

# SolidNetWork License Manager does not start the service and cannot see licenses after activation

This article will address the most common reasons for the SolidNetWork License Manager (SNL) to not start, or see the licenses, after activation and help you resolve these issues.

Sometimes when you install, upgrade or otherwise modify your SolidNetWork License Manager(SNL) on your server, you will encounter an issue where the server does not see and cannot issue the newly activated licenses. You may also encounter a constant reactivation loop and the message "Could not get information from the server," when this happens.

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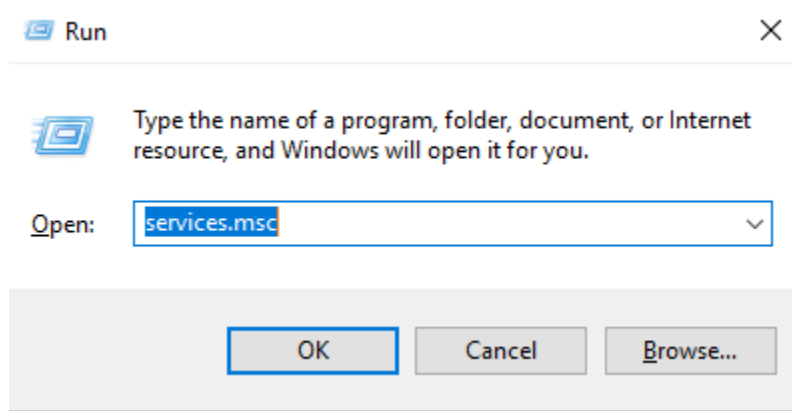
LMGRD Error: SW\_D exited with status 255

## **FlexNet or SOLIDWORKS Licensing Services are disabled**

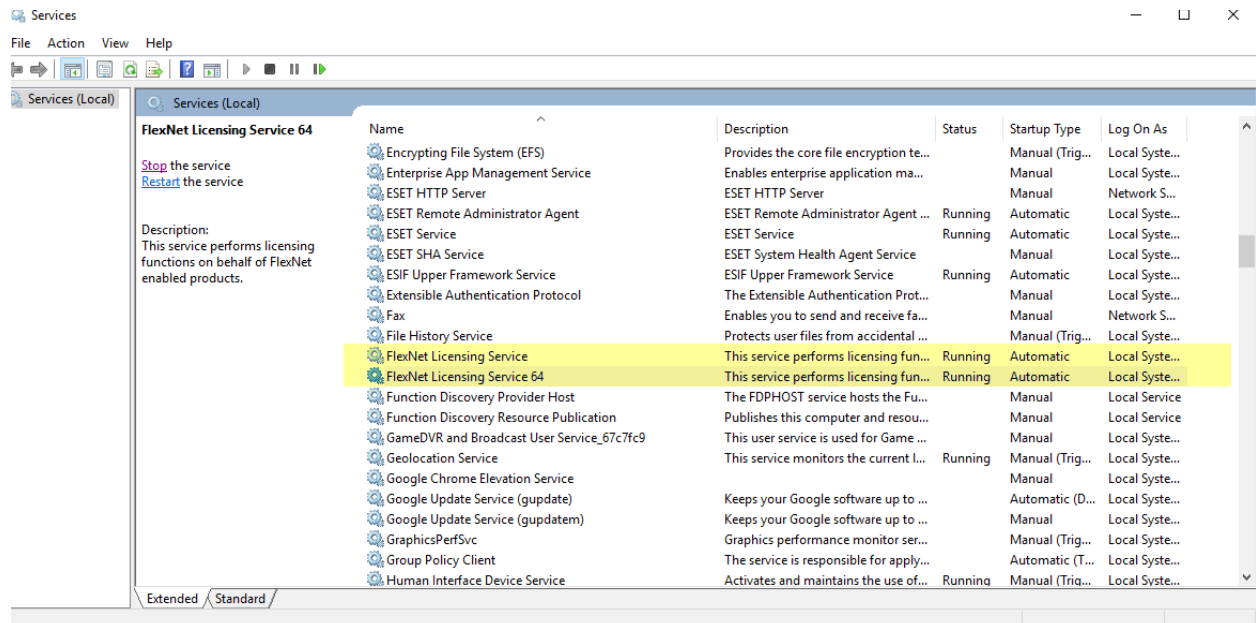
The SNL will fail to see/issue licenses if either the FlexNet Licensing Service or SolidNetWork Licensing Manager Service are disabled. To check this, go to Services, check the status and startup type. If either service is disabled or stopped, choose to set it to automatic and start/restart the service.

