LoadMaster Licensing

Feature Description

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1 Introduction

Before the KEMP LoadMaster can be used it needs to be licensed. A KEMP ID is required to license a LoadMaster.

Follow the steps in the Register for a KEMP ID section to register for a KEMP ID (if this has not already been done) and then license the LoadMaster.

If the password for the KEMP ID has been forgotten, it can be reset. Refer to the Reset the KEMP ID Password section for instructions on how to do this.

Registration of a KEMP ID only needs to be done once. Future licensing requirements can use this same KEMP account.

1.1 Document Purpose

The purpose of this document is to guide the reader through the licensing process.

1.2 Intended Audience

This document is intended to be read by anyone who needs guidance during the LoadMaster licensing process.

1.3 Prerequisites

This document assumes that the LoadMaster has already been installed up to the point where it needs to be licensed. For installation instructions, please refer to the relevant Installation Guide on the KEMP documentation page: https://kemptechnologies.com/documentation.
2 License the LoadMaster

A KEMP ID is required to license KEMP products. The Register for a KEMP ID section details instructions on how to register for a KEMP ID, if you do not already have one.

2.1 Add KEMP Licensing Server to Allowed URLs on the Firewall

KEMP recommends adding the KEMP Licensing Server URLs (alsi.kemptechnologies.com and alsi2.kemptechnologies.com) as allowed URLs on your firewall to ensure all licensing features work, including the downloading and updating of Web Application Firewall (WAF) rules.

2.2 Register for a KEMP ID

To register for a KEMP ID, follow the steps below:


There is a link to this page on the license screen on the LoadMaster.
2. Fill out all of the fields on the form.

Enter a valid **Email Address**. The validation email and license information will be sent to this email address.
If there are problems during the licensing process you may be brought to a screen similar to the one above. If this happens, please reconfirm your details in the form.

3. Make note of this password as it will be needed to activate and access the account.

4. Click Create a KEMP ID.

5. A success message will be displayed. An email will be sent, like the one shown in the screenshot above, from KEMP (alsilicensingregistration@kemptechnologies.com) to the address specified in the form.

6. Go to the email and click the activation link provided to open the validation screen.

If you do not activate the account within 24 hours of registering, the activation link in the email will have expired. To resend the activation email, go to https://alsi.kemptechnologies.com/resend-activation-email and enter your KEMP ID.

7. Enter the password that you specified on the registration form.

8. Click Activate Now.
9. A success message will appear. Another email will be sent to inform that the account is now active.

This KEMP account can now be used to activate products immediately.

### 2.2.1 Reset the KEMP ID Password

If the password for the KEMP account is not known, it can be reset. To reset the KEMP ID password, follow the steps below:

1. Go to the reset password page: https://kemptecnologies.com/support/reset-password
2. Enter the KEMP ID.

3. Click the Reset button.

4. An email will be sent to the address specified. Click the link in the email.

5. Enter the new password in both the Password and Retype Password fields.

6. Click Reset.

A message will appear to say the password has been successfully changed.

2.2.2 Changing the KEMP ID Email Address

If the email address associated with your LoadMaster must be changed, create a new KEMP ID with the new email address and relicense the unit. For further assistance, contact KEMP Technologies who can update the record.
2.3 Allow Call Home

During the licensing process you will be asked whether or not to allow the LoadMaster to “call home” to the KEMP licensing server to get available license updates and provide system status information to KEMP. For the 30 Day Trial and Purchased LoadMaster options it is possible to either allow or disallow this functionality (by enabling/disabling the check box). If using a Free LoadMaster or Services Provider License Agreement (SPLA) LoadMaster, allowing the “call home” functionality is mandatory.

2.4 Activate the License

There are two methods to activate a license – online or offline.

Online licensing can be used when the LoadMaster has access to the internet. Offline licensing can be used when the LoadMaster does not have access to the internet.

Offline licensing is not available when using a Free LoadMaster - online licensing is the only method available.

For steps on licensing the LoadMaster offline, refer to the Offline Licensing section.

For steps on licensing the LoadMaster online, refer to the Online Licensing section.
2.4.1 Offline Licensing

Before licensing the LoadMaster, a KEMP ID is needed. If one does not already exist, follow the steps in the Register for a KEMP ID section to get one.

If the LoadMaster WUI can be accessed but the LoadMaster does not have access to the internet, a license can be obtained using the offline method.

The access code from the LoadMaster is needed before a license can be generated using the offline method. To get the access code, follow the steps below:

1. Access the LoadMaster WUI by entering the IP address of the LoadMaster in a web browser address bar.

   Ensure to enter https:// before the IP address.

