



MagiCAD

## MagiCAD Network Licensing

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User's Guide

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# MagiCAD Network Licenses

## 2. Install the utilities and activate the licenses

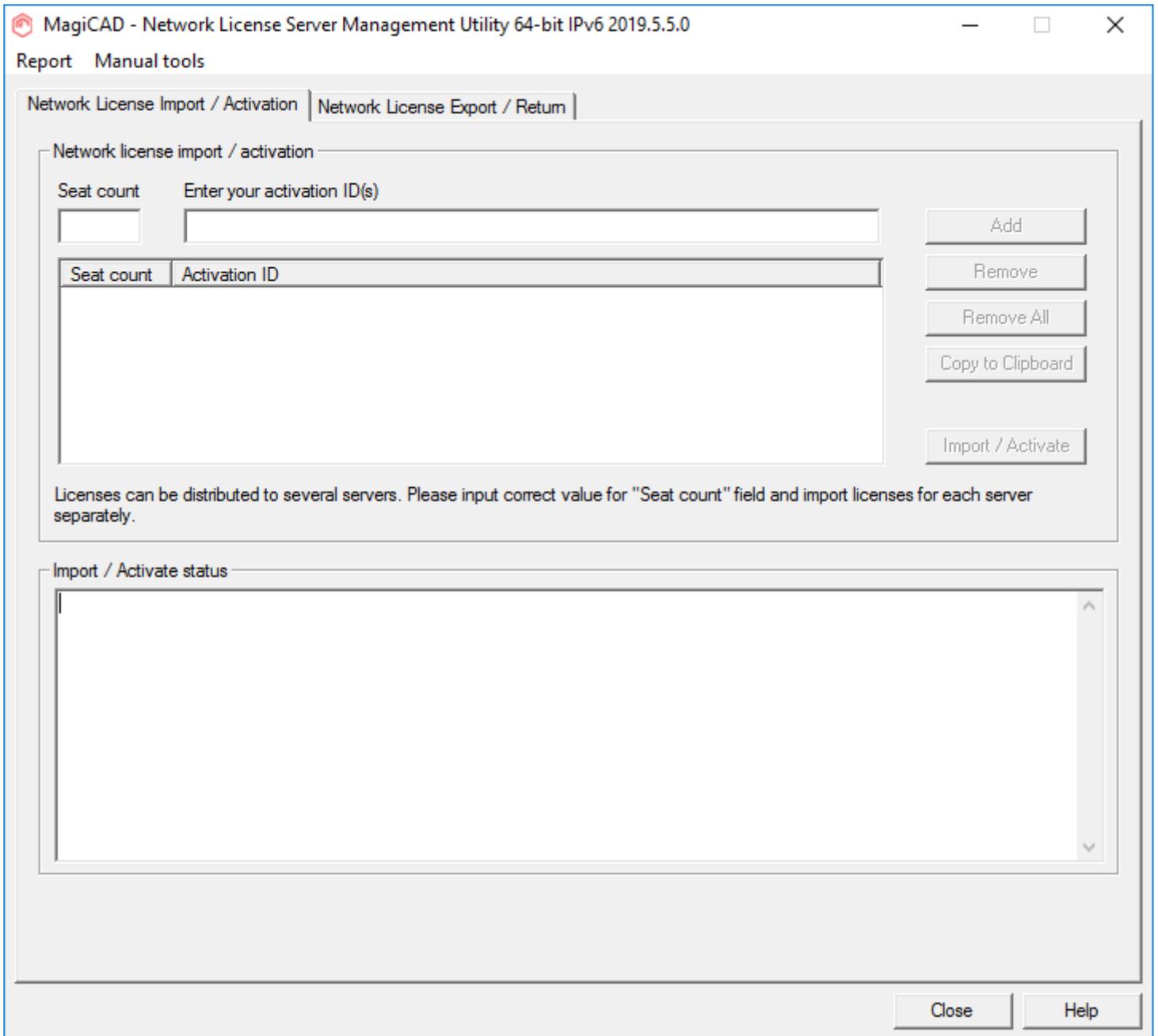
Install the license server utilities following the onscreen instructions of the setup program. There are separate installers for 32-bit and 64-bit license server machines.

The default program directory is C:\Program Files\MagiCAD License Server Utilities

The installation creates MagiCAD License Server Utilities folder on the desktop. The folder contains the following items:

-  Instructions for Use
-  LMTOOLS by Flexera Software, Inc
-  Network License Server Management Utility