Steps:

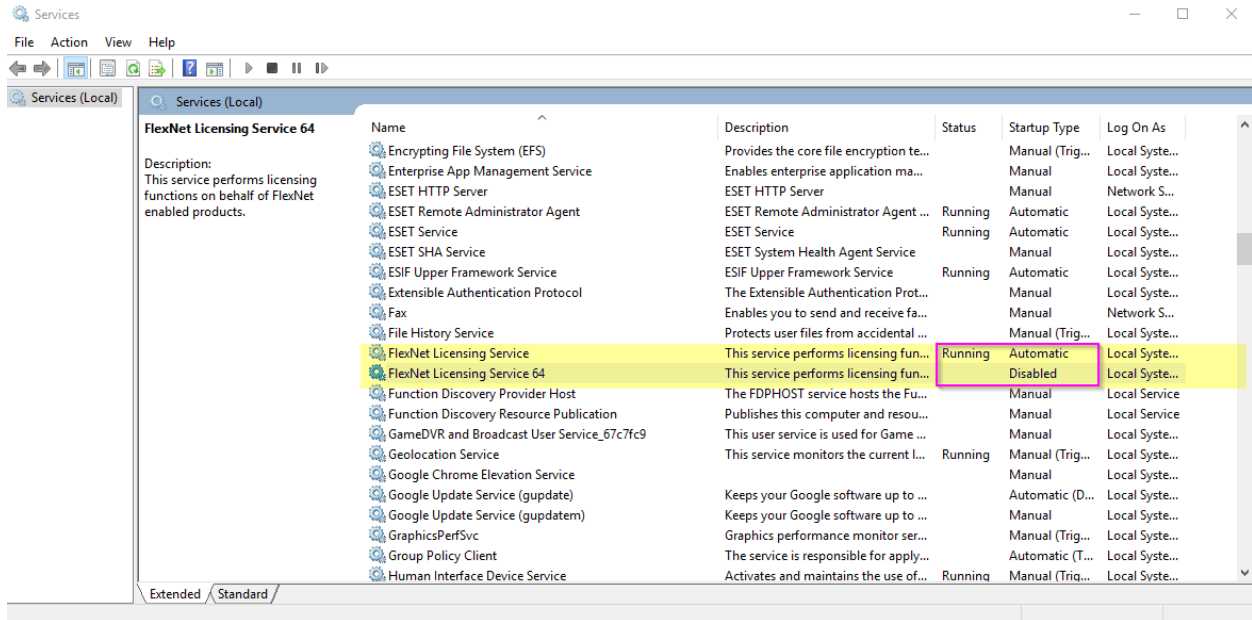
1. Open Services by searching for Services or entering services.msc in a Run dialogue box



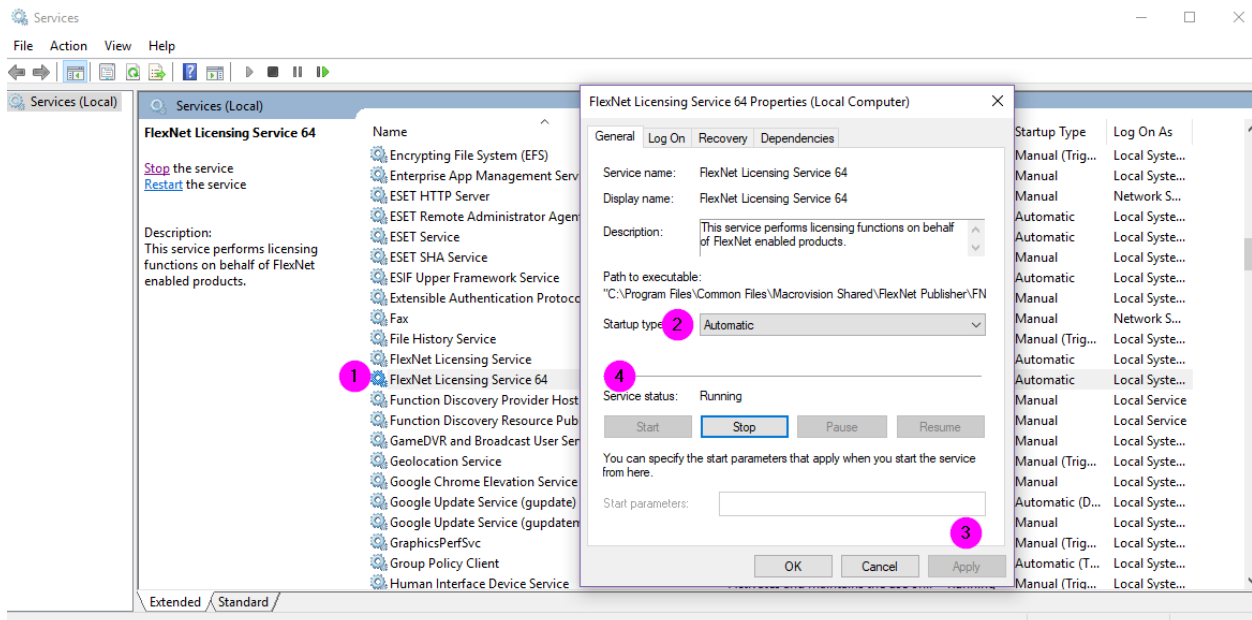
2. Locate FlexNet Licensing Service (FlexNet Licensing Service 64 – you may not have both, but if you do both must be set to automatic and running)



