



FlexNet ID Dongle FAQ

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Introduction

This FAQ is for FlexNet® Licensing users who want information regarding FlexNet ID dongle hostid types. This document applies to the following FlexNet ID driver versions.

FlexNet ID dongle device drivers are included with the FlexNet Licensing SDKs, which authorized customers may download from the Product and License Center at the following location:

<https://flexerasoftware.flexnetoperations.com>

End users of FlexEnabled products that support FlexNet ID dongles must contact their software vendor directly to download compatible dongle driver version. However, publishers can obtain the latest supported driver versions at the following location:

<http://learn.flexerasoftware.com/content/ECM-Dongle-Drivers>

FAQ

What is a dongle?

A dongle is a serialized hardware key attached to a USB port on a computer. A dongle is used to limit or lock software access to whomever has the dongle attached to their system through the associated license file. A Flexera Software dongle is called a FlexNet ID dongle; it works in conjunction with FlexNet Licensing to enhance security as a form of a hostid (just like an Ethernet address that can be in a form of a hostid). A FlexNet ID dongle is automatically supported as a valid hostid by any FlexEnabled application.

What FlexNet ID dongle options are available for my operating system?

The table below lists the FlexNet Licensing platforms that support FlexNet ID dongles.

Table -1 • FlexNet ID Dongles: Platform Support

Operating System	Manufacturer and Device and Hostid Keyword	Driver Installation File
Mac OS X 32-bit and 64-bit (x86 and x64 hardware) <ul style="list-style-type: none">• 10.9• 10.10• 10.11	SafeNet (FLEXID9): <ul style="list-style-type: none">• HASP 4 M1 and Sentinel HL Pro USB memory keys• Sentinel HL Pro Drive	FLEXID9_OSX_V7_50.dmg

Table -1 • FlexNet ID Dongles: Platform Support


Operating System	Manufacturer and Device and Hostid Keyword	Driver Installation File
<p>Mac OS X 32-bit and 64-bit</p> <p>(x86 and x64 hardware)</p> <ul style="list-style-type: none"> • 10.9 • 10.10 • 10.11 	<p>Wibu Systems AG</p> <p>WibuKey (FLEXID10)</p>	<p>FLEXID10_OSX_6.32.500.dmg</p>
<p>Microsoft Windows 32-bit and 64-bit</p> <p>(x86 and x64 hardware)</p> <ul style="list-style-type: none"> • Windows Server 2012, 2012 R2, and 2016 • Windows 8.1, and 10 	<p>SafeNet (FLEXID9):</p> <ul style="list-style-type: none"> • HASP 4 M1 and Sentinel HL Pro USB memory keys • Sentinel HL Pro Drive 	<p>32-bit:</p> <p>FLEXID9_windows_v7_50_i686.zip (Version 7.5)</p> <p>64-bit:</p> <p>FLEXID9_windows_v7_50_x64.zip (Version 7.5)</p>
<p> Note • FLEXID9 dongles on all Windows platforms use the SRM driver (version 7.5).</p>		
<p>Microsoft Windows 32-bit and 64-bit</p> <p>(x86 and x64 hardware)</p> <ul style="list-style-type: none"> • Windows Server 2012, 2012 R2, and 2016 • Windows 8.1, and 10 	<p>Wibu Systems AG</p> <p>WibuKey (FLEXID10)</p>	<p>32-bit:</p> <p>FLEXID10_windows_v6_32_i686.zip (Version 6.32)</p> <p>64-bit:</p> <p>FLEXID10_windows_v6_32_x64.zip (Version 6.32)</p>
<p>RedHat and SUSE Linux 32-bit and 64-bit</p> <p>(x86 and x64 hardware)</p> <ul style="list-style-type: none"> • RedHat 6.x and 7.x • Up to SUSE 11.x and 12.x 	<p>SafeNet (FLEXID9):</p> <ul style="list-style-type: none"> • HASP 4 M1 and Sentinel HL Pro USB memory keys • Sentinel HL Pro Drive 	<p>32-bit and 64-bit:</p> <p>aksusb-d-redhatsuse-7.50.tar.gz (Version 7.5)</p>

Table -1 • FlexNet ID Dongles: Platform Support

Operating System	Manufacturer and Device and Hostid Keyword	Driver Installation File
Red Hat and SUSE Linux 32-bit and 64-bit (x86 and x64 hardware) <ul style="list-style-type: none">• RedHat EL 6.x and 7.x• SUSE 11.x and 12.x	Wibu Systems AG WibuKey (FLEXID=10)	32-bit: wkRt-Lin-6.32.1504-500.i386.rpm (Version 6.32) 64-bit: wkRt-Lin-6.32.1504-500.x86_64.rmp (Version 6.32)



Note • Up to three WibuKey dongles per machine are supported.

Where can I purchase FlexNet ID dongles?

FlexNet ID dongles are purchased by publishers directly from Flexera Software for distribution to their end users. End users need to purchase the dongles from their publisher as Flexera Software cannot sell the FlexNet ID units to companies that have not purchased FlexNet Licensing directly from us.

All worldwide dongle orders are handled by our Flexera Software site in the UK; your purchase orders can be scanned and emailed or sent through fax, based on the quotation you receive. To request a quote, contact your Flexera Software sales representative or contact the [Flexera Software support](#).

How do I know if a dongle is from Flexera Software?

Every dongle has a unique identification number printed on it. The ID on a FlexNet ID dongle begins with FlexNet ID=9-, or FlexNet ID=10-.

Can I use more than one FlexNet ID dongle on a single machine?

Yes, multiple USB dongles can be plugged into a USB hub with the limitation that FlexID 10 is limited to three dongles on any supported OS.

What is the correct hostid syntax when using a FlexNet ID dongle identification number in a license certificate?

A FlexNet ID hostid appears on a SERVER or FEATURE/INCREMENT line mentioned as follows:

SERVER Line Usage: This is used for concurrent licensing models to control on which machine the license server system can run:

```
SERVER myhost FLEXID=9-5E700005
```

This locks the server system to the machine that has a FlexNet ID dongle of type 9 with ID value 5E700005.

FEATURE/INCREMENT Line Usage: A FlexNet ID hostid would appear as follows in a FEATURE or INCREMENT feature definition used for node-locked license models.

```
INCREMENT f1 benzd 1.00 01-dec-2020 uncounted HOSTID=FLEXID=9-5E700005 SIGN=xxxxxxx  
INCREMENT f2 benzd 1.01 1-oct-2020 uncounted HOSTID=FLEXID=10-1234ABCD SIGN=xxxxxxxx
```

How do I install a FlexNet ID dongle?

Procedure to install:

1. A FlexNet ID dongle is attached to the USB port of your machine. Multiple USB dongles can be plugged into a USB hub.
2. Each combination of FlexNet ID dongle type and operating system requires a separate FlexNet ID dongle driver. Publishers that purchase dongles from Flexera Software receive a FlexNet ID driver installer as part of the FlexNet Licensing toolkit. The installer is redistributable to the end user.
3. If the dongle application dynamically links to dongle provider libraries, a separate shared object is required for the FlexNet dongle to work. FlexNet Publisher dynamically links; FlexNet Embedded statically links. Contact your dongle provider for details.
4. Verify the FlexNet ID dongle is attached and working properly with a utility such as Imhostid (for FlexNet Publisher) or the appropriate APIs (using FlexNet Embedded). Check to see if the machine returns the correct FlexNet ID identification number for the dongle.

How can I determine the FlexNet ID dongle identification number?

Each FlexNet ID dongle has a unique identification number. The unique identification number is the value to which the FlexNet license is locked.

You can determine the FlexNet ID dongle identification number in one of the following ways:

- Using the FlexNet Publisher utility, Imhostid:
 1. Attach the dongle to the machine.
 2. Issue the following at a command prompt: **Imhostid -flexid**This returns the unique identification number of the dongle. A value is returned for each dongle attached to the machine. Use this value any place a hostid can be specified for FlexNet Publisher.
- Using the FlexNet Publisher utility, Imtools (Windows only). The FlexNet ID is displayed in the user interface on the **System Settings** tab.
- Using the FlexNet Publisher utility, Imadmin. The FlexNet ID is displayed in the user interface in the Imadmin Web Portal.

How can I remove the FlexNet ID drivers from my computer systems for FlexNet Publisher?

For Windows platforms: Refer to the *Driver Installation Guide for FlexNet ID Dongles*.

For Mac OS or Linux platforms, follow the customary procedure for removing drivers as documented by your OS manufacturer.

Can two FlexEnabled products share the same FlexNet ID dongle?

Yes. Issue a license locked to the FlexNet ID dongle that is currently used by the other FlexEnabled product. This way one FlexNet ID dongle can authenticate two or more products.

I bought a dongle directly from the manufacturer. How can FlexNet Licensing detect it correctly as a hostid?

Dongles purchased directly from the dongle manufacturer do not work with FlexNet Licensing FLEXID hostid types. Only dongles purchased directly from Flexera Software have been tested to ensure compatibility with FlexNet Licensing.

Are the FlexNet ID Dongles RoHS compliant?

RoHS (Restriction of Hazardous Substances) is an environmental directive that has come into force in both Europe and China. This directive affected dongles because lead is classified as a hazardous substance and the dongle units used this in their solder. All Flexera Software FlexNet ID units are now RoHS compliant in Europe and China and use lead-free solder. If you require any further information on this, please [contact us](#).

Does Flexera Software follow the WEEE directive?

For the Waste Electrical and Electronic Equipment directive (WEEE), Flexera Software offers different services according to the country. For more information, contact us at flexid@flexerasoftware.com.

Legal Information

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