

# License Management, License Key Not Available

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## OPERATING INSTRUCTIONS

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License Management, License Key Not Available



# 1 Introduction

This instruction concerns alarm handling.

## 1.1 Alarm Description

The alarm is raised when a license is missing on the license server.

The possible alarm causes and fault locations are explained in Table 1.

*Table 1 Alarm Causes*

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Missing license on license server	The requested licensed features or capacities cannot be used because the corresponding license keys are unavailable	The license is not present in Arwa	Arwa Server	There is or is soon impact on service capacity or availability
License expired	The license key for the requested service has expired or is about to expire	A license is close to expiration or has passed its expiration date		

The alarm attributes are listed and explained in Table 2.

*Table 2 Alarm Attributes*

Attribute Name	Attribute Value
Major Type	193
Minor Type	393217
Managed Object Class	<i>Lm</i>
Managed Object Instance	ManagedElement=<node_name>, SystemFunctions=1, Lm=1
Specific Problem	License Management, License Key Not Available
Event Type	qualityOfServiceAlarm (3)
Probable Cause	configurationOrCustomisationError (159)



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Additional Text	One of the following: <ul style="list-style-type: none"><li>• License not found = &lt;License&gt;</li><li>• License expired = &lt;License&gt;</li></ul>
Perceived Severity	One of the following: <ul style="list-style-type: none"><li>• major (4) – The license identified by the attribute <code>keyId</code> in the Managed Object <code>FeatureKey</code> or <code>CapacityKey</code> has expired.</li><li>• major (4) – The license identified by the attribute <code>keyId</code> in the Managed Object <code>FeatureKey</code> or <code>CapacityKey</code> is not found.</li><li>• minor (5) – The license identified by the attribute <code>keyId</code> in the Managed Object <code>FeatureKey</code> or <code>CapacityKey</code> has entered the expiration warning period, defined by attribute <code>licenseExpirationWarning</code>, but has not yet expired.</li></ul>

## 1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

### 1.2.1 Documents

This instruction references the following documents:

- *Data Collection Guideline*
- *View License Information*

### 1.2.2 Tools

No tools are required.

### 1.2.3 Conditions

Before starting this procedure, ensure that the following conditions are met:

- A License Management, License Key Not Available alarm is raised.
- The user has proper authority to handle configuration management of the network elements.



- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

## 2 Procedure

Do the following:

1. Verify the license expiration date, refer to *View License Information*.
2. If necessary, contact the Ericsson supplier to order an entitlement containing the necessary licenses.
3. Navigate to the *Lm* MO, for example:

```
>dn ManagedElement=NODE06ST, SystemFunctions=1, Lm=1
```

4. Perform a manual refresh of the license inventory to ensure that the license changes are applied:

```
(Lm=1) >refreshLicenseInventory
```

The system returns `true` if the action was successful.

5. Verify that the license inventory has been synchronized with Arwa by checking the time stamp, for example:

```
(Lm=1) >show lastLicenseInventoryRefresh
```

The following is an example output:

```
lastLicenseInventoryRefresh="2015-10-12T00:00:00"
```

A recent time stamp indicates a successful update.

6. Is the alarm cleared?  
Yes: Proceed with Step 9.  
No: Continue with the next step.
7. Perform data collection, refer to *Data Collection Guideline*.
8. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
9. Job is completed.