Moldplus Server V5.2

User Guide

Revision date: February 03, 2012

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Introduction

This document is designed to assist you in properly installing and configuring Moldplus Server Version 5.2 on your Mastercam Network system. You will find step-by-step instructions to guide you through the proper installation and configuration of Moldplus Server.

The installation program for Moldplus Server is designed to install the required files for Moldplus Server to function smoothly along with the Aladdin HASP License Manager for Mastercam. It performs several checks to ensure that the Mastercam NetHasp SIM is correctly installed and configured and that the Aladdin License Manager is properly installed on your system. It will warn the user if it finds that certain conditions are not met.

It is highly recommended that you **READ THIS DOCUMENT before** proceeding with the **installation**. If your answers are not found here, you can email us at support@moldplus.com with your questions.

Moldplus Server is designed to work along with the Aladdin HASP License Manager. The Moldplus Server executable enables users to use Moldplus in a network environment. The number of licenses you purchase for Moldplus products limit the number of licenses you can run at any given time. The license information is stored in an XML file that is provided by Moldplus SA.

The concept behind using Moldplus products in a network environment is to enable multiple users to use the relevant Moldplus product from different work-stations, using only one software protection module from a station that is called the Moldplus Server.

This installation should be performed on the system that has the HASP SIM physically installed and the same location where the HASP License Manager is installed.

Products supported by Moldplus Server V5.2

The following products are supported to run under the Moldplus Server Manager.
Note that these products can run under **Mastercam X6 and below up to Version 9.1**

Moldplus 10.5 MR2 SP1 with Maintenance*
Moldplus 10.5 MR2 SP1 Professional/Electrode with Maintenance*
Moldplus 5-Axis Design Toolkit 10.5 MR2 SP1 with Maintenance*
Suprtrim 10.5 with Maintenance*
Moldplus 10.0 with Maintenance*
Moldplus 10.0 Professional/Electrode with Maintenance*
Suprtrim 10.0 with Maintenance*
Moldplus CATIA V5 Read with Maintenance*
Moldplus CATIA V5 Solids with Maintenance*
Moldplus CATIA V5 FTA/GD&T with Maintenance*
Moldplus CATIA V4 Read with old codes and Maintenance*
Moldplus CATIA V4 Write with old codes and Maintenance*
Moldplus CATIA V4 Solids with old codes and Maintenance*
ProDrill 4.0 with Maintenance*
Moldplus 9.2 with Maintenance*
Moldplus 9.2 Professional/Electrode with Maintenance* (will need the Moldplus 9.2 code also to function)
Suprtrim 9.2 with Maintenance*
ProDrill 3.0, 2.0 and 1.2
Moldplus 9.2.035
Moldplus 9.2.035 Electrode (will need the Moldplus 9.2 code also to function)

* - Moldplus Maintenance dates are independent of the Mastercam maintenance dates. The dates displayed in the Moldplus Server manager will indicate when the Moldplus maintenance will expire.

What's new in Version 5.2
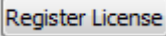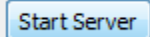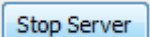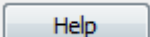
A memory handles leak was fixed in this version. The handles would populate the physical memory usage and create a resource limitation.

What's new in Version 5.0

1. Complete interface has been re-written from the prior version 4.12.
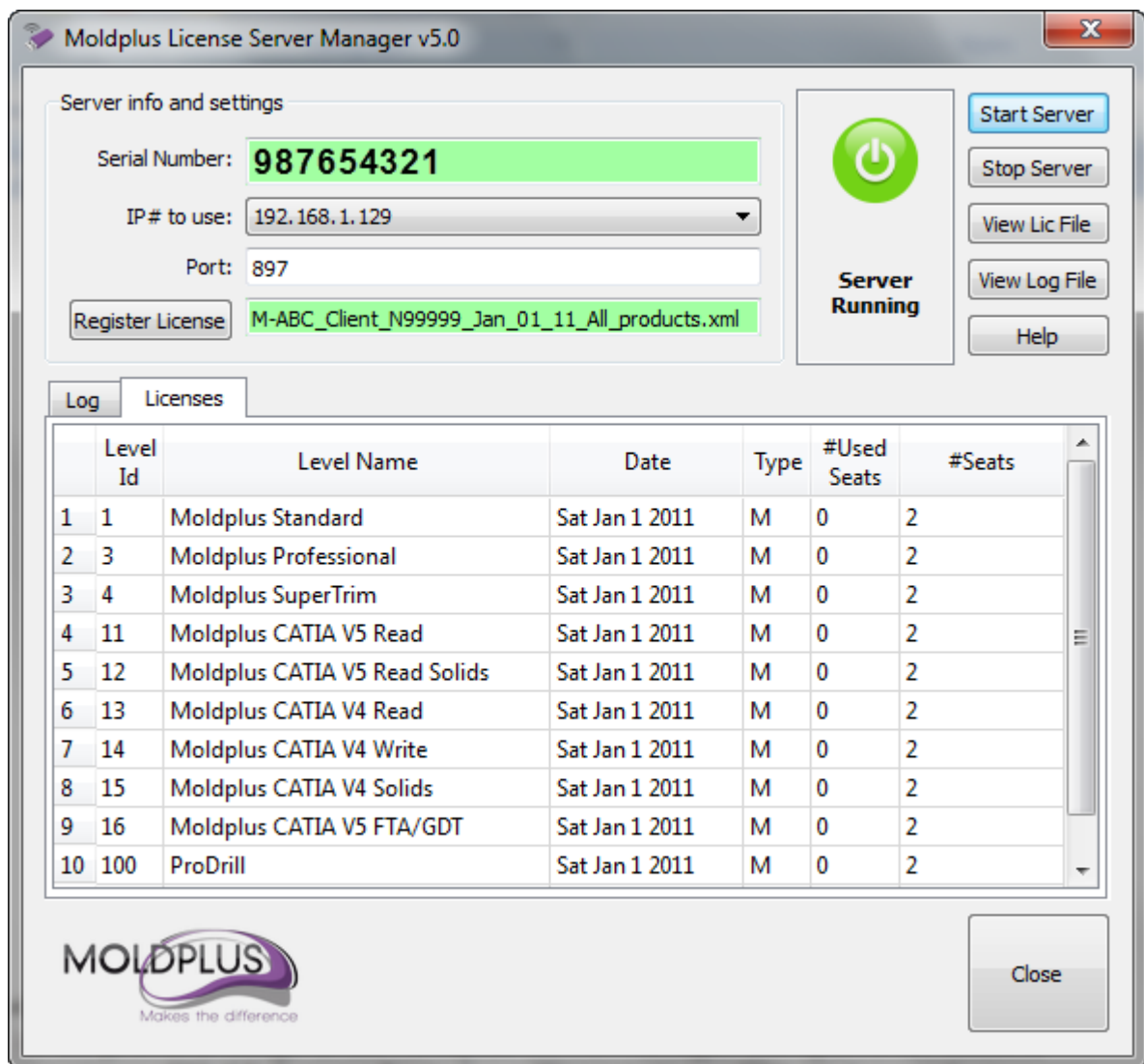
The above image displays the new Moldplus Server Manager interface. The display has been simplified to be easy and straightforward to use and configure. There are only 2 tabs - the event log and the licenses display. Visual icons display if the server is active or not running.

2. The **license registration** is done **through** the Register License **button only**. If an old license is found, it is automatically backed up to a "\licensesBackup" folder. The XML license file, log file and moldserv.ini file are stored to the \Public Documents\Moldplus\Moldserv\ folder.

3. The Server Manager checks for administrator rights before launching. If the user is not an administrator, a warning is presented and the server is not launched.

4. Service is installed only when you click on Start Server. There is no need to configure the Service with specific user names and passwords anymore for different operating systems. The Service is also uninstalled when you click on Stop Server. As default, Moldplus Server is always run as a Windows Service.

5. If the Mastercam registry key does not exist for the SIM setting, the Server automatically forces the SIM setting to NetHasp and Local upon launching. If the SIM is not a HASP SIM, the user is warned. Also if the SIM is unplugged, the Server is automatically stopped till the SIM is plugged in again.

6. This document (PDF Help) file can be viewed by clicking on the Help button.

7. A new License Server diagnostics tool has been included. This utility will help test the license functionality. The utility can also be placed on client systems to test the license server access.

8. A new LOG file is created that keeps track of the Server use. This file is stored in the same directory as the XML license and the INI file. The INI file keeps track of the Server IP and port, the XML license file used and the DLL used to access the SIM.

9. Most new Windows Operating systems are supported including the latest Server versions and service packs.

Customer Requirements:

1. Mastercam NetHasp SIM must be connected to the system that has the Aladdin Hasp Licenses Manager installed. The Mastercam **NetHasp SIM** setting needs to be set to **Local** and **NetHasp**.
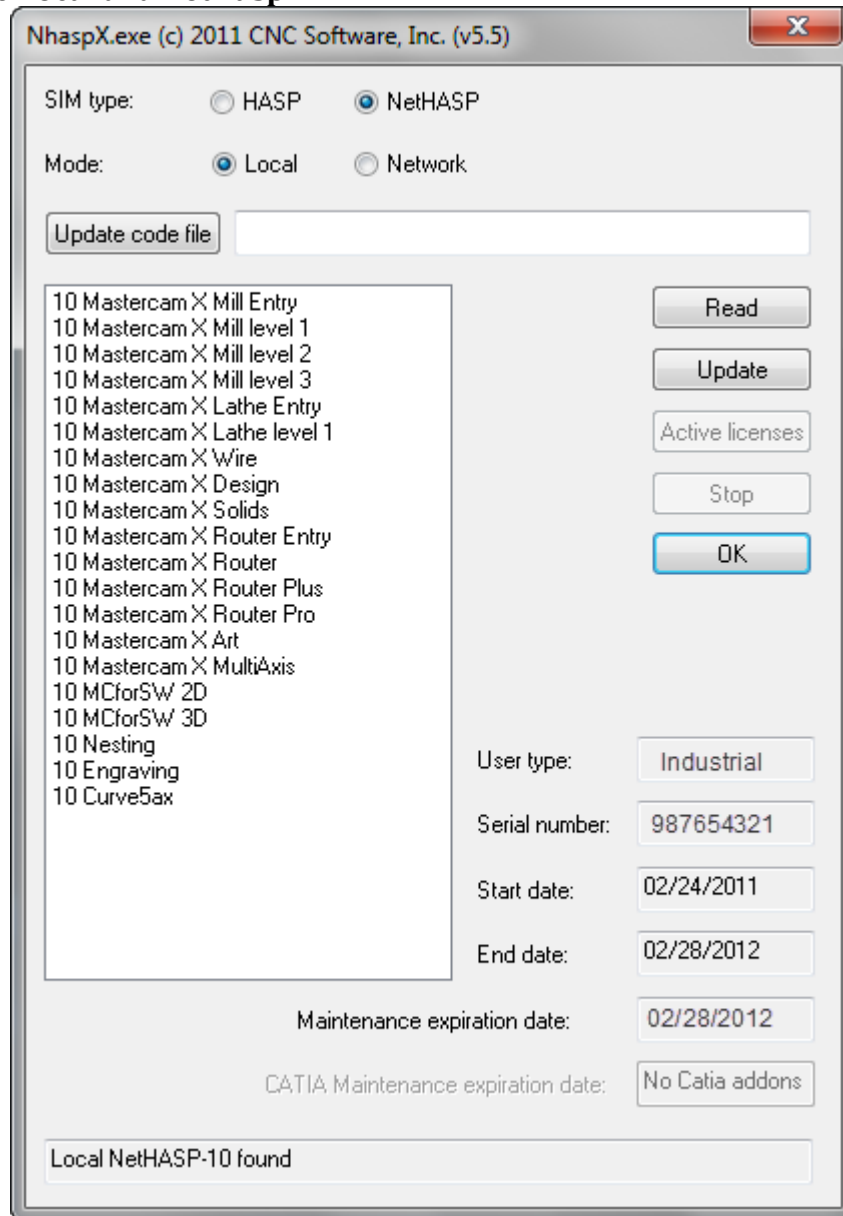
2. If you haven't installed the Aladdin Hasp License Manager software, please **perform the installation**. (Installation software LMSETUP.EXE also provided with the Moldplus Server 5.2 installation from the *Program Files\Aladdin\HASP LM\Additional Files* folder). To verify that the Nethasp License Manager is installed and running on your system, you will notice an icon on the bottom right for NetHasp License Manager 8.32

3. You have downloaded the latest installation version of Moldplus Server 5.2.

4. Ensure that the latest **HASP driver is installed** on the Server system. This is automatically done when the Hasp License Manager is installed OR if the Mastercam software installation is performed.

5. Please make sure you are logged on as Administrator or with administrative privileges, before performing the installation.

6. The Hasp License Manager should be installed as a Windows Service. You will be prompted by the Hasp License Manager installation if you wish to install as a Service or Application. Choose to install as a Service.

7. The maximum number of simultaneous users allowed with Moldplus License Manager is limited to 100.

8. If any Windows Firewall or other System Security applications are active, you will need to ensure that the installed applications are included in the Exceptions List to give access to the Network. Ensure that the **NHSRVICE.EXE, MoldservManager.exe, MoldservService.exe** and **MoldservDiagTool.exe** are added in the **Windows Firewall Exceptions** list after product installation.

