



License Installation and Guidelines



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License Installation and Guidelines

This section covers the following topics:

- [License Overview](#)
- [Oracle License Rules](#)
- [Understanding Licensing Restrictions](#)
- [Obtaining a License Key File](#)
- [Installing a License](#)
- [Verifying the Current License Configuration](#)
- [Criteria for Determining Licensing Limits](#)
- [Managing Licenses](#)
- [Processes to Manage License Counts](#)

License Overview

A valid license file is required before running the APTARE IT Analytics application.

If you have not received your license file, refer to [Obtaining a License Key File](#).

The licensing requirements are listed in this section by product or access type. If you find that you've exceeded your license configuration, refer to:

- [Understanding Licensing Restrictions](#)
- [Verifying the Current License Configuration](#)

Oracle License Rules

Oracle Database Requirements

The embedded Oracle Database license is a restricted license and may only be used or accessed in conjunction with APTARE IT Analytics software.

APTARE IT Analytics software is certified with the Oracle binaries embedded with the software product. Note that the use of the embedded binaries must comply with *Oracle Database Standard Edition 2* license requirements, which permits use only on servers (including any virtual server platform) that have a maximum capacity of 2 physical CPU sockets (populated or not). If using a Cloud Provider, *Oracle Database Standard Edition 2* may be licensed only on Authorized Cloud Environment instances up to 8 virtual cores. Using non-embedded versions of Oracle (for example, installing in other pre-existing Oracle instances) is not a certified configuration and is not allowed by the license grant.

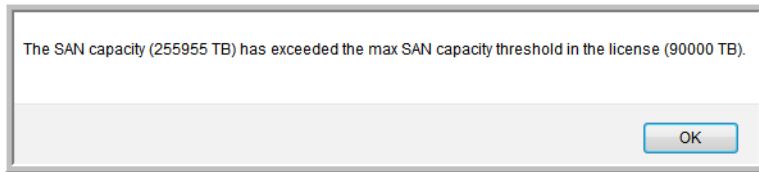
If explicitly licensed for the *APTARE IT Analytics with Partitioning*, the embedded Oracle binaries are Oracle Database Enterprise Edition with Partitioning. Note that the use of the embedded binaries must comply with *Oracle Database Enterprise Edition with Partitioning*. Using non-embedded versions of Oracle (for example, installing in other pre-existing Oracle instances) is not a certified configuration and is not allowed by the license grant.

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Understanding Licensing Restrictions

At login, the Portal may prompt with a message window similar to the following examples:



The above message is related to storage array capacity licensing. For specific definitions of these types of licenses, see [Criteria for Determining Licensing Limits](#).



This message indicates that the total number of *Backup Units* in your database has exceeded the number for which you are licensed. A *Backup Unit* is defined as any client, server, media server, master server—that is, any host in your backup infrastructure for which reporting data is collected.

A number of factors are considered when determining client licensing compliance, as described in [Criteria for Determining Licensing Limits](#).

Implications

- When you reach the *object* license limit, any additional objects will *not* be added to the reporting database. They, however, will be noted in an exception table. See the [Managing Licenses](#) section for tools to identify excluded objects.

Obtaining a License Key File

A valid license file is required to run the Portal application. If you already have a license file, proceed to the Installation section.

If the Portal software is already installed:

1. Navigate to **Admin>Advanced>License Administration**. The Portal displays your current license details.
2. Click **Request New License**. Your email utility is launched with the **To** field pre-populated.
3. With your email open, press **Ctrl+A** and **Ctrl+V** to paste the license information into the email.
4. Send the request.

If the Portal software is not installed:

- Gather the following information and add it to the email:
 - Your name, title and phone number
 - Company name and address
 - Hostname of the Portal server
- Email the information to **license-aptare@veritas.com**.

A license file will be mailed to you within 48 hours.

License Installation Overview

As a best practice, APTARE recommends installing your license directly through the Portal. Instructions for the command-line installation practices are covered in the section [License Installation \(Command Line Alternative\)](#).

Installing a License

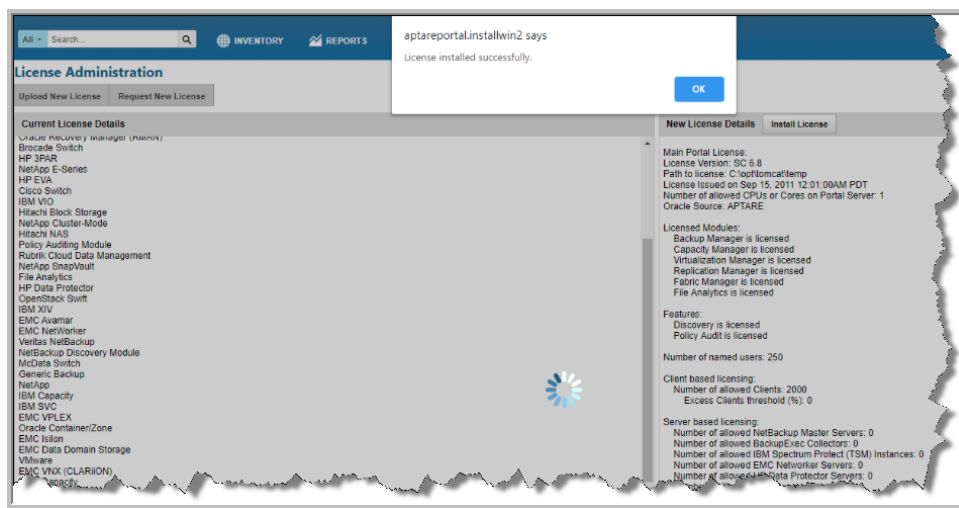
Use the procedures listed in this section to install the Portal license. Your login credentials must be assigned the Super User role.

1. Receive the License File

Save the new license file on your Portal server and complete the following steps.

2. Upload the New License

- Navigate to **Admin>Advanced>License Administration**. The Portal displays your current license details.
- Click **Upload New License**.
- Browse to locate the license file on your Portal server and click **OK**.



3. Verify the License Installation

Go to the procedure: [Verifying the Current License Configuration](#).

If you have issues with license installation, try uploading the license file again to overwrite the previous one.

Verifying the Current License Configuration

As a Super User, there are a number of ways that you can validate your current license configuration:

- Run the License Summary report in the Portal
- Click [Help About](#) in the Portal
- [View License Details](#)

Run the License Summary Report

1. Log into the Portal as a Super User.
2. Search for License Summary.

3. Generate the **License Summary** report.

Licensed Module	Licensed Unit	Licensed	Used	Used %	Remain	Rejected	Portal Version	Oracle Version	License Expiration
Capacity Manager	Raw TB	15,000	0.00	0.00%	15,000	1	10.3.00.84743	Oracle Database 11g Release 11.2.0.2.0 - 64bit Production	Dec 31, 2019, 11:59:59
File Analytics	Utilized TB	15,000	0.00	0.00%	15,000	1	10.3.00.84743	Oracle Database 11g Release 11.2.0.2.0 - 64bit Production	Dec 31, 2019, 11:59:59
Virtualization Manager	VM Servers	400	15.00	3.75%	385	1	10.3.00.84743	Oracle Database 11g Release 11.2.0.2.0 - 64bit Production	Dec 31, 2019, 11:59:59
Fabric Manager	Ports	15,000	1,988.00	13.25%	13,012	1	10.3.00.84743	Oracle Database 11g Release 11.2.0.2.0 - 64bit Production	Dec 31, 2019, 11:59:59
Backup Manager	Backup Units	15,000	8,813.00	58.75%	6,187	1	10.3.00.84743	Oracle Database 11g Release 11.2.0.2.0 - 64bit Production	Dec 31, 2019, 11:59:59

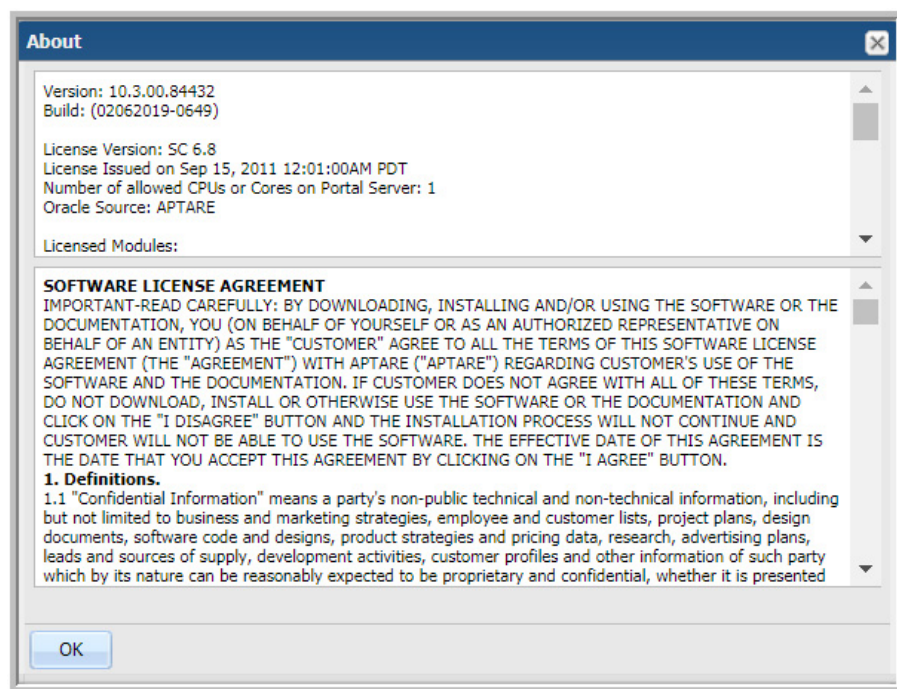
Using this report, you can drill down to additional details about counted objects.

Help About

Log in to the Portal as a Super User and in the Portal toolbar, select:

Help > About

The license details are displayed.



Note: Users without Super User privileges cannot view the license configuration details. Only the end user license agreement is displayed.

View License Details

View license details—that is, the specific capabilities that are associated with the license that was purchased for your environment by navigating to **Admin>Advanced>License Administration**. Your current license details are displayed.

The screenshot displays the 'License Administration' section of a web application. On the left is a navigation menu with categories like Users, Domains, Chargeback, Solutions, Data Collection, Reports, File List, and Advanced. The 'Advanced' category is expanded, showing options such as Configure Proxy Server, Parameters, Attributes, Publish Benchmark Data, Object Maintenance, Support Tools, System Notifications, System Configuration, and License Administration. The main content area is titled 'License Administration' and includes buttons for 'Upload New License' and 'Request New License'. Below these, the 'Current License Details' section shows the license file path and a 'CURRENT CONFIGURATION' block. This block lists system information (hostname, OS, CPUs, license key) and a comprehensive list of installed features from various vendors.

License Administration

Upload New License Request New License

Current License Details

Checking licenses in this directory: /opt/aptare/portalconf
Reading license file from /opt/aptare/portalconf/storageconsole.license

===== CURRENT CONFIGURATION =====

Hostname: dbnextdev
Operating System: linux
Number CPUs or Cores: 2
License Activation Key: 9E7L6-RJQL5-3NJYD-FPJQT-8F7GR
Oracle : Aptare

=====

APTARE IT Analytics 10.3.00.84432 (02062019-0649)
Thu, Feb 07 2019, 03:28 PM

Installed Features:

- Dell Compellent
- Commvault Simpana
- Veritas Backup Exec
- IBM Spectrum Protect (TSM)
- Brocade Switch
- HP 3PAR
- NetApp E-Series
- HP EVA
- Cisco Switch
- IBM VIO
- Hitachi Block Storage
- NetApp Cluster-Mode
- Hitachi NAS
- Policy Auditing Module
- Veeam Backup & Replication
- Cohesity DataProtect
- NetApp SnapVault
- File Analytics
- HP Data Protector
- OpenStack Swift
- IBM XIV
- EMC Avamar

Criteria for Determining Licensing Limits

The following sections provide the criteria that the Portal uses to determine license limits.

Capacity Manager

When licensing APTARE Capacity Manager, the license is based on the raw amount of SAN storage in your environment. IT Analytics only includes arrays that have been polled within the last 30 days.

Storage Array Capacity License Criteria

Note: The following description applies to most storage arrays, with the exceptions listed in [Vendor-Specific Capacity License Criteria](#).

Licensing is based on the *raw capacity* of storage arrays, for arrays that have been polled within the last 30 days. This capacity is the total capacity of all the physical disks in the storage array. If arrays are provisioning storage to other arrays and we are capturing data from the source arrays, to avoid double-counting of capacity, only the capacity of the source arrays (not the recipient arrays) is counted toward licensing.

Vendor-Specific Capacity License Criteria

The following vendor-specific descriptions list how raw capacity is calculated for certain specific vendors.

EMC Symmetrix Arrays

Sum of the capacity of all physical disks from all array groups—no spares. **Note:** When viewing raw capacity in EMC Control Center, disk group 0 (hot spares) is not included in the total capacity calculation—accounting for the difference between the EMC and Capacity Manager reported capacity values.

EMC CLARiiON Arrays

Sum of the capacity of all physical disks from all array groups—including spares (drives that are not allocated to an array group).

HDS Arrays

Sum of capacity of all PDEVs from all array groups. Capacity Manager assumes that all PDEVs are part of an array group, so PDEVs that are marked as--Not included in an array group--are included in the capacity calculation. That is, no disks are treated as spares.

NetApp Arrays

Sum of the capacity of all physical disks in the filer/array. For NetApp vFilers and V-Series, this represents only internal raw capacity and does not include vFiler capacity or gateway external capacity.

Backup Manager

A *Backup Manager Unit License* is required for each *physical* or *virtual* host that contains supported third-party backup software agent/server software. This includes, but is not limited to, master servers, media servers, and clients. A Backup Manager Unit License is required for each of the logical instances, *not* just one license for the physical machine. In this discussion, *client* is synonymous with *backup unit*.

Cohesity DataProtect

- Counts unique objects such as datastores, resource pools, virtual machines and files that have had a backup job in the last 7 days.

Commvault Simpana

Client is counted if any of the following bullets apply:

- the client has one or more iDataAgents configured.
- the client was backed up (or had a backup attempt) within the last 7 days. This includes decommissioned clients.
- the client is a media server or a master server
- the client is a VM guest that has been backed up within the last 7 days. This includes decommissioned clients.

EMC Avamar

Client is counted if any of the following bullets apply:

- Avamar provided client data in the last 7 days. This includes decommissioned clients.
- it is an Avamar server
- the client is not in the Avamar MC_RETIRED domain

EMC NetWorker

Client is counted if any of the following bullets apply:

- the client resource is active
- the client was backed up (or had a backup attempt) within the last 7 days. This includes decommissioned clients.
- the client is a media server or a master server
- the client is a VM guest that has been backed up within the last 7 days. This includes decommissioned clients.

Generic Backups

Client is counted if any of the following bullets apply:

- the client was backed up (or had a backup attempt) within the last 7 days. This includes decommissioned clients.
- for generic backups, only the jobs are captured.

HP Data Protector

Client is counted if any of the following bullets apply:

- the backup specification is active
- the client was backed up (or had a backup attempt) within the last 7 days. This includes decommissioned clients.
- the client is a media server or a master server

IBM Spectrum Protect (TSM)

Node's client is counted if any of the following bullets apply:

- the client is a media server or a master server
- the client was backed up (or had a backup attempt) within the last 7 days. This includes decommissioned clients.

- counts all unique TSM clients for which any of the corresponding nodes on those clients have communicated with their TSM server/instance within the past 45 days (In TSM, this is NODES.LASTACC_TIME)

Oracle Recovery Manager (RMAN)

- Counts unique databases listed in the Oracle RMAN recovery catalogs for which the database has had an Oracle RMAN backup job attempt within the last 90 days.

Veeam Backup & Replication

- Counts unique objects such as datastores, resource pools, virtual machines and files that have had a backup job in the last 7 days.

Veritas Backup Exec

Client is counted if any of the following bullets apply:

- data was collected within the last 7 days.
- the client was backed up (or had a backup attempt) within the last 7 days. This includes decommissioned clients.
- the client is a media server or a master server.

Veritas NetBackup

Client is counted if any of the following bullets apply:

- the client is part of an active backup policy and the policy exists in the NetBackup catalog (if deleted in NetBackup, the Portal does not count them).
- the client was backed up (or had a backup attempt) in the last 7 days. This includes decommissioned clients.
- the client is a media server or a master server.

Fabric Manager

- counts licensed switch ports
- For example, licensing checks if the switch has been licensed from the vendor, such as Brocade.

Replication Manager

- counts the number of NetApp filers/arrays
- For Replication Manager, you may have more arrays in your enterprise than you have Replication Manager licenses. In this case, IT Analytics reports on the first n arrays that are probed for data, where n is the license count for Replication Manager arrays.
- If you are licensed for both Capacity Manager and Replication Manager, the Capacity Manager license must cover the total raw capacity of all arrays in your enterprise, including the raw capacity of the licensed Replication Manager arrays.

Virtualization Manager

- counts the number of VM servers

File Analytics

- counts the total utilized capacity of all the shares and volumes

Note: Once File Analytics data is collected, it cannot be removed from the license count.

Managing Licenses

Data is collected either directly from individual enterprise objects, such as backup servers or storage arrays; or from a centralized system, such as Hitachi Device Manager or vCenter. There may be times when you no longer want to collect data from an object. You *cannot* simply delete that object, because the next time data collection retrieves data, the object will once again appear in your database. In most cases, objects must be excluded and then deleted; however, there are some exceptions. Use the guidance provided in the following sections to determine how to remove objects from license counts.

Managing Objects Collected from Centralized Systems

When collecting from a centralized system, such as Hitachi Device Manager or vCenter, APTARE IT Analytics relies on the system to supply the information on the devices and resources that are available. For objects collected via a centralized system, there are two methods for removing collected objects:

- **Preferred Method:** Go to the Data Collector policy in the Portal and use the “Exclude” field to exclude objects from collection. For example, for Hitachi Data Systems, you would exclude arrays in the Data Collector policy. Similarly, for VMware, you would exclude ESX servers in the Data Collector policy. When you exclude objects through a Data Collector policy, APTARE IT Analytics will automatically delete these objects from the reporting database.
- Alternatively, you can go to the centralized system and decommission the object. In this case, you must also delete the object from the APTARE IT Analytics database. See [Removing Objects from the License Count](#) and [Deleting Objects using the Inventory List View](#).

Managing Directly Probed Enterprise Objects

Many enterprise objects are probed directly to collect metadata. For objects that are probed directly, follow these steps to remove them from license counts:

- **Exclude from Collection:** If the object was captured during data collection, you will need to exclude it from collection so that future collections do not recapture the object. See [Exclude Objects from Future Data Collections](#).
For Backup Manager, you can go directly to the backup software and remove the client from the backup policy, according to the vendor’s instructions. In this case, you do *not* have to delete the object from the database.
- **Remove from License Count:** To remove a directly probed object from licensing consideration, you must delete the object via the Object Maintenance tool in the Portal. See [Removing Objects from the License Count](#) and [Deleting Objects using the Inventory List View](#)

What Happens to Historical Data?

Backup Manager operates differently from other products. Refer to [Criteria for Determining Licensing Limits](#) to determine the conditions under which backup clients are counted against your license. Typically, a client must be part of a backup policy or it must have been backed up recently, usually in the last 7 days.

Since Backup Manager involves transaction-based data rather than just object metadata, when an object is excluded from data collection, these time-sensitive transactions are retained for historical reporting.

All Other Licensed Modules, such as Capacity Manager and Virtualization Manager, do not keep historical data when objects are permanently deleted from the reporting database. See [Removing Objects from the License Count](#) and [Deleting Objects using the Inventory List View](#).

Processes to Manage License Counts

Use the following strategies to determine how your licenses are being utilized and to work with the current license configuration.

- [Identify Counted and Excluded Objects](#)
- [View the Current License](#)
- [Delete Clients](#)
- [Expand Your License Configuration](#)
- [Exclude Objects from Future Data Collections](#)
- [Removing Objects from the License Count](#)

Identify Counted and Excluded Objects

- To list the *objects that are being counted* for licensing purposes, run the following utility:

Windows:

```
\opt\oracle\database\tools\debug\get_license_info.sql
```

Linux:

```
/opt/aptare/database/tools/debug/get_license_info.sql
```

- To list the *clients that are not being included in reporting* because the license limit has been exceeded, run the following SQL query:

```
select * from apt_rejected_object where is_obsolete != 'Y';
```
- To exclude *objects that are not being included in reporting* because the license limit has been exceeded, see [Exclude Objects from Future Data Collections](#).

View the Current License

See [Verifying the Current License Configuration](#).

Delete Clients

For Backup Manager, if you purge clients, the table that tracks rejected clients automatically frees up the license slots so that other clients can be added. Use the host group management features to delete old clients.

Note: Clients decommissioned in the native backup product, via removal from all active backup policies, consume an APTARE IT Analytics license until after 48 hours from the last backup.

Expand Your License Configuration

Purchase additional licenses to enable reporting for *all* objects to be collected. Contact the APTARE Global Support Services.

Exclude Objects from Future Data Collections

Two methods can be used to exclude objects from data collection, depending on the type of object to be excluded.

- [Configure the Data Collector Policy to Exclude the Object](#)
- [Add Objects to the Object Exclusion Database Table](#)

Configure the Data Collector Policy to Exclude the Object

Certain Data Collector Policies can be configured to exclude an object from data collection. This method should be used if it's available for the object you want to exclude.

