License Install Instructions

The person installing must have administrative privileges. CRTech offers two licensing methods:

- fixed node-locked
- floating network

Install the License Pack (applicable to all licensing methods)

This section is applicable to node-locked licenses. For a network installation, this series of steps must be done on each client machine.

1. Copy the license pack file (*.lpk2) to your computer's desktop. You should have received a license pack file via email. If you do not have a license pack, please follow the Request Licenses instructions below.

2. Using the computer start menu, use the right-click "Run as administrator" option when opening **Start**>**All programs**>**SINDA FLUINT**>**License Manager**. Click the **Install License File** button and browse to the *.lpk2 file. You will see notifications appear on your screen as the various licenses are installed.

3. When finished, dismiss the **License Manager** dialog.

If you have a trial or node-locked (fixed) license, your license install is complete. We recommend you return to the Thermal Desktop install instructions and test your install to verify licensing.

If you are installing licenses for a network, please continue to the Network License Installation section below.

Network License Installation

1. Contact support@crtech.com and provide the host name and MAC address of the Flex License server. The CRTech support group will email you the server license file.

2. Install the FLEXLM Server Software

   a. Please download one of the following zip files, depending on your server operating system:

      64 bit Windows: CRTech Windows License Server Flexera 11.16.2

      Linux RHEL6/CENTOS6: CRTech RHEL6 License Server Flexera 11.18.0

      Linux RHEL7/CENTOS7: CRTech RHEL7 License Server Flexera 11.18.0

   Note: If you are replacing files from a previous version, it is necessary to stop your license server prior to this step. A running license server will prevent the update of a required file.

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   b. Open the zip file and save the files to a folder such as the example below. Do NOT name the folder: flexlm\crtech.
   C:\ProgramData\CRTech_License_Server

3. Implement CRTech Licensing as a Service.
   You must have administrator rights to perform this install.

   a. Start LMTOOLS and display the **Service/License File** tab

   b. On the **Service/License File** tab, under **Server List**, click **Configuration using Services** option.

   c. Move to the **Config Services** tab.

   d. In the **Service Name** field, type the name of the service that you want to define, for example, *Flexlm-CRTech*.

   e. In the **Path to the lmgrd.exe file** field, enter or browse to lmgrd.exe for this license server system.

      Example: *C:\ProgramData\CRTech_License_Server\lmgrd.exe*

   f. In the **Path to the license file** field, enter or browse to the license file for this license server system.
      Example: *C:\ProgramData\CRTech_License_Server\YourServerLicenseFile.lic)*

   g. In the **Path to the debug log file** field, enter or browse to the debug log file that this license server system writes. Note the directory must be writable by local services, such as C: Program Data.
      Example: *C:\ProgramData\CRTech_License_Server\crtech_debug.log*
      (You may need to create the directory structure.)

h. Select the check boxes to enable **Use Services** and **Start Server at Power Up** options.
Click the **Save Service** button.

4. Start the Flexlm-CRTech License Service.

a. In the LMTOOLS dialog, move to the **Start/Stop/Reread** tab.

b. Click the **Start Server** button.

   a. If the server fails to start and give the following error: "VD is starting, please check vendor daemon's status in debug log", see [Appendix: Server Fails to Start](#).

c. Give the server time to start and then move to the **Server Status** tab, click on the **Perform Status Enquiry** button.
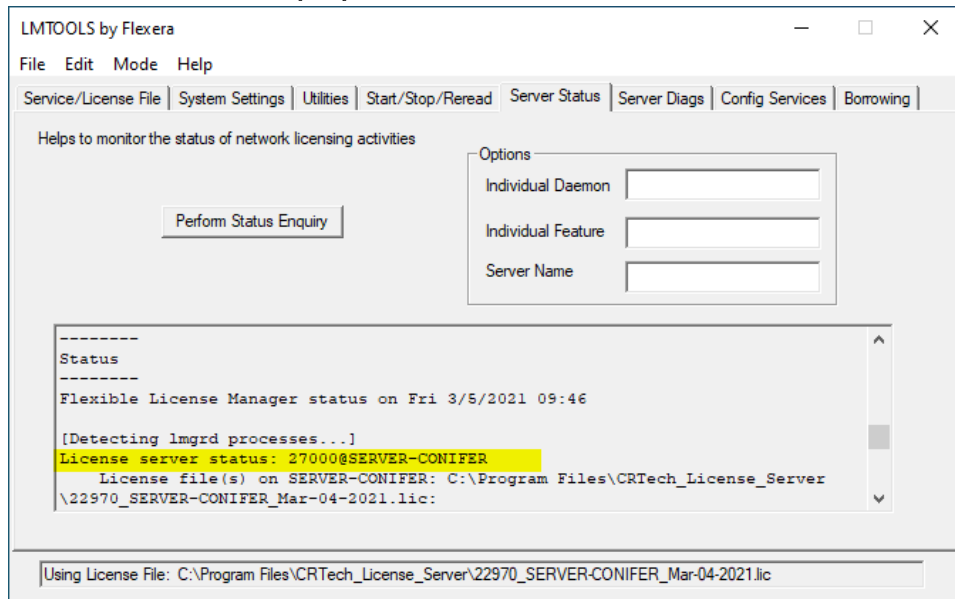
d. In the status results window, look for the line: *License Server Status.*
It should look similar to the following although the port number may not be 27000:

    License server status: 27000@yourservername

e. Make note of the port number since it will be used later when defining the system environment variable on each client computer (step 5 below).

f. If you prefer to set the TCP/IP port number, you can do so by modifying the server license file, find the SERVER line:

    SERVER yourserver MACaddress

and add the port number as shown below.

    SERVER yourserver MACaddress **port number**

Note: When using this option, if you wish to be able to check the server status through LMTOOLS, you will need to set the system environment

variable on the server (similar to step 5 below) using your custom port number.

5. Set the system environment variable on the client computers.

    a. Go to the **Windows Control Panel**>**All Control Panel Items**>**System**

    b. Click on **Advanced system settings**.

    c. On the **Advanced** tab, click on the **Environment Variables** button.

    d. In the lower **System Variables** window click the **New** button. Enter the following using data from step 4d above:
        Variable: *CRTECH_LICENSE_FILE*
        Variable value: *27000@yourservername* (use your actual server name)
        Alternatively, you can use LM_LICENSE_FILE for the environment variable if you need to combine with other vendor daemons. If you use this method, be sure to set LM_LICENSE_FILE instead of CRTECH_LICENSE_FILE in step 5d.

    e. If you wish to combine with other vendor daemons, you can use **LM_LICENSE_FILE** for the environment variable instead of using **CRTECH_LICENSE_FILE.**

    f. Click **OK** to save changes in the New System Variable dialog.

    g. Click **OK** to save changes in the Environment Variables dialog.

    h. Click **OK** to save changes in the System Properties dialog.

6. If you have not done so already, install the [license pack on the client computers](#) as described earlier in this document.

Request Licenses

If you do not have a license, open the **License Manager** from the computer start menu, **Start**>**Programs**>**SINDA FLUINT**>**License Manager**.

1. Click on the **Run Report** button.

2. Copy the results and paste into an email to support@crtech.com.

Run a License Report

After installing the software and licenses, if license errors are encountered when using the software, run a license report as outlined below.

1. Open the **License Manager** from the computer start menu, **Start**>**Programs**>**SINDA FLUINT**>**License Manager.**

2. Click on the **Run Report** button.

3. **Copy** the contents of the report and paste into an email, or **Save** the report to a text file and send the text file.

4. Email the results to support@crtech.com. Our support group will contact you within one business day.

Appendix: Server Fails to Start

When setting up the server licensing, if you receive an error stating "*VD is starting, please check vendor daemon's status in debug log*", do the following steps.

1. Click the Windows **Start button > Administrative Tools > Services**.

    a. **Note:** Windows 10: Windows Administrative Tools > Computer Management > Services and Applications > Services.

2. Find the name of the FlexNet Service that doesn't start. Right-click the name and select **Properties**.

3. Click the **Log On** tab, then select **Local System Account**.
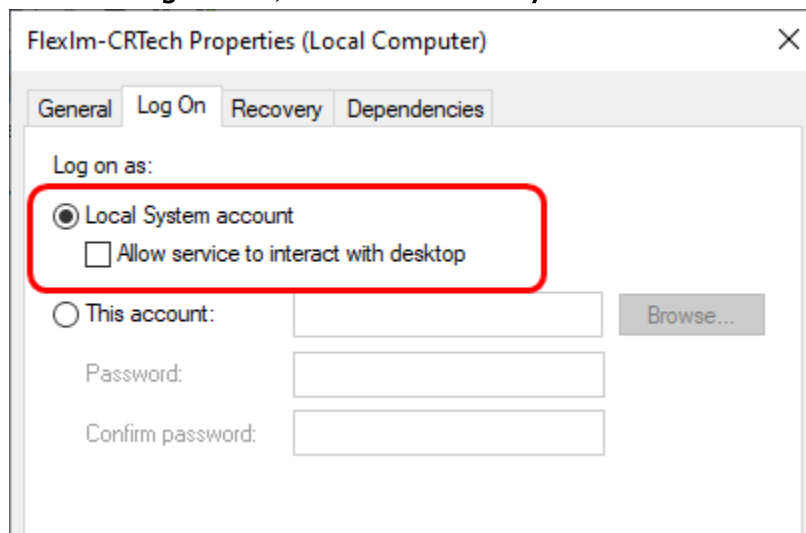
4. Click **Apply**.

5. Click the **General** tab, then click the **Start** button.

    a. It may take several seconds for the server to start.

6. Click **OK**, and close the Services dialog.

7. The service should now stop and start normally from LMTOOLS.