Intergraph CAS Software Licensing

Troubleshooting for a Local Green Key:

Intergraph CAS local keys are green in color and are attached to a computer where the Intergraph CAS application is running. Typical issues with the local key are:

1) If you're getting error H0031 or H0040, then make sure that the firmware on the key has been updated; refer to the steps in firmware.pdf for details on how to do this. This can be accomplished by browsing to the \assidrv directory below the Intergraph CAS program directory, or by browsing to the \SetupESL directory on the Intergraph CAS CD/DVD

   Note: If the key start blinking constantly after the firmware update or if the key version shown in the HASP Admin Control Center is 0.0 (go to http://localhost:1947 and click on HASP Keys), then, the key is corrupted and will need to be replaced. Contact the local Intergraph CAS representative or Intergraph CAS to replace it. (Contact caesarii@intergraph.com for CAESAR II, pvelite@intergraph.com for PV Elite, or cadworx@intergraph.com for CADWorx with complete contact information and ESL ID number.)

2) As no network key is connected to the local computer in this case, the ***HASP Loader*** service should NOT be running on this machine. This can be checked from the Control Panel -> Administrative Tools -> Services (this is on XP, but it could be different on Vista or Windows 7). If a ***HASP Loader*** service is running, then stop it. Then from Add/Remove program un-install the HASP License Manager program.

3) Remove any older HASP device drivers and install the latest drivers, This can be accomplished by browsing to the \assidrv directory below the Intergraph CAS program directory, or by browsing to the \SetupESL directory on the Intergraph CAS CD/DVD.

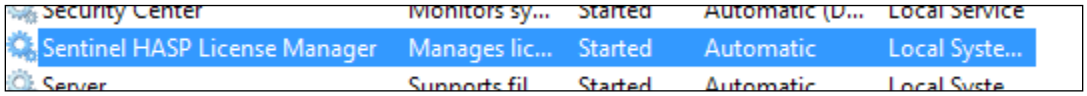
   Double click the "haspdinst-r.bat" file, which will uninstall the Aladdin drivers.

   Go to "Control Panel->Add/Remove Programs" and if you find any HASP drivers listed, uninstall them.

   Next double click the "haspdinst-p.bat" file, which will "purge" any remnants of the Aladdin drivers.

   Install the latest Aladdin drivers by double clicking the "haspdinst-i.bat" file.

   Check that the ***Sentinel HASP or HASP License Manager*** Service is running.



4) If you still cannot connect to the key and you have a Firewall, then add the main executable files from the Intergraph CAS application to the firewall's exception list. Also make sure that the port 1947 is not blocked.

5) If you still cannot connect to the key, go to Device Manager (one way is to click on My Computer icon -> Properties -> Hardware -> click on Device Manager). When the Device Manager opens, expand ***Universal Serial Bus Controllers,*** right click and Uninstall any Aladdin HASP or USB or HASP HL controllers. Then, follow the instructions in the step number 3.

6) If problems persist, then from Admin Control Center (http://localhost:1947) click on the Diagnostic menu option (on the left) and generate a report. Forward this report to Intergraph CAS for review and possible transmittal to Aladdin.

Troubleshooting for a Network Red Key:

Intergraph CAS networks keys are red in color and are attached to a computer (server) on the network. If the Intergraph CAS software product cannot connect to the Intergraph CAS NetHASP key, then:

1) If your getting error H0031 or H0040, then make sure that the firmware on the key has been updated as discussed at the beginning of this document.

   Note: If the key starts blinking constantly after the firmware update or if the key version shown in the HASP Admin Control Center is 0.0 (go to http://localhost:1947 and click on HASP Keys), then, the key is corrupt and will need to be replaced. Contact the local Intergraph CAS representative or Intergraph CAS to replace it. (Contact caesarii@intergraph.com for CAESAR II, pvelite@intergraph.com for PV Elite, or cadworx@intergraph.com for CADWorx with complete contact information and ESL ID number.)

2) Make sure that License Manager is running on the server and that the server is on-line. From the Control Panel go Administrative Tools, click on Services (this is on XP, but it could be different on Vista or Win7) and make sure that ***HASP Loader*** service is running. If it is not running then start it. The ***HASP Loader*** service can be installed as a service or as an application. You can install the HASP License Manager program by running **LMSetup.exe** from the Assidrv sub-directory under the Intergraph CAS program installation folder, or the \SetupESL folder on the Intergraph CAS CD/DVD.

