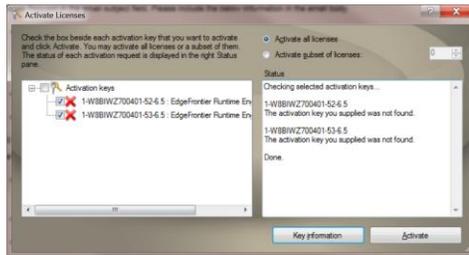


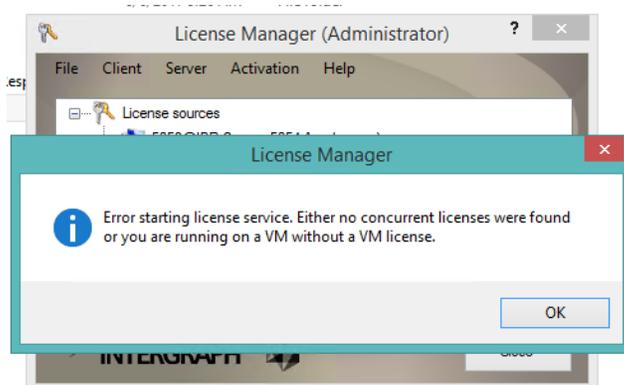
Hints for Troubleshooting Reprise Licenses

1. When there is an **X** beside the activation key, or the message “the activation key you supplied was not found” when activating license, there are several issues that can cause this.



- a. No Internet connection. If the customer does not allow internet connection on the system, Hexagon SI will have to generate the license file.
RESOLUTION: Send an email to Hexagon SI and include the Host ID, activation keys and quantities to be issued. Use the automated email function in the License Manager Tool > Client > Host ID > Copy into email request.
- b. Port 80 is not open. Port 80 is used in the license activation process. Port 80 can be closed after license activation. If the customer does not allow Port 80 to be open, Hexagon SI will have to generate the license file.
RESOLUTION: Have customer open port 80 just long enough to activate the licenses or send an email to Hexagon SI using the automated email function in the License Manager Tool.
- c. There is also a third issue that can cause this, but is rarely seen on a customer’s system. This is common on internal systems, where a license has been generated from the Reprise DEV system where all testing licenses are issued before the product releases.
RESOLUTION: Go to C:\ProgramData\Intergraph\Licensing and check for file named activationURL.dat. If the file is in this location, remove it.

2. After activating a license, you receive this message:



The message indicates the license service tried to start and could not because the system is a VM and the product does not have a VM enabled license. This problem should not appear for most products.

RESOLUTION: Contact Hexagon SI licensing to rehost the licenses based on the static TCP/IP address. Send a copy of the previous license file with the static TCP/IP address to license@hexagon.si

3. **webRMS/FBR and other JAVA applications:** Customer is running 64-bit OS and when attempting to run webRMS/FBR receives the error message 'Native code library failed to load. See the chapter on Dynamic Linking Problems in the SWIG Java documentation for help'

RESOLUTION: You must install the 64-bit version CLCR x86 RTE MSM, CLCR_RTE_x86.msm or the Microsoft VS2016 x86 runtime redistributables. It is preferable the products deliver and install both; this is being addressed with product development.

4. Log File Locations

- a. On the license Server the log files are stored in C:\ProgramData\Intergraph\Licensing\server. The log files are named intergraph.dlog and IntergraphCLCRLicensingService.log
- b. On the client, create a blank text file named clcerr.txt using NotePad. This file should be in the folder pointed to by the %TEMP% environment variable. Once created, initialize the product again. NOTE: Typically the TEMP folder is located on the C: drive so save the CLCR.txt file in C:\TEMP. Then start the software to generate the log file.

5. Below are some examples of errors to look for in the log file.

- c. This error is seen in the intergraph.dlog file. This error is caused because the server name ussgiactpro was not changed to the customer's server name.

```
10/05 09:43 (intergraph)
10/05 09:43 (intergraph) WARNING: No license file for this host
(hearn4800)
10/05 09:43 (intergraph)           The hostname in the license
file(s)
10/05 09:43 (intergraph)           may be incorrect
```

RESOLUTION: Open the customer's license file using NotePad++ and change *ussgiactpro* to the DNS name of the server.

- d. This error is found in the intergraph.dlog file. This message means the license server is installed on the VM. Hexagon SI licensing will have to rehost the license to the VM's static TCP/IP address.

```
09/01 09:48 (intergraph) *****
09/01 09:48 (intergraph)
C:\ProgramData\Intergraph\Licensing\server\IPR_Drie.lic: not on
this host
09/01 09:48 (intergraph) using only uncounted and TOKEN_UNLOCKED
09/01 09:48 (intergraph) licenses from this license file
09/01 09:48 (intergraph) *****
```

09/01 09:48 (intergraph) This server does not run on virtual machines, exiting

RESOLUTION: a. Send a copy of the previous license file and the static TCP/IP address to Hexagon SI licensing.

