

Getting started with the DNV Support Manager

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1 **GETTING STARTED**

1.1 **Introduction**

DNV Protocol Competence & Test Center has released a new tool: "Support Manager".

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

1.2 **Minimum Requirements**

This version of Support Manager requires .NET Core 8 or higher.

This version of Support Manager requires CodeMeter 8.30 or higher.

Note that DNV does not support Windows systems that are out of official Microsoft support

1.3 **Installation**

The installer for Support Manager can be downloaded from: <https://supportmanager-pctc.dnv.com/>

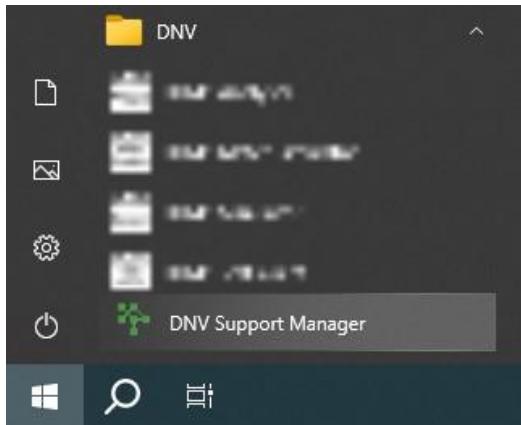
Execute this file, and the installation wizard will guide you through the installation process.



2 DNV SUPPORT MANAGER

2.1 Start-up DNV Support Manager

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



You need a CodeMeter license container (USB Dongle or software license) with product code 50. If your dongle doesn't have this code 50 please contact the <mailto:pc.helpdesk@dnv.com> and request the product code 50.



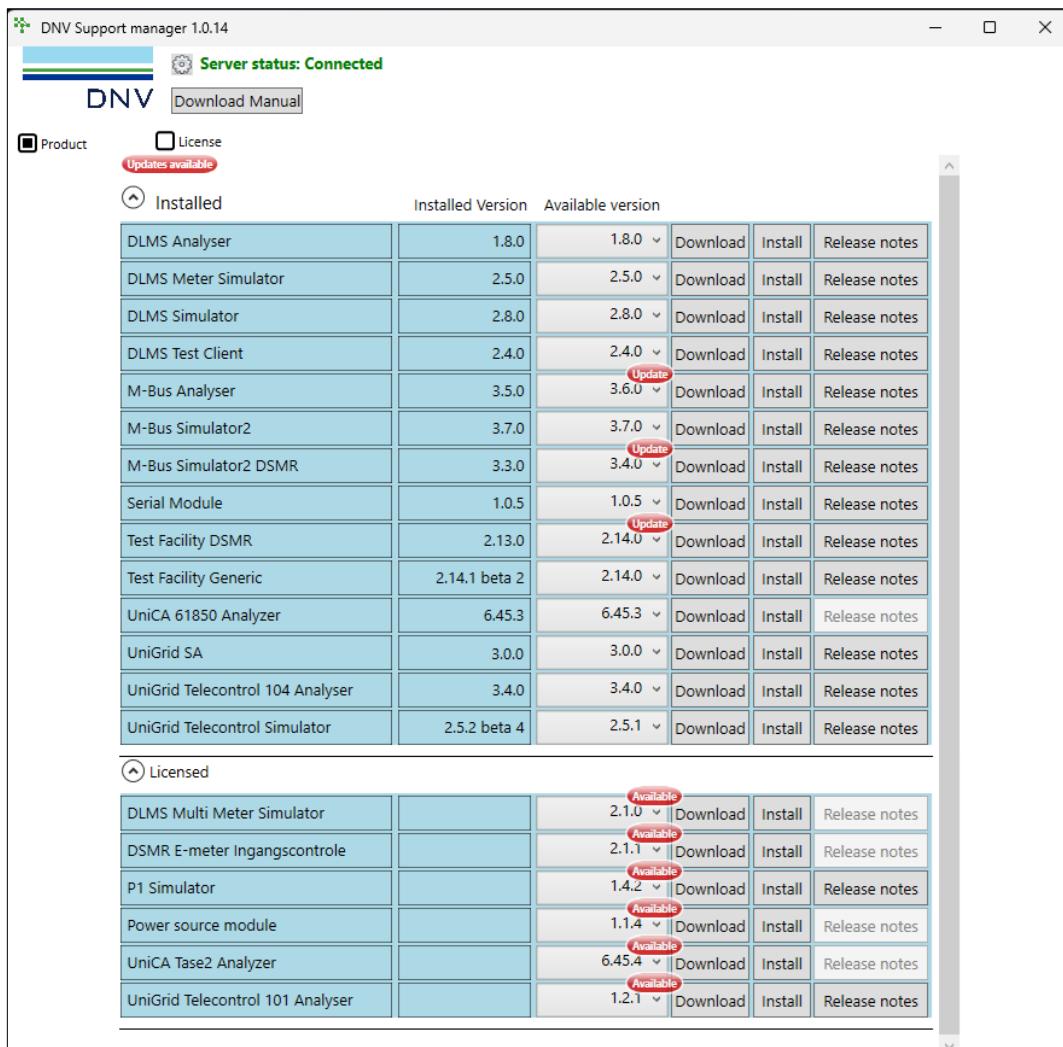
2.2 Check and download new software versions

When you have an active SLA, you will be able to download and install the newest and previous versions of the software licensed in your CodeMeter license container (USB Dongle or software license).

