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
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)
- 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 40.0.02.170). There is an #@# server has been been been that the
- 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