

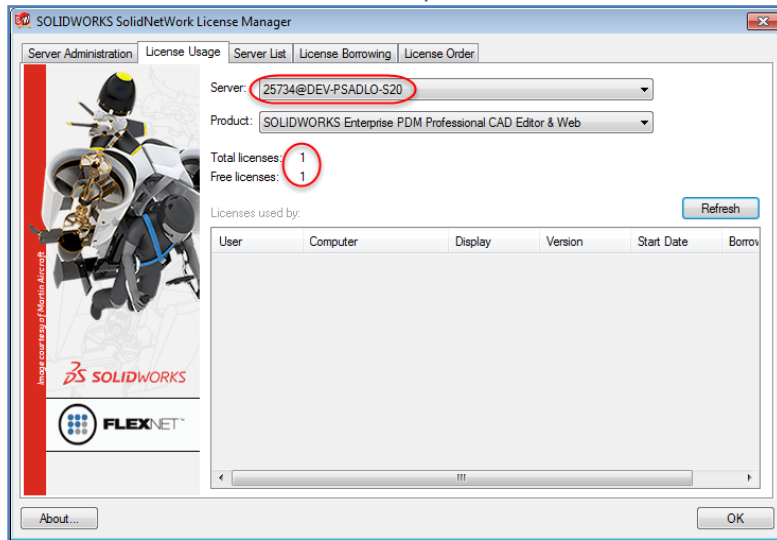
## SOLIDWORKS Enterprise PDM timeout explained

SOLIDWORKS Enterprise PDM 2015 switches from the old licensing model over to SNL licensing. This raises question how the timeout license works.

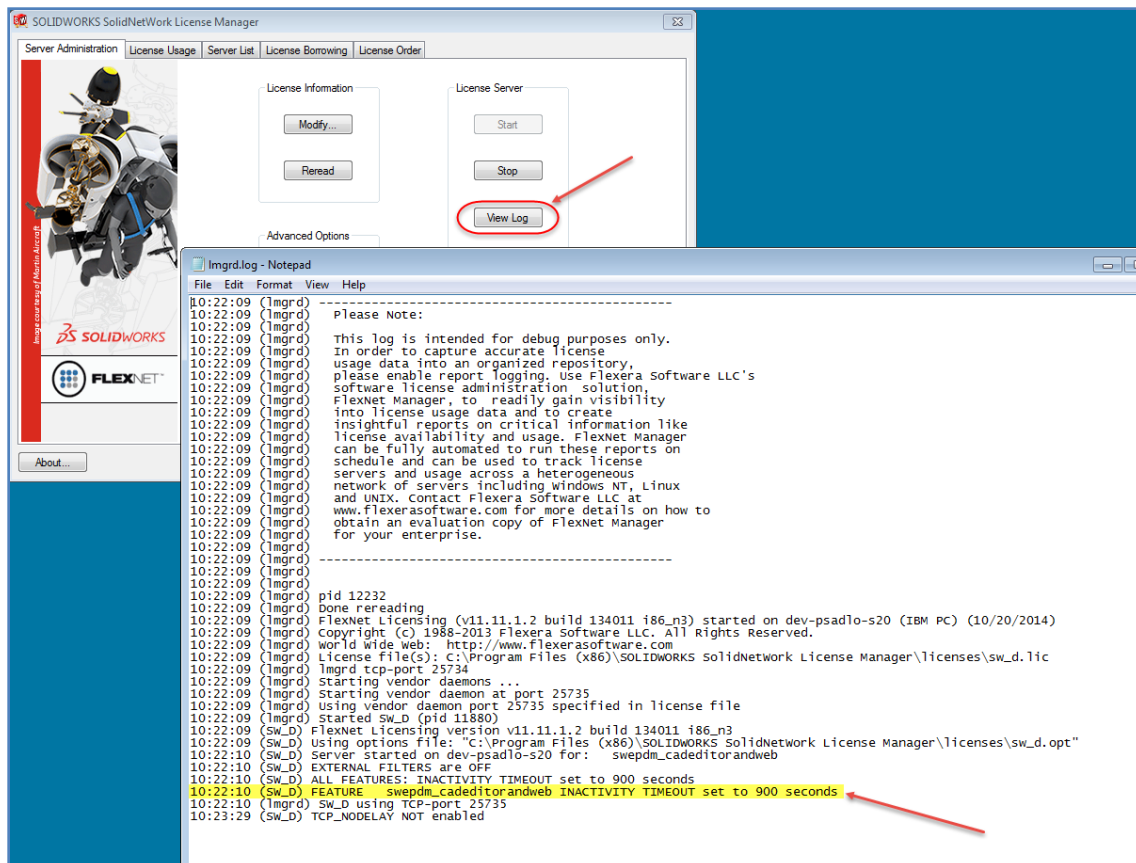
The following example explains the functionality on license server with 1 license and two separate clients (**clientA**, and **clientB**). The license timeout is set to 900 second/15 minutes (the lowest possible timeout value).

### Setup steps

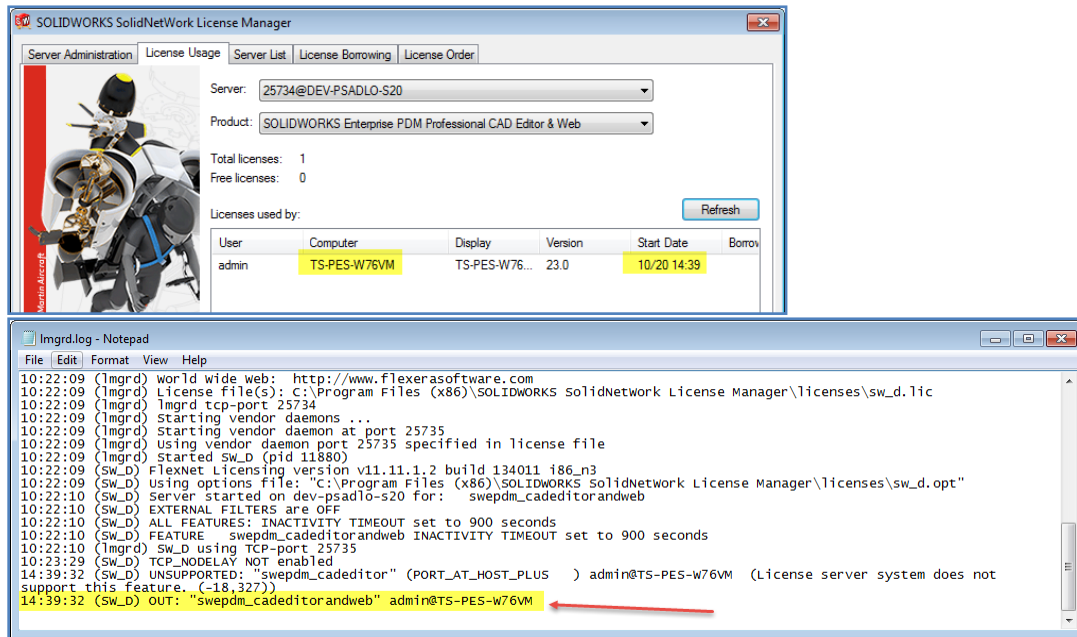
- a) License server installed on Server system with one license available



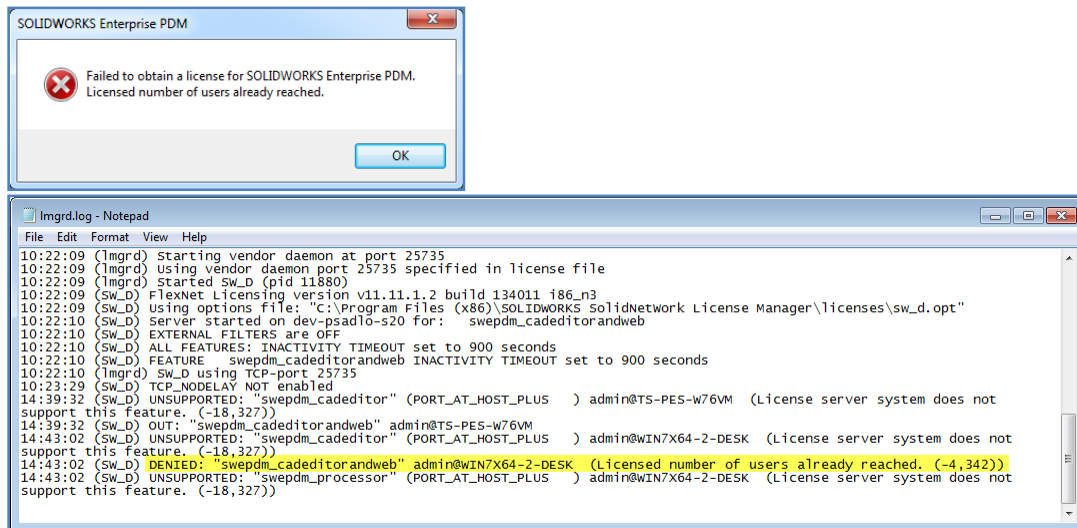
- b) The timeout is set to 900 second (see details in solution S-067244).



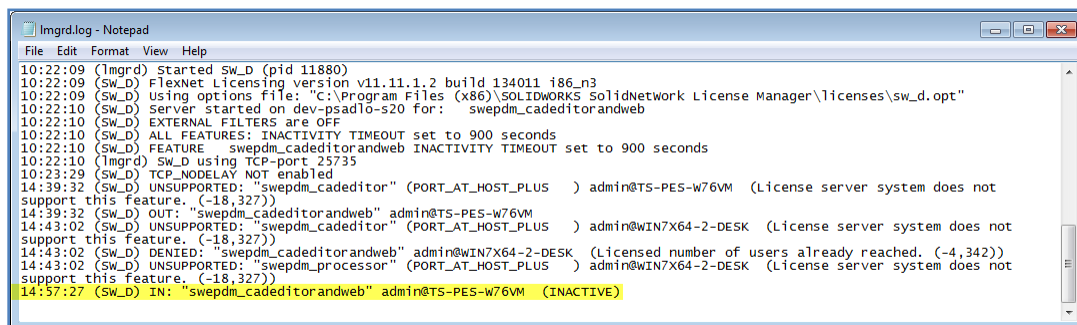
- c) **ClientA** 'ts-pes-w76vm' is logged in to the Vault and thus consumes the available license.



