

# Renishaw Licence Manager

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# Introduction

Renishaw Licence Manager allows you to activate and return software licences for Renishaw products.

This guide gives an overview of Renishaw Licence Manager. If you require further assistance, contact your local Renishaw office: [www.renishaw.com/support](http://www.renishaw.com/support)

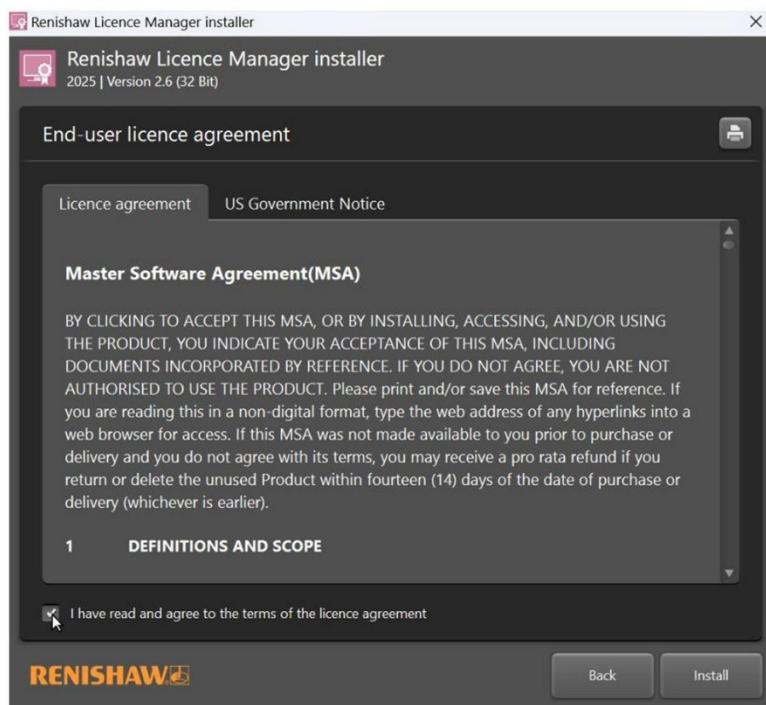
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**NOTE:** Your licence Activation ID can be found on the order confirmation email sent from Renishaw following your software order.

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## Installation

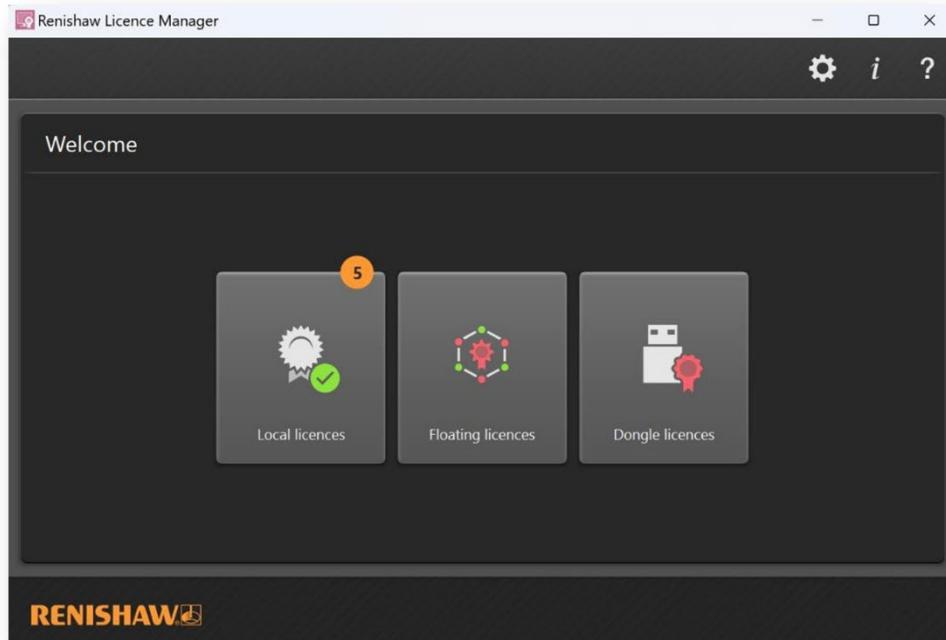
1. Before installing Renishaw Licence Manager, read the **End user licence agreement** and agree to its terms.
2. Click **Install**.



## Welcome screen

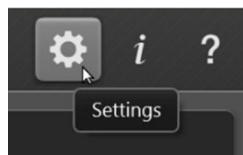
Run the newly installed application. Renishaw Licence Manager opens at the Welcome screen. Here you can choose between three licence formats:

- Local licences (one user, one device)
- Floating licences (multiple users or multiple devices)
- Dongle licences (portable, node-locked licence stored on a physical device)



## Settings

Click the **cog** icon to see the settings menu.



The settings menu allows you to customise the look of the software into either a light or dark theme and change the language to one of 13 supported languages. You can also reset the default configuration of Renishaw Licence Manager.

Click **i** to see the **about** information.

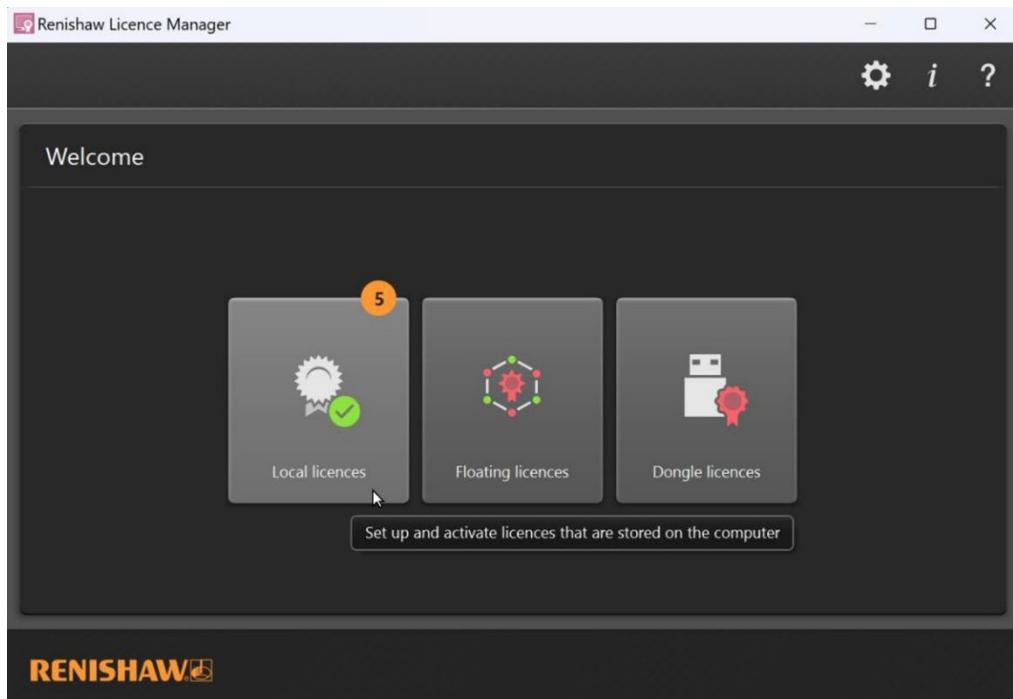


Click **question mark** to see a PDF of this User guide.



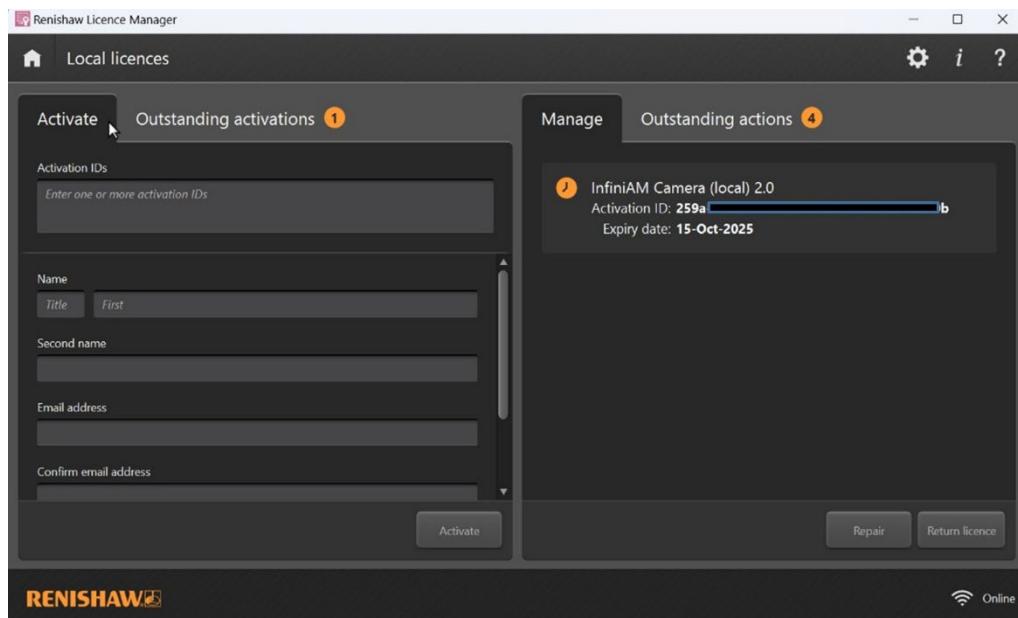
## Local licences

To manage your local licences, click **Local licences**.



