



Aug 21, 2007

Re: Licenses of HP Symantec products expiring in 2007

Dear customer:

Thank you for choosing Veritas (now Symantec) Products from HP for your file system and volume management needs.

This letter is to inform<sup>1</sup> customers who have installed licensed HP Symantec products from one of the following media that the product license(s) might expire<sup>2</sup> in 2007:

- o HP-UX 11.00 media
- o HP-UX 11i v1 application media dated before September 2005
- o HP-UX 11i v2 application media dated before June 2005
- o HP-UX 11i v1 OE media dated before September 2005
- o HP-UX 11i v2 OE media dated before June 2005

The license expiration issue impacts ONLY the following licensed HP Symantec products:

- o Veritas Volume Manager B9116AA
- o Veritas Cluster Volume Manager B9117AA
- o Veritas FlashSnap/Fast Mirror Resync option B9118AA
- o HP OnlineJFS<sup>3</sup> (B3929CA, B3929DA and B5118CA)

#### (I) Resolution For Customers on Support<sup>4</sup>

New permanent licenses for these products have been shipped in later application CDs and OE media. For support customers with impacted products, the appropriate media to resolve the issue depends upon the media used to originally install the product. The table below indicates which media to use to re-install the permanent licenses, based on the product version and original media purchased.

Note: customers on support can also order the latest media from the Software Update Manager Home Page (<http://www.itrc.hp.com/service/sum/home.do>) by following the steps described at <http://www.itrc.hp.com/service/help/faqsSum.do#SUM3>. US customers who do not have an

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<sup>1</sup> There are 3 different older versions of this letter posted at <http://www.hp.com/software/releases/releases-media2/> at various times in the past, please use this for latest information

<sup>2</sup> To verify if your license is getting expired, use the command vxlicrep. If vxlicrep is not available use vxlicense -p as explained at Page 3

<sup>3</sup> B3929BA (OnLineJFS 3.1 on HP-UX 11.00) is not impacted by this license expiration issue, hence no action needed

<sup>4</sup> For Customers not on Support should refer to page 5 for information on resolution

ITRC login account can call 800-386-1115 to order the media. International customers can contact their local HP-Support representative.

To resolve the expired license issue it is necessary to select and reinstall ONLY the four HP Symantec products mentioned above (B9116AA, B9117AA, B9118AA, and OnlineJFS).

The base file system and volume manager products do NOT need to be reinstalled or reconfigured. If any assistance is required please contact HP-UX Support.

Product	Version	Description	Products originally installed from:	Reinstall permanent license from:
B3929CA / B5118CA	3.3	OnlineJFS3.3	11.00 media	Please contact HP Licensing for permanent license as given at the bottom of this letter
B3929CA / B5118CA	3.3	OnlineJFS3.3	HP-UX 11i v1 application CDs	HP-UX 11i v1 application CDs dated September 2005 or later.
B3929CA / B5118CA	3.3	OnlineJFS3.3	HP-UX 11i v1 OE media	HP-UX 11i v1 OE media dated September 2005 or the latest OE media.
B3929DA	3.5	OnlineJFS3.5	HP-UX 11i v1 application CDs	HP-UX 11i v1 application CDs dated September 2005 or later.
B3929DA	3.5	OnlineJFS3.5	HP-UX 11i v1 OE media	HP-UX 11i v1 OE media dated September 2005 or the latest OE media.
B3929DA	3.5	OnlineJFS3.5	HP-UX 11i v2 application CDs	HP-UX 11i v2 application CDs dated June 2005 or later.
B3929DA	3.5	OnlineJFS3.5	HP-UX 11i v2 OE media	HP-UX 11i v2 OE media dated June 2005 or the latest OE media.
B9116AA	3.1/3.2	Veritas Volume Manager	HP-UX 11i v1 application CDs	Please contact HP Licensing for permanent license as given at the bottom of this letter
B9117AA	3.1/3.2	Veritas Cluster Volume Manager	HP-UX 11i v1 application CDs	Please contact HP Licensing for permanent license as given at the bottom of this letter
B9118AA	3.1/3.2	Veritas FlashSnap/Fast Mirror Resync option	HP-UX 11i v1 application CDs	Please contact HP Licensing for permanent license as given at the bottom of this letter

Product	Version	Description	Products originally installed from:	Reinstall permanent license from:
B9116AA	3.5	Veritas Volume Manager	HP-UX 11i v1 application CDs	HP-UX 11i v1 application CDs dated September 2005 or later.
B9117AA	3.5	Veritas Cluster Volume Manager	HP-UX 11i v1 application CDs	HP-UX 11i v1 application CDs dated September 2005 or later.
B9118AA	3.5	Veritas FlashSnap/Fast Mirror Resync option	HP-UX 11i v1 application CDs	HP-UX 11i v1 application CDs dated September 2005 or later.

