
Identiv Connected Physical Access Manager (ICPAM)

Version 3.0 License Activation Quick Guide

January 20, 2017

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Generating an Identiv ICPAM License

Customers will need to register their purchased software license with Identiv in order to receive a unique software license key file that is applied to the ICPAM version 3.0 (and above) installation.

All software licenses are purchased through Cisco and orderable on the [Cisco Commerce Workspace](#) (CCW). Once the order is processed, customers will receive information through Cisco's e-Delivery process on how to register for a license with Identiv. Upon registration, an Identiv customer service team member will work with the customer to deliver a unique software license key file.

If you still need to procure a software license, contact your Cisco or Identiv Account Manager.

If you have ordered an Identiv ICPAM software license and have not received an email with license registration instructions, contact customerservice@identiv.com and provide the Sales Order number used to procure the software.

Diagram A: Identiv ICPAM License Registration Form

After purchase, customers will receive information through Cisco e-Delivery on how to apply and submit an Identiv license registration form.

ICPAM Product Registration and License Activation

To be directed to the correct registration form, please specify your version of ICPAM software. The license registration and activation process for versions before 3.0 is different than the process for v3.0 and above.

ICPAM v3.0 (and above)

ICPAM v2.2 (and below)

If you need technical support, please contact us via our **Support Contact Form**.

Locating Your ICPAM Unique System Identifier

Your software license key is generated and tied to a unique system identifier that is generated after you have installed or upgraded to Identiv Connected Physical Access Manager (ICPAM) software version 3.0 or above.

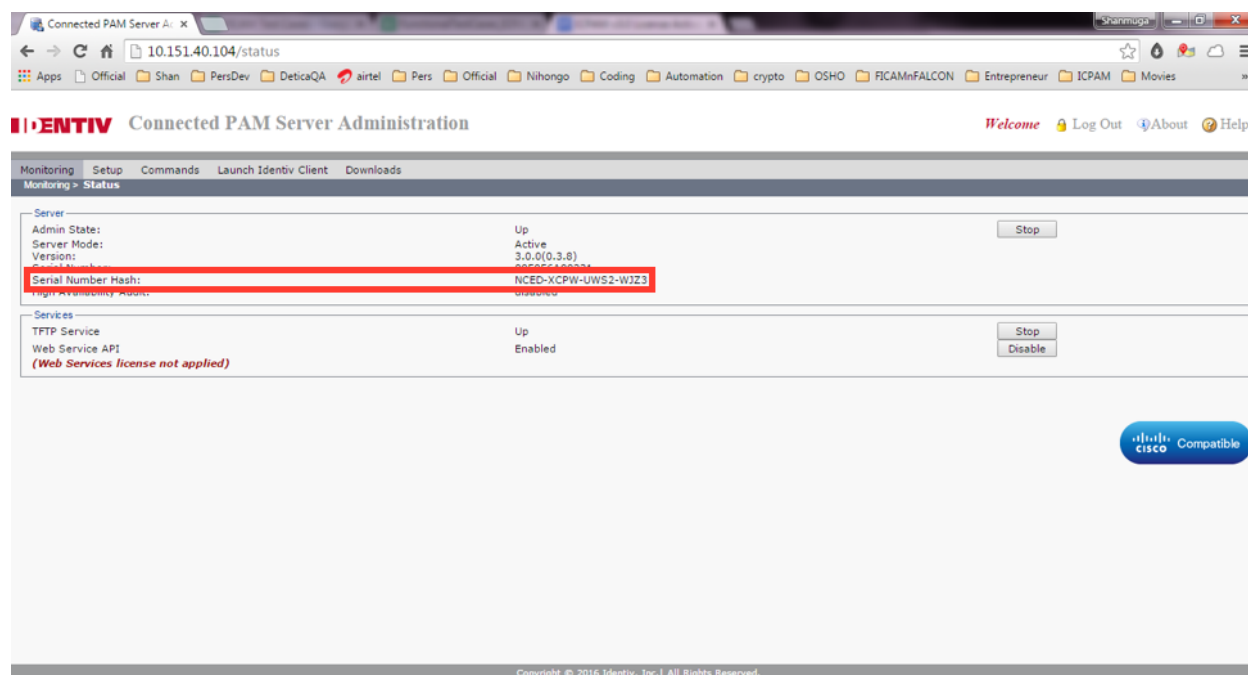
To locate this identifier:

On your system installed with ICPAM software v3.0 (or above)

- Go to the ICPAM web console menu and click on the Monitoring tab.
- Under Status, locate the “Serial Number Hash” field. The number in this field is your unique identifier.