Via the main menu, you can also download the Release notes for the newest version of available software.

Application manual can be downloaded using “Download Manual” button or directly from Support Manager website.

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

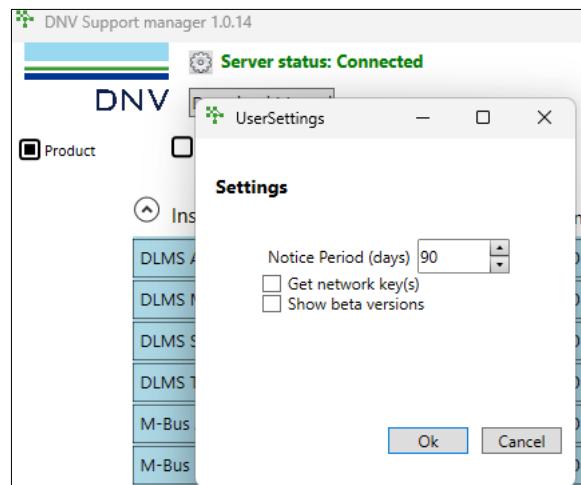




2.3 User Settings

Depending on the users' preference, a few options are available:

- Notice Period (days): number of days before license maintenance or expiration period passed that should trigger warning. When the notice period is passed, licenses listed in the "License" tab will be changed to warning orange colour
- Get network key(s): enable/disable fetching licenses distributed through license server
- Show beta versions: enable/disable fetching beta installers for licensed tools (please note that beta versions of tools might not be stable)



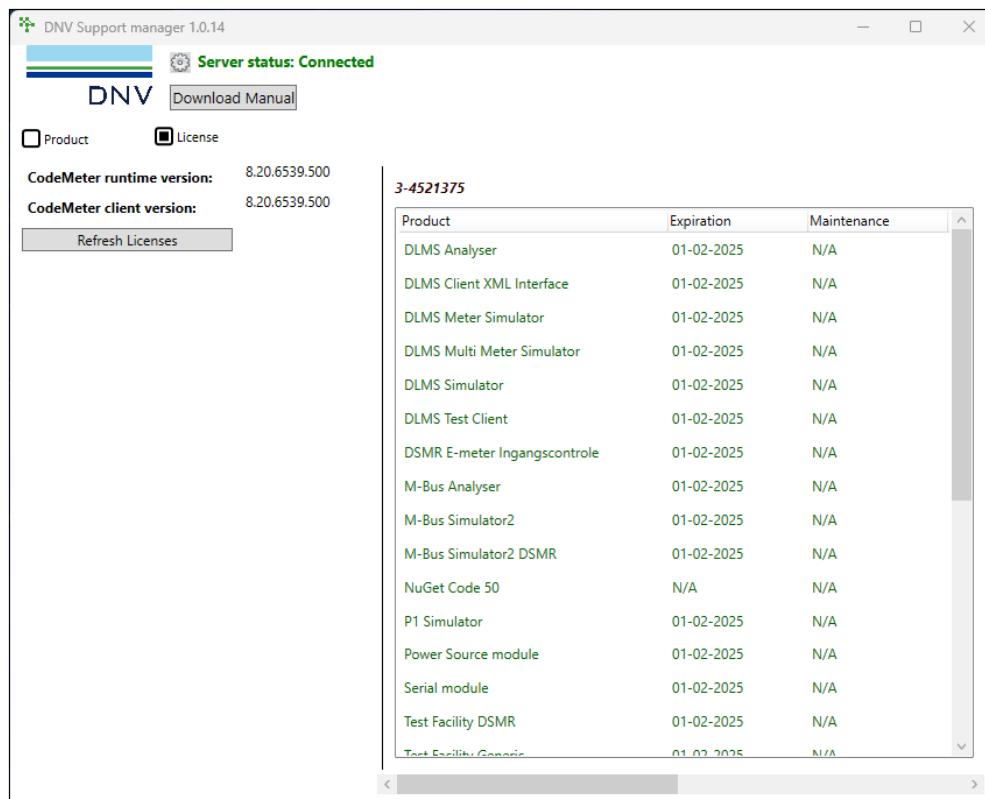


2.4 Update CodeMeter dongle

When renewing the SLA or the rental period you are kindly requested to send a license update request to the DNV help desk: <mailto:pc.helpdesk@dnv.com>.

Please include your CodeMeter license container serial number (USB Dongle or software license).

In case you don't see changes after license renewal, please press "Refresh Licenses" to fetch the information.



Contact

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