1 BASIC LICENSING SUPPORT

1.1 Overview

The following pages cover basic licensing support.

Network license server (network floating license) and local client machines.

Requires license file and installation of license manager.
Clients only require environment variable.

New versions often require the latest version of the license manager.

Local machine (standalone unlimited).

Requires only license file and an environment variable, no license manager installation.

Same license file as from the self-service. Doesn't support remote access.

Dongle (local machine).

Requires license file and dongle. Requires dongle driver installed (only MARINTEK requires installation of license manager).

Marintek supports remote access, but not Sesam/Nauticus products.

1.2 Network license server (network floating license) and local client machines

Requires license file and installation of license manager. Clients only require environment variable.

New versions require the latest version of the license manager. If first time set up, simply **install the latest license manager (on 64 bit machine).** The license file should typically be put in folder C:\Flexlm. this_host is also a valid hostname.

Install license manager from NH package or Sesam DVD (from top level to include prerequisites), or download separately from:https://sesam.dnv.com/download/programs.html
(use sesam if requested for user and password).

If existing installation, then first check version, then upgrade if needed (see above).

If it is not working, send the following from the **license server** to us:
- C:\Flexlm***.lic** files
- C:\Flexlm**dnvs.log** file
- Start **Flexlm tool** (LMTOOLS) and send us **output from Server Status** and **Server Diags** tabs.

If problem on the **client** side, send **screendump of error** in addition to the above.

The client machines require relevant <u>system</u> environment variable pointing to the license server, e.g.:

> DNVSLM_LICENSE_FILE = 2002@name-of-the-license-server
> MARINTEK_LICENSE_FILE = 2002@name-of-the-license-server
> MSC_LICENSE_FILE = 2002@name-of-the-license-server
> SIMA_LICENSE_FILE = 2002@ name-of-the-license-server

How to set the system environment variable is described in document:
HOW TO SET ENVIRONMENT VARIABLE TO CONNECT TO NETWORK LICENSE SERVER

Note that firewall restrictions may limit the communication between server and client, and exceptions may have to be defined. Details about this can be found in the document:
How to check firewall communication?.
Similar is also described in the license manager installation guide.

Example network floating license file:

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Example C:\Flexlm\dnvs.log file:

Alternative debugging using LMTOOLS

Example LMTOOLS - lmstat:

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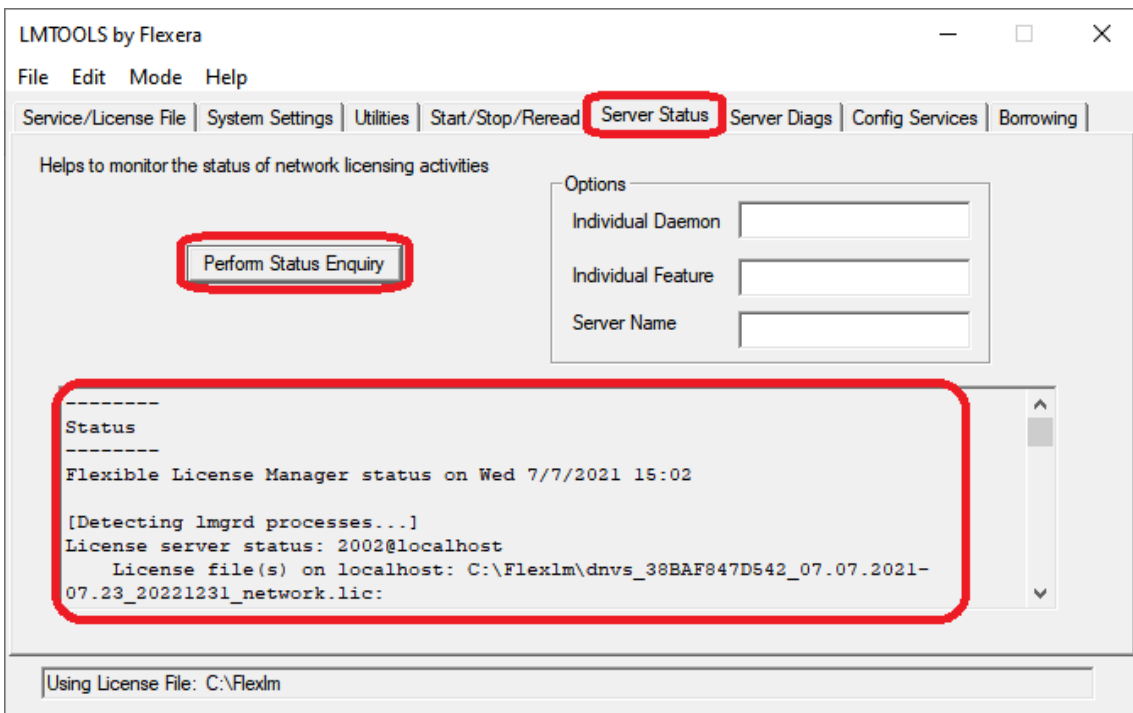
Example LMTOOLS – lmdiag:
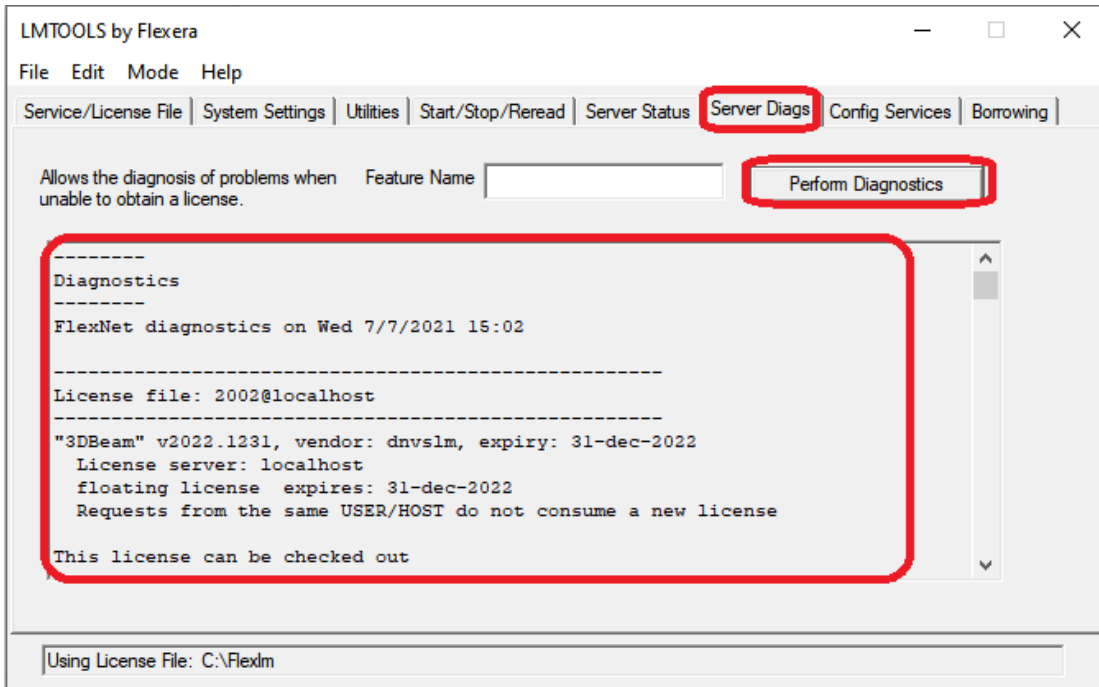
1.3   Local machine (standalone unlimited)

Requires only license file and an environment variable, no license manager installation.

Same type of license file as the self-service. No SERVER line.
No service running since there is no installation, thus no log file either.
this_host is also a valid hostname.

Simply put the file in C:\Flexlm folder and set the system environment variable:

    DNVSLM_LICENSE_FILE = C:\Flexlm
    MARINTEK_LICENSE_FILE = C:\Flexlm

Example standalone unlimited license:

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```
dnvs_38BAF847D542_07.07.2021-07.11_20221231_standalone.lic - Notepad
File  Edit  Format  View  Help
## Start of DNV - Digital Solutions license file
##
## Opportunity name: NH and SESAM - all programs (standalone) Self Service
## OrderId         : 0505-6990(S-03295)
## License type    : Standalone
## Hostid          : 38BAF847D542
## Account Name    : DNV Høvik - Digital Solutions (Høvik, Norway)
## Contact         : Sanda Tomic (sanda.tomic@dnv.com)
## DNV owner       : Sanda Tomic (sanda.tomic@dnvgl.com)
## Generated       : 7/7/2021 7:11:08 AM by li.jun.lesley.yang@dnv.com
## Version         : 2.1.3.6
##
## Opportunities included:
#!   0505-6990(S-03295) 31-dec-2022                      NH and SESAM - all programs (s
##
## This license file contains STANDALONE UNLIMITED licenses.
## This implies that this license file is valid only on the
## computers that are listed in the HOSTID= fields in the
## INCREMENT lines below.
##
## Please do not edit this file as this may corrupt the
## contents of the file.
##
#! -----------------------------------------------
#! Opportunity orderid : 0505-6990(S-03295)
#! Opportunity name    : NH and SESAM - all programs (standalone) Self Service
#! Opportunity stage   : Running Business
#! Opportunity type    : Annual Lease
#! -----------------------------------------------
INCREMENT 3DBeam dnvslm 2022.1231 31-dec-2022 uncounted \
        HOSTID=38baf847d542 ISSUER=0505-6990(S-03295) \
        ISSUED=07-jul-2021 \

