

Client License Manager 2.15.0 Installation Guide

Supported Platforms

Operating systems (64 bits only)

- Microsoft Windows 11
 - Microsoft Windows 10
 - Microsoft Windows Server 2019
 - Microsoft Windows Server 2022
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Limited support

The following operating systems are not officially supported but compatibility is known from past experience. To be used at own risk because only limited support can be provided.

- Microsoft Windows 7 SP 1
 - Microsoft Windows 8, 8.1
 - Microsoft Windows Server 2008 R2 SP1 or newer
 - Microsoft Windows Server 2012 R2
 - Microsoft Windows Server 2016
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Virtual platforms

- Microsoft Windows 10 Pro Hyper-V
 - Windows Server 2019 Hyper-V
 - VMware ESXi 7
 - VMware Workstation 16.1.2
 - Citrix XenServer 8.2
 - PARALLELS
 - QEMU_KVM
 - Oracle VirtualBox 6.2
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Cloud environments

- Google Cloud
 - Microsoft Azure
 - Amazon EC2
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Requirements

For all license models

- Administrator rights
 - The following URL need to be accessible only for activation/return/update: <https://clm.hexagon.com/flexnet/services>
Note 1: This is a back-end service URL, it will not display relevant information in a web browser.
Note 2: For offline activation, the access to the above url is not needed.
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Floating license model only

- The client system must have a CLM version smaller or equal than the one on the server.
 - The following ports must be open to communicate with the license server. Firewall rules are created automatically when you install CLM, the user should make sure that these ports are not blocked by system or network administrators.
 - TCP 27010, for lgs.exe (Vendor Daemon)
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- All TCP 27000 - 27009 range, for lmgrd.exe (Flexera Services)

Installation

Before starting the installation, all Flexera-enabled applications need to be closed. Otherwise, a pop-up will notify you if there are running applications that must to be closed.

Components

The following components will be installed:

- CLM License Manager
- Flexera Activation Services for 32 and 64 bits
- .NET Framework 4.5.1
- Microsoft Visual C++ 2015-2019 Redistributable 14.23.27820 (32 and 64)

Silent mode (Advanced)

Open a command line prompt and type:

```
start /wait clm_package_x.x.x.x.exe /s [/log <logfile>] [/xmllog="PathToXmlLogFile"]
[ROOTPATH="PathToInstallFolder"]
```

The installation is skipped if the same version of CLM is already installed.

Command line arguments

Command	Description
<code>/s</code>	Specifies the silent mode operation
<code>log <logfile></code>	Optional silent mode argument. Indicates the file where the installer logs will be saved. By default the installation logs will be saved in <code>c:\Users\[user_name]\AppData\Local\Temp\CLM_Package*</code> .
<code>xml log="PathToXmlLogFile"</code>	Optional silent mode argument. Indicates the file where the xml installation log will be saved. The intention of the file is to have a machine readable status of the CLM installation. By default the file will be saved in <code>c:\Users\[user_name]\AppData\Local\Temp\ClmInstallationLog.xml</code> . The file contains the following schema: <pre><ClmInstallationLog> <ExitCode>Code from the "Error codes" table</ExitCode> <Message>Human readable message similar with "User action" one from the "Error codes" table</Message> <BlockingProcesses>Populated with a list of blocking processes only if error 15618 is returned</BlockingProcesses> </ClmInstallationLog></pre>
<code>ROOTPATH = "PathToInstallFolder"]</code>	Install on a different path.

Error codes

Error code	Comment	User Action
0	Success	-

1	OS not supported or Reboot pending	Consult the log files to check the actual error.
1223	Installation cancelled by user	-
1265	Newer version is already installed	A newer version of CLM Package is already installed. Downgrading is not possible. Please uninstall CLM Package first.
1603	Failed	-
1638	Upgrade is not supported	Refer to "4 Upgrade".
1639	Invalid command line	Check the command line parameters.
3010	Reboot is required	A reboot is needed before starting to use CLM.
1641, 350	Reboot is pending	The computer needs to be restarted due to a prerequisite. The installer will automatically continue after the restart.
15618	Applications that block the installation are in use	Make sure that all the applications that use Flexera are closed. You can find which application needs to be closed in the installation logs with the tag "Close applications before continue".

Upgrade

Upgrade

Upgrade is possible only from CLM version 1.3.xxxx. If you have older CLM versions, please uninstall them before running the installer.
The upgrade process does not affect the installed licenses, their state is preserved. This means that you don't need to rehost the licenses if you want to continue using them on the same system.

Uninstall

Uninstall

The uninstall process does not affect the installed licenses. If you later decide to install CLM, the licenses' state will be preserved.

Silent mode (Advanced)

Open a command line prompt and type:
start /wait clm_package_x.x.x.x.exe /s -uninstall