Upgrade to GstarCAD 2024 Network license Guide

GstarCAD 2024
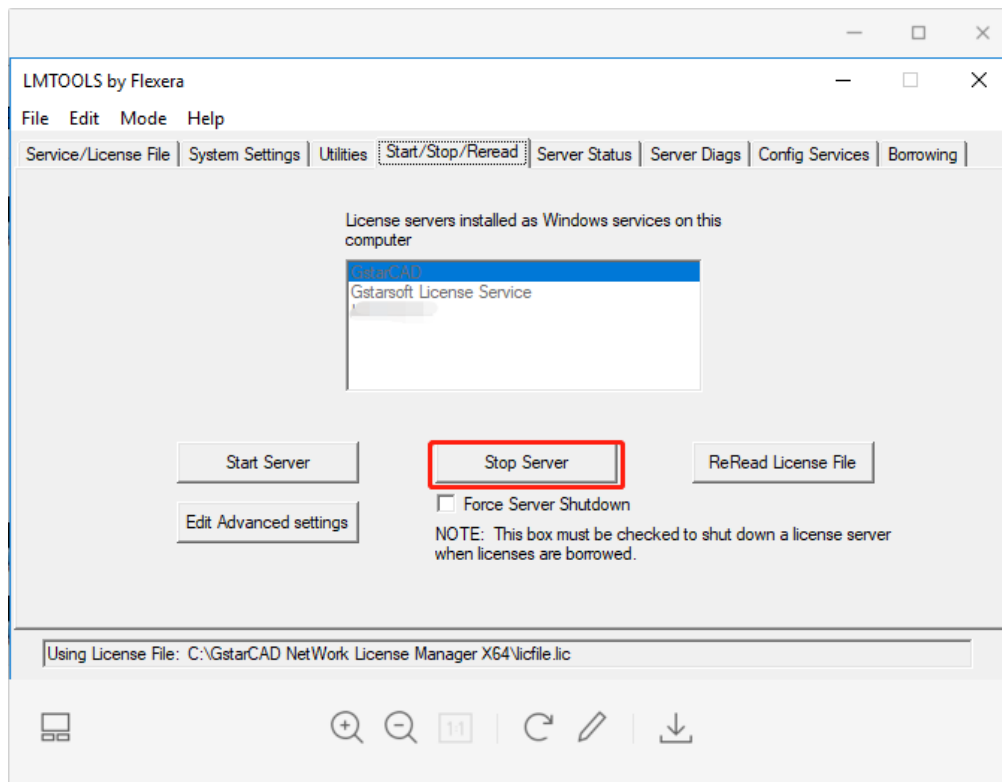
GstarCAD

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GstarCAD 2024 Network License Manager Notes

To avoid versions conflicting, if an old GstarCAD Network License Manager version installed on server computer before, please return the network license first, uninstall the old GstarCAD Network License Manager and then install GstarCAD 2024 Network License Manager, Please follow the steps below:

1. Return the Old Network License

1.1 Stop Old GstarCAD Network License Service

First of all, please run old LMTools, click Stop Server button to stop the service. Please pick the option Force Server Shutdown if the service was not stopped successfully. You may pick up the option Force Server Shutdown.
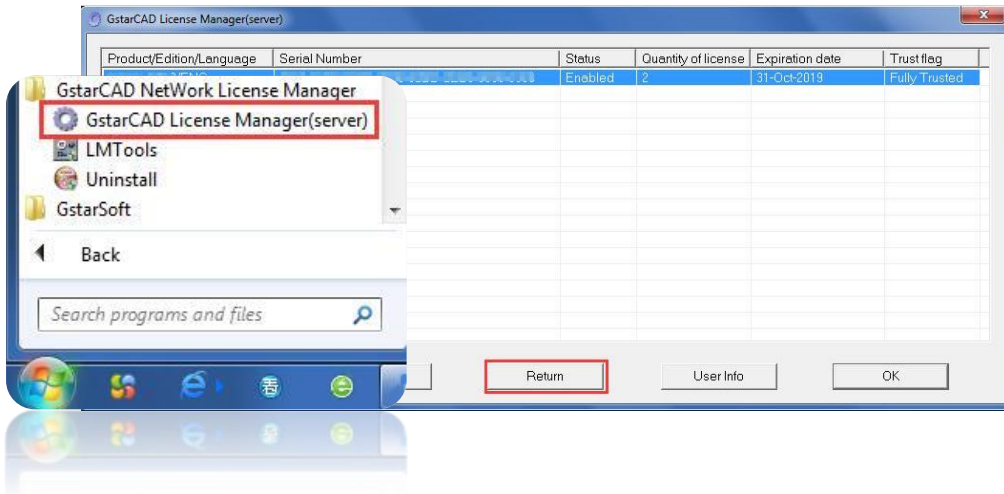

1.2 Online Return

Instruction: Make sure your server computer connects to the internet.

Upgrade network license to latest version or activate in another server are allowed only after GstarCAD network license returned. You can return your GstarCAD network license from GstarCAD License Manager (Server) which you can access from Start-all button.

