License Management Guide

Abstract

In this document you will learn how to configure the Floating License Server (FLS) using the License Manager, how to check out a permanent license key file, as well as how to utilize *flsutil* for troubleshooting.

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1 Introduction

There two ways to install TESSY's license management tools. You can either download and install the TESSY full setup installer or download and install the standalone FLS full setup. Both installers can be downloaded from https://www.razorcat.com/downloads-tessy.html.

If the installation was successful it is time to setup the Floating License Server (FLS). Depending on where it runs—local or remote—you may skip chapter 2 or 3.

2 Using a Remote Floating License Server

The first time TESSY is started, the License Manager will be launched. It displays your local host Id in conjunction with a language Id and a distributor code. Since you do not need a new license file for your local license server click **Done** and select **Cancel** from the next dialog. All you have to configure is the remote license server's name and port number. Select **License** from the License Manager menu and click **Server…**.
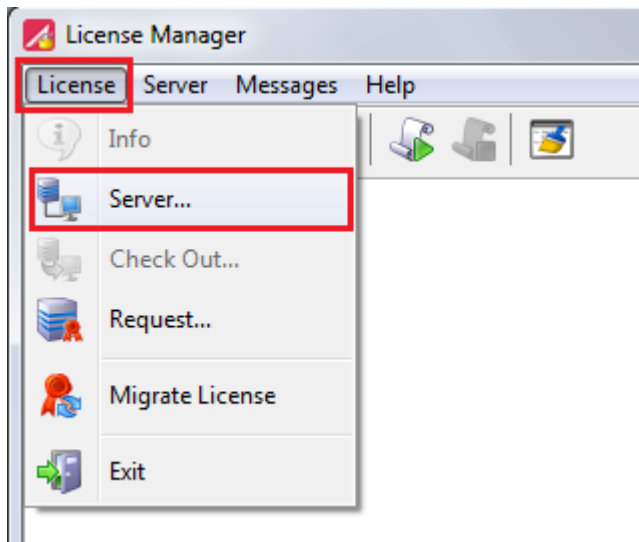
Enter the remote host's name into the **Address** field and the remote license server's port number into the **Port** field. Ask your administrator for the correct values. Finally click **OK**. Unless errors occur, close the License Manager and launch TESSY now.
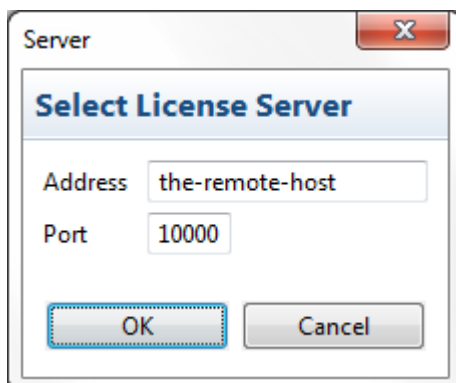

Please note that TESSY always prefers a locally running FLS. So if you want to use a remote FLS, you have to stop any locally running FLS.

3 Setup a Local License Server

Please launch the Floating License Manager from your Windows menu. You do need *Administrator privileges* if the server shall be a floating license server.