Where applicable, HP customers are requested to install the permanent licenses. Please note that only the licensed products need to be reinstalled. There is no need to reinstall either the Base-VxVM or the JFS (Base-VxFS) products. The system will not be rebooted while installing the licensed products if the dependent software is already installed. If the dependent software is not installed, to avoid rebooting, use the following option while installing:

***swinstall -x autoselect\_dependencies=false -x enforce\_dependencies=false -s <depot>***

The following command helps verify if the product license is expiring, and hence needs to be reinstalled from the later applications CDs or OE media as applicable. To verify if your license is getting expired, use the command vxlicrep. If vxlicrep is not available use vxlicense -p

During verification on systems with one or more of these products installed, the *vxlicense -p* command reports the following:

```
vrts:vxlicense: INFO: Feature name: HP_OnlineJFS
vrts:vxlicense: INFO: Number of licenses: 1 (non-floating)
vrts:vxlicense: INFO: Expiration date: Sun Jun 24 2007
vrts:vxlicense: INFO: Release Level: 22
vrts:vxlicense: INFO: Machine Class: All
vrts:vxlicense: INFO: Site ID: 0
```

```
vrts:vxlicense: INFO: Feature name: VxVM [95]
vrts:vxlicense: INFO: Number of licenses: 1 (non-floating)
vrts:vxlicense: INFO: Expiration date: Sun Jul 15 13:30:00 2007
vrts:vxlicense: INFO: Release Level: 25
vrts:vxlicense: INFO: Machine Class: All
vrts:vxlicense: INFO: Site ID: 0
```

```
vrts:vxlicense: INFO: Feature name: CVM [68]
vrts:vxlicense: INFO: Number of licenses: 1 (non-floating)
vrts:vxlicense: INFO: Expiration date: Sun Jul 15 13:30:00 2007
```

vrts:vxlicense: INFO: Release Level: 30  
vrts:vxlicense: INFO: Machine Class: All  
vrts:vxlicense: INFO: Site ID: 0

vrts:vxlicense: INFO: Feature name: 62  
vrts:vxlicense: INFO: Number of licenses: 1 (non-floating)  
vrts:vxlicense: INFO: Expiration date: Sun Jul 15 13:30:00 2007  
vrts:vxlicense: INFO: Release Level: 31  
vrts:vxlicense: INFO: Machine Class: All  
vrts:vxlicense: INFO: Site ID: 0

After reinstalling the products, *vxlicense -p* will display:

vrts:vxlicense: INFO: Feature name: HP\_OnlineJFS [50]  
vrts:vxlicense: INFO: Number of licenses: 1 (non-floating)  
vrts:vxlicense: INFO: Expiration date: No expiration date  
vrts:vxlicense: INFO: Release Level: 22  
vrts:vxlicense: INFO: Machine Class: All  
vrts:vxlicense: INFO: Site ID: 0

vrts:vxlicense: INFO: Feature name: VxVM [95]  
vrts:vxlicense: INFO: Number of licenses: 1 (non-floating)  
vrts:vxlicense: INFO: Expiration date: No expiration date  
vrts:vxlicense: INFO: Release Level: 25  
vrts:vxlicense: INFO: Machine Class: All  
vrts:vxlicense: INFO: Site ID: 000001

vrts:vxlicense: INFO: Feature name: CVM [68]  
vrts:vxlicense: INFO: Number of licenses: 1 (non-floating)  
vrts:vxlicense: INFO: Expiration date: No expiration date  
vrts:vxlicense: INFO: Release Level: 22  
vrts:vxlicense: INFO: Machine Class: All  
vrts:vxlicense: INFO: Site ID: 0000001

vrts:vxlicense: INFO: Feature name: 62  
vrts:vxlicense: INFO: Number of licenses: 1 (non-floating)  
vrts:vxlicense: INFO: Expiration date: No expiration date  
vrts:vxlicense: INFO: Release Level: 31  
vrts:vxlicense: INFO: Machine Class: All  
vrts:vxlicense: INFO: Site ID: 000001

After installation of the permanent licenses, in some cases, the old expired licenses might still be present in the system. This is cosmetic and will have no effect on the functionality of the system. If a cleaner output from *vxlicrep* is desired, follow the steps mentioned at Page 5 for removal of expired licenses.

Please contact your local HP-UX support representative, should you require further assistance or need more information on the above procedure.

