



FlexNet Agent 5.3.2

Installation and Configuration Guide

Legal Information

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Contents

Requirements	5
Downloading FlexNet Agent 5.3.2	7
Installing FlexNet Agent 5.3.2 on UNIX	7
Installing Silently on UNIX	8
Installing Using the InstallAnywhere Installation Wizard on UNIX	8
Installing FlexNet Agent 5.3.2 on Microsoft Windows	9
Installing Using the InstallAnywhere Installation Wizard on Microsoft Windows	9
Installing Silently on Microsoft Windows	10
Response File	10
Sample Response File	10
Response File Properties	11
FlexNet Agent 5.3.2 Installation Directory Structure	11
Starting and Stopping on Microsoft Windows	13
Starting and Stopping as a Service Using a UNIX Service Script	14
Upgrading from FlexNet Agent 5.x	15
Upgrading from FlexNet Agent 3.5 or 4.x	16
Providing the Path to lmutil	16
Enabling Management of FlexNet Agent 5.3.2	19
Configuring FlexNet Agent 5.3.2 Using the Agent Configurator	19
Configuring FlexNet Agent 5.3.2 to Support Multiple AWS Accounts	23
Multiple FlexNet Agent Instances	23
Single FlexNet Agent Instance	24
Configuring FlexNet Agent 5.3.2 for Secure Sockets Layer	24
Configuring Server-Side SSL	24
Generating a Test Certificate	25
Configuring FlexNet Agent with the Test Certificate	26
Obtaining a Trusted Certificate	26
Configuring FlexNet Agent with a Permanent Certificate	27

Configuring Client-Side Secure Sockets Layer 28

 Importing a Secure Sockets Layer Server's Certificate into the Truststore 28

 Configuring FlexNet Agent with a New Truststore 28

 Verifying the Trusted Connection..... 29

Introduction and Overview

FlexNet Agent 5.3.2 retrieves and communicates data for two of Flexera Software's usage-reporting web applications—FlexNet Manager for Engineering Applications and FlexNet Manager for Cloud Infrastructure.

- **FlexNet Manager for Engineering Applications**—FlexNet Agent 5.3.2 provides secure, remote administration of one or more license servers to one or more FlexNet applications. The FlexNet applications may be running at your site or at your publisher's site. One—and only one—FlexNet Agent is installed on each license server machine.
- **FlexNet Manager for Cloud Infrastructure**—FlexNet Agent 5.3.2 is installed on premise at your enterprise. The agent retrieves data from Amazon Web Services (AWS) using the AWS secret key and access key credentials that your enterprise provides. The agent then communicates this data to FlexNet Manager for Cloud Infrastructure (also installed on premise), for use in dashboards and reporting.

You can use one FlexNet Agent to retrieve data from multiple AWS accounts, or use multiple FlexNet Agents, each configured to retrieve data from a different AWS account.

This manual provides installation and configuration information to get one or more FlexNet Agents running at your enterprise.

Requirements

In order to install and configure the FlexNet Agent, you need a basic understanding of your system environment. FlexNet Agent has both application requirements and system requirements.

FlexNet Manager Application Requirements

FlexNet Agent 5.3.2 supports both FlexNet Manager for Engineering Applications and FlexNet Manager for Cloud Infrastructure.

- **FlexNet Manager for Engineering Applications**—FlexNet Agent 5.3.2 is compatible with the following versions:
 - FlexNet Manager for Engineering Applications 2016 R1
 - FlexNet Manager for Engineering Applications 15.5 (with the latest patch applied)

- FlexNet Manager for Engineering Applications 15.4 (with the latest patch applied)
- FlexNet Manager for Engineering Applications 15.3 (with the latest patch applied)
- **FlexNet Manager for Cloud Infrastructure**—FlexNet Manager for Cloud Infrastructure 2016 R1

System Requirements

For FlexNet Agent 5.3.2 system requirements, see the *FlexNet Agent 5.3.2 Release Notes*.

1

Installing FlexNet Agent 5.3.2

You can install FlexNet Agent 5.3.2 from the command line, or—if you are installing on Windows—by double-clicking the installer executable file. By default, the [installer runs silently](#) on UNIX platforms and runs using the InstallAnywhere installation wizard on Windows platforms.

Downloading FlexNet Agent 5.3.2

FlexNet Agent 5.3.2 installers are available from the Flexera Software Product and License Center: <https://flexerasoftware.flexnetoperations.com>

Platform-Specific Installer Names

The .zip file available from the download site (FlexNet_Agent_5_3_2-All_Platforms.zip) contains all of the platform-specific installers for FlexNet Agent 5.3.2. All of the FlexNet Agent 5.3.2 installers are 64-bit installers.

Table 1-1 • Platform-specific FlexNet Agent 5.3.2 installer names

Platform	Installer File Name
Microsoft Windows	flexnet_agent-5_3_2-x64_n6.exe
Red Hat Enterprise Linux SUSE Linux Enterprise	flexnet_agent-5_3_2-x64_re6.bin
Sun Solaris	flexnet_agent-5_3_2-sun4_u7.bin

Installing FlexNet Agent 5.3.2 on UNIX

If you are installing FlexNet Agent 5.3.2 on a machine running UNIX, the installation will run silently by default. You can run using the default settings or specify settings using a [response file](#). See the section, [Installing Using the InstallAnywhere Installation Wizard on UNIX](#), for information about launching the installation wizard on UNIX.