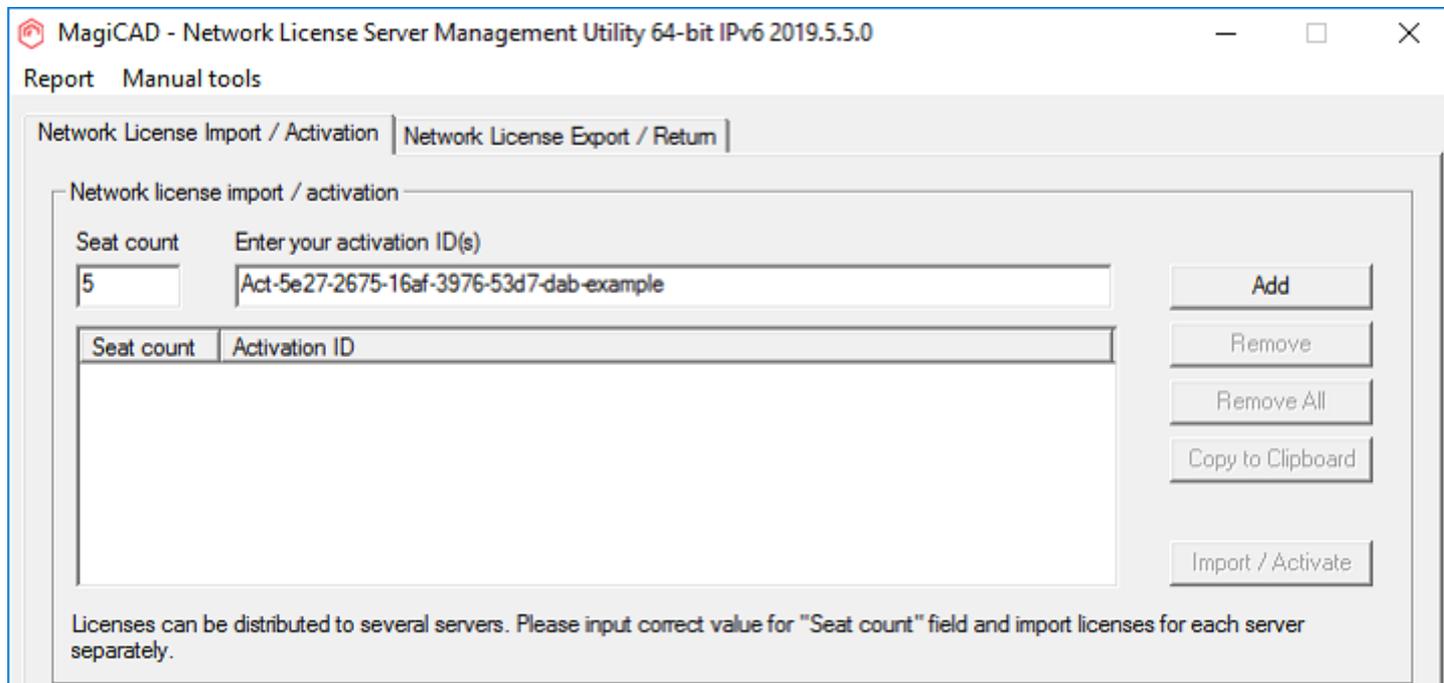
Activate the licenses to the server. Start **Network License Server Management Utility**.



## 2.1. Network License Import / Activation functions

You have received one or more activation IDs from the software vendor by email. For each license there is a unique activation ID and the maximum number of licenses you can activate. You can freely distribute the licenses to as many servers as you prefer as long as the maximum number of licenses is not exceeded.

For each license, input the activation ID and the number of licenses you want to activate. Next, click the **Add** button.



MagiCAD - Network License Server Management Utility 64-bit IPv6 2019.5.5.0

Report Manual tools

Network License Import / Activation | Network License Export / Return

Network license import / activation

Seat count Enter your activation ID(s)

