SCIAENGINEER

Installation Guide

Floating License Guide

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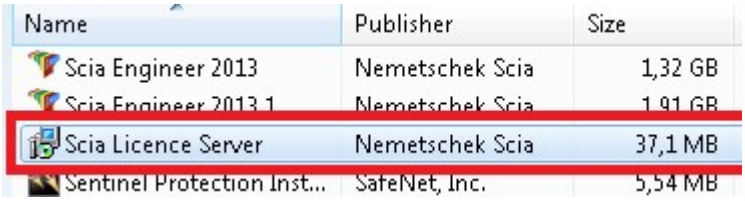
Configuring/updating a floating license

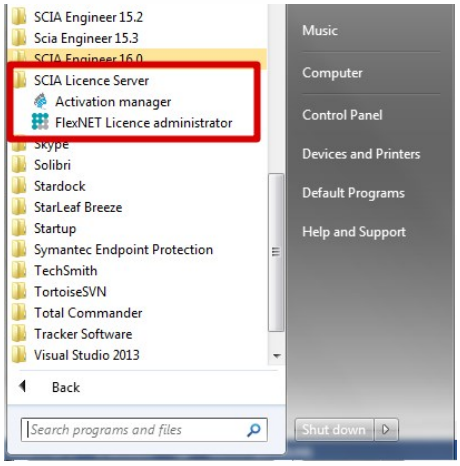
This guide is composed for server, student or try-out licenses. If you have a student or try-out license, just follow this side and ignore all mentioning of server and client or USB key. For student or try-out license all these steps are done on the same machine (without USB key).

Step 1 (server): Check if SCIA License Server (FlexNET) is installed

On the machine where you want to load in the licenses, make sure SCIA License Server 2.2.3 (or newer) is installed (under Control Panel→ Programs).
If necessary, **download SCIA License Server** . (http://scia.net/en/support/downloads/setup-flexnet-scia-license-server)



If the SCIA License Server is installed, you will have the next shortcuts in the start menu (see the image on the right).



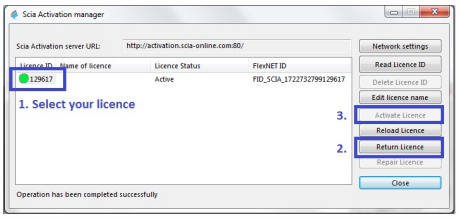
Questions/problems?

→ See the chapter about "Step 1. Installation of SCIA License Server (FlexNET)" auf Seite 8 - SCIA Engineer keeps saying 'license server is outdated'

Step 2 (server): Open the activation manager and activate the license

Open the activation manager on the machine where you want to load in the licenses:

1. Select the license (you can add it through 'Read Licence ID' by selecting the .LID file);
2. Click on 'Return License' (if it's greyed out, then go directly to 'Activate License');
3. Then hit 'Activate Licence' (the circle before the 'Licence ID' number will become green).



Important: 'Activate license' will not work through remote desktop if you have a USB license key! You must be physically behind the machine (for virtual machines, use the console (mostly vSphere)). (this remark does not apply on student or try-out licenses)

Questions/problems?

→ Go to the chapter about "Step 2. Using the Activation manager" auf Seite 9

- Where can I get this lid file?
- What is 'updating' your license?
- What are the license statuses?
- A message appears when I click on 'Activate License'

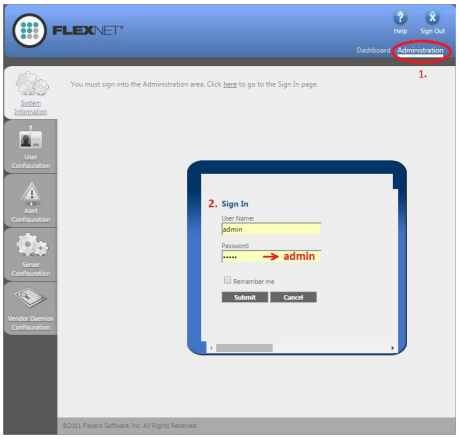
Step 3 (server): Open FlexNET License Administrator

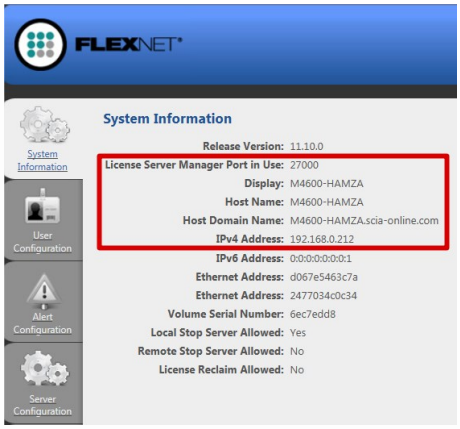
Open the FlexNET License administrator. See step 1 for the shortcut.

1. Go to 'Administration' (the top right button). The default username and password is admin. If the password is changed (after 1st login), then the new password must be used (username remains 'admin').

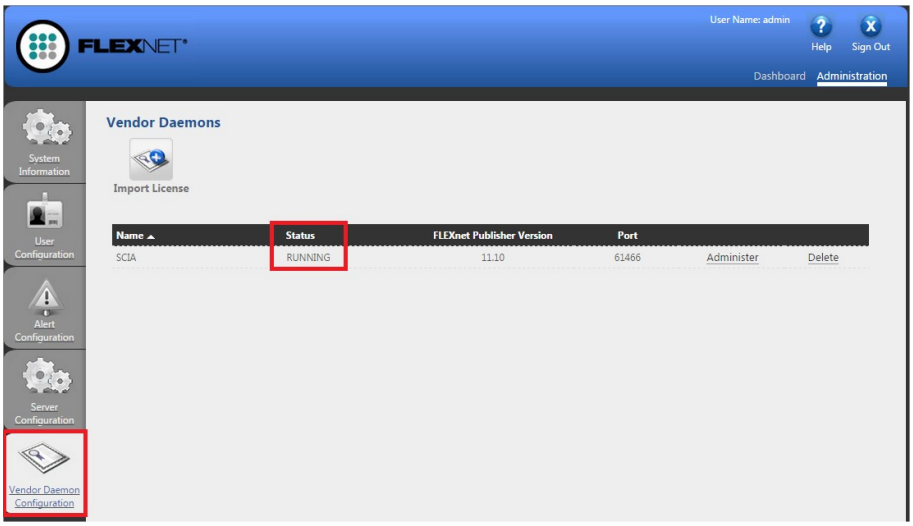
   Remember the port and host name!

