

Ideate Software

Network Licensing Guide

Table of Contents

- 1. Overview 2
 - 1.1 Network Licensing FAQ 2
- 2. Setting up the License Server 3
 - 2.1 System Requirements 3
 - 2.2 Obtaining a license file 4
 - 2.3 Install the Ideate vendor daemon 4
 - 2.4 Create a Log File 5
 - 2.5 Create the Ideate License Service 5
 - 2.6 Verify Service is Running 5
- 3. Setting up the Workstations 6
 - 3.1 Install Ideate Software 6
 - 3.2 Switching Between Standalone and Network Licensing 6
- 4. Setting Up the Deployment Installation 7
 - 4.1 Installing Ideate software using the .MSI 7
 - 4.2 Setting the Server Path Manually 8
- 5. Troubleshooting 8
 - 5.1 Service is Not Started 8
 - 5.2 Autodesk Licenses are Not Working 9
 - 5.4 Understanding licensing errors 9



1. Overview

This guide is provided for the purposes of configuring Flexera's Flexnet license management software, hereafter referred to as "FlexLM". FlexLM is provided as part of Autodesk Revit software, to support network licensing of Ideate Software. Ideate Software may refer to either Ideate Explorer 2012 or Ideate BIMLink 2012.

1.1 Network Licensing FAQ

1.1.1 Will installing Ideate Software (Ideate Explorer or Ideate BIMLink) as a network service interrupt the existing Autodesk licensing service?

No. A new service for the Ideate Software will be created and sit side-by-side with any existing FlexLM daemon. Any existing services, such as Autodesk's FlexLM, will not be interrupted by this process.

1.1.2 Does Ideate Software support distributed and redundant server models?

Ideate Software does support a distributed license model but does not support a redundant license model.

1.1.3 What's the licensing software implemented within Ideate Software?

Ideate Software is utilizing FlexLM to manage licensing. This is the same technology currently used by Autodesk Revit network licensing.

1.1.4 Will it work in a virtualized environment?

The network licensing for Ideate Software has been designed and tested in many virtualized environments. Due to the variety of technologies available for virtualized environments we recommend contacting software@ideateinc.com for assistance with validating your unique setup.

1.1.5 What if I need to go offsite or work from home with the software?

License borrowing is not yet supported. If specific users frequently work offsite we recommend a standalone license.

1.1.6 What are the system requirements for the server side?

The system requirements for the server installation of Ideate Software mirror the FlexLM requirements. If you have not done so already, refer to Autodesk's documentation for information on how to setup LMTools.

1.1.7 Can I use the networked Ideate Software in conjunction with Autodesk standalones?

Yes, you can use networked Ideate Software with Autodesk standalones. Installation of FlexLM from the Autodesk web or from your Revit installation CD or flash drive will be required prior to proceeding with the Ideate setup.

