

Customer Care Plan Program

# License Management Handbook

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## 2 Overview

The purpose of the document is to provide a summary of My Esri Administration and the License types used with ArcGIS products and provide resources for clients who are undertaking common licensing workflows. Links to the latest Esri documentation are provided where necessary.

### 3 My Esri Administration

[My Esri](#)<sup>1</sup> is a self-service portal that allows you to manage your organization's information, such as subscriptions, generate product licenses, access software downloads, request technical support or view technical support information, and much more.

The role of the **My Esri Administrator** is to manage users within a My Esri organization. Tasks include connecting users, updating connected users, and reporting on users.

The following [Esri Academy course](#)<sup>2</sup> walks through steps on how to invite users and manage their permissions in a My Esri organization. More information on administering users in My Esri is covered in [How to Administer Users on My Esri PDF](#)<sup>3</sup>.

Further steps for using My Esri most effectively is covered in the [My Esri Best Practices Blog](#)<sup>4</sup>.

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<sup>1</sup> My Esri - <https://my.esri.com/>

<sup>2</sup> Esri Academy course - <https://www.esri.com/training/catalog/647f7a109631de19e3a4a156/introduction-to-my-esri-administration/>

<sup>3</sup> Administer users on My Esri <https://s3-us-west-2.amazonaws.com/myesri-public/localizedFiles/How+to+Administer+Users+on+My+Esri.pdf>

<sup>4</sup> My Esri Best Practices - <https://community.esri.com/t5/my-esri-blog/my-esri-best-practices/ba-p/1142467>

## 4 License Types

*With ArcGIS Desktop entering mature support on 1 March 2024, there are no plans for additional ArcMap releases in the future. ArcGIS Desktop maintenance will continue until 1 March 2026, however we recommend migrating to ArcGIS<sup>5</sup> Pro at your earliest convenience.*

[ArcGIS Desktop Retirement FAQs<sup>6</sup>](#)

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### 4.1 Single Use Licenses

A single-use license is designed and intended for the use of the software product on one end-user machine. A single-use license must be applied to each machine that requires use and access to the software, data, or associated documentation. A single-use license is sometimes referred to as a "node-locked license," but single-use is the correct Esri terminology.

Both [ArcGIS Pro<sup>7</sup>](#) and [ArcMap<sup>8</sup>](#) may be used in this license model.

### 4.2 Concurrent Use Licenses

A concurrent-use license allows multiple users to access the software from any machine that is within the same network on which the ArcGIS License Manager software is installed and licensed.

ArcGIS License Manager is a license management software that administers a pool of licenses to be shared. The number of concurrent licenses applied to the license manager determines the number of users who can run the applications concurrently (or at any one time).

If all licenses are being checked out or borrowed from the license manager, an additional user cannot run the application until one of the other users returns or checks the license back in. When one user finishes using the license and either close their session or returns a borrowed license, another user can begin using it. A concurrent use license is not locked to an individual's machine. This enables license sharing within an organization's network. This can sometimes be referred to as a "floating license", but concurrent use is the correct Esri terminology.

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5 Migrating to ArcGIS Pro: <https://esriaustralia.com.au/migrating-to-arcgis-pro>

6 ArcGIS Desktop Retirement Questions: <https://esriaustralia.com.au/arcgis-desktop-retirement>

7 Single Use Licensing (ArcGIS Pro) <https://pro.arcgis.com/en/pro-app/latest/get-started/single-use-licenses.htm>

8 Setting the software product and license environment (ArcMap) <https://desktop.arcgis.com/en/arcmap/latest/get-started/administer/setting-the-software-product-and-license-environment.htm>

Both [ArcGIS Pro](#)<sup>9</sup> [ArcMap](#)<sup>10</sup> may be used in this license model, for existing concurrent-use customers.

### 4.3 ArcGIS Server and Server Licensing Roles

Before ArcGIS 10.5, the software component ArcGIS Server was licensed with varying levels and editions. Beginning at ArcGIS 10.5, the ArcGIS Enterprise product introduces licensing roles for [ArcGIS Server](#)<sup>11</sup>. These licensing roles are ways of providing functionality to the ArcGIS platform as deployed in your infrastructure. Different licensing roles provide different capabilities and types of services you can publish. The ArcGIS Server component can be licensed in one of the following seven roles: ArcGIS GIS Server, ArcGIS Image Server, ArcGIS GeoEvent Server, ArcGIS GeoAnalytics Server, ArcGIS Knowledge Server, ArcGIS Notebook Server, ArcGIS Workflow Manager Server

### 4.4 Named User Licensing

Named user licensing focuses on administering licenses to an individual within an organization, based on the role and needs of the user. User Type licenses are focused on the level of functionality or capability that your user will require within your [ArcGIS Online](#)<sup>12</sup> or [Enterprise Portal](#)<sup>13</sup>. Additional add-in licenses can then be assigned to your user, to increase their functionality further.

