anylogic

Team License Server

Administrator Guide

THE **AnyLogic**® COMPANY

Team License Server is a server application with a web UI designed for managing team licenses of all AnyLogic products used by one company or a business unit. In addition, it also allows for keeping track of maintenance licenses, the number of product installations running concurrently, and so on.

With the **team license** (also called the **floating license**), multiple users share their access to all capabilities of AnyLogic products. It can be useful for big companies with distributed teams of employees working with them.

Team License Server 3 keeps track of licenses it manages in semi-automatic mode.

With Team License Server available in the network of your company, you can command your desktop product installation to connect to the server and lease a key. If there is a free seat available in the team license, Team License Server issues a key. After that, all capabilities of your product edition will become available to you regardless of the network connection.
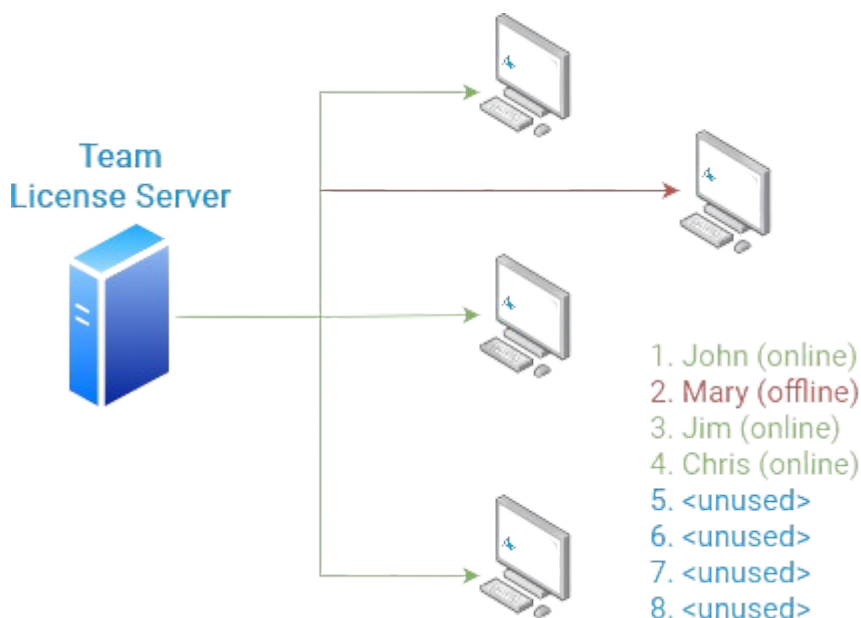
Licenses issued this way have a configurable expiration period. You can also manually free up the seat using the means provided by your product installation.

Team License Server manages floating licenses belonging to a single company. However, individual users can still use their shipments of the product, activated separately.

Product and support service licenses

Team License Server allows for registering newly purchased product licenses and modifying them by extending maintenance, upgrading the license, and adding user seats.

With **active maintenance**, you have full access to:

- Upgrades and updates — enables you to download and install all product versions released during the period of your license.

- Technical support — you can ask AnyLogic support team any questions regarding your products and your models.

With Team License Server, you can easily track team licenses for all your AnyLogic products, plan your work while taking into account the time of the license expiration, and prolong them whenever the need arises.

Installing Team License Server

System requirements

- **OS**: Linux Ubuntu LTS 20 / 22, CentOS Stream 8/9, Red Hat Enterprise Linux 8/9

- **RAM**: 4 GB

- **CPU**: Intel Core i3 or equivalent (Core i5 recommended)

It is recommended that you use the machine with the static IP address. **Ports 8080** and **8443** should be open and available on that machine.

To work with the web interface, you need to have one of the following browsers installed and up-to-date: Google Chrome, Mozilla Firefox, Microsoft Edge. We recommend using Google Chrome for the best experience.

Installation

You should execute all commands described below in your Linux terminal.

1 Navigate to the desired directory to download Team License Server (for example, `cd ~/Downloads`).

2 Create a user account under which the server will run, or choose one of the existing accounts.

3 Make sure this user has **write** permissions in their home directory.

4 Download the Team License Server installer using the following command:

```
sudo wget https://www.anylogic.com/files/ls/anylogic-team-license-server-3.2.x86_64.tgz.bin
```

5 Run the file by executing the following command inside the directory to which you have downloaded the file:

```
sudo bash anylogic-team-license-server-3.2.x86_64.tgz.bin
```

6 The license agreement will appear on the screen. Please read the license agreement and accept its terms. After that, choose where you want to install Team License Server.

> ℹ️ To answer the following questions, please press Enter to apply the default user and folder, or specify the respective names after [] brackets:
> - Do you agree to the above license terms? [yes or no] `Yes`
>
> - Under which user account run AnyLogic Team License Server? `[<current_username>]`
>
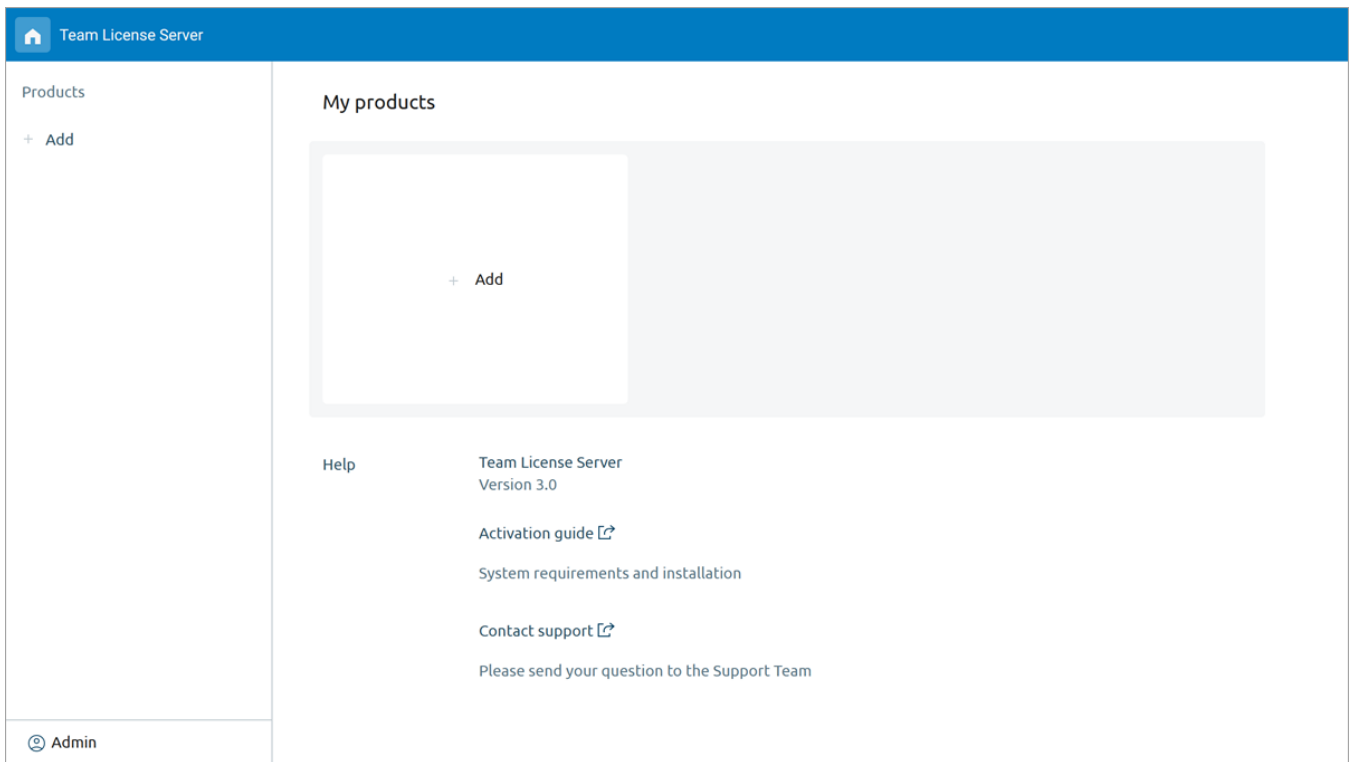> - In which directory do you want to install AnyLogic Team License Server? `[/opt]`

7   Open Team License Server in a browser on the server machine or navigate to `http://<host machine name>:8080` in a browser on another device.
The login page will appear.
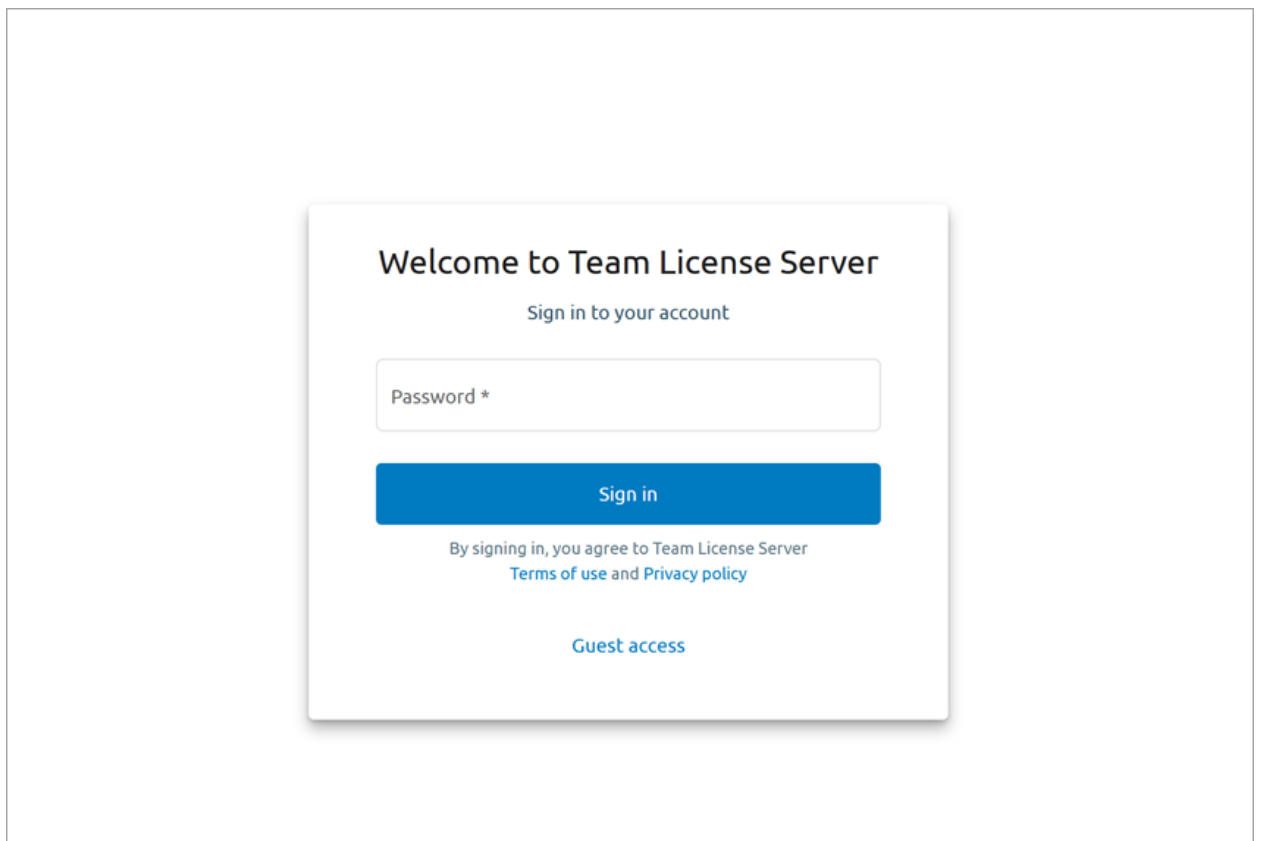
8   Login with the default password:

`admin`

After completing all these steps, you should see the main page of Team License Server:

To authenticate the server administrator, Team License Server uses a password only.

To change the administrator's password

1. Open the main page of Team License Server by navigating to `<host machine name>:8080` in your preferred web browser.

2. Log in using the current password of the administrator. On the freshly installed instance, the password is `admin`.

3. In the bottom left corner of the screen, click **Admin** to expand the menu.

4. Click **Change password**.

5. The **Change password** form will appear:

Change password

Current password *

•••••

New password *

Confirm password

Cancel   Submit

Enter the current password in the **Current password** field.

6   Enter a new password in the **New password** field. The password must contain a
     minimum of 8 characters, but no more than 128 characters.

7   Re-enter the new password in the **Confirm password** field.

> ℹ   Make sure the passwords in the **New password** and **Confirm password** fields
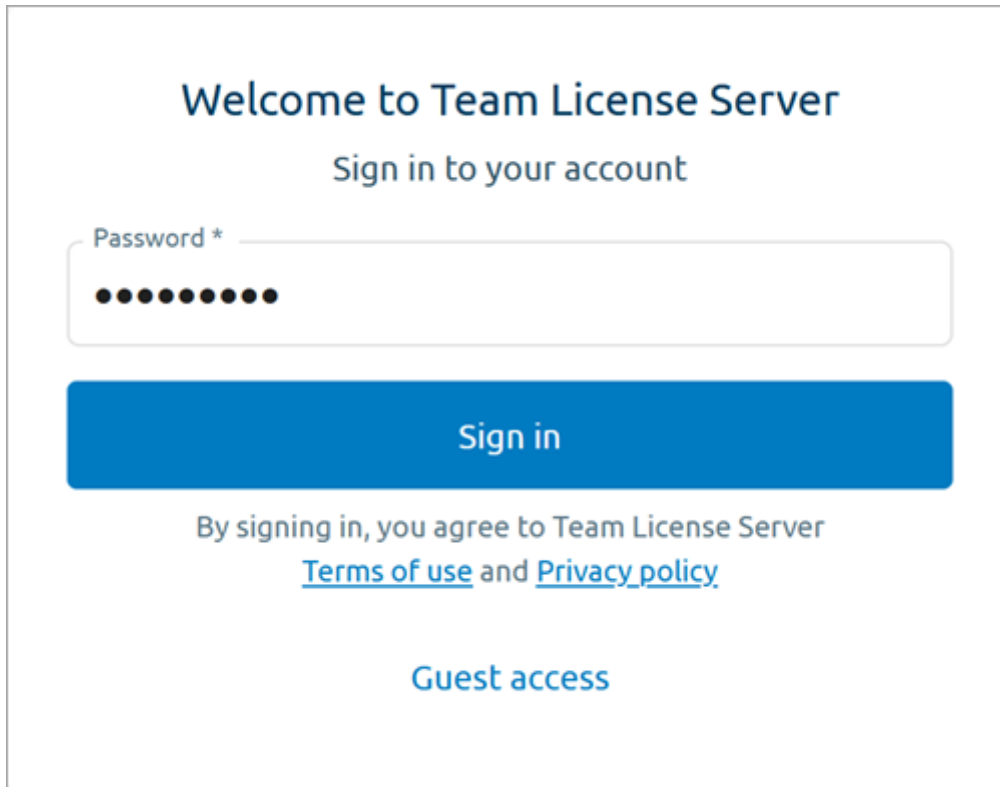>   match.

