



HOW TO CONFIGURE RCDEV'S LICENSE SERVER

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How to Configure RCDevs License Server

[License](#) [Cloud License](#) [RCDevs in the Cloud](#) [Cloud Services](#)

1. Introduction

In this short How-To, we will explain how to configure RCDevs License Server. The license server is now the default RCDevs model for licensing. This documentation is addressed to every new customer who is subscribing for an enterprise license. For others, the license server can be used with at least WebADM 1.6.8-2.

IMPORTANT NOTE

Once the license server is configured with WebADM, a license cache is available for 10 days. That means, if your WebADM servers are not able to communicate with RCDevs license servers, WebADM will continue to work as expected during 10 days. Once the offline cache is expired, WebADM services will stop working. To renew the license cache, WebADM needs to communicate again with license servers.

2. First Steps

2.1 Only Applicable for WebADM 1.x versions

After subscribing an RCDevs enterprise license, a license file will be provided to you by the RCDevs sales team.

You have to import this file on your WebADM server. To do it, 2 ways are possible, import the license file from the WebADM Administrator portal or copy the file on the server through SSH/WinSCP in `/opt/webadm/conf/` folder.

To enable the license server configuration, you have to edit WebADM servers file (`/opt/webadm/conf/servers.xml`).

Login on the WebADM server through SSH and edit the following file:

```
vi /opt/webadm/conf/servers.xml
```

In this file, you should find the license server section. If the following bloc is not available in your servers.xml file, please add it. It looks like below:

```
<!--  
<LicenseServer name="License Server"  
  host="license.rcdevs.com"  
  port="7001"  
  ca_file="" />  
-->
```

You have to uncomment it like below:

```
<LicenseServer name="License Server"  
  host="license.rcdevs.com"  
  port="7001"  
  ca_file="" />
```

Configuration is done, you can save and quit this file. To changes takes effect, you have to restart WebADM services:

```
/opt/webadm/bin/webadm restart
```

During the restart, if the communications with the license servers work fine, you should see:

```
Connected License server: License Server (x.x.x.x)
```

And after:

```
Checking License service access... Ok
```

If during the services restarting you see:

```
Connected License server: ERROR (no server available)
```

That means that WebADM is not able to contact the license server. Or the new license hasn't been imported yet. We will see how to troubleshoot this issue in the troubleshooting section of this documentation.

2.2 Only Applicable for WebADM 2.x

On WebADM v2.x there is no modification to perform in `/opt/webadm/conf/servers.xml` anymore. You just need to enable RCDevs cloud services in `/opt/webadm/conf/webadm.conf` :

```
cloud_service yes
```

Your WebADM server(s) must be able to reach `https://cloud.rcdevs.com`

```
[root@webadm1 ~]# telnet cloud.rcdevs.com 443  
Trying x.x.x.x...  
Connected to cloud.rcdevs.com.  
Escape character is '^]'.
```

Have a look on [RCDevs Cloud Service](#) documentation for more information.

Restart WebADM services to changes takes effect.

3. Import the License from the WebADM Administrator Portal

In that scenario, you have to log in on the WebADM Admin GUI, click on the [Admin](#) tab and click on [Software License Details](#) in [Licensing and Configurations](#) section.

The screenshot displays the WebADM Administrator Portal interface. The top navigation bar includes tabs for Home, Admin, Create, Search, Import, Databases, Statistics, Applications, About, and Logout. The main content area shows the 'WebADM Server Administration' section, which includes server version details, internal server time, hardware modules, and active servers. Below this, there are several management cards for Local Domains, Trust Domains, Client Policies, LDAP Mount Points, LDAP Option Sets, and Administrator Roles. At the bottom, there are two columns of links: 'Licensing and Configurations' and 'Runtime Actions'. The 'Software License Details' link is highlighted in blue.

Licensing and Configurations	Runtime Actions
Software License Details	Download WebADM CA Certificate
LDAP Server Details	Download WebADM SSL Certificate
LDAP Server Schema	Issue Server or Client SSL Certificate
Memory Usage Details	Clear Admin Session Cache (1 KB)
Hardware Modules Details	Clear WebADM License Cache
Remote Manager Interface	Clear WebADM Local Caches (258 KB)
Config Object Statuses	Flush WebADM Cluster Caches (845 KB)
WebADM Base Settings	Reload WebADM Configurations

You are now in the [Software License Details](#) menu. Through this menu, a blue button named [Import New License](#) is available to import the license file provided by the RCDevs sales team. Click on the [Import New License](#) button.

LDAP Server (OpenLDAP)

OpenLDAP (2)

- dc=WebADM
- o=Root (3)
 - cn=admin
 - cn=ppolicy
 - cn=test_user
- Create / Search
Details / Check
- Create / Search
Details / Check

WebADM Freeware Edition v1.6.8-2
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API

Home | Admin | Create | Search | Import | Databases | Statistics | Applications | About | Logout

Software License Details

License Details

License Status:	Valid		
License Type:	Freeware	User Count	Host Count
Local Server Address:	192.168.3.155		
Maximum Users:	40 (Ok - 1 activated users)		
Maximum Hosts:	5 (Ok - 0 active hosts)		

Your WebADM installation currently runs without an RCDevs license file (Freeware Edition mode). It uses the builtin license with a limitation of 40 activated users for OpenOTP and 5 hosts for SpanKey.

