

# SpaceClaim

Floating License Management



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## Selection of Server

Select a computer that will be available to everyone who needs access to the license, rather than an individual's workstation that could potentially be unavailable for lengthy periods. The server should also have a static IP address; if the server's IP address changes, the server installation will need to be repeated.

You can use one single machine as both the Server and the Client. If you intend to do this, please take note to reference the 'localhost' when configuring the Client settings (see [Client Setup](#) below).

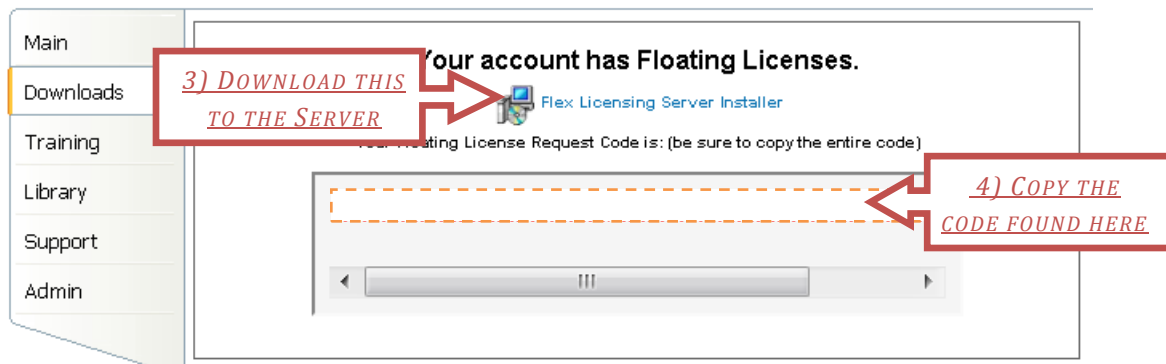
Please also see the [Minimum System Requirements](#) included at the end of this document.

## Installing Floating Licenses

When installing SpaceClaim Floating Licenses, you must first run through the [Server Setup](#) steps on the server machine. Once completed, you can run through the [Client Setup](#) steps on the client machine.

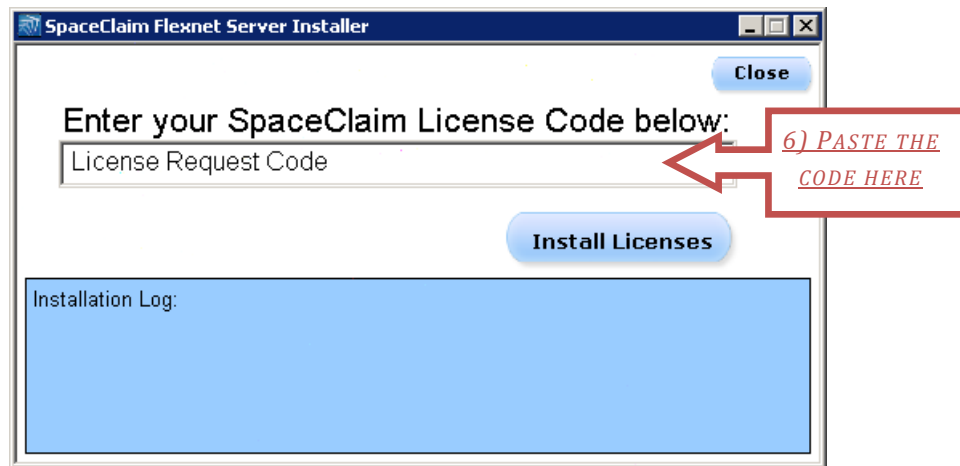
### Server Setup

1. Login to the MySpaceClaim website (<http://www.myspaceclaim.com>) using the account credentials emailed to you.
2. Go to the Downloads tab (it should look similar to the image below):

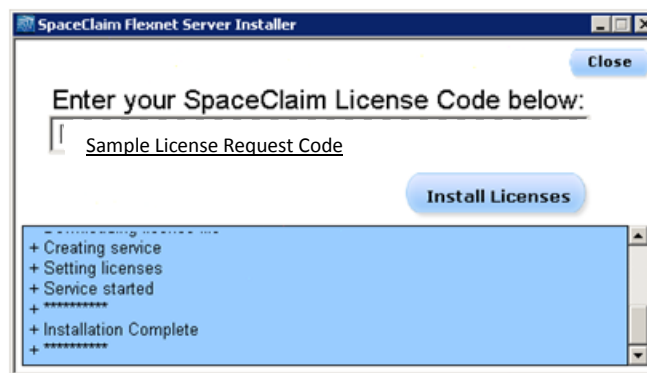


3. Download the server software installer using the Flex Licensing Server Installer link (the application will be named *SCFlexServerInstaller.exe*).
4. Copy the License Request Code found in the same Downloads Tab of your MySpaceClaim account.
5. Run the *SCFlexServerInstaller.exe* (Vista users must "Run as Administrator").