Quick Tip: For the High Availability (HA) software license, the standby server’s “Serial Number Hash” will need to be used when generating the HA license.

Diagram B: ICPAM Web Console – Locating the “Serial Number Hash” unique system identifier



The screenshot shows the ICPAM Web Console interface. The browser address bar displays the URL `10.151.40.104/status`. The page title is "IDENTIV Connected PAM Server Administration". The navigation menu includes "Monitoring", "Setup", "Commands", "Launch Identiv Client", and "Downloads". The "Monitoring" tab is active, and the "Status" sub-tab is selected. The "Server" section displays the following information:

Admin State:	Up	Stop
Server Mode:	Active	
Version:	3.0.0(0.3.8)	
Serial Number Hash:	NCED-XCPW-UWS2-WJZ3	
High Availability Mode:	disabled	

The "Serial Number Hash" field is highlighted with a red box. Below the "Server" section, the "Services" section displays the following information:

TFTP Service:	Up	Stop
Web Service API:	Enabled	Disable

The "Web Service API" status is noted as "(Web Services license not applied)". A "Cisco Compatible" logo is visible in the bottom right corner of the console. The footer of the page reads "Copyright © 2016 Identiv, Inc. | All Rights Reserved."

Activating an ICPAM License

Adding the ICPAM License Key File

Prior to uploading your ICPAM license key information, a text file will need to be prepared and saved in an accessible folder.

Creating the License Key Text File:

Receive your ICPAM License key information from Identiv.

Copy the text that is in between “-- License Key Start --” and “-- License Key End --” and save it as your license key text file. This text file will be imported via ICPAM web console’s Setup->License as follows:

Example of license key information:

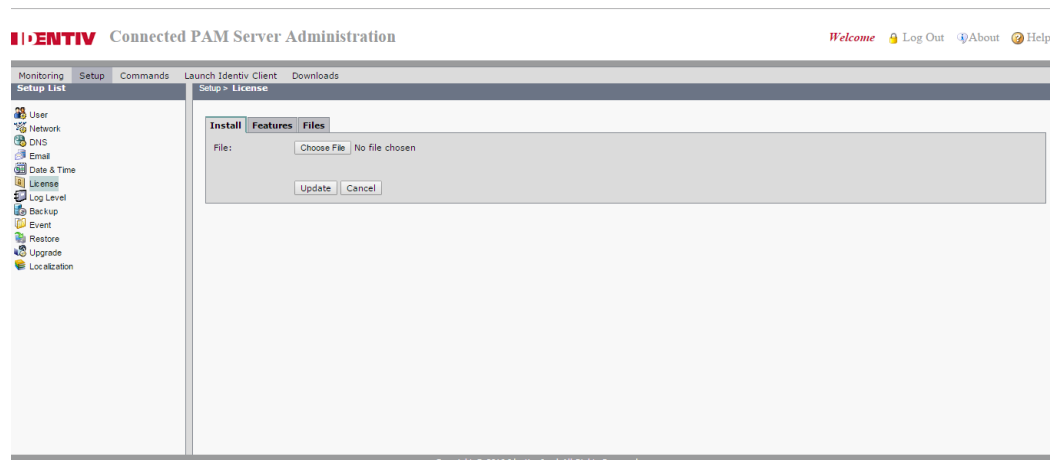
```
-- License Key Start --
ABZGzabPzVrLXW2dtKgy4bcOhMiCieE3NODtHfRIONikTCjIKN1NR/2MTdokR8zrmj
C+qjEw8G89YU8azkdIkjwplCPAMvssvsk7ADEEDdlkwjek.....
.....mK5yNllsRUZ/ftyPQugV
xl01000Miles17kHx5cwb94KcXTHoR1HaVa+N1CE+2dayzzzSt/PHMoJguYTReiowjd
KEEEEalkjdZZKYL8KOP+LS7vrCTce2GwA=
-- License Key End --
```

Quick Tip: Save your license key text file with a different file name from previous license text files to easily distinguish files uploaded to the folder.

Login to the ICPAM web console,

- Click on the *Setup* tab
- Under the Setup left menu bar, click on *License*
- Click Choose File to browse to the ICPAM software license key text file, click OK, and click on *Update*

Diagram C: ICPAM Web Console – License Setup



How to confirm your license file has been successfully updated and activated

ICPAM Software License

Once the license file is updated click on the *Features* tab to display a list of enabled license features. This display will also list the number of modules available with the given license.

