

# Siemens Enterprise Communications

## Release Note

Release Note Version: V1.0

Document Owner: Yeliz Aygun Ozdemir

**Product Name: HiPath License Management-Customer License Management**

**Product-Version: V1 for Windows**

**SW Release** is identified by **SW Version: V1 R6.0.0**

**Major Release** (Upgrade to a new Product-Version, relevant for manufacturing)

☐

**Minor Release** (Feature enhancements, relevant for manufacturing)

☒

(Upgrade or Update, depending upon new licensed features required. Upgrade only if license extension required)\*

**Fix Release** (Update, Error Corrections only, relevant for manufacturing)

☐

**Hotfix Release** (Update, Error Corrections only, restricted to Service Level 2)

☐

**Production-Version: P30152-P1154-M110-10 (V1 R6.0.0, TB-CLM.10.053 for Windows)**

**Export Control Classification Data**

**AL N**

**ECCN 5D002TSU**

**FieldTrial:** ☐

**eeQS:** ☐

**General Availability:** ☒

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### DECLARATION DATE:

Date : 2009-04-20

### DECLARED BY:

Corresponding Project Owner : Andreas Manuth

Corresponding PL-Development : Harald J. Zainzinger

Corresponding Test TPL : Yeliz Aygun Ozdemir

### DELIVERABLES:

**Full Release:** ☒

**Delta Release:** ☐

### Software:

Refer to SWS/G-DMS structure according to Product Name and SW-Version

### Hardware:

Refer to chapter: Hardware Revisions supported

### Abstract:

These Release Notes provide general information about the release, generics, and other relevant notes for the corresponding product and its correction versions. These Release Notes also list and describe the known problems, restrictions and workarounds.

\*: This information is not applicable for Customer Site Components

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# 1 DOCUMENTATION REFERENCE:

English	Documents	Hyperlinks	Remarks
	E-DOCU		
	Product E-Docu		
	Installation and Startup		See chapter 10 of this document
	Operating Manual		
	Quick Reference Guide		
	Administrator Manual		
	Sales info		
	BLS-Product-Homepage		
	GVS Product-Homepage		
	C-SWS Brussels	<a href="#">Start SWS Main Page</a>	
	Compatibility Information	<a href="#">See at Product on SWS</a>	

Deutsch	Dokumente	Hyperlinks	Remarks
	E-DOKU		
	Produkt E-Doku		
	Installation und Inbetriebnahme		See chapter 10 of this document
	Bedienungsanleitung		
	Kurzbedienungsanleitung		
	Administrator Manual		
	Vertriebsinformation		
	BLS Produkt-Homepage		
	GVS Produkt-Homepage		
	C-SWS Bruessel	<a href="#">Starte SWS Main Page</a>	
	Kompatibilitäts-Information	<a href="#">Siehe beim Produkt im SWS</a>	

Other		Hyperlinks	Remarks
	CLM User Manual	<a href="https://intranet.enterprise.siemens.com/Content%20Sites%20V2/Corporate/SEN_Shared_Services/Sales_Enabling/HLM/HLM_Support/~media/2F5F9029C2FA426B83CD11EA5B9AC85E.ashx">https://intranet.enterprise.siemens.com/Content%20Sites%20V2/Corporate/SEN_Shared_Services/Sales_Enabling/HLM/HLM_Support/~media/2F5F9029C2FA426B83CD11EA5B9AC85E.ashx</a>	

## 2 History of Change (Release Note)

Version	Date	Changes	Author
1.0	April 20 <sup>th</sup> , 2009	Initial creation for V1 R6.0.0 Windows	Yalcin Kucukerdonmez

## 3 Product and Diagnostics Structure in G-DMS / SWS and ICTS

### 3.1 Product Structure

Structure in G-DMS / SWS	
Main Category	Management
Product Family	HiPath Meta Management
Product	HiPath License Management CLM
Product Version	HiPath License Management CLM V1.1
Product Item #	P30152-P1154-M110-10 (V1 R6.0.0 Windows)

### 3.2 Diagnostics Structure

Structure in Case Tracking System ICTS	
Product Family	Management
Product Group	Hipath Meta Management
Product Type	Hipath License Management CLM
Product Version	V1.1
SW Version	P30152-P1154-M110-10 (V1 R6.0.0 Windows)

### 3.3 Diagnostics Requirements

See Section [12.4](#)

## 4 Security Policy

### 4.1 HiSAT

Please access HiSAT to get the current status about Security Alert Telegrams for your product:  
After login you will reach the HiSAT section "Monitoring and Patching". Select the function "Products".  
In the list of HiSAT products you will find "HiPath License Management Customer Site License Management (HLM CLM) – Tool"

[Start HiSAT Database](#)

### 4.2 Microsoft OS

NA

### 4.3 Other OS

NA

## 5 Hardware and Software Compatibility

### 5.1 Hardware Revisions supported

Operating of the Customer License Agent requires the following hardware.

