LogPlot8 Network License: Troubleshooting Connection Problems
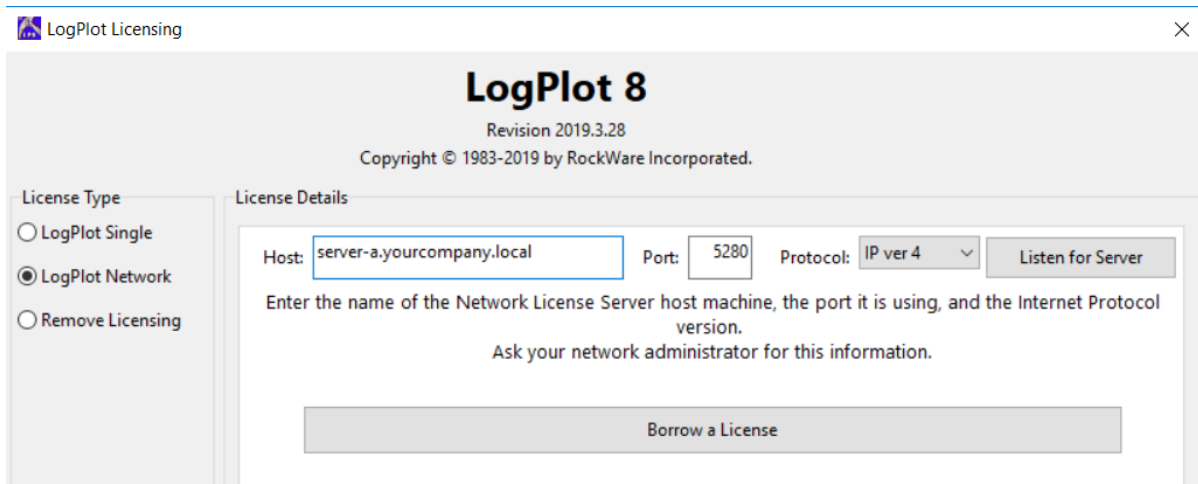
Under a Network license for LogPlot8, anyone in your organization is eligible to install LogPlot8 onto their local computer. A separate program, the RockWare Network License Administrator, is installed on a server or other computer on your network which will be available to all users (for simplicity's sake we'll refer to it here as a "server"). The license is activated there for a specified number of "concurrent users". The users then simply set up their local copy of LogPlot8 (running on their own computer) to communicate with the server on startup to see if a license is available.

Instructions for installing the RockWare Network License Administrator and activating the license are supplied separately. These instructions assume those steps have already been completed.

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** on which the server is listening.
- The **Protocol** being used for the communication (IP version 4 or 6).

These items might look like this in the LogPlot8 licensing window:

Tip: Use the *Listen for Server* button to have LogPlot listen to the network for the server where the license is running – it can fill in the name, Port, and Protocol for you.

The license setup should only need to be done once. Thereafter, if everything is set up right, a user starts LogPlot8. It checks with the license server to see if there is a license available to use and, if so, LogPlot will launch. If all of the licenses are currently in use, the user will see a message as such.

However, if LogPlot has a problem communicating with the server on startup, it might display a message like this:
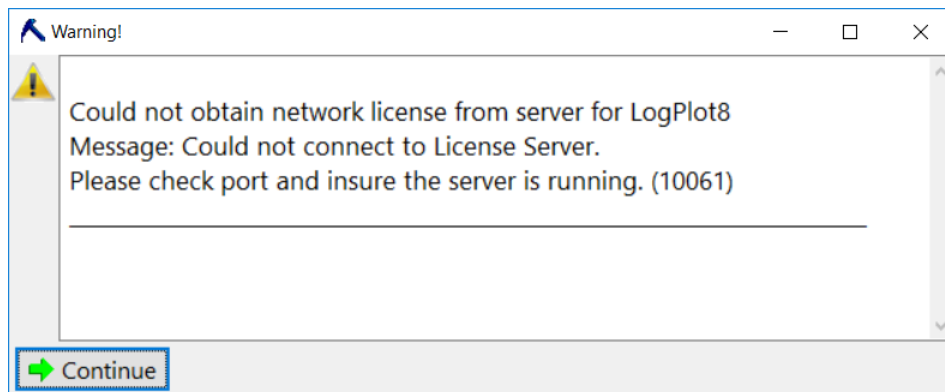
This means that the local copy of LogPlot can't connect the license server. We will list in this document some things to check. Note that your IT professional may have additional suggestions.

1. **Check the name or IP address of the server** specified in the LogPlot8 license screen.

   - Start LogPlot8 on the user's computer.
   - Click OK when the above error message is displayed.
   - Click the *Set Up Licensing* button.
   - Choose **LogPlot Network** as the license type.
   - In the Host prompt confirm/enter the name or IP address of the server where the LogPlot license is running.
     - o Easiest method: Listen for Server.
       - ▪ Click the *Listen for Server* button.
         LogPlot will listen for a response from the RockWare License Service. If it hears the server, it will put the server name into the Host prompt and the Port into its prompt.
     - o Manual methods
       - ▪ Ask your IT Professional for the name of the server or the IP address of the server where the LogPlot 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 LogPlot8 licensing window on the user's computer.
   - Click the *Change* button at the bottom of the LogPlot8 licensing window.
     The license status should be shown in the title bar at the top of the main LogPlot program window.

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

   If you entered the correct server name/IP, Port, and Protocol into LogPlot 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.

