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GPS Pathfinder Office and GPS Analyst Extension for ArcGIS Desktop Software Licensing and Activation

Summary

This support note describes issues and provides answers to questions related to the software licensing and activation mechanisms introduced or updated in the Trimble® GPS Pathfinder® Office software version 5.10 and the Trimble GPS Analyst™ extension for ArcGIS Desktop software version 2.40.

What's new in software licensing and activation in the GPS Pathfinder Office software version 5.10 and the GPS Analyst extension version 2.40?

Single-use activation

The software must be activated when it is installed on a specific computer. The new activation mechanism ties the installed software to the computer on which it is installed. After activation, the installation number cannot be used to install/activate the software on another computer.

Viewer mode (GPS Pathfinder Office software only)

The GPS Pathfinder Office software version 5.10 can be installed without activation in Viewer mode, allowing free-of-charge use for data security and verification tasks that are usually performed on a laptop in the field.

The following utilities are disabled in Viewer mode: Batch Processor, Import, Export, Differential Correction, ShapeCorrect, and Data Dictionary Editor.

In Viewer mode, the field worker can:

- freely use the Data Transfer utility, for example to allow the data files to be backed-up on a laptop rather than the device
- allow waypoints to be created, ASCII-imported, and edited
- visualize the data on the Map, and edit it using the editing tools (Feature and GPS Position delete, attribution, SSF Editor), and plot the data out

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Possible problems and solutions

I am unable to get a floating license from the Mapping & GIS License Manager after upgrading to the latest version.

Most likely, this happens because the Mapping & GIS License Manager has not been upgraded to be compatible with Trimble GPS Pathfinder Office software version 5.10 or GPS Analyst Extension version 2.40. Upgrade the License Manager software

I am unable to use the same computer to serve floating licenses for both the GPS Pathfinder Office software and the GPS Analyst extension.

The Mapping & GIS License Manager software provides you with a single mechanism for managing floating licenses for the GPS Pathfinder Office software and the GPS Analyst extension. In other words, you can install the License Manager that came with the GPS Pathfinder Office software and then use it for activating GPS Analyst licenses, or the other way around. However, this only works if you have one of the two compatible combinations:

- GPS Pathfinder Office software version 5.10 and GPS Analyst extension version 2.40
- GPS Pathfinder Office software version 5.00 (or earlier) and GPS Analyst extension version 2.30 (or earlier)

Any other combinations are incompatible and require the License Manager software to be installed on two different computers.

Activation over the Internet fails and causes a software crash.

This is likely to be caused by a temporary hardware problem. Shutting down and restarting the computer and repeating the activation usually solves the problem.

It is not possible to work disconnected when floating licenses are used

This happens because, at this time, the License Administrator on the field worker's computer needs to be connected to the computer where the Mapping & GIS License Manager is installed. A solution to this problem is being developed and will be released at the earliest opportunity. To enable Trimble to implement the best solution, please provide Trimble with the Use Case scenario of such disconnected use where Viewer mode is insufficient.

Answers to Frequently Asked Questions

Licensing questions

What is the difference between the Mapping & GIS License Manager and License Administrator?

The Mapping & GIS License Manager is a combination of console application and service that runs on a server and issues floating licenses to installations of the GPS Pathfinder Office software (or GPS Analyst extension) on client computers that have access to the server through a network. The License Administrator is a utility on a client computer that allows the user to select whether the GPS Pathfinder Office software (or the GPS Analyst extension) runs in floating, standalone, or Viewer modes.

How does the Mapping & GIS License Manager work?

First, you must install the Mapping & GIS License Manager on a server computer that is accessible by all client installations of the software—this will automatically start the service. Then, add software Installation Codes using the Mapping & GIS License Manager console application and activate them. Just one activation is required for each Installation Code you add, regardless of how many concurrent users this installation number allows.

When floating licenses are used, does the software have to be activated on each client computer as well as the server, or just at the server level?

If you are using floating licenses, you only need to activate the Installation Codes when you are adding them to the Mapping & GIS License Manager. No activations on client computers are needed. For example, if you have a 10-seat Educator License, you only activate it once using the Mapping & GIS License Manager. However, if you purchased 5 standalone licenses and want to add them to the Mapping & GIS License Manager, you will need to activate each separately using the Mapping & GIS License Manager.

Can activations be done without access to the Internet?

Yes, offline activations are supported.

Is purchasing a GPS Pathfinder Office software license required for every computer that communicates with the TerraSync™ software?

No. Running the GPS Pathfinder Office software in Viewer mode (free of charge) allows the user to back up the TerraSync data on the computer.