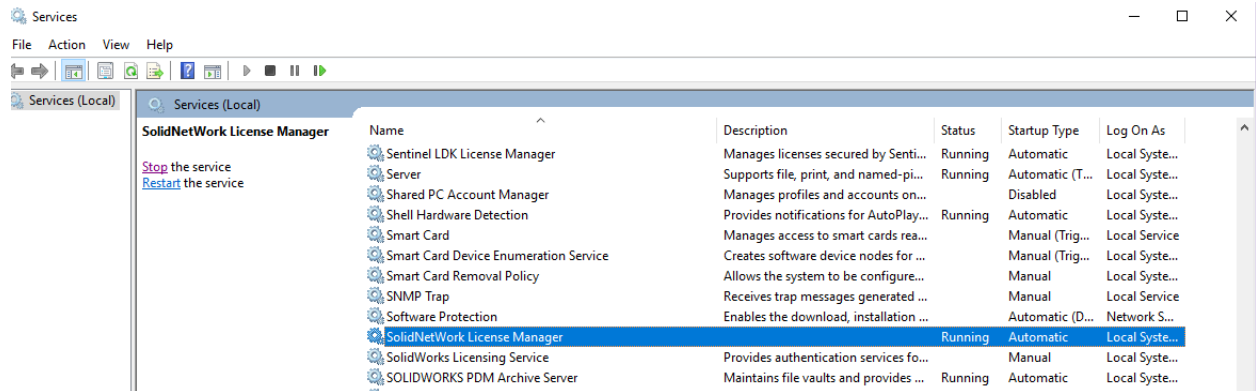
3. If disabled you will need to set the service to Automatic start and then manually start the service.



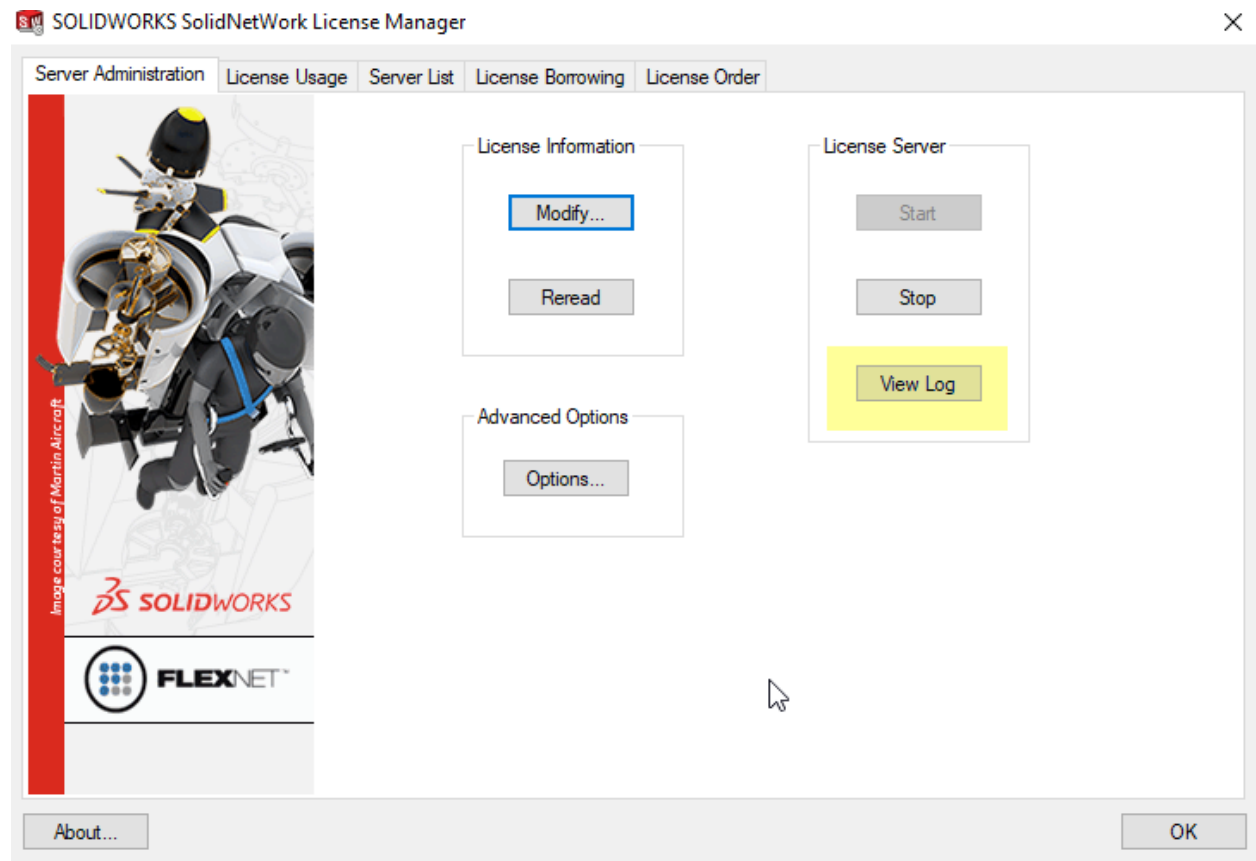
- Right click the service and select Properties
- Use the drop down to change from Disabled to Automatic
- Click Apply
- Click Start to start the service



4. Locate SolidNetWork License Manger service and make sure it is set to Automatic and Running. If it is not Running, and you cannot start/restart it, go to the next section(s) concerning LMGRD Errors.



5. After you have confirmed the above Services are running, you should next check if you have a specific error message in your SNL Log.



Scroll to the bottom, or near the bottom and see if you have a message (as shown below), and if the ## is 53, 58 or 255 refer to those sections of this article.

17:09:32 (Imgrd) Starting vendor daemons ...

17:09:32 (Imgrd) Starting vendor daemon at port 25735

17:09:32 (Imgrd) Using vendor daemon port 25735 specified in license file

17:10:18 (Imgrd) SW\_D exited with status ## (additional information)

17:10:18 (Imgrd) No feature will be served.

### **SW D exited with status 53**

Generally, the full message for this is "SW\_D exited with status 53 (Incorrect value for the environment variable LM\_BINDING\_AGENT)" and is caused by a missing prerequisite Microsoft component. The components that are missing, or in rare cases corrupted, are the 32 bit (displays as X86) and 64 bit Microsoft Visual C++ Redistributable for Visual Studio 2015 components.

You can get those files directly from Microsoft here: <https://www.microsoft.com/en-us/download/details.aspx?id=48145>

If you have "SW\_D exited with Status 53," but the remaining part of the message is different, this could be caused by another C++ being corrupted or missing. Please use the article here (<https://support.hawkridgesys.com/hc/en-us/articles/115003089072-Steps-to-repair-the-register-i386-SldShellExtServerExe-error-during-installation>) to fix all Microsoft Visual C++ Redistributables

### **LMGRD Error: SW D exited with status 58**

The LMGRD Error: SW\_D exited with status 58 has two main causes, a port conflict or Data Execution Prevention (DEP) interfering.

Generally, a port conflict is corrected by using the "fire wall in use" setting in the SolidNetWork License manager activation step. Also, you can check for other programs using either port 25734 and 25735 and change those programs to use other ports.

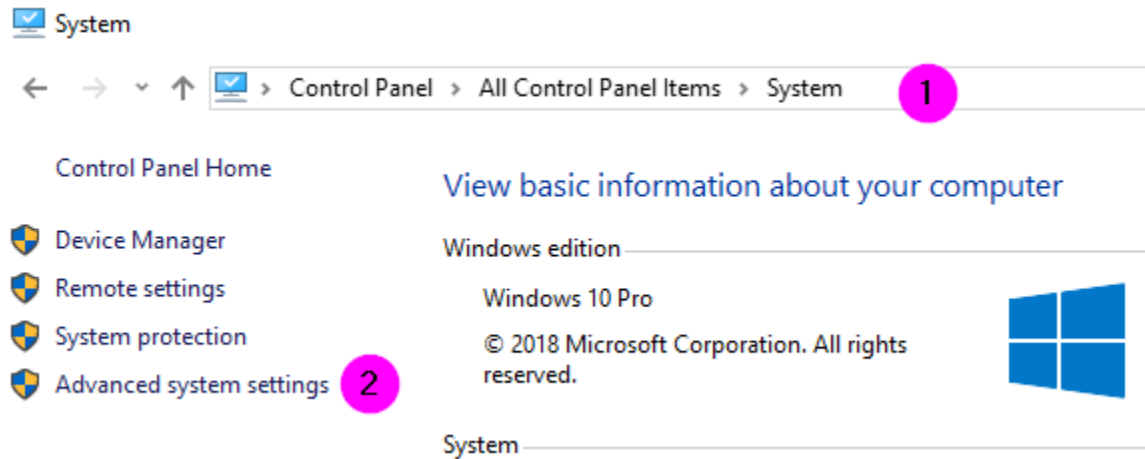
Technically you should not encounter DEP interference as this was an automatic feature of older Windows and Windows Server OS's where you had to add exceptions. While it exists in newer versions, it is not as restrictive. If you do encounter interfere from DEP you will need to add Imgrd.exe and sw\_d.exe as exceptions to DEP.

<https://support.microsoft.com/en-us/help/875352/a-detailed-description-of-the-data-execution-prevention-dep-feature-in>