If you wish to activate more users or hosts, please contact RCDevs Security Solutions sales at the following email address: sales@rcdevs.com.

And you are now in the following menu:

LDAP Server (OpenLDAP)

OpenLDAP (2)

- dc=WebADM
- o=Root (3)
 - cn=admin
 - cn=ppolicy
 - cn=test_user
- Create / Search
Details / Check
- Create / Search
Details / Check

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API

Home | Admin | Create | Search | Import | Databases | Statistics | Applications | About | Logout

Import a New License File

There are three options to update your license file:

- Method 1) Upload the new license file with your browser.
- Method 2) Paste the new license file contents below.

Method 1: Select a license file to import.

No file selected.

Method 2: Paste the license file contents.

Click on the **Browse File** button and select your license file locally.

The screenshot shows the WebADM Freeware Edition v1.6.8-2 interface. The left sidebar displays the LDAP Server (OpenLDAP) tree with nodes for OpenLDAP (2), dc=WebADM, o=Root (3), cn=admin, cn=ppolicy, and cn=test_user. The main content area is titled 'Import a New License File' and contains the following text:

There are three options to update your license file:

- Method 1) Upload the new license file with your browser.
- Method 2) Paste the new license file contents below.

Method 1: Select a license file to import.

license.key

Method 2: Paste the license file contents.

Or for Method 2, copy the content of the license file and past it below.

LDAP Server (OpenLDAP)

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API

Home | Admin | Create | Search | Import | Databases | Statistics | Applications | About | Logout

Import a New License File

There are three options to update your license file:

- Method 1) Upload the new license file with your browser.
- Method 2) Paste the new license file contents below.

Method 1: Select a license file to import.

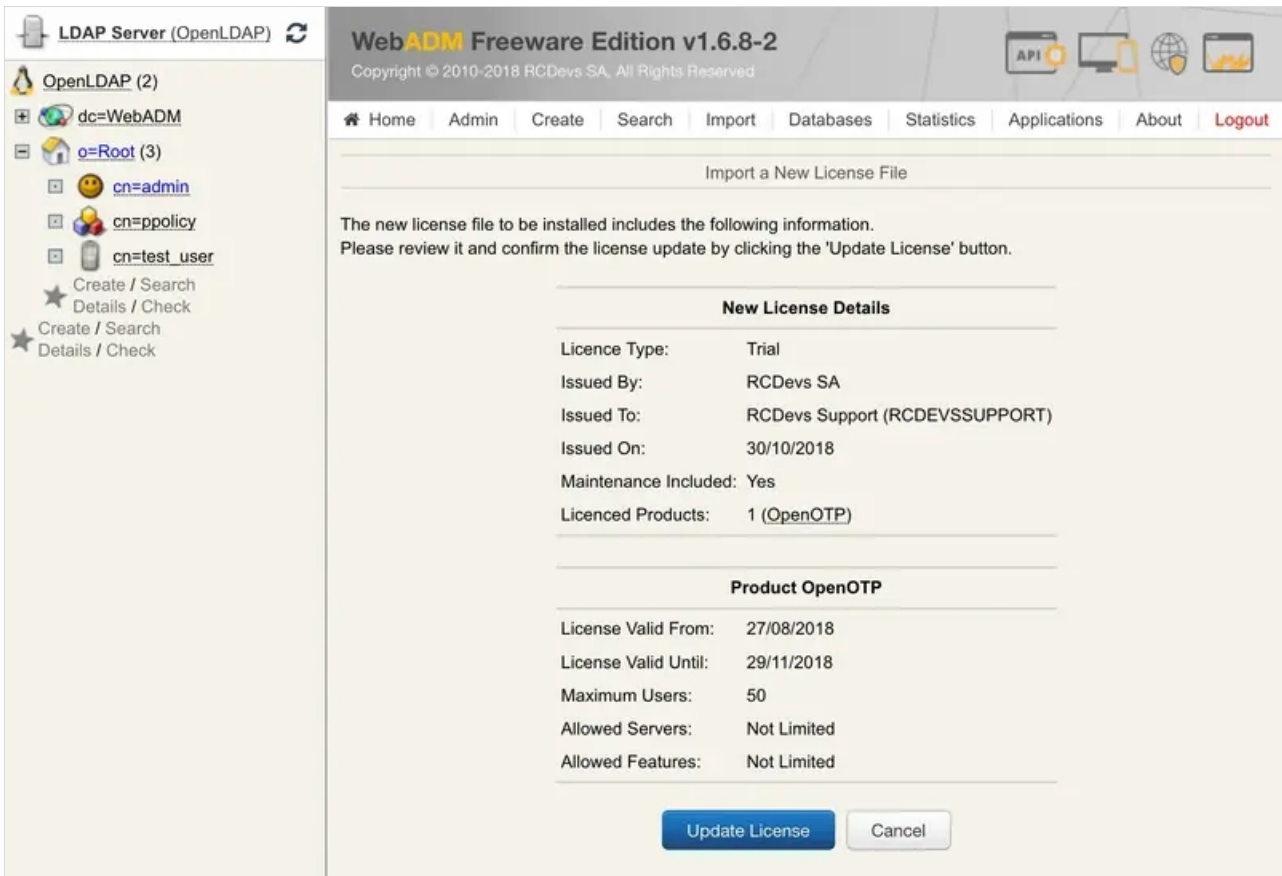
No file selected.

