Documentation

License Management

Operating Instructions

A31003-H2510-B100-12-7619

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

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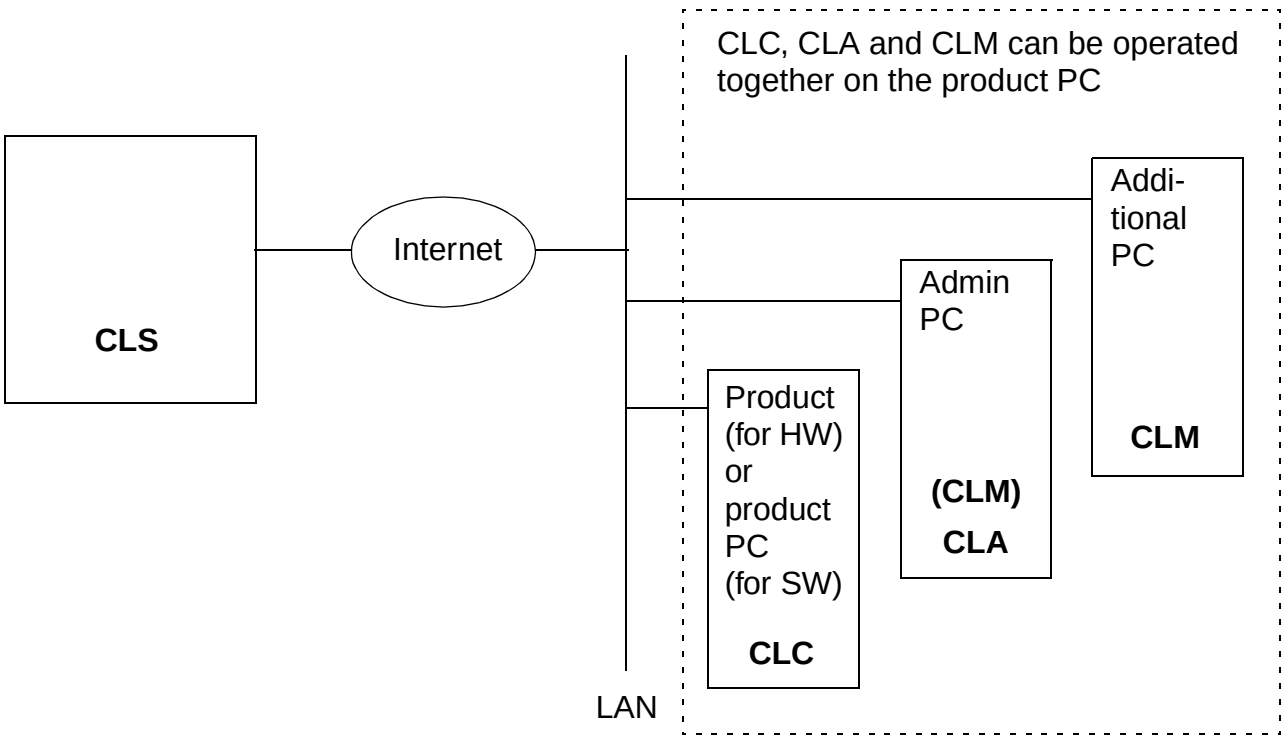
1 Basic Information

1.1 Introduction

Whether you are a customer or a sales partner, License Management provides you with a user-friendly and efficient license management tool for all your licensing needs. With License Management, you can license a range of different products, for example communication systems, workpoint clients, applications, etc. You can apply for a license via the Internet. The relevant products are activated immediately. If you are a sales partner, you can also purchase multiple license packages and manage these using License Management.

License Management consists of the following components:

- Central License Server/License Server (CLS)
- Customer License Client/License Client (CLC)
- Customer License Agent/License agent (CLA)
- Customer License Management/License Management (CLM)



Central License Server/License Server (CLS)

License files are requested via the License Server (CLS) and are created there by a license generator. License applications are made over the Internet. Customers are allowed a grace period, for example, 30 days (depending on the product) after product purchase or installation to apply for a license. The product functions properly during the grace period but ceases to work when this period runs out. The license server also manages the license agents and the product licenses allocated to the license agents.

Each customer or sales partner has an individual license account (=user) on the CLS. These accounts can be administered at the CLS over a separate Web-based interface. Available and previously purchased licenses can be displayed. Licenses can also be transferred from one license agent to another.

A hierarchical structure of accounts is employed here so that every user who sells software licenses to sub-contractors can create users, assign licenses, and manage user authorizations on behalf of these sub-contractors. This is supported by the use of different user levels.

Customer License Client/License Client (CLC)

The CLC represents the interface between the product and the CLA. The product can use the CLC to query CLA and find out if a valid license is available. The CLC is a key component of the product to be licensed and is contained in the product's installation.

Customer License Agent/License agent (CLA)

The License Agent (CLA) is a software application that is installed either on the PC with the product(s) or on an administration PC that is connected to the product PC in a common network. This application automatically starts running in the background as soon as it is installed on the PC. The License Agent (CLA) saves the acquired product licenses and makes them available to the products. The product queries the CLC to find out if the license entered is valid or not. The CLA checks the request and releases the software if the license is valid. While there is only one CLA per PC, there can be several CLAs in a network, distributed over several PCs. A CLA can manage licenses for an individual product or several products.

Customer License Management/License Management (CLM)

The CLM can be installed on the product, on the administration PC together with the CLA or on any PC in the network. The CLM accesses the license agent(s) over the network. The CLM features an interface to the CLS and the CLA that can be used to manage various License Management processes, such as activating a license or displaying the current license distribution for the individual products. The CLM is a Web application. The CLM is connected to the CLS over the Internet.

Licensing procedure (example)

1. The customer places an order, which is recorded using SAP, for example.
2. The license-specific order data is saved in the CLS database.
3. The CLS generates the authentication code from the data and forwards it to the customer (for example, via e-mail).
4. The hardware/software is supplied to the customer.
5. The customer installs hardware/software including the License Management tool. The grace period begins (30 days for example, in which to license the hardware/software).
6. The customer generates his/her license files on the CLS by using the authentication code and the customer-specific hardware data (locking ID).
7. Customer activates the license files via CLM or by copying them into the CLA installation folder.
8. CLA accepts the license file if the locking ID stored in the file matches the detected ID of the system. Otherwise CLA rejects the license file.
9. The customer starts the hardware/software where CLC is part of. The hardware/software requests license from CLA.
10. If there are available licenses CLC releases the hardware/software.
11. Customer can use hardware/software.

You can use License Management to

- activate licenses for a product,
- retrieve licenses for a product or license agent,
- manage license agents,
- retrieve products and product features for a license agent,
- create packages containing features,
- retrieve networked computers that use License Management,
- display configuration and error logs.

1.2 Formatting and Symbols Used

... **OK** button...	**Buttons** and **menus** are formatted in **bold**.
... `global.cfg` file ...	`Files` and `directories` are indicated in `Courier` font.
<wildcard>	Entries or display texts that may vary are indicated in pointed brackets.



Notes or recommendations are indicated by this symbol.



Important warnings are indicated by this symbol.

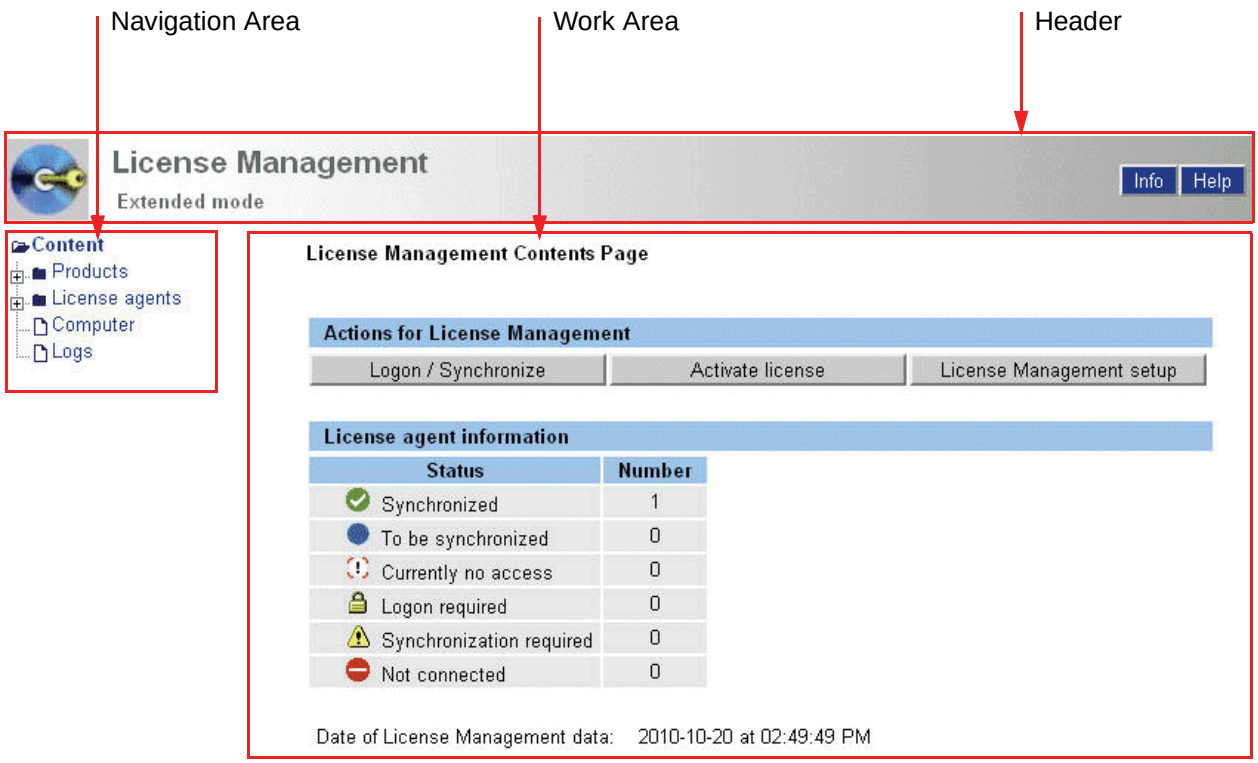
2 Getting to Know the License Management Tool

In this chapter, you will get to know the License Management user interface.

The License Management user interface is made up of HTML pages that can be opened using a HTML browser (Internet Explorer V5.5 SP2 or later or Netscape Navigator V7.1 or later). As a result License Management can operate on any platform and on all standard operating systems.

Essentially, each HTML page is divided into three areas:

- Navigation Area
- Header
- Work Area





If the size of the browser window prevents the work area and action menu from being displayed in full, horizontal or vertical scroll bars appear at the edges. These can be used to adjust the section displayed.
In some browsers you can use the **F11** button to switch between the standard view and the full screen view.

Extended Mode

The menu items provided in the navigation area and the actions and information provided in the work area vary depending on whether "Extended Mode" has been set (see Chapter 4, "License Management Setup", Activating Extended Mode). If you are in Extended Mode, the message "Extended Mode" appears on the left in the header.

The functions that are only shown in Extended Mode are indicated as such in this manual.

The default settings are usually sufficient for most requirements. The additional information and actions are intended for administrators and should only be performed by trained personnel.

The following list provides some examples of what you can do in Extended Mode.

- Make extended settings for License Management
- Redisplay licenses that have already been generated by the License Server (restore lost licenses)
- Display and reset statistic data
- Load data backups
- Stipulate the heartbeat between the product and license agent
- Configure product administrators
- Replace a license agent’s administrators
- Release license allocations
- Reactivate temporary licenses
- View license agent logs

2.1 Navigation Area

The navigation area contains the various License Management menu items. Click a menu item to display any available submenus. The navigation area can also be updated by clicking a link in the work area, for example, a product in the product list or a license agent in the license agents list.

2.2 Header

The following information and buttons are displayed in the License Management header:

- **Information**
  If you activated Extended Mode, "Extended Mode" is displayed on the left side of the header (see Chapter 4, "License Management Setup", Activating Extended Mode).

  If you use the browser to access License Management via the network, "Remote access to <host>" is displayed in the header. <host> refers to the name of the PC on which License Management is installed.
  To access License Management from another PC, its IP address must be entered under **License Management Settings | License Management access** (see Chapter 4, "License Management Setup"). You must be in Extended Mode to make this setting.

- **Contents page** button
  The **Contents Page** button branches you back to the root page of License Management. This button is not displayed on the contents page.

- **Info** button
  The **Info** button provides a brief overview of License Management. You can also use it to access the version number for License Management. Click **Close** to close the window.

- **Help** button
  The **Help** button calls up License Management Help. Different help topics are displayed depending on your current position in the License Management application (context-sensitive help).

2.3 Work Area

Detailed information and various action options are displayed in the work area. The volume and type of information and actions displayed depend on the menu item selected in the navigation area.
A description of the information and actions is provided under the corresponding menu item.

If you click a link in the work area, the navigation area can also be updated, for example, if you click a product in the product list or a license agent in the license agent list.

Information on the individual menu items is displayed in tables. Using the arrows in the column headers of each table, you can sort the overviews to suit your particular requirements. For the license agents, for example, you can use the arrow in the **Version** column to sort the list of license agents alphabetically according to their version number.

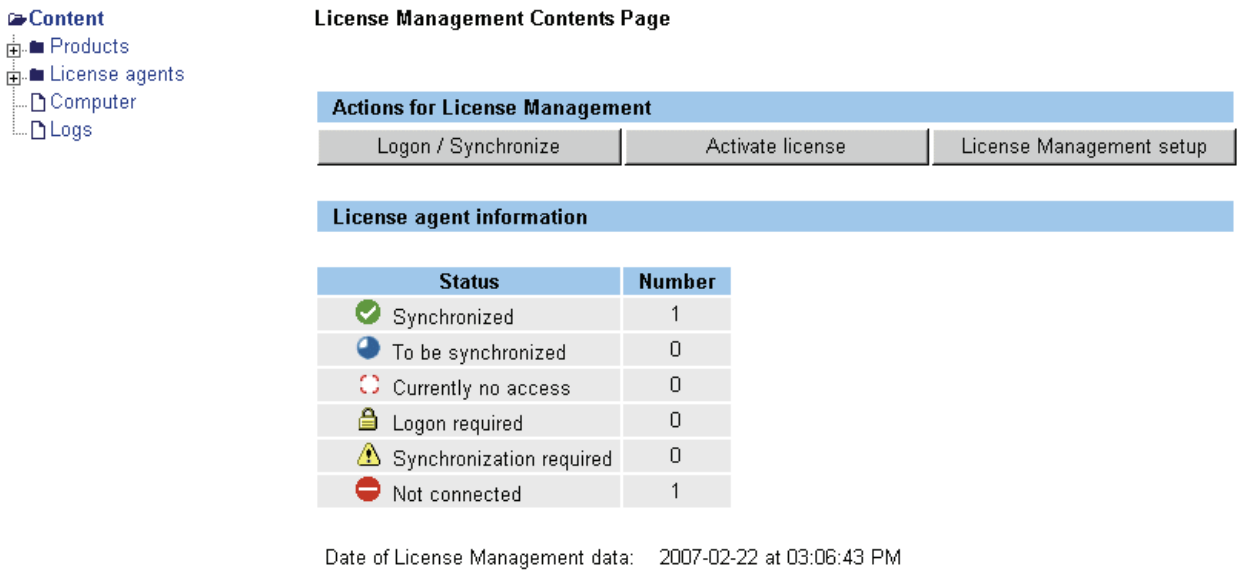
3 License Management Contents Page

The License Management contents page appears as soon as License Management is started up. You do not have to log on to License Management to see this page. However, access to some license agents can be restricted by the allocation of user names and password. If this is the case, you must log on to the license agent with License Management.

This contents page provides you with an overview of the License Management functions on the left in the navigation area. Important initial actions and information are provided in the work area. You can call up the contents page from any License Management page by clicking the **Contents Page** button in the header or the **Content** menu item in the navigation area.

The menu items provided in the navigation area and the actions and information provided in the work area vary depending on whether "Extended Mode" has been set (see Chapter 4, "License Management Setup", Activating Extended Mode).

Figure: Contents page



The navigation area offers the following menu items:

- Products
- License Agents
- Computer
- Logs (only in Extended Mode)

License agents information

Information	Description
Status	Specifies the current license agent status. • **Synchronized**: license agent available. • **To be synchronized**: License agent is being synchronized and will be available directly. • **Currently no access**: another license management tool is currently blocking access - try again later. • **Logon required**: license agent requests user login. Either log on to all license agents with the "Logon/Synchronize" button or to only a single license agent via the License Agent page (Chapter 7, "License Agents") by selecting the license agent and then pressing the "Logon/Synchronize" button. • **Synchronization required**: the license agent data is not up to date and must be requested again. Synchronize all license agents by clicking "Logon / Synchronize". • **Not connected**: no connection to the license agent. The service has probably been terminated, the PC may have been switched off or may no longer be accessible over the network or an incorrect IP address or port was entered when manually adding a license agent.
Number	Specifies the number of license agents which are in the relevant status.
Date of License Management data	Shows the date and time when the license agents were last synchronized.

Actions

Action	Description
Logon/Synchronize	This button offers you the following possibilities: **Log on to the license agent** If license agents are configured in the network, you are prompted to log on with your user name and password. This protects the license agents from unauthorized access. • All license agents must have the same user name and the same password for logging on: Click the **Details >>** button, select the **Logon to local PC of the license agent** option and enter the name (user name) and password. Confirm your input with **OK**. If a license agent uses the operating system to check the user name and password, you may have to log on to the domain. In this case, select the **Logon to domain** option and enter the domain in the subsequent input field. Enter the name (user name) and password (note that the user name and password are case-sensitive). Confirm your input with **OK**. • All license agents must have different names and passwords for logging on: see Chapter 7, "License Agents", "Logon / Synchronize" action. **Synchronize the license agents manually** After License Management starts, the license agents are automatically synchronized. If the **manual** option is set under License Management settings for data synchronization (Chapter 4, "License Management Setup", action **License Management setup**), the license agents are not automatically synchronized after a certain time interval. In this case, you must manually synchronize the license agents with the **Logon / Synchronize** button if you want to update the data displayed under **License agent information**. Then click **OK**.
Activating Licenses	To activate a license, you have the following options: • Download licenses from Central License Server (online). • Install local license key on license agent (offline activation). See Chapter 5, "Activating Licenses".
License Management Setup	Shows the License Management settings (see Chapter 4, "License Management Setup")

4 License Management Setup

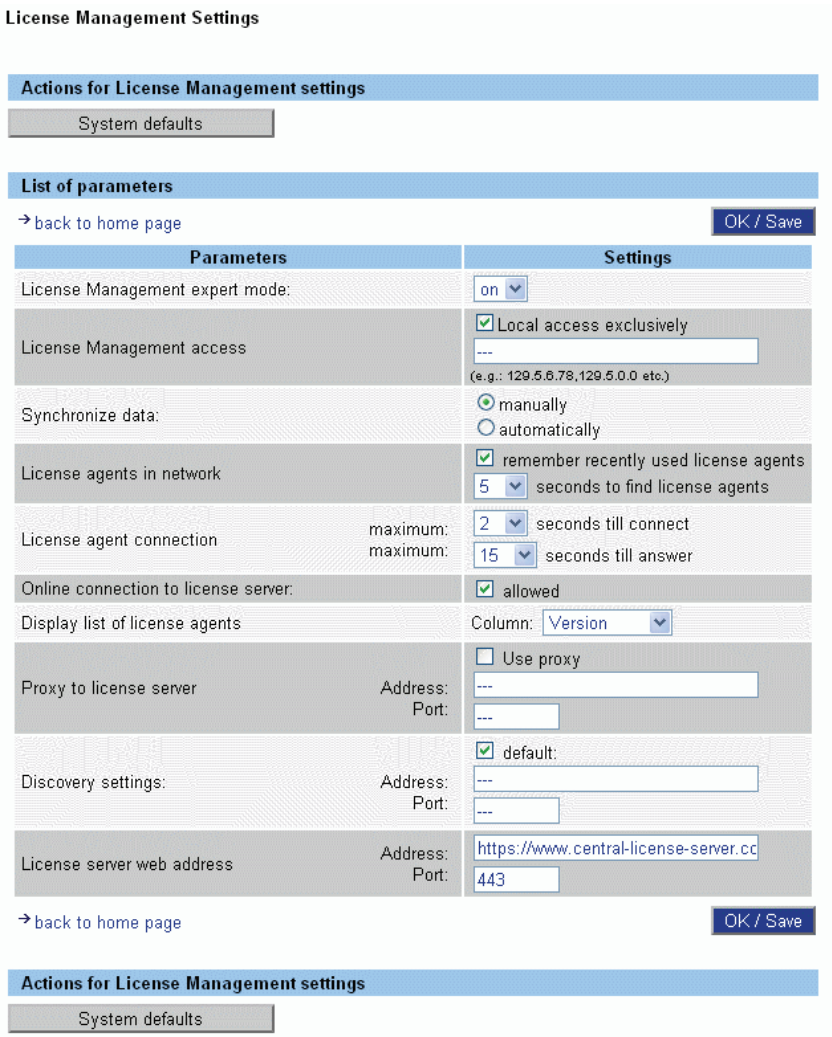
You have clicked the **License Management setup** button under **Actions for License Management** on the contents page. The general License Management settings are shown here.

The settings provided vary depending on whether "Extended Mode" has been set (see below). The settings are indicated in the following table. Changes to settings only take effect once you have clicked **OK / Save**.

Activating Extended Mode

See the following table under **License Management Extended Mode.**

Figure: Settings of License Management



Settings

Settings	Description
License Management Extended Mode	In the drop-down list, define whether License Management Extended Mode should be activated or deactivated. Once the user activates the Extended Mode, the mode status will be kept as "active" unless the user deactivates it. This page contains additional settings in Extended Mode. Additional information and actions are also displayed on the other pages. Extended Mode should only be used by administrators. The header on the left indicates whether or not Extended Mode is activated.
License Management access (only in Extended Mode)	You can decide whether additional PCs in the network should have remote access to License Management. This function can only be edited on the PC where License Management is installed. To allow additional PCs access via the network, deactivate the checkbox **Local access exclusively** and enter the IP addresses of the PCs, which in addition to the local PC, are also allowed to access License Management. For this enter one or more IP addresses separated by a comma. You can also authorize access for a particular range of IP addresses or the entire network. To access a particular IP address range, enter a 0 for one or more IP address fields (for example, "123.124.125.0" for access through the subnetwork 123.124.125), and enter "0.0.0.0" to access the entire network. If you use a firewall in your system, you need to activate the HTTP and HTTPS ports for License Management in your firewall. The default settings in the installation are the ports 8818 and 8819.
Synchronize data	The following options are available for synchronizing the license agent data: • **manually** (default setting): the license agent data will "only" be synchronized when License Management is started and when a license agent is added (manually or by searching in the network). Manual synchronization is initiated with the "Logon / Synchronize" button. • **automatically**: the license agent data is repeatedly requested in the background at a specific cyclic interval. You can select the time interval from a drop-down list. Updated data is only displayed when you call up the page again or when you change to another page.

Settings	Description
License agents in network (only in Extended Mode)	• Activate the option **remember recently used agents** if you want manually added license agents to be available the next time you start up CLM. Deactivate this option if the PC on which CLM is installed is operated in different networks (for example, CLM on a notebook). • If license agents are sought in the network with "Logon/Synchronize", License Management uses multicast for that purpose. By default multicast IPv4 address 224.0.23.23 or IPv6 address ff18::8080:8080 and UDP port 23232 are used. Alternatively, user defined multicast settings can be configured on the License Management Setup page (Discovery Settings). You can specify how long the system should search for a license agent in the drop-down list. • If you have several domains in your network, each with their own license agents, the search routine may not be able to locate a license agent because the domain router does not support multi-cast. In this case you should add the license agent manually (see Chapter 7, "License Agents", Adding License Agents).
License agent connection (only in Extended Mode)	• **seconds till connect** drop-down list: Here you can specify how long the system can take to try to establish a connection to a license agent. Check your network if a particular license agent cannot set up the connection before this period expires. • **seconds till answer** drop-down list: Specify here the maximum amount of time granted to a license agent to answer a CLM request. Raising these values can help in the case of larger networks and high network loads caused by other components (the "License agent is not connected" status occasionally appears).
Display list of license agents (only in Extended Mode)	Here you can specify which of the following information is displayed in the list of license agents: • **Version** License agent version number • **Login stored** Period for which your login is stored on the license agent • **Login** The name you used to log onto the license agent

Settings	Description
Online connection to license server (only in Extended Mode)	Decide whether or not to authorize an online connection to the license server by checking **allowed** checkbox. The online connection to the server is required for licensing. If you deactivate the **allowed** checkbox, online licensing will not take place.
Proxy to license server	If access to external networks is not provided via the local PC but is instead routed via a proxy server, you must activate the **Use proxy** checkbox and enter the proxy server address and port.
Discovery settings	Here you can set the multicast IP address and port for License Agent discovery. Please note that these settings must match the settings of the License Agent(s) to discover.
License server web address (only in Extended Mode)	You can use this setting to define the address and port of the relevant license server. A new license cannot be activated if there is no connection to the license server. The address of your license server is already preconfigured. Please contact your dealer if the address is incorrect.

Applying settings

Click **OK / Save** to save your changes; the **License Management Settings** page remains open.

Actions

Action	Description
System defaults	This enables you to reset the License Management settings to the system default values.

5 Activating Licenses

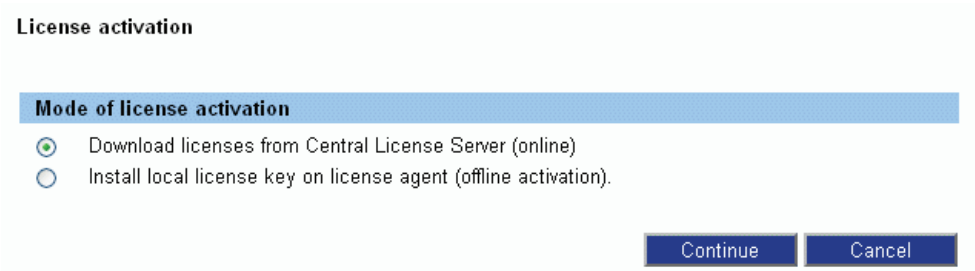
You have clicked the **Activate license** button under **Actions for License Management** on the contents page. Various ways of activating a license are displayed. However, you must have done the following before you can activate a license:

1. The software has been ordered or purchased from the dealer.
2. You have received an appropriate license authorization code. The license authorization code identifies you as the legal user of the software. You can now activate the software via the License Management.



You cannot use License Management to order licenses. You can only activate the purchased software for your PC.

Figure: License activation



You can select from a choice of two preset licensing types:

- Download licenses from Central License Server (online)

  Select this item to generate and download licenses using the license server.

- Install local license key on license agent (offline activation)

  The license is already activated and you have a license file or a license string. You can now install this license file or license string on a license agent.

Selecting the licensing type

1. Select one of the licensing types listed above.
2. Click **Continue**.

You can click **Cancel** to return to the contents page.

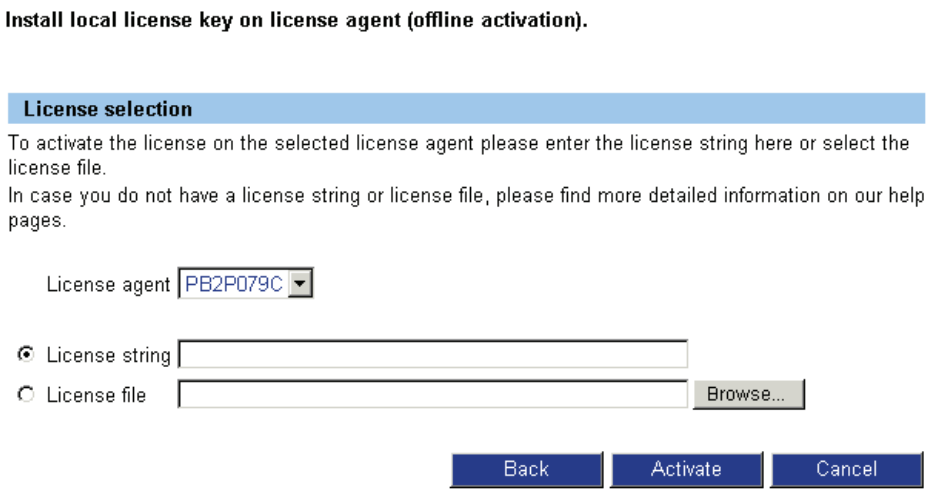
5.1 Download licenses from Central License Server (online)

Please follow the instructions on License Server Web Based Training page.

5.2 Install local license key on license agent (offline activation)

You can use this licensing type to activate a license via a local license key (license string) or a local license file on a license agent. You generated this license file and stored it in a directory of your choice with the licensing type "Download licenses from Central License Server" (see Section 5.1, "Download licenses from Central License Server (online)"). The license file or license string now needs to be activated on a license agent.

Figure: License selection



1. Select the license agent on which the license is to be activated.
2. Enter the license string or select the license file.
3. Confirm your selection using the **Activate** button.
4. The license is activated on the license agent.

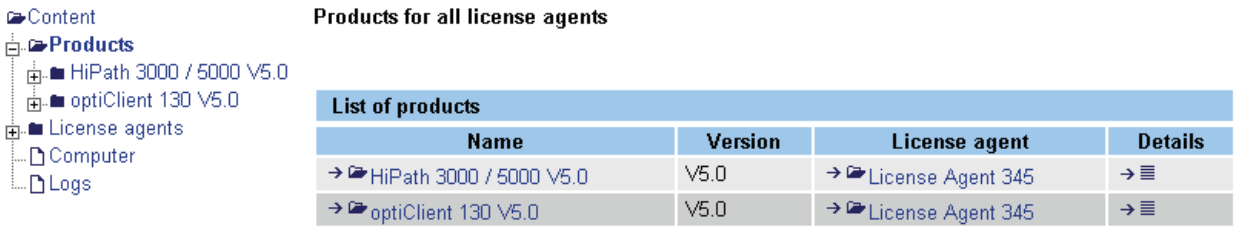
You can still correct this data with the **Back** button.

You can click **Cancel** to return to the contents page.

6 Products

You have selected **Products** in the navigation area. A list of products for all available license agents is now displayed in the work area. If a product is installed on several license agents, it will also be displayed several times in the product list. If you click the “+” symbol in front of the menu item **Products** in the navigation area, a list of all products in the product list is displayed.

Figure: Product list for all license agents



- **Further information/actions for a product**
  If you click the icon in the **Details** column for a product in the product list, detailed information and additional actions are displayed for this product. A description of the product details is provided in Section 6.1, "Product Details".
- **Product licenses for this product**
  If you click a product in the product list or in the navigation area, an overview is displayed of all licenses for that product. A description of the product licenses is provided in Section 6.2, "Product Licenses".
- **All products for a license agent**
  If you click a license agent in the list of products, an overview is displayed of all products installed on that license agent. A description of the license agent product lists is provided in Section 7.2, "Products of license agent".

Information

Column	Description
Name	Specifies the product name in abbreviated form. If you click a product name, you are branched to a list of licenses for that product (see Section 6.2, "Product Licenses").
Version	Specifies the product version.
License agent	Specifies the license agent where the product is licensed. If you click a license agent, you are branched to a list of all products that are licensed for that license agent (see Section 7.2, "Products of license agent").
Details	Shows the product details for the relevant product (see Section 6.1, "Product Details").

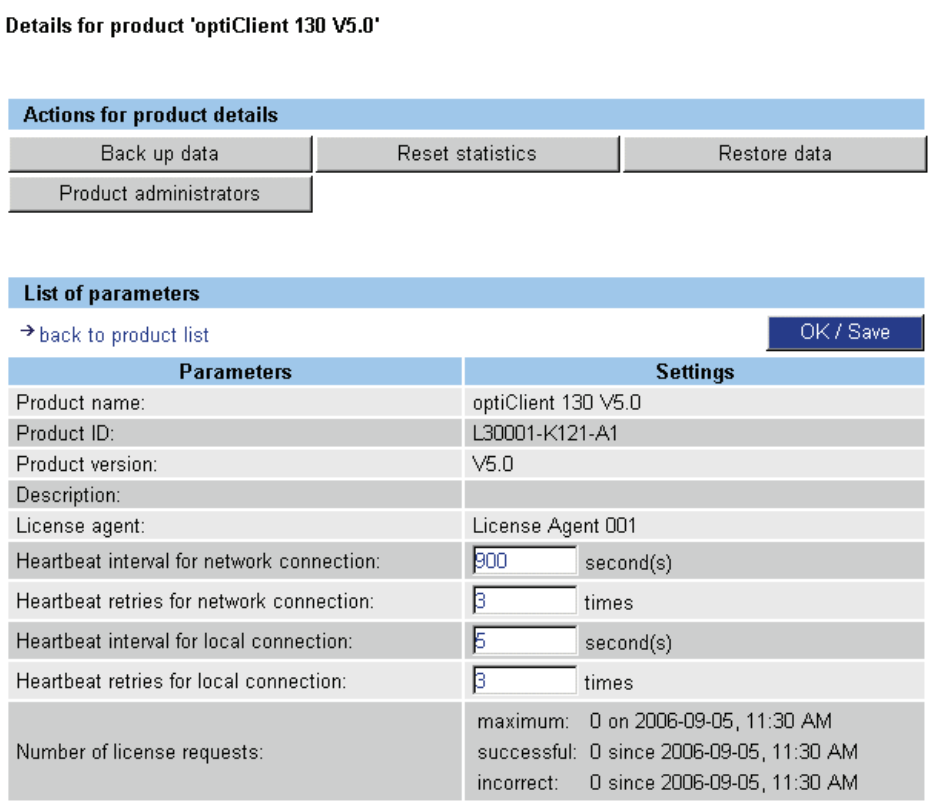


If a product is licensed on several license agents, it will also appear several times in the table. In addition, if there are different versions of the product available, these versions are also displayed in individual lines.

6.1 Product Details

You have clicked the icon in the **Details** column for a selected product in the product list. Detailed information and additional actions for this product are displayed.

Figure: Details of product



Details for product 'optiClient 130 V5.0'

Actions for product details

Back up data | Reset statistics | Restore data | Product administrators

List of parameters

back to product list — OK / Save

Parameters	Settings
Product name:	optiClient 130 V5.0
Product ID:	L30001-K121-A1
Product version:	V5.0
Description:	
License agent:	License Agent 001
Heartbeat interval for network connection:	900 second(s)
Heartbeat retries for network connection:	3 times
Heartbeat interval for local connection:	5 second(s)
Heartbeat retries for local connection:	3 times
Number of license requests:	maximum: 0 on 2006-09-05, 11:30 AM successful: 0 since 2006-09-05, 11:30 AM incorrect: 0 since 2006-09-05, 11:30 AM

The information and actions provided vary depending on whether "Extended Mode" has been set (see Chapter 4, "License Management Setup", Activating Extended Mode). The settings are indicated in the following table.

Information

Column	Description
Product name	Specifies the product name in abbreviated form. Depending on the licensing (for example, for license strings) this field can also be empty.
Product ID (only in Extended Mode)	Product ID and product version clearly identify the product. If the product does not have a name (for example, licensing via license strings) the product ID is used as the name.
Product version	Specifies the product version.
Description	Provides a description of the product in accordance with the license data (if available).
License agent	Specifies the license agent where the product is licensed.
Heartbeat interval for network connection (only in Extended Mode)	Interval in which license data are updated between product and license agent if the product and license agent are in the same network but not on the same PC.
Heartbeat retries for network connection (only in Extended Mode)	The number of attempts to update the product's license data via the license agent following a failed attempt. In this case, license agent and product are in the same network but not on the same PC. If an update is still unsuccessful after all retries, further use of the product may be blocked. This depends, however, on the product. **Hint:** If the update between product and license agent cannot be successfully performed in the specified interval for the number of retries, the connection between product and license agent is regarded as aborted (for example, the network connection failed). The license is made available to other product installations by the license agent. The shorter the interval and the lower the number of retries, the quicker other product installations can be provided with a license. The longer the interval, the lower the network load. This is recommended for a large number of installed products. It is recommended to increase the number of retries in unstable networks.
Heartbeat interval for local connection (only in Extended Mode)	Interval in which license data are updated between product and license agent if the product and license agent are on the same PC.

Column	Description
Heartbeat retries for local connection (only in Extended Mode)	The number of attempts to update the product's license data via the license agent following a failed attempt. In this case, license agent and product are on the same PC. If an update is still unsuccessful after all retries, further use of the product may be blocked. This depends, however, on the product.
Number of license requests (only in Extended Mode)	• **maximum** maximum number of license requests made by the product at the specified time. • **successful** number of licenses successfully used from the specified time. • **incorrect** number of licenses incorrectly used from the specified time. A license request fails if, for example, there are not enough licenses available or group entries for a feature are missing.

Actions

Action	Description
Back up data	Use this option to back up the product data so that it can be subsequently restored if required. To facilitate subsequent orientation, enter a backup description when backing up your data. When you restore the data subsequently, a list of all backups created is displayed. This list contains the backup description and the file name of the backup. The file name is generated automatically and contains the date, time, and product name. • The **OK** button saves your backup description. • The **Cancel** button closes the "Back up data" dialog without affecting the backup. Refer to Section 7.1, "License Agent Details" under "Backup directory" for information on how to specify the storage location. **Hint**: A license agent backup automatically includes all products licensed to this license agent. If major modifications are planned for a product, a manual backup is always recommended. Note that the statistic information about licensing sessions and requests is **not** included in license agent backup.

Action	Description
Reset statistics (only in Extended Mode)	Using this action, the statistics are set to zero for the requested licenses and data collation is restarted from the current time. • The **OK** button sets the statistics for the requested licenses to zero. • The **Cancel** button closes the "Reset statistics" dialog without changing the statistics. Please ensure that reset statistics use the updated license usage as the current maximum value. If current licenses are used, the maximum number of license requests will not reach zero.
Restore data (only in Extended Mode)	This action provides a list of completed backups. • The list includes: – The name of the backup; this is generated automatically and contains the date, time, and product name. If a backup has not yet been performed, an error message is displayed here. – The date and time of the backup – The backup description that was entered manually when the backup was created. • Click and select a backup file and confirm using the **OK** button. • The **Cancel** button closes the "Back up data" dialog without affecting current data.
Product administrators (only in Extended Mode)	Administrators can also create product administrators for license agents with authorization restricted to the administration of a specific product for a license agent (see Section 6.1.1, "Product Administrators").

6.1.1 Product Administrators



This function is only available in Extended Mode (see Chapter 4, "License Management Setup", action "Activating Extended Mode").

Product administrators are users who are responsible for one or more products on a license agent. With product administrators you can administer users who have restricted access to assigned products. Product administrators are consequently exclusively responsible for the products assigned to them. To configure or remove a product administrator, at least one administrator must be configured for the license agent with unrestricted rights. When product administrators log on to a license agent, they can only perform actions on the products assigned to them.

The work area contains a list of all product administrators that are assigned to this product on this license agent.

Adding a product administrator

1. Click the **Add** button.
2. If the license agent uses the operating system to check a login, you can choose between the two options **Administrator with login to local PC of the license agent** or **Administrator with login to domain**. Enter the name of the new product administrator. This name must be known in the operating system or in the domain.
3. If the license agent uses internal mechanisms for checking a login, enter the name of the new product administrator and his/her password. Confirm the password by entering it a second time.
4. Confirm your input with **OK**.

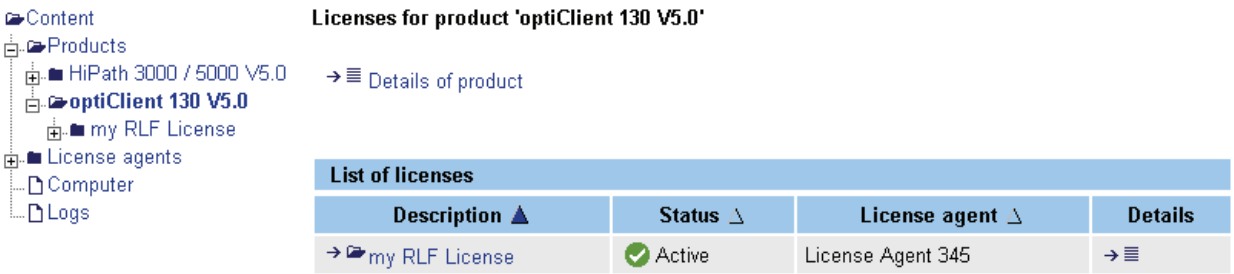
Removing a product administrator

1. Checkmark the checkbox in front of the product administrator’s name.
2. Click **Delete**.

6.2 Product Licenses

You have selected a product in the navigation area under the **Products** menu item or you have clicked a product name in the product list. An overview of all licenses for the corresponding product is displayed in the work area. The menu item for the selected product also opens in the navigation area. All licenses for this product are displayed here.

Figure: Licenses for product



A product can have more than one license. A product license overview is created even if the product only has one license. Different licenses can be assigned to one or more license agents.

- **Further information/actions for a license**
  Detailed information and additional actions are displayed if you click the icon in the **Details** column for a license in the license list. A description of the license details is provided in Section 6.2.1, "Details of Product Licenses".
- **Content of a license**
  If you click a license in the license list or in the navigation area, an overview over all packages and floating features of that license is displayed. A description of the packages is provided in Section 6.3, "Product Packages".

Information

Column	Description
Description	Provides a description of the product license. You can edit the "Description" field if you click the icon in the **Details** column for the selected product license in the overview. Clicking the description will branch you to the list of the packages and floating features of this product license (see Section 6.3, "Product Packages").
Status	Indicates the status of the displayed license. • **Active**: the product license is active and ready for use. • **Not accepted**: the product license was not accepted (see Chapter 10, "Error message 3").
License agent	Specifies the license agent to which the product or its license is assigned.
Details	Shows the details of the selected product license (see Section 6.2.1, "Details of Product Licenses").

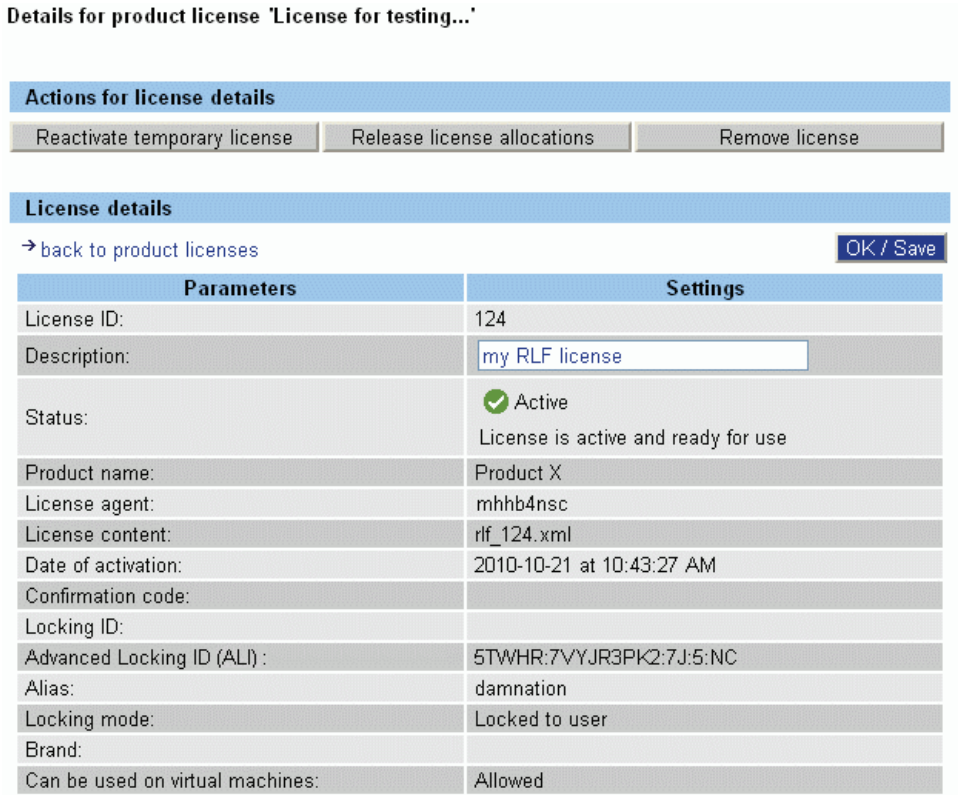
"Details of Product" link

This link brings you directly to the product details page (Section 6.1, "Product Details").

6.2.1 Details of Product Licenses

You have clicked the icon in the **Details** column for a product license in the list of licenses. Detailed information and additional actions for the corresponding product license are displayed.

Figure: Details for product license



The information and actions provided vary depending on whether "Extended Mode" has been set (see Chapter 4, "License Management Setup", Activating Extended Mode). The settings are indicated in the following table.

Information

Column	Description
License ID	Specifies the license ID for the relevant product.
Description	Provides a description of the product license. You can edit this field. • The **OK / Save** button saves your entry.
Status	Indicates the status of the displayed license. • **Active**: the product license is active and ready for use. • **Not accepted**: the product license was not accepted (see Chapter 10, "Error message 3").
Product name	Specifies the name of the product that is licensed with this license.
License agent	Specifies the name of the license agent where the product is licensed.
License content	Specifies either the file name under which the license was created or the license string with which it was licensed.
Date of activation	Displays the date on which the license was generated. This date can also be earlier than the date on which the license file was installed on the license agent.
Confirmation code	You will receive the confirmation code after your license has been activated. This code is required on the license server so that the license can be shifted to other license agents.
Locking ID	This ID is used for hardware identification. The license is locked to this Locking ID.
Advanced Locking ID (ALI)	Displays the Advanced Locking ID of the specified product license. The button “List all valid MACs of this system” / "List all valid ALIs of this system" appears if the Locking ID of the license file does not match the Locking ID of the system. You can display the current correct Locking ID by pressing this button (in order to re-host the license key on the CLS, for example).
Alias	Optional internal license ID.
Locking mode	**Locked to system**: the feature groups of this product license contain the computer names (host names) which the product uses. **Locked to user**: the feature groups of this product license contain the user names which the product uses.

Column	Description
Can be used on virtual machines	**Allowed**: The license file can be used on a license agent that is running within a virtual machine. Note that the MAC address in the license file must still match one of the corresponding MAC addresses of the virtual machine. **Not allowed**: The license file cannot be used on a license agent that is running within a virtual machine. A license agent running on a virtual machine will not grant licenses from that license file. In the navigation area, the license file will be marked as invalid.

Actions

Action	Description
Reactivate temporary license (only in Extended Mode)	To continue using the product, a license must be generated for the product and installed on the license agent within the temporary license grace period. If the grace period for creating a new license is exceeded, the transfer license can be reactivated, that is, used beyond the limited time period. Only transfer licenses can be reactivated. Depending on the product, the number of licenses which can be reactivated can be limited to a specific number or completely prohibited.
Release license allocations (only in Extended Mode)	Installed products use license features. This action resets license usage. This breaks the connection between the license agents and the products - further use of the products requires a product restart.
Remove license (only in Extended Mode)	You can remove the license from license agents here. Only use this action if you no longer want to use the licensed product.
List all valid MACs of this system / List all valid ALIs of this system	This button appears if the Locking ID of the license file does not match the Locking ID of the system. You can display the current correct Locking ID by pressing this button (in order to re-host the license key on the CLS, for example).

6.3 Product Packages

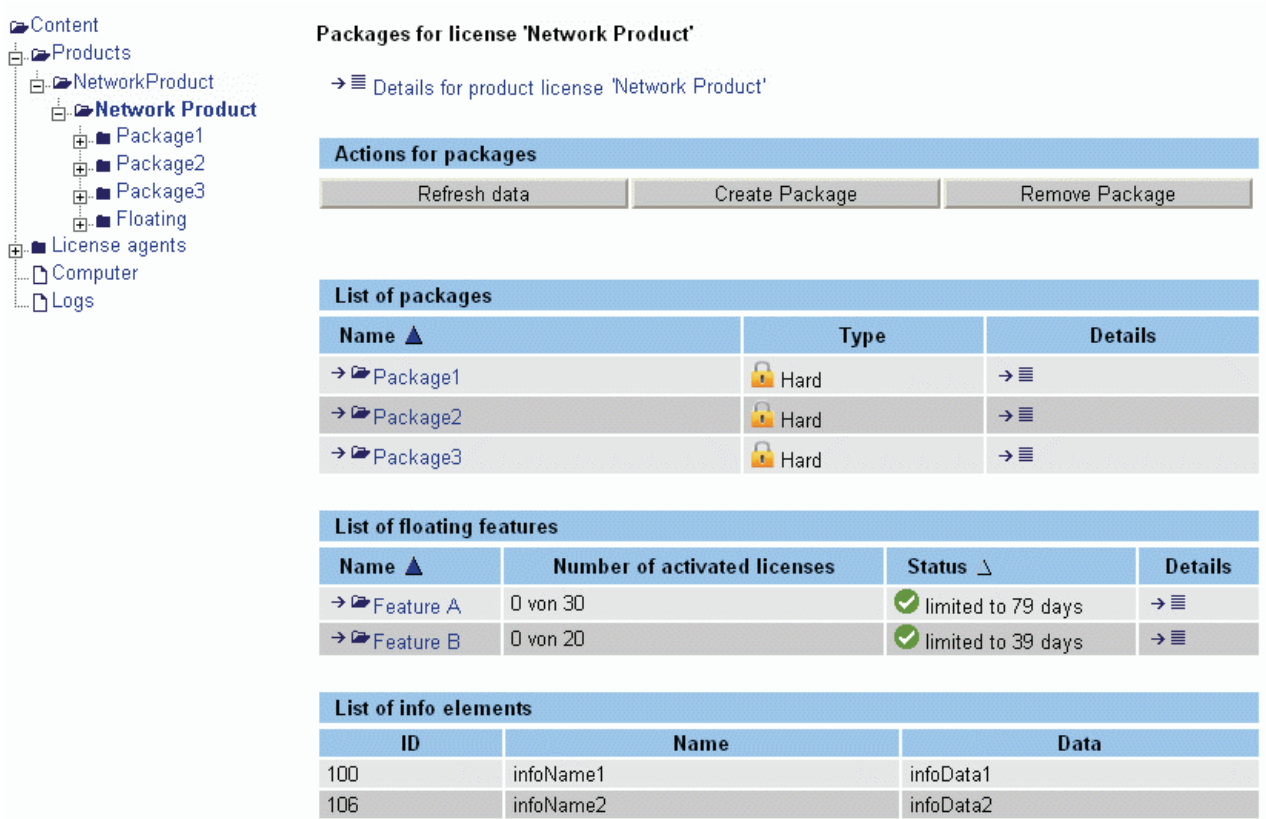
You have selected a license for a product in the navigation area under the **Products** menu item or you have clicked directly on a license in the list of licenses. An overview of the packages, floating features, and info elements of this license is displayed. The menu item for the selected license also opens in the navigation area. All packages for this product are displayed here.

A license package is an aggregation of licenses to larger units. Packages have a defined name and password. The password is used to restrict the access to the package. By using MAC address as password, packages can be bound to specific systems.

Packages can be predefined in the license file or created via configuration. Packages defined in a license file are called **Hard Packages** and can not be modified via CLM. Packages configured by an administrator are called **Soft Packages**.

Information elements are containers for custom information needed by specific products. The content of the information elements is typically forwarded to the products and processed there. Note that info elements are only visible in Extended Mode.

Figure: Packages for product license



- **Further information/actions for a package**
  Detailed information is displayed for a package if you click the icon in the **Details** column or the name in the Name column of a package in the "List of packages". A description of the package details is provided in Section 6.3.1, "Details on the Product Packages".
- **Further information/actions for floating features**
  If you click a feature directly in the "List of floating features" or you click the icon in the Details column or the feature in the navigation area, an overview for this feature is displayed. A description of the feature is provided in Section 6.4, "Details for a Product Feature".

Information for packages

Column	Description
Name	Specifies the name of the package. Clicking the package name will branch you to the details of the package including the list of all features bound to this package (see Section 6.3.1, "Details on the Product Packages"). Products whose licenses are locked on the product itself and not on the license agent (remote locked) do not support packaging.
Type	Specifies the type of the package (hard/soft). • **Hard**: Predefined in the license file, can not be modified via configuration. • **Soft**: Created via configuration and can be modified.
Details	Shows the package details for this package if you click on the icon. (see Section 6.3.1, "Details on the Product Packages").

Information for floating features

Column	Description
Name	Specifies the name of the product feature. Clicking the feature name will branch you to the detailed information of this feature.
Number of activated licenses	Specifies the number of licenses that are currently used by this feature in relation to the number of installed licenses.
Status	Specifies the feature status, for example, indicates if the duration of the license is limited.
Details	Shows the details for the feature . (see Section 6.4, "Details for a Product Feature").

Information for info elements

Column	Description
ID	Specifies the id of the info element.
Name	Specifies the name of the info element.
Data	Contains the custom data. The content is transparent to the HiPath License Management and it is just forwarded to the product.

Actions

Action	Description
Refresh data	The number of licenses currently activated for the feature is re-calculated and displayed.
Create Package	You can use this action to create a new package. (see Section 6.3.2, "Creating Packages").
Remove Package	You can use this action to remove an existing package. Only soft packages can be removed. (see Section 6.3.3, "Removing Packages").

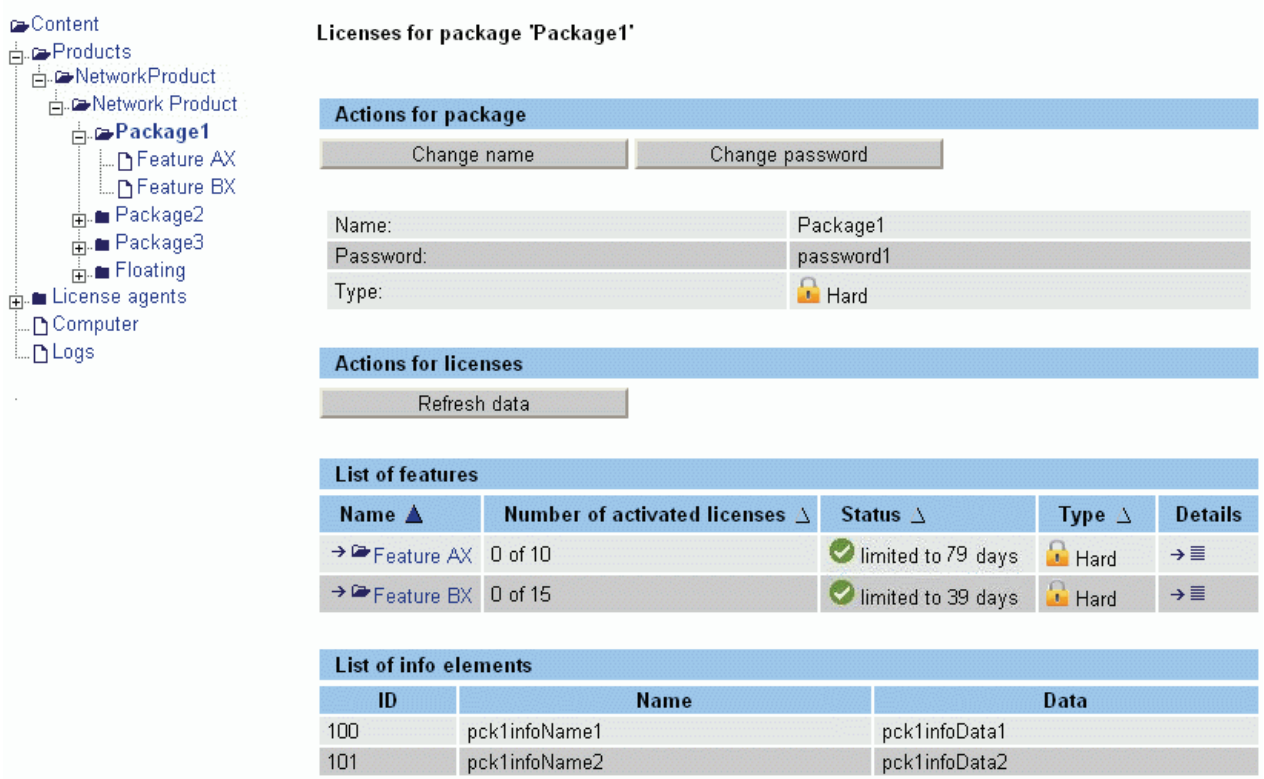
Details for product license link

This link brings you directly to the product license details page (Section 6.2.1, "Details of Product Licenses").

6.3.1 Details on the Product Packages

You have clicked the icon in the **Details** column for a package in the list of packages. Detailed information and additional actions for the corresponding package are displayed.

Figure: Details for package



The settings are indicated in the following table.

Package Information

Column	Description
Name	Specifies the name of the package.
Password	Specifies the package password.
Type	Specifies the type of the package (hard/soft). • **Hard**: Predefined in the license file, can not be modified via configuration. • **Soft**: Created via configuration and can be modified.

Feature Information

Column	Description
Name	Specifies the name of the product feature.
Number of licenses	Specifies the number of licenses that are currently used by this feature in relation to the number of installed licenses.
Status	Specifies the license status. You can use this column to indicate whether the period of validity is limited, for example.
Type	This column indicates whether the feature is a hard-packed, or a soft-packed license. • **Hard**: Predefined in the license file, can not be modified via configuration. • **Soft**: Created via configuration and can be modified.
Details	Shows the feature details for this feature if you click on the icon (see Section 6.4, "Details for a Product Feature").

Info element Information

Column	Description
ID	Specifies the id of the info element.
Name	Specifies the name of the info element.
Data	Contains the custom data. The content is transparent to the HiPath License Management and it is just forwarded to the product.

Actions for licenses

Action	Description
Move	By selecting one or more features of the “List of features”, you can use this action for moving a specified quantity of featureto a target. Target can be either one of the following: • Move to another package. In that case, the package is chosen from the package list. • Move to unassigned section. In that case, the specified quantity of belonging licenses will be transferred to the unassigned • Move to floating section. In that case, the specified quantity of belonging licenses will be transferred to the floating. (see Section 6.4.1, "Moving features")
Refresh data	The number of licenses currently activated for the feature is recalculated and displayed.

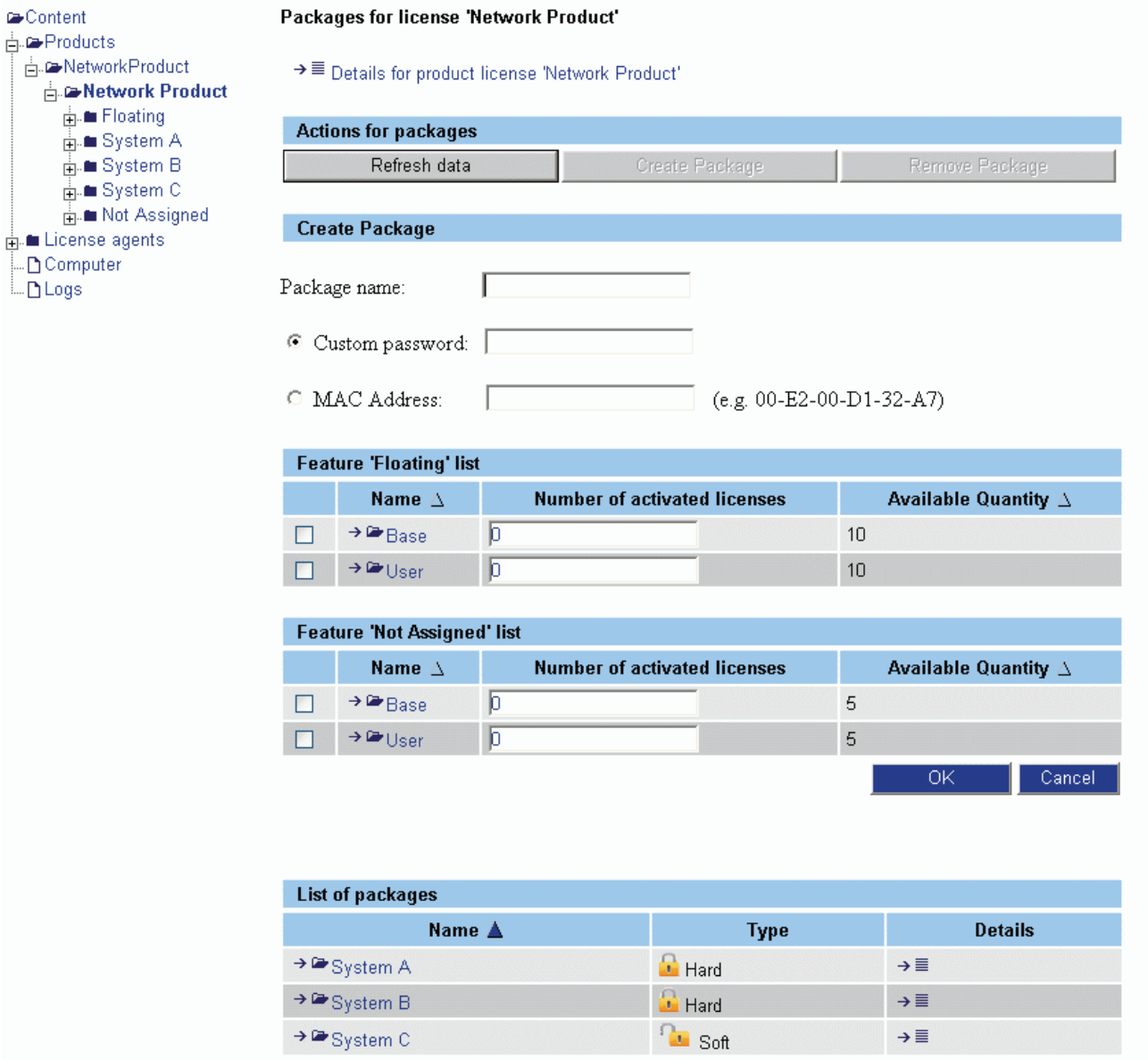
Actions for packages

Action	Description
Change Name	You can use this action for changing the name of a package. Only soft packages and hard packages without names are alterable.
Change Password	You can use this action for changing the password of a package. Only soft packages and hard packages without passwords are alterable.

