

RockWare Program Network License: Troubleshooting Connection Problems

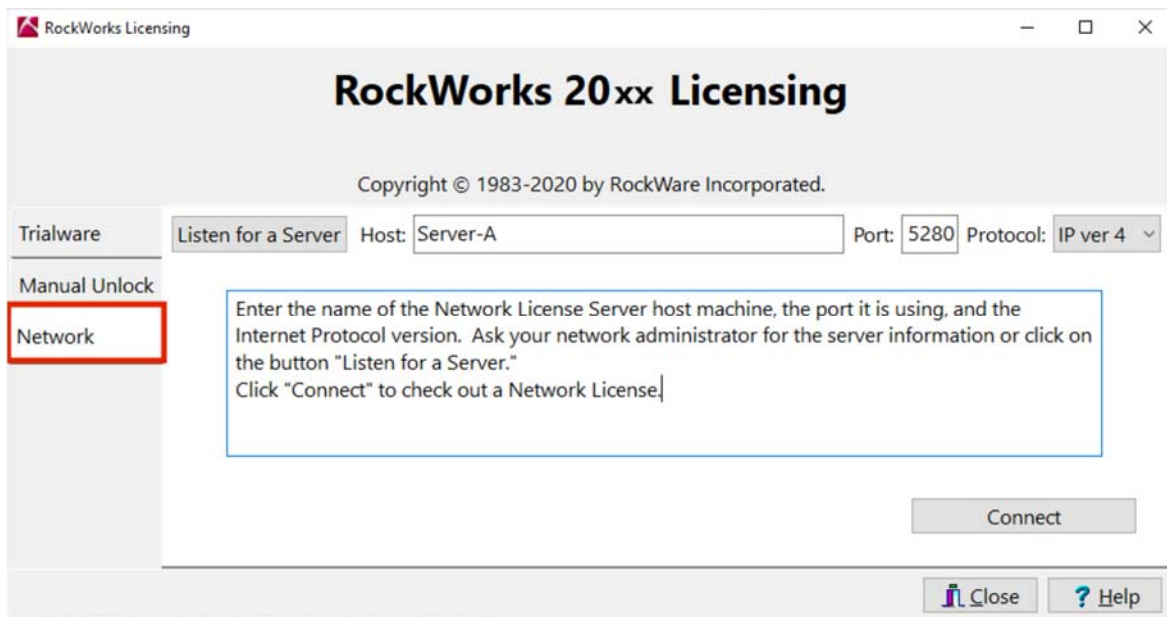
Under a Network license for RockWorks, LogPlot or PetraSim (called RockWare Program below) anyone in your organization is eligible to install the RockWare Program onto their local computer. A separate program, the RockWare Network License Administrator, is installed on a server or other computer on your network (for simplicity here we'll refer to it as a "server"), and the license is activated there for a specified number of "concurrent users". The users then simply set up their local copy of the RockWare Program (running on their own computer) to communicate with the server on startup to see if a license is available.

Instructions for activating the license in the RockWare Network License Administrator and for connecting the RockWare Program to that license are supplied separately.

There are three items that the users need to define for correct communication with the server:

- The **name** of the server or the **IP address** of the server hosting the license.
- The **Port** across which the RockWorks license is being communicated within the network.
- The **Protocol** being used for the communication.

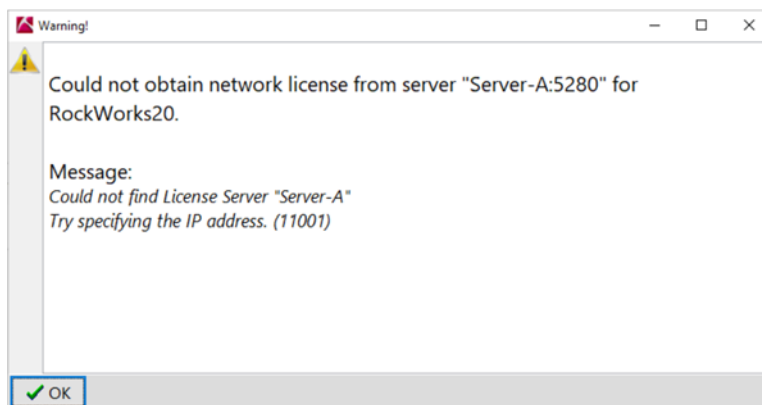
These items might look like this in the RockWare Program licensing window:



Tip: Use the **Listen for a Server** button to have the RockWare Program listen across the specified Port for the server where the license is running – it can fill in the name/IP of the host for you.