NOTICE=/s::0EBF436ADF9E0929EF7E13461BAA5E27D929A84DC08A351287BCC058A0384A64185ED4584502E
9AE76006E66776AF6D00F3AADFF4C \
        SN=000000001 SIGN=56414BD087BE
```

Need to copy or install license manager to run LMTOOLS, but usually all needed info are found in the error message from the application.

1.4   Dongle (local machine)

Requires license file and dongle. Requires dongle driver installed (only MARINTEK requires installation of license manager too).

Other programs don't need installation of license manager. A dongle license is like a standalone license, but locked to the dongle instead of the machine physical address. A dongle may be used on many machines, but only one machine at a time.

Error message about **invalid host** indicates that dongle is **not recognized**. Check that dongle lamp is lit. If not recognized, first try to (re)install the dongle driver from:
https://sesam.dnv.com/download/windows64/dongledriver64_111906_inst_w64.zip

Driver should be installed before mounting the dongle the first time (to avoid auto-installation of driver found on Windows update).
May try dongle in different USB port and only remove other dongles.

If still not recognized, try this local link to see if the dongle is recognized:

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http://localhost:1947/_int_/devices.html

You may also install Flexlm and use LMTOOLS to check that the dongle is recognized (or not). Dongle driver can also be installed together with Flexlm (check Install dongle driver option during installation) or from vendor site
https://supportportal.gemalto.com/csm?id=kb_article_view&sysparm_article=KB0018319

For **MARINTEK** dongles, check that the license manager is installed and that the service is running (check dnvs.log fil). Dongle must be **mounted before restarting** service or rebooting. Use this_host for server name, e.g. 2002@this_host.

Relevant system environment variables:

    DNVSLM_LICENSE_FILE = C:\Flexlm
    MARINTEK_LICENSE_FILE = 2002@this_host
    SIMA_LICENSE_FILE = 2002@this_host

Whilst most new program versions (possibly since 2016) has the new common licensing component that supports multiple dongles, programs built with the old liceing (auxlib) component only supports one dongle mounted at the time.

- Example where dongle is recognized:
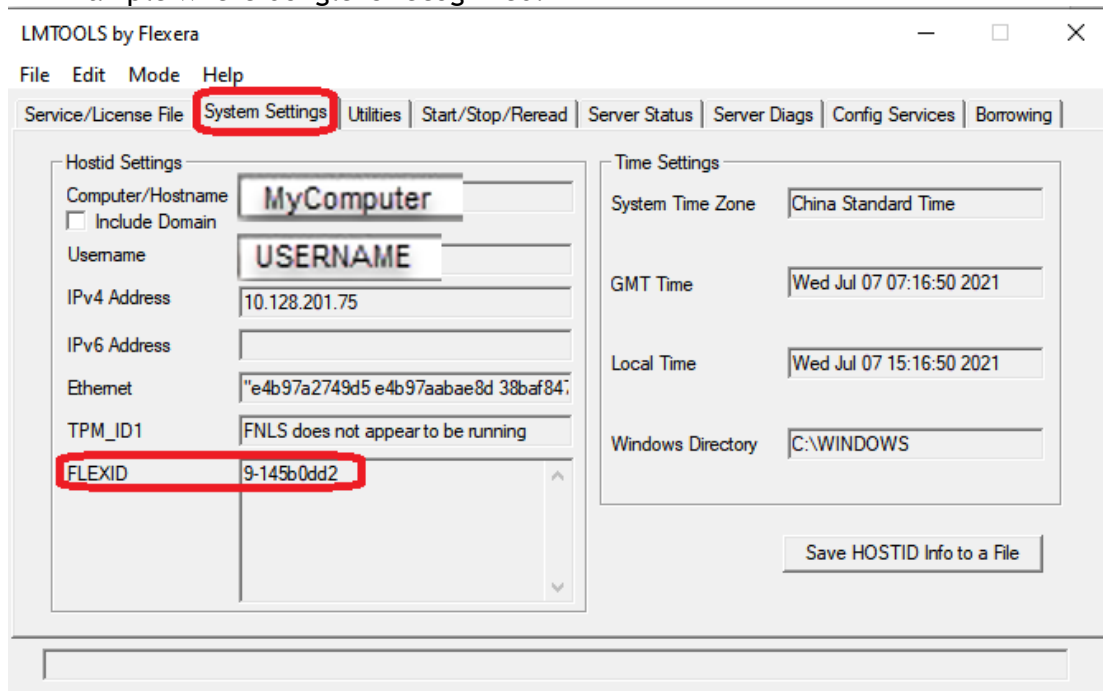
- Example dongle license file (standalone unlimited except MARINTEK programs):

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dnvs_FLEXID=9-145B0DD2_07.07.2021-07.05_20221231.lic - Notepad

