

Connect to ArcGIS License Server

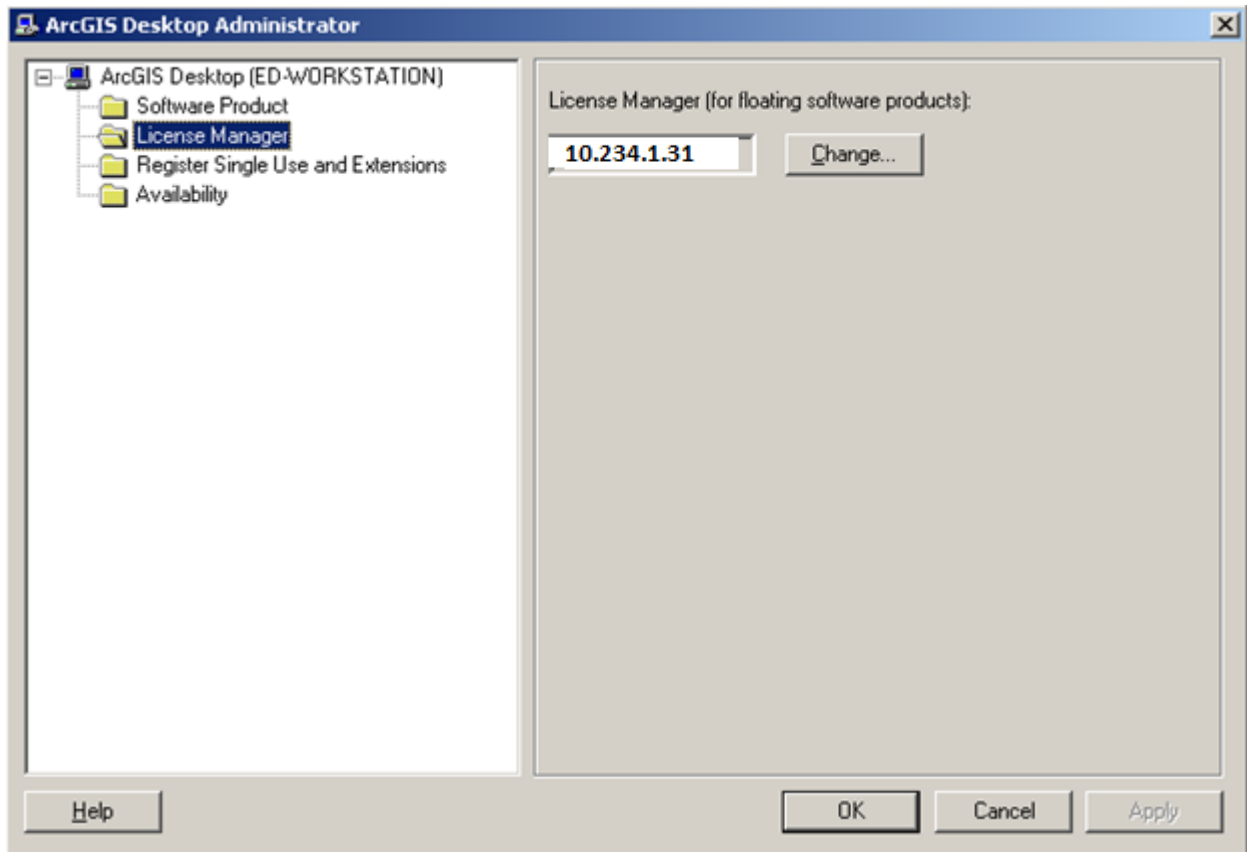
The license server is at the host 10.234.1.31, agrgislic (fqdn: agrgislic.ncagrdc.local). To connect to this server you must be on the state network, either directly **or** through **VPN**. The license manager uses ports 27000 & 27001.

Below I show how to connect to the license manager in 9.3.1 & 10.x.

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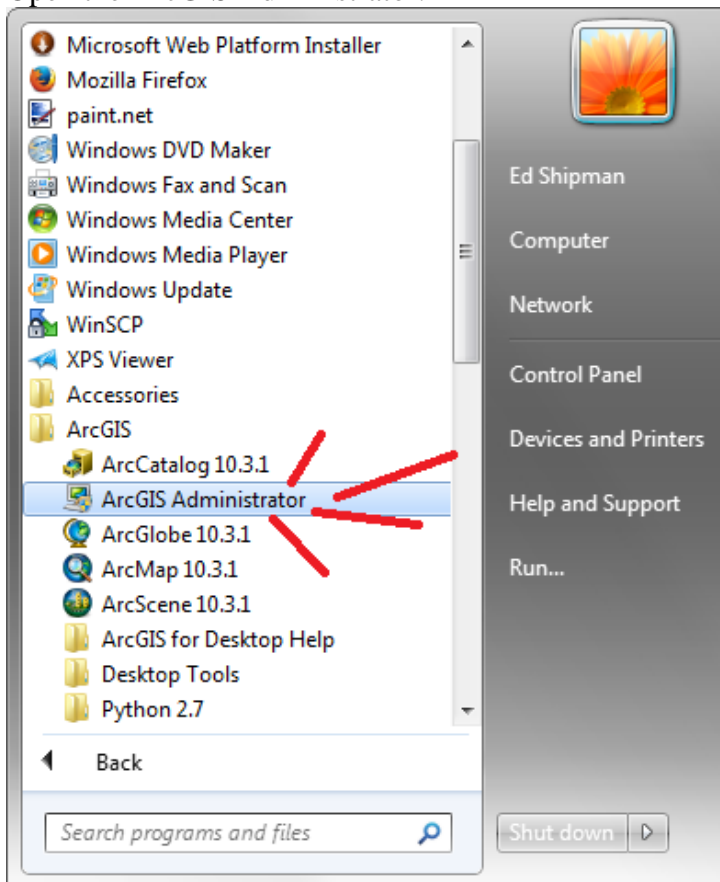
9.3.1

In 9.3.1 you need to use the ip address: 10.234.1.31 , without the port number or host name.