(II) Resolution For Customers NOT on Support for:

- OnlineJFS 3.3 (B3929CA/ B5118CA) on HPUX 11.00
- OnlineJFS 3.3 (B3929CA/ B5118CA) on 11i v1
- OnlineJFS 3.5 (B3929DA) on 11i v1
- OnlineJFS 3.5 (B3929DA) on 11i v2
- Veritas Volume Manager 3.1/3.2/3.5 (B9116AA) on 11i v1
- Veritas Cluster Volume Manager 3.1/3.2/3.5 (B9117AA) on 11i v1
- Veritas Volume Manager FastResync option 3.1/3.2/3.5 (B9118AA) on 11i v1

Please contact one of the Hewlett Packard Regional Licensing centers listed below to get permanent license. Alternatively, you can submit your request online to the Software License Manager Web site: <http://licensing.hp.com>

Hewlett Packard Regional Licensing Centers

Americas

Phone: +1 (408) 4474367 (USA) or +1 (800) 5381733

Fax: +1 (408) 4475291 (USA) or +1 (800) 5412633

Email: [hplicense.na@hp.com](mailto:hplicense.na@hp.com)

Business hours: Monday to Friday 6:00am – 4:30pm PST

Europe, Middle East & Africa

Phone: +353 (0)91 75 40 06 (Ireland)

Fax: +353 (0)91 70 10 02 (Ireland)

Email: [codeword\\_europe@hp.com](mailto:codeword_europe@hp.com)

Business hours: Monday to Friday 8:30am-5:30pm GMT

Asia Pacific & Japan

Phone: +81.426.489312 (Japan) or 0120.42.1231

Fax: +81.426.48.6279(Japan) or 0120.52.1231 or +800.2052.1231 Toll Free from AP countries except from India, Indonesia, Vietnam and Japan

Email: [sw\\_codeword@hp.com](mailto:sw_codeword@hp.com)

Business hours: Monday to Friday 9.00am-5:30pm GMT+9

Removal of expired licenses (Optional):

After installation of the permanent licenses, in some cases, the old expired licenses might still be present in the system. This is cosmetic and will have no effect on the functionality of the system. For example if an expired and a permanent license are displayed by vxlicrep, the permanent license takes precedence and full functionality will be available. If a cleaner output from vxlicrep is desired, follow the steps mentioned below for removal of expired licenses.

(I) Removal of siglic keys or alpha numeric keys

1. First backup license key directory /etc/vx/licenses/lic directory. License keys are stored as zero-byte files in this directory with a suffix of "vxlic". E.g. 3GE9-6X88-B4ZR-RZ43-NB34-OORP-RIDJ.vxlic.

2. To remove a key from a system the license key file corresponding to that key needs to be removed from the directory "/etc/vx/licenses/lic". To find and remove "expired" keys on a system, list the key files located in directory "/etc/vx/licenses/lic" using the command:

```
$ ls /etc/vx/licenses/lic/* .vxlic
```

For each key file listed, do the following:

- a. Extract the license key from the license key filename. Example: If file /etc/vx/licenses/lic/3GE9-6X88-B4ZR-RZ43-NB34-XORP-RIDJ.vxlic is listed, the license key would be: 3GE9-6X88-B4ZR-RZ43-NB34-XORP-RIDJ
- b. Use the vxlicrep utility to generate a report on the license key, and check if the report contains "expired":

```
/opt/VRTSvlic/bin/vxlicrep -k 3GE9-6X88-B4ZR-RZ43-NB34-XORP-RIDJ | grep expired
```

- c. If expired is found in the key's report, the key can be deleted:

```
$ rm /etc/vx/licenses/lic/3GE9-6X88-B4ZR-RZ43-NB34-XORP-RIDJ.vxlic
```

## (II) Removal of elm keys

1. Backup the license key directory /etc/vx/elm. ELM keys are stored as files in the directory /etc/vx/elm with a file suffix of ".lic". E.g. 90.lic.
2. To remove a key from a system the license key file corresponding to that key needs to be removed from the directory /etc/vx/elm. To find and remove "expired" keys on a system, list to licenses on the systems using the following command: "vxlicense -p". The command output will be the following:

```
vrts:vxlicense: INFO: Feature name: VxVM [95]
vrts:vxlicense: INFO: Number of licenses: 1 (non-floating)
vrts:vxlicense: INFO: Expiration date: Sun Aug 19 04:00:00 2007 (361.4 days ago)
vrts:vxlicense: INFO: Release Level: 10
vrts:vxlicense: INFO: Machine Class: All
```

```
vrts:vxlicense: INFO: Feature name: BASIC [90]
vrts:vxlicense: INFO: Number of licenses: 1 (non-floating)
vrts:vxlicense: INFO: Expiration date: Sun Aug 26 04:00:00 2007 (354.4 days ago)
vrts:vxlicense: INFO: Release Level: 20
vrts:vxlicense: INFO: Machine Class: All
```

The ELM license is expired then you would see "days ago" for the "Expiration date". Note down the feature number displayed in braces next to the feature name, e.g. 95 is the feature number for VxVM and the number 90 is displayed in braces for feature name BASIC. Then delete the license key file <feature number>.lic in the directory /etc/vx/elm. E.g. rm /etc/vx/elm/95.lic to delete the above expired VxVM [95] feature key.

Should you require further assistance or need more information, please contact your local HP-UX support representative.

We would like to thank you for choosing Symantec products from HP. We appreciate your business and look forward to serving your needs in the future.

Sincerely,  
Hewlett Packard