

Autodesk License Manager and IPv6

Resolving issues with Autodesk Network License Manager (ADLM) and IPv6

A reference document for Advanced CAD users, Vault users and System Administrators

This White Paper covers issues that may be encountered on systems operating an Autodesk network license together with an Operating System using IPv6. Autodesk network licenses is provided with the following listed Vault family products and is optional with all CAD products.

- Autodesk Vault Workgroup
- Autodesk Vault Collaboration
- Autodesk Vault Professional

General information about IPv6 can be found on the location:

<http://en.wikipedia.org/wiki/IPv6>

For installation instructions for ADLM please refer to the following Autodesk video:

<http://www.youtube.com/watch?v=2fWxZBbqTRk>

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Introduction

Midas has recorded an increase in support calls relating to ADLM and IPv6 in use with Autodesk Vault products which are supplied as network licenses only. Generally IPv6 was introduced with MS Server 2008 (IPv4 commonly used in MS Server 2003). This document addresses issues that may be encountered when using Autodesk License Manager (ADLM) on a network environment supporting IPv6.

Enforcing IPv4 Support

The most common error is that following a successful installation of a Vault product, whilst attempting to login via the Vault Explorer (Client) an error is reported:

Failed to acquire a license

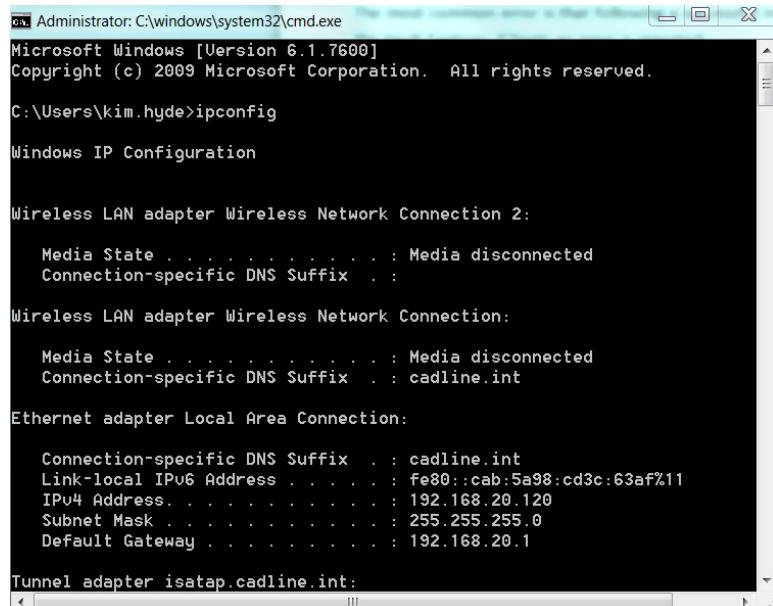
This error can appear where IPv6 is in use, but is easily rectified by modifying the LICPATH.LIC file used by the ADMS server components to locate the related server services. The edited file will then use IPv4 only as the locator; the file is located in the install path for the particular Vault product:

<Install path>\Autodesk\ADMS edition (2010 / 2011)\ directory

The file content will be by default:

SERVER <server name> 70F3957F814B
USE_SERVER

Edit LICPATH.LIC using Notepad and exchange the server name with the IPv4 address; this information can be found by using the DOS command prompt and entering IPCONFIG:



```
Administrator: C:\windows\system32\cmd.exe Microsoft Windows [Version 6.1.7600]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\kim.hyde>ipconfig

Windows IP Configuration

Wireless LAN adapter Wireless Network Connection 2:
  Media State . . . . . : Media disconnected
  Connection-specific DNS Suffix . . .

Wireless LAN adapter Wireless Network Connection:
  Media State . . . . . : Media disconnected
  Connection-specific DNS Suffix . . . cadline.int

Ethernet adapter Local Area Connection:
  Connection-specific DNS Suffix . . . cadline.int
  Link-local IPv6 Address . . . . . : fe80::cab:5a98:cd3c:63af%11
  IPv4 Address . . . . . : 192.168.20.120
  Subnet Mask . . . . . : 255.255.255.0
  Default Gateway . . . . . : 192.168.20.1

Tunnel adapter isatap.cadline.int:
```

This solution is available as an Autodesk technical support document TS1101507 (listed as *Method-2*) from the following location:

<http://usa.autodesk.com/adsk/servlet/ps/dl/item?siteID=123112&id=13107015&linkID=9261340>

Enforcing IPv6 Support

Autodesk also offer a solution that enables a version of ADLM that supports IPv6. This hotfix is available in both 32-bit and 64-bit versions, it is therefore important that the correct version is downloaded and installed.

The hotfix is available from the following location:

<http://usa.autodesk.com/adsk/servlet/ps/dl/item?siteID=123112&id=10976858&linkID=9261341>

The hotfix will include the replacement for four .exe files used by ADLM located in the following directory:

(Default installation directory)

C:\Program Files\Autodesk Network License Manager

It is important that the following instructions are adhered to regarding the process for managing the hotfix:

To stop the Network License Server

You should be logged in with Administrator rights when working with the LMTOOLS utility.

1. Right-click the LMTOOLS icon on the desktop and click Run As Administrator.
2. In the LMTOOLS program, click the Start/Stop/Reread tab.
3. On the Start/Stop/Reread tab, click Stop Server, wait 15 seconds, and then proceed.
4. Close *lmtools.exe*.
5. Locate the existing installed Autodesk Network License Manager files: *lmtools.exe*, *lutil.exe*, *lgrd.exe*, and *adskflex.exe* in the default location *C:\Program Files\Autodesk Network License Manager* (or alternative path if not installed in the default location).
6. Create a back-up copy of the existing Network License Manager files.

To update the Autodesk Network License Manager for IPv6

1. Double-click the *NLMIPv6Support_Win32.exe* file on your desktop. This will extract the IPv6 Support files to *C:\install\Autodesk\NLMIPv6Support_Win32*.
2. Locate the new IPv6 Support files: *lmtools.exe*, *lutil.exe*, *lgrd.exe*, and *adskflex.exe* now located in *C:\install\Autodesk\NLMIPv6Support_Win32*.
3. Copy the new IPv6 Support files from *C:\install\Autodesk\NLMIPv6Support_Win32* to the location where your existing Autodesk Network License Manager is installed.
4. When prompted to replace the existing files, click Yes.

To restart the Network License Server

You should be logged in with Administrator rights when working with the LMTOOLS utility.

1. Right-click the LMTOOLS icon on the desktop and click Run As Administrator.
2. In the LMTOOLS program, click the Start/Stop/Reread tab.
3. On the Start/Stop/Reread tab, click Start Server.
4. Close *lmtools.exe*.