Diagram D: ICPAM Web Console – Enabled License Features

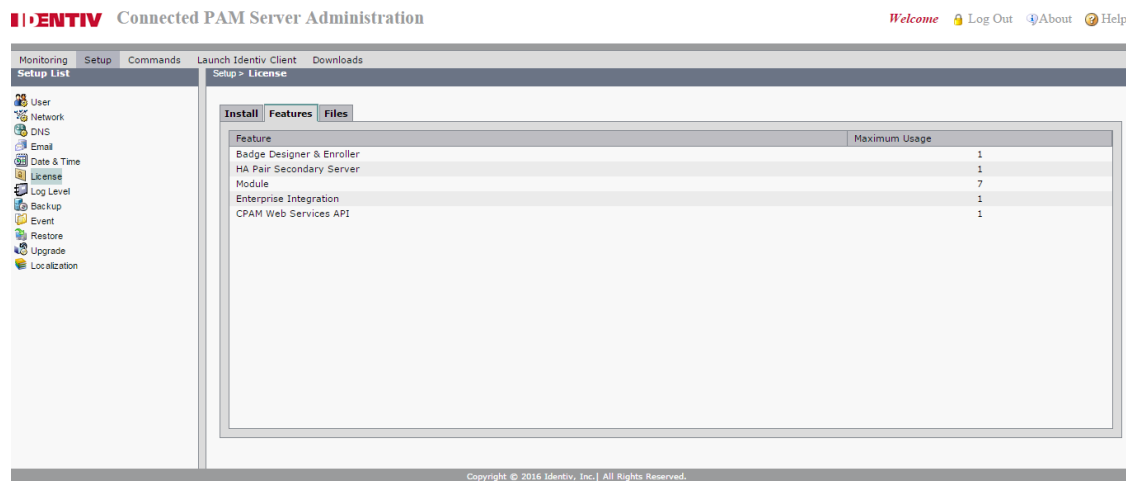
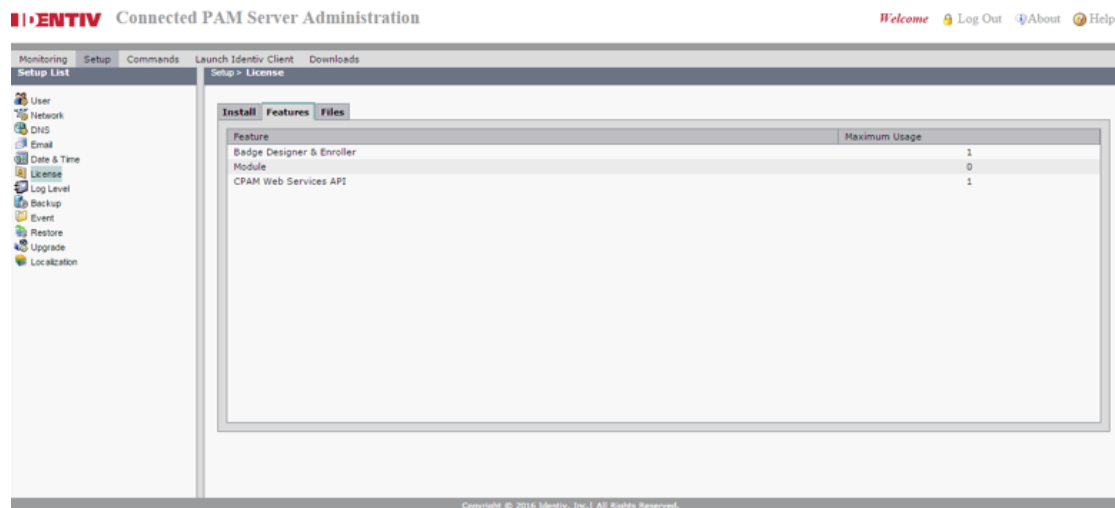


Diagram E: ICPAM Web Console – HA and EDI are not applied

The following diagram shows HA and EDI not applied:



If you do not have a license applied or if there is insufficient coverage for the number of deployed modules, a *NoLicense* or *Unlicensed* label will be displayed beside hardware elements within the ICPAM Hardware Tree menu. (For Gateway controllers, the label “NoLicense” will display; for EM-100 controllers and MX controllers, an “Unlicensed” label will display)

Diagram F: ICPAM Web Console – Unlicensed/NoLicense

No License Applied – all configured modules will display Unlicensed/NoLicense as shown below.