5 Act-5e27-2675-16af-3976-53d7-dab-example

Add

Seat count	Activation ID

Remove

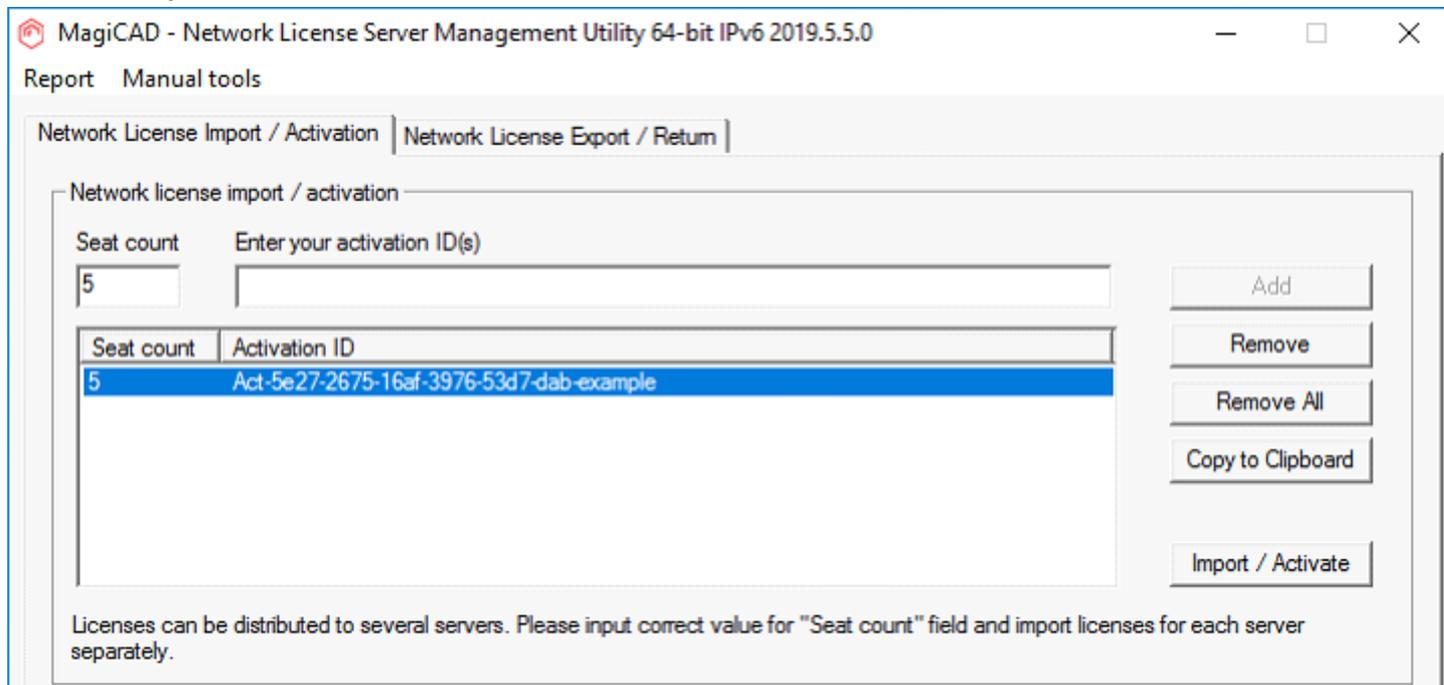
Remove All

Copy to Clipboard

Import / Activate

Licenses can be distributed to several servers. Please input correct value for "Seat count" field and import licenses for each server separately.

Then click **Import/Activate** button



MagiCAD - Network License Server Management Utility 64-bit IPv6 2019.5.5.0

Report Manual tools

Network License Import / Activation | Network License Export / Return

Network license import / activation

Seat count Enter your activation ID(s)

5

Add

Seat count	Activation ID
5	Act-5e27-2675-16af-3976-53d7-dab-example

Remove

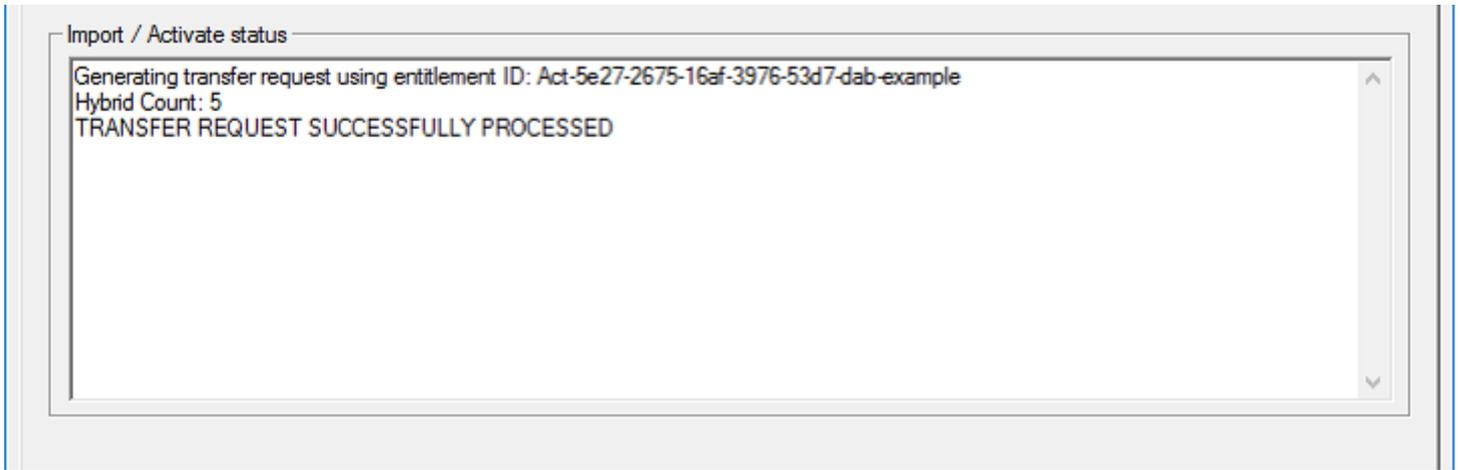
Remove All

Copy to Clipboard

Import / Activate

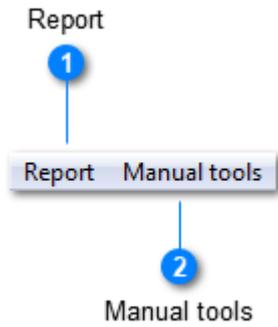
Licenses can be distributed to several servers. Please input correct value for "Seat count" field and import licenses for each server separately.

The license management utility connects to the software vendor's system to activate the licenses. If the activation was successful, the following message is displayed and the licenses can be used. If the program displays an error message, check that you are online and try activation again.



If your server does not have an internet connection e.g. for security reasons, you can use the [manual activation functions](#) instead of the **Import / Activate** function. Please note that in this case the licenses are not immediately available in use, because the requests are handled manually within the software vendor's business hours.

## 2.2. Report and Manual tools



These pulldown menus contain special functions you can use if you need the software vendor's assistance with your licenses.

### 1 Report

Report

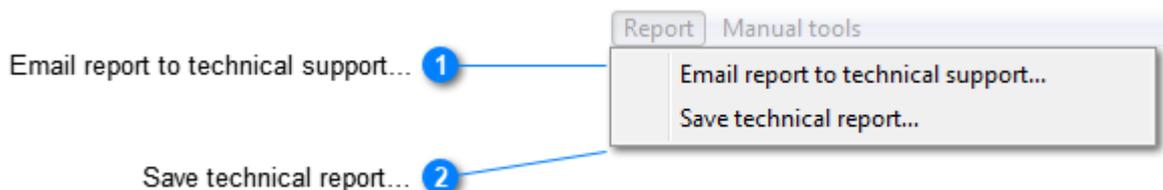
With this function you can create a report of your license storage. You can send the report to MagiCAD technical support, if necessary.

