On-premises Licensing for VMware

Contents

Introduction

This document expands on the following basic process for implementing the commercial ControlUp license. Here are the main steps with the specific details described in the procedures below.

1. After purchasing ControlUp, you receive a **thank you email** with a **customized link to your license activation portal**.

2. Generate a license request file from the ControlUp installer and save the generated request file locally.

3. Access your license activation portal from the link in your email.

4. Drag and drop the license request file into your customized license activation portal.

5. Download and save the license files.

6. Import and install the ControlUp license file you downloaded into the ControlUp installer.

7. Import and install the ControlUp Insights license file you downloaded into the Insights UI.

Generate On-Premises License Request File

**To export a license request file for the ControlUp On-Premises license (XML):**

1. If you are installing ControlUp when you get to the screen for configuring your license, skip to step 3 and follow the rest of the procedure.

   If you have already installed and must return to the installer, perform step 2.

2. From the server where the ControlUp On-premises server was installed, go to **Control Panel** and access the **Programs and Features** (or go to **Start** > **Run** > **appwiz.cpl**).
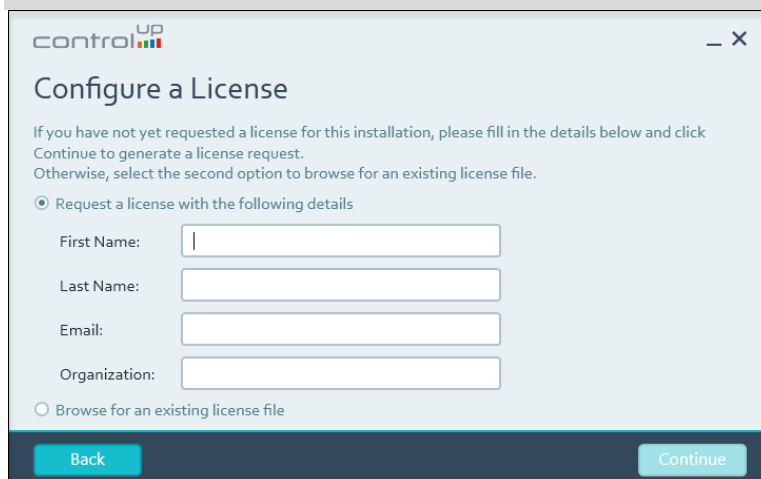
   Right-click **ControlUp Server** and choose **Change** and the installer appears.

   Click **Apply License**.
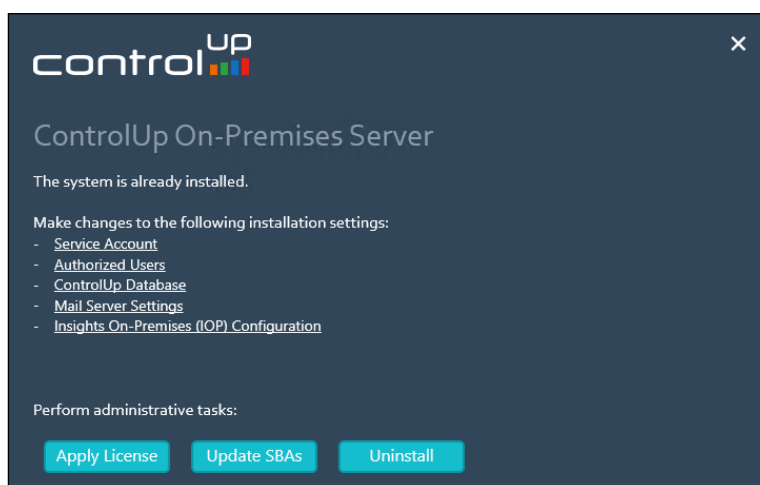
3. In the Configure a License screen fill in your **First Name, Last Name**, E**mail** and **Organization**.

   IMPORTANT: *For those updating or adding licenses: the **organization** name must be identical to the ControlUp organization name that was previously set. If there is a typo or any difference in the names, a new organization is created without access to the structure already in place in your ControlUp installation. *Tip: To locate the organization name, go to the ControlUp console and see the name at the top of the organizational tree structure. This is the ControlUp organization name.*

   Click **Continue** and the wizard shows that a request file is generated.

4. Choose a location to save the file. The file's default name is **ControlUp Server License Request.xml**.

   In the confirmation popup, click **OK.**

   The Select a License File dialog opens but you don't have that license file at this stage in the process. You can close the installer by clicking the **X** icon at the top.

Access Your License Activation Portal and Download License Files

When you purchase a ControlUp license, you receive a thank you mail with a link to **your customized license activation portal**. The link is unique, cannot be shared, and enables you to download your license files.

