

# PCoIP License Server 2.1 Online Administrators' Guide

This guide is intended for PCoIP system administrators who are deploying an online (internet-connected) PCoIP License Server as part of their Cloud Access Software solution.

The License Server can be used with or without a connection to the public internet. Since usage is different in each case, we've documented each environment separately.

## **These instructions are for users with internet-connected environments**

**The instructions and specifications included are specifically written for deployments where the PCoIP License Server *does* have a connection to the public internet.**

Users without a connection to the public internet should use the [Offline Administrators' Guide](#) instead.

The Teradici PCoIP License Server is a standalone service that runs on a Linux (RHEL or CentOS) machine and handles both PCoIP session license registrations and PCoIP session request authorization.

This documentation assumes that you have a thorough understanding of virtual machines and networking concepts, including firewall configuration. Knowledge of Linux systems in general and RHEL or CentOS in particular will also be helpful, although all required Linux commands are included here.

## **Important: The License server is only required for local license management**

This software is not required for organizations using Teradici Cloud Licensing.

# About the Teradici PCoIP License Server

Most PCoIP deployments use Teradici automatic Cloud Licensing Service, and do not need a local license server. If your deployment cannot use cloud licensing, either because the site is not connected to the public internet or you need to retain control of your own session licenses, the Teradici PCoIP License Server is required.



## Note: Session license types

Teradici cloud licensing uses *registration codes*, which are different than the *activation keys* used by the license server. The type of license is specified at purchase.

The Teradici PCoIP License Server is a standalone software service that runs on a Linux (RHEL or CentOS) machine, and handles both PCoIP session license registrations and PCoIP session request authorization. The PCoIP License Server maintains its license activation and checkout states in a local trusted storage database.

When a PCoIP agent attempts to establish a new PCoIP session, it will first request authorization from its assigned PCoIP License Server. The PCoIP License Server checks to see if an activated PCoIP session license is available in its trusted storage, and authorizes the session if one is. Each PCoIP session activation consumes one PCoIP session license.

The PCoIP License Server can run as an online service with a connection to the outside internet, or in an offline environment without internet access. The installation and operation procedures are different in each use case.

This document explains how to use the PCoIP License Server as an **online** service.

## About Online Environments

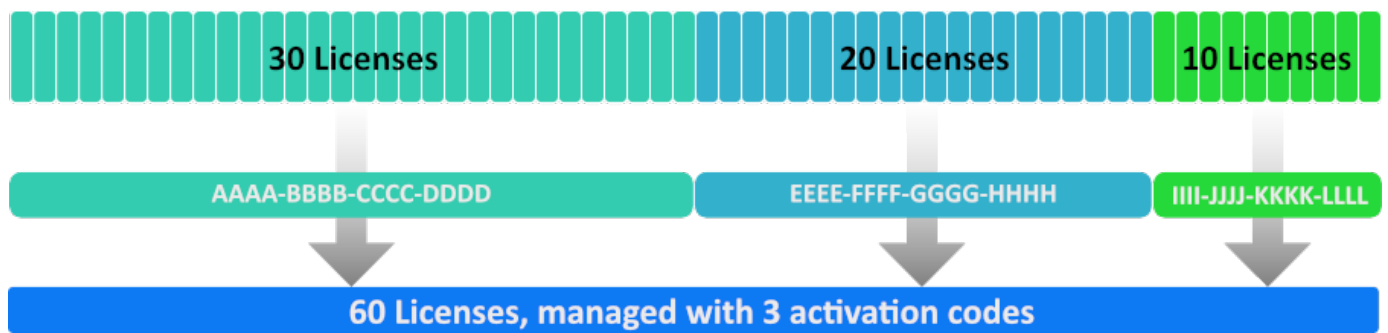
A PCoIP License Server that has a connection to the outside internet is considered to be an online environment. Since the PCoIP License Server can reach the internet, both software and license management can be done directly and no other resources are required.

# About PCoIP Session Licensing

PCoIP session licenses are managed in pools, which are created at the time of purchase. Each new purchase of licenses is assigned an activation code, which will be used to activate, view, or return all the licenses in that purchase. You can use licenses from multiple activation codes simultaneously.

For example, when you purchase 30 licenses, you will receive an activation code that allows you to activate, view, or return those 30 licenses. If you subsequently purchased additional licenses, you would receive an additional activation code for each new bundle.

In this example, you own 60 licenses, managed by three different activation codes:



**An example of three license pools. All of these licenses can be activated on the same license server, or spread across multiple servers.**

 **Cloud Licensing FAQ**

For more information, including answers to frequently asked licensing questions, see [Welcome to Teradici PCoIP Cloud Licensing](#).

## Using PCoIP Session Licenses

PCoIP session licenses must be activated on a PCoIP License Server before they can be used. You can activate licenses on one license server, or split them among multiple PCoIP License Servers depending on your deployment requirements.

Once installed and running, the PCoIP License Server will authorize new PCoIP sessions until it runs out of available active licenses.

## About the Licensing Grace Period

PCoIP agents request validation from their PCoIP License Server each time a connection is established. Once a PCoIP agent has successfully established a licensed PCoIP session, it will continue to work even if the PCoIP License Server is subsequently unavailable or offline. This grace period extends 7 days from the first unsuccessful validation attempt. This enables you to perform system maintenance or upgrades without disrupting your existing PCoIP users.

Once a connection is re-established with the PCoIP License Server, the grace period is reset. The next failed connection will initiate another 7-day grace period.

