

High Frequency Electromagnetic Software

SONNET[®] 12 Suites



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LIMIT
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Windows
Installation

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WINDOWS INSTALLATION MANUAL

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Release 12

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TABLE OF CONTENTS

	TABLE OF CONTENTS	5
1	INTRODUCTION	7
	Help When You Need It	7
	Requirements	7
	Compatibility	7
	Licenses	8
	Host ID	8
	Hardware Key	9
	License Server	10
	Invoking the Sonnet Task Bar	10
	Power Saver and <i>em</i> Processing Time	10
2	STANDARD EVALUATION INSTALLATION	13
3	INSTALLATION FOR MOST USERS	15
	Step 1:Obtaining Licensing Information	16
	Step 2:Stopping the FLEXnet License Manager	16
	Step 3:Uninstalling the Previous Release	16
	Step 4:Loading the Software	17
	Step 5:Installing the Hardware Key Driver	18
	Step 6:Installing the Hardware Key	19
	Step 7:Verifying the Hardware Key	20
	Step 8:Setting Up Your License File	21
	Step 9:Starting the FLEXnet License Manager	21
	Step 10:Verifying the License Manager	25
4	LOCAL (CLIENT) INSTALLATION	29
	Step 1:Uninstalling the Previous Release	29
	Step 2:Loading the Software	30
	Step 3:Setting up licensing	31
	Step 4:Verifying the Client Install	32
5	UNINSTALL	35
6	ADVANCED ISSUES	37
	System Administration	37
	Starting the License Manager	37

Windows Installation

	Starting FLEXnet Automatically	41
	Stopping the License Manager	43
	Determining License Usage	44
	Using UNIX or Linux as the License Server	45
	Moving the Hardware Key After Installation	46
	Determining Your Hostname	47
	Removing an Older Release after Installation	47
	Running FLEXnet with Multiple Vendors.	48
	Running Multiple Releases of Sonnet Software	48
	Initialization File	49
7	TROUBLESHOOTING	51
	Auto Diagnostics	51
	Problems Accessing the Hardware Key	53
	Licensing Problems	54
	Licensing Overview	55
	Troubleshooting Scenario	56
APPENDIX I	LICENSE MANAGER STATUS MESSAGES	59
APPENDIX II	FLEXNET LOG FILE	61
APPENDIX III	APPLICATION ERROR MESSAGES	69
APPENDIX IV	LICENSE USAGE FOR MULTI-THREADED PROCESSING	75
	INDEX	77

Chapter 1 Introduction

Help When You Need It

This manual provides instructions on installing Sonnet software on your PC as well as covering other issues related to operating your software. If you experience problems while installing your software, please refer to [“Auto Diagnostics” on page 51](#) which details how to run an automatic diagnostic program and tells you what information you need before contacting your Sonnet representative.

Requirements

For the most up to date information about the system requirements, please see:

<http://sonnetsoftware.com/requirements>

Compatibility

This release is fully compatible with all prior releases. However, you may not use a release 12 project file in an earlier release of Sonnet.

Licenses

Sonnet provides four types of licenses: standard evaluation, node-locked, university and floating. The types of licenses are described below.

Standard Evaluation: This license provides you with a copy of Sonnet on one machine and expires at the end of the evaluation period. This license type does not require running the license manager, FLEXnet. You follow the instructions in Chapter 2 to install the software on the machine on which you wish to run Sonnet.

University: This license provides you with a copy of Sonnet on one machine. This license type does not require running the license manager, FLEXnet. You perform a standard installation on the machine on which you wish to run the software.

Node-locked: This provides a single license for one designated machine. This license type requires that you run the license manager, FLEXnet. Typically, you perform a standard installation on the machine on which you wish to run the software.

Floating: This provides one or more licenses available for a network of machines. The number of machines on the network may exceed the number of licenses; however, the number of copies of Sonnet which are being used at any one time is limited to the number of licenses purchased. This license type requires you to run the license manager, FLEXnet. If a hardware key is used, it should be attached to only the license server. The other machines (clients) in the network do not require a hardware key.

Host ID

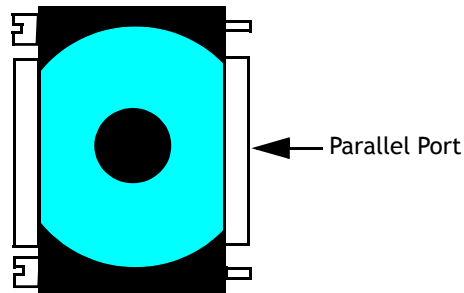
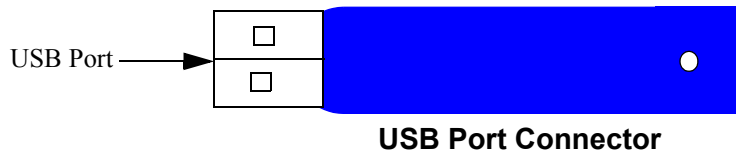
Your license requires a Host ID to which to lock and a license file. The Host ID can be provided in one of two ways. By default, the ethernet ID of the computer is used as the Host ID, but in some cases a hardware key is attached to the computer and supplies the Host ID. In that case, your hostID will be in one of two formats, depending on the type of hardware key. Examples of HostID are 69002261 or 9-49B9C6E7.

For a standard evaluation, university, or node-locked license, the ethernet ID of the local machine is the Host ID or the hardware key is installed on the local machine and supplies the Host ID.

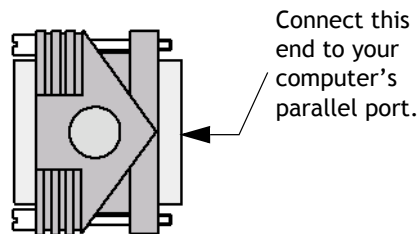
For a floating license, the ethernet ID of the license server is used or the hardware key is installed on the license server. For a definition of the license server, see the "License Server" below.

Hardware Key

Sonnet uses your ethernet address as the default Host ID. In some cases, the Host ID is provided by a hardware key. There are three types of dongle which can be used as a hardware key shown below.



Twin Parallel/Serial



25 Pin Connectors/Parallel Port

The first type of hardware key is a USB dongle. This hardware key is connected to the PC's USB port.

The second type of hardware key is a Twin Parallel/Serial dongle. By default, this hardware key is connected to the parallel port of your PC. Please see the figure above to identify the parallel and serial sides of the hardware key.

The third type of key is a dongle which has two 25 pin connectors attached to it. This dongle is connected to the PC's parallel port.

License Server

You must decide on a license server. In the case of a standard evaluation or node-locked license, the local machine is the license server. The ethernet ID of this machine should be used as the host ID for licensing. If you have a hardware key, then it is attached to the local machine.

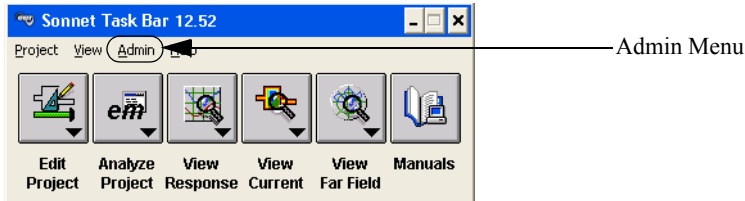
For a floating license or university license, one machine in the network should be designated as the license server. If you are using a hardware key, this machine requires the hardware key attached to it. Client machines do not require a Host ID. The license manager, FLEXnet, executes on the license server.

Any supported operating system may act as the license server. For details on the system requirements, please go to:

www.sonnetsoftware.com/requirements

Invoking the Sonnet Task Bar

To invoke the Sonnet task bar, select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start menu. The Sonnet task bar appears on your display.



The Admin menu on the main menu bar allows you to access functions used in starting, stopping and troubleshooting the license manager.

Power Saver and *em* Processing Time

Most computers come equipped with power saver modes enabled. Power saver mode often turns off the display or slows down the CPU after a specified period of time with no input from the keyboard or mouse.

The power saver feature on your computer could result in your CPU running at a slower speed. This will considerably increase *em* processing times when performing overnight or weekend runs.

You should also be aware that running a screen saver can divert system resources from an *em* analysis, again resulting in increased processing times.

To avoid this problem, disable the power saver and screen saver features on your computer. The control for power saver modes are usually located in your startup BIOS. The screen saver is controlled in the Display Properties dialog box. Please see your system administrator or your system's documentation for more information on these features.

Chapter 2 Standard Evaluation Installation

If you are installing a standard evaluation copy of Sonnet software on a single machine, with no prior Sonnet installation, see the summary below of the steps you need to perform in order to install Sonnet software.

- 1** Go to www.sonnetsoftware.com/license to submit your license request. Once you receive your licensing information from Sonnet, continue with the installation.
- 2** To install your software, run the program starting with `setup_sonnet`, for example “`setup_sonnet1252.exe`”, included in your download and follow the on-screen instructions. If you received a CD-ROM, load the software from the CD-ROM on your system, following the installation instructions on your screen.
- 3** If you do not have a hardware key, go to Step 4. If you are using a hardware key, attach it to your computer, then install the hardware key driver by selecting *Admin* ⇒ *Hardware Key* ⇒ *Install Driver* from the Sonnet task bar menu and follow the on-screen instructions. To open the Sonnet task bar, select *Start* ⇒ *Program Files* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows start menu.
- 4** Follow the directions in the licensing information e-mail you received from Sonnet Software in response to the License Request Form.

- 5 Select *Project* ⇒ *New Geometry* from the main menu of the Sonnet task bar to launch the project editor, *xgeom*, to verify that the installation is correct.

Be aware that the majority of this manual is devoted to advanced issues and troubleshooting the Floating License Manager, which is not part of a standard evaluation copy.

Chapter 3 Installation for Most Users

The instructions in this chapter should be followed by all users except those installing a standard evaluation (see [Chapter 2, Standard Evaluation Installation](#), on page 13) and those installing software on a client Windows PC using a floating license (network installation). A network installation is one which involves a floating or site license. For these types of licenses, install the software on the license server following the directions in this chapter. Once you have verified that Sonnet is operating correctly on the server, you must perform a local install on each client machine in the network on which you wish to make Sonnet available. For instructions on how to do this, please refer to [Chapter 4, Local \(Client\) Installation](#), on page 29.

For instructions on setting up remote *em* processing once your installation is complete, please refer to the PDF manual, [Remote em Processing](#). To access this manual, select *Help* ⇒ *Manuals* from the menu of any Sonnet application. Click on the Installation and Administration button in the PDF which appears on your display, then click on the Setting Up Remote em Processing button.

For instructions on setting up *emCluster* once your installation is complete, please refer to the PDF manual, [emcluster Processing](#). To access this manual, select *Help* ⇒ *Manuals* from the menu of any Sonnet application. Click on the Installation and Administration button in the PDF which appears on your display, then click on the **emcluster Processing** button.

Step 1: Obtaining Licensing Information

All users, previous and new, must request a license. This is true even if you are upgrading from a 12.0 beta release. You may request a license from the Sonnet web site. In order to do this, go to:

www.sonnetsoftware.com/license

Once you receive your licensing info, you may set up the licensing in [Step 8: Setting Up Your License File](#) on page 21.

Once you have received your licensing information from Sonnet, continue the installation.

Step 2: Stopping the FLEXnet License Manager

If this is the first installation of Sonnet on your system, you do not need to perform this step. Skip to [Step 4: Loading the Software](#) on page 17.

If you are upgrading from a previous release which used a License Manager, you need to stop the license manager, if it is presently running, before performing an uninstall of the previous release or before installing this software.

If you do not know how to stop the license manager, see [“Stopping the License Manager” on page 43](#).



WARNING

Note also that you should turn off the Start Server at Power Up checkbox on the Configure Services page of the Lmtools interface.

Step 3: Uninstalling the Previous Release

If this is the first installation of Sonnet on your system, you do not need to perform this step. Skip to [Step 4: Loading the Software](#) on page 17.

If you are upgrading from a previous release, you may choose to uninstall the previous release or keep the previous release. We recommend that you uninstall previous releases to avoid future complications.



WARNING

It is important if you chose to remove the older version, that the older version be removed BEFORE installing the new software. This will prevent the uninstall command from removing files required for the new version.

a) Keeping the Previous Release

If you want to keep an earlier version of the software, be aware that the license server for a previous release (release 11 or earlier) may not be run simultaneously with the license server for Version 12 nor can you run an older version of the software using a version 12 license. You must use the license manager and license delivered with your previous software version to run that version. The different license managers cannot run simultaneously on the same license server. The different license managers must be installed on different computers or run one at a time.

NOTE:

If you have a university copy of Sonnet, you MUST remove any previous releases before installing this version.

It will be possible to activate either version of the software through the Sonnet program menus.

Skip to [Step 4: Loading the Software](#) on page 17.

b) Uninstalling

Make sure that no Sonnet programs are running on the PC.

If you choose to delete the older version of the software, select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Uninstall* from the Windows desktop Start menu. The uninstall command will leave any files that you have generated as well as any directories that were created in the Sonnet directory.

Step 4: Loading the Software

Before loading your software, you should have received your licensing information from Sonnet. If you have not yet received your licensing information, go back and complete [Step 1: Obtaining Licensing Information](#) on page 16.

- 1 To load the software, please run the program beginning with setup_sonnet, for example “setup_sonnet1252.exe”, included in your download and follow the on-screen instructions.

If you are installing the software from a CD-ROM, load the CD-ROM and follow the on-screen instructions.

NOTE: You must be logged in as the Administrator or as a member of the administrator group in order to install the software.

