SERENA®

DIMENSIONS® CM and RM

Installing the Serena License Manager

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Welcome to the Serena License Manager

The Serena® License Manager (SLM) is the tool you use to obtain and apply the keys that unlock Serena® Dimensions® CM and Serena® Dimensions® RM. SLM enables you to centralize your license management across multiple Dimensions CM or Dimensions RM environments. SLM can help you keep track of active licenses and versions of the software in use, for example, you can use it to see whether or not all the licenses are in use or to manually track down who is using what version and license.

If you intend to permanently install Dimensions CM or Dimensions RM rather than install it for just the default 30-day evaluation period, you will need to pre-install SLM and provide its server name or IP address during Dimensions CM or Dimensions RM installation (however, if you wish to convert an evaluation copy of Dimensions CM or Dimensions RM into a fully licensed copy, you can install SLM at a later date). The SLM installer also installs the associated Serena License server.

You can install SLM on the same system as Dimensions CM or Dimensions RM or install it separately on a dedicated license server. If you have other Serena software products installed on a license server that use a compatible version of SLM, for example Version Manager, you can use that with your Dimensions CM or Dimensions RM license.

There is minimal CPU usage required on the server to run SLM.

Pre-install the Serena License Manager (SLM) on a central server that all Serena products will be able to access. You can then direct any Dimensions CM or Dimensions RM installation to the SLM server. You can do this during installation, where you are prompted for the SLM location. You can also change the SLM reference from any existing Dimensions CM or Dimensions RM installation to another SLM server.

If you are licensing users in different locations and you have relatively slow networks, you may want to install a SLM server and set up the users in each location on the local server computer. When you do so, you need to install SLM to a server in each location. If you have faster networks, you can install SLM on one central network computer and have all Dimensions RM users point to it.

About Serena Dimensions

Dimensions CM is the configuration management component of the integrated components that constitute the Serena Dimensions product. Dimensions CM is a powerful process management and change control system that will revolutionize the way you develop software. Dimensions CM helps you organize, manage, and protect your software development projects on every level—from storing and tracking changes to individual files, to managing and monitoring an entire development cycle. It also provides a powerful client reporting functionality.

The other constituent component of the Serena Dimensions product is Dimensions RM, which offers full requirements management and traceability throughout the development lifecycle by centralizing and organizing requirements using role base views and a user configurable requirements process.

Purpose of this manual

This manual describes only:

- installing the Windows version of SLM, and
- installing the Windows version of SLM.

The procedures for using SLM to:

- obtain License keys,
- install license keys, and
- manage license keys

have product-specific differences in certain areas and are therefore described separately in the following specific manuals:

- For Dimensions CM:

  Administrator's Guide.

- For Dimensions RM:

  Installation Guide.

For more information

Refer to:

- The Dimensions CM *Installation Guide for Windows, Installation Guide for UNIX*, and *Administrator's Guide*.
- The Dimensions RM *Installation Guide*.

Edition status

The information in this guide applies to:

- SLM 2.1.4 for certain platforms.

- SLM 2.1.4.1 for certain platforms.

See "Which Version of Windows SLM to Use?" on page 12 and "Which Version of UNIX SLM to Use?" on page 30.

E-Learning Tutorials

E-Learning tutorials for Dimensions CM can be accessed at the following public Web site:

http://www.serena.com/serenacourseware/dimensions

E-Learning tutorials for Dimensions RM can be accessed at the following public Web site:

http://www.serena.com/serenacourseware/dimensionsrm/import

Typographical Conventions

The following typographical conventions are used in the online manuals and online help. These typographical conventions are used to assist you when using the documentation; they are not meant to contradict or change any standard use of typographical conventions in the various product components or the host operating system.

italics	Introduces new terms that you may not be familiar with and occasionally indicates emphasis.
bold	Emphasizes important information and field names.
UPPERCASE	Indicates keys or key combinations that you can use. For example, press the ENTER key.
`monospace`	Indicates syntax examples, values that you specify, or results that you receive.
`monospaced italics`	Indicates names that are placeholders for values you specify; for example, *`filename`*.

`monospace bold`	Indicates the results of an executed command.
vertical rule |	Separates menus and their associated commands. For example, select File | Copy means to select Copy from the File menu. Also, indicates mutually exclusive choices in a command syntax line.
brackets []	Indicates optional items. For example, in the following statement: `SELECT [DISTINCT]`, DISTINCT is an optional keyword.
. . .	Indicates command arguments that can have more than one value.

Printing Manuals

As part of your Dimensions license agreement, you may print and distribute as many copies of the Dimensions manuals as needed *for your internal use, so long as you maintain all copies in strict confidence and take all reasonable steps necessary to ensure that the manuals are not made available or disclosed to anyone who is not authorized to access Dimensions under your Dimensions license agreement*.

Contacting Technical Support

Serena provides technical support for all registered users of this product, including limited installation support for the first 30 days. If you need support after that time, contact Serena Support at the following URL and follow the instructions:

http://www.serena.com/support/

Language-specific technical support is available during local business hours. For all other hours, technical support is provided in English.

The Serena Support web page can also be used to:

- Report problems and ask questions.

- Obtain up-to-date technical support information, including that shared by our customers via the Web, automatic e-mail notification, newsgroups, and regional user groups.
- Access a knowledge base, which contains how-to information and allows you to search on keywords for technical bulletins.
- Download fix releases for your Serena products.

Chapter 1

Installing the Windows Serena License Manager

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Introduction

If you intend to permanently install Serena® Dimensions® CM or Serena® Dimensions® RM rather than install it for just the 30-day evaluation period (or convert an evaluation copy into a fully licensed copy), you will need to install the Serena License Manager (SLM) and obtain and install a license. The SLM installer also installs the associated Serena License server.

