



GETTING STARTED WITH THE DNV SUPPORT MANAGER

Last updated: 4-04-2024

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

Minimum requirements

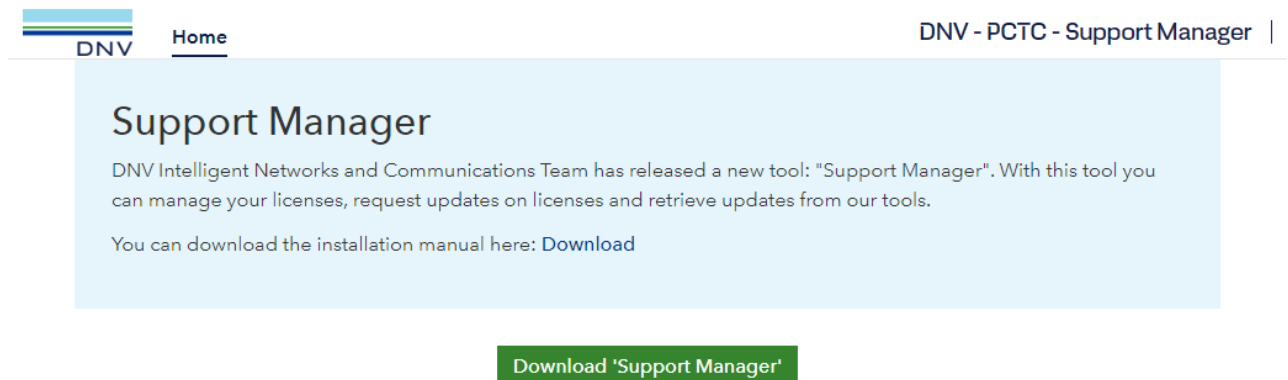
This version requires .NET Core 8 or higher.

This version requires CodeMeter 8.0 or higher.

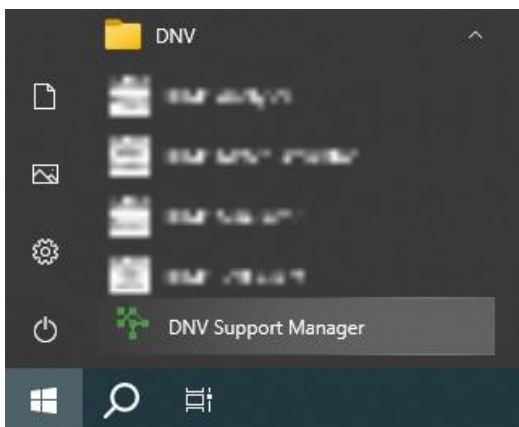
Note that we do not support Windows systems that are out of official Microsoft support

Installation

You can download the INC Support Manager from: <https://supportmanager-pctc.dnv.com/>



