



Problems & Resolutions

- Startup Failures and Fatal Errors
- Errors in Functions and Opening Databases
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- Cosmetic Problems and Frequent Questions
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6.1 Startup Failures and Fatal Errors

This section covers problems that cause crashes or prevent MSC/PATRAN from even starting.

Problem 1: “**Command not found**”

Any

When I attempt to start up MSC/PATRAN with the `patran` command, I see the message:

```
Command not found
```

Resolution1: Make sure the directory `<installation_dir>/patran8x/bin`, is part of your command search path.

Problem 2: “**System open error on text I/O**”

Any

When I attempt to start up MSC/PATRAN, I see the message:

```
System open error on text I/O.
```

Resolution2: MSC/PATRAN does not have write permission to the working directory. On Windows NT systems see [MSC/PATRAN on Windows NT Startup Directory](#) (p. 66)

Problem 3: **System shutdown due to signal SIGSEGV**

AIX/
Digital

When I start MSC/PATRAN on my Digital UNIX or IBM AIX system, the program crashes with a SIGSEGV error shortly after the menus appear.

Resolution3: This is a conflict between MSC/PATRAN graphics drivers and an unsupported graphics device. The workaround is to set a DISPLAY environment variable to the systems TCP/IP address. Do this even if display is local to the MSC/PATRAN client. For example:

```
% setenv DISPLAY 192.67.0.1:0.0
```

Running out of memory or swap space may cause this error on any platform.

Problem 4: “**System shutdown due to signal SIGBUS**” on startup

Any

I start MSC/PATRAN and it crashes almost immediately with:

```
System shutdown due to signal SIGBUS
```

It was working fine

Resolution4: There may be a corrupted `.Patran.EventMaps` file. MSC/PATRAN stores window and mouse setup information in this file in the working or user HOME directories. Simply delete the file and MSC/PATRAN will create a new one if needed.

```
% ls -a
.Patran.EventMaps
% rm .Patran.EventMaps
```

Running out of memory or swap space may also cause this error.

Problem 5: **Insufficient memory or virtual space; malloc error**

Any

After opening my database, when I try an operation in MSC/PATRAN, I get an error telling me my workstation does not have enough memory.

Resolution5: Usually this means that you need to increase the amount of swap space available to the users. If MSC/PATRAN is running on an HP workstation, you may also need to reconfigure the system kernel. See the HP section in **Required Hardware & Software Configurations** (Ch. 2) for more information on configuring the kernel. Also see platform specific information on setting user resource limits in Chapter 2.

Problem 6: **Cannot find tcp.dll**

WinNT

When I start up MSC/PATRAN, I get an error message similar to the following:

```
Cannot find tcp.dll
```

Resolution6: It is possible that an MSC/PATRAN file has been removed. If TCP/IP is correctly installed (see below), reinstall MSC/PATRAN.

MSC/PATRAN requires that the TCP/IP protocol is installed on Windows NT. Check Control Panel /Network /Protocols for "TCP/IP Protocol" and ensure that it is functioning as follows:

1. At the DOS prompt, type `ipconfig`.
2. If it returns a valid ip address, try "ping hostname" or "ping xx.xx.xx.xx" where xx.xx.xx.xx is the system's ip address.
3. If ping returns valid output, TCP/IP should be OK. If it returns an ip address of 0.0.0.0, this will confuse Exceed. In that case, try starting MSC/PATRAN with the following command options:

```
patran -display hostname:0
-or-
patran -display 127.0.0.1:0
```

(continued)

(cont.) The only time NT returns an IP address of 0.0.0.0 is if the NT machine is not on a TCP/IP network. Since MSC/PATRAN NT officially requires an ethernet card for security, you should be able to set a valid IP address for a stand-alone machine.

Note: TCP/IP services are REQUIRED.

You must have a valid hostname and TCP/IP address. If you do not have an ethernet card, Windows NT will not let you set an IP address.

Problem 7: Cannot find services file

WinNT

When I start up MSC/PATRAN, I get the error:

`Cannot find services file`

-or-

I am prompted for a services file during installation.

Resolution7: TCP/IP protocol is not installed properly. See above.

Problem 8: Unable to open connection using current transport mechanism

WinNT

When I start up MSC/PATRAN, I get the error:

`Unable to open connection using current transport mechanism`

or

`Cannot open Connect Stream`

Resolution8: TCP/IP protocol is not installed properly. See above.

Problem 9: HCLXMU.dll not found; HCLGL* not found

WinNT

I attempt to start MSC/PATRAN, I get the following message:

`The dynamic link library HCLXMU.dll (or HCLGLU.dll or HCLGLX.dll) could not be found in the specified path`

Resolution9: MSC/PATRAN is not compatible with the version of Exceed currently installed. MSC/PATRAN v7.5 or earlier required Exceed and Exceed 3D version 5.13. MSC/PATRAN v8.x requires Exceed and Exceed 3D version 6.0.2.

It may be possible to make MSC/PATRAN v7.5 work with Exceed 6.0 and Exceed 3D 6.0 by copying the following files from an Exceed 3D 5.13 installation:

`hclglu.dll`
`hclglx.dll`

Problem 10: “Unresolved symbol: _StaticCtor...”

HP-UX

When I attempt to start up MSC/PATRAN with the `patran` command, I see messages such as the following:

`/usr/lib/dld.sl: Unresolved symbol: _StaticCtorTable_Start(data)`

`/usr/lib/dld.sl: Unresolved symbol: _ZStaticCtorTable_End(data)`

etc...