For details of usage of SLM and how to obtain and install a license, see the following specific manuals:

- For Dimensions CM:

  Administrator's Guide.

- For Dimensions RM:

  Installation Guide.

Which Version of Windows SLM to Use?

NOTE The following table shows which version of Windows SLM should be installed if you are freshly installing a Dimensions CM or Dimensions RM server. If you are upgrading an earlier existing Dimensions CM or Dimensions RM server to the latest version and you already have SLM 2.1.4 installed you can continue to use that version. If you are upgrading a Dimensions CM 2009 R1.01 server to the latest version on Windows Server 2008, you will, however, need to install SLM 2.1.4.1 as the indefinite license evaluation period for that platform type is no longer supported now that SLM 2.1.4.1 is available.

For late breaking information on SLM versions, please see the SLM readme file.

Dimensions CM or Dimensions RM Server Operating System	Appropriate Local SLM Operating System	SLM Version
Windows Server 2003, 32-bit x86. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2003 32-bit x86	2.1.4
Windows Server 2003 R2, 32-bit x86. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2003 32-bit x86	2.1.4
Windows Server 2003, Standard Edition 32-bit x86. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2003 32-bit x86	2.1.4
Windows Server 2003, Standard Edition 64-bit x86-64. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2003 32-bit x86	2.1.4
Windows Server 2003 R1, Enterprise Edition 32-bit x86. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2003 32-bit x86	2.1.4
Windows Server 2003 R1, Enterprise Edition 64-bit x86-64. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2003 32-bit x86	2.1.4
Windows Server 2003 R2, Enterprise Edition 32-bit x86.	Windows Server 2003 32-bit x86	2.1.4

Dimensions CM or Dimensions RM Server Operating System	Appropriate Local SLM Operating System	SLM Version
Windows Server 2003 R2, Enterprise Edition 64-bit x86-64. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2003 32-bit x86	2.1.4
Windows Server 2003 SP2, Enterprise Edition 32-bit x86.	Windows Server 2003 32-bit x86	2.1.4
Windows Server 2003 SP2, Enterprise Edition 64-bit x86-64. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2003 32-bit x86	2.1.4
Windows Server 2008, Enterprise Edition 32-bit x86. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2008 32-bit x86	2.1.4.1
Windows Server 2008, Enterprise Edition 64-bit x86.	Windows Server 2008 32-bit x86	2.1.4.1
Windows Server 2008 R1, Enterprise Edition 32-bit x86. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2008 32-bit x86	2.1.4.1
Windows Server 2008 R1, Enterprise Edition 64-bit x86. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Server 2008 32-bit x86	2.1.4.1
Windows Server 2008 R2, Enterprise Edition 64-bit x86.	Windows Server 2008 32-bit x86	2.1.4.1

Dimensions CM or Dimensions RM Server Operating System	Appropriate Local SLM Operating System	SLM Version
Windows Vista 32-bit x86. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Vista 32-bit x86.	2.1.4.1
Windows Vista 64-bit x86-64. **NOTE** This operating-system is not supported for a Dimensions CM server.	Windows Vista 64-bit x86-64.	2.1.4.1

Checklist

☐	Obtain the Windows SLM installer (see "Obtaining the Windows SLM Installer Executable" on page 15).
☐	Launch the Windows SLM installer (see "Launching the SLM Installer" on page 16).
☐	Run the Windows SLM installer (see "Running the SLM Installer" on page 21).
☐	Perform the post-installation steps necessary to configure the Serena-Supplied Runtime RDBMS (see "Post-Installation Checks" on page 25).
☐	Check for latest updates (see "Checking for Latest Updates" on page 27).

Obtaining the Windows SLM Installer Executable

The installation software for the SLM is obtained in the following ways:

- Directly from the Serena-supplied Dimensions CM software DVD.

- By copying the contents of that DVD to your disk of choice, being careful to maintain the directory layout structure.
- As a downloadable Windows zip file. This zip file is available for download from the Serena Support Website. Once you download the zip file, you will need to extract its contents to a local disk area as described below. The extracted contents will include the required Windows installers and Windows binaries necessary for SLM.

  To be able to install the SLM software components from the downloadable zip file, you will need to extract the contents of the zip file into a sub-directory on your hard disk. Before beginning the installation, you therefore need to:

  a Decide where to locate the sub-directory.

  b Ensure you have adequate space available.

  c Extract the contents of the zip file to the sub-directory.

Launching the SLM Installer

Introduction

CAUTION! Ensure that all Windows programs are shut down before beginning the installation—this especially includes background programs such as virus checkers. If you do not shut down these programs, the installation may fail.

Depending on how you obtained the SLM installer software, you either launch the installer:

- From the HTML front end that comes with the Dimensions CM Software DVD. Proceed to "Launching the Installer from the Dimensions HTML Front End" on page 17.
- From the installer software extracted from the zip file that you downloaded from the Serena Support Web site. Proceed to "Launching the Installer from the Extracted Downloaded Zip File Contents" on page 20.

Launching the Installer from the Dimensions HTML Front End

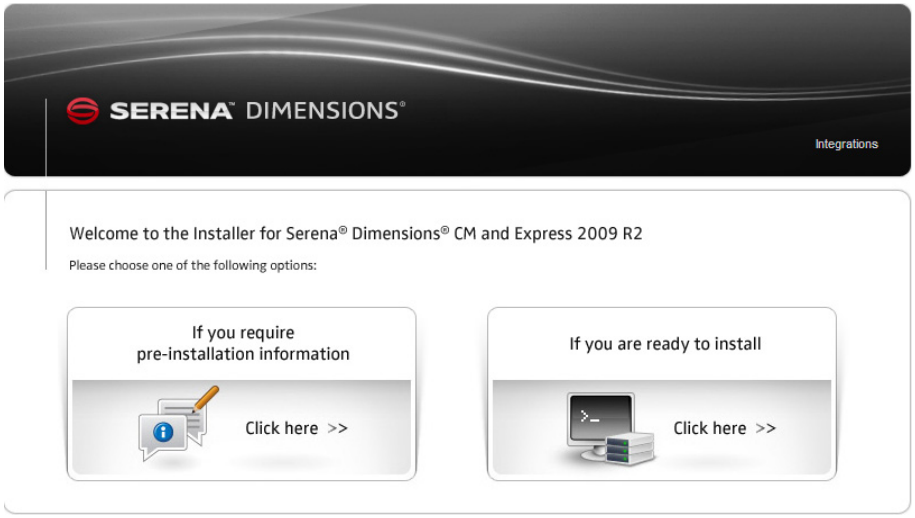
1. Log in as a user with local Administrative privileges.
2. Insert the Dimensions CM Software DVD into your DVD drive (or navigate to and run the HTML installation front end `index.html` file in the directory containing the copied contents of the DVD).
3. If the HTML installation front end does not automatically start when using the DVD, do one of the following:
   - From My Computer, right click the **DVD** icon and select **AutoPlay**.
   - Run `index.html` from the DVD drive.

NOTES

- If running Microsoft Internet Explorer 8 browser, please ensure that you are running in compatibly view:

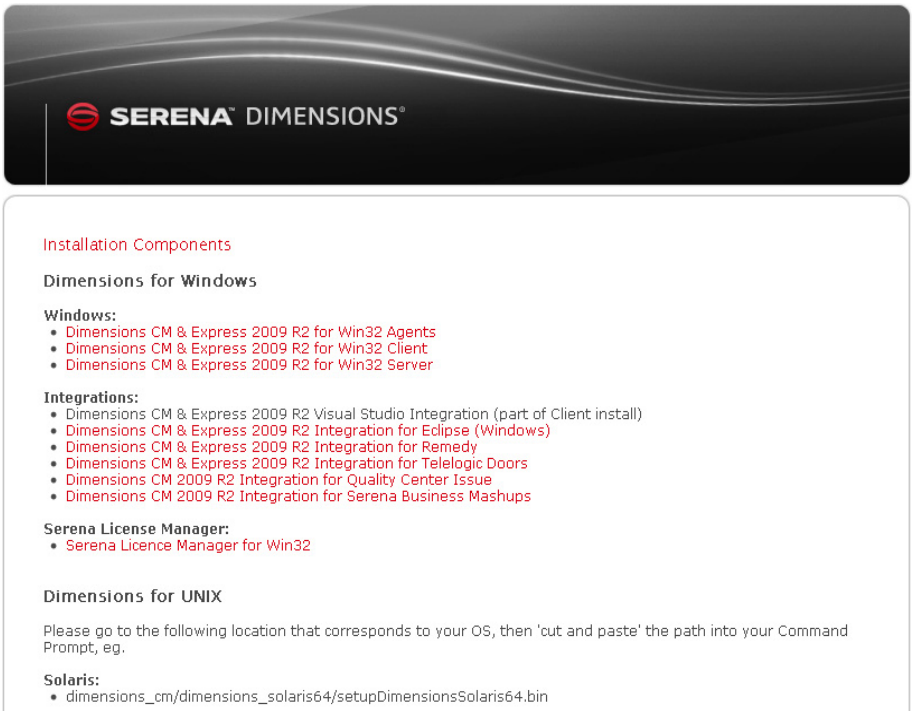
  ```
  Tools | Compatibility View Settings |
      Display all Websites in Compatibility View
  ```

- Some Windows systems (for example Windows Server 2003 and Windows Server 2008) have high default security settings. If you are installing SLM on a platform with such default settings, you may receive a warning to the effect that "Some files can harm your computer. ..." when you attempt to initiate the installation. Click the **Open** button to proceed in such circumstances.
- Depending on your browser and its settings, you may receive:
  - **File Download - Security Warning** message **Do you want to run or save this file?** If so, click **Run**.
  - **Internet Explorer - Security Warning** message **The publisher could not be verified ...** If so, click **Run**.



4 In the **If you are ready to install** region, click **Click here >>** to access the **Ready to install** page.

Alternatively, if you would like a high level review of the pre-installation requirements and a high level links to Serena e-Learning, Training, and Support, in the **If you require pre-installation information** region click **Click here >>**. From these pages, you can access the **Ready to install** page by clicking **Start installation >** at the top right of the information pages.



5 Click **Serena License Manager for Win32** or **Serena License Manager for Win64** to launch the SLM installer for Windows Server 2003 or Windows Server 2008 respectively.

6 Proceed to "Running the SLM Installer" on page 21.

NOTE It will take some time for the installer to process various files before the **Welcome** screen appears, please be patient.