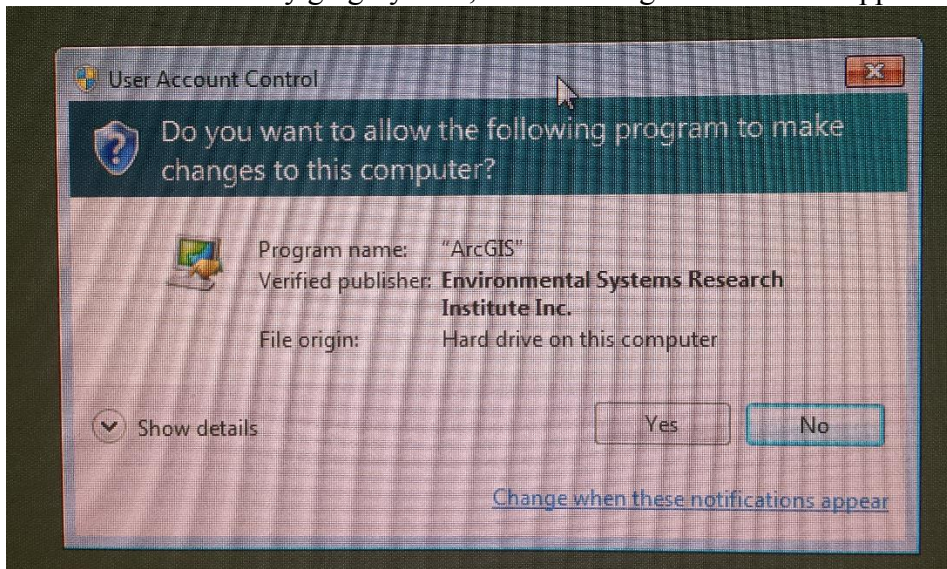


10.x

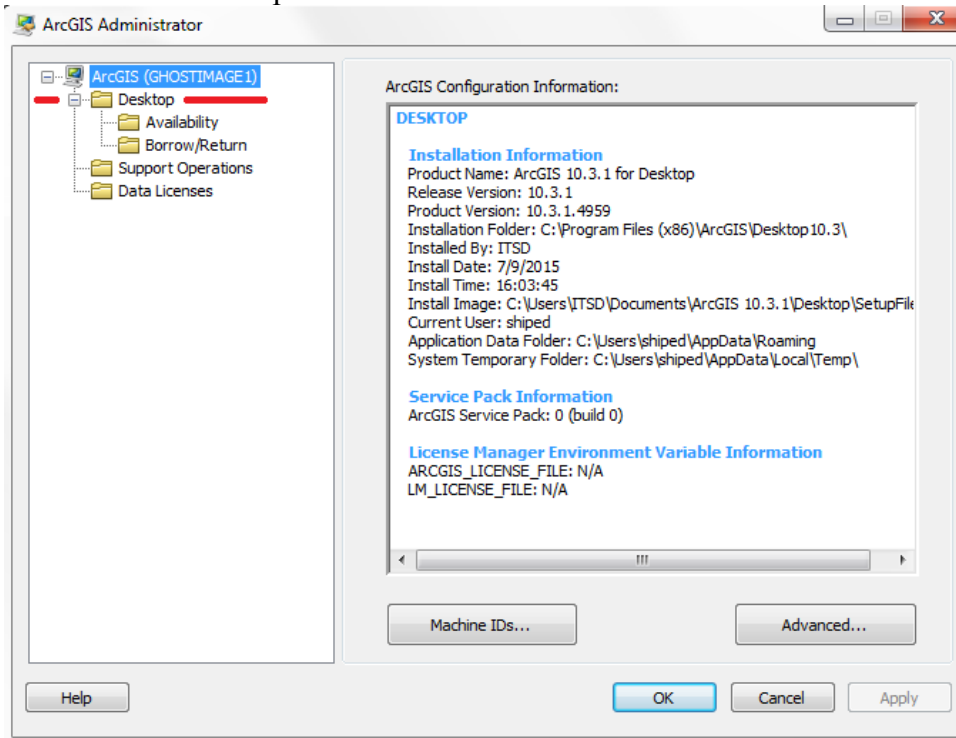
Open the ArcGIS Administrator:



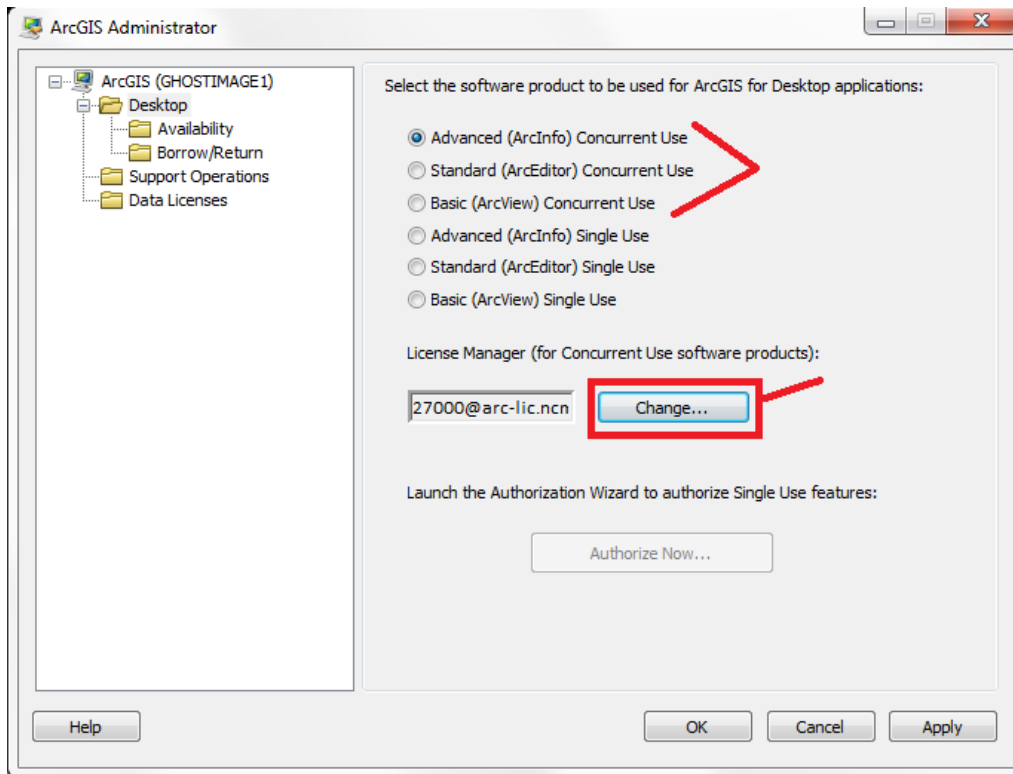
Your screen will likely go grey a bit, and a message like this will appear. Don't panic, click Yes.



