

# Network License Administrator's Guide

The following instructions are for administrators at sites with a network license for IBM® SPSS® Text Analytics for Surveys 4.0.1. This license allows you to install IBM SPSS Text Analytics for Surveys on any number of computers. However, only the number of users for which you purchased the license can run the application concurrently.

## Before You Start

You will need your authorization code. This may be on a separate sheet of paper or is available from <http://www.ibm.com/software/getspss>. The authorization code enables you to get a license for the network license manager. The **network license manager** controls your network license and allows end users to run IBM® SPSS® Text Analytics for Surveys. If you cannot find your authorization code, contact your sales representative.

To ensure that you set up the network license correctly, follow these steps:

- ▶ **Install the network license manager.** The network license manager is the utility that will serve up the network licenses to end users. You can install the license manager on any computer on your network. This is typically a server to which desktop computers can connect. [For more information, see the topic Installing the Network License Manager on p. 1 .](#)
- ▶ **License your product.** This action will give the license manager the required information for serving up the licenses. [For more information, see the topic Licensing Your Product on p. 5 .](#)
- ▶ **Test the network license manager.** You should test license manager to make sure it is serving up licenses. [For more information, see the topic Testing the License Manager on p. 9 .](#)
- ▶ **Install IBM SPSS Text Analytics for Surveys on the local desktop computers.** You or your end users will complete the full installation on the desktop computers. During an installation, an end user can specify the computer on which the license manager is running. When an end user tries to launch IBM SPSS Text Analytics for Surveys, the product communicates with this license manager to get a license. If a license is available, IBM SPSS Text Analytics for Surveys launches. [For more information, see the topic Installing the Product on the Local Desktop Computers on p. 9 .](#)

No administration steps are required for the installation, but if any problems arise, see [Administering the Network License](#) on p. 10.

## Installing the Network License Manager

Before end users install IBM® SPSS® Text Analytics for Surveys on their desktop computers, you must install the network license manager. This utility is a continuously executing service or daemon that you will typically install on one computer on your network. (You also have the option of installing on multiple computers, in which case you would set up redundant license managers.

For more information, see the topic [Setting Up Redundant License Servers](#) on p. 11.) You do not install the network license manager on the desktop computers.

Whenever an end user starts a network-licensed IBM SPSS application, the application will request a license from the license manager. This utility will deliver licenses up to a fixed number of simultaneous end users, determined by the license that you have purchased. After this number has been met, any further requests for licenses will be refused. If you find that end users are often being refused licenses, you can contact your sales representative to purchase a license that will allow more simultaneous users.

License managers are available on a separate DVD. They can also be downloaded as an eImage.

*Note:* The license manager will record the number of active end-user sessions and information about each session in a log file, which you can use to troubleshoot connection problems. [For more information, see the topic Obtaining Log Information](#) on p. 11.

### ***Multiple Operating Systems***

The platform on which the network license manager is running does not have to match the platform on which the client is running. For example, a Linux license manager can serve up licenses for Windows clients.

### ***Administering the License Manager***

You administer the license manager using the license manager tools, which are available only for Windows. Therefore, you need at least one Windows machine on which to install the license manager tools.

### ***System Requirements***

The computer on which you install the network license manager must meet the following requirements:

- 550 Mhz or higher processor
- 128 MB of RAM or more

**Important!** If a firewall is running on the license server, you must open port 5093 for UDP. Otherwise, client computers will not be able to retrieve a license from the license manager. Furthermore, if you are using redundant license servers, you must open port 5099 for UDP to enable the license servers to communicate with each other.

## ***Upgrading the License Manager***

If you have a previous version of the license manager installed, you must perform the following steps:

- ▶ Go to the directory in which you installed the old license manager.
- ▶ Copy the *lservc* file. On Windows, look in the *winnt* subdirectory.
- ▶ Save the *lservc* file to a safe location.