9. Ensure that the **Windows DEP (DataExecutionSettings)** option is **set to** function for "**Essential Windows programs only**".

10. During the installation process, the installation will check to see if Visual Studio 2008 SP1 Redistributable package is installed. If it is not installed, it will launch the dialog to install this package. This installation is included in the Moldplus Server install.

11. Moldplus Server will NOT FUNCTION WITH a regular HASP SIM!

12. Have the Moldplus products XML license file available to configure upon completion of Moldplus Server installation. Your reseller should have provided you the XML license file that is related to your NETHASP SIM.

13. If all the above precautions have been taken, the installation process and configuration should be smooth.

14. When attempting to **set up the server** using a **remote connection** not being physically present at the Server station) – you will need to use a **REMOTE CONSOLE** connection and NOT a remote desktop connection! **Unless your remote connection can simulate a local presence at the computer (such as ILo Remote connect software from HP), you will not be able to successfully setup Moldplus Server. The quickest indication that the install will not work is when the Mastercam NetHasp SIM ONLY is identified as a Nethasp, Network SIM ONLY.**

Installation Process

The Moldplus Server installation runs as follows:
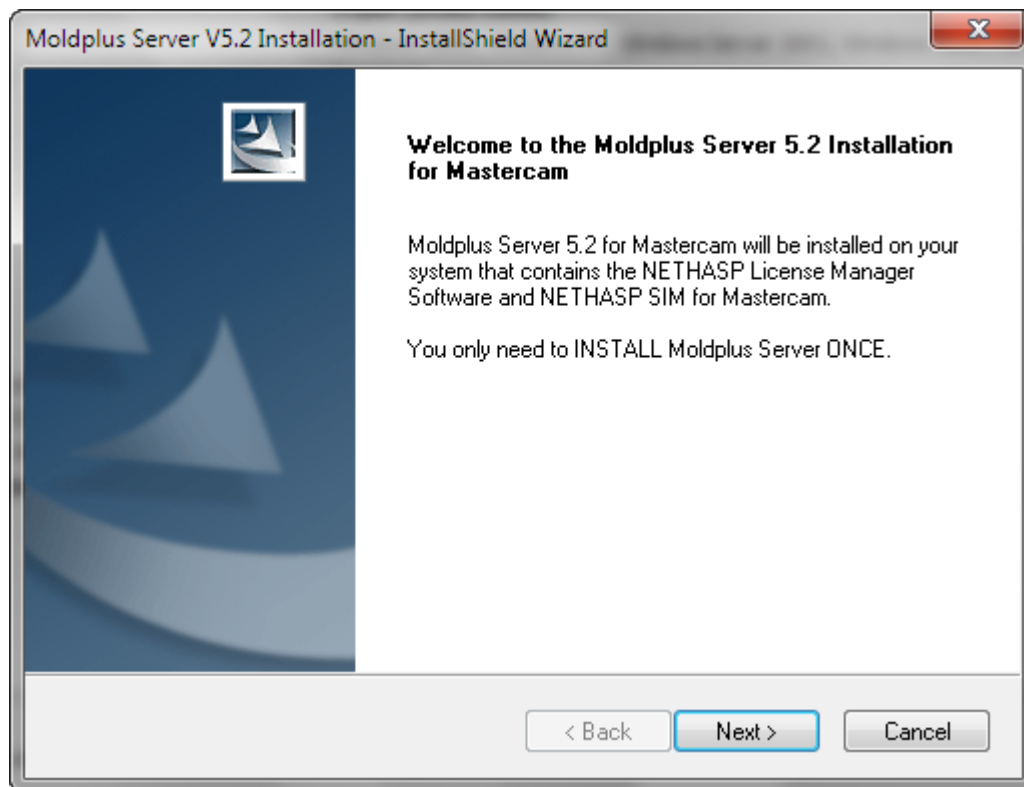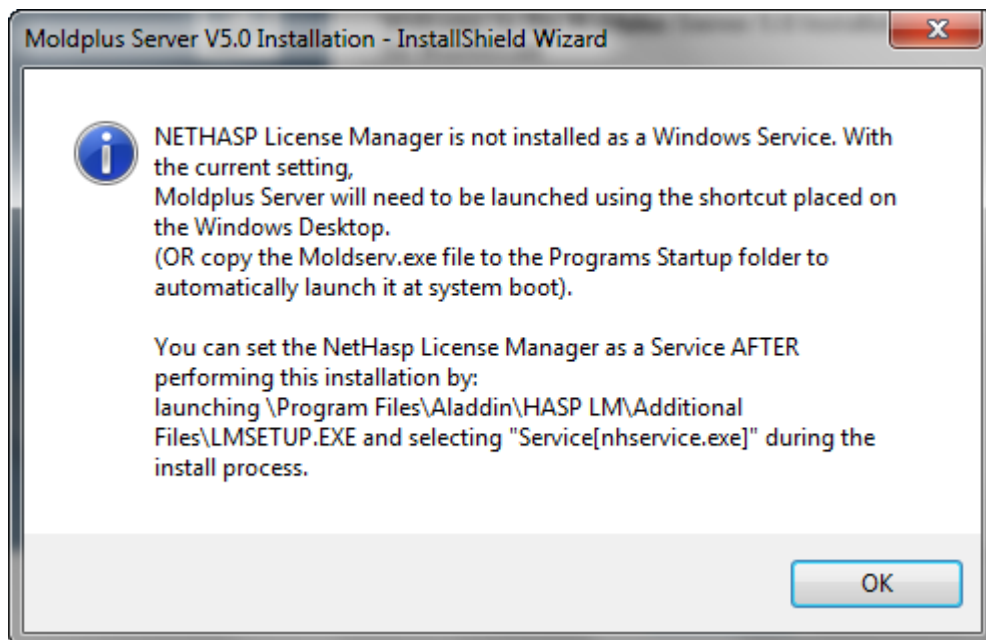

1. Launches the installation and presents the welcome screen as shown above.

2. Performs a check to see if the system is Windows XP, Vista, , 2003 or 2008 Server. If it is one of these operating systems, issues a warning to have administrator privileges before proceeding.

   The install also checks to see if you have administrative rights. If you do not, the installation aborts!

3. The installation checks to see if the Aladdin Hasp License Manager is installed on the system (checks to see the \Program Files\Aladdin\HASL LM\ folder exists). If the information doesn't exist, it warns the User with the following message and continues with the installation.

The message box reads:

> Moldplus Server V5.0 Installation - InstallShield Wizard
>
> The NetHASP License Manager was not installed on your system using the Mastercam installation OR LMSETUP.EXE
> Please do the following after the Moldplus Server installation:
> 1. Verify if the NetHasp Server application was installed
> 2. If it was not installed, run the LMSETUP.EXE program, found in the \Additional Files\ folder after this installation.
>
> OK

4. Next, if the HASP License Manager is installed the installation checks to see if the Hasp License Manager is installed as a Windows Service on the system (checks the Windows Registry to see if it exists in the Windows Services). If the information doesn't exist in the Windows registry, it displays the following message to the user and continues.

The message box reads:

> Moldplus Server V5.0 Installation - InstallShield Wizard
>
> NETHASP License Manager is not installed as a Windows Service. With the current setting,
> Moldplus Server will need to be launched using the shortcut placed on the Windows Desktop.
> (OR copy the Moldserv.exe file to the Programs Startup folder to automatically launch it at system boot).
>
> You can set the NetHasp License Manager as a Service AFTER performing this installation by:
> launching \Program Files\Aladdin\HASP LM\Additional Files\LMSETUP.EXE and selecting "Service[nhservice.exe]" during the install process.
>
> OK

5. Displays the Moldplus License Agreement. Click on **Yes**, after reading the License agreement to continue.
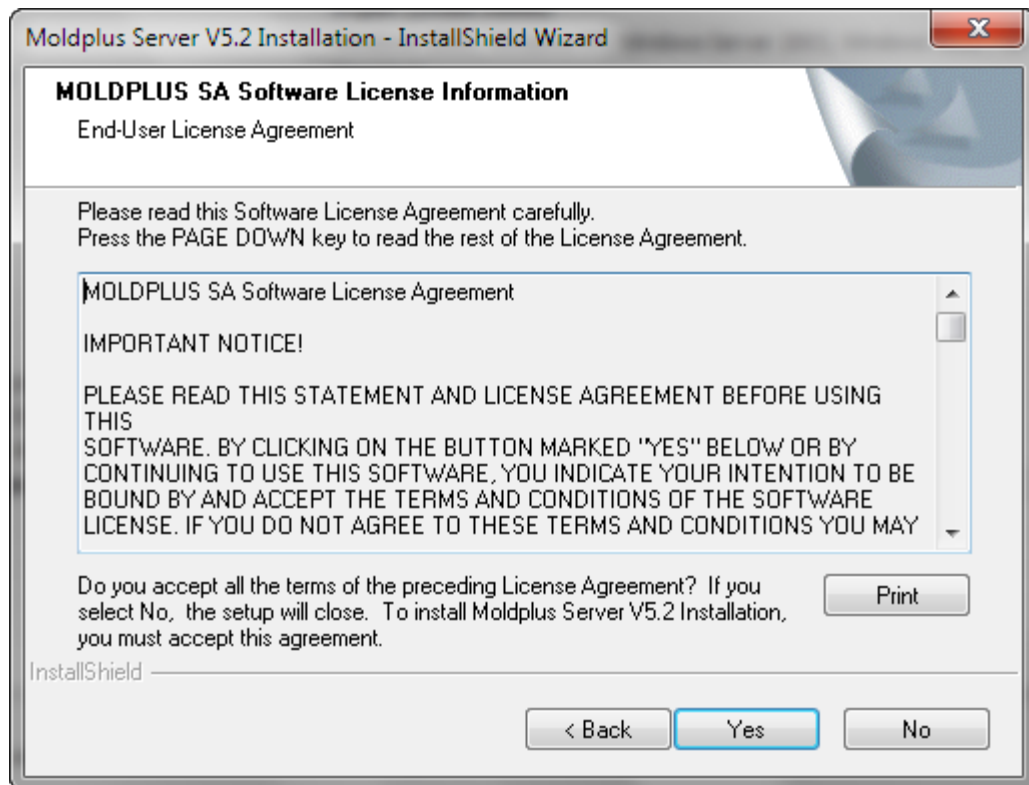

