



Administering Avaya WebLM (stand-alone)

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Chapter 1: WebLM overview

Avaya provides a Web-based licence manager (WebLM) to manage licenses of one or more Avaya software products for your organization. WebLM is a Web-based license manager that facilitates easy tracking of licenses. To track and manage licenses in an organization, WebLM requires a license file from the Avaya Product Licensing and Delivery System (PLDS) Web site at <https://plds.avaya.com>.

WebLM supports two configurations models:

- WebLM standard model. In this model, a single WebLM server supports one or more licensed products. The WebLM standard model supports the Standard License File (SLF) and Enterprise License File (ELF) types.
- WebLM enterprise model. This model includes multiple WebLM servers. One WebLM server acts as a master WebLM server and hosts the license file from PLDS. The remaining WebLM servers act as the local WebLM servers and host the allocation license files from the master WebLM server. You need an ELF to set up the WebLM enterprise model. PLDS generates license files that are SLFs or ELFs.

You can purchase two products and choose the enterprise model of licensing for one product and the standard model of licensing for the other product. PLDS generates a separate license file for each product.

The license file is an SLF or ELF based on how the product is configured in PLDS. Ensure that you verify the installation options that the product supports before you install the WebLM server. To configure the standard licensing, you can use an ELF or SLF. To configure enterprise licensing, you must have an ELF. After you install the license file on the WebLM server, a product with an ELF can have multiple instances of the WebLM server. However, a product with an SLF can have only one instance of the WebLM server.

The license file of a software product is in an XML format. The license file contains information regarding the product, the major release, the licensed features of the product, and the licensed capacities of each feature that you purchase. After you purchase a licensed Avaya software product, you must activate the license file for the product in PLDS and install the license file on the WebLM server.

If you experience any problems while using WebLM, see [Troubleshooting WebLM \(stand-alone\)](#) on page 50.

Chapter 2: WebLM configuration models

All Avaya software products with WebLM capabilities are known as licensed applications. When you install licensed applications in an organization, the applications require a feature license to provide normal operations. The WebLM server provides feature licenses to licensed applications in response to feature license requests from the applications. Therefore, all licensed applications installed in the organization must have network connectivity to at least one WebLM server, which has feature licenses of the product.

To suit particular needs and infrastructure of an organization, an organization can configure the WebLM in the following models:

- WebLM standard model
- WebLM enterprise model



Note:

For information on selecting the appropriate configuration model for your organization, see [Recommendations to select a WebLM configuration model](#) on page 59.

WebLM standard model

In the WebLM standard model, the WebLM server is used to support one or more licensed application instances. In this model, an administrator can perform the following tasks through the WebLM server:

- Install a license file on the WebLM server.
- Manage WebLM users.
- Track feature licenses acquired by licensed applications.
- Generate a usage report for the feature licenses.

WebLM enterprise model

In a WebLM enterprise model, multiple instances of the WebLM Server exists. A license file from RFA, enterprise license file (ELF), is installed on one of these WebLM Servers, making the server the master WebLM Server of the enterprise. The remaining WebLM Servers can be configured to receive feature license allocations from the master WebLM Server. The servers that receive allocations from the master WebLM Server are referred to as local WebLM

Servers. A WebLM Server can function as a master WebLM Server for one software product and as a local WebLM Server for another software product.

To understand the concept of master WebLM Server and local WebLM Server, let us consider a university that has two WebLM Servers. One WebLM Server is installed in California and the other is installed in New York.

 **Note:**

All examples in this guide are based on a case study. For more information on the case study, see [Using the examples in the guide](#).

The WebLM Server in New York can function as the following servers:

- Master WebLM Server for the Encyclopedia Britannica 2005 Ultimate Reference Guide product
- Local WebLM Server for the Britannica Deluxe Edition 2005 product

Similarly, the WebLM Server in California can function as the following servers:

- Master WebLM Server for the Britannica Deluxe Edition 2005 product
- Local WebLM Server for the Encyclopedia Britannica 2005 Ultimate Reference Guide product

An organization with WebLM enterprise model contains one or more local WebLM Servers connected to a master WebLM Server. Each local WebLM Server can support one or more licensed applications.

Master WebLM server

A master WebLM server is a WebLM server that manages the local WebLM servers of a software product. A master WebLM server provides feature licenses to the local WebLM servers that are provisioned on the master WebLM server.

When a WebLM server is configured as the master WebLM server, an administrator can use the server to perform the following tasks:

- Install a license file.
- Administer local WebLM servers.
- Allocate feature licenses to local WebLM servers.
- Track the allocated feature licenses.
- Periodically generate the usage report for the feature licenses allocated to the local WebLM servers or for floating licenses available with the master WebLM server.
- Periodically allocate feature licenses to local WebLM servers.
- Manage floating feature licenses.

- Manage WebLM users.
- Free allocated feature licenses from the local WebLM servers.
- Uninstall the license file.

Local WebLM server

A local WebLM server is a WebLM server to which the master WebLM server allocates feature licenses of a software product. The licensed applications can then acquire feature licenses from the local WebLM server. When a WebLM server is configured as a local WebLM server, an administrator can use the server to perform the following tasks:

- Track feature licenses acquired by licensed applications.
- Generate a usage report for the feature licenses.
- Manage local WebLM server users.

Types of WebLM license files

To support the requirements of the WebLM configuration models, WebLM provides the following types of license files:

- Standard license file (SLF)
- Enterprise license file (ELF)
- Allocation license file (ALF)

 **Note:**

For any type of the license files, the name of the license file must consist of ASCII characters.

Standard license file

Standard license file (SLF) is used in the WebLM standard model. If an organization plans for a WebLM standard model configuration, the organization must obtain an SLF from Product Licensing and Delivery System (PLDS) available at <https://plds.avaya.com>. You can install the SLF on the WebLM server of the WebLM standard model. For more information on the WebLM standard model, see [WebLM standard model](#) on page 7.

Enterprise license file

Enterprise license file (ELF) is used in the WebLM enterprise model. If an organization plans for a WebLM enterprise model configuration, the organization must request for an ELF from the PLDS team. You can only install the ELF on any one WebLM server. The WebLM server on which you installed the ELF acts as the master WebLM server for the product in the WebLM enterprise model. For more information on the WebLM enterprise model, see [WebLM enterprise model](#).

Allocation license file

Allocation license file (ALF) is used in the WebLM enterprise model. A master WebLM server generates an ALF for a local WebLM server. This file contains information regarding the feature licenses allocated to a local WebLM server. You can install the ALF on a local WebLM server of the WebLM enterprise model. For more information on the local WebLM server, see [Local WebLM server](#) on page 9.

Chapter 3: Getting started with WebLM

Installing a license file

Use this functionality to install a license file on the WebLM server. If you are reinstalling a license file on a WebLM server on which the license file that Remote Feature Activation (RFA) generated is installed, you must remove the license file that RFA generated from the WebLM server before you install the new license file. Use the Uninstall functionality to remove the license file from the WebLM server.

Before you begin

- Obtain the license file from the Avaya Product Licensing and Delivery System (PLDS) Web site at <https://plds.avaya.com>.
- Log on to WebLM Home.

About this task

If you experience problems while installing the license file, see [Troubleshooting the license file installation failure](#) on page 50.

