GETTING STARTED WITH THE DNV SUPPORT MANAGER

Last updated: 04-11-2024

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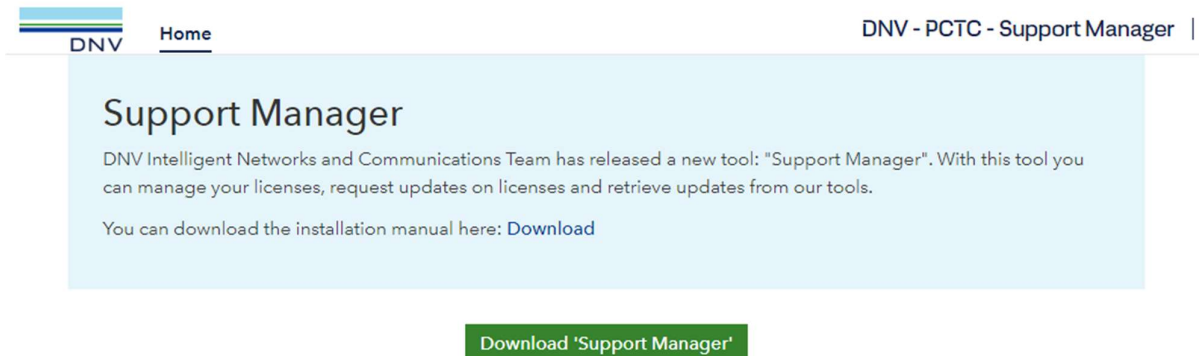
Minimum requirements

This version requires .NET Core 8 or higher.
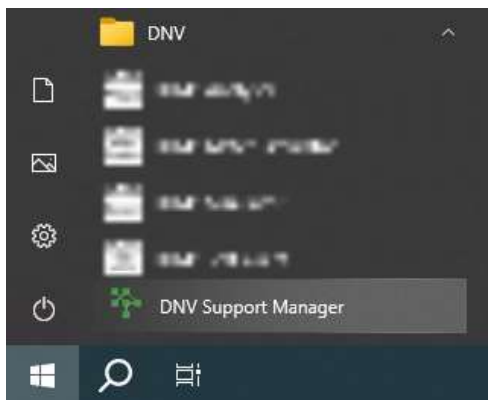
This version requires CodeMeter 8.20 or higher.

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.

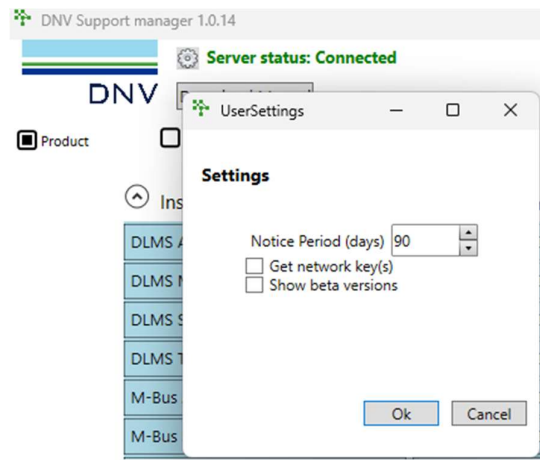Application manual can be downloaded using "Download Manual" button or directly from Support Manager website.

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

User settings

According to users' preference, 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)
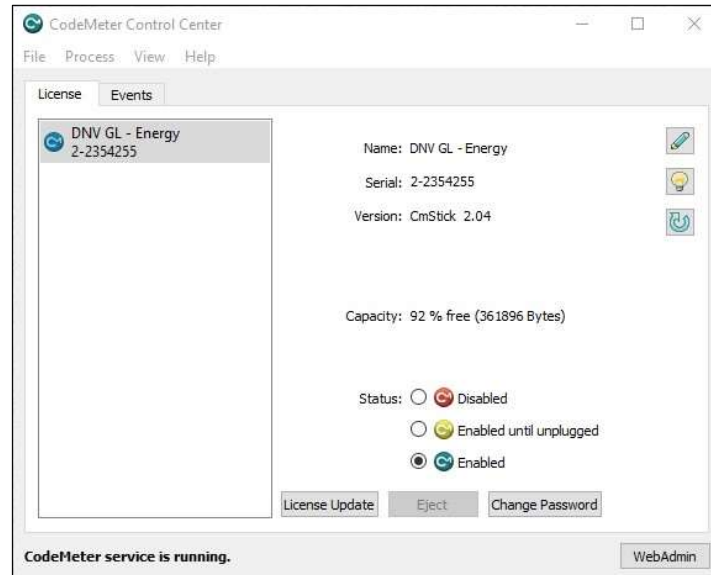
Update CodeMeter dongle

