

# GRAITEC ADVANCE

Advance Concrete

## Installation troubleshooting guide



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## Error code problems

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### Error code -1: *License not found*

**Cause** The license file was not found at the location specified in the registry.

#### **Solution**

Check that the registry keys are pointing to the correct license file. See **Checking and correcting the flexlm registry**.

### Error code -5: *No such feature exists*

**Cause** One of the necessary features is missing from the license file. This could happen if the software is connected to an incorrect license file or if the license contents are not correct.

#### **Solution**

Check that the registry keys are pointing to the correct license file. See **Checking and correcting the flexlm registry**.

If the registry entries are pointing to the expected file then check if the license file contents are correct.

AC licenses must contain one control feature. The possible control features are:

- INT\_VER “license is for internal users”
- IND\_VER “license is for industry users”
- STD\_VER “license is issued for a student: the software will plot a banner over any drawings and not allow the opening of ‘industry’ generated projects”
- EDU\_VER “license is issued for a university: the software will plot a banner over any drawings and not allow the opening of ‘industry’ generated projects”
- DIS\_VER “license is issued for a distributor”
- EVAL “license is issued for evaluation”
- FIRST “license is generated by the ‘setup’ program, for demonstration”

If the control feature is one of the first five (i.e xxx\_VER), AC licenses must also contain one of the following combinations of usage features:

- MODEL
- MODEL + DRAFT
- MODEL + REBAR
- MODEL + DRAFT + REBAR
- REBAR

If the license does not contain the appropriate control and usage features then a new license must be generated.

**Error code -9: Invalid HOST**

**Cause** The detected HOST ID does not match the one specified in the license file.

**Solution**

Identify the type of license used. Use **Notepad** to view the license file.

Three types are possible:

## 1. Disk serial number

```
FEATURE INT_VER GRAITEC 8100 20-aug-2008 uncounted \  
VENDOR_STRING=GRAITEC HOSTID=0007e9417ec9 SIGN=091891D4221A
```

In this case check that the HOST ID of this computer does indeed match the code in the license file. See **Finding the HOSTID**.

## 2. Ethernet card ID

```
FEATURE INT_VER GRAITEC 10100 permanent uncounted \  
VENDOR_STRING=GRAITEC HOSTID=DISK_SERIAL_NUM=6c908396 TS_OK \  
SIGN=3A0563983082
```

Check that the HOST ID of this computer matches the code in the license file. See **Finding the HOSTID**.

It is also possible that the network connection corresponding to the Ethernet card ID used by the license file is currently disabled. This would typically happen when the license is linked to a wireless card, which is currently turned off. See **Checking network connections status**.

## 3. HASP dongle

```
FEATURE INT_VER GRAITEC 8100 permanent uncounted \  
VENDOR_STRING=GRAITEC HOSTID=DSC=HASPGR-0X64B1A5CC TS_OK \  
SIGN=6984EEE662EE
```

In the case of a dongle, a common problem is related with the Aladdin driver. Make sure the latest version is installed.

Use the **GetHaspDongleId.exe** tool to check the ID of the dongle inserted in this computer. It is possible to have more than one dongle inserted in the computer (either USB or LPT). If so, remove all other dongles before using the tool.

If the code returned by the detection tool matches the one in the license or if the tool returns an error try installing the latest **hasp drivers**.

A common problem, which is difficult to find is the misspelled HOSTID (for example, the license contains **O** instead of **0** (zero)).

Note that all HOSTID digits are hexadecimal values and cannot contain **S** but **5**, nor **O** but **0** etc.

**Error code -14:** *Cannot find SERVER host name*

**Cause** The server host name is incorrect or is not recognized by the domain controller.

 **Solution**

Check the specified host name. If it is correct, use the SERVER IP address instead.

See **Connecting a workstation to a server IP address**.

**Error code -15:** *Cannot connect to license server*

**Error code -92:** *Feature removed during Imrread or wrong server line hostid*

**Error code -95:** *Network connect to this host failed*

**Error code -96:** *Server node down or not responding*

**Cause** The license server is down, behind a firewall or the workstation is not connected to the right server.

 **Solution**

On the server check if the license server is running. See **Manually starting the license server**.

If the license server is running then check if the windows firewall is up. If the customer agrees to disable it then do so. Otherwise add exceptions for **Imgrd.exe** and **graitec.exe**. See **Configuring firewall exceptions for the Standard windows firewall**.

To check if the workstation is connected to the right server see **Checking and correcting the flexlm registry**.

