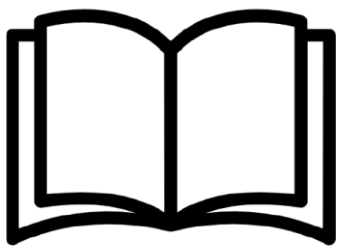




by **EFICAD**

# SWOOD NETWORK



## Installation and activation

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## I. Prerequisites

### 1. Required Configuration

- Compatibility is effective for 2 years between the Solidworks and SWOOD versions (Example : SWOOD 2021 will be compatible from Solidworks 2019 SP5 to Solidworks 2021).
- Operating systems: Windows 7 (Professional, Ultimate or Business), Windows 8 (Professional, Ultimate or Business) 64 bits, or Windows 10 (Professional, Ultimate or Business) 64 bits.
- A graphic card certified by SOLIDWORKS (look at the following link : <http://www.SOLIDWORKS.fr/sw/support/videocardtesting.html> ).
- 8 Go de memory Ram minimum.
- A screen resolution of 1280x1024 at less.
- 5 Go available including 1 Go on the C hard disk.

### 2. Client Station

In order to install the last version of SWOODNetwork licenses Manager, it is necessary to have the last SWOOD version in the User station (same year version).

Before installing SWOODNetwork licenses Manager, the server station's session should have admin rights on the station. Furthermore, it is necessary to have the UAC to the lowest level to avoid any problem during the installation.

## II. License Server

### 1. Installing the License Server

The SWOOD license server uses the same technology as SOLIDWORKS, since it's based on the same functionality of the same vendor as SOLIDWORKS (FlexNet).

#### a. License transfer

If you are switching from an earlier version of the SWOOD license server, it is necessary to transfer the old licenses and to uninstall the old server.

- Open the **SWOODNetwork License Manager** (SWOODNetwork licenses Manager) from the list of programs.
- On the first tab "**Server Administration**", click on "**License Information \ Change**".
- Select "**Transfer Software License**".
- After the license transfer is complete, you can go to the "**Uninstall**" section.

#### b. Uninstall

To remove the license server, use the **Add-Remove Programs** option in the **Windows Control Panel**.

### c. Installing the Floating License Server

- Install the license server from the **"setup.exe"** file of the provided link or the SWOODNetWork directory. It is necessary to launch the .exe as administrator to avoid any rights problem.

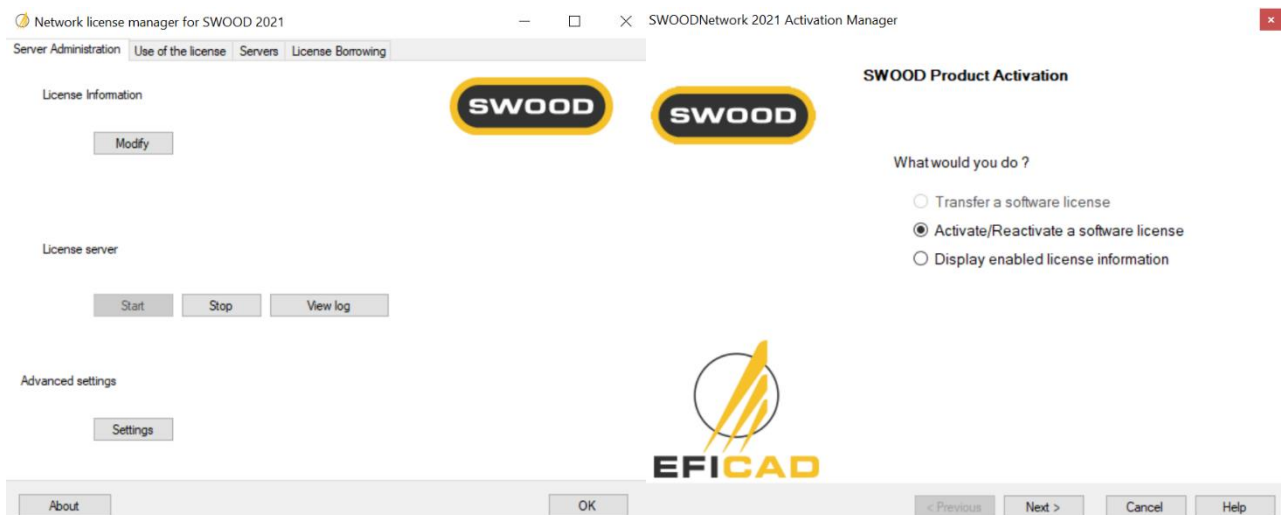
### d. Case of fixed-to-floating license migration

- In the case of a migration from a fixed license to a floating license (standalone to network) or the reverse, you must **contact our support** team and **schedule an appointment** for the migration. The current licenses will need to be transferred, then inform us that the transfer is complete, so that the current licenses (e.g. standalone) can be deactivated before activating the new license (e.g. network). The product can then be activated with the new serial number. **Anticipating** this in collaboration with our support department will **optimize the migration** and avoid a transition period waiting for the new license to be activated.

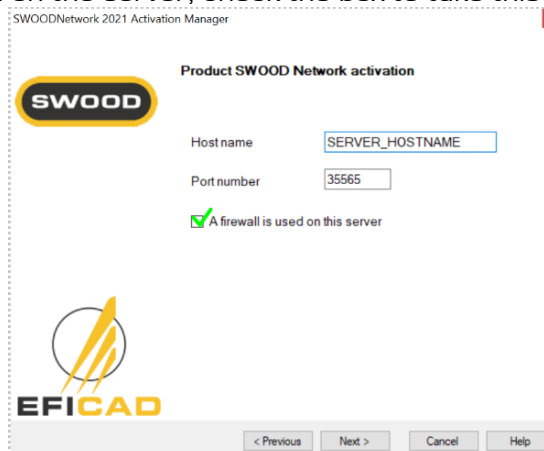
## 2. Configuring the License Server

### a. Configuring the Floating License Server

- Open the **SWOODNetwork Manager (SWOODNetwork licenses Manager)** from the list of programs. On the **"Server Administration"** tab, use the **"Edit"** button and then **"Enable"** the license.