When renewing the SLA or the rental period you are kindly requested to send the CodeMeter license update request to the DNV help desk: pc.helpdesk@dnv.com.
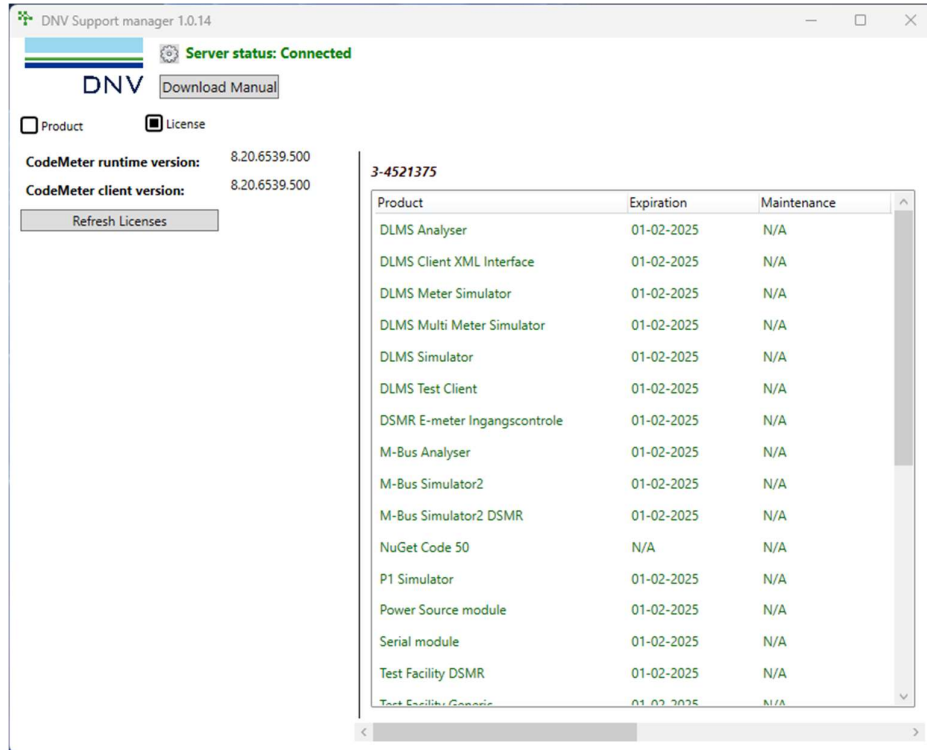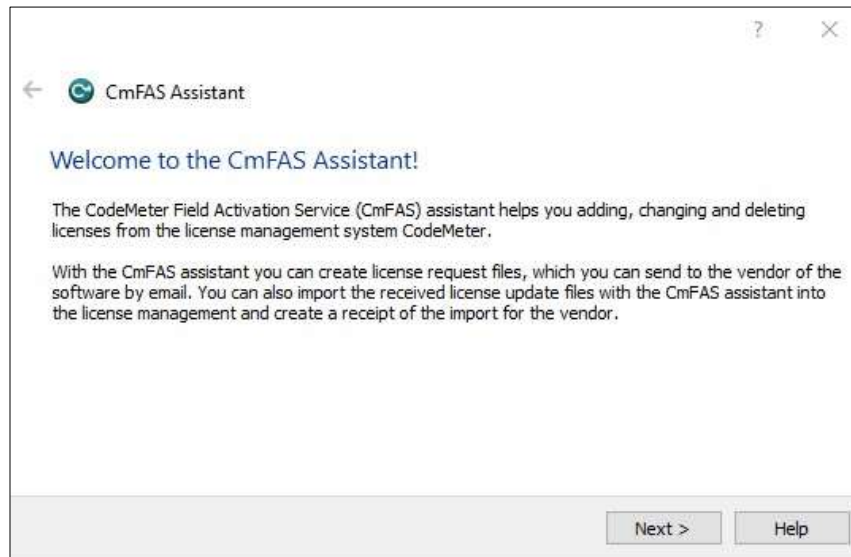
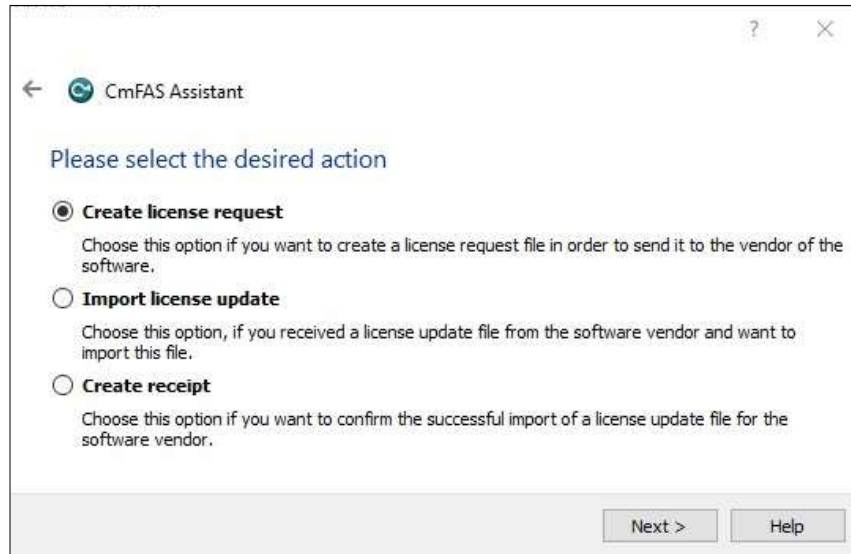## Annex A: Create License Request File using CodeMeter Control Center