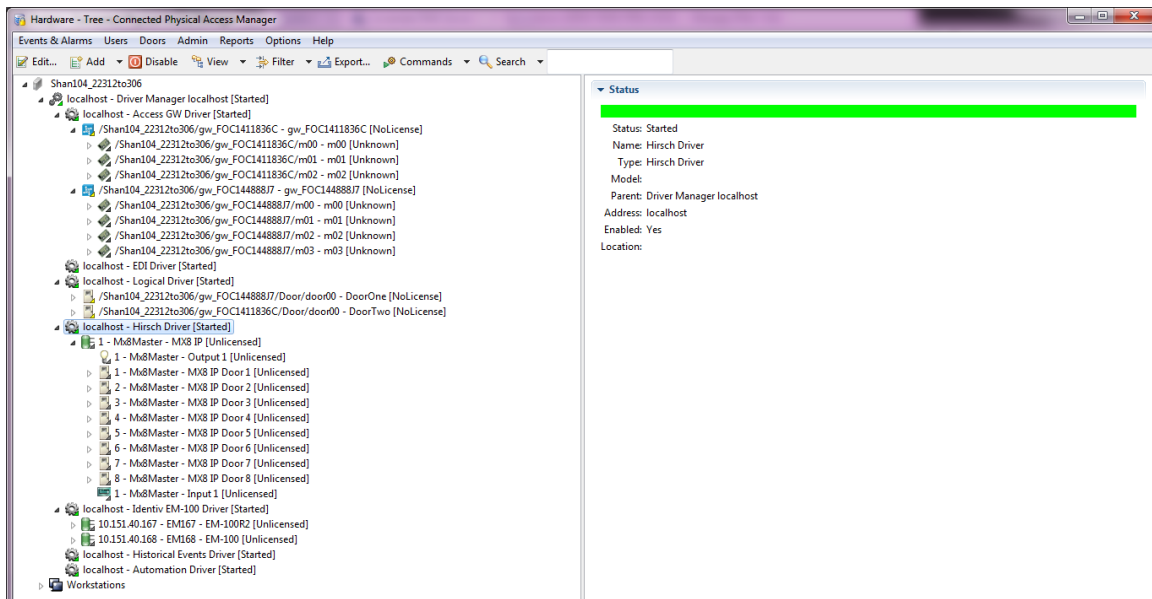
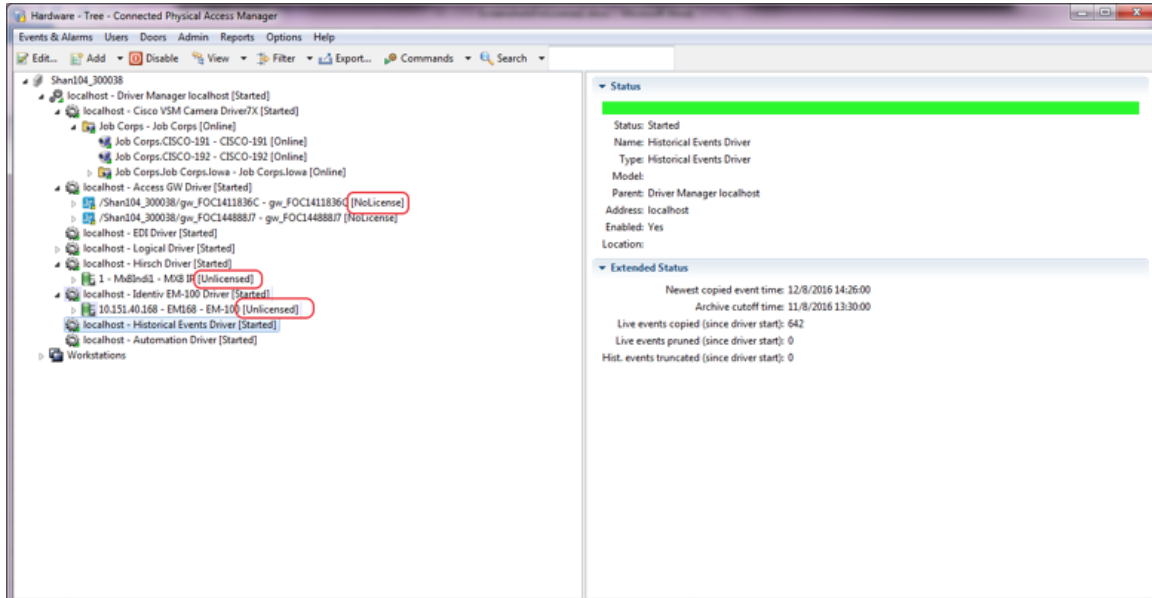


Diagram G: ICPAM Web Console – No License

When there is no license, an event is displayed in the Event viewer for various controllers.

