



# Citrix Licensing 11.6.1

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# Citrix Licensing 11.6.1

## Licensing Highlights

<a href="#">Readme for Licensing 11.6.1</a>	Known issues and work-arounds for licensing, including product-specific and release-specific issues
<a href="#">Getting Started</a>	General licensing terms, pre-requisites, and installation procedures for installing the license server and its console
<a href="#">Obtaining Your License Files</a>	Allocate license files from citrix.com and load them on the license server
<a href="#">Upgrading</a>	Procedures for upgrading your product licenses and licensing components
<a href="#">Using the License Administration Console</a>	An overview of the console with instructions for managing your licenses
<a href="#">Setting up the License Server on a Microsoft Cluster</a>	Procedure and guidelines for setting up licensing in a clustered environment
<a href="#">Subscription Advantage</a>	What you need to know about your Subscription Advantage membership and its association to licensing
<a href="#">FAQ</a>	Frequently asked questions about licensing

### New License Administration Console

License Server 11.6.1 began March 24, 2010 to include a new console, the *License Administration Console*. Previous versions of License Server 11.6.1 used the License Management Console. If you are using a prior version of License Server 11.6.1 with the License Management Console, see [Citrix Licensing 11.5-11.6](#) for information about License Management Console tasks.

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# Readme for Citrix Licensing 11.6.1 for Windows (Build 10007)

Readme Version: 1.3

This readme addresses the following versions of the license server: 11.6.1 Build 10007

Citrix recommends that you install the newest version of the license server. The new license server is backward compatible and will work with older products and license files. New products require the newest license server to check out licenses correctly. You can install or upgrade to the latest version from the product media or from the Citrix Web site ([Downloads page](#)).

Unsure which version of the license server you have? See [Ensuring You Have the Latest License Server](#).

For information about system requirements, see [System Requirements](#).

## Contents

- [Getting Support](#)
- [Installation Issues](#)
- [Uninstalling Licensing](#)
- [Other Known Issues](#)
- [Product-Specific Issues](#)

## Getting Support

Citrix provides technical support primarily through Citrix Solutions Advisor. Contact your supplier for first-line support or use Citrix Online Technical Support to find the nearest Citrix Solutions Advisor.

Citrix offers online technical support services on the [Citrix Support Web site](#). The Support page includes links to downloads, the Citrix Knowledge Center, Citrix Consulting Services, and other useful support pages.

## Installation Issues

- Windows Firewall exception rules for Licensing components are not automatically created on Windows Server 2003 (32-bit and 64-bit), as expected. If Windows Firewall is enabled when you install Citrix Licensing 11.6.1, you cannot connect remotely to the License Administration Console and licenses cannot be checked out. If you enable Windows Firewall, create exceptions for Licensing components on the Exceptions tab of the Windows Firewall panel. Create an exception for each of the following: CITRIX.exe and lmadm.exe. This issue occurs with Windows Server 2003. [#232674]
- If Citrix Licensing is installed in a clustered environment and Windows Firewall is enabled (the default configuration for Windows 2008), connections can fail. Connecting remotely to the console or checking out licenses works until failover occurs in the cluster. Exception rules for CITRIX.exe and lmadm.exe are created during installation of Licensing, but do not work after a cluster failover. To work around this issue, create exceptions for Licensing components on the Exceptions tab of the Windows Firewall panel. Create an exception for each of the following ports: Console Web Server port (default port is 8082); License Server Manager port (default port is 27000); and Vendor Daemon port (default port is 7279). This issue occurs with Windows Server 2008 (32-bit and 64-bit) and Windows Server 2008 R2. [#232365]
- At the end of installation, the "License Server Configuration" tool is presented. If you choose to cancel on this page, the license server does not start. You must reopen the License Server Configuration tool and finish the settings before the license server can start. You can open the tool from: C:\Program Files\Citrix\Licensing\LS\resource\LSPostConfigTool.exe.
- If you restart the product server before completing the post-installation License Server Configuration tool, you might receive an error indicating that the License Server is not configured because port 8082 is already in use. To resolve this issue, after restarting the server, stop the Citrix Licensing service from the Services panel. Open and complete the settings in the License Server Configuration tool from C:\Program Files\Citrix\Licensing\LS\resources\LSPostConfigurationTool.exe. [#229616]
- During installation, localized characters in the installation path can cause the installation to fail. Accept the default installation path or enter only ASCII alphabetic letter characters for the installation directory. [#229456]
- When configuring the product-side setting for the license server name, do not use localhost. Use the host name, IP address, or FQDN instead. [#165986]

## Uninstalling Licensing

To remove Citrix Licensing from a computer, Citrix recommends that you uninstall it using **Add/Remove Programs**. Files remaining after you uninstall licensing:

- C:\Program Files\Citrix\Licensing\MyFiles\CITRIX.opt
- C:\Program Files\Citrix\Licensing\MyFiles\citrix\_startup.lic
- C:\Program Files\Citrix\Licensing\MyFiles\\*.lic

## Other Known Issues

- In the License Administration console, localized characters in user names and passwords can display with unexpected results. To avoid this issue, use ASCII alphabetic letter characters for user names and passwords. [#223870 and #242767].
- On Windows Server 2003 (32-bit and 64-bit), the Citrix Licensing service stops when you log off the console session. To work around this issue, you can do one of the following: Use a Legacy version of the license server (available on the Citrix website), not log off the console session, reboot the license server, restart the licensing service from a remote machine, or set the service Recovery option to restart on service crash. [#233196]
- The Citrix License Server might crash immediately after startup. Workaround: Delete the c:\program files\citrix\licensing\ls\conf\ activation\_state.xml and concurrent\_state.xml files and then start the license server. These files are automatically regenerated when the license server starts. [#253576]

## License Files

- Certain license types are not covered by Subscription Advantage and therefore appear in alerts in the Dashboard of the License Administration Console indicating that the Subscription Advantage date is expired. You can ignore such alerts for any license not covered by Subscription Advantage. This includes Evaluation licenses, Not for Resale licenses, Early Release licenses and Technology Preview licenses. These types of licenses do not need Subscription Advantage and your Citrix products do not stop working when the Subscription Advantage date is expired. You can verify the status of any license for which you receive an alert by clicking the license on the Dashboard. The license information expands to show the license type (such as Technology Preview), the license expiration date, and the Subscription Advantage date. [#231847]
- License files containing different but valid host ID values can cause an error message when no error is present. This issue occurs if you import a license file through the License Administration Console, and the license file has multiple valid but different host values for the license server. For example, if you have one value for the host ID that is the Ethernet address and another value that is the server name of the same machine. You might receive conflicting messages from the Dashboard indicating in one message that the file was successfully uploaded and in another message indicating an import error because the license file has "inconsistent server host ID" information. You can ignore this message. [#229435]
- License Files with multiple lines referencing HOSTNAME= are ignored by the license server. Licenses in these files cannot be checked out. This issue is caused when you download licenses associated to different license server hostnames into the same license file. Any of the following error messages might appear in the Event Log Viewer:
  - Event ID: 724 Description: (2196) Invalid license key.
  - Event ID: 764 (2196) Wrong hostid on SERVER line in license file.In addition, the License Administration Console displays the following error message: "...Error List Returned...Unknown Host."

To resolve this issue, re-download separate license files for each Citrix product tied to different license server names. See article [CTX110909](#) in the Citrix Knowledge Center for additional information.

- After you replace evaluation license files on the license server with new license files, the Citrix product might continue to display the following license expiration message when users log on: "Warning: The following Citrix Product is using an Evaluation license. This license will expire in..."

To resolve this issue:

1. Remove the old evaluation license files from the license server. (See [Deleting License Files](#)).
2. At the license server, restart the Citrix Licensing service.
3. At the Citrix product server, point to a fictional license server and then point the product back to the actual license server. (See your product's administrator's guide for information about changing these settings.)
4. If the problem persists, restart the product server.

## Event Log Viewer Messages

- The following message appears in the Event Log Viewer: (1224) Client/server comm version mismatch. The client and server programs are running potentially incompatible versions of FLEXnet comm software.

This is an informational message indicating that a Citrix product licensing client is communicating with a different version of the Citrix License Server. Ignore this message.

- After upgrading the license server, messages such as the following examples might appear in the Event Log Viewer (product and component numbers may vary from these examples):
  - Detection of product '{8AAA9207-A30A-4158-9640-8886AA9BD86F}', feature 'CTX\_LS', component '{F826569F-BFB0-4D4F-9B01-341070F968D5}' failed. The resource 'C:\bin\CfgEngine\Configuration.xml' does not exist.
  - Detection of product '{B91F5D65-61AD-48C6-B595-71F58844529C}', feature 'CTX\_LS' failed during request for component '{FB1869D6-3FE1-446B-AF01-3858F849CDA5}'
  - Detection of product '{B91F5D65-61AD-48C6-B595-71F58844529C}', feature 'Complete', component '{303994BA-6487-47AE-AF1D-7AF6088EEBDB}' failed. The resource " does not exist.
  - A provider, MgmtEventProv, has been registered in the Windows Management Instrumentation namespace Root\Citrix\Management to use the LocalSystem account. This account is privileged and the provider may cause a security violation if it does not correctly impersonate user requests.



- Failed to connect to server. Error: 0x80070005.

Ignore these messages. The upgrade is successful. [#207927, #183919]

## Product-Specific Issues

### Access Essentials / XenApp Fundamentals

- After installing Licensing 11.6.1 Build 10007 and starting the Quick Start tool, a .NET Framework error message indicates that “The service object for the service “CitrixLicensing” could not be acquired. Probably not installed or there is a permission problem.” This issue occurs in Access Essentials 2.0 or XenApp Fundamentals 3.0. To resolve the issue, uninstall Licensing 11.6.1 Build 10007 and install Licensing 11.6.1 Build 9020, available from the the License Server [Downloads page](#). [#232048]
- Before installing the license server version 11.6.1 or the HRP04 rollup pack on systems running Access Essentials 2.0, you must install Hotfixes AEE200W2K3001 and AEE200W2K3002. Failure to do so might render Access Essentials inoperable.

### Citrix Branch Repeater with Windows Server

- If you install the same license twice, the second time may trigger a change in the Send Bandwidth Limit, which will be set to the maximum licensed speed. To solve this issue, do not install the same license twice. If you must do so, verify that the Send Bandwidth Limit is set correctly. [#53894]
- When using the ISA Edge Firewall Mode in Citrix Branch Repeater with Windows Server, the Citrix Licensing service (lmgrd) unexpectedly stops, two error messages are displayed, and the Branch Repeater unit may run in un-accelerated mode. The first error message is a Data Execution Prevention - Microsoft message indicating that Windows has closed the program (lmgrd). The second error message (follows the first) is a Microsoft error feedback window. No intervention is required because the Citrix Licensing service (lmgrd) automatically restarts in less than a minute; however, if you wish to prevent this issue from reoccurring, you can change the Citrix Licensing properties startup type from automatic to manual. To change this setting:
  1. Log on to Citrix Branch Repeater with Windows Server Administrator privileges.
  2. Click **Start > Program Files > Administrative Tools > Component Services**.
  3. Click **Services (local)**, then double-click **Citrix Licensing**. The Citrix Licensing properties are displayed.
  4. In the **Citrix Licensing** dialog box, change the **Startup Type** from **Automatic** to **Manual** and click **OK**.  
[ #50418]

### Citrix MetaFrame Access Suite 3.0

- Upgrading licensing from Citrix MetaFrame Access Suite 3.0 to a newer version of licensing. During the upgrade process of the license server, the licensing components are detected as installed but there is a prompt to remove them. You cannot upgrade

licensing in a Citrix product that has licensing 1.0.0 installed as it is incompatible with the licensing that is used in Citrix products today. Uninstall the licensing components and reinstall the latest version. [#217704]

### Citrix XenApp Management Pack

- Details about the Citrix License Server are always blank on the Monitoring tab of the System Center Operations Manager for Citrix Managed Servers. There is no workaround for this issue. [#192159]

### XenDesktop 4.0

- If you have licenses in Chinese, German, Spanish, or French and experience problems with the display of translated product names or license information in the License Administration Console, you can download the latest Startup license (citrix\_startup.lic ) from the License Server download page ([Downloads page](#)). The Startup license is periodically updated with translations for license information.

1. Copy the new startup license file to the license server MyFiles directory:

C:\Program Files\Citrix\Licensing\MyFiles on a 32-bit server  
C:\Program Files(x86)\Citrix\Licensing\MyFiles on a 64-bit server

2. At a command prompt run the lmreread command (lmreread -c @localhost) from the LS directory:

C:\Program Files\Citrix\Licensing\LS on a 32-bit server  
C: on a 64-bit server

\Program Files(x86)\Citrix\Licensing\LS

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# Getting Started with Citrix Licensing

Citrix recommends that you upgrade the license server to the latest version when you upgrade or install new Citrix products. New license servers are backward compatible and work with older products and license files. New products often require the newest license server to check out licenses correctly.

Licensing your product includes the following steps:

1. [Ensure you have the latest license server version](#)
2. [Verify system requirements](#)
3. Install licensing
4. [Obtain license files from My Citrix](#)
5. Install your Citrix product (or, if already installed, restart the Citrix products for the new licenses to be recognized)
6. Configure product-side licensing communication settings that were not set during product installation, if applicable. This includes setting the correct product-edition in the product. Details about these settings are covered in the product documentation.

Ensure that the product-side edition setting correctly matches the licenses you have purchased. For example, if you purchased Platinum edition licenses, ensure that the edition setting in the product indicates Platinum—not Enterprise or Advanced.

See [Architectural Overview](#) for an overview of the licensing components and process.

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# Ensuring You Have the Latest License Server

**When upgrading or installing new Citrix products, always upgrade the license server.** The new license server is backward compatible and will work with older products and license files; however, new products require the newest license server to check out licenses correctly. You can install or upgrade the latest version from the product media.

**Note:** Citrix does not provide hotfixes for license server components and does not support older license servers with newer products. The latest versions of the license server often contain resolutions to issues appearing in earlier versions.

## To find your license server version number

If you are unsure if your license server version is current, you can verify it by comparing your version with the number on the [Downloads site](#).

On a license server with the License Administration Console:

1. Start the License Administration Console from the programs menu: **Citrix > Management Consoles > License Administration Console**.
2. Click **Administration** and select the **System Information** tab. See the release version in the information list.

On a license server without the License Administration Console:

1. Open the Registry Editor (**Start > Run > regedit**).

**Note:** Use Registry Editor to view the license server information only. Editing the Registry can cause serious problems that may require you to reinstall your operating system.

2. Navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\Citrix\LicenseServer\Install.

The version number appears in the format: 11.5.0.0 build 9014.

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# System Requirements for Citrix Licensing

## Hardware Requirements

The license server and License Administration Console are compatible with the same hardware required to support the compatible operating systems. No additional hardware is required.

**Note:** The license server does not support multi-homing (two network cards plugged into distinct networks).

## Software System Requirements

You can install the license server on servers running the following Microsoft operating systems. Citrix recommends that you install the latest Microsoft service pack for the operating system.

- Windows Server 2003 Family
- Windows Server 2008 Family
- Windows Server 2008 R2 Family

The License Administration Console must be installed on the same server as the license server and requires the following additional browser software:

- Internet Explorer 5 - 7 (Internet Explorer 8 is not supported)

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# Firewall Considerations

Determine if you need to place a firewall between the license server and any product servers. Citrix recommends that you determine if your products will communicate with the license server through a firewall before installing licensing. Where you install the license server can be impacted by firewall considerations.

