

GUIDE

erwin Data Modeler

erwin Licensing 15.0



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Contact erwin

Understanding your Support

Review [support maintenance programs and offerings](#).

Registering for Support

Access the [erwin support](#) site and register for product support.

Accessing Technical Support

For your convenience, erwin provides easy access to "One Stop" support for all editions of [erwin Data Modeler](#), and includes the following:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- erwin Support policies and guidelines
- Other helpful resources appropriate for your product

For information about other erwin products, visit [erwin by Quest Products page](#).

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Licensing

erwin Data Modeler uses a concurrent-based software licensing service to cater to licenses for all the erwin Data Modeler editions. Multiple mechanisms and types of licenses are available, from which you can choose the one that suits your needs.

To understand the types of licenses and available mechanisms, and obtaining a suitable one, refer to the [Understand Licensing](#) topic.

For versions 15.1 and earlier, refer to the following topics:

- [Obtain and Activate a License](#)
 - [Configuring Account Based Licensing](#)
- [View or Return a License](#)

Starting with 15.2, erwin Data Modeler uses the Quest Licensing Portal for license management.

Quest Licensing Portal

The [Quest Licensing Portal](#) is a web-based interface that enables you to manage licenses, users, roles, and access efficiently. By default, the license purchaser is assigned the License Owner role. You can manage multiple licenses by creating an organization to group and manage them effectively. The portal enables you to view licenses in list view or use the gallery view for administrative actions, depending on your access level. You can confirm your role on the License Overview page.

Additional capabilities include:

- License activation methods
 - Online activation
 - Offline activation (long-term checkout)

For more information about activation methods, refer to the [Activate a License Using Quest Licensing Portal](#) section.

- License Conversion

Existing customers must convert their licenses to Quest License Portal before upgrading. For more information about converting existing licenses to the new format, refer to the [Convert a License by Using the Quest Licensing Portal](#) topic.

- Reporting and analytics

Licensing

- Event logs: Filter and export activation and deactivation events
- Usage analytics: Track users, usage, denials, and utilization
- Denial tracking: Monitor access denials to assess if additional seats are required
- Assigning Users

The number of users you can assign depends on the number of seats in your license. For more information, refer to the [Assign Users](#) section.

Understand Licensing

Quest offers the following license types based on erwin Data Modeler (erwin DM) editions:

- Standard
- Workgroup
- Navigator
- API
- Trial
- Evaluation (15 days)
- Industry Reviewer (60 days, full-featured)
- Partner (365 days, full-featured)

Academic Edition has been discontinued effective immediately. For trial, you can use the Standard Trial Edition.

Further, each edition-based license can belong to either of the following licensing models:

Concurrent

This licensing model is based on a pool of licenses shared between several users. Simultaneous access to the erwin DM is available to as many users as the number of allowed users on a concurrent license. For example, if you have a ten-user concurrent license, ten users can access erwin DM at a time using the license. Therefore, if an eleventh user tries to use erwin DM, access is denied.

Node-locked

This licensing mechanism uses your device ID and user account to let you use the license and grant access to the erwin DM. Such licenses cannot be shared between users on different devices unless a user returns the license. However, there is a restriction on the number of times you can return a node-locked license. If you are unable to return your license, submit a request to [Quest Support](#).

Both the above licensing models support Account-based Licensing (ABL). This licensing model is based on the credential-based login-and-use mechanism. Under this model, a single concurrent license is shared between multiple users within a group.

Understand Licensing

ABL enables you to manage your licenses by using the End User Portal (EUP) for versions 15.1 and earlier and the Quest Licensing Portal for versions 15.2 and later. For erwin DM users, it eliminates the dependency on license codes.

For information about setting up Account Based Licensing for your organization for versions 15.1 and earlier, refer to the [Configuring Account Based Licensing](#) topic. And for 15.2 and later, refer to following topics:

- [Activate a License Using Quest Licensing Portal](#)
- [Convert License Using Quest Licensing Portal](#)

To activate licenses, use either of the following mechanisms:

Online

This method connects to the licensing service over the Internet. The licensing service then validates and activates the license code that you entered.

Offline

This method uses a multi-step activation process as follows:

1. User generates an activation certificate and sends it to the license administrator.
2. License administrator generates a license certificate and sends it to the user.
3. User imports the license certificate to activate the license code.

Each license comes with a maintenance period. Along with the product, a year of support is included. Any product updates that are released during the registered maintenance/support period are made available. Once the maintenance/support period is over, you need to renew the maintenance plan to be able to receive updates and support. To keep a track of the maintenance period, erwin DM lets you set a maintenance expiration reminder.

Your license administrator needs to ensure that the Maintenance End Date is set. Else, your license will fail.

For each type of license, you can implement usage restriction based on network domain name or subnet IP.

Obtain and Activate a License

To obtain a license contact erwin Customer Care by [telephone](#) or the [web licensing form](#), or contact your license administrator. Provide the required information to submit a license request. Once the request is verified, you will receive a license code. Ensure that you keep a note of the license code. To use erwin Data Modeler (erwin DM) using this license code, you first need to activate the license code. The following sections help you activate your license. Choose the section that matches your erwin Data Modeler version.

- [Activate a license for 15.1 and earlier](#)
- [Activate a license for 15.2 and later](#)

Activate a License for 15.1 and Earlier

This section walks you through the license activation process for erwin DM 15.1 and earlier.

If you are an existing license user and want to move to the Account Based Licensing Model, refer to the [Configuring Account Based Licensing](#) topic.

Ensure that Microsoft Visual C++ 2017 Redistributable is installed on your system. If you are unable to install Microsoft Visual C++ 2017 Redistributable on your operating system, upgrade the operating system.

When you first open erwin DM, the DM Licensing dialog box appears.

