

GridPro v5.8



INSTALLATION GUIDE

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1. DOWNLOADING GridPro

Contact the GridPro team by sending a mail to gridpro@gridpro.com to get the download links for the required OS. You can download the files using the given links and start with the installation.

You can also download the software for the respective OS from our website www.gridpro.com.

For those who are using the GridPro installation CD package the software can be installed with respect to the OS from the CD.

2. CD CONTENTS

S.No	DIRECTORY	CONTENTS
1	GridPro_Windows	Contains windows installation files for both 32 & 64 bit OS.
2	GridPro_Linux	Contains Linux installation files for both 32 & 64 bit OS.
3	GridPro_Mac	Contains Mac installation files for both 32 & 64 bit OS.
4	Exceed	Contains Exceed and Exceed3D installation files for both 32 & 64 bit OS.
5	Manuals	Contains Installation guide, Topology Input Language (TIL) manual, GridPro utilities manual and AZ graphic manager manual.
6	Tutorials	Contains basic Tutorials and Videos

3. REQUIRED PACKAGES

The necessary packages to be downloaded have been classified below based on the OS details. Users can download their respective packages and install for GridPro to work.

OS INFORMATION	SOFTWARE PACKAGES
Windows 32bit	GridPro win 32bit, Exceed 32bit, Exceed3D 32 bit.
Windows 64bit	GridPro win 64bit, Exceed 64bit, Exceed3D 64 bit.
Linux 32bit	GridPro Linux 32bit, xorg-x11-fonts-misc
Linux 64bit	GridPro Linux 64bit, xorg-x11-fonts-misc
Mac 32bit & 64bit	GridPro Mac version, X11.app

4. INSTALLATION PROCEDURE

4.1 INSTALLATION PROCEDURE FOR WINDOWS USERS

The PC version of *GridPro* is a direct porting of the UNIX version. The X and Motif calls, and some of the OpenGL calls used in *GridPro* GUI, are served through the Hummingbird's Exceed (X server) and Exceed3D software products which are included with the *GridPro*'s PC distribution. You need to individually install all three products - *GridPro*, Exceed and Exceed3D - to complete the installation procedure. Note: Exceed should be installed before Exceed3D.

The PC version of *GridPro* has the same UNIX look and feel. As part of this package, quite often, one needs a terminal window (DOS command window) to run many of the *GridPro* utilities and to monitor the progress of grid generation.

