

AutoPass License Server

Software Version: 9.14

Windows®, Linux and CentOS operating systems

User Guide

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Welcome to HPE AutoPass License Server

Welcome to HPE AutoPass License Server, the Web-based solution for managing HPE software product licenses. AutoPass License Server helps to organize and manage product licenses, server users, and client users.

This guide describes how to install, set up, and use the HPE AutoPass License Server.

This guide is intended for users who will install and administer the AutoPass License Server. Users should have some knowledge of system administration.

Before You Install

The HPE AutoPass License Server provides the information you need to install and use the HPEHPE AutoPass License Server.

To successfully install and run the HPE AutoPass License Server, your computer must meet the minimum system requirements shown below. However, performance may be improved by using systems with stronger/later setups than the minimum requirements.

For a list of all supported operating systems, see the *HPE AutoPass License Server Support Matrix*, available from the root folder.

Computer Processor	1.6 Ghz or higher
Operating System	Windows Server 2012 Red Hat Enterprise Linux 7 and 8 CentOS 7.0 and 8.0
Memory	A minimum of 4 GB of RAM
Color Settings	High Color (16-bit)
Graphics Card	Graphics card with 64 MB video memory
Protocols	HTTPS must be enabled for products and users who use the HPE AutoPass License Server.
Port	Port 5814 must be accessible for products and client users to connect to the HPE AutoPass License Server Note: This is the port number registered with the Internet Assigned Number Authority (IANA) for HPE products.
Web Browser	<ul style="list-style-type: none">• Mozilla Firefox 39• Internet Explorer 11• Google Chrome 40

Installation and Setup

Before begin using the HPE AutoPass License Server, install and set up the HPE AutoPass License Server.

Before installing, make sure your HPE AutoPass License Server host computer meets the minimum system requirements.

For more details, refer ["Before You Install" on page 7](#)

This chapter includes the below sections:

- ["HPE AutoPass License Server Installation" below](#)
- ["HPE AutoPass License Server Uninstallation" on page 11](#)
- [AutoPass License Server Setup and Start](#)
- [Installation and Setup - Troubleshooting and Limitations](#)

HPE AutoPass License Server Installation

HPE AutoPass License Server provide support for standard or silent installations. Upgrades are also possible, if the target system has an earlier version of the product.

Note: You must have **administrator** permissions for the computer on which you install the HPE AutoPass License Server

For a Linux system, it is necessary to have **root** privileges, or you may use an account with **'sudo'** permissions to execute the installation process following the same steps on this document with ***setup.bin***.

Standard Installation or Upgrade

To use the standard installation, double-click the setup.exe installer file and follow the instructions provided by the wizard.

If need help while installing, click the **Help** button in the relevant window to view a description of the step in the process.

Silent Installation or Upgrade

Perform a silent installation using either default values or using a response value to provide initialization properties.

Silent Installation with Default Values

To perform a silent installation with the default values for the install and data folders, do the following:

1. In the Command Prompt window, enter the directory where the installer file is saved.
2. Enter the command **"setup.exe" -i silent** and press **Enter**.

The installation is performed silently using the default installer values.

Silent Installation Using a Response File with initialization properties

To change the default values used for a silent installation, you use the `installer.properties` file. This file is the default response file name used by the installation. This file must contain the directory of the `install` and `data` folders.

To perform a silent installation using a response file, do the following:

1. Create a file named `installer.properties` in the same directory where the installer file is saved.
2. In the `installer.properties` file, provide the mandatory values for desired Installation and data directory. For example:

```
# Choose Installation Mode
# -----
#INSTALLER_UI=SILENT
# Choose Installer Folder
# -----
USER_INSTALL_DIR=C:\\apls\\install
# Choose Data Folder
# -----
USER_DATA_DIR=C:\\apls\\data
```

Note: Use `INSTALLER_UI` property to specify silent mode without using the **-i silent** option:

"setup.exe"

Make sure to assign property value to `SILENT`.

3. In the Command Prompt window, enter the directory path where the installer is saved.
4. Enter the command "**setup.exe -i silent**" or "**setup.exe**" and press **Enter**.

Note: To use a different response file for the silent installation, replace the command given in step 4 above with the following command:

"setup.exe -f <file name of response file>"

This file must also contain the directory for the install and data folders.

Upgrades

To upgrade the HPEAutoPass License Server, a previous version must be already installed on the system. If the target system has an earlier version of the product, the earlier version is uninstalled, and then the new version is installed. For additional detailed information and limitations regarding upgrades please refer to HPEAutoPass License Server Upgrade Guide.

HPE AutoPass License Server Uninstallation

To uninstall the HPE AutoPass License Server, select a standard uninstallation or a silent uninstallation:

Standard Uninstallation

To uninstall you may use one of the following options:

1. In the Control Panel, select the **Uninstall a Program** option and follow the instructions provided in the uninstall wizard.
2. Alternatively, double-click the "**Change HP AutoPass License Server.exe**" file located at <installation directory>\HP AutoPass License Server> and follow the instructions provided by the wizard

Silent Uninstallation

To perform a silent uninstallation, do the following:

NOTE: For the Uninstall process to be silent, the "[HPE AutoPass License Server Installation](#)" on page 9 process must have been executed in silent mode.

1. In the Command Prompt window, enter the directory path to the HPE AutoPass License Server folder found in the installation directory, as seen in the example below:

"<installation directory>\HP AutoPass License Server>"

2. Enter the command "**Change HP AutoPass License Server.exe**" and press **Enter**.

The HPE AutoPass License Server is uninstalled.

HPE AutoPass License Server Setup and Start

After installation, the HPE AutoPass License Server is automatically started as a Windows service. The license for the HPE AutoPass License Server is provided with the installation. No additional special setup is required

To launch the HPE AutoPass License Server, enter the server's Web address into your browser: `https://<ip address or Host Name>:5814/autopass`.

Use the below credentials for the initial login to the :

- **User name:** *admin*
- **Password:** *password*

After the initial login, required to change the password and create other HPE AutoPass License Server users with login credentials and access permissions after the initial login. For more details, refer "[HPE AutoPass License Server User and User Group Management](#)" on page 39

A default view only user 'aplsUser' is added to access APLS User Management. The user is specifically used to call the web service APIs. The user can only access information for more details refer "HPE AutoPass license server API documentation"

User required to configure the mail server after the initial login.

In addition, you can configure other general HPE AutoPass License Server settings, including:

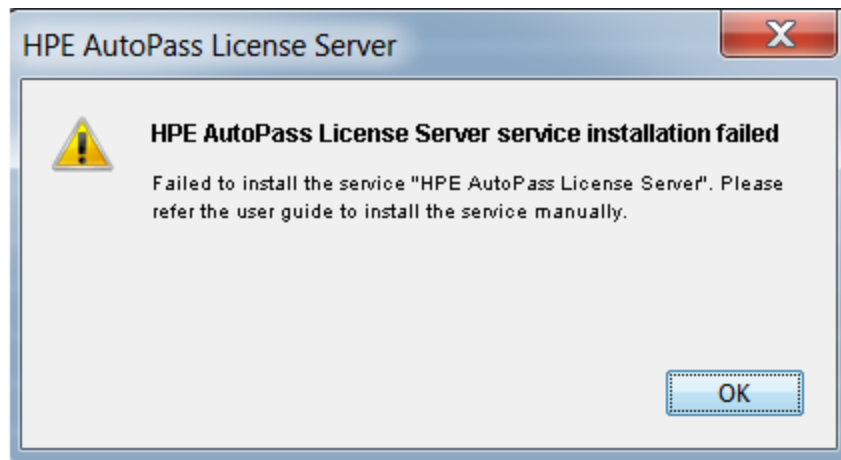
- Usage Hub settings
- License checkout history purge settings
- Audit reporting settings
- Expiration notice settings
- License borrowing settings
- Server redundancy settings
- Server configuration settings.

For more details, refer "[HPE AutoPass License Server Configuration](#)" on page 19 and "[HPE AutoPass License Server Redundancy Configuration](#)" on page 31

Installation and Setup - Troubleshooting and Limitations

What do I do if the HPE AutoPass License Server failed to install on Windows®?

If the automatic installation failed, you must manually install the HPE AutoPass License Server



To manually install the AutoPass License Server, do the following:

1. In the Command Prompt window, enter the directory path to the <License Server installation>/bin folder, as seen in the example below:

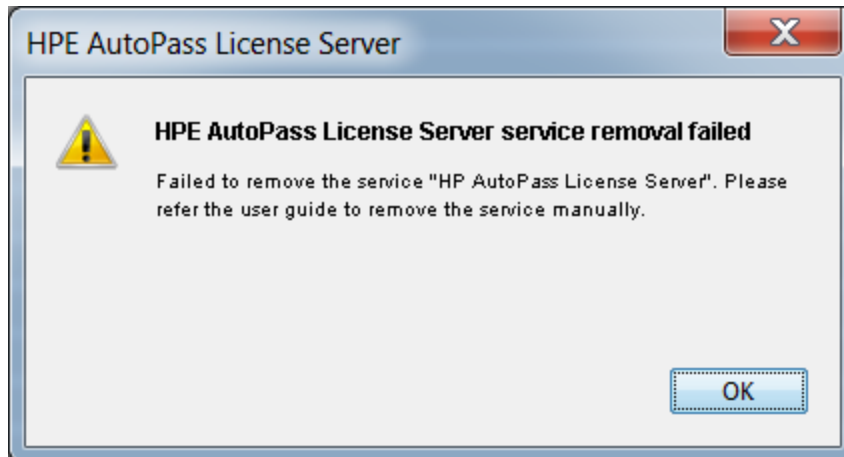
```
<installation directory>/HP AutoPass License Server/HP AutoPass License  
Server/bin>
```

2. After the bin directory path, enter the command `hpLicServer.bat install` and press **Enter**.

The AutoPass License Server is installed on the computer.

What do I do if the AutoPass License Server failed to uninstall?

If the automatic uninstallation failed, you must manually uninstall the .



To manually uninstall the HPE AutoPass License Server do the following:

1. Unregister the Service

- Windows®

- i. In the Command Prompt window, enter the directory path to the `<License Server installation>/bin` folder, as seen in the example below:

```
<installation directory>\HP AutoPass License Server\HP AutoPass License  
Server\bin>
```

- ii. After the bin directory path, enter the command `hpLicService.bat remove` and press **Enter**.

- Linux

NOTE: To install APLS on your Linux system, it is necessary to have **root** privileges. Alternatively, you may use an account with '**sudo**' privileges or a user with equivalent administrative permissions to execute the installation process.

- i. Delete the service registered at `/etc/init.d/hpLicenseServer`.
 - ii. Run command: `systemctl daemon-reload`.
2. Delete the `<License Server installation>` directory.
 3. Remove APLS product data at InstallAnywhere Zero G Registry

NOTE: Do not delete the current version of the InstallAnywhere Zero G Registry. Deleting this file, will cause installation issues with other products using this same registry.

- a. Locate the InstallAnywhere global registry file.

- Windows, the path to the file is `C:\Program Files\Zero G Registry\com.zerog.registry.xml`.
- Linux, the path to the file is `/home/user_name/com.zerog.registry.xml`.

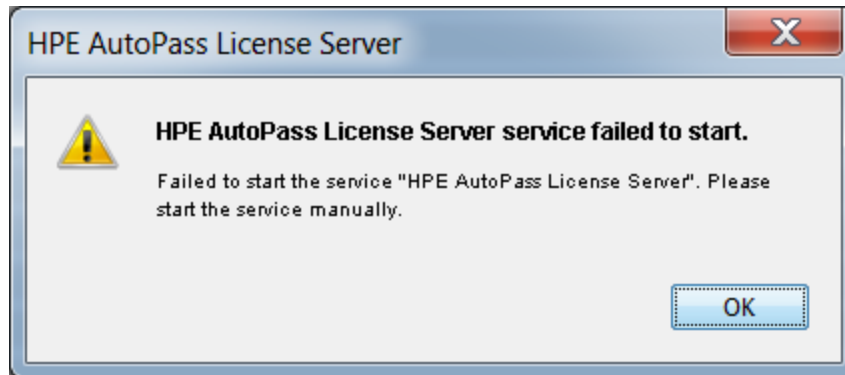
If HPE AutoPass License Server was installed by the root user, the path to the file is `/var/com.zerog.registry.xml`.

- b. Rename the file to create a backup. For example, `com.zerog.registry.xml_bkp`

The HPE AutoPass License Server is then uninstalled from the computer.

What do I do if the HPE AutoPass License Server failed to start on Windows®?

If the automatic start of the HPE AutoPass License Server following installation failed, you must manually start the HPE AutoPass License Server.



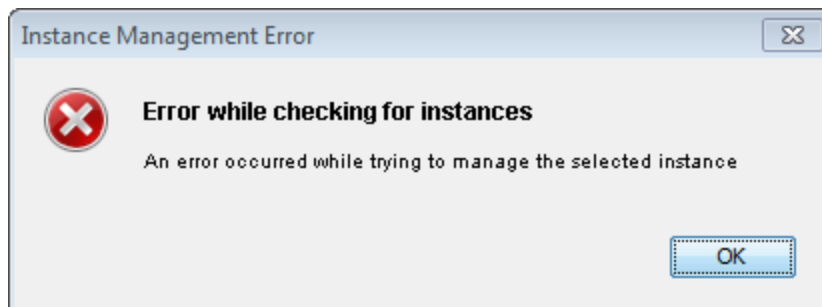
To manually start the HPE AutoPass License Server, do the following:

1. In the Command Prompt window, enter `services.msc`. The Windows Services dialog box opens.
2. In the Services (Local) list, right-click **HPE AutoPass License Server**, and select **Start**.

The service is started and can access the **HPE AutoPass License Server** via the Web browser.

What do I do if the HPE AutoPass License Server failed to install?

If while installing HPE AutoPass License Server the following installation error is encountered, APLS product data at InstallAnywhere Zero G Registry is corrupted.



Note: =====

Error while checking for instances

An error occurred while trying to manage the selected instance

=====

NOTE: Do not delete the current version of the InstallAnywhere Zero G Registry. Deleting this file, will cause installation issues with other products using this same registry.

To manually delete HPE AutoPass License Server from the Zero G Registry, do the following:

1. Locate the InstallAnywhere global registry file.
 - Windows, the path to the file is C:\Program Files\Zero G Registry\com.zerog.registry.xml.
 - Linux, the path to the file is /home/user_name/com.zerog.registry.xml.
If HPE AutoPass License Server was installed by the root user, the path to the file is /var/com.zerog.registry.xml.
2. Rename the file to create a backup. For example, com.zerog.registry.xml_bkp
3. Run the "HPE AutoPass License Server Installation" on page 9 process.

The installation process is able to proceed successfully

HPE AutoPass License Server Introduction

The HPE AutoPass License Server enables to manage the concurrent licenses for your HPE software products.

Software product licenses are broadly classified into two types: **concurrent** (floating) and **seat** (standalone) licenses. A concurrent license is shared dynamically between multiple client users, whereas a seat license is locked to a specific client machine. The concurrent licenses are then shared or "pooled" between a group of users. Using concurrent licenses enables you to purchase the number of licenses equal to the largest number of users liable to be active at any time, instead of the total number of users of a product.

The HPE AutoPass License Server manages the licenses acquired from the HPE license portal. These licenses are then installed on the HPE AutoPass License Server

When a client computer needs a license, the client sends a request to the HPE AutoPass License Server and a license is checked out to this user. After the client user's work session (or when the license expires), the license is returned to the HPE AutoPass License Server for renewal or for use by other users. If a client user does not have a regular connection to the HPE AutoPass License Server the client user can check out a commuter license from the HPE AutoPass License Server.

Using the HPE AutoPass License Server:

- Control and managing how the licenses are used
- Create and manage users who are responsible for administering the HPE AutoPass License Server and the licenses installed on the server
- Manage client user access to the HPE AutoPass License Server.

Note: HPE AutoPass License Server version 9.6 is meant only for *HPE Enterprise Group products*. Note, that this version of AutoPass License Server, cannot co-exist or upgraded with earlier version of AutoPass License Server. Before any upgrade to version 9.6 verify the migration document provided by the HPE EG group

Additional Online Resources

The following additional online resources are available from the HPE AutoPass License Server Help menu:

Resource	Description
Troubleshooting & Knowledge Base	Opens the Troubleshooting page on the HPE Software Support Web site where you can search the Self-solve knowledge base. Choose Help > Troubleshooting & Knowledge Base . The URL for this Web site is https://support.hpe.com/hpesc/public/home .
HPE Software	Opens the HPE Software Support Web site. This site enables you to browse the Self-

Resource	Description
Support	<p>solve knowledge base. You can also post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. Choose Help > HPE Software Support. The URL for this Web site https://support.hpe.com/.</p> <ul style="list-style-type: none">• Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.• To register for an HP Passport user ID, go to: https://cf.passport.hpe.com/hppcf/createuser.do
HPE Software Web site	<p>Opens the HPE Software Web site. This site provides you with the most up-to-date information on HPE Software products. This includes new software releases, seminars and trade shows, customer support, and more. Choose Help > HPE Software Web site. The URL for this Web site is https://support.hpe.com/</p>
Add-ins Page	<p>Opens the HPE AutoPass License Server Add-ins Page, which offers integration and synchronization solutions with HPE and third-party tools.</p>

Documentation Updates

HPE Software is continually updating its product documentation with new information.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to the HPE Software Product Manuals Web site (<http://h20230.www2.hp.com/selfsolve/manuals>).

HPE AutoPass License Server Configuration

This chapter includes:

Concepts

[Configuration - Overview](#)

Reference

[Main Configuration Tab \(Configuration Pane\)](#)

[SSL Configuration](#)

[Installing a Certificate from a Certificate Authority](#)

[SMTP Mail Configuration](#)

[Configuration - Frequently Asked Questions](#)

Concepts

HPE AutoPass License Server Configuration - Overview

After installing the HPE AutoPass License Server, should set configuration options for the HPE AutoPass License Server

Note: Configuration of mail settings is required upon the administrator's first login to the HPE AutoPass License Server.

set the configurations for a number of different options:

- Usage Hub Configuration
 - Server Mail Configuration
- Check In History Purging
- Server Audit Reports
- HPE AutoPass License Server Borrowing
- Expiration Notifications
- Server IP Configuration
- Server Discovery

For details about the individual options, refer "[Main Configuration Tab \(Configuration Pane\)](#)" below

Note: When logging into the HPE AutoPass License Server for the first time, you must configure the mail settings for the server.

Reference

Main Configuration Tab (Configuration Pane)

The Main configuration tab enables you to configure general HPE AutoPass License Server settings.

To access	Configuration pane > Main tab
Important information	You must configure the mail configuration settings after logging into the HPE AutoPass License Server for the first time.

User interface elements are described below:

UI Element	Description
Mail Configuration	<p>Enables you to configure the settings for mail sent by the License Server.</p> <p>You can enter the following details:</p> <ul style="list-style-type: none">• Mail Server: The name of the server from which mail messages are sent from the HPE AutoPass License Server. <i>(required field)</i>• Port: The port number from which mail messages are sent from the HPE AutoPass License Server.• Admin Email: The sever administrator's email address to send server-related communications. <i>(required field)</i>• User Name: The server administrator user name. This user name is in addition to the user names created in the "Users Tab (User Management Pane)" on page 45 Default: <i>admin</i>• Password: The server administrator's user password.

UI Element	Description
	<ul style="list-style-type: none"> • Test Mail: A mail address to use for a test of the mail configuration settings. Click Send Mail after entering a mail address to test. <p>For more details, refer SMTP Mail Configuration.</p>
Concurrent License Purge Settings	<p>Enables you to set preferences for how often to delete the server operations history.</p> <ul style="list-style-type: none"> • Auto Purge: Automatically clears the server operations history according to the settings indicated. <p>Note: To stop automatic purging of the records, clear the check box.</p> <ul style="list-style-type: none"> • Purge Records Older Than <> Days: Purges all records older than the number of days entered. • Maximum Records to Retain: The number of server operations to keep in the HPE AutoPass License Server database, beginning with the most recent operations. <p>Note: You can also purge the history of server operations in the Search Results window. For more details, refer "Search Results Page (License Usage Pane)" on page 68</p>
Usage Hub Server Settings	<p>Enables you view to the configuration settings of Usage Hub Server. Once settings are saved, the Usage Hub Server configuration tab is enabled. For more details refer "Usage Hub Server Tab (Configuration Pane)" on page 108</p> <p>Note: It is required to restart service for the changes to take effect.</p>
Audit Configuration	<p>Enables you set the preference for what is reported in the HPE AutoPass License Server log for checkout and checkin requests and responses.</p> <p>You can choose to report one of the following levels:</p> <ul style="list-style-type: none"> • No Audit: No record of checkout or checkin requests (<i>default</i>) • Request: A record of all checkout and checkin requests. • Response: A record of all HPE AutoPass License Server responses to license checkout and checkin requests. • Request and Response: A record of all license checkout and checkin requests and HPE AutoPass License Server responses. <p>Note: It is recommended to select the Request and Response option.</p>
Borrow Setting	<p>Enables you to instruct the HPE AutoPass License Server to allow license borrowing by other HPE AutoPass License Servers.</p> <p>To prevent a license from borrowing licenses, clear the option.</p> <p>For more details, refer "Borrowing Licenses" on page 59</p>
License Pre-	<p>Enables you to send an advance notification to the HPE AutoPass License Server</p>

UI Element	Description
Expiry Notification	<p>administrator of approaching product license expiration.</p> <p>If you select this option, you must enter the number of days before expiration on which to send the notification.</p>
Concurrent License Setting	<p>Enables you to retrieve the server details directly from a client request, instead of using the values set in Server Configurations.</p> <p>When this setting is enabled, the protocol type, IP address or host name, and the entry port are identified from the client's request URL. When disabled, the Server Configurations values are used.</p> <p>Default value: Enabled</p>
Server Configurations	<p>Enables you to set the server details for the HPE AutoPass License Server.</p> <p>Enter the following details:</p> <ul style="list-style-type: none"> • Protocol Type: The connection protocol for accessing the License Server. You can select HTTP or HTTPS. Default: HTTPS <div style="background-color: #f0f0f0; padding: 10px; margin: 10px 0;"> <p>Note:</p> <ul style="list-style-type: none"> • APLS is packaged with the RSA 2048 HPE Standard certificate for SSL communication. You can modify the certificate in the server configuration, but we recommend that you use a certificate such as RSA 2048 with SHA 256 to avoid any known security issues. • It is recommended to use certification authority (CA) issued certificate and not self-signed. For more information on installing a certificate refer to Installing a Certificate from a Certificate Authority </div> <ul style="list-style-type: none"> • IP/Host: The IP address or Host Name of the HPE AutoPass License Server. You can click Search to browse the subnet for available IP addresses or host names. <div style="background-color: #f0f0f0; padding: 10px; margin: 10px 0;"> <p>Note: IPv6 addresses must be enclosed with square brackets [].</p> </div> <ul style="list-style-type: none"> • Port: The entry port for the server. <div style="background-color: #f0f0f0; padding: 10px; margin: 10px 0;"> <p>Note: If Concurrent License Setting > Use client settings for checkin/checkout is enabled, the Server Configurations settings are applicable only for Remote Commuter check in and check out. For more details, refer "Commuter License Check In and Check Out" on page 104.</p> <p>The changes for Server Configurations doesn't reflect in the Web Server Configurations. You should change the settings in the server.xml in the installed relative path <code><APLS DATA FOLDER PATH>\HP\HP AutoPass License Server\AutoPass\LicenseServer\data\conf</code></p> </div>

UI Element	Description
Enable Discovery	<p>Enables you to allow other HPE AutoPass License Servers and clients to discover the HPE AutoPass License Server when searching the subnet to borrow or to check out a license.</p> <p>You can configure the following options:</p> <ul style="list-style-type: none">• Enable Discover: Allows other HPE AutoPass License Servers and client to find the HPE AutoPass License Server when browsing the subnet.• Excluded Clients: A list of all HPE AutoPass License Servers and client computers that are prevented from finding the HPE AutoPass License Server. Enter a client or HPE AutoPass License Server IP address and click Add to block HPE AutoPass License Server discovery.

Installing a Certificate from a Certificate Authority

To obtain and install a Certificate from a Certificate Authority (like verisign.com, thawte.com or trustcenter.de), read the previous section and then follow these instructions:

Create a local Certificate Signing Request (CSR)

In order to obtain a Certificate from the Certificate Authority of your choice you have to create a so called Certificate Signing Request (CSR). That CSR will be used by the Certificate Authority to create a Certificate that will identify your website as "secure". To create a CSR follow these steps:

Create a local self-signed Certificate (as described in the previous section):

```
keytool -genkey -alias tomcat -keyalg RSA  
-keystore <your_keystore_filename>
```

Note: In some cases you will have to enter the domain of website (i.e. www.myside.org) in the field "first- and lastname" in order to create a working Certificate.

The CSR is then created with:

```
keytool -certreq -keyalg RSA -alias tomcat -file certreq.csr  
-keystore <your_keystore_filename>
```

Now you have a file called certreq.csr that you can submit to the Certificate Authority (look at the documentation of the Certificate Authority website on how to do this). In return you get a Certificate.

Importing the Certificate

Now that you have your Certificate you can import it into you local keystore. First of all you have to import a so called Chain Certificate or Root Certificate into your keystore. After that you can proceed with importing your Certificate.

- Download a Chain Certificate from the Certificate Authority you obtained the Certificate from.

For Verisign.com commercial certificates go to: <http://www.verisign.com/support/install/intermediate.html>

For Verisign.com trial certificates go to: http://www.verisign.com/support/verisign-intermediate-ca/Trial_Secure_Server_Root/index.html

For Trustcenter.de go to: <http://www.trustcenter.de/certservices/cacerts/en/en.htm#server>

For Thawte.com go to: <http://www.thawte.com/certs/trustmap.html>

- Import the Chain Certificate into your keystore

keytool -import -alias root -keystore <your_keystore_filename>

-trustcacerts -file <filename_of_the_chain_certificate>

- And finally import your new Certificate

keytool -import -alias tomcat -keystore <your_keystore_filename>

-file <your_certificate_filename>

SMTP Mail Configuration

Simple Mail Transfer Protocol (SMTP) communications servers use transport-layer security (TLS) or SSL encryption which provides privacy and authentication. The mail configuration secures the SMTP sessions using the STARTTLS property mentioned below in **mailconfig.properties** file in the path

<APLS DATA FOLDER PATH>\HP\HP AutoPass License Server\AutoPass\LicenseServer\data\conf\.

"mail.smtp.starttls.enable" = true

SSL Configuration

To install and configure SSL support on Tomcat, you need to follow the below steps.

1. Create a keystore file to store the server's private key and self-signed certificate by executing the following command:

Windows:

"%JAVA_HOME%\bin\keytool" -genkey -alias tomcat -keyalg RSA

Unix:

\$JAVA_HOME/bin/keytool -genkey -alias tomcat -keyalg RSA and specify a password value of "changeit".

2. Uncomment the "SSL HTTP/1.1 Connector" entry in \$CATALINA_BASE/conf/server.xml and modify as described in the section below.

Prepare the Certificate Keystore

Tomcat currently operates only on JKS, PKCS11 or PKCS12 format keystores. The JKS format is Java's standard "Java KeyStore" format, and is the format created by the keytool command-line utility. This tool is included in the JDK. The PKCS12 format is an internet standard, and can be manipulated via (among other things) OpenSSL and Microsoft's Key-Manager.

Each entry in a keystore is identified by an alias string. Whilst many keystore implementations treat aliases in a case insensitive manner, case sensitive implementations are available. The PKCS11 specification, for

example, requires that aliases are case sensitive. To avoid issues related to the case sensitivity of aliases, it is not recommended to use aliases that differ only in case.

To import an existing certificate into a JKS keystore, please read the documentation (in your JDK documentation package) about keytool. Note that OpenSSL often adds readable comments before the key, but keytool does not support that. So if your certificate has comments before the key data, remove them before importing the certificate with keytool.

To import an existing certificate signed by your own CA into a PKCS12 keystore using OpenSSL you would execute a command like:

```
openssl pkcs12 -export -in mycert.crt -inkey mykey.key  
-out mycert.p12 -name tomcat -CAfile myCA.crt  
-caname root -chain
```

For more advanced cases, consult the OpenSSL documentation.

To create a new JKS keystore from scratch, containing a single self-signed Certificate, execute the following from a terminal command line:

Windows:

```
"%JAVA_HOME%\bin\keytool" -genkey -alias tomcat -keyalg RSA
```

Unix:

```
$JAVA_HOME/bin/keytool -genkey -alias tomcat -keyalg RSA
```

(The RSA algorithm should be preferred as a secure algorithm, and this also ensures general compatibility with other servers and components.)

This command will create a new file, in the home directory of the user under which you run it, named ".keystore". To specify a different location or filename, add the -keystore parameter, followed by the complete pathname to your keystore file, to the keytool command shown above. You will also need to reflect this new location in the server.xml configuration file, as described later. For example:

Windows:

```
"%JAVA_HOME%\bin\keytool" -genkey -alias tomcat -keyalg RSA  
-keystore \path\to\my\keystore
```

Unix:

```
$JAVA_HOME/bin/keytool -genkey -alias tomcat -keyalg RSA  
-keystore /path/to/my/keystore
```

After executing this command, you will first be prompted for the keystore password. The default password used by Tomcat is "changeit" (all lower case), although you can specify a custom password if you like. You will also need to specify the custom password in the server.xml configuration file, as described later.

Next, you will be prompted for general information about this Certificate, such as company, contact name, and so on. This information will be displayed to users who attempt to access a secure page in your application, so make sure that the information provided here matches what they will expect.

Finally, you will be prompted for the key password, which is the password specifically for this Certificate (as opposed to any other Certificates stored in the same keystore file). You MUST use the same password here as was used for the keystore password itself. This is a restriction of the Tomcat implementation. (Currently, the keytool prompt will tell you that pressing the ENTER key does this for you automatically.)

If everything was successful, you now have a keystore file with a Certificate that can be used by your server.

Note: Your private key password and keystore password should be the same. If they differ, you will get an error along the lines of java.io.

Edit the Tomcat Configuration File

Tomcat can use two different implementations of SSL:

- The JSSE implementation provided as part of the Java runtime (since 1.4)
- The APR implementation, which uses the OpenSSL engine by default.

The exact configuration details depend on which implementation is being used. If you configured Connector by specifying generic protocol="HTTP/1.1" then the implementation used by Tomcat is chosen automatically. If the installation uses APR - i.e. you have installed the Tomcat native library - then it will use the APR SSL implementation, otherwise it will use the Java JSSE implementation.

As configuration attributes for SSL support significantly differ between APR vs. JSSE implementations, it is recommended to avoid auto-selection of implementation. It is done by specifying a classname in the protocol attribute of the Connector.

To define a Java (JSSE) connector, regardless of whether the APR library is loaded or not, use one of the following:

```
<!-- Define a HTTP/1.1 Connector on port 8443, JSSE BIO implementation -->
<Connector protocol="org.apache.coyote.http11.Http11Nio2Protocol"
port="8443" .../>

<!-- Define a HTTP/1.1 Connector on port 8443, JSSE NIO implementation -->
<Connector protocol="org.apache.coyote.http11.Http11NioProtocol"
port="8443" .../>
```

Alternatively, to specify an APR connector (the APR library must be available) use:

```
<!-- Define a HTTP/1.1 Connector on port 8443, APR implementation -->
<Connector protocol="org.apache.coyote.http11.Http11AprProtocol"
port="8443" .../>
```

If you are using APR, you have the option of configuring an alternative engine to OpenSSL.

```
<Listener className="org.apache.catalina.core.AprLifecycleListener"
SSLEngine="someengine" SSLRandomSeed="somedevice" />
```

The default value is

```
<Listener className="org.apache.catalina.core.AprLifecycleListener"
SSLEngine="on" SSLRandomSeed="builtin" />
```

So to use SSL under APR, make sure the SSLEngine attribute is set to something other than off. The default value is on and if you specify another value, it has to be a valid engine name.

SSLRandomSeed allows to specify a source of entropy. Productive system needs a reliable source of entropy but entropy may need a lot of time to be collected therefore test systems could use no blocking entropy sources like "/dev/urandom" that will allow quicker starts of Tomcat.

The final step is to configure the Connector in the \$CATALINA_BASE/conf/server.xml file, where \$CATALINA_BASE represents the base directory for the Tomcat instance. An example <Connector> element for an SSL connector is included in the default server.xml file installed with Tomcat. For JSSE, it should look something like this:

```
<!-- Define a SSL Coyote HTTP/1.1 Connector on port 8443 -->  
<Connector  
protocol="org.apache.coyote.http11.Http11NioProtocol"  
port="8443" maxThreads="100"  
scheme="https" secure="true" SSLEnabled="true"  
keystoreFile="$ {user.home}/.keystore" keystorePass="changeit"  
clientAuth="false" sslProtocol="TLSv1.2+TLSv1.3"/>
```

The APR connector uses different attributes for many SSL settings, particularly keys and certificates. An example of an APR configuration is:

```
<!-- Define a SSL Coyote HTTP/1.1 Connector on port 8443 -->  
<Connector  
protocol="org.apache.coyote.http11.Http11AprProtocol"  
port="8443" maxThreads="100"  
scheme="https" secure="true" SSLEnabled="true"  
SSLCertificateFile="/usr/local/ssl/server.crt"  
SSLCertificateKeyFile="/usr/local/ssl/server.pem"  
SSLVerifyClient="optional" sslProtocol="TLSv1.2+TLSv1.3"/>
```

The configuration options and information on which attributes are mandatory for the JSSE based connectors (BIO and NIO) are documented in the SSL Support section of the HTTP connector configuration reference. The configuration options and information on which attributes are mandatory for the APR connector are documented in the HTTPS section of the APR How-To.

The port attribute is the TCP/IP port number on which Tomcat will listen for secure connections. You can change this to any port number you wish (such as to the default port for https communications, which is 443). However, special setup (outside the scope of this document) is necessary to run Tomcat on port numbers lower than 1024 on many operating systems.

If you change the port number here, you should also change the value specified for the redirectPort attribute on the non-SSL connector. This allows Tomcat to automatically redirect users who attempt to access a page with a security constraint specifying that SSL is required, as required by the Servlet Specification.

After completing these configuration changes, you must restart Tomcat as you normally do, and you should be in business. You should be able to access any web application supported by Tomcat via SSL. For example, try:

https://localhost:8443/

and you should see the usual Tomcat splash page (unless you have modified the ROOT web application).

HPE AutoPass License Server Configuration - Frequently Asked Questions

Why is there a delay in page loading after upgrading to latest version?

As soon as user migrate to latest version, the License Server start updating APLS data store and the delay could be caused if there was a huge data in APLS data store.

Why did the Mail Configuration page open as the start up page when I logged into the HPE AutoPass License Server?

The Mail Configuration settings are required during the first login to the HPE AutoPass License Server.

Where does the HPE AutoPass License Server store the audit log file?

The log file is found at <Your data directory>\AutoPass\LicenseServer\data\log>.

How do I change the HPE AutoPass License Server port number?

To change the server port number, locate Tomcat server installation directory. Need to edit the \conf\server.xml file located by default <Your server install directory>\..\..\HP AutoPass License Server\conf>.

You need to restart the HPE AutoPass License Server in order for the changes to take effect.

Locate the **<Connector executor="..."** xml Tag and change default port number port="5814" inside the server.xml file:

```
<Connector executor="tomcatThreadPool" compression="on" compressionMinSize="128"
compressableMimeType="text/html, text/xml,text/plain,text/javascript,text/css,"
port="5814" protocol="org.apache.coyote.http11.Http11Protocol"
```

Restart the HPE AutoPass License Server in order for the changes to take effect.

How do I change the HPE AutoPass License Server .log file location?

To change the .log file location, modify the log4j2.xml file located at <Your data directory>\AutoPass\LicenseServer\data\conf>.

Change the property APLS-LOG-PATH file location value:

```
<Properties>
<Property name="APLS-LOG-PATH">${sys:APLS_
HOME}\AutoPass\LicenseServer\data\log</Property>
</Properties>
```

Note: You need to restart the HPE AutoPass License Server in order for the changes to take effect.

How do I change the HPE AutoPass License Server .log file size?

To change the .log file size, modify the properties log4j2.xml file located at <Your data directory>\AutoPass\LicenseServer\data\conf>.

Change the property SizeBasedTriggeringPolicy **size** value and modify it accordingly:

```
<Policies>
    <TimeBasedTriggeringPolicy /> <!--Create a New Log Every Day-->
    <SizeBasedTriggeringPolicy size="100MB" /> <!--Create a New Log if exceeds Size -->
</Policies>
```

Note: You need to restart the HPE AutoPass License Server in order for the changes to take effect.

If I disable the Borrow option after another HPE AutoPass License Server has borrowed licenses, can the borrowing HPE AutoPass License Server return the licenses?

Yes.

How do I prevent another HPE AutoPass License Server or a client machine from detecting this HPE AutoPass License Server?

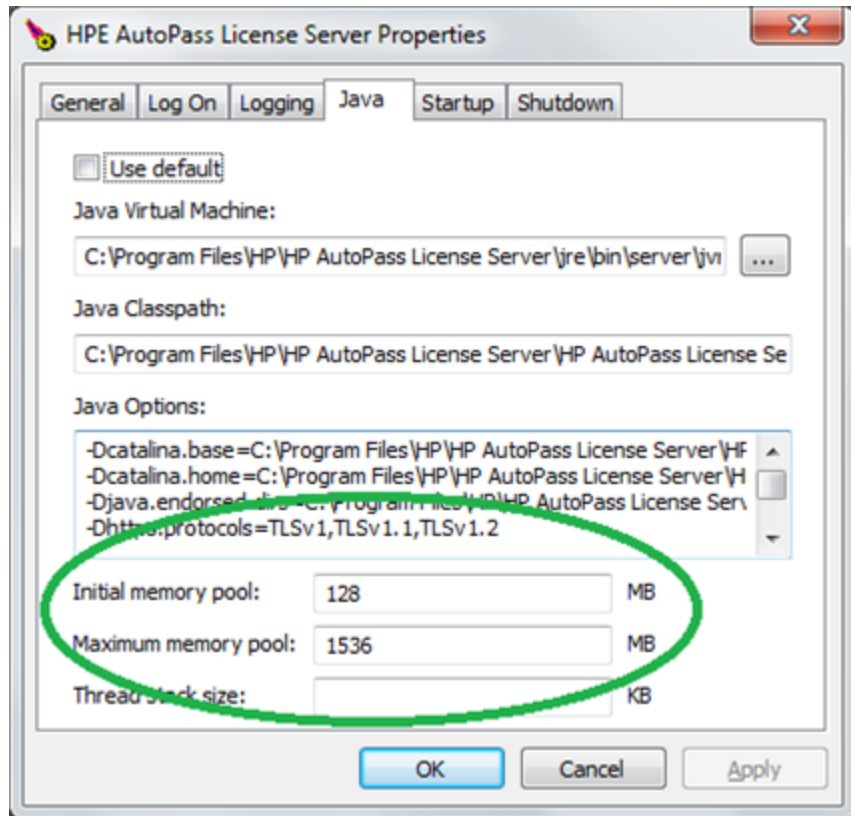
In the Main tab (Configuration pane), enter the HPE AutoPass License Server's or client's IP address and click **Add**. The client user or HPE AutoPass License Server is added to the list of Excluded Clients and cannot discover the HPE AutoPass License Server.

How do I increase Java heap memory size?

To change the Java heap memory, modify the hpLicSvrw.exe file located in <Your installation directory>\HP \bin>.

To modify the memory, do the following:

1. Double-click on the hpLicSvrw.exe file.
2. Select the **Java** tab.
3. In the **Maximum memory pool** field, enter the amount of memory you want.



Note: The maximum amount of memory allowed is 2048 MB for 32 bit operating systems

4. Restart the HPE AutoPass License Server.

HPE AutoPass License Server Redundancy Configuration

This chapter includes:

Concepts

[Redundancy - Overview](#)

[Redundancy - Considerations and Limitations](#)

Tasks

[How to Configure Redundancy](#)

Reference

[Redundancy Tab \(Configuration Pane\)](#)

[Redundancy - Frequently Asked Questions](#)

[Redundancy - Troubleshooting and Limitations](#)

Concepts

HPE AutoPass License Server Redundancy - Overview

After user install and configure the AutoPass License Server, user can configure server redundancy for a AutoPass License Server. Server redundancy configuration in which a backup server is prepared in the event of a failure or unavailability of the primary server. is the practice of having a secondary server prepared as a backup to a primary server. This secondary server is operational only when the primary server is unavailable.

By default, each AutoPass License Server is considered a standalone server immediately after installation. However, each AutoPass License Server can support an additional AutoPass License Server to serve as a redundant server.

When both the primary and secondary AutoPass License Servers are operational, the data in both AutoPass License Servers is automatically synchronized.

When user configure redundancy in a pair of AutoPass License Servers, the primary AutoPass License Server controls the operation of all AutoPass License Server functions, and defines all configuration settings and information. For example, the configuration settings from the primary server are in effect, regardless of any configuration changes made on the secondary server. Any attempts to access the secondary AutoPass License Server via a Web browser are redirected to the primary AutoPass License Server.

If the license of the primary AutoPass License Server expires, server redundancy is not active and the secondary AutoPass License Server does not function in place of the primary AutoPass License Server. In this case, client users cannot check out licenses and checked out licenses cannot be renewed. Likewise, licenses cannot be checked out or renewed if the primary AutoPass License Server is not operational and the secondary AutoPass License Server license expires.

Note: Client users can still check in licenses into an expired AutoPass License Server, regardless of redundancy status or availability.

Once Redundancy is configured, for the first time user need to change the password (*default password is "password"*) .

HPE AutoPass License Server Redundancy - Considerations and Limitations

When configuring redundancy, note the following:

- Both the primary and secondary AutoPass License Servers must be the same server version.
- User must configure the secondary AutoPass License Server before configuring the primary AutoPass License Server. For task details, refer [How to Configure AutoPass License Server Redundancy](#)
- A primary AutoPass License Server can have only one secondary AutoPass License Server.

- A secondary AutoPass License Server cannot be shared with more than one primary AutoPass License Server.
- A AutoPass License Server acting as the primary AutoPass License Server should have a license for the secondary AutoPass License Server.
- Both standalone servers must be on the same Tomcat port number configuration on both primary and secondary servers. For task details, refer [How do I change the HPE AutoPass License Server port number?](#)
- If user configure a standalone AutoPass License Server as a primary AutoPass License Server, only the licenses installed on the standalone server are maintained when the server becomes a primary AutoPass License Server. Installed active licenses will be retained once primary server is setup, other information from the stand alone server is cleared. You must update all other configuration settings.

Tasks

How to Configure HPE AutoPass License Server Redundancy

This task describes how to configure server redundancy for the HPE AutoPass License Server.

1. In the secondary HPE AutoPass License Server, in the Redundancy Tab (Configuration Pane), select the **Enable Redundancy** option check box and the **Act as Secondary** option check box.
2. Enter the **Local IP** address in the edit box for the current HPE AutoPass License Server. If you want to search the subnet for available IP addresses, click **Select** to list all available IP addresses and select an address from the search box.
3. In the primary HPE AutoPass License Server, install the licenses for the primary and the secondary HPE AutoPass License Servers.

Note: The licenses for the primary and secondary servers should be locked to the primary IP address of the primary HPE AutoPass License Server.

4. In the primary HPE AutoPass License Server, in the Redundancy Tab (Configuration Pane), select the **Enable Redundancy** option check box.
5. Select the **Protocol Type**.
6. Enter the **Local IP**, the **Redundant IP**, the **Redundant Port**, and the **Protocol Port** for the secondary HPE AutoPass License Server. For more details, refer "[Redundancy Tab \(Configuration Pane\)](#)" on [page 36](#).
7. Click **Save**.

After redundancy is configured, the server status is displayed in the License Usage pane, as seen in the example below.

HP AutoPass License Server

Last Login Time: 23 Nov 15 10:49:14 IST User: admin | Logout

LICENSE USAGE | LICENSE MANAGEMENT | RESERVATION MANAGEMENT | REMOTE COMMUTER | USER MANAGEMENT | CONFIGURATION | ABOUT

License Usage

Primary ↑ Secondary ↑

Select Product: All

Feature ID: Version	Feature Description	Available	Live	Commuter	Total
10594:1	HP Unified Functional Testing Concurrent User	0	0	0	0
10600:1	Service Test Concurrent User	0	0	0	0
10606:1	QuickTest Professional Core Concurrent User	0	0	0	0
10608:1	QuickTest Professional Add-ins Concurrent User	1000	0	0	1000
10610:1	QuickTest Pro Terminal Emulator Add-in Concurrent User	1000	0	0	1000
10612:1	QuickTest Pro Siebel Add-in Concurrent User	1000	0	0	1000
10614:1	QuickTest Pro .NET Add-in Concurrent User	1000	0	0	1000
10616:1	QuickTest Pro Java Add-in Concurrent User	1000	0	0	1000
10618:1	QuickTest Professional Add-in for SAP Solutions Concurrent User	978	0	22	1000
10620:1	QuickTest Pro Oracle Add-in Concurrent User	1000	0	0	1000

Manage Commuter

18 items found, displaying 1 to 10.

Primary ↑ Secondary ↑

If a server is operational, it is represented by a green arrow pointing upward. If a server is not operational, it is represented with a red arrow pointing downward. If the primary and secondary HPE AutoPass License Servers are represented by green arrows pointing upward, the primary HPE AutoPass License Server is handling the server operations.

Note: If you need to change the secondary HPE AutoPass License Server defined for a primary HPE AutoPass License Server, you must first configure the primary HPE AutoPass License Server as a standalone HPE AutoPass License Server by clearing the Enable Redundancy option. After saving this configuration change, you may then configure the now standalone HPE AutoPass License Server as a primary HPE AutoPass License Server with a different secondary HPE AutoPass License Server.

Reference

Redundancy Tab (Configuration Pane)

This tab enables to configure HPE AutoPass License Server redundancy.

1. From the Configuration tab, click on **"Main"**, the **"Redundancy Configuration"** section displays, as in the below screen

The screenshot shows the 'Redundancy Configuration' page in the HPE AutoPass License Server web interface. The page has a top navigation bar with tabs: LICENSE USAGE, LICENSE MANAGEMENT, RESERVATION MANAGEMENT, REMOTE COMPUTER, USER MANAGEMENT, CONFIGURATION (selected), and ABOUT. Below this is a sub-navigation bar with links: Main, User Management, Redundancy (selected), and LDAP. The main content area is titled 'Redundancy Configuration' and contains the following fields:

- Enable Redundancy: ☐
- Act as Secondary: ☐
- Local IP: select
- Redundant IP:
- Redundant Port: 9001
- Protocol Type: UDP
- Protocol Port: 7900

At the bottom left are 'Save' and 'Cancel' buttons. A red-bordered box at the bottom contains a note: 'Note: Switching from Standalone to Redundant mode and vice versa will result in losing data and requires reconfiguration of AutoPass License Server. This action will also reset the default admin user's password.'

User interface elements are described below:

UI Element	Description
Enable Redundancy	Enables the HPE AutoPass License Server to serve as a primary or secondary HPE AutoPass License Server.
Act as Secondary	Enables the HPE AutoPass License Server to serve as the secondary HPE AutoPass License Server for the primary HPE AutoPass License Server defined in the IP settings.
Local IP	The IP address of the same HPE AutoPass License Server (the primary HPE AutoPass License Server if configuring a primary server or the secondary HPE AutoPass License Server if configuring a secondary server).
Select	Displays the Local IP address of the HPE AutoPass License Server.
Redundant IP	The IP address for the secondary HPE AutoPass License Server. Note: This option is available only when configuring the primary HPE AutoPass License Server.
Redundant Port	The port on which the internal database of the secondary HPE AutoPass License Server listens to synchronize the data between the primary and secondary HPE AutoPass License Servers.

UI Element	Description
	Note: This option is available only when configuring the primary HPE AutoPass License Server.
Protocol Type	<p>The connection protocol for connecting to the partner HPE AutoPass License Server: UDP (default) or TCP</p> <p>Note: If the primary and secondary servers are located in the same subnet, it is recommend to use the <i>UDP</i> protocol. If the servers are on different subnets, you should use the <i>TCP</i> protocol.</p>
Protocol Port	The port on which the primary and secondary HPE AutoPass License Servers communicate to exchange their status.

2. Once the mandatory fields are updated, click "**Save**" button, a message appears "**Saved Successfully**".
3. Cancel button redirects to main configuration screen.

HPE AutoPass License Server Redundancy - Frequently Asked Questions

[How can I disable redundancy for a specific primary or secondary HPE AutoPass License Server?](#)

In the Redundancy tab (Configuration pane), clear the **Enable Redundancy** check box.

[How do I define a HPE AutoPass License Server as a primary HPE AutoPass License Server?](#)

In the Redundancy tab (Configuration pane), select the **Enable Redundancy** option check box and provide the details for the secondary server, as described in "[How to Configure HPE AutoPass License Server Redundancy](#)" on page 34. For more details, refer "[Redundancy Tab \(Configuration Pane\)](#)" on the previous page

[How do I define a HPE AutoPass License Server as a secondary HPE AutoPass License Server?](#)

In the Redundancy tab (Configuration pane), select the **Enable Redundancy** option check box and the **Act as Secondary** option check-box. Provide the details for the primary server, as described in "[How to Configure HPE AutoPass License Server Redundancy](#)" on page 34 For details on the Redundancy tab, see "[Redundancy Tab \(Configuration Pane\)](#)" on the previous page

HPE AutoPass License Server Redundancy - Troubleshooting and Limitations

Why can I not connect to the secondary HPE AutoPass License Server when the primary HPE AutoPass License Server is down, even after I have configured both HPE AutoPass License Servers?

Ensure that both the **Redundant Port** and **Protocol Port** on both HPE AutoPass License Servers are open.

If one or both of the ports are closed on either of the servers, the automatic communication and data synchronization does not work.

Why is the primary HPE AutoPass License Server down after I have configured and restarted both HPE AutoPass License Servers?

It is possible that the server was restarted while synchronizing with the secondary server.

To solve restart the primary server again to stop any connection thread running on error state.

HPE AutoPass License Server User and User Group Management

This chapter includes:

Concepts

[Users - Overview](#)

[User Groups - Overview](#)

[User Group Privilege Levels](#)

[License Server User Group Privilege Matrix](#)

[User and User Group Sources](#)

Tasks

[How to Manage Users](#)

Reference

[Users Tab \(User Management Pane\)](#)

[User Groups Tab \(User Management Pane\)](#)

[User Management Tab \(Configuration Pane\)](#)

[LDAP Tab \(Configuration Pane\)](#)

[Managing Users - Frequently Asked Questions](#)

[Managing Users - Troubleshooting and Limitations](#)

Concepts

HPE AutoPass License Server Users - Overview

After initially configuring the HPE AutoPass License Server, you create administrative users responsible for the creation and maintenance of licenses and client users. HPE AutoPass License Server users, unlike client users, have access to the HPE AutoPass License Server functionality to ensure the running and operation of the HPE AutoPass License Server.

By default, the HPE AutoPass License Server has one user, named *admin* (which is used to log in to the HPE AutoPass License Server the first time). On the initial login to the HPE AutoPass License Server, you log in using the *admin* user. However, after logging in once, you can create additional users and assign them specific roles and privileges for using the HPE AutoPass License Server.

For more details, refer "[How to Manage HPE AutoPass License Server Users and User Groups](#)" on page 42.

HPE AutoPass License Server User Groups - Overview

After you create administrative users, you also create user groups. These user groups enable you to group administrative users in a way suited to your organization and license usage.

Example

You create 16 new users for your HPE AutoPass License Server. These 16 users are responsible for administering the licenses of four different products. Each product has 4 users, who rotate administrative responsibility throughout the day. Using the user groups, you can group each group of four users together to ensure easier and more visible organization of the users.

However, in addition to helping you organize HPE AutoPass License Server users, can use user groups to administer HPE AutoPass License Server access privileges. Depending on a user's group and the corresponding privilege levels, the user has varying access privileges which enable or prevent the user from performing certain administrative tasks.

For more details, refer "[User Group Privilege Levels](#)" below.

For details on creating and managing user groups, refer "[How to Manage HPE AutoPass License Server Users and User Groups](#)" on page 42

User Group Privilege Levels

For each user group (and by extension, each user), you assign a specific privilege level. The access privilege level determines the access level to various HPE AutoPass License Server tasks.

Note: You cannot assign a privilege level directly to a user.

You can assign any of the following access privilege levels to a group:

- **Administrator:** Users with this access privilege level are given full permissions to perform all HPE AutoPass License Server tasks.
- **Product Admin:** Users with this access privilege level are given full permissions to install and maintain licenses for products to which they are assigned. They cannot perform general HPE AutoPass License Server administrative tasks, including HPE AutoPass License Server configuration and user and user group management tasks.
- **View-Only:** Users with this access privilege are allowed to view license information. They cannot perform general HPE AutoPass License Server administrative tasks.

By default, any new user group is created with the *View-Only* access permission. User can modify this access privilege level later if needed. For more details, refer "[User Groups Tab \(User Management Pane\)](#)" on page 48

All users not added to a user group are given *View-Only* permissions.

For additional details about the specific tasks permitted for each access privilege level, refer "[User Group Privilege Matrix](#)" on the next page.

For details on creating and modifying user group privilege levels, refer ["Set user group access privileges" on page 44](#)

User Group Privilege Matrix

This table specifies the ability to perform various HPE AutoPass License Server operations based on user group access privileges. For details on setting access privileges, see [How to Manage and User Groups](#).

Functionality	Administrator	Product Admin	View Only
Manage Commuter	Yes	Yes*	No
Feature Report	Yes	Yes	Yes
Export Feature Report	Yes	Yes	Yes
Download Commuter/Remote Commuter License Details	Yes	Yes*	No
Search Result Report	Yes	Yes	Yes
Revoke	Yes	Yes*	No
Purge	Yes	No	No
Install License	Yes	Yes	Yes
License Management	Yes	Yes	Yes
Export License Details to Excel	Yes	Yes	Yes
Archive Licenses	Yes	Yes*	No
Manage Archived License	Yes	Yes*	No
Borrow License	Yes	Yes*	No
View Checked-In History	Yes	Yes	Yes
Delete/Return the archived licenses	Yes	Yes*	No
License Clean-up	Yes	Yes*	No
Creating a Pool	Yes	Yes	Yes
Mapping feature to a pool	Yes	Yes*	No
Mapping product to a pool	Yes	Yes*	No
Remote commuter check-out	Yes	Yes*	No

Functionality	Administrator	Product Admin	View Only
Remote commuter check-in	Yes	Yes	Yes
User Management	Yes	No	No
Configuration	Yes	No	No

* Privilege is limited to the product assigned to the product administrator user.

User and User Group Sources

When user create users and user groups, user can choose to store user and user group information in the following locations:

- **AutoPass License Server Internal Database:** All user and user group information is stored locally with the AutoPass License Server and user can create, modify, and delete data from the database.
- **LDAP database:** All user and user group information is stored on an external LDAP server. You import the users and/or user groups from the LDAP server into the HPE AutoPass License Server. You cannot create, modify, or delete data from the LDAP server from within the HPE AutoPass License Server.

After importing user and user groups from an LDAP server, you cannot modify user information add or delete users, as these are stored on the LDAP server. However, you can add users that are imported from an LDAP server to user groups stored on the AutoPass License Server's internal database and grant those users privilege levels.

If import user groups from the LDAP server, user cannot add users created and stored in the AutoPass License Server internal database.

For information on configuring LDAP connection, refer "[LDAP Tab \(Configuration Pane\)](#)" on page 52.

Tasks

How to Manage HPE AutoPass License Server Users and User Groups

This task describes the procedures necessary to create and maintain HPE AutoPass License Server administrative users and user groups.


This task includes the below steps:

- ["Create a user" on the next page](#)
- ["Modify a user's status" on the next page](#)
- ["Update user details" on the next page](#)
- ["Reset a user's password" on the next page](#)

- "Add a user to existing user groups" on the next page
- "Add a new user group" on the next page
- "Update group details" on the next page
- "Set user group access privileges" on the next page
- "How to Manage HPE AutoPass License Server Users and User Groups" on the previous page
- "Associate products with a Product Admin group" on page 45

Create a user

A green rectangular button with the text "Create User" in white.

1. In the Users tab (User Management pane), click  button.
2. In the Create New User dialog box, enter the first and last name of the user and the user's email address.

Note: You must enter a valid e-mail address because the HPE AutoPass License Server sends a message containing the user's password details to the address listed.

3. Click **Create**.

A new user is added to the users table in the upper pane of the Users Tab. The user's details are displayed in the lower pane.

Modify a user's status

1. In the upper pane of the Users tab (User Management pane), select the radio button for the user whose status you want to update.
2. In the lower pane, click the **Change Status** link.

The user's status changes in the lower pane (to *active* or *inactive*).

Note: If a user is listed as *inactive*, the user is unable to log in to the HPE AutoPass License Server.

Update user details

1. In the upper pane of the Users tab (User Management pane), select the radio button for the user whose status you want to update.
2. In the lower pane, enter the modified details in the relevant edit boxes.

Note: Update the email address only for the default administrator.

3. Click **Save**.

The new details are displayed in the user table in the upper pane of the Users tab.

Note: Modify a user's details by clicking the **<user name>** link at the top of the HPE AutoPass License Server window after logging in as the user.

Reset a user's password


1. In the upper pane of the Users tab (User Management pane), select the radio button for the user whose password you want to reset.

2. In the lower pane, click the **Reset Password** link.


The user's password is reset and an e-mail message is sent with the new password to the address defined in the lower pane.

Note: Reset a user password by entering a user's login name and clicking the **Forgot Password** link on the HPE AutoPass License Server login page.


Add a user to existing user groups

1. In the upper pane of the Users tab (User Management pane), select the radio button for the user you want to add to a user group.
2. In the lower pane, click the **Search** button . The Assign Groups dialog box opens.
3. In the Assign Groups dialog box, select the check box for any group to which you want to add the user.
4. Click **Add**.

The selected groups are added to the Associated User Groups list in the lower pane of the Users tab.

Note: To remove a user from a group, click the **Delete** button  next to the group name.

Add a new user group

1. In the User Groups tab (User Management pane), click  button.
2. In the Create New Group dialog box, enter the **Group Name**, **Description**, and **Group Email**.
3. If you want this group to have administrator access privileges, select the **Mark as administrator** option.
4. Click **Create**.

A new user group is added to the table in the upper pane of the User Groups tab and the group details are displayed in the lower pane.

Update group details

1. In the upper pane of the User Groups tab (User Management pane), select the radio button for the user group whose status you want to update.
2. In the lower pane, enter the modified details in the relevant edit boxes.
3. Click **Save**.

The new details are displayed in the User Groups table in the User Groups tab.

Set user group access privileges

1. In the upper pane of the User Groups tab (User Management tab), select the radio button of the user for which you want to set access privileges.
2. In the lower pane, in the Manage User Groups tab, select the access privilege level.
3. Click **Save**.


The Manage User Groups tab displays the correct access privilege level and the privilege level details.

Note: By default, all user groups are initially assigned as **View Only**.

Import groups from an LDAP server

1. In the User Management tab (Configuration pane), select **LDAP** as the source for users and user groups. For more details, refer "[User Management Tab \(Configuration Pane\)](#)" on page 50
2. Click **Save**.
3. In the LDAP tab (Configuration pane), enter the details for your LDAP server. For more details, refer "[LDAP Tab \(Configuration Pane\)](#)" on page 52.
4. Click **Save**.
The users and/or user groups are added to the Users tab and User Groups tab in the User Management pane.

Associate products with a Product Admin group

1. In the User Groups tab (User Management pane), select the Product Admin group to which you want to associate products.
2. In the Manage User Groups tab (lower pane of the Users tab), click the **Search** button . The Assign Products dialog box opens.
3. In the Assign Products dialog box, select the products for this group and click **Add**.
The products for this group are displayed in the Associated Products list in the Manage User Groups tab.

Reference

Users Tab (User Management Pane)

This tab enables you to add administrative users to the HPE AutoPass License Server, add and maintain user details, and add users to user groups.

Main
User Management
Redundancy
LDAP
Usage Hub Server

User Management Configuration ?

Configure password settings

☐ User password will never expires
☒ User password will expire as per below settings
☒ Reset password on the first login for all users
☐ Change password after days

Configure email notification






☐ Enable email notification while adding or removing users from group

Configure sources for users and groups

Groups
☐ LDAP ☒ DB
Users
☐ LDAP ☒ DB

To access	User Management pane > Users tab
Important information	<ul style="list-style-type: none"> You can also update user credentials when logged into the HPE AutoPass License Server by clicking the <user name> link at the top of the HPE AutoPass License Server window. Before you create a new user, ensure that the mail server is configured. For details, Refer "Mail Configuration" on page 20
Relevant tasks	<ul style="list-style-type: none"> "Create a user" on page 43 "Modify a user's status" on page 43 "Update user details" on page 43 "Reset a user's password" on page 43 "Add a user to existing user groups" on page 44
See also	"HPE AutoPass License Server Users - Overview" on page 39

User interface elements are described below:

UI Element	Description
	Create User. Opens the Create New User dialog box, enabling you to enter details for a user.
User name	The user name used to log into the HPE AutoPass License Server. Note: The user name displayed in the user table in the Users tab is the email address entered in the Create New User dialog box.
First Name	The user's first name, as entered in the Create New User dialog box.
Status	The user status: <i>active</i> or <i>inactive</i> . Users with an <i>inactive</i> status cannot log in to the HPE AutoPass License Server.
Created Time	The date and time the user was created.
Last Logged Time	The date and time that the user's last logged in to the HPE AutoPass License Server.
	Delete. Removes the user from the HPE AutoPass License Server database. Note: If you import users from an LDAP server, clicking Delete only removes them from the HPE AutoPass License Server's internal database. It does not delete them from the LDAP server.
	Export to Excel. Exports the currently displayed report to Excel.
Email	The user's email address, as entered in the Create New User dialog box.
Reset Password	Resets the users password. An e-mail message is sent to the user with the new user details.
Associated User Groups	The groups to which the selected user belongs.
	Search. Opens the Assign User Groups dialog box, enabling you to assign the user to user groups.
	Removes the user from a user group. Note: Clicking this button in the Associated User Groups list does not remove the user from the HPE AutoPass License Server.

User Groups Tab (User Management Pane)

This tab enables to create user groups, set access privilege levels, and add users to user groups.

Users

User Groups

Manage User Groups

Create Group

Select	Group Name	Group Description	Group Email	Created Time	Delete
<input checked="" type="radio"/>	Group1	Group1		23 Nov 15 12:40:09 IST	
<input type="radio"/>	Group2	Group2		23 Nov 15 12:40:33 IST	

2 items found, displaying all items.

User Group : Group1

Manage User Groups

Manage Members

Privilege

View Only

Group E-Mail

Description

Group1

Save

Cancel

User Group with view privilege does not have access to any of the products.

To access	User Management pane > User Groups tab
Important information	Before you create a new user group, ensure that the mail server is configured. For details, see "Mail Configuration" on page 20
Relevant tasks	<ul style="list-style-type: none"> • "Add a new user group" on page 44 • "Update group details" on page 44 • "Set user group access privileges" on page 44
See also	<ul style="list-style-type: none"> • "HPE AutoPass License Server User Groups - Overview" • "User Group Privilege Levels" • " User Group Privilege Matrix"


User interface elements are described below:

User Groups Table



UI Element	Description
	Create Group. Opens the Create New User Group dialog box, enabling you to enter details for and create a new user group.
Group Name	The name for the group, as entered in the Create New User Group dialog box.
Group Description	The description of the group, as entered in the Create New User Group dialog box.

HPE AutoPass License Server (9.14)


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Group Email	<p>The group email address, as entered in the Create New User Group dialog box.</p> <p>Note: When a new user group is created or deleted, an e-mail message is sent to this address.</p>
Created Time	The date and time of the group's creation.
	<p>Delete. Removes the selected user group from the HPEAutoPass License Server internal database.</p> <p>Note: If you imported a user group from an LDAP server, clicking Delete does not remove the user group from the LDAP server.</p>
	Export to Excel. Exports the currently selected report to Excel.

Manage User Groups tab

UI Element	Description
<user name>	Enables you to search the users by name in order to add them to a particular user group.
	<p>Opens the Assign Users dialog box, enabling you to select which users to add to a user group.</p> <p>Note: The Assign Users dialog box contains all HPEAutoPass License Server users.</p>
<associated users list>	The list of all users added to the user group.
	<p>Remove. Removes a member from a user group.</p> <p>Note: Clicking Remove in this tab does not delete the user.</p>

Manage Members Tab

UI Element	Description
<user name>	Enables you to search the users by name in order to add them to a particular user group.
	<p>Opens the Assign Users dialog box, enabling you to select which users to add to a user group.</p> <p>Note: The Assign Users dialog box contains all HPEAutoPass License Server</p>

	users.
<associated users list>	The list of all users added to the user group.
	<p>Remove. Removes a member from a user group.</p> <p>Note: Clicking Remove in this tab does not delete the user.</p>

User Management Tab (Configuration Pane)

This tab enables you to set configuration settings for users and user groups.


Users

User Groups

Manage Users ?

Create User

Select	User Name	First Name	Status	Created Time	Last Logged Time	Delete
<input checked="" type="radio"/>	admin	Administrator	active	16 Nov 15 16:09:22 IST	23 Nov 15 10:49:14 IST	


1 item found.

User : admin

User Detail

Status

active

Email

First Name

Administrator

Last Name

Save

Cancel

Reset Password

Associated User Groups

Default administrator user is the administrator for all the user groups present in the database.

To access	Configuration pane > User Management tab
Relevant tasks	<ul style="list-style-type: none"> • "Reset a user's password" on page 43 • "How to Manage HPE AutoPass License Server Users and User Groups" on page 42
See also	"User and User Group Sources" on page 42

User interface elements are described below:

UI Element	Description
Configure password settings	<p>Enables you to set the options for user password expiration. There are two possible settings:</p> <ul style="list-style-type: none"> • User password will never expire. • User password will expire as per below settings
Reset password on the first login for all users	<p>Requires each HPEAutoPass License Server user to reset the user's password when they first log in to the HPEAutoPass License Server (<i>default</i>).</p> <p>Note: This option is enabled only if you select the User password will expire as per below settings option.</p>
Change password after <> days	<p>Requires each HPEAutoPass License Server user to change the password after the defined number of days.</p> <p>Note: This option is enabled only if you select the User password will expire as per below settings option.</p>
Enable Email notification while adding or removing users from group	<p>Sends a notification e-mail message to a user when the user is added or removed from a user group. The e-mail message is sent to the address specified for the user in the Users tab (User Management pane). For details, refer "Users Tab (User Management Pane)" on page 45</p>
Configure sources for users and groups	<p>Enables you to select the source for creating HPE AutoPass License Server users and groups.</p> <p>You must select either the HPE AutoPass License Server internal database (DB) or an LDAP server as a source for both users and user groups.</p> <p>Note: The source for users does not have to be the same as the source for the user groups.</p>

LDAP Tab (Configuration Pane)

This tab enables you to define connection options for your LDAP server connection.

To access	Configuration pane > LDAP tab
Important information	<ul style="list-style-type: none"> After configuring LDAP in the redundancy mode, it is mandatory to restart server where LDAP is configured. You cant reset the password of default user(admin), in License Server if User Management is set to LDAP Configuration.
Relevant tasks	"How to Manage HPE AutoPass License Server Users and User Groups" on page 42
See also	"User and User Group Sources" on page 42

User interface elements are described below:

UI Element	Description
Choose LDAP server	<p>Enables you to select the type of LDAP server you are using:</p> <ul style="list-style-type: none"> Enterprise LDAP Server Microsoft Active Directory Server <p>When you select either type of server, the default properties are displayed in the pane. However, you can configure any of the properties as needed.</p>
LDAP Connection	Enables you to set the specific connection settings for your

UI Element	Description
	<p>server, including:</p> <ul style="list-style-type: none"> • Protocol: ldap or ldaps • Host name: The host address for the server • Port: The entry port for the server <p>Note: All fields are required</p>
Authentication Method	<p>Enables you to set the connection authentication properties, including:</p> <ul style="list-style-type: none"> • Authentication method (<i>required field</i>) <ul style="list-style-type: none"> • anonymous (without authentication parameters) • simple (user name and password authentication) • User name/password: The user name and password required for a simple authentication. <p>Note: The user name and password edit fields are enabled only if you select simple as the method of authentication.</p> <p>Example: User Name = uid=admin,ou=system</p>
User Element Mapping	<p>Enables you to configure how users stored on the LDAP server are mapped to their roles in the HPE AutoPass License Server.</p> <p>You can configure the following settings:</p> <ul style="list-style-type: none"> • User Base: The location in the LDAP directory containing user entries (<i>required field</i>) • User SubTree: The sub-directory location in the LDAP server for users (if they are not contained the main directory) <ul style="list-style-type: none"> • OBJECT_SCOPE - Searches in the current object only • ONELEVEL_SCOPE - Searches in the current and one object below • SUBTREE_SCOPE - Searches in the sub tree • Unique ID Attribute: The attribute of the object class that provides the name of the user specified in the object class (<i>required field</i>) • First Name Attribute: The attribute of the object class the provides the first name of the user specified in the object class (<i>required field</i>) • Last Name Attribute: The attribute of the object class the

UI Element	Description
	<p>provides the last name of the user specified in the object class (required field)</p> <ul style="list-style-type: none">• Email Attribute: The attribute of the object class that provides the email address of the user specified in the object class (required field)• User Filter: The filter that identifies the user entries (required field) <p>Example:</p> <pre>((objectClass=person)(objectClass=applicationProcess))</pre>
User Group Mapping	<p>Enables you to configure how user groups stored on the LDAP server are mapped to their roles in the HPE AutoPass License Server.</p> <p>You can configure the following settings:</p> <ul style="list-style-type: none">• Group Base: The location in the LDAP server directory containing the user groups (required field)• Group SubTree: The sub-directory location in the LDAP server for user groups (if they are not contained the main directory)• Group Member Attribute: The attribute of the object class the provides the name of the user group specified in the object class (required field)• Group Filter: The filter that identifies the user group entries <p>Example:</p> <pre>(objectClass=groupOfNames)</pre>

HPE AutoPass License Server User and User Group Management - Frequently Asked Questions

Does a HPE AutoPass License Server user have to belong to a user group?

No. However, HPE AutoPass License Server users that are not assigned to user groups are limited to *View-Only* access privileges.

How do I stop a user from logging in to the HPE AutoPass License Server?

In the Users tab (User Management Pane), change the user's status to *inactive*. This blocks the user from logging in to the HPE AutoPass License Server.

How can a user recover a forgotten password?

A user can reset a password in one of the following ways:

- Request that the HPE AutoPass License Server administrator reset the user's password by clicking the **Reset Password** link in the ["Users Tab \(User Management Pane\)"](#)
- In the Users tab (User Management Pane), use the **Reset Password** link to reset the user's password. For details, see ["Reset a user's password" on page 43](#).

Why do I need to create user groups?

User groups are created to manage products and assign access privileges to users. After creating user groups, HPE AutoPass License Server users are assigned to the groups and access privileges are assigned to the user group by a HPE AutoPass License Server administrator.

Can an administrator assign a privilege level directory to a user?

No. Privileges are assigned by the user group. You must assign or change the access privilege level of the group to which the user belongs.

Note: Any users not assigned to a user group have *View-Only* access privileges.

Can a HPE AutoPass License Server administrator delete LDAP users or user groups from an LDAP server?

No. You can only remove the imported users and user groups from the HPE AutoPass License Server. Removing them from the HPE AutoPass License Server does not delete them from the host LDAP server.

How do I assign the products to which a Product Admin user has administrative access?

In the Manage User Groups tab (User Groups tab), add associated products for each Product Admin group. For details, see ["Associate products with a Product Admin group" on page 45](#)

HPE AutoPass License Server User and User Group Management - Troubleshooting and Limitations

Why are there no options to configure the password settings or email notifications in the User Management tab (Configuration Pane)?

If you selected LDAP as the source for users or user groups, password settings and email notifications are not available for configuration.

HPE AutoPass License Server License Management

This chapter includes:

Concepts

[Installing Licenses](#)

[License Usage Reports](#)

[Searching Licenses](#)

[Archiving and Restoring Licenses](#)

[Borrowing Licenses](#)

[License Clean Up](#)

Tasks

[How to Manage Licenses](#)

Reference

[License Usage Pane](#)

[Feature Report Page \(License Usage Pane\)](#)

[Search Criteria Page \(License Usage Pane\)](#)

[Search Results Page \(License Usage Pane\)](#)

[Install License Tab \(License Management Pane\)](#)

[License Management Tab \(License Management Pane\)](#)

[Archive License Tab \(License Management Pane\)](#)

[Borrow License Tab \(License Management Pane\)](#)

[Borrow License Request Window \(Borrow License Tab\)](#)

[License Clean Up Tab \(License Management Pane\)](#)

[Managing Licenses - Frequently Asked Questions](#)

[Managing Licenses - Troubleshooting and Limitations](#)

Concepts

Installing Licenses

After installing and configuring the AutoPass License Server, you must install licenses in the AutoPass License Server. This step makes the licenses available for check out operations, and enables you to perform

other license management tasks such as reserving licenses for user pools checking out commuter licenses. Install licenses by loading a single license key file or multiple license key files.

Note: The size of the license key file cannot be larger than 4 MB.

Obtain license keys on a per-product and per-feature basis. For details on obtaining license keys, see the individual product documentation.

For details on how to install license keys, refer ["Install a license" on page 60](#).

License Usage Reports

After installing licenses, the AutoPass License Server provides multiple pages in which you can track and view the licenses currently installed and used on your AutoPass License Server.

The **License Management tab** (License Management pane) displays the basic details about installed feature licenses, including:

- All feature licenses available per product, including their identification number and details
- The installed capacity
- The license start date
- The license expiration date
- The license installation date
- The name of the HPE AutoPass License Server user that installed the licenses and the IP address.

You can export the license report details to Excel. For details on the License Management tab, refer ["License Management Tab \(License Management Pane\)" on page 71](#).

In addition, usage details about installed licenses are displayed in the **License Usage** pane. This pane displays additional information about the list of all installed license details, including:

- The feature license identification information, including number and description
- The available license capacity
- The capacity currently checked out as live and commuter licenses

Like the License Management tab, you can export the license report details to Excel. For details, refer [License Usage Pane](#)

To view the details of a specific feature license, click the feature name in the License Usage pane to display the Feature Report page.

The Feature Report page displays specific check out information about a feature license including:

- Graphs of overall usage, check out type distribution and pool wise usage of a feature and its history.
- The check out start and expiration date
- The type of check out distribution: **Live** or **Commuter**
- The capacity checked out
- Check out and check in details for the license
- The pools to which users who have licenses checked out belong. User can select the required pool.

If a license has the ability to control commuter license properties, User also set the commuter license properties in the Feature Report page.

For details on the Feature Report page, refer "[Feature Report Page \(License Usage Pane\)](#)" on page 64.

Search License Check- in and History

From the License Usage pane, you can search through the check in and check out histories of all installed licenses.

User can search based on a number of criteria:

- The application name for which the license is checked out
- The feature ID and feature ID version
- The feature description
- The client user attributes for a license with check out and check in history
- The license start and expiration dates

User can use the search results to purge the server operations history or revoke a license check out.

Purging The process of removing the checkin history from the License Server. a license deletes the check in history from the AutoPass License Server. After you purge the history, it is removed from the AutoPass License Server.

Revoking The process of forcibly checking in a live concurrent license to be used for other License Server functions. a license (by an administrator) forcibly checks in a live concurrent license to the AutoPass License Server. If you need a license for a higher priority client user or need to return a borrowed license to another AutoPass License Server, an administrator can revoke a license.

If a connection exists between the AutoPass License Server and the client computer, when a license is revoked, a message is sent to the client user with the checked out license within two minutes and the license is automatically checked into the

AutoPass License Server within two minutes. If there is no connection, the AutoPass License Server continues to send the message until the client computer connects with the AutoPass License Server. You cannot revoke the license until the client user connects with the AutoPass License Server (provided the license is still within the expiration period).

Note: Commuter licenses cannot be revoked.

Examples

Use Case 1

user have an installed capacity of 100 for *FeatureA*. *User1* has a live concurrent license capacity of 40 checked out. If *User2* needs a capacity of 80 for check out, user can search for *User1* using the search results and revoke *User1*'s license.

Use Case 2

user are planning how users will use the available capacity for a product in the next iteration. Using the search criteria described on [Search Criteria Page \(License Usage Pane\)](#), user can search for licenses with an upcoming expiration date so user can see how many licenses will be available on certain dates.

Archiving and Restoring Licenses

If user do not want a specific license to be available for checkout, but to keep it on the AutoPass License Server, user can archive a license.

To archive the process of removing a license from active use for check out any unused license that is displayed in the License Management tab. This removes them from the list of currently active licenses (displayed in the License Management tab).

Once a license is archived, user can also delete it from the AutoPass License Server. If user need to restore a license to active use, user can restore the license and it again becomes available for check out operations.

Borrowing Licenses

If a AutoPass License Server needs additional licenses to fulfill client user requests for a product or feature, the AutoPass License Server can borrow. The process of taking license capacity from another License Server. them from other AutoPass License Servers.

Borrowed licenses are borrowed temporarily, as you set an expiration date for the license borrowing request. After the expiration period, the license is returned to the AutoPass License Server from which it was borrowed.

You can configure your AutoPass License Server to borrow only from a specific AutoPass License Server or to search the subnet for other available AutoPass License Servers.

Example

FeatureA has an installed capacity of 40. Two users already have licenses for *FeatureA* with the capacity of 15 checked out. If additional users will need license capacity for check out, you can use the borrow option to take the necessary license capacity from another AutoPass License Server.

License Clean Up

In certain circumstances, the license capacity of selected licenses will be deleted, such as in the following scenarios:

- When commuter licenses are lost due to a client user's system crash
- When a product is configured to detect clock tampering and the system is back dated or clock-tampered

In this case, user can perform license cleanup. The process of restoring license capacity for a feature or product due to system crash or clock tampering. to restore the lost capacity.

To perform License Clean Up, user must contact the support team for a License Clean Up key. When user apply the license cleanup key, the license capacity is restored to its previous levels.

Each type of feature or product license has a specific limit for license restoration via license cleanup. For details on viewing and setting the license clean up limits, see the individual product documentation.

Tasks

How to Manage Licenses

This task describes the procedures necessary to manage the licenses installed on your HPE AutoPass License Server.

This task includes the below steps:

- ["Install a license" below](#)
- ["Archive a license" below](#)
- ["Restore an archived license" on the next page](#)
- ["Borrow a license " on the next page](#)
- ["Restore license capacity with License Clean Up" on page 62](#)
- ["Search license check in and check out history" on page 62](#)
- ["Purge the license check in history" on page 62](#)
- ["Revoke a checked out license" on page 62](#)
- ["Manage commuter settings for a feature license" on page 62](#)
- ["Delete a license from the HPE AutoPass License Server" on page 63](#)

Install a license

1. In the Install License tab (License Management pane), enter the license keys for your products. For details on obtaining license keys, see the individual product documentation.

Note: If you received a license key in the form of a file (such as a .dat file), you can browse to the license file by selecting **Browse Licenses File** and browsing to the directory containing the file. The license file size cannot exceed 4 MB.

2. Click **Next**.
3. In the Install Licenses page, select the licenses to install, and click **Install Licenses**.

The licenses are installed on the HPE AutoPass License Server and are displayed in the License Management tab (License Management pane).

Note: License key installed can be locked to a lock value. This lock value is displayed in the **Install Licenses** page.

Refer to individual product documentation to validate if such licenses are supported by the product.

If a license locked to the specified lock value is installed, any licenses locked to IP address (of the same feature ID) of APLS is auto archived. Two different feature licenses, one locked to IP and another locked to lock value specified can coexist.

Archive a license

1. In the License Management tab (License Management pane), select the unused licenses you want to archive.

2. Click **Archive**.

The licenses are removed from the list of installed licenses in the License Management tab and are unavailable for check out operations. A list of all archived licenses is displayed in the Archived License tab (License Management pane).

Restore an archived license

1. In the Archived License tab (License Management pane), select the product whose archived licenses you want to restore.
2. Select the features to restore.
3. Click **Restore**.

The licenses are again displayed in the License Management pane and client users can check them out.

Note: If a IP locked licenses are auto archived, it cannot be restored unless all the licenses locked to a lock value belonging to same feature are either deleted or archived.

Borrow a license

1. In the Borrow License tab (License Management pane), select the Product for which you want to borrow a license.
2. Click **Borrow License**.
3. On the Borrow License page, enter the following details:
 - Select the Product for which you want to borrow a license.
 - The feature ID and version for which you want to borrow a license
 - The license capacity to borrow
 - The expiration date for the borrowed license
 - The server information. You can enter the server information in the following ways:
 - Select **Configure License Server** and provide the **Host Name or IP**, the **Port**, and **Protocol** of another HPE AutoPass License Server
 - Select **Discover** HPE AutoPass License Server and browse through the subnet for an available HPE AutoPass License Server
3. Click **Borrow**.

The borrowed license capacity is displayed in the Manage Borrowed Licenses window (Borrow License tab) and is added to the license capacity listed in the License Management tab.

Return a borrowed license

1. In the Borrow License tab (License Management tab), select the product for which you need to return licenses.
2. Select the license to return.
3. Click **Return**.

The license is returned to the HPE AutoPass License Server from which the license was borrowed and the borrowed capacity is removed from the list of borrowed licenses in the Borrow License tab and is removed from the License Management tab.

Clear the borrowing history

1. In the Borrow License tab (License Management pane), select the product for which you want to view the borrowing history. The Borrowed License list and the Checked-In History list for that product are displayed.
2. In the Checked-In History list, select the check box for the history to delete.
3. Click **Delete**.


A message confirming the history deletion is displayed at the top of the window and the selected history items are no longer displayed in the borrowing history.

Restore license capacity with License Clean Up

1. In the License Clean Up tab (License Management pane), enter the license cleanup key you received from the support team and click **Submit**.
2. In the Clean Up Window, select one or more license checkouts to clean up and click **Clean Up**.

Note: Each license has a limit to the capacity possible for license cleanup. For details on setting limits to license cleanup, see the individual product documentation.

Search license check in and check out history

1. In the License Usage pane, click Search .
2. In the Search window, enter the search criteria.
3. Click **Search**.

All installed licenses that match your search criteria are displayed in the Search Results window.

Purge the license check in history

After the search results are displayed in the Search Results page, click **Purge**.

The history is removed from the HPE AutoPass License Server.

Revoke a checked out license

1. After performing a search, in the Search Results window (License Usage pane), select the license that you need to revoke.
2. Click **Revoke** and confirm the revocation.

The license is returned to the HPE AutoPass License Server.

Manage commuter settings for a feature license

1. In the License Usage pane, click the check-box for the feature for which you want to manage commuter license settings, and click **Manage Commuter**. A message informing you of the successful enable of commuter license settings is displayed. Click **OK**.
2. The Feature Report page for that feature opens.

Note: Not all features are enabled for modifying commuter check out settings. Only those features with a cleared and enabled check box can be modified.

2. In the Commuter Checkout Settings area, click **Edit**.

3. Enter the maximum number of days allowed and the maximum capacity allowed for a commuter license check out.
4. Click **Save Changes**.

The changes are displayed under the Commuter Checkout Settings for the feature.

Note: You must have administrator access privilege permissions to modify the commuter check out settings.

Delete a license from the HPE AutoPass License Server

1. In the Archived License tab (License Management pane), select the product for which you want to delete licenses.
2. Select the feature you want to delete.
3. Click **Delete** and confirm the deletion.

The license is removed from the HPE AutoPass License Server.

Reference

License Usage Pane

This pane enables you to view the installed licenses and license capacities.

License Usage

Select Product: All

<input type="checkbox"/>	Feature ID: Version	Feature Description	Available	Live	Commuter	Total
<input checked="" type="checkbox"/>	10594:1	HP Unified Functional Testing Concurrent User	0	0	0	0
<input checked="" type="checkbox"/>	10600:1	Service Test Concurrent User	0	0	0	0
<input checked="" type="checkbox"/>	10606:1	QuickTest Professional Core Concurrent User	0	0	0	0
<input checked="" type="checkbox"/>	10608:1	QuickTest Professional Add-ins Concurrent User	1000	0	0	1000
<input checked="" type="checkbox"/>	10610:1	QuickTest Pro Terminal Emulator Add-in Concurrent User	1000	0	0	1000
<input checked="" type="checkbox"/>	10612:1	QuickTest Pro Siebel Add-in Concurrent User	1000	0	0	1000
<input checked="" type="checkbox"/>	10614:1	QuickTest Pro .NET Add-in Concurrent User	1000	0	0	1000



Manage Commuter

18 items found, displaying 1 to 10.

To access	Select the License Usage node in the HPE AutoPass License Server menu bar.
Important information	<ul style="list-style-type: none">• The licenses displayed in this pane are the same as the licenses displayed in the License Management tab (License Management pane). For more details, refer "License Management Tab (License Management Pane)" on page 71.• If a feature is automatically enabled for commuter check out, the feature check box is displayed as a selected, disabled check box.• If a feature is automatically disabled for commuter check out, the feature check box is

	<p>displayed as a cleared, disabled check box.</p> <ul style="list-style-type: none"> • If a feature is available to have its commuter license check out settings modified, it is displayed in this pane as a cleared, enabled check box.
Relevant tasks	"How to Manage Licenses" on page 60
See also	"License Usage Reports" on page 57

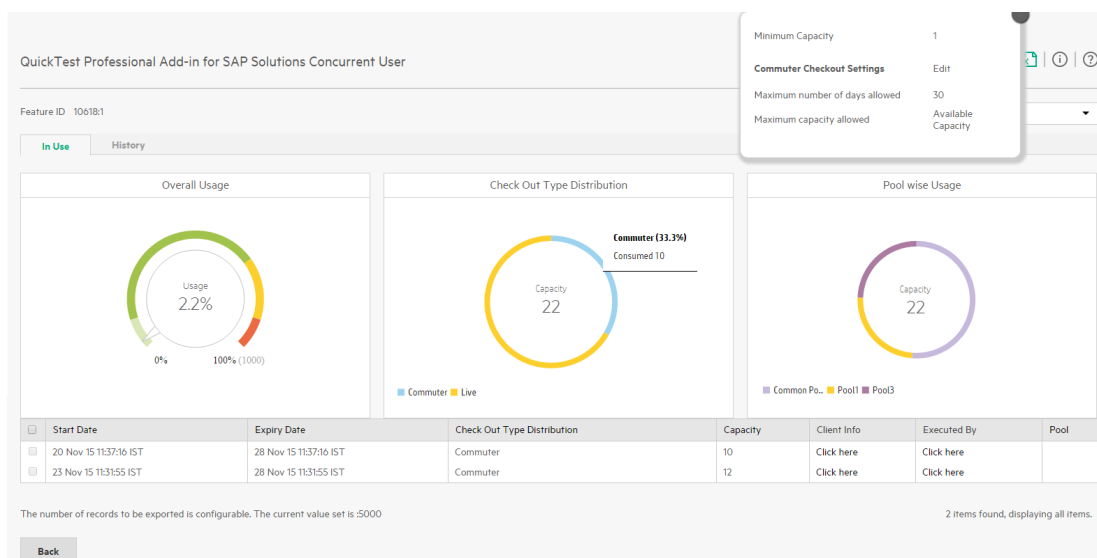
User interface elements are described below:

UI Element	Description
Feature ID: Version	The specific feature number and version for each feature of the selected product in the drop-down.
Feature Description	A textual description of a feature.
Available	The license capacity currently available for client user check out.
Live	The license capacity currently checked out as live, concurrent licenses.
Commuter	The license capacity currently checked out as commuter licenses.
Total	The total installed license capacity.
	<p>Export to Excel: The number of records to be exported is configurable which will Exports the currently displayed table report and graph usage summary to Excel. The maximum number of records which can exported is 10000.</p> <p>Configuring Export to Excel</p> <p>The option of switching from default value to higher or lower value is provided with the help of the property mentioned below in <i>Config.xml</i> file available in the path</p> <pre><APLS Data Folder Path>\data\conf</pre> <pre>< Entry key="com.hp.autopassj.ls.reports.exportrecordsize">10000</Entry ></pre>
Manage Commuter	Enables you to modify the commuter check out settings for a feature, if enabled.
	Opens the Search window, enabling you to search the check out and check in history. For more details, refer "Search License Check- in and History" on page 58 and "Search Criteria Page (License Usage Pane)" on page 67

Feature Report Page (License Usage Pane)

This page enables you to view the license check out report and details for a specific feature.

In Use



To access	In the License Usage pane, click the Feature ID: Version link for a specific feature and navigate to History tab.
Important information	<p>The Commuter Checkout Settings area is editable only if the feature allows modifying commuter check out settings and you enabled editing of the settings by clicking Manage Commuter for the selected feature in the License Usage pane.</p> <p>When a license is checked out and checked in for a particular feature the usage data is reflected in the In Use and History page respectively post each action and in case of inactivity, any usage data is refreshed every eight hours.</p> <p>The data in the History tab will be shown only from the day the is upgraded.</p>
Relevant tasks	"How to Manage Licenses" on page 60
See also	"License Usage Reports" on page 57

User interface elements are described below:

UI Element	Description
Feature ID: Version	The feature number and version.
History tab	<p>The graphical representation of check out and check in history is displayed. The pool wise differentiation is denoted and also the tool tip with</p> <ul style="list-style-type: none"> • The name of the pool • Pool wise usage maximum consumed and • The number of users. <p>You can select required options with the help of the radio buttons available below the graph.</p>

UI Element	Description
	<ul style="list-style-type: none"> • Maximum - The graph displays only the maximum check outs at any point of time in the selected date range. • Average - The graph displays sum of all the checkouts divided by number of checkouts in the selected date range. <p>The feature wise checked in and checked out history details in numbers at any given point of time i.e</p> <ul style="list-style-type: none"> • Maximum • Average <p>The horizontal red line indicates the current total license installed at the feature level. If a pool is selected, it represents the capacity reserved for a particular pool.</p>
Date Range	Enables you to select the range with the options today, yesterday, last 7 days, last 30 days, this month, last month and custom date.
Select Pool	Enables you to select the required pool from the drop down.
Start Date	The start date of a license check out.
Expiry Date	The expiration date of a license check out.
Check Out Type Distribution	The type of check out: Live (concurrent license) or Commuter.
Capacity	The capacity checked out by a client user.
Client Info	The user attributes of the user who has checked out the license. Click the Click here link to view the details.
Executed By	The user that checked out the license. Click the Click here link to view the details.
CheckIn Time	The check in time of a license
Pool	<p>The user pool to which the client user who has checked out a license belongs.</p> <p>Refer to License Usage Pane</p>

Search Criteria Page (License Usage Pane)

This page enables you to determine the criteria for searching installed licenses.

Search

Select Product

All

Feature ID

Feature ID: Version

Feature Description

IP Address

Host Name


User Name

Client ID

Start Date

Expiry Date

Application Name

To access	In the License Usage pane, click the Search button  .
Important information	The search options for the IP Address , Host Name , User Name , and Client ID should be the same as the user pool attributes listed in the Pool Management tab (Reservation Management tab).
Relevant tasks	"Search license check in and check out history" on page 62
See also	<ul style="list-style-type: none">"License Usage Pane" on page 63

	<ul style="list-style-type: none"> • "Search Results Page (License Usage Pane)" below • "Search License Check- in and History" on page 58 • "Pool User List Section (Pool Management Tab)" on page 92 • "Client User Attributes" on page 82
--	---

User interface elements are described below:

UI Element	Description
Feature ID	The number of the feature.
Feature ID: Version	The version number of the feature (without the feature ID).
Feature Description	The textual description of the feature. You can use this field if you are unable to remember the specific feature number.
IP Address	The IP address of a client user that has checked out a license.
Host Name	The host address of the client user that has checked out a license.
User Name	The user name for the client user that has checked out a license.
Client ID	The computer ID for the client user that has checked out a license.
Start Date	The start date of a license check out.
Expiry Date	The expiration date of a license check out.
Application Name	Application name which client sent with each check out request. This can be empty

Search Results Page (License Usage Pane)

This page displays the applicable licenses according to your search criteria.

Search Result

☐

Feature Description

☐

QuickTest Professional Add-in for SAP Solutions Concurrent User

☐

QuickTest Professional Add-in for SAP Solutions Concurrent User

☐

QuickTest Professional Add-in for SAP Solutions Concurrent User

Start Date

20 Nov 15 11:37:16 IST

23 Nov 15 11:31:55 IST

19 Nov 15 14:55:00 IST

Expiry Date

28 Nov 15 11:37:16 IST

28 Nov 15 11:31:55 IST

19 Nov 15 15:05:00 IST

Check Out Type Distribution

Commuter

Commuter

Live

Capacity

10

12

1

Client Info

Click here

Click here

Click here

Executed By

Click here

Click here

Click here

Product

HP UFT_12.50

HP UFT_12.50

HP UFT_12.50

Pool

3 items found, displaying all items.

Purge

Back


Email This Report :

Send Mail

To access	Click Search in the Search window after defining search parameters.
Relevant tasks	<ul style="list-style-type: none"> • "Search license check in and check out history" on page 62 • "Purge the license check in history" on page 62

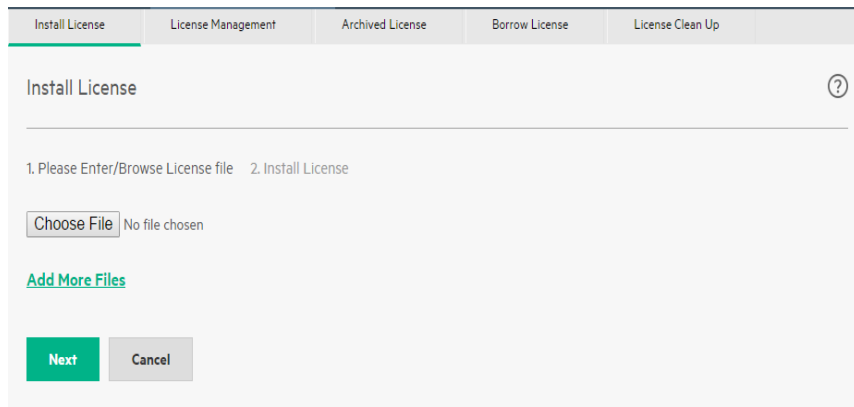
	<ul style="list-style-type: none"> • "Revoke a checked out license" on page 62
See also	<ul style="list-style-type: none"> • "Search Criteria Page (License Usage Pane)" on page 67 • "Search License Check- in and History" on page 58

User interface elements are described below:

UI Element	Description
Feature Description	The textual description of the licenses returned from the search results.
Start Date	The start date of the license check out.
Expiry Date	The expiration date of the license check out.
Check Out Type Distribution	The type of license check out: Live or Commuter .
Capacity	The capacity checked out for the license.
Client Info	The client user that checked out the license. Click Click here to display the client user attributes for the check out.
Executed By	The user that performed the check in and check out operation. Click Click here to display the details for the check out.
Product	The product to which the product belongs.
Pool	The user pool to which the client user that performed the check out belongs.
	Export to Excel. Exports the currently displayed report to Excel.
Purge	Deletes the histories from the HPE AutoPass License Server.
Revoke	Automatically checks the selected license into the HPE AutoPass License Server.

Install License Tab (License Management Pane)

This tab enables you to install licenses for your products.



The screenshot shows the 'Install License' tab selected in the 'License Management' pane. The tab has a title bar with 'Install License' and a help icon. Below the title bar, there are two steps: '1. Please Enter/Browse License file' and '2. Install License'. Under step 1, there is a 'Choose File' button and the text 'No file chosen'. Below this, there is a link 'Add More Files'. At the bottom, there are two buttons: 'Next' (green) and 'Cancel' (gray).

To access	License Management pane > Install License tab
Important information	License key files cannot exceed 4 MB.
Relevant tasks	"Install a license" on page 60
See also	"Installing Licenses" on page 56

User interface elements are described below:

UI Element	Description
Enter license keys	Enables you to enter a single license key or group of license keys for installation.
Browse Licenses File	Enables you browse and upload a license key file containing license keys to be installed.

License Management Tab (License Management Pane)

This tab displays the information about all installed licenses and enables you to archive licenses.

Install License

License Management

Archived License

Borrow License

License Clean Up

License Management

Select Product

All



<input type="checkbox"/>	Feature ID: Version	Product	Capacity	Start Date	Expiry Date	Installed On	Installed By	IP Address
<input type="checkbox"/>	10608:1	HP UFT	1000	15 Apr 15 05:30:00 IST	Forever	19 Nov 15 14:54:41 IST	admin	16.**
<input type="checkbox"/>	10610:1	HP UFT	1000	15 Apr 15 05:30:00 IST	Forever	19 Nov 15 14:54:41 IST	admin	16.**
<input type="checkbox"/>	10612:1	HP UFT	1000	15 Apr 15 05:30:00 IST	Forever	16 Nov 15 16:23:25 IST	admin	16.**
<input type="checkbox"/>	10614:1	HP UFT	1000	15 Apr 15 05:30:00 IST	Forever	19 Nov 15 14:54:41 IST	admin	16.**

17 items found, displaying 1 to 10.

Archive

To access	License Management Pane > License Management tab
Relevant tasks	"How to Manage Licenses" on page 60
See also	"Archiving and Restoring Licenses" on page 59

User interface elements are described below:

UI Element	Description
Feature ID: Version	The number for the feature and its version number.
Product	The product to which a feature belongs.
Capacity	The total installed capacity for each installed license.
Start Date	The starting date of the installed license.
Expiry Date	The expiration date of the installed license.
Installed On	The installation date of the installed license.
Installed By	The name of the HPE AutoPass License Server user that installed the licenses.
IP Address	The IP address of the user installing the licenses.
	Export to Excel. Exports the currently displayed report to Excel.
	Export Raw License to Excel. Exports the license keys for the currently displayed licenses to Excel.
Archive	Archives the selected license.

Archive License Tab (License Management Pane)

This tab displays the list of all archived licenses enables you to restore archived licenses to active use or delete them permanently.

Archived License

Select Product: All

Feature ID: Version	Product	Capacity	Start Date	Expiry Date	Installed On	Installed By	IP Address
10594:1	HP UFT	1000	15 Apr 15 05:30:00 IST	Forever	16 Nov 15 16:23:25 IST	admin	16.**.*
10600:1	HP UFT	1000	15 Apr 15 05:30:00 IST	Forever	19 Nov 15 14:54:41 IST	admin	16.**.*
10606:1	HP UFT	1000	15 Apr 15 05:30:00 IST	Forever	16 Nov 15 16:23:25 IST	admin	16.**.*

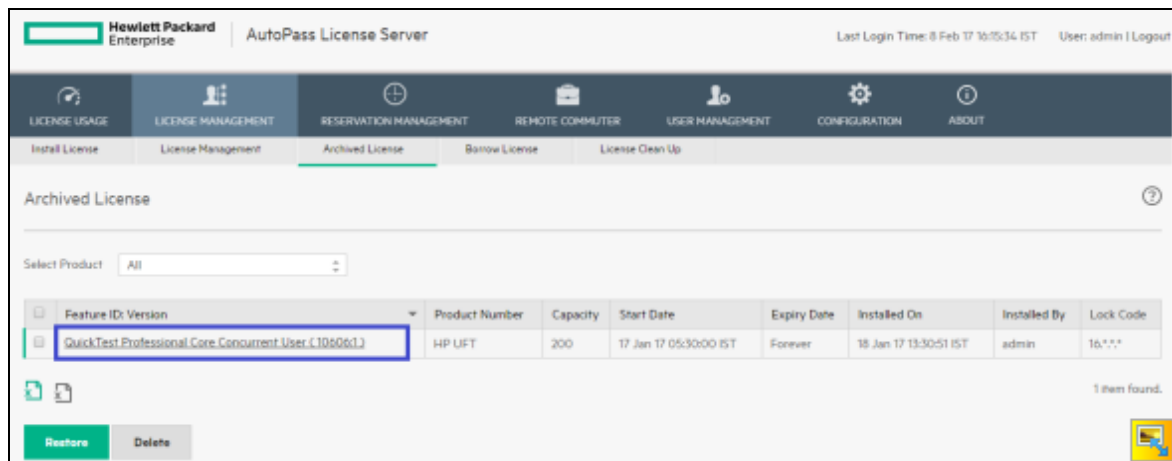
3 items found, displaying all items.

Restore Delete

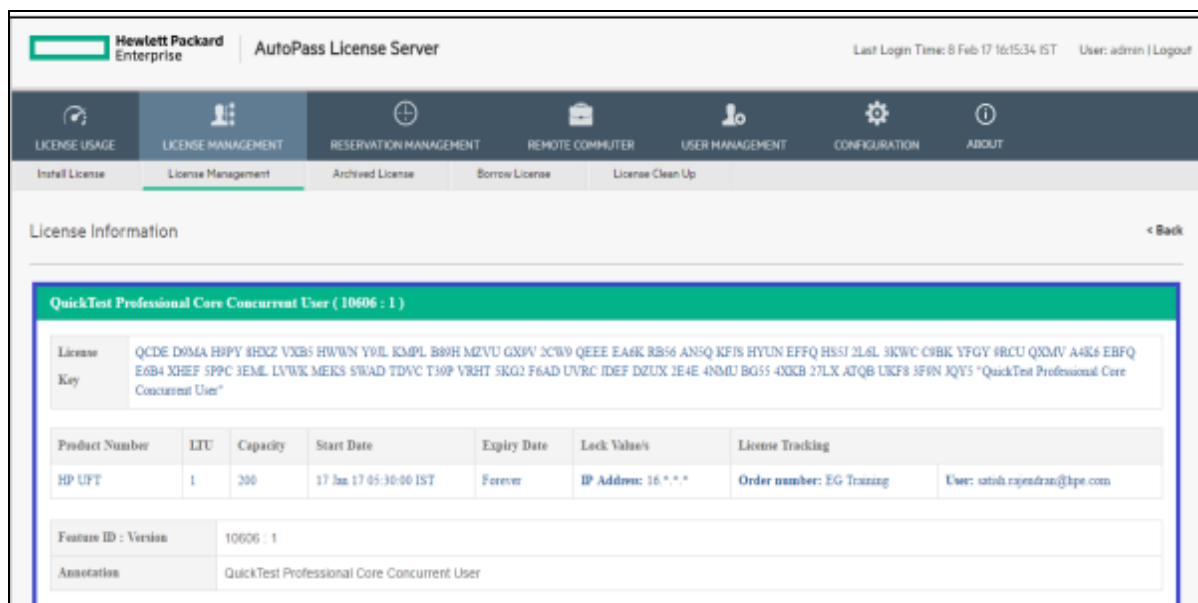
To access	License Management pane > Archived Licenses tab
Important information	Licenses cannot be restored if they are expired.
Relevant tasks	"Restore an archived license" on page 61
See also	"Archiving and Restoring Licenses" on page 59

The user interface elements are the same as those displayed in the License Management tab. For details, refer ["License Management Tab \(License Management Pane\)" on the previous page.](#)

Select the appropriate feature ID: Version hyperlink



The Decode License information screen displays



Borrow License Tab (License Management Pane)

This tab displays all borrowed licenses and borrowing history, and enables you to borrow licenses from other HPE AutoPass License Servers.

Install License
License Management
Archived License
Borrow License
License Clean Up

Borrow License

Manage Borrowed Licenses

Select Product

HP Unified Functional Testing - 12.50

Feature ID: Version

10624:1

Capacity

Expiry Date

☒ Configure License Server
☐ Discover License Server

Host Name/IP

Port

5814

Protocol


HTTPS

Borrow

Back

To access	License Management pane > Borrow License tab
Relevant tasks	<ul style="list-style-type: none"> "Borrow a license " on page 61 "Return a borrowed license" on page 61 "Clear the borrowing history" on page 62
See also	<ul style="list-style-type: none"> "Borrowing Licenses" on page 59 "Borrow License Request Window (Borrow License Tab)" on the next page

User interface elements are described below:

UI Element	Description
Feature ID: Version	The feature number and version.
Capacity	The capacity borrowed for the selected feature from another HPE AutoPass License Server.
Start Date	The date on which the license borrowed begins.
Expiry Date	The date on which the license borrowed expires.
Borrowed From	The HPE AutoPass License Server from which you borrowed a license.
	Export to Excel. Exports the currently displayed report (from the Borrowed License List or the Checked-In History List) to Excel.
Borrow License	Opens the Borrow License window, enabling you to find a HPE AutoPass License Server from which to borrow a license. For details, refer " Borrow License Request Window (Borrow License Tab) " on the next page.

Borrow License Request Window (Borrow License Tab)

This window enables you to borrow licenses from other HPE AutoPass License Servers.

Manage Borrowed Licenses

Select Product

HP Unified Functional Testing - 12.50

Borrow License

Borrowed License List

	Feature ID: Version	Capacity	Start Date	Expiry Date	Borrowed From
	10618:1	12	23 Nov 15 11:27:53 IST	28 Nov 15 11:27:53 IST	16184.27158

1 item found.

Return

Checked-In History

To access	In the Borrow License tab, click the Borrow License link.
Relevant tasks	" Borrow a license " on page 61
See also	<ul style="list-style-type: none"> "Borrowing Licenses" on page 59 "Borrow License Tab (License Management Pane)" on page 73

User interface elements are described below:

UI Element	Description
Select Product	The product for which you want to borrow licenses.
Feature ID: Version	The feature for which you want to borrow licenses.
Capacity	The capacity that you want to borrow.
Expiry Date	The date on which the borrowing request ends.
Configure License Server	<p>Enables you to enter the details for a specific HPE AutoPass License Server from which to borrow the licenses.</p> <p>To configure the connection, enter the following:</p> <ul style="list-style-type: none"> The Host Name or IP for the lending server The Port for the lending server The connection protocol: <i>HTTP</i> or <i>HTTPS</i>
Discover License Server	Enables you to select other HPE AutoPass License Servers on the same subnet. Select a HPE AutoPass License Server from

UI Element	Description
	the list. Click Discover Again to refresh the list.
Borrow	Completes the borrowing request.
Manage Borrowed Licenses	Returns to the Managed Borrowed Licenses window, which displays the list of borrowed licenses and check in history.

License Clean Up Tab (License Management Pane)

This tab enables you to restore lost license capacity by performing license cleanup.

The screenshot shows the 'License Clean Up' tab selected in the 'License Management' pane. The tab has a title bar with 'Install License', 'License Management', 'Archived License', 'Borrow License', and 'License Clean Up'. Below the title bar, the 'License Clean Up' section is displayed. It includes a progress indicator with two steps: '1. Please Enter Clean Up License Key' and '2. Clean Up Process'. Below the progress indicator, there is a 'Browse Licenses File' section with a 'Choose File' button and the text 'No file chosen'. At the bottom, there are 'Next' and 'Cancel' buttons.

To access	License Management pane > License Clean Up tab
Important information	You must have a license Clean Up key to perform license cleanup. Contact customer support to receive a key.
Relevant tasks	"Restore license capacity with License Clean Up" on page 62
See also	"License Clean Up" on page 59

User interface elements are described below:

UI Element	Description
Please Enter Clean Up License Key	Enter the License Clean Up Key that you received from support.

License Management - Frequently Asked Questions

The following are frequently asked questions about managing licenses in the HPE AutoPass License Server.

Where can I see a report of all users that have a license checked out?

In the License Usage pane, click the **Feature ID: Version** link to open the Feature Report for that feature license. The Feature Report displays the usage information for a selected feature license. For more details, refer "[Feature Report Page \(License Usage Pane\)](#)" on page 64.

Where can I find a summary of the currently used license capacities for a license?

In the License Usage pane, you can see a report of the **Available** license capacity, the currently checked out **Live** capacity, and the currently checked out **Commuter** license capacity.

Why is there an increase in the total capacity of a feature in the License Usage pane?

The capacity of a feature can increase due to one of the following reasons:

- New licenses are installed.
- The capacity for the feature is borrowed from other HPE AutoPass License Servers.

Why is there a decrease in the total capacity for a feature in the License Usage pane?

The capacity of a feature can decrease due to one of the following reasons:

- Licenses for a feature are archived.
- Licenses for a feature expired.
- Borrowed licenses are returned to the HPE AutoPass License Server from which they were borrowed.

Why is the Pool field blank for some of the licenses listed?

The blank field indicates that the client user that checked out the license does not currently belong to any user pool. For details on user pools, refer "[HPE AutoPass License Server Client User Pools](#)" on page 83

How can I purge the license check in history?

License operations history can be purged (deleted permanently) in the following ways:

- Search the records in the Search Page and manually delete them.
- Configure the purge settings in the Main Configuration page. For more details, refer "[Main Configuration Tab \(Configuration Pane\)](#)" on page 20.

How can an administrator prevent a client user from misusing a license?

An administrator or product administrator can forcibly check in misused licenses by using the **Revoke** option for a license.

How can I reactivate an archived license that is not expired?

Under the Archive License tab (License Management pane), select the licenses to reactivate and click **Reuse**.

Can a client user check licenses into a clock-tampered HPE AutoPass License Server?

Yes

How to make the Clock Tampered License Keys to work?

AutoPass enable “Clock Tampering” detection for set of features, hence if we install the licenses and tamper with system time, all the features which are enabled for “clock tampering” are blocked.

There are two ways to make the clock tampered license keys to work,

- If you move the system back to the original time from the backdated time, then the all license keys are enabled again.

OR

- In case, if you want to stay in back dated time, then you need to approach HP support to get a “Cleanup License” key. The generation of cleanup key is only through APSC, hence the Product/AutoPass can keep a track of the keys generated. The API to perform clock tampering cleanup is “public virtual String performCleanup(String argLicKey)”.

UFT has not enabled clock tampering at client side, so it is mute to create clean up keys for client.

Clock Tampering is detected in my machine and installed licenses have been blocked. if I try installing new Licenses, they are not recognized. Is this expected behavior?

Yes. Existing license keys and newly installed keys are blocked when clock tampering is detected. Remove all the keys backdate the system and reinstall the license keys.

Clock tampering is for the whole list of features for which clock tampering is enabled, irrespective of the time in which he has installed the license key.

How do I recover the license capacity if the system is back-dated and then returned to the correct date?

Restart the HPE AutoPass License Server to recover the license capacity.

Why is the license capacity displayed as zero after the system is back-dated?

The HPE AutoPass License Server is set up in such a way that a feature's capacity is blocked when the system time is back-dated. Perform license cleanup and restart the HPE AutoPass License Server to recover the license capacity.

However, if the system is reset to a future date different than that of a date that was known to the HPE AutoPass License Server, the feature's license capacity is automatically recovered.

How do I permanently delete a license from the HPE AutoPass License Server?

You must archive it before deleting it. Once archived, you click **Delete** in the Archived Licenses tab (License Management pane) and the license is removed from the HPE AutoPass License Server.

If I received a .dat file containing licenses, can I install the licenses on the HPE AutoPass License Server?

Yes. In the Install License tab (License Management pane), select the option for Browse License File. Browse to the directory containing the license file and install the licenses from that file.

Note: License key files cannot be larger than 4 MB.

If I previously archived a license, can I restore it to active use again?

Yes. In the Archive License tab (License Management pane), select the licenses to restore and click **Restore**. The licenses are added to the licenses listed in the License Management tab (License Management pane),

and client users can check out license capacity from this license.

[In order to borrow a license, do I have to know the details of other HPE AutoPass License Servers?](#)

No. You can click **Discover License Server** in the Borrow License Window (Borrow License tab) and search the subnet for available HPE AutoPass License Servers.

[How do I return a borrowed license before the borrowing request expires?](#)

In the Borrow License tab, select the license to return from the Borrowed Licenses list and click **Return**.

[Do I have to specify a license capacity to borrow when making a borrowing request?](#)

Yes.

[Where do I find the key for license cleanup?](#)

Contact the support team to receive a License Clean Up key.

[How to find why capacity is not available in AutoPass License Server?](#)

Below are the reasons the capacity may not be available:

- All the capacity has been checked out by clients. In case the admin wants to release the capacity, then he/she can either revoke or clean up licenses for Live and Commuter respectively.
- If the license is archived in the License Server. Admin can restore the archived license.
- If the system has been clock tampered.

[What is NO locking code license?](#)

A license keys which can work with any system is called NO locking code. A license key in UFT has device ID lock type and a wild carded value "any" can be used to generate this type of license. The option of allowing no locking code is dependent on the product.

[What is TERM and PERPETUAL license?](#)

- Term license are which licenses keys which will expire within the time limit specified during license key generation.
- Perpetual license are those that do not expire.
- Concurrent license are those licenses which are installed on License Server, this can be either Term or Perpetual.

[After configuring Redundancy why I am not able to login?](#)

Once Redundancy is configured, for the first time user need to change the password (*default password* is "password").

License Management - Troubleshooting and Limitations

The following are frequently asked questions about problems encountered while managing licenses in the HPE AutoPass License Server

After installing licenses in the HPE AutoPass License Server, why am I unable to view the license details in the License Usage pane?

The product is not yet configured in the HPE AutoPass License Server. Perform a live check out to configure the product and display the Feature Report for a feature.

Why am I unable to check out licenses?

A client user cannot check out licenses for one of the following reasons:

- The client belongs to a user pool that is blocked. For more details, refer [Restricting or Blocking User Pools](#).
- The client user belongs to a restricted user pool and the requested capacity is not available for that pool.
- The request capacity is not available for that feature.

Why do I get a message "Lock Type not supported" when installing licenses?

This error message specifies that the installed license keys are locked to a particular IP address range. For example, if the license is locked to IP range 16.*.*.*, it cannot be installed in a HPE AutoPass License Server having an IP address 15.1.1.1.

Why am I unable to archive a license?

You can archive licenses only if all the checked out licenses for that feature are returned.

Why is the **Revoke** option not displayed?

The **Revoke** option is displayed only if there are valid live licenses currently checked out.

After performing license cleanup, not all of my license capacity was restored. Why?

Each product or feature has a specific limit for license cleanup. This limit is configured in the license key file.

Why is the history graph not displayed in the License Report page?

There could be an issue with DB connection to retrieve the usage for the graph. To resolve:

1. Stop the AutoPass License Server service.
 - In windows, run the services.msc. Find "HPE AutoPass License Server" service and stop the service.
 - In Linux, run the command - "service hpLicenseServer stop"
2. Edit the dbconfig.xml file in the APLS data folder and modify the value for <property name="connection.pool_size">20</property> to 30. The default location:
 - In Windows, "C:\ProgramData\HP\HP AutoPass License Server\AutoPass\LicenseServer\data\conf"
 - In Linux, "/var/opt/HP/HP AutoPass License Server/AutoPass/LicenseServer/data/conf"
3. Start the AutoPass License Server service,
 - In windows, Go to run->services.msc. Find "HPE AutoPass License Server" service and start the service.
 - In Linux, use command in the command prompt , "service hpLicenseServer start"

HPE AutoPass License Server Client User Management

This chapter includes:

Concepts

[License Server Client Users - Overview](#)

[Client User Attributes](#)

[License Server Client User Pools](#)

[License Reservation Priority](#)

[Feature-Based vs. Product Based Reservation](#)

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Reference

[Pool Management Tab](#)

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[Pool to Product Mapping List \(Pool Management Tab\)](#)

[Featured - Based /Product-Based Reservation Tab](#)

[Configuring Case Insensitivity](#)

[Managing Client Users - Frequently Asked Questions](#)

[Managing Client Users - Troubleshooting and Limitations](#)

Concepts

HPE AutoPass License Server Client Users - Overview

After configuring the for use and installing licenses, you should create a list of client users who are able to access the . A client user 1 is a local user who accesses the via their local software installation.

When a client user starts the local copy of their software, the software's license mechanism sends a request for license check out to the . The recognizes the user by specific attributes entered and linked with the user's profile. For more details, refer [Client User Attributes](#).

Depending on the user's details and settings, the finds and checks out an appropriate license for the client user. For details on user access to different types of licenses, refer [Client User Pools](#)

User can choose to give a client user full feature access to a specific software program, or can limit which features are available for license check out. Furthermore, you can restrict or block a client user's ability to access or check out available licenses. For more details, refer [Restricting or Blocking User Pools](#).

Example

In *ProductA*, you can choose to load selected environments, such as Web, .NET, Java, Standard Windows, and Oracle. In addition, *ProductA* is sold in conjunction with a defect tracking program (*ProductB*). Thus, you can have licenses that combine *ProductB* and *ProductA* or simply run *ProductA* as a standalone application.

You have a number of licenses for *ProductA* installed on the AutoPass License Server. Some of these licenses enable full access to all features of *ProductA*, where as others are specific to those features specific to the Web, .NET, Java, Standard Windows, and Oracle environments. There are also additional licenses for *ProductA* with access to *ProductB*.

When a client user accesses the License Server, the appropriate license is checked out. Depending on your configuration of the user pools, the AutoPass License Server checks outs a license for all *ProductA* features, a specific *ProductA* environment, or the *ProductA/ProductB* common features.

Once the session or license expires on the client user's computer, the license is removed from the client computer and is automatically checked in to the AutoPass License Server. If a license checked out to a client user is expired, the client user cannot check in the license.

Client User Attributes

When a client user sends a request to the AutoPass License Server, the user is recognized by the client user attributes. The details entered for each user. These details can include the client user's user name, IP address, Host ID, or Client ID.. These attributes confirm the identity of the client trying to access the AutoPass License Server and enable the local program to check in a license.

The AutoPass License Server can identify a client user by multiple attributes:

- **User name:** An identifiable name given to each specific user
- **IP Address:** The IP address of the client user's computer or the common IP address that a group of client users access to connect to the HPE AutoPass License Server
- **Host ID:** The hosting address of a client user's computer or the common host address shared by a group of client users
- **Client ID:** An identification number specific to the client machine

When a client user accesses the AutoPass License Server, the AutoPass License Server checks the client user's information against the client user's attributes saved in the User Management system of the AutoPass License Server.

If the client user computer's details match the attributes, the AutoPass License Server checks out a license to the client user making the request. If even one of the client user's details does not match the attributes stored in the AutoPass License Server (even if that attribute was simply not entered originally when the client user was created), the AutoPass License Server can prevent the client user from checking out a license.