- ▶ If any users have checked out commuter licenses, make sure those users check the licenses back in.
- ▶ Shutdown the license manager. [For more information, see the topic Starting and Stopping the License Manager on p. 14.](#)
- ▶ Uninstall the old license manager. [For more information, see the topic Uninstalling the License Manager on p. 15.](#)
- ▶ Install the new license manager. For information about installing on Windows, see the topic [Installing the License Manager on Windows](#) on p. 3 . For information about installing on UNIX/Linux, see the topic [Installing the License Manager on UNIX/Linux](#) on p. 4 . For information about installing on Mac OS, see the topic [Installing the License Manager on Mac OS](#) on p. 4 .
- ▶ Copy the saved *lserverc* file to the directory in which you installed the new license manager or the *winnt* subdirectory of the installation directory on Windows. If you accepted the default location on Windows, check the *C:\Program Files\Common Files\SafeNet Sentinel\Sentinel RMS License Manager\* folder.

### ***Installing the Concurrent Licensing Tools (All Platforms)***

Before you can install the license manager and the license manager tools, you must run the concurrent licensing tools installer. This installer will copy the installer files for the license manager and/or the license manager tools to your computer. During installation, you will be able to choose which installer files you want to copy.

The concurrent licensing tools installer requires Java 1.5 or higher.

- ▶ Insert the DVD into the DVD drive of the network computer on which you want to run the license manager and/or license manager tools. Look for the installer for your operating system and launch it from the DVD.

*or*

- ▶ If you downloaded an eImage file, use an archive utility such as WinZip to extract all the files in the appropriate eImage. Launch the installer file for your operating system.

*Note:* There may be multiple eImages for the concurrent license tools: one for the license manager, one for the license manager tools, and one for hardware key drivers. Each eImage installs the concurrent licensing tools and the installer for the named component.

- ▶ Follow the instructions that appear on the screen. Be sure to note the installation directory. If you chose to install the license manager and/or the license manager tools, the installation process for these will be started automatically.

### ***Installing the License Manager on Windows***

*Note:* On Windows Vista or 7, you must launch the installer as administrator. When instructed to launch an installer file, right-click the file and choose Run As Administrator.

- ▶ If you haven't installed the concurrent licensing tools, install them and be sure to select Sentinel License Manager if prompted. [For more information, see the topic \*Installing the Concurrent Licensing Tools \(All Platforms\)\* on p. 3.](#)
- ▶ When you install the concurrent licensing tools from the DVD, the installer for the license manager should start automatically. If it didn't or you cancelled the installation, browse to the *licensemanager* directory in the concurrent licensing tools installation directory.
- ▶ Launch *setup.exe*. On Windows Vista or 7, be sure to launch the installer as administrator.
- ▶ Follow the instructions that appear on the screen.

### ***Installing the License Manager on UNIX/Linux***

- ▶ If you haven't installed the concurrent licensing tools, install them and be sure to select Sentinel License Manager if prompted. [For more information, see the topic \*Installing the Concurrent Licensing Tools \(All Platforms\)\* on p. 3.](#)
- ▶ Browse to the *licensemanager* directory in the concurrent licensing tools installation directory.
- ▶ Untar the license manager file.
- ▶ Install the license manager tools on a Windows machine. [For more information, see the topic \*Installing the License Manager Tools\* on p. 4.](#)
- ▶ Refer to [Starting and Stopping the License Manager on p. 14](#) for information about starting the license manager.

### ***Installing the License Manager on Mac OS***

- ▶ If you haven't installed the concurrent licensing tools, install them and be sure to select Sentinel License Manager when prompted. [For more information, see the topic \*Installing the Concurrent Licensing Tools \(All Platforms\)\* on p. 3.](#)
- ▶ Browse to the *licensemanager* directory in the concurrent licensing tools installation directory.
- ▶ Double-click the license manager ZIP file to extract the contents of the file.
- ▶ Double-click the extracted license manager installer.
- ▶ Follow the instructions that appear on the screen.
- ▶ Install the license manager tools on a Windows machine. [For more information, see the topic \*Installing the License Manager Tools\* on p. 4.](#)
- ▶ Refer to [Starting and Stopping the License Manager on p. 14](#) for information about starting the license manager.

