



# **Feature Description LoadMaster Licensing**

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# Introduction

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## 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.

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

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### 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).

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# License the LoadMaster

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## 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

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

1. Go to the following page: [Create a Kemp ID](#).

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**Note:** If you are already logged in to the Progress Kemp website with your Kemp ID, clicking the above link brings you to the home page.

---



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.

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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.

---

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**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.

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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.

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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

The licensing process varies slightly depending on what LoadMaster type you have.

The different types of LoadMasters are as follows:

- Hardware LoadMaster
- Virtual LoadMaster
- Bare Metal LoadMaster
- Cloud Bring Your Own License (BYOL) LoadMaster
- Cloud Pay As You Go (PAYG) LoadMaster

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**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](#).

---

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

You can use online licensing when the LoadMaster has access to the internet. You can use offline licensing when the LoadMaster does not have access to the internet.

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**Note:** If you are licensing a Free LoadMaster or Service Provider License Agreement (SPLA) LoadMaster, you can only use the online licensing method.

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**Note:** When licensing a High Availability (HA) pair of LoadMasters, each LoadMaster unit requires its own license. When updating the license on a HA pair, you should update both units separately.

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

### Related Links

- [Online Licensing](#)
- [Offline Licensing](#)

## Online Licensing

You can use online licensing 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 as follows.

To activate the LoadMaster license, perform these steps:

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

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

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

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

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

## License Required To Continue

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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"/>	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. Enter an **Order ID** if you have one.

---

**Note:** After placing an order with Progress Kemp, you receive a confirmation email that typically includes your Order ID. The Order ID ensures that your LoadMaster is properly licensed. 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 **Order ID** is required.

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7. If needed, you can enter a **HTTP(S) Proxy** server address, in the format **<ProxyServerAddress>:<Port>**.
8. Click **License Now**.
9. Click **OK**.
10. If you entered an **Order ID**, a screen appears that provides a list of available licenses for that order ID. Select the license type 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 [LoadMaster documentation page](#).

## Offline Licensing

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**Note:** Offline licensing is not available for Free or Service Provider License Agreement (SPLA) LoadMasters.

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**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.

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If you can access the LoadMaster User Interface (UI) but the LoadMaster does not have access to the internet, you can obtain a license can be 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](#)
- [Offline Licensing Through Accessing the Offline Licensing Page Directly](#)

## Offline Licensing Through Clicking the Link from the LoadMaster

To perform offline licensing 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 User Interface (UI), you may need to accept the End User License Agreement (EULA).

---

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:

Kemp ID:

Password:

GENERATE LICENSE

5. If you are licensing a Virtual LoadMaster, select the license action.
6. Enter an **Order ID** if you have one.

**Note:** After placing an order with Progress Kemp, you receive a confirmation email that typically includes your Order ID. The Order ID ensures that your LoadMaster is properly licensed. 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 **Order ID** is required.

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

## Feature Description LoadMaster Licensing

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



## License/Owner Update

Offline Licensing ▾

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

Access Code: e4w14-a6wwq-pzr2d-c1y2d

License:

```

hJe351p1KanzrAPcn14gErTcD0-JWXB-5uxDPIS1LXL4uPW-xs-z36CsJEjnQ
hH1im0e4HxuEY6S3T1F4VicGEvOPrc4GEAM02rhhNXoY5Y2-gym0BZoU40Wu0
hLIyJT31I2NTSy7y38100zIRWEWuShyBtI4aBvQG9CPZA10n+Wk4+ivG8wuZS
hD99Wu7Bo01xeD5MN4zu+1C-5-meK2-W++gKKmRkUA0LKDwhKIsx4KSYoXS4K
hWLA0AF2CQFI4WtUuicILKuOTk0BZinzJCryTTvwTOqilLjJZ1KuK3nnL2mSb
hwPK12UBd9VyUxER5CFEXMFV74dDMaOpCmNYBcd+0nOrndsNt3rIJCvurh4yL
hInXn0zJJRA-+YQA-hXdnCLD+5f5aMG22+-SqUnAguD9Nq86i05iUjn3tbnWl
hB-zmHMn7aNPiZuCKdBlS+ESipOgY8QFxrTmuKVOYdrJYZKLGn5QM+0GjZOKX
hP73+8D7tGA-lRDXg5viL4HAvgdCnFji06TccAbeGkMA-4EVje-FmTMQRcP+c
h3QiFVp2ej2Z5WEAi-Y4D1r8m-+RKK907cGkn8d8DvTz5FgW276nVvBUksGQN
hPAebccWyxXc9TNMFiesCERvdK3I9CS8bSHNHUiTyDRuNxn080K241Yj7ny
hGwa-uyShZHpOCV74Tfrnk4YK+sAJUNMktD88allI6TXaV4TvfVcEBm7jb7km
hke1p2DVeCB3350kBiCupIJPSqmZgJ6sL0QusVnpTkYnQdFDWk+sZjdp46Je2
VK3P2tbSVh7GRKrcsLQUs0-2QKD1wwtliEP7kGD0hhBBY
+
end