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

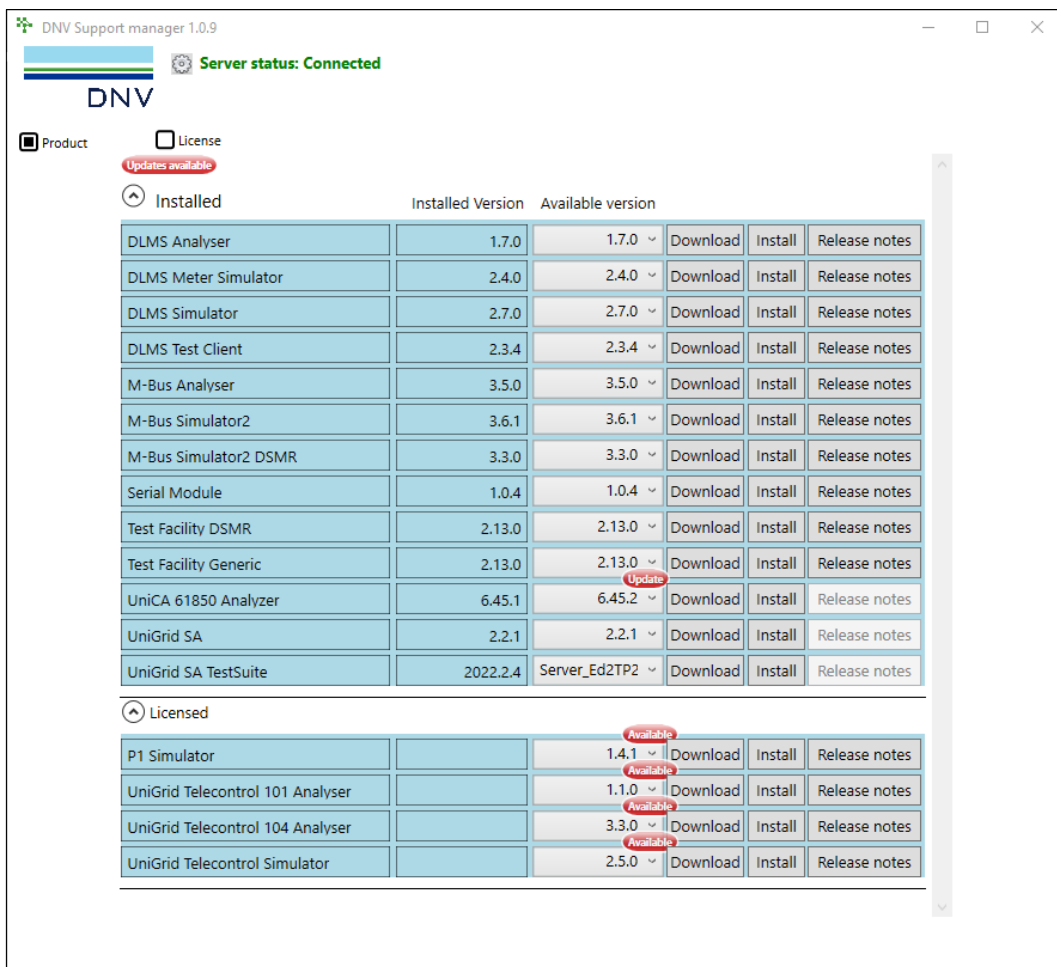


You need a USB CodeMeter dongle with product code 50. If your dongle doesn't have this code 50 please contact the pc.helpdesk@dnv.com and attach the CodeMeter license request file (see Annex A).

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

Product License

Updates available

Installed

	Installed Version	Available version			
DLMS Analyser	1.7.0	1.7.0	Download	Install	Release notes
DLMS Meter Simulator	2.4.0	2.4.0	Download	Install	Release notes
DLMS Simulator	2.7.0	2.7.0	Download	Install	Release notes
DLMS Test Client	2.3.4	2.3.4	Download	Install	Release notes
M-Bus Analyser	3.5.0	3.5.0	Download	Install	Release notes
M-Bus Simulator2	3.6.1	3.6.1	Download	Install	Release notes
M-Bus Simulator2 DSMR	3.3.0	3.3.0	Download	Install	Release notes
Serial Module	1.0.4	1.0.4	Download	Install	Release notes
Test Facility DSMR	2.13.0	2.13.0	Download	Install	Release notes
Test Facility Generic	2.13.0	2.13.0	Download	Install	Release notes
UniCA 61850 Analyser	6.45.1	6.45.2	Download	Install	Release notes
UniGrid SA	2.2.1	2.2.1	Download	Install	Release notes
UniGrid SA TestSuite	2022.2.4	Server_Ed2TP2	Download	Install	Release notes

Licensed

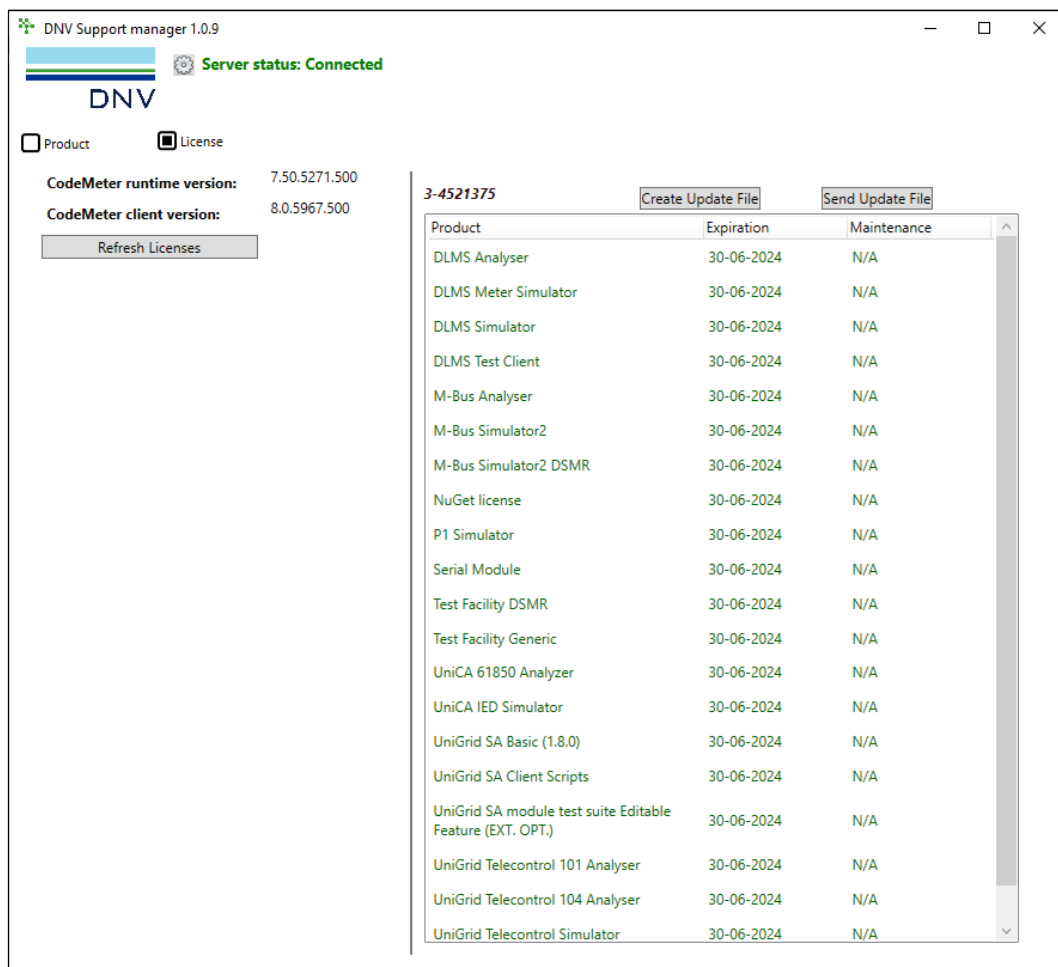
P1 Simulator		1.4.1	Download	Install	Release notes
UniGrid Telecontrol 101 Analyser		1.1.0	Download	Install	Release notes
UniGrid Telecontrol 104 Analyser		3.3.0	Download	Install	Release notes
UniGrid Telecontrol Simulator		2.5.0	Download	Install	Release notes

Update CodeMeter dongle

When renewing the SLA or the rental period you are kindly requested to send the CodeMeter license update request file to the DNV 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 1.0.9

