```
================================================================================
DEPRECATION NOTICE

Hosting a FlexSim license server using lmadmin is deprecated.


================================================================================
RECOMMENDATION

For maximum security, compatibility, and simplicity, FlexSim recommends using
lmtools rather than lmadmin. Please view our latest lmtools documentation here:

https://flexs.im/lmtools


================================================================================
ARCHIVAL INFORMATION

While not recommended, FlexSim *is* still compatible with lmadmin. If you must
use lmadmin, we recommend using the latest version of lmadmin you have access to
(preferably the latest Flexera offers), and use it alongside a current, fully
patched version of Java. Our lmadmin instructions, found at
https://flexs.im/lmadmin, were written for our older lmadmin version, but
assuming you have access to a newer version of lmadmin, they may be helpful to
you in using FlexSim with a more recent version.

The lmadmin installation files hosted here are outdated and may contain bugs or
vulnerabilities that have been patched by Flexera in later lmadmin versions.
We offer our older lmadmin installation files here for archival purposes only:
https://flexs.im/lmadmin-download
```

FlexSim License Server Installation

Instructions for hosting your FlexSim licenses

Rev. 20170316

Table of Contents

Introduction

FlexSim uses FlexNet Publisher by Flexera Software for license management. Flexera is a 3rd party vendor not affiliated with FlexSim Software Products, Inc.

This document guides you through the installation and basic configuration of lmadmin, a FlexNet license server manager, on desktop or server versions of Windows.

Using lmtools

Many different software packages use Flexera licensing, including MiniTab, MatLab, 3D Studio Max, other Autodesk products, Arena, some Adobe products, etc. If your license server is already hosting licenses for these or other Flexera-licensed products, you should not follow these instructions for installing lmadmin, but instead use lmtools.

Please see the document *Hosting FlexSim Using lmtools*, included in the LicenseServer.zip download at ***LicenseServer\License Manager\lmtools\FlexSimLicenseServer_lmtools.pdf***, or online at http://flexs.im/LMtools-install.

For more information on the difference between lmadmin and lmtools, please read Flexera's FAQ *lmadmin Migration*, available online at http://flexs.im/LMadmin-FAQ.

Pay attention to details

You may try to rush through these instructions, especially if you've set up FlexNet-based licensing before. However, each step of these instructions is important and should be carefully reviewed. Doing so the *first time* will save you time and trouble in trying to get your license server working properly.

While we recommend following these instructions first, users with additional needs can then explore Flexera's *FlexNet Publisher License Administration Guide*, included in the LicenseServer.zip download at ***LicenseServer\License Manager\ fnp_LicAdmin_11_14_0.pdf***, or online at http://flexs.im/fnp. There you can learn about other options available for your license server, and other principles of FlexNet licensing.

If you're having troubles, most likely you have skipped a step or missed something important. The instructions in this document catch most all problems. If you are stuck, feel free to contact us for help.

System Requirements

Your license server should be on a stable, persistent system that is always on and always accessible via the same IP address or fully qualified domain name. A user's personal system is not a good license server, unless they are only serving licenses to themselves.

Operating System

Hosting FlexSim licenses requires Windows Server 2008 or Windows 7 or newer, either 32- or 64-bit. You should perform all Microsoft Updates so that your operating system is fully patched prior to installing the license server software.

FlexSim and Flexera do not support Windows operating systems that have reached their end-of-life, such as Windows Server 2003, Windows XP, and Windows Vista.

Please see Flexera's Flexnet Publisher Info for more information.

Server Hardware

If the server hardware meets the specifications required for the chosen Microsoft OS, it will be adequate to run the license server software. Hosting licenses is generally NOT a demanding workload.

Please do not confuse these minimal hardware requirements for hosting a license server with the different and more demanding hardware requirements for running FlexSim Simulation Software.

Cloud Hosting

The server software only requires a Windows system meeting the license server system requirements. If the server is hosted at a cloud provider, it makes no difference.

Keep in mind, your license server should be a stable, persistent server that client PCs can remain connected to. If your cloud server works by creating and destroying new instances of a virtual machine each time you boot it, it is NOT suitable for use as a license server. You will lose your FlexSim licenses when the virtual machine is terminated.

Networking, firewalls, connectivity

The license server can license any FlexSim installation that can create and maintain a connection to it. The rest of the configuration is up to you. If you want to limit connections to the local network, or access the license server over a VPN, or have it accessible from the public Internet, these are all decisions you must make and configure your network and firewalls accordingly.

Guidance for processes and ports that should be exposed through firewalls is given later in the instructions.

1. Download FlexSim's LicenseServer tools

Download FlexSim's *LicenseServer* tools at http://flexs.im/LicenseServer.zip.

If you already have a version of FlexSim's *LicenseServer* tools, you should still download the latest version. It can include updates required for licensing the latest version of FlexSim.

Once the download is complete, right-click the **LicenseServer.zip** archive and choose to *Extract All…* to a *LicenseServer* folder at a convenient location.
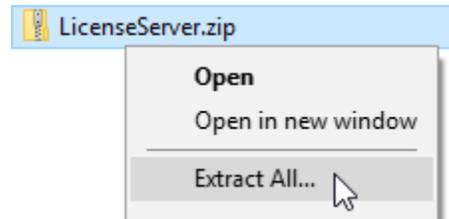
NOTE: Some of the files in this installation rely upon other files in the .zip archive. Attempting this installation by using files directly within the .zip will cause this installation to fail.

2. Install the licensing service

After extracting the .zip archive, you will have a folder called *LicenseServer*. Run the flexsimserveractutil program **LicenseServer\flexsimserveractutil\ flexsimserveractutil.exe** by right-clicking and selecting *Run as administrator*.
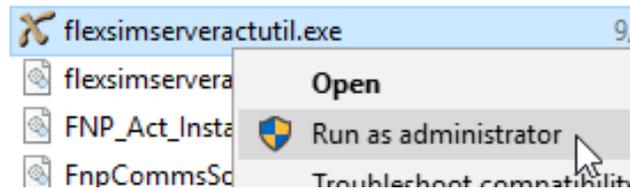
Select the menu option *Tools > Licensing Service > Install anchor service*.

If you are upgrading a server that already had a licensing anchor service installed prior to January 2017, you should stop now and reference the document *FlexSim 2017 License Server Migration Guide*, included in the LicenseServer.zip download at **LicenseServer\License Manager\lmtools\FlexSimLicenseServer_2017MigrationGuide.pdf**, or online at https://flexs.im/2017migration.
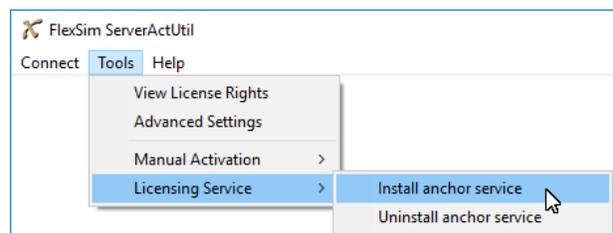
3. Licensing your server

Most FlexSim licenses are Trusted-Storage-based, meaning your licenses need to be activated from FlexSim's license servers. Although unlikely, your license might be license-file-based. If you are licensed using a custom license file, skip the rest of this *Licensing your server* step.

The license activation process varies depending on whether your server has Internet connectivity. If your license server is NOT connected to the Internet, please skip to Manual license activation, below. Otherwise, continue to Internet-based license activation.

Internet-based license activation

If your license server is connected to the Internet, flexsimserveractutil.exe will communicate with the following FlexSim license servers via HTTP and HTTPS:

- www.flexsim.com
- license.flexsim.com

In the *FlexSim ServerActUtil* program, select *Connect > Activate*.
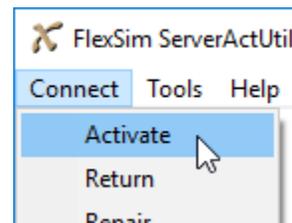
Enter the *Activation ID* and *Count* (seat quantity) for your license.

NOTE: If you have a 20-seat license, but want to host 12 of the seats on this server and 8 seats somewhere else, you can do so. Simply enter *12* for the *Count* value.

Press *Activate*.