**Error code -88:** *System date has been set back*

**Cause** The software date checking system has detected a change in the computer time.

 **Solution**

Check the computer date, and then use the **FixDate.exe** tool to correct the problem.

For details, please contact technical support.

**Error code -103:** *Terminal server remote client not allowed*

**Cause** Customer is using Windows Vista

 **Solution**

Contact the technical support for a specific license.

## License file installation problems

**Symptom** *System crashes and closes AutoCAD immediately after the Advance Concrete splash screen*

**Cause 1** The license file or one of the system files has an invalid date.

### **Solution**

Check the license file date; if it is 2049 then copy its contents to a new file, using **Notepad**.

For files use the **FixFileTime.exe** tool. A log will be created in the same folder as the executable, mentioning any problems encountered and corrected.

**Cause 2** License path value in the registry contains a double backslash.

Example: C:\Program files\Graitec\License\\advance.aclic

### **Solution**

Correct the registry key. See **Checking and correcting the flexlm registry**.

**Symptom** *When double clicking the aclic file windows says there is no program associated with this extension*

**Cause** A defect in the setup prevented the registration of the ACLIC extension.

### **Solution**

Manually select the **AdvanceLicenseInstall.exe** program located in: \Program Files\Graitec\Advance Concrete 8.1\Bin

Check the **Always use the selected program to open this kind of files** option.

**Symptom** *AdvanceLicenseInstall fails to copy a local license to the specific location*

**Cause** On Windows Vista the executable program may not have permissions to copy the license file in its default location: C:\Program files\Graitec\License.

### **Solution**

Use the **Run As Administrator** option to launch AdvanceLicenseInstall or manually copy the *aclic* file to C:\Program files\Graitec\License.

Check that the registry keys are pointing to this license file. See **Checking and correcting the flexlm registry**.

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## Post installation problems

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**Symptom**      *Cannot create structural members in Advance Concrete*

**Cause**            The program was never launched as administrator.

 **Solution**

Run the program at least once, as administrator, on this computer.

**Symptom**      *ODBC error or crash during Advance Concrete initialization*

**Cause**            The program does not have write permission to the installation folder.

 **Solution**

Give full permissions to the current user for the Advance Concrete installation folder and all its subfolders.

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## Common tasks

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### Checking and correcting the flexlm registry

The protection registry settings are written in: HKEY\_LOCAL\_MACHINE / Software / FLEXlm License Manager

Use **regedit** to open this registry key. The key contains one or both of the following values:

```
GRAITEC_LICENSE_FILE  
GRAITEC_LIC_LICENSE_FILE
```

These values indicate the path to the license file.

- The GRAITEC\_LICENSE\_FILE value is used by Advance Steel and Advance Concrete.
- The GRAITEC\_LIC\_LICENSE\_FILE value is used only by Advance Concrete.

If both values exist then Advance Concrete looks at both for a valid license.

The values can contain a path (e.g., C:\Program files\Graitec\License\advance.aclic) or a server address (e.g., 7622@graitec\_server).

For server addresses the first number is the vendor port. This must match this number from the license file installed on the server:

```
SERVER XXX DSC=HASPGR-0x5a971635 7622  
VENDOR GRAITEC  
FEATURE REBAR GRAITEC 8100 01-oct-2009 20 START=11-mar-2008 TS_OK \  
SIGN=C4E51342B6D8
```

On the computers running a license server, look for the subkey: "Graitec License Server". The subkey contains the following values:

- **License:** path to the license file used by the license server
- **Lmgrd:** path to lmgrd.exe
- **LMGRD\_LOG\_FILE:** path to the log file, it is empty by default. Set a path to get more information if the server fails.

## **Finding the HOSTID**

Three numbers can be used as hostids:

- The Ethernet card physical address  
View it by typing **ipconfig /all** at the command prompt.  
This number is in the format: "00-13-20-6b-de-10"
- The volume serial number  
View it by typing **dir c: /w/p** at the command prompt.  
This number is in the format: "54c3-db43"
- The HASP dongle ID  
View it by using the **GetHaspDongleId.exe** tool.

## **Connecting a workstation to a server IP address**

Log on to the server machine and, at the command prompt, type ipconfig /all.

Look for the IP address then log on to the workstation, open regedit and navigate to this key:

HKEY\_LOCAL\_MACHINE/Software/ FLEXlm License Manager

Find the GRAITEC\_LICENSE\_FILE or GRAITEC\_LIC\_LICENSE\_FILE value and type *port @ ip address*.