The license setup should only need to be done once. Thereafter, if everything is set up right, a user starts the RockWare Program on their computer. The program checks with the license server to see if there is a license available to use and, if so, the program will launch. If all of the licenses are currently in use, the user will see a message as such.

However, if the RockWare Program has a problem communicating with the server on startup, it might display a message like this:



This means that the local copy of the program can't connect to the license server. We will list in this document some things to check. Note that your IT professional may have additional suggestions.

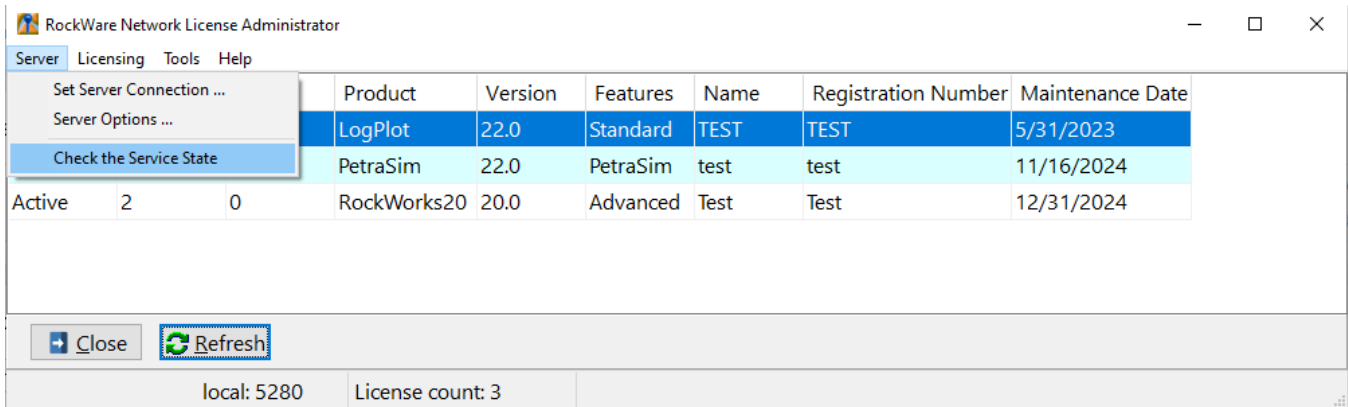
1. **Check the name or IP address of the server** specified in the RockWare Program license screen.

- Start the program on the user's computer.
- Click OK when the above error message is displayed.
- Click the **Set Up Licensing** button (or **Register** button for the PetraSim program).
- Click the **Network** license tab.
- In the Host prompt confirm/enter the name or IP address of the server where the RockWorks license is running.
 - Easiest method: Listen for Server.
 - Click the **Listen for Server** button.
The program will listen across the defined Port (default = 5280) for the RockWare License Service. If it hears the server, it will put the server name into the Host prompt.
 - Manual methods
 - Ask your IT Professional for the name of the server or the IP address of the server where the RockWorks license is running and enter it into the Host prompt.
 - Or, if you have to do this manually:
 - Log onto the server where the RockWare Network License Administrator was installed.
 - Open a command prompt on the server.
 - Type: `ipconfig /all` and press <Enter>
 - Look for the IPv4 address. It will have 4 groups of 3 numbers, like: xxx.xxx.xxx.xxx (You can also use the IPv6 address but it is longer and probably harder to transcribe.)
 - Enter that IP address into the licensing window on the user's computer.
- Click the **Connect** button at the bottom of the licensing window.
The license status should be shown in the lower right corner of the main program window for RockWorks and LogPlot, or in the **Current** tab of the PetraSim License window.

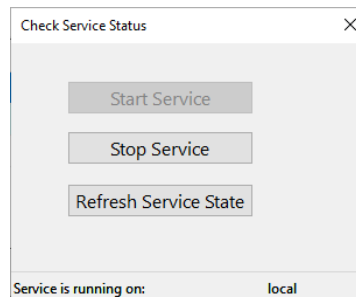
2. Check that the license service is running on the server.

If you entered the correct server name/IP, Port, and Protocol into the RockWare Product and continue getting the error that it *Could not obtain network license from server...*

- Start the RockWare Network License Administrator on the server where it was installed.
- Select **Server | Check the Service State**.