Method 2: Paste the license file contents.

```
# Trial License file (Cloud-based)
# Included product: OpenOTP
# Issued by RCDevs SA to RCDevs Support (RCDEVSSUPPORT #1)
# Valid from 27/08/2018 to 29/11/2018

-----BEGIN RCDEV$ LICENSE DATA-----
L5q+o34hjeu7zdWhGrArUjWxRHJeiTuTus/mMbfalmYB66RkH1nRjtw5+jDmCSLR
rc7Rke7GoRxJ+3E8ShkqQo+HdkholAk2XnwBtOVwjrG0uP1RcNWPVjqTfjbhmKO
z8AA74+8MYBJjgxMx4QBuvF5ddjdj666e4hdrhrujl1lP84XbiLP5XtkJWebbWd
ZezAqQw7rQPRgTQGskZZ/77h/OMsH5uNpKTOWJVFt4unuUowbyKk4tWgJaTXq071
8kcuBoj8cn0y/fvhrRrMsgFT3hghkou60KLP0fbjw3N0W59CggJea64czyjczN1B+
X8PLuPQYm8vGQGT5FqZdIGLTAG3hqLih3CmgtwtkKS1GT8DNb8pFAG8Jc/+IQKjY
a3XwQP+SmsJ45ppy3274Q1kuYTYis/f/HOCJx9UQDH8I1YDyGKq+AC6sJAUcy2vl
v626uRBtwf4NIYq0N+JjQek0FnOM+qjFxljIt/pGgTzZM/lGxaNXklszSMaSiJGz
eufsk8mmsKiosfGztrvKmpQTZM/vGY456HFtztERTterhBSaKnNxb0JN1ZLgus6a
WAFNrS3GLiW12qNA4rr9Liippsk/i/FsI0rEVLeJPymTF2v1ItDaKkhWkM1IDbqg
AGrsJEyeIELR1P+6gDgwPFdk2VJKU5XzOI4cz4FDhto=
-----END RCDEV$ LICENSE DATA-----
```

Click on the appropriate **Import** button according to the method you choose.



You will now see the license details and another blue button to upload the license. Click on [Update License](#) button.



The license file is now imported on your WebADM server. Please, restart WebADM to activate the license.

```
/opt/webadm/bin/webadm restart
```

Finally, you will see the imported license under [Admin](#) tab and click on [Software License Details](#).

The screenshot displays the WebADM Enterprise Edition v1.6.8-2 interface. The top navigation bar includes links for Home, Admin, Create, Search, Import, Databases, Statistics, Applications, About, and Logout. The left sidebar shows the LDAP Server (OpenLDAP) configuration, including a tree view with nodes like dc=WebADM, o=Root (3), and various users (cn=admin, cn=ppolicy, cn=test_user). The main content area is titled 'Software License Details' and contains the following information:

License Details

- License Status: **Valid**
- License Type: Cloud-based (trial)
- Instance ID: 1
- Issued By: RCDevs SA
- Issued To: RCDevs Support (RCDEVSSUPPORT)
- Issued On: 30/10/2018
- Client Pool Status: **Ok** (1/50 servers in use)
- Offline Cache Status: **Valid** (expires 2018-12-02 17:04:51)
- Maintenance Included: Yes
- Licensed Products: 1 (OpenOTP)

Product OpenOTP

- License Valid From: 27/08/2018 (Ok - Valid since 88 days)
- License Valid Until: 29/11/2018 (Warning - Expires in 6 days)
- Maximum Users: 50 (Ok - 1 active users)

License Server Clients 1/50

Client Name	Last Use	Serial ID	Action
rcvm7.local	2018-11-22 17:04:51	25-32-E6-50	Resync Client

At the bottom of the main content area, there are two buttons: 'Import New License' and 'Ok'.

4. Troubleshooting License Server Connection

To troubleshoot communications issues with RCDevs services, keep in mind the following :

- > WebADM v1.x are using license.rcdevs.com port 7001 over TCP,
- > WebADM v2.x are using cloud.rcdevs.com port 443 over https.

Please, perform the following tests accordingly.

4.1 License Server (no server available)

This error can occur when starting WebADM services.

Logs example

```
[root@webadm1 ~]# /opt/webadm/bin/webadm restart
Stopping WebADM HTTP server... Ok
Stopping WebADM Watchd server..... Ok
Stopping WebADM Session server... Ok
Stopping WebADM PKI server... Ok
Checking libudev dependency... Ok
Checking system architecture... Ok
Checking server configurations... Ok
```

```
Found Trial Enterprise license (RCDEVSSUPPORT)
Licensed by RCDevs Security SA to RCDevs Support
Licensed product(s): OpenOTP,SpanKey,TiQR
```

```
Starting WebADM PKI server... Ok
Starting WebADM Session server... Ok
Starting WebADM Watchd server... Ok
Starting WebADM HTTP server... Ok
```

```
Checking server connections...
Connected LDAP server: LDAP Server (192.168.3.60)
Connected SQL server: SQL Server (192.168.3.68)
Connected PKI server: PKI Server (127.0.0.1)
Connected Mail server: SMTP Server (x.x.x.x)
Connected Push server: Push Server (x.x.x.x)
Connected Session server: Session Server (:::1)
Connected License server: License Server (no server available)
```

```
Checking LDAP proxy user access... Ok
Checking SQL database access... Ok
Checking PKI service access... Ok
Checking Mail service access... Ok
Checking Push service access... Ok
Checking License service access... ERROR
```

Possible reason/Solution :

- › WebADM can not communicate with RCDevs license services. Check with telnet if `license.rcdevs.com` and destination port are reachable from WebADM server(s).