3.1 Request an evaluation key

If you already received a license key file, you can skip this subchapter. Otherwise click **License** from the License Manager menu and select **Request…** in order to find out your host Id respectively automatically open the online request page.
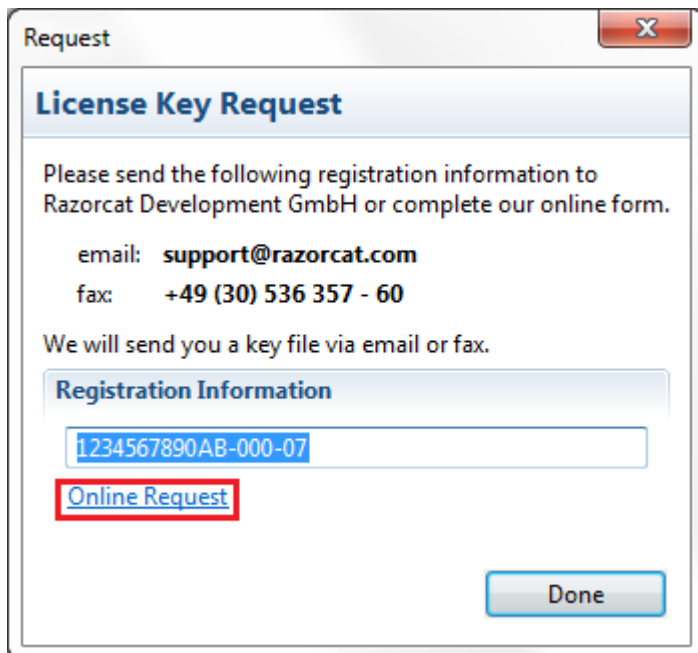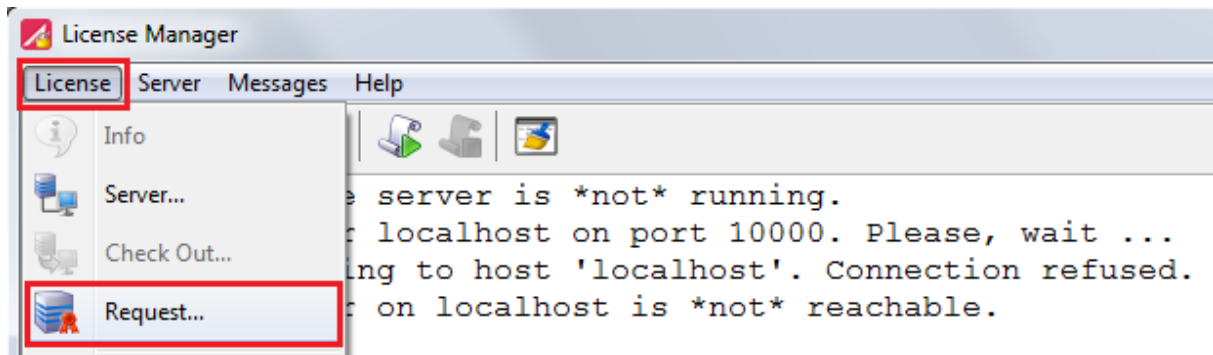
Click **Online Request** which will launch your default webbrowser opening the *evaluation key request* page. Fill in the form and click **Submit** to request the evaluation license key file. Only company and university e-mail addresses are accepted. You should receive the evaluation license key file during the next working day.

3.2 Register the license key file

From the License Manager menu select **Sever** and click **Configure…**.
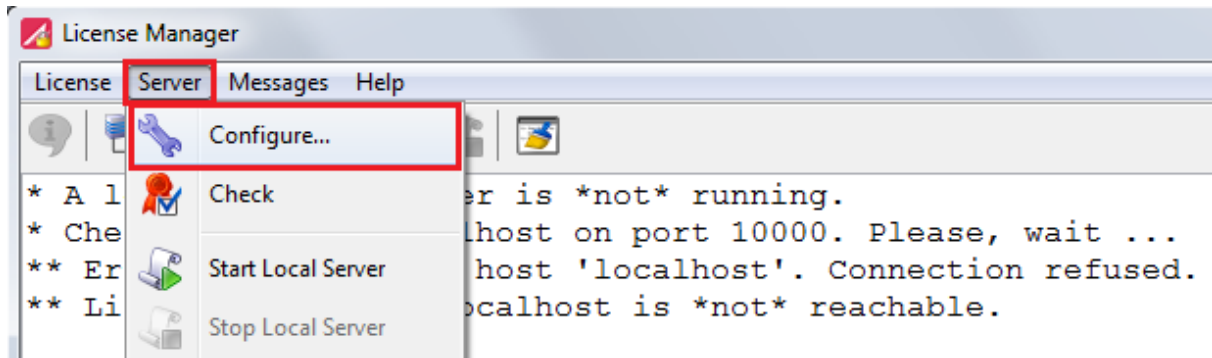
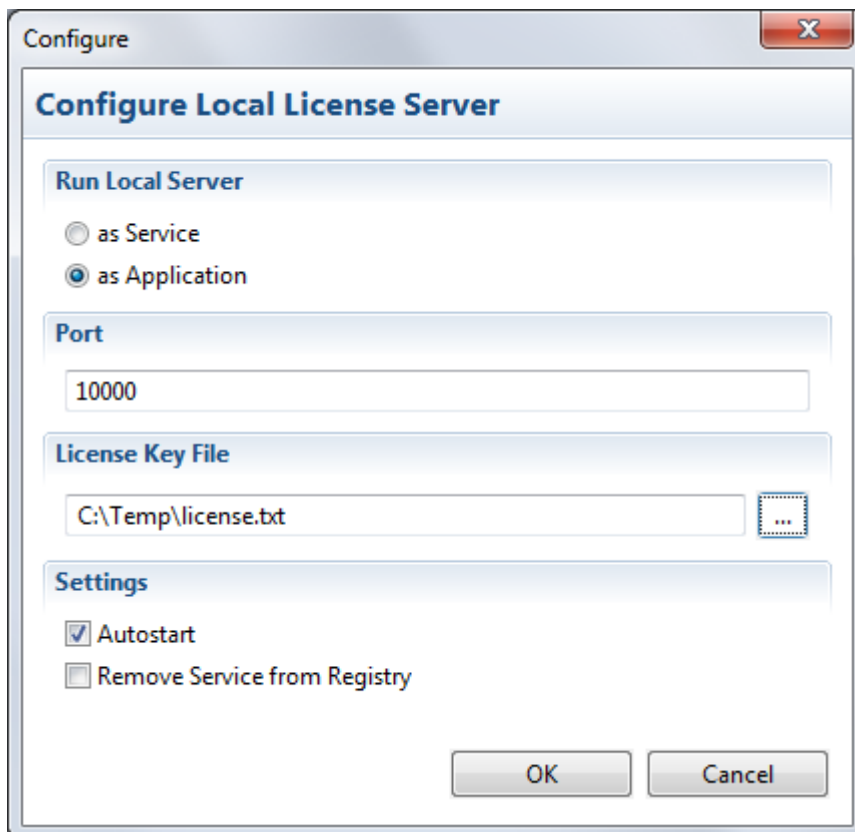Enter the absolute path to your license key file by clicking **…** and browsing to the license key file using the **Open** dialog.

Please decide for yourself if you would like to run the FLS as a service or as an application. It is recommended to select **Autostart**. Otherwise TESSY will always launch the License Manager if no remote FLS was found and also no local FLS is running. Finally, click **OK**. If **Autostart** was selected, the License Manager will try to launch the FLS. Unless errors occur, you may close the License Manager now.

4 Checkout a Permanent License Key File

Start the License Manager, select **License** from the menu, and click **Info** to find out if the FLS allows checking out of permanent licenses and, if so, how long, e.g.

`State.......: Checking out of license keys is enabled--up to 30 days`

Select **License** from the License Manager menu and click **Check Out…**. Select the number of days, enter *the host Id the license shall be used for*, click **OK**, and save the license key file on your computer.
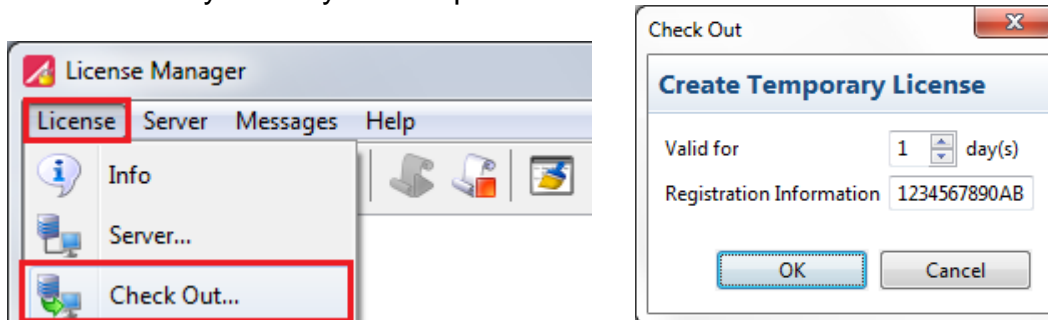
Finally, register the saved license key file as described in subchapter 3.2 using the FLS on your local computer. ***Please note that a permanent license key cannot be given back!***

5 Special Features of the Floating License Server

You should not need to start the FLS from command line unless you have to trace and fix some errors occurring during the setup of your FLS configuration. Normally it should suffice to configure and start the FLS as described in chapter 2 respectively in chapter 3. However, the FLS provides a few more features which might be helpful to cope with some problems.

