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Genesys Licensing Guide

License Failure Scenarios

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License Failure Scenarios

This topic provides basic information about Genesys application behavior when applications encounter a failure or change in the licensing system. Use this information for troubleshooting licensing violation.

Typically, a licensing failure occurs because of:

- Incorrect configuration
- Incorrectly ordered or generated license files

When you experience a licensing failure, begin your troubleshooting by checking:

1. Application log messages (that is, finding licensing-related log events in logs of all components requiring technical licenses).
2. License server debug log messages.

This topic includes:

- [Genesys Log Messages](#)
- [License Server Debug Log Messages](#)

Genesys Log Messages

In addition to using Flex diagnostics (as specified in the vendor's documentation) to troubleshoot, use Genesys application log messages.

1. Activate the applications's licensing log.

Tip

You can set the log level only at application level, but not selectively for individual services like licensing. At the minimum, configure the Standard log level to activate licensing log messages.

2. To generate licensing log messages that help you troubleshoot problems, set these log levels:
 1. Standard: License log messages listed in Step 3 are issued.
 2. All: Additional, more detailed, license log messages are issued.

Tip

The additional licensing log messages issued at debug level are application specific.

3. The following three messages are issued at Standard log level:

1. `GCTI_LICENSE_FAIL`

```
07100|STANDARD|GCTI_LICENSE_FAIL|Licensing violation is identified, the
violation type %s
```

Possible reasons for the violation are usually provided along with the message. Here are some examples of the licensing violation messages:

- Std 07100 Licensing violation is identified, the violation type `GLMR_LICENSE_SERVER_NOT_AVAILABLE`.
- Std 07100 Licensing violation is identified, the violation type Cannot find SERVER hostname in network database.
- Std 07100 Licensing violation is identified, the violation type Cannot find license file.
- Std 07100 Licensing violation is identified, the violation type `GLMR_LICENSE_NO_LICENSE_AVAILABLE`.

2. `GCTI_LICENSE_CHECKED_OUT`

```
07101|STANDARD|GCTI_LICENSE_CHECKED_OUT|Feature %s: %d
licenses checked out
```

Here are two examples of the licensing checkout messages:

- Std 07101 Feature 'tserver_sdn': 3 licenses checked out.
- Std 07101 Feature 'tserver_sdn': 5 licenses checked out.

Tip

Messages from 07102 to 07104 reflect notifications about license server status.

3. `GCTI_LICENSE_RESTORED`

```
07105|STANDARD|GCTI_LICENSE_RESTORED|License status restored after violation
with type '%s'
```

Important

- Message 07105 is a clearance event for alarms triggered by message 07100.
- Some applications might send additional standard messages on licensing issues; for example, message 05066:05066

License Server Debug Log Messages

Activate and analyze the debug log for Flex and/or Genesys vendor daemon.

See the chapter on "The Options File" and the appendix on "The Debug Log File" in the vendor's documentation for details on how to activate the license server debug log.

Troubleshooting List

Each problem described in the following sections is presented in three parts:

1. Symptom: Description of problem.
2. Possible Cause: Discussion of what might cause problem.
3. Solution: Instructions on how to solve problem.

Scan the list of problems to determine if the problem you are experiencing is discussed:

- [License File Problems](#)
- [License Server Problems](#)
- [Host ID Problems](#)
- [Connection Problems](#)
- [Firewall Problems](#)
- [Exceeding the Number of Licenses](#)
- [Configuration and Reconfiguration of Number of DNs](#)

When appropriate, implement the suggested solution. If you cannot resolve the problem on your own, contact Genesys Technical Support.

License File Problems

Symptom:

When I run my Flex licensed application (or vendor daemon), I get the following error: bad code or inconsistent encryption code.

Possible Cause and Solution:

Refer to the vendor's documentation for information on possible reason for the error and recommendations on how to resolve it.

Symptom:

Genesys application did not start.

Possible Cause:

- Invalid license file (for example, unauthorized changes).
- Expired license.
- Old FEATURE version in license file.
- FEATURE line missing in license file.
- Wrong host name setup on the Command Line Arguments on the Start Info tab or in Application object's licensing options.
- Wrong port setup on the Command Line Arguments on the Start Info tab or in Application object's licensing options.

Solution:

- Check log file of application; proper error message should be logged. Make sure you have license for required feature. Otherwise, an application cannot start or a certain function won't work.
- Contact Genesys Technical Support if you need additional help in investigating error codes.

Symptom:

I ran T-Server and received the error message that there were no more tserver_sdn licenses available.

The following is an example of a message reporting that licenses are not available:

```
Std 20007 All 3 seat licenses are in use already, registration rejected.
```

In this case, a T-Server client prints an error such as: No More Licenses

Possible Cause:

Given that T-Server clients can register only the number of DN's granted by the license, it's likely that too few DN licenses are available. (Other T-Servers may have already checked out all available licenses.) In other words, fewer licenses remain than are configured for the given T-Server instance.

Solution:

Check the T-Server log to see how many licenses T-Server checked out (look for the GCTI_LICENSE_CHECKED_OUT message described on [GCTI_LICENSE_CHECKED_OUT](#)). Configure correct number of DN licenses for each T-Server instance.

Tip

T-Server checks out all remaining licenses if its num-sdn-licenses option is set to max.

License Server Problems

Tip

This section applies to all applications: for example, Universal Routing Server and T-Server.

Symptom:

I tried to start an application, but the application exited.

Possible Cause:

- You did not start license server.
- Flex, Genesys daemon, or both are not running or are not reachable.
- Firewall or connection problems are occurring (see [Connection Problems](#) or [Firewall Problems](#)).

If you cannot connect to license server, the application generates GCTI_LICENSE_FAIL and exits.

Solution:

Ensure that license server is running before you start the application.

Tip

To increase the reliability of license server on Windows, run it as a Windows Service.

Host ID Problems

Symptom:

When I run the license server on my computer, I get the following message: wrong host ID.

Possible Cause and Solution:

Refer to the vendor's documentation for information on possible reasons for the error and recommendations on how to resolve it.

Connection Problems

Symptom:

The Flex licensed application (or `lmstat`) cannot connect to the server to check out a license.

Possible Cause and Solution:

Refer to the vendor's documentation for information on possible reasons for the error and recommendations on how to resolve it.

Firewall Problems

Symptom:

The Flex licensed application (or `lmstat`) cannot connect to the server to check out a license.

Possible Cause:

You have not configured the firewall to allow connection to the license server host and port.

Solution:

Indicate in the license file the port of the Genesys daemon and the port of the license manager, and configure your particular firewall to allow this connection (see [Firewall Support](#)).

Exceeding the Number of Licenses

Symptom:

I configured a certain number of DNS for automatic T-Server registration, which started correctly, but T-Server clients could not register all configured DNS.

Possible Cause:

- More DNS are configured in the Configuration Database than are granted by license control. License control for DNS in T-Server is performed when clients register for DNS, which are limited by the license file and the values of `num-sdn-licenses` or `num-of-licenses` specified in the configuration of the given T-Server. The error can result from either:
 - Incorrect values specified for the `num-sdn-licenses` or `num-of-licenses` options in this T-Server configuration (for example, 3 instead of 30).
 - Incorrect values specified for the `num-sdn-licenses` or `num-of-licenses` options in another T-Server configuration (for example, 30 instead of 3).

Tip

Invalid values (for example, negative values) are substituted with the default values, which are max for both options.

Solution:

- Check the T-Server or client log file for message `No more licenses`. Ensure T-Server is running with sufficient DNs.
- Verify that the number of DNs is correct. If too few licenses are available for a given instance of T-Server, either redistribute them (from other T-Servers) or buy new licenses to accommodate the number of DNs and T-Servers you are using.
- Contact Genesys Technical Support for error analysis.

Configuration and Reconfiguration of Number of DNs

Symptom:

After I increased/decreased the `num-sdn-licenses` or `num-of-licenses` option value, I received a Standard error message, `GTCI_LICENSE_FAIL`.

Possible Cause:

You do not have the appropriate license; otherwise, T-Server allows you to increase the license option value. When you change the value of one of the license configuration options, T-Server adapts to the new value of licenses.

Solution:

- Make sure you always have sufficient licenses for T-Server. Order additional licenses, if required.
- In the case where you have decreased the values for the license configuration options, no action is required. The system will continue to operate, and it will adjust to the new values after next T-Server restart.
- If necessary, contact Genesys Customer Care for error analysis.