If there is a firewall between your product or Single Sign-on (Password Manager) Agent and the license server, you need to configure port numbers. This configuration process entails:

- Determine which port numbers you need to change. You can change port numbers during the installation process or afterward.
- Open up the firewall ports. Open any ports on the firewall that you modified so that traffic can flow. For Windows Server 2008, the license server Version 11.5 or later configures the built-in firewall automatically.
- Modify the product-side settings. Your Citrix product must be configured with the same port numbers as those in the License Administration Console. If you do not change the port number referenced in the product, the product cannot contact the license server. You can change the product-side settings during and after installation of the product. See your product's documentation for information about these settings.

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# Installing Licensing Components

Licensing components can either be installed on a separate, dedicated server or on a server they share with another application (for example, a backup data collector, farm metric server or terminal server license server). Alternatively, you can use a Web or application server; however, the three locations mentioned above are less resource intensive. If you are running fewer than 50 servers, you can install the license server on the same server as your product.

[Software and Hardware Requirements](#)

[Firewall Considerations](#)

## To install the license server and console

1. Log on as an administrator or a member of the Administrators group.
2. Insert the product installation media and navigate through the Autorun screens to **Citrix Licensing** and follow the instructions. The exact screen names vary, depending on the product. For example:
  - In XenApp, select **Manually install components > Common Components > Citrix Licensing**.
  - In XenDesktop, select **Install Server Components > I accept the license agreement > Citrix License Server**.
3. Follow the setup wizard to accept the destination folder. Licensing components are installed in C:\Program Files\Citrix\Licensing on a 32-bit computer and C:\Program Files (x86)\Citrix\Licensing on a 64-bit computer.
4. Accept or change the default port numbers for use by Licensing components. You can change the port numbers after the installation, if needed.
  - License server port number is 27000
  - Vendor daemon port number is 7279
  - Console Web port is 8082
5. Set a password for the admin user of the console.

You are now ready to go to the Citrix Web site to obtain the license files needed to run your Citrix products. This procedure is detailed in [Obtaining Your License Files](#).

## Using the Command Line to Install Licensing

When using the Msiexec command to install licensing, set properties by adding Property="value" on the command line anywhere except between an option and its argument.

**Note:** Ensure that you run the command line with administrator privileges. To start the command prompt with elevated privileges in Windows Server 2008, choose **Start**, right-click **Command Prompt**, and choose **Run as administrator**.

The following sample command line installs licensing and creates a log file to capture information about this operation. Add the properties you want to set after the switches.

Type the command in one line without returns. The following example shows multiple lines due to space limitations.

```
msiexec /I ctx_licensing.msi /l*v install.log /qn LICSERVERPORT=27000  
VENDORDAEMONPORT=7279 MNGMTCONSOLEWEBPORT=8082 ADMINPASS=password
```

where:

- /l\*v is the location of the setup log.
- /qn specifies a silent (quiet) installation.
- ADMINPASS is the password for the console user "admin".
- INSTALLDIR is the location where the license server executable is stored.
- LICSERVERPORT is the port number used for the license server (default is 27000).
- VENDORDAEMONPORT is the port number used for the vendor daemon (default is 7279).
- MNGMTCONSOLEWEBPORT is the port number used for the console (default is 8082).

If you are installing in a clustered environment, use the two additional properties in this example:

```
msiexec /I ctx_licensing.msi /l*v install.log /qn LICSERVERPORT=27000  
VENDORDAEMONPORT=7279 MNGMTCONSOLEWEBPORT=8082 ADMINPASS=password  
CTX_CLUSTER_RESOURCE_DLL_PATH="c:\ctxlic\" REGISTER_CTX_LS_CLUSTERING="No"
```

where:

- CTX\_CLUSTER\_RESOURCE\_DLL\_PATH is the location where the cluster resource DLL executable is stored. Used for clustering only.
- REGISTER\_CTX\_LS\_CLUSTERING is either "no" for cluster node 1 or "yes" for cluster node 2. Used for clustering only.



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# Obtaining Your License Files

After you install the licensing components, you are ready to obtain your license files from citrix.com. At citrix.com (or MyCitrix) you generate a license file and download it to the license server. Then you must import the license files through the License Administration Console.

Before going to the Citrix Web site, you need the following information at hand:

- **The license code.** Find this code: on the Citrix installation media pack, in an email you receive from Citrix, or from the Subscription Advantage Management-Renewal-Information system (SAMRI).
- **Your user ID and password for MyCitrix.** You can register for this password on My Citrix.

**Note:** If you cannot locate either of these items, contact [Citrix Customer Service](#).

- **The name of the server on which you installed the licensing components.** The entry field for this name is case-sensitive, so ensure that you copy the name exactly as it appears on the computer.

You can find the license server host name and Ethernet address in the License Administration Console in the Administration area on the System Information tab. You can also run the hostname command at a command prompt on the license server.

- **How many licenses you want to include in the license file.** You do not have to download all of the licenses you are entitled to at once. For example, if your company purchases 100 licenses, you can choose to allocate and download only 50 at this time. At a later date, you can allocate the rest in another license file. You can have more than one license file.

## To obtain license files with the License Administration Console

1. Start the console (**Start > All Programs > Citrix > Management Consoles > License Administration Console**).
2. Click **Administration and Vendor Daemon Configuration**.
3. Click **Import License**.
4. Click the **My Citrix** link.
5. On the My Citrix page, enter your user ID and password.
6. Select **Manage Licenses** from **Choose a Toolbox**.
7. From the Manage Licenses main menu, select **Allocate**.
8. Follow the process to allocate and generate your file.
9. Select the licenses you want to download, click **Download** and save the generated license files to:
  - `C:\Program Files\Citrix\Licensing\MyFiles` on a 32-bit computer
  - `C:\Program Files (x86)\Citrix\Licensing\MyFiles` on a 64-bit computer
10. In the License Administration Console on the Import License File page, browse to the license file.
11. If you copied the file directly to the MyFiles directory, or if the file has the same name as an existing one, select **Overwrite License File on License Server**.
12. Click **Import License**.
13. Click **Vendor Daemon Configuration** and click **Administer** in the Citrix vendor daemon line.
14. Click **Reread License Files** to allow the license server to recognize the new file.

Users can begin using these licenses as soon as the licenses are read by the license server.

## To manually obtain license files

1. From a Web browser, go to <http://www.citrix.com>.
2. Click **Log In** and enter your user ID and password.
3. From the drop-down list, select **License Management**.
4. From the Manage Licenses main menu, select **Allocate**.
5. Follow the process to allocate and generate your file.
6. Select the licenses you want to download, click **Download** and save your generated license files to:
  - `C:\Program Files\Citrix\Licensing\MyFiles` on a 32-bit computer
  - `C:\Program Files (x86)\Citrix\Licensing\MyFiles` on a 64-bit computer
7. At the license server, copy the license file from the directory where it was saved to the MyFiles directory (`C:\Program Files\Citrix\Licensing\MyFiles` on a 32-bit computer or `C:\Program Files (x86)\Citrix\Licensing\MyFiles` on a 64-bit computer).

Tip: Ensure that the license file retains the ".lic" file extension. Some copy processes do not recognize a file type for that extension and add a ".txt" file extension during the copy. License files with the wrong file extension cannot be imported.

8. At a command prompt, navigate to:
  - `C:\Program Files\Citrix\Licensing\LS` on a 32-bit computer
  - `C:\Program Files (x86)\Citrix\Licensing\LS` on a 64-bit computerand type the following command: `lmreread -c @localhost`.

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# Upgrading

Each time you upgrade your Citrix product, you should also upgrade the Citrix License Server. Each time a new license server is released, it may contain better security, fixes to known issues, and so on. In some cases, new versions of the Citrix product will not work with older versions of the license server.

**Note:** New versions of the license server are compatible with older versions of the product.

If you are a current Citrix Subscription Advantage member, you are eligible to version upgrade to the latest release of Citrix products and upgrade your existing licenses to the license system used by these products.

*Version Upgrade* means the movement from any previous version of a product to the newest version of the product (for example, moving from XenApp 5.0 to XenApp 6.0).

*Edition Upgrade* means the purchase of a higher edition level of a product (for example, you currently have Advanced Edition and you purchase an upgrade to Enterprise Edition).

## Upgrading the License Server

Citrix recommends that you install the newest license server. The new license server is backward compatible and will work with older products and license files; however, new products require the newest license server to check out licenses correctly. You can install or upgrade the latest version from the Citrix Web site ([Downloads page](#)).

Upgrade your licensing components before upgrading your product, if necessary. Uninstall any versions of Citrix Licensing older than version 11.3.

Unsure which version of the license server you have? See [Ensuring You Have the Latest License Server](#).

For information about system requirements, see [Prerequisites](#).

To upgrade the license server:

1. From your license server, open the media for your product. You can also find the license components download on the Citrix Web site ([Downloads page](#)).
2. If you do not see Setup, use Windows Explorer to open Autorun.exe.
3. Navigate through the setup wizard screens to **Citrix Licensing** and follow the instructions.

## Upgrading Licenses for Your Edition

If you decide to run a higher edition of a Citrix product (for example, XenApp Advanced to Enterprise), you must purchase an upgrade license and add it to the license server. You will also need to change the product edition setting in the product's user interface. Citrix recommends that you plan to change the product edition setting during a time when there are not many connections to the affected servers or that you plan to redirect connections to another computer. When you change the product edition setting, you must restart the product server for changes to take effect. See the product's documentation for changing the edition setting. If you add the upgrade license to the license server before you set the edition to the new edition, the Citrix product stops accepting new connections.

**Note:** Licenses from old product editions appear on the Dashboard of the License Administration Console even though they are no longer valid. If you do not proactively remove obsolete and/or unnecessary license allocations, you may see persistent alerts regarding the Subscription Advantage expiration dates of these licenses. You cannot turn these alerts off. The only impact of leaving obsolete license allocations on license servers is that you will continue to receive these alerts. If you want to remove the licenses, see [Deleting License Files](#).

To upgrade edition licenses:

1. From a Web browser, go to <http://www.citrix.com>.
2. Click **Log In** and enter your user ID and password.
3. From the drop-down list, select **License Management**.
4. From the Manage Licenses main menu, select **Upgrade**.
5. Follow the site's options and instructions for upgrading your product edition licenses.
6. Either download or order new media. An email message provides you with instructions to return to citrix.com to allocate or receive additional feature licenses.
7. Log on to [www.citrix.com](http://www.citrix.com) to allocate your licenses, generate a license file, download the license file to your license server, and reread the file.

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# Licensing Architecture Overview

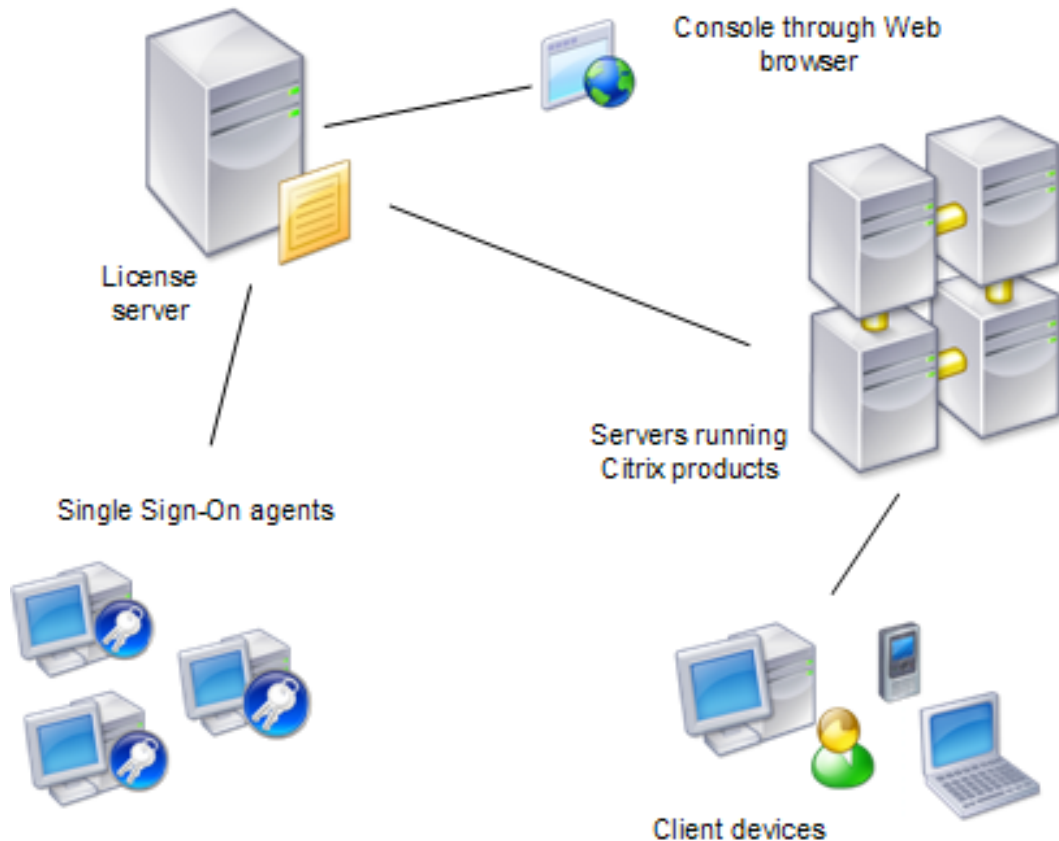
Before you can use your Citrix product, you must install Citrix Licensing. Citrix Licensing is a system of components that function together. This system includes:

- License server: A system that allows licenses to be shared across the network.
- License files: The files that you need to license your product. These files are stored on the license server.
- Console: The interface you use to manage your license files and your license server. For Licensing version 11.6.1, this is the License Administration Console. (For previous versions, this is the License Management Console.)
- Product-side settings in your Citrix products that are associated with the license server.

## Overview of Citrix Licensing

Every Citrix product environment must have at least one shared or dedicated license server. License servers are computers that are either partly or completely dedicated to storing and managing licenses. Citrix products request licenses from a license server when users attempt to connect.

Servers running Citrix products contact the license server to obtain licenses.



When users connect to a Citrix product, it draws licenses from the license server. That is, the Citrix product requests to check out a license from the license server on behalf of the user or client device. When the license is successfully checked out, the user can run the product.

Depending on the size and configuration of your product deployment, you may deploy licensing on a server shared with other applications, a dedicated license server, or multiple license servers.

License files must be located on the license server that is associated with the product you are licensing and the product must be configured to communicate with that specific license server. The License Administration Console lets you manage and monitor your Citrix licenses by providing a user interface to the license server. You can view a dashboard of licenses and alerts, import license files, and manage license server settings.