## Activating a local licence

1. To activate a local licence, select the **Activate** tab.
2. Complete your Activation ID and contact details. If you have multiple licences to activate, separate each Activation ID with a comma (,) semicolon (;) or a new line.
3. Click **Activate**.



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**NOTE:** Registration allows Renishaw to contact you to provide software updates and support.  
Your details are stored in accordance with our Data Protection Statement:

[www.renishaw.com/dataprotection](http://www.renishaw.com/dataprotection).

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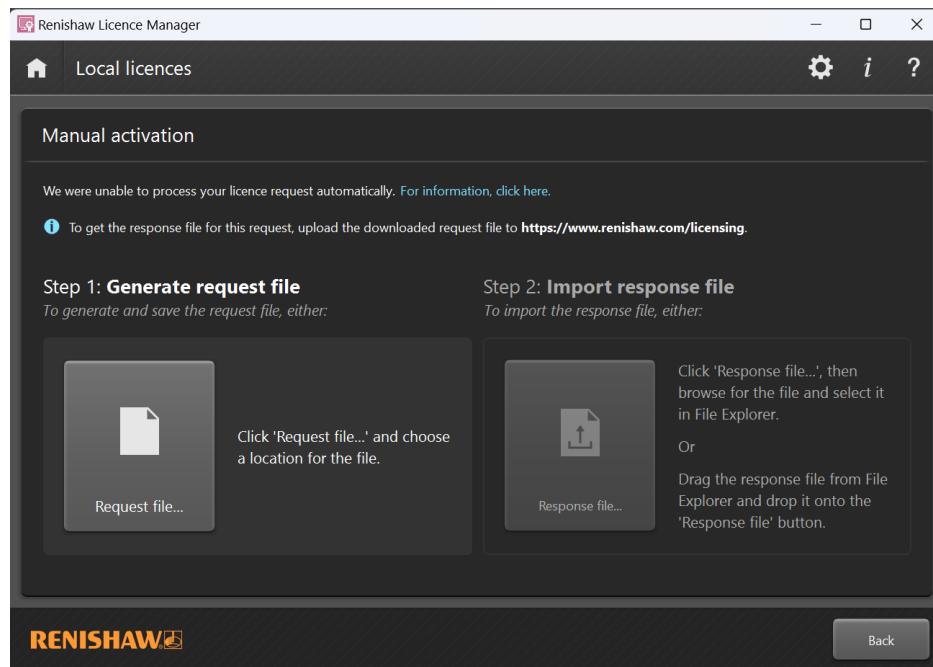
## Activation types

### Online activation (with Internet connection)

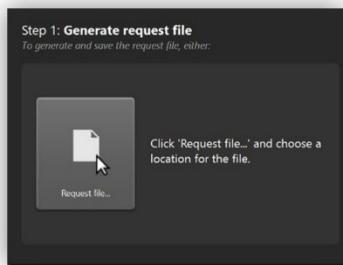
If your computer is connected to the Internet, your software licence activates automatically. The activated licence is displayed in the **Manage** tab.

### Manual activation (no Internet connection)

If your computer is not connected to the Internet, or the application is not able to connect to Renishaw's servers, you need to complete a Manual activation.

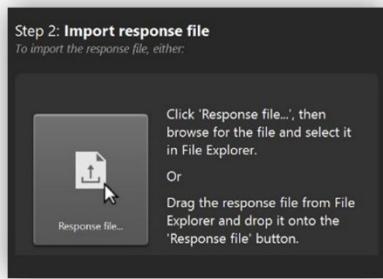


1. Generate and then save the **request file** by clicking **Request file** to open a **Save As** dialogue box. Save the file.



2. Generate a **response file** by using an online computer to upload the **request file** to the Renishaw website: [www.renishaw.com/licensing](https://www.renishaw.com/licensing).

3. Import the response file by either:



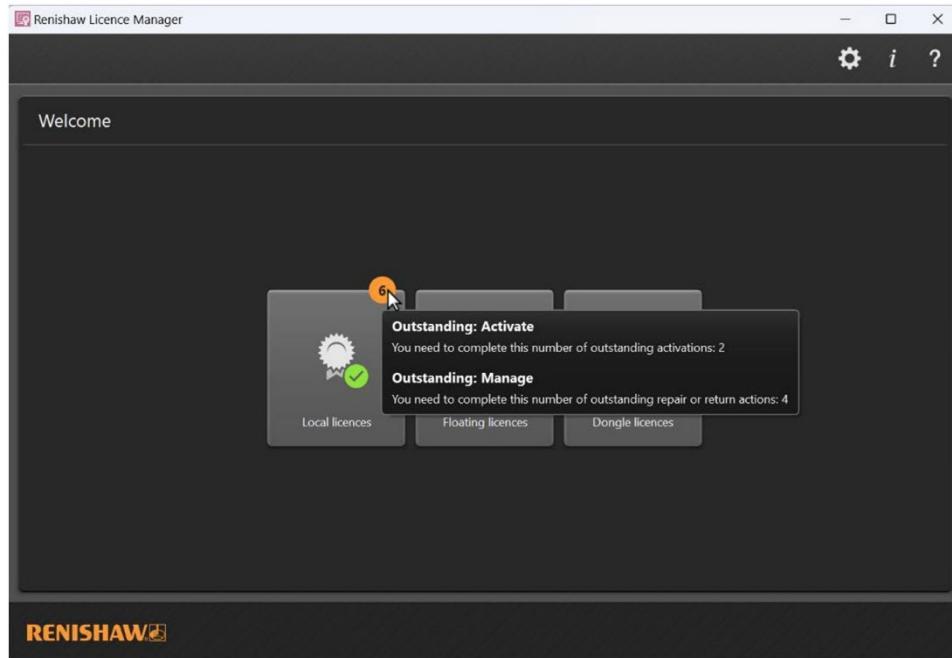
- clicking **Response file** to open a file dialog box and selecting the response file, or
- dragging the file from your computer and dropping it onto the **Response file** icon.

After the response file has been imported your licence will be activated.

## Outstanding manual activations

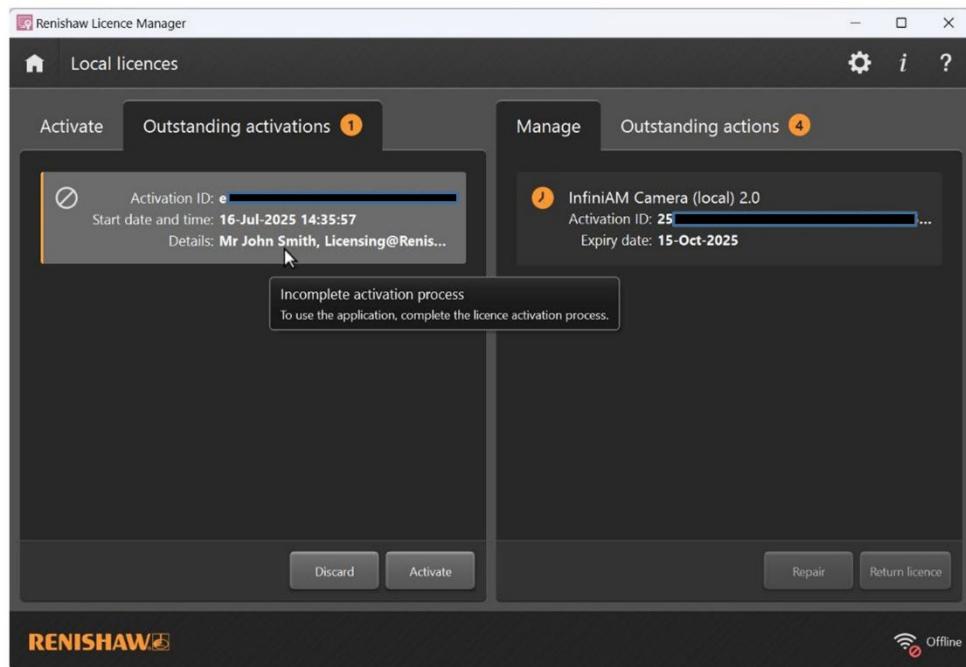
If you are unable to import the **response file** in the same session as you generated the **request file**, Renishaw Licence Manager keeps track of your progress. Return to the outstanding activation at any time and complete the process.

