



Tekla software installation and licensing guide

What choices do I have for licensing my
products?

February 2023

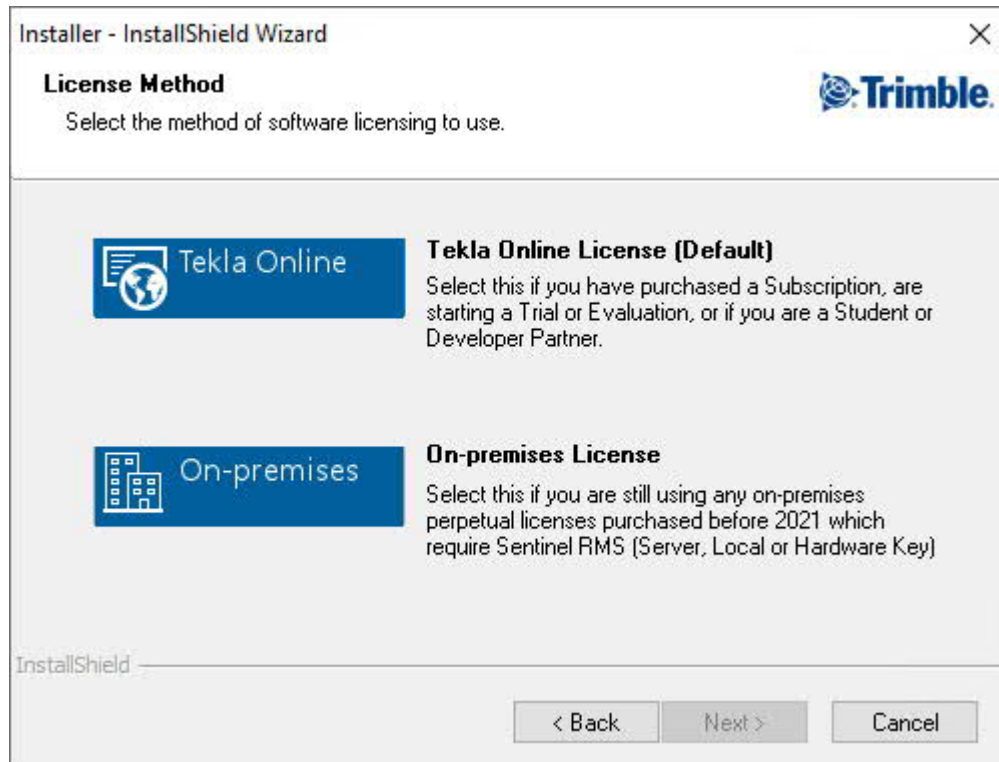
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1. What Choices Do I Have for Licensing My Products?

When installing a Tekla Structural Design product, you are asked to select from one of two methods for licensing your software:



- Tekla Online
Share online licenses with other users in your Trimble Identity organization.
- On-premises
Only select this method if you have a legacy perpetual license.

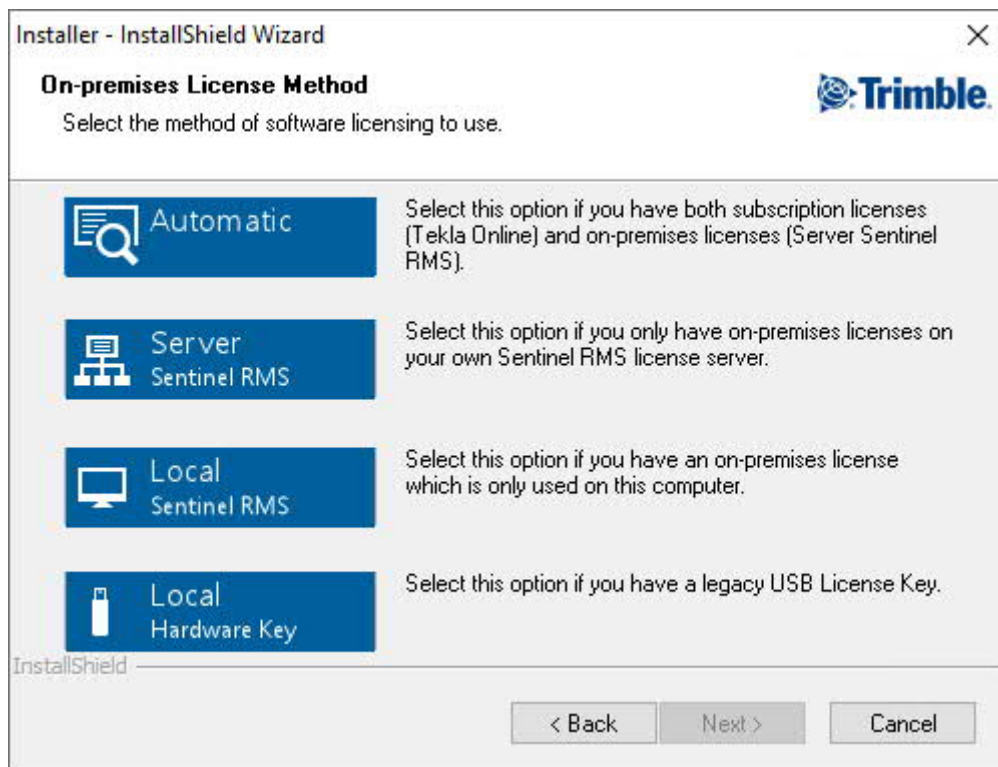
If you are a new customer, you should select 'Tekla Online'.

1.1 Tekla Online method

When you click 'Next' you will be able to proceed with the installation.

1.2 On-premises method

When you click 'Next' you will be asked to choose the type of on-premises license you want to use before you can proceed with the installation.



- **Automatic**
Try 'Tekla Online' and then try 'Server - Sentinel RMS'. This option is designed for organizations that have both Tekla Online subscription licenses and legacy perpetual licenses which use Sentinel RMS.
- **Server - Sentinel RMS**
Share licenses from your own computer or from a central server in one country (Domestic) or globally (Enterprise). Licenses can also be commuted locally for a limited time period.
- **Local - Sentinel RMS**
Licenses are locked to a single computer.
- **Local - Hardware Key**
Licenses are locked to a USB Key which can be quickly transferred to another computer.

1.3 Licensed Features

When a product is activated the licenses required to use that product will be held online or installed onto your computer or server. Each product typically requires more than one license to run. Each license enables a specific feature or feature(s) of the product to be used.

1.4 Minimum Operating Systems Supported:

Only 64-bit operating systems are supported.

For the client PC the following operating systems are supported:

- Windows 11
- Windows 10 (64-bit)

For Sentinel RMS - Server licensing you will require a Windows PC or Server where the Tekla Structural License Service software can be installed. This software is responsible for issuing licenses to the client PCs when they are required. For the license Server the following operating systems are supported:

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2 Update
- Windows 11
- Windows 10

2. How do I install my products?

2.1 If you have Tekla Online or Local Licensing

1. At the PC where you intend to use the products, download and run the product installation file.
2. Follow the on-screen prompts and select the appropriate licensing method:
 - Tekla Online
 - On-premises > Local - Sentinel RMS
 - On-premises > Local - Hardware Key
3. Once the installation is complete the Update Service will check to see if any new updates are available.
4. You can now launch your products.
5. If you have a local license you will now be prompted to activate it.

2.2 If you have Sentinel RMS - Server Licensing

If you are using Server licensing, you also need to install the Tekla Structural License Service on the computer that you want to act as your license server. If you do not have a separate computer which will act as the license server or your computer is not connected to a network, then the license server software can be installed on the same computer as the application software. In this case you can skip the first step "At the Server".

2.2.1 At the Server

1. Download and run the Tekla Structural License Service installation file.
2. Follow the on-screen prompts to install the 'SafeNet Sentinel RMS License Service' and 'Tekla Server License Manager'
3. You can now launch the License Server Manager and activate your licenses.

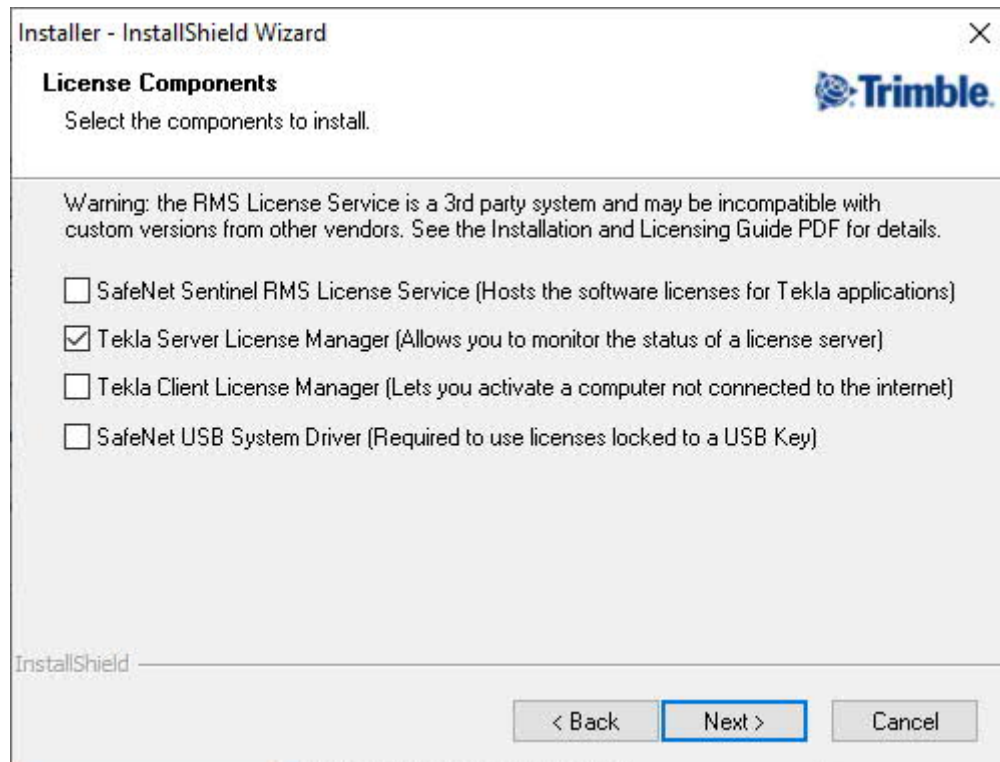
2.2.2 At the Client PCs

1. Download and run the product installation file.
2. Follow the on-screen prompts and select the appropriate:
 - Licensing method you have purchased – '[On-premises > Server - Sentinel RMS](#)'.
 - Enter the Name or IP address of your License Server, if you want to install the license server on the same computer as the application software enter "Localhost".
3. Once the installation is complete the Update Service will perform a check to see if any new updates are available.
4. You can now launch your applications. If you have installed the license server on the same computer as the application, you will also need to activate your licenses.

2.3 How do I ensure compatibility with software from other vendors when using Sentinel RMS - Server Licensing?

The Tekla Structural License Service uses a 3rd party licensing system "SafeNet Sentinel RMS" which may also be used by software you already have installed from other vendors (e.g. RISA). Installing the License Server software will install the latest version of Sentinel RMS which may not be compatible with your existing software. To avoid compatibility issues with other software we recommend that the License Server is installed on a computer that does not already have SafeNet RMS installed. If you would prefer to use a single SafeNet Sentinel RMS license server to host licenses for software from different vendors that license server must have the latest version of Sentinel RMS installed to ensure compatibility with Tekla software. Please contact other vendors for more information on whether their products are compatible with the latest version of Sentinel RMS.

If you are installing the License Server software on a computer that has an existing version of Sentinel RMS installed that must be maintained for software from other vendors (e.g. RISA), during the installation of the License Server when you are asked which license components you want to install make sure that the option "SafeNet Sentinel RMS License Service (Hosts the software licenses for Tekla applications)" is NOT checked.



2.4 If you have a mix of Tekla Online subscription licenses and legacy perpetual licenses which use Sentinel RMS licensing

1. At the PC where you intend to use the products, download and run the product installation file.
2. Follow the on-screen prompts and select the 'Automatic' licensing method.
3. Once the installation is complete the Update Service will perform a check to see if any new updates are available.
4. You can now launch your products and activate your license or login.

3. How do I use my Tekla Online license?

A Tekla online license does not require product activation, your license entitlement will be automatically granted to your organization when you start a Trial, activate a Student licence, or a new purchase is completed. When you start the Tekla application you want to use you will be prompted to login using your Trimble Identity. The license the application needs to use will then be automatically consumed for as long as you use the application. If your organization has licenses for different application configurations, then you will be prompted to choose which product configuration you want to use. If you do not have a Trimble Identity you can create an account by contacting your organizations Tekla Account Administrator or you can visit <https://account.tekla.com>, create a new account and associate your account with your existing organization.

3.1 Troubleshooting Trimble Identity for Tekla Online services

3.1.1 I have created a Trimble Identity but cannot log in. Why?

It is likely that your Trimble Identity is not verified. When you create a Trimble Identity, you receive an email to set the password of the Trimble Identity to the e-mail address you registered. Click the link in the email to set the password. After that, you can use your Trimble Identity.

3.1.2 I can log in to my Trimble Identity but still cannot access the application. Why?

If you are using a Trial or Student license you must activate your license from your Tekla Account. If the software has been purchased and you cannot access any licenses - you need to contact your organisations' administrator(s) in the first instance - to check if it is just because you have not yet been assigned a license.

3.1.3 I tried to reset my password but Trimble Identity does not recognize my email address and asks me to enter a valid email address

Error says: "Sorry, we didn't recognise this user. Please enter a valid Email address." If the spelling of the email address is correct, this means that you don't currently have a Trimble Identity with it. Click the Create new Trimble ID link on the sign in page, and proceed to create the Trimble Identity.

3.1.4 I reset my Trimble Identity password and now I cannot login with it. What is wrong?

Check your password. If it contains alphabets outside the range of aA-zZ, you cannot use it to login. Reset your password by selecting link Forgot password? and use allowed characters. Try logging in again.

3.1.5 I do not receive any emails from Trimble Identity, neither do my colleagues. What is wrong?

If the emails are not in your spam folder it is likely your company's email firewall is stopping emails from arriving. Please contact your IT department and ask them to allow emails from *@trimble.com and *@trimblepaas.com and *@mail.trimblepaas.com. Also ask them to whitelist following IP addresses which are used when sending mails from Trimble Identity: 184.173.153.253, 184.173.153.218 and 54.191.127.27.

3.1.6 I tried to enter a new password but Trimble Identity does not accept it. Why?

The password requirements are visible on the Set your password page. For security reasons, the password must at least contain:

- 8 Characters
- A digit [0-9]
- A combination of lower & uppercase letters [aA-zZ] (note! Scandinavian letters are not allowed)
- A special character [!@#\$\$%& *^ _ - +]

3.1.7 I used to have access to Tekla Online services but suddenly the service says I don't have needed access rights

Clear the cookies and the cache from your browser. This forces the service to check your access rights again from the server.

4. If I don't have a Tekla Online License, what do I need in order to activate my product?

To activate your Tekla product, you will need to enter a Product Activation Key (PAK) which you should have received by email.

4.1 What do I do if I cannot find my PAK?

4.1.1 To Request a PAK

Install and launch your product which will automatically show the License Manager. Select the 'Support' option and follow the on-screen prompts to request support from Tekla.

4.2 License Activation Server

Your PAK needs to be validated by the Activation Server so you will need Internet access, ideally on the computer where you want to run the software or on your license server.

4.2.1 Firewalls

If your computer or network has any form of firewall (software or hardware) to control internet access this may block communication between the client computer and the License Activation Server.

- The address of the activation server is "activate.tekla.com"
- The outgoing connection will attempt to open a secure HTTP connection which must not be blocked by the firewall.

You may need to consult your IT administrator for further information on configuring your firewall.

5. How do I Activate a Product with a Sentinel RMS - Server License?

At the server, launch the License Server Manager from the Windows Start menu, Start > Tekla > License Server Manager

Select the Activate option and follow the on-screen prompts to activate your product.

Note: If you do not have Internet access on your computer please read How Do I Activate a Product on a Computer Without an Internet Connection?

