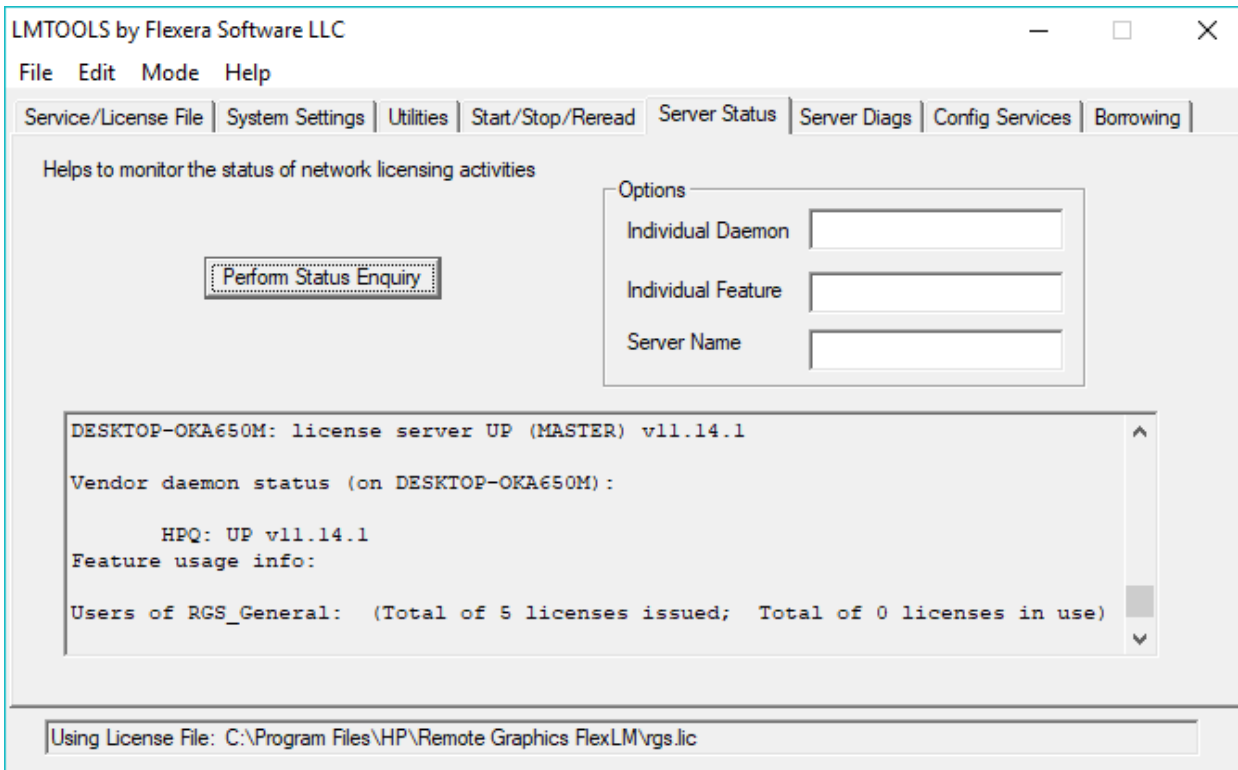


## FlexLM License Server Troubleshooting

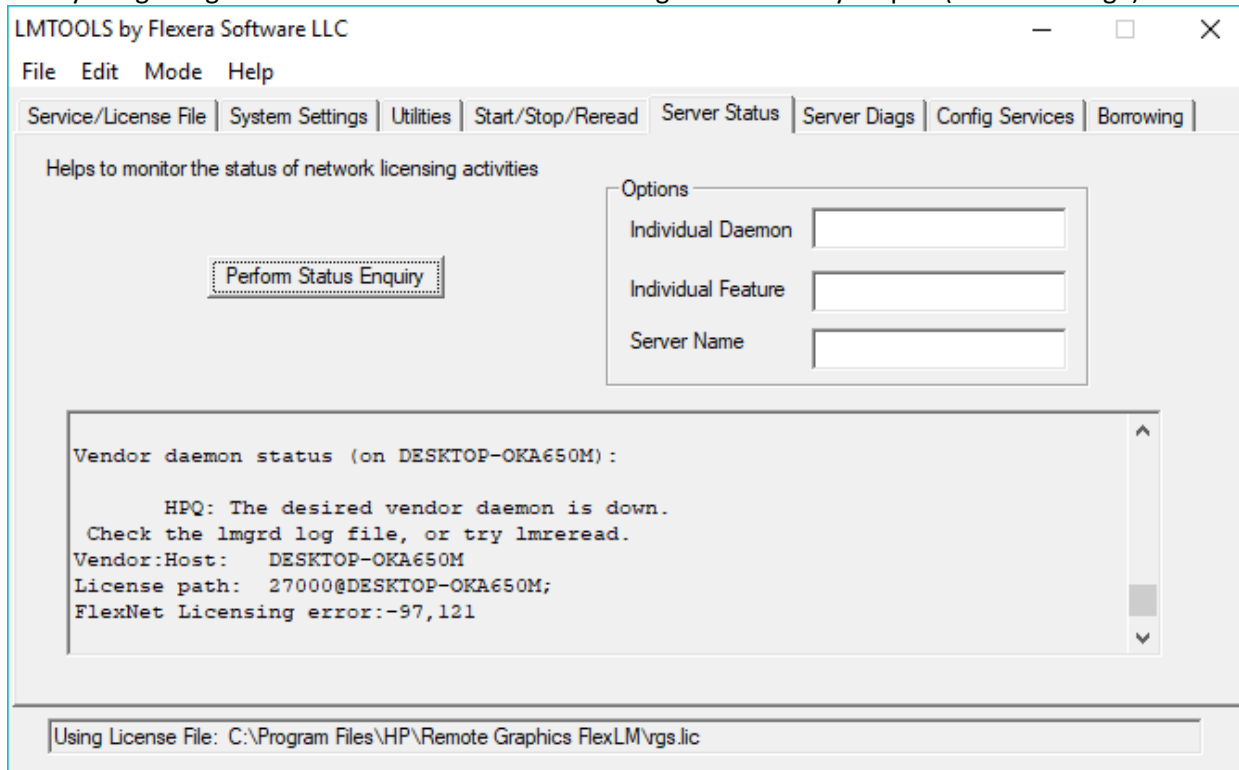
Kelly,

I would have the customer first check to make sure the Remote Graphics FlexLM License Server Service is running. If not, they will need to start it.

After the service is running, have them check in LMTOOLS under the Server Status tab to ensure that it is showing that the license server is serving RGS\_General licenses and that the license server is v11.14.1. The image below shows my server that has 5 RGS licenses available. If they are seeing licenses like this then the server is setup correctly.