Procedure

1. In the left navigation pane, click **Install license**.
2. On the Install license page, enter the license file path. You can also click **Browse** to select the license file.
3. Click **Install** to install the license file.
WebLM displays a message upon successful installation of the license file. The installation of the license file can fail for various reasons, such as:
 - WebLM finds an invalid digital signature on the license file. If you get such an error, request PLDS to redeliver the license file.
 - The current capacity use exceeds the capacity in the installed license.

Related topics:

[Install license field descriptions](#) on page 12

[Scenario 01](#) on page 50

Install license field descriptions

Use this page to install the license file of a product on the WebLM server.

Field/Button	Description
Enter license path	Specify the complete path where you saved the license file.
Browse	Opens the dialog box using which you can select the license file.
Install	Installs the product license file.

Related topics:

[Installing a license file](#) on page 11

Licensed products

Viewing the license capacity of the product features

Use this functionality to view the license capacity of the features of a product for which you installed a standard license file.

Before you begin

- Log on to WebLM Home.
- Install the standard license file on the WebLM server for the licensed product.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **View license capacity**.
The content pane displays the capacity of the licensed features of the product.

Related topics:

[View license capacity field descriptions](#) on page 15

Viewing peak usage for a licensed product

Before you begin

- Log on to WebLM Home.
- Install the standard license file on the WebLM server for the licensed product.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **View peak usage**.

Related topics:

[View peak usage field descriptions](#) on page 16

Viewing the license capacity of the licensed features of a product

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **View by feature**.

Related topics:

[View by feature field descriptions](#) on page 17

Viewing the connectivity status of the local WebLM servers

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **View by local WebLM**.
The page displays the connectivity status of the local WebLM servers.

Related topics:

[View by local WebLM field descriptions](#) on page 18

Configuring enterprise licensing

Before you begin

- Log on to WebLM Home.
- Install the enterprise license file on the WebLM server for the product.

To verify the type of the license file for a product, in the left navigation pane, click **Licensed products** and select the product name. The content pane displays the product name, System Identification number (SID), and the license file type installed for the product at the top of the page.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. In the left navigation pane, click **Enterprise configuration**.
3. On the Enterprise Configuration page, enter the appropriate information in the fields.
For a detailed information of the fields, see [Enterprise Usage field descriptions](#) on page 32.
To successfully set up and configure the master WebLM server, enter valid information in the mandatory fields that are marked with a red asterisk.
4. In the **Master WebLM Configuration** section, enter the name, description, and IP address of the master WebLM server.
5. In the **Default Periodic Operation Settings** section, enter the retry count and the retry interval in minutes for the periodic operations.
6. In the **SMTP Server settings** section, enter the name of the SMTP server.
7. In the **E-mail notification settings for periodic operation** section, perform the following:

- a. Set the **E-mail notification** to On.
 - b. In the **E-mail address** field, enter an e-mail address.
 - c. To add the e-mail address to the list of recipients for the WebLM server to send e-mail notifications, click **Add To List**.
8. In the **Default Periodic License Allocation Schedule** section, select the day and time for periodic license allocations.
The values you enter in this section remain as the default setting for periodic allocation for all local WebLM servers in the enterprise.
 9. In the **Default Periodic Usage Query Schedule** section, select the day and time of the query for periodic usage.
The values you enter in this section remain as the default setting for periodic usage for all local WebLM servers in the enterprise.

**Note:**

For any periodic operations, you must perform the manual allocation at least once.

10. Click **Submit**.
The system validates the information. The system displays the host ID in the **MAC ID** field. The host ID is the host ID of the computer where you installed the WebLM server.

Related topics:

[Enterprise Configuration field descriptions](#) on page 18

View license capacity field descriptions

Use this page to view the total number of feature licenses of a product that the organization has purchased and the current allocation of these purchased licenses.

Field	Description
Feature (Keyword)	The display name of the licensed features of the product and the keywords of each feature. The keywords represent the licensed feature in the license file.
Expiration Date	The date on which the license for the feature expires. The date on which the feature license expires.
Licensed	The number of feature licenses purchased by the organization for each licensed feature.

Field	Description
	The system gathers the number of feature licenses information from the license file.
Acquired	The number of feature licenses that are currently in use by the licensed application. For features of type Uncounted, the column displays <i>Not counted</i> .

The Acquired licenses table displays information about the licenses acquired by the licensed application. You can view this table only if the licensed product has acquired feature licenses.

Field	Description
Feature	The feature keyword for each licensed feature that is currently acquired by a licensed application.
Acquired by	The name of the licensed application that has acquired the license.
Count	The number of feature licenses that are currently acquired by the licensed application.

View peak usage field descriptions

Use this page to view the usage information of feature licenses of a licensed application for different time intervals.

Field	Description
Feature (License Keyword)	The display name of the licensed features of the product and the keywords of each feature. The keywords represent the licensed feature in the license file.
Currently allocated	The number of feature licenses purchased by the organization.
Usage: qty/%	The number of feature licenses for each licensed feature that a licensed application currently uses. The column also displays the percentage of usage. For example, if 50 feature licenses are available and five feature licenses are used by applications, the column displays 5/10%.

Field	Description
Peak usage (last 7 days): qty/%	The highest number of feature licenses for each licensed feature that has been used in the last seven days. For example, if the peak usage for a feature license in the past seven days was 25, and the number of available licenses during these seven days was 50, then the column displays 25/50%.
Peak usage (last 30 days): qty/%	The highest number of feature licenses for each licensed feature that has been used in the past 30 days. For example, if the peak usage for a feature license in the past 30 days was 50, and the number of available licenses during these 30 days was 50, then the column displays 50/100%.
Time of query	The date and time when the last usage query for WebLM was executed.
Status	The success or failure of the last usage query executed for the WebLM server.

View by feature field descriptions

Use this page to view the license capacity for each feature license of a product.

Name	Description
Feature (License Keyword)	The display name and the keyword for the licensed features of the product.
License Capacity	The total number of feature licenses that the organization purchases for each feature.
Currently available	The number of floating licenses of each feature that is currently available with the master WebLM server. The feature licenses that are not allocated to any local WebLM server are known as floating licenses.  Note: For uncounted features, this column displays "Not counted".

Related topics:

[Viewing the license capacity of the licensed features of a product](#) on page 13

View by local WebLM field descriptions

Use this page to view the information related to local WebLM servers of a product.

Name	Description
Local WebLM name	Specifies the name of the local WebLM server.
IP address	Specifies the IP address of the local WebLM server.
Last contacted	Specifies the date and time when the local WebLM server was last contacted.
Status	Lists the success or failure of the last connection request to each local WebLM server.

Related topics:

[Viewing the connectivity status of the local WebLM servers](#) on page 13

Enterprise Configuration field descriptions

Use this page to specify the master WebLM server settings and the default settings for the periodic operations of the server. The settings you specify in the Enterprise Configuration Web page applies to the entire enterprise unless you override the setting while you add a local WebLM.

The master WebLM server uses the settings of the periodic operations to query itself and generate the usage report for licenses.

Master WebLM Configuration

Name	Description
Name	Specifies the name of the WebLM server.
Description	Provides a brief description of the server.
IP address	Specifies the IP address of the WebLM server.

Name	Description
MAC ID	Specifies the host ID of the computer where you installed the WebLM server. You cannot edit the MAC ID field.

