11.17

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Related resources

- License Administration Guide. FlexNet Publisher 2020 R2 (11.17.0)

Choosing the Flexnet server manager

There are three types of the FlexNet server managers.

- *lmadmin* – a web-based license server manager with GUI (recommended).
- *lmgrd* – a license server manager with a command-line interface.
- *lmtools* – the old Windows-based server manager (replaced by lmadmin).

We recommend using *lmadmin*.

- **lmadmin installer comes only in 32 bit architecture (regardless of the version)**
- **11.17 version license tools are not available in 64 bit binaries only 32 bit tools are available (additional 32bit libraries need to be installed in the 64bit multi-arch system to execute them)**

Prerequisites

- You have the license owner account credentials.
- If your operating system is **Windows**:
  - You can run *lmadmin* (11.17.0) on officially supported platforms:
    - Windows 10
    - Windows Server 2008, including SP1, SP2, and R2
    - Windows 8
    - Windows 8.1
    - Windows 7, including SP1
    - Windows Server 2012 R2
    - Windows Server 2012

To use *lmadmin* on Windows platforms, the Microsoft Visual C++ 2013 Redistributable Package must be installed. You have an option to install this package during the FlexNet Publisher License Server Installer process.

For 32bit systems it is recommended to use 32 bit *lmadmin* or 32 bit *lmgrd*, with 32 bit cameo daemon vendor file.

For 64bit systems it is recommended to use 32 bit *lmadmin* **(additional 32bit libraries need to be installed in the 64bit multi-arch system to execute them)**.

- If your operating system is **Linux**:
  - You have to have *glibc* libraries installed corresponding to your operating system architecture.
  - You have to create a non-root system user with root privileges and install/run the server tools using it:
  - If your operating system is **32 bit Linux**:
    - It is recommended to use 32 bit *lmadmin* installer, or 32 bit *lmgrd*
    - You have to install the Linux Standard Base (LSB) library.

This can be achieved either by:

1. Add

2. Editing

- If your oper

Method 1 (Ubuntu based):

For Ubuntu:

```
sudo apt-get install lsb-core
```

- For version 11.17.0 we recommend 32 bit *lmadmin* installer. Alternatively, you can use 64bit *lmgrd* of version 11.12.1. Learn more about 11.12.1 installation >>

For Redhat/CentOS/Fedora:

```
sudo yum install redhat-lsb-core
```

Check if LS

```
sudo a
sudo u
```

```
lsb_rele
```

Method 2 (Ubuntu based):

In order to query which lsb library is required for a particular Centos version, the following command can be executed:

It is a best practice to run license servers on a server based OS.

For more information about FlexNet, see:

FlexNet License Administration Guide by Flexera Software, Inc

- License Administration Guide, FlexNet Publisher 2020 R2 (11.17.0)

Installation pr

1. Download the FlexNet server installer from our website.

Log in with license owner credentials, if prompted.

2. Install the s

```
sudo usermod -aG wheel newuser
```

3. Download the vendor daemon - Cameo from our website.
4. Place the Vendor daemon into the FlexNet server install folder. If you use *lmadmin*, do the following:

   a. Open the FlexNet server install folder.

   For OS X and Linux users

   If you don't have permission to open the FlexNet server data folder, execute the following command from the root:

   - On OS X

   b. In the install folder, create the *licenses\cameo* folder

```
chmod g+x FNPLicenseServerManager/
chmod –R g+w ./*
```

