

Troubleshooting Guide

All trademarks, service marks, and trade names referenced in this material are the property of their respective owners and are used only for identification and explanation without intent to infringe. spBeam, spColumn, spFrame, spMats, spSlab, spWall are trademarks of STRUCTUREPOINT, LLC.

Copyright © 2002 – 2009, STRUCTUREPOINT, LLC. All Rights Reserved.

Table of Contents

Chapter 1 Network License	1-1
Troubleshooting.....	1-1
Problem: Server is not listed under Subnet Servers / License server does not run ..	1-1
Problem: Error [19] or Error [17] when adding license	1-2
Problem: Client computer cannot find license server	1-4
Problem: License server does not release licenses	1-5
Chapter 2 Standalone License	2-1
Troubleshooting.....	2-1
Problem: License code is not accepted	2-1
Chapter 3 Windows Vista.....	3-1
Evaluation License	3-1
Standalone License	3-2
Network License.....	3-2
Vista on License Server.....	3-2
Vista on Client Workstation	3-4

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.

1. 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.

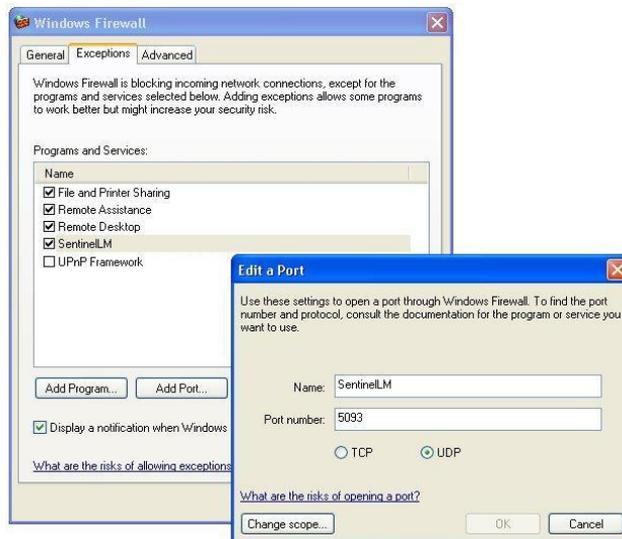


Figure 1-1 Windows Firewall

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.

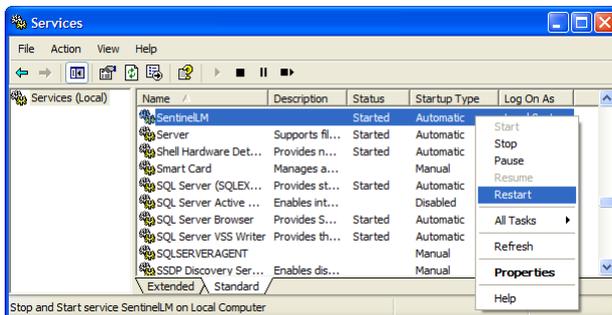


Figure 1-2 SentinelLM Service on License Server

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 e-mail (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 `lserverc` 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.

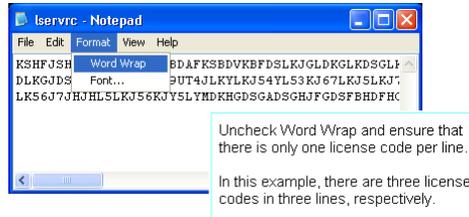


Figure 1-3 Uncheck Word Wrap in Notepad

3. The `lserverc` 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.

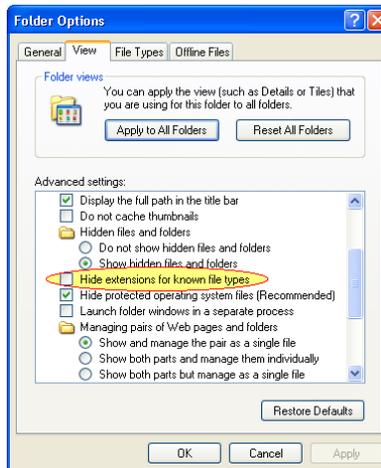


Figure 1-4 Show Extensions for Known Types in Windows Explorer

- 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

- Restart SentinelLM (refer to Problem: License server does not run, part 2) or reboot the server after license code is entered into the `lserverc` 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).

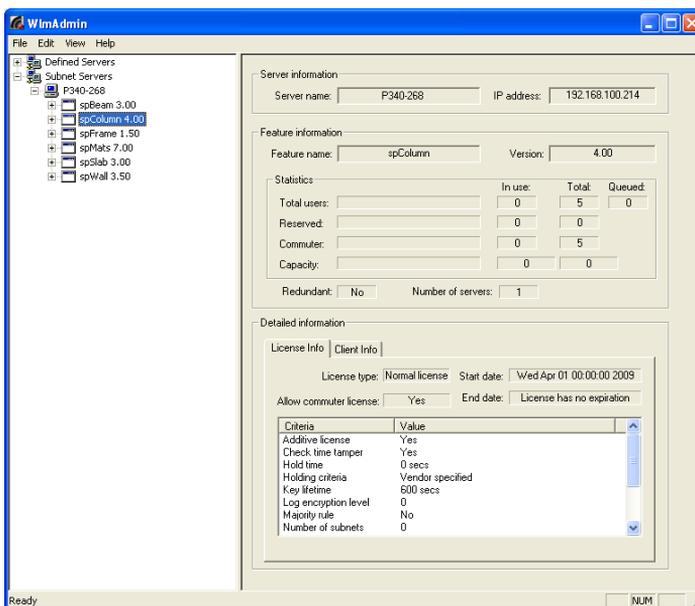


Figure 1-5 All the features are installed successfully

- 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 <http://www.structurepoint.org/update/index.asp> for details.
- 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

1. 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.

