

1. Oasys desktop licensing solutions

1.1. Standalone licence

Ideal for single PC installations. You are given a count of activations which are used to deploy your purchased licence to a software installation on the destination machine. The number of activations provided directly corresponds to the number of licenses purchased, e.g. 1x licence purchased = 1x activation.

The activation will stay permanently assigned to the machine until deactivated manually through the Licence Manager facility. A single Standalone licence can be used on multiple machines by manually transferring the licence between them using the Licence Manager facility (See notes under Transferring/Returning a Licence).

An activated machine can be used online and offline, however an internet connection is required when activating and deactivating the licence.

1.2. Network Floating or Network Floating International licence

Ideal for multiple PC installations. You are given a count of activations which are used to deploy your purchased licence to a software installation on the destination machine. The initial activation allowance provided will be 10x the number of licenses purchased, e.g. 1x licence purchased = 10x activations.

The activation will stay permanently assigned to the machine until deactivated manually through the Licence Manager facility. The increased number of activations provided allows you to activate an entire pool of machines expected to run the software. Additional activations will be granted at no additional cost where required.

You are also given a count of Network Seats, a concurrent user control, directly corresponding to the number of licenses purchased, e.g. 1x licence purchased = 1x Network Seat. The Network Seat will be occupied and released when the software is opened and closed on an activated machine respectively, allowing multiple machines to operate under a single purchased licence.

Example scenario - 1x Network Floating licence used by 2x unique machines:

- Computer A and B activate their installed software with a licence key and password.
- Computer A opens the software.
- The Network Seat is taken from the licensing server and allocated to Computer A, licensing their software for use.
- Computer B opens the software but is greeted with an error message stating "no Network Seats remaining".
- Computer A closes the software, and the Network Seat is released back to the licensing server.
- Computer B re-opens the software, and the Network Seat is allocated to their machine.

An active internet connection is required throughout all sessions of use with a Network Floating licence to ensure the machine maintains communication with the licensing server. These cannot be used offline.

1.3. Shared licence

Shared licensing is a legacy system available only to older software builds. Shared licensing will be supplied in place of the Network Floating system for use with older releases which do not support Network Floating Keys.

Ideal for multiple PC installations. You are given a count of activations which are used to deploy your purchased licence to a software installation on the destination machine. The number of activations provided directly corresponds to the number of licenses purchased, e.g. 1x licence purchased = 1x activation.

The activation automatically transfers to and from a machine when the software is opened and closed respectively, allowing multiple machines to operate under a single purchased licence.

Example scenario - 1x Shared licence used by 2x unique machines:

- Computer A opens the installed software.
- The activation is taken from the licensing server and allocated to Computer A, licensing their installed software.
- Computer B opens the software but is greeted with an error message stating "no activations remaining".
- Computer A closes the software, and the activation is returned to the licensing server.
- Computer B re-opens the software, and the activation is allocated to their machine.

An active internet connection is required throughout all sessions of use with a Shared licence to ensure the machine maintains communication with the licensing server. These cannot be used offline.

2. Activating a licence

All purchased licenses will be provided to you as a unique activation key ID, and a password to be entered in combination with the activation ID.

Upon initial start-up of the software following installation, you should be asked if you wish to activate with a key ID and password. If you have received your licence activation details from Oasys, please click the "Yes" option and the Licence Manager facility will open. Here you can enter your key ID and password using the fields provided.

If you do not receive this message upon initial start-up of the software, you can access the same menu by navigating to Help > About [Program] > Manage Licence.

If you are looking to complete a 14-day trial for one of our software products, please click the "No" option to this message and the software will then launch in evaluation mode.

3. Transferring/Returning a licence

Activations for all licence types can be returned from within the software using the Licence Manager facility. To access the Licence Manager and return an activation, navigate within the software to Help > About [Program] > Manage Licence > Deactivate.

If you are looking to transfer a Standalone licence from one machine to another, you will need to first deactivate the initial machine holding the activation. Once complete, navigate to the Licence Manager on the second machine and then complete activation using your Key ID and Password.

4. Troubleshooting common error messages

Any licensing related problems will typically report an error message. Should you encounter an issue, please email a screenshot of any error messages received to oasys@arup.com or raise a ticket on our Customer Service Portal - <https://arup.service-now.com/oasys>. Our Customer Service team will check the status of your licence and advise you on how to resolve the problem.

4.1. Error 5013: No remaining activations

Standalone licence:

You have reached the maximum number of available licenses. Check with the user of the machine currently holding the activation and request that they deactivate their installation of the software. If you are unsure of which machines are holding activations, please contact Oasys (oasys@arup.com) or refer to the Manage Installations tool available within the online Licence Portal.

Network Floating or Network Floating International licenses:

You have reached the set limit of activations for your Key. Please contact Oasys (oasys@arup.com) to request that more activations be added, or for older installations to be cleared if no longer in use.

Shared licence:

Either all available activations have been allocated to machines using the software, or the activations have become stuck due to a network connection issue. If you suspect the licenses have become stuck, please contact Oasys (oasys@arup.com), ensuring you have checked with the users beforehand to confirm no one has to software open.

4.2. Error 5028: No Network Seats remaining

Network Floating or Network Floating International licenses:

You have reached the maximum number of available concurrent users for your Key. Contact Oasys (oasys@arup.com) to identify the current Network Seat occupants or refer to the Network Sessions tool available within the Licence Portal to view the active software users.

4.3. Error 9101: Web service call failed. Please check internet connectivity

All licence types:

Your deployed network security is preventing the software from communicating with the licensing server.

The licensing component calls the address <https://oasys.softwarekey.com/> to communicate with the activation server using HTTP requests. Please ensure that both addresses shown below are whitelisted for any deployed firewall or proxy server:

- <https://oasys.softwarekey.com/>
- <http://oasys.softwarekey.com/>

Additionally, please ensure that Ports 80 and 443 are open where possible. These are the ports through which the software requires access to communicate with the licensing server.

5. Switch Keys (Available for Oasys GSA licenses only)

Oasys GSA will install a companion facility called Switch Keys visible within your Start menu. This facility can be used to store and swap between multiple GSA product licenses simply and avoid having to re-enter key ID's and passwords every time a change of licence is required.

The facility requires a small amount of set-up beforehand, to be completed once per user.

Example scenario: Setting up Switch Keys for GSA Analysis + GSA Building:

- Launch GSA and navigate to Help > About GSA > Manage Licence.
- Enter your GSA Analysis key ID and password into the fields provided, then click activate.
- Close and relaunch GSA.
- Navigate to the Manage Licence facility once more and click deactivate.
- Enter your GSA Building key ID and password into the fields provided, then click activate.
- Close GSA.
- Launch the Switch Keys facility.

Within Switch Keys, the users should now see the option to select either GSA Analysis or GSA Building as the active licence. The licence selected here will control which variant of GSA the software launches as when opened, without needing to enter licence information again.

6. Oasys UNIPAC licensing solution (Available for UNIPAC Suite products only)

Available for purchase by universities and educational institutions is our UNIPAC licensing solution.

The UNIPAC system is not activated through use of license key ID's and passwords. Instead, the system activates under a "site licence" system where the site is defined by an approved IP address range. Any requests for a licence made by installations of the software will be granted providing those requests originate from an IP address within the set approved range.

Once an installation is granted a licence, the licence remains on that machine for a period of up to 60 days before reactivation is required. This 60 day period is to facilitate use of the software on networks outside of the approved range, student machines at home etc.

If you have purchased a UNIPAC licence, you can submit an IP range by completing the form available here (http://www.oasys-software.com/unipac_check/). This will return an IP address we will then review to ensure is registered to the University, users home networks will not be considered for inclusion. Please ensure that submissions are only made from machines expected to operate the software.

7. Licence Portal

When you purchase an Oasis software licence, a customer account will be registered for the online Licence Portal. Your account login credentials will be supplied to you by email shortly following the purchase, comprised of a Customer ID and a login password.

The Licence Portal can be accessed using the following link. If you are unsure of the login details required for your account, please contact Oasis (oasys@arup.com) directly.

Licence Portal link: <https://secure.softwarekey.com/solo/customers/>.

The video below provides a tutorial for navigating around the Licence Portal, and an overview of the features available within.

[Licence Portal Overview Video](#) from [Oasys](#) on [Vimeo](#).

Licence Portal home:

License Portal Home

Welcome



Downloads

Download purchased software.



Licenses & Activations

Activate and manage your software installations.



Renewals & Upgrades

Renew software & support subscriptions and purchase upgrades.

Contact Information

Customer ID: 20494609

Company Name: OASYSTEST

Contact Name: OASYS SUPPORT

Address:
CENTRAL SQUARE
FORTH STREET
NEWCASTLE, TYNE AND WEAR NE1 3PL
UNITED KINGDOM

Phone Number: +44 191 238 7559

Email Address: oasys@arup.com



Edit Contact Information



Change Password

Support Information

Email: oasys@arup.com

Phone: +44 207 755 4515

Web: [Web Site](#)
[Support Web Site](#)

8. Monitoring your licenses

The Licence Portal can be used to manage your licence installations, monitor licence usage, and view the active users of a licence at any time. Some features are specific to the type of licence you have purchased.

8.1. Viewing your licenses (Available for all licence types)

Navigate to "Licenses & Activations" from the Licence Portal home page. You will be presented with a list of all licenses registered to the account and the number of activations remaining for each.

Selecting any licence from this list will direct you to an overview page for that Key providing further details, such as the full licence activation data required for use.

Licenses & Activations:

Licenses & Activations

Click on a License ID or Serial listed below to view more details about the license.

License ID/Serial	Product	Issued	Status/Expiration	Activations Left
[REDACTED]	ADC Standalone Subscription	Sep 17, 2025	OK / Sep 17, 2026	0
[REDACTED]	AdSec Standalone Subscription	Sep 17, 2025	OK / Sep 17, 2026	3
[REDACTED]	Alp Standalone Subscription	Sep 17, 2025	OK / Sep 17, 2026	0
[REDACTED]	Pile Standalone Subscription	Sep 17, 2025	OK / Sep 17, 2026	1

Viewing a selected licence:

License Details for MassMotion Network Floating Subscription

License Information		Order Information	
Status:	OK	Invoice:	[None]
License ID:	[REDACTED]	Date Issued:	Feb 06, 2023
Activation Password:	[REDACTED]	Quantity:	3 Each
Activations Left:	28		
Deactivations Left:	Unlimited		
Allowed Network Seats:	3 (0 currently in use)		
Expires:	Feb 06, 2027 (298 Days)		

Additional Information			
Download	Manage Installations	Network Session History	Network Sessions

8.2. Manage Installations (Available for all licence types)

Navigate to the licence details overview page for a given licence, then select "Manage Installations" under the Additional Information area.

Within this tool you can view a list of all past and present machines activated under your licence. The tool displays the date/time the machine was activated and the machine name. There is a filter option available to switch the displayed list to show Active machines only, Deactivated machines only or All.

Standalone licence

Setting the filter to display only Active machines will show you where your licenses are. In the example of having purchased 1x licence, the machine listed here is the machine you need to request to deactivate their installation should another user wish to make use of this.

Active installations can be deactivated from this view by clicking the red circular (X) icon.

Network Floating and Network Floating International licenses:

Setting the filter to display only Active machines will show you where your activations are. The machines listed here should comprise the entire pool of machines you wish to have access to the software.

Active installations cannot be deactivated from within the Licence Portal for these licence types.





Shared licence

Setting the filter to display only Active machines will show you where your licenses are. The machines listed here are those which currently hold an activation and therefore have the software open. In the example of having purchased 1x licence, the machine listed here is the machine you need to request to close the software should another user wish to make use of this.

Active installations can be deactivated from this view by clicking the red circular (X) icon.

Manage Installations:

Installation History

Filter: <input checked="" type="radio"/> All <input type="radio"/> Active <input type="radio"/> Deactivated				
Installation ID	Status	Activated	Last Check	Name
YDM8A-WB4SN-MEY9Z-PKBRU-54THF-A	Deactivated	May 05, 2023	May 05, 2023	
LUS26-2QW6V-MMYEV-PRVNM-R6ZLJ-S	Active 	Feb 06, 2023		
S6L6M-QP7QW-RHYKV-GVPKE-NSV47-X	Active 	Feb 06, 2023	Jul 23, 2025	
EP2FH-UZSMC-5QY7C-EQVJ6-FJK74-Q	Deactivated	Feb 06, 2023		

8.3. Network Session History (Available for Network licenses only)

Navigate to the licence details overview page for a given licence, then select "Network Session History" under the Additional Information area.