8   Click **Submit**.

9   If everything is correct, the confirmation box will appear. Click **OK** to close it.

After that, you can proceed to work with Team License Server.

Managing your team licenses

To start managing your products' licenses with Team License Server:

- Navigate to `<host machine name>:8080` in your preferred web browser.

- You will see the authentication form:

- Enter the server administrator's password (`admin` by default) and click **Sign in** to authenticate, or
Click **Guest access** to view Team License Server as a guest.

> ℹ️ Guest users have access to the full information about products added to Team License Server and the current state of team licenses, but they cannot modify any settings.

Team License Server UI

This is how the main page of Team License Server looks when you log in as an administrator:
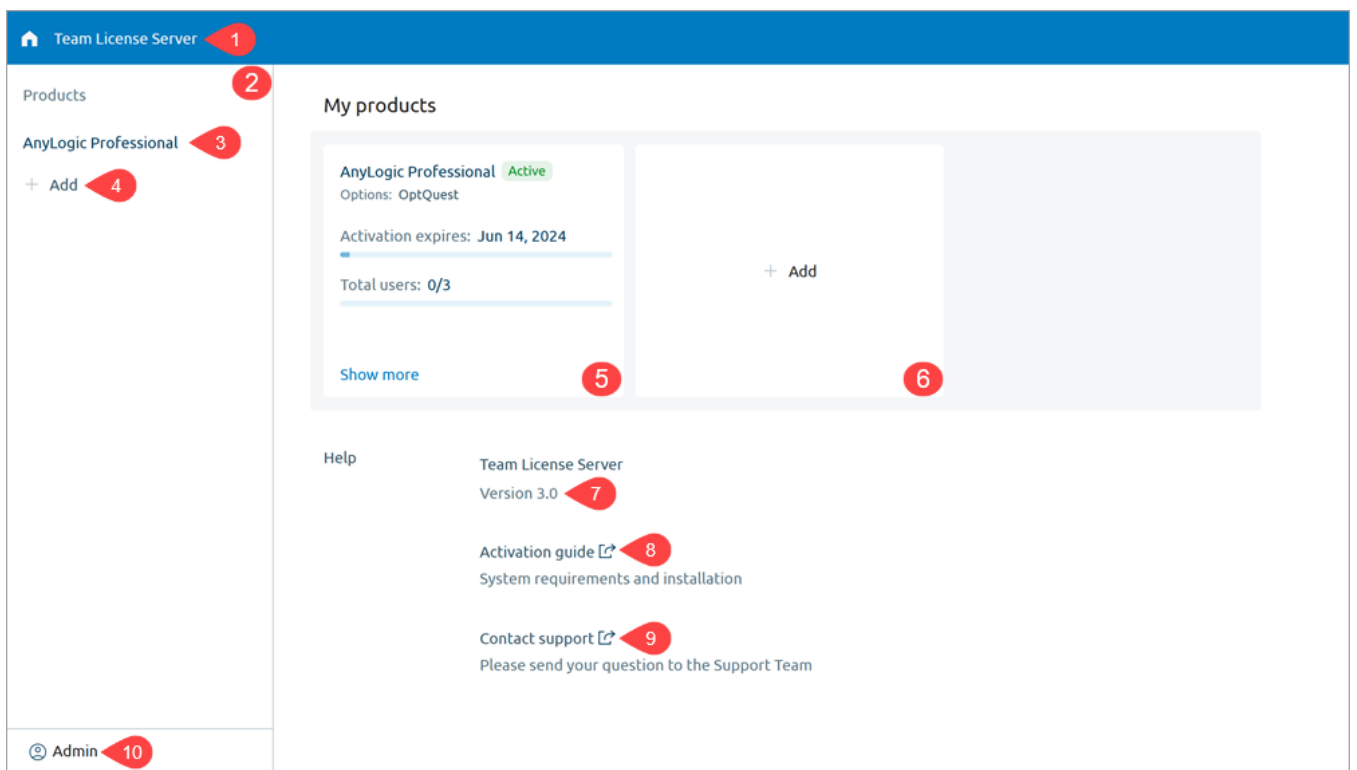
1. **Team License Server logo** — Click 🏠 to return to the main page from anywhere in Team License Server.

2. **The sidebar** — Lists your products, allowing for managing them.

3. **The product name** — Click the product name to open its page, or
   Move the mouse pointer over the product, then click ⋮ to access additional commands:

   - **Request a key** — Opens the key request form for the specified product.

   - **Enter a key** — Opens the form which allows you to enter the key you already have.

   - **Remove** — Removes the product from Team License Server.

4. **Add** — Click to start adding a new product to Team License Server.

5. **The product tile** — Provides an overview of the product license already added to Team License Server.
   The following information is available:

   - **Activation expires** — Product activation expiration date.

   - **Total users** — Shows how many seats of your license are currently in use, and how many are available in total (not shown for the Private Cloud family of products).

   Click **Show more** to open the product's page.

6   **Add** tile — Click to start adding a new product to Team License Server.

7   **Version** — Shows the version number of your shipment of Team License Server.

8   **Activation guide** — Open the offline documentation for Team License Server.

9   **Contact support** — Open the form for contacting the AnyLogic support service.

10 **User menu** — Click to access additional commands:

- **Change password** — Opens the form for changing the password.

- **Sign out** — Signs you out and redirects to the authentication form.

The only option available there for guest users is to sign in.

Adding a new product

Navigate to `<host machine name>:8080` in your preferred web browser and log in as the administrator.

To add and activate a new product to your Team License Server instance, you need an appropriate license key or use the USB dongle.

With a product key

To activate the product with the key, you must request it and enter it in Team License Server. You can do both with the Team License Server UI.

To request the product key

> ℹ️ When requesting a key, do so from the machine that will be used to serve Team License Server. The key is hardware-bound, so it should not be requested from the personal machine.

1   On the main page of Team License Server, click the **Add** tile, or
    Click **Add** in the sidebar.
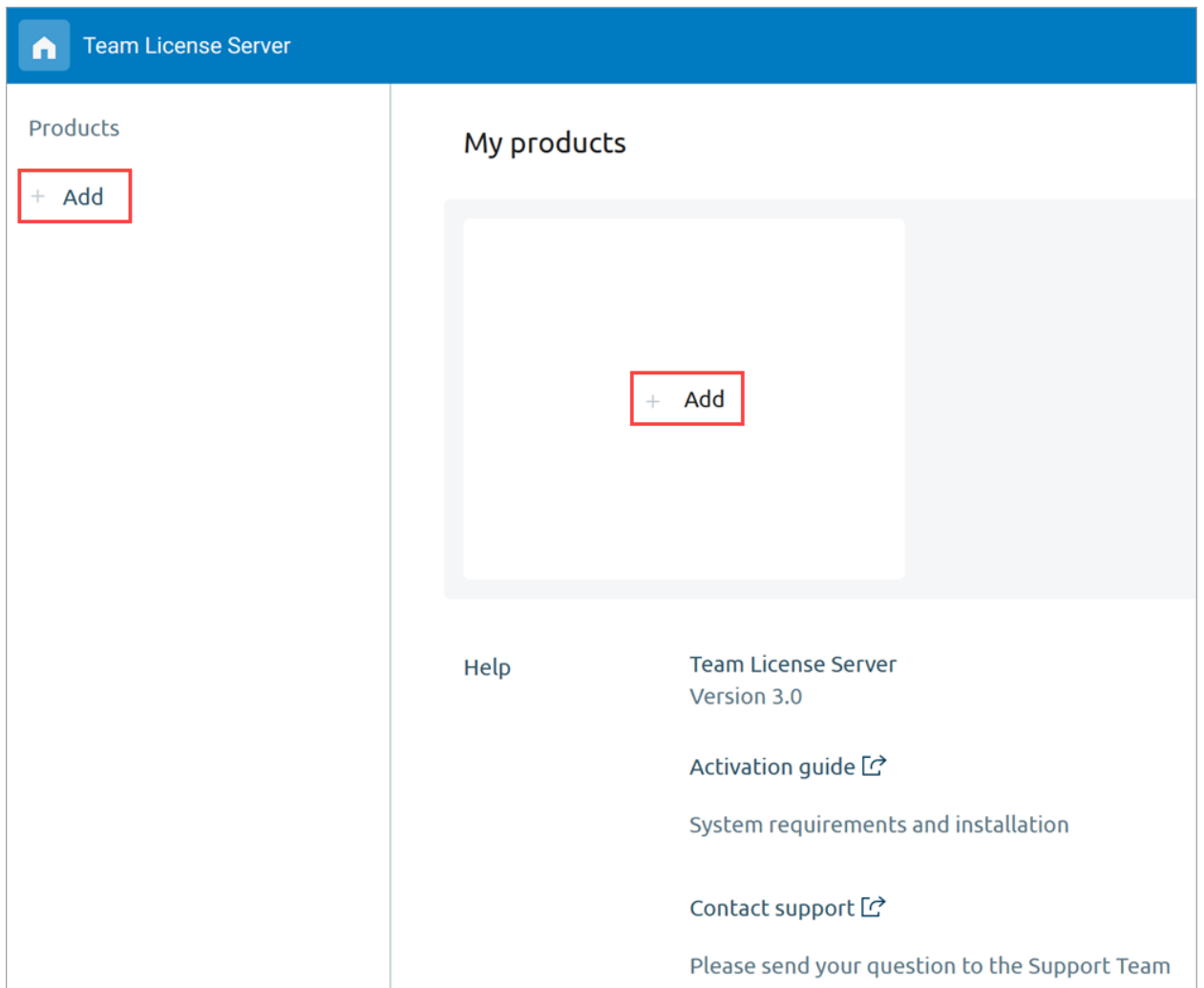
2   The product selection dialog appears:

Select the product you want to add.

3   In the drop-down menu, select **Request a key**.

4   In the subsequent form, fill all the fields in:

- Order ID — The 16 characters long number of your order which you received from the AnyLogic Company license department or a distributor.

- Edition — The product edition that you have purchased.

- First name — The first name of the administrator.

- Last name — The last name of the administrator.

- Email — The work email of the administrator.

- Company — The name of your company.

> ⓘ It is very important that the data you provide in the key request form, as well as the selected edition, are the same that are specified in the purchase confirmation email. Otherwise, errors may occur during the product activation.

5 Once done, click **Send request**.

6 The confirmation window will appear.

After that, the email containing the activation key proper will arrive at the server administrator's email account within 24 hours. If the email is missing, check your spam folder, or reach out to us at support@anylogic.com ⧉ to solve the issue.

To activate the product with the key

1   On the main page of Team License Server, click the **Add** tile, or
Click **Add** in the sidebar.
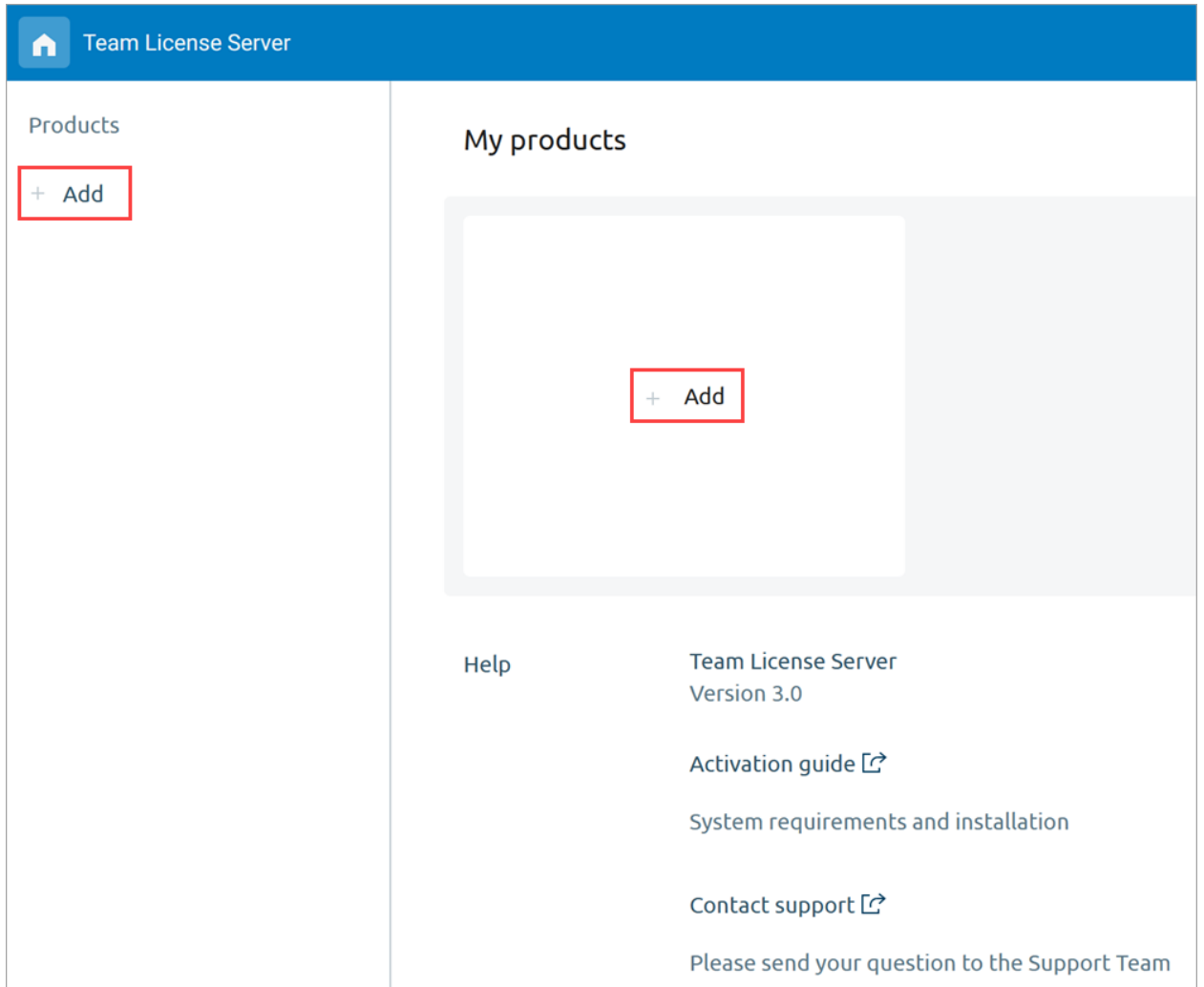
2   The product selection dialog appears:

Select the product you want to activate.

3   In the drop-down menu, select **Enter a key**.

4   In the subsequent form, enter the key you received in the email from AnyLogic:

5   Once done, click **Apply**.

> ℹ️ You can also click **Enter activation key** on the product's tile on the main page of Team License Server. This will open the activation form. Enter the key in the form, then click **Apply**.

If the key you specified was correct, the page for managing the product will appear automatically.

With a USB key

> ℹ️ USB key activation works with the Windows edition of Team License Server.

Before attempting to activate the product, insert the USB dongle into the computer hosting Team License Server.

