

# **iSentry Live Licensing Server (LLS) User Manual**

Version 2025R2

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## Log changes

2025R2 (V4.1)	<ul style="list-style-type: none"><li>- LLS: add support for virtual camera licensing</li><li>- Update licensing calculation to match new product tiers</li></ul>
V4.0	<ul style="list-style-type: none"><li>- Fix mem leak issue.</li><li>- Uninstall before install</li><li>- Refuse to install if already installed</li><li>- new 4.0 builds (1126 or later) with GenAI, KW, LPR</li></ul>
V3.0	<ul style="list-style-type: none"><li>- Add support for Deep learning license for iSentry DL and Rule Processor</li></ul>
V2.0	<ul style="list-style-type: none"><li>- Support Milestone Live license request</li></ul>
V1.0	<ul style="list-style-type: none"><li>- First Version for Vuma</li></ul>

## Prerequisites

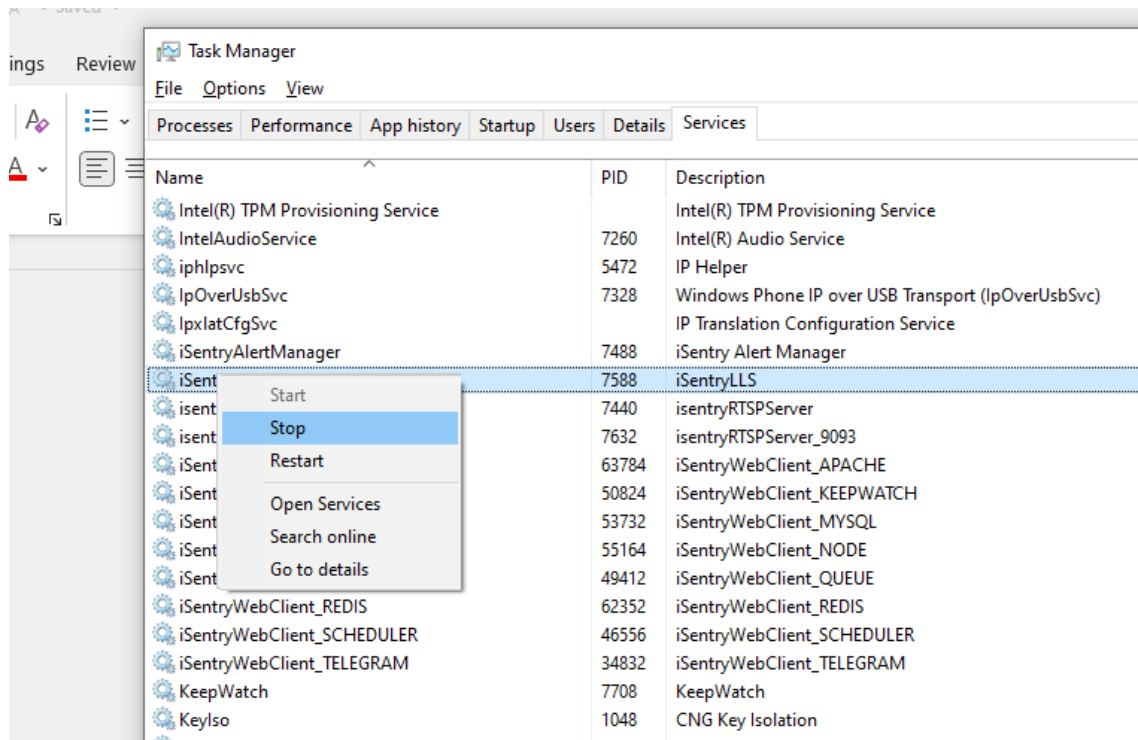
### Prerequisites

- 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

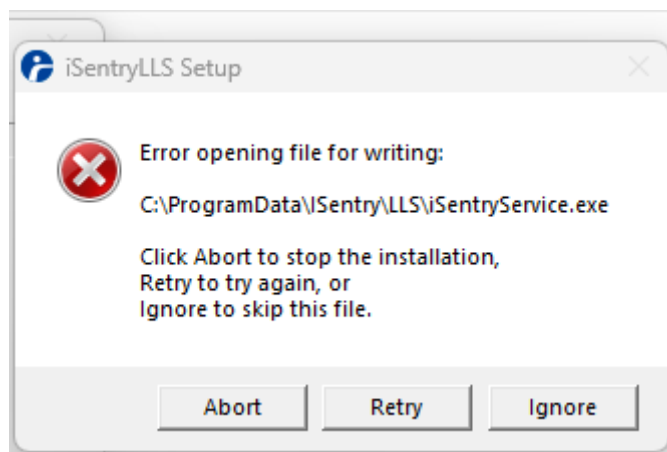
Only for version < 4.0, uninstall the previous version of the LLS server