6. When prompted, paste the License Request Code into the Server Installer dialog (see below).



7. Select “Install Licenses”.
8. The installer will gather information from the server and request a unique license file from SpaceClaim, and use that information to configure your server.
9. If the installation is successful, you will receive a notification similar to the image below, and you may close the window.



10. Once you receive this confirmation, move on to the [Client Setup](#) section.

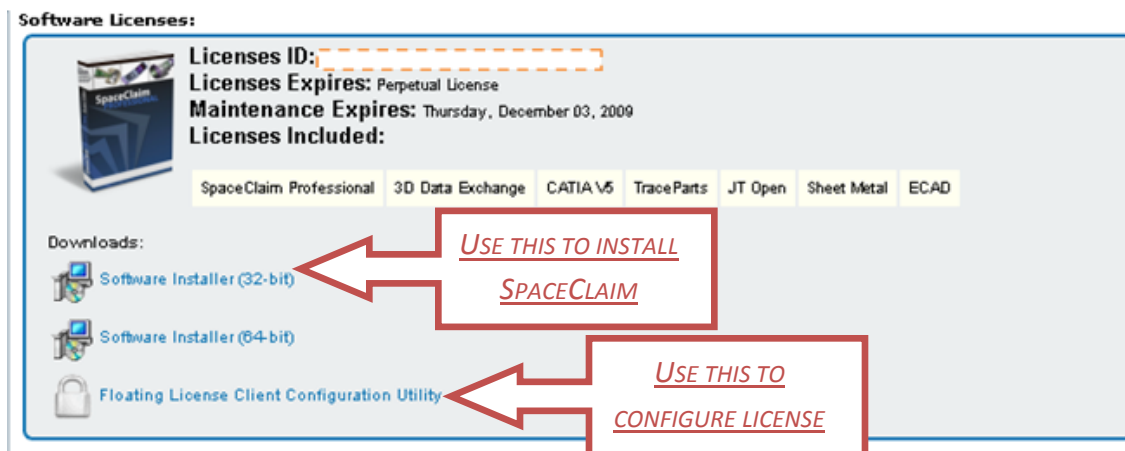
If your server cannot connect to SpaceClaim’s license server, you may be blocked by a firewall or have some other network connectivity issue. See the [Offline Installation](#) section below.

## Client Setup

Please be sure to complete all steps of the [Server Setup](#) before configuring the client. You should also have SpaceClaim installed, including the CATIA V5 module if your license allows.

### Basic Setup

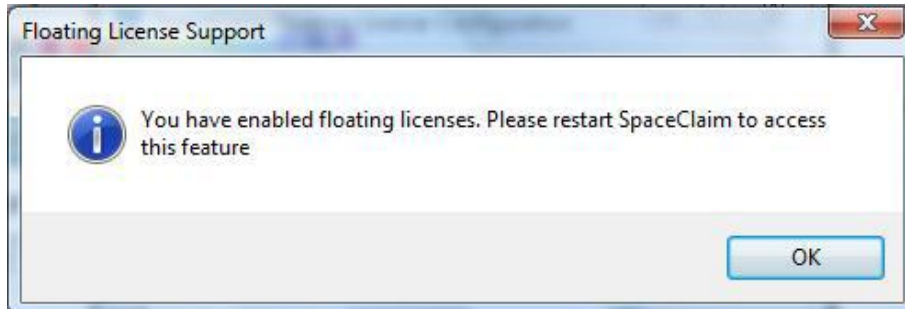
1. In an internet browser, visit [www.MySpaceClaim.com](http://www.MySpaceClaim.com). Login to your user account.
2. Go to the Downloads Tab.
3. If SpaceClaim 2011 is not already installed on your machine, download the Software Installer for SpaceClaim (32-bit or 64-bit based on your Operating System). Run through SpaceClaim installation before continuing with Floating License Configuration.
4. Download the Client Configuration Utility (*FloatingLicenseConfig.exe*).



5. Run the Client Configuration Utility.
6. Enter in the name (or IP address) of the server machine. If you are running SpaceClaim on the Floating License Server machine you should enter 'localhost' in this box.



7. Hit 'Enable Floating License Support.'
8. The following confirmation should appear:



9. Double-click the SpaceClaim 2011 icon on your Desktop to start SpaceClaim. SpaceClaim should launch, using your floating license.