### 2 Manual tools

Manual tools

If your server is not allowed to connect to internet, you need to perform manual activation with these functions.

## Report



With the help of these functions you can generate a report of your licenses and send it to technical support, if necessary.

### 1 Email report to technical support...

Email report to technical support...

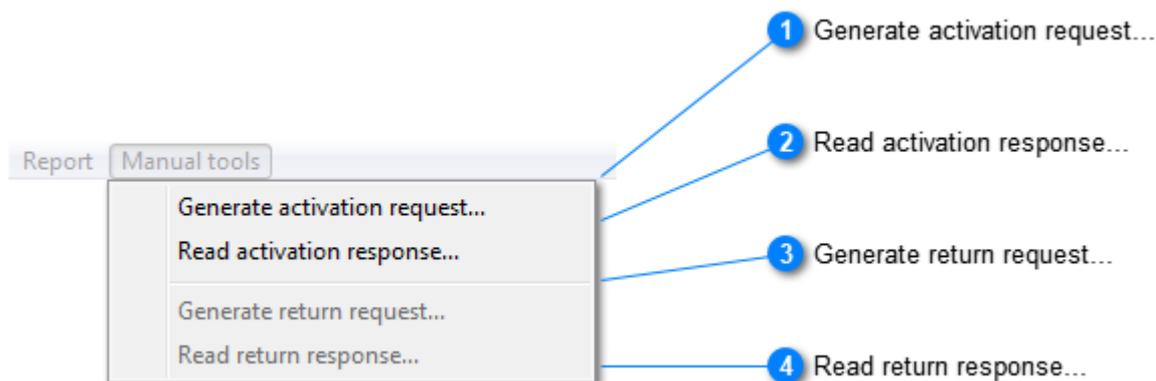
If your server machine has an email client, you can create a message to MagiCAD technical support with this function. Information of your licenses is applied as the body text of the message.

### 2 Save technical report...

Save technical report...

If your server machine does not have an email client, you can save the report as a plain text file, which you can send to the technical support from another machine.

## Manual tools



This menu contains functions for manual activation and return. You need to use these functions if your server is not allowed to connect to internet e.g. for security reasons.

### 1 Generate activation request...

Generate activation request...

This function creates an xml file of each activation ID you have entered in the main window. You can select the directory where the files are saved.

Send the request files by email to address [license.support@magicad.com](mailto:license.support@magicad.com)

If your server has an email client, it is automatically opened and the xml files are attachments in the message.

### 2 Read activation response...

Read activation response...

When the software vendor has processed your license request, you will receive files that you can use for manual activation. Copy the response files to a suitable directory, and use this function to activate the licenses.

### 3 Generate return request...

Generate return request...

You can use this function if you need to deactivate the licenses from your server, for example, to make it possible to move the licenses to another server or upgrade the licenses to a newer version.

This function creates an xml file of each activation ID you have entered in the main window. You can select the directory where the files are saved.

Send the request files by email to address [license.support@magicad.com](mailto:license.support@magicad.com)

If your server has an email client, it is automatically opened and the xml files are attachments in the message.

### 4 Read return response...

Read return response...

When the software vendor has processed your return request, you will receive files that you can use for manual return. Copy the response files to a suitable directory, and use this function. Then your license status will be up-to-date and the licenses can be activated on another server machine or upgraded to a newer version.

## 3. Set up the license service

### Components of the license service

The license service consists of two executables: **license daemon** (lmgrd.exe) and **vendor daemon** (magicad.exe).

**The setup program installs and starts the license service automatically.** The service also starts automatically each time the server machine is restarted.

The license service can also be started manually with the help of **LMTOOLS** program. This may be necessary, for example,

- if the licenses are not yet activated (the service shuts down automatically if there are no licenses to serve)
- if the license service has been stopped for another reason

In addition there is another service, which makes it possible to the end-users to see the list of available licenses and borrow the licenses with the client computers' license management utility. This service is installed with the network license management utility and starts automatically.

### License file and options file

The license file (magicad.lic) contains information about the license service being started. The most significant information in the file is

```
VENDOR magicad
```

which means that the vendor-specific component (i.e. vendor daemon) of the license service is magicad.exe.

With the options file (magicad.opt) it is possible to add some additional definitions for the license service.

By default, the options file installed with MagiCAD license management utilities contains line

```
TIMEOUTALL 7200
```

(inactive MagiCAD license returns available for other users after 2 hours; this setting applies to all MagiCAD applications). magicad.opt is installed in the same directory as the other license management files (C:\Program Files\MagiCAD License Server Utilities by default).

