

HCL Unica Licensing Guide



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Chapter 1. Licensing Overview

HCL Unica products are license based, user will need to configure required licenses with HCL Unica products to start using them. This document provides details about the licensing for HCL Unica products. Below is the list of the HCL Unica products for which a license is mandatory:

- Unica Marketing Platform
- Unica Campaign
- Unica Interact
- Unica Deliver
- Unica Journey

After user performs clean install or upgrade install of 25.1.0 version of Unica products and deploys HCL Unica products, user needs to configure the license. While user visits the HCL Unica – Platform application URL it will redirect to license details screen. User needs to configure the licenses to get started with HCL Unica products. Only after providing valid license information user will be redirected to Unica Marketing Platform login screen.

Chapter 2. MyHCL Software Registration

My HCL Software (MHS)

The MHS portal is the online interface used to manage license of your HCLSoftware products. Through MHS, you can seamlessly manage downloads, subscriptions, and deployments, making it simpler to access and manage the licensing of your HCLSoftware products.



Note: For all the products, Platform acts as a gateway for sending the individual product usage counts information to MHS.

What User Needs To Do?

The customer needs to follow below mentioned steps to complete the MyHCL Software (MHS) registration process and configure the deployment for HCL Unica products.

High-level steps involved in the licensing process are as outline in the below table:

Topic	Section
Register on MHS Portal	https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0109011 https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0069114
Create Deployment	https://help.hcl-software.com/myhclsoftware/topics/introduction.html
Generate Deployment key	
Map Entitlements	
Download Product Installers and Complete the Installation and Deployment process	
Configure License in Unica Marketing Platform	License Configuration on page 18
Validate the Licenses and consumption details	Licenses and Consumption details on page 19

Chapter 3. License Models Supported with HCL Unica

HCL Unica products supports below license models.

1. Term based licenses
2. Perpetual licenses

If you are upgrading from earlier versions of Unica products to version 25.1.0 you can have the option to take Perpetual type license for the existing products, you are entitled to use. And for new product licenses, you can take the option of Term based licenses. This is flexible as per your entitlement plan. In the upgrade scenario, you could have Term and Perpetual licenses in your entitlements.

HCL supports below type of counting mechanism for products in HCL Unica suite:

Unica Marketing Platform	Count base
Unica Campaign	Count base
Unica Interact	Metered
Unica Deliver	Metered
Unica Journey	Metered

Term Based Licenses

Term based licenses will be allocated to all new product licenses when you will install/upgrade Unica 25.1 products. Term duration can be anything. Unica support term based licenses with multiple options. Term based licenses come with effective and expiry dates. These term based license could also have restrictions on consumption. Please find below details on these options which are supported with Unica.

- Term based license with a limited overdraft.
- Term based license with no overdraft.

Perpetual Licenses

If you are upgrading from earlier Unica version to 25.1 you could have the option to use the Perpetual license model for existing products, you are a license to use. The perpetual model does not have any duration associated with it and does not have any restrictions on consumption. Per year this license usage will get reset and Unica will start capturing the consumption fresh for next year. HCL will be billing the customers based on the consumption of products in the Perpetual license model.

License Check on Unica Launch

When you launch Unica application after upgrade or clean install of 25.1 version it checks for the license validity. When Unica application launches for the first time it will prompt you for the license. You will need to provide license details. Unica does not need to have licenses configured on the non-production environments. License device associated with any production

environment should have the Unica Marketing Platform entitlements associated with it. You will not be able to access/launch applications if your device does not contain entitlements for that respective product.

Term license flow

If any of product in entitlement is Term based license model, it will get elapsed in the following scenarios:

1. Respective product will not accessible if the term is expired and does not have a grace period or grace period is elapsed.
2. Respective product will not be accessible if allotted quota is utilized and the user does not have an overdraft.
3. Respective product will not be accessible if allotted quota is utilized and limited overdraft quota is also utilized.

You will be able to use the product and consume the entitlements while term based license duration is between effective and expiry date and consumption are below allotted quota.

Perpetual license flow

Perpetual licenses do not have any restrictions and expiry date. Perpetual licenses supported with Unica are “Overdraft” with no constraints. Perpetual licenses consumption will be reset every year. Unica will continue updating the entitlements count after reset as per the usage.

Alerts and Notifications

Unica will be sending alerts and notifications on different events or triggers on the license usage. Notifications & alerts will be sent to users with role Admin Role (HCL Marketing Platform) and the System alerts (under Notification Subscription for Unica Platform) are turned on for the user.

License Type	Product	Alert or Notification	Scenario
Term/Perpetual	Unica Marketing Platform	Alert and notification both	No valid license found for Unica Marketing Platform
Term	All	Alert and notification both	Term license -reaches to mid duration
Term	All	Alert and notification both	Term license -reaches to 30 days of expiry
Term	All	Alert and notification both	Term license – reaches to 7 days of expiry
Term	All	Alert and notification both	Term license - reaches to expiry 24 hours.
Term	All	Alert and notification both	Term license –expiry by NN:NN time.

License Type	Product	Alert or Notification	Scenario
Term	All	Alert and notification both	Term license - already expired.
Term	All	Alert and notification both	Term license – grace period details
Term	All	Alert and notification both	Term license – every day, till term grace period ends
Term	All	Alert and notification both	Term licenses – when grace period ends
Term	All	Alert and notification both	Consumption count – reaches 50% usage
Term	All	Alert and notification both	Consumption reaches to 75%
Term	All	Alert and notification both	Consumption reaches to 90%
Term	All	Alert and notification both	Consumption reaches to 95%
Term	All	Alert and notification both	Consumption reaches to 100%
Term	All	Alert and notification both	License consumption expired
Term	All	Alert and notification both	License consumption with overdraft details if any
Term	All	Alert and notification both	Consumption details with overdraft – till overdraft reaches to end.
Perpetual	All	Alert and notification both	Consumption count – reaches 50% usage
Perpetual	All	Alert and notification both	Consumption reaches to 75%
Perpetual	All	Alert and notification both	Consumption reaches to 90%
Perpetual	All	Alert and notification both	Consumption reaches to 95%
Perpetual	All	Alert and notification both	Consumption reaches to 100%
Perpetual	All	Alert and notification both	License consumption being used in unrestricted quota



Note: Marketing Platform and Campaign products, support count based licensing mode. The consumption range for these products vary i.e. can go up or can come down. When the consumption reaches multiple values, then



notification will be sent to the user. Notification will be sent to the user only the first time when they consume multiple values of the entitlement usage.

Usage Management for Unica Products

Unica provides term and perpetual licenses categorized under UPP (Unica Power Pack) and a la carte parts. The license comes with one year validity.

Customers will be charged based on the number of units - UPP, they subscribed for.

Unica Products	UPP	Entitlements
Unica Marketing Platform	4 Full User	Users are entitled to have 4 Users
Unica Campaign	250k Audience records	Users are entitled to use 250K distinct audience records
Unica Interact	12 million Omnichannel interactions	Users are entitled to have 12 million Session
Unica Deliver	12 million Deliver (E-messages)	Users are entitled to send 12 million E-messages
Unica Journey	12 million Journeys Audiences	Users are entitled to have 12 million Journey Audience

Unica Platform license

Platform license uses the Platform User record to calculate the usage. A Platform User is defined as:

Platform User

Platform User is a measuring unit by which the Program can be licensed. A Platform User is a unique person who is given access to the Unica Marketing Platform.

An entitlement for a Platform User is unique to that user and may not be shared, nor may it be reassigned, other than for the permanent transfer of the Platform User entitlement to another person.

Licensed by named users, not concurrent users. This metric is derived by adding the total number of unique users expected to access the Unica Marketing Platform in a given year.

Unica Marketing Platform entitlement is calculated as:

- Each new active user created is counted as 1 usage
- Each user updated from Disabled to Active is counted as 1 usage
- All sync users from LDAP will be counted in usage
- All SAML users (Manual/On the fly user creation) will be counted in usage

- After the application is manually deployed it is recommended not to make any amendments.
- Master and Slave Platform – this is used for Interact with multiple server groups. Please refer to Interact licensing details in subsequent sections for details.

One Licensing device can be used with only one Unica application, this is identified with Unica application URL, so Unica license should be applied after SiteMinder or ISAM configuration.

In case, you require to perform fast upgrade or configure Unica application with SiteMinder/ISAM or change the application URL, then complete the following steps:

1. Once you complete the upgrade (in-place or fast upgrade) or clean installation of version 25.1, apply NON-PRODUCTION mode on Unica environment.
2. If you want to change the application URL, then either configure ISAM / Siteminder login methods or perform any change in Unica application URL.

Once this is done you can continue to use your application enabled with Licenses.



Note:

1. Highest number of active users are measured.
2. Switching of devices is strictly not allowed.
3. Single device does not support multiple Unica environments, as this can result in generating report with incorrect consumption count.

Site - Site grants the purchaser permission to use the software on a network on a single site (used in 1 production environment and used in any number of non-production environments).

Unica Campaign License

Campaign license uses the marketing audience record to calculate the usage. A marketing audience record is defined as:

Marketing Audience Record

A Marketing Audience Record is a unique entity or entry in a database or file, or any data store containing customer or prospect information and accessed by the Unica Marketing Platform for marketing purposes.

A Marketing Audience Record can represent an active customer, inactive customer or prospect. This metric is derived by adding unique marketing audience records across audience levels serviced by Unica Marketing Platform in a given year.

Unica Campaign entitlements consumption is calculated using below methods:

Method 1

- Each distinct audience record is counted as 1 entitlement.
- Unica Campaign license usage is measured only for base tables mapped in the flowcharts.

- Unica Campaign license usage measures the base table record count for the flowcharts, which are executed in the licensing period.
- Flowcharts for mapped tables/files are scanned to get the count of distinct audiences.
- In case there are multiple base tables mapped for an audience level, then the maximum count of records with respect to a distinct audience is considered.
- Base table could be mapped to database table or physical files.
- For different audiences, the highest record for each audience will be considered.
- Consumption count is the summation of audience records per audience level.
- The same process is repeated for each Campaign partition. Campaign sends summation of records of each partition to Platform.

