

How to determine license key type

- Parallels Remote Application Server

The purpose of this article is to explain the RAS logic while activating the key offline. Depending on the key type, the current versions of RAS (v17.1 and below) are working in the following manner.

In case the key type is subscription - on the brand new farm, RAS will be activated and will work for 7 days, right after that Farm will send a heartbeat. In the offline environment, this will result in a licensing failure. Even if one uses another subscription to activate offline, heartbeat will be sent again immediately which means that the brand new farm can work offline only for 7 days with this type of key.

Whenever you attempt to activate an existing environment via offline method using subscription here's what happens:

Symptoms

- Right after activation and launching the RAS Console, it is closing by itself and forcing you to sign in to Parallels Account.
- RAS Monitor will bring the error message:

Failed to load settings from database. Error Code: 0x4.

- Controller.log contains the following messages:

[I 56/00000001/T0574/P054C] 18-09-18 07:03:52 - POST URL:

https://ras.parallels.com/licensing_api/v1/heartbeat, Headers: Authorization: LicenseKey

5HBYAW-8FRKWQ-69ZZQR-X6DA5Z-EWGMQ4, Query:

{"host":{"hw_id":"758C4ADAC50D5714A446A8D2BC0421E4","os_name":"Windows Server 2012 R2 Standard Edition (WOW 64)

","name":"SERVAK","new_hw_id":"5E037567305C168F1041F2B91F97B63D","product_version":"16.5.20278"},"farm":{"

[I 56/00000001/T0574/P054C] 18-09-18 07:03:52 - POST try 1 response: Return code: -1. Body: Failed to query.

Error: Couldn't connect to server (7).

[I 56/00000001/T0574/P054C] 18-09-18 07:03:52 - POST try 2 response: Return code: -1. Body: Failed to query.

Error: Couldn't connect to server (7).

[I 56/00000001/T0574/P054C] 18-09-18 07:03:52 - POST try 3 response: Return code: -1. Body: Failed to query.

Error: Couldn't connect to server (7).

Cause

The error **Failed to load settings from database. Error Code: 0x4** is expected when the license file is not available/expired.

The error in controller indicating an unsuccessful heartbeat request.

Resolution

At the moment, the only way to properly activate the offline environment is to use the **permanent** license key. Now, how to validate the license key type:

Check the **Licensing.log** the machine, where you generated **2xlic.bin** file for customer. You need this string:

```
[I 56/00000001/T0F3C/P0BC4/S0002] 19-09-18 02:28:46 - POST try 1 response: Return code: 200. Body:
{"subscription": {"parent_uuid": null, "is_suspended": false, "product_version": "*", "licenses": 50,
"over_limit_period_days": 7, "uuid": "16c5b04c3eec444ea8582c57d6f0376a", "parent_key": null, "is_nfr": false,
"billing_periods": [], "support_type": 0, "is_sublicense": false, "grace_period_ends_at": "2018-10-11 00:00:00",
"main_period_ends_at": "2018-10-11 00:00:00", "is_grace_period": false, "activated_at": "2018-08-15 11:00:54",
"usage": 0, "host": {"activated_at": "2018-09-19 09:28:45", "product_version": "16.5.20278", "hw_id":
"ba3af7b99455389ee3c74293d355d8f7", "name": "GTTNGWVC01069", "last_reported_at": null},
"support_ends_at": null, "name": "", "lic_key": "555555-MX32PG-KNPDYB-4T3B22-555555",
"is_expiring_soon": true, "is_limited": true, "hosts": [{"activated_at": "2018-09-19 09:28:45", "product_version":
"16.5.20278", "hw_id": "ba3af7b99455389ee3c74293d355d8f7", "name": "GTTNGWVC01069",
"last_reported_at": null}], "is_auto_renewable": false, "license_type": 2, "upgrade_insurance_ends_at": null,
"is_expired": false}}.
```

License type can be:

- 1 - LICENSE_TYPE_PERMANENT
- 2 - LICENSE_TYPE_PREPAID
- 3 - LICENSE_TYPE_POSTPAID
- 4 - LICENSE_TYPE_EXT_TRIAL
- 5 - LICENSE_TYPE_INIT_TRIAL

So, that means that all be fine, only when the key type recognized as **"license_type": 1**

Example:

```
[I 56/00000001/T0C0C/P0BC4/S0002] 19-09-18 03:19:49 - POST try 1 response: Return code: 200. Body:
{"subscription": {"parent_uuid": null, "is_suspended": false, "product_version": "*", "licenses": 30,
"over_limit_period_days": 7, "uuid": "83355519aff248b4a9a09409c8bd03d9", "parent_key": null, "is_nfr": false,
"billing_periods": [], "support_type": 1, "is_sublicense": false, "grace_period_ends_at": null,
"main_period_ends_at": null, "is_grace_period": false, "activated_at": "2018-09-19 10:19:48", "usage": 0, "host":
{"activated_at": "2018-09-19 10:19:48", "product_version": "16.5.20278", "hw_id":
"ba3af7b99455389ee3c74293d355d8f7", "name": "GTTNGWVC01069", "last_reported_at": null},
"support_ends_at": "2019-09-19 10:13:38", "name": "", "lic_key":
"CV33S6-DZ3DSH-FZSMPB-AB63JT-HQSH70", "is_expiring_soon": false, "is_limited": true, "hosts":
[{"activated_at": "2018-09-19 10:19:48", "product_version": "16.5.20278", "hw_id":
"ba3af7b99455389ee3c74293d355d8f7", "name": "GTTNGWVC01069", "last_reported_at": null}],
"is_auto_renewable": false, "license_type": 1, "upgrade_insurance_ends_at": "2019-09-19 10:13:38",
"is_expired": false}}.
```

PLEASE NOTE:

License keys provided by Amy are all pre-paid subscriptions. Technically speaking, if the key has an expiration date set in SWP - this is subscription.

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