SERENA®

DIMENSIONS® 2009 R2

Licensing Quick Start Guide

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Serena® Dimensions®

Licensing Quick Start Guide

Welcome to Serena License Manager, a license key technology for software activation and license management. License Manager allows you to centrally manage all licenses for your Serena Dimensions implementation.

Serena License Manager includes a license server and client. You can install both of these along with the Dimensions server installation. See "Step 2: Install the Serena License Manager with Dimensions" on page 4.

About Dimensions Licenses

To use Dimensions, you must generate and apply license keys for Dimensions CM. The following table explains the types of license keys that you can obtain and apply for each component.

License Type	Description
Concurrent	Concurrent licenses, also known as floating licenses, can be used by any user. This is advantageous if you are in an organization spread across multiple time zones or have users who infrequently use Dimensions, because multiple people can share the same license.
Named	Named licenses can only be used by specific users. This allows you to limit access to the system to only those users whose login IDs are associated with licenses.

More About Dimensions RM Licenses

Each Dimensions RM license purchase comprises the following:

- icEWB license: A license for the client tools, such as RM Concept
- icPWB license: A license for RM Manage and Class Definition
- icBrowser license: A license for the RM Web client

This allows each Dimensions RM license to be used simultaneously across multiple clients. For example, if there is just one available license, a user will be able to log into both RM Browser and RM Manage, without using multiple licenses.

Before You Begin

Use the information in this guide to help you install and set up your Serena License Manager and get the license keys from Serena that will unlock your Serena Dimensions components. For in-depth information on installing Serena License Manager, refer to the *Installation Guides* for Serena Dimensions CM and Serena Dimensions RM.

Before you acquire and apply license keys, make sure that you:

- Have purchased licenses or have an existing Serena Support contract.
- Have a valid serial number for the Serena product you are licensing.
- Are registered at the Serena Support Web site, in order to log in and get your licenses.

Licensing Dimensions Components

Step 1: Get Serena License Manager and Product Software From Serena

Get the Serena License Manager and product software either by downloading it from the Serena Support Web site (http://support.serena.com) or by ordering a media kit.

Step 2: Install the Serena License Manager with Dimensions

The Serena License Manager installation is included as an installation option in your Dimensions Server installation. You can either install it at the same time as you install the Dimensions server components (recommended) or install it later by re-running the Dimensions Server installation and selecting the Serena License Manager option only. In either

case, install the Serena License Manager on a server that you will use as the license server for the Serena products.

If you need licenses for more than one server either in the same building or across multiple sites, you must install the License Manager and get the appropriate number of licenses from each location. The licenses are tied to the license server that you used to acquire them.

Complete the Dimensions Installation

Refer to the *Installation Guides* for Dimensions RM and Dimensions CM to guide you through the installation process for Dimensions and the Serena License Manager.

If you are prompted to reboot the machine, the License Manager server will restart automatically. If it does not start it by doing one of the following:

- On Windows, as user **dmsys**, go to Start | Programs | Serena | License Manager | Start License Manager Service.
- On UNIX, as user **dmsys** *not* **root**, navigate to where you installed the Serena License Server and run the script `./start_license_server`. The dmsys user must have write permissions to the installation directory so that the log, license, and option files can be written.

Step 3: Get the License from Serena Web Fulfillment

The Serena License Manager is a Java-based tool, and the necessary Java environment for its use is installed as part of the Dimensions installation. On Windows, it runs without the need for additional software; however to run it on UNIX you must install the X11 windowing system. For both Windows and UNIX, a Web browser must also be installed in order to download your license keys from Serena Online Services.

To obtain licenses:

1. On Windows, the Serena License Manager tool will appear during installation of Dimensions. If it does not or if you are not installing the license server on the Dimensions Server, open the Serena License Server tool:

   Go to Start | Programs | Serena | License Manager | License Manager

   On UNIX, you need to launch it by navigating to where you installed it and, as `root`, running the script `./serenalm`.

2. On the **License** tab, select **Connect to the web to get a license key** option and click the **Get Key(s)** button. The Serena Support Web site login page appears. You can also go directly to the Support Web-site by opening the following URL in a Web browser: http://support.serena.com.

3 Enter your Serena Support login credentials and follow the steps in the licensing Web site to obtain your license keys. You will be prompted to enter the license server machine host ID to get your license key. You can find the machine's host ID by looking at the bottom of the License tab or you can enter: `lmutil lmhostid` at a command prompt.

Step 4: Set Up the Licenses in Serena License Manager

When you get the key from Web fulfillment, copy and paste the key string(s) from the Support Web site to the License Manager client. Now you can set up user IDs for the named licenses and set up notification for licensing issues.

To set up your product license:

1 Return to the Serena License Manager tool.

2 Select the option **I have received a license key from Serena**.

3 Paste the key(s) in the field available. If you have more than one serial number to license, you can generate keys for each component you wish to license.

4 Click **Apply**. The Serena License Server will start automatically. See the *Dimensions CM Administrator's Guide* or the *Dimensions RM Installation Guide* to learn how to run the License Manager Server as a service.

If you purchased *concurrent licenses*, no work is required to set up user IDs on the Serena License Server. Users check out licenses when they log in to the product. The licenses are checked back into the Serena License Server when the users log out.

If you purchased *named licenses*, valid user IDs used by the product must be recognized by the License Manager Server before the users can successfully log in.

To set up user IDs for named licenses:

Serena License Manager assigns licenses to users in either of the following ways:

- **Automatically**: On the **Products** tab, the **Auto-add user IDs for named licenses** option is set by default. When users log in to the product the first time, their user IDs will automatically populate in the **User Management** list.
- **Manually**: If you prefer to not use the auto-add feature to add user IDs to Serena License Manager, you can enter them manually.

1 On the **Products** tab, select the product or component.

2 Click the **Manage User** button.

3 Enter user IDs from the product in the space provided. Repeat for every user you need to add. Use the **Remove User(s)** button to remove user IDs.

To set up notification for licensing issues:

Use the **Notification** tab to receive an e-mail warning in advance of any compliance issues. You must supply your SMTP server address and e-mail address to get notified of licensing issues by e-mail.

After Setting Up Licenses

You may need to complete the following additional steps after setting up licenses:

- During additional installations of Dimensions, users may be prompted to provide the name of the License Manager server. Make sure that any users performing additional installations have this information.
- For Dimensions RM client installations, you may need to set the correct License Manager server using RM Manage or RM Explorer. See the *Dimensions RM Installation Guide* for details.

Getting Help

If you need help during any of the steps in this process:

- Detailed licensing processes and procedures are described in the following manuals:
  - *Serena Dimensions CM Installation Guide*
  - *Serena Dimensions CM Administrator's Guide*
  - *Serena Dimensions RM Installation Guide*
- Online help is available from the Serena License Manager tool.
- FAQs are supplied at the Serena Support Web site to answer questions.

Contacting Serena

WWW	http://support.serena.com
E-mail	support@serena.com

License Process Checklist

☐	Get the Dimensions software from Serena.
☐	Install Serena License Manager on a server you will use as the license server. Do this either at the same time as installing the Dimensions server or separately later.
☐	Get the license key string from Serena Web fulfillment.
☐	Enter the key string in Serena License Manager. Repeat this step if you have more than one serial number to license.
☐	Named licenses only: Manually set up user IDs if you do **not** want to use the auto-add feature to enter user IDs into Serena License Manager.
☐	Set up notification for licensing issues. If notification is enabled and there is a licensing issue, you will receive an e-mail detailing the problem.
☐	If you need to reboot the license server machine or set it to run as a service, restart the Windows license server (Start | Programs | Serena | License Manager | Start License Manager Service) or UNIX license server (run the `./start_license_server` script in the directory where you installed the license server).