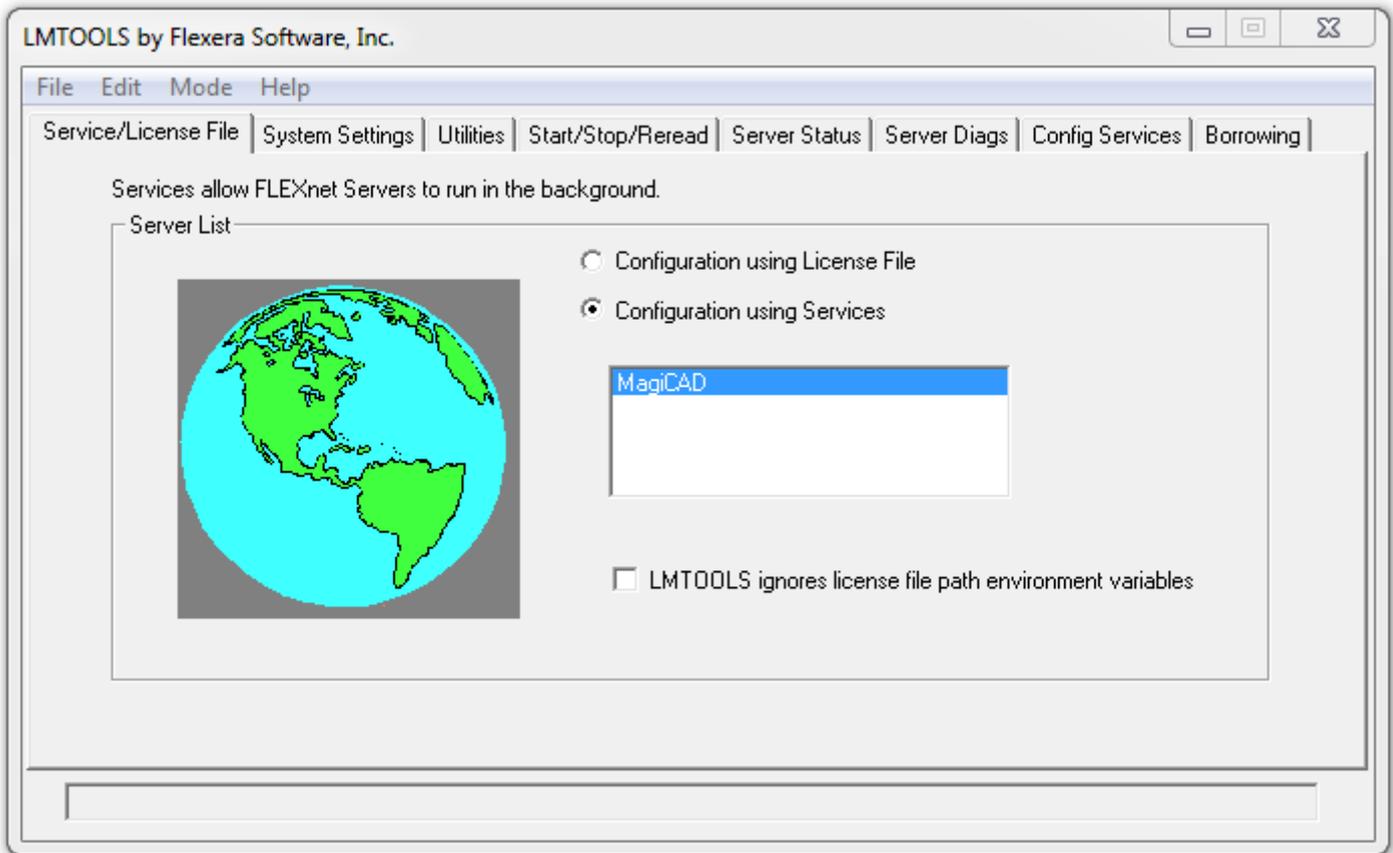
Check the options file and make the changes if necessary. You can edit magicad.opt e.g. with Notepad.

### Use the LMTOOLS utility to set up the service

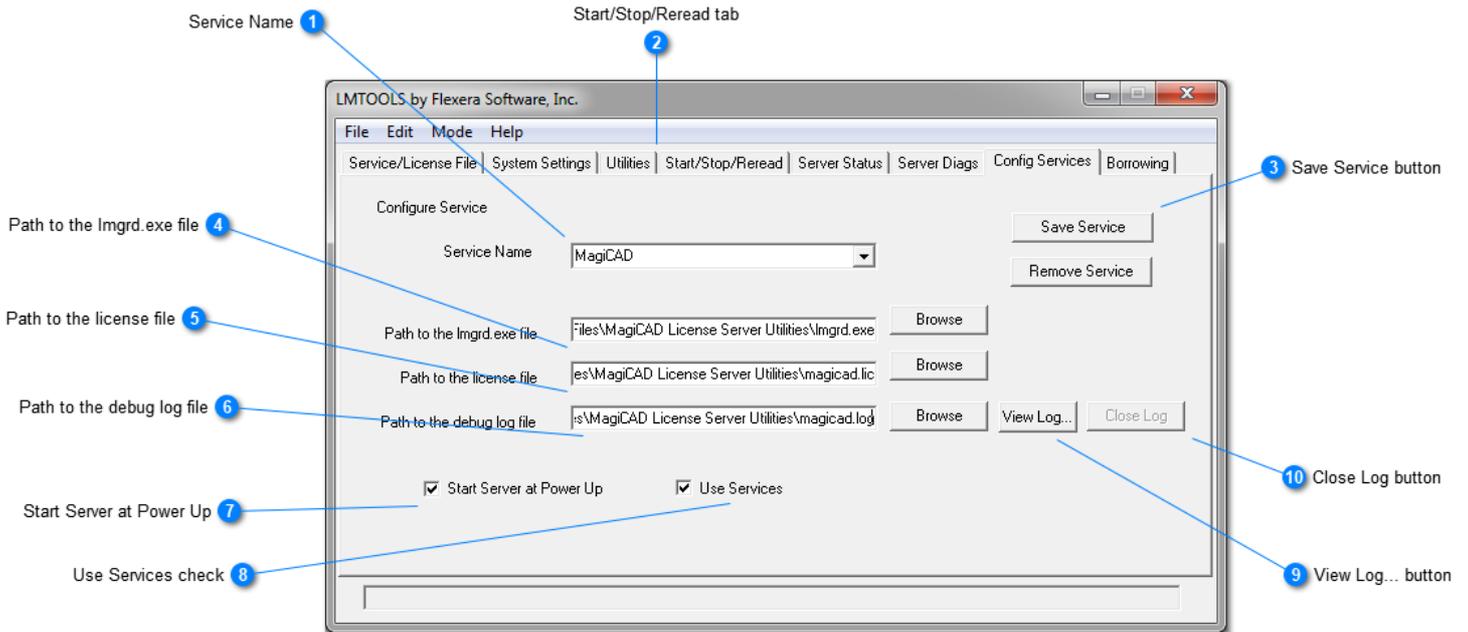
**Note that you need administrator rights to set up the license server as a service.**

Start **LMTOOLS by Flexera Software, Inc.** The installation program has preconfigured MagiCAD license service to the utility.

Click the *Configuration using Services* radio button and then click the *Config Services* tab to [review the settings](#) of the license service.



## 3.1. Review the settings of the license service



### 1 Service Name

MagiCAD

This list contains the service that is currently being configured. The installation program creates settings for a service named **MagiCAD**.

### 2 Start/Stop/Reread tab

Start/Stop/Reread

When you have reviewed and saved the service settings, go to this tab to start the service.

### 3 Save Service button

Save Service

Click this button to accept the settings and save the service.

### 4 Path to the lmgrd.exe file

Files\MagiCAD License Server Utilities\lmgrd.exe

This field contains information which license daemon is started.

### 5 Path to the license file

es\MagiCAD License Server Utilities\magicad.lic

The installation program has copied a bootstrap license file (magicad.lic) which contains information about the license service to be started. This file contains the filename with full path.

### 6 Path to the debug log file

es\MagiCAD License Server Utilities\magicad.log

This field contains the filename of the debug log file.

### 7 Start Server at Power Up

Start Server at Power Up

When this option is selected, the license service is automatically started when the server machine is restarted. Otherwise the service must be manually started after each power up.

## 8 Use Services check

Use Services

When this option is selected, the license server is started as a service. If this is not used, the license service is run as an application, which means that there must be a user logged in the server machine.

## 9 View Log... button

View Log...

This function opens a window that displays the debug log file of the license service.

## 10 Close Log button

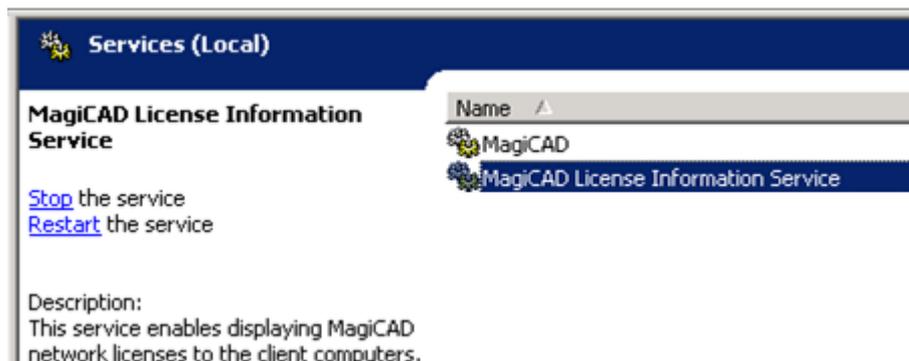
Close Log

This function closes the debug log window.

## 3.2 Licence borrowing service

The setup program installs a separate service to enable displaying the licenses to the client computers. This service makes it possible to borrow licenses to the workstations.

You can find the service in the server's list of services:



By default, the service uses port 2194. If you want to change the port, do as follows:

1. Edit the configuration file of the service. The file is named `ProductDataService.exe.config`, and its location is the Service subdirectory of the program directory (i.e. `C:\Program Files\MagiCAD License Server Utilities\Service` by default). The configuration file is an XML file which you can edit e.g. with Notepad. The line to be changed is `<add key="port" value="2194" />`. Change the value to the port you prefer. Please note, however, that it cannot be the same port number that is used by `Imgrd.exe`, `magicad.exe` or any other service.
2. Restart the service.
3. Specify the new port number in the *Options* dialog of the client computers' *License Management Utility*.

License borrow port

You can stop this service if you want to prevent the users from borrowing the licenses.

### Maximum borrow time

Maximum borrow time can be restricted in the license borrowing service. `ProductDataService.exe.config` has new configuration item `maxBorrowTime`, which can be used to limit borrow time.

Change the value in the following line to the desired value. Maximum borrow time is defined in days.

```
<add key="maxBorrowTime" value="30"/>
```

Remember to restart *MagiCAD License Information Service* after changing the configuration. To use this feature, the client computer needs to have *License Management Utility* version 2015.11 or newer.

### License inactivity timeout

When using MagiCAD for Revit, the periods of time when the user uses native Revit functions without activating any MagiCAD tools are counted as idle time for the MagiCAD license. MagiCAD's idle time limit for automatic license return is set to 2 hours. To prevent untimely license returns and interruptions in design work due to license unavailability, the limit is fixed.

If it is necessary to return the license to the license pool before the 2-hour limit expires, the license can be returned at any time by ending the Revit session (i.e. by closing Revit).