To download your license files:

1. Access your **"Thank you for purchasing ControlUp"** email.
2. **Click the link to access your license activation portal.**
3. Drag and drop the license request file (ControlUp Server License Request.xml) from where you saved it in the previous procedure.
4. In the next screen, click **Download license**.
   Your ControlUp On-premises and Insights On-premises licenses are downloaded.
5. Save the license files in a location that you can access from the ControlUp installer and from the Insights server.

Install/Import On-Premises Licenses

Once you download your license file from the license activation portal, proceed with these steps.

To import the license file to ControlUp On-premises (XML):

1. Save the ControlUp license file you received to a location accessible to the server running the ControlUp installer.
2. From the on-premises server, go to **Control Panel** and access the **Programs and Features** (or go to **Start** > **Run** > **appwiz.cpl**).
3. Right-click **ControlUp Server** and choose **Change** and the installer appears. Click **Apply License**.
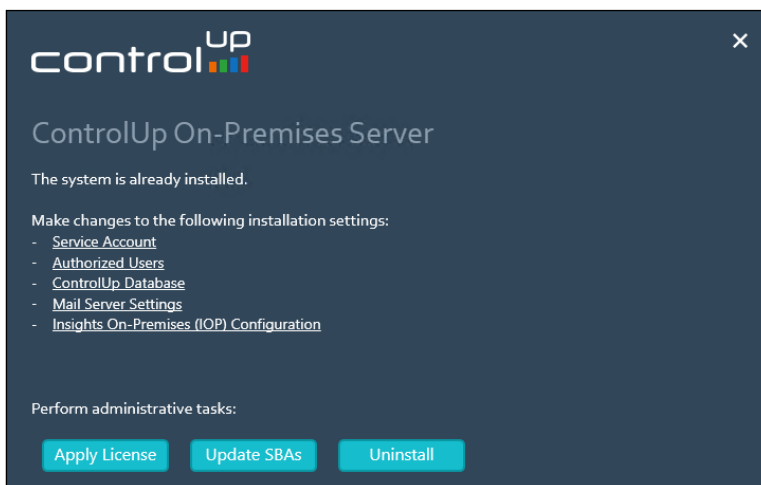
4. In the Configure a License screen, select **Browse for an existing license file** and click **Continue**.

5. In the Select a License File screen, enter the file and path name or click **Browse** to select the license file you saved. Click **Apply** and the wizard installs the license file.

6. Once complete, a confirmation screen appears. Click **Close** to end the process.

Import the Commercial License for Insights

Once you save a license file for Insights from your license activation portal, proceed with these steps.

To install the file for ControlUp Insights:

1. Save the Insights license file you received to a location accessible to the server running Insights.

2. In a browser, enter the Insights machine's URL (for example: https://iopdemo01.controlup.demo/) and the registration page appears.