For example: 7622@192.168.153.1

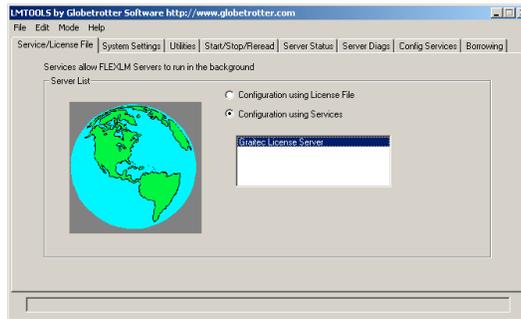
## Manually starting the license server

Check if the license server is running, log on to the server machine and start the Windows Task Manager (CTRL-SHIFT-ESC).

1. Select the **Processes** tab.
2. Select **Show processes for all users** at the bottom of the page and look for **graitec.exe** and **lmgrd.exe**. If they are missing it means the license server is down.

To start the license server manually use the **Imtools.exe** tool.

1. On the first page select the **Configuration using services** option and choose **Graitec License Server** in the list box:



2. Select the **Start/Stop/Reread** tab.
3. Click **Stop server** then the **Start Server** button.

Be aware that the server does not start in certain situations:

**Cause 1**            The ports are used by other applications.

### Solution

Change the used ports (See **Changing default ports used by the license mechanism**).

If the customer is using the same machine as a license server for other software that uses flexlm (e.g. AutoCAD®) – a common cause – it is better to use a combined license. If you encounter these situations please attach the other license and ask for a combined license.

**Cause 2**            On a Vista server computer you can encounter the situation where the license service was not started during system startup. This happens because Vista drops a service start if it fails to start in a certain amount of a time.

### Solution

Manually start the license server. Alternatively, remove the service and create a batch file that starts the license server on system startup.

The command line to start the license server is: `lmgrd.exe -c license_fullpath -l log_fullpath`

## Configuring firewall exceptions for the Standard windows firewall

To configure the firewall exceptions, add **lmgrd.exe** and **graitec.exe** as exceptions regardless of the port used.

To configure firewall exceptions:

1. From the Windows **Start** menu access the firewall configuration:

**Control Panel > Security Settings > Firewall**

2. On the **Exceptions** tab click **Add Programs**.

## Changing default ports used by the license mechanism

The license server communicates with workstations via two TCP ports. The default values of these ports are:

Component	Advance Steel	Advance Concrete
graitec.exe	7621	7622
lmgrd.exe	27000	27000

To change the values of these ports add the following text in the license file:

```
SERVER XXX DSC=HASPGR-0x20c1d0ce 7622
VENDOR GRAITEC port=27000
FEATURE INT_VER GRAITEC 8100 permanent 1 TS_OK SIGN=15DFB30036E0
```

You can type any valid port number instead of **7622** and **27000**

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**Note:** *It is not necessary to re-encrypt the license after changing this text, but it is necessary to restart the server. To restart the server, see **Manually starting the license server**.*

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On the client side it is also necessary to change the default port. This can be done by re-installing the license or manually by replacing **7622@server** with **new\_port@server**.

For the registry, see **Checking and correcting the flexlm registry**.

## Troubleshooting communication with the license server

<b>Symptom</b>	<i>On the server side everything seems to be OK, but the client cannot connect to the server.</i>
<b>Cause</b>	The communication between the server and the client might be blocked on the server side, in the middle (router or other hardware firewall) or on the client side.

### Server and client

Check for the existence of firewall, antivirus, or any spyware software. Disable them temporarily and re-check the license availability. There are cases when the antivirus software (Panda) still blocks the ports even when it is disabled. In this case it must be configured or uninstalled.

### Router

Ask the network administrator to open the connection on ports 7622 and 27000. If this is not possible ask the administrator to open any 2 ports and perform the steps specified in **Changing default ports used by the license mechanism**.

## Checking network connections status

To see if a network card is disabled:

- In Windows XP: From the **Start** menu select **Control Panel > Network and Internet connections > Network connections**
- In Windows Vista: **Control Panel > Network and Sharing Center > Manage Network Connections**

To enable a connection right click the icon and select 'Enable'.

## Tools used for troubleshooting

<b>FixFileTime.exe</b>	Fixes the system files that have a modification date later than the current date and that cause crashes.
<b>FixDate.exe</b>	For customers that accidentally set back the computer date
<b>GetHaspDongleId.exe</b>	Detects the HASP dongle ID
<b>KillerLicense.exe</b>	For customers that want to move the license to another computer
<b>Imtools.exe</b>	Used for FlexLm driver problem detection