Resolution 10: You are missing one of the required HP-UX patches. See [Hewlett-Packard HP-UX Requirements](#) (p. 12) for additional information

Problem 11: “Unresolved symbol: hp_pipeline_mask ... libhpgfx.2”

HP-UX

When I attempt to start up MSC/PATRAN with the `patran` command, I see messages such as the following:

`/usr/lib/dld.sl: Unresolved symbol: _hp_pipeline_mask(data) from
/opt/graphics/common/lib/libhpgfx.2`

IOT trap

Resolution 11: You are missing one of the required HP-UX graphics patches. See [Hewlett-Packard HP-UX Requirements](#) (p. 12) for additional information

6.2 Errors in Functions and Opening Databases

This section covers error that affect basic MSC/PATRAN functionality such as use of the mouse, keyboard, or menus. Problems creating, opening, or converting databases are also covered here.

Problem 1: **“File is not a valid database”; “PDF Open Error”**

Any

I attempt to open an old database and get the following message in a dialog box:

File is not a valid database

In the root window (the window from which MSC/PATRAN was run) I see the messages:

PDB ERROR : PDF OPEN ERROR: Can't XDR decode the header block.
PDF ERROR: File '/tmp/blair/template.db' is probably not a pdf file.
PDB ERROR : CMF_FILE_PROB_NOT_PDF - File is probably not a pdf file.

p3convert 7.0 initiated at Wed Apr 1 11:05:02 PST 1998

Creating (or updating) marker file for /tmp/blair/template.db

/msc/patran80/bin/exe/dbVersion[57]: /usr/interbase/bin/qli: not found.
/msc/patran80/bin/exe/dbVersion[70]: /usr/interbase/bin/qli: not found.

Resolution 1: The PDB errors indicate that the PDB database system does not recognize this file as a PDB database. This typically means that the file is an older MSC/PATRAN database and is in InterBase format. PDB automatically spawns p3convert.

See **Upgrading Databases** (p. 81) for information on the p3convert utility.

In this case, p3convert fails with dbVersion errors. This indicates that /usr/interbase does not exist or is not properly installed. InterBase is required to convert MSC/PATRAN databases from versions prior to v8. See **InterBase in Version 8 or later** (p. 127) for additional information.

Problem 2: **No permission for REVOKE access; p3convert_1x12 failed**

Any

I attempt to open an old database and get the following message in a dialog box:

File is not a valid database

In the root window (the window from which MSC/PATRAN was run) I see messages such as:

Invoking p3convert_1x12....

....

Updating the ANALYSIS_ELEMENT_SUMMARY records.

Enabling the relation triggers.

no permission for REVOKE access to TABLE\$USER_PRIVILEGES

***Error: p3convert_1x12 failed

Resolution 2: MSC/PATRAN is using InterBase to upgrade an older database. See **InterBase in Version 8 or later** (p. 127) for additional information. The problem stems from an earlier version of InterBase which placed the creators name as the owner of the database. If a different user attempts to upgrade the database he/she is denied permission.

This problem should not occur on Windows NT databases.

A script is provided with MSC/PATRAN which will correct this problem. At the UNIX prompt, execute the following command:

```
% <install_dir>/patran8x/bin/fixDb <database_name.db>
```

Open the file in MSC/PATRAN and it will convert properly.

Problem 3: Updating NODE records; p3convert_1x12 failed**Any**

I attempt to open an old database and get the following message in a dialog box:

File is not a valid database

In the root window (the window from which MSC/PATRAN was run) I see messages such as:

Invoking p3convert_1x12....

....

Updating the NODE records.

***Error: p3convert_1x12 failed

This error will always occur immediately after the NODE update.

Resolution 3: MSC/PATRAN is using InterBase to upgrade an older database. See **InterBase in Version 8 or later** (p. 127) for additional information. The problem stems from an earlier version of MSC/PATRAN which incorrectly wrote certain Node information. The p3convert_1x12 utility does not recognize the information.

This problem should not occur on Windows NT databases.

A utility is provided with MSC/PATRAN which will correct this problem:

1. The database must be at schema version 1.11 (equivalent to v6.2) for the utility to work properly. Use the following command to determine the current version:

```
% <install_dir>/patran8x/bin/dbVersion -p <database_name.db>  
1.10
```

The value returned is the current schema version. Run the individual p3convert utilities to bring the schema version to 1.11. The p3convert_1x10 updates a 1.09 database to 1.10, p3convert_1x11 a 1.10 database to 1.11, etc. For the above example:

```
% <install_dir>/patran8x/bin/p3convert_1x11 <database_name.db>
```

2. Run the chkdb62 utility to fix the database:

```
% <install_dir>/patran8x/bin/chkdb62 <database_name.db>
```

3. Open the file in MSC/PATRAN and it will convert properly.

Problem 4: Backspace key does not work; Cannot click in forms**WinNT**

The backspace or the delete key does not work. You may also be unable to double mouse click in forms, use the TAB key, or other function keys.

Resolution 4: Verify that the files in <installation directory>/app-defaults have been copied to the exceed/user directory. If not, copy these files to set the proper X resource settings.

The path to the user directory (UserDir) may also be corrupt in the Registry. If some users have backspace problems and others do not, this path is probably not defined properly in the registry. Delete the path definition (this should not have any adverse affects on Exceed).

1. Log in as the problem user and select Start | Run. Enter “regedt32”. This will bring up the system Registry Edit utility.
Warning! It is recommended that only experienced users edit the system registry. It is possible to corrupt the Windows NT installation using this utility.
2. Select the window for the Current User on the Local Machine.
3. Open Software | Hummingbird and delete the EXCEED folder.
4. Log out and in again (as the user).

Problem 5: **Mouse focus requires click in window**

WinNT

When I move the mouse to another window, such as the viewport, I have to click before the window becomes active.

Resolution 5: Set the focus to follow the mouse in Exceed.

1. Run the Xconfig program from the Exceed folder.
2. Select Window Mode / Focus Policy/ Pointer.

Problem 6: **No “middle mouse button” on 2-button mouse**

WinNT

I have a two-button mouse. Mouse rotation of the model requires use of the “middle button.”

Resolution 6: Hummingbird Exceed includes a function that emulates a three-button mouse.

1. Run the `xconfig` program from the Exceed program group as administrator.
2. Select Input and check the Middle Button Emulation box. Depressing both mouse buttons simultaneously should emulate a middle mouse button.

Note: Some mouse devices are not compatible with this function. For this reason, MSC recommends using a three-button mouse.

Problem 7: **Can't see all of the form at once.**

WinNT

Resolution 7: Switch to a higher resolution (MSC recommends 1280x1024 which should work). Or use the Small Screen Layout preference in the `settings.pcl` file. See **settings.pcl** (p. 76) for additional information.

Problem 8: **MSC/PATRAN will not print.**

WinNT

Resolution 8: Check that the TCP/IP printing services is installed on both the client and the print server. See **Printing on Windows NT** (p. 62) for additional information.

Problem 9: **Select menu popup very slow**

WinNT

MSC/PATRAN on Windows NT runs very slow. It takes a very long time for the select menu to come up when I wish to pick something.

Resolution 9: Hummingbird Exceed 6.0.2 adds a new feature that may significantly affect the performance of select menus. Add the following lines to the win.ini file in the Windows NT directory:

```
[exceed]
DisablePeekRequest=1
```

Save the file and reboot the system.

Problem 10: **Cannot type in databox**

WinNT

I cannot type into the select databox (i.e. if I want to enter "Element 1:10" by hand) in MSC/PATRAN on Windows NT.

Resolution 10: Set the "select_menu_always_on_top" option in the settings.pcl file to "FALSE". See **settings.pcl** (p. 76) for details.

6.3 Import/Export, Analysis Submit and On-line Help

This section covers error that occur when MSC/PATRAN interacts with external software. This includes importing or exporting of neutral files, databases, results files, etc. It also includes connection with analysis packages (submitting analysis) and problems with the FrameViewer on-line help system.

Problem 1: Analysis not submitted from within MSC/PATRAN

Any

I select Analysis | Analyze | Full Run to submit a job to ABAQUS or MSC/NASTRAN, but MSC/PATRAN does not submit the analysis.

Resolution1: Make sure you have defined the appropriate MSC/PATRAN Application environment variables - see [Environment Variables](#) (p. 70). Or on Windows NT check the settings in the p3_trans.ini file - see [Customizing Analysis Preferences in p3trans.ini](#) (p. 62).

Problem 2: “Write failed: file system full” when submitting analysis

Any

When I attempt to import my analysis results into MSC/PATRAN using the Analysis menu pick, I get the following error:

write failed: file system full: directory /tmp

Resolution2: This means the disk space for /tmp is too small to import the analysis results into MSC/PATRAN. Either increase the disk space allocated for /tmp, or use the environment variable TMP to redirect MSC/PATRAN to another larger scratch directory location. See [Environment Variables](#) (p. 70) for more information.

Problem 3: Analysis failed for

Any

When I submit my model for analysis in MSC/PATRAN THERMAL or MSC/PATRAN ADVANCED FEA, it fails because it could not find a specific command.

Resolution3: Make sure your command search path includes <installation_dir>/bin or <installation_dir>/patran8x/bin.

Problem 4: MSC/PATRAN THERMAL “The status file is empty”**Any**

After I submitted my model for analysis in MSC/PATRAN THERMAL, I get the following error:

The status file is empty

Also in the `patqb.log` file, there is the error:

Can't open: /usr/lib/crt1.o (No such file or directory)

Resolution4: These errors usually mean the workstation's C compiler, which MSC/PATRAN THERMAL requires, is either not there, or is not properly installed. (MSC/PATRAN THERMAL also requires the FORTRAN compiler.) See the specific hardware platform section in **Required Hardware & Software Configurations** (Ch. 2) for more information.

Problem 5: No response from FrameViewer after 60 seconds**Any**

When I try accessing the MSC/PATRAN on-line help, I get the following error:

No response from FrameViewer after 60 seconds

Resolution5: The daemon `/usr/etc/portmap`, (or on some machines, `/etc/portmap` or just `portmap`) may not be running. The MSC/PATRAN on-line help system requires this daemon. Login as root, and manually initialize the portmap daemon.

Under **SGI IRIX** no portmap daemon is used. Instead execute

`% rpcinfo -p`

This command should return a list various RPC daemons such as “`mountd`” If the command returns several pages of information, there may be a problem with RPC mapping. In this case, reboot the workstation. See also Problem #4.

Note that MSC/PATRAN returns this error message any time Adobe Frame Viewer does not correctly start. You may try running Frame Viewer manually by executing

`/<msc_base_installation_dir>/viewer50/bin/viewer.`

Problem 6: Cannot open afm font file helvetica...**HP-UX**

When I attempt to start up the MSC/PATRAN on-line help on my HP workstation, I get the following error:

```
Cannot open afm font file helvetica-Bold.afm
```

Resolution6: It may be that your HP workstation is configured to only allow filenames with 14 characters or less. The installation process would truncate the MSC/PATRAN delivered files that exceeded this limit.

To correct this problem, use the HP **sam** utility to allow filename lengths greater than 14 characters. See **HP-UX Kernel Settings** (p. 12). You will then have to re-install the on-line help files from the CD-ROM.

Problem 7: rld: Fatal Error: cannot find 'libnsl.so'**IRIX**

Starting the MSC/PATRAN On-line Help facility causes an error message similar to the following in the invoking X-Window:

```
starting viewer...
```

```
11377:/patran/install/frame/bin/sgi.iris.mips: rld: Fatal Error: cannot find so name  
'libnsl.so' under any of the filenames usr/lang/SC1.0/libnsl.so:...
```

Resolution7: The MSC/PATRAN On-line Help - Frame Viewer under IRIX requires the System V Release 4 Networking Package (eoel.sw.svr4net) in order to function correctly. This is an optional package shipped with the IRIX operating system. Systems other than SGI should not require this package. Note that after installing the Networking Package, the system must be rebooted twice.

Problem 8: "Cannot open display" for on-line help**IRIX**

When I run MSC/PATRAN on an SGI IRIX machine and display to another platform (e.g., Sun, HP, etc.), I fail trying to access Help with the error message:

```
Cannot open DISPLAY
```

Resolution8: Set the DISPLAY environment variable to the TCP/IP address of the display terminal not to its hostname. For example:

```
% setenv DISPLAY 192.67.0.1:0.0
```

Problem 9: Cannot open xxxx.xmt_txt file; Unigraphics**WinNT**

When I attempt to access a Unigraphics part file, I get the error

```
Cannot open xxxx.xmt_txt file
```

Resolution9: MSC/PATRAN only supports accessing Unigraphics parts files in an NTFS file system. Also, make sure the portmap service was correctly started during the installation.

Problem 10: **FATAL error (00000001) while initializing FrameViewer**

WinNT

Upon starting FrameViewer (inside/outside of PATRAN NT), FrameViewer returns the following error messages:

“FATAL error (00000001) occurs while initializing FrameViewer module: CORE.”

Resolution10: There is insufficient permissions and/or space in the temp directory as defined by the TMP and TEMP environment variables under system properties. The temp directory **MUST** have at least 10MB of free space for FrameViewer to initialize properly. Proceed to the following steps to verify and correct the problem.

1. Go to the Control Panel via ‘Start/Settings/Control Panel’. Select the “System” icon.
2. Select the ‘Environment’ tab, and verify that TEMP and TMP are set to a non-root directory that has at least 10MB of free space.
3. Click ‘Apply’ after making all the necessary changes.
4. Verify that the TEMP and TMP defined directories exist and that all users can write to them.
5. Reboot.

FrameViewer will use TMP first if it exists. Thus, even if TEMP is correct FrameViewer will still fail if TMP is invalid. Note that the TMP environment variable is created by an InterBase installation. See **InterBase in Version 8 or later** (p. 127) for more information.

6.4 Cosmetic Problems and Frequent Questions

This section covers warnings and cosmetic problems such as colors or fonts. It also includes several frequently asked questions about MSC/PATRAN and related products.

Problem 1: **“Unable to allocate x colors”**

Any

When I execute MSC/PATRAN, I get the error:

Unable to allocate 120 colors. Lower the “graphics_colors” setting in settings.pcl (but not less than 64).

Resolution 1: This either means:

Your workstation or X terminal does not have enough bit planes of color to support at least 120 colors. MSC/PATRAN requires the workstation, or X terminal, have at least 256 simultaneous colors (8-bit planes).

or:

There are other X applications that are concurrently being displayed on your workstation or X terminal, that have allocated colors from the terminal’s color lookup table, and MSC/PATRAN is unable to allocate 120 colors.

Either reduce the default 120 colors specified in the settings.pcl file, or exit one or more of the other X applications that are running. See [settings.pcl](#) (p. 76).

Problem 2: **Bad colors; bad font**

Any

When I start up MSC/PATRAN, either the colors look funny, the font lettering looks too large, or I must manually cursor place each MSC/PATRAN window that pops up on the screen.

Resolution 2: Make sure that you properly loaded the MSC/PATRAN application resource files from the MSC/PATRAN CD-ROM. See [Application Resources](#) (p. 74)

Problem 3: **Change fonts**

Any

I would like to override the default font that MSC/PATRAN uses with one that I prefer. Is there a way to do this?

Resolution 3: Yes! See [Application Resources](#) (p. 74)

Problem 4: **Use 3D graphics accelerator card; hardware graphics** **Any**

The MSC/PATRAN 3D driver seems to run slow even though my workstation has a graphics accelerator board. Is there a way to have MSC/PATRAN to take advantage of the graphics board?

Resolution 4: Yes, through the **settings.pcl** file that is usually located in the user's home or default directory. See **settings.pcl** (p. 76). For additional information on the MSC/PATRAN 3D graphics driver see **MSC/PATRAN 3D Graphics Drivers** (p. 25)

Problem 5: **"4DWM error: invalid icon bitmap"** **IRIX**

During MSC/PATRAN startup, error messages similar to the following are written to the terminal window:

4DWM error: invalid icon bitmap

Resolution 5: MSC/PATRAN is not running with the correct icon resources. This does not effect the function of MSC/PATRAN. Correct the problem by inserting the following lines into the `Patran` resource file located in the user `HOME` directory, the system `app_resources` directory, or the MSC/PATRAN `app_resources` directory.

```
Patran*iconPixmap:<installation_dir>/icons/default_patran_logo.ic
on
PatranGraphics*iconPixmap:<installation_dir>/icons/graphics_vp_lo
go.icon
PatranModal*iconPixmap:<installation_dir>/icons/default_patran_lo
go.icon
```

Problem 6: **Blue or grey windows** **WinNT**

Window colors are blue or grey instead of the proper beige (“bisque”) color.