### ***Installing the License Manager Tools***

The Windows-only license manager tools are used to administer the license manager. Depending on your operating system, you may need to manually install these tools.

- **Windows.** You can install the license manager tools on the same machine on which you installed the license manager. You also have the option of installing on another Windows machine if you want to administer the license manager remotely.
- **Other Operating Systems.** If you installed the license manager on a non-Windows machine, you must install the license manager tools on a Windows machine.
- ▶ If you haven't installed the concurrent licensing tools, install them and be sure to select Tools when prompted. [For more information, see the topic Installing the Concurrent Licensing Tools \(All Platforms\) on p. 3.](#)
- ▶ Browse to the *tools* directory in the concurrent licensing tools installation directory.
- ▶ Launch *setup.exe*.
- ▶ Follow the instructions that appear on the screen.

## Licensing Your Product

After the main part of the installation is complete on Windows, click Finish to launch the License Authorization Wizard. The License Authorization Wizard allows you to obtain a license for IBM® SPSS® Text Analytics for Surveys. On other operating systems, you must install the license from the command prompt after installing the license manager.

If you do not get a license now, you can enable IBM SPSS Text Analytics for Surveys to be used for a temporary usage period by a limited number of users. After the temporary usage period—which begins when the product is first used—IBM SPSS Text Analytics for Surveys will no longer run. Therefore, it is recommended that you obtain a license as soon as possible. You must either obtain a license or enable for temporary usage to use IBM SPSS Text Analytics for Surveys.

*Note:* Licenses are tied to the network computer's hardware with a **lock code**. If you replace the network computer or its hardware, you will have a new lock code and will need to contact your sales representative to obtain a new authorization code.

*Warning:* The license is sensitive to time changes. If you must change the system time and then cannot run the product, contact IBM Corp. Technical Support by visiting <http://www.ibm.com/support>.

## Using the License Authorization Wizard (Windows Only)

The License Authorization Wizard is available only on Windows. If you need to license the license manager on a different operating system, you must license from the command prompt. [For more information, see the topic Installing a License from the Command Prompt on p. 6.](#)

- ▶ If you don't launch the License Authorization Wizard during installation or cancel the License Authorization Wizard before obtaining a license, you can launch it by running *law.exe*, which can be found in the license manager installation directory. On Windows Vista or 7, you must run as administrator. Right-click *law.exe* and choose Run As Administrator.
- ▶ When prompted, choose License my product now.

- ▶ When prompted, enter one or more authorization codes. If you downloaded IBM SPSS Text Analytics for Surveys, your authorization code is available from <http://www.ibm.com/software/getspss>. If you received physical installation media, your authorization code may be delivered on a separate sheet of paper along with your software or on the inside cover of the DVD case. You should have received the authorization code(s) from your administrator.

The License Authorization Wizard sends your authorization code over the Internet to IBM Corp. and automatically retrieves your license. If your computer is behind a proxy, click Configure proxy settings and enter the appropriate settings.

If the authorization process fails, you will be prompted to send an e-mail message. Choose whether you want to send the e-mail message through your desktop e-mail program or through a Web-based e-mail application.

- If you choose the desktop option, a new message with the appropriate information will be created automatically.
- If you choose the Web-based option, you must first create a new message in your Web-based e-mail program. Then copy the message text from the License Authorization Wizard and paste it into your e-mail application.

Send the e-mail message and respond to the prompt in the License Authorization Wizard. The e-mail message will be processed almost instantaneously. You can click Enter License Code(s) to enter any license code(s) that you receive. If you already closed the License Authorization Wizard, restart it and select License my product now. On the Enter Codes panel, add the license code that you received and click Next to complete the process.

## ***Installing a License from the Command Prompt***

You have two options for installing from the command prompt. You can use *licenseactivator* to get a license from the Internet automatically, or you can use *echoid* to get a license manually.