   (In this case: port = 27000, host = M4600-Hamza





2. Go to Vendor Daemon Configuration and check if the Status = 'RUNNING'.



Questions/problems?

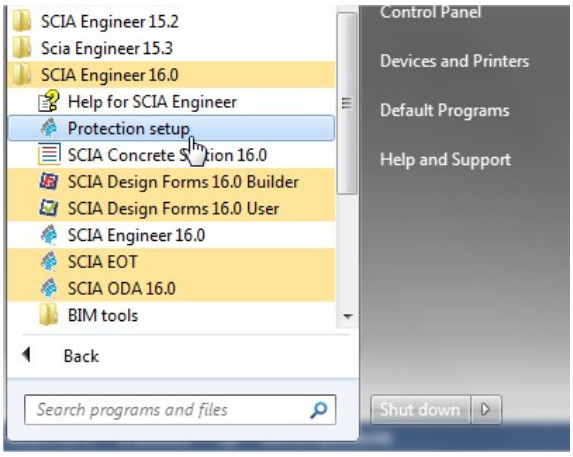
→ Go to the chapter about "Step 3. FLEXNET License Administrator" auf Seite 14

- What to do if I can't see the FLEXNET page?
- How can I change the port number?
- What to do if my status is not 'RUNNING'?

Step 4 (client): The protection setup

In the next step, we will open the protection setup and find the licenses.

If you have opened the protection setup, you must choose the correct type of license.



Try-out/test license

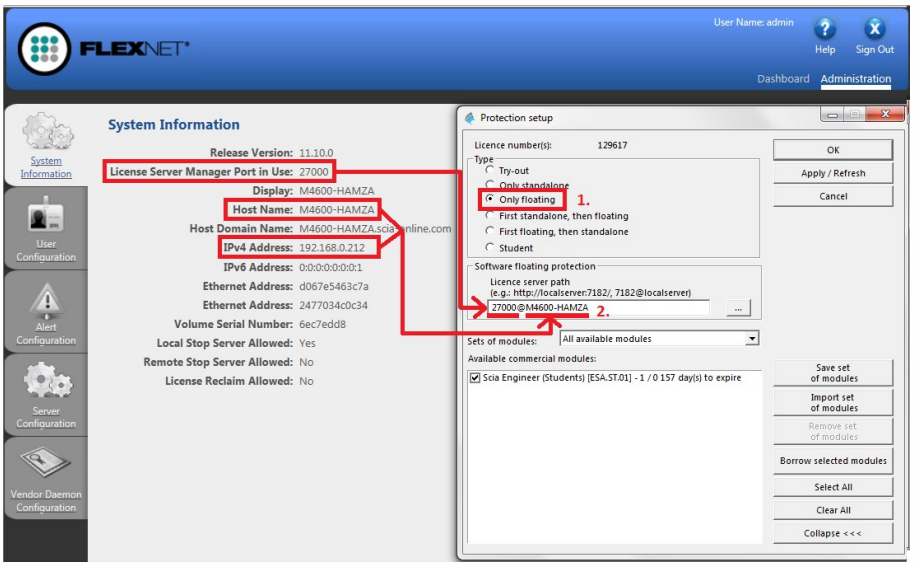
- Set the type to Try-out and click 'Apply / Refresh'.
- You can check the licenses by clicking 'Expand'.
- If the box is empty, then set the type to 'Floating' and path = '@localhost'.

Student license

- Set the type to 'Student' and click 'Apply / Refresh'.
- You can check the licenses by clicking 'Expand'.
- If the box is empty, then set the type to 'Floating' and path = '@localhost'.

Official server license

- Set the type to 'Floating' and fill in the path.
- The path is composed like this:'port @ server'
  - The port number and host name are shown in the 'system information' in step 3.
  - The server name can be either the host name, or the IPv4 Address



Click on 'Apply / Refresh' and you should see licenses below.

Questions/problems?

→ Go to the chapter about "Step 4. Protection Setup" auf Seite 20

- If I hit 'Apply/refresh', the box stays empty…

- How can I see who is using which license?

Now you're done!

…. Unless something went wrong.

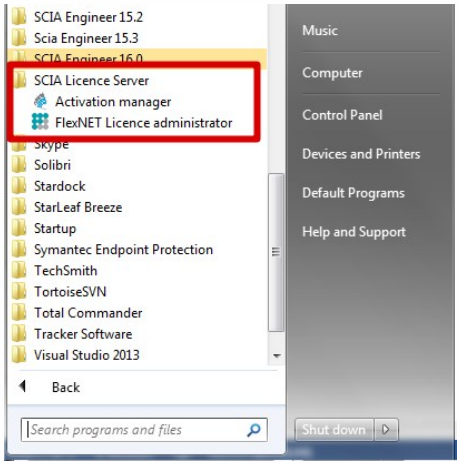
In that case, go to the correct chapter indicated under 'Questions/problems' in the step that went wrong…

Step 1. Installation of SCIA License Server (FlexNET)

On the machine where you want to load in the licenses, make sure SCIA License Server 2.2.3 (or newer) is installed (under 'Control Panel '→' Programs').

If necessary, **download SCIA License Server** . (http://scia.net/en/support/downloads/setup-flexnet-scia-license-server)

If the SCIA License Server is installed, you will have the next shortcuts in the start menu



Possible problem

→ An error message appears during installation

Try the solution suggested below

→SCIA Engineer keeps saying 'License server manager outdate'

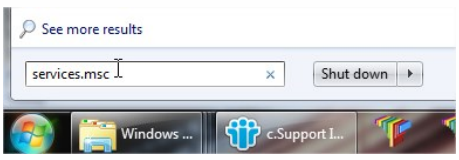
1. It will say this if the installed SCIA License Server is too old (older than v.2.2.0)
2. You must update the 'SCIA License server' by installing the latest version
   a. Check under 'Control Panel '→' programs' what the version is
   b. If the message persists, it will be necessary to stop several services first. For this, use Option 1 in the solution given below and reinstall the setup.

Solution

Try to stop the thing which is blocking the installation to install/update ALL files

Option 1: Stop 'lmadmin.exe' and 'scia.exe' and rerun the installation.

1. Hit the Windows 'Start' button and type in `Services.msc` (+ENTER)
2. If you can find the services 'lmadmin.exe' and/or 'scia.exe', then stop them both.
3. If you cannot find these services, then go to option 2.



Option 2: Contact SCIA support

→ Send the image of the message
→ Indicate that you contacted the guide "Updating floating license" (and what you tried)
→ Ask for a possible solution

After applying these steps, please proceed with the steps in chapter "Configuring/updating a floating license" auf Seite 3.