After a few seconds, and several status messages, you should receive an indication of success.
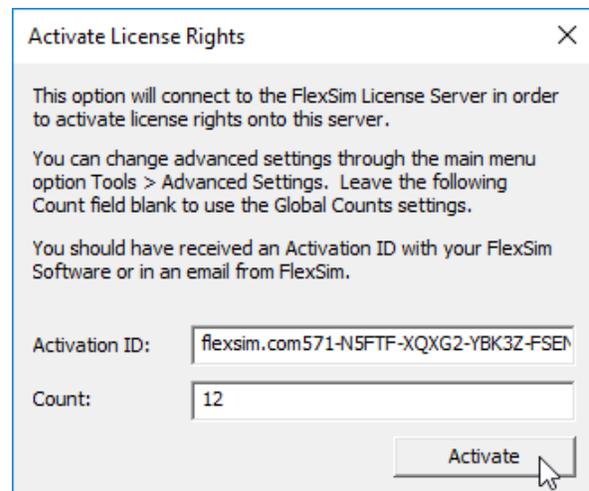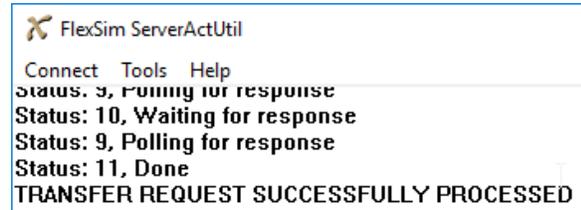
Repeat the steps above to activate any other license codes you are hosting on this license server.

Manual license activation

If your license server cannot connect to the Internet, you need to activate manually. In the *FlexSim ServerActUtil* program, select *Tools > Manual Activation > Generate Request*.
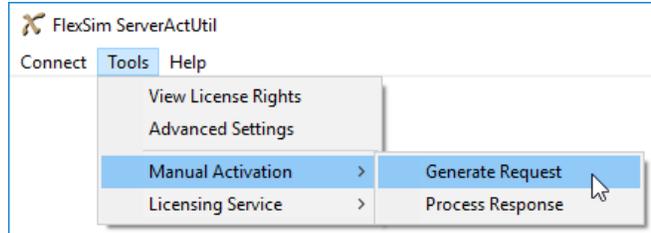
Enter the *Activation ID* and *Count* (seat quantity) for your license.

NOTE: If you have a 20-seat license, but want to host 12 of the seats on this server and 8 seats somewhere else, you can do so. Simply enter *12* for the *Count* value.

Browse to select an *Output File* and press *Generate*. Repeat for all license codes you are hosting on this license server.
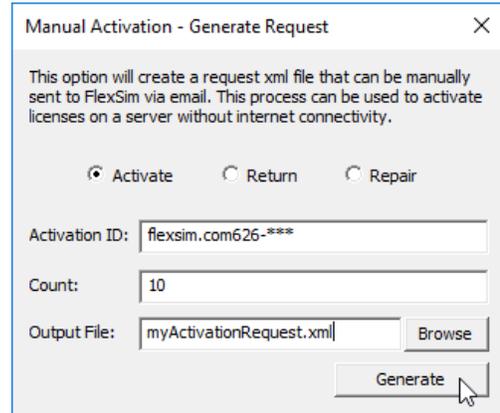
This creates an activation request XML file for each license you are activating. Copy the XML request files off your license server. From a computer with Internet access, submit your XML activation requests to https://answers.flexsim.com/. Make your question private (see screenshot, red steps 1-3).
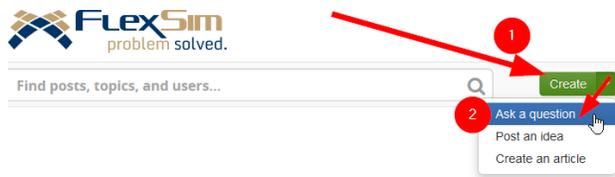
Our support team usually responds the same business day (depending on time zones). Nights, weekends, and holidays will delay the response. Unless you have modified your default notification settings at https://answers.flexsim.com/, you will receive an email notification when a response XML file is posted to your private question.
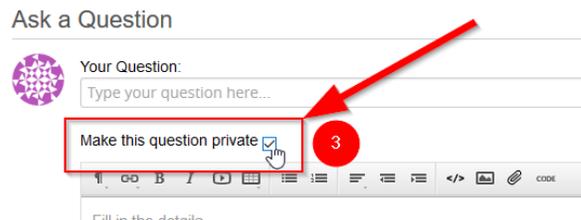
Download the response XML files and transfer them to your license server.

Process each response XML file by opening flexsimserveractutil.exe and going to *Tools > Manual Activation > Process Response*.

NOTE: If this is the first time a license has been activated on this license server, this initial request/response communication configures your local Trusted Storage. After this first request/response, a 2nd request will need to be generated and sent to FlexSim to fully activate your license.
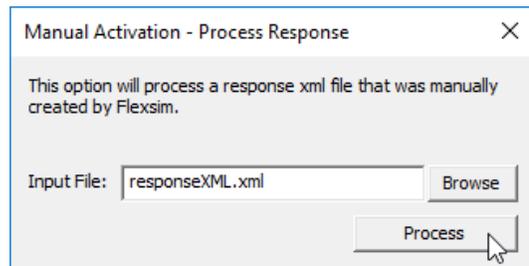
4. Install the license server

Run *LicenseServer\License Manager\lmadmin-x64_n6-11_14_0_1.exe* (or the 32-bit "i86" installer if you're running a 32-bit OS) by right clicking the file and selecting *Run as administrator*.
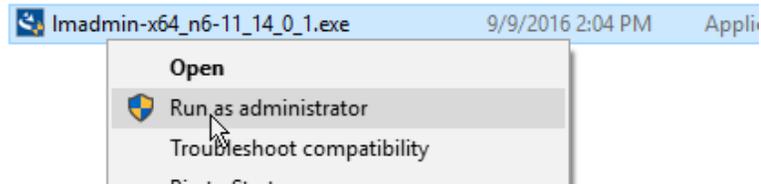
Depending on your computer's settings, you may be prompted to allow the installer to continue.

Click *Yes*.
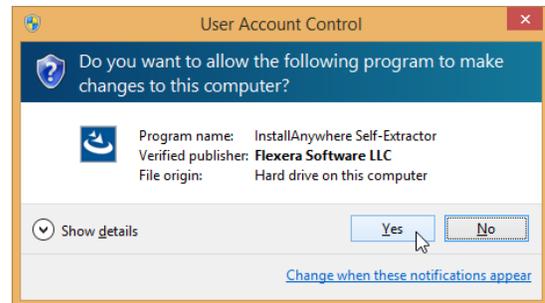
If you get this error: "Could not find a valid Java virtual machine to load", you need to install Java.

Download java here: https://www.java.com/getjava/.
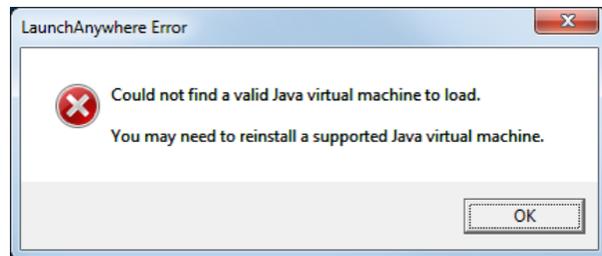
The *Introduction* screen of the *FlexNet Publisher License Server Installer* outlines two important points:

- Admin privileges are required.
- Other running license servers need to be stopped.

If you are running other license servers, please review this information carefully. Consider using lmtools instead.

Click *Next*.
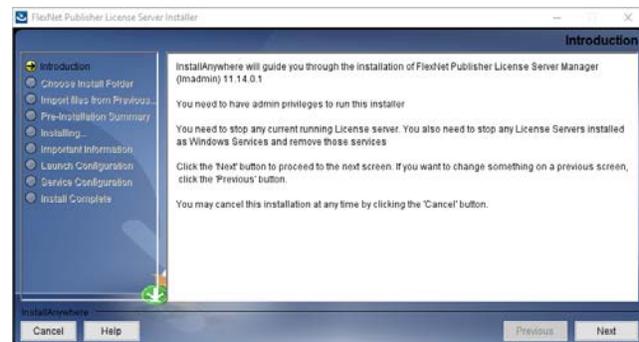
Choose the installation directory. Usually the default is fine.

Click *Next*.
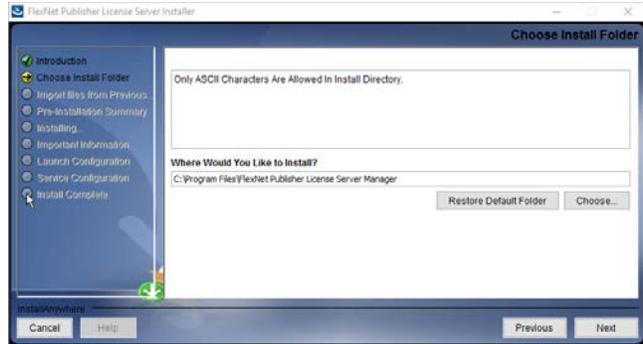
If you are upgrading lmadmin from a previous version and wish to import your previous license files, logs, and daemons, be sure to provide the previous installation path and check *Yes Import*.

If you upgrade in this manner and later on have problems, it may be better to instead perform a clean installation.

Click *Next*.
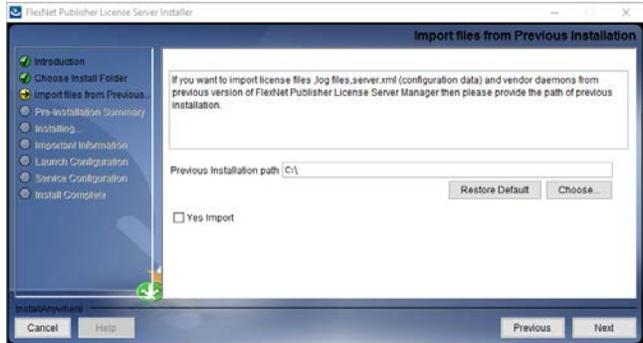
lmadmin is about to be installed on your license server. Review the settings.

Click *Install*.
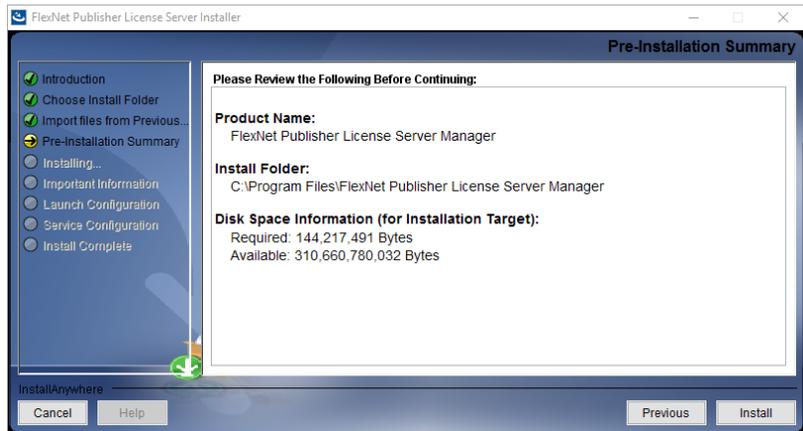
On the *Important Information* step, check *Install Visual C++ 2008 Redistributable Package*.

Click *Next*.
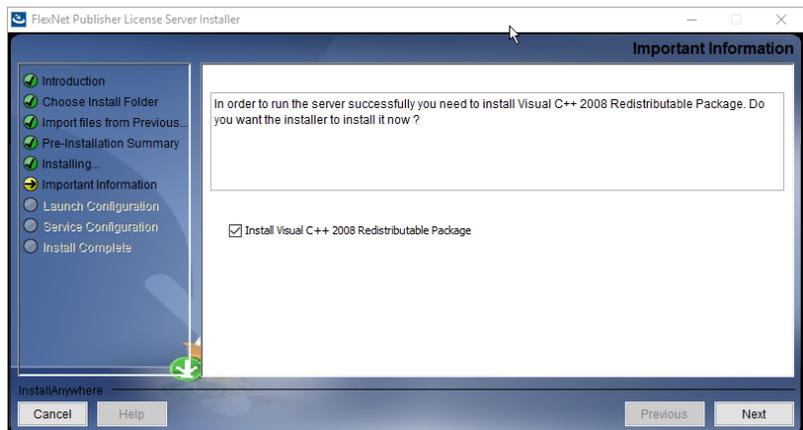
If your server already has Microsoft Visual C++ 2008 Redistributable installed, you may see the *Maintenance Mode* interface. Choose *Repair*, then click *Next*. You should see the *Setup Complete* screen. Click *Finish*.
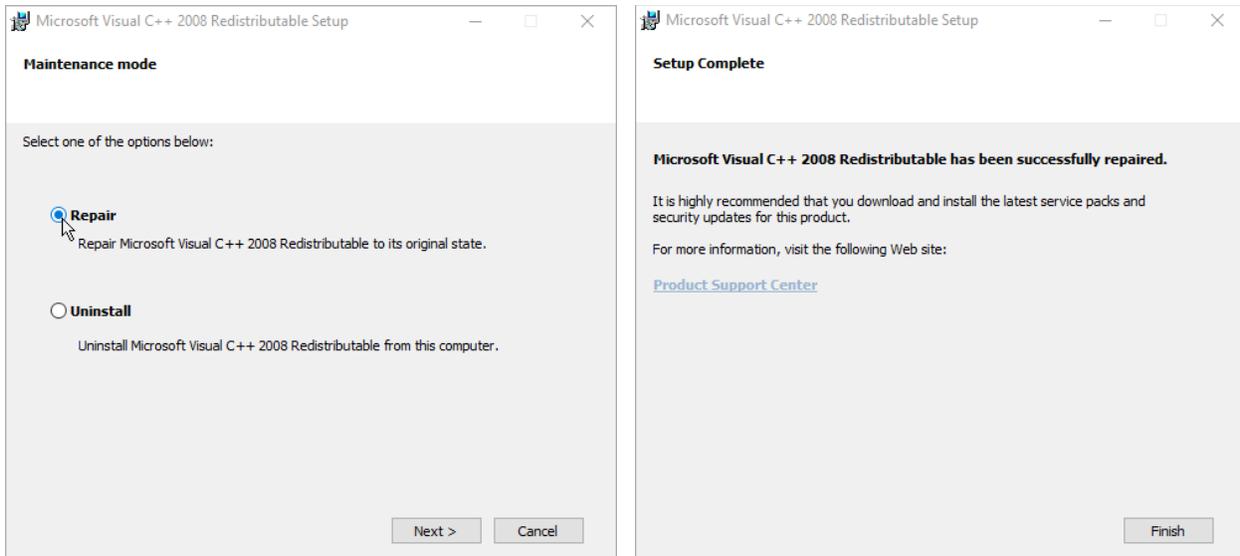
On the *Launch Configuration* step, the default HTTP Port Number for accessing the license server's web interface is 8090.

The default License Server Port Number is chosen from the range 27000-27009.

It is usually best to keep the default port numbers. However, if a service is already using port 8090 or the 27000-27009 range, you should change your lmadmin ports to something different – make note of any custom port numbers that you choose.

Click *Next*.
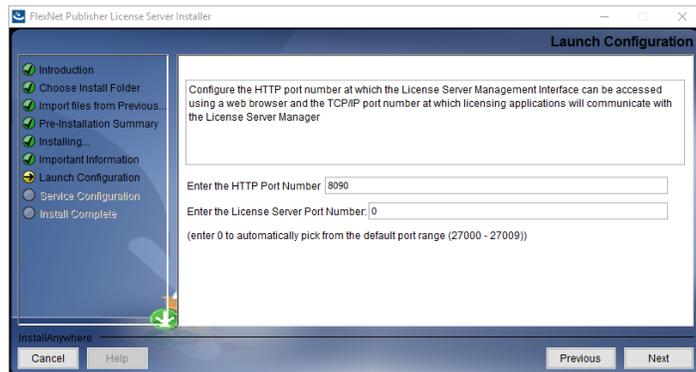
On the 2nd page of the *Launch Configuration* step you can modify various timeout and interval values.

The defaults are usually fine.

Click *Next*.
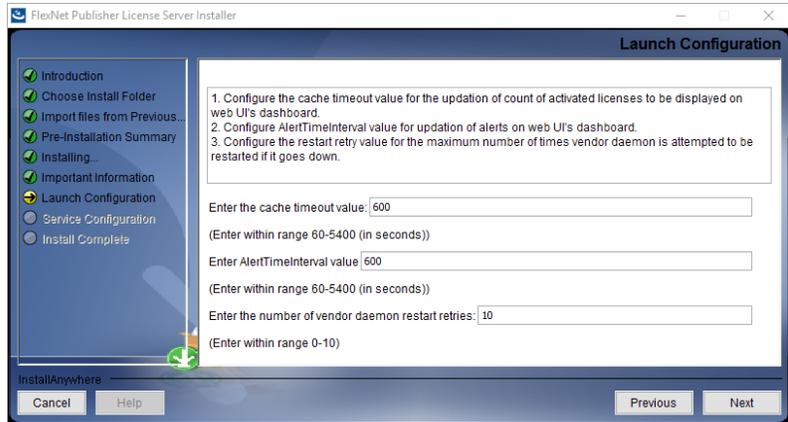
On the *Service Configuration* step, check *Run as a service*.

In most cases, this allows lmadmin to start automatically when your computer starts.

Click *Next*.
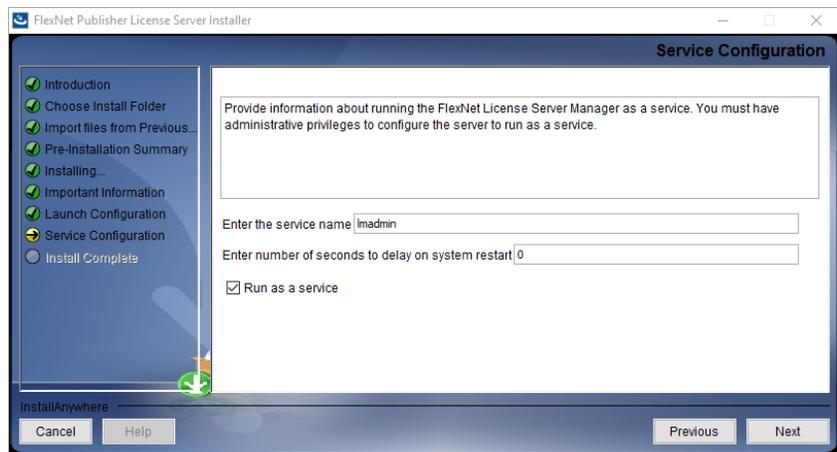
On the *Install Complete* step, you should see an indication of success.

