

REV11 Licensing Upgrade Package for Unix

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The licensing upgrade package enables you to take advantage of REV11 licensing features on prior versions of Synergy/DE. It can be installed on a system with an existing Synergy/DE installation that is version 10.1* or 10.3*.

On Unix, the licensing upgrade package is a standard License Manager installation component (**.tar** file) that installs REV11 versions of **synd** and **lmu**. It also installs the **lmcheck** utility.

For more information about REV11 and the licensing upgrade package, see “[Synergy/DE Licensing](#)” in the Synergy/DE documentation; the “[Licensing FAQ](#)” may be particularly useful.

Before you install...

- We recommend that your system meet the minimum operating system requirements for the current version of Synergy/DE. But we recognize that this may not be possible with the licensing upgrade package, which is intended to be run on older versions of Synergy that may not be supported on the latest operating systems. (The licensing upgrade package is available only on currently supported platforms.) For requirement details, see the [Supported Platforms pages](#) on the Synergex website. Contact [Synergy/DE Developer Support](#) if you have questions about whether the licensing upgrade package will be compatible with your configuration.
- An internet connection is required to sync with the Synergy License Web Service and download product keys. The Synergy License Web Service is a standard RESTful web service running on the standard HTTPS port, 443. If your firewall does not allow outbound access on port 443, you'll need to create an outbound rule for that port to either the DNS address (licensing.synergex.com) or the IP address (104.40.28.133) used by the Synergy License Web Service.
- If a proxy is in use on your system, you'll need to specify it using the **lmu -pp** option; see “[Using a proxy server with REV11 licensing](#)” in the Synergy/DE documentation for details.
- The licensing upgrade package installation runs the **lmcheck** utility to verify connectivity to the Synergy License Web Service. However, we recommend that you run **lmcheck** separately *before* installing to not only check connectivity, but also verify your license in Synergex's database. This utility can be downloaded from the [REV11 Licensing Upgrade Package](#) page in the Downloads area in the Synergex Resource Center. If you're using a proxy server, run **lmcheck** with the **-pp** option. (See “[lmcheck utility](#)” in the Synergy/DE documentation for details.)
- You may want to make a copy of the synergyde/lm directory so that you can revert to the old licensing if you need to.
- If you have multiple versions of Synergy/DE installed, be advised that older versions of **lmu** and **synd** will not work once the licensing upgrade package is installed.
- If your application uses the SERIAL subroutine to return the registration string, see Synergex KnowledgeBase article [2467](#). REV11 licensing uses a longer registration string (31 characters rather than 12). SERIAL was updated for version 11 to handle the longer string, but customers using the licensing upgrade package on older versions of Synergy/DE require a workaround.
- Check your system start-up file (e.g., **rc** or **systemd**) to verify that **synd** starts *after* all the networking has been started (e.g., **named**, **dnsmasq**, **networkmanager**, **winbindd**, **nmbd**) so that it can contact the Synergy License Web Service.

Installing the licensing upgrade package

Follow these instructions to install the licensing upgrade package on a system on which Synergy/DE products have already been installed and licensed. If you need to install it on a new system on which you've just installed a pre-11 version of Synergy/DE, see [“Installing the licensing upgrade package on a new system.”](#)

1. Download the licensing upgrade package for your Unix platform from the [REV11 Licensing Upgrade Package](#) page in the Downloads area of the Synergex Resource Center and unpack the files.
2. Extract the **.tar** file to your installation directory. (If you have more than one version of Synergy/DE installed, extract it to the installation directory of the newest version.)
3. Stop any running Synergy programs using **dbf** or **dfs**. Also stop the *xfServer/xfServerPlus* and SQL OpenNet servers. For **rsynd**, use the **-q** option. For **vtxnetd**, use the **vtxkill** utility. See the [“Configuration Guide”](#) in the Synergy/DE documentation for more information on stopping these servers.
4. Ensure that you are root, and then run the **install.sde** script. Select **1** to install Synergy/DE, and then select **1** again for License Manager. You can accept the defaults for the other prompts. This will run **lmcheck**, which will check connectivity to the Synergy License Web Service. You'll see a success or failure message.
 - If **lmcheck** succeeds, the current **synd** is stopped, **lmcheck** and additional files are installed, and the new **synd** is started and makes its first poll. Continue with [step 5](#).
 - If **lmcheck** fails, make a note of the error message and contact Synergy/DE Developer Support. The upgrade package offers you the option to continue with the installation or abort. Go ahead and complete the installation so that the REV11 files are installed. You can then use the **lmcheck** utility to help troubleshoot the problem. See [“lmcheck utility”](#) in the Synergy/DE documentation.
5. Continue using your applications as you normally would. The license admin at your company will receive an email from Synergex Customer Service when the licensing upgrade is complete.
6. Synchronize your license data by running **lmu -sync**. Or, you can just wait for the system to poll again. The polling schedule depends on how close the license is to expiring; see the [“Licensing FAQ”](#) in the Synergy/DE documentation for details.