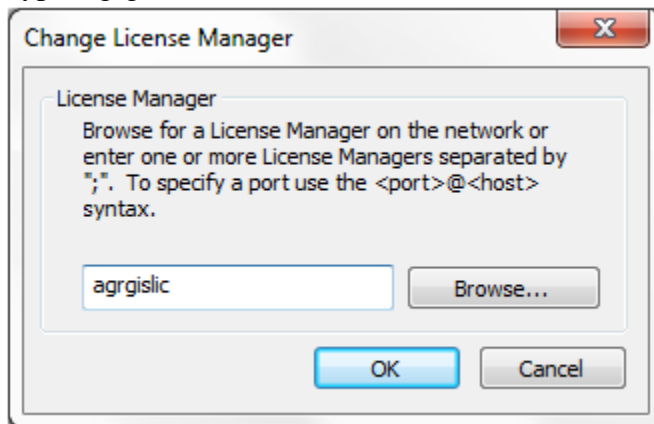
Click on the “Desktop” folder:



Starting with the 10.x release, ArcGIS requires that the host name is used instead of the ip address. The host name for the license server is argislic.
Select the appropriate software product and then click “Change”:

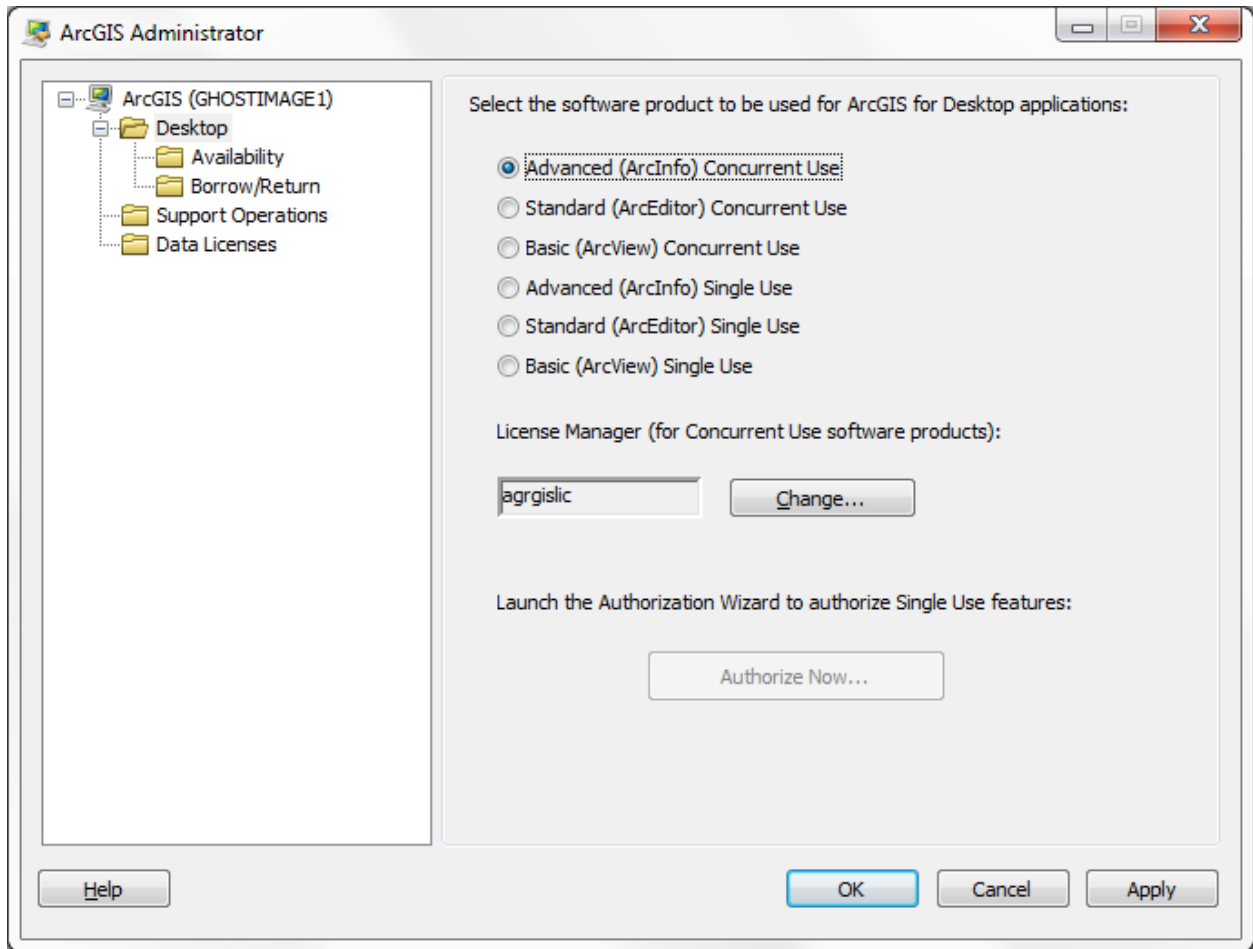


Type: agrgislic in the box:



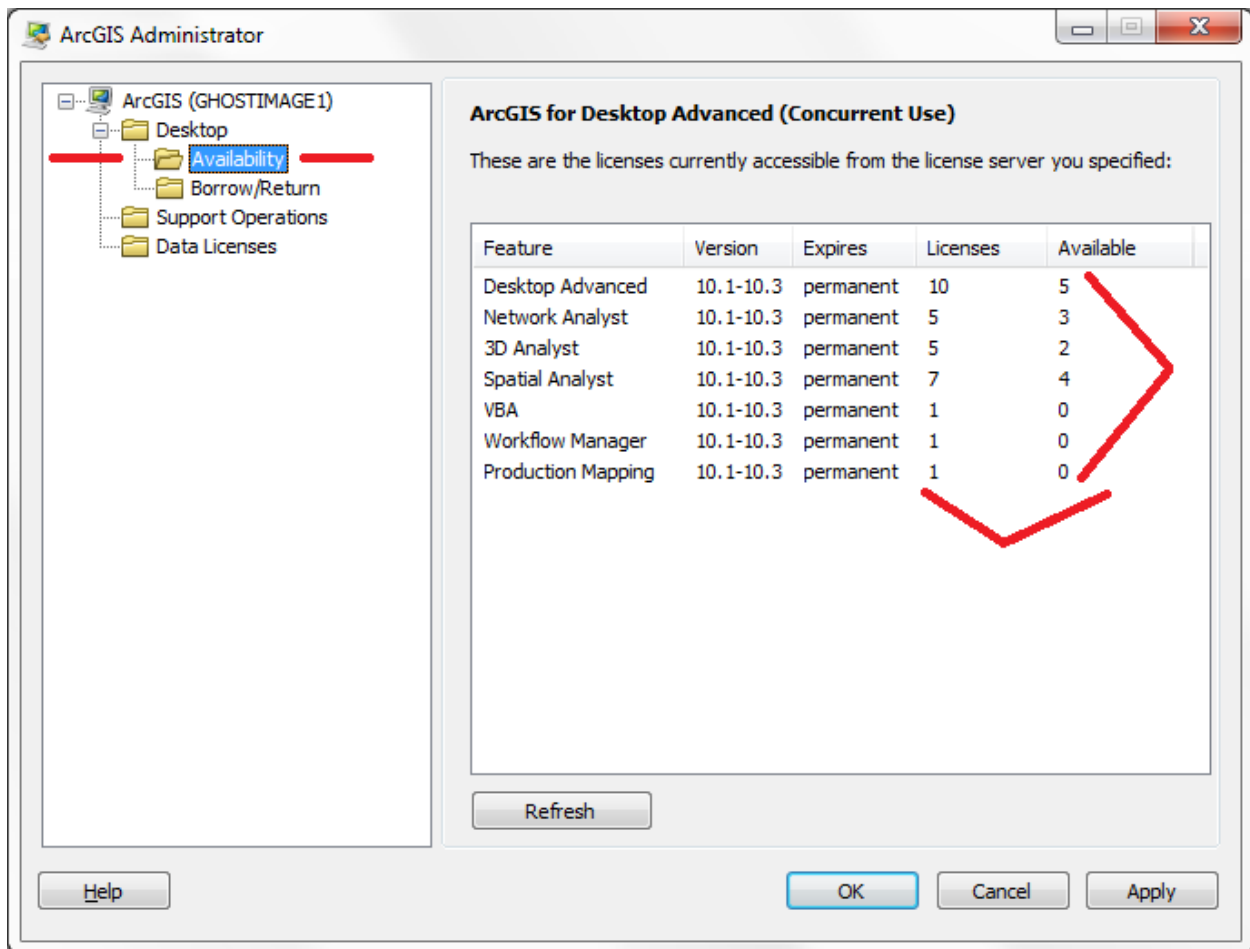
Click "OK"

