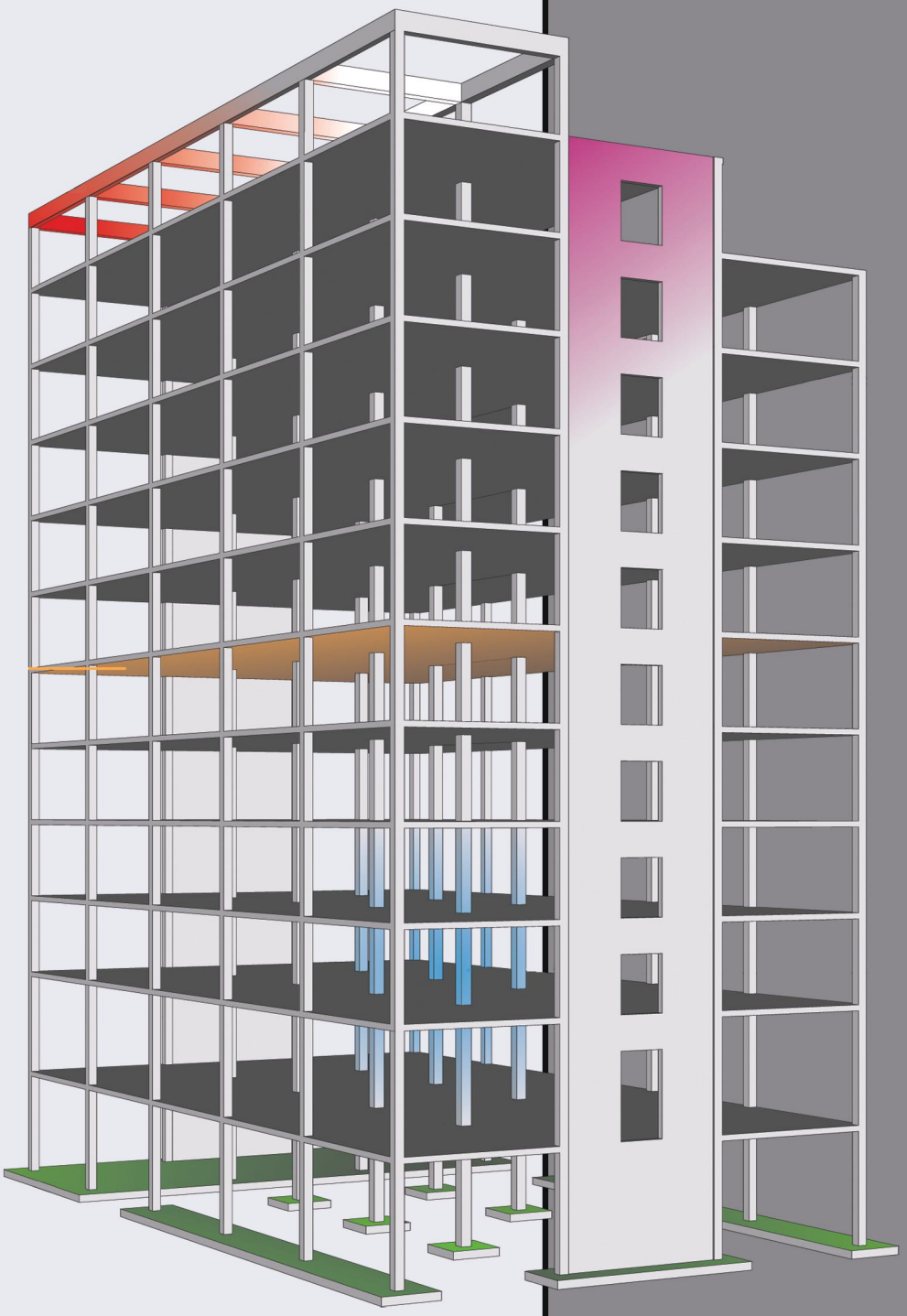
Setup and Licensing Guide

StructurePoint

CONCRETE SOFTWARE SOLUTIONS

v10.00



Setup and Licensing Guide

Version 10.00

This guide is intended to assist with setup, installation, licensing, and activation of StructurePoint software, including troubleshooting common issues.

Click here to return to the homepage

Click here for Licensing – Network

Click here for Licensing – Standalone

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Revision History		
Revision Number	**Revision Approval Date**	**Revision Description**
10.00b	06-17-2026	Support spColumn v10.30 release
10.00a	09-23-2025	Support spMats v10.50 release Updating Licensing Error Messages Section
10.00	07-16-2025	Support SLG v10.00 release

Chapter 1: Licensing – Overview

1.1. License Types 6
Network 6
Standalone 7
Commuter 8
1.2. System Requirements 9
Operating System 9
Network Server 9
User Account Control 9
Linux Support 10
Citrix Thin Client 10

Chapter 2: Licensing – Network

2.1. Setup & Installation 12
2.2. Install License Manager 14
2.3. Obtain Server Data 15
2.4. Configure License Server 17
2.5. Configure User Workstation – Initial 19
2.6. Configure User Workstation – Transfer 22

Chapter 3: Licensing – Standalone

3.1. Setup & Installation 25
3.2. Install StructurePoint 26
3.3. Request License 27
3.3.1. Activation Screen 27
3.3.2. License Request Form 29
3.4. Activate License 32

Chapter 4: Licensing – Toolbox

4.1. Download Links 35
4.1.1. Software 35
4.1.2. Locking Code 35
4.1.3. License Manager 35
4.1.4. Engineering Resources 37
4.2. Licensing Error Messages 38
4.2.1. Standalone License Errors 38
4.2.2. Network License Errors 42
4.2.3. Commuter License Errors 50

CHAPTER

1

Licensing – Overview

1.1. License Types 6

Network 6

Standalone 7

Commuter 8

1.2. System Requirements 9

Operating System 9

Network Server 9

User Account Control 9

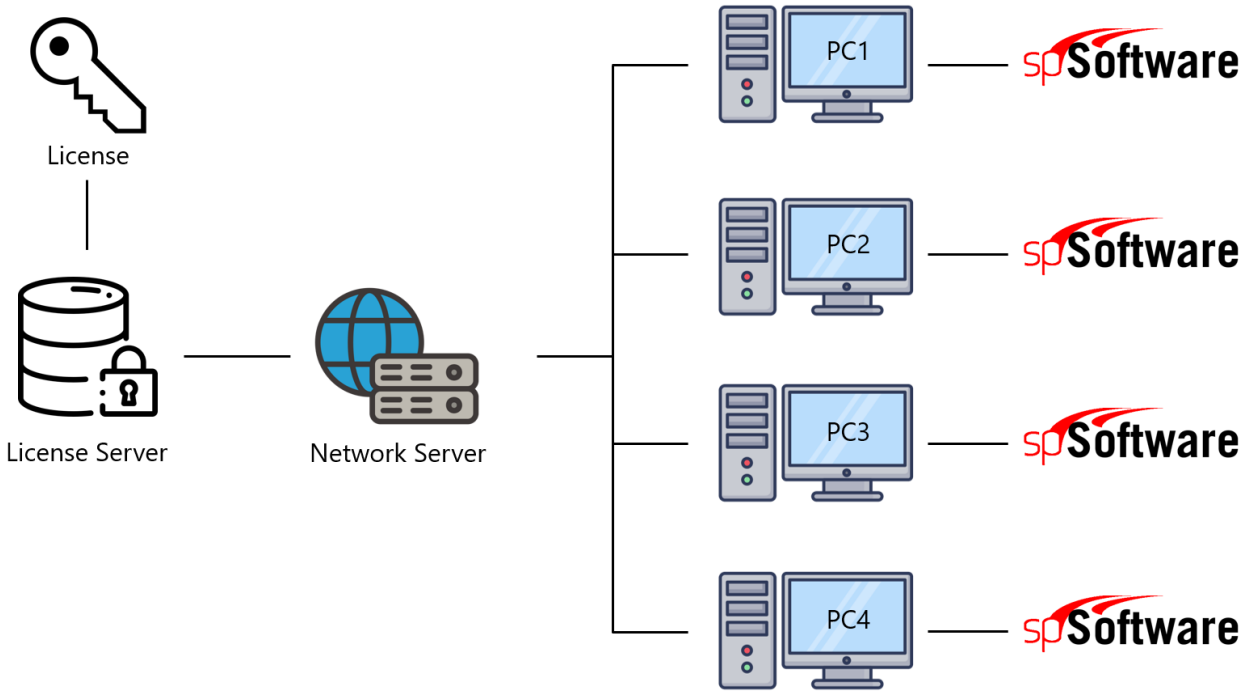
Linux Support 10

Citrix Thin Client 10

1.1. License Types

Network

A network (concurrent) license is the most widely used license type for StructurePoint software. This type of license uses a server/client setup that entitles a users' group in a specific physical location to run the protected software at the same time up to the number of purchased licenses.



A network server may be one of the following configurations based on the entitlement purchased from StructurePoint:

1. A physical on-premises Local Area Network (LAN) server
2. A virtual off-premises Local Area Network (LAN) server
3. A virtual off-premises Wide Area Network (WAN) server
4. A virtual off-premises StructurePoint cloud server
5. Custom server configurations for country and global enterprise access as purchased StructurePoint