It is not necessary to enter all the details for each client user. However, entering all available details for each client user is recommended.

Example

The following attributes are stored for four users:

User Name	IP Address	Host ID	Client ID
User1	192.168.12.54	pool1.host.com	5245rc9e56g648f6
User2	192.168.1.86		4532rac4df15f635
User3	172.31.255.1		
User4	172.20.84.6		

If a client user with the User Name *User 1*, the Host ID *pool2.host.com*, the IP Address *192.168.1.86*, and the Client ID *4532rac4df15f635* then tries to access the License Server, the client's request is denied. Since the Host ID *pool2.host.com* is not included in the attribute list, this client is not able to access the available licenses.

HPE AutoPass License Server Client User Pools

In order for client users to access and check out licenses, each client user has to be assigned to a user poolA group of client users which receives access to specific licenses as defined by the License Server administrator(s)..

User can create user pools to organize and maintain client users in any number of ways: users of a specific feature, users of a specific product, users with common attributes, and so on. Client users can be assigned to multiple user pools.

In addition, membership in any user pool connected with a specific product automatically gives a client user access to the Shared pool of unassigned licenses.

License access is defined per user pool, not per client user. User assign a specific license capacity (either for specific product features or specific products) for check out by users of the pool. You can also restrict a user pool from check out operations or block all check out operations for a specific pool. For details on restricting or blocking user pools, refer [Restricting or Blocking User Pools](#)

For details on creating user pools and assigning licenses to a user pool, refer [How to Manage Client User Access](#).

License Usage by User Pools

After creating user pools, you can reserve a certain amount of license capacity to each user pool. This is done in the Feature-Based and Product-Based Reservation tabs. For details, refer [Featured-Based/Product-Based Reservation Tab](#).

Each pool is assigned an amount of license capacity as decided by the AutoPass License Server administrator or Product Administrator. The reserved capacity can exceed the currently available installed capacity. However, license requests from a client user that exceed the installed capacity of the feature or product (even if they are less than the reserved capacity of the user pool) are not fulfilled.

In order to fulfill these requests, you need to install additional licenses or borrow licenses from another AutoPass License Server. For details on installing additional licenses, refer [Install Licenses](#). For details on borrowing licenses,

refer [Borrow Licenses](#).

When you assign license capacity to each pool, you limit the license capacity available for check out to the users in that pool. License requests from client users that exceed the reserved capacity of a pool are not fulfilled.

If a client user is part of another user pool, the AutoPass License Server also checks the other user pools (based on priority order) to see if other pools have available capacity to fulfill a check out request). For details, see "License Reservation Priority" on page 1.

If a user's request exceeds a pool's reserved capacity, the AutoPass License Server can also fulfill the request by combining capacity from a user pool with available capacity from the Shared pool. The AutoPass License Server does not fulfill check out requests by combining available capacity from multiple user pools.

Restricted pools cannot combine with the Shared pool to fulfill a user request.

In addition, the available installed capacity is consumed on a first-come, first-serve basis, regardless of priority order. If the first request comes from a lower-priority pool, the request is fulfilled.

Note: If a client user is part of another user pool, the AutoPass License Server also checks the other user pools (based on priority order) to see if other pools have available capacity to fulfill a check out request). For more details, refer ["License Reservation Priority" on the next page](#).

If a user's request exceeds a pool's reserved capacity, the AutoPass License Server can also fulfill the request by combining capacity from a user pool with available capacity from the Shared pool. The AutoPass License Server does not fulfill check out requests by combining available capacity from multiple user pools.

Note: Restricted pools cannot combine with the *Shared* pool to fulfill a user request.

In addition, the available installed capacity is consumed on a first-come, first-serve basis, regardless of priority order. If the first request comes from a lower-priority pool, the request is fulfilled.

Examples

In this example, there are three user pools, and the available capacity for a feature is 150, as detailed below:

Pool Name	Reserved Capacity	Restricted/Blocked	Installed Capacity
Pool1	100	No	330
Pool2	50	No	
Pool3	30	No	
Shared	200	N/A	

Use Case 1

A client user in *Pool3* makes a check out request for a capacity of 30. This request is fulfilled, even

though *Pool3* is the third pool in the list.

Use Case 2

A client user in *Pool1* makes a check out request for a capacity of 150. Since the reserved capacity for *Pool1* is not sufficient to fulfill this request, the HPE AutoPass License Server combines the capacity available in *Pool1* with available capacity in the *Shared* pool to fulfill the check out request.

Use Case 3

A client user in *Pool2* makes a check out request for a capacity of 300. Normally, the HPE AutoPass License Server would combine the available capacity of 50 in *Pool2* with the available capacity in the *Shared* pool to fulfill the request. However, since the request exceeds the combined capacity of 250 (between *Pool2* and the *Shared* pool), the request is not fulfilled until additional licenses are installed or borrowed.

License Reservation Priority

After creating user pools, you can set the priority order for user pools to access licenses. Thus, if a client user belongs to multiple pools, license requests are fulfilled by taking available capacity from the user pools in a set priority order. The priority order also decides the order in which user pools have access to licenses for check out.

Set the priority order for each feature by dragging the user pools listed for each feature or product in the Feature-Based or Product-Based Reservation tabs.

Examples

In the following examples, there are two client user pools, *Pool2* and *Pool3* (set in priority order), as well as the *Shared* Pool, as seen below:

Selected Feature : 10624:1 Available Capacity: 100 Total Capacity: 100			
	Allow/Block	Pool Name	Reserved Capacity
<input checked="" type="checkbox"/>	Block	Pool2	25
<input checked="" type="checkbox"/>	Block	Pool3	50
<input checked="" type="checkbox"/>		Shared	25
		Total	100

Use Case 1

The client user belongs to both *Pool2* and *Pool3*. If the client user sends a check out request for a capacity of 10, the AutoPass License Server tries to fulfill the check out request from *Pool2* based on priority order.

Use Case 2

The client user belongs to both *Pool2* and *Pool3*. If the client user sends a request for a capacity of 60, the AutoPass License Server tries to fulfill the request first by checking the available capacity in *Pool2*. In this scenario, since *Pool2* and *Pool3* do not have adequate capacity, the license request is fulfilled by combining the higher priority *Pool3* with the *Shared* pool to complete the license request.

Feature-Based vs. Product Based Reservation

When you reserve licenses for user pools, user can assign licenses in two different ways:

- **Feature-Based Reservation:** This type of reservation makes licenses available only for specific features within a product. Other product features are not available to client users with a feature-based license.
- **Product-Based Reservation:** This type of license enables a client user to have access to all product features.

The available capacity for a feature is dependent upon the capacity reserved for the product. For example, if you reserve a capacity of 50 for *ProductA* in one user pool, all the features of *ProductA* have a capacity of 50 available for check out by members of the user pool.

user do not have to reserve the same capacity for all features of a product as are reserved for the product itself. Thus, user can reserve a capacity of 40 for a user pool for Feature 1 of *ProductA*, even if the user pool has a capacity of 50 reserved for *ProductA*.

For example, if you want a client user to have access only to specific environments or configurations in a particular product, user reserve licenses using feature-based reservation. If user want a client user to have access to all product features, use product-based reservation.

Allotting features within a product for feature-based reservation is done on a per-product basis. For details on license types and license allotments for products, see the individual product documentation.

Restricting or Blocking User Pools

In addition to limiting the available license capacity for check out, you can also restrict or block user pools from performing check out operations.

Restricting Limiting the ability of a user pool to combine with the Shared pool to fulfill license check out requests that exceed the reserved capacity for a user pool. a user pool limits the user pool's ability to check out licenses by limiting the available capacity for check out to only the reserved capacity of the pool. When a pool is restricted, client users cannot combine the available capacity in a user pool with the Shared pool to fulfill their license requests.

Example: In this example, the installed capacity of a feature is 100. There is one user pool with a reserved capacity of 40. The shared pool has an available capacity of 60. If a client user sends a check out request for a capacity of 60, the request response is received as seen below:

Pool Names	Reserved Capacity	Installed Capacity	Requested Capacity	Response for Unrestricted Pool	Response for Restricted Pool
Pool1	40	100	60	Request is fulfilled in combination with the Shared pool.	Declined due to insufficient capacity.
Shared	60				

Blocking a user pool prevents a user pool from performing any check out operations. By selecting the Block option for a user pool, all check out operations are prevented and the reserved capacity of the pool is set to 0.

Selected Feature : 10624:1 Available Capacity: 100 Total Capacity: 100			
	Allow/Block	Pool Name	Reserved Capacity
<input checked="" type="checkbox"/>	Block	Pool2	35
<input checked="" type="checkbox"/>	Allow	Pool3	0
<input type="checkbox"/>	Block	Pool4	15
<input checked="" type="checkbox"/>	Block	Shared	50
	Block	Total	100

This option is useful if you want to prevent a particular user group from checking out licenses for a feature, but still allow that group to access other features or products. Since all created user groups are displayed in the Feature-Based and Product-Based Reservation tabs and are therefore available for license reservation, blocking a user group enables you to prevent a user from reserving licenses for a user pool.

Note: Using the Block option for a user will block only the selected pool. However, if the user belongs to a different pool which is not blocked, the HPE Autopass License Server can fulfill the request based on available capacity in the other pools.

Tasks

How to Manage Client User Access

This task describes the procedures necessary to manage client users and user group access to the HPE Autopass License Server.

This task includes the below steps:


- "How to Manage Client User Access" above
- "How to Manage Client User Access" above
- "How to Manage Client User Access" above
- "How to Manage Client User Access" above
- "How to Manage Client User Access" above
- "How to Manage Client User Access" above
- "How to Manage Client User Access" above
- "How to Manage Client User Access" above

Add a user pool

1. In the Pool Management tab (Reservation Management pane), click  the button.

2. In the Create New Pool dialog box, enter a name and description for the user pool.
3. Click **Create**.

The user pool is displayed in the user pool list in the Pool Management tab (Reservation Management pane).

Note: You can later delete user pools by clicking the **Delete** button .

Add users to a client user pool

1. In the Pool Management tab (Reservation Management pane), select the radio button for the pool to which you want to add client users. The lower pane displays the selected pool name.
2. In the lower pane, select a client user attribute to add. You can enter the client user's **User Name**, **IP Address**, **Host ID**, or **Client ID**.


Note: It is recommended (although not mandatory) to enter all available attributes for a client user in the user details. Although a client user does not have to have all attributes included in the user group's details, if a client user tries to access the HPE Autopass License Server without having all attributes in the pool's attribute list, the client user cannot access the server. For details, refer [Client User Attributes](#)

3. Click **Add** .

The user's details are displayed in the Associated Users area of the lower pane.

Note: The option to add users to client pool through APLS APIs refer "HPE AutoPass License Server API Documentation".

Remove a client user's attribute from a pool

1. In the Pool Management tab (Reservation Management pane), select the radio button for the pool from which you want to remove client users.
2. Click **Remove** .

The client user's attribute is removed from the user pool.

Note: Removing a user's attribute from the pool does prevent a user from accessing the HPE Autopass License Server. As long as the other client attributes match with the attributes stored in the HPE Autopass License Server, the client user can continue to access the server.

1) The option to delete users to client pool through APLS APIs refer "HPE AutoPass License Server API Documentation".

Caution: Deleting default view only user "aplsUser" may cause the issues with license check out. Please refer to product's configuration manual before you make any change to this user.

Reserve product license capacity to a user pool

1. In the Product-Based Reservation tab (Reservation Management pane), select the product to reserve from the drop-down menu.

Note: All features for the product are also displayed.

2. In the user pool table, reserve a capacity to the available pools.

Note: There is no shared pool for product-based license reservation.

3. Click **Submit**. The feature table is updated to reflect your reservations.

Reserve feature license capacity to a user pool

1. In the Feature-Based Reservation tab (Reservation Management pane), select the product from the drop-down menu.
2. In the feature table, select the radio button for the feature for which you want to reserve capacity. The lower pane displays the feature name and information and the available user pools.
3. In the Reserved Capacity column of the lower pane, reserve a capacity to the available pools.

Note: All unreserved available capacity is automatically assigned to the *Shared* pool.

4. Click **Submit**. The tables in both the lower and upper panes are updated to reflect your reservations.

Set the user pool priority order for feature license checkout

1. In the Feature-Based Reservation tab, select the product for which you want to set user pool priority order.
2. Select the radio button for the feature for which you want to set user pool priority order.
3. In the User Pool Feature Details area, drag the row containing the user pool up or down until the priority is set in the correct order.

Block a user pool

1. In the Feature-Based Reservation or Product-Based Reservation tabs (Reservation Management pane), select the product for which you want to block a user pool's check out operations.
2. If you are in the Feature-Based Reservation tab, select the feature.
3. In the lower pane, click **Block** for the user pools you want to block and click **Submit**.

The capacity of the selected user pools is changed to 0 and the user pool's name is displayed in the upper pane (of both the Feature-Based and Product-Based Reservation tabs) with a (*r*) next to the pool name.

Note: To enable a user pool, click **Allow**. The previously reserved capacities are restored.

Restrict a user pool

1. In the Feature-Based Reservation or Product-Based Reservation tabs (Reservation Management pane),

select the product for which you want to restrict.

2. If you are in the Feature-Based Reservation tab, select the feature.
3. In the Restrict column of the lower pane, select the check box for the user pools you want to restrict.
4. Click **Submit**.

The feature or product table is updated with a *(r)* next to the feature or product's name. The reserved capacity remains the same.

Note: To clear the restriction, clear the check box for a user pool and click **Submit**.

Reference

Pool Management Tab

This tab enables you to create user pools and add users to user pools.

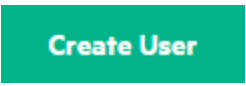

Note: "Reservation Management" UI is not shown when AutoPass License Server runs in Container mode.

[View Image](#)

Pool Management	Feature-Based Reservation	Product-Based Reservation												
<h2>Pool Management</h2>														
<table border="1"> <thead> <tr> <th></th> <th>Pool Name</th> <th>Pool Description</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="radio"/></td> <td>Pool2</td> <td></td> </tr> <tr> <td><input type="radio"/></td> <td>Pool3</td> <td></td> </tr> </tbody> </table>				Pool Name	Pool Description	<input checked="" type="radio"/>	Pool2		<input type="radio"/>	Pool3				
	Pool Name	Pool Description												
<input checked="" type="radio"/>	Pool2													
<input type="radio"/>	Pool3													
<div> Pool : Pool2 </div> <table border="1"> <thead> <tr> <th>User Name</th> <th>IP Address</th> <th>Host Id</th> <th>Client Id</th> </tr> </thead> <tbody> <tr> <td colspan="4"> <div> Add User <input type="text"/> <input type="button" value="+ Add"/> </div> </td> </tr> <tr> <td colspan="4"> Associated Users </td> </tr> </tbody> </table>			User Name	IP Address	Host Id	Client Id	<div> Add User <input type="text"/> <input type="button" value="+ Add"/> </div>				Associated Users			
User Name	IP Address	Host Id	Client Id											
<div> Add User <input type="text"/> <input type="button" value="+ Add"/> </div>														
Associated Users														

To access	Reservation Management pane> Pool Management tab
Important information	You must create a user pool before adding client users.
Relevant tasks	"How to Manage Client User Access" on page 87
See also	<ul style="list-style-type: none"> "Pool User List Section (Pool Management Tab)" on the next page "Pool to Product Mapping List (Pool Management Tab)" on page 94 "HPE AutoPass License Server Client User Pools" on page 83 "HPE AutoPass License Server Client Users - Overview" on page 81

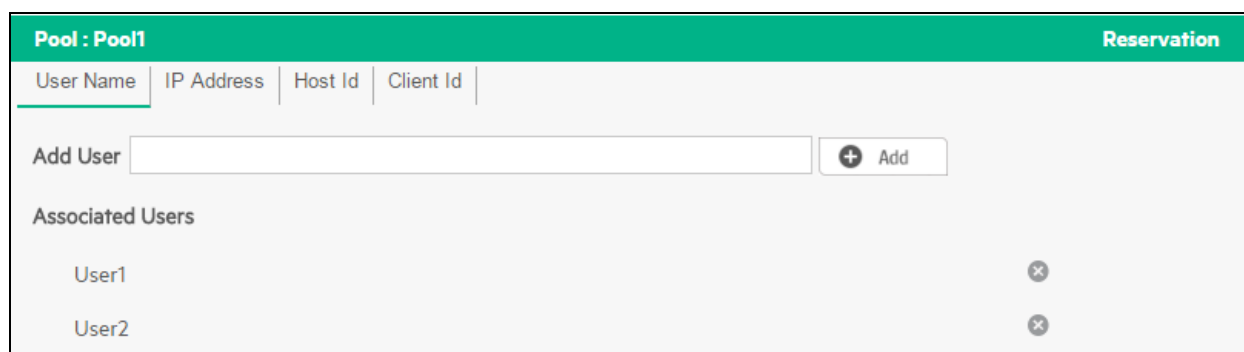
User interface elements are described below:

UI Element	Description
	Opens the Create New Pool dialog box, in which you give a name and description for a new user pool.
Pool name	The user pool name given to a user pool by the HPE AutoPass License Server administrator.
Pool description	The description of the pool entered when creating the pool. Use a description that enables you to identify the purpose of a specific user pool. Note: It is not mandatory to enter a description for a user pool.
Pool Created Time	The date and time of the pool's creation.
Created By	The HPE AutoPass License Server administrative user or product administrator user that created the user pool.
	Delete. Removes the user pool. Note: If a pool is deleted when a floating license is checked out from the pool, then the checked out capacity will reflect under common pool and the same is displayed in In Use graph.

Pool User List Section (Pool Management Tab)

This section enables you to add client user attributes to a user pool.

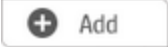

[View Image](#)



To access	In the Pool Management tab (Reservation Management pane), select the radio button for a user pool.
Important information	<ul style="list-style-type: none"> Pool user details displayed in this window are dependent upon the user pool selected in the Pool Management tab. It is not necessary to enter all user attributes for each client user. However, entering all

	attributes for each client is recommended (if they are available).
Relevant tasks	"How to Manage Client User Access"
See also	<ul style="list-style-type: none"> • "Pool Management Tab" • "Pool to Product Mapping List (Pool Management Tab)" • "Client User Attributes"

User interface elements are described below:

UI Element	Description
User Name	<p>The Windows or Unix user name of a client user.</p> <p>This field supports all special characters and is both case sensitive and insensitive.</p> <p>Refer "Configuring Case Insensitivity" on page 97 for more details on case insensitivity.</p> <p>Note: The user name must use the following syntax: DOMAIN/USER NAME</p>
IP Address	<p>The IP address of the computer from which the client user accesses the HPE AutoPass License Server.</p>
Host ID	<p>The host address for the computer the client user uses to access the HPE AutoPass License Server</p> <p>To find the host address for the client user's computer, enter ipconfig/all in the Command Prompt window. The Host ID is the host name with the DNS suffix displayed in the results.</p> <p>Note: The Host ID must use the following syntax: <HOST NAME>.<DNS SUFFIX>.</p>
Client ID	<p>A unique value for each client user.</p>
	<p>Add Attribute. Adds an attribute to the user pool after you enter the information in the edit field.</p>
Associated Users/IPAddresses/Host ID/Client ID	<p>The list of Users, IP Addresses, Host IDs, or Client IDs that have been added to the user pool.</p>
	<p>Remove. Removes an client user's attribute from the user pool.</p>

Pool to Product Mapping List (Pool Management Tab)

This page enables you to view information on the products and features reserved for a specific user group.