Hopefully, this will return you to the ArcGIS Administrator.



If you get an error message, refer to the “Troubleshooting” section below.

To verify, click on the “Availability” folder:

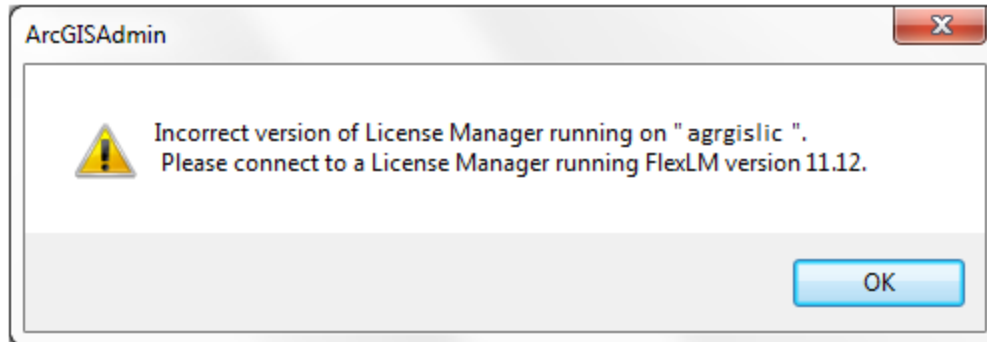


You should see some licenses available.

Trouble Shooting

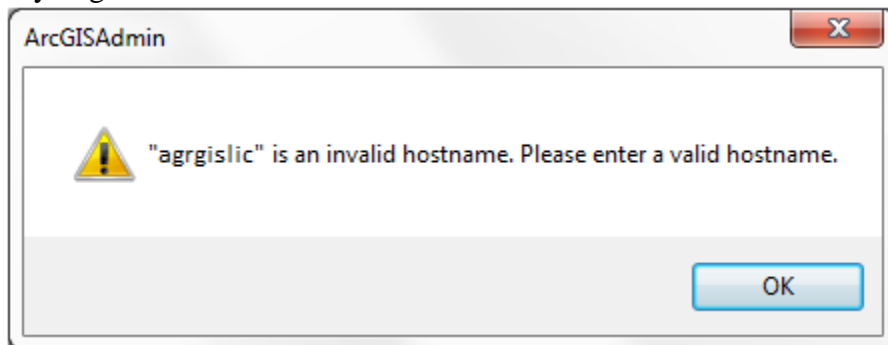
Does your site require VPN to access servers at the main AG building?

If you get the “Incorrect version...” error below:



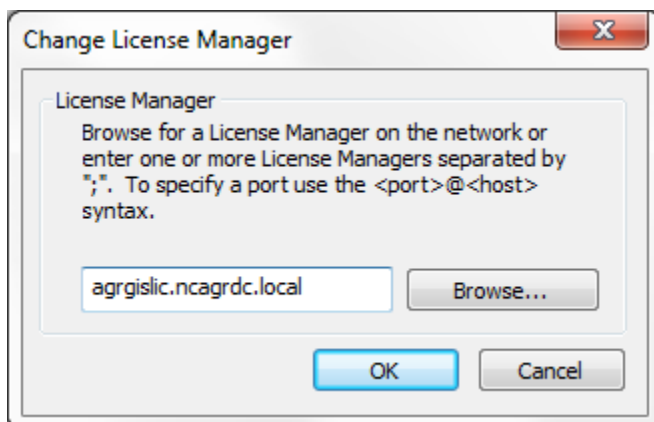
You will need advanced assistance, please contact: Daniel Madding, 919-807-4344
daniel.madding@ncagr.gov

If you get the invalid hostname error:

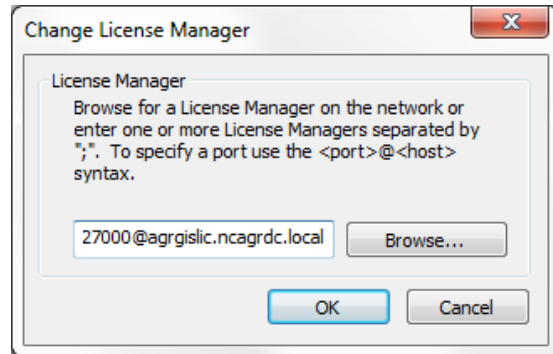
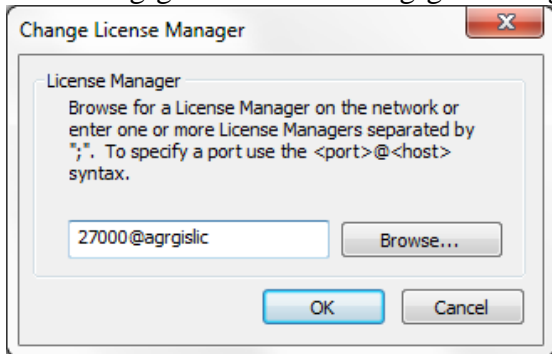


There are a couple things you can try.