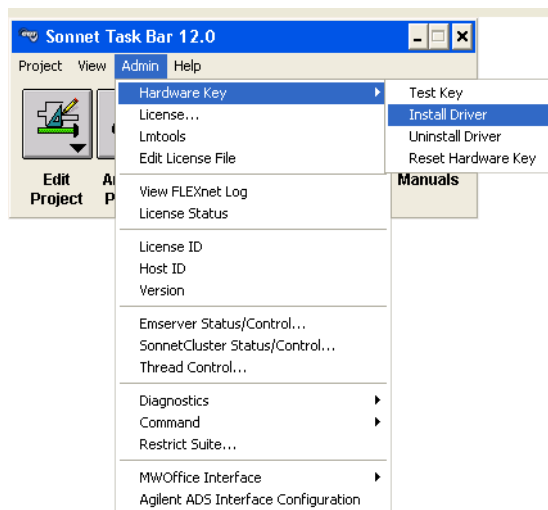
- 2 Once the setup program is complete, continue with the next step.

Step 5: Installing the Hardware Key Driver

NOTE: You will require administrator privileges to install the driver.

You must install the hardware key device driver in order to access your hardware key. To install the driver, do the following:

- 1 Select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start Menu to open the Sonnet task bar.
- 2 On the Sonnet task bar, select *Admin* ⇒ *Hardware Key* ⇒ *Install Driver* from the main menu.



- 3 Follow the on-screen instructions for installing the device driver.

- 4 Once the setup program is complete, continue at *Step 6: Installing the Hardware Key*.

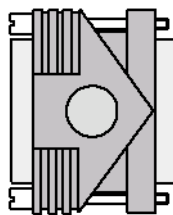
Step 6: Installing the Hardware Key

If you have a hardware key, the hardware key must be connected to your PC in order to run the software. For a standard evaluation or node-locked license, the hardware key is connected to the local machine. For a floating license, the hardware key is only required on the server.

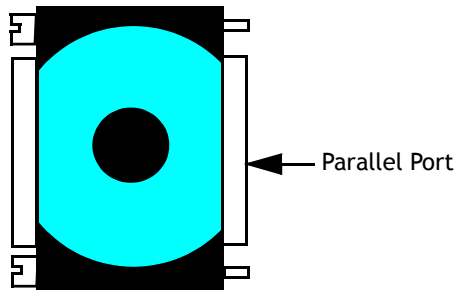
There are three types of dongle which can be used as a hardware key shown below.



USB Port Connector



25 Pin Connectors/Parallel Port



Twin Parallel/Serial

The first type of hardware key is a USB dongle. This hardware key is connected to the PC's USB port.

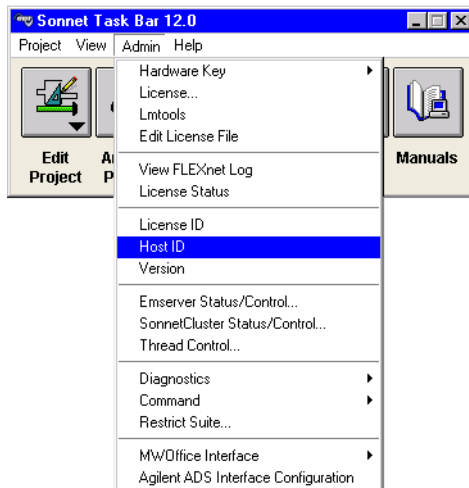
The second type of hardware key is a Twin Parallel/Serial dongle. By default, this hardware key is connected to the parallel port of your PC. Please see the figure above to identify the parallel and serial sides of the hardware key.

The third type of key is a dongle which has two 25 pin connectors attached to it. This dongle is connected to the PC's parallel port.

Step 7: Verifying the Hardware Key

After installing the hardware key, you need to obtain your Hostid using the software to verify that the hardware key is accessible and functioning correctly. To verify the key, perform the following:

- 1 Obtain the Hostid by selecting *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* in the Start menu of the Windows desktop. The Sonnet task bar appears on your display.



- 2 Select *Admin* ⇒ *Hostid* from the main menu of the Sonnet task bar. A window with the hostid number displayed will appear on your display.
- 3 If you receive UNKNOWN in the command prompt window as a result of the hostid command or your system hangs or crashes, then see [“Problems Accessing the Hardware Key” on page 53](#). The hardware key should be verified before continuing with the installation.
- 4 Verify that the Hostid number is the same as the one you entered for your license request. If the numbers do not match, contact your Sonnet support representative.

- 5 Continue with *Step 8: Setting Up Your License File*.



WARNING

Make sure that the correct date and time are shown on your PC at all times. The software does a reasonable check for the month and year on your system clock!

Step 8: Setting Up Your License File

You should have received the licensing information by e-mail. Both new and previous users will need to execute this step.



WARNING

There are no spaces allowed in the Server Hostname. If your hostname contains spaces, you need to rename the computer.

- 1 Please follow the instructions in your email. Once you have completed setting up your license, continue with the next step.

Step 9: Starting the FLEXnet License Manager

If you are attempting to run FLEXnet with multiple vendors, please refer to [“Running FLEXnet with Multiple Vendors” on page 48](#).

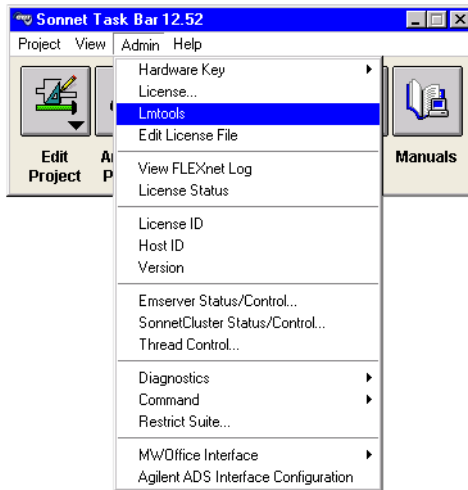
The Sonnet menu provides a License Manager tools interface under the Admin menu. This interface allows you to start and stop the FLEXnet license manager program and vendor daemons.

When you click on the Start button in the license manager tools interface, the `lmgrd.exe` program is launched. The `lmgrd.exe` program then runs the Sonnet daemon, `sonnetd.exe`. The `sonnetd.exe` program checks the Sonnet hardware key.

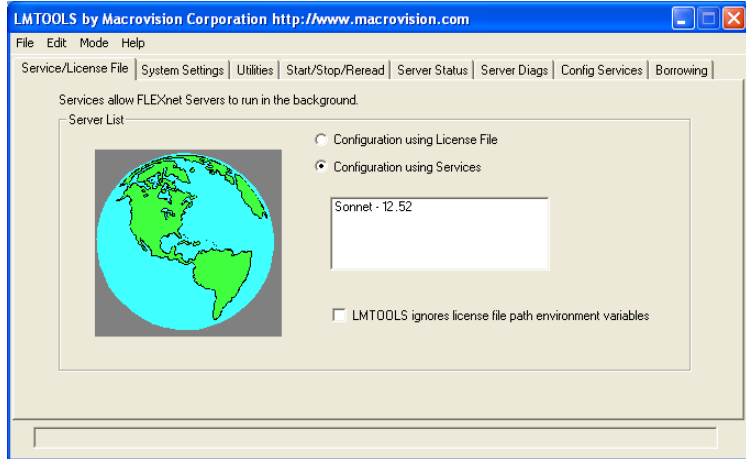
NOTE: If your license server uses a firewall, you must configure the firewall to allow the two programs “lmgrd.exe” and “sonnetd.exe” to run. Be aware that if you are using a nodelocked license, then the computer you execute Sonnet on is also your license server. Windows XP users should be aware that Service Pack 2 and above automatically runs a hidden firewall. Please see your system administrator for instructions on configuring your firewall. You should use port 7852 for “lmgrd.exe” and 7853 for “sonnetd.exe.”

To start up the license manager and enable Sonnet programs, you should perform the following:

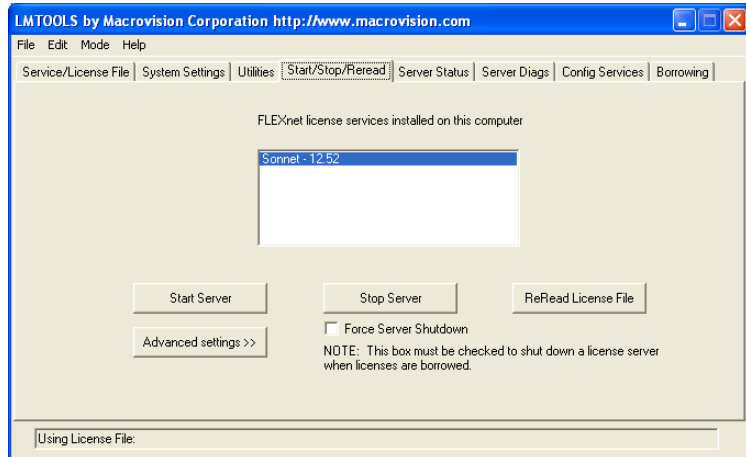
- 1 Select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* in the Windows desktop Start menu. The Sonnet task bar appears on your display.
- 2 Select *Admin* ⇒ *Lmtools* from the main menu of the Sonnet task bar.



- 3 The FLEXnet Lmtools interface appears on your display with the Service/License File page displayed. If it is not already selected, click on the Configuration using Services radio button in the Lmtools interface.



- 4 Check the entry in the list of services and verify that the correct version of the Sonnet license manager is selected. If it is not, click on the “Sonnet 12.xx” entry line. The selected line is highlighted in blue.
- 5 Click on the Start/Stop/Reread tab in the Lmtools interface. A list of FLEXnet license services should appear with the “Sonnet 12.xx” entry highlighted.



- 6 Click on the Start Server button to start the license manager, lmgrd.exe. The message “Server Starting” appears on the Status bar at the bottom of the Lmtools interface. You will receive no further status messages on the server, so continue with the next step.

- 7 Select *Admin* ⇒ *License Status* from the main menu of the Sonnet task bar. The Sonnet Run window appears on your display with the License status in the output window. It should appear similar to the window shown below.

```
lmutil - Copyright (c) 1989-2009 Macrovision Europe Ltd. and/or Macrovision Corporation. All Rights Reserved.
Flexible License Manager status on Fri 3/20/2009 14:36

[Detecting lmgrd processes...]
License server status: 7852@D6LM8Q81
  License file(s) on star: C:\PROGRA~1\SONNET\licenses\sonnet.lic:

    star: license server UP (MASTER) v11.5

Vendor daemon status (on star):

  sonnetd: UP v11.5

Feature usage info:

Users of emdesktop: (Total of 5 licenses available; Total of 0 licenses in use)
Users of xgeom:(Total of 5 licenses available; Total of 0 licenses in use)
Users of emvu:(Total of 5 licenses available; Total of 0 licenses in use)
Users of patvu:(Total of 5 licenses available; Total of 0 licenses in use)
Users of gds:(Total of 5 licenses available; Total of 0 licenses in use)
Users of dxfgco:(Total of 5 licenses available; Total of 0 licenses in use)
Users of ebridge (Total of 5 licenses available; Total of 0 licenses in use)
Users of mwoint:(Total of 5 licenses issued; Total of 0 licenses in use)
Users of bbextract:(Total of 5 licenses issued; Total of 0 licenses in use)
Users of cvbridge:(Total of 5 licenses issued; Total of 0 licenses in use)
Users of sonutil:(Total of 5 licenses available; Total of 1 licenses in use)
```

- 8 If the license status is good (similar to the status above), then select *Admin* ⇒ *View FLEXnet Log* from the main menu of the Sonnet task

bar. The FLEXnet log file is opened in Notepad. The log file should appear similar to that shown below (highlighting added for clarity):

```
15:02:32 (lmgrd) FLEXnet (v11.5 ) started on tina (03/01/2009)
15:02:32 (lmgrd) Copyright (c) 1988-2009 by Macrovision Corporation. All rights reserved.
15:02:32 (lmgrd) US Patents 5,390,297 and 5,671,412.
15:02:32 (lmgrd) World Wide Web: http://www.macrovision.com
15:02:32 (lmgrd) License file(s): C:\PROGRA~1\SONNET\licenses\sonnet.lic
15:02:32 (lmgrd) lmgrd tcp-port 7852
15:02:32 (lmgrd) Starting vendor daemons ...
15:02:34 (lmgrd) Started sonnetd (pid F6D096B9)
15:02:34 (sonnetd) Sonnet daemon version: 12.52
15:02:34 (sonnetd) License id: comet1.99
15:02:35 (sonnetd) Host ID = 97061101
15:02:35 (sonnetd) Using options file: "C:\PROGRA~1\SONNET\licenses\license.opt"
15:02:35 (sonnetd) Server started on tina for:emdesktop
15:02:35 (sonnetd) xgeom emvu
15:02:35 (sonnetd) patvu gds dxfgeo
15:02:35 (sonnetd) ebridge sonutil
15:02:37 (sonnetd) FEATURE xgeom INACTIVITY TIMEOUT set to 900 seconds
15:02:37 (sonnetd) FEATURE emvu INACTIVITY TIMEOUT set to 900 seconds
15:02:37 (sonnetd) FEATURE patvu INACTIVITY TIMEOUT set to 900 seconds
15:02:38 (lmgrd) sonnetd using TCP-port 2087
```

If there are error messages in the log file, please refer to [“FLEXnet Log File” on page 61](#).

- 9 Once the License Manager is up and running and licenses are available, you may execute any of the Sonnet programs for which you have a license. You may close the Lmtools interface by selecting *File* ⇒ *Exit* from the Lmtools main menu.



TIP

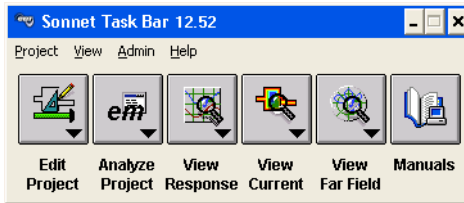
If at any point in the process of setting up your Sonnet license, you run into a problem, please refer to the troubleshooting guide in Chapter 7. This chapter provides solutions to the more common problems encountered.

Step 10: Verifying the License Manager

After starting the License Manager, you need to run the project editor, the graphical interface for inputting circuit geometry, to verify that your Sonnet license is accessible and functioning correctly. To verify this, perform the following:

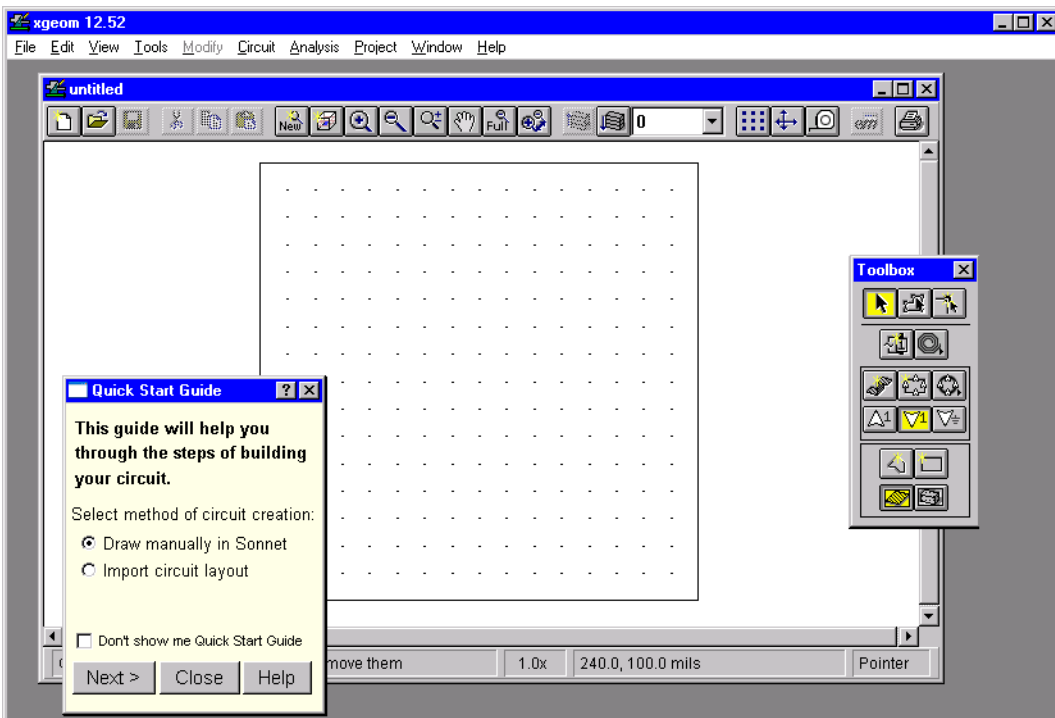
- 1 Select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start menu if the task bar is not already available on your display.

- 2 The Sonnet task bar appears on your display.



- 3 Click on the Edit Circuit button on the task bar, then select *New Geometry* from the pop-up menu which appears.

The project editor main window should appear on your display, with a new substrate, as shown below, with no error message.



This indicates that the license manager is functioning correctly. You are now ready to run Sonnet programs.

- 4 If an error message appears while trying to bring up the project editor, please refer to [“Licensing Problems” on page 54](#) to find the source of the problem.

NOTE: Sonnet User's Manuals are available in electronic (PDF) format. You access the manuals by clicking on the Manuals button on the Sonnet task bar or selecting *Help* ⇒ *Manuals* from the Sonnet task bar main menu. If you are a new user of Sonnet, we highly recommend that you go first to the Getting Started manual. This manual covers the important concepts you need in order to get the most out of Sonnet and contains beginning tutorials which familiarize you with the basic operations of the software.

This completes the installation of Sonnet software. Instructions on how to run Sonnet programs are given in the Sonnet User's Manuals available in PDF format from the Sonnet task bar. Please refer to these manuals for descriptions of the interfaces and how to start and run the Sonnet programs.

Chapter 4

Local (Client) Installation

This chapter contains instructions for installing the software on a client machine, when you have one or more floating licenses. With a floating license, you have the capability of installing the Sonnet suite locally while using a remote machine as the license server. In this case, you wish to install the software locally, but have a remote machine act as the license server.

You should first perform a full installation on the license server as described in Chapter 3, “Installation for Most Users”. The hardware key should be attached to the server.

Once installation is complete and you have verified that Sonnet is operating correctly on the server, you must perform a local install on each client machine in the network on which you wish to make Sonnet available using the following instructions.

Step 1: Uninstalling the Previous Release

If this is the first installation of Sonnet on your system, you do not need to perform this step. Skip to [Step 2: Loading the Software](#) on page 30.

If you are upgrading from a previous release, you may choose to uninstall the previous release or keep the previous release. We recommend that you uninstall previous releases to avoid future complications.



WARNING

It is important if you chose to remove the older version, that the older version be removed BEFORE installing the new software. This will prevent the uninstall command from removing files required for the new version.

a) Keeping the Previous Release

If you want to keep an earlier version of the software, be aware that the license server for a previous release (release 11 or earlier) may not be run simultaneously with the license server for Version 12 nor can you run an older version of the software using a version 12 license. You must use the license manager and license delivered with your previous software version to run that version. The different license managers cannot run simultaneously on the same license server. The different license managers must be installed on different computers or run one at a time.

NOTE:

If you have a university copy of Sonnet, you MUST remove any previous releases before installing this version.

Skip to [Step 2: Loading the Software](#) on page 30.

b) Uninstalling

Make sure that no Sonnet programs are running on the PC.

If you choose to delete the older version of the software, select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Uninstall* from the Windows desktop Start menu. The uninstall command will leave any files that you have generated as well as any directories that were created in the Sonnet directory.

Step 2: Loading the Software

NOTE:

You must be logged in as the Administrator, or as a member of the administrator group, to perform the installation.

- 1 To install your software, run the file starting with `setup_sonnet` included in the download, for example, “`setup_sonnet1252.exe`” and follow the on-screen instructions.**

To install the Sonnet suite from a CD-ROM, load the CD-ROM and follow the on-screen instructions.

- 2 Once the setup program is complete, continue with the next step.**

Step 3: Setting up licensing.

To set up the license on the client machine and enable your software, do the following:”

- 1 Select *Admin* ⇒ *License* from the main menu in the Sonnet task bar.**

The License dialog box appears on your display.

- 2 Click on the “Remote (use remote license server)” radio button.**

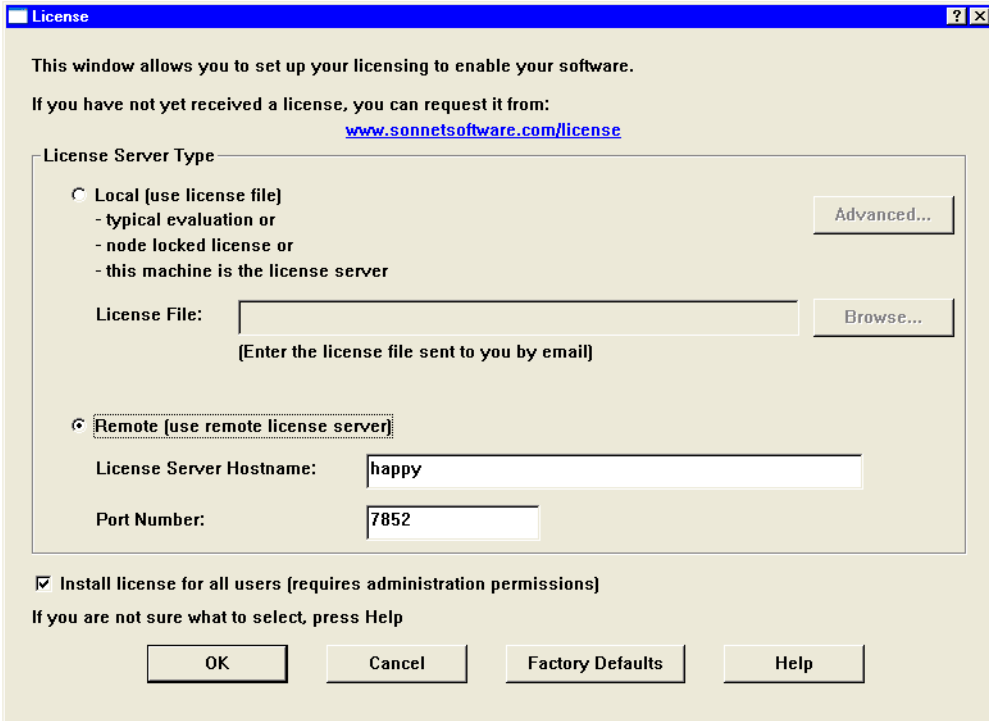
The License Server Hostname and Port Number entry boxes are enabled.

- 3 Enter the name of your license server and port number in the appropriate entry boxes.**

The default port number is 7852. If you wish to use another port, enter the value here.

- If you wish to install the license for all user accounts on your computer, select the Install license for all users checkbox.**

Note that you must have administrator permissions in order to use this checkbox. Once you have applied this checkbox, all future changes in licensing will require administration permissions even if you are changing the license for only one user account.



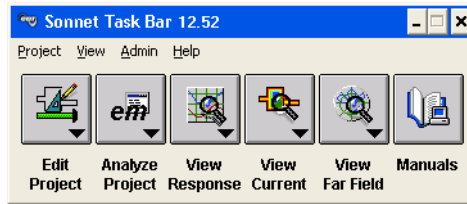
- Click on the OK button to close the dialog box and apply the changes.**

That completes setting up your licensing for this client. If you are doing multiple client installations, you will need to do this procedure on each client.

Step 4: Verifying the Client Install

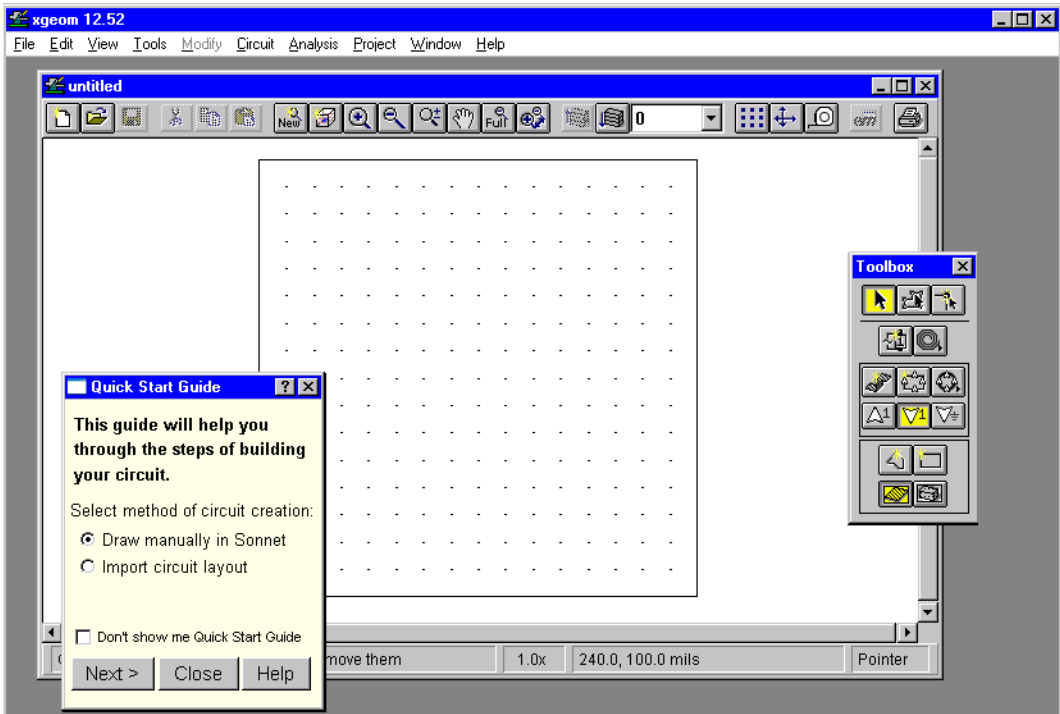
You need to run the project editor to verify that your installation is complete and functioning correctly. To verify this, perform the following:

- 1 Select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start menu. The Sonnet task bar appears on your display.



- 2 Click on the Edit Project button on the task bar, then select *New Geometry* from the pop-up menu which appears.

The project editor main window should appear on your display, with a new substrate, as shown below, with no error message.



This indicates that the client installation is functioning correctly. You are now ready to run Sonnet programs.

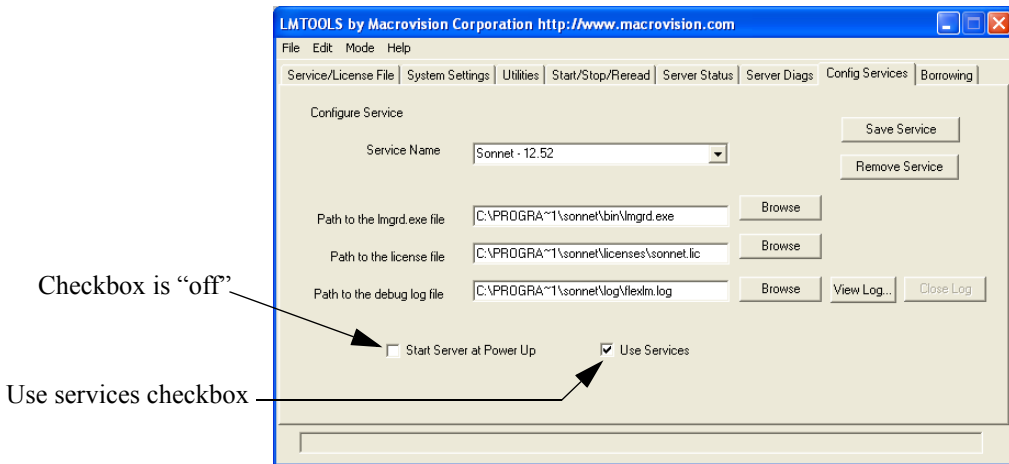
If an error message appears while trying to bring up the project editor, please ensure that the licensing manager is up and running on the license server.

Chapter 5 Uninstall

To remove a Sonnet release from your machine, perform the following:

- 1 Make sure that no Sonnet programs are running on the PC.
- 2 Stop the license manager. For how to do this, see [“Stopping the License Manager” on page 43](#).
- 3 Turn “off” the FLEXnet license manager automatic start at power-up by selecting *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start menu. When the Sonnet task bar appears on your display, select *Admin* ⇒ *Lmtools* from the main menu of the Sonnet task bar. When the interface appears on your display, click on the Configure using Services radio button on the Service/License File page which appears when the Lmtools interface is invoked. Ensure that the correct service for this release of Sonnet is selected in the list below the radio

button. Click on the Configure Services tab of the Lmtools interface. Click “off” the Start Server at Power-Up option.



- 4 Make sure the Use Services checkbox is disabled on the Configure Services page of the Lmtools interface.
- 5 Select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Uninstall* from the Windows desktop Start menu. The uninstall command will leave any files that you have generated as well as any directories that were created in the Sonnet directory.
- 6 The Sonnet directory, which was created as part of the installation, is not deleted because of the files like the licensing file that were created after the installation. Because of this, uninstall reports that some elements could not be deleted.
- 7 If you installed a hardware key device driver as part of your Sonnet installation, you will also need to delete the hardware key Device driver. Select *Admin* ⇒ *Hardware Key* ⇒ *Uninstall Driver* from the Sonnet task bar menu. Follow the on-screen instructions to uninstall the device driver.

Chapter 6 Advanced Issues

This chapter addresses installation issues not covered in the basic installation instructions. If none of the items below addresses your concerns, contact your System Administrator. If you are the System Administrator, then contact your Sonnet Representative. A list of authorized Sonnet support representatives is available on our web site at www.sonnetsoftware.com/reps.

System Administration

This section provides instructions for using FLEXnet, the license manager, overseeing the applications and uninstalling the software.

Starting the License Manager

If you are attempting to run FLEXnet with multiple vendors, please refer to [“Running FLEXnet with Multiple Vendors” on page 48](#).

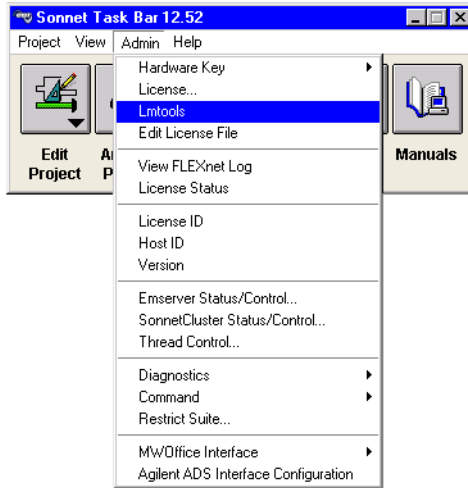
The Sonnet menu provides a License Manager Tools (Lmttools) interface under the Admin menu. This interface allows you to start and stop the FLEXnet license manager program and vendor daemons.

Windows Installation

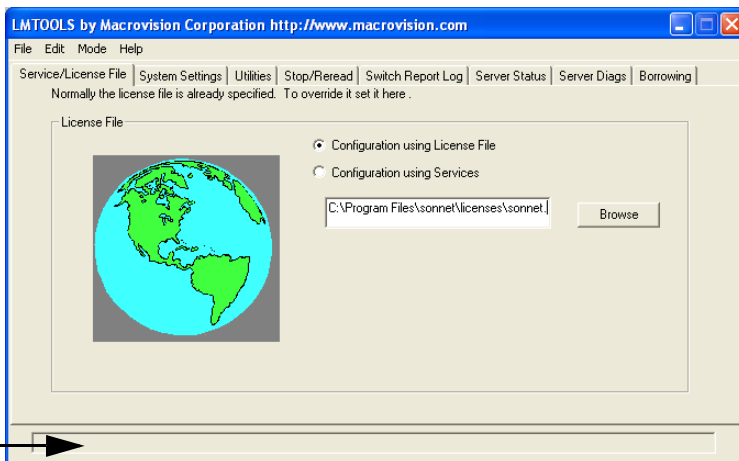
When you click on the Start button in the Lmtools interface, the lmgrd.exe program is launched. The lmgrd.exe program then runs the Sonnet daemon, sonnetd.exe. The sonnetd.exe program checks the Sonnet hardware key.

To start up the license manager and enable Sonnet programs, you should perform the following:

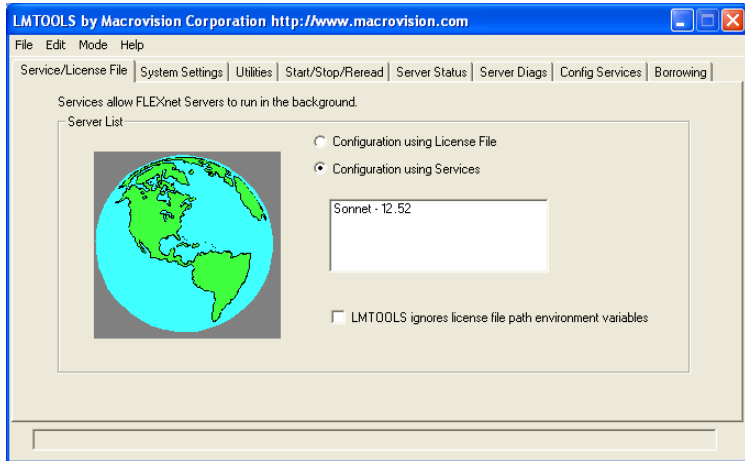
- 1 Select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* in the Windows desktop Start menu. The Sonnet task bar appears on your display.
- 2 Select *Admin* ⇒ *Lmtools* from the main menu of the Sonnet task bar.



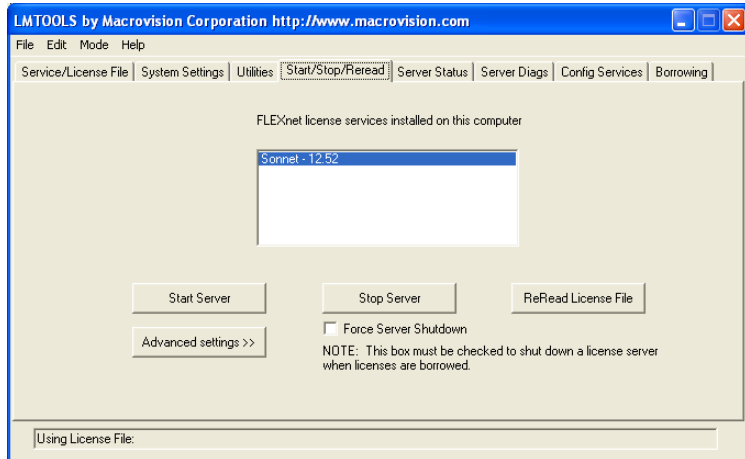
- 3 The FLEXnet Lmtools interface appears on your display with the Server/License file page displayed.



- 4 Click on the Configuration using Services radio button in the Lmtools interface. The appearance of the Lmtools interface changes; there is now a list of available FLEXnet services.

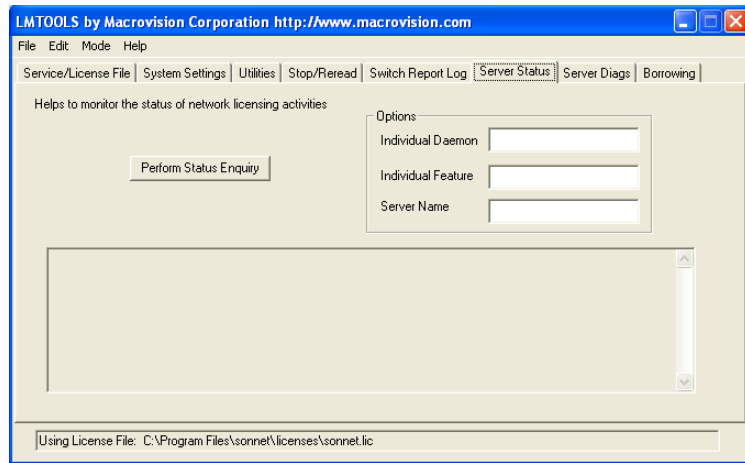


- 5 Check the entry in the list of services and verify that the correct version of the Sonnet license manager is selected. If it is not, click on the “Sonnet 12.xx” entry line. The selected line is highlighted in blue.
- 6 Click on the Start/Stop/Read tab in the Lmtools interface. A list of FLEXnet license services should appear with the “Sonnet 12.xx” entry highlighted.



- 7 Click on the Start Service button to start the license manager, lmgrd.exe. The message “Server Starting” appears on the Status bar at the bottom of the Lmtools interface.

8 Click on the Server Status tab in the Lmtools interface.



- 9 Click on the Perform Status Inquiry button. The status should appear in the scroll box just below the button and appear similar to that shown below.

```
-----
Status
-----
Flexible License Manager status on Tue 3/20/2009 13:56

[Detecting lmgrd processes...]
License server status: @jean
    License file(s) on jean: License file(s) on TT2D: C:\PROGRA~1\SON-
NET\licenses\sonnet.lic:

        tina: license server UP (MASTER) v11.5

Vendor daemon status (on tina):

        sonnetd: UP v11.5

Feature usage info:

Users of emdesktop: (Total of 5 licenses available)

Users of xgeom: (Total of 5 licenses available)

Users of emvu: (Total of 5 licenses available)

Users of patvu: (Total of 5 licenses available)

Users of gds: (Total of 5 licenses available)

Users of dxfgco: (Total of 5 licenses available)

Users of ebridge: (Total of 5 licenses available)

Users of sonutil: (Total of 5 licenses available)
```

- 10 Once the License Manager is up and running and licenses are available, you may execute any of the Sonnet programs for which you have a license.

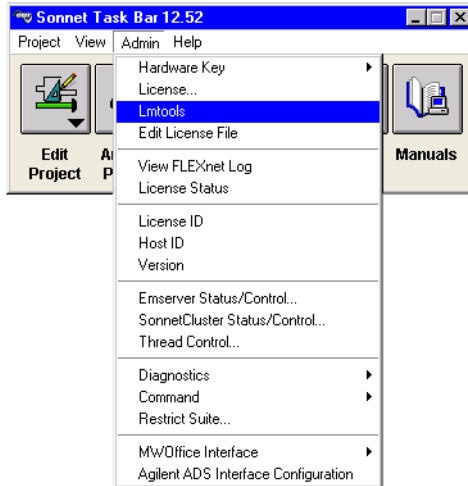
If you receive an error message, please refer to Chapter 7, “Troubleshooting” which provides solutions for the more commonly encountered problems.

Starting FLEXnet Automatically

To setup the FLEXnet license manager to execute automatically upon startup do the following:

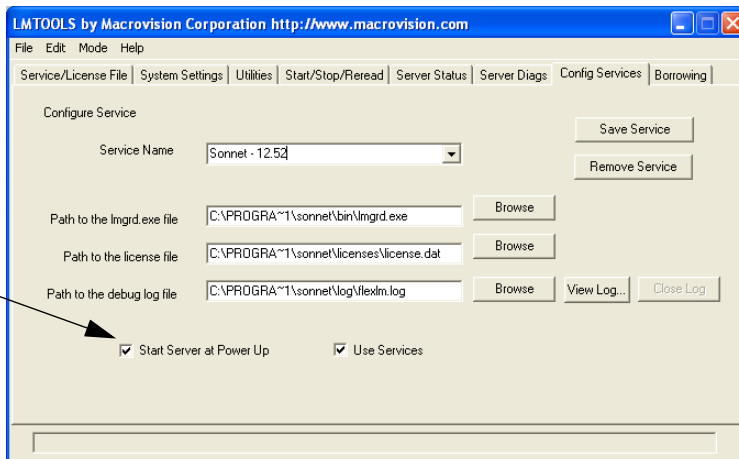
Windows Installation

- 1 Select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start menu. The Sonnet task bar appears on your display.
- 2 Select *Admin* ⇒ *Lmtools* from the main menu of the Sonnet task bar. The FLEXnet Lmtools interface appears on your display with the Server/License File page shown.