## Licensing Operations Overview

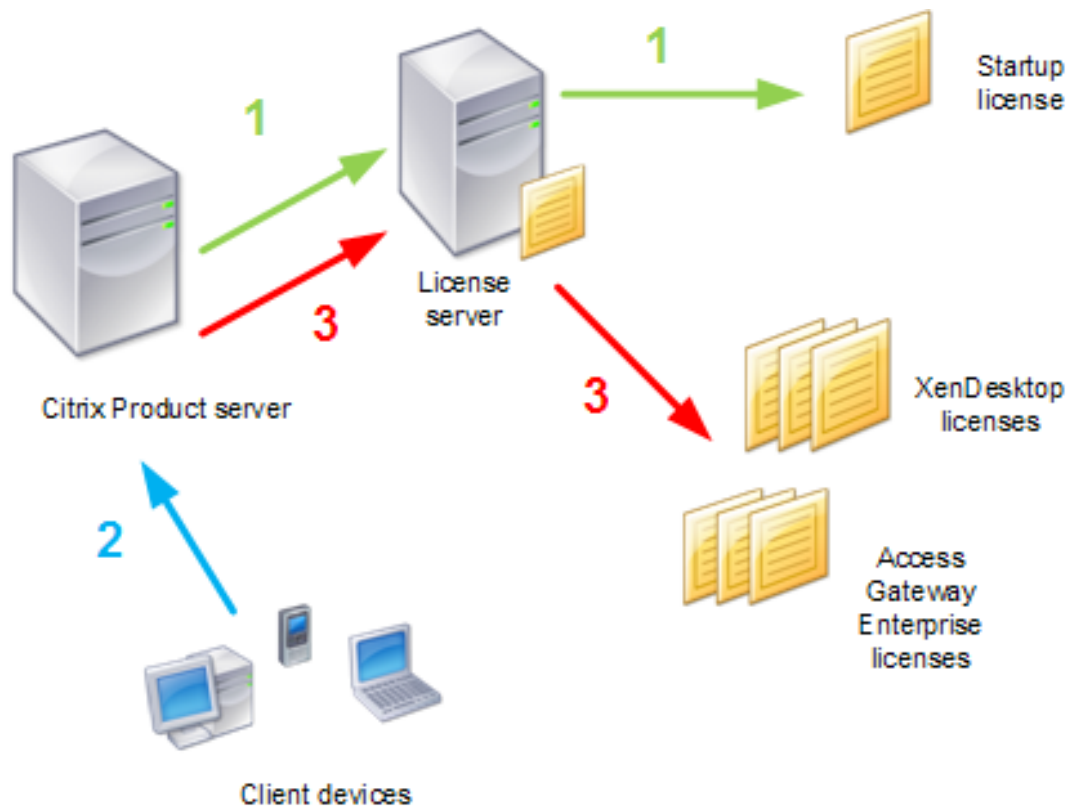
Typically, the first time a user connects to a Citrix product, the product requests a license from the license server. When the license server grants a license request, the Citrix product reserves a license for its use. Reserving licenses for this purpose is known as *checking out* licenses. When the user logs off from the product server, the product returns the license to the license server. This process is known as *checking in* licenses. With some Citrix products the license is checked out as soon as a user connects to the product, and the license remains checked out for a predetermined amount of time.

Each time a Citrix product starts, it opens a connection to the license server by checking out the *startup license*. The startup license is a Citrix system file that enables Citrix products to maintain a continuous connection to the license server. The following figure shows that each product forms its own constant connection to the license server.

The Citrix product makes a continuous connection to the license server. The license server can support up to 4000 continuous connections.

For example, when a server running XenApp requests a license, the product retrieves the license server name and port number information from the data store and establishes a connection to acquire the appropriate licenses.

There are three stages of the license checkout process.



A Citrix product goes through a three-step process to check out licenses:

1. At startup, a computer running a Citrix product checks out a startup license.
2. A client device connects to the product server.
3. The product requests a license from the license server.

Citrix products, such as XenDesktop, store a replica of the licensing information from the license server, including the number and type of licenses. If a Citrix product server loses its connection to the license server, the product enters a grace period and uses its local record of the licenses to continue licensing the product during the grace period. Citrix products update this record every hour.



### Grace Periods

If product servers lose communication with the license server, the users and the products are protected by a *grace period* that allows the product servers to continue operations as if they were still in communication with the license server. After a startup license is checked out by the Citrix product, the product and the license server exchange "heartbeat" messages every five minutes to indicate to each other that they are still up and running. If the product and the license server fail to send or receive heartbeats, the product lapses into the licensing grace period and licenses itself through cached information.

The grace period is set by Citrix. It is typically 30 days but can vary depending upon the product. The Windows Event Log indicates if the product has entered the grace period, the number of hours remaining in the grace period. If the grace period runs out, the product stops accepting connections. After communication is re-established between the product and the license server, the grace period is reset.

The grace period takes place only if the product has successfully communicated with the license server at least once.

**Note:** For products that operate in disconnected mode, the grace period takes effect after the preconfigured time specified for the license check-out expires.

### Disconnected Mode

Some Citrix products can operate in a disconnected mode (not connected to the server). These products allow a user to check out a license and operate the product for a preconfigured period of time that is set by the administrator. In this case, heartbeat messages are not exchanged. One example of disconnected mode is when a user checks out a Single Sign-on license for a laptop, and then uses the laptop when it is not connected to the server. For products that operate in disconnected mode, the grace period takes effect after the preconfigured time specified for the license check-out expires.

## License Server Components

The license server comprises several licensing components:

- Citrix vendor daemon
- Console
- License files
- Options file
- Startup license

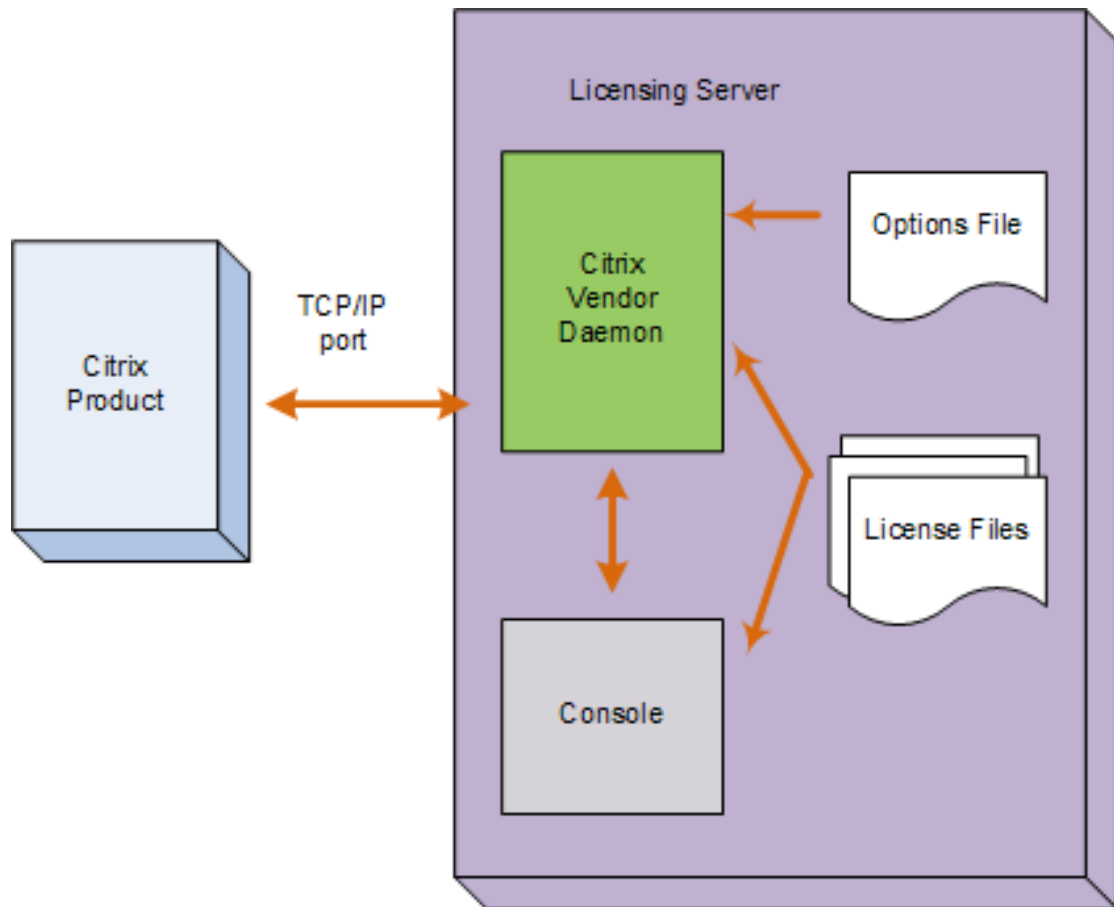


Figure 1. License Server Components. This diagram shows the Citrix product using TCP/IP to connect to license server components.

### Citrix Vendor Daemon

Licenses are granted by the *Citrix vendor daemon* (*Citrix.exe*), a process that runs on the license server. The Citrix vendor daemon tracks the number of licenses that are checked out and which product has them. Citrix products communicate with the Citrix vendor daemon using TCP/IP. By default, the Citrix vendor daemon uses TCP/IP port 7279.

### License Files

License files are text files created by Citrix that store licensing data. They contain information about the product licenses and the number of licenses, as well as system information such as the name of the license server. The license server uses these files to determine whether to grant a license to a Citrix product.

### Startup License

The startup license (*citrix\_startup.lic*) allows Citrix products to communicate with the license server using a continuous open connection. The startup license:

- Tracks which product servers are connected to the license server
- Stores licensing system information

- Does not affect your license count

**Caution:** Do not edit the startup license file, or any other license files.

### Options File

The options file (Citrix.opt) is a license server configuration file that the Citrix vendor daemon reads every time it restarts or receives a command to reread the file. This configuration file defines licensing behavior—the number of licenses a product server can use, the location of the system logs, and other user-defined customizations.

## The License Request Process

When a product requests a license from the license server, the Citrix vendor daemon determines whether a license is available for the request.

The license request process has two phases: the product startup phase and the user connection phase.

### Product Start-Up Phase

- When a Citrix product starts, it retrieves the license server location from its data store
- The product connects to the Citrix vendor daemon
- The product checks out a startup license

### User Connection Phase

- A user connects to a computer running the Citrix product
- The product requests a license from the license server
- The Citrix vendor daemon checks to see if any licenses are available and grants or denies the product's request
- The license module in the product grants or denies the use of the product based on the response from the Citrix vendor daemon

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# Types of Licenses

Your product uses one of the following types of licenses (some products allow you to choose more than one type). It is important that you are aware of which types of licenses your company has purchased and how they are consumed. This ensures that you do not run out of licenses. The license types are:

## **User or device licenses**

With XenDesktop 4, user or device licenses allow you to assign the license to a user or a device. When assigned to a user, the license allows access from an unlimited number of devices. When assigned to a device, the license allows access from the device by an unlimited number of users.

A licensed device requires a unique device ID and is authorized for use by any individuals to access instances of XenDesktop. Use this type of license for shared devices, such as classroom, hospital, or clinical workstations.

A licensed user requires a unique user ID, such as an Active Directory entry. You can reference these users and do not need to manage a separate or specific list of authorized users. When assigned to a user, the license allows the user to connect to their desktops and applications with multiple devices, such as desktop computer, laptop, netbook, smartphone, or thin client. A licensed user can connect to multiple instances of XenDesktop concurrently.

## **Concurrent user licenses**

This type of license is not tied to a specific user. When a user launches a product, the product requests the license and it is checked out to the specific computer or device that the user is using. When the user logs off or disconnects from the session, the license is checked back in and is available for another user. Using this logic, keep the following scenarios in mind:

- Multiple sessions at different computers use multiple licenses. Each time a user launches a Citrix session from a different computer or device, a license is checked out until the user closes the session at that computer or device (at which point the license is checked back in). For example, if a user launches a session from one computer and then launches another from another computer (before closing the session on the first), two licenses are checked out.
- Because, license servers do not communicate with each other, if you are running multiple license servers you may consume more than one license (for example, with load balancing). If you are using load balancing, Citrix recommends that the product servers point to the same license server.
- Different editions consume different licenses. If a user connects to an application published on a computer running Advanced edition and then uses the same client to connect to an application published on a computer running Enterprise edition, two licenses are consumed.

- RDP connections consume a license (RDP connections to a console do not consume a license).

### **Concurrent system licenses**

This type of license is similar to a concurrent user license; however, it is tied to a system, not a specific computer or device that the user is using.

When a user boots a computer or device and a system is launched (for example, an operating system or a virtual machine instance), a license is requested and checked out to the computer or device. The license remains in a checked out state until the system is no longer running (the computer or device is powered off or the virtual machine instance is stopped). Unlike a concurrent user license, the concurrent system license is not affected by a user logging on or off from a session; it is tied to the system's power state (on or off).

Licenses are purchased on a per system basis; one license per running system is required.

Using this logic, keep the following scenarios in mind:

- Multiple systems running on a computer or device require one license for each system. For example, if a user is running two virtual machine instances on one computer, two concurrent system licenses are used.
- If a user is running one or more systems and logs off from a session, licenses are not released. The concurrent system license (or licenses) remains in a checked out state until the user powers off the computer or device (thereby closing the system connection to the computer or device) or stops the virtual machine instance.

### **Named user licenses**

When a product requests a license, it is checked out to the user until a preconfigured period of time expires. This type of check-out is not tied to a computer or device; once the license is checked out, the user can run multiple sessions on different computers without checking out more licenses.

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# Using the License Administration Console

The License Administration Console lets you manage and monitor your Citrix licenses through a Web browser.

Use the **Dashboard** to:

- [Monitor licenses, license activity, and alerts](#)

Use the **Administration** area to:

- [Administer licenses](#)
- Configure console users
- [Configure alerts](#)
- Import licenses
- [Log license management activities](#)
- [Secure the console server](#)
- [View system information](#)

Toggle between the *Dashboard* and *Administration* views from links in the top right area of the console. Access to the Administration area requires administration privileges and is password-protected.

## To open the console

To open the License Administration Console on the machine on which it is installed:

From the programs list of the **Start** menu, select **Citrix > Management Consoles > License Administration Console**.

## To open the console on a remote server or cluster

As a security best practice, Citrix recommends that you limit the access to administrative interfaces to a minimal set of hosts and do not access administrative web interfaces while browsing untrusted web sites.

Navigate your browser to one of the following URL options:

- `http://license server name:web service port`

- `http://cluster name:web service port`
- `http://IP:web service port`

where:

- *license server name* is the name of your license server
- *cluster name* is the name of a cluster containing the license server
- *IP* is the IP address of the license server
- *web service port* is the port number for the console's Web service

The default Web service port for the console is 8082.

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# Monitoring Licenses and Alerts

Use the Dashboard to monitor your license activity. The Dashboard is the default view when you open the License Administration Console.

## License Status at a Glance

The Dashboard presents a synopsis of your licenses:

Name	Description
Product	Product, edition, and type of license
SA Date	The Subscription Advantage membership expiration date for the product license
In Use (Available)	The number of licenses currently in use, followed by the total number available for use
Expiration	The date the license expires
License Type	The type of license, such as concurrent user or system licenses
Hosts	The Hosts link appears when licenses are checked out and links to a list of the host names with licenses in use

## About Alerts

Dashboard alerts are triggered by licensing events such as the license server stopping or the expiration of a Subscription Advantage membership. You configure alerts in the Administration area. The list of displayed alerts is updated when the Dashboard page is reloaded or refreshed.

Alerts about concurrent licenses are tested and triggered at one minute intervals. The "Vendor Daemon Down" alert is triggered immediately.

There are two categories of alerts:

### Critical Alerts

Dashboard Alert	Administration Name	Triggering Event
The vendor daemon has stopped	Vendor daemon down	The license server stops, unexpectedly or purposely stopped by the administrator
The concurrent license has expired	Out of concurrent licenses	All the concurrent licenses have been checked out



Licenses for <i>product_name</i> have expired	Concurrent license expired	The license has expired. Note that if the license is not a type of license covered by Subscription Advantage, there is no deleterious effect from being expired. For example, the startup license and evaluation licenses are always "expired" because they are not covered by Subscription Advantage. You can ignore this alert unless it is for a license that shows an expired Subscription Advantage date in the dashboard.
Subscription Advantage membership expired	Subscription Advantage membership expired	The Subscription Advantage membership for a concurrent license has expired

**Important Alerts**

Name of Alert	Triggering Event
Concurrent threshold exceeded	A percentage (specified by the administrator) of concurrent licenses have been checked out
Concurrent license expiring	A certain number of days (specified by the administrator) remains before the concurrent license expires
Subscription Advantage membership expiring	A certain number of days (specified by the administrator) remains before the Subscription Advantage membership for a license expires. Note that if the license is not a type of license covered by Subscription Advantage, there is no deleterious effect from being expired. For example, the startup license and evaluation licenses are always "expired" because they are not covered by Subscription Advantage. You can ignore this alert unless it is for a license that shows an expired Subscription Advantage date in the dashboard.