There is no user-facing indication that a PCoIP agent is in a grace period. Administrators can check the status of individual PCoIP agents by referring to the PCoIP agent logs, or by using the `pcoip-validate-license` command on the PCoIP Agent machine.

For specific command information, refer to the appropriate PCoIP Agent guides:

- [Graphics Agent for Windows Administrators' Guide](#)
- [Graphics Agent for Linux Administrators' Guide](#)
- [Standard Agent for Windows Administrators' Guide](#)
- [Standard Agent for Linux Administrators' Guide](#)

# System Requirements

The PCoIP License Server requires an environment with the following minimum specifications:

	Requirement
Available disk space	500 MB
Available RAM	4 GB minimum available RAM
CPU	1GHz
Supported virtual environments	AWS EC2, VMware ESXi 6.0+, Microsoft Azure (tech preview)   <sup>1</sup>
Operating System	RHEL 7+, CentOS 7+
Compatible PCoIP agents	2.11+ (any agent type)

## **Caution: Systems with less than 4GB of available RAM may fail**

You should have at least 4GB of available RAM on the License Server machine. Instances with insufficient memory may not work.

## **Caution: Don't install more than one type of license server on the same machine**

The PCoIP License Server 2.x cannot be installed on the same machine as the PCoIP License Server 1.x or an NVIDIA GRID License Server.

## **Important: PCoIP agent compatibility requirement**

The PCoIP License Server 2.1 is compatible with all PCoIP agents version 2.11 or newer.

## **Important: Network visibility**

The PCoIP License Server must be visible on the network to any PCoIP agents that use it for license validation.

1. The PColP License Server 2.1 is currently supported as a technology preview on Microsoft Azure machines. It is intended for early adopters and may not work as expected in all situations. It is not appropriate for production systems.

# Frequently Asked Questions

## Which password does the `pcoip-set-password` command set?

`pcoip-set-password` sets the PCoIP License Server Administrator's password, which controls access to the license server's trusted storage. Trusted Storage is a secured database where license keys and license server settings are stored. The password is required for administrators to add, remove, or view license information.



**Note: The PCoIP License Server administrator's password is not the system user's password**

The PCoIP License Server administrator's password controls access to privileged PCoIP License Server commands. It is not the same as your system user password.

## Can I install multiple license servers?

Yes. Teradici recommends using multiple license servers if you are deploying services in remote global regions, and want to optimize performance by having a license server located near your PCoIP host machines. Each license server must be activated separately with a pool of licenses.

## How do I move licenses from one PCoIP License Server to another?

To move licenses between servers, you must first return all the licenses controlled by the origin server, then activate them on the destination server:

- Return the licenses as described in [Returning Licenses in Online Environments](#).
- Activate the licenses as described in [Activating Licenses in an Online Environment](#).

## Can I check to see if the proxy is working?

Check the `pcoip-license-server.log` file in `/var/log/flexnetls-TERADICI`. If it contains an error message related to making a connection to FlexNet Operations, the proxy settings are incorrect.

If the proxy is working, the log will contain Updated Features or Updated License Server Instance messages.

You can view proxy settings by running the following command:

```
sudo pcoip-configure-proxy -v
```

## How can I activate all the licenses available under an activation code?

You must explicitly state the number of licenses to activate for each activation code when invoking `pcoip-activate-online-license`. If you do not know the number of licenses available, consult the verification email you received when purchasing the bundle of licenses.

## What happens when PCoIP session licenses expire?

PCoIP agents relying on expired licenses will no longer establish PCoIP connections. This does not affect the remote host machine; only the ability to connect to it using PCoIP.

## Can I upgrade my PCoIP License Server without impacting my users?

Yes. When an active PCoIP agent—an agent which has established at least one successful PCoIP session—cannot validate its license for any reason, it will enter a 7-day grace period. During the grace period, PCoIP agents will continue to work normally.

You can safely take the PCoIP License Server offline and update the software without affecting users during this 7-day grace period. Once the PCoIP License Server is back online, the PCoIP agents exit the grace period.

## Are there tools available to help use the PCoIP License Server?

Teradici maintains a public Github repo with open-source scripts that you can use in conjunction with the PCoIP License Server. For more information, see [Additional Tools](#).



## How do I know if a PCoIP agent has entered a grace period?

PCoIP agents that have entered grace periods will indicate their status in their logs. You can also use the `pcoip-validate-host` command on the PCoIP Agent machine to check the status of an individual PCoIP agent.

## What is the Unique Identifier Associated with my License Server's VM?

In some debugging or support scenarios, you may need to find the unique identifier of your License Server's machine. To get the ID number, use the `pcoip-get-license-server-id` command.

This command requires the License Server password. You can include it with the command using the `-p` option. If you omit the password, you will be prompted for it.

## Do any addresses need to be whitelisted for outgoing connections?

Yes. If you are activating licenses using an internet connection, whitelist the following domains:

- `teradici.flexnetoperations.com`
- `teradici.compliance.flexnetoperations.com`

Alternatively, you can also ensure the following network blocks are whitelisted:

- **Production:** 64.14.29.0/24
- **Disaster Recovery:** 64.27.162.0/24

The following network blocks are not currently in use, but may also be used in the future:

- **Production:** 162.244.220.0/24
- **Disaster Recovery:** 162.244.222.0/24

# Installing the PCoIP License Server

To get up and running quickly with the PCoIP License Server in an online (internet-connected) environment, follow these instructions.

