Product Licensing and Working with Keys
Product Licensing and Working with Keys

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Disclaimer

This document is not legally binding. The content found in this document does not imply any commitment on behalf of Tango/04, and is subject to change at any time. Final product licensing conditions will always and only be contained in official Tango/04 proposals and contracts.

Please contact your Tango/04 Sales representative if you have any doubts or questions about the licensing of products you may have.

Copyright Notice

Copyright © 2014 Tango/04 All rights reserved.

Document date: July 2014

Document version: 2.6

Product version: All products

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of Tango/04.

Trademarks

Any references to trademarked product names are owned by their respective companies.

Technical Support

For technical support visit our web site at www.tango04.com.

Tango/04 Computing Group S.L.
Avda. Meridiana 358, 5 A-B
Barcelona, 08027
Spain

Tel: +34 93 274 0051
# Table of Contents

Table of Contents ................................................................. iii
How to Use this Guide .............................................................. viii

## Chapter 1

Introduction ................................................................................. 1  
1.1. Selling and Licensing ....................................................... 1  
1.2. Keys and NiceLink .............................................................. 2

## Chapter 2

VMC Monitoring Engine (VMC-Mxx) ........................................... 4  
2.1. Components .................................................................... 4  
2.2. Licensing Schema ............................................................. 5  
2.3. Request a Key ................................................................. 5  
2.4. Enter a Key ....................................................................... 9  
2.5. Check if it Worked .......................................................... 11

## Chapter 3

Monitoring Engine Add-Ons ....................................................... 12  
3.1. Additional Instance of ThinkServer (VMC-MET) .................... 12  
3.1.1. Components ............................................................... 12  
3.1.2. Licensing Schema ..................................................... 12  
3.1.3. Request a Key ........................................................... 13  
3.1.4. Enter a Key .............................................................. 16
3.2. VMC Monitoring Engine - Hub Option (Multiple Node Support) (VMC-MHU) ....................................................................................................18
3.2.1. Licensing Schema .................................................................................18
3.2.2. Request a Key ..........................................................................................19
3.2.3. Enter a Key ..............................................................................................22
3.3. SLA Analytics (VMC-MSL) ............................................................................24
3.3.1. Components ...........................................................................................24
3.3.2. Licensing Schema ...................................................................................24
3.3.3. Request a Key ..........................................................................................25
3.3.4. Enter a Key with NiceLink .......................................................................28
3.3.5. Enter a Key via SmartConsole .................................................................30
3.3.6. Check if it Worked ...................................................................................33
3.4. VISUAL Message Center Dashboards (VMC-DSB) .....................................35
3.4.1. Licensing Schema ...................................................................................35
3.4.2. Request a Key ..........................................................................................36
3.4.3. Enter a Key ..............................................................................................39

Chapter 4

Infrastructure & User Experience Agents ............................................. 42
4.1. Licensing Schema ........................................................................................42
4.2. Request a Key ..............................................................................................43
4.3. Enter a Key ...................................................................................................47
4.4. Check if it Worked .........................................................................................49

Chapter 5

VISUAL Message Center Goals (VMC-GOA) .............................................. 51
5.1. Licensing Schema .........................................................................................51
5.2. Request a Key ..............................................................................................52
5.3. Enter a Key ...................................................................................................55
5.4. Check if it Worked .........................................................................................57
5.5. Data Collector for Goals (VMC-TOG) ...........................................................58
5.5.1. Licensing Schema ...................................................................................58
5.5.2. Request a Key ..........................................................................................58
5.5.3. Enter a Key ..............................................................................................61
5.5.4. Check if it Worked ...................................................................................63

Chapter 6

Tango/04 Portal Users (VMC-USE) .............................................................. 65
6.1. Licensing Schema .........................................................................................65
6.2. Request a Key ..............................................................................................66
6.3. Enter a Key ...................................................................................................69
6.3.1. NiceLink ..................................................................................................69
6.3.2. Manually with License Manager ..............................................................71
6.4. Check if it Worked .........................................................................................73

Chapter 7

Knowledge Modules (VMC-Kxx) .................................................................74
7.1. Operations Knowledge Module for IBM i (VMC-KIO) .........................74
7.1.1. Components ........................................................................................74
7.1.2. Licensing Schema ..............................................................................74
7.1.3. How to Request a Key ..........................................................................75
7.1.4. Enter a Key .........................................................................................78
7.2. Multiplatform Security Knowledge Module (VMC-KMS) .....................80
7.2.1. Components ........................................................................................80
7.2.2. Licensing Schema ..............................................................................80
7.2.3. How to Request a Key ..........................................................................80
7.2.4. Enter a Key .........................................................................................84
7.3. Alignia for Online Business Services (OBS-SRV) ..................................86
7.3.1. Components ........................................................................................86
7.3.2. Licensing Schema ..............................................................................86
7.3.3. How to Request a Key ..........................................................................87
7.3.4. Enter a Key .........................................................................................90
7.4. Alignia for Business Applications (BAP-APP) ......................................92
7.4.1. Components ........................................................................................92
7.4.2. Licensing Schema ..............................................................................92
7.4.3. How to Request a Key ..........................................................................93
7.4.4. Enter a Key .........................................................................................96

Chapter 8

Native iSeries VMC Agents and Additional Products .............................99
8.1. Licensing Schema .....................................................................................99
8.2. Request a Key ........................................................................................99
8.3. Enter a Key ............................................................................................103
8.4. VISUAL Debugger 5250 (VD) .................................................................105
8.4.1. Request a Key .....................................................................................105
8.4.2. Enter a Key ........................................................................................106
8.5. VISUAL Compressor .............................................................................106
8.5.1. Request a Key .....................................................................................106
8.5.2. Enter a Key ........................................................................................106
8.6. VISUAL Remote Control (VSP-VRC) .....................................................106
8.6.1. Request a Key .....................................................................................106
8.6.2. Enter a Key ........................................................................................107
8.7. Data Monitors for iSeries (DMI-xxx) ......................................................107
# Table of Contents

8.7.1. Request a Key ................................................................. 107  
8.7.2. Enter a Key with NiceLink ........................................... 107  
8.7.3. Enter a Key Manually ................................................... 107  
8.7.4. View a Key ................................................................. 108  
8.8. View a Key for a Native Product ................................... 109  

### Chapter 9

iSeries Suites (SUI-OPE & SUI-SEC) .............................. 113  
9.1. Components ................................................................. 113  
9.1.1. Native Agents of the Suites ....................................... 113  
9.1.2. Agentless ThinAgents of the Suites ......................... 114  
9.2. Licensing Schema ........................................................ 114  
9.3. Request a Key ............................................................... 115  
9.4. Enter a Key ................................................................. 119  
9.5. View a Key ................................................................. 123  
9.5.1. Use a Command ....................................................... 123  
9.5.2. View a Key on the Windows Registry ....................... 125  

### Chapter 10

iSeries Base (VMC-BAS) & iSeries Security Agent (VMC-SEC) 127  
10.1. Components ............................................................... 127  
10.1.1. Native Agents .......................................................... 127  
10.1.2. Agentless ThinAgents .............................................. 128  
10.2. Licensing Schema ....................................................... 128  
10.3. How to Request a Key ................................................ 128  
10.4. Enter a Key ............................................................... 132  
10.5. Check if it Worked ..................................................... 136  
10.5.1. ThinkServer ............................................................ 136  
10.5.2. View a Key on the Windows Registry ..................... 137  

### Chapter 11

Third-Party Products ......................................................... 138  
11.1. PowerLock ............................................................... 138  
11.1.1. How to Request a Key ............................................ 138  
11.1.2. How to Enter a Key ............................................... 139  
11.1.3. Troubleshooting .................................................... 139  
11.2. VISUAL Control Performance Planner - All LPAR (VPP-IFL) 140  
11.2.1. How to Request a Key ........................................... 140  
11.2.2. How to Enter a Key ............................................... 140
| Legal Notice | 175 |
This chapter explains how to use Tango/04 User Guides and understand the typographical conventions used in all Tango/04 documentation.

**Typographical Conventions**

The following conventional terms, text formats, and symbols are used throughout Tango/04 printed documentation:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Boldface</strong></td>
<td>Commands, on-screen buttons and menu options.</td>
</tr>
<tr>
<td><strong>Blue Italic</strong></td>
<td>References and links to other sections in the manual or further documentation containing relevant information.</td>
</tr>
<tr>
<td><strong>Italic</strong></td>
<td>Text displayed on screen, or variables where the user must substitute their own details.</td>
</tr>
<tr>
<td><strong>Monospace</strong></td>
<td>Input commands such as System i commands or code, or text that users must type in.</td>
</tr>
<tr>
<td><strong>UPPERCASE</strong></td>
<td>Keyboard keys, such as CTRL for the Control key and F5 for the function key that is labeled F5.</td>
</tr>
<tr>
<td><strong>Notes</strong></td>
<td>and useful additional information.</td>
</tr>
<tr>
<td><strong>Tips</strong></td>
<td>and hints that will improve the users experience of working with this product.</td>
</tr>
<tr>
<td><strong>Important</strong></td>
<td>additional information that the user is strongly advised to note.</td>
</tr>
<tr>
<td><strong>Warning</strong></td>
<td>information. Failure to take note of this information could potentially lead to serious problems.</td>
</tr>
</tbody>
</table>
This document explains the licensing policy for Tango/04 products. It also instructs you on how to request and enter license keys. It presents alternative methods to entering them, if available. There’s also an appendix on troubleshooting common error messages about keys.

1.1 Selling and Licensing

Some of our products are sold at a flat price, but most of them are sold depending on the scope of your infrastructure you wish to monitor, and as our products are scalable, we create unique licensing schemes.

<table>
<thead>
<tr>
<th>Product</th>
<th>Explanation and Licensing</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMC Monitoring Engine (VMC-Mxx)</td>
<td>The VMC Monitoring Engine is sold and licensed according to the number of servers you want to monitor. Licensed User credits for it and its Web components are sold (apart) in packages of Tango/04 Portal Users.</td>
</tr>
<tr>
<td>Additional Instance of ThinkServer (VMC-MET)</td>
<td>Customers purchase this product to increase the power and scope of their VMC Monitoring Engine. Additional ThinkServers are sold and licensed at a fixed price.</td>
</tr>
<tr>
<td>VMC Monitoring Engine - Hub Option (Multiple Node Support) (VMC-MHU)</td>
<td>The Web Client comes standard with the VMC Monitoring Engine’s SmartConsole, but not the Hub Option. The Hub Option is sold and licensed depending on the number of SmartConsole Kernels you wish to manage from the Web. Users are acquired and sold in packages of Tango/04 Portal Users.</td>
</tr>
<tr>
<td>VISUAL Message Center Dashboards (VMC-DSB)</td>
<td>Added on to the Monitoring Engine, this Web application is sold and licensed at a fixed price per installation. Licensed User credits for it are sold apart in packages of Tango/04 Portal Users.</td>
</tr>
<tr>
<td>SLA Analytics (VMC-MSL)</td>
<td>Also a Monitoring Engine add-on, it includes ThinAgents, Service Control Points and additional reporting. It is sold and licensed in packages according to the number of Service Control Points desired in SmartConsole.</td>
</tr>
<tr>
<td>Infrastructure and User Experience Agents</td>
<td>Most of these Agents (a.k.a. Multiplatform Agents) are sold and licensed according to the number of infrastructure units (devices, logical systems, processors) you wish to monitor. A few Agents are sold at a fixed price.</td>
</tr>
</tbody>
</table>
1.2 Keys and NiceLink

VISUAL Message Center NiceLink is middleware designed to help you request and enter keys in a standard way. Through its interface—NiceLink Configurator—users can request and enter keys for most of our products.

NiceLink is usually installed with other products, so you should already have it installed. The latest version of NiceLink is v5.1.1.119, which was made available in 2009. If, by chance, you don’t presently have NiceLink, you can download said version here:

http://www.tango04.info/forum/upload/uploads/NICELink.zip

NiceLink daemons work behind the scenes to detect local and remote systems so that you can enter a key for almost any product across your highly partitioned infrastructure from your PC.

When you enter a key in NiceLink Configurator, you know right away whether it has been accepted: you are informed with a pop-up window as to whether or not your key has been applied correctly.
About Keys

Keys can be temporary or permanent. If you are purchasing temporary keys, you need to enter a key every time it is about to expire. The new key overwrites the old key. The duration of temporary keys varies. Permanent keys, however, only need to be entered once. There’s no difference in the way that temporary and permanent keys are entered.
Our VMC Monitoring Engine (VMC-Mxx) is scalable. It can be purchased to monitor just 1 server . . . more servers . . . up to an unlimited amount of servers.

2.1 Components

The VMC Monitoring Engine (VMC-Mxx) contains the following programs:

- VISUAL Message Center ThinkServer (one instance)
  - Includes our Monitoring Engine Agents, our Pre-Packaged Knowledge Module Agents, our SNMP Agent, and our Custom Monitor Extension Pack (SDK) Agents.
  - Agents not included in the Monitoring Engine are subject to their own licensing policy, which is explained in Chapter 4 - Infrastructure & User Experience Agents on page 42.

- VISUAL Message Center SmartConsole Kernel (the desktop client), unlimited instances

- VISUAL Message Center SmartConsole Web Client (Note: older installations of the Monitoring Engine will have Web SmartConsole instead of the Web Client. Web SmartConsole is slated to be discontinued in 2013. Please contact your local Tango/04 Business Partner if you are interested in upgrading to the newer Web interface.)

- VISUAL Message Center AccessServer

- Notifier (unlimited instances)

- NiceLink

- VISUAL Message Center Reports

- VISUAL Message Center SharedObjects

- VISUAL Message Center Scheduler

- Database Settings Administrator

Plus, VMC Monitoring Engine Customers receive two Tango/04 Portal Users at no extra cost.

One single key file activates all the above-mentioned programs as well as the two Tango/04 Portal Users!
2.2 Licensing Schema

We sell and license the VMC Monitoring Engine (VMC-Mxx) based on the number of servers you wish to monitor. We also offer additional installations of ThinkServer—these are sold and licensed separately at a fixed price (see section 3.1 - Additional Instance of ThinkServer (VMC-MET)).

The VMC Monitoring Engine is sold for:

- 1 or 2 Servers (iSeries only) (VMC-M01 and VMC-M02, respectively)
- 15 Servers (VMC-M15)
- 50 Servers (VMC-M50)
- 99 Servers (VMC-M99)
- 1000 Servers (VMC-MEM)
- Unlimited number of Servers (VMC-MUN)

2.3 Request a Key

Requesting a key to activate your VMC Monitoring Engine (VMC-Mxx) is performed through NiceLink.

To request a key,

Step 1. Open NiceLink Configurator and click the Request a Key icon.

Figure 2 – Requesting a key for the Monitoring Engine only involves ThinkServer

Step 2. The Select Systems window appears. Select the systems where ThinkServer installed, and click the right arrow to move it into the Selected Systems field.
Selecting the ThinkServer system

Tip
Double-click a system to place it in/remove it from the Selected Systems field.

Step 3. Click the Next button. The following window appears:
Step 4. Click the Next button again. The following window appears:

![Contact Information Window](image)

Figure 5 – NiceLink gets the info that Tango/04 needs for the system

Figure 6 – Entering our contact information that is needed to produce the request file

Step 5. Fill in your contact information, and, in the Comment field, indicate that you are requesting a key for the VMC Monitoring Engine. Then click the Next button.

Step 6. The Finish window appears.
Now you have two options. You can:

- create an e-mail (see Step 7)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

**Step 7.** (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

**Step 8.** (Optional) Click the Save button. A dialog box appears.

Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

Remember that you must request a key for your Tango/04 Portal Users as well (see Chapter 6 - Tango/04 Portal Users (VMC-USE) on page 65).
2.4 **Enter a Key**

You must enter your Monitoring Engine (VMC-Mxx) key through NiceLink.

**To enter a key file:**

**Step 1.** Open NiceLink Configurator and click the **Enter Key** button. You do not need to select any systems first (the target systems are embedded in the key file).

![Figure 9 – Entering a key file that will activate all of the Monitoring Engine’s components, including all existing SmartConsole Kernel installations](image)

**Step 2.** The Enter Product Activation Key window opens. Click the **Search** button.

![Figure 10 – Searching for the key file that Tango/04 sent us](image)

**Step 3.** A dialog box appears. Browse to the key file we sent you for the Monitoring Engine, and click the **Open** button.
Step 4. The file’s path appears in the Enter Product Activation Key window. Click the Apply button.

Step 5. The Updating Product Keys window appears. Once all the keys are updated, click OK.

Remember that you must enter a key for your Tango/04 Portal Users as well (see Chapter 6 - Tango/04 Portal Users (VMC-USE) on page 65).
2.5 Check if it Worked

Besides checking if ThinkServer, Reports and SmartConsole are up and running, the best way to double-check that your key file has been entered correctly is ThinkServer’s Key Check Utility.

