

# Troubleshooting License Failures

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## Introduction

This troubleshooting guide addresses errors associated with licensing within Intelligent Automation for Cloud, normally due to invalid credential specification during system setup. When invalid credentials are supplied, errors indicating invalid values in the LicenseInfo table are presented on submit of various services.

## Before You Begin

### Requirements

Readers of this document should have knowledge of these topics.

- Basic Cisco Process Orchestrator administration
- Basic Cisco Cloud Portal administration

### Components Used

The information in this document is based on these hardware and software versions.

- Cisco Intelligent Automation for Cloud version 3.1.1

### Conventions

For more information on document conventions, refer to Cisco Technical Tips Conventions.

## Problem

When deploying a Cisco IAC 3.1.1, some services may display errors regarding invalid values in the license table. These errors indicate duplication within the license table.

Duplication of values within the license table happen when Process Orchestrator (PO) is not configured with credentials that allow it to read values from the license table. This situation occurs when the "admin admin" account is used for the PO to Cloud Portal (CP) credentials.

Licensing failure will exhibit one of two failure modes. The first failure mode is the error described above, the post submission error citing invalid values. The second failure mode is a failure to populate any license data at

all, resulting in a licensing mode equivalent to Starter Edition, even if a valid license for the full product exists.

To confirm invalid license data, log into CP with administrative rights and navigate to the System Setup->System Service License service item table using the Service Item Manager module. In IAC 3.1.1, the table should contain 9 records. If more than 9 records exist, some of them are duplicates, indicating PO's inability to read the table. If less than 9 records exist, it indicates that PO can not write to the table.

## Solution

The solution to licensing errors is to make sure that PO has the correct user configuration as it interacts with CP. Once the user configuration is correct, existing duplicate records must be removed.

Clearing this error requires correction of credentials used by PO to read from and write to CP. After credentials are corrected, existing license values must be reset in order to clear invalid subscription data and remove duplicates. The steps below will aid in the correction and reset process.

1. Step 1: Make sure that IAC 3.1.1 hotfix 1 is applied. This hotfix detects misconfiguration and prevents invalid records from being written.
2. Step 2: In PO, check/correct the configuration of the Service Target extended target property, Cloud.Configuration.CloudPortal.API.User. The value of this property should be the login ID of the nsapi service account, not "admin".
3. Step 3: In PO, check/correct the Runtime User information on the following two targets:- Cisco Cloud Portal Integration API- Cisco Service Portal Server. Make sure that the runtime user is the nsapi service account, not "admin".
4. Step 4: After user information has been updated, move to CP, and delete all the records in the System Service License table. Be absolutely sure that the System Service License table is selected, and not its parent, System Setup. Be aware that the Service Item manager will only display 10 records per page. Deleting all of the invalid records may require more than one highlight and delete operation.
5. Note: As long as only the contents of the license table are removed, no harm can come of deleting the license data from Cloud Portal. It will all be refreshed next time licensing runs (manually or on its hourly schedule). There is no need to manually remove the duplicate records. It is much safer to remove all the records and let them be rebuilt.
6. Step 5: In the CP System Setup portlet, navigate to Step 2, and choose Initialize Licensing, and submit the licensing request. This can also be reached via the About screen. After licensing completes, examine the About screen to make sure that values are correct for the license that was purchased. This can also be reviewed directly in the license table (see Step 4).

## Related Information

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