Time	Device Local Time	Time Received	Description	Device	Personnel Record	Credential	Data
12/8/2016 17:28:39	12/9/2016 06:28:39	12/8/2016 17:28:39	Identiv EM-100 Driver: Started				
12/8/2016 17:28:38	12/9/2016 06:28:38	12/8/2016 17:28:38	Identiv EM-100 Controller: Unlicensed	EM168 - EM-100			
12/8/2016 17:28:36	12/9/2016 06:28:36	12/8/2016 17:28:36	Identiv EM-100 Driver: Starting				
12/8/2016 17:28:36	12/9/2016 06:28:36	12/8/2016 17:28:36	Identiv EM-100 Driver: Stopped				
12/8/2016 17:28:34	12/9/2016 06:28:34	12/8/2016 17:28:34	Identiv EM-100 Driver: Stopping				
12/8/2016 17:28:34	12/9/2016 06:28:34	12/8/2016 17:28:34	Driver command: Restart	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:28:07	12/9/2016 06:28:07	12/8/2016 17:28:07	Hirsch Controller: Unlicensed	M&Bndil - MX8 IP			
12/8/2016 17:28:07	12/9/2016 06:28:07	12/8/2016 17:28:07	Hirsch Controller: Connecting	M&Bndil - MX8 IP			
12/8/2016 17:28:07	12/9/2016 06:28:07	12/8/2016 17:28:07	Hirsch Controller command: Connect	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:26:32	12/9/2016 06:26:32	12/8/2016 17:26:32	Hirsch Driver command: Discover Falcon Controller	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:26:30	12/9/2016 06:26:30	12/8/2016 17:26:30	Hirsch Driver command: Discover Falcon Controller	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:25:21	12/9/2016 06:25:21	12/8/2016 17:25:21	Hirsch Driver command: Discover Falcon Controller	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:25:20	12/9/2016 06:25:20	12/8/2016 17:25:20	Alarm acknowledged	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:25:20	12/9/2016 06:25:20	12/8/2016 17:25:20	Alarm acknowledged	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:25:20	12/9/2016 06:25:20	12/8/2016 17:25:20	Alarm acknowledged	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:25:20	12/9/2016 06:25:20	12/8/2016 17:25:20	Alarm acknowledged	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:25:19	12/9/2016 06:25:19	12/8/2016 17:25:19	Hirsch Driver command: Discover Falcon Controller	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:20:28	12/9/2016 06:20:28	12/8/2016 17:20:28	Workstation: Logged In	Shanmugarao-TQ			
12/8/2016 17:20:28	12/9/2016 06:20:28	12/8/2016 17:20:28	Operator logged in	Shanmugarao-TQ		cpamadmin	
12/8/2016 17:17:31	12/9/2016 06:17:31	12/8/2016 17:17:31	Gateway license failed	Access GW Driver			Gateway Serial No: FOC...
12/8/2016 17:17:31	12/9/2016 06:17:31	12/8/2016 17:17:31	Gateway license failed	Access GW Driver			Gateway Serial No: FOC...
12/8/2016 17:02:31	12/9/2016 06:02:31	12/8/2016 17:02:31	Gateway license failed	Access GW Driver			Gateway Serial No: FOC...
12/8/2016 17:02:31	12/9/2016 06:02:31	12/8/2016 17:02:31	Gateway license failed	Access GW Driver			Gateway Serial No: FOC...
12/8/2016 16:57:28	12/9/2016 05:57:28	12/8/2016 16:57:28	Operator logged out	Shanmugarao-TQ		cpamadmin	
12/8/2016 16:57:28	12/9/2016 05:57:28	12/8/2016 16:57:28	Workstation: Logged Out	Shanmugarao-TQ			
12/8/2016 16:51:35	12/9/2016 05:51:35	12/8/2016 16:51:35	Hirsch Driver command: Discover Falcon Controller	Shanmugarao-TQ		cpamadmin	
12/8/2016 16:51:33	12/9/2016 05:51:33	12/8/2016 16:51:33	Hirsch Driver command: Discover Falcon Controller	Shanmugarao-TQ		cpamadmin	
12/8/2016 16:50:10	12/9/2016 05:50:10	12/8/2016 16:50:10	Hirsch Driver: Started	Hirsch Driver			
12/8/2016 16:50:10	12/9/2016 05:50:10	12/8/2016 16:50:10	Hirsch Driver: Starting	Hirsch Driver			

