

GEOSYSTEMS HELLAS S.A.

Troubleshooting during Hexagon Geospatial 2018 software licensing procedure



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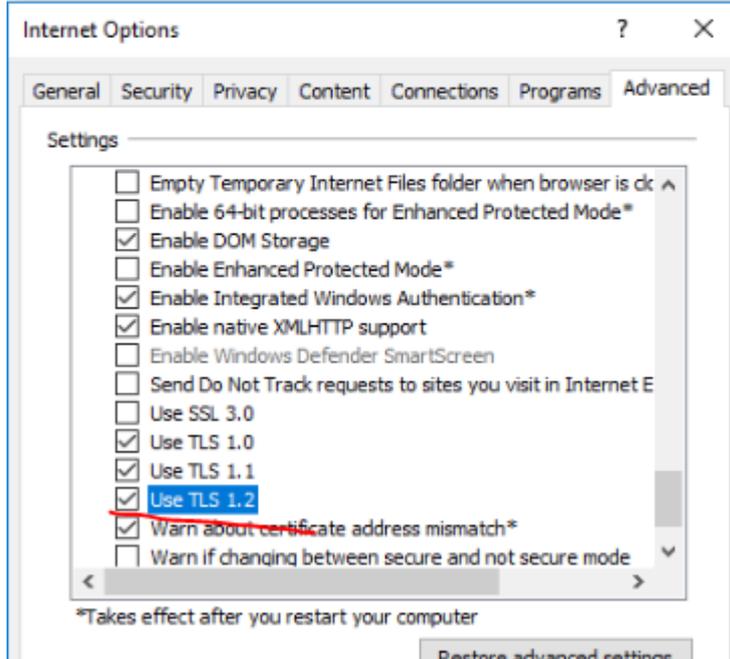
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- 1) Ensure you have deleted all .lic files from your system, from previous versions of your Hexagon Geospatial software
- 2) Ensure you have all the latest Windows Updates installed. If Windows Updates are not installed, then DotNet Framework will not be updated/installed properly, which will impact the install of all our 2018 installs including Geospatial License Administrator.
- 3) Check the Internet Options in Internet Explorer. Under the advanced tab, ensure the Use TLS 1.2 setting is checked.

Solution

To enable TLS 1.2 open Internet Explorer and go to Internet Options



We know that Windows Server 2012 does NOT have this option enabled, so every customer with that operating system will have to manually enable. It is a good idea for operating systems to ensure the TLS is enabled.

- 4) Check the C:\ProgramData\Intergraph\Licensing\ActivationSettings.xml file. Ensure the URL is <https://licensing.hexagongeospatial.com:443/flexnet/services/ActivationService?wsdl>
- 5) Do a Ping test: from a command prompt, ping licensing.hexagongeospatial.com If that is not successful, then the customer network is blocking traffic to our network.

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- 6) Do a Browser test: in Internet Explorer, enter <https://licensing.hexagongeospatial.com:443/flexnet/services/ActivationService?wsdl> into the address field. Do you get an error? If yes – then customer network is blocking the web service request
- 7) Ensure that you have installed Geospatial License Administrator version 16.5 (v16.5.0.15). If not, deactivate all licenses uninstall your current version of GLA, download version 16.5 (v16.5.0.15) from here: <https://download.hexagongeospatial.com/downloads/other/geospatial-license-administrator-2018> and proceed with the installation
- 8) Activate your licenses.
- 9) If your license source icon has a red X or if the local node name did not show up under “License Sources” the license server is not running. Re-run Geospatial License Administrator 2018 with administrative privileges and:
 - a) If “Stop License Service” is not enabled, continue to step b. If “Stop License Service” is enabled, then click that option from the menu. Ignore any error messages that may popup at the bottom of the GUI after clicking Server -> Stop License Service.
 - b) Click on the menu item Server -> Remove License Service. Ensure that your local node name is removed from the list “License Sources”, it might take a couple of seconds. If it is not removed, erase everything in the following file and restart License Administrator
C:\ProgramData\Intergraph\Licensing\INGRTS_LICENSE_PATH **Do not erase the file, just remove the contents within the file and save.**
- 10) Again deactivate all licenses and then try the activation again.
- 11) A license server should be created on the machine which will recognize trusted storage. Wait for the busy dialog to close. Your local node name should show up in the “Licenses Sources” list without the red x. Wait for the busy cursor to go away. Your license server should be ready to use!

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