

IBM LUM

Inability to query license server (i4blt error ADM-10037: There are no active license servers)

If your log includes an error indicating that you are unable to query the license server machine, running the i4blt command described in [License server issues](#) may result in the following i4blt error:

```
C:\IFOR\WIN\BIN>i4blt -s -lc -k n 172.16.8.30

i4blt Version 4.6.8 Windows -- LUM Basic License Tool

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ADM-10037: There are no active license servers
```

To resolve this issue:

1. Ensure you have the latest version of IBM LUM that includes the i4ls.ini parameter named AuthCallBack. This parameter improves performance in slow or unstable networking environments, especially on Wide Area Networks. The use of this parameter is also recommended when there have been problems with communication across firewalls with older LUM levels installed.
2. Make sure you have root privileges. Otherwise, you will not be able to connect to the license server.
3. Configure the IBM LUM server using the i4blt utility.

You can also contact IBM Technical Support or visit their support website: <https://www.ibm.com/support/home/>

Inability to gather statistics for IBM LUM (i4blt error ADM-10103: Server 10.0.0.2 not found)

If License Statistics cannot collect statistics for IBM LUM, the License Statistics log may contain an error similar to the following: ADM-10103: Server 10.0.0.2 not found.

If you have a problem with running the i4blt command, it may mean that your i4blt utility is not working or is incorrectly configured. To fix this IBM LUM problem:

1. Check if the application can find all dll files and make sure that the files are located in the correct directories. If not, you will need to work with your IBM LUM application vendor further to get a working version of i4blt and verify if the utility is has been installed correctly and functions properly.

If the above solution does not work, you can also try taking the following steps:

1. Type in the server name instead of the IP address in the Hostname field.
2. If the LUM server is not local to the machine running License Statistics, the I4LS file must contain all the license servers.

Note that the default location for the I4LS file is: C:\Documents and Settings\All Users\Application Data\IBM\LUM\I4LS.INI

The following is the syntax for the I4LS file is:

```
NumDirectBindServers=2
DirectBindServer1=ip:192.168.xx.xxx[1515]
OS2NetbiosServer1=no
DirectBindServer2=ip:192.168.xx.xxx[1515]
OS2NetbiosServer2=no
```

Problems running i4blt on Windows

Running the i4blt utility on Windows may take a long time, sometimes up to 20 minutes. As a result, License Statistics reports may be incomplete and less reliable. Furthermore, the license server status in License Statistics pages may erroneously appear as "Down." This rare problem, which occurs only on Windows with IBM LUM v4.6.8, can cause License Statistics failure.

If you experience this problem, contact your application vendor to obtain an appropriate solution.

Failure to run a query tool

When monitoring IBM LUM or Sentinel LM/RMS servers, you may see an error message similar to the following:

```
[2008-07-30 08:56:00] WARNING: Problem occurred while running external statistics utility for 192.168.1.194!
```

To resolve this issue, contact your application vendor to obtain an appropriate solution.

Failure to import denials log

If a denials log file contains data from multiple license servers, License Statistics will not be able to import the denials data successfully, and you will get an error message.

To resolve this issue, separate the file into individual, uniquely named files that contain data from only one server.