License Server FAQ's

Frequently Asked Questions related to Partek® Genomics Suite® License Server

What is required to access the log file to find out who is using the software?

The log file is written on the computer that runs the license server. The user specifies the location of this log file when running the lmgrd command.

Where is the log file and how do I access it?

The log file can be found in the following folders, depending on your license server's platform:

- Windows: "C:\FLEXnet" or "C:\Program Files (x86)\FlexNet Publisher License Server Manager\logs\parteklm"
- Linux: "/opt/FlexNet"
- Mac: "/Users/Shared/FlexNet"

To access the log file, open the file on the license server with your favorite text editor.

Can more than one person access the log file?

The log file may be viewable by more than one person but only on the same computer as the license server.

When the number of licensed users is already reached, is there a way to "force someone off"?

Restarting the license server will temporarily force users off of the server.

An option file may be used to prevent certain users/computer network addresses from using license features (see: the Managing the Options File chapter of the FlexNet License Administration Guide) by using the EXCLUDE or EXCLUDEALL keywords. If you set up an options file with EXCLUDE or EXCLUDEALL and restart the license server, you will "kick out a user" but not other users.