## To view alerts

1. On the Dashboard, click the red X icon to view critical alerts or the orange ! icon to view important alerts.
2. Click items in the list to their details.

## To clear alerts

Alerts are not cleared automatically when the condition changes. You must clear the alert manually to remove it from the list.

Click the X icon next to the alert item.

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# Changing the Display Language

You can customize your user session by changing the console's display language. The console language reverts to the default when you log off. You can change the display language:

Select the language you want:

- When prompted during logon.
- By clicking **Change Display Language** at the bottom left corner of the console

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# Changing Your Console Password

You can change your License Administration Console password at any time.

1. In the bottom left corner of the console, click **Change Password**. If you do not see the link, it is because you are in the Dashboard area and you are not required to enter your credentials. Clicking the **Administration** option will cause the link to appear.
2. Type your old password.
3. Type to enter and confirm your new password.

**Note:** If you forget your password, contact the console administrator to assign you a new one.

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# Securing the Console

Steps you can take to secure the License Administration Console:

- Use HTTPS for the console's Web server communications
- Require users to log onto the Dashboard
- Specify a user session timeout

## To secure console communication with HTTPS

You can use HTTPS (Hypertext Transfer Protocol Secure) to create a secure channel for console communications over your network. If you use HTTPS, you must install a valid server certificate.

1. Copy a valid server certificate file and server certificate key file into the \\Citrix\Licensing\LS\conf\ folder of the License Server installation directory.
2. Click **Administration** and select the **Server Configuration** tab.
3. Click the **Secure Web Server Configuration** bar.
4. Select **Enable HTTPS (Default 443)**.
5. Enter a port for the HTTPS communication.
6. Enter the location of the server certificate file and the server certificate key file.
7. Stop and restart the Citrix Licensing service from the services control panel of the machine running the license server.

## To require users to log onto the Dashboard

You can optionally secure the Dashboard by forcing users to enter a password. The Administration area is password-protected for all users.

1. Click **Administration** and select the **Server Configuration** tab.
2. Click the **User Interface** bar.
3. Select **Require user to log on to view Dashboard**.

## To specify a session timeout

You can log out users after a specified time of inactivity, ensuring they do not leave the console unattended.

1. Click **Administration** and select the **Server Configuration** tab.
2. Click the **Web Server Configuration** bar.
3. For **Session Timeout**, enter the number of minutes that a user can remain inactive before being logged out of the console. The maximum value is 99999 (69 days, 10 hours, 39 minutes).

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# Changing Port Numbers

Licensing installation sets several port numbers for communications. After installation you can use the License Administration Console to change port numbers.

- **Console Web Server Port:** The HTTP TCP/IP port that the Web server uses to listen for communication with clients connecting to the License Administration Console. By default, the port is set to 8082. If you are already using that port number for another application, you can change it to a range between 1 and 65535. If you use HTTPS, the default port is 443. If you change the port, you must stop and restart the Citrix Licensing service.
- **License Server Manager Port:** This port number is used by the license server manager, which handles the initial communication between the products, starts the vendor daemon, and relays check out and check in requests to the vendor daemon. By default, this port number is 27000.

Tip: You can verify which port number is being used from the **System Information** tab in the **Administration** area.

- **Vendor Daemon Port:** This port number is used by the Citrix vendor daemon, which is responsible for the core operations of the license server, including license allocation. By default, this port number is 7279; however, you may need to change it if you have a firewall or if the number is already in use.

Tip: You can verify which port number is being used from the **Vendor Daemon Configuration** tab in the **Administration** area.

When using the License Administration Console you no longer need to use the License Server Port Utility to change port numbers. The License Server Port Utility was used to change port numbers before this functionality was developed in the License Administration Console.

## To change the console port

1. In the top right corner of the console, click **Administration**.
2. Click the **Server Configuration** tab.
3. Click the **Web Server Configuration** bar.
4. In the **HTTP Port** field, modify the current port number and click **Save**.
5. In the host machine operating system open the **Services** panel and select the **Citrix Licensing** service.
6. Restart the Citrix Licensing service.

## To change the license server port

This procedure changes the port number used by the License Server Manager (lmadmin.exe).

1. In the top right corner of the console, click **Administration**.
2. Click the **Server Configuration** tab.
3. Click the **License Server Configuration** bar to display the associated options.
4. Click the **Use this Port** radio button and type the new port number in the adjacent field. Click **Save** to save the new port number.
5. Stop and restart the Citrix Licensing service from the services control panel of the machine running the license server.

## To change the vendor daemon port

1. In the top right corner of the console, click **Administration**.
2. Click the **Vendor Daemon Configuration** tab.
3. Select the Citrix vendor daemon from the table.
4. Under **Vendor Daemon Port**, set the new port number.
5. Click **Save**.
6. Stop and restart the Citrix Licensing service from the services control panel of the machine running the license server.

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# Importing License Files

After generating your license file from citrix.com, you are ready to import it into the license server. A *startup license* is imported during the license server installation to allow Citrix products to communicate with the license server. All additional license files must be imported through the License Administration Console.

1. After generating and downloading your license file, copy the file to the computer hosting the license server and console. The default location for storing the license file is C:\Program Files\Citrix\Licensing\MyFiles on a 32-bit computer or C:\Program Files (x86)\Citrix\Licensing\MyFiles on a 64-bit computer.

Tip: Ensure that the license file retains the ".lic" file extension. Some copy processes do not recognize a file type for that extension and add a ".txt" file extension during the copy. License files with the wrong file extension cannot be imported.

2. Start the console and click **Administration**.
3. Log on and click the **Vendor Daemon Configuration** tab.
4. Click **Import License**.
5. Browse to the the license file.
6. If you copied the file directly to the MyFiles directory, or if the file has the same name as an existing one, select **Overwrite License File on License Server**.
7. Click **Import License**. The import process copies the file from its existing location into the MyFiles directory where it can be read by the license server.
8. Click **Administer** in the Citrix vendor daemon line.
9. Click **Reread License Files** to allow the license server to recognize the new file.

Users can begin using these licenses as soon as the licenses are read by the license server.



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# License Administration

After you have imported your license files, they are administered by the Citrix vendor daemon (CITRIX.exe). The Citrix vendor daemon is responsible for the core operations of the license server, such as tracking how many licenses are checked out and who has them. The vendor daemon can manage all of your Citrix license files and is fully backward compatible with any license files you have. Set properties for the vendor daemon on the Vendor Daemon Configuration page of the console.

**Note:** You can manage only the Citrix vendor daemon with this console.

## Configuring the Vendor Daemon

The Vendor Daemon Configuration page allows you to import license files, configure the vendor daemon, and view logs about license activity. Only users with Administrator privileges can view this page.

Click **Administer** in the vendor daemon summary grid to set these options:

Option	Description
Vendor Daemon Port in Use	The TCP/IP port number that the vendor daemon uses for communication with products.
Stop	Stops the vendor daemon, but leaves the console running. When you stop a vendor daemon, this button changes to <b>Start</b> .
Start	Starts the vendor daemon and reads the license files. This button only appears when the vendor daemon is stopped. When you start a vendor daemon, this button changes to <b>Stop</b> .
Reread License Files	Rereads the contents of the license files and the options file.
Report Log Name	This option is not currently functional.
Rotate Report Logs	This option is not currently functional.

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# Configuring Console Users

License Administration Console users are administered by and stored in the console only. These users are not connected to the computer's local users or any network authentication system.

Users are configured with a user or administrator role. All users can:

- View the Dashboard for license activity and alerts
- Change their own password
- Select a console display language

Administrators can additionally:

- View system information
- Add and delete users and expire their passwords
- Configure alerts
- Configure the license server
- Configure the vendor daemon
- Stop the license server
- Configure the administration console

Administrators must enter user name and password when opening the Administration area. Settings in Server Configuration allow you to optionally secure the Dashboard by requiring users to log on.

## **Default Administrator Account**

A default administrator account ("admin") is created during installation of the License Administration Console. You set the password for this account during installation. Use the "admin" account to first log on to the console and then configure additional users.

## To add users

1. Click **Administration** and then the **User Configuration** tab.
2. Click **New User**.
3. Type information for the user. Required fields are identified with an asterisk (\*).
  - User names are case sensitive, cannot contain spaces, and limited to 60 characters.
  - First name, last name, and password are each limited to 64 characters
  - You cannot create a user with the name of "user".
4. Select a user or administrator role.
5. Optionally select the **User must change password on next logon** check box to force the user to create a new password.

## To change a user password

1. On the User Configuration page click **Edit** in the line containing the user's record.
2. Type and confirm the new password.
3. Optionally select the **User must change password on next logon** check box to force the user to change the new password.

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# Configuring Licensing Alerts

Alerts display on the Dashboard and are classified as *critical* or *important*. Administrators can select which alerts appear on the Dashboard and set the thresholds that trigger them.

1. In the top right corner of the console, click **Administration** and select the **Alert Configuration** tab.
2. Select the alerts you want to display on the Dashboard, and for the important alerts determine the threshold to trigger the alert.
3. Click **Save**.
4. By default, Subscription Advantage membership alerts are also displayed on the Dashboard. To turn on or off these alerts:
  - a. Click **Vendor Daemon Configuration**.
  - b. Select the Citrix vendor daemon.
  - c. Select or clear **Enable Subscription Advantage membership expiration alerts for this vendor daemon**.

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# Improving Performance by Specifying Thread Use

Requests come in to the license server through a listener port. All communication must be accepted by an acceptance thread. If the message is accepted, a receive thread handles it and then a processing thread processes it. To improve license server performance when receiving a large number of requests, you can configure the maximum number of receive and processing threads to use.

When a program initiates an I/O request (an example would be a request to check-out a license), it creates and uses a thread. The thread maintains the place and data in the program as a reference point, and once the request is complete, the program can be re-entered at the same point. You can have many requests at the same time, depending upon how many threads are allowed. This is called *multi-threading*.

The optimal values needed for acceptable license server performance are dependent on the hardware, the site configuration, and the request volume. If you set the limits too high and your hardware cannot support it, it will slow down the communication. If you set the limits too low, it will take longer for the communication to occur as the system will wait until it can create more threads before it executes incoming requests. You should test and evaluate different values to determine the configuration that meets your site's needs.

There are two areas where you can specify the thread limits:

- License Server
- Web Server

## To set license server thread use

1. In the top right corner of the console, click **Administration**.
2. Click the **Server Configuration** tab and the **License Server Configuration** bar.
3. Modify the **Maximum Number of License Server Manager Processing Threads** and **Maximum Number of License Server Manager Receiving Threads** fields (up to 999 threads).
4. Stop and restart the Citrix Licensing service from the services control panel of the machine running the license server.

## To set Web server thread use

Use this procedure to set the maximum number of threads that the Web server for the License Administration Console uses to process requests. Specify a larger number if you expect many users to simultaneously access the console.

1. In the top right corner of the console, click **Administration**.
2. Click the **Server Configuration** tab and the **Web Server Configuration** bar.
3. Modify the **Maximum Number of Web Server Threads** field (up to 999 threads).
4. Stop and restart the Citrix Licensing service from the services control panel of the machine running the license server.

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# Viewing System Information

You can view system information about the license server and the system running the license server. The following information is available by clicking the **Administration** option in the top right corner of the License Administration Console, followed by the **System Information** tab.

Name	Description
Release Version	The version of the license server.
License Server Manager Port Number in Use	The port number that the license server uses to communicate with the products.
Display	On Windows, this is the system name or the terminal server client name (in a terminal server environment). On UNIX, this is the X-Display name or the value returned by the <code>ttyname()</code> (or comparable) function.
Host Name	The name of the computer hosting the license server.
Host Domain Name	The fully-qualified name of the computer hosting the license server.
IPv4 Address	The IP version 4 address of the computer hosting the license server. The IPv4 address appears only if the computer has IPv4 enabled.
IPv6 Address	The IP version 6 address used to identify the computer hosting the license server. The IPv6 address appears only if the computer has IPv6 enabled.
Ethernet Address	The Ethernet address (also known as the MAC address) of the computer hosting the license server.
Local Stop Server Allowed	Displays either yes or no. If it is no, you cannot stop the license server using the <code>lmdown</code> utility or the console. Configure this property using the <code>-allowStopServer</code> command line option when you run the license server manager ( <code>lmadmin</code> ).
Remote Stop Server Allowed	Displays either yes or no. If it is no, you cannot stop the license server from a remote machine using <code>lmdown</code> or the console.
License Reclaim Allowed	Displays either yes or no. If it is no, you cannot use the <code>lmremove</code> utility to reclaim a license from a user. Configure this property using the <code>-allowLicenseReclaim</code> command line option when you run the license server manager ( <code>lmadmin</code> ).

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# Logging

Log files are stored in:

- C:\Program Files\Citrix\Licensing\LS\Logs on a 32-bit server
- C:\Program Files(x86)\Citrix\Licensing\LS\Logs on a 64-bit server

Log	File name	Viewable from	What it logs
License server log	lmadmin.log	<b>Server Configuration &gt; Logging</b>	License server, console, and administration activities
Vendor daemon log	citrix.log	<b>Vendor Daemon Configuration &gt; Vendor Daemon Log</b>	Licenses and license activities
Access log	access.log	\\Logs folder	HTTP access events  <b>Note:</b> This log is used by support personnel for debugging purposes only.
Web log	web.log	\\Logs folder	Web server information  <b>Note:</b> This log is used by support personnel for debugging purposes only.

Some versions of the license server (previous to 11.6.1) included a report log. The License Administration Console does not include a report log. If you have a legacy report log file (C:\Program Files\Citrix\Licensing\LS\reportlog.rl), it will not be updated unless you relocate the file "reportlog.rl" to the \\Logs directory and update the options file to control it.

## To view and configure the license server log

1. In the **Administration** area, on the **Server Configuration** page, click the **Logging** bar.
2. Click **View log file**.
3. To change the level of logging, select the type of information to be recorded from the **Log Level** dropdown list.

**Note:** Leave this property set to the default setting of **Information** unless you are instructed by support personnel to change it to aid in troubleshooting.



## To view the vendor daemon log

This procedure displays the lastest 200 lines of data in the file. You can view the entire contents of the log (citrix.log) by opening it directly from the \\Program Files\Citrix\Licensing\LS\Log folder.

1. In the **Administration** area, on the **Vendor Daemon Configuration** page, click the **Vendor Daemon Log** bar.
2. Click **View log file**.

## To configure the vendor daemon log

1. In the **Administration** area, on the **Vendor Daemon Configuration** page, click the **Vendor Daemon Log** bar.
2. Select whether to overwrite or append to the log:

Option	Description
<b>Overwrite Vendor Daemon Log</b>	When selected, this option overwrites the log when you restart the Citrix Licensing service or the vendor daemon. If the option is clear, the log entries are appended to the end of the file.
<b>Vendor Daemon Log Location</b>	Changing log location is not recommended.

