



MOSEK Licensing Guide  
*Release 9.3.12*

MOSEK ApS

14 January 2022

# Contents

<b>1</b>	<b>Introduction</b>	<b>1</b>
<b>2</b>	<b>Contact Information</b>	<b>2</b>
<b>3</b>	<b>License Agreement</b>	<b>3</b>
<b>4</b>	<b>Quickstart</b>	<b>7</b>
4.1	I don't have a license file yet . . . . .	7
4.2	I have a license file . . . . .	7
4.3	Local . . . . .	7
4.4	Floating . . . . .	8
<b>5</b>	<b>License system basics</b>	<b>9</b>
5.1	License Types . . . . .	9
5.2	The License File . . . . .	10
5.3	Versions and platform support . . . . .	10
<b>6</b>	<b>Hostname and Hostid</b>	<b>11</b>
6.1	The Hostname . . . . .	12
6.2	The Host ID . . . . .	12
<b>7</b>	<b>Floating license setup</b>	<b>14</b>
7.1	Windows: Token server setup . . . . .	15
7.2	Linux: Token server setup . . . . .	16
7.3	Mac OS: Token server setup . . . . .	18
7.4	Changing default ports and firewall and antivirus issues . . . . .	20
7.5	License Checkout Overhead . . . . .	20
<b>8</b>	<b>Client setup</b>	<b>21</b>
8.1	With a local license file . . . . .	21
8.2	Without a local license file . . . . .	22
8.3	Testing and debugging . . . . .	22
<b>9</b>	<b>License in a Cloud Computing Environment</b>	<b>23</b>
9.1	Example: Token server in Amazon EC2 . . . . .	23
<b>10</b>	<b>Licensing FAQ</b>	<b>24</b>
10.1	General questions . . . . .	24
10.2	Floating license issues . . . . .	25
10.3	Local file issues . . . . .	27
10.4	Need more help . . . . .	28
	<b>Index</b>	<b>29</b>

# Chapter 1

## Introduction

The **MOSEK** Optimization Suite is a commercial product that requires a valid license. This guide explains how the licensing system works and how to install a license.

Are you only interested in quick, simplified instructions? Jump directly to [Sec. 4](#).

## Chapter 2

# Contact Information

Phone	+45 7174 9373	
Website	<a href="http://mosek.com">mosek.com</a>	
Email		
	<a href="mailto:sales@mosek.com">sales@mosek.com</a>	Sales, pricing, and licensing
	<a href="mailto:support@mosek.com">support@mosek.com</a>	Technical support, questions and bug reports
	<a href="mailto:info@mosek.com">info@mosek.com</a>	Everything else.
Mailing Address		
	MOSEK ApS	
	Fruebjergvej 3	
	Symbion Science Park, Box 16	
	2100 Copenhagen O	
	Denmark	

You can get in touch with **MOSEK** using popular social media as well:

<b>Blogger</b>	<a href="https://blog.mosek.com/">https://blog.mosek.com/</a>
<b>Google Group</b>	<a href="https://groups.google.com/forum/#!forum/mosek">https://groups.google.com/forum/#!forum/mosek</a>
<b>Twitter</b>	<a href="https://twitter.com/mosektw">https://twitter.com/mosektw</a>
<b>Linkedin</b>	<a href="https://www.linkedin.com/company/mosek-aps">https://www.linkedin.com/company/mosek-aps</a>
<b>Youtube</b>	<a href="https://www.youtube.com/channel/UCvIyectEVLp31NXeD5mIbEw">https://www.youtube.com/channel/UCvIyectEVLp31NXeD5mIbEw</a>

In particular **Twitter** is used for news, updates and release announcements.

## Chapter 3

# License Agreement

Before using the **MOSEK** software, please read the license agreement available in the distribution at <MSKHOME>/mosek/9.3/mosek-eula.pdf or on the **MOSEK** website <https://mosek.com/products/license-agreement>.

**MOSEK** uses some third-party open-source libraries. Their license details follows.

### *zlib*

**MOSEK** includes the *zlib* library obtained from the [zlib website](#). The license agreement for *zlib* is shown in [Listing 3.1](#).

Listing 3.1: *zlib* license.

```
zlib.h -- interface of the 'zlib' general purpose compression library
version 1.2.7, May 2nd, 2012

Copyright (C) 1995-2012 Jean-loup Gailly and Mark Adler

This software is provided 'as-is', without any express or implied
warranty. In no event will the authors be held liable for any damages
arising from the use of this software.

Permission is granted to anyone to use this software for any purpose,
including commercial applications, and to alter it and redistribute it
freely, subject to the following restrictions:

1. The origin of this software must not be misrepresented; you must not
   claim that you wrote the original software. If you use this software
   in a product, an acknowledgment in the product documentation would be
   appreciated but is not required.
2. Altered source versions must be plainly marked as such, and must not be
   misrepresented as being the original software.
3. This notice may not be removed or altered from any source distribution.

Jean-loup Gailly          Mark Adler
jloup@gzip.org            madler@alumni.caltech.edu
```

## *fplib*

**MOSEK** includes the floating point formatting library developed by David M. Gay obtained from the [netlib website](#). The license agreement for *fplib* is shown in [Listing 3.2](#).

Listing 3.2: *fplib* license.

```
/*
 *
 * The author of this software is David M. Gay.
 *
 * Copyright (c) 1991, 2000, 2001 by Lucent Technologies.
 *
 * Permission to use, copy, modify, and distribute this software for any
 * purpose without fee is hereby granted, provided that this entire notice
 * is included in all copies of any software which is or includes a copy
 * or modification of this software and in all copies of the supporting
 * documentation for such software.
 *
 * THIS SOFTWARE IS BEING PROVIDED "AS IS", WITHOUT ANY EXPRESS OR IMPLIED
 * WARRANTY. IN PARTICULAR, NEITHER THE AUTHOR NOR LUCENT MAKES ANY
 * REPRESENTATION OR WARRANTY OF ANY KIND CONCERNING THE MERCHANTABILITY
 * OF THIS SOFTWARE OR ITS FITNESS FOR ANY PARTICULAR PURPOSE.
 *
 *****/
```

## *Zstandard*

**MOSEK** includes the *Zstandard* library developed by Facebook obtained from [github/zstd](#). The license agreement for *Zstandard* is shown in [Listing 3.3](#).