Default periodic operation settings

Name	Description
Retry count	Specifies the number of times a master WebLM server should try to connect to a local WebLM server for a periodic operation after a connection failure. For example, set the count to 2. The master WebLM server makes an initial unsuccessful attempt to connect to a local WebLM server. The master WebLM server makes two more attempts to connect to the local WebLM server.
Retry interval	Specifies the duration, in minutes, within which the retry count specified in the Retry count field must be carried out. For example, suppose the Retry count is 2 and the Retry interval is 10 minutes. If the attempt to connect to the server fails, the master WebLM server makes two attempts in 10 minutes to connect to the local WebLM server.

SMTP Server Settings

Name	Description
Server name	Specifies the name of the SMTP server.

E-mail notification settings for periodic operation

Name	Description
E-mail notification	Specifies the e-mail notification. The notification options are: <ul style="list-style-type: none"> • On: Sends an e-mail notification to the administrator if the periodic operations fail. • Off: Does not send an e-mail notification to the administrator if the periodic operations fail.

Name	Description
E-mail address	Specifies the e-mail address to which the WebLM application sends the e-mail notification if the periodic operations fail to execute.  Note: Click Add To List to add the e-mail address in the list of recipients who must receive the e-mail notification of the periodic operation status.
E-mail addresses	Provides the list of e-mail addresses to which the WebLM application sends the e-mail notifications.
Add To List	Adds the e-mail address that you enter in the E-mail address field to the list of recipients who must receive the e-mail notification of the periodic operation status.
Remove Selected	Removes the selected e-mail address from the E-mail addresses field.

Default Periodic License Allocation Schedule

Name	Description
Day	The day of the week on which the master WebLM server must send the ALF (Allocation license file) again to the local WebLM server.
Time	The time of the day specified in the Day field when master WebLM must send the ALF again to the local WebLM server.

Default Periodic Usage Query Schedule

Name	Description
Day	The day of the week on which the master WebLM server must query local WebLM servers for usage reports.
Time	The time of the day you specify in the Day field when the master WebLM server must query local WebLM servers for usage reports.

Button	Description
Submit	Saves the enterprise configuration.
Reset	Resets the values in the fields to the values you previously saved.

Related topics:

[Configuring enterprise licensing](#) on page 14

Managing local WebLM

Adding a local WebLM server

Before you begin

- Log on to WebLM Home.
- Install the enterprise license file.
- Identify the WebLM servers that you want to add as the local WebLM server.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **Local WebLM Configuration > Add local WebLM**.
3. On the Local WebLM Configuration: Add local WebLM page, enter the appropriate information.
To successfully set up and configure the local WebLM server, enter valid information in the mandatory fields that are marked with a red asterisk (*).
For detailed descriptions of the fields, see [Add local WebLM field descriptions](#) on page 24.
4. In the **Local WebLM Configuration** section, enter the name, description, IP address, and port of the local WebLM server. Select a protocol for the master WebLM server to communicate with the local WebLM server.
5. In the **Periodic license allocation schedule** section, select the day and time for periodic license allocations.
6. In the **Periodic usage query schedule** section, select the day and time of the query for periodic usage.
7. Click **Configure and validate**.

The system validates the information. If the information is valid, the system displays the host ID of the computer where the server is installed in the **MAC ID** field.

Related topics:

[Add local WebLM field descriptions](#) on page 24

Deletion of the local WebLM server

Use the Delete Local WebLM option to delete the instance of a local WebLM server from the master WebLM server. When you delete a local WebLM server using the Delete Local WebLM option, the system does not remove the server physically. The master WebLM server sends a delete request to the local WebLM server. On receiving a delete request, the local WebLM server deletes the ALF of the product that is installed on the local WebLM server. The system deletes the instance of the local WebLM server from the master WebLM server, irrespective of the success or failure of the ALF deletion process on the local WebLM server.

If the master WebLM server is unable to send the delete request to the local WebLM server, the system deletes the instance of the local WebLM server from the master WebLM server. The ALF installed on the local WebLM server automatically expires after 30 days.

Related topics:

[Delete local WebLM field descriptions](#) on page 25

Removing a local WebLM server

Before you begin

- Log on to WebLM Home.
- Install the enterprise license file.
- Add at least one local WebLM server.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **Local WebLM Configuration > Delete local WebLM**.
3. On the Local WebLM Configuration: Delete local WebLM page, select the local WebLM server that you want to delete.
4. Click **Delete**.

**Note:**

The system displays a warning message before removing the local WebLM server from the master WebLM server.

5. Click **OK**.
-

Related topics:

[Delete local WebLM field descriptions](#) on page 25

Modifying a local WebLM server configuration

Before you begin

- Log on to WebLM Home.
- Install the enterprise license file.
- Add at least one local WebLM server.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
 2. Click **Local WebLM Configuration > Modify local WebLM**.
 3. On the Local WebLM Configuration: Modify local WebLM page, select the local WebLM server that you want to configure.
 4. Click **Modify**.
The system displays another Local WebLM Configuration: Modify local WebLM page with a different set of WebLM configuration fields.
 5. Modify the information in the following fields:
 - In the **Local WebLM configuration** section, **Name**, **Description**, **Protocol**, and **Port**
 - In the **Periodic License Allocation schedule** section, **Day** and **Time**
 - In the **Periodic Usage Query schedule** section, **Day** and **Time**
 6. Click **Modify**.
The system saves your changes.
-

Related topics:

[Modify local WebLM field descriptions](#) on page 26

[Modify local WebLM field descriptions](#) on page 26

Add local WebLM field descriptions

Use this page to add a local WebLM server.

Local WebLM configuration

Name	Description
Name	Specifies the name of the server.
Description	Provides a brief description of the server.
IP Address	Specifies a unique IP address of the server. If you enter an IP address of a server that is already configured for a local WebLM server, the system displays the message: IP Address is being duplicated.
Protocol	Specifies the protocol scheme over which the master WebLM server communicates with the local WebLM server.
Port	Specifies the port number on which the master WebLM server communicates to the local WebLM server in the specified protocol scheme.
MAC ID	Specifies the host ID of the computer on which you installed the server. You cannot edit the MAC ID field.

Periodic License Allocation schedule

Name	Description
Day	Specifies the day of the week on which the master WebLM server must send the ALFs again to the local WebLM server. By default, the system displays the settings specified in the Enterprise Configuration. If you change the default settings, the new settings override the settings of the Enterprise Configuration. However, the change in the schedule is only applicable to this local WebLM server.
Time	Specifies the time of the day specified in the Day field when the master WebLM server must send the ALFs again to the local WebLM server. By default, the system displays the settings you specified in the

Name	Description
	Enterprise Configuration. If you change the default settings, the new settings override the settings of the Enterprise Configuration. However, the change in the schedule is only applicable to this local WebLM server.

Periodic Usage Query schedule

Name	Description
Day	Specifies the day of the week on which the master WebLM server must query local WebLM servers for usage reports. By default, the system displays the settings you specified in the Enterprise Configuration. If you change the default settings, the new settings override the settings of the Enterprise Configuration. However, the change in the schedule is only applicable to this local WebLM server.
Time	Specifies the time of the day specified in the Day field when the master WebLM server must query local WebLM servers for usage reports. By default, the system displays the settings you specified in the Enterprise Configuration. If you change the default settings, the new settings override the settings of the Enterprise Configuration. However, the change in the schedule is only applicable to this local WebLM server.

Button	Description
Configure and validate	Configures the local WebLM server and validates the creation of the local WebLM server.
Back	Navigates back to View local WebLMs.