- **Exclude Arrays:** EMC Symmetrix and Hitachi Data Systems
- **Exclude ESX Servers:** VMware
- **Exclude Switches:** Brocade

Example of Configuring a Data Collector Policy to Exclude Arrays

1. In the Portal, **Admin>Data Collection>Collector Administration**
2. Select a Collector and a relevant policy. For this example, Hitachi Block Storage is shown.

Hitachi Block Storage Data Collector Policy

Collector Domain:
qaprod80

Policy Domain:
qaprod80

Hitachi Device Manager Server:*

User ID:* Password:*

Repeat Password:*

Exclude Arrays:

Active Probes Schedules

☒ Array Details Every day at 02:01

☐ Array Performance Every 15 minutes

☐ HDT Collection HTnM Install Location:

Notes:

Enter one or more array names to be excluded. Comma-separated names are supported. Example:
USPV_1@172.16.1.13, USPV_2@172.16.1.14.

OK Cancel Help Privacy Policy

3. If the object is already in the database, the object also will need to be deleted from the database in order to exclude it from the license count. See [Removing Objects from the License Count](#).

Add Objects to the Object Exclusion Database Table

To exclude objects (such as clients, ESX hosts, and arrays) from data collection, the object must be inserted into the `apt_exclude_object` table. If the object is already in the database, the object also will need to be deleted from the database in order to exclude it from the license count. See [Removing Objects from the License Count](#) and [Deleting Objects using the Inventory List View](#).

1. Open a terminal to the Portal server (Linux) or a command prompt on the Portal server (Windows)

- a. For Linux, `su – aptare`

2. Execute: `sqlplus <ID>/<password>`

3. Use the following SQL statement to view the exclude object table:

```
SQL> desc apt_exclude_object;
Name Null?      Type
-----
DOMAIN_IDNOT  NULLNUMBER(6)
OBJECT_NAMENOT NULLVARCHA2(64)
CREATION_DATENOT NULLDATE
APTARE_PRODUCT_TYPENOT NULLNUMBER(2)
```

Note: For `APTARE_PRODUCT_TYPE` you will substitute one of the following numeric values in the command line execution of the procedure, listed later in these steps.

- Backup Manager = 1
- Capacity Manager = 2 (used for Array objects)
- Virtualization Manager = 4
- Replication Manager = 8
- Fabric Manager = 16
- File Analytics = 32

4. Execute: `select domain_name, domain_id from apt_domain;`

This is to capture the domain ID, needed for subsequent script executions.

Typically, the domain ID will be 100000, however, in a multi-tenancy, Managed Services environment, the domain ID will be specific to the client's domain.

```
SQL> select domain_name, domain_id from apt_domain;
DOMAIN_NAME DOMAIN_ID
-----
CORP07 100000
```

5. Execute the following, substituting your specific values:

```
SQL> insert into apt_exclude_object (domain_id, object_name, aptare_product_type,
creation_date) values (100000, 'Array 123',2, sysdate);
```

This step adds (inserts) this object into the object exclusion database table.

For `object_name` substitution, use the name, such as the host or array name.

6. Repeat step 5 for all objects that need to be excluded from data collection.
7. After completing all the inserts, execute: `commit;`
8. If the clients are already in the database, you will need to delete them from the database so they will not be counted against your license. See [Removing Objects from the License Count](#).

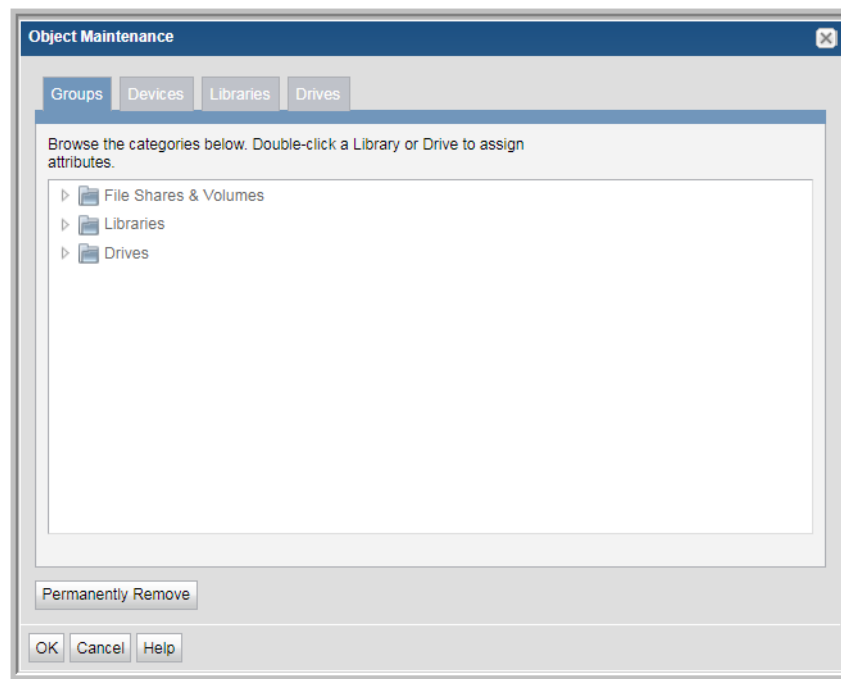
Removing Objects from the License Count

To remove the object from the license count, you must completely remove the object and its data from the system. Objects are maintained in the Inventory and Object Maintenance. See [About Object Maintenance](#). Use the following table to determine which area to use to delete the objects.

Object Type	Product Area for Management
Arrays	Inventory
Backup Servers	Inventory
Dedupe Appliances	Inventory
File Shares and Volumes	Inventory
Drives	Object Maintenance
Hosts	Inventory
Libraries	Object Maintenance
Switches	Inventory
VM Servers	Inventory

To delete objects using Object Maintenance

1. Navigate to **Admin>Advanced>Object Maintenance**.



2. Locate the object to delete.
3. Select the object and click **Permanently Remove**.

As the button suggests, you are *not* just removing the object from the license count; you are completely removing it and any data collected from the system.

Deleting Objects using the Inventory List View

If you choose to delete an object (if you have privileges) you are irretrievably deleting the object from the reporting database. All related historical data will also be permanently deleted from the database and unavailable in all reports. A pop-up window warns you of this action to prevent inadvertent deletions. This is an audited action and requires a password before deletion can proceed.

When you delete a host, it removes everything related to the host *except* the VM Server. To remove the related VM Server, you just explicitly delete it using the Inventory window. This prevents servers from being orphaned in the database.

In most cases, you should *remove* a host from a group, thereby *un-linking* it from its relationship with other machines in that group.

To delete objects using the Inventory

Note: VM Guests, individual LUNs, S3 Buckets, EC2 Instances, Azure Storage Accounts, Azure Virtual Machines and datastores cannot be deleted.

1. Select **Inventory**.
2. Select the object type category and expand to view.
3. Toggle to the **Inventory List** view.
4. Select an individual object or you can multi-select.
5. Click **Delete**. Remember all related historical data will also be permanently deleted from the database and unavailable in all reports. Two confirmation dialogs are displayed.
6. Enter your password. This is the same password with which you logged into APTARE IT Analytics. This information is captured in the log files.

See also, [Decommission/Recommission Hosts and Backup Servers](#).

2

License Key Utility

Use the license key utility to generate a license key prior to the APTARE IT Analytics software installation. For example, if you are preparing a site for a weekend installation and you want the license key readily available, use the utility for an early generation. The License Key Utility is available through the APTARE Customer Portal:

https://customer.aptare.com/customer_portal_utilities

Login credentials are required.

License Key Procedure

Complete the following steps to generate a license key for your environment:

1. Download and install the currently supported Java Runtime Environment (JRE) on your designated APTARE IT Analytics Portal server. Refer to the *APTARE Certified Configurations Guide* for version information.
 - JRE may already be installed on your Portal server. To check, run the following command:

```
java -version
```

2. Accept the license agreement and click the download link appropriate to your Portal's operating system. You can install the JRE in any directory (if it does not already exist on the Portal server).
3. Save and extract the file into a temporary folder/directory on the designated Portal server. Change to the directory and run the following command:

```
java -jar aptarekey.jar
```

Note: The full path name to the java executable may be required.

Sample Output

```
===== SYSTEM INFORMATION =====

Hostname           : laptop
Operating System   : windows xp
Number CPUs or Cores : 2
License Activation Key : LHK7L-APRQB-AVDPJ-VYME4-CY73M
=====
```

4. Copy the output from Step 3 and email it to license-aptare@veritas.com.

After approximately 24 hours, you will receive an email from the APTARE License Key Management team with a license key file to install. For evaluation environments, the license key is issued for a time period agreed to between you and your sales representative. **The expiration date is a firm date and is clearly visible on the login page of the APTARE IT Analytics Portal.**

If you have any technical support questions on our products or are having technical problems with the license key utility installation, contact APTARE Global Support Services @ www.aptare.com/support.

3

License Installation (Command Line Alternative)

- [Installing a License on a Microsoft Windows Portal Platform](#)
- [Installing a License on a Linux Portal Platform](#)
- [Verifying the Current License Configuration](#)

Installing a License on a Microsoft Windows Portal Platform

Use the procedures listed in this section to install the Portal license.

1. Receive the License File

- Save the new license file on your Portal server and then complete *all* of the following steps.

2. Ensure that the Oracle Processes are Running

- C:\opt\aptare\utils\startoracle.bat

3. Run the Installation Script

1. Open a DOS command prompt window by entering:

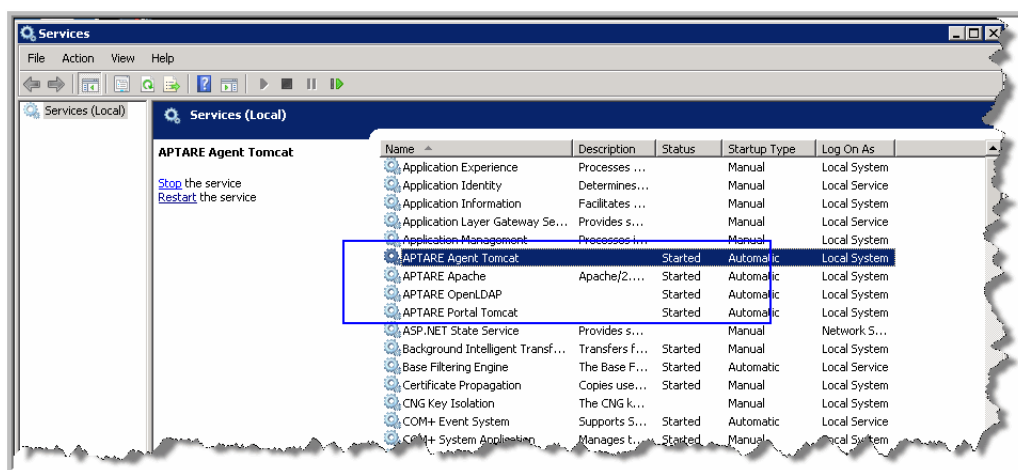
```
Start > Run > cmd
```

2. Run the license installer utility: C:\opt\aptare\utils\installLicense.bat

3. Enter the complete path to the license key file you saved on your server when prompted for the name of the license file. Overwrite an existing license if you are prompted to do so. A sample dialog is shown below:

```
Enter the name of the license file you wish to install [portal.license] : C:\opt\aptare\
mycompany.license
Verifying license...
Copying license...
License installed
SystemConfig. File Name is c:\opt\aptare\portalconf\portal.properties
DbPool.initilised().Entering. 25 2
GenericPool.setMaxObjectCount(). Entering 0 0 25 GenericPool.initializePool(). Entering 0
25
New JDBC connection pool established
DbHandle.init(). Initialized the DbPool.
```

4. Verify that the services are running by viewing the Services panel:



4. Verify the License Installation

Go to the procedure: [License Verification Utility](#).

Troubleshooting: Removing a Portal License (Windows)

If you are having issues license installation, use the following steps to first remove the license and then reinstall.

1. On the Portal, shut down the data receiver by running:

```
C:\opt\aptare\utils\stopagent.bat
```

2. Shut down the Portal by running:

```
C:\opt\aptare\utils\stopportal.bat
```

3. Run the script to remove license files:

```
C:\opt\aptare\utils\removelicensefiles.bat
```

Installing a License on a Linux Portal Platform

Use the procedures listed in this section to install the Portal license on a Linux platform.

1. Receive the License File

Save the license file on your Portal server and then complete *all* of the following steps.

2. Ensure that the Oracle Processes are Running

1. Log in as **root** on your APTARE IT Analytics Database server (the Database and Portal servers are usually the same physical server).

```
/opt/aptare/bin/oracle start
```

3. Run the Installation Script

1. Log in as **root** on your APTARE IT Analytics Portal server.

2. Switch to a Tomcat user login.

```
su - tomcat
```

3. Run the installation script:

```
/opt/aptare/utils/installLicense.sh
```

4. When prompted for the name of the license file, enter the complete path to the license key file you saved on your server. Overwrite an existing license if you are prompted to do so.

Sample dialog:

```
Enter the name of the license file you wish to install [portal.license] : /opt/aptare/  
mycompany.license  
Verifying license...  
Copying license...  
Copying license...  
License installed  
SystemConfig. File Name is /opt/aptare/portalconf/portalproperties.xml  
DbPool.initilised().Entering. 25 2  
GenericPool.setMaxObjectCount(). Entering 0 0 25 GenericPool.initializePool(). Entering 0  
0 25  
New JDBC connection pool established  
DbHandle.init(). Initialized the DbPool.
```

4. Verify the License Installation

Go to the procedure: [License Verification Utility](#).

Troubleshooting: Removing a Portal License (Linux)

If you are having issues license installation, use the following steps to first remove the license and then reinstall.

1. On the Portal, shut down the data receiver.
`/opt/aptare/bin/tomcat-agent stop`
2. Shut down the Portal.
`/opt/aptare/bin/tomcat-portal stop`
3. Run the script to remove license files:
`/opt/aptare/utis/removeLicenseFiles.sh`

Verifying the Current License Configuration

There are a number of ways that you can validate your current license configuration.

- In the Portal, either: [Run the License Summary Report](#) or see [Help About](#).
- [Report Configuration Utility](#)
- [License Verification Utility](#)

Report Configuration Utility

Typically, you'll run this report when requesting a license key file so that you can include the output in your emailed request. If you already have installed the Portal software, run the following command and include the output in the email.

Windows:

```
C:\opt\aptare\utils\reportconfig.bat > reportconfig.txt
```

Linux:

```
/opt/aptare/utils/reportConfig.sh > reportconfig.txt
```

Note: When you pipe the output to a file (`> reportconfig.txt`), you'll have an output file to email.

Sample Output:

```
===== CURRENT CONFIGURATION =====  
Hostname: InstallWin2012  
Operating System: windows server 2012 r2  
Number CPUs or Cores: 2  
License Activation Key: 8F6N9-865N9-6P3K7-63NK7-3HVEC  
=====
```

```
IT Analytics 10.2.01.82247 (08292018-0034)  
Wed, Aug 29 2018, 10:47 AM
```

```
Installed Features:  
Dell Compellent  
Commvault Simpana  
Veritas Backup Exec  
IBM Spectrum Protect (TSM)  
Veeam Backup & Replication  
Oracle Recovery Manager (RMAN)  
Brocade Switch  
HP 3PAR  
NetApp E-Series  
HP EVA  
Cisco Switch  
IBM VIO  
Hitachi Data Systems  
NetApp Cluster-Mode  
Hitachi NAS  
Policy Auditing Module  
Cohesity DataProtect  
NetApp SnapVault
```

File Analytics
HP Data Protector
OpenStack Swift
IBM XIV
EMC Avamar
EMC NetWorker
Veritas NetBackup
NetBackup Discovery Module
McData Switch
Generic Backup
NetApp
IBM Capacity
IBM SVC
EMC VPLEX
Oracle Container/Zone
EMC Isilon
EMC Data Domain Storage
VMware
EMC VNX (CLARiiON)
EMC Capacity
EMC VNX (Celerra)
EMC Symmetrix
NetApp SnapMirror

=====

User License count:

Number of active login users: 5
Number of NetBackup Master Servers: 14
Number of Data Collectors: 5
Number of internal portal users: 4
TOTAL: 28

Number of IBM Spectrum Protect (TSM) Instances: 2
Number of EMC Networker Servers: 2
Number of BackupExec Collectors: 1
Number of HP Data Protector Servers: 1
Number of EMC Avamar Servers: 3
Number of CommVault Servers: 3
Number of Generic Servers: 2

Number of Units: 68
Total SAN Ports: 4600
Total RAW Capacity (TB): 9516

```
Total File Analytics Utilization (TB): 7
Total Replication Arrays: 0
Total Hypervisors: 15
===== REPORT COMPLETE =====
```

License Verification Utility

Typically, you'll run this utility *after* you install the license key.

