

# **Elysium License Server**

## ***Quick Start Guide***

April 2026

Elysium Co. Ltd.

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# 1. Overview

The licenses required to use Elysium products are managed by the Elysium License Server. The Elysium License Server is developed using the FlexNet Publisher which is developed by Revenera.

This document explains the procedure to install the Elysium License Server and configure the license on the Elysium License Server.



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## License Setup Videos

Video tutorials are available at the following site.

We recommend using the videos alongside this manual for additional guidance.

<https://www.elysium-global.com/en/support/license/els-setup-movie/>

## 2. Installation and Setup

### 2.1. System Requirements

<b>CPU</b>	CPUs capable of running the following operating systems
<b>Supported OS</b>	Windows 11 Windows Server 2019 Windows Server 2022 Windows Server 2025
<b>Memory</b>	4 GB or more
<b>Storage</b>	500 MB or more of free space

### 2.2. Install Elysium License Server

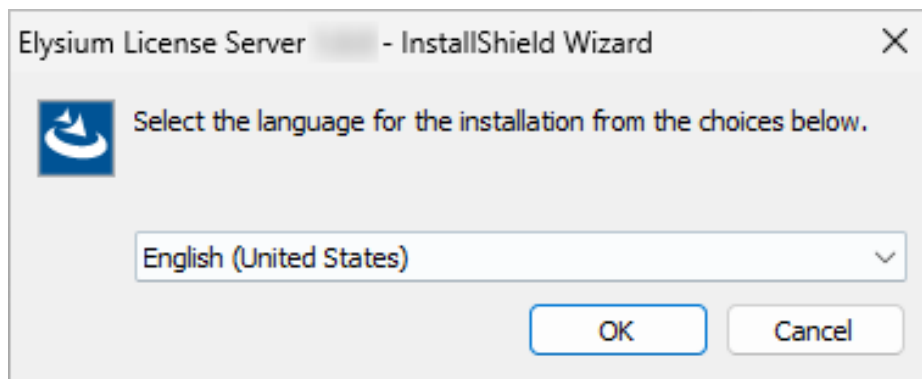


- Please ensure to run the installation as a user with administrative privileges.
- The computer in which the Elysium License Server is installed is hereafter referred to as "License Server computer".

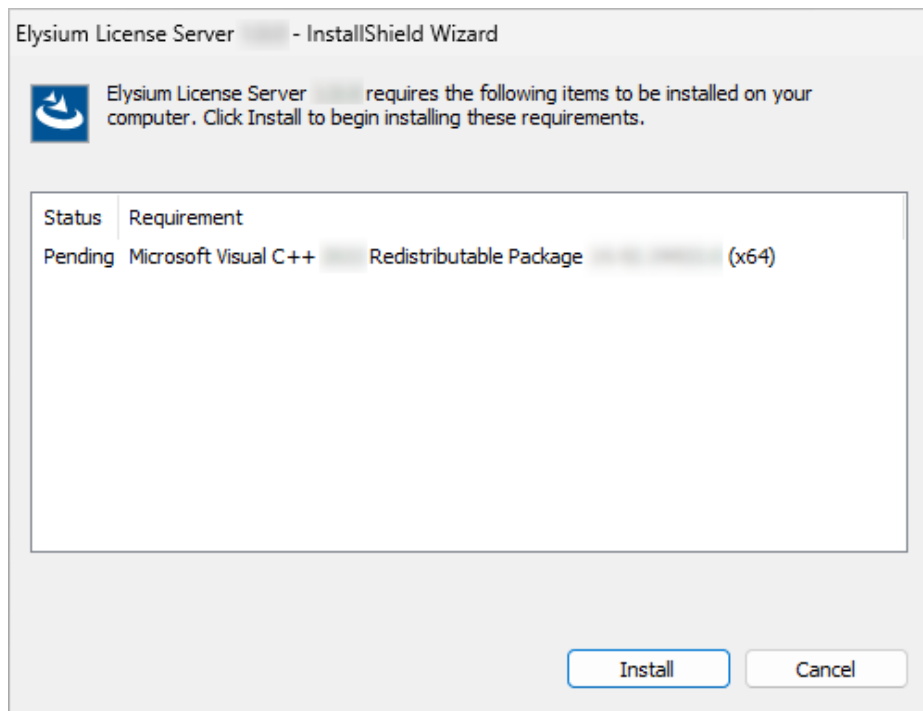
1. Run "Elysium\_License\_Server\_1\_4\_0.exe" in the License Server installation package. The installer is available at the following path.

<License Server installation package>\server\Elysium\_License\_Server\_1\_4\_0.exe

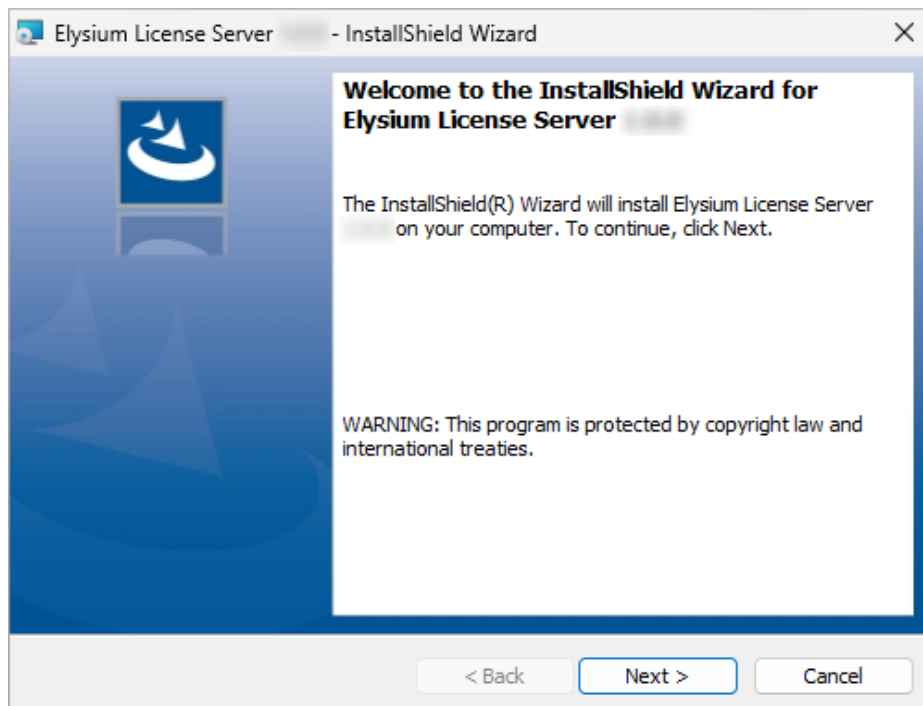
2. Select the language for the installation, and click [OK].



