RockWorks20 Network License: Troubleshooting Connection Problems

Under a Network license for RockWorks20, anyone in your organization is eligible to install RockWorks20 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 RockWorks20 (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 RockWorks20 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 RockWorks20 licensing window:
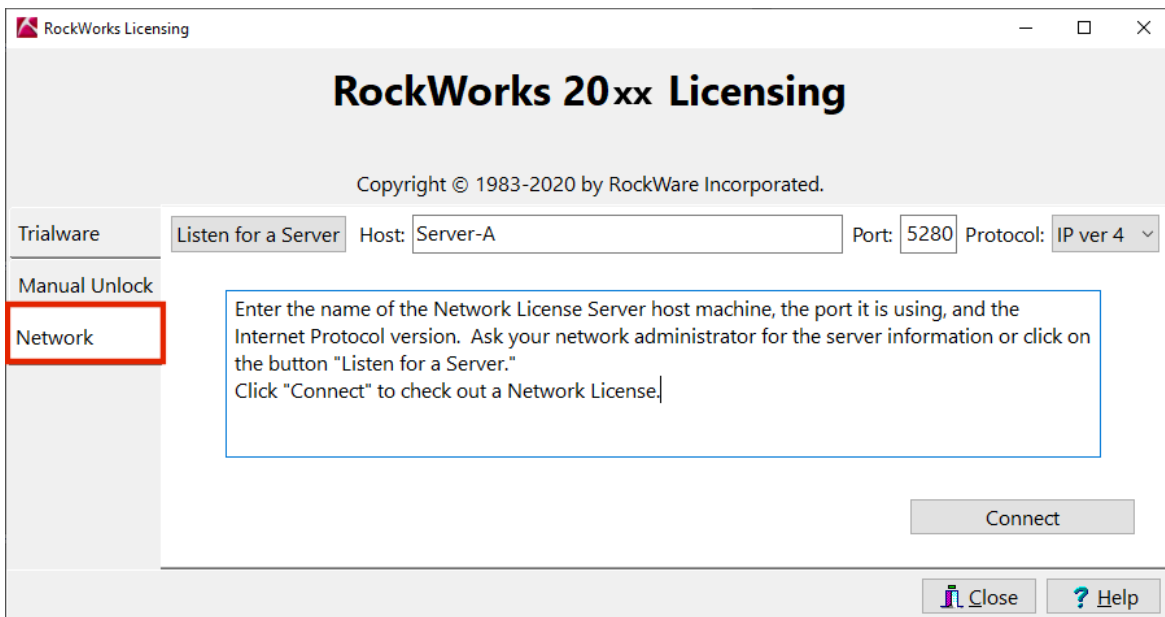
Tip: Use the *Listen for a Server* button to have RockWorks listen across the specified Port for the server where the license is running – it can fill in the name/IP of the host for you.

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

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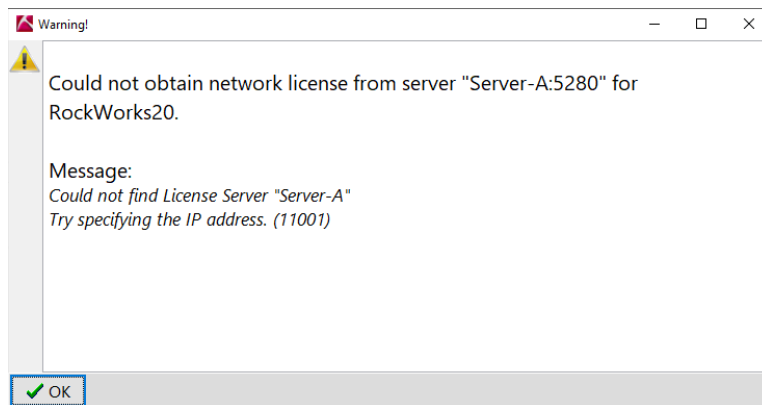
This means that the local copy of RockWorks can't connect to the license server. We will list in this document some things to check. Note that your IT professional may have additional suggestions.

1. **Check the name or IP address of the server** specified in the RockWorks20 license screen.

   - Start RockWorks20 on the user's computer.

   - Click OK when the above error message is displayed.

   - Click the *Set Up Licensing* button.

   - 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.
     - o Easiest method: Listen for Server.
       - ▪ Click the *Listen for Server* button.
         RockWorks 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.
     - o 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 RockWorks20 licensing window on the user's computer.

