

# 11.17

## On this page

- [Choosing the Flexnet server manager](#)
- [Prerequisites](#)
- [Installation procedure](#)
- [Other useful commands](#)
- [Troubleshooting](#)
  - [JRE libraries are missing or not compatible](#)
  - [No such file or directory running Imadmin](#)
  - [libssl.so.1.0.0 library required running Imadmin](#)
  - [Imadmin won't start](#)
  - ['Can't make directory' error running Imgrd](#)
  - [You have no permission to install Imadmin in that directory](#)

## 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.



- *Imadmin* – a web-based license server manager with GUI (recommended).

We recommend using *Imadmin*.

- *Imgrd* – a license server manager with a command-line interface.
- *Imtools* – the old Windows-based server manager (replaced by *Imadmin*).



- **Imadmin 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**:



To use *Imadmin* 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.

- You can run *Imadmin* (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

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

For 64bit systems it is recommended to use 32 bit *Imadmin* (**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 *Imadmin* installer, or 32 bit *Imgrd*
  - You have to install the Linux Standard Base (LSB) library.

This can be achieved either by:

For Ubuntu:

1. Add

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

2. Editing

o If your oper

For version 11.17.0 we recommend 32 bit *Imadmin* installer. Alternatively, you can use 64bit *Imgrd* of version 11.12.1. [Learn more](#)

Method 1 (Ubuntu based):

Check if LS

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

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.

FlexNet License Administration Guide by Flexera Software, Inc  
For more information about FlexNet, see:

- [License Administration Guide](#) FlexNet Publisher 2020 R2 (11.17.0)

## Installation pr

1. Download the FlexNet server installer from [our website](#).

Method 1 (Redhat/Fedora/CentOS)

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 *Imadmin*, 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 ./*
```

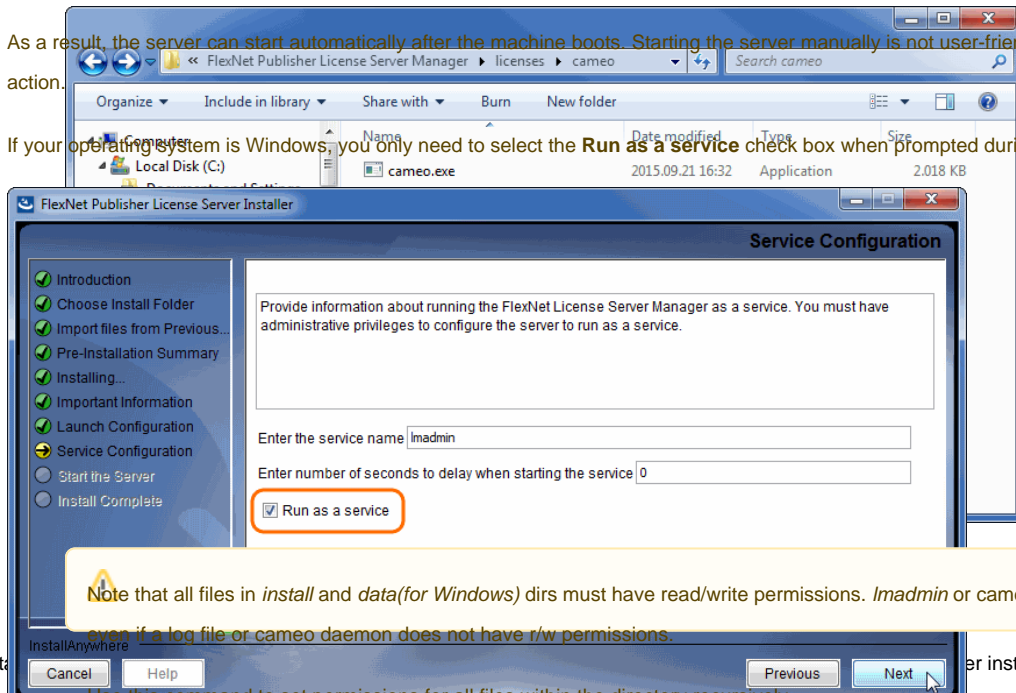
- On Linux

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

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.



5. Start the service. Use this command to set permissions for all files within the directory recursively.

#### 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



For 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] getpwnid: 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](mailto:support@nomagic.com)