Error connecting through VPN to Arcgis License Server

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Context

Trying to install ArcGIS and ArcInfo on an off-campus computer. Installed the VPN, connected, and then opened the desktop administrator to set the server, but received the following error:

> *the computer you chose is not a valid license server" or "Licensing Error -15".*

Question was sent to the GIShelp::esrihelp queue and answered by Lisa Sweeney of GIS Services; later updated by Alex Prengel.

Answer

If you are off the MIT campus, you must be running the MIT VPN in order to access the license server.

Run a ping command against license-7.mit.edu from a Command Prompt window. Output should look like the following:

```
C:\Users\alexp>ping license-7.mit.edu

Pinging HYPODORIAN.mit.edu \[18.9.60.119\] with 32 bytes of data:
Reply from 18.9.60.119: bytes=32 time=1ms TTL=253
Reply from 18.9.60.119: bytes=32 time=1ms TTL=253
Reply from 18.9.60.119: bytes=32 time=1ms TTL=253
Reply from 18.9.60.119: bytes=32 time=1ms TTL=253

Ping statistics for 18.9.60.119:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 1ms, Maximum = 1ms, Average = 1ms

C:\Users\alexp>
```

Note: you may get times that are significantly longer than the times above and you may get more than 0% loss, but if all packets are lost (100% loss) you are not connecting to the license server because something is blocking your connection. If you are running a virus scanner, firewall or anti-malware application, try turning these off to see if it makes a difference. If it doesn't, the problem is most likely due to something on the network beyond our (or your) control and unfortunately there isn't anything we can do about it.

Presuming you get a ping response, try the following:

If the error message is "the computer you chose is not a valid license server":

Double check that you have the correct license server name. Also check that there isn't a space stored at the end of the name or anything.

Another option is to try a registry edit. Here are the instructions.

1. **Start > run >** type in **regedit**
2. Click on **HKEY_LOCAL_MACHINE**
3. Click on **SOFTWARE**
4. Click on **ESRI**
5. Click on **License** (this may include a version, like **License10.0** or **License10.1**)
6. On the right you see a file called **LICENSE_SERVER**. double click on it and manually enter the IP address of the server (license-7.mit.edu or 18.9.62.178). There is an "@" symbol there. Make sure you keep that there
7. Hit **OK** and you should be done

If the error message is "Licensing Error -15":

Your network connection may be too slow for the application to connect properly to the license server. To work around this:

1. Right-click **My Computer** and click **Properties**
2. Click the **Advanced** tab in the *System Properties* dialog box
3. On the **Advanced** tab, select **Environment Variables**
4. In the *Environment Variables* dialog box, under System Variables, click **New**
5. In the *New System Variable* dialog box, enter **FLEXLM_TIMEOUT** for the name and **2000000** (two million) for the value
6. Click **OK** to close each dialog box

Launch the application. If the problem persists, repeat steps 1-6, increasing the FLEXLM_TIMEOUT value by 1000000 (one million) and try again; repeat this until you're able to obtain a license.

See Also

- ArcGIS Landing Page