Installing Silently on UNIX



Task *To install FlexNet Agent 5.3.2 silently on UNIX:*

1. Open a Command Prompt window and navigate to the location of the FlexNet Agent 5.3.2 installer file (referred to as *<installer_file>*).
2. Depending on whether you want to specify settings using a response file, use one of the following commands. See the section, [Response File](#), for information on the content of the response file.
 - Use default settings: *<installer_file>*
 - Specify settings using a response file: *<installer_file> -i silent -f <path to response file>*

Installing Using the InstallAnywhere Installation Wizard on UNIX



Task *To install FlexNet Agent 5.3.2 Using the InstallAnywhere installation wizard on UNIX:*

1. Open a Command Prompt window and navigate to the location of the FlexNet Agent 5.3.2 installer file (referred to as *<installer_file>*).
2. Type the command:

```
<installer_name> -i gui
```
3. On the **Choose Install Folder** panel, specify the location to which you want to install FlexNet Agent 5.3.2. This location is referred to as *agent_install_dir*.
4. On the **Message Queue Configuration** panel, specify the host name and port for the message queue broker. FlexNet Agent 5.3.2 communicates with the FlexNet Manager for Engineering Applications server using this message queue broker.

These values must be the same as the **Agent Host** and **Agent Port** settings on the **Add Agent** screen in FlexNet Manager for Engineering Applications, to facilitate communication.

5. Enter the Java VM heap size values (default values shown):
 - Initial Heap Size: 512
 - Maximum Heap Size: 512



Note • The Maximum Heap Size value cannot be greater than 1024 MB.

6. Review the installation settings on the **Pre-Installation Summary** panel. If you want to change any of the settings, click **Previous** to move back through the wizard.
7. Click **Install** to install FlexNet Agent 5.3.2.

Installing FlexNet Agent 5.3.2 on Microsoft Windows

If you are installing FlexNet Agent 5.3.2 on a machine running Microsoft Windows, the installation will launch the InstallAnywhere installation wizard by default. See the section, [Installing Silently on Microsoft Windows](#), for information on running the installer silently.

Installing Using the InstallAnywhere Installation Wizard on Microsoft Windows



Task *To install FlexNet Agent 5.3.2 using the InstallAnywhere installation wizard on Microsoft Windows:*

1. To launch the InstallAnywhere installation wizard, do one of the following:
 - Open a Command Prompt window, and navigate to the location of the FlexNet Agent 5.3.2 installer file, then type the command:

```
flexnet_agent-5_3_2-x64_n6.exe
```
 - Double-click the installer-file executable: flexnet_agent-5_3_2-x64_n6.exe
2. On the **Choose Install Folder** panel, specify the location to which you want to install FlexNet Agent 5.3.2. This location is referred to as *agent_install_dir*.
3. On the **Message Queue Configuration** panel, specify the **Host name** and **Port** for the message queue broker. FlexNet Agent 5.3.2 communicates with the FlexNet Manager for Engineering Applications or FlexNet Manager for Cloud Infrastructure server using this message queue broker.

These values must be the same as the **Agent Host** and **Agent Port** settings on the **Add Agent** page in FlexNet Manager for Engineering Applications or the **Add FlexNet Agent for Cloud Services** page in FlexNet Manager for Cloud Infrastructure, to facilitate communication.

4. Enter the Java VM heap size values in MB (default values shown):
 - Initial Heap Size: 512
 - Maximum Heap Size: 512



Note • *Maximum Heap Size cannot be greater than 1024 MB.*

5. On the **Install As Service** panel, select the check box if you want FlexNet Agent 5.3.2 to be installed as a Windows service.
6. Review the installation settings on the **Pre-Installation Summary** panel. If you want to change any of the settings, click **Previous** to move back through the wizard.
7. Click **Install** to install FlexNet Agent 5.3.2, then click **Done** when the installation is complete.

Installing Silently on Microsoft Windows



Task *To install FlexNet Agent 5.3.2 silently on Microsoft Windows:*

1. Open a Command Prompt window and navigate to the location of the FlexNet Agent 5.3.2 installer file:
flexnet_agent-5_3_2-x64_n6.exe
2. Depending on whether you want to specify settings using a response file, use one of the following commands. See the section, [Response File](#), for information on the content of the response file.
 - Use the default settings:
flexnet_agent-5_3_2-x64_n6.exe -i console
 - Specify settings using a response file:
flexnet_agent-5_3_2-x64_n6.exe -i console -f <path to response file>

Response File

When you run the FlexNet Agent 5.3.2 installer silently, you can specify installation information using a response file. The following sample response file shows the default installation values. These are the values that are used if you do not specify the location of a response file when running the installer.

The response file location must be accessible from the location where you run the FlexNet Agent 5.3.2 installer.

