



License Activation Troubleshooting - Flow Planner & Workplace Planner

Location of License Files

- A standalone license will be named `license.lic` and can be found in the folder that contains the binaries for the Proplanner product.
- A network license will be a file with a `lic` extension found in the folder that contains the RLM binaries on the license server.

General Troubleshooting

1. Verify that the correct host ID is in the license file. The first step will be to find the host ID or IDs for the computer. For a standalone license you will want to query the computer that is running the Proplanner product. For a network license you will want to query the license server. To get the host ID or IDs start a command prompt and type **ipconfig /all**.

```
c:\>ipconfig /all

Windows IP Configuration

Host Name . . . . . : PPMLEPHARTW7-64
Primary Dns Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : Proplanner2.local

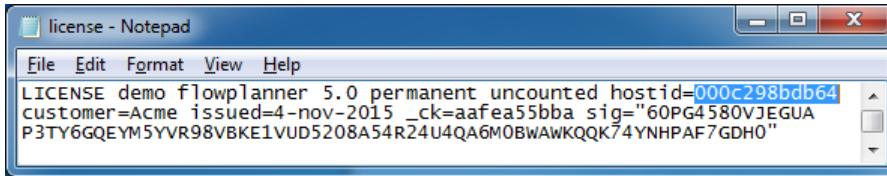
Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . . : Proplanner2.local
Description . . . . . : Intel(R) PRO/1000 MT Network Connection
Physical Address. . . . . : 00-0C-29-58-B8-97
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::20aa:632:99f7:1bd5%10(Preferred)
IPv4 Address. . . . . : 192.168.10.66(Preferred)
Subnet Mask . . . . . : 255.255.255.0
Lease Obtained. . . . . : Wednesday, November 04, 2015 9:49:48 AM
Lease Expires . . . . . : Thursday, November 05, 2015 9:49:48 AM
Default Gateway . . . . . : 192.168.10.254
DHCP Server . . . . . : 192.168.10.9
DHCPv6 IAID . . . . . : 234884137
```

The license files use the Ethernet MAC address for the host ID. So you will want to look for the Physical Address in the command prompt dialog. Note that some computers will have multiple Ethernet MAC addresses.

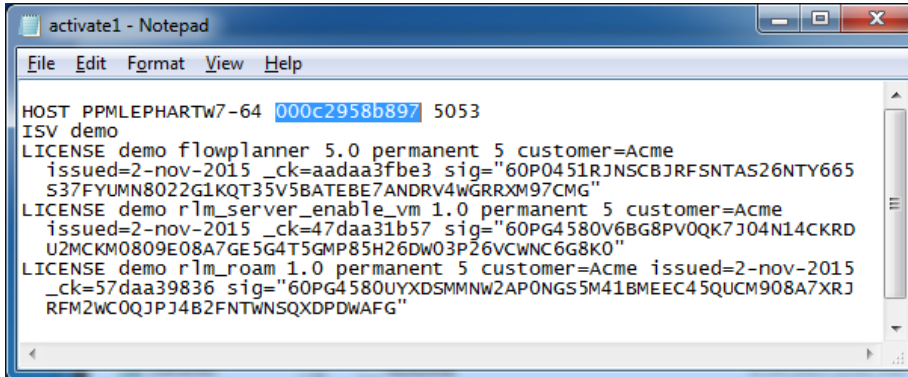
Now you need to compare these Ethernet MAC addresses with the one in your license file. Note that the Ethernet MAC address in the license file will not contain the dashes shown in the command prompt. For example the 00-0C-29-58-B8-97 physical address shown above would be 000c2958b897 in a license file.

For a standalone license file the host ID is the text highlighted below.



```
license - Notepad
File Edit Format View Help
LICENSE demo flowplanner 5.0 permanent uncounted hostid=000c298bdb64
customer=Acme issued=4-nov-2015 _ck=aafea55bba sig="60PG4580VJEGUA
P3TY6GQEYM5YVR98VBKE1VUD5208A54R24U4QA6M0BWAWKQK74YNHPAF7GDHO"
```

