Progress®
Kemp® LoadMaster®

Technical Note - LoadMaster Licensing in LoadMaster 360

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Introduction

LoadMaster 360 enables you to optimize application delivery for critical infrastructure. LoadMaster 360 enables unified insight into application delivery, advanced incident response, application and device telemetry, and advanced licensing management all through a single portal.

This document describes how to:

- Use LoadMaster 360 to license LoadMasters
- Manage your LoadMaster licenses using the LoadMaster 360 license repository

Before you can license a LoadMaster in LoadMaster 360, you must create and deploy a Connector. Refer to the following sections for details on how to create and deploy a Connector.

Contents

- Create and deploy a Connector

Create and deploy a Connector

To use LoadMaster 360, you must deploy at least one Connector in your network to monitor your application delivery infrastructure. The Connector is a virtual appliance that is deployed on site and acts as a bridge providing connectivity between the managed LoadMasters and LoadMaster 360.

To use LoadMaster 360, you must have at least one Connector with at least one LoadMaster connected.

For multi-site environments where multiple LoadMasters are managed, the LoadMaster 360 account may have multiple Connectors and each Connector may manage multiple LoadMasters.

You will need access to a supported hypervisor to deploy the Connector Virtual Machine. At present, VMware, Microsoft Hyper-V, and Azure (Beta) are the only supported options.

There is a limit of 10 Connectors per LoadMaster 360 tenant.

Contents

- Create the Connector in LoadMaster 360
- Install the Connector

Create the Connector in LoadMaster 360

Note: The steps in this section are valid for VMware and Hyper-V connectors. For more specific instructions on creating an Azure (Beta) Connector, refer to the following section: .

To create a Connector, follow these steps:

1. Log in to LoadMaster 360 using your Progress ID.
2. Hover over the **Infrastructure** tab and select **Device Inventory** from the drop-down list.
3. Click **Add Device** and **Create Connector**.
4. Select the **Hypervisor type**.
5. Enter a **Connector Name**.

   Note: The only accepted characters for the **Connector Name** and **DNS** fields are alphanumeric characters, dashes, underscores, and spaces.

6. You can select a specific instance size using the **Instance size** drop-down list:
   - **Extra Small - 32 GB - 2 CPU cores - 4 GB RAM**: Recommended for minimal log transactions. This option is only available for Azure Connectors. You cannot change the **Instance size** for Azure Connectors.
   - **Small - 64 GB - 2 CPU cores - 4 GB RAM**: Recommended for minimal log transactions
   - **Medium - 256 GB - 4 CPU cores - 8 GB RAM**: Recommended for moderate log transactions
   - **Large - 512 GB - 8 CPU cores - 16 GB RAM**: Recommended for substantial log transactions
7. You can optionally enter a **Description**.
8. Specify whether or not to **Use DHCP**.
9. If you are not using DHCP, complete these sub-steps:
   1. Enter an **IPv4 address/mask** for the Connector being created.
   2. Enter the default **Gateway**.
   3. Enter a **DNS** address.
10. If you are adding a new site, click **Add site**, enter the **Site name**, and press **Enter**.
11. Select a site and click **Add**.
12. LoadMaster 360 then creates the Connector deployment file. When this is complete, the zip file download automatically starts.

Next, you must deploy the Connector Virtual Machine in your hypervisor.

Note: The Connector deployment file can be downloaded within 7 days of creation. You cannot download a Connector deployment file after the Connector is started and begins communicating with LoadMaster 360. If your current Connector Virtual Machine is down and cannot be recovered, you must create a new Connector in LoadMaster 360 and deploy a new Virtual Machine.

If you have used LoadMaster 360 to license pooled LoadMasters, ensure to update the **Host** to the new Connector IP address in **System Configuration** > **System Administration** > **License Management**. You may also need to update the**Syslog host** in **System Configuration** > **Logging Options** > **Syslog Options** to the new Connector IP address.

Note: After you create the Connector in LoadMaster 360, the Connector is displayed on the **Device Inventory** screen with the status **Waiting for first connection**. You must deploy the Connector Virtual Machine in your hypervisor to proceed.

If needed, you can click the Connector name to access the Connector details page. On the Connector details page, you can access encrypted **Connector credentials** that you can provide to Support if needed for troubleshooting purposes.

Install the Connector

After generating the Connector in LoadMaster 360, you must then deploy the Connector Virtual Machine in your hypervisor. Refer to the relevant section below for step-by-step instructions on how to do this.