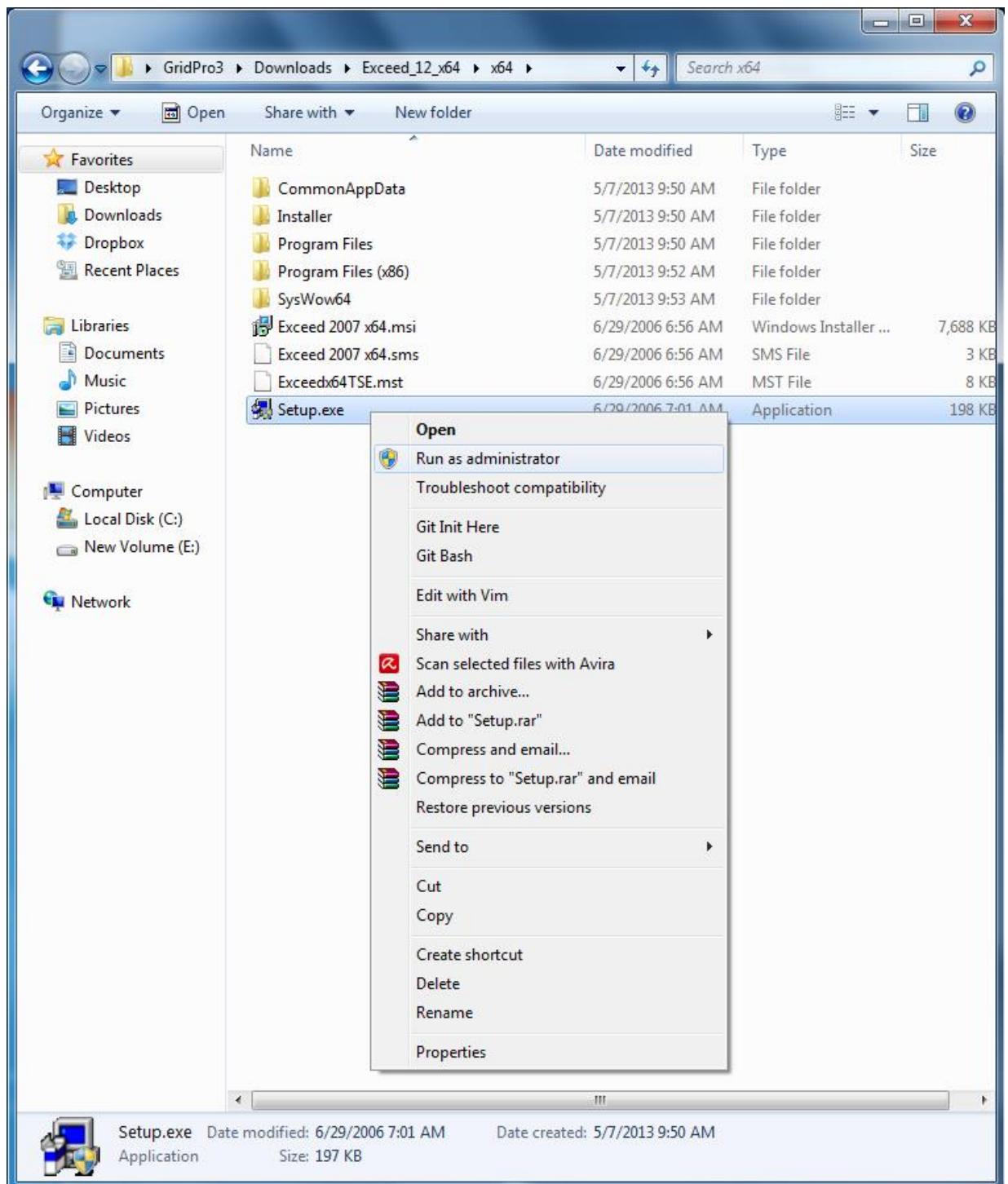
The installation procedure for windows users consists of 4 stages. The four stages of installation are

1. Exceed
2. Exceed 3D
3. *GridPro*
4. Setting up environmental variable

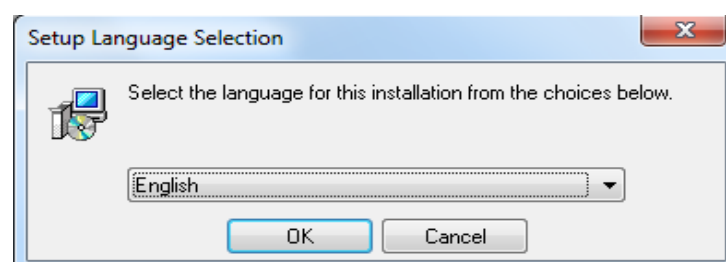
All the installation procedure shown here are for 64 bit OS. Similar steps should be followed for 32 bit OS.