5.1 Disable DNS lookups

By default the FLS tries to resolve the client's host name before a license is permitted to it. Thus, when utilizing *Info* from the License Manager, all connected clients are listed by their user and host names. If the host name cannot be resolved and the local DNS server is too slow or inaccurately configured, it might result in a timeout which lasts longer than what TESSY expects. So, TESSY gives up and cannot checkout a license. To avoid this you will have to disable resolving the host names at all which is done by setting the environment variable `FLSD_42_FLAGS` to the value of `--no-dns`.

5.2 Set a time limit for permanent keys

By default the FLS allows checking out of licenses for up to 30 days, which is also the maximum limit. It is possible to decrease this limit or even disable it at all for remote hosts. Set the environment variable `FLSD_42_KEY_DAYS` to any number from 1 up to 30 to allow remote hosts to checkout a permanent license key for the given number of days. Set the environment variable `FLSD_42_FLAGS` to the value of `--no-keys` in order to disallow checking out of permanent license keys at all. The time limit or disabling of permanent keys holds for remote hosts only, i.e. you may still checkout a permanent license key if the License Manager was started on the same server from which the FLS was started.

6 Using flsutil

flsutil provides some convenient features which allow you to check the configuration, test the connection to your Floating License Server (FLS), shut down the local FLS, start and stop statistics logging from command line, display *Info* on command line, fake a license checkout, and create an FLS support file. The latter is different from a TESSY support file.

The following commands are supported by *flsutil* from command line.

help

Display the list of all supported commands next to a brief description of each command.

config

List the absolute path to the FLS configuration file, the default host name to be used for the FLS, and its default remote port number.

test [-v|-h|-p]

Test the network connection to the given (-h <host name>) or default host name with a given (-p <port number>) or default port number. It is recommended to turn on verbose mode (-v).

info

Display same output as **Info** does within the License Manager.

logstat [–h localhost]

Enable usage statistics logging. The license server creates a usage statistics log file in the *bin* folder of the FLS installation directory named *license-usage.log*. If the configuration contains a fallback FLS, you will have to add **–h localhost**. This command is supported for the local host only.

nologstat [-h localhost]

Disable usage statistics logging. If the configuration contains a fallback FLS, you will have to add **–h localhost**. This command is supported for the local host only.

shutdown [-h localhost]

Shut down the locally running FLS immediately. If the configuration contains a fallback FLS, you will have to add **–h localhost**. This command is supported for the local host only.

support [-h|-p]

Create an FLS support file (flsutil.log) into the current working folder.

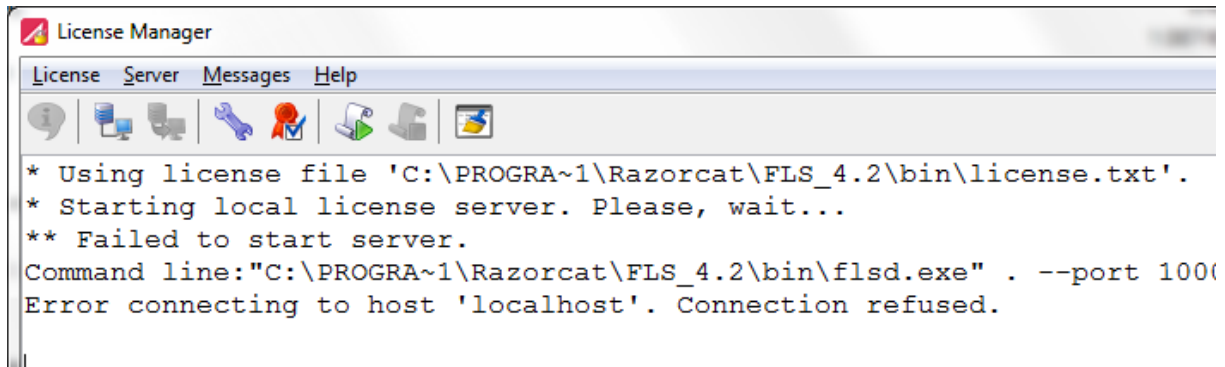## checkout

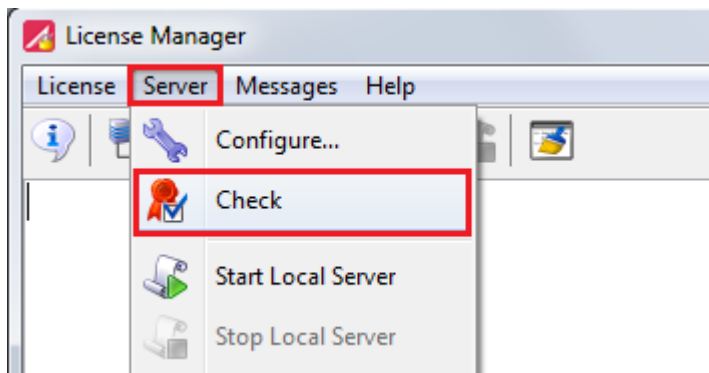Fake a TESSY license checkout for the default host and the default port number. If successful outputs

```
Checkout license OK; press <RETURN> to continue…
```