Note: By default, the connector has 7GB worth of space for storing system logs and 7GB worth of space for storing Edge Security Pack (ESP)/Web Application Firewall (WAF) logs. You can extend the log storage space in the Connector to store a larger set of log data. To do this, contact the Progress Kemp Support team.

Contents

- Deploy the Connector Virtual Machine

Deploy the Connector Virtual Machine

After generating the Connector in LoadMaster 360, you must then deploy the Connector Virtual Machine in your hypervisor. VMware, Microsoft Hyper-V, and Microsoft Azure (Beta) are the hypervisors that are currently supported.

In a VMware environment, you can deploy the Connector Virtual Machine in ESXi, vCenter, or vSphere.

Note: Progress recommends that the Connector Virtual Machine has a minimum of 4 GB of RAM.

Note: The VMware Tools add-on is pre-installed on the Connector. This provides additional functionality and details for the Virtual Machine in vSphere.

When deploying the Connector Virtual Machine in Hyper-V, ensure **Generation 1** is selected.

Note: LoadMaster 360 does not support the use of Generation 2 configured Virtual Machines.

Currently, access to modify the network settings of the Connector Virtual Machine is not supported. If you need to use a different IP address, deploy a new Connector through LoadMaster 360.

To deploy the Connector Virtual Machine in a Microsoft Azure environment, refer to the following section: .

After deploying the Connector Virtual Machine you can add existing LoadMasters on your network to LoadMaster 360.

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License repository

The **License Repository** page (that you can access using the **Infrastructure** tab) in LoadMaster 360 provides details about your LoadMaster licenses. Two different licensing models are currently supported by LoadMaster 360 - **Pooled** and **Perpetual**. These are represented by different tabs in the **License Repository** page. At present, LoadMaster 360 only supports perpetual LoadMaster licenses and pooled LoadMaster licenses. Service Provider License Agreements (SPLA) are not currently supported in LoadMaster 360. A perpetual license may be a subscription, free LoadMaster, or trial LoadMaster. The **Perpetual** tab always appears. If you have free or trial LoadMasters, they appear in the **Perpetual** tab. The **Pooled** tab only appears if your account is enabled for this type of license. For further details about the consumption-based licensing models available, refer to the Consumption-based Billing Models Feature Description.

The **License Repository** displays details about the licenses associated with the **Owner** Progress ID in LoadMaster 360 (to check the **Owner** Progress ID refer to the **Users** page in LoadMaster 360). When "account" is mentioned throughout this document, it is referring to the **Owner** Progress ID in the LoadMaster 360 instance.

The **License Repository** shows details for all LoadMaster licenses associated with the **Owner** Progress ID, even for LoadMasters that have not yet been added to the LoadMaster 360 device inventory. The **Device Name** and **IP Address** columns will be blank for any LoadMasters that have not yet been added to LoadMaster 360 (or for any unused licenses).

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- Pooled licensing
- Perpetual licensing

Pooled licensing

Pooled licensing simplifies the challenge of managing the license lifecycle with a cost-effective and flexible approach to enabling load balancing capacity where and when needed. Pooled licensing provides the platform to scale application delivery on-demand.

LoadMaster 360 acts as the licensing authority for pooled licensing and can issue individual LoadMaster licenses. Issued licenses deplete the pool but can be recovered and added back into the pool at any time for re-issue. This provides flexibility to issue licenses on-demand for a range of use cases ranging from short-term projects such as testing through to long-term licenses for customers or departments in the organization.

If you have a pooled license, you are allocated a specific amount of LoadMaster bandwidth and you can add or delete LoadMasters while staying within this limit. Each LoadMaster license has a defined bandwidth.

To access the **Pooled** license page in LoadMaster 360, click **Infrastructure > License Repository** and click the **Pooled** tab.

Note: The **Pooled** tab only appears if the tenant **Owner** Progress ID is enabled for consumption-based billing.

The **Last refreshed** date and time is displayed in the top-right of the **License Repository** screen. You can click **Sync licenses** to manually pull any license updates on demand.

Current allocation vs Maximum capacity of license pool

This section provides the summary of currently allocated licenses, available capacity, and the maximum capacity of the entire pool. The cylindrical chart displays the storage capacity based on the total usage per license type. Hover over the cylindrical chart to get details about the types of licenses and the number of active licenses of a particular type assigned to the LoadMasters.

The cylinder graph provides a graphical representation of the current license allocation against the maximum capacity of the pool. The different colored sections in the cylinder represent the different LoadMaster license types and their allocation. The vertical widths of the colored sections represent the amount of bandwidth used, for example, a VLM-10G license uses double the capacity of a VLM-5000. There is a minimum height set on the cylinder sections to ensure the sections relating to licenses with smaller bandwidth are visible on the graph.

The **Current allocation** number next to the chart provides the total bandwidth currently allocated (the total value of each of the colored sections in the chart). The **Maximum capacity** shows the total bandwidth capacity for the pool and this is represented by the dotted line on the cylinder chart. The **Available capacity** is the **Maximum capacity** minus the **Current allocation** (the gray/empty space in the cylinder chart).

Maximum allocation

On the **License Repository** page, there is a graph that displays the report for license usage per month. You can hover over a bar for a particular month to see the details of the date that had the highest capacity usage for the month. When you click a bar for a particular month, it displays the license usage data for each day of the month. Hover over a bar for a particular day to see the exact license usage data for that day. When the percentage of capacity usage exceeds 80% of capacity, the bar color changes to orange and if the capacity usage exceeds 100% of capacity, the bar color changes to red.

License overview

The **License overview** section provides a list of all pooled LoadMaster licenses associated with the **Owner** Progress ID in LoadMaster 360 (to check the **Owner** Progress ID refer to the **Users** page). Licenses that do not have a **Device Name** or **IP Address** listed are not under management in LoadMaster 360. You can filter the results based on the license **Status**:

- **Active:** Currently active LoadMaster licenses.
- **Grace Period:** LoadMaster licenses that have entered the grace period. For more details, refer to the following topic: .
- **Expired:** LoadMasters that have expired licenses.
- **Killed:** LoadMaster licenses that were once active but have since been recovered (unlicensed) to return capacity to the pool.

There is a search box that allows you to filter the list by typing a search term. You can return to the default view by clicking the **Reset** link.

Click the **Export to CSV** option to download a CSV file containing all of the pooled license details. All data is included in the CSV file (including pooled licenses shown on different pages and columns that you have unchecked/hidden in the User Interface (UI)). The **Bandwidth** column contains a numerical value of the number of megabytes per second (Mb/s) of bandwidth for each license. The CSV files are named in the format **Pool_usage_***YEARMONTHDAY*.

You can select which columns to display in the table in LoadMaster 360 by ticking/unticking check boxes in the **Columns** drop-down list.

The table has the following columns:

- **Device Name**
- **IP Address**
- **Serial no.**
- **License Name**
- **Status**
- **Bandwidth**
- **SSL TPS** (SSL Transactions Per Second)
- **Grace Period**
- **Activation Date** (of the LoadMaster license)
- **Recovery Date** (the date the license was recovered/unlicensed and returned to the pool)

By default, the table is sorted by **Device Name**. By default, 10 licenses are shown on the page. You can increase the amount of licenses shown on the page using the drop-down in the bottom-left of the screen. You can move to a different page using the options in the bottom-right of the screen.

How to return LoadMaster license bandwidth to the pool

If you have a pooled license, you are allocated a specific amount of LoadMaster bandwidth. You can license or deactivate LoadMasters while staying within this limit. Each LoadMaster license has a defined bandwidth. The **License Repository** screen in LoadMaster 360 (that you can access from the **Infrastructure** tab) displays how much of your license pool you are using out of your current limit.

To return a license to the license pool, follow these steps:

1. In LoadMaster 360, go to **Infrastructure > License Repository** .
2. Select a license in the **License overview** section.
3. Click **Kill License**.

   Note: You can only kill a LoadMaster license through LoadMaster 360 if the LoadMaster was licensed using LoadMaster 360.

4. Type `KILL` and click **Kill License** to confirm.

When you kill a LoadMaster license through LoadMaster 360:

- The **Status** of the license in the **License overview** section changes to **Killed**.
- The **Device Name** and **IP Address** values are removed from the killed row in the **Licenses overview** table.
- The LoadMaster is removed from the device inventory in LoadMaster 360.
- An email is sent to the relevant Progress ID.
- Virtual Services that were on the killed LoadMaster are removed from their mapped applications in LoadMaster 360.

If LoadMaster 360 can communicate with the LoadMaster, the LoadMaster gets disabled and the licensed capacity is returned to the pool. You will need to delete this LoadMaster from your environment. The **Status** of the license in the **License overview** section changes to **Killed**.

If the license validity period is over, the **Status** of the license in the **License overview** section changes to **Expired**.

If there are connectivity issues between the Connector and LoadMaster 360 for 24 hours the LoadMasters connected to that Connector will move into a 30-day grace period and the LoadMaster **Status** will be **Grace Period**. If the connectivity is restored within this 30 days everything will continue to work as normal and the LoadMaster exits the grace period. If there is no connectivity for 30 days and the grace period expires, the LoadMaster ceases to operate:

- The LoadMaster becomes unlicensed
- You cannot access the UI
- All traffic is stopped

If you have a Communications channel configured in LoadMaster 360, an email notification will be sent if:

- A Connector goes down
- A Connector that was down, comes back online

If the Connector Virtual Machine goes down and cannot be brought back up, you must deploy a new Connector. Because the LoadMaster licensing check is done using the Connector, you must kill your existing LoadMaster licenses that were tied to the original Connector (through LoadMaster 360) and then re-license the LoadMasters in LoadMaster 360. If this is not done, the LoadMaster enters a 30 day grace period and the license will be revoked when the grace period expires.

If you have licensed a LoadMaster through LoadMaster 360 using pooled licensing, you cannot remove the LoadMaster from the LoadMaster 360 device inventory before you kill the license.

If the IP address of a Connector changes (for example, because of DHCP) you must access the LoadMaster

UI for any LoadMasters in the pool that are linked to that Connector and update the **Host** to the new Connector IP address in **System Configuration > System Administration > License Management**. You may also need to update the **Syslog host** in **System Configuration > Logging Options > Syslog Options** to the new Connector IP address.

Perpetual licensing

The **Perpetual** tab is always shown in the **License Repository** page. A perpetual license may be a subscription, free LoadMaster, or trial LoadMaster. Perpetual licenses enable a LoadMaster for usage at the specified performance levels. This model of licensing is available on physical appliances, virtual appliances, bare metal and cloud. This licensing approach is suited to organizations that have defined usage requirements for the planned lifetime of the product and wish to pay up-front and amortize the cost over the usage lifetime.

To access the **Perpetual** license page in LoadMaster 360, click **Infrastructure > License Repository** and click the **Perpetual** tab.

The **Last refreshed** date and time is displayed in the top-right of the **License Repository** screen. You can click **Sync licenses** to manually pull any license updates on demand.

Expiring subscriptions



This section informs you when the perpetual licenses will expire. The **Expiring subscriptions** section appears in the following colors depending on the license expiry date:

- Red: The license has expired.
- Orange: The license is due to expire in the next 30 days. Trial licenses are always counted in this section because they expire within 30 days.
- Black: The license is due to expire in the next 90 days.
- Black: The license is not due to expire in the next 90 days. Free and Cloud LoadMaster licenses are always counted in this section because those licenses do not expire.

License overview

The **License overview** section provides a list of all perpetual LoadMaster licenses associated with the **Owner** Progress ID in LoadMaster 360 (to check the **Owner** Progress ID refer to the **Users** page). Licenses that do not have a **Device Name** or **IP Address** listed are not under management in LoadMaster 360. You can filter the results based on the license **Status**:

- **Active:** Currently active LoadMaster licenses
- **Killed:** LoadMaster licenses that were once active but have since been unlicensed.

There is a search box that allows you to filter the list by typing a search term. You can return to the default view by clicking the **Reset** link.

You may have a number of manually pre-provisioned licenses that are linked to an **Order ID**. To associate a

perpetual license (that is not currently in use) with the LoadMaster 360 account, click **Associate Order Id** option. Type the **Order ID** and click **Associate** to confirm. Associating an **Order ID** in LoadMaster 360 allows you to license LoadMasters using the unused pre-provisioned licenses related to that **Order ID**. The **Order ID** column will be populated in the **Licenses overview** section for any licenses you have associated in this way. Licenses that have not been assigned to a LoadMaster yet will not have a **Serial No.** or **Activation Date** populated. The **Device Name** and **IP Address** are not populated if the LoadMaster has not been added to the LoadMaster 360 inventory.

You can license a newly deployed LoadMaster with an available licenses in your license repository. For further details, refer to the following section: .

Click the **Export to CSV** option to download a CSV file containing all of the perpetual license details. All data is included in the CSV file (including perpetual licenses shown on different pages and any columns that may be hidden in the User Interface). The **Bandwidth** column contains a numerical value of the number of megabytes per second (Mb/s) of bandwidth for each license. The CSV files are named in the format **perpetual_usage_***YEARMONTHDAY*.

You can select which columns to display in the table in LoadMaster 360 by ticking/unticking check boxes in the **Columns** drop-down list.

The table has the following columns:

- **Device Name**
- **IP Address**
- **Serial No.**
- **License Name**
- **Status**
- **Bandwidth**
- **SSL TPS**
- **Order Id**
- **Kill Date**
- **Support Expiry Date**
- **Activation Date**

By default, the **License overview** table is sorted by **Support Expiry Date** with the subscription closest to expiring appearing first, for example, the 10th appears before the 14th.

By default, 10 licenses are shown on the page. You can increase the amount of licenses shown on the page using the drop-down in the bottom-left of the screen. You can move to a different page using the options in the bottom-right of the screen.

How to kill a LoadMaster license

To kill a perpetual license, follow these steps:

1. In LoadMaster 360, go to **Infrastructure > License Repository** .
2. Click **Perpetual**.
3. Select a license in the **License overview** section.
4. Click **Kill License**.

Note: You can only kill a LoadMaster license through LoadMaster 360 if the LoadMaster was licensed using LoadMaster 360.

5. Type `KILL` and click **Kill License** to confirm.

This disables the LoadMaster and it ceases to operate:

- The LoadMaster becomes unlicensed
- You cannot access the User Interface (UI)
- All traffic is stopped

You will need to delete this LoadMaster from your environment, if relevant. Once the license is killed you can re-use it, if required, using the same order ID. When you kill a LoadMaster license through LoadMaster 360:

- The **Status** of the license in the **License overview** section changes from **Active** to **Killed**.
- The **Device Name** and **IP Address** values are removed from the killed row in the **Licenses overview** table.
- The LoadMaster is removed from the device inventory in LoadMaster 360.
- A new entry in the **Licenses overview** table will be added to show the license that can be reused. If you do not see this, click the **Sync licenses** button.
- An email is sent to the relevant Progress ID.
- Virtual Services that were on the killed LoadMaster are removed from their mapped applications in LoadMaster 360.

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License a newly deployed LoadMaster

In addition to adding existing, licensed LoadMasters to LoadMaster 360, you can also quickly license a newly deployed unlicensed LoadMaster and manage it through LoadMaster 360. First, manually deploy the LoadMaster.

You must have a pooled license attached to your Progress ID to use pooled licensing.

At present, LoadMaster 360 only supports perpetual LoadMaster licenses and pooled LoadMaster licensing. Service Provider License Agreement (SPLA) is not currently supported. If you try to license an SPLA LoadMaster using LoadMaster 360, you may get an **Authentication failed** error but this is because SPLA is not currently supported in LoadMaster 360.

You can download a LoadMaster deployment file by following these steps:

1. Go to **Infrastructure > Device Inventory** in LoadMaster 360.
2. Click the **Download LoadMaster** icon in the top-right.
3. Log in with your Progress ID email address and **Password**.
4. Select the relevant firmware version.
5. Select the relevant **Hypervisor**.
6. Select the relevant **Country**.
7. Select the check box to agree to the End User License Agreement (EULA).
8. Click **Download Now**.

Other types of LoadMasters, such as hardware, bare metal, and cloud LoadMasters can also be licensed and managed through LoadMaster 360.

When the new LoadMaster is powered on, do not access the LoadMaster User Interface (UI) to license the

LoadMaster. Instead, get the IP address of the LoadMaster and follow the steps below to license the LoadMaster and add it to LoadMaster 360:

1. In LoadMaster 360, go to **Infrastructure > Device Inventory**.
2. Click **Add Device > Add LoadMaster**.
3. Click **License & add new LoadMaster**.
4. Select the relevant Connector and click **Next**.
5. Enter a name for the LoadMaster.

   Note: The only accepted characters for the **LoadMaster name** field are alphanumeric characters, dashes, underscores, and spaces.

6. Enter the **IPv4 address** of the existing, unlicensed LoadMaster.
7. You can optionally specify a **Port**.

   Note: If you do not specify a port number, the default of port **443** is assumed.

   When adding a LoadMaster that is deployed in Azure to LoadMaster 360, ensure to specify the port number, for example, **8443**.

8. Enter a new password in the **Create password** field for the **bal** administrator user.

   Note: The password must be at least 8 characters long.