1. In GstarCAD License Manager (Server), Click the GstarCAD license and click Return button.

2. The Return Dialog box will pop up and the Serial Number will be read automatically, click Return On-Line button to generate the return file. The license will be returned at once.
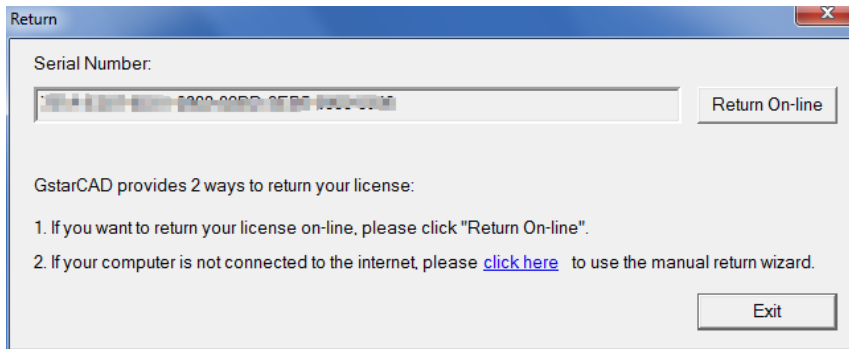
1.3   Manual Return

1. If your computer is not connected to the internet, you can click click here to return the license manually.
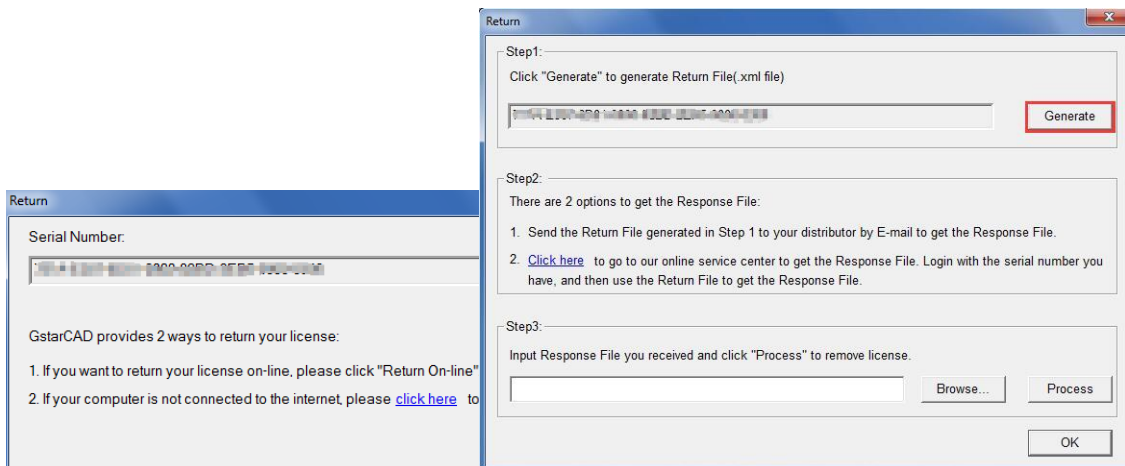
2. In return dialog box, the SN will automatically read, you can click Generate to generate a return file with the –return.xml extension.

3. There are 2 ways to acquire response file with the saved request file:

Option 1: E-mail

You can send the return file from any computer with internet connected to your local GstarCAD distributor to get the license file.
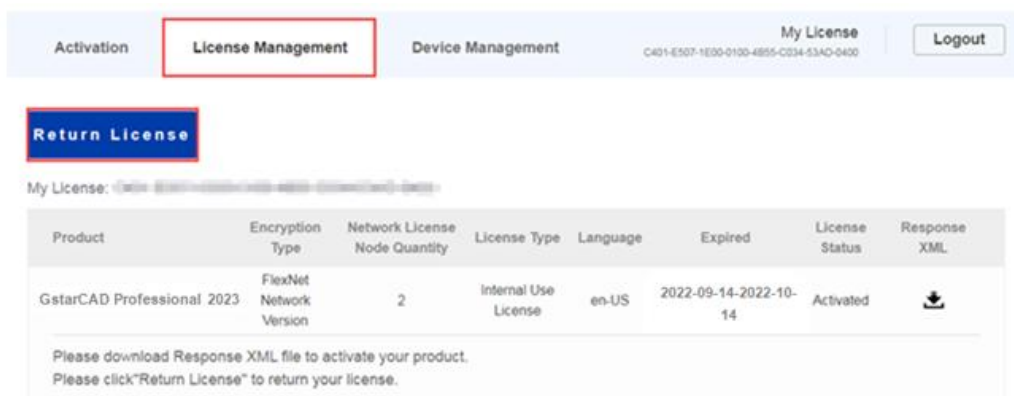
Option 2: Online Service

You can access GstarCAD online service center from any computer with internet connected to download the license file.
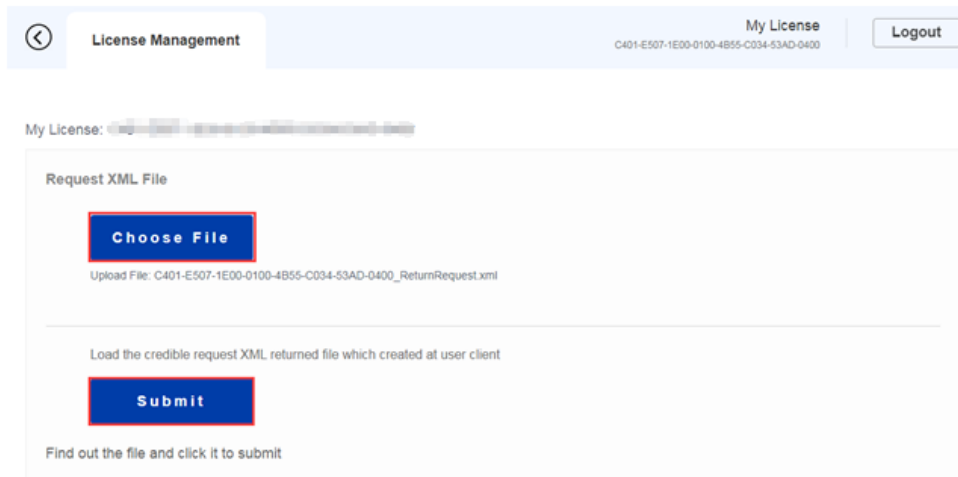
1) Login to GstarCAD online service center: http://support.gstarcad.net/flexnet/login.html with your GstarCAD Network Serial Number.
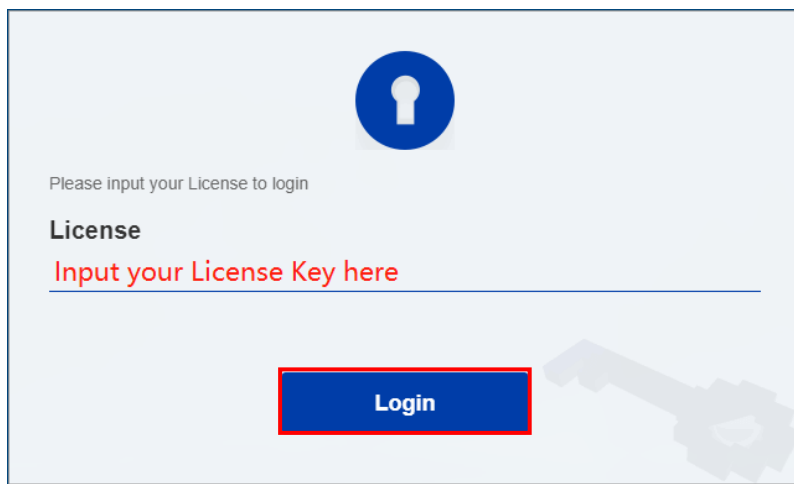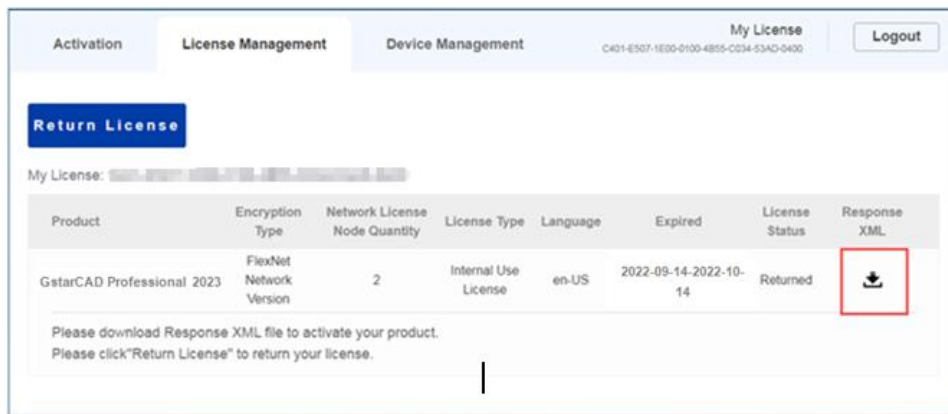

2) Click the Return License button to continue.

3) Choose the return request XML file you saved and click Submit to upload the return file.

4) Download the Response XML from License Management tab.

4. Back to your computer and find out GstarCAD License return wizard, please click the Browse button and select the license file you have just downloaded and saved from another computer with the -resp-return.xml extension, and then click the OK button.
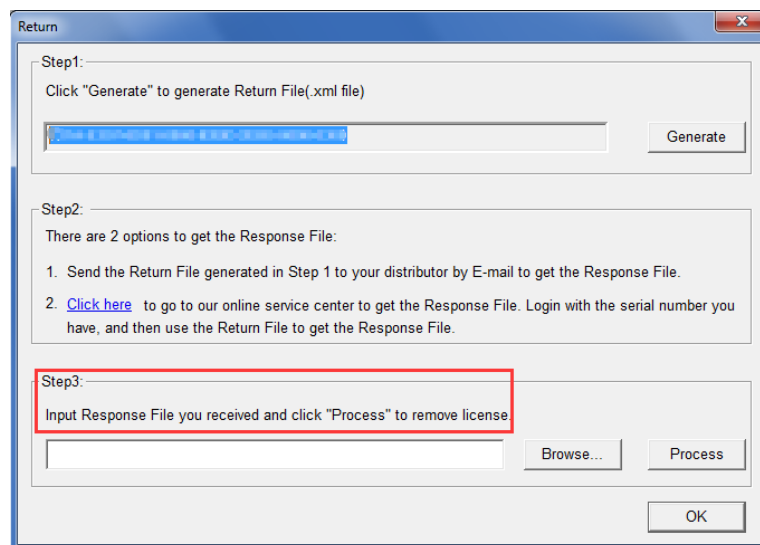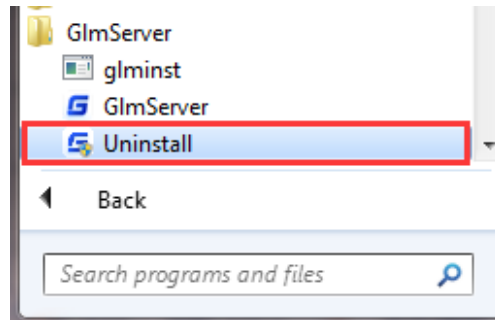

5. After a few seconds, your GstarCAD license has been cleaned.

2. Uninstall Old GstarCAD Network License Manager

Please follow the steps below to uninstall old GstarCAD Network License Manager Tool.

1. Click Start button and find out GlmServer(GstarCAD License Manager Server) folder, uninstall it with administrator privileges.

2. Click Yes to remove GlmServer completely.
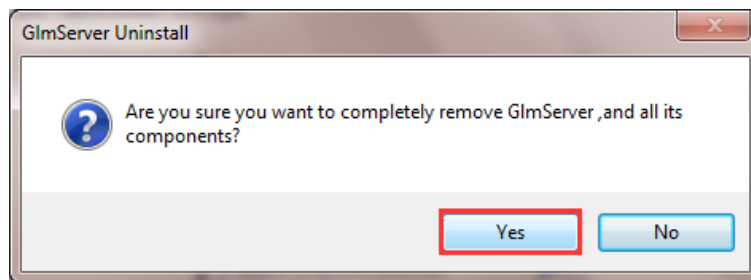
## 3. Install GstarCAD 2024 Network License Manager

GstarCAD Network License Manager allows you to activate, return the GstarCAD network licenses online or manually, you can repair the license when it shows error message in license manager. The users whom are sharing your network license and lend detail also can be found in license manager.

Please follow the steps below to install GstarCAD 2024 Network license Manager on server computer:

1. Double click "glm-Setup" to install GstarCAD 2024 Network license Manager.


2. You can choose whether start the server immediately or start it later.
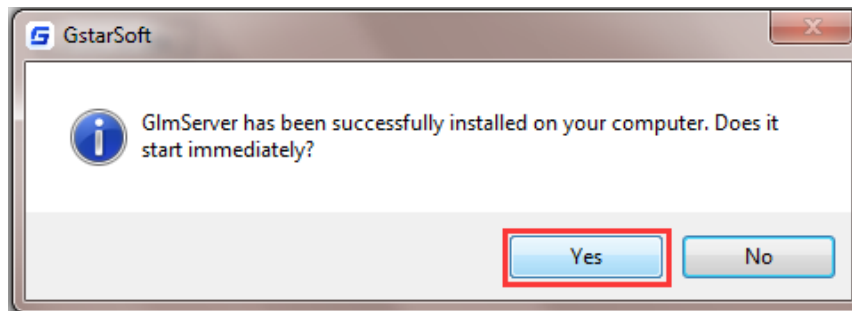
3. You will find a tray icon with exclamation mark shown in the taskbar after installation has been completed. And there will be a tip like "Service is not found. Please check your settings" before you set the configurations.
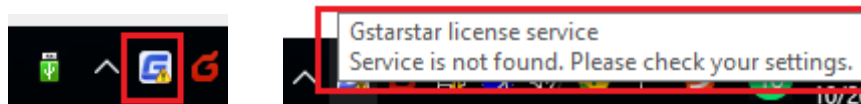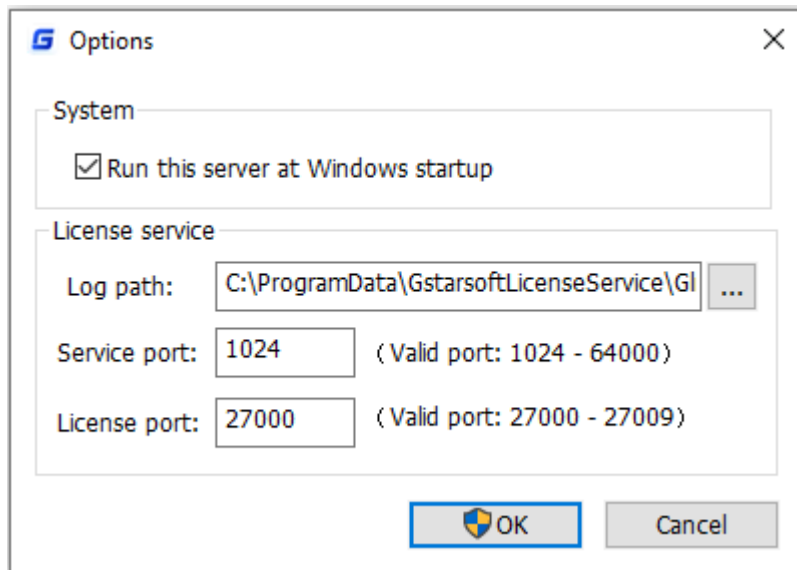

4. Click GstarCAD Network License Manager icon and click Options to set the configurations

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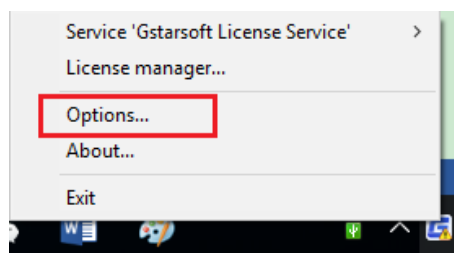
1) Set the configurations as below:

System:

Run this server when Windows startup: When this options is checked, GstarCAD License Manager can be restarted automatically when Windows startup.

Remark: "Run this server when Windows startup" option will not affect the license status.

License service:

Log Path: You can specify a path to save the license logs and the path should allow Local Service to write in, otherwise the license service will fail to run. If your operation system is Windows 10, the default path ProgramData is recommended.

Service port: The valid range should among 1024-64000.

License Port: The valid range should among 27000-27009.

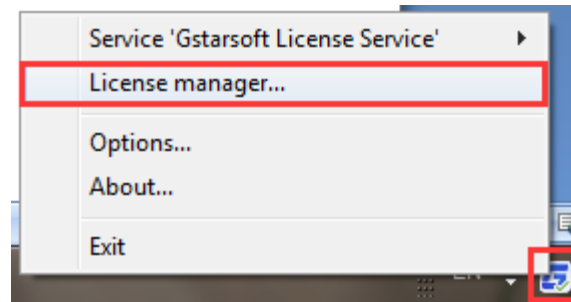2) After the configurations have been set, the exclamation mark with change to check mark.
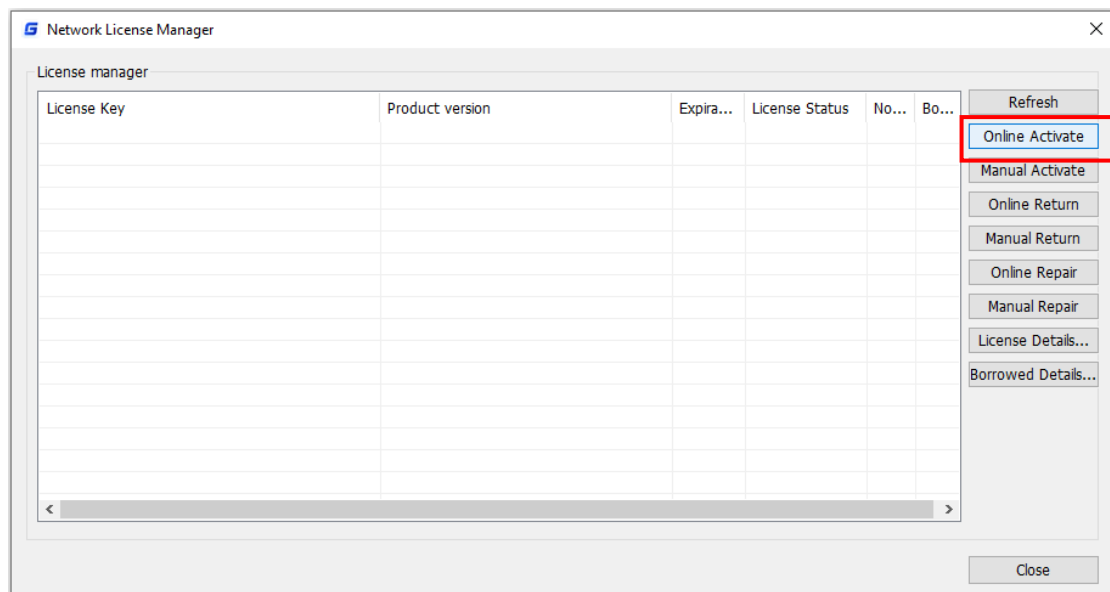
4. GstarCAD 2024 Network License Activation and Settings

4.1 Online Activate

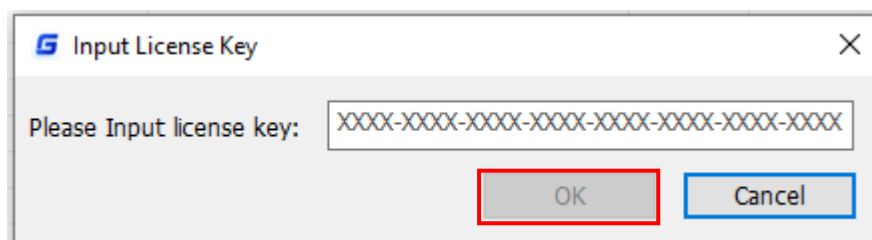Instruction: make sure your computer connect to the internet.
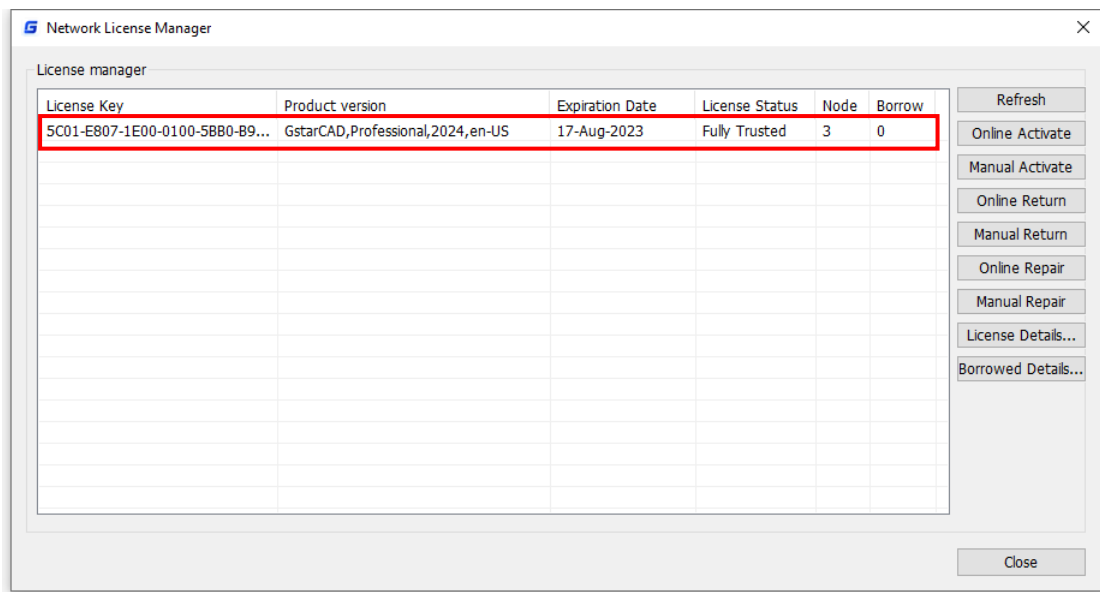
1. Click License Manager in GstarCAD License Manager.

2. Click Online Activate button.
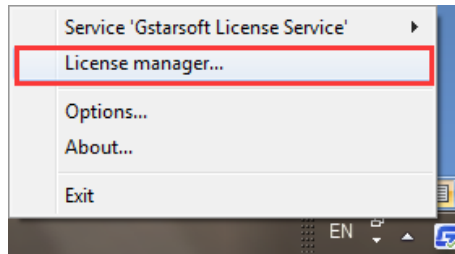

3. Input the Serial Number and click OK button.

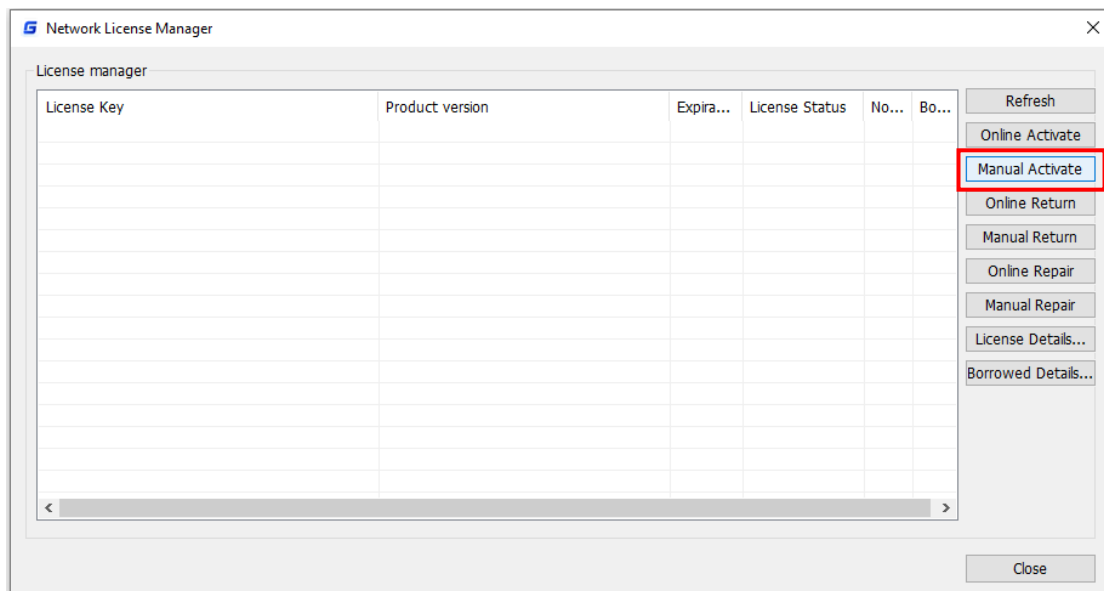4. Then you will find the activated SN shows in the license manager list.

4.2   Manual Activate

Instruction: If your computer is not connected to the internet, you can use activation file (xml file) to activate your GstarCAD 2024 Network license manually.

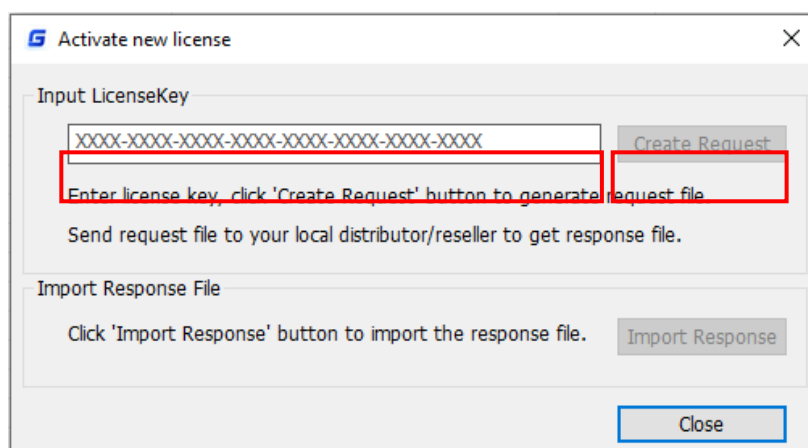1. Click License Manager in GstarCAD license Manager.
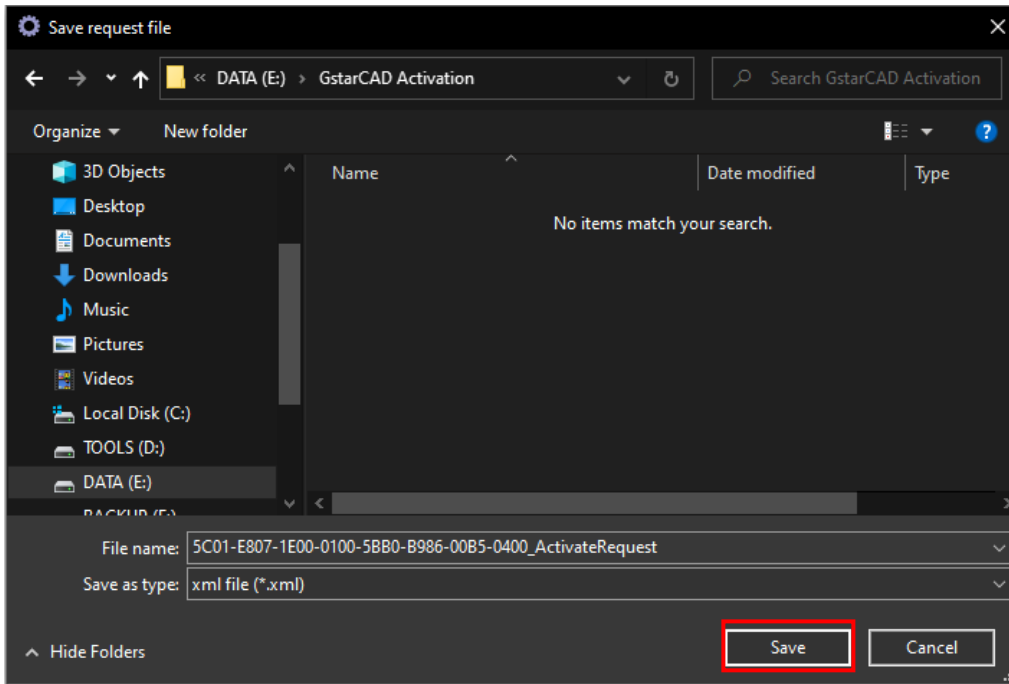

2. Click Manual Activate button.

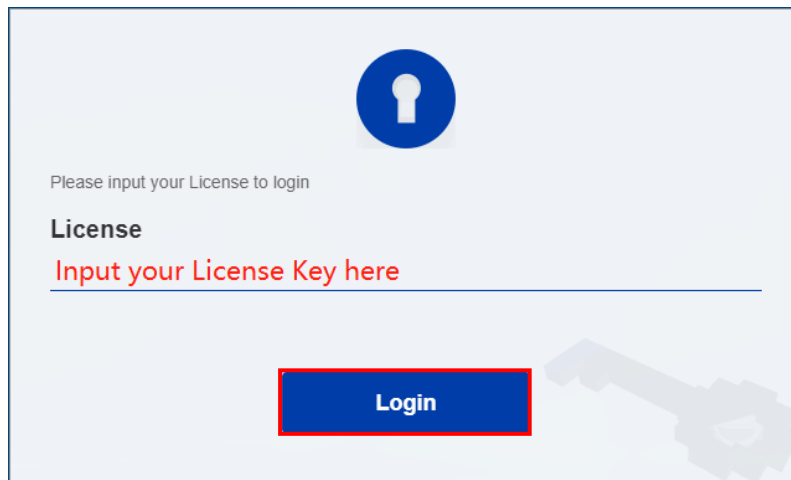3. Please follow the three steps in this dialog box to activate manually.

Steps 1:

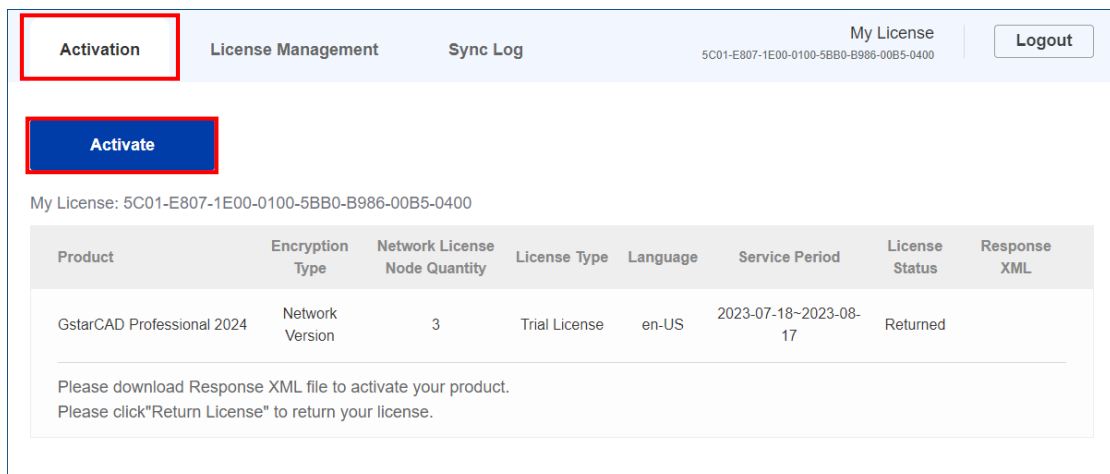   1) Input the Serial Number and click Create Request button to generate the request file.

Steps 2:

1) Please access GstarCAD online service center: https://license.gstarcad.net/ and login with the License Key.

2) Then click Activate button in Activation tab.

Product	Encryption Type	Network License Node Quantity	License Type	Language	Service Period	License Status	Response XML
GstarCAD Professional 2024	Network Version	3	Trial License	en-US	2023-07-18~2023-08-17	Returned	

Please download Response XML file to activate your product.
Please click"Return License" to return your license.

3) Click the Choose File button and select the request file you have saved and click the Submit button to continue.

4) Click the Download button and save the license file (Response XML File). We recommend you to store the license file to your USB flash drive.

Steps 3:

Back to your computer and find out License manager option from GstarCAD Network License Manager. Please click the Import Response button and select the license file you have just downloaded and saved from another computer, and then click the OK button to finish the activation.

4.3   Network License Manager Settings

1.   Option list in Network License Manager Settings dialog box:

Refresh: Refresh GstarCAD network license status.

Online Activate: Activate GstarCAD network license online.

Manual Activate: Manually Activate GstarCAD network license.

Online Return: Return GstarCAD network license online.

Manual Return: Manually return GstarCAD network license.

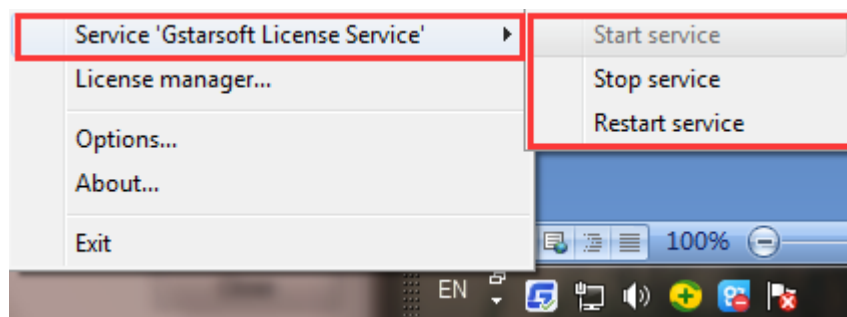Online Repair: Repair GstarCAD network license online.

Manual Repair: Manually repair GstarCAD network license.

License Details: Shows the using license information in detail.

Borrowed Details: Shows the Network license borrowed information in detail.
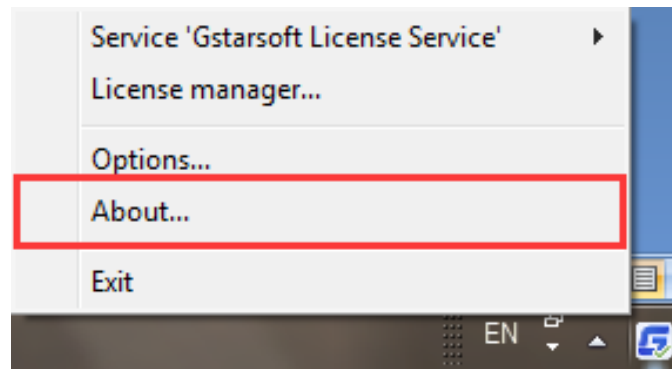
2.   Adjust GstarCAD Network License Service

Start Service: Starts Gstarsoft License Service, other users whom with the permission can borrow or lend the licenses from the server.

Stop Service: Stop Gstarsoft License Service, other users whom with the permission will not allowed to borrow or lend the licenses from the server.
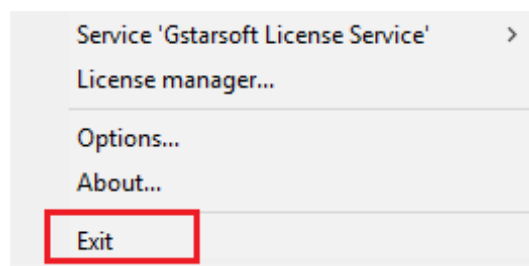
Restart Service: When the service meets some problems, you can try to restart it.

Note: if you need to do any changes on your license, please stop service first and Restart service after the operation have been done.

3. Get the GstarCAD Network License Manager version information in About.

4. Click Exit to quit GstarCAD Network License Manager.
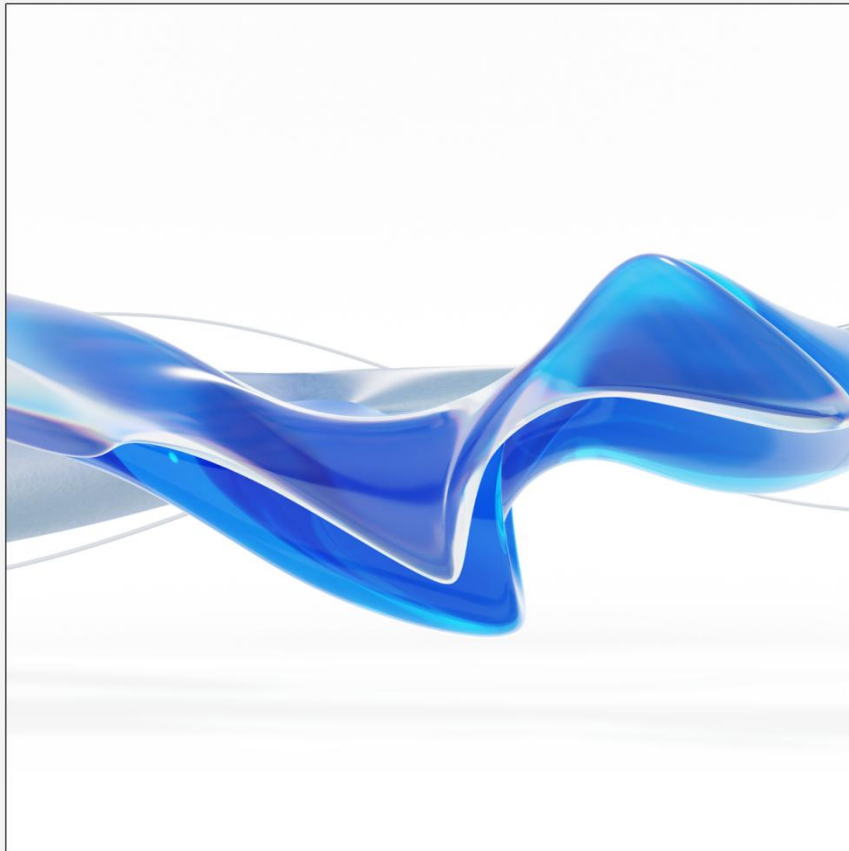
5. Problem Solutions

1. For Windows Server operation system, if it prompts "Session does not exist" when activate GstarCAD Network license online via GstarCAD Network License Manager, please check the following solution:

   1) Open Internet Explorer (IE) and select Internet Options and then click Trusted sites from Security tab.
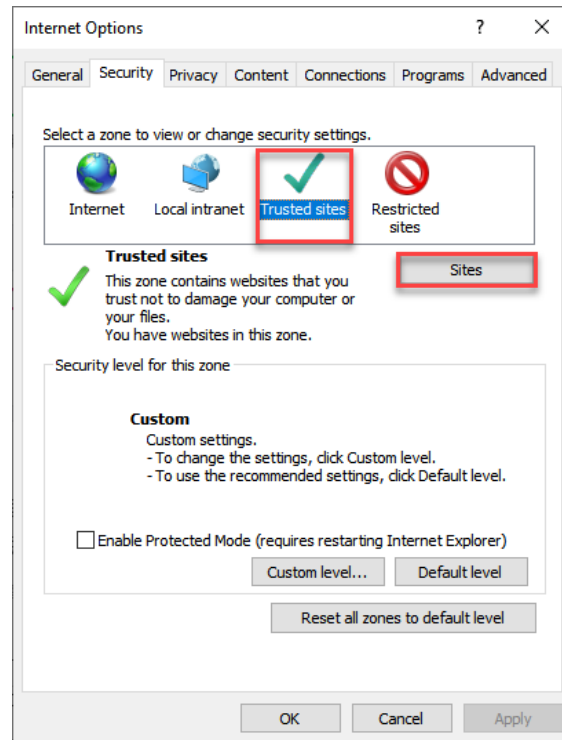
   2) Add the following two sites to the trusted sites.
   https://support.gstarcad.net
   https://support2.gstarcad.net

   3) Click OK button to save the security settings. Then you can activate or return GstarCAD network license online normally.

2. Few security softwares (anti-virus software) will cause GstarCAD Network License Manager run abnormally; you can quit the security software or add GstarCAD Network License Manager to credible path.

3. The Server computer name should be in English.

GstarCAD 2024

■ https://www.gstarcad.net/

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