Sample Response File

```
#Choose Install Folder
#-----
USER_INSTALL_DIR=C:\\Program Files (x86)\\FNMEA Agent
#Message Queue Configuration
#-----
MQ_HOST=0.0.0.0
MQ_PORT=61616
#Install as service
#-----
INSTALL_AS_SERVICE=1
```

Response File Properties

Property	Description
USER_INSTALL_DIR	Folder into which FlexNet Agent 5.3 will be installed.
MQ_HOST MQ_PORT	<p>The host and port for the message queue broker. FlexNet Agent 5.3 communicates with the FlexNet Manager for Engineering Applications server using the message queue.</p> <p>These values must be the same as the Agent Host and Agent Port settings on the Add Agent screen in FlexNet Manager for Engineering Applications, to facilitate communication.</p>
INSTALL_AS_SERVICE	<p>Indicates whether FlexNet Agent 5.3.2 should be installed as a Windows service.</p> <p>This must be set to 1 to install the FlexNet Agent as a Windows service. Set this property to 0 if you do not want to install the FlexNet Agent as a Windows service.</p> <p>If the INSTALL_AS_SERVICE property is omitted from the response file, FlexNet Agent is installed as a Windows service by default.</p>
UNIX_USER	<p>(UNIX only) Identifies the user that is configured in the <code>f1exnet-service</code> script, which is used to run the FlexNet Agent as a service in the UNIX platform.</p> <p>See the section, Starting and Stopping as a Service Using a UNIX Service Script, for more information.</p>

FlexNet Agent 5.3.2 Installation Directory Structure

The following table describes the FlexNet Agent 5.3.2 directory structure.

Directory	Description and Contents
<code>agent_install_dir</code>	The directory, specified during installation, into which FlexNet Agent 5.3.2 is installed. Contains <code>agent</code> script.
<code>agent_configuration</code>	Contains the uninstaller executable (<code>Reconfigure_Agent.exe</code>).
<code>conf</code>	Contains the configuration files.
<code>data</code>	Contains enterprise data. This directory is preserved when FlexNet Agent is re-configured or uninstalled.
<code>implementations</code>	Contains FlexNet Agent and configured license server system files.
<code>jre</code>	Contains files for the bundled Java Virtual Machine.

Directory	Description and Contents
lib	Contains third-party libraries and .jar files.
licenseFileTemp	Contains temporary license files from license servers.
logs	Contains all of the log files generated by the FlexNet Agent.

Starting and Stopping FlexNet Agent 5.3.2

This chapter describes how to start and stop FlexNet Agent 5.3.2, depending on the operating system of the machine to which the FlexNet Agent is installed.

Starting and Stopping on Microsoft Windows

You start and stop FlexNet Agent 5.3.2 from the command line. As described in the [Response File Properties](#) table, FlexNet Agent 5.3.2 is, by default, installed as a service on machines running Microsoft Windows. To start FlexNet Agent 5.3.2 as a service on UNIX machines, see the following section, [Starting and Stopping as a Service Using a UNIX Service Script](#).



Task

To start FlexNet Agent 5.3.2:

1. Open a Command Prompt window, and change to the FlexNet Agent 5.3.2 installation directory (`agent_install_dir`).
2. To start FlexNet Agent, type the command: Agent
3. Press **Enter**.



Important • If starting FlexNet Agent 5.3.2 as a Windows service triggers an error, it may be because the DLL `MSVCR71.dll` is not stored in the Windows system folder or folders in the `PATH` environment variable. This is an operating system–dependent DLL. Refer to your Microsoft Windows documentation and/or customer support for information on installing this DLL.



Task **To stop FlexNet Agent 5.3.2:**

1. Open a Command Prompt window, and change to the FlexNet Agent 5.3.2 installation directory (*agent_install_dir*).
2. To stop FlexNet Agent, type the command: AgentShutdown
3. Press **Enter**.

Starting and Stopping as a Service Using a UNIX Service Script



Task **To start FlexNet Agent 5.3.2 as a service using a UNIX service script:**

1. Copy the service script *agent_install_dir/flexnet-service* to an appropriate boot script directory, such that it can be executed by root at startup time—for example, the */etc/init.d* directory.



Note • Ensure that the *flexnet-service* script contains a user who can manage the FlexNet Agent. This user is identified in the *response file* using the property *UNIX_USER*.

2. Run the service script using one of the following commands:
 - `./flexnet-service start`
 - `./flexnet-service stop`
 - `./flexnet-service restart`

Upgrading to FlexNet Agent 5.3.2

The upgrade process depends on whether your enterprise is currently using [FlexNet Agent 5.x](#) or an [earlier FlexNet Agent version \(3.5 or 4.x\)](#).

Upgrading from FlexNet Agent 5.x

The following instructions explain how to begin using FlexNet Agent 5.3.2 if you are currently using FlexNet Agent 5.x.



Task To upgrade to FlexNet Agent 5.3.2 from FlexNet Agent 5.x:

1. Uninstall FlexNet Agent 5.x.



Important • Note the values that were used for port (default value 61616) and host name (default value 0.0.0.0) in the FlexNet Agent 5.x deployment. It is recommended that you use the same values when installing FlexNet Agent 5.3.2. If you use different values for either of these settings when installing FlexNet Agent 5.3.2, you will need to remove the FlexNet Agent from FlexNet Manager for Engineering Applications using the **Agent Summary** page, then will need to add FlexNet Agent 5.3.2 using the **Add Agent** page.