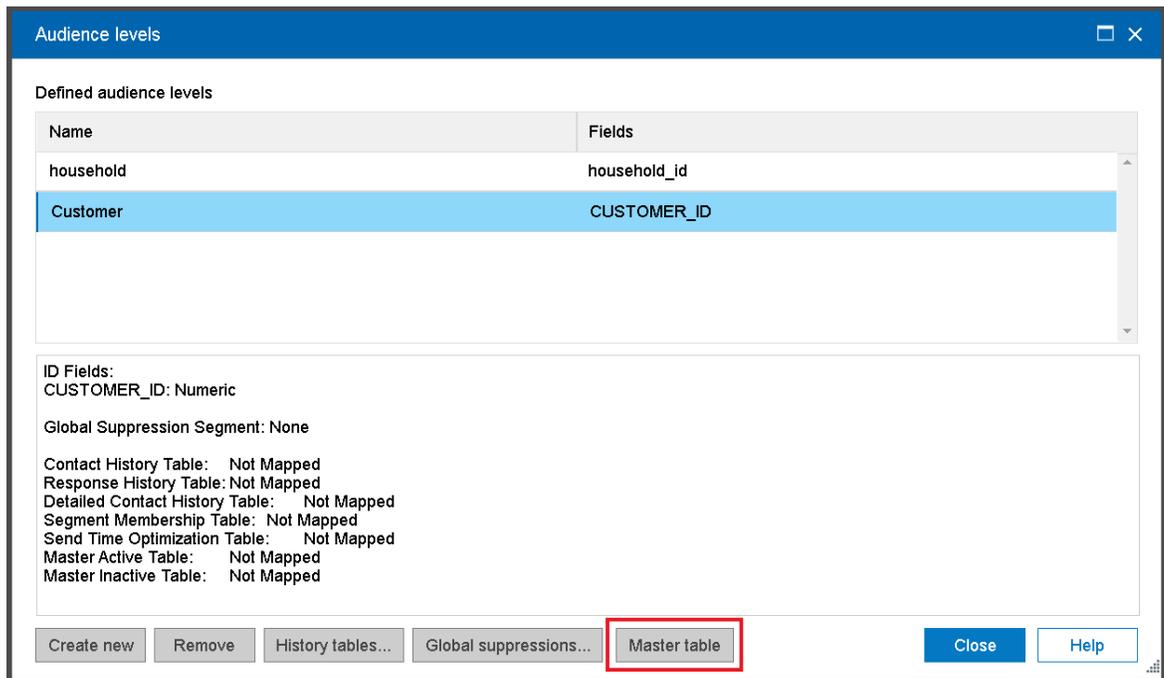
Campaign consumption is calculated with below formula:

Summation of records per partition (Summation of records per Audience level (Max of distinct records from all the base table from each executed flowchart)).

Method 2:

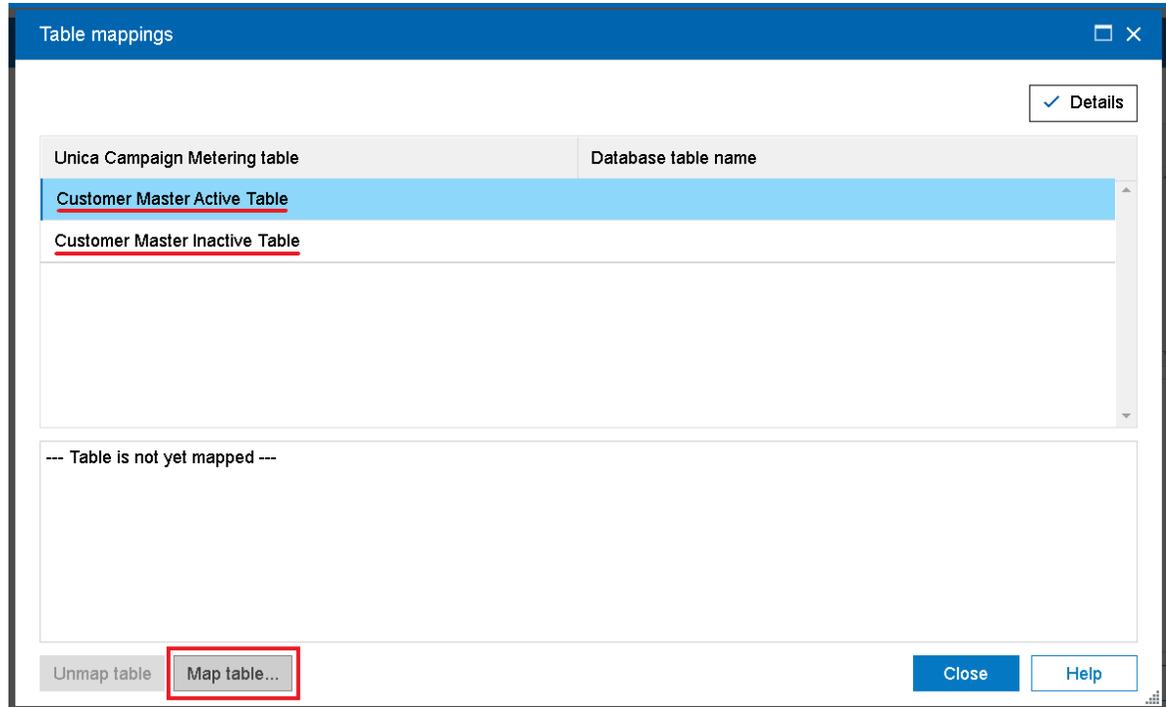
Customer need to identify which audience should be used as master audience level and which table should be used as master audience table, in every paritition, as shown below:

- Go to **Settings > Campaign Settings > Manage audience levels**
- On **Manage audience levels** dialog box:
 - Choose any audience from the list which can be considered as Master Audience Level.
 - Click on **Master Table** button.

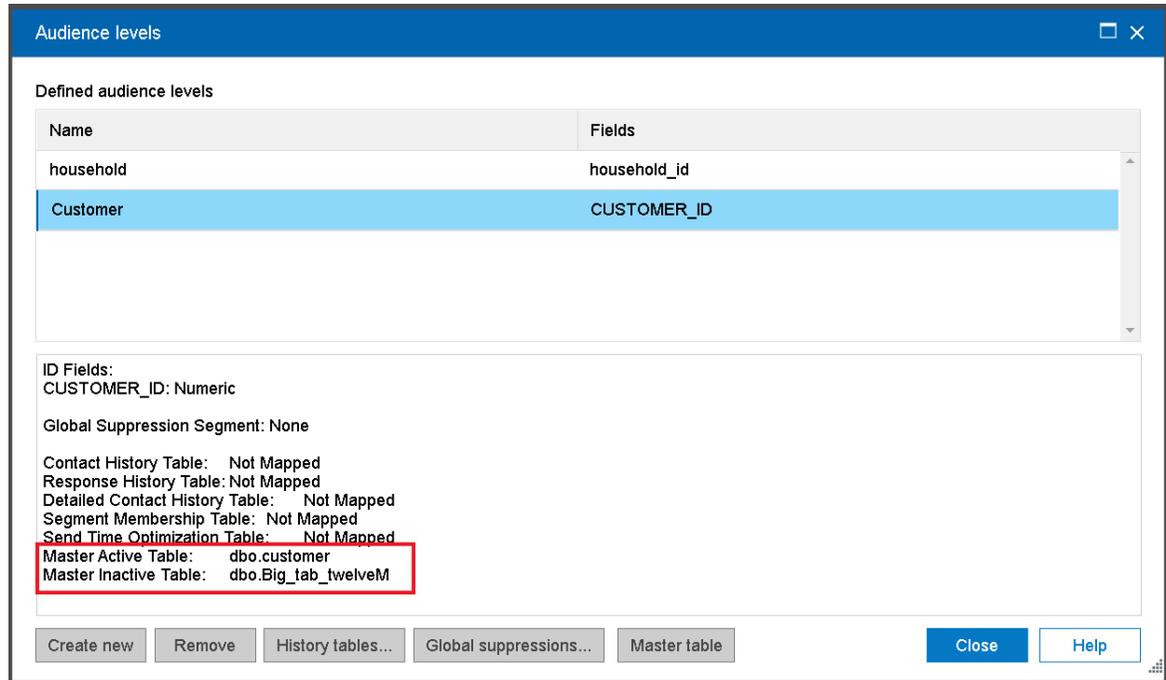


- Select <audience name> Master Active Table from the list

- Click on **Map** button to choose table which can be considered as Master Audience Table for active records.
- Select <audience name> Master Inactive Table from the list
- Click on **Map** button to choose table which can be considered as Master Audience Table for inactive records.



- Close



- Repeat all above steps for other audiences if customer have more than one Master Audience Levels/Tables.



Note:

- Each audience can be mapped with only one Master Audience Table either for active records or inactive records.
- Mapping would be done with only tables from user data source and not from system data source.
- Customer can perform Unmap Table and Re-map Table operations as and when required.
- Campaign consumption is calculated periodically. unica_acsesutil utility is run intermittently to collect processed records count, which is used to derive entitlement consumption.

If single master audience level/table is identified for active records then Campaign will send respective mapped table name and unique record count to platform, from every partition. For eg. If you see in above mapped table list, Campaign will send dbo.customer tables unique record count to platform.

If multiple audiences have master active/inactive tables mapped then Campaign will consider all respective mapped table names and their unique record counts.

If master audience level/table is identified for inactive records then Campaign will consider only 20% unique record count of it. For eg. If you see in above mapped table list, Campaign will send count as - all unique record count of dbo.customer + 20% unique record count of dbo.Big_tab_twelveM

Customer MUST have inactive records in a separate table or they will be charged full price.

Site - Site grants the purchaser permission to use the software on a network on a single site (used in 1 production environment and used in any number of non-production environments).