**Note**
You cannot see the actual key to any product with this utility.

From your Start menu, click All Programs, select VISUAL Message Center, click ThinkServer and select Key Check Utility.

![Figure 14 – Accessing the Key Check Utility](image)

The utility appears. Check that the expiration date of the Monitoring Engine ThinAgents corresponds to the activation date of the key you requested.

![Figure 15 – Note that ‘VMC Monitoring Engine’ is not mentioned with this utility. Rather, the ThinkServer ThinAgents involved with it are](image)
3.1 Additional Instance of ThinkServer (VMC-MET)

Some of our Customers have one VMC Monitoring Engine ThinkServer while others control more infrastructure by means of additional ThinkServers.

3.1.1 Components

Each Additional Instance of ThinkServer (VMC-MET) includes the same standard Agents as the initial VMC Monitoring Engine ThinkServer (see section 2.1 - Components).

3.1.2 Licensing Schema

Each Additional Instance of ThinkServer is sold and licensed at a fixed price. In other words, each requires its own license key.

**Licensing Example**

Company X, spread across the Earth, has our VMC Monitoring Engine for 1000 servers. Their VMC Monitoring Engine—with its ThinkServer—is in Asia, where 12 employees operate it as Tango/04 Portal Users. However, additionally, they have 3 ThinkServers in the Americas and 2 in Europe.

When it comes time to renew their license keys, they generate 7 key request (KeyInfo) files using NiceLink:

- 1 for their VMC Monitoring Engine in Asia (this will apply to their initial ThinkServer as well)
- 1 for each ThinkServer in the Americas (so 3)
- 1 for each ThinkServer in Europe (so 2)
- 1 for their Tango/04 Portal Users

In turn, we send them 7 key files: 1 VMC Monitoring Engine key file, 5 key files for their Additional Instances of ThinkServer, and 1 Tango/04 Portal Users key file. They enter all 7 using NiceLink:

- 1 for their VMC Monitoring Engine in Asia (this will activate their initial ThinkServer as well)
- 1 for each ThinkServer in the Americas (so 3)
- 1 for each ThinkServer in Europe (so 2)
- 1 key file for their package of 10 extra Tango/04 Portal Users.
3.1.3 Request a Key

Important
You must request a key for each of your Additional Instances of ThinkServer.

To request a key,

Step 1. Open NiceLink Configurator and click the Request a Key icon.

![Figure 16 – We have two ThinkServers defined in our NiceLink Configurator]

Step 2. The Select Systems window appears. Select the system where the Additional Instance of ThinkServer is installed, and click the right arrow to move it into the selected systems field.

![Figure 17 – Notice that our Additional Instance of ThinkServer is named ‘ThinkServer2’]
**Step 3.** Click the **Next** button. The following window appears:

![Figure 19 – NiceLink fetches the Activation Data that Tango/04 needs to generate the key file](image)

**Step 4.** Click the **Next** button again. The following window appears:
Step 5. Fill in your contact information, and, in the Comment field, indicate that you are requesting a key for your Additional Instance of ThinkServer. Then click the Next button.

Step 6. The Finish window appears.

Now you have two options. You can:

- create an e-mail (see Step 7)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

3.1.4 Enter a Key

Important
Each Additional Instance of ThinkServer requires its own keys, whether you enter their key files one by one or enter a key file that activates them all.

To enter a key file:

Step 1. Open NiceLink Configurator and click the Enter Key button. You do not need to select any systems first (the target ThinkServer system is embedded in the key file).

Step 2. The Enter Product Activation Key window opens. Click the Search button.
Step 3. A dialog box appears. Browse to the key file we sent you for your Additional Instance of ThinkServer, and click the **Open** button.

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the **Apply** button.
Step 5. The Updating Product Keys window appears. Once all the keys are updated, click OK.

![Image](image.png)

Figure 27 – The additional ThinkServer(s) should now be up and running, not throwing any key-related errors

### 3.2 VMC Monitoring Engine - Hub Option (Multiple Node Support) (VMC-MHU)

This is our Web-based solution for managing your dispersed SmartConsole Kernels. This product is an add-on to the Monitoring Engine, specifically its SmartConsole Web Client.

#### 3.2.1 Licensing Schema

VMC Monitoring Engine - Hub Option (Multiple Node Support) (VMC-MHU) is priced based on how many Monitoring Nodes (SmartConsole Kernels) you wish to manage using SmartConsole Web Client. Support for each additional Node (SmartConsole Kernel) is sold at a fixed price.

**Tip**

If you have the Monitoring Engine, adding more Users means that the Users will be available to work with all the other Web portal products, too:

- Reports
- Dashboards (if you have purchased it)
- Goals (if you have purchased it)

Please see section 6.2 - Request a Key on page 66 if you wish to add more Users for VMC Monitoring Engine - Hub Option (Multiple Node Support). In this case we will generate a separate key for you, specifically for the Users.

Note

There are two types of keys related to the SmartConsole Web Client - Hub Option: activation keys and Portal User keys.

Extra Users are also sold and licensed at a fixed price. Remember that if your two Monitoring Engine-standard Users also apply to the VMC Monitoring Engine - Hub Option (Multiple Node Support). This means that any two of your existing defined Users can work with your SmartConsole Nodes via SmartConsole Web Client at any given time, without having to purchase a single User credit.
3.2.2 Request a Key

To request a key,

Step 1. Open NiceLink Configurator and click the Request a Key icon.

![Image](image1.png)  
*Figure 28 – The system where SmartConsole Web Client is installed must be defined in NiceLink Configurator*

Step 2. The Select Systems window appears. Select the system where SmartConsole Web Client is installed, and click the right arrow to move it into the selected systems field.

![Image](image2.png)  
*Figure 29 – SmartConsole Web Client is installed on our local machine*
Figure 30 – SmartConsole and SmartConsole Web Client may be installed on different machines, so be careful to select the server where the Web Client is installed

Step 3. Click the Next button. The following window appears:

Figure 31 – Activation data is a combination of the system’s HD serial number and its MAC address

Step 4. Click the Next button again. The following window appears:
Step 5. Fill in your contact information, and, in the Comment field, indicate that you are requesting a key for VMC Monitoring Engine - Hub Option (Multiple Node Support). Then click the Next button.

Step 6. The Finish window appears.

Now you have two options. You can:

• create an e-mail (see Step 7)

• save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

3.2.3 Enter a Key

To enter a key file:

Step 1. Open NiceLink Configurator and click the Enter Key button. You do not need to select any systems first (the target system is embedded in the key file).

Step 2. The Enter Product Activation Key window opens. Click the Search button.
Step 3. A dialog box appears. Browse to the key file we sent you for the VMC Monitoring Engine - Hub Option (Multiple Node Support), and click the **Open** button.

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the **Apply** button.
Step 5. The Updating Product Keys window appears. Once the key is updated, click OK.

![Updating Product Keys](image)

Figure 39 – VMC Monitoring Engine - Hub Option (Multiple Node Support) will be activated for the system you specified

3.3 SLA Analytics (VMC-MSL)

Our Monitoring Engine does not come with SLA Analytics, but it is completely ready for it to be added on.

3.3.1 Components

SLA Analytics (VMC-MSL) is comprised of:

- the SLA Analytic and Reporting ThinAgents, housed in ThinkServer
- Service Control Points (SCPs), a SmartConsole Business Service Management (BSM) feature
- an additional set of report templates, for use in VISUAL Message Center Reports.

3.3.2 Licensing Schema

SLA Analytics (VMC-MSL) is sold based on the number of SCPs that you desire in SmartConsole (and thus Reports). To maximize your Tango/04 monitoring solution, each Service Level Agreement that your IT department faces as professionals should be reflected in a single SCP.

SCPs are sold and licensed in the following manner:

- Ten SCPs
- Additional SCPs, available in packages of 1, 10, 50, 100 or 1000
- Unlimited SCPs

We embed the number of SCPs in each key for SLA Analytics.

**Note**

You only have to enter the single key we send you for SLA Analytics in order to activate:

- all your SCPs in SmartConsole
- all your SLA and Reporting ThinAgents in ThinkServer.
- all your BSM report templates in Reports
3.3.3 Request a Key

To request a key,

**Step 1.** Open NiceLink Configurator and click the **Request a Key** icon.

![Requesting a key for SLA Analytics involves the system where SmartConsole is installed](image)

**Figure 40 – Requesting a key for SLA Analytics involves the system where SmartConsole is installed**

**Step 2.** The Select Systems window appears. Select the system where **SmartConsole** is installed, and click the right arrow to move it into the selected systems field.

![Select Systems window](image)

**Figure 41 – SmartConsole is installed on our local machine**
Step 3. Click the Next button. The following window appears:

Figure 42 – You can also double-click a system on the left to place it in the Selected Systems field.

Step 4. Click the Next button again. The following window appears:

Figure 43 – 'Activation Data' is a combination of a system’s HD serial number and its MAC address, both of which NiceLink fetches.
Step 5. Fill in your contact information, and, in the Comment field, indicate that you are requesting a key for SLA Analytics. Then click the **Next** button.

Step 6. The Finish window appears.

Now you have two options. You can:

- create an e-mail (see **Step 7**)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see **Step 8**).

**Step 7.** (Optional) Click the **Create Email** button. Send the e-mail that appears, without modifying it.

**Step 8.** (Optional) Click the **Save** button. A dialog box appears.
3.3.4 Enter a Key with NiceLink

You can enter your SLA Analytics (VMC-MSL) key through NiceLink.

To enter a key:

**Step 1.** Open NiceLink Configurator and click the **Enter Key** button. You do not need to select any systems first (the target systems are embedded in the key file).

**Step 2.** The Enter Product Activation Key window opens. Click the **Search** button.
Step 3. A dialog box appears. Browse to the key file we sent you for SLA Analytics, and click the Open button.

Step 4. The file's path appears in the Enter Product Activation Key window. Click the Apply button.
Step 5. The Updating Product Keys window appears. Once all the keys are updated, click OK.

Figure 51 – You will receive an error message in case the product keys cannot be updated

3.3.5 Enter a Key via SmartConsole

There are several ways to activate SLA Analytics (VMC-MSL) in SmartConsole. Not only do your SCPs become activated, but your SLA Analytic and Reporting ThinAgents and your BSM reports become activated as well.

In real time upon a key error

If, when you are working in SmartConsole, it notifies you of your SCPs being out of date:

Step 1. Click the Enter Key button.

Figure 52 – SmartConsole shows this window if the SLA Analytics activation key has expired

The following window appears:
Step 2. Open the XML key file you received with a text editor or Internet Explorer and look for the words SLA Analytics and Reporting:

```
<KEY>341EB5DBA191EBF661FC314911C74B3E1AFFF7E4275474B37044D C3038CB7EB2AA3958A42F08A6</KEY>
<ACTIVATION1>C0363529</ACTIVATION1>
<ACTIVATION2>005058B02702</ACTIVATION2>
<Product>VMCMSL - SLA Analytics and Reporting</Product>
<Version>9.9.9</Version>
<Expiration>06/06/2013</Expiration>
<System>TESTSERVER</System>
```

Step 3. Copy the alphanumeric key from <KEY>, above <ACTIVATION1>, then paste it into the “Enter your product Activation Key” field and click Apply.

Step 4. To check if the key has been entered correctly, use the ThinkServer key utility check described in section 3.3.6 - Check if it Worked on page 33.

SmartConsole options

You can enter an activation key for SLA Analytics at any time while using SmartConsole.

To enter a key:

Step 1. Open the XML key file you received with a text editor or Internet Explorer and look for the words SLA Analytics and Reporting:

```
<KEY>341EB5DBA191EBF661FC314911C74B3E1AFFF7E4275474B37044D C3038CB7EB2AA3958A42F08A6</KEY>
<ACTIVATION1>C0363529</ACTIVATION1>
<ACTIVATION2>005058B02702</ACTIVATION2>
<Product>VMCMSL - SLA Analytics and Reporting</Product>
<Version>9.9.9</Version>
<Expiration>06/06/2013</Expiration>
<System>TESTSERVER</System>
```

Step 2. Copy the alphanumeric key from <KEY>, above <ACTIVATION1>.

Step 3. In SmartConsole (the desktop client). Click Options on the menu bar and select Options.
Step 4. The Options window appears. Select the BSM/SLM tab and click the Enter Key button.

Step 5. You can then paste the key you had previously copied in the blank key field.

You're done! To check if the ThinAgent keys have been entered correctly, use the ThinkServer key check utility described in section 3.3.6 - Check if it Worked on page 33.
BSM Activation tool

There’s also a SmartConsole tool that you can use without actually working in SmartConsole. The tool is called BSM Activation Key.

To enter a key:

**Step 1.** Click your Windows Start button, select All Programs, click VISUAL Message Center, select SmartConsole, click Tools and select BSM Activation Key.

![Figure 57 – The tool does not require that you login to SmartConsole](image)

The Product Activation window opens immediately.

![Figure 58 – Entering a key for BSM (the product is called "SLA Analytics")](image)

**Step 2.** Paste in your BSM key, and click the Apply button.

3.3.6 Check if it Worked

You can check if your SLA Analytics (BSM) key has been applied correctly using SmartConsole and/or ThinkServer.

**SmartConsole**

You can check the status of your BSM key at any time using SmartConsole (the desktop client).

Open SmartConsole and click Options on the menu bar and select Options. The Options window appears. Select the BSM/SLM tab, and look in the License Management section.
Verify that the number of Licensed SCPs corresponds to that of the key you entered, and that the BSM License is up-to-date.

**ThinkServer**

You can also check to see if your SLA Analytics key worked by ThinkServer's Key Check Utility.

**Note**

You can't actually see the 40-digit key for any product this way.

From your Start menu, click All Programs, select VISUAL Message Center, click ThinkServer and select Key Check Utility.

The utility opens.
Check for SLA Analytics and Reporting in the Product list. Verify that the expiration date coincides with that of the SLA Analytics key you entered.

### 3.4 VISUAL Message Center Dashboards (VMC-DSB)

#### 3.4.1 Licensing Schema

Our Monitoring Engine does not come with Dashboards (VMC-DSB), but it is designed to work with it readily, providing the data that Dashboards needs.

This product is sold and licensed at a fixed price per installation.

**Note**

There are two types of keys related to Dashboards: activation keys and Portal User keys.

Extra Users are also sold and licensed at a fixed price. Remember that the two standard Users you received when you purchased the Monitoring Engine also apply to Dashboards. This means that any two of your existing defined (Nominal) Users can access Dashboards at any given time, without having to purchase a single User credit.

Please see section 6.2 - Request a Key on page 66 if you wish to add more Users for Dashboards. In this case we will generate a separate key for you, specifically for the Users.

**Tip**

Adding more Users means that the Users will be available to work with all the other Web portal products, too!

- SmartConsole Web Client
- Reports
- Goals (if you have purchased it)
3.4.2 Request a Key

You should use NiceLink to request an activation key for Dashboards (VMC-DSB).

To request a key,

**Step 1.** Open NiceLink Configurator and click the **Request a Key** icon.

![Figure 62 – When requesting a key, it doesn’t matter whether you are using the Network View or the Systems View](image)

**Step 2.** The Select Systems window appears. Select the system where Dashboards is installed, and click the right arrow to move it into the selected systems field.

![Figure 63 – Dashboards is installed on our local machine](image)
Step 3. Click the **Next** button. The following window appears:

![Select Systems](image1)

*Figure 64 – You can also double-click a system on the left to place it in the Selected Systems field*

Step 4. Click the **Next** button again. The following window appears:

![Selected Systems](image2)

*Figure 65 – NiceLink finds the MAC address of your system and the serial number of its hard drive for you*
Step 5. Fill in your contact information, and, in the Comment field, indicate that you are requesting a key for VISUAL Message Center Dashboards. Then click the Next button.

Step 6. The Finish window appears.

Now you have two options. You can:

- create an e-mail (see Step 7)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Figure 68 – Saving the key request file in order to e-mail it to Tango/04

Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

3.4.3 Enter a Key

To enter a key file:

**Step 1.** Open NiceLink Configurator and click the Enter Key button. You do not need to select any systems first (the target system is embedded in the key file).

Figure 69 – NiceLink will apply the key to the system where Dashboards is installed

**Step 2.** The Enter Product Activation Key window opens. Click the Search button.
Step 3. A dialog box appears. Browse to the key file we sent you for Dashboards, and click the Open button.

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the Apply button.
Step 5. The Updating Product Keys window appears. Once all the keys are updated, click **OK**.

