

Troubleshooting Hints and Tips

1. License Service Will Not Start:

If you are running the License Manager software (concurrent licensing only) on a 64 bit machine you may encounter this error:

“Windows could not start the SGI Main License Server service on COCADSARC. Error 1053: The service did not respond to the start or control request in a timely fashion.”

If you have this error it is likely you are running an older version of LMTOOLS and LMGRD.

Solution: You must download and install a later version of LMTOOLS and LMGRD. This particular problem was solved in version 11.4 but we recommend you use the latest version available at the download site, https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources under the tab *License Tools*.

2. Help! The Intergraph License Administrator Tool cannot detect any Host IDs on my machine. What do I do?

Solution:

- a. This is probably a case where the network cards are not enabled. Please look in Device manager and enable all their network cards to correct the problem. Alternatively you can initialize the program and obtain the COMPOSITE Host ID from License Error dialog box.
- b. If teamed network cards are in place, the Composite ID will not populate. You can request an override license based on the server's Static IP address if teamed network cards are required. Please email license@hexagon.com to request the license.

3. When attempting to obtain the Host ID, the Show Host ID GUI is truncated. I can't view any of the available Host IDs.

Solution: To obtain your Composite ID bypassing Intergraph License Administration, run ShowHostID.exe located in the directory C:\Program Files (x86)\Common Files\Intergraph\Licensing\11.11.1\Program. This will open a command prompt window and display your Host ID.

4. Hyper-V virtual machines/servers do not have a stable CompositeID. A reboot of such a machine results in a new CompositeID - leaving your current licenses invalid.

Solution: An override license can be provided that is based on the primary Static TCP/IP of the server distributing the licenses. Send your LAC, overview of products and quantities needed, and the TCP/IP address of the server to license@hexagon.com. You will be sent a new, modified license file that will not be affected by a changing Composite ID.

5. How do I configure a license using an Amazon elastic IP address?

Solution: This solution is valid only for the 2013 released products. Because of the limited supply of fixed IPV4 addresses, each Amazon server instance will receive, by default, a new floating IP address each time it starts up. In addition, the public DNS name of the instance is formed from the IP address so it, too, changes each time the server is restarted. This is not desirable for a license server because you would have to reconfigure every client each time the server is restarted. In order to work around this problem you must override the default behavior and assign a fixed IP address to the server. Amazon allows up to 5 fixed Elastic IP (EIP) addresses per account. They can be associated with any running instance that belongs to the account. However, when the server is stopped the association will be lost. The administrator must proactively reassign the same EIP address to the license server each time it is restarted.

6. Can I use the Intergraph License Administrator with products other than those in the 2013 release?

Solution: Unfortunately not, but when the remaining Hexagon Safety & Infrastructure/Hexagon Geospatial products upgrade, this tool will be available.

7. Which version of Intergraph License Administration must I run?

Hexagon Geospatial Products: The latest version of Intergraph License Administration is available on the download site, download.hexagon.com. Select "Intergraph License Administration" under the Product dropdown. Select "Show Legacy Downloads" to view past releases.

- Version 2015 licenses utilize v11.11.1MR1 (11.11.0100.01017) of Intergraph License Administration.
- Version 2014 licenses utilize v11.11.1 (11.11.0100.00141) of Intergraph License Administration.
- Version 2013 licenses utilize v11.10.1 of Intergraph License Administration.

Note: Intergraph Licensing 2015 will serve version 2013-2015 licenses. It is recommended to always install the latest version available.

Hexagon Safety & Infrastructure Products: The latest version of Intergraph License Administration is available on the download site, download.hexagon.com. Select "Intergraph License Administration" under the Product dropdown. Select "Show Legacy Downloads" to view past releases.

- EdgeFrontier v6.3 licenses utilize v11.11.1MR1 (11.11.0100.01017) of Intergraph License Administration.
- EdgeFrontier v6.2 licenses utilize v11.11.1 (11.11.0100.00141) of Intergraph License Administration.
- G/Technology v10.2.1 and Fiber Optic Works v1.2.1 licenses utilize v11.11.1MR1 (11.11.0100.01017) of Intergraph License Administration.
- G/Technology v10.2 and Fiber Optic Works v1.2 licenses utilize v11.11.1 (11.11.0100.00141) of Intergraph License Administration.
- I/Map Editor and I/Incident Analyst licenses utilize v11.11.1 (11.11.0100.00141) of Intergraph License Administration.