2. Delete all remaining files and folders except the files contained in the directory
<Agent5.x_install_dir>\data\r1Temp\
 3. Install FlexNet Agent 5.3.2 in the same location where FlexNet Agent 5.x was installed:
<Agent5.x_install_dir>
 4. If you are using *different port and host name values* for the FlexNet Agent 5.3.2 installation than the values used for the FlexNet Agent 5.x installation:
 - a. Start FlexNet Manager for Engineering Applications Admin (if it is not already running) and log into the user interface.
 - b. Open the **Agent Summary** page. (Servers | Agents | Agent Summary)

- c. Remove the FlexNet Agent 5.x by clicking the **Remove** button.
 - d. Using the Add FlexNet Agent page, add FlexNet Agent 5.3.2 using the port and host name values you entered during installation.
5. From the FlexNet Manager for Engineering Applications user interface, update the status for all license servers that are associated with the upgraded FlexNet Agent.
 - a. Log in to FlexNet Manager for Engineering Applications
 - b. From the **Servers** tab, under **License Managers**, click **License Manager Summary**. This displays the **License Manager Summary** page.
 - c. Click **Update Status** for each of the license servers that is associated with the upgraded FlexNet Agent 5.3.2.

Upgrading from FlexNet Agent 3.5 or 4.x

The following instructions explain how to begin using FlexNet Agent 5.3.2 if you are currently using FlexNet Agent 3.5 or 4.x. You *do not* need to uninstall FlexNet Agents 3.5 or 4.x prior to upgrading to FlexNet Agent 5.3.2. Read the complete upgrade instructions before beginning the upgrade.

If you are upgrading FlexNet Agent 3.5 or 4.x, you must manually edit each license server to provide the path to Imutil. This value is not migrated during the upgrade process. See the section, [Providing the Path to Imutil](#), for the additional required steps.



Task

To upgrade to FlexNet Agent 5.3.2 from FlexNet Agent 3.5 or 4.x:

1. Stop the existing FlexNet Agent, and disable the service. You **do not** need to remove the FlexNet Agent from FlexNet Manager for Engineering Applications.
2. Install FlexNet Agent 5.3.2 *in a new location*. Do not install to the previous FlexNet Agent installation location.
3. Start FlexNet Manager for Engineering Applications Admin (if it is not already running) and log into the user interface.
4. Using the FlexNet Manager for Engineering Applications user interface, migrate the FlexNet Agent configuration:
 - a. From the **Servers** tab, under **Agents**, click **Agent Summary**.
 - b. Find the FlexNet Agent and click **Migrate** for the agent.
 - c. On the Migrate Agent page, provide the values for the Agent Host and Agent Port settings.
 - d. Click **Migrate**.
5. See the following section, [Providing the Path to Imutil](#), if you are upgrading from FlexNet Agent 3.5 or 4.x.

Providing the Path to Imutil

When upgrading from FlexNet Agent 3.5 or 4.x, you must manually provide the path to Imutil. First, follow the instructions in the previous section, [Upgrading from FlexNet Agent 3.5 or 4.x](#).



Important • You must have FlexNet Manager for Engineering Applications 15.5 or 15.3 (with patch 3 installed) to complete the task.



Task

To manually provide the path to lmutil:

1. In the FlexNet Manager for Engineering Applications user interface, click the **Servers** tab. This displays the License Manager Summary page.
2. Click the link for the license server for which you want to provide the lmutil path. This displays the Configure and Manage License Server page.
3. In the lmutil Executable Location field, specify the path to lmutil.
4. Click **Save**.

Chapter 3 Upgrading to FlexNet Agent 5.3.2

Upgrading from FlexNet Agent 3.5 or 4.x

4

Configuring FlexNet Agent 5.3.2

FlexNet Agent 5.3.2 is used by both of Flexera Software's enterprise usage-reporting web applications—FlexNet Manager for Engineering Applications and FlexNet Manager for Cloud Infrastructure. FlexNet Agent 5.3.2 retrieves data and communicates it to the relevant application.

Enabling Management of FlexNet Agent 5.3.2

To use FlexNet Agent 5.3.2 with FlexNet Manager for Engineering Applications or FlexNet Manager for Cloud Infrastructure, ensure that the setting **Enable support for managing FlexNet Agent 5.x** is selected on the **System Configuration: Manager** page. (This page is part of each application's user interface.)

Follow the instructions in the application's online Help to configure the FlexNet Agent and associated license servers (for FlexNet Manager for Engineering Applications).



Task *To use FlexNet Agent 5.3.2 with FlexNet Manager for Engineering Applications or FlexNet Manager for Cloud Infrastructure:*

1. Start FlexNet Manager for Engineering Applications or FlexNet Manager for Cloud Infrastructure.
2. From the **Admin** tab, under **System Configuration**, click **Manager** to display the **System Configuration: Manager** page.
3. Select the **Enable support for managing FlexNet Agent 5.x** check box (if it is not already selected).
4. Click **Save**.

Configuring FlexNet Agent 5.3.2 Using the Agent Configurator

You use the Agent Configurator to configure FlexNet Agent 5.3.2 for use with FlexNet Manager for Engineering Applications or for use with FlexNet Manager for Cloud Infrastructure.



Task *To configure FlexNet Agent 5.3.2 using the Agent Configurator:*

1. You can launch the Agent Configurator from the command line or by double-clicking the file **AgentConfiguration.bat**.
 - From the command line
 - a. Open a Command Prompt window, and change to the FlexNet Agent 5.3.2 installation directory.
 - b. Type the following command to launch the Agent Configurator:
`AgentConfiguration.bat`
 - From the file AgentConfiguration.bat
 - a. In a file explorer, navigate to the location: <agent_install_dir>
 - b. Double-click the file AgentConfiguration.bat.

The Agent Configurator opens.

2. In Step 1 of 3 (**Agent Configuration** and **HTTP Upload Location**), configure the following.


Setting	Description
Broker Protocol	Specify TCP or SSL.
Broker Hostname	Host name for the FlexNet Agent 5.3.2.
Broker port	Port for the FlexNet Agent 5.3.2.
Protocol	Specify whether to use HTTP or HTTPS to upload files.
Host name	Host name for the FlexNet Manager Admin server
Port	Port for the FlexNet Manager Admin server
Show Advanced Settings	Select this check box to display two additional configuration panels, where you can configure logging details, virtual machine heap size, and secure settings.

3. **For use with FlexNet Manager for Engineering Applications:** If you are configuring this FlexNet Agent for use with FlexNet Manager for Cloud Infrastructure, go to [Step](#) .

In Step 2 of 3 (**License Servers**), click **Add** to add license servers for this FlexNet Agent. This configures the FlexNet Agent's access to a license server on the FlexNet Agent host machine.

When you click **Add**, the **Add License Server** panel is displayed. Complete the license-server settings, then click **Continue** to add the license server.

Setting	Description
Configure as Imadmin server	Select this check box if you are using Imadmin to configure the license server.

Setting	Description
Alias	<p>Enter a display name that is used to identify the license server. To ensure that the display name is unique, the FlexNet Agent host name followed by a dash is automatically prepended to this alias.</p> <p> Caution • If there are duplicate license server names in the FlexNet Agent's config.xml file, the agent will fail to start. The FlexNet Agent log will display a FATAL "duplicate license server name" log message.</p>
License Manager	<p>The full path to the Imgrd executable for the license server.</p> <p>For Imadmin, specify the path for Imadmin.exe.</p>
Imutil Executable	<p>The full path to the Imutil executable (Imutil.exe).</p> <p>FlexNet Agent needs this location in order to be able to obtain usage information, which is used in the Operational Dashboard, available from FlexNet Manager for Engineering Applications.</p>
Debug Log	<p>If the license server has an existing debug log, specify it. If a debug log does not yet exist, specify the location where it should be written for Imgrd.</p> <p>For Imadmin, specify the path of Imadmin.log.</p>
License Locations	<p>Click the Add button to open a file browser to add a license file or directory containing one or more .lic files.</p> <p>To add additional files or directories, repeat the process.</p>

4. **For use with FlexNet Manager for Cloud Infrastructure:** If you are configuring this FlexNet Agent for use with FlexNet Manager for Engineering Applications, go to [Step 5](#).

In Step 3 of 3 (**AWS Accounts**), click **Add** to add AWS account information for this FlexNet Agent. Using this page, you can configure a single FlexNet Agent to retrieve information for multiple AWS accounts. This page is applicable if you are using FlexNet Agent 5.3.2 with FlexNet Manager for Cloud Infrastructure.

In the **AWS Accounts** panel, complete the account settings, then click **Continue** to add the AWS account. You can add multiple AWS accounts.

Setting	Description
Name	Unique name for this AWS account.
Region	<p>Specify the AWS regions to be used for retrieving metrics like CPU usage and bandwidth.</p> <p>To retrieve metrics for multiple regions, specify the regions in a comma-delimited list. The regions input in this field must exactly match the region codes used by AWS.</p> <p>For information about regions and a list of codes, refer to the AWS documentation.</p>

Setting	Description
Access Key	The AWS secret key, in combination with the AWS access key, provides permission for the FlexNet Agent to access the AWS account to retrieve billing and usage files. These credentials are not stored in FlexNet Manager for Cloud Infrastructure. They are stored—encrypted—on the FlexNet Agent.
Secret Key	

5. If you selected the **Show Advanced Settings** check box in [Step 2](#), the **Step 4 of 5** panel is displayed next. Configure the settings, as needed.

Setting (Advanced)	Description
User Data Directory	The directory in which all FlexNet Agent–specific data is kept. It is recommended that you back up this area on a regular basis, and before upgrading to a newer version of the FlexNet Agent. Use the default location or specify your own. The default directory is: <code>agent_install_dir/data</code>
Logging Threshold	The maximum level of detail for messages written to the FlexNet Agent log file. Only messages at or below the selected level of detail will appear in the log. Select the following options, as needed: <ul style="list-style-type: none"> • Enable Message Administration Server—Enables the web server and UI to view and manage the ActiveMQ messaging queues, for diagnostics and support. • Enable Message Debugging—Enables logging for the messages that FlexNet Agent is sending and receiving, for use in support and debugging. • Enable Queue Debugging—Enables logging for message-queue statuses, for use in support and debugging.
Virtual Machine Heap Size	Specify the initial and maximum heap size (in MB).

6. If you selected the **Show Advanced Settings** check box in [Step 1](#), the **Step 5 of 5** panel is displayed next. Configure the settings, as needed.

Setting (Advanced)	Description
Secure Broker Settings	
Broker Username	The Broker Username and Password settings can be used to password-protect the message queue communication.
Broker Password	

Setting (Advanced)	Description
Secure Server Settings	
SSL Keystore Location	<p>The name and location of the server-side keystore file that contains the key entry for the certificate that FlexNet Manager for Engineering Applications or FlexNet Manager for Cloud Infrastructure Admin uses to provide SSL connections to its clients (for example, browsers or activation utilities).</p> <p>Use the default location only if you are using the bundled or another keystore for testing. Otherwise, point to a location of a keystore outside the FlexNet Manager Admin installation.</p>
SSL Keystore Password	<p>The password used to secure the keystore that contains the certificate used for authenticating the SSL server to the SSL client. The same password is used to secure the certificate key.</p> <p>Provide confirmation for the password.</p>
Secure Client Settings	
SSL Truststore Location	<p>The name and location of the client-side truststore file that contains the trusted certificate entry for a remote SSL server (for example, an LDAP server).</p> <p>Use the default location only if you are using the bundled truststore. Otherwise, point to a location of a truststore outside the FlexNet Manager Admin installation.</p>
SSL Truststore Password	<p>The password used to secure the truststore. The same password is used to secure the certificate key.</p> <p>Provide confirmation for the password.</p>

7. Click **Finish**.

Configuring FlexNet Agent 5.3.2 to Support Multiple AWS Accounts

For use with FlexNet Manager for Cloud Infrastructure, there are two ways to configure FlexNet Agent 5.3.2 to support multiple AWS accounts:

- [Setting up multiple FlexNet Agent instances](#)
- [Setting up a single FlexNet Agent instance, and configuring for multiple accounts](#)

Multiple FlexNet Agent Instances

You can set up multiple instances of FlexNet Agent 5.3.2 to support multiple AWS accounts.



Task *To set up multiple FlexNet Agent to handle multiple AWS accounts:*

1. Set up multiple instances of FlexNet Agent 5.3.2 by doing one of the following:
 - Installing multiple instances to a single machine, each with a different port.
 - Installing multiple instances, each to a different machine.
2. Add each FlexNet Agent instance within the FlexNet Manager for Cloud Infrastructure user interface, using the **Add FlexNet Agent for Cloud Services** page. Configure each FlexNet Agent instance for a different AWS account.

Single FlexNet Agent Instance

You can set up a single FlexNet Agent 5.3.2 to support multiple AWS accounts by installing the FlexNet Agent, then running the Agent Configurator.



Task *To set up a single FlexNet Agent to handle multiple AWS accounts:*

1. Install FlexNet Agent 5.3.2 using the instructions in [Chapter 1, Installing FlexNet Agent 5.3.2](#).
2. Run the Agent Configurator and configure the FlexNet Agent for multiple AWS accounts. See the section, [Configuring FlexNet Agent 5.3.2 Using the Agent Configurator](#), in this chapter, for information on running the Agent Configurator.
3. Add the FlexNet Agent within the FlexNet Manager for Cloud Infrastructure user interface, using the **Add FlexNet Agent for Cloud Services** page.

Configuring FlexNet Agent 5.3.2 for Secure Sockets Layer

Secure Sockets Layer (SSL) enables Web servers and Web clients to communicate over a secured connection using the HTTPS protocol where both the server and the client encrypt data before sending it. If you choose not to have a full-featured Web server handle HTTPS requests for FlexNet Agent, FlexNet Agent itself can act as an SSL server to Web browsers or Web service client applications. FlexNet Agent can also act as an SSL client to a remote server, such as an LDAP server. HTTPS is always enabled in FlexNet Agent, but the secure server keystore and the secure client truststore may need to be configured.

Configuring Server-Side SSL

When a Web browser or Web service client connects directly to FlexNet Agent using HTTPS, SSL authenticates the credentials of FlexNet Agent. Certificates to authenticate the FlexNet Agent SSL server can be self-signed. Trusted certificates are issued by a recognized certificate authority.

The following steps are briefly described in this section:

- [Generating a Test Certificate](#)

- [Configuring FlexNet Agent with the Test Certificate](#)
- [Testing that the HTTPS connection to FlexNet Agent works](#) (testing the SSL listener)
- [Obtaining a Trusted Certificate](#)
- [Configuring FlexNet Agent with a Permanent Certificate](#)(meaning the trusted certificate)

Generating a Test Certificate

A keystore containing a public key/private key pair and an expiring, self-signed certificate for testing SSL is shipped with FlexNet Agent. If the shipped keystore has expired, you can generate another test keystore using `keytool`, a command-line utility provided in the Java JDK. Use the following instructions to generate a simple key pair and certificate keystore that is valid for three months. This keystore enables you to test that the SSL listener can run, but its certificate is also self-signed, and is not trusted by the browser.



Task *To generate a test certificate using the keytool utility:*

1. Install or locate a Java JDK. Verify that the **keytool** utility is accessible at the command line.
2. Generate a simple key pair and non-trusted certificate into a keystore file in the current directory named `keystore` by typing the following:

```
keytool -keystore keystore -alias tomcat -genkey -keyalg RSA
```

You will be prompted to provide answers to several questions for the certificate. Press the **Enter** key to submit each of your answers. Note the password that you enter. In the next section, [Configuring FlexNet Agent with the Test Certificate](#), you will enter these passwords into the FlexNet Agent Configurator. If you answer these questions accurately for the test certificate, the certificate that you generate can be used as the basis of your trusted certificate that you obtain from a certificate authority.

Table 4-1 • Certificate Questions

Question	Description
Enter keystore password	Password for the keystore. The default SSL keystore password for FlexNet Agent is <code>flexnet</code> . The password is displayed in plain text.
What is your first and last name?	Fully qualified domain name of the machine on which FlexNet Agent is installed.
What is the name of your organizational unit?	Name of your division or group in your company.
What is the name of your organization?	Your company name.
What is the name of your City or Locality?	City name.
What is the name of your State or Province?	State or province name.