An indicator on the **Local licences** button shows the number of outstanding activations.



## Completing an outstanding activation

To complete an outstanding activation:



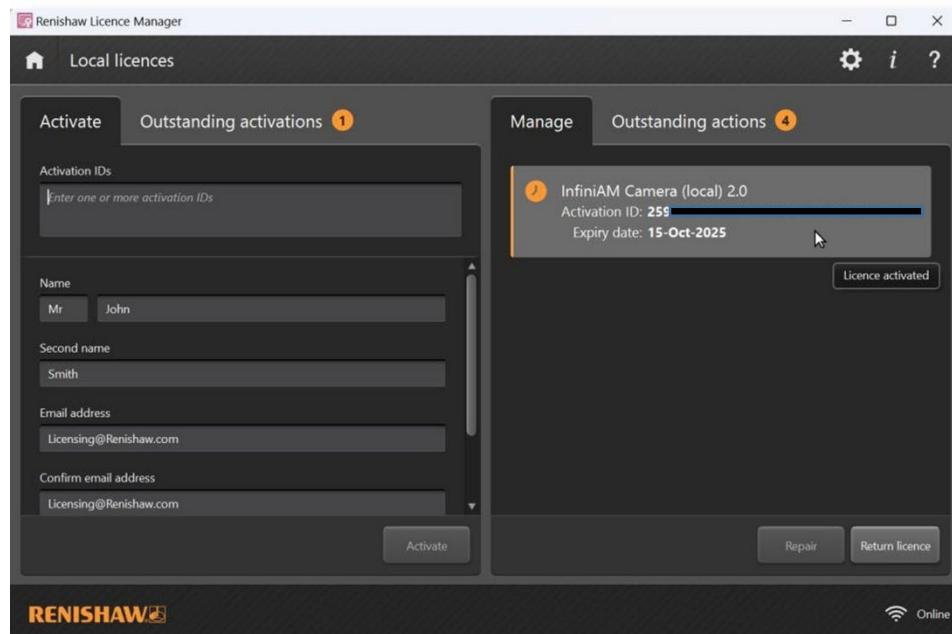
1. Select **Outstanding activations** from the **Local licences** screen.
2. Select the pending licence that you wish to complete.
3. Click **Activate**. If you no longer want to complete the outstanding activation, click **Discard**.

# Managing your local licences

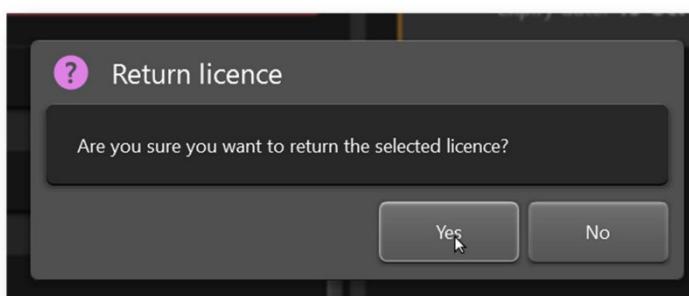
## Transferring a licence

To transfer your Renishaw software product to another computer, you must first return the licence from one computer and then complete a licence activation on the new computer.

1. Select **Manage**.
2. Select the licence that you wish to return.



3. Click **Return licence**.
4. Confirm your action.



If your computer is not connected to the Internet, or the application is not able to connect to Renishaw's servers, you need to complete a **manual return**.

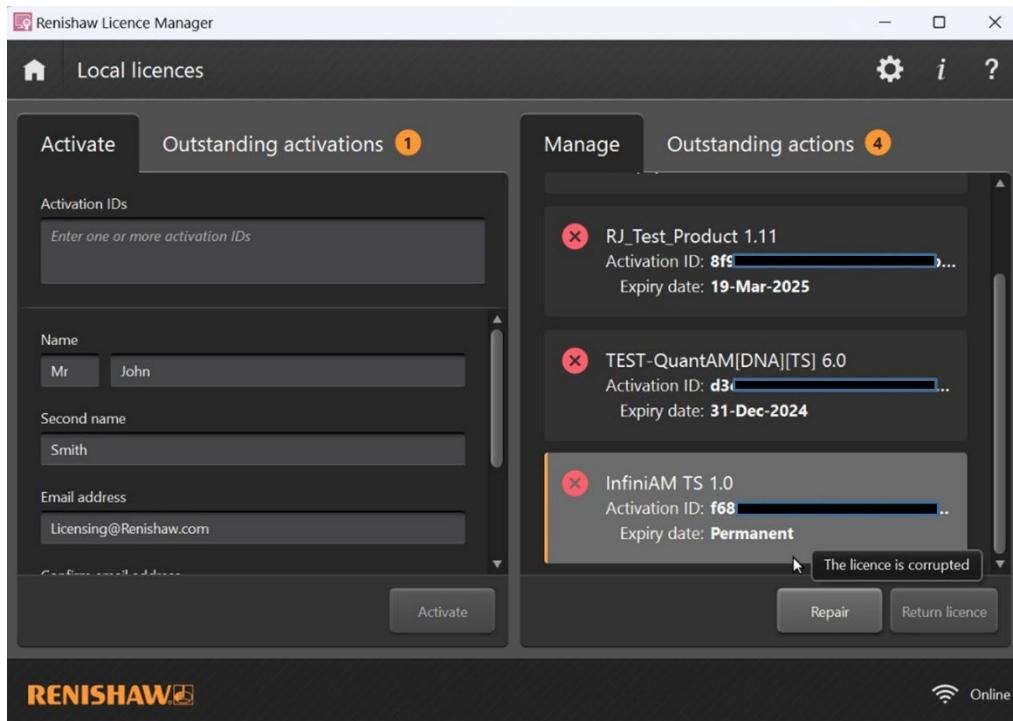
Follow the steps outlined in “Manual activation”.

After returning the licence successfully, activate the licence on another computer by following the steps outlined in “Activating a local licence”.

## Repairing a local licence

If your licence becomes corrupt, you can repair it.

1. On the Local licences screen, select the **Manage** tab.
2. Select the licence that you want to repair.



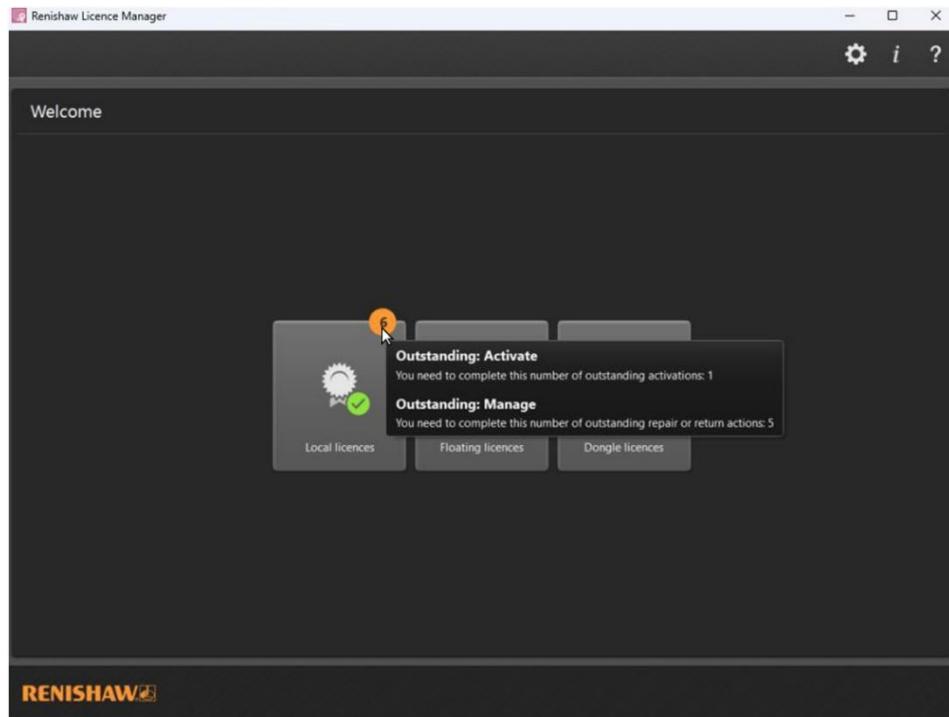
3. Click **Repair**.