   - Click the *Connect* button at the bottom of the RockWorks20 licensing window.
   The license status should be shown in the lower right corner of the main RockWorks 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 RockWorks 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.
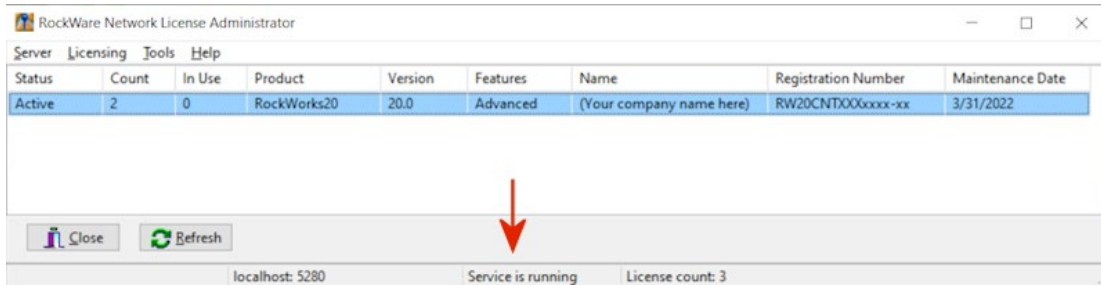

    - If it does not say that (e.g. Service is stopped), click on the **Server** menu and select **Start Server**.
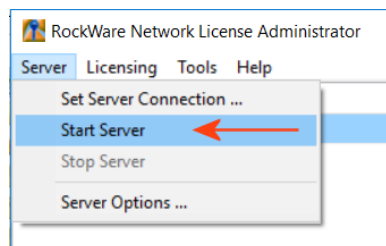
      If successful, the status should read ***Service is running***, and the license will be displayed in the console.

    - If you can't get the license service started through the RockWare Network License Administrator, 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***.
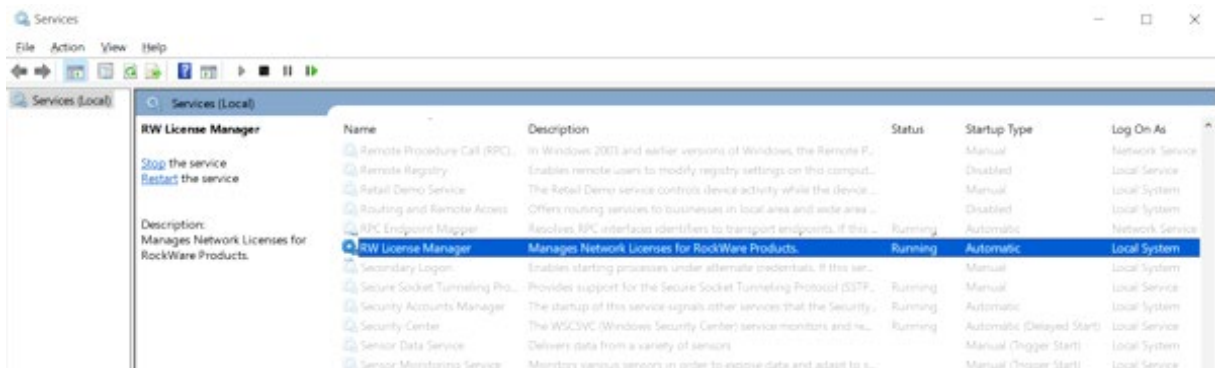

3. Check the **Port and Protocol** being used.

    If the license service is running, but RockWorks 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**.
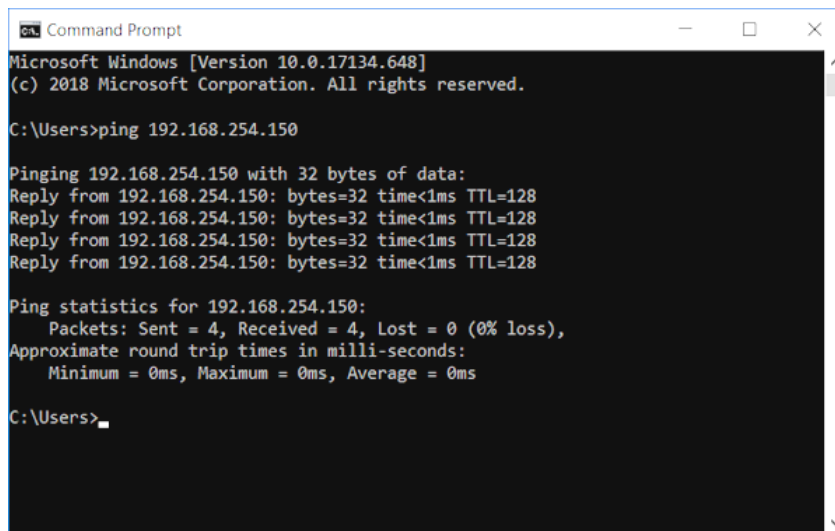
- Check the **Port** number (default is 5280). Be sure this is the Port number the user has entered into the RockWorks20 license window.
- Check the **Protocol** (default is IPv4, IPv6 is also supported). Be sure this is the Protocol the user has entered into the RockWorks20 license window. And, if you 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 RockWorks.
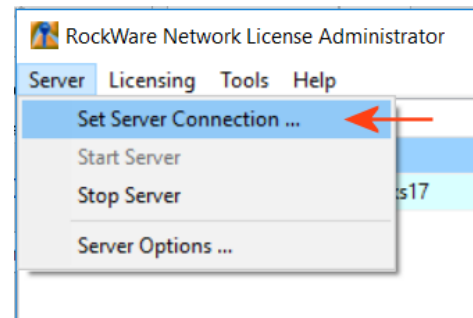
4. **Ping** the server.

If you have confirmed that the license service is running on the server, the RockWorks20 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 RockWorks 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.

0221