

TECHNOLOGY
FOR TEACHING

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Basic FlexLM License Problems/Solutions

Below are some of the basic possible causes and solutions for clients not finding the license server to pull a license.

I have also posted a [FlexLm Error Code Chart](#) to help in troubleshooting.

1. Did you change the machine name?

Solution: Make sure the machine name is the same as the one given when the license file was requested

2. Did you change the network card?

Solution: Since the network license file is partially based upon the network card mac address, any change

in the physical card will render the license file null, if it becomes necessary to change the network

card then you can either request a new license file from Autodesk, or you can try spoofing the

new cards mac address to match the old one

3. Is there a software firewall blocking ports 27000 or 20800?

Solution: Have you recently installed a new network firewall or turned on Microsoft's software firewall, if so then you

will need to check and see if ports 27000 and 20800 are open, if not you will need to open them for

proper software functions

4. Do your client machines have access to the server now?/Can they ping it by DNS name?

Solution: If you are unable to ping the license server by DNS name then the client(s) will also not be able to

see it to pull a license for the software. Start by checking the cable connection on both the server and the

clients, then move on from there. Perform a ipconfig /flushdns on the client machine to purge the DNS resolver cache.

During DNS troubleshooting, if necessary, you can use this procedure to discard negative cache entries from the cache,

as well as, any other dynamically added entries. meaning that your system will now recheck its settings to see where it

should be going to get DNS addresses.

5. After combining license files for similar products Lmtools will only read one of the licenses regardless of which one you put first.

Solution: The problem is LMTOOLS reads the newest date on the license file. the dates are different then LMTOOLS will simply

disregard the older license. Just have your licenses recreated by Autodesk on the same day. Then replace the ones listed

in your combined license file. When the dates match, the LMTOOLS will add the licenses together.

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