To activate the product using the USB dongle

1   On the main page of Team License Server, click the **Add** tile, or
    Click **Add** in the sidebar.
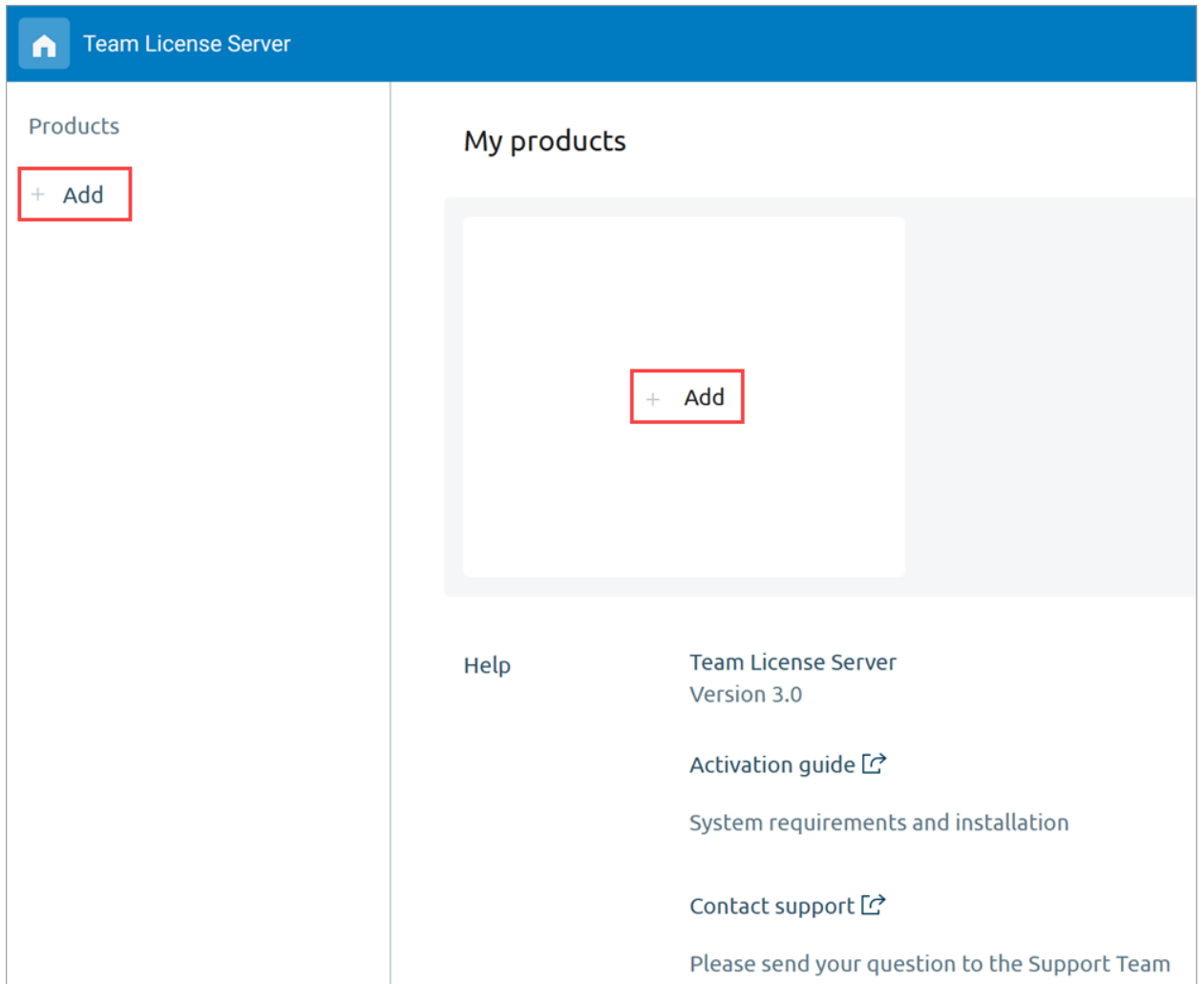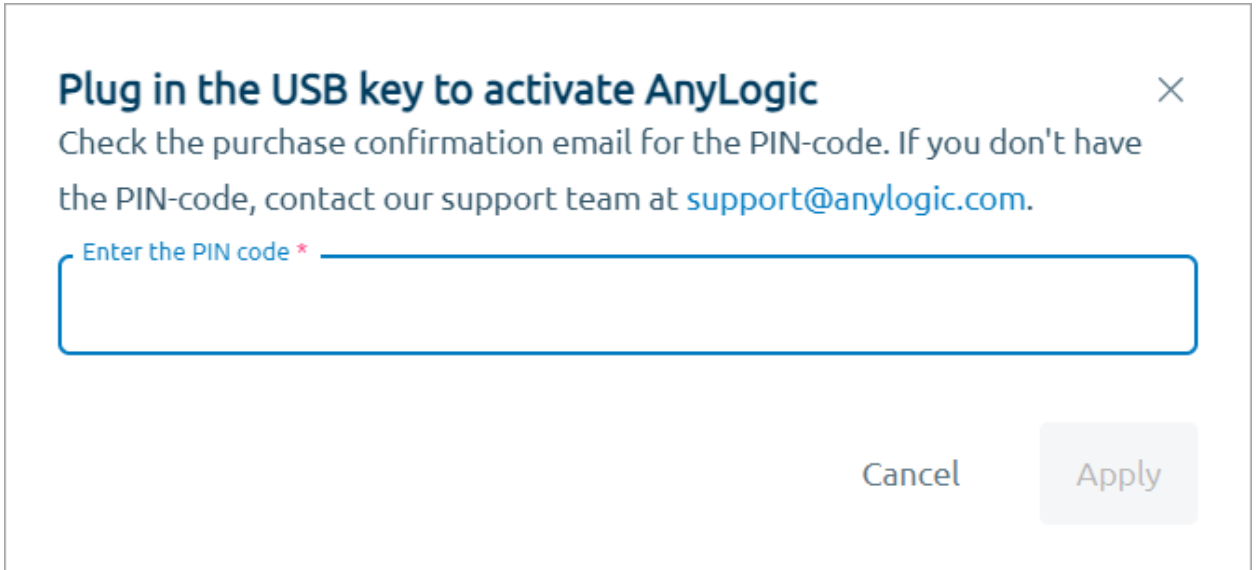

2   The product selection dialog appears:

Only the AnyLogic product can be activated with the USB key, so select it.

3   In the drop-down menu, select **Use the USB key**.

4   If the dongle has already been used for the activation, the PIN code check will be skipped.
     If this is the first time you are activating the product, Team License Server will prompt you to enter a PIN code for the key:

The PIN code should be available in the confirmation letter provided for your USB key license.

5   Click **Apply**.

If the activation was successful, the page for managing the product will appear automatically.

With a subscription

Subscription-based products can be added to Team License Server. There is no particular difference between how products with the regular licenses and the products with the subscription licenses are activated.

If you are using a subscription, you will see a label about it in the **Options** section of the product's page.

To activate a product subscription

1   Request a key as usual.

2   Activate the product with the subscription key you received.

The main difference between how subscription and regular licenses behave in Team License Server is how the lease period limits are calculated.

The product's page

To manage a product's license, open this product's page in Team License Server.

To open the product's page

1   Navigate to `<host machine name>:8080` in your preferred web browser.

2   Click **Show more** on the tile corresponding to the needed product, or
    Click the product's name in the left sidebar.
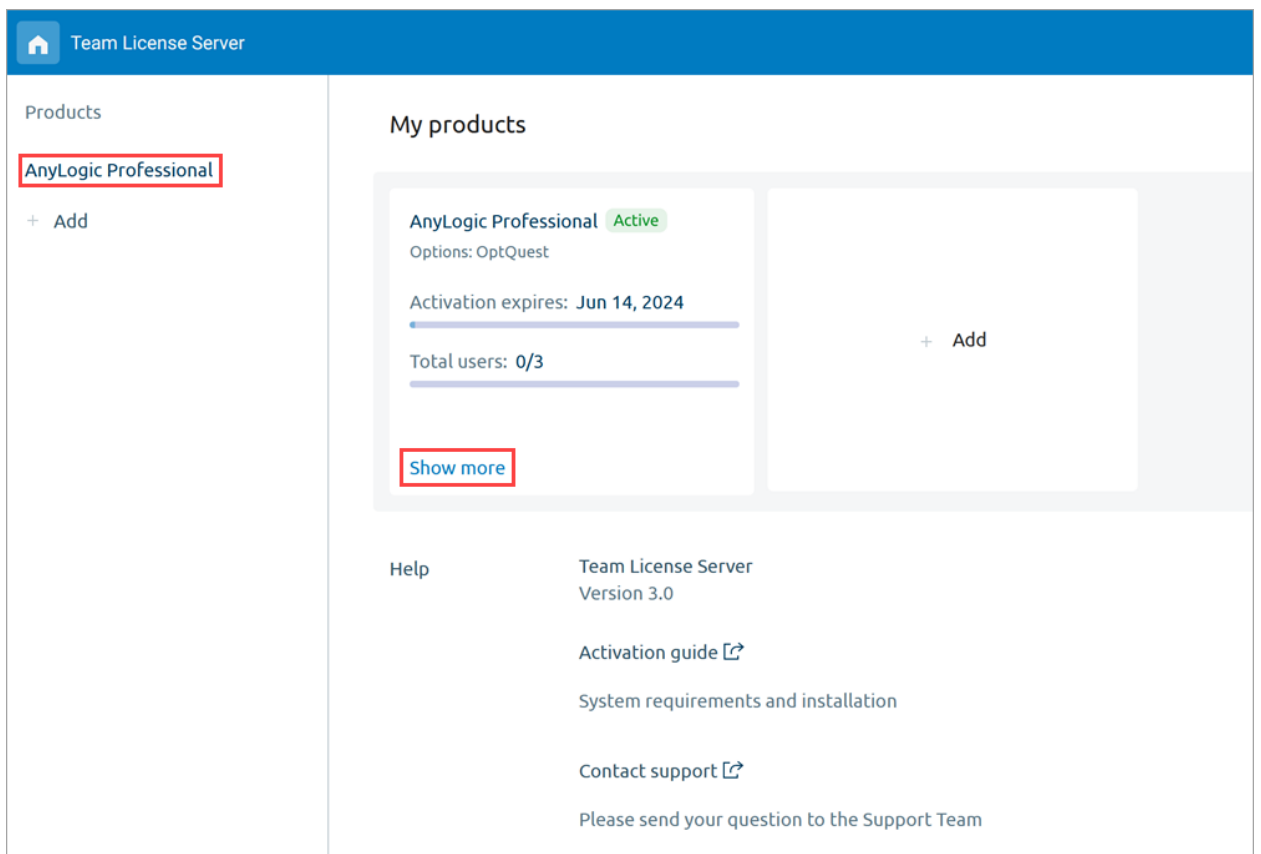
> ℹ You can view the product page as a guest, but to modify any settings, you need to authenticate as the Team License Server administrator.

This is the page of an individual product in Team License Server:
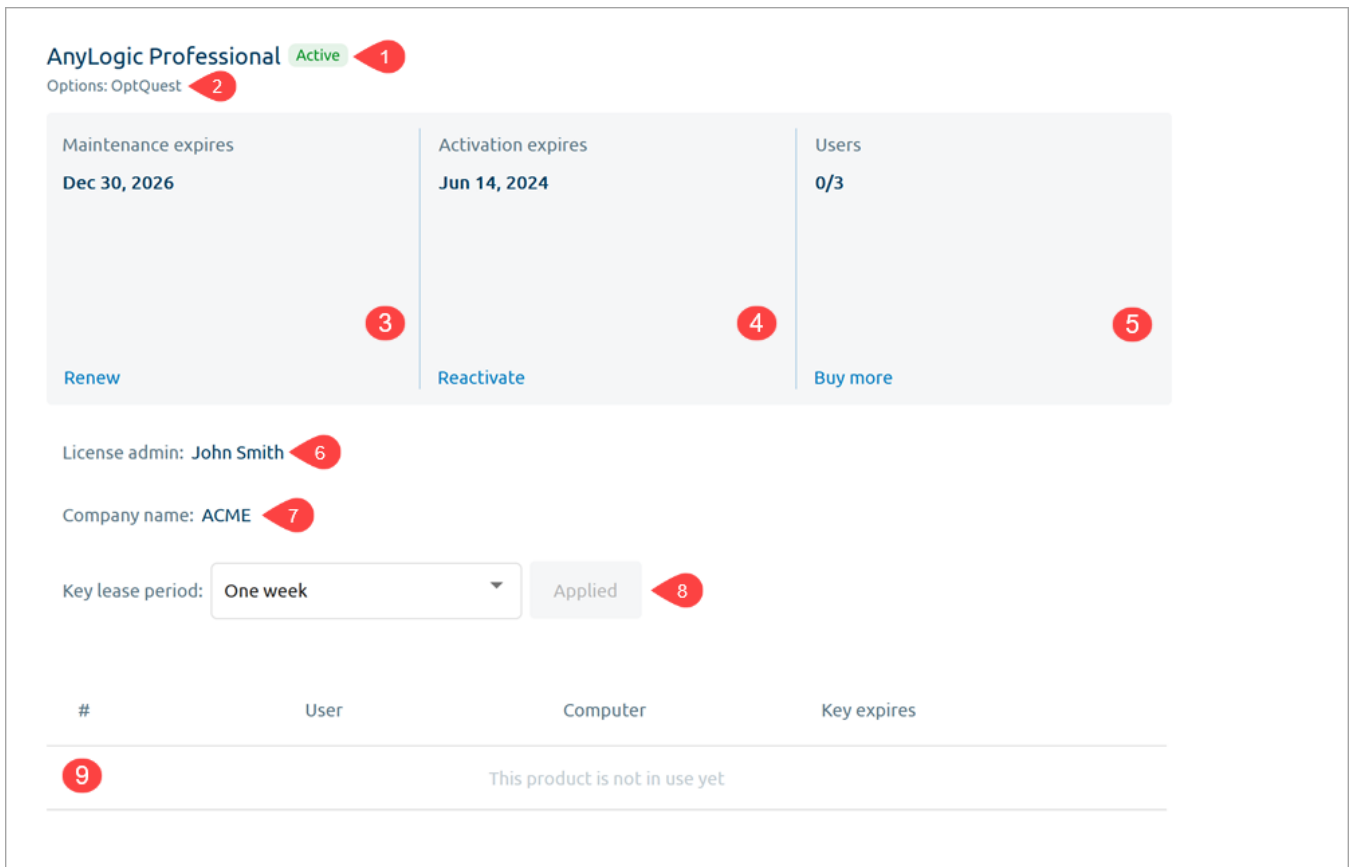
1   **Status** — One of the following:

STATUS	DESCRIPTION
Active	The team license for this product is valid. This product has been added to Team License Server with the appropriate license key.
Inactive	The product has been added to Team License Server, but you still need to provide an appropriate license key (see the section on the activation).
Expires soon	The license for this product will expire soon. To continue using the product, consider license renewal. You will be provided with the new key, which will prolong the Team License Server service. This status becomes visible two weeks prior to the license expiration.
Inactive	The license for this product has expired. To use the product again, renew the license.

For servers using the USB dongle, there are two additional statuses:

- **USB Key found** — This status means that the key is currently connected to the Team License Server machine and working.

- USB Key not found — There is a problem with the key. See Troubleshooting for more information.

2. **Options** — Additional features supported by your shipment of the product.

