



Determining your PSCAD Version and License Number

This document provides instructions for determining your PSCAD version and license number for versions 4.2 and later. This information is particularly helpful when requesting support from our support desk. Instructions for using four different tools to determine this information are provided, the Get Info tool, the PSCAD application, the Imgrd-log.txt file, and the PscadLmgr.txt file.

1. Using the Get Info Tool

The Get Info tool may be used to detect the following:

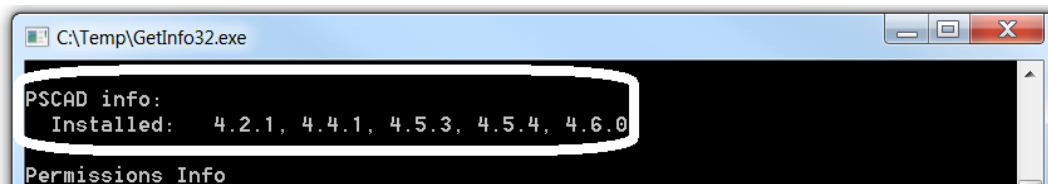
- A USB lock number if plugged in (for lock-based licensing only)
- A license file number if installed on a machine (for lock-based licensing only)
- The version of PSCAD if installed on a machine (for both lock-based and certificate-based licensing)

The Get Info tool may be used as follows:

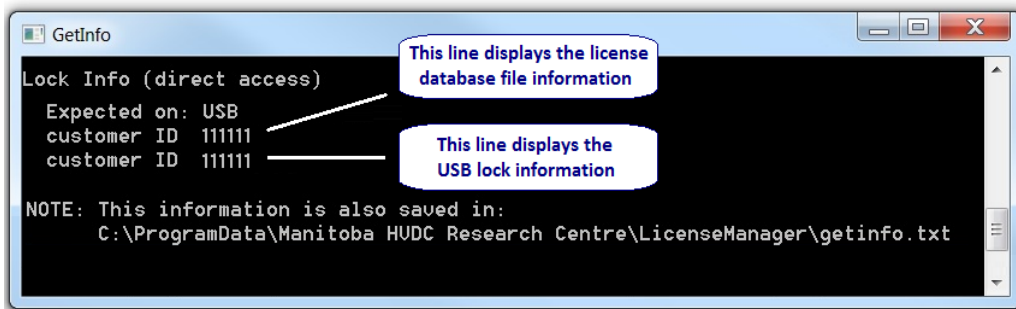
- a. Plug the USB lock in on your machine if available.
- b. Download our latest Get Info tool from the link below, extract the “GetInfo32” file, and save the file to a local directory (e.g. desktop).

<http://updater.pscad.com/utilities/GetInfo32.zip>

- c. Open the extracted “GetInfo32.exe” file. When prompted whether to test shortcuts, select “No”.
- d. Once the tool has finished running, scroll to “PSCAD info: Installed”. All installed versions will be displayed. For example:



- e. Scroll down to “Lock Info (direct access)”. If detected, lock-based licensing information will be displayed. For example:



- f. Include the required information in your support request.

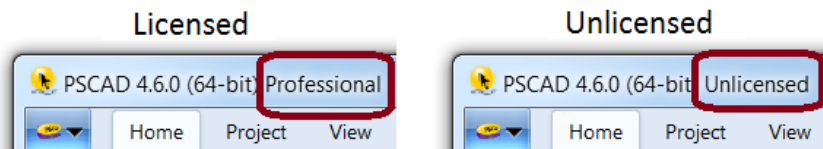
2. Using the PSCAD Application

If PSCAD is installed and licensed, use the application to detect your licensing information as follows:

Note

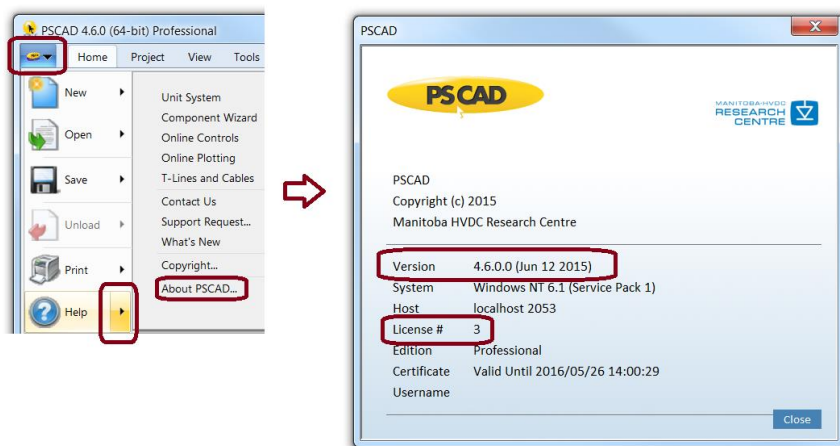
This is applicable for both lock-based and certificate-based licensing.