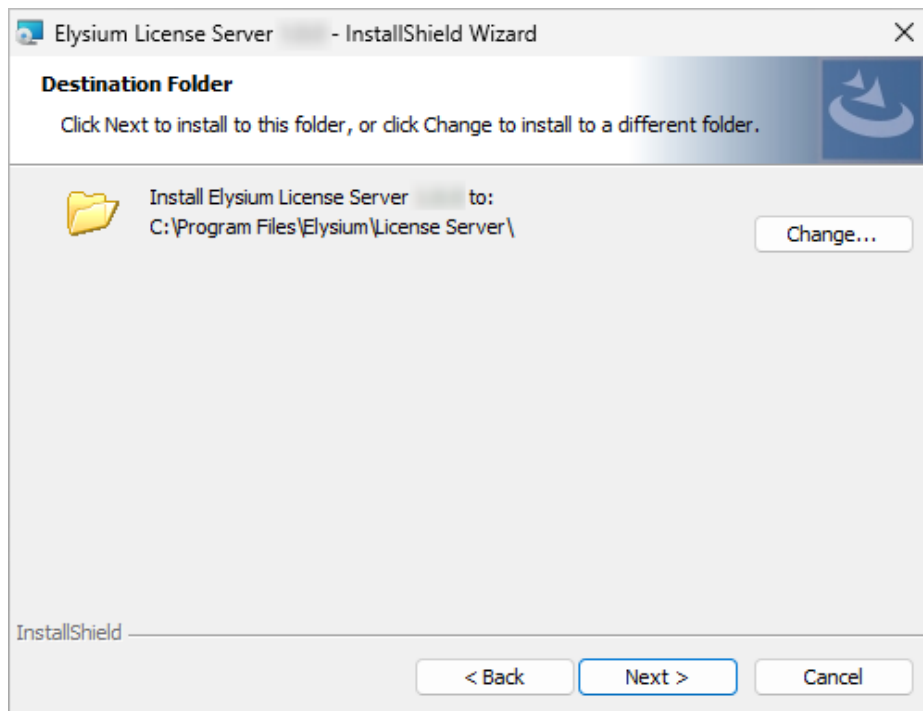
3. The following dialog appears when required items are missing from the environment. Click [Install].



4. The installation wizard will open. Click [Next] to proceed.



5. Specify the installation folder in the Destination Folder page.  
Click [Change] to install to a folder other than the default location. Once the installation folder is set, click [Next].

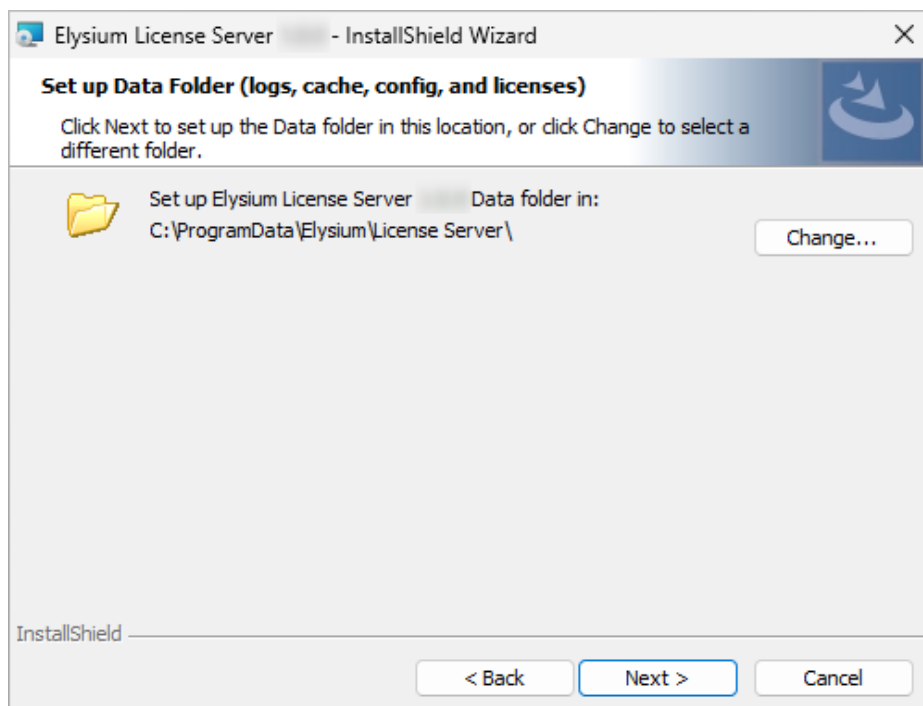


If you plan to enable the [log rollover](#), install Elysium License Server in a folder where the Windows user running the service has Edit permission. Otherwise, the log rollover will not function.



This folder is the Elysium License Server installation folder, and is hereafter referred to as "License Server installation folder".

- Specify the Data folder in the Set up Data Folder page.  
Click [Change] to set up in a folder other than the default location. Once the installation folder is set, click [Next].





If you are using a German, French, or certain other European-language operating system, change the Data folder to a location outside the "ProgramData" folder. Installing to the "ProgramData" folder or one of its subfolders may prevent the license server from functioning correctly.

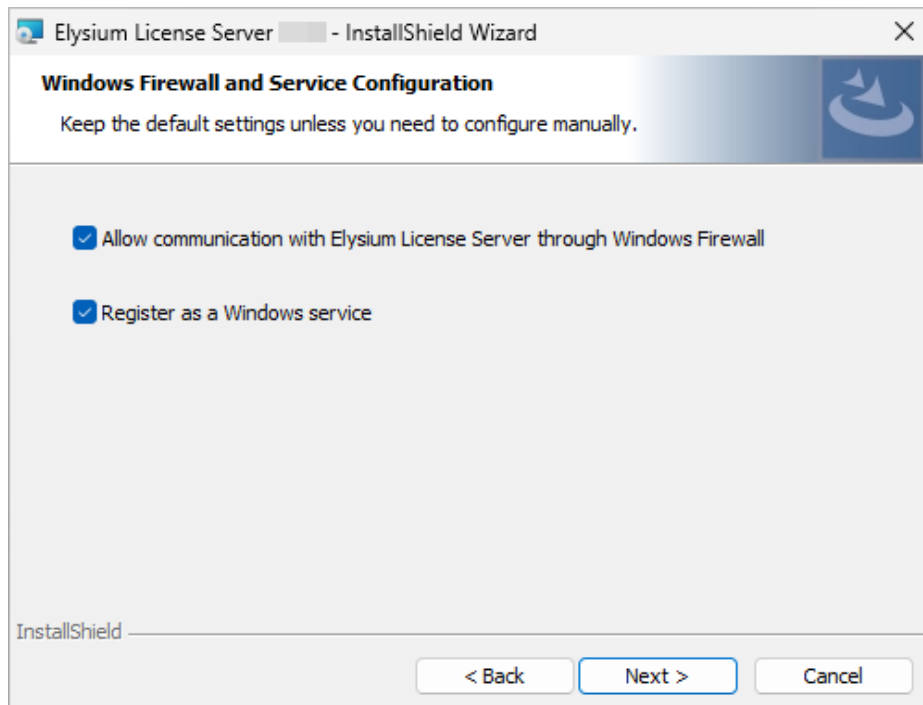


The License Server Data folder will store the following.

- Configuration file
- Log file
- Cache
- Registered license files

This folder is the Elysium License Server Data folder, and is hereafter referred to as "License Server Data folder".

7. Set options in the following page. Keep both options enabled, and click [Next].



If you are installing on a computer where a firewall other than Windows Firewall is running, configure it to allow communication through the following 3 ports required for Elysium License Server to run.

- The port used to access the License Server Management Interface
- The port used for license authentication
- The port used to access the vendor daemon

To check these port numbers, open a web browser directly on the License Server computer, and access the [License Server Management Interface](#).

8. Specify the port in the License Server Port Configuration page.  
Enter an available port number to use a port other than the default. Once the port is set, click [Next].