Unica Interact License

Interact license uses Omni Channel Interaction to calculate the usage. An Omni Channel Interaction is defined as:

Omni Channel Interaction

An Omni Channel Interaction is a unique personalization session for an audience serviced by Unica Marketing Platform on any channel/device or touchpoint. A session is defined as a series of API requests from the same uniquely identified client with a time of no more than 30 minutes and no requests for APIs from other domains intervening between requests. In other words, a session ends when someone goes to another site, or 30 minutes of inactivity, whichever comes first.

An Omni Channel Interaction can be initiated by any channel/touchpoint (website, email, mobile etc.) or device (IVR/ATM/Kiosk/POS/Scanner etc.). This is derived by adding the total number of interactions for audiences across channels in a given year.

Unica Interact entitlement is calculated as:

- Each session containing `get-offers`, `get-offers-for-multiple-interaction-points`, Or `post-event` with `triggered-action` will be counted as one usage.
- There will be no usage for all the subsequent `get-offers`, `get-offers-for-multiple-interaction-points`, Or `post-event` with `triggered-action` API invocations in the same session.
- There will be no usage for each newly created session.
- There will be no usage for all the other API invocations.
- Interact Multiple Server Groups:

If you are using Interact and you have multiple Interact server groups installed with multiple Marketing Platform instances then you can use options provided on licensing details screen as Master and slave.

On the license detail page, select Platform radio button for making current platform as slave. You can use this option for the Marketing Platform used for the Interact runtime server group. Each Marketing Platform instance used for runtime server group should select this option.

On selection, the user will be asked for a Master platform - URL, You will need to provide the Marketing Platform URL of the Marketing Platform which is connected with the License Server.

You can enter Active User credentials (username/password). Upon entering details and successful authentication, the slave platform will connect to the license server via the master Marketing Platform. Consumption will be reported on the license server connected to the master Marketing Platform.

Slave platform(s) calls the master platform for maintaining entitlement consumption count. Interaction count pushed by Slave platform is added into Master Platform's Interactions count. The Sum of both (Master and Slave) count is pushed to FNO.

Example:

- Master interaction count = 10
- Slave interaction count = 5
- Total interaction count to update on License server will be $10+5 = 15$

Unica Deliver License

Deliver license uses the Email Messages Sent record to calculate the usage. An Email Messages Sent is defined as:

Email Messages Sent

Email Messages Sent is a measuring unit by which the HCL Unica Deliver email usage can be obtained. Email Messages include any email sent through HCL Unica Deliver such as a transactional or an email sent in a batch.

An Email Message is an electronic communication sent through the HCL Unica Deliver. Sufficient entitlements must be obtained to cover the estimated number of emails to be sent during the contractual term specified in a Proof of Entitlement or Order. When actual usage is above or below the estimated usage, then renegotiation of the Order will be required at the time of renewal for the following term to account for any disparity. For more details, refer *Deliver Service Description Document*

Unica Deliver entitlement is calculated as:

- Emails sent using Deliver are tracked on a monthly/yearly basis.
- 1 email send using Deliver is counted as 1 entitlement.
- Users are entitled to 1 million Unica Deliver Email Message per month, that can be carried forward from one month to another within a year.
- Users are entitled to 12 M Unica Deliver Email Message every year.
- Five types of mails are counted are Production mails, Test mail, Schedule mails, Bounce mails and TMS.

Based on Partner models deliver licenses are of two types Referral and Reseller.

Partner Models (Referral vs Reseller)

1. Referral Agreement (AKA Channel Partner)

- Customer signs directly with partner
- Price change notification communicated is exposed to directly with customer
- Preferred for deals where customer is exposed to price fluctuations to benefit from lowest possible prices.
- Minimum admin overhead in managing HCL price change in usage/billing systems.
- Minimises renewal conversations for intra-annum deals.

2. Reseller Agreement

- Customer signs with HCL, Partner invoices HCL and HCL bill customer.
- Price changer notifications updated at term renewal time (annually).
- Preferred for deals where the customer prefers a single contract.
- Minor admin overhead for HCL in managing renewals.

- Part and price lists require periodic updates and maintenance.
- Allows HCL to offer price stability for an increase in price and a one stop shop contract for email / SMS.
- WhatsApp cannot be resold – WhatsApp customers can only be referred.

Product	Type
Deliver_Email_Messages	HCL Owned
Deliver_SMS_Karix	Referral
Deliver_SMS_Twilio	Reseller
Deliver_SMS_RML_Channel	Referral
Deliver_SMS_RML_Reseller	Reseller
Deliver_Whatsapp_RML	Referral
Deliver_Litmus	Reseller
Deliver-Mailmonitor	Reseller
Deliver_MX_Push	HCL Owned



Note: Deliver_MX_Push sends Deliver push messages.

License for Litmus and Mailmonitor cannot be configured on the non-production environments. For Litmus each client preview will consume 52 licenses. Also, overdraft facility is not available for any of the resellers, litmus and mailmonitor. For resellers, Litmus and MailMonitor once the allocated entitlements are consumed user cannot use that feature.

