



Feature Description LoadMaster Licensing

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Introduction

Introduction

Before the 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.

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

Related Links

- [Document Purpose](#)
- [Intended Audience](#)
- [Prerequisites](#)

Document Purpose

Document Purpose

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

Intended Audience

Intended Audience

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

Prerequisites

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 documentation page: <https://docs.progress.com/>.

Licensing requires a connection to the Progress 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).

License the LoadMaster

License the LoadMaster

A Kemp ID is required to license Progress 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.

The LoadMaster license is tied to the MAC address so it should be set to static for virtual units. For further details if you are using VMware or Hyper-V, refer to the relevant Installation Guide:

- [VMware Installation Guide](#)
- [Microsoft Hyper-V Installation Guide](#)

Related Links

- [Add Progress Kemp Licensing Server to Allowed URLs on the Firewall](#)
- [Register for a Kemp ID](#)
- [Activate the LoadMaster License](#)

Add Progress Kemp Licensing Server to Allowed URLs on the Firewall

Add Progress Kemp Licensing Server to Allowed URLs on the Firewall

We recommend adding the Progress 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**

Register for a Kemp ID

Register for a Kemp ID

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

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

First Name *

Joe

Last Name *

Bloggs

Company Name *

Kemp Technologies

Select your country *

Ireland ▼

Phone Number *

012345678

Email Address *

jbloggs@kemptechnologies.com

Retype Email Address *

jbloggs@kemptechnologies.com

Password *

.....

Retype Password *

.....

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

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

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

Note: Only a single user (Kemp ID) can be associated with the license. If you want a group to be associated with the Kemp ID, then create a Kemp ID that uses a group email.

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 Progress Kemp (alsilicensingregistration@kemptechnologies.com) to the address specified in the form.
 6. Go to the email and click **Confirm** to open the validation screen.
-

Note: If you do not activate the account within 24 hours of registering, the activation link in the email will have expired. To resend the activation email, go to <https://licensing.kemp.ax/resend-activation-email> and enter your Kemp ID. The resend email option does not 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.

Related Links

- [Reset the Kemp ID Password](#)

Reset the Kemp ID Password

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>

Password Reset

To reset your password enter your Kemp ID (email address) associated with your account.

Kemp ID:

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.
6. Click **Reset**.

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

Activate the LoadMaster License

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.

Note: This document discusses licensing your LoadMaster using a license obtained from the Progress 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 further information on licensing using Kemp 360 Central, refer to the [Kemp 360 Central Feature Description](#).

Related Links

- [License a Hardware LoadMaster](#)

- [License a Virtual LoadMaster](#)
- [License a Bare Metal LoadMaster](#)
- [License a Cloud Bring Your Own License \(BYOL\) LoadMaster](#)
- [License a Cloud Pay As You Go \(PAYG\) LoadMaster](#)

License a Hardware LoadMaster

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.

Related Links

- [Online Licensing \(Hardware LoadMasters\)](#)
- [Offline Licensing \(Hardware LoadMasters\)](#)

Online Licensing (Hardware LoadMasters)

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.

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

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

Note: 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.

License Required To Continue

Please select License Method to proceed: Online Licensing ▾

Please enter your Kemp ID and password below to license this LoadMaster.

If you do not have a Kemp ID, please create one by visiting:

<https://kemptechnologies.com/kemp-id-registration>

Kemp ID:	<input type="text"/>	License Now
Password:	<input type="password"/>	
Order ID# (optional):	<input type="text"/>	
HTTP(S) Proxy (optional):	<input type="text"/>	

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 Documentation page: <https://docs.progress.com/>.

Offline Licensing (Hardware LoadMasters)

Note: 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.

Related Links

- [Offline Licensing Through Clicking the Link from the LoadMaster \(Hardware LoadMasters\)](#)

- [Offline Licensing Through Accessing the Offline Licensing Page Directly \(Hardware LoadMasters\)](#)

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

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:

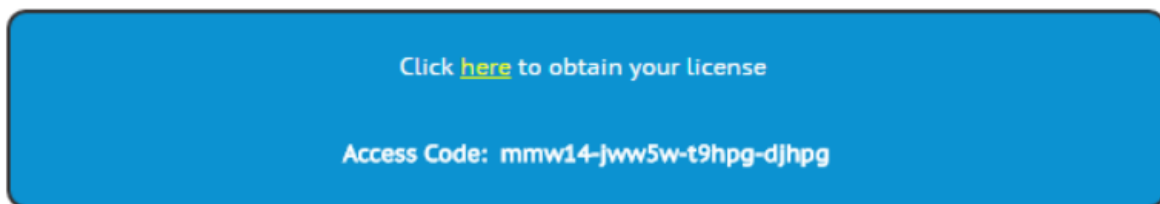
1. In an internet browser, enter the IP address of the LoadMaster.