Insufficient Licenses – configured modules beyond the license’ module count will display Unlicensed/NoLicense as shown below. Where hardware exceeds the available license module count, licenses will be consumed in the order the hardware comes online.

Diagram H: ICPAM Web Console –Insufficient Licenses

The screenshot shows the 'Hardware - Tree' window in ICPAM. The tree view is expanded to show the 'Identiv EM-100 Driver' under the '10.151.40.168 - EM168 - EM-100' node. The status of this driver is 'Unlicensed'. The right-hand pane shows the 'Status' and 'Extended Status' for the selected device.

Status

- Status: Started
- Name: Identiv EM-100 Driver
- Type: Identiv EM-100 Driver
- Model:
- Parent: Driver Manager localhost
- Address: localhost
- Enabled: Yes
- Location:

Extended Status

- Port: 4070
- "Here I am" interval: 20
- "Here I am" tolerance: 5

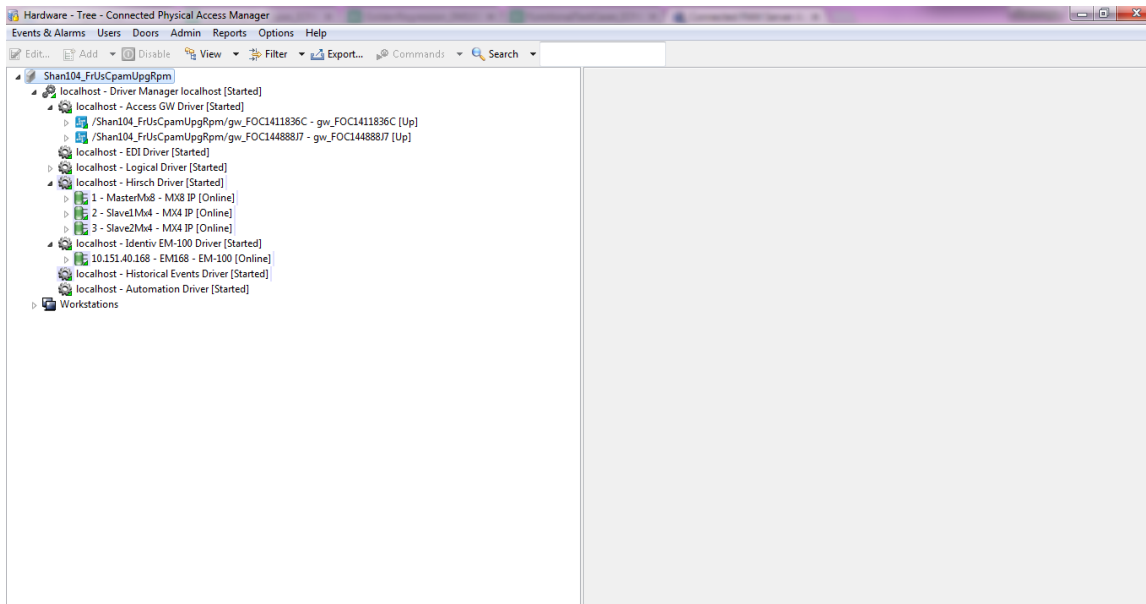
List of Connected Devices and Quantity

To see the type and quantity of connected devices on your system:

- Log on to the ICPAM client

- View the list under the Hardware Tree as shown below

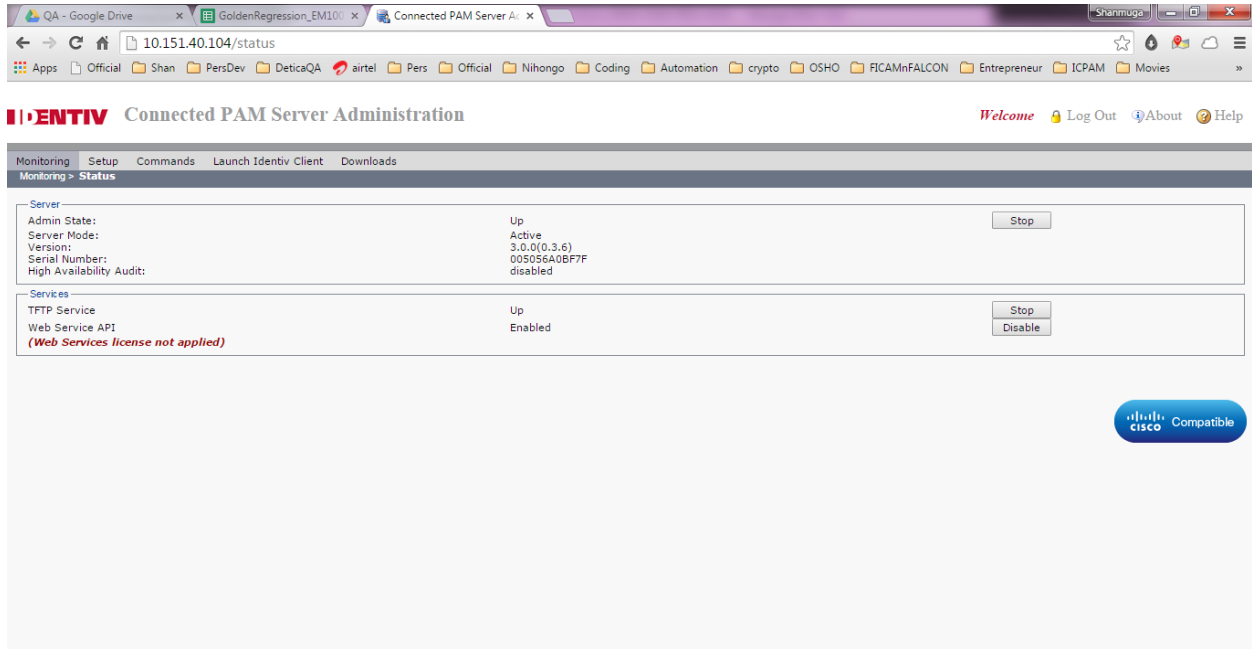
Diagram 1: ICPAM Web Console - List of Connected Devices



WEB API License

If a Web API license has not been applied, the message “(Web Services license not applied)” will be displayed under the *Monitoring* tab in the ICPAM web console as shown below. This message will not display once an API license is applied.

Diagram J: ICPAM Web Console – WEB API License



The screenshot shows the ICPAM Web Console interface. The browser address bar displays '10.151.40.104/status'. The page title is 'IDENTIV Connected PAM Server Administration'. The navigation menu includes 'Monitoring', 'Setup', 'Commands', 'Launch Identiv Client', and 'Downloads'. The 'Monitoring' tab is active, showing the 'Status' page. The 'Server' section displays the following information:

Admin State:	Up	<input type="button" value="Stop"/>
Server Mode:	Active	
Version:	3.0.0(0.3.6)	
Serial Number:	00505640BF7F	
High Availability Audit:	disabled	

The 'Services' section displays the following information:

TFTP Service	Up	<input type="button" value="Stop"/>
Web Service API	Enabled	<input type="button" value="Disable"/>

Below the services section, there is a red message: **(Web Services license not applied)**. In the bottom right corner, there is a blue button with the Cisco logo and the text 'Compatible'.

HA License

When the HA feature is available, the item will display on the Admin menu.

Diagram K: ICPAM Web Console – HA License

The screenshot shows the ICPAM Web Console interface. The browser address bar displays the URL `10.151.40.104/setup/show/license`. The page title is "IDENTIV Connected PAM Server Administration". The navigation menu includes "Monitoring", "Setup", "Commands", "Launch Identiv Client", and "Downloads". The "Setup" menu is expanded to show "Setup List", which includes options like User, Network, DNS, Email, Date & Time, License, Log Level, Backup, Event, Restore, Upgrade, and Localization. The "License" option is selected, leading to the "Setup > License" page. This page has tabs for "Install", "Features", and "Files". The "Features" tab is active, displaying a table with the following data:

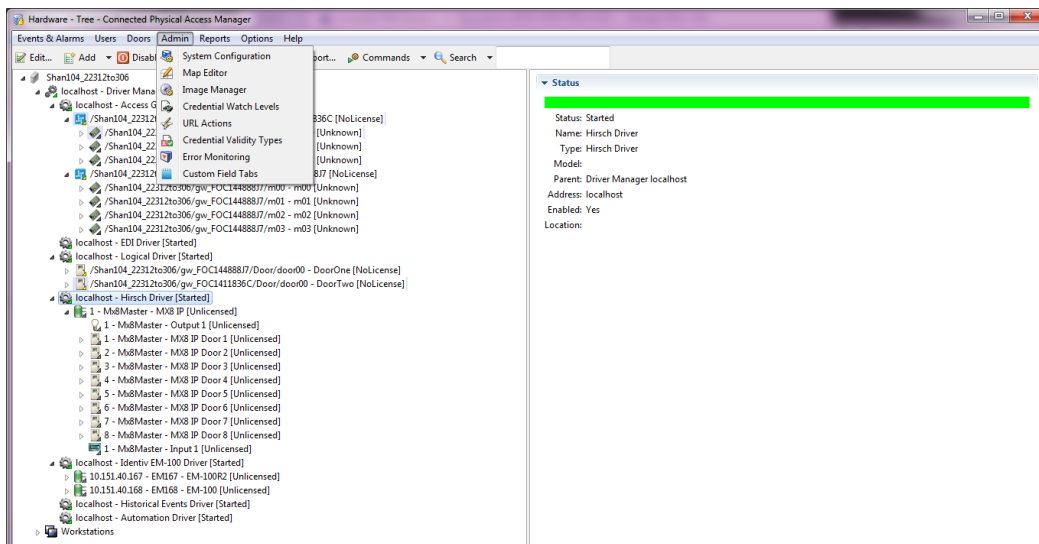
Feature	Maximum Usage
Badge Designer & Enroller	1
HA Pair Secondary Server	1
Module	7
Enterprise Integration	1
CPAM Web Services API	1

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EDI and Badge Designer License

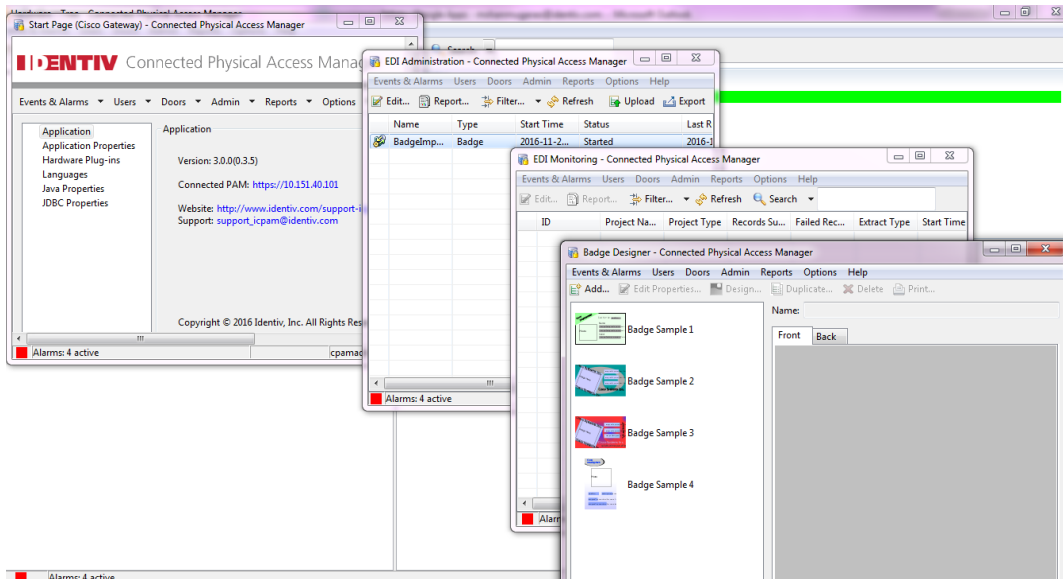
The Badge Designer and EDI licenses will not display as items from the Admin menu if licenses are not available.

Diagram L: ICPAM Web Console – Missing EDI and Badge Designer Licenses



When EDI and Badge Designer features are enabled the windows of EDI and Badge designer can be opened through the Admin menu as shown below:

Diagram M: ICPAM Web Console – Enabled EDI and Badge Designer Licenses



Document Revision History

Date	Change Author	Reason for Change
01/23/17	S. Yang	New Quick Guide document creation for v3.0 Licensing Activation