Delete local WebLM field descriptions

Use this page to delete a local WebLM server.

Name	Description
Local WebLM name	Specifies the name of the local WebLM server.
IP address	Specifies the IP Address of the local WebLM server.
check box	Allows you to select the local WebLM servers that you want to delete.

Button	Description
Delete	Removes the local WebLM server you selected.
Reset	Clears the selection of the local WebLM servers.

Modify local WebLM field descriptions

Use this page to select the local WebLM server whose information you want to modify.

Name	Description
Local WebLM name	The name of the local WebLM server.
IP address	The IP address of the server.
Select	Use to select the local WebLM server you want to modify.

Button	Description
Modify	<p>Saves the local WebLM configuration changes.</p> <p> Note: The system opens another Modify Local WebLM page with the fields you must modify. For field descriptions, see Modify local WebLM field descriptions on page 26.</p>
Reset	Clears the selection of the local WebLM servers.

Modify local WebLM field descriptions

Use this page to modify the information of a local WebLM server.

Local WebLM configuration

Name	Description
Name	Specifies the name of the server.
Description	Displays a brief description of the server.
IP Address	Specifies the IP address of the server.  Note: You cannot modify the information in the IP address field.
Protocol	Specifies the protocol scheme over which the master WebLM server listens to the local WebLM server.
Port	Specifies the port number on which the master WebLM server listens to the local WebLM server in the specified protocol scheme.
MAC ID	Specifies the host ID of the computer where you installed the server.  Note: You cannot modify the information in the MAC ID field.

Periodic License Allocation schedule

Name	Description
Day	Specifies the day of the week on which the master WebLM server must send the ALFs again to the local WebLM server.
Time	Specifies the time of the day you entered in the Day field when the master WebLM server must send the ALFs again to the local WebLM server.

Periodic Usage Query schedule

Name	Description
Day	Specifies the day of the week on which the master WebLM server must query the local WebLM servers for usage reports.
Time	Specifies the time of the day you entered in the Day field when the master WebLM server

Name	Description
	must query the local WebLM servers for usage reports.

Button	Description
Modify	Navigates to the Modify Local WebLM page for the local WebLM server you select.
Back	Discards the configuration changes and takes you back to the Modify local WebLM page.

Usages

Viewing usage summary

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **Usages**.
The system displays the Usage Summary page.

Related topics:

[Usage Summary field descriptions](#) on page 30

Viewing usage by WebLM

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **Usages > Usage by WebLM**.
The system displays the Usages: Usage by WebLM page.

3. In the **Select WebLM** field, select the master or local WebLM server.
4. Click **Query System**.

Related topics:

[Usage by WebLM field descriptions](#) on page 31

Viewing enterprise usage of a license feature

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **Usages > Enterprise Usage**.
The system displays the Usages: Enterprise Usage page.
3. In the **Select Feature (License Keyword)** field, select the licensed feature.
The page displays the usage of the licensed feature for the master WebLM server and the local WebLM servers.

Related topics:

[Enterprise Usage field descriptions](#) on page 32

Querying usage of feature licenses for master and local WebLM servers

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **Usages > Query Usage**.
The system displays the Usages: Query Usage page.
3. To view the usage details by feature licenses of a server, select the master or local WebLM server.
4. Click **Query Usage**.

If you select all WebLM servers or click **Check All** and click **Query usage**, the system displays the progress of the query request.

Result

If you select one local WebLM server, the Usages: Usage by WebLM page displays the details of the local WebLM server you selected.

Related topics:

[Query Usage field descriptions](#) on page 33

Usage Summary field descriptions

Use this page to view the usage summary for a master WebLM server, a local WebLM server, or all the WebLM servers of the product.

Name	Description
WebLM Name	Displays the names of the master WebLM server and local WebLM servers of the product.
IP address	Specifies the IP address of the master WebLM server and local WebLM servers of the product.
Time of Query	Specifies the date and time when the system executed the last usage query for the WebLM server. If the status of the last usage query is <code>Failed</code> , this column also displays the date and time of the usage query that was last successful.
Status	Specifies the success or failure status of the last usage query that the system executed for each WebLM server. The Status column of a WebLM server remains blank if the server is not queried even once for feature license usage. The usage query can be a periodic usage query or a nonperiodic usage query.

Related topics:

[Viewing usage summary](#) on page 28

Usage by WebLM field descriptions

Use this page to query the feature license usage by the master and local WebLM servers.

Name	Description
Select WebLM	The master and local WebLM servers for which you can view the usage.
Feature (License Keyword)	The name and keyword of the counted features of the product.
Currently Allocated	The number of feature licenses for each feature that the system currently allocates to the selected WebLM server. For the master WebLM server of the product, this column lists the floating licenses available with the server.
Usage: qty/%	The number of feature licenses for each feature that the licensed applications currently use from the allocated feature licenses. The column also displays the percentage of usage. For example, if 50 feature licenses are allocated and applications use five feature licenses, this column displays 5/10%.
Peak Usage (last 7 days): qty/%	The highest number of feature licenses for each feature that the applications use in the past seven days. The column also displays the percentage of peak usage. For example, if the peak usage in the past seven days was 25 and 50 feature licenses were available during the peak usage calculation, the column displays 25/50%.
Peak Usage (last 30 days): qty/%	The highest number of feature licenses for each feature that the applications use in the past 30 days. The column also displays the percentage of peak usage. For example, if the peak usage in the past 30 days was 50 and 50 feature licenses were available during the peak usage calculation, the column displays 50/100%.
Time of Query	The date and time when the system executed the usage query for the WebLM server you select.
Status	The success or failure of the last usage query process executed for each WebLM server.

Name	Description
	The Status column remains blank if the server is queried even once for feature license usage. The usage query can be a periodic usage query or a nonperiodic usage query.

Button	Description
Query System	Queries the selected WebLM server for the feature license usage.

Related topics:

[Viewing usage by WebLM](#) on page 28

Enterprise Usage field descriptions

Use this page to view the feature license usage of all WebLM servers for the selected feature.

Name	Description
Select Feature (License Keyword)	Specifies the license features for which you can view the license usage.
License capacity	Specifies the total number of feature licenses the organization purchases for each feature.
Available	Lists the number of licenses currently available with the master WebLM server.
WebLM Name	Specifies the names of the WebLM servers of the product.
Currently Allocated	Specifies the number of feature licenses that the system currently allocates to the WebLM servers for the selected feature.
Usage qty/%	Specifies the number of feature licenses that the licensed applications currently use, from the allocated feature licenses for the selected feature. The column also displays the percentage of usage. For example, if 50 is the allocated feature licenses and 5 feature licenses have been used by the applications, this column displays 5/10%.
Peak Usage (last 7 days): qty/%	Specifies the highest number of feature licenses that applications use in the past

Name	Description
	seven days for the selected feature. The column also displays the percentage of peak usage. For example, if the peak usage in the past seven days is 25 and the feature licenses those were available during the peak usage calculation is 50, the column displays 25/50%.
Peak Usage (last 30 days): qty/%	Specifies the highest number of feature licenses that applications use in the past 30 days for the selected feature. The column also displays the percentage of peak usage. For example, if the peak usage in the past 30 days is 50 and the feature licenses those were available during the peak usage calculation is 50, the column displays 50/100%.
Time of Query	Specifies the date and time when the system executes the usage query for the selected feature.
Status	Specifies the status of the last usage query process that the system executes for each WebLM server. The status can be <i>Success</i> or <i>Failure</i> .

Related topics:

[Viewing enterprise usage of a license feature](#) on page 29

Query Usage field descriptions

Use this page to query the master WebLM server, a local WebLM server, or all the WebLM servers of the product for the feature license usage report.

Name	Description
WebLM Name	<p>Specifies the names of the master and the local WebLM servers of the product as links. To view the feature license usage of a server, select the name of the required server in the WebLM Name column.</p> <p> Note: If the specified WebLM server is not queried even once for feature license usage, the table on the Usage by WebLM page remains blank.</p>

Name	Description
IP address	Specifies the IP address of the master WebLM server and the local WebLM servers of the product.
Time of Query	<p>Specifies the date and time when the system executes the last usage query for the WebLM server. If the status of the last usage query is <code>Failed</code>, the Time of Query column displays the date and time of the usage query that was last successful.</p> <p> Note: If the server does not receive a query request even once for feature license usage, the Time of Query column of a WebLM server remains blank.</p>
Status	Specifies the success or failure of the last usage query that the system executes for each WebLM server. If the server does not receive a query request even once for feature license usage, the Status column of a WebLM server remains blank. The usage query can be a periodic usage query or a nonperiodic usage query.
Select Check box	Use to select the WebLM server for which you want to determine the usage query.

Button	Description
Check All	Selects all the WebLM servers.
Clear All	Clears the selections for all the WebLM servers.
Query Usage	Queries the WebLM servers of the product you select for their feature license usage report.

Related topics:

[Querying usage of feature licenses for master and local WebLM servers](#) on page 29

Allocations

Viewing allocations by features

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **Allocations > View by feature**.
The system displays the Allocations: View by Feature page.

Related topics:

[Allocations by Features field descriptions](#) on page 36

Viewing allocations by the local WebLM server

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **Allocations > View by local WebLM**.
The system displays the Allocations: View by Local WebLM page.
3. In the **Select Local WebLM** field, select the local WebLM server.

Result

The page displays the allocation details for the local WebLM server you select.

Related topics:

[Allocations by Local WebLM field descriptions](#) on page 37

Changing allocations of licensed features for a local WebLM server

Use this functionality to change the license allocations of a feature that resides on a local WebLM server for the product.

Procedure

1. Log in to the master WebLM server.
2. In the left navigation pane, click **Licensed products** and select the product name.
3. Click **Allocations > Change allocations**.
The system displays the Allocations: Change Allocations page.
4. In the **New Allocation** column, enter the number of licenses you want to allocate for the feature that resides on a local WebLM server.
5. Click **Submit Allocations**.

Related topics:

[Change Allocations field descriptions](#) on page 38

Allocations by Features field descriptions

Use this page to view the feature license allocation information for each counted type feature of the product.

Name	Description
Feature (License Keyword)	Specifies the name and license keyword of the counted features of the product.
Local WebLM Name	Specifies the name of the local WebLM servers of the product. By default, this column is blank. The system displays the names of the local WebLM servers only when you select the arrow head in the Feature (License Keyword) column. If a local WebLM server does not exist for the product, the Local WebLM Name column remains blank for all the licensed features.
IP address	Specifies the IP addresses of the local WebLM servers of the product. By default, this column is blank. The system displays the IP address of the local WebLM servers only when you select the arrow-head in the

Name	Description
	Feature (License Keyword) column. If a local WebLM server does not exist for the product, the IP address column remains blank for all the licensed features.
License Capacity	Specifies the total number of feature licenses purchased by the organization for the respective feature.
Currently Allocated	Specifies the total number of feature licenses of the respective feature that the system allocated to the local WebLM servers of the product. If a licensed feature is not allocated to any local WebLM server, the system displays <code>zero</code> in the Currently Allocated column for the licensed feature.
Available	Lists the number of floating licenses of the respective feature that is currently available with the master WebLM server.

 **Note:**

To view the information about the number of feature licenses of a feature that the system allocates to each local WebLM server, click the arrow-head beside the name of the required feature. The system displays new rows below the feature row with the feature license allocation information for each local WebLM server to which the feature is allocated.

Allocations by Local WebLM field descriptions

Use this page to view the feature license allocation information by local WebLM.

Name	Description
Select Local WebLM	Specifies the local WebLM servers for which you can view the feature license allocation information.
Last Allocation	Specifies the date and time when feature licenses were last allocated to the local WebLM server you select.
Status	Specifies the success or failure status of the last license allocation process that the system executes for the local WebLM server you select. The allocation process can be a periodic allocation process or a nonperiodic allocation process. If the status of the last license allocation process is <code>Failed</code> , and if

Name	Description
	the status of a previous license allocation process for the server is <code>Success</code> , the system displays the date and time of the last license allocation process that was successful in the Last Allocation field.
Feature (License Keyword)	Specifies the name and license keyword of the counted features that the system allocates to the local WebLM server you select.
License Capacity	Specifies the total number of feature licenses the organization purchases for each feature.
Currently Allocated	Specifies the total number of feature licenses of each feature that the system allocates to the local WebLM server you select.
Available	Lists the number of licenses currently available on the master WebLM server for allocation to local WebLM servers.

Change Allocations field descriptions

Use this page to change current feature license allocation information for each local WebLM server of a product.

Name	Description
Feature (License Keyword)	Specifies the name and license keyword of the counted features that the system allocates to the local WebLM server you select.
Local WebLM Name	Specifies the name of the local WebLM server.
IP address	Specifies the IP addresses of the local WebLM servers of the product.
License Capacity	Specifies the total number of feature licenses that the organization purchases for each feature.
Currently Allocated	Specifies the total number of feature licenses of each feature that the system allocates to the local WebLM server you select.

Name	Description
Currently Used	Specifies the total number of feature licenses of each feature that the product uses.
Available	Specifies the number of floating licenses of each feature that is currently available with the local WebLM server.
New Allocation	Specifies the number of new licenses that the system allocates to a local WebLM server.

Button	Description
Submit Allocations	Allocates the number of feature licenses that you specify in the New Allocation field to the corresponding local WebLM servers.
Reset	Resets the values that you specify in the New Allocation field to the previously saved value.

Periodic status of the WebLM server

Viewing the periodic status of the master and local WebLM servers

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Licensed products** and select the product name.
2. Click **Periodic status**.
The system displays the Periodic Status page.

Related topics:

[Periodic Status field descriptions](#) on page 39

Periodic Status field descriptions

Use the Periodic Status option to view the status of periodic operations such as the periodic allocation of the feature licenses to the local WebLM server and querying of the local WebLM server for usage report.

Periodic Allocation

Name	Description
Local WebLM Name	Specifies the name of the local WebLM server of a product.
IP Address	Specifies the IP addresses of all the local WebLM servers of the product.
Last Allocation	Displays the date and time when the system executed the last periodic license allocation process for each local WebLM server. If the status of the last periodic license allocation process is <code>Failed</code> , the Last Allocation column displays the date and time of the periodic license allocation process that was last successful.
Status	Displays the success or failure status of the last periodic license allocation process that the system executed for each local WebLM server.