**⚠ Caution: Don't install more than one type of license server on the same machine**

The PCoIP License Server 2.x cannot be installed on the same machine as the PCoIP License Server 1.x or an NVIDIA GRID License Server.

## To install the PCoIP License Server:

1. SSH into your License Server machine.
2. Install wget:

```
sudo yum install wget
```

3. Configure the Teradici yum repository:

```
sudo wget -O /etc/yum.repos.d/pcoip.repo https://downloads.teradici.com/rhel/pcoip.repo
```

4. Install the license server:

```
sudo yum install -y pcoip-license-server
```

5. Set your PCoIP License Server administrative password with `pcoip-set-password`.

**✎ Note: Default password**

The default password in new installations is `1P@ssw0rd!`, where the leading `1` is a numeral one and `0` is a zero. When setting the password on a clean installation, use this as your current password.

**⚠ Change the default password immediately**

Until the default password is changed, commands can be issued to the license server without your knowledge.

**i Info: Password Rules**

Passwords must conform to the following rules:

- Must be between 8 and 30 characters long
- Must contain at least one lowercase letter
- Must contain at least one uppercase letter
- Must contain at least one digit
- Must contain at least one symbol, excluding ' (single quote), " (double quote), \ (backslash), and spaces.

- If you do not supply any flags, you will be prompted for your current and new passwords:

```
sudo pcoip-set-password
```


- You can also supply the current and new password inline, by using `-p` and `-n` flags:

```
sudo pcoip-set-password -p <current password> -n <new password>
```

## 6. Configure your firewalls:

- Configure your corporate firewall to **block all incoming external connections**. The PCoIP License Server does not need to accept incoming connections from the outside internet.
- On the PCoIP License Server machine, first **block all incoming TCP connections**, then allow incoming connections *only* on these specific ports:
  - **Allow PCoIP agent subnets to connect on port 7070** (PCoIP agents use Port 7070 to check out licenses from the PCoIP License Server.)
  - If using SSH to administer the server, allow your administrative subnet to connect on port 22.
- Open port 443 to outgoing connections. If you are using a proxy server, this requirement may be different; review your proxy server configuration.

## 7. If you block outgoing connections over the internet, you will need to [whitelist our licensing service addresses](#).

 **Restart the system after making changes**

If you make changes to the PCoIP License Server configuration settings, you will have to restart the server to apply your changes. To restart the server, use the following command:

```
sudo systemctl restart flexnetls-TERADICI.service
```

# Updating the PCoIP License Server

You can update the license server by issuing the `yum update` command:

```
sudo yum update
```

While an upgrade is in progress, the License Server will be offline. Current PCoIP sessions will not be affected, and existing users will still be able to establish PCoIP connections. New users and connections that do not already have validated licenses will be unable to connect until the upgrade is complete.

After the upgrade finishes, check the following items:

- Run `yum info pcoip-license-server`. The reported version number should match the expected installer version.
- Run [pcoip-view-license](#) to verify that current licenses were not impacted by the upgrade procedure.

# Configuring the PCoIP License Server

The PCoIP License Server requires minimal configuration. This section describes the configuration settings and options available.

## Important: Configure PCoIP Agents and Connection Managers

The PCoIP License Server URL must be provided to the *Connection Manager* managing your PCoIP agents, or to each of your *PCoIP Agents* if you are not using a Connection Manager. The License Server URL format is:

```
http://<license-server-address>:<port>/request
```

## Setting the License Server's Administrator Password

The License Server administrator's password is set using the `pcoip-set-password` command. You must have superuser (sudo) permissions to use `pcoip-set-password`.

## Info: Password Rules

Passwords must conform to the following rules:

- Must be between 8 and 30 characters long
- Must contain at least one lowercase letter
- Must contain at least one uppercase letter
- Must contain at least one digit
- Must contain at least one symbol, excluding ' (single quote), " (double quote), \ (backslash), and spaces.

### To set the PCoIP License Server Password:

1. Invoke `pcoip-set-password` to set your new password.

**Note: Default password**

The default password in new installations is `1P@ssw0rd!`, where the leading `1` is a numeral one and `0` is a zero. When setting the password on a clean installation, use this as your current password.

- If you do not supply any flags, you will be prompted for your current and new passwords:

```
sudo pcoip-set-password
```

- You can also supply the current and new password inline, by using `-p` and `-n` flags:

```
sudo pcoip-set-password -p <current password> -n <new password>
```

## Configuring the License Server's Listening Port

The PCoIP License Server listens for communication from PCoIP agents in your deployment on a defined listening port. By default, this listening port is set to 7070, but can be changed by specifying the `PORT` setting in the `/opt/flexnet1s/TERADICI/local-configuration.yaml` configuration file.

**PCoIP agents and License Server must use the same port**

PCoIP agents are configured to use port 7070 by default. If you change the license server port, you must also change the configuration of all PCoIP agents that use it.

### To change the license server listening port:

1. Open `/opt/flexnet1s/TERADICI/local-configuration.yaml` in a text editor.
2. Locate the port assignment line:

```
...
\n# HTTP listening port. Default is 7070\. You can bind to an interface with
this syntax: '[127.0.0.1].7070'.
port: 7070
...
```

- Change the value of `port` to the new value. The port number must be an integer between 1 and 65535.

#### Reserved port numbers

Port numbers below 1024 are reserved for processes running as root unless you are using port forwarding, or tools like `setcap`, `setuid`, or `authbind`.

- Save the file and exit the editor.
- Restart the license server for the new value to take effect:

```
sudo systemctl restart flexnetls-TERADICI
```

- Update the configuration of any PCoIP agents that communicate with this PCoIP License Server. For instructions, see one of the following guides:
  - [Teradici PCoIP® Graphics Agent for Windows Administrators' Guide](#)
  - [Teradici PCoIP® Graphics Agent for Linux Administrators' Guide](#)
  - [Teradici PCoIP® Standard Agent for Windows Administrators' Guide](#)
  - [Teradici PCoIP® Standard Agent for Linux Administrators' Guide](#)

## Configuring Proxy Settings

The license server can access the Internet via a proxy to activate, return, and update its licenses. The proxy server is specified by its address and port number.

Proxy settings are configured using the `pcoip-configure-proxy` command. Only a user with superuser privileges may invoke this command.

### Configure and Use a Proxy

Use `pcoip-configure-proxy` with `-s` and the following information:

- The address and port number of the proxy server, formatted as `<address>:<port>`
- If the proxy server requires authentication, provide the username and password with the `-u` and `-p` options.



For example, to configure the license server to proxy internet traffic via a proxy server at *proxy.domain.local* on port 1234:

```
sudo pcoip-configure-proxy -s proxy.domain.local:1234
```

This example configures the license server to proxy internet traffic via a proxy server at *192.168.0.12* on port *10443*, and provides credentials using `-u` and `-p`.

```
sudo pcoip-configure-proxy -s 192.168.0.12:10443 -u username -p password
```

## View Proxy Settings

Use `pcoip-configure-proxy` with `-v`. For example:

```
sudo pcoip-configure-proxy -v
```

## Clear Proxy Settings

To clear proxy settings, which will stop the PCoIP License Server from using a proxy, use `pcoip-configure-proxy` with `-c`. For example:

```
sudo pcoip-configure-proxy -c
```

# How to enable HTTPS/TLS for PCoIP License Server

## Important: Always use HTTPS

The following instructions document the use of HTTPS with TLS. The default communication protocol is HTTP, which is less secure than HTTPS. Teradici strongly recommends using HTTPS when communicating with the local PCoIP license server.

## To use HTTPS/TLS on the PCoIP License Server:

1. Get a valid certificate and accompanying private key, and save them in JKS (Java Key Store) format. Ensure that the JKS file has a keystore password and storepass, and they both are the same.

### Using a self-signed certificate (not recommended)

Teradici recommends using a CA-signed certificate whenever possible, but you can use a self-signed certificate if required.

If you must use a self-signed certificate, generate one using the following command. Replace `<password>` with your own password, and `<License Server address>` with the IP address or FQDN of the license server:

```
keytool -genkey -keyalg RSA -alias teradiciLicenseServer -keystore
teradiciLicenseServer.jks -storepass <password> -validity 365 -keysize 2048 -noprompt -dname
"CN=<License Server address>, OU=Teradici PCoIP License Server, O=Teradici Corp,
L=Vancouver, ST=BC, C=CA" -keypass <password>
```

```
keytool -importkeystore -srckeystore teradiciLicenseServer.jks -destkeystore
teradiciLicenseServer.p12 -deststoretype pkcs12
```

PCoIP agents can't validate self-signed certificates for HTTPS connections unless the public certificate is installed on the machine's trust store. For more information, see the RHEL instructions on [this page](#).

2. Copy the .JKS file to the local license server's directory: `/opt/flexnetls/TERADICI/`.
3. Give the .JKS file appropriate permissions:

```
sudo chmod 440 /opt/flexnetls/TERADICI/teradiciLicenseServer.jks
```

```
sudo chown root.pcoip_license_server /opt/flexnetls/TERADICI/
teradiciLicenseServer.jks
```

4. Create an obfuscated password using Flexera's password obfuscation tool, replacing `<password>` with your password:

```
cd /opt/flexnetls/TERADICI/
```

```
java -jar flexnetls.jar -password <password>
```

The output from this command shows the original password and the obfuscated password. Copy the obfuscated password (including `0BF:`) for use in the next step.

5. Configure the Local License Server settings to use the JKS:
  - a. Open `/opt/flexnetls/TERADICI/local-configuration.yaml` in a text editor using `sudo`.
  - b. Edit the following lines, replacing `<obfuscated password>` with the password you copied in the previous step. The configuration options are described next:

```
# local-configuration.

# HTTP listening port. Default is 7070. You can bind to an interface
with this syntax: '[127.0.0.1].7070'.
port: 7070

...

# HTTPS server mode
https-in:
  # Set to true to enable
  enabled: true
  # HTTPS listening port
  port: 7071
  # Path to keystore
  keystore-path: /opt/flexnetls/TERADICI/teradiciLicenseServer.jks
  # Keystore password. You can obfuscate this with java -jar
flexnetls.jar -password your-password-here
  keystore-password: <obfuscated password>

...
```

**The options are:**

`port` : HTTP listen port. This is required to run the license server commands internally on the license server host. You can safely block this port externally.

`https-in/enabled` : HTTPS-in enable. Set this to true to enable HTTPS for incoming connections to the license server.

`https-in/port` : HTTPS-in port number. Set this to the HTTPS listening port for the license server.

`https-in/keystore-path` : Set this to the full path for the JKS file that will be used for encryption.

`https-in/keystore-password` : Set this to the keypass/storepass, *preferably the obfuscated password you created earlier.*

- Restart the license server:

```
sudo systemctl restart flexnetls-TERADICI
```

- When the server comes back up, verify that the system is listening on the configured HTTP and HTTPS ports (replace the ports in this example with your own as needed):

```
sudo netstat -tulpn | grep -e 7070 -e 7071
```

A positive response will look similar to the following example:

```
tcp6      0      0 :::7070          :::*
LISTEN    3083/java
tcp6      0      0 :::7071          :::*
LISTEN    3083/java
```

- Verify that you can still view licenses:

```
pcoip-list-licenses
```

If you can view licenses, you will see output similar to the following example:

```
=====
Name          Count          Version         Type
Expiration
=====
```

```

Agent-Graphics      1          2019.0209      CONCURRENT
2019-02-09
Agent-Session       1          2019.0209      CONCURRENT
2019-02-09

```

Total number of features : 2

```

=====
Feature ID      Feature Name          Feature Version      Feature Count Used/
Available
=====
1               Agent-Graphics       2019.0209           0/1
2               Agent-Session        2019.0209           0/1
=====

```

Device Information:

```

-----
Device Name          Feature Registered(Used Count)
-----
=====
Total feature count      : 2
Total feature count used : 0
Total uncounted features : 0
=====

```

9. Verify that the license server setting in the Connection Manager [is configured correctly](#).

When using HTTPS, it should be configured as follows (replace `<License-Server-IP-or-FQDN>` with the IP or FQDN of your license server, and `<https-listen-port>` with the port number you specified in step 5):

```

LicenseServerAddress = https://<License-Server-IP-or-FQDN>:<https-listen-
port>/request

```

10. Verify that the PCoIP Agents can check out licenses.
  - a. Move to a PCoIP Agent desktop machine that will use this license server.
  - b. Verify that the License Server's firewall is open by opening a browser and visiting `https://<License-Server-IP-or-FQDN>:<https-listen-port>/api/1.0/health`.
    - If the page loads, the firewall configuration is correct.

- If the page loads but throws a certificate error, the port is open but the certificate is invalid; see below for guidance.
  - If the page does not load, the port is most likely closed.
- c. Verify that the PCoIP Agent machine can view license information from the License Server:

```
pcoip-validate-license
```

## If a Certificate Fails to Validate

If the certificate fails to validate, it is likely because the Common Name for the certificate is invalid -- either incorrect, or not issued by a trusted Certificate Authority. Follow the instructions provided here to install or import certificates.

- On PCoIP Agent for Linux machines, follow the instructions [here](#) to install or import the certificate.
- On PCoIP Agent for Windows machines, follow the instructions [here](#) to install or import the certificate.

# Managing PCoIP Session Licenses

PCoIP session licenses are purchased in bundles from Teradici. Each bundle is given an activation code at purchase, which controls activation and return of its session licenses. Licenses are validated by Flexera FlexNet Operations, and stored on the PCoIP License Server's trusted storage.

Activated licenses remain linked to their license server until they are returned. No other license server instance can activate licenses that are already allocated.

## Licenses can be lost

If a system hosting a PCoIP License Server is destroyed or becomes corrupted, any licenses registered to it can no longer be returned and are effectively lost. If this happens, open a ticket with Teradici Global Support Services at the [Teradici Support Center](#).

## Activating Licenses in an Online Environment

PCoIP session licenses can be activated directly when the license server is connected to the internet by using the `pcoip-activate-online-license` command. To activate licenses, you must supply the activation code for a group of licenses and the total number of licenses to activate under that activation code.

This command requires the PCoIP License Server's administrative password. You can provide the password inline using `-p`. If you do not provide the password on the command line, you will be prompted for it.

For example:

```
pcoip-activate-online-license -a <activation-code> -c <license count> [-p  
<password>]
```

 **Note: License count ( -c ) sets the total number of active licenses for each activation code**

The license count ( -c ) sets the *total number of licenses* that will be active for a given activation code. It does not add c additional licenses.

For example, if you use `pcoip-activate-online-license -a 1234567890 -c 5` and then `pcoip-activate-online-license -a 1234567890 -c 10`, you will have 10 active licenses—not 15.

### To activate licenses:

1. SSH into your PColP License Server machine.
2. Invoke `pcoip-activate-online-license`, supplying the following arguments:
  - `-a` followed by the activation code to use
  - `-c` followed by the number of licenses to activate under the specified activation code.
  - Optionally, provide the license server password on the command line with `-p` followed by the password. If you omit this option, you will be prompted for the password.

For example, this command would activate 50 licenses with the activation code 1234-ABCD-EF12-5678. Since the `-p` option is not used, you would be prompted for the password:

```
pcoip-activate-online-license -a 1234-ABCD-EF12-5678 -c 50
```

3. If you have licenses belonging to multiple activation codes, invoke `pcoip-activate-online-license` again for each license pool.
4. Verify your license activations:

```
pcoip-view-license [-p <password>]
```

## Returning Licenses in Online Environments

Licenses are registered to the license server where they are activated. In order to activate them on a different license server, they must first be *returned*, or released, back into the available license pool.

Return all the licenses for a given activation code by invoking `pcoip-return-online-license`.



This command requires the PCoIP License Server's administrative password. You can provide the password inline using `-p`. If you do not provide the password on the command line, you will be prompted for it.