1.1.8 Which versions of Ideate Software are supported for network licensing?

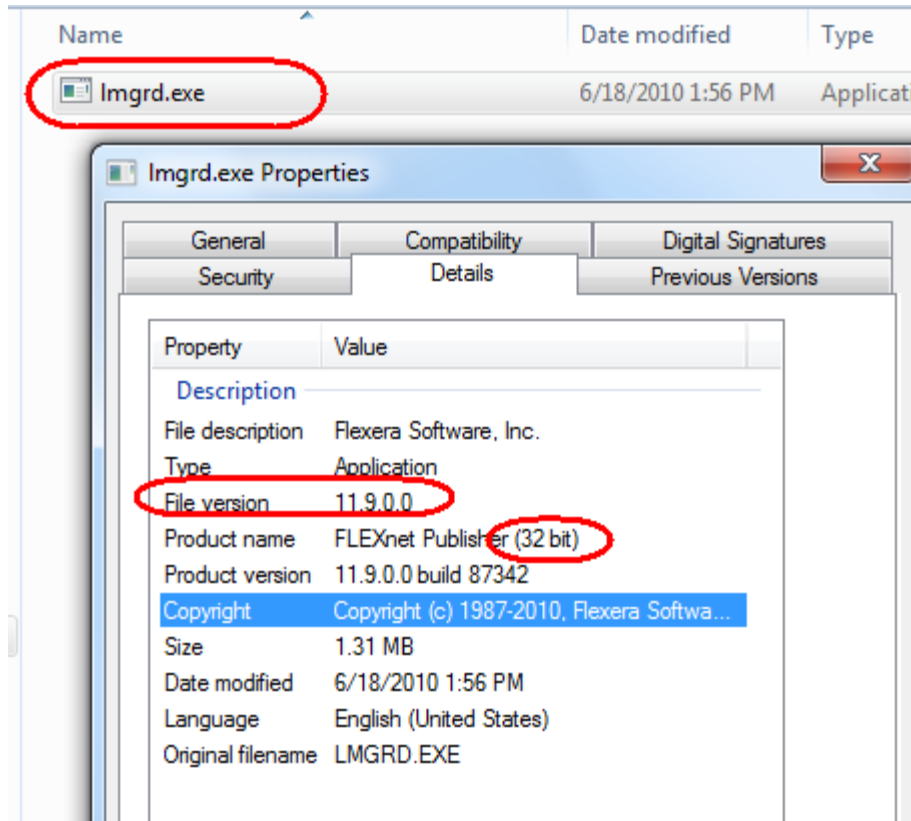
Ideate Software (both Ideate BIMLink and Ideate Explorer) are supported for network licensing for Revit version 2012. Revit 2011 and earlier are supported for standalone and Enterprise only.

2. Setting up the License Server

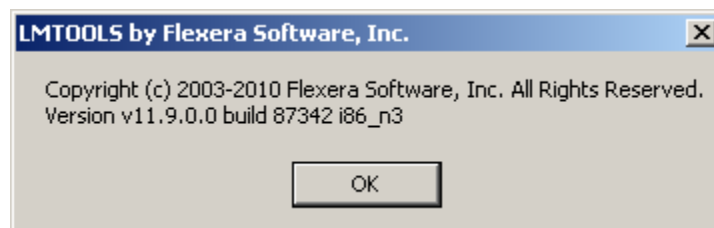
2.1 System Requirements

This document assumes that you have already installed FlexLM that ships with your Autodesk Revit software. The system requirements for the server installation of Ideate Software mirror the FlexLM requirements. If you have not done so already, [setup FlexLM](#):

www.ideateinc.com/support/documents/Autodesk%20Network%20Licensing%20Guide.pdf



It is highly recommended that your version of FlexLM is the most recent version recommended by Autodesk. You can determine the file version and, if it's a recent version, also whether it is a 32-bit or 64-bit version per this screenshot. Right-click on lmgrd.exe to check the file Properties or, within LMTools (part of FlexLM), use the Help>About to find the version.



This step is important as the -bit version of the Ideate.exe vendor daemon should be in alignment with the version of the Imgrd.exe. Many customers are implementing the 32-bit version of Imgrd.exe even if the server itself is a 64-bit server.

2.2 Obtaining a license file

If you do not already have a license file from Ideate for your software you will need to acquire one. To do so please email support@ideateinc.com the following information for each server that will host the network licenses for Ideate Software. This information can be found by checking the 'system settings' in LMTools on each server.