Obtain and Activate a License

erwin Data Modeler Licensing

DM 14.0 Licensing

☒ License Key

☐ Account Based

License Code:

Edition:

☐ Offline Activation

☐ Long-Term Check-Out

Expiry Date :

Network

GeneralProxyLAN

☐ Use Proxy

☐ Use LAN Daemon

☐ Enter LAN Daemon Long-Term Check-Out License Code

Customer Information

Email:

Company:

Customer ID:

☐ Do not show this dialog again.

Help

OK

Cancel

Obtain and Activate a License

On the erwin Data Modeler Licensing dialog box, follow these steps:

1. Under Licensing, click one of the following:
 - **License Key:**
 - a. In the **License Code** box, enter the license code that you received from erwin Support or your license administrator. If you had entered the license code on the installer dialog box, the License Code field is auto-populated and masked.
 - b. In the **Edition** drop down list, select your erwin DM edition.
 - c. Select whether you want to do a **Long-Term Check-Out** for your license. If yes, set the **Expiry Date**.
 - **Account Based:**
 - a. Enter your Username and Password.

Username is the email ID that was used to add you to the user group. As usernames are case-sensitive, ensure that you use the exact username that was used while creating your ABL account.
 - b. Click **OK**.

For more information on credentials for Account Based Licensing, refer to the [Verifying and Using User Accounts](#) topic.
2. Under Customer Information, enter your email address and other information.
3. Activate the license. You can activate the license in two ways:

Online

This method is the default and connects to the licensing service over the Internet. The licensing service then validates the license code that you entered. To activate a license online, perform steps 1 and 2 mentioned above and click **OK**.

You can also connect to the licensing service using a proxy server. To do so, do the following:

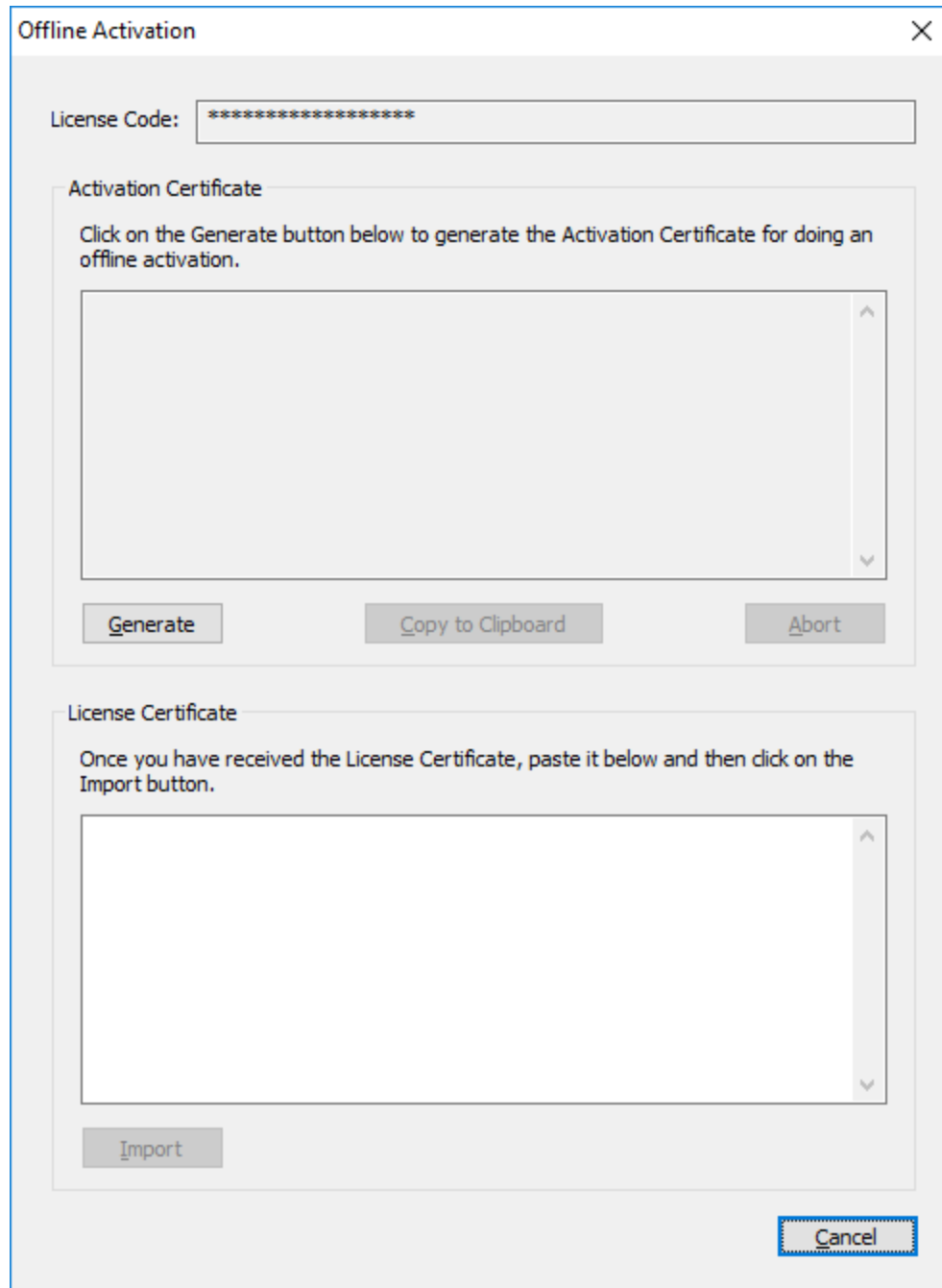
- a. Under Network, on the Proxy tab, set your proxy server's parameters (server IP address/server web address and port number, and the credentials).
- b. On the General tab, select the **Use Proxy** check box.
- c. Click **OK**.

Offline

This method requires you to perform multiple steps before you can start using the product.

