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

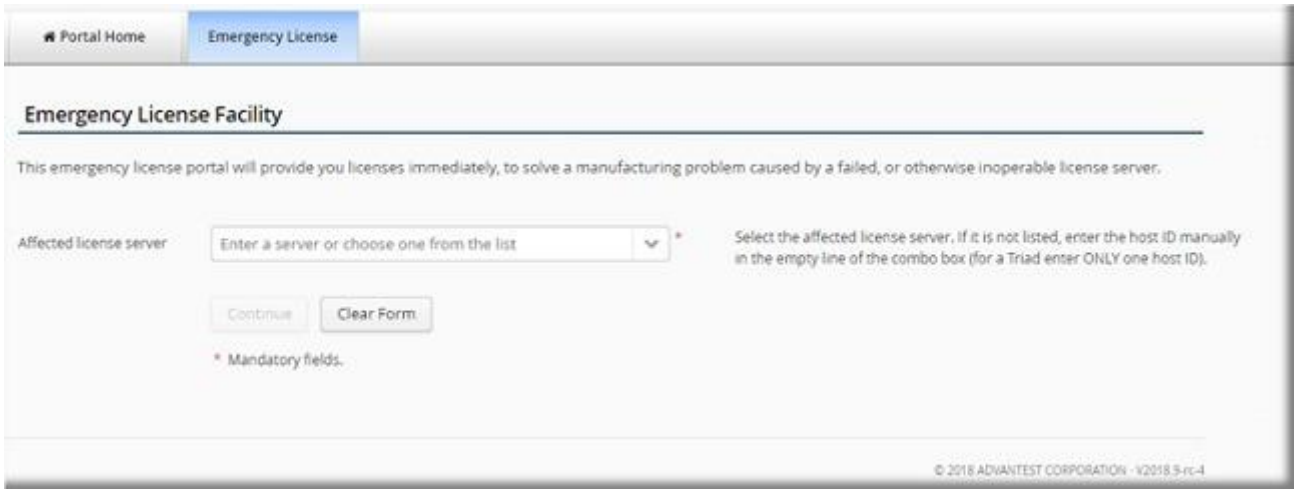
To request emergency licenses for a license server, complete the Emergency License Facility form and send the request to Advantest as described in the procedure below.

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.