- 3 Click on the Configuration using Services radio button.
- 4 Check the entry in the list of services and verify that the correct version of the Sonnet license manager is selected. If it is not, click on the “Sonnet 9” entry line. The selected line is highlighted in blue.
- 5 Click on the Configure Services tab in the Lmtools interface. The page is displayed in the Lmtools interface.
- 6 Set the Start Server at Power-Up checkbox to “on.”

Checkbox is “on”



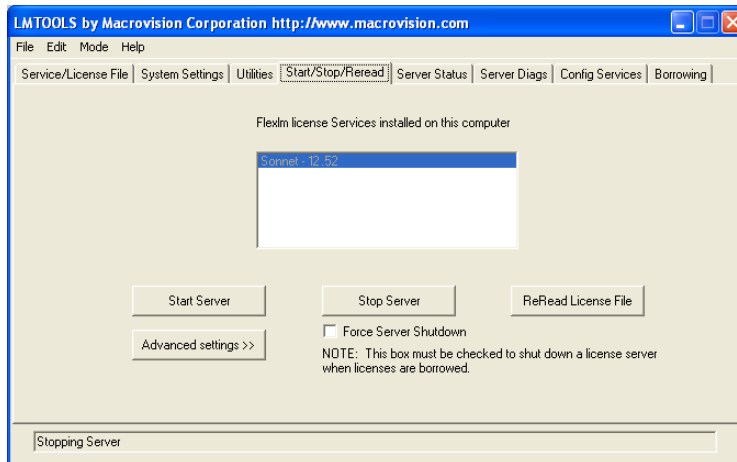
NOTE: You must first check the Use Services checkbox before the Start Server at Power-up checkbox is enabled. It requires Administrator privileges to alter these settings.

Stopping the License Manager

To stop the license manager, select the Start/Stop/Reread tab in the Lmtools interface as described above in "Starting the License Manager" on page 37.

Make certain the correct service is highlighted in the list and click on the Stop Server button.

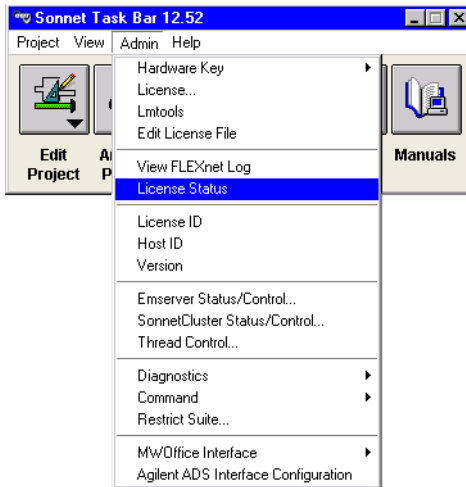
The message "Stopping Server" appears in the status bar of Lmtools.



The license manager is also stopped automatically when you shutdown your computer.

Determining License Usage

To see which licenses are in use select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start menu. The Sonnet task bar appears on your display. Select *Admin* ⇒ *License Status* from the main menu of the Sonnet task bar.



The Sonnet License Status window appears on your display with output similar to that shown below. The highlighted entries are a license in use.

```
lmutil - Copyright (c) 1989-2009 Macrovision Europe Ltd. and/or Macrovision Corporation. All Rights Reserved.
Flexible License Manager status on Fri 3/20/2009 15:08
[Detecting lmgrd processes...]
License server status: 7852@isaac
    License file(s) on isaac: C:\Program Files\Sonnet\license\sonnet.lic

    isaac: license server UP (MASTER) v11.5

Vendor daemon status (on isaac):

    sonnetd: UP v11.5

Feature usage info:

Users of bbextract: (Total of 30 licenses issued; Total of 0 licenses in use)
Users of cvbridge: (Total of 30 licenses issued; Total of 0 licenses in use)
Users of dxfgco: (Total of 30 licenses issued; Total of 0 licenses in use)
Users of ebridge: (Total of 30 licenses issued; Total of 0 licenses in use)
Users of emdesktop: (Total of 30 licenses issued; Total of 1 license in use)

    "emdesktop" v12.0, vendor: sonnetd
    floating license
    Administrator 64test 64test (v11.0) (isaac/7852 180), start Mon 2/19 13:31
Users of emvu: (Total of 30 licenses issued; Total of 0 licenses in use)
Users of gds: (Total of 30 licenses issued; Total of 0 licenses in use)
Users of emcluster: (Total of 30 licenses issued; Total of 0 licenses in use)
Users of mwoint: (Total of 30 licenses issued; Total of 0 licenses in use)
Users of patvu: (Total of 30 licenses issued; Total of 0 licenses in use)
Users of remoteem: (Total of 30 licenses issued; Total of 0 licenses in use)
Users of sonutil: (Total of 30 licenses issued; Total of 1 license in use)

    "sonutil" v12.0, vendor: sonnetd
    floating license
```

Using UNIX or Linux as the License Server

If you have a network with both UNIX, Linux and Windows platforms, or any combination thereof, it is possible to run the Windows software with a UNIX or Linux license server administrating the licenses. This requires that you have the Sonnet 12 release installed on your UNIX or Linux license server.

- 1 Each PC on your network needs to know the name/address of the UNIX or Linux license server. To determine if your PC already “knows” the license server, open an MS-DOS Prompt window on the PC and type:

ping <hostname>

where <hostname> is the name of either the UNIX or Linux server.

If the Windows PC knows the server machine, it will respond to this command by indicating that it received a reply from the UNIX or Linux machine. Please verify that the returned IP address is the IP address of your server. If the IP address is not correct or if you do not receive an answer to your ping, please see your system administrator.

- 2 You will need to use the *Admin* \Rightarrow *License* command on each Windows PC on the network.

Moving the Hardware Key After Installation

If you wish to move the hardware key, and hence the license server, to another machine, ensure that the clocks on the two computer are approximately the same (within ten minutes), then do the following:

- 1 Make sure that no Sonnet programs are running on the PC.
- 2 Stop the license manager. For how to do this, see [“Stopping the License Manager” on page 43](#).
- 3 Move the hardware key to the desired machine.
- 4 If Sonnet software was NOT installed on the new machine as a license server, uninstall and reinstall the software on the new machine.

For uninstall, see [“Removing an Older Release after Installation” on page 47](#). To reinstall, do [Step 4: Loading the Software](#) on page 17.

- 5 Select *Start* \Rightarrow *Programs* \Rightarrow *Sonnet* \Rightarrow *Sonnet* from the Windows desktop Start menu to invoke the Sonnet task bar.
- 6 Select *Admin* \Rightarrow *License* from the main menu of the Sonnet task bar.
- 7 Click on the “Local” radio button and browse to select the “sonnet.lic” license file sent to you by Sonnet.
- 8 Click on the OK button to close the dialog box and apply the changes.
- 9 For each client machine in your network on which you run Sonnet, you must run the *Admin* \Rightarrow *License* command and select the “Remote” option. The name of the new license server should be entered.
- 10 Start the license manager on the new machine. For instructions on how to start the license manager, see [“Starting the License Manager” on page 37](#).

Determining Your Hostname

To determine your hostname, do the following:

- 1 Select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start menu. The Sonnet task bar appears on your display.
- 2 Select *Admin* ⇒ *Lmtools* from the main menu on the Sonnet task bar. The Lmtools interface appears on your display.
- 3 Click on the System Settings tab in the Lmtools interface. The hostname appears in the Computer/Hostname entry box.

NOTE:

You need to ensure that the hostname which appears in your “sonnet.lic” file AND under Computer name are the same.

Removing an Older Release after Installation

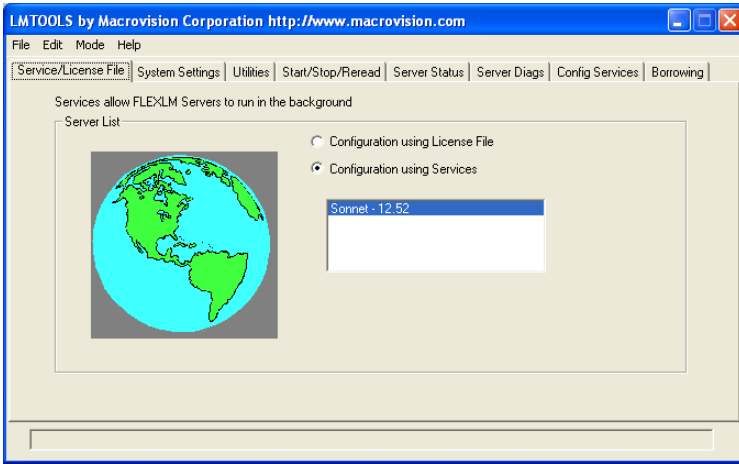
When Sonnet software is installed, a mapping of filename extensions to applications is provided to Windows. This allows you to double-click on a file to invoke a program. When the software is uninstalled, this map is removed from Windows. So, if you remove an older release of Sonnet software when there are two or more releases installed on your computer, you will remove the mapping used by all Sonnet applications.

Therefore, if you decide to remove an older version of software, you should perform the following:

- 1 Uninstall the older release.
- 2 Uninstall the current release
- 3 Re-install the current release in the same directory as before. This will restore the filename extension to application mapping in Windows.
- 4 Be sure to check the Server/License File page of the LMtools interface to ensure that the latest release of the license manager is selected under the Service. For instructions, refer to [“Starting the License Manager” on page 37](#).

Running FLEXnet with Multiple Vendors

You may have multiple license managers from multiple vendors configured in the FLEXnet license manager program. The Lmtools interface will allow you to select the service name you wish to control. Click on the Configure Using Services radio button on the Service/License File page of the Lmtools interface (default page when Lmtools is invoked.) Check that the entry selected in the list of available services located just below the radio buttons is the release of Sonnet you wish to execute and not another release or vendor. An example is shown below.



NOTE: You may have multiple License managers running simultaneously from multiple vendors. However, you may only run one Sonnet license manager at a time.

On the PC, you may NOT combine “sonnet.lic” files from other vendors; you must have a lmgrd with a single “sonnet.lic” file dedicated to Sonnet. Other vendors must have their own lmgrd and “*.lic” file.

Running Multiple Releases of Sonnet Software

If you want to keep an earlier version of the software, be aware that the license server for a previous release (release 11 or earlier) may not be run simultaneously with the license server for Version 12 nor can you run an older version of the software using a version 12 license. You must use the license manager and license delivered with your previous software version to run that version. The different license managers cannot run simultaneously on the same license server.

In order to run multiple releases of Sonnet software, you may do one of two things. The first is to use two different computers as license servers, running the license manager delivered with that release on one license server and the release 12 license server on another license server. The second solution is to install both license managers on the same license server but only run one license manager at a time.

In the second case, you must stop one license manager, then start the other each time you wish to switch between versions. It would not be possible to allow different users to run different versions of the software at the same time. If this is important, you should designate two servers as discussed above.

Initialization File

An initialization file, “sonnet.ini,” may be edited by selecting the *Admin* ⇒ *Diagnostics* ⇒ *Edit sonnet.ini File* command from the Sonnet task bar. Each Sonnet program reads this file during initialization to determine any system configuration settings.

Your software is delivered with a default initialization file containing comments that describe the syntax. Please refer to this file for details. If you need to change anything in this file, you will normally be directed to the pertinent input by the documentation or by Sonnet support personnel.

The file is self-documented; each entry is followed by a short entry describing its purpose. The keyword entries in the initialization file are used for both Windows and UNIX unless otherwise noted.

Chapter 7 Troubleshooting

This chapter addresses problems encountered while installing and running the software. The next section, “Auto Diagnostics”, details how to run Sonnet’s automatic diagnostics program. The following sections, “Problems Accessing the Hardware Key” and “Licensing Problems”, discuss common problems with hardware keys and licensing files and how to solve them.

Auto Diagnostics

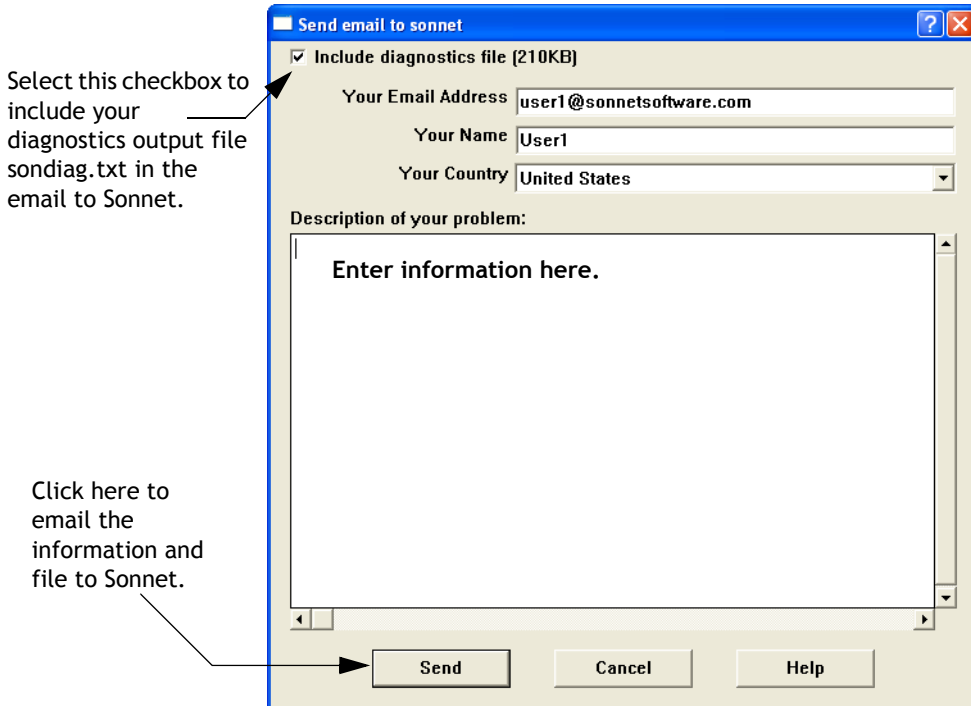
If you run into problems with installing the software, you may run Sonnet’s automatic diagnostics program. This program outputs error messages if problems are found and may help you to diagnose and fix the problem. If you are still unable to solve your problem, you can use the diagnostic window to send an email to your Sonnet representative.