4.1.1 INSTALLING EXCEED

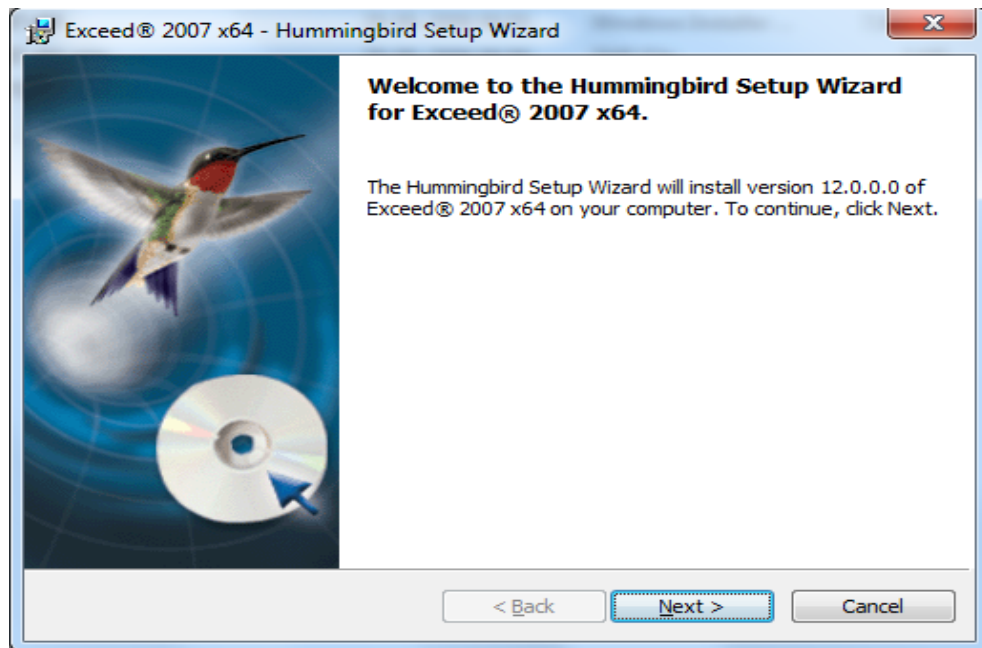
1. Unzip both Exceed and Exceed3D zip files.
2. Open the folder to which Exceed has been downloaded. Select 'Setup' file, Right click and select 'Run as administrator' option.



3. Select the language to install and Click 'ok' to proceed with the installation.



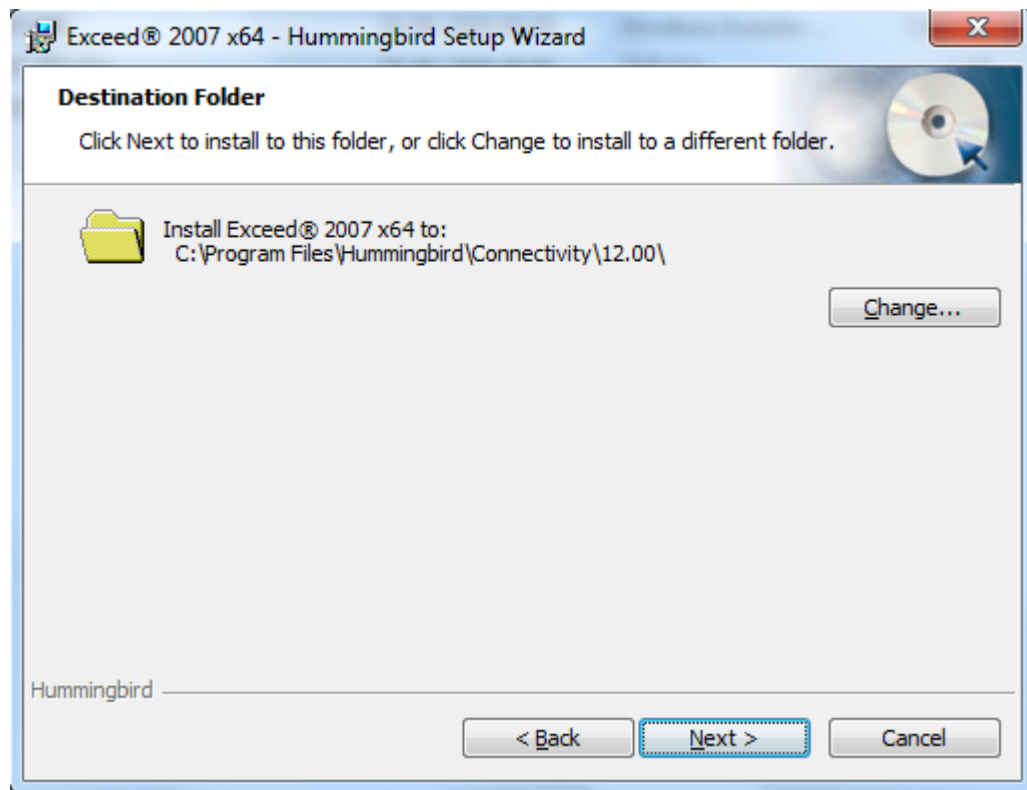
4. Click on 'Next' to proceed.