6. How do I Activate a Product with a Sentinel RMS - Local Computer License?

Install your product, making sure that you select 'Local - Sentinel RMS' when prompted for the License Method.

Launch your product which will automatically show the License Manager.

Select the Activate option and follow the on-screen prompts to activate your product.

Note: If you do not have Internet access on your computer please read How Do I Activate a Product on a Computer Without an Internet Connection?

7. How do I Activate a Product with a Sentinel RMS - Local USB Key License?

Install your product, making sure that you select 'Local - Hardware Key' when prompted for the License Method. Attach the USB Key to your computer and launch your product which will automatically show the License Manager.

Select the Activate option and follow the on-screen prompts to activate your product.

Important: Make sure you select the USB Key that you want your product locked to; you will not be able to change this decision once the product is activated.

Note: If you do not have Internet access on your computer please read How Do I Activate a Product on a Computer Without an Internet Connection?

7.1 How Do I Use My USB Key on Another Computer?

To use your USB Key on other computers you should activate the product on each computer using the same PAK. Alternatively, after completing the first activation, you can select the Clone page in the License Manager and choose the Email or Save options to create a file, which can be copied and run on other computers to activate them.

8. How Do I Activate a Product on a Computer Without an Internet Connection?

8.1 Sentinel RMS - Server License

If you do not have Internet access on the server where your products are licensed, you can still activate that product by using a PC that does have Internet access:

- Install the Tekla Server License Manager on the server
- Launch the License Server Manager from Start > Programs > Tekla > License Server Manager
- Select the 'Server' option when prompted to 'Select License Method'
- Select Next, with 'This computer – connected to the Internet' selected and follow the on-screen instructions.

The outline steps are:

1. Make a careful note of the Lock ID which is shown at the top of the License Manager dialog. The Lock ID is fixed for a server and can therefore be used when activating other Tekla products.
2. Install the Tekla Client License Manager on a PC that does have internet access.
3. Launch the License Manager from Start > Programs > Tekla > License Manager
4. Choose the Server license method. The Software License Manager dialog will be displayed.
5. Choose 'Activate'.
6. Select the 'Another computer' option.
7. Enter the Server Lock ID that you noted in step 1 and click Next
8. Enter your PAK and click Next
9. Choose either the Email or Save option, which will create a license command file.
10. Email or copy the license command file to the server and double click on it to activate the license.

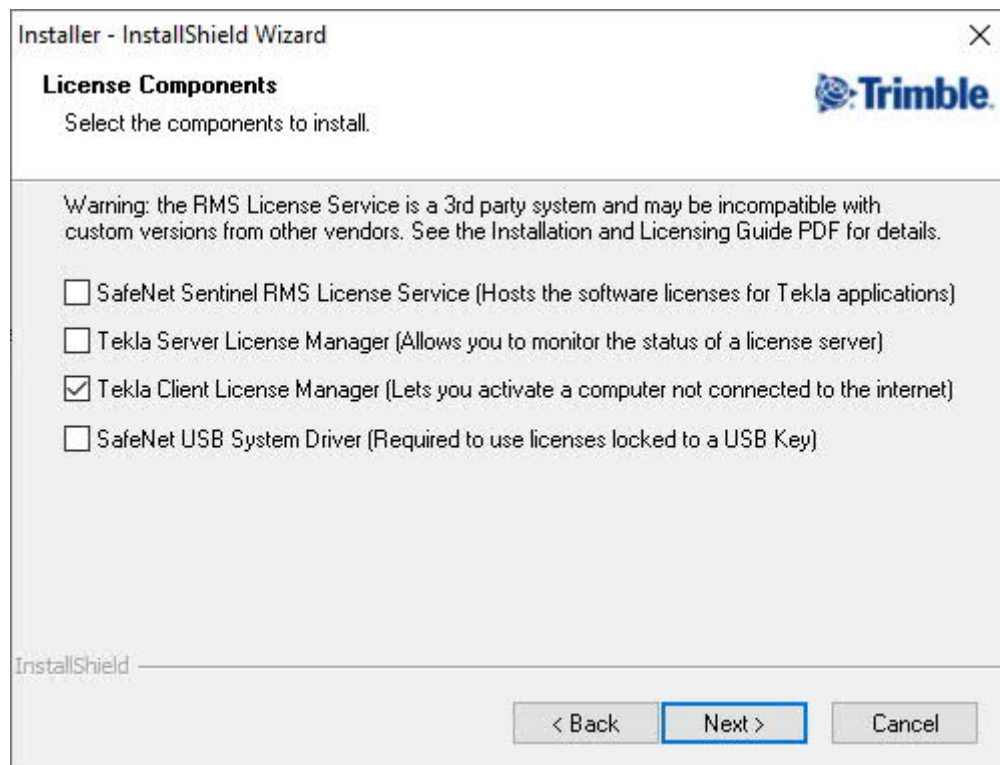
8.2 Local - Sentinel RMS, or Local - Hardware Key

If you do not have Internet access on the computer where your product is installed, you can still activate that product by using another computer that does have Internet access:

- Install and launch your product which will automatically show the License Manager.
- Select the Activate option, select 'This computer – NOT connected to the Internet' and then follow the on-screen prompts.

The outline steps are:

1. Make a careful note of the Lock ID of the computer or USB Key. The Lock ID is shown at the top of the License Manager dialog and is fixed for each computer or USB Key and can therefore be used when activating other Tekla products.
2. Install the Tekla Client License Manager on a computer that does have internet access, by downloading and running the Tekla Structural License Service. Make sure you check the option to install the Tekla Client License Manager, the other options can be unchecked.



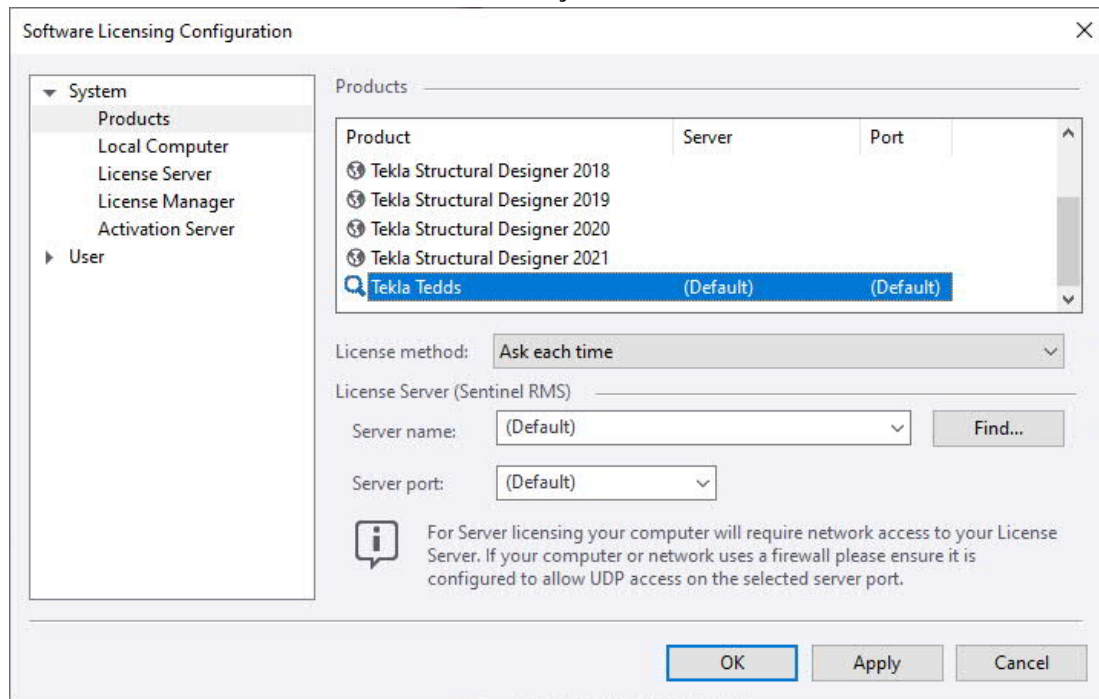
3. Launch the License Manager from Start > Programs > Tekla > License Manager
4. Choose the appropriate License Method. The License Manager dialog will be displayed.
5. Choose 'Activate'.
6. Select the 'Another computer' option.
7. Enter the PC or USB Key Lock ID that you noted in step 1 and click Next.
8. Enter your PAK and click Next
9. Choose either the Email or Save option, which will create a license command file
10. Email or copy the license command file to the other computer and double click on it to activate the license.