*Figure 73 – You will see the system on which Dashboards is installed here*
4.1 Licensing Schema

The following Infrastructure Agents are sold in packages of 1, 10, 50, 100 or 1000 Devices (IPs), and require license keys for each ThinkServer they are installed on:

- Network Syslog (VMC-TNW)
- Network Operations Agent (VMC-TON)
- Cisco PIX/ASA Security Agent (VMC-TSN)

The following Infrastructure Agents are sold in packages of 1, 10, 50, 100 or 1000 Logical Systems, and require license keys for each ThinkServer they are installed on:

- Windows Operations Agent (VMC-WAD)
- Windows Security Agent (VMC-WSS)
- Policy Compliance for Windows (VMC-TWP)
- Linux Operations Agent (VMC-TOL)
- Linux Security Agent (VMC-TSL)
- SQL Server Operations Agent (VMC-TOS)
- Exchange Server Operations Agent (VMC-TOE)
- SQL Server Security Agent (VMC-TSS)
- WebSphere Application Server Operations Agent (VMC-TOW)
- VMC Windows Performance Agent (VCW-WIN)
The following Infrastructure Agents are sold in packages of 1, 10, 50, 100 or 1000 Processors, and require license keys for each ThinkServer they are installed on:

- Unix Operations Agent (AIX, HP-UX, Solaris) (VMC-TOU)
- Unix Security Agent (AIX, HP-UX, Solaris) (VMC-TSU)

The following Infrastructure Agents are sold and licensed in packages of 1, 10, 50, 100 or 1000 ESX/ESXi hosts, and they are licensed per instance of ThinkServer:

- VMware Operations Agent (VMC-TOV)
- VMware Security Agent (VMC-TSV)

The following Infrastructure Agents are sold in packages of 1, 10, 50, 100 or 1000 instances of Oracle, and they are licensed per instance of ThinkServer:

- Oracle Operations Agent (VMC-TOO)
- Oracle Security Agent (VMC-CSO)

The following Infrastructure Agent is sold in packages of 1, 10, 50, 100 or 1000 MQ Managers, and they are licensed per instance of ThinkServer:

- WebSphere MQ Operations Agent (VMC-TOQ)

The following User Experience Agent is sold at a fixed price per instance of ThinkServer:

- Universal Transaction Agent - with 5 Script Runners (VMC-TUC). Additional Script Runners (VMC-TUS) are sold at a fixed price per logical system.

Finally, the following User Experience Agent Agents are sold and licensed at a flat price per location (Web site), and require license keys for each ThinkServer they are installed on:

- Web Availability & Response Time Agent (VMC-TWS), per location (Web site)
- Web 2.0 End User Experience Agent (VMC-TWB) Additional locations (Web sites) (VMC-TWL) are sold at a fixed price per location

### 4.2 Request a Key

You should use NiceLink to request an activation key for any of our Infrastructure and User Experience Agents. Remember, they are installed on ThinkServer, so you need to request/enter the key using said system in NiceLink.

**Tip**

You can request a key for as many of these Agents on one system as you want with just one XML key request file.

To request a key,

1. Open NiceLink Configurator and click the **Request a Key** icon.

   See the *NiceLink User Guide* for more information on using NiceLink.
**Figure 74 – NiceLink Configurator**

**Step 2.** The Select Systems window appears. Select the system where ThinkServer is installed, and click the right arrow to move it into the selected systems field.

**Figure 75 – Selecting ThinkServer, because it houses our Infrastructure and User Experience Agents**
Step 3. Click the **Next** button. The following window appears:

![Selected Systems](image)

*Figure 77 – NiceLink checks the system’s properties*

Step 4. Click the **Next** button again. The following window appears:
Step 5. Fill in your contact information, and, in the Comment field, indicate which Infrastructure and/or User Experience Agents you are requesting a key for. Then click the Next button.

Step 6. The Finish window appears.

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

4.3 Enter a Key

You can enter the keys for as many Infrastructure and/or User Experience Agents (on one system) as you want through NiceLink.

To enter a key file:

Step 1. Open NiceLink Configurator and click the Enter Key button. You do not need to select any systems first (the target systems are embedded in the key file).

Step 2. The Enter Product Activation Key window opens. Click the Search button.
Step 3. A dialog box appears. Browse to the key file we sent you for your Agent(s), and click the Open button.

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the Apply button.
Step 5. The Updating Product Keys window appears. Once all the keys are updated, click OK.

![Figure 85 – When you update an Agent's key, all of its ThinAgents and monitors are updated as well](image)

4.4 Check if it Worked

Like its name suggests, with ThinkServer’s Key Check Utility you can see which keys are actually in use by which ThinAgents well as their expiration dates. Note: native iSeries Agents aren’t listed (only agentless iSeries ThinAgents).

Note

You cannot see the actual key for any product with this utility.

From your Start menu, click All Programs, select VISUAL Message Center, click ThinkServer and select Key Check Utility.

![Figure 86 – Accessing the Key Check Utility](image)

The utility appears.
<table>
<thead>
<tr>
<th>Product</th>
<th>Version</th>
<th>Status</th>
<th>Expires</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Operations Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Windows Security Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>LNX Security Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Linux Operations Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Linux Security Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Exchange Operations Agent (Depreciated)</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Citrix Operations Agent (Depreciated)</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>SQL Server Operations Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Windows Server Security Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Office Operations Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Universal Transaction Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Web Availability &amp; Response Time Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>ThinkServer Application Server Operations Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Office Operations Agent (Depreciated)</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>BEA WebLogic Operations Agent (Depreciated)</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Terminal Operations Agent (Depreciated)</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Custom Monitor Extension Pack (SMN) (Depreciated)</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>VMware Operations Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>VMware Security Agent (Depreciated)</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Network Security</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Oracle Security</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>VMware Operations Agent</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Cisco PKI/MDA Security</td>
<td>100</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
<tr>
<td>Windows Server Agent</td>
<td>200</td>
<td>9 - OK</td>
<td>11/30/2012</td>
</tr>
</tbody>
</table>

Figure 87 – With Status being OK, we know that our Windows Security Agent is currently activated. Plus, we can see the current key’s expiration date. Note that this utility only shows key checks for ThinkServer-residing Agents.
Chapter 5

VISUAL Message Center Goals (VMC-GOA)

This SLA Management product depends on data from either of two separate products:

• our Monitoring Engine (VMC-Mxx) or

• our Data Collector for Goals (VMC-TOG)

VISUAL Message Center Goals is sold and licensed apart from these products. In other words, If you have the Monitoring Engine and Goals, then you will need individual activation keys for each product. Similarly, if you have Data Collector for Goals, you will need individual activation keys for both Goals and its Data Collector.

5.1 Licensing Schema

VISUAL Message Center Goals (VMC-GOA) is sold at a fixed price. Every installation of Goals requires its own license key. If you have the Data Collector for Goals (VMC-TOG), then you will need a license key for both Goals and Data Collector for Goals.

Note
There are two types of keys related to Goals: product activation keys and Portal User keys.

Extra Users are also sold and licensed at a fixed price. Remember that if you purchased the Monitoring Engine, your two standard Users also apply to Goals. This means that any two of your existing defined Users can access Goals at any given time, without having to purchase a single User credit.

Tip
If you have the Monitoring Engine, adding more Users means that the Users will be available to work with all the other Web portal products, too:

• SmartConsole Web Client

• Reports

• Dashboards (if you have purchased it)

Please see section 6.2 - Request a Key on page 66 if you wish to add more Users for Goals. In this case we will generate a separate key for you, specifically for the Users.
5.2 Request a Key

You should use NiceLink to request an activation key for Goals (VMC-GOA).

To request a key,

**Step 1.** Open NiceLink Configurator and click the **Request a Key** icon.

*Figure 88 – If you are a Goals Customer without the Monitoring Engine, you won’t be too familiar with NiceLink. You can start by downloading it from the link on page 2*

**Step 2.** The Select Systems window appears. Select the system where the **Goals Engine** is installed, and click the right arrow to move it into the selected systems field.

*Figure 89 – The Goals Engine is installed on our local machine. We would select the same system in order to generate a KeyInfo file for our Number of Goals*
Figure 90 – You can also double-click a system on the left to place it in the Selected Systems field

**Step 3.** Click the **Next** button. The following window appears:

Figure 91 – NiceLink fetches the system info that Tango/04 needs to generate a key

**Step 4.** Click the **Next** button again. The following window appears:
Step 5. Fill in your contact information, and, in the Comment field, indicate that you are requesting a key for VISUAL Message Center Goals. Then click the **Next** button.

Step 6. The Finish window appears.

Now you have two options. You can:

- create an e-mail (see **Step 7**)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see **Step 8**).

**Step 7.** (Optional) Click the **Create Email** button. Send the e-mail that appears, without modifying it.

**Step 8.** (Optional) Click the **Save** button. A dialog box appears.
5.3 Enter a Key

To enter a key file:

**Step 1.** Open NiceLink Configurator and click the **Enter Key** button. You do not need to select any systems first (the target systems are embedded in the key file).

**Step 2.** The Enter Product Activation Key window opens. Click the **Search** button.
Step 3. A dialog box appears. Browse to the key file we sent you for Goals, and click the Open button.

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the Apply button.
Step 5. The Updating Product Keys window appears. Once all the keys are updated, click OK.

5.4 Check if it Worked

To verify that the key has been entered correctly, open Goals. Click the Management tab and select License Management. The following screen appears:

Check that the License Expiration Date corresponds to that of the key you have entered.
5.5 Data Collector for Goals (VMC-TOG)

For Customers that do not have our Monitoring Engine, VISUAL Message Center Goals requires Data Collector for Goals, which is sold apart from Goals. This is because Goals draws on the Monitoring Engine’s ThinkServer and SmartConsole for data collection . . . and if you don’t have a Monitoring Engine, then your installation of Goals uses the Data Collector for Goals as a substitute data source.

5.5.1 Licensing Schema

A separate key is needed to activate this product, which is a group of ThinAgents that reside in ThinkServer. As such, requesting keys and entering them is done through ThinkServer, not Goals.

5.5.2 Request a Key

To request a key,

Step 1. Open NiceLink Configurator and click the Request a Key icon.

Step 2. The Select Systems window appears. Select the system where ThinkServer is installed, and click the right arrow to move it into the selected systems field.
Step 3. Click the Next button. The following window appears:

Step 4. Click the Next button again. The following window appears:
Step 5. Fill in your contact information, and, in the Comment field, indicate that you are requesting a key for Data Collector for Goals. Then click the Next button.

Step 6. The Finish window appears.

Now you have two options. You can:

- create an e-mail (see Step 7)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Figure 107 – By default the file is named KeyInfo, but you can change it if necessary. However, please do not change the format of the file.

Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

5.5.3 Enter a Key

To enter a key file:

**Step 1.** Open NiceLink Configurator and click the **Enter Key** button. You do not need to select any systems first (the target system is embedded in the key file).

![Figure 108 – About to enter a key file for Data Collector for Goals](image)

**Step 2.** The Enter Product Activation Key window opens. Click the **Search** button.
Step 3. A dialog box appears. Browse to the key file we sent you for your Data Collector for Goals, and click the Open button.

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the Apply button.
Step 5. The Updating Product Keys window appears. Once all the keys are updated, click **OK**.

![Figure 112 – Data Collector for Goals may be on a different system than Goals itself. Remember to select said systems when generating a KeyInfo (key request) file](image)

### 5.5.4 Check if it Worked

You can use ThinkServer’s Key Check Utility to check if your key for Data Collector for Goals (VMC-TOG) has been entered correctly.

**Note**

You can’t view the actual key to any product with this utility.

From your Windows Start menu, click **All Programs**, select **VISUAL Message Center**, click **ThinkServer** and select **Key Check Utility**.

![Figure 113 – Accessing the Key Check Utility](image)

The utility appears. Check that the expiration date of your Data Collector for Goals corresponds to the activation date of the key you requested.
Figure 114 – Data Collector for Goals, despite having many monitors, appears as one product in the utility.
Chapter 6

Tango/04 Portal Users (VMC-USE)

6.1 Licensing Schema

**Note**
The VMC Monitoring Engine (VMC-Mxx) comes standard with 2 Tango/04Portal Users, for which requesting and entering Tango/04 Portal User keys is not necessary. This chapter only applies to those Customers who have purchased a package of additional Users.

User credits for our Web portal applications are sold and licensed in packages of Users. You can obtain 1, 5, 10, 50 . . . new Users to build on your base of two Users that come standard with the Monitoring Engine’s Web portal applications—SmartConsole Web Client and Reports. (Note: older installations of the Monitoring Engine will have Web SmartConsole instead of the Web Client. Please contact your local Tango/04 Business Partner if you are interested in upgrading to the newer Web interface.)

If you have, besides our Monitoring Engine:

- VISUAL Message Center Dashboards, and/or
- VISUAL Message Center Goals

. . . then your Users can use said products as well!

**Note**
We count the total number of Users connected across all the Web portal applications (no matter how many you have). The number of licensed Enabled Users can never be exceeded: inherent controls prevent it. Users are allowed a maximum of 5 simultaneous sessions (they can be logged into 5 applications at once).
6.2 Request a Key

If you would like a bigger package of Tango/04 Portal Users (VMC-USE), please write to sales@tango04.net.

You must request a key each time your Tango/04 Portal Users license period is about to expire. It is important to remember to select the system on which AccessServer is installed.

To request a key,

Step 1. Open NiceLink Configurator and click the Request a Key icon.

Step 2. The Select Systems window appears. Select the system where AccessServer is installed, and click the right arrow to move it into the selected systems field.

Example

You have our Monitoring Engine (with 2 free Users) and then you purchase VISUAL Message Center Goals, plus a package of 10 Tango/04 Portal Users, so your maximum number of users is now 12. In real time, you may have:

- 3 Users logged into VISUAL Message Center Web SmartConsole, and
- 1 User logged into VISUAL Message Center Reports.

This would allow you to have 8 Users logged in to VISUAL Message Center Goals.

And remember, Users logged into SmartConsole (the desktop version) do not count as Tango/04 Portal Users! In other words, all 12 of your Users can be logged into SmartConsole at the same time as they are logged into the Web applications, and this won’t count against you.
Step 3. Click the Next button. The following window appears:

```
Figure 116 – AccessServer is installed on our local machine
```

```
Figure 117 – You can also double-click a system on the left to place it in the Selected Systems field
```

```
Figure 118 – Remember that you have to select the system where AccessServer is installed—not Dashboards, etc
```
Step 4. Click the Next button again. The following window appears:

![Contact Information](image1)

Figure 119 – You don’t have to state your number of Users—only that the key request is for your Users

Step 5. Fill in your contact information, and, in the Comment field, indicate that you are requesting a key for Tango/04 Portal Users. Then click the Next button.

Step 6. The Finish window appears.

![Finish](image2)

Figure 120 – To change your Customer Information, click Back and edit the information that appears in the Contact Information window

Now you have two options. You can:

- create an e-mail (see Step 7)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.
Step 8. (Optional) Click the **Save** button. A dialog box appears.

![Figure 121 – Saving the file to our desktop](image)

Save the XML file. Then send an e-mail to us at **keys@tango04.net**, attaching the file.

6.3 **Enter a Key**

Remember that entering a key for Tango/04 Portal Users (VMC-USE) does not activate any Web Portal Products. You need to enter activation keys for those, separately.

6.3.1 **NiceLink**

You can use NiceLink to enter keys for Portal Users (VMC-USE). The Users will apply to all the Tango/04 Web applications you have. The key file is entered on your system housing AccessServer.

**To enter a key file:**

**Step 1.** Open NiceLink Configurator and click the **Enter Key** button. You do not need to select any systems first (the target system is embedded in the key file).
**Step 2.** The Enter Product Activation Key window opens. Click the **Search** button.

![Search Key](image.png)

*Figure 123 – Searching for the Tango/04 Portal Users (VMC-USE) key*

**Step 3.** A dialog box appears. Browse to the key file we sent you for Portal Users, and click the **Open** button.

![Open Key](image.png)

*Figure 124 – Selecting the key file that will activate our Users*

**Step 4.** The file’s path appears in the Enter Product Activation Key window. Click the **Apply** button.
Step 5. The Updating Product Keys window appears. Once all the keys are updated, click **OK**.

### 6.3.2 Manually with License Manager

You can also use AccessServer itself to enter your Portal Users key. This is a bit more laborious than using NiceLink.

**To Enter a Tango/04 Portal Users key:**

**Step 1.** Open the XML key file you received from us with your browser and look for the words `Web Portal`. The Portal Users key is given above `Activation1`, as shown here:

```
<key data=
"<SYSTEM>THINKSERVER</SYSTEM><KEY>3C3AD51B78092864C1D9F24A6D78A0F4D3566E7C930F1D12EC930763758FSJ2348933C3EB719FE10</KEY>
<ACTIVATION>7C059409</ACTIVATION1
<ACTIVATION>0194C25901A1</ACTIVATION2
<PRODUCT>VMUS - Web Portal Users</PRODUCT>
<VERSION>1.0</VERSION>
<EXPIRATION>31/05/2012</EXPIRATION>
</KEYDATA>
```

*Figure 127 – Seeing a Portal Users key in an XML file we received from Tango/04. In this example you can tell that AccessServer was installed on the main ThinkServer system*

Copy the key from `<KEY>`.