Click *Done* to close the installer.
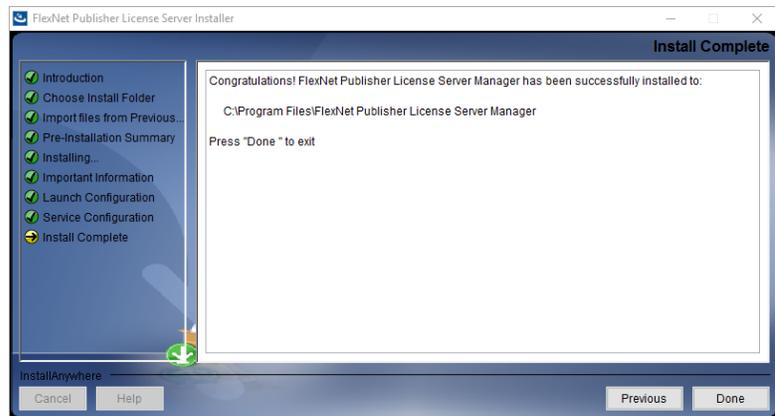
5. Configure permissions, start, and connect to lmadmin

Configure lmadmin account permissions

lmadmin needs to have the proper account privileges to start. Set *lmadmin* to start under the proper account by:

1. Press ⊞ + R to open a *Run* dialogue. Type *services.msc* and hit Enter.
2. Find *lmadmin* in the list of services.
3. Open the *lmadmin* service's properties by double-clicking its name.
4. Go to the *Log On* tab.
5. Choose the option to Log on as: *Local System Account*.
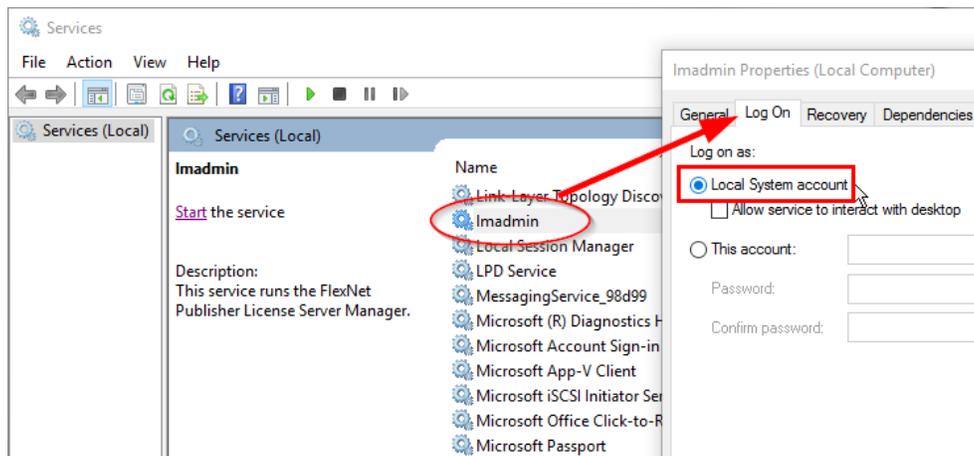
6. Press the *Apply* button and leave the properties window open.

Start lmadmin

You will probably need to start lmadmin manually and configure it to start automatically in the future:

1. The *lmadmin Properties* window should still be open. Go to the *General* tab.
2. For *Startup type*, choose *Automatic* or *Automatic (Delayed Start)*.
3. Press the *Apply* button.

4. Press the *Start* button, then wait for Windows to start the service.
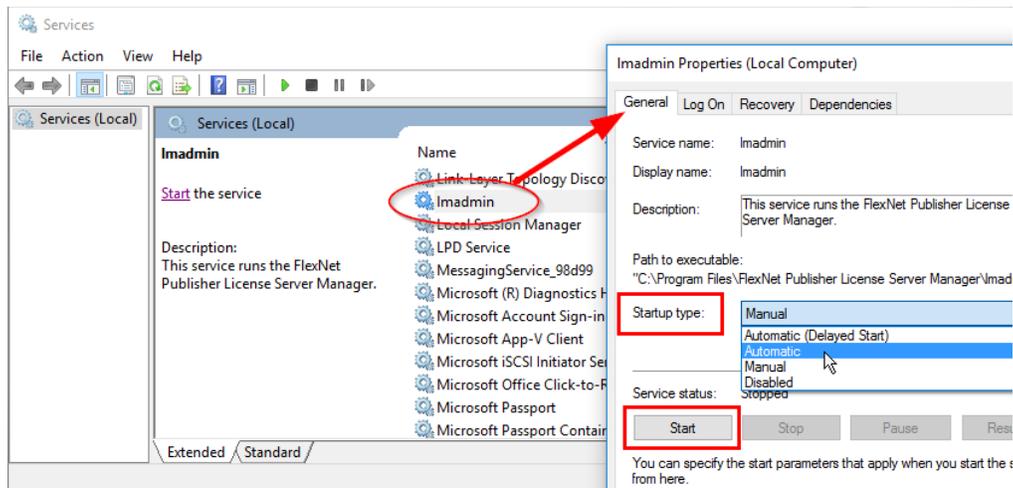
5. Press *OK* to close the *lmadmin Properties* window.

If there is a problem with *lmadmin*, such as:

- lmadmin is not listed as an installed service
- the lmadmin service does not start up automatically when the computer restarts
- any other issues with the lmadmin service

please check the following:

- you ran the lmadmin installer as a user with admin rights, and right-clicked the installer to choose Run as Administrator
- you checked the box during installation to *Run as a service*
- you don't already have a process running or service installed named *lmadmin*
- the lmadmin service is set to run as an account with proper permissions. It's possible that the *Local System Account* setting specified in <u>Configure lmadmin account permissions</u>, above, does not have adequate permissions, and you will need to specify a different account to run under. Work with your server administrator or IT department to determine an account with the proper permissions for your license service.

In addition, please refer to Flexera's *FlexNet Publisher License Administration Guide*, included in the LicenseServer.zip download at ***LicenseServer\License Manager\fnp_LicAdmin_11_14_0.pdf***, or online at <u>http://flexs.im/fnp</u>.

Refer to the subsections *Using lmadmin* (page 78) and *Installing lmadmin License Server Manager as an Operating System Service* (page 86).

Allow lmadmin through Windows firewall

As Windows starts the lmadmin service, you may be prompted with a *Windows Security Alert* about Windows Firewall.

Check the boxes to allow Flexera Software LLC (lmadmin.exe) to communicate on *Domain* and *Private* networks.

Talk with your network administrator about whether to allow access to the lmadmin web console over *Public* networks.

Connect to the FlexNet Publisher web interface

With lmadmin started, you are ready to connect to FlexNet Publisher. Open your web browser to:

http://127.0.0.1:8090.

8090 is lmadmin's default port number. If you configured a custom HTTP port, replace "8090" with your custom port. If you have forgotten your custom port number, find it at the end of the file *C:\Program Files\FlexNet Publisher License Server Manager\conf\httpd.conf*.
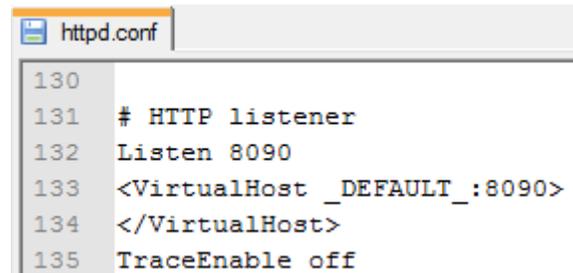
If your web browser still won't connect to lmadmin, most likely the service is not started. Please revisit the steps above to start lmadmin. Follow the troubleshooting suggestions if necessary.
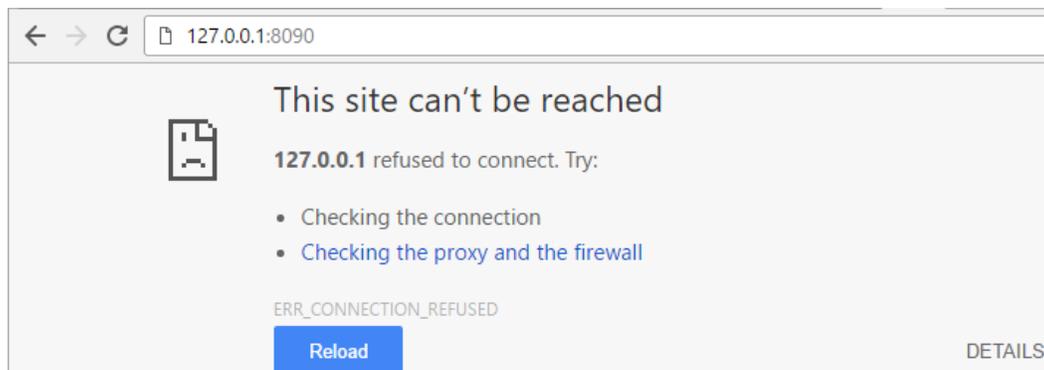
6. Copy the vendor daemon files

Copy the vendor daemon folder, *licenses* (***LicenseServer\License Manager\licenses***) to lmadmin's install directory, at default path ***C:\Program Files\FlexNet Publisher License Server Manager***.

Your folder structure should look like the following:
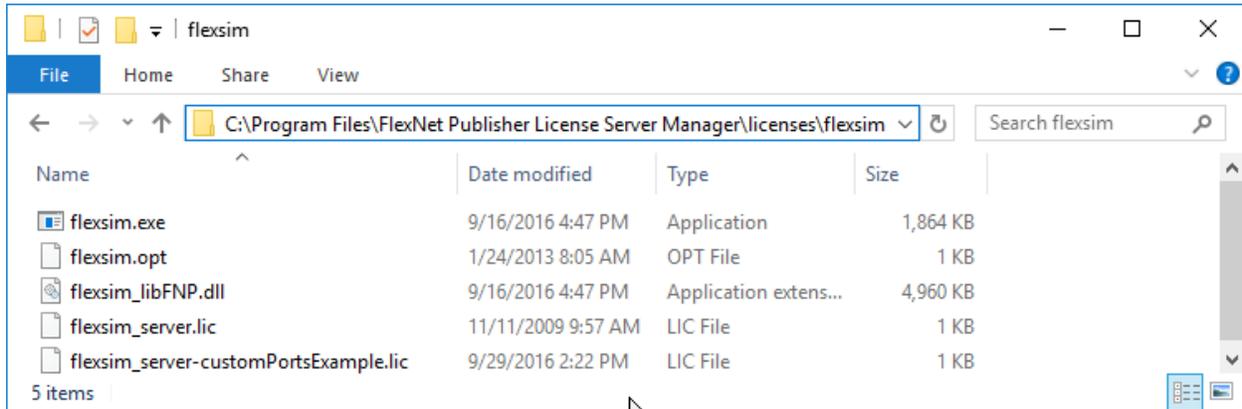
License-file-based licenses

Most FlexSim licenses are Trusted-Storage based, meaning your licenses were activated with FlexSim's license server using flexsimserveractutil.exe, as outlined in the previous [Licensing your server](#) section. Although unlikely, your license might be license-file-based. If this applies to you, copy your license file to the same folder you copied the vendor daemon files above:

C:\Program Files\FlexNet Publisher License Server Manager\licenses\flexsim

Typically, you will rename your own custom license file "flexsim_server.lic", overwriting the default .lic file in that directory. These instructions are written as if you have done so.

In addition, if your license file is dongle-based (it authenticates with a USB key attached to your server), you must follow the additional instructions found in ***LicenseServer\License Manager\advanced\ dongleFiles\FLEXID9_README.txt.***

7. Configure Windows Firewall

Configure your firewall to add both lmadmin.exe and flexsim.exe as exceptions. This will allow your license server to communicate with client PCs.

NOTE: This flexsim.exe is the vendor daemon copied in [Copy the vendor daemon files](#) above, NOT an installation of FlexSim simulation software.

Instructions for different operating systems' firewalls follow:

Windows 10, Windows 8.1, Windows 8, Windows Server 2016, Windows Server 2012

1. Open the Control Panel by right-clicking the Windows icon in the taskbar and choosing *Control Panel* from the context menu.

2. Select *System and Security*. Then select *Windows Firewall*.

3. Click on *Allow an app or feature through Windows Firewall*.

4. Click the *Change settings* button.

5. Click the *Allow another app…* button.

6. Browse to **C:\Program Files\FlexNet Publisher License Server Manager\lmadmin.exe**. It may list as "lmadmin", "Flexera Software, Inc.", or "Flexera Software LLC".

7. Click *Add*.

8. Click *Allow another app…*

9. Navigate to **C:\Program Files\FlexNet Publisher License Server Manager\licenses\flexsim\flexsim.exe**. It may list as "FlexSim" or "Flexsim vendor daemon".
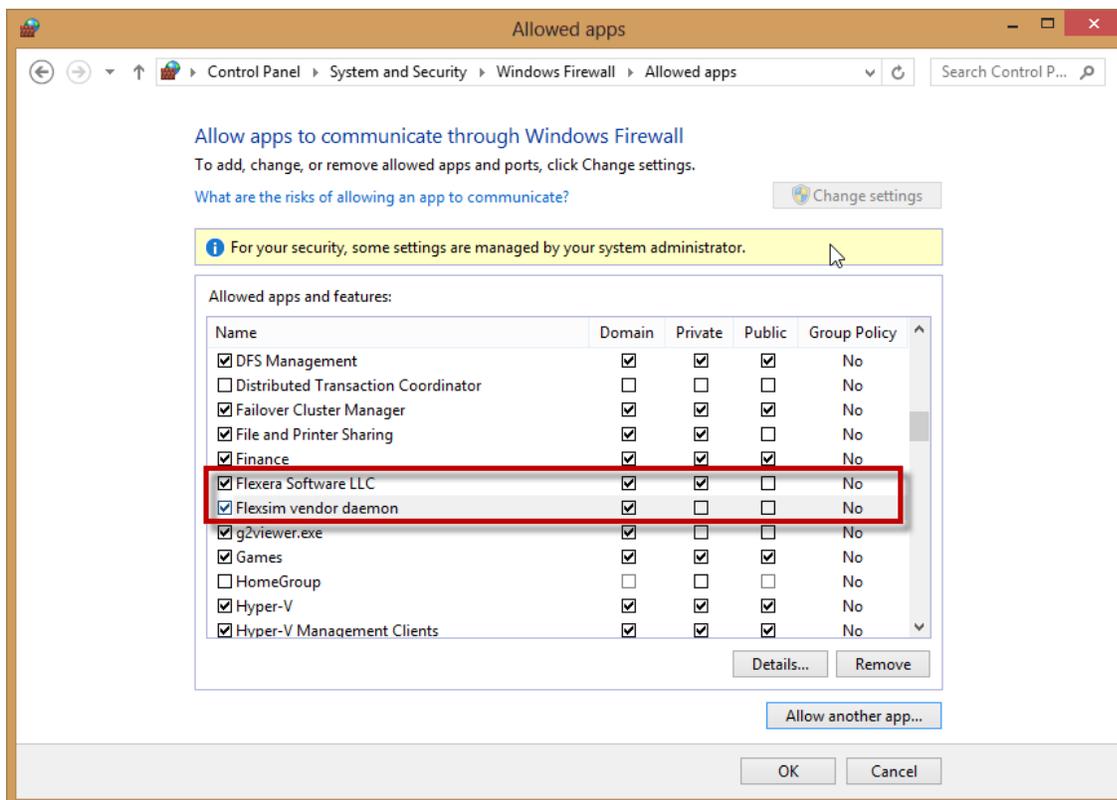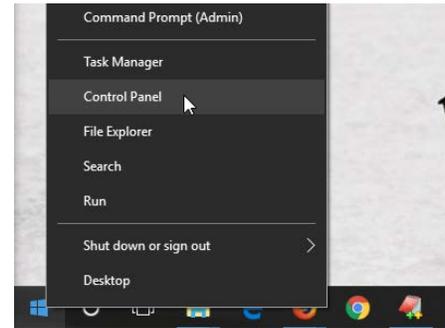
Windows 7, Windows Server 2008