- e. This error is from the CLCRerr.txt file. This person was attempting to run EdgeFrontier Developer on the wrong host.

```
-----  
Enter CLCRCheckoutLicense 19-sep-2017 15:20:23 =>  
-----  
Enter internalCheckout =>  
-----  
Requesting license feature: EdgeFrontier_D, license version  
6.4, num licenses 1  
-----  
Failed to check out from license source  
C:\ProgramData\Intergraph\Licensing\nodelocked\. wrong host for  
license (-4): -4  
-----  
Internal error code: -4  
-----  
Internal error code: -4  
-----  
Exit internalCheckout with a failure. <=: -1  
-----  
Exit CLCRCheckoutLicense with a failure. <=: -1  
-----
```

RESOLUTION: Provide the correct HOST ID and Hexagon SI will rehost the license file and email back to customer.

- f. This error is from the IntergraphCLCRLicensing.log file. Customer licenses were issued to a VM and had been working and then stopped.

```
06/28 14:34 (rlm) ERROR: Bad request on main port from IP  
[::ffff:10.3.59.142]:55892  
06/28 14:34 (rlm) Request: d a 0 0 0 0 (
```

RESOLUTION: Telnet between the server and client. If Telnet communicated in one direction only, check the ISV port. If customer had assigned an ISV port, for example, PORT=61265 in the license file and the port had been closed, communications cease and the licenses will not be served. Once the port is reopened, licenses will be available.

- g. This error is from the intergraph.dlog file. This example is from an employee whose licenses that expire 31-Mar-2018 were not recognized.

```
05/23 09:48 (intergraph) WARNING: License "networks_mapserver"  
EXPIRED on 31-mar-2017  
05/23 09:48 (intergraph) WARNING: License "rlm_server_enable_vm"  
EXPIRED on 31-mar-2017  
05/23 09:48 (intergraph) WARNING: License "networks_mapserver"  
EXPIRED on 31-mar-2017  
05/23 09:48 (intergraph) WARNING: License "rlm_server_enable_vm"  
EXPIRED on 31-mar-2017  
05/23 09:48 (intergraph) WARNING: License "rlm_server_enable_vm"  
EXPIRED on 31-mar-2017
```

```
05/23 09:48 (intergraph) WARNING: License "networks_mapserver"  
EXPIRED on 31-mar-2017  
05/23 09:48 (intergraph) WARNING: License "rlm_server_enable_vm"  
EXPIRED on 31-mar-2017
```

RESOLUTION: Remove the previous license files. Since the replacement licenses with the new expiration date were already imported, all the employee had to do was open the Intergraph License Manager and stop and started the license service.

h. This error is from the intergraph.dlog file. Customer had duplicate license files.

```
04/20 10:49 (intergraph) WARNING: Bad signature:  
rlm_server_enable_vm ....  
04/20 10:49 (intergraph) WARNING: Duplicate intergraph_calltaker  
license  
04/20 10:49 (intergraph) WARNING: Duplicate mobilepublicsafety  
license  
04/20 10:49 (intergraph) WARNING: Duplicate mobileresponder  
license  
04/20 10:49 (intergraph) WARNING: Duplicate cad_netdispatcher  
license  
04/20 10:49 (intergraph) WARNING: Duplicate cad_netviewer license  
04/20 10:49 (intergraph) WARNING: Duplicate oncall_dispatcher  
license
```

RESOLUTION: Locate the duplicate license files and remove them, then stop and start the license service.

i. This error is from the CLCRerr.txt file. This is an example of ports 5053 and 5054 not opened and added to the inbound and outbound rules. Note that 5053 and 5054 are the default RLM ports. You may also see this if the customer has an ISV port in the license file that is not open.

```
CLCR_rlm_errstring_num: Reporting error = Communications error  
with license server  
-----
```

```
CLCR_rlm_errstring: Reporting error = Communications error  
with license server (-17) Connection refused at server (-111)  
-----
```

```
Failed to check out from license source 5053@scpdcadint1.  
Communications error with license server (-17) Connection refused  
at server (-111): -17
```

RESOLUTION: To confirm, Telnet between the server and client. If Telnet communicated in one direction only, check the ISV port as well as ports 5053 and 5054. Once the ports are opened, licenses will be available.