

## Allow program through firewall

1. Go to Control Panel->Windows Firewall
  2. Click 'Allow a program or feature through Windows Firewall' link, present on left hand side of window.
  3. Please click 'Change Settings' and then 'Allow another program'. 'Add Program' dialog box will open.
  4. Browse where Geometric License Server is installed. By default the installed path for Geometric License Server is,  
32-bit server 'C:\Program Files\Geometric License Server\bin'  
64-bit server 'C:\Program Files (x86)\Geometric License Server\bin'.  
(If you have created any rule regarding eDrawings then I request you to delete it)
  5. Select 'lmgrd.exe' and click 'Open'. Then click add. LMGRD should get listed in Allow Programs window.
  6. Follow step 4 and 5 to add 'gssl.exe' file in Allow program list.
  7. Please make sure that Domain, Home/Work (Private) & Public should be checked.
- If you still face an issue then please provide us the information of server (i.e. Operating system, System type etc.).

Also we need,

1. Debug log file from the server. The debug log file will be available in the location specified under the config services tab in LMTOOLS.
2. In LMTOOLS, from the 'Server Status' tab select Perform Status Enquiry and copy all the contents to notepad and send the file.
3. In LMTOOLS, from the 'Server Diags' tab select Perform Diagnostics and copy all the contents to notepad and send the file.
4. License File.