[View Image](#)

Pool Management	Feature-Based Reservation	Product-Based Reservation
-----------------	---------------------------	---------------------------

Pool to Product Mapping

Pool Name : test **Description :** test description

Product	Feature
10027_1.0_HP UFT_12.50	10618:1

[Back](#)

To access	In the Pool Management tab (Reservation Management tab), click the Reservation button in the Pool User List section (lower pane).
Relevant tasks	"How to Manage Client User Access"
See also	<ul style="list-style-type: none">• "Pool Management Tab"• "Pool User List Section (Pool Management Tab)"• "Feature-Based vs. Product Based Reservation"

User interface elements are described below:

UI Element	Description
Pool name and description	The name of the user pool whose reservations are currently displayed.
Product	The products for which this particular user group has license capacity reserved.
Feature	The features for which this particular user pool has license capacity reserved.

Featured-Based/Product-Based Reservation Tab

This tab enables you to assign license capacity for product features.

[View Image of the Feature-Based Reservation Tab](#)

The image below shows the Feature-Based Reservation tab.

The screenshot shows the 'Feature-Based Reservation' tab. At the top, there are three tabs: 'Pool Management', 'Feature-Based Reservation' (selected), and 'Product-Based Reservation'. Below the tabs, the title 'Feature-Based Reservation' is displayed. A 'Select Product' dropdown menu is set to 'HP Unified Functional Testing - 12.50'. Below this is a table with columns: 'Feature Id', 'Feature Version', 'Feature Description', and 'Pool Mapping'. The table lists several features with their IDs and versions. Below the table, a green bar indicates 'Selected Feature : 10624/1 Available Capacity: 1000 Total Capacity: 1000'. Below this is another table with columns: 'Allow/Block', 'Pool Name', 'Reserved Capacity', 'Available Capacity', 'Used Capacity', and 'Restrict'. The table shows a 'Shared' pool with a reserved capacity of 1000 and an available capacity of 1000. Below this table, there is a section for 'Hide Unreserved Pools' with two rows for 'Pool2' and 'Pool3', each with a 'Block' button and a 'Restrict' checkbox. At the bottom, there is a 'Submit' button.

Feature Id	Feature Version	Feature Description	Pool Mapping
10624	1	QuickTest Pro Stingray Add-in Concurrent User	
10612	1	QuickTest Pro Siebel Add-in Concurrent User	
10626	1	QuickTest Pro VisualAge SmallTalk Add-in Concurrent User	
10614	1	QuickTest Pro .NET Add-in Concurrent User	
20528	1	HP Functional Testing Concurrent User	
10606	1	QuickTest Professional Core Concurrent User	
20404	1	QuickTest Essentials Concurrent User	
10628	1	QuickTest Pro Web Services Add-in Concurrent User	

Allow/Block	Pool Name	Reserved Capacity	Available Capacity	Used Capacity	Restrict
<input checked="" type="checkbox"/>	Shared	1000	1000	0	
	Total	1000	1000	0	

Select	Allow/Block	Pool Name	Reserved Capacity	Restrict
<input type="checkbox"/>	Block	Pool2		<input type="checkbox"/>
<input type="checkbox"/>	Block	Pool3		<input type="checkbox"/>

[View Image of the Product-Based Reservation Tab](#)

The image below shows an example of the Product-Based Reservation tab.

The screenshot shows the 'Product-Based Reservation' tab. At the top, there are three tabs: 'Pool Management', 'Feature-Based Reservation', and 'Product-Based Reservation' (selected). Below the tabs, the title 'Product-Based Reservation' is displayed. A 'Select Product' dropdown menu is set to 'HP Unified Functional Testing - 12.50'. Below this is a table with columns: 'Feature Id', 'Feature Version', 'Feature Description', and 'Pool Mapping'. The table lists several features with their IDs and versions. Below the table, there is a section for 'Hide Unreserved Pools' with two rows for 'Pool2' and 'Pool3', each with a 'Block' button and a 'Restrict' checkbox. At the bottom, there is a 'Submit' button.

Feature Id	Feature Version	Feature Description	Pool Mapping
10624	1	QuickTest Pro Stingray Add-in Concurrent User	
10612	1	QuickTest Pro Siebel Add-in Concurrent User	
10626	1	QuickTest Pro VisualAge SmallTalk Add-in Concurrent User	
10614	1	QuickTest Pro .NET Add-in Concurrent User	
20528	1	HP Functional Testing Concurrent User	
10606	1	QuickTest Professional Core Concurrent User	
20402	1	UFT Runtime Engine Concurrent User	
10622	1	QuickTest Pro PeopleSoft Add-in Concurrent User	

Select	Allow/Block	Pool Name	Reserved Capacity	Restrict
<input type="checkbox"/>	Block	Pool2		<input type="checkbox"/>
<input type="checkbox"/>	Block	Pool3		<input type="checkbox"/>

To access	In the Reservation Management pane, select the Feature-Based Reservation or the Product-Based Reservation tab.
Important information	You must reserve capacity for a product before reserving capacity for its features.
Relevant tasks	"How to Manage Client User Access" on page 87
See also	<ul style="list-style-type: none"> • "Feature-Based vs. Product Based Reservation" on page 86 • Restricting or Blocking User Pools • "License Reservation Priority" on page 85 • "License Usage by User Pools" on page 83

User interface elements are described below:

Feature/Product List Table

UI Element	Description
Feature ID	The feature's unique identification.
Feature Version	The feature's version number.
Feature Description	A textual description of the feature.
Pool Mapping	<p>A listing of the user pools and corresponding capacities mapped to these user pools. For example, for a <i>FeatureA</i>, the pool mapping is displayed as <i>Pool1:20</i>, <i>Pool2:15</i>, and so on.</p> <p>If a pool is restricted or blocked, the pool name is displayed with an <i>(r)</i> next to the pool name.</p>

User Pool Feature/Product Reservation Details Area

UI Element	Description
<feature details>	<p>The details for a particular feature. These details include:</p> <ul style="list-style-type: none"> • Selected Feature: The feature name • Available Capacity: The capacity currently available for checkout • Total Capacity: The total installed capacity <p>Note: The reserved capacity for a user pool can be greater than the available capacity or total capacity. However, check out requests that exceed the available capacity are declined.</p>
Block / Allow	Disables or enables the ability of a user pool to perform check out requests for a specific feature.

UI Element	Description
Reserved Capacity	The license capacity reserved for members of this pool. All check out requests less than the reserved capacity are fulfilled automatically. If a check out request exceeds the reserved capacity, the client user can combine the available capacity in this pool with the <i>Shared</i> pool to complete a check out request.
Available Capacity	The capacity currently available for a check out request.
Used Capacity	The capacity currently checked out.
Restrict	When this check box is selected, the client users in the selected user pool can fulfill only those check out requests which do not exceed the available capacity for the feature.
Hide/Show Unreserved Pools	Hides or shows user pools that are unreserved for the selected feature.

Configuring Case Insensitivity

The option of switching from case sensitivity to case insensitivity is provided with the help of the property mentioned below in Config.xml file available in the path

<APLS Data Folder Path>\data\conf

<Entry key="com.hp.autopassj.ls.reservation.group.case_insensitive.allowed">true</entry>

To allow case insensitivity set the flag "true". By default it is set to "false" which means that it accepts only case-sensitivity.

Client User Management - Frequently Asked Questions

The following are frequently asked questions about managing client users and user pools in the HPE AutoPass License Server.

Can a client user access product or feature license capacity without being assigned to a user pool?

No. Client users are added as part of a user group following the creation of a user pool. There is no way to independently add a user without first placing the user in a user pool.

When adding a client user, do I have to enter all four attributes for a client user?

No. However, it is recommended to do so. If the user tries to check out a license from the HPE AutoPass License Server later with a User name, IP address, Host ID, or Client ID that is not an associated attribute for the user's pool, the check out request is denied.

Can a user's license request be fulfilled if the user pool in which the user is a member does not have enough available capacity?

Yes. If there is not enough available capacity, the client user can fulfill the request by taking the available capacity from the user pool and combining it with available capacity in the *Shared* pool.

Can I reserve license capacity for multiple features or products at a time?

No. You can reserve capacity only for a single feature or single product at a time. However, you can reserve licenses for a single feature or product for multiple user groups simultaneously.

How does the HPE AutoPass License Server select a pool to fulfill a license request if a client user is part of multiple user pools?

The HPE AutoPass License Server selects the user pool from which to check out the license based upon the priority order of the user pools for a feature or product.

If there are multiple pools with reserved capacity for a feature, and a lower priority pool makes the first check out request, is the request fulfilled?

Yes. License check out requests are fulfilled on a first-come, first-serve basis.

If I want to limit a client user's ability to check out licenses, how to I do this?

You have two options for restricting check out:

- You can restrict the user pool, which limits check out requests to only the reserved capacity in the pool. For details, see ["How to Manage Client User Access" on page 87](#)
- You can block a user pool, which prevents all check out requests. For details, see ["How to Manage Client User Access" on page 87](#)

Can a license be checked in by a client user in a blocked pool?

Yes.

How do I check from which pool I check out licenses?

In the License Usage pane, select the Feature ID for which you have checked out a license. The Pool field displays the pool name to which the license belongs.

Client Users Management - Troubleshooting and Limitations

The following are frequently asked questions about problems encountered while managing client users and user pools in the HPE AutoPass License Server.

Why is a client user unable to check out licenses?

A client user cannot check out licenses for one of the following reasons:

- The client belongs to a user pool that is blocked. For details, refer [Restricting or Blocking User Pools](#)
- The client user belongs to a restricted user pool and the requested capacity is not available for that pool.
- The request capacity is not available for that feature.

HPE AutoPass License Server Remote Commuter License Management

This chapter includes:

Concepts

[Commuter Licensing - Overview](#)

[Commuter License Check In and Check Out](#)

[Recovering Commuter Licenses](#)

Tasks

[How to Perform Remote Commuter License Operations](#)

Reference

[Check In Tab \(Commuter Licensing Pane\)](#)

[Commuter Licensing - Frequently Asked Questions](#)

[Commuter Licensing - Troubleshooting and Limitations](#)

Concepts

Commuter Licensing - Overview

At times, client users need to use a licensed product without a connection to the AutoPass License Server to check out a license. Normally, the lack of a connection to the AutoPass License Server would prevent the user from checking out a license and thereby prevent them using the product. However, users without a connection can use a commuter licenseA license that allows a user to use a product without an active connection to the License Server. to use a product without a connection to the AutoPass License Server.

Note: "Remote Commuter" UI is not shown when AutoPass License Server runs in **Container Mode**.

For example, client users that travel frequently with limited or no access to the AutoPass License Server benefit from commuter licenses.

A commuter license is checked out from the License Server and is later installed on the client user's computer (when there is no active connection to the AutoPass License Server). The commuter license enables the product to open and run without a connection to the AutoPass License Server. After the client user is finished with the license, the user checks it in to the AutoPass License Server.

Note: The user only needs to be connected to the during license check in and check out.

Once a commuter license is checked out from a product or feature's capacity, the capacity remains checked out until the license is checked in or expires.

Unlike live concurrent licenses, user cannot revoke a commuter license.

Each product or feature can enable or prevent commuter licenses. This can be done by the product itself through the license key or you can set the settings for commuter license usage in the Feature Report for a particular feature. For details on setting commuter licenses in the license key file, see individual product documentation.

Check In/Check Out Tab (Remote Commuter Pane)

These tabs enable to select the features for a commuter license check out or check in.

The screenshot shows the 'Remote Commuter Check Out' tab selected in the top navigation bar. The main content area has a title 'Remote Commuter Check Out' with a help icon. Below the title, it says 'Please Browse file'. There is a 'Choose File' button and a status 'No file chosen'. At the bottom, there is a green 'Check Out' button.

To access	Remote Commuter pane > Remote Commuter Check Out/Remote Commuter Check In tab
Important information	In order to check out a commuter license for the feature, a feature must have commuter licensing enabled, as displayed in the License Usage pane or the Feature Report page. For more details, refer " License Usage Pane " and " Feature Report Page (License Usage Pane) "
Relevant tasks	"How to Perform Remote Commuter License Operations" on page 103
See also	<ul style="list-style-type: none">• "Commuter Licensing - Overview" on the previous page• "Commuter License Check In and Check Out" on page 104• "Recovering Commuter Licenses" on page 102

User interface elements are described below:

UI Element	Description
<file path>	The path to the output file generated in the client user's system for commuter license check out/check in.
Browse	Opens a dialog to enable you to find the output file for commuter license check out/check in.
Check	Opens the Check Out/Check In page, in which you select the features for commuter license

UI Element	Description
Out Check In	check in or check out.

Recovering Commuter Licenses

On occasion, a commuter license is lost before it is used by a client user. This happens when:

- A mail server goes down when sending the license key via email
- The downloaded license key file is corrupt
- The AutoPass License Server user navigates to a different page in the AutoPass License Server after checking out a license but before downloading the license key.

Using the Feature Report page, user can download the license file again and use it in a client user's program.

Tasks

How to Perform Remote Commuter License Operations

This task describes the processes necessary to manage commuter licensing operations.

Enable commuter licensing

1. In the License Usage pane, select the feature for which you want to enable commuter licensing.

Note: A feature that allows you to enable commuter licensing is displayed with a cleared, enabled check box next to the Feature ID.

2. Click **Manage Commuter**.

The License Server displays a message confirming the commuter license enabling and the feature is displayed with a checked, enabled check box.

Modify commuter licensing settings

1. In the License Usage pane, click the **Feature ID: Version** link for the feature for which you want to modify commuter licensing settings. The Feature Report page for the feature opens.
2. In the Feature Report page, in the Commuter Checkout Settings section, click **Edit**.
3. Enter the **Maximum number of days allowed** for a commuter license checkout and the **Maximum capacity allowed** for a check out operation.
4. Click **Save**.

The Feature Report page displays the modified values for the commuter license settings.

Note: If you do not enter a value for the Maximum capacity allowed, all the available capacity is set as the maximum capacity for check out.

Check out a commuter license

1. In the Check Out tab (Remote Commuter pane), click the **Browse** button and navigate to the file generated in the client computer for commuter license check out.
2. Click **Check Out**.
3. In the Check Out page, select the features to check out and click **Download Link**.

The license key file is downloaded and is available for use by a client user.

Note: If you want to exclude certain features from a particular commuter check out, select the features in the Check Out page and click **Discard**.

For details on installing the license in a client computer, see the individual product documentation.

Check in a commuter license

1. In the Check In tab (Remote Commuter pane), click the **Browse** button and navigate to the file generated in the client computer for the commuter license (refer "[Commuter License Check In and Check Out](#)" below).
2. Click **Check In**.
The license is checked into the and the capacity is added to the available capacity displayed in the License Usage pane.

Recover a commuter license

1. In the License Usage pane, select the feature for which you want to recover a commuter license and click the **Feature ID: Version** link. The Feature Report for that page opens.
2. In the Feature Report page, click the **Remote/Commuter** link in the license details table.

Note: You can download a commuter license only if it is not checked in.

3. Save the file to a convenient location.

Note: The commuter license capacity listed as checked out does not change after downloading a commuter license again.

Reference

Commuter License Check In and Check Out

In order to receive a commuter license, you or the client user must check out a commuter license. Commuter license check out is done in one of two ways:

- **Direct:** The client user connects directly to the and checks out the license. For details on performing this type of check out, see the individual product documentation.
- **Remote:** An user checks out the license and sends it to the client user.

Only users with administrator privileges can check out commuter licenses for all products and features. Product Admin users can check out licenses for the associated products in the User Groups tab (User Management pane).

Before checking out a remote commuter license, each client user must generate a file in the client system. This file contains the license requirements for the client's program and the client computer details. For details on generating this input file, see the individual product documentation.

To check in a remote commuter license, the user also needs to generate an file in the client computer. This output file contains the license details and the client computer's information. When checking in the license, this enables the AutoPass License Server to recognize the commuter license.

All AutoPass License Server users can check in a remote commuter license.

Remote Commuter Licensing Management - Frequently Asked Questions

How can I tell if a product or feature is enabled for a commuter license check out?

In the License Usage pane, a product or feature is shown as enabled for commuter license check out in the following ways:

- It has a selected, disabled check box next to the Feature ID.
- It has a selected, enabled check box next to the Feature ID.

If a feature allows commuter check out but the commuter check out is not yet enabled, the check box is displayed as a cleared, enabled check box. Select the feature's checkbox and click Manage Commuter to enable a commuter license check out.

Who can check out a commuter license?

Only users with administrator or Product Admin access privileges can check out commuter licenses. Product administrators are limited to check out of commuter licenses for the associated products in their user groups.

Why is there an option to download a commuter license?

This option is used to recover a commuter license that is lost. Instead of performing license cleanup and checking out the licenses again to recover these licenses, a user can download the licenses again using the Feature Report page for the feature.

Why am I not able to checkout Commuter/Remote Commuter from License Server?

There are two reasons why commuter/remote commuter checkout is not allowed,

1. If the feature is restricted for commuter/remote commuter checkout, then you will not be able to do these two types of checkout. In case of UFT, by default all features are enabled for commuter checkout; however APLS admin can change this by clicking "Manage Commuter" with selected features (in License Usage) to disable the commuter checkout.
2. If the client and AutoPass License Server are in the same system. Commuter is restricted for clients in the same system as AutoPass License Server as client doesn't require to get offline licenses (commuter/remote commuter) in this case.

Remote Commuter Licensing Management - Troubleshooting and Limitations

The "Product is not configured with this " error message is displayed when checking out a commuter license. Why?

This error message indicates that a product is not configured in the . Check out a live or commuter license to configure a product and then check out a remote commuter license.

HPE AutoPass License Server Usage Hub

This chapter includes:

Concepts

[Usage Hub Configuration Overview](#)

Reference

[Usage Hub Server Tab \(Configuration Pane\)](#)

[Usage Hub Configuration - Frequently Asked Questions](#)

Concepts

Usage Hub Configuration Overview

If user have HPE Usage Hub running in the environment, AutoPass License Server can report usage data to the Hub server.

Follow the steps below to set configuration options for Usage Hub Server:

- Usage Hub IP/Host Name
- Changing Usage Hub default credentials
- Enabling/Disabling Usage Data Reporting
- Data Synchronization Interval with Hub

For more details, refer [Usage Hub Server Tab \(Configuration Pane\)](#)

Reference

Usage Hub Server Tab (Configuration Pane)

The Usage Hub Server tab enables you to configure Usage Hub HPE AutoPass License Server settings.

MainUser ManagementRedundancyLDAPUsage Hub Server

Usage Collection and Communication Configurations

Usage Hub IP/HostName

443

Test Connection

☐ Change Default User Credentials For Hub

[The credentials should match usage hub web service user]

User Name

Password

☒ Disable Usage Data reporting

Save

Cancel

To access	Configuration pane > Usage Hub Server tab
Important information	This tab is enabled only if Usage Hub Connector is checked in the Main Configuration tab.

UI Element	Description
Usage Collection and Communication Configurations	<p>Enables you to configure the settings for usage hub data collection and communication with License Server</p> <p>You can enter the following details:</p> <ul style="list-style-type: none">• Usage Hub IP/Host Name The IP/Host name of the server to which the license usage data is pushed to. <i>(required field)</i>• Test Connection: The IP/Hostname connection can be tested. Click Test Connection after entering a IP/Hostname.• Change Default User Credentials for Hub: Enter the valid username and password, if default credentials of Usage Hub needs to be changed. <p>Note: The credentials should match usage hub web service user.</p> <ul style="list-style-type: none">• Disable Usage Data Reporting: Allows you to disable usage data reporting.• Data Synchronization Interval With Hub: The usage data of licenses with License Server and Usage Hub can be synchronized in regular intervals which is configurable. Enter the values in minutes.

HPE AutoPass License Server Usage Hub Configuration - Frequently Asked Questions

Why are the rejected requests not captured by Usage Hub?

It is because the maximum rejected requested capacity will not be tracked if reservation is set and capacity requested is more than the reserved capacity.

How is usage captured in redundancy mode?

Usage is sent by primary and secondary servers individually. Secondary will capture usage data only when primary is down.

HPE AutoPass License Server APIs

To retrieve license report usage or to add or delete or get users information from a reservation pool, see "**HPE AutoPass License Server API Documentation**" available with installation setup.