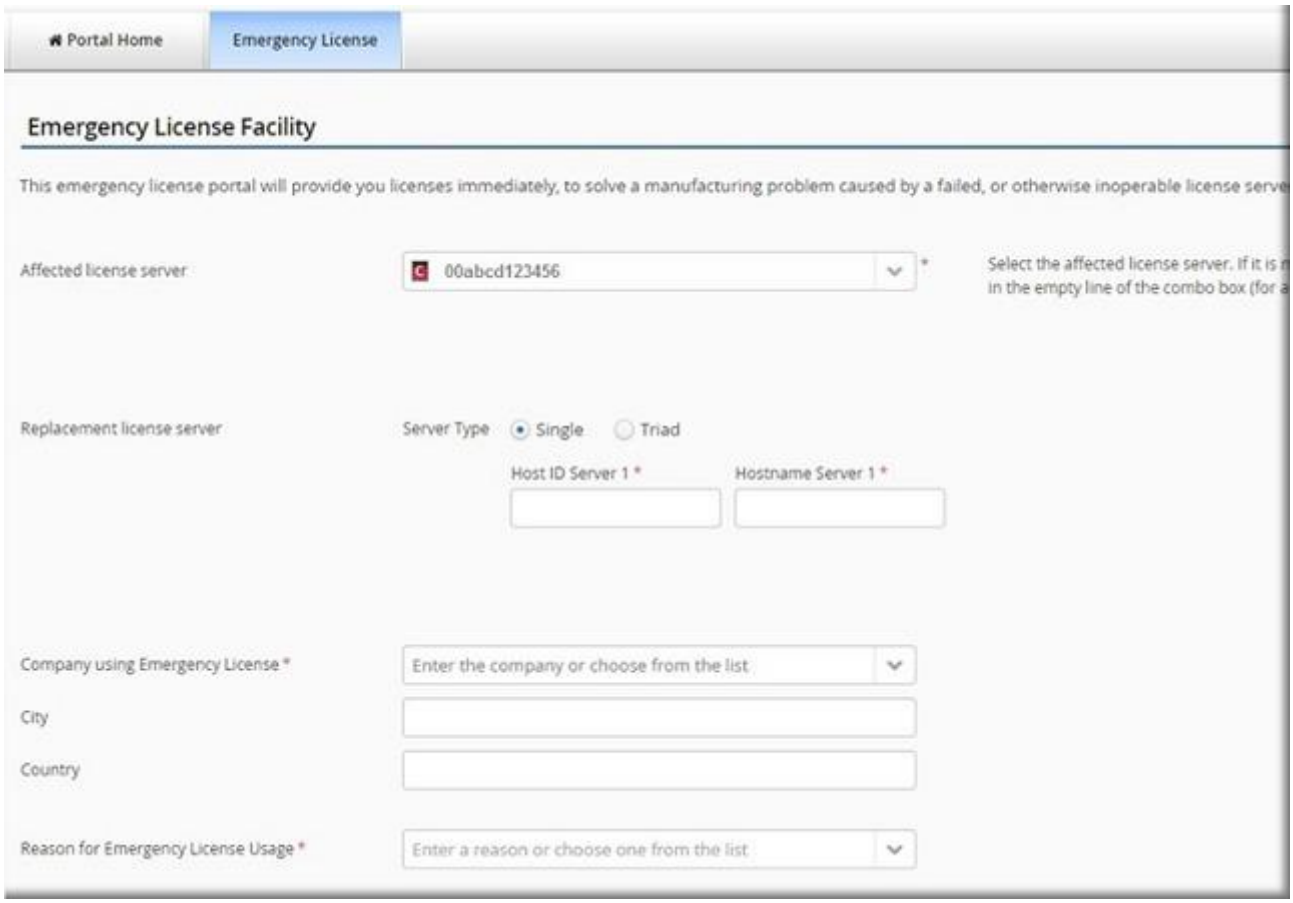
The selection list displays both FNP and FNE license servers:
E - FNE license server
C - FNP license server

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.

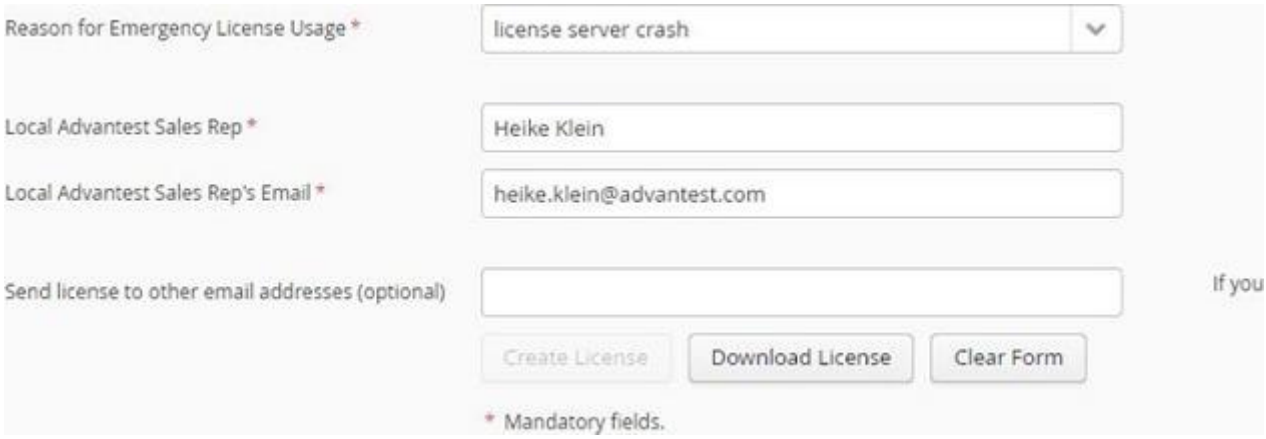
2. Click **Continue**.
   The specified affected license server is displayed.



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.



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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