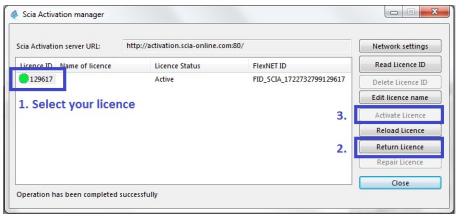
Step 2. Using the Activation manager

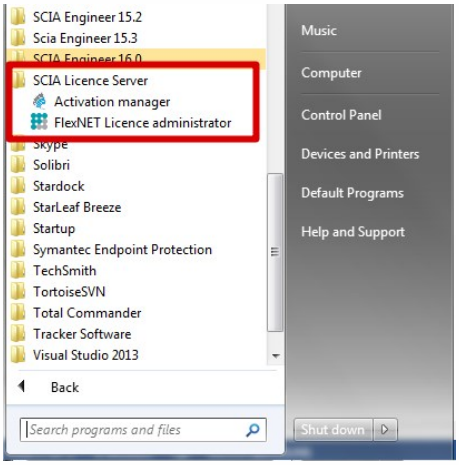
If the SCIA License Server is installed, you will have the SCIA Activation manager shortcut in the start menu (image on the right). The shortcut also refers to the following path:

C:\Program Files (x86)\Common Files\SCIA\LicenceServer\ActivationUtility\Activationutility.exe

You can load in the license with these steps:

1. Select the license (you can add it through 'Read Licence ID' by selecting the .LID file);
2. Click on 'Return License' (if it's greyed out, then go directly to 'Activate License');
3. Then hit 'Activate Licence' (the circle before the Licence ID number will become green).





Possible questions / problems

→What if my Activation Manager is empty?

Click on 'Read License ID'

Select the LID file (for the image above, it would be "SCIA6xxxxx.lid")

→Where can I get this LID file?

It was sent to you by SCIA. You can probably find it in your mail box (for student/try-out).

This LID file does not need to be updated (never ever).

→What do I have to do when I have to update my license?

'Updating' your license, is no more than clicking on 'Activate License' again.

(It might be necessary to return the license first (with the button 'Return License'))

→What does the little image before License ID mean (usually that little circle)?

This indicates the status of the license (see also chapter "License status" Auf der nächsten Seite)

It should become green after clicking on 'Activate License'.

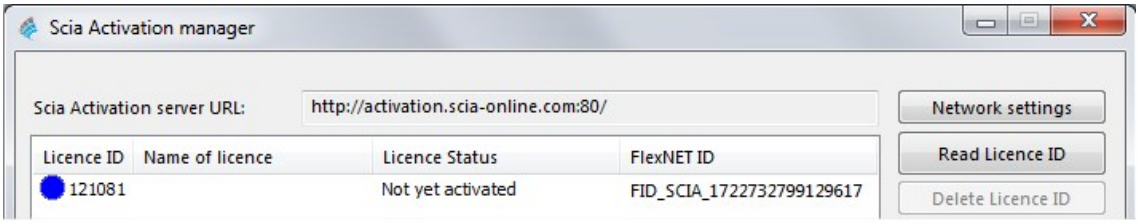
→I click on 'Activate License', but I get an some kind of message…

More explanation can be found in the chapter "Messages when using Activate license" auf Seite 11 below.

License status

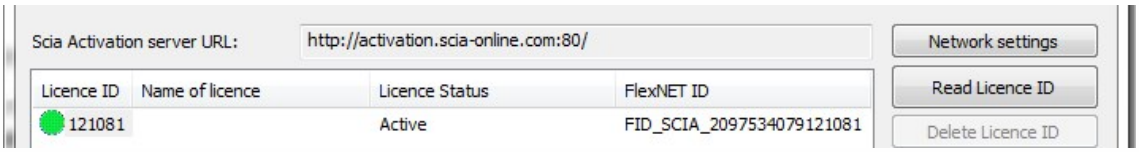
Blue circle – new license

This means that you just clicked on [Read License ID] and have not activated the license yet.



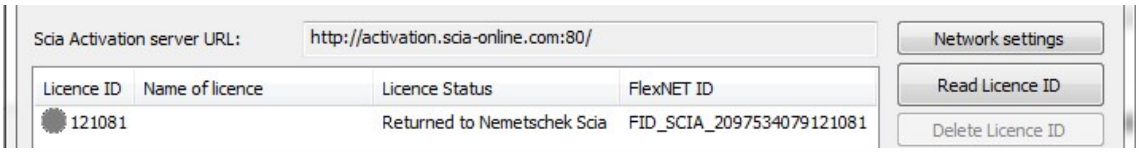
Green circle – working perfectly

This means that the license is currently activated on this machine.



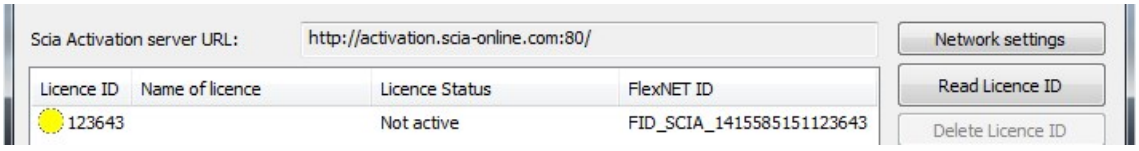
Grey circle – license is returned

The license is not on this machine. It has been returned to SCIA.



Yellow circle – license must be repaired

This means that something went wrong during [Return License]. The license was not completely returned. Select the license and click on [Repair License] to solve the problem.

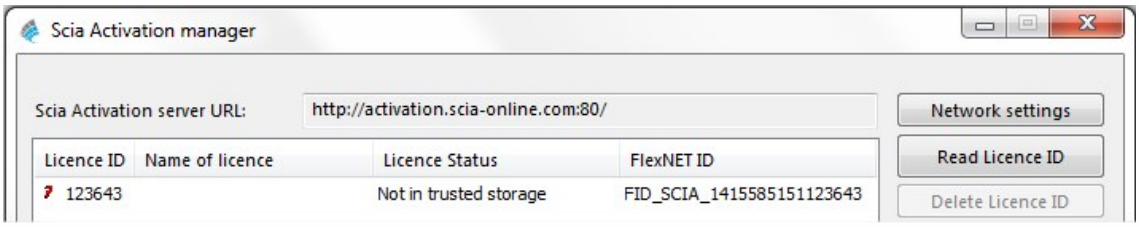


General:
This occurs when the connection fails during [Return License]. Use a good internet connection use [Repair License].