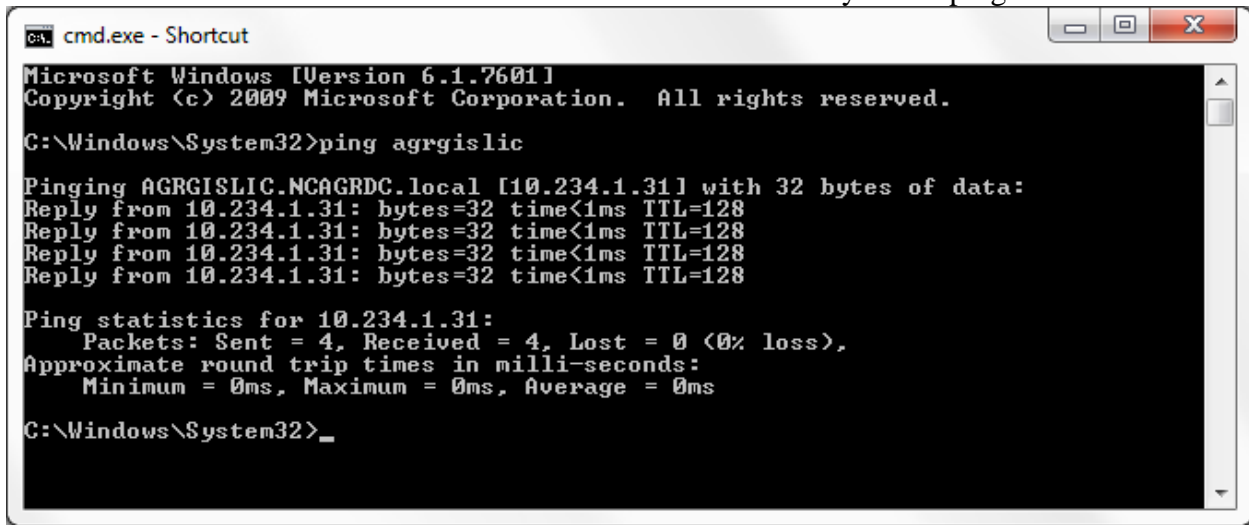
You can try entering the Fully Qualified Domain Name (fqdn) for the host agrgislic:
agrgislic.ncagrdc.local



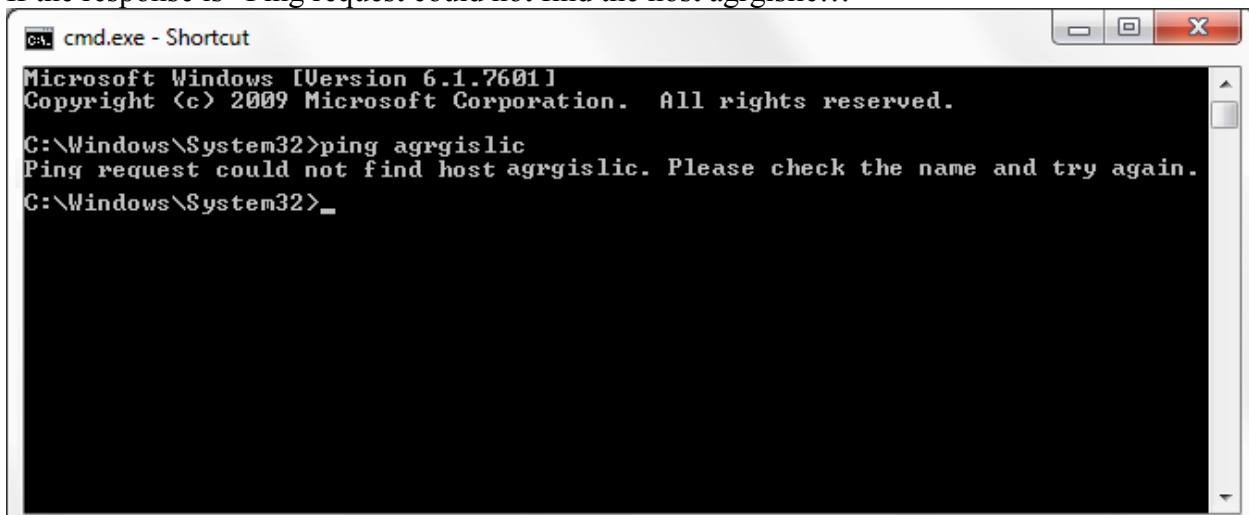
You can also try the “<port>@<host>”
The port for the license manager is 27000
The entry would be:
27000@agrgislic or 27000@agrgislic.ncagrdc.lic



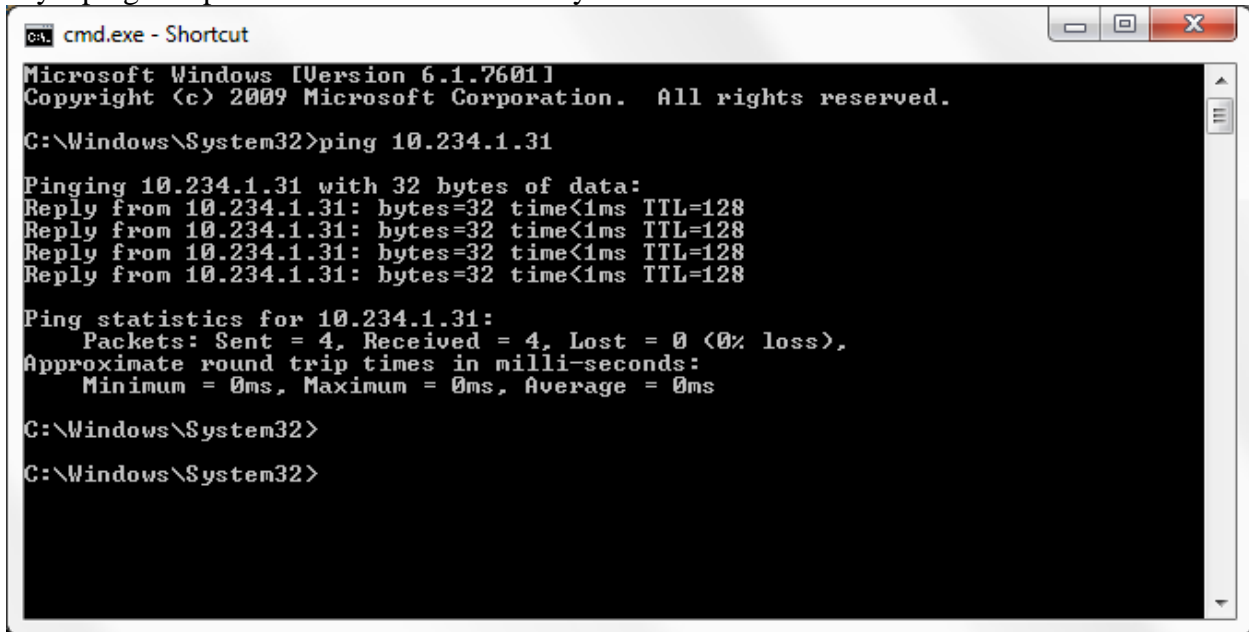
Sometimes there are DNS issues in the state network. Make sure you can ping the host:



If the response is “Ping request could not find the host agrgislic...”