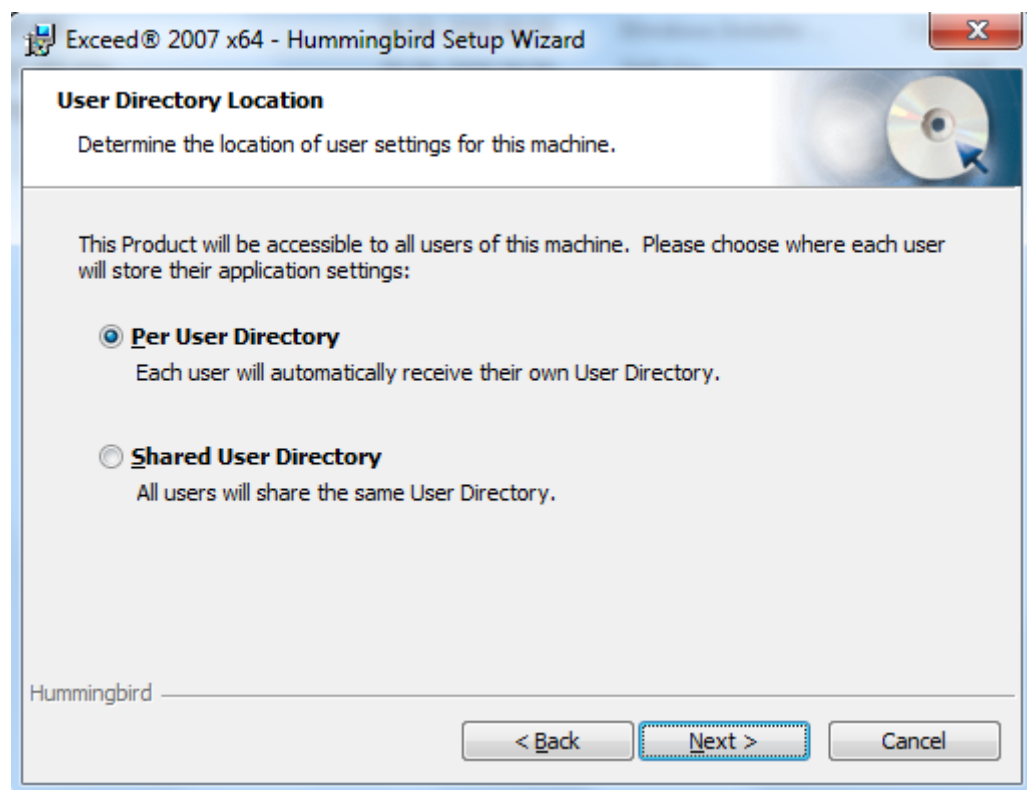
5. Accept the license agreement and click 'Next' to continue.

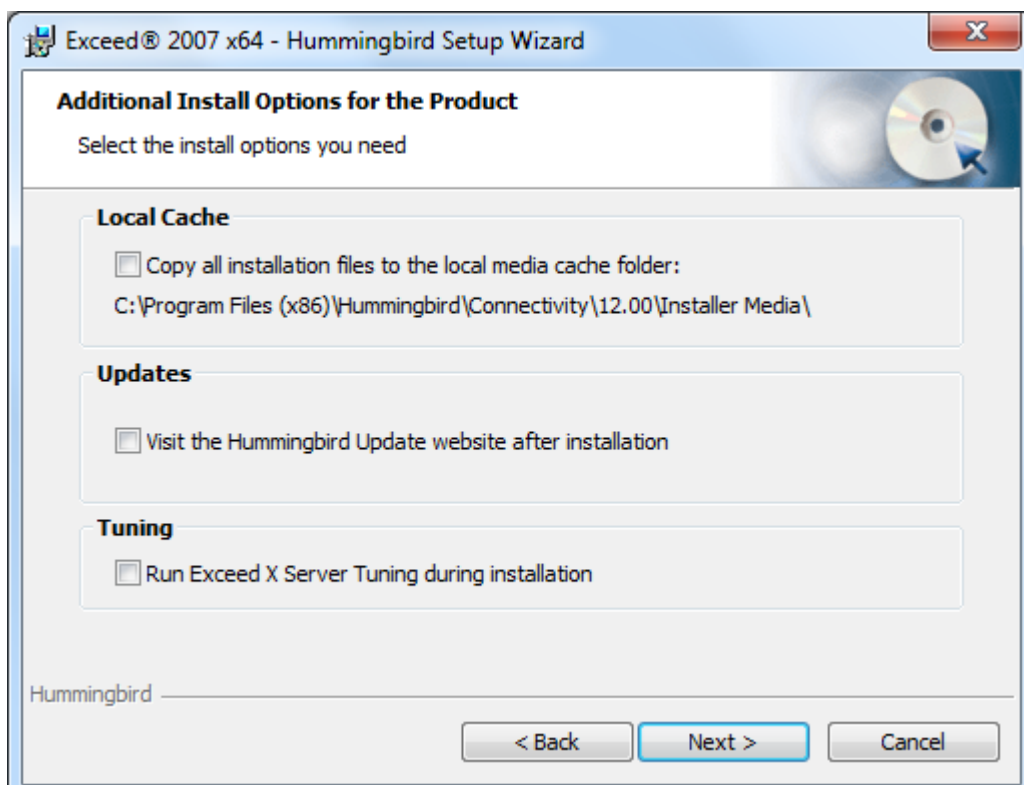
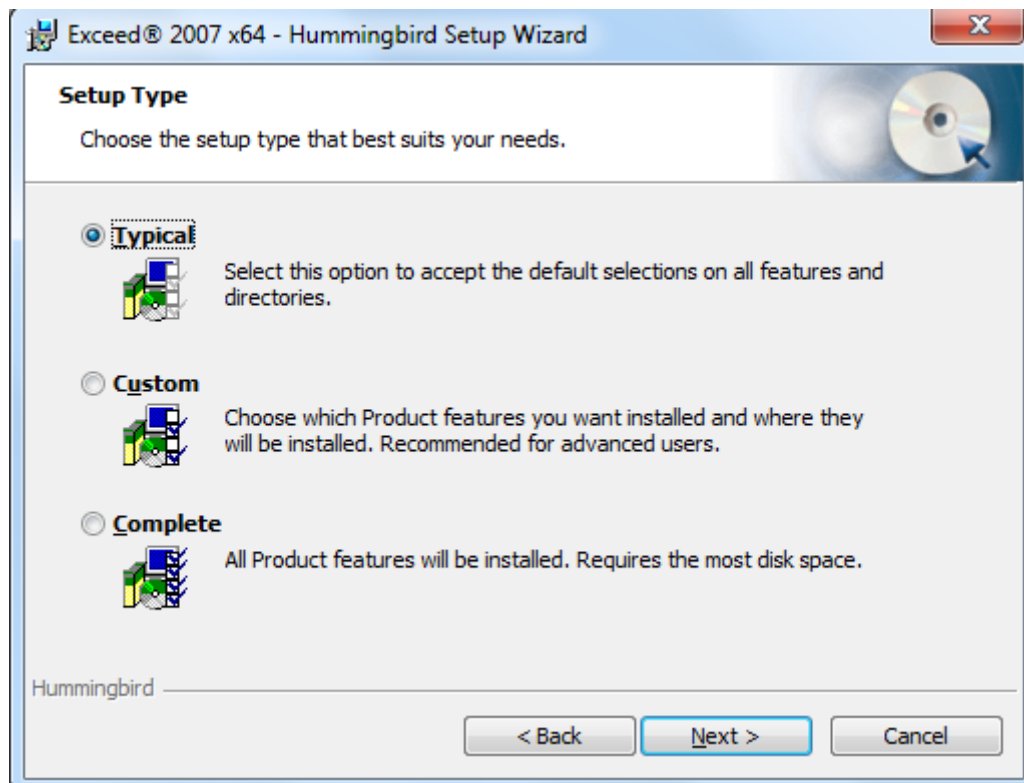


6. Proceed by clicking on 'Next'. **NOTE:** It is always recommended to install in the specified folder. The destination folder can be changed by clicking on the 'change' option