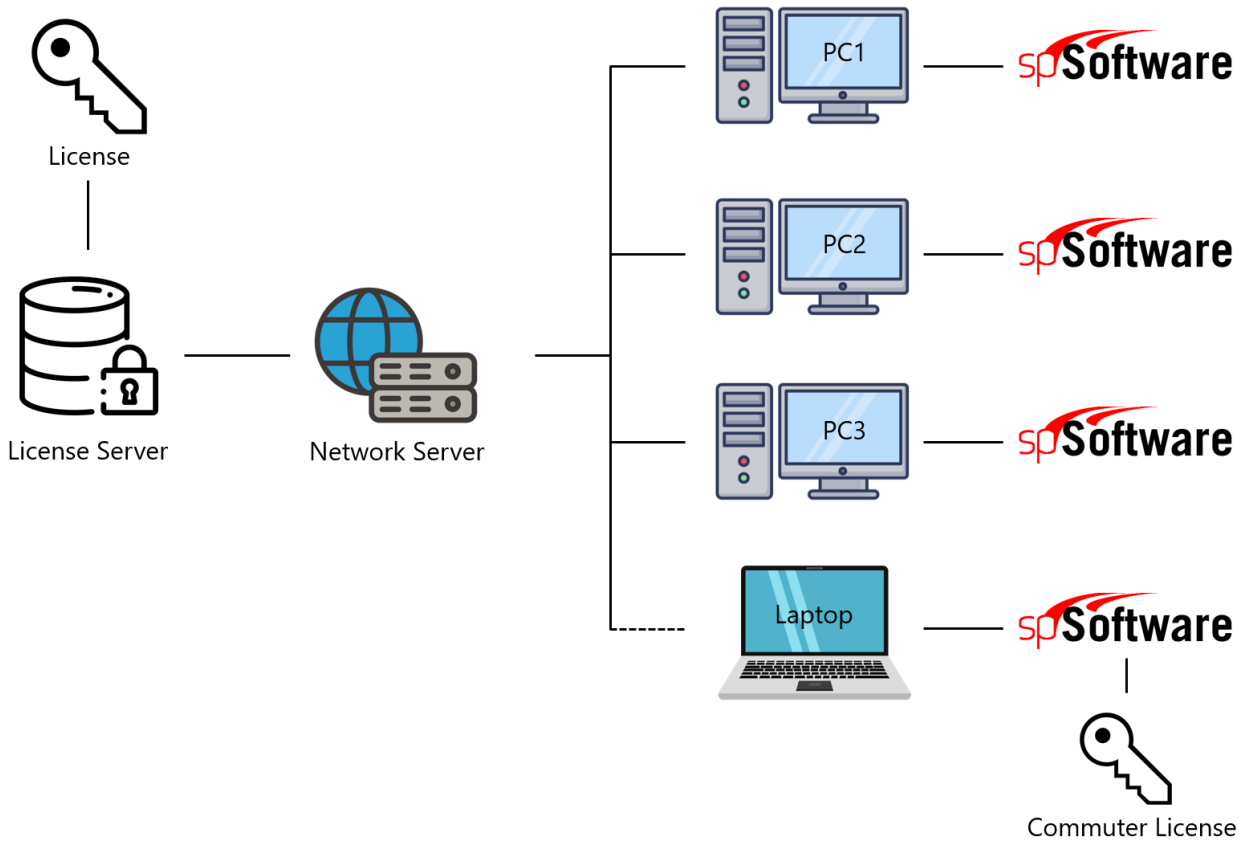
Standalone

A standalone (individual) license permits a named user to run the protected software on a single computer. License management is done on that computer without the need for a network server.



Commuter

A commuter (field) license allows a traveler to check out a temporary authorization from the network to use the application on a laptop, and then check it back into the network when the traveler returns. A commuter license is included as an option for all network license applications or is granted by StructurePoint for remote use.



1.2. System Requirements

StructurePoint programs are 32-bit applications that run on Microsoft Windows operating systems.

Operating System

Workstation computers: Windows 10/11 require administrator privileges during initial installation and license activation.

Server Computers: Windows Server 2016 or later is recommended as the license server in the Local Area Network (LAN) license setup. For virtual servers, contact StructurePoint for authorization and entitlement confirmation.

Network Server

- LAN or WAN running TCP/IP
- Sentinel RMS 8.5.2 or higher
- Open UDP Port 5093

User Account Control

User Account Control may come up multiple times in the installation and use of StructurePoint software. It is to ensure the security of your computer.

Also, when prompted by Windows to confirm if the program was installed correctly, choose Yes. Otherwise, it will change the properties to require Administrator credentials at every startup.

Linux Support

Sentinel License Manager (LMS and RMS) supports Windows 32 and 64-bit operating systems. Non-Windows operating systems such as Solaris, Linux, and Macintosh are also supported. On UNIX, you can place the License Manager executable (lserv) at any chosen location. The License Managers may exist on different platforms than the clients running the licensed application. For example, a License Manager running on UNIX may administer Windows clients. The system administrators, who will be deploying StructurePoint software and administering the License Managers in a Linux environment, may require additional documentation provided by Safenet.

More information can be found here.

Citrix Thin Client

Support for thin clients is available. In general, performance on a thin-client terminal with limited resources may be inadequate for structural modeling using StructurePoint software. The optimal method of operating StructurePoint software is to run on a high performance desktop computer with hardware specifications suitable for CAD operations. Contact StructurePoint for more information.

CHAPTER

2

Licensing – Network

2.1. Setup & Installation 12

2.2. Install License Manager 14

2.3. Obtain Locking Code 15

2.4. Configure License Server 17

2.5. Configure User Workstation – Initial 19

2.6. Configure User Workstation – Transfer 22

2.1. Setup & Installation

A network license is locked to an individual server computer and permits the use of StructurePoint software by many computers on that network. Each user on the network will have access to StructurePoint software based on the users' entitlement as purchased and agreed to by the client. License codes are uniquely issued to the client in support of their entitlement, detailing the user groups' name, location, geography, and may include the level of entitlement for a single site, multiple sites, state, country, region, or the global enterprise as acquired by the client.

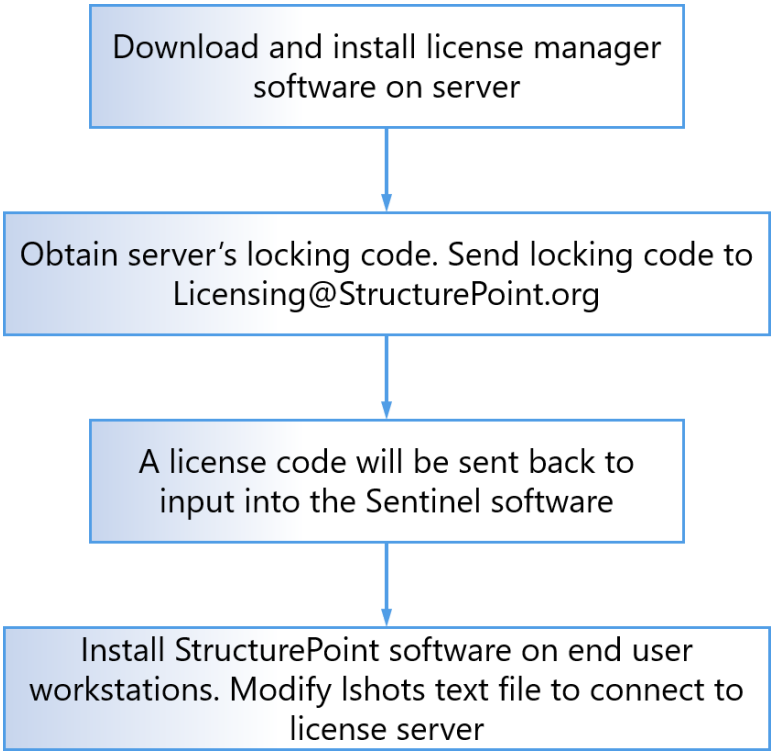
Network Licensing utilizes a Sentinel RMS v8.5.2 License Manager to manage license entitlements for the client users' workstations over a network. The license manager should be installed on a reliable server computer residing in the same physical office location that it will be accessed from over a Local Area Network (LAN) and should be located on the same subnet.

As authorized by the license purchase agreement executed with StructurePoint, other Wide Area Network (WAN) host server configurations, such a Metro WAN, State WAN, Country WAN, and Global Enterprise servers are also feasible. Cloud-hosted solutions provided using StructurePoint servers are also provided based on the user agreement acquired by the client. Any other variant is considered a violation of the EULA and is none compliant.

The client users' workstation acquires a license from the network license server when the software is launched, and remains in use until the software is closed. The number of available licenses, or seats, is encoded in the license code hosted on the server. License codes are unique to the designated license server.

To adjust or modify the license entitlement for your users group, please email the StructurePoint licensing team at licensing@structurepoint.org.

An overview of the key steps required for network license installation and deployment are illustrated below.


Download and install license manager software on server
Obtain server's locking code. Send locking code to Licensing@StructurePoint.org
A license code will be sent back to input into the Sentinel software
Install StructurePoint software on end user workstations. Modify lshots text file to connect to license server

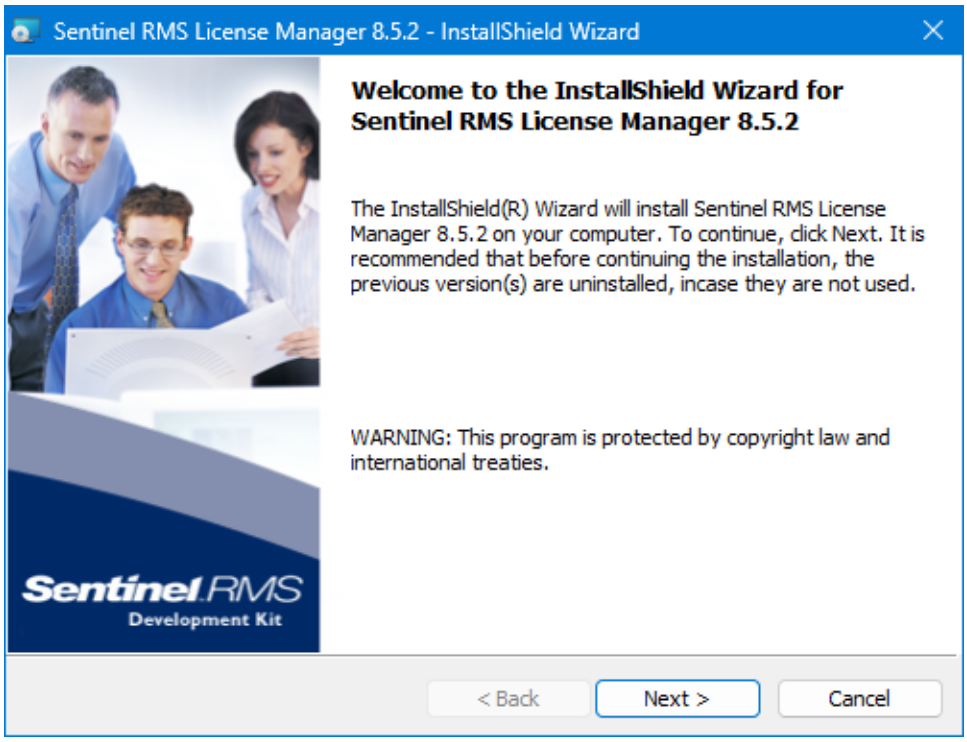
2.2. Install License Manager

1. Login as Administrator on the designated network license server computer.

2. Download the Sentinel RMS License Manager Installer.zip from StructurePoint's website.

3. Unzip **Sentinel RMS License Manager Installer.zip** to your preferred location and run **setup.exe**.

4. Follow the steps in the installation wizard to install the Sentinel RMS service and utilities using the default settings.



2.3. Obtain Server Data

Network license codes are locked to the server by a unique locking code that is specific to each server. Reformatting the server, changes to the operating system, or updating hardware on the server could disable licenses or render them incompatible with the server, and new license codes need to be requested from StructurePoint.