3) Make sure that the License Manager is at least **Version 8.32**. If the server has an older license manager, then stop the ***HASP Loader*** Service, un-install the HASP License Manager program and re-install the latest version by running **LMSetup.exe** from the Assidrv sub-directory under the Intergraph CAS program installation folder, or the \SetupESL folder on the Intergraph CAS CD/DVD.

4) On the client computer, if you still cannot access the network ESL then configure the Nethasp.ini file located in the Assidrv sub-folder. Copy this file from the Assidrv sub-directory to the root directory of the concerned Intergraph CAS program. Then, open this copy from the program root folder. Now, locate the following lines:

   ```
   [NH_COMMON]
   ;;NH_SESSION  = 2
   ;;NH_SEND_RCV = 1
   ```

   Remove the two semi-colons from the front of these lines. For large networks, increase these two values as necessary. Next, locate these lines:

   ```
   [NH_TCPIP]
   ;;NH_SERVER_ADDR = xx.xx.xx.xx          ; ; IP addresses of machine where the NetHASP is attached
   ```

   Here “xx.xx.xx.xx” represents the IP address of the server where the ESL is attached. Remove the two semicolons from this line and define the proper IP address, where the network ESL is physically located. Next, locate these lines:

   ```
   ;;NH_USE_BROADCAST = Disabled          ; ; Use TCP/IP Broadcast mechanism.
   ```

   Remove the two semi-colons from the front of the above line. Now save the file. It is important that your modified **Nethasp.ini** file is located in the root folder of the Intergraph CAS application (CAESAR II, PV Elite, etc.). Refer to a screen shot below of this file with the changes. For more details refer to instructions in the file "Esl_RED.txt" located in the Assidrv sub-directory.

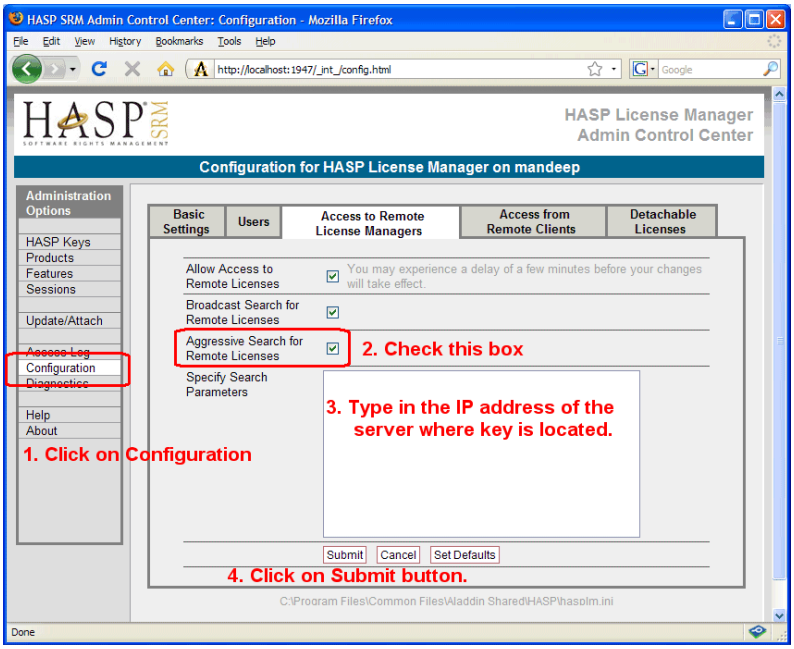
```
;    Example: (C:\CAESAR, C:\TANK, C:\CodeCalc, C:\PVElite).
;
;    For CADWorx, copy into AutoCAD EXE (ACAD.EXE) directory.
;    Example: AutoCAD 2002 - (C:\Program Files\AutoCAD 2002);
;    Example: AutoCAD 2004 - (C:\Program Files\AutoCAD 2004);
;    Example: AutoCAD 2005 - (C:\Program Files\AutoCAD 2005);
;    Example: AutoCAD 2006 - (C:\Program Files\AutoCAD 2006);

[NH_COMMON]
;;NH_TCPIP = Enabled                    ; Use the TCP/IP protocol only

NH_SESSION   = 4                       ; Set the maximum length of time during which
;                                      ; the application tries to establish
;    Increase (doubled here) the time outs.  ; communication with the NetHASP License Manager.
;                                      ; Default: 2 seconds

NH_SEND_RCV = 2                        ; Sets the maximum length of time for the NetHASP
;                                      ; License Manager to send or receive a packet.
;                                      ; Default: 1 second

[NH_TCPIP]
NH_SERVER_ADDR = xx.xx.xx.xx           ; IP addresses of machine where the NetHASP is attache
                                       ; Possible format examples:
Replace the xs with the IP address of the   ; IP address:      192.114.176.65, 123.123.123.123
computer where the network key is located.  ; Local Hostname:  machine.coade.com

NH_SERVER_ADDR = 127.0.0.1             ; Ensures that HASP LM will be found on local machine
                                       ; (on some systems broadcast is not visible locally)

NH_USE_BROADCAST = Disabled            ; Use TCP/IP Broadcast mechanism.
;                                      ; Default:  Enabled

;;NH_TCPIP_METHOD = TCP                ; Send a TCP packet or UDP packet
;                                      ; Default:  UDP

;;NH_PORT_NUMBER = <Num>               ; Set the TCP/IP port number. This is optional.
;                                      ; The default is 475
```

