

Assignment of Licenses

Question

How does licensing for Privileged Identity work?

Answer

When you purchase a commercial version of Privileged Identity, you receive a serial number, allowing you to manage a fixed number of systems. To view a dialog where you can see which systems are licensed and which systems are listed in your managed systems list, log into the admin console and go to **Help > License Token Management > License Keys**.

Automatic Licensing vs. Manual Licensing

License keys are automatically assigned to systems. Automatic assignments occur when performing any sort of management action, including running a report or changing a user's password. Also, license keys can be manually assigned. To manually assign a token, select and right-click on the system and click **Assign**.

Note: Refreshing the system information in the admin console does not license a system.

License Key Assignment

License keys are assigned to machine names. If you decommission one machine, replace it with new hardware, and give the new hardware the same name, there is no need to release and reassign the license.

In the **Systems** list, the **Licensed** column displays the current licensing status of the machines as either **Yes** or **No**. The **#Rekeys** column displays the number of times a machine has had a license released and reassigned. The **InAGroup** column displays whether a system is listed in any **Systems** list. The status displays as **Active** if the system is present in a list. If the system is not present in a list, the status displays as **Abandoned**.

Release and Reassign Licenses

If you are retiring a system and its NetBIOS name, you may elect to release and reclaim those licenses for other systems. Whenever you release a machine's license key, the **Rekeyed Systems** counter increases. If you reassign the license to that same system, the **Rekeyed Systems** counter decreases, and the **#Rekeys** column for the system increases. If you repeat this process more times than the allowed number of re-keys set for your environment, your system is locked out of performing any more management actions.

Remove Systems

An easy way to locate systems from which you wish to remove licenses is by sorting the **InAGroup** column and looking for **Abandoned** systems.

IMPORTANT

*As seen in the **Systems** column, license keys are assigned based on unique system names. If you have the same system listed by multiple names, you may be using multiple tokens for the same system, impacting your license availability.*

Note: Refreshing the system information in the admin console does not license a system.

Question

How do I get a new license key?

Answer

License keys are assigned to machine names. If you are moving the software to a machine with a new name or are renaming the original system, please contact Support for a replacement key.

Note: To check if you are eligible for support, log into the admin console and go to **Help > About**. Check the **Support Stops date**.