2. A warning may appear regarding website security certificates. Please click the continue/ignore option. To stop this warning from appearing - download the root certificate of the LoadMaster by clicking the Download Root Cert button under the main menu after initially logging in.

   If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.

3. Select Offline Licensing from the drop-down menu provided.
4. Click the **here** link provided on the page, or right-click and copy the link and send it so that you can access it on another machine.

5. If you go to the link provided on the LoadMaster, the **Order ID** (for trial licenses only), **KEMP ID**, and **Password** fields are displayed. If you cannot go to that link, go to [https://alsi2.kemptechnologies.com/offLine.php](https://alsi2.kemptechnologies.com/offLine.php).
When you are in an isolated network, use a workstation with internet access within your organization and go to https://alsi2.kempttechnologies.com/offLine.php. Fill out the form with the requested information, because in this case it will not be pre-populated. For more information, refer to the Offline Licensing in an Isolated Network section.

6. Choose your license action from the following options:

   - **License a new LoadMaster**: If you have purchased a LoadMaster license and want to license it initially.

   - **Update a license**: If you have a permanent LoadMaster license and changed your license type and want to apply a new license to your already deployed LoadMaster.

   - **Get a trial license**: If you do not have a permanent LoadMaster license and want to use a trial.

   - **Upgrade a trial license**: If you have a trial license and have purchased a permanent license that you want apply to your deployed LoadMaster.

7. There is no need to enter an Order ID in the following scenarios:

   - You are registering for a 30-Day Trial license.

   - You are licensing a hardware LoadMaster

8. If this is the first time you are licensing this LoadMaster and you are starting with a Purchased LoadMaster license, enter the **Order ID**. The Order ID is provided by your KEMP representative.

9. Enter the **KEMP ID** (email address used when registering the KEMP account).

10. Enter the **Password** of the KEMP account.

11. Click **GENERATE LICENSE**.

12. If successful, a message appears and an email is sent from alsilicensingregistration@kempttechnologies.com to the KEMP ID containing a license. Use this license to activate the LoadMaster.
License Block (copy and paste from begin to end):

```
begin 0 /dev/null
hYE4t3iNKfk-YA42oB461NGp2Mq7Y9HEnPxB6hCKhZBGomAaBYMaMpmXVVbnuA+
h+++++++++++++++++++++++++++++++
h++--Y000000fOP+FyKtU-ZGWF1cbXXK-SCvX5yZahLAqy2jVnle7CEU0YBx
h2Nh3bE2mpjFvobAaSB7Enq+NYNn+cT-S204N1ieVvYf5fxlph1h1kU8yq0
b326fL2pBulfkkT8tYwvFT2F9Rjtya9z4W909bRvTZKnN4+1Thvbcqo-IlkGl
hA37Nbb5cWmLbamFWu63rbU5h2wVgVZ-gsTR0HzqgMF612h24oM0At0q6o97ico
hegKgNv3mrWq7k9xUCJqQ+s08maYokFtthEMZrv9bCKSuxA97EaYxYF4ScYm
h1a5KX09j8B89DNl9jxfGyIrIK5Srf3g698le9WD8K3ob6d5uwcc8JxqkeLXX
hTi49j:jA1J97rpgoeheNzeFw02gk54w60WHdTMO2y58JC3SN66Fb4j2mTqN
hy:GSNZV6XoMkXBzrPv9vPFAA9YjHuRy4srTiEiGMv976c0Aw7W9asJi3fs
hPyFt7YLeCwAn+NOl13Fh7:fu66bbFkFvYv4Mn8gBSiCtKkWfoL5fTqh1KE
h4FPRw1dztz2C1ZGFkg1eheA5kIQf5Pio9yE1QAQWbeG3F-Yx82A1oTRbX
hnc8RZK12zpkwQNcDszByQ55XK1wQM6aataWKSiWmz50tivTVoXyP-HHRZqTN
h-aqA6wBSJN0D-ve055w4r4dPMFusddvRUCgOwbuTfFkCBipTFHk8yEnSuMV
CLFxaROUBgqwL9rmmS++
+  
end
```

**Legacy License Key:** OBG6Adv-IdO9Pek-ufZPqan-PZNOtae

It has been issued a **Single Perm** license.

13. Go to the email and copy from the start of the word `begin` to the end of the word `end` as shown in the example above.

