

Archived Floating Licenses

It can occur because of Microsoft® Windows DEP (Data Execution Prevention) on the server. DEP simply kills the lmgrd application when it starts.

The suggested solution is:

1. Stop the license service using LMTOOLS.EXE or the Windows Services dialog box.
2. Open Task Manager and stop all processes named like lmgrd.exe and cameo.exe
3. Select Control Panel > System > Advanced > Performance Settings > Data Execution Prevention
4. Select the Turn on DEP for all programs and services except those I select check box and add to the list LMGRD.EXE, LMUTIL.EXE, LMTOOLS.EXE, and the vendor daemon, where the license manager is installed
5. Restart the service

DEP also may impact LMTOOLS.EXE crashes or stops the license service (you cannot checkout any licenses then). It is known that such a situation occurs not only on the Microsoft® Windows 2008 server but also on the Microsoft® Windows 2003 server. Such an error appears when demo daemon, included in the license server installation, has expired

Please remove the demo daemon from the server and try again. There are couple few ways to do so:

- You can remove it from server graphical interface side, or
- Directly from server.xml file side. Do as following:
 1. In order to start the server without demo daemon, first remove daemon from the server.xml file. This file you can found in the platform directory "conf" folder.
 2. Remove the line: `<daemon dateBasedVersion="false" dlog="false" executable="demo/demo" license="demo/demo.lic" logFile="logs/demo.log" logOverwrite="false" name="demo" port="0" restartRetries="3"/>`
 3. Start license server again.

I got the following messages in my cameo daemon log file:

```
16:36:22 (cameo) Server started on cm1 for: MagicDrawEnterprise
16:36:22 (cameo) Wrong hostid on SERVER line for license file:
16:36:22 (cameo) licenses/cameo/license.txt
16:36:22 (cameo) SERVER line says 90b11c596715, hostid is 000000000000
16:36:22 (cameo) Invalid hostid on SERVER line
16:36:22 (cameo) Disabling 5 licenses from feature MagicDrawEnterprise(0393 0246 4250 573D )
16:36:22 (cameo) EXTERNAL FILTERS are OFF
16:36:22 (cameo) No valid hostids, exiting
16:36:22 (cameo) EXITING DUE TO SIGNAL 34 Exit reason 2
```

Answer

Currently, FlexLM does not support interface names other than eth0, eth1, ..., ethN. Alternate interface names, such as em1, are not recognized and will return the invalid hostid 000000000000.

As a workaround we offer you to change your interface names to ethN, such as eth0. Consult the documentation of both your system and distribution to learn how to reset an interface name. Look for more information:

- [Solution for "Hostid 000000000000" on Red Hat 6 and Fedora15](#)
- [Consistent Network device naming-Name network interfaces to match chassis labels](#)

Please contact our customer support, if this does not help.