6.3.2 Creating Packages

You have clicked the "Create Package" button in the corresponding license page. Detailed information on how to create packages is displayed here.

Figure: Create package



Actions for packages

Action	Description
Refresh data	The number of licenses currently activated for the feature is re-calculated and displayed.

Creating Packages

1. In the "**Create Package**" dialog enter the package name. The package name is mandatory and case sensitive.
2. Choose one of the password alternatives and enter the package password.
   Depending on the preference, the password of the package can either be a MAC address (must have the specified format, is checked by the CLM) or a custom password.
   The package password is not mandatory and not case sensitive.
3. Select at least one feature either from the "Feature Floating List", or "Feature Not Assigned List". And, specify a quantity for the selected feature.
4. Confirm your entry with the OK button. The package will be created with the specified feature(s) with the specified quantity(ies).
5. If you use the Cancel button to close the dialog, your entry does not affect the license.

Information for features

Column	Description
Name	Specifies the name of the product feature.
Quantity	You can use this field to specify the quantity of the selected features which will be bound to a new package
Available Quantity	Specifies the available quantity of the corresponding feature.

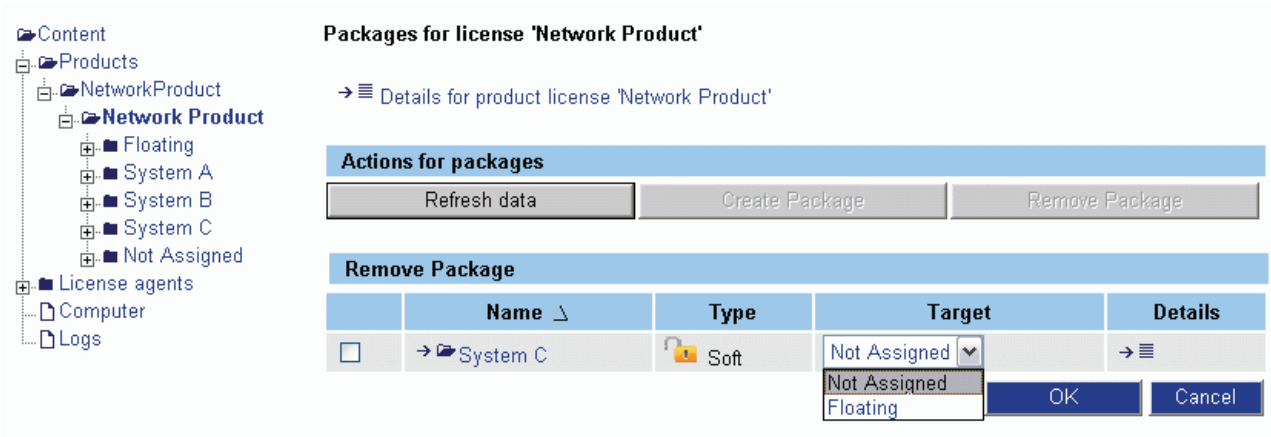
Information for packages

Column	Description
Name	Specifies the name of the existing package. Clicking the package name will branch you to the details of the package including the list of all features bound to this package. Products whose licenses are locked on the product itself and not on the license agent (remote locked) do not support packaging.
Type	Specifies the type of the package (hard/soft). • **Hard**: Predefined in the license file, can not be modified via configuration. • **Soft**: Created via configuration and can be modified.
Details	Shows the package details for this package if you click on the icon. (see Section 6.3.1, "Details on the Product Packages").

6.3.3 Removing Packages

You have clicked the "**Remove Package**" button in the corresponding license page. Detailed information on how to remove packages is displayed here.

Figure: Remove package



Actions for packages

Action	Description
Refresh data	The number of licenses currently activated for the feature is re-calculated and displayed.

Removing Packages

1. From the "List of Packages" choose the package(s) that you want to remove.
   Only Packages of the type “Soft” can be selected. Packages of type “Hard” are not removable.
2. Choose one of the target alternatives from the **Target** column.
   Depending on the preference, all of the belonging features of that package will either be transferred to the "Not Assigned" or to the "Floating" section.
3. Confirm your entry with the **OK** button. The package(s) will be removed and the belonging feature(s) will be transferred to the specified target.

If you use the **Cancel** button to close the dialog, your process does not affect the license.

Information for packages

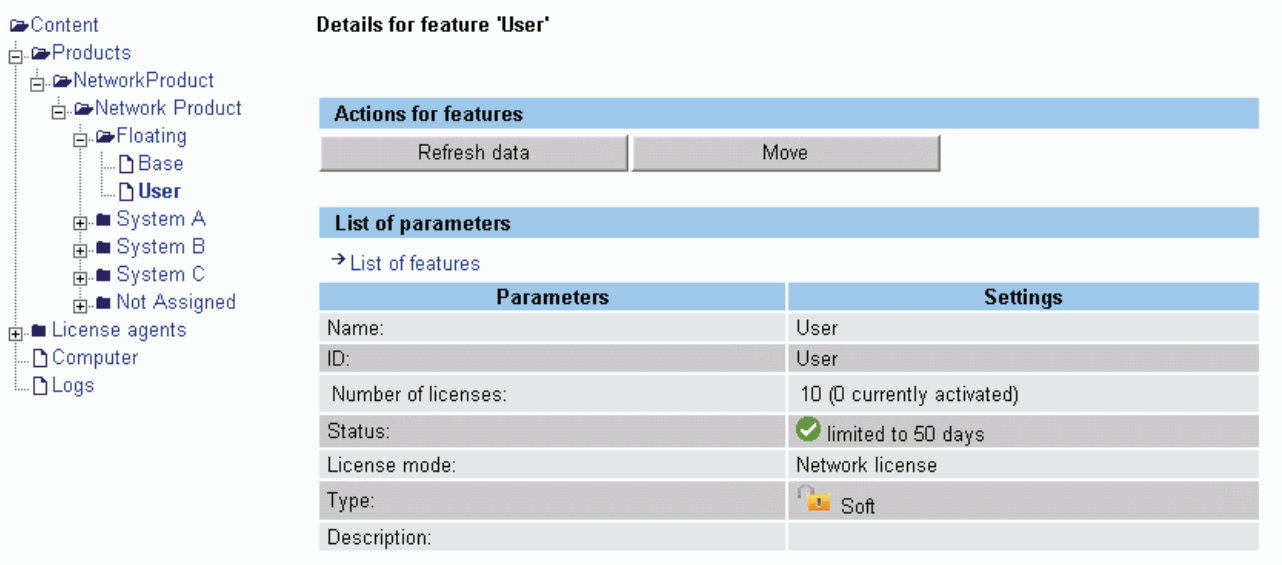
Column	Description
Name	Specifies the name of the package. Clicking the package name will branch you to the details of the package including the list of all features bound to this package. **Hint**: Products whose licenses are locked on the product itself and not on the license agent (remote locked) do not support packaging.
Type	Specifies the type of the package (hard/soft). • **Hard**: Predefined in the license file, can not be modified via configuration. • **Soft**: Created via configuration and can be modified.
Target	Specifies where the corresponding licenses of the package to be deleted are transferred.
Details	Shows the package details for this package if you click on the icon. (see Section 6.3.1, "Details on the Product Packages").

6.4 Details for a Product Feature

You have selected a feature for a product license in the navigation area under the **Products** menu item or you have clicked a feature directly in the list of features. Detailed information for this feature is displayed.

Installed products can use these features.

Figure: Feature Details



Information

Column	Description
Name	Specifies the name of the product feature.
ID (only in Extended Mode)	Specifies the license id.
Number of licenses	The number of licenses for this feature that are already assigned. The number of licenses that are currently in active use is indicated in the brackets.
Status	Specifies the license status. You can use this column to indicate whether the period of validity is limited, for example.
License Mode (only in Extended Mode)	This column indicates whether the license is a network license, a standalone, or a remote license.

Column	Description
Type	This column indicates whether the membership in a package is defined in a license file (Hard), or created via configuration (Soft).
Description	Provides a description for the feature, is available.

Actions

Action	Description
Refresh data	The number of licenses currently activated for the feature is re-calculated and displayed.
Move feature	This button allows you to move the corresponding feature to another target (another package, floating area, or unassigned area). (see Section 6.4.1, "Moving features").

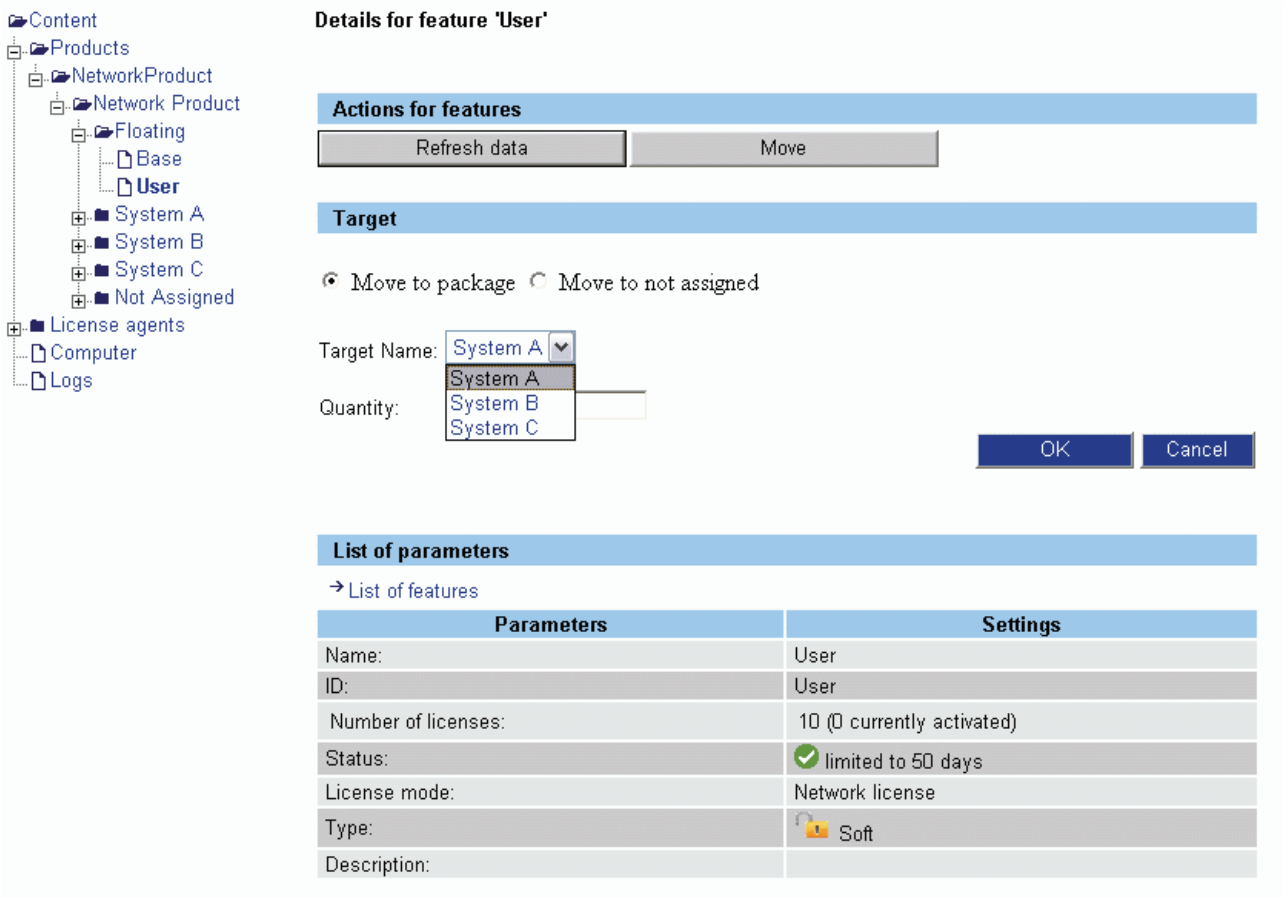
Details for "List of features" link

This link brings you directly to the feature details page (Section 6.3.1, "Details on the Product Packages")

6.4.1 Moving features

You might have selected a feature and clicked the button Move in the detail page of a package, or you might have directly selected a feature from the navigation tree and clicked the Move Feature button. Detailed information on how to move a feature is displayed here.

Figure: Move a feature



Changes are only saved when you click the **OK / Save** button.

Actions

Action	Description
Refresh data	The current number of active licenses for this feature is recalculated and displayed.

Moving Features

1. From the "Target Feature" dialog select a target to move the corresponding feature.
2. Choose one of the target alternatives. Depending on the preference, the entry fields to be displayed vary.
   a) If you select "Move to package", select a package name as the target from the drop-down list, and specify the number of features to be moved.
   b) If you select either "Move to not assigned" or "Move to floating", just specify the number of features to be moved.
3. Confirm your entry with the OK button. The specified quantity of the corresponding feature will be moved to the specified target.

If you use the **Cancel** button to close the dialog, your entry does not affect the feature.

Information

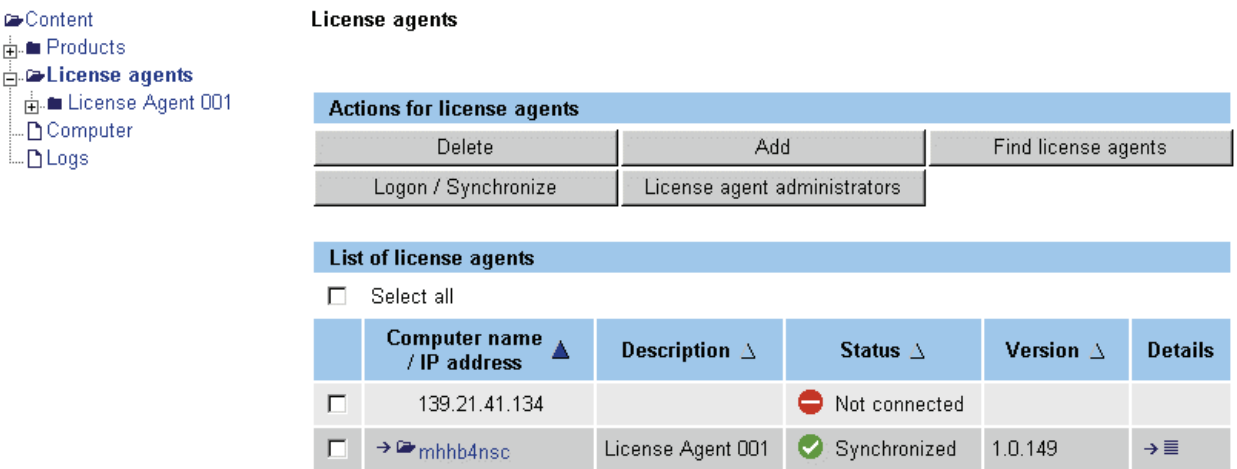
Column	Description
Name	Specifies the name of the product feature.
ID (only in Extended Mode)	Specifies the license id.
Number of licenses	The number of licenses for this feature that are already assigned. The number of licenses that are currently in active use is indicated in the brackets.
Status	Specifies the license status. You can use this column to indicate whether the period of validity is limited, for example.
License Mode (only in Extended Mode)	This column indicates whether the license is a network license, a standalone, or a remote license.
Type	This column indicates whether the membership in a package is defined in a license file (Hard), or created via configuration (Soft).
Description	Provides a description for the feature, is available.