## Alternative Installation Methods

### Offline Installation

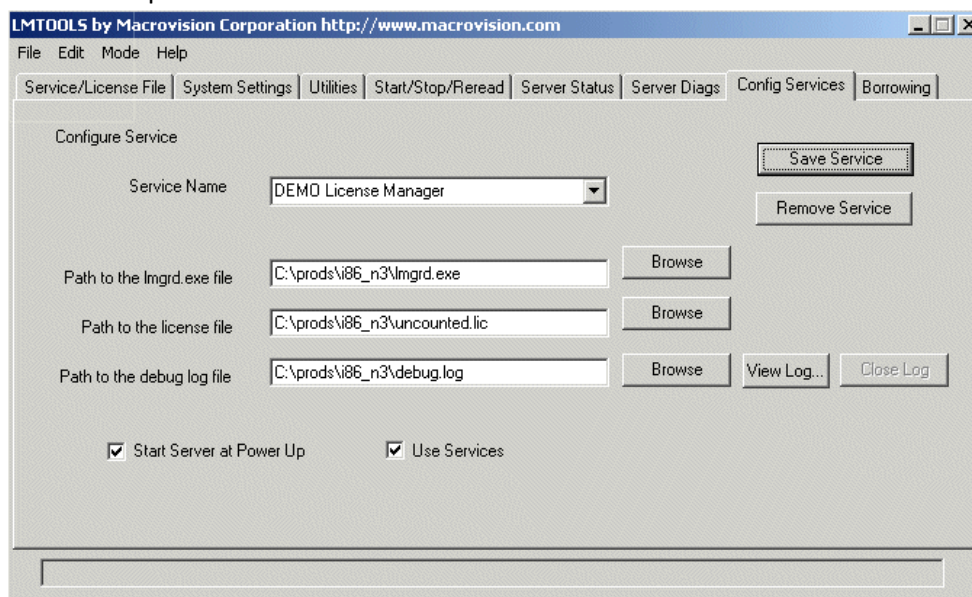
If the server cannot reach SpaceClaim's server to configure the license, you may be blocked by a firewall or other network connectivity issue. In this case,

1. The Flex Licensing Server Installer will display a message that the 'Internet Connection Test FAILED' during [Server Setup](#) Step 8, and will generate a license request file (*C:\SpaceClaimFlexServer\LicenseRequest.txt*) for you.
2. Email SpaceClaim support ([support@spaceclaim.com](mailto:support@spaceclaim.com)) to request the license file for use with the Flex server. Attach the *LicenseRequest.txt* file to the email, or paste its contents in the body of your email.
3. Support will provide you with a license file, named *sc.lic*.
4. Place the returned *sc.lic* file in the *C:\SpaceClaimFlexServer* folder on the server.
5. Run *C:\SpaceClaimFlexServer\flexservice.bat* to start the service (Vista users must "Run as Administrator").
6. Check that the file *C:\SpaceClaimFlexServer\lic.log* exists. If the file does not appear, see the [Configuring Firewall Options](#) section below. After following the instructions there, repeat this section.
7. If you are still unable to create the *C:\SpaceClaimFlexServer\lic.log* file, contact SpaceClaim support.

## Running from an Existing FlexNet License Server

If the server already has a FlexNet license server running, you may choose not to run other automated installers. In this case, please follow these steps to configure the license server.

1. Email SpaceClaim support ([support@spaceclaim.com](mailto:support@spaceclaim.com)) the MAC address and server hostname, along with details of your MySpaceClaim.com account.
2. When you receive the license file, copy it to an appropriate location on the server and then use the 'Lmtools' application that should be included with the existing license server to add a new service for SpaceClaim licenses.



- a. Use the 'Config Services' tab to create a new service for the SpaceClaim license server
    - i. Type a new Service Name (e.g. SpaceClaim License Server)
    - ii. Enter the path to the existing lmgrd.exe file
    - iii. Enter the path to the license file returned from SpaceClaim support
    - iv. Enter a full path to create a log file
    - v. Check both 'Start Server at Power Up' and 'Use Services' boxes
  - b. Select 'Save Service'
  - c. Select 'Start Server' from the 'Start/Stop/Reread' tab to start the server
3. You will also be provided with the SpaceClaim Floating License Daemon (SPACECLM.exe) which must be placed in the same directory as your license file.