Periodic Usage

Name	Description
WebLM Name	Displays the name of the master WebLM server and local WebLM servers of a product.
IP Address	Displays the IP addresses of the master and local WebLM servers of a product.
Last Usage Query	Displays the date and time when the system executed the last periodic usage query for each WebLM server. If the status of the last periodic usage query is <code>Failed</code> , the Last Usage Query column also displays the date and time of the periodic usage query that was last successful.
Status	Displays the success or failure status of the last periodic usage query that the system executed for each WebLM server. If the server is not queried even once for feature license usage, the Status column of a WebLM server remains blank.

Uninstalling the license file

Removing a license file

Use this functionality to remove the license file that you install on the WebLM server.

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Uninstall license**.
2. On the Uninstall License page, select the license file that you want to delete.
3. To remove the license file from the WebLM server, click **Uninstall**.

Related topics:

[Uninstall license field descriptions](#) on page 41

Uninstall license field descriptions

Use this page to remove a license file from the WebLM server for a licensed product.

Field	Description
Installed license file	Specifies the name of the license files currently installed on the WebLM server.
Products	Specifies the products for which licenses are installed on the WebLM server.
SID	Specifies the System ID of the license file.
Select Check box	Use to select the license files that you want to remove from the WebLM server.

Button	Description
Uninstall	Removes the selected license files from the WebLM server.

Server properties

Viewing the server properties

Before you begin

Log on to WebLM Home.

Procedure

In the left navigation pane, click **Server properties**.

The Server Properties page displays the host ID. The host ID is the MAC address of the computer on which you installed WebLM.



Note:

The host ID specified in PLDS is embedded in the license file. You can install the license file only if the host ID of the target computer matches the host ID in the license file. Therefore, when you request for a license file, specify the correct host ID of the computer where the WebLM server is installed.

Related topics:

[Server Properties field descriptions](#) on page 43

Setting the usage history count

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Server properties**.
2. In the **Usage history count** section, set the **Count** from the list.
3. Click **Submit**.

The **Count** specifies the number of usage query results that the server maintains.

**Note:**

You can view the **Usage history count** section only if you install at least one enterprise license file in the WebLM server.

Server Properties field descriptions

Use this page to view the MAC address of the server.

Server Host ID

Field	Description
Primary Host ID	<p>Displays the MAC address of the server. You can assign more than one MAC address to the server. The first MAC address is the primary MAC address and subsequent MAC addresses are designated as secondary MAC address, tertiary secondary MAC address. Use the primary MAC address in the license file.</p> <p> Note: In a Solaris server, where the MAC address is not available, for example, in a zoned environment, WebLM retrieves the 8-digit hexadecimal host ID of the server and adds leading zeros to make the ID a 12-digit address.</p>

Usage history count

Field/Button	Description
Count	Specifies the number of usage query results that the server maintains.
Submit	Commits the changes you made to the Server Properties page.
Cancel	Discards the changes you made to the Server Properties page.

Managing users

Adding a new user

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Manage users**.
2. Click **New**.
3. On the New User page, enter the **User Name**, **Password**, and **Confirm Password** fields.
4. Click **Add**.

Related topics:

[Manage users field descriptions](#) on page 45

Deleting the user

Before you begin

Log on to WebLM Home.

Procedure

1. On the left navigation pane, click **Manage users**.
2. On the Manage Users page, select the users you want to delete.
3. Click **Delete**.
4. To delete the users, on the confirmation dialog box, click **OK**.

Related topics:

[Manage users field descriptions](#) on page 45

Editing user password

Before you begin

Log on to WebLM Home.

Procedure

1. In the left navigation pane, click **Manage users**.
2. On the Manage Users page, select the user you want to modify.
3. Click **Edit**.
4. Edit the **New Password** field.
5. In the **Confirm Password** field, re-enter the new password.
6. Click **Change**.



Note:

You cannot edit the user name from the Manage Users page.

Related topics:

[Manage users field descriptions](#) on page 45

Manage users field descriptions

Name	Description
User Name	The user name of the admin or non-admin WebLM user.
Reset Password	Specifies whether the log-in password has changed at least once after the creation of the user ID. The Reset Password column displays true for user IDs whose password is not changed even once after the creation of the ID. The column displays false for user IDs whose log-in password is changed at least once.

Button	Description
New	Adds the user to the WebLM database.
Edit	Modifies the user password.

Button	Description
Delete	Deletes the user from the WebLM database.

Logging out of the WebLM server

Before you begin

Log on to WebLM Home.

Procedure

At the top-right corner of the Web page, click **Log off**.

The system displays the log-in page. To use WebLM, you must log in to the WebLM server.

Chapter 4: Troubleshooting WebLM (stand-alone)

Overview

This section provides detailed information to help you resolve issues with the standalone version of WebLM. The section is intended for people who install, configure, and maintain WebLM for both standard and enterprise license configurations.

WebLM launching errors

Launching of WebLM fails

- Symptom** The system fails to launch WebLM with the following errors:
- A 404 error when you gain access to WebLM from the browser.
 - A `Connection refused` error when you communicate with WebLM server using the client API.
- Cause of the issue**
- If the Tomcat service fails to run.
 - If you use an incorrect URL to gain access to WebLM.
 - If you have network connectivity issues while gaining access to WebLM from a remote computer.
 - If the configuration of HTTPS in the `server.xml` file of Tomcat is incorrect.
 - If several applications run on the server that hosts Tomcat, and the server caters to a large number of simultaneous requests.

Related topics:

[Proposed solution 1](#) on page 48

[Proposed solution 2](#) on page 48

[Proposed solution 3](#) on page 49

[Proposed solution 4](#) on page 49

[Proposed solution 5](#) on page 49

Proposed solution 1

Before you begin

Obtain a valid license file for the WebLM server.

Procedure

If Tomcat is started as a service, to verify that the service is running, perform one of the following:

- For Windows, to verify the status of the Tomcat service, click **Control Panel > Administrative Tools > Services**.
- For Linux, at the command prompt, enter `service tomcat status`.

From the list of services, the system must display the status of **Apache Tomcat** as `Started`.

Proposed solution 2

Procedure

To gain access to the WebLM server, enter the URL in one of the following formats:

- From the browser, enter one of the following:

- `http://<HOST_NAME/IP_ADDRESS>:<HTTP_PORT>/WebLM/index.jsp`

- `https://<HOST_NAME/IP_ADDRESS>:<HTTPS_PORT>/WebLM/index.jsp`

- From the client API, enter one of the following:

- `http://<HOST_NAME/IP_ADDRESS>:<HTTP_PORT>/WebLM/LicenseServer`

- `https://<HOST_NAME/IP_ADDRESS>:<HTTPS_PORT>/WebLM/LicenseServer`

Proposed solution 3

About this task

To gain access to the WebLM server over the network:

Procedure

1. Ensure that the connectivity to the network exists.
 2. Verify that the firewall does not block any ports that Tomcat listens to.
-

Proposed solution 4

Procedure

To use HTTPS protocol, you must enable HTTPS in one of the following files:

- On a Linux system. `$CATALINA_HOME/conf/server.xml`
 - On a Windows system. `%CATALINA_HOME%\conf\server.xml`
-

Proposed solution 5

A number of applications run on the WebLM server that hosts Tomcat, and the server caters to several requests simultaneously.

