

## Licensing log files for PSCAD Lock-based Licensing Issues

### 1. Introduction

The licensing log files listed in this document can help to troubleshoot lock-based licensing issues. Or, please feel free to send in your log files to our Support Desk if you require further assistance ([support@mhi.ca](mailto:support@mhi.ca)).

### 2. Licensing Log Files

On the PSCAD Machine: The following three licensing log files may be reviewed as per Step 3:

-Get Info log file                      -PscadLmgr.txt file                      -Lmgrd-log.txt file (if available)

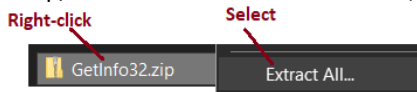
On the License Server Machine: The following three license log files may be reviewed as per Step 3:

-Get Info log file                      -Lmgrd-log.txt file                      -PscadLmgr.txt file (if available)

### 3. Displaying the Licensing Log Files

To obtain the Get Info log file:

- If you have a USB lock, ensure it is securely plugged in, and that newer Sentinel Drivers (7.6.0+) are installed on the machine for detecting the lock (see this [article](#) for a download and setup instructions).
- Download “GetInfo32.zip” from the following link: <http://updater.pscad.com/utilities/GetInfo32.zip>
- Unzip/extract the “GetInfo32.exe” file, and save it to your desktop.



- Run (“Open”) the extracted “GetInfo32.exe” file, then select “No” when prompted to test shortcuts:



- Information about your system will be displayed, and saved to one of the following locations:
  - C:\Users\**<username>**\AppData\Local\VirtualStore\ProgramData\Manitoba HVDC Research Centre\LicenseManager
  - C:\ProgramData\Manitoba HVDC Research Centre\LicenseManager

The PscadLmgr.txt file and Lmgrd-log.txt files will be located in one or more of the following locations:

- C:\Users\All Users\Manitoba HVDC Research Centre\LicenseManager
- C:\ProgramData\Manitoba HVDC Research Centre\LicenseManager
- C:\Users\**<username>**\AppData\Local\Manitoba HVDC Research Centre\LicenseManager

**Note** -If the AppData folder is hidden, set hidden folders to display as shown:

