



Upgrading your FlexSim License Server

Returning, upgrading, reactivating, and rereading your licenses

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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 returning, upgrading, and reactivating, and rereading your FlexSim licenses.



Upgrading for FlexSim 2017 or later

If you are upgrading a license server configured for FlexSim 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\Imtools\FlexSimLicenseServer_2017MigrationGuide.pdf**, or online at

<https://flexs.im/2017migration>.

FlexSim 2017 and later versions require updated installations of the license manager software, the flexsim vendor daemon, and the licensing service. The simplest way to upgrade all of these components is to remove all aspects of FlexSim licensing from your license server, then perform a fresh installation.

FlexSim versions

License upgrades are closely tied with the concept of version numbering, and how given versions are licensed and upgraded.

For a detailed explanation of FlexSim version numbering, including explanations of FlexSim version names and numbers, how licensing works for a given version, and where to download specific versions of FlexSim software, please see the document *FlexSim Version Numbering*, included in the LicenseServer.zip download at **LicenseServer\FlexSimVersionNumbering.pdf**, or online at <http://flexs.im/versions>.

Assumed Configurations

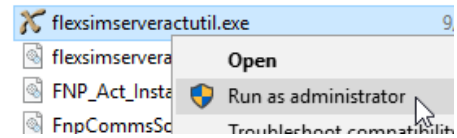
All steps below assume that you followed the installation instructions as described in the document *FlexSim License Server Installation*, included in the LicenseServer.zip download at **LicenseServer\FlexSimLicenseServer_Installation.pdf**, or online at <http://flexs.im/LMadmin-install>.

As described in the step *Download FlexSim's LicenseServer tools* in the document *FlexSim License Server Installation*, you should have on your license server a folder named *LicenseServer*. Throughout these instructions we will reference files inside that folder.

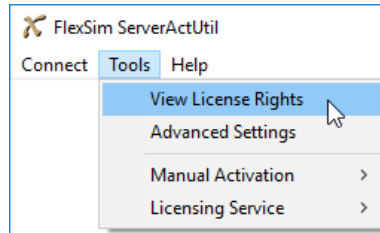
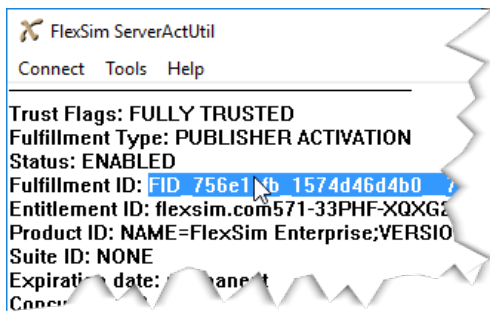
1. Return your licenses

The first step in upgrading your licenses is to return them to FlexSim's license server.

On your License Server, run the flexsimserveractutil program **LicenseServer\flexsimserveractutil\flexsimserveractutil.exe** by right-clicking and selecting *Run as Administrator*.



In the *FlexSim ServerActUtil* program, go to **Tools > View License Rights**.



Copy the *Fulfillment ID* for the Activation ID you are upgrading by highlighting the *Fulfillment ID* and pressing Ctrl+C.

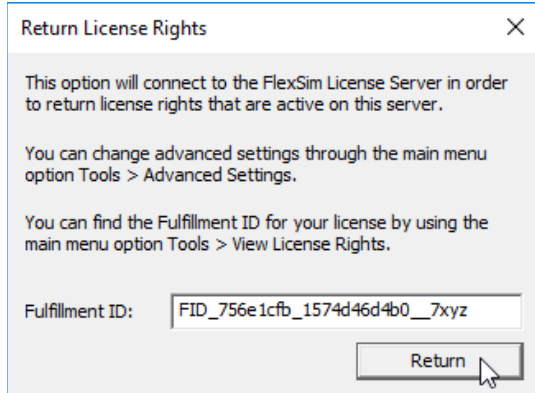
The license return process varies depending on whether your server is connected to the Internet. If your license server is NOT connected to the Internet, please skip to [Manual license return](#), below. Otherwise, continue to [Internet-based license return](#).

Internet-based license return

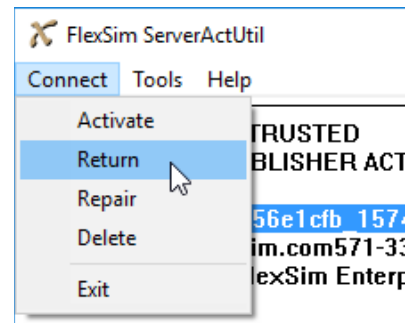
If your license server is connected to the Internet, flexsimserveractutil.exe will communicate with the following FlexSim servers via HTTP and HTTPS:

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

In the *FlexSim ServerActUtil* program, select *Connect > Return*.

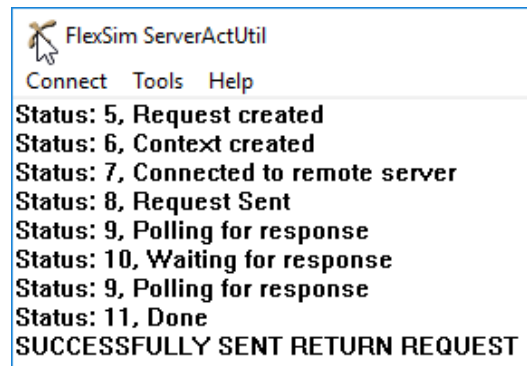


Paste the *Fulfillment ID* into the field using Ctrl+V, and press the *Return* button.

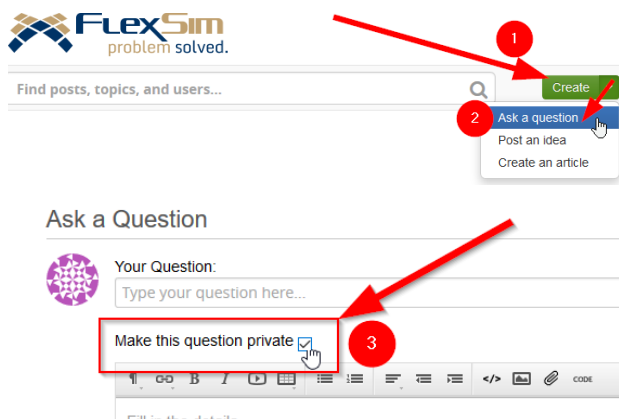


After a few seconds and several status messages, you should receive an indication of success.

If you have several distinct *activation IDs* you wish to upgrade, repeat the steps above for each *Fulfillment ID*.

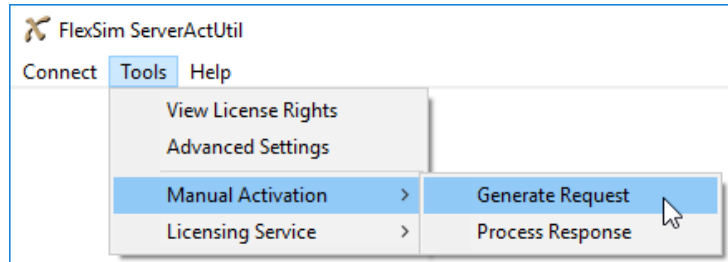


If you encountered an error, copy the error text and [send it our way](#), along with your license information and a description of what you're trying to do. **Make your question a *private* question** (see screenshot, red steps 1-3).



Manual license return

If your license server cannot connect to the Internet, you need to return manually. In the *FlexSim ServerActUtil* program, select *Tools > Manual Activation > Generate Request*.



Choose the *Return* option.

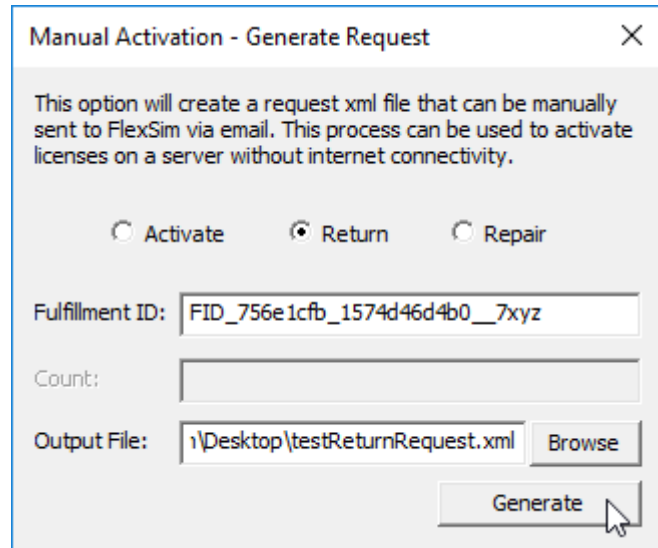
Paste the *Fulfillment ID* into the field using Ctrl+V.

Browse to select a location and file name for your XML return request.

Press the *Generate* button.

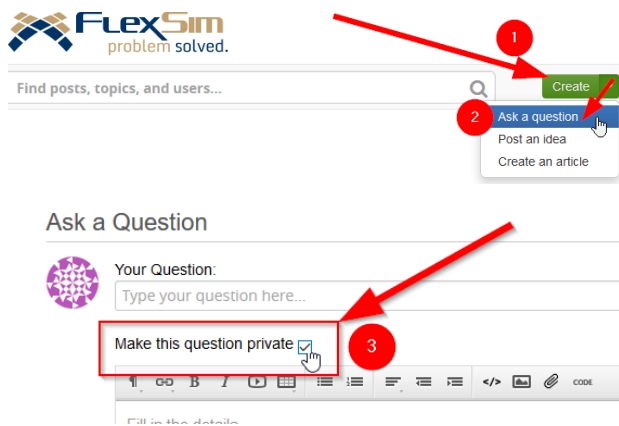
Repeat for all licenses you wish to upgrade.

This creates a return request XML file for each license you are upgrading.



Copy the XML request files to a computer with Internet access. Visit <https://answers.flexsim.com/> to submit your XML activation requests to FlexSim.

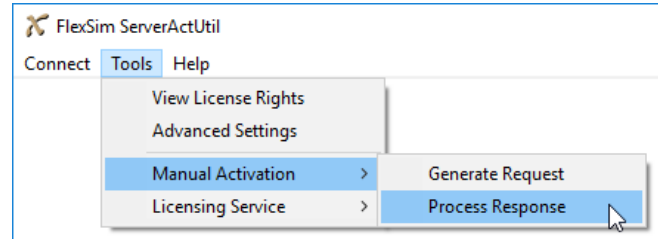
Be sure to make your question private (see screenshot, red steps 1-3).



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.

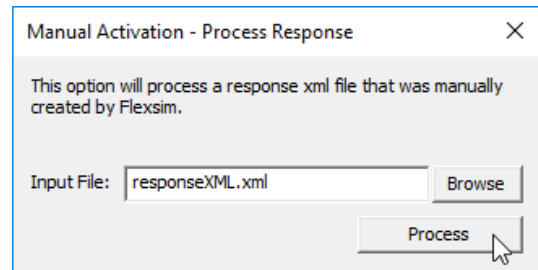
Process the response XML file for each of your licenses by opening flexsimserveractutil.exe and going to *Tools > Manual Activation > Process Response*.



Browse to a manual return response XML file you downloaded from your private question.

Press the *Process* button.

You should receive an indication that your license has been successfully returned.



If you are returning several *Activation IDs*, repeat the steps above to process each return response.

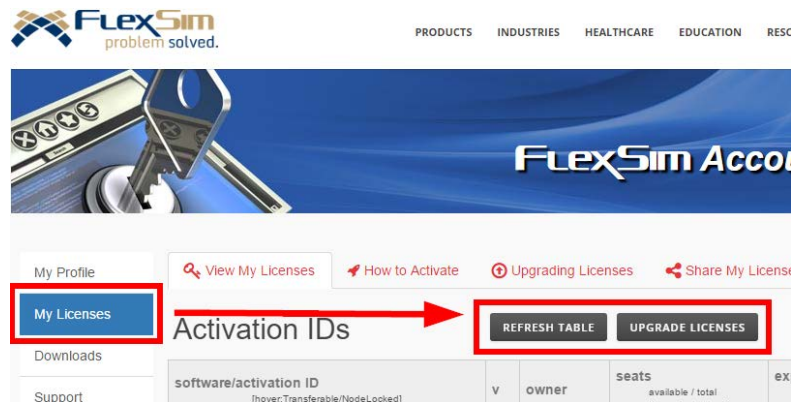
Any additional questions or instructions will be handled within your private question at <https://answers.flexsim.com/>.

2. Upgrade your licenses

NOTE: Licenses with expired maintenance will not upgrade. Timed licenses do not upgrade. Only permanent (not timed) licenses under current maintenance can be upgraded.

Visit your FlexSim Account's [My Licenses](#) page. Check that available seat count is equal to the total (press the *Refresh Table* button for an updated view). All a license's seats should be returned for it to upgrade.

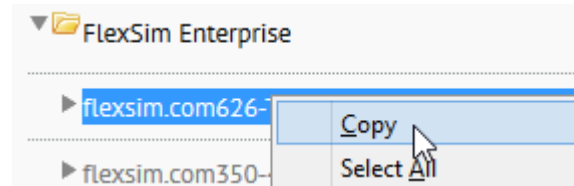
Click on the *Upgrade Licenses* button. If you have several licenses to upgrade and all are owned by or shared with your FlexSim Account, they will all be upgraded at once.



When the page refreshes, eligible licenses will have a new activation ID for the latest version of the software.

3. Activate the upgraded license

From within your online FlexSim Account, copy the new *Activation ID* by highlighting it and right-clicking or pressing Ctrl+C.



To activate your FlexSim licenses to your server, please refer to the section *Licensing your server*, in the document *FlexSim License Server Installation*, included in the LicenseServer.zip download at **LicenseServer\FlexSimLicenseServer_Installation.pdf**, or online at <http://flexsim.com/LMadmin-install>.

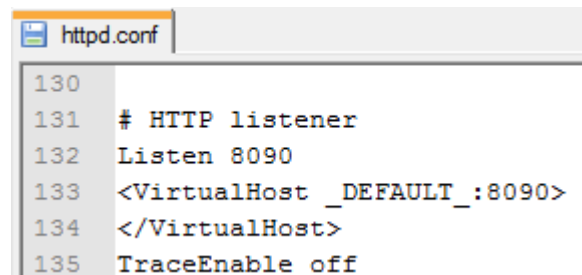
4. Reread the license

Your license server needs to reread your licenses. The steps to do so differ depending on which license manager you are using to host your licenses: [lmadmin](#) or [lmtools](#).

lmadmin

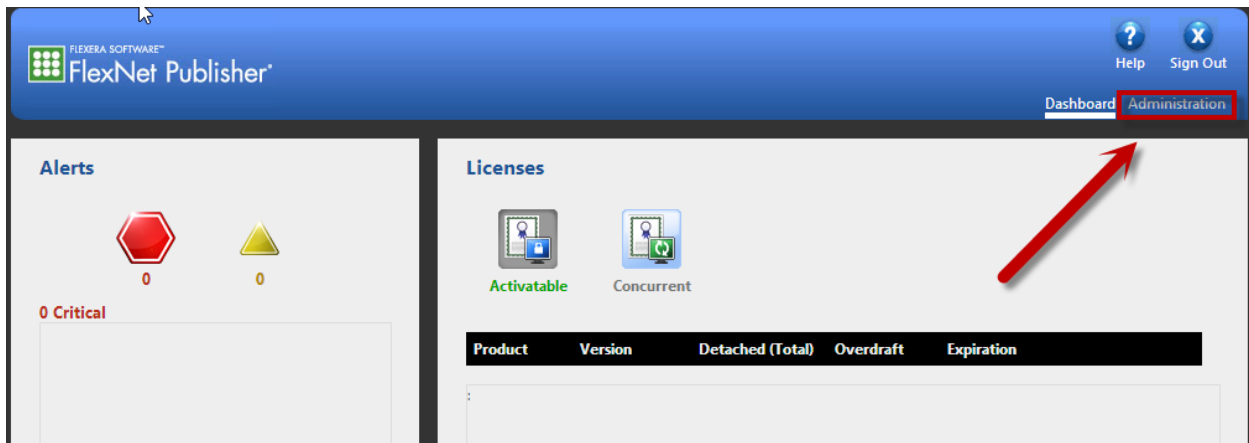
On your license server, open a browser and go to <http://127.0.0.1:8090>.

8090 is the default port number. If your port number is different, and you don't remember what it is, you can find it at the end of the file httpd.conf (C:\Program Files (x86)\FlexNet Publisher License Server Manager\conf\httpd.conf).



Your browser should connect to the lmadmin service and open the FLEXnet Publisher interface.

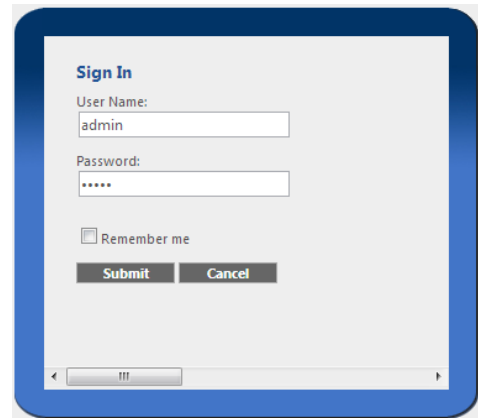
Click on *Administration* to Sign In.



If you kept the default login information, your user name and your password are both *admin*.

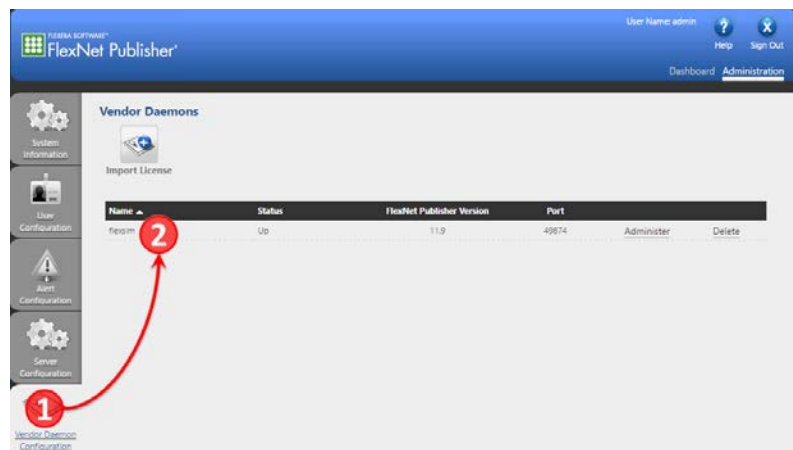
If you have forgotten your password, there is unfortunately no way to recover it. You will need to uninstall, then reinstall lmadmin.

For instructions on installing lmadmin, see the document *FlexSim License Server Installation*, included in the LicenseServer.zip download at **LicenseServer\FlexSimLicenseServer_Installation.pdf**, or online at <http://flexs.im/LMadmin-install>.



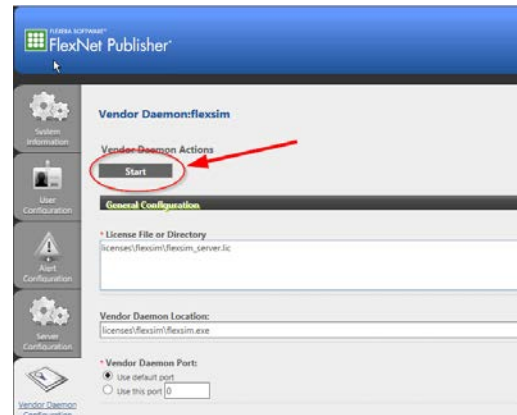
After logging in to the Administration portal, click the *Vendor Daemon Configuration* tab on the bottom left.

Click on the *flexsim* daemon.



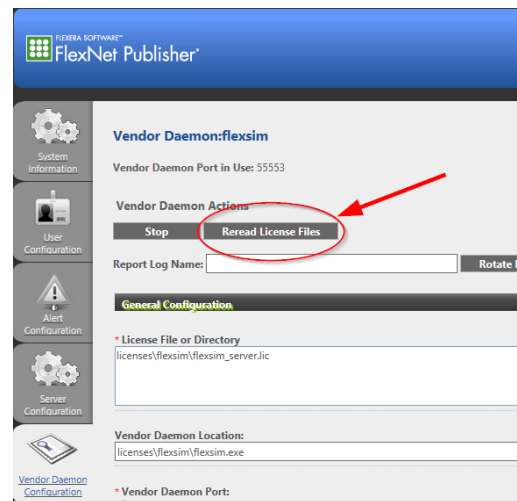
If there is a *Start* button, that means that your flexsim vendor daemon is currently stopped.

Press the *Start* button to start the vendor daemon using your upgraded licenses.



If there is a *Reread License Files* button, that means that your flexsim vendor daemon is currently running, and serving the old licenses.

Press the *Reread License Files* to start serving your newly activated and upgraded licenses.



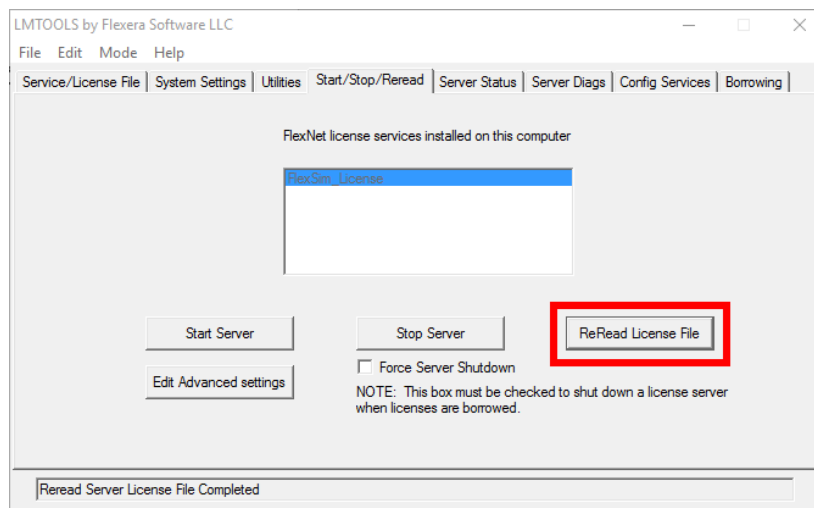
Your Imadmin-based license server should now be able to serve your newly upgraded licenses.

Imtools

This document assumes that Imtools was configured according to the document *Hosting FlexSim Using Imtools*, included in the LicenseServer.zip download at **LicenseServer\License Manager\Imtools\FlexSimLicenseServer_Imtools.pdf**, or online at <http://flexs.im/LMtools-install>.

Those instructions reference a “FlexSim_License” folder that contains all FlexSim+Imtools related files.

1. Within your “FlexSim_License” folder, right-click Imtools.exe and choose *Run as administrator*. You may need to accept a permissions prompt.
2. Go to the *Start/Stop/Reread* tab.
3. Choose the FlexNet License service for your FlexSim licenses. The name of the service could be “FlexSim_License”, but it is user-configurable and could have a different name.
4. Press the *ReRead License File* button.



5. Close Imtools.

5. Upgrade client PCs

You will probably want to upgrade FlexSim Simulation Software on some or all of the client PCs that are licensed by your license server. You can use the version of FlexSim software up to and including your license's version.

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

The licensing configuration from your previous FlexSim client PC software installation may not transfer to the new installation. In this case you will need to configure the new client software to activate from your license server.

Please refer to the document *FlexSim License Server Installation*, included in the LicenseServer.zip download at **LicenseServer\FlexSimLicenseServer_Installation.pdf**, or online at <http://www.flexs.im/LMadmin-install>.

Follow the directions under the section *Activate client PCs* to configure your client PC FlexSim software installations to obtain a license from your license server.

If your client PC is not getting a license from your license server, see the section *Troubleshooting client-server licensing problems* in that same *FlexSim License Server Installation* document.