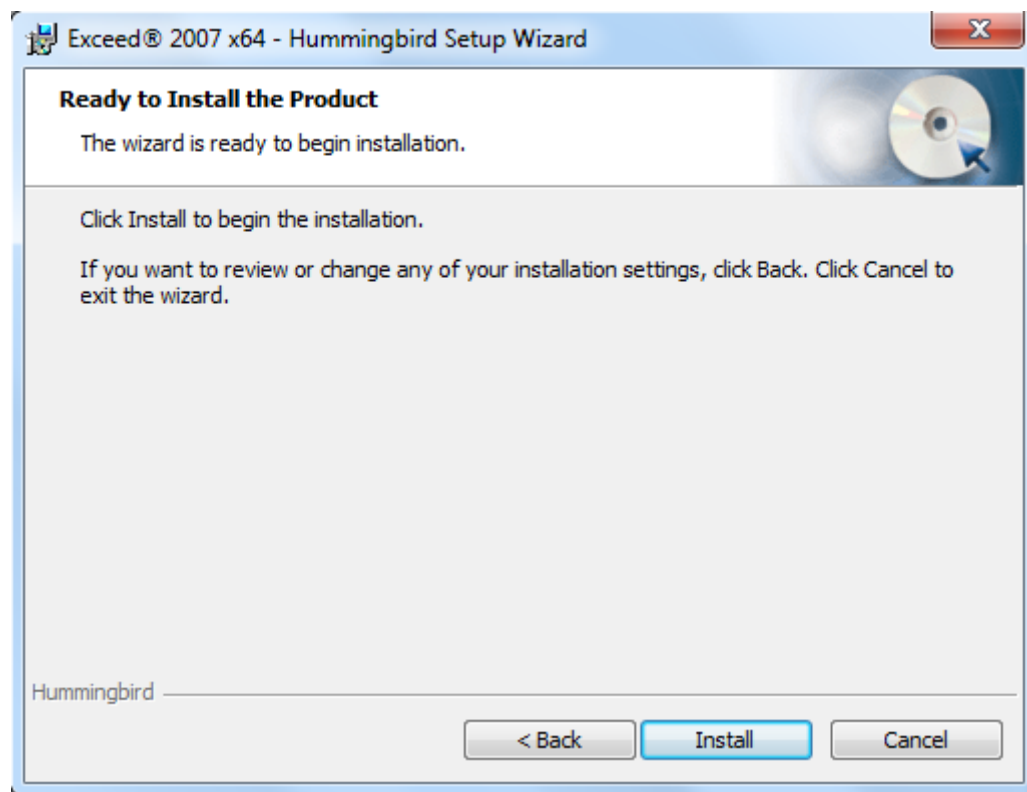


7. Proceed by clicking 'Next'.





- Click 'Install' to start the installation.