### Updating or Replacing a License

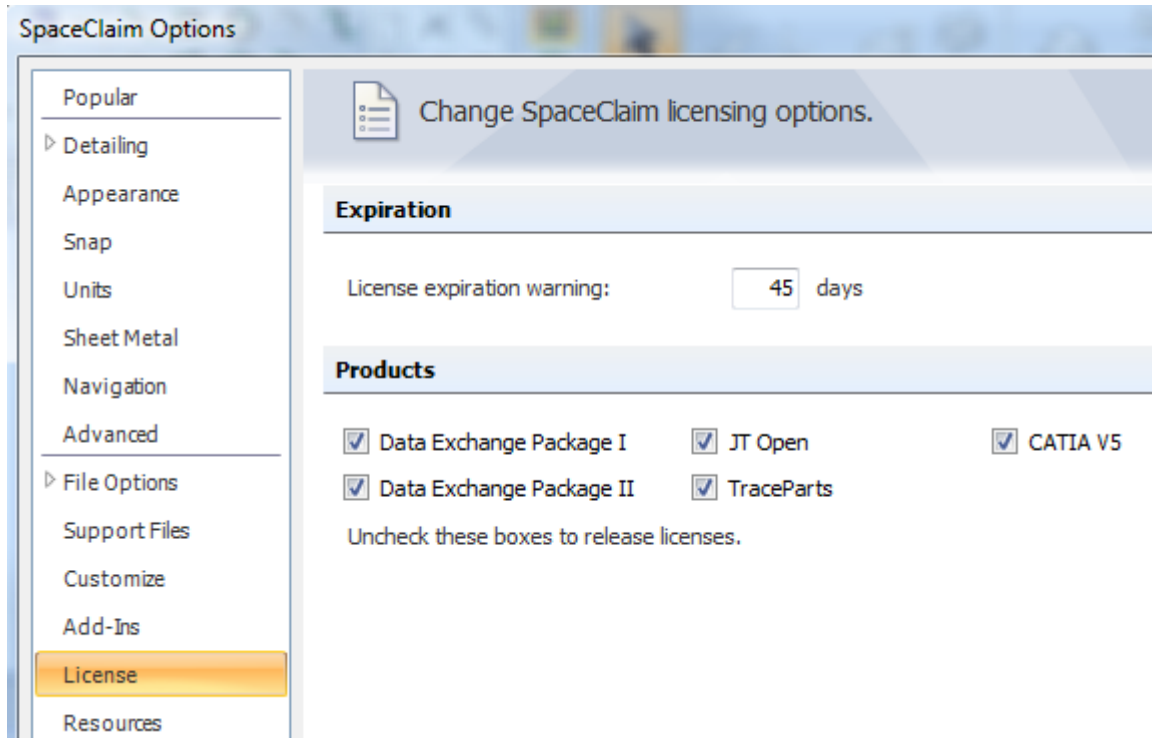
If you need to update or replace your existing floating license with a new one (for instance, if new modules are added to the license), please follow these steps. You should either receive notice from SpaceClaim that your License Request Code has been updated, or receive an entirely new License Request Code before attempting this.

1. If you completed the standard License [Server Setup](#) above, please follow the instructions again, with the new License Request Code.
2. If you used an alternative License Setup ([Offline Installation](#) or [Running from an Existing Flexnet License Server](#)), contact SpaceClaim Support for a new sc.lic file.
3. Place the returned *sc.lic* file in the *C:\SpaceClaimFlexServer* folder on the server, replacing the existing version of the file.
4. Restart the server (see [Start, Stop or Restart FlexNet License](#))

## Using Floating Licenses

### Check-in and Check-out Modules

By default, SpaceClaim will attempt to check out any available data exchange modules when running with a floating license. It is possible to check these back in by unchecking the appropriate checkbox under SpaceClaim Options > License > Products:



Releasing a module is immediately effective, and frees that license up for other users on your network. Additionally, unchecking a module will prevent SpaceClaim from checking out that module on subsequent startups.

## License Borrowing

It is possible to borrow a license on the SpaceClaim Options > License > Borrow panel. You may specify a number of days (to a maximum of 15) or an end date and time for the license to be returned. You may also indicate which data exchange modules to check out. To borrow a license, set these options and then hit the “Borrow License” button.

The screenshot shows the 'License' panel in the SpaceClaim Options dialog. The 'License' tab is selected in the left sidebar. The 'Borrow' section is active, showing two radio buttons: 'Specify Borrow Length' (selected) and 'Specify Return Date/Time'. The 'Specify Borrow Length' option has a text box for days, with a note '(Maximum 15 days)'. The 'Specify Return Date/Time' option has two date/time pickers. Below these is a section titled 'Translator Licenses To Borrow' with a list of checkboxes: 'Data Exchange Package I' (checked), 'Data Exchange Package II' (checked), 'JT Open' (unchecked), 'TraceParts' (unchecked), and 'CATIA V5' (checked). A 'Borrow License' button is at the bottom of the 'Borrow' section. The 'Return' section is also visible, with a 'Return License' button.

