

LoadMaster Licensing

Feature Description

UPDATED: 28 July 2023

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

These materials and all Progress® software products are copyrighted and all rights are reserved by Progress Software Corporation. The information in these materials is subject to change without notice, and Progress Software Corporation assumes no responsibility for any errors that may appear therein. The references in these materials to specific platforms supported are subject to change.

#1 Load Balancer in Price/Performance, 360 Central, 360 Vision, Chef, Chef (and design), Chef Habitat, Chef Infra, Code Can (and design), Compliance at Velocity, Corticon, Corticon.js, DataDirect (and design), DataDirect Cloud, DataDirect Connect, DataDirect Connect64, DataDirect XML Converters, DataDirect XQuery, DataRPM, Defrag This, Deliver More Than Expected, DevReach (and design), Driving Network Visibility, Flowmon, Inspec, Ipswitch, iMacros, K (stylized), Kemp, Kemp (and design), Kendo UI, Kinvey, LoadMaster, MessageWay, MOVEit, NativeChat, OpenEdge, Powered by Chef, Powered by Progress, Progress, Progress Software Developers Network, SequeLink, Sitefinity (and Design), Sitefinity, Sitefinity (and design), Sitefinity Insight, SpeedScript, Stylized Design (Arrow/3D Box logo), Stylized Design (C Chef logo), Stylized Design of Samurai, TeamPulse, Telerik, Telerik (and design), Test Studio, WebSpeed, WhatsConfigured, WhatsConnected, WhatsUp, and WS_FTP are registered trademarks of Progress Software Corporation or one of its affiliates or subsidiaries in the U.S. and/or other countries.

Analytics360, AppServer, BusinessEdge, Chef Automate, Chef Compliance, Chef Desktop, Chef Workstation, Corticon Rules, Data Access, DataDirect Autonomous REST Connector, DataDirect Spy, DevCraft, Fiddler, Fiddler Classic, Fiddler Everywhere, Fiddler Jam, FiddlerCap, FiddlerCore, FiddlerScript, Hybrid Data Pipeline, iMail, InstaRelinker, JustAssembly, JustDecompile, JustMock, KendoReact, OpenAccess, PASOE, Pro2, ProDataSet, Progress Results, Progress Software, ProVision, PSE Pro, Push Jobs, SafeSpaceVR, Sitefinity Cloud, Sitefinity CMS, Sitefinity Digital Experience Cloud, Sitefinity Feather, Sitefinity Thunder, SmartBrowser, SmartComponent, SmartDataBrowser, SmartDataObjects, SmartDataView, SmartDialog, SmartFolder, SmartFrame, SmartObjects, SmartPanel, SmartQuery, SmartViewer, SmartWindow, Supermarket, SupportLink, Unite UX, and WebClient are trademarks or service marks of Progress Software Corporation and/or its subsidiaries or affiliates in the U.S. and other countries. Java is a registered trademark of Oracle and/or its affiliates. Any other marks contained herein may be trademarks of their respective owners.

Please refer to the NOTICE.txt or Release Notes – Third-Party Acknowledgements file applicable to a particular Progress product/hosted service offering release for any related required third-party acknowledgements.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

Table of Contents

1 Introduction **6**

1.1 Document Purpose 6

1.2 Intended Audience 6

1.3 Prerequisites 6

2 License the LoadMaster **7**

2.1 Add Kemp Licensing Server to Allowed URLs on the Firewall 7

2.2 Register for a Kemp ID 7

2.2.1 Reset the Kemp ID Password 9

2.3 Activate the LoadMaster License 10

2.3.1 License a Hardware LoadMaster 10

2.3.1.1 Online Licensing (Hardware LoadMasters) 10

2.3.1.2 Offline Licensing 11

2.3.1.2.1 Offline Licensing Through Clicking the Link from the LoadMaster (Hardware LoadMasters) 12

2.3.1.2.2 Offline Licensing Through Accessing the Offline Licensing Page Directly (Hardware LoadMasters) 14

2.3.2 License a Virtual LoadMaster 16

2.3.2.1 Online Licensing (Virtual LoadMasters) 17

2.3.2.2 Offline Licensing 18

2.3.2.2.1 Offline Licensing Through Clicking the Link from the LoadMaster (Virtual LoadMasters) 18

2.3.2.2.2 Offline Licensing Through Accessing the Offline Licensing Page Directly (Virtual LoadMasters) 21

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

2.3.3 License a Bare Metal LoadMaster 31

2.3.3.1 Online Licensing (Bare Metal LoadMasters) 31

2.3.3.2 Offline Licensing 33

2.3.3.2.1 Offline Licensing Through Clicking the Link from the LoadMaster (Bare Metal LoadMasters) 33

2.3.3.2.2 Offline Licensing Through Accessing the Offline Licensing Page Directly (Bare Metal LoadMasters) 36

2.3.4 License a Cloud Bring Your Own License (BYOL) LoadMaster 43

2.3.4.1 Online Licensing (Cloud BYOL LoadMasters) 43

2.3.4.2 Offline Licensing 44

2.3.4.2.1 Offline Licensing Through Clicking the Link from the LoadMaster (Cloud BYOL LoadMasters) 45

2.3.4.2.2 Offline Licensing Through Accessing the Offline Licensing Page Directly (Cloud BYOL LoadMasters) 47

2.3.5 License a Cloud Pay As You Go (PAYG) LoadMaster 50

2.3.5.1 Online Licensing (Cloud PAYG LoadMasters) 50

2.3.5.2 Offline Licensing 51

2.3.5.2.1 Offline Licensing Through Clicking the Link from the LoadMaster (Cloud PAYG LoadMasters) 52

2.3.5.2.2 Offline Licensing Through Accessing the Offline Licensing Page Directly (Cloud PAYG LoadMasters) 54

3 Troubleshooting 57

3.1 WUI Troubleshooting Checks 57

3.2 Console Troubleshooting Options 58

4 Temporary and Permanent Licenses 59

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

5 Updating a License **60**

5.1 Update using the Online Licensing Method 61

5.2 Update using the Offline Licensing Method 61

6 Changing the Kemp ID Associated with the License **63**

7 Downgrading From LoadMaster Version 7 to Version 6 ..... **64**

References **65**

Last Updated Date **66**

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

1 Introduction

Before the Kemp LoadMaster can be used it needs to be licensed. A Kemp ID is required to license a LoadMaster.

Follow the steps in the **Register for a Kemp ID** section to register for a Kemp ID (if this has not already been done) and then license the LoadMaster.

If the password for the Kemp ID has been forgotten, it can be reset. Refer to the **Reset the Kemp ID Password** section for instructions on how to do this.

> Registration of a Kemp ID only needs to be done once. Future licensing requirements can use this same Kemp account.

1.1 Document Purpose

The purpose of this document is to guide the reader through the licensing process.

1.2 Intended Audience

This document is intended to be read by anyone who needs guidance during the LoadMaster licensing process.

1.3 Prerequisites

This document assumes that the LoadMaster has already been installed up to the point where it needs to be licensed. For installation instructions, refer to the relevant Installation Guide on the Kemp documentation page: https://kemptechnologies.com/documentation.

Licensing requires a connection to the Kemp licensing database (internet access). Either directly from the LoadMaster itself (to do online licensing) or from any browser with internet access (to do offline licensing, if you do not have internet access directly from the LoadMaster).

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

2 License the LoadMaster

A Kemp ID is required to license Kemp products. The **Register for a Kemp ID** section details instructions on how to register for a Kemp ID, if you do not already have one.

2.1 Add Kemp Licensing Server to Allowed URLs on the Firewall

Kemp recommends adding the Kemp Licensing Server URLs as allowed URLs on your firewall to ensure all licensing features work, including the downloading and updating of Web Application Firewall (WAF) rules. The URLs to allow vary depending on your LoadMaster firmware version:

- LoadMaster firmware version 7.2.53 or above (or 7.2.48.3 Long Term Support (LTS) and above): **licensing.kemp.ax**
- LoadMaster firmware versions below 7.2.53 (or below 7.2.48.3 LTS): **alsi.kemptechnologies.com** and **alsi2.kemptechnologies.com**

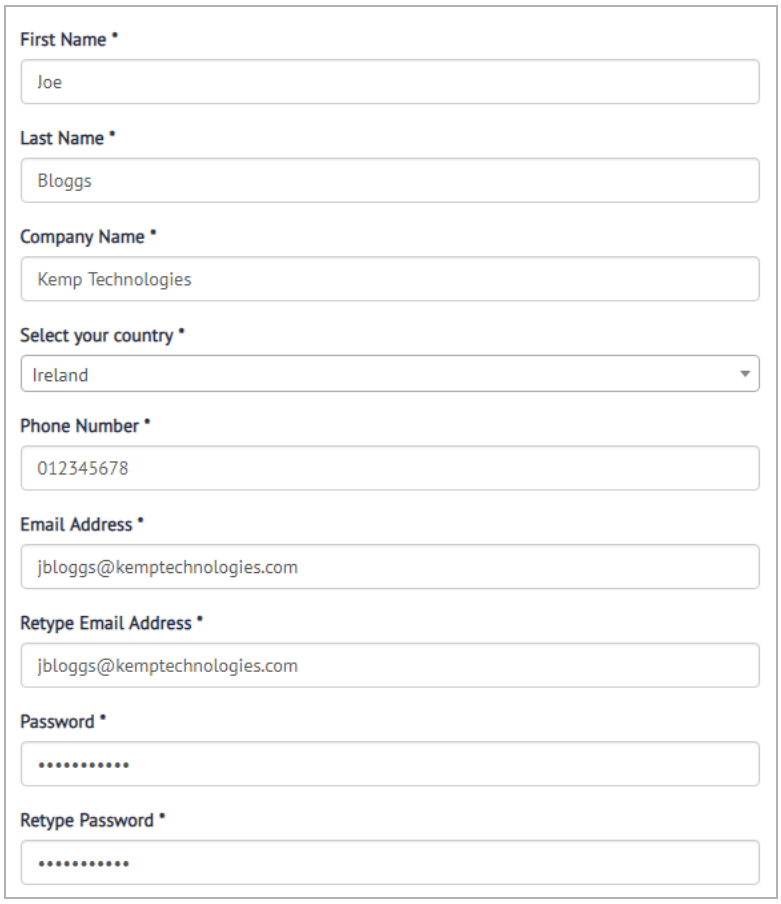
2.2 Register for a Kemp ID

To register for a Kemp ID, follow the steps below:

1. Go to https://kemptechnologies.com/kemp-id-registration.

   There is a link to this page on the license screen on the LoadMaster.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



2. Fill out all of the fields on the form.

> Enter a valid **Email Address**. The validation email and license information will be sent to this email address.

3. Make note of this password as it will be needed to activate and access the account.

4. Click **Create a Kemp ID**.

5. A success message is displayed. An email is sent from Kemp (alsilicensingregistration@kemptechnologies.com) to the address specified in the form.

6. Go to the email and click **Confirm** to open the validation screen.

> If you do not activate the account within 24 hours of registering, the activation link in the email will have expired. To resend the

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

activation email, go to https://licensing.kemp.ax/resend-activation-email and enter your Kemp ID. The resend email option does work if it is more than 24 hours since initial registration.

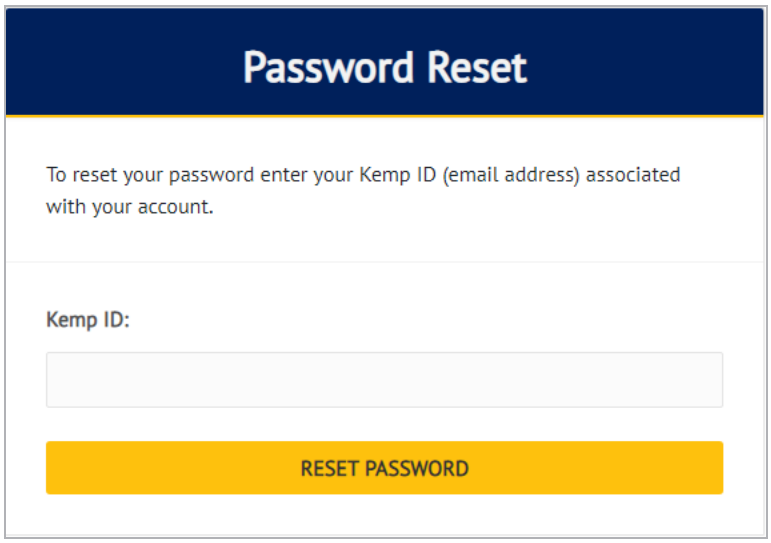
7. Enter the password that you specified on the registration form.
8. Click **Activate Now**.
9. A success message appears. Another email is sent to inform that the account is now active.

This Kemp account can now be used to activate products immediately.

2.2.1 Reset the Kemp ID Password

If the password for the Kemp account is not known, it can be reset. To reset the Kemp ID password, follow the steps below:

1. Go to the reset password page: https://kemptechnologies.com/support/reset-password



2. Enter the **Kemp ID**.
3. Click **RESET PASSWORD**.
4. An email will be sent to the address specified. Click the link in the email.
5. Enter the new password in both the **Password** and **Retype Password** fields.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

6. Click **Reset**.

A message will appear to say the password has been successfully changed.

2.3 Activate the LoadMaster License

The licensing process varies slightly depending on what LoadMaster type you have. Refer to the relevant section below, depending on your LoadMaster type, for further details.

> This document discusses licensing your LoadMaster using a license obtained from the Kemp Licensing Server, using either the online (preferred) or offline methods. The licensing screen on your LoadMaster may also present an option for **Kemp 360 Central Licensing**. For more information, refer to the Kemp 360 Central Feature Description.

2.3.1 License a Hardware LoadMaster

There are two methods to activate a license – online or offline.

Online licensing can be used when the LoadMaster has access to the internet. Offline licensing can be used when the LoadMaster does not have access to the internet.

Refer to the relevant section below depending on the licensing method you are using.

2.3.1.1 Online Licensing (Hardware LoadMasters)

Online licensing can be used when the LoadMaster has access to the internet.

A Kemp ID is required to license the LoadMaster. If a Kemp ID does not already exist, refer to the **Register for a Kemp ID** section. Instructions on how to license the LoadMaster are below.

To activate the LoadMaster license, perform the following steps:

1. In an internet browser, enter the IP address of the LoadMaster.

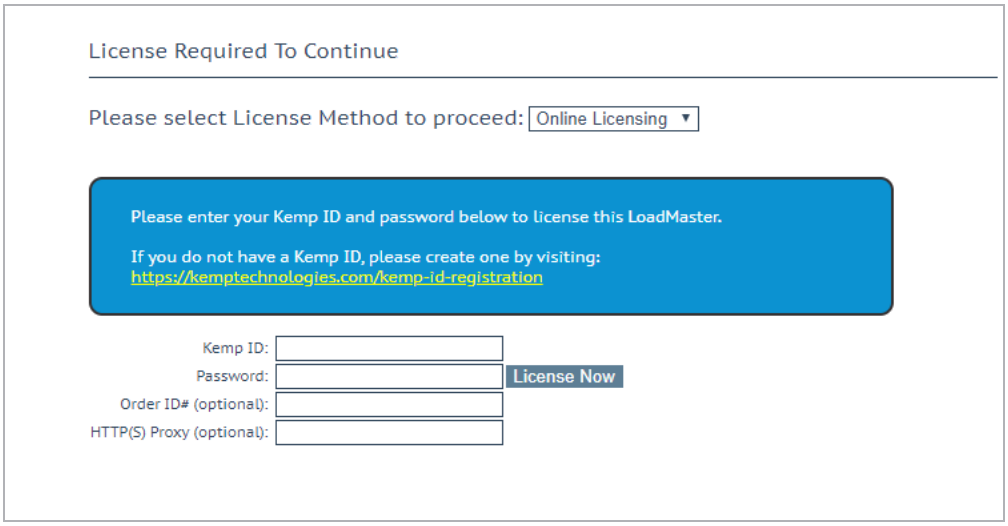
> Ensure that **https://** is entered before the IP address.

