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# Framework Deployment Guide

Licensing Prerequisites

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Genesys applications require licenses. There are two aspects of licensing for Genesys software:

- Sellable Item licenses, which provide the legal right to deploy and use the components and functionality related to the solutions that you purchased from Genesys.
- Technical license keys, which enable you to use particular functionality. For example, if you are planning to deploy redundant configurations of any Genesys servers, you must have a special high-availability (HA) license. Otherwise, the Management Layer will not perform a switchover between the primary and backup servers. As another example, a technical license is required to deploy Configuration Server Proxy.

Technical licenses are managed and controlled by the FlexNet Publisher (formerly FlexLM) License Manager. In release 8.5, the use of sellable item licenses is now measured by License Reporting Manager (LRM), which provides historical usage reports to system administrators.

For information about which products require what types of licenses, refer to the "[Genesys Licensing Guide](#)". That Guide also describes how to install FlexNet Publisher License Manager, if required, before you start to deploy Management Framework.

## License File

Genesys Technical licensing is based on a valid license file that contains license key information required to operate Genesys components, where required. Request the initial license file from Genesys after you purchase your Genesys system, when you are ready to deploy Management Framework. FlexNet Publisher uses the license keys in the license file to enable certain components to operate. Starting in release 8.5, Configuration Server also uses the license file to authenticate the right to use the software at startup of every new deployment of Genesys Framework.

## License Files and the Configuration Database

Configuration Server stores the license file in the Configuration Database. When you are setting up your new Genesys environment, or when you have just upgraded your Configuration Database in an existing Genesys environment, you must upload the license file into the Database before you start Configuration Server for the first time. To do this, run the following command on the command-line, as appropriate:

- On UNIX: `confserv -license <license file name>`
- On Windows: `confserv.exe -license <filename>`

After that, you can start Configuration Server.

## Genesys License Reporting Manager

Genesys Framework uses the Genesys License Reporting Manager (LRM) to report on historical usage of licensed Genesys products (sellable items) and user-defined bundles. This data is used to provide

Genesys users with license management reports, and Hosted Service Providers with billing data.

For a new deployment of Genesys Framework, LRM must be installed after Configuration Server and Genesys Administrator are installed. After you have uploaded the contents of the license file to the Configuration Database and LRM is installed, additional applications can then be deployed, based on the validity of their licenses.

The License Reporting Manager (LRM) Server connects only to the master Configuration Server.

### Important

Genesys strongly recommends that you start LRM before you install a backup Configuration Server. If you start LRM afterwards, restart the backup Configuration Server to avoid a period of downtime for clients of Configuration Server, other than LRM, when Configuration Server switchover occurs.

When the first LRM instance is connected (or reconnected) to the Configuration Server instance that is enabled for LRM monitoring, Configuration Server generates the log event 21-25100 LRM Server connected successfully, system operating normally.

A connection between LRM Server and Configuration Server is not required for Configuration Server to accept connections from other Genesys Framework components. However, if Configuration Server is running on a new (or upgraded) database and is only in the first startup stage (LRM has not started yet), it will not accept a connection from any Genesys Business Application.

At initial startup only, when a Genesys Business Application tries to connect to Configuration Server and Configuration Server cannot validate the presence of LRM, Configuration Server generates log event 21-25101 Unable to accept connection: LRM Server has not been started and refuses the connection request. After LRM has been detected at least once, connections are no longer refused for this reason.

If the connection to the LRM Server is lost, Configuration Server generates log event 21-25102 LRM Server has disconnected. However, Configuration Server still continues to accept connections from Genesys Business Applications.

For more information about LRM, including how to install and use it, refer to LRM documentation.

## Configuration Server and LRM

Periodically, at startup and during normal operations, Configuration Server and LRM interact to ensure that the license file and the Configuration Database are synchronized.

### At Initial Startup

After Configuration Server has started up for the first time against a new (or upgraded) database, Configuration Server is able to accept client applications of the following types:

- Genesys Administrator and Genesys Administrator Extension

- Message Server and Solution Control Server
- LRM Server
- ITC Utility (IP installer)

Attempting to start and connect any other application at this stage, before LRM has started, will result in Configuration Server generating an error and log message 21-25101 Unable to accept connection: LRM Server has not been started.

### Tip

Genesys recommends that if you want to configure a backup Configuration Server, you do so only after LRM has started.

At this point, LRM must be installed and started, after which it creates the entitlement description based on the license and entitlement information retrieved from the copy of the license file in the Configuration Database. LRM uses this entitlement information as a reference and to flag over-use on reports.

If the license information has uploaded successfully and Configuration Server initialized properly, the read-only option `license` might appear in the configuration options of the Configuration Server object.

### Warning

Do not attempt to modify the value of this option in any way. Any such attempt might render Configuration Server to become inoperable.

## At Subsequent Restarts

After subsequent restarts (after LRM has started), all connections are allowed. If LRM does not connect shortly after the current Configuration Server switching to primary, Configuration Server generates log message 21-25102 LRM Server has disconnected. When LRM finally reconnects, log message 21-25100 LRM Server connected successfully, system operating normally is generated, to clear the previous condition. Otherwise, there is no impact on Configuration Server functionality if LRM does not reconnect.

### Warning

Genesys License Compliance policy requires that LRM be connected and operating at all times for Genesys 8.5 and later releases. Disconnection of LRM for an extended period may be considered a violation of Genesys licensing terms and agreements.

### During Normal Operations

Configuration Server constantly monitors the content of the license file stored in the Configuration Database to confirm that the information is still valid. When the file expires, Configuration Server logs an error message but continues to serve clients. To dismiss this error, you must load the new license file by running the following command on the command-line, as appropriate:

- On UNIX: `confserv -license <license file name>`
- On Windows: `confserv.exe -license <filename>`

You do not need to stop and/or restart the Configuration Server that is currently running in primary mode.

#### Important

After the database is updated, it may take up to 10 minutes for the new license information to propagate to LRM and for Configuration Server to stop generating out-of-compliance log messages.