RML SMS Reseller

Starting 12.1.6, SMS RML Reseller consumption counts will be updated every 24 Hrs. If we send SMS now, consumption counts will be updated within 24 Hrs and can be seen on the OP Platform license details page. As RML API provides an accurate count considering all message parts in case of lengthy SMS, we may see a consumption count more than the number of SMS sent by the user.



Note: If the OP version is less than 12.1.6 and the OD version is 12.1.6 or greater, then the application can calculate the correct SMS consumptions count starting from the upgrade date. Past consumption counts cannot be corrected.

Unica Journey License

Journey license uses Journey Audience to calculate the usage. A Journey Audience is defined as:

Journey Audience

A Journey Audience Record is a unique entity or entry in a journey, containing customer or prospect information and serviced by the Unica Journey module of the Unica Marketing Platform.

A Journey is a multi-step omni channel orchestration of a customer experience.

Unica Journey entitlement is calculated as:

- Each Journey audience (Customer or other marketable entity records) is counted as 1 entitlement.
- Journey discarded audiences records are not counted in entitlement.
- Journey sends the consumption count to the Marketing Platform. Marketing Platform regularly sends the consumption details to the License Server.
- Users are entitled to 1 million Journey audiences or record per month, that can be carried forward from one month to another within a year.
- User are entitled to 12 M Journey audiences every year.

Journeys licensing mechanism starts counting audience consumption for each day starting from mid night. While applying the licenses on non-production environment of Journey, there should not be any consumption / audiences being pushed to Journey before you apply the license. If there are any consumption on the same day before applying the license it would get added in the utilization of Journey consumption.



Note: If user add or remove any Link entitlement in MHS, user needs to restart Link services.

Unica Link license details on consumption

Unica Link uses the license details configured in the Marketing Platform. Below entitlements are available for Unice Link (framework and connectors)

- Link Framework
- HCL_LINK_Mailchimp
- HCL_LINK_Mandrill
- HCL_LINK_Twilio
- HCL_LINK_Salesforce
- HCL_LINK_Facebook_Ads
- HCL_LINK_Google_Ads
- HCL_LINK_LinkedIn_Ads

You can add the required license entitlements as per requirement. In Campaign or Journey user can use the connections without any license validations. If you do not have a valid entitlement for Unica Link then you would not be able to run Campaign flowchart or Journeys which are using these connectors.

Every regular interval - Unica Platform updates the connection usage in the licensing portal. If you are not using any connector license consumption count is 0 (zero) and once you start using the connection in Unica Campaign or Journey it changes from 0 (zero) to a positive number.

Unica Link licenses are counted either as used or unused. 0 (zero) indicates it is unused and any positive number indicates it is being used. Unica Link consumption is not metered based on the number of connections.

While applying the entitlements also Unica Link does not consider the number of entitlements so the initial count is displayed as 0 (zero) only.

Site - Site grants the purchaser permission to use the software on a network on a single site (used in 1 production environment and used in any number of non-production environments).

Chapter 4. License Configuration

User will need to configure the license with HCL Unica before start using, when users access the Unica Platform login URL – it will get redirected to the license configuration page. The user needs to configure the license details on this page. Unica Platform will validate the license and on a successful license validation, the user will be redirected to the Unica Marketing Platform login screen. There are two radio buttons on the License configuration screen MHS and Platform. MHS button will connect to MHS to consume the license and Platform option is for Master slave configuration. Slave platform will consume the license from the Master platform, so for slave platform user needs to click on the Platform radio button and enter the master platform url and credentials. Once this is done, slave platform will start consuming license from the Master platform, which in turn will consume license from Flexnet.

License server URL	https://api.hcltechsw.com/
Deployment Key	Deployment key generated in MHS (Refer Chapter 2)
Proxy	Use proxy server to connect to MHS and also if you do not have outbound access to MHS.
Proxy Host	Proxy server hostname or IP address
Proxy Port	Proxy server port
Proxy User	Proxy server user
Proxy Password	Proxy server user's password



Note: Field **Proxy User** and **Proxy Password** accepts dummy data as input (if required).

All these license server details are stored in Unica Platform. User can navigate to Settings > Licensing details page if license details need to be changed.



Note: The generated deployment key is for the one time use only. In case if generated deployment key is lost, it can be generated again from MHS using replace deployment key option.

License Server Availability

HCL Unica products need to be always connected to the HCL License Portal. You can choose to connect with the HCL License portal in multiple ways:

- Connecting directly to HCL Licensing portal from Unica application.
- Connecting to HCL Licensing portal from Unica application using proxy based connection.
- Setup Local License server for HCL License portal and connect to Local License server from Unica applications.

Unica application requires the licenses to be configured in the production environment. Once the license details are configured and Unica application connects the license server for the first time, then it stores the license details. HCL Unica products keep on updating the consumption details to HCL License portal every 10 mins. In case of connectivity issues, the consumption details will be held back with the Unica Platform and once the connectivity is established the consumption will be updated on the HCL License portal. If there is connectivity issue is for a longer period between Unica applications and HCL Licensing portal - Unica application uses the information stored in Unica application. Based on the type of licenses configured it allows or restrict the access to application or usage.

