Hewlett Packard Enterprise

HPE Edgeline IoT and Converged Edge Systems Licensing Guide

Abstract

This guide provides information about purchasing, registering, and installing HPE IoT and Converged Edge System licenses.

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Edgeline licensing

HPE Edgeline Infrastructure Manager

HPE Edgeline Infrastructure Manager (EIM) allows management of multiple Edgeline devices across multiple networks and geographic regions as an on-premise software tool.

- EIM Standard requires no license (free) and provides basic management capability at scale.
- If you want to perform firmware updates at scale for the following products, you must have an EIM Advanced license.
  - HPE Edgeline EL4000 Converged Edge System
  - HPE Edgeline EL1000 Converged Edge System
  - HPE Edgeline EL300 Converged Edge System
  - HPE ProLiant m510 Server Cartridge
  - HPE ProLiant m710x Server Cartridge
  - HPE ProLiant m710x-L Server Cartridge

  An evaluation license key is available at the following website: **https://myenterpriselicense.hpe.com/cwp-ui/evaluation**.

HPE Edgeline Integrated System Manager

HPE Edgeline Integrated System Manager (iSM) is a remote management tool embedded in HPE Edgeline EL300 Converged Edge Systems.

Standard features are available without a license. Advanced features (Remote Console, Virtual Media, Lock System, and Disable System) are enabled by installing a license key. An evaluation license key is available at the following website: **https://myenterpriselicense.hpe.com/cwp-ui/evaluation**.

The HPE Edgeline iSM WiFi radio is disabled by default on systems that were not previously certified in some regions, and might require a license to operate. If the HPE Edgeline iSM **License** page displays the **WiFi Radio License Status** section, you must install a license to enable the WiFi radio.

- HPE Edgeline iSM allows system administrators to remotely configure, update, and monitor system health and activity.
- The embedded iSM management module has its own network connection and IP address to which administrators connect on their dedicated management network.
- HPE Edgeline iSM supports advanced security functions like preventing system boot file changes and remote system disablement during a security event.
- HPE Edgeline EL300 Converged Edge System is an ultra-compact and ruggedized converged OT and IT system with edge optimized remote management and wireless connectivity. Depending on the model and options selected, it is certified for a variety of industry standards, including:
  - NEBS
  - MIL-STD-810G
  - IP50

HPE Edgeline OT Link Platform

The HPE Edgeline OT Link Software bridges the gap between data in the field or factory and business applications for companies looking to implement Industrial internet of things (IoT) solutions and enable simple, fast, and predictable IoT implementations. The different Edgeline industrial software and hardware products work seamlessly together to allow companies to access and exploit data previously trapped inside Industrial equipment, no matter where or when it was deployed. The HPE Edgeline OT Link Software also offers data and device management so companies can optimize both how they run their business and how customer businesses operate.

OT Link Platform software will be preinstalled in the factory on the EL300 only.

HPE Edgeline OT Link Platform comes with a 15-day trial license. After that, you must purchase a license to continue using the product.

HPE Edgeline OT Link Platform software can be installed on the following products:

- HPE Edgeline EL300 Converged Edge System
- HPE ProLiant m710x Server Cartridge installed in an HPE Edgeline EL1000 or EL4000 Converged Edge System
- HPE ProLiant m710x-L Server Cartridge installed in an HPE Edgeline EL1000 or EL4000 Converged Edge System
- HPE ProLiant m510 Server Cartridge installed in an HPE Edgeline EL1000 or EL4000 Converged Edge System

HPE Edgeline Workload Orchestrator

HPE Edgeline Workload Orchestrator enables users to centrally deploy and manage workloads running on multiple Edgeline systems. Users can deploy workflows and application containers to one or more Edgeline systems located in the same or geographically distributed locations. For example, a user can create a workflow and application set on an HPE Edgeline OT Link Platform and then deploy it on additional systems with the Edgeline Workload Orchestrator. By centralizing creation and deployment, Workload Orchestrator simplifies the provisioning of multiple systems that perform similar functions. Using Workload Orchestrator to centralize management of the OT Link Platform on numerous Edgeline Converged Edge Systems cuts the time and effort required to deploy, update, and manage the software stack running on those systems.

HPE Edgeline Workload Orchestrator provides centralized dashboards that depict the operational status across all OT Link systems. It consolidates information from those systems. Workload Orchestrator dashboards enable users to tailor the information displays.

HPE Edgeline Workload Orchestrator comes with a 15-day trial license. After that, you must purchase a license to continue using the product.

Selecting a license

HPE EIM license product numbers (SKUs)

Product Number	Delivery	Support term for licensed features	HPE factory installed/ preinstalled?	Description
R1X28AAE	Electronic	3-year 24x7	No	HPE EIM Adv 3yr E-LTU
R1X27AAE	Electronic	3-year 24x7	No	HPE EIM Adv w/iSM Adv 3yr E-LTU
R1X29AAE	Electronic	3-year 24x7	No	HPE EIM Adv w/iLO Adv 3yr E-LTU

HPE EIM standard and licensed features

The following table shows standard EIM features that ship at no extra cost and the licensed features that are available with the EIM Advanced license.

Feature	Standard features (no license key)	Advanced features (available via license key)
Device discovery	X	
Device hardware-specific capabilities	X	
Firmware updating at scale		X
Firmware updating per device	X	
Health monitoring and reporting	X	
LDAP server integration	X	
Online help	X	
Redfish API	X	
Security compliance	X	
SSL certificate support	X	

HPE Edgeline iSM license product numbers (SKUs)

Product Number	Delivery	Support term for licensed features	HPE factory installed/ preinstalled?	Description
R1P49AAE	Electronic	3-year 24x7	No	HPE EL300 iSM Adv 3Yr 24x7 Sup/Upd E-LTU

HPE Edgeline iSM standard and licensed features

The following table shows standard iSM features that ship at no extra cost. It also shows the licensed features that are available with the iSM Advanced license.

Feature	Standard features (no license key)	Advanced features (available via license key)
System Health	X	
Security	X	
Remote Graphic Console: Ability to remotely view console.		X
Virtual Media Support: Ability to load multimedia remotely.		X
Disable System: Ability to disable hardware in case of theft or decommissioning.		X
Lock System		X

HPE Edgeline Wireless Enablement license product numbers (SKUs)

Product Number	Delivery	Support term for licensed features	HPE factory installed/ preinstalled?	Description
R4X81A	Electronic	N/A	Yes—When purchased together with the server SKU. No—When purchased as a standalone product.	HPE Edgeline Wireless Enablement LTU[1, 2]

1 Available on supported servers only. To verify support, look for the **WiFi Radio License Status** section on the **Administration-License** page.

2 This license does not affect the Intel Wi-Fi on the host. The host Wi-Fi is enabled by installing the Wi-Fi module.

HPE Edgeline Wireless Enablement features

Feature	Wireless Enablement features (available via license key)
iSM Wi-Fi networking	X
iSM Wi-Fi Access Point	X

HPE Edgeline OT Link Platform license product numbers (SKUs)

Product Number	Delivery	Support term for licensed features	HPE factory installed/ preinstalled?	Description
R2E10AAE	Electronic	3-year 24x7	No	HPE EL OT Link 1Sys 3yr Sup Perp E-LTU
R2E11AAE	Electronic	3-year 24x7	No	HPE EL OT Link 5EP 3yr Sup Perp E-LTU
R2E12AAE	Electronic	3-year 24x7	No	HPE EL OT Link 500Tags 3yr Sup Perp E-LTU
R2E13AAE	Electronic	1-year 24x7	No	HPE EL OT Link 1Sys 1yr Sup An E-LTU
R2E14AAE	Electronic	1-year 24x7	No	HPE EL OT Link 5EP 1yr Sup An E-LTU
R2E15AAE	Electronic	1-year 24x7	No	HPE EL OT Link 500Tags 1yr Sup An E-LTU