- a. Ensure that PSCAD is currently licensed.

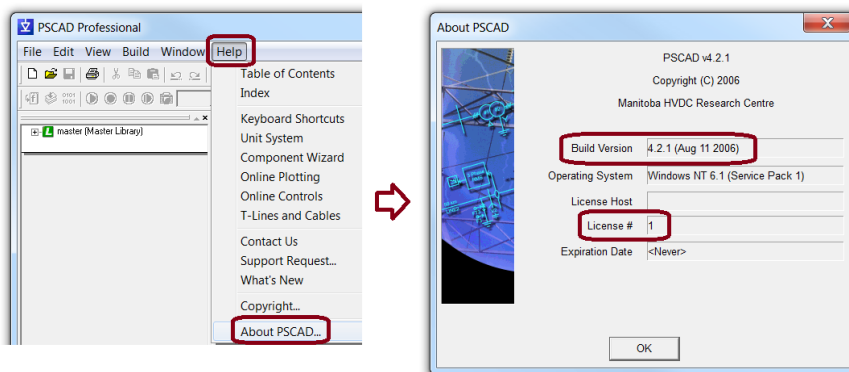


- b. Display the "About PSCAD" dialog box:

- For PSCAD X4 (v4.3 and later):



- For PSCAD V4 (v4.2):



- c. Include the required information in your support request.

3. Using the Imgrd-log.txt File – Lock-based Licensing

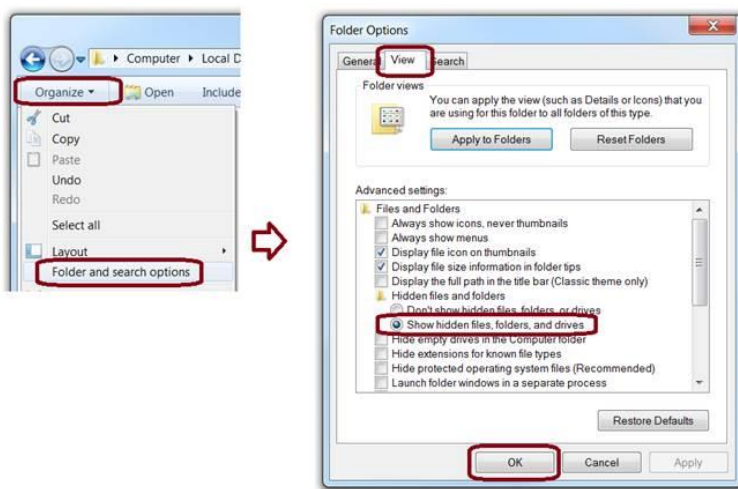
If the License Manager is hosted on a machine and being used to manage PSCAD licensing, the Imgrd-log.txt file will have been created on that machine. This file may be used to determine your lock-based license number, as follows:

- a. Display the Imgrd-log.txt file in one of the following manners:
 - Display the Imgrd-log.txt files located in all of the following locations:

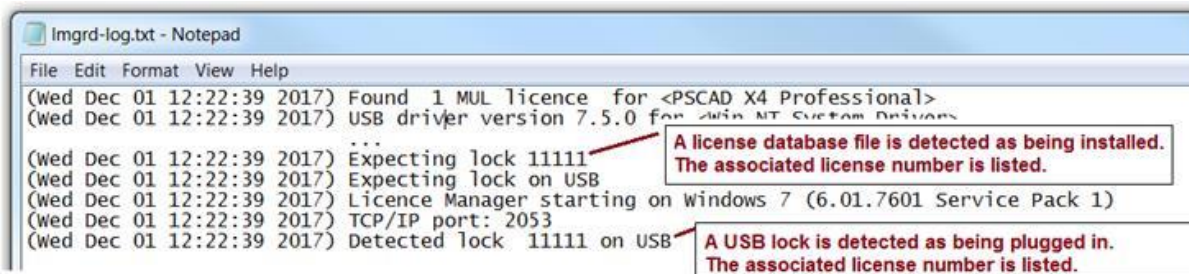
C:\Users\All Users\Manitoba HVDC Research Centre\LicenseManager\
 C:\ProgramData\Manitoba HVDC Research Centre\LicenseManager\
 C:\Users\YOUR-USER-ID\AppData\Local\Manitoba HVDC Research Centre\LicenseManager\

Note

If the AppData folder is hidden, set the hidden folders in your file browser to display as shown:



- Or, display the Imgrd-log.txt file from Windows Start menu (go “View Licence Manager log file”).
- b. Scroll down in the Imgrd-log.txt file, and determine the license database file number and USB lock number:



4. Using the PscadLmgr.txt File - Lock-based Licensing

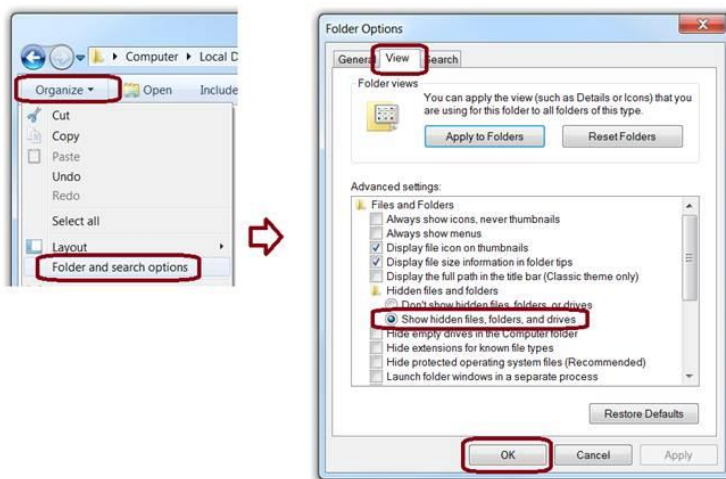
If PSCAD has previously been activated on a client machine using lock-based licensing, a PscadLmgr.txt log file will have been created on that machine. The PscadLmgr.txt file may be used to determine your lock-based license number, as follows:

- c. Display the PscadLmgr.txt files located in all of the following locations:

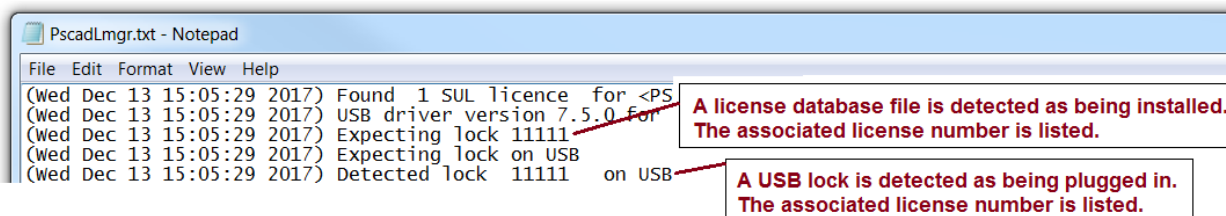
C:\Users\All Users\Manitoba HVDC Research Centre\LicenseManager\
 C:\ProgramData\Manitoba HVDC Research Centre\LicenseManager\
 C:\Users\YOUR-USER-ID\AppData\Local\Manitoba HVDC Research Centre\LicenseManager\

Note

If the AppData folder is hidden, set the hidden folders in your file browser to display as shown:



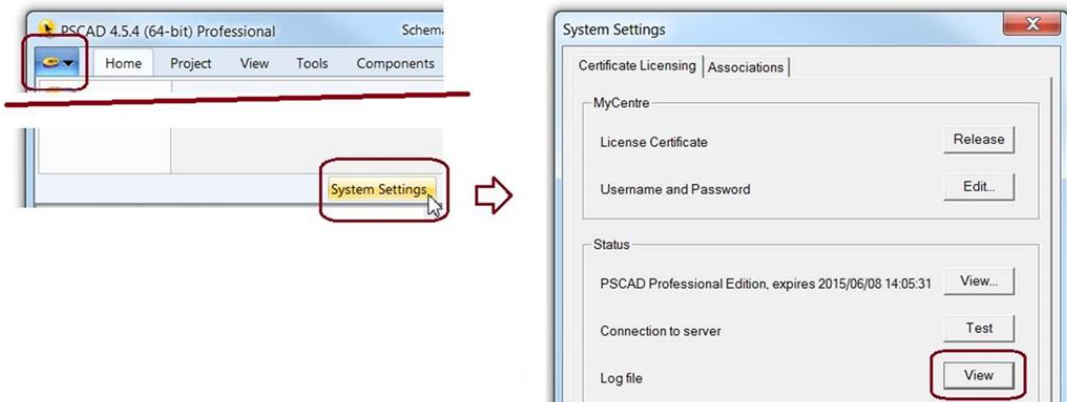
- d. Scroll down in the PscadLmgr.txt file, and determine the license database file number and USB lock number:



5. Using the PscadLmgr.txt File - Certificate-based Licensing

If PSCAD has previously been activated on a client machine using certificate-based licensing, a PscadLmgr.txt file will have been created on that machine. The PscadLmgr.txt file may be used to determine your certificate-based license number, as follows:

- a. Launch PSCAD, and display the PscadLmgr.txt file as shown:



- b. Scroll down in the PscadLmgr.txt file, and determine the license certificate number:

