

FAQs and Troubleshooting

This appendix provides frequently asked questions (FAQs) and troubleshooting tips.

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FAQs

The following FAQs contain information about installation, getting started, and operational issues using the Cisco License Manager graphical user interface (GUI).

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Installation

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 e-mail server during the installation, or you can add it after the installation by running the setup program.

- Q.** During the installation I am asked if I have Cisco devices that 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 Socket Layer (SSL) is an application-level protocol that enables secure transfers 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 and 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. The public key is freely shared, but the private key is never given out. Each pair of public and private keys 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

- Q.** Do I have to be a registered user of Cisco.com to use Cisco License Manager?
- 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.** Whom do I contact if my PAK or license does not work?
- A.** Ensure that 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 in Windows to schedule a backup of Cisco License Manager. The program does not include a scheduling feature.
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Cisco License Manager Server

- Q.** I want to clean up the database without reinstalling. How do I do this?

- A.** Stop the Cisco License Manager Server and then delete all the files under `$(CISCO_LM_HOME)/data`.

Devices

Q. How do I discover a device?

- A.** There are many ways of discovering a device. For more information, see “[Add Cisco Devices to Your Inventory](#)” section on page 7-1. Another method, adding a device manually using the API, requires the Cisco License Manager Java and Perl Software Developer Kit (SDK), which is available for purchase. To place an order, visit the Cisco ordering page at www.cisco.com/web/ordering/or13/or8/order_customer_help_how_to_order_listing.html.

Q. How do I make a stackable switch device accessible to Cisco License Manager?

- A.** Add stackable devices to the Cisco License Manager database using Discover Device. For more information on how stackable devices are discovered and viewed, see “[Stackable Devices](#)” section on page 1-7 and the Cisco Catalyst 3750-E and Cisco 356-E software documentation.

Q. Some of my device-licensable features are not accessible. How can I make them accessible?

- A.** Make sure that the features are marked Deployed in the properties pane. See “[Deploy a License](#)” section on page 8-8.

Q. Why am I not receiving license notifications from my Cisco devices that are License Agent-enabled?

- A.** Ensure that your Cisco device is configured properly by checking the following:
- Cisco License Manager URL host (if more than one Cisco License Manager host is in use).
Run Discover Device again to reset the notification URL in the device or change the configuration on the device. See the Cisco Catalyst 3750-E and Cisco Catalyst 356-E software documentation.
 - From the device, ping the Cisco License Manager host IP address to ensure that it is reachable from the device.
 - Ensure that no firewall exists between the Cisco License Manager client program and the server. A firewall may block the notification sent from the Cisco License Manager server to the client program.

Q. I am unable to discover devices or poll devices. What can I do to fix this?

- A.** Do the following:
- Add device authentication when running discovery if authentication is enabled.
 - Ensure that the device has its License Agent enabled with config “License Agent listener...” or change the discovery method to Telnet or SSH.
 - Ensure that the subnet is accessible to Cisco License Manager.

Q. I have Cisco devices that are connected using Telnet or SSH as the connection method. Why am I not receiving the license notifications from these devices?

A. Verify that you have the logging command configured on your device: **logging <Cisco License Manager server IP address>**. Also, verify that the Cisco License Manager server's IP address is accessible from the device.

Q. Why do I get errors while polling or deploying licenses on devices that are connected through Telnet or SSH?

A. Verify that the IP address of the Cisco License Manager server has not changed. If the IP address has changed, stop and restart the Cisco License Manager server.

Q. I have Mobility Service Engine (MSE) devices in my network. Why am I not able to discover or add them to the Cisco License Manager device inventory?

A. Your Java runtime environment may have prevented the Cisco License Server from importing the Secure Socket Layer (SSL) certificate from the MSE devices. You must complete the following steps before discovering or adding the devices to the Cisco License Manager inventory:

5. Import the SSL certificate from the MSE device. In the computer where Cisco License Manager Server is installed, run this program:

– For MS Windows, go to `%CISCO_LM_HOME%\bin` directory, where `CISCO_LM_HOME` is the directory where Cisco License Manager is installed. Run "**import_mse_cert.bat <ip_addr>**" where `<ip_addr>` is the IP address of the MSE device.

– For Linux and Solaris, go to `$CISCO_LM_HOME/bin` directory, where `CISCO_LM_HOME` is the directory where Cisco License Manager is installed. Run "**import_mse_cert.sh <ip_addr>**" where `<ip_addr>` is the IP address of the MSE device.

6. Restart the Cisco License Manager Server to force the underlying Java Virtual Machine (JVM) to reload the imported certificates. This is a security limitation imposed by secured Java application.

Q. Why do I see "unknown" as a device type and/or device mode in Device Properties?

A. You see "unknown" when the information is not provided by the device.

Error Messages at Installation

Q. I get a message telling me that there may be errors in my installation and client setup. What do I do?

A. Ensure that your user profile contains the required information for Cisco authentication.

Q. I see some error messages from the GUI or SDK. How do I know if this is inventory related?

A. Inspect the `$cisco_install_home/app-framework/clm-server/log/clm.log` file where `cisco_install_home` is the directory where Cisco License Manager is installed. If there are any entries containing "ERROR services.InventoryService", then the error messages are inventory-related.

Log Files and Error Messages

- Q.** What log files are available for troubleshooting?
- A.** Several log files are located in the log directory: `$Cisco_Install_Home/app-framework/clm-server/log/clm.log`, `$Cisco_Install_Home/log/clm_ui.log`, and the installation log, `$Cisco_Install_Home/log/Cisco_License_Manager__InstallLog.log`.
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- Q.** Where can I view error messages for the error codes?
- A.** In `$Cisco_Install_Home/conf/ClmErrorMessages.properties`.

Logging In

- Q.** Can several users be logged in at the same time?
- A.** Yes, with different usernames.
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- Q.** Can multiple users manage the same device at the same time?
- A.** It depends on the operation. Cisco License Manager locks the device during discovery and other processes that could result in changes.
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- Q.** I am unable to connect and login to the Cisco License Manager server. What should I do?
- A.** Try these tasks in the following order:
1. Ensure that the username and password are correct.
 2. Replace the hostname with an IP address or vice versa.
 3. Ensure that the port is the same used by the server.
 4. Ensure that no firewall exists between the server and client programs.
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- Q.** Why is my GUI client no longer connected to the Cisco License Manager server and unable to complete an operation?
- A.** The following may have occurred:
- The server is down. See [“Stop or Restart the Server” section on page 9-7](#).
 - Another user has logged in with the same user ID. Create a new user account for multiple-user access. See [“Manage Users” section on page 6-1](#).
 - Your login session has terminated. This could happen when a user’s account is deleted, a user’s privileges have changed, or the login session has expired.

PAK and Licenses

- Q.** Where can I find the product authorization key (PAK) that I need to enter into Cisco License Manager?
- A.** The PAK is located on the purchase order document shipped with your device hardware. It is an 11-character alphanumeric key. If you do not have a PAK, contact your account team or channel partner.
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- Q.** Whom do I contact if my PAK key or license does not work?
- A.** Ensure that your connection to Cisco.com is working. You may have 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 search for a device or PAK?
- A.** See the [“Find a Device” section on page 7-16](#).
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- Q.** I am unable to download PAK information. What is wrong, and how do I fix it?
- A.** Ensure that the following information is correct in the User Manager window:
- User’s e-mail address.
 - Cisco.com username and password. Go to <http://www.cisco.com> to register.
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- Q.** I am unable to download license information. What is wrong, and how do I fix it?
- A.** Check to see if you can download PAK information. Then ensure that the following information is correct in the User Manager window:
- User’s e-mail address
 - Cisco.com username and password

System Setup

- Q.** Which ports and protocols does Cisco License Manager use?
- A.** Cisco License Manager uses the following ports:

| Port Number | Protocol/Name | Description | Default Value and Options |
|-------------|----------------------|---|--|
| 69 | TFTP server | Used by Cisco License Manager to upload and download files to devices that are connected using Telnet or SSH. | 69. No option to configure this port. |
| 514 | Syslog Listener port | Used by Cisco License Manager to receive syslog messages from devices that are connected using Telnet or SSH. | 514. No option to configure this port. |

- Q.** Do I need to be a registered user of Cisco.com to use Cisco License Manager?
- A.** Yes. This is required. Go to <http://www.cisco.com> and click **Register**. Then ensure that your Cisco.com password is entered into your user profile using the User Manager.

- Q.** How can I get information about the Cisco License Manager software version?
- A.** Select **Help > About Cisco License Manager** for information about your software version.

- Q.** If there is a firewall between my devices and Cisco.com, how can I use Cisco License Manager to obtain and deploy licenses?
- A.** Bring your Cisco License Manager Server inside the firewall to create your device inventory. Then take the Cisco License Manager Server outside the firewall to obtain the licenses. Bring the Cisco License Manager Server back inside the firewall to deploy the licenses.

Troubleshooting Tips

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

- [Utility to Help Troubleshoot Issues, page A-8](#)
- [\\$CISCO_LM_HOMEInstallation Is Stopped with Resource Folder Error, page A-8](#)
- [Error Messages, page A-8](#)
- [Cannot Log In, page A-8](#)
- [Need to Send Logs, page A-9](#)
- [Adding E-Mail Server Information After Installation, page A-9](#)
- [Cannot Reach Cisco.com, page A-9](#)

Utility to Help Troubleshoot Issues

To troubleshoot any issues with Cisco License Manager, run `clm_ziputil.bat` (for Windows) or `clm_ziputil.sh` (for Solaris and Linux), located in the `$CLM_HOME/bin` directory, send the resultant Winzip file, `clm_log_conf.zip`, located in the `$CLM_HOME` directory, to Cisco, to help you with troubleshooting the issue.

\$CISCO_LM_HOME 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 installer 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/Cisco_License_Manager_InstallLog.log`.

Cannot Log In

Symptom User cannot log into the system.

Possible Cause The Cisco License Manager server 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 [“Reinstall Cisco License Manager” section on page 4-13](#).
 3. Did you start the Cisco License Manager server?
If no, see [“Stop or Restart the Server” section on page 9-7](#).
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Need to Send Logs

Symptom I need to send log information to my account team or channel partner.

Recommended Action Send your \$Cisco_Install_Home/app-framework/clm-server/conf/clm.properties file to your customer service representative. All log files are in the \$Cisco_Install_Home/log and \$Cisco_Install_Home/app-framework/clm-server/log directory.

Adding E-Mail 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 e-mail 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 have been 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.
 - c. Report the problem with the Cisco Product License Registration Portal to your customer service representative.
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