1. Open Windows Firewall through the start menu (*Start > Control Panel > System and Security > Windows Firewall*, OR type "Windows Firewall" into the search box).
2. Click on *Allow a program through Windows Firewall*.
3. Click *Change settings*.
4. Click *Allow another program…*
5. Navigate to *C:\Program Files\FlexNet Publisher License Server Manager\lmadmin.exe*. It may list as "lmadmin", "Flexera Software, Inc.", or "Flexera Software LLC".
6. Click *Add*.
7. Click *Allow another program…*
8. Navigate **to *C:\Program Files\FlexNet Publisher License Server Manager\licenses\ flexsim\flexsim.exe***. It may list as "FlexSim", "Flexsim vendor daemon".
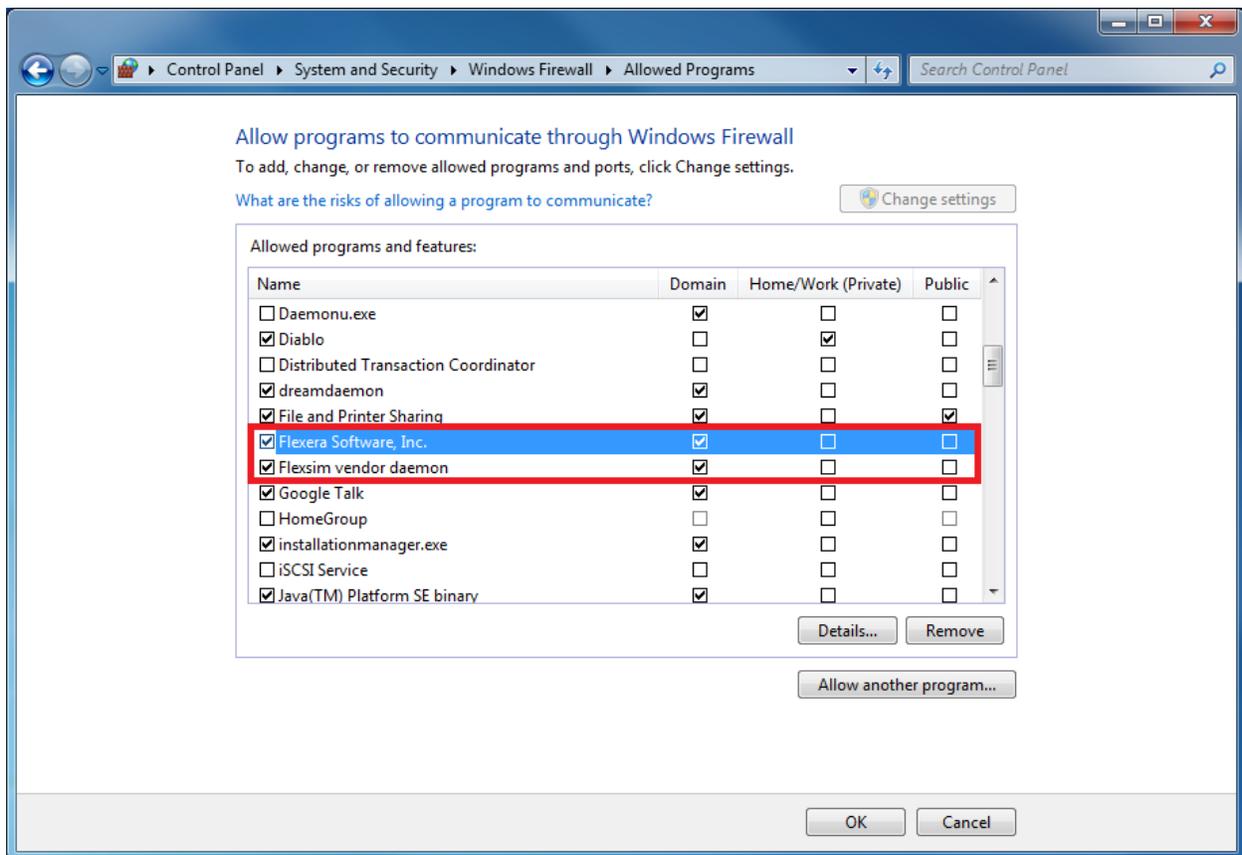
8. Configure FlexNet Publisher (lmadmin)

Use your web browser to connect to FlexNet Publisher at http://127.0.0.1:8090.

8090 is lmadmin's default port number. If you configured a custom HTTP port, replace "8090" with your custom port. If you have forgotten your custom port number, find it at the end of the file *C:\Program Files\FlexNet Publisher License Server Manager\conf\httpd.conf*:

```
      httpd.conf
130
131   # HTTP listener
132   Listen 8090
133   <VirtualHost _DEFAULT_:8090>
134   </VirtualHost>
135   TraceEnable off
```

Your browser should open the FLEXnet Publisher interface. Click on *Administration* to sign in.
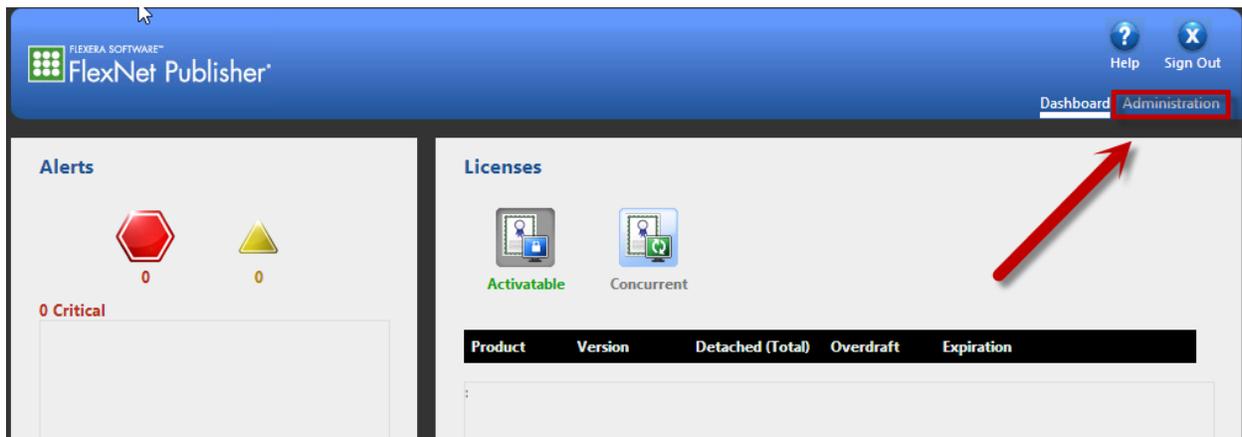
Use the default login credentials to log in for the first time:

Username: *admin*
Password: *admin*

You will be prompted to enter a new password. Enter a new password and hit "Save". Do not lose your new password. If you do, you will need to reinstall lmadmin.

Click the *Vendor Daemon Configuration* tab on the bottom left. Click *Import License* at the top.
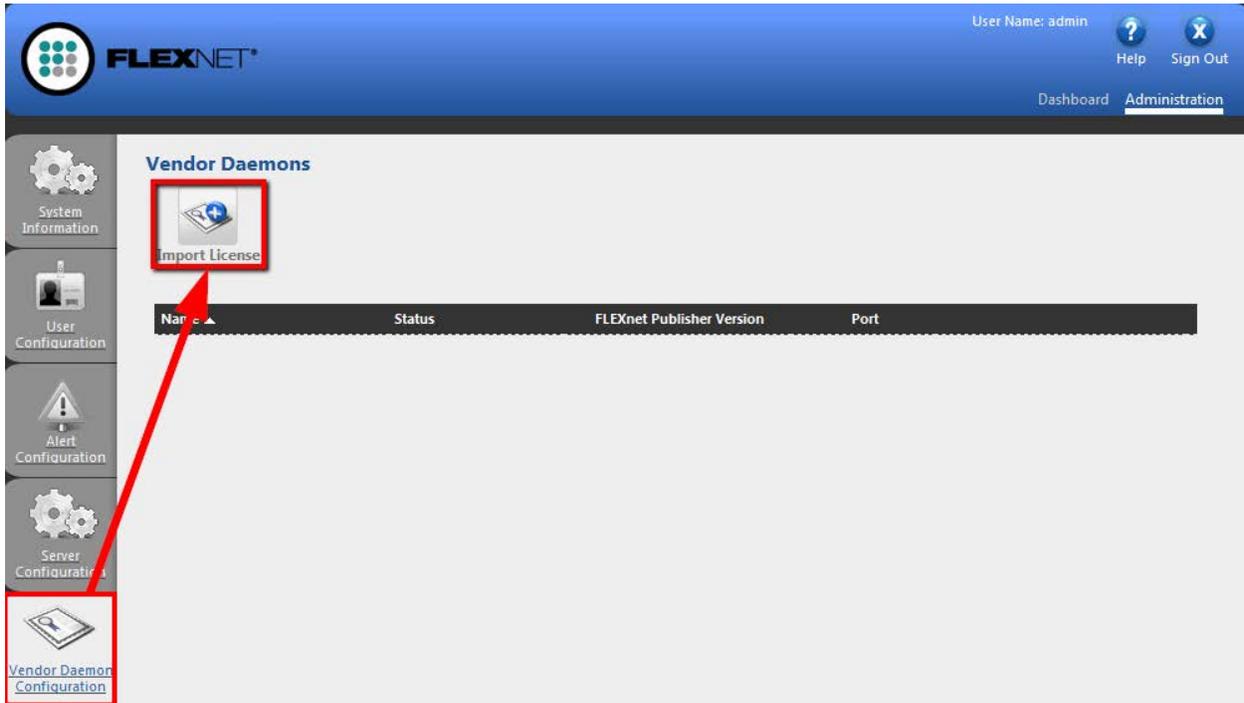
Click *Choose File* (or *Browse*) and select the *flexsim_server.lic* file you copied to *C:\Program Files\FlexNet Publisher License Server Manager\licenses\flexsim\flexsim_server.lic*.