Server license:
The [Repair License] button might not be enabled for a server license (number 6xxxxx). Contact SCIA Support and ask them to allow [Repair License] for this license ID.

Red Question mark – license files on machine are damaged

The license on the machine has been damaged. Something has messed with the trusted storage. Usually it is your anti-virus. Use [Repair License] to solve this problem.



Description:
For some reason, the license has been removed, or altered in the "trusted storage".

Solution:
1. Add 'C:\ProgramData\FLEXnet' to the exceptions of your anti-virus to prevent this problem from occurring over and over again!

2. Hit the [Repair License] button to fix this problem.

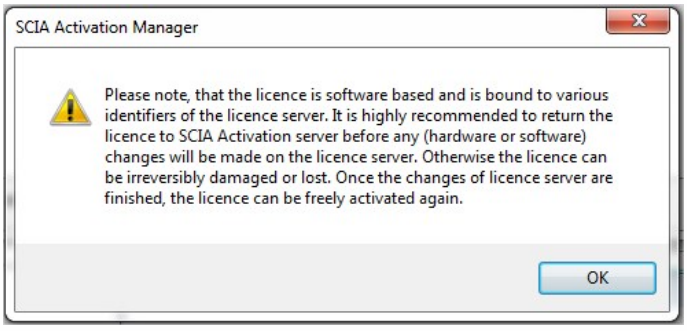
Remark:
The [Repair License] button might not be enabled for your license (number 6xxxxx).

Contact SCIA Support, explain the problem (with print-screens) and ask them to allow [Repair License] for your license key.

Messages when using 'Activate license'

If you click one [Activate License] in the protection setup, one of the following messages will appear.

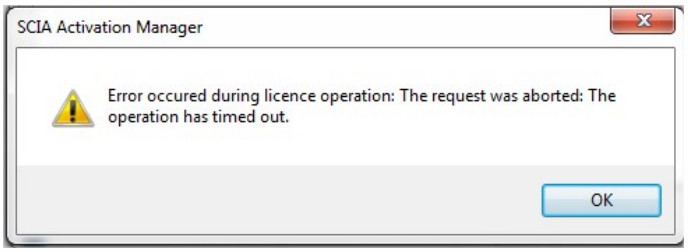
Please note …



You're safe, this is the message that appears when everything is going perfectly.

The information is nevertheless important to remember!

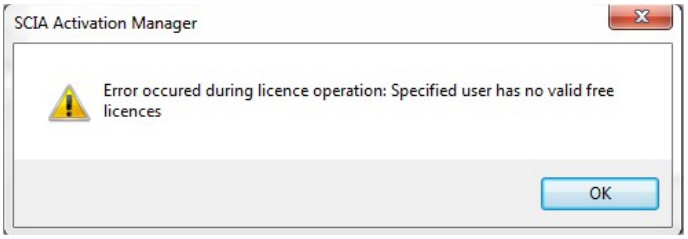
No internet connection



This means the activation manager cannot connect to the license database.

Check if the machine is correctly connected to the internet, and if necessary, check the 'network settings'. Check if Internet Explorer can connect to the internet, because then the activation manager should be able to connect to activation.scia-online.com as well.

No free licenses

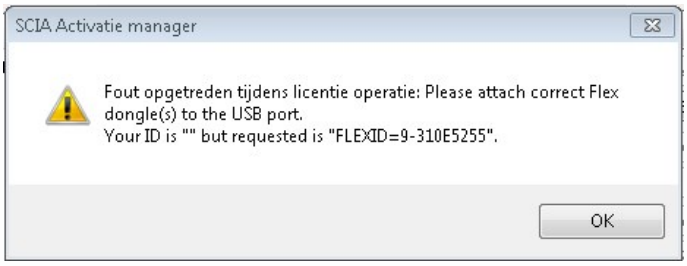


This means the license has already been activated on another machine.

Return the license on the old machine first. Then you can activate the license on this machine.

Student license
You can register for a license again with the same e-mail address (http://scia.net/en/forms/free-engineering-software-student-license-subscription).
This would make the license available again

Key not found



For server licenses, you must be physically behind the machine during activation.

Being connected by remote desktop during activation poses this problem.

For virtual machines, you must go through the console (usually vSphere).

> **Student license:**
> You will never encounter this message, since no USB Key is needed for a student license.
>
> **Try-out license:**
> You will never encounter this message, since no USB Key is needed for a try-out license.

FlexNET library error

The message says: “Initialization of FlexNet library failed” and “Operation has been completed with one or more errors”.

In this case, go to the list of installed programs, and remove SCIA License Server (FlexNET).

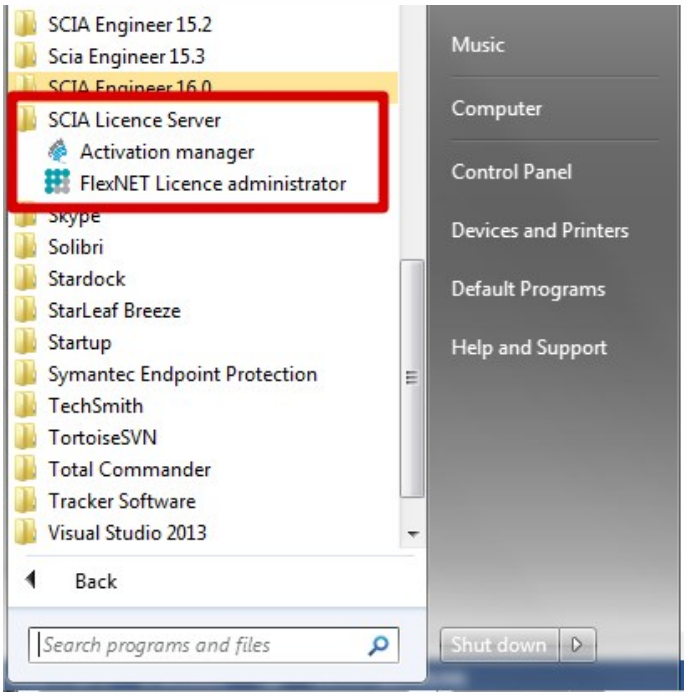
Download and install a new setup of SCIA License Server

(http://scia.net/en/support/downloads/setup-flexnet-scia-license-server).

Step 3. FLEXNET License Administrator

You log in with the username 'admin' and the password.

- The first time you login, the password is 'admin'
- After the first login, you can change the password, if it has been changed, then the new password must be used



If the SCIA License Server is installed, you will have the 'FlexNET License administrator' shortcut in the start menu (image on the right). The shortcut does no more than opening your browser, and it uses the following address: http://localhost:8080/

Possible questions/problems

→I open 'FlexNET license administrator', but it says 'No page found'! What now?

