Special License portal

The Advantest Special License sub-portal, accessed from the Advantest License portal, is your access point for requesting emergency licenses. You can obtain emergency application software licenses or hardware feature licenses to solve a manufacturing problem caused by a failed or otherwise inoperable or inaccessible license server.

To access the Advantest Special License feature, you must sign on with your Advantest customer credentials.

> Note: Emergency licenses are made available for emergency circumstances and are valid for 10 days only, providing you with time to restore operation to your original license server or to rehost your full licenses.

When to request emergency licenses

Emergency licenses are required and are provided in the following cases:

- The license server suffers a serious malfunction (for example, motherboard or hard disk drive failure). See also Installing emergency licenses after failure and replacement of the license server.
  In the case of a server that has been catastrophically damaged, you will also have to rehost your original licenses. See Re-hosting FlexNet Embedded licenses. *Rehosting can take several days during which time emergency licenses can be used to allow your testers to continue running*.
- Your network is not accessible. See also Installing emergency licenses for license servers unavailable due to network problems.

What you should do before requesting emergency licenses

When applying for emergency licenses, you should be aware of the following:

- Notify your Advantest sales representative as soon as possible, preferably by email, before you apply for a license.
- Take all reasonable steps to restore operation to your original license server or rehost your licenses.

What you should know when requesting emergency licenses

To receive an emergency license, you must provide the following information:

- Valid user account to sign in to the Advantest Special License portal.
- Host ID of the failing/affected license server.
- Host ID and hostname of the replacement license server.

Related information

Signing in to the License Portal

Requesting emergency licenses

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