   - On Linux

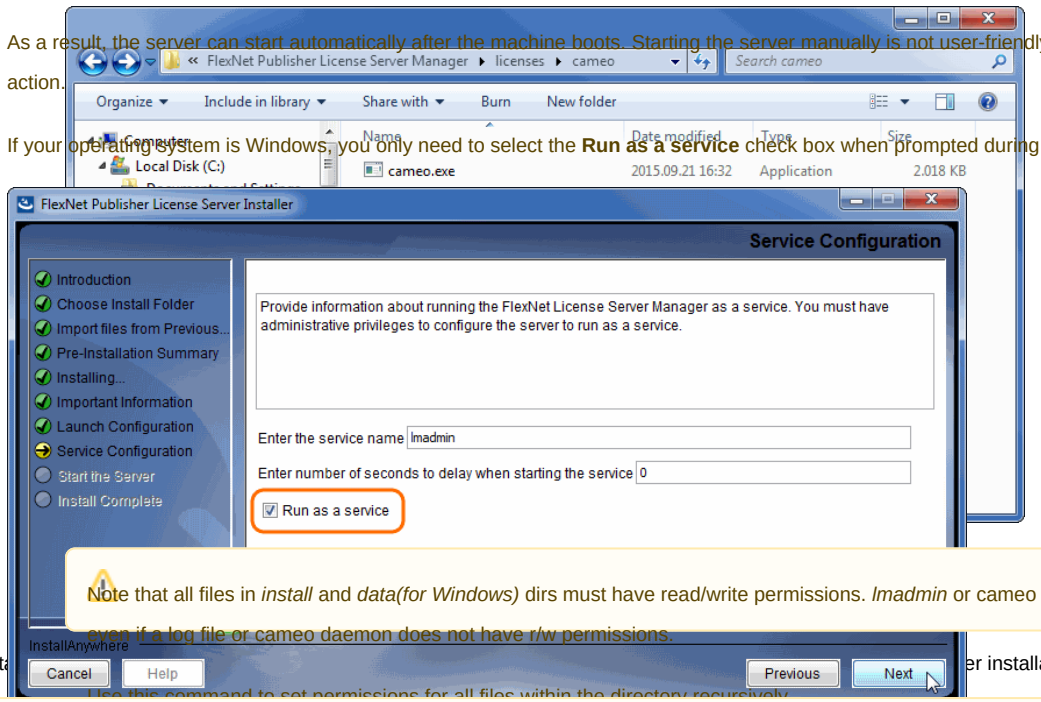
```
chmod g+x FNPLicenseServerManager/
```

c. Place the Vendor daemon in *<FlexNet server data folder>\licenses\cameo*.

We highly recommend running the FlexNet license server (*lmadmin*) as a service (on Windows) or a daemon (on OS X or Linux).

As a result, the server can start automatically after the machine boots. Starting the server manually is not user-friendly – there is no GUI for this action.

If your operating system is Windows, you only need to select the **Run as a service** check box when prompted during the *lmadmin* installation.



Note that all files in *install* and *data(for Windows)* dirs must have read/write permissions. *lmadmin* or cameo daemon may not start even if a log file or cameo daemon does not have r/w permissions.

Use this command to set permissions for all files within the directory recursively

5. Sta… …er installation directory.

Running lmadmin using command line on Windows

If a service was not installed, and you want to run your lmadmin using command line, you will have to define the additional required parameters. e.g. -configDir. The dir is located in your *data* dir(for example *C:\ProgramData\FLEXlm\lmadmin or any other location you defined while installing)*

- License Administration Guide. FlexNet Publisher 2020 R2 (11.17.0)

If you come across any issues while installing/running the software, please refer to the Troubleshooting section.

Other useful commands

- Find out the shared object dependencies in Linux. The result can show what files are missing libraries to run that file.

```
ldd <file_name>
```

- File information in Linux

```
file <file_name>
```

- Launching *lmgrd* manually via command line. *lmgrd*, cameo and license file must be in the same directory:

```
lmgrd -c <license_file_name> -l <logfile_name>
```

license_file_name - the path to the license file. Can use only the license file name if all files are in the same directory.

logfile_name - the path to the log file. Can use only the license file name if all files are in the same directory. Make sure the files have read/write privileges.

- Checking server status:

```
lmutil lmstat -a -c <server_port>@<server_host_or_ip_address>
```

server_port - the port the server is operating on (Not the cameo daemon port)

server_host_or_ip_address - the host/address the server is hosted on

Prior to using the command, the download of lmutil from our website is required. Navigate to the file via the command line and then execute the command above.

