



Getting started with the DNV Support Manager

Arnhem, 19 December 2024

Author(s): Maja Gruca, Tom Levels, Andres Hanique, Patrick Joossens





Table of Contents

1	GETTING STARTED	2
1.1	Introduction	2
1.2	Minimum Requirements	2
1.3	Installation	2
2	DNV SUPPORT MANAGER.....	3
2.1	Start-up DNV Support Manager	3
2.2	Check and download new software versions	4
2.3	User Settings	5
2.4	Update CodeMeter dongle	6



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 8.20 or higher.

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

1.3 Installation

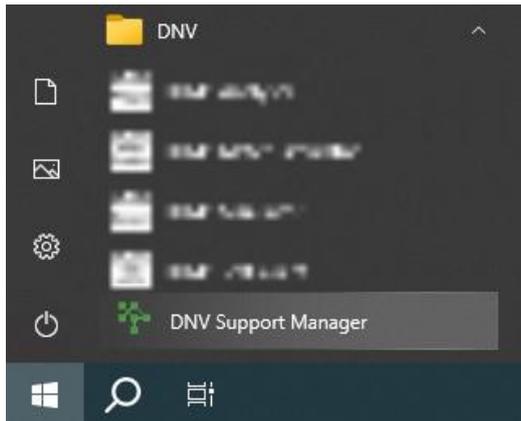
The installer for Support Manager can be downloaded from: <https://supportmanager-pctc.dnv.com/>

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.

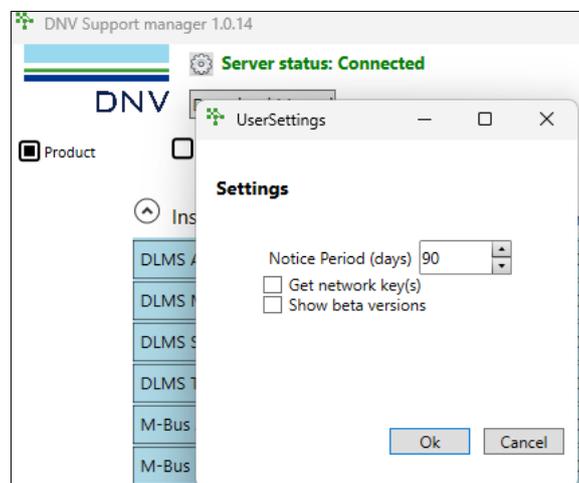
The screenshot shows the DNV Support Manager 1.0.14 interface. At the top, it displays "Server status: Connected" and a "Download Manual" button. Below this, there are tabs for "Product" and "License". The "Product" tab is active, showing a list of software products. The list is divided into "Installed" and "Licensed" sections. Each product row includes columns for "Installed Version" and "Available version", along with "Download", "Install", and "Release notes" buttons. Some available versions are marked with a red "Update" badge, and some are marked with a red "Available" badge.

Product	Installed Version	Available version	Download	Install	Release notes
DLMS Analyser	1.8.0	1.8.0	Download	Install	Release notes
DLMS Meter Simulator	2.5.0	2.5.0	Download	Install	Release notes
DLMS Simulator	2.8.0	2.8.0	Download	Install	Release notes
DLMS Test Client	2.4.0	2.4.0	Download	Install	Release notes
M-Bus Analyser	3.5.0	3.6.0 (Update)	Download	Install	Release notes
M-Bus Simulator2	3.7.0	3.7.0	Download	Install	Release notes
M-Bus Simulator2 DSMR	3.3.0	3.4.0 (Update)	Download	Install	Release notes
Serial Module	1.0.5	1.0.5	Download	Install	Release notes
Test Facility DSMR	2.13.0	2.14.0 (Update)	Download	Install	Release notes
Test Facility Generic	2.14.1 beta 2	2.14.0	Download	Install	Release notes
UniCA 61850 Analyser	6.45.3	6.45.3	Download	Install	Release notes
UniGrid SA	3.0.0	3.0.0	Download	Install	Release notes
UniGrid Telecontrol 104 Analyser	3.4.0	3.4.0	Download	Install	Release notes
UniGrid Telecontrol Simulator	2.5.2 beta 4	2.5.1	Download	Install	Release notes
Licensed					
DLMS Multi Meter Simulator		2.1.0 (Available)	Download	Install	Release notes
DSMR E-meter Ingangscontrole		2.1.1 (Available)	Download	Install	Release notes
P1 Simulator		1.4.2 (Available)	Download	Install	Release notes
Power source module		1.1.4 (Available)	Download	Install	Release notes
UniCA Tase2 Analyser		6.45.4 (Available)	Download	Install	Release notes
UniGrid Telecontrol 101 Analyser		1.2.1 (Available)	Download	Install	Release notes

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)

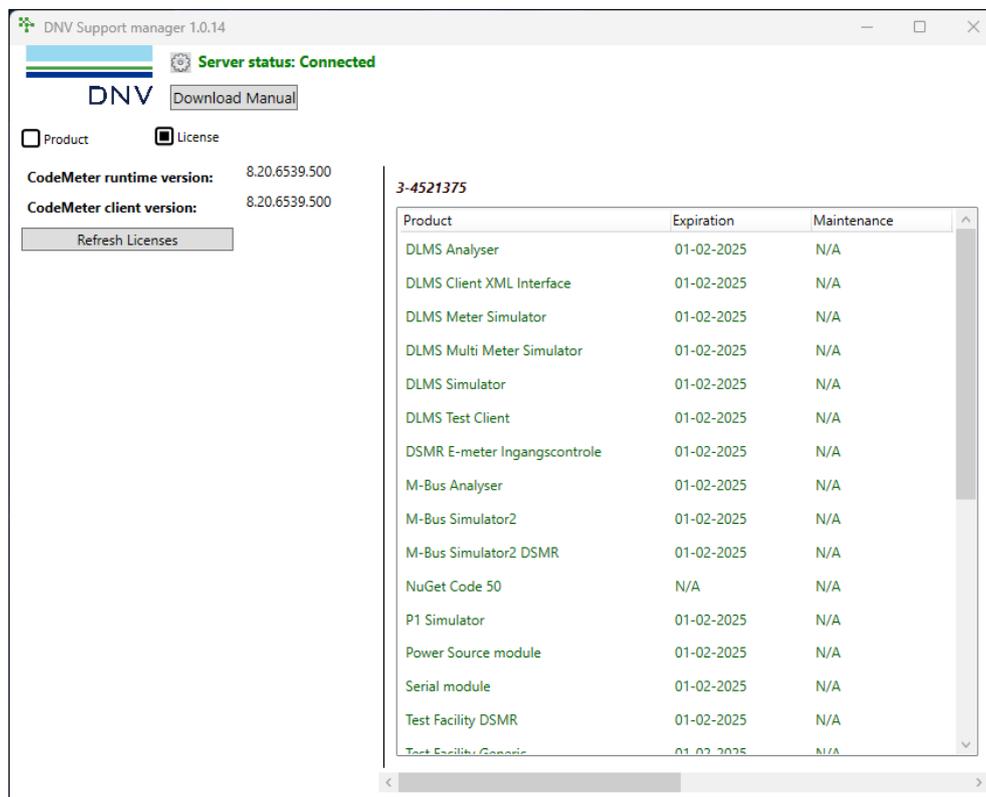


2.4 Update CodeMeter dongle

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

DNV Netherlands B.V.
P.O. Box 9035
6800 ET Arnhem
The Netherlands
T +31 26 356 9111
E pc.helpdesk@dnv.com