3. **Maintenance** — The date when your maintenance license expires. Until this date, you receive updates for your product and have access to the support services.
   For subscription users, their subscription also ends on this date.
   By clicking the **Renew** button on the **Maintenance** tile, you initiate the process of maintenance or subscription renewal.

4. **Activation** — The date when the Team License Server key expires.
   For subscription users, this date is always equal to the maintenance expiration date.
   By clicking the **Reactivate** button on the **Activation** tile, you initiate the reactivation process.

5. **Users** — The number of seats currently in use and the maximum number of seats available under the terms of your license.
   By clicking the **Buy more** button, you initiate the process of purchasing additional seats.

6. **License admin** — The name of the Team License Server administrator.

   > ⓘ This information is taken from your license agreement and cannot be modified.

7. **Company name** — The name of the company owning the team license.

   > ⓘ This information is taken from your license agreement and cannot be modified.

8. **Key lease period** — How long the users can use their instance of the product after leasing the key from Team License Server (see Changing the lease period).

   > ⓘ This feature isn't available for the Private Cloud family of products.

9. **Cloud IP address** — The IP address of your Private Cloud instance.
   To change the instance address, enter the new address in the edit box and click the **Apply** button to the right. No further action is required.

   > ⓘ This feature is only available for the Private Cloud family of products.

10   **Users** table — Shows information about users of your team license.

When a user leases a license seat from the server, the record about them appears automatically.

> ℹ The table isn't shown for the Private Cloud family of products.

COLUMN	DESCRIPTION
#	The serial number of the user.
User	The name of the user who leased the key (taken from their computer username).
Computer	The name of the machine, on which the license has been leased.
Key expires	The date when the key will expire.

Extending your licenses

The three tiles in the topmost part of the product page allow you to track the status of your licenses, as well as the current and total number of users available to you.

From there, you can also prolong the licenses and extend the available number of users.

Renewing the maintenance

1   To purchase the license extension, contact our sales team at support@anylogic.com ⬈ or our partner ⬈ in your country.

2   Open the corresponding product page in Team License Server.

3   Click **Renew** on the **Maintenance** tile.

4   Switch to the **Request a key** tab.

5   Fill in the form:

   ○   **Order ID** — The 16 characters long number of your order which you received from the AnyLogic Company license department or a distributor.

   ○   **Edition** — The product edition that you have purchased.

   ○   **First name** — The first name of the administrator.

   ○   **Last name** — The last name of the administrator.

   ○   **Email** — The work email of the administrator.

   ○   **Company** — The name of your company.

6   Once done, click **Send request**.

7   The confirmation window will appear. After that, the email containing the prolongation key proper will arrive at the server administrator's email account within 24 hours. If the email is missing, check your spam folder, or reach out to us at support@anylogic.com ⬈ to solve the issue.

8   Having obtained the key, click **Renew** on the **Maintenance** tile of the product page once again.

9   Switch to the **Activate** tab.

10   Enter the key you received.

11   Click **Apply**.

After that, the maintenance should be upgraded. You will see the change on the product page and on the product tile of the main page of Team License Server.

Reactivating the product

1   Open the corresponding product page in Team License Server.

2   Click **Reactivate** on the **Activation** tile.

3   Switch to the **Request a key** tab.

4   Fill in the form:

- **Order ID** — The 16 characters long number of your order which you received from the AnyLogic Company license department or a distributor.

- **Edition** — The product edition that you have purchased.

- **First name** — The first name of the administrator.

- **Last name** — The last name of the administrator.

- **Email** — The work email of the administrator.

- **Company** — The name of your company.

5   Once done, click **Send request**.

6   The confirmation window will appear. After that, the email containing the prolongation key proper will arrive at the server administrator's email account within 24 hours. If the email is missing, check your spam folder, or reach out to us at support@anylogic.com to solve the issue.

7   Having obtained the key, click **Reactivate** on the **Activation** tile of the product page once again.

8   Switch to the **Activate** tab.

9   Enter the key you received.

10   Click **Apply**.

After that, the product license should be upgraded. You will see the change on the product page and on the product tile of the main page of Team License Server.

Purchasing additional seats for users

1   To purchase the additional seats for your users, contact our sales team at support@anylogic.com 🔗 or our partner 🔗 in your country.

2   Open the corresponding product page in Team License Server.

3   Click **Buy more** on the **Users** tile.

4   Switch to the **Request a key** tab.

5   Fill in the form:

- **Order ID** — The 16 characters long number of your order which you received from the AnyLogic Company license department or a distributor.

- **Edition** — The product edition that you have purchased.

- **First name** — The first name of the administrator.

- **Last name** — The last name of the administrator.

- **Email** — The work email of the administrator.

- **Company** — The name of your company.

6   Once done, click **Send request**.

7   The confirmation window will appear. After that, the email containing the prolongation key proper will arrive at the server administrator's email account within 24 hours. If the email is missing, check your spam folder, or reach out to us at support@anylogic.com 🔗 to solve the issue.

8   Having obtained the key, click **Buy more** on the **Users** tile of the product page once again.

9   Switch to the **Activate** tab.

10 Enter the key you received.

11 Click **Apply**.

After that, the available number of users should be upgraded. You will see the change on the product page and on the product tile of the main page of Team License Server.

Updating the USB key

1   If your Team License Server uses the USB key, it requires the hardware update. Thus, to purchase the license extension or additional seats for your users, contact our sales team at support@anylogic.com ⤢ or our partner ⤢ in your country.

2   Open the AnyLogic page in Team License Server.

3   Click **Renew** on the **Maintenance** tile.

4   Switch to the **Update the USB key** tab.

5   Enter the update code you received.

6   Click **Apply**.

After that, the USB key should be upgraded. You will see the change on the product page and on the product tile of the main page of Team License Server.

Removing the product

> ℹ️ Before removing the product from Team License Server, make sure all the product's users have manually dropped their licenses.

To remove the product

1   Navigate to `<host machine name>:8080` in your preferred web browser and log in as the administrator.

2   Locate the product you want to delete in the left sidebar.

3   Move the mouse pointer over the product's name, then click the ⋮ icon that appears on the right.

4   In the drop-down menu, click **Remove**.

5   In the confirmation dialog, click **OK**

After that, the product will be removed from Team License Server. It will disappear from the sidebar, and its tile will be removed from the main page of Team License Server.

To let Team License Server manage its license again, re-enter the product key.

Leasing licenses

The lease period defines how long a user can use the product on their device. Each leased license occupies one seat (one *user* in terms of Team License Server) of the total number of users available under the terms of your team license.

On the freshly installed Team License Server, the default lease period is **one week** (7 days). When a user leases a license from the server, they can use their product for one week. After that, they must lease the license again.

The user of the team license also has the option to return the leased license before the end of the specified lease period, freeing up the seat for another user.

For **subscription users**, the set lease period cannot exceed the Maintenance expiration date. The default lease period is 7 days, but you can change it. Team License Server will automatically adjust the lease period for users so that it does not end after the maintenance expiration date. For example, if a user leases a key 5 days before the maintenance expiration date, their key will work for 5 days.

> ℹ️ The information in this article applies to the AnyLogic and anyLogistix products. Private Cloud licenses are distributed as one per instance, so there is no need to lease them on end user devices.

For information on how to lease the license from the product installation, see the appropriate documentation: AnyLogic 🗗, anyLogistix 🗗.

To change the lease period

1   Navigate to `<host machine name>:8080` in your preferred web browser.

2   Log in as the administrator. The default password is `admin`.

3   Go to the product's page.

4   In the **Lease period** drop-down list, select the lease period you need:

   ○   **One day**

   ○   **One week** (7 days)

   ○   **One month** (30 days)

   ○   **Three months** (90 days)

- **Six months** (180 days)

- **Custom** — allows setting the custom number of days

In case **Custom** is selected, enter the number of days between `1` and `182` in the edit box that appears on the right.

