



erwin Data Modeler

Licensing

Release 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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## News and Events

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## Licensing

erwin uses a concurrent-based software licensing service to cater to licenses for all the erwin Data Modeler (DM) 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 following topics:

1. [Understand Licensing](#)
2. [Obtain and Activate a License](#)
  - [Configuring Account Based Licensing](#)
3. [View or Return a License](#)

## Understand Licensing

erwin 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 [erwin 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. The workflow of this model is as follows:

1. Each organization has one master group and multiple user groups under the master group.
2. Each user group is assigned with a unique license code and each user receives license credentials.
3. Individual users log on and use erwin DM application using their license credentials.

ABL enables you to manage your licenses via an End User Portal (EUP). This puts your Master User in charge of your licensing and consumption report generation. ABL makes you self-reliant with convenient license assignments and maintenance. It enables you to manage your licenses and users. Apart from this, you can import users to groups via an MS Excel file. For erwin DM users, it eliminates the dependency on license codes.

For more information on how to set up Account Based Licensing for your organization, refer to the [Configuring Account Based Licensing](#) Topic.

Next, the node-locked licensing model (except ABL) lets you activate licenses using 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.

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 erwin Data Modeler Licensing dialog box appears.

erwin Data Modeler Licensing ✕

DM 14.0 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



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:

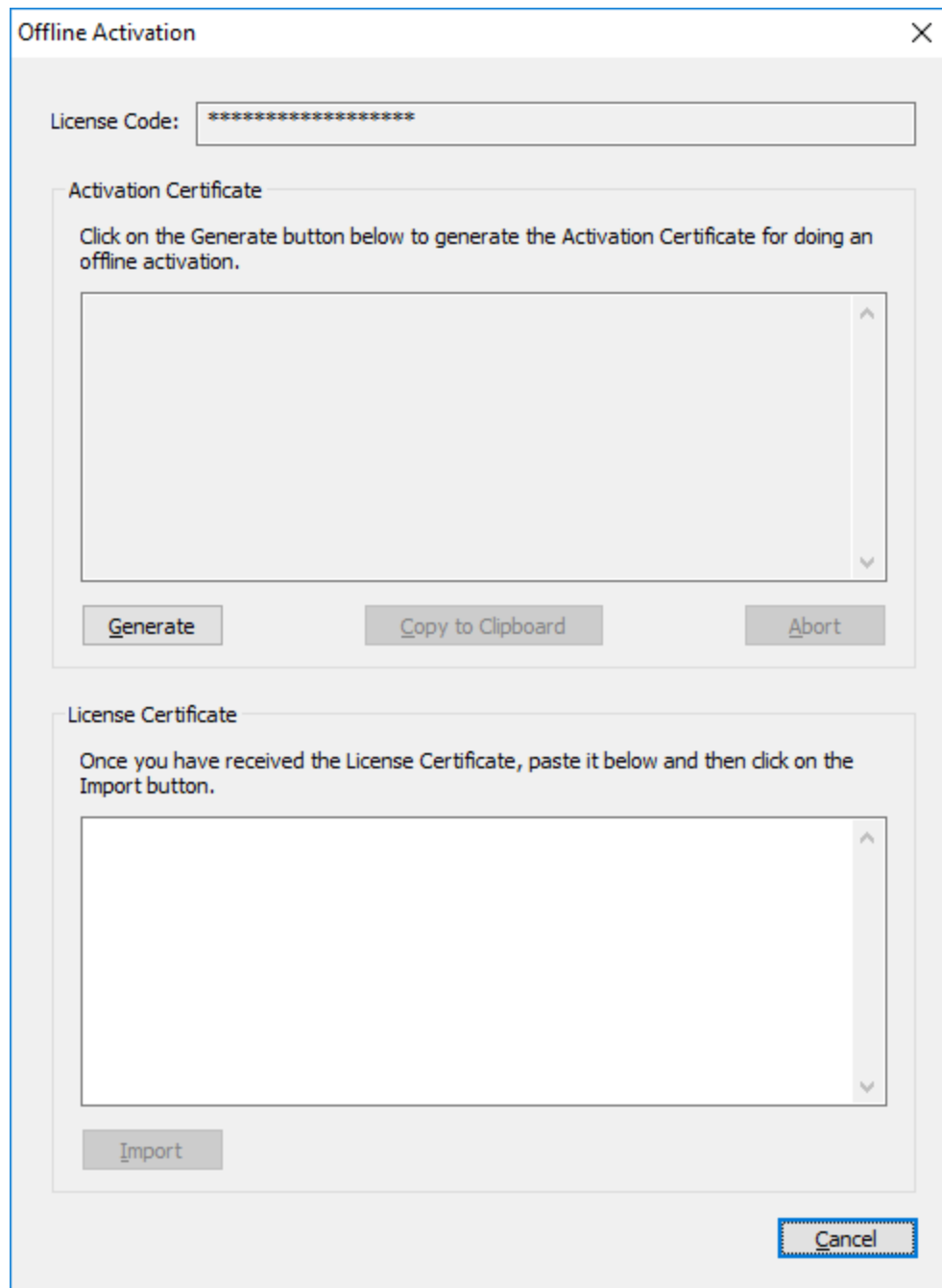
- a. Under Network, on the Proxy tab, set your proxy server's parameters (server IP address/server web address and port number, and the credentials).
- b. On the General tab, select the **Use Proxy** check box.
- c. Click **OK**.