The file name should be nethasp.ini and it should be saved in the root directory of the program. This file will work for all COADE programs using the HL ESL.

Remove the semi-colons in front of the indicated lines so that those line become active.

5) If you still cannot connect to the key and you have a Firewall, then add main executable files from the Intergraph CAS application to the firewall's exception list. Also make sure that the port 1947 is not blocked. If the connection is via VPN, then you may have to add the IP address of the network key server to the trusted list.

6) If the client workstation can still not connect to the key then open the HASP Admin Control Center (ACC), (go to http://localhost:1947) and click on Hasp keys. If you do not see the key that you are trying to connect then specify the IP address of the computer where the key is attached, in the "Configuration" section as shown in the figure below.

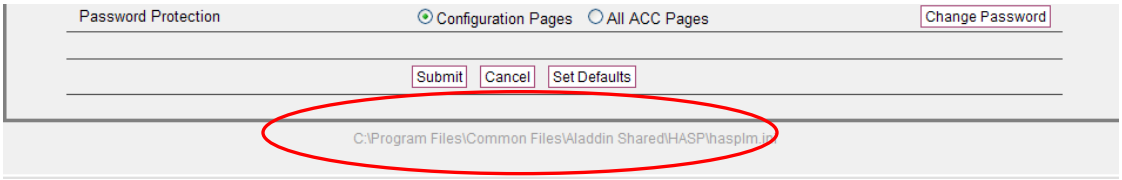


Note: If you cannot access http://localhost:1947 on the client workstation then check that the ***Sentinel HASP or HASP License Manager*** service is running.

Note for System Administrators:

A quick way to apply this change across multiple client workstations is to automatically copy the following file from this location, across to other users and then restart the "HASP License Manager" service or restart the computer. But, the clients should already have the HASP SRM drivers installed on their computers. Here is the file and screen shot showing it,

C:\Program Files\Common Files\Aladdin Shared\HASP\hasplm.ini



The nethasp.ini file can also be copied from one client to others to propagate its changes.

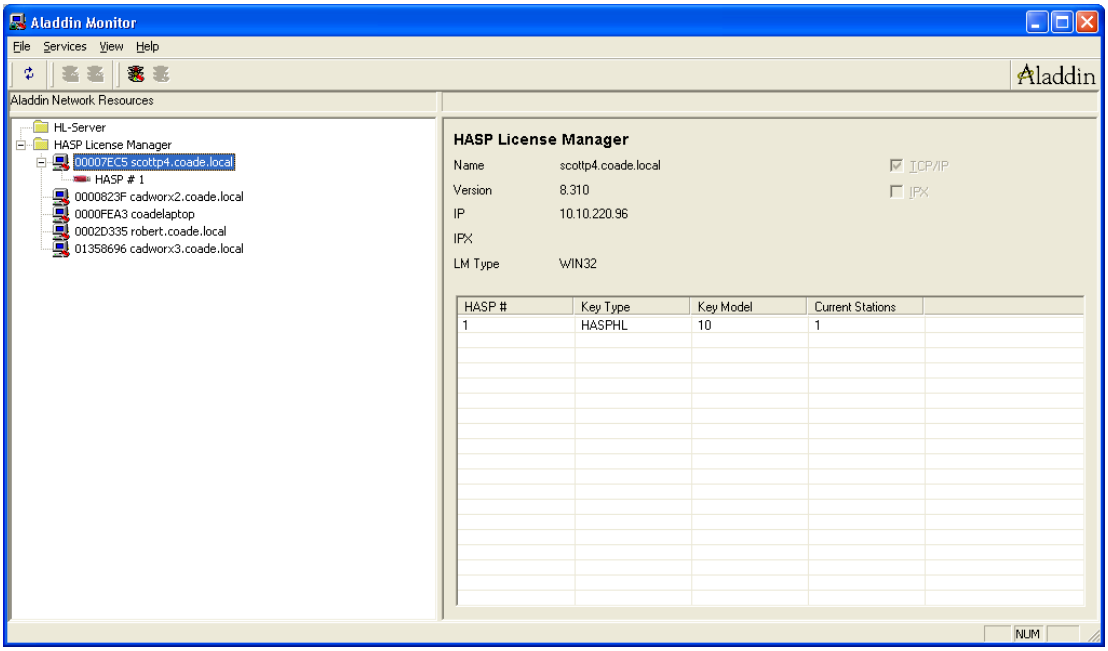
7) If the client still cannot connect to the network key and if the Intergraph CAS application is not installed on the client computer (but on a server somewhere), install the latest HASP SRM drivers on the client machine. This can be accomplished by double clicking "haspdinst-i.bat" from the \SetupESL directory on the Intergraph CAS CD/DVD.

