



Installation FAQs and Troubleshooting

This section contains a list of frequently asked questions (FAQs) and troubleshooting tips.

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FAQs

The following FAQs contain information about installation or getting started issues.

- [Installation FAQs, page A-1](#)
- [Getting Started FAQs, page A-2](#)

Installation FAQs

Q. What Windows Registry keys are added during installation?

A. Depending on which packages you install, Cisco License Manager Client and Cisco License Manager Server may be installed.

Q. How do I find out what e-mail server to use for the installation?

A. If you are using a mail program, check the profile settings for the server name. You can add the email server during the installation, or after the installation by running the setup program.

Q. During the installation I am asked if I have Cisco devices which support SSL to communicate with Cisco License Manager. How do I find out more about SSL and my options for choosing a certificate file?

A. Secure Sockets Layer (SSL) is an application-level protocol that enables secure transactions of data through privacy, authentication, and data integrity. It relies upon certificates, public keys, and private keys.

Certificates are similar to digital ID cards. They prove the identity of the server to clients. Certificates are issued by Certificate Authorities (CAs) such as VeriSign, or Thawte. Each certificate includes the name of the authority that issued it, the name of the entity to which the certificate was issued, the entity's public key, and time stamps that indicate the certificate's expiration date.

Public and private keys are the ciphers used to encrypt and decrypt information. While the public key is shared quite freely, the private key is never given out. Each public-private key pair works together: data encrypted with the public key can only be decrypted with the private key.

Before configuring the SSL device you must have a certificate and keys for the server. You can use the files you received from the CA, copy the keys and certificate from an existing secure server, use default keys and certificates preloaded in the device, or generate your own keys and certificates. See your device or Cisco IOS software documentation for more details.

Getting Started FAQs

- Q.** Do I need to be a registered user of Cisco.com to use LM?
- A.** Yes. A valid Cisco.com user ID is required so that license information can be e-mailed to you. Go to <http://www.cisco.com> and click **Register**. Remember to add the Cisco.com account information to each user's profile to enable licensing to work properly.
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- Q.** Who do I contact if my PAK or license does not work?
- A.** Ensure your connection to Cisco.com is working. You may need to request a replacement PAK. This could happen if:
- You have a faulty PAK number
 - Your shipment did not contain a PAK number
 - You have lost your PAK number
- Contact your account team for assistance.
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- Q.** Can I set up a backup to run at a scheduled time?
- A.** You can create a cron job on Windows to schedule a backup of Cisco License Manager. The program does not include a scheduling feature.
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Troubleshooting Tips

Use the following troubleshooting tips for installation, getting started, or uninstallation scenarios.

- [Installation Does Not Display Completion Panel, page A-3](#)
- [Installation is Stopped by Anti-Virus Software, page A-3](#)
- [Installation is Stopped with Resource Folder Error, page A-3](#)
- [Error Messages, page A-4](#)
- [Cannot Log In, page A-4](#)
- [Need to Send Logs, page A-5](#)
- [Adding Email Server Information After Installation, page A-5](#)

- [Cannot Reach Cisco.com, page A-5](#)
- [No Such Object in Table Server, page A-6](#)

Installation Does Not Display Completion Panel

Symptom The installation program does not display the completion message and seems stuck in a pending state.

Possible Cause You may have your security agent enabled.

Recommended Action Perform the following steps:

- a. Lower the security level in your anti-virus software.
 - b. Perform an uninstall. See [Uninstalling Cisco License Manager, page 2-14](#) for details.
 - c. Start the installation. Wait for the installation complete message.
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Installation is Stopped by Anti-Virus Software

Symptom The installation was stopped by your anti-virus software.

Possible Cause The security level is set to high.

Recommended Action Lower the security level of your anti-virus software before you reinstall. You can change your security level back to its original state after the installation.

Installation is Stopped with Resource Folder Error

Symptom The installation was stopped by a Resource Folder is Not Found error message.

Possible Cause You ran the uninstaller from within the WinZIP application.

Recommended Action Extract all WinZip Cisco License Manager files to a file folder before running the installer.

Error Messages

Symptom I received error messages during installation and cannot remember what they said or if I needed to do something after completing the installation.

Possible Cause A minor error may have occurred.

Recommended Action Check the installation log, `$Cisco_Install_Home$/log/InstallLog.log`.

Symptom I received error messages during setup, and setup status message indicates the server is not up.

Possible Cause It may be related to your system's security agent (which does not grant access permission for `clmsetup.exe`).

Recommended Action Check the installation log in `$Cisco_Install_Home$/log/clm_setup.log` to get the root cause of this problem. Also check the server property values in `$Cisco_Install_Home/conf/Clm.properties`. Correct the values if the setup utility does not update the new settings, and run `$Cisco_Install_Home$/bin/clm_start` to start the Cisco License Manager Server.

Symptom I received error messages when the server was starting or stopping. The status message indicates the server is not started.

Possible Cause It may be related to your system's security agent (which does not grant access permission for `restart.exe`).

Recommended Action

1. Check the installation log in `$Cisco_Install_Home/log/clm_server.log` to get the root cause of this problem.
2. Run `$Cisco_Install_Home/bin/clm_start <server_port>` to start the Cisco License Manager Server.
3. Run `$Cisco_Install_Home/bin/clm_stop` to stop the Cisco License Manager Server.

Cannot Log In

Symptom Cannot log into the system.

Possible Cause CLMServer is not up or you entered an invalid user account in the login window.

Recommended Action

1. Did you run the installation program?
If no, run the installation program. If yes, continue to the next step.
2. Do you know the administrator password or any user account passwords?

If no, see [Reinstalling Cisco License Manager, page 2-16](#). If yes, continue to the next step.

Need to Send Logs

Symptom I have a problem and I need to send log information to my account team or channel partner.

Recommended Action Send your `$CISCO_LM_HOME/conf/clm.properties` file to your customer service representative. All log files are in the `$CISCO_LM_HOME/log` directory.

Adding Email Server Information After Installation

Symptom I skipped entering my e-mail server during installation because it was not reachable or I did not have that information at the time. How do I set my e-mail server after the installation has completed?

Recommended Action Ensure that Cisco License Manager server is running. If it is not running, restart it. Then run **Cisco License Manager Setup** to enter the email server. Enter **No** for all questions until you get to "Do you want to reconfigure the E-mail Service?" Answer **Yes**. Then enter the IP address or hostname (including domain name) and click **Next**. Answer **No** to the remaining questions. Click **Done** when the Setup Complete window appears.

Cannot Reach Cisco.com

Symptom I am trying to poll or obtain a license from Cisco.com, but it is not working.

Possible Cause

- a. Your user information and Cisco.com authentication information might be entered incorrectly.
- b. The Cisco Product License Registration Portal is down. The response message indicates the root cause of the error.

Recommended Action

- a. Enter your Cisco.com authentication information into your profile using **Tools > User Manager**.
 - b. Retry your request. Check to ensure that your network can reach Cisco.com using an Internet browser. I
 - c. Report the problem with the Cisco Product License Registration Portal to your customer service representative.
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No Such Object in Table Server

Symptom After the system returns from hibernation or standby mode, the client has a problem connecting to the server and the following error message displays:

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java.rmi.NoSuchObjectException: no such object in table
```

Possible Cause The server connection may have been disconnected.

Recommended Action Run the Cisco License Manager Server program and select **Restart Server** to restart the Cisco License Manager Server.