HPE Edgeline Workload Orchestrator license product numbers (SKUs)

Product Number	Delivery	Support term for licensed features	HPE factory installed/ preinstalled?	Description
R2E16AAE	Electronic	1-year 24x7	No	HPE EL WL Orch 100Dev 1yr Sup An E-LTU
R2E17AAE	Electronic	1-year 24x7	No	HPE EL WL Orch 1K Dev 1yr Sup An E-LTU
R2E18AAE	Electronic	1-year 24x7	No	HPE EL WL Orch 5K Dev 1yr Sup An E-LTU
R2E19AAE	Electronic	1-year 24x7	No	HPE EL WL Orch 10K Dev 1yr Sup An E-LTU
R2E20AAE	Electronic	1-year 24x7	No	HPE EL WL Orch 100K Dev 1yr Sup An E-LTU
R2E21AAE	Electronic	1-year 24x7	No	HPE EL WL Orch 150K Dev 1yr Sup An E-LTU
R2E23AAE	Electronic	1-year 24x7	No	HPE EL WL Orch 1GB 1yr Sup An E-LTU

Registering and redeeming a license key

Benefits of registering a license

Registering your license is an important step. The benefits of registration include:

- Accessing the Hewlett Packard Enterprise Support Center (**https://www.hpe.com/support/hpesc**).
- Accessing software updates through the My HPE Software Center website (**https://www.hpe.com/downloads/software**).
- Tracking of all your Hewlett Packard Enterprise product licenses in one convenient place through the My HPE Software Center website (**https://www.hpe.com/software/hpesoftwarecenter**).
- Receiving important product alerts.
- Activating your unique Hewlett Packard Enterprise Support Agreement ID (SAID).

  Your SAID identifies you and tracks your products so that Hewlett Packard Enterprise can provide fast, personalized support.

  NOTE: At this time, the My HPE Software Center portal does not track SAID agreements.

Best practices for retaining license information

- Retain the Electronic Delivery Receipt email for future reference.
- Retain the Activation Receipt email for future reference.
- After you purchase and activate a license, forward the confirmation emails to others in your organization who might manage licenses in the future.
  - You can easily forward the activation receipt and confirmation email to an address you specify during the license registration process.
  - If you are not the original purchaser of a license, request a copy from the person in your organization who made the purchase.

Registering a license

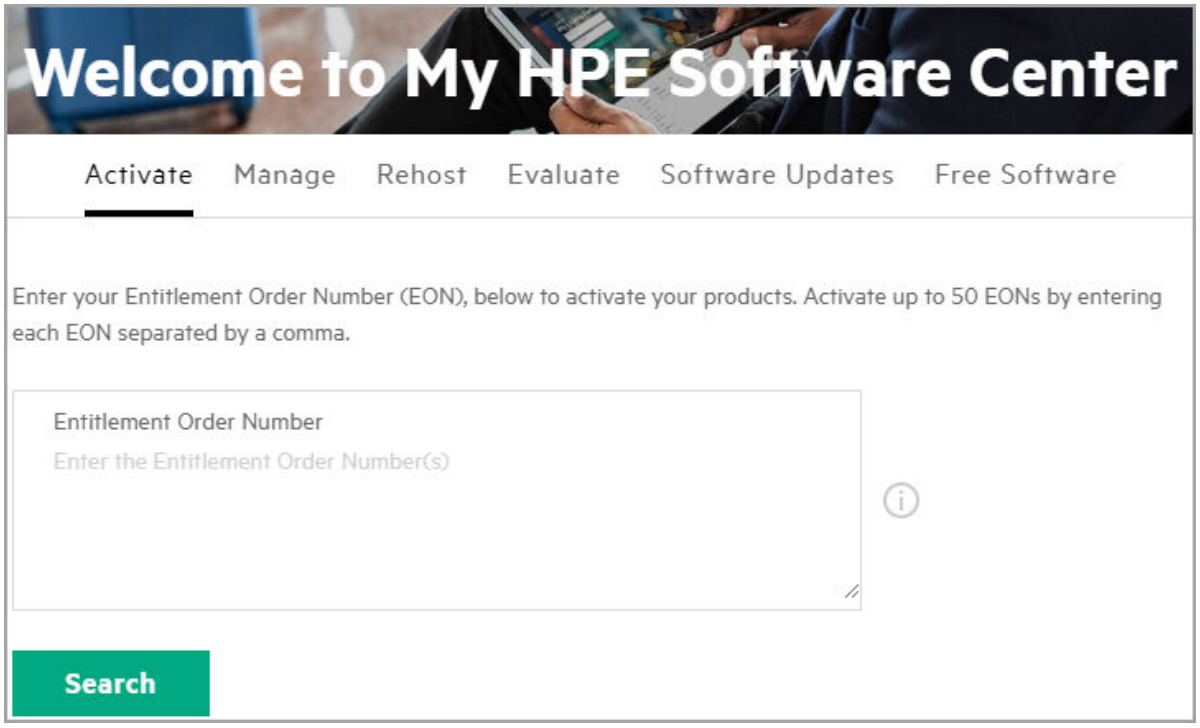
Registering a license is an important step. For information about the benefits, see **Benefits of registering a license**.