To activate a license offline:

- a. On the erwin Data Modeler Licensing dialog box, select the **Offline Activation** check box and click **OK**. The Offline Activation dialog box appears.



The image shows a software dialog box titled "Offline Activation" with a close button (X) in the top right corner. The dialog is divided into three main sections. The first section, "License Code:", contains a text input field with ten asterisks (*****). The second section, "Activation Certificate", includes a text instruction: "Click on the Generate button below to generate the Activation Certificate for doing an offline activation." Below this instruction is a large, empty text area with a vertical scrollbar. At the bottom of this section are three buttons: "Generate", "Copy to Clipboard", and "Abort". The third section, "License Certificate", contains a text instruction: "Once you have received the License Certificate, paste it below and then click on the Import button." Below this instruction is another large, empty text area with a vertical scrollbar. At the bottom of this section is an "Import" button. A "Cancel" button is located at the bottom right of the entire dialog box.

Offline Activation

License Code: *****

Activation Certificate

Click on the Generate button below to generate the Activation Certificate for doing an offline activation.

Generate Copy to Clipboard Abort

License Certificate

Once you have received the License Certificate, paste it below and then click on the Import button.

Import

Cancel

- b. Under Activation Certificate, click **Generate**. An activation certificate is generated and displayed.

Obtain and Activate a License

- c. Click **Copy to Clipboard** and save the contents to a text file. Send this activation certificate file to your license administrator. Based on this file, the license administrator will send you the License Certificate.
- d. Under License Certificate, copy and paste the license certificate that you receive from the license administrator.
- e. Click **Import**.

Once the offline license code is generated, it must be imported to a server within 14 days.

You can stop the erwin Data Modeler Licensing dialog from showing every time you start erwin DM. On the erwin Data Modeler Licensing dialog, select Do not show this dialog again. This sets the dialog to be suppressed.

To change this setting:

1. In erwin DM, from the menu bar, click **Help > Licensing**.
The Licensing dialog box appears.
2. Clear the **Suppress the Licensing Dialog** check box.

Logging

To enable logging for licensing, create a text file, loglevel.txt, in your license directory. Type the number, 4, and save the file. This indicates the logging level.

Depending on your erwin DM version, the license directory is as follows:

- **Versions older than 2021 R1:** C:\ProgramData\erwin\Data Modeler\Licensing
- **2021 R1 and above:** C:\Users\<User>\AppData\Local\erwinDMLicensing

Whenever an issue occurs with licensing, a log file, <<uniqueID>>.log, is created in your license directory.

You can remove the loglevel.txt file later.

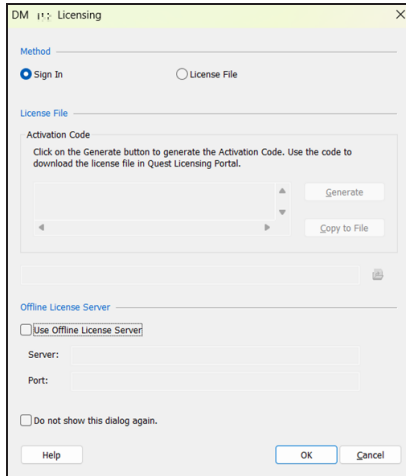
Activate a License for 15.2 and Later

This section walks you through the license activation process for erwin DM 15.2 and later.

After the organization owner assigns you a seat, you will receive a notification email and you can activate erwin DM.

Obtain and Activate a License

When you first open erwin DM, the DM Licensing dialog appears.



Following are the two ways of activating a license:

- **Sign In:** Use this option to sign in to the Quest Licensing Portal to authorize your license. Ensure that your license is already associated with your Quest account in the portal or you are assigned as a user.
- **License File:** Use this option to activate a license for offline use.

Activate a License for Online Use

To activate a license for online use:

1. Ensure that your License is added to Quest Licensing Portal or you are assigned as a user.
2. Launch erwin Data Modeler.
The erwin Data Modeler Licensing dialog opens.
3. In the Licensing dialog, select **Sign In**, and then click **Ok**.

If you are already signed in, you are authorized automatically. If not, sign in to the Quest Licensing Portal. After authorization completes, close the browser and start working in erwin DM.

Activate a License for Offline Use

You can activate your erwin Data Modeler license for offline use when your machine does not have a persistent internet connection. The activation requires access to the license portal to register your device and generate an offline license file.

Obtain and Activate a License

The following steps describe how to activate a license for offline use:

- [Enable Offline Support in the License Portal](#)
- [Generate the Activation Code from erwin DM](#)
- [Register Your Device in the Licensing Portal](#)
- [Apply the Offline License in erwin DM](#)

Enable Offline Support in the License Portal

1. Log in to [Quest Licensing Portal](#) using your Quest credentials.

The Overview page opens.

2. Go to the Licenses tab.

All your licenses are displayed here.

3. Choose the license you want to activate for offline use, and click **Manage**.

The license page opens to the Overview tab.

4. Go to the Settings tab and switch on the **Offline Support** toggle.

You must enable the Offline Support toggle before proceeding. The subsequent steps depend on this setting being active. If you don't have access, contact your license owner or license administrator.

5. (Optional) Click **Enable Long-Term Checkout** to enable or disable long-term checkout. Use this option for users who will be offline without internet access for an extended period. For example, up to 14 days.

You can also transfer your license to another account from the Settings tab.

Generate the Activation File from erwin DM

1. Launch erwin Data Modeler.

The erwin Data Modeler Licensing dialog opens.

2. In the Licensing dialog, click **License File**.

The Generate option becomes available.

3. Click **Generate**.

4. Once the file is generated, click **Copy to File** to save the activation code in text format to a location you can easily access.

Register Your Device in the Licensing Portal

If you don't have access to register, contact your license owner or license administrator.

1. Return to the License portal, select your license again, and then click **View Detail**.
2. Click **Manage Offline Device**, and then click **Add Device**.
3. In the Device Name field, enter a name for the device.
4. Click **Import File** to import the activation code file you saved in Step 2 in the above section.
5. Click **Add**.

A confirmation message indicates that the device has been successfully activated.

6. To download your offline device license file, click **Download**.

Apply the Offline License in erwin DM

1. Return to erwin Data Modeler and open the Licensing dialog.
2. Click  to upload the offline license file you downloaded from the Licensing portal.
3. Click **Ok**.

Your offline license is now activated. You can use erwin Data Modeler without an internet connection.

If you need assistance, contact [Quest Support](#).

For concurrent licenses, if all seats are currently occupied when you attempt to sign in, access is denied. Contact your organization owner or license administrator to resolve the issue.

Assign Users

The number of users you can assign depends on the number of seats in your license.

To assign users:

1. On the license page, click the **Users** tab.
2. Click .

The Assign Users dialog opens.

3. Enter the email addresses of the users you want to assign to the available seats.
4. Click **Assign**.

Obtain and Activate a License

Each user receives an email notification informing them that they have been added to the organization and can now activate erwin Data Modeler.

Users can be added or removed at any time from the Users tab.

Configuring Account Based Licensing

This topic describes how to configure Account Based Licensing for versions 15.1 and earlier.

To apply for Account Based Licensing or to move from the concurrent license model to account-based license model, follow these steps:

1. Open the [web licensing form](#).
2. In the **How can we help you?** list, select **Obtain a license for my product**.
3. In the **Product** list, select **erwin Data Modeler**.
4. Select the appropriate **Product Version**.
5. In the **License Request Details** field, provide the following information:
 - a. Current license code (if applicable)
 - b. Master User's first and last name
 - c. Master User's email address
 - d. User Group names (limited to 50 characters)
For example, QUEST-TEST, QUEST-QA, and QUEST-PROD.

Ensure that you do not use reserved special characters for XML and JSON in User Group names. Master Group Name is system-generated in the MASTER ADMINS (<Account Name>) format. For example, MASTER ADMINS (QUEST).

Licensing Assistance

If you are experiencing technical issues with your product [create a technical request](#).

1

2

Select TopicContact Information

Select Topic

Provide the area you are having issues with.

How can we help you?*

Obtain a license for my product

Product*

erwin Data Modeler

Product Version

12.1

License Request Details* ⓘ

Current license code: xxxxxxxxxxxx
Master User's first and last name: Stephanie Moreno
Master User's email address: stephanie.moreno@quest.com
User Group names: QUEST-TEST, QUEST-QA, QUEST-PROD

Next

6. Click **Next**.

7. Complete your support profile and add your contact and license information.

8. Click **Submit Request**.

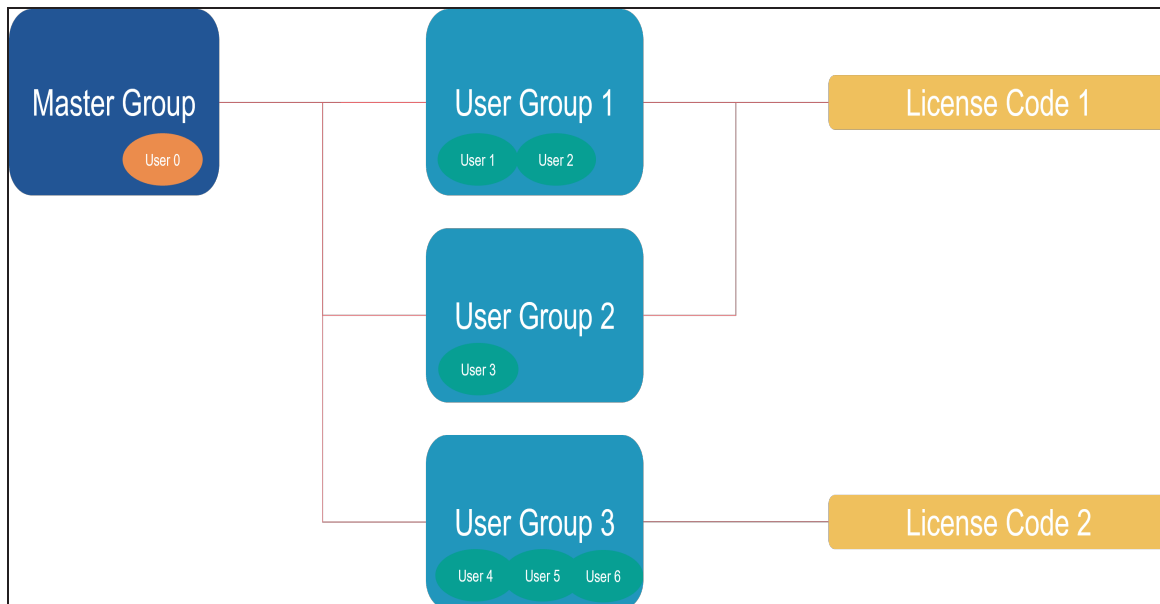
The erwin Licensing team reviews your request and contacts you for further information required to configure account-based licensing. For more information, refer to the [Master Group, Master User, and User Groups](#) topic.

Master Group, Master User, and User Groups

The primary components of Account Based Licensing (ABL) are:

- **Groups:** Each organization has a Master Group and multiple User Groups (Standard Groups). Groups are created by the erwin Licensing team during ABL configuration.
- **Users:** There are three user types, Master User, Administrator, and Standard User. Each organization has one master user under the master group, one administrator, and one or more standard users under user groups.
- **License Code:** Each organization has one or more license codes that are assigned to each user group. This is managed by the erwin Licensing team during ABL configuration.

The following diagram explains the components and their hierarchy in the licensing model.



