iSentry LLS Server Readme

V4.0.0

21/03/2025

iSentry Live Licensing Server

Log changes

V4.0.0	- Add support for for KeepWatch, LPR and GenAI licensing - Uninstall fixes - Preservation of license file on uninstall
V3.0	- Add support for Deep learning license for iSentry DL and Rule Processor
V2.0	- Support Milestone Live license request
V1.0	- First Version for Vuma

Prerequisites

- The LLS uses TCP port 9304 to communicate so the port 9304 need to be opened. The communication is encrypted between the iSentry server and the LLS server.

- Small Windows VM (2 cores, 2gb RAM, space for logs – this service can be installed as a service onto an existing machine, with sufficient resources to spare)

Installation steps
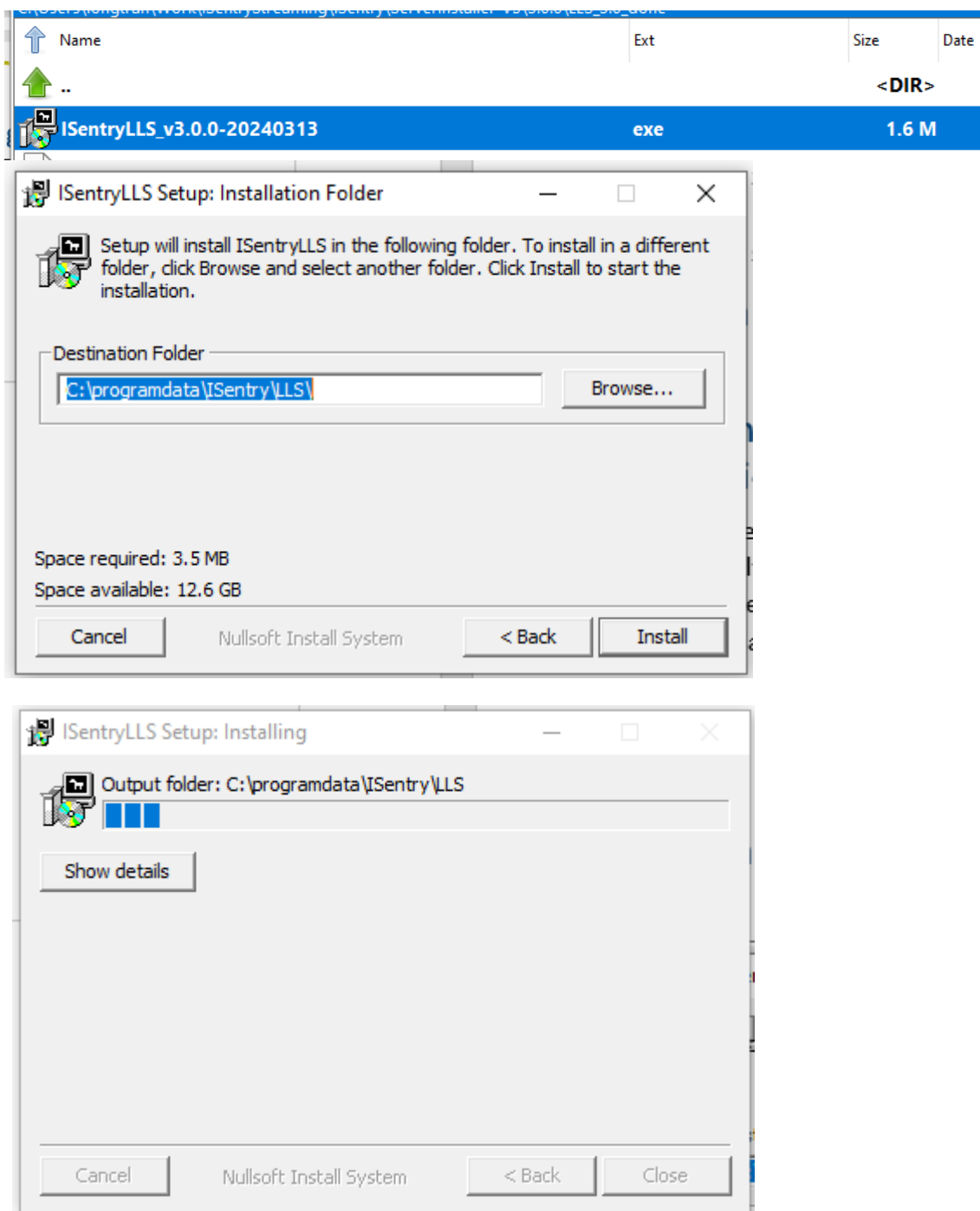
License the machine that will run the Live Licensing Service.