*First, for LLS version <= 3.0, stop the LLS service*



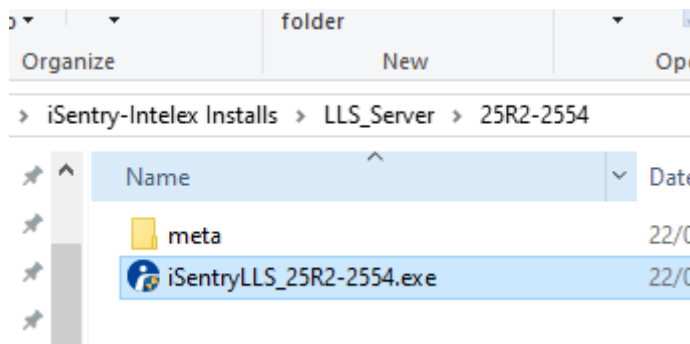
*Second, uninstall LLS Server*

Forgetting to uninstall the previous version will cause this error dialog when installing the new LLS installer

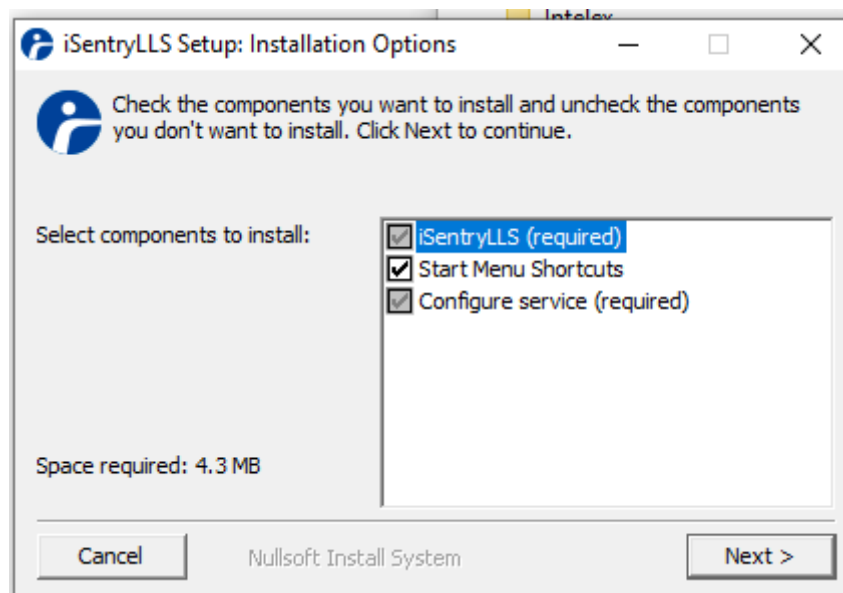


## Run installation wizard

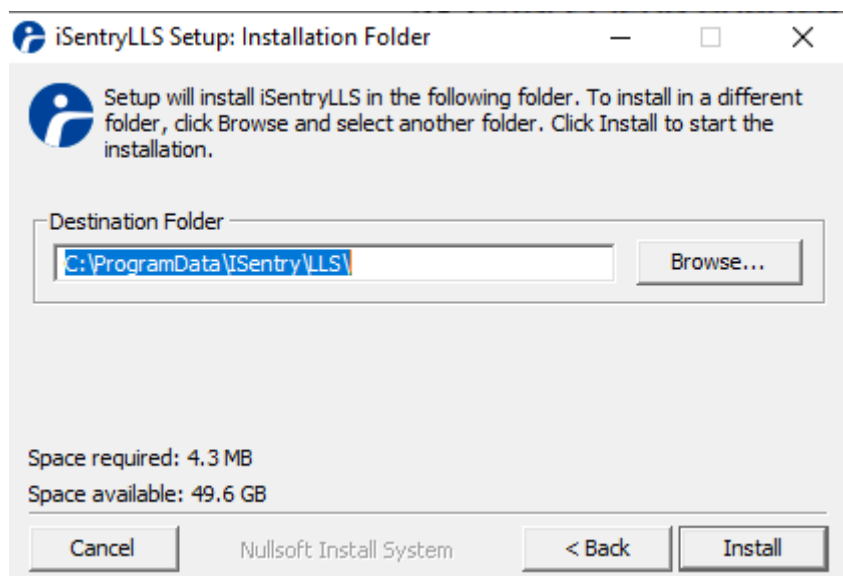
*Double-click the installer to install*



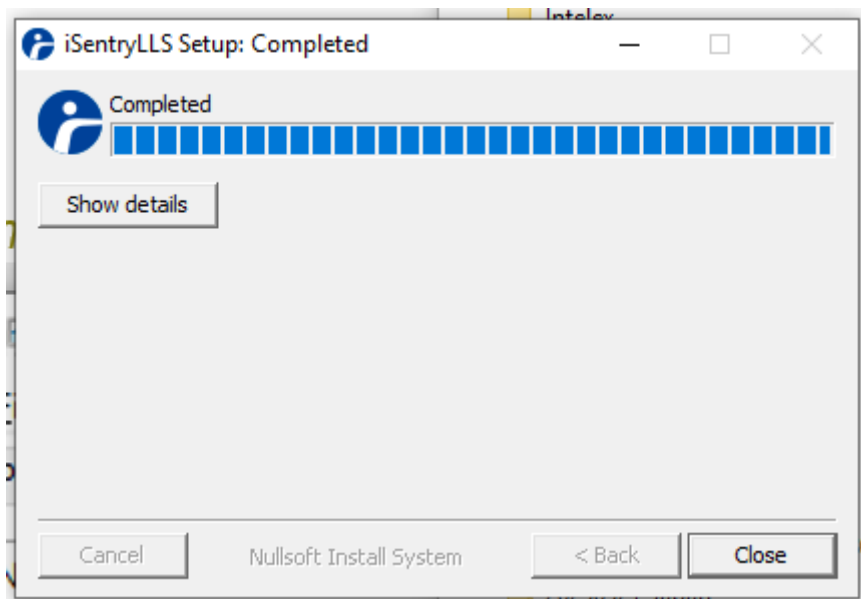
### *iSentry LLS Setup: Installation Options*



### *Select Destination installed folder*



*Wait until process complete and hit close*



### Check iSentryLLS service

It is normal for the Status "Pause" of the service given the machine with LLS server need be licensed first to run. Please follow next steps to license it.

Processes Performance App history Startup Users Details Services					
Name	PID	Description	Status	Group	
IDriverT		InstallDriver Table Manager	Stopped		
igccservice	7204	Intel(R) Graphics Command Center Service	Running		
IKEEXT		IKE and AuthIP IPsec Keying Modules	Stopped	netsv	
InstallService	3504	Microsoft Store Install Service	Running	netsv	
Intel(R) Capability Licensing Service TCP IP Interface		Intel(R) Capability Licensing Service TCP IP Interface	Stopped		
Intel(R) Platform License Manager Service		Intel(R) Platform License Manager Service	Stopped		
Intel(R) TPM Provisioning Service		Intel(R) TPM Provisioning Service	Stopped		
