

How to do maintenance check

Why should I do maintenance check?

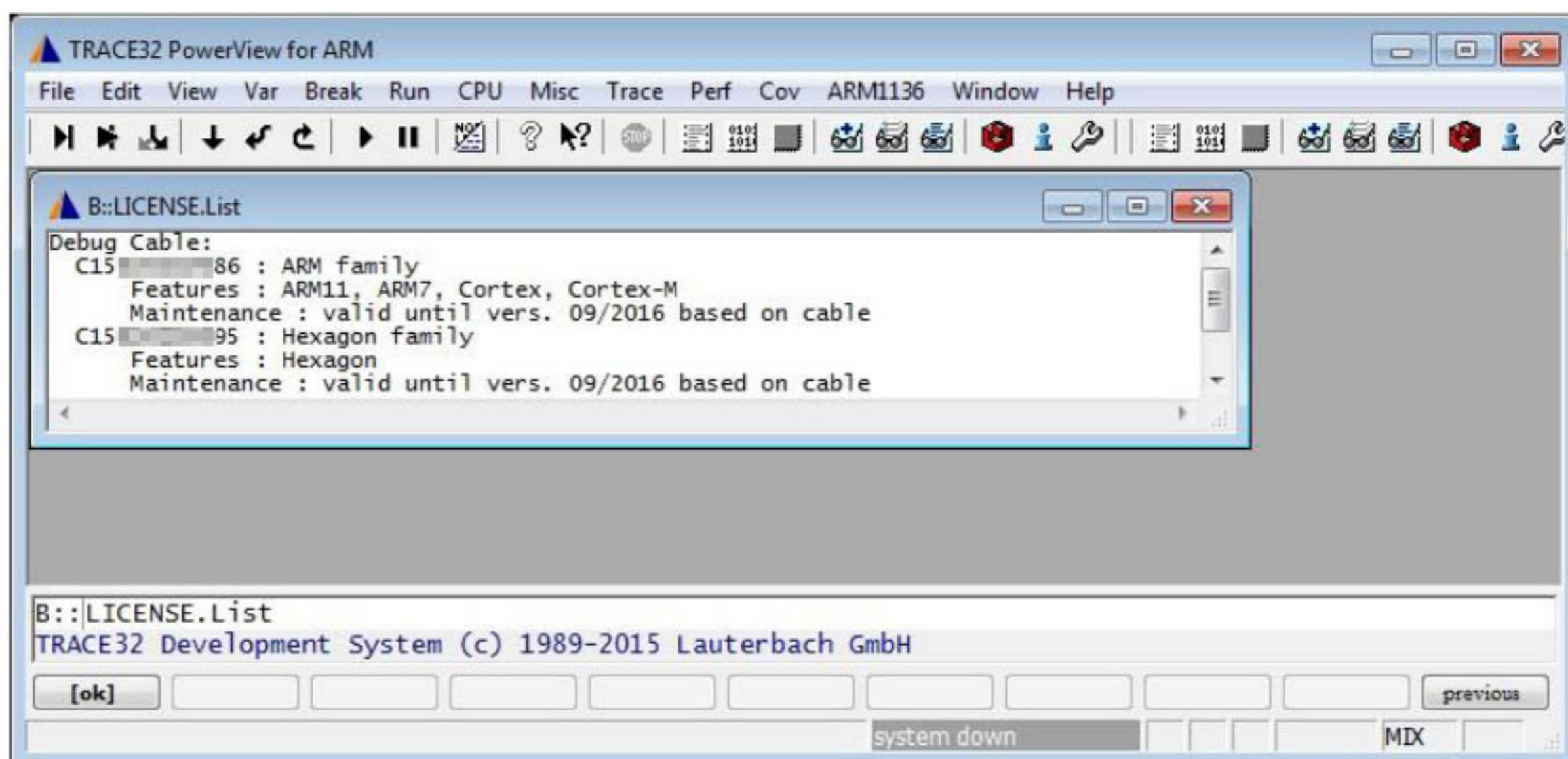
All Lauterbach products are delivered with a full version of the TRACE32 PowerView software and a 12-month software guarantee. This original software version can be used indefinitely. The original software guarantee allows users to upgrade their software version for 12 months from the date of purchase. No extra software maintenance key is required within this period. After this 12 months period an additional maintenance key is required to upgrade the TRACE32 software.