Once your license request is verified, the erwin Licensing team contacts you for the following information:

- **Master User and Master Group:**
Provide the email address and name of the designated master user. This user will be your in-house license administrator and must belong to a department that does not use erwin Data Modeler (erwin DM). For example, someone from the administration or purchase department.
Also, provide a name for your master group. For example, your organization's name. A

Master Group, Master User, and User Groups

master group is the parent group for all user groups in your organization.

Master Group Name is system-generated in the MASTER ADMINS (<Account Name>) format. For example, MASTER ADMINS (QUEST). Each organization can have only one master group and master user.

- **User Groups:**

Provide the number and names of the user groups that would use erwin DM. For example, Data Modelers, Developers, and Testers.

Ensure that you do not use reserved special characters for XML and JSON in User Group names.

Based on this information, erwin's Licensing team sets up ABL for you and shares the following information with the designated master user:

- End User Portal (EUP) URL
- Master user's EUP credentials

Once the above information is available to the master user, they can add users to user groups. For more information, refer to the [Adding Users to User Groups](#) topic.

Adding Users to User Groups

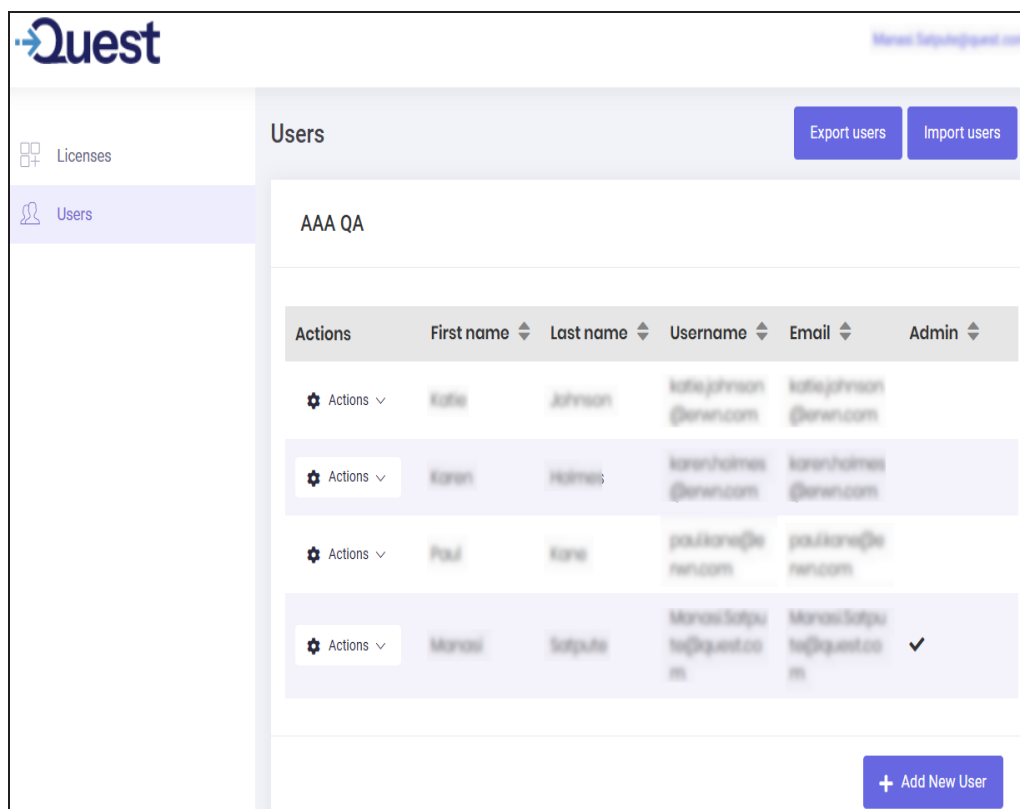
Once account-based licensing is set up for an organization, the designated master user or an administrator user creates and adds application users to user groups via the End User Portal (EUP).

Application users can be of two types:

- **Administrators:** These users can manage other users in the user groups as well as use erwin Data Modeler (erwin DM).
- **Standard users:** These users can only use their credentials to log on and use erwin DM.

To add users, follow these steps:

1. Log on to the EUP (eup-erwin.quest.com) using your master user or administrator user credentials.
2. In the left pane, click **Users**.



3. Do one of the following:

Adding Users to User Groups

- Click **Import users** to import a list of users via a CSV file. Then, upload a CSV file with the list of users. The required file structure is mentioned on the screen.

Import Users

Create new import

Import file *

Choose File

No file chosen

Required file format: CSV

File structure:

```
GroupName,FirstName,LastName,UserName,Email,IsAdmin
MyGroupA,John,Doe,jdoe1,john.doe@myfakeemail.com,0
```

Notes:

- Header row with column names is required
- Maximum file size is 5MB.
- All fields are required to be filled in (cannot be blank).
- Username column is required even if you are using email address as username for new users. In this case, we suggest you simply duplicate the email address in the username field.

Import

Adding Users to User Groups

- Under the required user group section, click **Add New User**.

Add New User

First name *

Last name *

Email *

☐ Admin

Cancel

Save

Enter or select appropriate values to the following fields:

Field	Description	Best Practices
First Name	Enter user’s first name	
Last Name	Enter user’s last name.	
Email	Enter user’s official email address.	Email address is used as the username and is case-sensitive. Hence, ensure that you use lower-case for the email.
Admin	Select this check box if the user being added is an administrator.	

Adding Users to User Groups

Click **Save**.

A verification email with user's credentials and a link to reset the password is sent to the user's email address. For more information, refer to the [Verifying and Using User Accounts](#) topic.

Once an account is created for you, wait for at least 30 minutes before attempting to use it in erwin DM.

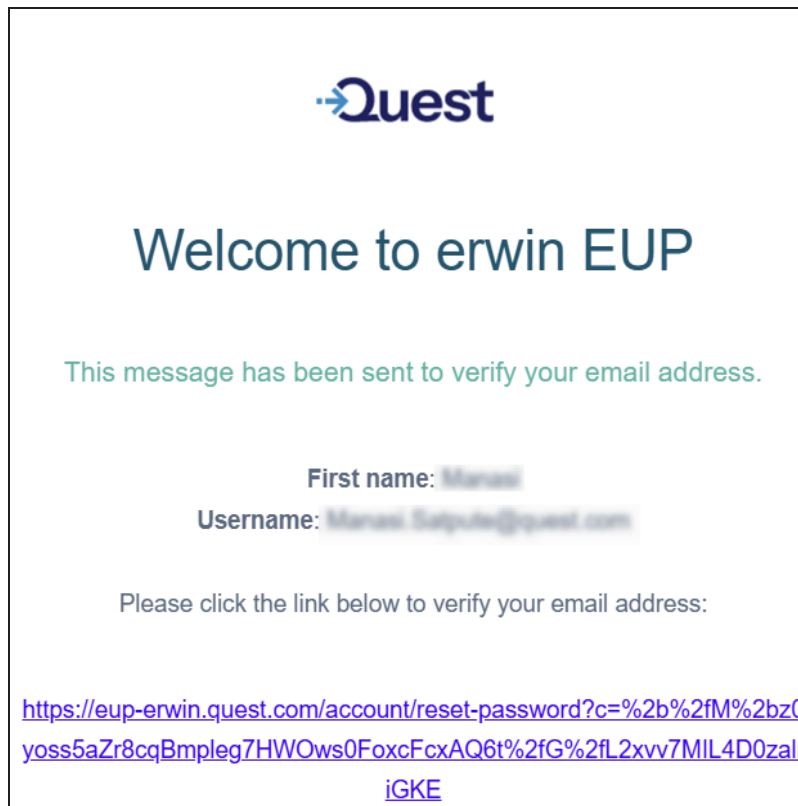
Verifying and Using User Accounts

This topic explains how to verify and use user accounts for erwin DM 15.1 and earlier.

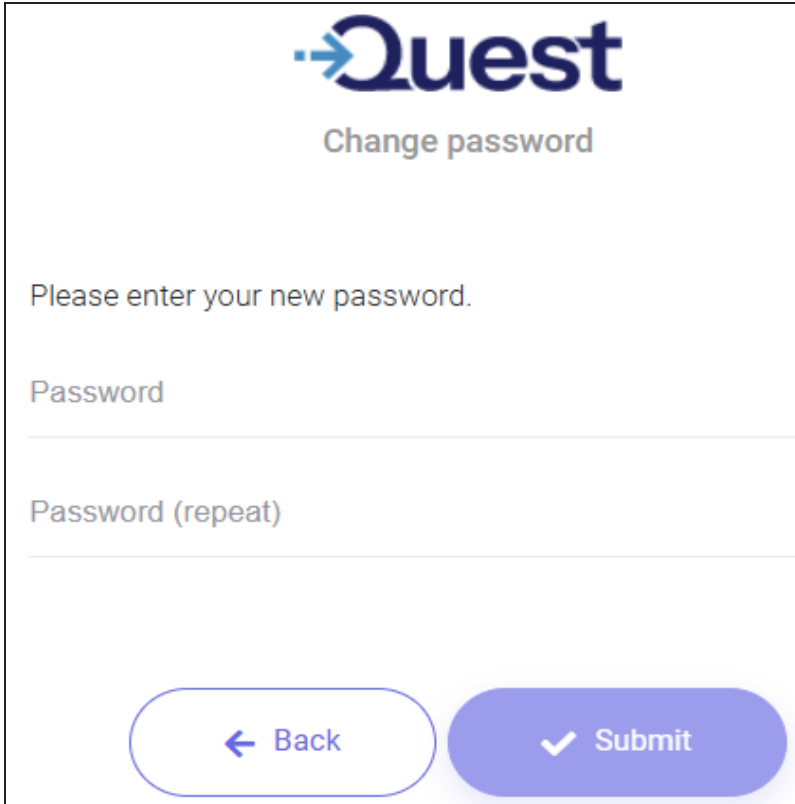
Once users are added to the user groups, they can use their credentials to log on to erwin Data Modeler (erwin DM) and use it.

To verify user account and use erwin DM, follow these steps:

1. Open the End User Portal (EUP) email.



2. Click the password reset link.
The Change password page opens.



The screenshot shows the Quest 'Change password' page. At the top is the Quest logo, which consists of a blue arrow pointing right followed by the word 'Quest' in a bold, dark blue sans-serif font. Below the logo, the text 'Change password' is displayed in a smaller, grey sans-serif font. Underneath this, a prompt reads 'Please enter your new password.' in a grey font. There are two input fields: the first is labeled 'Password' and the second is labeled 'Password (repeat)'. Both labels are in a grey font. At the bottom of the form, there are two buttons: a light blue button with a left-pointing arrow and the text 'Back', and a darker blue button with a checkmark icon and the text 'Submit'.

