

# 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.

```
Get Diagnostics
No RLM license found
[clm.v2] generic license checkout error (22)
00:00:00 6000 | short limit for open files raised from 317 to ...
00:00:00 6000 | loading plugins from C:/aroldemg/rtwodeploy/
00:00:00 6000 | loading plugins from C:/aroldemg/rtwodeploy/
00:00:00 6000 | loaded 121 plugins from 8 lib(s) in 0:00:04
00:00:00 6000 | loading plugins from C:/aroldemg/rtwodeploy/
00:00:00 6000 | loaded 8 plugins from 4 lib(s) in 3:05:01
00:00:00 6000 | [rlc] command: C:/aroldemg/rtwodeploy/2013/
00:00:00 6000 | loading plugins from . ...
00:00:00 6000 | no plugins loaded
00:00:00 6000 | [ask] loading SSL ...
00:00:00 6000 | [ask] read 0 bytes, 0 nodes in 0:00:00
00:00:00 6000 | authorizing with default license manager: rlm
00:00:00 6000

RLM INFO for product "arnold"
0 product instances found

00:00:15 7000 | WARNING: rendering with watermark because of failed ...
00:00:15 7000 | [rlc] error installing license system
00:00:15 7000 | [rlc] * Can't read license data: [rlc]
00:00:15 7000 | [clm.v2] generic license checkout error (22)
00:00:15 7000 | environment variables:
00:00:15 7000 | ARNOLD_LICENSE_MANAGER = root.seg
00:00:15 7000 | [rlc] aroldemg_LICENSE = root.seg
00:00:15 7000 | [rlc] RLM_LICENSE = root.seg
00:00:15 7000 | [clm] ARNOLD_LICENSE_FILE = %cd%\aroldemg
00:00:15 7000 | [clm] RLM_LICENSE_FILE = %cd%\aroldemg
00:00:15 7000 | [clm] RLM_LICENSE_FILE = %cd%\aroldemg
00:00:15 7000 | there is no camera!
00:00:15 7000 |
00:00:15 7000 | releasing resources
00:00:15 6700 | Arnold shutdown
Copy Save to File Close
```

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