> ℹ️ If you are using the subscription, do not set the lease period beyond the subscription expiration date: Team License Server will not allow it to be saved.

5   When done, click **Apply** to save the changes.

> ℹ️ Changing the lease period in Team License Server does not affect end-user computers. To renew the lease period settings on a user's computer, first drop the previously leased license, then lease a license with the new lease period from Team License Server.

Revoking the license

To properly revoke a user's license from their device, use the methods built into their product. See the corresponding documentation here: AnyLogic ↗, anyLogistix ↗.

The server administrator can remove a user's license from their device as a last resort, such as when the user can't do it themselves: for example, if they left the company and can't access the device. To learn how to do this, see the Troubleshooting section.

Troubleshooting

This article covers the most common issues occurring during work with Team License Server.

Issues can occur during the installation of Team License Server or upon its restart. In case of an issue, try identifying the reason by consulting the Team License Server logs.

To view logs of Team License Server, go to the following directory:

In Linux: `/var/log/anylogic-tls`
In Windows: `C:\ProgramData\AnylogicTLS`

There, in the `logs` directory, you can find logs for all components of Team License Server, preserved in separate files.

Errors and error messages

Activation errors

These issues may occur during the product activation.

ERROR	DESCRIPTION
`Activation failed: This key is for the different product.`	This error appears when you select a specific product (for example, AnyLogic), but the key you entered is for a different product (for example, anyLogistix). Close the menu and start anew, while selecting the appropriate product.
`This key is for desktop software. Enter the Team License Server key.`	This error appears when you enter the key for the desktop installation. You need an appropriate team license key for Team License Server to work.
`This key is for the different product edition. Remove this edition and activate the correct one.`	This error appears when you select a specific product edition (for example, AnyLogic University Researcher), but the key you entered is for a different edition (for example, AnyLogic Professional). Close the menu and start anew, while selecting the appropriate edition.

ERROR	DESCRIPTION
`This key was generated for a different machine or user account.`	This error appears when you try to activate the product on the different machine instead of the one you used to request the key, or under the different user account. The server machine and account which you use to request the key and activate it via the Team License Server UI must be the same.
`This key has expired.`	This error appears when you try to enter the key whose validity has expired. Request the new key, if your license is still active.
`Invalid key`	This error appears when you try to enter the incorrectly formed key.

Product removal errors

These issues may occur during the removal of a product.

ERROR	DESCRIPTION
`Some licenses are still in use. Before removing the product, make sure all active users have dropped their licenses.`	This error appears when you try to remove the product from Team License Server, while some users are still leasing their key from it. In this case, contact the users in question and ask them to drop their keys. You can also consider revoking their licenses.

USB key errors

These issues may occur during the USB key activation.

ERROR	DESCRIPTION
`USB key is not found. Plug the USB key into the Team License Server machine.`	This error occurs when you try to activate the product using the USB key, but the computer hosting Team License Server cannot read the key for some reason. Try plugging the key to a different USB port.
`Invalid PIN code`	You entered an incorrect PIN code during the initial activation of the USB key. Check the purchase confirmation email for a correct USB PIN code and try

ERROR	DESCRIPTION
	again, or contact the AnyLogic support team at support@anylogic.com ↗ for assistance.
`The USB key is blacklisted. If you need assistance, contact our support team at support@anylogic.com`	This error occurs when you try to activate the product using the USB key, but the key you tried to use for activation is blocked. If this is the case, contact the AnyLogic support team for assistance.
`Activation failed. Check the log file for more information`	This is a generic error text that appears in situations not covered above. Check the log file for errors and contact the AnyLogic support team at support@anylogic.com ↗ for assistance.

Other errors

ERROR	DESCRIPTION
`Team License Server failed to generate the request. Make sure you have installed Team License Server properly.`	This error usually appears when you try to request a key on a machine that does not have some libraries necessary for Team License Server to work properly. Consult Team License Server logs to learn more, or contact our support team ↗.
`No access to the activation servers.`	This error usually appears when you try to request a key on a machine that is unable to connect to AnyLogic activation servers. In this case, check your internet connection and try again. If the issue persists, copy the automatically generated request text and mail it to our support team ↗.

Issues and workarounds

This section outlines potential Team License Server issues that may require your manual intervention.

Restarting Team License Server

In Linux: To restart Team License Server, execute the following command in the Linux terminal:

```
sudo systemctl restart anylogic-tls
```
.

In Windows: Open **Services**, right-click the **AnyLogicTeamLicenseServer** service and select **Restart**.

Enabling HTTPS for Team License Server

To begin using the HTTPS protocol to access your Team License Server instance:

1 On the Team License Server host machine, go to the following directory:

   Linux: `/etc/anylogic-tls/`
   Windows: `C:\ProgramData\AnylogicTLS\` (this is the default installation directory)

2 Open the `config` file.

3 Modify the file as follows:

```
ssl.certificate-path=/etc/key/mykey.p12 // The path to the SSL cert
ssl.certificate-alias=keystore
ssl.certificate-password=*** // The SSL certificate password
ssl.certificate-type=PKCS12
server.https-port=8444 // The port to use for the HTTPS connection
```

   The path to the SSL certificate on Windows should look something like `C:\ProgramData\AnylogicTLS\mykey.p12`.

4 Save the changes to the file and restart Team License Server.

Upgrading and removing old Team License Server

Before installing Team License Server 3+, make sure the legacy version (2.5) has been uninstalled from the host machine.

To remove Team License Server from a Linux machine:

> ℹ All the commands listed in this section should be executed in Linux terminal on the Team License Server host machine.

1 Stop the running Team License Server service:

```
sudo /usr/sbin/service anylogic-tls stop
```

2   Remove the service from the system:

```
sudo rm /etc/init.d/anylogic-tls
```

3   Remove the application files:

```
sudo rm -rf <the path to Team License Server installation>
```

After that, you can proceed with the standard Team License Server installation procedure.

To remove Team License Server from a Windows machine:

Uninstall Team License Server just like you would any regular Windows application.

Forceful license revocation

If a user loses access to their device with a license leased from Team License Server and can't return it, a system admin can use Team License Server forcefully reclaim the license.

To return the license using Team License Server:

1   Navigate to `<host machine name>:8080` in your preferred web browser.

2   Log in as the administrator. The default password is `admin`.

3   Go to the product's page.

4   In the **Users** table at the bottom of the page, move the mouse pointer over the row with the user whose license you want to return.

5   Click the 🗑 icon that appears on the right.

6   The dialog with the request text will appear:

Copy the text shown (manually or by clicking the **Copy** button in the bottom right corner of the form).

7   Email the request text to the AnyLogic support team at support team ⬈. In the email, describe the reason for the compulsory revoke of the license.

8   If your request has been approved, then after some time, you will receive an email containing the revoke code, to the server administrator's email account. If the email is missing, check your spam folder.
Repeat steps 1-5 to open the revoke form again.

9   Switch to the **Revoke the license** tab.

10 Enter the revoke code in the edit box.

11 Click **Apply**.

After that, the user's license seat will be revoked from their product installation.

The USB key migration

It is possible to use the USB key to activate the products in Team License Server installed on another computer. The dongle stores specific user information related to the licenses they leased, specifically:

- The number of licenses leased

- The ID of the license

- The date and time up to which the license was issued

When the dongle is moved to another computer, this information moves with it. However, the user's name and computer name are not retained. The user table is displayed slightly differently in this case, with the unavailable information marked. Later, when the user retrieves the license from the new server again, the table is updated and returns to its normal appearance.