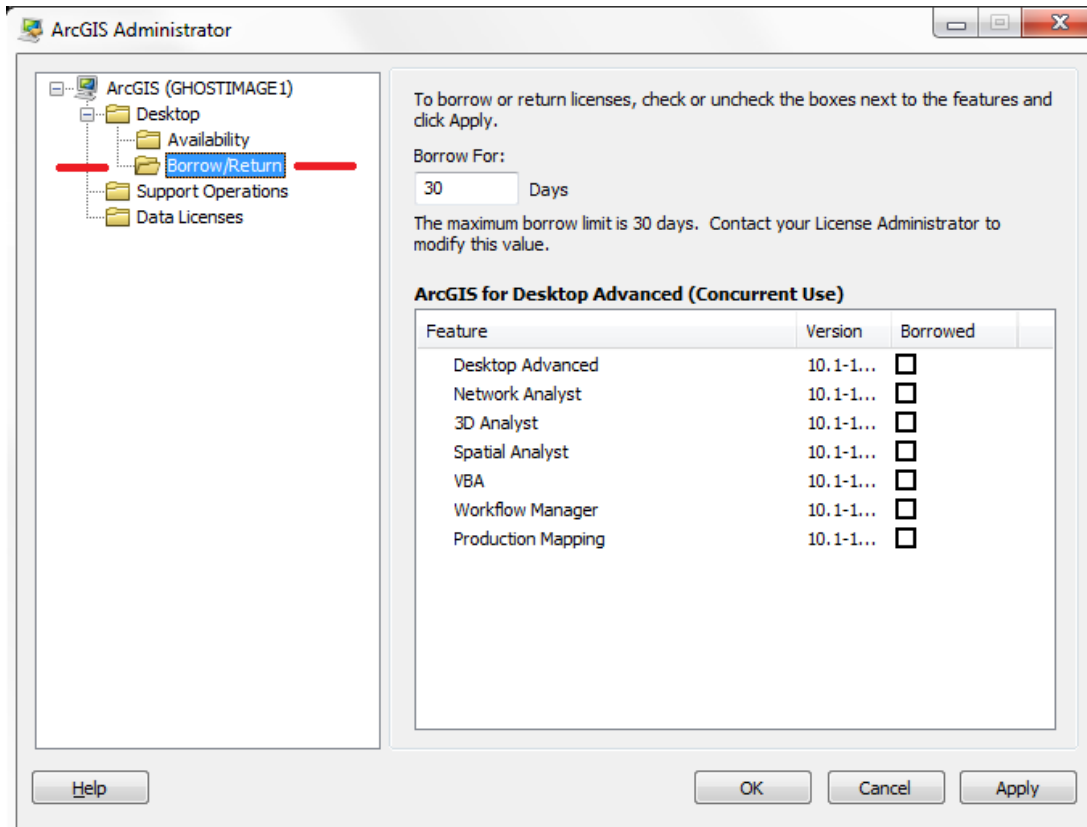


Try a ping the ip address 10.234.1.31 directly:



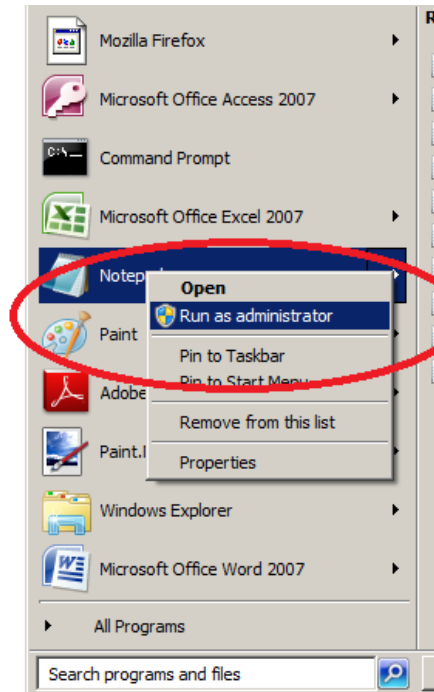
You will need advanced assistance, please contact: Daniel Madding, 919-807-4344
daniel.madding@ncagr.gov

If the ip address responds there is an issue with DNS. For customers, who **DO NOT** “Borrow” licenses:

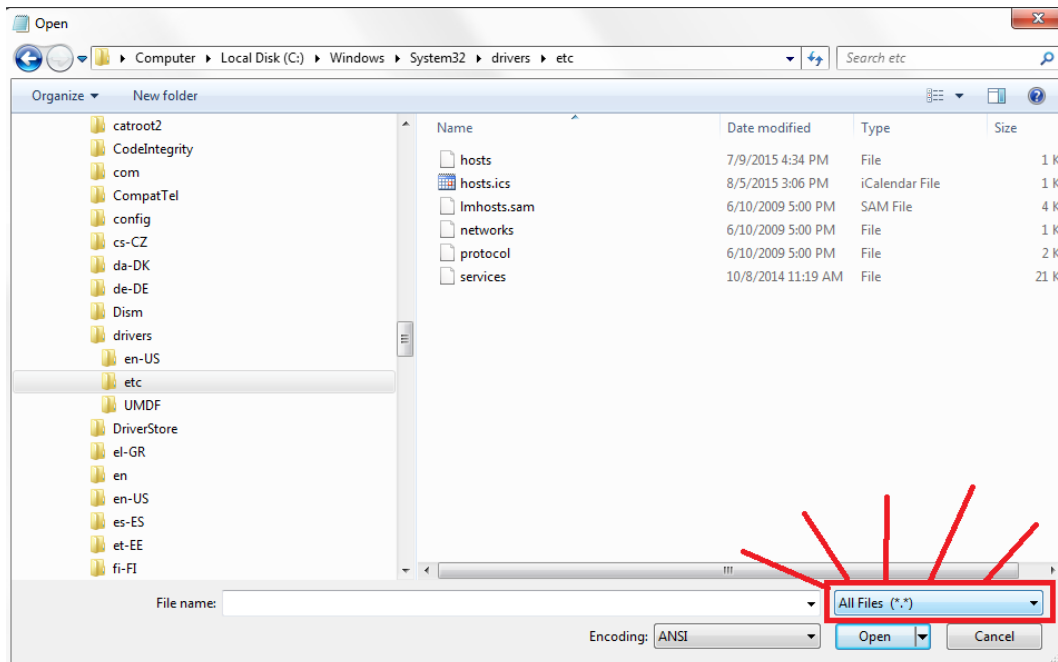


There is a work around. Window allows you to synonymize domain names to ip locally via the hosts file. The hosts file has no file extension. It resides in the directory:
C:\Windows\System32\drivers\etc