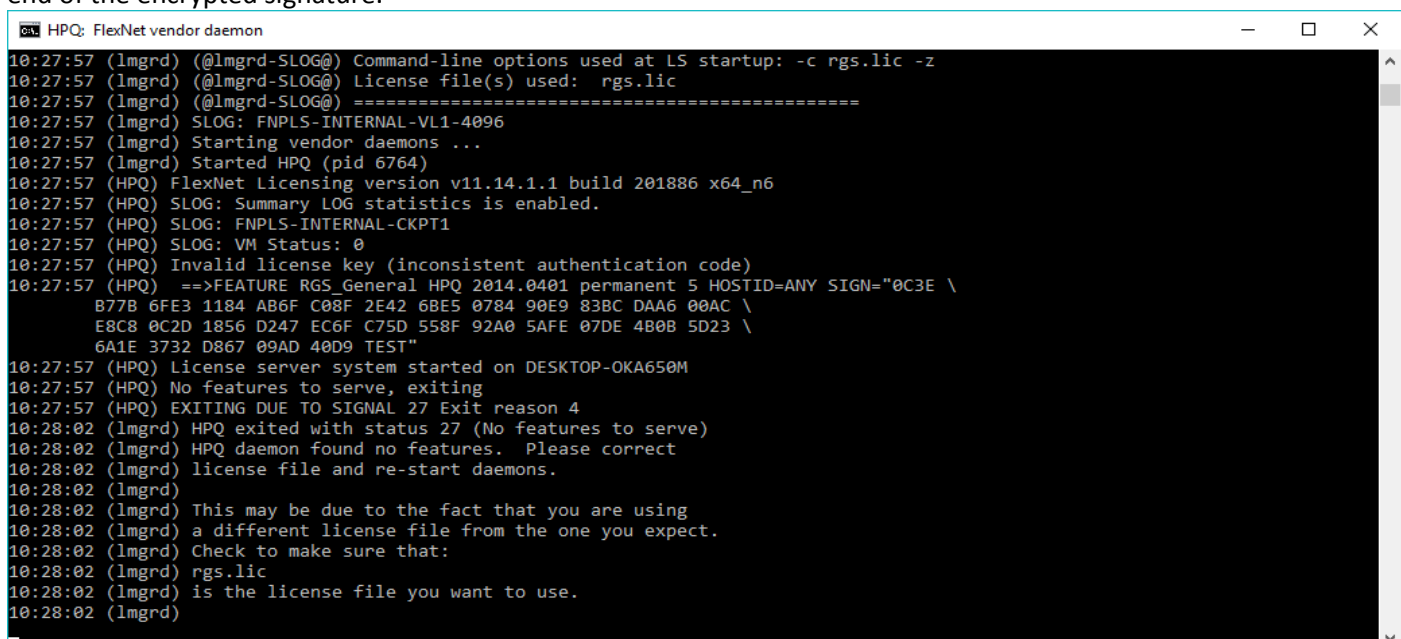
If they are getting an error here I find that error messages are not very helpful (see next image).



To troubleshoot, I'd have them do the following:

1. Stop the FlexLM Server service.
2. Open a command prompt to the FlexLM install path. The default is C:\Program Files\HP\Remote Graphics FlexLM
3. Run `lmgrd.exe -c <license file> -z`  
Example: `lmgrd.exe -c C:/temp/rgs.lic -z`

This should show more details about the error as seen below. The issue is that the file is bad because I put "TEST" at the end of the encrypted signature.



Doug