Procedure

1. Locate and review your License Entitlement Certificate.

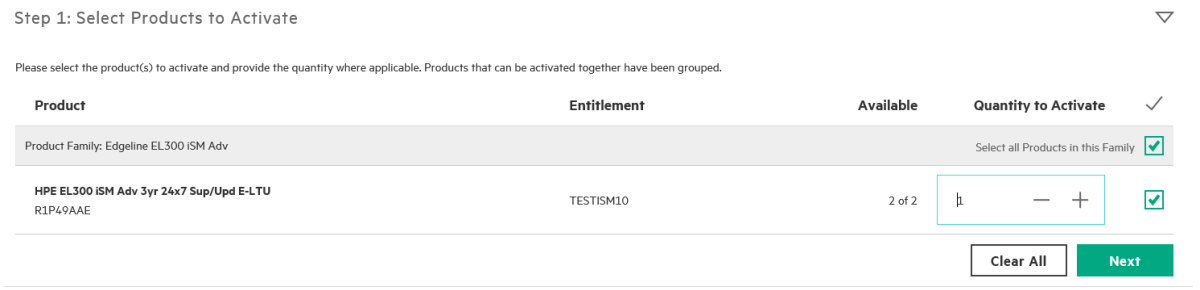
   This certificate contains your Entitlement Order Number (EON).
2. Go to the My HPE Software Center website at **https://www.hpe.com/software/hpesoftwarecenter**.
3. Sign in with your HPE Passport account email address.

   The My HPE Software Center welcome page appears with the **Activate** tab displayed.



4. Enter your **Entitlement Order Number** (EON), and then click **Search**.

   A **Select Products to Activate** page similar to the following example displays your products that are available for license activation.

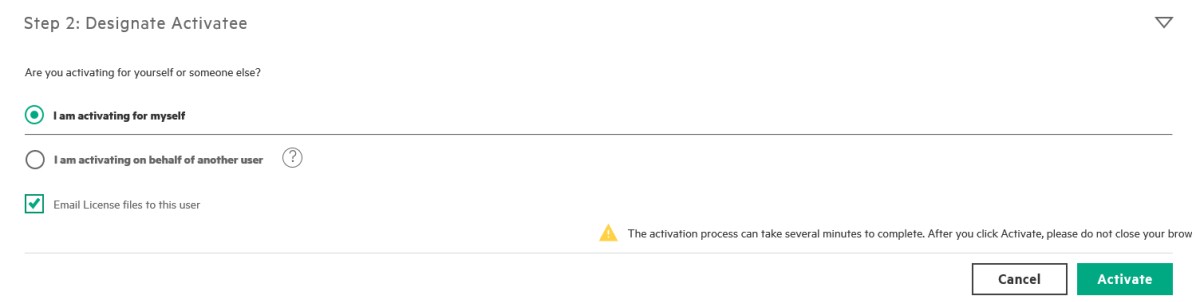


5. Do one of the following:

   - To activate licenses for all products listed, leave the **Select all Products in this family** check box selected.
   - To activate a specific license, select the corresponding check box.