### ***Using licenseactivator to Install a License Automatically***

The computer on which you are installing the license must be connected to the Internet. If it isn't, install the license manually. [For more information, see the topic Installing a License Manually on p. 7.](#)

- ▶ Log in as the user who installed the license manager.
- ▶ Open a command prompt and change directories to the license manager installation directory. Note that this is the directory in which you installed the *license manager*, not the directory in which you installed IBM® SPSS® Text Analytics for Surveys. If you accepted the default location on Windows, check the *C:\Program Files\Common Files\SafeNet Sentinel\Sentinel RMS License Manager\* folder.
- ▶ **Windows Only.** Change directories to the *winnt* subdirectory.

- ▶ You typically have an authorization code. In the simplest case, you enter the following at the command prompt. See below for more details about the command prompt usage.

```
licenseactivator <auth-code>
```

where <auth-code> is your authorization code.

You should see a message that the license was added successfully. If it wasn't, note the error code and try installing the license manually. [For more information, see the topic \*Installing a License Manually\* on p. 7.](#)

When you use *licenseactivator*, it licenses the product and writes a log file to its directory. The name of the log file is *licenseactivator\_<month>\_<day>\_<year>.log*. If any errors occur, you can check the log file for more information. This information is also useful if you contact IBM Corp. for support.

### **Using *licenseactivator* with Authorization Codes**

*licenseactivator* is typically used with one or more authorization codes that you received when you purchased the product. Enter all of the text on one line.

```
licenseactivator authcode1[:authcode2:...:authcodeN] [PROXYHOST=proxy-hostname]
[PROXYPORT=proxy-port-number] [PROXYUSER=proxy-userid] [PROXYPASS=proxy-password]
```

- Multiple authorization codes are separated by colons (:).
- The proxy settings are optional, but you may need them if your computer is behind a proxy. Which proxy settings are needed depend on the operating system.

**Windows.** On Windows, the proxy settings work only when the Local Area Network (LAN) settings in the Internet Settings control panel reference a specific proxy server (host) address and port. You do not enter the proxy host and port on the command line. But you do need to enter values for PROXYUSER and PROXYPASS.

**Other Operating Systems.** On other operating systems, you may need to enter all of the proxy settings on the command line, depending on your specific proxy configuration.

### **Using *licenseactivator* with License Codes**

In less common scenarios, IBM Corp. may have sent you a *license*.

```
licenseactivator licensecode[:licensecode2:...:licensecodeN]
```

- Multiple license codes are separated by colons (:).
- When using license codes, *licenseactivator* does not connect to the Internet, so you do not need to specify proxy information.

## **Installing a License Manually**

- ▶ Log in as the user who installed the license manager.
- ▶ Open a command prompt and change directories to the license manager installation directory. Note that this is the directory in which you installed the *license manager*, not the directory in which you installed IBM® SPSS® Text Analytics for Surveys. If you accepted the default

location on Windows, check the `C:\Program Files\Common Files\SafeNet Sentinel\Sentinel RMS License Manager\` folder.

- ▶ **Windows Only.** Change directories to the `winnt` subdirectory.
- ▶ Get the lock code for the server machine. At the command prompt, type `echoid` (other operating systems) or `./echoid` (UNIX).
- ▶ Send the lock code and your authorization code to IBM Corp. by calling your local office or sending an e-mail message to `spsscs@us.ibm.com`. IBM Corp. will then provide a license code or a file containing a license code.
- ▶ Use `licenseactivator` to enter the license code or codes.

### ***Enabling for Temporary Usage***

If you did not install the license, you can enable IBM® SPSS® Text Analytics for Surveys for temporary usage.

- ▶ If you have physical installation media, make sure that the DVD is in the DVD drive. If you downloaded an eImage, open and/or extract the contents of the eImage.
- ▶ Start the WlmAdmin application. [For more information, see the topic Starting the WlmAdmin Application on p. 10.](#)
- ▶ In the left pane of the WlmAdmin application, click the + sign next to Subnet Servers. If the license manager server is not listed, specify the computer by choosing Defined Server List from the Edit menu.
- ▶ Right-click the name of the network computer on which the license manager is running and choose: Add Feature > From a File > To Server and its File  
*Note:* If you select To Server rather than To Server and its File, the temporary usage information is stored in memory. You will lose this information when the network computer is rebooted.
- ▶ In the Open dialog box, type `D:\Sentinel\LicenseManager\servrc.temp`, where *D* is your installation disk drive. If you are not using *D* for the disk drive, enter the appropriate drive location.
- ▶ When the application displays your license, click OK. For information about viewing the license's details, see [Viewing Details about a License](#) on p. 11.

