

Troubleshooting Guide

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Chapter 1

Network License

Troubleshooting

Problem: License server does not run

```
Verify server status by running the WlmAdmin.exe application (C:\Program Files\Rainbow Technologies\Admin\
Admin.net\Win32). If your server is not listed under Subnet Servers, follow the instructions below.
```

 If the license server computer is running Windows XP with Service Pack 2 or Windows 2003 Server it may be necessary to set up an exception in Windows Firewall. Open **Control Panel** and check the status of the **Windows firewall**. If the status is **On**, add an exception for UDP port 5093 (Figure 1-1). Open this port if it is blocked by any other active firewall software running on the server.

General Exceptions Advanced			
Windows Firewall is blocking incoming programs and services selected below. to work better but might increase your s Programs and Services:	network connections, except f Adding exceptions allows som security risk.	or the e programs	
Name			
☑ File and Printer Sharing			
Remote Assistance			
Remote Desktop			
SentinelLM			
	Use these settings to oper number and protocol, cons	a port through Window ult the documentation f	vs Firewall. To find the p
	want to use.		
Add Program Add Port	want to use. Name: Sentir	elLM	
Add Program Add Port	Name: Sentir Port number: 5093	elLM	
Add Program) Add Port	want to use. Name: Sentir Port number: 5093 Dta	eillM • ③ UDP	
Add Program) Add Port	Went to use.	eLM	

Figure 1-1 Windows Firewall

2. If opening the port does not resolve the problem, restart the license server as shown below.

For Windows NT or later: Go to **Start | Control Panel | Administrative Tools**, and then double click on **Services**. A service named SentinelLM should be listed (see Figure 1-2). If its status is **Stopped**, right click on it and select **Start** from the pop-up menu. If its status is **Started**, restart it by clicking on **Restart** from the pop-up menu.

Services						
File Action View ← → Image: a log and	Help 2) 🖪 😫 ≻ ■ II	∎≻				
Services (Local)	Name 🛆	Description	Status	Startup Type	Log On As	~
	Yang SentimeLM Server Shell Hardware Det Shell Hardware Det SQL Server (SQLEX SQL Server Active SQL Server Active SQL Server VSS Writer SQL Server VSS Writer SQL Server PACHY SQL Server Active SQL Server VSS Writer SQL Server Active SQL Server Active SQL Server Server SS Writer SQL Server Active SQL Server Extended Standard	Supports fil Provides n Manages a Provides st Enables int Provides S Provides th Enables dis	Started Started Started Started Started Started	Automatic Automatic Manual Automatic Disabled Automatic Automatic Manual Manual	Start Stop Pause Resume Restart All Tasks Refresh Properties Help	

Figure 1-2 SentineILM Service on License Server

For Win 9x: If the license server is running, a separate window will display the message: "License Server Running". Close this window to stop the license server. Open Windows Explorer and go to C:\Program Files\Rainbow Technologies \SentinelLM7.2.0.23 Server\English\. Double click on lserv9x.exe to restart the License Server.

Problem: Error [19] or Error [17] when adding license

SentinelLM: Error [19]: Failed to add license code

This error occurs when an incorrect or incomplete license code is entered. Make sure the correct license code is copied and pasted in its entirety from the license email (including the portion after "#" that shows company name and quantity of seats), and then try again. If error persists, follow the procedure below to add the license code manually.

1. Open Windows Explorer and go to the folder that contains the lservrc file. The default path is C:\Program Files\Rainbow Technologies\SentinelLM 7.2.0.23 Server\English\. Make sure the first character of the file name is " ℓ " (for library), not "I" (for International) or "1" (one).

2. If there are multiple license codes in the lservrc file, make sure only one license code appears per line. If you need to add a new license code, make sure the new license code is entered on a new line. You may need to uncheck **Word Wrap** in the **Format** menu as shown in Figure 1-3.





3. The lservrc file must NOT have any extension. It is a common mistake that a ".txt" is appended to the filename. By default, Windows Explorer hides all the known extensions including ".txt". To turn off this feature, click on Folder Options in the Tools menu, select View tab, and uncheck Hide extensions for known file types as shown in Figure 1-4.



Figure 1-4 Show Extensions for Known Types in Windows Explorer

4. Restart SentinelLM service (refer to Problem: License server does not run, part 2) or reboot the server for the new license to take effect.

Problem: Client computer cannot find license server

- 1. Restart SentinelLM (refer to Problem: License server does not run, part 2) or reboot the server after license code is entered into the lservrc file.
- Using the WlmAdmin.exe tool (located in C:\Program Files\ Rainbow Technologies\Admin\Admin.net\Win32), make sure the license server is running properly. Verify the feature name and version listed under the server name (see Figure 1-5Figure 1-5).

P340-268 IP address: 192-168.1 Server name: P340-268 IP address: 192-168.1 September 3.00 Server name: P340-268 IP address: 192-168.1 September 3.00 September 3.00 September 3.00 In use: 100 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00 September 3.00	0 Queued:
B B	0 Queued: 0
B) spM45 7.00 B) spM35 3.00 B) spWall 3.50 B) spWall 3.50 Commute: 0 Commute: 0 Commute: 0 Capacity: 0 Detailed information License Info License Info License Info: Number of servers: D Detailed information License Info: Dirent Info License Info: Dirent Info License Info: Dirent Info	0 Queued: 0
Statistics In use Total Total users O S Commuter O S Capacity: O O Commuter O S Capacity: O O Commuter Co Commuter Co Co Commuter Co Co Co	Queued:
Total users: 0 0 Reserved: 0 0 Commute: 0 0 Capacity: 0 0 Redundant: No Number of servers: 1 Detailed information License Info Start date: Wed Apr 01 00:00:00	
Reserved 0 0 Commuter 0 5 Capacity: 0 0 Redundant No Number of servers: 1 Detailed information License Info License Info License Info Start date: Wed Apr 01 00.00.00	
Commute: 0 5 Capacity: 0 0 Redundant: No Number of servers: 1 Detailed information License Info License Info License Info License Eype: Normal license	
Capacity: 0 0 0 Redundant No Number of servers: 1 Detailed information License Info Client Info License type: Normal license Start date: Wed Apr 01 00:00:00	
Redundant: No Number of servers: 1 Detailed information	
Allow assessments fragment Veg hind date: License bas no expire) 2009 ration
Littenia Value Additiva license Yes Check filme tamper Yes Hold time 0 osci specified Key Metime S00 secs Log encryption level 0 Majority rule No Number of subants 0	

Figure 1-5 All the features are installed successfully

- 3. Verify that the software version installed on the client workstation is supported by the version of the license installed on the license server. Please refer to <u>http://www.structurepoint.org/update/index.asp</u> for details.
- 4. Open Windows Explorer, and then go to the StructurePoint software folder. The default path for spMats is C:\Program Files\ StructurePoint\spMats. Open lshost.txt. Make sure that either

the IP address or the license server name is in this file (.these can be used interchangeably). One may work better than the other depending on the IP and DNS settings in your network. If the lshost.txt file is empty or contains the keyword: "LAN," the client application (e.g. spMats) will try to obtain the license by broadcasting a request in the subnet. If the license server and the client are in different subnets, the IP address or the name of the license server must be entered into the lshost.txt file on the client computer.

For other network license related issues, please refer to the FAQ – Network License section on our website at: http://www.structurepoint.org/support faq network license.asp.

Problem: License server does not release licenses

When StructurePoint software is closed on a client workstation, the license is released and becomes available to other client workstations. If the license is not released automatically, try the following:

- Wait 10 minutes and run the application on client computer again. SentinelLM checks the status of all the licenses on client computers and releases a license automatically if a connection has been inactive for about 10 minutes.
- Restart the SentinelLM service (see Problem: License server does not run, Part 2).
- Reboot the license server.

Chapter 2

Standalone License

Troubleshooting

Problem: License code is not accepted

After copying and pasting the license code into the License Code text box and clicking **Next**, an error message, such as Error [17], appears stating that the license code cannot be added. There are two solutions to this issue.

Solution 1: Add license code to the lservrc file manually

- Open Windows Explorer and go to the folder that contains the lservrc file. The default path is C:\Program Files\StructurePoint\ spMats. Make sure the first character of the file name is "l" (for library), not "I" (for International) or "1" (one).
- 2. Uncheck the **Word Wrap** in the Notepad **Format** menu as shown in Figure 2-1. There should already be one line of text in this file. It is the default 15-day trial license. Go to the beginning of the second line and paste the new license code there. You should have a total of two lines of text.

If you have multiple license codes in lservrc, make sure there is only one license code per line. If you need to append a new license code to an existing lservrc file, make sure the new license code is entered in a new line.



Figure 2-1 Uncheck Word Wrap in Notepad

3. The lservrc file must NOT have any extension. It is a common mistake that a ".txt" is appended to the filename. By default, Windows Explorer hides all the known extensions including ".txt". To turn off this feature,

click on **Folder Options** in the **Tools** menu, select **View** tab, and uncheck **Hide extensions for known file types** (Figure 2-2).

Solution 2: Set environment variable LSFORCEHOST to no-net

To add a standalone license, set the environment variable LSFORCEHOST to "nonet." To add an environment variable, follow the steps below (assuming Windows XP).



Figure 2-2 Show Extensions for Known Types in Windows Explorer

- 1. Open **Control Panel**, and then double click on **System**.
- 2. Click on the **Advanced** tab on the **System Properties** box (Figure 2-3), and then click the **Environment Variables** button.

System Proper	ties			? 🛛	
System Re:	store	Automatic	Updates	Bemote	
General	Computer N	lame	Hardware	Advanced	
You must be lo	You must be logged on as an Administrator to make most of these changes.				
Visual effects	Visual effects, processor scheduling, memory usage, and virtual memory				
			(Settings	
User Profiles					
Desktop setti	ngs related to ye	our logon		in the second second	
			(Settings	
- Startup and F	lecovery				
System startu	p, system failure	, and debug	ging information		
			(Settings	
	Enviror	nment Variab	les Erro	r Reporting	
		ОК	Cance	Apply	

Figure 2-3 System Properties box

3. In the **System Variables** group box (Figure 2-4), look for a variable named LSFORCEHOST. If the variable already exists, click the **Edit** button, and then change the **Value** to "no-net." If the variable does not exist, click **New**.

Variable	Value
TEMP	C:\Documents and Settings\zyan\Local
TMP	C:\Documents and Settings\zyan\Local
	New Edit Delete
ystem variable	S
Variable	Value
Variable ComSpec	C:\WINDOWS\system32\cmd.exe
Variable ComSpec DXSDK_DIR	C:\WINDOWS\system32\cmd.exe C:\Program Files\Microsoft DirectX SDK
Variable ComSpec DXSDK_DIR FP_NO_HOST NUMBER_OF	C:\WINDOWS\system32\cmd.exe C:\Program Files\Microsoft DirectX SDK C NO P 4
Variable ComSpec DXSDK_DIR FP_NO_HOST NUMBER_OF_ OS	C:\WINDOW5\system32\cmd.exe C:\Program Files\Microsoft DirectX SDK C NO P 4 Windows .NT

Figure 2-4 Environment Variables box

4. In the **New System Variable** dialog box (Figure 2-5). Enter the variable name and value as shown, and then click **OK**.

New System Vari	iable 🔹 💽
Variable name:	LSFORCEHOST
Variable value:	no-net
	OK Cancel

Figure 2-5 New System Variable box

5. Click t **OK** on the **Environment Variables** dialog box. Depending on the operating system, the computer may have to be restarted in order for the new environment variable to take effect.

Chapter 3

Windows Vista

SentinelLM 7.2.0.23 does not formally support Windows Vista, however, our tests indicate that it is functional on computers running Windows Vista operating system if the specific guidelines presented below for the evaluation, standalone, and network licenses are followed.

Evaluation License

StructurePoint software with an evaluation license (i.e. the default unlocked 15 day trial or a locked license with an expiration date) must be run with administrator privileges. To do this, select path **Start** | **All Programs** | **StructurePoint** | **spMats**, right click on **spMats**, and then select **Run as administrator** from the pop-up menu as shown in Figure 3-1.



Figure 3-1 Run as administrator on Windows Vista

Standalone License

To activate StructurePoint software by entering the license code (e-mailed to you) into the license activation screen, administrator privileges are required and the software must be started as an administrator (Figure 3-1). Once the software is activated successfully, administrator privileges are not required to run the software.

Network License

Vista on License Server

After SentinelLM is installed on the license server computer, follow the steps below to create an exception (UDP port 5093) in Windows Firewall.

- 1. Open Control Panel.
- 2. Open Windows Firewall.
- 3. Click on Allow a program through Window Firewall as shown in Figure 3-2.

Providence with the second sec	
 Turn Windows Firewall on or off Allow a program through Windows Firewall 	Windows Firewal Windows Firewall can I Internet or network. How does a firewall he

Figure 3-2 Access Windows Vista Firewall Settings

- 4. On the **Exceptions** tab in the Windows Firewall Settings window, click the **Add port** button.
- 5. Enter "SentinelLM" in the **Name** text box, "5093" in the **Port number** text box, and select the **UDP** radio button (Figure 3-3). Click **OK**.

🔐 Windows Firewall Settings		-	8		
General Exceptions Advanced	General Exceptions Advanced				
Exceptions control how programs commun program or port exception to allow commu Windows Firewall is currently using setting What are the risks of unbioding a program To enable an exception celest it is check b	icate through Windo inications through th gs for the private net <u>m?</u>	ws Firewall. Add e firewall. work location.	a		
Program or port		-			
BITS Peercaching Connect to a Network Projector Core Networking		=			
Distributed Transaction Coordinator Elia and Brinter Sharing	Add a Port			×	
ISCSI Service Media Center Extenders Network Discovery Performance Logs and Alerts	Use these setting port number and service you want	s to open a port protocol, consult to use.	through the doo	Windows Firewall. To find the sumentation for the program or	
Remote Administration Remote Assistance	Name:	SentineLM			
Remote Desktop	Port number:	5093			
Add program Add port	Protocol:	© TCP			
Notify me when Windows Firewall bloc		O UDP			
	What are the risks	of opening a por	<u>t?</u>		
	Change scope]		OK Cancel	

Figure 3-3 Create UDP port 5093 Exception in Windows Vista Firewall

6. Make sure the SentinelLM entry appears in the list and is checked as shown in Figure 3-4. Click **OK** to close the Firewall Settings window.

🔐 Windows Firewall Settings 🛛 💌			
General Exceptions Advanced			
Exceptions control how programs communicate through Windows Firewall. Add a program or port exception to allow communications through the firewall.			
Windows Firewall is currently using settings for the private network location. What are the risks of unblocking a program?			
To enable an exception, select its check box:			
Program or port			
Remote Desktop Remote Stent Log Management Remote Scheduled Tasks Management Remote Service Management Routing and Remote Access			
SentinelLM			
SNMP Trap Windows Collaboration Computer Name Registration Service Windows Firewall Remote Management Windows Management Instrumentation (WMI) Windows Media Player Windows Media Player			
Add program Add port Properties Delete Image: Wootfy me when Windows Firewall blocks a new program			
OK Cancel Apply			

Figure 3-4 Make Sure the Exception is Checked

Vista on Client Workstation

This scenario assumes that your license server is running and the name or IP address of the license server has been entered into the lshost.txt file in the StructurePoint software folder on client workstations. Administrator privileges are not required to run the StructurePoint application on client workstations.