- If a firewall is installed on the server, check the box to take this data into account.



### b. Enabling the Floating License Server

- Enter the SWOOD Network serial number provided by EFICAD, as well as a valid e-mail address.

SWOODNetwork 2021 Activation Manager

**Enable / transfer your product SWOOD Network**

Transfer

Your license may be transferred only if you want to change your hardware or move your software on another computer.

SWOOD Network

☒ Internet automatically (recommended)  
☐ Manually using email

Serial number

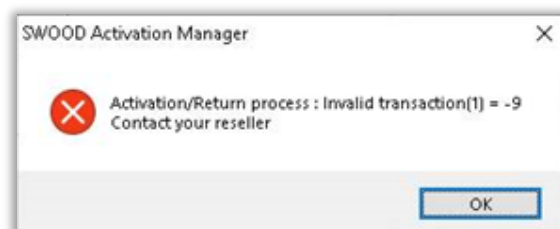
XXXX XXXX XXXX XXXX XXXX XXXX

Contact (required)

Email: xxxx@xxxx.com

< Previous Next > Cancel Help

- Finish the installation by clicking on **"Next"**.
- During the 1<sup>st</sup> activation of SWOOD on a computer or during an update of SWOOD through year versions, you may have a message like the one below the ID can be different [-3, -5, -9]:



In this case, do not hesitate and try again the activation at least 2 more times.

- Sometimes the sending of an activation request is blocked, then it is necessary to activate the product by email.
  - Select **"Manually by email"** and click **"Next"** to save the activation request.
  - Send the file saved by email to [activation@eficad.com](mailto:activation@eficad.com)
  - Wait for the response by return mail and load the file with the **"Open"** button.
  - Then **repeat the operation a second time** if it is the first activation of the station.

### c. Allow communication with the server.

- If the activation is not possible automatically neither from the manual activation, it may come from the communication with the activation server which is not allowed by the customer server. [message: *"Cannot connect to the activation server"*] There are two solutions in this case:

- **Solution 1:** Add an exception in the firewall for the following IP address: **193.176.66.180** linked to the domain name **activation.eficad.com**
- **Solution 2:** Add the **IP** address and **domain name** to the Windows host file located at: "C:\Windows\System32\drivers\etc\hosts" or on the local network **DNS** server.

Information to add:

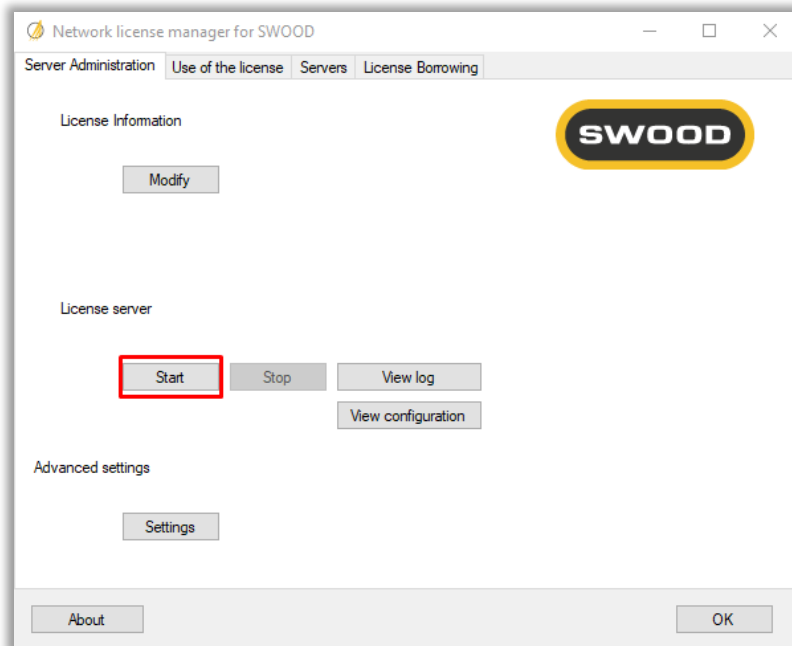
**193.176.66.180          activation.eficad.com**

Example available via the following link:

<http://helpdeskgeek.com/windows-7/windows-7-hosts-file/>

### d. Starting the Floating License Server

- Select the **"Server Administration"** tab
- Click on **"Start Server"**.