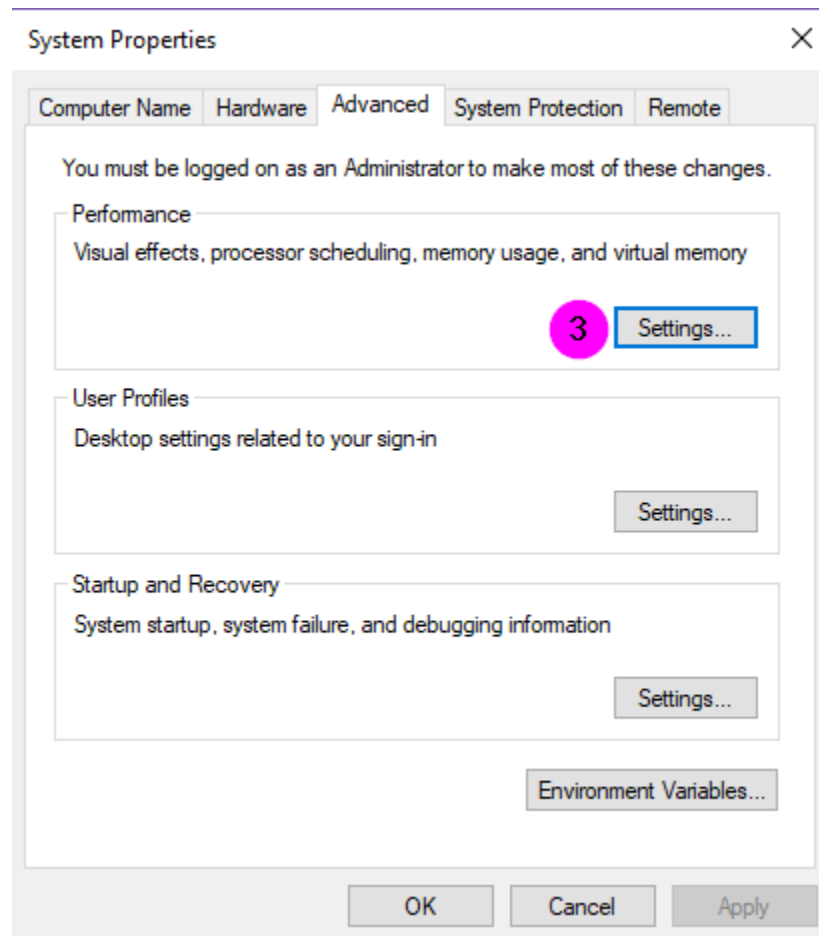
<https://docs.microsoft.com/en-us/windows/desktop/memory/data-execution-prevention>

Steps (images from Windows 10)