Listing 3.3: *Zstandard* license.

```
BSD License

For Zstandard software

Copyright (c) 2016-present, Facebook, Inc. All rights reserved.

Redistribution and use in source and binary forms, with or without modification,
are permitted provided that the following conditions are met:

* Redistributions of source code must retain the above copyright notice, this
  list of conditions and the following disclaimer.

* Redistributions in binary form must reproduce the above copyright notice,
  this list of conditions and the following disclaimer in the documentation
  and/or other materials provided with the distribution.

* Neither the name Facebook nor the names of its contributors may be used to
  endorse or promote products derived from this software without specific
  prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND
ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED
WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE
DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR
ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES
```

(continues on next page)

(continued from previous page)

(INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

### *mimalloc*

**MOSEK** includes the *mimalloc* memory allocator library from [github/mimalloc](https://github.com/mimalloc). The license agreement for *mimalloc* is shown in [Listing 3.4](#).

Listing 3.4: *mimalloc* license.

MIT License

Copyright (c) 2019 Microsoft Corporation, Daan Leijen

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

### *blis*

**MOSEK** includes the *blis* implementation of BLAS library from [github/blis](https://github.com/blis). The license agreement for *blis* is shown in [Listing 3.5](#).

Listing 3.5: *blis* license.

Copyright (C) 2018, The University of Texas at Austin  
Copyright (C) 2016, Hewlett Packard Enterprise Development LP  
Copyright (C) 2018 - 2019, Advanced Micro Devices, Inc.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
- Neither the name(s) of the copyright holder(s) nor the names of its contributors may be used to endorse or promote products derived

(continues on next page)

from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

### **OpenBLAS**

**MOSEK** includes the *OpenBLAS* implementation of BLAS library from [github/OpenBLAS](https://github.com/OpenBLAS). The license agreement for *OpenBLAS* is shown in [Listing 3.6](#).

Listing 3.6: *openblas* license.

Copyright (c) 2011-2014, The OpenBLAS Project  
All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. Neither the name of the OpenBLAS project nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.



# Chapter 4

## Quickstart

These are quickstart instructions for users who just want the most basic, working, easy and quick license setup and do not care about the more advanced configuration features.

### 4.1 I don't have a license file yet

#### Free licenses

- To obtain a **trial license** go to <https://www.mosek.com/products/trial/>
- To obtain a **personal academic license** go to <https://www.mosek.com/products/academic-licenses/>
- To obtain an **institutional academic license** go to <https://www.mosek.com/products/academic-licenses/>
- If you have a **custom license** go to <https://www.mosek.com/license/request/custom/> and enter the code you received.

#### Commercial licenses

Assuming you purchased a product (<https://www.mosek.com/sales/order/>) you will obtain a license file from us. For a **floating license** or **server (node-locked) license** you will first have to follow [Sec. 6](#) to determine the **hostname** and **hostid** of the designated machine. Contact us at [license@mosek.com](mailto:license@mosek.com).

### 4.2 I have a license file

- Do you have a **trial license** or **personal academic license** or **server (node-locked) license** or **group license** or **custom license**? Go to [Sec. 4.3](#).
- Do you have a **floating license** or **institutional academic license**? Go to [Sec. 4.4](#).

### 4.3 Local

Put your license file in:

<code>\$HOME/mosek/mosek.lic</code>	(Linux/OSX)
<code>%USERPROFILE%\mosek\mosek.lic</code>	(Windows)

In most cases that is:

<code>/home/myusername/mosek/mosek.lic</code>	(Linux)
<code>/Users/myusername/mosek/mosek.lic</code>	(OSX)
<code>C:\Users\myusername\mosek\mosek.lic</code>	(Windows)

If that folder does not exist (which it most likely does not if you are using **MOSEK** for the first time), then create it.

Restart any software using **MOSEK** (for example MATLAB, R, etc.) if you updated an existing license.

Need more options or are there issues? See [Sec. 8](#).

## 4.4 Floating

- Start (or restart) the token server using the instructions in [Sec. 7](#).
- On each user machine where you will run **MOSEK** do exactly the same as in [Sec. 4.3](#).

Are there network issues? See [Sec. 7.4](#).

# Chapter 5

## License system basics

The **MOSEK** Optimization Suite is licensed software which means a valid license is required. A license is provided by a license file that specifies:

- which features in **MOSEK** have been licensed (an example of a feature is the nonlinear extension PTON),
- how many copies of a feature can be used simultaneously,
- an expiration date of each feature,
- for floating licenses, the identifier of the server the license is tied to.

### 5.1 License Types

The license is managed by the FLEXlm (<http://www.flexerasoftware.com/>) license manager included in **MOSEK**. FLEXlm has two types of licenses:

- **floating**: license tied to a particular computer that acts as a *token server*. **MOSEK** can be used on any computer connected to the token server through the local area network (LAN). In particular **MOSEK** can be used on the token server itself. Setting up a floating license is described in [Sec. 7](#).
- **server** (also known as **node-locked**): license tied to a particular computer that allows unlimited use of the licensed features on that particular machine. Setting up a server license is described in [Sec. 8](#).

Moreover, note that:

- **institutional academic** licenses are floating licenses.
- **trial** and **personal academic** licenses behave as server licenses, except that they are not tied to a specific computer but can be used on any machine where the license file is present.

For floating, server and institutional academic licenses some computer-dependent information must be provided:

- **hostname**: the name that identifies the computer in the network,
- **hostid**: a unique computer identifier (typically its MAC address).

Instructions for obtaining hostname and hostid can be found in [Sec. 6](#).

## 5.2 The License File

A license file is a plain text file that can be opened for inspection using any plain text editor (such as `vim` or `emacs` on Linux, or `notepad` on Windows). It is sometimes useful to inspect the file to check the expiration date, the activated features and computer information.

Listing 5.1: An example of license file for a floating license.

```
SERVER hulk f4ed3061a731
VENDOR MOSEKLM
FEATURE PTS MOSEKLM 9.0 12-dec-2018 3

[ ... ]

FEATURE PTON MOSEKLM 9.0 26-feb-2017 2

[ ... ]
```

Listing 5.1 shows an extract of a license file for a floating license. We can see that:

- the token server is **hulk** with hostid **f4ed3061a731**,
- the **PTS** feature for **MOSEK** version 9 expires on 12-dec-2018 and the number of **PTS** tokens is 3,
- the **PTON** feature for **MOSEK** version 9 expires on 26-feb-2017 and the number of **PTON** tokens is 2.

