

### Introduction

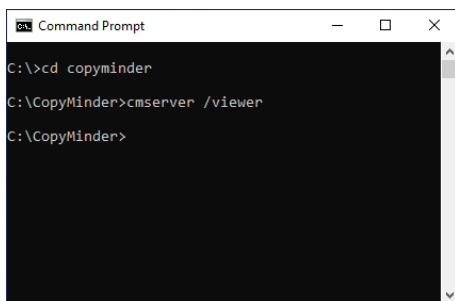
Copyminder is the tool maxgeo has implemented to manage application subscriptions.

This guide provides some quick tips to troubleshoot common problems including;

- Checking licence server
- Restarting the licence service
- Uninstall and reinstall the licence service
- Update number of seats
- Common licencing errors

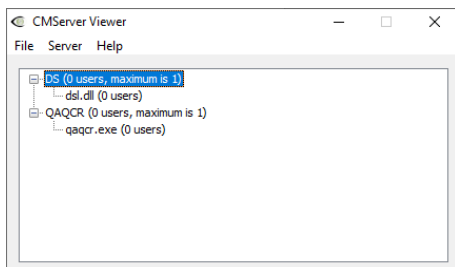
### Checking CopyMinder licence service health

1. Log onto the server, open a CMD window as Admin and navigate to CopyMinder Folder.



```
Command Prompt
C:\>cd copyminder
C:\CopyMinder>cmserver /viewer
C:\CopyMinder>
```

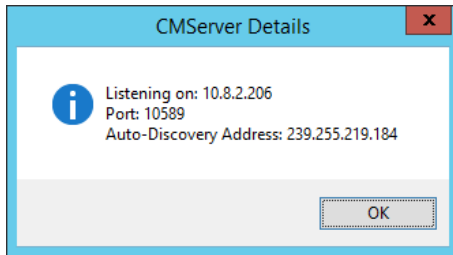
2. Execute command **CMServer.exe /Viewer**.  
This will show you that the service is running and how many users are connected.



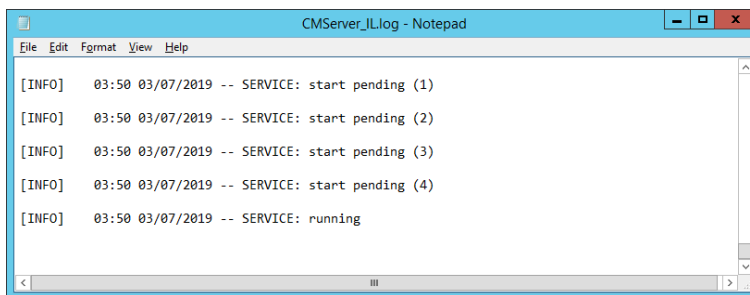
This viewer can be left running and minimised to the Task Bar for later use.



3. Click on the Server tab and select Server Detail.  
This will show the IP it is listening on and port.  
IMPORTANT : port needs to be 10589 to work.

