GRAITEC ADVANCE

INSTALLATION TROUBLESHOOTING GUIDE

GRAITEC

Content

Error code problems

Symptom:	*Advance Steel displays the flexlm License Finder dialog*

Cause The license file or the license server was not found at the location specified in the registry. The most common situation is that a firewall blocks the communication with the server.

Solution

Specify the license Server or the license file using this dialog.

If it still does not work the current user might not have permission to write to the registry. In this case re-install the license. In the case of a server license, the problem can be caused by a firewall or antivirus. See **Troubleshooting communication with the license server**.

Error code -5:	*No such feature exists*

Cause One of the necessary features is missing from the license file. The most likely cause is an incorrect license file.

Solution

The error message also shows the expected feature name, the location and the name of the currently used license file. Check that the current license file is the desired one and that the feature is present.

HSReal or HSEval features must exist in the license file. HSEval must exist if it is an evaluation license and HSReal if it is a normal license.

Error code -9:	*Invalid HOST*
Cause	The host ID detected does not match the one specified in the license file. The most likely cause is a problem with the hasp driver or wrong license file.

Solution

The error message indicates the expected HOSTID and the used license.

Read the HOSTID and compare it with the system HOSTID to identify the type of license used. See **Finding the HOSTID**.

Three types are possible:

- Disk serial number

  HOSTID=DISK_SERIAL_NUM=6c908396

- Ethernet card ID

  HOSTID=0007e9417ec9

- HASP dongle

  HASP HOSTID=DSC=HASPGR-0X64B1A5CC

In case of Ethernet card HOSTID or disk serial number HOSTID the most common error is an error with the license file.

Another problem can be a disabled network adapter. In this case you need to enable it. Some laptop Wireless network adapters are disabled by a hardware switch and not only by a software setting.

In case of a dongle a common problem is related with the Aladdin driver.

1. Make sure the latest version of the driver is installed.

2. Use **GetHaspDongleId.exe** tool to check the ID of the dongle inserted in the 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 tool displays the ID then the driver is correctly installed.

   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 that the specified host name is correct. If it is then 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 lmreread 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 lmgrd.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 suport for a specific license.

Error code -33:	*Bad encryption handshake with vendor daemon*

Cause	Customer is using an Advance Steel 8.1 (or older) server license for Advance Steel 2009 or newer. Same for vice-versa.

Solution

See **Installing a license with License Installer**.

Error code -8:	*Invalid (inconsistent) license key*

Cause	Customer is either using an Advance Steel 8.1 (or older) local license for Advance Steel 2009 (or newer) or the license has been altered.

Solution

See **Installing a license with License Installer**.

Troubleshooting license file installation

Symptom	*System crashes and closes AutoCAD immediately after the Advance Steel splash screen*
Cause	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.

Installing a license with License Installer

License Installer

The **AS 2009 License Installer** shows existing license settings.

The license installer has now the possibility to overwrite existing settings or to add new license settings in parallel with the existing ones:
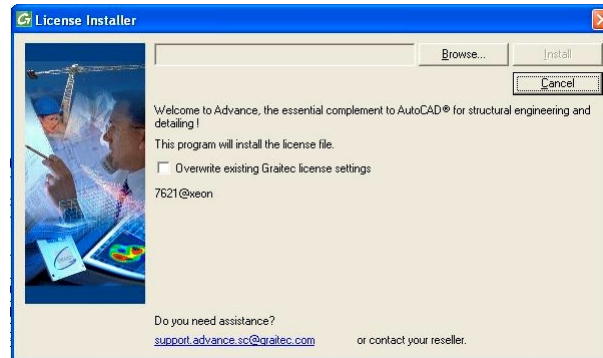
Installing a license

Using License Installer is the usual way of installing a license.

- To install a local license, simply double click on an ***.aslic** file that was issued for that computer. Then click install.

⚠️   *The license should not be a server license!*

- To become client of an Advance Steel license server, simply double click on the ***.aslic** file that was issued for that server. Then click install.

⚠️   *The license file must be a server license.*

Installing a license for both Advance Steel 8.1 or older and Advance Steel 2009

Advance Steel 8.1 and Advance Steel 2009 use different licenses that are not compatible (users cannot use the license for Advance Steel 2009 with Advance Steel 8.1).