Perhaps somewhat confusingly server (node-locked) licenses do not contain the **SERVER** line, but the hostid is part of the feature description. A server (node-locked) license does not work and CANNOT be used with a token server.

## 5.3 Versions and platform support

**MOSEK** version 9 requires a license file with version at least 9. In general the version of the license must be at least as large as the version of **MOSEK**. Only the major version number matters.

In general the token server binaries should be as new as the newest client contacting the token server. If that is not case issues can be expected.

The floating license token server is available on X86 platforms, that is in the **linux64x86**, **win64x86**, **win32x86** and **osx64x86** **MOSEK** distributions.

## Chapter 6

# Hostname and Hostid

The `hostname` and `hostid` are the two basic computer identifiers used in **MOSEK** license files. The `hostname` is just the standard host name and `hostid` is usually identical to the MAC address of a network card.

### Command line

The easiest way to obtain `hostname` and `hostid` is to open the shell, go to the directory with **MOSEK** binaries (`<MSKHOME>/mosek/9.3/tools/platform/<PLATFORM>/bin/`) and run the command

```
mosek -f
```

It will produce output similar to

```
MOSEK Version 8.1.0.23 (Build date: 2017-8-24 15:37:04)
Copyright (c) MOSEK ApS, Denmark. WWW: mosek.com
Platform: Linux/64-X86

FlexLM
  Version           : 11.14
  Hostname          : myoptserver
  Host ID           : "b083fa34ad2c"
  License path      : /home/mosekuser/mosek/mosek.lic

Operating system variables
  LD_LIBRARY_PATH   :

*** No input file specified. No optimization is performed.

Return code - 0 [MSK_RES_OK]
```

### Python

If you only installed **MOSEK** in Python (via Conda, Pip or otherwise) then you can get the same output by running the following code. Note, however, that for floating licenses you will still have to download the full **MOSEK** distribution package to obtain the license server binaries.

```
import mosek, sys

env = mosek.Env()
env.set_Stream(mosek.streamtype.log, lambda x: sys.stdout.write(x))
env.echointro(1)
```

## Other ways

If you cannot run **MOSEK** at this point, other methods to obtain the `hostname` and `hostid` are outlined below.

## 6.1 The Hostname

To obtain the host name open a shell and execute the command:

```
hostname
```

## 6.2 The Host ID

A purchased **MOSEK** license is tied to a particular computer via a unique identifier called a *host ID*. Usually the host ID is identical to the MAC address of a network card. Therefore, the machine needs to be equipped with a network card. However, an actual network connection is not needed as the licensing system requires only the number encoded in the network card.

---

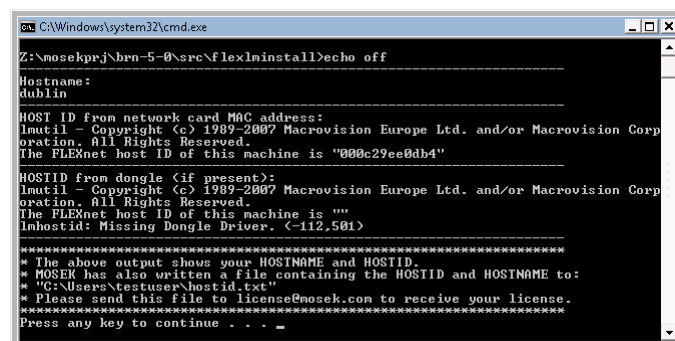
**Important:** Please follow the instructions below, and NOT use the shell command `hostid`.

---

### 6.2.1 Windows: How to get the Host ID

In the Start Menu under All Programs select *Mosek Optimization Tools 9.3* and click on **Generate HOSTID**. **MOSEK** will display the hostname and the host ID and generate a file named `hostid.txt` in the user's home directory e.g

```
%UserProfile%\hostid.txt
```



```
C:\Windows\system32\cmd.exe
Z:\mosekprj\brn-5-0\src\flex\linstall>echo off
-----
Hostname:
dublin
-----
HOST ID from network card MAC address:
lmutil - Copyright (c) 1989-2007 Macrovision Europe Ltd. and/or Macrovision Corp
oration. All Rights Reserved.
The FLEXnet host ID of this machine is "000c29ee0db4"
-----
HOSTID from dongle (if present):
lmutil - Copyright (c) 1989-2007 Macrovision Europe Ltd. and/or Macrovision Corp
oration. All Rights Reserved.
The FLEXnet host ID of this machine is ""
lnhostid: Missing Dongle Driver. (-112,501)
-----
*****
* The above output shows your HOSTNAME and HOSTID.
* MOSEK has also written a file containing the HOSTID and HOSTNAME to:
* "C:\Users\testuser\hostid.txt"
* Please send this file to license@mosek.com to receive your license.
*****
Press any key to continue . . .
```

Please provide the `hostid.txt` file whenever the host ID is requested.

### 6.2.2 Linux: How to get the Host ID

To use the license manager the *Linux standard base 3.0* must be installed. This package is called `lsb-base` or `lsb` in most Linux distributions.

The host ID is obtained as follows:

```
<MSKHOME>/mosek/9.3/tools/platform/<PLATFORM>/bin/lmutil lmhostid
```

An example output is

```
lmutil - Copyright (c) 1989-2006 Macrovision Europe Ltd.
and/or Macrovision Corporation. All Rights Reserved.
The FLEXnet host ID of this computer is "00001a1a5a6a";
```

In this case `hostid` is `00001a1a5a6a`.

## Troubleshooting

If you get an error similar to:

```
./lmutil: No such file or directory
```

then most likely the Linux Standard Base **lsb** package is not installed.

### 6.2.3 Mac OS: How to get the Host ID

The host ID is obtained as follows:

```
<MSKHOME>/mosek/9.3/tools/platform/<PLATFORM>/bin/lmutil lmhostid
```

An example output is

```
lmutil - Copyright (c) 1989-2006 Macrovision Europe Ltd.  
and/or Macrovision Corporation. All Rights Reserved.  
The FLEXnet host ID of this computer is "00001a1a5a6a";
```

In this case `hostid` is 00001a1a5a6a.

## Chapter 7

# Floating license setup

A **floating license** is tied to a particular computer acting as a *token server*. A token server is a *service* on Windows and a *daemon* on UNIX that serves license tokens to **MOSEK** client programs over the LAN.