**Step 2.** Start the AccessServer License Manager. From the Start Menu, click **All Programs**, select **VISUAL Message Center**, click **AccessServer**, and select **License Manager**.
You can also open the License Manager from the Windows explorer path:

```
ProgramFiles\Tango04\AccessServer\bin\AS_LicMan.exe
```

**Step 3.** First, log in to AccessServer with your Administrator user name and password:

![Image of AccessServer License Manager](image)

**Step 4.** The main window appears. Click the yellow **Enter the product activation key** button at the upper right.

![Image of AccessServer License Manager main window](image)
**Step 5.** Once you click the key button the Product Activation Key pop-up window appears. Paste the alphanumeric key you copied from the XML file (in step 1) into the Enter your Product Activation Key field.

![Product Activation Key pop-up window](image)

*Figure 131 – Click OK after you've pasted in your key*

You’re done! You can check if it has been correctly applied by verifying that the actual expiration date is posterior to the current date and that the number of Users corresponds to the key you have just applied.

The AccessServer License Manager also serves as your tool for actually managing your Users, which doesn’t fall into the scope of this document. Please see the [AccessServer - Tools and Procedures Guide](#) for more information.

### 6.4 Check if it Worked

After entering a key file for Tango/04 Portal Users (VMC-USE), the best way to check if it has been accepted is through AccessServer’s License Manager.

To start the AccessServer License Manager from your Windows Start Menu, click **All Programs**, select **VISUAL Message Center**, click **AccessServer**, and select **License Manager**. Then log in.

![License Manager window](image)

*Figure 132 – You can also check that the number of Users allowed corresponds to the number you requested*

Check that the Product Key expiration date corresponds to that of the key file we sent you.
These modules include several products that span from the Correlation layer of Tango/04 architecture to the Presentation of the processed data.

### 7.1 Operations Knowledge Module for IBM i (VMC-KIO)

This product is a conglomeration of features and functions that is ready to be added on to:

- the Monitoring Engine with the VISUAL Message Center Suite for Operations, or
- the Monitoring Engine with VISUAL Message Center iSeries Base

It can also be installed as new, by itself.

#### 7.1.1 Components

This product adds on a wealth of System i knowledge to the following existing programs and product:

- ThinkServer
- SmartConsole
- Reports
- Dashboards

#### 7.1.2 Licensing Schema

This knowledge module (VMC-KIO) is sold at a fixed price, for any number of systems across one logical partition (LPAR). Support for additional LPARs is also sold at a flat price. We license the module based on how many partitions it is spread across. In other words, each instance of the module on each LPAR needs its own key.

- A customer with a VMC-KIO key only: is able to view the Knowledge Module dashboards and nothing else. They do not have the ability to create, delete, or edit dashboards.
- A customer with a VMC-KIO key plus a Dashboards key: is able to view the Knowledge Module dashboards, but not change them. However, they will be able to use the Dashboards product with other custom dashboards as before.
- A customer with a key only for Dashboards: can use Dashboards as before, but will not be able to view any Knowledge Module dashboards.
### 7.1.3 How to Request a Key

**Important**

Remember, you must generate a key request file for each logical partition that your Operations Knowledge Module for IBM i is spread across.

To request a key,

**Step 1.** Open NiceLink Configurator and click the **Request a Key** icon.

![Figure 133 – With NiceLink you can request a key for products spanning multiple systems](image)

**Step 2.** The Select Systems window appears. Select the systems where Dashboards is installed, and click the small right arrow to place it in the Selected Systems field.

![Figure 134 – You can also double-click a system to move it to the Selected Systems field](image)
Step 3. Click the Next button. The following window appears:

Step 4. Click the Next button again. The following window appears:
Step 5. Fill in your contact information, and, in the Comment field, indicate which Knowledge Module you are requesting a key for. Then click the Next button.

Step 6. The Finish window appears.

Now you have two options. You can:

- create an e-mail (see Step 7)

- save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Figure 139 – Saving our file so we can e-mail it to Tango/04

Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

7.1.4 Enter a Key

To enter a key file:

Step 1. Open NiceLink Configurator and click the Enter Key button. You do not need to select any systems first (the target systems are embedded in the key file).

Step 2. The Enter Product Activation Key window opens. Click the Search button.
Step 3. A dialog box appears. Browse to the key file we sent you for your Knowledge Module, and click the Open button.

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the Apply button.
Step 5. The Updating Product Keys window appears. Once the key is updated, click **OK**.

![Figure 144](image)

Even though you will only see the system listed where Dashboards is installed, the Knowledge Module features will be activated on the systems where Reports, SmartConsole, ThinkServer and Dashboards are installed.

7.2 Multiplatform Security Knowledge Module (VMC-KMS)

This product is a conglomeration of features and functions that is ready to be added on to the Monitoring Engine or installed as new.

7.2.1 Components

This product adds on a wealth of Security knowledge to the following existing programs and product:

- ThinkServer
- SmartConsole
- Reports
- Dashboards

7.2.2 Licensing Schema

This Knowledge Module (VMC-KMS) is sold at a fixed price, for any number of systems across one logical partition (LPAR). Support for additional LPARs is also sold at a flat price. We license the module based on how many partitions it is spread across. In other words, each instance of the module on each LPAR needs its own key.

- A customer with a VMC-KMS key only: is able to **view** the Knowledge Module dashboards and nothing else. They do not have the ability to create, delete, or edit dashboards.
- A customer with a VMC-KMS key plus a Dashboards key: is able to **view** the Knowledge Module dashboards, but not **change** them. However, they will be able to use the Dashboards product with other custom dashboards as before.
- A customer with a key only for Dashboards: can use Dashboards as before, but will not be able to view any Knowledge Module dashboards.

7.2.3 How to Request a Key

**Important**

Remember, you must generate a key request file for each logical partition that your Multiplatform Security Knowledge Module is spread across.
To request a key,

**Step 1.** Open NiceLink Configurator and click the **Request a Key** icon.

![NiceLink Configurator](image1.png)

*Figure 145 – With NiceLink you can request a key for products spanning multiple systems*

**Step 2.** The Select Systems window appears. Select the systems where **Dashboards** is installed, and click the small right arrow to place it in the Selected Systems field.

![Select Systems](image2.png)

*Figure 146 – You can also double-click a system to move it to the Selected Systems field*
Step 3. Click the Next button. The following window appears:

Figure 147 – Dashboards is installed on our local machine

Step 4. Click the Next button again. The following window appears:

Figure 148 – NiceLink gets the info that Tango/04 needs for the system where Dashboards is installed
Step 5. Fill in your contact information, and, in the Comment field, indicate which Knowledge Module you are requesting a key for. Then click the Next button.

Step 6. The Finish window appears.

Now you have two options. You can:

- create an e-mail (see Step 7)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

7.2.4 Enter a Key

To enter a key file:

Step 1. Open NiceLink Configurator and click the Enter Key button. You do not need to select any systems first (the target systems are embedded in the key file).

Step 2. The Enter Product Activation Key window opens. Click the Search button.
Step 3. A dialog box appears. Browse to the key file we sent you for your Knowledge Module, and click the Open button.

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the Apply button.
Step 5. The Updating Product Keys window appears. Once the key is updated, click OK.

Figure 156 – Even though you will only see the system listed where Dashboards is installed, the Knowledge Module features will be activated on the systems where Reports, SmartConsole, ThinkServer and Dashboards are installed.

7.3 Alignia for Online Business Services (OBS-SRV)

7.3.1 Components

This product adds on the ability to monitor online services to the following existing programs and products:

- ThinkServer
- SmartConsole
- Reports
- Dashboards

7.3.2 Licensing Schema

This Knowledge Module (OBS-SRV) is sold at a fixed price, but various licenses exist for this Knowledge Module. The product is licensed in the following ways:

- a license for the Online Services Knowledge Module Core (the fixed price of the module)
- a license per Online Service (at an extra cost)
- a license per External Service (at an extra cost)
- a license per Business Instance (at an extra cost)

About Dashboards and this Knowledge Module:

- A customer with an OBS-SRV key only: is able to view the Knowledge Module dashboards and nothing else. They do not have the ability to create, delete, or edit dashboards.
- A customer with a OBS-SRV key plus a Dashboards key: is able to view the Knowledge Module dashboards, but not change them. However, they will be able to use the Dashboards product with other custom dashboards as before.
- A customer with a key only for Dashboards: can use Dashboards as before, but will not be able to view any Knowledge Module dashboards.
7.3.3 How to Request a Key

To request a key,

**Step 1.** Open NiceLink Configurator and click the **Request a Key** icon.

![Figure 157 – Requesting a key with NiceLink](image)

**Step 2.** The Select Systems window appears. Select the systems where **Dashboards** is installed, and click the small right arrow to place it in the Selected Systems field.

![Figure 158 – You can also double-click a system to move it to the Selected Systems field](image)
Step 3. Click the **Next** button. The following window appears:

![Select Systems](image1)

*Figure 160 – NiceLink gets the info that Tango/04 needs for the system where Dashboards is installed*

Step 4. Click the **Next** button again. The following window appears:
Step 5. Fill in your contact information, and, in the Comment field, indicate which Knowledge Module you are requesting a key for. Then click the Next button.

Step 6. The Finish window appears.

Now you have two options. You can:

• create an e-mail (see Step 7)

• save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

7.3.4 Enter a Key

To enter a key file:

- **Step 1.** Open NiceLink Configurator and click the **Enter Key** button. You do not need to select any systems first (the target systems are embedded in the key file).

- **Step 2.** The Enter Product Activation Key window opens. Click the **Search** button.
Step 3. A dialog box appears. Browse to the key file we sent you for your Knowledge Module, and click the **Open** button.

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the **Apply** button.
Step 5. The Updating Product Keys window appears. Once the key is updated, click **OK**.

![Figure 168 – Four licenses have been delivered in one key file](image)

7.4 **Alignia for Business Applications (BAP-APP)**

7.4.1 **Components**

This product adds on the ability to monitor devices and applications to the following existing programs and products:

- ThinkServer
- SmartConsole
- Orchestrator
- The Alignia Visualization Engine

7.4.2 **Licensing Schema**

This Knowledge Module (BAP-APP) is sold at a fixed price. An additional license is required however. The product is licensed in the following way:

- a license for the Alignia Core (the fixed price of the module) must be acquired
- a license for each business application, which is available for an extra fee, must be acquired to monitor each business application

This gives you:

- the Alignia core that is common to Online Business Services and Business Processes
- the ability to monitor up to 10 IPs (virtual or physical servers or devices) per licensed business application
- the ability to monitor 30 dependent standalone applications per licensed business application
7.4.3 How to Request a Key

To request a key,

Step 1. Open NiceLink Configurator and click the Request a Key icon.

Step 2. The Select Systems window appears. Select the systems where Orchestrator is installed, and click the small right arrow to place it in the Selected Systems field.

Figure 169 – Requesting a key with NiceLink

Figure 170 – You can also double-click a system to move it to the Selected Systems field
Step 3. Click the **Next** button. The following window appears:

![Figure 171 – Orchestrator is installed on our local machine](image)

Step 4. Click the **Next** button again. The following window appears:

![Figure 172 – NiceLink gets the info that Tango/04 needs for the system where Orchestrator is installed](image)
Step 5. Fill in your contact information, and, in the Comment field, indicate which Knowledge Module you are requesting a key for. Then click the Next button.

Step 6. The Finish window appears.

Now you have two options. You can:

- create an e-mail (see Step 7)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

7.4.4 Enter a Key

To enter a key file:

**Step 1.** Open NiceLink Configurator and click the Enter Key button. You do not need to select any systems first (the target systems are embedded in the key file).

**Step 2.** The Enter Product Activation Key window opens. Click the Search button.
Step 3. A dialog box appears. Browse to the key file we sent you for your Knowledge Module, and click the **Open** button.

![Selecting the key file](image)

**Figure 178 – Selecting the key file**

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the **Apply** button.

![Loading the key file for this product](image)

**Figure 179 – Loading the key file for this product**
Step 5. The Updating Product Keys window appears. Once the key is updated, click OK.

Figure 180 – Alignia for Business Applications key delivered

Figure 181 – Alignia Core key delivered
8 Native iSeries VMC Agents and Additional Products

By *native* products we are referring to both our own iSeries products and our third-party products that are installed on an iSeries machine(s). They are *not agentless*.

### 8.1 Licensing Schema

Our native iSeries products are sold on a server workload-tier scale. They are licensed on a per-server basis. In other words, each monitored iSeries machine needs its own license key. There is one exception—VISUAL Control Performance Planner - All LPAR (VPP-IFL)—which is sold and licensed at a flat price, no matter how many logical partitions it spreads across.

### 8.2 Request a Key

**Note**

You can’t request a key using NiceLink for:

- VISUAL Debugger 5250 (VD)
- VISUAL Compressor
- VISUAL Remote Control (VSP-VRC)

This is because we need *more* system information than NiceLink provides. Please see sections section 8.4 - VISUAL Debugger 5250 (VD), section 8.5 - VISUAL Compressor, and section 8.6 - VISUAL Remote Control (VSP-VRC), respectively.

You should use NiceLink to request an activation key for any other of our native-residing iSeries products. Remember, they are installed on the iSeries machine(s) you are monitoring, so you need to request a key using said system(s) in NiceLink. You must request (and enter) a key for each instance of your native iSeries product on a particular iSeries.
To request a key,

Step 1. Open NiceLink Configurator and click the Request a Key icon.

Step 2. The Select Systems window appears. Select the system where the iSeries product is installed, and click the small right arrow to move it into the Selected Systems field.

Tip
Double-click a system to place it in/remove it from the Selected Systems field.
Step 3. Click the **Next** button. The following window appears:

*Figure 186 – NiceLink retrieves our monitored server’s activation data so you don’t have to do it manually via commands*
Step 4. Click the **Next** button again. The following window appears:

![Contact Information](image)

**Figure 187** – We have several native iSeries products installed on the machine that we’re monitoring—‘MUNDAKA’. But, as they are on the same machine, we only need to generate one XML key request file. The single key file that Tango/04 sends us in response will activate each one.

Step 5. Fill in your contact information, and, in the Comment field, indicate which native iSeries product(s) you are requesting a key for. Then click the **Next** button.

Step 6. The Finish window appears:

![Finish](image)

**Figure 188** – Remember: if you have a product installed on more than one system, Tango/04 needs activation data for the other system(s) as well. You can combine the systems in one key request file.

Now you have two options. You can:

- create an e-mail (see **Step 7**)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see **Step 8**).

**Step 7.** (Optional) Click the **Create Email** button. Send the e-mail that appears, without modifying it.
Step 8. (Optional) Click the **Save** button. A dialog box appears.

![Image](image1.png)

*Figure 189 – We are able to request a key for three products only because they are on the same server*

Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

### 8.3 **Enter a Key**

You should enter keys for our native iSeries products using NiceLink.

**To enter a key file:**

**Step 1.** Open NiceLink Configurator and click the **Enter Key** button. You do not need to select any systems first (the target systems are embedded in the key file).

![Image](image2.png)

*Figure 190 – Remember that a change in a system’s name in your environment must be applied to NiceLink before you can request/enter a key for that system*

**Step 2.** The Enter Product Activation Key window opens. Click the **Search** button.
Step 3. A dialog box appears. Browse to the key file we sent you for your native iSeries product, and click the **Open** button.

Step 4. The file’s path appears in the Enter Product Activation Key window. Click the **Apply** button.
Step 5. The Updating Product Keys window appears. Once all the keys are updated, click OK.

8.4 VISUAL Debugger 5250 (VD)

8.4.1 Request a Key

Keys for this product cannot be requested via NiceLink. You must send us the following:

- **Serial number.** Run the OS/400 command:

  ```
  DSPSYSVAL QSRLNBR
  ```

- **System model.** Run the OS/400 command:

  ```
  DSPSYSVAL QMODEL
  ```

- **System submodel.** Run the OS/400 command:

  ```
  DSPSYSVAL QPRCFEAT
  ```

- **System’s processing card.** Run the OS/400 command:

  ```
  DSPHDWRSC TYPE(*PRC).
  ```

  *This variable’s value is MP01, or in its absence, MP02.*
8.4.2 Enter a Key

NiceLink

You can enter key for this product via NiceLink. Yes, the extra system information you generated via commands will be embedded in the key. Please follow the steps in section 8.3 - Enter a Key.

Manually

As an alternative method, you can enter the key we provide you with using a command.

To enter a key for VISUAL Debugger 5250, open an OS/400 CMD line, and run the command:

```
VISUALW/CPU KEY('XXXXXXXXXXXXXXXXXXXXX')
```

where ‘XXXXXXXXXXXXXXXXXXXXX’ is the key we have provided to you.