Are floating licenses the same as enterprise or site licenses?

No. Enterprise and site licenses are not currently supported. If your organization has a need for an enterprise or site license, please contact your Trimble representative with a description of your needs.

Can a license be deactivated?

Licenses can only be deactivated by authorized Trimble personnel. Requests for deactivation are reviewed on a case by case basis and require a proper justification.

Can floating licenses be transferred from one License Manager server to another?

Yes, it is possible but how you do it depends on the versions of the License Manager on both servers. There are four scenarios, explained in the following table:

		Version of the software on the server you are transferring licenses to	
		GPS Pathfinder Office software version 5.00 (or earlier) or GPS Analyst extension version 2.30 (or earlier)	GPS Pathfinder Office software version 5.10 or GPS Analyst extension version 2.40
Version of the software on the server you are transferring licenses from	GPS Pathfinder Office software version 5.00 (or earlier) or GPS Analyst extension version 2.30 (or earlier)	<ul style="list-style-type: none"> Remove the licenses from the first License Manager server. Add the licenses to the second License Manager server. 	<ul style="list-style-type: none"> Remove the licenses from the first License Manager server. Add the licenses to the second License Manager server and activate them on that server.
	GPS Pathfinder Office software version 5.10 or GPS Analyst extension version 2.40	<ul style="list-style-type: none"> Remove the licenses from the first License Manager server and have Trimble deactivate them. Add the licenses to the second License Manager server. 	<ul style="list-style-type: none"> Remove the licenses from the first License Manager server and have Trimble deactivate them. Add the licenses to the second License Manager server and activate them on that server.

Viewer mode questions (GPS Pathfinder Office software only)

What are the benefits of Viewer mode for the field worker?

In Viewer mode, the field worker can use the Data Transfer utility to allow data files to be backed-up on a laptop rather than the handheld GPS device; allow waypoints to be created, ASCII-imported, and edited; and visualize the data on the Map, edit it using the editing tools (Feature and GPS Position delete, attribution, SSF Editor), and plot the data out.

Can postprocessing be done in Viewer mode?

Postprocessing is disabled in Viewer mode, but if the field worker has Internet access, they can send the rover file to their office by email and have it processed there on a computer with a licensed version of the software installed; it can be returned if they need to take it out into the field again.

When would the user switch between a floating license and Viewer mode?

If a user is working connected but only needs the features which are enabled in Viewer mode, switching from a floating license to Viewer mode will make the floating license available to another user who needs to use all features of the GPS Pathfinder Office software. Use the GPS Pathfinder Office License Administrator on the client computer to switch between a floating license and Viewer mode.

Is it possible, when using a floating license, to disconnect and work remotely and avoid Viewer mode?

At this time it is not possible to work disconnected using a floating license, but work is underway to implement “borrowing” of a floating license that will enable such a scenario. Until this has been implemented, the user needs to do one of the following:

- If all features of the GPS Pathfinder Office software are required, switch from the floating license to a single use license. The single use license must be activated and remain associated with the computer, until deactivated (see [Can a license be deactivated?](#) above).
- If only the features which are enabled in Viewer mode are required, switch to Viewer mode.

Technical questions

Are Windows Server 2003 and 2008 supported in the License Manager?

Yes, Windows Server 2003 and Windows Server 2008 are supported.

Can floating licenses be used with Citrix?

Users have successfully installed the Mapping & GIS License Manager on a computer accessible by a Citrix server to issue licenses to instances of the GPS Pathfinder Office software running on Citrix.

Are there special technical requirements or configurations for using floating licenses?

Generally, if you can connect to www.trimble.com from a computer, both the Mapping & GIS License Manager and the License Administrator will run successfully on the same computer. Network communication between client software installations and the Mapping & GIS License Manager should occur over TCP/IP port number 56077. If you experience any port conflicts, you can reconfigure the port used for network communication using the registry. For more information please see the section *Configuring the Mapping & GIS License Manager* in the Mapping & GIS License Manager help on the server on which the Mapping & GIS License Manager server has been installed.

Are administrator rights required to install the Mapping & GIS License Manager on the server?

Access to the computer where the Mapping & GIS License Manager will be installed is usually governed by the users’ organizations policies and should be done in consultation with the information systems personnel.

Are there any security issues associated with using the Mapping & GIS License Manager?

No, there are no known security issues.

How must the firewall be configured to allow the software to be activated?

The License Administrator and the Mapping & GIS License Manager require access to <http://support.trimble.com/Isis/CPService.asmx> on Port 80 to enable activations to proceed.