

# How to proceed in case of discrepancies

The Advantest License Renewal Comparison Tool helps you to compare the license status of your license servers against the status of Advantest's license database (reflected in the Advantest License Renewal Portal).

## About this task

Solving these discrepancies may be a tedious task. The recommendations below can only be on a general level, as every situation will be different.

Any discrepancies will be listed in the **Renewed\_Entry\_Without\_Server\_Entry** or **Server\_Entry\_Without\_Renewed\_Entry** tabs of the Comparison Tool.

The recommended procedures differ depending on where the unmatched license was found.

## Before you begin

Make sure your input files are up-to-date and reflect the current status.

Make sure you have all input files, especially in case of multiple license inventory files.

## Procedures

### **Renewed\_Entry\_Without\_Server\_Entry tab:**

An entry in this tab means, an entitlement was renewed in the license database, but was not found on any of your license servers. The reason could be one of the following:

- You may have missed out one license server when running the getOrderNumbers tool.
  - **Solution:** Run the getOrderNumbers tool on that license server host.
- You may have forgotten to load one or more of the generated license inventory files.

- **Solution:** Load the files.
- You may have activated a license but never installed it on your license servers.
  - **Solution:** Install the license and rerun the getOrderNumbers tool.
- You may have transferred a license to another legal entity or to another user, but that transfer was not yet reflected in the entitlement assignment in the License Renewal Portal.
  - **Solution:** Update the license database and assign the correct owner.

If none of the above applies, please contact your Advantest representative.

## Server\_Entry\_Without\_Renewed\_Entry tab:

An entry in this tab means, a license was found on one of your license servers, but was not renewed in the license database. The reason could be one of the following:

- You may have forgotten to assign the entitlement to the user of the License Renewal Portal.
  - **Solution:** Assign the entitlement.
- You may have purchased a new product, and its license needs to be renewed for the first time.
  - **Solution:** The newly purchased licenses will show up in the To\_Be\_Renewed data once the Renewal round starts. Please check the download records of To\_Be\_Renewed licenses.
- You may have transferred or rehosted a license to another user, server, or to another legal entity, but that transfer or rehosting was not yet completed on the license server.
  - **Solution:** Remove the license from your server.
- You may have received a license from another user or legal entity, but that transfer is not yet reflected in the License Renewal Portal.
  - **Solution:** Update the Entitlement Assignment in the License Renewal Portal.

If none of the above applies, please contact your Advantest representative.

## What to do next

Once the discrepancy is solved, make sure both your license servers and the license database are up-to-date.

---

Revision #1

Created 2025-10-15 10:00:11 CEST by Ekaterina Nikitina

Updated 2025-10-15 10:00:11 CEST by Ekaterina Nikitina