3. Click **Save**.
4. Click **Stop** under **Vendor Daemon Actions**.
5. Click **Administer** on the **Vendor Daemon Configuration** page and then **Start** under **Vendor Daemon Actions**.

---

# Setting the Default Language

Administrators can change the default language of the License Administration Console display. The default applies to all console users. Available languages include:

- Chinese (Simplified)
- English
- French
- German
- Japanese
- Spanish

Users can set a display language for the duration of their session. The console display reverts to the default language at the end of each user session.

1. Click **Administration** and choose the **Server Configuration** tab.
2. Click the **User Interface** bar.
3. From the **Default Display Language** drop-down list, choose a language.

---

# About License Files

When you install the license server, a startup license and an options file are installed automatically. To license your Citrix products you add one or more license files. See [Obtaining Your License Files](#) for information about adding your product licenses.

You cannot change the location of license files on the license server. License files must reside in their default location.

## Startup License File

The startup license file (`citrix_startup.lic`) is a text file that is used by Citrix products to communicate with the license server using a continuous open connection. Every five minutes the license server and the product send a heartbeat message to each other to verify that they are mutually communicating. If the product and the license server have been exchanging heartbeat messages but there is an interruption in the exchange (for example, there is a power failure), the product goes into a *grace period*. The startup license does not affect your license count. Do not edit this file.

**Note:** Some Citrix products can operate in a disconnected mode (not connected to the server). These products allow a user to check out a license and operate the product for a preconfigured period of time that is set by the administrator. In this case, heartbeat messages are not exchanged. One example of disconnected mode is when a user checks out a Password Manager license for a laptop, and then uses the laptop when it is not connected to the server.

You can control different aspects of your licensing operations and environment by customizing the license file.

## License File

The license file is a text file that contains product licensing information as well as the license server name (or other binding identifier), the Subscription Advantage membership renewal date (also known as the Subscription Advantage Expiration date), the license expiration date (if applicable), and other system information. All of this information is encrypted with a digital signature. When you purchase a Citrix product, you go to the `citrix.com` Web site to download a license file. You can have more than one license file per license server. The license file resides in the `C:\Program Files\Citrix\Licensing\MyFiles` directory on a 32-bit server, or `C:\Program Files(x86)\Citrix\Licensing\MyFiles` directory on a 64-bit server, where it is referenced by the license server. The license server uses this file(s) to determine whether or not to grant a license to a Citrix product.

## Moving License Files to a Different Host

If you need to move your license files to a server with a different hostname or Ethernet address, you cannot use the license files that you downloaded for the old license server. Create new license files that reference the new server name by reallocating them.

See [Reallocating License Files](#) for more information.

# License File Format

**Caution:** Modifications can make license files unusable. If using Citrix Licensing for Windows 11.6.1 or later, you should never need to edit license files. You can manage licenses and their tasks through the License Administration Console and the My Citrix site.

Citrix License files employ the following naming convention: license\_20040322134450.lic. The last part of the file name is a date stamp with the following format: YYYYMMDDHHMMSS. The date stamp corresponds with the date the file is downloaded, and, consequently, lets you distinguish between different licenses you downloaded.

**Note:** You can change the name of the license file but it must have a .lic extension.

License files are composed of lines that list specific information, such as the server name (SERVER) or quantity of licenses (INCREMENT). These lines begin with words denoting their purpose in uppercase letters, such as VENDOR, SERVER, INCREMENT, USE\_SERVER, and so on.

The following sections provide in-depth information about the following elements of license file syntax: the SERVER line, VENDOR line, USE\_SERVER line, INCREMENT line, and UPGRADE line. While the term *feature* is used in the options and license file syntax, in this document, the term *product license* is used whenever possible for clarity.

Example license file with numbers corresponding to the explanations following the example:

```
# This file is in UTF-8 format.
#
SERVER this_host HOSTNAME=license_server1 (1)
VENDOR CITRIX (2)
USE_SERVER
INCREMENT MPS_ENT_CCU CITRIX 2006.0428 01-may-2006 1000 \
  VENDOR_STRING=;LT=Retail;GP=720;CL=ENT,ADV,STD;SA=0;ODP=0 \
  DUP_GROUP=V ISSUED=12-Mar-2004 NOTICE="eMail Test - Citrix" \
  SN=LA-0000150712-86261-B72 START=11-mar-2004 SIGN="0885 F320 \
  DAE2 EE72 68A4 92FC 86C2 3648 A2CF 346D A88F BD44 TS111\
  D790 1830 7535 553C B774 DE8C 1F5D A5D3 D5F6 D078 217B BH050 \
  A14C 2893 7756 ACF5"
#
#(English] (4)
#CITRIXTERM FEATURE 2.0 MPS_STD_CCU EN Citrix Presentation Server Standard|Concurrent User
#CITRIXTERM FEATURE 2.0 MPS_ADV_CCU EN Citrix Presentation Server Advanced|Concurrent User
#CITRIXTERM FEATURE 2.0 MPS_ENT_CCU EN Citrix Presentation Server Enterprise|Concurrent User
#
```

## 1 SERVER Line

The SERVER Line. The SERVER line specifies the binding identifier (also known as the *hostname*) of the license server.

**Caution:** Do not modify the binding identifier on the SERVER line; otherwise, the license file will not work.

### Syntax

```
SERVER this_host ether
```

or

```
SERVER this_host HOSTNAME=hostname
```

Parameters	Description
<i>ether</i>	The MAC address of the appliance on which the license server is running. Do not edit this string.
<i>hostname</i>	The name of the computer on which the license server is running. Do not edit this string.

### Example

```
SERVER this_host HOSTNAME=license_server1
```

## 2 VENDOR Line

The VENDOR line specifies the Citrix vendor daemon name.

### Syntax

```
VENDOR CITRIX [vendor_daemon_path]
```

Field	Description
VENDOR CITRIX	Name of the Citrix vendor daemon. Do not edit this name.
vendor_daemon_path	Path to the executable for the Citrix vendor daemon. Citrix recommends that you do not change this path.

## 3 INCREMENT Lines

An INCREMENT line describes the license required to use a product. License files (\*.lic) contain one or more INCREMENT lines. Each INCREMENT line makes up a user-specified allocation of product and license (users, connections) counts..

Each increment line contains a signature based on the data in that line, the hostids specified in the SERVER line(s), and data chosen by Citrix. INCREMENT lines use a backslash ( \ ) to wrap long lines of text.

### Syntax

```
INCREMENT feature vendor SA_expiry_date exp_date num_lic \
SIGN=sign [optional_attributes]
```

**Caution:** Do not modify the six fields after the INCREMENT line keyword; they are required and have a fixed order.

The following table explains these fields in the order they appear:

Field	Description
<i>feature</i>	The product license. Do not edit this line.
<i>vendor</i>	Indicates this license is for a Citrix vendor daemon. Do not edit this line.
<i>SA_expiry_date</i>	<p>Indicates the date until which you are entitled to product version upgrades. If you do not have a Subscription Advantage membership or this is not a Subscription Advantage license, the date indicates when you ordered or redeemed the license. Do not edit this line.</p> <p><b>Note:</b> If you renewed your Subscription Advantage membership and received an upgrade license, two dates are listed.</p> <ul style="list-style-type: none"> <li>• The first date is the date when the Subscription Advantage membership was originally purchased</li> <li>• The second date is the SA_expiry_date</li> </ul> <p>Example:</p> <pre>INCREMENT MPS_ENT_CCU CITRIX 2005.0311 2007.0311 permanent 1000 \</pre> <p>See Upgrade Lines for additional information.</p>
<i>exp_date</i>	<p>Expiration date of license in the format dd-mmm-yyyy, that is, 07-may-2006. Do not edit this line.</p> <p><b>Note:</b> If the exp_date field contains the string “permanent,” the license never expires.</p>
<i>num_lic</i>	Number of concurrent licenses for this product license. Do not edit this line.
SIGN=sign	SIGN= signature to authenticate this INCREMENT line. Do not edit this line.

INCREMENT lines also determine the grouping of licenses in the management console. These groups are known as *license pools*. The Citrix vendor daemon creates the license pools based on common attributes, such as product license or version. When a new pool is created, the console displays and tracks this pool independently from other license pools. When two or more attributes are different, the Citrix vendor daemon creates a new license pool.

### Citrix Attributes in INCREMENT Lines

INCREMENT lines can also include additional attributes from Citrix. These attributes provide information about the license, such as the date on which it was issued or that the license is an upgrade license.

**Caution:** Do not modify or delete these attributes.

**Example**

```
INCREMENT MPS_ENT_CCU CITRIX 2008.0606 permanent 10 \
VENDOR_STRING=;LT=Retail;GP=720;CL=ENT,ADV,STD,AST;SA=1;ODP=0 \ DUP_GROUP=V
ISSUED=06-Jun-2007 NOTICE="Citrix" \ SN=12345:67890 START=6-jun-2007 SIGN="18F8 1546
F605 E3BD 010E 7E4F A4B3 9DE3 B90E 7937 3337 0180 1FFB C6EB D491"
```

Important items are highlighted in the above example:

- The Product (license feature) appears in blue
- The Citrix Subscription Advantage expiration date appears in red (Format: YYYY.MMDD)
- The License (user, connection) Count appears in GREEN

**Syntax**

keyword=value

The following table describes the Citrix attributes. The uppercase letters of the attributes indicate that this attribute is not editable.

Attribute	Description
DUP_GROUP=V	This attribute allows license sharing for the same client device.
ISSUED=dd-mmm-yyyy	Date issued.
ISSUER="..."	Issuer of the license.
NOTICE="..."	Your company's name.
SN=serial_num	A number that is used to identify INCREMENT lines.
START= dd-mmm-yyyy	The date from which you can use a license. The license server cannot use licenses before their start date.
SUPERSEDE="MPS_ADV_CCU MPS_STD_CCU ..."	This appears in the upgrade license file when you move to a higher product edition. If this appears, all licenses issued before the date specified in ISSUED= are superseded by this line and become ineffective.
VENDOR_STRING="..."	String defined by Citrix.

**Optional Attributes in INCREMENT Lines**

INCREMENT lines contain several attributes that you can add, edit, or delete. You can add attributes, if desired. For example, you can insert an asset tag or a purchase order number beside each license in a file. Likewise, you can add attributes that indicate a



specific group of licenses is dedicated for a department in your organization.

Some of these attributes may be inserted by Citrix or your Value Added Reseller.

Optional attributes are listed in the table that follows. Like the Citrix-specific attributes, the optional attributes have a keyword=value syntax where keyword is in lowercase. You can tell the difference between optional and required attributes by the case of the letters: optional attributes have lowercase letters.

Attribute	Description
asset_info= "..."	Additional information you can add for asset management
dist_info= "..."	Additional information provided by the software distributor
user_info= "..."	Additional information provided by the license administrator
vendor_info= "..."	Additional information provided by Citrix

## UPGRADE Lines

An UPGRADE line indicates the date when a Subscription Advantage membership was renewed and the date it expires.

**Caution:** Do not modify this line.

### Syntax

```
UPGRADE feature CITRIX from_Subscription_Advantage_date
to_Subscription_Advantage_renewal_date
exp_date num_lic \
[options ... ] SIGN=sign
```

All the data is the same as for an INCREMENT line, with the addition of the *from\_Subscription\_Advantage\_date* field. An UPGRADE line removes up to the number of licenses specified from any old version ( $\geq$  *from\_Subscription\_Advantage\_date*) and creates a new version with that same number of licenses.

### Example 1

For example, the following lines renew the ABCD Corporation's Subscription Advantage membership for 1000 MPS\_ENT\_CCU licenses for one year (until March 11, 2006):

```
INCREMENT MPS_ENT_CCU CITRIX 2005.0311 permanent 1000 \
VENDOR_STRING=;LT=Retail;GP=96;CL=ENT,ADV,STD;SA=1;ODP=0 \
DUP_GROUP=V ISSUED=12-Mar-2004 NOTICE="ABCD Corporation" \
SN=LA-0000150712-12345:123 START=11-mar-2004 SIGN="1234567"
```

```
UPGRADE MPS_ENT_CCU CITRIX 2005.0311 2006.0311 permanent 1000 \  
VENDOR_STRING=;LT=Retail;GP=96;CL=ENT,ADV,STD;SA=1;ODP=0 \  
DUP_GROUP=V ISSUED=12-Mar-2005 NOTICE="ABCD Corporation" \  
SN=RE-0000164638-12345:123 START=11-mar-2005 SIGN="1234567"
```

### Example 2

For example, the following lines renew the ABCD Corporation's Subscription Advantage membership for 1000 MPS\_ENT\_CCU licenses for one year (until March 11, 2006):

```
INCREMENT MPS_ENT_CCU CITRIX 2005.0311 permanent 1000 \  
VENDOR_STRING=;LT=Retail;GP=96;CL=ENT,ADV,STD;SA=1;ODP=0 \  
DUP_GROUP=V ISSUED=12-Mar-2004 NOTICE="ABCD Corporation" \  
SN=LA-0000150712-12345:123 START=11-mar-2004 SIGN="1234567"
```

```
UPGRADE MPS_ENT_CCU CITRIX 2005.0311 2006.0311 permanent 1000 \  
VENDOR_STRING=;LT=Retail;GP=96;CL=ENT,ADV,STD;SA=1;ODP=0 \  
DUP_GROUP=V ISSUED=12-Mar-2005 NOTICE="ABCD Corporation" \  
SN=RE-0000164638-12345:123 START=11-mar-2005 SIGN="1234567"
```

An UPGRADE line applies to the closest preceding INCREMENT line with a Subscription Advantage date that is greater than or equal to `from_Subscription_Advantage_date`, and less than `to_Subscription_Advantage_renewal_date`.

Upgrade lines use a continuation character ( \ ) to break up long lines. When using license files with an UPGRADE line, you must keep the license files with the original INCREMENT lines in the same folder.

---

# Reallocating License Files

License files run only on the license server or hardware appliance that was specified when they were generated. If you change the binding identifier of a server or appliance hosting license files, you must reallocate license files so that they match the new binding identifier.

The *binding identifier* is the information in the license file that identifies the machine where the license file is hosted. The binding identifier is usually the license server hostname, but it can also be a hardware appliance name, Ethernet address (MAC address), or FQDN.

Situations in which you might need to reallocate a license file:

- You rename your license server
- You want to move your license files to a server with a different name
- You used some licenses initially to create a test environment and now you want to reuse those licenses on a different license server

Designating a new binding identifier when you reallocate licenses does not consume additional licenses. The process changes only the binding identifier for the licenses.

## To reallocate license files with the License Administration Console

1. Start the console (**Start > All Programs > Citrix > Management Consoles > License Administration Console**).
2. Click **Administration and Vendor Daemon Configuration**.
3. Click **Import License**.
4. Click the **My Citrix** link.
5. On the My Citrix page, enter your user ID and password.
6. Select **Manage Licenses** from **Choose a Toolbox**.
7. From the Manage Licenses main menu, select **Reallocate**.
8. Select the check boxes preceding the licenses you want to reallocate, click **Continue**.
9. On the pages that follow, follow the instructions to select the licenses to be reallocated into the new file (and associated with a new license server) and download the license file.
10. Save the files to:
  - C:\Program Files\Citrix\Licensing\MyFiles on a 32-bit server
  - C:\Program Files(x86)\Citrix\Licensing\MyFiles on a 64-bit server
11. In the License Administration Console on the Import License File page, browse to the license file.
12. If you copied the file directly to the MyFiles directory, or if the file has the same name as an existing one, select **Overwrite License File on License Server**.
13. Click **Import License**.
14. Click **Vendor Daemon Configuration** and click **Administer** in the Citrix vendor daemon line.
15. Click **Reread License Files** to allow the license server to recognize the new file.

