

HP Functional Testing Concurrent License Server

Software Version: 11.00

Installation Guide

Document Release Date: October 2010
Software Release Date: October 2010



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Table of Contents

Welcome to This Guide	7
Chapter 1: Before You Install	9
Chapter 2: Setting Up the Concurrent License Server	11
Setting up QuickTest or Service Test with a Concurrent License	13
Upgrading the Concurrent License Server	15
Installing a Concurrent License Server	16
Requesting a Concurrent License Key	27
Redundant License Servers	30
Installing a Concurrent License Key	32
Transferring a Concurrent License Server to a Different Network Computer	38
Chapter 3: Concurrent License Server Tips and Tricks	39
General Tips	39
Stopping and Restarting the Concurrent License Server	39
Locking Codes	40
Known Problems and Workarounds	41
Chapter 4: License Server Error Codes	43
Error 5: Cannot talk to the license manager. "LocalHost" server not running	43
Error 19: Cannot install a license code	44
Chapter 5: Concurrent License Server Utilities	47
Overview	48
Displaying Current Concurrent License Server Users (QuickTest Only)	53
Displaying License Servers	53
Monitoring License Servers	54
Setting the LSHOST or LSFORCEHOST Variable	57
Chapter 6: Uninstalling a Concurrent License Server	61

Table of Contents

Welcome to This Guide

Welcome to the HP Functional Testing Concurrent License Server Installation Guide for QuickTest Professional and Service Test.

Prerequisite Background

This guide is intended for users who need to install, set up, and maintain an HP Functional Testing Concurrent License Server.

Readers of this guide should have some knowledge of system administration.

Welcome to This Guide

1

Before You Install

The HP Functional Testing Concurrent License Server Installation Guide for QuickTest Professional and Service Test provides the information you need to install the HP Functional Testing Concurrent License Server and a concurrent license key.

Before you install the concurrent license server, you need the following minimum system requirements:

Computer/Processor	An IBM-PC or compatible with a Pentium III 550 MHz or higher microprocessor
Operating System	Windows 2000/2003/XP
Memory	A minimum of 256 MB of RAM
Free Hard Disk Space	10 MB of free disk space
Accessories	DVD drive (If you install from a local drive)
Protocols	TCP/IP

2

Setting Up the Concurrent License Server

You can work with two types of licenses: **seat** and **concurrent**. A **seat** license is a per-computer license. A **concurrent** license is a per-session license that is available only if your company has an HP Functional Testing Concurrent License Server, your computer has access to that server, and a concurrent license is available for your use.

The HP Functional Testing Concurrent License Server supports concurrent licensing on QuickTest version 6.0 and later and Service Test version 10.00 and later.

If you are working with a version of QuickTest later than 8.2.x, you need to use the HP Functional Testing Concurrent License Server version 9.0 or later.

This guide describes how to install the HP Functional Testing Concurrent License Server and a concurrent license key. For information on installing a seat license, see the *HP QuickTest Professional Installation Guide* or the *Service Test Installation Guide*. If you are not sure which type of license to install, see the relevant product's installation guide or contact your system administrator or HP representative.

Note that you must also install the relevant product, using the concurrent license option, on each computer on which you want to run the product. When you install a concurrent license, you can install the product client on as many computers as you want. However, the HP Functional Testing Concurrent License Server regulates the number of copies of the product that are allowed to run concurrently based on your concurrent license key.

You can increase the number of copies that you can run at the same time by purchasing additional licenses from HP.

To connect to the concurrent license server from QuickTest or Service Test, you must install a valid license key on the concurrent license server. Note that a demo license option is not available for the HP Functional Testing Concurrent License Server. For information on installing QuickTest or Service Test, see the *HP QuickTest Professional Installation Guide* or the *Service Test Installation Guide*.

This chapter includes:

- ▶ Setting up QuickTest or Service Test with a Concurrent License on page 13
- ▶ Upgrading the Concurrent License Server on page 15
- ▶ Installing a Concurrent License Server on page 16
- ▶ Requesting a Concurrent License Key on page 27
- ▶ Redundant License Servers on page 30
- ▶ Installing a Concurrent License Key on page 32
- ▶ Transferring a Concurrent License Server to a Different Network Computer on page 38

Setting up QuickTest or Service Test with a Concurrent License

Computers running QuickTest or Service Test using a concurrent license must always be able to access the concurrent license server. This section summarizes the steps for setting up QuickTest or Service Test with a concurrent license.

Note: You can use the *commuter licensing feature* for computers that temporarily cannot access the concurrent license server (for example, users taking their laptop computers on business trips). The commuter licensing feature is available for HP Functional Testing Concurrent License Server version 7.6 and later. If you have a license key for an earlier version of the concurrent license server, you need to request a new HP Functional Testing Concurrent License Server license key from HP Software Support. For more information, see "Installing a Concurrent License Key" on page 32.

To set up QuickTest or Service Test with a concurrent license:

- 1** Install the HP Functional Testing Concurrent License Server on a network computer. For more information, see "Installing a Concurrent License Server" on page 16.
- 2** Request your concurrent license key. For more information, see "Requesting a Concurrent License Key" on page 27.
- 3** Once you receive the concurrent license key from HP, enter the key to install your license on the license server. For more information, see "Installing a Concurrent License Key" on page 32.

- 4 Run the QuickTest or Service Test setup program on each computer from which you want to run QuickTest or Service Test. Select **Concurrent License** in the License Type screen. For more information, see the *HP QuickTest Professional Installation Guide*.
- 5 Begin using QuickTest or Service Test. When the program opens, it automatically finds the license server and connects to it.

Note: If your QuickTest or Service Test client computer cannot find the license server and connect to it, you may need to set the LSHOST or LSFORCEHOST variable. For more information, see "Setting the LSHOST or LSFORCEHOST Variable" on page 57.

Upgrading the Concurrent License Server

QuickTest Professional supports the Sentinel RMS License Manager version 8.3.0 as its concurrent license server. If you are upgrading to QuickTest Professional with a concurrent license, you must also upgrade your concurrent license server.

You must have administrator privileges when upgrading the concurrent license server.

To upgrade the concurrent license server:

- 1** Manually stop the Sentinel LM service. Select **Start > Settings > Control Panel > Administrative Tools > Services**. In the Services dialog box, right-click **Sentinel LM License Manager** and select **Stop**.
- 2** Save the **lservrc** file to a backup location. The **lservrc** file is located either in the folder in which the Sentinel LM License Manager server is currently installed, for example, C:\Program Files\Common Files\SafeNet Sentinel\Sentinel LM License Manager Server\WinNT, or in the location specified by the **lservrc** environment variable.

Tip: To find the path of **lservrc** environment variable, right-click **My Computer** and select **Properties**. In the System Properties dialog box, select the **Advanced** tab, and then click **Environment Variables**. The path is displayed in the **User variables for <user>** box of the Environment Variables window for the **lservrc** variable. For example, C:\Program Files\Common Files\HP\License Manager\lservrc.

- 3** Install the Sentinel RMS License Manager version 8.3.0 on the license server computer. The license server installation upgrades the license server to the new version. For more information, see "Installing a Concurrent License Server" on page 16.

- 4 After installation, copy the **lservrc** file that you backed up to the following location, depending on whether your product is installed:
 - ▶ If the product is installed, copy the file to the location specified by the **lservrc** environment variable.
 - ▶ If the product is not installed, copy the **lservrc** file to the same folder as the **lservnt.exe** file, for example, C:\Program Files\Common Files\SafeNet Sentinel\Sentinel RMS License Manager Server\WinNT\lservnt.exe.

Tip: To find the location of **lservnt.exe**, select **Start > Settings > Control Panel > Administrative Tools > Services**. In the Services dialog box, right-click **Sentinel RMS License Manager** and select **Properties**. The path for **lservnt.exe** is displayed in the **Path to executable** box.

Installing a Concurrent License Server

This section describes how to install a concurrent license server on a computer.

HP Functional Testing Concurrent License Server installs Sentinel RMS License Manager Server version 8.3.0. For more information about the Sentinel RMS License Manager Server, see the *Sentinel RMS License Manager System Administrator's Help* located in the **LicenseServer\server\SysAdminHelp** folder of the QuickTest Professional or Service Test installation DVD. (Open the **index.html** file to access the help.)

Note: If a previous version of the concurrent license server is already installed on the computer, you must upgrade the concurrent license server by performing specific steps. For more information, see "Upgrading the Concurrent License Server" on page 15.

You must have administrator privileges to install the license server.

You must install the license server on a computer that has TCP/IP installed. To ascertain that TCP/IP is installed and functioning properly, you can check that another computer on the network can identify the computer where you plan to install the license server. On another computer, click **Start > Run**. In the **Run** box, type ping <name of the computer where the license server will be installed>. Click **OK**. If the first computer can identify the second computer on the network, an MS-DOS window opens and four successful reply messages are displayed. If the first computer cannot identify the second computer on the network, an MS-DOS window opens, but there are no successful reply messages.

After you install the concurrent license server, it must be running whenever you use QuickTest or Service Test on the client computer.

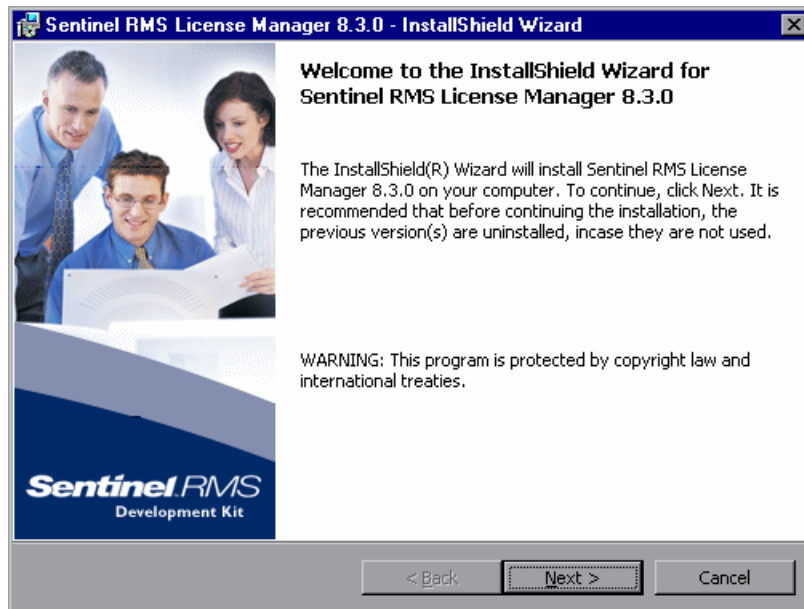
To install the concurrent license server:

- 1** If the DVD drive is located on your local computer, insert the QuickTest Professional or Service Test Installation DVD into the drive from which you want to install. If you are installing from a network drive, connect to it and run **setup.exe**. The main installation window opens.
- 2** Click **Functional Testing License Setup**. The Concurrent License Server installation window opens.

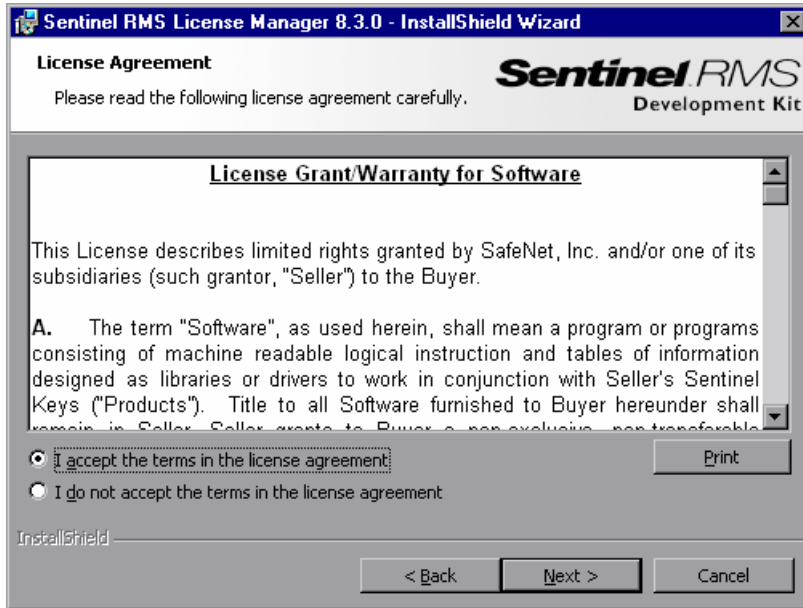


3 Click **Install the HP Functional Testing Concurrent License Server**.

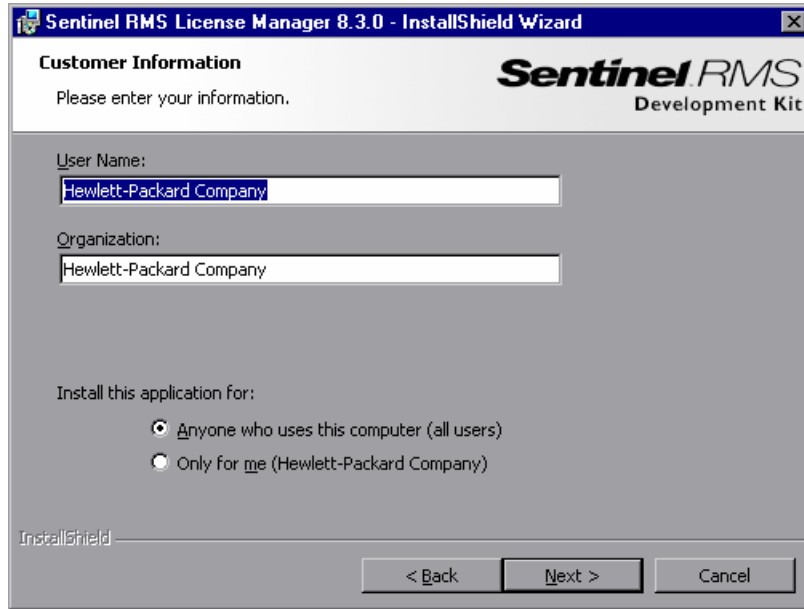
The Sentinel RMS License Manager Server setup program starts and the Sentinel RMS License Manager Welcome screen opens.



- 4 Click **Next**. The Sentinel RMS License Manager License Agreement screen opens.



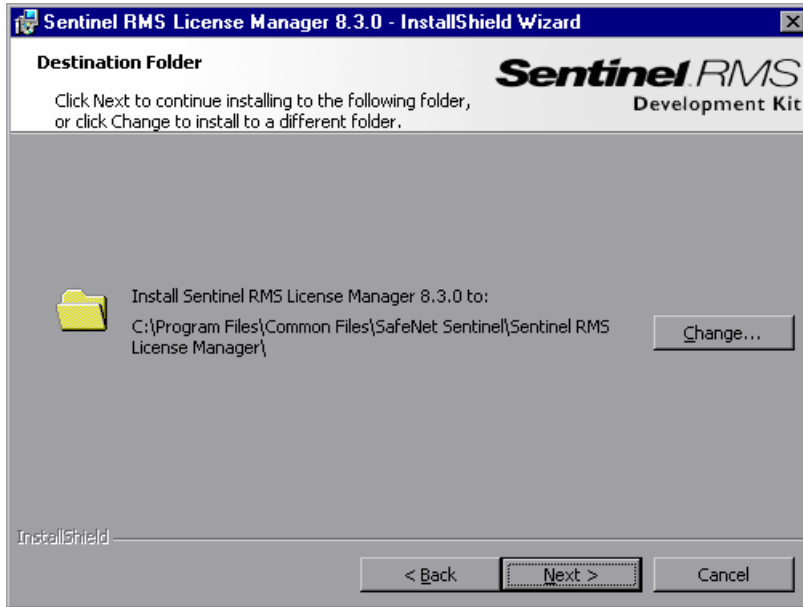
- 5 Select **I accept the terms in the license agreement** and click **Next** to accept the terms of the license agreement and install the Sentinel RMS License Manager. (If you select **I do not accept the terms in the license agreement**, you will not be able to continue with the installation.) The Customer Information screen opens.



The screenshot shows a Windows-style dialog box titled "Sentinel RMS License Manager 8.3.0 - InstallShield Wizard". The main heading is "Customer Information" with the instruction "Please enter your information." and the "Sentinel RMS Development Kit" logo. There are two text input fields: "User Name:" containing "Hewlett-Packard Company" and "Organization:" also containing "Hewlett-Packard Company". Below these is a section "Install this application for:" with two radio button options: "Anyone who uses this computer (all users)" (which is selected) and "Only for me (Hewlett-Packard Company)". At the bottom left is the "InstallShield" logo, and at the bottom right are three buttons: "< Back", "Next >", and "Cancel".

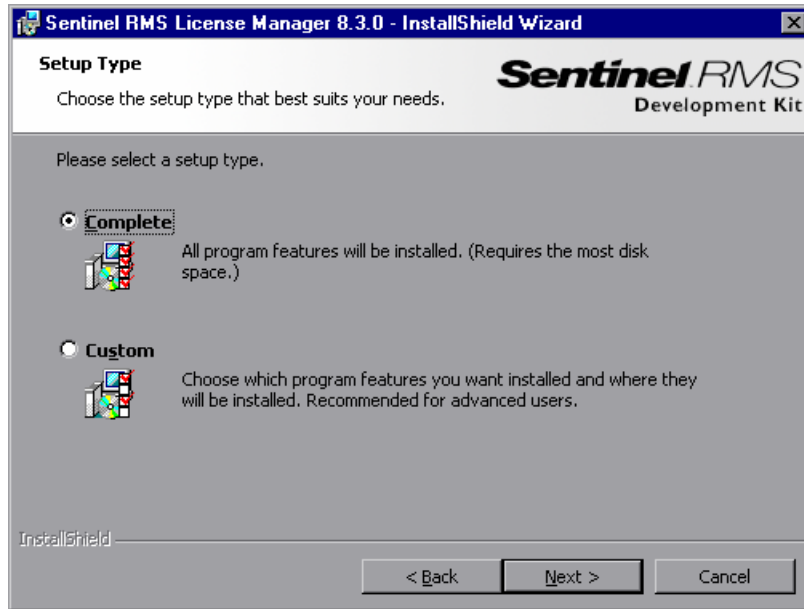
- 6 Enter your name and the name of your organization, and then select whether to install the application for anyone using your computer, or only for yourself. Click **Next**. The Destination Folder screen opens.

- 7 Either accept the default destination folder, or click **Change** to specify a different destination folder where the HP Functional Testing Concurrent License Server will be installed.



Click **Next** to proceed. The Setup Type screen opens.

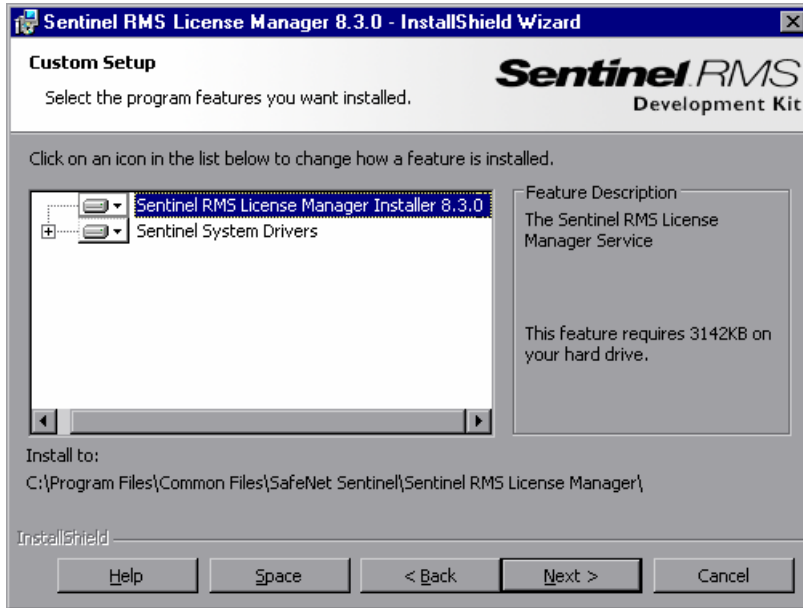
- 8 In the Setup Type screen, select **Complete** or **Custom** installation.



Click **Next** to proceed. If you selected **Custom**, proceed to step 9. If you selected **Complete**, proceed to step 10.

Note: The **Complete** option installs additional program features that are not required for the HP Functional Testing Concurrent License Server. For this reason, you may prefer to select the **Custom** option and install only the required program features, as described below.

- 9 In the Custom Setup screen, select the features you want to install, and how they should be installed. You must install the **Sentinel RMS License Manager Installer 8.3.0** feature. Other features are optional, and are not used by the HP Functional Testing Concurrent License Server.



You can click the drop-down arrow next to each feature, and then select whether to install only the feature, or the feature and all its sub-features, to the local hard drive.

Click **Next**. If you are installing the license server on an operating system that has an enabled system firewall, for example, Windows XP Service Pack 2, the **System Firewall Settings Need To Be Modified** screen opens, indicating that you need to modify the computer's firewall settings (step 10). If you are installing the license server on an operating system that does not have an enabled system firewall, proceed to step 11.

Tip: Click **Space** to view the disk space requirements for the selected features.

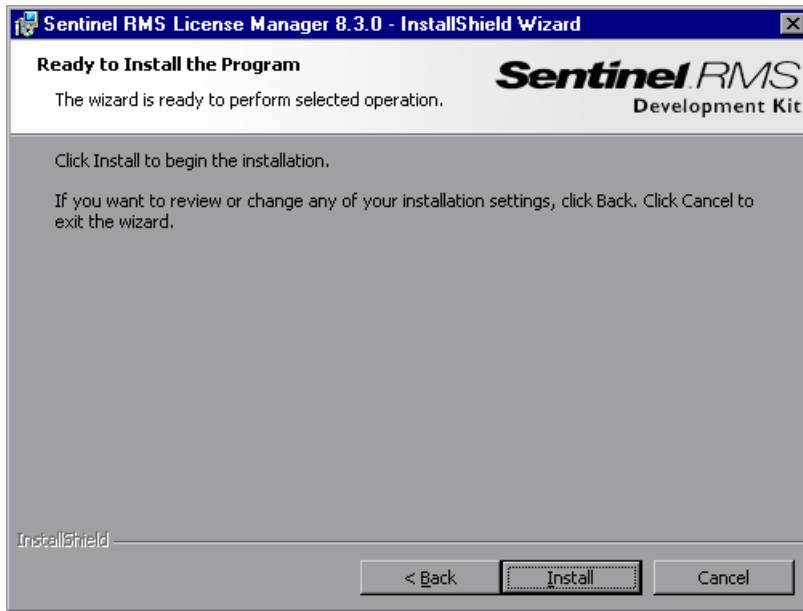
- 10** Select the **Unblock the system firewall for the Sentinel RMS License Manager** check box to enable communication between the Sentinel RMS License Manager server (concurrent license server) and the network clients. If you clear the check box, computers running QuickTest or Service Test using a concurrent license will not be able to access the concurrent license server.



Note: If you choose to unblock the system firewall for Sentinel RMS License Manager at a later time, refer to the relevant operating system documentation for assistance.

Click **Next**.

- 11** In the Ready to Install the Program screen, click **Install**.



The installation process begins. To pause or quit the installation process, click **Cancel**.

- 12** When the installation is complete, the **InstallShield Wizard Completed** screen opens. Click **Finish** to exit the wizard and complete the installation process.

After you install the concurrent license server, you must request and install the concurrent server license key before you can use QuickTest or Service Test. Note that there is no concurrent demo license available.

Requesting a Concurrent License Key

After the concurrent license server is installed, you must run the Concurrent License Server license installation program to request your license key from HP. You run the Concurrent License Server license installation program on the computer on which you installed the concurrent license server.

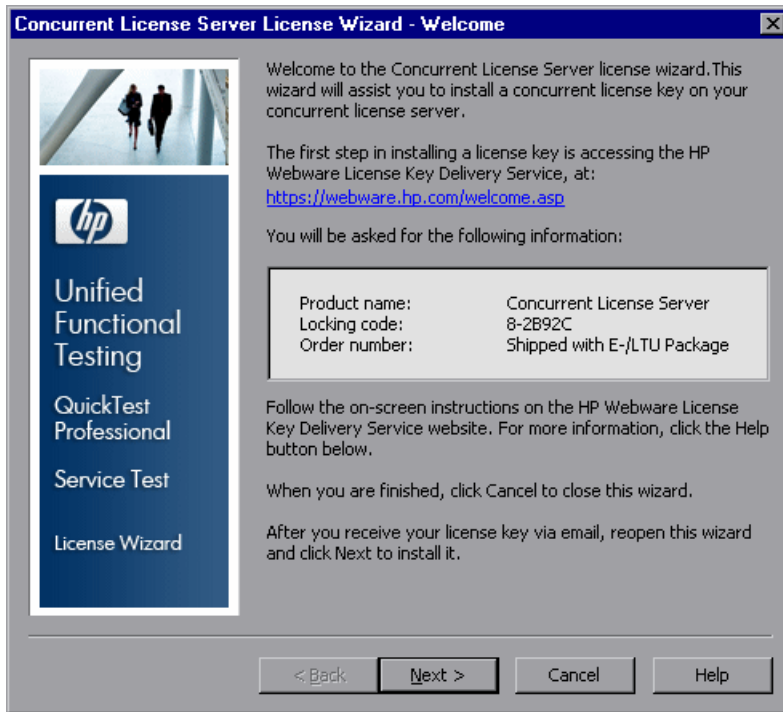
To request a concurrent license key:

- 1** If the DVD drive is located on your local computer, insert the QuickTest Professional or Service Test Installation DVD into the drive from which you want to install. If Autoplay is enabled, the main screen opens. If you are installing from a network drive, connect to it and run **autorun.exe**. The main installation window opens.
- 2** Click **Functional Testing License Setup**. The Functional Testing Concurrent License Server installation window opens.



3 Click Install a Concurrent License Key.

The Concurrent License Server license installation program starts and the Welcome screen opens, displaying the locking code for your computer and the license type.



- 4** Click the link on the QuickTest Professional or Service Test License Installation - Welcome screen for the **HP Webware License Key Delivery Service** to request your license key. Follow the instructions as described in "Requesting a License Key via the HP Webware License Key Delivery Service" on page 29.
- 5** If you already have your license key, proceed to step 4 on page 35 in the "Installing a Concurrent License Key" section.

Requesting a License Key via the HP Webware License Key Delivery Service

The HP Webware License Key Delivery Service assists you in requesting a license key. This procedure provides an overview of this process as it specifically relates to requesting Concurrent License Server license keys.

For details on the individual fields in the License Key Delivery Service form, download the ESD and Webware License Management Guide. (Click the **Webware User Guide** link in the **Support** section of the HP License Key Delivery Service Welcome page.)

To request a license key:

- 1** Click the link on the Concurrent License Server License Installation - Welcome screen for the **HP Webware License Key Delivery Service**. The HP License Key Delivery Service Welcome page is displayed.
- 2** Click **Generate New Licenses**. The Generate license(s) page is displayed.
- 3** Enter the order number from the Software Entitlement Certificate you received in your LTU or ELTU package.
- 4** Click **Next**. The Product Selection page is displayed.
- 5** Select the check box next to the product for which you are requesting a license key.
- 6** Click **Next**. The Order Product Detail(s) page is displayed.
- 7** Enter the locking code for your computer. The locking code is found in the Concurrent License Server License Installation - Welcome screen.
- 8** Click **Next**. The Member sign-in page is displayed.
- 9** If you have used the Webware Licensing service before, enter your e-mail address and password. Otherwise, login as a new user.
- 10** Click **Sign-in**. The Address information page is displayed. If you are a returning user, Webware automatically populates the fields with your information. If you are a new user, fill in the information according to the on-screen instruction. For information on filling in the Address information page, see the ESD and Webware License Management Guide.

- 11** If you are a customer representative requesting a license key on behalf of a customer and do not want them to receive a copy of the transaction, deselect the **E-mail a copy of this license transaction to the license owner** check box.
- 12** If you are the end-user customer select the **I am the License owner** check box. The **License owner (End-user) information** section is disabled.
- 13** If you are a customer representative requesting a license key on behalf of a customer, deselect the **I am the License owner** check box. Complete the information requested in the **License owner (End-User) information** section.
- 14** Click **Next**. The License/Password page is displayed. Keep a record of your **Session ID** and click **Main Menu** to return to the Welcome page. A Permanent Password Certificate will be e-mailed to the address you provided, containing your license key.
- 15** Click **Cancel** and wait for your Permanent Password Certificate to arrive by e-mail. When it arrives, follow the instructions as described in "Installing a Concurrent License Key" on page 32.

Redundant License Servers

Redundant license servers provide failover, so that if the main license server fails, the remaining servers maintain availability of the licenses without causing any downtime or loss of licenses for users.

The redundant license server feature is useful for enterprise customers who have a large network installation and want to maintain license server backup.

When you work with redundant license servers you request a concurrent license key for your primary license server, and that license key is used for all your backup license servers.

For more details on deploying redundant license servers, see the section on **Setting up Redundant License Servers** in the **Sentinel RMS Kit System Administrator's Help**, located on your installation DVD at `\LicenseServer\server\SysAdminHelp\Default.htm`.

Note:

- ▶ You must have a minimum of 3, and a can have a maximum of 11 redundant servers to work with redundant license servers.
- ▶ HP requires that you use **Majority Rule** when deploying redundant servers. **Majority Rule** means that a request for a license will be filled only if a majority of the redundant license servers are running.

For example, if you have defined ten redundant license servers and majority rule is in effect, at least six of them must be running for a request for that license to be served.

For more details, search for **Majority Rule** in the **Sentinel RMS Kit System Administrator's Help**, located on your installation DVD at `\LicenseServer\server\SysAdminHelp\Default.htm`.

To request a redundant license server key:

- 1** Access the Webware HP License Key Delivery Service at www.webware.hp.com.
- 2** Under the **Support** section, click **Contact license delivery center**.
- 3** Contact one of the regional license delivery centers listed and request a **failover/hot standby** license.
- 4** A member of the support team will contact you for more information. You will be asked to supply the locking codes for all the backup servers you want to use.

Installing a Concurrent License Key

After you receive your license key from HP, you must run the Concurrent License Server license installation program again to install the key. The license key is included in the **.dat** file attached to the e-mail containing your Permanent Password Certificate. The concurrent license key must be installed on the computer on which you installed the concurrent license server.

Caution:

- ▶ You cannot install a concurrent license key remotely (for example, using Symantec pcAnywhere, Citrix, or Terminal Server).
- ▶ After installing the concurrent license key, do not change your computer's date or time. This triggers a **Clock Tamper** lock on the license information, preventing you from using the license.

To install your concurrent license key:

- 1 Insert the QuickTest Professional or Service Test installation DVD into the DVD drive. If the DVD drive is on your local computer, the QuickTest Professional or Service Test Setup window opens.

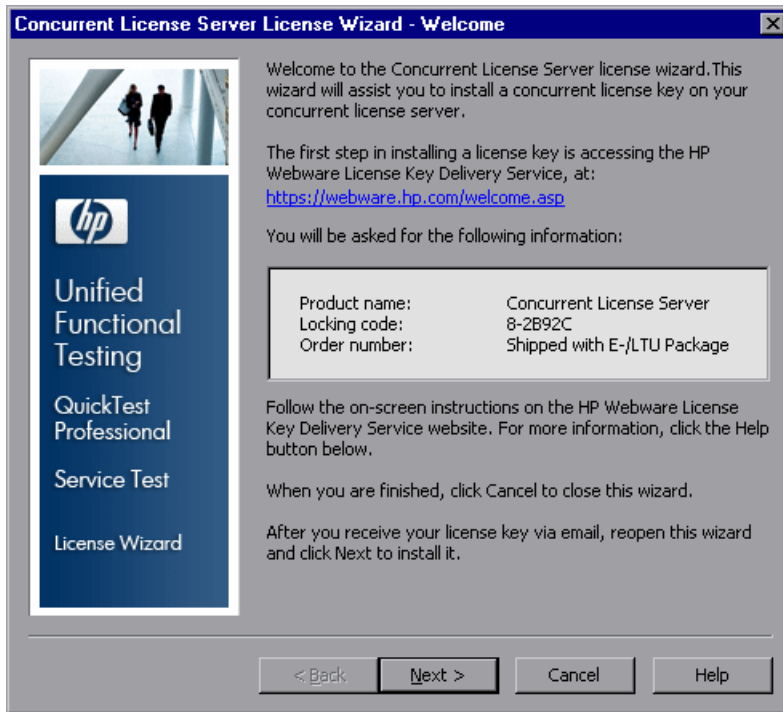
If you are installing from a network drive, double-click **setup.exe** in the root folder of the DVD. The QuickTest Professional or Service Test Setup window opens.

- 2 Select **Functional Testing License Server Setup**. The Functional Testing Concurrent License Server setup screen opens.

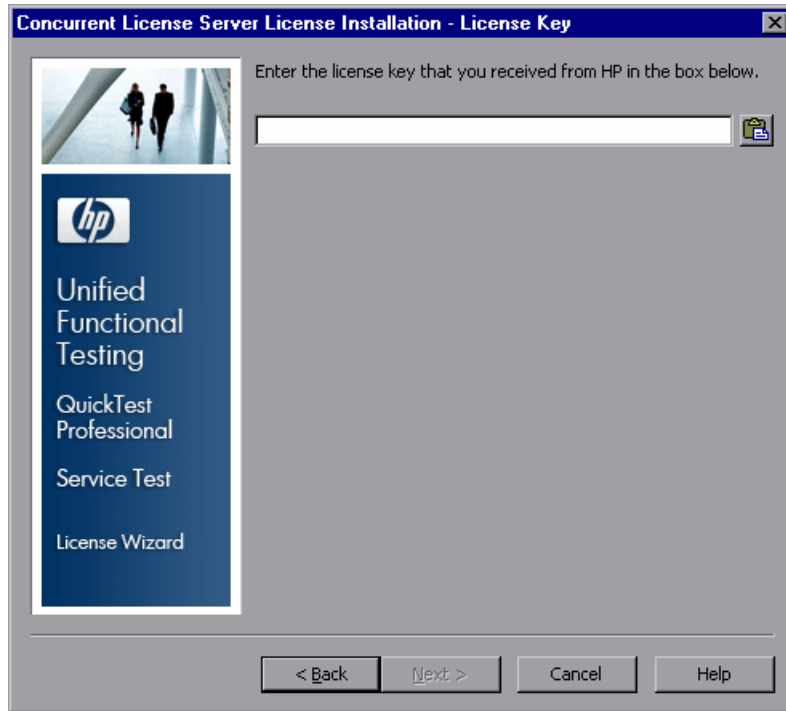


3 Click Install Concurrent License.

The Concurrent License Server license installation program starts and the Welcome screen opens, displaying the locking code for your computer and the license type.



- 4 Click **Next** to begin installing the license. The License Key screen opens.

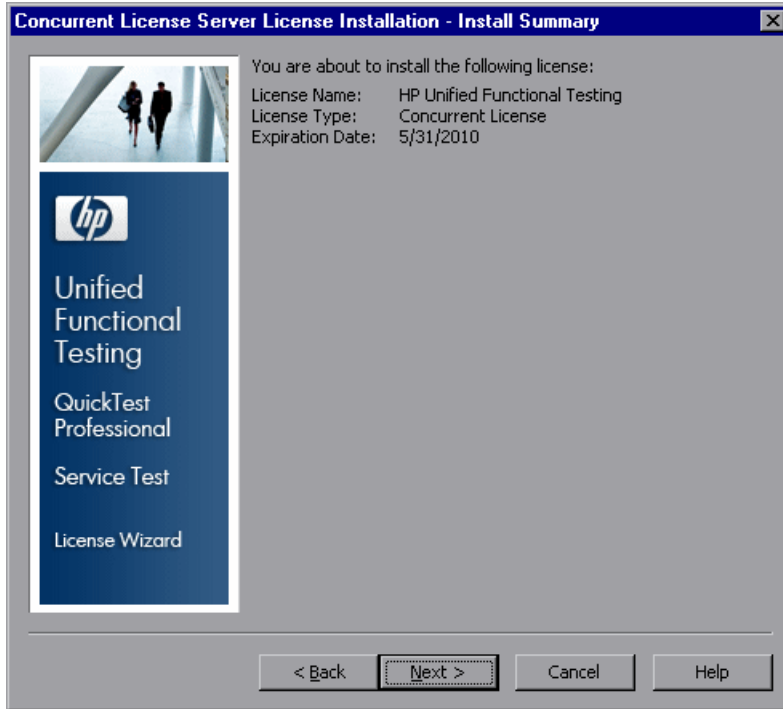


Note: The license key is valid only for the computer with the locking code that you submitted to HP.

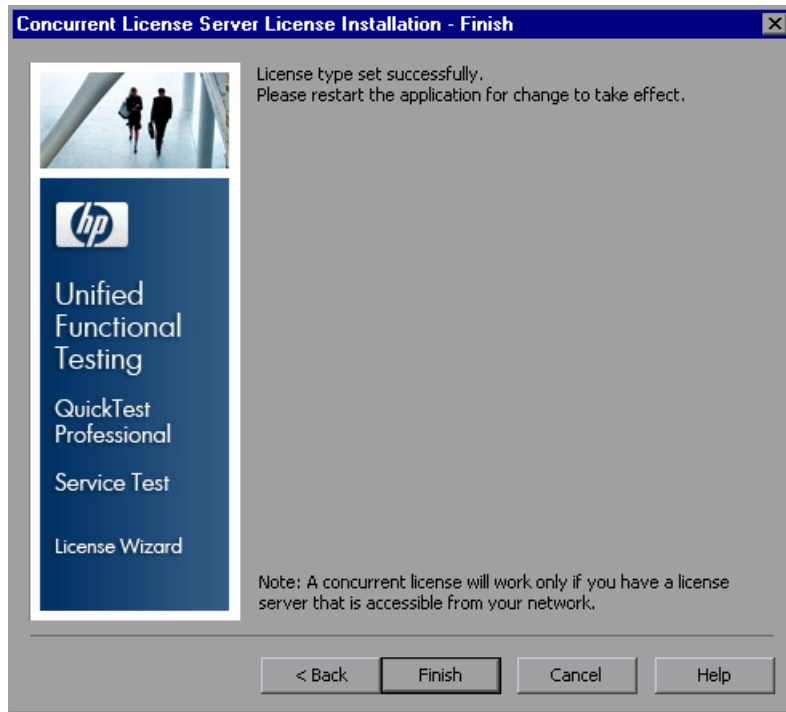
- 5 Open the **.dat** file attached to the email containing your Permanent Password Certificate using any text editor. The license key is also included in the Permanent Password Certificate.
- 6 Copy the license key (with or without the # character) from the **.dat** file to the clipboard.
- 7 Paste the key into the Concurrent License Server License Installation - License Key screen by clicking the **Paste From Clipboard** button.



- 8 Click **Next**. The Install Summary screen opens.



- 9 Verify that the information is correct and click **Next**. The Finish screen opens.



If you entered a valid license key, the Finish screen confirms that your license key was successfully installed.

If the license could not be installed successfully, a message is displayed describing why. For example, if you did not enter the license key correctly, the installation will not succeed.

Note: For more information on licensing and the HP Functional Testing Concurrent License Server, search the HP Software Self-solve knowledge base located in the HP Software Support Web site (<http://h20230.www2.hp.com/selfsolve/document/KM174867>) for Problem ID 18251, *Top QuickTest Professional Licensing Articles*.

Transferring a Concurrent License Server to a Different Network Computer

You may want to transfer your HP Functional Testing Concurrent License Server from one network computer to another.

To transfer your license server to a different computer:

- 1** Run the Concurrent License Server installation program to install the concurrent license server on the new computer, as described in "Installing a Concurrent License Server" on page 16.
- 2** Run the Concurrent License Server license installation program, and request a concurrent license key, as described in "Requesting a Concurrent License Key" on page 27. In your request, indicate that you are transferring your existing license server to a new computer.
- 3** After you receive and install your new concurrent license key on the new network computer, uninstall the concurrent license server from the old network computer.

3

Concurrent License Server Tips and Tricks

This chapter provides hints, tips, and troubleshooting information for your concurrent license server. It also describes how to stop and restart the concurrent license server.

This chapter includes:

- General Tips on page 39
- Stopping and Restarting the Concurrent License Server on page 39
- Locking Codes on page 40
- Known Problems and Workarounds on page 41

General Tips

When the client computers running QuickTest or Service Test are on multiple domains, you should install a license server on each domain.

Stopping and Restarting the Concurrent License Server

If you want to reset the license server, it is recommended to restart the computer. You can also turn off the license server and then turn it on again without restarting the computer by following the instructions below.

Note: The concurrent license server starts automatically at startup on the host computer.

To stop and restart the license server:

- 1** Click **Start > Settings > Control Panel**.
- 2** Double-click **Administrative Tools** and then double-click **Services**. The **Services** dialog box opens.
- 3** In the **Services (Local)** list, select **Sentinel RMS License Manager** and click **Stop Service**.
- 4** To restart the license server, highlight **Sentinel RMS License Manager** and click **Start Service**.

Tips:

You can highlight **Sentinel RMS License Manager** and click **Restart Service** to stop and then restart the license server.

You can also shut down the license server using the LSRVDOWN utility. For more information, see page 50.

Locking Codes

A locking code is a unique identification number generated for a license server or a seat license host. Every computer has its own locking code. The locking code, together with the maintenance number, are used to generate the license key for the server computer. A license key that is generated based on the locking code from one computer cannot be used on another computer.

Known Problems and Workarounds

The following table provides known problems and workarounds:

Problem	Workaround
<p>The concurrent license server is installed on a different domain/subnet than the QuickTest or Service Test clients.</p>	<p>Open UDP port 5093 between domains. Set the LSHOST or LSFORCEHOST parameters on the QuickTest or Service Test client computers. For more information, see "Setting the LSHOST or LSFORCEHOST Variable" on page 57.</p> <p>To check the connection, use ping -a from the Windows command line.</p> <p>If this is successful, it should display: Reply from <server i.p. address> : <byte size> < time >.</p>
<p>You want to install concurrent license servers on Novell or Unix computers.</p>	<p>The concurrent license server software does not support Novell or Unix. Generate a seat license key for each QuickTest or Service Test client computer. Alternatively, use a Windows platform network computer as your concurrent license server.</p>
<p>Although you have a legal license key installed on your concurrent license server, you cannot start QuickTest or Service Test.</p>	<p>If you install QuickTest or Service Test using the setup.exe file instead of the autorun screen, it automatically installs QuickTest or Service Test with the seat license option. In the message box that opens when you try to open QuickTest or Service Test, click Install License. This opens the License Installation utility, which enables you to change your license type to the concurrent license option.</p>

Problem	Workaround
<p>You changed the date on the computer where the concurrent license server is installed, for example, due to date operations testing. This locked the concurrent license server license key.</p>	<p>Restore the computer's clock to the original date and contact HP Software Support for further assistance.</p>
<p>You are installing a concurrent license key from a network location, and you cannot access the Help by clicking the Help button or pressing F1.</p>	<p>The help topics that describe the wizard user interface are provided in a CHM file. CHM files cannot be opened from a network location.</p> <p>To view the help topics, do one of the following:</p> <ul style="list-style-type: none"> ▶ Copy the CHM file located in <code><LicenseServer_Path>\help\FTCLS_License.chm</code> to a local drive and open the file to access the Help. ▶ View the help topics in PDF format, located in <code><LicenseServer_Path>\MerLicSvr.pdf</code>.

For more information about these and other issues, see the QuickTest or Service Test Knowledge Base in the HP Software Support Web site at <http://h20230.www2.hp.com/troubleshooting.jsp>.

4

License Server Error Codes

This chapter provides information regarding concurrent license server error messages that may open.

This chapter includes:

- Error 5: Cannot talk to the license manager. "LocalHost" server not running on page 43
- Error 19: Cannot install a license code on page 44

Error 5: Cannot talk to the license manager. "LocalHost" server not running

The concurrent license server has stopped.

Select **Start > Programs > Administrative Tools > Services**. Locate the Sentinel RMS License Manager service and click **Start**.

If the license server does not start, contact HP Software Support for assistance.

Error 19: Cannot install a license code

Error 19 can occur in the following situations:

► **Failed to add license string "Unknown" to the license server on "NO-NET."**

A seat license cannot be installed on the concurrent license server running on the specified computer.

► **Failed to add license string UNKNOWN to the license server on "Local-host."**

A concurrent license cannot be installed on the concurrent license server running on the specified computer.

Reasons that Error 19 Occurs

The following table provides general information about why error 19 occurs:

Possible Causes	Possible Solutions
The license key is node-locked and does not match the locking code of the computer where the license server is being installed.	Contact HP Software Support to reissue the license with the correct license key.
When you try to install a seat license, the license key is for a concurrent license.	Copy Isdecode.exe from the LicenseServer\utils folder on the QuickTest Professional or Service Test installation DVD to Program Files\Common Files\HP\License Manager and run the Isdecode.exe file. This displays the license key information, which enables you to verify that you are installing the correct license type.

Possible Causes	Possible Solutions
The license key was entered incorrectly.	Copy Isdecode.exe from the LicenseServer\utils folder on the QuickTest Professional or Service Test installation DVD to Program Files\Common Files\HP\License Manager and run the Isdecode.exe file. This displays the license key information, which enables you to verify that you are installing the correct license key.
The license key is already installed.	<p>Check whether the Iservrc file exists. The location of the file depends on whether your product is currently installed.</p> <ul style="list-style-type: none"> ▶ If the product is installed, the location of the file is specified by the Iservrc environment variable. <ul style="list-style-type: none"> Tip: To find the path of Iservrc environment variable, right-click My Computer and select Properties. In the System Properties dialog box, select the Advanced tab, and then click Environment Variables. The path is displayed in the User variables for <user> box of the Environment Variables window. For example, C:\Program Files\Common Files\HP\License Manager\Iservrc. ▶ If the product is not installed, the file is located in the same folder as Iservnt.exe. By default, this is C:\Program Files\Common Files\SafeNet Sentinel\Sentinel RMS License Manager Server\WinNT\. <p>Tip: To find the path of Iservnt.exe, select Start > Settings > Control Panel > Administrative Tools > Services. In the Services dialog box, right-click Sentinel RMS License Manager and select Properties. The path for Iservnt.exe is displayed in the Path to executable box.</p> <p>If the Iservrc file exists, the license key is installed already. You may use the license server.</p>

5

Concurrent License Server Utilities

This chapter provides a general overview of the utilities included with the HP Functional Testing Concurrent License Server. These utilities assist you in managing your QuickTest Professional and Service Test concurrent licenses, and are part of the Sentinel License Manager, which is supplied with the HP Functional Testing Concurrent License Server.

For more information about the utilities described in this chapter, see the *Sentinel RMS License Manager System Administrator's Help* located in the **LicenseServer\server\SysAdminHelp** folder of the QuickTest Professional installation DVD. (Open the **index.html** file to access the help.)

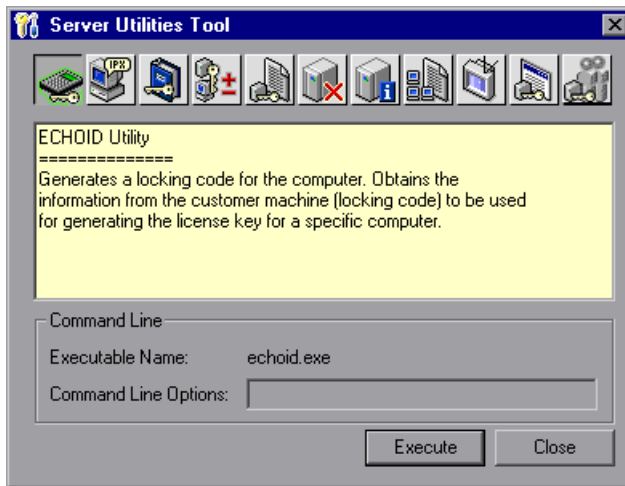
This chapter includes:

- Overview on page 48
- Displaying Current Concurrent License Server Users (QuickTest Only) on page 53
- Displaying License Servers on page 53
- Monitoring License Servers on page 54
- Setting the LSHOST or LSFORCEHOST Variable on page 57

Overview

You can use the WLMADMIN utility to monitor a concurrent license server. You can use the other HP Functional Testing server management utilities to verify and manage specific elements of your concurrent license server.

You can start HP Functional Testing server management utilities from a Windows user interface by running **SrvUtils.exe** in the **LicenseServer\utils** folder of the QuickTest Professional or Service Test installation DVD.



To run a utility:

In the Server Utilities Tool, select the utility you want to run, and click **Execute**.

The following table provides a brief description of the HP Functional Testing license management utilities and brief examples to facilitate usage:

Utility	Description/Example of Usage
ECHOID Utility echoid.exe	Generates a computer's locking code. Obtains the information from your computer (locking code) that is used to generate the license key for a specific computer.
IPXECHO Utility ipxecho.exe	Displays the IPX network address on the computer on which it is run. Used to determine the IPX address of a license server.

Utility	Description/Example of Usage
LSDECODE Utility lsdecode.exe	<p>Displays the license key information, which enables you to check that you are installing the correct license type.</p> <p>It decodes an HP Functional Testing concurrent license key (lservrc) and retrieves license information, for example, the license type, the maximum number of concurrent users, and so forth.</p> <p>Make sure that the server utilities application (SrvUtils.exe) and the LSDECODE utility (lsdecode.exe) are located in the same directory as the lservrc file.</p>
LSLIC Utility lslic.exe	<p>Adds or removes a license key. You can use the following command line options:</p> <ul style="list-style-type: none"> ▶ -a (add) -f (file name): adds a license key from a license file ▶ -removeall removes all licenses from an HP Functional Testing Concurrent License Server <p>Either use the LSHOST environment variable to specify the license server or ensure that the server utilities application (SrvUtils.exe) and the LSLIC utility (lslic.exe) are located in the same directory as the lservrc file.</p>
LSMON Utility lsmon.exe	<p>Monitors an HP Functional Testing Concurrent License Server computer.</p> <p>You can run the LSMON utility on a client computer (running QuickTest or Service Test, and connected to a concurrent license server) or the host computer (the license server).</p> <p>To monitor a remote HP Functional Testing Concurrent License Server, specify <host name> or <IP address>. For example, <code>c:\lsmon.exe saturn</code> monitors the saturn host. For more information on this utility, see "Displaying Current Concurrent License Server Users (QuickTest Only)" on page 53.</p>

Utility	Description/Example of Usage
<p>LSRVDOWN Utility lsrvdown.exe</p>	<p>Shuts down the license server.</p> <p>Specify the license server host name as the command line option for this utility.</p> <p>You can also shut down the license server by stopping the service. For more information, see "Stopping and Restarting the Concurrent License Server" on page 39.</p>
<p>LSUSAGE Utility lsusage.exe</p>	<p>Displays usage information generated by the license server. The license server logs all license keys issued or denied, but it does not record license key updates.</p> <p>For example, lsusage.exe -l Usage-log-file</p> <ul style="list-style-type: none"> ➤ [-c CSV-Format-New-log-file] ➤ [-f Feature-Name1,Version:Feature-Name2,Version ...] ➤ [-y Start-Year(YYYY) [-m Start-Month(MM) [-a Start-Day(DD)]]] ➤ [-Y End-Year(YYYY) [-M End-Month(MM) [-A End-Day(DD)]]]
<p>LSWHERE Utility lswhere.exe</p>	<p>Searches for HP Functional Testing Concurrent License Servers on the network and displays the names of all the computers running license servers. You can run this utility on a client computer (running QuickTest or Service Test) that is connected to a concurrent license server, or the host computer (the license server). The parameter -<IP address> searches for a specific network host.</p> <p>For more information on this utility, see "Displaying License Servers" on page 53.</p>
<p>SLMDEMO Utility slmdemo.exe</p>	<p>Simulates license usage. This utility can "add" or "remove" licenses to or from a specific server and produce a log file. You can use this utility to check that the license key is installed correctly on the license server host and that you have the correct number of concurrent licenses.</p>

Utility	Description/Example of Usage
<p>WLMADMIN Utility WLMAdmin.exe</p>	<p>Monitors HP Functional Testing Concurrent License Server transactions and provides information on license servers, users, and computers running QuickTest or Service Test using a concurrent license server. You can use this utility to check that an HP Functional Testing Concurrent License Server is running, and to monitor its usage.</p> <p>For more information on this utility, see "Monitoring License Servers" on page 54.</p>
<p>WLSGRMGR Utility Wlsgrmgr.exe</p>	<p>Provides an easy way to create a reservation file that reserves license tokens for specific network users or computers, or excludes specific users or computers from using license tokens.</p>
<p>WCommute.exe</p>	<p>Enables a concurrent license user to check out and check in a commuter license for QuickTest or Service Test (either on the local computer or on a remote computer). A commuter license enables concurrent license users to temporarily use QuickTest or Service Test on a computer that is temporarily not connected to the network.</p> <p>For more information on this utility, see the <i>HP QuickTest Professional Installation Guide</i> or the <i>Service Test Installation Guide</i>.</p> <p>Note that this utility can be activated only from the command line, and not from within the Server Utilities Tool window.</p>
<p>WRCommute.exe</p>	<p>Enables a concurrent license user to generate a locking code for a remote computer, which can be used to obtain and install a commuter license for QuickTest or Service Test.</p> <p>For more information on this utility, see the <i>HP QuickTest Professional Installation Guide</i> or the <i>Service Test Installation Guide</i>.</p> <p>Note that this utility can be activated only from the command line, and not from within the Server Utilities Tool window.</p>

The following table provides a description of variables used on QuickTest or Service Test client computers to designate or control which concurrent license server(s) can be used:

Utility	Description/Example of Usage
LSFORCEHOST variable	Restricts a QuickTest or Service Test client to a specific concurrent license server. (You can specify the license server by either host name or IP address.) For information on setting this variable, see "Setting the LSHOST or LSFORCEHOST Variable" on page 57.
LSHOST variable	Specifies the preferred concurrent license server for a QuickTest or Service Test client. If the specified concurrent license server cannot be found, then a search is conducted on the entire network. Use this variable to contact a server in a remote subnet. For information on setting this variable, see "Setting the LSHOST or LSFORCEHOST Variable" on page 57.

Displaying Current Concurrent License Server Users (QuickTest Only)

You can run the LSMON utility on a client computer (running QuickTest) that is connected to a concurrent license server, or the host computer (the concurrent license server).

The LSMON utility is a DOS-based program that displays:

- ▶ the maximum number of concurrent QuickTest or Service Test users allowed.
- ▶ the number of computers currently connected to the concurrent license server.
- ▶ the IDs of the computers currently connected to the concurrent license server.
- ▶ the number of licenses currently not in use.

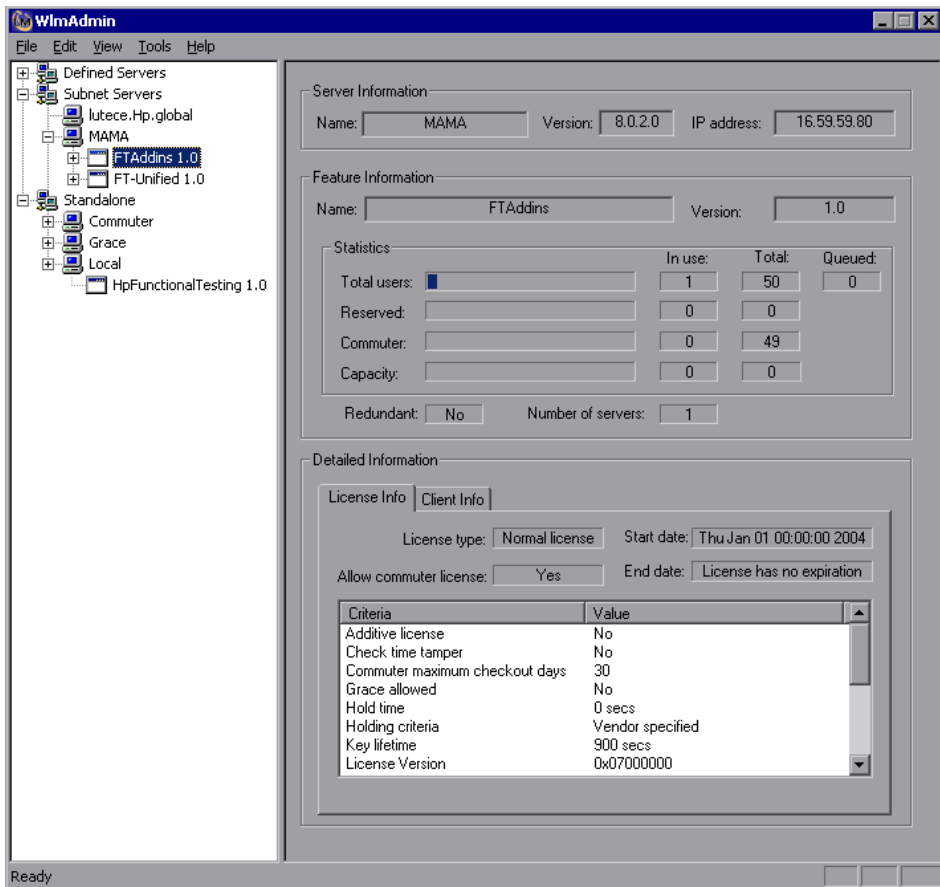
Note: To run the LSMON utility from a client computer and display information for all the computers in the network, type `LSMON <license server host name>`.

Displaying License Servers

You can run the LSWHERE utility on a client computer (running QuickTest) that is connected to a concurrent license server, or the host computer (the concurrent license server). This utility is a Windows-based program that displays the network names of all computers running the HP Functional Testing Concurrent License Server.

Monitoring License Servers

You can run the WLMADMIN utility on a client computer (running QuickTest or Service Test) that is connected to a concurrent license server, or the host computer (the concurrent license server). It enables you to monitor license server transactions for each HP product connected to the server and provides information on license servers, users, and computers running HP products using concurrent licenses. You can use this utility to monitor license server activity.



Note:

- ▶ QuickTest and Service Test can share the same concurrent license server.
 - ▶ The feature (license) names indicate the earliest supported version. For example, the feature **QuickTestPro 6.0** supports QuickTest Professional, version 6.0 and later.
-

Understanding How the License Server Determines the Type of License to Issue (QuickTest Only)

