

ProfileUnity™ Licensing FAQ

Summary

ProfileUnity with FlexApp v6.8.0 introduced a new License Service that is built into the ProfileUnity Management Console. The new License Service for versions 6.8.0 and higher provides improved license management and greater flexibility with real-time usage in your environment.

Under the new model, customers may choose between two ProfileUnity license types:

- **Named User** – Named User licenses require that one license be reserved per specific user in your environment. Since the license is assigned to the user, the license allows the user to login to multiple sessions across multiple devices at the same time.
- **Concurrent User** – Concurrent licenses are managed as a pool from which users may check-out a license one person at a time. If you have a pool of 1000 licenses, the 1001st person to login will not get a license. As with Named User licenses, the concurrent licenses are checked-out on a per user basis which allows the user to login to multiple sessions across multiple devices at the same time while only using one concurrent license. Once all sessions for a particular user are terminated, the license is checked back in to the pool and made available for another user.

Named User licensing is generally the model chosen by most customers with a standard work schedule (as opposed to multiple shifts) and is less expensive than concurrent licensing. Concurrent licensing is generally used in environments where there may be a great number of users but not all users need access to the software at the same time. For example, concurrent licensing may be financially more advantageous in call center, healthcare, education, and manufacturing environments.

Below is a list of frequently asked questions to help partner and customers understand the licensing model changes and help you find the best fit. Note: The ProfileUnity Management Console in this document refers to any ProfileUnity or FlexApp implementation.

1. What versions of ProfileUnity include the built-in License Service?

Versions 6.8.0 and higher include the License Service.

2. What advantages does the new License Service give to administrators?

With active license management thru the License Service, administrators can use the ProfileUnity Management Console to see how many user licenses are being used in real time versus how many licenses they own. Administrators using Named User licenses can search for users or sort user lists when managing licenses. In addition, they can also mass delete user assignments.

Frequently Asked Questions

3. What advantages does the License Service give to end users?

With the change in license management, user validation by the Client software switches from querying Microsoft Active Directory during login to communicating with the License Service in the ProfileUnity Management Console in a parallel process. Since validating users before login is not required, end user logins are faster (your mileage may vary).

4. Do I need to provide additional infrastructure to support the License Service?

No, the License Service is included as part of the ProfileUnity Management Console.

5. Does the ProfileUnity Management Console need to remain online for licensing?

The ProfileUnity Management Console has to be powered on at all times to issue out licenses.

6. My organization never had a ProfileUnity Management Console locally as it was hosted by our integrator. Will I have to install one now?

Yes.

7. Can both license types be used in an environment?

No, you cannot mix Named User and Concurrent licenses in the same environment. To cover this request the customer would need to hold two licenses and two corresponding ProfileUnity installations.

8. Does this affect the trial period of ProfileUnity and FlexApp?

No, the trial period allows for up to 5 users for 15 days.

9. How do I receive and activate a license under the new process?

A ProfileUnity License email will be sent to you with a License Code and instructions on how to generate the license text needed in the ProfileUnity Management Console.

10. Where is the new license file hosted in the environment?

The license text is stored in the Management Console's database and is replicated to other nodes if High-Availability mode is enabled. [Read more on how to enable High-Availability Mode for redundant processing of license requests.](#)

11. What happens if the License Service goes down or end-user desktops cannot reach the License Service?

The environment will remain working if the License Service cannot be reached. However, users will get a pop-up box at logon, notifying them and admins that the License Service is down. After 10 seconds, the pop-up box can be closed. Laptops will get a longer grace period as they are allowed to go offline for a period of 90 days before a pop-up box results. Amazon Marketplace users will get a pop-up box every hour until the License Service is back online.

Frequently Asked Questions

12. Is there a way to avoid the message pop-up if the License Service goes down?

No. However, the ProfileUnity Management Console can be made resilient by [enabling High-Availability mode for redundant processing of license requests](#).

13. When is a license freed up if I have a Concurrent license?

Licenses are returned to the license pool on logoff of all user sessions or if there is no logoff for 12 hours. This scenario accounts for failures to logoff or Windows desktop session terminations that do not have a logoff.

14. Under a ProfileUnity/FlexApp Concurrent license, can one user be logged into multiple Windows sessions?

Yes, only unique users are counted so multiple sessions for the same person uses only one license.

15. I host my Management Console in the cloud. Will this affect me?

Licensing options are the same on-prem and in the cloud.

16. Do my consoles or desktops validate licensing offsite?

No, all license authentication stays within your environment, on-prem or cloud. Laptops are allowed to go offline up to 90 days before a temporary pop-up message is displayed. Once the laptop syncs to the licensing server on the network, the pop-up message will no longer occur.

17. Do I have to update the Management Console and the Client (desktops or image) software at the same time?

It is recommended that you update both as using older Client versions with new servers is not supported. Older Clients may work if running unmodified configuration files. However, they may not be able to run configuration files modified by a newer version of the Management Console.

18. However, if I do just update the Management Console and I don't up the Client, will the new licensing go into effect? (i.e. Will this break the end point?)

If the Client has not been updated yet, the old licensing method of the Client checking Microsoft Active Directory should still be in effect.

19. Is there a deadline that I must update my existing software to Version 6.8.0 with the new License Service?

There are no specific deadlines. Liquidware encourages updating to the latest software to take advantage of new features and bug fixes. However, you can continue to use older versions as long as Liquidware continues support for them. Please see our [Support Policy](#) for further information.