9. Other Licensing Tasks

9.1 How do I Change the License Method?

To change the license method used by a product:

1. Run 'System and User Settings' from the Windows Start menu, Start > Programs > Tekla > System and User Settings
2. Select the 'System' group and then the 'Products' item
3. Select the product you want to change
4. In the 'License method' list select the method you wish to use and click OK



9.2 How do I Remove Licenses?

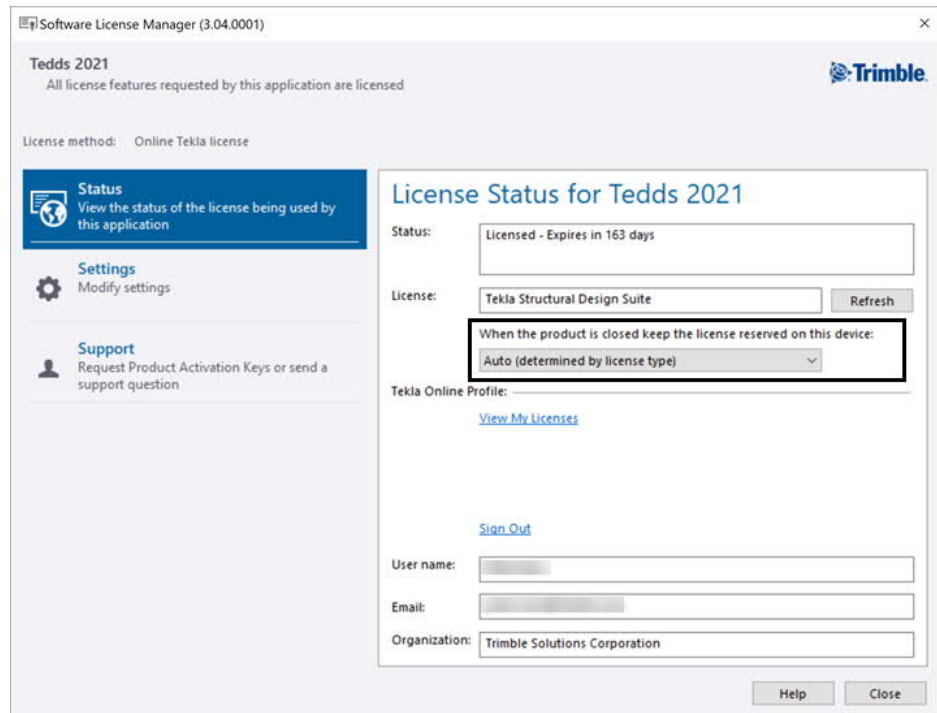
If you have already activated a product and decide to change License Method, you will need to contact Tekla to discuss your license requirements and request a new PAK. Before re-activating the product with a new License Method you must first remove the existing licenses.

1. Run the product
2. Select 'License Manager' (located on the Home ribbon for Tekla Structural Designer, the Help ribbon for Tedds, or the Tedds ribbon Help menu for Tedds for Word)
3. Select the 'Settings' page and then click 'System and User Settings'
4. Select the 'System' group and then the 'License Manager' item
5. In the list of 'Show Actions' make sure 'Manage' is checked and then click 'OK'
6. Select the License components you need to remove and click Delete

9.3 How do I use a Tekla Online License offline?

If you want to use a Tekla Online licensed product when disconnected from your network, the Tekla License Service includes an option which allows you to keep your online license offline for up to 3 days.

1. Launch the Tekla application you want to use
2. Open the License Manager and select the Status page
3. Change the option 'When the product is closed keep the license reserved on this device' to Yes



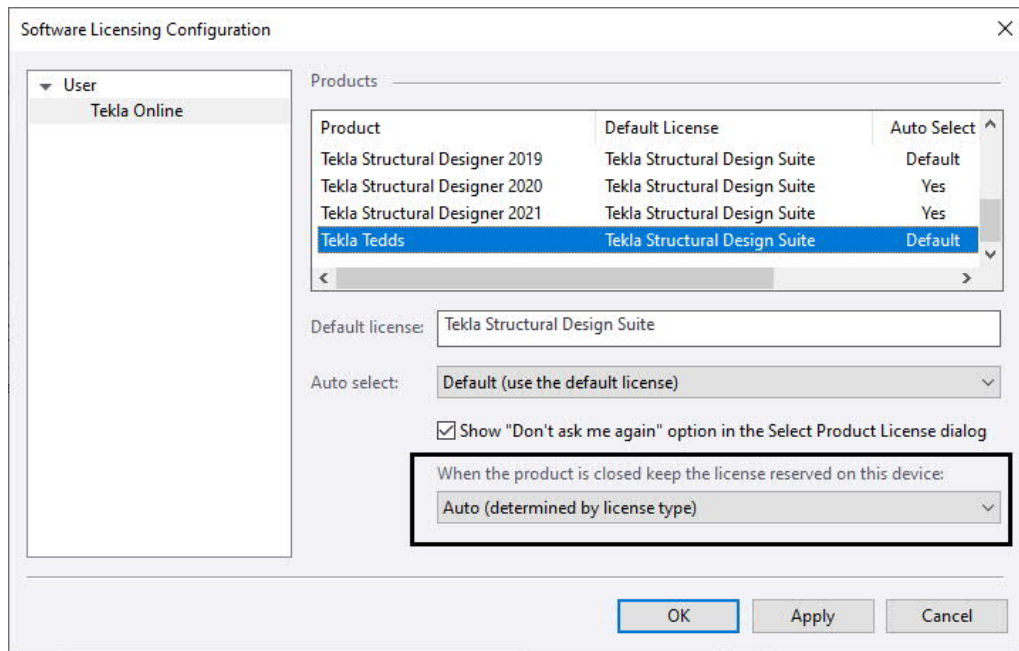
For as long as you keep the license on your device or until the maximum period of 3 days has expired other users will not be able to consume the same license. The maximum time the license can be kept for will be refreshed automatically every 30 minutes for as long as the application is open and online.

To stop your license from being reserved on your device:

1. Launch the Tekla application
2. Open the License Manager and select the Status page
3. Change the option 'When the product is closed keep the license reserved on this device' to No

Note that the license will continue to be consumed online until all instances of the application are closed on the device.

The keep license reserved on this device option can also be changed from the Tekla Licensing Configuration utility. However if the option is modified from here then the setting change will not have any effect until the next time the application is launched.

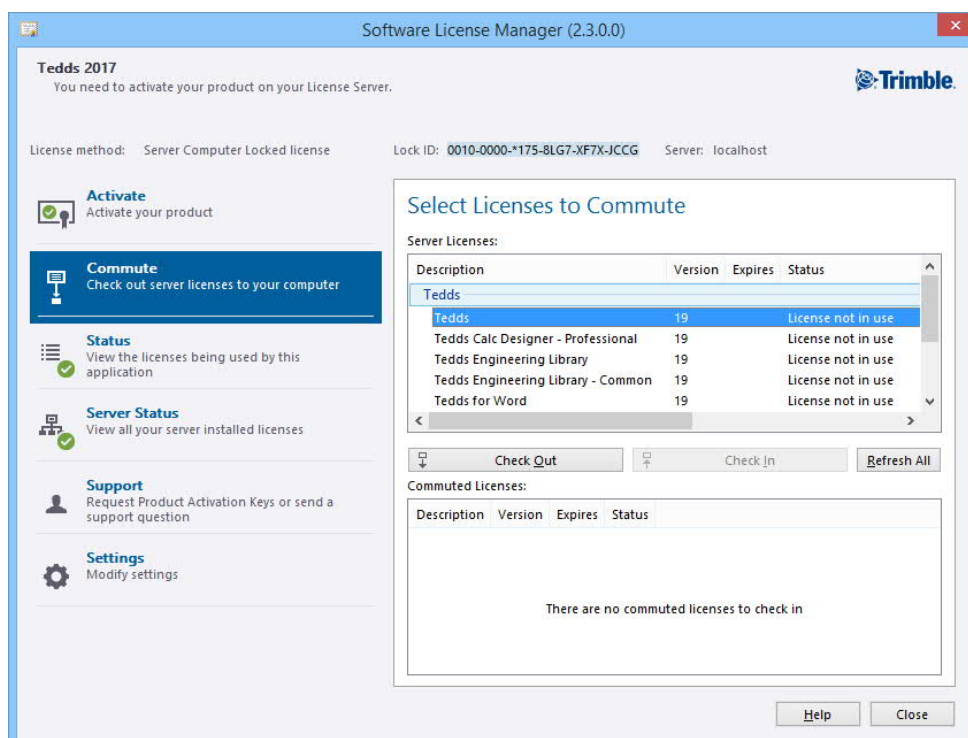


9.4 How Do I Commute a Server License?

If you want to use a Server licensed product when disconnected from your network you can commute a license for a limited time period. After the limited time period has expired the license will be automatically available from your license server, or you can manually check the license back in at any time.