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

Click "License Update":

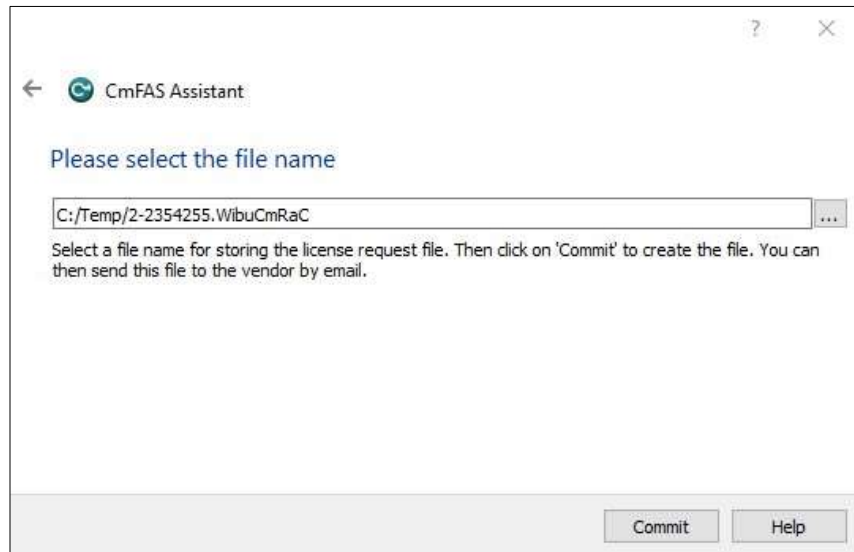Continue by clicking "Next"

Continue:

Continue and select the vendor:

Continue to select the file name:

Enter "Commit"

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