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.

LMTOOLS by Flexera Software LLC -		Х
File Edit Mode Help		
Service/License File System Settings Utilities Start/Stop/Reread Server Status Server Diags Config Services Be	rrowing	1
Helps to monitor the status of network licensing activities Options Individual Daemon Individual Daemon Individual Feature Server Name		
DESKTOP-OKA650M: license server UP (MASTER) vll.14.1 Vendor daemon status (on DESKTOP-OKA650M): HPQ: UP vll.14.1 Feature usage info: Users of RGS_General: (Total of 5 licenses issued; Total of 0 licenses in use)	*	
Using License File: C:\Program Files\HP\Remote Graphics FlexLM\vgs.lic		

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

LMTOOLS by Flexera Software LLC			_		×
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File Edit Mode Help					
Service/License File System Settings Utilities Start/Stop/Ren	ead Server Status	Server Diags	Config Services	Borrowing	1
Helps to monitor the status of network licensing activities	Options			1	
	Individual Daemon				
Perform Status Enquiry	Individual Feature				
	Server Name				
Vendor daemon status (on DESKTOP-OKA650M)	:			^	
HPQ: The desired vendor daemon is	down.				
Check the lmgrd log file, or try lmrerea	d.				
Vendor:Host: DESKTOP-OKA650M					
License path: 27000@DESKTOP-OKA650M; FlexNet Licensing error:-97,121					
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Linea Lineana File: C:\Program Files\UP\Pomete Crachies Fi	vl M\ma lie				_
Using License File: C:\Program Files\HP\Remote Graphics Fle	KEIM VGS.IIC				

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 *Imgrd.exe -c <license file> -z* Example: *Imgrd.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.

🚾 HPQ: FlexNet vendor daemon	-	×	
10:27:57 (lmgrd) (@lmgrd-SLOG@) Command-line options used at LS startup: -c rgs.lic -z		^	
10:27:57 (lmgrd) (@lmgrd-SLOG@) License file(s) used: rgs.lic			
10:27:57 (lmgrd) (@lmgrd-SLOG@) ====================================			
10:27:57 (lmgrd) SLOG: FNPLS-INTERNAL-VL1-4096			
10:27:57 (lmgrd) Starting vendor daemons			
10:27:57 (lmgrd) Started HPQ (pid 6764)			
10:27:57 (HPQ) FlexNet Licensing version v11.14.1.1 build 201886 x64_n6			
10:27:57 (HPQ) SLOG: Summary LOG statistics is enabled.			
10:27:57 (HPQ) SLOG: FNPLS-INTERNAL-CKPT1			
10:27:57 (HPQ) SLOG: VM Status: 0			
10:27:57 (HPQ) Invalid license key (inconsistent authentication code)			
10:27:57 (HPQ) ==>FEATURE RGS_General HPQ 2014.0401 permanent 5 HOSTID=ANY SIGN="0C3E \			
B77B 6FE3 1184 AB6F C08F 2E42 6BE5 0784 90E9 83BC DAA6 00AC \			
E8C8 0C2D 1856 D247 EC6F C75D 558F 92A0 5AFE 07DE 4808 5D23 \			
6A1E 3732 D867 09AD 40D9 TEST"			
10:27:57 (HPQ) License server system started on DESKTOP-OKA650M			
10:27:57 (HPQ) No features to serve, exiting			
10:27:57 (HPQ) EXITING DUE TO SIGNAL 27 Exit reason 4			
10:28:02 (lmgrd) HPQ exited with status 27 (No features to serve)			
10:28:02 (lmgrd) HPQ daemon found no features. Please correct			
10:28:02 (lmgrd) license file and re-start daemons.			
10:28:02 (lmgrd) 10:29:03 (lmgrd) This may be due to the fact that you are using			
10:28:02 (lmgrd) This may be due to the fact that you are using 10:28:02 (lmgrd) a different license file from the one you expect.			
10:28:02 (lmgrd) a different license file from the one you expect. 10:28:02 (lmgrd) Check to make sure that:			
19:28:92 (Imgru) check to make sure that: 19:28:92 (Imgru) rgs.lic			
10:28:02 (lmgrd) is the license file you want to use.			
10:28:02 (lmgrd) 10:28:02 (lmgrd)			
10.20.02 (Imgru)			
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