You may think of the token server as a computer with a bag of license tokens. Whenever a client computer starts using **MOSEK**, a license token is requested from the token server, and when **MOSEK** completes it sends back the license token to the token server. The following diagram Fig. 7.1 conveys the overall idea.

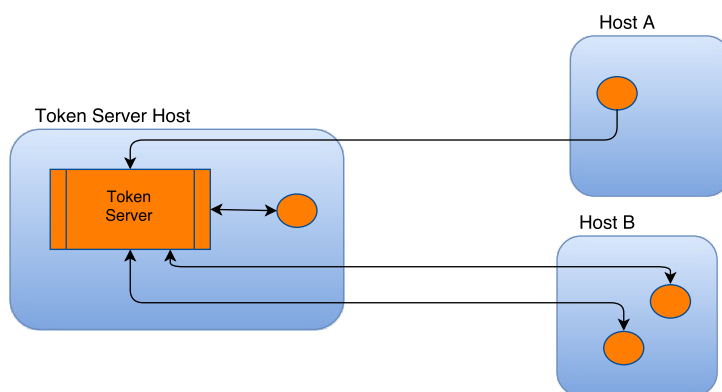


Fig. 7.1: General floating license scheme: any **MOSEK** instances that can connect to the token server can get a valid license.

This implies that you cannot use more license tokens than is available at any given point in time. Moreover, **MOSEK** can be used on any computer connected to the token server through the local area network. In particular **MOSEK** can also be used on the computer acting as token server.

A license file that contains at least one floating license always starts with

```
SERVER hostname hostid port
```

Observe that

- installing a license file without a **SERVER** line with a token server is *NOT* needed and is *NOT* possible.
- at most one token server can be running on any given machine.

The token server consists of two daemons

- **lmgrd**: The token server daemon running as a service,
- **moseklm**: A daemon started by **lmgrd**.

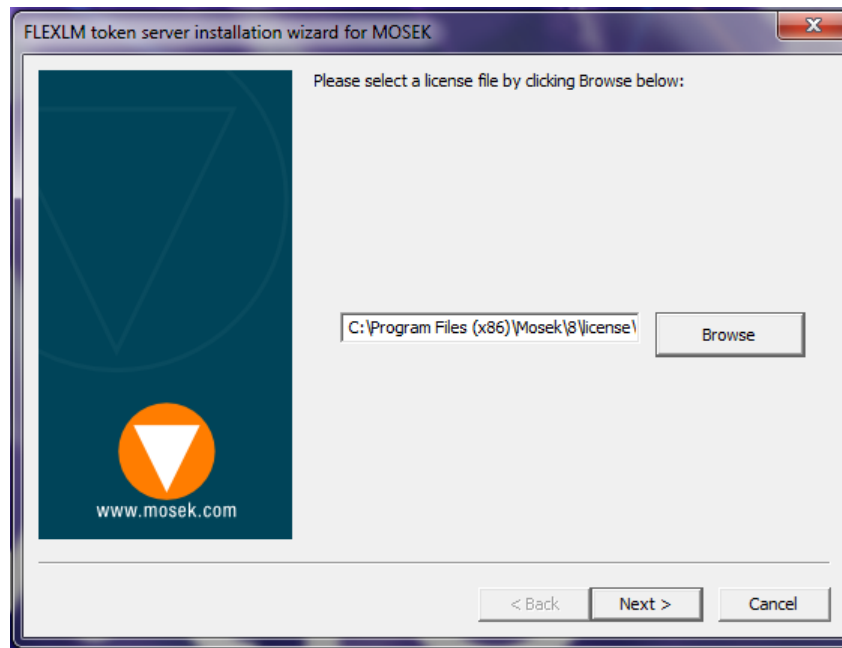
The following subsections guide through the setup of a token server on Windows, Linux and Mac OS.



## 7.1 Windows: Token server setup

Below follows a step-by-step guide for installing a token server on Windows.

- Step 1: Make sure you have *administrative privileges*.
- Step 2: Download the license file and store it on the local drive of the computer running the token server.
- Step 3: In the start menu select **Mosek Optimization Tools** and click on **Install MOSEK token server** to start the license installation wizard.
- Step 4: Click **Next** and then click **Browse** and select the license file.



- Step 5: Click **Next** to install the token server.
- Step 6: Click **Finish**.

### 7.1.1 Testing the Token Server

In order to verify that the token server is running open a command prompt and run the command `lmutil lmstat -c 27007@127.0.0.1 -a`. The result for a running installation is shown below:

```
lmutil lmstat -c 27007@127.0.0.1 -a

lmutil - Copyright (c) 1989-2015 Flexera Software LLC. All Rights Reserved.
Flexible License Manager status on Tue 3/7/2017 17:45

License server status: 27007@127.0.0.1
    License file(s) on 127.0.0.1: c:\users\ausser\mosek\mosek.lic

127.0.0.1: license server UP (MASTER) v11.13.1

Vendor daemon status (on 127.0.0.1):

MOSEKLM: UP v11.13.1
Feature usage info:
Users of PTS: (Total of 4 licenses issued; Total of 0 licenses in use)
```

You have now installed the token server. Next client users should follow the instructions in [Sec. 8](#) to connect to the token server.

### 7.1.2 Troubleshooting

If the server won't start, or the client can't check out the license first check [Sec. 10.2](#). It covers most typical issues. Always consult the log file `lmgrd.log` of the server.

If that doesn't help please contact **MOSEK** support at [support@mosek.com](mailto:support@mosek.com). Please include the client error messages and the server log file `lmgrd.log`. See [Sec. 10.4](#).

### 7.1.3 lmtools

Alternatively the FLEXlm installation tool `lmtools` may be used for installing, configuring and diagnosing the license server. It is available from the **MOSEK** folder in the Start menu if **MOSEK** was installed using the MSI installer. For information about this tool and the many other options of FLEXlm please see [License Administration Guide](#).

## 7.2 Linux: Token server setup

On Linux *Linux Standard Base* (LSB) 3.0 or later must be installed in order for token server to work. The LSB package is called `lsb-base` or `lsb` in most Linux distributions.

The programs `lmgrd` and `MOSEKLM` required for installation can be found in:

```
<MSKHOME>/mosek/9.3/tools/platform/<PLATFORM>/bin/
```

To start the token server run the following commands:

```
cd <MSKHOME>/mosek/9.3/tools/platform/<PLATFORM>/bin/  
./lmgrd -c PATH_TO_LICENSE -l lmgrd.log
```

where `PATH_TO_LICENSE` is the path to your license file. The token server will save a log file in the location given by the `-l` command line parameter. If the token server was started successfully the `lmgrd.log` file will look similar to this

```
cat lmgrd.log  
15:03:09 (lmgrd) -----  
15:03:09 (lmgrd)   Please Note:  
15:03:09 (lmgrd)  
15:03:09 (lmgrd)   This log is intended for debug purposes only.  
15:03:09 (lmgrd)   In order to capture accurate license  
15:03:09 (lmgrd)   usage data into an organized repository,  
15:03:09 (lmgrd)   please enable report logging. Use Macrovision's  
15:03:09 (lmgrd)   software license administration solution,  
15:03:09 (lmgrd)   FLEXnet Manager, to readily gain visibility  
15:03:09 (lmgrd)   into license usage data and to create  
15:03:09 (lmgrd)   insightful reports on critical information like  
15:03:09 (lmgrd)   license availability and usage. FLEXnet Manager  
15:03:09 (lmgrd)   can be fully automated to run these reports on  
15:03:09 (lmgrd)   schedule and can be used to track license  
15:03:09 (lmgrd)   servers and usage across a heterogeneous  
15:03:09 (lmgrd)   network of servers including Windows NT, Linux  
15:03:09 (lmgrd)   and UNIX. Contact Macrovision at  
15:03:09 (lmgrd)   www.macrovision.com for more details on how to  
15:03:09 (lmgrd)   obtain an evaluation copy of FLEXnet Manager  
15:03:09 (lmgrd)   for your enterprise.  
15:03:09 (lmgrd) -----  
15:03:09 (lmgrd)  
15:03:09 (lmgrd)
```

(continues on next page)

(continued from previous page)

```
15:03:09 (lmgrd) FLEXnet Licensing (v11.4.0.0 build 31341) started on kolding (linux)
↪(5/14/2007)
15:03:09 (lmgrd) Copyright (c) 1988-2006 Macrovision Europe Ltd. and/or Macrovision
↪Corporation. All Rights Reserved.
15:03:09 (lmgrd) US Patents 5,390,297 and 5,671,412.
15:03:09 (lmgrd) World Wide Web: http://www.macrovision.com
15:03:09 (lmgrd) License file(s): /home/sandvik/kolding.lic
15:03:09 (lmgrd) lmgrd tcp-port 27007
15:03:09 (lmgrd) Starting vendor daemons ...
15:03:09 (lmgrd) Started MOSEKLM (internet tcp_port 44950 pid 23251)
15:03:09 (MOSEKLM) FLEXnet Licensing version v11.4.0.0 build 31341
15:03:09 (MOSEKLM) Server started on kolding for: PTS
15:03:09 (MOSEKLM) PTOC PTON PTOM
15:03:09 (lmgrd) MOSEKLM using TCP-port 44950
```

In this case `lmgrd` is running on port `27007` and `MOSEKLM` is running on port `44950`.

## 7.2.1 Testing the Token Server

In order to verify that the token server is running execute the commands

```
cd <MSKHOME>/mosek/9.3/tools/platform/<PLATFORM>/bin/
./lmutil lmstat -c 27007@127.0.0.1 -a
```

The result for a successfully running token server is shown below:

```
lmutil lmstat -c 27007@127.0.0.1 -a

lmutil - Copyright (c) 1989-2015 Flexera Software LLC. All Rights Reserved.
Flexible License Manager status on Tue 3/7/2017 17:45

License server status: 27007@127.0.0.1
    License file(s) on 127.0.0.1: /home/user/mosek/mosek.lic

127.0.0.1: license server UP (MASTER) v11.13.1

Vendor daemon status (on 127.0.0.1):

MOSEKLM: UP v11.13.1
Feature usage info:
Users of PTS: (Total of 4 licenses issued; Total of 0 licenses in use)
```

## 7.2.2 Troubleshooting

If the server won't start, or the client can't check out the license first check [Sec. 10.2](#). It covers most typical issues. Always consult the log file `lmgrd.log` of the server.

If that doesn't help please contact **MOSEK** support at [support@mosek.com](mailto:support@mosek.com). Please include the client error messages and the server log file `lmgrd.log`. See [Sec. 10.4](#).

If you get an error similar to:

```
./lmgrd: No such file or directory
```

then most likely the Linux Standard Base `1sb` package is not installed.

### 7.2.3 Starting lmgrd on boot

For security reasons `lmgrd` should not run as root. To start `lmgrd` at boot time we recommend that you add the following command to your startup script:

```
su USERNAME -c "umask 022; LMGRD -c PATH_TO_LICENSE_FILE -l PATH_TO_LOG_FILE"
```

Where:

- `USERNAME` is a normal, non-root, non-privileged user.
- `LMGRD` is the complete path and to the `lmgrd` binary.
- `PATH_TO_LICENSE_FILE` is the complete path to the license file.
- `PATH_TO_LOG_FILE` is the complete path to the debug log file.

## 7.3 Mac OS: Token server setup

The programs `lmgrd` and `MOSEKLM` required for installation can be found in:

```
<MSKHOME>/mosek/9.3/tools/platform/<PLATFORM>/bin/
```

To start the token server run the following commands:

```
cd <MSKHOME>/mosek/9.3/tools/platform/<PLATFORM>/bin/  
./lmgrd -c PATH_TO_LICENSE -l lmgrd.log
```

Where `PATH_TO_LICENSE` is the path to your license file. The token server will save a log file in the location given by the `-l` command line parameter. If the token server was started successfully the `lmgrd.log` file will look similar to this

```
cat lmgrd.log  
15:03:09 (lmgrd) -----  
15:03:09 (lmgrd)   Please Note:  
15:03:09 (lmgrd)  
15:03:09 (lmgrd)   This log is intended for debug purposes only.  
15:03:09 (lmgrd)   In order to capture accurate license  
15:03:09 (lmgrd)   usage data into an organized repository,  
15:03:09 (lmgrd)   please enable report logging. Use Macrovision's  
15:03:09 (lmgrd)   software license administration solution,  
15:03:09 (lmgrd)   FLEXnet Manager, to readily gain visibility  
15:03:09 (lmgrd)   into license usage data and to create  
15:03:09 (lmgrd)   insightful reports on critical information like  
15:03:09 (lmgrd)   license availability and usage. FLEXnet Manager  
15:03:09 (lmgrd)   can be fully automated to run these reports on  
15:03:09 (lmgrd)   schedule and can be used to track license  
15:03:09 (lmgrd)   servers and usage across a heterogeneous  
15:03:09 (lmgrd)   network of servers including Windows NT, Linux  
15:03:09 (lmgrd)   and UNIX. Contact Macrovision at  
15:03:09 (lmgrd)   www.macrovision.com for more details on how to  
15:03:09 (lmgrd)   obtain an evaluation copy of FLEXnet Manager  
15:03:09 (lmgrd)   for your enterprise.  
15:03:09 (lmgrd) -----  
15:03:09 (lmgrd)  
15:03:09 (lmgrd)  
15:03:09 (lmgrd) FLEXnet Licensing (v11.4.0.0 build 31341) started on kolding (linux) ┐  
↪ (5/14/2007)  
15:03:09 (lmgrd) Copyright (c) 1988-2006 Macrovision Europe Ltd. and/or Macrovision ┐  
↪ Corporation. All Rights Reserved.
```

(continues on next page)

(continued from previous page)

```
15:03:09 (lmgrd) US Patents 5,390,297 and 5,671,412.
15:03:09 (lmgrd) World Wide Web: http://www.macrovision.com
15:03:09 (lmgrd) License file(s): /home/sandvik/kolding.lic
15:03:09 (lmgrd) lmgrd tcp-port 27007
15:03:09 (lmgrd) Starting vendor daemons ...
15:03:09 (lmgrd) Started MOSEKLM (internet tcp_port 44950 pid 23251)
15:03:09 (MOSEKLM) FLEXnet Licensing version v11.4.0.0 build 31341
15:03:09 (MOSEKLM) Server started on kolding for: PTS
15:03:09 (MOSEKLM) PTOC PTON PTOM
15:03:09 (lmgrd) MOSEKLM using TCP-port 44950
```

In this case `lmgrd` is running on port `27007` and `MOSEKLM` is running on port `44950`.

### 7.3.1 Testing the Token Server

In order to verify that the token server is running execute the commands

```
cd <MSKHOME>/mosek/9.3/tools/platform/<PLATFORM>/bin/
./lmutil lmstat -c 27007@127.0.0.1 -a
```

The result for a successfully running token server is shown below:

```
lmutil lmstat -c 27007@127.0.0.1 -a

lmutil - Copyright (c) 1989-2015 Flexera Software LLC. All Rights Reserved.
Flexible License Manager status on Tue 3/7/2017 17:45

License server status: 27007@127.0.0.1
    License file(s) on 127.0.0.1: /home/user/mosek/mosek.lic

127.0.0.1: license server UP (MASTER) v11.13.1

Vendor daemon status (on 127.0.0.1):

MOSEKLM: UP v11.13.1
Feature usage info:
Users of PTS: (Total of 4 licenses issued; Total of 0 licenses in use)
```

### 7.3.2 Troubleshooting

If the server won't start, or the client can't check out the license first check [Sec. 10.2](#). It covers most typical issues. Always consult the log file `lmrgd.log` of the server.

If that doesn't help please contact **MOSEK** support at [support@mosek.com](mailto:support@mosek.com). Please include the client error messages and the server log file `lmrgd.log`. See [Sec. 10.4](#).

### 7.3.3 Starting lmgrd on boot

For security reasons `lmgrd` should not run as root. To start `lmgrd` at boot time we recommend that you add the following command to your startup script:

```
su USERNAME -c "umask 022; LMGRD -c PATH_TO_LICENSE_FILE -l PATH_TO_LOG_FILE"
```

Where:

- `USERNAME` is a normal, non-root, non-privileged user.
- `LMGRD` is the complete path and to the `lmgrd` binary.
- `PATH_TO_LICENSE_FILE` is the complete path to the license file.
- `PATH_TO_LOG_FILE` is the complete path to the debug log file.

## 7.4 Changing default ports and firewall and antivirus issues

The token server consists of two daemons

- **lmgrd**: The token server daemon. By default it listens on port *27007*.
- **MOSEKLM**: A demon started by **lmgrd**. Opens its own port; its number can vary between runs unless explicitly specified (see below).

Both need an open port in the firewall if a **MOSEK** client should be able to check out a license token. To specify explicitly which port number each daemon should use you must change the license file. The first two lines in a standard **MOSEK** floating license file look like

```
SERVER my_server 123456789ABC 27007
VENDOR MOSEKLM
```

To instruct **lmgrd** to use port *27008* and **MOSEKLM** to use port *3084* instead, change the first two lines of the license file to:

```
SERVER my_server 123456789ABC 27008
VENDOR MOSEKLM port=3084
```

Restart the token server and configure your firewall to allow access to the chosen port numbers, in this case 27008 and 3084.

Finally, it is a good idea to check if the port is open by using the **telnet** command as follows

```
telnet my_server 27008
```

on the client computer(s). If you get an error message similar to

```
Connecting to my_server...Could not open connection to the host,
on port 27008: Connect failed
```

then the port is *not* open. See also the [License Administration Guide](#) for more information.

Note that antivirus software can have a similar effect and also block connections, even from the same machine. In this case instruct the software to allow connections through the two ports you specify explicitly in the license file as shown above.

## 7.5 License Checkout Overhead

In FLEXlm version 11.13.1.2 and higher users may experience an overhead of a few tenths of a second when checking out the license token the first time. This is mainly due to additional checks the FLEXlm performs to detect virtual machines. Unfortunately it is an issue whose fixing is beyond the scope for **MOSEK**. FLEXlm is working on a solution to the issue.

Note that if the **MOSEK** environment is reused and license caching is turned on, then the issue will only be noticed for the first optimization. Please contact [support@mosek.com](mailto:support@mosek.com) to obtain more information if needed.

# Chapter 8

## Client setup

This section describes setting up client machines.

### 8.1 With a local license file

#### Default setup

The preferred option is to place the license file `mosek.lic` in the directory `mosek` in the user's home directory. That means

```
$HOME/mosek/mosek.lic  
%USERPROFILE%\mosek\mosek.lic
```

on UNIX systems and Windows, respectively. If no other configuration options are set (see below) this is the default location where **MOSEK** looks for a license. This works for all types of licenses. If the license file contains a floating license, the client will use the information in that file to find and contact a token server.