If you want to know the expiration date of the current maintenance license you need to provide the serial number of your product. The serial number consists of the device identifier and 11 digits, e.g C13 [redacted] 02.

Device Identifier	
C	TRACE32 ICD
T	Temporary license for all TRACE32 tools
L	Floating license

How to get the serial number for the product?

If the TRACE32 PowerView software is running you can get the serial number by using the command LICENSE.List in the software as follows:



If you have no TRACE32 PowerView software running you can also obtain the serial numbers for your hardware from the product label. Please make sure the serial number you enter is from a Debug Cable, Nexus Adapter, CombiProbe or μ Trace (the base modules are not licensed).



If your product has licenses for more than one architecture then the serial number for each architecture has its own maintenance license. When ordering a new maintenance key please be aware that if you want to do multicore debugging with different processor architectures, all the involved software maintenance licenses should be valid.

For floating licenses you can get them either from the latest license file (.lic) or from the "Status" menu in the RLM web server. Please make sure it is a serial number of a "Front-End" floating license.

License pool status

Product	Pool	Ver	Expires	count	soft lim	inuse	res	timeout	share	transactions	Show License Usage
t32.frontend.arc	1	2014.02	permanent	Token	0	0	0	4800	None	0	usage...
t32.i13 97.maint	2	2014.02	permanent	1	1	0	0	4800	None	103	usage...
t32.multicore.all	3	2014.12	permanent	Token	0	0	0	4800	None	0	usage...
t32.i13 73.maint	4	2014.12	permanent	1	1	0	0	4800	None	1	usage...
t32.frontend.arm	5	2015.03	permanent	Token	0	0	0	4800	None	1	usage...
t32.i14 19.maint	6	2015.03	permanent	5	5	1	0	4800	None	1304	usage...
t32.frontend.x86	7	2015.03	permanent	Token	0	0	0	4800	None	0	usage...
t32.i14 20.maint	8	2015.03	permanent	3	3	0	0	4800	None	117	usage...

How to interpret the results of maintenance check?

One product could contain more than one serial number. By cross checking one of the serial numbers and the software version (format: YYYY.MM) there could be different scenarios:

- All ok for the given software version:

License Serial Number: C13[redacted]32 Maintenance check
Software version: 2015.05

Information about all serials in your Lauterbach hardware
C13[redacted]32: Valid until software version 2015.07
C13[redacted]35: Valid until software version 2015.07

- All not ok for the given software version (red background):

License Serial Number: C10[redacted]46 Maintenance check
Software version: 2015.05

Information about all serials in your Lauterbach hardware
C10[redacted]46: Valid until software version 2011.08
C10[redacted]46 expired for software version 2015.05!
C10[redacted]47: Valid until software version 2011.08
C10[redacted]47 expired for software version 2015.05!

- Partly OK and partly expired for the given software version (red background):

License Serial Number: C13[redacted]02 Maintenance check
Software version: 2015.05

Information about all serials in your Lauterbach hardware
C13[redacted]02: Valid until software version 2016.09
C14[redacted]44: Valid until software version 2015.02
C14[redacted]44 expired for software version 2015.05!

- If the wrong serial number is given, maintenance check fails:

License Serial Number: C99920117539 Maintenance check
Software version: 2015.05

Information about all serials in your Lauterbach hardware
C99920117539 maintenance check failed
Please enter the serial number of a DEBUG CABLE,
NEXUS ADAPTER, COMBIPROBE or uTRACE