need an Internet connection to use the help.

2.2 Opening the product ID file

When **Tekla Structures License Borrow Tool** starts, it automatically opens the `standard.tpi` file that is in the `..\TeklaStructures\License\Borrow` folder. If your license server administrator has informed you to use a different product ID file for borrowing licenses, you need to open the file to be able to use it.

To open the product ID file:

1. Click **Open....** The **Select Product ID file** dialog box opens.
2. Select the product ID file to be opened.

3. Click **Open** to open the product ID file.



The **Products** area in **Tekla Structures License Borrow Tool** is updated.

2.3 Borrowing a license from the license server

You can borrow licenses from the license server when you want to work offline. Borrow the license on the same computer that you will use for offline work.

To borrow a license:

1. Close Tekla Structures.
2. Click the **Borrow Until** box and select the expiration date of the borrowing from the calendar.

Products					
Borrow Until	Configuration	Version	Activation ID In Use	Start Date	Expiration Date
19.5.2012 	SteelDetailingL...	18		1.5.2012	31.5.2012

The maximum borrowing period is one month.



3. Click the **Borrow** button to borrow the license.

The borrowing progress is displayed on the **Borrowing License(s)** dialog box. After successful borrowing, the **Borrowed Licenses** area displays the borrowed license.

4. To ensure that the borrowing succeeded, disconnect your computer from the license server and start Tekla Structures with the borrowed license.

2.4 License information on Tekla Structures License Borrow Tool

The **Products** area displays information on licenses:

Products					
Borrow Until	Configuration	Version	Activation ID In Use	Start Date	Expiration Date
19.5.2012 	SteelDetailingL...	18		1.5.2012	31.5.2012

Column	Description
Borrow Until	Used for borrowing licenses.
Configuration	The name of the configuration.
Version	The version number of the configuration.
Activation ID In Use	Indicates whether the activation ID is used for borrowing. The box is checked only if you are using an exported product ID file.

Column	Description
Start Date	The date when the license came into effect.
Expiration Date	The date when the license expires. If the license is permanent, the word Permanent is shown instead of the expiration date.

The **Borrowed Licenses** area displays information on borrowed licenses:

Borrowed Licenses						
Return	Trust Status	Enabled	Configuration	Version	Borrow Until	Borrowed From
<input type="checkbox"/>	H T R		SteelDetailing...	18	19.5.2012	Z-MAME

Column	Description
Return	Used for returning licenses.
Trust Status	The Host (H), Time (T) and Restore (R) Trust Status. Green symbol indicates that information is trusted. Red symbol indicates that information is not trusted. If any of these are not trusted, the license cannot be used. <ul style="list-style-type: none"> • Host indicates whether the server has been moved from one computer to another or the computer hardware has radically changed. • Time indicates whether the system clock has been tampered with. • Restore indicates whether the license is obtained from a backup copy.
Enabled	Indicates whether the license is enabled or disabled. For example, a license may be disabled if there is a disconnection during the activation. A disabled license cannot be used.
Configuration	The name of the configuration.
Version	The version number of the configuration.
Borrow Until	The date when the borrowing expires.
Borrowed From	The license server from where the license is borrowed.

2.5 Returning a borrowed license

You can return a borrowed license back to the license server before the expiration date.

A borrowed license is automatically available on the license server on the day following the expiration date. However, the **Borrowed Licenses** area in **Tekla Structures License Borrow Tool** is not automatically cleared. You need to return the expired license to the license server to update the **Borrowed Licenses** area. We recommend that you return the expired licenses to clean the **Tekla Structures License Borrow Tool** after borrowing.

To return a license:

1. Ensure that you are connected to the license server.
2. Close Tekla Structures.

3. Select the **Return** check box in the **Borrowed Licenses** area to select the license for returning.
4. Click the **Return** button to return the license.

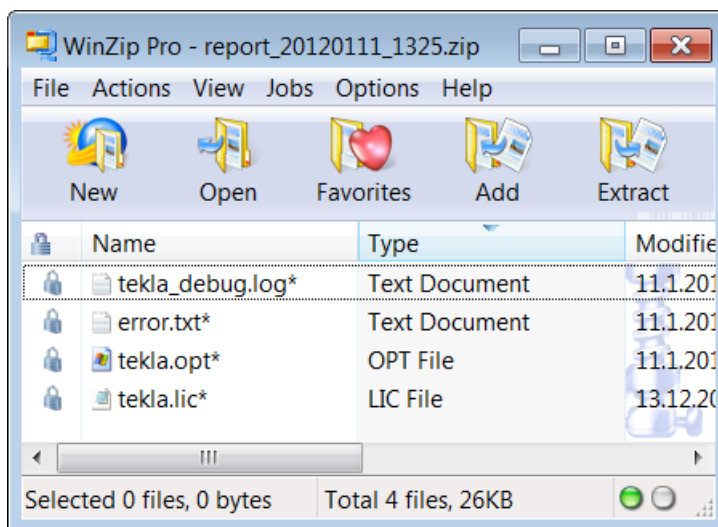
After successful returning of licenses, the **Borrowed Licenses** area is updated.

3 Error reports in license borrowing

If you have problems with borrowing licenses or returning borrowed licenses, **Tekla Structures License Borrow Tool** displays an error message in the **Borrowing License(s)** or **Returning Borrowed License(s)** dialog box.

You can view a more descriptive error report by clicking the **View...** button.

Tekla Structures License Borrow Tool automatically creates a package of all necessary files that are required for diagnosing the problem. Click the **Browse...** button to view the folder containing the error report package. You can send the package to your local Tekla Structures helpdesk to get help.



Error codes The error codes presented later in this chapter refer to the codes in the error report (`error.txt`).

3.1 Solutions to common borrowing problems

This chapter provides solutions to common problems encountered in borrowing licenses.

Case Problem: Unable to select a date from the calendar in the **Borrow Until** box.

Reason: The maximum borrowing period is one month.

Solution: Select a date that is within one month from the date of borrowing.

Case Error code: (50041)

Problem: License borrowing fails.

Reason: You are not connected to the license server.

Solution: There are several things you need to check:

- Check that your network connection is working.
- Restart **Tekla Structures License Borrow Tool** and check that you have entered the correct license server information in the **Borrow from License Server** dialog box.

Case Error code: (50035)

Problem: License borrowing fails.

Reason: You tried to borrow a license that is not activated on the license server.

Solution: Ask your license server administrator about the activated licenses on the license server.

Case Error code: (50036)

Problem: License borrowing fails.

Reason: You are not allowed to borrow the license.

Solution: Do one of the following:

- Ask your license server administrator for the rights to borrow the license.
- Borrow another license.

Case Error code: (50018)

Problem: License borrowing fails.

Reason: The options file is in use but an exported product ID file is not used for license borrowing.

Solution: Ask your license server administrator to send you an exported product ID file.

Case Error code: (50033)

Problem: License borrowing fails.

Reason: The `INCLUDE` keyword in the options file prevents the borrowing of the configuration.

Solution: Ask your license server administrator to add a dummy user into the group of the included users to enable the borrowing.

Case Error code: (50037)

Problem: License returning fails.

Reason: You tried to return the license to a different license server where it was borrowed from.

Solution: You need to return the license to the same license server where it was borrowed from. Do the following:

1. Restart **Tekla Structures License Borrow Tool**.
2. In the **Borrow from License Server** dialog box, enter the name of the license server where you originally borrowed the license from. Click **OK**.
3. Return the license.

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