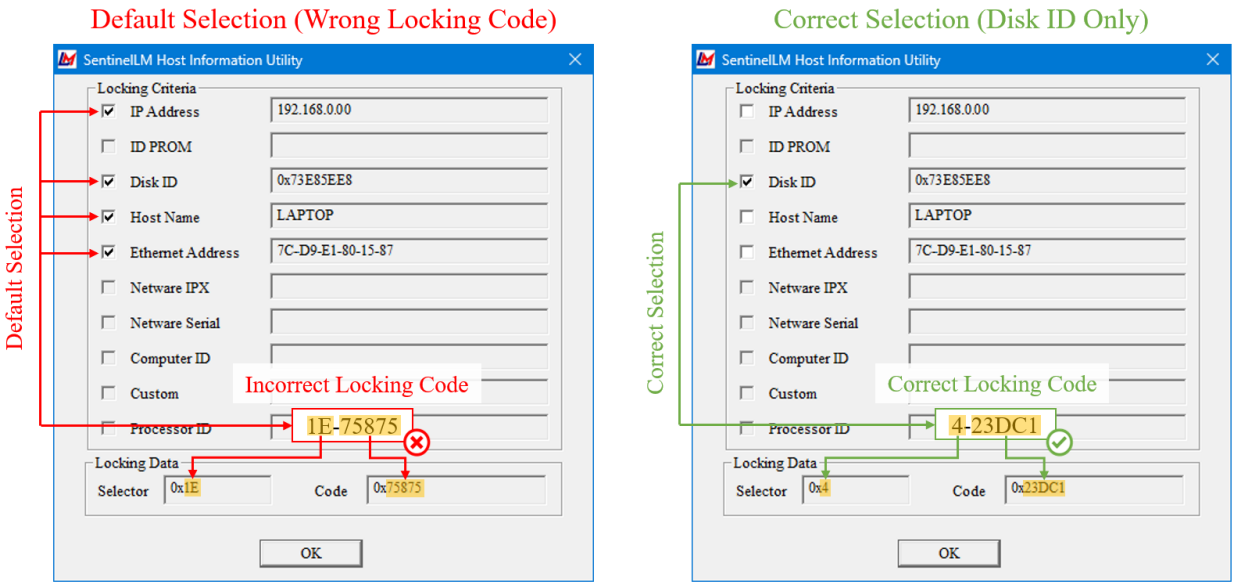
1. If setting up Sentinel License Manager for the first time, a server locking code is needed by StructurePoint. To obtain the locking code, launch **wechoid.exe (not v8.5.2)** located in C:\Program Files (x86)\Common Files\SafeNet Sentinel\Sentinel RMS Utilities.

2. If you already have a Sentinel License Manager set up and actively serving other vendor software licenses, the locking code is needed by StructurePoint. please download and use this version (wechoid.exe) to obtain the old-style server locking code. The format in the earlier version (old style) is needed to generate a license.

3. If you have a Sentinel License Manager/Utilities that is later than version 8.5.2, please download and use this version (wechoid.exe) to obtain the old-style server locking code. The format in the earlier version (old style) is needed to generate a license.

4. If you already have an existing Sentinel License Manager and have received license codes for your server, please proceed to configure the license server step.

5. In wechoid.exe, uncheck all boxes under “Locking Criteria” except Disk ID (as shown below).



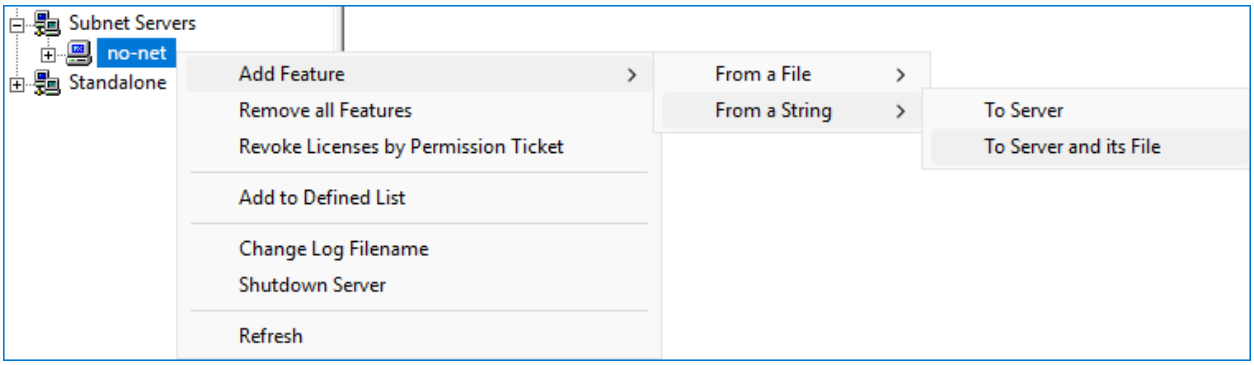
6. E-mail a screenshot of the wechoid.exe window, along with the order number or license serial number to Licensing@StructurePoint.org. StructurePoint will process the request and send the License Code(s) via e-mail.

2.4. Configure License Server

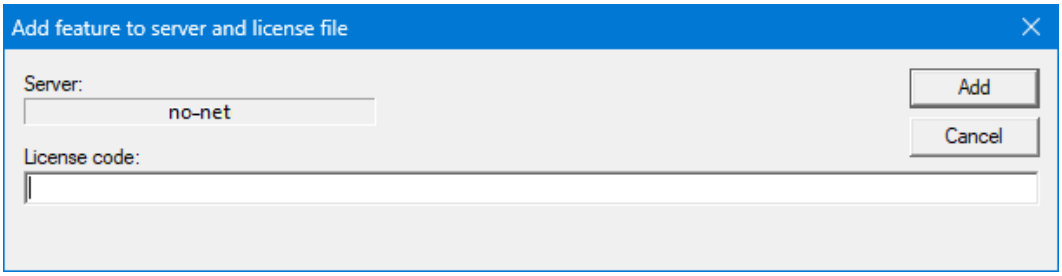
1. Run the WlmAdmin.exe utility located in C:\Program Files (x86)\Common Files\SafeNet Sentinel\Sentinel RMS Utilities. If your Sentinel installation is not installed in the default folder above, locate and open the WlmAdmin.exe utility.

2. Expand the Subnet Servers list, and locate your server's name under the Subnet Servers list. You may already see licenses here.

3. To add the new license, right-click the server's name in the Subnet Servers list and select Add Feature | From a String | To Server and its File | from the menu selections.

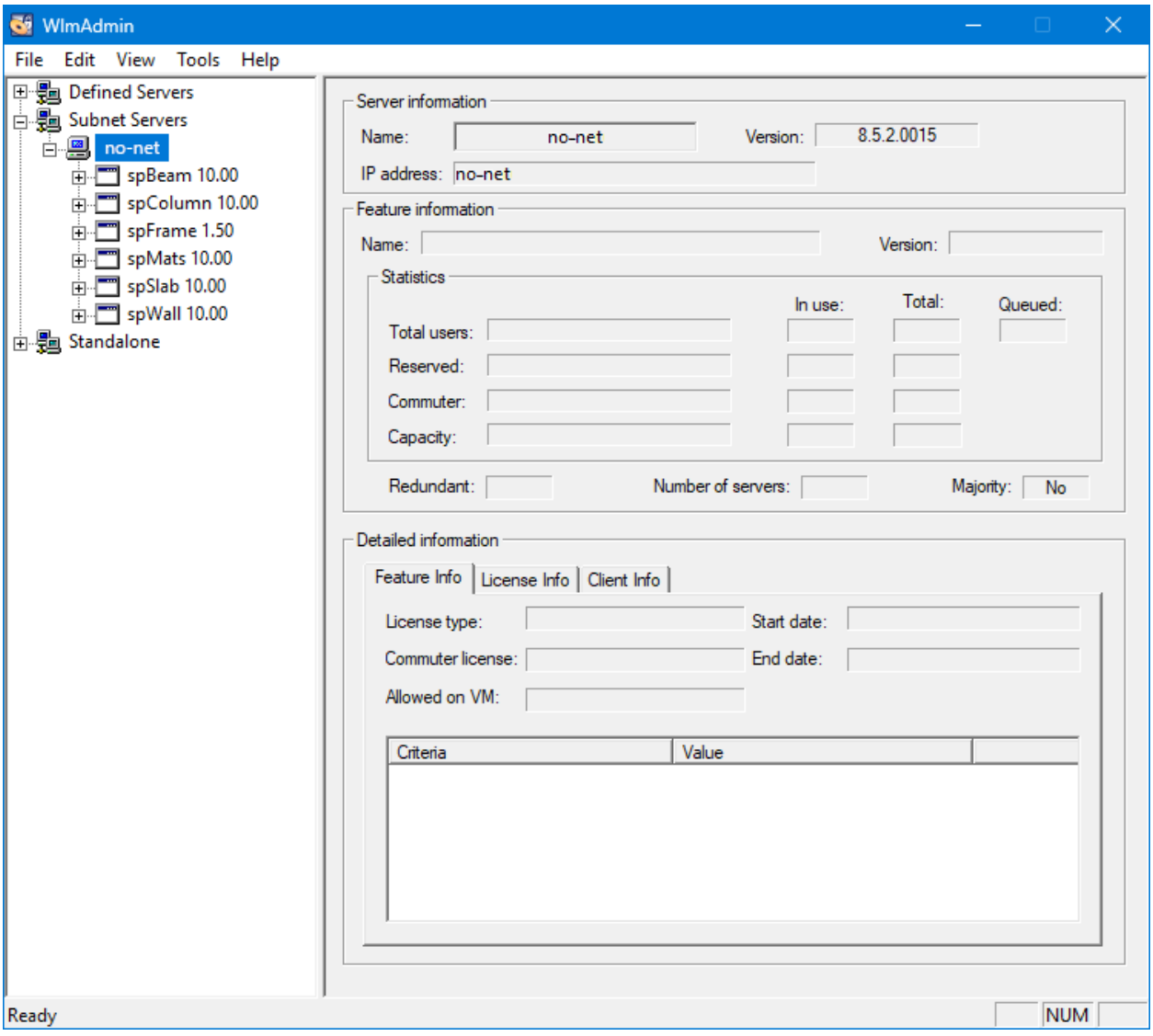


4. Copy the license code/string for one StructurePoint product from the license code e-mail and then paste it into the License code field. Click the Add button to continue. Include all the alphanumeric parts along with all the text. The license code always ends with the company's name.



5. Repeat steps 3 and 4 to add additional StructurePoint software licenses. Added licenses will be listed under the server's name. The software version installed on the client workstation should be the same or higher than the license version on the server. For examples, spColumn v10.00 applies to spColumn v10.00, v10.10, v10.20 etc.

6. If you are adding a new license to an existing, non-expired license, both licenses will be active and available until the expiration date of the old license.