1. Go to Control Panel > All items > System
2. Click Advanced System Settings

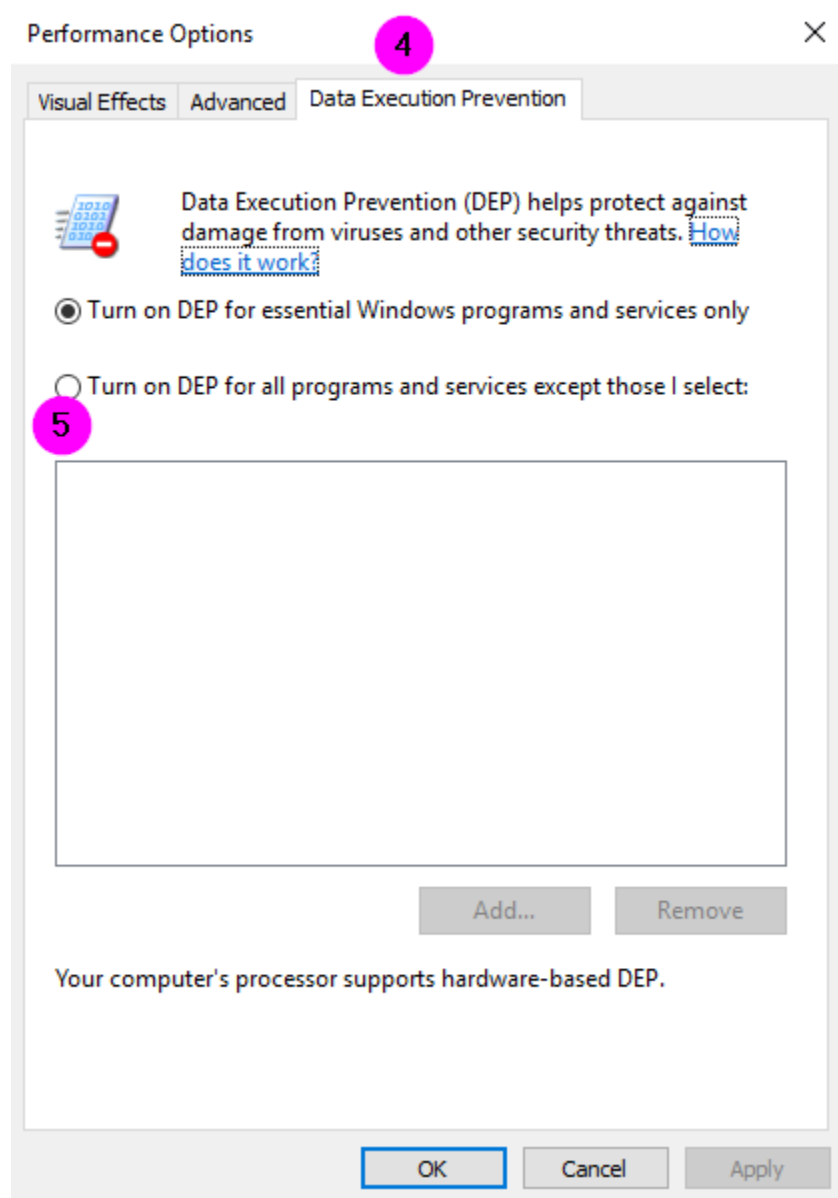


3. Click Settings

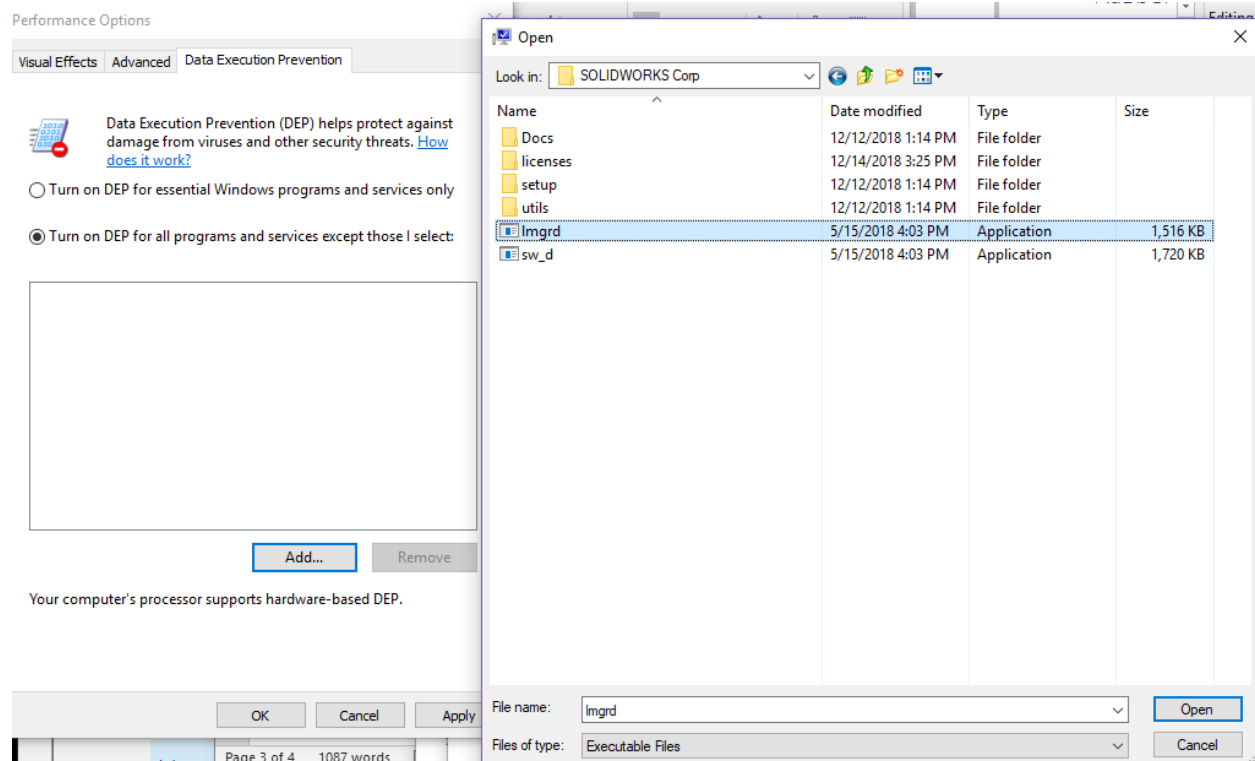


4. Choose the Data Execution Prevention tab

5. Put the radial dot into Turn on DEP for all programs and services except those I select.



6. Use Add to then search for and Add the exceptions - be aware you will need to add ALL programs you do not want to have DEP running on. Be aware some programs will not allow you to refuse to run DEP on them.



## **LMGRD Error: SW\_D exited with status 255**

The full repeated entries in the SolidNetWork License (SNL) manager file (LMGRD.LOG) might be of the form

11:43:18 (SW\_D) FlexNet Licensing version v11.11.1.2 build 134011 i86\_n3

11:43:18 (lmgrd) SW\_D exited with status 255 ()

11:43:18 (lmgrd) Since this is an unknown status, license server

11:43:18 (lmgrd) manager (lmgrd) will attempt to re-start the vendor daemon.

11:43:18 (lmgrd) Starting vendor daemon at port 25735

11:43:18 (lmgrd) Using vendor daemon port 25735 specified in license file

11:43:18 (lmgrd) Restarted SW\_D (pid 2876)