The screenshot shows a window titled "Elysium License Server - InstallShield Wizard" with a close button (X) in the top right corner. The main heading is "License Server Port Configuration" with a sub-instruction: "Use the default values or specify custom ports." Below this, there are two sections. The first section, "License Server Management Interface (Web UI)", contains the text "Specify the port number used to access the License Server Management Interface in a web browser." and a "Port number:" label next to a text box containing "8090". The second section, "Elysium License Server", contains the text "Specify the port number used by Elysium products to communicate with the License Server Manager. To use the previously configured port, enter 0. If no previous value exists, a port will be selected automatically from the default range (27000–27009)." and a "Port number" label next to a text box containing "0". At the bottom left is the "InstallShield" logo, and at the bottom right are three buttons: "< Back", "Next >" (highlighted with a blue border), and "Cancel".

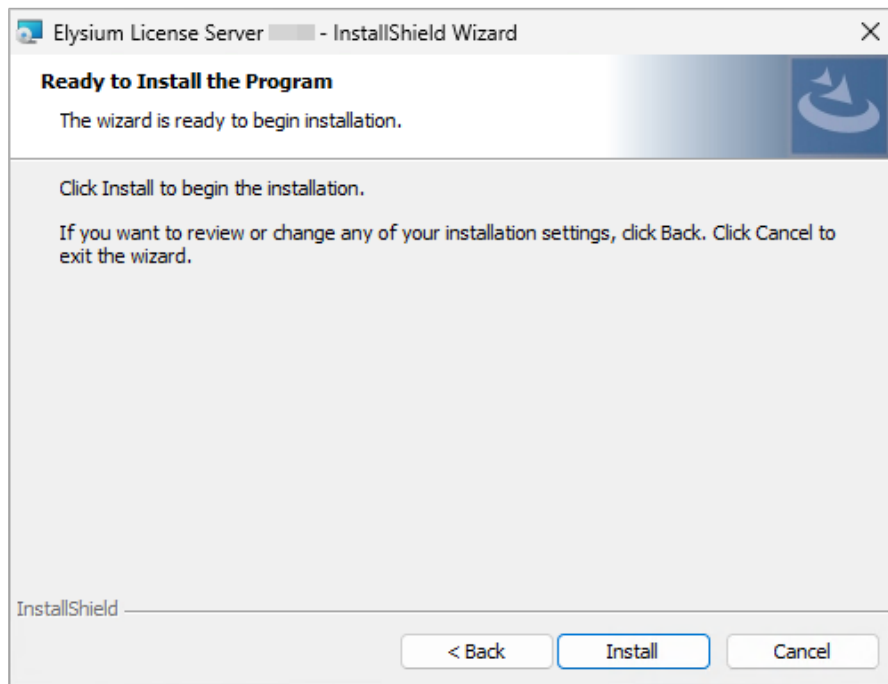


Please ensure to specify a port number that is not already in use. Elysium License Server may not function properly if the specified port is already in use.

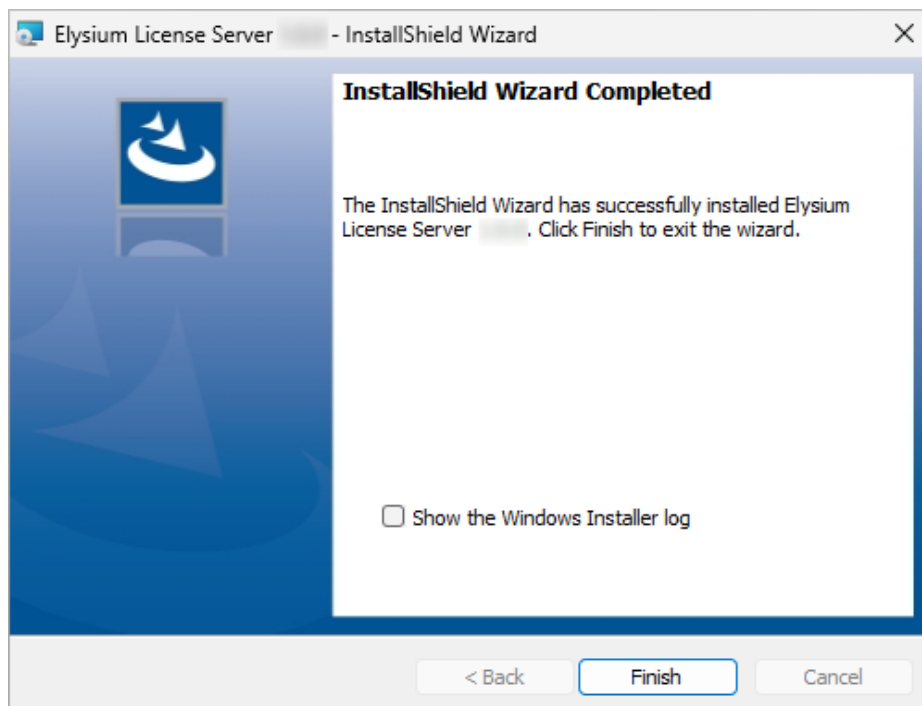


If you specify "0" (zero) for the Elysium License Server port number, the Elysium License Server uses the first available port in the range 27000 to 27009. In most cases, this is 27000.

9. Click [Install] to start the installation.



10. The following page will appear once the installation is complete. Click [Finish].



Please provide the computer name of the license server computer and the port number to users. They will need it to configure the license settings for Elysium products on client computers. Please refer to [3.1, “Register Licenses”](#) for the procedure to obtain this information.

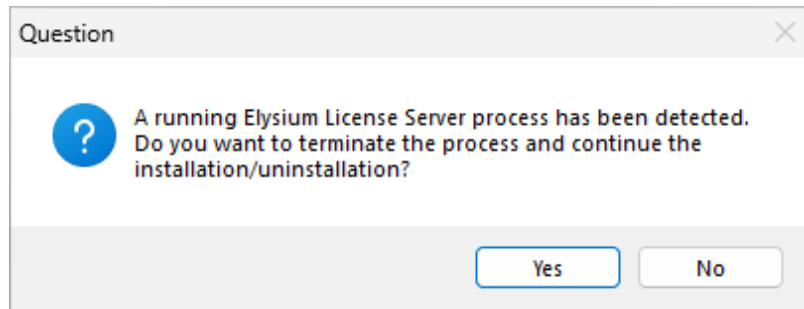
## 2.3. Update Elysium License Server

This section explains the procedure to update Elysium License Server.

Follow the steps in 2.2, “Install Elysium License Server”. When you click [Install] in step 9, the previous version is automatically uninstalled.




- If you specify the same Data folder as the previous version in step 6, back up the Data folder in advance in case of unexpected issues.
- After you click [Install] in step 9, the following dialog might appear. Click [Yes] to continue the installation.



## 2.4. Check the License Server Status

This section explains the procedure to check the status of the Elysium License Server.

1. On the computer where the Elysium License Server is installed, right-click Windows Start menu, and select [Computer Management].
2. In the Computer Management window, select [Services and Applications] > [Services] in the left pane.
3. In the list of services, find the service named "Elysium License Server" and check its status. If the status is "Running", the Elysium License Server is running.

Name	Des...	Status	Startup Type	Log On As
 Elysium License Server	This ...	Running	Automatic (...)	Local Service



Please note that it may take a while till the service status is updated to "Running" after starting the Elysium License Server.

### 3. License Server Management Interface

The Elysium License Server Management Interface (hereafter referred to as "License Server Management Interface") is a web-based application for managing and monitoring software licenses. It allows administrators to configure license settings, check license usage, and troubleshoot licensing issues.

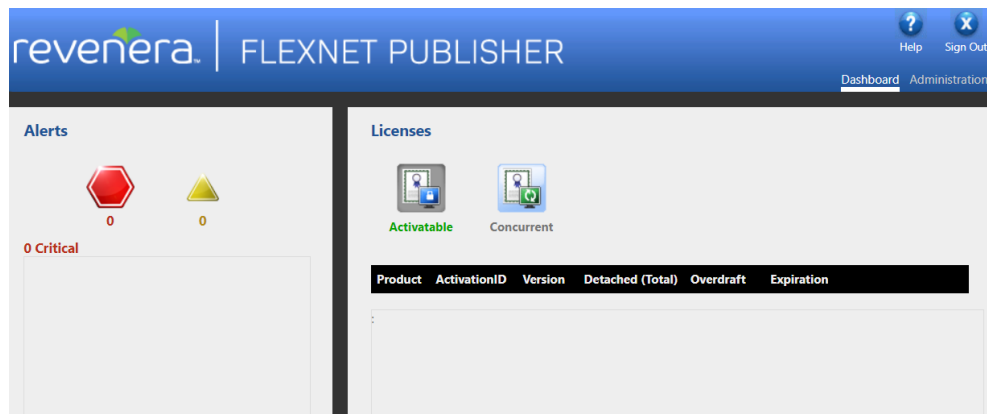
1. Access the License Server Management Interface via a web browser.

The URL is in the following format:

```
http://<Computer name of the License Server computer>:<Port number>/
```

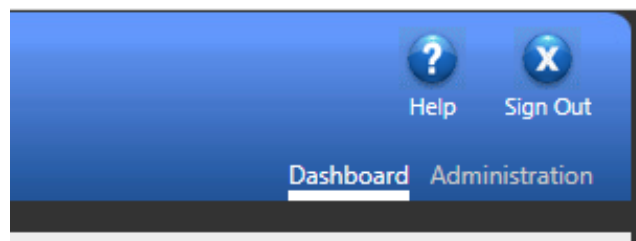
Example: <http://Computer1:8090/>

The following page will appear.



At the top right corner, you can switch between two tabs.

- [Dashboard] tab: To view the license usage summary with [Concurrent]. This requires no authentication.
- [Administration] tab: To configure the license settings. This requires the login as an administrator.



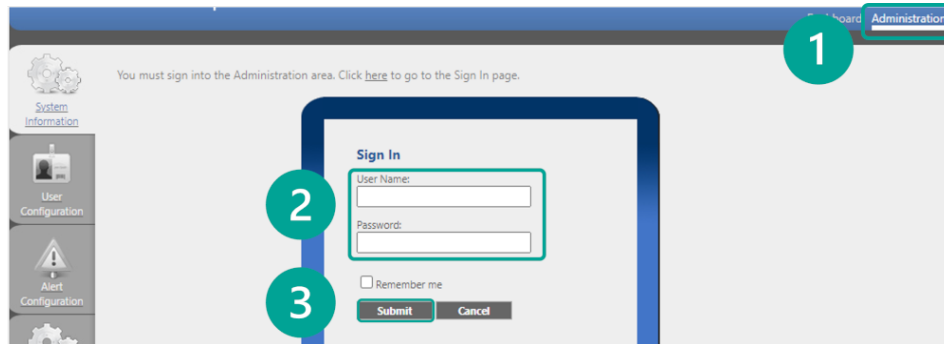
#### 3.1. Register Licenses

This section explains the procedure to register license files to the Elysium License Server.



It requires the login as an administrator to the Elysium License Server.

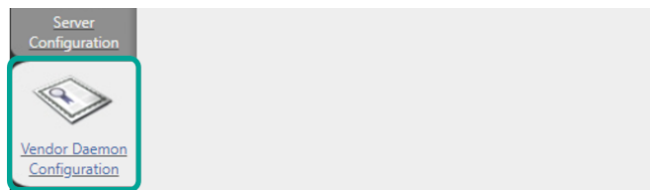
1. Log in to the Elysium License Server as an administrator.
  - a. Select [Administration] tab, enter the username and the password, and click [Submit].



Upon a fresh installation, the initial username and password are both set to "admin".

After the initial login, you will be prompted to change the password. Enter the old password and the new password, and click [Save]. Please ensure that the new password is at least eight characters long. Once the new password is set, you will be prompted to log in again.

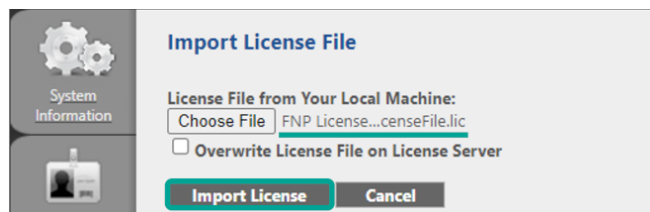
2. Select [Vendor Daemon Configuration] page.



3. Click [Import License].



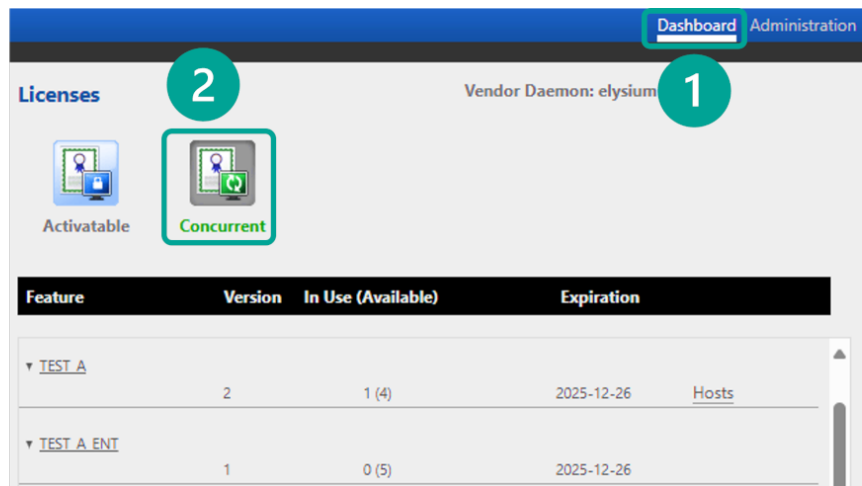
4. Click [Choose File], specify the license file (\*.lic) in the dialog, and click [Open].
5. Confirm that the desired license filename is displayed, and click [Import License].



To re-register the same license files, please ensure to import with "Overwrite License File on License Server" option enabled to avoid the name conflict error.

6. The following message will appear once the license file is successfully registered.



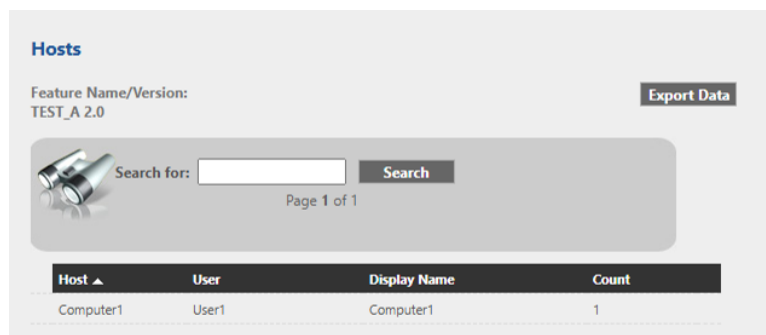


Column header	Description
<b>Feature</b>	Shows the license feature names.
<b>Version</b>	Shows the license versions.
<b>In Use (Available)</b>	Shows the number of license seats in use. The number in brackets indicates the total number of registered license seats.
<b>Expiration</b>	Shows the expiration date of the license.