Server status: Connected

DNV

Product License

CodeMeter runtime version: 7.50.5271.500
CodeMeter client version: 8.0.5967.500

Refresh Licenses

3-4521375

Create Update File Send Update File

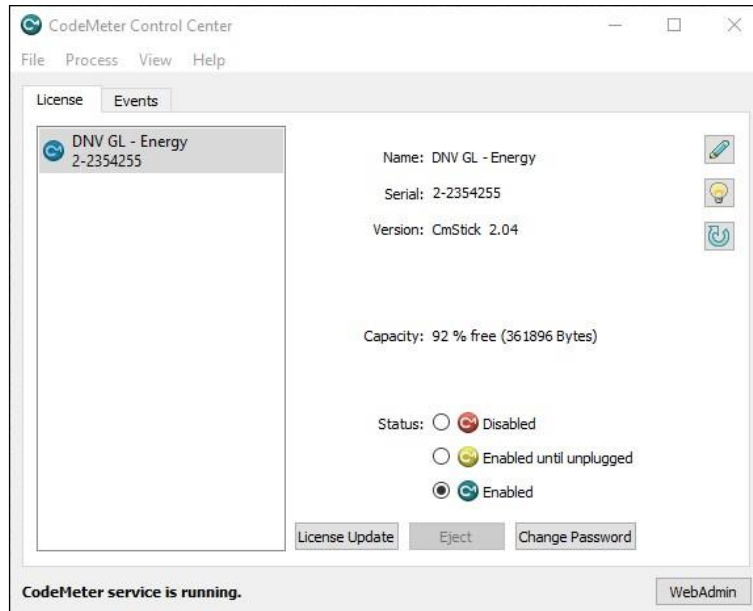
Product	Expiration	Maintenance
DLMS Analyser	30-06-2024	N/A
DLMS Meter Simulator	30-06-2024	N/A
DLMS Simulator	30-06-2024	N/A
DLMS Test Client	30-06-2024	N/A
M-Bus Analyser	30-06-2024	N/A
M-Bus Simulator2	30-06-2024	N/A
M-Bus Simulator2 DSMR	30-06-2024	N/A
NuGet license	30-06-2024	N/A
P1 Simulator	30-06-2024	N/A
Serial Module	30-06-2024	N/A
Test Facility DSMR	30-06-2024	N/A
Test Facility Generic	30-06-2024	N/A
UniCA 61850 Analyser	30-06-2024	N/A
UniCA IED Simulator	30-06-2024	N/A
UniGrid SA Basic (1.8.0)	30-06-2024	N/A
UniGrid SA Client Scripts	30-06-2024	N/A
UniGrid SA module test suite Editable Feature (EXT. OPT.)	30-06-2024	N/A
UniGrid Telecontrol 101 Analyser	30-06-2024	N/A
UniGrid Telecontrol 104 Analyser	30-06-2024	N/A
UniGrid Telecontrol Simulator	30-06-2024	N/A

Contact

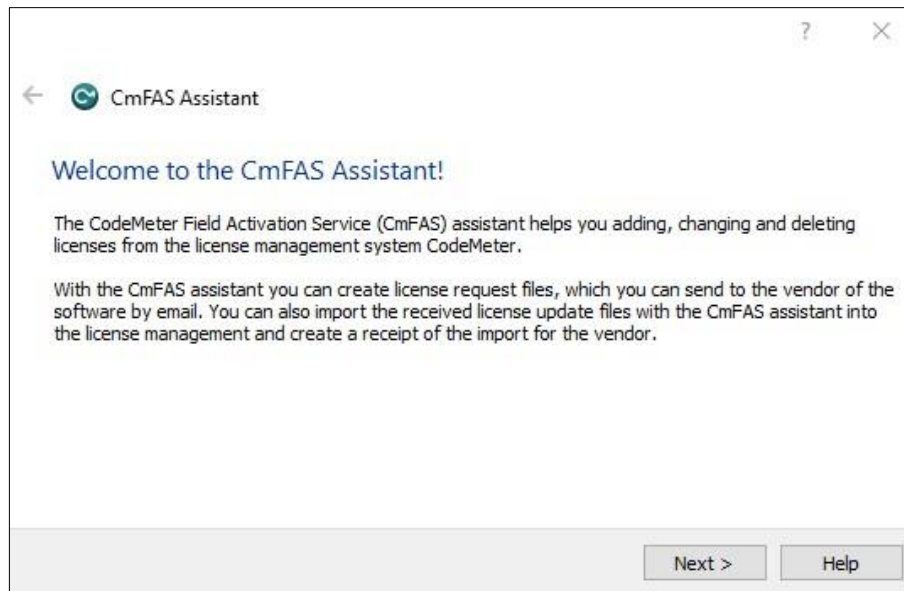
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Annex A: Create License Request File using CodeMeter Control Center