The live licensing server need to be licensed as a normal iSentry server.
The only difference is that all of the license init file (ilf.lic), license request file (LicenseRequest.lic) and the license file (isentry.lic) are located in the same place as the binary file.

- After installing, stop the service.
- Then you will have to download to the license server portal intelexvision.com.au to download an ilf.lic file ilf file (use Prod id 5. firefly) from the license portal
- Then Open a Command Prompt with elevated privileges and run the "C:\ProgramData\ISentry\LLS\iSentryLLS.exe" in the Command window
- Then upload the request file to the license portal, and get the license file, which you then paste in the LLS folder "C:\ProgramData\ISentry\LLS"
- Once again:
- Then Open a Command Prompt with elevated privileges and run the "C:\ProgramData\ISentry\LLS\iSentryLLS.exe" in the Command window
- This will confirm that the license is active.
- Hit Ctrl-C or close the command prompt to stop the process iSentryLLS.exe
- Now start the LLS service in Windows.

For the Backup LLS service, do the same as above on a different machine (can exist on existing machines as a vm)

How iSentry server finds the LLS:

iSentry server will look for LLS address in the settings.json file at the key "LiveLicensingServer". The common format of an LLS address should be tcp://xxx.xxx.xxx.xxx:9304 with xxx replaced by ip address.

Log Files Location:

C:\ProgramData\ISentry\LLS\logs

Syntax: *iSentryLLS.log.txt* with current date is the most recent log file

Previous log files are denoted by log.1; log.2 etc.

Troubleshooting:

Restart the service in Services:

iSentryLLS

Ensure that recovery options are set to restart service on failure states:

Known Issues

Uninstaller Issues

Uninstallation Leaves Files "In-Use"

Affects:

Versions prior to 4.0.0 release

Description:

An error in the Uninstall process leaves files in the installation directory
(`c:\programdata\ISentry\LLS`) after completion. Some of these files may be
marked as "In-Use" by Windows, causing subsequent installation to fail.

Because this is in the Uninstall component you will be affected depending on
which version you are upgrading *from* – ie you may still have an issue installing
V4.0.0 or later, if you have an earlier version installed.

Resolution:

This issue is resolved in 4.0.0 and future releases, but you may find the issue
when upgrading from an earlier version.

If 4.0.0 or later is installed simply install any 4.0.0 version or later. You will be
prompted to uninstall the existing version. If the previous version is 4.0.0 or
later this should succeed with no issues.

To safely update from V3.0 or older take these steps:

1.   Use Explorer to visit `c:\ProgramData\ISentry\LLS`
2.   Double-click `remove_service.bat` and acknowledge the Administrator
        prompts
-       Copy `isentry.lic,licenserequest.lic,ilf.lic files` somewhere
        safe
3.   Uninstall as normal (eg Add/Remove Programs - or `uninstall.exe`)
4.   Verify `c:\ProgramData\ISentry\LLS` is empty
5.   If folder is still not empty - try to delete any remaining files
6.   If those files fail to delete - reboot, then delete any remaining files
7.   Install new version as normal
-       Copy `isentry.lic,licenserequest.lic,ilf.lic files` back to
        `c:\ProgramData\ISentry\LLS`

License file is not preserved on upgrade

Affects:

Versions prior to 4.0.0 release

Description:

-       The Uninstaller deletes all files in the install directory
        `c:\ProgramData\ISentry\LLS`. Prior to V4.0.0 this would include
        deleting the license files `isentry.lic,licenserequest.lic,ilf.lic.`

Resolution:

This issue is resolved in 4.0.0 and future releases, but you may find the issue
when upgrading from an earlier version.

To safely update from V3.0 or older take these steps:

1. Use Explorer to visit `c:\ProgramData\ISentry\LLS`
2. Double-click `remove_service.bat` and acknowledge the Administrator prompts
-   Copy `isentry.lic,licenserequest.lic,ilf.lic` somewhere safe
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7. Install new version as normal
-   Copy `isentry.lic,licenserequest.lic,ilf.licsentry.lic` back to `c:\ProgramData\ISentry\LLS`