If you use local licenses (locked for a computer), in order for Advance Steel 8.1 and Advance Steel 2009 to work together, both licenses must be installed: one for Advance Steel 2009 and one for Advance Steel 8.1. The License Installer must be run two times: one time for Advance Steel 8.1 license and one time for Advance Steel 2009 license.

If you use server licenses for Advance Steel you cannot install both licenses for Advance Steel 8.1 and Advance Steel 2009 on the same license server. One computer must have a license server installed for Advance Steel 2009 and other computer for Advance Steel 8.1.

Check for the correct version of License Installer associated with the *.aslic files.

If an old version of the License Installer tool appears on double-click on a ***.aslic** file then user must manually associate the new License Installer tool (the one with overwrite checkbox) with the ***.aslic** files. Old License Installer tools overwrite always settings in the registry for the GRAITEC_LICENSE_FILE value. So when you install a license for Advance Steel 2009 with an old License Installer, then the license for Advance Steel 8.1, if existed, is deleted from the registry.

Common tasks

Checking and correcting the flexlm registry

The license registry settings are written in:

- For Windows Vista 32-bit and Windows Vista 64-bit the settings are in:

    HKEY_CURRENT_USER / Software / FLEXlm License Manager

- For Windows XP 32-bit are in:

    HKEY_LOCAL_MACHINE / Software / FLEXlm License Manager

- For Windows XP 64-bit are in:

    HKEY_LOCAL_MACHINE / SOFTWARE / Wow6432Node / FLEXlm License Manager

Use **regedit** to open this registry key. The key contains the GRAITEC_LICENSE_FILE value indicating the path to the license file.

The GRAITEC_LICENSE_FILE value is used both by Advance Steel and Advance Concrete.

The values can contain a path (e.g., C:\Documents and Settings\All Users\Application Data\Graitec\AdvanceSteel\License\AS81.dat) or a server address (e.g., 7621@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 7621

VENDOR GRAITEC

FEATURE HSBASIS GRAITEC 8100 01-oct-2009 20 START=11-mar-2008 TS_OK \

SIGN=C4E51342B6D8

…
```

On the computers running a license server, look for the "Graitec License Server" subkey.

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.

If the computer has several Ethernet cards then any of them can be chosen. The preferred card is a non-wireless card. The license does not work if the card is disabled which happens more often with wireless cards.

Connecting a workstation to a server IP address

1. Log on to the server.
2. At the command prompt, type **ipconfig /all**.
3. Look for the IP address then log on to the workstation
4. Open **regedit** and browse to the FLEXlm License Manager key as shown in **Checking and correcting the flexlm registry**
5. Find the GRAITEC_LICENSE_FILE value and type *port @ ip address*.

   For example: 7621@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 **lmtools.exe** tool.

1. On the first page select the **Configuration using services** option and choose **Graitec License Server** in the list box:
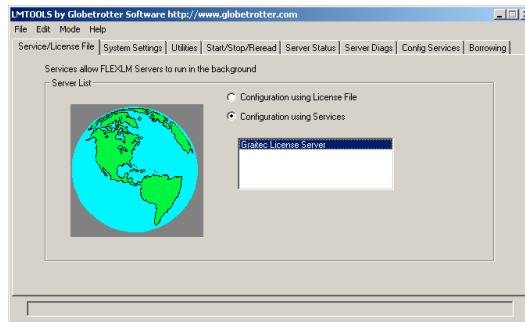
2. Select the **Start/Stop/Reread** tab.
3. Click **Stop server** then the **Start Server** button.

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

- There is an error in the license.

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 7621
VENDOR GRAITEC port=27000
FEATURE INT_VER GRAITEC 8100 permanent 1 TS_OK SIGN=15DFB30036E0
…
```

You can type any valid port number instead of **7621** and **27000**

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

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 7621@server with new_port@server.

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

Troubleshooting communication with the license server

Symptom	*On the server side everything seems to be OK, but the client cannot connect to the server.*
Cause	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 7621 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 troubleshoting

Bellow are listed the tools used for troubleshooting Advance Steel installation:

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