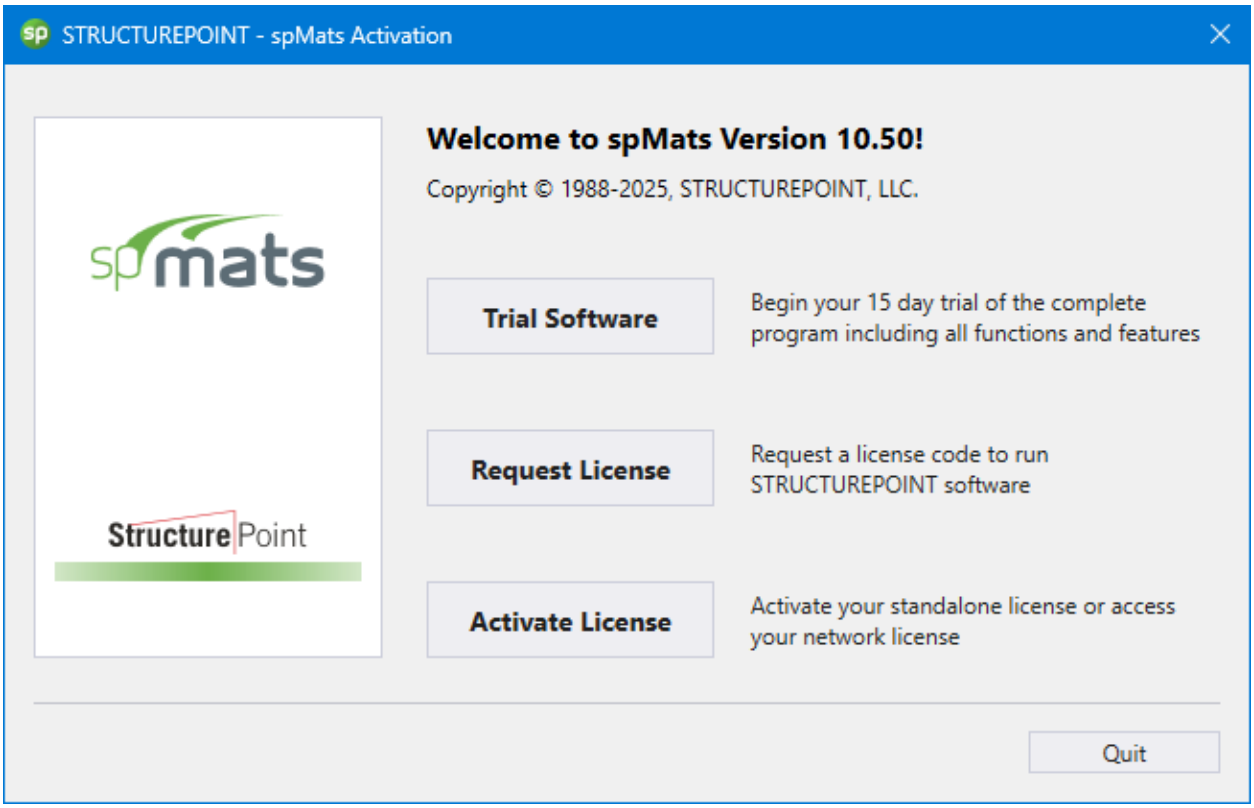


2.5. Configure User Workstation – Initial

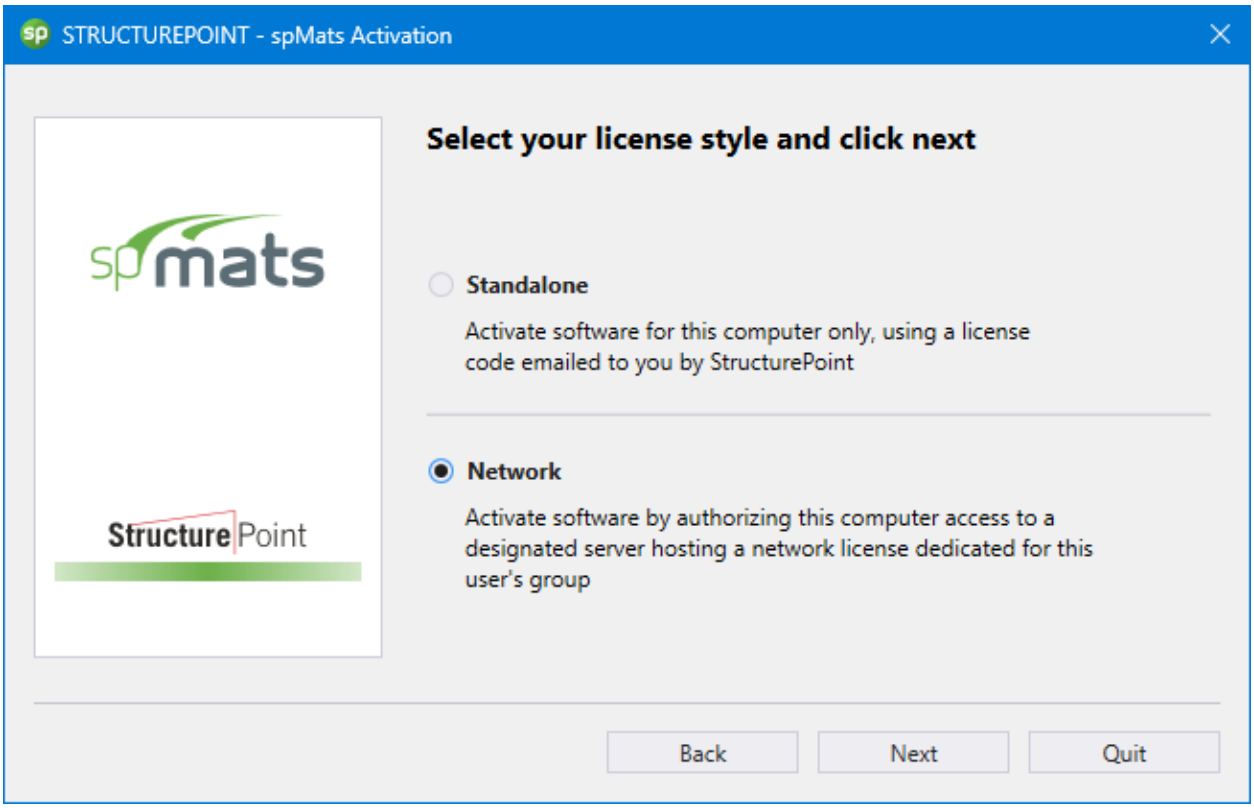
Installing the software and activating the user workstation is required for each StructurePoint software on each user workstation, either manually or using mass deployment.

After installing the software on the client workstation, configure the program to connect to the designated server hosting the network license to check out a license.

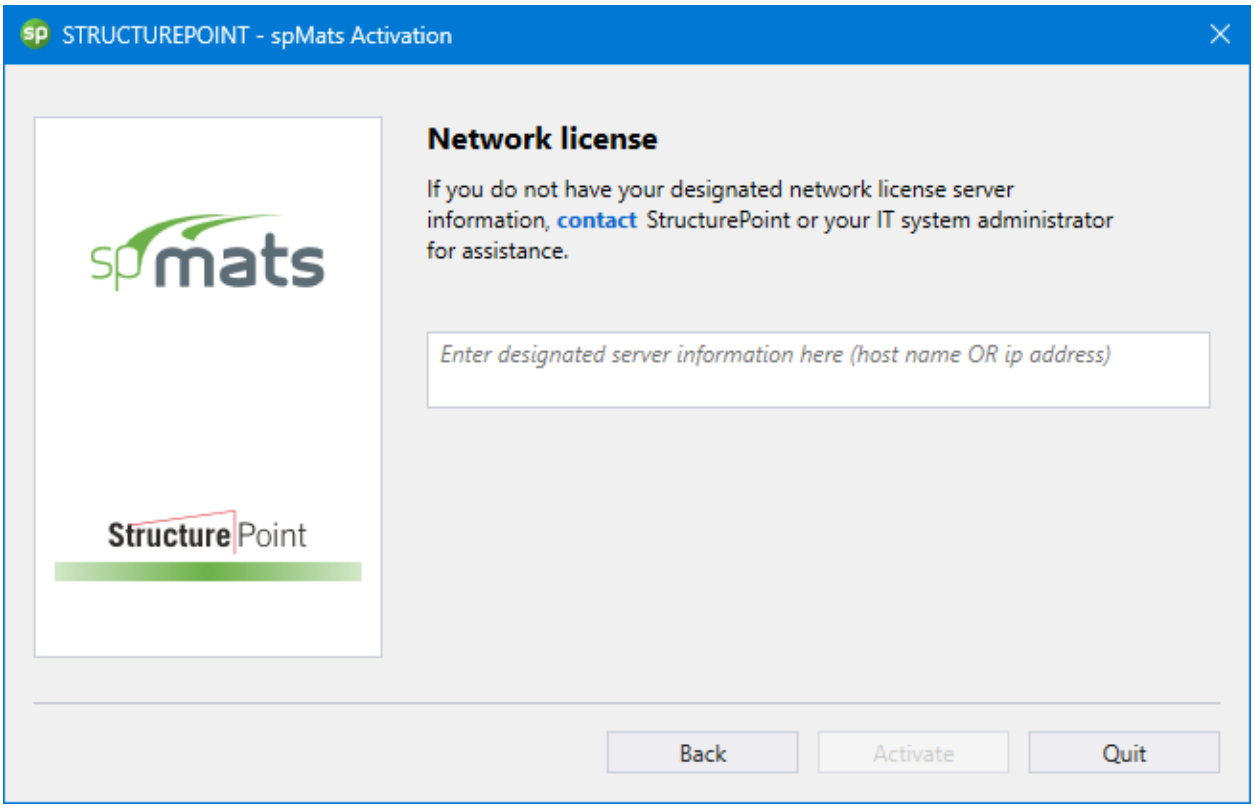
1. Launch the program and select “Activate License”



2. Select license style “Network”



3. Input the IP Address or Hostname of the license server for the entitlement in your agreement, where the locking code was obtained from, and select Activate