7 License Agents

You have selected the **License agents** menu item in the navigation area. A list of all license agents found is now displayed in the work area. The menu item **License agents** also opens in the navigation area. All license agents with the connection status **connected** are displayed here.

If you use a firewall in your system (e.g. Windows XP SP 2 or later), the service port must be activated in the firewall of the license agent's system so that License Management can request data from a license agent. The default setting for a license agent is port `61740`.
If License Management is to find license agents in a network, access to the multicast port `23232` for IP address `224.0.24.24` must also be taken into account.

Figure: License Agents



- **Further information/actions for a license agent**
  Detailed information and additional actions are displayed for a license agent if you click the icon in the **Details** column for a license agent in the list of license agents. A description of the license agent details is provided in Section 7.1, "License Agent Details".
- **All products for a license agent**
  If you click a license agent in the list of license agents or in the navigation area, an overview of all products installed on this license agent appears. The description of the license agent product lists can be found in Section 7.2, "Products of license agent".

The information and actions provided vary depending on whether "Extended Mode" has been set (see Chapter 4, "License Management Setup", Activating Extended Mode). The settings are indicated in the following table.

Information

Column	Description
Computer name/IP address	Specifies the name of the license agent host or alternatively the IP address of the host.
Description	Provides a description of the license agent. You can edit the "Description" field by clicking the icon in the **Details** column for the license agent selected in the list.
Status	Specifies the current status of the license agent. • **Synchronized**: license agent available. • **To be synchronized**: license agent is being synchronized and will be available directly. • **Currently no access**: another License Management tool is currently blocking access - try again later. • **Logon required**: license agent requests user login. Select the appropriate license agent and log onto the license agent with the "Logon / Synchronize" button. • **Synchronisation required**: the license agent data is not up to date and must be requested again. Select the appropriate license agent and synchronize the license agent with the "Logon / Synchronize" button. • **Not connected**: no connection to the license agent. The service has probably been terminated, the PC may have been switched off or may no longer be accessible over the network or an incorrect IP address or port was entered when manually adding a license agent.

Column	Description
Version / Login stored / Login	Depending on the "Display list of license agents" parameter in the License Management settings (see Chapter 4, "License Management Setup"), this column can display either "Version", "Login stored" or "Login". • **Version**: Specifies the version number of the license agent. • **Login stored**: If you have logged on to a license agent, you can save your login so that you do not have to log on the next time License Management is activated. You can put a limit on the length of time your login is stored. This column displays if and for how long your login will be stored for the specific license agent. • **Login** Specifies the name you used to log onto the license agent.
Details	Shows detailed information on the selected license agent (see Section 7.1, "License Agent Details").

Actions

Action	Description
Delete	You can use this action to remove a license agent. • Select the license agent by clicking the empty box beside the license agent name/address. • Click the **Delete** button and the selected license agent will be removed from the License Management display.
Add	You can use this action to add an existing license agent. • Click the **Add** button. • Enter the address and port of the license agent. The address can be an IP address (for example, 123.124.125.126) or the PC name (myOwnPC). You may have to enter a Full Qualified Name (FQN, for example, "myOwnPc.domain.company.net") in more complex networks. • Confirm your entry by clicking **OK**.

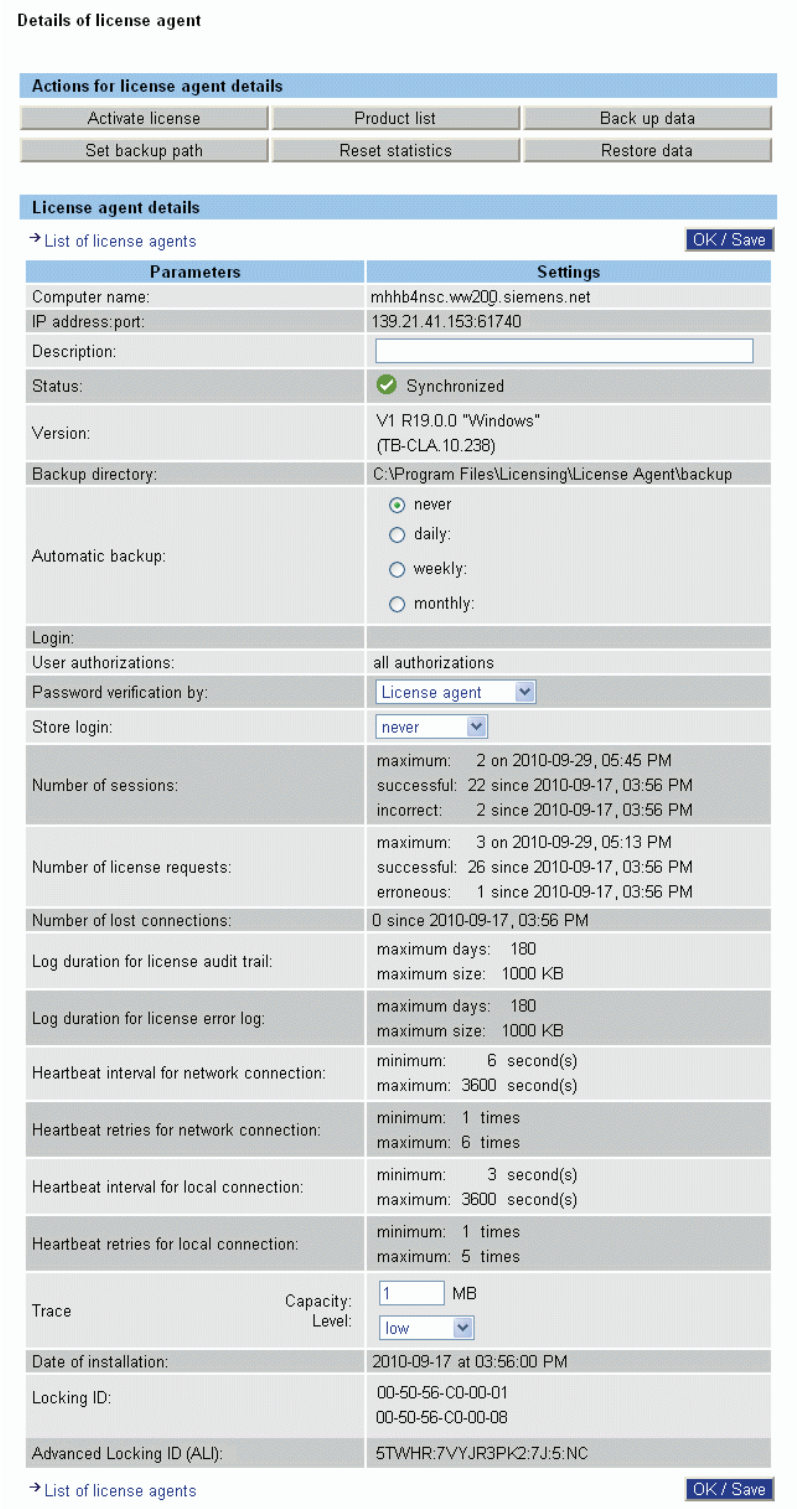
Action	Description
Find license agents	With this button you can search for license agents in the network. This process may take a few seconds. License Management uses a multicast (default multicast IPv4 address 224.0.23.23 or IPv6 address ff18::8080:8080 and UDP port 23232; alternatively, user defined multicast settings can be configured on the License Management Setup page (Discovery Settings)) to find the license agents. License agents from other networks (connected via routers) can usually not be reached via multicast and therefore have to be added manually. You may have to log on to the license agent (found or manually added) in the network.
Logon / Synchronize (Part 1)	This button offers you the following possibilities: **Log on to the license agent** If there are license agents in the network, you must logon with a user name and password to prevent unauthorized access. • All license agents require the same user name and the same password for logging on: Click the **Details >>** button, select the **Logon to local PC of the license agent** option and enter the name (user name) and password. Confirm your input with **OK**. If the license agents use the operating system to verify the user name and password, you may have to log on to the domain. In this case, select the **Logon to domain** option and enter the domain in the subsequent input field. Enter the name (user name) and password (note that the user name and password are case-sensitive). Confirm your input with **OK**. • The license agents require different names and passwords for logging on: Select the required license agent in the list of license agents and then click **Logon / Synchronize**. Proceed as described above in "All license agents require the same user name and the same password for logging on:". The only difference is that you log on to the license agents that you selected, not all license agents.

Action	Description
Logon / Synchronize (Part 2)	**Synchronize the license agents manually** After License Management starts, the license agents are automatically synchronized. If the **manual** option is set under License Management Settings for data synchronization (Chapter 4, "License Management Setup", action **License Management setup**), the license agents will not automatically be synchronized after a certain time interval. In this case, you must manually synchronize the license agents with the **Logon / Synchronize** button if you want to update the data displayed under **License agent information**. Then click **OK**.
License agent administrators	You can use this action to manage administrators and technicians that have access to the license agents (see Section 7.6, "License Agent Administrators").

7.1 License Agent Details

You have clicked the icon in the **Details** column for a license agent in the list of license agents. Detailed information and additional actions for the corresponding license agent are displayed.

Figure: License agent details



Details of license agent

Actions for license agent details

Activate license	Product list	Back up data
Set backup path	Reset statistics	Restore data

License agent details

List of license agents — OK / Save

Parameters	Settings
Computer name:	mhhb4nsc.ww200.siemens.net
IP address:port:	139.21.41.153:61740
Description:	
Status:	Synchronized
Version:	V1 R19.0.0 "Windows" (TB-CLA.10.238)
Backup directory:	C:\Program Files\Licensing\License Agent\backup
Automatic backup:	never / daily: / weekly: / monthly:
Login:	
User authorizations:	all authorizations
Password verification by:	License agent
Store login:	never
Number of sessions:	maximum: 2 on 2010-09-29, 05:45 PM successful: 22 since 2010-09-17, 03:56 PM incorrect: 2 since 2010-09-17, 03:56 PM
Number of license requests:	maximum: 3 on 2010-09-29, 05:13 PM successful: 26 since 2010-09-17, 03:56 PM erroneous: 1 since 2010-09-17, 03:56 PM
Number of lost connections:	0 since 2010-09-17, 03:56 PM
Log duration for license audit trail:	maximum days: 180 maximum size: 1000 KB
Log duration for license error log:	maximum days: 180 maximum size: 1000 KB
Heartbeat interval for network connection:	minimum: 6 second(s) maximum: 3600 second(s)
Heartbeat retries for network connection:	minimum: 1 times maximum: 6 times
Heartbeat interval for local connection:	minimum: 3 second(s) maximum: 3600 second(s)
Heartbeat retries for local connection:	minimum: 1 times maximum: 5 times
Trace — Capacity: / Level:	1 MB / low
Date of installation:	2010-09-17 at 03:56:00 PM
Locking ID:	00-50-56-C0-00-01 00-50-56-C0-00-08
Advanced Locking ID (ALI):	5TWHR:7VYJR3PK2:7J:5:NC

List of license agents — OK / Save

The information and actions provided vary depending on whether "Extended Mode" has been set (see Chapter 4, "License Management Setup", Activating Extended Mode). The settings are indicated in the following table.

Information

Column	Description
Computer name	Specifies the name of a license agent.
IP address:port	Specifies the IP address and port of a license agent's host.
Description	Short description of the license agent. You can edit this field. • The **OK / Save** button saves your entry.
Status	Specifies the current status of the license agent. • **Synchronized**: license agent available. • **To be synchronized**: license agent is being synchronized and will be available directly. • **Currently no access**: another License Management tool is currently blocking access - try again later. • **Logon required**: license agent requests user login. Either log on to all license agents via the Contents page (Chapter 3, "License Management Contents Page") or to only this license agent via the license agent page (Chapter 7, "License Agents") by selecting the license agent and then clicking the "Logon / Synchronize" button. • **Synchronisation required**: the license agent data is not up to date and must be requested again. Either synchronize all license agents via the Contents page (Chapter 3, "License Management Contents Page") or only this license agent via the license agent page (Chapter 7, "License Agents") by selecting the license agent and then clicking the "Logon / Synchronize" button. • **Not connected**: no connection to the license agent. The service has probably been terminated, the PC may have been switched off or may no longer be accessible over the network or an incorrect IP address or port was entered when manually adding a license agent. If errors occur within a license agent, the cause and possible consequences for the licensed product are displayed here instead of the license agent status. The consequences may vary depending on the product.
Version	Specifies the version IDs and the operating system of the license agent.

Column	Description
Backup directory	Specifies the path for data backup. This path is a relative path to the license agent and therefore refers to the computer (host) on which the license agent is installed. To change the path, click **Set backup path**.
Automatic backup	You can set here whether the license agent data should be automatically backed up daily, weekly or monthly. This backup routine includes the license agent configuration data and all license data associated with products licensed on this license agent. If the day specified for the monthly backup does not exist in this month (for example, "30" or "31" for February), the data backup is performed on the last day of this month. If you do not want to perform automatic backup, select the **never** option.
Login	Specifies the name you used to log onto the license agent.
User authorizations (only in Extended Mode)	Shows the user's access rights. • **License agent administrator** Based on your login, the license agent identifies you as a license agent administrator and allows you unrestricted access to the license agent. • **Technician** Based on your login, the license agent identifies you as a service technician and provides you with access rights similar to those of a license agent administrator. However, you cannot configure, modify or delete administrators. • **Product administrator** Based on your login, the license agent identifies you as a product administrator. Your rights are restricted to one or more products that are licensed on the license agent. • **all authorizations** The license agent does not currently require you to log on with a user name/password. You have similar rights to a license agent administrator. • **no authorization** Your login does not allow any access to the license agent.

Column	Description
Password verification with	License agent access can be restricted with user names and passwords (see also Section 7.6, "License Agent Administrators"). Select here whether the license agent's password should be checked by the operating system or the license agent. These settings must be made before the first administrator is assigned a license agent. ● In the case of verification by the license agent, user name and password can be freely selected for the license agent's administrators/technicians. ● In the case of verification by the operating system, user name and password are checked by the operating system. License agent administrators/technicians must have an operating system login for this. Name and password are subject to the rules set for the operating system (for example, minimum password length, password aging, etc.). If a user changes his login password for the operating system, this is also automatically changed for the license agent (no additional password/user name is required). Not every license agent installation has to support the **Password verification by Operating system** option.
Store login	This option allows you to select if and for how long your login should be stored for the license agent. This login data is stored in License Management and is available to any user who activates License Management. If you want to store a login for license agents, ensure that access to the PC on which License Management is installed is protected by user name and password and that no other PCs can use License Management (see Chapter 4, "License Management Setup", "License Management access" parameter). The **for today** option stores your login for the current day. At midnight, the login is deleted and has to be reentered for synchronization.
Number of sessions (only in Extended Mode)	A session is a connection set up between an installed product and the license agent in order to be able to use features. The maximum number of sessions is the "peak value" - the time when most sessions were active. When the statistical data is reset (see "Reset statistics"), the number of successful and erroneous sessions is set to 0. The number of "maximum" sessions indicates the current value - if no sessions are active at the time of the reset, then the number of maximum sessions is assigned the value 0.