- 1 Run the diagnostics program by selecting *Admin* ⇒ *Diagnostics* ⇒ *Trouble Report* from the main menu on the Sonnet task bar. A browse window appears which allows you to select the directory in which to save the output of the diagnostics program, “sondiag.txt.” This program collects your system information, licensing file, FLEXnet log file, registry items and other troubleshooting information and outputs all the data to the file “sondiag.txt.”

If errors are found while the diagnostics are running, messages are displayed in the Sonnet diagnostics window. These may serve to identify the problem.

Running the Trouble Report command may take several minutes. When the program is complete, click on the Send button in the diagnostics window.

- 2 In the Send email to Sonnet dialog box which appears, note the exact error messages displayed on the computer screen when you attempted to install or run Sonnet software, which Sonnet program you were running when you encountered the error and what actions caused the error.



- 3 Verify that your email address and name are correct.
- 4 Select your country from the drop list. This information will be used to route your email to the correct Sonnet representative.
- 5 Click on the Send button to send the information and diagnostic file to your Sonnet representative.

If this send method fails, or you have a preferred email client, send an email to support@sonnetsoftware.com with the "sondiag.txt" attached.

Problems Accessing the Hardware Key

Locking to your ethernet address is the default for Sonnet licensing; however, in some cases a hardware key may be used. Listed below are common problems which cause key inaccessibility. After each solution is attempted, try to access the key to see if the problem is solved. To access the key, select *Admin* ⇒ *Hardware Key* ⇒ *Test Key* from the main menu of the Sonnet task bar. The host ID which is displayed should be the same as the host ID in the license file. To view the license file, select *Admin* ⇒ *Edit License File* from the Sonnet task bar main menu. Look at the SERVER line to see the Host ID.

NOTE:

The hardware key must be attached to your computer and accessible BEFORE starting the License manager.

- First verify that the key is attached to the correct port on your machine, and that it is firmly seated in the socket.
- In order to use a hardware key, you must install the hardware key device driver during the installation. You may perform an install by selecting *Admin* ⇒ *Hardware Key* ⇒ *Install Driver* from the task bar main menu.
- For a USB key, verify that the USB port is functioning properly by plugging in a USB device. Or plug the USB hardware key into a different USB port on your computer.
- If you are using a non-USB key and have multiple hardware keys, remove all but the Sonnet key. Attempt to access the key by selecting *Admin* ⇒ *Hardware Key* ⇒ *Test Key* from the Sonnet task bar menu. If the access is successful, try reattaching the keys in a different order.
- If your system crashes or locks up when you execute *Admin* ⇒ *Hardware Key* ⇒ *Test Key* or the *Admin* ⇒ *Hostid* command, attempt the following:

For non-USB keys: The hardware key device driver initiates a search for your hardware key by testing for the key through a sequence of addresses. If one of these addresses conflicts with an I/O address presently in use on your computer, the system may lock up or crash. To correct this, you can set an environment variable, HL_SEARCH. HL_SEARCH should be set to the I/O address of the port to which the hardware key is attached followed by a letter indicating port type shown in the table below: p for parallel, e for

ECP, n for NEC (Japan), c for Compaq Contura.

Port ID Letter	Type of Port
p	Parallel Port
e	Parallel port in ECP mode
n	Japanese NEC
c	Compaq Contura Docking Base
i	IBM PS/2

For example, if the parallel port address is 378, then select *Admin* ⇒ *Command* ⇒ *Window* from the task bar main menu. At the prompt, type

```
set HL_SEARCH=378p
```

```
unlockem -m
```

The Host ID should be output to the DOS window. If this is successful, then permanently set the environment variable HL_SEARCH to 378p.

If the hardware key test fails, run the Auto Diagnostics program. For instructions, see [“Auto Diagnostics” on page 51](#). This should allow Sonnet support personnel to determine if there is a problem with your hardware key.

Once you have the ability to access the hardware key, continue the installation. If the hardware key remains inaccessible, please contact your Sonnet Software representative.

Licensing Problems

The inability to run Sonnet programs is often due to a problem with the license manager, FLEXnet, or the license file, “sonnet.lic.” This section provides a brief description of the licensing set up, followed by troubleshooting directions.

Licensing Overview

Sonnet licenses are controlled by a license manager, FLEXnet, which uses a license file to control the software availability. You access FLEXnet through the Lmtools interface. To invoke this interface, select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start menu. The Sonnet task bar appears on your display. Select *Admin* ⇒ *Lmtools* from the main menu of the Sonnet task bar.

This interface allows you to start, stop and obtain a status on the license manager.

The Service/License File page of the interface allows you to select a Service. Service choices exist if you have multiple vendors using FLEXnet. The Configure Services page also allows you select the license manager program, “lmgrd,” the license file, “sonnet.lic” and the log file, “flexnet.log.” for the service selected on the Service/License page. Note that these are set to the default when the software is installed and are updated automatically upon selection of a different service.



WARNING

You may have multiple license managers running simultaneously from multiple vendors. However, you may only run one Sonnet license manager at a time.

Once Start is selected, the license manager program, “lmgrd.exe” is launched. The license manager program uses the license file, “sonnet.lic,” to define the licenses available to the license manager. You receive this file from Sonnet sent in response to the License Request Form.

In most cases, the license file is found at “<Sonnet Directory>\licenses\sonnet.lic” where <Sonnet Directory> is the location where Sonnet was installed on your system. If you are using the Windows Vista operating system and you do not have administrator permissions and your license does not require a license manager (for example, if you are evaluating the software), then the default location for the license file is in <My Documents>/sonnet/<version>/licenses/sonnet.lic. You may edit the “sonnet.lic” file by selecting *Admin* ⇒ *Edit License File* from the main menu of the Sonnet task bar.

The license manager program then launches the Sonnet daemon, “sonnetd.exe” which is specified in the license file. The daemon uses the license file to verify the hardware key or ethernet address.

There are several tools available in the Sonnet Admin menu to facilitate debugging any problem with the licensing. These tools are explained below in the troubleshooting scenario.

Troubleshooting Scenario

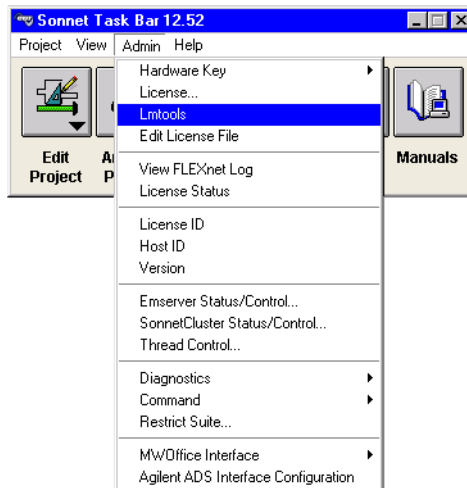
Upon receiving an error message from the project editor when verifying the license manager, or running another Sonnet application, follow the procedure below to diagnose the problem.



TIP

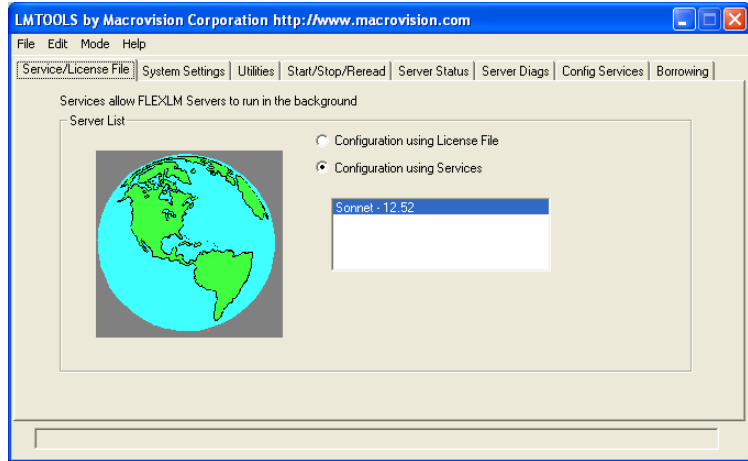
Many problems can be solved more quickly by going directly to view the FLEXnet log file and looking up the message in [Appendix II, "FLEXnet Log File" on page 61](#). To view the FLEXnet log file, select *Admin* ⇒ *View FLEXnet Log* from the main menu of the Sonnet task bar.

- 1 If you have multiple vendors using FLEXnet, or multiple versions of Sonnet installed on your system, verify that you are running the correct version of the license manager. To do this, select *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start menu. The Sonnet task bar appears on your display.

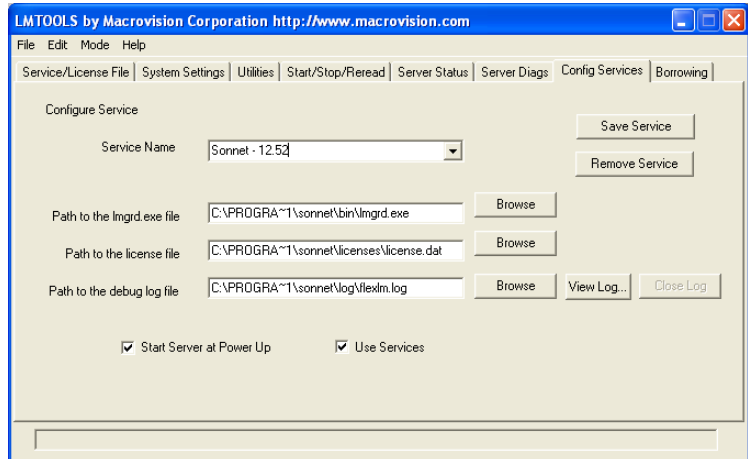


- 2 Select *Admin* ⇒ *Lmtools* from the main menu of the Sonnet task bar. The interface appears on your display.
- 3 Click on the Configuration using Services radio button on the Services/ License File page which appears when you invoke the Lmtools interface.

- 4 Ensure that the correct service is selected below the radio buttons.



- 5 Click on the Configure Services tab to display the setup configuration. If the correct version of Sonnet does not appear in the Service Name field, then select the correct version from the drop list.

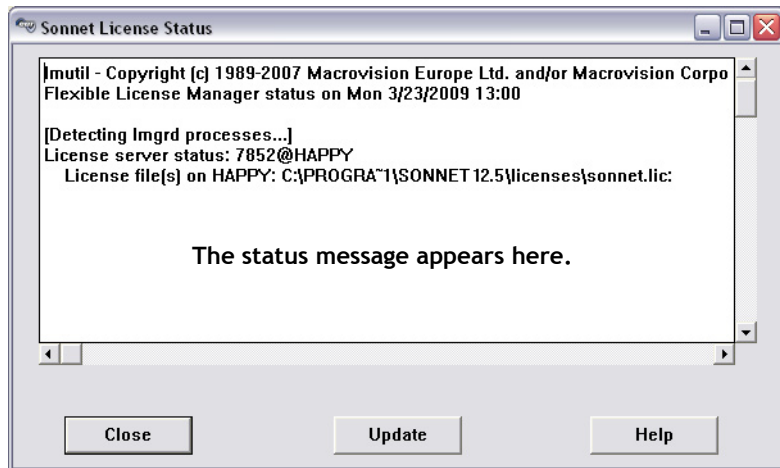


- 6 Press the CTRL, ALT and DEL keys at the same time to open the task manager. Verify that the license manager, “lmgrd,” and the Sonnet daemon, “sonnetd,” are not currently running. If you do not know how to do this, reboot your computer.

After a reboot, if the “Start Server at Power-Up” is set in the Lmtools Configure Services page, then you do not need to start it in the next step.

- 7 Click on the Start/Stop/Reread tab to display the control page and click on the Start Server button to start the license manager.

- 8 Obtain a Sonnet license manager status by selecting *Admin* ⇒ *License Status* from the main menu of the Sonnet task bar. The Sonnet License Status window appears, as shown below, with the license manager status displayed.



- 9 Look up the message in [Appendix I, "License Manager Status Messages" on page 59](#).
The discussion of this message may provide a solution to your problem. If this is not the case, continue below.
- 10 View the FLEXnet log file by selecting *Admin* ⇒ *View FLEXnet Log* from the main menu of the Sonnet task bar. The log file appears on your display.
- 11 Find your log file output in [Appendix II, "FLEXnet Log File" on page 61](#) and try the solution.
- 12 Refer to the FLEXnet End User Manual included in the PDF documentation. To open the manuals in PDF format, click on the Manuals button on the Sonnet task bar. Click on the [Installation and Administration](#) button on the page which appears in Acrobat Reader. Then click on the FLEXnet License Administration Guide.
- 13 If there is not an entry for your status message or problem, refer to ["Auto Diagnostics" on page 51](#) to collect the information you need and send it to your Sonnet representative.