3. Enter a new password and click **Submit**.
4. Password is reset and you are logged on to the EUP. If you are an administrator user, you can add more users to the user group.
5. Start erwin DM.
The erwin Data Modeler Licensing screen appears.

erwin Data Modeler Licensing

DM 14.8 Licensing

☒ License Key ☐ Account Based

License Code:

Edition:

☐ Offline Activation

☐ Long-Term Check-Out Expiry Date :

Network

General Proxy LAN

☐ Use Proxy

☐ Use LAN Daemon

☐ Enter LAN Daemon Long-Term Check-Out License Code

Customer Information

Email:

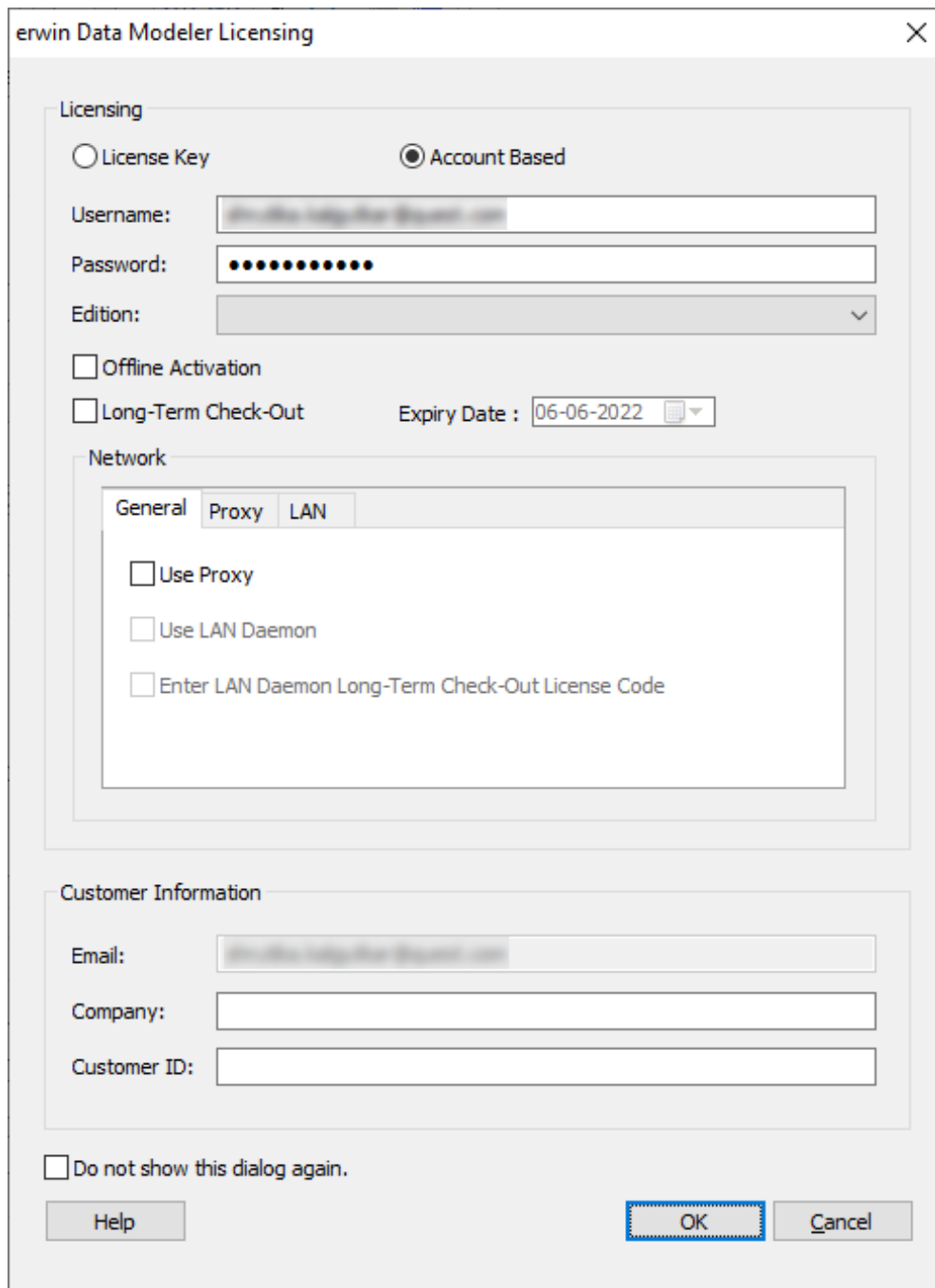
Company:

Customer ID:

☐ Do not show this dialog again.

Help OK Cancel

6. Click **Account Based**.



The image shows the 'erwin Data Modeler Licensing' dialog box. It has a title bar with a close button (X). The dialog is divided into several sections. The 'Licensing' section at the top has two radio buttons: 'License Key' and 'Account Based', with 'Account Based' selected. Below these are fields for 'Username:', 'Password:', and 'Edition:'. The 'Password:' field is masked with dots. There are checkboxes for 'Offline Activation' and 'Long-Term Check-Out'. The 'Long-Term Check-Out' checkbox is selected, and next to it is an 'Expiry Date:' field showing '06-06-2022'. Below this is a 'Network' section with three tabs: 'General', 'Proxy', and 'LAN'. The 'General' tab is active, showing three checkboxes: 'Use Proxy', 'Use LAN Daemon', and 'Enter LAN Daemon Long-Term Check-Out License Code'. Below the 'Network' section is the 'Customer Information' section with fields for 'Email:', 'Company:', and 'Customer ID:'. At the bottom, there is a checkbox 'Do not show this dialog again.' and three buttons: 'Help', 'OK', and 'Cancel'.

erwin Data Modeler Licensing

Licensing

☐ License Key ☒ Account Based

Username:

Password:

Edition:

☐ Offline Activation

☒ Long-Term Check-Out Expiry Date : 06-06-2022

Network

General Proxy LAN

☐ Use Proxy

☐ Use LAN Daemon

☐ Enter LAN Daemon Long-Term Check-Out License Code

Customer Information

Email:

Company:

Customer ID:

☐ Do not show this dialog again.

Help OK Cancel

7. Enter your account-based licensing username and password.
ABL usernames are case-sensitive. Ensure that you use the exact username that was used

Verifying and Using User Accounts

while creating your ABL account.

8. Click **OK**.

Convert a License Using Quest Licensing Portal

Starting from 15.2, erwin Data Modeler uses [Quest Licensing Portal](#) to manage licenses.