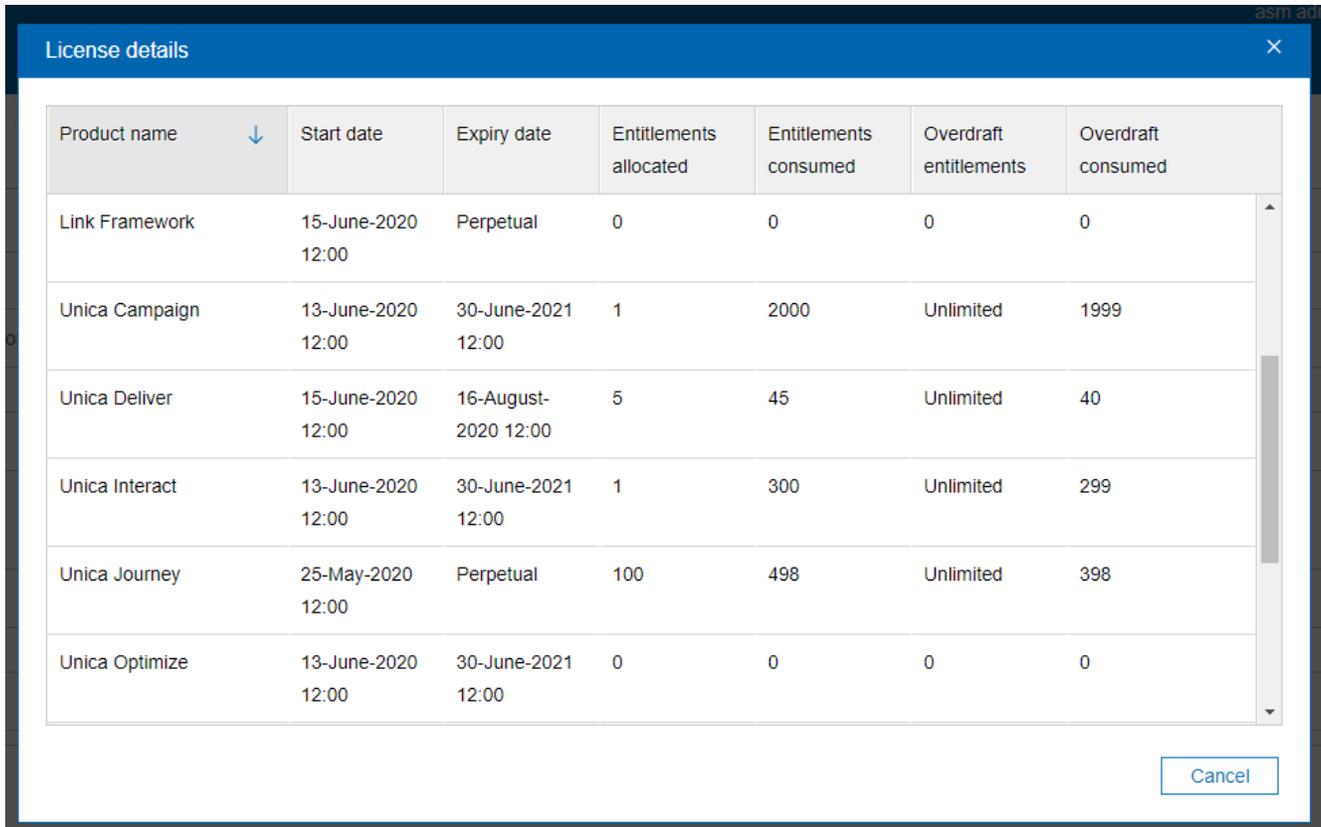


Note: Currently Local License Server support is not provided in Unica V25.1.0 . It will be available in future release.

Licenses and Consumption details

User can check the licenses consumption details from HCL License Portal as well as from the Unica Platform licensing details page. Users can navigate to Settings > Licensing details page. Clicking on View License details page will show the license consumption count for all entitled products.

Product Name	HCL Unica product name for which entitlement is allotted
License Type	Term/Perpetual
Start Date	Entitlement start date
Expiry Date	Entitlement expiry date (Not applicable for Perpetual license)
Entitlements available	Total number of entitlement allotted for a device or server.
Entitlements consumed	Number of entitlements consumed till now
Overdraft entitlements	Licensing model used, current model supports unlimited overdrafts. (Not applicable for Perpetual license)
Overdraft consumed	Different between entitlements available entitlements consumed. (Not applicable for Perpetual license)



The screenshot shows a 'License details' dialog box with a table containing the following data:

Product name	Start date	Expiry date	Entitlements allocated	Entitlements consumed	Overdraft entitlements	Overdraft consumed
Link Framework	15-June-2020 12:00	Perpetual	0	0	0	0
Unica Campaign	13-June-2020 12:00	30-June-2021 12:00	1	2000	Unlimited	1999
Unica Deliver	15-June-2020 12:00	16-August- 2020 12:00	5	45	Unlimited	40
Unica Interact	13-June-2020 12:00	30-June-2021 12:00	1	300	Unlimited	299
Unica Journey	25-May-2020 12:00	Perpetual	100	498	Unlimited	398
Unica Optimize	13-June-2020 12:00	30-June-2021 12:00	0	0	0	0

A 'Cancel' button is located at the bottom right of the dialog box.

1. License details page will only show HCL Unica products active entitlements.
2. There can be more than one active entitlements for same product. All active entitlements and entitlements which are having start date in future are also displayed on this License details page.
3. In case of multiple active entitlements for same product, all active entitlements gets consumed one by one. In this case, available entitlements gets consumed from all active entitlements and then overdraft entitlements gets consumed. The order in which entitlements will be picked is random.

Usage Report

Clicking on the Usage Report tab opens a dialog box that provides detail information on per day entitlement consumption on the associated device. Enter a date range and click the Search button to view the usage report of the mentioned dates range. By default, the current date range is set to January,1st of current year to current date. The pop-up displays the list of Unica products you have opted for along with the entitlement consumption count for these products. In case if consumption happen from multiple entitlements in single day, then aggregate count consumption is shown in usage report for that particular day.

You can download the usage report by clicking the Download button. Report will be generated in Pdf format.

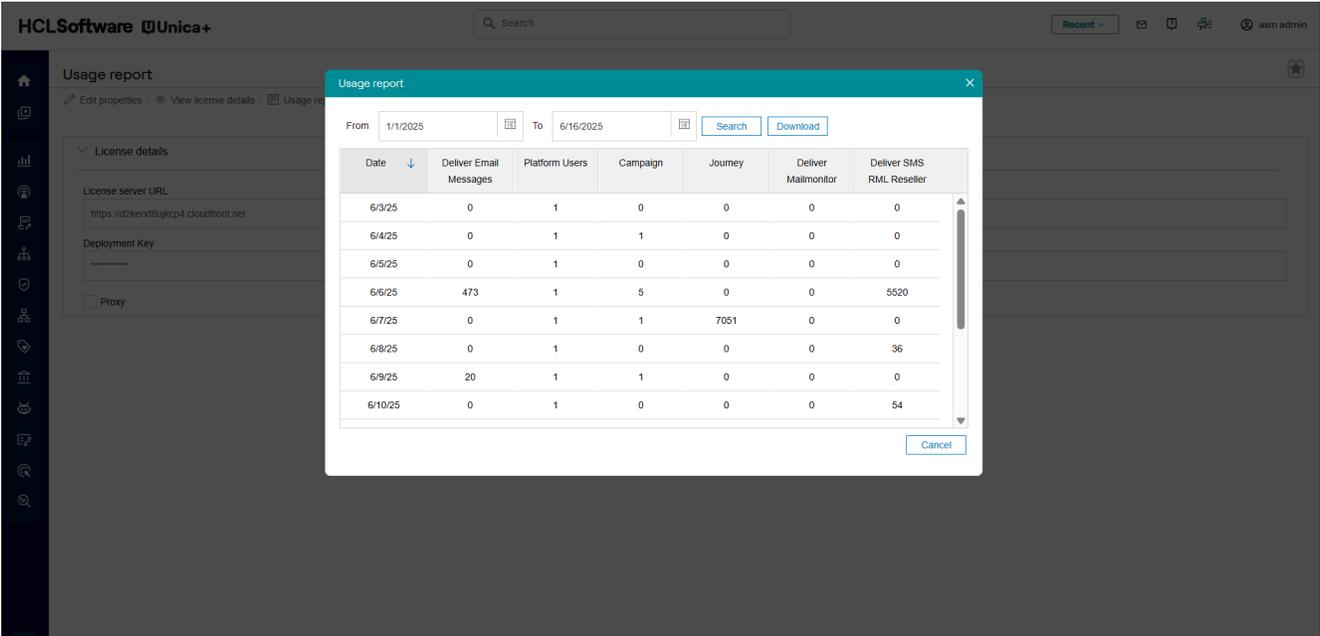


Note: From V12.1 Fixpack3 onwards we can search and download usage report.

In case if consumption happen from multiple entitlements in single day, then aggregate count consumption is shown in usage report for that particular day.

Download Report

When you click the Download report button, a PDF file downloads to your system to the location you specify. Since the file is a PDF file, you need a PDF reader to view the contents of the file.



Chapter 5. Logging for Licensing

Detail logging for license server connection, updates, expiry, etc. is logged in Unica Platform log file present under <PLATFORM_HOME>/logs/platform.log. Users will get warning, error, and info type messages related to licensing.

Example 1:

Log message when the licenses are synced from HCL License Portal after every 10 mins and a valid license for Unica Campaign is found:

Found the license for: Unica Campaign, the total entitlement available are: 15 and will expire on 26 June 2019

Example 2:

In case a license is expiring in the next 5 days, the following warning message will be logged.

The product Unica Campaign license is present on the server and will expire 4 days, please renew the entitlements before 26 June 2018

Example 3:

In case a license is already expired for HCL Plan, following warning message will be logged:

The product HCL Plan license is present on the server but has Expired on 22 June 2018.