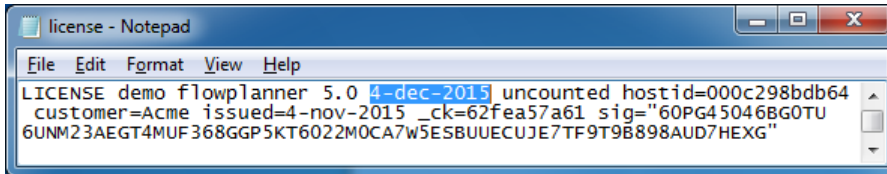
For a network license file the host ID is the text highlighted below.



```
activate1 - Notepad
File Edit Format View Help
HOST PPMLEPHARTW7-64 000c2958b897 5053
ISV demo
LICENSE demo flowplanner 5.0 permanent 5 customer=Acme
issued=2-nov-2015 _ck=aadaa3f3e3 sig="60P0451RJNSCBJRF5NTAS26NTY665
S37FYUMN8022G1KQT35V5BATEBE7ANDRV4WGRRXM97CMG"
LICENSE demo rlm_server_enable_vm 1.0 permanent 5 customer=Acme
issued=2-nov-2015 _ck=47daa31b57 sig="60PG4580V6BG8PV0QK7J04N14CKRD
U2MCKM0809E08A7GE5G4T5GMP85H26DW03P26VCWNC6G8K0"
LICENSE demo rlm_roam 1.0 permanent 5 customer=Acme issued=2-nov-2015
_ck=57daa39836 sig="60PG4580UYXDSMMNW2APONGS5M41BMEEC45QUCM908A7XRJ
RFM2WC0QJPJ4B2FNTWNSQXDPDWAFF"
```

If one of the Ethernet MAC addresses on the computer does not match the one in the license file you will need to contact Proplanner Support to resolve the problem.

2. Verify that the license has not expired. Open the license file and check for an expiration date. For a standalone license file the expiration date is the text highlighted below.



```
license - Notepad
File Edit Format View Help
LICENSE demo flowplanner 5.0 4-dec-2015 uncounted hostid=000c298bdb64
customer=Acme issued=4-nov-2015 _ck=62fea57a61 sig="60PG45046BG0TU
6UNM23AEGT4MUF368GGP5KT6022M0CA7W5ESBUUECUJE7TF9T9B898AUD7HEXG"
```

If the license file has expired you will need to contact Proplanner Support to resolve the problem.

Note that if the license has no expiration date the word **permanent** will be in the license file instead of the date shown above.

3. Verify that the requested product (feature) is in the license file. Open the license file and check if the requested product is specified.

For a standalone license file the product is the text highlighted below.

```
license - Notepad
File Edit Format View Help
LICENSE demo f|owp|anner 5.0 4-dec-2015 uncounted hostid=000c298bdb64
customer=Acme issued=4-nov-2015 _ck=62fea57a61 sig="60PG45046BG0TU
6UNM23AEGT4MUF368GGP5KT6022M0CA7W5ESBUUECUJE7TF9T9B898AUD7HEXG"
```

For a network license file the product is the text highlighted below.

```
activate1 - Notepad
File Edit Format View Help
HOST PPMLEPHARTw7-64 000c2958b897 5053
ISV demo
LICENSE demo f|owp|anner 5.0 permanent 5 customer=Acme
issued=2-nov-2015 _ck=aadaa3fbe3 sig="60P0451RJNSCBJRFSNTAS26NTY665
S37FYUMN8022G1KQT35V5BATEBE7ANDRV4WGRRXM97CMG"
LICENSE demo r|l|m_server_enable_vm 1.0 permanent 5 customer=Acme
issued=2-nov-2015 _ck=47daa31b57 sig="60PG4580V6BG8PV0QK7J04N14CKRD
U2MCKM0809E08A7GE5G4T5GMP85H26DW03P26VCWNC6G8K0"
LICENSE demo r|l|m_roam 1.0 permanent 5 customer=Acme issued=2-nov-2015
_ck=57daa39836 sig="60PG4580UYXDSMMNW2APONGS5M41BMEEC45QUCM908A7XRJ
RFM2WC0QJPJ4B2FNTWNSQXDPDWAFG"
```

Note that license files can contain multiple products.

If the requested product is not in the license file you will need to contact Proplanner Support to resolve the problem.

Network Licenses Only

1. Verify that the license server can be contacted from the client computer. This can be done by opening a command prompt on the client computer that is running the Proplanner product and then pinging the license server. Note that you need to replace **pptestsrv2** with the host name of your license server.

```
Command Prompt
C:\>ping pptestsrv2

Pinging pptestsrv2.proplanner2.local [192.168.10.79] with 32 bytes of data:
Reply from 192.168.10.79: bytes=32 time<1ms TTL=128
Reply from 192.168.10.79: bytes=32 time<1ms TTL=128
Reply from 192.168.10.79: bytes=32 time<1ms TTL=128
Reply from 192.168.10.79: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.10.79:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

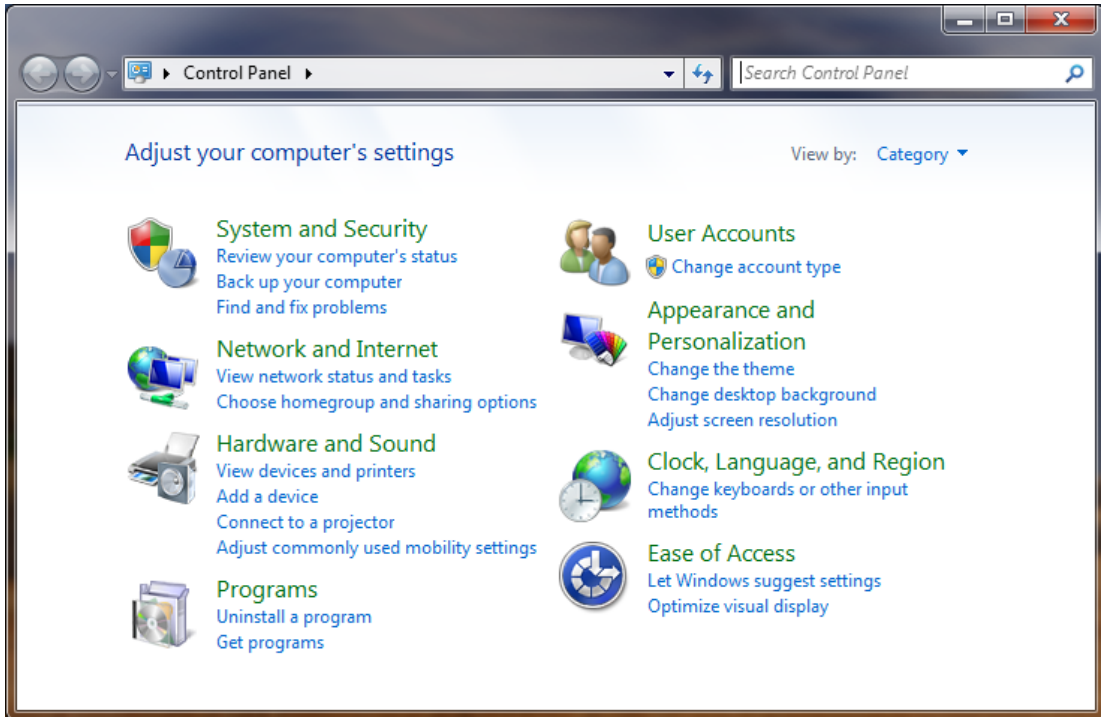
C:\>
```

If you can't successfully ping the license server you will need to verify that the correct host name has been provided for the license server.

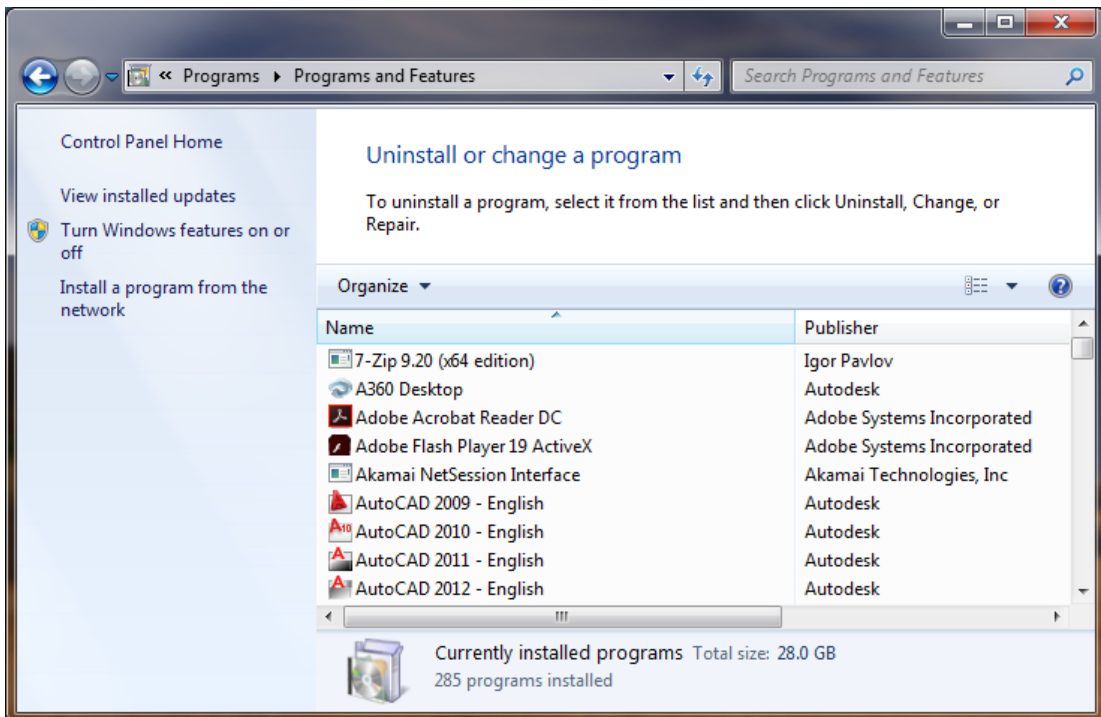
2. Verify that the license server port is reachable from the client computer. The easiest way to do this is to attempt to **telnet** the license server port from the client that is running the Proplanner product. In most cases telnet will not be installed on the client computer. Perform the

following steps to install telnet.

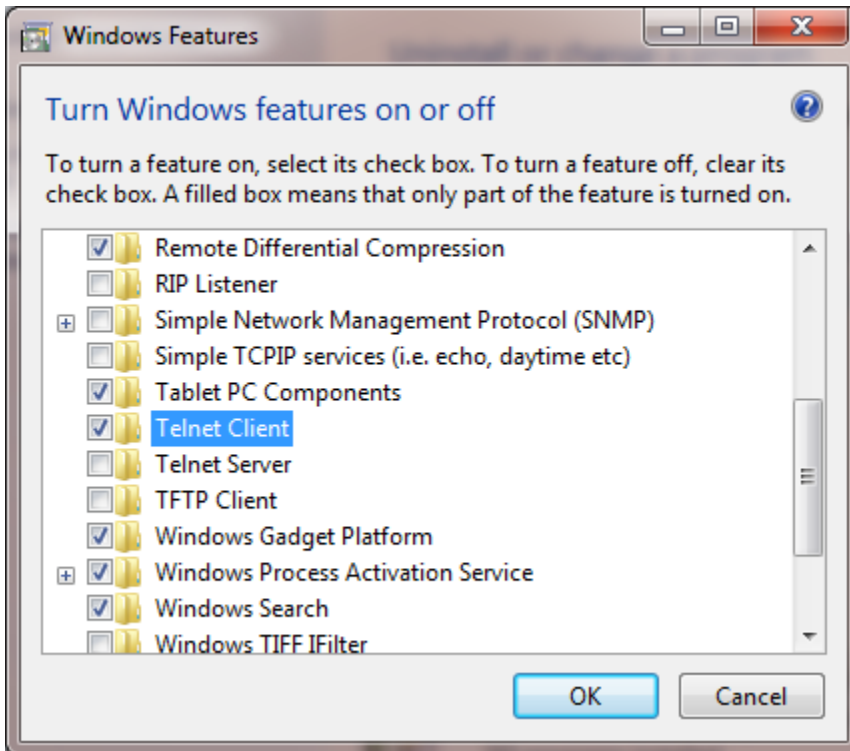
Start up **Control Panel** and then click on **Uninstall a program**.



Now click on **Turn Windows features on or off**.



Now scroll down through the list to **Telnet Client**, toggle the checkbox to checked and then click OK.