6. Click **Next**.

   A **Designate Activatee** page appears.



7. Do one of the following:

   - To activate the license for yourself, select **I am activating for myself**.
   - To activate on behalf of another user, select **I am activating on behalf of another user**, and complete the information about the user.

     To have license files emailed to the specified user, leave the **Email License files to this user** check box selected.

8. Click **Activate**.

   The **Activation Complete** page appears.

9. (Optional) To participate in a survey about your license purchasing experience, click the survey link that appears on the **Activation Complete** page. Follow the onscreen instructions.

10. Do any of the following:

    - To open the installation instructions, click the PDF file link.
    - To download the license file, click the file link.
    - To copy the license file, click the **Copy Key File Content to Clipboard** link.
    - To download the installation instructions or license file, click the check box next to one or more files, and then click **Download**.

    An Activation Receipt is generated. If you selected the download or share options, your activation receipt is sent by email with a zip file containing your license file and installation instructions.

    Hewlett Packard Enterprise recommends saving the Activation Receipt for future reference.

Verifying license activation

To verify that the license activation process was successful, confirm the following:

Procedure

☐ You received a license activation receipt.

☐ You can view information about your license on the **Manage My Assets** page on the My HPE Software Center website.

Installing an EIM license

Installing a license using the EIM GUI

Prerequisites

- Privileges to configure EIM settings.
- A valid EIM license file.
- The EIM date and time are set correctly.
- You can connect to EIM from the local system web browser.

Procedure

1. Log in to EIM.
2. Click **Licensing** in the left panel.
3. Click **Choose File**, and then select the license key file.
4. Click **Upload**.

   The following message is displayed: `License uploaded successfully`.

   A list of current licenses is displayed at the bottom of the screen.

Installing an Edgeline iSM license

Installing a license using the Edgeline iSM GUI

Prerequisites

- Privileges to configure iSM settings.
- A valid iSM license file stored on the local system or uploaded to a web server.
- The iSM date and time are set correctly.
- You can connect to iSM from a web browser on your local system.

Procedure

1. Log in to iSM.
2. Click **Administration** in the navigation tree, then click **License**.
3. Click **Install License**.
4. Select the **Local file** or **Remote file** option.
5. Depending on the option you selected, do one of the following:
   - If you selected **Local file**, click **Browse** or **Choose File**, and then select the license file.
   - If you selected **Remote file**, enter the URL for a license file on an accessible web server.
6. Click **Install**.

   The license is installed and it is displayed in the applicable license status section on the **Administration - License** page.

Installing a license using the Edgeline iSM CLI

Prerequisites

- Privileges to configure iSM settings.
- A valid iSM license file uploaded to a web server.
- The iSM date and time are set correctly.
- You can SSH to iSM from your local system.

Procedure

1. Open a connection in an SSH client application, such as PuTTY.
2. Leave the SSH port as **22**, and the **Connection type** as **SSH**.
3. At the login prompt, enter your user name and password.



The `iSM` prompt appears.

4. Run the command **`add license <license_file_url>`**.

   For example:

   `(iSM) add license` **`http://<license_file_web_server_IP>/Edgeline_11092018101903/HPE EL300 iSM A_12379_63573357.lic`**

   The following message is displayed:

   `Successfully installed license (iSM).`

Installing a license using REST API

Prerequisites

- Privileges to configure iSM settings.
- A valid iSM license file stored on the local system or uploaded to a web server.
- The iSM date and time are set correctly.
- Network connectivity to iSM.

Procedure

1. Locate your license activation key.
2. Download a Redfish interface tool such as Postman (**https://www.getpostman.com/**).
3. Enter the license using the JSON Constrained Notation script.