- d) Trying to log into the vault from **clientB** 'win7x64-2-Desk' will not be allowed as expected.



- e) **ClientA** remains logged in, but is kept inactive for 15+ minutes. This will cause the license to timeout and the SNL Server will reclaim the license from **clientA** and put it back to the license pool.



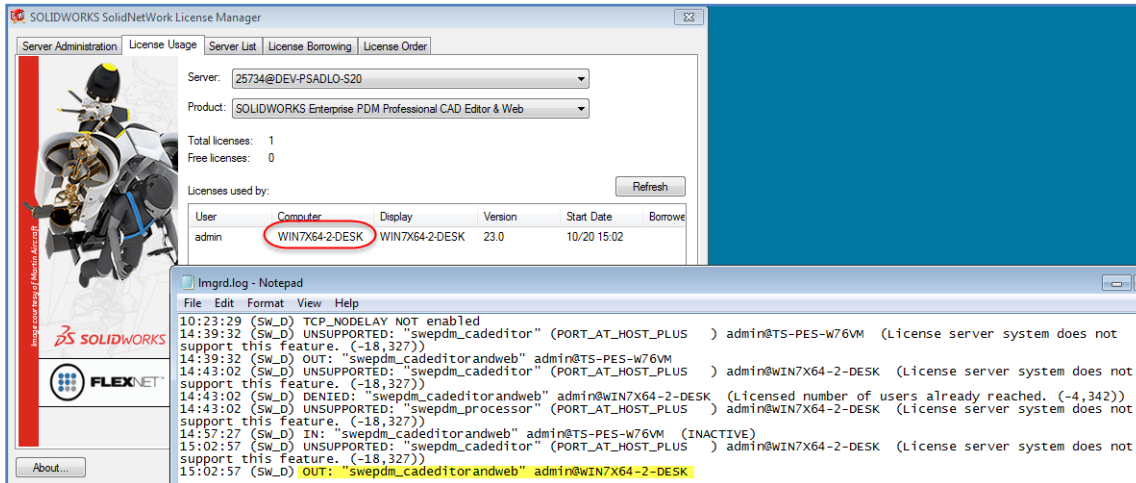
We are now at the point where the license pool has 1 available license, and **clientA** is still logged into the vault, but inactive. This available license can be either checked out again by **clientA** or another client (**clientB**) as described in the following two scenarios.

## Scenario1: ClientA checking out the license

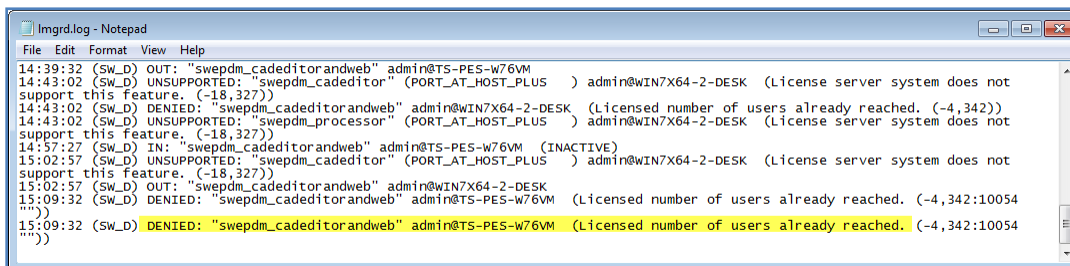
If we make **clientA** active again by accessing the vault, check-in, check-out, undo check-out, get latest, etc. **ClientA** will try to check out the license (provided it is still available). If this succeeds there will be no notification that the license was reclaimed due to the inactivity.

## Scenario2: ClientB checking out the license

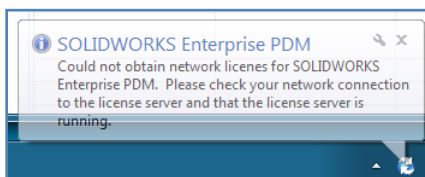
However, if **clientA** remains inactive and we login to the vault from **clientB**, the available license will now be checked out by **clientB** instead.



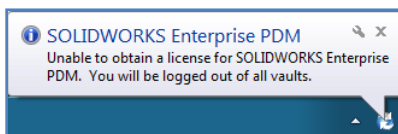
If **clientA** becomes active again it will try to check out the license, but since there are now no available licenses the log will show that the check out is denied.



This will start a 'grace period' that is about 20 minutes, allowing **clientA** to still work in the vault. After the grace period a notification balloon will pop-up, informing the user that the license cannot be checked out. Note that if a license becomes available during this grace period, **clientA** will check out that license.



If a license is still not available, after an additional 10 minutes a second pop-up will show up informing the user that the connection to the vault will be lost.



A login dialog will show and user will be unable to login unless a license becomes available.