2. A warning may appear regarding website security certificates. Click the continue/ignore option.

> If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

3. Ensure that **Online Licensing** is selected in the drop-down menu.



4. Enter the **Kemp ID**. This is the email address used during Kemp ID registration.

5. Enter the **Password** for the Kemp account.

6. There is no need to enter an **Order ID**.

7. If needed, a **HTTP(S) Proxy** server address can be entered, in the format **<ProxyServerAddress>:<Port>**.

8. Click **License Now**.

9. Click **OK**.

The LoadMaster is now fully installed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.1.2 Offline Licensing

> Before licensing the LoadMaster, a Kemp ID is required. If one does not already exist, follow the steps in the **Register for a Kemp ID** section to get one.

If the LoadMaster WUI can be accessed but the LoadMaster does not have access to the internet, a license can be obtained using the offline method. You can license using the offline method in the following ways:

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

- Through clicking the link in the LoadMaster
- Through accessing the Offline Licensing page directly

Refer to the relevant section below, depending on what method you use.

2.3.1.2.1 Offline Licensing Through Clicking the Link from the LoadMaster (Hardware LoadMasters)

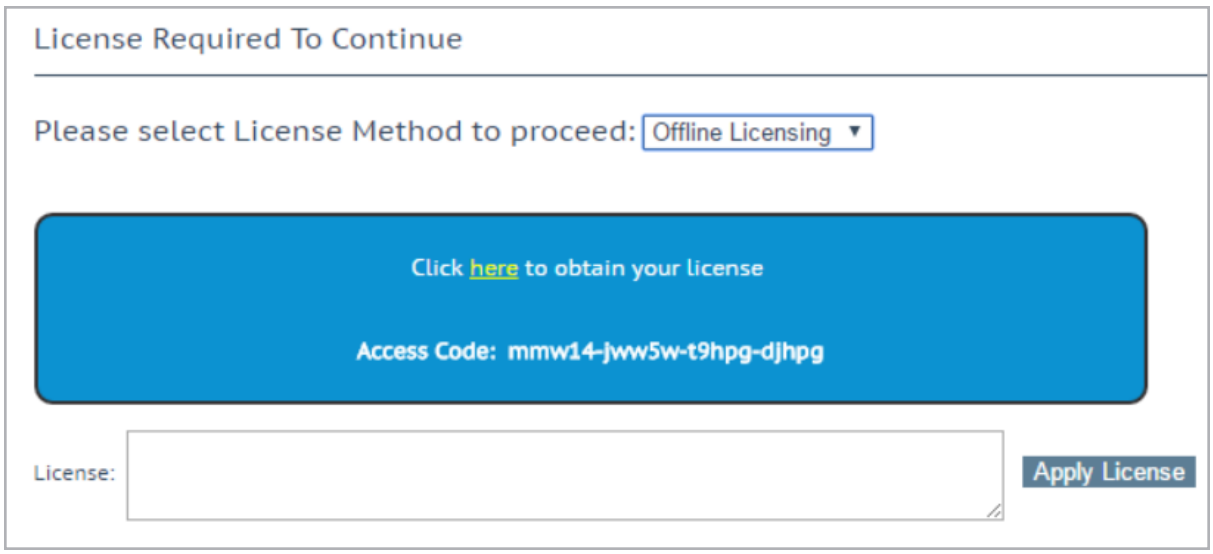
To perform offline licensing on a hardware LoadMaster through clicking the link from the LoadMaster, follow these steps:

1. In an internet browser, enter the IP address of the LoadMaster.

> Ensure to enter **https://** before the IP address.

2. A warning may appear regarding website security certificates. Click the continue/ignore option. To stop this warning from appearing - download the root certificate of the LoadMaster by clicking **Download Root Cert** under the main menu after initially logging in.

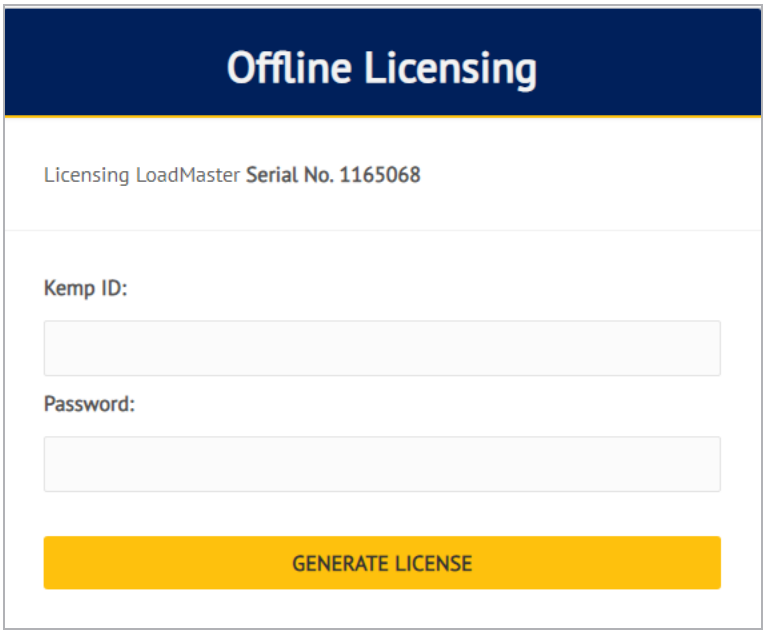
> If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.



3. Select **Offline Licensing** from the drop-down menu provided.

4. Click the **here** link provided on the page.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

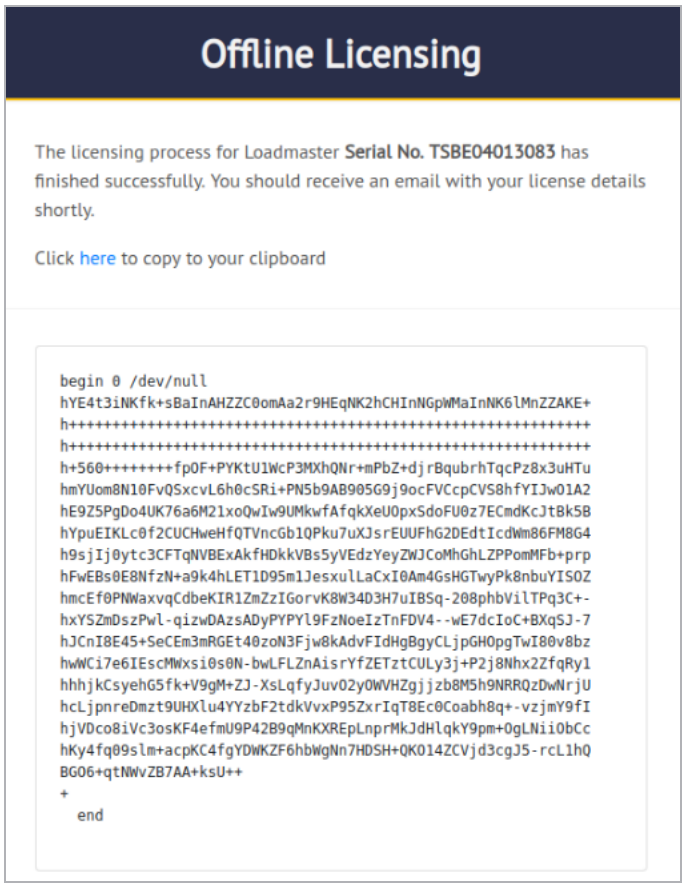


5. Enter the **Kemp ID** (email address used when registering the Kemp account).
6. Enter the **Password** of the Kemp account.

   If there are any parameters missing in the request that came from the LoadMaster, the complete form with all fields is displayed.

7. Click **GENERATE LICENSE**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



8. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

9. Paste the license into the **License** text area and click **Apply License**.

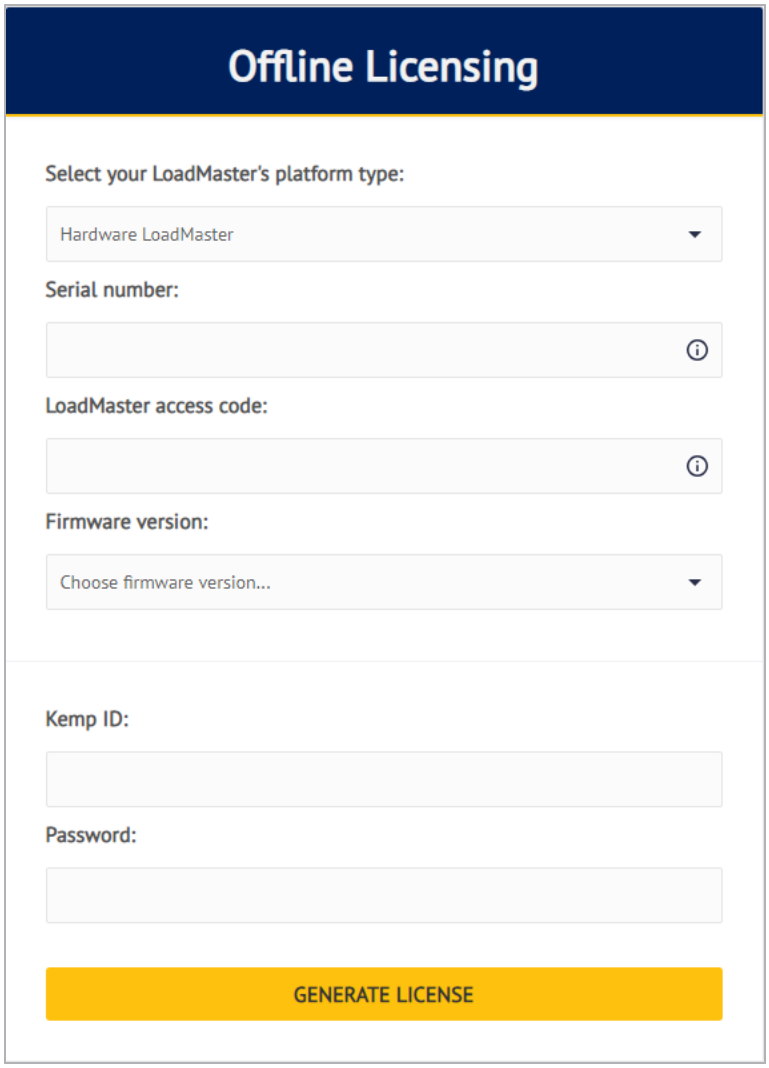
10. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.1.2.2 Offline Licensing Through Accessing the Offline Licensing Page Directly (Hardware LoadMasters)

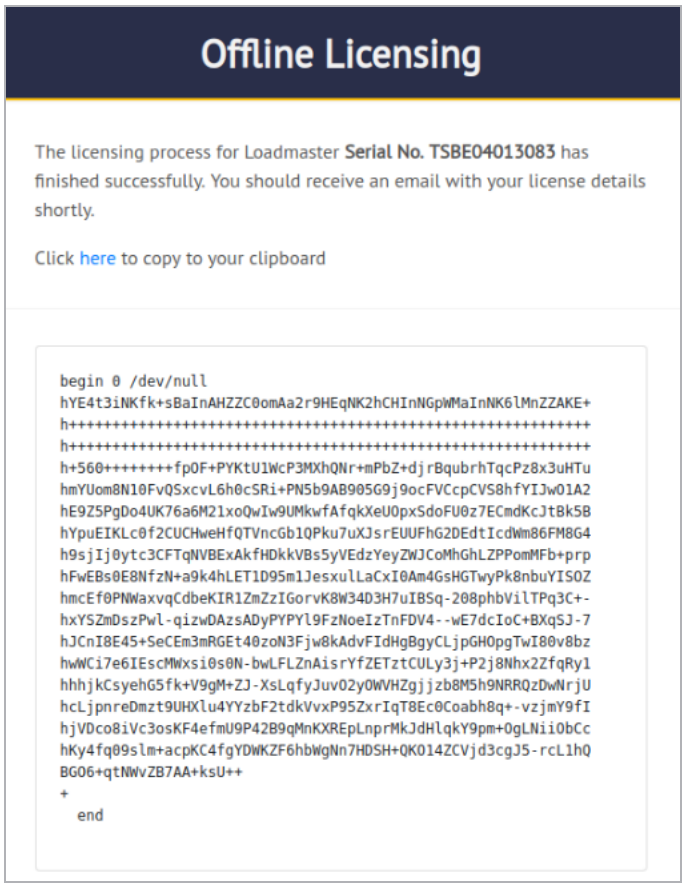
When you are in an isolated network, use a workstation with internet access within your organization and go to https://licensing.kemp.ax/offLine.php. Complete the form with the requested information, because in this case it will not be pre-populated.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



1. Select **Hardware LoadMaster** as the platform type.
2. Enter the **Serial number**. This is displayed on the LoadMaster home page.
3. Enter the **LoadMaster access code**. This is displayed on the LoadMaster **Offline Licensing** page.
4. Select the **Firmware version**. This is displayed in the top-right of the LoadMaster WUI.
5. Enter the **Kemp ID** (email address used when registering the Kemp account).
6. Enter the **Password** of the Kemp account.
7. Click **GENERATE LICENSE**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



8. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

9. Paste the license into the **License** text area and click **Apply License**.

10. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.2 License a Virtual LoadMaster

There are two methods to activate a license – online or offline.

Online licensing can be used when the LoadMaster has access to the internet. Offline licensing can be used when the LoadMaster does not have access to the internet.

Refer to the relevant section below depending on the licensing method you are using.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

2.3.2.1 Online Licensing (Virtual LoadMasters)

Online licensing can be used when the LoadMaster has access to the internet.

A Kemp ID is required to license the LoadMaster. If a Kemp ID does not already exist, refer to the **Register for a Kemp ID** section. Instructions on how to license the LoadMaster are below.

To activate the LoadMaster license, perform the following steps:

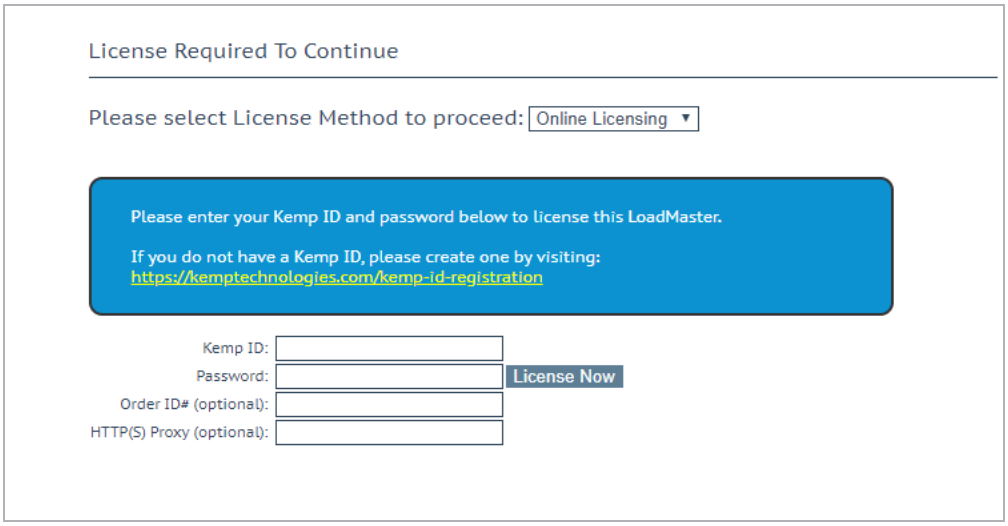
1. In an internet browser, enter the IP address of the LoadMaster.

> Ensure that **https://** is entered before the IP address.

2. A warning may appear regarding website security certificates. Click the continue/ignore option.

> If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.

3. Ensure that **Online Licensing** is selected in the drop-down menu.



4. Enter the **Kemp ID**. This is the email address used during Kemp ID registration.

5. Enter the **Password** for the Kemp account.

6. If you are applying a temporary license, you are not required to enter an **Order ID**. If this is the first time you are licensing this LoadMaster and you are adding a permanent license, the Kemp **Order ID** is required.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

7. If needed, a **HTTP(S) Proxy** server address can be entered, in the format **<ProxyServerAddress>:<Port>**.

8. Click **License Now**.

9. Click **OK**.

> If you entered an **Order ID**, a screen appears that provides a list of available licenses for that order ID.

10. Select the license type that you want to apply to the LoadMaster.

> If the license type you want is not displayed, contact your Kemp representative.

11. Click **Continue**.

The LoadMaster is now fully installed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.2.2 Offline Licensing

> Before licensing the LoadMaster, a Kemp ID is required. If one does not already exist, follow the steps in the **Register for a Kemp ID** section to get one.