Check *Overwrite License File on License Server*.

Click *Import License*.
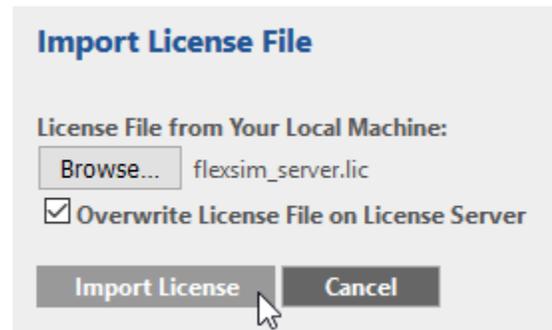
You should get an error message and a warning. Ignore them and click *OK*.
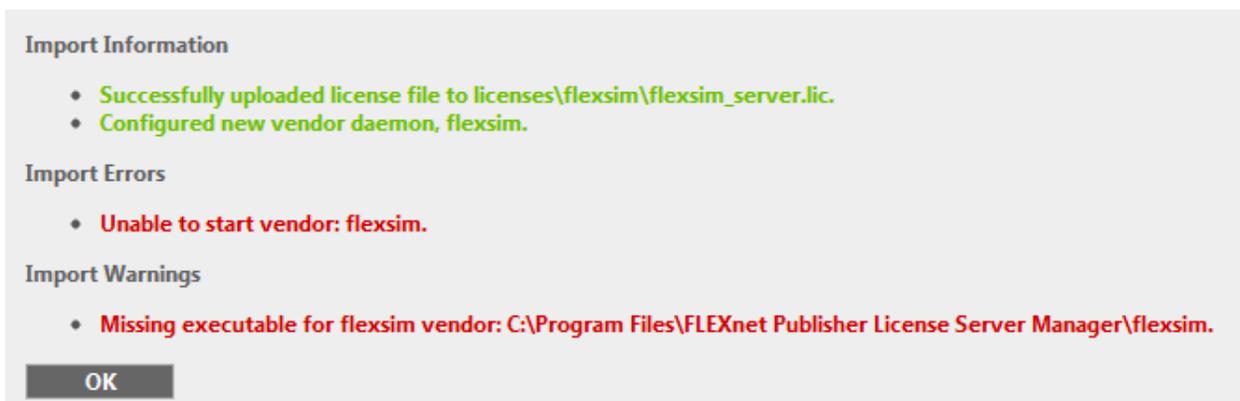
You should now see a line for the *flexsim* vendor daemon, having a status of "Stopped", "Never Started", or "Down".

Click *flexsim* to set its configuration.

NOTE: If nothing happens when you click *flexsim*, your browser is not compatible with lmadmin's web interface. This occurs with older versions of Internet Explorer. Please try an alternate browser such as Chrome or Firefox.

For *Vendor Daemon Location*, enter "licenses\flexsim\flexsim.exe".

Press *Save* at the bottom.

Press *Start* at the top.

The *flexsim* vendor daemon status will show as "Starting Up".

Vendor Daemon:flexsim

Vendor Daemon Actions

Start

General Configuration

* License File or Directory

licenses\flexsim\flexsim_server.lic

Vendor Daemon Location:

licenses\flexsim\flexsim.exe

* Vendor Daemon Port:
⦿ Use default port
○ Use this port 0

* Restart Retries:
10

☐ Enable Date-based Versions

Vendor Daemon Log

Save   Cancel

NOTE: It is best to keep the default port numbers, but it is possible to specify a custom port for the vendor daemon (the field is shown in the vendor daemon configuration screenshot above). The *Vendor Daemon Port* is not the same as the License Server Port for lmadmin. Both lmadmin and the vendor daemon can have custom ports, but they each need their own unique port numbers – they should not be the same.

When you start the vendor daemon, you may be prompted with a *Windows Security Alert* about Windows Firewall.

You should allow *FlexSim vendor daemon* (flexsim.exe) to communicate on *Domain* and *Private* networks.

Talk with your network administrator about whether to allow client PCs to authenticate with your license server over *Public* networks.

Windows Security Alert

Windows Firewall has blocked some features of this app

Windows Firewall has blocked some features of Flexsim vendor daemon on all public, private and domain networks.

Name: Flexsim vendor daemon
Publisher: Flexsim Software Products, Inc.
Path: C:\program files\flexnet publisher license server manager \flexsim\flexsim.exe

Allow Flexsim vendor daemon to communicate on these networks:
☑ Domain networks, such as a workplace network

☐ Private networks, such as my home or work network

☐ Public networks, such as those in airports and coffee shops (not recommended because these networks often have little or no security)

What are the risks of allowing an app through a firewall?

Allow access   Cancel

If your vendor daemon status does not progress beyond "Starting Up," try clicking on *flexsim* again in the list of vendor daemons. If there is a *Stop* button under *Vendor Daemon Actions*, then the vendor daemon is started. Just hit *Cancel*.

If there are other problems starting the flexsim vendor daemon, try the following:

1. Open Windows Task Manager by pressing Ctrl+Shift+Esc.
2. Under the Processes tab, right-click all Flexera or FlexSim processes and choose *End Task*.
6. Open the Services management console by pressing ⊞ + R to open a *Run* dialogue. Type *services.msc* and hit Enter.
3. Find the lmadmin service and right-click it.
4. Choose *restart* to stop and restart the lmadmin service.
5. Refresh your web browser. The *flexsim* vendor daemon should have the status "Up".

If your vendor daemon still does not progress beyond "Starting Up," you may have a conflict on your license server. Consider [using lmtools](#) instead of lmadmin.

You can also learn more about your license server's status by checking the vendor daemon log. Click *flexsim* to enter the daemon's configuration page, then click on *Vendor Daemon Log* to expand additional options. Click the *View file externally* link to view the vendor daemon log file.

[Contact FlexSim](#) if you have any questions.

With the vendor daemon started, your license server is now configured.

To view your available licenses, click on the *Dashboard* link , then press *Concurrent*. You will see a list of product features, their *Version*, and the *In Use (Available)* counts.

9. Activate client PCs

Your server's address and any custom port numbers (if set) are needed to configure your client PCs.

To find the server's IP address and lmadmin's port number, click the *Administration* link in the upper right, then choose *System Information*.

You may have set a custom vendor daemon port in your flexsim vendor daemon's configuration page.

With your server address and port numbers ready, download and install FlexSim software on a client PC. Software installers are found on your FlexSim Account's Downloads page.

For a detailed explanation of what software version is most appropriate for your license, please see the document *FlexSim Version Numbering*, included in the LicenseServer.zip download at **LicenseServer\FlexSimVersionNumbering.pdf**, or online at http://flexs.im/versions.

After installing FlexSim software, configure it to use your license server. Client PC license configuration differs based on two distinct use cases:

- Single-user client PCs
- Multi-user client PCs
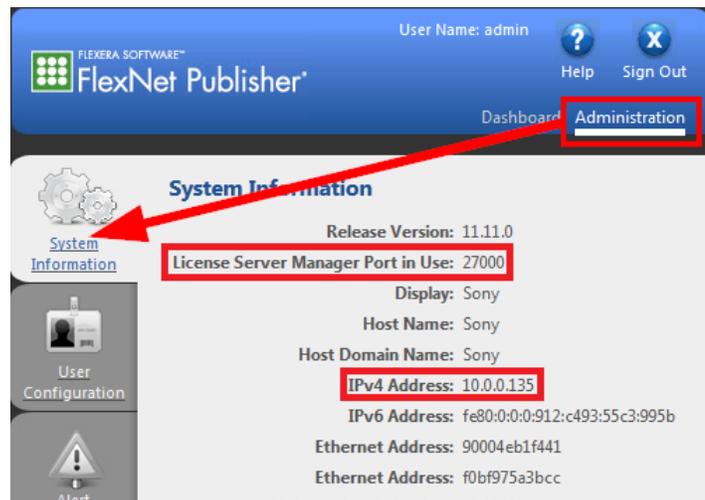
Licensing a single-user client PC

Often a client PC is used by a single user who should have access to change license settings. The following license configuration saves settings to the user's Windows profile, so licensing is saved on a per-user basis and must be completed in advance for each FlexSim user on this client PC.