   Note: The default administrator user on all LoadMasters is called **bal**.

9. Re-enter the new password in the **Confirm password** text box.
10. Click **Next**.
11. LoadMaster 360 will then search for available licenses based on the Progress ID of the **Owner** role in LoadMaster 360 (refer to the **Users** page to see the **Owner** Progress ID).
12. Select the relevant license to apply to the LoadMaster and click **Next**.

    Note: Perpetual and pooled licensing options are available in LoadMaster 360. A perpetual license may be a subscription, free LoadMaster, or trial LoadMaster.

13. A number of setting changes are required on the LoadMaster to ensure it can communicate successfully with LoadMaster 360. You can click the **changes** link to review what changes will be made. Select the **I agree to make the following changes to the LoadMaster** check box to proceed with the addition. The changes that will be made to the LoadMaster include:
    - Local extended Edge Security Pack (ESP) logs are disabled (the **Disable Local Extended ESP Logs** check box will be enabled)
    - The Application Programming Interface (API) will be enabled (the **Enable API** check box will be enabled)
    - Session management will be enabled (the **Enable Session Management** check box will be enabled)

      Note: LoadMaster basic authentication is not supported with LoadMaster 360. Ensure that **Require Basic Authentication** is disabled in **Certificates & Security > Admin WUI Access**. If basic authentication is enabled on the LoadMaster, LoadMaster 360 will not be able to communicate with the LoadMaster.

- The Connector IP address will be added to the list of syslog hosts (in **System Configuration > Logging Options > Syslog Options**)

  LoadMaster 360 will be allowed to securely transmit parsed log information to the cloud.

- A local LoadMaster user with a prefix of **lm360** is added with **All Permissions** enabled
- An API key is generated to allow the Connector to communicate with the LoadMaster.
- The LoadMaster password is set to the password value entered in LoadMaster 360 while adding the LoadMaster.
- A Web Application Firewall (WAF) custom rule for log sampling is added. This rule gets enabled on all WAF-enabled Virtual Services in this LoadMaster.

14. Review the details and click **Finish**.
15. The LoadMaster will then get licensed and added to LoadMaster 360.

It takes a maximum of five minutes for the LoadMaster **Status** to update to **Healthy** (if it is healthy and reachable) in LoadMaster 360.

Troubleshooting issues when adding a LoadMaster

If you are having difficulty adding a LoadMaster to LoadMaster 360, you could check the **Connector Status** page to help to troubleshoot the problem. To access this page, from LoadMaster 360, follow these steps:

1. Hover over **Infrastructure** and click **Device Inventory**.
2. Click the relevant Connector name link.
3. Click **Connector Status**.

Alternatively, you can go to the following URL: **https://<ConnectorIPAddress>:8443/progs/status.htm**. This provides a list of running services with issues highlighted in red. For further details, refer to the following section: Connector details page.

While adding a LoadMaster, there are a number of possible error messages that may appear if there are any issues, such as:

- The LoadMaster is not reachable or the IP address provided is not a LoadMaster IP address: **Please check your network settings and try again.**
- The same LoadMaster appears to already exist in LoadMaster 360: **LoadMaster already exists. Please try adding a different LoadMaster.**
- The Connector is down or unreachable: **Unable to communicate with connector. Please try again.**
  - Reboot the Connector and wait for at least three minutes for the Connector to come back online.
  - Ensure the firewall and connectivity requirements have been met. Refer to the following section for further details: .
- LoadMaster with random error or incorrect input: **Unable to fetch status. Please try again.**
- It is possible that the IP address you entered is not a LoadMaster: **Unrecognised device. Please try again.**
- The LoadMaster firmware version is unsupported (LoadMaster 360 supports LoadMasters with firmware version 7.2.48.2 or above) or the Application Programming Interface (API) is not enabled on the LoadMaster (**Certificates & Security > Remote Access > Enable API Interface** in the LoadMaster User Interface (UI)): **Unsupported firmware version or API is not enabled on LoadMaster.**

- The LoadMaster addition did not complete within a specified timeframe: **Timeout error on connector. Please try add again.**
- The Connector is not fully up or there is a connectivity issue between the connector and LoadMaster 360: **Unable to connect with connector. Please try to add again.**
- The LoadMaster being added is unlicensed: **Valid license not found for this LoadMaster.**
- Adding LoadMaster job executes with an unknown error: **An unknown exception occurred. Please try again.**
- **An unknown exception occurred. If this error continues please contact support.**