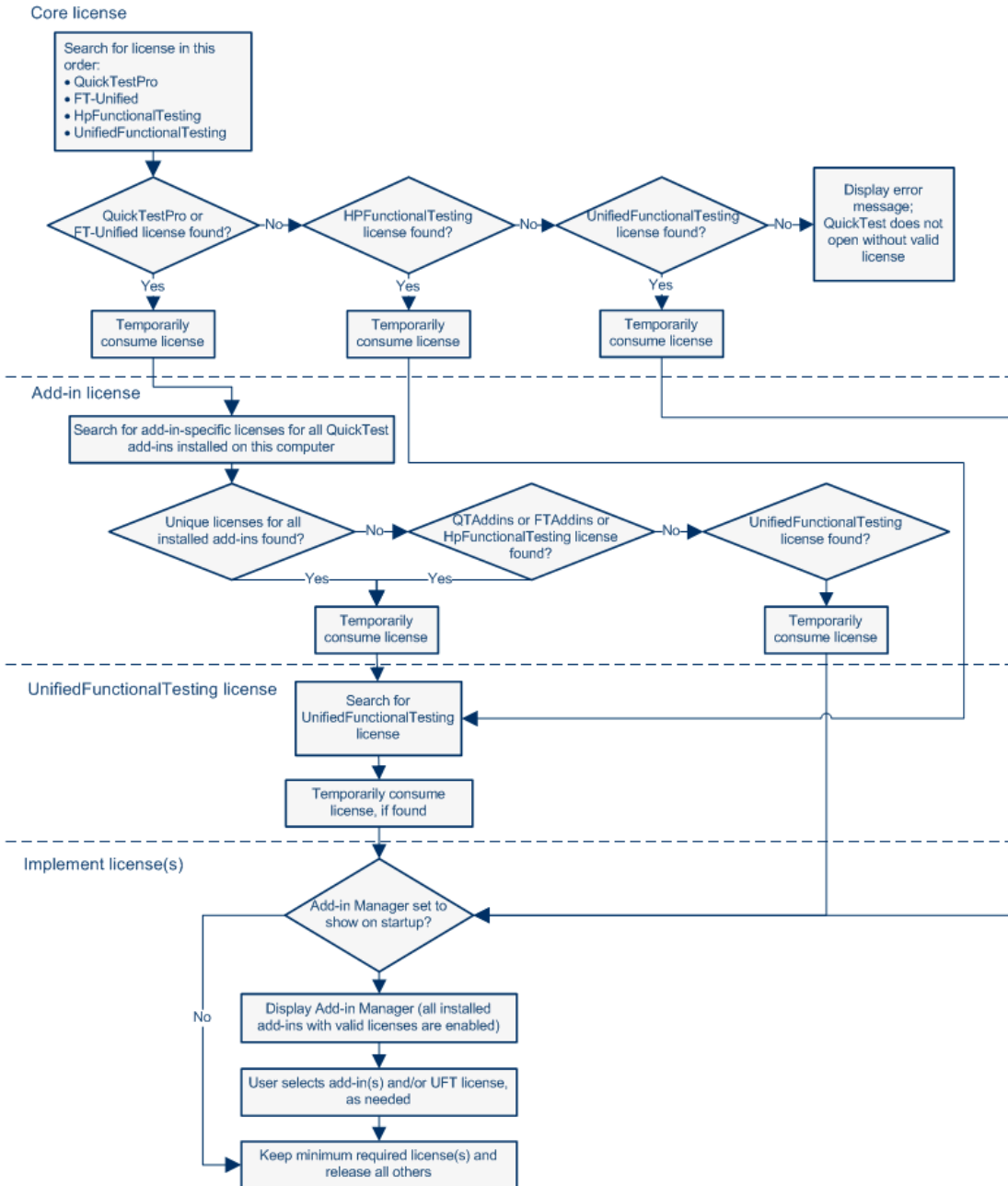
When a user opens a QuickTest client that is set to work with a concurrent license, the client sends a license request to the concurrent license server. If the concurrent license server has multiple licence types available, for example, **QuickTestPro 6.0**, **FT-Unified 1.0**, **HpFunctionalTesting 1.0**, and **UnifiedFunctionalTesting 1.0**, QuickTest applies program logic to determine the license type to request for this session. The license type may be product-specific, such as **QuickTestPro 6.0**, or global and applicable to both QuickTest and Service Test, such as **FT-Unified 1.0**, or global, applicable to both QuickTest and Service Test, and all add-ins, such as **UnifiedFunctionalTesting 1.0**.

The first time a QuickTest client sends a request to the concurrent license server, it requests a product-specific license. If that license type is available, the concurrent license server issues it. If that license type is unavailable, the functional testing tool requests a global license. If no license is available, the functional testing tool displays a message indicating that all licenses are in use.

For subsequent sessions, the functional testing tool always requests the same type of license that was issued during the previous session. If that license type is unavailable, the functional testing tool requests the alternate license type.

For example, if the last time that the QuickTest client connected to the license server it was issued a **QuickTestPro 6.0** license, it requests the same license type again. If no **QuickTestPro 6.0** license is available, it requests an **FT-Unified 1.0** license.

The following flowchart illustrates this process:



Setting the LSHOST or LSFORCEHOST Variable

In addition to using the License Wizard to specify the concurrent license server to which you want QuickTest or Service Test to connect, you can also specify a concurrent license server using Windows Environment variables.

For example, you can use the LSHOST variable to set the preferred concurrent license server for a QuickTest or Service Test client. If the specified concurrent license server cannot be found in the local subnet, then a search is conducted on the entire network.

Alternatively, you can use the LSFORCEHOST variable to restrict QuickTest or Service Test to a specific concurrent license server. The LSHOST and LSFORCEHOST variables are described on page 52.

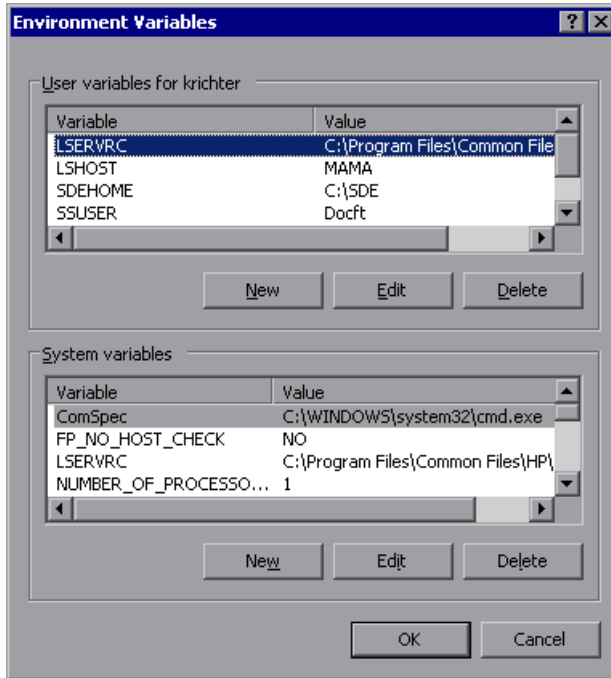
You may need to set the LSHOST or LSFORCEHOST variable if the HP Functional Testing Concurrent License Server is installed on a different domain or subnet than the QuickTest or Service Test clients, as described in "Known Problems and Workarounds" on page 41.

Note:

- ▶ If you installed a concurrent license using the License Wizard and specified a single server name, the LSFORCEHOST user variable is already defined with the concurrent license server you specified.
 - ▶ The LSFORCEHOST variable instructs the product to check for available licenses only in the specified server name. To check for available licenses in multiple servers, you must set the LSHOST variable.
-

To set the LSHOST or LSFORCEHOST variables:

- 1 Open the Environment Variables dialog box. (Select **Start > Settings > Control Panel > System**. In the System Properties dialog box, click the **Advanced** tab. Then click the **Environment Variables** button. The Environment Variables dialog box opens.)



Note: If the concurrent license server is already defined using an LSHOST or LSFORCEHOST system variable, you do not need to define it using the user variable.

- 2 Under **User variables for <user name>**, click **New**. The New User Variable dialog box opens.

- 3 In the **Variable Name** box, type LSHOST or LSFORCEHOST.
 - 4 In the **Variable Value** box, type the full name of the concurrent license server. Alternatively, you can enter the IP address of the host computer.
-

Notes:

- The LSHOST and LSHOSTFORCE environment variable values can contain up to 64 characters.
 - For multiple host names (for example, where there are HP Functional Testing Concurrent License Servers running on one network), use a semicolon (;) to separate the hosts' names or IP addresses in the **Variable Value** box.
-

- 5 Click **OK** to close the New User Variable dialog box.
- 6 Click **OK** to close the Environment Variables dialog box.
- 7 Click **OK** to close the System Properties dialog box.

6

Uninstalling a Concurrent License Server

You can uninstall the concurrent license server, if needed.

If you uninstall a concurrent license server, computers that previously used concurrent licenses from this server will not be able to run their QuickTest or Service Test clients. To run a QuickTest or Service Test client, you must install a seat license on each computer, or set up the computers to access a different concurrent license server. For more information about changing a concurrent license to a seat license, see the relevant installation guide.

If you want to uninstall the license server and reinstall it on a different computer, contact HP Software Support to receive a new license key that matches the locking code for the computer on which you want to install the license server. For more information on requesting a concurrent license key, see "Requesting a Concurrent License Key" on page 27.

To uninstall the concurrent license server:

- 1 Save the **lservrc** file to a backup location. The location of the **lservrc** file depends on whether your product is currently installed.
 - If the product is installed, the file location is specified by the **lservrc** environment variable.

Tip: To find the path of **lservrc** environment variable, right-click **My Computer** and select **Properties**. In the System Properties dialog box, select the **Advanced** tab, and then click **Environment Variables**. The path is displayed in the **User variables for <user>** box of the Environment Variables window for the **LSERVRC** variable. For example, C:\Program Files\Common Files\HP\License Manager\lservrc.

- ▶ If the product is not installed, the file is located in the same folder as **lservnt.exe**. By default, this is C:\Program Files\Common Files\SafeNet Sentinel\Sentinel RMS License Manager Server\WinNT\.

Tip: To find the location of **lservnt.exe**, select **Start > Settings > Control Panel > Administrative Tools > Services**. In the Services dialog box, right-click **Sentinel RMS License Manager** and select **Properties**. The path for **lservnt.exe** is displayed in the **Path to executable** box.

- 2** Click **Start > Settings > Control Panel > Add/Remove Programs**.

The Add/Remove Programs dialog box opens.

- 3** Select **Sentinel RMS License Manager 8.x.x** or **Sentinel LM Server 8.x.x** and click **Remove**.
- 4** Follow the on screen instructions.

Note: You can also uninstall the concurrent license server by using the **autorun.exe** file located in the **LicenseServer** folder on the QuickTest Professional or Service Test installation DVD. Do not use the DVD to uninstall any other version of the license server, as this may cause unexpected behavior.