Note: Intergraph Licensing 2015 will serve all licenses listed. It is recommended to always install the latest version available.

Pre-2013 Releases: For specifics regarding software released prior to 2013, please reference the document located at licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal entitled *Pre-2013 release Concurrent Licenses*.

8. I tried to borrow my license for field work for 6 months and was able to only borrow for 90 days. What can I set to borrow my license for a longer duration than 90 days?

Solution: The duration of 2160 hours (90 days) is set in the licensing model for the products. You cannot override this maximum duration. If you have a need for a longer duration borrowed license, please email license@hexagon.com with your requirements and justification and we will work with you to resolve the problem.

9. License File Not Found with 2013 release products

Solution: Open the Intergraph License Administrator Tool and review the location of license file (for nodelocked) and ensure the license service is started for concurrent licenses.

**10. You received the following error messages when attempting to import the license file:
"An error occurred when trying to retrieve the usage summary for the license source"
"Error configuring license server. Contact technical support"**

Solution:

- a. The folder at C:\Users\Public\Intergraph\Licenses can get cluttered with old files and cause issues with the Intergraph License Administrator (ILA). Delete all the .lic files in that folder. These are all temporary files. Once this folder is cleaned up, import the license file again. If this solution does not fix the issues, please send the Intergraph Service Log to license@hexagon.com for review. This can be found at C:\Users\Public\Intergraph\Licenses\IntergraphLicensingService.log
- b. If there is an active firewall running on the server or the client machines, inbound and outbound ports will need to be opened for the license service to function. Please reference the technical document at https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources for assistance in configuring a firewall.

11. Borrowing a license different than the version of software that is being run causes an error.

Solution: Upgrade the Intergraph License Administrator. If the product is pre-2015, you must install the 11.11.0 borrowing utility to cross-borrow. If the product is at version 15.0, you must install the 11.11.1 borrowing utility.

Note: The problem is caused by the earlier license management software adding in a random number to the borrowed license file. This problem was not recognized before 11.10.1 was released – which is what version 13.0 released using. 11.11 fixed the problem so that the random number was not added.

12. You received the error message "An error occurred when trying to retrieve the usage summary for the license source" in the ILA.

Solution: Send the service log to license@hexagon.com for review.

[For Windows XP SP2/Server 2003]

C:\Documents and Settings\All Users\Application Data\Intergraph\Licenses\IntergraphLicensingService.log

[For Windows 7]

C:\Users\Public\Intergraph\Licenses\IntergraphLicensingService.log

If server log file contains the below error message:

```
9:45:00 (INGRTS) Vendor daemon can't talk to lmgrd (License server machine is down or not responding. (-96,491))
9:45:00 (INGRTS) EXITING DUE TO SIGNAL 28 Exit reason 5
```

Turn off any firewalls (Windows, McAfee, etc.) and restart the ILA.

13. License Borrowing Utility crashes on initialization

Solution:

- a. Using NotePad, open `INGRTS_LICENSE_PATH` located in `C:\ProgramData\Intergraph\Licensing`. If it has this string:
`C:\Users\Public\Intergraph\Licenses;@<licenseserver>;`
change it to:
`@<licenseserver>;C:\Users\Public\Intergraph\Licenses;`
- b. If the above does not work, and if you do not need the nodelocked license source, remove `C:\Users\Public\Intergraph\Licenses;` and just leave `@<licenseserver>;`

14. License File Not Found – common reasons and solutions (post-2013 released products)

There are many reasons why a license file is not found when you initialize the product:

- a. **If you have a nodelocked license and you are attempting to access the product using remote access, the license will fail. Nodelocked server products do allow for remote access, but they are the only nodelocked licenses that can be accessed remotely. Concurrent licenses do allow for remote access.**

Solution: Log on to the system locally and the license should be recognized or exchange the nodelock license for a concurrent license. Please note there is a price difference between a nodelock and concurrent license and you will need a quote from your sales rep for the exchange.

