

# Getting Help with Licensing Problems



See [this playlist](#) to learn how to use the *Arnold License Manager*.

## Getting diagnostics

- Open the Arnold License Manager (in the Arnold menu for your Arnold plugin, click **Licensing > Arnold License Manager**)
- In the **Arnold License Manager**, click **File > Diagnostics**
- In the **License Diagnostics**:
  - Click **Save to File** to save the diagnostics to a text file, so you can attach the diagnostics to an e-mail message or support ticket.
  - Click **Copy** to copy the diagnostics to the clipboard, so you can paste the diagnostics into an e-mail message or support ticket.

## Checking error messages

### Network licensing

If you see **generic license checkout error (22)** then get the `Adlm.log` file.

```
00:00:00 4000 | most limit for open files raised from 1024 to ...
00:00:00 4000 | loading plugins from C:/aroldangle/arnodeploy/...
00:00:00 4000 | loaded 121 plugins from 9 lib(s) in 0:00:04
00:00:00 4000 | loading plugins from C:/aroldangle/arnodeploy/...
00:00:00 4000 | loaded 6 plugins from 4 lib(s) in 0:00:01
00:00:00 4000 | (task) command: C:/aroldangle/arnodeploy/2019/...
00:00:00 4000 | loading plugins from ...
00:00:00 4000 | no plugins loaded
00:00:00 4000 | level: loading env ...
00:00:00 4000 | (task) read 0 bytes, 0 nodes in 0:00:00
00:00:00 4000 | authorizing with default license managers: dis...

ADM DEMO for product "arnold"
0 product instances found

00:00:15 7000 | warning with warnings because of failed ad...
00:00:15 7000 | [main] error initializing license system!
00:00:15 7000 | [main] * can't read license data [10]
00:00:15 7000 | [clm.v1] generic license checkout error (22)
00:00:15 7000 | environment variables:
00:00:15 7000 |   ARNOLD_LICENSE_MANAGER = (not set)
00:00:15 7000 | [D] aroldangle_license = (not set)
00:00:15 7000 | [D] arn_license = (not set)
00:00:15 7000 | [D] ARNOLD_LICENSE_FILE = aroldangle...
00:00:15 7000 | [D] ar_license_file = (not set)
00:00:15 7000 | [D] there is no camera!
00:00:15 7000 | releasing resources
00:00:15 4700 | Arnold shutdown
```

See [Errors](#) for some more common network licensing errors.

### Single-user licensing

Here's some common errors related to single-user licensing.

### [clm.v2] timeout before callback was called

You are not signed in with your Autodesk ID OR single-user licensing is not installed

- Sign in with your Autodesk ID

### **[clm.v2] SERVICE (4): this product has not been registered with the licensing service yet**

Arnold is not registered.

- Open the Arnold License Manager and click Register

### **[clm.v2] SERVICE (7): login requires GUI mode**

You are not signed in with your Autodesk ID.

- Sign in with your Autodesk ID