More explanation can be found in chapter "FlexNET License Administrator page is not found!" Auf der gegenüberliegenden Seite

→I lost the password, and now I can't log in…

Try 'admin'… Otherwise, one solution left: Re-install with the setup indicated in "Step 1. Installation of SCIA License Server (FlexNET)" auf Seite 8.

→How can I change the port number (default = 27000) used by the license server?

More explanation can be found in chapter "Vendor Daemon is not RUNNING" auf Seite 18

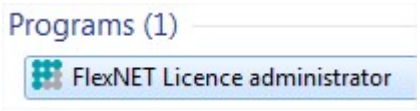
→What if I don't see 'RUNNING' under the tab 'Vendor Daemon'?

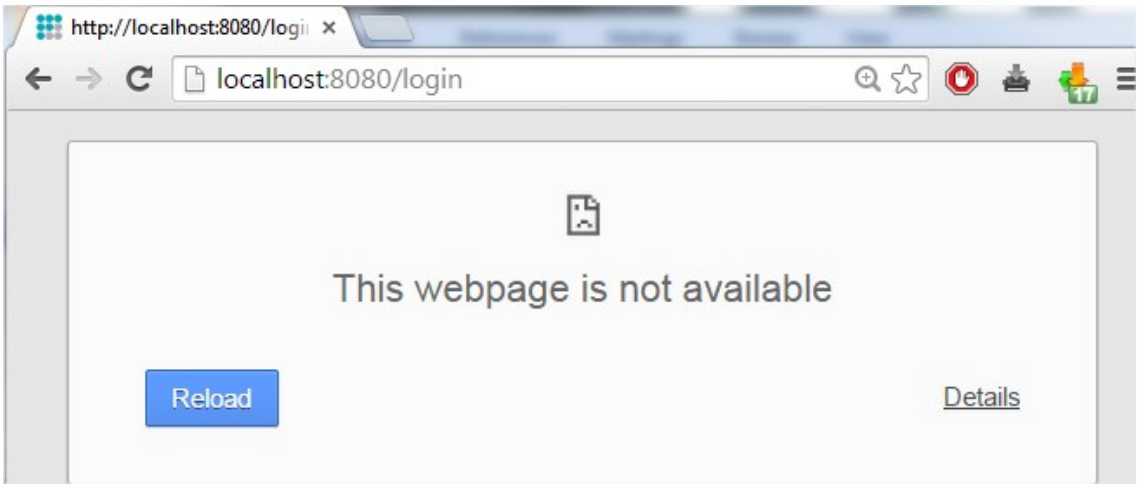
More explanation can be found in chapter "Vendor Daemon is not RUNNING" auf Seite 18

FlexNET License Administrator page is not found!

Description

→ If you open the FlexNET License administrator, then it opens your browser for the page for http://localhost:8080/, but this page is not available...



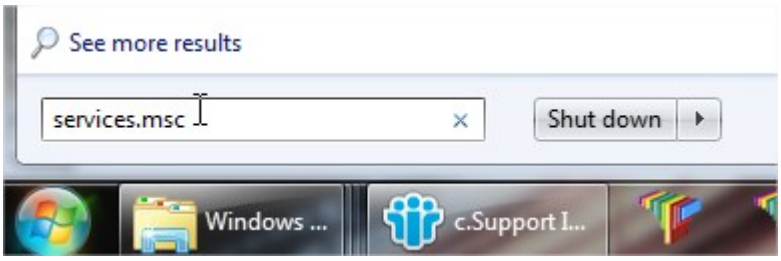


Solution

The service 'lmadmin.exe' must be started (in the Windows services)

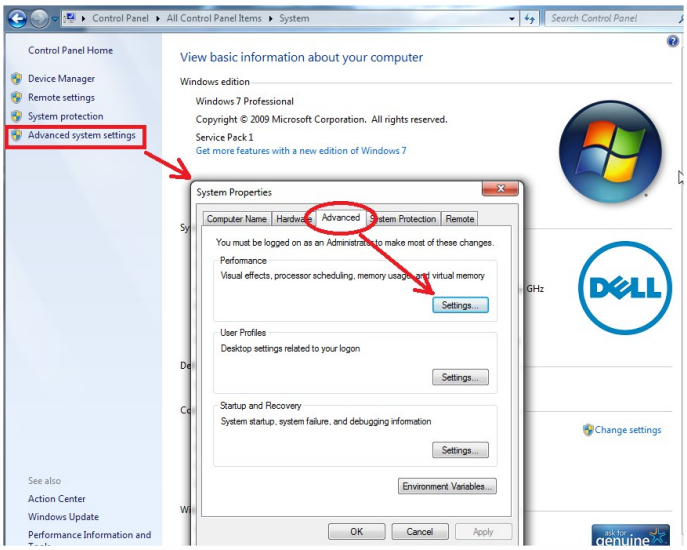
Option 1: Start 'lmadmin.exe'

1. Hit the Windows 'Start' button and type in `Services.msc` (+ ENTER)
2. If you can find the service 'lmadmin.exe', then right click on it and choose 'Start'.



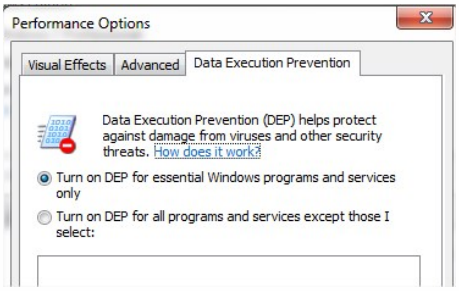
Option 2: Disable 'Data Execution Prevention'

1. Hit the Windows [Start] button and open the 'Control Panel'.
2. This part depends on your control panel setting. Follow either step a, or step b:
   a. If you have a lot of equally big icons in your control panel, the select 'System'.
   b. If your control panels is in categories, then chose first 'System and security' and then 'System'
3. In the window that opens, follow the next steps:
   a. Open the 'Advance system settings'
   b. Go to the tab 'Advanced'
   c. Then to 'Settings' (under performance)



4. In the window that opens, make sure that the tab 'Data Execution Prevention' is set to:

   "Turn on DEP for essential Windows programs and services only"



Remark: After changing settings here, the machine must be restarted.
Using option 2 (Turn on DEP for all…) is possible, but with exceptions for:
- lmadmin.exe (C:\Program Files (x86)\Common Files\SCIA\LicenceServer\FlexnetServer\lmadmin.exe)
- scia.exe(C:\Program Files (x86)\Common Files\SCIA\LicenceServer\FlexnetServer\scia\scia.exe)

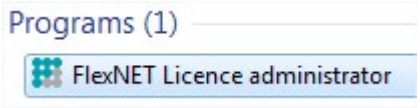
Checks

Continue with "Step 3 (server): Open FlexNET License Administrator" auf Seite 4.