### 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 two main sections. The first section, "Activation Certificate", contains a text field labeled "License Code:" with the text "\*\*\*\*\*" inside. Below this is a large text area for the activation certificate, currently empty. At the bottom of this section are three buttons: "Generate", "Copy to Clipboard", and "Abort". The second section, "License Certificate", contains a text area for pasting a license certificate, also currently empty. Below this text area is an "Import" button. A "Cancel" button is located at the bottom right of the 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.

## Licensing

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- 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.

# Configuring Account Based Licensing

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**.

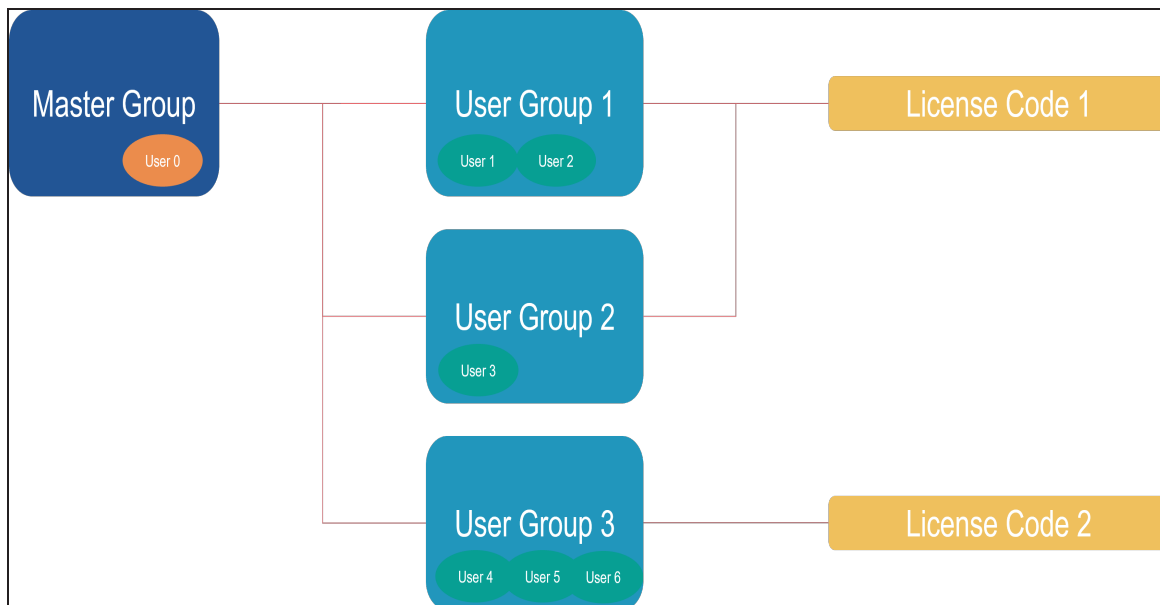
The erwin Licensing team reviews your request and contacts you for further information required to configure account-based licensing. For more information, refer to the [Master Group, Master User, and User Groups](#) topic.

## 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

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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**.

## Adding Users to User Groups

The screenshot displays the 'erwin EUP v1.6' interface for managing users. On the left, a sidebar contains 'Licenses', 'Users' (selected), and 'Offline Activation'. The main area is titled 'Users' and features 'Export users' and 'Import users' buttons. It is divided into two sections: 'Dmaster' and 'DG1'. Each section contains a table of users with columns for 'Actions', 'First name', 'Last name', 'Email', and 'Admin'. The 'Dmaster' group has two users, and the 'DG1' group has one user. Both groups have an 'Add New User' button at the bottom.

Actions	First name	Last name	Email	Admin
⚙️ Actions ▾	V	M	van123@erwin.com	✓
⚙️ Actions ▾			van123@erwin.com	✓

+ Add New User

Actions	First name	Last name	Email	Admin
⚙️ Actions ▾	Vani	Mis	van123@erwin.com	✓

+ Add New User

erwin EUP v1.6 Timezone: Asia/Calcutta

3. Do one of the following:

- 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

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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.