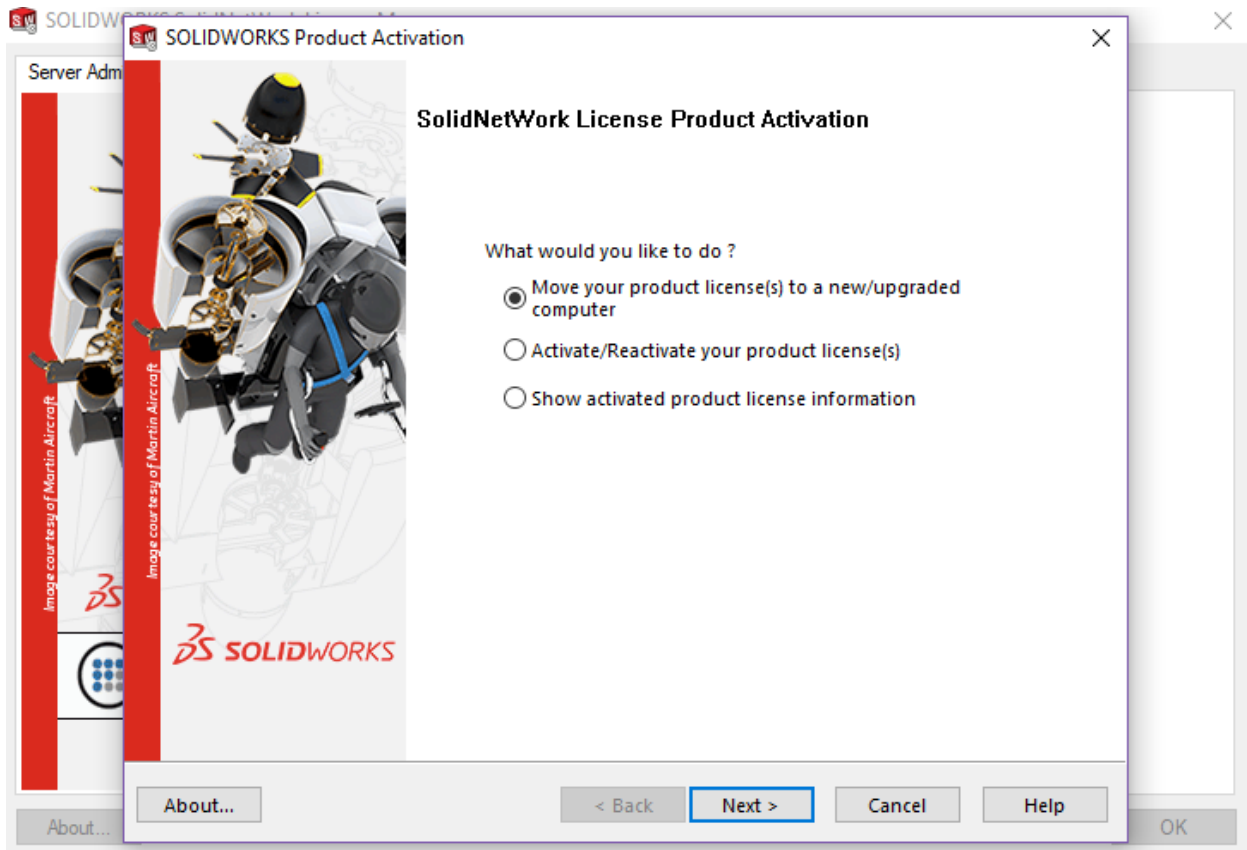


This is caused by the SNL not detecting/showing active products or add-in. It can also happen if the Network Serial Number has missing products or add-ins so does not provide any licensing to the SNL.

To resolve this issue, you may use the following processes to resolve the issue.

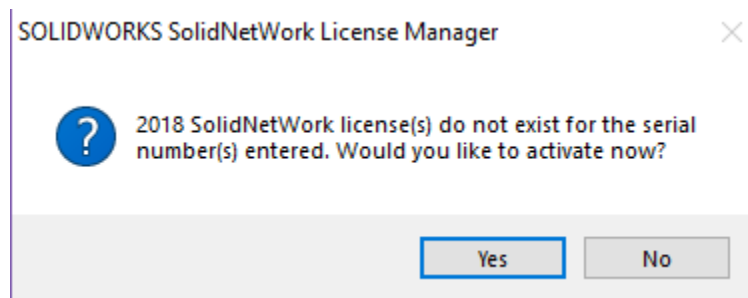
**Process 1:** Remove license and reactivate.