Note: 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.

License Required To Continue

Please select License Method to proceed: Offline Licensing ▼



License: Apply License

Note: 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.

Offline Licensing

Licensing LoadMaster Serial No. 1165068

Kemp ID:

Password:

GENERATE LICENSE

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

Note: 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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNkfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6LMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhTqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJt8k5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYISOZ
hmcEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hxYSzmDszPwl-qizwDAzsADyPYPYL9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgyCLjpGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqky9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

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

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.

Offline Licensing

Select your LoadMaster's platform type:

Hardware LoadMaster ▼

Serial number:

LoadMaster access code:

Firmware version:

Choose firmware version... ▼

Kemp ID:

Password:

GENERATE LICENSE

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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNKfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6lMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhtqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJtBk5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsreUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYIS0Z
hmcEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hXYSZmDszPwl-qizwDAzsADyPYPYl9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFidHgBgYCLjPGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8NhX2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqkY9pm+0gLNi0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

License a Virtual LoadMaster

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.

Related Links

- [Online Licensing \(Virtual LoadMasters\)](#)
- [Offline Licensing \(Virtual LoadMasters\)](#)

Online Licensing (Virtual LoadMasters)

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.

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

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

Note: 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.

License Required To Continue

Please select License Method to proceed: Online Licensing ▾

Please enter your Kemp ID and password below to license this LoadMaster.

If you do not have a Kemp ID, please create one by visiting:
<https://kemptechnologies.com/kemp-id-registration>

Kemp ID:	<input type="text"/>	
Password:	<input type="password"/>	<input type="button" value="License Now"/>
Order ID# (optional):	<input type="text"/>	
HTTP(S) Proxy (optional):	<input type="text"/>	

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 Progress 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**.

Note: 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.

Note: If the license type you want is not displayed, contact your Progress 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 Documentation page: <https://docs.progress.com/>.

Offline Licensing (Virtual LoadMasters)

Note: 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.

Related Links

- [Offline Licensing Through Clicking the Link from the LoadMaster \(Virtual LoadMasters\)](#)
- [Offline Licensing Through Accessing the Offline Licensing Page Directly \(Virtual LoadMasters\)](#)

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

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.

Note: 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.

License Required To Continue

Please select License Method to proceed: Offline Licensing ▾

Click [here](#) to obtain your license

Access Code: mmw14-jww5w-t9hpg-djhpg

License:

Apply License

Note: 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.

Offline Licensing

Licensing Trial LoadMaster

Order ID:

i

Kemp ID:

Password:

GENERATE LICENSE

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.

Note: 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.

Note: 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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNkfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNgpwMaInNK6LMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhtqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJtBk5B
hYpuEIKLc0f2CUChweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYIS0Z
hmCEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hxYSZmDszPwL-qizwDAzsADyPYPYl9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3MRGEt40zoN3Fjw8kAdvFidHgBgyCLjPGH0pgTwI80v8bz
hwWCi7e6IEscMWxsioS0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjzjb8M5h9NRRQzDwNrjU
hcljpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqkY9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDwKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

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

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:

- 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.

Offline Licensing

Select your LoadMaster's platform type:

Virtual LoadMaster

Choose your license action:

License a new LoadMaster

Select your hypervisor:

Select hypervisor type...

LoadMaster access code:

Firmware version:

Choose firmware version...

Order ID:

Kemp ID:

Password:

GENERATE LICENSE

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 Progress Kemp representative.
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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNkfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6lMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhTqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJt8k5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYIS0Z
hmcEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hxYSZmDszPwl-qizwDAzsADyPYPYL9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgyCLjpGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDCo8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqkY9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

Updating an Existing 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.

