

Kofax Capture Remote Site Failover Licensing

Q/A of a new Kofax Capture feature

Application Note

Date	August 24, 2011
Applies To	Kofax Capture 9.0 and 10.0
Summary	This application note provides insight into the new Kofax Capture 9.0 and 10.0 Remote Site Failover Licensing feature.
Revision	1.1

Remote Site Failover Licensing FAQ

Kofax Capture 9.0 introduced Remote Site Failover Licensing to provide High Availability for licensing in Remote Site client/server environments.

To activate the remote backup license server:

1. Run ACLicSrvCfg.exe from <Kofax Capture installation folder>\Bin\ ACLicSrvCfg.exe on the backup Remote Site license server.
2. The Enabling License Server window will open.
3. Click OK. The backup license server activates on that machine.
4. Run the Remote Synchronization Agent (RSA) to synchronize the remote site backup license server with the Central Site.

You can also view the status of licenses on the remote backup license server by running the License Utility from the Windows Start menu on any station where Kofax Capture is installed. Use the following command-line parameters to cause it to connect to the remote backup license server:

```
<Kofax Capture installation folder>\Bin\AcLicUtl.exe /S <ServerName>
```

The License Utility status bar displays the name of the server.

Frequently Asked Questions

Some Kofax Capture Remote Site Failover Licensing feature frequently asked questions and answers are provided below,

Q	What are the prerequisites for Remote Site Failover licensing?
A	Remote Site Failover Licensing requires a Kofax Capture Enterprise license and Kofax Capture 9 or newer.
Q	What is the purpose of Remote Site Failover licensing?
A	Remote Site Failover licensing is intended to bring High Availability to the licensing aspect of remote site document processing.
Q	Does Remote Site Failover licensing require any additional hardware or serial numbers?
A	No. The failover license server requires no dongle or additional software keys. It relies solely on the presence of a Kofax Capture Enterprise license.

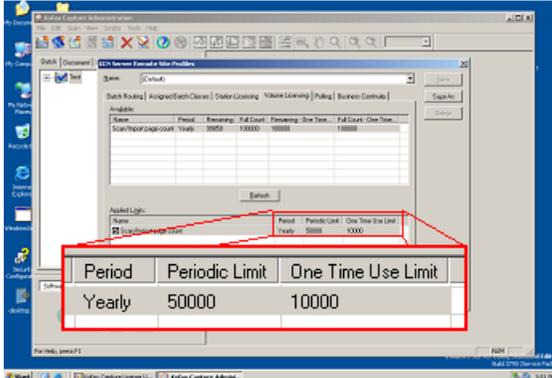
Q How is the Failover license volume Full-Count determined?

A Volume limits are granted after synchronization has occurred with the Central Site. The volume limits are derived from the volume granted to the Remote Site through the Volume Licensing tab in the KCN Server Remote Site Profiles window in the Central Site's Administration module.

- If the Remote Site is granted a monthly recurring volume, the Failover volume will be an annual amount equal to the Remote Site's monthly recurring volume.
- If the Remote Site is granted an annual recurring volume, the Failover volume will be an annual amount equal to 10% of the Remote Site's annual recurring volume.
- The Failover license is receives a "one time use" volume of the annual Failover volume.
- Any "one time use" granted to the Remote Site does not factor into the Failover volume.
- Changes to volume in the Remote Site's profile cause a recalculation of the Full Count Failover license. Failover's remaining volume is affected by use and granted volume.

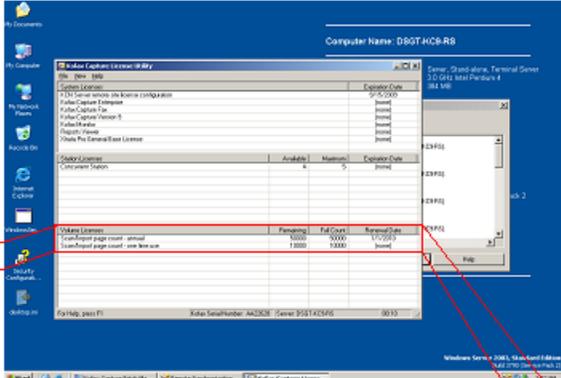
Figure 1. Example Failover License setup

Central Site - Remote Profiles
Volume Licensing Tab



Period	Periodic Limit	One Time Use Limit
Yearly	50000	10000

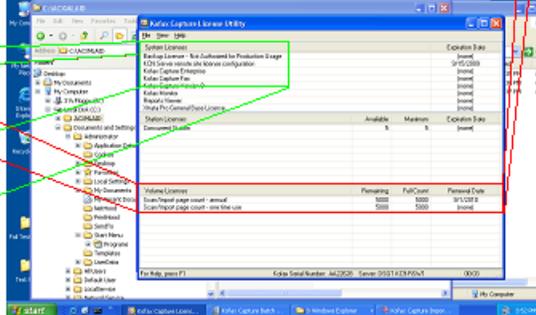
Remote Site - License Utility
Primary License Server



Volume Licenses	Remaining	Full Count	Renewal Date
Scan/Import page count - annual	50000	50000	1/1/2010
Scan/Import page count - one time use	10000	10000	(none)

Volume Licenses	Remaining	Full Count	Renewal Date
Scan/Import page count - annual	5000	5000	9/1/2010
Scan/Import page count - one time use	5000	5000	(none)

Remote Site - License Utility
Failover License Server



System Licenses
Backup License - Not Authorized for Production Usage
KCN Server remote site license configuration
Kofax Capture Enterprise
Kofax Capture Fax
Kofax Capture Version 9

KC 9.0 Remote Site Failover Licensing FAQ

Application Note

Q	The Remaining annual Failover licensing volume is now 0 after changing the Remote Site's recurring volume. How is this possible?
A	Volume expended from a Failover license persists until the renewal date, if applicable. As the Full Count is adjusted, the expended volume is subtracted from the Full Count to provide the Remaining count. If the Full Count is adjusted down to or below the expended amount, the Remaining volume will be zero.
Q	The Primary License server has failed and the Failover License has been used. However, after synchronization, that Failover volume use is not reflected at the Central Site. Is something wrong?
A	Failover volume use is <i>not</i> synchronized. This is as designed.
Q	The Failover license volume has been expended. So we've deleted that license server and set up a new one. Its volume has also been expended. Why is this as it is only newly set up?
A	Failover license volume is cached by all machines at the remote site. Once failover volume has been consumed, that consumed amount is remembered by all of the machines at that remote site. New Failover license servers will always reflect that consumed amount off of their Remaining volume.
Q	The Failover license volume has been expended. Is there any way to get more?
A	Approach your Inside Sales contact to present your situation and to request a Remote Site Volume Reset code. This one code will cause all of your Remote Site Failover license servers to reset their used page counts of recurring and one-time volumes to zero. They are not directed at specific remote sites. To apply the code, install it as a manual activation at the Central Site and the resynchronize your Remote Sites.
Q	Can the Failover License Server be moved to a new machine?
A	Yes. Install the new Failover License Server. Uninstall the old Failover License server with the /d switch. Verify that the ACConfig.xml file now lists the appropriate license servers. Used Failover License volume will be preserved.
Q	Can the Failover License Server be promoted to the Primary License server?
A	Yes. If the Primary License server is lost, its line can be removed from ACConfig.xml. After the next sync, the first license server in the ACConfig.xml file will be the Primary. If the old Primary License server still exists, uninstall it with /d switch per the instructions. Remember to configure a new Failover License server if appropriate.