

REQUEST A LICENSE FILE, by following these steps:

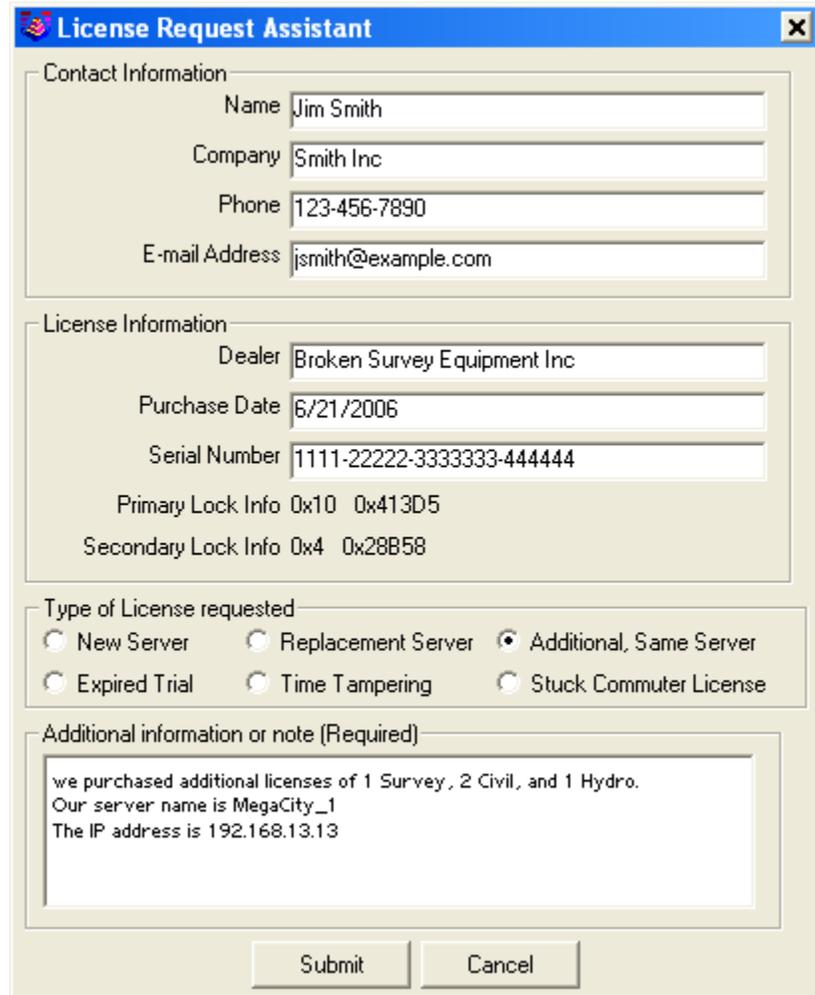
- 1 Download LMTools8\_2\_3.zip and extract it into a folder of your choice.**  
(Please keep in mind that this is a “free standing” folder. It will not appear under Programs in Windows. So, be sure to keep this folder in a location that is easy to remember and easy to access.)
- 2 Run the REGCLIENT.EXE on the server computer to create and submit a request for a license.**  
REGCLIENT.EXE is found in the LMTools folder. This program *must be run on the SERVER* computer, as the license files Carlson Software creates for the LM are designed specifically for the computer from which the request had been submitted.

Please Fill out the ENTIRE form and provide real contact information, as we will use it to contact you and provide you with your license file.

Make sure to use the Carlson network serial number provided to you, for the product being licensed.

Select an appropriate reason for the request.

You are **required** to provide additional information regarding the nature of the request (i.e. the Name, and IP address of the server, as well as the number of seats requested for each module).



The screenshot shows a Windows-style dialog box titled "License Request Assistant". It contains several sections for data entry:

- Contact Information:** Name (Jim Smith), Company (Smith Inc), Phone (123-456-7890), E-mail Address (jsmith@example.com).
- License Information:** Dealer (Broken Survey Equipment Inc), Purchase Date (6/21/2006), Serial Number (1111-22222-3333333-444444), Primary Lock Info (0x10 0x413D5), Secondary Lock Info (0x4 0x28B58).
- Type of License requested:** Radio buttons for New Server, Replacement Server, Additional, Same Server (selected), Expired Trial, Time Tampering, and Stuck Commuter License.
- Additional information or note (Required):** A text area containing: "we purchased additional licenses of 1 Survey, 2 Civil, and 1 Hydro. Our server name is MegaCity\_1 The IP address is 192.168.13.13".

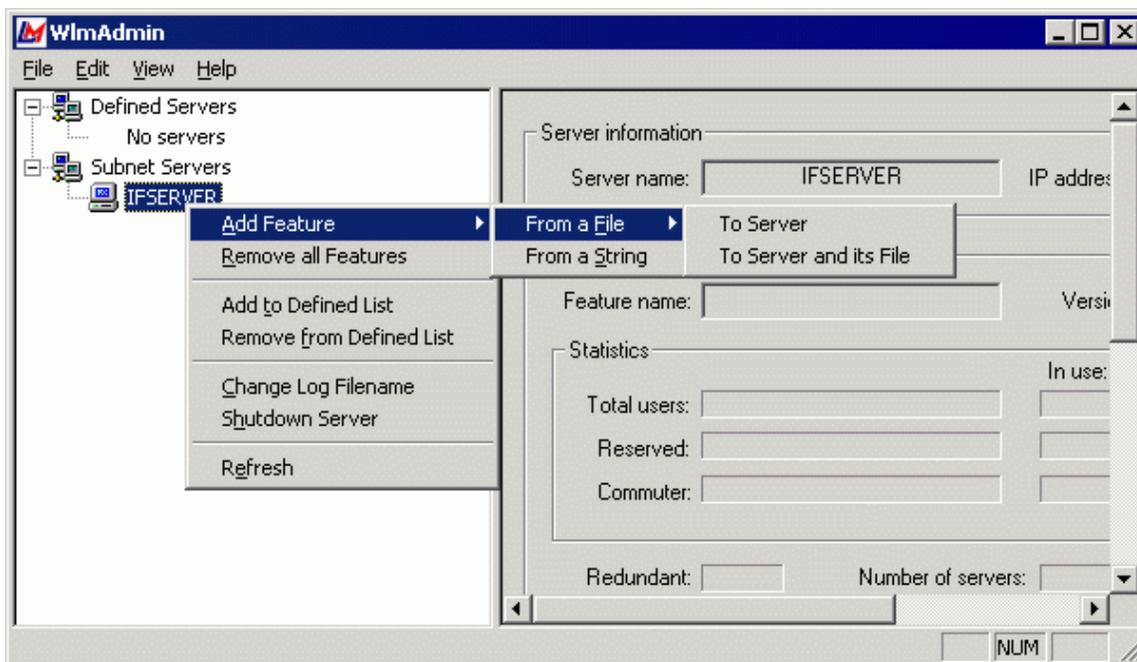
Buttons for "Submit" and "Cancel" are at the bottom.

**FOLLOWING THE RECEIPT OF YOUR NETWORK LICENSE FILE**

- 1 When you receive your license file (via the e-mail address specified in the request), **Launch WLMADMIN.EXE from within the LMTools folder.**
- 2 Click "+" before Subnet Servers, to expand the list
- 3 Highlight your server name on the list

Note: If server is not on the list please verify the following:

- Sentinel Server is installed
  - SentinelLM service is running (Control Panel->Administrative Tools->Services)
  - The computer running the WlmAdmin.exe is on same computer or at least on same subnet as license server
  - The license server does not have a local software firewall. If so, modify the firewall rules to let licensing traffic through
- 4 Right Click on the Server name and select "Add Feature"-> From a File-> To Server **AND** its File



- 5 Browse to select the license file that has been emailed to you

Note: If the license has been rejected:

- Make sure original license request (regclient.exe) had originated from the SERVER computer
- Verify that the license was not already added (multiple additions of the same file can generate errors)
- The Server name and IP address showing for the server (within WlmAdmin.exe) are correct

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To verify that the licenses are now available, click the "+" in front of the server name. Each module will be listed in the expanded view.

Lastly, you will need to install the software being licensed on the workstations by using the serial number provided to you with the installation package. All workstations on the network will share the same serial number.

**Note:** Automatic server discovery only works if the workstations and server are located within the same subnet. In other instances an environment variable needs to be set on the workstation through the following procedure:

- Go to Control Panel -> System -> Advanced -> Environment Variables
- Under System Variables, Click on "New"
- Set the "Variable name" to LSFORCEHOST, and the "Variable value" to the name or IP address of the server (SafeNet's IT Support recommends using the IP)
- Click OK all the way out

**Note:** If you intend to use commuter licenses, please refer to article #507 for additional steps to be performed on the workstation by administrator.

Verify that the licensing works on the client machine. Please note that the license is not retrieved when the program starts, but after the first or second consecutive command.

For troubleshooting, please refer to [Knowledge Base article #211](#).

The Complete Administrator's Guide has been included in the LmTools8\_2\_3\_Update.Zip.