```

Update License/Owner

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

12. 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 [LoadMaster documentation page](#).

## Offline Licensing Through Accessing the Offline Licensing Page Directly

When accessing the offline licensing page directly, the fields that appear on the offline licensing page vary depending on what action you are performing.

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

### Related Links

- [First-Time Licensing of a Purchased LoadMaster](#)
- [Updating an Existing License](#)
- [Licensing a Trial LoadMaster](#)
- [Converting a Trial License to a Permanent License](#)

## First-Time Licensing of a Purchased 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 the relevant platform type.
2. Select **License a new LoadMaster** as the action.
3. Select the hypervisor type, if relevant.
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 User Interface (UI).
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
+
end
```

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

## License/Owner Update

Offline Licensing

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

Access Code: e4w14-a6wwq-pzr2d-c1y2d

License:

```

hJe351p1KanzrAPcn14gErTcD0-JWXB-5uxDPIS1LXL4uPW-xs-z36CsJEjnQ
hH1im0e4HxuEY6S3TlF4VicGEvOPrc4GEAM02rhhNXoY5Y2-gym0BZoU40Wu0
hLIyJT31I2NTSy7y38100zIRWEWuShyBtI4aBvQG9CPZA10n+Wk4+ivG8wuZS
hD99Wu7Bo0LxeD5MN4zu+1C-5-meK2-W++gKKmRkUA0LKDwhKIsx4KSYoXS4K
hWLA0AF2CQFI4WtUuicIlKu0Tk0BZinzJCryTTvwTOqilLjJZ1KuK3nnL2mSb
hwPK12UBd9VyUxER5CfEXMFV74dDMaOpCmNYBcd+0nOrndsNt3rIJCvurh4yL
hInXn0zJJRA-+YQA-hXdnCLD+5f5aMG22+-SqUnAguD9Nq86i05iUjn3tbnWl
hB-zmHMn7aNPiZuCKdB1S+ESipOgY8QFxrTmuKVOYdrJYZKLGn5QM+0GjZOKX
hP73+8D7tGA-lRDXg5viL4HAvGdCnFji06TccAbeGkMA-4EVje-FmTMQRcP+c
h3QiFVp2ej2Z5WEAi-Y4D1r8m-+RKK907cGkn8d8DvTzSFgW276nVvBUksGQN
hpAEbccCWyXxC9TNMFiesCERvdK3I9CS8bSHNHUiTyDRuNxn080K241Yj7ny
hGwa-uyShZHpOCV74Tfrnk4YK+sAJUNMktD88a1lI6TXaV4TvFVcEBm7jb7km
hke1p2DYeCB3350kBiCUpIJPsqmZgJ6sL0QusVnpTkYnQdFDWk+sZjdp46Je2
VK3P2tbSVh7GRKrcslQUs0-2QKD1wwtliEP7kGD0hhBBY
+
end

```

Update License/Owner

11. Paste the license into the **License** text area and click **Apply License**.
12. 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 [LoadMaster documentation page](#).

## 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 the relevant platform type.
2. Select **Update a license** as the action.
3. Select the hypervisor type, if relevant.
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 User Interface (UI).
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**.





## License/Owner Update

Offline Licensing ▾

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

Access Code: e4w14-a6wwq-pzr2d-c1y2d

License:

```

hJe351p1KanzrAPcn14gErTcD0-JWXB-5uxDPIS1LXL4uPW-xs-z36CsJEjnQ
hH1im0e4HxuEY6S3TlF4VicGEvOPrc4GEAM02rhhNXoY5Y2-gym0BZoU40Wu0
hLIyJT31I2NTSy7y38100zIRWEWuShyBtI4aBvQG9CPZA10n+WK4+ivG8wuZS
hD99Wu7Bo0LxeD5MN4zu+1C-5-meK2-W++gKKmRkUA0LKDwhKIsx4KSYoXS4K
hWLAOAF2CQFI4WtUuicIlKuOTk0BZinzJCryTTvwTOqilLjJZ1KuK3nnL2mSb
hwPK12UBd9VyUxER5CfEXMFV74dDMaOpCmNYBcd+0nOrndsNt3rIJCvurh4yL
hInXn0zJJRA-+YQA-hXdnCLD+5f5aMG22+-SqUnAguD9Nq86i05iUjn3tbnWl
hB-zmHMn7aNPiZuCKdB1S+ESipOgY8QFxrTmuKVOYdrJYZKLGn5QM+0GjZOKX
hP73+8D7tGA-lRDXg5viL4HAvGdCnFji06TccAbeGkMA-4EVje-FmTMQRcP+c
h3QiFVp2ej2Z5WEAi-Y4D1r8m-+RKK907cGkn8d8DvTzSFgW276nVvBUksGQN
hpAEbccCWyXxC9TNMFiesCERvdK3I9CS8bSHNHUiTyDRuNxn080K241Yj7ny
hGwa-uyShZHpOCV74TFrnk4YK+sAJUNMktD88a1lI6TXaV4TvFVcEBm7jb7km
hke1p2DYeCB3350kBiCUpIJPsqmZgJ6sL0QusVnpTkYnQdFDWk+sZjdp46Je2
VK3P2tbSVh7GRKrcslQUs0-2QKD1wwtliEP7kGD0hhBBY
+
end

```

Update License/Owner

11. Paste the license into the **License** text area and click **Apply License**.
12. 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 [LoadMaster documentation page](#).

## 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 the relevant platform type.

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

```
begin 0 /dev/null
+
end
```

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

### License/Owner Update

Offline Licensing

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

Access Code: e4w14-a6wwq-pzr2d-c1y2d

License:

```

hJe351p1KanzrAPcn14gErTcD0-JWXB-5uxDPIS1LXL4uPW-xs-z36CsJEjnQ
hH1im0e4HxuEY6S3T1F4VicGEvOPrc4GEAM02rhhNXoY5Y2-gym0BZoU40Wu0
hLIyJT31I2NTSy7y38100zIRWEWuShyBtI4aBvQG9CPZA10n+Wk4+ivG8wuZS
hd99Wu7Bo01xeD5MN4zu+1C-5-meK2-W++gKKmRkUA0LKDwhKIsx4KSYoXS4K
hWLA0AF2CQFI4WtUuicI1Ku0Tk0BZinzJCryTTvwTOqilLjJZ1KuK3nnL2mSb
hwPK12UBd9VyUxER5CfEXMFV74dDMaOpCmNYBcD+0n0rndsNt3rIJCvurh4yL
hInXn0zJJRA-+YQA-hXdnCLD+5f5aMG22+-SqUnAguD9Nq86i05iUjn3tbmW1
hB-zmHMn7aNPiZuCKdB1S+ESipOgY8QFxrTmuKVOYdrJYZKLgn5QM+0GjZOKX
hP73+8D7tGA-1RDXg5viL4HAvgdCnFji06TccAbeGkMA-4EVje-FmTMQRcP+c
h3QiFVp2ej2Z5WEAi-Y4D1r8m-+RKK907cGkn8d8DvTzSfgW276nVvBUksGQN
hpAEbccCWyXxC9TNMFiesCERvdk3I9CS8bSHNhHUiTyDRuNxn080K241Yj7ny
hGwa-uyShZHpOCV74Tfrnk4YK+sAJUNMktD88a11I6TXaV4TvfVcEBm7jb7km
hke1p2DYeCB3350kBiCUpIJP5qmZgJ6sL0QusVnpTkYnQdFDwk+sZjdp46Je2
VK3P2tbSVh7GRKrcs1QUus0-2QKD1wwt1IEP7kGD0hhBBY
+
end

```

Update License/Owner

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

11. 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 [LoadMaster documentation page](#).

## 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 the relevant platform type.
2. Select **Upgrade a trial license** as the action.
3. Select the hypervisor type, if relevant.
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 User Interface (UI).
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
+
end
```