   Sample license JSON script:

```
Add license via remote file:
URI: (POST) https://{{iSM-ip}}/redfish/v1/Managers/1/LicenseService/Actions/LicenseService.InstallLicense
Input data(JSOn format): {"ImageURI": "URL" } [URL= Link to the license file]

Output:
{
    "error": {
        "@Message.ExtendedInfo": [],
        "code": "Base.1.0.0.Success",
        "message": "The operation completed successfully."
    }
}

Add license via local file (Customer will need to install some tool like Postman for using this below step)
URI: (POST) https://{{iSM-ip}}/redfish/v1/Managers/1/LicenseService/InstallLicenseFromPost
Input Data: (form-data) file, value: Browse license file in client computer
Output:
{
    "error": {
        "@Message.ExtendedInfo": [],
        "code": "Base.1.0.0.Success",
        "message": "The operation completed successfully."
    }
}
```

Installing an HPE Edgeline OT Link Platform license

Installing an OT Link Platform license (online activation)

Prerequisites

- Verify that the **WAN** box is selected for the network interface you are using.
- Internet access

Procedure

1. Navigate to **System** > **License** in the OT Link Platform.
2. Scroll to **Online Activation**.
3. Enter an activation key, and then click **Submit**.

   A dialog box prompts you to confirm the operation.
4. Click **Confirm**.

   The main page of OT Link Platform is displayed.
5. (Optional) To verify successful installation, navigate to the **System** > **License** page.

   The license features should be listed at the top of the page.

Installing an OT Link Platform license (offline activation)

Prerequisites

Internet Access

Procedure

1. Navigate to the **System** > **License** page in the OT Link Platform.
2. Scroll to **Offline Activation**.
3. Copy the **https://www.hpe.com/support/otlink-license** URL, and then open a new tab and paste in the URL.
4. Enter your activation key and Host ID.

   The Host ID can be found on the **License** screen under the **System Option** menu in the OT Link Platform.
5. Click **Generate**.
6. Copy the license content that appears and paste it into the **offline activation** box.
7. Click **Submit**.

   The main page of the OT Link Platform is displayed.
8. (Optional) To verify successful installation, navigate to the **System** > **License** page.

   The license features should be listed at the top of the page.

Installing an HPE Edgeline Workload Orchestrator license

Installing a Workload Orchestrator license (online activation)

Prerequisites

- Verify that the **WAN** box is selected for the network interface you are using.
- Internet access

Procedure

1. Navigate to **System** > **Licenses** in Workload Orchestrator.
2. Scroll to **Online Activation**.
3. Enter an activation key, and then click **Submit**.

   A dialog box prompts you to confirm the operation.
4. Click **Confirm**.

   The main page of Workload Orchestrator is displayed.
5. (Optional) To verify successful installation, navigate to the **System** > **Licenses** page.

   The license features should be listed at the top of the page.

Installing a Workload Orchestrator license (offline activation)

Prerequisites

Internet access

Procedure

1. Navigate to **System** > **Licenses** in Workload Orchestrator.
2. Scroll to **Offline Activation**.
3. Copy the **https://www.hpe.com/support/otlink-license** URL, and then open a new tab and paste in the URL.
4. Enter your activation key and Host ID.

   The Host ID can be found by typing `hosted` at the command prompt on the system where Edgeline Workload Orchestrator is running.
5. Click **Generate**.
6. Copy the license content that appears, and then paste it into the **offline activation** box.
7. Click **Submit**.

   The main page of Workload Orchestrator is displayed.
8. (Optional) To verify successful installation, navigate to the **System** > **Licenses** page.

The license features should be listed at the top of the page.