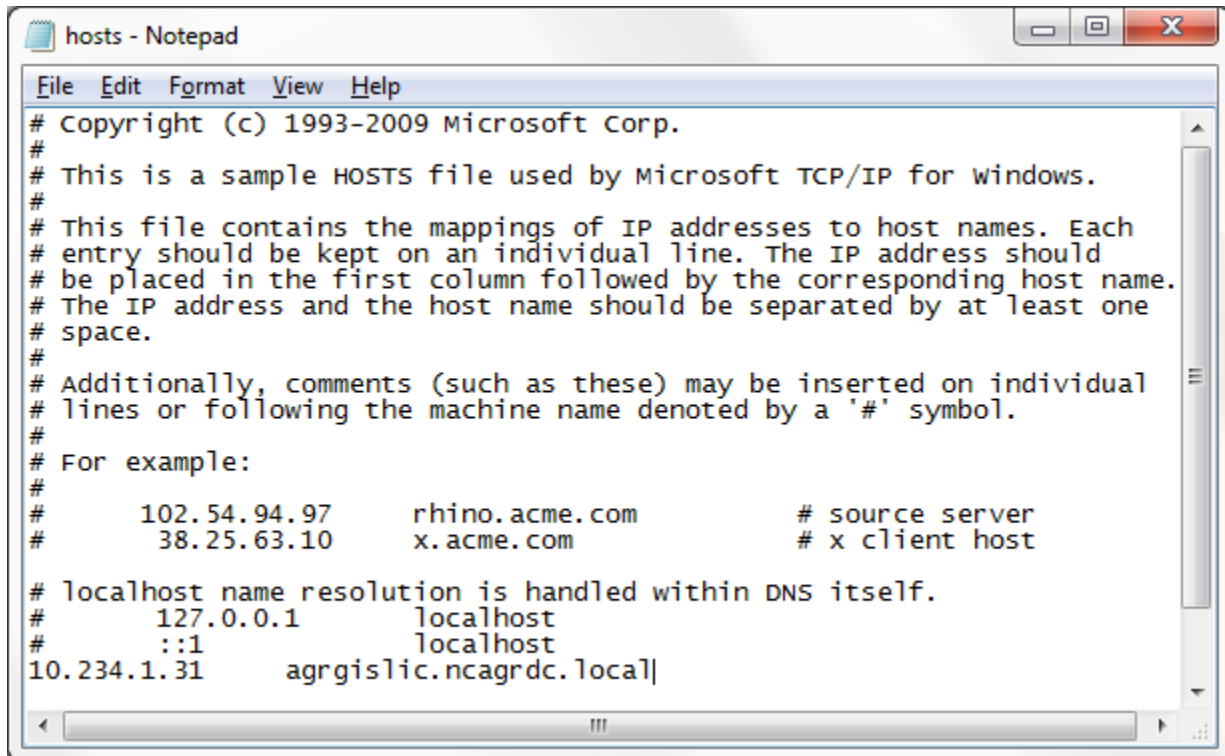
This is a protected area of your computer, and to edit it you will need to run Notepad as administrator. Right click on Notepad and select “Run as administrator”



Remember! The file hosts has not file extension, to see it in the open dialog, change to “All Files (*.*)”



Add the entry to the bottom of the file: 10.234.1.31 agrgislic.ncagrdc.local



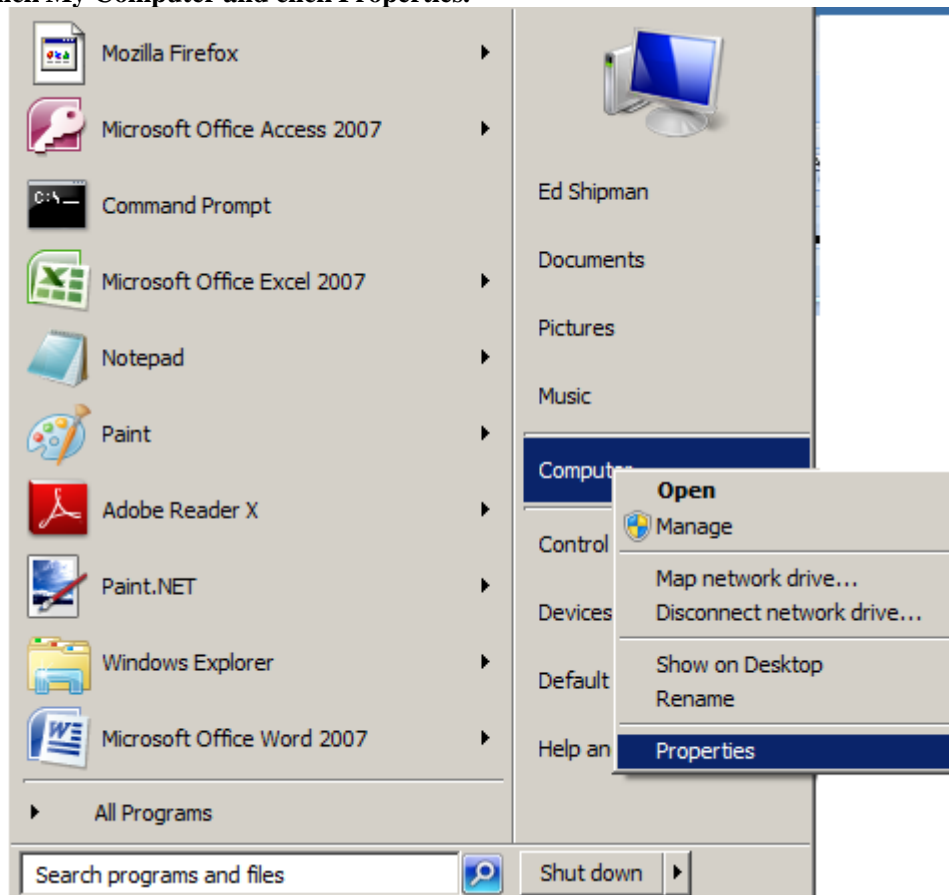
```
hosts - Notepad
File Edit Format View Help
# Copyright (c) 1993-2009 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
#       102.54.94.97       rhino.acme.com           # source server
#       38.25.63.10      x.acme.com              # x client host
#
# localhost name resolution is handled within DNS itself.
#       127.0.0.1        localhost
#       ::1             localhost
10.234.1.31      agrgislic.ncagrdc.local|
```

Try ping again. If you can ping the host name, go back to the ArcGIS Administrator.
If not, you will need advanced assistance, please contact: Daniel Madding, 919-807-4344
daniel.madding@ncagr.gov

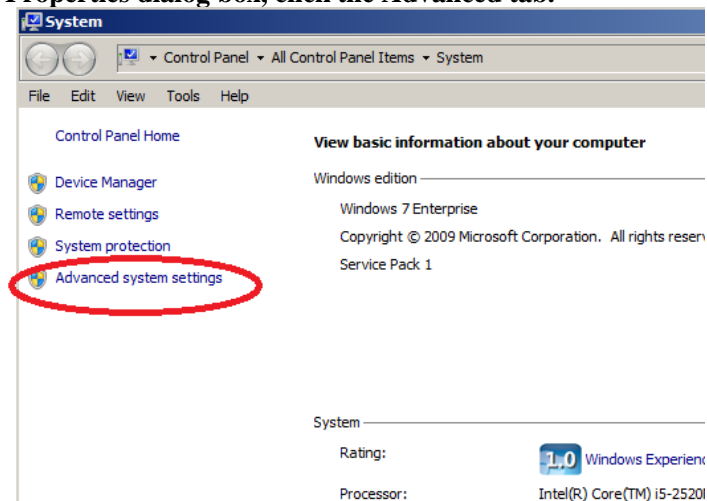
Time outs

On slow networks, MiFi, Aircard, *etc.* you can bump up the time out on Flex_LM on the client's computer. The pictures below are from Windows 7. Different versions of Windows may look different. Don't Panic

