AVAYA

Administering standalone Avaya WebLM

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Contents

Chapter 1: Introduction

Purpose

This document provides procedures for configuring standalone Avaya WebLM.

The primary audience for this document is anyone who is involved with configuring, troubleshooting Avaya WebLM for licensing Avaya software products at a customer site. The audience includes and is not limited to implementation engineers, field technicians, business partners, solution providers, and customers.

Change history

The following changes have been made to this document since the last issue:

Issue	Date	Summary of changes
5	July 2019	Added the importCACertificate on page 46 section.
4	January 2019	Updated the Configuring enterprise licensing on page 17 section.
3	December 2018	Added the Retrieving the local WebLM certificate from browser on page 20 section.
2	November 2018	Added the Adding local WebLM certificate as trusted certificate in System Manager on page 21 section. Updated the following sections: • WebLM overview on page 8 • Configuring enterprise licensing on page 17
1	July 2018	Release 7.1 document.

New in this release

Avaya WebLM Release 7.1.2 supports the following new features and enhancements:

Upgrade through Solution Deployment Manager

You can upgrade WebLM Release 7.1.2 by using Solution Deployment Manager

The system retains the Host ID after the WebLM system is upgraded.

Browser support

WebLM Release 7.1.2 supports the following browsers:

- Internet Explorer 11.x and later
- Mozilla Firefox 48, 49, and 50

Security enhancements

WebLM Release 7.1.2 supports SHA256 digital signature for signing the license files and the 14-character host ID.

Chapter 2: WebLM overview

Avaya provides a Web-based License Manager (WebLM) to manage licenses of one or more Avaya software products for your organization. WebLM 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) website 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 require an ELF to set up the WebLM enterprise model. PLDS generates license files that are SLFs or ELFs.

  ⊛ **Note:**

  The master and local WebLM servers must be deployed on the same major release. The master WebLM server must be on same or latest service pack than the local WebLM server resides on.

  For example, if the local WebLM server is on Release 7.1, the master WebLM server must be on Release 7.1, 7.1.1, 7.1.2, or 7.1.3. The master WebLM server cannot be higher than Release 7.1.x.

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. 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.

Chapter 3: Getting started with WebLM

Logging on to the WebLM web console

Before you begin

Obtain a user account to log on to the WebLM web console. If you do not have a user account, go to the Avaya Support website at https://support.avaya.com to create your account.

About this task

The WebLM web console is the main interface of Avaya WebLM. You must log on to WebLM web console to perform any task. The WebLM home page displays the navigation menu that provides access to shared services to perform various operations that WebLM supports.

Procedure

1. On the web browser, type `https://<Fully Qualified Domain Name>>:52233/ WebLM`, the WebLM URL.

2. In the **User Name** field, type the user name.

3. In the **Password** field, type the password.

4. Click **Log On**.

   The system validates the user name and password with the WebLM user account.

   • If the user name and password match, the system displays the WebLM home page with the WebLM *<version_number>*.

   • If the user name and password does not match, WebLM displays an error message and prompts you to enter the user name and password again.

Next steps

If you have logged on to WebLM web console, for the first time, change the password.

Installing a license file

Before you begin

Licenses installed for WebLM Release 7.1 and later, must support SHA256 digital signature and 14–character host ID.

About this task

You can install a license file on the WebLM server. Use the Uninstall functionality to remove the license file from the WebLM server.

Before you begin

- Get the license file from the Avaya Product Licensing and Delivery System (PLDS) website at https://plds.avaya.com.

- Log on to the WebLM server.

- For standard license file, remove the older license file before you install the new file.

  😊 **Note:**

  The system displays an error message if an older license file is still available.

  For centralized license file, the system automatically overwrites the older license file during installation.

If you experience problems while installing the license file, see "License file installation errors" in *Administering standalone Avaya WebLM*.

Procedure

1. In the left navigation pane, click **Install license**.

2. On the Install license page, click **Browse**, and select the license file.

3. Read the terms and conditions, and click **Accept the License Terms & Conditions**.

4. Click **Install**.

   WebLM displays a message on successful installation of the license file. The installation of the license file might fail for reasons, such as:

   - The digital signature on the license file is invalid. 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 links

Install license field descriptions

Name	Description
Enter license path	The complete path where the license file is saved.
Browse	The option to browse and select the license file.
Avaya Global License Terms & Conditions	Avaya license terms and conditions that the user must agree to continue the license file installation.

Button	Description
Install	Installs the product license file.

Licensed products

Viewing the license capacity and utilization of the product features

Before you begin

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

About this task

Use this procedure to view the license capacity and license utilization of a product for which you installed a license file.

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.

2. Click **View license capacity**.

Related links

View license capacity field descriptions

Licensed Features

Use the View license capacity page to view the total number of feature licenses in the license file and the current usage of those licenses.

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.
Expiration Date	The date on which the feature license expires.
Licensed capacity	The number of licenses for each licensed feature. The system fetches the number of feature licenses information from the license file.
Currently Used	The number of feature licenses that are currently in use by the licensed application. For features of type Uncounted, the column displays *Not counted*.

Acquired Licenses

The Acquired licenses table displays information about the licenses acquired by the licensed application. You can view the information in the 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.
Acquirer ID	The unique identifier of the licensed application that has acquired the license.
Count	The number of feature licenses that are currently acquired by the licensed application.

Related links

Viewing peak usage for a licensed product

Before you begin

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

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.
2. Click **View peak usage**.

Related links

View peak usage field descriptions

Use this page to view the usage information of feature licenses of a licensed application at 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.

Table continues…

Field	Description
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%.
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.

Enterprise Licensing

Viewing the license capacity of the licensed features of a product

Before you begin

Log on to the WebLM server.

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.
2. Click **View by feature**.

Related links

View by feature field descriptions on page 15

View by feature field descriptions

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 links

[Viewing the license capacity of the licensed features of a product](#) on page 14

Viewing the connectivity status of the local WebLM servers

Before you begin

Log on to the WebLM server.

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.

2. Click **View by local WebLM**.

   The page displays the connectivity status of the local WebLM servers.

Related links

[View by local WebLM field descriptions](#) on page 15

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 links

Validating connectivity to local WebLMservers for a product

Procedure

1. In the left navigation pane, click **Licensed Products** from the enterprise product name.

2. In the left navigation pane, click **Local WebLM Configuration**.

3. On the Local WebLM Configuration: View Local WebLMs page, select the local WebLM servers you want to validate for connectivity.

4. Click **Validate Connectivity** to query the selected local WebLM servers.

Result

The status column on the Local WebLM Configuration: View Local WebLMs page of the selected WebLM servers displays whether the connection request made to the local WebLM server is successful or not.

Related links

View Local WebLMs field descriptions

Use this page to validate the local WebLM server connection. To validate the connection, the master WebLM server tries to connect to the specified local WebLM server.

> ✳ **Note:**
>
> To validate the connectivity of a local WebLM server, the local WebLM server must be already added for the product.

Name	Description
Local WebLM Name	The name of the local WebLM server.
IP Address	IP address of the local WebLM server.
Last Contacted	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.

Button	Description
Validate Connectivity	Validates the connectivity of the selected WebLM server.
Check All	Selects all the local WebLM server.
Clear All	Clears the selections of local WebLM servers.

Related links

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 license file for a product, in the left navigation pane, click **Licensed products** and select the product. 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.

✱ **Note:**

System Manager WebLM can be configured as master WebLM but cannot be configured as local WebLM to an external WebLM.

Standalone WebLM OVA-based deployment can be configured as master WebLM or local WebLM.

No other WebLM flavor can be configured as master WebLM.

	Enterprise Master WebLM	Enterprise Local WebLM
System Manager WebLM	Yes	No
Standalone WebLM OVA-based deployment	Yes	Yes
Other WebLM flavors	No	Yes

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.

2. In the navigation pane, click **Enterprise configuration**.

3. On the Enterprise Configuration page, enter the appropriate information in the fields.

   For more information, see "Enterprise Usage field descriptions".

   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 email address.

    c. To add the email address to the list of recipients for the WebLM server to send email 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 one time.

10. Click **Submit**.

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

Related links

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

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.
Host ID	Specifies the host ID of the computer where you installed the WebLM server. You cannot edit the **Host ID** field.

Default periodic operation settings

Name	Description
Retry count	Specifies the number of times a master WebLM server must 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: • 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.
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.

Table continues…

Name	Description
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 links

Configuring enterprise licensing on page 17

Retrieving the local WebLM certificate from browser

About this task

Use this procedure to retrieve the local WebLM certificate from the Firefox browser.

Procedure

1. On the web browser, type the local WebLM server URL, `https://<Fully Qualified Domain Name>:<PortNumber>/WebLM`.

2. On the address bar, click the Lock icon.

3. Click the Show connection details icon.

4. Click **More Information**.

5. Click **View certificates**.

6. On the Certificate dialog box, do the following:

   a. Click the **Details** tab.

   b. Click **Export**.

   c. Save the certificate to your local computer.

Adding local WebLM certificate as trusted certificate in System Manager

About this task

To add standalone WebLM as local WebLM in System Manager (master WebLM), you must add local WebLM certificate to the truststore of System Manager.

Before you begin

Download the local WebLM certificate using the browser.

Procedure

1. On the System Manager web console, click **Services** > **Inventory**

2. In the navigation pane, click **Manage Elements**.

3. On the Manage Elements page, select an element, and click **More Actions** > **Manage Trusted Certificates**.

4. On the Manage Elements page, select System Manager, and click **More Actions** > **Manage Trusted Certificates**.

5. On the Trusted Certificates page, click **Add**.

6. On the Add Trusted Certificates page, in **Select Store Type to add trusted certificate**, select the store type as **TM_INBOUND_TLS**.

7. Click **Import from file**.

8. Type the file name or click **Browse** to select a file.

   * **Note:**

   System Manager validates the file type. If you provide an invalid file type, the system displays an error message.

9. Click **Retrieve Certificate**.

10. Click **Commit**.

11. Restart the JBoss service on System Manager.

Managing local WebLM

Adding a local WebLM server

Before you begin

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

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.
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, fields that are marked with a red asterisk (*) are mandatory.

   For detailed descriptions of the fields, see "Add local WebLM field descriptions".
4. In the **Local WebLM Configuration** section, enter the name, description, IP address, and port of the local WebLM server.
5. Select a protocol for the master WebLM server to communicate with the local WebLM server.
6. In the **Periodic license allocation schedule** section, select the day and time for periodic license allocations.
7. In the **Periodic usage query schedule** section, select the day and time of the query for periodic usage.
8. 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 **Host ID** field.

Related links

Add local WebLM field descriptions

Local WebLM configuration

Field	Description
Name	The name of the server.
Description	A brief description of the server.

Table continues…

Field	Description
IP Address	A unique IP address of the server. If you enter an IP address that is already configured for a local WebLM server, the system displays the message: `IP Address is being duplicated.`
Protocol	The protocol scheme over which the master WebLM server communicates with the local WebLM server. ✱ **Note:** If the local WebLM server that you add is a standalone WebLM server in Virtualized Environment, use HTTPS. You cannot use HTTP for communication with the standalone WebLM server in Virtualized Environment.
Port	The port number on which the master WebLM server communicates with the local WebLM server in the specified protocol scheme.
Host ID	The host ID of the computer on which you installed the server. You cannot edit the **Host ID** field.

Periodic License Allocation schedule

Field	Description
Day	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	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 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

Field	Description
Day	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	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	Returns to the View local WebLMs page.

Removing a local WebLM server

Before you begin

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

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.

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**.

Modifying a local WebLM server configuration

Before you begin

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

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.

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 require 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.

Delete local WebLM field descriptions

Use this page to delete a local WebLM server.

Name	Description
Local WebLM name	The name of the local WebLM server.
IP address	The IP Address of the local WebLM server.
check box	Use to select the local WebLM servers that you require to delete.

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

Local WebLM configuration - modify 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	Select the local WebLM server you want to modify.

Button	Description
Modify	Saves the local WebLM configuration changes. **✱ Note:** The system opens another Modify Local WebLM page with the fields you must modify.
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. **✱ Note:** If the local WebLM server that you add is a standalone WebLM server in Virtualized Environment, use HTTPS. You cannot use HTTP for communication with the standalone WebLM server in Virtualized Environment.

Table continues…

Name	Description
Port	Specifies the port number on which the master WebLM server listens to the local WebLM server in the specified protocol scheme.
Host ID	Specifies the host ID of the computer where you installed the server. 😀 **Note:** You cannot modify the information in the **Host 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 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 the WebLM server.

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.
2. Click **Usages**.

   The system displays the Usage Summary page.

Related links

[Usage Summary field descriptions](#) on page 29

Viewing usage by WebLM

Before you begin

Log on to the WebLM server.

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.
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 links

[Usage by WebLM field descriptions](#) on page 30

Viewing enterprise usage of a license feature

Before you begin

Log on to the WebLM server.

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.
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 links

[Enterprise Usage field descriptions](#) on page 31

Querying usage of feature licenses for master and local WebLM servers

Before you begin

Log on to the WebLM server.

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.

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 severs 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 links

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

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 `Failed`, 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 links

[Viewing usage summary](#) on page 27

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. 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 links

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 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%.

Table continues…

Name	Description
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 *Success* or *Failure*.

Related links

[Viewing enterprise usage of a license feature](#) on page 28

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	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. ⊛ **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.
IP address	The IP address of the master WebLM server and the local WebLM servers of the product.
Time of Query	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 `Failed`, the **Time of Query** column displays the date and time of the usage query that was last successful. ⊛ **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.
Status	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 require 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 links

[Querying usage of feature licenses for master and local WebLM servers](#) on page 28

Allocations

Viewing allocations by features

Before you begin

Log on to the WebLM server.

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.

2. Click **Allocations** > **View by feature**.

   The system displays the Allocations: View by Feature page.

Related links

[Allocations by Features field descriptions](#) on page 34

Viewing allocations by the local WebLM server

Before you begin

Log on to the WebLM server.

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.

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 links

[Allocations by Local WebLM field descriptions](#) on page 35

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, in **Licensed products**, click the required product.

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 require to allocate for the feature that resides on a local WebLM server.

5. Click **Submit Allocations**.

Related links

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 **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.

Table continues…

Name	Description
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 `zero` 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 `Failed`, and if the status of a previous license allocation process for the server is `Success`, 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.

Table continues…

Name	Description
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)	The name and license keyword of the counted features that the system allocates to the local WebLM server you select.
Local WebLM Name	The name of the local WebLM server.
IP address	The IP addresses of the local WebLM servers of the product.
License Capacity	The total number of feature licenses that the organization purchases for each feature.
Currently Allocated	The total number of feature licenses of each feature that the system allocates to the local WebLM server you select.
Currently Used	The total number of feature licenses of each feature that the product uses.
Available	The number of floating licenses of each feature that is currently available with the local WebLM server.
New Allocation	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 the WebLM server.

Procedure

1. In the left navigation pane, in **Licensed products**, click the required product.

2. Click **Periodic status**.

   The system displays the Periodic Status page.

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 `Failed`, 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 `Failed`, 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.

Migrating enterprise WebLM model to standard WebLM model

About this task

Use this procedure to migrate:

- Specific local WebLM to standard WebLM model
- All local WebLM servers and master WebLM server to standard WebLM server

Before you begin

1. Free all the licenses acquired from local WebLM and master WebLM for the particular Enterprise License product.
2. During the migration, ensure that the product does not acquire licenses from local WebLM and master WebLM.

Procedure

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

   The system displays a warning message before removing the local WebLM server from the master WebLM server.
6. Click **OK**.

   This concludes the migration of a specific local WebLM to the standard WebLM model.

   To migrate all local WebLM servers and master WebLM server to standard WebLM server, continue the next steps.
7. Delete all configured local WebLM servers by using Step 2 through Step 6.
8. Disable configured email notifications by using the following:

   a. In the navigation pane, click **Enterprise configuration**.

   b. In E-mail notification settings for periodic operation, set **E-mail notification** to **Off**.

   c. Click **Submit**.
9. **(Optional)** Uninstall the enterprise license by using the following:

   a. In the left navigation pane, click **Uninstall license**.

   b. On the Uninstall License page, select the required license.

   c. Click **Uninstall**.

   The system displays the Uninstall License Confirmation page.

    d. Click **Uninstall** to confirm the license uninstallation.

Result

You can now use Master WebLM and Local WebLM as independent Standard WebLM.

Related links

[Delete local WebLM field descriptions](#) on page 25
[Enterprise Configuration field descriptions](#) on page 18
[Uninstall license field descriptions](#) on page 39

Uninstalling the license file

Uninstalling a license file

Procedure

1. In the left navigation pane, click **Uninstall license**.

2. On the Uninstall License page, select the required license.

3. Click **Uninstall**.

   The system displays the Uninstall License Confirmation page.

4. Click **Uninstall** to confirm the license uninstallation.

   If the license file you selected cannot be uninstalled, the system displays only the **Cancel** button.

Related links

[Uninstall license field descriptions](#) on page 39

Uninstall license field descriptions

Use this page to remove a license file from the WebLM server for a licensed product. The **Allocation Table License Files** table displays the ALF files. You cannot uninstall the ALF files.

Field	Description
License Host Name	The WebLM server where the license files are installed.
Host ID	The host ID of the license file.
Products	The products for which licenses are installed on the WebLM server.
SID	The System ID of the license file.

Table continues…

Field	Description
Select Check box	Use to select the license files that you require to remove from the WebLM server.
	You cannot uninstall the ALF license files.

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

Server properties

Viewing the server properties

Before you begin

Log on to the WebLM server.

Procedure

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

> ✳ **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 server that hosts WebLM matches the host ID in the license file. Therefore, when you request for a license file, specify the correct host ID of the server that hosts WebLM.

Related links

[Server Properties field descriptions](#) on page 40

Server Properties field descriptions

Server Host ID

Field	Description
Primary Host ID	The MAC address of the server.
	For non-VMware deployments, the primary host ID is the MAC address of the server.
	For VMWare deployments, the primary host ID is a 14 character combination of the IP address and the UUID of the system.
	You must use the host ID to generate licenses which you later install on the current instance of the WebLM server.

Setting the usage history count

Before you begin

Log on to the WebLM server.

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.

Managing users

Adding a new user

Before you begin

Log on to the WebLM server.

Procedure

1. In the left navigation pane, click **Manage users**.

2. Click **New**.

3. On the New User page, type the appropriate values in the **User Name**, **Password**, and **Confirm Password** fields.

4. Click **Add**.

Related links

[Manage users field descriptions](#) on page 42

Deleting the user

Before you begin

Log on to the WebLM server.

Procedure

1. On the left navigation pane, click **Manage users**.

2. On the Manage Users page, select the users you require to delete.

3. Click **Delete**.

4. To delete the users, on the confirmation dialog box, click **OK**.

Related links

[Manage users field descriptions](#) on page 42

Editing the user password

Before you begin

Log on to the WebLM server.

Procedure

1. In the left navigation pane, click **Manage users**.

2. On the Manage Users page, select the user you require to modify.

3. Click **Edit**.

4. In the **New Password** field, type a new password.

5. In the **Confirm Password** field, type the new password again.

6. Click **Change**.

   ✱ **Note:**

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

Related links

[Manage users field descriptions](#) on page 42

Manage users field descriptions

Name	Description
User Name	The user name of the admin or non-admin WebLM user.

Table continues…

Name	Description
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.
Delete	Deletes the user from the WebLM database.

Logging out of the WebLM server

Before you begin

Log on to the WebLM server.

Procedure

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

The system displays the log-in page.