3. On the registration page, enter **admin** as the username and the password that was configured while installing Insights. Click **Sign In**.
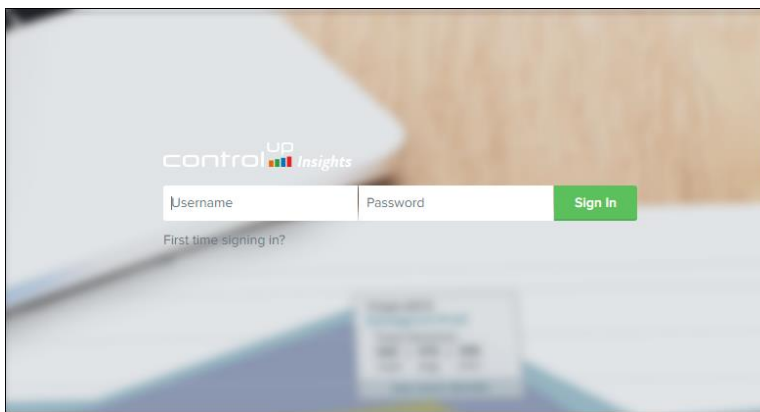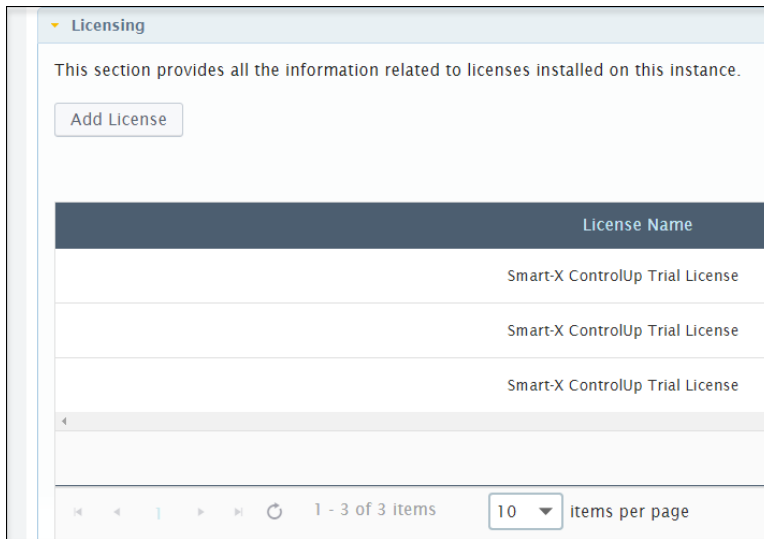
4. In the Top Insights page on the left pane, scroll down and expand the **Admin** section and click **Settings**.
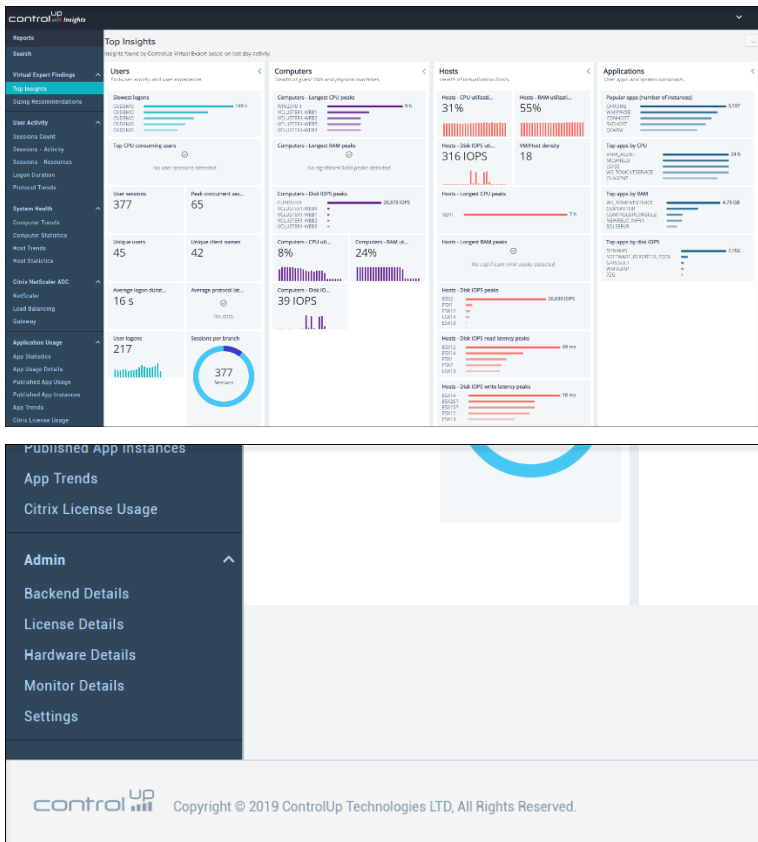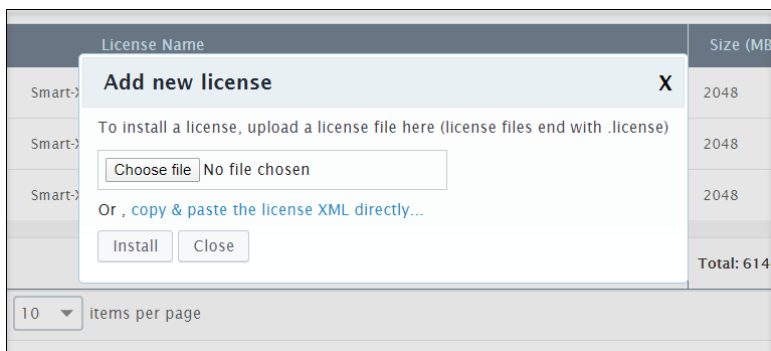