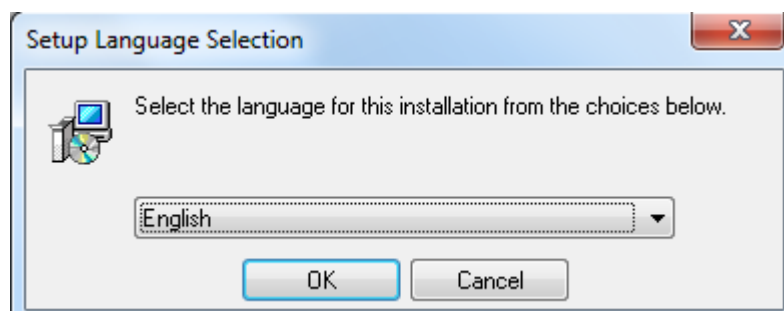
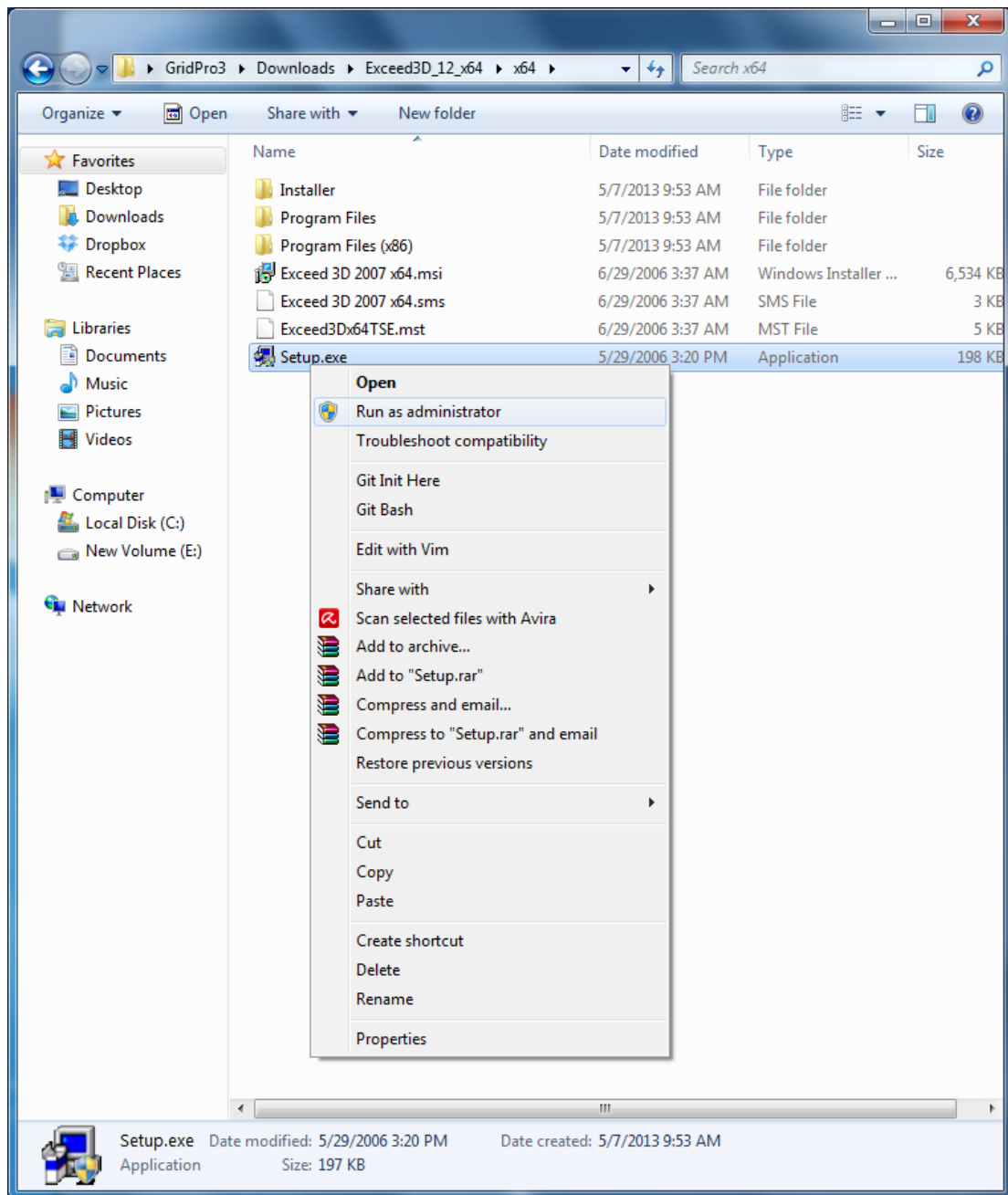


