Dell Connections License Manager
Version 1.0 User's Guide

Notes, Cautions, and Warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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2012 - 06

Rev. A00

Contents

Notes, Cautions, and Warnings....2

1 About Dell Connections License Manager....5
Products Supported....5

2 Getting Started With Dell Connections License Manager....7
Logging On To Connections License Manager....7
Connections License Manager Layout....8
Connections License Manager Layout....8

3 Managing Dell Connections License Manager....9
Obtaining Licenses....9
Viewing Licenses....9
Understanding Licenses....9
Importing Licenses....10
Exporting Licenses....10
Deleting Licenses....10

4 Dell Connections License Manager Web UI Alerts....11

1

About Dell Connections License Manager

Connections License Manager is used for managing licenses and the licensable features provided with the Dell Connections products; Use Dell Connections licenses to enable server management capabilities and integrations such as out-of-band monitoring in the Dell Server Management Pack Suite.

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You can download the licenses from : **dell.com/support/retail/lkm**.

With Connections License Manager, you can:

- Import licenses
- View and manage license information, such as feature description, expiration details, and so on
- Export licenses
- Delete licenses

Products Supported

Dell Server Management Pack Suite 5.0 for:

- Microsoft System Center Operations Manager 2007
- Microsoft System Center 2012 Operations Manager

2

Getting Started With Dell Connections License Manager

This section provides the information required to log on and work with Dell Connections License Manager.

- Logging on to Connections License Manager
- Connections License Manager Layout

Logging On To Connections License Manager

This section provides information on logging on to Connections License Manager.

Connections License Manager is hosted as a web GUI on a web server. After the user credentials are authenticated, both the web service and GUI are accessible through HTTP. The user credentials are authenticated when the user is a member of the Connections License Manager user group based on these roles, Administrators, Operators, and Users.

For information on the role-based privileges, see the "User Roles For Connections License Manager" section in the *Dell Connections License Manager Installation Guide*.

You must have one of these role-based login credentials to log on to Connections License Manager. Also, the Connections License Manager provides access to various operations related to licensing; importing, exporting, and deleting licenses.

To access Connections License Manager:

From the web browser, access: **http://*<License Server IP or FQDN>*: *<port number>*/DellLicenseManagement.**

For example: **http://10.56.123.255:8544/DellLicenseManagement**

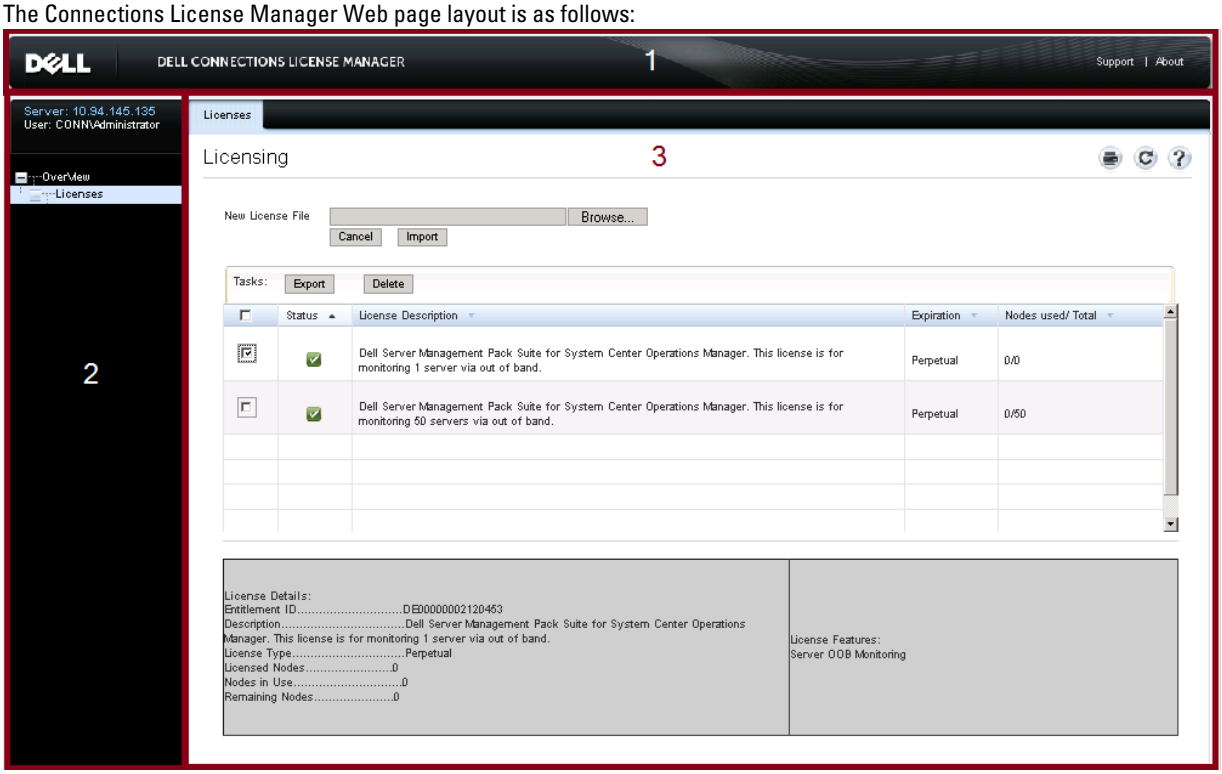
The port numbers are:

- 8543 — web service
- 8544 — GUI

The Connections License Manager web page is displayed.

Connections License Manager Layout

The Connections License Manager Web page layout is as follows:



Connections License Manager Layout

1. **Top Banner**: Displays the product name and has links for the Dell support website and Connections License Manager information.
2. **Left Pane**: Has links for the Connections License Manager features.
3. **Right Pane or Working Area**: Has links for the Online Help, obtaining licenses, importing, exporting, and deleting licenses, and viewing the license status, details, and descriptions.

3

Managing Dell Connections License Manager

This section provides the workflow to manage licenses. For more information on the UI, see the Online help available in Connections License Manager.

To manage licenses:

1. Obtain licenses, see Obtaining Licenses.
2. Import licenses into Dell Connections License Manager, see Importing Licenses.
3. View the license status, see Viewing Licenses.
4. (Optional) If you want to backup licenses to a repository, see Exporting Licenses.
5. (Optional) If you want to purge or delete licenses, see Deleting Licenses.

Obtaining Licenses

This section provides information on getting licenses from the Dell support site.

NOTE: Before you access the support site, check if the Internet connection is available.

To request for licenses:

1. From a web browser, access the **License Self-Service Portal** at: **dell.com/support/retail/lkm**.
2. In the **License Management** web page, sign in using **My Account** or **Premiere** credentials.
   The ordered licenses are available in the License Self-Service Portal.
3. Save the required license files to a specific location.
   The downloaded license is a compressed XML file. Extract the file before importing into Connections License Manager.

Viewing Licenses

This section provides information on viewing the license status.

To view licenses:

From the Connections License Manager web page, click **Licenses**.

The **Licenses** page is displayed.

NOTE: If the status for the existing licenses are warning or critical, then you require additional licenses. Warning indicates that the usage is reaching the allowable license capacity. Critical indicates that the license capacity is fully utilized.

Understanding Licenses

This section provides information on the licenses.

Licenses contain the following properties:

- **Entitlement ID** — Unique ID for the license.
- License Description — Level of features enabled in the license. For more information on the functionality supported by each feature level, access the online licensing portal at **dell.com/support/retail/lkm**.

Connections License Manager supports Perpetual licenses.

Perpetual licenses are standard licenses that enable features and do not expire.

Importing Licenses

This section provides information on importing a license file.

To import a license file:

1. In **Dell Connections License Manager**, click **Licenses**.
2. In **New License File**, click **Browse**.
3. Navigate to the location where the license file is present, and then click **Import**.

   The license file is imported into Connections License Manager and the license information is listed in the table. The Connections License Manager license file is an XML file in compressed file format.

Exporting Licenses

This section provides information on exporting licenses.

To export licenses:

1. In **Dell Connections License Manager**, click **Licenses**.
2. In the license status table select the license you want to export and then in **Tasks**, click **Export**.
3. In **File Download**, click **Save**.
4. In **Save As**, navigate to the location where you want to save the licenses and click **Save**.

Deleting Licenses

This section provides information on deleting licenses.

To delete licenses:

1. In **Dell Connections License Manager**, click **Licenses**.
2. In the license status table select the license you want to delete and then in **Tasks**, click **Delete**.
3. In the confirmation message, click **Yes**.

4

Dell Connections License Manager Web UI Alerts

Alerts are displayed in the Dell Connections License Manager Web UI.

The Dell Connections License Manager web UI displays alerts for:

- Tasks that did not succeed
- Improper license server setup
- Insufficient licenses for monitoring Dell servers using the Server (Out-of-band) Monitoring feature

Table 1. Alert Messages

Alert Message	Alert State	Cause	Resolution
License is not in the required format.	Warning	• The license file has insufficient capacity. • The license file has incorrect entitlement ID. • The license is not properly tied up to its product offering.	If the license was issued to you from the Dell license portal, contact customer support and ask for a license replacement.
License signature verification failed.	Warning	The license file's key encryption is improper or tampered.	If the license was issued to you from license portal, contact customer support and ask for a license replacement.
License already imported.	Info	The procured license has already been imported into Connections License manager, and you are trying to re-import the same license file.	Procure a new license from the license portal and import the license into Connections License Manager.
License has expired.	Warning	You tried to import an expired license file.	Procure a new license from the license portal and import the license into Connections License Manager.
Not enough rights to perform this operation.	Warning	You tried to perform a task in Connections License Manager, for which you do not have appropriate privileges.	Confirm that the user account you used to log into Connections License Manager has appropriate privileges to perform the task. For information on the role-based privileges, see

			the “User Roles For Connections License Manager “ section in the *Dell Connections License Manager Installation Guide* at **support.dell.com/manuals**.
Error occurred while performing database operation, see logs for details.	Warning	You tried to perform a task in Connections License Manager, for which the license server database did not respond.	Confirm that the license server configuration is proper. For configuring the license server, see section “Setting Up Dell Connections License Manager” in the *Dell Connections License Manager Installation Guide* at **support.dell.com/manuals**. If the problem persists, contact customer support.
Error communicating with Active Directory, see logs for details.	Warning	You tried to perform a task in Connections License Manager, for which the Active Directory server setup on the network did not respond.	Confirm that the license server configuration is proper. For configuring the license server, see the Setting Up “Dell Connections License Manager” section in the *Dell Connections License Manager Installation Guide* at **support.dell.com/manuals**. If the problem persists, contact customer support.
License file is not readable. Import a valid License File.	Warning	The procured license is improper or tampered.	If the procured license was issued to you from license portal, contact customer support and ask for a license replacement.
Error occurred while connecting to license web service, see logs for details.	Warning	You tried to perform a task in Connections License Manager, for which the license web service setup on the network did not respond.	Confirm that the license server configuration is proper. For configuring the license server, see the Setting Up ”Dell Connections License Manager" section in the *Dell Connections License Manager Installation Guide* at **support.dell.com/manuals**. If the problem persists, contact customer support.

The selected licenses have already been deleted.	Warning	You tried to perform a delete operation in Connections License Manager for an already deleted entry.	In the Connections License Manager, to view the existing licenses: click **Refresh**. Now try to delete the license file. If the problem persists, contact customer support.
Failed to perform this operation. Refer the logs for more information.	Warning	You tried to perform a task in Connections License Manager, for which an unexpected internal error has occurred.	To trace the performed tasks, Connections License Manager logs are available in the **C:\Windows\Temp \DCLMLogs** folder for any exception messages . If the problem persists, contact customer support.
License file exported successfully.	Healthy	You successfully exported a license file.	No action required.
The selected license no longer exists; To export, refresh the license list.	Critical	You tried to export a deleted license file.	In Connections License Manager, to view the existing licenses: click **Refresh**. Now, retry the Export task. If the problem persists, contact customer support.