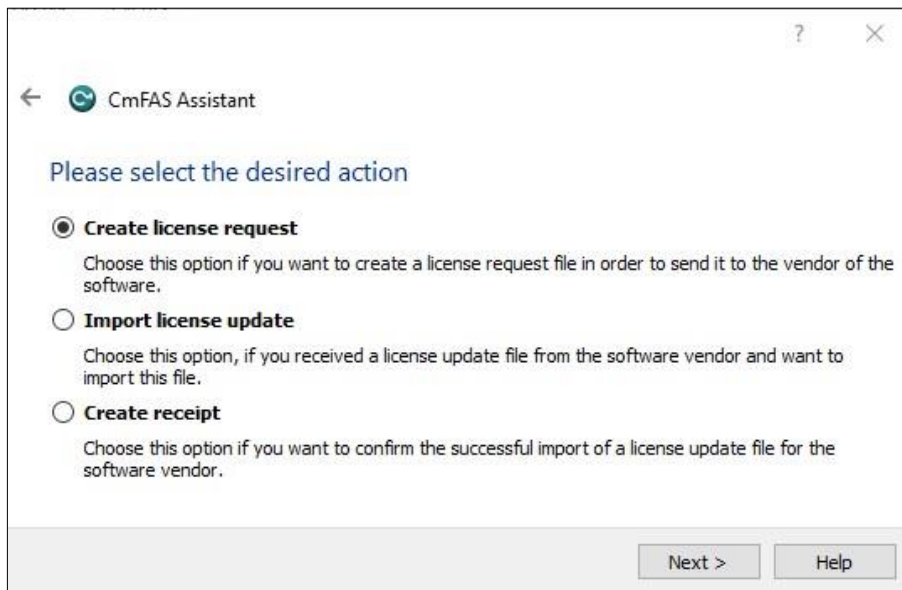
Start the CodeMeter Control Center from start menu or task bar:



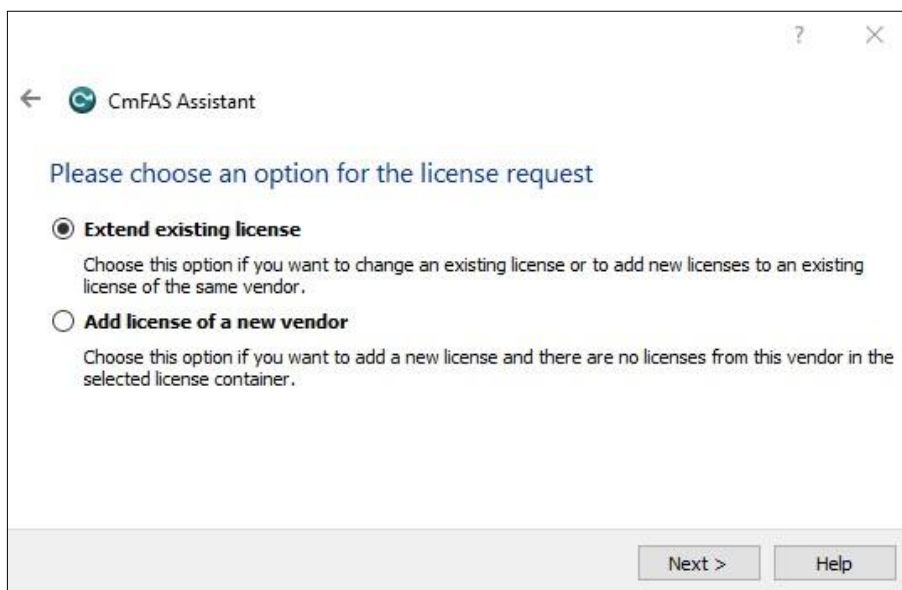
Click "License Update":