Offline Licensing

Select your LoadMaster's platform type:

Virtual LoadMaster

Choose your license action:

Update a license

Select your hypervisor:

Select hypervisor type...

Serial number:

LoadMaster access code:

Firmware version:

Choose firmware version...

Kemp ID:

Password:

GENERATE LICENSE

1. Select **Virtual LoadMaster** as the platform type.
2. Select **Update a 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 **Kemp ID** (email address used when registering the Kemp account).
8. Enter the **Password** of the Kemp account.
9. Click **GENERATE LICENSE**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNkfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6lMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhTqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJt8k5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYIS0Z
hmcEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hXYSZmDszPwl-qizwDAzsADyPYPYL9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgyCLjpGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqky9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNwvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

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.

Offline Licensing

Select your LoadMaster's platform type:

Virtual LoadMaster

Choose your license action:

Get a trial license

Select your hypervisor:

Select hypervisor type...

LoadMaster access code:

i

Firmware version:

Choose firmware version...

Kemp ID:

Password:

GENERATE LICENSE

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

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

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNKfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6LMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhtqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJtBk5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYIS0Z
hmcEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hxYSZmDszPwl-qizwDAzsADyPYPYl9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJcNI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFidHgBgYCLjPGH0pgTwI80v8bz
hWwCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH5Gfk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjz8M5h9NRRQzDwNrjU
hcljpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqkY9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDwKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcLlhQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

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.

Offline Licensing

Select your LoadMaster's platform type:

Virtual LoadMaster

Choose your license action:

Upgrade a trial license

Select your hypervisor:

Select hypervisor type...

Serial number:

LoadMaster access code:

Firmware version:

Choose firmware version...

Order ID:

Kemp ID:

Password:

GENERATE LICENSE

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

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNkfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6lMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhtqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJt8k5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYISOZ
hmcE0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hXYSZmDszPwl-qizwDAzsADyPYPYL9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgYCLjpGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqkY9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

License a Bare Metal LoadMaster

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.

Related Links

- [Online Licensing \(Bare Metal LoadMasters\)](#)
- [Offline Licensing \(Bare Metal LoadMasters\)](#)

Online Licensing (Bare Metal LoadMasters)

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.

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

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

Note: 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.

License Required To Continue

Please select License Method to proceed: Online Licensing ▾

Please enter your Kemp ID and password below to license this LoadMaster.

If you do not have a Kemp ID, please create one by visiting:
<https://kemptechnologies.com/kemp-id-registration>

Kemp ID:	<input type="text"/>	
Password:	<input type="password"/>	<input type="button" value="License Now"/>
Order ID# (optional):	<input type="text"/>	
HTTP(S) Proxy (optional):	<input type="text"/>	

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 Progress 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**.

Note: 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.

Note: If the license type you want is not displayed, contact your Progress 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 Documentation page: <https://docs.progress.com/>.

Offline Licensing (Bare Metal LoadMasters)

Note: 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.

Related Links

- [Offline Licensing Through Clicking the Link from the LoadMaster \(Bare Metal LoadMasters\)](#)
- [Offline Licensing Through Accessing the Offline Licensing Page Directly \(Bare Metal LoadMasters\)](#)

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

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.

Note: 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.

License Required To Continue

Please select License Method to proceed: Offline Licensing ▾

Click [here](#) to obtain your license

Access Code: mmw14-jww5w-t9hpg-djhpg

License:

Apply License

Note: 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.

Offline Licensing

Licensing LoadMaster Serial No. 1176973

Order ID:



Kemp ID:

Password:

GENERATE LICENSE

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.

Note: 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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNkfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6lMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhTqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJt8k5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYIS0Z
hmcE0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hxYSZmDszPwl-qizwDAzsADyPYPYL9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgyCLjpGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqky9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

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

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.

Offline Licensing

Select your LoadMaster's platform type:

Bare-metal LoadMaster

Choose your license action:

License a new LoadMaster

Serial number:

LoadMaster access code:

Firmware version:

Choose firmware version...

Order ID:

Kemp ID:

Password:

GENERATE LICENSE

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 Progress Kemp representative.
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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNkfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6LMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhtqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJtBk5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYIS0Z
hmcEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hXYSZmDszPwL-qizwDAzsADyPYPYl9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgyCLjPGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjzjb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqkY9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDwKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

Updating an Existing 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.