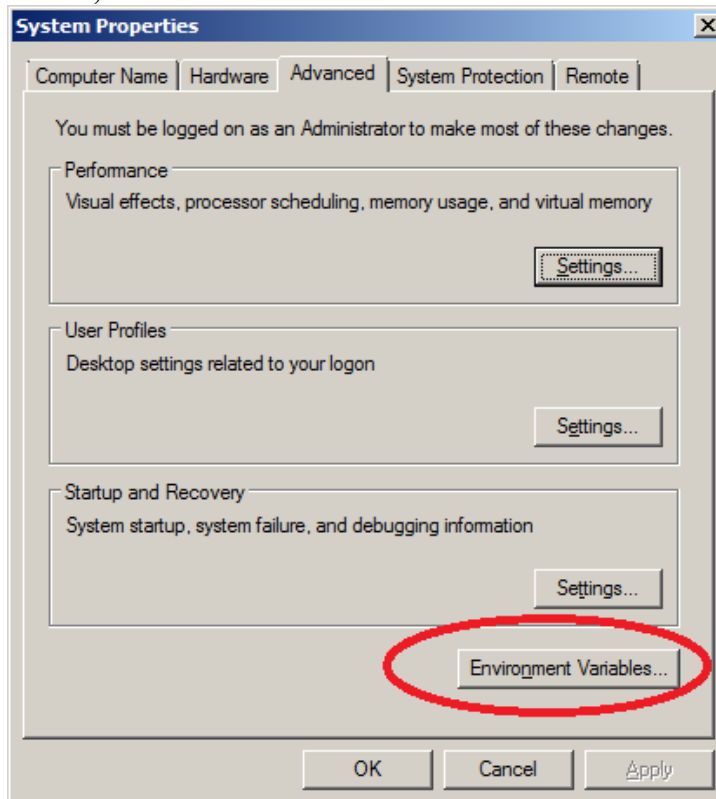
1. Right-click My Computer and click Properties.



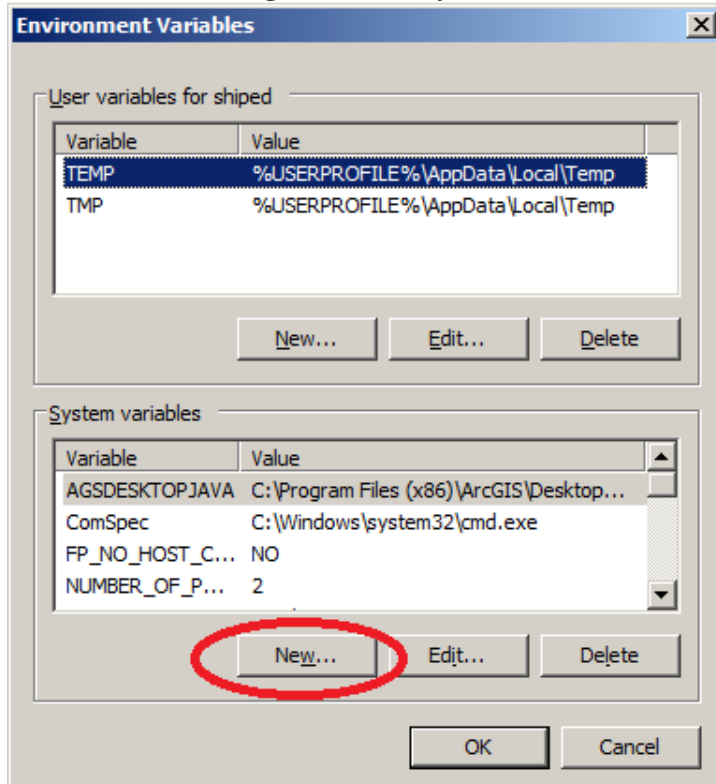
2. In the System Properties dialog box, click the Advanced tab.



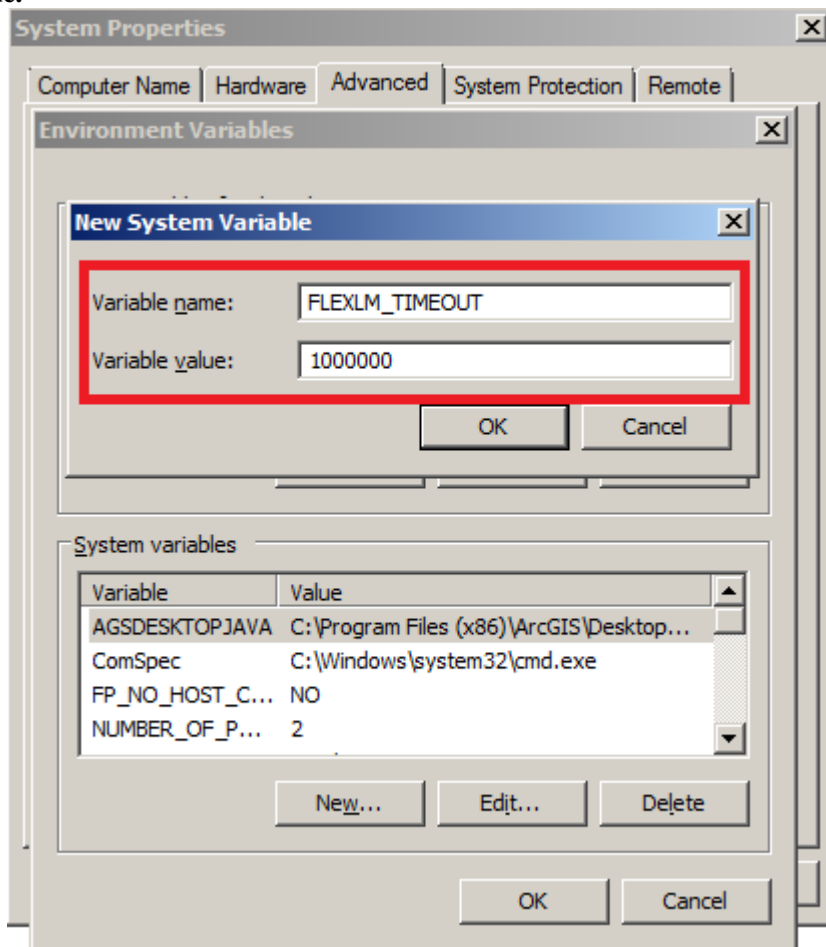
3. On the Advanced tab, click Environment Variables.



4. In the Environment Variables dialog box, under System Variables, click New.



5. In the 'New System Variable' dialog box, enter FLEXLM_TIMEOUT for the name, and 1000000 for the value.



6. Click OK to close each dialog box.

7. Launch ArcGIS Desktop (ArcMap or ArcCatalogue)