Configuring the Licensing Server

About 99% of the technical calls we get on the licensing system has to do with server configuration for the licensing server. This isn't surprising given the huge number of possible configuration issues (between IIS, the database, the operating system and other Windows services). This document will help you with your server configuration. Please follow the steps on the checklist before contacting us for technical support (the first thing we'll do is ask you for the information and diagnostics logs described here).

Licensing Server Checklist

This checklist can help you resolve these types of problems.

1. Anonymous Access: Make sure you are allowing anonymous access to the activator.asmx page.
2. DLLs: You should have the following DLL's in the bin directory for your web service:
   Desaware.Dls.Interfaces11.dll or Desaware.Dls.Interfaces20.dll
   Desaware.LicenseServer11.dll or Desaware.LicenseServer20.dll or Desaware.LicenseServer35.dll
   Desaware.LicenseWebService11.dll (.NET 1.1) or App_Code.dll and App_GlobalResources.dll (.NET 2.0)
   If you are using a custom system matching algorithm or server data, be sure the DLL's you created are in the directory as well.
   You do NOT need Desaware.InstallationHelper11.dll or Desaware.InstallationHelper20.dll (these are used by the installer, but are not required to run the server, and can cause security violations on some hosts).
3. If you have any custom system matching or server data code, be sure they don't raise any exceptions.
4. Using IIS Manager, navigate to the license server application (typically called LicenseServer), right click on the site and choose properties to bring up the site properties. Then check the following:
   a. Has the application been created? You should see an Application Name. If you see a "Create" button under Application Settings, you should create the application.
   b. Under the ASP .NET tag, be sure the correct version of ASP .NET is selected for the version of the server you installed.
5. On Windows 2003 server, using IIS Manager, navigate to the "Web Service Extensions folder". On the right pain you should see an extension marked ASP .NET v… with a version number specified. Be sure the status of this extension is marked "Allowed". On Windows 2008 server, make sure the appropriate .NET version is installed (under server features) and ASP .NET enabled (under server roles)
6. Make sure the enablediagnostics key is set to true in the <appsettings> section while debugging: <add key="enablediagnostics" value = "true" />
7. Check the FAQ later in this document to see if any of them apply to the error you are seeing.

To enable web based diagnostics, do the following:

Change customErrors from RemoteOnly to Off in order to perform remote diagnostics.

```
<customErrors mode="RemoteOnly" />
```

Remove or comment out the following line:

```
<wsdlHelpGenerator href="helppage.htm" />
```

Or

```
<wsdlHelpGenerator href="helppage.aspx" />
```

Add the following section if you get the error: “The test form is only available for requests from the local machine”

```
<webServices>
    <protocols>
        <add name="HttpGet"/>
        <add name="HttpPost"/>
    </protocols>
</webServices>
```

This should allow you to browse to the management.asmx page and view a list of available operations. The Diagnostics operation will provide detailed information on the state of the licensing server.

Note, an error message indicating that the server could not find file DLS11SingleServer.dlsc indicates normal operation. This is the license file for the single application edition. By the same token, a single application edition will report that it can’t find file DLS10Server.dlsc.

To enable server diagnostics do the following

Use server diagnostics to determine the cause when the license manager reports a server error.

Follow the instructions in the web.config file to uncomment fields in the <system.diagnostics> section of the file. Specify a log file and be sure the directory that will contain the log file is writable by the ASPNET user (see web site identity notes).

When you attempt to activate a license, or perform management operations, errors will be recorded to the log file. This information can help you determine the problem, or will provide valuable information to our customer service personnel.

Identity and Security

The identity in which the license server application is running must have certain permissions:

- When using Access databases, it must be able to create/modify and delete files in the database directory.
- When using SQL with integrated authentication, it must have full permission on your licensing database.
- When performing a hosted install, it must have create/write permission on the directory in which you are creating the license file (the bin directory or an alternate directory when using the alternatehostinstall path option (see FAQ that follows).

The identity in which the license server application is running depends on the operating system you are using and the way it is configured.
For Windows XP, it is typically the ASPNET user.
For Vista, Windows 2003 server and Windows 2008 prior to R2, it is typically the NETWORK SERVICE user.
For Windows 2008 R2 and Windows 7, it is typically the application pool identity. This identity is always in the form IIS APPPOOL*apppoolname* where *apppoolname* is the name of the application pool. This identity is not searchable when using the Windows security configuration dialogs, but if you enter directly it will work. For example, the identity of the DefaultAppPool application pool is by default IIS APPPOOL\DefaultAppPool. The user is identified in the IIS manager as "ApplicationPoolIdentity" (this means use the name of the application pool).

FAQ

I'm getting an error "Unable to save the license certificate".

First, confirm that the path in the LicenseFilePath property of the licensing component is a valid path. If it is, the most likely problem is that the licensing component does not have sufficent permission to write the file. This is often the case when licensing web components.
To resolve this problem, you can either set the LicenseFilePath property to an alternate directory that is writable by ASP .Net, or you can temporarily build the DLSC file in an alternate directory by setting the following key in the appsettings section:

<add key="alternatehostinstallpath" value="/writabledirectory" />.

Once the DLSC is installed, you can then copy it manually to the bin directory.

To Submit a Technical Question:

To save time, please Email your question including the following information:

1. Confirm that you have checked all entries on the licensing server checklist.
2. Including the output of the Diagnostics call.
3. Include a copy of the server log generated when performing the operation that isn't working.

For support options, visit http://www.desaware.com/support/index.aspx