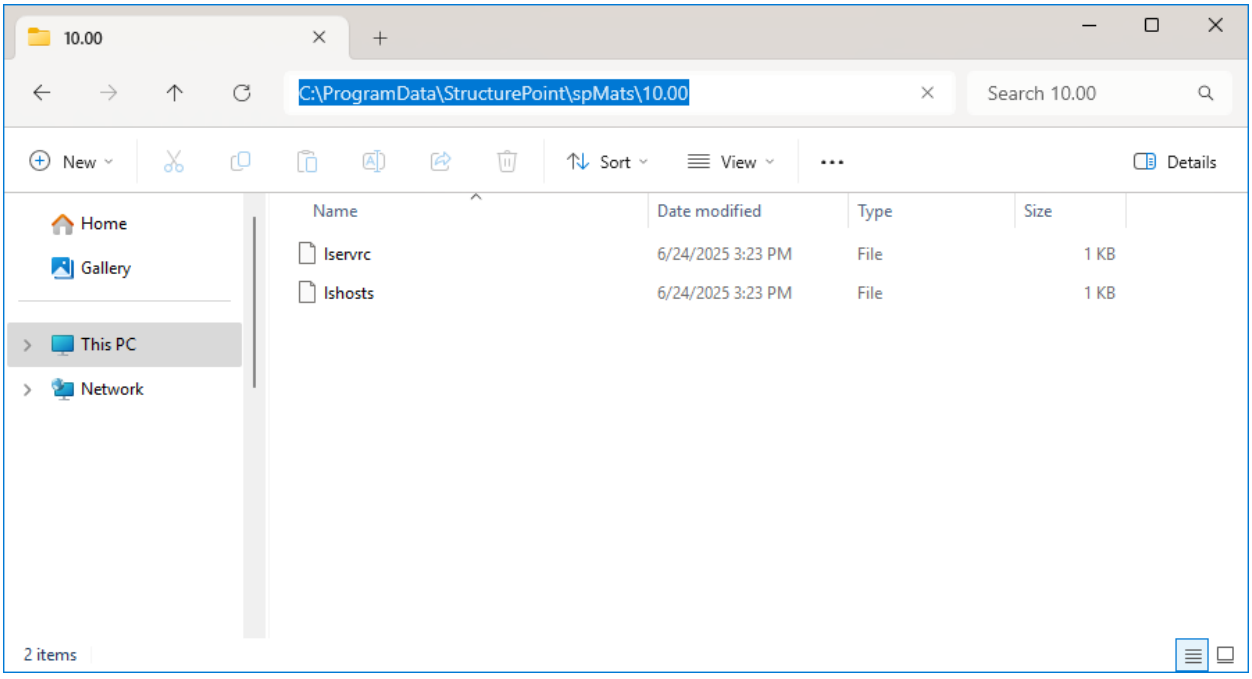


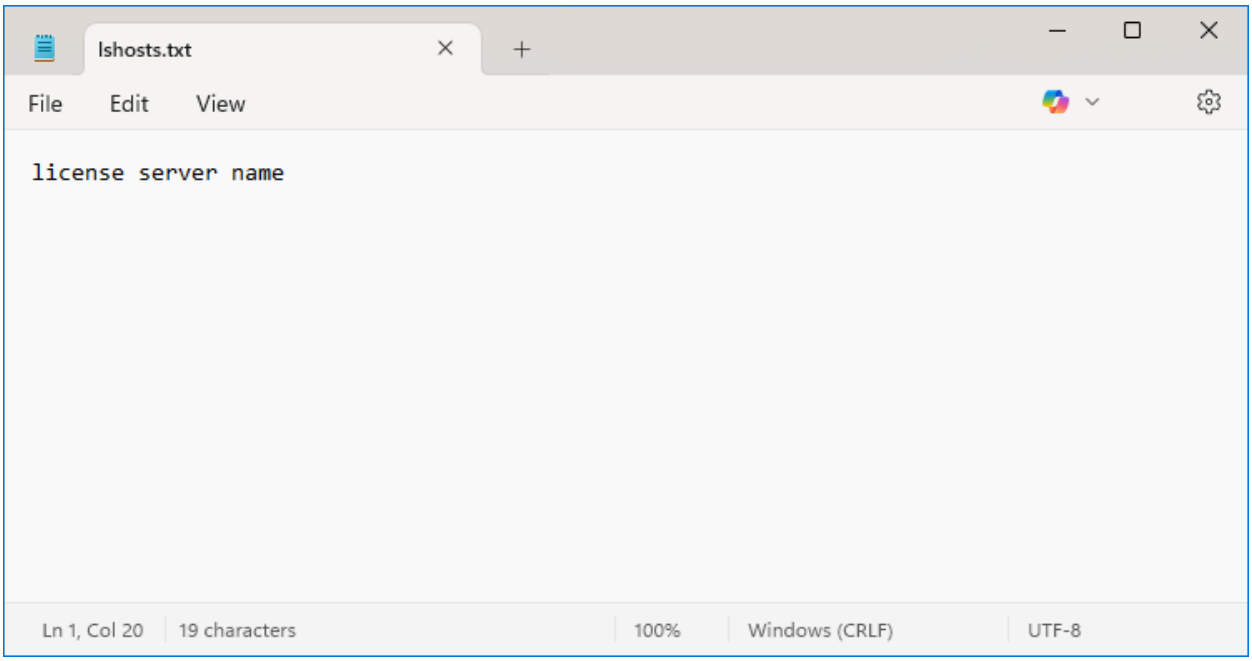
2.6. Configure User Workstation – Transfer

For user workstations that have software installed to be used with a retired or obsolete server, it will be necessary to manually modify the server's name or IP address to transfer the user to access licenses from a new server.

In this scenario, please follow the steps below:

1. Navigate to C:\ProgramData\StructurePoint\
2. Open Program Folder (e.g. spMats)
3. Open Version Folder (e.g. 10.00)
4. Open the lshosts file using Notepad
5. Delete the previous entry and input the Hostname or IP address of the license server
6. Close and save lshosts, and launch the software





The license server and client installation/configuration are now complete. When the software is launched, the program will use the lshosts file to determine where it will look for a license.

On the server, the “Sentinel RMS” service must be continuously running to host and serve the network licenses.

CHAPTER

3

Licensing – Standalone

3.1. Setup & Installation 25

3.2. Install StructurePoint 26

3.3. Request License 27

3.3.1. Activation Screen 27

3.3.2. License Request Form 29

3.4. Activate License 32

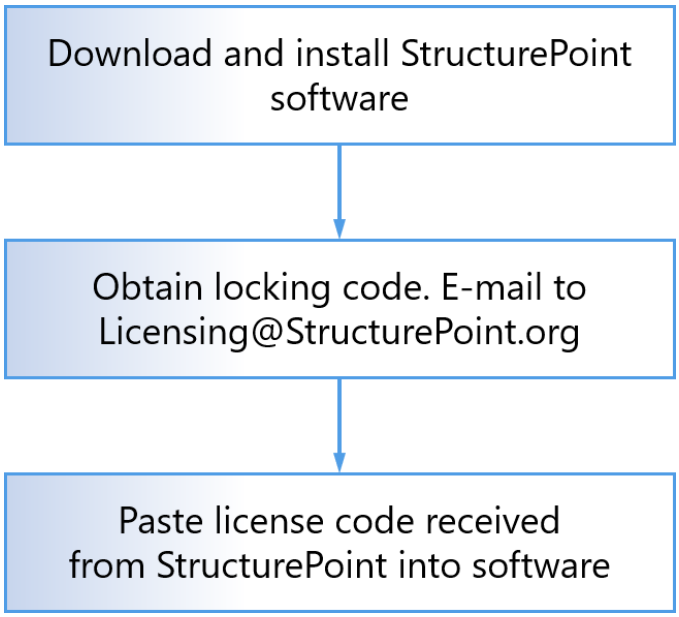
3.1. Setup & Installation

A standalone license is locked to an individual computer and permits the use of StructurePoint software only on this computer. Each StructurePoint software requires its own standalone license code. License codes are unique to each computer and each software.

A standalone license may be transferred from one computer to another. To start the license transfer procedure, please email the StructurePoint licensing team at licensing@structurepoint.org.

This guide uses spMats as an example, but the installation procedure is identical for all of the StructurePoint applications.

An overview of the key steps required for network license installation and deployment are illustrated below.



3.2. Install StructurePoint

The latest software can be installed from download links to the installed from one of the following sources:

1. The StructurePoint website (StructurePoint Download Webpage)
2. An order completion email from StructurePoint
3. The links in this guide (Section 4.1. Download Links)

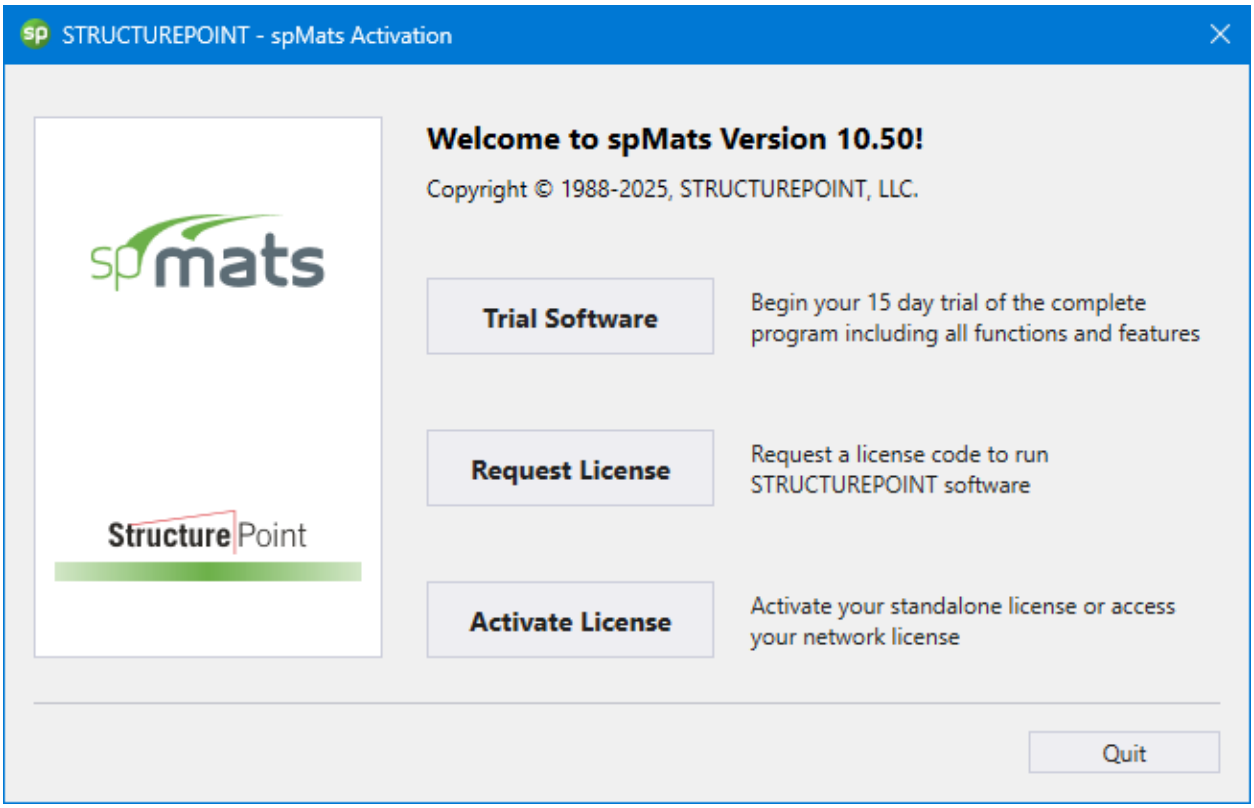
When you first launch the software:

1. You can start using a 15-day trial for evaluation or until your official license is received
2. Request a license code you purchased
3. Activate a standalone license code provided to you by StructurePoint as previously requested by you.

3.3. Request License

3.3.1. Activation Screen

After installing the program for the first time, the “StructurePoint Activation” screen will appear.