8.5 VISUAL Compressor

8.5.1 Request a Key

Keys for this product cannot be requested via NiceLink. Please follow the same instructions as in section 8.4.1 - Request a Key on page 105.

8.5.2 Enter a Key

NiceLink

You can enter key for this product via NiceLink. Yes, the extra system information you generated via commands will be embedded in the key. Please follow the steps in section 8.3 - Enter a Key.

Manually

As an alternative method, you can enter the key we provide you with using a command.

To enter a key for VISUAL Compressor, open an OS/400 CMD line, and run the command:

```
MXMNG/CPU KEY('XXXXXXXXXXXXXXXXXXXXX')
```

where ‘XXXXXXXXXXXXXXXXXXXXX’ is the key we have provided to you.

8.6 VISUAL Remote Control (VSP-VRC)

8.6.1 Request a Key

Keys for this product cannot be requested via NiceLink.

To request a new key for VISUAL Remote Control, please gather the following information first. Open an iSeries interactive command line.

- **Serial Number**: to retrieve this, run the OS/400 command:
  ```
  DSPSYSVAL QSRLNBR
  ```

- **System Model**: to retrieve this, run the OS/400 command:
  ```
  DSPSYSVAL QMODEL
  ```

- **System Submodel**: to retrieve this, run the OS/400 command:
Then send us an e-mail at keys@tango04.net with these three pieces of information, saying that you need a key for VISUAL Remote Control. We will process your request.

8.6.2 Enter a Key

NiceLink
You can enter key for this product via NiceLink. Yes, the extra system information you generated via commands will be embedded in the key. Please follow the steps in section 8.3 - Enter a Key.

Manually
As an alternative method, you can enter the key we provide you with using a command.

To enter a key for VISUAL Remote Control, open an OS/400 CMD line, and run the command:

```
CALLPGM VSSCREEN/RVSETUP 'XXXXXXXXXXXXXXXXX'
```

... where Xxxxxxxxxxxxxxxxxx is your key.

8.7 Data Monitors for iSeries (DMI-xxx)

8.7.1 Request a Key

You must use NiceLink to request an activation key for any of our Data Monitors for iSeries:

- Data Monitor for iSeries Express (DMI-EXP)
- Data Monitor for iSeries Base (Changes) (DMI-BAS)
- Data Monitor for iSeries - Reads (DMI-REA)

Please follow the steps in section 8.3 - Enter a Key.

Remember, our Data Monitors for iSeries are installed on the iSeries machine(s) you are monitoring, so you need to request the key using said system(s) in NiceLink. If you have another Data Monitor on the same system, then you could use the same key request (KeyInfo) file for it as well. You would just need to indicate that the request is for both products.

8.7.2 Enter a Key with NiceLink

You should use NiceLink to enter a key for any Data Moniotr for iSeries. Please refer back to section 8.3 - Enter a Key.

8.7.3 Enter a Key Manually

As alternative methods, you can use the Data Monitor product itself to enter a key. You can also execute a command to do so.

Via Data Monitor

To enter a key:

**Step 1.** Go to the Data Monitor menu by executing this command:

```
GO T4DATAMON/DTM_MENU
```

**Step 2.** For Data Monitor for iSeries Base (Changes), go to menu option 32 and enter the 40-digit key.
For Data Monitor for iSeries - Reads, go to menu option 34 and enter the 40-digit key.
For Data Monitor for iSeries Express, go to menu option 36 and enter the 40-digit key.

Via a CMD line
To enter a key for Data Monitor for iSeries Base (Changes), execute this command:

```
T4DATAMON/CPU KEY(xxxxxxxx)
```
where xxxxxxx is your 40-digit key.

To enter a key for Data Monitor for iSeries - Reads, execute this command:

```
T4DATAMON/CPUREA KEY(xxxxxxxx)
```
where xxxxxxx is your 40-digit key.

To enter a key for For Data Monitor for iSeries Express, execute this command:

```
T4DATAMON/CPUEXP KEY(xxxxxxxx)
```
where xxxxxxx is your 40-digit key.

For your information, available Data Monitors are listed with their DTAARA and DTAARA library names here:

<table>
<thead>
<tr>
<th>Product Name</th>
<th>Data Area</th>
<th>DTAARA Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Monitor for iSeries Base (Changes)</td>
<td>CPU</td>
<td>T4DATAMON</td>
</tr>
<tr>
<td>Data Monitor for iSeries Express (DMI-EXP)</td>
<td>CPUEXP</td>
<td>T4DATAMON</td>
</tr>
<tr>
<td>Data Monitor for iSeries - Reads (DMI-REA)</td>
<td>CPUREA</td>
<td>T4DATAMON</td>
</tr>
</tbody>
</table>

8.7.4 View a Key

You can view a Data Monitor key via Data Monitor itself. You can also run a command to retrieve a key.

Via Data Monitor

To view a key:

**Step 1.** Go to the Data Monitor menu by executing this command:

```
GO T4DATAMON/DTM_MENU
```

**Step 2.** For Data Monitor for iSeries Base (Changes), go to menu option 31. Its key appears.
For Data Monitor for iSeries - Reads, go to menu option 33. Its key appears.
For Data Monitor for iSeries Express, go to menu option 35. Its key appears.

Via a CMD line

To view a key for Data Monitor for iSeries Base (Changes), run this command:

```
T4NICELINK/VRFOURK DTAARA(T4DATAMON/CPU)
```
To view a key for Data Monitor for iSeries - Reads, run this command:
T4NICELINK/VRFOURK DTAARA(T4DATAMON/CPUEXP)

To view a key for Data Monitor for iSeries Express, run this command:

\[ T4DATAMON/CPUEXP KEY(xxxxxxx) \]

where \( xxxx \) is our 40-digit key.

You can verify that you've retrieved the key for the desired Data Monitor by checking the two letter product code returned against the type of Data Monitor here:

<table>
<thead>
<tr>
<th>Data Monitor</th>
<th>Two Letter Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Monitor for iSeries Base (Changes) (DMI-BAS)</td>
<td>DM</td>
</tr>
<tr>
<td>Data Monitor for iSeries Express (DMI-EXP)</td>
<td>DE</td>
</tr>
<tr>
<td>Data Monitor for iSeries - Reads (DMI-REA)</td>
<td>DR</td>
</tr>
</tbody>
</table>

**Example of entering a key through a command line**

We wish to enter a key for Data Monitor for iSeries Express. We execute the following command from an iSeries CMD line:

\[ T4DATAMON/CPUEXP KEY(xxxxxxx) \]

**Example of checking a key through a command line**

We wish to check that we've entered our key correctly for Data Monitor for iSeries Express. We execute the following command from an iSeries CMD line:

\[ T4NICELINK/VRFOURK T4DATAMON/CPUEXP \]

### 8.8 View a Key for a Native Product

**Note**

You cannot use the ThinkServer Key Check utility—it doesn’t list your licensed/working native iSeries Agents/products, nor does it show actual keys.

**Tip**

If you only want to view a Native product's key (not its expiration date), use the command

\[ DSPDTAARA DTAARA(DTAARA Library Name/DTAARA) \]

where \( DTAARA Library Name \) and \( DTAARA \) are taken from the first table in section 8.8 - View a Key for a Native Product.

**Example: VISUAL Remote Control (VSP-VRC)**

To check if the key has been entered correctly for VISUAL Remote Control, run this command from an iSeries interactive CMD line:

\[ DSPDTAARA DTAARA(VSCREEN/RVCTL) \]

Information about the data area appears. The key is listed here.
To see a specific native iSeries product’s key on a system, open an AS/400 CMD line, and enter the command:

```
T4NICELINK/VRFOURK (name of the library)/DATAAREA
```

where (name of the library) and DATAAREA are taken from this table:

<table>
<thead>
<tr>
<th>iSeries Product</th>
<th>Data Area Library Name</th>
<th>DTAARA Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crash Preventer</td>
<td>CPREVENTER</td>
<td>B_DETECTOR</td>
</tr>
<tr>
<td>Interactive Agent</td>
<td>CPU</td>
<td>B_DETECTOR</td>
</tr>
<tr>
<td>iSeries Audit Journal</td>
<td>T4NICELINK</td>
<td>CPUC1, CPUC2, CPUC3, CPUC4 or CPUC5</td>
</tr>
<tr>
<td>iSeries Interactive SQL Monitor</td>
<td>B_DETECTOR</td>
<td>CPUSQI</td>
</tr>
<tr>
<td>VISUAL Compressor</td>
<td>CPU</td>
<td>MXMNG</td>
</tr>
<tr>
<td>VISUAL Control Center (VCC) (not the Legacy suite)</td>
<td>JOBCTRL</td>
<td>CPUWIN</td>
</tr>
<tr>
<td>VISUAL Control for Jobs (VCJ)</td>
<td>CPU</td>
<td>JOBCTL</td>
</tr>
<tr>
<td>VISUAL Control for Pools (VCP)</td>
<td>CPUPOOL</td>
<td>JOBCTL</td>
</tr>
<tr>
<td>VISUAL Control LPAR Tuner (LPT)</td>
<td>T4LPAR</td>
<td>CPU</td>
</tr>
<tr>
<td>VISUAL Control Performance Planner - All LPAR Ed. (VPP-IFL) (Formerly known as VISUAL Control Performance Planner (VPP-ISA) to our Legacy Customers)</td>
<td>T4LPAR</td>
<td>CPU</td>
</tr>
<tr>
<td>VISUAL Debugger 5250 (VD)</td>
<td>VISUAL</td>
<td>CPU</td>
</tr>
<tr>
<td>VISUAL Message Center – Full Pack (VMC-FP02) (discontinued)</td>
<td>T4NICELINK</td>
<td>VMCENTER</td>
</tr>
</tbody>
</table>
Then, in order to see the expiration date of the actual key, press the F20 key, then the F6 key (hidden commands). You will also be able to see the two-letter product code.

<table>
<thead>
<tr>
<th>iSeries Product</th>
<th>Data Area Library Name</th>
<th>DTAARA Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>VISUAL Message Center iSeries Base (VMC-BAS) (its native Agents)</td>
<td>B_DETECTOR</td>
<td>CPU or CPUBCH</td>
</tr>
<tr>
<td>VMC Debugging Agent (powered by VDW) (product code VDW)</td>
<td>VISUALW</td>
<td>CPU</td>
</tr>
<tr>
<td>VMC iSeries Performance Agent (a.k.a. VCW) (product code VCW-ISE)</td>
<td>JOBCTL</td>
<td>CPUWIN</td>
</tr>
<tr>
<td>VMC iSeries Performance Manager (VCJ+VCP) (product code VMC-VJP)</td>
<td>JOBCTL</td>
<td>CPU-VCJ or CPU POOL_VCP</td>
</tr>
<tr>
<td>VISUAL Remote Control (VSP-VRC)</td>
<td>VSCREEN</td>
<td>CPU or RVCTL</td>
</tr>
<tr>
<td>VMC iSeries Restricted State Monitor (VMC-RST)</td>
<td>B_DETECTOR</td>
<td>CPURST</td>
</tr>
<tr>
<td>VMC iSeries Security Agent (VMC-SEC) (its native Agents)</td>
<td>B_DETECTOR</td>
<td>CPUSEC</td>
</tr>
<tr>
<td>VMC iSeries SQL Agent (VMC-SQL)</td>
<td>B_DETECTOR</td>
<td>CPUSQL</td>
</tr>
<tr>
<td>VMC iSeries Support Agent (VISUAL Support) (product code VSP)</td>
<td>VSCREEN</td>
<td>RVCTL</td>
</tr>
</tbody>
</table>

An expiration date of 301299 means the key is permanent.

Figure 196 – checking the key for VISUAL Message Center Suite for Operations (represented by MV). The date 121212 means that the key will expire on Dec.12, 2012

Note
An expiration date of 301299 means the key is permanent.
You can verify that you've retrieved a key for a desired *native* product from the table above by checking the returned two-letter product code against those in this table:

<table>
<thead>
<tr>
<th>iSeries Product</th>
<th>Two Letter Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crash Preventer</td>
<td>CP</td>
</tr>
<tr>
<td>Interactive Agent</td>
<td>BD</td>
</tr>
<tr>
<td>iSeries Audit Journal</td>
<td>SP</td>
</tr>
<tr>
<td>Interactive SQL Monitor</td>
<td>SI</td>
</tr>
<tr>
<td>VISUAL Compressor</td>
<td>VM</td>
</tr>
<tr>
<td>VISUAL Control Center (VCC)</td>
<td>CC</td>
</tr>
<tr>
<td>VISUAL Control for Jobs (VCJ)</td>
<td>VC</td>
</tr>
<tr>
<td>VISUAL Control for Pools (VCP)</td>
<td>PS</td>
</tr>
<tr>
<td>VISUAL Control LPAR Tuner (LPT)</td>
<td>LP</td>
</tr>
<tr>
<td>VISUAL Control Performance Planner - All LPAR Ed. (VPP-IFL)</td>
<td>CL</td>
</tr>
<tr>
<td>VISUAL Debugger 5250 (VD)</td>
<td>VN</td>
</tr>
<tr>
<td>VISUAL Message Center iSeries Base (VMC-BAS) (its native Agents)</td>
<td>MB</td>
</tr>
<tr>
<td>VMC Debugging Agent (powered by VDW) (Formerly known as VISUAL Debugger for Windows to our Legacy Customers)</td>
<td>VI</td>
</tr>
<tr>
<td>VMC iSeries Performance Agent (a.k.a. VCW) (product code VCW-ISE)</td>
<td>VW</td>
</tr>
<tr>
<td>VMC iSeries Performance Manager (VCJ+VCP) (product code VMC-VJP)</td>
<td>JP</td>
</tr>
<tr>
<td>VMC iSeries Restricted State Monitor (VMC-RST)</td>
<td>RS</td>
</tr>
<tr>
<td>VMC iSeries Security Agent (VMC-SEC)</td>
<td>SA</td>
</tr>
<tr>
<td>VMC iSeries SQL Agent (VMC-SQL)</td>
<td>SL</td>
</tr>
<tr>
<td>VMC iSeries Support Agent (VISUAL Support) (VSP)</td>
<td>PK</td>
</tr>
</tbody>
</table>
9.1 Components

Once you enter an iSeries suite key file, all of its individual products are activated—they don’t need individual keys. The following table details the products that make up each suite.

<table>
<thead>
<tr>
<th>Our Monitoring Engine’s iSeries Suites</th>
<th>Products Included</th>
</tr>
</thead>
<tbody>
<tr>
<td>VISUAL Message Center Suite for Operations (SUI-OPE)</td>
<td>VISUAL Message Center iSeries Base (a conglomerate of products)</td>
</tr>
<tr>
<td></td>
<td>VMC iSeries Performance Agent (a.k.a. VCW)</td>
</tr>
<tr>
<td></td>
<td>VMC iSeries Support Agent (VISUAL Support)</td>
</tr>
<tr>
<td></td>
<td>VMC iSeries Restricted State Monitor</td>
</tr>
<tr>
<td></td>
<td>Data Monitor for iSeries Express</td>
</tr>
<tr>
<td></td>
<td>iSeries SQL Agent (VMC-SQL)</td>
</tr>
</tbody>
</table>

9.1.1 Native Agents of the Suites

If a ThinkServer monitor raises a key error for one of these Agents, then you have to enter an activation key for the suite.

VISUAL Message Center Suite for Operations (SUI-OPE)

You need to enter a key for VISUAL Message Center Suite for Operations (SUI-OPE) if any of the following Agents need keys:

- Batch Queues Monitor
- Device Monitor
- History Queue (QHST) Monitor
- Interactive Agent and Crash Preventer
- Job Activity Monitor
- Job Status Monitor
- Job Queue Status Monitor
- Job Duration Monitor
- Restricted State Monitor (VMC-RST)
- Spool Files by Job Monitor
- Spool Files by Output Queue Monitor
- Spool Files by File Size Monitor
- User Inactivity Monitor
- VISUAL Support Pro (VSP)
- VMC Performance Agent for iSeries (VCW-ISE)


You need to enter a key for VISUAL Security Suite - iSeries Security Package (VSS) (SUI-SEC) if any of the following Agents need keys:

- Batch Queues Monitor
- History Queue (QHST) Monitor
- iSeries Audit Journal
- User Inactivity Monitor

### 9.1.2 Agentless ThinAgents of the Suites

Our iSeries suites *contain* agentless ThinAgents:

- VISUAL Message Center Suite for Operations (SUI-OPE)
  - includes the agentless iSeries Operations ThinAgents
  - includes the agentless iSeries Security ThinAgents

Therefore,

- enter a key for **SUI-OPE** if you are missing keys for agentless iSeries Operations ThinAgents
- enter a key for **VMC-SEC** if you are missing keys for agentless iSeries Security ThinAgents.