Procedure

1. Ensure that the Tomcat configuration supports the load expected on the system.
 2. If required, modify the Tomcat configuration to support more requests simultaneously. For details of changing the Tomcat configuration, see *Tomcat configuration guide*.
-

License file installation errors

Installation of license file on the WebLM server fails

Scenario 01

The installation of a license file on the WebLM server fails for several reasons. The following sections provide some troubleshooting scenarios and proposed solutions:

Symptom1 The system displays the following error:
Error installing license. An error occurred while performing license installation checks. Please ensure that all the required steps were performed before deploying WebLM server.

Cause of the issue

- If the following sequence of events occurs:
 - i. You run an instance of the Tomcat/WebLM server as `root`.
 - ii. You successfully install a license file for a product, for example product A.
 - iii. The instance of the Tomcat/WebLM server exits ungracefully. As a result, the file cleanup process fails.
 - iv. Redeploy or restart the Tomcat/WebLM server as another user, for example `tomcat5`. As a result, an existing license file fails to load on startup.
 - v. If you attempt to install a new license file for the same product, product A.
- If multiple instances of the WebLM server run on the same server, and you install a license file for a product on an instance of the WebLM server when a license is already hosted on another instance of the WebLM server.
- If the user ID you use to start the Tomcat service does not have the write permission for the following directory:
 - On a Linux system, `/var/tmp`
 - On a Windows system, `C:\temp`

Related topics:

[Proposed solution](#) on page 51

Proposed solution

Before you begin

Obtain a valid license file for the WebLM server.

Procedure

1. Start only one instance of the WebLM server on the system at a time.
2. Ensure that the user ID you use to start the Tomcat service has write permissions for the following directory:
 - On a Linux system, `/var/tmp`
 - On a Windows system, `C:\temp`
3. If the system still displays the error, perform the following:
 - a. Verify that a lock file exists and has the `##machineNameproductName.l` file naming convention.
 - b. To view the lock file, perform one of the following:
 - On a Windows system, the lock file exists in the `C:\temp` directory and the file is hidden. Enable the view hidden files option using the following steps:
 1. Browse to the `C:\temp` directory.
 2. Click **Tools > Folder Options**.
 3. Click the **View** tab.
 4. In the **Advanced settings** section, select **Files and Folders > Hidden files and folders > Show hidden files and folders**.
 5. Click **Apply** and then click **OK**.

The system displays the lock file in the list.
 - On a Linux system, to view the lock file, enter `ls -al /var/tmp`.
 - c. If the lock file exists, stop Tomcat gracefully and delete the lock file.
 - d. If the license file exists, remove the file from the `$CATALINA_HOME/webapps/WebLM/licenses` directory on a Linux system or `%CATALINA_HOME%\webapps\WebLM\licenses` on a Windows system. The license file must have a `.xml` extension.

- e. Start Tomcat.
4. To install the license file, on the WebLM Home page, click **Install license** and proceed with the installation steps.
For instructions on installing a license file, see [Installing a license file](#) on page 11.
The system installs the license file on the WebLM server.

Scenario 02

Symptom 2	The system displays the following error: Error installing license. License file is invalid or not created for this server. License file was not installed.
Cause of the issue	The error occurs due to one of the following reasons: <ul style="list-style-type: none">- If the MAC address in the license file fails to match the MAC address of the system hosting the WebLM server.- If you modify the license file.- If the license file name contains special characters that the system fails to support.

Related topics:

[Proposed solution](#) on page 52

Proposed solution

Procedure

Depending on the cause of the error, perform one of the following:

- Perform the following:
 - i. Log on to WebLM Home.
 - ii. On the left navigation pane, click **Server properties** and verify that the MAC address in the license file matches the MAC address displayed on the Server Properties page.

The Server properties page displays the MAC addresses for all available NICs on the system on which you installed WebLM. The MAC address in the license file must match the MAC address of the system on which the WebLM server is running.

- Verify that the license file is not edited. If the license file is edited, revert the changes or install the original license file that you receive from PLDS.
- Verify that the name of the license file does not contain the following characters:
 - On a Windows system, % ^ { } # `
 - On a Linux system, % ^ { } # ` []

If the name of the license file uploaded on the WebLM server contains any of the characters that the system does not support, remove the characters from the file name and install the license file.

 **Important:**

The system supports the following sets of characters in the name of the license file for both Windows and Linux: ~ ; , ! ' = + @ () & \$ - and whitespace.

Scenario 03

Symptom 3 The system displays the following error:

```
Error installing license. License installation failed. The
product already exists with a SID
<SID_IN_EXISTING_LICENSE_FILE>, which is different than
the one present, <SID_IN_NEW_LICENSE_FILE>, in new license
file.
```

Cause of the issue

If a license file for a product is already installed on the WebLM server and you attempt to install another license file for the same product with a different System Identification number (SID) on the WebLM server.

You encounter this issue when you have a license file generated by Remote Feature Activation (RFA) installed on a WebLM server for a product. The license file that RFA generates has an RFA generated SID value. You then receive an updated license file for the same product from PLDS. The new license file for the same product contains a different SID value. The system displays the error message when you attempt to install the new file on the existing file.

Related topics:

[Proposed solution](#) on page 53

Proposed solution

When the existing license file and the new license file for a given product have different SID values, you cannot install the new license file when a license file exists on the WebLM server.

You must uninstall the existing license file from the WebLM server and then install a new license file on the server.

Before you begin

Log on to WebLM Home.

Procedure

1. For a standard or an enterprise license file, where enterprise or local WebLM configuration is not set:
 - a. To uninstall the existing license file, click **Uninstall license**, and follow the instructions provided in [Removing a license file](#) on page 41.

 **Note:**

The system removes the existing license file for the product. You lose all the existing usage data for the product.

- b. To install a new license file, click **Install license**, and follow the instructions provided in [Installing a license file](#) on page 11.
The system installs the new license file for the product.
2. For an enterprise license file, where you added local WebLM servers:
 - a. In the left navigation pane, click **Licensed products** and select the product name.
 - b. Click **Local WebLM Configuration > Delete local WebLM**.
 - c. Click **Delete**.

 **Note:**

The system removes the license file allocated to the local WebLM servers that you added to this enterprise setup. As a result, licensed applications which are in the process of acquiring licenses from the local WebLM servers fail to acquire any new licenses or renew the existing licenses.

- d. To uninstall the existing license file, click **Uninstall license**, and follow the instructions provided in [Removing a license file](#) on page 41.

 **Note:**

The system removes the existing license file for the product. You lose all the existing usage data for the product.

- e. To install a new license file, click **Install license**, and follow the instructions provided in [Installing a license file](#) on page 11.
The system installs the new license file for the product. You must configure the enterprise again, add local WebLM servers, and allocate the license for the local WebLM servers you added.
-

Scenario 04

Symptom 4	The system displays the following error: Unsupported content type. License contents must be "text/xml".
Cause of the issue	The error occurs due to the following reasons: <ul style="list-style-type: none">- If you click Install before you select a license file.- If you fail to select a license file that has a .xml extension.- If the license file you use to install contains invalid XML content.- If the browser settings are incorrect.- If the registry settings are incorrect.

Related topics:

[Proposed solution](#) on page 55

Proposed solution

The installation of the license file may fail if you install the license file on a WebLM server from a particular browser or a system. However, you can successfully install the same file on the WebLM server by gaining access to the same WebLM server from another browser or system. The failure may have been a result of improper browser or registry settings.

Before you begin

- Obtain a valid license file.
- Log on to WebLM Home.