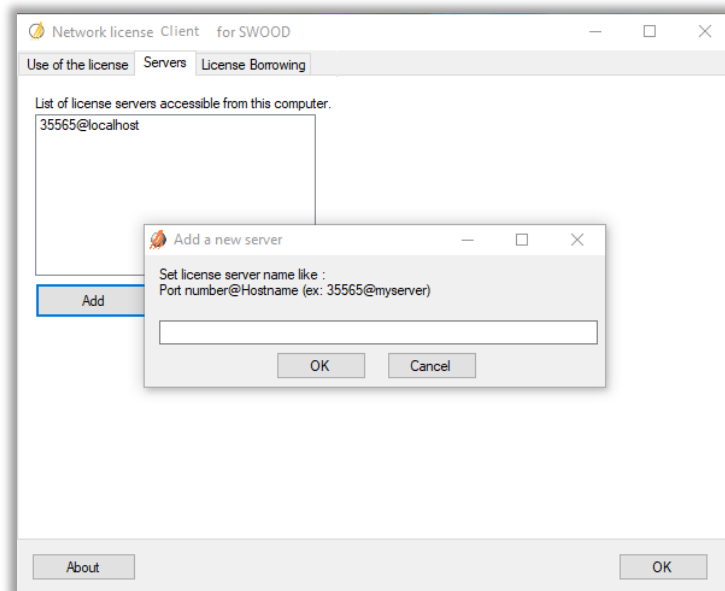


## 3. Verification of licenses numbers free or used.

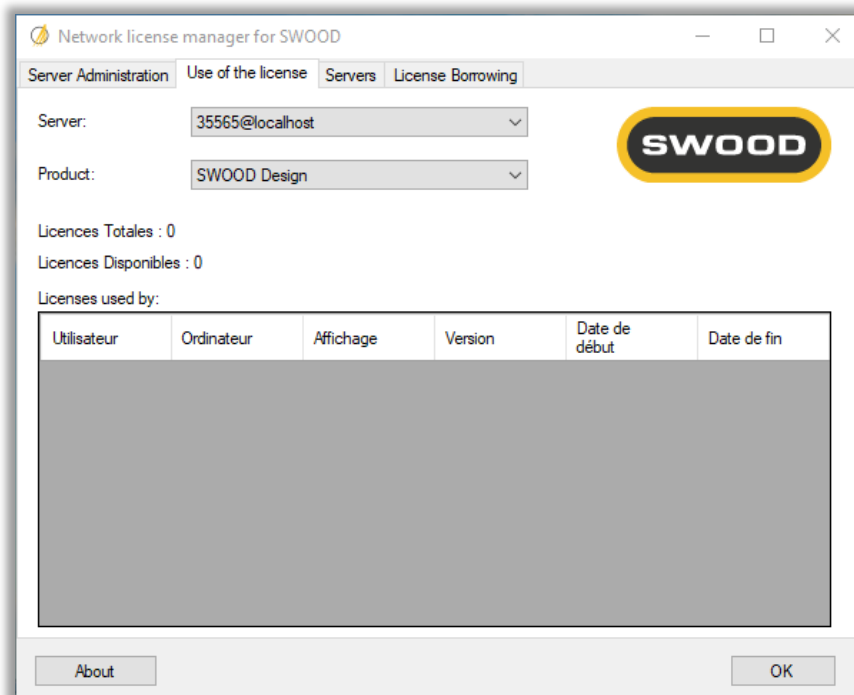
- Run SWOOD Network License Client from the application list.
- Select the first tab "Use of the license"
- Select the Server's name
- Select the product to see how many licenses are free or where they are used.

#### 4. Declaring the server on customer computers.

- Run **SWOOD Network License Client** from the application list.
- Add the server on which the previous step was performed with the port number you opened (eg 35565@<server>).



- Find the list of products available in the first tab **(Use of the license)**, as well as the possibility of borrowing your licenses with the third tab **(License borrowing)**.
- Once connected to the server, restart SOLIDWORKS and activate the SWOOD add-ins.



## BORROW A SWOOD LICENSE FROM THE LICENSE NETWORK :

This solution concerns companies that have network licenses and want to work in local mode, without connexion to their server.

The SWOOD License Manager delivers licenses to the users' stations, but it also can allow users to **borrow a license** for a defined period, **even if they are disconnected from the server**. While borrowing a SWOOD license, you'll be able to use the software locally.

The borrowing of a license will be effective for a **maximum 30-day period**.

Once borrowed, the license is no longer "present" in the license server until the person who borrowed it restores it.

### HOW TO PROCEED WITH BORROWING A SWOOD LICENSE?

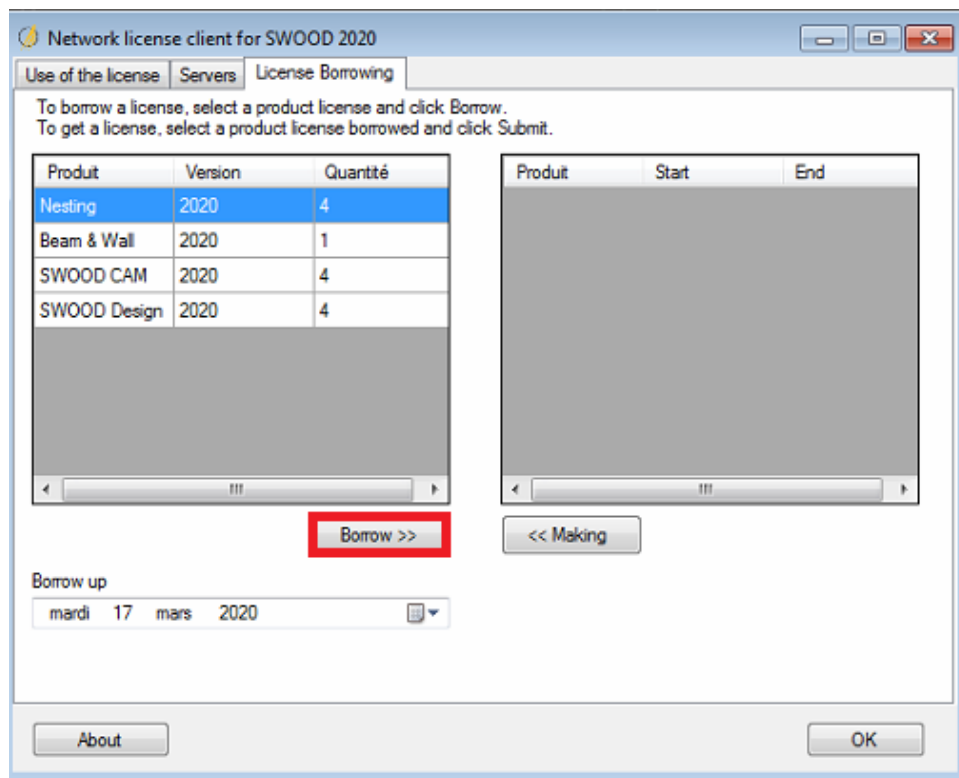
1. First, to have access to your SWOOD library from home, be sure to copy the whole SWOODData folder:  
**"Tools =>SWOOD Design or SWOOD CAM => Settings"**

2. Launch the application **"SWOOD Network License Client"** from the Windows start menu:



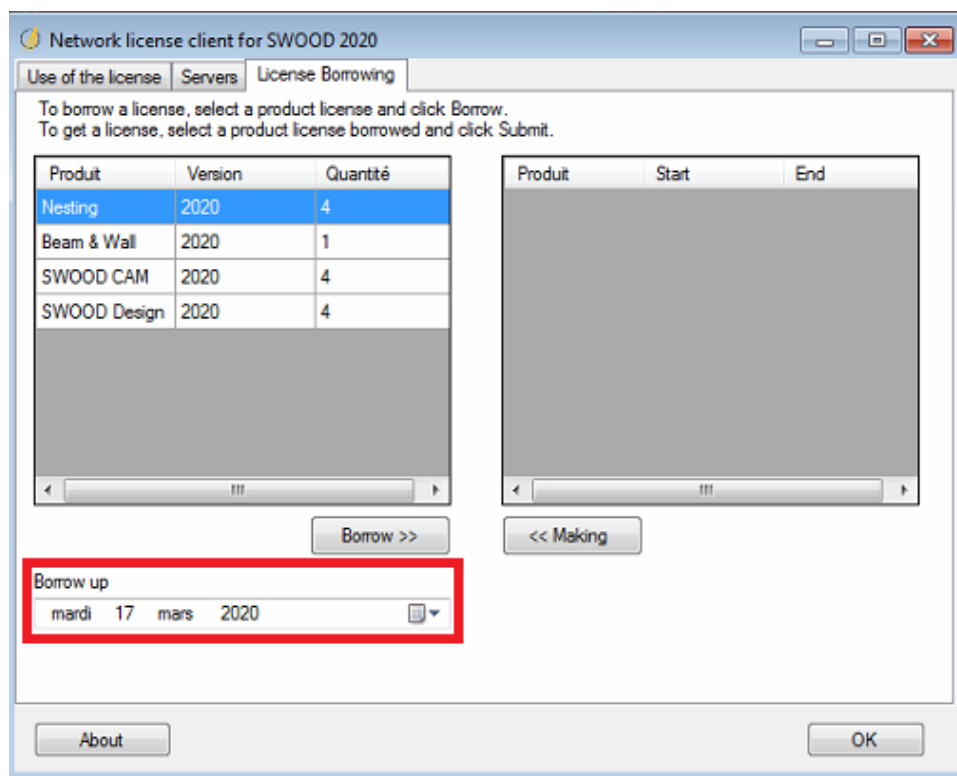
3. Find the tab **"License Borrowing"** :





4. Select the wanted product.

5. Define the restitution date **before** clicking on “**Borrow>>**” :



## ***5. Activation Problem of SWOOD Network License Manager***

### **Problem :**

You may encounter during the activation process, a problem when you click on the "Modify" button, you may have an error message like : "impossible to launch the SWOODActMgr64\_s.dll"

### **Solution :**

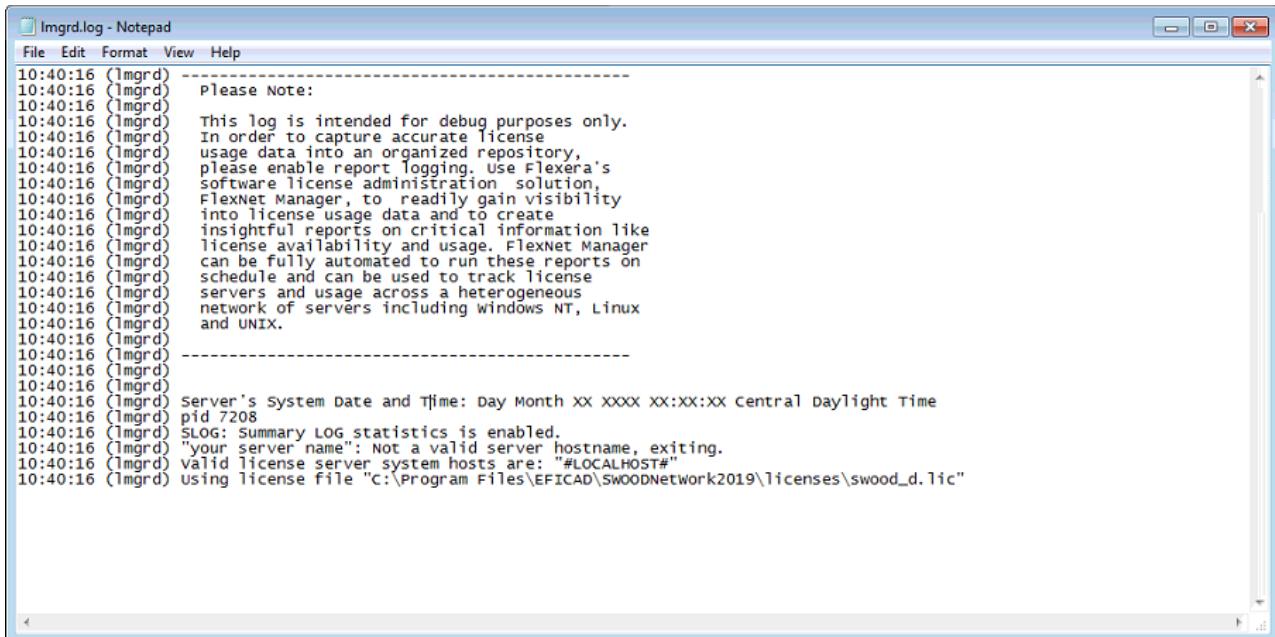
The problem should come from the VC\_redist didn't success being installed.

Check the Redistributable Visual C++ for Visual Studio version and do not hesitate to reinstall the last one in the computer. You can download it in the Microsoft website.

## 6. Problem while starting License Server

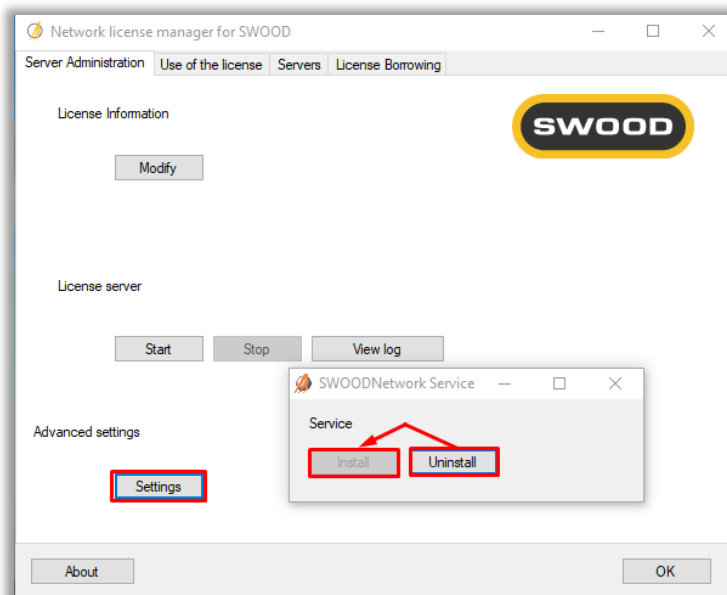
After starting the server, you can look at the log file by clicking on the “view log” button to see if it succeeds starting. If you encounter a problem while activating, look at the log file.

### a) Server name: Not a valid server hostname



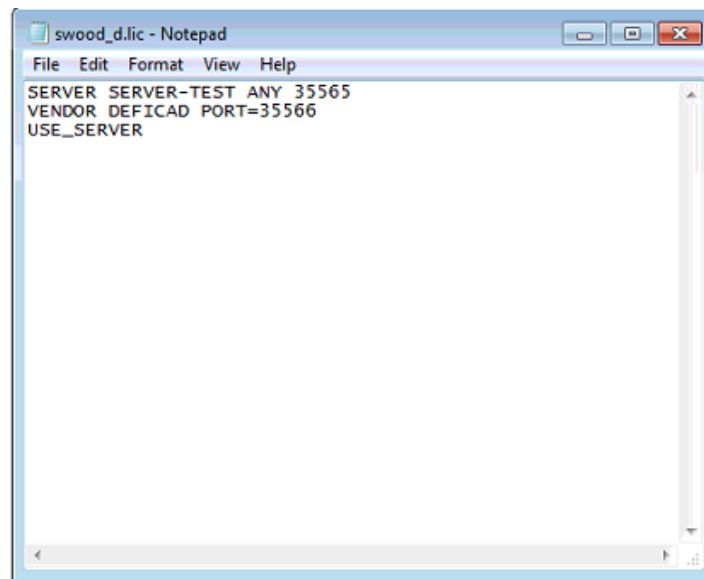
If you see this message in the log file, it means that SWOOD Network license manager has not the sufficient rights to change the .lic file in the folder “C:\Program Files\EFICAD\SWOODNetWorkXXXX\Licenses”

- Be sure that you launched the “setup.exe” with admin rights, with the UAC at the lowest level [see the Section 1 : Prerequisites]
- Launch the License Network Manager with admin rights, click on “Settings” button and uninstall / reinstall the service, start the License Server



- If you still got this message, you can look at the .lic file in the folder “C:\Program Files\EFICAD\SWOODNetWorkXXXX\Licenses”

Fill up the file to have the following information :



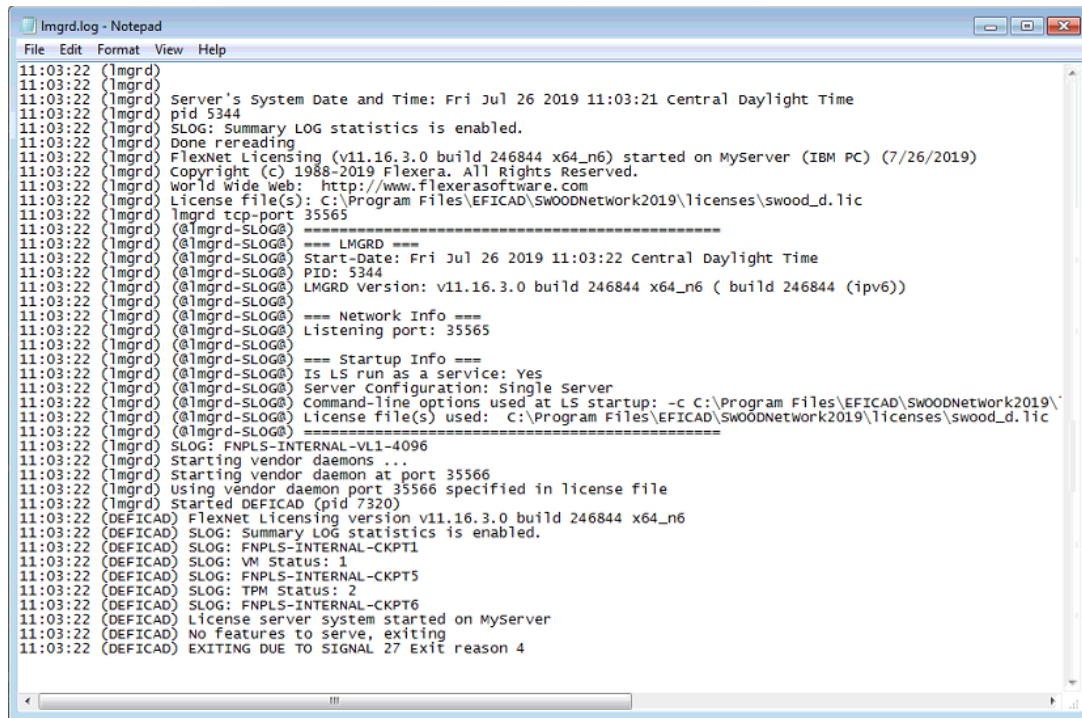
Replace SERVER-TEST by your server's name.

## b) No Feature to serve, exiting

While starting the server and taking a look at the log, you can encounter the following message:

“No features to serve, exiting

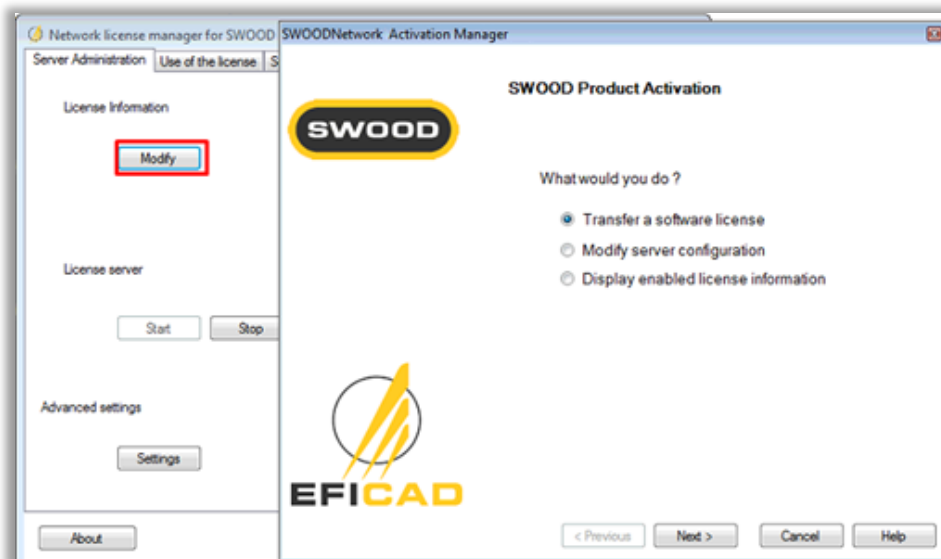
EXITING DUE TO SIGNAL 27 Exit reason 4”



```

11:03:22 (lmgrd)
11:03:22 (lmgrd)
11:03:22 (lmgrd) Server's System Date and Time: Fri Jul 26 2019 11:03:21 Central Daylight Time
11:03:22 (lmgrd) pid 5344
11:03:22 (lmgrd) SLOG: Summary LOG statistics is enabled.
11:03:22 (lmgrd) Done rereading
11:03:22 (lmgrd) FlexNet Licensing (v11.16.3.0 build 246844 x64_n6) started on MyServer (IBM PC) (7/26/2019)
11:03:22 (lmgrd) Copyright (c) 1988-2019 Flexera. All Rights Reserved.
11:03:22 (lmgrd) World wide web: http://www.flexerasoftware.com
11:03:22 (lmgrd) License file(s): C:\Program Files\EFICAD\SWOODNetwork2019\licenses\swood_d.lic
11:03:22 (lmgrd) lmgrd tcp-port 35565
11:03:22 (lmgrd) (@lmgrd-SLOG) =====
11:03:22 (lmgrd) (@lmgrd-SLOG) === LMGRD ===
11:03:22 (lmgrd) (@lmgrd-SLOG) Start-Date: Fri Jul 26 2019 11:03:22 Central Daylight Time
11:03:22 (lmgrd) (@lmgrd-SLOG) PID: 5344
11:03:22 (lmgrd) (@lmgrd-SLOG) LMGRD Version: v11.16.3.0 build 246844 x64_n6 ( build 246844 (ipv6))
11:03:22 (lmgrd) (@lmgrd-SLOG) === Network Info ===
11:03:22 (lmgrd) (@lmgrd-SLOG) Listening port: 35565
11:03:22 (lmgrd) (@lmgrd-SLOG)
11:03:22 (lmgrd) (@lmgrd-SLOG) === Startup Info ===
11:03:22 (lmgrd) (@lmgrd-SLOG) Is LS run as a service: Yes
11:03:22 (lmgrd) (@lmgrd-SLOG) Server configuration: Single Server
11:03:22 (lmgrd) (@lmgrd-SLOG) Command-line options used at LS startup: -c C:\Program Files\EFICAD\SWOODNetwork2019\
11:03:22 (lmgrd) (@lmgrd-SLOG) License file(s) used: C:\Program Files\EFICAD\SWOODNetwork2019\licenses\swood_d.lic
11:03:22 (lmgrd) (@lmgrd-SLOG) =====
11:03:22 (lmgrd) SLOG: FNPLS-INTERNAL-VL1-4096
11:03:22 (lmgrd) Starting vendor daemons ...
11:03:22 (lmgrd) Starting vendor daemon at port 35566
11:03:22 (lmgrd) Using vendor daemon port 35566 specified in license file
11:03:22 (lmgrd) Started DEFICAD (pid 7320)
11:03:22 (lmgrd) FlexNet Licensing version v11.16.3.0 build 246844 x64_n6
11:03:22 (DEFICAD) SLOG: Summary LOG statistics is enabled.
11:03:22 (DEFICAD) SLOG: FNPLS-INTERNAL-CKPT1
11:03:22 (DEFICAD) SLOG: VM Status: 1
11:03:22 (DEFICAD) SLOG: FNPLS-INTERNAL-CKPT5
11:03:22 (DEFICAD) SLOG: TPM Status: 2
11:03:22 (DEFICAD) SLOG: FNPLS-INTERNAL-CKPT6
11:03:22 (DEFICAD) License server system started on MyServer
11:03:22 (DEFICAD) No features to serve, exiting
11:03:22 (DEFICAD) EXITING DUE TO SIGNAL 27 Exit reason 4
  
```

This message shows that the Daemon didn't succeed finding an available SWOOD Network license number. In this case, check if you activated the license by clicking on the “modify” button



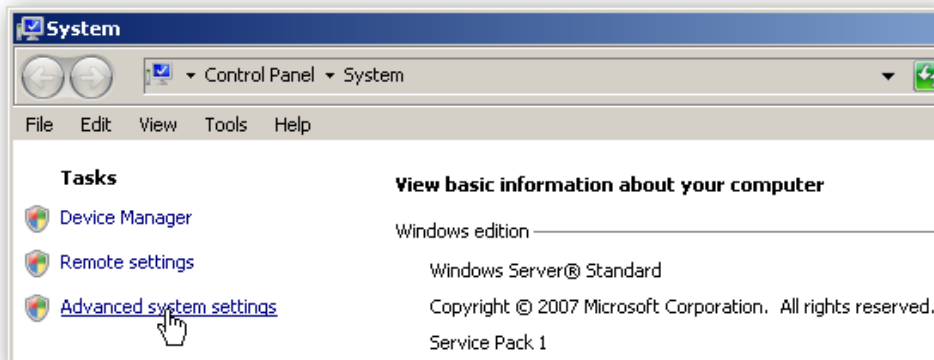
## 7. Problem of detection of the server on customer computers

### a) Floating licences on non-admin sessions

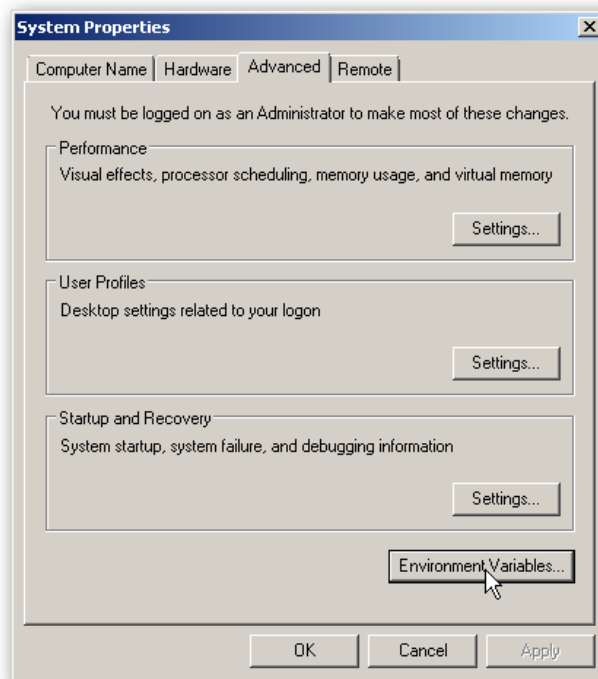
Users with very few access rights may not be able to use the SWOOD license server. In this case, either the server is not detected and SWOOD requests to activate. Or an authorization window asks for the administrator password opens so you can search the server.

#### **Solution: Save the server path in a system environment variable**

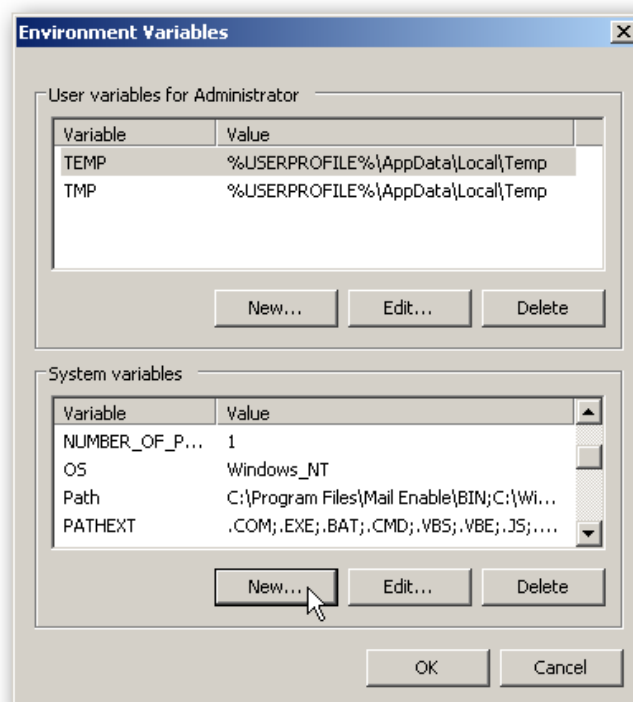
- In the Control Panel, open the System option (*alternately, you can right-click on My Computer and select Properties*).
- Select the "Advanced system settings" link



- In the System Properties dialog, click "Environment Variables".



