

Problem

Users of network licensed ESRI ArcGIS and Autodesk (AutoCAD) applications report cases in which licensed application were closed, but the licenses remained “hanging”, and were not returned to the license pool.

This condition may be caused by broken communication between the FlexLM license server and the workstation on which the application is running, or any other “glitch” for that matter. The answer given by the vendors to this condition is that the system administrator should manually release the checked-out license via the license administrator tool or Flexera’s LMTOOLS UI.

But this is wrong.

This problem does not manifest in any apparent error message or visible notification, so this condition may persist indefinitely. Because of that:

- There is no way for manually and routinely tracking down and fixing this condition. This condition is only captured when there is an obvious “leak” in the amount of available licenses.
- On top of not being able to utilize the full extent of the acquired software licenses, this condition may also cause exaggerated billing for users.

OpenLM’s Solution

An automatic solution for the identifying and fixing this condition is therefore required, and is supplied by OpenLM. On the OpenLM EasyAdmin web application, there is a check box which is configured to do just that. It configures the OpenLM system to track down ArcGIS and Autodesk applications’ licenses which are checked out but not used, and retrieve them.

This option is set active by default. The configuration check box is found as follows:

- Click the OpenLM ‘Start’ button, and select ‘Administration’. The ‘Administration’ window opens.
- Select the “Active Agent” icon. The “Active Agent” window opens.
- Select the “Extension dedicated” tab, and check the “Solve license manager errors” box.

That’s it. You wouldn’t have to worry about hanging “Orphaned” licenses for ArcGIS and

Autodesk applications any more.