Within this tool you can review the usage of your Network Floating licenses for a month at a time. A graph will be displayed with the x axis representing the days of the month, and the y axis representing the number of concurrent Network Sessions running that day. The red horizontal line displayed on the graph represents your maximum number of available Network Seats.

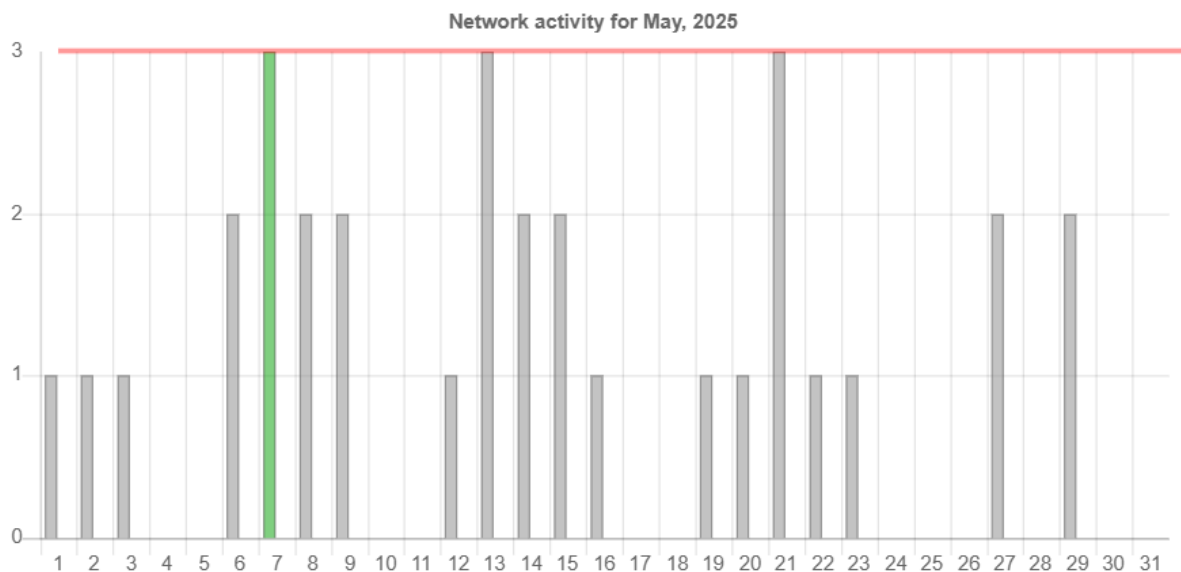
You can access further information for each day by clicking onto the corresponding bar displayed on the graph. The current selected day will be displayed in green. Further details available include the names of the machines which occupied a Network Seat that day, the number of times they have done so, and the collective amount of time they have spent within the software.

By default, the graph displayed will be the month of your most recent licence activity. Previous months and years are available for selection using the drop-down options above the graph.

Viewing Session History for a selected licence:

Monthly Network Session Activity

Month: Year:



Computers used on Wed May 07 2025

Computer	Session Count	Total Minutes
	3	229
	2	79
	2	3
	2	565

9. Downloads

Navigate to "Downloads" from the Licence Portal home page. You will be presented with a list of the latest installation files available for your purchased Oasys software. Select the Download option beneath any items shown to begin.

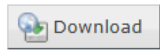
Please be aware that if your licence is unmaintained, you may not be eligible to activate and run the software version provided. Should you require the installation files for an older release of the software, please contact Oasys (oasys@arup.com) directly.

Downloads:

Downloads

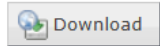
ADC Standalone Subscription

License ID: [REDACTED] Expires: Sep 17, 2026 Latest Version: 8.4.0.22



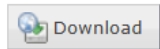
AdSec Standalone Subscription

License ID: [REDACTED] Expires: Sep 17, 2026 Latest Version: 10.0.16.53



Alp Standalone Subscription

License ID: [REDACTED] Expires: Sep 17, 2026 Latest Version: 20.0.8.198



Pile Standalone Subscription

License ID: [REDACTED] Expires: Sep 17, 2026 Latest Version: 20.0.9.3