4.1.1 DNS Resolution

First, check that the DNS resolution from your WebADM server works correctly for `license.rcdevs.com` for WebADM v1.x and `cloud.rcdevs.com` for WebADM v2.x.

```
[root@webadm1 ~]# nslookup license.rcdevs.com
```

```
Server: x.x.x.x  
Address: x.x.x.x#53
```

```
Non-authoritative answer:  
license.rcdevs.com canonical name = cloud.rcdevs.com.  
Name: cloud.rcdevs.com  
Address: 149.202.167.74  
Name: cloud.rcdevs.com  
Address: 149.202.165.239
```

```
[root@webadm1 ~]# nslookup cloud.rcdevs.com
```

```
Server: x.x.x.x  
Address: x.x.x.x#53
```

```
Non-authoritative answer:  
Name: cloud.rcdevs.com  
Address: 149.202.167.74  
Name: cloud.rcdevs.com  
Address: 149.202.165.239
```

As you can see, the resolution works here. If it's not your case, investigate with your DNS administrator why DNS resolution is failing.

Warning

license.rcdevs.com and cloud.rcdevs.com are DNS names for redundant infrastructure using dynamic allocated IPs addresses. The current resolved IPs for license.rcdevs.com and cloud.rcdevs.com can change at any time without any information provided by RCDevs. It is recommended to use the DNS name and configure your firewall accordingly.

4.1.2 Communication on port 7001 or 443

Here we will try if WebADM is able to access to license.rcdevs.com on 7001 port using telnet tool:

```
[root@webadm1 ~]# telnet license.rcdevs.com 7001  
Trying x.x.x.x ...  
Connected to license.rcdevs.com.  
Escape character is '^]'.  
^C
```

Communication on port 7001 are allowed. If WebADM is not able to communicate on port 7001, please check your firewall.

```
[root@webadm1 ~]# telnet cloud.rcdevs.com 443
Trying x.x.x.x ...
Connected to cloud.rcdevs.com.
Escape character is '^'].
```

Communication on port 443 are allowed. If WebADM is not able to communicate on port 443, please check your firewall.

4.2 Checking License service access... ERROR

This error can occur when starting WebADM services.

Logs example

```
[root@webadm1 ~]# /opt/webadm/bin/webadm restart
Stopping WebADM HTTP server... Ok
Stopping WebADM Watchd server..... Ok
Stopping WebADM Session server... Ok
Stopping WebADM PKI server... Ok
Checking libudev dependency... Ok
Checking system architecture... Ok
Checking server configurations... Ok

Found Trial Enterprise license (RCDEVSSUPPORT)
Licensed by RCDevs Security SA to RCDevs Support
Licensed product(s): OpenOTP,SpanKey,TiQR

Starting WebADM PKI server... Ok
Starting WebADM Session server... Ok
Starting WebADM Watchd server... Ok
Starting WebADM HTTP server... Ok

Checking server connections...
Connected LDAP server: LDAP Server (192.168.3.60)
Connected SQL server: SQL Server (192.168.3.68)
Connected PKI server: PKI Server (127.0.0.1)
Connected Mail server: SMTP Server (x.x.x.x)
Connected Push server: Push Server (x.x.x.x)
Connected Session server: Session Server (:::1)
Connected License server: License Server (x.x.x.x)

Checking LDAP proxy user access... Ok
Checking SQL database access... Ok
Checking PKI service access... Ok
Checking Mail service access... Ok
Checking Push service access... Ok
Checking License service access... ERROR
```

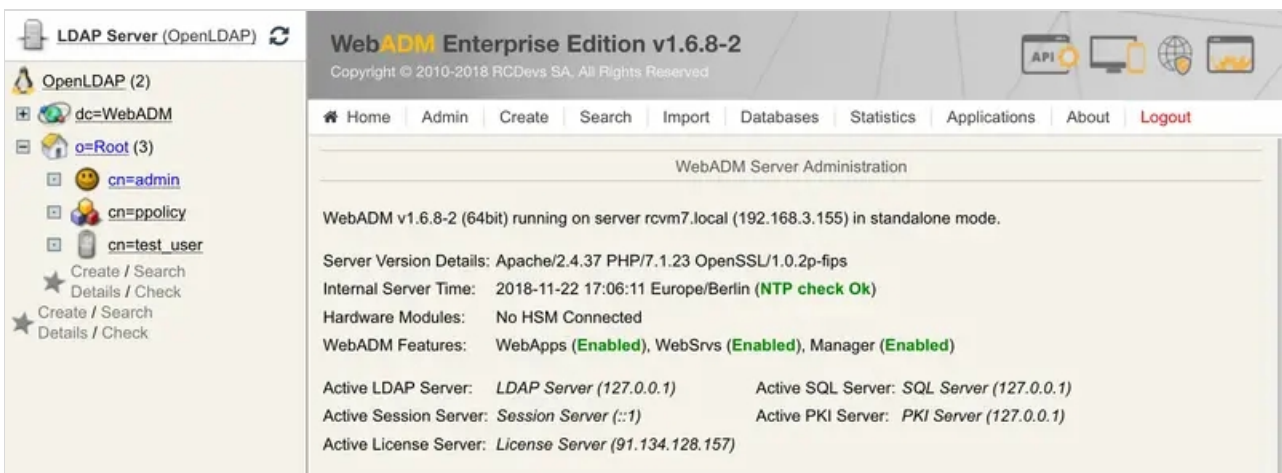
Possible reasons/Solutions :