- The server host ID
- The MAC address

Also include:

- Your company name
- Your name

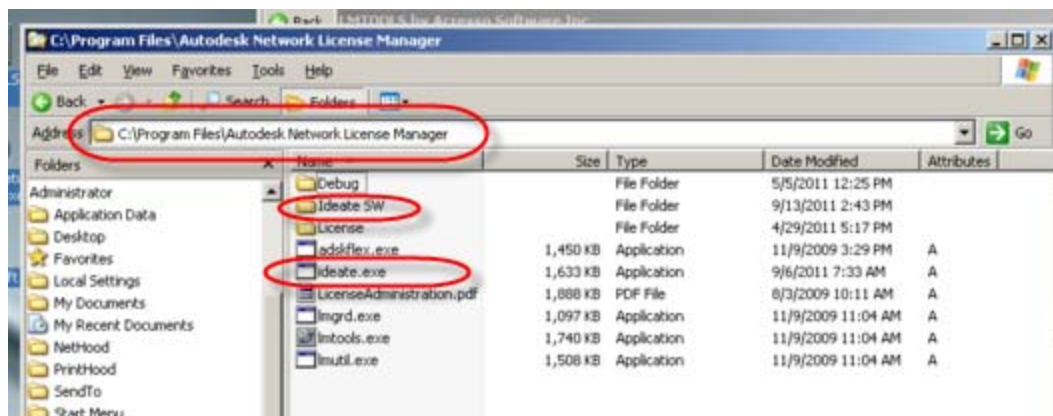
You will receive an email in return that will have a license file for the server specified. Copy these file(s) to the appropriate server. We recommend that it be placed in **C:\Program Files\Autodesk Network License Manager\Licenses**.

2.3 Install the Ideate vendor daemon

In order for the existing installation of LMTools to provide Ideate licenses the Ideate vendor daemon needs to be in place. The vendor daemon can be found online within the [Ideate FlexNet Licensing.zip](#) here:

http://www.ideateinc.com/support/documents/Ideate_Software_FlexNet_Licensing_11.9.0.zip

Copy the Ideate.exe into the same folder as the Imgrd.exe. By default this is located in the folder **C:\Program Files\Autodesk Network License Manager** or **C:\Program Files (x86)\Autodesk Network License Manager**.