Appendix I License Manager Status Messages

The following error messages appear in the Sonnet Run window in response to selecting *Admin* ⇒ *License Status* from the main menu of the Sonnet task bar. Be aware that in most cases you have to check the FLEXnet log file for further information.

Message	lmutil - Copyright (c) 1989-2009 by Macrovision Corporation. All rights reserved. Flexible License Manager status on Mon 3/10/2009 14:25 [Detecting lmgrd processes...] Error getting status: Cannot find license file (-1,359:2 "No such file or directory") Process terminated with an error.
----------------	--

Possible Solutions	This indicates a missing license file.
---------------------------	--

Verify that the license exists. It should be in the <Sonnet Directory>\licenses\sonnet.lic.

Also check that the correct file is specified under License File in the Configure Services page of the LMtools interface. Invoke the LMtools interface by selecting *Admin* ⇒ *Lmtools* from the main menu of the Sonnet task bar.

Windows Installation

Message “Users of emdesktop: (Error: 1 licenses, unsupported by licensed server)”

Possible Solutions Check the FLEXnet log file by selecting *Start ⇒ Programs ⇒ Sonnet ⇒ Sonnet* in the Windows desktop Start menu. The Sonnet task bar appears on your display. Select *Admin ⇒ View FLEXnet Log* from the main menu of the Sonnet task bar. Then refer to [Appendix II, "FLEXnet Log File" on page 61](#) to interpret the results.

Message **Users of emdesktop: Cannot get users of em: No such feature exists**

Possible Solutions Check the FLEXnet log file by selecting *Start ⇒ Programs ⇒ Sonnet ⇒ Sonnet* in the Windows desktop Start menu. The Sonnet task bar appears on your display. Select *Admin ⇒ View FLEXnet Log* from the main menu of the Sonnet task bar. Then refer to [Appendix II, "FLEXnet Log File" on page 61](#) to interpret the results.

Message **<hostname>: Invalid Parameter**

Possible Solutions The most likely source of this message is that you do not have a TCP/IP address defined. Check the FLEXnet log file by selecting *Start ⇒ Programs ⇒ Sonnet ⇒ Sonnet* in the Windows desktop Start menu. The Sonnet task bar appears on your display. Select *Admin ⇒ View FLEXnet Log* from the main menu of the Sonnet task bar. Then refer to [Appendix II, "FLEXnet Log File" on page 61](#) to interpret the results.

Message **Vendor daemon status (on <hostname>):
sonnetd: Cannot connect to license server**

Possible Solutions Check the FLEXnet log file by selecting *Start ⇒ Programs ⇒ Sonnet ⇒ Sonnet* in the Windows desktop Start menu. The Sonnet task bar appears on your display. Select *Admin ⇒ View FLEXnet Log* from the main menu of the Sonnet task bar. Then refer to [Appendix II, "FLEXnet Log File" on page 61](#) to interpret the results.

Appendix II FLEXnet Log File

Selecting *Admin* ⇒ *View FLEXnet Log* from the main menu of the Sonnet task bar allows you to view the contents of the log file. The log file is replaced each time the license manager program, “lmgrd.exe,” is run. If “lmgrd.exe” does not execute successfully, the log file is not changed.

Windows Installation

Shown below is an example of the log file when the license manager is up and operating with no errors followed by common error messages found in the log file.

```
15:25:23 (lmgrd) -----
15:25:23 (lmgrd)   Please Note:
15:25:23 (lmgrd)
15:25:23 (lmgrd)   This log is intended for debug purposes only.
15:25:23 (lmgrd)   There are many details in licensing policies
15:25:23 (lmgrd)   that are not reported in the information logged
15:25:23 (lmgrd)   here, so if you use this log file for any kind
15:25:23 (lmgrd)   of usage reporting you will generally produce
15:25:23 (lmgrd)   incorrect results.
15:25:23 (lmgrd)
15:25:23 (lmgrd) -----
15:25:23 (lmgrd)
15:25:23 (lmgrd) pid FFF05BBD
15:25:23 (lmgrd) FLEXnet (v11.5a) started on tina (IBM PC) (2/14/2009)
15:25:23 (lmgrd) FLEXnet Copyright 1988-2007, Macrovision Corporation.
15:25:23 (lmgrd) US Patents 5,390,297 and 5,671,412.
15:25:23 (lmgrd) World Wide Web: http://www.macrovision.com
15:25:23 (lmgrd) License file(s): C:\PROGRA~1\SONNET\licenses\sonnet.lic
15:25:23 (lmgrd) lmgrd tcp-port 7852
15:25:23 (lmgrd) Starting vendor daemons ...
15:25:24 (lmgrd) Started sonnetd (pid FFF76FDD)
15:25:24 (sonnetd) Sonnet daemon version: 9.b
15:25:24 (sonnetd) License id: sonnetinternal.99
15:25:24 (sonnetd) Host ID = 97061101
15:25:24 (sonnetd) Using options file: "C:\PROGRA~1\SONNET\licenses\license.opt"
15:25:25 (sonnetd) Server started on tina for:emdesktop
15:25:25 (sonnetd) xgeom emvu
15:25:25 (sonnetd) patvu gds dxfgco
15:25:25 (sonnetd) ebridge sonutil
15:25:26 (sonnetd) FEATURE   xgeom INACTIVITY TIMEOUT set to 900 seconds
15:25:26 (sonnetd) FEATURE   emvu INACTIVITY TIMEOUT set to 900 seconds
15:25:26 (sonnetd) FEATURE   patvu INACTIVITY TIMEOUT set to 900 seconds
15:25:26 (lmgrd) sonnetd using TCP-port 1503
```

Entry “Cannot connect to license server”

Vendor daemon “sonnetd” cannot talk to license manager “lmgrd.”

Possible Solutions Check your TCP/IP settings to verify that it is configured with an IP address.

If you are not on the license server, type in “ping <server machine>” in a MS-DOS command prompt window. If you get “Bad command or file name” then you need to check your TCP/IP settings. If the ping works, check that the correct IP address is being returned for the server. If not, you will need to set up or amend your host file on the client.

Entry "Unknown host: <hostname>"

Vendor daemon "sonnetd" cannot talk to license manager "lmgrd."

Possible Solutions

Check your TCP/IP settings to verify that it is configured with an IP address.

If you are not on the license server, type in "ping <server machine>" in a MS-DOS command prompt window. If you get "Bad command or file name" then you need to check your TCP/IP settings. If the ping works, check that the correct IP address is being returned for the server. If not, you will need to set up or amend your host file on the client.

Entry **Retrying socket bind (address in use: port 7852)**

Possible Solutions

Two or more copies of the License Manager program, "lmgrd," are running.

If it is not already present, open the LMtools interface by selecting *Start* ⇒ *Programs* ⇒ *Sonnet* ⇒ *Sonnet* from the Windows desktop Start menu. The Sonnet task bar appears on your display. Select *Admin* ⇒ *Lmtools* from the main menu of the Sonnet task bar. Click on the Configuration Using Services radio button on the Service/License File page which is shown when LMtools is invoked. Then click on the Start/Stop/Reread tab, and click on the Stop Server command button until you receive a "Unable to stop server" message. All copies of the license manager have been stopped.

Entry **Wrong hostid, exiting (expected SONNET_KEY1=<#>, got SONNET_KEY1=<#>).**

or

SERVER line says SONNET_KEY1=97120801, hostid is SONNET_KEY1=UNKNOWN

Possible Solutions

Either you are having trouble accessing the hardware key or the hostid being read from the hardware key does not match the hostid in the license files.

If you are receiving the message that SONNET_KEY1=UNKNOWN, this indicates that you are having trouble reading the hardware key. See ["Problems Accessing the Hardware Key" on page 53](#). Note that if you have multiple dongles on your computer, all dongles except the Sonnet hardware key should be removed to ensure that the software is accessing the correct dongle.

Once you can access the hardware key, use the *Admin* ⇒ *Hostid* command on the Sonnet task bar to obtain the correct hostid. The host ID which is displayed should be the same as the host ID in the license file. To view the license file, select *Admin* ⇒ *Edit License File* from the Sonnet task bar main menu. The hostid appears in the following line:

```
SERVER <hostname> SONNET_KEY1=<hostid> 7852
```

If these hostid values do not match, then:

- Remove all dongles, except for the Sonnet hardware key, from your computer. If Sonnet cannot find the Sonnet dongle, it will read other types of dongles. If there are multiple dongles on your machine, Sonnet may be reading the wrong one. If after removing all other dongles, you cannot access the hardware key, see [“Problems Accessing the Hardware Key” on page 53](#).
- Verify that you are using the correct dongle for this computer. If not, stop the license manager, attach the correct dongle, then start the license manager.
- Verify that you are using the correct license from Sonnet. It is possible that you are using an old license from a previous release or a license intended for another computer with a different dongle. If this is true, re-run *Admin* ⇒ *License* using the correct license.
- If all of the above has not solved the problem, it is possible that the license was created using the wrong hostid. Please contact your Sonnet representative to obtain a new license using the hostid value obtained from the *Admin* ⇒ *Hostid* command.

Entry

0:10:52 (sonnetd) Invalid license key (inconsistent authentication code)

Possible Solutions

Check the “sonnet.lic” file. Check the **FEATURE** or the **INCREMENT** line for the specified feature, which in the above example is *em*. The line may be split into several lines. An example of a good line is:

```
FEATURE emunlimited sonnetd 12.0 1-apr-2020 30 AC886DAF5DDDC5C75B55  
ck=86 SIGN=4E48EAAAB9B0
```

Another possibility is that the data on the line may have been altered.

If the feature refers to a **PACKAGE**, then check the **PACKAGE** line. Again it may be split or the data may have been altered incorrectly.

Entry **0:10:52 (sonnetd) EXPIRED: <program name>**

Possible Solutions The license for this program has expired.

First, check the system clock on your computer to ensure that the correct date is entered. If the correct date has been entered, then you may have used an old license to create your licensing files or your license may have expired. If you used an old license, run *Admin* ⇒ *License* using the correct license. If the license has expired, contact your Sonnet software representative to obtain a new license.

Entry **Starting vendor daemons ...**
License daemon startup failed:
File not found, c:\program~1\sonnet\bin\sonnetd
License daemon startup failed:
File not found, sonnetd.exe

Possible Solutions Edit the “sonnet.lic” file. Ensure that the correct daemon (“c:\SONNET_DIR\bin\sonnetd”) is specified. In the above case, you replace SONNET_DIR with the proper Sonnet directory. The default location should be “C:\program files\sonnet”. If Sonnet was installed in another directory, then specify that directory in place of SONNET_DIR.

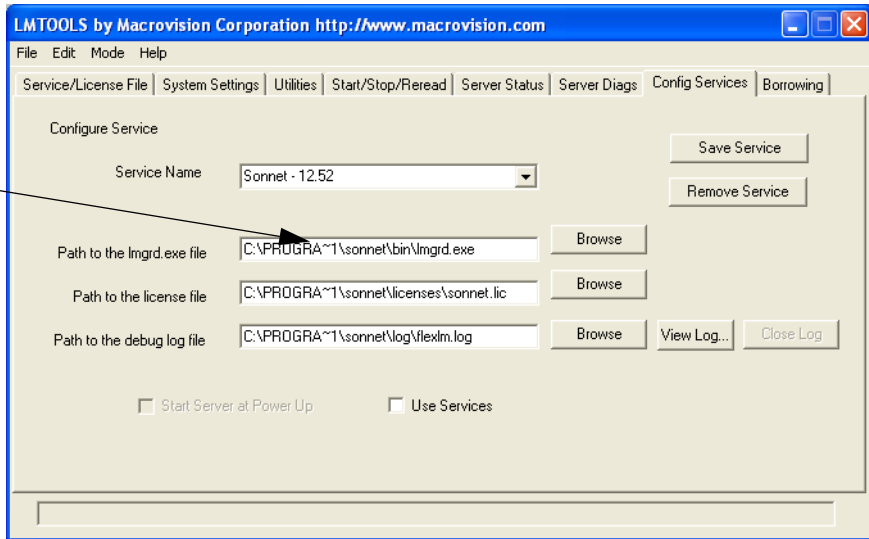
Remember that the path may not contain any spaces.

Also, if your Sonnet directory is more than 8 characters long, you must use the short name. To determine the short name of your directory, select *Admin* ⇒ *Lmtools* from the main menu of the Sonnet task bar. When the Lmtools interface appears, click on the Configure using Services radio button. Ensure that the

Windows Installation

correct service is selected in the list below. Then click on the Configure Services tab. The short name of the directory appears in the lmgrd.exe entry box, as shown below.

Entry box. The short name is what appears in place of SONNET_DIR in your interface.



Entry

CANNOT OPEN options file "SONNET_DIR/licenses/license.opt"

Possible Solutions

Correct the directory to the "license.opt" file in the "sonnet.lic" file. In the above case replace SONNET_DIR with the proper Sonnet directory. The default location should be "C:\program files\sonnet". If Sonnet was installed in another directory, then specify that directory in place of SONNET_DIR.

Remember that the path may not contain any names which use a space.

Also, if your Sonnet directory is more than 8 characters long, you must use the short name. To determine the short name of your directory, select *Admin* ⇒ *Lmtools* from the main menu of the Sonnet task bar. When the LMtools interface appears, click on the Configuration Using Services radio button, then click on the Configure Services tab. The short name of the directory appears in the lmgrd.exe entry box, as shown in the picture above.

Entry

Cannot find the FLEXnet log file. Do you want to create a new file?

Possible Solutions

This message indicates that the network connection to a remote license server is not connected or is malfunctioning. Ensure that your network is connected and operating properly.