Launching the Installer from the Extracted Downloaded Zip File Contents

1. Log in as a user with local Administrative privileges.
2. Navigate to and run the extracted downloaded file

   `setup.exe`

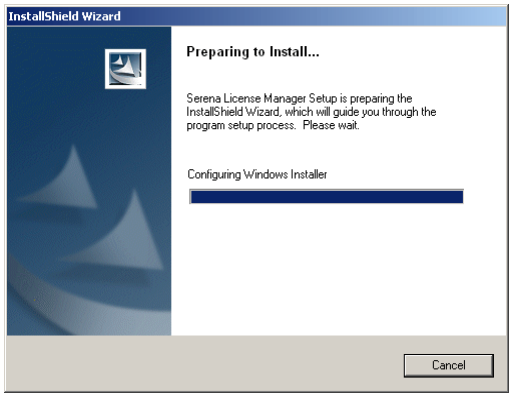
CAUTION! Ensure that the files accompanying `setup.exe` were extracted to be alongside `setup.exe`, as the installer also makes use of these other files and expects them to be in that location.

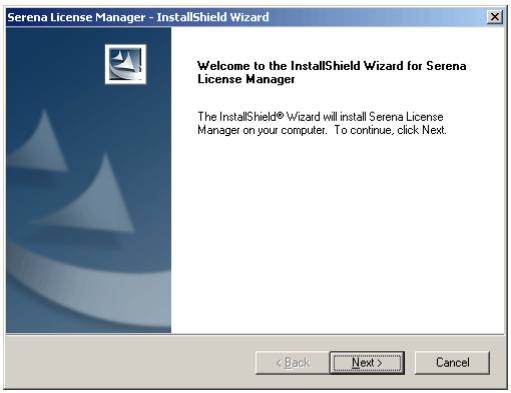
NOTE Some Windows systems (for example Windows Server 2003 and Windows Server 2008) have high default security settings. If you are installing SLM on a platform with such default settings, you may receive a warning to the effect that "Some files can harm your computer. ..." when you attempt to initiate the installation. Click the **Open** button to proceed in such circumstances.

3. Proceed to "Running the SLM Installer" on page 21.

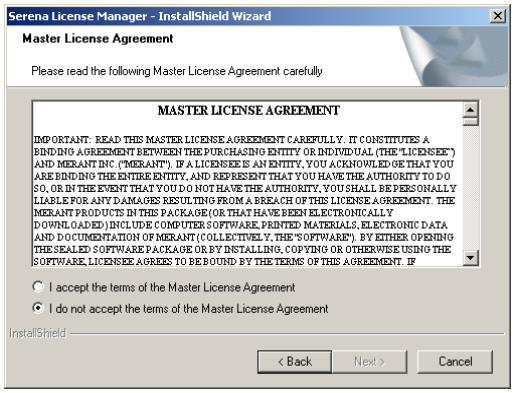
NOTE It will take some time for the installer to process various files before the **Welcome** screen appears, please be patient.

Running the SLM Installer



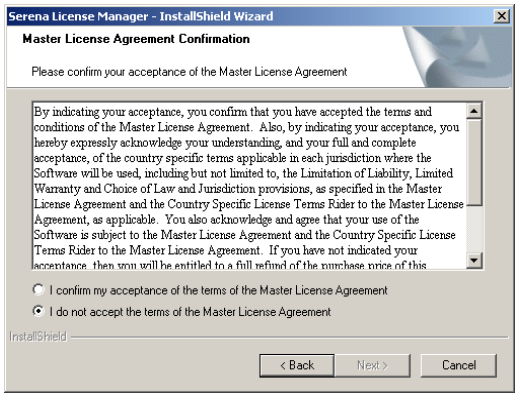


4 Click **Next**.



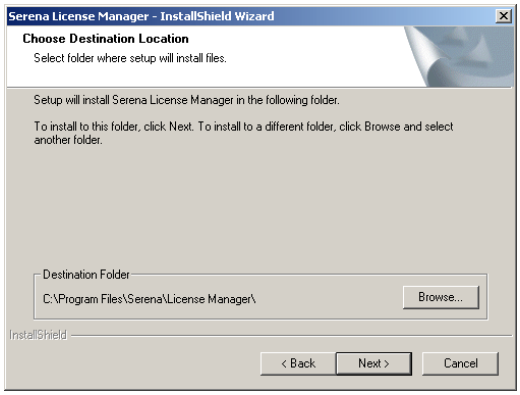
5 Read the license agreement and click **I accept the terms of the Master License Agreement** to accept the terms.

Click **Next**.



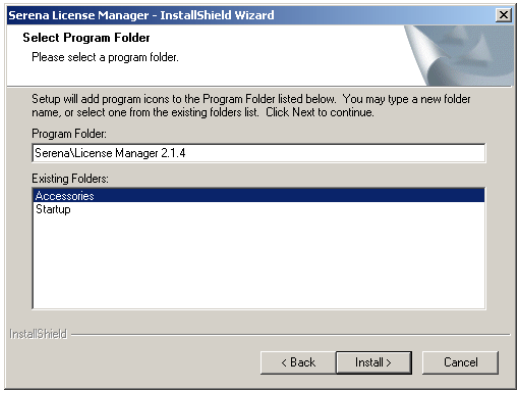
6 Confirm your acceptance of the license agreement by clicking **I confirm my acceptance of the terms of the Master License Agreement**.

Click **Next**.



7 For all Windows operating-systems apart from 64-bit Windows Server 2008, either accept the default installation directory of `C:\Program Files\Serena\License Manager` or click **Browse...** to specify an alternative directory. For 64-bit Windows Server 2008, accept the default installation directory of `C:\Program Files (x86)\Serena\License Manager`; this is because SLM is a 32-bit application.

Click **Next**.