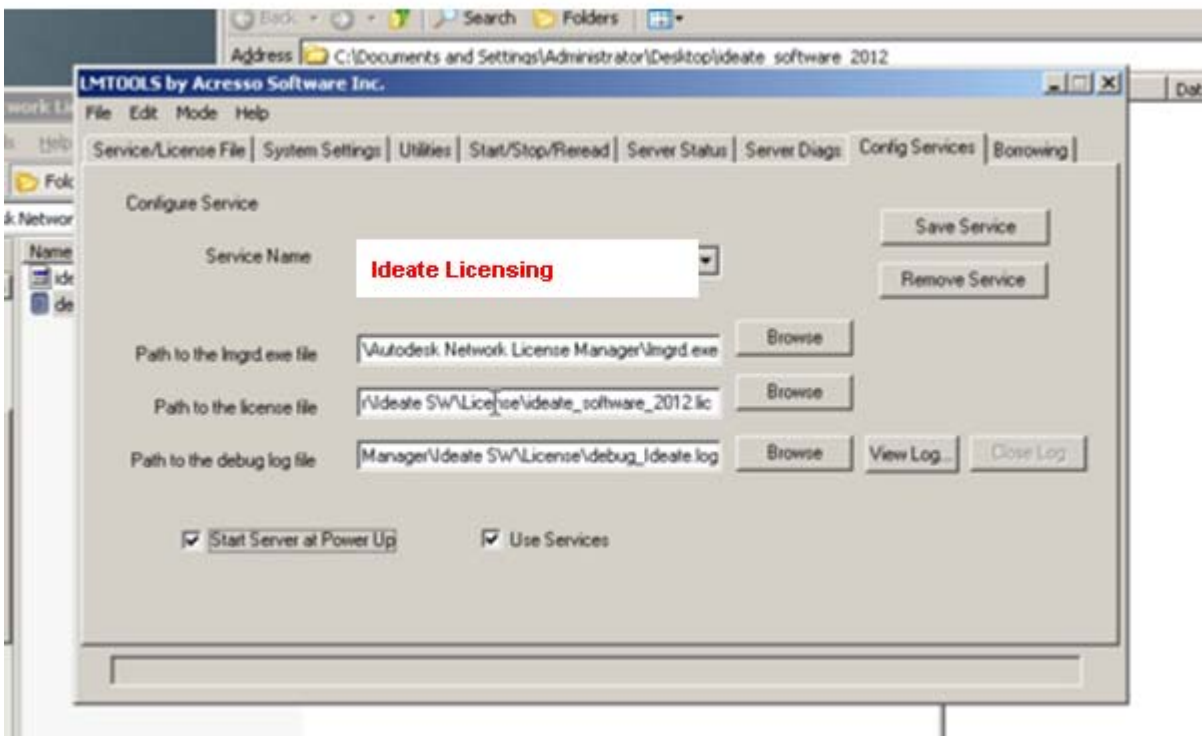
2.4 Create a Log File

To aid in future troubleshooting, we recommend that a log file is created on each server. To do so create a new, blank text file and save it with the file extension .log and place it in the **C:\Program Files\Autodesk Network License Manager** folder or a sub-folder. For convenience, ideate.log (blank) is provided as part of the zip file alongside the Ideate.exe file.

2.5 Create the Ideate License Service

To setup the service follow these steps:

- Open LMTools
- Select the 'Config Services' tab
- Create a new service by entering a new name. We recommend that it be called **Ideate Licensing**.
- Set the paths for the Imgrd.exe, license file, and debug log
- Check 'Use Services' and 'Start Server at Power Up' as shown.



- Save the Service
- Select the 'Start/Stop/Reread' tab
- Verify that the new service is highlighted
- Click 'Start Server'
- Wait a moment
- Select 'Re-read License File'

2.6 Verify Service is Running

To confirm that the set up was successful and that the expected number of licenses are being distributed follow these steps:

- Select the 'Server Status' tab.
- If there is contents in the window, clear it by going to 'Edit' in the toolbar and selecting 'Clear Window'
- Click 'Perform Status Enquiry'.
- Verify that the license server and Ideate vendor daemon are up and that licenses are being issued.

Note: In some instances the Status Enquiry will be truncated due to the length of license files and/ or services. To verify the Ideate Software service has been started refer to the View Log under the Config Services in LMtools.

3. Setting up the Workstations

3.1 Install Ideate Software

After the license server is setup, the software will need to be installed on the local workstations. The current version can be found at www.ideateexplorer.com or www.ideatebimlink.com. The "Trial" version will be installed and then activated as your network version.

- Uninstall any existing version of the software for the product year you are installing using the Windows Control Panel.
- Copy the appropriate bit version .exe from the extracted zip file to the workstation.
- Run the installation.

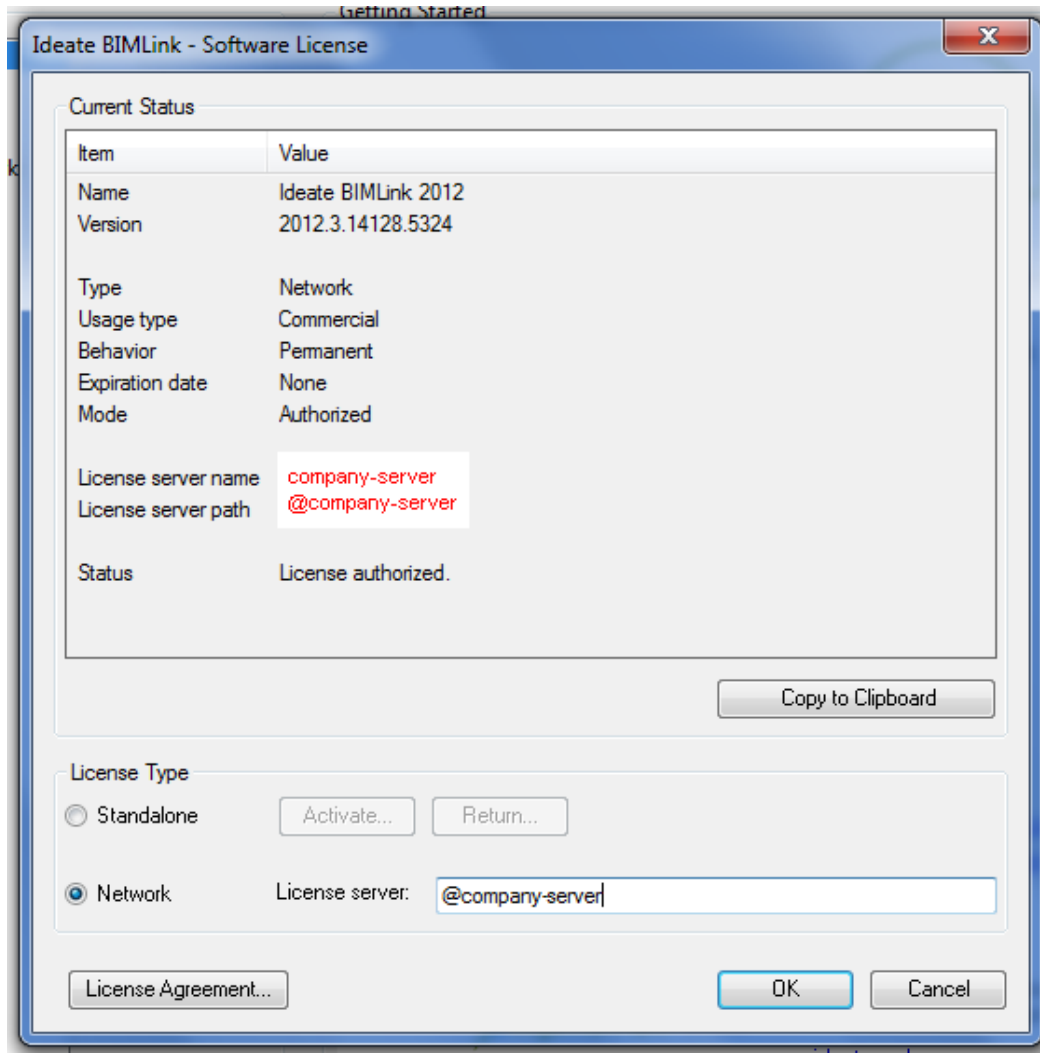
3.2 Switching Between Standalone and Network Licensing

The licensing type is controlled separately for each Ideate software. Only change the licensing type for the software you have network licenses for: Ideate BIMLink and/or Ideate Explorer.

3.2.1 Setting the Server Path

From within your Ideate Software>Help> Licensing... dialog box you can toggle between a valid standalone and network version or visa-versa. Changes made within this dialog are recorded in a text file called license.config which is saved at C:\ProgramData\Ideate\Ideate Software *version*\Ideate BIMLink (or Ideate Explorer).

In the License Server textbox type the "@" symbol followed by the server host ID name as shown.



The values for the server names and license type (network or standalone) may also be edited manually within the license.config file. Refer to "Setting Up the Deployment Installation" for more details.

4. Setting Up the Deployment Installation

4.1 Installing Ideate software using the .MSI

By using the .msi installer the install can be configured and ran silently on the workstation

- Copy the correct bit version .msi from the extracted zip file to the workstation.
- Launch the command line window. (Run -> cmd)
- Using the command line, run the installer using the format below. Change the file path and name appropriately as well as the server information
 - `msiexec /i C:\ideate_bimlink_2012_3_64bit.msi /quiet /l* log.txt IDEATE_LICENSE_SERVER=@servername IDEATE_LICENSE_TYPE=Network`
- The software is ready for use.