Troubleshooting

JRE libraries are missing or not compatible

Error message while installing 32bit *lmadmin* on 64bit multi-arch Linux system.

The error message is misleading, the solution to fix it, is to install the 32bit libraries.

In Redhat/CentOS/Fedora:

```
sudo yum install redhat-lsb-core.i686
```

In recent Ubuntu use:

```
sudo apt-get install libc6-i386
apt-get update
sudo apt-get install lsb-core
```

In older Ubuntu use:

```
sudo dpkg --add-architecture i386
apt-get update
sudo apt-get install libc6:i386 libncurses5:i386 libstdc++6:i386
sudo apt-get install lsb-core
```

No such file or directory running *lmadmin*

That may mean that you are missing the correct Linux Standard Base (LSB) library.

Also, it may mean that you are using a 64bit executable in a 32bit system and vice versa.

Install the Linux Standard Base (LSB) libraries to fix it.

libssl.so.1.0.0 library required running *lmadmin*

lmadmin 11.17.0 comes with libssl.so.* in its installation directory.
You need to add these libraries in *lmadmin* directory to the LD_LIBRARY_PATH.

e.g. if your *lmadmin* installation is at /opt/FNPLicenseServerManager then adding it to the path would look like this:

```
export LD_LIBRARY_PATH=$LD_LIBRARY_PATH:/opt/FNPLicenseServerManager
```

lmadmin won't start

If you install *lmadmin* on a Linux-based system when logged on as root, you may encounter various issues. For example:

- When you try to launch the Web server (http://localhost:port) on the license server, you encounter an "Unable to connect" error.
- When you attempt to run the license server, you may encounter the following errors:

```
10:43:19 (cameo) Vendor daemon can't talk to lmgrd (Cannot read data from license server system. (-16,287))
10:43:20 (cameo) EXITING DUE TO SIGNAL 37 Exit reason 5
```

In Web.log:

```
[08:08:08 2018] [warn] pid file /opt/FNPLicenseServerManager/logs/lmadmin.pid overwritten -- Unclean shutdown
of previous Apache run?
[08:08:08 2018] [alert] getpwuid: couldn't determine user name from uid 4294967295, you probably need to modify
the User directive
```

- A process listing for *lmadmin* ('ps aux | grep *lmadmin*') returns no results.
- A process listing for cameo ('ps aux|grep cameo') returns results if run right after *lmadmin* is started but then fails after a few seconds. If you view the cameo.log file in the logs directory (the default location is /opt/FNPLicenseServerManager/logs), you see that the process failed with the following error messages:

```
 07:55:17 (cameo) Report log started (cameo/report.log).
 07:55:27 (cameo) Vendor daemon can't talk to lmgrd (Cannot read data from license server system. (-16,287))
 07:55:27 (cameo) EXITING DUE TO SIGNAL 37 Exit reason 5
```

Therefore, when you are installing *lmadmin* on a Linux-based system, it is recommended that you avoid installing as root. If you have already installed *lmadmin* when logged on as root and you do not want to reinstall *lmadmin*, change the ownership of all of the files in the installed folder from root to another user

'Can't make directory' error running *lmgrd*

Can't make directory /usr/tmp/.flexlm, errno: 2(No such file or directory).

This means that directory /usr/tmp used by *lmgrd* is missing on your system(usually on Ubuntu systems). This error does not impact license checkout.

The solution to fix it is to create a symbolic link /usr/tmp pointing to /tmp:

```
ln -s /tmp /usr/tmp
```

You have no permission to install *lmadmin* in that directory

Make sure the *lmadmin* installer has read/write access.

```
chmod 755 lmadmin
```

or

```
chmod -R 755 folder_containing_lmadmin
```

to give read/write privileges to all files within a folder.

Then run *lmadmin* using sudo:

```
sudo ./<lmadmin_installer>
```

If you run into any further problems with installation, please try:

- checking the FAQ section for the known problems
- checking the No Magic Community forum
- contacting customer support at support@nomagic.com