8 Either accept the appropriate default SLM program folder of

`Serena\License Manager 2.1.4`

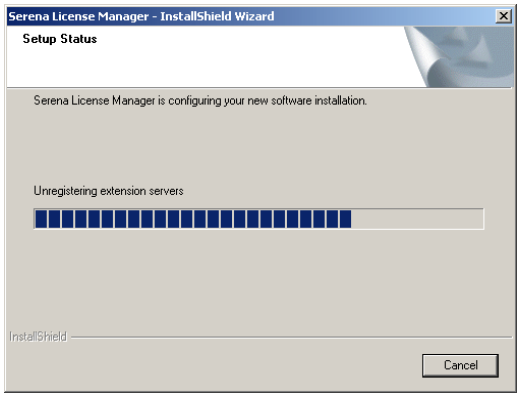
or

```
Serena\License Manager 2.1.4.1
```

or type a new a new folder name or select one from the existing folders list.

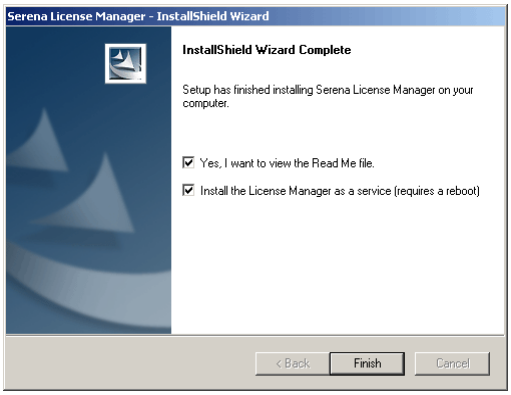
Click

- **Install** to begin the installation, or
- **Back** to change any of your installation settings, or
- **Cancel** to abandon the installation.



9 The SLM installation begins. The installer performs various checks and operations, including:

- Checking status.
- Installing SLM and associated components.



10 When the SLM installation completes, click **Finish.**

11 Restart Windows to install SLM as a Windows service.

12 Perform the following post-installation checks.

Post-Installation Checks

Checking the Presence of SLM as a Service

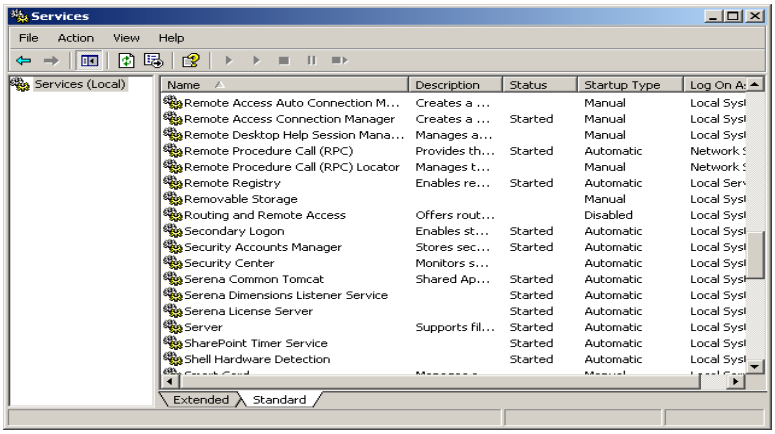
1 Log in as a user with local Administrative privileges. Access Services by

```
Start | Control Panel | Services
```

or

```
Start | Control Panel | Administrative Tools |
    Services
```

This will display the status of the services for your particular Windows PC. The illustration that follows may contain services that are not found on your particular PC—all that you need to check for is the presence and status of the SLM service detailed after the next illustration.



Check that the SLM service `Serena License Server`(*) has status `Started` and Startup `Automatic`.

(*) This service may be absent if you are using Serena License Manager on another server. If the service should be present and is not running, refer to:

- Dimensions CM

  the *Administrator's Guide*

- Dimensions RM

  the *Installation Guide*

for instructions on setting it up using the Serena License Manager.

Installing Your License

See:

- Dimensions CM

  the *Administrator's Guide*

- Dimensions RM

  the *Installation Guide*

for details on how to use SLM to install your Dimensions CM license.

Checking for Latest Updates

After installing SLM periodically ensure that you visit the Serena support Web site at

`http://www.serena.com/support/`

to determine if there are any maintenance patches to SLM. This site requires first time users to register for a user name and password.

Once logged into the support site, under the `Support | My Downloads` menu item you will find a **Click here for Patches** link to download patches. Search the list of patches to see if there are any maintenance patches appropriate to SLM for Windows. If there are any such patches, it is recommended that you download them together with the associated patch readme and apply them. Each patch download includes the patch binary, an integral patch installer, and the associated patch readme that includes instructions for running the patch installer.

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Installing the UNIX Serena License Manager

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Introduction

If you intend to permanently install Serena® Dimensions® CM or Serena® Dimensions® RM rather than install it for just the 30-day evaluation period (or convert an evaluation copy into a fully licensed copy), you will need to install the Serena License Manager (SLM) and obtain and install a license. The SLM installer also installs the associated Serena License server.

For details of usage of SLM and how to obtain and install a license, see the following specific manuals:

- For Dimensions CM:

  Administrator's Guide.

- For Dimensions RM:

  Installation Guide.

Which Version of UNIX SLM to Use?

NOTE The following table shows which version of UNIX SLM should be installed if you are freshly installing a Dimensions CM or Dimensions RM server. If you are upgrading an earlier existing Dimensions CM or Dimensions RM server to the latest version and you already have SLM 2.1.4 installed you can continue to use that version.

For late breaking information on SLM versions, please see the SLM readme file.

Dimensions CM Server Operating System	Appropriate Local SLM Operating System	SLM Version
AIX 5.x 64-bit Power PC. **NOTE** This operating-system is not supported for a Dimensions RM server.	AIX 5.x 64-bit Power PC.	2.1.4.1
AIX 6.x 64-bit Power PC. **NOTE** This operating-system is not supported for a Dimensions RM server.	AIX 6.x 64-bit Power PC.	2.1.4.1
HP-UX 11.2x 64-bit PA-RISC. **NOTE** This operating-system is not supported for a Dimensions RM server.	HP-UX 11.2x 64-bit PA-RISC.	2.1.4.1
HP-UX 11.3x 64-bit x64 Itanium. **NOTE** This operating-system is not supported for a Dimensions RM server.	HP-UX 11.3x 64-bit x64 Itanium.	2.1.4.1
Red Hat 5.x 64-bit x86-64. **NOTE** This operating-system is not supported for a Dimensions RM server.	Red Hat 4.x 64-bit x86-64.	2.1.4.1
SLES 10.x 64-bit x86-64. **NOTE** This operating-system is not supported for a Dimensions RM server.	SLES 10.x 64-bit x86-64.	2.1.4.1
SLES 10.x 64-bit x64 Itanium. **NOTE** This operating-system is not supported for a Dimensions RM server.	SLES 10.x 64-bit x64 Itanium.	2.1.4.1

Dimensions CM Server Operating System	Appropriate Local SLM Operating System	SLM Version
SLES 11.x 64-bit x86-64. **NOTE** This operating-system is not supported for a Dimensions RM server.	SLES 11.x 64-bit x86-64.	2.1.4.1
Solaris 10 64-bit SPARC. **NOTE** This operating-system is not supported for a Dimensions RM server.	Solaris 10 64-bit SPARC.	2.1.4

Checklist

☐	Obtain the UNIX SLM installer (see "Obtaining the UNIX SLM Installer Executable" on page 32).
☐	Launch the UNIX SLM installer (see "Launching the SLM Installer" on page 33).
☐	Run the UNIX SLM installer (see "Running the SLM Installer" on page 38).
☐	Perform the post-installation steps necessary to configure the Serena-Supplied Runtime RDBMS (see "Post-Installation Checks" on page 41).
☐	Check for latest updates (see "Checking for Latest Updates" on page 43).

Obtaining the UNIX SLM Installer Executable

The installation software for the SLM is obtained in the following ways:

- Directly from the Serena-supplied Dimensions CM software DVD.
- By copying the contents of that DVD to your disk of choice, being careful to maintain the directory layout structure.

- As a downloadable UNIX tar file `slm_2.1.4_unix.tar` or `slm2141unix.tar` from the Serena Support Website. The extracted contents of this file supports various "flavors" of UNIX, the included installer script automatically detecting the appropriate "flavor". The flavors supported are:
  - SLM 2.1.4:
    - IBM AIX.
    - IBM AIX 64-bit.
    - HPUX.
    - HPUX 64-bit.
    - Linux.
    - Sun Solaris.
    - Sun Solaris 64-bit.
  - SLM 2.1.4.1:
    - IBM AIX.
    - IBM AIX 64-bit.
    - HPUX.
    - HPUX 64-bit.
    - Linux.
    - Linux 64-bit.
    - Sun Solaris.
    - Sun Solaris 64-bit.

Launching the SLM Installer

Introduction

Depending on how you obtained the SLM installer software, you either launch the installer:

- From the HTML front end that comes with the Dimensions CM Software DVD. Proceed to "Launching the Installer from the Dimensions HTML Front End" on page 34.
- From the installer software extracted from the tar file that you downloaded from the Serena Support Web site. Proceed to "Launching the Installer from the Extracted Downloaded tar File Contents" on page 38.

Launching the Installer from the Dimensions HTML Front End

Mounting a Dimensions Software DVD

If you are directly using a Dimensions CM Software DVD or copying its contents to a local disk of your choice, rather than accessing the equivalent downloadable tar file, you will first need to mount the DVD as described in this section.

1. Log in to the `root` account.
2. Mount the Dimensions DVD appropriate to the target platform, as described below, using either a DVD drive located on your machine or through NFS using an NFS server with a DVD drive.

NOTES

- The Dimensions Software DVDs are in ISO 9660 format (with Rock Ridge information).
- The following instructions include example DVD device and mount points. These will need to be modified to reflect your particular system.

IBM AIX

Mount the DVD at the mount point as per the following example:

```
# mount -rv cdrfs /dev/cd0 /cdrom
```

Hewlett Packard HP-UX

If your machine uses the Portable File system `(pfsd(1M)` and `pfs_mountd(1M)` daemons will be running), then mount the DVD-ROM as per the following example:

```
# pfs_mount -t iso9660 –x unix /dev/cdrom /cdrom
```

otherwise

```
# mount -r -F cdfs –o cdcase /dev/cdrom /cdrom
```

Red Hat Enterprise Linux and SuSE Linux Enterprise Server

If your machine uses `autofs`, a kernel-based automounter for Linux, and it is configured to automatically mount your DVD drive, then the DVD will automount.