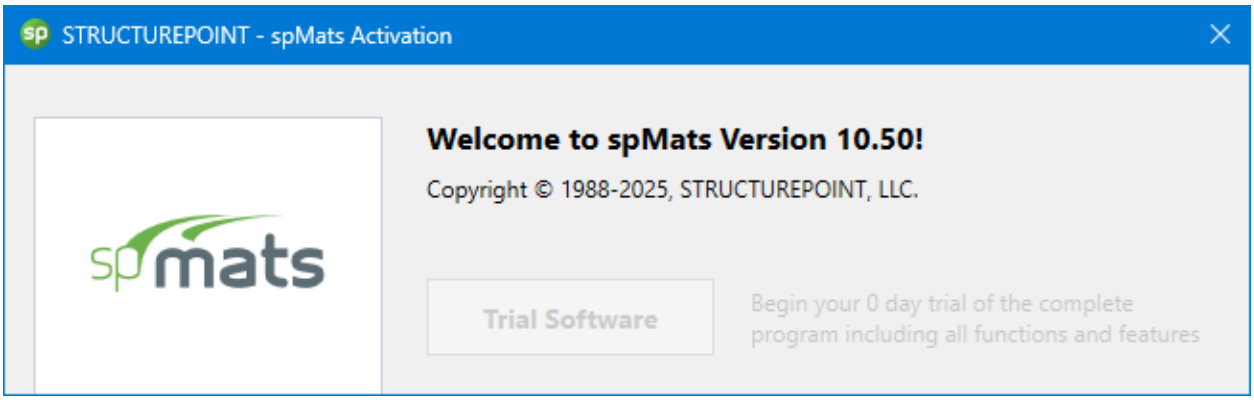


This window offers three main options:

- Trial Software

  Click this button to begin a 15-day free trial of the complete program, including all functions and features. This option is ideal for evaluating whether the software meets your project needs before purchasing a license.

  Note: Once the 15-day trial period ends, or if it has already been used, the “Trial Software” button will be disabled (grayed out). You will then need to either request or activate a license to continue using the program.



- Request License

  To obtain a license code, click the “Request License” button. This will initiate the license request process with StructurePoint. Proceeding with this option allows you to submit your request to receive a standalone or network license, depending on your purchase.

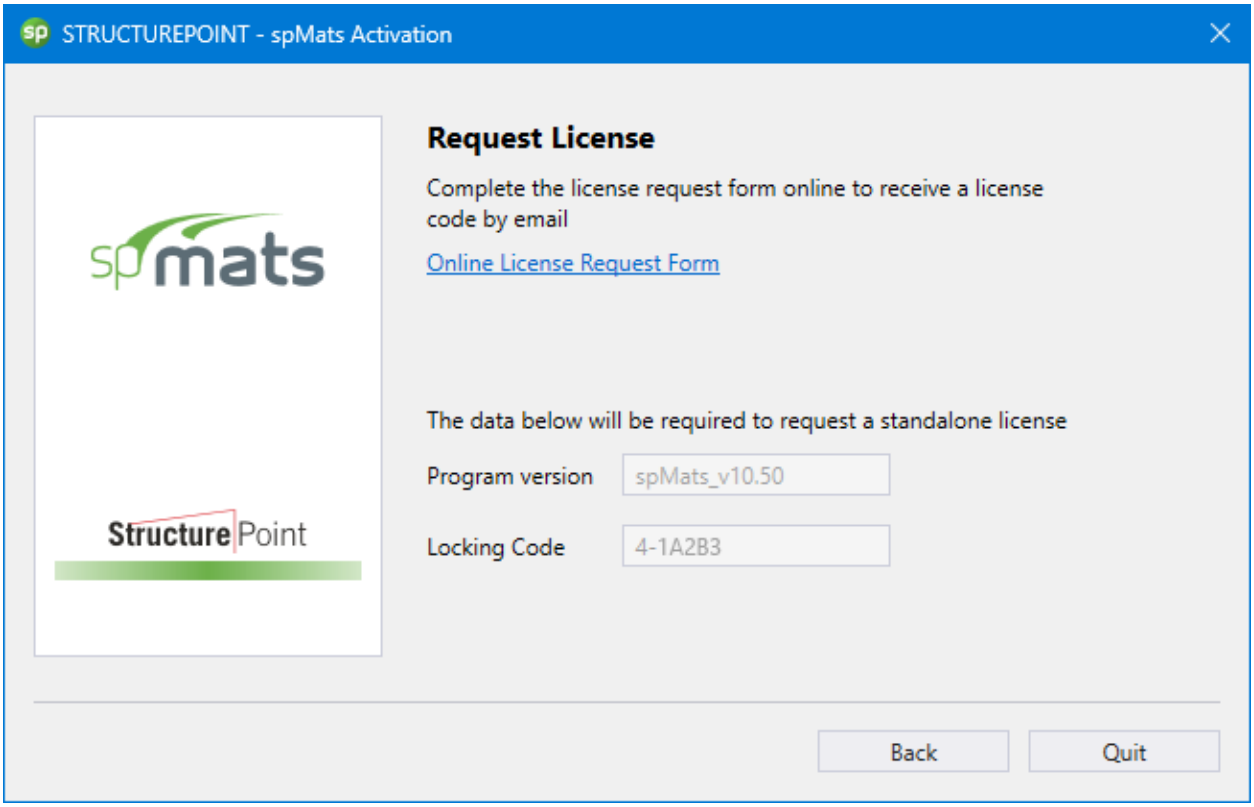
- Activate License

  If you have already received your license code, you may proceed by clicking “Activate License” to complete the activation process.

To request a new license, click “Request License” and follow the on-screen instructions provided in the next steps.

3.3.2. License Request Form

After clicking “Request License” from the activation window, you will be taken to the following screen:

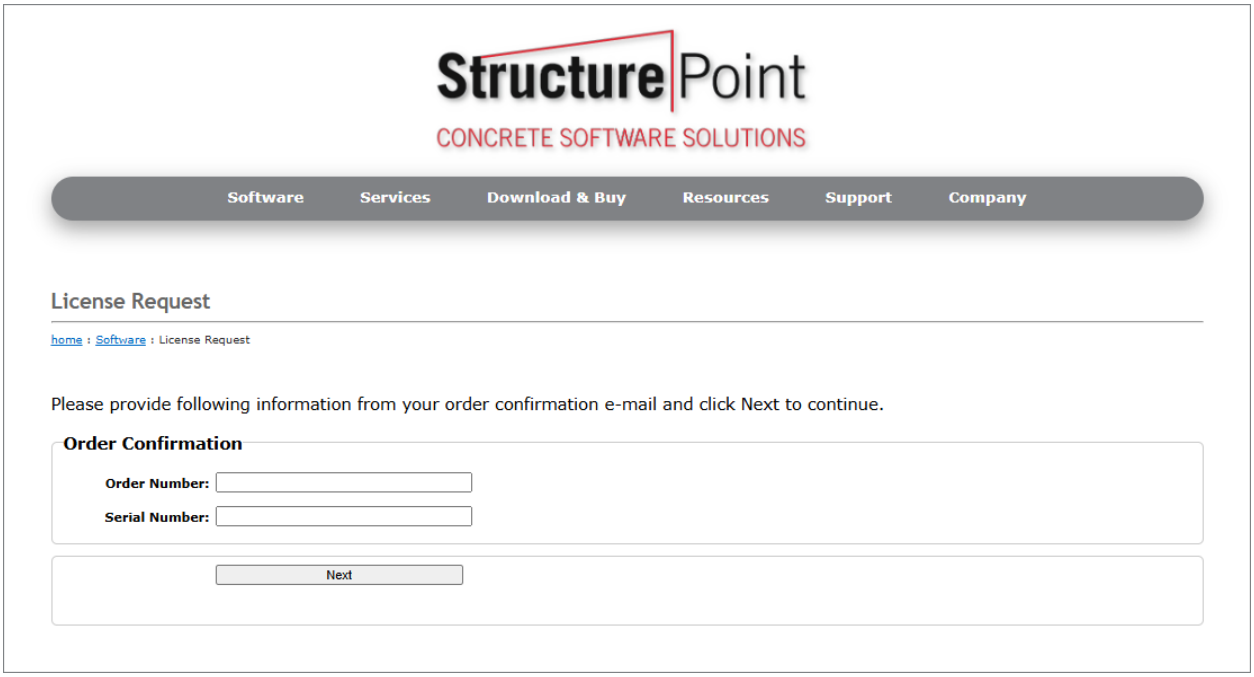


This screen displays your “Program Version” and a unique “Locking Code” that identifies your machine. Both of these fields are automatically filled and will be required to request a standalone license.

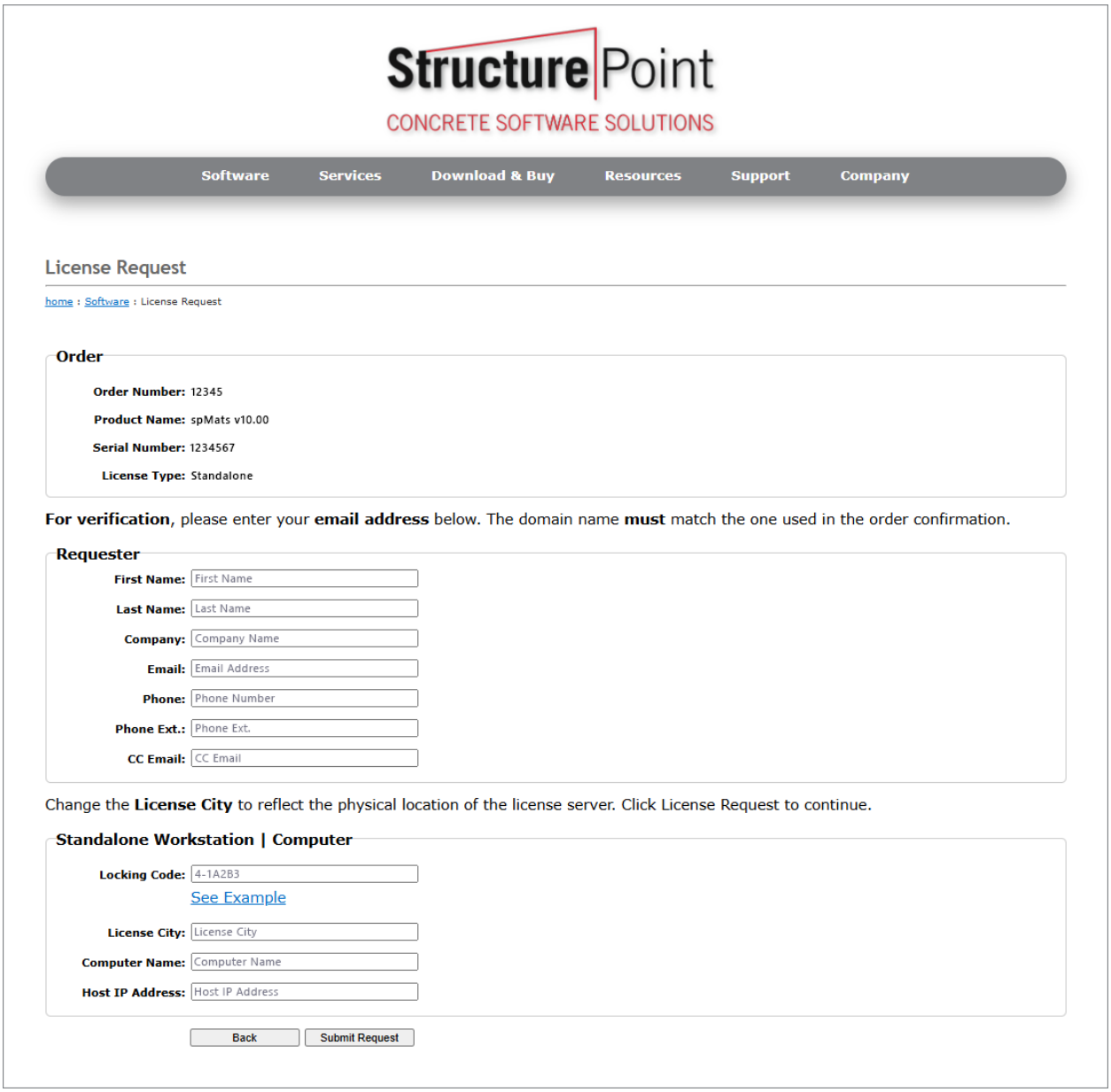
To proceed, click on the “License Request Form” link (highlighted in blue).