If the LoadMaster WUI can be accessed but the LoadMaster does not have access to the internet, a license can be obtained using the offline method. You can license using the offline method in the following ways:

- Through clicking the link in the LoadMaster
- Through accessing the Offline Licensing page directly

Refer to the relevant section below, depending on what method you use.

2.3.2.2.1 Offline Licensing Through Clicking the Link from the LoadMaster (Virtual LoadMasters)

To perform offline licensing on a Virtual LoadMaster through clicking the link from the LoadMaster, follow these steps:

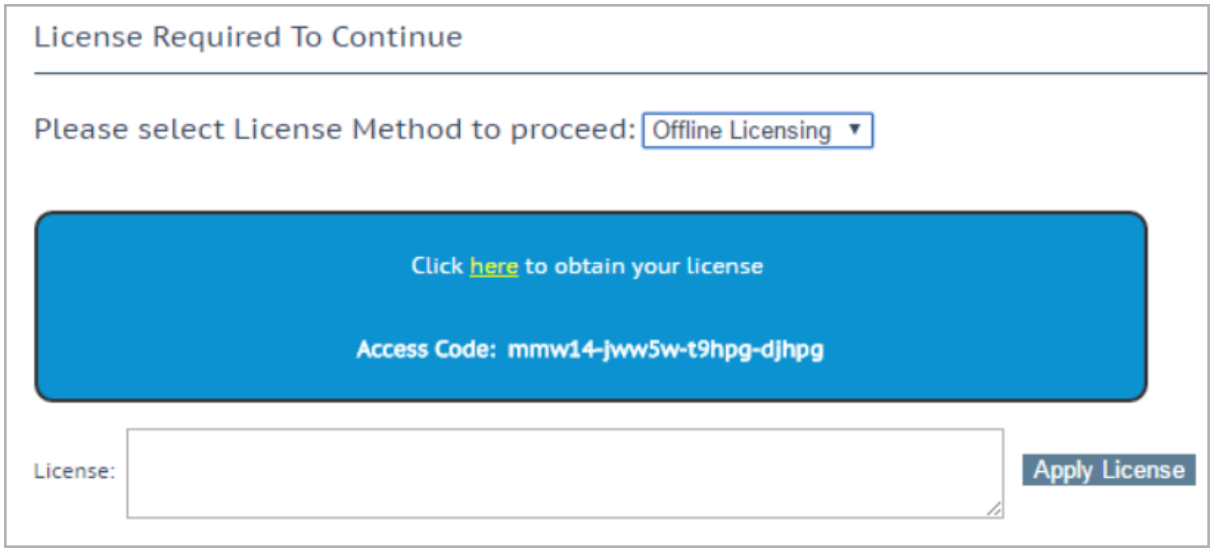
1. In an internet browser, enter the IP address of the LoadMaster.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

> Ensure to enter **https://** before the IP address.

2. A warning may appear regarding website security certificates. Click the continue/ignore option. To stop this warning from appearing - download the root certificate of the LoadMaster by clicking **Download Root Cert** under the main menu after initially logging in.

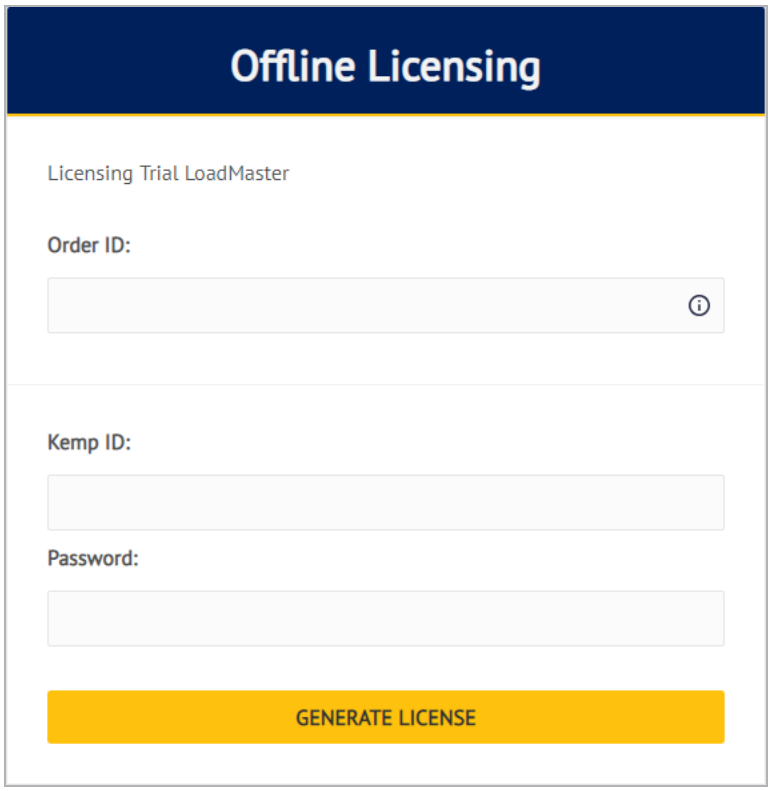
> If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.



3. Select **Offline Licensing** from the drop-down menu provided.

4. Click the **here** link provided on the page.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



5. Select your license action.

6. If you want to convert your deployed trial to a permanent license and you have a purchase order ID, enter the **Order ID**. There is no need to enter an **Order ID** if you are registering for a 30-day trial license.

> Other drop-down options available must be selected based on what you are trying to do. Based on the selection, additional fields may be displayed or hidden.

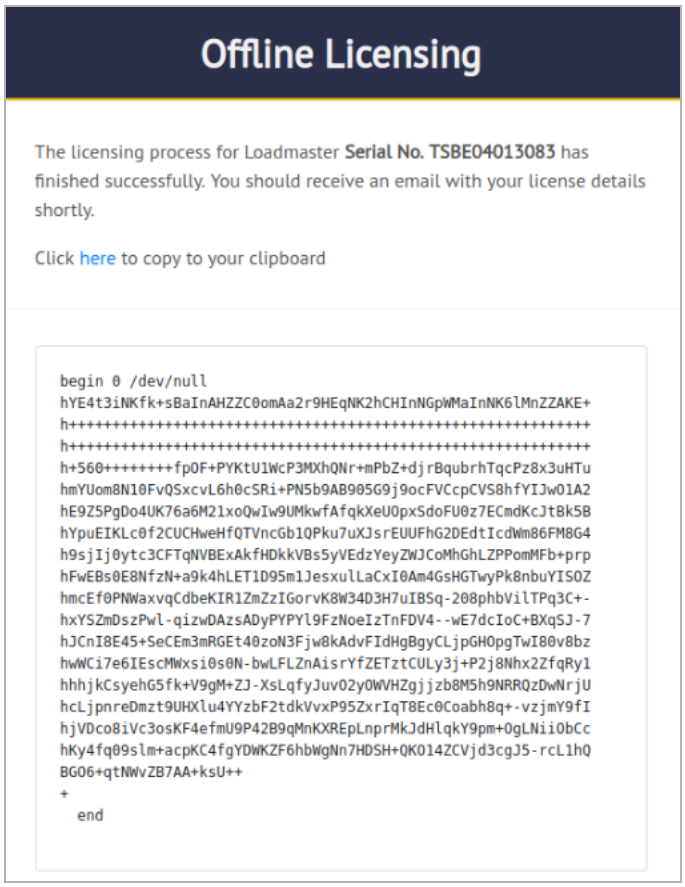
7. Enter the **Kemp ID** (email address used when registering the Kemp account).

8. Enter the **Password** of the Kemp account.

> If there are any parameters missing in the request that came from the LoadMaster, the complete form with all fields is displayed.

9. Click **GENERATE LICENSE**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



10. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

11. Paste the license into the **License** text area and click **Apply License**.

12. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.2.2.2 Offline Licensing Through Accessing the Offline Licensing Page Directly (Virtual LoadMasters)

When offline licensing a Virtual LoadMaster through accessing the offline licensing page directly, the fields that appear on the offline licensing page vary depending on what action you are performing. The possible actions are:

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

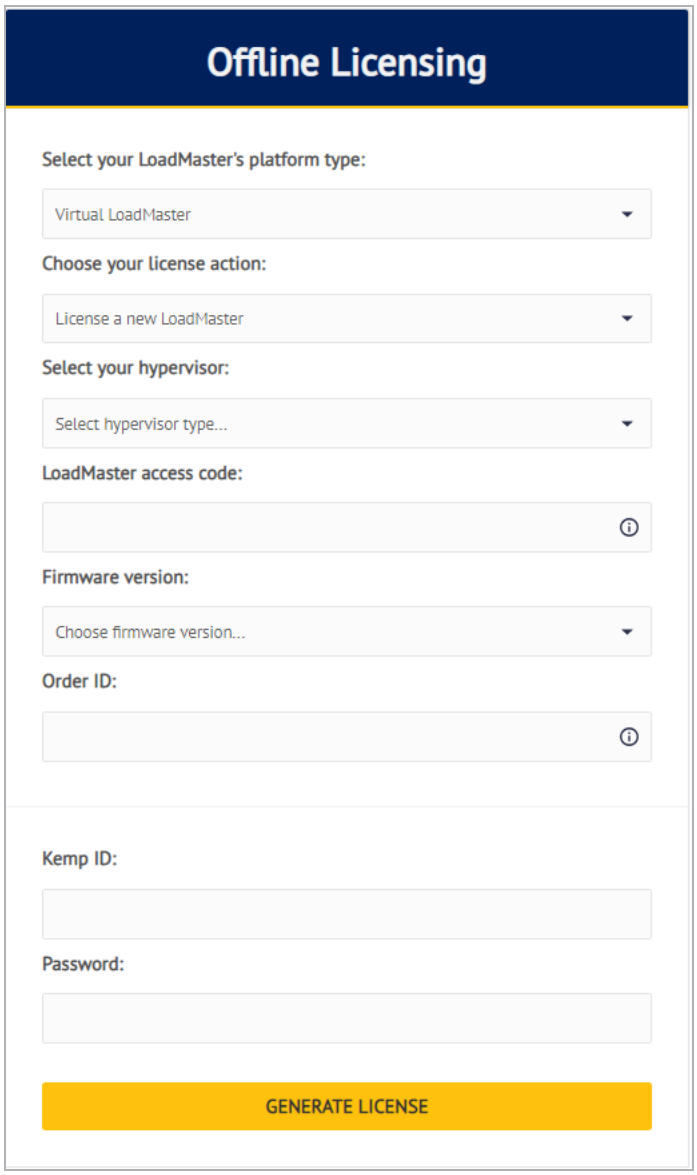
- First time licensing of a purchased LoadMaster
- Updating an existing license
- Licensing a trial LoadMaster
- Converting a trial license to a permanent license

Refer to the relevant section below depending on what licensing action you want to perform.

First Time Licensing of a Purchased Virtual LoadMaster

When you are in an isolated network, use a workstation with internet access within your organization and go to https://licensing.kemp.ax/offLine.php. Complete the form with the requested information, because in this case it will not be pre-populated.

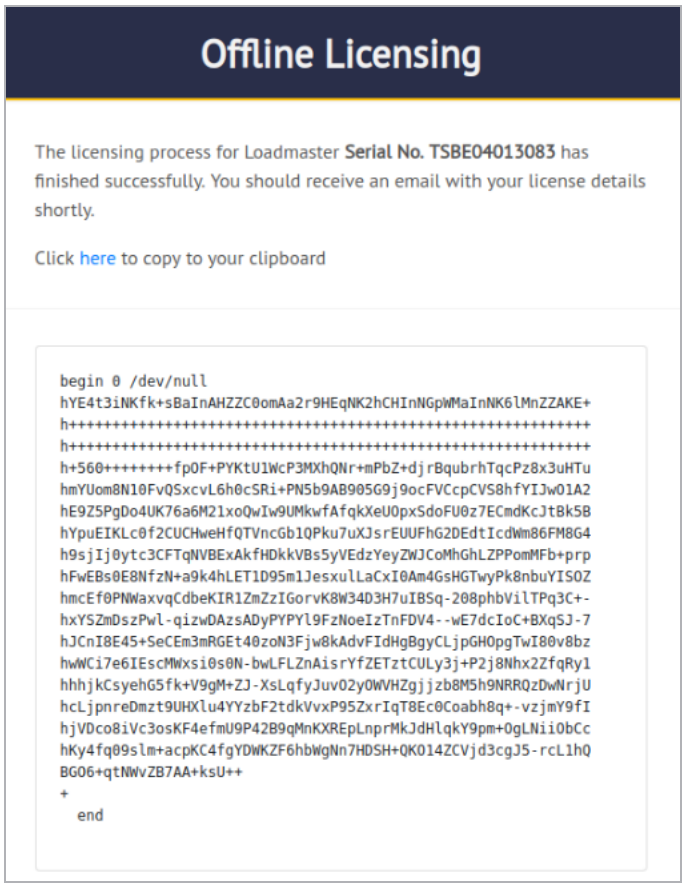
© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



1. Select **Virtual LoadMaster** as the platform type.
2. Select **License a new LoadMaster** as the action.
3. Select the hypervisor type.
4. Enter the **LoadMaster access code**. This is displayed on the LoadMaster **Offline Licensing** page.
5. Select the **Firmware version**. This is displayed in the top-right of the LoadMaster WUI.
6. Enter the **Order ID**. This is provided by your Kemp representative.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

7. Enter the **Kemp ID** (email address used when registering the Kemp account).
8. Enter the **Password** of the Kemp account.
9. Click **GENERATE LICENSE**.



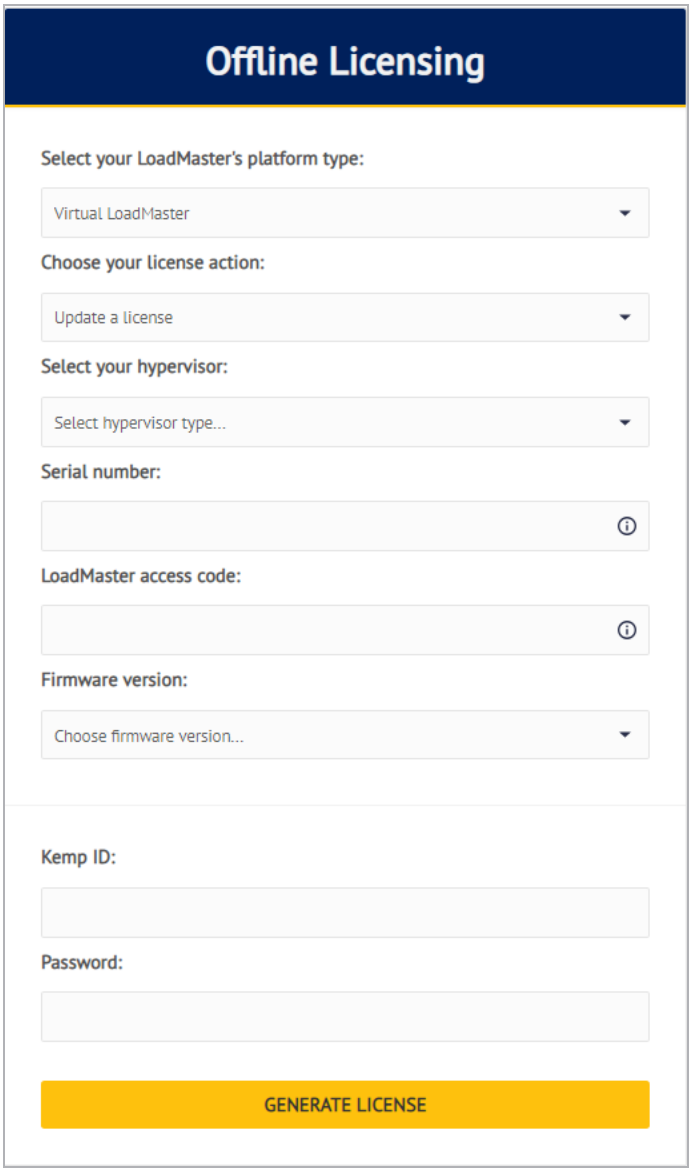
10. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.
11. Paste the license into the **License** text area and click **Apply License**.
12. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

Updating an Existing License

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

When you are in an isolated network, use a workstation with internet access within your organization and go to https://licensing.kemp.ax/offLine.php. Complete the form with the requested information, because in this case it will not be pre-populated.



