

License FAQ

This page is devoted to Frequently Asked Questions related to [licensing](#) in general.

Please refer also to [Web-Activated Licensing FAQ](#) and [Conventional Licensing FAQ](#) for additional details related to [Web-Activated Licensing](#) and [Conventional Licensing](#).

On this page:

License Configuration

With two license levels, how can I control which is used?

Extended question: We have two [SAP2000](#) network license levels, including Plus and Advanced. The Advanced license is used by default, though we would like to use Plus by default, then have users select Advanced when appropriate. How can we implement this configuration?

Please refer to the [Expedite software launch](#) article, following the "Network License - Option 2" instructions.

How do I run a previous software version using the license for a current version?

Please refer to the [Run a previous software version using a current version license](#) article.

Why is the software slow to locate the network license?

Answer: Please refer to the following articles for resolution tips for this problem:

- [Network license lookup](#)
- [Expedite software launch](#)

License Problem

How can I prevent other network users from retrieving the license when in use?

Extended Question: My network connection to my server is sometimes poor and I may lose my license during use, how can I prevent that?

If connection to the server cannot be improved, checking out the network license is an option. Please refer to the instructions described in the [License check out](#) article.

License Errors

See [License errors and their resolution](#) page.

License Use

If I open two ETABS sessions, will my computer use two of my company's licenses?

Answer:

[CSI](#) products allow up to three sessions using one network license, so running two sessions will only use a single license.

See Also

- [License troubleshooting guides](#)
- [Web-activated licensing FAQ](#)
- [Expedite software launch](#)