After connections checks during WebADM services start, WebADM will try to perform an authentication to RCDevs license services or RCDevs cloud services. The authentication is done through your enterprise license. New licenses are pushed every hour on RCDevs licenses servers. Your license needs to be pushed on RCDevs licenses servers first in order to be used with RCDevs license services. You can encounter this issue if your license has been generated by RCDevs Sales team at 3:10 pm for example, and you tried to use it before 4:00 pm. If the problem persists after 1 hour, contact RCDevs support.

4.3 How can I be sure that WebADM and License Server are synchronized?

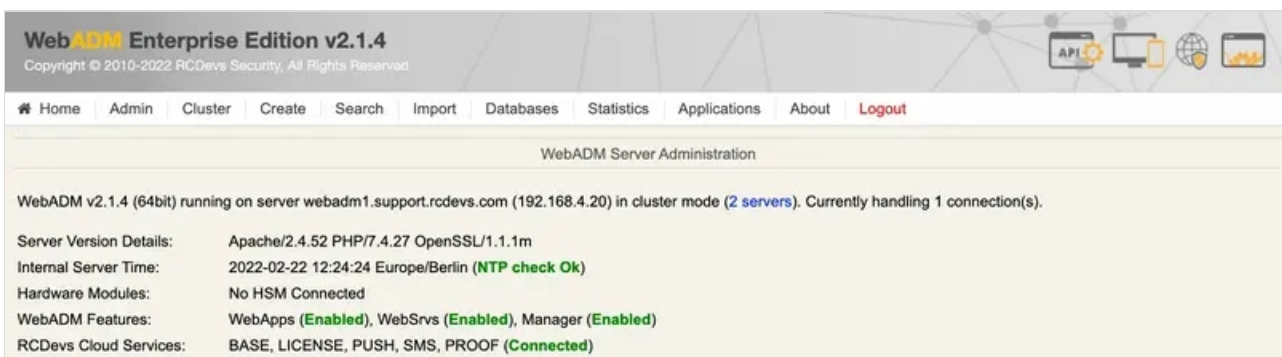
To be sure that communications between WebADM and Licence Servers working fine, log in on the WebADM GUI and click on the **Admin** tab.

You should see Active License Server: License Server (x.x.x.x) like below:



The screenshot shows the WebADM v1.6.8-2 Admin interface. The left sidebar displays the LDAP Server (OpenLDAP) tree with nodes for dc=WebADM, o=Root (3), and several users (cn=admin, cn=ppolicy, cn=test_user). The main content area shows the WebADM Server Administration page. The status indicates: WebADM v1.6.8-2 (64bit) running on server rcvm7.local (192.168.3.155) in standalone mode. Server Version Details: Apache/2.4.37 PHP/7.1.23 OpenSSL/1.0.2p-fips. Internal Server Time: 2018-11-22 17:06:11 Europe/Berlin (NTP check Ok). Hardware Modules: No HSM Connected. WebADM Features: WebApps (Enabled), WebSrvs (Enabled), Manager (Enabled). Active LDAP Server: LDAP Server (127.0.0.1). Active SQL Server: SQL Server (127.0.0.1). Active Session Server: Session Server (:::1). Active PKI Server: PKI Server (127.0.0.1). Active License Server: License Server (91.134.128.157).

For WebADM v2.x you should see something similar regarding RCDevs Cloud Services:



The screenshot shows the WebADM v2.1.4 Admin interface. The left sidebar displays the LDAP Server (OpenLDAP) tree. The main content area shows the WebADM Server Administration page. The status indicates: WebADM v2.1.4 (64bit) running on server webadm1.support.rcdevs.com (192.168.4.20) in cluster mode (2 servers). Currently handling 1 connection(s). Server Version Details: Apache/2.4.52 PHP/7.4.27 OpenSSL/1.1.1m. Internal Server Time: 2022-02-22 12:24:24 Europe/Berlin (NTP check Ok). Hardware Modules: No HSM Connected. WebADM Features: WebApps (Enabled), WebSrvs (Enabled), Manager (Enabled). RCDevs Cloud Services: BASE, LICENSE, PUSH, SMS, PROOF (Connected).

Always under the **Admin** menu, another check must be done. Click on **Software License Details** :

The screenshot shows the WebADM Enterprise Edition v1.6.8-2 dashboard. The left sidebar contains a tree view for 'LDAP Server (OpenLDAP)' with nodes for 'dc=WebADM', 'o=Root (3)', and three users: 'cn=admin', 'cn=ppolicy', and 'cn=test_user'. The main content area is divided into two columns: 'Licensing and Configurations' and 'Runtime Actions'. The 'Licensing and Configurations' column includes links for Software License Details, LDAP Server Details, LDAP Server Schema, Memory Usage Details, Hardware Modules Details, Remote Manager Interface, Config Object Statuses, Network Service Statuses, and WebADM Base Settings. The 'Runtime Actions' column includes links for Download WebADM CA Certificate, Download WebADM SSL Certificate, Issue Server or Client SSL Certificate, Clear Admin Session Cache (1 KB), Clear WebADM License Cache, Clear WebADM Local Caches (259 KB), Flush WebADM Cluster Caches (845 KB), and Reload WebADM Configurations.

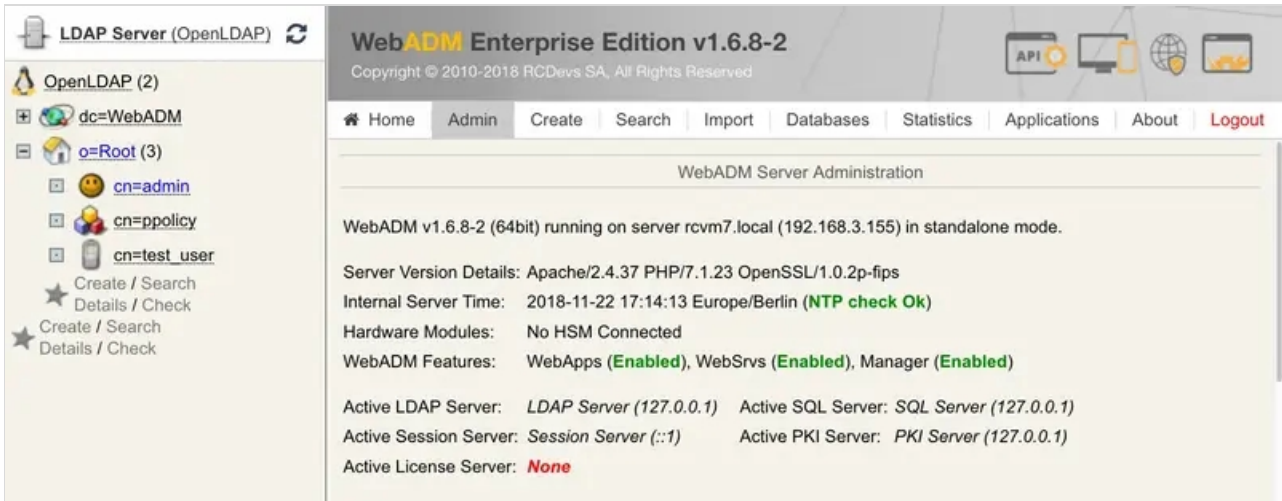
And you should see something similar if everything works fine.

The screenshot shows the 'Software License Details' page in the WebADM Enterprise Edition v1.6.8-2 dashboard. The page is titled 'Software License Details' and contains the following information:

- License Details**
 - License Status: **Valid**
 - License Type: Cloud-based (trial)
 - Instance ID: 1
 - Issued By: RCDevs SA
 - Issued To: RCDevs Support (RCDEVSSUPPORT)
 - Issued On: 30/10/2018
 - Client Pool Status: **Ok** (1/50 servers in use)
 - Offline Cache Status: **Valid** (expires 2018-12-02 17:04:51)
 - Maintenance Included: Yes
 - Licensed Products: 1 (OpenOTP)
- Product OpenOTP**
 - License Valid From: 27/08/2018 (Ok - Valid since 88 days)
 - License Valid Until: 29/11/2018 (Warning - Expires in 6 days)
 - Maximum Users: 50 (Ok - 1 active users)
- License Server Clients 1/50**
 - rcvm7.local: Last Use: 2018-11-22 17:04:51, Serial ID: 25-32-E6-50

At the bottom of the page, there are two buttons: 'Import New License' and 'Ok'.

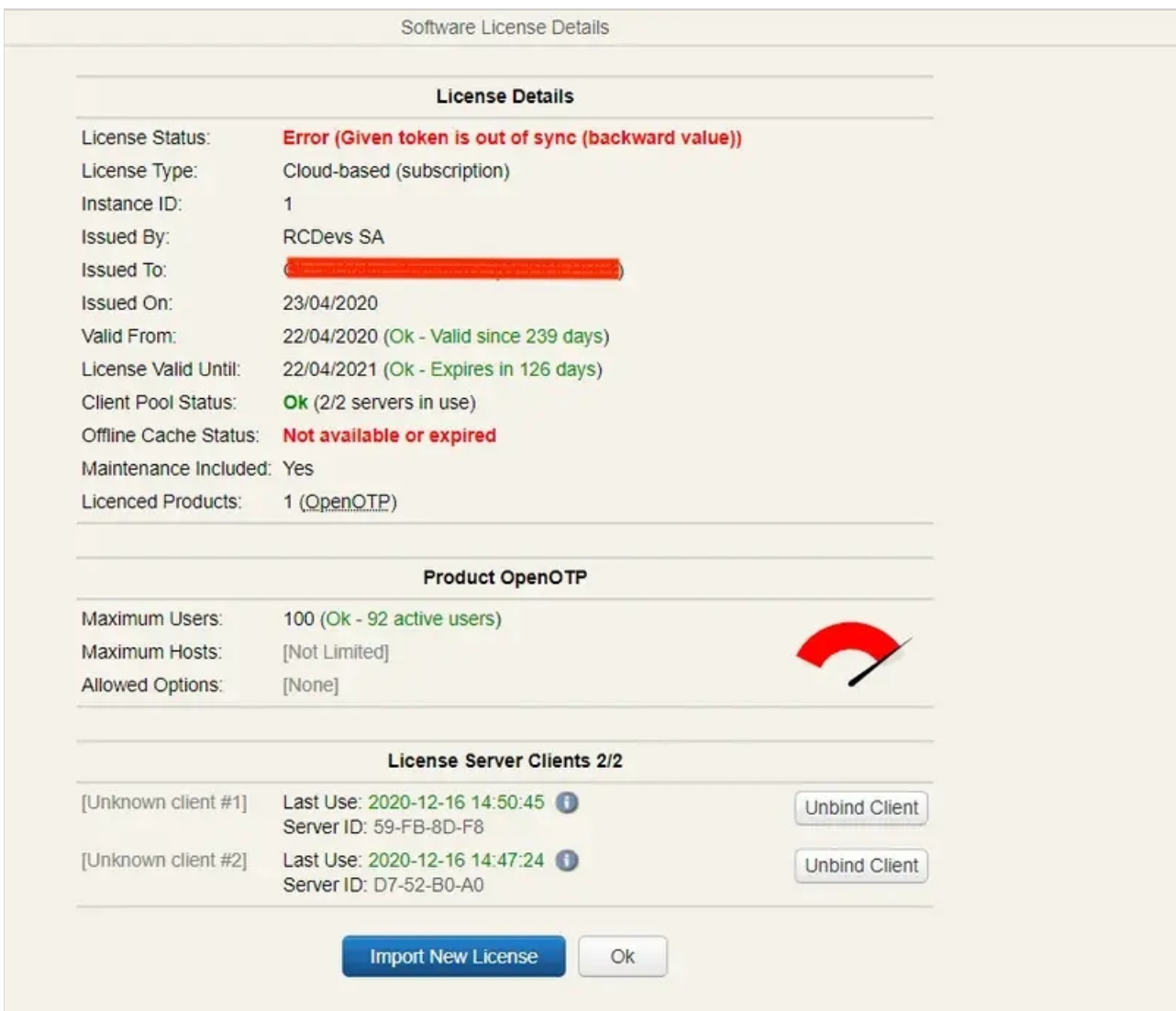
If you have 'Active License Server: None' as below after performing every check we previously did, please contact RCDevs support.



The screenshot shows the WebADM Enterprise Edition v1.6.8-2 administration interface. The left sidebar displays the LDAP Server (OpenLDAP) tree with nodes for dc=WebADM, o=Root (3), and several users (cn=admin, cn=ppolicy, cn=test_user). The main content area shows the WebADM Server Administration page with the following details:

- WebADM v1.6.8-2 (64bit) running on server rcvm7.local (192.168.3.155) in standalone mode.
- Server Version Details: Apache/2.4.37 PHP/7.1.23 OpenSSL/1.0.2p-fips
- Internal Server Time: 2018-11-22 17:14:13 Europe/Berlin (NTP check Ok)
- Hardware Modules: No HSM Connected
- WebADM Features: WebApps (Enabled), WebSrvs (Enabled), Manager (Enabled)
- Active LDAP Server: LDAP Server (127.0.0.1) Active SQL Server: SQL Server (127.0.0.1)
- Active Session Server: Session Server (::1) Active PKI Server: PKI Server (127.0.0.1)
- Active License Server: **None**

4.4 WebADM snapshot restore, Error (Given Token is out of Sync)



The screenshot shows the Software License Details page for a license. The license status is **Error (Given token is out of sync (backward value))**. The license is cloud-based (subscription) with instance ID 1, issued by RCDevs SA on 23/04/2020. It is valid from 22/04/2020 (Ok - Valid since 239 days) and expires on 22/04/2021 (Ok - Expires in 126 days). The client pool status is **Ok** (2/2 servers in use) and the offline cache status is **Not available or expired**. The license includes maintenance and is for 1 product (OpenOTP).

Product OpenOTP

- Maximum Users: 100 (Ok - 92 active users)
- Maximum Hosts: [Not Limited]
- Allowed Options: [None]

License Server Clients 2/2

Client ID	Last Use	Server ID	Action
[Unknown client #1]	2020-12-16 14:50:45	59-FB-8D-F8	Unbind Client
[Unknown client #2]	2020-12-16 14:47:24	D7-52-B0-A0	Unbind Client

Buttons: Import New License, Ok

When you restore a snapshot, you will also restore the previous One-Time License Token which will in most cases be invalid. The rotation of that license Token happens every time WebADM connect to license services. If you re-use an old token (after a snapshot restore for e.g), then the token in use between license services and WebADM is out of sync. If your pool is full (2 nodes by default) WebADM is not able to reconnect to license service and perform the resync automatically. In that situation, you need to manually unbind the old client to liberate a license client slot for the restored version of WebADM be able to connect to the license service. To do this, login on the GUI of your restored WebADM server, click on 'Admin' tab and 'Software License Details'. Scroll down until 'License Server client' section and click 'Unbind' buttons.