Borrowing a license allows you to use a floating license while no longer connected to the license server.

## Returning a license

Once the borrow length has expired, the license is returned to the server and can be checked out again. You may check a borrowed license back in at any time prior to the expiration date/time with the “Return License” button.

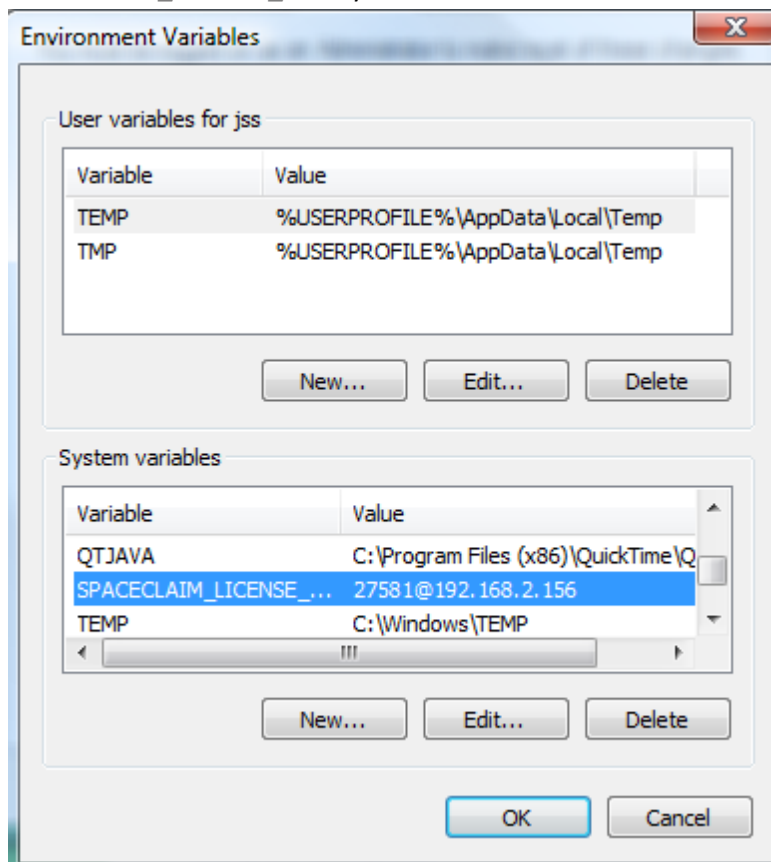
## Uninstalling Floating Licenses

### On the Server

1. Navigate to `C:\SpaceClaimFlexServer\`.
2. Run the 'unflexservice.bat' (Vista users must "Run as Administrator").
3. Open TaskManager and go to the Services Tab. If your server is running Windows XP, instead navigate to Control Panel > Administrative Tools > Services.
4. Make sure that the service named *SpaceClaimFlexNetServer* is not in the Services list.
5. Delete the entire `C:\SpaceClaimFlexServer\` directory. If you cannot delete the directory, the server process is still running, and must be ended manually. Follow the steps in the [Locating the License Server Process](#) section of [Troubleshooting](#) below.