If your machine uses `autofs`, but it is not configured, search the `/etc/fstab` file for a line similar to

```
/dev/cdrom /media/cdrom auto ro,noauto,user,exec 0 0
```

then mount the DVD using the following command

```
$ mount /dev/cdrom
```

If your machine does not use `autofs`, enter the following command

```
$ mount -t iso9660 /dev/cdrom /media/cdrom
```

Sun Sparc

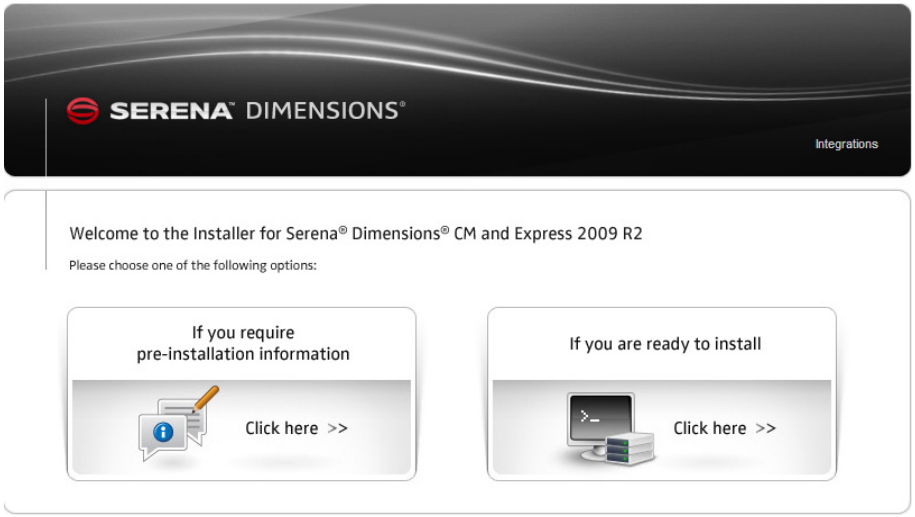
If your machine uses Volume Management to automount DVDs (`vold(1M)` daemon will be running), then the DVD will automount.

Otherwise mount the DVD at the mount point as per the following example:

```
# mount -r -F hsfs /dev/sr0 /cdrom
```

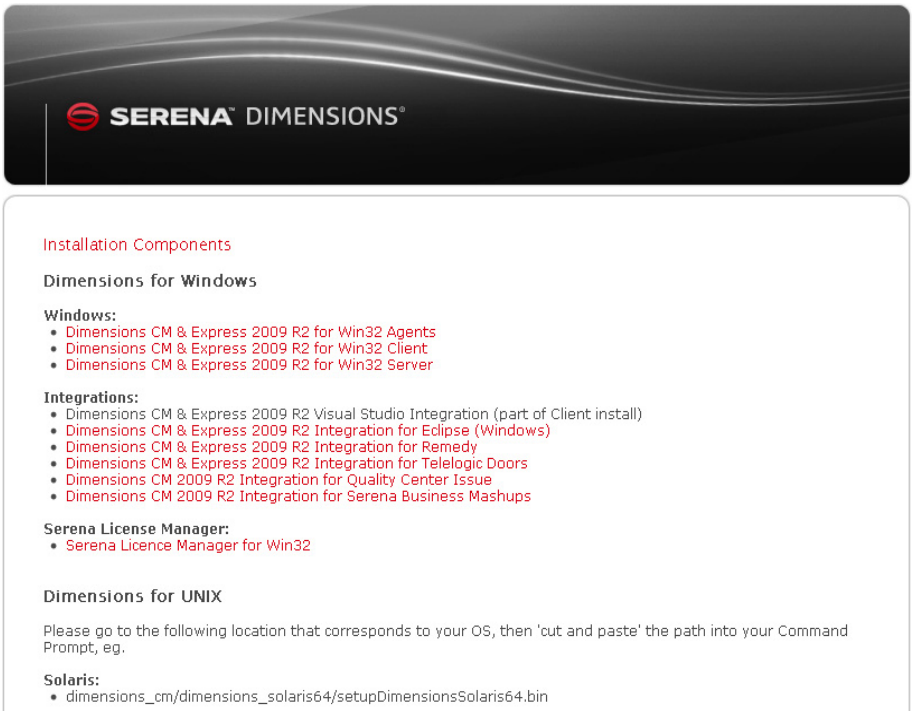
Launching the HTML Front End

1 Navigate to and run the HTML installation front end `index.html` file either on the mounted DVD or in the directory containing the copied contents of the DVD.



2 In the **If you are ready to install** region, click **Click here >>** to access the **Ready to install** page.

Alternatively, if you would like a high level review of the pre-installation requirements and a high level links to Serena e-Learning, Training, and Support, in the **If you require pre-installation information** region click **Click here >>**. From these pages, you can access the **Ready to install** page by clicking **Start installation >** at the top right of the information pages.



3 Copy the link under **Dimensions for UNIX**, **Serena License Manager**. In a terminal window, paste the link to manually run the executable in a similar manner to that described in "Launching the Installer from the Extracted Downloaded tar File Contents" on page 38.

4 Proceed to "Running the SLM Installer" on page 38.

NOTE It will take some time for the installer to process various files before the **Welcome** screen appears, please be patient.

Launching the Installer from the Extracted Downloaded tar File Contents

1. Log in as a user root.
2. Extract the contents of either the `slm_2.1.4_unix.tar` or `slm214unix.tar` file.
3. It is advisable to capture the installer output into a "script" logfile, for example:

   ```
   # script install_slm.log
   # umask 022
   ```

   Remember to exit script logging after completion of the SLM installation by typing `exit`.
4. For SLM 2.1.4, navigate to:

   ```
   # licensemanager\unix
   ```

   For SLM 2.1.4.1, extract the contents of `slm214<platform>.tar` appropriate to the platform upon which you will be installing SLM.
5. Initiate the SLM installer by typing:

   ```
   # ./lminst
   ```
6. Proceed to "Running the SLM Installer" on page 38.

NOTE It will take some time for the installer to process various files before the **Welcome** screen appears, please be patient.

Running the SLM Installer

1. The license agreement, beginning as below, will be displayed in a UNIX "more" window:

Screen Output

```
+-----------------------------------------------+
|         Serena License Manager for UNIX       |
|                                               |
|                W E L C O M E                  |
+-----------------------------------------------+

-----------------------------------------------------
Please read the following license agreement carefully
-----------------------------------------------------

 MASTER LICENSE AGREEMENT
```

2 Once you have read the license, quit the UNIX "more" window, by typing:

q

Prompt **Do you accept the terms of the Master License Agreement (Yes,No) ? [No]**

3 Type **Yes** to continue.

A license confirmation message will be displayed followed by:

Prompt **Do you confirm your acceptance of the agreement (Confirm,No,Back) ? [No]**

4 Type **Confirm** to continue.

Prompt **Default = [/usr/serena]:**

Either hit RETURN to accept the default directory or type an alternative directory name. Here we will assume that **/opt/serena** is typed.

Screen Output

```
You chose: /opt/serena
for the installation directory
-------------------------------------------------------
Is this directory correct?
-------------------------------------------------------
```

Prompt **(Y)es (N)o [Y]**

5 Type **Yes** to continue.

If the directory already exists you will receive the following message and prompt.

Screen Output

```
The Directory /opt/serena exists and is non-empty
Do you wish to continue to install to /opt/serena?
-----------------------------------------------------
```

Prompt **(Y)es (N)o [N]**

6 Type **Yes** to continue.

The installer will automatically attempt to ascertain the UNIX "flavor" of your platform. A screen output similar to the following will be displayed:

Screen Output

```
-> Creating Temporary Directory /tmp/lminst.456
+-----------------------------------------------+
|         Serena License Manager for UNIX       |
|                                               |
|                  Installation                 |
+-----------------------------------------------+
The following Operating System has been detected
-----------------------------------------------------
OS: Linux-2.6 i686
+----------------------------------------------------+
| At this point you may choose to:                   |
+----------------------------------------------------+
|  1) Continue Serena License Manager Installation   |
|     for the above Detected Operating System        |
|                                                    |
|  2) Choose a different Operating System            |
|     for Serena License Manager Installation        |
|                                                    |
|  E) Exit Serena License Manager Installation       |
+----------------------------------------------------+
```

Prompt **Enter your choice [1]:**

7 Type **1** to accept to the detected UNIX "flavor".

The installation will begin. If you get a message such as

```
cp: cannot stat `/mnt/hgfs/diskd/InstallationEXEs/SLM_214/Linux/
licensemanager/unix/*.htm': No such file or directory
```

it can safely be ignored.

Upon completion of the installation, the installer will report the location of the installation log should you wish to inspect it.

Screen Output

```
Serena License Manager Installation Complete!
-----------------------------------------------------
Installation Log is: /opt/serena/install.log
```

8 If logging to a "script" logfile, type:

```
# exit
```

Post-Installation Checks

Starting the Serena License Manager

The Serena License Manager installer installs a Java-based tool (often itself called SLM), which can be launched in GUI mode if you have an X11 Window UNIX system. This GUI tool for X11 Window systems enables you to obtain your full license keys from the Serena Web site and register them so that you can immediately start using Dimensions CM.

If you have an X11 Window UNIX platform, start the Serena License Manager as follows:

1 Log in as user `root`.

NOTE Certain UNIX systems, for example, SuSE Linux, do not allow you to directly output X11 programs to your local display. In such circumstances you can either export the X11 display to another X11 system or run the command.

```
$ ssh -X root@localhost
```

2 Give all users permission to use the display by typing:

```
# xhost +
```

3 Navigate to:

```
<slm_root>/SerenaLicenseManager/<platform_type>
```

for example,

```
/opt/serena/SerenaLicenseManager/linux
```

4 Run the script:

```
#./serenalm
```

Starting the Serena License Server

IMPORTANT! For use with Dimensions CM, you need to start the Serena License Server, as described below, as the Dimensions System Administrator (by default user `dmsys`). You must *not* start the Serena License Server as user `root`. The instructions below describe the starting of the Serena License Server with respect to Dimensions CM.

Before you start the Serena License Server, you must also, as user `root`, grant the Dimensions System Administrator permission to write files in the following directory:

```
<slm_root>/SerenaLicenseManager/<platform_type>
```

This is required because the Serena License Server tries to write a log file in this directory called:

```
SerenaLicenseServer.log
```

To start the Serena License Server:

1 Log in as the Dimensions System Administrator (by default user `dmsys`).

2 Navigate to:

```
<slm_root>/SerenaLicenseManager/<platform_type>
```

for example,

```
/opt/serena/SerenaLicenseManager/linux
```

3 Run the script:

```
$ ./start_license_server
```

4 A log called `SerenaLicenseServer.log` will be generated in the same directory to report the Serena License Server status. This should be checked to make sure there were no problems in launching the Serena License Server.

Installing Your License

See:

- Dimensions CM

  the *Administrator's Guide*

- Dimensions RM

  the *Installation Guide*

for details on how to use SLM to install your Dimensions CM license.

Checking for Latest Updates

After installing SLM periodically ensure that you visit the Serena support Web site at

`http://www.serena.com/support/`

to determine if there are any maintenance patches to SLM. This site requires first time users to register for a user name and password.

Once logged into the support site, under the `Support | My Downloads` menu item you will find an option (**Click here for Patches**) to download patches. Search the list of patches to see if there are any maintenance patches appropriate to SLM. If there are any such patches, it is recommended that you download them together with the associated patch readme and apply them. Each patch download includes the patch binary, an integral patch installer, and the associated patch readme that includes instructions for running the patch installer.

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