Entry

No log file exists. (Or the log file has not been updated.)

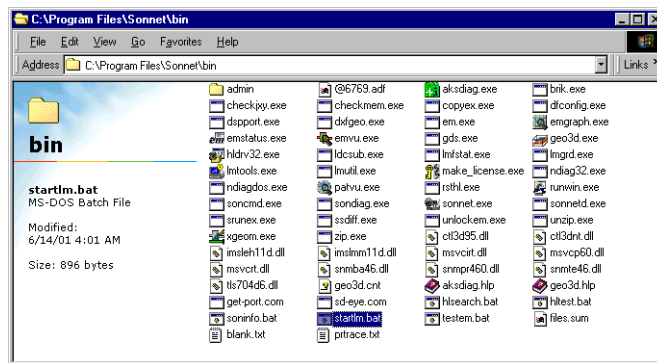
The problem may be due to one of the following:

- The log file was not specified correctly in the FLEXnet License Manager interface Setup tab in the lmgrd.exe text entry box. Note that you may not have spaces in this line even if specified by the browser.
- The lmgrd program did not run.
- The wrong version of the lmgrd program ran.

Possible Solutions

Try to run the license manager by hand. Perform the following:

- 1 In Windows Explorer, change the directory to the Sonnet directory then to the “bin” directory. In this example, the Sonnet directory is the default, “c:\Program Files\Sonnet”. If you have installed the software elsewhere, then select that directory in the Explorer.



- 2 Double-click on the “startlm.bat” file to run it.
- 3 If this works, determine if the log file is being updated by editing the log file and deleting all its contents. Run “startlm.bat” again and check for new messages in the log file. If there are no new messages, “lmgrd.exe” did not run.
- 4 If startlm does not run, check the error messages. If the error messages do not provide a solution, then reinstall the software.
- 5 If there are new messages showing that “lmgrd.exe” did run, then the Setup specified in the FLEXnet license manager interface was incorrect.

Note that the license manager first runs “lmgrd.exe” which in turn runs the “sonnetd.exe” program as specified by “sonnet.lic” file.

Appendix III Application Error Messages

The following is a list of possible error messages received while running or attempting to run a Sonnet application, such as *xgeom*. The error message is displayed in a box which appears in front of the application window when you attempt to run it. Note that since the Sonnet task bar does not require a license to run, you will not receive an error message associated with running the task bar.

Entry: “**WARNING: Lost License.
Lost Feature.**”

Possible Solution: Check to see if the license server is still up and running. If not, start the license server.

Ensure that the hardware key was not removed from the license server. If the key has been removed, perform the following:

- 1 Reconnect the hardware key.
- 2 Stop, then restart the license manager.
- 3 Select *Help* ⇒ *License Info* from the application main menu. The License Info dialog box appears.
- 4 Click on the Get command button to obtain a license.

Entry: “Could not get license.
Cannot connect to license server.”

Possible Solution: This message may occur under the following conditions:

- 1 **License manager is set to start up automatically upon reboot of machine. Hardware key was not connected when machine was rebooted. Hardware key was then re-connected after reboot.**

This situation can be corrected by connecting the hardware key to the machine and then rebooting the machine.

- 2 **API for hardlock service did not start up. This situation can be corrected by performing the following steps:**
 - 1 Do a reboot of your computer.
 - 2 Uninstall the software by following the instructions in [“Removing an Older Release after Installation” on page 47.](#)
 - 3 Then reinstall the software by following the instructions in [Chapter 3, Installation for Most Users](#), on page 15.

Entry: “Could not get license.
Invalid host. The hostid of this system does not match the hostid specified in the license file.”

Possible Solution: Check the license server by following the troubleshooting scenario for Licensing Problems in Chapter 7.

Entry: “Could not get license.
Invalid (inconsistent) license key.”

Possible Solution: The most likely reason for receiving this message is that the license file has been edited. Try running *Admin* \Rightarrow *License* again. If this is not successful, check the license server by following the troubleshooting scenario for Licensing Problems in Chapter 7.

Entry: “Could not get license.
Cannot find license file.”

Possible Solution: The Sonnet program could not locate the license file. Try running *Admin* \Rightarrow *License* again. If this is not successful, check the license server by following the troubleshooting scenario for Licensing Problems in Chapter 7.

Entry: “Could not get license.
No such feature exists”

Possible Solution: The feature is not listed in the “sonnet.lic” file. Check to ensure if the feature has been purchased.

Entry: “Could not get license.
SIGN=attribute required, but missing from license.”

You are using a pre-9 license file. Contact your Sonnet representative to obtain and install a new license for release 9.

Entry: “Could not get license.
Feature has expired.”

Possible Solution: The license for the feature has expired.

First, check the system clock on your computer to ensure that the correct date is entered. If the correct date has been entered, then contact your Sonnet software representative.

Entry: “Hardlock API Not initialized. Possibly hardlock service is not running.”

Possible Solution: This message occurs if you have failed to do a reboot after installation. To correct this problem, perform the following steps:

- 1 Do a reboot of your computer.
- 2 Uninstall the software by following the instructions in "Removing an Older Release after Installation" on page 47.
- 3 Then reinstall the software by following the instructions in Chapter 3, “Installation for Most Users”.

Entry: **Could not get license.
socket() call failed.**

Possible Solution: This message indicates that there is no TCP/IP present on the machine.

If your machine is not the license server, open a MS-DOS Command prompt window and type,

ping <Server>

where <Server> is the hostname of the license server. If you receive the message:

Bad IP Address <Server>

then you need to check if the server is defined in the <Windows>\Hosts file. If you receive an answer, you need to ensure that the IP address is the correct address for the server. If the wrong address is returned or you do not receive a reply to your ping, you need to update your “hosts” file. This file is typically found at “c:\Windows\system32\drivers\etc”. If your Windows is installed in another directory, substitute that directory for <Windows>. An example of a Hosts file is shown below.

```
# XLink recommend you not to edit this file directly.
# Please use HOSTEDIT utility instead.
192.56.4.5 galaxy1
192.56.4.13 galaxy2
192.56.4.14 quasar
192.56.4.7 jupiter
192.56.4.10 saturn
```

Edit the file using a text editor, such as Wordpad or Notepad. Enter the TCP/IP address of the license server followed by the hostname of the license server. If you do not know the IP address or hostname of the license server, obtain them from your system administrator.

Entry:

**Could not get license.
Invalid returned data from license server. No such file or directory.**

**Possible
Solution:**

This message indicates that a valid TCP/IP address is not defined.

If your machine is not the license server, open a MS-DOS Command prompt window and type,

ping <Server>

where <Server> is the hostname of the license server. If you receive the message:

Bad IP Address <Server>

then you need to check if the server is defined in the <Windows>\Hosts file. If you receive an answer, you need to ensure that the IP address is the correct address for the server. If the wrong address is returned or you do not receive a reply to your ping, you need to update your “hosts” file. This file is typically found at

“c:\Windows\system32\drivers\etc”. If your Windows is installed in another directory, substitute that directory for <Windows>. An example of a Hosts file is shown below.

```
# XLink recommend you not to edit this file directly.
# Please use HOSTEDIT utility instead.
192.56.4.5 galaxy1
192.56.4.13 galaxy2
192.56.4.14 quasar
192.56.4.7 jupiter
192.56.4.10 saturn
```

Edit the file using a text editor, such as Wordpad or Notepad. Enter the TCP/IP address of the license server followed by the hostname of the license server. If you do not know the IP address or hostname of the license server, obtain them from your system administrator.

Entry: **Could not get license.**
Can not write data to license server. WinSock error code.

Possible Solution: Check the license server by following the troubleshooting scenario for Licensing Problems in Chapter 7.

Entry: **Could not get license.**
Feature: <Sonnet Program>
Server node is down or not responding

Possible Solution: If your license server is running a firewall, it may be blocking the licensing programs, “lmgrd.exe” and “sonnetd.exe” from passing through. You must configure your firewall to allow these two programs. See your system administrator for instructions on configuring your firewall. You should use port 7852 for “lmgrd.exe” and 7853 for “sonnetd.exe.”

Entry: **Lost license, temporarily suspending processing.**

Possible Solution: The hardware key may have been removed while the application was running. First, ensure that the hardware key is still attached to the license server. If this does not correct the problem, check the license server by following the troubleshooting scenario for Licensing Problems in Chapter 7.

Entry: **The drive or network connection that the shortcut “<program name>.lnk” refers to is unavailable. Make sure that the disk is properly inserted or the network resource is available, and then try again.**

Possible Solution: This message indicates that the network connection to a remote license server is not connected or is malfunctioning. Ensure that your network is connected and operating properly.

Appendix IV License Usage for Multi-threaded Processing

There are two types of multi-threaded licenses. The Desktop license which enables up to two threads of processing at one time and the High Performance license which allows you to use up to eight threads at a time. It is not uncommon to have both types of licenses available when using floating licenses for multiple users. In this case, the software uses an algorithm whose intention is to make the most efficient use of your licenses. The software always uses the highest thread capacity license as long as it provides a speed advantage. If there is no speed advantage then the lesser capacity license is used. There are some scenarios described below to demonstrate how the algorithm operates.

NOTE: If you plan on using your computer as a dedicated Sonnet server, we recommend that you not get a computer with hyperthreading or that you turn the hyperthreading off. Due to how processing resources are allocated, there is no significant reduction in Sonnet processing time using hyperthreading.

Scenario 1: You have one Desktop license and one High Performance license and are performing your analysis on a computer with a dual core. Since your computer is only capable of processing two threads at a time, there is no speed

advantage to using the High Performance license, so the Desktop license is used to run the job. If the Desktop license is not available, then the High Performance license would be used.

Scenario 2: You have one Desktop license and one High Performance license and are performing your analysis on a computer with eight cores. The software would attempt to use the High Performance license first since this license can utilize all available processing resources and therefore finish the job faster. If the High Performance license is not available, then the Desktop license is used, but this limits the analysis to only two of your cores.

Scenario 3: You have one desktop license and one High Performance license and are performing your analysis on a computer with four cores. The software would attempt to use the High Performance license first so that all four cores would be used and the analysis would take less time. Only four of the possible eight threads enabled by the license would be used due to the physical limitations of the computer. If the High Performance license is not available, then the Desktop license is used, but this limits the analysis to only two of your cores. Note that in the case of the High Performance license, the extra four threads are unused and unavailable to other users while the license is checked out.

It is possible to override this algorithm by using your own settings for multi-threaded license use. There are two ways to do so: using the thread initialization file or the Thread Control dialog box.

The thread initialization file is usually used by a system administrator to set up thread controls for multiple users. The thread initialization file, `threadcontrol.ini` may be found in the `<Sonnet Directory>/data` folder where `<Sonnet Directory>` is the location where the software was installed. The fields available in the initialization file are the same as the controls available in the dialog box; see below for details.

The second way to override the algorithm is through the Thread control dialog box. The settings in this dialog box affect only your analysis jobs. To access the Thread control dialog box, open the Sonnet task bar and select *Admin* ⇒ *Thread Control* from the task bar main menu. Click on the Help button in the dialog box for an explanation of the controls.

Index

A

Admin menu 10
administrator privileges 18, 43
advanced issues 37
auto diagnostics 7, 51

B

bootup
 license manager 41

C

client
 installation 29
 verifying installation 32
clock 21
compatibility with prior releases 7

D

daemon 21, 37, 55
demo 13
diagnostics 7, 51

E

edit circuit 26
e-mail 21
error messages 69-74
evaluation 13
extension mapping 47

F

filenames
 extension mapping 47
FLEXnet license manager, *see license manager*
floating license 8, 29

H

hardware key
 installing 19
 moving after installation 46

 problems accessing 53
 verifying 20

hostid 20
hostname 21
 determining 47

I

initialization file 49
installation
 multiple releases 47
 of license server 15, 29
 of network client 29

L

license manager
 autostart 41
 choosing a service 48
 controller 21, 37-43
 daemon 21
 log file 25
 log file output 61-67
 multiple vendors 21, 48
 problems 54
 starting 37, 38
 stopping 16, 43
 verifying 25
license server 10
 installing 15
 network client install 29
 using UNIX computer 45
license status 24
licenses
 determining license usage 44
 overview 55
 problems 54
 setting up ??-25
 types of 8
lmgrd 21
lmttools 21
 service name 48
 starting 38

loading the software 13, 17
local installation 29
log file 25

M

moving the hardware key 46
multiple releases 47
 choosing a service 48
multiple vendors 48

N

network installation 29
new geometry 26
node-locked license 8

O

old release, see *previous release*
older version 17

P

PC license server 10
power saver 10
previous release
 keeping 17, 30
 removing 47
 uninstalling 16, 29

R

relocating the hardware key 46

S

server
 hostname 21
 license 10, 15, 29
service 23
 choosing 48
 name 48
Sonnet
 directory 55
 menu 21, 37
 representatives 37
 running multiple releases 48
 uninstalling software 35
Sonnet task bar, see *task bar*
Sonnet User's Manuals 27
sonnet.ini 49
sonnetd 21, 55
standard evaluation
 installation 13

 license 8
starting license manager automatically 41
starting the license manager 37
stopping the license manager 43
system administration 37-47
system clock 21

T

task bar 26
 accessing manuals 27
 invoking 10
troubleshooting 25, 37, 51-58

U

uninstall 16, 17, 30, 35, 47
uninstalling a previous release 47
university license 8, 17, 30
UNIX license server 10, 45
upgrade 17, 30
USB 9, 19
User's Manuals 27