### To return licenses:

1. Use `pcoip-view-license` to view information about your current license usage.

```
pcoip-view-license [-p <password>]
```

2. Use `pcoip-return-online-license` to return all of the licenses for an activation code. This will return all the licenses belonging to the given activation code *on this license server*; if there are activated licenses belonging to the same code on a different license server, they must be returned on that server.

```
pcoip-return-online-license -a 1234-ABCD-EF12-3456 [-p <password>]
```

#### Returning a subset of licenses

`pcoip-return-online-license` returns all licenses associated with an activation code. If you want to return a portion of the licenses instead, you can use `pcoip-activate-online-license` with a reduced total license count (`-c`), which effectively returns the remainder.

## Viewing License Information

To view the current status of your managed licenses, use `pcoip-view-license`. This command provides information about the PCoIP session licenses that have been activated on the Teradici PCoIP License Server.

This command requires the PCoIP License Server's administrative password. You can provide the password inline using `-p`. If you do not provide the password on the command line, you will be prompted for it.

```
pcoip-view-license [-p <password>]
```

The information returned by `pcoip-view-license` includes:

- The number of licenses that have been activated

- The number of licenses that have been used
- The expiration dates of features or session licenses.

## Migrating Licenses to Another Server

A license may only be used on one license server instance at a time. To migrate licenses, you must return them on the first PCoIP License Server and then activate them on the second.

# Locating License Server Files

License server files are in the following locations. Directories are denoted with a trailing '/'.

File or directory	Location
Log files	<code>/var/log/flexnetls-TERADICI/</code>
Server configuration file	<code>/opt/flexnetls/TERADICI/local-configuration.yaml</code>
Service configuration files	<code>/etc/systemd/system/flexnetls-TERADICI.service</code> <code>/etc/systemd/system/flexnetls-TERADICI.service.d/flexnetls.conf</code>
Executable files	<code>/opt/flexnetls/TERADICI/</code>
Trusted storage	<code>/var/opt/flexnetls/TERADICI</code>
Support bundle file	<code>/tmp/pcoip-license-server-support-bundle-<code>&lt;datetime&gt;</code>.tar.gz</code>

# Command Reference

For detailed information about all of these commands, including options and special forms, view the embedded man page documentation on the license server machine:

```
man <command-name>
```

The PCoIP License Server provides the following commands for configuring the license server and managing licenses in online environments:

## pcoip-activate-online-license

Activates licenses when the PCoIP License Server is connected to the internet. See [Activating Licenses in an Online Environment](#).

```
pcoip-activate-online-license -a <activation-code> -c <license count>
```

## pcoip-configure-proxy

Views, sets, and clears proxy configuration for the PCoIP License Server. See [Configuring Proxy Settings](#).

Task	Command
Set proxy configuration:	<code>sudo pcoip-configure-proxy -s proxy.domain.local:1234</code>
Clear proxy configuration:	<code>sudo pcoip-configure-proxy -c</code>
View proxy configuration:	<code>sudo pcoip-configure-proxy -v</code>

## pcoip-return-online-license

Returns all previously activated PCoIP session licenses associated with the specified activation code using an internet connection. See [Returning Licenses in Online Environments](#).

```
pcoip-return-online-license -a 1234-ABCD-EF12-5678
```

## pcoip-view-license

Provides information about the PCoIP session licenses that have been activated on the Teradici PCoIP License Server. See [Viewing License Information](#).

```
pcoip-view-license
```

## pcoip-set-password

Sets the PCoIP License Server's administrative password. See [Setting the License Server's Administrator Password](#).

```
sudo pcoip-set-password
```

## pcoip-support-bundler

Gathers information useful to Teradici support in troubleshooting and diagnosing problems. See [Creating Support Bundles](#).

```
sudo pcoip-support-bundler
```

# Additional Tools

Teradici maintains a Github repository with open-source tools that augment usage of the PCoIP License Server. The tools in this repo are provided as-is, with no expectation of support. Users are encouraged to submit bug reports in github, and are welcome to fork projects and submit pull requests.

The repo is available at <https://github.com/teradici/pcoip-license-server>.

# Getting Support

If you are having trouble, help is always available. Here's how to contact Teradici support and connect with the Teradici user community.

## Contacting Support

If you encounter problems installing or using Teradici technology, you can:

- Check for updated release notes, which may address the issue you are experiencing. Release notes are published on [Teradici Support](#).
- Browse the [Teradici Knowledge Base](#).
- [Submit a support ticket](#).

## The Teradici Community Forum

The PCoIP Community Forum allows users to have conversations with other IT professionals to learn how they resolved issues, find answers to common questions, have peer group discussions on various topics, and access the Teradici PCoIP Technical Support Service team. Teradici staff are actively involved in the forums.

To join the Teradici community, visit the [Teradici Community Forum](#).

# Creating Support Bundles

Support bundles include relevant log files, current configuration, and license server and operating system information that are useful for Teradici Support in diagnosing problems and recommending actions. You may be asked by your Teradici Support representative for a support bundle while troubleshooting.

Support bundles are created using the `pcoip-support-bundler` command. You must have superuser (sudo) permissions to use this command.

This command requires the PCoIP License Server's administrative password. You can provide the password inline using `-p`. If you do not provide the password on the command line, you will be prompted for it.

To generate a support bundle:

1. Invoke the `pcoip-support-bundler` command.

```
sudo pcoip-support-bundler [-p <password>]
```

#### Running with an empty password

It is possible to run this command using a blank password (using `-p` with no argument). In this case, the bundler will exclude some information from the generated support bundle.

2. Find the generated `.tar.gz` output in the `/tmp` directory:

```
/tmp/pcoip-license-server-support-bundle-<date-time>.tar.gz
```



# Troubleshooting General Issues

## **My PCoIP session licenses have disappeared**

Your licenses have most likely expired. Contact Teradici Sales to re-activate your licenses.

## **My installation is taking a long time to complete**

Installation should typically take 1-2 minutes. If you are experiencing delays longer than this, or if your installation is quitting with a timeout error, [check the system logs](#) for errors and contact [Teradici Support](#).

## **I forgot my PCoIP License Server administrative password**

If you forget the PCoIP License Server administrative password, you will no longer be able to run most administrative commands. You will still be able to adjust proxy settings and change the listening port.

The PCoIP License Server administrative password is not recoverable; however, you can restore the default password if you destroy and rebuild the license server's trusted storage. If trusted storage contains any active licenses, FlexNet Operations will restore them once the trusted storage is rebuilt.

### **To rebuild the trusted storage database:**

1. Stop the License Server service

```
sudo systemctl stop flexnetls-TERADICI
```

2. Verify that the process has stopped running. If it has not been stopped, kill it manually:

```
sudo pkill -u pcoip_license_server
```

3. Delete the contents of the trusted storage directory:

```
sudo rm -rf /var/opt/flexnetls/TERADICI/*
```

**⚠ Do not delete the TERADICI/ directory**

If the `/var/opt/flexnetls/TERADICI/` directory is deleted, you must recreate it and assign the correct write permissions:

```
sudo mkdir -p /var/opt/flexnetls/TERADICI
sudo chown root.license_server /var/opt/flexnetls/TERADICI
sudo chmod 775 /var/opt/flexnetls/TERADICI
```

4. Start the license server service:

```
sudo systemctl start flexnetls-TERADICI
```

5. Reset the PCoIP License Server administrative password:

```
sudo pcoip-set-password
```

**I've changed some configuration settings but the changes have not been applied**

Configuration changes require a restart of the PCoIP License Server service to take effect. To restart the service, use this command:

```
sudo systemctl restart flexnetls-TERADICI
```

**I've renewed my existing licenses but the expiration date has not been updated**

It can take up to 24 hours for the license server to retrieve an update from FlexNet Operations. This delay should not impact your users, who will be covered by the 7-day grace period.

To force an immediate update, either restart the license server or re-activate an activation code.

**My password fails when using the `-p` option**

If your password contains reserved Linux characters like the pipe (`|`), the shell may interpret them as operators instead of string characters and break the command. In order to prevent the shell from interpreting operators, enclose your password in single quotes.

## When I activate additional licenses under an existing activation code, the number of activated licenses I get is wrong

When you supply an activation count ( `-c` ) to `pcoip-activate-*-license` , you are setting the *total* number of licenses that should be active under that code. If you have 10 licenses and want to activate 5 more, you should run the activation command with `-c 15` (not `-c 5`).

## The PCoIP agent reports that there are no available licenses

If the PCoIP agent reports that that no licenses are available, consider the following possibilities:

- The PCoIP License Server may be incorrectly configured and unable to communicate with your PCoIP agents. The PCoIP License Server should be available at `http://<license-server-address>:<port(default=7070)>/request` .
- PCoIP agents must be configured to use the same port number as your PCoIP License Server. By default, this is 7070. If you change the listening port on the PCoIP License Server, you must also configure your PCoIP agents to use the new value.
- The PCoIP License Server may not have enough free licenses. Use `pcoip-view-license` to verify your available license count.

# Troubleshooting Error Messages

## **ERROR: Connection to server failed or refused**

Check that the license server service is running:

```
sudo systemctl is-active flexnetls-TERADICI
```

If it is, ensure that the listening port is open (the default listening port is 7070). To quickly check that the correct listening port is open, use a browser to visit the following URL:

```
http://<license-serve-ip-address>:<port>/api/1.0/health
```

## **Job for flexnetls-TERADICI.service failed because the control process exited with error code**

If you see this error message, the server needs to be killed and restarted. To kill and restart the system, use these commands:

```
sudo pkill -u pcoip_license_server  
sudo systemctl restart flexnetls-TERADICI
```

## **Too many failed logins**

This error means that the provided password has been incorrect 3 consecutive times while attempting to access the PCoIP License Server trusted storage. If the incorrect password has been provided 3 or more times consecutively, the license server will block access to administrative commands for 10 minutes, or until the license server is restarted.

## **FNE License Server has not been configured for HTTPS**

This can happen when the `/opt/flexnetls/TERADICI/flexnet.certs` file is missing or invalid. Updating or re-installing the license server should fix the issue. See [Updating PCoIP License Server in an Offline Environment](#) for detailed instructions.

Contact Teradici Support if the issue persists after reinstalling.

### **ACTIVATION\_ID\_COUNT\_EXCEEDED**

This error means you are attempting to activate more licenses than the activation code allows. Most likely, one or both of these conditions has been met:

- Some or all of the licenses for this activation code have already been activated on other PCoIP License Server instances, and there are not enough still available to complete your request. To activate these licenses on the current PCoIP License Server instance, you must first return them on the other instances.
- You have specified a larger license count than the given activation code manages.

### **ACTIVATION\_ID\_INVALID**

This error means you have provided an invalid activation code. Make sure you have entered the activation code string correctly, including any symbols like dashes (-).

# Troubleshooting Common Networking Errors in Logs

PCoIP License Server logs are located in `/var/log/flexnetls-TERADICI/`.

## **Network is Unreachable**

Check the firewall to make sure the license server has network access.