If your computer is not connected to the Internet, or the application is not able to connect to Renishaw's servers, you will need to complete a manual repair.

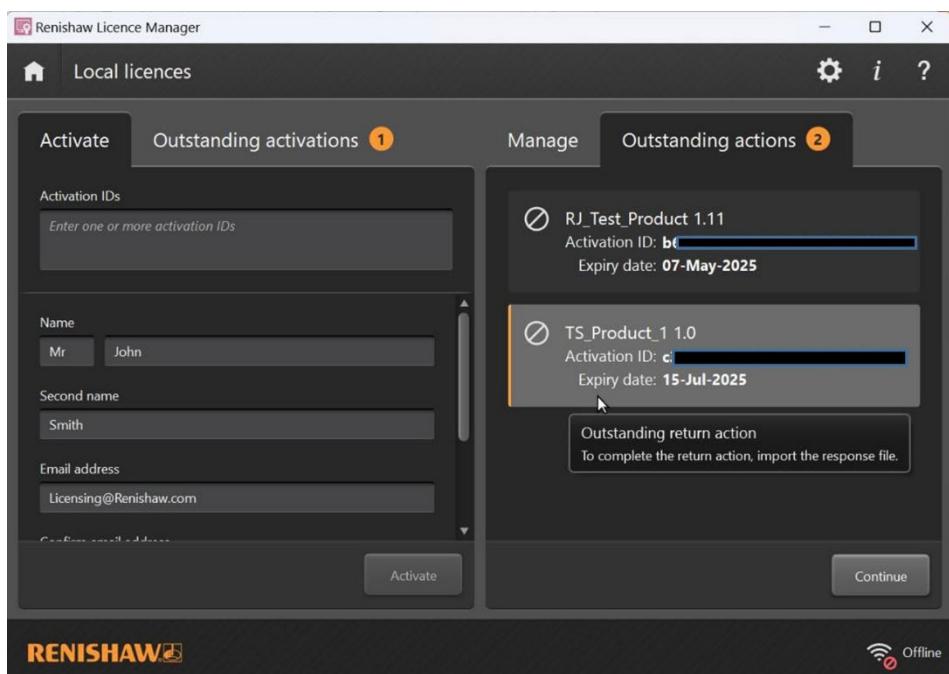
Follow the steps outlined in “Manual activation”.

## Outstanding manual actions

If you are manually repairing or returning a licence, and you could not import the **response file** in the same session as you generated the **request file**, Renishaw Licence Manager keeps track of your progress. You can complete the pending repair or return process at any time. An indicator on **Local licences** on the **Welcome** screen indicates the number of pending repairs or returns.

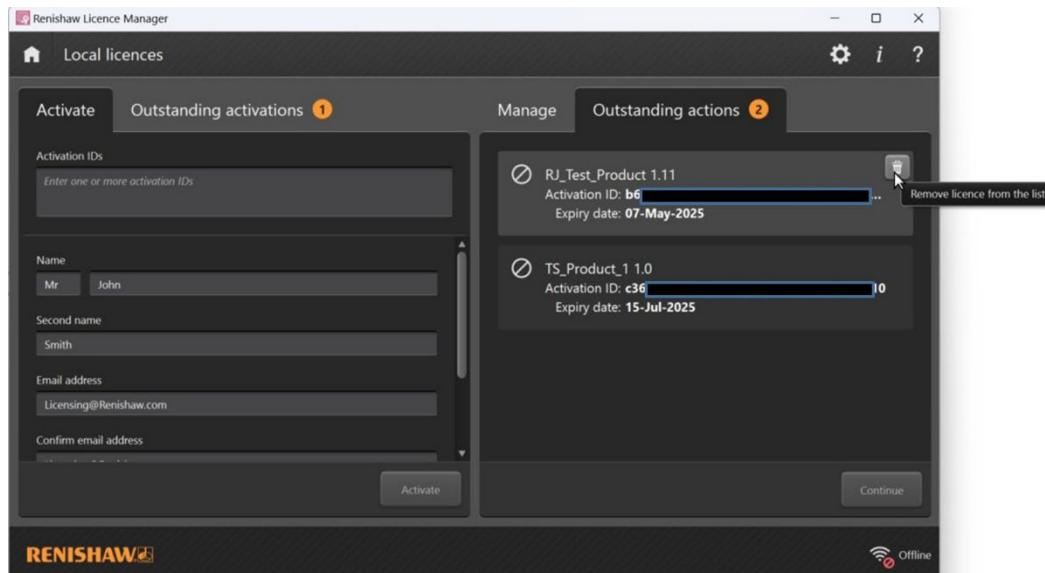


1. Select the **Outstanding actions** tab.
2. Select the outstanding licence and click **Continue**.
3. Follow the steps outlined in **Manual activation**.



## Deleting a local licence

If a return attempt is unsuccessful, then the licence may become inactive. It can be deleted from the system via the **Delete** button.



1. On the Local licences screen, select the **Outstanding actions** tab. The delete icon appears when you point to a licence that can be deleted.
2. Click **delete** to remove the licence from the Outstanding actions.

If the licence is valid, it can be reactivated on the same machine after deletion.

# Dongle licences

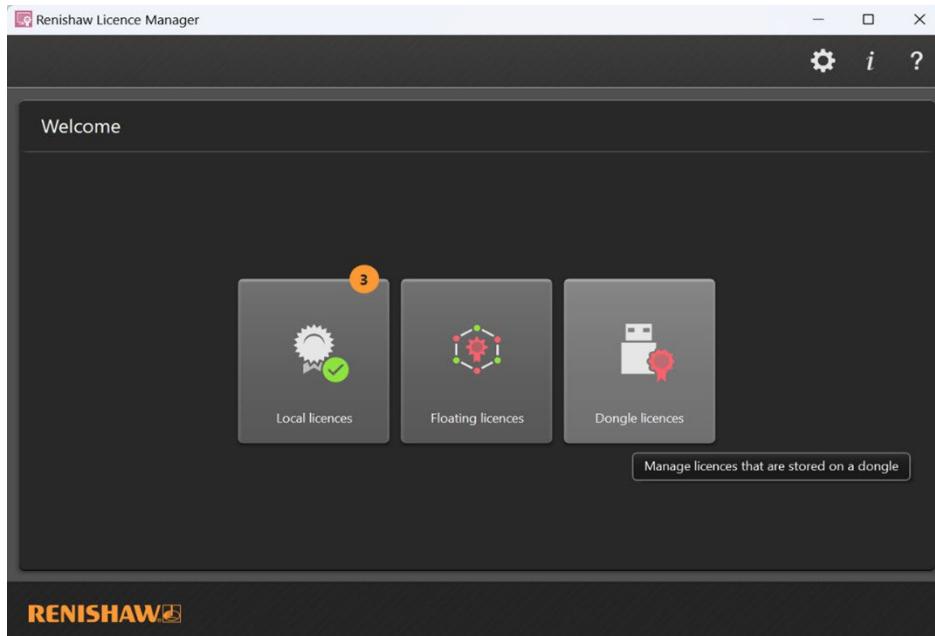
## Activating a dongle licence

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**NOTE:** Renishaw MODUS™ 2 licence cannot be activated from a black dongle.

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To activate a dongle licence, open Renishaw Licence Manager and click **Dongle licences**.