1. Launch your product and select License Manager from the Help menu.
2. Select the Commute page.
3. Select all of the licenses you want to commute and click 'Check Out'

IMPORTANT NOTE: You will need to select all of the licenses needed by your product.



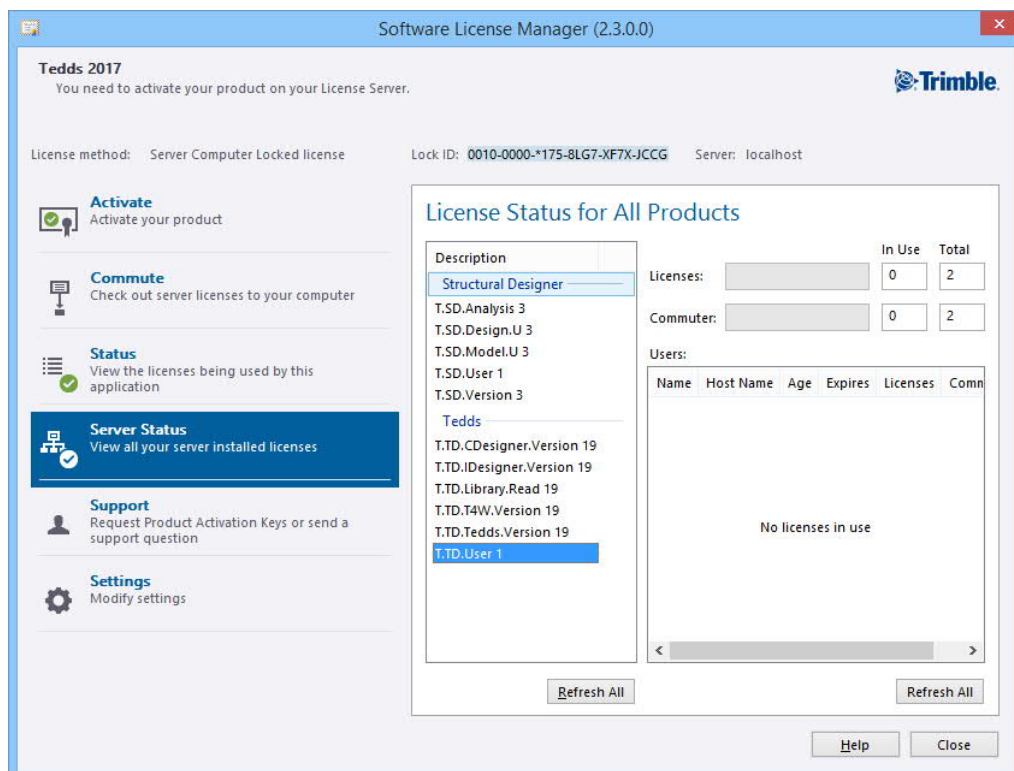
4. Select the number of days that you require the license for and click OK
5. You can now disconnect your computer from the network and continue to use your product.

To check the licenses back in early simply connect to the network, return to the same dialog, select the licenses and click Check In.

9.5 How Do I View the Status of Sentinel RMS - Server Licenses?

To see how many licenses are available and how many are currently in use:

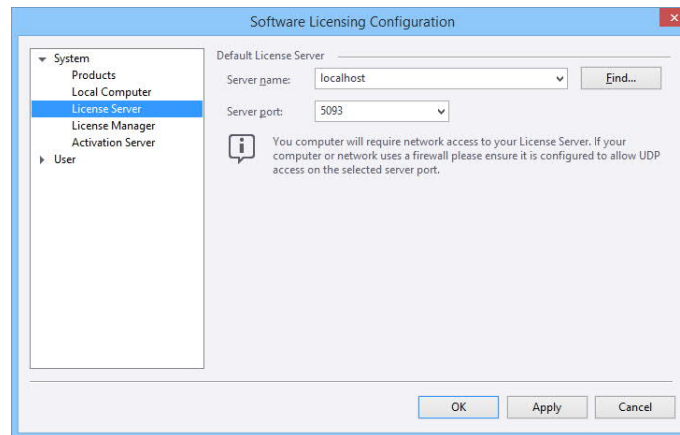
1. Open the License Manager, from the Help or Home menu within your product or from the Windows Start menu.
2. Select the 'Server Status' page



9.6 How Do I Change the License Server?

To change or manually specify the License Server:

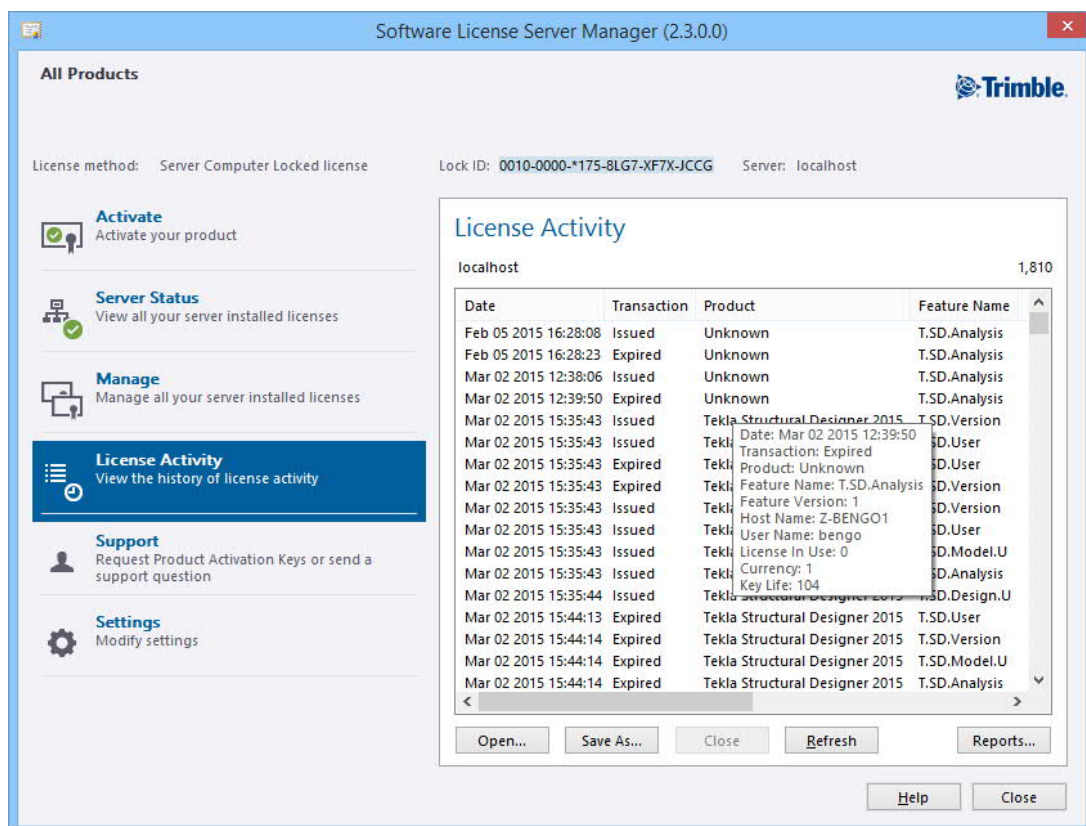
1. Run 'System and User Settings' from the Windows Start menu, Start > Programs > Tekla > System and User Settings
2. Select the 'System' group and then the 'License Server' item.
3. You can enter the Name or IP address of the server that hosts your licenses or click 'Find...' to search your network for license servers