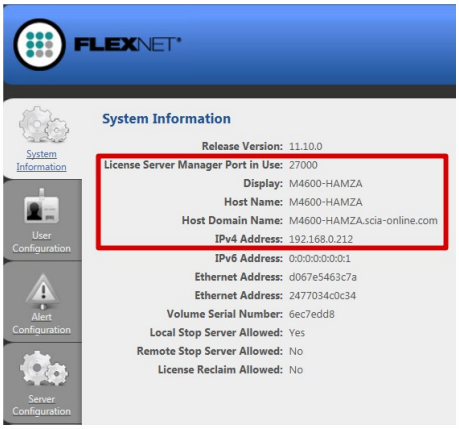
FlexNET License Administrator port

Description

→ If you open the FlexNET License administrator, then under 'Administration', it shows you the System Information.



How can you change the port shown here? (in the image it's 27000)

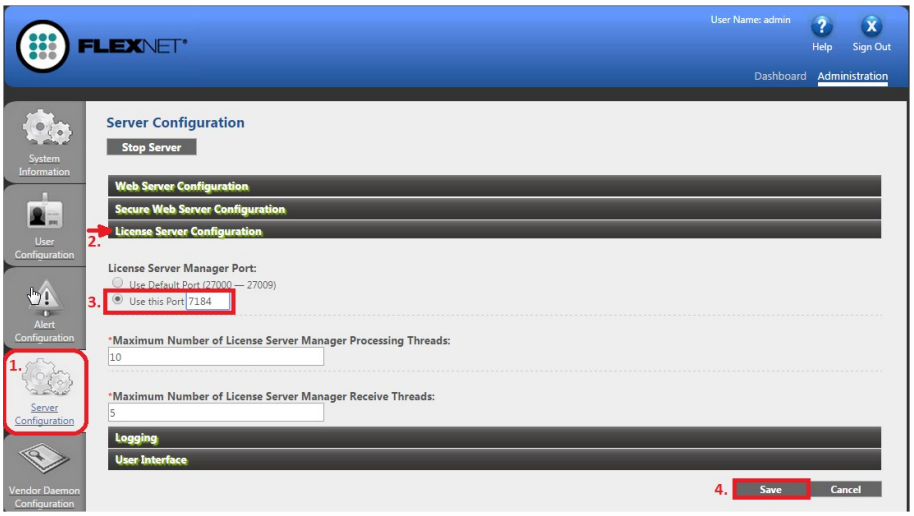


Solution

The port number must be changed and 'lmadmin.exe' must be restarted

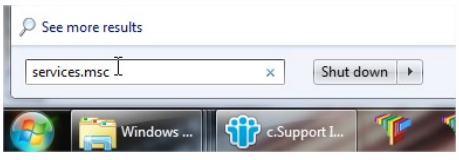
Step 1: Change the port number in 'FlexNET license administrator'

1. Go to 'Server configuration'
2. Click on the line 'License Server Configuration'
3. Set the port number you want to use
4. Save the settings



Step 2: Restart 'FlexNET license administrator'

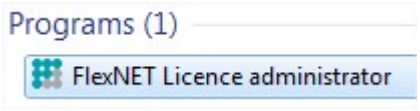
1. Hit the Windows [Start] button and type in `Services.msc` (+ENTER)
2. Find the service 'lmadmin.exe', then right click on it and choose 'Restart'.



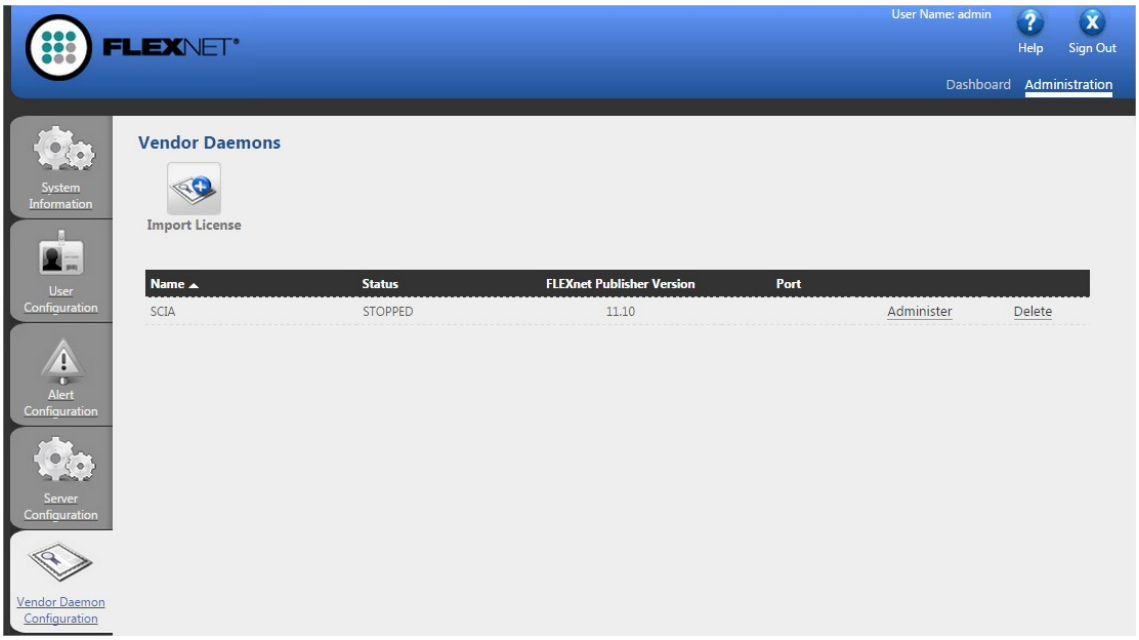
Vendor Daemon is not 'RUNNING'

Description

→ You have opened the FlexNET License administrator, and you are checking the tab 'Vendor Daemon Configuration', but it's not 'RUNNING'!



('Running_pending' is also not equal to 'RUNNING', so that status is also not good)



Solution

The reason it cannot start must be removed!

Option 1: Check your security software

Sometimes the security software (e.g. Anti-virus) blocks the vendor daemon.

1. Deactivate the security software and check if the vendor daemon works.
   a. If yes: You can turn the security software on, but you must add exceptions to the security software so that it allows the Vendor Daemon to run.
   b. If no: Then something else is blocking the Vendor Daemon.