1. Select **Virtual LoadMaster** as the platform type.
2. Select **Update a license** as the action.
3. Select the hypervisor type.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

4. Enter the **Serial number** of the LoadMaster. This is displayed on the LoadMaster home page.

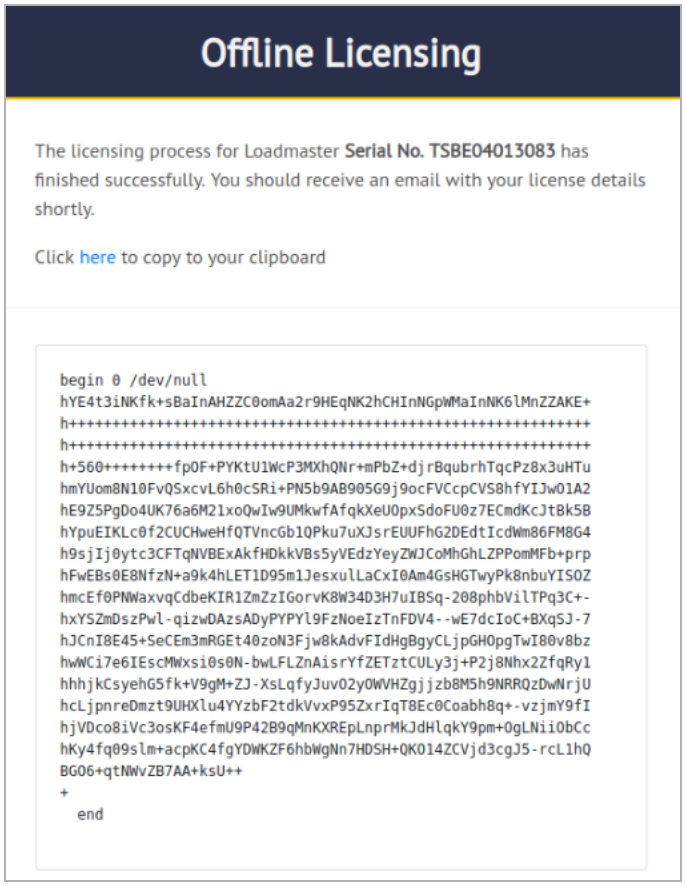
5. Enter the **LoadMaster access code**. This is displayed on the LoadMaster **Offline Licensing** page.

6. Select the **Firmware version**. This is displayed in the top-right of the LoadMaster WUI.

7. Enter the **Kemp ID** (email address used when registering the Kemp account).

8. Enter the **Password** of the Kemp account.

9. Click **GENERATE LICENSE**.



10. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

11. Paste the license into the **License** text area and click **Apply License**.

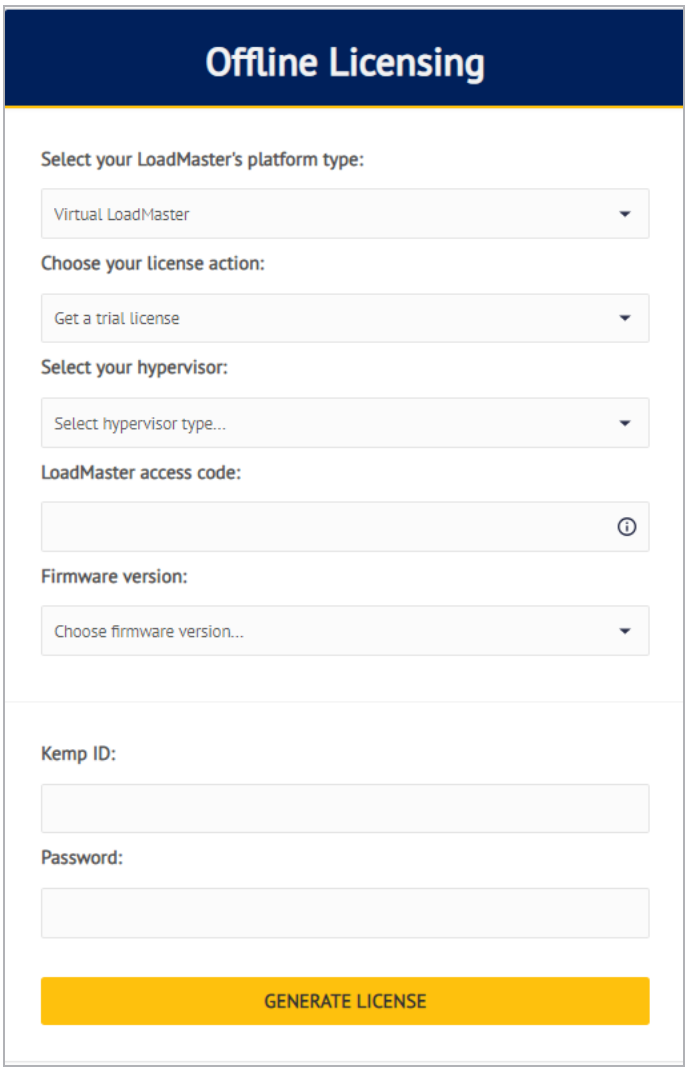
12. Click **OK**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

Licensing a Trial LoadMaster

When you are in an isolated network, use a workstation with internet access within your organization and go to https://licensing.kemp.ax/offLine.php. Complete the form with the requested information, because in this case it will not be pre-populated.



1. Select **Virtual LoadMaster** as the platform type.
2. Select **Get a trial license** as the action.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

3. Select your hypervisor type.

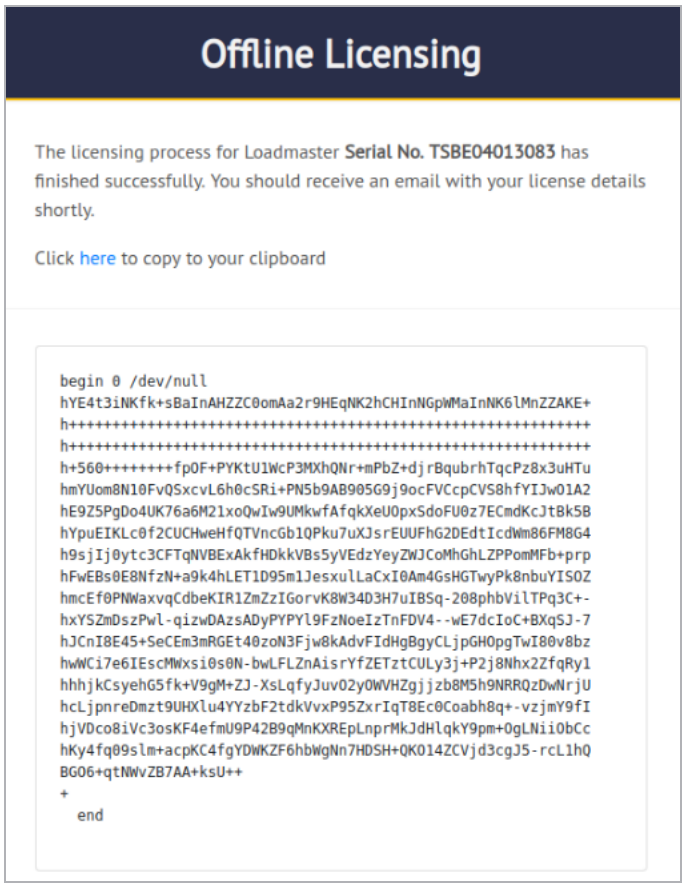
4. Enter the **LoadMaster access code**. This is displayed on the LoadMaster **Offline Licensing** page.

5. Select the **Firmware version**. This is displayed in the top-right of the LoadMaster WUI.

6. Enter the **Kemp ID** (email address used when registering the Kemp account).

7. Enter the **Password** of the Kemp account.

8. Click **GENERATE LICENSE**.



9. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

10. Paste the license into the **License** text area and click **Apply License**.

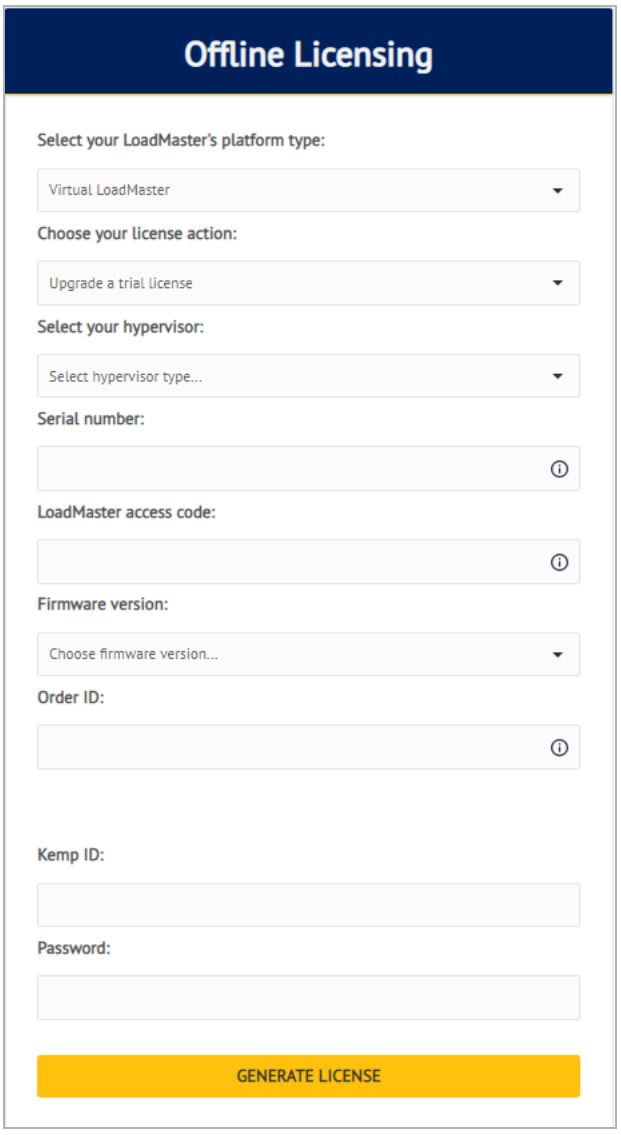
11. Click **OK**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

Converting a Trial License to a Permanent License

When you are in an isolated network, use a workstation with internet access within your organization and go to https://licensing.kemp.ax/offLine.php. Complete the form with the requested information, because in this case it will not be pre-populated.



1. Select **Virtual LoadMaster** as the platform type.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

2. Select **Upgrade a trial license** as the action.

3. Select the hypervisor type.

4. Enter the **Serial number** of the LoadMaster. This is displayed on the LoadMaster home page.

5. Enter the **LoadMaster access code**. This is displayed on the LoadMaster **Offline Licensing** page.

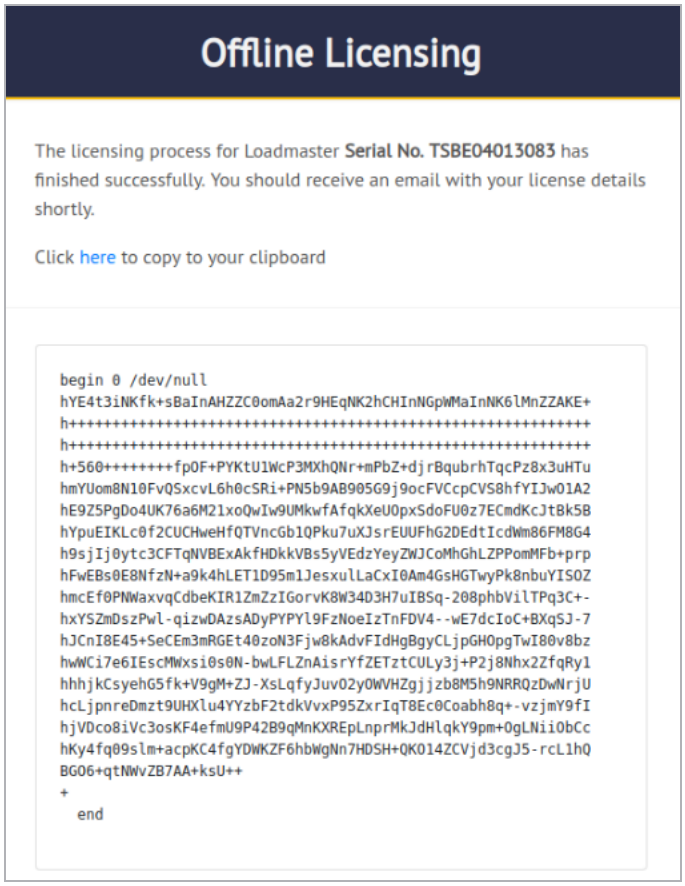
6. Select the **Firmware version**. This is displayed in the top-right of the LoadMaster WUI.

7. Enter the **Order ID**. This is provided by your Kemp representative.

8. Enter the **Kemp ID** (email address used when registering the Kemp account).

9. Enter the **Password** of the Kemp account.

10. Click **GENERATE LICENSE**.



© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

11. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

12. Paste the license into the **License** text area and click **Apply License**.

13. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.3 License a Bare Metal LoadMaster

There are two methods to activate a license – online or offline.

Online licensing can be used when the LoadMaster has access to the internet. Offline licensing can be used when the LoadMaster does not have access to the internet.

Refer to the relevant section below depending on the licensing method you are using.

2.3.3.1 Online Licensing (Bare Metal LoadMasters)

Online licensing can be used when the LoadMaster has access to the internet.

A Kemp ID is required to license the LoadMaster. If a Kemp ID does not already exist, refer to the **Register for a Kemp ID** section. Instructions on how to license the LoadMaster are below.

To activate the LoadMaster license, perform the following steps:

1. In an internet browser, enter the IP address of the LoadMaster.

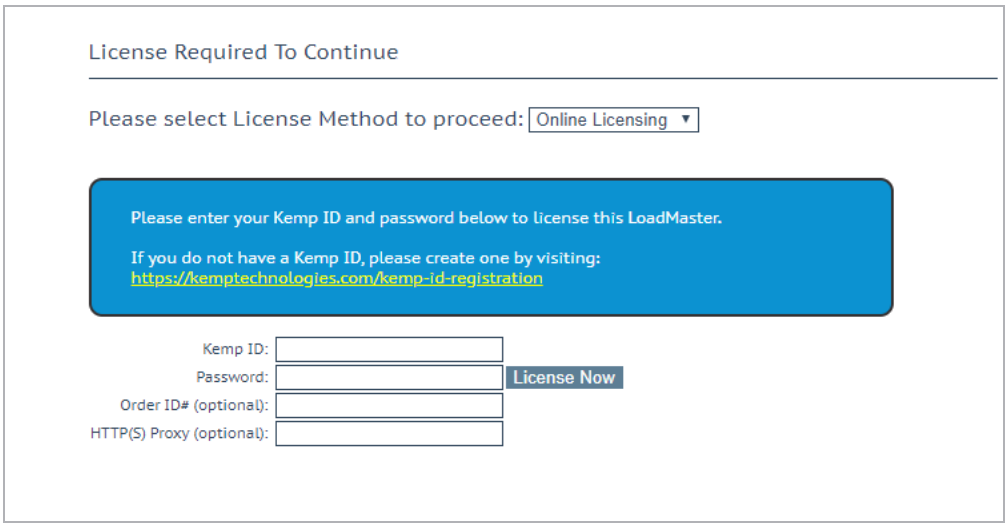
> Ensure that **https://** is entered before the IP address.

2. A warning may appear regarding website security certificates. Click the continue/ignore option.

> If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.

3. Ensure that **Online Licensing** is selected in the drop-down menu.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



4. Enter the **Kemp ID**. This is the email address used during Kemp ID registration.

5. Enter the **Password** for the Kemp account.

6. If you are applying a temporary license, you are not required to enter an **Order ID**. If this is the first time you are licensing this LoadMaster and you are adding a permanent license, the Kemp **Order ID** is required.

7. If needed, a **HTTP(S) Proxy** server address can be entered, in the format **<ProxyServerAddress>:<Port>**.

8. Click **License Now**.

9. Click **OK**.

> If you entered an **Order ID**, a screen appears that provides a list of available licenses for that order ID.

10. Select the license type that you want to apply to the LoadMaster.

> If the license type you want is not displayed, contact your Kemp representative.