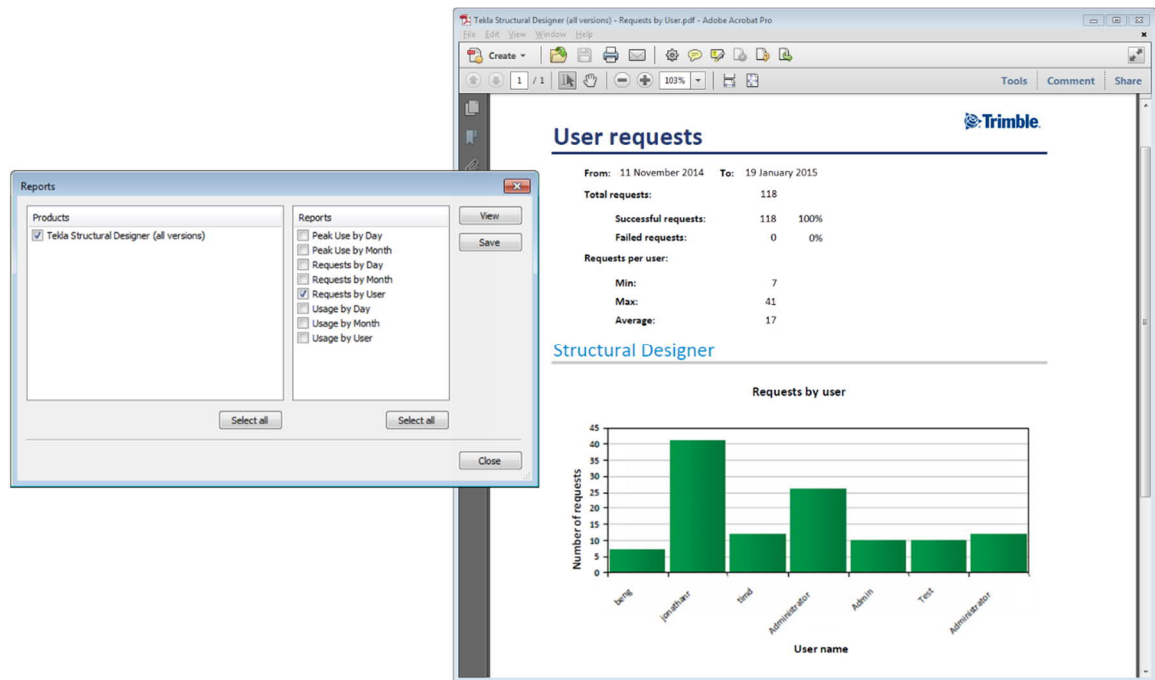
9.7 How do I View a License Usage Report?

The usage of Sentinel RMS - Server licenses is logged automatically and reports can be generated at any time.

- Open the License Server Manager
- Select the License Activity page

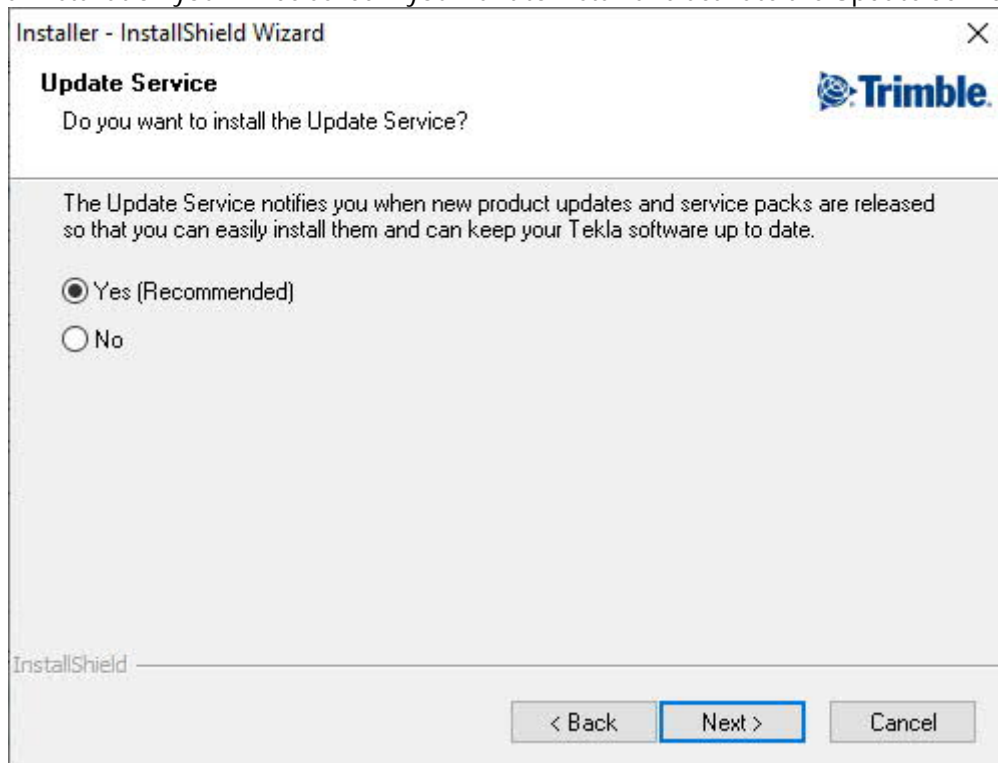


- Click on the Reports button
- Select the Product & report type and click View to generate a PDF report:



10. The Tekla Update Service

During the initial installation you will be asked if you want to install and activate the Update Service.



10.1 What is it?

This service automatically checks for program updates at regular intervals via the internet and then notifies you when new updates are available, allowing you to keep your programs up-to-date with the latest improvements and bug fixes.

10.2 Notifications

Each time the service checks for updates, if an update is found you will receive a notification.



You then have the opportunity to:

- View a description of the update, (by clicking 'More Details...')
- Download and install the update, (by clicking 'Install Now')
- Not install but be reminded again the next time the service checks (by closing the notification)
- Not install and don't be reminded again (by clicking 'Don't remind me again')
- View all updates available for your system in the Software Manager (by clicking 'Show all my updates and messages')

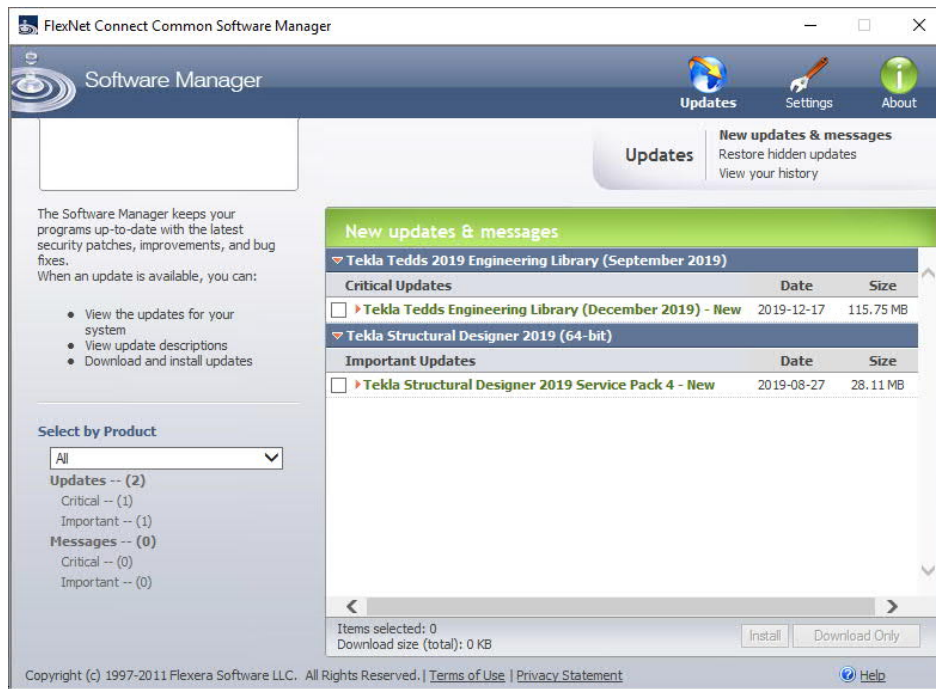
10.3 To manually check for updates

Provided the Update Service is activated and your computer is on-line, the service checks automatically for updates at regular intervals. If the computer is not permanently on-line you may prefer to check for updates manually - there are two methods for doing this:

- From the Windows Start menu, click, Start > Programs > Tekla > Check for Tekla Structural updates
- Alternatively, for some products you can select 'Check for Updates' from the program's Help menu.