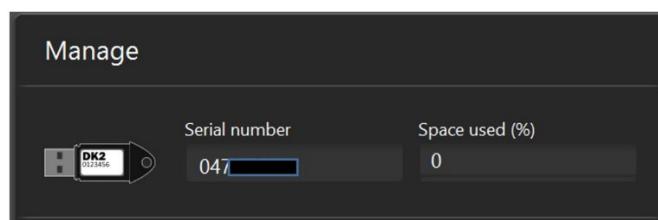
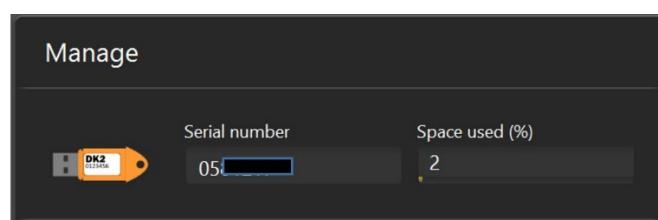
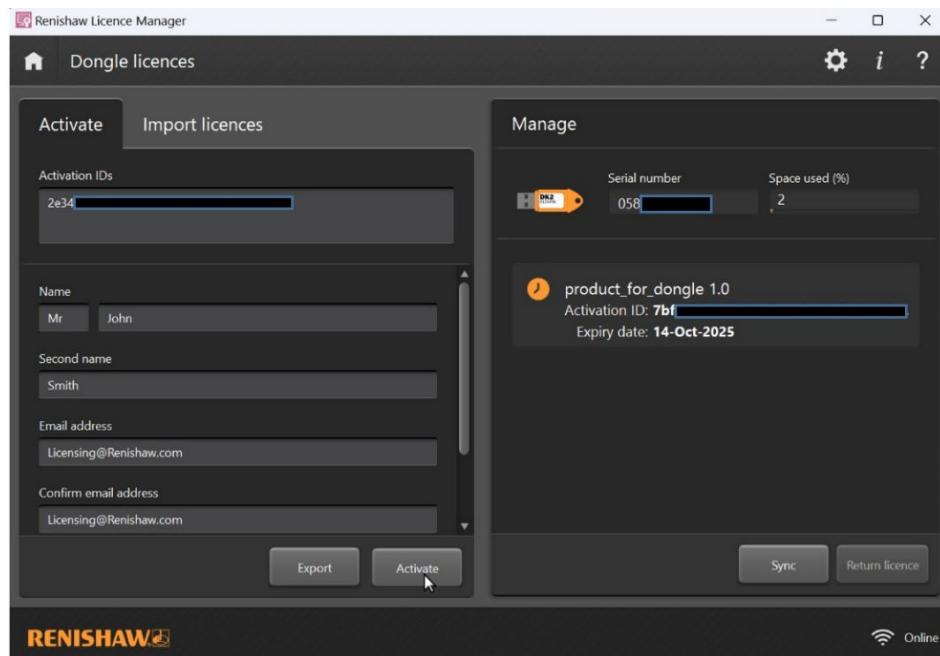


You now have two options depending on whether your computer system is connected to the Internet.

## Online activation (with Internet connection)

1. Plug the dongle into your USB port.
2. Select the **Activate** tab.
3. Enter the licence Activation ID, your name, and contact details.
4. Click **Activate**.

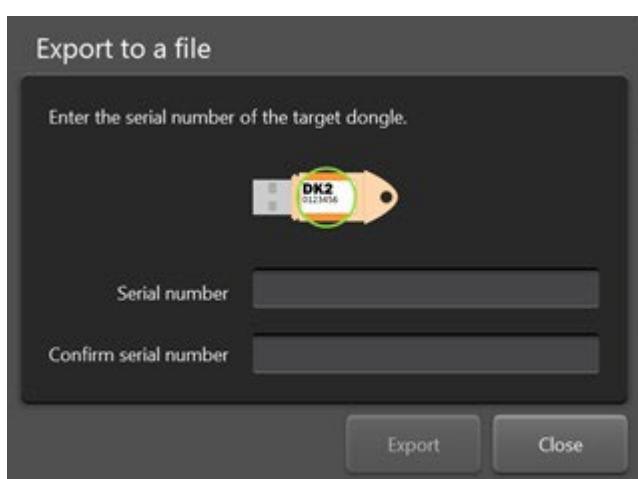
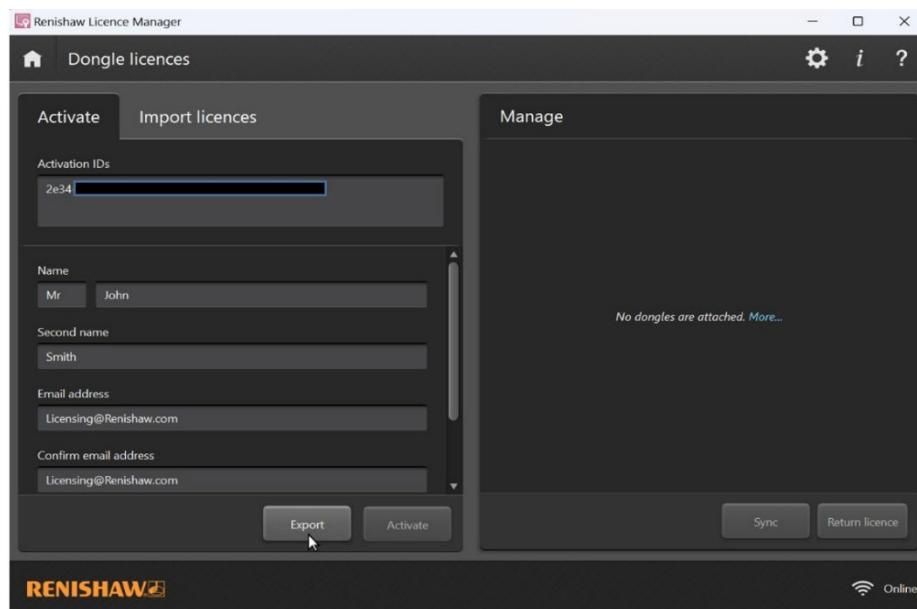
Information about your licence is displayed in the **Manage** panel on the Dongle licences screen.



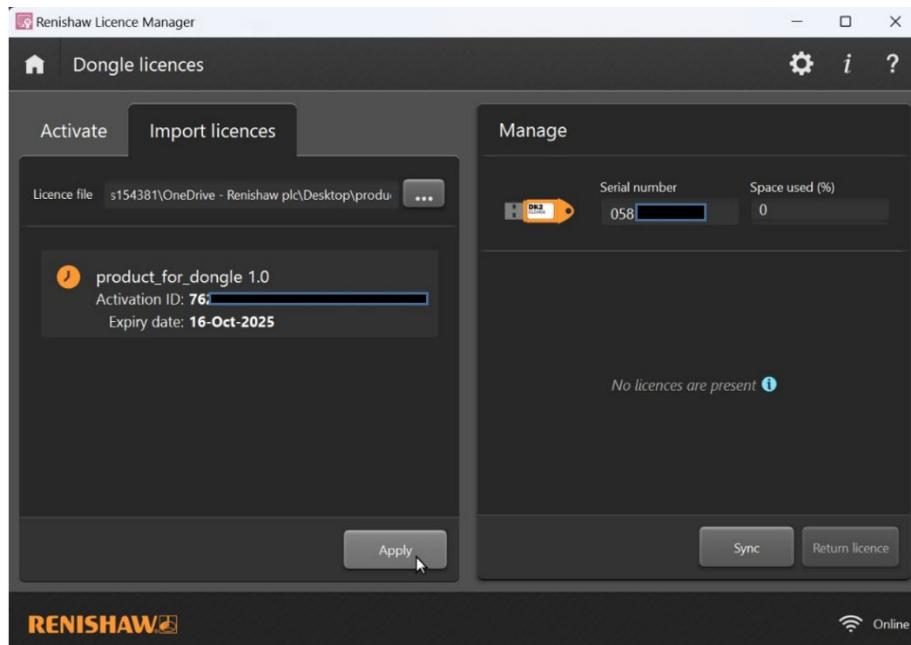
## Manual activation (no Internet connection)

**NOTE:** You will need a second computer system that is connected to the Internet with Renishaw Licence Manager already installed.

1. Note the serial number on the dongle.
2. Open Renishaw Licence Manager on a second computer system with Internet connection.
3. Select the **Activate** tab.
4. Enter the licence Activation ID, your name, and contact details.
5. Click **Export**.



6. Enter the dongle serial number. Confirm the serial number. Click **Export**.
7. Save the exported file and transfer it to the offline computer system.
8. Open Renishaw Licence Manager on the offline computer system.
9. Select **Dongle licences**.
10. Plug the dongle into the computer's USB port.
11. Select **Import licences**.