This will open your default web browser and take you to the StructurePoint online license request page as shown in the following figure.

You will first be prompted to enter your “Order Number” and “Serial Number”, which can be found in your order confirmation email. After filling in these fields, click “Next” to proceed.



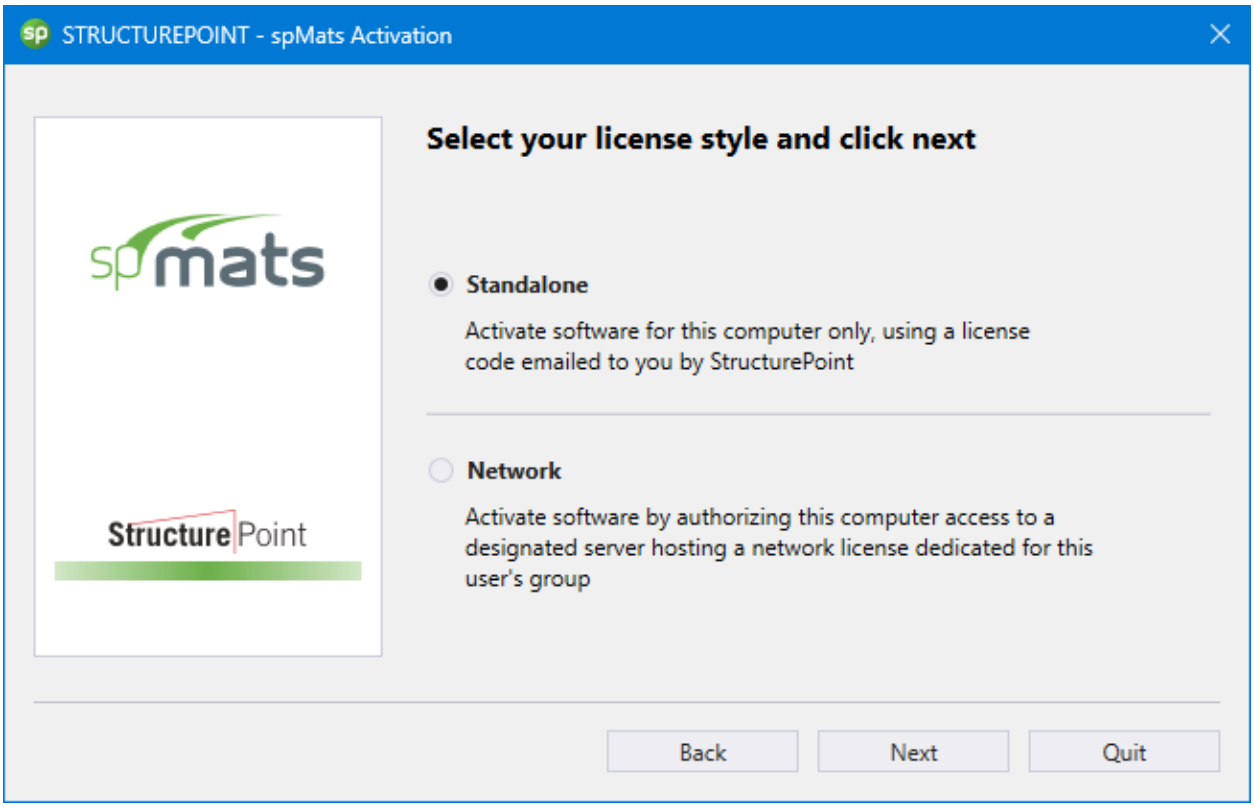
On the next screen, complete the form by providing basic requester details and computer information, including your locking code, license location, and machine ID. Once all fields are filled out, click “Submit Request”.



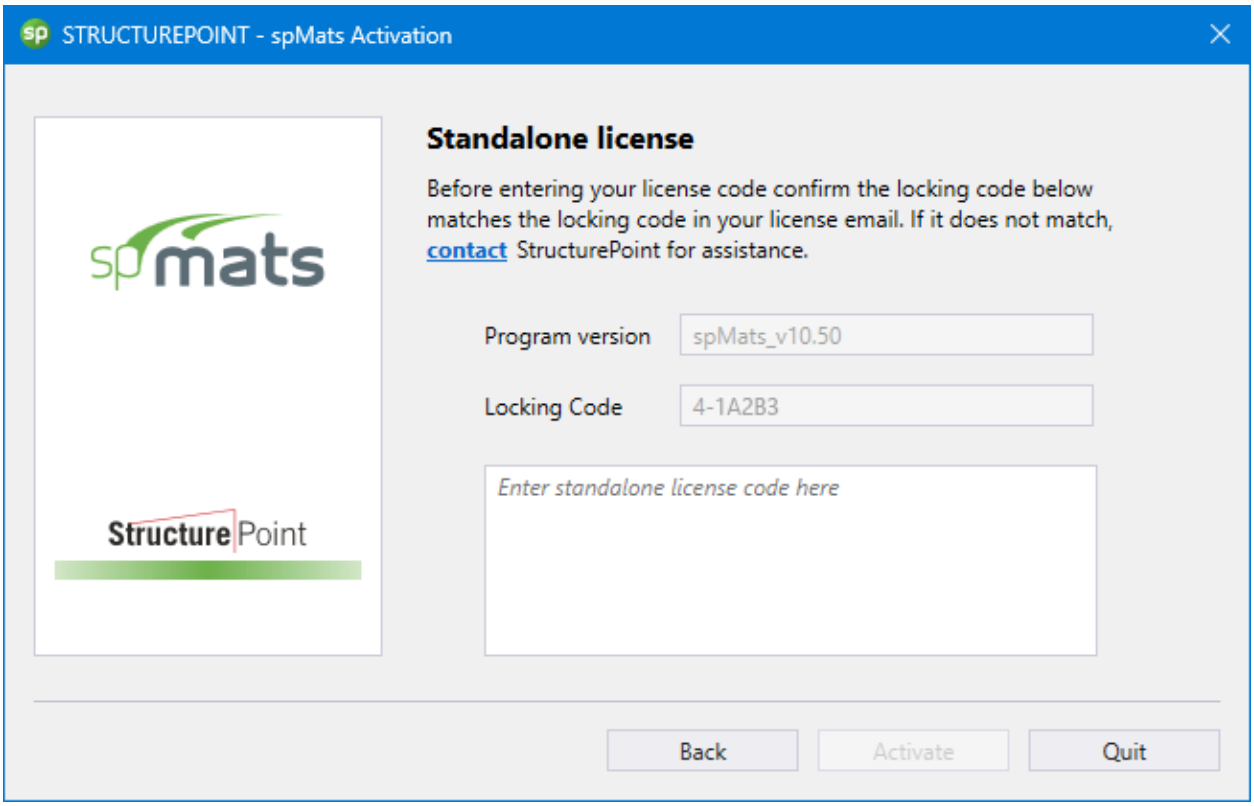
After submitting the form, the StructurePoint team will review your request. Upon approval, a license code will be sent to your email. Use this code to activate your software (see Section 3.4).

3.4. Activate License

To activate your standalone license, go to “Activate License” and select “Standalone” from the radio button options and click next.



Enter the license code emailed to you in the text box at the bottom of the activation window. Include all the alphanumeric parts along with all the text. The license code always ends with the company’s name.



After inputting your license code, click “Activate”. The program is now licensed and should open the software start screen.

If you received an error after clicking on “Activate”, please make sure you are copying the entire license code string in your email starting from under the line that states: “standalone license code for…”, up until the end of your company name.

For assistance troubleshooting error messages, please refer to Section 4.2.

For assistance with installation and activation of legacy StructurePoint software version earlier than 10.00, please consult our legacy setup and licensing guide in the website archives.

CHAPTER

4

Licensing – Toolbox

4.1. Download Links 35

4.1.1. Software 35

4.1.2. Locking Code 35

4.1.3. License Manager 35

4.1.4. Engineering Resources 37

4.2. Licensing Error Messages 38

4.2.1. Standalone License Errors 38

4.2.2. Network License Errors 42

4.2.3. Commuter License Errors 50

4.1. Download Links

4.1.1. Software

StructurePoint software can be installed from the following links.

Software	Version	Installer
spBeam	v10.00	Download
spSlab	v10.00	Download
spColumn	v10.30	Download
spMats	v10.50	Download
spWall	v10.20	Download
spFrame	v1.50a	Download

4.1.2. Locking Code

If the Old style locking-code is not available, please download this version of wechoid.exe to get the "Old Style" locking-code for licensing.

4.1.3. License Manager

For Network License setups, a license service running on a network server to distribute licenses to end users is needed. If network licensed software is already running on the network, it is likely that Sentinel or something similar has been previously installed. If not, please download the License Server. Additional instructions can be found in the Setup & Installation page under Network Licensing.

The Sentinel License Manager is used by StructurePoint to manage licensing in multi-user environments. It keeps track of all licenses and handles requests from network users who want to

run StructurePoint programs, granting authorization to the requesters to allow them to run the program, and denying requests when all licenses are in use. It is an integral component of the network licensing systems that can be implemented with Sentinel LMS/RMS, namely server-locked licenses, site licenses, and commuter licenses.

The License Manager usually runs on a computer within the network where users (clients) have installed the licensed software. LMS/RMS does not support servers with numeric host names. The License Manager may not start on such machines due to external dependencies.