## To reallocate license files without the console

1. From a Web browser, go to <http://www.citrix.com>.
2. Click **Log In** and enter your user ID and password.
3. From the drop-down list, select **License Management**.
4. From the Manage Licenses main menu, select **Reallocate**.
5. Select the check box preceding the licenses you want to reallocate, then click **Continue**.
6. On the pages that follow, follow the instructions to select the licenses to be reallocated into the new file (and associated with a new license server) and download the license file.
7. Save the file to:
  - C:\Program Files\Citrix\Licensing\MyFiles on a 32-bit server
  - C:\Program Files(x86)\Citrix\Licensing\MyFiles on a 64-bit server
8. At a command prompt, navigate to:
  - C:\Program Files\Citrix\Licensing\LS on a 32-bit computer
  - C:\Program Files (x86)\Citrix\Licensing\LS on a 64-bit computerand type the following command: `lmreread -c @localhost`.

---

# Replacing License Files

Replacement license files are copies of license files you previously generated in My Citrix. You might need to download replacement files if you corrupt or delete a license file.

## To replace license files using the License Administration Console

1. Start the console (**Start > All Programs > Citrix > Management Consoles > License Administration Console**).
2. Click **Administration and Vendor Daemon Configuration**.
3. Click **Import License**.
4. Click the **My Citrix** link.
5. On the My Citrix page, enter your user ID and password.
6. Select **Manage Licenses** from **Choose a Toolbox**.
7. From the Manage Licenses main menu, select **Redownload**.
8. Click **Select All** to select all items on all pages, click the **Page** check box to select all items on that page, or select the check boxes preceding the licenses that you want to download.
9. Click **Download** and save the files to:
  - C:\Program Files\Citrix\Licensing\MyFiles on a 32-bit server
  - C:\Program Files(x86)\Citrix\Licensing\MyFiles on a 64-bit server
10. In the License Administration Console on the Import License File page, browse to the license file.
11. If you copied the file directly to the MyFiles directory, or if the file has the same name as an existing one, select **Overwrite License File on License Server**.
12. Click **Import License**.
13. Click **Vendor Daemon Configuration** and click **Administer** in the Citrix vendor daemon line.
14. Click **Reread License Files** to allow the license server to recognize the new file.

## To replace license files without the console

1. From a Web browser, go to <http://www.citrix.com>.
2. Click **Log In** and enter your user ID and password.
3. From the drop-down list, select **License Management**.
4. From the Manage Licenses main menu, select **Redownload**.
5. Click **Select All** to select all items on all pages, click the Page check box to select all items on that page, or select the check boxes preceding the licenses that you want to download.
6. Click **Download** and save the file to:
  - C:\Program Files\Citrix\Licensing\MyFiles on a 32-bit server
  - C:\Program Files(x86)\Citrix\Licensing\MyFiles on a 64-bit server
7. At a command prompt, navigate to:
  - C:\Program Files\Citrix\Licensing\LS on a 32-bit computer
  - C:\Program Files (x86)\Citrix\Licensing\LS on a 64-bit computerand type the following command: `lmreread -c @localhost`.

---

# Combining License Files

If you are accumulating a lot of license files on a license server, you can combine the licenses into one license file. License files can accumulate when you:

- Purchase additional licenses
- Renew your Subscription Advantage membership

Tip: Back up and then delete the old license files from the license server before replacing them with the new files.



## To combine files using the License Administration Console

1. Start the console (**Start > All Programs > Citrix > Management Consoles > License Administration Console**).
2. Click **Administration and Vendor Daemon Configuration**.
3. Click **Import License**.
4. Click the **My Citrix** link.
5. On the My Citrix page, enter your user ID and password.
6. Select **Manage Licenses** from **Choose a Toolbox**.
7. From the Manage Licenses main menu, select **Redownload**.
8. Use the **By Host** tab (to automatically combine all specified licenses allocated to a host ID into single line item) and click **Select All** to select all items on all pages, click the **Page** check box to select all items on that page, or select the check boxes preceding the licenses that you want to download.
9. Click **Download** and save the files to:
  - C:\Program Files\Citrix\Licensing\MyFiles on a 32-bit server
  - C:\Program Files(x86)\Citrix\Licensing\MyFiles on a 64-bit server
10. In the License Administration Console on the Import License File page, browse to the license file.
11. If you copied the file directly to the MyFiles directory, or if the file has the same name as an existing one, select **Overwrite License File on License Server**.
12. Click **Import License**.
13. Click **Vendor Daemon Configuration** and click **Administer** in the Citrix vendor daemon line.
14. Click **Reread License Files** to allow the license server to recognize the new file.

## To combine files without the console

1. From a Web browser, go to <http://www.citrix.com>.
2. Click **Log In** and enter your user ID and password.
3. From the drop-down list, select **License Management**.
4. From the Manage Licenses main menu, select **Redownload**.
5. Use the **By Host** tab (to automatically combine all specified licenses allocated to a host ID into single line item) and click **Select All** to select all items on all pages, click the **Page** check box to select all items on that page, or select the check boxes preceding the licenses that you want to download.
6. Click **Download** and save the file to:
  - `C:\Program Files\Citrix\Licensing\MyFiles` on a 32-bit server
  - `C:\Program Files(x86)\Citrix\Licensing\MyFiles` on a 64-bit server
7. At a command prompt, navigate to:
  - `C:\Program Files\Citrix\Licensing\LS` on a 32-bit computer
  - `C:\Program Files (x86)\Citrix\Licensing\LS` on a 64-bit computerand type the following command: `lmreread -c @localhost`.

---

# Deleting License Files

When you upgrade your edition (for example, Advanced to Enterprise, or Enterprise to Platinum) you receive new Citrix product licenses that you can allocate to one or many Citrix License Servers through license files created at citrix.com. There is no requirement that obsolete Citrix licenses be removed from license servers; however, Citrix recommends as a best practice that you remove them for the following reasons:

- License asset management
- License compliance
- Remove unnecessary alerts from appearing in the management console

If you do not proactively remove obsolete and/or unnecessary license allocations, you may see persistent alerts regarding the Subscription Advantage expiration dates of these licenses. You cannot turn these alerts off.

**Note:** The only impact of leaving obsolete license allocations on license servers is that you will continue to receive alerts about them.

Considerations when deleting files:

- Incorrect removal of license files could inadvertently lower the total licenses available.
- Place any new license files on the license server prior to deleting any licenses.
- Unless you are deleting license files permanently, always keep back-up copies of the files you are deleting.
- Remove a license file only when all INCREMENT lines in the file are obsolete or unnecessary. For example, every increment line has been replaced with a new license as a result of an upgrade.

**Important:** Never delete the options file (citrix.opt) or startup license (citrix\_startup.lic).

1. At the license server, open the Services panel and stop the Citrix Licensing service.
2. Open Windows Explorer and navigate to where the license files are stored. By default license files are stored in:
  - C :\Program Files\Citrix\Licensing\MyFiles on a 32-bit server
  - C:\Program Files(x86)\Citrix\Licensing\MyFiles on a 64-bit server
3. Back up all license (.lic) files.
4. Using a text editor (Microsoft WordPad is recommended), open each license (.lic) file and identify the obsolete license feature INCREMENT line(s).

## Deleting License Files

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5. Ensure all increment lines are obsolete or unnecessary. See [License File Format](#) for information about increment lines.
6. Close the file and change the file extension from .lic to .old.
7. In the Services panel, restart the Citrix Licensing service.

---

# Using License Administration Commands

While the License Administration Console provides an easy method of accessing many licensing features, you can also perform licensing tasks using commands. You might use license administration commands when performing advanced operations on the license server that are not available in the console. Such operations include diagnosing check-out problems using `lmdiag`.

License administration commands are stored in the `C:\Program Files\Citrix\Licensing\LS` directory.

## Table of Commands

Utility	Description
<code>lmadmin</code>	Provides licensing configuration. Use the <a href="#">License Administration Console</a> for licensing configuration and administration tasks. Do not use <code>lmadmin</code> .
<code>lmdiag</code>	Diagnoses license check-out problems. See <a href="#">lmdiag</a> .
<code>lmdiag</code>	Diagnoses license check-out problems. See <a href="#">lmdiag</a> .
<code>lmdown</code>	Gracefully shuts down the License Manager and Citrix vendor daemons. See <a href="#">lmdown</a> .
<code>lmhostid</code>	Reports the host ID of the server on which Citrix Licensing is running. See <a href="#">lmhostid</a> .
<code>lmreread</code>	Causes the License Manager daemon to reread the license file and start the Citrix vendor daemon. See <a href="#">lmreread</a> .
<code>lmstat</code>	Displays the status of a license server. See <a href="#">lmstat</a> .
<code>lmutil</code>	Displays a list of licensing utilities.
<code>lmver</code>	Displays version information for the licensing binaries. See <a href="#">lmver</a> .

## Formatting License Commands

Formatting conventions for the license administration commands:

Convention	Description
<b>Bold</b>	A command or switch, such as <code>lmstat</code> .

<i>Italic</i>	<p>You need to replace variables with a value; for example, in the expression:</p> <pre>lmstat -c <i>license_file_list</i></pre> <p>Before you run the command you must replace <i>license_file_list</i> with the names of one or more license files.</p>
[square brackets]	Square brackets around text indicate options that can be added to the command or that text within the brackets needs to be replaced.

## Universal Arguments

Valid arguments for most license administration commands:

Argument	Description
-all	Applies the command to all of the license servers on the network.
-c	<p>Lets you specify license file(s) or license server port and host name.</p> <p>If you specify the path without a license file name, the command applies to all the license files in the directory.</p> <p>For a local host: -c @localhost</p> <p>For a remote license server: -c @servername</p> <p>For a license server in a cluster: -c @clustername</p> <p>For a specified path: -c <i>path</i></p> <p>For the names of one or more license files: -c <i>license_file_list</i></p> <p>You can enter more than one license file path by separating each path with a semicolon.</p> <p>Path names that include spaces must be enclosed in double quotes.</p>
-h	License <i>handle</i> , as reported by <code>lmstat -a</code> . The license handle is a number used to identify a specific checked out license.
-help	Displays usage information and exits.
-s [ <i>server</i> ]	Displays the status of all license files listed on the license server or on all license servers, if <i>server</i> is not specified.
-verbose	Displays a longer description for all errors found.

### Related Information

[Checking Host Names \(lmhostid\)](#)

[Diagnosing Checkout Problems \(lmdiag\)](#)

[Displaying the List of Licensing Utilities \(lmutil\)](#)

[Displaying Versions of Binaries \(lmver\)](#)

[Rereading License and Options Files \(lmreread\)](#)

[Determining Licensing Status \(lmstat\)](#)

[Stopping Daemons \(lmdown\)](#)

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# Diagnosing Checkout Problems (lmdiag)

lmdiag allows you to diagnose problems when a product cannot check out a license. In particular, you can test if your licenses are valid and if the license server is running. When you run this utility, it attempts to check out a license.

You can also use the lmdiag utility to see if a specific type of license is working. For instance, you can run lmdiag on your Citrix XenApp server (formerly known as Citrix Presentation Server), Advanced edition licenses only by specifying `MPS_ADV_CCU` as an argument.

## Syntax

```
lmdiag -c license_file_list [-n] [feature[:keyword=value]]
```

Argument	Description
<code>-c <i>license_file_list</i></code>	Diagnoses the specified files. You can also use: <code>-c @localhost</code> or <code>-c @<i>server-name</i></code>
<code>-n</code>	Runs in non-interactive mode; lmdiag does not prompt for any input in this mode.
<code><i>feature</i></code>	Limits the feedback to the specified feature.
<code>keyword=<i>value</i></code>	If a license file contains multiple lines for a particular feature, the result is limited to the line containing the text value. For example:  lmdiag -c @localhost MPS_ENT_CCU:HOSTID=LICSERV01  attempts a checkout on the line with the host ID "LICSERV01."  Keyword is one of the following: VERSION, HOSTID, EXPDATE, KEY, VENDOR_STRING, ISSUER

If no feature is specified, lmdiag operates on all features in the license files in your list. lmdiag displays information about the license, then attempts to check out each license. If the check out succeeds, lmdiag indicates success. If the check out fails, lmdiag gives you the reason for the failure. lmdiag attempts to connect to each TCP/IP port on the license server. It detects if the port number in the license file is incorrect. lmdiag lists each TCP/IP port number that is listening, and if `-c license_file_list` is specified, diagnoses the specified files.

lmdiag does not contact the computer running the Citrix product when it attempts to check out licenses. lmdiag indicates only if there are problems on the license server. That is, your product cannot check out licenses because it is pointing to the wrong license server (for



example, a license server that does not have licenses for that product on it), but lmdiag does not detect this problem. lmdiag reports that it can check out licenses when the Citrix product is pointing to the wrong license server.

### **Related Information**

[Using License Administration Commands](#)

[Checking Host Names \(lmhostid\)](#)

[Displaying the List of Licensing Utilities \(lmutil\)](#)

[Displaying Versions of Binaries \(lmver\)](#)

[Rereading License and Options Files \(lmreread\)](#)

[Determining Licensing Status \(lmstat\)](#)

[Stopping Daemons \(lmdown\)](#)

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# Stopping Daemons (lmdown)

The lmdown utility shuts down the License Manager daemon and the Citrix vendor daemon on your license server or all license servers on your network.

## Syntax

```
lmdown -c license_file_list [-vendor CITRIX] [-q] [-all]
```

Argument	Description
-c @localhost or -c@ <i>server</i> or -c <i>license_file_list</i>	Use the specified license files. Note that specifying -c <i>license_file_list</i> is always recommended with lmdown. You can also use: -c @localhost -c @ <i>server-name</i>
-vendor CITRIX	Shut down only the Citrix vendor daemon. The License Manager daemon continues to run.
-q	Do not prompt or print a header. Otherwise lmdown asks "Are you sure? [y/n]: ."
-all	If multiple servers are specified, automatically shuts down all of them. -q is implied with -all.

The lmdown utility must be run on a license server. You can use -all to shut down all of the license servers on your network.

If lmdown encounters more than one server (for example if -c specifies a directory with many \*.lic files) and -all is not specified, the utility displays a choice of license servers to shut down. You can shut down remote license servers by using -c and specifying the name of the license server.

**Note:** If you use the Task Manager to terminate the License Manager daemon (Citrix Licensing Service), stop the lmgrd process first, then stop the Citrix vendor daemon process.

To stop and restart the Citrix vendor daemon only, use lmdown -c @localhost -vendor CITRIX, then use lmreread -c @localhost -vendor CITRIX to restart the vendor daemon.

### Related Information

[Using License Administration Commands](#)

[Checking Host Names \(lmhostid\)](#)

[Diagnosing Checkout Problems \(lmdiag\)](#)

## Stopping Daemons (lmdown)

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[Displaying the List of Licensing Utilities \(lmutil\)](#)

[Displaying Versions of Binaries \(lmver\)](#)

[Rereading License and Options Files \(lmreread\)](#)

[Determining Licensing Status \(lmstat\)](#)

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# Checking Host Names (Imhostid)

The Imhostid utility returns the host ID of the license server. You can use the command to check the host name of your license server. You can open a license file and compare the host name in the license file to that of your license server.

**Note:** Citrix Licensing, versions 11.5 and later for Windows allows you to display multiple host IDs if there are more than one host.

## Syntax

Imhostid *-bindingidentifier*

Argument ( <i>bindingidentifier</i> )	Description
-ether	Used for product licenses that are tied to the MAC address of the appliance.
-internet	Used for Windows-based Citrix product software licenses that require a TCP/IP address.
-hostname	Used for Windows-based Citrix product software licenses that are tied to the <i>hostname</i> of the license server.  <b>Note:</b> The parameter <i>hostname</i> is case-sensitive and must match your license server name exactly.

### Related Information

[Using License Administration Commands](#)

[Diagnosing Checkout Problems \(lmdiag\)](#)

[Displaying the List of Licensing Utilities \(lmutil\)](#)

[Displaying Versions of Binaries \(lmver\)](#)

[Rereading License and Options Files \(lmreread\)](#)

[Determining Licensing Status \(lmstat\)](#)

[Stopping Daemons \(lmdown\)](#)

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# Rereading License and Options Files (Imreread)

The Imreread utility causes the Citrix vendor daemon to reread changes to the license file and the options file. After rereading, the Citrix vendor daemon uses the new settings and/or licenses going forward.

## Syntax

```
Imreread -c license_file_list [-all] [-vendor CITRIX]
```

Argument	Description
-c @localhost or -c <i>license_file_list</i>	Use the specified license files.
-all	If more than one Imgrd is specified, instructs all License Manager daemons to reread.
-vendor CITRIX	Specifies for the Citrix vendor daemon to be restarted.

The Imreread utility cannot be used remotely; run it locally on the license server.

## Examples

- `Imreread -c @localhost [-all]`
- `Imreread -c @clustername`
- `Imreread -c C:\Program Files\Citrix\Licensing\MyFiles\CITRIX.lic -vendor CITRIX`

### Related Information

[Using License Administration Commands](#)

[Checking Host Names \(Imhostid\)](#)

[Diagnosing Checkout Problems \(Imdiag\)](#)

[Displaying the List of Licensing Utilities \(Imutil\)](#)

## Rereading License and Options Files (lmreread)

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[Displaying Versions of Binaries \(lmver\)](#)

[Determining Licensing Status \(lmstat\)](#)

[Stopping Daemons \(lmdown\)](#)

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# Determining Licensing Status (lmstat)

The lmstat utility helps you monitor the status of all network licensing activities and provides you with information about license check outs, including:

- The product that checked out one or more licenses
- The check out data
- The version of the license file
- The license server name and port
- The date the license was checked out
- Information about the Citrix vendor daemon status and the license files

lmstat displays information that it receives from the license server. lmstat displays only one use of the license, even if there are multiple connections sharing that license.

## Syntax

```
lmstat [-a] [-c license_file_list] [-f [feature]] [-i [feature] [-s[server] [-S [CITRIX]] [-t timeout_value]
```

Argument	Description
-a	Displays all information.
-c @localhost or -c@server or -c <i>license_file_list</i>	Uses the specified license files.
-f [ <i>feature</i> ]	Displays the products using a feature (product license). If <i>feature</i> is not specified, usage information for all features is displayed.
-i [ <i>feature</i> ]	Displays information from the INCREMENT line for the specified feature (product license) or all features if <i>feature</i> is not specified.
-s [ <i>server</i> ]	Displays status of all license files listed on the license server or on all license servers, if <i>server</i> is not specified.
-S [CITRIX]	Lists all product servers using the features (product licenses) served by the Citrix vendor daemon.
-t <i>timeout_value</i>	Sets connection time-out to <i>timeout_value</i> . This limits the amount of time lmstat spends attempting to connect to the license server.

The output of `lmstat -c@localhost -a` looks similar to:

## Determining Licensing Status (lmstat)

License server status: 27000@license\_server1  
License files on license\_server1: C:\Program Files\Citrix\Licensing\MyFiles\citrix\_startup.lic:  
C:\Program Files\Citrix\Licensing\MyFiles\citrixlic\_20031001094430.lic:

license\_server1: license server UP (MASTER) v9.2

Vendor daemon status (on license\_server1):

CITRIX: UP v9.2

Feature usage info:

Users of CITRIX: (Total of 5000 licenses issued; Total of 1 license in use)

"CITRIX" v2002.0101, vendor: CITRIX

floating license

MPS mps\_server1 MPS MPS\_ENT\_2004.0227 (v1.0)

(license\_server1/27000 101), start Tue 3/16 16:59

Users of MPS\_ENT\_CCU: (Total of 30 licenses issued; Total of 1 license in use)

"MPS\_ENT\_CCU" v2004.1201, vendor: CITRIX

floating license

MPS mps\_server1 MPS 25fb337e:MPSCIENT

(v2004.0227) (license\_server1/27000 203), start

Wed 3/17 11:56

The following represents a breakdown of the information contained in the MPS\_ENT\_CCU line of the lmstat output:

MPS	<i>citrix_product_name</i>	The name of the Citrix product that has the license checked out.
mps_server1	<i>hostname</i>	Computer where the Citrix product is running.
MPS	<i>display</i>	The name of the Citrix product that has the license checked out.
license_server1	<i>server_host</i>	Computer where the license server is running.
27000	<i>port</i>	TCP/IP port where the license server is running.
203	<i>handle</i>	License handle. The license handle is a number used to identify a specific checked out license.
start Wed 3/17 11:56	<i>checkout_time</i>	Time that this license was first checked out.

**Note:** `lmstat -c@localhost -a` can potentially generate a lot of network activity in systems with many product licenses checked out.

You can use `lmstat -a` to verify license check out data.

### Related Information

[Using License Administration Commands](#)



## Determining Licensing Status (lmstat)

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[Checking Host Names \(lmhostid\)](#)

[Diagnosing Checkout Problems \(lmdiag\)](#)

[Displaying the List of Licensing Utilities \(lmutil\)](#)

[Displaying Versions of Binaries \(lmver\)](#)

[Rereading License and Options Files \(lmreread\)](#)

[Stopping Daemons \(lmdown\)](#)

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# Displaying Versions of Binaries (Imver)

The `lmver` utility displays version information for the licensing binaries, such as the command utilities. One exception is the `lmadmin` utility. To display version information for the `lmadmin` utility, use `lmadmin -version`.

## Syntax

`lmver binary`

## Example

`lmver lmdiag`

### Related Information

[Using License Administration Commands](#)

[Checking Host Names \(lmhostid\)](#)

[Diagnosing Checkout Problems \(lmdiag\)](#)

[Displaying the List of Licensing Utilities \(lmutil\)](#)

[Rereading License and Options Files \(lmreread\)](#)

[Determining Licensing Status \(lmstat\)](#)

[Stopping Daemons \(lmdown\)](#)

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# Subscription Advantage and Licensing

When you purchase a new Citrix product, your purchase includes a one-year membership in Citrix Subscription Advantage. This membership entitles you to, among other benefits, any product updates, including major and minor releases, released during your membership period. For example, if you purchased XenApp, Advanced edition on July 22, 2009, you are entitled to any updates released for XenApp, Advanced edition until July 21, 2010. After your initial one-year membership period expires, you may choose to renew your Subscription Advantage membership. After paying Citrix for your renewal, you must go to [citrix.com](http://citrix.com) and download a license file containing your renewal license.

**Note:** A Subscription Advantage membership and its associated license are distinct from your license to run the product. If you do not renew your Subscription Advantage membership, your Citrix products do not stop working; however, you are not entitled to any software releases after it expires.

## Adding Subscription Advantage Renewal Files

Subscription Advantage renewal license files contain licenses, known as *renewal licenses*, that extend your Subscription Advantage membership for a one-year period. These licenses are required to run any new product releases, excluding hotfixes, that are released during your membership period.

After you download your Subscription Advantage renewal license file from [citrix.com](http://citrix.com), you must add it to your license server. Copy the Subscription Advantage renewal license files to the same directory as your existing license files and reread the license files. By default, this location is `C:\Program Files\Citrix\Licensing\MyFiles` on a 32-bit server or `C:\Program Files (x86)\Citrix\Licensing\MyFiles` on a 64-bit server. After you add the renewal license to your license server, the license automatically unlocks any subsequent versions of the product released during the Subscription Advantage period.

If you do not add the Subscription Advantage renewal licenses immediately, your Citrix products do not stop working. However, you cannot run any new software released during your renewed membership until you have the renewal license on your license server.

You do not need to download additional licenses when you install new versions of your products during this membership period. If Citrix releases a product version after your Subscription Advantage membership ends, you must renew your Subscription Advantage membership and obtain a renewal license before you can use the new product version.

**Note:** When you download additional license files, you may delete the expired Subscription Advantage licenses; however, it is not a requirement. You may wish to keep them to make it easier to identify the upgrade that is associated with each base license.

You can find out what your Subscription Advantage dates are:

- In the License Administration Console on the Dashboard.
- Using a text editor to view the license file: See the Upgrade Lines section in [License File Format](#) for information about reading the contents of the license file.

## Renewing Only Part of Your Subscription Advantage Membership

If you run products from two different releases in your environment (for example, you have a mixed XenApp environment of versions 4.0 and 5.0) and you are not purchasing Subscription Advantage for all your licenses, Citrix recommends that you separate the product licenses on two separate license servers. Subscription Advantage is applied to the older product versions first.

For example, if you own 200 licenses for 4.0 and you renew your Subscription Advantage membership for only 100 of those licenses, it is possible that those 100 renewal licenses, which are required for 5.0, could be consumed by connections to computers running 4.0. For additional information about how Subscription Advantage is applied to different versions, see the article [CTX107980](#) in the Citrix Knowledge Center.

## To Separate your Licenses (Two Different Licenses on Two Different Servers)

1. Select a second server and install the license server software.
2. Go to [citrix.com](#) to reallocate your original licenses (these are the licenses contained in your current license file on the original license server) and then reallocate the licenses into two new files:
  - Allocate 4.0 licenses to create a license file for your first server
  - Allocate 5.0 licenses to create another license file for the second server
3. Generate and download your Subscription Advantage files and then copy them to the server to which you want them applied.
4. Point all computers to the license server running the version of the Citrix product you want them to use. For information about pointing your Citrix product server to the license server, see your Citrix product's administrator guide.

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# Setting up the License Server on a Microsoft Cluster

Cluster servers are groups of computers that are combined to increase availability, reliability, and scalability. Microsoft clustering functionality exists in Windows Server 2003 and Windows Server 2008. Clustering the license server lets users continue working during failure situations without interrupting their access to critical applications. When the active node in a cluster-enabled license server suffers from hardware failure, failover occurs automatically. Resources are available again in a few seconds to a few minutes.

A typical cluster configuration has, at a minimum, one active and one passive (backup) server. When the active server in a cluster fails, the ownership of the resources in the cluster are transferred to the backup (passive) server. Typically, users cannot detect when one server in a cluster fails over to another.

When the active node of a clustered license server fails, there is no impact on users connected to the Citrix product. The product may briefly enter the licensing grace period and an event may be written in the product's event log.

**Important:** Citrix Licensing supports clustering the license server with two servers in a cluster and a shared drive. That is, you can cluster the license server in a two-node Microsoft Cluster in an Active/Passive Microsoft clustering configuration.

## Citrix Licensing in a Cluster

Like most clusters, a private network is used to send heartbeats, commands, and state information between the nodes of the cluster. If the connection is interrupted, the nodes try to reconnect by the private network first, then the public network. The following diagram illustrates a cluster-enabled licensing deployment:

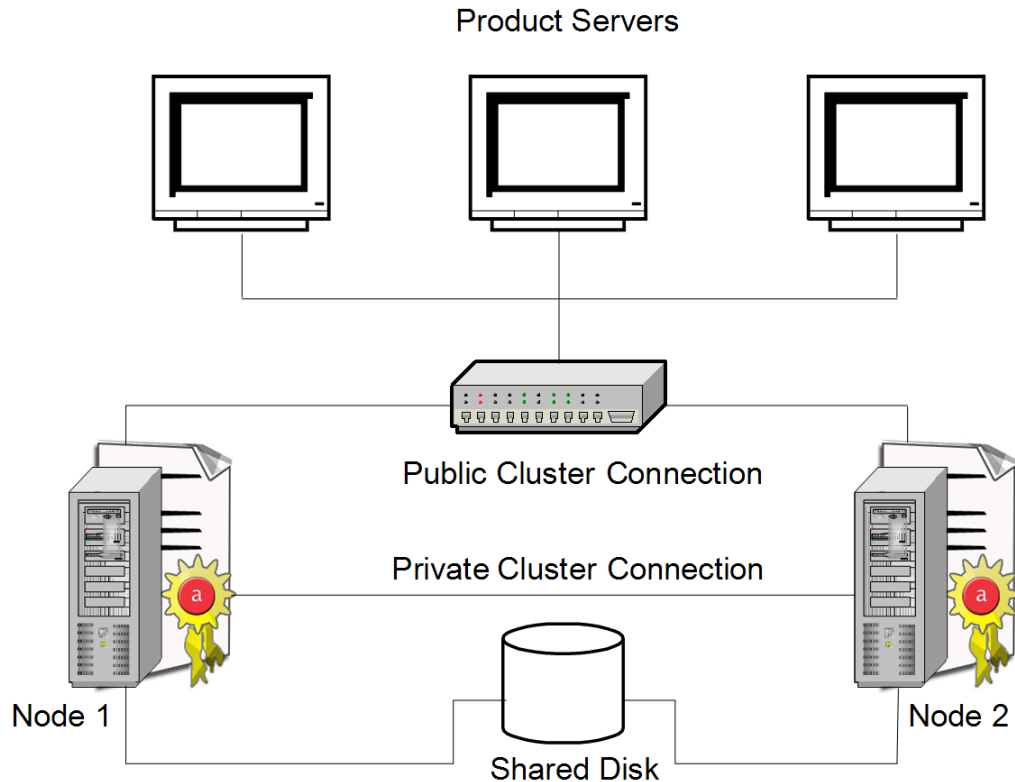


Figure 1. Communications in a clustered licensing environment

Only one node can utilize the resources in a cluster at any given time. If you already deployed Citrix Licensing and you want to migrate your deployment to a cluster-enabled server, keep the following points in mind:

- Because you already generated license files that reference a specific server name, you must either give the cluster the same name as the original license server or rehost your license files with the new name of the license server cluster.
- Cluster names are always ALL UPPERCASE. Host names in license files are case-sensitive; therefore, the cluster names must be all uppercase in the license file. If they are not, you must rehost your license files with the correct capitalization of the names.
- You must point all product installations (for example, servers running Citrix XenApp) serviced by the old license server to the new license server cluster. Change product communication settings so that they use the name of the cluster as the license server name. For information about editing product-side communication settings, see the product's documentation.

## Opening the Console or Running Commands

All licensing administration features available in standard deployments are also available on clustered license servers, including the management console and the ability to run license administration commands.

Open the License Administration Console in a cluster by browsing to:

`http://clustername:web service port`

Where *clustername* is the name of the cluster and *web service port* is the port number for console communications (the default port number is 8082).