Please note that borrowed licenses and reserved licenses will be shown as "In Use" and will be unavailable to others, even when they are not actively used.

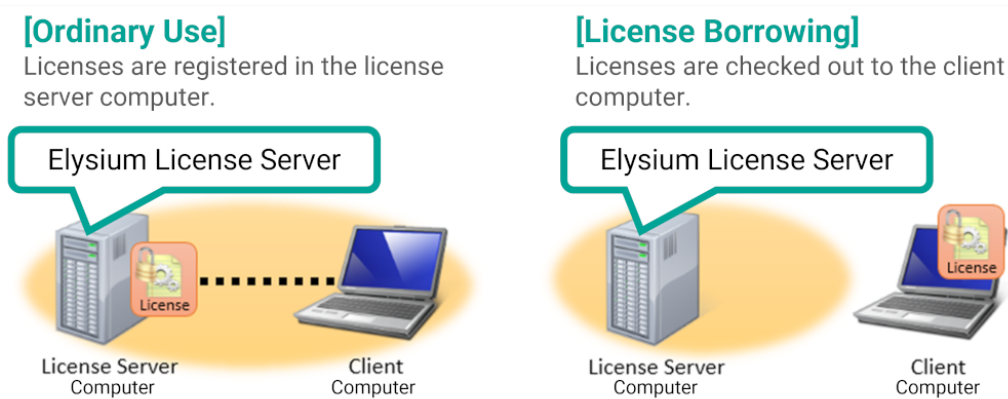
- If there is an issue with the license information displayed on this page, please contact your sales agent.
- When licenses are in use, [Hosts] appears at the right end of the corresponding license feature rows. Click [Hosts], and you can check who is using the license in the pop-up window.



You have completed the setup of Elysium licenses and are now ready to use Elysium products managed by licenses in the Elysium License Server.

## 4. License Borrowing for Offline Use

License borrowing allows users to temporarily borrow a software license from the Elysium License Server for offline use. This feature is useful for users who need access to the software while traveling or working remotely without a network connection. The license remains active for a specified duration, and is automatically returned to the Elysium License Server when the period expires.



### 4.1. Borrow the License

This section explains the procedure to check out a license to a computer (hereafter referred to as the "client computer") for offline use.



Please ensure that the client computer is connected to the network and can communicate with the license server until the license checkout process is complete.

The screenshot shows the 'Borrowing' tab in the Elysium License Server interface. The process is numbered 1 through 6:

- 1**: The 'Borrowing' tab is selected in the top menu.
- 2**: The 'To borrow licenses (with applications and licenses that support borrowing):' section is visible, containing instructions and a 'Set Borrow Expiration' button.
- 3**: The 'Vendor Name' field is set to 'Elysium'.
- 4**: The 'Return Date' is set to '30-jan-2025' and the 'Return Time' is set to '15:00'.
- 5**: The 'List Currently Borrowed Features' button is highlighted.
- 6**: The 'Display Name (optional)' field is highlighted.

At the bottom, a message states: 'No FLEXlm Services defined, use Configure Services to add services'.

1. Copy "tools" folder to a local folder on the client computer.



The "tools" folder is provided as part of the Elysium License Server installation package.

2. Run "lmtools.exe" in the copied "tools" folder.  
"LMTOOLS by Flexera" window will open.
3. Select [Borrowing] tab. ([1] in the image)
4. Specify "Elysium" in "Vendor Name" field. ([2] in the image)
5. Specify the return date of the license in "dd-mmm-yyyy"<sup>\*1</sup> format in "Return Date" field.  
([2] in the image)



- \*1: Replace 'mmm' with the first three letters of the month's name.

Month	Jan	Feb	Mar	Apr	May	Jun
mmm	jan	feb	mar	apr	may	jun
Month	Jul	Aug	Sep	Oct	Nov	Dec
mmm	jul	aug	sep	oct	nov	dec

- You can borrow a license for up to 30 days.

6. Optionally, specify the return time of the license in 24-hour format in "Return Time" field.  
([2] in the image)

- E.g., to return the license on Jan. 30th, 2025, at 15:00, specify as follows.

- Return Date: 30-jan-2025
- Return Time: 15:00



If omitted, the license will be returned automatically at 23:59 on the return date.



You cannot return a borrowed license before the return date you specified.

To minimize the impact in case of an issue with license borrowing, set the borrowing period as short as possible.

7. Once the return date and time are set, click [Set Borrow Expiration]. ([3] in the image)
8. Specify the license features to borrow by consuming them. ([4] in the image)
  - a. Launch Elysium products and run the processes that require the borrowed license for offline use.
9. Click [List Currently Borrowed Features] and confirm that all necessary license features appear in the list. ([5] in the image)

10. Click [Don't Borrow Anymore Today] to complete the license checkout process.  
([6] in the image)



Please ensure to click [Don't Borrow Anymore Today] to finalize the license checkout process. Closing the dialog with [X] does not finalize the process.

The license borrowing process is now complete.

No additional configuration is required on the client computer. The borrowed license is ready to use. To add license features to an existing borrowed license, repeat the license borrowing procedure from the beginning.

## 4.2. Clean up Borrowed Licenses

Borrowed licenses automatically expire after the return date. However, the borrowed license information remains on the client computer even after expiration.

In such cases, you can use the purge option of the `lmborrow` command to clean up expired license information on the client computer. Run this command only if necessary.



To check the borrowed license information, click [List Currently Borrowed Features] in the "LMTOOLS by Flexera" window.

1. Open Command Prompt.
2. Navigate to the "tools" folder created at [4.1, "Borrow the License"](#).
3. Run the following command:

```
lmutil lmborrow -purge
```

## 5. License Reservation

### 5.1. Overview

The RESERVE option allows you to allocate specific licenses to designated users or groups in advance using an option file. This ensures that only the assigned users can access the reserved licenses. If multiple license seats are available, you can also limit the number of licenses that can be used simultaneously within a group. Please note that even if a reserved license is not in use, it cannot be accessed by users or groups who are not explicitly assigned.



The option file allows you to define various settings to control license usage. This document explains how to configure the RESERVE option for license reservation and the DEBUGLOG option for generating logs. Please refer to the following file for the details on other options.

<License Server installation folder>\Documentation\fnp\_LicAdmin.pdf

The RESERVE option functions per category, taking them as arguments. The following are some examples.

<b>USER</b>	A single user
<b>GROUP</b>	A group of one or more users whose members are defined in the option file
<b>PROJECT</b>	A group of one or more users whose members are defined by an environment variable



Please refer to the following file ("Specifying License Restrictions Using Type" section) for the details about categories.

<License Server installation folder>\Documentation\fnp\_LicAdmin.pdf

#### Usage Example

If an organization owns four license seats, it can allocate two licenses each to Group A and Group B in advance. This ensures that each group can use up to two licenses simultaneously, preventing one group from using all the available license seats.

### 5.2. Preparations

This section explains the preparations to enforce license reservations with the RESERVE option. The required settings depend on the target category for license allocation.

- To allocate licenses to specific users
  - [Creating the option file](#)
- To allocate licenses to specific groups
  - [Creating the option file](#)
  - [Defining groups](#)
- To allocate licenses to specific projects
  - [Creating the option file](#)
  - [Defining projects](#)

### 5.2.1. Create the Option File

This section explains the procedure to prepare the option file. When an option file is already applied for the vendor daemon for Elysium, skip this.



Please note that only one option file can be applied per vendor daemon. If an option file is already in use, do not create a new one. Instead, add the required options to the existing option file.



A sample option file is available in the following path. Create an option file using it as a reference.

```
<License Server installation package>\docs\sample\sample.opt
```

1. On the License Server computer, open the following folder. The License Server Data folder is set during [the installation](#).

```
<License Server Data folder>\licenses\elysium
```

2. Create a file with a name "elysium.opt".



Please ensure that the file extension is "\*.opt", not "\*.txt".  
To show filenames with file extensions in File Explorer, enable [View] > [File name extensions].

### 5.2.2. Define Groups

This section explains the procedure to define groups by registering group names and members using the GROUP option to allocate licenses to specific groups.

1. Open the option file, either the one created at [5.2.1, “Create the Option File”](#) or the one already in use, with a text editor.
2. Add the GROUP option in the following format.

GROUP <Group name<sup>\*1</sup>> <User 1<sup>\*2</sup>> <User 2<sup>\*2</sup>> <User 3<sup>\*2</sup>>



- \*1: Replace this with the group name.
- \*2: Replace this with the group members using their Windows login names.

### Example of the GROUP option

```
GROUP GroupA User1 User2 User3 User4
```



Please note that these are case-sensitive.

- To obtain Windows login names, log in to Windows and run the following command in the Command Prompt:

```
echo %USERNAME%
```



- Each GROUP line can contain up to 4,000 characters. To create a large user group, define several GROUP lines.
- To reflect the changes on the GROUP option, e.g., updates on the group members, please ensure to reread the license files. Please refer to [5.3, "Reserve License to Specific Users"](#) for the procedure to reread the license files.

## 5.2.3. Define Projects

This section explains the procedure to define projects by registering project names using an environment variable to allocate licenses to specific projects. To assign multiple users to a project, set a common value for the environment variable.

1. Log in to the computer where the corresponding application will be run as the Windows user assigned to the project.
2. Select [Edit environment variables for your account] from the Windows menu. "Environment Variables" window will open.
3. In "User variables for <Windows login user>" section, click [New...]. "New User Variable" window will open.
4. Specify "LM\_PROJECT" in "Variable name" field.
5. Specify the project name in the "Variable value" field.



Please ensure to set the same environment variable value for all project members. You can use any string for the project name.

6. Click [OK].



- To remove a project member, remove the environment variable ("LM\_PROJECT") for the corresponding Windows user.
- To move a member to another project, change the value of the environment variable for the corresponding Windows user.
- To assign all Windows users on a computer to the project, set "LM\_PROJECT" as a system environment variable. Changes to the system environment variable take effect after you restart the computer.

## 5.3. Reserve License to Specific Users

This section explains the procedure to edit the option file and apply it to the vendor daemon to enforce the license reservation using the "RESERVE" option.

1. Open the option file, either the one created at 5.2.1, "Create the Option File" or the one already in use, with a text editor.
2. Add the RESERVE option in the following format.

### ◦ A) To Allocate Licenses to Specific User

RESERVE <No. of license seats<sup>\*1</sup>> <License feature<sup>\*2</sup>> USER <User<sup>\*3</sup>>



- \*1: Replace this with the number of license seats to allocate to the specified user.
- \*2: Replace this with the license feature to allocate to the specified user. You can check the license feature names in the License Server Management Interface.
- \*3: Replace this with the target user's Windows login name.

### Example of the RESERVE option with USER option

```
RESERVE 1 License_A USER UserA
```



- To allocate a license feature to each of several users, define a RESERVE line for each user.
- To allocate several license features to a user, define a RESERVE line for each license feature.
- To obtain Windows login names, log in to Windows and run the following command in the Command Prompt

```
echo %USERNAME%
```

### ◦ B) To Allocate Licenses to Specific Group/Project

RESERVE <No. of license seats<sup>\*1</sup>> <License feature<sup>\*2</sup>> <Target category<sup>\*3</sup>> <Target name<sup>\*4</sup>>



- \*1: Replace this with the number of license seats to allocate to the specified group/project.
- \*2: Replace this with the license feature to allocate to the specified group/project. You can check the license feature names in the License Server Management Interface.
- \*3: Replace this with "GROUP" to allocate licenses to a specific group, or "PROJECT" to allocate to a specific project.
- \*4: Replace this with the target group defined in 5.2.2, “Define Groups” or project defined in 5.2.3, “Define Projects”.

### Example of the RESERVE option with GROUP option

```
RESERVE 2 License_A GROUP GroupA
```

3. Save the option file.
4. Open the License Server Management Interface, and select [Administration] tab.
5. Select [Vendor Daemon Configuration] page.
6. Select "elysium" from the vendor daemon list to apply the option file to it. Elysium's license settings page will open.
7. Click [Reread License Files].
8. Confirm that a log with the following message is written to the log file.

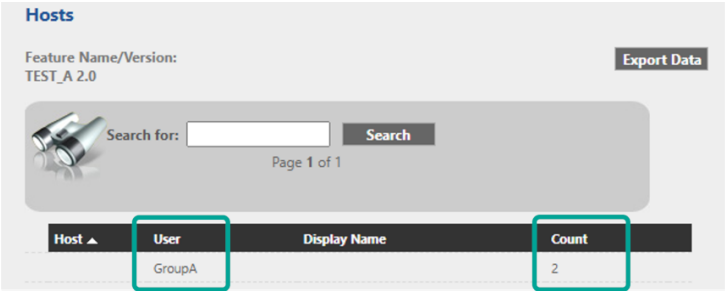
RESERVING <No. of license seats> <License feature>/<SIGN string> licenses for <Target category> <Target name>

```
<License Server Data folder>\logs\elysium.log
```



When the log output destination is specified using the DEBUGLOG option, confirm that the corresponding message is written to the log file at the specified location.

To check the number of available license seats for allocated licenses, access the License Server Management Interface and click [Hosts] at the right end of the allocated license feature rows in the registered licenses list.



Column header	Description
User	Shows the name of the allocation target specified in 5.3, “Reserve License to Specific Users”.
Count	Shows the number of available licenses out of the total allocated licenses.

## 6. Log Output

### 6.1. Overview

The log output records detailed Elysium License Server activities, providing a comprehensive view of server operations. This helps administrators diagnose issues and analyze license usage patterns.

By default, the log file is output to the following location, but it can be configured to a different destination.

```
<License Server Data folder>\logs\elysium.log
```

Additionally, it can be set to automatically roll over when its size exceeds a preset limit. The following sections explain the procedure to change the log output destination with the DEBUGLOG option and enable the log rollover using the AUTO\_ROLLOVER option.

### 6.2. Change Log Output Destination

This section explains the procedure to edit the option file and apply it to the vendor daemon to change the log output destination using the "DEBUGLOG" option.

1. Open the option file, either the one created following the instructions in [5.2.1, "Create the Option File"](#) or the one already in use, with a text editor.
2. Add the DEBUGLOG option in the following format.

```
DEBUGLOG +<Output file path>
```

#### Example of the DEBUGLOG option

```
DEBUGLOG +C:\ProgramData\Temp\Debug.log
```



Please ensure that the output file path is enclosed in double quotation marks if it contains space characters.

3. Save the option file.
4. Access the License Server Management Interface, and select [Administration] tab.
5. Select [Vendor Daemon Configuration] page.
6. Select "elysium" from the vendor daemon list to apply the option file to it. The license settings page for Elysium will open.
7. Click [Reread License Files].

8. Confirm that a log file is output to the specified output path.

## 6.3. Log File Rollover

Log file rollover automatically archives the existing log to a separate location when the file size exceeds a preset limit. This helps prevent log files from becoming too large.

### 6.3.1. How It Works

- The check is performed daily at around midnight to determine whether the specified file size has been exceeded.
- Logs that exceed the specified file size limit will be archived directly under the License Server installation folder with the following filename.

```
<Vendor daemon name>_<Hostname>_<mm-dd-yyyy>_T<Hmss>.log
```

#### Example of the filename

```
elysium_Computer1_02-14-2025_T00007.log
```



Please note that the log rollover will not function if the Windows user running the service does not have Edit permission for the License Server installation folder.

### 6.3.2. Enable Log Rollover

This section explains the procedure to enable the log rollover using the `AUTO_ROLLOVER` option.

1. Open the option file which is already in use, with a text editor.
2. Add the `AUTO_ROLLOVER` option in the following format to the `DEBUGLOG` line.

```
AUTO_ROLLOVER <The file size limit value><The file size unit>
```



The file size unit can be KB, MB, or GB.

#### Example of the `DEBUGLOG` option with `AUTO_ROLLOVER` option

```
DEBUGLOG +C:\ProgramData\Temp\Debug.log AUTO_ROLLOVER 100MB
```

3. Save the option file.
4. Apply the updated option file following the instructions in [6.2, “Change Log Output Destination”](#).

- Confirm that the following message is written in the log file.

DEBUGLOG AUTO\_ROLLOVER is enabled with rollover size of <Specified file size limit> bytes.



Please note that in this log message, the file size limit is recorded as a value converted to bytes.

## 6.4. Log Messages

The log records detailed information about the processes of Elysium License Server. This section explains key log entries that are frequently recorded and are essential for understanding the log.

- **OUT:** "<License feature>" <User>@<Computer name>

This log message is recorded when a license feature is consumed.

### Example log message

```
13:42:40 (elysium) OUT: "License_A" TestUser@TestMachine1
```



Please note that the OUT entries for the following do not affect the number of license seats displayed as "In Use" in the License Server Management Interface.

- License consumption of **reserved** licenses
- License co-consumption by processes within a single application

- **IN:** "<License feature>" <User>@<Computer name>

This log message is recorded when a license feature is returned after consumption.

### Example log message

```
13:45:40 (elysium) IN: "License_A" TestUser@TestMachine1
```



Please note that the IN entries for the following do not affect the number of license seats displayed as "In Use" in the License Server Management Interface.

- License consumption of **reserved** licenses
- License co-consumption by processes within a single application

- **TIMESTAMP** <Month>/<Day>/<Year>

This log message is recorded every 6 hours and 5 minutes.

**Example log message**

```
13:50:45 (elysium) TIMESTAMP 1/30/2025
```

**• hostid**

This refers to one of the following, depending on the context.

- The host ID specified in the license file.  
This is the same as the host ID used in the license request.
- The host ID of the License Server computer.  
This is the same as the MAC address of the License Server computer.



Please note that the Elysium vendor daemon will be down and unreachable if these do not match.

**Example log message**

```
13:45:55 (elysium) (@elysium-SLOG@) HostID node-locked in license file: 1a2b3c4d5e6f  
13:45:55 (elysium) (@elysium-SLOG@) HostID of the License Server: "1a2b3c4d5e6f"
```

Please refer to "Chapter 22: Debug Log File" in the following document for details about the content of the log messages.

```
<License Server installation folder>\Documentation\fnp_LicAdmin.pdf
```

In case of license-related issues, please contact Elysium or your sales agent with the log file.

## 7. Troubleshooting

If you encounter a license-related error while using an Elysium product, open a web browser on the computer where the error occurred, access the License Server Management Interface, and check [Concurrent] page.

You can narrow down the cause of the error based on what happens while you follow the steps to open [Concurrent] page and what is shown on that page.

Use the following URL format to access the License Server Management Interface:

```
http://<License Server computer name>:<Port number>/
```

Example: <http://Computer1:8090/>

### 7.1. Cannot Access the License Server Management Interface

If you cannot access the License Server Management Interface, confirm the following four items.

#### 1) The Elysium License Server is running.

1. On the License Server computer, confirm that the "Elysium License Server" service is running.
2. If it is not running, right-click "Elysium License Server" and select [Start] from the context menu.

#### 2) The client computer can communicate with the License Server computer.

1. On the client computer, run the following command in Command Prompt to confirm that the client computer can communicate with the License Server computer.

```
ping <IP address of the License Server computer>
```

2. If there is no response, review the network settings on the License Server computer and the client computer.

#### 3) The host name of the License Server computer resolves correctly.

- Follow these steps to confirm that the name resolution is working correctly.
  1. On the License Server computer, run the following command in Command Prompt.

```
ipconfig
```

2. On the client computer, run the following command in Command Prompt.

```
nslookup <Host name of the License Server computer>
```

3. Compare the IP addresses shown in step 1 and step 2.  
If they match, name resolution is working correctly.



If name resolution is not working, specify the license server in the Elysium product using the following format:

```
<port number>@<IP address of the License Server computer>
```

#### 4) The firewall allows communication between the web browser and License Server Management Interface.

- On the License Server computer, confirm that the firewall rules allow communication through the following port.
  - Port used for communication between the web browser and the License Server Management Interface

Purpose	Used to access the License Server Management Interface from a web browser
Protocol	TCP
Port number	The number set for "License Server Management Interface (Web UI)" in step 8 of 2.2, " <a href="#">Install Elysium License Server</a> "
Direction	Web browser to the License Server Management Interface

## 7.2. No Licenses Are Listed on [Concurrent] Page

If you can access the License Server Management Interface, but no licenses are listed on [Concurrent] page, the Elysium vendor daemon may not be running.

Confirm that the Elysium vendor daemon is running. If it is not running, follow these steps to start it.

1. Access the License Server Management Interface, and select [Administration] tab.
2. Select [Vendor Daemon Configuration] page.
3. Select "elysium" from the vendor daemon list.
4. Under "Vendor Daemon Actions", click [Start].

## 7.3. Required License Is Not Listed on [Concurrent] Page

If licenses are listed on [Concurrent] page, but the required license is not listed, it might not be registered on Elysium License Server.

In such case, please contact your sales agent.



### ■ For 3D-SUITE

Please refer to "3D-SUITE\_Requirement\_en.pdf" to confirm the required license features (product codes).

### ■ For InfiPoints

Common license features include the following:

- IFP\_APP\_INFIPPOINTS: InfiPoints base application
- IFP\_APP\_OPT\_VR: InfiPoints for VR option
- IFP\_CAD2ENF\_XXS: CAD import options  
"XX" is to be replaced by a CAD format, e.g., IGES or STEP.
- IFP\_ENF2CAD\_XXS: CAD export options  
"XX" is to be replaced by a CAD format, e.g., IGES or STEP.