- If you are a new customer, you use Quest Licensing Portal by default. For more information, refer to the [Activate a License Using Quest Licensing Portal](#) topic.
- If you are upgrading from 15.1 or earlier, you must convert your existing license before upgrading.

You can convert existing erwin legacy licenses to Quest licenses using the Quest License Portal. This topic walks you through the conversion process.

To help you transition, Quest sends an advance notice email before the conversion is required. Once converted, the license is managed entirely through the Quest Licensing Portal and is activated by signing in with Quest account credentials.

A converted Quest license works only with erwin Data Modeler 15.2 and later. Before you begin the conversion, download and install erwin DM 15.2 from the [Quest Support](#).

What changes after conversion

- License managed through the Quest Licensing Portal
- Activated by signing in or using the License file option with your Quest account
- New Quest license number generated upon conversion
- Seats can be assigned directly to users through the Quest Licensing Portal

Prerequisites

Before you begin, make sure you have the following:

- The advance notice email from Quest, which contains the link to the Quest Licensing Portal
- A Quest account
- Ensure that you have upgraded and installed erwin Data Modeler 15.2
- Your existing license code, which you enter manually during the conversion

Convert Your Existing License

To convert your existing license:

1. Open the advance notice email from Quest. Click the **Quest Licensing portal** link.
The Quest Licensing Portal opens in your browser.
2. Sign in using your Quest account credentials.
The Licensing Portal homepage opens, displaying the **License Activation** page.
3. On the License Activation page, click **Convert here**.
The **Convert Legacy License** page opens.
4. In the Product drop-down, select **erwin Data Modeler**.
The page refreshes to display the License Code and Destination fields.
5. In the **License Code** field, enter your existing license code.
6. In the **Destination** drop-down list, select the account to which the converted license should be assigned.
You can assign it to your personal account or to an organization account, based on your needs.
If the destination you need does not exist, create a new one on the same page.
7. Click **Convert License**.

The portal converts your legacy license to a Quest license, issues a new license number, and assigns it to the selected destination organization.

The converted license details, including the license type and the number of available seats, appear on the confirmation page. Assign users so that they can receive notifications and activate erwin Data Modeler on their systems for online or offline use.

If you encounter any issues during conversion, contact [Quest Support](#).

Assign Users

The number of users you can assign depends on the number of seats in your license.

To assign users:

Convert a License Using Quest Licensing Portal

1. On the license page, click the **Users** tab.
2. Click .

The Assign Users dialog opens.

3. Enter the email addresses of the users you want to assign to the available seats.
4. Click **Assign**.

Each user receives an email notification informing them that they have been added to the organization and can now activate erwin Data Modeler.

Users can be added or removed at any time from the Users tab.

View or Return a License

In erwin Data Modeler (erwin DM), when you click **Help > Licensing**, the Licensing dialog box appears. It displays information about your license, such as License Code, Edition, License Type, Activation Type, and so on. Apart from this information, based on your license activation mechanism, this dialog box lets you return or deactivate your license, and set an expiry reminder.

Returning or Deactivating a License

To return an online or a long-term checkout license before it expires, on the Licensing dialog box,

1. Start erwin DM.
2. From the menu bar, click **Help > Licensing**.

Convert a License Using Quest Licensing Portal

The Licensing dialog box appears, which displays all the information about your license. The availability of information, fields, and buttons depend on your license type.

Licensing

Licensing Information

License Code

Edition

Workgroup

NSL Version

Library Version: 4.1.0.4 NSL: 14.1.0.3

Computer ID

XXXXXXXXXXXX

License Type

Permanent, Concurrent

Activation Type

Activated Online

Total Activations

18/150

Subscription Expiry Date

Maintenance End Date

Tue Dec 31 11:30:00 2024

Lease Expiry Date

Close

Online

Click on the button below to return the license. Application will close after returning the license.

Return

Offline

Click on the button below to do an offline deactivation. Application will close after deactivation.

Deactivation

Long-Term Check-Out

Click on the button below to return the LTCO license. Application will close after returning the license.

Return

Expiration Reminder

Timeframes to remind the approaching expirations. Settings below can be over ruled by license.

Within

20

days of Subscription Expiry Date.

Within

20

days of Maintenance End Date.

Help

☒ Participate in the Product Improvement Program.

☐ Suppress the Licensing Dialog.

- Click **Return** under the appropriate category.

Convert a License Using Quest Licensing Portal

For concurrent licenses that you activated online, you need not follow the above process explicitly to return the license. A concurrent license is returned every time you close erwin DM.

Deactivating an offline license is similar to performing an offline activation. After clicking the **Deactivation** button, do the following:

1. On the Offline Deactivation dialog box, click **Generate to get a Deactivation Certificate**.
2. Copy and send the generated Deactivation Certificate to your license administrator.
3. Click **OK** on the displayed dialog box.
4. Click **OK**.

Your license will be deactivated.

If you have any unsaved work in erwin DM and if a license expires or is returned before it expires, erwin DM lets you save your work before it is closed. Once you save your work, erwin DM is closed. You can recover your work later, when you have a license.

To know about the license types and activation mechanisms available, refer to the [Understand Licensing](#) topic.

Setting the Expiry Reminder

The default reminder time frames for both, subscription expiry and maintenance end date, is 20 days. If your license is maintenance period or subscription-based, you can set the reminder time frame as required.

Suppressing the erwin Data Modeler Licensing Dialog

When you set the erwin Data Modeler Licensing dialog from showing every time you start erwin DM, the Suppress the Licensing Dialog check box on the Licensing dialog is selected. Use this check box to revert this setting.

The Suppress the Licensing Dialog check box is disabled if you have not selected the Do not show this dialog again check box on the erwin Data Modeler Licensing dialog.