   - Look at the bottom of that window and be sure it says *Service is running*.
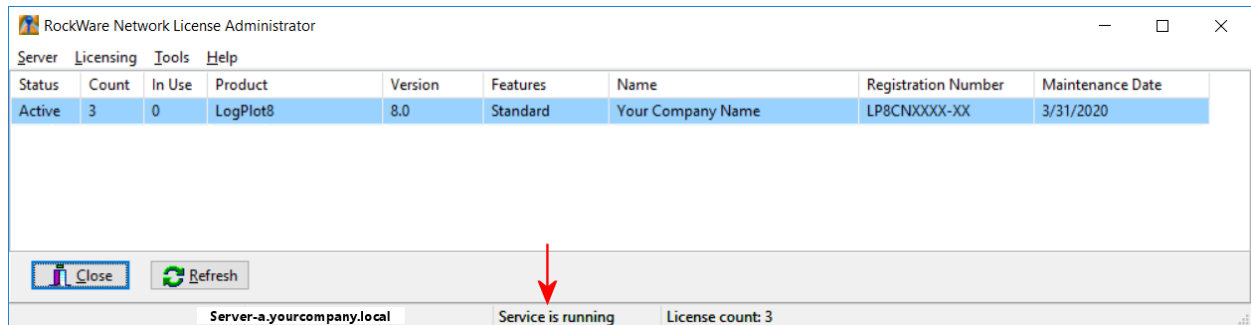
   - If it does not say that (e.g. Service is stopped), click on the **Server** menu and select **Start Server**.

     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 – which may be the case due to Windows security - 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*.
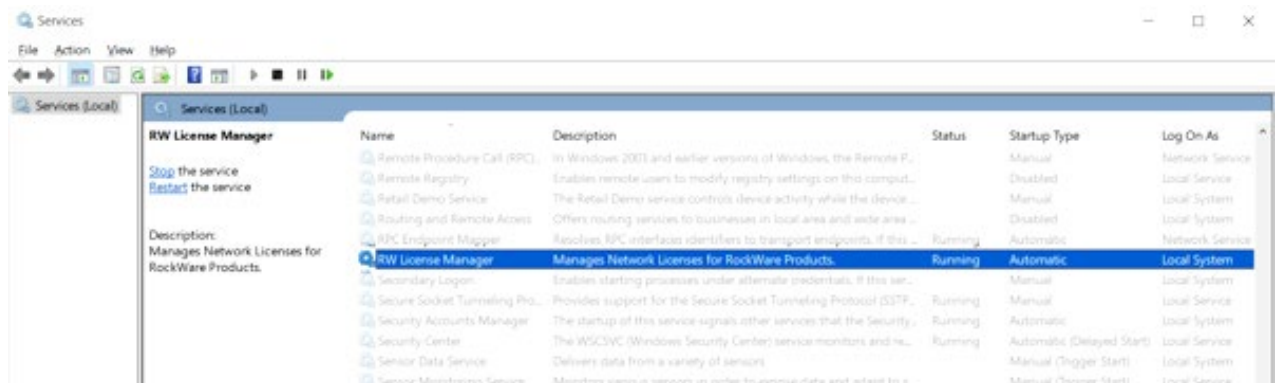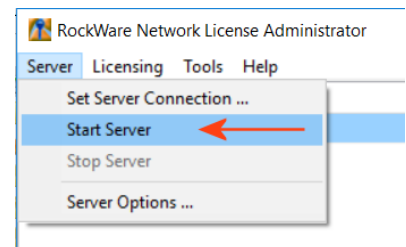

   (If you cannot get the license service to start using this method, please jump to item 5.)

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

   If the license service is running, but LogPlot 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 LogPlot8 license window.

- Check the **Protocol** (default is IPv4, IPv6 is also supported). Be sure this is the Protocol the user has entered into the LogPlot8 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 LogPlot.
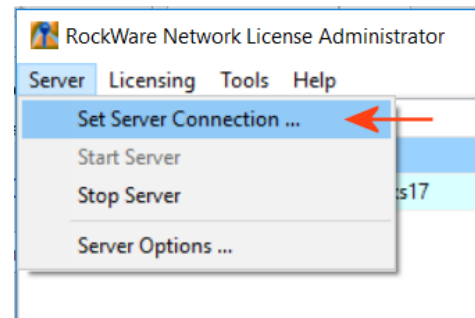
4. **Ping** the server.

If you have confirmed that the license service is running on the server, the LogPlot8 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 LogPlot 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:

- 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.

5. **Check the Event Log**.

   If you cannot get the RW License Manager to start in the Windows Services console (see step 2 on page 3), it can be helpful to view the "event log" to see what the problem is.

   a. Launch the Windows Event Viewer on the server.
   b. Expand the **Windows Logs** heading in the menu on the left.
   c. Click on the **Application** icon.

   It may take a few moments for all of the application events to load.

   - Look for events which pertain to "RwLicenseMgr". You can use the *Find* button in the menu to the right to help you search.

   5a. If you find an event related to the RwLicenseMgr and if the error reads:

   RockWare License Server failed to start. Cannot perform this operation on a closed dataset.

   Then it is possible that one of the RockWare Network License Adminstrator's files has been corrupted. You will need to delete that file and re-install the RockWare Network License Administrator to solve this.

   - Use Windows Explorer to locate this file on the server:
     C:\ProgramData\RockWare\License\RwLicSrvr.dat
   - Rename or delete that file.
   - Re-install the RockWare Network License Administrator. You can install right over the top of the existing program, do not uninstall the existing Administrator first.
     - Log into the RockWare Customer Portal to download the latest installer, or
     - Contact support at rockware.com for a link.
   - After installation, start the RockWare Network License Administrator.

   The "RwLicSrvr.dat" file should be rebuilt, and the license service should start.

   5b. If you see a different error in the Event Log, send that to support at rockware.com for trouble-shooting. Be sure to include your contact information and license registration number.