

# Update of the EPLAN activation service for licenses

As of **August 31, 2023** an updated version of the EPLAN activation service will be available. An update of your EPLAN License Client and EPLAN License Manager is required so that the data exchange between the EPLAN activation service and EPLAN License Client as well as EPLAN License Manager functions as of this date.

We make the new versions of the EPLAN License Manager and of the EPLAN License Client available to you in various ways, for example in the EPLAN Download Manager or in the EPLAN Download Portal.

## EPLAN activation service

The EPLAN activation service is used in the EPLAN License Client, EPLAN License Manager and EPLAN Rehost Tool to activate and return licenses.

## EPLAN License Client

The EPLAN License Client (ELC) is the component on your computer that either activates your single-user license directly on your computer or connects to your central EPLAN License Manager.

## EPLAN License Manager

The EPLAN License Manager (ELM) is used for the central management and distribution of a network license within your company network. The ELM is installed on a server in your company and is managed by the administrator. In this case we call it a "network license".

## Activation and return process of a license

In order to use an EPLAN license, it must be activated either as a single-user license on the computer or as a network license on the EPLAN License Manager.

You have to repeat this process during the initial setup of a new license and at regular intervals, for example with a new expiration date of existing licenses.

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## How can I update the EPLAN License Client or EPLAN License Manager?

### You have a single-user license and may install software on your computer

- Use the current Download Manager in your EPLAN product and install the latest EPLAN License Client.  
The Download Manager is located in your product under the following menu path:  
**File** > **Help** > Command group **Support** > **Support & Updates** > Command group **Updates** > **Download Manager**
- The latest installation of the EPLAN License Client is sufficient to continue to use your installed EPLAN versions.

### You have a single-user license and may not install any software

Contact your IT department.

Your IT department must perform the following steps on your computer:

1. Download the current version of the EPLAN License Client from our download page [www.eplan-software.com/services/downloads](http://www.eplan-software.com/services/downloads).
  2. Update the EPLAN License Client on your computer.
- You do not have to update your installed EPLAN products. The latest installation of the EPLAN License Client is sufficient to continue to use your installed EPLAN versions.

### You are using a network license in your company

Contact the administrator of your EPLAN License Manager (ELM).

The following steps have to be carried out by the **Administrator** on the server of the EPLAN License Manager:

1. Download the current version of the EPLAN License Manager from our download page [www.eplan-software.com/services/downloads](http://www.eplan-software.com/services/downloads).
- ! Do not under any circumstances uninstall the outdated version of the EPLAN License Manager.
2. Update the EPLAN License Manager on the server.
- You can find detailed instructions for updating the EPLAN License Manager in the download package of the EPLAN License Manager.

## Further information

### Can I use my license after August 31, 2023 without updating the software?

Your license will continue to be valid until the expiration date on which you must reactivate the license. This is displayed to you 14 days before the expiry when you start an EPLAN product.

We recommend that you do not wait until this day but plan the update in your IT environment at an early stage.

### If I have updated the EPLAN License Manager, do I also have to update the EPLAN License Client?

No, because only the technology for activation has changed and this only affects your EPLAN License Manager. The communication between EPLAN License Manager and EPLAN License Client then continues to function.

The EPLAN License Client can still be updated separately at any time and is always contained in the download package of an installation or update.

### The EPLAN License Client or EPLAN License Manager was not updated before August 31, 2023. How do I activate or return my license?

If the EPLAN License Client or EPLAN License Manager could not be updated by the specified date, you can temporarily use the current version of the EPLAN Rehost Tool for activation or return:

1. Download the current EPLAN Rehost Tool from our download page [www.eplan-software.com/services/downloads](http://www.eplan-software.com/services/downloads).
2. Start the EPLAN Rehost Tool and carry out an activation or return of your license.

Further information on how to carry out the activation or return with the EPLAN Rehost Tool is available [here](#).