11. Click **Continue**.

The LoadMaster is now fully installed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

configure the LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.3.2 Offline Licensing

> Before licensing the LoadMaster, a Kemp ID is required. If one does not already exist, follow the steps in the **Register for a Kemp ID** section to get one.

If the LoadMaster WUI can be accessed but the LoadMaster does not have access to the internet, a license can be obtained using the offline method. You can license using the offline method in the following ways:

- Through clicking the link in the LoadMaster
- Through accessing the Offline Licensing page directly

Refer to the relevant section below, depending on what method you use.

2.3.3.2.1 Offline Licensing Through Clicking the Link from the LoadMaster (Bare Metal LoadMasters)

To perform offline licensing on a bare metal LoadMaster through clicking the link from the LoadMaster, follow these steps:

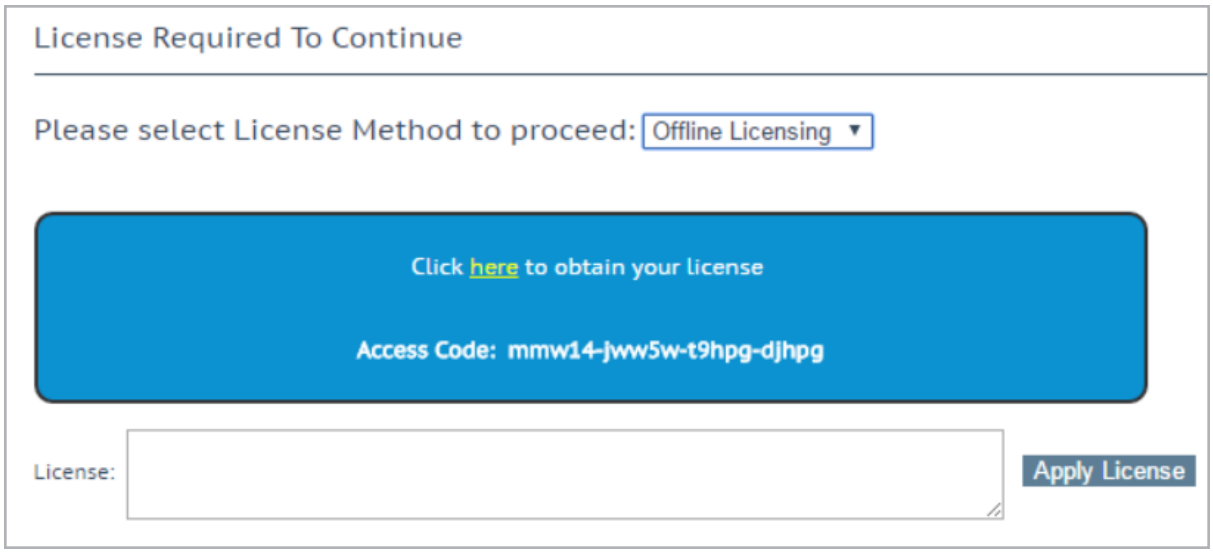
1. In an internet browser, enter the IP address of the LoadMaster.

> Ensure to enter **https://** before the IP address.

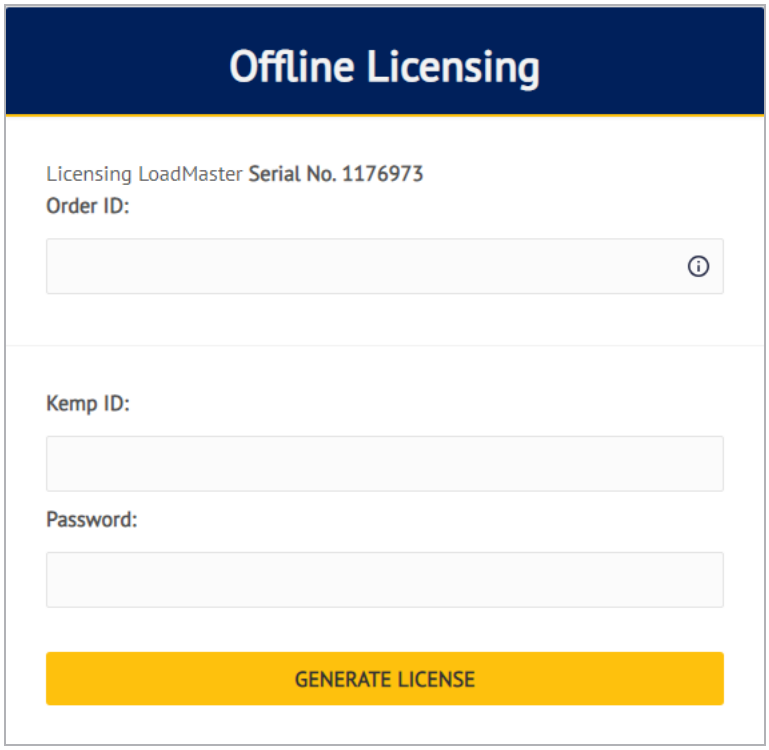
2. A warning may appear regarding website security certificates. Click the continue/ignore option. To stop this warning from appearing - download the root certificate of the LoadMaster by clicking **Download Root Cert** under the main menu after initially logging in.

> If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



3. Select **Offline Licensing** from the drop-down menu provided.
4. Click the **here** link provided on the page.



© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

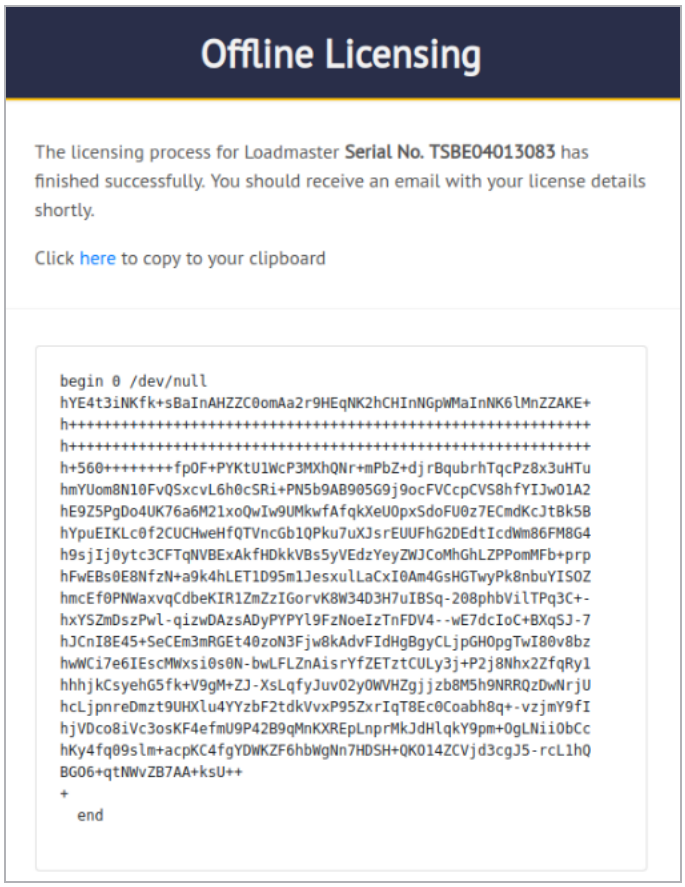
5. If you want to convert your deployed trial to a permanent license and you have a purchase order ID, enter the **Order ID**. There is no need to enter an **Order ID** if you are registering for a 30-day trial license.

6. Enter the **Kemp ID** (email address used when registering the Kemp account).

7. Enter the **Password** of the Kemp account.

> If there are any parameters missing in the request that came from the LoadMaster, the complete form with all fields is displayed.

8. Click **GENERATE LICENSE**.



9. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

10. Paste the license into the **License** text area and click **Apply License**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

11. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.3.2.2 Offline Licensing Through Accessing the Offline Licensing Page Directly (Bare Metal LoadMasters)

When offline licensing a bare metal LoadMaster through accessing the offline licensing page directly, the fields that appear on the offline licensing page vary depending on what action you are performing. The possible actions are:

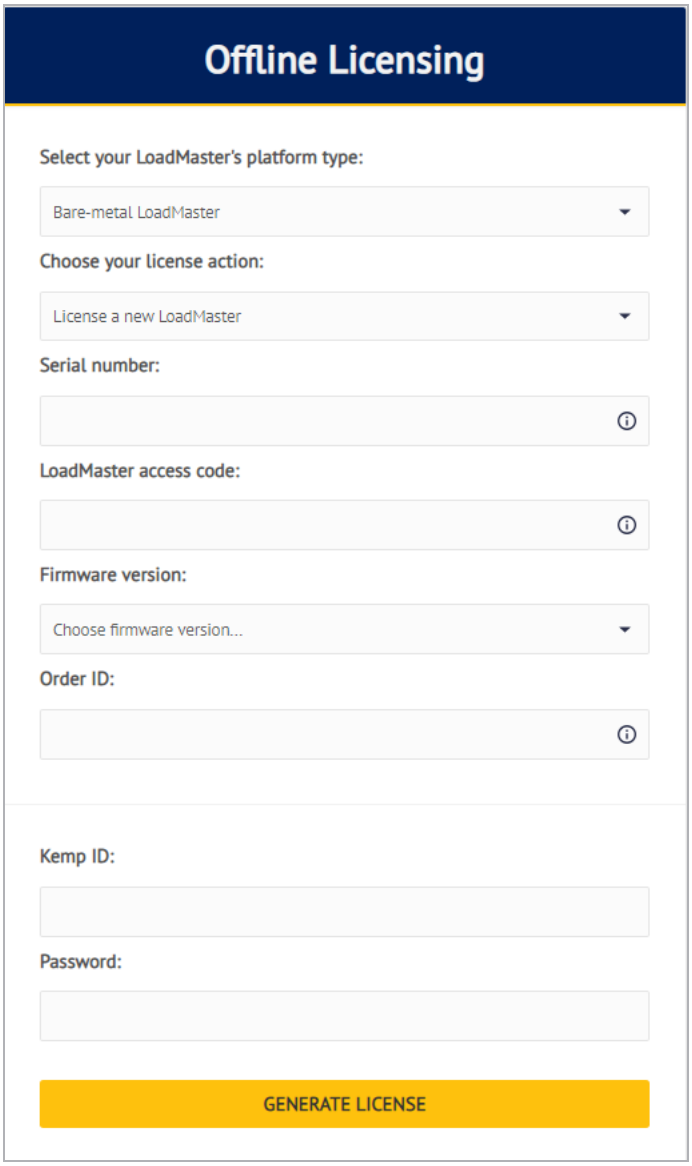
- First time licensing of a purchased LoadMaster or converting a trial license to a permanent license
- Updating an existing license
- Licensing a trial LoadMaster

Refer to the relevant section below depending on what licensing action you want to perform.

First Time Licensing of a Purchased Virtual LoadMaster or Converting a Trial License to a Permanent License

When you are in an isolated network, use a workstation with internet access within your organization and go to https://licensing.kemp.ax/offLine.php. Complete the form with the requested information, because in this case it will not be pre-populated.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

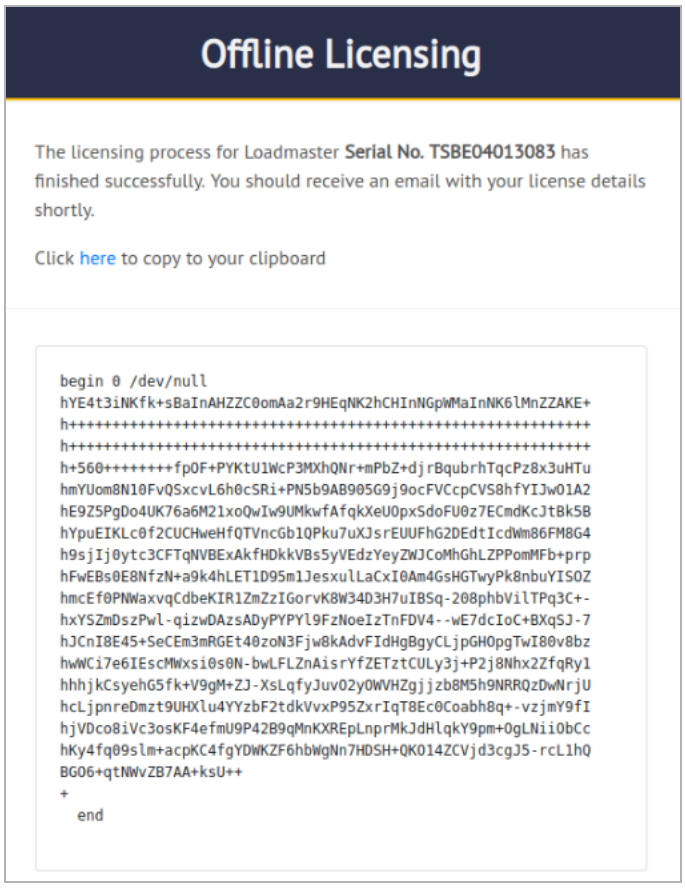


1. Select **Bare-metal LoadMaster** as the platform type.
2. Select **License a new LoadMaster** or **Upgrade a trial license** as the action.
3. Enter the **LoadMaster access code**. This is displayed on the LoadMaster **Offline Licensing** page.
4. Select the **Firmware version**. This is displayed in the top-right of the LoadMaster WUI.
5. Enter the **Order ID**. This is provided by your Kemp representative.
6. Enter the **Kemp ID** (email address used when registering the Kemp account).

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

7. Enter the **Password** of the Kemp account.

8. Click **GENERATE LICENSE**.



9. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

10. Paste the license into the **License** text area and click **Apply License**.

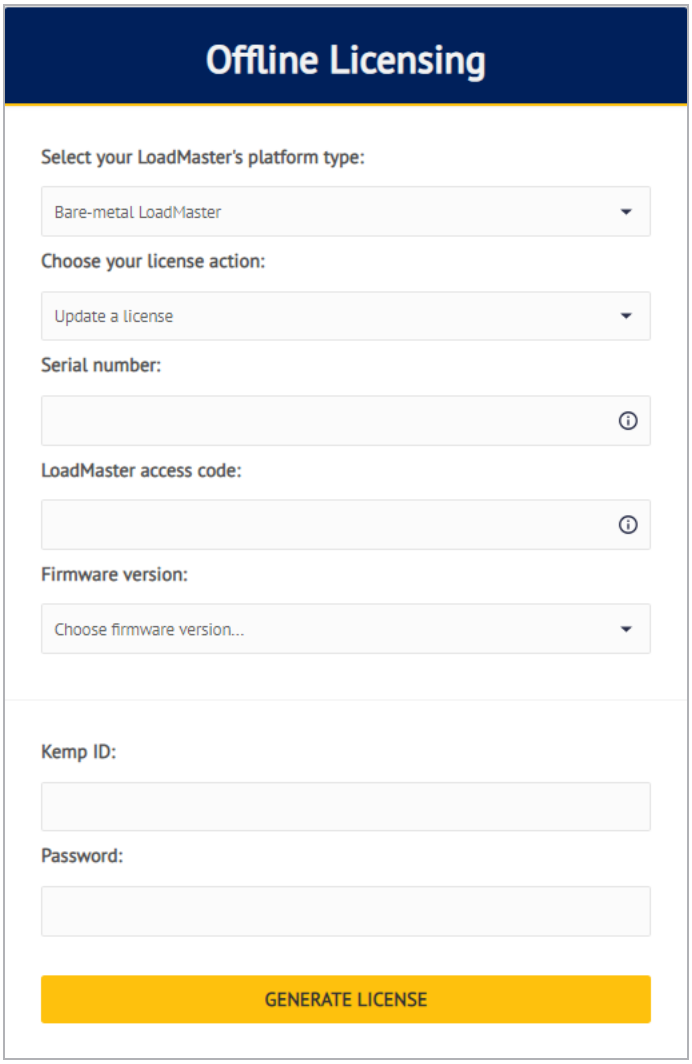
11. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

Updating an Existing License

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

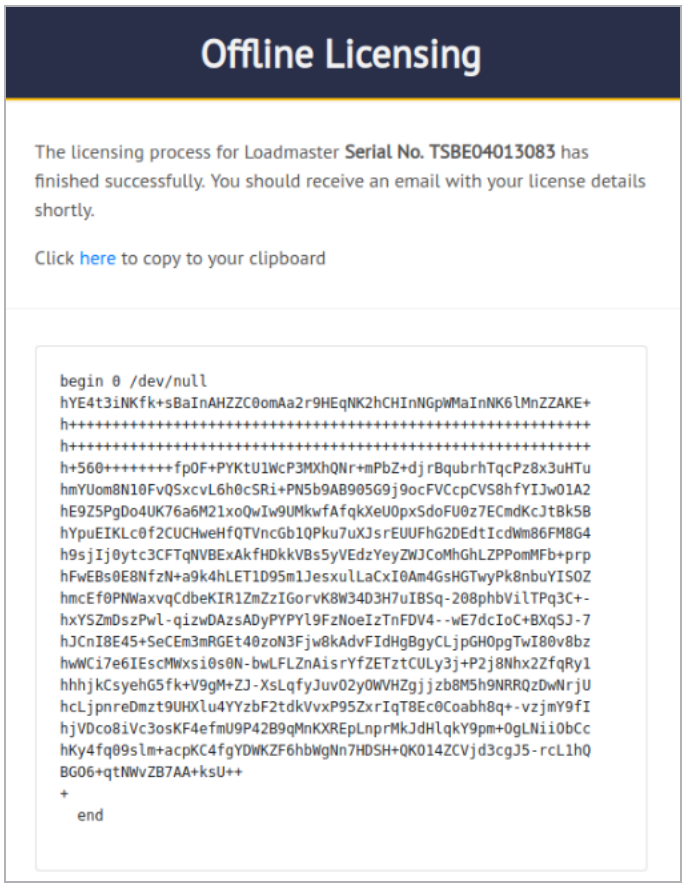
When you are in an isolated network, use a workstation with internet access within your organization and go to https://licensing.kemp.ax/offLine.php. Complete the form with the requested information, because in this case it will not be pre-populated.