14. Go back to the LoadMaster WUI.

15. Paste the license into the **License** text area and click **Apply License**.

16. Click **OK**.

The KEMP LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the KEMP LoadMaster, refer to the various documents available on the KEMP Documentation page: [https://kemptechnologies.com/documentation](https://kemptechnologies.com/documentation).
2.4.1.1 Offline Licensing in an Isolated Network

When you are in an isolated network, use a workstation with internet access within your organization and go to [https://alsi2.kempttechnologies.com/offLine.php](https://alsi2.kempttechnologies.com/offLine.php). Complete the form with the requested information, because in this case it will not be pre-populated.

![Offline Licensing Form]

1. **Select your LoadMaster's platform type.** (If you select Virtual LoadMaster, you must also select your hypervisor. If you select Cloud LoadMaster, you must also choose your LoadMaster license.)

2. **Choose your license action** from the following options:
- **License a new LoadMaster**: If you have purchased a LoadMaster license and want to license it initially.

- **Update a license**: If you have a permanent LoadMaster license and changed your license type and want to apply a new license to your already deployed LoadMaster.

- **Get a trial license**: If you do not have a permanent LoadMaster license and want to use a trial.

- **Upgrade a trial license**: If you have a trial license and have purchased a permanent license that you want apply to your deployed LoadMaster.

3. The **Serial number** is not required for initial licensing of a Virtual LoadMaster. However, it is always required for hardware LoadMasters.

4. Enter the **LoadMaster access code**. This is displayed on the LoadMaster Offline Licensing screen.

5. Select the **Firmware version**.

6. There is no need to enter an **Order ID** in the following scenarios:
   - You are registering for a 30-Day Trial license.
   - You are licensing a hardware LoadMaster

7. If this is the first time you are licensing this LoadMaster and you are starting with a Purchased LoadMaster license, enter the **Order ID**. The Order ID is provided by your KEMP representative.

8. Enter the **KEMP ID** (email address used when registering the KEMP account).

9. Enter the **Password** of the KEMP account.

10. Click **GENERATE LICENSE**.

11. If successful, a message appears and an email is sent from alsilicensingregistration@kemptechnologies.com to the **KEMP ID** containing a license. Use this license to activate the LoadMaster.
12. Go to the email and copy from the start of the word `begin` to the end of the word `end` as shown in the example above.

13. Go back to the LoadMaster WUI.

14. Paste the license into the **License** text area and click **Apply License**.

15. Click **OK**.

The KEMP LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the KEMP LoadMaster, refer to the various documents available on the KEMP Documentation page: https://kemptechnologies.com/documentation.

### 2.4.2 Online Licensing

Online licensing can be used when the LoadMaster has access to the internet.
A KEMP ID is needed to license the LoadMaster. If a KEMP ID does not already exist, refer to the Register for a KEMP ID section. Instructions on how to license the LoadMaster are below.

To activate the LoadMaster license, follow the steps below:

1. In an internet browser, enter the IP address of the LoadMaster.

   Ensure that **https://** is entered before the IP address.

2. A warning may appear regarding website security certificates. Please click the continue/ignore option.

   If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.

3. The **Appliance Vitals** screen of the LoadMaster will appear. Ensure that **Online Licensing** is selected in the drop-down menu.

4. Enter the **KEMP ID**. This is the email address used during KEMP ID registration.

5. Enter the **Password** for the KEMP account.

6. If you are applying a temporary license, or licensing a hardware LoadMaster, there is no need to enter an **Order ID**.

   If this is the first time you are licensing this LoadMaster and you are adding a permanent license, the KEMP **Order ID** is needed.
7. If needed, a HTTP(S) Proxy server address can be entered, in the format `<ProxyServerAddress>:<Port>`.

8. Click License Now.

9. If a temporary license is applied, a warning message appears informing that a temporary license has been installed on the machine. This message has the date of expiration of the temporary license.

10. Click OK.

The LoadMaster is now fully installed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the LoadMaster, refer to the various documents available on the KEMP Documentation page: https://kemptechnologies.com/documentation.

### 2.4.3 Select the License Type

If you entered an Order ID, a screen appears that provides a list of available licenses for that order ID, in addition to any licenses registered for the KEMP ID based on the LoadMaster platform type. The available license types for that KEMP ID are displayed.

1. Select the license type that you want to apply to this LoadMaster.

   **If the license type you want is not displayed, please contact your KEMP representative.**

2. Click Continue.
2.4.4 Troubleshooting

If licensing fails for any reason, various debug checks appear on both the WUI and the console (Command Line Interface). These options can be used to troubleshoot problems that may occur when trying to license the LoadMaster.

For more information, refer to the relevant section below.

2.4.4.1 WUI Troubleshooting Checks

If you try to license and there are any issues, a number of checks are performed automatically and the results and associated error message are displayed.