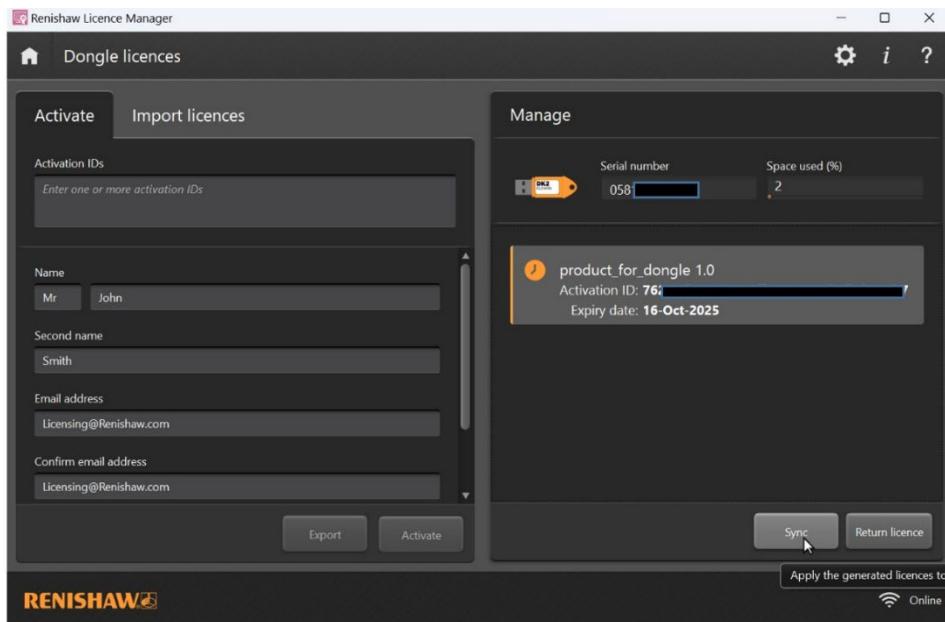


12. Click browse .
13. Import the folder with the dongle licence that you transferred from the first computer.
14. Select the licence file that now appears in the window and click **Apply**.
15. Your activated licence is displayed in the **Manage** tab.

## Syncing dongle licences

When a licence has been generated for a connected dongle, you can apply it to the dongle using the **Sync** option. Your computer must be connected to the Internet to do this.

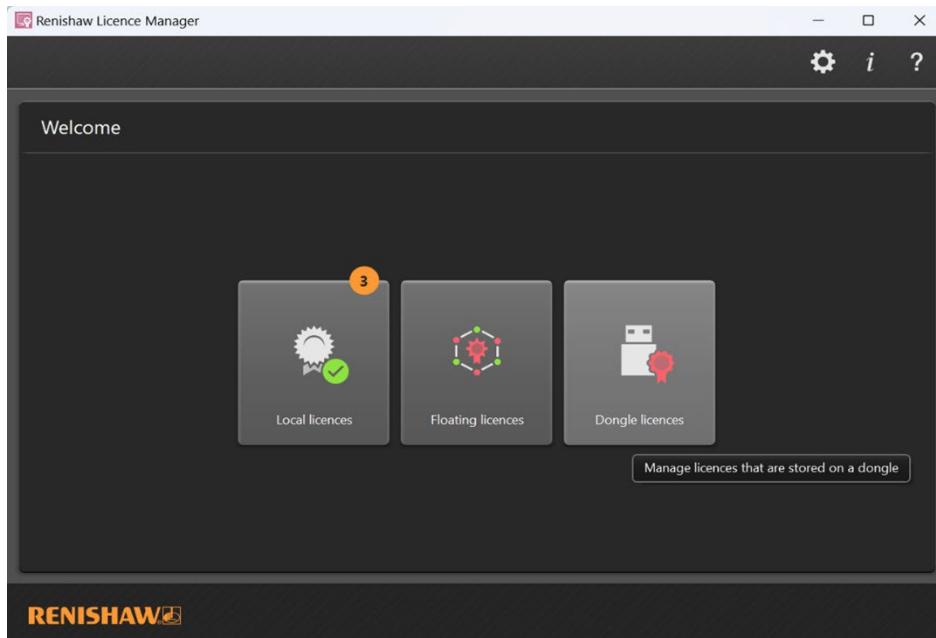
1. Plug the dongle into your computer's USB port. If any licences already exist on the dongle, they will appear in the **Manage** section on the **Dongle licences** screen.



2. Click **Sync** to sync all available valid licences to the attached dongle. This also removes any invalid licences from the dongle.

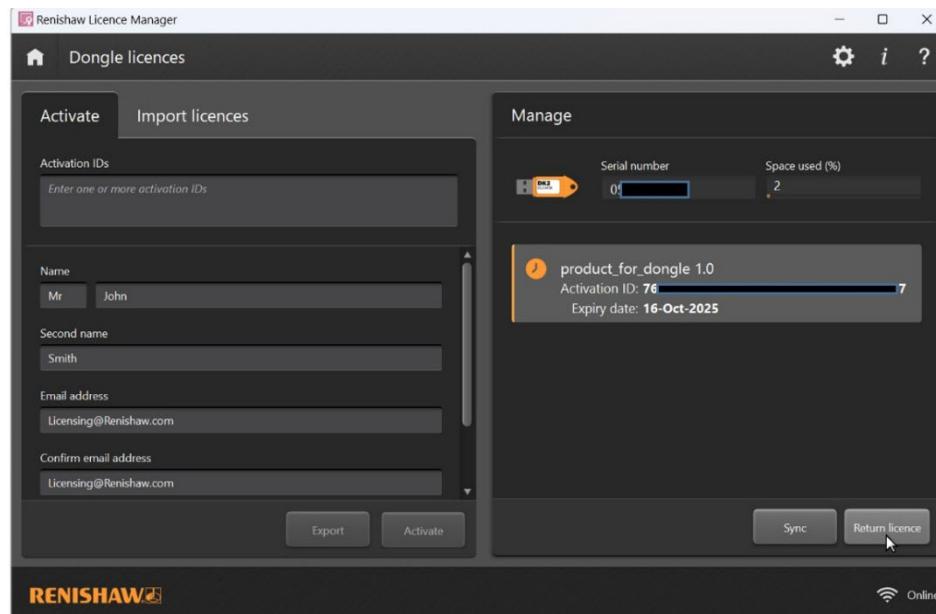
## Returning a dongle licence

To return a dongle licence, open Renishaw Licence Manager and click **Dongle licences**.



**NOTE:** Only one licence can be returned at a time.

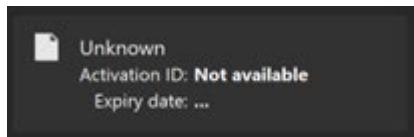
1. Plug the dongle that contains the licence you wish to return to the Renishaw Licence Server into your computer's USB port.



2. In the **Manage** tab select the licence to be returned.
3. Click **Return licence**.

## Unknown licences

If the licence was written in an older format, then the licence is shown as **Unknown**.



If the licence shows as **Unknown**, click **Sync**. This updates the licence with the new format and adds any new licences for the connected dongle if they are available.

## Transferring a dongle licence

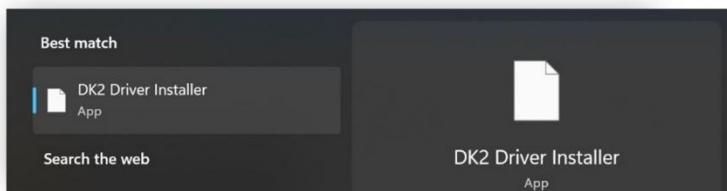
To transfer a licence from one dongle to another, it must first be returned from the original dongle and then activated on the new dongle.

1. Follow the steps outlined in “Returning a dongle licence”.
2. Follow the steps outlined in “Online activation”.

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**CAUTION:** A dongle licence remains disabled if the DK2 dongle driver is not installed. Install the driver from the Start menu. Restart Renishaw Licence Manager after installation.