In fact, we do not even sell any agentless iSeries ThinAgents individually. Nevertheless, they deserve our attention because of their ramifications on *suite licensing*—they need license keys in order for the suites to have full functionality.

### 9.2 Licensing Schema

Our iSeries suites are sold on a server workload-tier scale. They are licensed on a per-iSeries server basis.

For completely native iSeries products, both the product and its activation key are stored in an iSeries system. Conversely, agentless iSeries ThinAgents and the activation keys (from a suite) are installed on a ThinkServer system. But, our iSeries Suites include both *native products* and *agentless ThinAgents*. 
Therefore, **keys for the suites are needed in both ThinkServer and the monitored iSeries system.** The same key file is valid for both systems.

---

**Important**

License keys are needed for each:

- iSeries server that you are monitoring with a suite
- instance of ThinkServer containing the agentless ThinAgents of the suite.

ThinkServer tells you when it is missing a license key:

![Image of ThinkServer missing license key](image)

*Figure 197 – In this example, we have entered our suite key on our iSeries machine, so we can monitor it natively, but we have forgotten to enter the same suite key on our ThinkServer (it is telling us that it is missing the agentless iSeries Operations ThinAgents)*

---

### 9.3 Request a Key

You should use NiceLink to request an activation key for either of our iSeries Suites. Because the suites have components installed on both ThinkServer(s) and the iSeries machine(s) you are monitoring, you need to request a suite key selecting both of the said systems in NiceLink.

**To request a key,**

**Step 1.** Open NiceLink Configurator and click the **Request a Key** icon.
Step 2. The Select Systems window appears.

If you have purchased the VISUAL Message Center Suite for Operations (SUI-OPE), select the systems where the following program/products are installed:

- ThinkServer
- VISUAL Message Center Suite for Operations

... clicking the right arrow to move each system into the Selected Systems field

If you have purchased the VISUAL Security Suite - Security Package (VSS) (SUI-SEC), select the systems where the following program/products are installed:

- ThinkServer
- VISUAL Security Suite - Security Package

... clicking the right arrow to move each system into the Selected Systems field.
Figure 200 – Our ThinkServer is installed on ‘THINKSERVER’. The agentless Agents of our iSeries suite are installed there as well. However, we installed our suite’s native components on our iSeries machine ‘MUNDAKA’. This is why we have selected two systems

Step 3. Click the Next button. The following window appears:

Figure 201 – NiceLink gets the systems’ activation data

Step 4. Click the Next button again. The following window appears:
Step 5. Fill in your contact information, and, in the Comment field, indicate which suite you are requesting a key for. Then click the Next button.

Step 6. The Finish window appears.

Now you have two options. You can:

• create an e-mail (see Step 7)

• save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Figure 204 – If you have both suites on an iSeries system, let us know that the KeyInfo file is for both products

Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

9.4 Enter a Key

Our iSeries suites include ThinAgents that are installed on ThinkServer (this makes the ThinAgents agentless):

- VISUAL Message Center Suite for Operations (SUI-OPE) involves our iSeries Operations ThinAgents.

Important
For agentless iSeries Agents you have to enter the key (or key file) once in NiceLink for your iSeries system(s) that you’re monitoring, then again, checking the “insert iSeries keys into a Windows system” check box, for each of your ThinkServers.

To enter a key file:

Step 1. Open NiceLink Configurator and click the Enter Key button. You do not need to select any systems first (the target systems are embedded in the key file).
Figure 205 – We can enter a suite key on many iSeries systems at once, but we have to “Insert” the “iSeries key on a Windows system” for each of the ThinkServers involved with the suite.

Step 2. The Enter Product Activation Key window opens. Click the Search button.

Figure 206 – Searching for the key file that Tango/04 sent us.

Step 3. A dialog box appears. Browse to the key file we sent you for your iSeries suite, and click the Open button.
Step 4. The file’s path appears in the Enter Product Activation Key window. Click the Apply button.

Step 5. The Updating Product Keys window appears. Once all the keys are updated, click OK.

If it doesn’t work, the most probable cause is that there is no free data area for the key to go to on your iSeries machine. You may need to liberate a data area. See section D.2.1 - How to Liberate a Data Area on page 164 for instructions.
Step 6. Now you have to insert the key into your ThinkServer system. Click the **Enter a Key button** again in NiceLink Configurator. The Enter Product Activation Key window appears again.

![Figure 210 – We need to search for the same key file](image)

Step 7. Click the **Search** button. The dialog box appears again.

![Figure 211 – Selecting the key file again](image)

Step 8. Browse to the same key file you already entered once, and click the **Open** button.

Step 9. The file’s path appears in the Enter Product Activation Key window. **Important:** Select the **Insert iSeries keys into a Windows system** check box, and in the drop-down list, select the Windows system where ThinkServer is installed.
Figure 212 – We are about to apply the key on the machine where ThinkServer is installed. This will make the key appear on the Windows Registry.

**Step 10.** Click the **Apply** button. The Updating Product Keys window appears. Once all the keys are updated, click **OK**.

Figure 213 – This time we will see our ThinkServer (system) and the suite’s agentless ThinAgents under the Product column.

### 9.5 View a Key

You can use an iSeries command line to view a key for an iSeries Suite. You can also find it on the Windows Registry, although we suggest not doing so.

#### 9.5.1 Use a Command

To see an iSeries suite key, open an AS/400 CMD line, and enter the command:

```
T4NICELINK/VRFOURK (name of the library) /DATAAREA
```

where *(name of the library)* and **DATAAREA** are taken from the following table:

<table>
<thead>
<tr>
<th>iSeries Suite</th>
<th>Data Area Library Name</th>
<th>DTAARA Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>VISUAL Message Center Suite for Operations (SUI-OPE)</td>
<td>T4NICELINK</td>
<td>VMCCENTER, CPUC1, CPUC2, CPUC3, CPUC4 or CPUC5</td>
</tr>
</tbody>
</table>
Then, in order to see the expiration date of the actual key, press the **F20** key, then the **F6** key (hidden commands). You will also be able to see the two-letter product code.

![Key display with two-letter product code](image)

*Figure 214 – The two-letter product code represents the name of the or suite in the CPUC1 data area. Here, SS stands for VISUAL Security Suite (product code SUI-SEC)*

Verify that you’ve retrieved a key from the correct **suite** by checking the returned two letter product code in this table:

<table>
<thead>
<tr>
<th>iSeries Suite</th>
<th>Two Letter Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>VISUAL Message Center Suite for Operations (SUI-OPE)</td>
<td>MV</td>
</tr>
<tr>
<td>VISUAL Security Suite - iSeries Security Package (VSS) (SUI-SEC)</td>
<td>SS</td>
</tr>
<tr>
<td>Enterprise Problem Solver Suite (EPS) (sold on a case by case basis)</td>
<td>PR</td>
</tr>
</tbody>
</table>
9.5.2 View a Key on the Windows Registry

When you enter an iSeries Suite key on your Windows system(s) (i.e. ThinkServer(s)), it is stored on the Windows Registry of the system(s). This is also the case for:

- VISUAL Message Center iSeries Base (VMC-BAS)
- VMC iSeries Security Agent (VMC-SEC)

Important
Tango/04 recommends against viewing keys on the Windows Registry.

Agentless product keys are stored on the 64-bit Windows Registry in different locations, depending on the product.

### iSeries Operations Keys

Keys for:

- VISUAL Message Center Suite for Operations (VMC-BAS)
- VISUAL Message Center iSeries Base (VMC-SEC)

... can be found here on 64-bit systems:

```
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Tango/04\ThinkServer\iSeries Operations\<iSeries Serial Number>
```

Keys for said products can be found here on 32-bit systems:

```
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Tango/04\ThinkServer\iSeries Operations\<iSeries Serial Number>
```

### iSeries Security Keys

Keys for:

- VISUAL Security Suite - Security Package (VSS) (SUI-SEC)
- VMC iSeries Security Agent (VMC-SEC)

... can be found here on 64-bit systems:

```
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Tango/04\ThinkServer\iSeries Security\<iSeries Serial Number>
```

Keys for said products can be found here on 32-bit systems:

```
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Tango/04\ThinkServer\iSeries Security\<iSeries Serial Number>
```
Generic Keys

Note
The use of generic keys is strictly for Tango/04 and its Business Partners, who use them for testing/implementation.

The path to a generic key on a 64-bit system is:

```
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Tango/04\iSeries\*ALL
```

Figure 215 – A temporary key for VISUAL Message Center iSeries Base (denoted by MB) stored in the Windows Registry. You can tell that the key is generic because it is located in the ‘All’ folder.

The path to a generic key on a 32-bit system is:

```
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Tango/04\iSeries\*ALL
```
Chapter 10

10 iSeries Base (VMC-BAS) & iSeries Security Agent (VMC-SEC)

10.1 Components

These two products are composed of both native and agentless Agents.

10.1.1 Native Agents

If a ThinkServer monitor raises a key error for one of these Agents, then you have to enter an activation key for the whole product.

VISUAL Message Center iSeries Base (VMC-BAS)

You need to enter a key for VISUAL Message Center iSeries Base (VMC-BAS) if any of the following Agents need keys:

- Batch Queues Monitor
- Device Monitor
- History Queue (QHST) Monitor
- Interactive Agent and Crash Preventer
- Job Activity Monitor
- Job Status Monitor
- Job Queue Status Monitor
- Job Duration Monitor
- Restricted State Monitor (VMC-RST)
- Spool Files by Job Monitor
- Spool Files by Output Queue Monitor
- Spool Files by File Size Monitor

Note

This chapter is for Customers who have either of these products alone (not part of a suite).
• User Inactivity Monitor

**VMC iSeries Security Agent (VMC-SEC)**

You need to enter a key for VMC iSeries Security Agent if any of the following Agents need keys:

• Batch Queues Monitor
• User Inactivity Monitor
• History Queue (QHST) Monitor
• iSeries Audit Journal

### 10.1.2 Agentless ThinAgents

These two iSeries products have agentless ThinAgents, which influences the Licensing of these two products.

• VISUAL Message Center iSeries Base (VMC-BAS)
  – includes the agentless iSeries Operations ThinAgents

• VMC iSeries Security Agent (VMC-SEC)
  – includes the agentless iSeries Security ThinAgents

Therefore,

• enter a key for VMC-BAS if you are missing keys for agentless iSeries Operations ThinAgents
• enter a key for VMC-SEC if you are missing keys for agentless iSeries Security ThinAgents.

### 10.2 Licensing Schema

These two products are sold on a server workload-tier scale. They are licensed on a per-iSeries server basis.

They include *agentless ThinAgents*: Therefore, **keys for these products are needed in both ThinkServer and the monitored iSeries system**. The same key file is valid for both systems.

**Important**

License keys are needed for each:

• iSeries server that you are monitoring with iSeries Base or iSeries Security Agent
• instance of ThinkServer containing the agentless ThinAgents of either product.

### 10.3 How to Request a Key

You should use NiceLink to request an activation key for either of these products. Because they have components installed on both ThinkServer(s) and the iSeries machine(s) you are monitoring, you need to request a key for them selecting *both* of the said systems in NiceLink.

**To request a key,**

**Step 1.** Open NiceLink Configurator and click the **Request a Key** icon.
Figure 216 – We are about to request a key file for VMC iSeries Security Agent, which requires two licenses because it’s on two systems

**Step 2.** The Select Systems window appears. Select the system where the product is installed, and click the right arrow to move it into the selected systems field.

Figure 217 – We have this product for two iSeries servers
Step 3. Click the **Next** button. The following window appears:

![Select Systems](image)

**Figure 218** – Not only do we select the iSeries servers we’re monitoring, we select the ThinkServers with the VMC iSeries Security Agent’s agentless ThinAgents

Step 4. Click the **Next** button again. The following window appears:

![Selected Systems](image)

**Figure 219** – NiceLink fetches the activation data needed for all 4 systems
Step 5. Fill in your contact information, and, in the Comment field, indicate which product you are requesting a key for (iSeries Base or iSeries Security Agent). Then click the Next button.

Step 6. The Finish window appears.

Now you have two options. You can:

- create an e-mail (see Step 7)
- save your system and customer information in an XML file, then send us an e-mail with said file attached (see Step 8).

Step 7. (Optional) Click the Create Email button. Send the e-mail that appears, without modifying it.

Step 8. (Optional) Click the Save button. A dialog box appears.
Figure 222 – Saving the key request file for all existing instances of the Agent

Save the XML file. Then send an e-mail to us at keys@tango04.net, attaching the file.

10.4 Enter a Key

These two products include ThinAgents that are installed on ThinkServer (this makes the ThinAgents agentless):

- VISUAL Message Center iSeries Base (VMC-BAS) involves our iSeries Operations ThinAgents.
- VMC iSeries Security Agent (VMC-SEC) involves our iSeries Security ThinAgents.

You should enter keys for either of these products through NiceLink.

**Note**

VISUAL Message Center iSeries Base requires NiceLink version 5.1.0.119 (V5.1 HF01) or above.

**Important**

For these two products you have to enter the key (or key file) once in NiceLink for your iSeries system(s) that you’re monitoring, then again, checking the “insert iSeries keys into a Windows system” check box, for each of your ThinkServers.

To enter a key file:

**Step 1.** Open NiceLink Configurator and click the **Enter Key** button. You do not need to select any systems first (the target systems are embedded in the key file).
Figure 223 – We are going to enter a key file for the iSeries Security Agent that will activate two iSeries systems at once, but we have to “Insert” the “iSeries key on a Windows system” for each ThinkServer containing the Agent’s agentless ThinAgents

**Step 2.** The Enter Product Activation Key window opens. Click the **Search** button.

![Figure 224 – Searching for the key file that Tango/04 sent us](image)

**Step 3.** A dialog box appears. Browse to the key file we sent you for iSeries Base or iSeries Security Agent, and click the **Open** button.
Step 4. The file’s path appears in the Enter Product Activation Key window. Click the Apply button.

Step 5. The Updating Product Keys window appears. Once all the keys are updated, click OK.

If it doesn’t work, the most probable cause is that there is no free data area for the key to go to on your iSeries machine. You may need to liberate a data area. See section D.2.1 - How to Liberate a Data Area for instructions.
Step 6. Now you have to insert the key into your Windows system. Click the **Enter a Key button** again in NiceLink Configurator. The Enter Product Activation Key window appears again.

![Figure 228 – We need to search for the same key file](image)

Step 7. Click the **Search** button. The dialog box appears again.

![Figure 229 – Selecting the key file again](image)

Step 8. Browse to the same key file you already entered once, and click the **Open** button.

Step 9. The file's path appears in the Enter Product Activation Key window. **Important**: Select the **Insert iSeries keys into a Windows system** check box, and in the drop-down list, select the Windows system where *ThinkServer* is installed.
Figure 230 – We are about to apply the key on one ThinkServer

**Step 10.** Click the **Apply** button. The Updating Product Keys window appears. Once all the keys are updated, click **OK**.

Figure 231 – We will see the first ThinkServer and the iSeries Security ThinAgents installed on it. In this example, we still need to return to Step 9 and enter the key file on our other ThinkServer before both instances of this product are updated with license keys.

### 10.5 Check if it Worked

#### 10.5.1 ThinkServer

You can use ThinkServer’s **Key Check Utility** you can see which keys are actually in use by which ThinAgents well as their expiration dates. Note: native iSeries Agents aren’t listed (only agentless iSeries ThinAgents).

**Note** You can’t actually see the 40-digit key for any product this way.

From your Start menu, click All Programs, select **VISUAL Message Center**, click **ThinkServer** and select **Key Check Utility**.
The utility appears.

![Figure 232 – Accessing the Key Check Utility](image)

Figure 232 – Accessing the Key Check Utility

Figure 233 – With Status being OK for the iSeries Agentless Security Agent, we know that our VMC iSeries Security Agent is currently activated. Plus, we can see the current key’s expiration date. Note that this utility only shows key checks for ThinkServer-residing Agents.

10.5.2 View a Key on the Windows Registry

Keys for the agentless components of VISUAL Message Center iSeries Base (VMC-BAS) and VMC iSeries Security Agent (VMC-SEC) are stored on the Windows registry. For instructions on how to view the key, please see section 9.5.2 - View a Key on the Windows Registry on page 125.
Keys are entered in our native residing third-party products through our third-party products—not NiceLink. And, you have to gather information—before requesting a key—using the third-party product.

### 11.1 PowerLock

If you have updated PowerLock to version 5.3 or higher, a new license key is needed.

#### 11.1.1 How to Request a Key

To request a new key for PowerLock, please gather the following information first. Open an iSeries interactive command line.

