How to free LSM licenses that are assigned to a missing Tofino

- 2018-02-15 - Tofino

The Tofino CMP must be able to communicate with the real Tofino device in order to deactivate the licenses and return them to "available" status.

If the CMP cannot communcate with the Tofino appliance (for example, the Tofino ID was entered incorrectly, or the Tofino has a hardware failure that prevents it from communicating) then the CMP database can be edited to release the licenses.

Here is the procedure to edit the CMP database:

Create a CMP database backup file ("Tools | Database Admin | Database Backup..." menu item)
Send an e-mail to Hirschmann technical support with a short explanation of the problem. Attach the CMP database backup to the e-mail, and be sure to identify the ID number(s) of the Tofino(s) to which the license(s) were assigned.
Hirschmann will manually edit the database backup file and return it to the originator.