

# Banner Document Management Suite ApplicationXtender License Key Generation Guide

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**Revision History Log****Publication Date    Summary**

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June 2008	New release for the June 2008 BDMS software.
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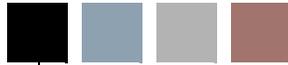


Think before you print.

# Banner Document Management Suite Guide

## ApplicationXtender License Key Generation

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# Introduction

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This document provides you with step by step instructions to gather all the necessary information that the SunGard Higher Education distribution team needs to obtain all EMC ApplicationXtender (AX) License Keys based on your Banner Document Management Suite's (FKA: Banner XtenderSolutions) Software License agreement.

The information in this guide only applies to those clients installing or upgrading their Banner Document Management Suite (BDMS) that is certified with ApplicationXtender version 5.4.

## FlexNet License Management System

Starting with 5.4 release of ApplicationXtender Content Management Suite, EMC Corporation has replaced their proprietary license management software called EMC XtenderSolutions License Server (AKA: Legato License Server) with FlexNet License Management System by Macrovision.

All new and existing BDMS clients who are installing or upgrading to the version of the BDMS that is compatible with 5.4 version of the ApplicationXtender products are encouraged to start a Service Request as early as 5 business days prior to implementing the product in order to obtain product license keys. They may initiate the Service Request by going to SGHE's Customer Support Center (<https://connect.sungardhe.com>). Before starting a case, see below for required information

FlexNet License Management System is *not* backwards compatible with 5.3.x version of Xtender Content Management Solutions, therefore, existing 5.3 License Keys are *not* compatible with FlexNet. All existing licenses for content management products must be regenerated when upgrading to 5.4 version of ApplicationXtender.

FlexNet can only manage content management product licenses at this time; Clients using DiskXtender (Storage Management Solution) will continue to use EMC's proprietary License Management Software (EMC XtenderSolutions License Server) version 6.20.60 with version 6.20.60 of DiskXtender. There is no need for a second machine, because FlexNet and EMC XtenderSolutions License Server may be installed on the same machine.

## DiskXtender Clients

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### Existing Clients

There is no need for existing DiskXtender (DX) clients to request a new license key to accompany an upgrade to a supported version. Upgrading EMC XtenderSolutions License

Server to 6.20.60 version upgrades the older version and transfers the license key over to the new version.

 **Note**

DiskXtender 5.6.20.60 version will be desupported effective 12/31/2008. All clients using DX software need to upgrade to the latest and supported version. ■

## New Clients

New clients implementing the DiskXtender product are encouraged to submit a Service Request as early as 5 business days prior to implementing DiskXtender product. To obtain a product license key, please visit SGHE's Customer Support Center (<https://connect.sungardhe.com>). See the next section for required information before starting a case.

## Existing ApplicationXtender License Keys

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SunGard Higher Education highly recommends verifying the number of existing license keys for each Xtender product prior to switching the content license management software to FlexNet.

Please report any discrepancies by going to SGHE Customer Support Center (<https://connect.sungardhe.com>) and starting a Service Request.

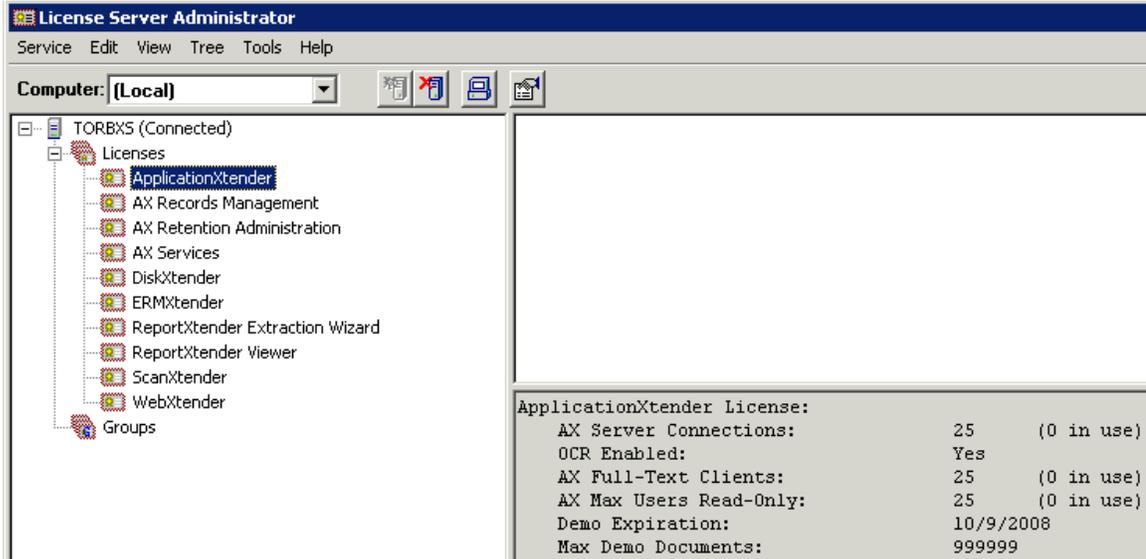
## Checking for Existing Number of License Keys Per Product

1. Go to Start > Programs > EMC XtenderSolutions Lic. Server and select Administrator.
2. Go to the Tools menu and select Report Generator.
3. Select Licensing Information and click on Next.
4. Select the name of the server/computer where License Server is installed and click on Next.
5. Select the server/computer name and default layout and click on Next.
6. Click Finish at the Summary page.
7. Save the generated License Server report that is in *rtf* format.

8. Cross check each existing license key using the generated report from the previous step against the new license key provided to you for the 5.4 version.

 **Note**

You will be provided with only one FlexNet .Lic file that contains multiple product keys your site is licensed for. The .Lic file can be opened in a text editor (Notepad) for viewing and verifying the license keys. ■



## Finding My Host ID

The new content management license keys are generated based on the Host ID of the server where FlexNet License Management Software will be installed. These licenses are *node locked*.

Node locked licenses are locked to the *physical address* (or MAC address) of the network card of the machine where FlexNet will be installed.

1. Logon to the machine/server where FlexNet is going to be installed.
2. Go to Start > Run and type `cmd` in the Open box and click OK.
3. At the command prompt type `ipconfig/all` and press Enter.
4. Look for the line *Physical address* for the appropriate network card that is in use / active if you have more than one NIC Card.

```
Ethernet adapter Local Area Connection 2:
Connection-specific DNS Suffix . : corp.sct.com
Description . . . . . : Intel(R) PRO/1000 CT Network Connection
Physical Address. . . . . : 00-12-3F-ED-1A-EC
DHCP Enabled. . . . . : No
IP Address. . . . . : 149.24.1.35
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 149.24.1.254
DNS Servers . . . . . : 149.24.1.110
Primary WINS Server . . . . . : 149.24.1.110
```

5. Submit a Service Request by going to SGHE’s Customer Support Center (<https://connect.sungardhe.com>) and make sure to include the Physical or Mac Address.
6. Repeat steps above if you have purchased Test Bundle License keys for your test environment and provide SunGard Higher Education with the Host ID of the machine that will be used to install FlexNet software on.
7. FlexNet supports clustering/failover. If you wish to have a redundant license management system, select stable machines that are not frequently rebooted or shutdown. Repeat steps above to provide us with the Host ID of your primary, second and third machine.
8. If for any reason a replacement license is required (License server is being decommissioned), then it is necessary to submit a Service Request for Change of Host ID. The SunGard Higher Education distribution team will then provide a new license key based on the new Host ID and Hostname. (See instructions in this document for gathering the required information from the new machine). Please keep in mind that the turnaround for this request is 5 business days.

## Finding My Hostname

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EMC also requires the Hostname of the machine(s) where FlexNet license management software will be installed on to generate License Keys.

1. Logon to the machine/server where FlexNet will be installed.
2. Go to Start > Run and type *cmd* in the Open box and click OK.
3. At the command prompt, type in *hostname* and press Enter (Malaln13 is the hostname in the example below).
4. Provide us with the hostname of the machine(s) running the FlexNet software. The Hostname of all machines is required if you choose to go with a failover option.

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

U:\>hostname
malaln13
```

## Finding My Machine ID / Volume ID

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Clients implementing DiskXtender product will continue to use EMC's proprietary License Management Software (EMC XtenderSolutions Lic. Server) 6.20.60 version when installing 6.20.60 version of DX product. EMC requires machine ID of the server where DX will be installed to generate DX Lic. Keys.

1. Logon to the machine/server where EMC XtenderSolutions License Server will be installed.
2. Go to Start > Run and type *cmd* in the Open box and click OK.
3. At the command prompt type in *vol C:* and press Enter.
4. Provide SunGard Higher Education with the C: drive's volume ID number (In the example below 6014-DB5E) that will be used to generate your DX product license key.

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

U:\>vol c:
Volume in drive C has no label.
Volume Serial Number is 6014-DB5E
```

## Registering the FlexNet License File

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SGHE Distribution team will provide you with a license file that has a .LIC extension. This file contains all of your content management solutions license keys.

To register your FlexNet content management License Keys:

 **Note**

FlexNet License Management Software must be installed before performing the steps below. (See the BDMS Installation Guide for additional information). ■

1. Extract the license key file provided by SGHE Dist. Team (.LIC file)
2. Copy that file into the `\program files\xtendersolutions\content manager\license server` directory as a .LIC file.
3. Start the ApplicationXtender License Server Service and EMC ELM Service.

Your ApplicationXtender 5.4 content management products are now fully licensed and you can continue with BDMS implementation process. We recommend that you verify the accuracy of your new license key file by opening the LIC file in a text editor and make sure that the number of license keys for each product matches with your software license agreement.

## Registering EMC XtenderSolutions License Server's License File

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SGHE Distribution team will provide you with a license file that has a .LIC extension which contains your DiskXtender License Key. You may also receive an actual key that is 171 alphanumeric characters long.

To register your EMC XtenderSolutions DX Lic. Key, there are two ways to register/ license DX product depending on what type of license key you receive from SGHE:

 **Note**

EMC XtenderSolutions Lic. Server software must be installed before performing the steps below. (See BDMS Installation Guide for additional information). ■

### Method 1: (Using the Lic. Key file)

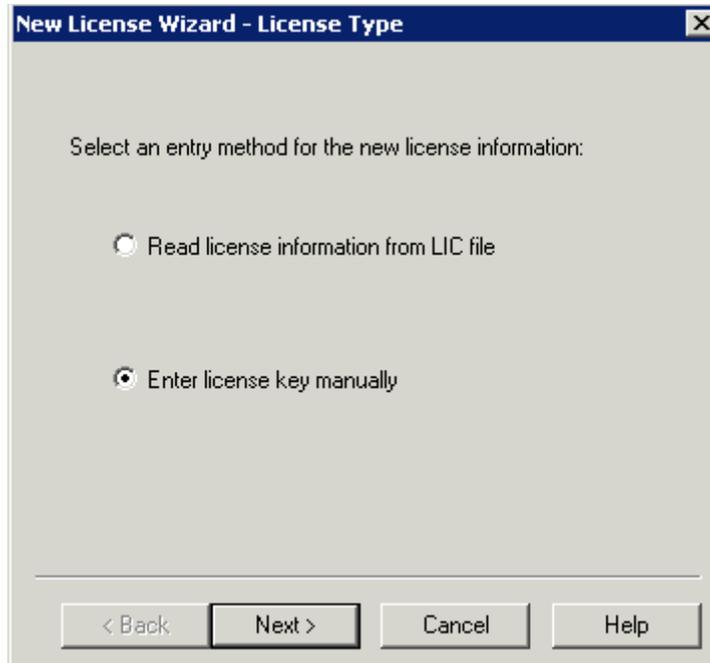
1. Extract the license key file provided by SGHE Dist. Team. (.LIC file).
2. Go to Start > Programs > EMC XtenderSolutions License Server and select Administrator.
3. Go to the Tools menu and select New License Wizard.
4. Select Read License Information from the LIC file and click Next.

5. Click on the Browse button and navigate to the directory where the LIC file was extracted to (see Step 1).
6. Highlight the LIC file and click Open. The Location box should now be populated with a path to the DX LIC file and click Next.
7. Confirm the DX License Key information and make sure you have the correct number of licenses according to your Software Purchase Agreement. When ready, click Next and then click Finish.

Your DX product is now licensed and you can proceed with installing or upgrading your DX software.

## Method 2: (Using the Actual License Key)

1. Highlight and copy the 171 alphanumeric characters long DX key to your clipboard by right clicking on the highlighted area and selecting Copy. This key was provided to you by SGHE Dist. Team.
2. Go to Start > Programs > EMC XtenderSolutions License Server and select Administrator.
3. Go to the Tools menu and select New License Wizard.
4. Select *Enter license key manually* and click Next.



5. Click in the Key box and press CTRL + V keys on your keyboard to paste the DX license key from step 1 into the key box and click Next.

6. Confirm the DX Lic. Key information and make sure you have the correct number of license(s) according to your Software Purchase Agreement. When ready, click Next and then click Finish.

Your DX product is now licensed and you can proceed with installing or upgrading your DX software.

Please feel free to contact our SGHE Distribution Team if you have any questions or need an update on the status of your service request regarding your ApplicationXtender license keys.

You can also start a new Service Request with the SGHE Banner Document Management Suite (BDMS) Actionline Team if you have any technical issues registering your new license keys or have any problem with the instructions above.