### ***Adding a License***

You may want to add a license at a later time. The process for adding a license is the same as installing the original license.



## Viewing Your License

You can view your network license (including the number of users) in the WlmAdmin application. For information about the WlmAdmin application and specifics about viewing the license, see [Administering the Network License](#) on p. 10.

## Testing the License Manager

To make sure the license manager is serving up licenses correctly, you should test it.

- ▶ If you haven't installed the license manager tools on another machine, install them on a Windows machine that is *not* running the license manager you want to test. [For more information, see the topic Installing the License Manager Tools](#) on p. 4 .
- ▶ Start the WlmAdmin application. [For more information, see the topic Starting the WlmAdmin Application](#) on p. 10.
- ▶ Add the remote license manager server that you want to test. [For more information, see the topic Adding a Server](#) on p. 10.
- ▶ View the licenses on the remote server. [For more information, see the topic Viewing Details about a License](#) on p. 11.

If you are able to view the license, the license manager is ready for local desktop computers to connect to it. You can proceed with installing the product on local desktop computers. If you are not able to view the license, review the previous steps to ensure the license manager was installed correctly.

## Installing the Product on the Local Desktop Computers

*Note:* We do not officially support connecting to the network license manager through VPN.

- ▶ **Make the installation media available.** Download the eImage for the product and extract the files to a shared network drive. If you have physical installation media, make as many copies of the DVD as you need or place it on a shared network drive.
- ▶ **Copy the installation instructions and prepare licensing information.** Make as many copies of the product installation instructions as you need. The installation instructions are available from the download site or, if you received physical installation media, in the *Documentation* directory on the DVD. Look for the instructions that correspond to your license type. You can distribute the full or abbreviated versions of the instructions. After installation, the end user must enter the IP address or the name of the network computer on which the network license manager is running. Fill out this information in the space provided at the beginning of the instructions before copying them.
- ▶ **Distribute the installation materials to end users.** Distribute the installation DVD ( or network location), the installation instructions, and the licensing information to end users who can manually install on each computer as needed.

## **Administering the Network License**

The license manager maintains your network license. To administer the license manager itself and to view information about the network licenses that it is maintaining, you can use the WlmAdmin application, which is the main user interface for the license manager tools. The license manager tools are installed automatically with the network license manager on Windows. If you are administering a license manager on a non-Windows machine or a remote Windows machine, install the license manager tools on a separate Windows machine. [For more information, see the topic Installing the License Manager Tools on p. 4.](#)

*Note:* If you need additional administration information, refer to the SafeNet documentation, which is installed with the concurrent licensing tools. This documentation is in the *licensemanager/documentation* directory in the concurrent licensing tools installation directory.

### **Starting the WlmAdmin Application**

#### ***From a Windows Computer where the License Manager is Installed***

- ▶ From the Windows Start menu, choose:  
[All] Programs > Sentinel RMS License Manager > Sentinel RMS Server Administration

#### ***From a Windows Computer where the License Manager Tools are Installed***

- ▶ From the Windows Start menu, choose:  
[All] Programs > Sentinel RMS Tools > Sentinel RMS License Server Administration

### **Adding a Server**

Before you can administer a network license manager, you need to add its server to the WlmAdmin application. You have two options for adding the server.

#### ***To Manually Add a Server***

- ▶ From the WlmAdmin application menus, choose:  
Edit > Defined Server List
- ▶ In the Defined Server List dialog, enter the name or IP address of the server on which the license manager is running.
- ▶ Click Add.
- ▶ Click OK.

The server now appears in the Defined Servers lists in the left pane of the WlmAdmin application.