Procedure

1. To install a new license file, click **Install license**, and follow the instructions provided in [Installing a license file](#) on page 11.
2. Verify that the browser settings are appropriate. You can use the default settings to upload the license file.
3. To verify that the registry settings on Windows are appropriate, perform the following procedure:
 - a. At the command prompt, enter `regedit`.

- b. On the Registry Editor window, ensure that the **Extension Key** in the `HKEY_CLASSES_ROOT/MIME/Database/Content Type/application/xml` directory is `.xml`.
 4. Verify if you can install the license file from a different browser or from a different system.
-

WebLM password errors

WebLM password resetting

Symptom When you provide your credentials to log in to WebLM, the system displays a log-in failure error message.

Cause of the issue You forget or lose the password for the WebLM login.

Related topics:

[Proposed solution 1](#) on page 56

[Proposed solution 2](#) on page 57

Proposed solution 1

If a non-admin user fails to log in to the WebLM server using the existing credentials, you must reset the password.

Procedure

1. Log in to the WebLM as `admin`.
 2. On the left navigation pane, click **Manage users**.
 3. Select the user whose password you want to reset.
 4. Enter a new password for the user.
-

Next steps

When the user logs in to WebLM, the system prompts for a password change. The user must change the password on the first login.

Proposed solution 2

WebLM stores the user data in an XML file called `Users.xml`. The system packages the XML file in a `WebLM.war` file in the `admin` directory.

Before you begin

Log on to WebLM Home.

About this task

To reset the admin WebLM password, replace the existing user data file with the default WebLM user data file.

Note:

When you replace the existing file with the default file, you lose all existing user data. You only have the default user data for the `admin` user. You must add the data of the previously existing users again from the WebLM Web interface.

Procedure

1. Stop Tomcat.
When Tomcat stops, applications deployed on the server that host Tomcat stop responding.
 2. Replace the existing `Users.xml` file with the default `Users.xml` file that you extracted from the `WebLM.war` file located in the following directories:
 - On a Linux system, `$CATALINA_HOME/webapps/WebLM/admin`
 - On a Windows system, `%CATALINA_HOME%\webapps\WebLM\admin`
 3. Start Tomcat.
 4. On the log-in page, provide the following credentials: **User Name** = `admin` and **Password** = `weblmadmin`.
 5. At the system prompt, change the password and log in to the WebLM again using the new password.
 6. To add a new user to WebLM, on the WebLM Web interface, click **Manage users** and follow the instructions provided in [Adding a new user](#) on page 44.
The system prompts the new user to change the password on the first login.
-

Appendix A: Recommendations to select a WebLM configuration model

Depending on the need and infrastructure of an organization, the organization can configure WebLM in one of the following licensing models:

- WebLM standard model
- WebLM enterprise model

WebLM standard licensing model

WebLM standard licensing is an old model and offers an easy and simple solution with limited functionality. Use the standard configuration model if the Avaya product is a stand-alone product installed on a computer.

To configure a standard model, you must install a standard license file (SLF) and configure the WebLM server for the licensed applications to acquire the feature licenses.

The standard model provides the following information regarding the feature license usage:

- Usage at a particular time
- Peak usage for the last 7 days
- Peak usage for the last 30 days

The standard licensing model does not support many new features of WebLM.

The standard licensing model has the following limitations:

- The model does not offer any redundancy because the model uses only one WebLM server as the source of feature licenses. If the WebLM server fails or becomes unavailable due to any reason, the licensed applications do not have other means to acquire feature licenses or renew the acquired feature licenses.
- The model does not suit an organization that has licensed applications spread globally. All the licensed applications must contact a single WebLM server that may lead to network issues.
- In this model, the WebLM server does not maintain the usage history.

Related topics:

[WebLM configuration model checklist](#) on page 61

WebLM enterprise licensing model

WebLM enterprise licensing is a more recent model and offers more features to the end user as compared to the WebLM standard licensing model. The WebLM enterprise licensing model provides the following features:

- Provides the flexibility to move feature licenses across various WebLM servers, master and local. Therefore, even if a WebLM server is unavailable or is out of feature licenses, the licensed applications can still acquire feature licenses from the other servers.
- Suits an organization that has licensed applications spread globally. With the enterprise model, the organization can have feature licenses allocated to various local WebLM servers, which in turn can serve licensed applications in a region. Additionally, with the usage history, the administrator can move WebLM feature licenses from local WebLM servers that have low usage to the local WebLM servers that have high usage.
- Periodic allocation. The licensed application can also acquire feature licenses from the master WebLM server. The unallocated feature licenses available with the master WebLM server are known as floating licenses. To avoid feature licenses being stagnant in a single location and maximize feature license usage, the allocation license files to local WebLM servers are valid only for 30 days. However, to ensure that local WebLM servers never run out of feature licenses, the master WebLM server copies the ALFs to the local WebLM servers after every seven days. If the periodic allocation process fails, the retry feature ensures that the system makes decent number of attempts to execute the process. If the periodic allocation process is not successful even after the retry attempts, the system notifies the administrator through an e-mail.
- Periodic usage query. The periodic usage query process retrieves feature license usage information from each local WebLM server configured on the master WebLM server or the floating license usage information from the master WebLM server after every seven days. Using the periodic usage query feature, administrators of the master WebLM server can ensure that administrators periodically receive feature license usage information, even if the administrators forget to execute a usage query.

The usage information from the WebLM servers across the organization helps administrators to determine if the purchased feature licenses are sufficient for the organization. If the feature licenses are insufficient, administrators can plan to purchase more feature licenses for the organization.

Related topics:

[WebLM configuration model checklist](#) on page 61

WebLM configuration model checklist

The checklist for WebLM configuration model lists the features of WebLM with the summary of the features each configuration model supports.

The WebLM team creates the WebLM configuration model checklist. Use the checklist to decide the WebLM configuration model that suits the needs and infrastructure of your organization.

Feature	WebLM Standard model	WebLM Enterprise model
License Installation using user interface (UI)	Yes	Yes
Change Password	Yes	Yes
Feature Overuse	Yes	Yes
Manage Users (add, modify and delete)	Yes	Yes
License acquisition using client APIs - Pull model	Yes	Yes
Acquired license details	Yes	Yes
Update history count	No	Yes
Peak Usage (last 7 days)	Yes	Yes
Peak Usage (last 7 days) with history (max - 5)	No	Yes
Peak Usage (last 30 days)	Yes	Yes
Peak Usage (last 30 days) with history (max - 5)	No	Yes
Usage query	Yes	Yes
Usage query with history (max - 5)	No	Yes
LAR license type support	Yes	Yes
Enterprise configuration	No	Yes
E-mail notification - in case of failure (periodic operations)	No	Yes
Local WebLM configuration - Add	No	Yes
Local WebLM configuration - Delete	No	Yes
Local WebLM configuration - Modify	No	Yes

Recommendations to select a WebLM configuration model

Feature	WebLM Standard model	WebLM Enterprise model
Perform validate connectivity test	No	Yes
View usage at Enterprise level	No	Yes
Allocations (push ALF to Local WebLM) - Push mode	No	Yes
Periodic allocation (every 7th day)	No	Yes
Periodic usage query (every 7th day)	No	Yes
Redundancy	No	Yes
Floating license (available for acquisition)	No	Yes
Long term vision	No	Yes
HTTPS support	Yes	Yes
Client API Support (all APIs)	Yes	Yes

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