Offline Licensing

Select your LoadMaster's platform type:

Bare-metal LoadMaster

Choose your license action:

Update a license

Serial number:



LoadMaster access code:



Firmware version:

Choose firmware version...

Kemp ID:

Password:

GENERATE LICENSE

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.
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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNKfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6lMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhtqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJtBk5B
hYpuEIKLc0f2CUChweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYISOZ
hmcEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hxYSZmDszPwl-qizwDAzsADyPYPYl9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgyCLjPGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyehG5fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqkY9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

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.

Offline Licensing

Select your LoadMaster's platform type:

Bare-metal LoadMaster ▼

Choose your license action:

Get a trial license ▼

Serial number:



LoadMaster access code:



Firmware version:

Choose firmware version... ▼

Kemp ID:

Password:

GENERATE LICENSE

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.
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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNKfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNgpwMaInNK6lMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhtqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJt8k5B
hYpuEIKLc0f2CUChweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYISOZ
hmcEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hxYSZmDszPwl-qizwDAzsADyPYPYL9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgyCLjpGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeHG5fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqkY9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcLlhQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

License a Cloud Bring Your Own License (BYOL) LoadMaster

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.

Related Links

- [Online Licensing \(Cloud BYOL LoadMasters\)](#)
- [Offline Licensing \(Cloud BYOL LoadMasters\)](#)

Online Licensing (Cloud BYOL LoadMasters)

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.

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

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

Note: 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.

License Required To Continue

Please select License Method to proceed: Online Licensing ▾

Please enter your Kemp ID and password below to license this LoadMaster.

If you do not have a Kemp ID, please create one by visiting:
<https://kemptechnologies.com/kemp-id-registration>

Kemp ID:	<input type="text"/>	License Now
Password:	<input type="password"/>	
Order ID# (optional):	<input type="text"/>	
HTTP(S) Proxy (optional):	<input type="text"/>	

4. Enter the **Kemp ID**. This is the email address used during Kemp ID registration.
5. Enter the **Password** for the Kemp ID 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 Progress 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**.

Note: 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.

Note: If the license type you want is not displayed, contact your Progress 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 Documentation page: <https://docs.progress.com/>.

Offline Licensing (Cloud BYOL LoadMasters)

Note: 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.

Related Links

- [Offline Licensing Through Clicking the Link from the LoadMaster \(Cloud BYOL LoadMasters\)](#)
- [Offline Licensing Through Accessing the Offline Licensing Page Directly \(Cloud BYOL LoadMasters\)](#)

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

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.

Note: 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.

License Required To Continue

Please select License Method to proceed: Offline Licensing ▾

Click [here](#) to obtain your license

Access Code: mmw14-jww5w-t9hpg-djhpg

License:

Apply License

Note: 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.

Offline Licensing

Licensing LoadMaster Serial No. 1176487

Kemp ID:

Password:

GENERATE LICENSE

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.

Note: 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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNkfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6lMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhTqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJt8k5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYIS0Z
hmcE0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hxYSZmDszPwl-qizwDAzsADyPYPYL9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgyCLjpGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqky9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

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

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

Offline Licensing

Select your LoadMaster's platform type:

Cloud LoadMaster

Choose your LoadMaster license:

AWS BYOL

Do you have a purchase order?

Yes

Do you have a serial number?

Yes

Serial number:

LoadMaster access code:

Firmware version:

Choose firmware version...

Order ID:

Kemp ID:

Password:

GENERATE LICENSE

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**).
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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNkfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6LMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhTqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJt8k5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYISOZ
hmcE0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hxYSZmDszPwl-qizwDAzsADyPYPYL9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgyCLjpGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqky9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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

The 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

License a Cloud Pay As You Go (PAYG) LoadMaster

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.

Related Links

- [Online Licensing \(Cloud PAYG LoadMasters\)](#)
- [Offline Licensing \(Cloud PAYG LoadMasters\)](#)

Online Licensing (Cloud PAYG LoadMasters)

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.

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

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

Note: 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.

License Required To Continue

Please select License Method to proceed: Online Licensing ▾

Please enter your Kemp ID and password below to license this LoadMaster.