#### ***To View a List of Servers on the Subnet***

- ▶ In the left pane of the WlmAdmin application, click the + sign next to Subnet Servers.

A list of network license manager servers on your subnet appears. If you can't find a specific server with this method, manually add it as described above.

## **Obtaining Log Information**

If end users have difficulty checking out licenses, the log files may contain useful information. You can use the `LSEVR_OPTS` environment variable and the `-f <trace-log-file>` and `-l <usage-log-file>` options to specify that log files should be created. For more information about this environment variable and its options, refer to the SafeNet documentation in the `licensmanager/documentation` directory in the concurrent licensing tools installation directory.

## **Viewing Details about a License**

You can view details about licenses that you added either manually or through the License Authorization Wizard.

- ▶ In the left pane of the WlmAdmin application, click the + sign next to the license manager server to see the license(s).
- ▶ Click the name of the license. The right pane displays details about the license. Codes are used to identify the licenses. The first part of the code indicates the feature. The second part indicates the version.

### **To See the Names Associated with the Feature Codes**

- ▶ Using a command prompt, change to the directory in which the license manager or the license manager tools are installed.
- ▶ Type `lmshowlic <server>` (Windows) or `./lmshowlic <server>` (other operating systems), where `<server>` is the name or IP address of the server on which the license manager is running.

The output lists all the features available on the server, grouped by product and version.

## **Setting Up Redundant License Servers**

You can set up multiple, redundant license servers that support the same users. Redundant servers can help prevent any interruption that may occur when a server crashes. Another redundant server can take over the management of the license when the first server crashes.

You will need a special authorization code to enable the redundancy feature. The authorization code shipped with the software will not enable redundancy. Be advised that by installing the code that ships with the software, you will forfeit your ability to use the redundancy feature. If you wish to enable redundancy, complete the preparation steps described below. Then contact Customer Service at [spssc@us.ibm.com](mailto:spssc@us.ibm.com) or call (800) 521-1337 between 8:30 A.M. and 5:00 P.M. U.S. Central Time. For customers outside of North America, please contact your local office.

There must be an odd number of servers (at least three of them), and a majority must be running at the same time. For example, if there are three redundant license servers, two of them must be running.

**To Prepare Each Redundant License Server**

- ▶ Install the license manager. [For more information, see the topic Installing the Network License Manager on p. 1.](#)
- ▶ Using a command prompt, change to the directory in which you installed the license manager.
- ▶ Get the lock code for each server machine. At the command prompt, type `echoid` (Windows) or `./echoid` (other operating systems).
- ▶ Write down the lock code. You will need this when you contact Customer Support or your local office.
- ▶ Repeat these steps for each redundant license server.

**To Set Up the Redundant License Server Pool**

- ▶ If a license manager is running on any of the redundant license servers, stop the license manager on each computer.
- ▶ From the WlmAdmin application menus, choose:  
Edit > Redundant License File  
  
This action opens the WrlfTool application.
- ▶ From the WrlfTool application menus, choose:  
File > New
- ▶ For each redundant license server, click Add to specify the hostname and IP address of each server.
- ▶ Change the order of the servers to indicate the order in which the redundant license servers are used. The first one in the list is the primary server.
- ▶ Click Add License to add the license(s) that you received from Customer Service or your local office. If you received multiple licenses, be sure to add every one.
- ▶ Click OK.
- ▶ Click Done when you are finished.

**To Save the Redundant License File**

- ▶ From the WrlfTool application menus, choose:  
File > Save As
- ▶ Save the redundant license file (*lserverlf*) to an easily accessible location. You will need to copy the file in the next steps.

**To Configure the Redundant License Servers**

- ▶ Copy the redundant license file (*lserverlf*) to the *winnt* subfolder of the license manager installation directory on Windows. If you accepted the default location, check the `C:\Program Files\Common Files\SafeNet Sentinel\Sentinel RMS License Manager\` folder. On other operating systems,

copy the file directly to the license manager installation directory. There must be at least three redundant license servers.

- ▶ Start the license manager on each redundant license server.

### **To Configure End-User Computers**

When the end user installs the product, the user specifies all redundant servers, with the server names or IP addresses separated by a colon (for example, *server1:server2:server3*). The setup program then adds the necessary configuration information to the end user's computer. If the product is already installed on the desktop computers, you can perform the following manual steps to add the configuration information. You can also push an uninstall followed by a new install that defines all the servers.

- ▶ Using a text editor, open *spssprod.inf*, which is located in the product installation directory on the desktop computer.
- ▶ Comment out the line for DAEMONHOST. For example:  

```
#DAEMONHOST=server1
```
- ▶ Save *spssprod.inf*.
- ▶ Create an LSHOST environment variable. Set this variable to include all redundant servers, with the server names or IP addresses separated by a colon (for example, *server1:server2:server3*).

## **Configuring License Reservations**

You can create a reservation file, which specifies how many licenses are reserved for specific users or groups of users. Users are identified by network IDs or computer names (*not* IP addresses). For example, you can set up a reservation file that reserves the license for a group of power users. Licenses will always be available for these users. You can also use the reservations to prevent certain users from accessing the license.

### **To Create a New Reservation File**

- ▶ From the WlmAdmin application menus, choose:  
Edit > Reservation File  
  
This action opens the Wlsgmrg application.
- ▶ From the Wlsgmrg application menus, choose:  
File > New

### **To Add Licenses and Users to the Reservation File**

- ▶ From the Wlsgmrg application menus, choose:  
Feature > Add
- ▶ Click Next on the first screen of the wizard.

- ▶ Specify the feature code associated with the license that you want to reserve. Refer to [Viewing Details about a License on p. 11](#) for information about getting the feature codes associated with licenses. Also define a specific version, which is entered as it appears in the WlmAdmin application (for example, 160). The version is not optional. Ignore the Capacity controls, because capacity licenses are not supported.
- ▶ Click Next.
- ▶ Specify a name for a group of users. The name is arbitrary, but you should make it descriptive (for example, Sales).
- ▶ Specify the number of licenses that are reserved for the group. Group members can still access all licenses, but the number of licenses you specify will no longer be available for users who are not included in the group. That is, if you have 10 licenses and you reserve five, members of the group have 10 licenses available to them, while other users have only five.
- ▶ On the Members window, click Add to specify a user or computer name associated with the group (do not use IP addresses). If the user or machine is included in the group, that user or machine can use the reserved license. If the user or machine is excluded from the group, that user or machine cannot access the license at all. Specify as many users or machines as needed. Note that groups must be mutually exclusive. Therefore, different groups for the same license cannot contain common users or computers.
- ▶ Click Finish when all users have been added to the group.
- ▶ Add other groups or licenses as needed. You can also modify or delete licenses and groups by right-clicking one and choosing Properties.

#### ***To Save the Reservation File***

- ▶ When finished defining the reservation file, from the menus choose:  
File > Save As
- ▶ Save the file to an easily accessible location. You will need to copy the file in the next step.
- ▶ To enable the license server to automatically find the *lsreserv* file at start up, copy the file to the *winnt* subfolder of the license manager installation directory on Windows. If you accepted the default location, check the *C:\Program Files\Common Files\SafeNet Sentinel\Sentinel RMS License Manager\* folder. On other operating systems, copy the file directly to the license manager installation directory.
- ▶ If you want the same reservations to apply for all redundant servers, copy the reservation file (*lsreserv*) to each server.
- ▶ Restart each license manager when finished.

## ***Starting and Stopping the License Manager***

The method for starting the license manager depends on your operating system.

### **Windows**

On Windows machines, the license manager is a System Service. The service is automatically started by default. However, if you need to start it manually:

- ▶ In the Windows Control Panel, double-click Administrative Tools.
- ▶ Double-click Services.
- ▶ Locate Sentinel RMS License Manager in the Services list.
- ▶ Right-click the service and choose Start or Stop.

### **Other Operating Systems**

On other operating systems, the license manager is a daemon service. Complete the following steps to start it manually. You can also configure the license manager to start automatically (instructions follow).

- ▶ Using the command prompt, browse to the directory in which you installed the license manager.
- ▶ **Starting.** As root, type `./lserv &` at the command prompt and press Enter.
- ▶ **Stopping.** As root, type `./lsrvdown <hostname>` at the command prompt, where *<hostname>* is the network name of the computer on which the license manager is running. Then press Enter.

## **Configuring the License Manager to Start Automatically**

### **Windows**

- ▶ In the Windows Control Panel, double-click Administrative Tools.
- ▶ Double-click Services.
- ▶ Locate Sentinel RMS License Manager in the Services list.
- ▶ Right-click the service and choose Properties.
- ▶ Set the Startup type to Automatic.
- ▶ Click OK.

### **Other Operating Systems**

- ▶ Add `./lserv &` to one of the operating system startup files.

## **Uninstalling the License Manager**

### **Windows**

- ▶ From the Windows Start menu, choose:  
Settings > Control Panel

- ▶ Double-click Add/Remove Programs.
- ▶ Select Sentinel RMS License Manager and then click Remove.
- ▶ Click Yes when prompted to remove the license manager.

#### ***Other Operating Systems***

- ▶ Using the command prompt, browse to the directory to which you installed the license manager.
- ▶ As root, stop the license manager by typing `./lsrvdown <hostname>` at the command prompt, where `<hostname>` is the network name of the computer on which the license manager is running. Then press Enter.
- ▶ Remove the directory where the license manager is installed.

## ***Uninstalling the Concurrent Licensing Tools***

#### ***Windows***

- ▶ From the Windows Start menu, choose:  
Settings > Control Panel
- ▶ Double-click Add/Remove Programs.
- ▶ Select IBM SPSS Concurrent Licensing Tools and then click Remove.
- ▶ Click Yes when prompted to remove the concurrent licensing tools.

#### ***Other Operating Systems***

- ▶ Remove the directory where the concurrent licensing tools are installed.

## ***Troubleshooting Desktop Computers***

If the end users' desktop computers are having trouble finding the license manager:

- ▶ Run `lswhere` to verify that the desktop computer can find the network computer on which the license manager is running. [For more information, see the topic \*Running lswhere\* on p. 17.](#)
- ▶ Make sure the license manager service is running on the network computer.
- ▶ Make sure `LSHOST` is set to the correct name or IP address of the computer or computers on which the license manager is running. If the `LSHOST` environment variable is not defined properly, end users may also have trouble getting licenses. For example, they might have `LSHOST` set for another IBM Corp. network application that was hosted on a different computer but that is no longer in use. Note that this variable can define multiple computers (redundant servers), each of which is separated by a colon (:) character. For example, if the license manager computers are `SERVER1`, `SERVER2`, and `SERVER3`, `LSHOST` is set to `SERVER1:SERVER2:SERVER3`. For information about defining environment variables, see *Defining Environment Variables on End Users' Computers* on p. 17.



### **Running *lswhere***

You can run *lswhere* from an end user's desktop computer to check which computer is running the network license manager.

- ▶ Using a command prompt, change the current directory to the IBM® SPSS® Text Analytics for Surveys installation directory.
- ▶ Type *lswhere*.

### **Defining Environment Variables on End Users' Computers**

The following instructions are for defining environment variables on end users' computers.

#### ***To Define an Environment Variable on Windows 2000/Windows XP/Windows 2003***

- ▶ In the Windows Control Panel, double-click System.
- ▶ Click the Advanced tab.
- ▶ Click Environment Variables.
- ▶ In the System Variables area of the tab, click New.
- ▶ In the Variable Name text box, type LSHOST.
- ▶ In the Variable Value text box, type the name or IP address of the computer on which the license manager is running—for example, myserver or 204.171.64.2.
- ▶ Click OK.

## **Service and Support**

To contact IBM Corp. Technical Support, visit <http://www.ibm.com/support> and submit a case. You will need to register with IBM Corp. Technical Support if you haven't done so previously.

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