KSM Licensing FAQs

Using KSM (formerly ASM) - Licensing FAQs

Keysight EEsof EDA introduces the new Keysight Software Manger (KSM) system, which gives the administrator of your software the ability to manage the licenses for your Keysight EEsof products. If you need to obtain new licenses, or renew expiring licenses, or view your support contract, KSM provides an easy-to-use interface to manage many of these common licensing tasks. We assembled some FAQs to help answer questions you may have regarding the use of KSM.

For more information on how to use KSM, please see the KSM videos for getting started

On this page:

Why is Keysight EEsof introducing a new license manager?

KSM is an Keysight system adopted to ensure consistency and timeliness in SW license management. You will experience faster, more accurate License delivery by accessing KSM directly.

How do I redeem a license?

Log into KSM and follow the prompts. The first time this happens, you will need the Order Number and Certificate number to establish your profile within the system, which includes your e-mail address and setting a password. Every time afterward, you will just use your e-mail address and password to log in to KSM.

What if I have an order number and I don't have a certificate number.

With the Order Number you can get the Certificate re-sent to the email address in the system. If this doesn't work, please contact Business Support at 800.507.6274.

How do I transfer licenses on this new system?

For all license re-hosting, you will need to contact Business Support at 800.507.6274.

How do I upgrade my licenses to the next version if I'm still on the older version?

As long as you have a valid support agreement, you can upgrade to the latest version at any time. Log into KSM and follow the prompts for obtaining a renewal license.

What happens if my time-based license expires over the weekend?

You will have 30-days advanced notice of license expiration so that you can manage the timing of new licenses. KSM is a 24/7 system, so weekends are not a constraint.

If I redeem my license incorrectly, what happens?

Contact Business Support at 800.507.6274.

Who do I ask if I'm having technical issues or trouble navigating in KSM?

Contact Business Support at 800.507.6274.

How do I get a license for a new release of software?

If a new product version is released that requires a new license, you can log into KSM and follow the prompts.

How do I renew a license?

At license renewal time, ASM will add a menu link for renewing licenses. Log in with your e-mail address and password and follow the prompts for "Renewing a License".

How do I identify a hostID?

Within ASM, follow the Help prompts and ASM will find it for you. It will take you to a Java-based application that will either detect the recommended ID automatically, or provide instructions for find the ID manually. It is available in English and Japanese.

- Automatic CPU ID Detection Tool

If your system is unable to automatically detect your host ID, it can be detected manually:

- CPU ID Detection Utilities

These are a series of small utilities available for Window, Linux and Solaris.

How do I find a certificate number?

The Certificate is emailed and mailed to the person who is designated as the main contact for your Keysight EEsof products.

Can I still request a renewal 60 days or more before my current codes expire?

No, outside the 30-day window provided by ASM for renewals, you will need to have assistance from Business Support at 800.507.6274.

What if I have Eagleware keys for older version SW?

You will need to contact Business Support at 800.507.6274 as ASM does not support EW keys.