Column	Description
Number of license requests (only in Extended Mode)	A license request is a request concerning the usability of a feature within a session.
Number of lost connections (only in Extended Mode)	A connection is lost if a session cannot be confirmed within the heartbeat interval. A lost connection releases the requested license but only after the heartbeat parameters set. An elevated number of lost connections can indicate network problems - an adaptation of heartbeat parameters for the products can resolve this problem.
Log Duration for (only in Extended Mode)	This specifies how long (in days) the license agent records logs. Entries that are older than this period are deleted. The log duration cannot be modified with the license management tool - it is set when the license agent is installed. However, if you need to change it, the parameters can be modified by changing the cla.xml file - further use of the license agent requires a restart.
Heartbeat interval for network connection (only in Extended Mode)	This specifies a range for the heartbeat interval between product and license agent if the product and license agent are in the same network but not on the same PC. See also Section 6.1, "Product Details".
Heartbeat retries for network connection (only in Extended Mode)	This specifies the range for the repetitions of the license data tests between the product and the license agent, should the test fail at some time. In this case, license agent and product are in the same network but not on the same PC. See also Section 6.1, "Product Details".
Heartbeat interval for local connection (only in Extended Mode)	This specifies a range for the heartbeat interval between product and license agent if the product and license agent are on the same PC. See also Section 6.1, "Product Details".
Heartbeat retries for local connection (only in Extended Mode)	This specifies the range for the repetitions of the license data tests between the product and the license agent, should the test fail at some time. In this case, license agent and product are on the same PC See also Section 6.1, "Product Details".

Column	Description
Trace (only in Extended Mode)	• Capacity: This defines the maximum amount of memory on the hard disk used by the license agent for the trace. The trace file generated can be half the capacity specified here. The license agent creates up to two files of this kind. • Recording depth: The recording depth defines the scope of the data to be recorded. The options available are: **off**, **low**, **standard** and **all**. These settings should only be modified if necessary and in consultation with the service technician.
Date of installation (only in Extended Mode)	Shows the date and time of license agent installation.
Locking ID	Displays the locking ID of the license agent host. If more than one Locking ID is available on the host, all Locking IDs that the license agent supports are shown here.
Advanced Locking ID (ALI)	Displays the valid Advanced Locking IDs of all license files installed on the license agent.

Actions

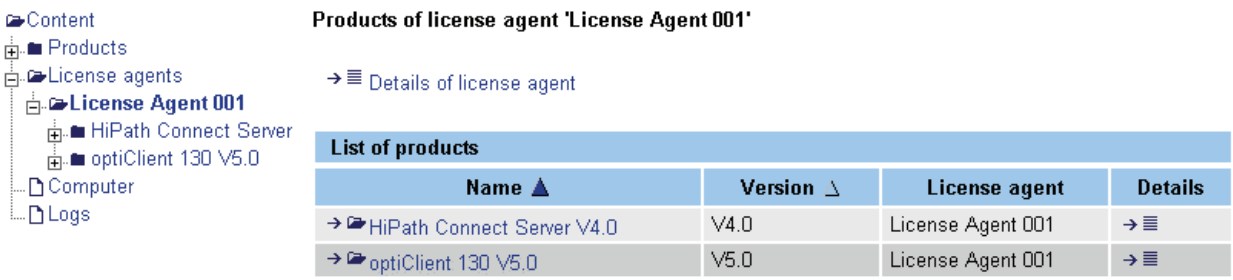
Action	Description
Activate license	Use this button to activate a license on your license agent (see Chapter 5, "Activating Licenses").
Product list	Use this button to open the list of products licensed on the license agent (see Section 7.2, "Products of license agent").
Back up data	Use this option to back up your current data so that it can be restored later if required. The license agent configuration data is backed up here along with the license data for all products licensed on this license agent. The time needed for this operation depends on the volume of data to be backed up. To facilitate subsequent orientation, enter a backup description when backing up your data. When you restore the data subsequently, a list of all backups created is displayed. This list contains the backup description and the file name of the backup. The file name is generated automatically and contains the date, time, and product name. • The **Save** button saves your backup description. • The **Cancel** button closes the "Back up data" dialog without affecting the backup.
Set backup path	Enter the path the license agent should use to store the data during cyclic (= automatic) or manual backup. The path must already exist and the license agent must have access to the path. The path is on the computer (host) on which the license agent is installed, and therefore does not have to match that of the computer on which License Management is installed. • Confirm the backup path with **OK**. • If you click **Cancel**, your inputs will be ignored and the "Specify path for backup" dialog is ended.
Reset statistics (only in Extended Mode)	A security prompt is displayed and, if confirmed, the static data for the license agent (number of sessions, number of license requests, number of lost connections) is reset. The statistical data for individual products is not affected. Please note that the "maximum" value set for the number of sessions and the number of license requests may not be 0 after the reset. In this case, sessions are active and licenses are requested at the time the reset was performed. • The **Cancel** button closes the "Reset statistics" dialog without changing the statistics.

Action	Description
Restore data (only in Extended Mode)	Once you click the button, a drop-down list is displayed containing all backups that were carried out manually or automatically and that are stored on the backup path currently being used by the license agent. After you select a backup, the display will show all files that belong to this backup. These are all backups of product-related license data and the license agent configuration data. Select all backups that you want to restore and start the restore operation with **OK**. After the restore, you may have to log on to the license agent again.

7.2 Products of license agent

You have selected a license agent in the navigation area under the **License agents** menu item or you have clicked a license agent directly in the list of license agents. A list of all products that are installed on this license agent is now displayed in the work area. The menu item for the selected license agent also opens in the navigation area. All products for the license agent are displayed here.

Figure: Products of license agent



- **Further information/actions for a product**
  Detailed information and additional actions are displayed if you click the icon in the **Details** column for a product in the product list. A description of the product details is provided in Section 6.1, "Product Details".
- **All licenses for a product**
  If you click a product directly in the product list or in the navigation area, an overview is displayed of the licenses for that product. A description of the product licenses is provided in Section 6.2, "Product Licenses".

Information

Column	Description
Name	Specifies the product name in abbreviated form. If you click a product name, you are branched to a list of licenses for that product (see Section 6.2, "Product Licenses").
Version	Specifies the version of the product currently available.
License agent	Specifies the license agent where the product is licensed.
Details	Shows the product details for the relevant product (see Section 6.1, "Product Details").

Details of license agent link

Use this link to reach the page with license agent details (Section 7.1, "License Agent Details").

7.3 Product Licenses

You have selected a product for a license agent in the navigation area under the **License agents** menu item. An overview of all licenses for the corresponding product is displayed. The menu item for the selected product also opens in the navigation area. All licenses for this product are displayed here.

- A description of the product licenses is provided in Section 6.2, "Product Licenses".

7.4 Product Packages

You have selected a license for a product in the navigation area under the **License agents** menu item. An overview of the packages for this license or product is displayed. The menu item for the selected license also opens in the navigation area. All packages for this product are displayed here.

- A description of the product packages is provided in Section 6.3, "Product Packages".

7.5 Details for a Product Feature

You have selected a feature for a product license in the navigation area under the **License agents** menu item or you have clicked a feature directly in the list of features. A detailed information of this feature is displayed. The menu item for the selected feature is also opened in the navigation area.

- A description of the features is provided in Section 6.4, "Details for a Product Feature".

7.6 License Agent Administrators

If License Management and the license agent are installed on the same computer, License Management can initially access the license agent without a login. If License Management and the license agent are on different computers, however (for example, several license agents could be installed in the network and managed by one License Management), then License Management access to the license agents in the network is not permissible without a login.

For this reason, license agents can verify a login in two ways:

1. using a built-in mechanism, where the login and password are stored locally at the license agent. There are no restrictions on the login names and passwords.
2. using operating system mechanisms to verify the login and password. The login must be performed on the PC or in the domain. In this case, the license agent login is subject to the network guidelines (for example, minimum requirements for setting up a password or "aging" of a password).

Before you configure an administrator, you can use the license agent details to select which mechanism the license agent should use for verifying the login (see Section 7.1, "License Agent Details", "Password verification by" field).

If you install a license agent on a PC that does not have License Management installed, you will be prompted during installation to enter an administrator for managing the license agent.

Here you can manage all license agent administrators for all license agents to which you have access as the administrator. If you manage several license agents to which different administrators have access, you receive a matrix of license agents, administrators, and the respective roles of the administrators.

Administrator roles

Role	Description
Administrator	Administrator with unrestricted privileges for administering the license agents.
Technician active	Administrator for administering the license agents, without the possibility of administering the administrators themselves.
Technician inactive	Similar to " Technician active", but the account is deactivated and the user cannot log on to the license agent.

Keep in mind that there must always be at least one "Administrator" available when administrators are used.

Adding an administrator

1. Click the **Add** button.
2. Specify whether the new administrator should log on to the domain or locally on the license agent PC. Local login on the license agent PC is also necessary if the license agent uses its "own" mechanisms for checking the login.
3. Confirm your input with **OK**. The name of the new administrator appears in the table.
4. Now select the appropriate user role (administrator, technician active, technician inactive) for the license agent(s). The primary user of a license agent must always be assigned the role of "Administrator".
5. Confirm your selection with "OK / Save".

If a user is set up with access to a license agent that checks the login using its own mechanisms, you will be prompted to enter and confirm the password. If the login is checked via the operating system, it is not necessary to enter the password here. However, the user name must be known in the operating system.



If your license agents require a login, you can use the license agent Details section to specify that the login should be stored and be made available the next time License Management is activated. This login is saved in License Management and is available to each user that has access to License Management. This is why you must ensure that only necessary accesses to License Management are allowed (see also Chapter 4, "License Management Setup", Extended Mode, Accesses to License Management).

Deleting an administrator

1. Click the **Delete** button for the relevant license agents and the administrator that you want to remove.
2. Confirm your selection with **"OK / Save**".

Keep in mind that you cannot remove the last administrator of a license agent within a network. If you remove the administrator whose login you are currently using, you must subsequently log on to the license agent under a different ID.

Changing an administrator’s role

1. Select the required role for the administrator for the corresponding license agent and make the necessary change (for example, change an active technician to an inactive technician).
2. Confirm your selection with **"OK / Save**". Keep in mind that you cannot change the last administrator to a "Technician".

Replacing an administrator (only in Extended Mode)

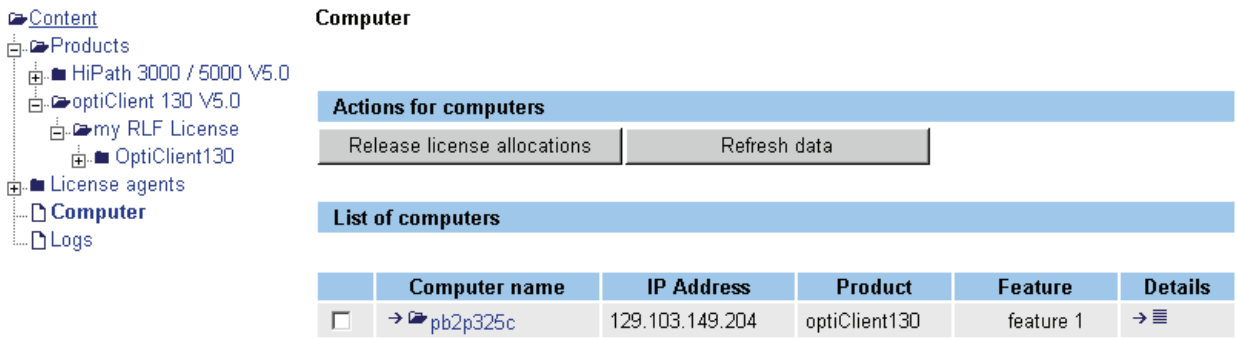
When you replace an administrator, the following two steps are performed at once: you remove an existing administrator and configure a new one in his/her place. Note that you can also replace your own login with that of another administrator with this action. In this case, you can no longer access the license agent after the replacement unless you log on again.

8 Computer

You have selected the **Computer** menu item in the navigation area. A list of all network computers whose installed products use CLA via the CLC is displayed in the work area.

The products installed on the computer must be activated for a computer to be displayed in the list. If there are several products installed and activated on the same PC, this PC appears several times in the list, with a separate line for each activated product.

Figure: Computer list



- **Computer features**
  If you directly click a computer in the list of computers or in the navigation area, a feature overview of all products installed on the selected computer is displayed. The features description can be found in Section 8.1, "Computer Features".
  If several products are activated on the same PC, there is a separate entry in the list of PCs for each product. The top entry for the corresponding PC contains the link to the features that all products on this computer are using.
- **Computer feature details**
  Detailed information on the computer features is displayed if you click the icon in the **Details** column for a computer in the list of computers. The description of feature details can be found under Section 8.2, "Feature Details".

Information

Column	Description
Computer name	Specifies the name of the PC as it was assigned by the administrator. Click the name for more information on the computer features (see Section 8.1, "Computer Features"). If several products are active on the same PC, a separate line is displayed for each product. The top line of this product list for the relevant PC refers to the features that all products on this PC are using.
IP Address	Specifies the address of the PC.
Product	Specifies the products which are licensed for this PC.
Feature	Specifies the features which are licensed for this PC. **Miscellaneous** There are several product features activated. **Not activated** There is a connection between the PC and the license agent, but no product features are activated.
Details	Shows the details of the respective computer features (see Section 8.2, "Feature Details").

Actions

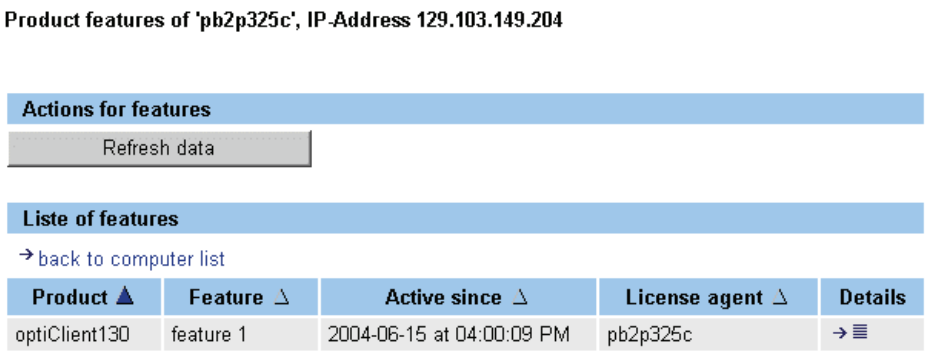
Action	Description
Release license allocations (only in Extended Mode)	Installed products use license features. This action resets license usage. This breaks the connection between the license agents and the products - further use of the products requires a product restart.
Refresh data	The computer list including the displayed products and their features are updated.

8.1 Computer Features

You have selected a computer under the **Computer** menu item in the navigation area or you have clicked a computer name in the list of computers. An overview of the features for this computer is displayed.

If several products are active on the same PC, a separate line is displayed for each product. If a product uses more than one feature, then the name will be displayed only once for all features used. Use the → 🗁 icon to get more information.

Figure: Computer Features



- **Further information/actions for a feature**
  Detailed information is displayed for a feature if you click the icon in the **Details** column for a feature in the list of features. A description of the feature details is provided under Section 8.2, "Feature Details".

