



**SERENA<sup>®</sup>**  
**Serena License Manager 2.2.0**  
**Installation Guide**

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# Introduction

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Serena License Manager (SLM) enables you to:

- Obtain and apply keys to unlock Serena products.
- Centralize license management across multiple environments.
- Keep track of active licenses and software versions.

If you are permanently installing Serena products instead of evaluation copies, preinstall SLM and provide its server name or IP address during product installation. If you are going to convert an evaluation copy to a fully licensed copy, you can install SLM later. The SLM installer also installs the associated Serena License server.

You can install SLM on the same system as your Serena products or on a dedicated license server. When installing products specify the SLM server when you are prompted for its location. You can change the SLM reference from any existing installation to another SLM server.

If you are licensing users in different geographical locations and have a slow network, consider installing SLM onto a server in each location. If you have a fast network you can install SLM on one central network computer and have all users point to it.

For information about system requirements and Serena product compatibility see the SLM *readme*.

For information about administering licenses and the license manager server see the following documents:

- Serena PVCS Version Manager: *Installation Guide*
- Serena Business Manager: *Licensing Guide*
- Serena Dimensions CM: *System Administration Guide*
- Serena Dimensions RM: *Installation Guide*

## Contacting Serena Technical Support

Serena provides technical support for all registered users of this product, including limited installation support for the first 30 days. If you need support after that time, contact Serena Support at the following web site and follow the instructions:

<http://www.serena.com/support>

Language-specific technical support is available during local business hours. For all other hours, technical support is provided in English.

You can use the Serena Support web page to:

- Report problems and ask questions.
- Obtain up-to-date technical support information, including that shared by our customers via the web, automatic email notification, newsgroups, and regional user groups.
- Access a knowledge base, which contains how-to information and allows you to search on keywords for technical bulletins.
- Download updates and fix releases for your Serena products.

# Chapter 1

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## **Installing Serena License Manager on Windows**

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## Obtaining the Windows SLM Installer

You can obtain the Windows SLM installation software from:

- The Serena Support website:
  - Windows 32-bit: *slm220win32.exe*
  - Windows 64-bit: *slm220win64.exe*.
- A Serena-supplied DVD.

## Upgrading SLM on Windows

If you are upgrading from a previous version of Serena License Manager do the following:

- Stop the Serena License Server service or process.
- Uninstall Serena License Manager. The license and configuration files will be retained.
- During the installation of SLM 2.2.0:
  - Select the directory where SLM was previously installed.
  - Optionally keep your current licensing configuration.

**IMPORTANT!** If you are running the Windows 64-bit version of SLM 2.1.5 you must use the Microsoft Fix It utility to uninstall it:

[http://support.microsoft.com/mats/  
Program\\_Install\\_and\\_Uninstall](http://support.microsoft.com/mats/Program_Install_and_Uninstall)

See this Serena knowledgebase article for more information:

[http://knowledgebase.serena.com/InfoCenter/  
index?page=content&id=S140838](http://knowledgebase.serena.com/InfoCenter/index?page=content&id=S140838)



# Installing SLM on Windows



**CAUTION!** Check that all Windows programs are shut down before beginning the installation including background programs such as virus checkers. If you do not shut down these programs the installation may fail.

## To install SLM on Windows:

- 1 Login as a user with local administrative privileges.
- 2 Do one of the following:
  - Navigate to the folder containing the executable file that you downloaded.
  - Insert the DVD into the drive on your machine. If the HTML installation front end does not automatically start, run `index.html`.



## NOTE

If you are running Microsoft Internet Explorer 8 browser check that you are running in compatibly view:

Tools | Compatibility View Settings |  
Display all Websites in Compatibility View

In the *If you are ready to install* section select **Click here >>**.

Select **Serena License Manager for Win32** or **Serena License Manager for Win64**.

- Internet Explorer: Windows Explorer opens at the location of the installers.
- Other browsers: The location of the installers on the DVD is displayed in a new tab or window. Open Windows Explorer and navigate to that location.

- 3 Double-click the SLM executable file.



**NOTE** Some Windows systems (for example Windows Server 2003 and 2008) have high default security settings. If a warning such as "Some files can harm your computer..." is displayed click **Open** to proceed.