Named user licenses may be implemented in either ArcGIS Enterprise, ArcGIS Online, or a combination of both, and may also incorporate ArcGIS Pro.

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<sup>9</sup> Concurrent Use licensing (ArcGIS Pro) <https://pro.arcgis.com/en/pro-app/latest/get-started/concurrent-use-licenses.htm>

<sup>10</sup> Concurrent Use licensing (ArcGIS Desktop) <https://desktop.arcgis.com/en/license-manager/latest/concurrent-use.htm>

<sup>11</sup> ArcGIS Server licensing roles <https://enterprise.arcgis.com/en/server/latest/get-started/windows/about-arcgis-server-licensing-roles.htm>

<sup>12</sup> Named User licensing in ArcGIS Online <https://pro.arcgis.com/en/pro-app/latest/get-started/named-user-licenses.htm>

<sup>13</sup> Named User licensing in ArcGIS Enterprise <https://pro.arcgis.com/en/pro-app/latest/get-started/overview-of-named-user-licensing-in-arcgis-enterprise.htm>

## 5 Authorization, Availability, and De-authorization

*Please note that any authorisation or de-authorisation tasks require full local administrator permissions, on the machine/s that the license actions are being performed on.*

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### 5.1 Single Use Licenses

#### 5.1.1 ArcGIS Pro:

##### 5.1.1.1 Review License Availability – ArcGIS Pro Single Use

To **review license availability** on an individual's machine you will need to open ArcGIS Pro and navigate to Settings > Licensing > Configure licensing options > choose Single Use from the License Type drop-down menu > the availability will display in the panel below.

##### 5.1.1.2 Authorise ArcGIS Pro Single Use license

To **authorise** a single-use license on a user's machine open ArcGIS Pro and navigate to Settings > Licensing > Configure licensing options > choose Single Use from the License Type drop-down menu > select the Authorize button. Additional instructions can be found at [Managing Licences in ArcGIS Pro<sup>14</sup>](#), under the Single Use section.

##### 5.1.1.3 De-authorise ArcGIS Pro Single Use license

To **de-authorise** or remove a single-use license from a user's machine, open ArcGIS Pro and navigate to Settings > Licensing > Configure licensing options > choose Single Use from the License Type drop-down menu > select the Deauthorize button > proceed to make the relevant selections to de-authorize the license.

#### 5.1.2 ArcMap:

##### 5.1.2.1 Review License Availability – ArcGIS for Desktop Single Use

To **review license availability** on an individual's machine you will need to navigate to the ArcGIS Administrator > Desktop folder and then ensure that the single-use license feature/s are selected in the menu on the right-hand side. Once you have done so, you can select the Availability folder on the left and review the availability for the selected single-use feature.

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<sup>14</sup> Viewing license availability <https://desktop.arcgis.com/en/license-manager/latest/viewing-license-availability.htm>



## 5.3 ArcGIS Server and Server Licensing Roles

### 5.3.1 Authorise ArcGIS Server

To **authorise** ArcGIS Server or Server licensing roles, please see the instructions in the article [Authorize ArcGIS Server](#)<sup>22</sup>.

### 5.3.2 Review License Availability for ArcGIS Server

To **review license availability** for ArcGIS Server, a user with local administrator permissions would need to log on to the machine that their ArcGIS Server is installed on and navigate to C:\Program Files\ESRI\License10.x\sysgen and open the Keycodes file with Noted pad.

As ArcGIS Server does not have a licensing interface (such as License Server Administrator or ArcGIS Administrator), you can use the line entries within the Keycodes file and abbreviations to identify the Server products and versions that are applied to that machine.

### 5.3.3 De-authorise

ArcGIS Server licenses (and license roles) are unable to be de-authorized from machines, due to the nature and license model of the license. If an ArcGIS Server license needs to be removed from a machine, the software would need to be uninstalled once you are ready to migrate to a new machine.

Once uninstalled, you will be able to mark the licensed activity as deprecated (the record of who by and when the license was authorised) within My Esri. This will show up in the license activity reports that are available in My Esri and can be subtracted from the total amount of licenses activated (for reporting accuracy purposes).

Where a Server license or extension is available in limited quantities and you need to be able to re-use the license, a manual license reset would need to be submitted to the [Esri Australia Support Team](#)<sup>23</sup>, to make the license available for use again.

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<sup>22</sup> Authorizing ArcGIS Server <https://enterprise.arcgis.com/en/server/latest/install/windows/authorize-arcgis-server.htm>

<sup>23</sup> Esri Australia Support Team [support@esriaustralia.com.au](mailto:support@esriaustralia.com.au)

## 6 License Files (Desktop and Server)

It is best practice for organizations to create [ArcGIS license](#)<sup>24</sup> files, so that they may license their Esri software once the installation is complete.

A license file is created in My Esri and is used to populate the software authorization wizard with the contact details of the individual who will be authorizing the license, the license type being authorized (single-use, concurrent use, ArcGIS Server, etc.), the license version and the feature type (i.e., Desktop Standard, Basic, Advanced) and the authorization code (e.g. ESU123456789).

Connected staff can review license file details within My Esri by navigating to Licensing > License Files > choose either ArcGIS Server and Desktop or Portal for ArcGIS and Pro and then review the individual file contents as required.

### 6.1 Enterprise Named User License Files

ArcGIS Enterprise named user license file differ from ArcGIS Server and Desktop, in that they are JSON based and do not require an internet connection to be used/authorised.

The ArcGIS Portal named user license files must specify the number of users, user types, and user type add-ins that you wish to use on ArcGIS Portal/Enterprise.

Once you have imported the license file for the relevant user types, the license becomes effective.

Should you need to adjust the number of users within your Enterprise Portal, or even cancel and redistribute the user-type license elsewhere, you can simply edit the existing license file within My Esri and redistribute the updated license file in the instance/machine required.

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<sup>24</sup> Create a license file for software authorization in ArcGIS Desktop, ArcGIS Pro, and ArcGIS Server <https://support.esri.com/en-us/knowledge-base/how-to-create-a-provisioning-file-for-software-authoriz-000013239>

## 6.2 Updating ArcGIS Enterprise Term licenses

### 6.2.1 ArcGIS Server

#### 6.2.1.1 Create a license file for ArcGIS Server

My Esri - Log into [My Esri](#) with Privileges to generate license files

- » Select Licensing > License Esri Products > Start Licensing
- » Select Product and Licensing Options: ArcGIS Enterprise
- » Select Product: ArcGIS Enterprise > Version: Enterprise version > License Type: ArcGIS Server > Licenses: Server Licensing Roles and Extensions > Next
- » Select Licensing Roles and Extensions > Next
- » Select Server Licensing Roles with the relevant end date > Next
- » Select Extensions > Next Fill in the relevant End User information > Next
- » Review the License File information then proceed to select the delivery option Download or Email

#### 6.2.1.2 Update License File in ArcGIS Server

- » Use the Software Authorisation Wizard to update license.
- » [Authorizing ArcGIS Server](#)<sup>25</sup>

### 6.2.2 Portal for ArcGIS

#### 6.2.2.1 Update Portal for ArcGIS License File

Edit the existing Portal for ArcGIS License file via My Esri to reflect the updated term licenses and any relevant GIS Professional and Named user Licenses.

[How To: Edit license files in My Esri for Portal for ArcGIS 10.7 and later versions](#)<sup>26</sup>

#### 6.2.2.2 Update Portal for ArcGIS License File

Import the license via Portal Home > Organization > Licenses > Import Licenses

[Manage licenses—Portal for ArcGIS](#)<sup>27</sup>

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<sup>25</sup> Authorizing ArcGIS Server <https://enterprise.arcgis.com/en/server/latest/install/windows/authorize-arcgis-server.htm>

<sup>26</sup> Edit License Files in My Esri for Portal [https://enterprise.arcgis.com/en/portal/latest/administer/windows/manage-licenses.htm#ESRI\\_SECTION1\\_D9B508AE0FB941099EC6D0B53E776F2F](https://enterprise.arcgis.com/en/portal/latest/administer/windows/manage-licenses.htm#ESRI_SECTION1_D9B508AE0FB941099EC6D0B53E776F2F)

<sup>27</sup> Manage licenses—Portal for ArcGIS <https://enterprise.arcgis.com/en/data-store/11.0/install/windows/data-store-utility-reference.htm>

## 6.2.3 ArcGIS DataStore

### 6.2.3.1 Update ArcGIS Datastore Authorisation (not required after version ArcGIS Enterprise version 11.0)

Navigate to ArcGIS DataStore install location [by default C:\Program Files\ArcGIS\DataStore\tools] and run updatelicense.bat. There is no input required. [ArcGIS Data Store command utility reference](#)<sup>28</sup>

## 6.2.4 ArcGIS License Server Administrator

To facilitate ArcGIS Professional User types and ArcGIS Pro Named users we will also need to update ArcGIS License Server Administrator.