#### Environment variable

Alternatively, the path to the license file may be set by the environment variable `MOSEKLM_LICENSE_FILE`, for example:

```
MOSEKLM_LICENSE_FILE=/home/user/licenses/mosek.lic  
MOSEKLM_LICENSE_FILE=c:\users\mylogin\licenses\mosek.lic
```

#### Command line options

From the **MOSEK** command line the path to the license file can be set with the option `-l`.

#### From an API

In the Optimizer API and Fusion API the path to the license file can be set with the method `putlicensepath` of the environment or Model, respectively, before first optimization.

## 8.2 Without a local license file

Another method to check out a license from a floating license token server is to set the environment variable `MOSEKLM_LICENSE_FILE` in one of the following formats

```
MOSEKLM_LICENSE_FILE=@hostname  
MOSEKLM_LICENSE_FILE=port@hostname
```

where `hostname` is the name of the token server machine and `port` is the port on which `MOSEKLM` is listening. Then the client **MOSEK** application will contact the server directly and the possible overhead for opening and reading the license file is eliminated. Observe a potential firewall may block access to the token server.

The same format can be used in conjunction with the command line `-l` option and in the `putlicensepath` method as mentioned in the previous section.

## 8.3 Testing and debugging

In either case the client configuration can be tested by running the program `msktestlic`.

If any errors related to licensing appear, then go through the error messages and look for a line containing the path to the license file, for example:

```
License path: /home/someplace/mosek/mosek.lic
```

or:

```
License cannot be located. The default search path is ':/home/someplace/mosek/mosek.  
↪lic:'
```

This is the *actual* location where this instance of **MOSEK** was trying to locate the license. If it does not correspond to your expectations then go through the setup again or check that this location contains the correct file.



## Chapter 9

# License in a Cloud Computing Environment

The token server may be deployed in a cloud environment. The main challenge in deploying a token server in the cloud is to guarantee that the `hostid` (in this case the MAC address) stays unchanged when the instance running the token server is stopped.

In the following section we discuss one possible deployment strategy on Amazon EC2.

### 9.1 Example: Token server in Amazon EC2

The license will be bound to a MAC address. In the most basic Amazon EC2 instance setup the MAC address may change when the instance is stopped and later started again. Below we describe how to work around this.

In Amazon EC2 a MAC address is a persistent resource associated with an Elastic Network Interface (ENI). To keep the MAC address constant we advise creating an ENI that can then be associated with the Amazon EC2 instance acting as a token server. The ENI can later be moved to another instance within the same subnet if the token server needs to be moved to another instance.

#### Creating a token server Amazon EC2 instance

1. Create an ENI in the subnet into which you wish to launch the token server. Please consult the Amazon EC2 documentation for how to create an ENI.
2. Create a new instance in the same subnet as the ENI. When configuring the network interface select the newly created ENI as a network interface.
3. Launch the instance.
4. (*optional*) If the machine needs a public IP address then create an Elastic IP (EIP) and associate it with the instance after launch. It is not possible to have an automatically assigned public IP addresses when using an ENI in Amazon EC2.
5. Install **MOSEK** on the instance.
6. Retrieve the MAC address associated with the ENI, e.g by inspecting the ENI in the AWS Management Console or by logging into the instance and following the instructions in [Sec. 6](#).
7. Contact [support@mosek.com](mailto:support@mosek.com) with the relevant MAC address to obtain a valid license file.
8. Make sure the security group associated with the instance running the token server allows for incoming traffic to the token server. Allow for inbound TCP traffic on the ports your token server is listening as shown in [Sec. 7.4](#)
9. Install the token server as described in [Sec. 7](#).

# Chapter 10

## Licensing FAQ

### 10.1 General questions

**Q: How do I know what version/expiry/hostid/port I have in my license file?**

The license file is a plain text file. Open it in any text editor and follow [Sec. 5.2](#).

**Q: Can I edit the license file?**

You can change the hostname, port number(s), add an `OPTIONS` section and edit comments. Any other edits (in particular changing the hostid) will invalidate the license file.

**Q: Can I reserve some of my floating tokens to a specific IP/username/group?**

To reserve a certain number license features for a particular user or IP address, you must create an additional options file and use the `RESERVE` option. For details see [FLEXnet license administration guide](#). For example, to reserve one PTS token for user `username` make an options file `res.opt` with content

```
RESERVE 1 PTS USER username
```

and add the following to your license file:

```
VENDOR MOSEKLM OPTIONS=res.opt
```

**Q: Can I check out licenses from more than one location?**

You can concatenate multiple license search paths (local or remote) with the operating system's path separator. **MOSEK** will then sequentially try to check out a license from all these locations until one is available. For example

```
MOSEKLM_LICENSE_FILE=/home/user/licenses/mosek.lic:27007@licensehost      (Linux/  
↪ OSX)  
MOSEKLM_LICENSE_FILE=c:\users\mylogin\licenses\mosek.lic;27007@licensehost (Windows)
```

**Q: Can I use more than one hostid?**

Yes, for a server license. In exceptional situations we can generate a server license file with a list of MAC addresses as hostid. At least one of them has to be active at any time for **MOSEK** to work. For a floating license we can use only a single hostid.

**Q: Is it possible to use MOSEK with a floating license on a machine detached from the LAN(WAN)?**

Yes. It is possible to use the `lmborrow` functionality. See the [FLEXnet license administration guide](#).

**Q: Do you have a complete licensing guide that covers all of FLEXlm options?**

The ultimate guide is at [FLEXnet license administration guide](#).

**Q: I know the hostid of the license server, but what about the clients?**

The clients, that is machines on which **MOSEK** optimizations will actually be performed, can be arbitrary, as long as they can connect to the license server to check out a token. The floating license restricts only the physical machine for the token server.

**Q: What does MOSEK use to verify the license?**

Only the license file. There is no external communication whatsoever.

**Q: When does MOSEK return the floating license token?**

By default at the end of the session/process or when the **MOSEK** environment is deleted. This reduces the checkout overhead if one process runs multiple optimizations. However, this is completely customizable. For example, you can return the token after each optimization or upon calling a dedicated method. Your API's manual has instructions on how to do it in the section *Technical guidelines / The license system*.