CPU	Pentium II 400 MHz or better
RAM	256 MB or more
HDD	Approximately 100MB required for installation
Network Card	At least one network card is required even if the CLM is only used locally.

Please note that firewalls, anti virus programs, other applications and last but not least the operating system itself will increase these demands.

### 5.2 Firmware Releases supported

### 5.3 Loadware Releases supported

### 5.4 Software Releases supported

SW Product Name	SW Version
CLA (License Agent)	The full feature set of this product (e.g. network licensing, IP6) is only supported in combination with the following component versions or newer.
CLC (Customer License Client)	
CSCm (Customer Site Components Modular)	
	CLA V1 R13.0.0 or newer CLC V1 R12.0.0 or newer CSCm V1 R5.0.0 or newer
	Recommended : Lastest version (see <a href="https://enterprise-businessarea.siemens.com/hlm/home/HLM_Support/~media/1077C49348CF490588726CF4391E2F43.ashx">https://enterprise-businessarea.siemens.com/hlm/home/HLM_Support/~media/1077C49348CF490588726CF4391E2F43.ashx</a> )

### 5.5 Operating Systems supported

Operating System Name	Operating System Version	Remark
Windows XP	Service Pack 2	System tested
Windows XP 64-bit Edition	Latest service pack recommended	
Windows 2003 Server	Latest service pack recommended	
Windows 2003 Server 64-bit Edition	Latest service pack recommended	
Windows Vista	Latest service pack recommended	
Windows Vista 64-bit Edition	Latest service pack recommended	



## 5.6 Compliant Products

Product Family	Product	SW Version
Web Browsers	Internet Explorer	6 and 8
	Mozilla Firefox	2 and 3

## 5.7 Management Information Base

Product forwards SNMP traps according to a MIB: ☐

## 5.8 License Management

Product is licensed via CLS: ☐ CSC: ☐

Other Licensing: ☐ If you are using others, please describe below:

## 5.9 Remote Serviceability

Product is certified for SIRA: ☒ HiSPA: ☒ RTPatch: ☒

Other Remote Serviceability: ☐ If you are using others, please describe below:

## 5.10 License Agreement

The license agreement is stored in the file license.txt which is shipped with the software. Please note that you accept the license agreement if you install the software. If your product integrates this software please note that you must add this license agreement into your product's license agreement.

## 6 Release Version History

List of all released SW Versions since Major SW Release (M3), i.e. all SW Releases in PRISMA/SWS having been released within this Product-Version:

SW Version	Production-Version	Date Created	Remarks
V1 R1.0.0	TB-CLM.10	22.11.2006	Minor Release
V1 R2.0.0	TB-CLM.10	01.06.2007	Minor Release
V1 R2.0.1	TB-CLM.10	26.06.2007	Hot Fix
V1 R3.0.0	TB-CLM.10	06.09.2007	Minor Release
V1 R5.0.0	TB-CLM.10	26.09.2008	Minor Release
V1 R6.0.0	TB-CLM.10	20.04.2009	Minor Release

## 7 Changes

### 7.1 Implemented Change and Design Requests

Minor Release Number	CR – Number	MR	Summary
V1 R6.0.0	RQ00027492	H43192	RQ00027492: Open Source License Agreements - step 2
	RQ00024523	H47601	RQ00024523: Network Licensing
		H47619	Hisat Vulnerabilities: Tomcat 5.5.26
	RQ00027729	H49762	RQ00027729: IPV6 support of Customer Site Components
		H51206	SEN branding in CLM
		H53783	CLM online help: CLA backup does not include statistics

Change and design requests implemented in previous CLM releases.

Minor Release Number	CR – Number	MR	Summary
V1 R3.0.0	CR69784	H08268	CR69784: CLM enhanced for CLC serviceability
	CR70192	H08273	CR70192: CLM should display CLA's log file limitations
V1 R5.0.0		H15888	Show detailed OS name for OS-suffix used by CLA and CLC
		H15917	creating user groups for stand-alone license is not logical
		H20264	CLM does not color alarmed CLA
		H28478	Vulnerability in JAVA SE 6
	RQ00025226	H29404	RQ00025226: Multiple License Authorities
		H33480	CLM error message for rlf with brand and wrong locking ID
	RQ00027487	H42157	RQ00027487 Rem. restricted and reserved groups from CLM
	RQ00025202	H42161	RQ00025202 Deactivation of SNMP Trap
	RQ00027492	H43186	RQ00027492: Open Source License Agreements - step 1
		H43188	CLM Installation Manual

## 7.2 Problems fixed

No ICTS tickets.

MR	APS Line	Prio	Summary
H43183	TB-CLM.10	3	CLM Online Help issues
H45220	TB-CLM.10	3	license file and installation manual delivery issue
H45381	TB-CLM.10	4	CLM license.txt: remove keytool
H49653	TB-CLM.10	2	SG1: CLM show virt.hg3530 as CLA
H53718	TB-CLM.10	3	Adaptation of IPv6 Multicast addresses
H54584	TB-CLM.10	4	correction for branding text in license file
H55155	TB-CLM.10	4	update license.txt for all CSC products
H55681	TB-CLM.10	2	CLM problem with online license activation

MRs implemented in previous CLM releases

### V1 R3.0.0

ICTS Ticket	MR	Summary
NA02864282	H06131	NA02864282: CLM shows two CLAs of same PC
NA02995179	H16870	NA02995179: Update of CLM CV33 to 2.0.1 -> the fault message

### V1 R3.0.0

MR	APS Line	Prio	Summary
G45397	TB-CLM.10	3	CLC Trace settings must be define-and changeable via CLM
G59205	TB-CLM.10	3	Audit trail and error log to be limited by CLM
G69297	TB-CLM.10	3	eeQs: Anmelden / Synchronisieren: Nach Kennwort no Enter
H00018	TB-CLM.10	4	CLM: endless loop (backup: poll for progress never ends)
H05224	TB-CLM.10	3	CLM rejects requests on localhost using IPv6 connection
H05284	TB-CLM.10	4	CLM must accept localhost user in IPv6 representation
H06112	TB-CLM.10	3	Show correct operating System in case of CLA TB-CLA.16
H07594	TB-CLM.10	4	In the help pages of CLM, up link does not work
H08718	TB-CLM.10	3	Wrong CLM version displayed if Hipath 2000 CLA connected.
H10778	TB-CLM.10	4	Unexpected login to additional CLA
H13773	TB-CLM.10	3	CLM39 shows CLA version wrong
H13865	TB-CLM.10	4	Serviceability: Alignment problem in display of log duration
H14913	TB-CLM.10	2	Time for automatic backup can not be set

### V1 R5.0.0

MR	APS Line	Prio	Summary
H14996	TB-CLM.10	4	LockingID is not in upper case on UserDialogManualLicenseAct
H25277	TB-CLM.10	3	Update old external jar files
H27402	TB-CLM.10	4	detailed OS name for OS-suffix 36 used by CLA and CLC
H30827	TB-CLM.10	3	wrong hint message for remote license
H42248	TB-CLM.10	3	RQ00025226: Multiple License Authorities

## 8 Outstanding Customer Problems

No open ICTS ticket by 2009-04-20.

## 9 Outstanding Problems Found in System Test

MR	APS Line	Prio	Summary
H54693	TB-CLM.10	3	undeleted backup files in CLA backup folder
H55247	TB-CLM.10	4	CLM Online Help: Minor translations issue
H56278	TB-CLM.10	4	Show OS-Name for suffix 30 used by CLC
H56603	TB-CLM.10	4	old mail adress in feedback page of CLM help
H56689	TB-CLM.10	4	Error in button labels at License Agreement Window
H56723	TB-CLM.10	3	CLM Exception when display of IPv6 adress in Computer list
H56752	TB-CLM.10	4	Can not move soft license from package to package

# **10 Initial Installation**

## **10.1 Service Manual**

See “install.txt” file in the License Management Setup folder.

## **10.2 Deviations from Service Manual**

NA



# **11 Update Installation**

## **11.1 Service Manual**

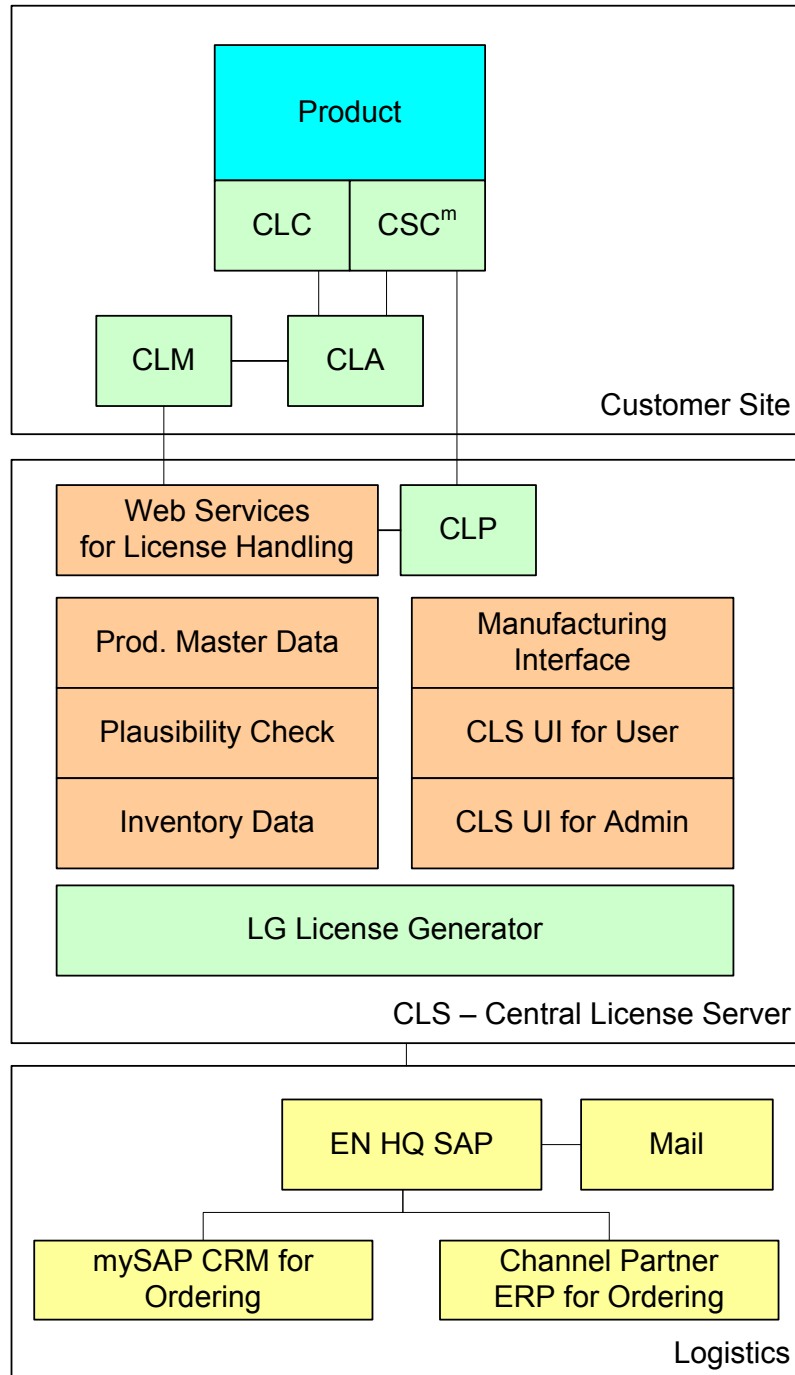
See “install.txt” file in the License Management Setup folder.

## **11.2 Deviations from Service Manual**

NA

# 12 Important information

## 12.1 Overview of HiPath License Management



**Figure 12-1:** LG and CSC within HiPath License Management.

Figure 12-1 depicts the HiPath License Management Customer Site Components and their interaction with licensed products.

Brief description of the Components important for the product:

- **CLS – Central License Server**  
The CLS hosts several components relevant for license key creation. Input from the ordered product is used to create the license key.  
The CLS has an own user interface to assists the customer in license key creation and administration.
- **LG - License Generator**  
The LG will create the license keys. Counterpart of the LG is the CLA and the CSC<sup>m</sup> that are able to read and validate the issued license keys.
- **CLA – Customer License Agent**  
The CLA resides in the customer network. It validates license keys and provides license information to products. The CLA is maintained by the CLM. License usage functionality is available for a product using the CLC. License management functionality is available for a product using the CSC<sup>m</sup>.
- **CLM – Customer License Manager**  
The CLM resides in the customer network. It manages the license information hosted on the CLA. The CLM can connect via the internet to the CLS and allows creation and download of license keys without using the UI of the CLS. The UI of the CLM is presented based on web technology in a browser window.
- **CLC – Customer License Client**  
The CLC is used by the product as a library. The CLC allows license usage functionality like request and release a license. The CLC allows connecting to a local CLA on the same machine running as the product or any CLA that is available in the customer's network.
- **CSC<sup>m</sup> – Customer Site Components modular**  
The CSC<sup>m</sup> provide license management functionality like license key activation, license key backup & restore, or license key tasks (validating, parsing, comparison). The CSC<sup>m</sup> in addition allow license key downloading from the CLS via the CLP.
- **CLP – Central License Provider**  
The CLP is an extension for the CLS providing license keys. The license requests can be named or anonymous (depends on product setup). License recovery is another feature of the CLP. The CLP can be reached via the internet or via a dial-up connection.

## 12.2 License File Handling

HiPath License Management supports different license containers:

- **Grace Period Configuration Files** contain the license information used in grace period. They are shipped with the product and allow product operation without having purchased licenses for a limited time span (e.g. 30 days).
- **Regular License Files** contain the license information for regular operation after Grace Period Configuration File is expired.
- **License Strings** represent an alternative way to transport the license information.

### 12.2.1 Grace Period Configuration File

When a product requests a license via CLC, the CLA checks existence of licenses for this product (defined by product id and product version), i.e. whether a license file or license string has been already activated for this product. If this is not the case, the CLA demands a GPCF (Grace Period Configuration File) from CLC. CLC looks for this file and sends it to the CLA, where it is used for its product until grace period expiration or until an RLF (Regular License File) or a license string is activated.

Thus to activate a Grace Period Configuration File (GPCF) , following steps are necessary:

- By default (if the product is not explicitly defining a different location) the GPCF must be placed in the product's installation directory (where the executable resides). Exception: For Java products it must be placed in the working directory.  
**Note:** Be aware that the path to your executable might be different in development environment and in the released product.
- If the product does not specify a GPCF name of its own, the GPCF name must obey following naming convention:  
`<product ID>_<product version>.gpcf`,  
e.g. `HiPath3000_v5.0.gpcf`
- If the product does not specify any existing file, the default values to activate a GPCF will be used.
- The CLA must not already have a license file (RLF) / license string (LS) for the given product. If there is already a RLF or LS but CLA doesn't have the GPCF yet, then it will still ask for the GPCF, but won't activate it.
- A GPCF can be reactivated, if either there is no RLF yet, or the GPCF allows a certain amount of reactivations (>1), or the existing RLF allows a certain amount of reactivations (>1). RLF settings always overrule any GPCF settings.

### 12.2.2 Regular License File and License String Handling

To activate a Regular License File (RLF) or a license string (LS) it must be copied into the CLA's import folder (directory *import* within installation directory, which is typically `/opt/cla` on Unix-environments or `C:\Program Files\Licensing\License Agent` on Windows environments but might be chosen differently). The CLA scans this directory periodically. Files that are found in this folder are removed from there and are analyzed by CLA. After successful activation CLA places a copy of the license file or license string in the license folder (directory *license* within installation directory) using a unique name.

Alternatively RLFs and license strings can be activated via CLM. See the CLM user manual for this procedure.

### 12.2.3 Opening CLM in a New Window

If you use the Internet Explorer clicking on the licensing desktop link may recycle an already open window. If you do not want the browser to re-use an existing window and also not want to change the browser settings please follow one of the following steps:

Copy "redirect.html" or "redirectssl.html" from the install directory of the CLM. Clicking on either file will open a new Window.

If you use internet explorer you can also create a command line that starts the CLM in a new window:

*"%programfiles%\internet explorer\iexplorer.exe" – new http://localhost:8819*

## 12.3 Important Hints

- Please use the supported CLM and CLA versions (see chapter 12.3) or higher.
- CLM is developed, system tested and deployed with Sun Microsystems JRE. If you choose other JREs you do that at your risk and may violate license agreements.
- Port used
  - 8818 for HTTPS
  - 8819 for HTTP
  - 8820 for Tomcat shutdown
- Please do not use the following characters in the installation path:  
# " %! < > | ? \*
- Windows 2003 Server 64-bit Edition is supported.
- Windows XP 64-bit Edition is supported.
- Windows 2008 Server is supported.
- This CLM was regression tested with Windows Vista Enterprise on a system with 1GB RAM and Intel Pentium D CPU with 2,8GHz.
- Please note that some files may remain after uninstalling the CLM.  
To remove all files please delete the directory "Licensing\License Management" manually. It is located in your program folder (usually "C:\Program Files").  
It also may happen that there still exists a link to the License Management on the desktop or within the start menu. In this case please delete it manually by clicking the right mouse button on the icon and select remove.
- You can update the CLA / CLM by starting setup.exe of installation package.  
It's also possible to update the CLA / CLM via RT-Patch remotely with the help of HiSPA Manager and/or HiSPA Assistant/Observer (only Siemens Remote Clearing Center RCC).
- If you want to Change/Modify please, perform the following steps: Start → Run → secpol.msc → Local Policies → Security Options → Select "User Account Control: Run all administrators in Admin Approval Mode" from Enabled to Disabled and reboot the system.
- Some files may remain in the installation folder after deinstallation of CLM that RTPatch is applied. Please remove these files manually.

### 12.3.1 Some hints about CLA administrator handling on CLM

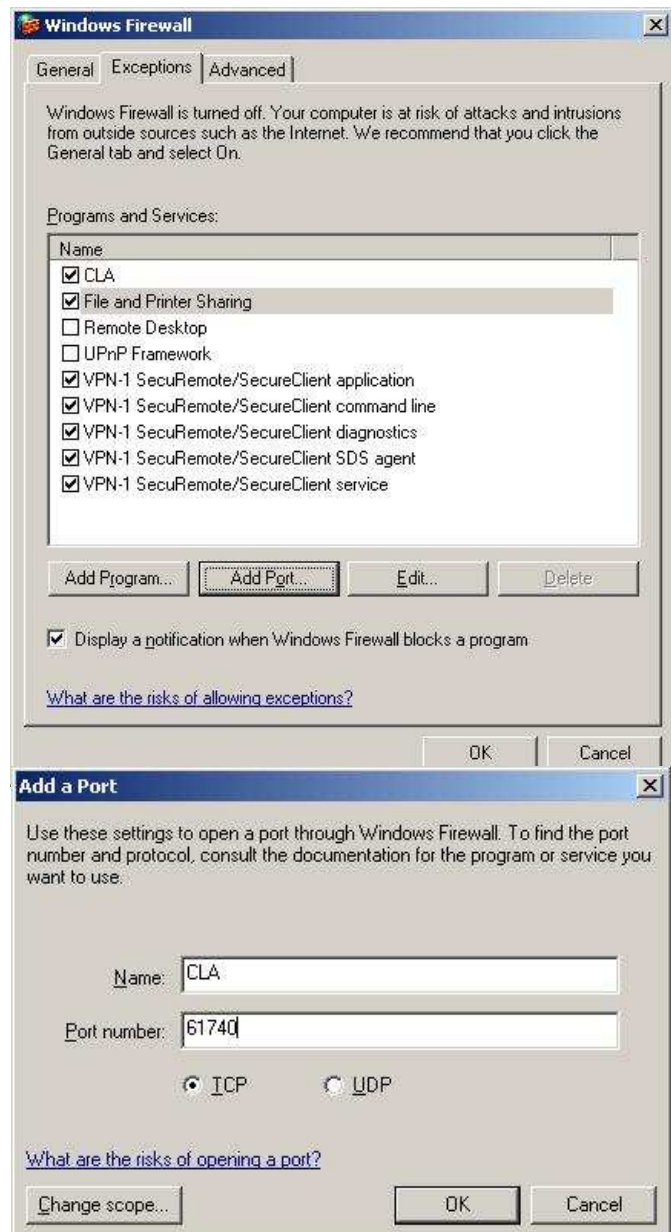
- Only an administrator can create another administrator.
- If you want to replace one administrator by a new administrator account please create the new administrator account first and remove the old one later on. In CLM's extended mode also direct administrator account replacement is supported.
- If a technician should become an administrator please create the new administrator account and delete the old account.
- If an administrator should become a technician please create the new technician account and delete the old account.

If you carry out the operations mentioned above with your login account you have to re-register with the "Login / Synchronize" action of the CLM.

### 12.3.2 Windows Firewall Settings for CLM and CLAs

CLM can not connect CLAs if the Windows Firewall is activated on the PC where CLA is running. This problem can be resolved by unblocking the CLA port (per default 61740) in the Windows firewall:

- Open Control Panel->Windows Firewall
- Press the "Change settings" link
- In the "Windows Firewall Settings" window, open the Exception tab
- Press "Add port" and enter a name for exception and the port number that CLA uses
- Check TCP in the protocol
- Press OK
- Close the Windows Firewall Settings windows



### 12.3.3 Changes in CLM Pages for Serviceability Issues

CLM help pages has not updated for serviceability enhancement. Followings explain new CLM capabilities.

- CLM displays detailed information about license client in addition to its computer details. To view it, navigate through Computer menu from the left pane of CLM, and click the link under “Details” column of desired computer.

**Product feature 'CTI-Provider' activated by "", IP address 192.168.127.128**

**Feature details**

[→ back to computer list](#)

Parameters	Settings
Feature	CTI-Provider
License	optiClient 130 Grace Period License
Group	Standard
License agent	192.168.127.128
Activated	1 since 2008-09-26, 11:22 PM

**License client details**

Parameters	Settings
Computer name	TAT6181CNB
IP Address	192.168.127.128
Customer License Client Version	V1 R7.0.0 "MontaVista Linux (x86)" TB-CLC.19.134
User	root
Locking ID	00-0C-29-34-A2-0F
Trace folder	/var/License Management Information/trace

	Row	Description
Feature Details	Feature	name of feature
	License	name of associated license
	Group	name of group to which this feature is assigned
	License Agent	License agent on which the product with the associated feature for the relevant PC is listed.
	Activated	The date and time since the feature was activated.
License Client Details	Computer name	The name of the PC as it was assigned by the administrator.
	IP Address	The address of the PC.
	Customer License Client Version	Version of Customer License Client (CLC)
	User	Login name of the user who started the CLC
	Locking ID	MAC address of the pc where CLC is started
	Trace Folder	Path to the CLC trace folder



- CLM displays CLA's log file limitations in “License agent details” page:

Log duration for license audit trail:	maximum days: 120 maximum size: 1000 KB
Log duration for license error log:	maximum days: 120 maximum size: 1000 KB

### 12.3.4 Network Licensing Change Request

Note: The release note just gives a short survey over the new function regarding Network licensing. For detailed information see the chapter 6 of CLM Help pages. It can be access just by pressing Help button in the CLM window.

Change Request (CR) RQ00024523: Network Licensing (MR H47601) has been implemented in CLM V1 R6.0.0. This CR originated from the necessity of the centralized licensing of multiple instances of one software product. Until now, HLM products (CLS/CLA/CLM/CLC/CSCm) did not support the centralized licensing of multiple instances of one software product. In other words, HLM supports a scenario where those products instances use one central CLA in a completely floating scenario but there is no support for defining a subset of the complete set of license for a certain product and associating it to a product instance.

With the implementation of this CR, CLM supports that kind of centralized licensing of multiple instances of same product. In order to make use of new functionality, please use the CLA, CLC and CSCm according to chapter 5.4 Software Releases supported.

This network licensing concept introduces a new entity – a license package – to cover the aggregation of licenses to atomic units. It is possible to restrict access to a package by assigning a password. This makes packages atomic in the sense that their licenses can only be granted to a specific client or a set of clients using the same password. Packages can be bound to specific systems via the license file or via configuration by CLM or CSCm.

A package is a set of licenses with following new attributes:

- Package name
- Package password

To access the licenses contained in a package a product instance respectively its CLC must provide the associated password.

The default password is the MAC address as sent by CLC. The product can override the password by calling an appropriate CLC-API function.

There are two kinds of packages. Packages that are predefined in the license file are denoted as hard packages and packages that are created via CLM/CSCm are called soft packages. It is not possible to change the the package name of hard packages and features included by hard packages

If not defined in a license file, the hard package password can be edited via CLM/CSCm.

Quantities of features in a hard package are predefined in the license file and can not be changed. However, moving features from soft packages or floating licenses to hard package is possible via CLM/CSCm.

Licenses that are not located inside a package are called floating licenses. They are granted to any client without restriction.

Soft packages can be created via CLM/CSCm. It is possible to move licenses into a soft package from the floating pool or from another soft package.

A soft package can be without password. In this case any client can access the licenses. The package is temporarily bound to the first client that accesses it i.e. this client temporarily becomes the package owner. Its ownership ends when it releases the last license of the package.

**Remarks:**

Non-Network floating licenses without package tag (namely old licenses) are still supported as they were. Functioning described above does not apply to old licenses.

Network licensing is not supported for remote and stand-alone licenses.

The former groups concept (which was supported for selected projects only) has been replaced by soft packages. User can create soft packages in order to make use of same functionality provided by groups.

#### **12.3.4.1 Network Grace Period**

There is also network GPCF licenses which has <package> tag and grace period mechanism works different for them. When a network GPCF license activated on network licensing supported CLA, a hard package including all features in the network GPCF will be created with MAC address or password set by product used as package name and password. For each individual client requesting license from network GPCF, new hard package will be created accordingly. Expiration of grace period is not counted for each package individually. It starts with first client's requests and ends for all clients together.

Please note that even if "Create Package" and "Remove Package" are enabled for network GPCF license, it is not possible to applicable since all packages are hard package and no license in floating section.

#### **12.3.4.2 CLM Changes**

CLM has been updated with new pages which allow management and administration of network licenses.

For package administration, CLM now supports the workflows "Create Package", "Remove Package" and "Move license".

See chapter 6 of the CLM online help for more details.

## 12.4 Bug Reporting and Error Tracking

### 12.4.1 Error Tracking by MRTS via APS-Line for project HLM-CSC

Product	APS Line
HiPath Customer License Management for Windows:	TB-CLM.10
HiPath Customer License Management for Linux	TB-CLM.15

In case of problems it is necessary to report the trace files.

The trace capacity and trace level can be set on the CLM.

Please note that there may be restrictions regarding maximum trace capacity (especially on embedded systems).

To get best trace results please start the CLM and do the following steps:

- Switch on License Management expert mode
  - Press Button License Management Setup
  - Switch on License Management expert mode

Parameters	Settings
License Management expert mode:	on
	<input checked="" type="checkbox"/> Local access exclusively

- Set trace level to “all”
  - Click on your license agent:

Name ▲	Version ▴	License agent	Details
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- Click on “Details of license agent”
- Scroll down and set Trace Capacity to a suitable Size (e.g. 200 MB)
- Set trace level to “all”

Heartbeat retries for local connection:		maximum: 5 times
Trace	Capacity:	<input type="text" value="200"/> MB
	Level:	<input type="text" value="all"/> ▼
Date of installation:		2006-12-20 at 03:11:00 PM
Locking ID:		00-0b-5d-96-37-ac
<a href="#">→ List of license agents</a>		<input type="button" value="OK / Save"/>

### **In case of trouble please submit following data via ICTS/MRTS:**

- CLC trace (files *trace.txt* and *trace.bak* from the trace directory under the license management directory:
  - **Windows:** C:\Documents and Settings\All Users\Documents\License Management Information
  - **Linux:** /[working directory]/License Management Information)
  - **Solaris 10 x86:** /usr/License Management Information)

Hint: CLC Traces deactivated per default. For activation see Release Note of the corresponding CLC.

- CLA trace (files *trace.txt* and *trace.bak* from the directory *trace* under the installation directory.)
- CLA database: (zipped directory *data* under the installation directory.)
- CLA log files (zipped directory *log* under the installation directory)
- Or – instead of the 3 separate CLA elements above - the total CLA installation directory structure (zipped)
- CLM trace (all files from directory *trace* below the installation folder.)
- CLM version
- CLC version
- CLA version
- License Files (RLFs and GPCF )
- Any additional specific information

### **12.4.2 Case Tracking by ICTS**

Main Category : Management  
Product Family : HiPath Meta Management  
Product : HiPath License Management CLM  
Product Version : HiPath License Management CLM V1.0  
Product Item # : P30152-P1154-M110-10 (V1 R6.0.0 Windows)

### **12.4.3 Contact in case of troubles**

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## **13 Restrictions**

Open MRs (see chapter 8 and 9)

## **14 Attachments**

NA