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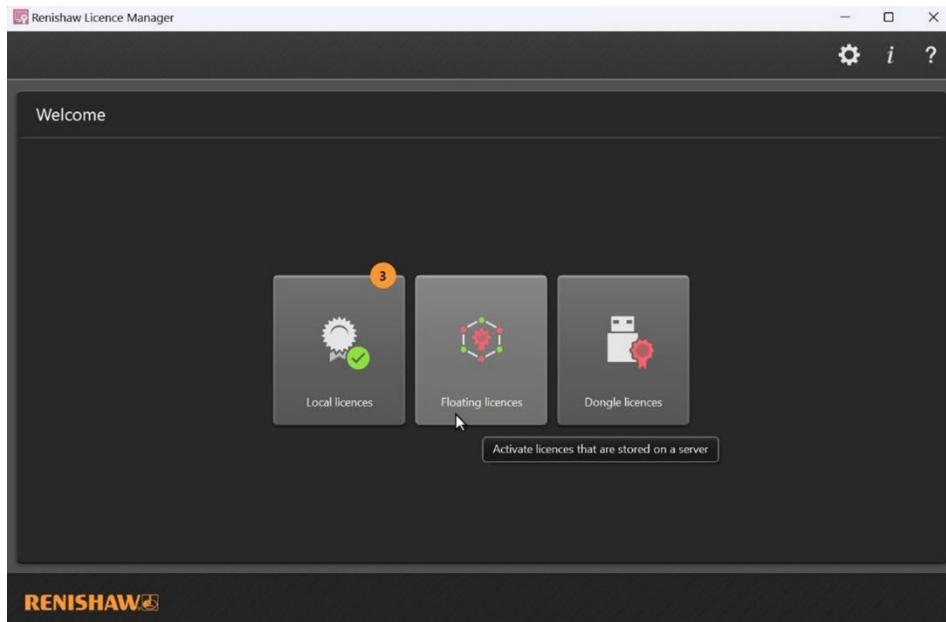


# Floating licences

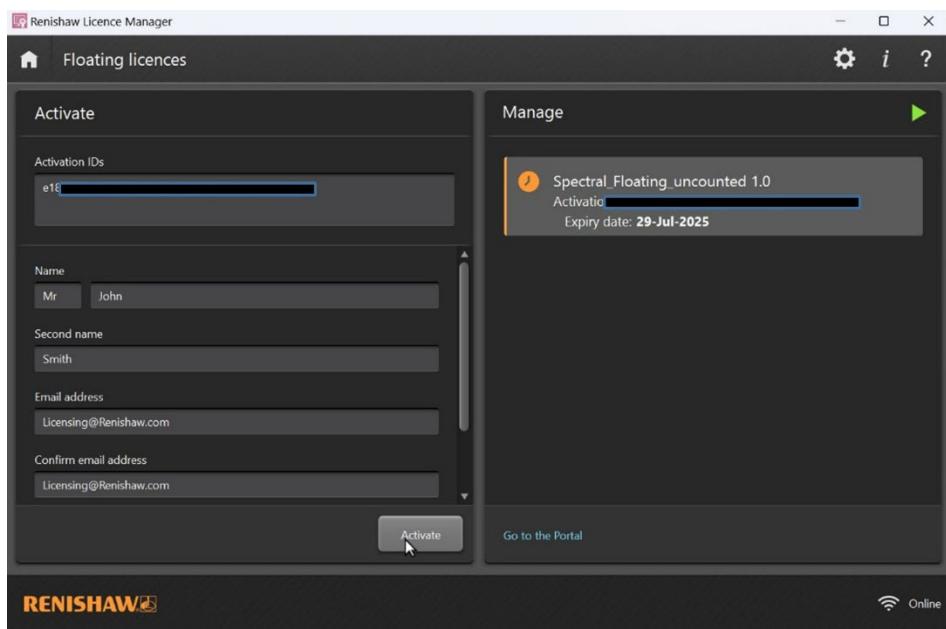
## Activating a floating licence

To activate a floating licence:

1. Click **Floating licences** from the **Welcome screen**.



2. In the **Activate** tab, enter the licence Activation ID, your name, and contact details.

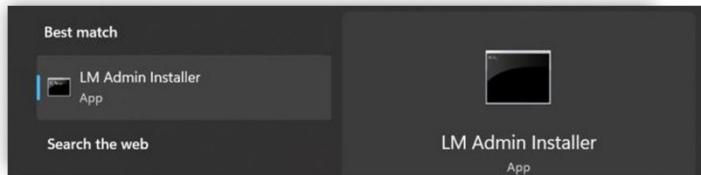


3. Click **Activate**.

The activated licence displays under the Manage tab. If Licence Server Manager is already running, a system restart may be required. Refer to the “Manually starting LMADMIN service” steps to restart the service.

# Installing Licence Server Manager (LMADMIN) service

After you have a floating licence activated on your computer system, you need to install the Licence Server Manager admin service.



1. Open your Start menu to find a shortcut to LM Admin Installer.
2. Run this shortcut as an Admin.

The installation process starts and installs the service. The installer automatically closes once the installation is successful.

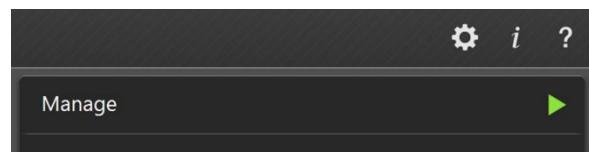
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**NOTE:** The LMADMIN service will start automatically.

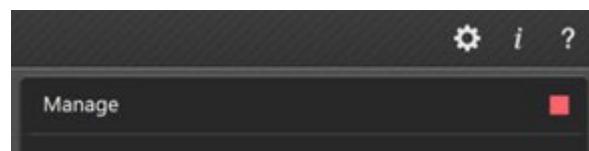
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## Manually starting LMADMIN service

If the service has been stopped, or is not running, you can start the LMADMIN service from its start button. The start button is the **green play** icon in the top-right corner of the Floating licences screen.

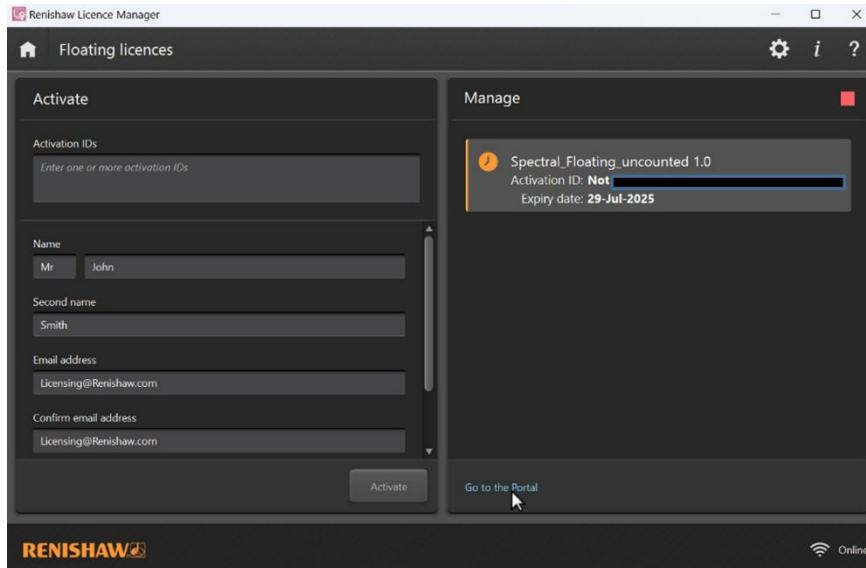


Once the service starts, the button changes to **Stop** (red square icon).

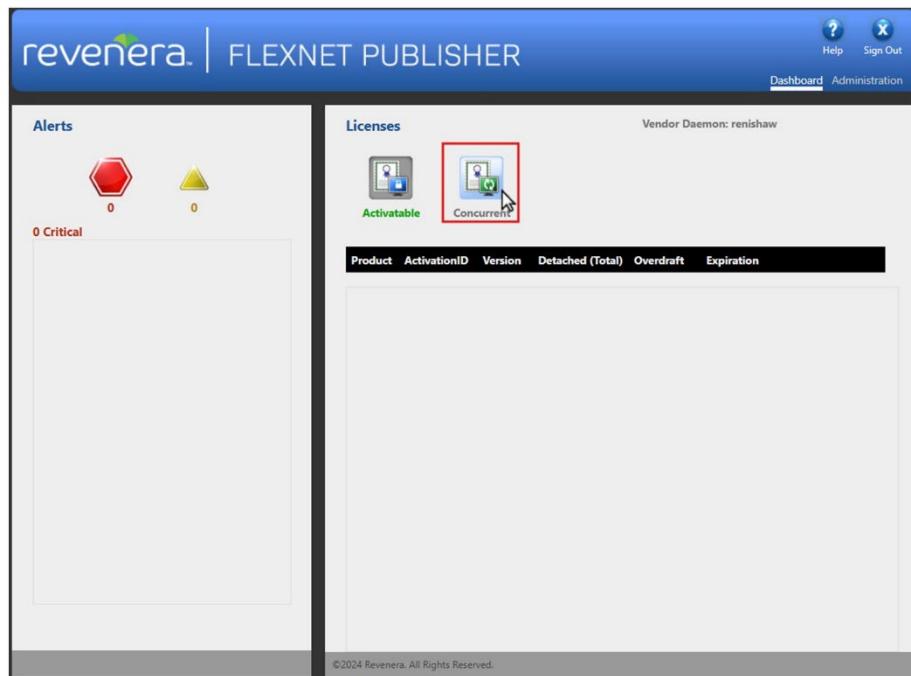


## Navigating to Licence Manager Server Portal dashboard

Once the LMADMIN service is running, click **Go to the Portal** to open the dashboard.