- Resolution 6: The path to the user directory (UserDir) may also be corrupt in the Registry. If some users have backspace problems and others do not, this path is probably not defined properly in the registry. Delete the path definition (this should not have any adverse affects on Exceed).
1. Log in as the problem user and select Start | Run. Enter “regedt32”. This will bring up the system Registry Edit utility.
Warning! It is recommended that only experienced users edit the system registry. It is possible to corrupt the Windows NT installation using this utility.
 2. Select the window for the HKEY Current User on the Local Machine.
 3. Open Software | Hummingbird and delete the EXCEED folder.
 4. Log out and in again (as the user).

Problem 7: **Viewport shows ghost of overlayed window** **WinNT/IRIX**

When I open a menu that covers a portion of the viewport, it leaves a “hole” in the viewport graphics until I refresh the window.

- Resolution 7: Exceed has a BackingStore option that can be turned ON, but MSC recommends that you edit your `settings.pcl` file to have the line with `graphics_refresh` set to yes (instead of no).
-

6.5 FLEXlm and Licensing Problems

This section covers problems starting or installing the FLEXlm license servers, and problems MSC/PATRAN has communicating or obtaining licenses from those servers.

6.5.1 General FLEXlm Troubleshooting

Most licensing problems manifest themselves with a security error in MSC/PATRAN or one of its modules, preferences, etc. Check the following information to determine the cause of the license problem. First check the paths and server names in the `license.dat` file [Installing FLEXlm Using a New Server](#) (p. 117).

One of the following conditions must be met for MSC/PATRAN to locate licenses:

- A `license.dat` file containing valid nodelock codes and defined by the `MSC_LICENSE_FILE` environment variable (see [Environment Variables](#) (p. 70)) or in the directory `/msc/flexlm/licenses`.
- If the problem workstation is the FLEXlm license server, it must have a `license.dat` file that includes valid network “FEATURE” codes and correct “SERVER” and “DAEMON” lines. The `license.dat` must be defined by the `MSC_LICENSE_FILE` environment variable (see [Environment Variables](#) (p. 70)) or in the directory `/msc/flexlm/licenses`. The server must also be running the `lmgrd` and `msc` daemons.
- A `license.dat` that includes a “SERVER” line that references a valid FLEXlm server running the `lmgrd` and `msc` daemons. The `license.dat` must be defined by the `MSC_LICENSE_FILE` environment variable (see [Environment Variables](#) (p. 70)) or in the directory `/msc/flexlm/licenses`.
- An `MSC_LICENSE_FILE` environment variable that references the hostname and port id of a valid FLEXlm server running the `lmgrd` and `msc` daemons. See [Environment Variables](#) (p. 70) for information on this environment variable.

The lmdiag Utility

FLEXlm also provides a diagnostic utility that may indicate why licenses cannot be checked out.

UNIX:

```
% <installation_dir>/bin/lmdiag -c <license_file_path>
```

NT:

```
<installation_dir>\flexlm\lmutil lmdiag -c <license_file_path>
```

Where `<license_file_path>` is the full path (including filename) to the `license.dat` file. If the `-c` option is not used, `lmdiag` will operate on a `license.dat` file in the current directory.

6.5.2 FLEXlm Common Problems and Resolutions

Problem 1: **Cannot connect to license server** **Any**

I think I have done everything correctly, and MSC/PATRAN still cannot connect to my license server. What can I do?

Resolution 1: You appear to have a valid `lmgrd` and `msc` daemon running on a server, but MSC/PATRAN cannot locate licenses. First run the FLEXlm diagnostic utilities to see if there are additional error messages:

```
% /msc/bin/lmdiag -c <license_file>
% /msc/bin/lmstat -a -c <license_file>
```

Also check the `lmgrd.log` file on the server to see if any problems occurred in startup.

Next check the following possible causes:

1. MSC/PATRAN is not referencing the correct license file or server.

Set the `MSC_LICENSE_FILE` environment variable (in `.cshrc` or `site_setup`) to the correct `license.dat` file (that has the same `SERVER` line as the license file that was used to start `lmgrd`).

UNIX:

```
% setenv MSC_LICENSE_FILE <path>/license.dat
```

NT:

```
set MSC_LICENSE_FILE=<path>\license.dat
```

or reference the server and port directly (requires no `license.dat` file on client):

```
% setenv MSC_LICENSE_FILE port@host_name
```

On UNIX, you can see what `MSC_LICENSE_FILE` setting MSC/PATRAN is using:

```
% patran -EchoEnv
```

2. The server machine is down.

(continued)

- (cont.)
3. The vendor daemon is not running. Both the `lmgrd` and `msc` daemons must be running on the server. Check the `lmgrd.log` file to determine why `lmgrd` did not start `msc` and ensure that the `VENDOR` line includes the correct path, etc.
 4. The client does not recognize the hostname on the `SERVER` line or set with `MSC_LICENSE_FILE`. Make sure that the local machine can ping or rsh to “host”. Also, try the telnet test below.
 5. The network is down. Same as above.
 6. You are running the license file on the server in an old version of FLEXlm. MSC/PATRAN requires at least FLEXlm v5.12 (the version shipped with MSC/PATRAN).
 7. TCP is not running properly on the client or host. See tests for Items #4 and #8.
 8. The port selected in the `license.dat` file and the port given to MSC/PATRAN via `MSC_LICENSE_FILE` are not the same, or the port is being used by something else.