### Portal for ArcGIS

[Authorizing the named user authorization file in the License Manager](#)<sup>29</sup>

## 6.2.5 ArcGIS Enterprise Geodatabase

### 6.2.5.1 Update Authorisation for ArcGIS Enterprise Geodatabases

After you have upgraded ArcGIS Server, you may use the ArcGIS Pro or ArcGIS Desktop Update Enterprise Geodatabase License Geoprocessing tool.

ArcGIS Pro [Update Enterprise Geodatabase License](#)<sup>30</sup>

ArcMap [Update Enterprise Geodatabase License](#)<sup>31</sup>

[FAQ: How to Update an expired Enterprise Geodatabase License](#)<sup>32</sup>

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<sup>28</sup> ArcGIS Data Store command utility reference <https://enterprise.arcgis.com/en/data-store/11.0/install/windows/data-store-utility-reference.htm>

<sup>29</sup> Authorising named user authorization file [https://desktop.arcgis.com/en/license-manager/latest/configure-license-manager-for-use-with-arcgis-enterprise-portal.htm#ESRI\\_SECTION1\\_F63B136BF2C54B40AD2B03CD544B03D0](https://desktop.arcgis.com/en/license-manager/latest/configure-license-manager-for-use-with-arcgis-enterprise-portal.htm#ESRI_SECTION1_F63B136BF2C54B40AD2B03CD544B03D0)

<sup>30</sup> Update Enterprise Geodatabase License (Pro) <https://pro.arcgis.com/en/pro-app/latest/tool-reference/data-management/update-enterprise-geodatabase-license.htm>

<sup>31</sup> Update Enterprise Geodatabase License (Desktop) <https://desktop.arcgis.com/en/arcmap/latest/tools/data-management-toolbox/update-enterprise-geodatabase-license.htm>

<sup>32</sup> FAQ: How to Update an expired Enterprise Geodatabase License

<https://esriaustraliatechblog.wordpress.com/2022/02/16/faq-how-to-update-an-expired-enterprise-geodatabase-license/>

## 7 Lost License Recovery

Where an ArcGIS single or concurrent use license cannot be de-authorized from a machine due to technical difficulty or other reasons, the license may be recovered in My Esri.

The [My Esri Recovery](#)<sup>33</sup> tool allows for the lost license to be identified and returned to availability within My Esri, so that the license may be re-issued as needed. Further resource blog: [Recover Lost Licenses in My Esri](#)<sup>34</sup>.

Please note that the recovery process does not remove the license from the machine, it simply makes the chosen license available once again, to be redistributed.

*Single and concurrent use licenses except for ArcGIS Engine licenses. ArcGIS Server licenses cannot be de-authorized or recovered in My Esri. A support case will need to be lodged and the license details and version provided, so that a manual reset may be performed by Esri Inc.*

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<sup>33</sup> Recover lost licenses from My Esri - <https://support.esri.com/en-us/knowledge-base/how-to-recover-lost-licenses-from-my-esri-000016186>

<sup>34</sup> Recover lost licenses <https://esriaustraliattechblog.wordpress.com/2023/05/23/how-to-recover-lost-licenses-in-my-esri/#more-12678>



## Company profile

Esri Australia is the country's leading GIS technology provider and location-based analytics specialist. Having undertaken thousands of customer engagements during the past four decades, Esri Australia has assembled an unrivalled skill and knowledge base, and established a peerless reputation for successful project delivery. This has placed the company at the forefront of the nation's \$2.1 billion spatial industry, earning the trust of the nation's most progressive government agencies and commercial enterprises.

As the exclusive local distributor of Esri's world-leading ArcGIS software, Esri Australia collaborates with companies from across the country seeking to leverage advanced geospatial technologies to improve business efficiencies.

Esri Australia's commitment to quality has seen the company awarded a wide range of significant projects, from developing an enterprise GIS solution for the Department of Defence to delivering a data and information platform to drive foreign investment in South Australian agriculture.

Through Esri Australia's association with the Boustead Geospatial Group and the broader, global Esri distributor community, the company have played a key role in furthering the adoption of GIS capabilities throughout the region. Armed with a premium product and a unique understanding of the ArcGIS platform, Esri Australia is committed to making a difference – in the corporate world and wider community.

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