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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FlextNet 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)

Services						- 0	X
File Action View	v Help						
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Services (Local)	Services (Local)						
	FlexNet Licensing Service 64	Name	Description	Status	Startup Type	Log On As	
		Encrypting File System (EFS)	Provides the core file encryption te		Manual (Trig	Local Syste	
	Stop the service Restart the service	Enterprise App Management Service	Enables enterprise application ma		Manual	Local Syste	
	Restart the service	K ESET HTTP Server	ESET HTTP Server		Manual	Network S	
		🏟 ESET Remote Administrator Agent	ESET Remote Administrator Agent	Running	Automatic	Local Syste	
	Description:	SET Service	ESET Service	Running	Automatic	Local Syste	
	This service performs licensing functions on behalf of FlexNet	🖏 ESET SHA Service	ESET System Health Agent Service		Manual	Local Syste	
	enabled products.	🏟 ESIF Upper Framework Service	ESIF Upper Framework Service	Running	Automatic	Local Syste	
		🆏 Extensible Authentication Protocol	The Extensible Authentication Prot		Manual	Local Syste	
		🖏 Fax	Enables you to send and receive fa		Manual	Network S	
		🆏 File History Service	Protects user files from accidental		Manual (Trig	Local Syste	
		🤹 FlexNet Licensing Service	This service performs licensing fun	Running	Automatic	Local Syste	
		🥋 FlexNet Licensing Service 64	This service performs licensing fun	Running	Automatic	Local Syste	
		🏟 Function Discovery Provider Host	The FDPHOST service hosts the Fu		Manual	Local Service	
		🤹 Function Discovery Resource Publication	Publishes this computer and resou		Manual	Local Service	
		🤹 GameDVR and Broadcast User Service_67c7fc9	This user service is used for Game		Manual	Local Syste	
		🖏 Geolocation Service	This service monitors the current I	Running	Manual (Trig	Local Syste	
		🔍 Google Chrome Elevation Service			Manual	Local Syste	
		🖏 Google Update Service (gupdate)	Keeps your Google software up to		Automatic (D	Local Syste	
		🎑 Google Update Service (gupdatem)	Keeps your Google software up to		Manual	Local Syste	
		🖏 GraphicsPerfSvc	Graphics performance monitor ser		Manual (Trig	Local Syste	
		🏟 Group Policy Client	The service is responsible for apply		Automatic (T	Local Syste	
		🥨 Human Interface Device Service	Activates and maintains the use of	Running	Manual (Trig	Local Syste	

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

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Services (Local)	Services (Local)						
	FlexNet Licensing Service 64	Name	Description	Status	Startup Type	Log On As	
		Encrypting File System (EFS)	Provides the core file encryption te		Manual (Trig	Local Syste	
	Description: This service performs licensing	Enterprise App Management Service	Enables enterprise application ma		Manual	Local Syste	
	functions on behalf of ElexNet	Carl ESET HTTP Server	ESET HTTP Server		Manual	Network S	
	enabled products.	🔍 ESET Remote Administrator Agent	ESET Remote Administrator Agent	Running	Automatic	Local Syste	
		Carl ESET Service	ESET Service	Running	Automatic	Local Syste	
		🖏 ESET SHA Service	ESET System Health Agent Service		Manual	Local Syste	
		ESIF Upper Framework Service	ESIF Upper Framework Service	Running	Automatic	Local Syste	
		Extensible Authentication Protocol	The Extensible Authentication Prot		Manual	Local Syste	
		🖏 Fax	Enables you to send and receive fa		Manual	Network S	
		🏟 File History Service	Protects user files from accidental		Manual (Trig	Local Syste	
		Service FlexNet Licensing Service	This service performs licensing fun	Running	Automatic	Local Syste	
		Service 64	This service performs licensing fun		Disabled	Local Syste	
		Supervision Discovery Provider Host	The FDPHOST service hosts the Fu		Manual	Local Service	
		🌼 Function Discovery Resource Publication	Publishes this computer and resou		Manual	Local Service	
		🎑 GameDVR and Broadcast User Service_67c7fc9	This user service is used for Game		Manual	Local Syste	
		🖏 Geolocation Service	This service monitors the current I	Running	Manual (Trig	Local Syste	
		🎑 Google Chrome Elevation Service			Manual	Local Syste	
		🖏 Google Update Service (gupdate)	Keeps your Google software up to		Automatic (D	Local Syste	
		🎑 Google Update Service (gupdatem)	Keeps your Google software up to		Manual	Local Syste	
		🖏 GraphicsPerfSvc	Graphics performance monitor ser		Manual (Trig	Local Syste	
		Sroup Policy Client	The service is responsible for apply		Automatic (T	Local Syste	
		Human Interface Device Service	Activates and maintains the use of	Running	Manual (Trig	Local Syste	