Option 2: Disable 'Data Execution Prevention'

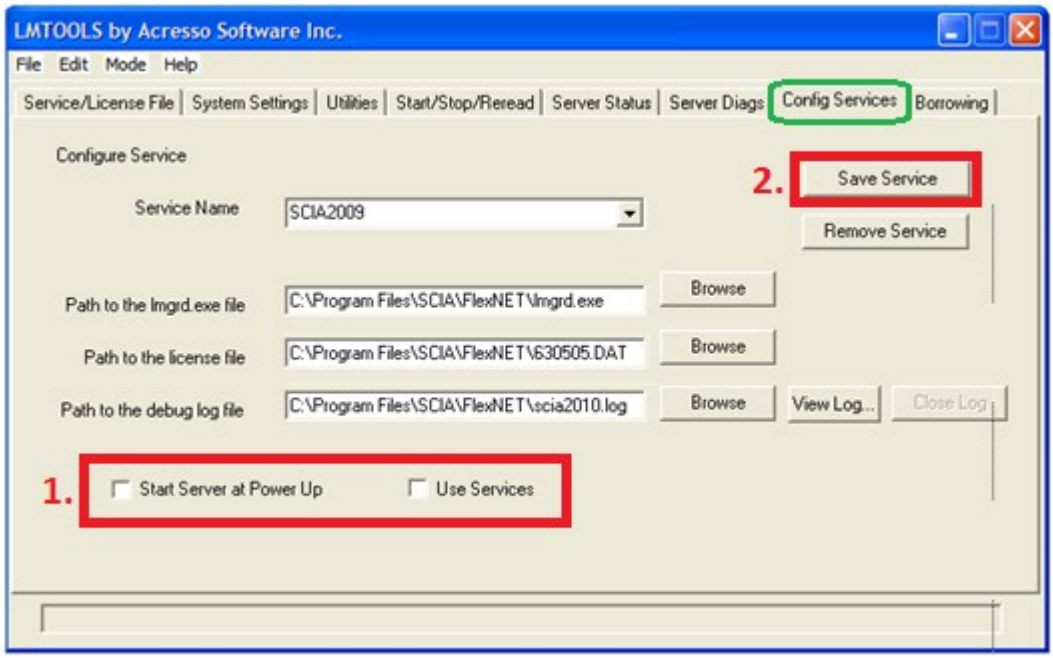
The vendor daemon is run by the executable scia.exe. This can also be blocked by Windows.

We refer to chapter "FlexNET License Administrator page is not found!" auf Seite 15, on p."FlexNET License Administrator page is not found!" auf Seite 15, which shows how to check and modify this setting.

Option 3: Check 'LMtools' (if it exists on the machine)

LMTools is the predecessor of LMAdmin.

1. Find and open 'LMTOOLS'.
2. Under the tab 'Config Services', select the service which runs for SCIA Engineer.
3. Uncheck Start 'Server at Power Up' and uncheck 'Use Services'.
4. Save your settings.

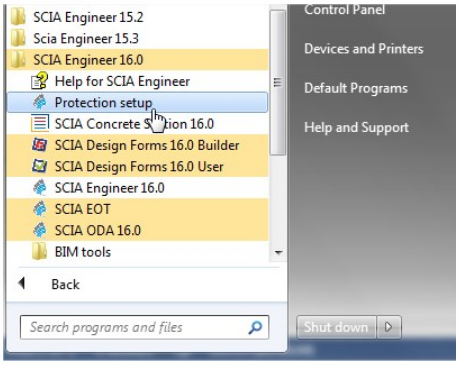


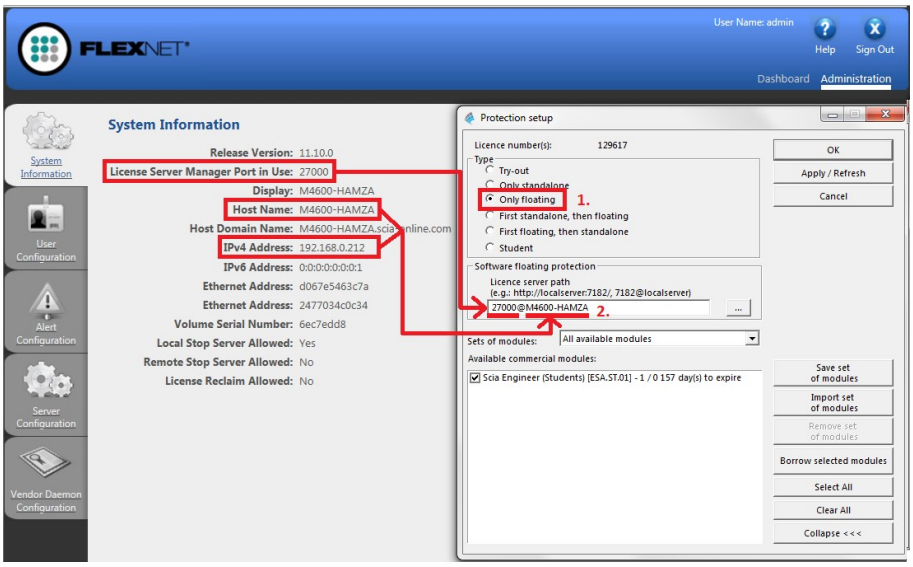
Step 4. Protection Setup

In the next step, we will open the protection setup and find the licenses.

If you have opened the protection setup, you must choose the correct type of license.

> If you choose 'type = floating', then you can make both the student, try- out and server license work. As long as you input the correct path.





Possible questions/problems

→The box where I should see the licenses is empty! How can this be?

Three possible reasons:

1. The server pc cannot be reached
2. The port on the server pc cannot be reached
3. A different program is already using the port on the server

→How can I test if this pc can reach the server pc?

Ping to the server pc. More explanation can be found in chapter "How to ping to the server pc" Auf der gegenüberliegenden Seite

→How can I test if this pc can reach the correct port on the server pc?

Telnet to the server pc. More explanation can be found in chapter "How to use telnet to check the connection to the port on the server pc" auf Seite 22.

→How can I change the port number (default = 27000) used by the license server?

More explanation can be found in chapter "Change the License Server Manager port in use" auf Seite 23

How to 'ping' to the server pc

Description

→ You want to test if the client pc can get to the server pc.

