

Requesting emergency licenses

Requesting emergency license requires you to complete a short web-based form, supplying some basic information about the affected license servers, host system names, and some contact information.

About this task

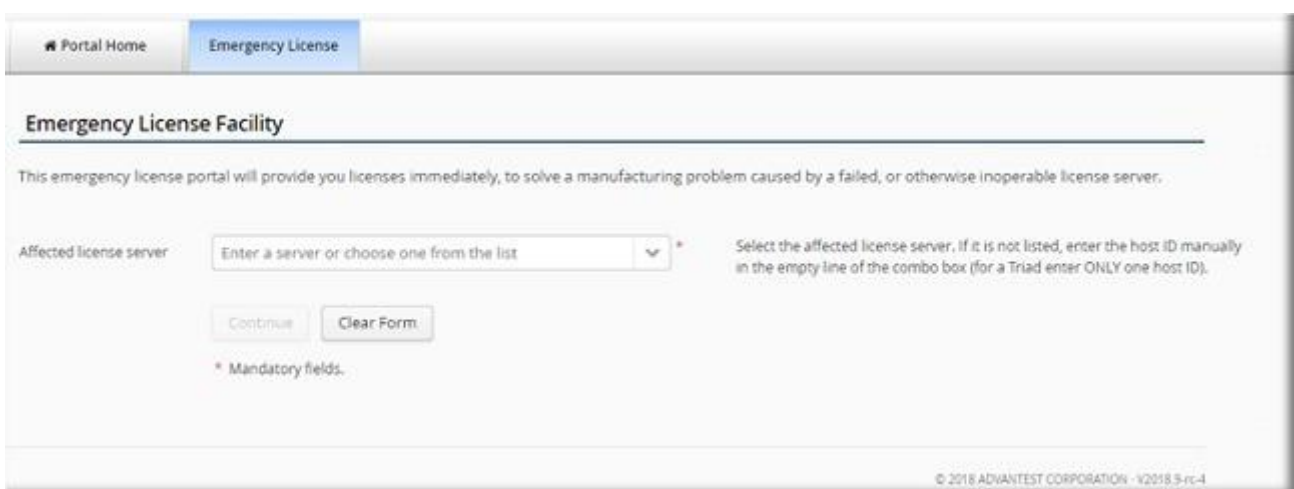
To request emergency licenses for a license server, complete the Emergency License Facility form and send the request to Advantest as described in the procedure below.

Before you begin

Before you can request emergency licenses, you must be logged in at the Advantest License Portal and you must have information about the affected license servers that need emergency licenses and the replacement license server (host ID and hostname).

Procedure

1. From the **Affected license server** list, select the server ID of the license server that is inoperable.



The screenshot shows the 'Emergency License Facility' web form. At the top, there are two tabs: 'Portal Home' and 'Emergency License'. Below the tabs, the title 'Emergency License Facility' is displayed. A descriptive paragraph states: 'This emergency license portal will provide you licenses immediately, to solve a manufacturing problem caused by a failed, or otherwise inoperable license server.' The main form area contains a label 'Affected license server' next to a dropdown menu with the placeholder text 'Enter a server or choose one from the list'. To the right of the dropdown, there is a note: 'Select the affected license server, if it is not listed, enter the host ID manually in the empty line of the combo box (for a Triad enter ONLY one host ID)'. Below the dropdown are two buttons: 'Continue' and 'Clear Form'. A small asterisk and the text '* Mandatory fields.' are located below the 'Continue' button. At the bottom right of the form, the copyright notice '© 2018 ADVANTEST CORPORATION - v2018.5-rc-4' is visible.

The selection list displays both FNP and FNE license servers:

- E** - FNE license server
- C** - FNP license server

If the license server is not listed, enter the host ID of the affected license server manually.

If the affected license server is configured as a three-redundancy license server (Triad), enter the Server ID of only ONE of the three license servers.

Note: If you have a login with a user name, there will be license servers listed in the selection list belonging to your assigned organizations. If the affected license server is not listed, you can enter it manually.

2. Click **Continue**.

The specified affected license server is displayed.