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

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Services (Local) Services (Local) Fi		FlexNet Licensing Service 64 Properties (Local Computer)				
	FlexNet Licensing Service 64	Name	General Log On Recovery Dependencies	Startup Type	Log On As	
		Encrypting File System (EFS)		Manual (Trig	Local Syste	
	Stop the service	Enterprise App Management Serv	Service name: FlexNet Licensing Service 64	Manual	Local Syste	
	Restart the service	SET HTTP Server	Display name: FlexNet Licensing Service 64	Manual	Network S	
		🔍 ESET Remote Administrator Agen		Automatic	Local Syste	
	Description:	SET Service	Description: This service performs licensing functions on behalf of FlexNet enabled products.	Automatic	Local Syste	
	This service performs licensing functions on behalf of FlexNet	🖏 ESET SHA Service	or riexivet enabled products.	Manual	Local Syste	
	enabled products.	🖏 ESIF Upper Framework Service	Path to executable:	Automatic	Local Syste	
		🍓 Extensible Authentication Protoco	"C:\Program Files\Common Files\Macrovision Shared\FlexNet Publisher\FN	Manual	Local Syste	
		🗛 Fax	Startup type 2 Automatic ~	Manual	Network S	
		Service File History Service		Manual (Trig	Local Syste	
		RexNet Licensing Service		Automatic	Local Syste	
		FlexNet Licensing Service 64	4	Automatic	Local Syste	
		Function Discovery Provider Host	Service status: Running	Manual	Local Service	
		Runction Discovery Resource Pub	Start Stop Pause Resume	Manual	Local Service	
		🧟 GameDVR and Broadcast User Ser		Manual	Local Syste	
		Geolocation Service	You can specify the start parameters that apply when you start the service from here.	Manual (Trig	Local Syste	
		Google Chrome Elevation Service		Manual	Local Syste	
		Google Update Service (gupdate)	Start parameters:	Automatic (D		
		Google Update Service (gupdaten	3	Manual	Local Syste	
		GraphicsPerfSvc		Manual (Trig	Local Syste	
		Group Policy Client	OK Cancel Apply	Automatic (T Manual (Trig	Local Syste	

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.

🔍 Services						-	×
File Action View	Help						
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🐊 Services (Local)	Services (Local)						
	SolidNetWork License Manager	Name	Description	Status	Startup Type	Log On As	
	<u>Stop</u> the service <u>Restart</u> the service	Sentinel LDK License Manager Server Shared PC Account Manager Shared PC Account Manager Shared PC Account Manager Smart Card Smart Card Smart Card Smart Card Device Enumeration Service Smart Card Removal Policy Smart Card Removal Policy Software Protection	Manages licenses secured by Senti Supports file, print, and named-pi Manages profiles and accounts on Provides notifications for AutoPlay Manages access to smart cards rea Creates software device nodes for Allows the system to be configure Receives trap messages generated Enables the download, installation	-	Automatic Automatic (T Disabled Automatic Manual (Trig Manual Manual Automatic (D	Local Syste Local Syste Local Syste Local Syste Local Syste Local Syste Local Syste Local Syste Local Servic Network S	
		SolidNetWork License Manager	Provides authentication services fo	Running	Automatic Manual	Local Syste. Local Syste.	
		SOLIDWORKS PDM Archive Server	Maintains file vaults and provides	Running	Automatic	Local Syste.	

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.

SOLIDWORKS SolidNetWork	License Manager	×
Server Administration License U	sage Server List License Borrowing License O	rder
	License Information Modify Reread	License Server
BS SOLIDWORKS	Advanced Options Options	View Log
S SOLIDWORKS		Ş
About		ОК

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 (lmgrd) 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: <u>https://www.microsoft.com/en-us/download/details.aspx?id=48145</u>

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-SIdShellExtServerExe-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

System Properties	\times							
Computer Name Hardware Advanced System Protection Remote								
You must be logged on as an Administrator to make most of these changes. Performance Visual effects, processor scheduling, memory usage, and virtual memory 3 Settings								
User Profiles Desktop settings related to your sign-in Settings								
Startup and Recovery								
System startup, system failure, and debugging information								
Settings								
Environment Variables								
OK Cancel Apply								

- 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.

Performance Options 4	×
Visual Effects Advanced Data Execution Prevention	
Data Execution Prevention (DEP) helps protect against damage from viruses and other security threats. How does it work?	
Turn on DEP for essential Windows programs and services only	
O Turn on DEP for all programs and services except those I select:	
	1
Add Remove	
Your computer's processor supports hardware-based DEP.	
OK Cancel Apply	/

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.

erformance Options				▼ Editie
	👰 Open			>
isual Effects Advanced Data Execution Prevention	Look in: SOLIDWORKS Corp	✓ G Ø Ø ™		
Data Execution Prevention (DEP) helps protect against	Name	Date modified	Туре	Size
damage from viruses and other security threats. How	Docs	12/12/2018 1:14 PM	File folder	
does it work?	licenses	12/14/2018 3:25 PM	File folder	
○ Turn on DEP for essential Windows programs and services only	setup	12/12/2018 1:14 PM	File folder	
	utils	12/12/2018 1:14 PM	File folder	
Turn on DEP for all programs and services except those I select:	Imgrd	5/15/2018 4:03 PM	Application	1,516 KB
	■ sw_d	5/15/2018 4:03 PM	Application	1,720 KB
Add Remove				
OK Cancel Apply	File name: Imgrd			 ✓ Open
Page 3 of 4 1087 words	Files of type: Executable Files			 ✓ Cancel

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 (Imgrd) 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 (Imgrd) 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.



SOLIDWORKS Product Activ	/ation				×	
	Result Activation/Reactivation Succeeded.					
Currently activated products						
	Product	#Licenses	Version	Expires		
A A A A A A A A A A A A A A A A A A A	SOLIDWORKS	3	26.0	permanent		
	SOLIDWORKS		26.0	permanent		
	SOLIDWORKS	5	26.0	permanent		
	SOLIDWORKS	3	26.0	permanent		
Intege courtery of Martin Aliccold	SOLIDWORKS	5	26.0	permanent		
				Re	fresh	
	Join the SOLIDWOR	KS Community	у			
35 SOLIDWORKS	Find a	nswers. Stay co	onnected. <u>Joi</u>	n now!		
6						
About	<	Back	Finish	Cancel	Help	

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-90

Entitlement ID: SWN-90

Product ID: SolidWorks

Suite ID: NONE

Expiration date: permanent

Corcurrent: 0
```

2. Delete the license using the following command:



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