10.4 Installing updates

If the Update Service detects any new updates, the Software Manager is displayed. Within the Software Manager a banner indicates the versions of software already installed, beneath which are listed the new updates that are available.



Although we would recommend installing each update as soon as it becomes available, you retain complete control of the update process:

- You can install the update immediately.
- You can choose to defer the update but be reminded later.
- You can choose not to install and not be reminded later.

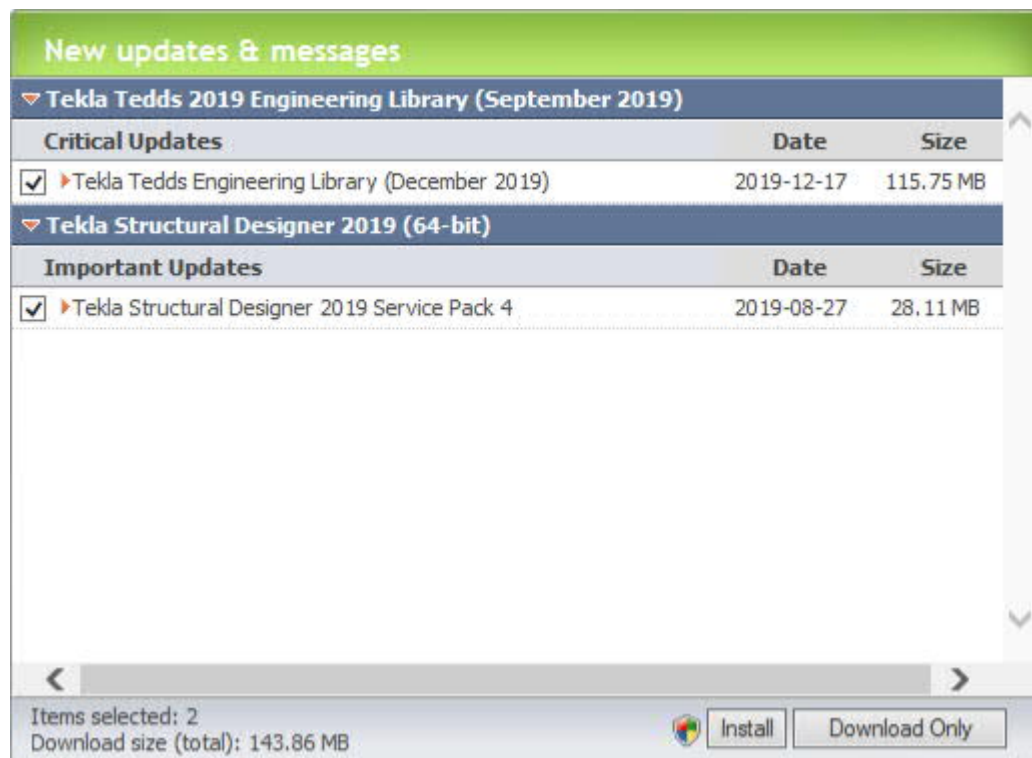
10.4.1 To view release notes associated with an update

Click on the update name and then click on 'Read More'.



10.4.2 To install updates

Check the box adjacent to the update(s) required and then click 'Install'.



Alternatively click 'Download Only' if you want to save the update for installation later.

10.4.3 To defer an update

Simply close the Software Manager - the next time the Update Service runs the updates will be shown again.

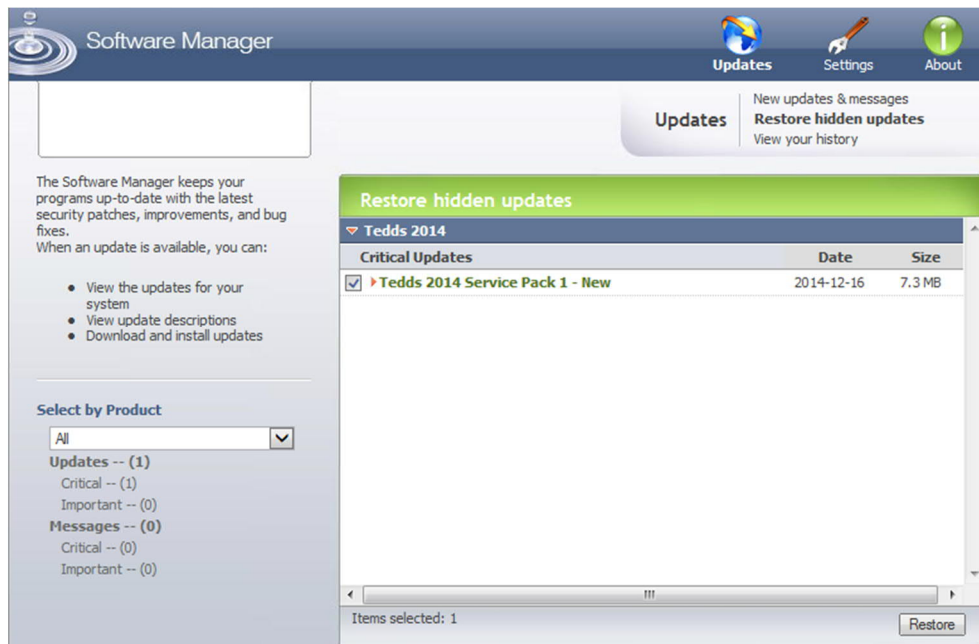
10.4.4 To not install and not be reminded again

Click on the update name and then click on 'Don't show this again' - the next time the Update Service checks for updates the hidden update will not be shown.



10.4.5 To restore hidden updates

The 'Restore hidden updates' page can be selected from the menu at the top of the Software Manager.

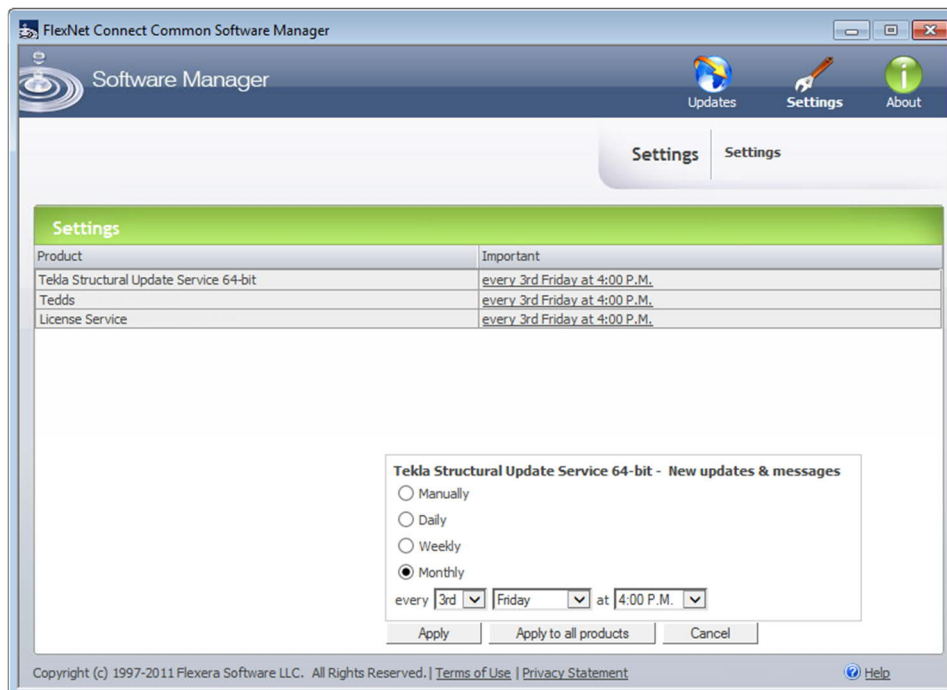


1. Check the box adjacent to the update(s) required.
2. Click 'Restore'.

The updates chosen are moved to the 'New updates & messages' page from where they can be installed.