4.2 Setting the Server Path Manually

To manually edit the server names and license type (network or standalone) you may also edit the license.config file:

- Navigate to each installation folder, typically C:\Program Files\Ideate\Ideate Software 2012\ (BIMLink or Explorer).
- Open the license.config file in an xml editor or Notepad. Change the lines listed below as indicated, using the host name or IP address for the server. Multiple servers can be listed in the order they are used separated by a semi-colon.
 - <license_type>Network</license_type>
 - <license_server>@servername</license_server>
 - for distributed servers a semi-colon should be used to separate each server such as @server1;@server2;@server3

IMPORTANT CONSIDERATIONS:

The license configuration file, license.config, is saved to an application specific directory under Common Application Data, which differs according to OS:

XP:	\\Documents and Settings\All Users\Application Data\
Vista & Win7	\\Program Data\

Under the OS specific Common Application Data directory the license.config file is stored separately for each Ideate Software product.

Most users do have read but not write permissions to the Common Application Directory. The Ideate Software installation adds the write permission to the new Ideate related directories so the user can save license configuration changes to license.config.

5. Troubleshooting

5.1 Service is Not Started

If the service is not started, repeat these steps in LMTools. If the issue is not resolved, contact Ideate Technical Support (support@ideateinc.com).

- Select the 'Start/Stop/Reread' tab
- Verify that the new service is highlighted
- Click 'Start Server'
- Wait a moment
- Select 'Re-read License File'

5.2 Autodesk Licenses are Not Working

If, after setting up the Ideate network license service, the network licenses for Autodesk (or any other vendor) stop working then follow these steps in LMTools. If the issue is not resolved, contact Ideate Technical Support (support@ideateinc.com).

- Select the 'Config Services' tab
- Select the name of the service that is not working properly from the drop-down.
- Select the 'Start/Stop/Reread' tab
- Verify that the new service is highlighted
- Click 'Start Server'
- Wait a moment
- Select 'Re-read License File'

5.4 Understanding licensing errors

There are a few common licensing errors that can occur. This list explains the error and the first steps to resolving it.

- 1 No such file or directory. Check for syntax on the server name. This may also be an indication that the "@" symbol is missing from the front of the server name. Refer to "Setting the Server Path" topic for more information.
- 4 Licensed number of users already reached. Wait for licenses to be available. You can determine who is using licenses by performing a Status Enquiry on the server(s).
- 5 No such feature exists. Verify that you have network licenses for the software you are using. If so, request a new license file.
- 10 Feature has expired. Request a new license file.
- 15 Cannot connect to license server system. This is a general connectivity error. Verify that the license server is running. If it is, test the connection with both the server and workstation firewalls disabled. If the error is resolved, specify port exceptions for the range TCP 27000-27009.

For VPN users the IP address of the license server may need to be specified. You should contact your IT manager for assistance on editing your host file to include this information. Typically this file is located at: C:\Windows\System32\drivers\etc\hosts

```
File Edit Format View Help
# Copyright (c) 1993-2009 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Win
#
# This file contains the mappings of IP addresses to host name
# entry should be kept on an individual line. The IP address s
# be placed in the first column followed by the corresponding
# The IP address and the host name should be separated by at l
# space.
#
# Additionally, comments (such as these) may be inserted on in
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
#       102.54.94.97       rhino.acme.com           # source serve
#       38.25.63.10      x.acme.com             # x client hos
#
# localhost name resolution is handled within DNS itself.
#       127.0.0.1        localhost
#       ::1             localhost
xxx.xxx.x.xx mycompanyservername
```

If the error still occurs, identify which workstations and which software is affected and contact Ideate Technical Support.

-96 License server machine is down or not responding

Verify that the license server is running. If the error still occurs, identify which workstations and which software is affected and contact Ideate Technical Support.

-97 The desired vendor daemon is down.

Verify that the license server is running. If the error still occurs, identify which workstations and which software is affected and contact Ideate Technical Support.