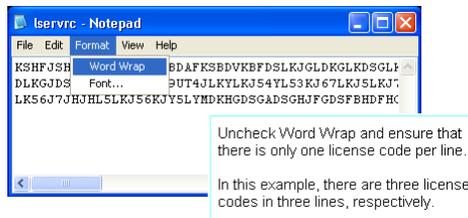


Figure 2-1 Uncheck Word Wrap in Notepad

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 “no-net.” To add an environment variable, follow the steps below (assuming Windows XP).

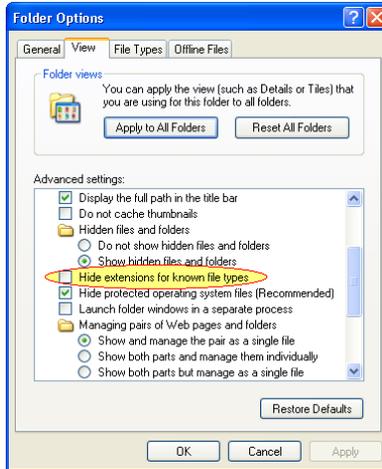


Figure 2-2 Show Extensions for Known Types in Windows Explorer

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.

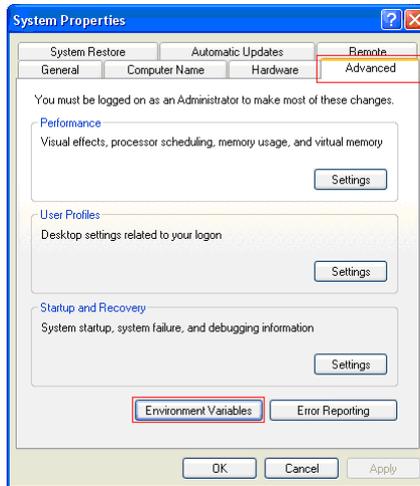


Figure 2-3 System Properties box

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**.

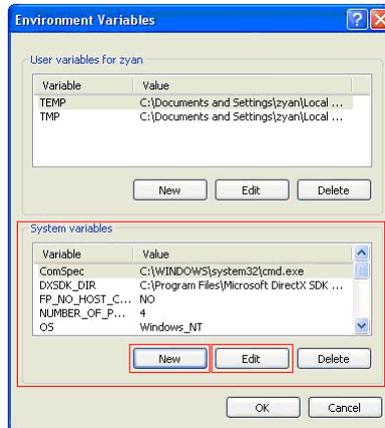


Figure 2-4 Environment Variables box

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



Figure 2-5 New System Variable box

5. Click the **OK** button 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.

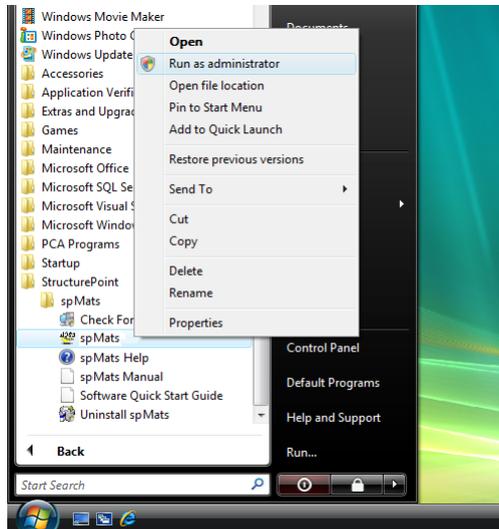


Figure 3-1 Run as administrator on Windows Vista

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 Windows Firewall** as shown in Figure 3-2.



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**.

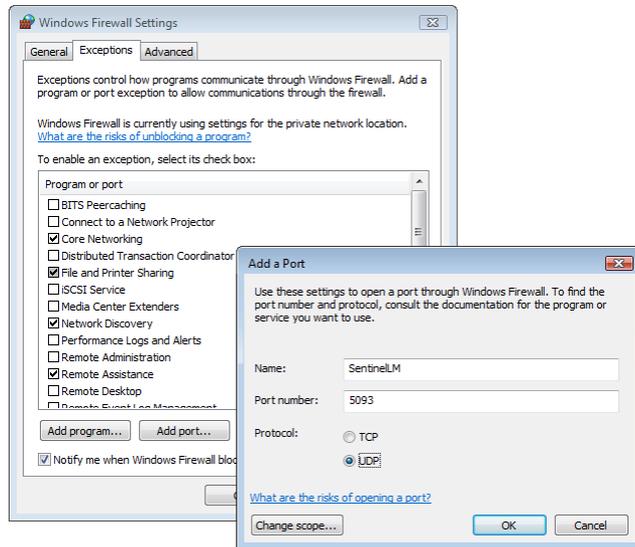


Figure 3-3 Create UDP port 5093 Exception in Windows Vista Firewall

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.

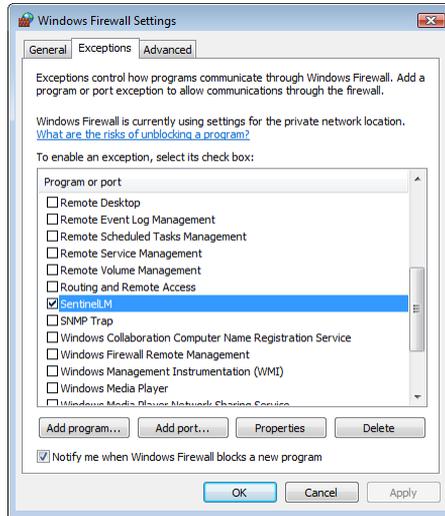


Figure 3-4 Make Sure the Exception is Checked

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.