### On the Client

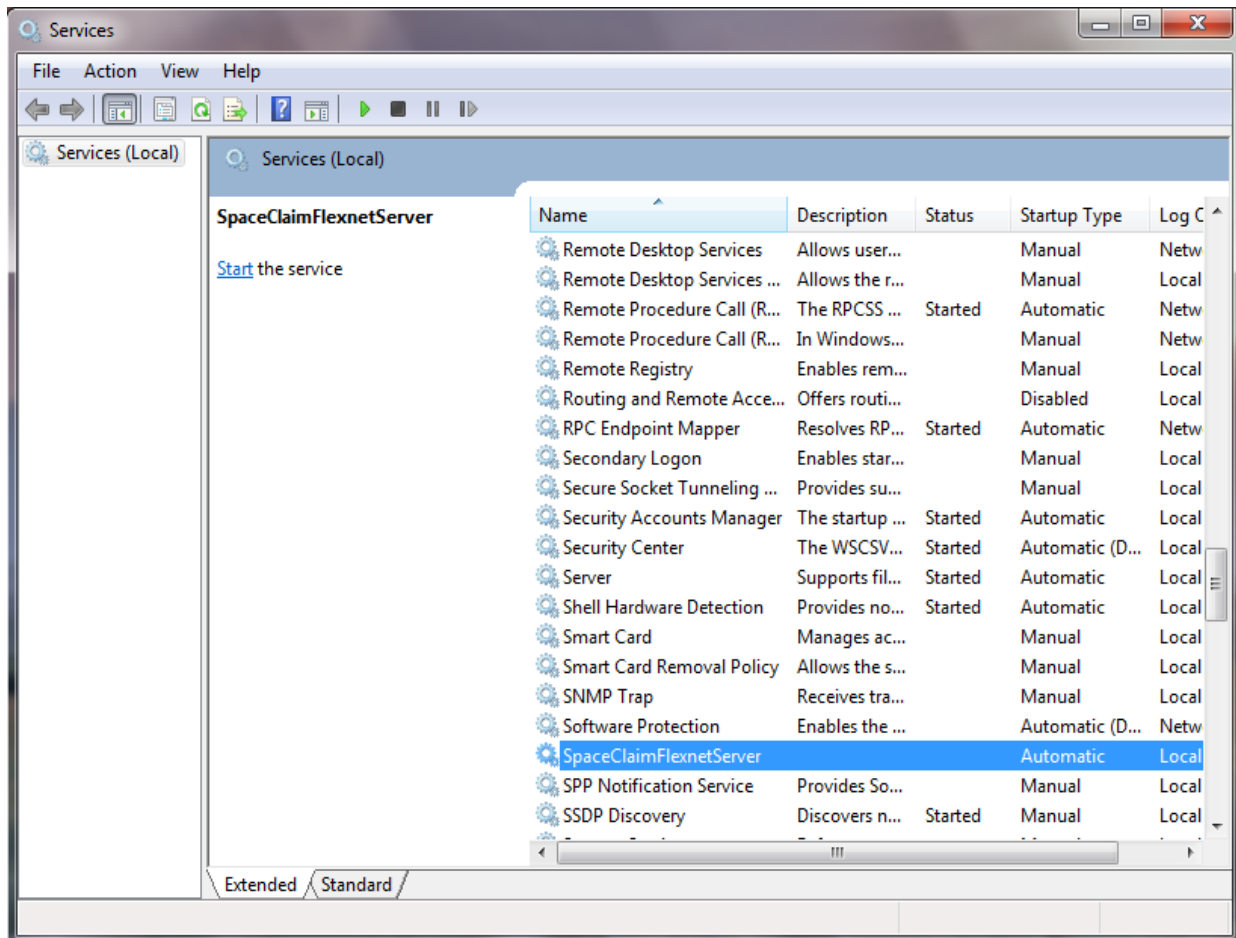
1. Use Control Panel > System > Advanced > Environment Variables to remove the `SPACECLAIM_LICENSE_FILE` system variable.



## Troubleshooting

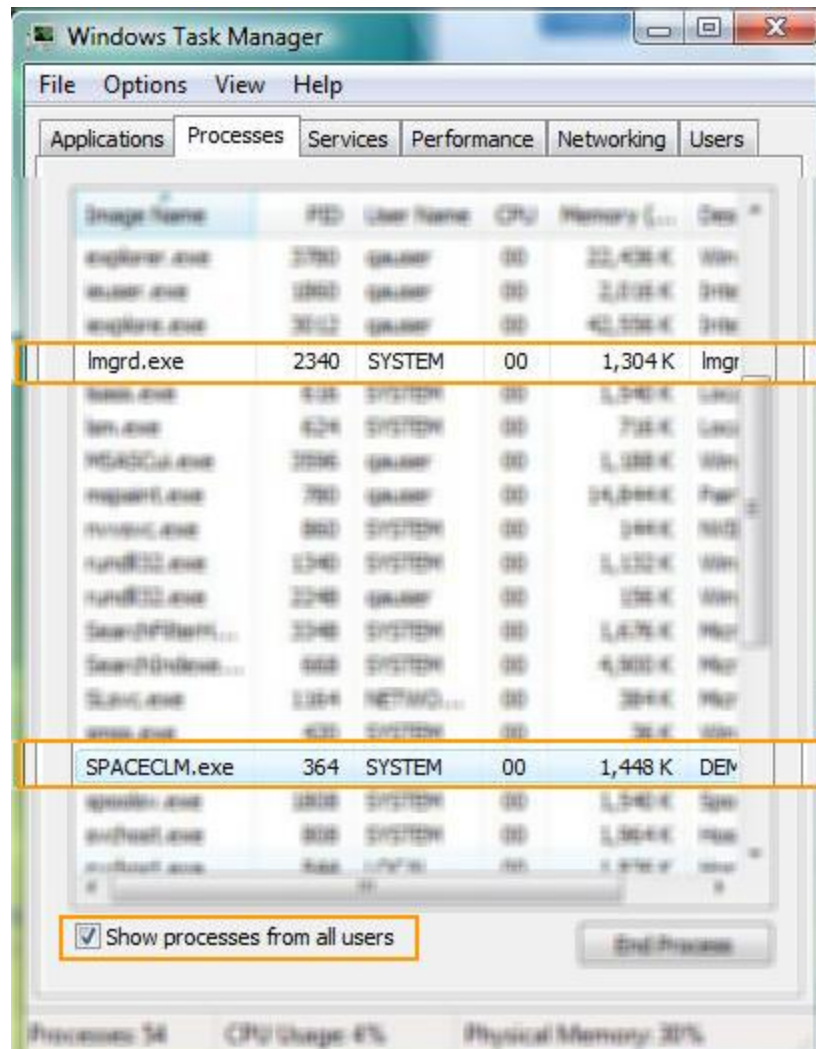
### Start, Stop or Restart FlexNet License