5. In the Settings menu, select the **Licensing** option and the Licensing table appears.
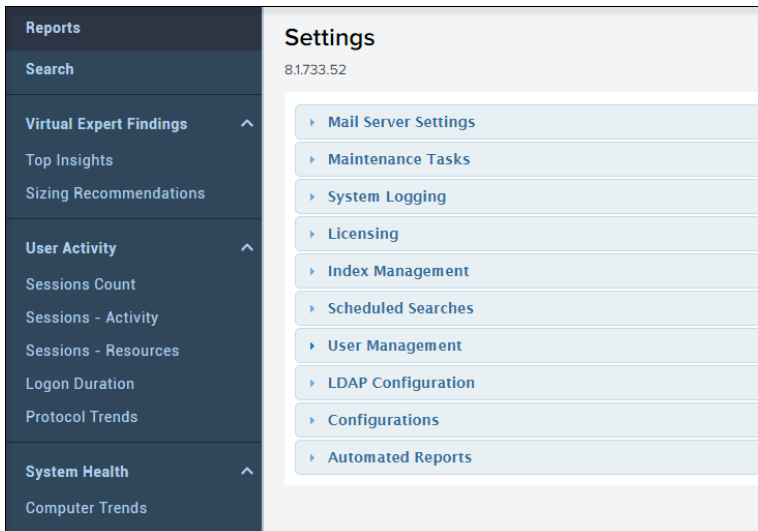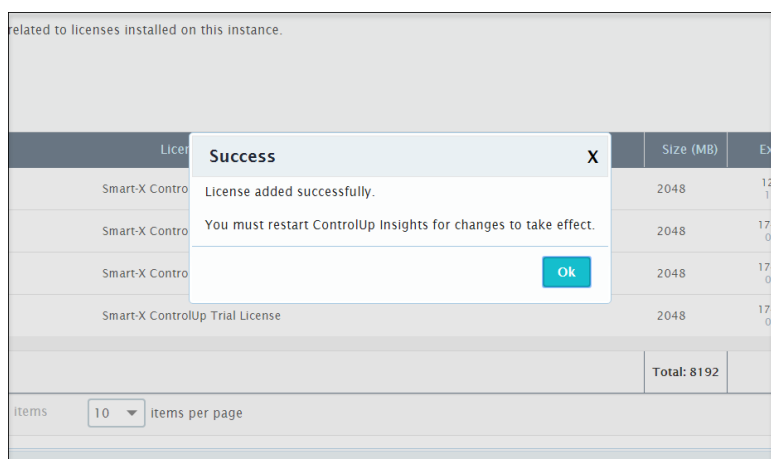
6. Click **Add License**, and the Add new license popup appears.

7. In the Add new license pop-up, select **Choose File** and browse to the Insights license file you saved. Click **Install** and Insights implements the license file internally.
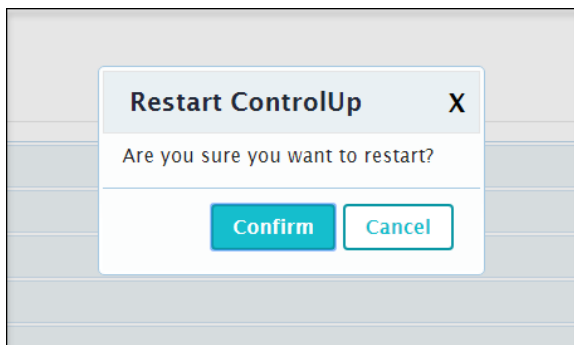

8. In the confirmation screen, click **OK** to close the window. You are returned to the Settings menu.

9. From the **Settings** menu, select **Maintenance Tasks** and click **Restart.**
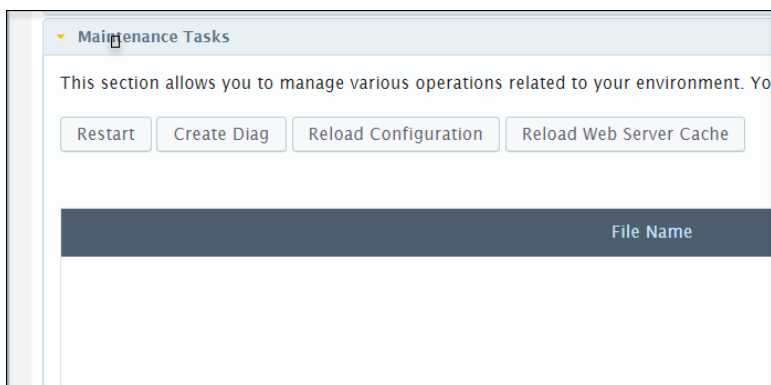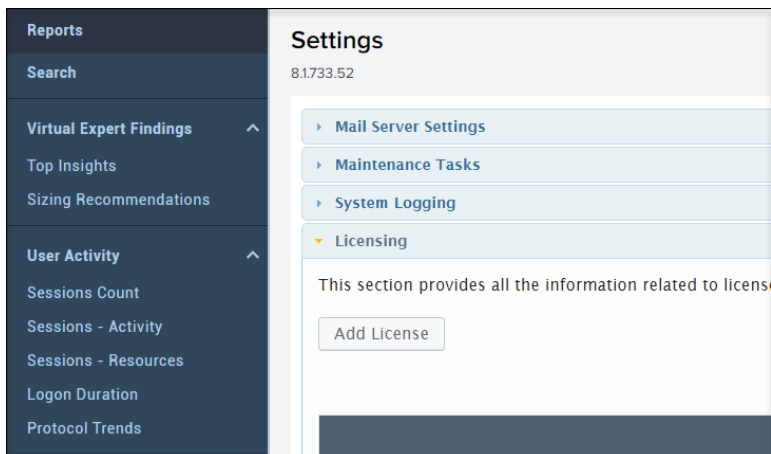
10. In the confirmation popup, select **Confirm**, and the Insights restarts to apply the license change.

The restart process can take 1-2 minutes. Refresh the page shortly after and continue working with Insights.