For other license features, please contact your sales agent.

### ■ For other Elysium products

Please contact your sales agent for license features.

## 7.4. Cannot Use the License Listed on [Concurrent] Page

If the required license is listed on [Concurrent] page, but you still cannot use it, the available licenses might be insufficient.

1. Check the "In Use (Available)" values for the license.



"In Use" shows the number of licenses currently in use, and "(Available)" shows the total number of licenses registered. Please refer to [3.2, "Check the License Usage Summary"](#) for the details.

If both values are the same, all licenses are in use and therefore you cannot use the license.

2. Click [Hosts] to check which users are using the license.

If a user who should have released the license is still listed, restart the "Elysium License Server" service on the License Server computer, and restart the relevant client computers.



#### ■ For 3D-SUITE

Please refer to "3D-SUITE\_Requirement\_en.pdf" to confirm the required license features (product codes).

#### ■ For InfiPoints

Common license features include the following:

- IFP\_APP\_INFIPPOINTS: InfiPoints base application
- IFP\_APP\_OPT\_VR: InfiPoints for VR option
- IFP\_CAD2ENF\_XXS: CAD import options  
"XX" is to be replaced by a CAD format, e.g., IGES or STEP.
- IFP\_ENF2CAD\_XXS: CAD export options  
"XX" is to be replaced by a CAD format, e.g., IGES or STEP.

For other license features, please contact your sales agent.

#### ■ For other Elysium products

Please contact your sales agent for license features.

## 7.5. Cannot Use License Although No Issues on [Concurrent] Page

If no issues are shown on [Concurrent] page, but you still cannot use the license, a firewall might be blocking communication to Elysium License Server.

1. Confirm that the firewall rules allow communication through the following two ports. If they are blocked, configure the firewall to allow communication through these ports.
  - Port used for communication with the license server

Purpose	Used when the client computer connects to the Elysium License Server
Protocol	TCP
Port number	The number set for "Elysium License Server" in step 8 of <a href="#">2.2, "Install Elysium License Server"</a>
Direction	Client computer to the Elysium License Server

- Port used for communication with the Elysium vendor daemon

Purpose	Used when the client computer connects to the vendor daemon to acquire the license
---------	--

Protocol	TCP
Port number	Dynamic (an available port is selected automatically at startup) by default
Direction	Client computer to the Elysium License Server



Allow communication with the vendor daemon using the method supported by your firewall.

To allow communication through a specific port number, fix the vendor daemon port as follows.

1. In [Vendor Daemon Configuration] page, under "Vendor Daemon Port", enable "Use this port", and enter a port number.

#### ■ For 3D-SUITE

Please refer to "3D-SUITE\_Requirement\_en.pdf" to confirm the required license features (product codes).

#### ■ For InfiPoints

Common license features include the following:

- IFP\_APP\_INFIPPOINTS: InfiPoints base application
- IFP\_APP\_OPT\_VR: InfiPoints for VR option
- IFP\_CAD2ENF\_XXS: CAD import options  
"XX" is to be replaced by a CAD format, e.g., IGES or STEP.
- IFP\_ENF2CAD\_XXS: CAD export options  
"XX" is to be replaced by a CAD format, e.g., IGES or STEP.

For other license features, please contact your sales agent.

#### ■ For other Elysium products

Please contact your sales agent for license features.



## 8. FAQ

This chapter provides answers to frequently asked questions about the Elysium License Server. If you encounter an issue, check this section first.

**Q1. The "Elysium License Server" service is running, but the license cannot be acquired.**

A1. The Elysium vendor daemon may not be running.

Follow the steps below to start the Elysium vendor daemon:

1. Access the License Server Management Interface via a web browser.
2. Log in as an administrator from the [Administration] tab.
3. Select [Vendor Daemon Configuration] page.
4. Select "elysium".
5. Under "Vendor Daemon Actions", click [Start].

**Q2. The Elysium vendor daemon frequently stops unexpectedly.**

A2. If the License Server computer enters sleep mode, the vendor daemon may stop functioning properly.

If sleep mode is enabled, check the power settings and disable the sleep function.

**Q3. Can I use the Elysium License Server in a virtual environment?**

A3. Yes, you can, as long as the MAC address does not change.

If the MAC address of the License Server computer changes for any reason, the Elysium vendor daemon will stop running, and the license will no longer be available for use.

**Q4. How do I change the port number for the License Server Management Interface after installation?**

A4. Follow the steps below to change the port number.

1. Access the License Server Management Interface via a web browser.
2. Log in as an administrator from the [Administration] tab.
3. Select [Server Configuration] page.
4. In the "Web Server Configuration" section, enter the new port number in the "HTTP Port" field.
5. Click [Save].
6. Restart the "Elysium License Server" service.

**Q5. How do I change the port number used by Elysium products to communicate with the license server?**

A5. Follow the steps below to change the port number.

1. Access the License Server Management Interface via a web browser.
2. Log in as an administrator from the [Administration] tab.
3. Select [Server Configuration] page.
4. In the "License Server Configuration" section, under "License Server Manager Port", enable "Use this Port" option, and enter the new port number in the field.
5. Click [Save].
6. Restart the "Elysium License Server" service.

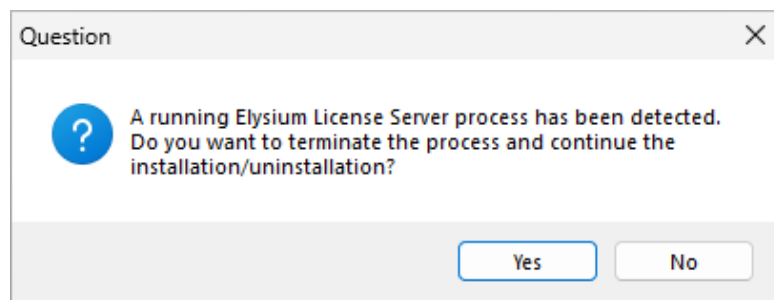
**Q6. How do I completely uninstall the Elysium License Server?**

A6. Follow the steps below to uninstall the Elysium License Server completely.

1. Select [Settings] > [Apps] from the Windows menu, and uninstall the Elysium License Server.



If you try to uninstall the Elysium License Server while it is still running, the following dialog appears.  
Click [Yes] to continue with the uninstallation.



2. Delete the contents of the Data folder specified during [installation](#).

**Q7. Can I install the Elysium License Server on a computer to which the FlexNet Publisher License Server is installed?**

A7. Yes, you can, as long as the port numbers used by FlexNet Publisher and the Elysium License Server do not conflict.

If the port numbers conflict, the license server may not function correctly.

**Q8. Can I register a license issued by a vendor other than Elysium to the Elysium License Server? Can I register a license issued by Elysium to a FlexNet Publisher License Server provided by another company?**

A8. Neither case is supported, and doing so may cause the license server to stop functioning correctly.

Only licenses issued by Elysium should be registered to the Elysium License Server, and do not register licenses issued by Elysium to any license server other than the Elysium License Server.

**Q9. Can I use a computer configured for IPv6 as the license server computer?**

A9. Yes, you can. However, in an IPv6 environment, the MAC address cannot be used as the host ID, and therefore, you will need to use a different identifier when applying for a license.

If you plan to use a computer configured for IPv6 as the license server computer, please contact Elysium or your sales agent.

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