1. Open Control Panel under the Start menu.
2. Navigate to System and Security > Administrative Tools > Services.
3. Look for service name *SpaceClaimFlexNetServer*.
4. Click on *SpaceClaimFlexNetServer* server.
5. On the left side, options to Start, Stop or Restart will appear.



## Locating the License Server Process

The license server is working correctly if the process “SPACECLM.exe” is running; you can find this process in the TaskManager. You should also see “lmgrd.exe”; if you have other FlexNet servers running there will be one “lmgrd.exe” for each. Make sure that the “Show processes from all users” option is checked.



If this process is not running, repeat the server installation steps, and if the problems persist, contact SpaceClaim Technical Support.

If you need to end the process, as is necessary when uninstalling the License Server, you may do so manually from the TaskManager. Hitting End Process with “lmgrd.exe” selected will also end the “SPACECLM.exe” process.

If you have multiple instances of “lmgrd.exe,” you are likely running other FlexNet servers. To identify the one installed for the SpaceClaim Floating License Server by looking in the `C:\SpaceClaimFlexServer\lic.log` file. There should be a line the following:

```
11:07:52 (lmgrd) pid 2304
```

This identifies the Process ID of the specific instance of “lmgrd.exe” to end (in this case 2304), without disturbing any other concurrent FlexNet servers.

## Manually Obtaining Host ID and IP Address

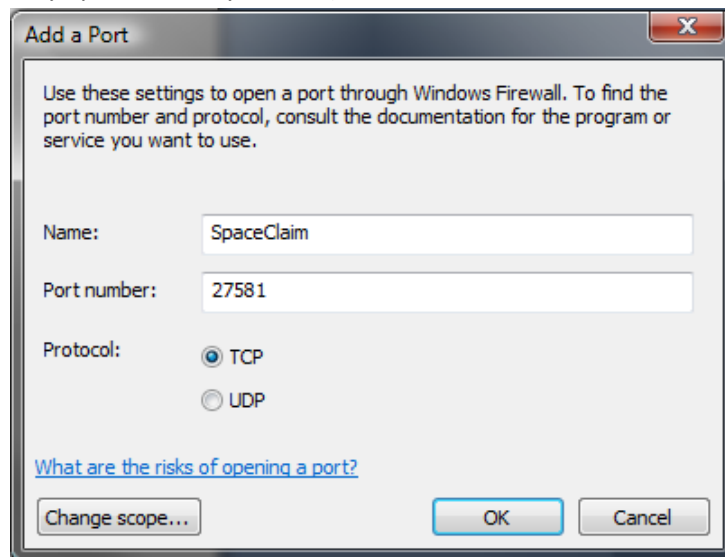
If necessary, you can obtain the Host ID and the IP Address of your server manually.

1. Open a Command Prompt by going to Start Menu > Run and entering in “cmd”.
2. Enter in the command `ipconfig /all` and press Enter.
3. Locate the value for Physical Address. This value should be six pairs of digits, separated by hyphens. This is your Host ID.
4. Locate the value for IPv4 Address. This value should be four triples of digits, separated by periods. This is your IP Address.