10.5 Settings

The Software Manager Settings button allows you to modify the frequency at which the Update Service checks each product.



To view the current update settings click 'Settings'. The list will show each product name and the associated frequency of checking for critical and important updates.

To change the frequency of checking for one or all products, click the displayed frequency and choose from the options of 'Manually', 'Daily', 'Weekly' or 'Monthly'. Next, if required adjust the time at which the check is performed. You can then apply your choice to the selected, or to all products.

Choose 'Manually' if you only want to check for updates at your own convenience when the computer is on-line. To perform the check, click the Windows Start button, locate the 'Tekla' group and select 'Check for Tekla Structural updates'.

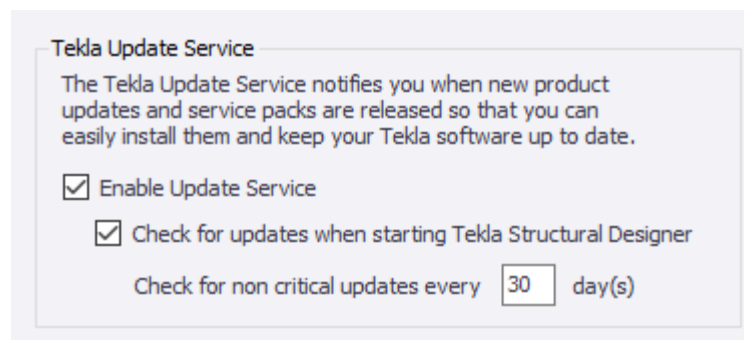
10.6 Distributed deployment

If your company deploys and maintains upgrades to the software via a software management system your System Administrator will be responsible for updating your programs, hence the Update Service is not applicable. We therefore advise that the Update Service is not installed if you use distributed deployment.

10.7 Enabling and Disabling the Update Service

You can enable or disable the Update Service via:

- 'Settings > General' on the Home ribbon if running Tekla Structural Designer,
- 'Options > Setup' on the Home ribbon if running Tedds,
- 'More > Tedds Options > Setup' on the Tedds ribbon if running Tedds for Word.



10.8 Troubleshooting

If your administrator has locked down your internet access, you may find that you are unable to use the Update Service until they have provided you with access to the following domain/IP address:

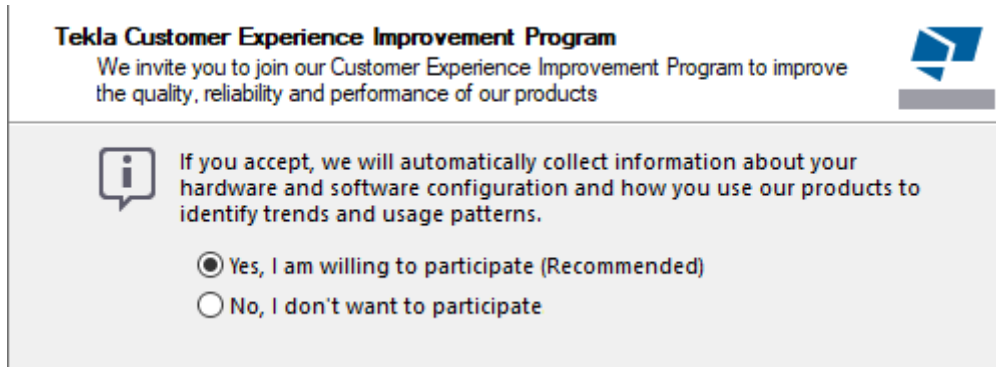
- The Tekla Structural Update Service - Update notification server
<https://updates.tekla.com>

Note: there is nothing to view on this specific page.

11. The Customer Experience Improvement Program

11.1 What is it?

The first time you run a Tekla Structural Design program you will be asked if you want to participate in the Customer Experience Improvement Program.

The image shows a dialog box titled "Tekla Customer Experience Improvement Program". The text inside says: "We invite you to join our Customer Experience Improvement Program to improve the quality, reliability and performance of our products". There is a blue icon of a document with a checkmark in the top right corner. Below the text, there is a section with a speech bubble icon containing an 'i'. The text in this section says: "If you accept, we will automatically collect information about your hardware and software configuration and how you use our products to identify trends and usage patterns." Below this, there are two radio button options: "Yes, I am willing to participate (Recommended)" which is selected, and "No, I don't want to participate".

Tekla Customer Experience Improvement Program

We invite you to join our Customer Experience Improvement Program to improve the quality, reliability and performance of our products

If you accept, we will automatically collect information about your hardware and software configuration and how you use our products to identify trends and usage patterns.

☒ Yes, I am willing to participate (Recommended)

☐ No, I don't want to participate

By choosing to participate you are assisting the on-going development of Tekla products. It is entirely optional, but by agreeing to do so you are allowing us to collect information about your hardware and software configuration and how you use our products so that we can make our products even better for you.

11.2 What data is collected?

Data is collected related to the computer specification, such as:

- operating system,
- memory,
- screen resolution, etc.

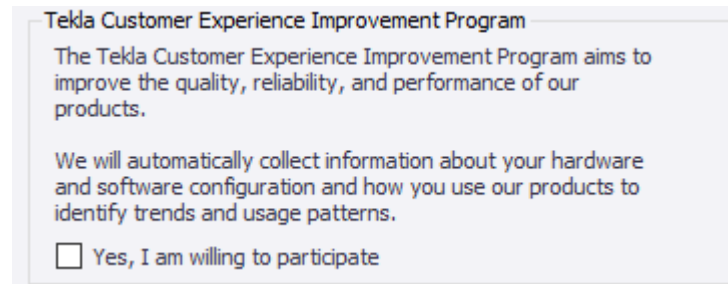
Data is also collected related to how Tekla programs are being used:

- Tekla products installed,
- Tekla product updates installed,
- frequency of use for individual Tekla program features, etc.

11.3 Subscribing and Unsubscribing

You can subscribe or unsubscribe at any time via:

- 'Settings > General > Update Service' on the Home ribbon if running Tekla Structural Designer,
- 'Options > Setup > Feedback' on the Home ribbon if running Tedds,
- 'More > Tedds Options > Setup > Feedback' on the Tedds ribbon if running Tedds for Word.



12. Glossary of Terms

Activate

When a product is activated the licenses required to use that product are installed onto your computer or server. A product is activated by entering a code into the License Manager.

Commute

Temporary exchange of a server license to a Sentinel RMS - Local Computer license.

Activation Server

The Activation Server is the server hosted by Tekla that issues licenses to you in response to you activating a product.

Update Service

This service automatically checks for program updates at regular intervals via the internet and then notifies you when new updates are available, allowing you to keep your Tekla programs up-to-date with the latest improvements and bug fixes.

Customer Experience Improvement Program

By choosing to participate in this program you are assisting the on-going development of Tekla products. It is entirely optional, but by agreeing to do so you are allowing us to collect information about your hardware and software configuration and how you use our products so that we can make our products even better for you.

USB Key

A small piece of hardware that connects to and protrudes from a laptop or desktop computer; used for the purpose of copy protection or authentication of software to be used on that system.

License Feature

A license feature is a single license that relates to a feature or feature(s) within a product.

License Manager

The program used for activating and checking the status of your licenses.

License Server

The license server is the computer on your network that has the License Server software installed which then hosts the licenses for your software. When you run a Tekla Product on a computer that computer will request the licenses required to run the software from the license server.

License Server Manager

The program used for controlling server licenses.

Lock ID

A lock ID uniquely identifies your computer or a USB Key so that the licenses you are issued will work exclusively for that computer or USB Key.

Product

A product is a single item sold by Tekla. A product will have one or more License Features associated with it that must be licensed via Product Activation in order for the software to be used.

Product Activation Key (PAK)

A Product Activation Key (PAK) is a 30 digit code that is used to activate your software.