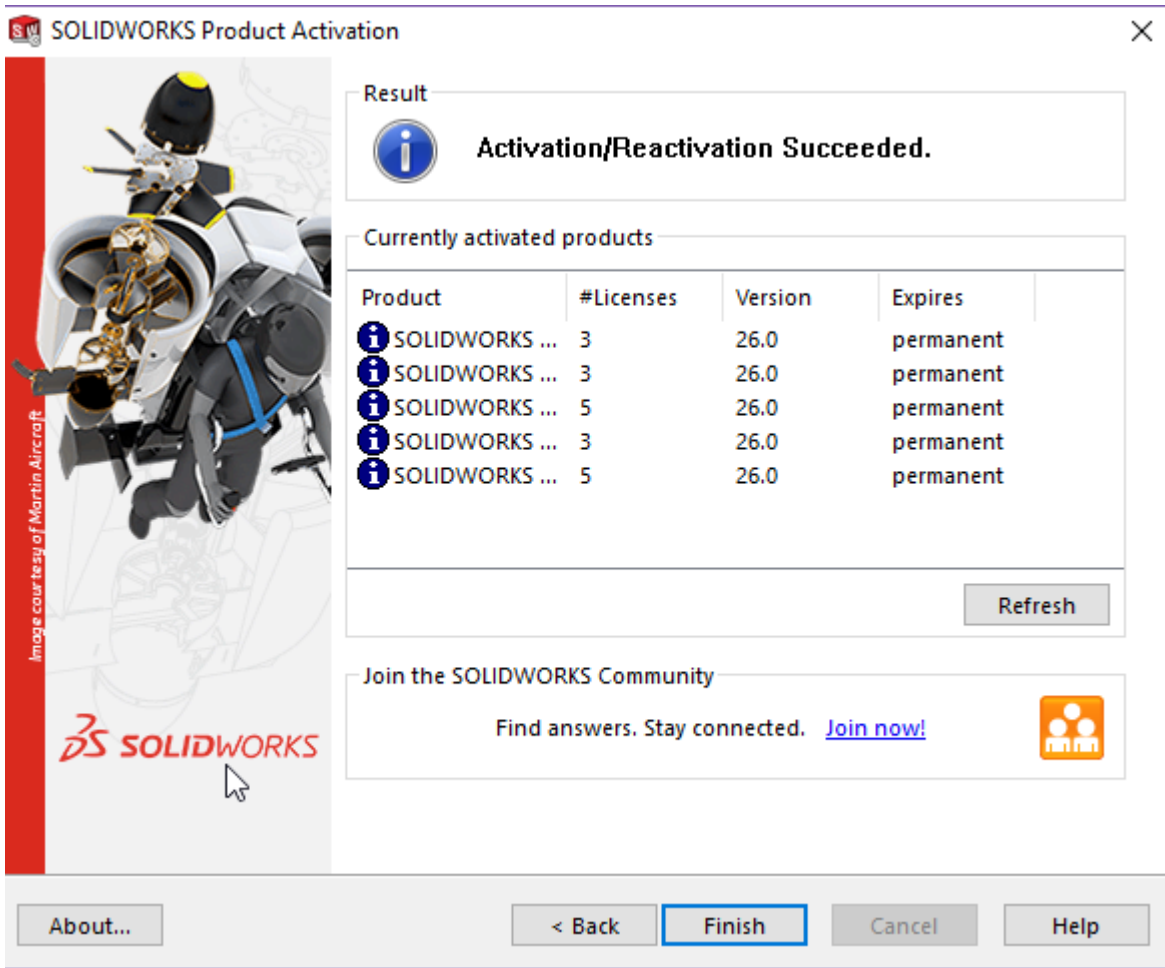
1. Use the Transfer process to remove the faulty license off the server.



2. Restart Server.

3. Reactivate SolidNetWork License manager.





4. If there are still no licenses showing under License usage, or all say 0 and the exit code is still 255 go to the next process.

## Process 2: Manually remove license and reactivate

1. Find the fulfillment ID.
  - a. Open Command Prompt.
  - b. Change directories to where the 'swactwiz\_s.exe' (SolidNetWork License (SNL)) executable resides.
  - c. In that directory run the following command.  
`swactwiz_s.exe /ts:view`

Finding the Fulfillment ID will look something like:

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.17134.471]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>cd "C:\Program Files (x86)\SOLIDWORKS Corp\utils"
C:\Program Files (x86)\SOLIDWORKS Corp\utils>swactwiz_s.exe /ts:view
C:\Program Files (x86)\SOLIDWORKS Corp\utils>

Trust Flags: FULLY TRUSTED
Fulfillment Type: PUBLISHER ACTIVATION
Status: ENABLED
Fulfillment ID: SWN-90XXXXXXXXXXXXXXXXXXXX
Entitlement ID: SWN-901XXXXXXXXXXXXXXXXXXXX
Product ID: SolidWorks
Suite ID: NONE
Expiration date: permanent
Concurrent: 0
```

2. Delete the license using the following command:

```
swactwiz_s.exe /ts:delete /fulfillmentid:SWN-1234567890XXXXXXXXXXXXXXXXXX
```

```
Administrator: Command Prompt
Activation Server Chain: SWAWEB08
Deduction Count: 0
Valid Deduction Count: 0
-----
Press Any key to continue

C:\Program Files (x86)\SOLIDWORKS Corp\utils>swactwiz_s.exe /ts:delete /fulfillmentid:SWN-90XXXXXXXXXXXXXXXXXXXX
C:\Program Files (x86)\SOLIDWORKS Corp\utils>
Unable to find fulfillment SWN-90XXXXXXXXXXXXXXXXXXXX

Press Any key to continue

C:\Program Files (x86)\SOLIDWORKS Corp\utils>swactwiz_s.exe /ts:delete /fulfillmentid:SWN-90XXXXXXXXXXXXXXXXXXXX
C:\Program Files (x86)\SOLIDWORKS Corp\utils>
Successfully deleted fulfillment SWN-90XXXXXXXXXXXXXXXXXXXX

Press Any key to continue
```

3. Launch SNL and try to reactivate – Please be sure to confirm it is not trying to read a license file and then activate over the internet.

**Process 3:** Contact Hawk Ridge Support to request your serial number's products and add-ins be fixed.

The Hawk Ridge support agent will need to gather your full serial number, confirm the products that should be on your serial number and then submit a request to DS SOLIDWORKS to fix your serial number's products. In extreme cases the serial number may be replaced. During this process, Hawk Ridge may be able to acquire and supply a temporary license file to get your SNL running.

US # 877-266-4469

Canadian # 866-587-6803

Email [support@hawkridgesys.com](mailto:support@hawkridgesys.com)