- In the Environment Variables dialog, click the New button underneath the "System variables" section.



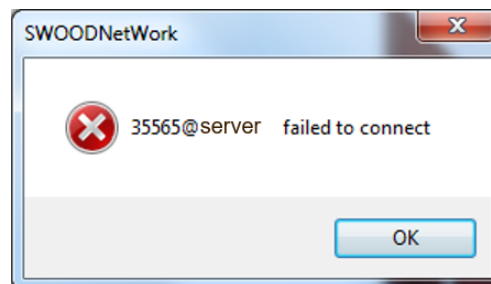
Create a new variable "DEFICAD\_LICENSE\_FILE". The value of the variable must match the port number with the server name {35565@servername}





### b) Firewall restrictions

SWOOD floating licenses use two port to connect to the SERVER, the port 35565 and the daemon port 35566. Sometimes WINDOWS firewall blocks these ports.

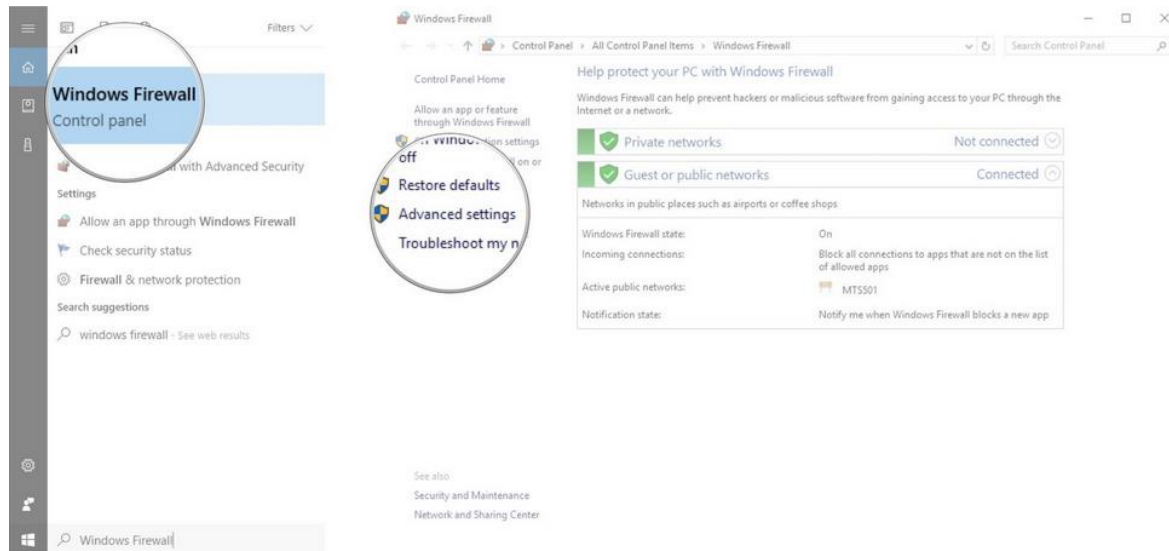


The cause could come from either **server's firewall**, client **computer's firewall** or even both

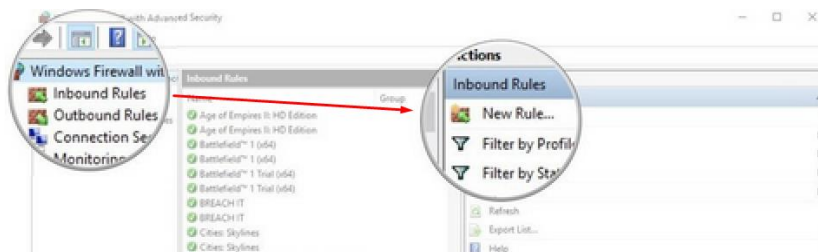


The solution is to create firewall rules to unlock these ports.

## Search for **Windows Firewall** and **Advanced settings**



In order to create **inbound** and **outbound** rules:



First go on server computer

Create a new **Inbound** rule

Click **Port** and *Next*,

Click **TCP** and **Specific local ports** and write **35565** and *Next*,

Click **Allow the connection** and *Next*,

Check all domain types (**Domain**, **Private** and **Public**) and *Next*

As name you can write "**SWOOD 35565 inbound**" and click *Finish*

At all you need to create 4 firewall rules:

- One **Inbound** rule on port **35565**
- One **Inbound** rule on port **35566**
- One **Outbound** rule on port **35565**
- One **Outbound** rule on port **35566**

If it still doesn't connect, do the same procedure on Client computer(s)

### III. Additional Information

#### **Contacts:**

**Technical support department**

E-mail: [support@eficad.com](mailto:support@eficad.com)

#### **EFICAD**

Espace H2O  
55 avenue de Melgueil  
34280 La Grande Motte  
France

Tél. (33) 04 67 63 72 65  
Fax : (33) 04 99 62 94 03

E-mail : [eficad@eficad.com](mailto:eficad@eficad.com)

#### **Web:**



**EFICAD Web site:** <http://eficad.com>



**SWOOD Web site:** <http://swood.eficad.com/>



**EFICAD LinkedIn Page:** <https://www.linkedin.com/company/eficad>



**EFICAD YouTube Chanel:** <https://www.youtube.com/user/SWOODEFICAD>



**SOLIDWORKS Web site:** [SWOOD Design | SOLIDWORKS](#) & [SWOOD CAM | SOLIDWORKS](#)