If you do not have a Kemp ID, please create one by visiting:
<https://kemptechnologies.com/kemp-id-registration>

Kemp ID:	<input type="text"/>	
Password:	<input type="password"/>	<input type="button" value="License Now"/>
Order ID# (optional):	<input type="text"/>	
HTTP(S) Proxy (optional):	<input type="text"/>	

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 Documentation page: <https://docs.progress.com/>.

Offline Licensing (Cloud PAYG LoadMasters)

Note: 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.

Related Links

- [Offline Licensing Through Clicking the Link from the LoadMaster \(Cloud PAYG LoadMasters\)](#)

- [Offline Licensing Through Accessing the Offline Licensing Page Directly \(Cloud PAYG LoadMasters\)](#)

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

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:

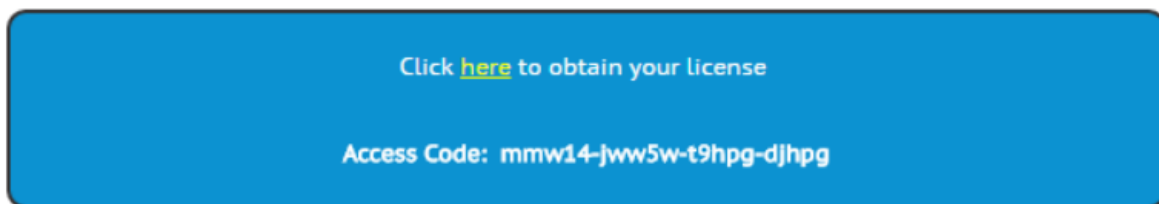
1. In an internet browser, enter the IP address of the LoadMaster.

Note: 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.

License Required To Continue

Please select License Method to proceed: Offline Licensing ▼



License: Apply License

Note: 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.

Offline Licensing

Licensing LoadMaster Serial No. 1176973

Order ID:



Kemp ID:

Password:

GENERATE LICENSE

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

Note: 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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNkfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6lMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhtqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJt8k5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsREUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYISOZ
hmcEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hXYSZmDszPwl-qizwDAzsADyPYPYL9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFIdHgBgyCLjpGH0pgTwI80v8bz
hwWCi7e6IEscMWxsi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqkY9pm+0gLNii0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

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

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.

Offline Licensing

Select your LoadMaster's platform type:

Cloud LoadMaster

Choose your LoadMaster license:

Azure VLM-10G

LoadMaster access code:

Firmware version:

Choose firmware version...

Kemp ID:

Password:

GENERATE LICENSE

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**.

Offline Licensing

The licensing process for Loadmaster **Serial No. TSBE04013083** has finished successfully. You should receive an email with your license details shortly.

Click [here](#) to copy to your clipboard

```
begin 0 /dev/null
hYE4t3iNKfk+sBaInAHZZC0omAa2r9HEqNK2hCHInNGpwMaInNK6lMnZZAKE+
h+++++
h+++++
h+560+++++fp0F+PYKtU1WcP3MXhQNr+mPbZ+djrBqubrhtqcPz8x3uHTu
hmYUom8N10FvQ5xcvL6h0cSRi+PN5b9AB905G9j9ocFVCcpCVS8hfYIJw01A2
hE9Z5PgDo4UK76a6M21xoQwIw9UMkwfAfqkXeU0pxSdoFU0z7ECmdKcJtBk5B
hYpuEIKLc0f2CUCHweHfQTVncGb1QPku7uXJsreUUFhG2DEdtIcdWm86FM8G4
h9sjIj0ytc3CFTqNVBExAkfHDkkVBs5yVEdzYeyZWJCoMhGhLZPPomMFb+prp
hFwEBs0E8NfzN+a9k4hLET1D95m1JesxulLaCxI0Am4GsHGTwyPk8nbuYIS0Z
hmcEf0PNWaxvqCdbeKIR1ZmZzIGorvK8W34D3H7uIBSq-208phbVilTPq3C+-
hXYSZmDszPwl-qizwDAzsADyPYPYl9FzNoeIzTnFDV4--wE7dcIoC+BXqSJ-7
hJCnI8E45+SeCEm3mRGEt40zoN3Fjw8kAdvFidHgBgYCLjPGH0pgTwI80v8bz
hwwCi7e6IEscMwxi0s0N-bwLFLZnAisrYfZETztCULy3j+P2j8Nhx2ZfqRy1
hhhjkCsyeH65fk+V9gM+ZJ-XsLqfyJuv02y0WVHZgjjzb8M5h9NRRQzDwNrjU
hcLjpnreDmzt9UHXlu4YYzbF2tdkVvxP95ZxrIqT8Ec0Coabh8q+-vzjmY9fI
hjVDco8iVc3osKF4efmU9P42B9qMnKXREpLnprMkJdHlqky9pm+0gLNi0bCc
hKy4fq09slm+acpKC4fgYDWKZF6hbWgNn7HDSH+QK014ZCVjd3cgJ5-rcL1hQ
BG06+qtNWvZB7AA+ksU++
+
end
```