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

## License/Owner Update

Offline Licensing

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

Access Code: e4w14-a6wwq-prz2d-c1y2d

License:

```
hJe351p1KanzrAPcn14gErTcD0-JWXB-5uxDPIS1LXL4uPW-xs-z36CsJEjnQ
hH1im0e4HxuEY6S3T1F4VicGEvOPrc4GEAM02rhhNXoY5Y2-gym0BZoU40Wu0
hLIyJT31I2NTSy7y38100zIRWEWuShyBtI4aBvQG9CPZA10n+Wk4+ivG8wuZS
hD99Wu7Bo01xeD5MN4zu+1C-5-meK2-W++gKKmRkUA0LKDwhKIsx4KSyoXS4K
hWLA0AF2CQFI4WtUuicI1Ku0Tk0BZinzJCryTTvwTOqilLjJZ1KuK3nnL2mSb
hwPK12UBd9VyUxER5CfEXMFV74dDMaOpCmNYBcd+0nOrndsNt3rIJCvurh4yL
hInXn0zJJRA-+YQA-hXdnCLD+5f5aMG22+-SqUnAguD9Nq86i05iUjn3tbnWl
hB-zmHMn7aNPiZuCKdB1S+ESipOgY8QFxrTmuKVOYdrJYZKLGn5QM+0GjZOKX
hP73+8D7tGA-lRDXg5v1L4HAvgdCnFji06TccAbeGkMA-4EVje-FmTMQRcP+c
h3QiFVp2ej2Z5WEAi-Y4D1r8m-+RKK907cGkn8d8DvTzSFgW276nVvBUksGQN
hpAEbccCwyXxC9TNMFiesCERvdk3I9CS8bSHNHUiTyDRuNxn080K241Yj7ny
hGwa-uyShZHpOCV74Tfrnk4YK+sAJUNMktD88allI6TXaV4TvfVcEBm7jb7km
hke1p2DyECB3350kBiCupIJPSqmZgJ6sL0QusVnpTkYnQdFDWk+sZjdp46Je2
VK3P2tbSVh7GRKrcslQU50-2QKD1wwtliEP7kGD0hh8BBy
+
end
```

Update License/Owner

12. Paste the license into the **License** text area and click **Apply License**.
13. 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 [LoadMaster documentation page](#).



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# Troubleshooting


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

For more information, refer to the 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.

 Retrieval of License Types failed: Cannot connect to Kemp licensing server. Please check the network configuration

-  Connection to Default Gateway: (192.168.1.1 - OK)
-  Connection to DNS: (192.168.1.131 - Failed)
-  Resolve Licensing Server FQDN: Stopped
-  Connection to Licensing Server: Stopped

These checks perform the following tasks:

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

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# Temporary and Permanent Licenses

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## 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).

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

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#### 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.

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**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.

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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.

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

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

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

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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.

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**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.

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# Updating a License

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## 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

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**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.

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

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**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.

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**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.

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**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.

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### 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

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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.



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# 6

## Changing the Kemp ID Associated with the License

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### 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.

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

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#### 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**.

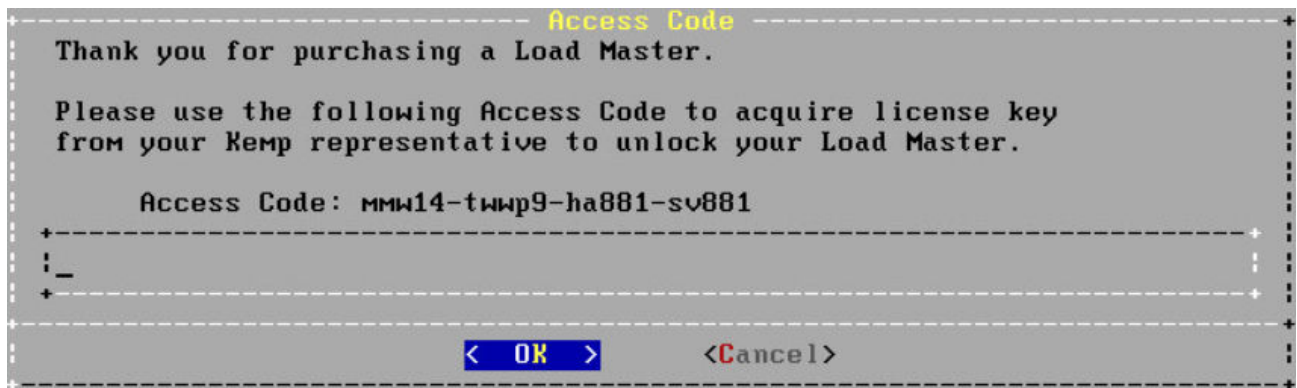
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## Downgrading From LoadMaster Version 7 to Version 6

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### 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.

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# References

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## 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**