You can run many license administration commands using the argument `-c @clustername` to specify the location of the license file(s) in the cluster. For example:

```
lmreread -c @clustername
```

### **Related Information**

[Overview of the Clustering Process](#)

[Requirements for Clustered License Servers](#)

[Troubleshooting Cluster-Enabled License Servers](#)

[Installing Licensing on A Clustered-Enabled Server](#)

[Uninstalling a Clustered License Server](#)

[Upgrading a Clustered License Server](#)

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# Requirements for Clustered License Servers

The following list outlines the requirements for setting up a license server in a Microsoft Cluster:

- Before configuring Citrix Licensing for Microsoft clustering, you must have a fully-functional active/passive cluster environment. Citrix Licensing does not support active/active clusters.
- To cluster the license server, you must follow the following cluster requirements in addition to any requirements from Microsoft for hardware and clustering in general.
- You must install licensing on the cluster by starting the licensing setup program using a command line.
- When you install Citrix Licensing on a cluster, you must specify the name of the cluster when prompted for the name of the license server during product installation.
- Citrix recommends that you use identical license server hardware for both nodes in the cluster. In particular, Citrix recommends two network adapters on each node and the servers have one drive configured as a shared drive.
- Each node should have two network adapters—one for connection to the public network and the other for the node-to-node private cluster network. Citrix does not support using one network adapter for both connections.
- The public and the private IP address must be on different subnets because the Cluster Service will recognize only one network interface per subnet.
- A name resolution method, such as DNS, WINS, HOSTS, or LMHOSTS, is necessary to resolve the cluster name.
- Both servers that form the cluster must be in the same domain.
- The hostname of both servers must be ALL UPPERCASE.
- Set static IP addresses for the private network connector.
- When you generate a license file at citrix.com, use the name of the license server cluster when prompted for the host name.
- After you download a license file, you must copy it to the *F:*\Program Files\Citrix\Licensing\MyFiles folder (where *F:* is the shared drive for the cluster) on the license server and reread it. Alternatively, use the License Administration Console to download, copy, and reread the file.

**Important:** Citrix recommends setting static IP addresses for all network adapters in the cluster, both private and public. If IP addresses are obtained by Dynamic Host Configuration Protocol (DHCP), access to cluster nodes could become unavailable if the



DHCP server goes down. If you must use DHCP for your public network adapter, use long lease periods to assure that the dynamically assigned lease address remains valid even if the DHCP service is temporarily lost or perform a DHCP reservation.

### **Related Information**

[Setting up the License Server on a Microsoft Cluster](#)

[Overview of the Clustering Process](#)

[Troubleshooting Cluster-Enabled License Servers](#)

[Installing Licensing on A Clustered-Enabled Server](#)

[Uninstalling a Clustered License Server](#)

[Upgrading a Clustered License Server](#)

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# Overview of the Clustering Process

The following steps describe the overall process involved in installing and configuring licensing on a cluster-enabled server. These steps assume you configured the clustering on the hardware on which you intend to install the license server.

1. Ensure that the first node has control of the cluster resources.
2. On the first node of the cluster, start the Citrix Licensing installation from the command-line and install it on the first node to the shared cluster drive (not the quorum drive).
3. Move the resources from the active node in the cluster to the second node.
4. Install the license server on the second node to the same shared location as the first node.
5. Obtain license files that specify the cluster name of the license server as the host name. After obtaining license files, you must add them to the license server and then reread them.
6. Configure your Citrix product to use the cluster name—not the node name—of the license server cluster.

**Note:** When a clustered license server fails over, the cluster service renames the `lmgrd_debug.log` to the name of the node that previously hosted the services. Then it starts the services on the new active node and creates a new `lmgrd_debug.log`.

## Related Information

[Setting up the License Server on a Microsoft Cluster](#)

[Requirements for Clustered License Servers](#)

[Troubleshooting Cluster-Enabled License Servers](#)

[Installing Licensing on A Clustered-Enabled Server](#)

[Uninstalling a Clustered License Server](#)

[Upgrading a Clustered License Server](#)

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# Installing Licensing on A Clustered-Enabled Server

1. Ensure that the cluster IP address, cluster name, and a shared disk are configured as cluster resources and that all the cluster resources are owned by the first node of the cluster.
2. Open and run the command prompt as an administrator. In the first node of the cluster, run the following:

```
msiexec /i D:\Licensing\ctx_licensing.msi  
CTX_CLUSTER_RESOURCE_DLL_PATH="F:\ctxlic"  
REGISTER_CTX_LS_CLUSTERING="No" /l*v "f:\install.log"
```

where:

- *D* is the drive for your product media (in this example, Citrix XenApp)
  - *F* is the local hard drive on the first node on the cluster
  - CTX\_CLUSTER\_RESOURCE\_DLL\_PATH is the location where the cluster resource DLL executable is stored. Used for clustering only.
  - REGISTER\_CTX\_LS\_CLUSTERING is either "no" for cluster node 1 or "yes" for cluster node 2. Used for clustering only.
3. In the setup wizard accept the license agreement.
  4. On the page where you specify the destination folder, set the drive letter to correspond with the cluster shared drive. By default, the licensing components are installed in F:\Program Files\Citrix\Licensing.
  5. On the License Server Configuration page, accept the default port numbers or, if the numbers are already in use, enter alternate numbers. If needed, you can modify port numbers after the installation through the License Administration Console.
  6. Using the Cluster Administrator, make the second node in the cluster active.
  7. In node 2 of the cluster, open and run the command prompt as an administrator. Run the following (For node 2, you will be typing *Yes* to register the clustering service):

```
msiexec /i D:\Licensing\ctx_licensing.msi  
CTX_CLUSTER_RESOURCE_DLL_PATH="F:\ctxlic"  
REGISTER_CTX_LS_CLUSTERING="Yes" /l*v "F:\install.log"
```

where:

- *D* is the drive for your product media (in this example, Citrix XenApp)
- *F* is the local hard drive on the first node on the cluster

- CTX\_CLUSTER\_RESOURCE\_DLL\_PATH is the location where the cluster resource DLL executable is stored. Used for clustering only.
  - REGISTER\_CTX\_LS\_CLUSTERING is either "no" for cluster node 1 or "yes" for cluster node 2. Used for clustering only.
8. Repeat Steps 3 to 5.
  9. Import your license files using the console.
    - a. Open the License Administration Console from `http://clustername:web service port`, where *clustername* is the name of the cluster and *web service port* is the port number for the console Web server (8082 by default).
    - b. Click **Administration** and choose the **Vendor Daemon Configuration** tab.
    - c. Click **Import License**.
    - d. Click the **My Citrix** link.
    - e. On the My Citrix page, enter your user ID and password.
    - f. Select **Manage Licenses** from **Choose a Toolbox**.
    - g. From the Manage Licenses main menu, select **Allocate**.
    - h. Follow the process to allocate and generate your file. Select the licenses you want to download, click **Download** and save generated license files to the shared drive of the cluster: `F:\Program Files\Citrix\Licensing\MyFiles\`.
    - i. In the License Administration Console on the Import License File page, browse to the license file.
    - j. Select **Overwrite License File on License Server**.
    - k. Click **Import License**.
  10. Reread the license files.
    - a. Choose the **Vendor Daemon Configuration** tab.
    - b. Click **Administer** in the CITRIX vendor daemon line.
    - c. Click **Reread License Files**.

### Related Information

[Setting up the License Server on a Microsoft Cluster](#)

[Overview of the Clustering Process](#)

[Requirements for Clustered License Servers](#)

[Troubleshooting Cluster-Enabled License Servers](#)

[Uninstalling a Clustered License Server](#)

[Upgrading a Clustered License Server](#)



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# Upgrading a Clustered License Server

1. Using the Cluster Administrator, make the first node in the cluster active.
2. From a command line, run the following:

```
msiexec /i D:\Licensing\ctx_licensing.msi  
CTX_CLUSTER_RESOURCE_DLL_PATH="F:\ctxlic"  
REGISTER_CTX_LS_CLUSTERING="No" /l*v "f:\install.log"
```

where *D* is the drive for your product media (in this example, Citrix XenApp) and *F* is the local hard drive on the first node on the cluster.

**Note:** The resource DLL should be stored locally for each node in the cluster. This is the only file that should be stored on each cluster node.

Setup will detect the existing installation and will upgrade the first node.

3. On the License Server Configuration page, accept the default port numbers, or, if the numbers are already in use, enter alternate numbers. If needed, you can modify port numbers after the installation through the License Administration Console.
4. Using the Cluster Administrator, make the second node in the cluster active.
5. From a command-line on node 2, run the following (For node 2, you will be typing *Yes* to register the cluster services):

```
msiexec /i D:\Licensing\ctx_licensing.msi  
CTX_CLUSTER_RESOURCE_DLL_PATH="C:\ctxlic"  
REGISTER_CTX_LS_CLUSTERING="Yes" /l*v "F:\install.log"
```

where *D* is the drive for your product media (in this example, Citrix XenApp) and *C* is the local hard drive of the second node in the cluster.

Setup will detect the existing installation and will upgrade the second node.

## Related Information

[Setting up the License Server on a Microsoft Cluster](#)

[Overview of the Clustering Process](#)

[Requirements for Clustered License Servers](#)

[Troubleshooting Cluster-Enabled License Servers](#)

[Installing Licensing on A Clustered-Enabled Server](#)

[Uninstalling a Clustered License Server](#)

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# Uninstalling a Clustered License Server

Uninstall licensing from a clustered license server using the **Control Panel > Add or Remove Programs** option from the active node.

1. From the first node in the cluster, launch **Control Panel > Add or Remove Programs** .
2. Remove Citrix Licensing.
3. Using the Cluster Administrator, make the second node active and launch **Control Panel > Add or Remove Programs**.
4. Remove Citrix Licensing from the second node.
5. Delete the remaining files from the shared drive.

**Note:** The uninstallation process does not remove the license files and options file from the shared drive.

## Related Information

[Setting up the License Server on a Microsoft Cluster](#)

[Overview of the Clustering Process](#)

[Requirements for Clustered License Servers](#)

[Troubleshooting Cluster-Enabled License Servers](#)

[Installing Licensing on A Clustered-Enabled Server](#)

[Upgrading a Clustered License Server](#)

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# Troubleshooting Cluster-Enabled License Servers

**Note:** If any of the licensing services fail to start, the cluster detects that licensing is offline and attempts to restart the service three times (by default). If these attempts are unsuccessful, fail-over to the next node is initiated and the cluster attempts to start the services on the second node. If the attempts fail on the second server, the process may enter into an infinite loop. In this case, the computers running Citrix products fall into the grace period. During the grace period, client connections are not affected.

When troubleshooting a cluster-enabled license server, try the following:

- If you move the resources to the other node, do you still see the issue?
- Does your license file have the cluster HOSTNAME in uppercase? The cluster hostname is always uppercase.
- For Windows Server 2003:
  1. In the Cluster Administrator, under the cluster name, expand **Cluster Configuration > Resource Types**.
  2. Verify that ctxlsclustres is a valid resource type (appears in green).
- For Windows Server 2008 and Windows Server 2008 R2:
  1. In the Failover Cluster Management window, from the left pane, select the cluster. In the middle pane, the summary information for the cluster appears.
  2. Click the **Cluster Core Resources** title to expand the section.
  3. Verify that the cluster resources are all online (green arrow).

## Related Information

[Setting up the License Server on a Microsoft Cluster](#)

[Overview of the Clustering Process](#)

[Requirements for Clustered License Servers](#)

[Installing Licensing on A Clustered-Enabled Server](#)

[Uninstalling a Clustered License Server](#)

[Upgrading a Clustered License Server](#)



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# Backing up the License Server

Depending on how crucial the applications associated with your licenses are, you may want to create backup license servers. Although Citrix stores backup copies of your licenses, downloading many replacement licenses can be time-consuming. You can either store backup licenses on a network file share or have a configured backup license server ready in case of license server failure.

## Grace Periods

If the product cannot contact the license server due to a power outage or network problem, it continues to operate for the grace period as though all licenses are available. If the product cannot contact the license server by the end of this period, the product stops accepting client connections until communication with the license server resumes. See your product's administrator guide for specific details on its grace period.

**Note:** Existing connections are never disconnected when the product enters the licensing grace period. When the grace period expires, only new connections are denied.

Some notes about licensing grace periods across Citrix products:

- When a Citrix product goes into a licensing grace period, an event is written to the Windows Event Log on the computer running the product.
- When a product enters the licensing grace period, Citrix XenApp Management Pack for Microsoft Operations Manager 2005 raises an alert. (Writing the grace period event to the Windows Event Log triggers this alert.)
- When Password Manager enters the licensing grace period, it does not write any errors to the Windows Event log. Instead, warning messages start appearing on the user's desktop. You can tell if a user entered the licensing grace period by checking the information contained in the user's notification area icon.

## Redundancy Solutions

Setting up redundancy solutions may be necessary only in mission-critical environments. For smaller or less mission-critical deployments, you can back up your license server by creating a duplicate license server that can be stored on or off the network. For larger, more mission-critical deployments, you might want to create a clustered license server.

You can ensure redundancy for your license server by:

- Duplicating the license server and its contents. Give the duplicate computer the same name as the active license server and store it off the network.

- Storing an additional license server on the network with a different server name. In this case, when the active license server fails, you need to change the backup server name to start using it as the active license server.
- Creating a clustered license server. For more information about clustering and licensing, see [Setting up the License Server on a Microsoft Cluster](#).

All methods let you exchange one server license for another without a loss of service, provided the exchange occurs within the grace period. There are key points to remember:

- Because license files reference the server specified during allocation, you can use the files only on a server with the same binding information (server name or FQDN or Ethernet address) as the original license server
- You cannot have two license servers with the same name on your network active at the same time
- You must add any additional licenses that you download to both the active license server and the backup license server

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# Frequently Asked Questions for Licensing

These are frequently asked questions about your licensing environment.

## Can I rename the license server?

License files run only on the license server for which they were made. More specifically, license files contain the hostname or binding identifier of the license server you specify when you allocate the licenses from citrix.com. You cannot use the license file that you generated, which specifies a particular license server name, or a MAC address (in the case of an appliance), with a different license server name or appliance.

Create new license files that reference the new server name or MAC address by reallocating and generating the new file.

## If I upgrade my license server will it affect my license files?

No. The license server and all product licenses are fully backward compatible and will not introduce any issues into your environment.

## Can a single license server supply licenses to users connecting from different servers using different product editions?

Yes. One license server can contain licenses for multiple editions of a Citrix product. The type of license checked out corresponds to the edition that is configured on the product server. A product server is configured to consume an edition of a license and therefore will check out that edition of a license.

For example:

ProductServerA is configured to checkout Enterprise licenses.

ProductServerB is configured to checkout Platinum licenses.

LicenseServer1 contains both Enterprise and Platinum licenses.

- Users who connect to LicenseServer1 from ProductServerA will check out Enterprise licenses only. Once the number of Enterprise licenses on LicenseServer1 is exceeded,

new requests from ProductServerA users will be denied until existing Enterprise connection licenses are released.

- Users who connect to LicenseServer1 from ProductServerB will check out Platinum licenses only. Once again, if the number of Platinum licenses on LicenseServer1 is exceeded, new requests from ProductServerB users will be denied until Platinum connection licenses are released.

**Note:** License checkout times may increase if many product servers with many users are contacting the same license server simultaneously. One license server can only accept 4000 inbound TCP-IP requests at one time. If you are planning to have more than 4000 computers connecting at the same time, Citrix recommends that you use several license servers.

### Examples of Possible Deployments:

#### Scenario 1: Two farms

- FarmA contains product servers configured for Enterprise edition
- FarmB contains product servers configured for Platinum edition
- One license server (shared)
- User1, User2, User3, User4...User2000 connect only to FarmA
- User2001, User2002, User2003...User4000 connect only to FarmB

#### Scenario 2: One farm

- The farm has two sets of published applications
- One set of published applications is hosted by product servers configured for Enterprise edition
- One set of published applications is hosted by product servers configured for Platinum edition
- One license server (shared)
- User1, User2, User3, User4...User2000 connect only to product servers with the first set of published applications
- User201, User202, User203...User4000 connect only to product servers with the second set of published applications