The screenshot shows a web interface for the 'Emergency License Facility'. At the top, there are two tabs: 'Portal Home' and 'Emergency License', with the latter being selected. Below the tabs is a header 'Emergency License Facility' and a descriptive paragraph: 'This emergency license portal will provide you licenses immediately, to solve a manufacturing problem caused by a failed, or otherwise inoperable license server'. The form contains several fields: 'Affected license server' is a dropdown menu with '00abcd123456' selected; 'Replacement license server' includes a 'Server Type' section with radio buttons for 'Single' (selected) and 'Triad', and two input fields for 'Host ID Server 1 *' and 'Hostname Server 1 *'; 'Company using Emergency License *' is a dropdown menu with the placeholder text 'Enter the company or choose from the list'; 'City' and 'Country' are empty text input fields; and 'Reason for Emergency License Usage *' is a dropdown menu with the placeholder text 'Enter a reason or choose one from the list'.

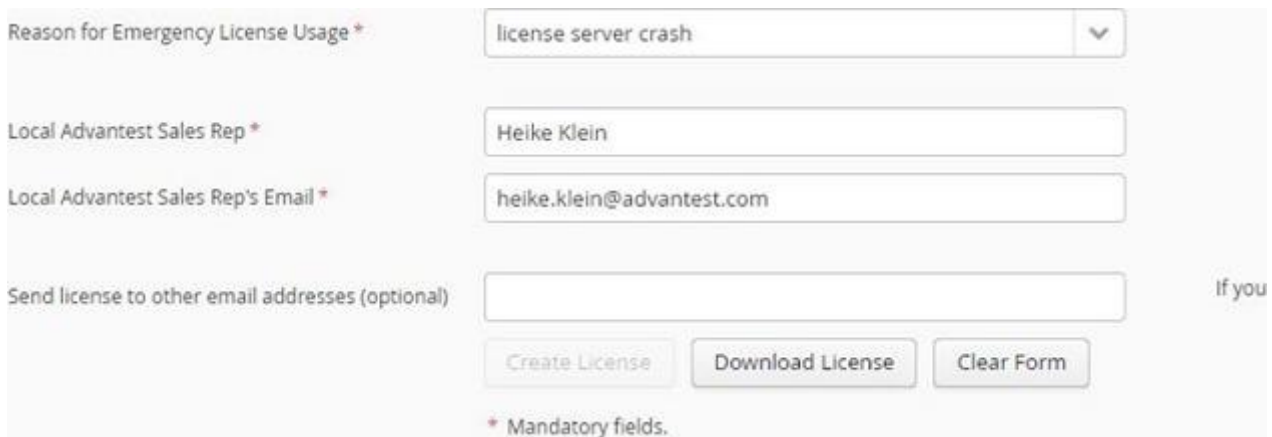
3. For the FNP replacement license server, select the server type (Single or Triad) and specify the host ID and hostname of the license server (first license server if you have a triad arrangement). For the FNE replacement license server you need to select the already registered replacement FNE license server from the selection list. If you are not able to view a newly registered FNE license server, log out from the license portal and log back in again.

4. From the drop-downlist, select the name of the organization for which the emergency license is to be generated.

Only organizations that you are assigned to are displayed.

Optional: Add city and country location information.

5. Enter the reason for requesting emergency licenses. Use one of the available options from the dropdown list or enter an alternative reason in the associated field.



The screenshot shows a web form for requesting an emergency license. It includes the following fields and buttons:

- Reason for Emergency License Usage ***: A dropdown menu with "license server crash" selected.
- Local Advantest Sales Rep ***: A text input field containing "Heike Klein".
- Local Advantest Sales Rep's Email ***: A text input field containing "heike.klein@advantest.com".
- Send license to other email addresses (optional)**: A text input field, currently empty, with the text "If you" to its right.
- Buttons**: "Create License", "Download License", and "Clear Form".
- Legend**: A red asterisk followed by the text "* Mandatory fields."

6. Enter the name and email address of your local Advantest representative.
7. If you want to send the emergency licenses to additional personnel, for example, your system administrator, add their email address to the **Send license to other email addresses** field. If entering multiple email addresses, separate addresses with a space.
8. When you have entered all required information, click **Create License**.

Note: The **Create License** button is active only if all mandatory fields are correctly completed. **Clear Form** clears all fields.

9. Read the Terms and Conditions. To accept, click **Agree and Proceed**.

A message window opens informing you that the emergency license has been sent successfully. After closing the message window you can download the emergency license with **Download License**.

10. Log out or repeat the above steps to get another emergency license.

Results

The emergency license request is sent to Advantest.

If you need several emergency license for the same affected license server with different replacement servers, after creation of the license, the **Download License** button becomes active. Click it, download the license, and then request the next emergency license, specifying a different replacement license server.

What to do next

You will receive your emergency licenses as an attachment by email (`license.zip`). Install these emergency licenses on your license server. The expiration date of the emergency license is stated in the email.

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