Chapter 4: WebLM Certificate Management

Toggling WebLM server certificate

About this task

From WebLM Release 7.1 and later, the server uses a self-signed certificate. The self-signed WebLM server certificate is created at the time of deploying the standalone WebLM OVA. The self-signed certificate details are as follows:

- Common Name (CN) is the system host name
- Validity is five years from the time of installation

All releases before WebLM Release 7.1 uses SIP CA signed demo certificate.

> **✳ Note:**
>
> Avaya does not recommend using demo SIP CA signed certificate as it is not NIST compliant. It is recommended to use unique Identity certificate of key size at least 2048 bit and signed using SHA256WithRSA algorithm.

Procedure

1. To toggle between SIP CA certificate and self-signed certificate run the command: **`toggleWebLMCert`**.

   ```
   The system toggles WebLM Certificate between default demo
   certificate and self-signed certificates.
   ```

   ```
   The currently self-signed certificate is active cert.
   ```

2. Type `1` and press `Enter` to toggle with default demo certificate.

3. Press any other key to exit `1`.

   The system restarts the Tomcat server.

Replacing SIP CA or self-signed certificate with third-party certificate

Before you begin

- The certificate must be of 2048-bit key size (preferred).

- Obtain a third-party certificate in PKCS12 format from third-party CA or generate using some tools like OpenSSL. Remember the password used to generate the certificate.
- The `P12` file must contain the private key and corresponding public certificate along with all the intermediate CA certificates and root CA certificate in its chain of trust.
- Copy the `PKCS12` certificate file to `$CATALINA_HOME/webapps/WebLM/WEB-INF/` directory. Where `$CATALINA_HOME` represents the base directory for the tomcat instance.

Procedure

1. Stop the Tomcat server.
2. Locate the **Connector** in Tomcat `server.xml` file that you want to secure using a certificate. The `server.xml` file is located in the `conf` folder of your Tomcat home directory.
3. Specify the correct keystore filename and password in the connector configuration.

    For example:

    ```
    <Connector acceptCount="100" clientAuth="false" disableUploadTimeout="true"
    enableLookups="false" keystoreFile="${catalina.base}/webapps/WebLM/WEB-INF/
    <your_keystore_name.p12> " keystorePass=" <your_keystore_password> "
    SSLEnabled="true" keystoreType="PKCS12" maxHttpHeaderSize="8192"
    maxSpareThreads="75" maxThreads="300" minSpareThreads="25" port="52233"
    scheme="https" secure="true" sslProtocol="TLS"
    sslEnabledProtocols="TLSv1.2,TLSv1.1,TLSv1" ciphers="…"/>
    ```

4. Save changes to the `server.xml` file.
5. Start the Tomcat server.

Import CA certificate into WebLM client truststore

WebLM client residing on products connect to the WebLM server using HTTPS for licensing.

To authenticate the server, import the server public certificate into the client trust store.

You can add or set the WebLM server CA certificate in the trusted store on the following clients:

- **C++:** Refer the WebLM C++ client product documentation to add or set the WebLM server CA certificate in the trusted store.
- **Java:** See "Importing CA certificate into WebLM Java client truststore".

Importing CA certificate into WebLM Java client truststore

About this task

Use this procedure on the Java client machine which communicates with WebLM server.

Procedure

1. Refer the respective product documentation which is hosting the WebLM client to locate `trusted_weblm_certs.jks` and `trustedcert.properties` files used by the WebLM Java client on the application.

2. Import CA certificate into the client truststore `trusted_weblm_certs.jks` by running the following command:

   ```
   keytool -import -alias weblm -file <server_public_certificate> -keystore
   <truststore_filename>
   ```

   where,

   `truststore_filename` is WebLM truststore used by WebLM Java client

   `server_public_certificate` is the PEM encoded certificate that is used on server side.

3. At the prompt, type the password mentioned in the `trustedcert.properties` file.

4. Restart the application to reflect the changes.

importCACertificate

Import the CA certificate into truststore of standalone WebLM OVA-based deployment.

Syntax

```
importCACertificate [-certpath <full path of the certificate>] [-storepass <weblm
keystore password>] [-alias <alias>]
```

-certpath	Full path of the PEM encoded certificate to import.
-storepass	WebLM key store password.
-alias	Alias name to assign.

Description

`importCACertificate` alias used to import the CA certificate into WebLM truststore.

Chapter 5: Troubleshooting standalone WebLM

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.

Adopter application cannot communicate with WebLM Server

Cause

Due to higher security settings on the WebLM Server Release 7.1 system, the adopter applications that are using WebLM Server earlier to Release 7.1 might not communicate with WebLM Server to fetch the license file from WebLM Server by using the WebLM client.

Solution

To fetch the license file from the WebLM Server Release 7.1 system, locate the `trusted_weblm_certs.jks` file from the adopter application system, take the backup of the file, delete the file, and then restart the adopter application.

Do this if the adopter application cannot communicate with WebLM Server regardless of the WebLM Server version on the adopter system.

Adopter application cannot communicate with WebLM Server

Cause

If you provide a slash at the end of the licensing URL, the adopter application will not be able to communicate with WebLM Server. For example: `https://IP_Address:52233/WebLM/LicenseServer/`

The adopter application that is being licensed displays the following alarm:

```
Alarm Id: 400 Severity: Critical Component: Resource ManagerDate & Time:
<Timestamp>Description: WebLM Connection Failed Probable Cause: WebLM
server is down or unreachable.Corrective Action: Check status of
configured WebLM server and verify network connectivity to it.
```

Solution

To fetch the license file from WebLM Server, type the URL as `https://IP_Address:52233/WebLM/LicenseServer`.

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 links

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:

   - For IPv4, use the following:

      - `http://<HOST_NAME/IPv4_ADDRESS>:<HTTP_PORT>/WebLM/index.jsp`

      - `https://<HOST_NAME/IPv4_ADDRESS>:<HTTPS_PORT>/WebLM/index.jsp`

   - For IPv6, use the following:

      - `http://<HOST_NAME/[IPv6_ADDRESS]>:<HTTP_PORT>/WebLM/index.jsp`

      - `https://<HOST_NAME/[IPv6_ADDRESS]>:<HTTPS_PORT>/WebLM/index.jsp`

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

   - For IPv4, use the following:

      - `http://<HOST_NAME/IPv4_ADDRESS>:<HTTP_PORT>/WebLM/LicenseServer`

      - `https://<HOST_NAME/IPv4_ADDRESS>:<HTTPS_PORT>/WebLM/LicenseServer`

   - For IPv6, use the following:

      - `http://<HOST_NAME/[IPv6_ADDRESS]>:<HTTP_PORT>/WebLM/LicenseServer`

      - `https://<HOST_NAME/[IPv6_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: 1. You run an instance of the Tomcat/WebLM server as `root`.

2. You successfully install a license file for a product, for example product A.

3. The instance of the Tomcat/WebLM server exits ungracefully. As a result, the file cleanup process fails.

4. 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.

5. 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 links

[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:

         a. Browse to the `C:\temp` directory.

         b. Click **Tools** > **Folder Options**.

         c. Click the **View** tab.

   d. In the **Advanced settings** section, select **Files and Folders** > **Hidden files and folders** > **Show hidden files and folders**.

   e. 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 to install a license file, see [Installing a license file](#) on page 10.

   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: • 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 links

[Proposed solution](#) on page 53

Proposed solution

Procedure

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

• Perform the following:

a. Log on to the WebLM server.

b. 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 links

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 the WebLM server.

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 39.

   > ⊛ **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 10.

   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 39.

> ✴ **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 10.

   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: • 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 links

[Proposed solution](#) on page 55

Proposed solution

The installation of the license file might 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 might be due to invalid browser or registry settings.

Before you begin

• Obtain a valid license file.

• Log on to the WebLM server.

Procedure

1. To install a new license file, click **Install license**, and follow the instructions provided in [Installing a license file](#) on page 10.

2. Verify that the browser setting 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 links

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 the WebLM server.

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 .

   The system prompts the new user to change the password on the first login.

Chapter 6: Resources

Documentation

The following table lists the documents related to this product. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Use this document to:	Audience
Overview		
Avaya Aura® Virtualized Environment Solution Description	Understand the high-level solution features and functionality	Customers and sales, services, and support personnel
Implementing		
Deploying Avaya Aura® applications	Deploy the Avaya Aura® applications with Solution Deployment Manager	Implementation personnel
Deploying standalone Avaya WebLM on VMware	Deploy standalone Avaya WebLM virtual machine.	Implementation personnel
Using		
Using the Solution Deployment Manager client	Deploy Avaya Aura® applications and install patches on Avaya Aura® applications.	System administrators

Related links

Finding documents on the Avaya Support website
Procedure

1. Navigate to http://support.avaya.com/.

2. At the top of the screen, type your username and password and click **Login**.

3. Click **Support by Product** > **Documents**.

4. In **Enter your Product Here**, type the product name and then select the product from the list.

5. In **Choose Release**, select an appropriate release number.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Related links

Training

The following courses are available on the Avaya Learning website at http://www.avaya-learning.com. After you log into the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

Course code	Course title	Type
2007V/W	What is New in Avaya Aura® Release 7.1.2	AvayaLive™ Engage Theory
2008V/W	What is New in Avaya Aura® Application Enablement Services 7.0	AvayaLive™ Engage Theory
2009V/W	What is New in Avaya Aura® Communication Manager 7.0	AvayaLive™ Engage Theory
2010V/W	What is New in Avaya Aura® Presence Services 7.0	AvayaLive™ Engage Theory
2011/V/W	What is New in Avaya Aura® Session Manager Release 7.1.2 and Avaya Aura® System Manager Release 7.1.2	AvayaLive™ Engage Theory
2012V	Migrating and Upgrading to Avaya Aura® Platform 7.0	AvayaLive™ Engage Theory
2013V	Avaya Aura® Release 7.1.2 Solution Management	AvayaLive™ Engage Theory
1A00234E	Avaya Aura® Fundamental Technology	AvayaLive™ Engage Theory
1A00236E	Knowledge Access: Avaya Aura® Session Manager and Avaya Aura® System Manager Fundamentals	AvayaLive™ Engage Theory
5U00106W	Avaya Aura® System Manager Overview	WBT Level 1
4U00040E	Knowledge Access: Avaya Aura® Session Manager and System Manager Implementation	ALE License
5U00050E	Knowledge Access: Avaya Aura® Session Manager and System Manager Support	ALE License

Table continues…

Course code	Course title	Type
5U00095V	Avaya Aura® System Manager Implementation, Administration, Maintenance, and Troubleshooting	vILT+Lab Level 1
5U00097I	Avaya Aura® Session Manager and System Manager Implementation, Administration, Maintenance, and Troubleshooting	vILT+Lab Level 2
3102	Avaya Aura® Session Manager and System Manager Implementation and Maintenance Exam	Exam (Questions)
5U00103W	Avaya Aura® System Manager 6.2 Delta Overview	WBT Level 1

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to http://support.avaya.com and perform one of the following actions:

    - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.

    - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:

    - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.

    - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

    ✱ **Note:**

       Videos are not available for all products.

Support

Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Related links

Using the Avaya InSite Knowledge Base on page 61

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips

- Information about service packs

- Access to customer and technical documentation

- Information about training and certification programs

- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to http://www.avaya.com/support.
2. Log on to the Avaya website with a valid Avaya user ID and password.

   The system displays the Avaya Support page.
3. Click **Support by Product** > **Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

Related links

Support on page 61

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

Related links
WebLM standard licensing model on page 62
WebLM enterprise licensing model on page 63
WebLM configuration model checklist on page 64

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 standalone 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 might lead to network issues.
- In this model, the WebLM server does not maintain the usage history.

Related links

[Recommendations to select a WebLM configuration model](#) on page 62
[WebLM configuration model checklist](#) on page 64

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 links

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
Perform validate connectivity test	No	Yes
View usage at Enterprise level	No	Yes

Table continues…

Feature	WebLM Standard model	WebLM Enterprise model
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

Related links

Index

Comments on this document? infodev@avaya.com

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