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 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 LoadMaster, refer to the various documents available on the Documentation page: <https://docs.progress.com/>.

Troubleshooting

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.

WUI Troubleshooting Checks

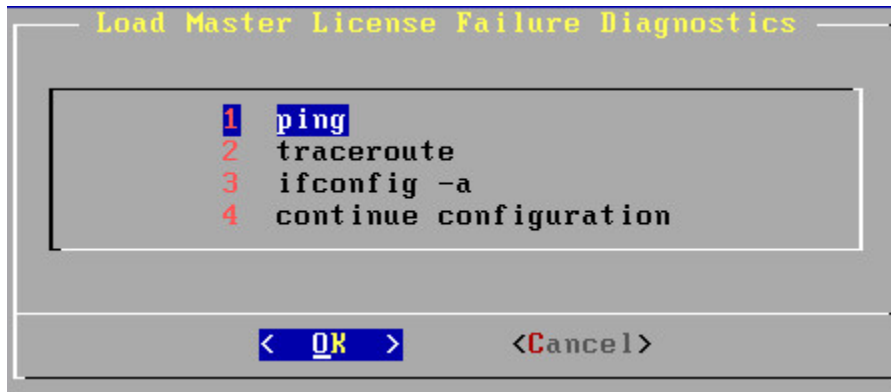
If you try to license and there are any issues, a number of checks are performed automatically and the results and associated error message are displayed.



These checks perform the following tasks:

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

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.

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

Temporary and Permanent Licenses

Temporary and Permanent Licenses

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

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

A Temporary License has a time limit of 30 days. After 30 days the LoadMaster ceases to function. We recommend you keep regular backups of the LoadMaster configuration. For further details on how to back up and restore the LoadMaster configuration, refer to the [Backup and Restore Technical Note](#).

A temporary license cannot be added to a LoadMaster that currently has a temporary license in place.

The trial LoadMaster license is for the VLM-MAX model with Enterprise Plus Support. This includes the following features:

- Edge Security Pack (ESP) - for further details, refer to the [ESP Feature Description](#)
- Web Application Firewall (WAF) - for further details, refer to the [WAF Feature Description](#)
- GEO - for further details, refer to the [GEO Feature Description](#)

Depending on the Support type purchased, you may lose some of these features after changing from a temporary license (Enterprise Plus Support) to a permanent license (Support tier can vary).

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

Related Links

- [Transfer Permanent Licenses between LoadMaster devices](#)

Transfer Permanent Licenses between LoadMaster devices

Transfer Permanent Licenses between LoadMaster devices

From 11th October 2022, all LoadMaster appliances on version 7.2.50 and above will have the ability to transfer their purchased permanent license from an existing LoadMaster device to another using the LoadMaster WUI. Users will no longer need to contact the Customer Support team in order to request a license transfer from one LoadMaster device to another in case of planned migration.

Note: Please use the **Kill License** option with caution. Using **Kill License** option will make the LoadMaster WUI inaccessible and will interrupt all LoadMaster services.

The prerequisites for transferring a LoadMaster license are as follows:

- You can only transfer a permanent license that is under active Support subscription.
- The transferred license can be applied to an existing Trial or Free LoadMaster or a newly deployed LoadMaster. You cannot transfer the following license types:
 - Service Provider License Agreement (SPLA)
 - Metered Enterprise Licensing Agreement (MELA)
 - Pooled
 - Pay As You Go (PAYG)
- You can only transfer LoadMaster licenses from firmware version 7.2.50 and above.

In order to transfer a permanent license from one LoadMaster device to another, you must kill your existing LoadMaster device license, and use the available license to license an existing Trial or Free LoadMaster or newly deployed LoadMaster using your Kemp ID or Order ID.

Follow these steps to kill an existing LoadMaster license:

1. In the main menu of the LoadMaster WUI, go to **System Configuration > System Administration > License Management**.
2. Select **Online Licensing** from the drop-down list.
3. Enter Kemp ID and Password.

4. Click **Kill License** to remove the license from this LoadMaster.
5. Once **Kill License** option is clicked, the LoadMaster WUI will be inaccessible and LoadMaster will enter into unlicensed state.
6. The Kemp ID will receive an email notifying the license was killed.

Follow these steps to apply the available license on another LoadMaster device:

1. Go to an already deployed Trial or Free LoadMaster WUI to which you intend to transfer the permanent license to.
2. In the main menu of the LoadMaster WUI, go to **System Configuration > System Administration > License Management**.
3. Select **Online Licensing** from the drop-down list.
4. Enter Kemp ID and Password.

Note: You can also use the Order ID number if you are not the original license owner.

5. Click **Update License**.
6. Select the permanent license available under Subscription.

Note: You may see more than one permanent license in case you have multiple licenses available.

7. Click **Continue**.
8. On successful license transfer, all features of the old license will be available on the LoadMaster.

OR

1. Deploy a new LoadMaster device.
2. Enter Kemp ID and Password.

Note: You can also use the Order ID number if you are not the original license owner.

3. Click **License Now**.
4. Select the permanent license available.

Note: You may see more than one permanent license in case you have multiple licenses available.

5. Click **Continue**.
6. On successful license transfer, all features of the old license will be available on the LoadMaster.

Updating a License

Updating a License

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

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

Note: In LoadMaster firmware version 7.2.53, the **Update License** screen was renamed to **License Management** and the **Update License** button was renamed to **Update License/Owner**.

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.

Go to the **System Configuration > System Administration > License Management** option in the main menu of the LoadMaster WUI. There are two ways in which you can update the license – using the online method or the offline method. A drop-down list is provided on this page to select the chosen method.

Follow the steps in the relevant section below.

Note: A Kemp ID is required to update a license.

Note: 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.

Note: 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.

Note: 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 Progress Kemp.

Related Links

- [Update using the Online Licensing Method](#)
- [Update using the Offline Licensing Method](#)

Update using the Online Licensing Method

Update using the Online Licensing Method

Current License

Serial Number: 1324371
 Uuid: 2702d0aa-0fd2-442d-b8b3-4910070c5098
 Activation date: June 15 2021
 Licensed until: July 16 2021
 Subscription name: Enterprise Plus
 Subscription expiry date: July 15 2021

License/Owner Update

Online Licensing ▼

Kemp Identifier:

Password:

Order ID
(optional):

[Update License/Owner](#)

[Kill License](#)

1. In the main menu of the LoadMaster WUI, navigate to **System Configuration > System Administration > License Management**.
 2. Enter the Kemp ID in the **Kemp Identifier** text box.
 3. Enter the **Password** for the Kemp account.
 4. Click **Update License/Owner**. An Update License screen will appear, click **Continue** to update the license.
-

Note: Once license is updated, a pop-up appears asking “An updated license has been applied. A system reboot is recommended to ensure all features are licensed appropriately”. Click **Ok** to continue.

User can check the updated license information under **System Configuration > System Administration > License Management screen**.

5. We recommend rebooting to activate the updated license.
-

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

Update using the Offline Licensing Method

Update using the Offline Licensing Method

Current License

Serial Number: 1324371
Uuid: 2702d0aa-0fd2-442d-b8b3-4910070c5098
Activation date: June 15 2021
Licensed until: July 16 2021
Subscription name: Enterprise Plus
Subscription expiry date: July 15 2021

License/Owner Update

Offline Licensing 

Please obtain your new license from your Kemp representative or by visiting [Get License](#)

Access Code: e4w14-4ww1g-nbec1-e1bc1

License:

Update License/Owner

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

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

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

Offline Licensing

Licensing LoadMaster Serial No. 1176487

Kemp ID:

Password:

GENERATE LICENSE

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 UI.
6. Paste the license into the **License** text area and click **Apply License**.
7. Click **OK**.
8. Click **Update License/Owner**.
9. We recommend rebooting to activate the updated license.
10. To verify the updated license details, click the **Home** menu option that displays the license information on the LoadMaster UI.

Changing the Kemp ID Associated with the License

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 > License Management** in the LoadMaster Web User Interface (WUI)).

Only a single Kemp ID can be associated with the license. If you want a group to be associated with the Kemp ID, then create a Kemp ID that uses a group email address.

You can either use the online or offline method to update the license. Refer to the relevant section below for more details.

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

Related Links

- [Changing the Kemp ID - Online Method](#)
- [Changing the Kemp ID - Offline Method](#)

Changing the Kemp ID - Online Method

Changing the Kemp ID - Online Method

To change the Kemp ID associated with the license using the online method, follow these steps:

1. In the LoadMaster WUI, go to **System Configuration > System Administration > License Management**.
2. Select **Online Licensing** in the drop-down list.
3. Enter the **Kemp ID** and **Password** of the new owner and click **Update License/Owner**.

Changing the Kemp ID - Offline Method

Changing the Kemp ID - Offline Method

The Offline Licensing method also allows you to change the ownership of the license. There are two ways to change the ownership using offline licensing - clicking the **Get License** link within the LoadMaster or accessing <https://licensing.kemp.ax/offline> directly. The workflow differs depending on which option you choose. Refer to the relevant section below for step-by-step instructions.

Change the Ownership Through the LoadMaster

To change the ownership of the license through the LoadMaster, follow the steps below:

1. In the LoadMaster WUI, go to **System Configuration > System Administration > License Management**.
2. Select **Offline Licensing** from the drop-down list.
3. Click **Get License**.
4. Enter the **Kemp ID** and **Password**.
5. Click **GENERATE LICENSE**.

If the Kemp ID is different to the one already associated with the license, the ownership of the license will be updated to the new Kemp ID.

Change the Ownership Through the Offline Licensing Page

To change the ownership of the license by accessing the offline licensing page directly, follow the steps below:

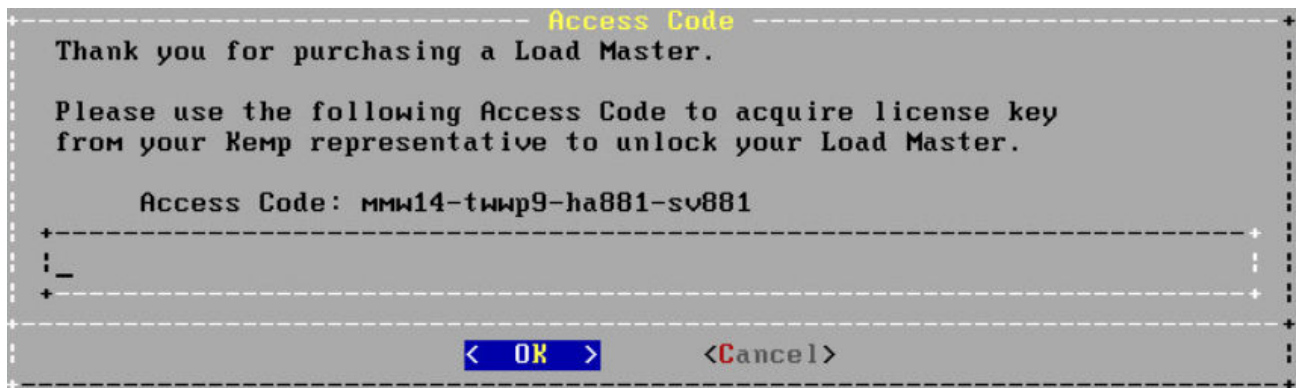
1. In the LoadMaster WUI, go to **System Configuration > System Administration > License Management**.
2. Select **Offline Licensing** from the drop-down list.
3. Take a note of the **Serial Number** and **Access Code**.

4. Go to <https://licensing.kemp.ax/offline>.
5. Select **Update License Owner** from the **Choose your action** drop-down list.
6. Enter the **Serial number** and **Product access code**.
7. Enter the new **Kemp ID** and **Password** for the account that you want to change the ownership to.
8. Click **SUBMIT**.

Downgrading From LoadMaster Version 7 to Version 6

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.

References

References

Unless otherwise specified, the following documents can be found at <https://docs.progress.com/>.

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