- b. **If you are running a concurrent license, does your client machine have access to the machine acting as the license manager service?**

Solution: Ensure the client machine has access and can see the license manager services machine. Please refer to the document *Concurrent License Details*, on the license generation web site help pages or the licensing resources web site, licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal or https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources

- c. **For nodelock licenses, does the Host ID of the machine match the Host ID in the license file? You can open the license file in Notepad and find the phrase HOSTID= and then check that Host ID against the machine's Host ID. If the Host ID does not match, you will need to rehost the license.**

Solution: You may do this online once every 6 months per license. Please go to licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal and enter your LAC, click

Manage Licenses and Rehost. Please follow the prompts. If you have exceeded the allowed number of rehosts, please electronically complete the **Rehost Request** form and submit to the licensing mailbox, license@hexagonsi.com

- d. Does your license file end in an extension other than “.lic”?

Solution: Rename the license file so the extension is .lic

- e. Is your license file placed in the proper location for a nodelock license; if a concurrent license, does the client machine point to the correct license manager services machine?

Solution: *Nodelock* – move the license file to the correct location. All current versions of the software have the licenses located in the \Users\Public\Intergraph\Licenses folder. If you have an older version of the FLEX enforced licensed product, please refer to the README for the license file location. *Concurrent* – Ensure the client machine either has a registry entry to point to the license manager service machine or has a copy of the license file. Please refer to the document **Concurrent License Details**, on the license generation web site help pages or the licensing resources web site, licensing.hexagonsafetyinfrastructure.com/flexnet/operationsportal or https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=licensing_resources

- f. Check to ensure the system date is correct on the computer. The license expects the correct date. Has the system date ever been modified? If so, then you may have files that have dates greater than today’s date and they need to be removed or modified to reflect the current date.

Solution:

Finding

- Create a new blank file named licerr.txt in the C:\temp folder.
- Start GeoMedia so that the license error occurs.
- Open the licerr.txt in Notepad.exe and look for the line with the text ‘GraceCheck: System date has been adjusted’ or ‘lc_checkout: bad date detected’. If the value is set to ‘0’ (i.e. GraceCheck: System date has been adjusted: 0) this means that the system date has been adjusted.

Fixing

- Open command prompt
- Search for all files listing created date:
- `dir /o:d /s /4 /t:c > c:\FilesWithCreatedDate.csv`
- Search for all files listing modified date:
- `dir /o:d /s /4 > c:\FilesWithModifiedDate.csv`
- Search for all files listing created date:
- `dir /o:d /s /4 /t:c > c:\FilesWithCreatedDate.csv`
- Search for all files listing modified date:
- `dir /o:d /s /4 > c:\FilesWithModifiedDate.csv`
- Open the .csv files in excel, split fields by / and space while opening in excel so that the dates are split into fields. Will then need to do some massaging to allow sort by year.
- Note: Can also use windows explorer to sort by modified and created date, but won't show some created dates.

- To resolve the issue open Windows Explorer and change to the system's Windows folder (usually C:\Windows) and sort all the files and folder via the date modified. Check to see if any of the modified dates are earlier than the system date. Next sort all the files and folder via the created date to see if any of the created dates are earlier than the system date.
- If only the modified dates of some files are newer than the system date you can fix the modified date using the copy command from the CMD window with the following syntax...
- copy /b filename.ext +,,
 - If you also have files with a created date newer than the system date you will need to use a Windows utility that performs an action similar to the UNIX touch command. There are a number of utilities available, but the free command line utility named 'filetouch' seems to work well. It is available from... <http://www.softtreotech.com/24x7/archive/47.htm> To modify the created date to be the current time with the filetouch command use this syntax from a CMD window:
 - filetouch /c filename.ext

g. Does the user of the product have appropriate permissions on the license file folder?

Solution: Check the permissions on the license file folder. The user must be able to read this license file.

h. If you are still receiving the License File Not Found message, check to see if the environment variable 'LM_LICENSE_FILE' exists and if so what value is assigned to it. Since many other products use FLEX enabled licensing, the variable may exist and be set to another license file path. In that case the Intergraph .lic file will be ignored unless the path to the product license is added.

Solution: Intergraph's implementation of FLEX enforced licensing utilizes an environment variable to determine the location of the license files. These variables can be set and controlled in two ways:

- The Registry
- System Environment Variables

Normally the registry is used, and the following key determines the location of the license files:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\FLEX\Im License Manager

Under this key is the following registry variable:

INGR_LICENSE_FILE

By default, this value is set to:

C:\Program Files\Common Files\Intergraph\Ingr_Licenses

Other paths can be appended to this variable using a semicolon as a separator. For example, if you have had a previous version of GeoMedia Professional loaded on drive D and you upgraded to the

current version, both the existing path and the new default path would appear in the registry, as shown below:

***C:\Program Files\Common Files\Intergraph\Ingr_Licenses;
D:\Program Files\GeoMedia Professional\Program***

Your existing license would still work, as would any subsequent licenses moved to the common folder. The order of the path list in the registry determines the order used to search for valid licenses. This is most useful if you are mixing node locked and concurrent licenses on the same system. In this case, some applications will attempt to check out a license from the license server even if it is intended to be node locked. By placing the path of the node locked licenses ahead of the concurrent license path, you can ensure that the node locked license is read first.

For example, if you are using a node locked version of SMMS and a concurrent license for GeoMedia, you could set the following in the registry:

***D:\Program Files\SMMS\ ;
C:\Program Files\Common Files\Intergraph\Ingr_Licenses***

You can also use the ***INGR_LICENSE_FILE*** as a system environment variable. In this case, both the environment and the registry are used, with the environment used first, and the registry appended to the path.

A global license file variable called ***LM_LICENSE_FILE*** can also be used, but it will affect all ***FLEXlm*** based applications. Avoid using this variable if possible. If this variable is set, it takes precedence over the vendor-specific variable.

Shown below is an example of the variable setting with the path to GM Professional appended.

LM_LICENSE_FILE = d:\LaserScan\Data\lic\license.dat;C:\Program Files\GeoMedia Professional\Program\GeoMedia_Professional.lic

You would need to add the correct product license file name for the product you are running when receiving the 'License file not found' error.

If the ***LM_LICENSE_FILE*** variable does not exist you will want to use 'regedit' to check for the existence of a '***HKEY_LOCAL_MACHINE\SOFTWARE\FLEXlm License Manager***' registry entry and verify what value is assigned to it. It is possible that this entry exists if you were previously trying to implement concurrent licensing and the ***LMTOOLS.exe*** was used with the 'Add Vendor Path' option from the Utilities tab. If the registry entry exists and is pointing to something other than the correct license file path (e.g. ***C:\Program Files\GeoMedia Objects \Program\GeoMedia _Objects.lic***) then the product will not find its license when initialized. If the registry entry exists and is pointing to an invalid path for the GeoMedia or G/Technology product, try deleting the entry to see if this resolves the problem.

If the above suggestions fail to resolve the problem you can diagnose the problem further using the steps below:

- 1) Run the '***lmtools.exe***' that is included on the product CD in the 'licensing' folder.
- 2) Once the dialog is displayed select the 'Service/License File' tab.

- 3) If you have a nodelock license choose the 'Configuration using License File' radio button and browse for the 'GeoMedia_xxx.lic' file in the :\\Program Files\GeoMedia xxx\Program' folder where xxx denotes the specific product. If you have a concurrent license please point it to the location of your concurrent license file that may or may not be the product folder.
- 4) Now select the 'Server Diags' tab and click on the 'Perform Diagnostics' button. This will generate a report in the dialog window that you can review for problems. If you don't see any obvious problems you can cut and paste this info into a file and email it to the support organization once you have opened a worksheet or forward the log to the license@hexagon.com mailbox for assistance..
- 5) You should also select the 'Utilities' tab and use the 'Perform Check Sum' option to verify that the license file will pass the checksum test. The license file should pass this test unless it has been edited.
- 6) From this same tab you can select the 'List All Vendor Paths' button to see what registry entries are set. For a node locked license the only entry expected would be C:\flexlm\license.dat under Other Vendors. If there are additional Vendors listed they may be the source of the problem (the earlier registry check should have found these entries however.)
- 7) Lastly go to the 'System Settings' tab and verify that the information there checks out, especially the System time as the machine may think the license has expired or is not yet valid if the system time is wrong

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