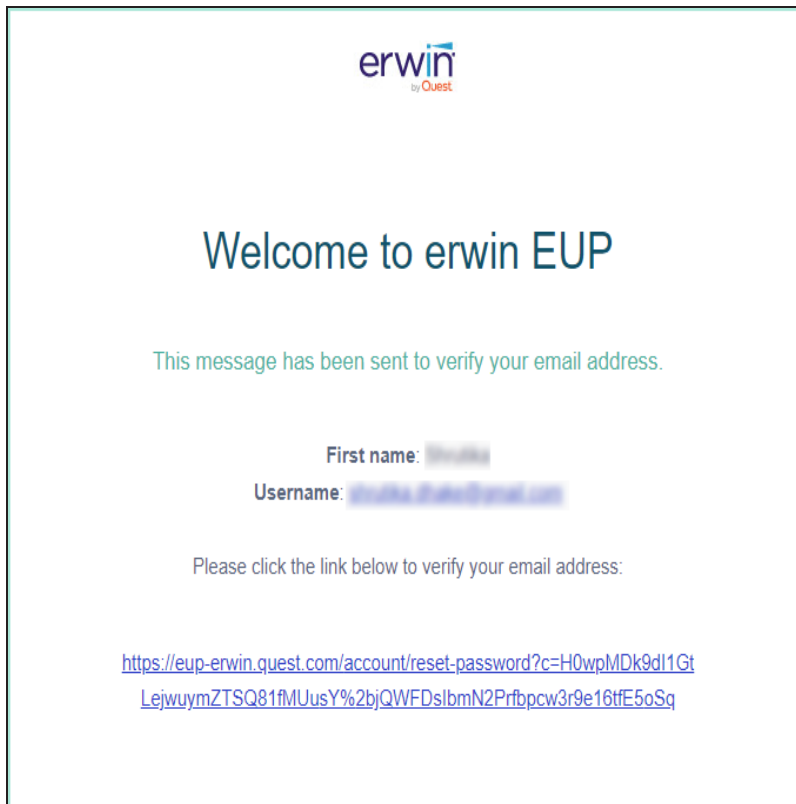
Once an account is created for you, wait for at least 30 minutes before attempting to use it in erwin DM.

## Verifying and Using User Accounts

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:

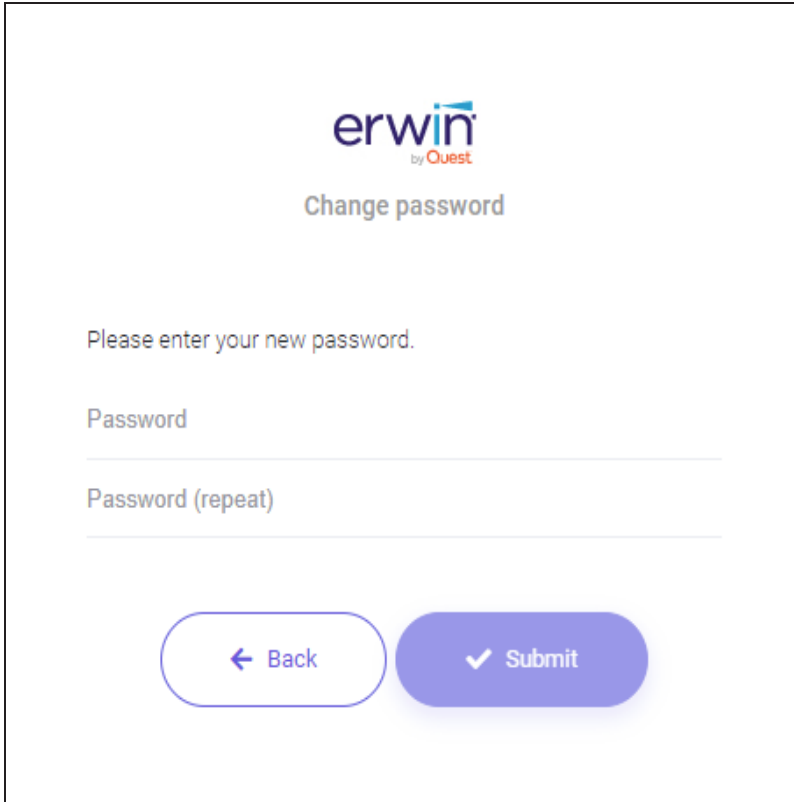
1. Open the End User Portal (EUP) email.



## Verifying and Using User Accounts

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



The screenshot shows a web page for changing a password. At the top, the 'erwin by Quest' logo is displayed, with 'erwin' in blue and 'by Quest' in orange. Below the logo, the text 'Change password' is centered. A message 'Please enter your new password.' is followed by two input fields: 'Password' and 'Password (repeat)'. At the bottom, there are two buttons: a light blue 'Back' button with a left arrow and a dark blue 'Submit' button with a checkmark.