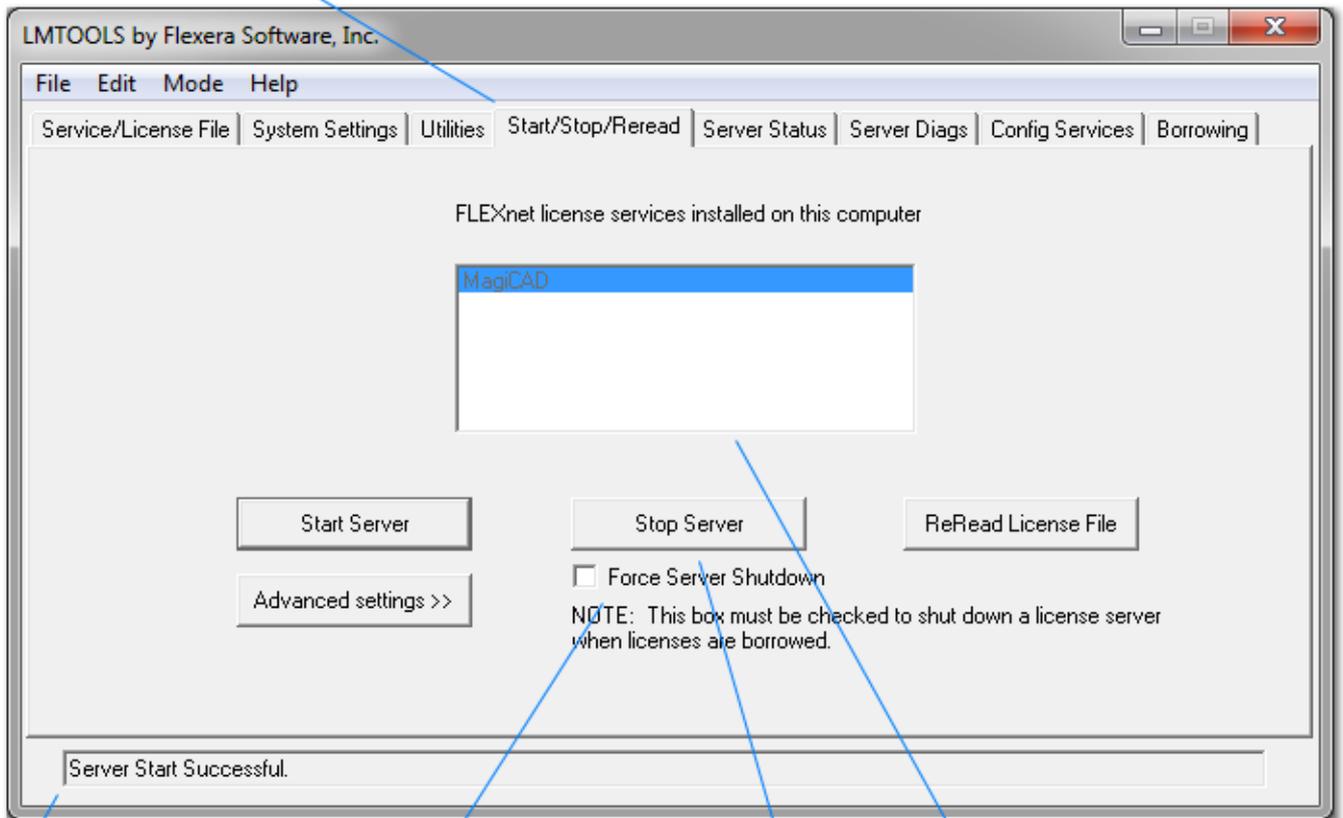
## 4. Returning and upgrading the licenses

You need to return the licenses to the software vendor's system if you intend to move them to another license server or upgrade them to a newer version.

Stop the license service and uninstall the license server utilities if you no longer intend to use MagiCAD licenses on the license server.

## 4.1. Stopping the service

Start/Stop/Reread tab **1**



**2**  
Status line

**3**  
Force Server Shutdown

**4**  
Stop Server

**5**  
List of services

### **1** Start/Stop/Reread tab



The service is started or stopped in this dialog tab.

### **2** Status line



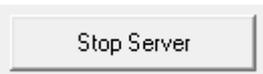
Check the contents of this line each time you attempt to start or stop the service. The line contains information whether the selected operation was successful or has an error occurred.

### **3** Force Server Shutdown



It is recommended that you select this option before you stop the service, especially if there are licenses in use or borrowed.