```
## Start of DNV - Digital Solutions license file
##
## Opportunity name: NH and SESAM - all programs (standalone) Self Service
## OrderId        : 0505-6990(S-27843)
## License type   : Dongle
## Hostid         : FLEXID=9-145B0DD2
## Account Name   : DNV Høvik - Digital Solutions (Høvik, Norway)
## Contact        : Sanda Tomic (sanda.tomic@dnv.com)
## DNV owner      : Sanda Tomic (sanda.tomic@dnvgl.com)
## Generated      : 7/7/2021 7:05:35 AM by li.jun.lesley.yang@dnv.com
## Version        : 2.1.3.6
##
## Opportunities included:
#!   0505-6990(S-27843) 31-dec-2022                 NH and SESAM - all programs (s
##
## This license file contains STANDALONE UNLIMITED licenses.
## This implies that this license file is valid only on the
## computers that are listed in the HOSTID= fields in the
## INCREMENT lines below.
##
## Please do not edit this file as this may corrupt the
## contents of the file.
##
#! -----------------------------------------------
#! Opportunity orderid  : 0505-6990(S-27843)
#! Opportunity name     : NH and SESAM - all programs (standalone) Self Service
#! Opportunity stage    : Running Business
#! Opportunity type     : Annual Lease
#! -----------------------------------------------
INCREMENT 3DBeam dnvslm 2022.1231 31-dec-2022 uncounted \
        HOSTID=FLEXID=9-145B0DD2 ISSUER=0505-6990(S-27843) \
        ISSUED=07-jul-2021 \
```
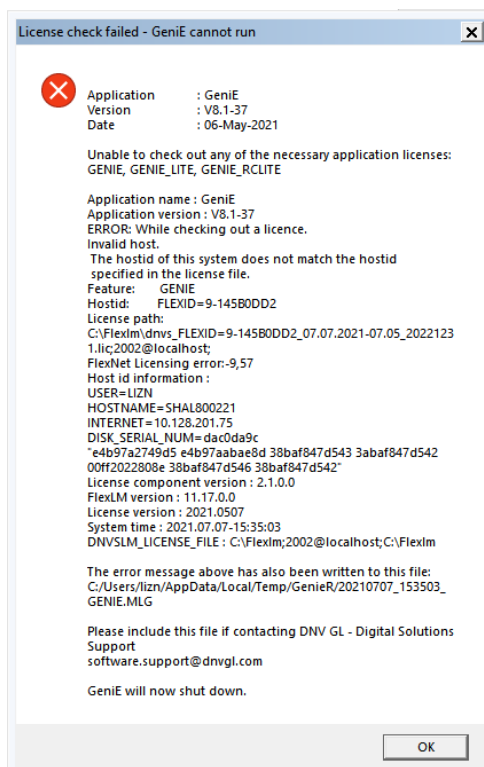
1.5   Typical error message from new licensing component

License check failed - GeniE cannot run

Application   : GeniE
Version   : V8.1-37
Date   : 06-May-2021

Unable to check out any of the necessary application licenses:
GENIE, GENIE_LITE, GENIE_RCLITE

Application name : GeniE
Application version : V8.1-37
ERROR: While checking out a licence.
Invalid host.
 The hostid of this system does not match the hostid
 specified in the license file.
Feature: GENIE
Hostid: FLEXID=9-145B0DD2
License path:
C:\Flexlm\dnvs_FLEXID=9-145B0DD2_07.07.2021-07.05_2022123
1.lic;2002@localhost;
FlexNet Licensing error:-9,57
Host id information :
USER=LIZN
HOSTNAME=SHAL800221
INTERNET=10.128.201.75
DISK_SERIAL_NUM=dac0da9c
"e4b97a2749d5 e4b97aabae8d 38baf847d543 3abaf847d542
00ff2022808e 38baf847d546 38baf847d542"
License component version : 2.1.0.0
FlexLM version : 11.17.0.0
License version : 2021.0507
System time : 2021.07.07-15:35:03
DNVSLM_LICENSE_FILE : C:\Flexlm;2002@localhost;C:\Flexlm

The error message above has also been written to this file:
C:/Users/lizn/AppData/Local/Temp/GenieR/20210707_153503_
GENIE.MLG

Please include this file if contacting DNV GL - Digital Solutions
Support
software.support@dnvgl.com

GeniE will now shut down.

OK

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Note especially the error message, feature/increment name, license path (=DNVSLM_LICENSE_FILE) and DISK_SERIAL_NUMBER (= available hostids), Flexlm version of application/licensing component and license version (=version/build date of application/program).

A list of error codes information may be searched in Google or similar, or also
https://community.flexera.com/t5/Flexera-Software-Community/ct-p/Flexera_Software_Community

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