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:

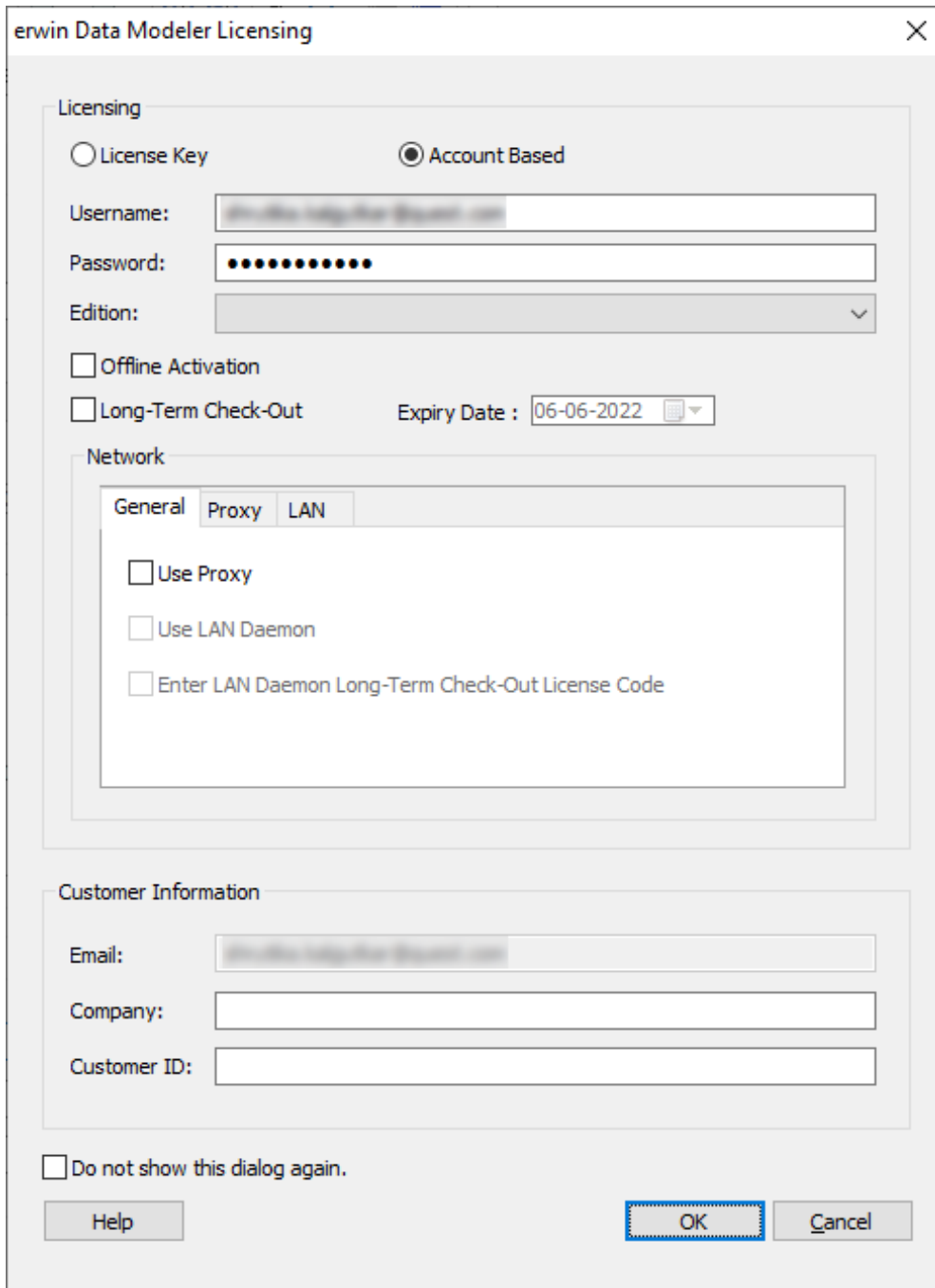
Customer ID:

☐ 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 checked, and next to it is an 'Expiry Date:' field with a date picker showing '06-06-2022'. Below the 'Licensing' section 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 a 'Customer Information' section with fields for 'Email:', 'Company:', and 'Customer ID:'. At the bottom of the dialog, there is a checkbox labeled 'Do not show this dialog again.' and three buttons: 'Help', 'OK', and 'Cancel'. The 'OK' button is highlighted with a blue dashed border.

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

while creating your ABL account.

8. Click **OK**.

## 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**.

## Verifying and Using User Accounts

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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	XXXXXXXXXXXXXXXXXXXX
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	

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  days of Subscription Expiry Date.

Within  days of Maintenance End Date.

☒ Participate in the Product Improvement Program.
 ☐ Suppress the Licensing Dialog.

Close

Refresh

Help

3. Click Return under the appropriate category.

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.