4.5 Server Pool

The licensing model is based on the number of users and the number of WebADM instances that you want to configure.

WebADM Servers IPs doesn't matter anymore with license servers. You have now a pool with x servers allowed according to the license you ordered. If your pool is full, and you want to connect another WebADM instance in this pool, you need to unbind one server to free up one slot in your pool. To remove an instance from your server pool, log into the WebADM Admin GUI, click on the [Admin](#) tab, [Software License Details](#) and in License Server Client, find the client in question and click [Unbind Client](#) to remove the client from your pool.

The screenshot shows the WebADM Enterprise Edition v1.6.8-2 Admin GUI. The main content area is titled 'Software License Details'. It displays the following information:

- License Details:**
 - License Status: **Valid**
 - License Type: Cloud-based (trial)
 - Instance ID: 1
 - Issued By: RCDevs SA
 - Issued To: RCDevs Support (RCDEVSSUPPORT)
 - Issued On: 30/10/2018
 - Client Pool Status: **OK** (2/50 servers in use)
 - Offline Cache Status: **Valid** (expires 2018-12-02 16:58:42)
 - Maintenance Included: Yes
 - Licensed Products: 1 (OpenOTP)
- Product OpenOTP:**
 - License Valid From: 27/08/2018 (Ok - Valid since 88 days)
 - License Valid Until: 29/11/2018 (Warning - Expires in 6 days)
 - Maximum Users: 50 (Ok - 1 active users)
- License Server Clients 2/50:**

Client Name	Last Use	Serial ID	Action
rcvm7.local	2018-11-22 16:58:42	25-32-E6-50	Resync Client
[Unknown client #1]	2018-11-22 16:21:10	33-25-0A-FF	Unbind Client

At the bottom of the page, there are buttons for 'Import New License' and 'Ok'.

A slot is now available for another server:

LDAP Server (OpenLDAP)

WebADM Enterprise Edition v1.6.8-2
Copyright © 2010-2018 RCDevs SA. All Rights Reserved

API

Home Admin Create Search Import Databases Statistics Applications About Logout

OpenLDAP (2)

- dc=WebADM
- o=Root (3)
 - cn=admin
 - cn=ppolicy
 - cn=test_user
- Create / Search Details / Check
- Create / Search Details / Check

Software License Details

License Details

License Status: **Valid**

License Type: Cloud-based (trial)

Instance ID: 1

Issued By: RCDevs SA

Issued To: RCDevs Support (RCDEVSSUPPORT)

Issued On: 30/10/2018

Client Pool Status: **Ok** (1/50 servers in use)

Offline Cache Status: **Valid** (expires 2018-12-02 17:04:51)

Maintenance Included: Yes

Licensed Products: 1 (OpenOTP)

Product OpenOTP

License Valid From: 27/08/2018 (Ok - Valid since 88 days)

License Valid Until: 29/11/2018 (Warning - Expires in 6 days)

Maximum Users: 50 (Ok - 1 active users)

License Server Clients 1/50

[rcvm7.local](#) Last Use: 2018-11-22 17:04:51

Serial ID: 25-32-E6-50

4.6 WebADM cannot contact License Servers anymore

If for any reason, your WebADM server is not able to contact the license servers or if the license servers are down for maintenance, an offline cache will allow WebADM to continue working without problem during 10 days. After 10 days, WebADM will stop working if the communication with license servers have not been established in meanwhile.

4.7 License error for product OpenOTP (active users limit exceeded)

This error appears when you activated more users than allowed by your license. Freeware users are allowed to activate up to 20 users. Number of activated users can be checked through WebADM GUI > Admin > Software license details.

Activated users consuming license slots can be listed with [report tool](#).

Logs example

```
[2020-04-17 18:50:45] [192.168.3.64] [OpenOTP:RCKOG0P2] License error for product OpenOTP (active users limit exceeded)
```

Solutions :

- › Contact RCDevs sales team to order/extend your license allowing you the amount of activated users.
- › Deactivate enough accounts until the amount of authorized users by your license is reach.

After users deactivation, you can manually clear license cache to force a new counting of activated users and get activated users value updated. To clear WebADM license cache, login on `WebADM GUI > Admin > Clear WebADM license cache` or restart WebADM services.

5. Information transferred from WebADM to RCDevs License server

For the online license, the information transmitted is the following.

No private or individual user information at all is transmitted.

- › Customer ID and instance ID (As in WebADM Software license details)
- › Host ID Hash (not IP or MAC or any recognizable address)
- › One time license token (generated locally)
- › Number of activated users (for OpenOTP)
- › Result of one way hash function of the user search base (used to verify the cluster member configs are same)
- › Installed RCDevs software versions
- › User and host count (for Spankey)

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