The LMADMIN dashboard opens in your default web browser.



Click **Concurrent** on the dashboard to see all available licences and the count available for the corresponding licences.

Licenses

Vendor Daemon: renishaw

Activatable Concurrent

Feature	Version	In Use (Available)	Expiration
▼ <a href="#">spectral_api</a>	1.0	0 (1)	2025-07-29

# Troubleshooting

## LMADMIN dashboard

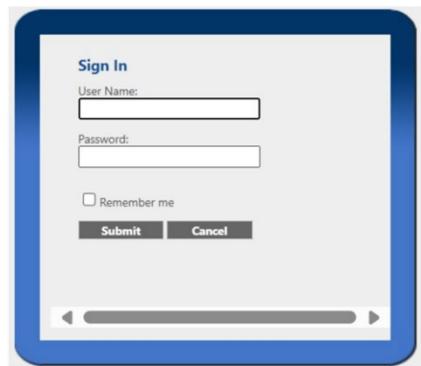
Select the **Administration** tab in the top right corner to access the administrator settings.



Enter your username and password.

The default username is 'admin' and the default password is 'admin'.

The portal asks you to change the password on logging in for the first time.

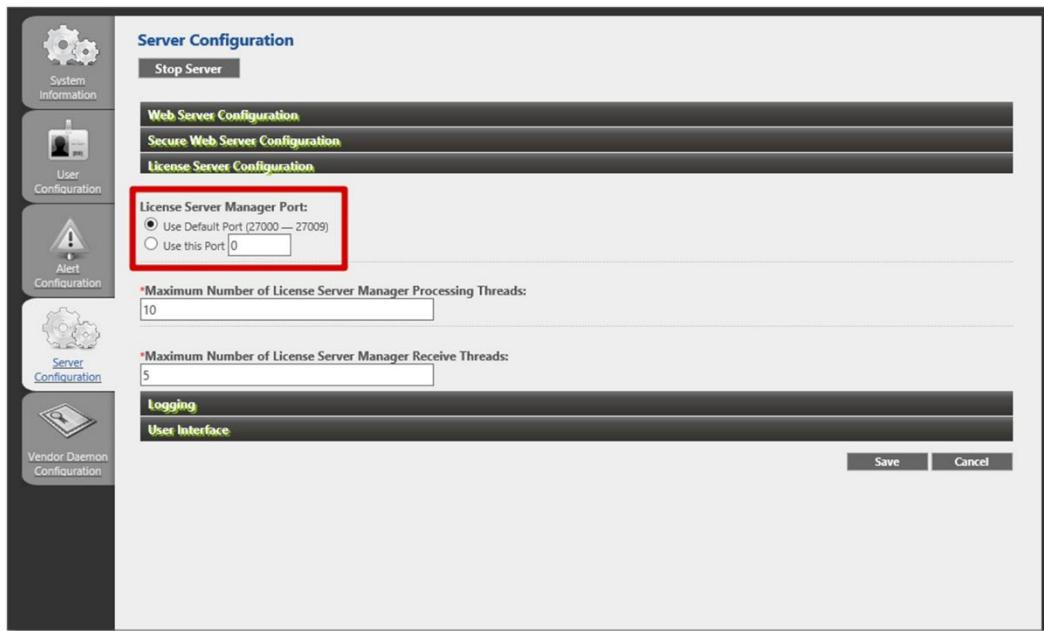


The first tab gives you information about your computer system on which the Licence Server Manager is running.



## Changing the port

Your computer system may not verify a floating licence if its TCP/IP port is occupied by another process. In this case you will need to change port configuration.



1. Select the **Server Configuration** tab to see the Server Configuration.
2. Click **Licence Server Configuration**. Here you can see the radio buttons to choose the default port or to select a port.
3. Select **Use this Port** and enter your port number.

## **Unable to view floating licences on Portal**

If a floating licence is activated after starting Licence Server Manager, it may not be visible on the Portal. The Licence Server Manager needs refreshing to display these licences. This is done by reinstalling the Server.

Follow the steps outlined in “Installing Licence Server Manager (LMADMIN) service”.

## **Power management on Licence Server**

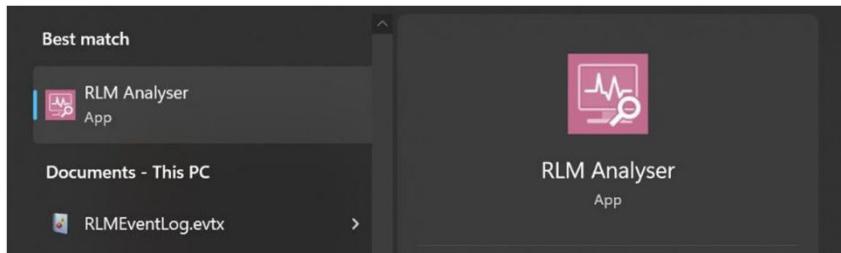
Your computer system can lose connection with the Licence Server Manager if the server machine is down due to power management issues. If this happens:

1. Right-click the **network adapter** icon in the system tray or go to Control Panel > Network and Sharing Center.
2. Select **Settings** or **Manage network connections**.
3. Right-click the network adapter used for connecting to the Licence Server.
4. Click **Properties**.
5. In the Properties window, click **Configure**.
6. In the Properties dialog box for the network adapter, select the **Power Management** tab.
7. Uncheck the option **Allow the computer to turn off this device to save power**.
8. Click **OK** or **Apply** to save the changes.
9. Close the **Network Connections** or **Network and Sharing Centre** window.

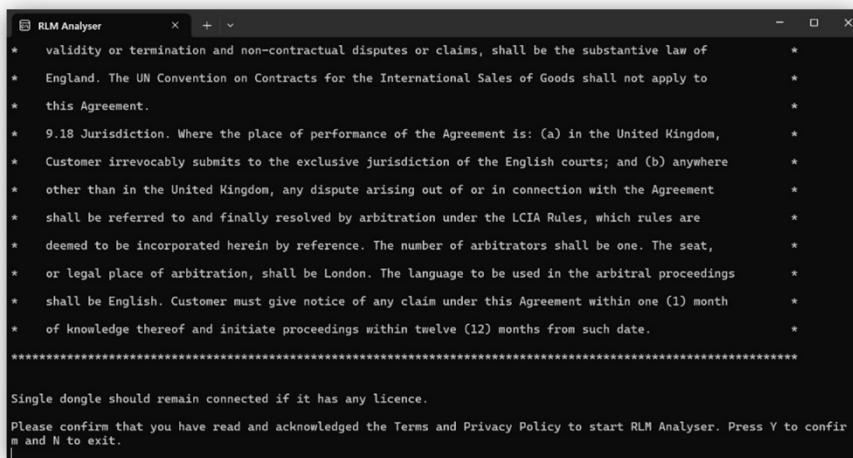
# RLM Analyser

If you require more assistance with licensing issues, use the RLM Analyser tool to generate logs. These logs help identify the cause of any errors or problems with Renishaw Licence Manager.

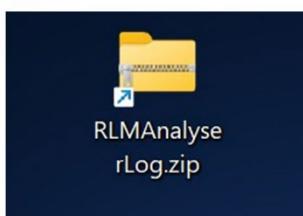
1. Access and launch RLM Analyser from the Windows start menu.



2. Accept the consent by clicking **Y** before generating logs. Logs are displayed and saved on your desktop with the title **RLMAnalyserLog.zip**.



3. Email the **RLMAnalyserLog.zip** file to [licensing@renishaw.com](mailto:licensing@renishaw.com).



## User guide



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