- **Serial Number.** To retrieve this, run the OS/400 Command:
  
  ```
  DSPSYSVAL QSRLNBR
  ```

- **System Model.** To retrieve this, run the OS/400 Command:
  
  ```
  DSPSYSVAL QMODEL
  ```

- **System Submodel.** To retrieve this, run the OS/400 Command:
  
  ```
  DSPSYSVAL QPRCFEAT
  ```

Now open PowerLock. We need:

- **PowerLock’s LPARID:** In PowerLock, go to menu 81 and select option 2\(^1\). PowerLock’s LPARID is its Partition number.

**Tip**

Just enter the command `PTNSLIB/LPRDVRM` in order to view all of the above information rapidly. Note that, in the information window returned:

- Serial number is the IBM i system’s serial number
- Model is the system’s model
- Processor feature is the system’s submodel
- Logical partition is PowerLock’s LPARID.

---

\(^1\) Select option 5 if you have PowerLock version 5.x.
Finally, send us an e-mail at keys@tango04.net with these four pieces of information. We will process your request.

**Tip**

If you do not yet have PowerLock installed and you need the LPARID, use the free tool found at the following site to get the necessary system information:

http://static.helpsystems.com/hs/products/GetSystemInfo.zip

11.1.2 How to Enter a Key

Once you’ve received a key from us, open PowerLock, go to menu 81, select option 1 and then option 2.

Enter (or paste) the key under License Code.

11.1.3 Troubleshooting

Common error messages related to PowerLock licencing issues include the following:

- **License Validation Error 0900**: For more information, see http://kb.tango04.com/content/228

- **License Validation Error 5010 or 3028**: For more information, see
11.2 VISUAL Control Performance Planner - All LPAR (VPP-IFL)

A new license key is needed for each major version of Performance Planner (like 14,15).

11.2.1 How to Request a Key

In order to generate a license key for VISUAL Control for Performance Planner, you only need to retrieve the serial number of your Performance Planner.

Open an iSeries CMD command line, and run this command:

```
DSPSYSVAL QSRLNBR
```

The command returns the serial number.

Let us know you need a key for VISUAL Control for Performance Planner at keys@tango04.net. Please include the serial number.

11.2.2 How to Enter a Key

Once you have received a key from us, open the Performance Planner (Windows client). Click Edit from the menu bar, select System i from the options window that appears and select the Keycode tab.

![Image of System i options window with Keycode tab highlighted]

*Figure 236 – Here, you can both enter and check a key*
Enter your key in the Individual Key field and click OK. The key will be applied for all the LPARS (logical partitions) that your Performance navigator detects.

Note

Unlike every other product, only one key is needed for all the LPARs that this product is installed across.

You are notified that you have to restart the system. If you’ve entered an incorrect key, you’ll receive this error message upon restart:

Figure 237 – You are notified if you entered the key incorrectly

If you enter a temporary key, you may get a message at some point about the number of days remaining on a key, like in the following image:

Figure 238 – A pop-up window about a temporary key’s period of validity
When you enter a key file in NiceLink, you don’t usually have to select a system—only when you “enter an iSeries key on a Windows system,” where you have to check this option and select the ThinkServer(s) containing the agentless part of your product. NiceLink is able to detect, from the key file itself, which system is targeted for ThinAgent activation.

This being said, it’s also possible to select the target system yourself. This is useful if you ever need to enter a single 40-digit key.

There are single keys in the XML files we send you. You could receive one via e-mail by Support, or during implementation, etc. You can copy and paste the key in NiceLink.

```
<KEYDATA>
  <SYSTEM>THINKSERVER</SYSTEM>
  <KEY>33CA0D51D7A930AEC4C1DFA0D547A8F4035867EC91DF1D3EC9307683758F19248933CEB710FE1D</KEY>
  <ACTIVATIONID>2014C258HD1A</ACTIVATIONID>
  <PRODUCT>VMCSF - Web Portal Users</PRODUCT>
  <VERSION>1.0.0</VERSION>
  <EXPIRATION>31/05/2012</EXPIRATION>
</KEYDATA>
```

*Figure 239 – Web Portal (Tango/04 Portal) Users key on a ThinkServer system with AccessServer*

**To enter a key manually in NiceLink,**

**Step 1.** Open NiceLink Configurator and select the Enter Key button.
Step 2. The Enter Product Activation Key window opens. In the Product Activation Key section, select the system to which you want to apply the key.

Step 3. Paste in your single key in the Key field, and click Apply.
Step 4. The Updating Product Keys window appears. Once the key is updated, click **OK**.

**Figure 242** – Entering the key

**Figure 243** – The system listed in the System column will be the same as the system you selected in step 2
B.1 Scenario

We are a statewide bank who relies on Tango/04 software to monitor our Business Services and Applications, iSeries Security, and internal (IT-Business) and external (Business-customer) SLAs.

B.2 Products

We own these products:

- The Monitoring Engine (VMC-Mxx), with an extra ThinkServer (VMC-MET) and the following add-ons:
  - VMC Monitoring Engine - Hub Option (Multiple Node Support) (VMC-MHU)
  - Dashboards (VMC-DSB)
- WebSphere Application Server Operations Agent (VMC-TOW)
- Dashboards (VMC-DSB)
- Goals (VMC-GOA)
- Tango/04 Portal Users (VMC-USE) (a package of 5)
- VISUAL Security Suite - Security Package (VSS) (SUI-SEC)

B.3 Infrastructure

We have, spread across our company:

- 2 servers for ThinkServer (1 of which has our Main SmartConsole Kernel)
- 1 other server for our additional SmartConsole Kernel, which also has AccessServer, Database Settings Administrator, Notifier, and Scheduler
- 1 server for Web applications (Goals, Dashboards, SmartConsole Web Client, SharedObjects, and the Monitoring Engine-standard Reports)
- 5 iSeries servers that we are monitoring with both iSeries suites for each one
B.4 NiceLink-Defined Systems

We use NiceLink on one of our PCs to request and enter every key we need. Here is our NiceLink Configurator screen:

![NiceLink Configurator Screen](image)

Figure 244 – 'THINKSERVER' has got our main ThinkServer and SmartConsole. 'THINKSERVER2' has our additional ThinkServer. 'LOCALHOST' is a Web server for all our Web apps. 'PISCES' houses our additional SmartConsole Kernel, as well as AccessServer, Database Settings Administrator, Notifier and Scheduler. Our 5 System i servers share a similar icon

B.5 Requesting Keys

We generate several KeyInfo files every time we need to update our products. We generate a file for:

- the VMC Monitoring Engine
- our additional ThinkServer (no separate key is needed for the SmartConsole Kernel on this server)
- the WebSphere Application Server Operations Agent for each ThinkServer
- Goals, Dashboards, and our VMC Monitoring Engine - Hub Option-empowered SmartConsole Web Client (they are all on the same server)
- our 5 Tango/04 Portal Users
- VISUAL Security Suite - Security Package (VSS) for each monitored server.

The following sections show you which systems we select when requesting key files for each product.

B.5.1 VMC Monitoring Engine (VMC-Mxx)

When we request a key for this product, we generate a KeyInfo file selecting only our main ThinkServer system:

Here is what our Select Systems window looks like in NiceLink:
B.5.2 Additional Instance of ThinkServer (VMC-MET)

We also generate a separate key request file for our extra ThinkServer. Here is what it looks like in NiceLink:

![Select Systems](image)

*Figure 245 – We just select ‘THINKSERVER’*

B.5.3 WebSphere Application Server Operations Agent (VMC-TOW)

We bought two of these Agents: one for each of our ThinkServers. Thanks to NiceLink, we only have to generate one KeyInfo file, as long as we request the keys for the product selecting both ThinkServers.

Here is what our Select Systems window looks like in NiceLink:

![Select Systems](image)

*Figure 246 – Requesting a key file for ‘THINKSERVER2’. The keys we receive will activate both the additional ThinkServer and the standard Monitoring Engine ThinAgents on it*
Figure 247 – We include both systems so the keys that Tango/04 send us will apply to each one. Alternatively, we could generate two separate key request files (one for each ThinkServer).

B.5.4 Web Products

We have all of Tango/04’s primary Web products on one big Web server. These products, in specific:

- Reports (but this was covered in our Monitoring Engine key request file, so it doesn’t apply here)
- SmartConsole Web Client (we have the VMC Monitoring Engine - Hub Option (Multiple Node Support—VMC-MHU); the standard SmartConsole Web Client does not need an individual key—it is activated with the Monitoring Engine key file)
- Goals (VMC-GOA)
- Dashboards (VMC-DSB)

**Tip**

You can generate one key request file to activate several distinct products given that they are on the same system. Remember to tell us which products they are.

Here is what our Select Systems window looks like in NiceLink:

Figure 248 – We are generating a KeyInfo file that will have keys for the VMC Monitoring Engine - Hub Option (Multiple Node Support), Goals and Dashboards!
We always remember to mention that we need to activate 3 products on the system:

**Figure 249 – We must also remember to request a key file for our Portal Users**

11.2.3 Tango/04 Portal Users (VMC-USE)

We must request a key file for our package of 5 Tango/04 Portal Users because it is more than the standard 2 Users, which are automatically activated with our Monitoring Engine Key. When we request a key we remember to select the system where AccessServer is installed.

**Figure 250 – Entering a single key manually to activate our Users**

B.5.5 VISUAL Security Suite - Security Package (VSS) (SUI-SEC)

We bought this product for 5 servers. In other words, we bought 5 *instances* of this suite.

We are monitoring all 5 of our NiceLink-defined iSeries servers with this suite. Thus, there are native components on all 5 systems. And, because the suite includes agentless components, we must consider the ThinkServers where the agentless components are found.

Our 'THINKSERVER' houses agentless components of this suite to monitor:

- ‘IBMCUSTOMERS’
- ‘IBMDB’
• ‘IBMFINANCE’

‘THINKSERVER2’ houses agentless components of this suite to monitor:

• ‘IBMWEB’

• ‘MUNDAKA’

We must remember to generate a KeyInfo file selecting all the ThinkServers and target iSeries machines involved with this product. Here is what our Select Systems window looks like in NiceLink Configurator:

![Select Systems Window](image)

**Figure 251 – We’ve included all of the iSeries systems we are monitoring, as well as both of the ThinkServers we are using to agentlessly monitor said systems. The key file that Tango/04 sends us will be able to activate the Security Suite in all 5 iSeries machines and both ThinkServers (given that we enter them both on the iSeries machines and the ThinkServer systems)**

### 11.3 Entering Keys

*All* of your products *could* be activated with one key file. Many of our Customers activate all of their products at once, on a regular basis. However, we’ll show you how we *manually* activate the following products in NiceLink:

- the WebSphere Application Server Operations Agent for each ThinkServer
- Goals, Dashboards, and VMC Monitoring Engine - Hub Option (Multiple Node Support) (they are all on the same server)
- Users for the Web products

We also explain why and how we enter key *files* for the rest of our products:

- the Monitoring Engine
- our additional ThinkServer
- our Security Suite

#### 11.3.1 VMC Monitoring Engine (VMC-Mxx)

Due to the fact that the Monitoring Engine is spread across several systems and involves several product keys, one should always enter keys for our it using a key file.
11.3.2 Additional Instance of ThinkServer (VMC-MET)

Like the Monitoring Engine, we always use a key file to activate our additional ThinkServer. This is because we don’t just activate the ThinkServer, we activate all of the standard Agents that come with it as well.

11.3.3 WebSphere Application Server Operations Agent (VMC-TOW)

This Agent is on both of our ThinkServers. A single key file could activate both instances of the Agent. Again, for the sake of this example . . . We activate it manually on one ThinkServer, and then the other. We have to open the XML key file that Tango/04 sends us and copy the single key for each corresponding ThinkServer. Then we select the corresponding ThinkServer and paste in our key.

![Figure 252 – Activating the Agent on our main ThinkServer](image)

Again, we have to open our XML key file and look for the single key for this Agent under our additional ThinkServer.

![Figure 253 – Using the second single key to activate the Agent on our additional ThinkServer](image)

11.3.4 Web Products

We have Goals (VMC-GOA), Dashboards (VMC-DSB) and the (VMC-MHU) VMC Monitoring Engine - Hub Option-empowered SmartConsole Web Client on one powerful Web server (‘LOCALHOST’). The key file that we receive from Tango/04 has separate single keys for each. To activate the products manually, we need to copy and paste a key three times—one unique single key for each product.
11.3.5 Web Product Users (VMC-USE)

Remember, if you want to activate your Tango/04 Portal Users manually in NiceLink, you must select the system where AccessServer is installed, not the Web product(s).
11.3.6 VISUAL Security Suite - Security Package (VSS) (SUI-OPE)

Because this suite includes several products, it makes the most sense to enter one key file to activate them all. But, even if you use a file, always remember to “Insert iSeries keys into” your “Windows system” after you have inserted the key into the iSeries system(s) you are monitoring with the suite.

We use 2 ThinkServers to hold the agentless ThinAgents included with this suite. Therefore, after we enter the key file on our iSeries systems, we must enter it again on each ThinkServer.

First, we enter the key file into all of our iSeries systems. This is easy, because the key file that Tango/04 has the right system-key connection embedded in it, so NiceLink puts the keys into the correct systems.

Then, we browse to the key for the suite.
Then we click the **Apply** button. This will load our iSeries Security Suite key into all of our iSeries systems that we are monitoring.

Now we have to insert the suite keys into each ThinkServer that houses the agentless components of the suite. We click the **Enter Key** button again.
Appendix B : NiceLink - Multisystem Example

Figure 262 – Now we must enter the key file on the corresponding ThinkServer systems

We browse to the key file again, and load it into the NiceLink Configurator.

Figure 263 – Now it’s time to apply the key file to both of our ThinkServers, one by one

This time, as the key file’s path appears, we click the “Insert iSeries keys into a Windows system” check box and select the ThinkServer system housing the suite’s agentless components (in our case, both ThinkServers).
Figure 264 – Selecting our main Monitoring Engine ThinkServer

We click the **Apply** button, and our main ThinkServer’s agentless ThinAgent keys are updated.

![Figure 265 – We click OK when all keys are finished being updated](image)

Figure 265 – We click OK when all keys are finished being updated

Then, because our additional ThinkServer has agentless iSeries ThinAgents as well, we click the “**Insert iSeries keys into a Windows system**” check box and select the **other ThinkServer system** housing the suite’s agentless components.

![Figure 266 – Selecting our additional ThinkServer](image)

Figure 266 – Selecting our additional ThinkServer

Finally, we click the **Apply** button again, and wait for the agentless components’ keys to be updated on our final ThinkServer system.
Figure 267 – Once the keys are updated, we click OK and close NiceLink
Appendix C: Requesting a Key without NiceLink

If you can provide sufficient information about a system then you can request keys without the use of NiceLink. The following information is generic; please refer to the previous chapters, because some extra data are necessary for certain products (like third-party iSeries products, for example).

C.1 Windows Products

Besides the name of the target system and the product you wish to have keys for, Tango/04 needs the following activation data to generate Windows product keys:

- **Activation1**: Serial number of the hard drive where the OS is installed. It consists of 8 alphanumeric characters.
- **Activation2**: MAC address (physical address) of the computer.

**Important**

Unless you need to request a key for:

- VISUAL Debugger 5250 (VD)
- VISUAL Compressor
- VISUAL Control Performance Planner - All LPAR Ed (VPP-IFL)
- VISUAL Remote Control (VSP-VRC)
- PowerLock

. . . we recommend that you **always use NiceLink** to generate a KeyInfo (key request) file.

If you can provide sufficient information about a system then you can request keys without the use of NiceLink. The following information is generic; please refer to the previous chapters, because some extra data are necessary for certain products (like third-party iSeries products, for example).

**Note**

If the server is a virtual machine, make sure the MAC address is configured as static. If you can’t do this, then you’ll have to contact your sales representative so that he or she can generate a key with a *generic* MAC address, but note that both Activation values can’t be generic, so if you have a generic MAC you’ll have to set the hard drive’s actual serial number and vice versa.

Send all this information to us at keys@tango04.net, and we will process your request.
C.2 iSeries Products

Apart from the name of the monitored iSeries system that you have set up in NiceLink Configurator, the three data (Activation 1-3) used to generate iSeries keys are:

- **Serial number (Activation 1).** To retrieve this, run the OS/400 command:
  
  ```
  DSPSYSVAL QSRLNBR
  ```

- **Model (Activation 2).** To retrieve this, run the OS/400 command:

  ```
  DSPSYSVAL QMODEL
  ```

- **Submodel (Activation 3).** To retrieve this, run the OS/400 command:

  ```
  DSPSYSVAL QPRCFEAT
  ```

Send all this information to us at `keys@tango04.net`, and we will process your request.
Appendix D: Enter an iSeries Key without NiceLink

We do not recommend entering keys for iSeries products using commands. Please use NiceLink. The exceptions, when you must enter the key manually, are:

- PowerLock
- VISUAL Control Performance Planner - All LPAR Ed. (VPP-IFL)

See Chapter 11 - Third-Party Products on page 138 for said products.