You can test TCP access to a host and port with the following telnet command:

```
% telnet <hostname> <portnum>
```

9. Note that this will not allow you to login (`telnet` is not actually listening at that port), but it should connect.

Problem 2: Invalid lmhostid

Any

My `lmgrd` tells me that the `hostid` is wrong, or not what it expected. What does that mean?

Resolution 2: If the `hostid` is not correct. You should see something like this in the `lmgrd.log` file:

```
9/27 10:08:16 (ariesd) Wrong hostid, exiting (expected 0000578258, got 578258)
```

The codes must be regenerated with the output from `lmhostid` or `mscid` (on the CD):

UNIX:

```
% /msc/bin/lmhostid
lmutil - Copyright (C) 1989-1997 Globetrotter Software, Inc.
The FLEXlm host ID of this machine is "690ca939"
```

NT:

```
x:\msc\flexlm\lmutil lmhostid
lmutil - Copyright (C) 1989-1997 Globetrotter Software, Inc.
The FLEXlm host ID of this machine is "0000578258"
```

(continued)

(cont.) This hostid must match the id on the SERVER line of the license.dat file. Note that the codes must have been generated with the correct hostid on the SERVER line. If the code does not match, the you will need to obtain new codes from The MacNeal-Schwendler Corporation.

SERVER <hostname> 0000578258 1700

Problem 3: **FLEXlm: Invalid License File Syntax (-2,134)**

Any

I get the following error message when attempting to start lmgrd:

FLEXLM ERROR MESSAGE:INVALID LICENSE FILE SYNTAX (-2,134)

Resolution 3: Sometimes e-mail alters authorization code files in such a way that may cause problems. The mscsetup utility can be used to fix many of these problems. From the MSC/PATRAN installation CDROM, run the following to properly parse, fix if necessary, and install a licence.dat file:

mscsetup [-b <installation_base_dir>] flexlm <path_to_license_file>

If, after running this command, you find that you still receive the same error message, you may manually edit the file license.dat in the /<msc_base_installation_dir>/flexlm/licenses/directory and look for possible problems.

1. Here is a case where it was a problem.

```
FEATURE PATRAN MSC 1997.0801 15-SEP-1998 0 BC32DE95C6860513D696 \
VENDOR_STRING=OPT:PT=PA_V
DA,PT=PA_CADDS_5,PT=PA_ProENGINEER,PT=PA_CATIA,PT=PA_Eu
clid_3,PT=PA_Unigraphics,PT=PA_IGES
```

In this example the VENDOR_STRING line was broken in the words PA_VDA and Euclid.

The error message from lmdiag was:

“PATRAN” v1998.0801, vendor: MSC

uncounted nodelocked license starts: 5-aug-98, expires: 15-SEP-1998

This license cannot be checked out because: (FLEXlm error: -2/134)

->FLEXlm error message: Invalid license file syntax (-2,134)

Hostid required for uncounted feature

(continued)

(cont.)

2. Another possible change:

```
FEATURE PA_PATRAN MSC 1998.0801 15-SEP-1998 0 3CB2FE1595049C009A19
```

```
\
HOSTID=DEMO ISSUED=05-AUG-1998 ck=248 SN=0
```

Here, the line continuation sign “\” has moved to the following line.
It needs to be placed back on the end of the previous line.

The error message from lmdiag was:

```
-----
“PATRAN” v1998.0801, vendor: MSC  uncounted nodelocked license,
locked to “DEMO” starts: 5-aug-98, expires: 15-SEP-1998
```

This is the correct node for this node-locked license, but I don’t know if the encryption code is good or not

Problem 4: **Compatibility between FLEXlm versions**

Any

When attempting to start my lmgrd I get an error “can’t read data” when attempting to connect. What is the problem? or

Are all FLEXlm versions compatible?

Resolution 4: If you get an error “can’t read data” you may be using incompatible version of lmgrd with the vendor daemon. The MSC daemon requires lmgrd v5.12 or higher.

From the FLEXlm FAQ at www.globetrotter.com:

Problem 5: **Multiple products use FLEXlm**

Any

I have products from several companies at various FLEXlm version levels. Do I have to worry about how these versions work together?

Resolution 5: If you're not combining license files from different vendors, the simplest thing to do is make sure you use the tools (especially `lmgrd`) that are shipped by each vendor.

`lmgrd` will always correctly support older versions of vendor daemons and applications, so it's ALWAYS safe to use the latest version of `lmgrd`. If you've combined license files from 2 vendors, you MUST use the latest version of `lmgrd`.

If you've received 2 versions of a product from the same vendor, you MUST use the latest vendor daemon they send you. An older vendor daemon with a newer client will cause communication errors.

Ignore letters appended to FLEXlm versions, i.e., v2.4d. The appended letter indicates a patch, and does NOT indicate any compatibility differences.

Problem 6: **FLEXlm lmgrd: execl failed**

Any

When attempting to start `lmgrd`, my log had an "execl failed:" error message. What do I need to do to fix this?