## 10.2 Floating license issues

**Q: The `lmutil` and `lmgrd` will not start on Linux: No such file or directory.**

If you run a command from the licensing system and get this error:

```
user@hostname:~/path_to_mosek$ ./lmutil
./lmutil: No such file or directory
```

then most likely you are missing the Linux Standard Base (LSB) package. LSB version at least 3 is required. On Ubuntu the latest version of LSB can be installed with the command `apt-get install lsb`.

**Q: I get the error `Vendor daemon is too old`.**

You are running an older license server (for example, from version 7) and tried to connect to it with a much more recent client (for example, from version 9). The `lmgrd` license server must be at least as new as all the clients who attempt to connect to it. Use the license server distributed with the most recent version of the clients in use. We occasionally update the FLEXlm binaries inside **MOSEK** and then an incompatibility with older license servers may occur.

### Q: The license server will not start.

Always check the server's log file `lmgrd.log`. It will explain the source of the problem. Typical issues are:

- **Wrong hostname:**

```
11:55:03 (lmgrd) "HOSTNAME_REAL": Not a valid server hostname, exiting.  
11:55:03 (lmgrd) Valid license server system hosts are: "HOSTNAME_LICFILE"
```

The hostname in the license file is not the actual hostname of the computer. Either you are running the license server on the wrong machine, or using a wrong file or something changed on the machine and you should contact us for a new license file.

- **Wrong hostid:**

```
8:46:36 (MOSEKLM) (@MOSEKLM-SLOG@) HostID node-locked in license file:␣  
→a6321bc7ff3f  
8:46:36 (MOSEKLM) (@MOSEKLM-SLOG@) HostID of the License Server: "af638abf82aa␣  
→127c4da8f212"  
8:46:36 (MOSEKLM) No valid hostids, exiting  
8:46:36 (MOSEKLM) EXITING DUE TO SIGNAL 25 Exit reason 2  
8:46:41 (lmgrd) MOSEKLM exited with status 25 (Invalid host)
```

The hostid in the license file does not correspond to actual hardware. Either you are running the license server on the wrong machine, or using a wrong file or something changed on the machine (perhaps a network interface was removed) and you should contact us for a new license file.

- **Incorrect or unreadable license file**, for example:

```
18:54:46 (MOSEKLM) Invalid license key (inconsistent authentication code)
```

It is possible that you invalidated the file by editing hostname or hostid or that you downloaded/saved it incorrectly. See [Sec. 5.2](#) for how a floating license file should look. You should revert to the original file (if applicable) or contact us for a new license file, attaching the current one.

- **Could not open port:**

```
18:52:12 (lmgrd) Failed to open the TCP port number in the license.
```

The token server or vendor daemon could not open a port. Possibly it is already open by another process, or there are firewall issues. In either case consult [Sec. 7.4](#) for a solution. Terminate any `lmgrd` or `MOSEKLM` processes running.

- **Invalid License File**, on Unix:

```
18:54:46 (lmgrd) Server's System Date and Time: Mon Jun 21 2021 18:45:01 CET  
18:54:46 (lmgrd) Invalid License File
```

Can appear if the license file has permissions other than 644. Change the license file's permissions to 644.

- **Hostname not in network database:**

```
11:55:03 (lmgrd) Unknown Hostname: HOSTNAME_LICFILE  
specified in the license file is not available in the local network database  
11:55:03 (lmgrd) EXITING DUE TO SIGNAL 33 Exit reason 1
```

A rare error appearing on MAC where `lmgrd` exits almost immediately. The solution is to edit the file `/etc/hosts` in your system and add a line with the IP address and hostname of your machine.

### Q: The client cannot connect to the license server or license checkout times out.

The following symptoms can indicate firewall issues:

- The client cannot connect to the license server. The error is **MOSEK cannot connect to the license server** or **Operation now in progress**.
- The client cannot connect to the license server from a remote machine, but everything works when the client runs on the same machine as the server.
- License checkout times out after about 60 seconds with message **Timeout: operation now in progress**.

First make sure that the license server is up and running and that the `lmgrd.log` file did not indicate any errors (see previous question). Assuming that, consult [Sec. 7.4](#), fix *both ports* described in that section (the token server port and the vendor port) to your preferred values, make sure they are open in the firewall and/or antivirus software, restart the license server and try again.

This happens typically in networks with tight security settings. Occasionally antivirus software can trigger this problem.

### Q: I cannot check out a token even though there should be more available.

Most likely there are processes/users who checked out a license but never returned it. The `lmgrd.log` log file on the license server will contain the history of license checkouts and checkins which may be used to identify the culprit.

## 10.3 Local file issues

### Q: The Optimization Toolbox for Matlab or Rmosek says license has expired although I downloaded a new one.

After you put the license file in the right place restart Matlab or R. It caches the license. If that doesn't help **MOSEK** probably uses another license path than you first thought. See next question.

### Q: MOSEK says there is no license file or that it expired.

If you are sure that your license file is valid and in the right place, then it is possible that your system is configured to expect the license file elsewhere than you thought. Search for the `mosek.lic` file on the disk and see if there is one in another location. Remove any old expired licenses found.

Go through the error or diagnostic message you received from **MOSEK** and look for lines such as:

```
License path: /home/someplace/mosek/mosek.lic
```

or:

```
License cannot be located. The default search path is ':/home/someplace/mosek/mosek.  
↪lic:'
```

This is the *actual* location where this instance of **MOSEK** was trying to locate the license. If it does not correspond to your expectations then go through the setup again or check that this location contains the correct file.

## 10.4 Need more help

**Q: I tried all of the above but it doesn't help.**

Send us an email and attach as much as possible of the following data:

- description of the problem,
- the license file,
- the token server log file `lmgrd.log` or its part relevant to the issue (for floating licenses),
- the exact error message reported by the **MOSEK** client, or the output from `mosekdiag`, `mosektestlic`, `mosek -f` or other relevant diagnostic tool.
- **MOSEK** version, operating system, which interface you are using.

# Index

## F

floating license, 9

## H

host ID, 12

obtaining on |linux|\ / macos|, 12, 13

obtaining on Windows, 12

hostname, 12

## I

installation |linux|

token server, 16

installation |macos|

token server, 18

installation Windows

token server, 15

## N

node-locked license, 9

## O

obtaining on |linux|\ / macos|

host ID, 12, 13

obtaining on Windows

host ID, 12

## S

server license, 9

## T

token server, 14

installation |linux|, 16

installation |macos|, 18

installation Windows, 15