Websites

General websites

Hewlett Packard Enterprise Information Library

www.hpe.com/info/EIL

Hewlett Packard Enterprise Edgeline Documentation

www.hpe.com/info/edgeline-docs

Hewlett Packard Enterprise Edgeline Information

www.hpe.com/info/edgeline

Hewlett Packard Enterprise OT Link and Workload Orchestrator Information

https://www.hpe.com/info/OTLink-WO-FAQ

License, SAID, and software update support

HPE Edgeline IoT and Converged Edge System licensing support contact addresses

To obtain support, you must provide proof of a license purchase.

NOTE: You cannot exchange a license that is redeemed (activated).

- Americas: **licensing.ams@hpe.com**
- Europe, Middle East, and Africa: **licensing.emea@hpe.com**
- Asia-Pacific and Japan: **licensing.apj@hpe.com**

Linking an SAID to an HPE Passport account

The SAID is a 12-digit number assigned for entitlement to a service agreement contract. You must have an SAID to access Hewlett Packard Enterprise Technical Support and Software Updates for Hewlett Packard Enterprise hardware and software products.

When you register a license on the **My HPE Software Center** website, you receive a Welcome to Support letter or email that includes your SAID and other contract information.

After you receive your SAID, you can link it to your HPE Passport account so that you can access updates directly from the My HPE Software Center website (**http://www.hpe.com/downloads/software**).

Procedure

1. Navigate to the Hewlett Packard Enterprise Support Center at **https://www.hpe.com/support/hpesc**.
2. Log in with your HPE Passport account.
3. On the left navigation menu, click **CONTRACTS AND WARRANTIES**.
4. Click **Link support agreements** and follow the onscreen instructions.

Accessing software updates if your SAID is not linked to an HPE Passport account

To access software updates if you have not yet linked your SAID to your HPE Passport account:

Procedure

1. Go to the My HPE Software Center **Software Updates** page at **http://www.hpe.com/downloads/software**.
2. Sign in with your HPE Passport account.
3. Select **Directly enter an SAID**, enter your SAID, and then click **View available products**.

Renewals for iSM license technical support and software updates

All iSM license activation keys are sold with three years included HPE Foundation Care 24 x 7 technical support. Once the support reaches the expiration date, you will receive a notification letter and offer for additional support coverage. Contact your Hewlett Packard Enterprise account representative or reseller if you do not receive the renewal offer letter before your support expiration date.



Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:

  https://www.hpe.com/info/assistance

- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:

  https://www.hpe.com/support/hpesc

Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates:

  Hewlett Packard Enterprise Support Center

  https://www.hpe.com/support/hpesc

  Hewlett Packard Enterprise Support Center: Software downloads

  https://www.hpe.com/support/downloads

  My HPE Software Center

  https://www.hpe.com/software/hpesoftwarecenter

- To subscribe to eNewsletters and alerts:

  https://www.hpe.com/support/e-updates

- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page:

  https://www.hpe.com/support/AccessToSupportMaterials

IMPORTANT: Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

Remote support and Proactive Care information

HPE Get Connected

https://www.hpe.com/services/getconnected

HPE Proactive Care services

https://www.hpe.com/services/proactivecare

HPE Datacenter Care services

https://www.hpe.com/services/datacentercare

HPE Proactive Care service: Supported products list

https://www.hpe.com/services/proactivecaresupportedproducts

HPE Proactive Care advanced service: Supported products list

https://www.hpe.com/services/proactivecareadvancedsupportedproducts

Proactive Care customer information

Proactive Care central

https://www.hpe.com/services/proactivecarecentral

Proactive Care service activation

https://www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty information for your product, see the links provided below:

HPE ProLiant and IA-32 Servers and Options

https://www.hpe.com/support/ProLiantServers-Warranties

HPE Enterprise and Cloudline Servers

https://www.hpe.com/support/EnterpriseServers-Warranties

HPE Storage Products

https://www.hpe.com/support/Storage-Warranties

HPE Networking Products

https://www.hpe.com/support/Networking-Warranties

Regulatory information

To view the regulatory information for your product, view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise Support Center:

https://www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

https://www.hpe.com/info/reach

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

https://www.hpe.com/info/ecodata

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

https://www.hpe.com/info/environment

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