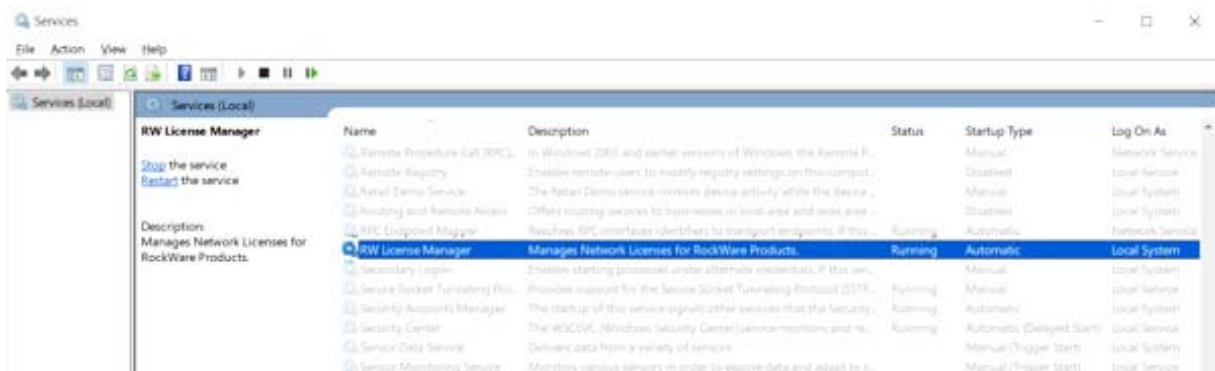


- If it does not say that (e.g. Service is stopped), select the option **Start Service** in the Check Service Status window.



If successful, the status should read **Service is running**, and the license will be displayed in the console.

- If you can't get the license service started through the RockWare Network License Administrator, open the Windows Service Control Manager on the server.
- Look for the "RW License Manager". If it does not show as **Running**, right-click on it and click **Start**.

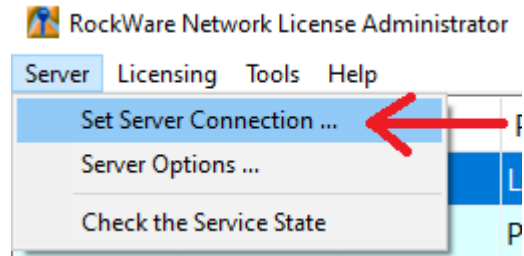


3. Check the **Port and Protocol** being used.

If the license service is running, but the RockWare Product still cannot see the license from user's computer, next check the communication settings in the RockWare Network License Administrator.

- In the RockWare Network License Administrator, click the **Server** menu and choose **Set Server Connection**.

- Check the **Port** number (default is 5280). Be sure this is the Port number the user has entered into the RockWare Product license window.



- Check the **Protocol** (default is IPv4, IPv6 is also supported). Be sure this is the Protocol the user has entered into the RockWare Product license window. And, if you are defining a Host IP address, be sure the IP address version matches the protocol.

- You can change the Port and/or Protocol in the RockWare Network License Administrator, be sure that those are entered into the user's copy of the RockWare Product.

4. **Ping** the server.

If you have confirmed that the license service is running on the server, the product license is displayed in the RockWare Network License Administrator on the server, and the server name/IP, Port #, and Protocol are correctly defined in the RockWare Product licensing window, the next step is to ping the server from the user's computer. This will let you know if there is actual communication between the user's computer and the server. To do this:

- On the user's computer, open a command prompt. One way to do this is to type **CMD** into the Windows search bar and click on the Command Prompt app which should be offered.
- At the blinking prompt type in:
`ping servername`
and press the <Enter> key. The servername can be the name or IP address of the server. It might look something like this:

```
Command Prompt
Microsoft Windows [Version 10.0.17134.648]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users>ping 192.168.254.150

Pinging 192.168.254.150 with 32 bytes of data:
Reply from 192.168.254.150: bytes=32 time<1ms TTL=128
Reply from 192.168.254.150: bytes=32 time<1ms TTL=128
Reply from 192.168.254.150: bytes=32 time<1ms TTL=128
Reply from 192.168.254.150: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.254.150:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

- The computer will ping the server and let you know how many "packets" were sent, how many were received, and how many were lost.

If packets were not received, then there is a communication problem between the user's computer and the server. Check the firewall settings and be sure the RW License Manager and the Port are granted access through the firewall.