To license an individual Windows user:

1. Open FlexSim software on the client PC.
2. Go to the software's main menu and select *Help > License Activation*.
3. Select the *License Server* tab.
4. Check *Use concurrent licensing*.
5. Enter the *License Server Address* using the form ***@host*** or ***port@host***, where *host* is an IP address or fully qualified domain name. For example, if your license server is on IP address 10.0.0.135:
   a. If you used default port numbers (ports 27000-27009), you can leave off the port number and simply enter ***@10.0.0.135***.
   b. If you specified a custom license server port, be sure to include that port number in your *License Server Address*. For example, if you entered 27500 as your custom port number, you should enter ***27500@10.0.0.135***.
6. Click *Apply Configuration*.
7. Verify that the client PC is able to retrieve a license from your server:
   a. On the server's browser-based Dashboard, you should see that a seat is in use
   b. Within FlexSim software on the client PC, go to the main menu, *Help > About FlexSim*, to view the activated license type.
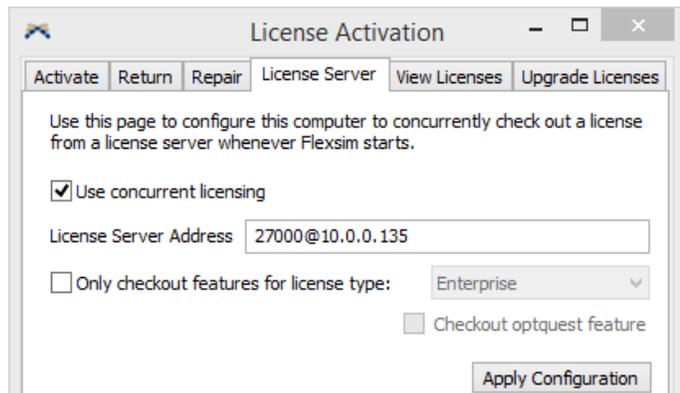
Licensing a multi-user client PC

The previous method, licensing a single-user client PC, saves client PC license settings to the user's Windows profile, so licensing is saved on a per-user basis. In cases where the exact number or identity of the users is not predetermined, such as in a university computer lab, it is impractical to license users individually.

Instead you can use a license file to license FlexSim software generally. Do not confuse this license file with any on your license server. Any license files referred to here are for use on client PC installations of FlexSim, and not referring to license files that are part of the flexsim vendor daemon.

Below are two examples of license files. Templates of these files can be found in *LicenseServer\License Manager/licenses/flexsim* – they are the same files you copied to your license server. Customize the license file text as described below, then copy the license file as *flexsim_server.lic* to the client PC's FlexSim *program* folder, which has a path like *C:\Program Files\FlexSim 2016\program*, depending on your software version or custom installation path.

Default port numbers

Use this first license file if you used default port numbers for lmadmin and the vendor daemon. Change *this_host* to the IP address or fully qualified domain name of your license server.

```
SERVER this_host ANY
VENDOR flexsim
USE_SERVER
FEATURE serverfeature flexsim 1.000 permanent uncounted HOSTID=ANY \
        SIGN="05CB 6F61 116D 06E3 A08D CAFB FC5C BEF3 DF53 BDC6 AF68 \
        060C 27B8 9968 CB94 0515 2BE7 E30C 2FAF C0D6 1D77 CCEB 878E \
        2D67 1434 0E3F 6BA5 1FDA BD35 F98D"
```

Custom port numbers

Use this second license file if you configured custom port numbers. Change *this_host* to the IP address or fully qualified domain name of your license server. Change *lmadmin_port* to the custom License Server Port Number you specified for lmadmin. Change *daemon_port* to the custom port number you specified during configuration of the flexsim vendor daemon, or remove " port=daemon_port" if the flexsim vendor daemon is using a default port.

```
SERVER this_host ANY lmadmin_port
VENDOR flexsim port=daemon_port
USE_SERVER
FEATURE serverfeature flexsim 1.000 permanent uncounted HOSTID=ANY \
        SIGN="05CB 6F61 116D 06E3 A08D CAFB FC5C BEF3 DF53 BDC6 AF68 \
        060C 27B8 9968 CB94 0515 2BE7 E30C 2FAF C0D6 1D77 CCEB 878E \
        2D67 1434 0E3F 6BA5 1FDA BD35 F98D"
```

### License files – additional information

Learn more about license files in *Chapter 3 – Reading a License File* (page 27) of Flexera's *FlexNet Publisher License Administration Guide*, included in the LicenseServer.zip download at *LicenseServer\License Manager\ fnp_LicAdmin_11_14_0.pdf*, or online at http://flexs.im/fnp.

Troubleshooting client-server licensing problems

If your client PC can't get a license from the server, one or more of these issues could be the problem. Please review each of these troubleshooting suggestions before contacting FlexSim for support.

Server configuration or license issues

- **SERVER CONFIGURATION** - Double check that your server is configured properly. When viewing your license server's Dashboard, press the Concurrent button. You should see a list of product features with *In Use (Available)* counts. If no features are listed, please revisit this document from the beginning. Carefully read and execute each step of the instructions to make sure that you have properly configured your server.

- **VERSION OR PRODUCT MISMATCH** –Your FlexSim license's version must be the same or greater than the software's version number. Your license is also for a specific product (FlexSim vs FlexSim Healthcare vs FlexTerm, etc.). See *FlexSim Version Numbering*, included in the LicenseServer.zip download at ***LicenseServer\FlexSimVersionNumbering.pdf***, or online at http://flexs.im/versions.

- **SEATS ALL IN USE** – If your FlexSim software is not becoming licensed, it's possible that all seats are already in use on other client PCs.

You can check the log files for either lmadmin (left) or lmtools (right) to determine where your seats are currently in use, or see basic seat-count info with lmadmin's *In Use (Available)* counts on the Dashboard.
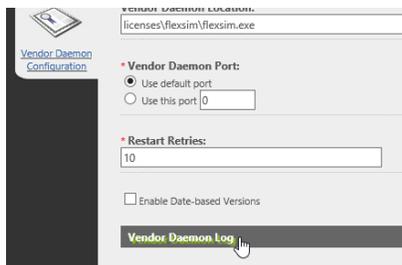
In lmadmin, you can view the Vendor Daemon Log from the Vendor Daemon Configuration panel for the flexsim vendor daemon.
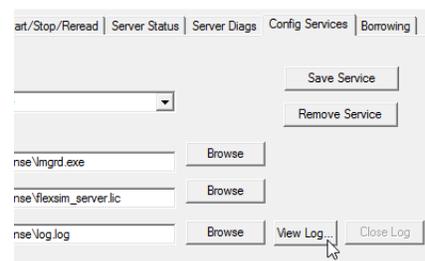
In lmtools, view the service log from the Config Services tab for the FlexSim_License service (or whatever you may have named the service).

Client-server connectivity

These troubleshooting tips deal with the connection between the client PC and the license server. Even if you successfully establish connectivity, remember that server configuration or license issues can also keep a client PC from becoming licensed.

- **SERVER FIREWALL** – Did you allow both lmadmin and the flexsim vendor daemon through the server's firewall, as outlined in the section Configure Windows Firewall?

- **SPECIFIC PORT** - On the client PC, try explicitly specifying the port number (even if you left it as the default value), as described in step 5-b of licensing a single-user client PC, or in the custom port numbers license file example for licensing a multi-user client PC.

- **VERIFY CONNECTIVITY - BASIC** - On the client PC, press ⊞ + R to open a *Run* dialogue. Type *cmd* and press Enter. From the command line, enter *ping [server name or IP address]*. For example, if your license server has a local IP address of 10.0.0.135, then type on the command line *ping 10.0.0.135*. If you are referencing your license server by name in FlexSim software's *License Activation* interface, use the same fully qualified domain name here instead of the IP address:
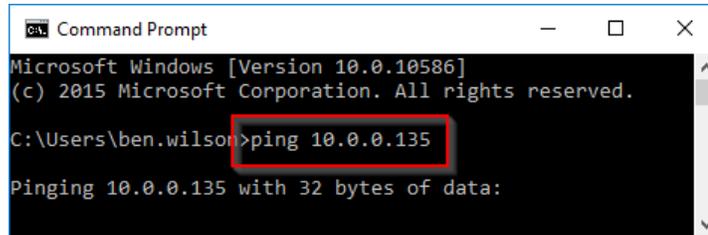
  If your client PC receives a response from your license server, then the server is visible across the network, by name or IP address, from the client PC.

- **VERIFY CONNECTIVITY - ADVANCED** - Use telnet to determine if the client PC can communicate with the license server over the port specified for lmadmin. Tutorial at http://flexs.im/telnet.

- **FIREWALL ISSUE** - A connection issue could be caused by a firewall configuration problem on the client PC, on the license server, or on some network appliance in between. Disable the firewall on the client PC. If nothing changes, also disable the firewall on the server. If this fixes the issue, work with your network administrator to set up the correct firewall rules. Remember to reactivate your firewalls after this experiment. Reference Configure Windows Firewall as necessary.

- **ANTI-VIRUS ISSUE** - Some anti-virus solutions will block application communications. Disable anti-virus software on the client PC. If nothing changes, also disable anti-virus on the server. If this fixes the issue, work with your IT administrator to modify your anti-virus settings. Remember to reactivate your anti-virus software after this experiment.

- **GENERAL NETWORK SETTINGS** - The network may have settings/topology/filtering that affects the client PC's ability to communicate with the license server. Please work with your network administrator to make sure the client PC can communicate with the license server.