6. If the Hasp License Manager installation was found, the directory automatically defaults to **\Program Files\Aladdin\HASP LM** folder. A new sub-folder **\Moldplus Server 5.0** will be created under the \HASP LM\ folder to install the Moldplus Server program files. Another folder called **\Additional Files** will also be created under the \HASP LM\ folder to install other relevant files. The following dialog will be presented at this stage.
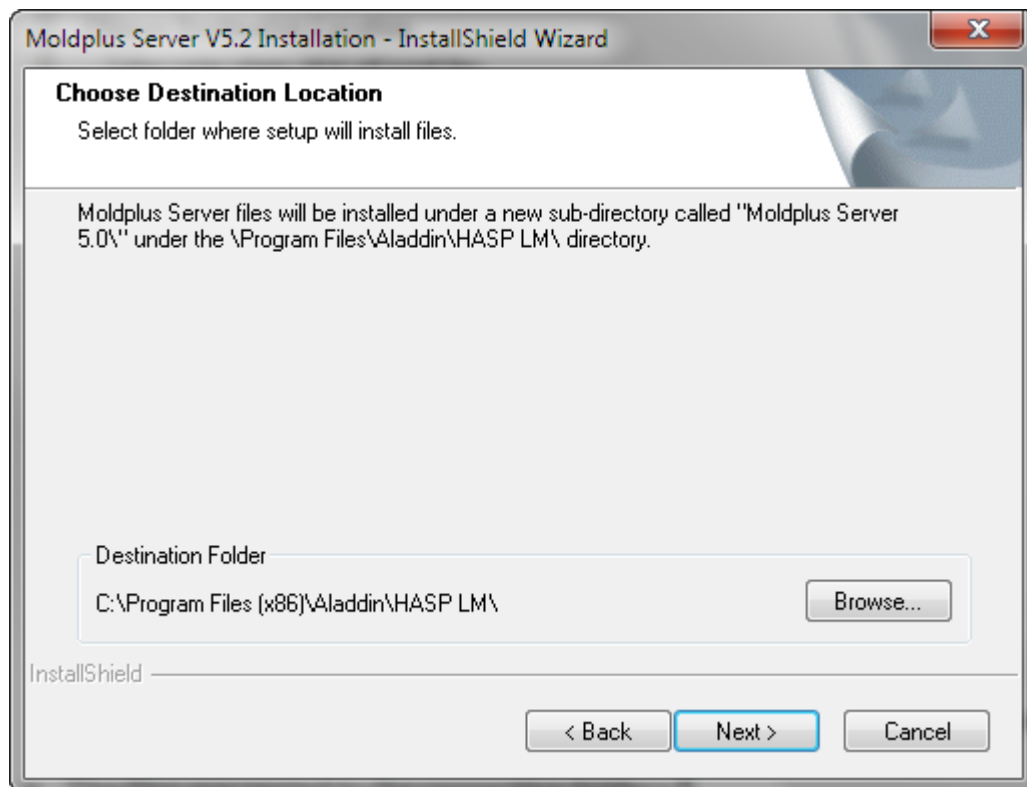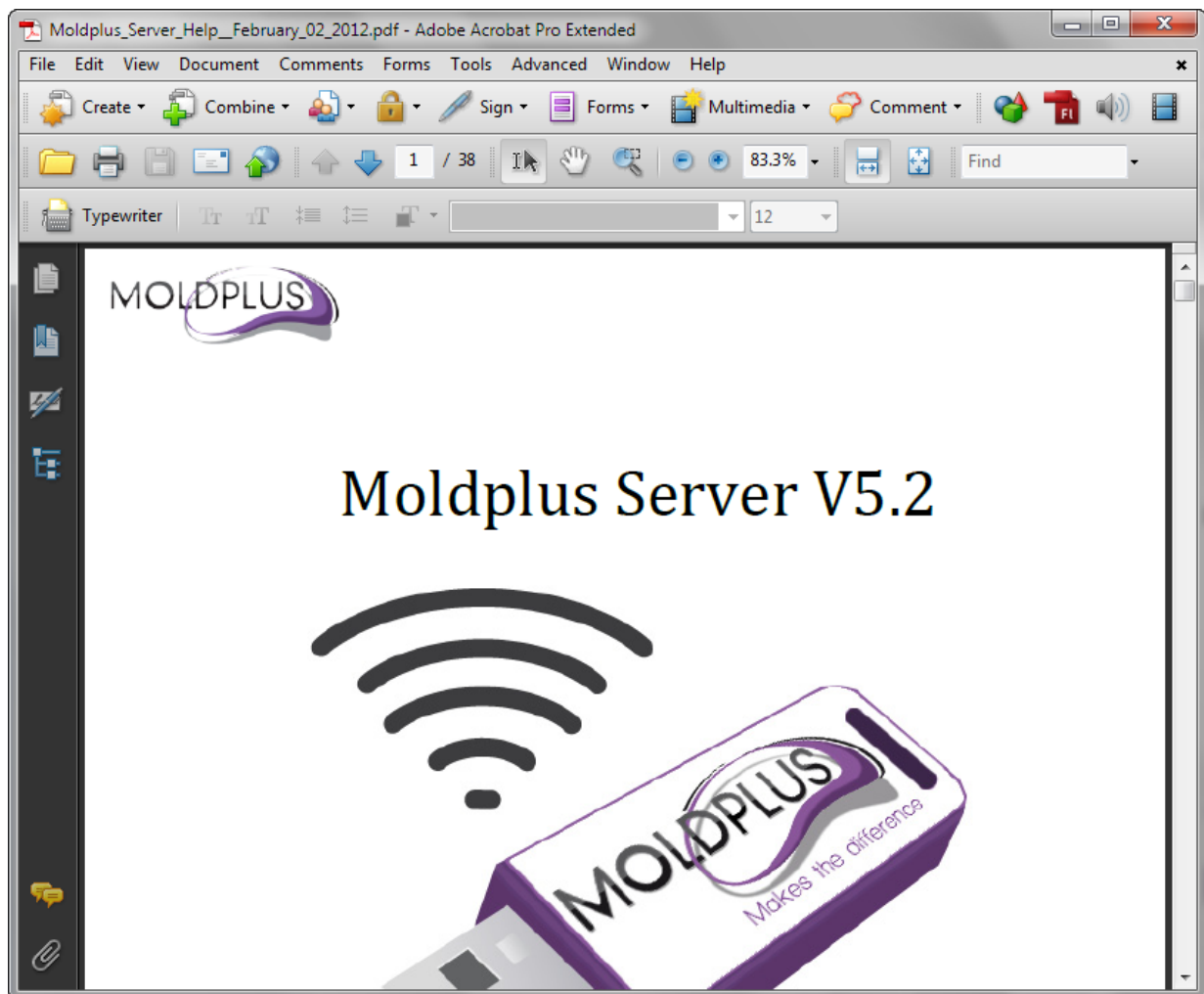
7. The files are copied to the respective folders.
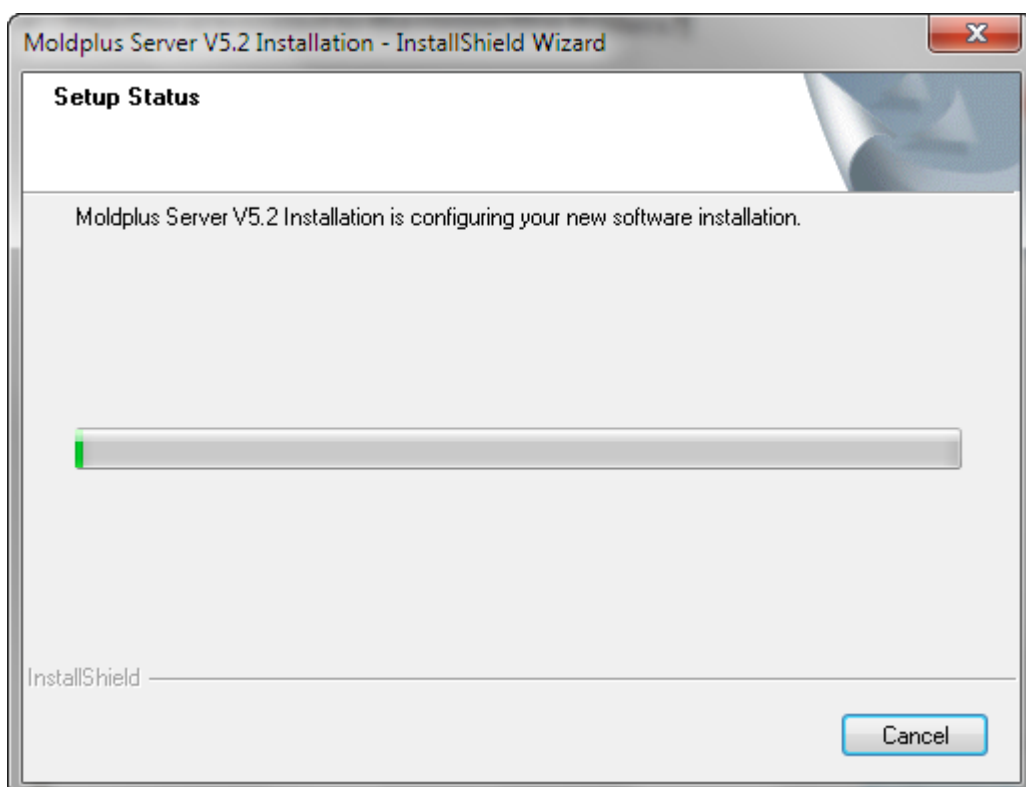
Once the files are copied successfully, you will get an install complete successfully message.
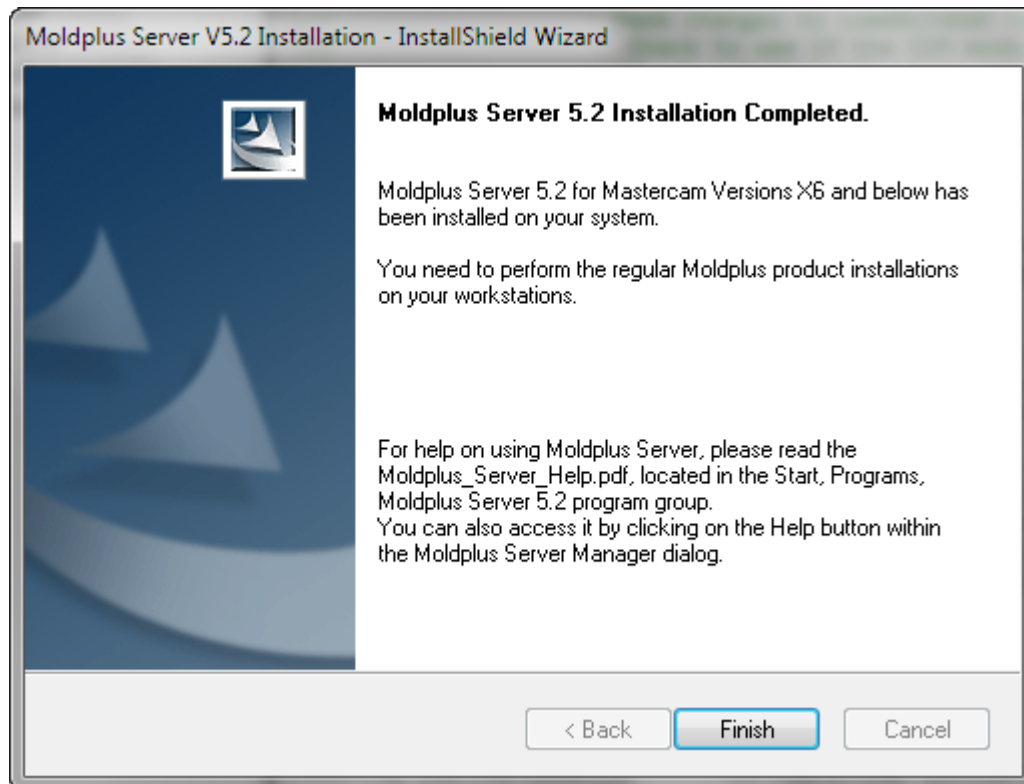
Once this screen is displayed, this document in PDF format will be automatically launched and presented to the user.
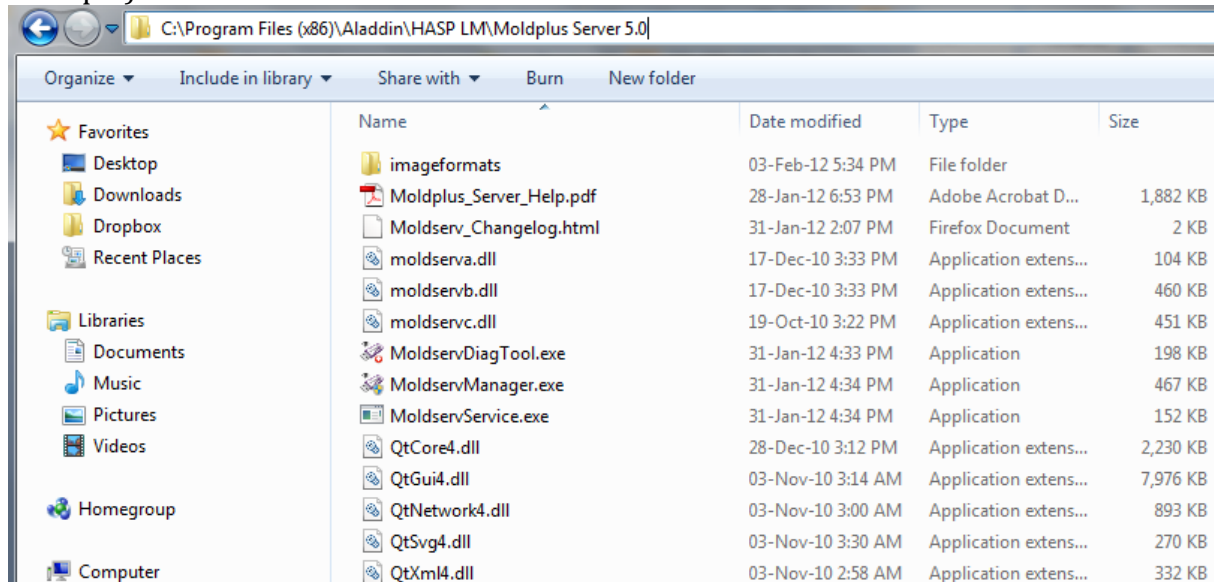
8.   The install will:
    (1) **create** a **Program Files group with the Moldplus Server PDF document** and a **shortcut to launch** the Moldplus Server 5.2 and
    (2) **place a Shortcut icon to launch the Moldplus Server 5.2 on your Desktop**.
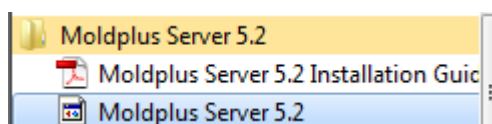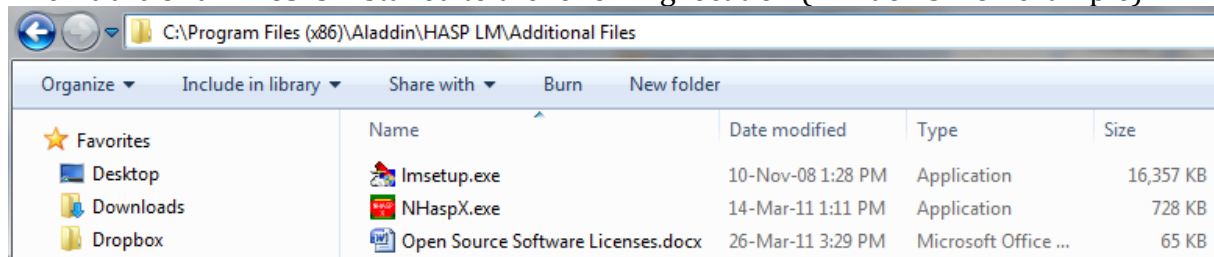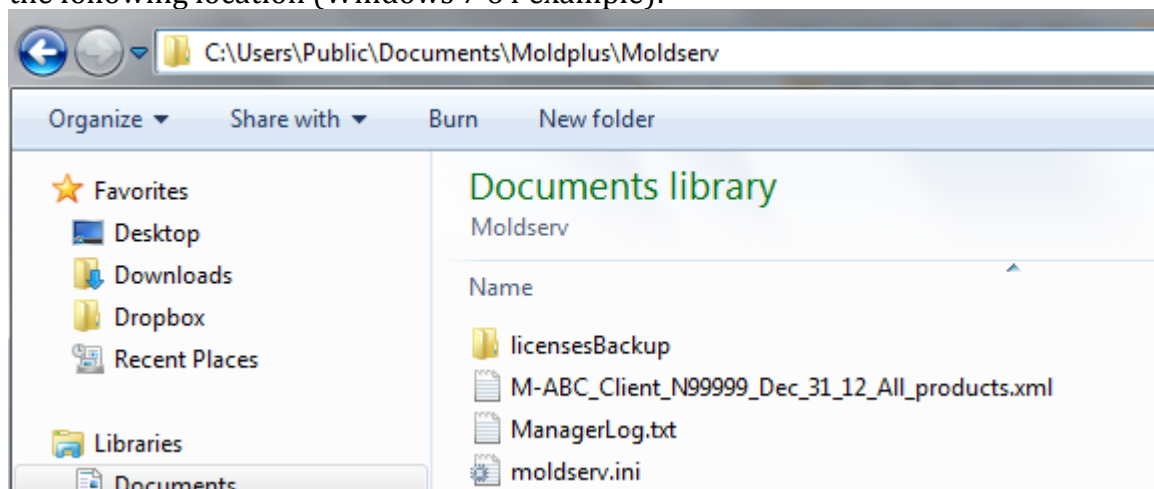
Folder Locations

The **Moldplus Server product** is installed to the following location (Windows 7 64 example):

The **Additional Files** is installed to the following location (Windows 7 64 example):

After launching the Moldplus Server and registering the license, the files are stored to the following location (Windows 7 64 example):

After installation

Once the installation is completed successfully, you can perform the following operations to ensure that Moldplus Server 5.2 is up and running.

Windows 2003 Server Rx and Server 2008 Rx Configuration

Ensure the following:

1 **Installation is done from the local system itself** - by someone physical present at the Server! If not, by using a software that simulates physical presence at the server (such as the HP Ilo Remote Connect software).

2. If the Server still fails to launch after installing the above solution, **update the Server to the latest Windows files** (by running the Windows Update software while connected to the Internet). Install the latest .NET updates also.

3. **Ensure that DEP settings are set as follows**:
The DEP (Data Execution Prevention) application could affect the launch of the executable or as a Service. In this case, set it to only run for essential windows programs.

This can be accessed from **Control Panel**, **System**, **Advanced** tab and clicking on the **Performance Settings** button.

The following Window is an image capture from a Windows 7.0 64 bit system.
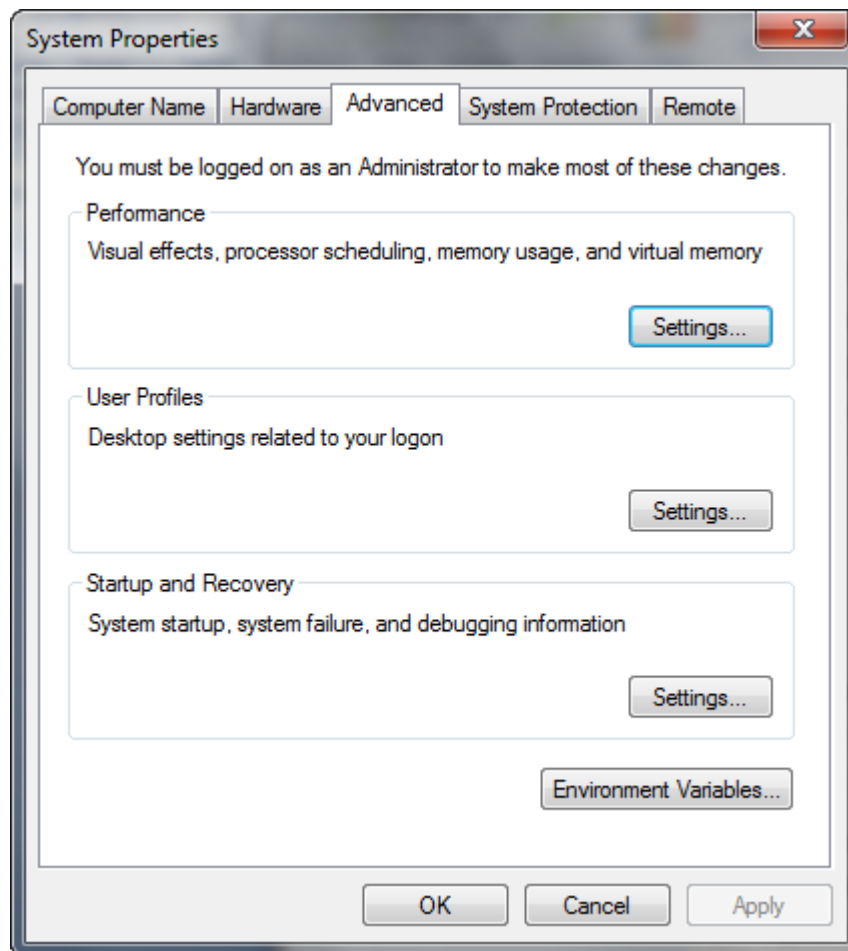
Click on the DEP tab and ensure that the setting is in this manner:
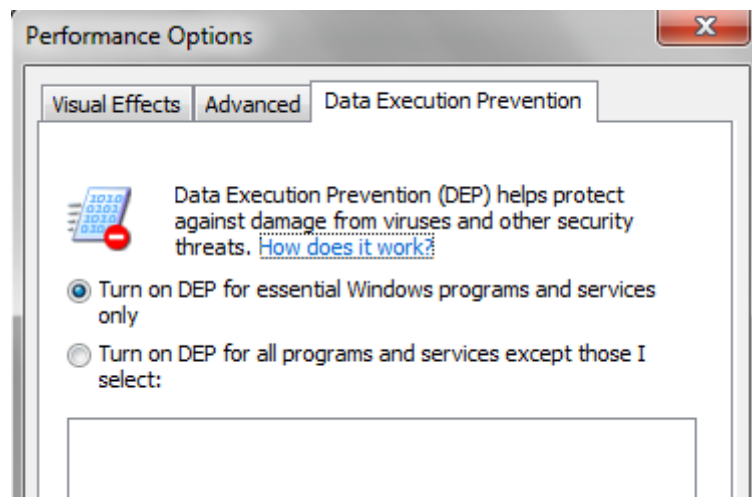

Warning: Any changes made to the DEP settings, requires a system reboot. Please warn your users before performing a system reboot!

You can continue with the following steps when the Moldplus Server successfully launches after these steps.

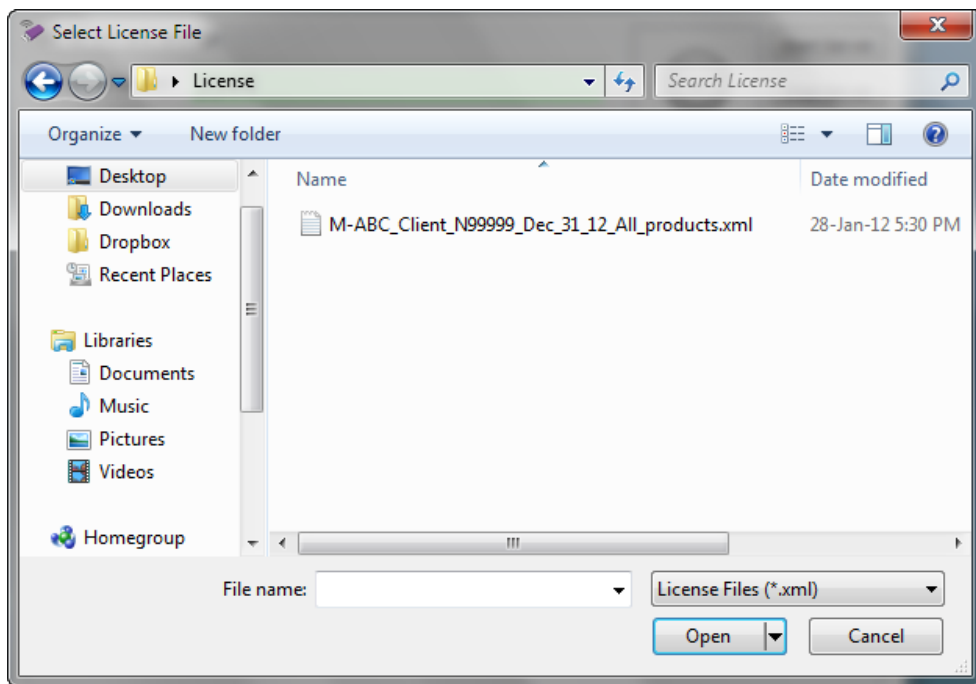### Moldplus Server Configuration

1. Launch the Moldplus Server 5.2 Manager from the icon created on your desktop. The following dialog is presented. Your NetHasp SIM number will be displayed in the "Serial number" field. The example SIM number used here is 987654321. (If a **warning is presented**, then you will need to take the necessary measures to check and ensure that the SIM is properly identified).
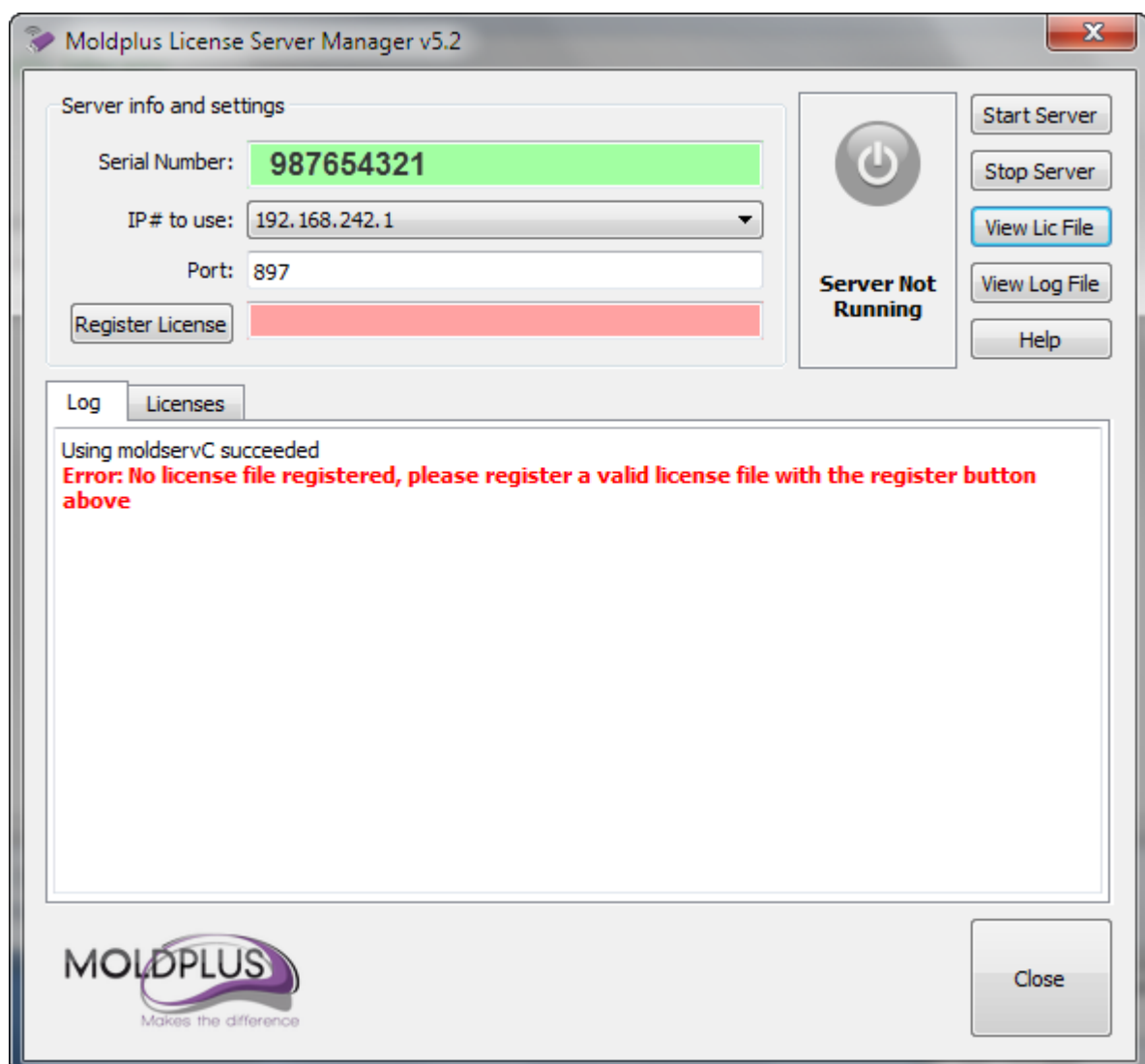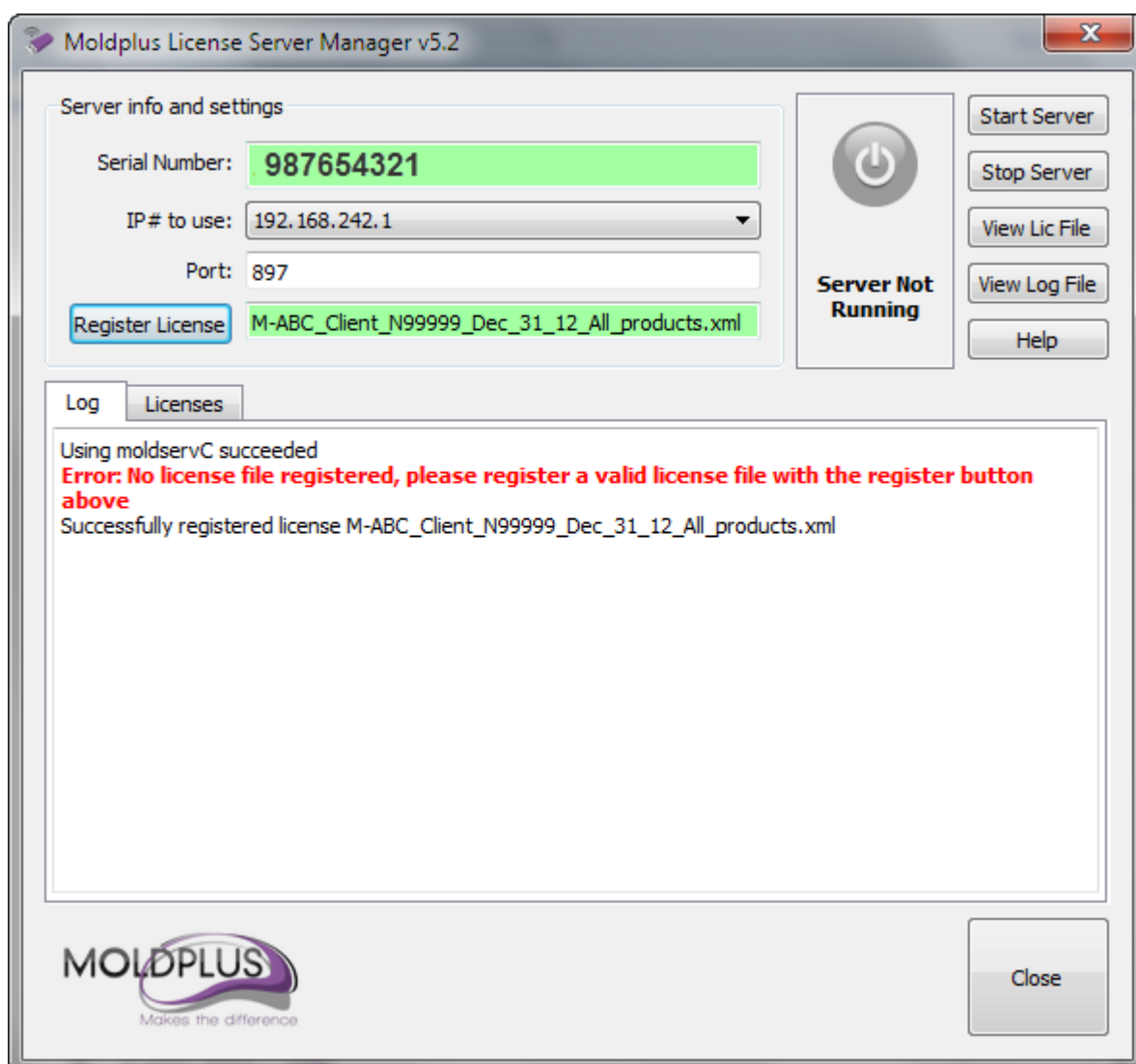
XML License Registration Process:

2. To register the provided XML license file, *click* on the Register License button to select the license file from the location it is stored at.

The result of doing this with the sample code will be as follows:

Moldplus License Server Manager v5.2

Server info and settings

Serial Number: **987654321**

IP# to use: 192.168.242.1

Port: 897

Register License | M-ABC_Client_N99999_Dec_31_12_All_products.xml

Server Not Running

Start Server
Stop Server
View Lic File
View Log File
Help

Log | Licenses

Using moldservC succeeded
Error: No license file registered, please register a valid license file with the register button above
Successfully registered license M-ABC_Client_N99999_Dec_31_12_All_products.xml

MOLDPLUS
Makes the difference

Close

3. Click on [Start Server] to activate the licenses. The software is installed as a Service and launched automatically.

Moldplus License Server Manager v5.2

Server info and settings

Serial Number: 987654321

IP# to use: 192.168.242.1

Port: 897

[Register License] M-ABC_Client_N99999_Dec_31_12_All_products.xml

Server Running

[Start Server]
[Stop Server]
[View Lic File]
[View Log File]
[Help]

Log | Licenses

Using moldservC succeeded
Error: No license file registered, please register a valid license file with the register button above
Successfully registered license M-ABC_Client_N99999_Dec_31_12_All_products.xml
Moldserv service is not installed, trying to install it now
Moldserv service successfully installed
Successfully started Moldserv service
Server started

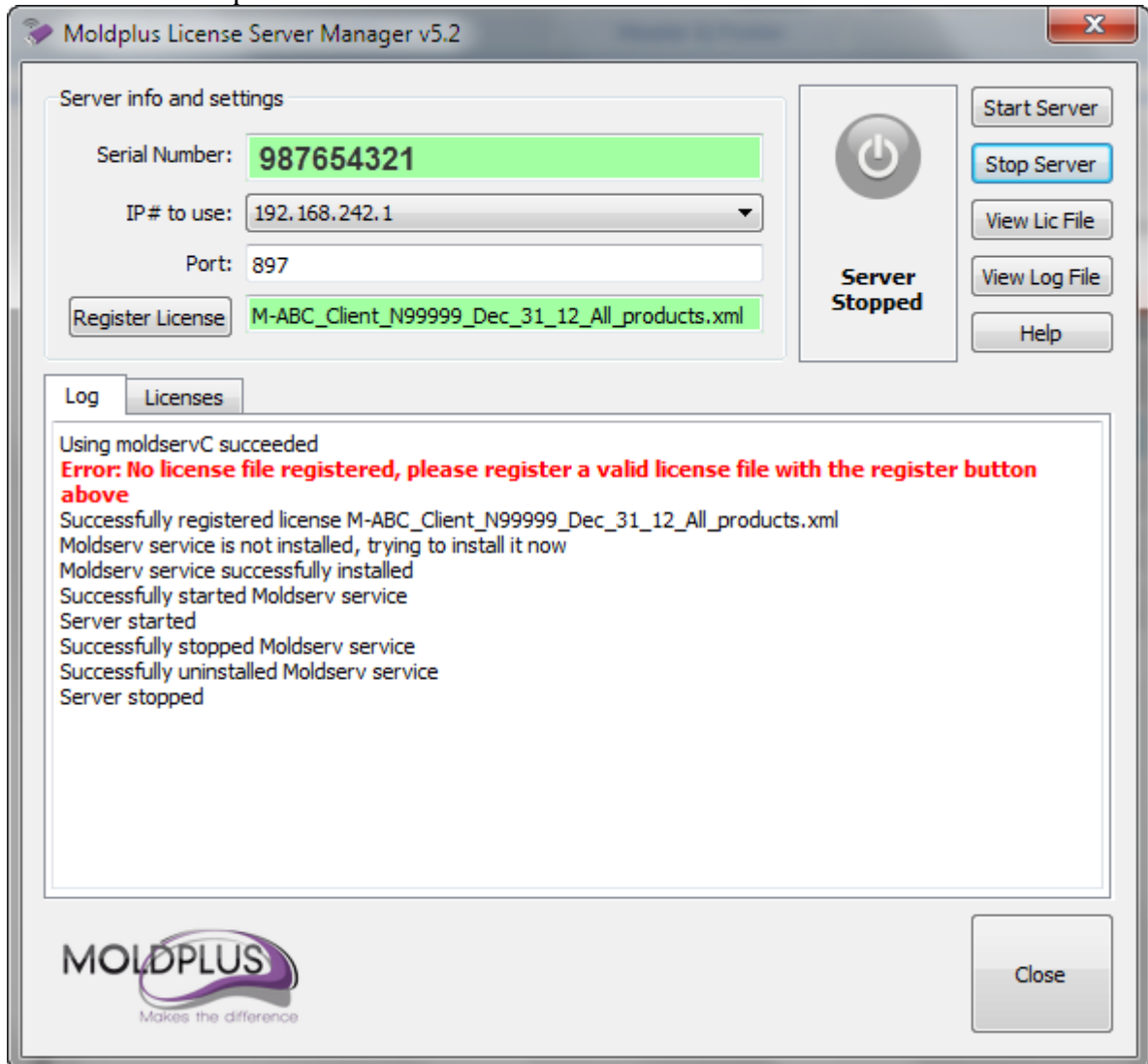MOLDPLUS
Makes the difference

[Close]

4. The Licenses tab is automatically displayed if everything is functional. **The licenses displayed will depend on what products you purchased from Moldplus SA!** In this sample case, 2 licenses of all our products are displayed.

	Level Id	Level Name	Date	Type	#Used Seats	#Seats
1	1	Moldplus Standard	Mon Dec 31 2012	M	0	2
2	3	Moldplus Professional	Mon Dec 31 2012	M	0	2
3	4	Moldplus SuperTrim	Mon Dec 31 2012	M	0	2
4	5	Moldplus 5axiskit	Mon Dec 31 2012	M	0	2
5	11	Moldplus CATIA V5 Read	Mon Dec 31 2012	M	0	2
6	12	Moldplus CATIA V5 Read Solids	Mon Dec 31 2012	M	0	2
7	13	Moldplus CATIA V4 Read	Mon Dec 31 2012	M	0	2
8	14	Moldplus CATIA V4 Write	Mon Dec 31 2012	M	0	2
9	15	Moldplus CATIA V4 Solids	Mon Dec 31 2012	M	0	2
10	16	Moldplus CATIA V5 FTA/GDT	Mon Dec 31 2012	M	0	2

5. ONCE MOLDPLUS SERVER IS RUNNING and the licenses are displayed as shown in the previous image in the Moldplus Server Manager dialog, you can **launch versions of Moldplus products** from Client stations. If Moldplus products were not installed on the client stations, you can perform the regular product installation on those systems before proceeding.

8. To stop the License Server, click on [Stop Server]. This will stop the license server and remove the Moldplus Service.

Moldplus License Server Manager v5.2

Server info and settings

Serial Number: **987654321**

IP# to use: 192.168.242.1

Port: 897

Register License | M-ABC_Client_N99999_Dec_31_12_All_products.xml

Server Stopped

Start Server
Stop Server
View Lic File
View Log File
Help

Log | Licenses

Using moldservC succeeded
Error: No license file registered, please register a valid license file with the register button above
Successfully registered license M-ABC_Client_N99999_Dec_31_12_All_products.xml
Moldserv service is not installed, trying to install it now
Moldserv service successfully installed
Successfully started Moldserv service
Server started
Successfully stopped Moldserv service
Successfully uninstalled Moldserv service
Server stopped

MOLDPLUS
Makes the difference

Close

Un-installation

To uninstall Moldplus Server, launch the Moldplus Server installation program from the Control Panel, "Add or Remove Programs". If it detects that an installed version exists on the system, it will provide the option to perform an uninstall.

Warning: If the Moldplus Service is still active or installed, upon launching the installation program the following message will be presented:
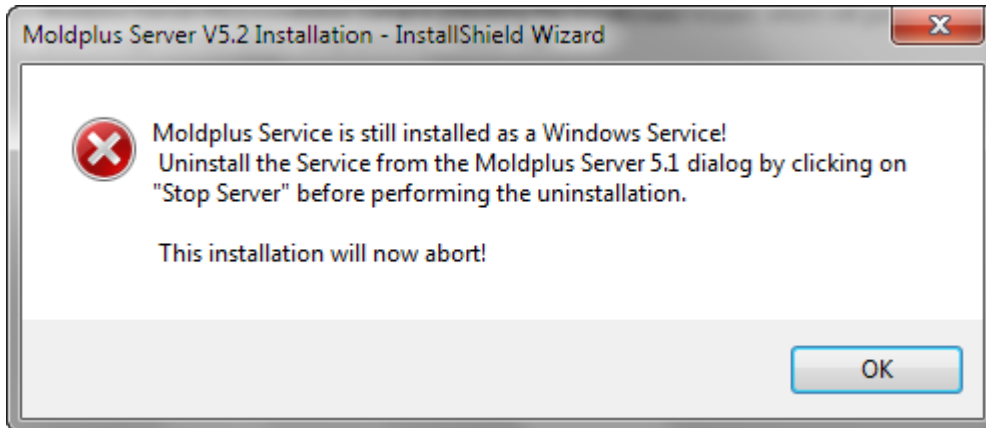
In the case of the above message, launch Moldplus Server Managerand click on Stop Server .

If Moldplus Service and Server were stopped, the following message is displayed upon launching the installation program.
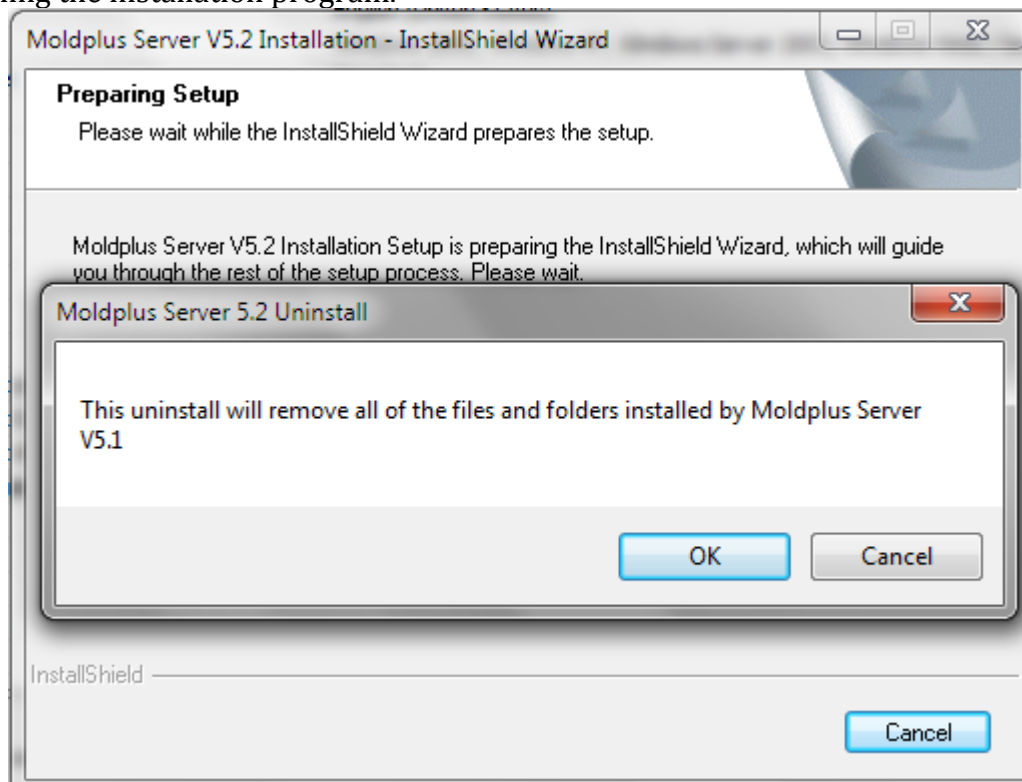
When the program has been removed the following message is displayed.
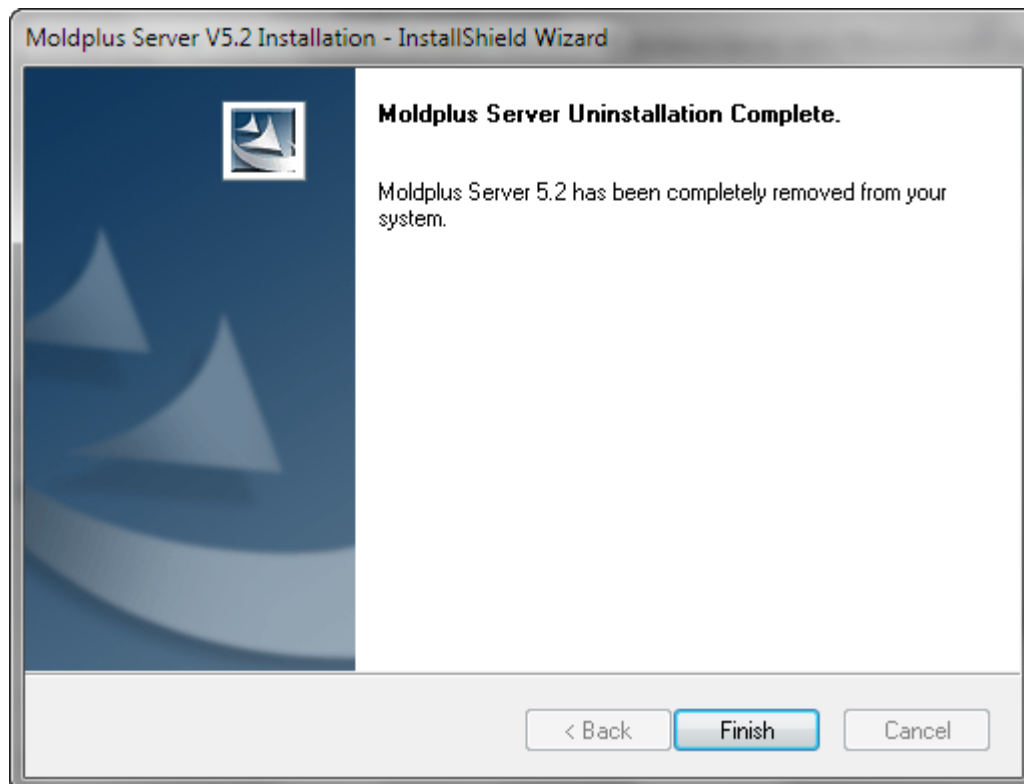
NOTE: The XML license file, the LOG file and the INI files will not be removed upon uninstalling the product. They will still reside in the \Public Documents\Moldplus\Moldserv\ folder.

Client Computer License configuration

Products that run under Moldplus Server are configured in different ways. The common requirements for all of them however are the Server IP address and Server port number. The Server IP address is the IP address displayed on the Moldplus Server Manager. The following are the processes to configure the different Moldplus products.

Moldplus, Moldplus Professional and CATIA Translator Software

The latest versions of Moldplus and CATIA Translator will automatically detect the Moldplus Server and configure the IP and Port number. This data is stored in the c:\moldserv\moldserv.dat file.

Once the data is stored in the C:\moldserv\moldserv.dat file, you will be able to use Moldplus and the CATIA translator to the maximum licenses allowed.

NOTE: If this file does not exist on the system, create the c:\moldserv\ folder and then create the moldserv.dat file within that folder. That will ensure that the Moldplus Server is identified.

ProDrill Software

The latest versions of ProDrill V4 will automatically detect the Moldplus Server and configure the IP and Port number. This data is stored in the c:\moldserv\moldserv.dat file (same location as Moldplus and CATIA translator).

ProDrill V3 and below are also designed to find the Moldplus Server IP and port automatically. Upon launching the first time with ProDrill, if it does not find the Moldplus Server automatically it will prompt you for the IP address with the following dialog:
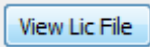

You can click on **Search** to have ProDrill automatically search for the IP address. Once you enter the correct IP address, the data will be stored in the **prodrill.ini** file under the \SHARED MCAMX5\PRODRILL_Vx\ folder. This dialog can also be accessed from the ProDrill menu by clicking on the **Parameters** button and clicking on **License Rights**.

Once the codes are configured, you will be able to use the licenses up to the maximum allowed on the Moldplus Server.

Once you have configured the relevant products for use, you can start using the products!

XML License File details

1. The [View Lic File] button from the Moldplus Server dialog will display the XML license file using the default Internet Explorer found on your system. **Note that editing any of the XML file's contents OR changing the file name prefix from "M-" will result in an invalid license file!**

```xml
<?xml version="1.0" encoding="ISO-8859-1" ?>
<!-- Use a standard compliant web browser to view this file   -->
<!-- This license file is generated by Moldplus SA for the products mentioned below   -->
<!-- Moldplus SA website: www.moldplus.com, email: info@moldplus.com   -->
<!-- This is an automatically generated file - do NOT edit   -->
<!-- All dates are specified with the following format: YMMDD   -->
- <moldplus>
  - <licences>
      <date>71217 3 A</date>
      <customer>ABC Limited</customer>
      <customer-email />
      <customer-address />
    - <nethasp>
      - <SIM Number="654321" Type="D">
          <product ProdID="1" Name="Moldplus Standard" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
          <product ProdID="3" Name="Moldplus Professional" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
          <product ProdID="4" Name="Moldplus SuperTrim" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
          <product ProdID="11" Name="Moldplus CATIA V5 Read" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
          <product ProdID="12" Name="Moldplus CATIA V5 Read Solids" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
          <product ProdID="13" Name="Moldplus CATIA V4 Read" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
          <product ProdID="14" Name="Moldplus CATIA V4 Write" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
          <product ProdID="15" Name="Moldplus CATIA V4 Solids" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
          <product ProdID="16" Name="Moldplus CATIA V5 FTA/GDT" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
          <product ProdID="100" Name="ProDrill" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
          <product ProdID="102" Name="ProPocket" Seats="2" Mode="Maintenance" MaintEndDate="80101" />
        </SIM>
      </nethasp>
      <hasp />
      <dealer>Moldplus SA</dealer>
    </licences>
    <signature>qLnxdRY9Ub4n3OEUuvKAF2YXIP9kf1Ax4FokooxtGTnmK1VosECzmQjJl7RO6Mgz
sFA+Q5LsElntHHH5PJEcpYCSeUrIiKaQh1joeegNSwAqNT+k5Fyt1LBWyMv6kTYs
wJHhhlfps0opdhtoCJSHg/E4MTy3VbDsC0PHbK1k5Rt2PoifBcjrtBCpMJxfaQP1
6UrnudVCT7ax6BbxEqOE2Ck/27uFEdnQhXYyW5iZm9Z7Eg4Cj6pYoBUsmMg1KoUW
L3rPKeUskpam/rgUnngLIz1VSgBxKB/CnpZIboLTYMFHy5iOaRf/L5lkPdccSIHF mftYEKVflwy5Pw3CzvlU74oP2</signature>
  </moldplus>
```
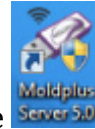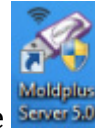
The license file is stored in the following location:
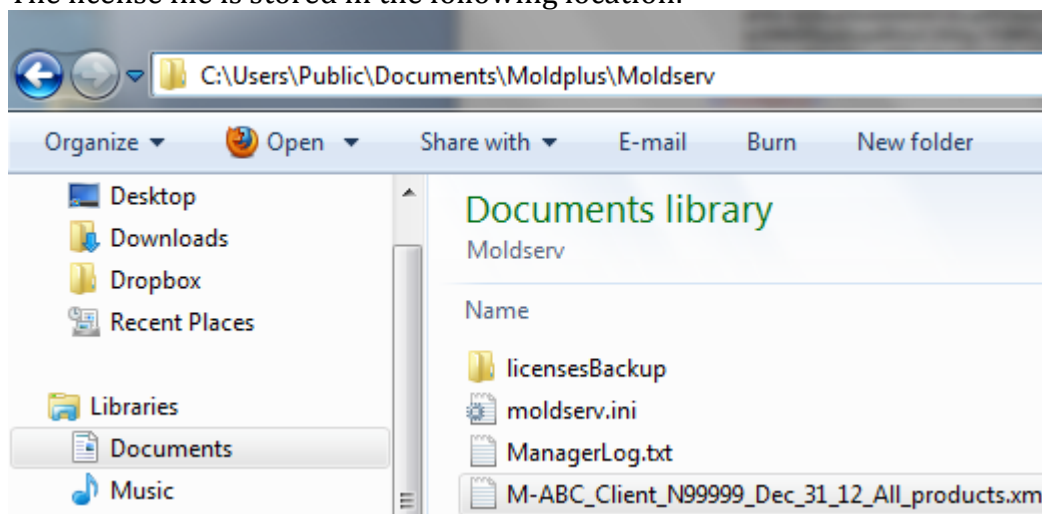
Network Information

NOTE: The Moldplus license information will NOT be displayed when you run the NHASPX.EXE. The Moldplus Server is independent of the Mastercam SIM dialog information!

The following information will be presented only when you launch the from the Desktop or Programs folder.

The following details will explain all the options of the Moldplus Server 5.2 dialog.

1.1 *Moldplus License Server Manager*
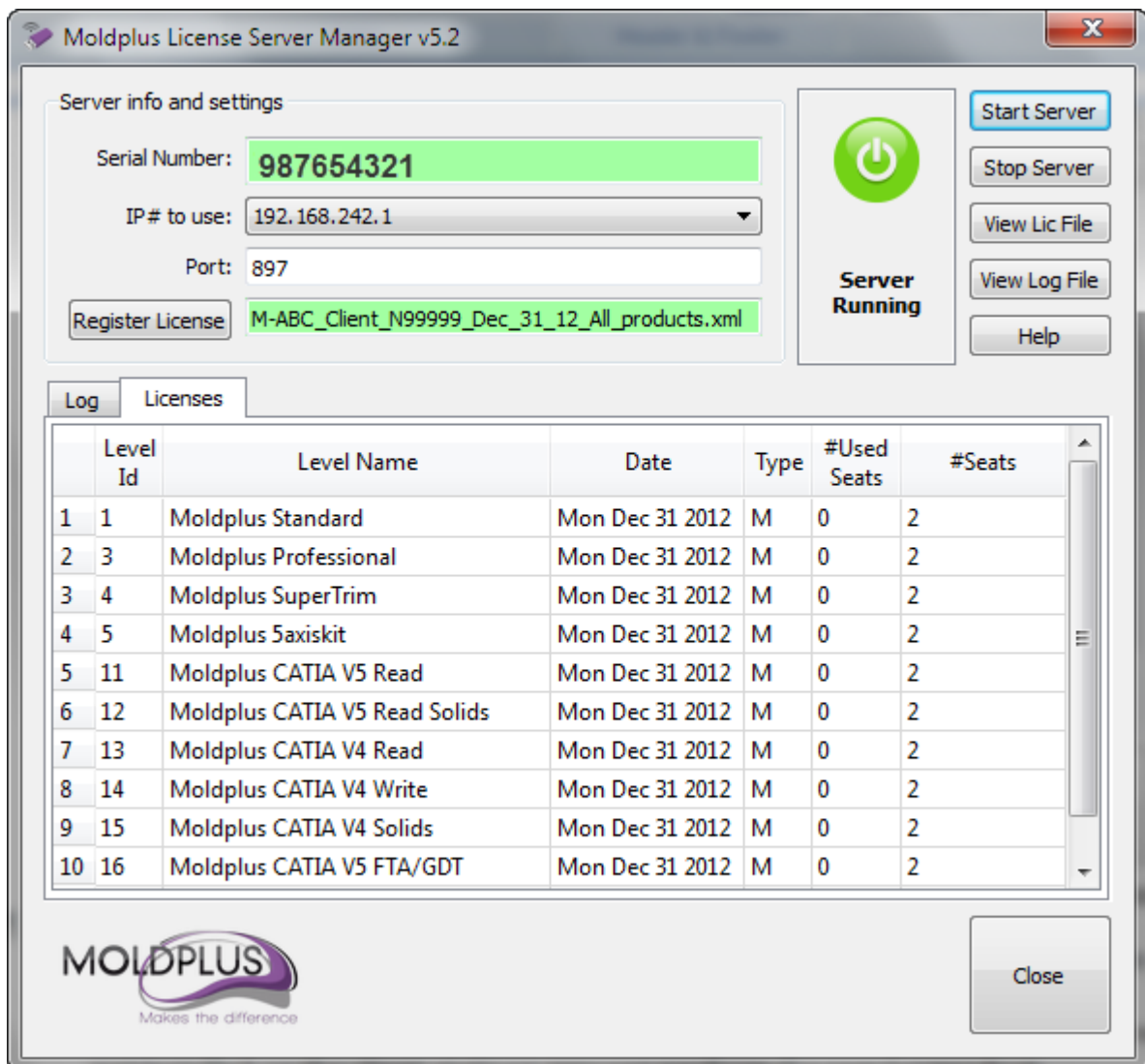
Serial Number:

The Mastercam Nethasp SIM number is displayed as the Serial Number. If a serial number of 0 is displayed, refer to the SIM not found section of this document to ensure that Moldplus Server can access the Mastercam SIM.

IP# to use:

The Moldplus Server functions properly by the use of an **IP address** (pre-assigned or user-configured). *If there is more than 1 IP address on the system, you will be allowed to choose the relevant IP address to use with Moldplus Server.* The IP address is the same as the one used by the Hasp License Manager.

Port:

The communication of the license is effected by the UDP ports, which are defined by default for each machine (server: 897). You can modify the UDP ports if there are conflicts with another application.
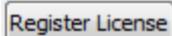
Register License

Allows you to select the Moldplus Server XML license file to register the licenses. **You have to use this button to properly register the XML license file!** This file is provided by your Mastercam reseller to configure all your Moldplus product licenses.

WARNING:
1. **Editing any of the XML file's contents OR changing the file name prefix from "M-" will result in an invalid license file!**
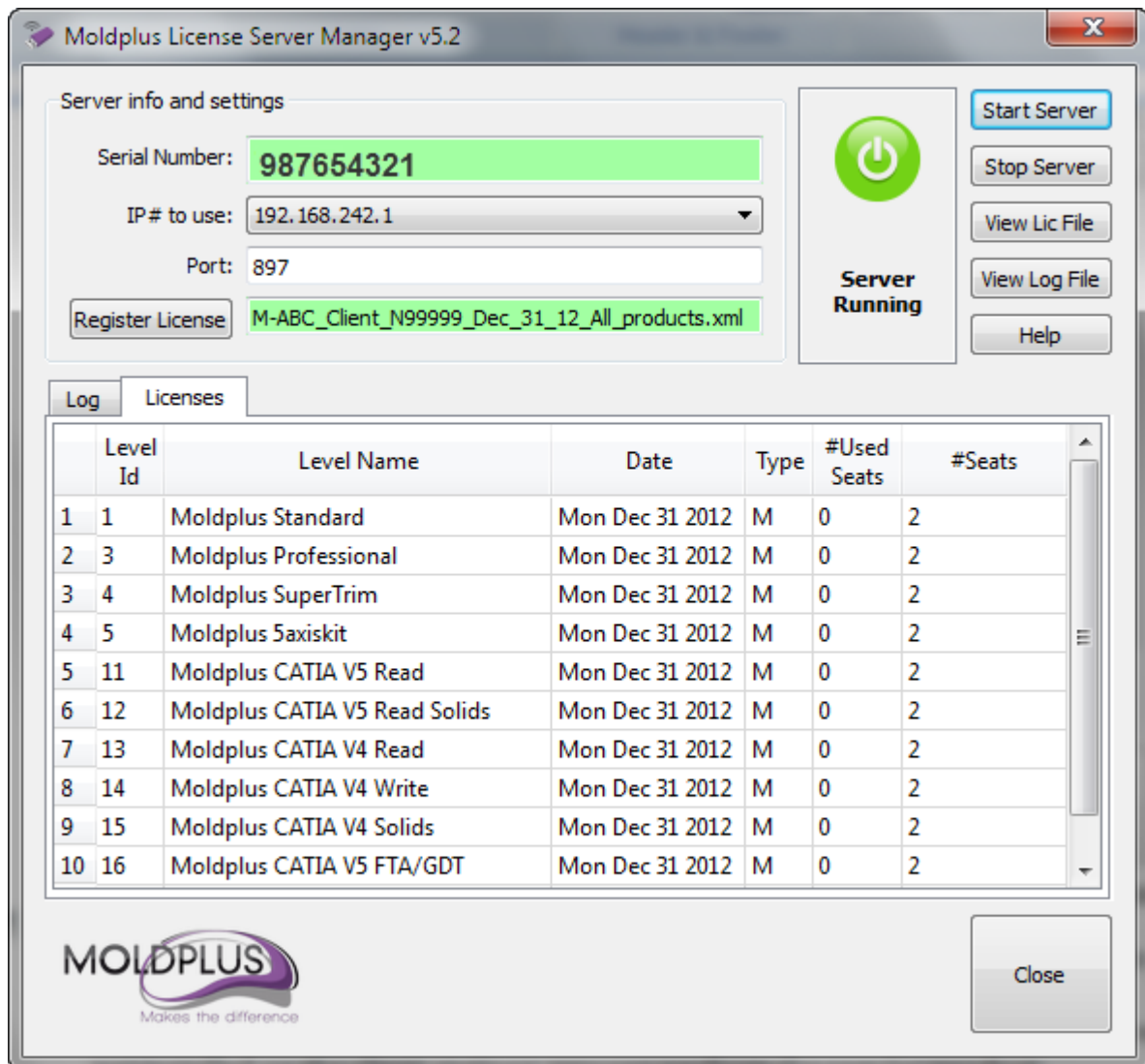
Log Display:

Displays the Server event log. This file is stored in the same folder as the license file.
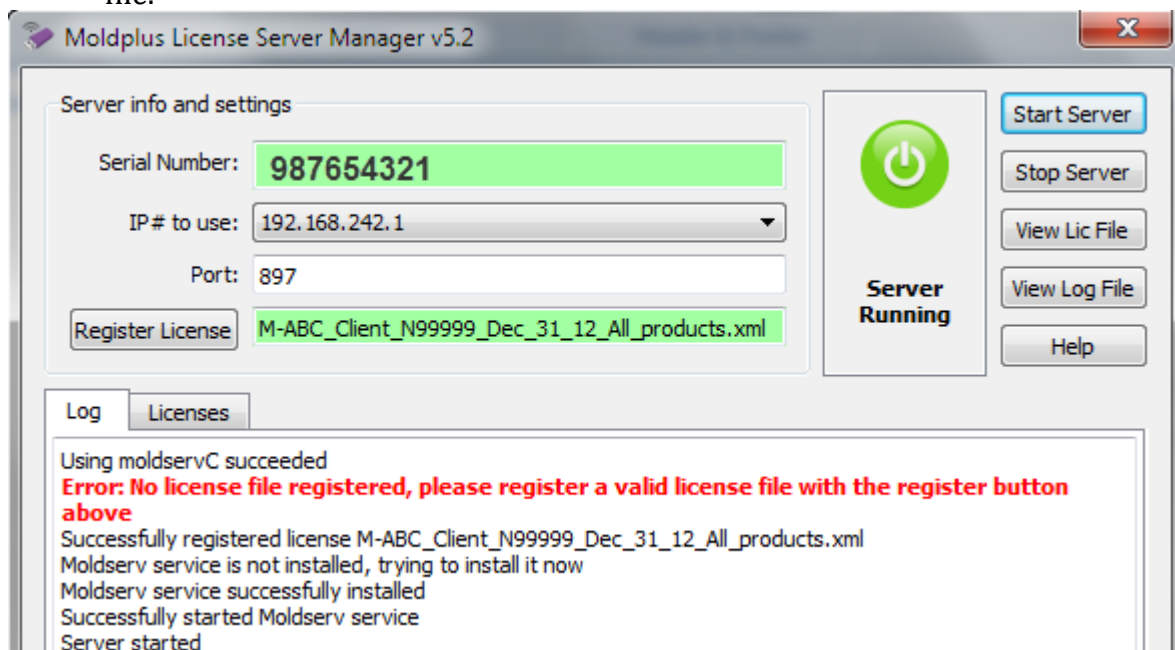
Licenses Display:
This tab is displayed whenever the Server is running and active.

Numbers
A number count of the different Moldplus products licensed.

Level Id
Moldplus product reference ID number.

Level Name
The name of any Moldplus or other 3rd party product that is licensed and controlled using the Moldplus Server.

Date
This date indicates the maintenance expiration date for any given Moldplus product. **As long as the maintenance date has not expired, the client can always use the latest releases and versions provided by Moldplus SA**. If the date has expired, only functionality prior to the Maintenance expiry date

will be active within a 12 month period. Moldplus temporary licenses are also displayed in the same field.
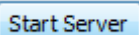
Type

Type of code, either **M**aintenance, **T**emporary or **E**ducational .
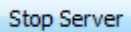
#Used Seats

The number of licenses of the listed products that are **actively** being used by a client at any given time.

#Seats

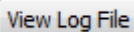The total number of **registered** licenses for the listed product.

Start Server

This button installs the Moldplus Service and launches the Moldplus Server licenses for immediate use of the product.

Stop Server

This button will stop the Moldplus Server AND remove the Moldplus Windows Service.

View Lic File

This button allows you to view the provided XML license using the default Internet browser.

View Log File

View the Log history for the Moldplus Server using Windows notepad.

Help

Open this PDF help document.

Close

This button will close the Moldplus Server Manager dialog. Closing this dialog will not stop the licenses from running if they are active.

1.2 Moldplus Licenses Operation

Normally, when the number of Moldplus users arrives at the maximum number permitted by the license all new requests to use Moldplus will be refused until one person stops using Moldplus.

Each time a Moldplus license is open on one machine it is counted as another floating license being used.

Upon correctly leaving a Moldplus Level, a license for this level is immediately and automatically released.

If the user is required to leave Moldplus due to a fatal error the license will be released after a maximum of 60 seconds.

1.3 Moldplus Temporary Licenses

Temporary licenses to try Moldplus products are normally provided for a period of 30 days.
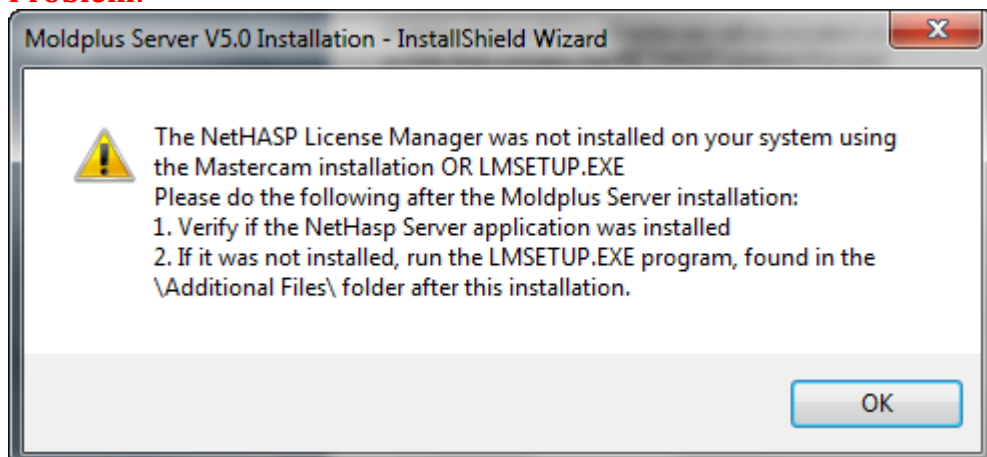
Trouble-shooting

The following section refers to the installation issues and how to verify the proper settings and configuration.

For Windows Server editions, please check the configuration section above.

The basic checks are: Firewall, Windows DEP settings and Antivirus software to ensure that the Moldplus Server properly launches.

2.1   NetHasp License Manager not installed

Problem:

Moldplus Server V5.0 Installation - InstallShield Wizard

⚠ The NetHASP License Manager was not installed on your system using
the Mastercam installation OR LMSETUP.EXE
Please do the following after the Moldplus Server installation:
1. Verify if the NetHasp Server application was installed
2. If it was not installed, run the LMSETUP.EXE program, found in the
\Additional Files\ folder after this installation.

OK

If you got this message during the Moldplus Server installation, then you have not performed the NetHasp License Manager Installation.

Solution:

Run the **LMSETUP.EXE** file, found in the **\Aladdin\HASP LM\Additional Files** folder. This will launch the NetHasp License Manager installation, install the necessary files and configure the NetHasp License Manager to run on your system.

To set it as a **Service**, ensure that you select the following option while performing this installation:
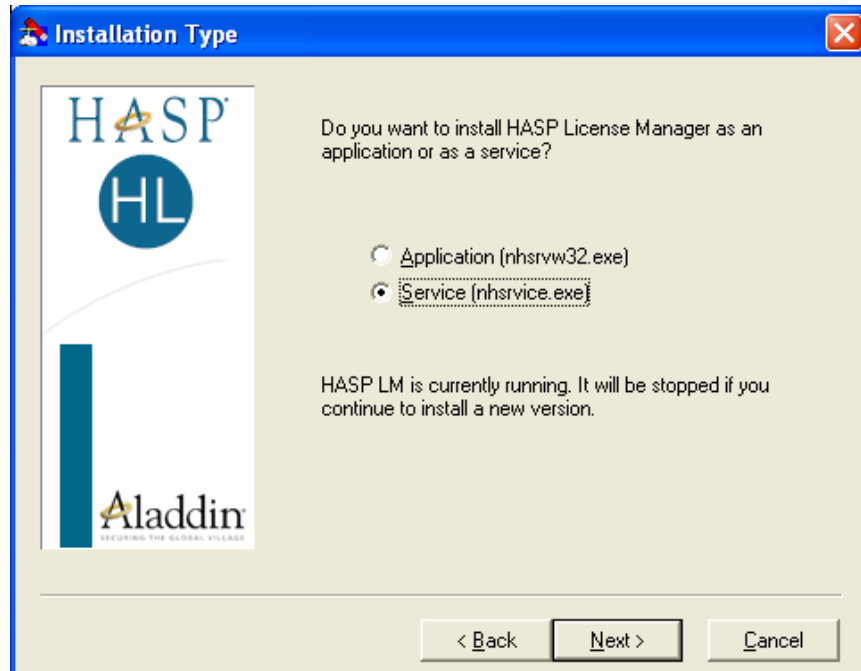
This is critical to launch the Moldplus Server. If this is not running on your system, Moldplus Server will give errors.
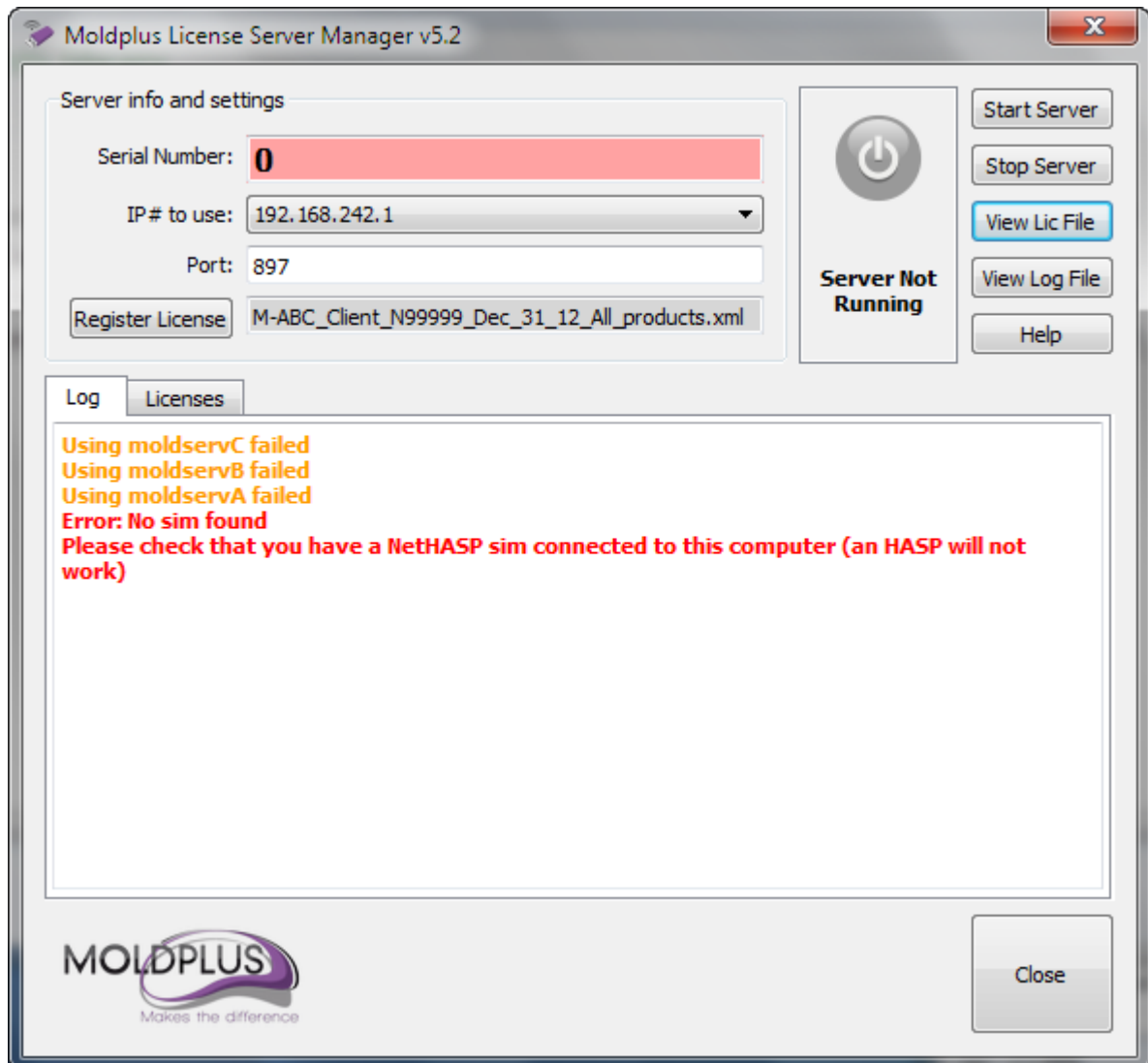
2.2   Moldplus Server launch issues

2.2.1   Nethasp SIM number not displayed

Ensure that the NetHASP SIM is connected to the computer and the NetHasp License Manager is installed and running. Normally, the NetHasp License Manager will launch upon startup before the Moldplus Server. If it is running, you will see a minimized icon on the right hand side of the toolbar, close to your time display as follows:

WARNING: Configuring the **Moldplus Server should NOT BE PERFORMED USING A REMOTE DESKTOP CONNECTION.** It should be configured **directly on the system** that is being installed on **OR through a REMOTE CONSOLE** connection. A Remote Console connection simulates a physical presence at the remote computer/server.

Problem:
If the SIM is not identified, the following message will be displayed with a list of possible solutions. This is the main error displayed for any of the described problems below:

The Moldplus Server Manager will most likely display a SIM number of 0 and/or display an incorrect SIM number.

If you do not see the NetHasp SIM number displayed when you either start the computer or launch Moldplus Server, check the following:

Problem 2: Windows Firewall Issue
Windows Firewall does not have the NetHasp License Manager and Moldplus Service and executable in the Firewall Exceptions.

Solution:
Verify the Windows Firewall (or other equivalent Firewall software) to ensure that the 3 products are added to the Exceptions list or given permission to access the Network.
Go to **Control Panel**, **Windows Firewall**:

This is the main Firewall window that indicates that the status of the Firewall. In this case, it is active/ on:
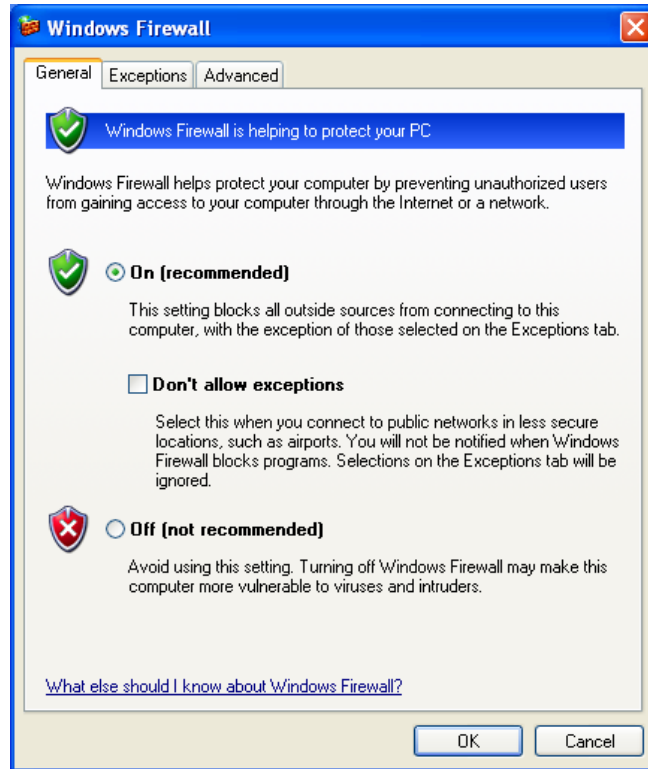
Click on the **Exceptions** tab and ensure that the following are included in the Firewall Exceptions list:

C:\WINDOWS\SYSTEM32\NHSRVICE.EXE
C:\Program Files\Aladdin\HASP LM\Moldplus Server
\MOLDSERVMANAGER.EXE
C:\Program Files\Aladdin\HASP LM\ Moldplus Server \MOLDSERVSERVICE.EXE
C:\Program Files\Aladdin\HASP LM\Moldplus Server
\MOLDSERVDIAGTOOL.EXE

Adding the 3 files to the EXCEPTIONS list will ensure that these products have access to the network.

Performing the above checks should ensure that the SIM is identified through the Moldplus Server. In many cases, overcoming this hurdle is the biggest step!
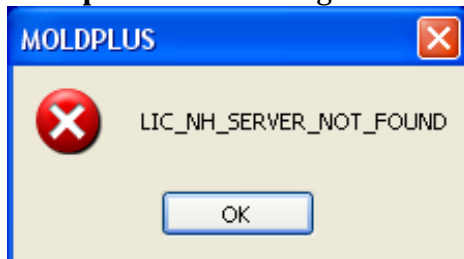
2.3   Moldplus Client Launch Issues

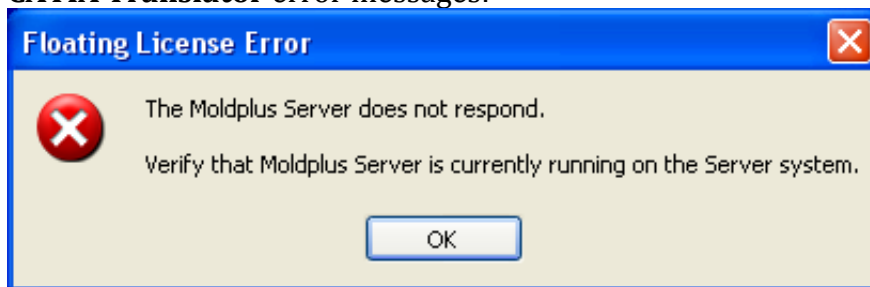### 2.3.1   Moldplus Floating License Message

Problem:
Upon launching Mastercam, if you get this error message when you launch a Moldplus product, there is good chance that Moldplus Server is not running OR your Workstation does not have access to through the Firewall.

Moldplus error message:

CATIA Translator error messages:


ProDrill error messages:

Solution:
1. Ensure that Moldplus Server is running on the Server and that the licenses are active.
2. The correct IP address and UDP are defined in the INI files of the respective products on the client system. If you are prompted for the IP address and Server port number, enter the IP address and Port number that is displayed on the Moldplus Server Manager window.
3. Ensure that Mastercam.exe and any other Moldplus application that needs access to the network to verify the licenses have access through the Firewall!

## 2.3.2   Exceeded Rights Message

Problem:
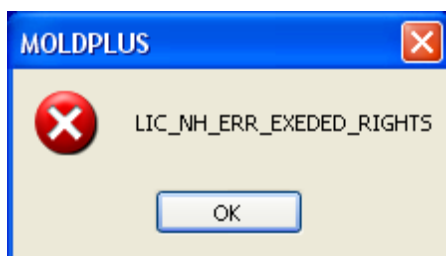
Solution:

If you get this error message, it means that you are running the maximum number of licenses available for use. Please verify and make sure that idle licenses are freed up, before attempting to launch Moldplus again.

2.3.3   Moldplus Server connect errors

When you encounter a long delay in connecting to a server or a fatal error such as the following dialog, there is a chance that the configuration file on the client system is corrupt, does not exist OR Moldplus Server Manager is not running:
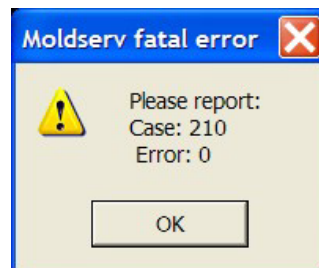
Moldplus.DLL, ProDrill.DLL and CATREAD5X.DLL will automatically attempt to connect with the new settings of the Moldplus Server and configure themselves automatically to the new values.

If they fail, then you will need to configure them manually. Note down the IP address and the Port number on the Moldplus Server and then configure the relevant products manually. Verify the Moldplus product configuration section for more details on this.

Conclusion

We hope you found this document useful to help configure Moldplus Server 5.2 seamlessly and with minimal effort.

Questions or feedback, please email support@moldplus.com

Moldplus Server is developed with open source software. Licenses for all open source software components are available in the file "*Open Source Software Licenses.docx*" which is provided with this installation.

Thank you

Moldplus SA
Revision date: February 03, 2012