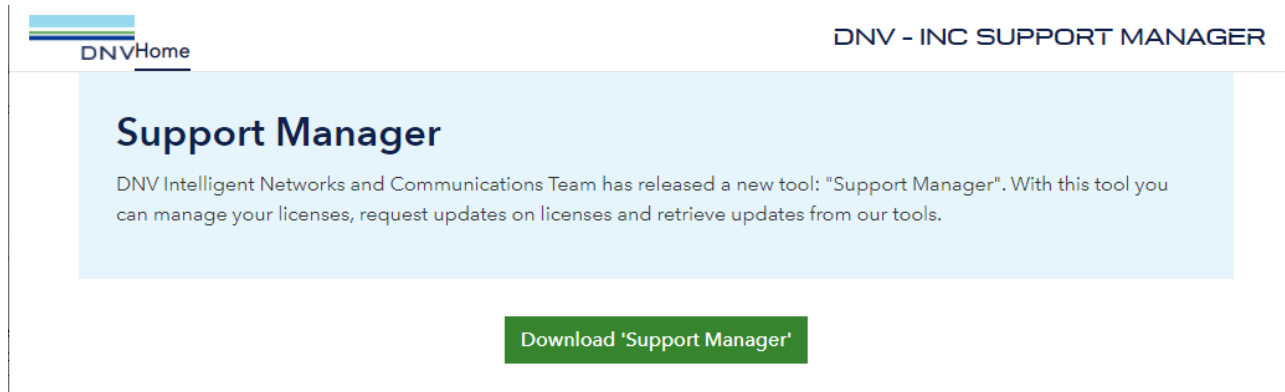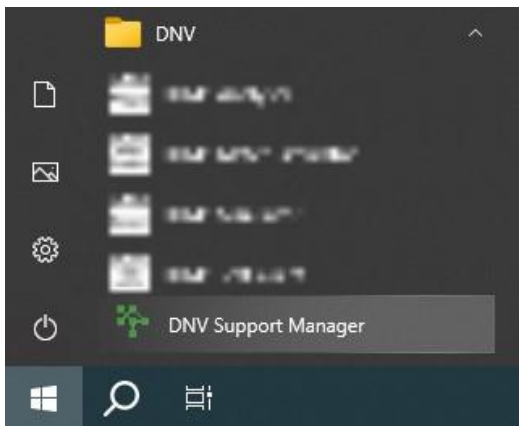# GETTING STARTED WITH THE SUPPORT MANAGER

The DNV INC Support Manager helps you to check and download new software versions and to update your CodeMeter dongle after an SLA renewal.

Installation

You can download the INC Support Manager from: https://tool.support-inc.dnv.com/

The Support Manager can be started via the Windows Start Menu:

You need a USB CodeMeter dongle with product code 50. If your dongle doesn't have this code 50 please contact the pc.helpdesk@dnv.com and attach the CodeMeter license request file (see Annex A).

Check and download new software versions

You can download and install the newest (providing you have an active SLA) and previous versions of the software licensed in your CodeMeter dongle. You can additionally download Release notes for the newest version of available software.

The Support Manager itself will also be automatically updated on startup when necessary.

DNV Support manager 1.0.9

Server status: Connected

DNV

■ Product □ License

⌃ Installed

	Installed Version	Available version			
DLMS Analyser	1.7.0	1.7.0 ∨	Download	Install	Release notes
DLMS Meter Simulator	2.5.0 beta 4	2.4.0 ∨	Download	Install	Release notes
DLMS Simulator	2.8.0 beta 3	2.7.0 ∨	Download	Install	Release notes
Test Facility DSMR	2.13.0	2.13.0 ∨	Download	Install	Release notes
Test Facility Generic	2.14.0 beta 5	2.13.0 ∨	Download	Install	Release notes
UniCA 61850 Analyzer	6.45.1	6.45.1 ∨	Download	Install	Release notes
UniGrid SA	2.2.1	∨ Update	Download	Install	Release notes
UniGrid SA TestSuite	2.2.1 beta 60000	2021.10.20 ∨	Download	Install	Release notes

⌃ Licensed

		Available version			
P1 Simulator		Available 1.4.1 ∨	Download	Install	Release notes
UniGrid Telecontrol 101 Analyser		Available 1.1.0 ∨	Download	Install	Release notes
UniGrid Telecontrol 104 Analyser		Available 3.3.0 ∨	Download	Install	Release notes
UniGrid Telecontrol Simulator		Available 2.5.0 ∨	Download	Install	Release notes

Update CodeMeter dongle

When you renew the rental period or SLA you are kindly requested to send the CodeMeter license update request file to our help desk. If you have an email client on the computer you can use the "Send Update File" button. Otherwise you can use the "Create Update File" button and send the generated license update file to pc.helpdesk@dnv.com manually.

DNV Support manager 1.0.0		— □ ×

Server status: Connected

☐ Product   ☑ License

CodeMeter runtime version:	7.20.4396.500	
CodeMeter client version:	7.20.4396.500	

Refresh Licenses

2-2245316   [Create Update File]   [Send Update File]

| Product	Expiration	Maintenance
DLMS Analyser	30-06-2021	N/A
DLMS Client XML Interface	30-06-2021	N/A
DLMS Meter Simulator	30-06-2021	N/A
DLMS Multi Meter Simulator	30-06-2021	N/A
DLMS Simulator	30-06-2021	N/A
NuGet license	30-06-2021	N/A
Tase.2 Simulator	30-06-2021	N/A
Test Facility DSMR	30-06-2021	N/A
UniCA 61850 Analyzer	30-06-2021	N/A
UniCA Client Simulator	30-06-2021	N/A

Contact
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The Netherlands
T +31 26 356 9111
E pc.helpdesk@dnv.com
www.dnv.com/pctc

Annex A: Create License Request File using CodeMeter Control Center

Start the CodeMeter Control Center from start menu or task bar and click "License Update"
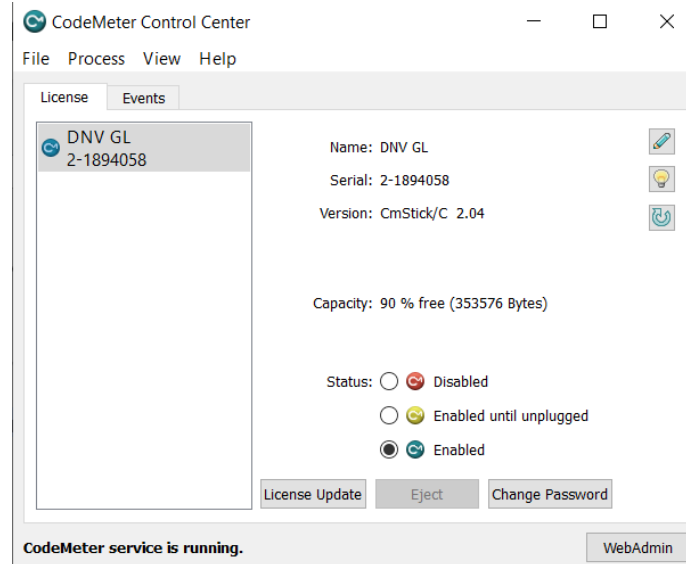
Continue until you get:
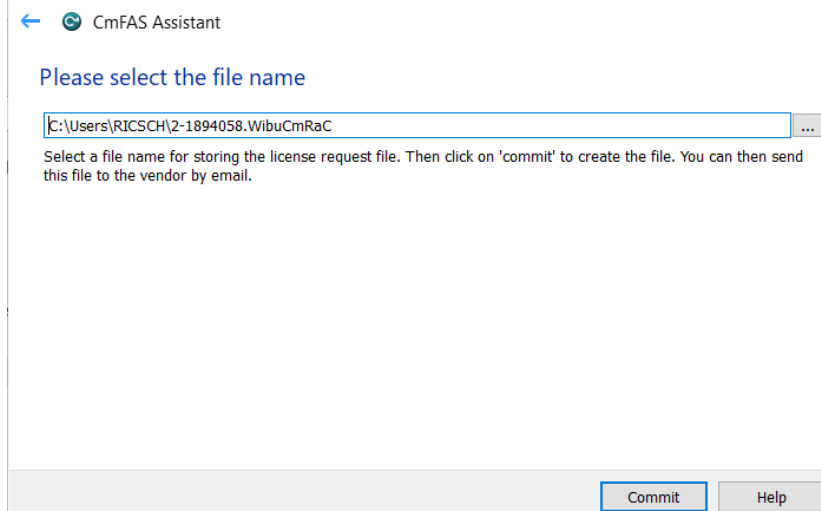
Commit and then email the WibuCmRac file to pc.helpdesk@dnv.com.