1. Select **Bare-metal LoadMaster** as the platform type.
2. Select **Update a license** as the action.
3. Enter the **Serial number** of the LoadMaster. This is displayed on the LoadMaster home page.
4. Enter the **LoadMaster access code**. This is displayed on the LoadMaster **Offline Licensing** page.
5. Select the **Firmware version**. This is displayed in the top-right of the LoadMaster WUI.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

6. Enter the **Kemp ID** (email address used when registering the Kemp account).
7. Enter the **Password** of the Kemp account.
8. Click **GENERATE LICENSE**.



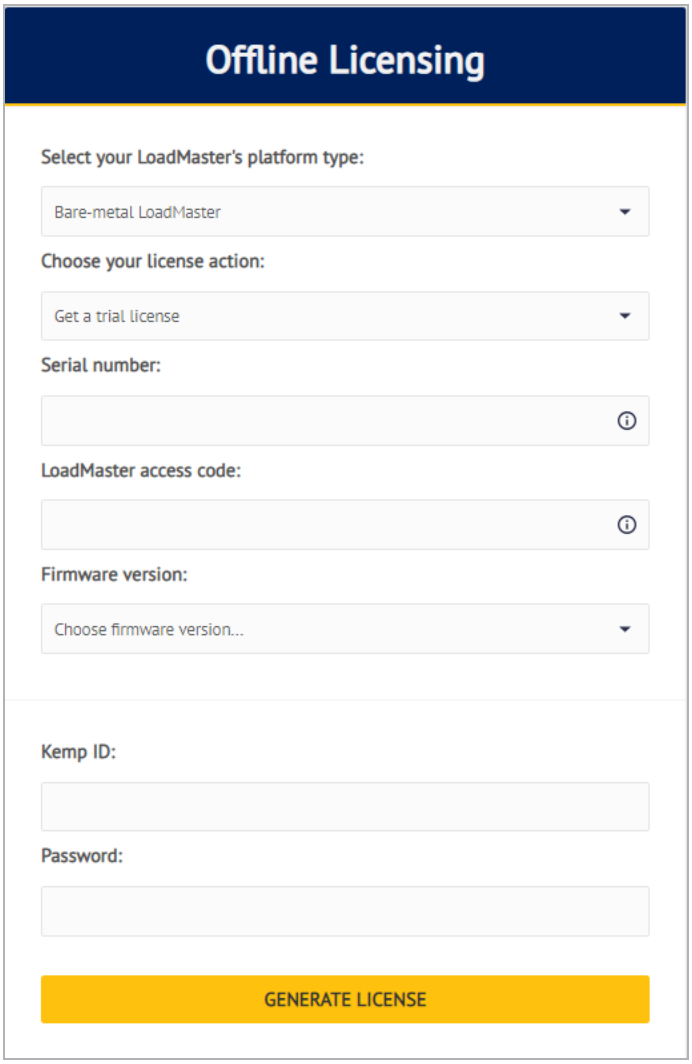
9. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.
10. Paste the license into the **License** text area and click **Apply License**.
11. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

Licensing a Trial LoadMaster

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

When you are in an isolated network, use a workstation with internet access within your organization and go to https://licensing.kemp.ax/offLine.php. Complete the form with the requested information, because in this case it will not be pre-populated.



1. Select **Bare-metal LoadMaster** as the platform type.

2. Select **Get a trial license** as the action.

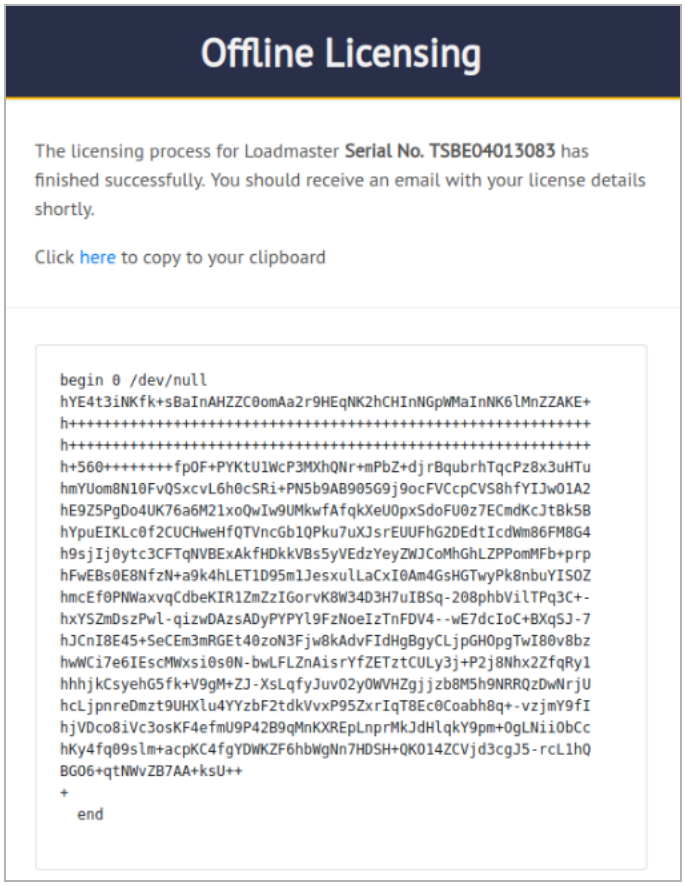
3. Enter the LoadMaster **Serial number**. You can find the serial number on the physical device label or on the LoadMaster home page.

4. Enter the **LoadMaster access code**. This is displayed on the LoadMaster **Offline Licensing** page.

5. Select the **Firmware version**. This is displayed in the top-right of the LoadMaster WUI.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

6. Enter the **Kemp ID** (email address used when registering the Kemp account).
7. Enter the **Password** of the Kemp account.
8. Click **GENERATE LICENSE**.



9. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.
10. Paste the license into the **License** text area and click **Apply License**.
11. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

2.3.4 License a Cloud Bring Your Own License (BYOL) LoadMaster

There are two methods to activate a license – online or offline.

Online licensing can be used when the LoadMaster has access to the internet. Offline licensing can be used when the LoadMaster does not have access to the internet.

Refer to the relevant section below depending on the licensing method you are using.

2.3.4.1 Online Licensing (Cloud BYOL LoadMasters)

Online licensing can be used when the LoadMaster has access to the internet.

A Kemp ID is required to license the LoadMaster. If a Kemp ID does not already exist, refer to the **Register for a Kemp ID** section. Instructions on how to license the LoadMaster are below.

To activate the LoadMaster license, perform the following steps:

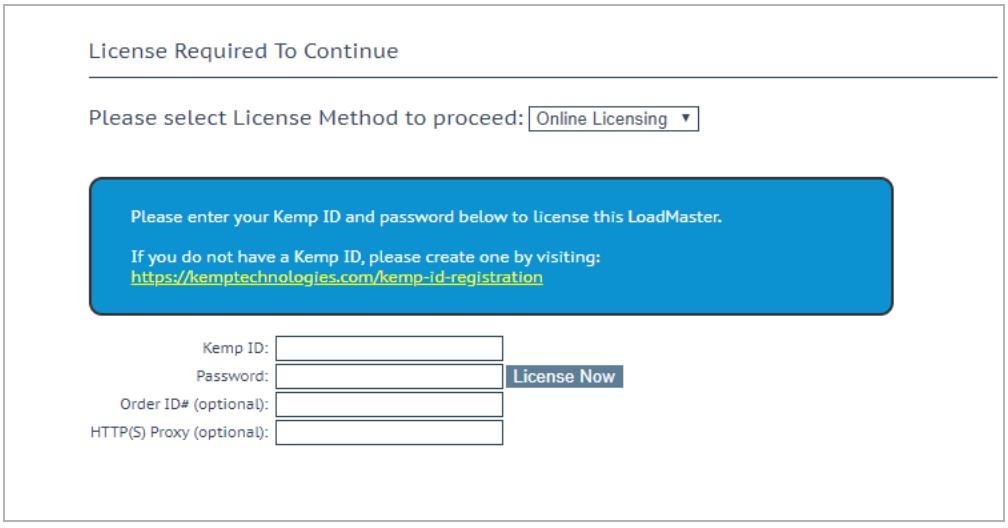
1. In an internet browser, enter the IP address of the LoadMaster.

> Ensure that **https://** is entered before the IP address.

2. A warning may appear regarding website security certificates. Click the continue/ignore option.

> If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.

3. Ensure that **Online Licensing** is selected in the drop-down menu.



© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

4. Enter the **Kemp ID**. This is the email address used during Kemp ID registration.

5. Enter the **Password** for the Kemp account.

6. If you are applying a temporary license, you are not required to enter an **Order ID**. If this is the first time you are licensing this LoadMaster and you are adding a permanent license, the Kemp **Order ID** is required.

7. If needed, a **HTTP(S) Proxy** server address can be entered, in the format **<ProxyServerAddress>:<Port>**.

8. Click **License Now**.

9. Click **OK**.

> If you entered an **Order ID**, a screen appears that provides a list of available licenses for that order ID.

10. Select the license type that you want to apply to the LoadMaster.

> If the license type you want is not displayed, contact your Kemp representative.

11. Click **Continue**.

The LoadMaster is now fully installed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.4.2 Offline Licensing

> Before licensing the LoadMaster, a Kemp ID is required. If one does not already exist, follow the steps in the **Register for a Kemp ID** section to get one.

If the LoadMaster WUI can be accessed but the LoadMaster does not have access to the internet, a license can be obtained using the offline method. You can license using the offline method in the following ways:

- Through clicking the link in the LoadMaster
- Through accessing the Offline Licensing page directly

Refer to the relevant section below, depending on what method you use.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

2.3.4.2.1 Offline Licensing Through Clicking the Link from the LoadMaster (Cloud BYOL LoadMasters)

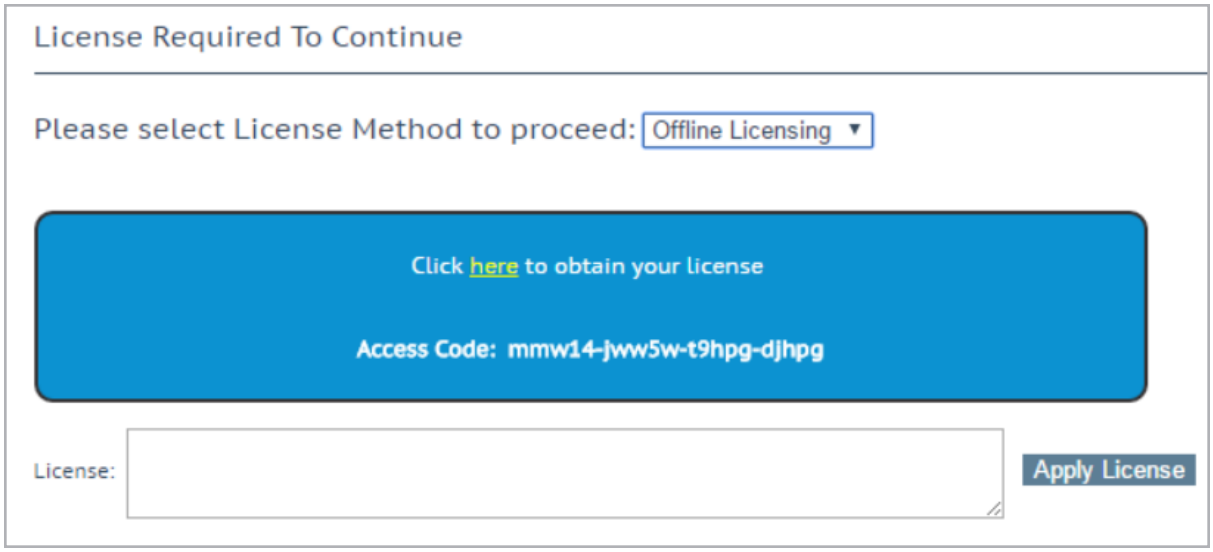
To perform offline licensing on a Cloud BYOL LoadMaster through clicking the link from the LoadMaster, follow these steps:

1. In an internet browser, enter the IP address of the LoadMaster.

> Ensure to enter **https://** before the IP address.

2. A warning may appear regarding website security certificates. Click the continue/ignore option. To stop this warning from appearing - download the root certificate of the LoadMaster by clicking **Download Root Cert** under the main menu after initially logging in.

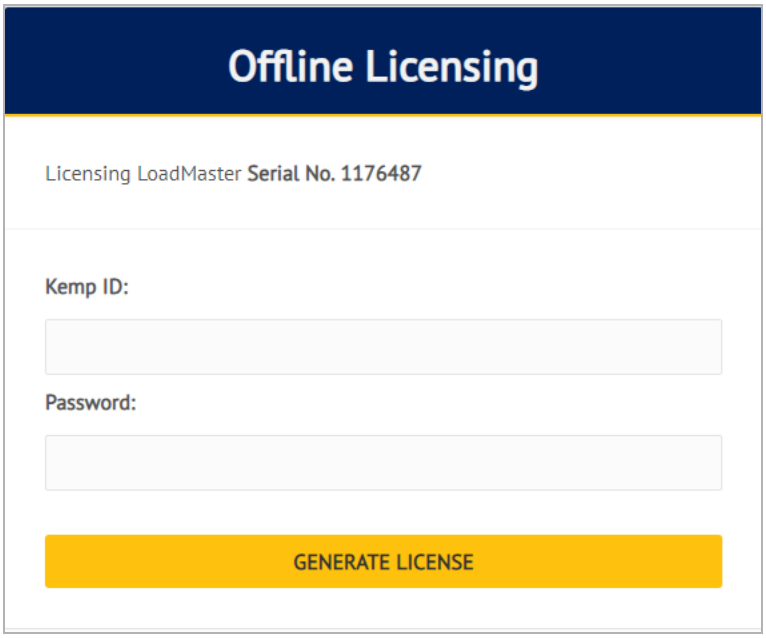
> If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.



3. Select **Offline Licensing** from the drop-down menu provided.

4. Click the **here** link provided on the page.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



5. If you want to convert your deployed trial to a permanent license and you have a purchase order ID, enter the **Order ID**. There is no need to enter an **Order ID** if you are registering for a 30-day trial license.