Installing the licensing upgrade package on a new system

Follow these instructions when you need to install the licensing upgrade package on a new system on which you're planning to install a pre-11 version of Synergy/DE.

1. When you order the new license from Synergex, tell your Synergex customer service representative that you're going to install the licensing upgrade package on the system. Your company's license admin will be sent a confirmation email with an install code.
2. Install the pre-11 version of Synergy/DE as you normally would.
3. If you don't already have the licensing upgrade package, download it from the [REV11 Licensing Upgrade Package](#) page in the Downloads area of the Synergex Resource Center and then run it to unpack the files.
4. If there are any registered **dfs** services running, stop them.
5. Extract the **.tar** file to your installation directory.
6. Ensure that you are root, and then run the **install.sde** script. Select **1** to install Synergy/DE, and then select **1** again for License Manager. You can accept the defaults for the other prompts. This will run **lmcheck**, which will check connectivity to the Synergy License Web Service. You'll see a success or failure message.
 - If **lmcheck** succeeds, the current **synd** is stopped, **lmcheck** and additional files are installed, and the new **synd** is started and makes its first poll. Continue with [step 7](#).

- If **lmcheck** fails, make a note of the error message and contact Synergy/DE Developer Support. The upgrade package offers you the option to continue with the installation or abort. Go ahead and complete the installation so that the REV11 files are installed. You can then use the **lmcheck** utility to help troubleshoot the connectivity problem. You must resolve the connectivity issue before completing [step 7](#). For information on running **lmcheck**, see “[lmcheck utility](#)” in the Synergy/DE documentation.

7. Apply the install code (from [step 1](#)) with **lmu -install** code.

The install code transmits your registration string to Synergex. Then, products keys will be generated, downloaded to your system, and installed automatically.

Upgrading Synergy/DE on a system that has the licensing upgrade package installed

Follow these instructions when you have installed the licensing upgrade package on an existing system and now wish to upgrade Synergy/DE on that system.

Upgrading to version 11 or higher

Just upgrade Synergy/DE as you normally would. Once the installation is complete, License Manager will poll and download new license data.

Upgrading to a version prior to 11

Follow these instructions for major version upgrades as well as for patches and hotfixes.

When you install the upgrade version, *do not install License Manager* (choose 1 to deselect it). REV11 licensing will continue to function.

If you inadvertently install License Manager when upgrading, licensing will not work because the upgrade version cannot access the REV11 license file. You will need to reinstall REV11 by following the instructions in “[Installing the licensing upgrade package](#)” above.

Removing the licensing upgrade package

Follow these instructions to remove the licensing upgrade package and restore pre-REV11 licensing.

1. Reinstall the LM component that corresponds to your installed version of Synergy/DE. This will overwrite the licensing upgrade package files, but it does not restore the pre-REV11 license file. To complete the process, you’ll need to reinitialize licensing.
2. Contact Synergy/DE Developer Support to get the current **-k** password (also referred to as a kill string), and then run the following command:

```
lmu -kpassword
```

3. Reinitialize licensing and specify the same licensee name you previously used on this system:

```
lmu -cLicenseeName
```

This will generate a new registration string.

4. Contact Synergex Customer Service to explain that you’ve removed the licensing upgrade package and give them your new registration string. Once they’ve updated the registration string in Synergex’s database, you can generate and download a Synergy key file (**.skf**) from the [Licenses area](#) of the Synergex Resource Center.
5. Use the **.skf** file to install your product keys. See “[Installing product keys](#)” in the Synergy/DE documentation.