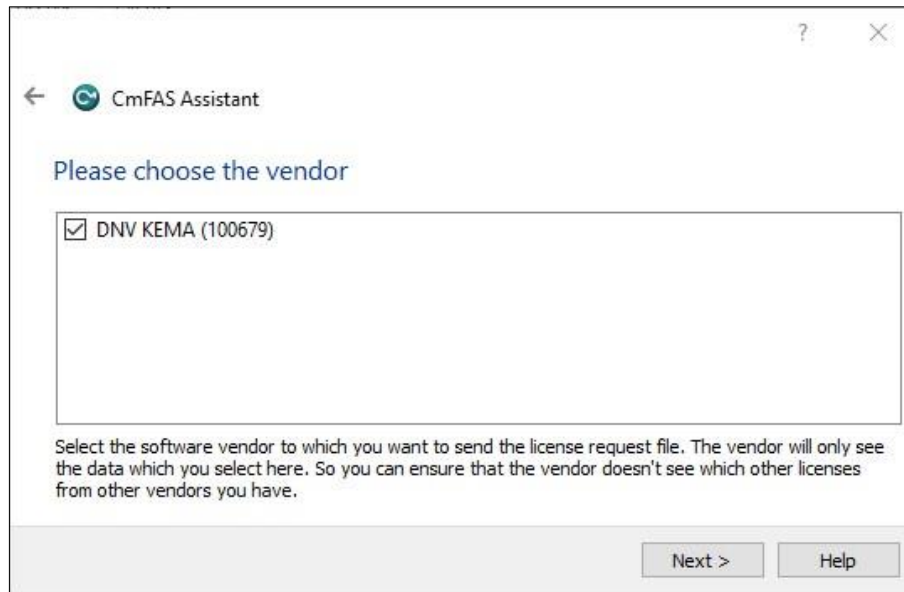
Continue by clicking "Next"



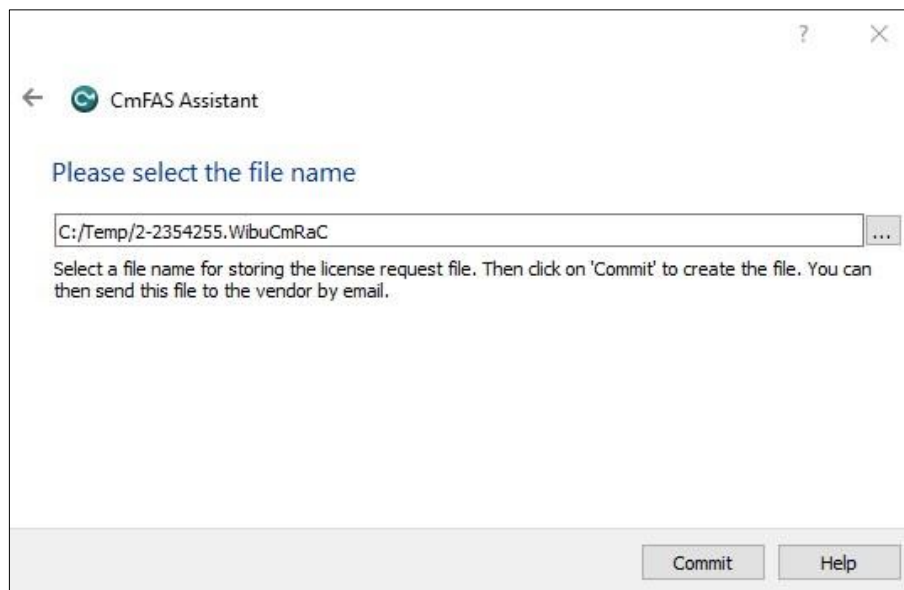
Continue:



Continue and select the vendor:



Continue to select the file name:



Enter "Commit"

Afterwards, email this .WibuCmRaC file to: pc.helpdesk@dnv.com.