## Configuring Firewall Options

*If you use a firewall like Windows Firewall, you will need to either turn the firewall off or add an exception for the SPACECLM port defined in the log file (C:\SpaceClaimFlexServer\lic.log).*

1. Go to the Windows Control Panel > Windows Firewall.
2. Select 'Allow a program through Windows Firewall.'
3. Pick the 'Add port...' button.
4. In the dialog that appears enter in the name 'SpaceClaim' and the port number 27581 (this port number is selected by SpaceClaim by default). Be sure that 'TCP' is the selected protocol:

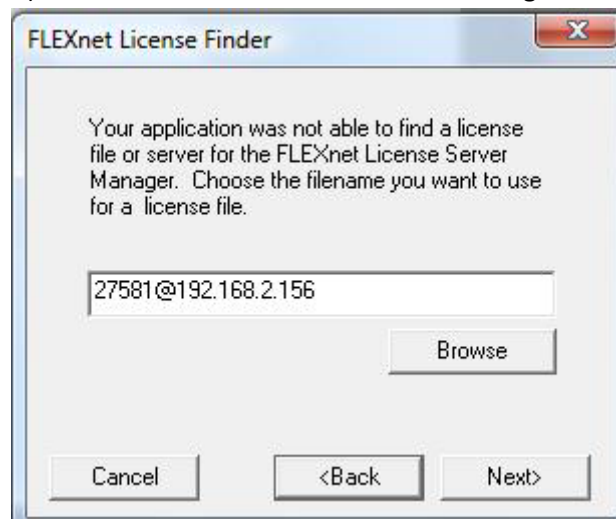


5. Confirm the changes and exit out of the Windows Firewall settings pages.
6. Run SpaceClaim.
7. If the following dialog appears, select 'Specify the License File' and hit 'Next':





8. Enter in '27581@servername' where 27581 is the port number added above and 'servername' is the name (or IP address) of the machine the Flex service is running on. Hit 'Next'.



9. Finish and then relaunch SpaceClaim.
10. If SpaceClaim still is unable to find the license server, go to Windows Control Panel > System > Advanced system settings and select the 'Environment Variables...' button.
11. In the System Variables list, find the 'SPACECLAIM\_LICENSE\_FILE' system variable. If this system variable does not appear, create a new one.
12. Edit the value of the 'SPACECLAIM\_LICENSE\_FILE' system variable to '27581@servername' where 27581 is the port number added above and 'servername' is the name (or IP address) of the machine the Flex service is running on. Hit OK.
13. Exit out of Control Panel and relaunch SpaceClaim.

## Other Errors

Please ignore any message that may appear in the server log file (*C:\SpaceClaimFlexServer\lic.log*) similar to:

```
ERROR: Non-activation-capable daemon activation invoked with non-client-request event type
```

This message appears just after midnight, but does not indicate a problem with the license server.

## Minimum System Requirements

### Server

- 32-bit
  - Windows 7
  - Windows Vista – Business, Enterprise, Ultimate
  - Windows XP Professional SP2 or later
  - Windows Server 2003 or later
- 64-bit
  - Windows 7
  - Windows Vista - Ultimate
  - Windows XP Professional SP2 or later
  - Windows Server 2003 or later

### Client

- Windows XP SP2, Windows Vista, Windows 7
- License file SpaceClaim version (not Serial Number version)

## FAQ

### *What version of FlexNet does SpaceClaim use?*

FlexNet Publisher 11.5

### *Can I use “node-locked” floating licenses?*

You can specify the path to the sc.lic file as the SPACECLAIM\_LICENSE\_FILE environment variable rather than a port number and servername.

### *Is three-server redundancy supported?*

We do not currently support three-server redundancy.

### *Will the floating license server support sharing licenses beyond the local network? (WAN/VPN support)*

Although we do not limit this functionality, SpaceClaim is unable to support floating licenses beyond a single LAN or VLAN.

### *What is the port number is used for the server?*

Port 27581 must be open and accessible to all client computers.

### *What applications must be added to Windows Firewall on the server?*

SPACECLM.EXE and LPMGR.EXE must be added as exceptions in Windows Firewall.

### *Can Licenses be checked out permanently (for travel/off-site development)?*

This feature will be available in the SpaceClaim 2011.

### *Can I check in modules I am not using?*

Uncheck the box for the license on the SpaceClaim Options > License menu to check in a module.

*Can I use a floating license while on my company network, and a node-locked license when off-site?*

In order to set up the machine to use the serial number when it is off your network, you will need to change the System Variable that points to the floating license.

To do so, please follow the steps for Uninstalling Licenses [On the Client](#). Instead of deleting the system variable, rename it to something like SPACECLAIM\_LICENSE\_FILE\_OFF when it is offline, and remove the \_OFF from the name when it is back on the network.

*Can I run the floating license server on a virtual server?*

SpaceClaim does not test virtual environments, but the server should work correctly. However, we have had reports of the automatically generated license file obtaining a faulty hostID from the virtual server. This can be remedied by following the [Offline Installation](#) method and requesting a manually generate license.