7 Troubleshooting

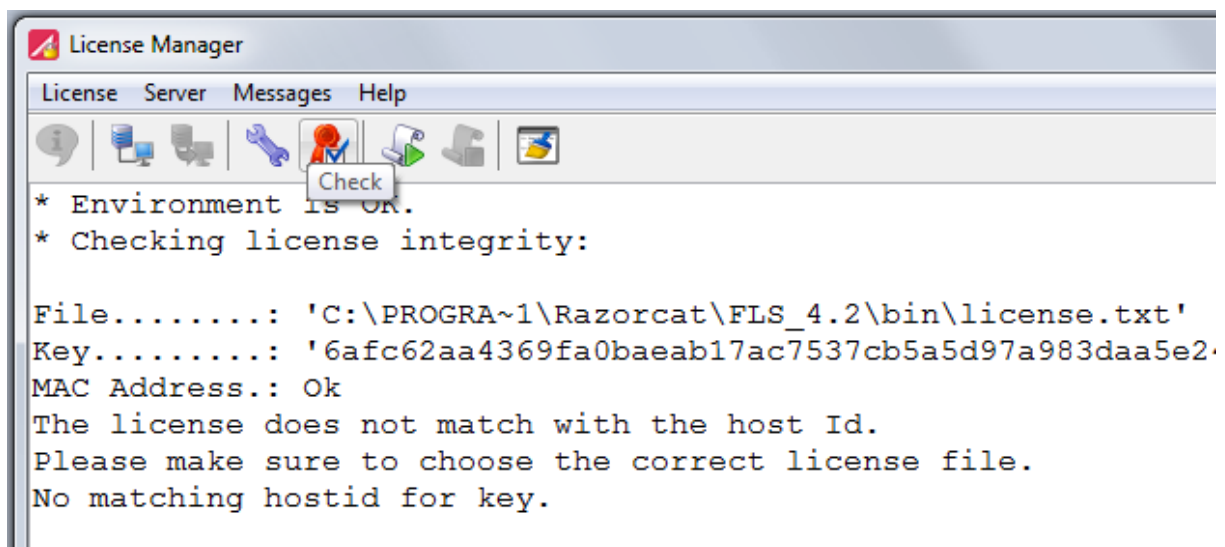## 7.1 Failed to start server

Please check your license key file by selecting **Server** from the License Manager menu and click **Check**.
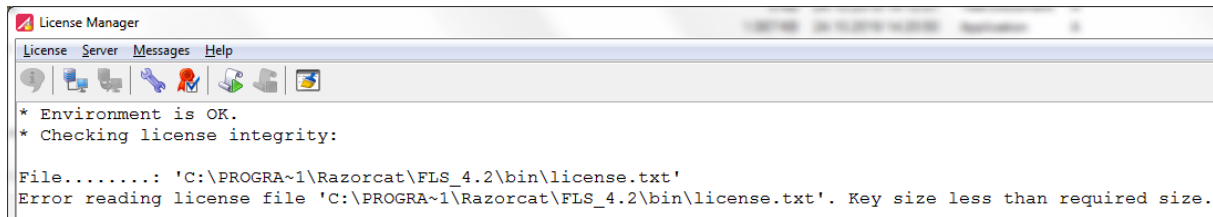

One result might look like the following.

In this case it is most likely that you have chosen the wrong license key file. Please compare the license key file with the one you received via e-mail. If you made sure the license key file is correct, send the license key file plus your current host Id to support@razorcat.com.


Another result might be the following.

On some server systems copying a file results in an empty file in the destination directory. So please make sure the license key file is the same as the one sent to you via e-mail.

However, if the license key file check succeeds, the content of the license key is displayed. That means that the FLS itself fails to start because it was blocked in any way. So, please open a Windows command shell **with Administrator privileges**, change to the **bin** folder of the FLS installation directory and try to start the FLS from command line.

```
flsd.exe . --foreground --verbose --file <path to your license file>
```

Please make sure that no virus scanner or firewall blocks the FLS from startup and that the port it runs on is open to your TESSY clients.

7.2 Failed to connect to server
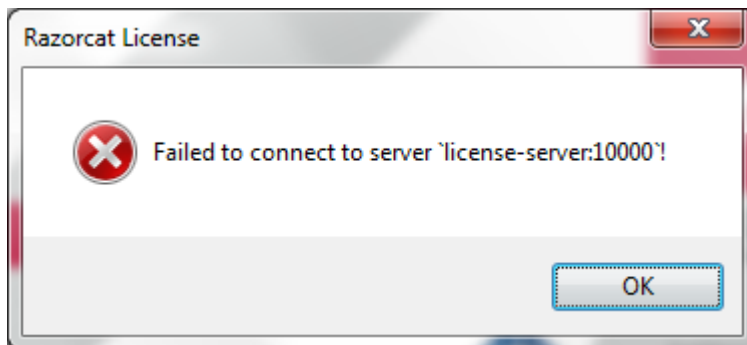
If you encounter this dialog after TESSY start up, launch the Floating License Manager and check your address and port number settings as described in chapter 2. If the settings are correct, select **License** from the License Manager menu and click **Info**. If the license server information is *not* listed or a timeout occurs, check the connection using "flsutil test –v" (see chapter 6). Please make sure that no virus scanner or firewall blocks TESSY from contacting the FLS.

7.3 Checking out of permanent keys is always disabled

The checkout of permanent keys might be disabled deliberately by an environment variable (see subchapter 5.2).

It is also possible that the MAC address of your network interface changed or that your registry was destroyed. If this is the case, you will have to uninstall and reinstall

the FLS. That means that the registry will be repaired and a new host Id will be generated. When you start the FLS afterwards, a Repair-Id is displayed, which you may send to repair@razorcat.com in order to get a new license key file. The procedure of sending the new license key file is done manually. Thus it may take a working day.

7.4 The License Manager opens although already configured

You configured a remote FLS but, when TESSY starts up, it still opens the License Manager. The reason might be that you already registered an evaluation license key file on your local computer. So please start your License Manager *with Administrator privileges*, stop the running FLS, select **Server** from the License Manager menu, and click **Configure…**.
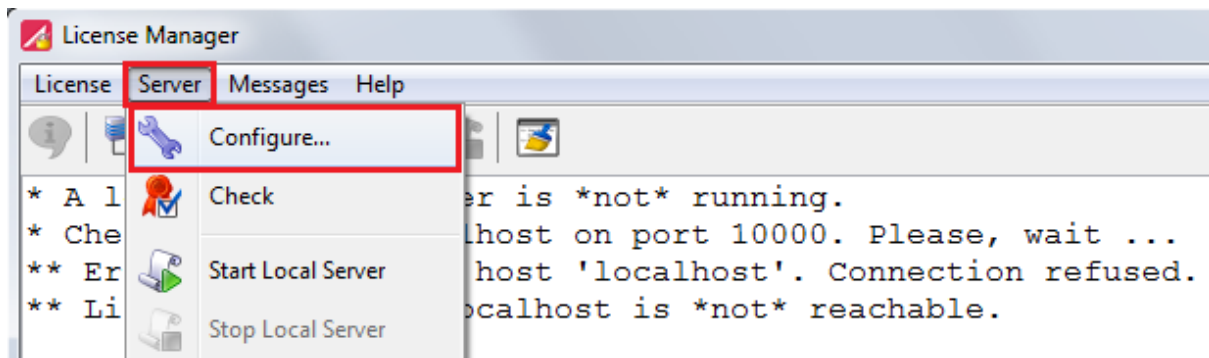
Now, set the FLS to be run **as Application**, disable **Autostart**, and select **Remove Service from Registry** as shown below. Finally, click **OK**.
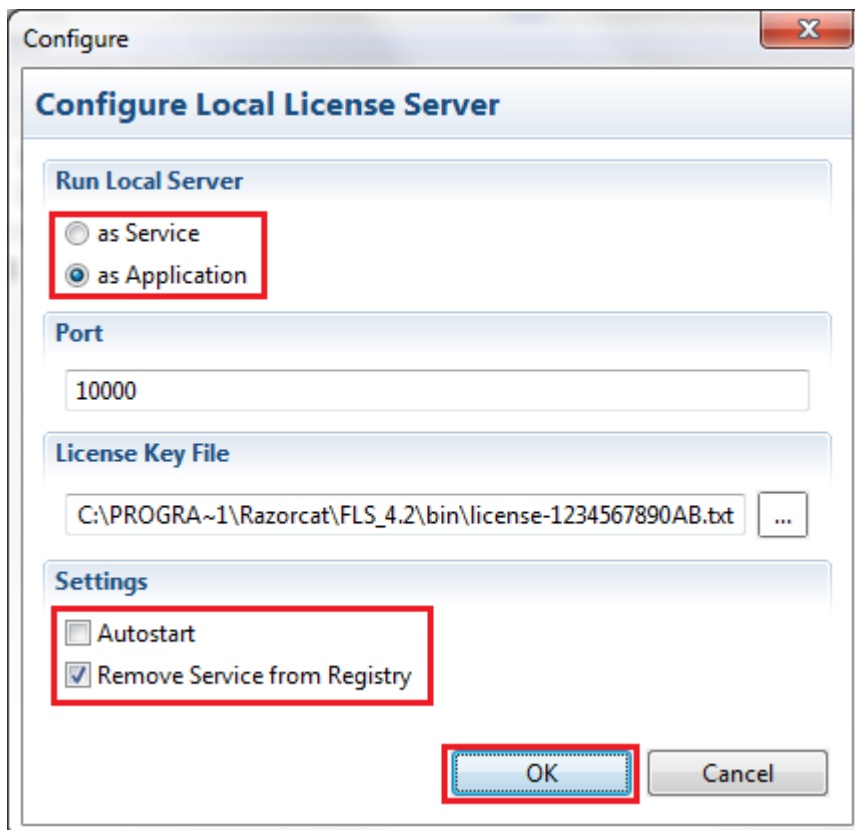
7.5 The License Manager fails to start

If **Data Execution Prevention** is enabled on your Windows operating system, the *flsmgr.exe* has to be added to the list of excepted applications. Also a virus scanner or a firewall might be the reason for a failed start up.

7.6 License for product 'TESSY' is invalid

Make sure you have chosen a valid Floating License Server. *Licenses which have been outdated by new licenses become invalid and must not be used any longer!*

7.7 Timeout during connect to remote Floating License Server

The reason might be a misconfigured or slow local DNS server. Please refer to subchapter 5.1 for a solution of this problem.