Usually the licenses reside on the License Manager in a license file. On startup, the License Manager reads the licenses from the file and creates a license table. Otherwise, these are added dynamically to the License Manager. The dynamically added licenses are only available in the License Manager memory. Once the License Manager is stopped, the availability of these licenses is lost.

StructurePoint programs look for a License Manager with available licenses upon starting. When the licensed program is run on a client, a request is sent to the License Manager for obtaining an authorization. The License Manager processes the request (including the task of authenticating the clients, if required) and returns the status to the client. The License Manager maintains each request separately, treating these authorizations as separate clients.

Sentinel License Manager manual can be found here.

4.1.4. Engineering Resources



4.2. Licensing Error Messages

The following error codes can be related to either standalone or network licenses. Please note the type of license you have, as some of errors share the same number.

4.2.1. Standalone License Errors

Standalone License Errors		
Error #	**Description**	**Solution**
4	See Sequence Error 17, 4, 30004.	• Run Program as an Administrator to activate software, or to retrieve the admin locking code.
17	No servers are running on this subnet.	• Most commonly the result of putting a network license in a standalone activation (or vice versa). • Running the StructurePoint software as an administrator (right-click + 'Run as Administrator'). • The license server being connected to does not have the Sentinel service running. Start the Sentinel service from the server • Set the environment variable to "no-net" because of another software possibly forcing the program to look for a license on another network server.

Error #	Description	Solution
19	Failed to add license code to the license server on host.	• This error occurs with a standalone license when entered into the program. The locking code mismatch means the computer has changed or is a different computer entirely, in which case a new license code may be required. • Email StructurePoint licensing with the new lock code (program window showing locking code) to receive a new license for the computer.
150	Specified Lock code is invalid.	
26	Request denied due to clock tamper.	• When applying a network license, if you receive this error, then contact StructurePoint for assistance with a new license • Run the program as administrator (right-click + 'Run as Administrator') and if the problem isn't resolved, contact StructurePoint
37	Failed to activate the software. Error code: 37	• Can occur when using a standalone license code that is copied on multiple lines during activation. Make sure the standalone license code is being copy/pasted onto one line in the text box during activation.
88	Failed to activate the software. Error Code: 88.	• This may occur during standalone license activation when an environment variable (lshosts or lsforcehost) is set to a server already. The environment variable "lshosts" or "lsforcehost" should be deleted or set to "no-net" to allow standalone activation.
131	Failed to activate the software. Error Code: 131.	

Error #	Description	Solution
92 (with RMS 8.5.x)	Failed to add license code to the license server on host “no-net”. License code is invalid.	• Incomplete license code pasted. Make sure the entire license code is copy/pasted. Some e-mail viewers truncate the license and show it in multiple lines causing an incomplete copy and paste.
10004	License Activator Error - “Failed to set data for...”	• Run the program as administrator
17	SentinelLM: Error (17): Probably no servers are running on this subnet.	• These errors may happen in sequence. The user is advised to close the software and then open it again by “Run as Administrator”
4	SentinelLM: Error (4): License server hostname not specified correctly. Set environment variable LSHOST to (colon-separated) name(s) of server(s).	
30004	Error Code: 30004 License server hostname not specified correctly. Set environment variable LSHOST to (colon-separated) name(s) of server(s).	

Miscellaneous Standalone License Errors		
Error #	**Description**	**Solution**
Misc. 1	Error-Trial period has expired Evaluate button is unavailable and program can't start.	• Run as administrator if evaluating the software or contact StructurePoint to obtain a new license • If you have a network license, see Network License setup

4.2.2. Network License Errors

<table>
<tr><th colspan="3">Network License Errors</th></tr>
<tr><th>Error #</th><th>Description</th><th>Solution</th></tr>
<tr><td>3</td><td>Failed to activate the software. Error code: 3</td><td>• If occurring during network license activation, make sure that the connection to the server resides on the same subnet, or is directed to the same subnet as the license server.
• If still occurring after ensuring subnet connectivity, reinstall Sentinel License Manager and reapply network licenses on the designated license server.
• If still receiving this error after checking the above, please contact StructurePoint</td></tr>
<tr><td rowspan="2">5</td><td>Cannot talk to the license server on host.</td><td rowspan="2">Sentinel RMS License Manager error code 5 can arise from network issues, incorrect license server configurations, or problems with the license file or client installation. First start by uninstalling the program on the client side, restarting the computer, and reinstalling the program.
Follow the next steps for further troubleshooting:
• On the server, open port UDP 5093 on the windows firewall using the instructions here.
• If using a StructurePoint cloud server, check and confirm the IP address of the cloud server, and the information being used to activate the software. You may contact StructurePoint for assistance with this information.</td></tr>
<tr><td>Failed to activate the software. Error code: 5</td></tr>
</table>

		• If connecting via VPN, make sure that the VPN is broadcasting UDP traffic, as this is what the license manager uses to request licenses. • If you are receiving this error from the client on the same subnet as the license manager, then create a firewall exception rule with the executable path "C:\Program Files (x86)\Common Files\SafeNet Sentinel\Sentinel RMS License Manager\WinNT\lservnt.exe" • If you are still receiving Error 5 after checking the above points, please contact StructurePoint support for additional assistance.
6	Lock code mismatch – Uploaded code no longer works.	• On the server, remove the license and add it again, or retrieve the new locking code and send to StructurePoint to receive a new license.
11	Failed to activate the software. Error code: 11	• You will receive this error during activation of an outdated version of the software with a network license for a later version. Upgrade the software to the latest version or the same version as the network license.

<table>
<tr><th>Error #</th><th>Description</th><th>Solution</th></tr>
<tr><td rowspan="2">18</td><td>No license code is available on host for feature.</td><td rowspan="2">• Verify license code has been added to the server and make sure the end user is running the correct version of the program to match the license version on the server. This can happen when the end-user has two versions of WlmAdmin tool open and has made changes to one and not the other
• License server version may be the older v7.2.0.23, upgrade to Sentinel RMS using the network setup instructions, or use a newer Sentinel License Manager already provided by another vendor.</td></tr>
<tr><td>Failed to activate the software. Error code: 18</td></tr>
<tr><td>19</td><td>Failed to add license code to the license server on host. Specified Lock code is invalid.</td><td rowspan="2">• This error will occur when a network license code is entered into the license manager. The locking code mismatch means the server may have changed due to various reasons, and a new license code may be required.
• Check the locking code of the server (see network license setup) and confirm it matches the lock code on the license.
• Email StructurePoint licensing with the new lock code (wechoid.exe screenshot) to receive a new license for the server.</td></tr>
<tr><td>150</td><td>Specified Lock code is invalid.</td></tr>
</table>

Error #	Description	Solution
25	Client – Server version mismatch.	• Upgrade the license manager to Sentinel RMS (Version 8.5.2 or later) from Sentinel LMS (version 7.XX or earlier) • If no servers are showing up in the Wlmadmin utility, on the license server, run “loadls.exe” in C:\Program Files (x86)\Common Files\SafeNet Sentinel\Sentinel RMS Utilities.
26	Request denied due to clock tamper.	• When applying a network license, if you receive this error, then contact StructurePoint for assistance with a new license • If using a standalone license, rerun the program as administrator (right-click + ‘Run as Administrator’). If the problem isn't resolved, contact StructurePoint for assistance with a new license.
37	Failed to activate the software. Error code: 37	• Can occur with a network license after a new installation. Uninstall the software, reboot computer, and reinstall the software. The reboot is necessary to clear any remaining registry files after uninstalling.
88	Failed to activate the software. Error Code: 88.	• This may occur during network license activation when an environment variable (lshost is set to “no-net” during network license activation. The environment variable “lshosts” or “lsforcehost” should be deleted or set to the IP or Hostname of the license server
131	Failed to activate the software. Error Code: 131.	

Error #	Description	Solution
92 (with RMS 8.5.x)	Failed to add license code to the license server on host “no-net”. License code is invalid.	• Incomplete license code was used. Make sure the entire license code is copy/pasted. Some e-mail viewers truncate the license and show it in multiple lines causing an incomplete copy and paste. Licenses always end in the company or client name.
93 (with RMS 8.5.x)	Failed to add license code. License already added on host.	• Verify the seat count has changed in WlmAdmin on the server. This indicates new licenses have been added to active licenses and show a new higher total. Both licenses will be active and wlmadmin will show the expiration of the old license. Verify programs works on end-user machine • In Wlmadmin.exe, remove the older network license and re-add the new license.

Error #	Description	Solution
4294967294 or 3355447309 (or similar long error)	Failed to activate the software. Error Code 3355447309	• Occurs during network license activation on a client machine. All network license tokens are checked out, or there aren't any active licenses currently on the license manager. Check the license manager and ensure the licenses are active and not occupied. • If still occurring after confirming network licenses are active and available, then uninstall program from client, restart the computer, and reinstall the software before attempting to connect to the license server.
102 (with RMS 8.5.x)	Failed to add license code. Network server contacted for standalone license.	• Standalone licenses should be used during the program activation. You can't apply a standalone license to WLMadmin or a network license to the end user program.
10004	License Activator Error - "Failed to set data for..."	• Run the program as administrator

Error #	Description	Solution
17	SentinelLM: Error (17): Probably no servers are running on this subnet.	• These errors may happen in sequence. The user is advised to close the software and then open it again using “Run as Administrator”
4	SentinelLM: Error (4): License server hostname not specified correctly. Set environment variable LSHOST to (colon-separated) name(s) of server(s).	
30004	Error Code: 30004 License server hostname not specified correctly. Set environment variable LSHOST to (colon-separated) name(s) of server(s).	

Miscellaneous Network License Errors		
Error #	**Description**	**Solution**
Misc. 1	License does not work but older license versions work.	• Remove the license for old PCA program versions as they interfere with the ability of StructurePoint licenses to work correctly.
Misc. 2	All network license tokens in use or none is found	• Verify start and end date in WlmAdmin. Expired license will continue to be displayed in list but cannot support program operation • Verify end user is pointed to the active server using lshost.txt and the server has active licenses • Investigate whether active users occupying all available licenses • Review network license troubleshooting section
Misc. 3	License date not updating Additive Network License	• Adding a new network license to a non-expired license will combine them with the seats added together and the older expiration will persist. When older license expires, the expiration date of the newer license will show up

4.2.3. Commuter License Errors

Commuter License Errors		
Error #	**Description**	**Solution**
75	Failed to issue commuter license. Commuter License checked out from Network pool	• This may occur if a commuter license is already on the system or the commuter license is corrupt. It may be necessary to clean the system with lsclean utility

Miscellaneous Commuter License Errors		
Error #	**Description**	**Solution**
Misc. 1	Remote commuter license can't be checked back in.	• This is by design. Remote commuter licenses aren't supposed to be checked back in. It will expire and then the license will be released.