These checks perform the following tasks:

- Ping Default Gateway
- Ping DNS Servers
- Ping Licensing Server

2.4.4.2 Console Troubleshooting Options

If licensing fails for any reason, a diagnostics menu will appear when the LoadMaster console is accessed. This menu has the following options:

- **Ping**: Performs a ping on the specified host.
- **Traceroute**: Performs a traceroute of the specific host.
- **Ifconfig**: Displays raw ifconfig output.
- **Continue configuration**: Use this option to reconfigure the address details of the LoadMaster.

Steps to access the console will vary depending on your environment.
3 Temporary and Permanent Licenses

A Temporary License can be replaced by a Permanent License that can be obtained by contacting a KEMP partner, by Contacting our Sales team or by using the Upgrade option in the LoadMaster.

After contacting KEMP Sales to upgrade the license, please use the Update License screen in the LoadMaster WUI to update to a permanent license. KEMP recommends rebooting the LoadMaster after updating the license to ensure all features get licensed appropriately.

A Temporary License has a time limit of 30 days. A temporary license cannot be added to a LoadMaster that currently has a temporary license in place.

Some Microsoft Azure and Amazon Web Services (AWS) LoadMaster instances use permanent licenses by default.
4 Updating a License

You would use the **Update License** function if your license has changed, for example if:

- You have renewed support
- You have renewed your license
- You have changed your license type

Before updating the license in the LoadMaster, you must either contact your KEMP representative, or use the **Upgrade** option. After you have contacted KEMP or used the upgrade option, there are two ways to update a license – using the **Online** method and using the **Offline** method. Refer to the sections below to find out details about the screens for each method.

Go to the **System Configuration > System Administration > Update License** option in the main menu of the LoadMaster WUI. There are two ways in which you can update the license – via the online method or the offline method. A drop-down list is provided on this page to select the chosen method.

Follow the steps in the relevant section below.

1. **A KEMP ID is required to upgrade a license.**
2. If you do not already have one, refer to the **Register for a KEMP ID** section for instructions on how to register for a KEMP ID.
3. If you have a KEMP ID but cannot remember the password, follow the instruction in the **Reset the KEMP ID Password** section to reset the password.
4. To use a different KEMP ID for this LoadMaster, ensure the new KEMP ID has been set up and validated and then enter the new KEMP ID when updating the license. If the KEMP ID of the LoadMaster is changed, an email will be sent to the old KEMP ID, the new KEMP ID and to KEMP Technologies.
4.1 Update using the Online Licensing Method

1. In the main menu of the LoadMaster WUI, navigate to System Configuration > System Administration > Update License.

2. Enter the KEMP ID in the KEMP Identifier text box.

3. Enter the Password.

4. Click Update License.

5. KEMP recommends rebooting to activate the updated license.

4.2 Update using the Offline Licensing Method

To upgrade the license using the offline method, you need to enter license text in the LoadMaster. You can either get this from KEMP or via the Get License link.
To get the license text via the Get License link:

1. Click the Get License link.

2. There is no need to enter an Order ID. Enter the KEMP ID.

3. Enter the Password.

4. Fill out the other details as needed.

5. Click GENERATE LICENSE.

6. An email is sent to the KEMP ID containing the license.
7. Go to the email and copy the entire license, from the start of the word `begin` to the end of the word `end`.

8. Go back to the LoadMaster.

Legacy License Key: OBG6Adv–IdO9Pek–ufZPqan–PZN0tae

It has been issued a Single Perm license.
9. Paste the license into the box provided.

10. Click **Update License**.

11. KEMP recommends rebooting to activate the updated license.
5 Downgrading From LoadMaster Version 7 to Version 6

The format of the license stored in the LoadMaster in version 6 is different from version 7. Therefore, if the LoadMaster version is downgraded from version 7 to version 6, connectivity to the LoadMaster will be lost. To recover connectivity a new license needs to be installed via the console view.

When you access the console, you will be asked to enter a license key. Go to https://alsi.kemptechnologies.com/register/offLineLicensing.php and fill out the form. An email will be sent containing the license key.

Upgrading from version 6 to version 7 does not cause any problems.
References

Unless otherwise specified, the following documents can be found at http://kempttechnologies.com/documentation.

VMWare Workstation and Player, Installation Guide
XEN (Fully Virtualized), Installation Guide
XEN (Para Virtualized), Installation Guide
Cisco UCS B-Series Blade Server, Installation Guide
Cisco UCS C-Series, Installation Guide
KVM (Para Virtualized), Installation Guide
Microsoft Hyper V, Installation Guide
Oracle VirtualBox, Installation Guide
VMWare ESX, ESXi and vSphere, Installation Guide
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