## **Name or service unknown**

The specified server address could not be resolved. Ensure that the server is a valid target and the DNS is properly configured.

## **Connection to \_\_\_\_ has been refused**

Ensure that your proxy is configured correctly. See [Configuring Proxy Settings](#).

## **Error message could not be retrieved**

Ensure that your proxy is configured correctly. See [Configuring Proxy Settings](#).

## **Proxy authentication required**

The proxy server requires authentication, but it was not provided in the proxy configuration. See [Configuring Proxy Settings](#).

## **No logs are present, or the PCoIP License Server doesn't start**

If there are no license server logs available, or if the service won't start, you can view additional system logs by entering the following command:

```
journalctl -u flexnetls-TERADICI
```

# PCoIP License Server 2.1 Release Notes

The Teradici PCoIP License Server is a standalone service that runs on a Linux (RHEL or CentOS) machine and handles both PCoIP session license registrations and PCoIP session request authorization.

Most PCoIP deployments use Teradici's automatic cloud licensing service, and do not need a local license server. If your deployment cannot use cloud licensing, either because the site is not connected to the public internet or you need to retain control of your own session licenses, the Teradici PCoIP License Server is required.

## Obtaining the Software

Installation methods are different for internet-connected and unconnected sites. Find the instructions for your environment here:

- [Offline installation](#)
- [Online installation](#)

## Important Notes and Requirements

### **Online deployments must upgrade to version 2.1 before August 21, 2018**

License Server versions 2.0 and 2.0.1 will stop working in *online* systems on August 21, 2018 due to a certificate change on [teradici.compliance.flexnetoperations.com](https://teradici.compliance.flexnetoperations.com). Online License Server deployments should upgrade before that date.

The Online License Server 2.1 is not affected by this change.

### **Activation codes for License Server 1.x incompatible with License Server 2.x**

Activation codes for License Server 1.x are not compatible with License Server 2.x. Customers with License Server 1.x licenses should review information provided by Teradici via email prior to upgrading to License Server 2.x. Contact Teradici sales ([sales@teradici.com](mailto:sales@teradici.com)) for additional information.

# Release Overview

## Increased visibility into license activation files used in offline deployments

This release adds the ability to view the contents of the `request.bin` and `response.bin` files used to activate licenses in offline deployments. See

## Related Documents and Software

- [Teradici PCoIP® License Server 2.0 Online Administrators' Guide](#)
- [Teradici PCoIP® License Server 2.0 Offline Administrators' Guide](#)

## Release History

Version	Date	Description
2.1	June 2018	Minor release
2.0.1	April 2018	Bug fix release
2.0	January 2018	Major change from version 1.x

## Compatibility

- Operating system: RHEL 7+, CentOS 7+
- Cloud: AWS EC2, Microsoft Azure (tech preview)
- On-Premises: VMware ESXi 6.0+



## Resolved Issues

### **Online License Server 2.1 is not affected by certificate change on Aug 21, 2018 (68939)**

The online License Server versions 2.0.0 and 2.0.1 will stop working Aug 21, 2018 due to a certificate change on [teradici.compliance.flexnetoperations.com](https://teradici.compliance.flexnetoperations.com).

The Online License Server 2.1 is not affected by this change.

## Known Issues

### **Sudden shutdown of the PCoIP License Server can cause database corruption (79544)**

If the license server is shut down suddenly and cannot be shut down cleanly, the trusted storage database may become corrupted. A corrupted database will prevent the flexnetls-TERADICI service from starting.

When the flexnetls-TERADICI service cannot start due to a corrupted database, you will see various error messages in the log file at `/var/log/flexnetls-TERADICI/pcoip-license-server.log`. Example messages: "FATAL Encryption error in file null", or "ERROR flexnetls\_licenses:database flush".

#### **Workaround:**

Delete the trusted storage, and re-start the flexnetls-TERADICI service. Instructions can be found in the Teradici License Server Administrator's Guide (Troubleshooting → General Issues → To rebuild the trusted storage database).

### **License Server may fail to upgrade to 2.1 (72671)**

License Server fails to upgrade to 2.1 if \* You initially deployed License Server 2.0 prior to February 2018 (version 2.0.0.376 Beta) \* AND you upgraded once to either version 2.0.0.384 (stable) or 2.0.1.389 (stable)

If this applies to you, follow the workaround steps below prior to upgrading to License Server 2.1.

#### **Workaround:**

**Online License Server workaround:**

1. Stop license Server

```
sudo systemctl stop flexnetls-TERADICI
```

1. remove trusted storage

```
sudo rm -rf /var/opt/flexnetls/
```

1. Upgrade license server

```
sudo yum upgrade pcoip-license-server
```

1. Once the new license server 2.1.0 is installed and started, change the default password and check the licenses. It should have the same licenses as before

```
sudo pcoip-set-password -p 1P@ssw0rd!  
pcoip-view-license
```

Verify license is available.

**Offline License Server workaround:**

1. Return the license first

```
pcoip-activate-offline-license -g -a KEY -c 0
```

Copy the binary file to internet access machine and upload the binary file to <https://teradici.flexnetoperations.com> Copy the response file to the license server

```
pcoip-activate-offline-license -r FILE
```

Verify license is returned by running pcoip-view-license

1. Stop license Server

```
sudo systemctl stop flexnetls-TERADICI
```

1. remove trusted storage

```
sudo rm -rf /var/opt/flexnetls/
```

1. Upgrade license server. Please review Offline license server administrator guide for installation instructions
2. Activate the license again.