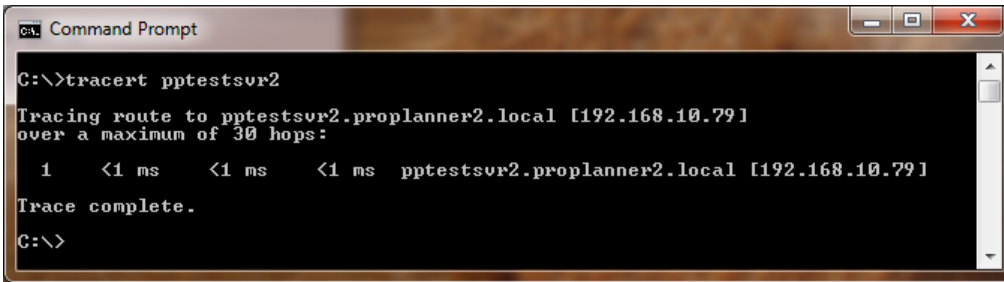
When the process is complete Telnet will be installed.

Now open a command prompt on the client computer and run the following command. Note that you need to replace **ppsqlsvr2** with the host name of your license server. You also need to supply a different port number if you did not use the default when setting up the license server.



If the port is reachable the dialog above should be empty. However, if you see the Connect failed message shown above, there is a problem accessing the port on the license server. If the connection fails you will want to verify that a firewall exception has been made for **r1m.exe** and port number **5053** on the license server. Note that you may need to supply a different port number if you did not use the default when setting up the license server.

3. Verify that the license server is not on a separate subnet from the client computer. The easiest way to confirm this is to run a **tracert** to your license server from the client that is running the Proplanner product. Note that you need to replace **pptestsvr2** with the host name of your license server.



```
CAV Command Prompt
C:\>tracert pptestsrv2
Tracing route to pptestsrv2.proplanner2.local [192.168.10.79]
over a maximum of 30 hops:
  1  <1 ms  <1 ms  <1 ms  pptestsrv2.proplanner2.local [192.168.10.79]
Trace complete.
C:\>
```

If there is more than one hop, your client computer and license server are on separate subnets. In this case the license checkout request will be going through one or more routers. For the license to be checked out successfully the router or routers will need to properly route the traffic on port 5053. Note that the port number will be different if you did not use the default when setting up the license server.

Due to the complexity of setting up the port routing rules on a router, Proplanner recommends that the client computers and the license server be on the same subnet.

Error Codes:

- **Error message -1 or -3:** Your license activation code for your 30-day trial or your purchased license maintenance has expired.

Resolution: Take a screenshot of the error windows and email it to support@proplanner.com if you believe the license should not have expired, or to purchase a new license.

- **Error message -102 or -1022 or -132:** The internet connection to the licensing server is being blocked by your network's routers, proxies, and/or VPN connections.

Resolution:

1. Take a screenshot of the error window.
2. In the software's licensing screen, select the radio button next to 'Email Activation' and copy the text in the Host ID field
3. Email licensing@proplanner.com the Host ID and the error message screenshot to request a license.

- **Error message -1005:** The license code you're attempting to activate has already been activated on another user's computer (if it's a standalone license) or on the RLM server (if it's a floating user license).

Resolution: Contact your IT department for help activating the floating license, or contact support@proplanner.com with a screenshot of the error window.

- **Error message -1027:** There is an issue with the license activation code you've been provided.

Resolution: Contact licensing@proplanner.com with a screenshot of the error window and the license code or file you were provided to request a new one.

- **Error message -17:** there are multiple potential causes of this error.

1. The proplanner.exe file is missing from your RLM directory.

Resolution: Follow the steps in the installation instructions to obtain the file and activate the license.

2. A necessary port (49155, 5053, 5054, or other) is being blocked by your firewall.

Resolution: Confirm that the ports listed above are not blocked. If the error persists, contact licensing@proplanner.com with a screenshot of the error window, a copy of the *.lic file(s) (e.g. activate.lic) in your RLM directory, and a summary of the troubleshooting steps you've taken.

3. There is an issue with the license file generated upon activation.

Resolution: Contact licensing@proplanner.com with a screenshot of the error window, a copy of the *.lic file(s) (e.g. activate.lic) in your RLM directory, and a summary of the troubleshooting steps you've taken.

Error message -43: The license activation code you've received is for a floating user license, but you're attempting to activate it as a standalone user.

Resolution: Follow the steps in the installation instructions to activate as a floating license.