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Document 450

## Message: Cannot connect to license server

**Version: 4.x & 5.x - Scientific WorkPlace, Scientific Word, & Scientific Notebook**

### Problem

When you try to start SWP, SW, or SNB you get this message:

```
Cannot connect to license server
```

You may also see

```
error -97 or error -96
```

### Explanation

FLEXlm is our licensing software. This error occurs when another program on your computer is also licensed using FLEXlm. (Such programs include IDL, MATLAB, and Maple.) The FLEXlm manager points either to the license for the other program or to the license server itself.

### Solution

In Windows, pointers to licenses can be stored in Environment Variables. The default environment variable for FLEXlm is `LM_LICENSE_FILE`. An environment variable may also be set for each individual program that uses FLEXlm. The problem can be solved by modifying the default environment variable or by creating new environment variables for each program.

#### Solution A: Point to a list of license files instead of just one

If you modify the environment variable to point to a list of license files or license server locations, each application will query the list until it finds an appropriate and valid license.

1. Using Windows XP, start the **System** applet from the Control Panel.
2. In the **System Properties** dialog, select the **Advanced** tab and then choose the **Environment Variables** button.  
Lists of user variables and system variables display. The `LM_LICENSE_FILE` environment variable can be in either list, depending on your system configuration.
3. Select the `LM_LICENSE_FILE` environment variable and then choose the **Edit** button.  
The dialog that appears shows the variable name and variable value. An example value might be:  
`1700@flexserver`
4. Update the variable value.
  - a. Place the insertion point at the beginning of the **Variable value** entry.
  - b. Enter the path to the SWP license file and then enter a semicolon and a space.  
For example, if you have installed Scientific WorkPlace in the directory `c:\swp55`, the complete path to the SWP license file is  
`c:\swp55\Licences\license.lic`  
The previous license pointer will remain. The completed entry should look something like this:  
`c:\swp55\Licences\license.lic; 1700@flexserver`  
A space after each semicolon in the variable value is required.
5. Choose **OK** to accept the entry and close the dialogs.

#### Solution B: Create an Environment Variables entry for each license file

1. When using Windows XP, start the **System** applet from the Control Panel.
2. In the **System Properties** dialog, select the **Advanced** tab and then choose the **Environment Variables** button.  
The system displays lists of user and system variables. The `LM_LICENSE_FILE` environment variable can be in either list, depending on your system configuration.
3. Select the `LM_LICENSE_FILE` environment variable and then choose the **Edit** button.
4. In the **Variable name** area, change the name of the `LM_LICENSE_FILE` environment variable to a name specific to the product you are using.  
Known variable names are:  
`MAPLELMG_LICENSE_FILE` for Maple (Maplesoft)  
`MLM_LICENSE_FILE` for MATLAB (The MathWorks, Inc.)  
`IDL_LMGRD_LICENSE_FILE` for IDL (RSI)  
`ENGSWD_LICENSE_FILE` for iSight (Engineous Software)  
If more than one license point is included in the environment variable, you must create new environment variables for each additional program that uses FLEXlm.
5. Choose **OK** to accept the entry and close the dialogs.

You should now be able to start the program and have it find the license in its default location. However, you may still need to add a new environment variable:

1. Using Windows XP, start the **System** applet from the Control Panel.
2. In the **System Properties** dialog, select the **Advanced** tab and then choose the **Environment Variables** button.
3. In the **System Variables** area of Environment Variables, choose **New**.
4. In the **Variable name** area, enter `MACKICHN_LICENSE_FILE`  
`MACKICHN` is the MacKichan Software vendor daemon.
5. In the **Variable value** area, enter the path to your MacKichan license file, such as `C:\swp55\Licences\license.lic`
6. Choose **OK** to accept the entry and close the dialogs.

#### See also

[Error: License Verification Error](#)

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This document was created with Scientific WorkPlace.

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