Table 4-1 • Certificate Questions

Question	Description
What is the two-letter country code for this unit?	Two-letter code for your country.
Is entry correct?	Verify that the entries you provided are correct. Type yes or no.
Enter key password for <tomcat> (RETURN if same as keystore password):	Press Enter to use the same password for the Tomcat SSL key as the keystore uses. You must use the same password.

Configuring FlexNet Agent with the Test Certificate



Task *To configure FlexNet Agent with the test certificate you just generated:*

1. Stop FlexNet Agent.
2. Copy the test keystore file that you just generated, `keystore`, to a location accessible from, but outside, the FlexNet Agent installation.
3. To reconfigure FlexNet Agent to use this new test keystore, navigate to the `flexnet_agent_install_dir` and click on the AgentConfiguration batch file. The FlexNet Agent Configurator appears.
4. On the first pane of the Configurator (Step 1), change the value in the Broker Protocol field to SSL and select the **Show Advanced Settings** check box.
5. Click **Next** three times to advance to the fourth pane (Step 4).
6. Modify the **SSL Keystore Location** setting to match the location of the test keystore.
7. In the **SSL Keystore Password** field, enter and confirm the keystore password for the certificate. The default password for the bundled keystore is `flexnet`.
8. Click **Finish**. When the Configurator window closes, the `site` directory is re-created to reflect the new configuration settings.
9. Restart FlexNet Agent.

Obtaining a Trusted Certificate

For optimal security, if users are connecting to FlexNet Agent from outside your organization, you should obtain a trusted certificate from a certificate authority. A list of certificate authorities can be found in [SSL Configuration HOW-TO](#). Each certificate authority has its own instructions, but all require that you submit a certificate signing request (CSR) that you can generate from the test keystore using the `keytool` utility.



Task

To obtain a trusted certificate:

1. Generate a CSR in a file named **p.csr** for a key pair and certificate already in a keystore called **keystore** in the current directory by typing the following text:

```
keytool -certreq -keyalg RSA -alias tomcat -file tomcat.csr  
-keystore keystore
```

2. Submit this CSR as instructed by the certificate authority you chose.
3. After you receive a trusted certificate from the certificate authority, load the certificate authority's chain (or root) certificate (in a file named **rootcrt**) into the keystore used to generate the CSR. If the certificate is in a format understood by the `keytool` utility, type the following:

```
keytool -keystore <keystore> -import -alias root -file <rootcrt> -trustcacerts
```

If it is not in a format understood by the `keytool` utility, see [SSL Configuration HOW-TO](#) or documentation from the certificate authority.

4. After the root certificate has been loaded, load the new certificate (in a file named **newcrt**) into the keystore used to generate the CSR. If the certificate is in a format understood by the `keytool` utility, type:

```
keytool -keystore <keystore> -import -alias tomcat -file <newcrt> -trustcacerts
```

If it is not in a format understood by the `keytool` utility, see [SSL Configuration HOW-TO](#) or documentation from the certificate authority.

Configuring FlexNet Agent with a Permanent Certificate

This step is necessary to do the following:

- Point to a central repository of keystores or truststores maintained by your organization
- Configure the location of a permanent certificate, whether trusted or self-signed



Task

To configure FlexNet Agent with a permanent trusted or self-signed certificate:

1. Stop FlexNet Agent.
2. Copy the keystore file that you just generated, `keystore`, to a location accessible from, but outside, the FlexNet Agent installation, or point to a keystore maintained by your organization.
3. To reconfigure FlexNet Agent to use this new keystore, navigate to the `flexnet_agent_install_dir` and click on the `AgentConfiguration` batch file. The FlexNet Agent Configurator appears.
4. On the first pane of the Configurator (Step 1), change the value in the Broker Protocol field to `SSL` and select the **Show Advanced Settings** check box.
5. Click **Next** three times to advance to the fourth pane (Step 4).
6. Modify the SSL Keystore Location setting to match the location of the permanent keystore.
7. In the SSL Keystore Password field, enter and confirm the keystore password for the certificate. The default password for the bundled keystore is `flexnet`.

8. Click **Finish**. When the Configurator window closes, the **site** directory is re-created to reflect the new configuration settings. After the **site** directory is re-created, restart FlexNet Agent.
9. If you have received a trusted certificate from a known certificate authority, the certificate does not have to be imported into a browser or Web service client implementation. If you are using a self-signed certificate, import the certificate into browsers as described in [Obtaining a Trusted Certificate](#). With a browser, connect to `https://<host>:<port number>/flexnet` to verify that the certificate is trusted, where `<host>` is the fully qualified domain name of the machine on which FlexNet Agent is running, and `<port number>` is the port number specified when the certificate was generated. You can now log in to FlexNet Agent.

Configuring Client-Side Secure Sockets Layer

FlexNet Agent can also be a client on an SSL connection to a remote server, such as an LDAP server. When FlexNet Agent connects to an SSL server as a client, FlexNet Agent receives a certificate of authentication from the SSL server. FlexNet Agent then checks the certificate against the set of certificates in its truststore (client keystore) to see if it is trusted. The default truststore is located in the JRE bundled with FlexNet Agent at **flexnet_agent_install_dir/jvm/lib/security/cacerts**.