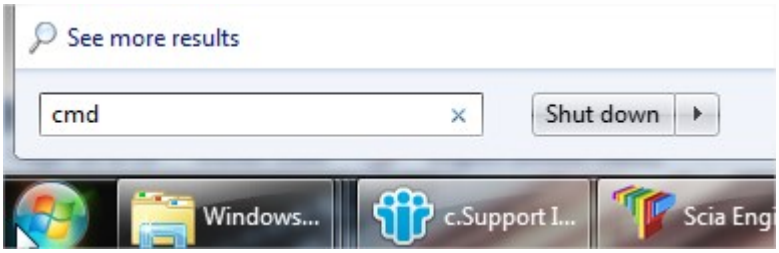
(If this would not work, it means the connection is not possible due to security measures (like FireWall) or due to the machines not being connected)

Solution

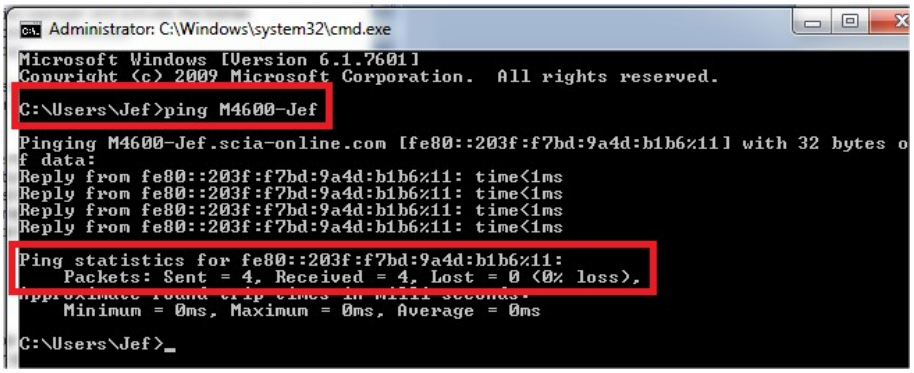
Ping to the server pc.

Option 1: Ping to the server pc

1. Open 'command' (hit the Windows [Start] button, and type in `cmd` (+ENTER))



2. Type in `Ping` followed by the name of the server



3. If 'Sent = Received', then this pc can send and receive information with the other pc.

   (if it does not work, the connection is blocked or not possible)

How to use 'telnet' to check the connection to the port on the server pc

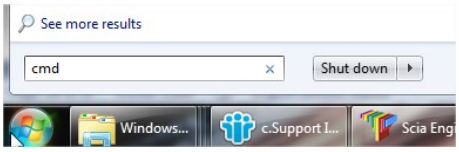
Description

→ You want to test if the client pc can get to the port on the server pc.

(If this would not work, but 'Ping' works, then the port is blocked by a FireWall)

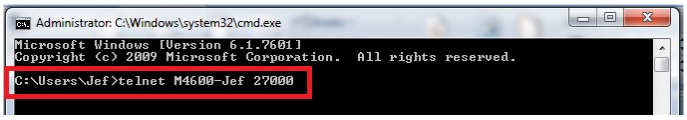
Solution

Use Telnet to the server pc.



1. Open 'command' (hit the Windows [Start] button, and type in `cmd` (+ENTER))

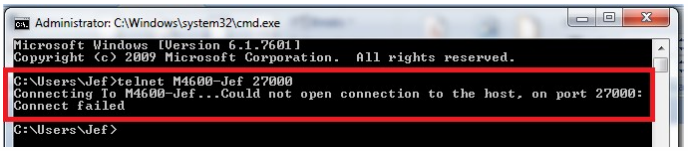
2. Type in `Telnet` followed by the name of the server and the port number



3. There are 3 possible answers:
   a. The connection works

If the window becomes black, it means it worked. You are now 'listening' to this port.

   b. The connection does not work



   c. Telnet is not 'activated on your pc'

Activate the 'Telnet client' first, and then repeat this page. http://www.wikihow.com/Activate-Telnet-in-Windows-7

Remark: A successful Telnet only means that you can connect to the used port, and that there is a service/program giving information through this port. It does not always mean that this is SCIA.
For example:
Problem: I can telnet to port '27000', but the SCIA license (in the protection setup) does not work
Answer: Another license server is already using port 27000, so change the port for 'FlexNET license administrator' (see chapter "Change the License Server Manager port in use" Auf der gegenüberliegenden Seite)

Change the 'License Server Manager port in use'

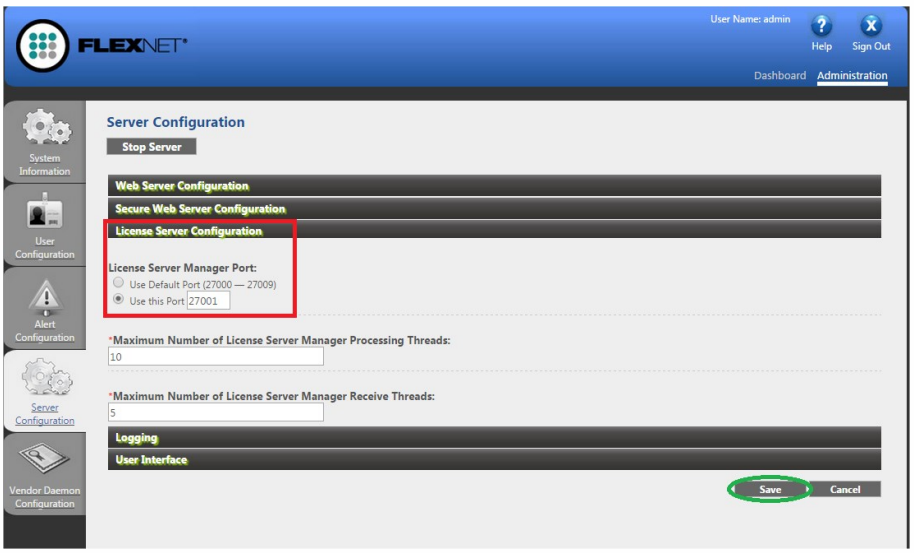
Description

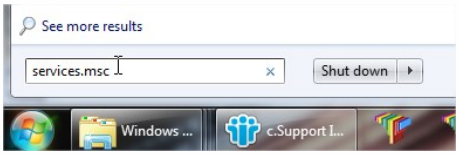
→ **What if I want to set the 'License server manager port in use' manually?**

(for example if there are multiple license servers running on the server)

Solution

1. Open the FlexNET License administrator (by clicking 2x on it's icon).
2. Under 'Server Configuration', input your port at 'Use this port'.
3. Save the settings.



Remark: The service 'lmadmin' must be restarted
(to take the new port into account.)

1. Run 'Services.msc'
2. Search for 'lmadmin.exe'
3. Restart this service.