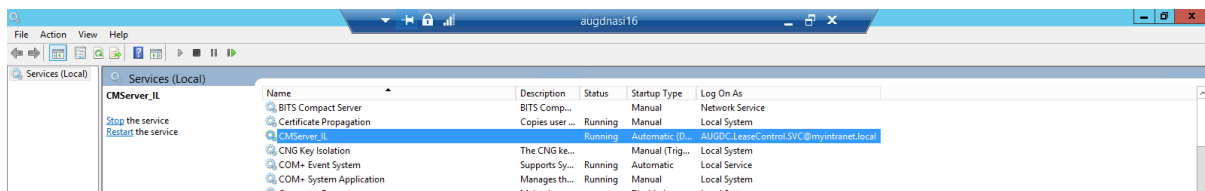


4. Click on the Server tab and select Server Log.  
This will show the log file with latest line on the bottom.



### Restart the licence service

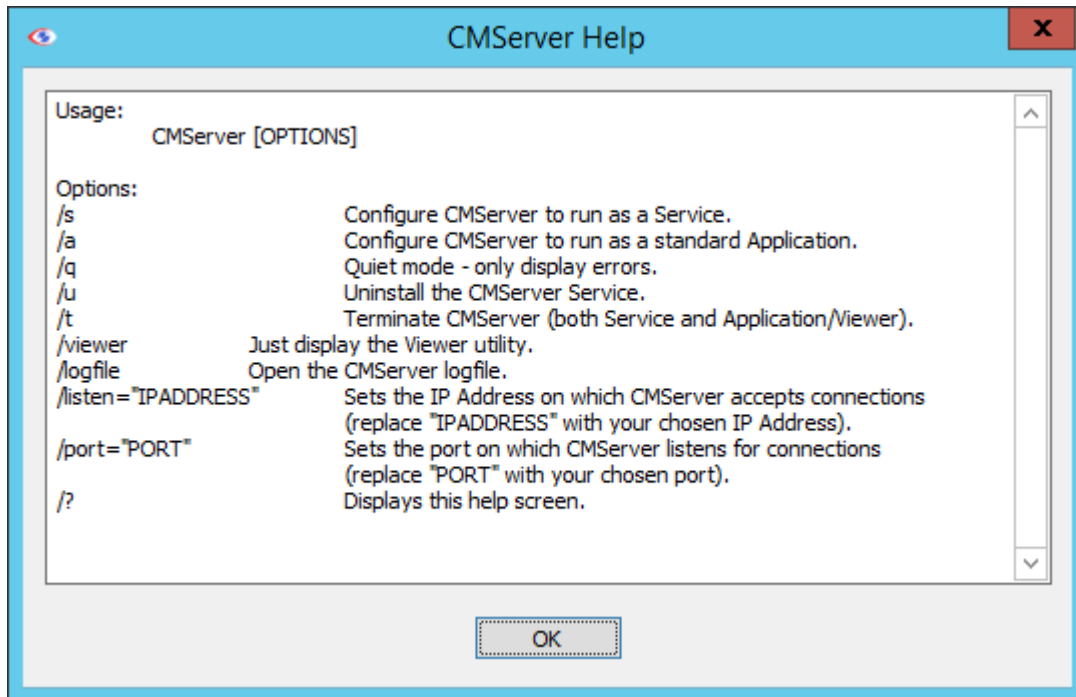
1. Log onto the CopyMinder server
2. Open Services and restart **CMServer\_IL**  
Note : This service takes a while to restart, be patient



### Uninstall and reinstall the Licence service

1. Log onto the server, open a CMD window as Admin and navigate to CopyMinder folder
2. Execute command **CMServer.exe /u** to uninstall current licence sever
3. Open File explorer and navigate to CopyMinder folder
4. Right click on CMServer.exe and run as Admin
5. Select Network mode
6. On the bottom right, select Custom
7. Ensure you are listing on the server's IP address (type in IP address if doesn't autofill)
8. Ensure port 10589 is selected. Mandatory for LeaseControl.
9. Click OK and OK
10. Wait a for the confirmation box
11. If successful, follow steps to check licence service health (above)

### CMServer Options



### Update the licence server to add/remove licence seats

Log on to the network licence server (adequate permissions are required to see or access these files in whatever folder they have been installed to) and stop the licence manager service.

Using Windows Explorer, access the dsl.dll.cm.ini file, qaqcr.dll.cm.ini file or Lcl.dll.cm.ini (depending on applications to be upgraded) stored in the designated folder on your server.

1. Open these files and edit them by adding "ForceWebCheck=Once" on a new line
2. Save the files
3. Restart the network licence service

This will force the server to contact the CopyMinder service and obtain any changes to that licence's configuration.

### Common licencing errors

#### Error 929:

Issue: Copyminder is unable to connect to the CopyMinder Network Server (CMServer\_IL)

Resolution: Either restart the CopyMinder Network Server (CMServer\_IL) or ensure Copyminder address and port are configured correctly in the application.

#### Error 81: qaqcr.exe.cm file was not found

Cause: QAQCR was not run as an administrator for the first run or the application failed to create the correct files on launch.

Resolution: Copy qaqcr.exe.cm from C:\Program Files (x86)\Maxwell GeoServices\QAQCR2\Licence to C:\ProgramData\IL\QAQCR\cm. Then run QAQCR as an administrator.

#### Error 84:

Issue: Sophos Antivirus is blocking Copyminder.

Resolution: Contact the maxgeo servicedesk at [servicedesk@maxgeo.com](mailto:servicedesk@maxgeo.com) for guidance on resolving the issue.

If you have any questions on how to use auditing or any other functionality within solution to help improve your workflows, please contact us [servicedesk@maxgeo.com](mailto:servicedesk@maxgeo.com).