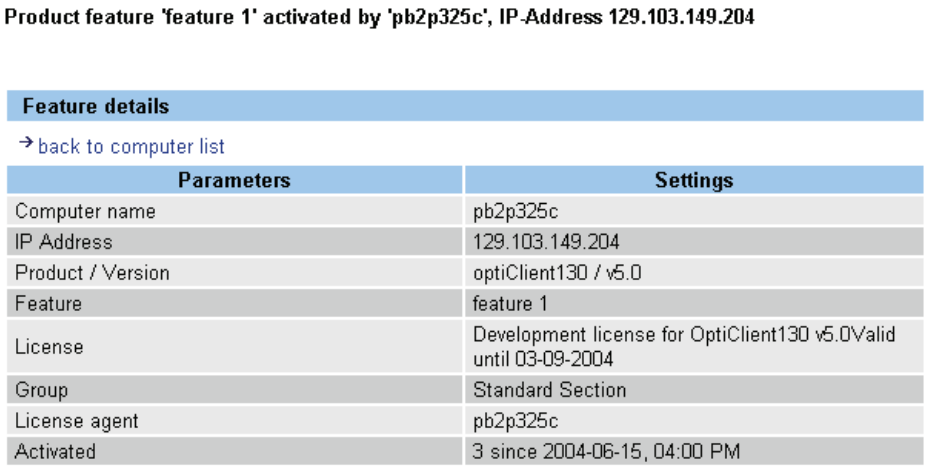
Information

Column	Description
Product	Specifies the name of the product whose product features can be accessed from the PC.
Feature	Specifies the name of the feature of the product that can be accessed via the PC.
Active since	Displays the time when the product with associated features was activated.
License agent	Specifies the license agent on which the product with the associated features for the relevant PC is listed.
Details	Shows the details of the respective features (see Section 8.2, "Feature Details").

8.2 Feature Details

You have clicked the icon in the **Details** column for a feature in the list of features. Detailed information on the corresponding feature is displayed.

Figure: Feature details



Product feature 'feature 1' activated by 'pb2p325c', IP-Address 129.103.149.204

Feature details

→ back to computer list

Parameters	Settings
Computer name	pb2p325c
IP Address	129.103.149.204
Product / Version	optiClient130 / v5.0
Feature	feature 1
License	Development license for OptiClient130 v5.0Valid until 03-09-2004
Group	Standard Section
License agent	pb2p325c
Activated	3 since 2004-06-15, 04:00 PM

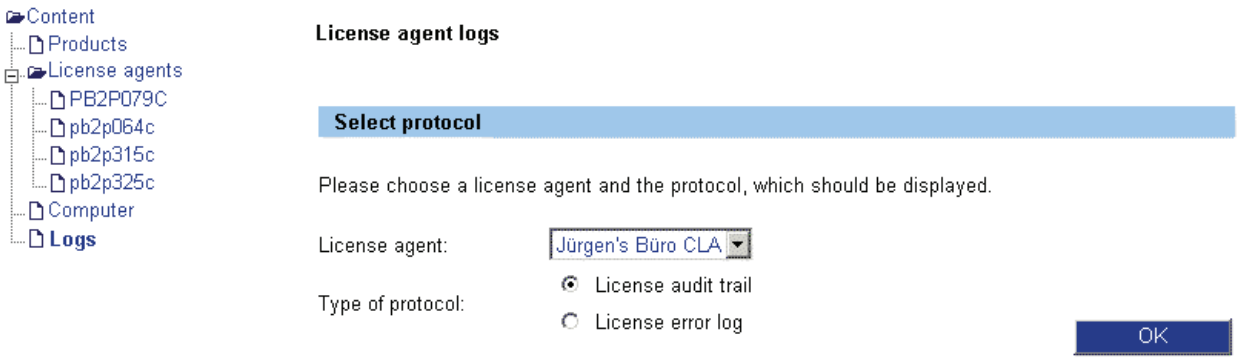
Information

Column	Description
Computer name	Specifies the name of the PC as it was assigned by the administrator. Click the name for more information on the computer features (see Section 8.1, "Computer Features").
IP Address	Specifies the address of the PC.
Product / Version	Indicates the name and version of the product to which the feature belongs.
Feature	Indicates the name of the feature.
License	Indicates the name of the associated license.
Group	Indicates the group to which this feature is assigned.
License agent	Indicates the license agent on which the product with the associated feature for the relevant PC is listed.
Activated	Indicates the date and time since the feature was activated.

9 Logs

You have selected the **Logs** menu item in the navigation area (only possible in Extended Mode). You can display the different logs for the selected license agents here.

Figure: License agent logs



You can display the following log types:

- **License audit trail**
  Changes in the license configurations are documented here
  (see Section 9.1, "License Audit Trail").
- **License error log**
  Incomplete license requests and abandoned connections are listed here
  (see Section 9.2, "License Error Log").

Selecting a protocol

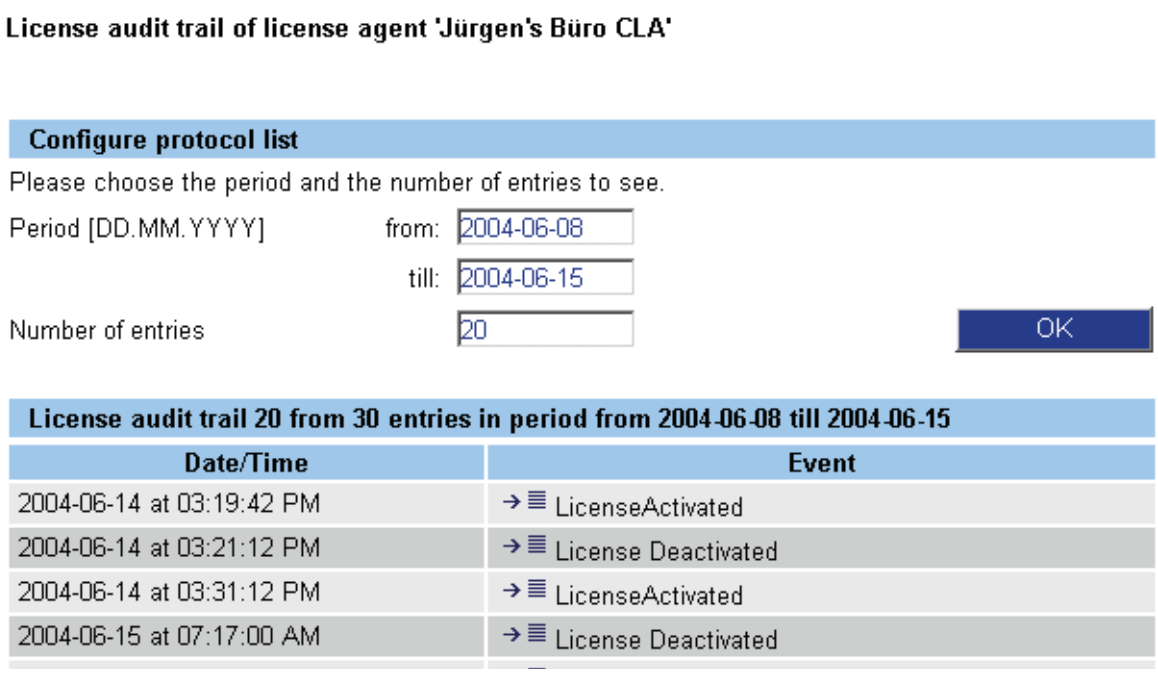
1. Select the license agent from the drop-down list. The drop-down list is only displayed if you have logged onto more than one license agent.
2. Select a log type by clicking one of the options.
3. Click **OK**. The protocol is generated and displayed on a new HTML page.

9.1 License Audit Trail

Changes to the license agent configuration are documented in the license audit trail.

Automatic routines for activating a transfer license (GPCF) or performing cyclical data backup are also found here.

Figure: License audit trail



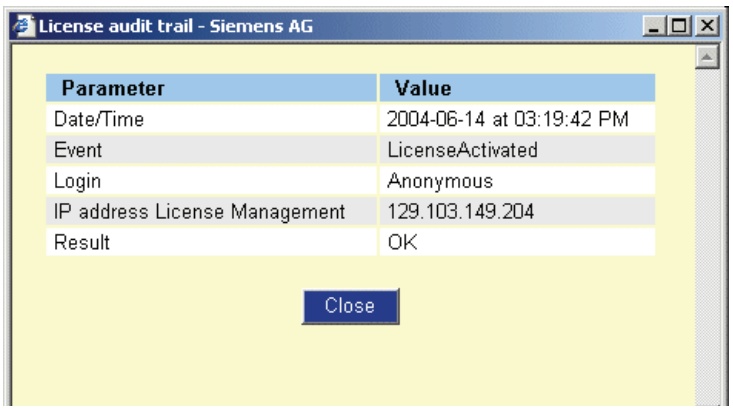
You can adjust the log display as follows:

1. Using the "from" and "to" fields, specify the time for which the log should be created for the selected license agent.
2. If necessary, specify the maximum number of entries to be displayed for the selected interval. The available number of entries for an interval are specified in the table heading.
3. Click **OK** and the relevant log is then displayed according to your specifications. The entries in the list are sorted in chronological order.

Event details

If you click the icon before the event entry in the list, detailed information on the selected event is displayed in a new window. The information varies depending on the event.

Figure: Event details from the license audit trail



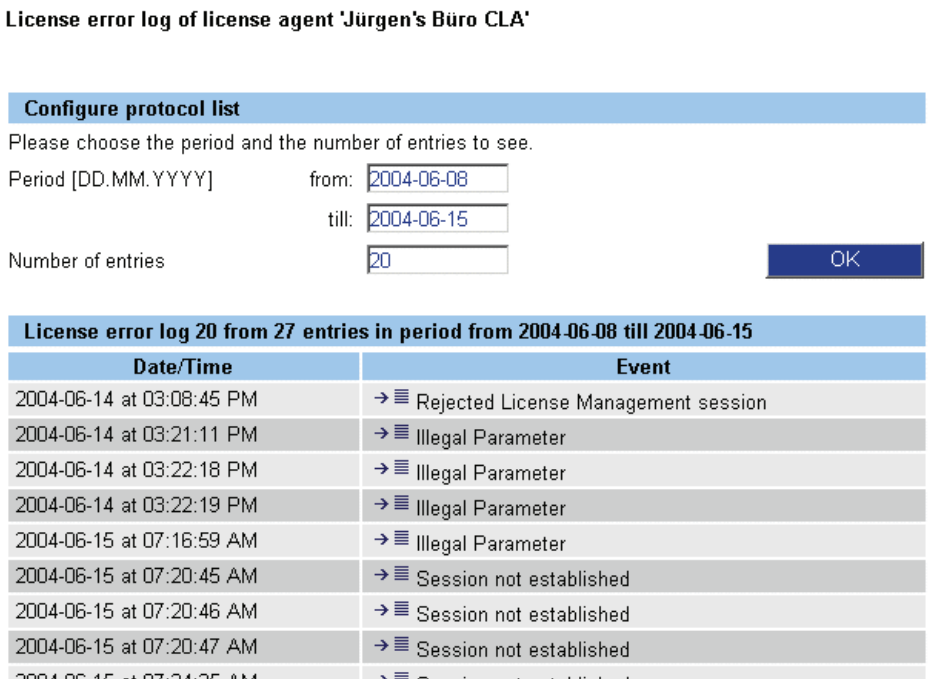
If you leave this window open and click another event in the list, the window is updated with the content of the next event selected.

Click **Close** to close the window.

9.2 License Error Log

Incomplete license requests and abandoned connections are listed in the license error log.

Figure: License error log



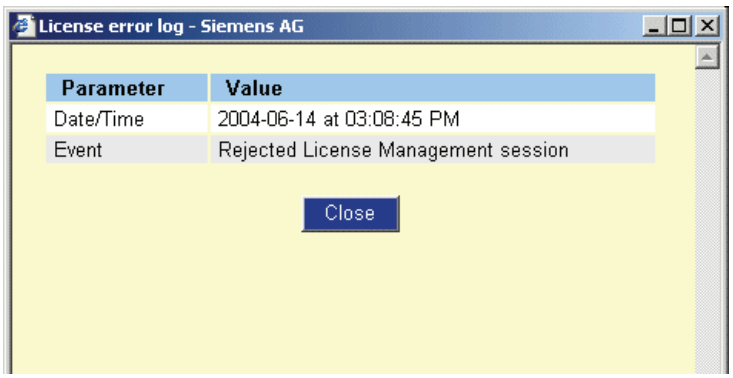
You can adjust the log display as follows:

1. Using the "from" and "to" fields, specify the time for which the log should be created for the selected license agent.
2. If necessary, specify the maximum number of entries to be displayed for the selected interval. The available number of entries for an interval are specified in the table heading.
3. Click **OK** and the relevant log is then displayed according to your specifications. The entries in the list are sorted in chronological order.

Event details

If you click the icon before the event entry in the list, detailed information on the selected event is displayed. The information displayed varies depending on the event.

Figure: Event details from the license error log



10 Troubleshooting

Error message 1

"Online license activation is deactivated. To use this function, please change the modus for connection establishment. For this purpose please choose License Management setup on the home page".

This error occurs if you select the mode **Create license key and install on license agent (online activation)** under **License activation** (see Chapter 5, "Activating Licenses").

Solution

The online connection to the license server is not permitted in the License Management configuration. To allow online licensing, please follow these steps:

1. Click the **License Management setup** button on the home page.
2. During setup, select the option "on" when setting **License Management Extended Mode** and confirm with the **OK / Save** button. Extended Mode is activated. Consequently, some additional settings are displayed in the list.
3. Select "Yes" from the drop-down list when setting the **Allow online connection to license server**. Online licensing is not possible without this connection.

Error message 2

"License could not be activated."

A license generated through online or offline licensing is not accepted by the license agent.

Possible causes

1. The license is already activated on the license agent.
2. The contents of a license file were modified.

Error message 3

"Product license: Status - not accepted."

The license cannot be used for licensing the features of a product.

Possible causes

1. The temporary license has expired. You can try to reactivate a temporary license in Extended Mode, in the product license Details column.
2. The network connection was deactivated or the license agent PC was disconnected from the network. Is the network cable still plugged in?
3. The license locking ID (details of a product license) does not match the license agent locking ID (details of a license agent). This applies to licenses whose features do not have the "Remote License" license mode (Extended Mode, details for feature).

Error message 4

"Error 403 (Access denied)."

Remote access to License Management was denied.

Solution

Permit external access to License Management. See Chapter 4, "License Management Setup" under "Settings - License Management access".

If you are not able to use License Management's graphic interface, close all (external) browsers. In the License Management installation directory, open the `Apache Tomcat` directory and locate the `ClmSettings.xml` file.

- The `ClmSettings.xml` file is available:

  Open the `ClmSettings.xml` file with an editor and locate the `ClmNetworkAccess` and `AllowedClients` entries. These are displayed as follows in default status (remote access not configured):

  ```
  <ClmNetworkAccess>false</ClmNetworkAccess>
  <AllowedClients/>
  ```

  Modify `ClmNetworkAccess` by changing `false` to `true`. Under `AllowedClients`, enter the IP addresses of the clients you want to use for remote access to License Management (see also "The `ClmSettings.xml` file is not available"). Multiple IP addresses are comma-seperated. Refer also to the information in Chapter 4, "License Management Setup" under "Settings - License Management access".

- The `ClmSettings.xml` file is not available:

  Use an editor to create the `ClmSettings.xml` file with the following content:

  ```
  <?xml version="1.0" encoding="ISO-8859-1"?>
  <PersistentData>
     <ClmNetworkAccess>true</ClmNetworkAccess>
     <AllowedClients>120.121.122.123</AllowedClients>
  </PersistentData>
  ```

  `120.121.122.123` is the address of the computer you want to use to access License Management. Multiple IP addresses are comma-seperated.

  If you want the license agents (CLA) that are administered using License Management to use a password mechanism, do not save your login in License Management. Saving your login in this way makes it available to every external browser that has access to License Management. Refer to the information under "Settings" and "License Management access" in Chapter 4 "License Management Setup".

Restart the external browser. It should now be possible to access License Management remotely.

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