D.1 Native iSeries Products

Technically, you can enter a native iSeries product’s key on a system, even though we recommend using NiceLink instead.

Remember: you must enter a key on each system where the native iSeries product is installed.

To enter a key for a native-residing product,

Step 1. Open an OS/400 CMD line, and run the command:

```
Data Area Library Name/DATAARA KEY('XXXXXXXXXXXXXXXXXXXXX')
```

where Data Area Library Name and DATAARA is taken from the following table, and XXXXXXXXXXXXXXXXXXXXX is taken from the key file we sent you.

<table>
<thead>
<tr>
<th>iSeries Product</th>
<th>Data Area Library Name</th>
<th>DTAARA Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crash Preventer</td>
<td>CPREVENTER</td>
<td>B_DETECTOR</td>
</tr>
<tr>
<td>Interactive Agent</td>
<td>CPU</td>
<td>B_DETECTOR</td>
</tr>
<tr>
<td>iSeries Audit Journal</td>
<td>T4NICELINK</td>
<td>CPUC1, CPUC2, CPUC3, CPUC4 or CPUC5</td>
</tr>
<tr>
<td>Interactive SQL Monitor</td>
<td>B_DETECTOR</td>
<td>CPUSQI</td>
</tr>
<tr>
<td>VISUAL Compressor</td>
<td>CPU</td>
<td>MXMNG</td>
</tr>
<tr>
<td>VISUAL Control Center (VCC)</td>
<td>JOBCTRL</td>
<td>CPUWIN</td>
</tr>
</tbody>
</table>

(Data Area Library Name and DTAARA Name are placeholders, actual values depend on the specific product.)
D.2 iSeries Suites

Once you've received a key for a suite of iSeries products, you can, as an alternative method, enter it on an iSeries machine manually, although we recommend using NiceLink Configurator instead. After all, introducing a suite key manually via a command does not activate your agentless iSeries Agents on ThinkServer. You still need to use NiceLink Configurator for that.

Remember: you must enter a key on each system where the suite is installed.

To enter the key for a suite,

Step 1. Open an OS/400 CMD line, and run the command:

```
T4NICELINK/DATAARA KEY('XXXXXXXXXXXXXXXXXXXXX')
```

where DATAARA is taken from the following table, and XXXXXXXXXXXXXXXXXXX is taken from the key file we sent you.
Appendix D : Enter an iSeries Key without NiceLink

<table>
<thead>
<tr>
<th>iSeries Suites</th>
<th>DTAARA Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>VISUAL Security Suite - iSeries Security Package (VSS) (SUI-SEC)</td>
<td>CPUC1, CPUC2, CPUC3, CPUC4 or CPUC5*</td>
</tr>
<tr>
<td>Enterprise Problem Solver Suite (EPS) (sold on a case by case basis)</td>
<td>EPSOLVER</td>
</tr>
<tr>
<td>VISUAL Control Center Full Pack (VCC-FP) For our Legacy Customers; now it is considered as a product: &quot;VISUAL Control Center (VCC)&quot;</td>
<td>VCCENTER</td>
</tr>
<tr>
<td>VISUAL Message Center - Full Pack (VMC-FP02) (discontinued; for our Legacy Customers)</td>
<td>VMCCENTER</td>
</tr>
<tr>
<td>VISUAL Message Center - Light (VMC-JAP) (discontinued; for our Legacy Customers)</td>
<td>MSGCENTER</td>
</tr>
<tr>
<td>VISUAL Message Center iSeries Base (VMC-BAS) (Formerly known as VMC Base Package for OS/400 (VMC) to our Legacy Customers; now it is considered as a product)</td>
<td>CPU or CPUBCH</td>
</tr>
</tbody>
</table>

When you run the command, the key is applied to one of five data areas: CPUC1 . . . CPUC5. They are intelligently overwritten, if possible: this means that a new key will replace an expired key in the same data area. If you are entering a key for the first time, however, the first CPUCX available is normally filled with your key—that is, the first vacant data area found.

You can check if the key has been entered correctly and take note of which data area now has the key: please see section 9.5 - View a Key on page 123.

Now you must enter the key on the machine where ThinkServer is installed.

**Step 2.** Now you have to insert the key into your Windows system. Open NiceLink Configurator and click the **Enter a Key button**. The Enter Product Activation Key window appears.

*Figure 268 – Searching for the file that we have already opened to copy the key we entered through a command*

**Step 3.** Click the **Search** button. A dialog box appears.
Step 4. Browse to the key file we sent you for the suite key, and click the Open button.

Step 5. The file’s path appears in the Enter Product Activation Key window. **Important**: Select the **Insert iSeries keys into a Windows system** check box, and in the drop-down list, select the Windows system where ThinkServer is installed.

Step 6. Click the Apply button. The Updating Product Keys window appears. Once all the keys are updated, click OK.
D.2.1 How to Liberate a Data Area

If the data areas CPUC1, CPUC2, CPUC3, CPUC4 and CPUC5 are already occupied with content, you may need to make one of them available before you can enter your suite key.

To liberate a data area:

Step 1. Open an iSeries CMD line and execute the following command:

```chgdtaara```

Step 2. Press the F4 key.

Step 3. Complete the fields DATA AREA, LIBRARY and NEW VALUE with ' '. (Note: there is a space between the two simple quotation marks).

Step 4. Execute the following command:

```vrfourk```

Step 5. Press the F4 key. Verify that the data area says NOT AVAILABLE.
D.3 VISUAL Message Center iSeries Base (VMC-BAS) and iSeries Security Agent (VMC-SEC)

Once you’ve received a key for either of these products, you can, as an alternative method, enter it on an iSeries machine manually, although we recommend using NiceLink Configurator instead. After all, introducing a key for either of these products manually via a command does not activate the product’s agentless ThinAgents on ThinkServer. You still need to use NiceLink Configurator for that.

Remember: you must enter a key on each system where the product is installed.

To enter the key for either product,

**Step 1.** Open an OS/400 CMD line, and run the command:

```
T4NICELINK/DATAARA KEY('XXXXXXXXXXXXXXXXXXXXXXXXX')
```

where `DATAARA` is taken from the following table, and `XXXXXXXXXXXXXXXXXXXXXXXXX` is taken from the key file we sent you.

<table>
<thead>
<tr>
<th>Products</th>
<th>DTAARA Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>VISUAL Message Center iSeries Base (VMC-BAS)</td>
<td>CPU or CPUBCH</td>
</tr>
<tr>
<td>VMC iSeries Security Agent (VMC-SEC)</td>
<td>CPUSEC</td>
</tr>
</tbody>
</table>

To verify that the key has been placed in the data area see section 9.5 - View a Key on page 123.

Now you must enter the key on the machine where ThinkServer is installed.

**Step 2.** Now you have to insert the key into your Windows system. Open NiceLink Configurator and click the Enter a Key button. The Enter Product Activation Key window appears.

![Figure 274 – Searching for the file that we have already opened to copy the key we entered through a command](image)

**Step 3.** Click the Search button. A dialog box appears.
Step 4. Browse to the key file we sent you for the suite key, and click the Open button.

Step 5. The file’s path appears in the Enter Product Activation Key window. Important: Select the Insert iSeries keys into a Windows system check box, and in the drop-down list, select the Windows system where ThinkServer is installed.

Step 6. Click the Apply button. The Updating Product Keys window appears. Once all the keys are updated, click OK.
Figure 277 – Remember, if more than one ThinkServer has the suite, you need to go back to step 5, select the remaining ThinkServer, and enter the iSeries key on it. This needs to be done for each ThinkServer having the same suite.
Appendix E
Troubleshooting

iSeries key not available

If in your iSeries, the product is working fine but when you check the status of the license of an Agent, you get the message **NOT AVAILABLE**:

![Image of license status]

**Figure 278 – Checking the license status of VISUAL Message Center for iSeries in an iSeries interactive session**

**NOT AVAILABLE** means no key has been applied for this specific product.

*But*, if the product is working fine, this message is most probably normal and that means the license key for this specific product had been applied through a **suite** key.

Our keys for iSeries can be entered for a suite of several products or for a specific Agent.

See the table in **section 9 - iSeries Suites (SUI-OPE & SUI-SEC)** for a list of individual Agents included in each suite.

Apart from the official suites SUI-OPE, SUI-SEC and their components VMC-BAS and VMC-SEC there are two other conglomerate products where this kind of message may appear:

- **VISUAL Control Center**, which includes VISUAL Control for Jobs & Pools, VISUAL Control for Windows, and VISUAL Support.
To check for a key, enter the following command on an OS/400 CMD line:

```
VRFOURK DTAARA(T4NICELINK/VCCENTER)
```

![Key of: T4NICELINK VCCENTER NOT AVAILABLE](image)

**Figure 279 – The VISUAL Control Center pack key is not available**

The above image is the result of the command. Here we can see the key for this pack has not been entered. If it was, the key would appear instead of **NOT AVAILABLE**.

- **iSeries SQL Agent** that includes the Interactive SQL Monitor (SQI)

![Visual Message Center V8.0 (C) TANGO/04](image)

**Figure 280 – The key for iSeries SQL Agent is not available**

To check for a key, enter the following command on an OS/400 CMD line:

```
GO T4NICELINK/T4NICELINK
```

then press 6, then 60, 21, F8, then press Shift while holding F6.

If it’s not there, you can add it with the option 22 and then you will have to restart the sub-system T4NICELINK for the license key to be effective. To do so, you can execute these two commands from your iSeries interactive prompt:

```
ENDSBS T4NICELINK *IMMED
STRSBS T4NICELINK/T4NICELINK
```

After restarting the subsystem or after an IPL you receive an error message about expired license keys

This is normal behavior if the initial program launch (IPL) is done after the expiration date of the product.

You get the message ‘BDM1006 - Message Center: the Crash Preventer agent is not active because the trial period has expired...’

If you think Crash Preventer should be deactivated, you can follow the instructions in this article from our knowledge base:

[http://kb.tango04.com/content/254](http://kb.tango04.com/content/254)

I want to use one of the newest ThinAgents (WebSphere MQ, VMware, Cisco ...) and have already applied the license key but I get an error message:
Appendix E: Troubleshooting

‘Product does not exist’ or
‘License problem: Could not start monitor. Name of the ThinAgent. No valid key for
’Name of the ThinAgent’ monitor of ’(Name of the ThinAgent)’ ThinAgent exists. There
is no registered key for code(s) ’2 digit code of the monitor’

This means that two files need to be updated. To know which ones and their locations, please follow the
instructions on this page:

http://kb.tango04.com/content/489

The Interactive SQL logging is not active because the trial period has expired

If you see this message, please read this article first to understand more about the Interactive SQL
Monitor:

http://kb.tango04.com/content/sql-interactive-sql-and-sql-monitor-
considerations

Note that the article mentions that in order to monitor with the Interactive SQL Monitor, said process
involves starting the Kernel Supervisor. If you don’t currently use the Kernel Supervisor, please follow
the instructions in this article:

http://kb.tango04.com/content/470

And if this message still appears after deactivating Kernel Supervisor, please refer to the workaround:

http://kb.tango04.com/content/916

If the message still appears, you will have to request new keys.

After restarting your virtual server or after adding a new ethernet network card, you receive a
license error message in one of the Windows products

This is most probably because the MAC address detected by Nicelink Configurator is different from the
one used to generate the license key.

To check if this is the source of the error, you can compare the MAC address (Activation2) that
figures in the XML license file you received from us, with a newly keyinfo.xml file generated through
NiceLink Configurator. Please see chapter 4.2 of the NiceLink User Guide for more information on using
NiceLink..

If the MAC address is different you have two options:

• Manually set the MAC address of your server to be the same as it was before.
  Note: If you are using a virtual machine, the MAC address has to be configured as static.

• If it is not possible to set it as it was before, you can request a new key. Just send the
  keyinfo.xml to our License Department (keys@tango04.net) and explain the reason of your
  request.

After applying the key for a Knowledge Module it’s not possible to log in to Dashboards, and
you get the error “Error: product code not recognized”

If this has happened to you, it’s most likely due to a file not having enough privileges. Follow the
instructions in this article:

http://kb.tango04.com/content/266564
Sometimes, like after a migration, you want or need to delete keys from the old machine. We do not recommend tampering with the Windows Registry, but if needed, keys can be manually deleted.

Keys for all Windows products as well as agentless iSeries products are stored at the following location for a 64-bit machine:

    HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Tango/04

For a 32-bit machine keys are stored here:

    HKEY_LOCAL_MACHINE\SOFTWARE\Tango/04
Appendix G: Contacting Tango/04

EMEA (European, Middle-Eastern & African) Headquarters
Tango/04 Computing Group S.L.
Avda. Meridiana 358, 12 B-C
08027 Barcelona
Spain
Phone: +34 93 274 0051
Fax: +34 93 345 1329
info@tango04.net
www.tango04.com

Latin American Headquarters
Barcelona/04 Computing Group SRL
Avda. Federico Lacroze 2252, Piso 6
1426 Buenos Aires Capital Federal
Argentina
Phone: +54 11 4774-0112
Fax: +54 11 4773-9163
info@barcelona04.net
www.barcelona04.com

North America (USA & Canada)
Tango/04 Computing Group USA
PO Box 3301
Peterborough, NH 03458
USA
Phone: 1-800-304-6872
Fax: 858-428-2864
sales@tango04.net
www.tango04.com

Sales Office in Brazil
Tango/04 Computing Group Brasil
Rua Turiassú, 591 - 5º Andar
Perdizes
Cep: 05005-001 São Paulo
Brasil
Phone: +55 (11) 3675 6228
Fax: +51 1 211-2526
brasil@tango04.net
www.tango04.com.br

Sales Office in Chile
Barcelona/04 Computing Group Chile
Guardia Vieja 255, Of. 1601
Providencia
Santiago
Chile
Phone: +56 2 234 0898
Fax: +56 2 234 0865
info@barcelona04.net
www.barcelona04.com

Sales Office in Columbia
Barcelona/04 Computing Group Colombia
Calle 125 n° 19-89, Piso 5º
Bogotá, D.C.
Colombia
Phone: +57(1) 658 2664
Fax: +51 1 211-2526
info@barcelona04.net
www.barcelona04.com
About Tango/04 Computing Group

Tango/04 Computing Group is one of the leading developers of systems management and automation software. Tango/04 software helps companies maintain the operating health of all their business processes, improve service levels, increase productivity, and reduce costs through intelligent management of their IT infrastructure.

Founded in 1991 in Barcelona, Spain, Tango/04 is an IBM Business Partner and a key member of IBM's Autonomic Computing initiative. Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world.

Alliances

Partnerships

- IBM Business Partner
- IBM Autonomic Computing Business Partner
- IBM PartnerWorld for Developers Advanced Membership
- IBM ISV Advantage Agreement
- IBM Early code release
- IBM Direct Technical Liaison
- Microsoft Developer Network
- Microsoft Early Code Release

Awards
The information in this document was created using certain specific equipment and environments, and it is limited in application to those specific hardware and software products and version and releases levels.

Any references in this document regarding Tango/04 Computing Group products, software or services do not mean that Tango/04 Computing Group intends to make these available in all countries in which Tango/04 Computing Group operates. Any reference to a Tango/04 Computing Group product, software, or service may be used. Any functionally equivalent product that does not infringe any of Tango/04 Computing Group's intellectual property rights may be used instead of the Tango/04 Computing Group product, software or service.

Tango/04 Computing Group may have patents or pending patent applications covering subject matter in this document. The furnishing of this document does not give you any license to these patents.

The information contained in this document has not been submitted to any formal Tango/04 Computing Group test and is distributed AS IS. The use of this information or the implementation of any of these techniques is a customer responsibility, and depends on the customer's ability to evaluate and integrate them into the customer's operational environment. Despite the fact that Tango/04 Computing Group could have reviewed each item for accurateness in a specific situation, there is no guarantee that the same or similar results will be obtained somewhere else. Customers attempting to adapt these techniques to their own environments do so at their own risk. Tango/04 Computing Group shall not be liable for any damages arising out of your use of the techniques depicted on this document, even if they have been advised of the possibility of such damages. This document could contain technical inaccuracies or typographical errors.

Any pointers in this publication to external web sites are provided for your convenience only and do not, in any manner, serve as an endorsement of these web sites.

The following terms are trademarks of the International Business Machines Corporation in the United States and/or other countries: iSeries, iSeriese, iSeries, i5, DB2, e (logo)®Server IBM®, Operating System/400, OS/400, i5/OS.

Microsoft, SQL Server, Windows, Windows NT, Windows XP and the Windows logo are trademarks of Microsoft Corporation in the United States and/or other countries. Java and all Java-based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and/or other countries. UNIX is a registered trademark in the United States and other countries licensed exclusively through The Open Group. Oracle is a registered trade mark of Oracle Corporation.

Other company, product, and service names may be trademarks or service marks of other companies.