Licensing log files for PSCAD Lock-based Licensing Issues

1. Introduction

The licensing log files listed in this document can help to troubleshoot lock-based licensing issues. Or, please feel free to send in your log files to our Support Desk if you require further assistance (support@mhi.ca).

2. Licensing Log Files

The following licensing log files may be reviewed on the PSCAD machine
(see Step 3 for instructions on displaying these files):

- Get Info log file
- PscadLmgr.txt file
- Lmgrd-log.txt file (if available)

In addition to the above log files, if the license is hosted on a server, the following log files on the server should also be reviewed (see Step 3 for instructions on displaying these files):

- Get Info log file
- Lmgrd-log.txt file
- PscadLmgr.txt file (if available)

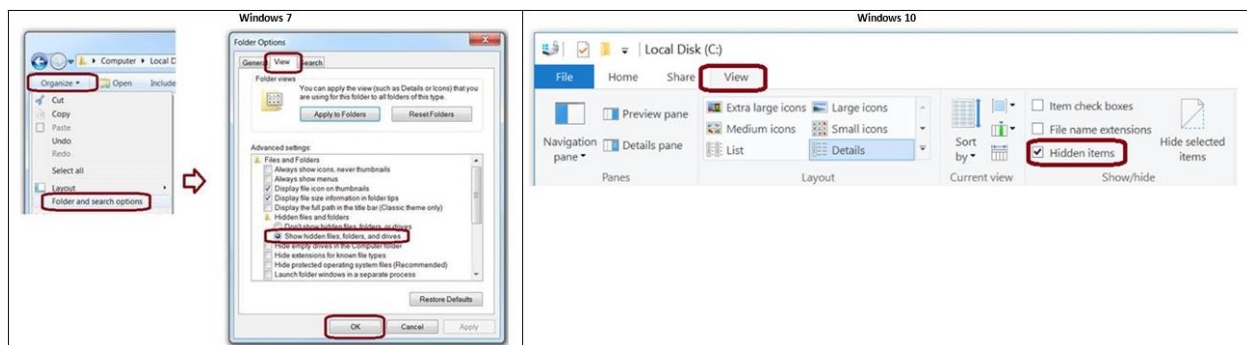## 3. Displaying the Licensing Log Files

To obtain the Get Info log file:

a. If you have a USB lock, ensure it is securely plugged in, and that Sentinel Drivers 7.6.0 are installed on the machine for detecting the lock (download and unzip "USBDrivers_7.6.0.zip", and run "Install.bat".)

b. Download "GetInfo32.zip" from the following link: http://updater.pscad.com/utilities/GetInfo32.zip

c. Extract the "GetInfo32.exe" file, and save it to your machine.

d. Launch the extracted "GetInfo32.exe" file, and when prompted whether to test shortcuts, select "No".

e. The Get Info utility will display information about your system, and save the information to a file. The location of the file will be displayed in the utility, towards the bottom.

The PscadLmgr.txt file or Lmgrd-log.txt files will be located in one or more of the following locations:

- C:\Users\All Users\Manitoba HVDC Research Centre\LicenseManager
- C:\ProgramData\Manitoba HVDC Research Centre\LicenseManager
- C:\Users\YOUR-USER-ID\AppData\Local\Manitoba HVDC Research Centre\LicenseManager

   Note
   If the AppData folder is hidden, set hidden folders to display as shown: