License server - cannot find a license
Technical Support FAQ

Category: Technical Services->Licensing->Wibu Lizenzserver

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                 Allplan 2019
                 Allplan 2018
                 Allplan 2017
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Question:

Allplan does not start. When you open license selection in the license settings, you can see the following message: "Cannot find a license for running Allplan." Sometimes you might also see one of the following error messages: "This license is no longer available", "CmActLicense runtime system is not installed!" or "NemAll_DataResource20.dll: Start Error 102". Allplan no longer starts after these messages. How to solve this problem?

Answer:

Check the following points:

On the client:

Open the license settings: **Services application -> Utilities -> License settings**

1. Has the license been blocked on the client?

Check the 'License selection' area to find out whether your license has been blocked. This is indicated by the ⛔ symbol. If the license is blocked, Allplan cannot use it.
Click this symbol to unblock the license again. If you want, you can select the check box in front of the license to select it as a favorite. Allplan will then prefer this license.
If you do not select any license or if you have selected several favorites, Allplan will automatically use the first free license it finds.

2. Has the server been found?

Select the 'Find license server automatically' option. You should now see the license provided by the server.

Note: In some cases, such as VPN connections, Allplan may not be able to detect a server automatically. In this case, you can enter the server manually.

3. Is the local Windows service, which is used by licensing, running correctly?

If communication with the local Wibu service is blocked, Allplan cannot find the license anymore. This is often caused by the virus scanner.
So you need to exclude the "Codemeter" folder from virus scans. You can find this folder in the following path: **C:\Program files (X86)\Codemeter** or **C:\Programme (x86)\Codemeter**

Then restart the service:

Start **CodeMeter Control Center**.
To do this, use the Windows start menu and select CodeMeter -> CodeMeter Control Center. As an alternative, open Search by clicking the Search button on the Start screen and enter Codemeter.

CodeMeter Control Center -> Process -> Start CodeMeter Service
If the service is running, stop it and restart it.

On the license server:

4. Is the 'Start network server' option active?

Start CodeMeter Control Center on the server.

To do this, use the Windows start menu and select CodeMeter -> CodeMeter Control Center. As an alternative, open Search by clicking the Search button on the Start screen, enter Codemeter and press ENTER. A dialog box opens. Click WebAdmin at bottom right.

Or
Enter *Localhost:22350* in the address bar of your browser.

• Select **Settings -> Server -> Access server** in the **Network server** area and click **Activate**.

Update the license settings on the client. To do this, click **Update** or open the dialog box with the license settings again. You should now see the license on the client.

5. Restart the license server service on the server

To start and stop the license server service, you can use CodeMeter Control Center.

• CodeMeter Control Center -> Action -> Stop CodeMeter Service
• CodeMeter Control Center -> Action -> Start CodeMeter Service

Update the license settings on the client. To do this, open the dialog box with the license settings again. You should now see the license on the client.

6. Is the virus scanner blocking the Windows service, which is used by licensing, at the server?

If communication with the Wibu service is blocked, Allplan cannot find the license anymore. This is often caused by the virus scanner.
So you need to exclude the "Codemeter" folder from virus scans.
You can find this folder in the following path: **C:\Program files (X86)\Codemeter** or **C:\Programme (x86)\Codemeter**
In addition, exclude the **C:\Program Files\Allplan GmbH** folder.

Then restart the license server service:
If the service is running, stop it and restart it.

7. Check the firewall

Allplan communicates with the license server via TCP/IP. By default, communication is via port 22350 unless you change the port in CodeMeter WebAdmin. So you need to configure the firewall accordingly.

If a firewall is active on your computer, you must enable port 22350 for TCP and UDP. If the firewall filters in an application-specific manner, you have to enable the CodeMeter.exe license server service. You can find this service in the %Program Files (x86)%\CodeMeter\Runtime\bin Windows folder. Define the CodeMeter.exe service as an exception in the firewall. Some anti-virus programs also include firewall functions. If you are not sure, contact the manufacturer of the anti-virus program.