
Subject: Licensing woes

Posted by [ben.bighair](#) on Thu, 29 Oct 2009 01:15:07 GMT

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Hi All,

I successfully installed and licensed IDL 7.1 on a MacBook Pro (OSX 10.5.8). Things have been fine until today. Now, woof.

It began with one of the FlexLM -15XXX error messages after starting IDL from the command line. After some noodling around with `lmstat`, `lmdown` and `lmgrd_install`, I decided to simply run the license manager wizard again. It complained that I didn't have permission to modify / Library/StartupItems. So, I made that read/write and successfully ran the License Wizard again. IDL started and hi-ho, hi-ho its off to work I go.

Until... about 30 minutes later I started to get messages that communication with the license server was interrupted for the last X minutes. After a number of these I got the message: "LICENSE MANAGER: Session terminated due to server failure. Consult your network manager" and IDL closed.

Now when I try to start IDL I get the following...

```
Minke:~ ben$ idl
```

```
IDL Version 7.1, Mac OS X (darwin x86_64 m64). (c) 2009, ITT Visual  
Information Solutions
```

```
% LICENSE MANAGER: The desired vendor daemon is down.
```

```
Check the lmgrd log file, or try lmread.
```

```
Feature:      idl
```

```
Vendor:Host:  Minke.local
```

```
License path: /Applications/itt/idl71/./license/license.dat:/
```

```
Application
```

```
s/itt/license/*.lic:
```

```
FLEXnet Licensing error:-97,121
```

Yikes! An error code in the 90s - I'm in deep now!

`lmread` seems to non existent on my machine (not in my home directory and not in `$ITT_DIR/idl/bin`) and the only log file I could find (`$ITT_DIR/license/lmgrd_log.txt`) is empty.

Is this just poor little ol' me or does this happen to other OSX users? Any help greatly appreciated.

Thanks,

Ben

Subject: Re: Licensing woes

Posted by [David Fanning](#) on Fri, 30 Oct 2009 12:41:01 GMT

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Haje Korth writes:

> with new Windows OS you should never attempt an upgrade (that's not in
> the marketing materials but any pro will tell you that). Save your
> work files and do a fresh install. No need to keep any of the old slow
> system cr*p around.

Yes, this was a clean install of Windows 7, so I was re-installing all of my application software after Windows installation (which did go smoothly). My problems came when I was trying to restore some application data from the Windows.old file that the installation created. (I was trying to recover my e-mail history, actually.)

Windows had tagged these files as read-only, so my clean install of Eudora couldn't use them. It is **unbelievable** what hoops you have to jump through to do the very simplest things on your computer! I'm glad I learned how to do it, though, because yesterday Quickbooks couldn't finish an upgrade because their upgrade installer didn't have enough permissions to update the manifest file. Sheesh.

I'm all for computer security, but what is the point if you can't get any work done!?

Cheers,

David

--

David Fanning, Ph.D.

Fanning Software Consulting, Inc.

Coyote's Guide to IDL Programming: <http://www.dfanning.com/>

Sepore ma de ni thui. ("Perhaps thou speakest truth.")

Subject: Re: Licensing woes

Posted by [Haje Korth](#) on Fri, 30 Oct 2009 14:53:07 GMT

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David,
Looks like there are some things to look forward to in the next days.
Changing the read-only flag used to be just a right mouse click away
in the explorer. Well, I will find out. If I don't like it I will pop
my Windows Home Server Restore Disk in and revert to my XP backup I
wisely made last night.

Cheers,
Haje

On Oct 30, 8:41 am, David Fanning <n...@dfanning.com> wrote:

> Haje Korth writes:
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Subject: Re: Licensing woes
Posted by [David Gell](#) on Fri, 30 Oct 2009 22:55:39 GMT

On Oct 30, 7:41 am, David Fanning <n...@dfanning.com> wrote:

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This may be a good time to upgrade to a Mac :-)

Subject: Re: Licensing woes

Posted by [David Fanning](#) on Fri, 30 Oct 2009 23:15:23 GMT

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David Gell writes:

> This may be a good time to upgrade to a Mac :-)

Yeah, and if I throw in the \$1500 I'm going to have

to spend on software to upgrade my favorite applications from 16-bit versions to 64-bit versions, it might even come out a wash. :-)

Cheers,

David

--

David Fanning, Ph.D.

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Subject: Re: Licensing woes

Posted by [Trae](#) on Sat, 31 Oct 2009 21:38:07 GMT

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I like how quickly this thread went from a Mac question to how awful it is upgrading to Windows 7. CNET has a 10 minute (time lapsed) tutorial about what you have to do. I'm going to kiss my Mac, again...

I had the same problem as Ben on one of the MacBook Pros that I administer. ITTVIS didn't do a great job of testing their license server on Snow Leopard and did not take into account how node names were assigned in Mac's unique flavor of Unix.

The third time I called tech support about this issue I used my outside voice and they finally made a license file for me that doesn't require a hostnmae. It locks into the MAC address for your machine. I don't know why node locked licenses or flexible user licenses (my favorite) don't do this automatically.

My advice, if your IDL maintenance contract is current then call tech support and have them fix your license file so it only needs your MAC address. They can do it, but you may have to ask for it specifically.

Cheers,

-Trae

On Oct 30, 7:15 pm, David Fanning <n...@dfanning.com> wrote:

> David Gell writes:

>> This may be a good time to upgrade to a Mac :-)

>

> Yeah, and if I throw in the \$1500 I'm going to have

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> from 16-bit versions to 64-bit versions, it might even
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Subject: Re: Licensing woes

Posted by [ben.bighair](#) on Mon, 02 Nov 2009 18:46:26 GMT

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On Oct 31, 4:38 pm, Trae <traewin...@gmail.com> wrote:

> I like how quickly this thread went from a Mac question to how awful
> it is upgrading to Windows 7. CNET has a 10 minute (time lapsed)
> tutorial about what you have to do. I'm going to kiss my Mac,
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> favorite) don't do this automatically.
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> My advice, if your IDL maintenance contract is current then call tech
> support and have them fix your license file so it only needs your MAC
> address. They can do it, but you may have to ask for it specifically.
>
> Cheers,
> -Trae
>

This is great to know. Thanks, Trae.

Cheers,
Ben