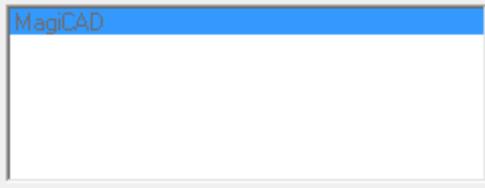
### **4** Stop Server



Click this button to stop the license service

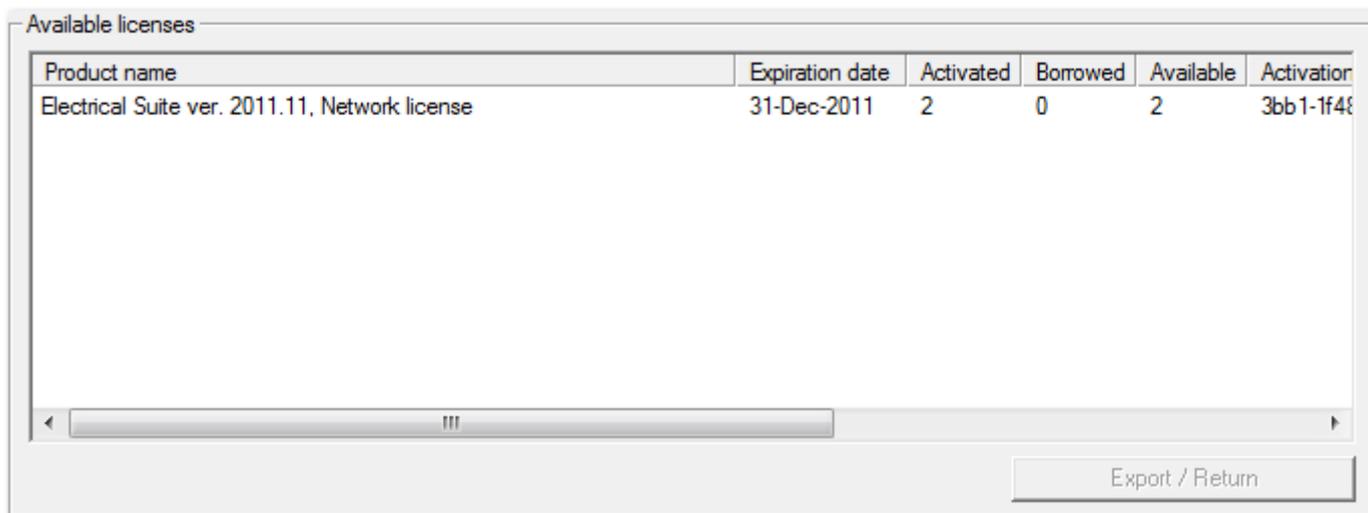
## List of services

5



If you have multiple license services in the same server (e.g. Autodesk products and MagiCAD), check that the right service is selected before you attempt to stop the service.

## 4.2. Network License Export / Return functions



The Available licenses window panel contains a list of licenses that are currently activated on your server.

Select the license(s) you want to transfer - with **Ctrl** key pressed you can select multiple licenses at a time - and click the **Export / Return** button.

The license management utility connects to the software vendor's system to return the licenses. If the return was successful, the following message is displayed and the licenses can be activated on another server or upgraded. If the program displays an error message, check that you are online and try returning again.



The licenses that are borrowed to workstations cannot be returned to the software vendor's server. You can, however, return the licenses that are not borrowed. The borrowed licenses remain in your system, and you can return them later when they are no longer borrowed.

If your server does not have an internet connection e.g. for security reasons, you can use the [manual activation functions](#) instead of the **Export / Return** function. Please note that in this case the return process takes some time, because the requests are handled manually within the software vendor's business hours.

## 5. Troubleshooting

### Check list in the error situations

#### The license service does not start

- Check with [LMTOOLS](#) that the license service configuration is correct. Save the service.
- Check that there is no other MagiCAD license service already running. It is possible to run only one instance of MagiCAD license service at the same server.
- Updating the utilities may have failed. There may be files that are incompatible with each other. In that case:
  - 1) Stop the service and utilities
  - 2) Uninstall the utilities
  - 3) Check that the installation directory of the utilities is empty
  - 4) Reinstall the utilities.

#### Error 1920.Service MagiCAD License Information Service (ProductDataTCPService) failed to start. Verify that you have sufficient privileges to start system services.

This error usually does not mean that installer (administrator) does not have enough privileges, instead server might not have .NET 4 installed. Windows server 2008 R2 and older do not have .NET 4 included, but it can be downloaded from <https://www.microsoft.com/en-us/download/details.aspx?id=17718>

#### MagiCAD cannot find a license

Check the error code that MagiCAD gives. Some typical error situations:

- 15 The client computer cannot connect to the server machine. It may be necessary to specify a port setting for the service.
- 18 The license service does not contain a license for the application that the user is trying to run.
- 97 The license service does not appear to be running. Check that the server is properly given at the end-user's license management utility (it directs to the right server).

In some cases it is necessary to specify a vendor port number in the license file (magicad.lic). This way it can be made sure that the same vendor port is taken into use every time the service is started, and it can be taken into account in firewalls and other network configurations. Decide the port you intend to use (in this example, 1234 is selected as the vendor port number), open the license file, and change line

```
VENDOR magicad
```

to

```
VENDOR magicad port=1234
```

The other port that the license service uses is the port number of the license daemon. By default it is within range 27000...27009. This port can be configured in the license file (add the port number to the end of the SERVER line), e.g. `SERVER this_host ANY 27001.`

The third port that MagiCAD license system uses is the port for the service that displays the end-users the list of available MagiCAD licenses. By default, the port number is 2194, but it can be changed if necessary. The port number is specified in file *ProductDataService.exe.config*, which is an XML file in the *Service* subdirectory.

#### The settings in the options file do not seem to work

The options file (magicad.opt) is located in the same directory as the license server files. In some cases, for example, it may occur that the settings (timeout etc) do not work as intended. You can check the situation from the debug log file of the license service. If there is no information about the options file in the log file, specify the name of the options file containing the full path in the license file; for example, change line

```
VENDOR magicad
```

to

```
VENDOR magicad options="C:\Program Files\MagiCAD License Server Utilities  
\magicad.opt"
```

Restart the service. You should see the effect in the license file .

### Preparing to contact MagiCAD technical support

When you contact MagiCAD technical support, please provide the following information:

- Description of the problem; for example, error message/code given by MagiCAD
- Complete debug log file of the license service

- [Report](#) of the license storage contents