Resolution 6: On startup of the `lmgrd` or in the `lmgrd.log` file, you might get an "execl failed" message while it is trying to start the msc vendor daemon. Something like the following:

```
9/26 15:57:41 (lmgrd) FLEXlm (v5.12) started on myhost (hp 9000/735)
(9/26/95)
9/26 15:57:41 (lmgrd) FLEXlm Copyright 1988-1994, Globetrotter
Software, Inc.
9/26 15:57:41 (lmgrd) License file: "/msc/flexlm/licenses/license.dat"
9/26 15:57:41 (lmgrd) Starting vendor daemons ...
license daemon: execl failed: (/msc/flexlm/hpux/msc)-T myhost 5.12 3 -c
/msc/flexlm/licenses/license.dat
license daemon:system error code:No such file or directory
```

Possible causes:

1. The vendor daemon does not exist at the path specified in the `license.dat` file (this is the problem above). Note that the `license.dat` file contains a line that is modified by `mscsetup` or must be modified by the user:

```
DAEMON MSC /user_defined_path/MSC
```

The actual daemon is lower case. So the modified path should look something like:

```
DAEMON MSC /msc/flexlm/irix/msc
```

(continued)

(cont.) 2. The msc daemon does not have execute permissions to everyone. Should be:

```
%ls -l/msc/flexlm/irix/msc
-rwxr-xr-x 1 root sys 461984 Apr 21 06:25 /msc/flexlm/irix/msc
```

3. The msc daemon executable is corrupted. You can check by trying to run it directly. It won't run but should give a message:

```
%/msc/flexlm/irix/msc
14:00:21 (MSC) Vendor daemons must be run by lmgrd
```

Also try executing `whatis` or `file` command on the file to make sure it is correct for the platform:

```
% file /msc/flexlm/irix/msc
/msc/flexlm/irix/msc: ELF 32-bit MSB dynamic executable MIPS - version 1
```

Problem 7: FLEXlm lmgrd: lost lock

Any

I get error messages in my log file about a lost lock; how do I get that to stop?

Resolution 7: If you get messages at the prompt or in the `lmgrd.log` file:

Lost lock

There is a corruption or someone deleted the "lockMSC" lockfile. This file is created in `/usr/tmp` by the MSC daemon (`c:\flexlm` on Windows NT):

```
% ls -/usr/temp/lock*
-rw-r--r-- 1 user eng 0Aug 18 08:23 lockMSC
```

If this file is deleted without shutting down the daemons, it will cause a problem. Alternatively, there is a second MSC daemon running and its lockfile cannot be overwritten.

Kill all `lmgrd` and `msc` daemons with `lmdown -c <license_file>` or with the `kill` command (do not use `kill -9` unless a plain `kill` fails. Then rerun `lmgrd`. It should write a new `lockMSC` file.

Check that the system does not have a `cron` or `shell`, etc. utility to delete the contents of `/usr/tmp` periodically.

On the Windows NT platform, the file will be found in `C:\flexlm`.

Problem 8: FLEXlm lmgrd: "Inconsistent encryption"; "Bad code"

Any

In my `lmgrd.log` file, there are messages which indicate "Inconsistent encryption" or "Bad code." What do these mean?

Resolution 8: When running the `lmgrd` and you find the following errors:

9/27 9:52:08 (MSC) Inconsistent encryption code for FEATURE

or

9/27 10:08:16 (MSC) Bad code for FEATURE

There are several possible causes:

1. The `SERVER` or `FEATURE` line was changed or entered incorrectly. A common cause is that the `hostid` on the `SERVER` line was modified —the user assuming that he must change this as he does the `hostname` and `path`.

You may not modify any codes, dates, or ids in the `license.dat` file. A new file must be generated with the correct ids.

2. There is a problem with the way the code was generated. In general, MSC will recognize problems in code generation quickly so customers should never get invalid codes (except for `hostid` problems, when MSC has been given the incorrect `hostid` by the customer).

Problem 9: **FLEXlm lmgrd: exit status 2**

Any

When attempting to start the `lmgrd`, everything looks fine, but my vendor daemon still dies with a status 2.

Resolution 9: Customer was trying to run FLEXlm on an HP-UX 9.01 machine. Globetrotter says that the version of FLEXlm we ship with MSC/PATRAN (V5.12) will work fine on 9.0X. While the `lmgrd` daemon will start up ok, the problem is the `msc` daemon will not. It will only run on HP-UX 10.20. Resolution is to only install and run FLEXlm on an HP-UX 10.20 machine.

(continued)

(cont.)

The following is the contents of the lmgrd.log file:

```
13:26:35 (lmgrd) FLEXlm (v5.12) started on hi5008 (hp 9000/715) (6/25/1997)
13:26:35 (lmgrd) FLEXlm Copyright 1988-1996, Globetrotter Software, Inc.
13:26:35 (lmgrd) World Wide Web: http://www.globetrotter.com
13:26:35 (lmgrd) License file: "/uhi5008001/patran/flexlm_msc/flexlm/licenses/license.dat"
13:26:35 (lmgrd) Starting vendor daemons ...
13:26:35 (lmgrd) Started MSC (internet tcp_port 1493 pid 3430)
13:26:35 (lmgrd) Vendor daemon died with status 2
13:26:35 (lmgrd) Since this is an unknown status, lmgrd will
13:26:35 (lmgrd) attempt to re-start the vendor daemon.
13:26:35 (lmgrd) REStarted MSC (internet tcp_port 1494 pid 3431)
13:26:35 (lmgrd) Vendor daemon died with status 2
13:26:35 (lmgrd) Since this is an unknown status, lmgrd will
13:26:35 (lmgrd) attempt to re-start the vendor daemon.
.
.
.
13:26:36 (lmgrd) REStarted MSC (internet tcp_port 1502 pid 3439)
13:26:36 (lmgrd) Vendor daemon died with status 2
13:26:36 (lmgrd) Since this is an unknown status, lmgrd will
13:26:36 (lmgrd) attempt to re-start the vendor daemon.
13:26:36 (lmgrd) REStarted MSC (internet tcp_port 1503 pid 3440)
13:26:36 (lmgrd) Please correct problem and restart daemons
```

The lmstat utility gives the following message:

```
% /msc/bin/lmutil lmstat
lmutil-Copyright (C) 1989-1997 Globetrotter Software, Inc.
Flexible License Manager status on Thu 6/26/1997 09:31
License server status (License file /msc/flexlm/licenses/license.dat :
hi5008: license server UP (MASTER)
```

Vendor daemon status (on hi5008):

```
MSC: Cannot connect to license server (-15,12:239) Connection refused
```

Problem 10: FLEXlm: MSC vendor daemon does not start**WinNT**

On Windows NT, the MSC Vendor daemon does not start when attempting to start the FlexLM license server through the control panel. This will cause MSC/PATRAN to return a FlexLM server error.

Under Start | Settings | Control Panel | Services, the FLEXlm server is "Started" but the MSC Vendor daemon has not been started.

Resolution 10: The source of this problem is originated from the SNMP network protocol with WinNT service pack 3. To resolve this problem, take the following procedures to remove the SNMP drivers from the system:

1. Go to 'Start/Settings/Control Panel/Network'
2. Click on the 'Protocols' tab
3. Highlight the 'SNMP Protocol', skip to step 5 if you don't see 'SNMP Protocol' listed.
4. Click 'Remove', 'OK', and 'Cancel'
5. Open up C:\Winnt\System32 via 'My Computer' or Explorer
6. Look for the file 'snmpapi.dll'
7. Rename or Remove the file
8. Reboot, the Flexlm license server should start automatically upon reboot.

NOTE: Performing step 3 DOES NOT remove the driver from the system completely, therefore, the problem will persist unless you perform steps 5-8.

Problem 11: **Cannot read data from license server (-16,287:9) Bad file**

Any

The FLEXlm lmgrd daemon will not start on my Sun SOLARIS server. In the lmgrd.log file I get the following messages:

```
13:26:35 (lmgrd) Starting vendor daemons ...
13:26:35 (lmgrd) Started MSC (internet tcp_port 1493 pid 3430)
13:26:35 (MSC) Server started on
13:26:35 (MSC) Vendor daemon can't talk to lmgrd
13:26:35 (MSC) Cannot read data from license server (-16,287:9) Bad file
13:26:35 (lmgrd) Vendor daemon died with status 240
13:26:35 (lmgrd) Since this is an unknown status, lmgrd will
13:26:35 (lmgrd) attempt to re-start the vendor daemon.
```

Resolution 11: FLEXlm has a problem when the file descriptor limit is configured above the default of 1024. Execute `lmgrd` from a script that first sets the file descriptor using the `ulimit` command:

```
#!/bin/sh
ulimit -H -n 1024
<install_dir>/flexlm/solaris/lmgrd -c <license.dat> etc.\
```

Call this script from the `/etc/inittab` file instead of calling the `lmgrd` command directly.

Problem 12: **Windows NT client cannot get licenses from UNIX server**

WinNT

My Windows NT client cannot obtain FLEXlm licenses from a UNIX server. UNIX clients work fine.

Resolution 12: Check the following possibilities.

1. TCP/IP must be installed and functioning on the client. The Windows NT client should be able to connect via `telnet` (though not necessarily be able to login) to the server? See Resolution #6 on **page 87** for more information on installing TCP/IP under Windows NT.
2. The Windows NT client must recognize the hostname. Reference the TCP address (i.e. `MSC_LICENSE_FILE=1700@192.21.10.1`) instead of the server hostname (i.e. `MSC_LICENSE_FILE=1700@server1`).
3. The hostname listed in the `license.dat` file on the server must be recognizable by the client. For example, the Windows NT client must be able to ping “server1” if the SERVER line in the `license.dat` file is “SERVER server1...”. It is possible to use the address in the `license.dat` file. Edit `license.dat` on the server to read:

```
SERVER 192.21.10.1 xxxxxxxxxx 1700
```


Then restart the `lmgrd` daemon with the `lmreread` command (see **Force Daemon to Read New License File** (p. 121)).
4. Add the server to the DNS search path of the Windows NT client. Go to the Control Panel | Network | Protocols form. Edit the “Properties” of the “TCP/IP” protocol. Add the address of the license server to the DNS search list.

Problem 13: **Restrict licenses to specific users or workstations**

Any

I want to restrict license availability to certain users or workstations. In MSC/PATRAN v6.2 and earlier (which used NCS and NetLS instead of FLEXlm), I could do some restriction with an NCS cell. Is there an equivalent in FLEXlm?

Resolution 13: The FLEXlm options file can restrict availability of licenses (even particular products) to certain users or clients. This can reproduce the function of NCS cells. Please see Globetrotter’s web page for their documentation on how to create options files.

<http://www.globetrotter.com/manual.htm>

Problem 14: **Set up redundant servers**

Any

I want spread my licenses over multiple servers to improve reliability. Is this possible?

Resolution 14: Yes. FLEXlm allows licenses to be spread across 3 simultaneous servers of which at least two must be running to obtain licenses. You must request this from your MSC sales representative. Please see Globetrotter’s web page for additional information.

<http://www.globetrotter.com/manual.htm>

Problem 15: **Obtaining license file from MSC**

Any

How do I get licenses now that I have the product.

Resolution15: Contact your MSC sales representative. You must have the lmhostid for your server available. See **Obtain an MSC/PATRAN License File for Your Server** (p. 117)

▼ Options



■ Done