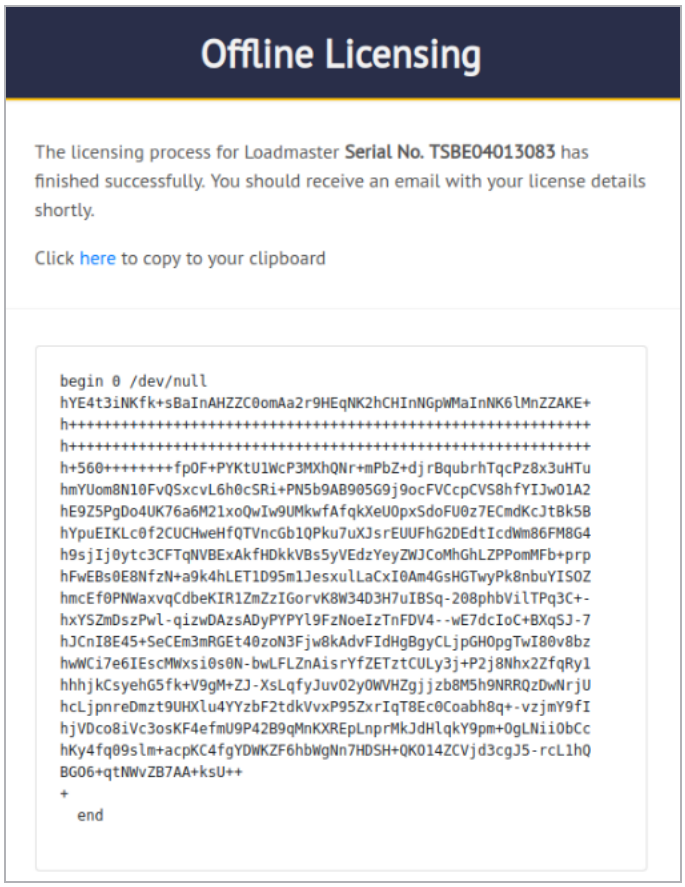
6. Enter the **Kemp ID** (email address used when registering the Kemp account).

7. Enter the **Password** of the Kemp account.

> If there are any parameters missing in the request that came from the LoadMaster, the complete form with all fields is displayed.

8. Click **GENERATE LICENSE**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



9. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

10. Paste the license into the **License** text area and click **Apply License**.

11. Click **OK**.

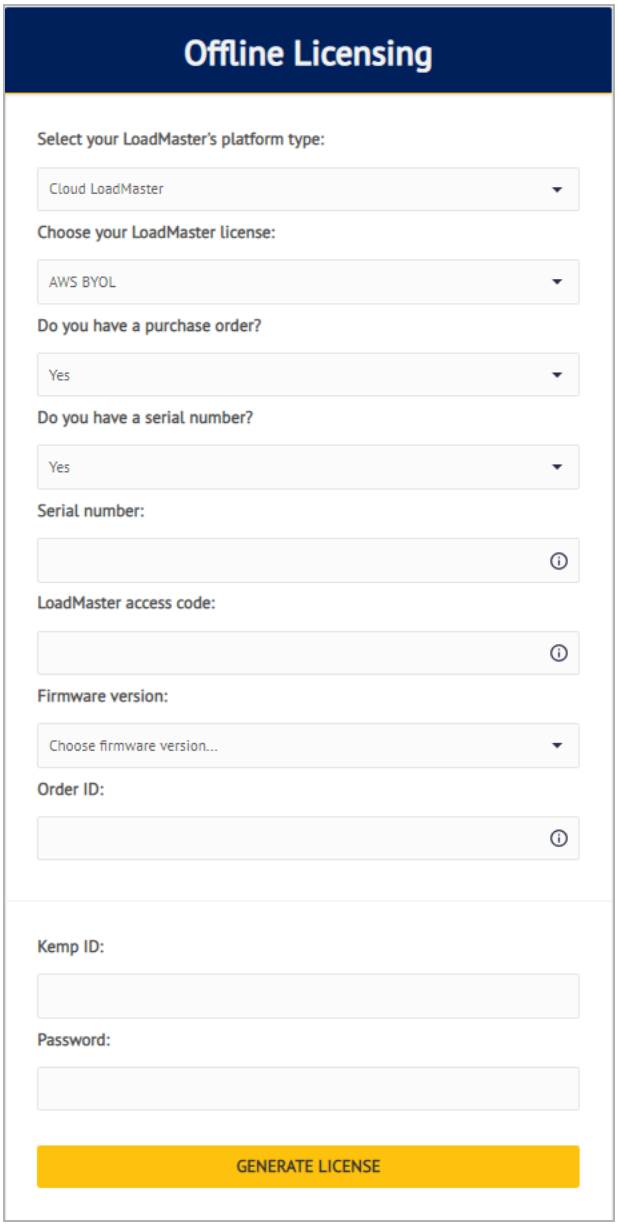
The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.4.2.2 Offline Licensing Through Accessing the Offline Licensing Page Directly (Cloud BYOL LoadMasters)

When you are in an isolated network, use a workstation with internet access within your organization and go to https://licensing.kemp.ax/offLine.php. Complete the form with the requested

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

information, because in this case it will not be pre-populated.



1. Select **Cloud LoadMaster** as the platform type.

2. Select your BYOL LoadMaster license type.

3. Specify if you have a purchase order. If you do, two additional fields appear (**Do you have a serial number?** and **Order ID**).

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

4. If the **Do you have a serial number?** field is shown, select the relevant option. If you select **Yes**, an additional field to enter the serial number appears.

5. Enter the **Serial number**, if relevant. This is displayed on the LoadMaster home page.

6. Enter the **LoadMaster access code**. This is displayed on the LoadMaster **Offline Licensing** page.

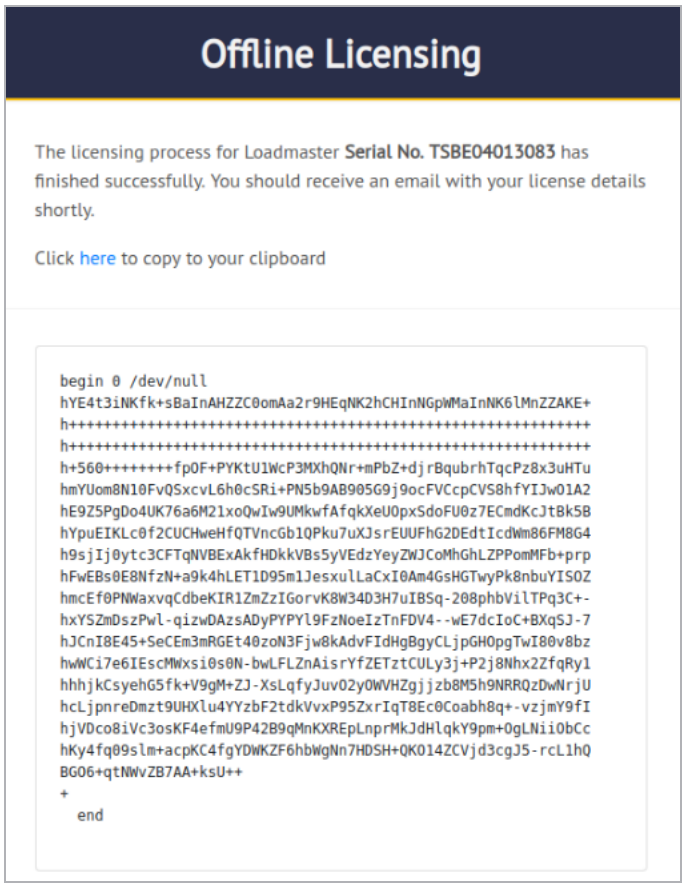
7. Select the **Firmware version**. This is displayed in the top-right of the LoadMaster WUI.

8. Enter the **Order ID**, if relevant.

9. Enter the **Kemp ID** (email address used when registering the Kemp account).

10. Enter the **Password** of the Kemp account.

11. Click **GENERATE LICENSE**.



12. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

13. Paste the license into the **License** text area and click **Apply License**.

14. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.5 License a Cloud Pay As You Go (PAYG) LoadMaster

There are two methods to activate a license – online or offline.

Online licensing can be used when the LoadMaster has access to the internet. Offline licensing can be used when the LoadMaster does not have access to the internet.

Refer to the relevant section below depending on the licensing method you are using.

2.3.5.1 Online Licensing (Cloud PAYG LoadMasters)

Online licensing can be used when the LoadMaster has access to the internet.

A Kemp ID is required to license the LoadMaster. If a Kemp ID does not already exist, refer to the **Register for a Kemp ID** section. Instructions on how to license the LoadMaster are below.

To activate the LoadMaster license, perform the following steps:

1. In an internet browser, enter the IP address of the LoadMaster.

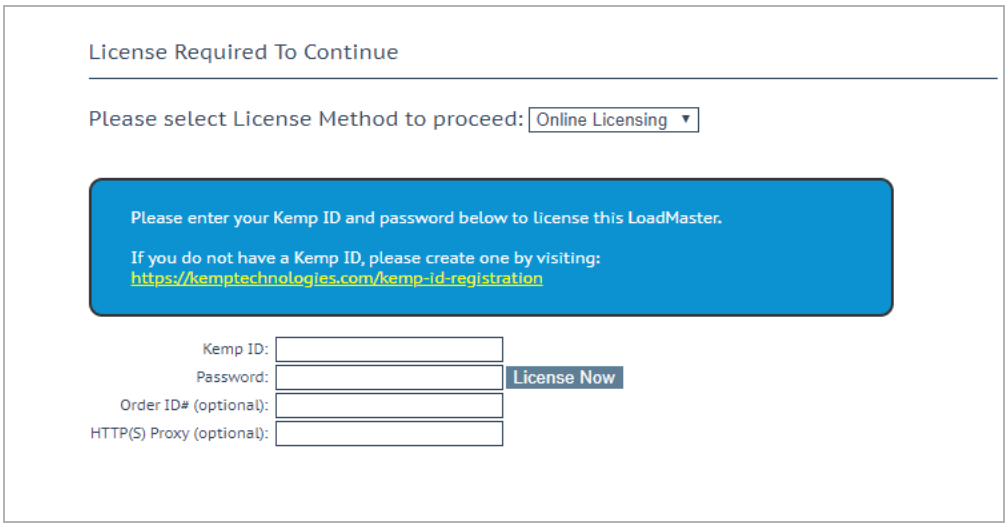
   Ensure that **https://** is entered before the IP address.

2. A warning may appear regarding website security certificates. Click the continue/ignore option.

   If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.

3. Ensure that **Online Licensing** is selected in the drop-down menu.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



4. Enter the **Kemp ID**. This is the email address used during Kemp ID registration.
5. Enter the **Password** for the Kemp account.
6. There is no need to enter an **Order ID**.
7. If needed, a **HTTP(S) Proxy** server address can be entered, in the format **<ProxyServerAddress>:<Port>**.
8. Click **License Now**.
9. Click **OK**.

The LoadMaster is now fully installed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.5.2 Offline Licensing

> Before licensing the LoadMaster, a Kemp ID is required. If one does not already exist, follow the steps in the **Register for a Kemp ID** section to get one.

If the LoadMaster WUI can be accessed but the LoadMaster does not have access to the internet, a license can be obtained using the offline method. You can license using the offline method in the following ways:

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

- Through clicking the link in the LoadMaster
- Through accessing the Offline Licensing page directly

Refer to the relevant section below, depending on what method you use.

2.3.5.2.1 Offline Licensing Through Clicking the Link from the LoadMaster (Cloud PAYG LoadMasters)

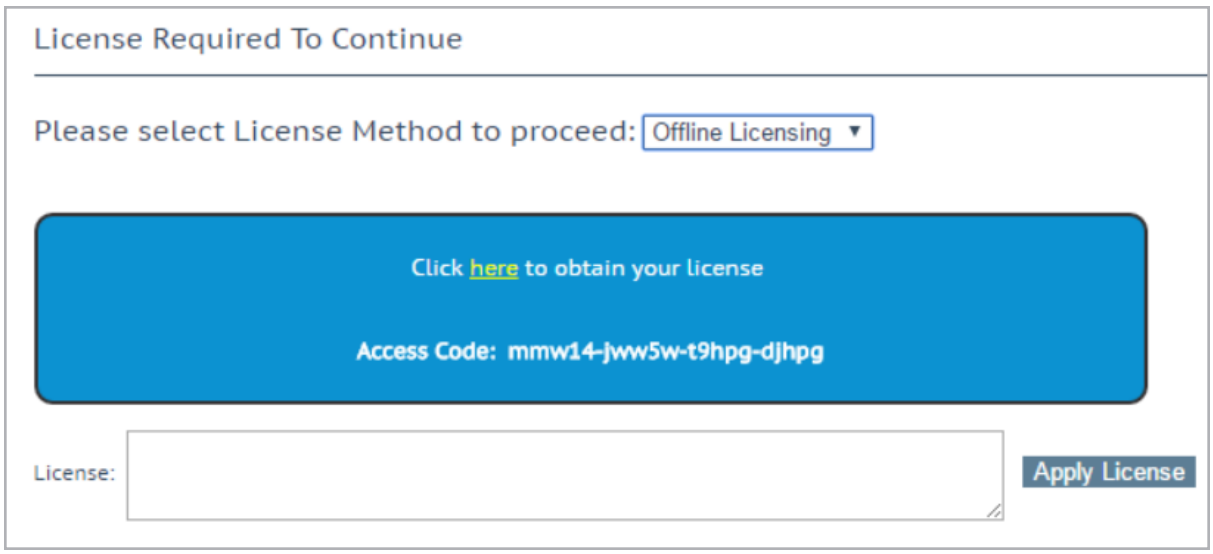
To perform offline licensing on a cloud PAYG LoadMaster through clicking the link from the LoadMaster, follow these steps:

1. In an internet browser, enter the IP address of the LoadMaster.

> Ensure to enter **https://** before the IP address.

2. A warning may appear regarding website security certificates. Click the continue/ignore option. To stop this warning from appearing - download the root certificate of the LoadMaster by clicking **Download Root Cert** under the main menu after initially logging in.

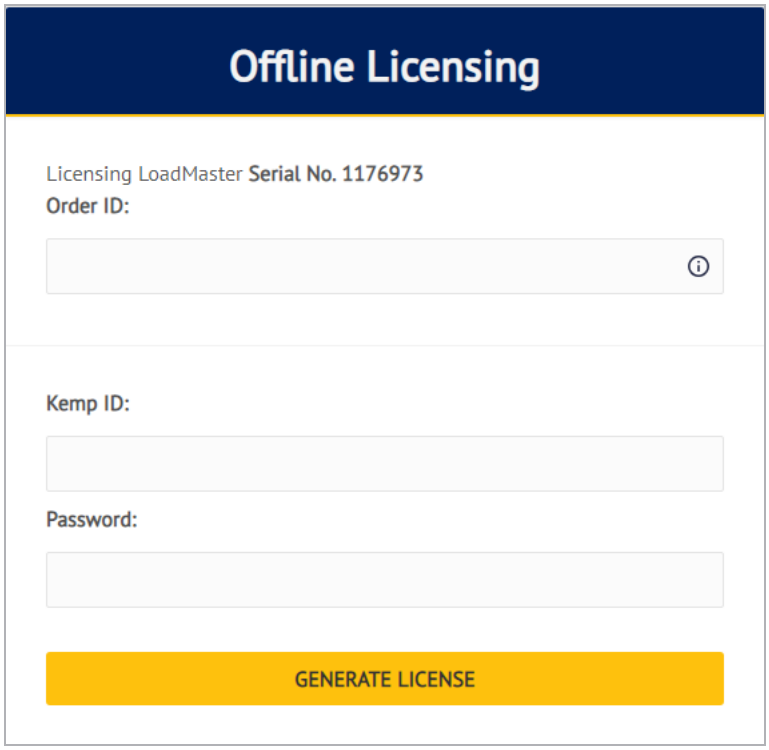
> If this is the first time accessing the WUI, the End User License Agreement (EULA) may need to be accepted.