If the SSL server's certificate cannot be validated with the certificates in the default truststore, the SSL server's certificate must be added to the FlexNet Agent truststore before the connection can be established.

Importing a Secure Sockets Layer Server's Certificate into the Truststore

This step is needed only if the SSL server's certificate cannot be validated with certificates already in the default truststore.



Task *To import an SSL server's certificate into the FlexNet Agent truststore:*

1. Obtain a certificate from the SSL server administrator. Its file name will be `servcrt` in the rest of these instructions.
2. Copy the default truststore from `flexnet_agent_install_dir/jvm/lib/security/cacerts` to a location accessible from, but outside, the FlexNet Agent installation. Its file name will be `<truststore>` in the rest of these instructions.
3. Install or locate the Java JDK. Verify that the **keytool** utility is accessible at the command line in the new truststore location.
4. Load the SSL server certificate into the new truststore location. If the certificate is in a format parse-able by the **keytool** utility, type the following:

```
keytool -keystore <truststore> -import -alias mykey  
-file servcrt -trustcacerts
```

If it is not in a format parsable by the **keytool** utility, consult the documentation from the SSL server administrator.

Configuring FlexNet Agent with a New Truststore

This step is necessary if one of the following is true:

- You want to point to a central repository of keystores or truststores maintained by your organization
- You load a new certificate into the default truststore and need to configure its new location



Task *To configure FlexNet Agent with a certificate for the SSL server to which you want FlexNet Agent to connect:*

1. Stop FlexNet Agent.
2. To reconfigure FlexNet Agent to use this new keystore, navigate to the `flexnet_agent_install_dir` and click on the `AgentConfiguration` batch file. The FlexNet Agent Configurator appears.
3. On the first pane of the Configurator (Step 1), change the value in the Broker Protocol field to SSL and select the **Show Advanced Settings** check box.
4. Click **Next** three times to advance to the fourth pane (Step 4).
5. Modify the SSL Truststore Location setting to match the location where the truststore containing the SSL server's certificate is located.
6. In the SSL Truststore Password field, enter and confirm the truststore password. By default, the password from the FlexNet Agent JRE is `changeit`.
7. Click **Finish**. When the Configurator window closes, the `site` directory is re-created.
8. After the `site` directory is re-created, restart FlexNet Agent.

Verifying the Trusted Connection

The same keystore and truststore that you created for FlexNet Agent should be configured with the FlexNet Manager for Engineering Applications Admin server in order to add the FlexNet Agent with SSL.

Chapter 4 **Configuring FlexNet Agent 5.3.2**

Configuring FlexNet Agent 5.3.2 for Secure Sockets Layer

Uninstalling FlexNet Agent 5.3.2

To remove FlexNet Agent 5.3.2, run the FlexNet Agent uninstallation wizard, then remove the FlexNet Agent from the application (FlexNet Manager for Engineering Applications or FlexNet Manager for Cloud Infrastructure).



Task

To uninstall FlexNet Agent 5.3.2:

1. From the FlexNet Agent 5.3.2 installation directory (*agent_install_dir*), browse to **Agent_configuration** and run **Reconfigure_Agent**. This launches the FlexNet Configurator.
2. Click **Next**, then select the option **Complete Uninstall**, then click **Next** to uninstall the FlexNet Agent.
3. After running the FlexNet Agent uninstaller, remove the FlexNet Agent from your application, using the appropriate page in the user interface:
 - **FlexNet Manager for Engineering Applications**—Use the **Remove** button on the **Agent Summary** page, which is available from **Servers | Agents | Agent Summary**.
 - **FlexNet Manager for Cloud Infrastructure**—Use the **Remove** button on the **FlexNet Agent for Cloud Services Summary** page, which is available from **Cloud Infrastructure | FlexNet Agent for Cloud Services | FlexNet Agent for Cloud Services Summary**.

This removes FlexNet Agent, along with its associated license servers and vendor daemons. For more information, refer to the *FlexNet Manager for Engineering Applications Help Library*.



Index

C

configuring FlexNet Agent 19

D

downloading FlexNet Agent installers 7

F

file names

installers 7

FlexNet Agent

configuring 19

configuring for Secure Sockets Layer (SSL) 24

configuring to use with FlexNet Manager for Engineering Applications 19

uninstalling 31

upgrading 15

FlexNet Agent installers, downloading 7

FlexNet Manager for Engineering Applications

configuring FlexNet Agent 19

I

installation directory structure 11

installer file names 7

installing

on Microsoft Windows 9

on Unix 7

M

Microsoft Windows

installing on 9

installing silently 10

starting FlexNet Agent 13

stopping FlexNet Agent 13

R

requirements, system 5

response file

sample file 10

response file for silent installation 10

response file properties 11

S

Secure Sockets Layer (SSL)

configuring FlexNet Agent 24

silent installation

on Microsoft Windows 10

on Unix 8

response file 10

starting FlexNet Agent

on Microsoft Windows 13

on Unix 14

stopping FlexNet Agent

on Microsoft Windows 13

on Unix 14

system requirements 5

U

uninstalling FlexNet Agent 31

Unix

installing on 7

installing silently 8

- starting FlexNet Agent 14
- stopping FlexNet Agent 14
- Unix service script
 - to start and stop FlexNet Agent 14
- upgrading FlexNet Agent 15