- 4 Click **Next**.
- 5 Read the license agreement and click *I accept the terms of the End User License Agreement* to accept the terms.  
Click **Next**.
- 6 Accept the default installation folder or click **Browse** to specify a different folder.  
Click **Next**.
- 7 Accept the default SLM program folder, type a new folder name, or select one from the existing folders list.
- 8 Click **Install**.
- 9 After the SLM installation completes click **Finish**.
- 10 Restart Windows.

## Verifying the SLM License Service

**To verify that the SLM license service is running correctly:**

- 1 Login as a user with local administrative privileges.
- 2 To open Windows Services select one of the following:  
Start | Control Panel | Services  
Start | Control Panel | Administrative Tools | Services  
For the service Serena License Server check that Status is Started and Startup is Automatic. This service may be absent if you are using Serena License Manager on another server.

## Checking for Updates

Periodically check if there are any updates or patches on the Serena Support knowledgebase web site:

<http://knowledgebase.serena.com/InfoCenter/index?page=content&cat=LICENSING&channel=PATCHES>



## Chapter 2

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# Installing Serena License Manager on UNIX and Linux

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## Obtaining the UNIX or Linux SLM Installer

You can obtain the UNIX or Linux SLM installation software from:

- A UNIX or Linux tar file on the Serena Support website. After you have downloaded the file, extract all of its contents to a local folder. The extracted contents includes all the supported versions of UNIX.
- A Serena-supplied DVD.

## Launching the UNIX or Linux SLM Installer

You can launch the installer from:

- The HTML front end of the software DVD (see below).
- The software extracted from the tar file (see [page 16](#)).

### Launching the Installer from the HTML Front End

#### To mount a DVD:

- 1 Log in to the root account.
- 2 Mount the DVD appropriate to the target platform, as described below, using either a DVD drive located on your machine or through NFS using an NFS server with a DVD drive.



#### NOTES

- The software DVDs are in ISO 9660 format (with Rock Ridge information).
- The following instructions include example DVD device and mount points. These will need to be modified to reflect your particular system.

IBM AIX Mount the DVD at the mount point as per the following example:

```
# mount -rv cdrfs /dev/cd0 /cdrom
```

Hewlett Packard HP-UX If your machine uses the Portable File system (pfsd(1M) and pfs\_mountd(1M) daemons will be running), then mount the DVD-ROM as per the following example:

```
# pfs_mount -t iso9660 -x unix /dev/cdrom /cdrom
```

otherwise

```
# mount -r -F cdrfs -o cdcase /dev/cdrom /cdrom
```

Red Hat Enterprise Linux and SuSE Linux Enterprise Server If your machine uses *autofs*, a kernel-based automounter for Linux, and it is configured to automatically mount your DVD drive, then the DVD will automount.

If your machine uses *autofs*, but it is not configured, search the */etc/fstab* file for a line similar to

```
/dev/cdrom /media/cdrom auto ro,noauto,user,exec 0 0
```

then mount the DVD using the following command

```
$ mount /dev/cdrom
```

If your machine does not use *autofs*, enter the following command

```
$ mount -t iso9660 /dev/cdrom /media/cdrom
```

Sun Sparc If your machine uses Volume Management to automount DVDs (*vol1d*(1M) daemon will be running), then the DVD will automount.

Otherwise mount the DVD at the mount point as per the following example:

```
# mount -r -F hsfs /dev/sr0 /cdrom
```

### To launch the HTML front end:

- 1 Navigate to and run the HTML installation `index.html` file either on the mounted DVD or in the directory containing the copied contents of the DVD.
- 2 In the **If you are ready to install** section select **Click here >>**.
- 3 Copy the executable pathname under Serena License **Manager** for your platform.
- 4 In a terminal window, paste the pathname to manually run the executable in a similar manner to that described in "[Launching the Extracted Installer](#)" on page 16.
- 5 Proceed to "[Running the UNIX or Linux SLM Installer](#)" on page 17.

## Launching the Extracted Installer

- 1 Log in as a user root.
- 2 Extract the contents of `slm220<Operating System>.tar` to a directory where `<Operating System>` is the system you are installing SLM on, for example: `slm220linux.tar`
- 3 Capture the installer output into a *script* logfile, for example:

```
# script install_slm.log
# umask 022
```

Remember to exit script logging after completion of the SLM installation by typing `exit`.

- 4 Initiate the SLM installer by typing:  

```
# ./lminst
```
- 5 Proceed to "[Running the UNIX or Linux SLM Installer](#)" on page 17.



# Running the UNIX or Linux SLM Installer

- 1 The license agreement is displayed in a UNIX *more* window. To quit the UNIX *more* window type: **q**
- 2 When you prompted to accept the terms of the End User License Agreement, type **Yes** to continue.
- 3 When you are prompted to accept the default directory, press RETURN or type an alternative directory name, for example:

```
You chose: /opt/serena
for the installation directory
```

```
-----
Is this directory correct?
-----
```

- 4 Type **Yes** to continue.

If the directory already exists the following message and prompt is displayed:

```
The Directory /opt/serena exists and is non-empty
Do you wish to continue to install to /opt/serena?
-----
```

- 5 Type **Yes** to continue.

The installer automatically detects the version of UNIX that is installed on the machine. A screen output similar to the following is displayed:

```
-> Creating Temporary Directory /tmp/lminst.456
```

```
+-----+
|           Serena License Manager for UNIX           |
|                                                     |
|                   Installation                       |
+-----+
```

```
The following Operating System has been detected
```

```
-----
OS: Linux-2.6 i686
```

```
+-----+
| At this point you may choose to:                   |
+-----+
```

```
| 1) Continue Serena License Manager Installation |
|         for the above Detected Operating System |
|
| 2) Choose a different Operating System         |
|         for Serena License Manager Installation |
|
| 3) Exit Serena License Manager Installation    |
+-----+-----+-----+-----+-----+-----+
```

- 6** Type **1** to accept to the detected UNIX version.

The installation starts. If a message similar to the following is displayed you can safely ignore it:

```
cp: cannot stat `/mnt/hgfs/diskd/InstallationEXEs/SLM_214/Linux/
licensemanager/unix/*.htm': No such file or directory
```

After the installation is complete the installer reports the location of the log:

```
Serena License Manager Installation Complete!
```

```
-----
Installation Log is: /opt/serena/install.log
```

- 7** If you are logging to a *script* logfile type:

```
# exit
```

## Post-Installation Checks

### Starting the Serena License Manager

The Serena License Manager installer installs a Java-based tool (often itself called SLM) that can be launched in GUI mode if you have an X11 Window UNIX system. This GUI tool for X11 Window systems enables you to obtain your full license keys from the Serena web site and register them so that you can immediately start using your Serena product.

If you have an X11 Window UNIX platform, start the Serena License Manager as follows.

**To start the Serena License Manager:**

- 1 Log in as user root.



**NOTE** Certain UNIX systems, for example, SuSE Linux, do not allow you to directly output X11 programs to your local display. In such circumstances you can either export the X11 display to another X11 system or run the command.

```
$ ssh -X root@localhost
```

- 2 Give all users permission to use the display by typing:

```
# xhost +
```

- 3 Navigate to:

```
<slm_root>/SerenaLicenseManager/<platform_type>
```

for example,

```
/opt/serena/SerenaLicenseManager/linux
```

- 4 Run the script:

```
#./serenalm
```

**Starting the Serena License Server**

**IMPORTANT!** For Dimensions CM you need to start the Serena License Server as the Dimensions system administrator (by default user `dmsys`). You must *not* start the Serena License Server as user root.

Before you start the Serena License Server, as user root grant your Serena product system administrator permission to write files in the following directory:

```
<slm_root>/SerenaLicenseManager/<platform_type>
```

This is required because the Serena License Server tries to write a log file in this directory called:

```
SerenaLicenseServer.log
```

**To start the Serena License Server:**

- 1** Log in as the Serena product system administrator.  
On Dimensions CM the default user is dmsys.
- 2** Navigate to:  
`<slm_root>/SerenaLicenseManager/<platform_type>`  
for example,  
`/opt/serena/SerenaLicenseManager/linux`
- 3** Run the script:  
`$ ./start_license_server`
- 4** A log called `SerenaLicenseServer.log` is generated in the same directory to report the status of the Serena License Server. Check this log to make sure there were no problems in launching the Serena License Server.

## Checking for Updates

Periodically check if there are any updates or patches on the Serena Support knowledgebase web site:

<http://knowledgebase.serena.com/InfoCenter/index?page=content&cat=LICENSING&channel=PATCHES>