3. Select **Offline Licensing** from the drop-down menu provided.

4. Click the **here** link provided on the page.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

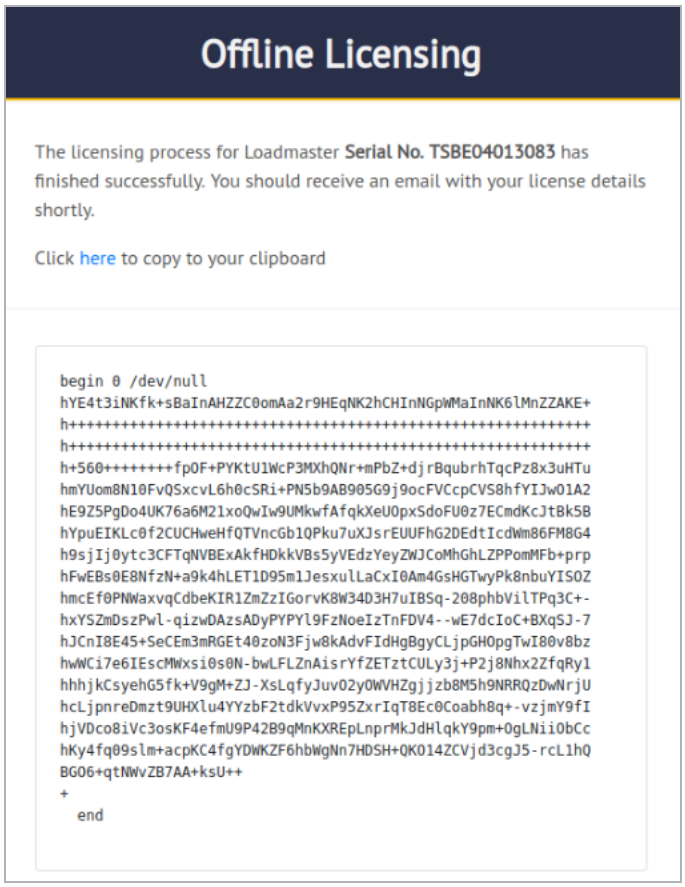


5. Enter the **Kemp ID** (email address used when registering the Kemp account).
6. Enter the **Password** of the Kemp account.

> If there are any parameters missing in the request that came from the LoadMaster, the complete form with all fields is displayed.

7. Click **GENERATE LICENSE**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



8. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

9. Paste the license into the **License** text area and click **Apply License**.

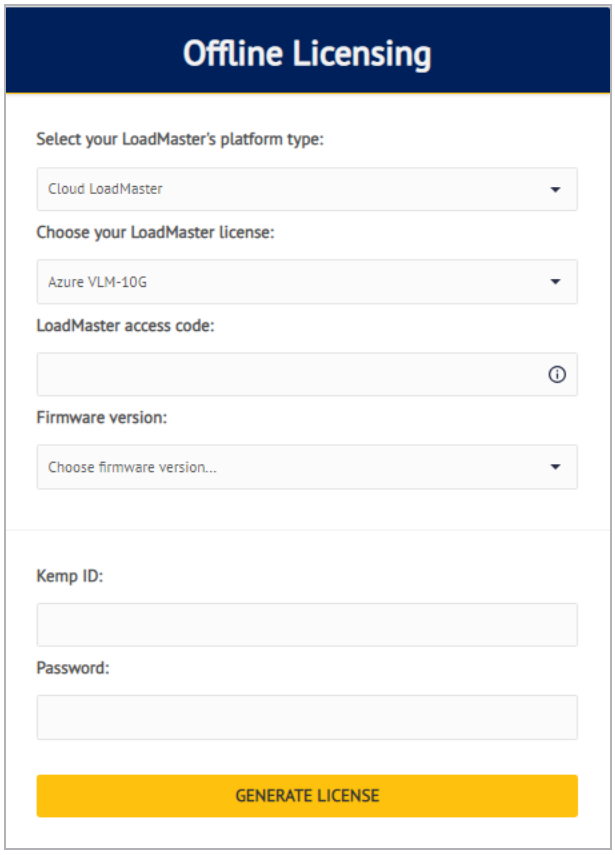
10. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

2.3.5.2.2 Offline Licensing Through Accessing the Offline Licensing Page Directly (Cloud PAYG LoadMasters)

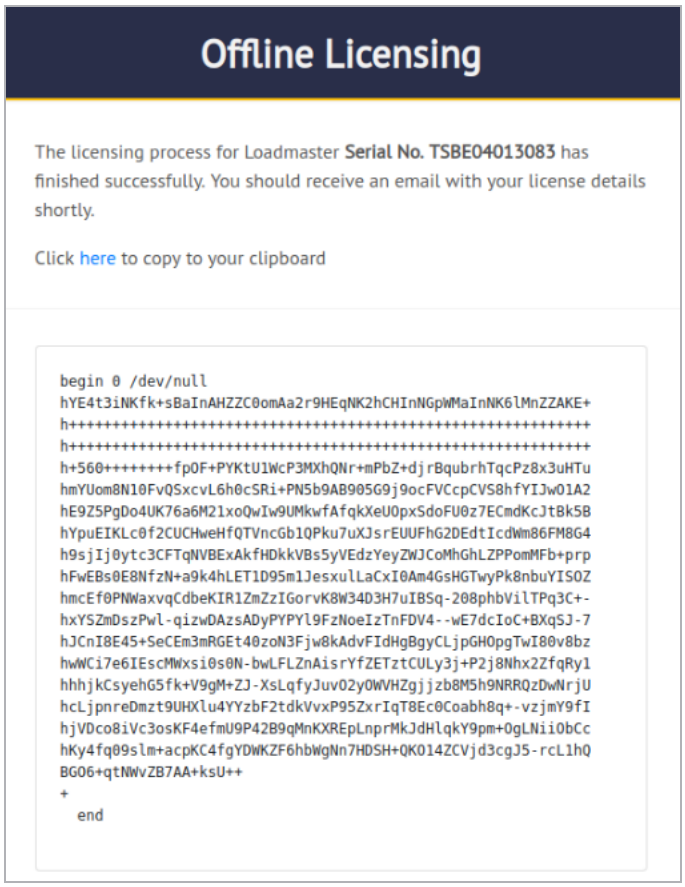
When you are in an isolated network, use a workstation with internet access within your organization and go to https://licensing.kemp.ax/offLine.php. Complete the form with the requested information, because in this case it will not be pre-populated.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



1. Select **Cloud LoadMaster** as the platform type.
2. Select your PAYG LoadMaster model.
3. Enter the **LoadMaster access code**. This is displayed on the LoadMaster **Offline Licensing** page.
4. Select the **Firmware version**. This is displayed in the top-right of the LoadMaster WUI.
5. Enter the **Kemp ID** (email address used when registering the Kemp account).
6. Enter the **Password** of the Kemp account.
7. Click **GENERATE LICENSE**.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



8. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

9. Paste the license into the **License** text area and click **Apply License**.

10. Click **OK**.

The Kemp LoadMaster is now licensed and ready to be configured. You may need to reboot the LoadMaster before you can see all features applied by the license. For further details on how to configure the Kemp LoadMaster, refer to the various documents available on the Kemp Documentation page: https://kemptechnologies.com/documentation.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

3 Troubleshooting

If licensing fails for any reason, various debug checks appear on both the WUI and the console (Command Line Interface). These options can be used to troubleshoot problems that may occur when trying to license the LoadMaster.

For more information, refer to the relevant section below.

3.1 WUI Troubleshooting Checks

If you try to license and there are any issues, a number of checks are performed automatically and the results and associated error message are displayed.

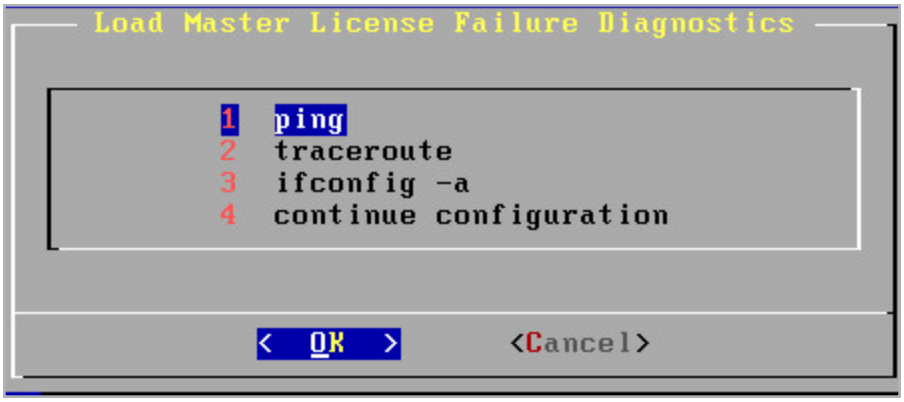


These checks perform the following tasks:

- Ping Default Gateway
- Ping DNS Servers
- Ping Licensing Server

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

3.2 Console Troubleshooting Options



If licensing fails for any reason, a diagnostics menu will appear when the LoadMaster console is accessed. This menu has the following options:

- **Ping:** Performs a ping on the specified host.
- **Traceroute:** Performs a traceroute of the specific host.
- **Ifconfig:** Displays raw ifconfig output.
- **Continue configuration:** Use this option to reconfigure the address details of the LoadMaster.

> Steps to access the console will vary depending on your environment.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

4 Temporary and Permanent Licenses

A Temporary License can be replaced by a Permanent License that can be obtained by contacting a Kemp partner, by Contacting our Sales team or by using the Upgrade option in the LoadMaster.

After contacting Kemp Sales to upgrade the license, use the **Update License** screen in the LoadMaster WUI to update to a permanent license. Kemp recommends rebooting the LoadMaster after updating the license to ensure all features get licensed appropriately.

A Temporary License has a time limit of 30 days. A temporary license cannot be added to a LoadMaster that currently has a temporary license in place.

> Pay As You Go (PAYG) LoadMaster instances in Azure and AWS receive permanent licenses by default.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

5 Updating a License

You would use the **Update License** function if your license has changed, for example if:

- You have renewed support
- You have renewed your license
- You have changed your license type

There are two ways to update a license – using the **Online** method and using the **Offline** method. Refer to the sections below to find out details about the screens for each method.

Follow the steps in the relevant section below.

A Kemp ID is required to upgrade a license.

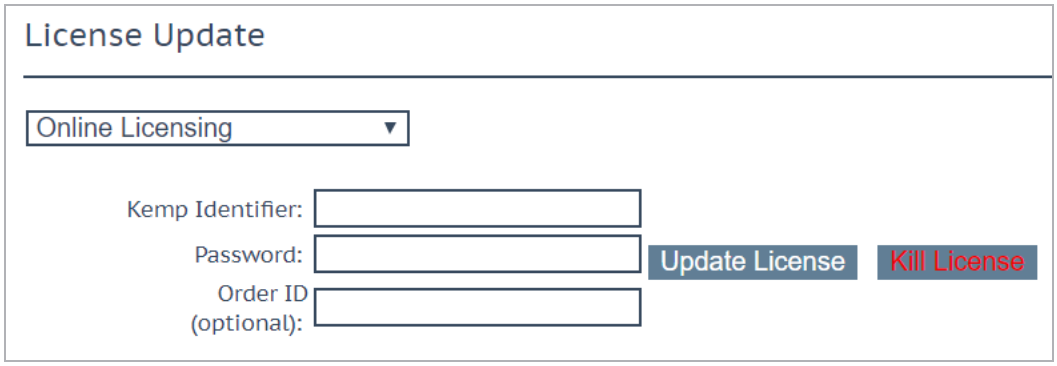
If you do not already have one, refer to the **Register for a Kemp ID** section for instructions on how to register for a Kemp ID.

If you have a Kemp ID but cannot remember the password, follow the instruction in the **Reset the Kemp ID Password** section to reset the password.

To use a different Kemp ID for this LoadMaster, ensure the new Kemp ID has been set up and validated and then enter the new Kemp ID when updating the license. If the Kemp ID of the LoadMaster is changed, an email will be sent to the old Kemp ID, the new Kemp ID and to Kemp.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

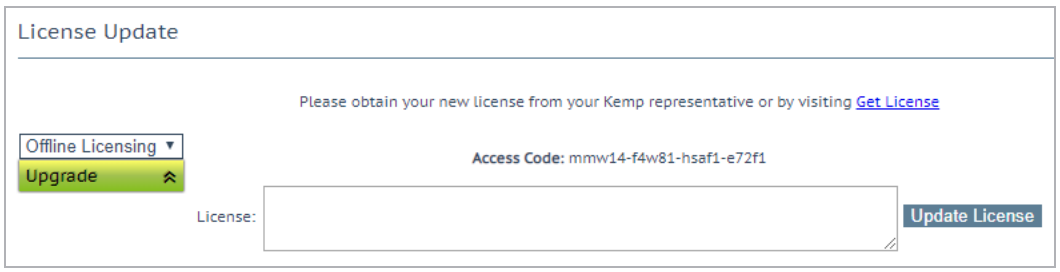
5.1 Update using the Online Licensing Method



1. In the main menu of the LoadMaster WUI, navigate to **System Configuration > System Administration > Update License**.
2. Enter the Kemp ID in the **Kemp Identifier** text box.
3. Enter the **Password**.
4. Click **Update License**.
5. Kemp recommends rebooting to activate the updated license.

Do not click **Kill License** unless instructed to by Kemp Support.

5.2 Update using the Offline Licensing Method

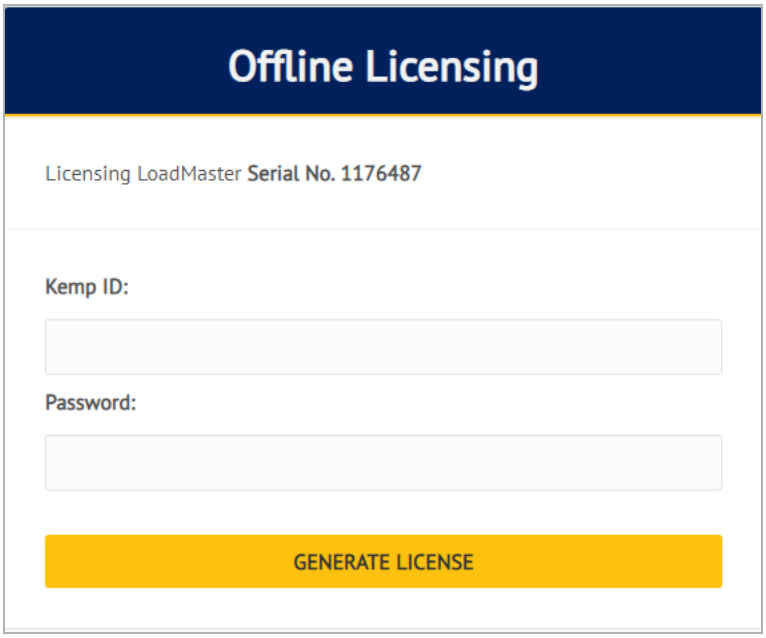


To upgrade the license using the offline method, you need to enter license text in the LoadMaster. You can either get this from Kemp or by using the **Get License** link.

To get the license text using the **Get License** link:

1. Click the **Get License** link.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.



2. Enter the **Kemp ID**. This is the email address used during Kemp ID registration.

3. Enter the **Password** for the Kemp account.

4. Click **GENERATE LICENSE**.

5. A page displays showing the license text. Click the **here** link to copy the license text. Go back to the LoadMaster WUI.

6. Paste the license into the **License** text area and click **Apply License**.

7. Click **OK**.

8. Click **Update License**.

9. Kemp recommends rebooting to activate the updated license.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

6 Changing the Kemp ID Associated with the License

If the email address associated with your LoadMaster must be changed, create a new Kemp ID (https://kemptechnologies.com/kemp-id-registration) with the new email address and update the license using the new Kemp ID (go to **System Configuration > System Administration > Update License** in the LoadMaster Web User Interface (WUI)). For further details, refer to the section **Updating a License**.

> Both the old and the new Kemp ID email addresses will receive an email notifying that the ownership has changed.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

7 Downgrading From LoadMaster Version 7 to Version 6

The format of the license stored in the LoadMaster in version 6 is different from version 7. Therefore, if the LoadMaster version is downgraded from version 7 to version 6, connectivity to the LoadMaster will be lost. To recover connectivity a new license needs to be installed using the console view.



When you access the console, you will be asked to enter a license key. Go to https://licensing.kemp.ax/register/offLineLicensing.php and fill out the form. An email will be sent containing the license key.

Upgrading from version 6 to version 7 does not cause any problems.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

References

Unless otherwise specified, the following documents can be found at http://kemptechnologies.com/documentation.

VMWare Workstation and Player, Installation Guide

XEN (Fully Virtualized), Installation Guide

Cisco UCS B-Series Blade Server, Installation Guide

Cisco UCS C-Series, Installation Guide

KVM (Para Virtualized), Installation Guide

Microsoft Hyper V, Installation Guide

Oracle VirtualBox, Installation Guide

VMWare ESX, ESXi and vSphere, Installation Guide

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.

Last Updated Date

This document was last updated on 28 July 2023.

© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.