IntelAudioService	7260	Intel(R) Audio Service	Running		
iphlpvc	5472	IP Helper	Running	NetS	
IpOverUsbSvc	7328	Windows Phone IP over USB Transport (IpOverUsbSvc)	Running		
IpIatCfgSvc		IP Translation Configuration Service	Stopped	Local	
iSentryAlertManager	7488	iSentry Alert Manager	Running		
iSentryLLS	46704	iSentryLLS	Paused		
icentrRTSDDServer	7440	icentrRTSDDServer	Running		

### 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](http://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:

The screenshot shows the 'iSentryLLS Properties (Local Computer)' dialog box with the 'Recovery' tab selected. The dialog has four tabs: 'General', 'Log On', 'Recovery', and 'Dependencies'. The 'Recovery' tab contains the following settings:

- Select the computer's response if this service fails.** [Help me set up recovery actions.](#)
- First failure:** Restart the Service (dropdown menu)
- Second failure:** Restart the Service (dropdown menu)
- Subsequent failures:** Restart the Service (dropdown menu)
- Reset fail count after:** 0 days
- Restart service after:** 1 minutes
- ☒ **Enable actions for stops with errors.** [Restart Computer Options...](#)
- Run program**
  - Program:** [text box] [Browse...](#)
  - Command line parameters:** [text box]
  - ☐ **Append fail count to end of command line (/fail=%1%)**

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Apply'.