8) Check with Aladdin Monitor program to see if the number of available licenses may have been exceeded. Ask a colleague to log off. If they have logged off and the license is still not released by license manager, then it should automatically log off after 1 hour. Stopping and starting the license manager also logs off the license. If your need more licensees contact your local Intergraph CAS representative.

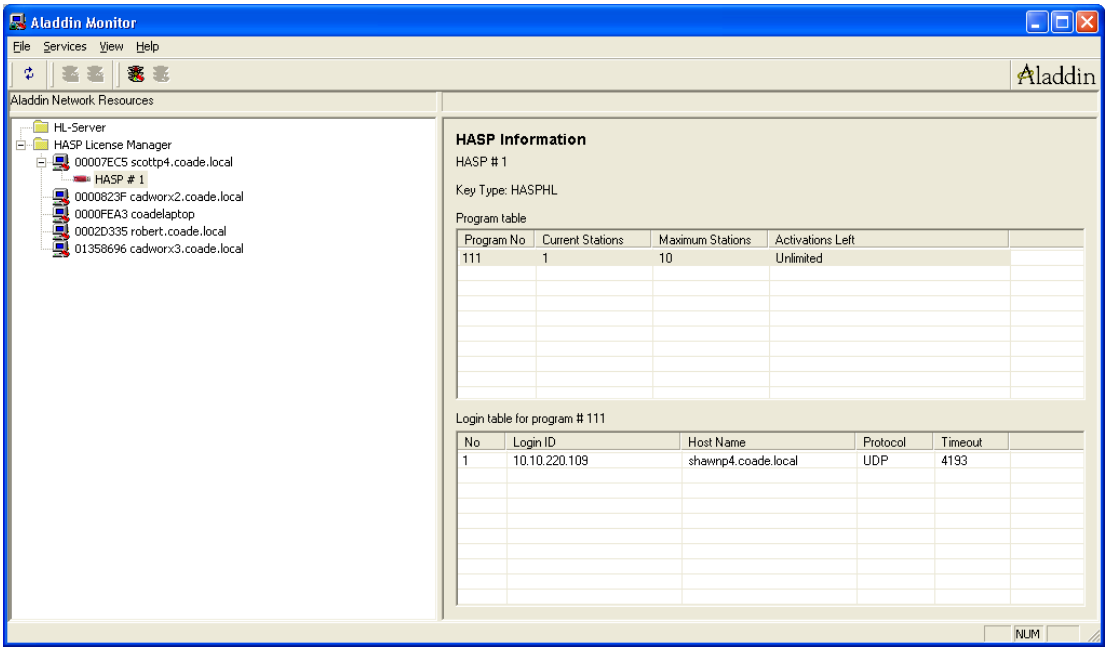
Verification of Network Licenses:

For HASP network licenses the "MONITOR" utility should be used. After installation, MONITOR can be invoked by clicking the desktop icon, which produces a window similar to the image below.

This window shows, in the left pane, all of the NetHASP Servers (keys) visible from the current workstation. Clicking on a particular Server shows the keys attached to that server, as shown below.



Clicking on a particular key, it shows in the right hand pane the licenses assigned to a particular key, as well as how many licenses are in use.



The NetHASP system relies on the “nethasp.ini” file on the client workstation, in the application directory. The “nethasp.ini” file should be setup as discussed above. Also as mentioned above, port 475 must be open for proper communication between the workstation and the License Manager (Server).