This utility connects to the database and then compares the counts and names of the licensed components with the values contained within the installed license key. For an evaluation license, the report will show the date/time that the license key will expire—that is, when the software will no longer function.

Log in as a user with super-user privileges and use the following utility to check the licensed components that are currently enabled in your environment.

Windows:

```
C:\opt\aptare\utils\verifyLicense.bat
```

Linux:

```
/opt/aptare/utils/verifyLicense.sh
```

The most important part of this report is the last section titled: **VERIFYING LICENSE AGAINST CONFIGURATION**. If this section is *blank*, there are no license violations and you have correctly installed the license and, in addition, the number of licensed components within the product matches the installed license key.

The LICENSE DETAILS portion of this report shows the specific capabilities that are associated with the license that was purchased for your environment.

Sample Output:

```
===== CURRENT CONFIGURATION =====
Hostname: InstallWin2012
Operating System: windows server 2012 r2
Number CPUs or Cores: 2
License Activation Key: 8F6N9-865N9-6P3K7-63NK7-3HVEC
=====
```

```
IT Analytics 10.2.01.82247 (08292018-0034)
Wed, Aug 29 2018, 10:47 AM
```

```
Installed Features:
Dell Compellent
Commvault Simpana
Veritas Backup Exec
IBM Spectrum Protect (TSM)
Veeam Backup & Replication
```

Oracle Recovery Manager (RMAN)

Brocade Switch

HP 3PAR

NetApp E-Series

HP EVA

Cisco Switch

IBM VIO

Hitachi Data Systems

NetApp Cluster-Mode

Hitachi NAS

Policy Auditing Module

Cohesity DataProtect

NetApp SnapVault

File Analytics

HP Data Protector

OpenStack Swift

IBM XIV

EMC Avamar

EMC NetWorker

Veritas NetBackup

NetBackup Discovery Module

McData Switch

Generic Backup

NetApp

IBM Capacity

IBM SVC

EMC VPLEX

Oracle Container/Zone

EMC Isilon

EMC Data Domain Storage

VMware

EMC VNX (CLARiiON)

EMC Capacity

EMC VNX (Celerra)

EMC Symmetrix

NetApp SnapMirror

=====

User License count:

Number of active login users: 5

Number of NetBackup Master Servers: 14

Number of Data Collectors: 5

Number of internal portal users: 4

TOTAL: 28

Number of IBM Spectrum Protect (TSM) Instances: 2

Number of EMC Networker Servers: 2

Number of BackupExec Collectors: 1

Number of HP Data Protector Servers: 1

Number of EMC Avamar Servers: 3

Number of CommVault Servers: 3

Number of Generic Servers: 2

Number of Units: 68

Total SAN Ports: 4600

Total RAW Capacity (TB): 9516

Total File Analytics Utilization (TB): 7

Total Replication Arrays: 0

Total Hypervisors: 15

===== REPORT COMPLETE =====

===== LICENSE DETAILS =====

Main Portal License:

License Version: SC 6.8

Path to license: c:\opt\aptare\portalconf

License Issued on Sep 15, 2011 12:01:00AM PDT

Number of allowed CPUs or Cores on Portal Server: 1

Oracle Source: APTARE

Licensed Modules:

Backup Manager is licensed

Capacity Manager is licensed

Virtualization Manager is licensed

Replication Manager is licensed

Fabric Manager is licensed

File Analytics is licensed

Features:

Discovery is licensed

Policy Audit is licensed

Number of named users: 5000

Client based licensing:

Number of allowed Clients: 50000

Excess Clients threshold (%): 0

Server based licensing:

Number of allowed NetBackup Master Servers: 0

Number of allowed BackupExec Collectors: 0

Number of allowed IBM Spectrum Protect (TSM) Instances: 0

Number of allowed EMC Networker Servers: 0

Number of allowed HP Data Protector Servers: 0

Number of allowed EMC Avamar Servers: 0

Number of allowed CommVault Servers: 0

Number of allowed Generic Servers: 0

NetBackup Master Servers:

BackupExec Collectors:

IBM Spectrum Protect (TSM) Instances:

EMC Networker Servers:

HP Data Protector Servers:

EMC Avamar Servers:

CommVault Servers:

Generic Servers:

Max SAN Ports: 50000

Max SAN capacity (TB): 150000

Excess SAN Capacity threshold (%): 0

Number of allowed replication arrays: 5000

Number of allowed vm servers: 50000

Max File Analytics Utilization (TB): 5000

Excess File Analytics Utilization threshold (%): 0

Activation State: The license activation state is valid.

===== REPORT COMPLETE =====

===== VERIFYING LICENSE AGAINST CONFIGURATION =====

No license overage detected.

===== REPORT COMPLETE =====