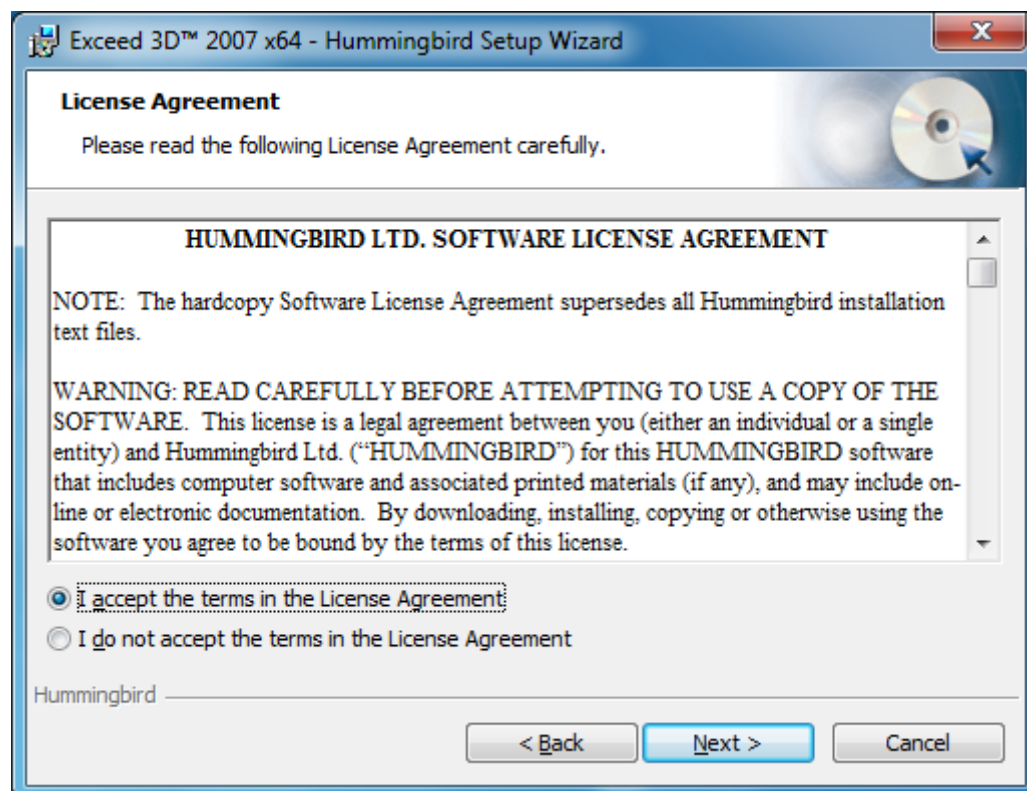
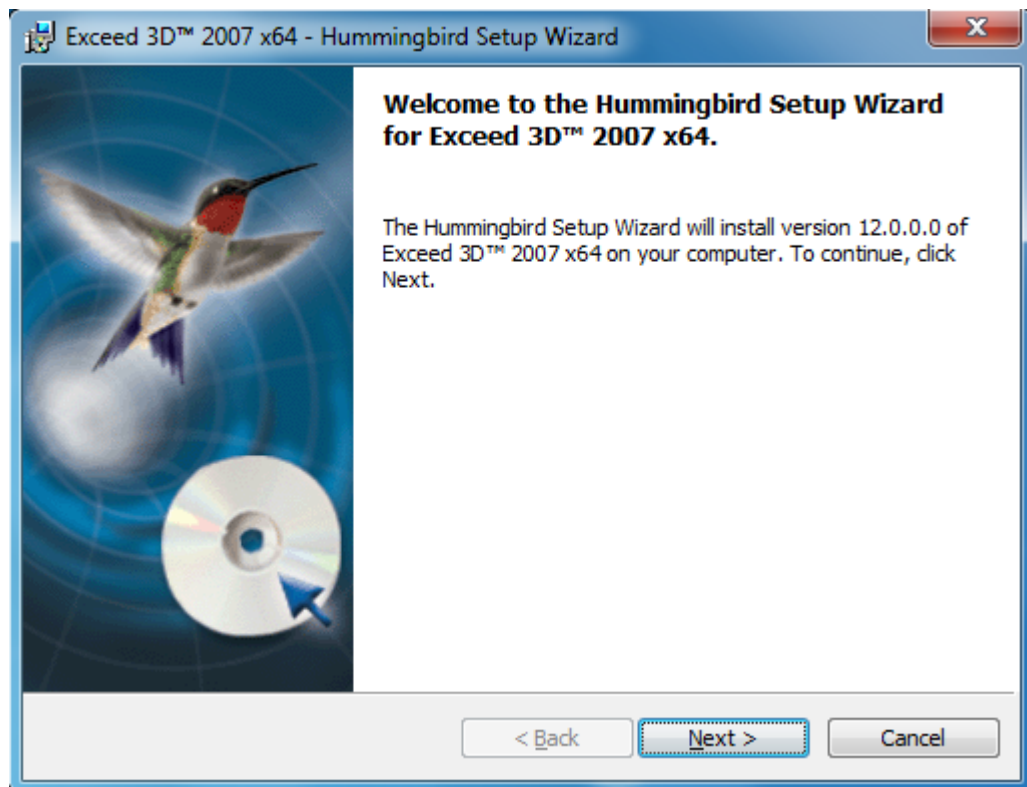
- Click 'Finish' to complete the Exceed installation.

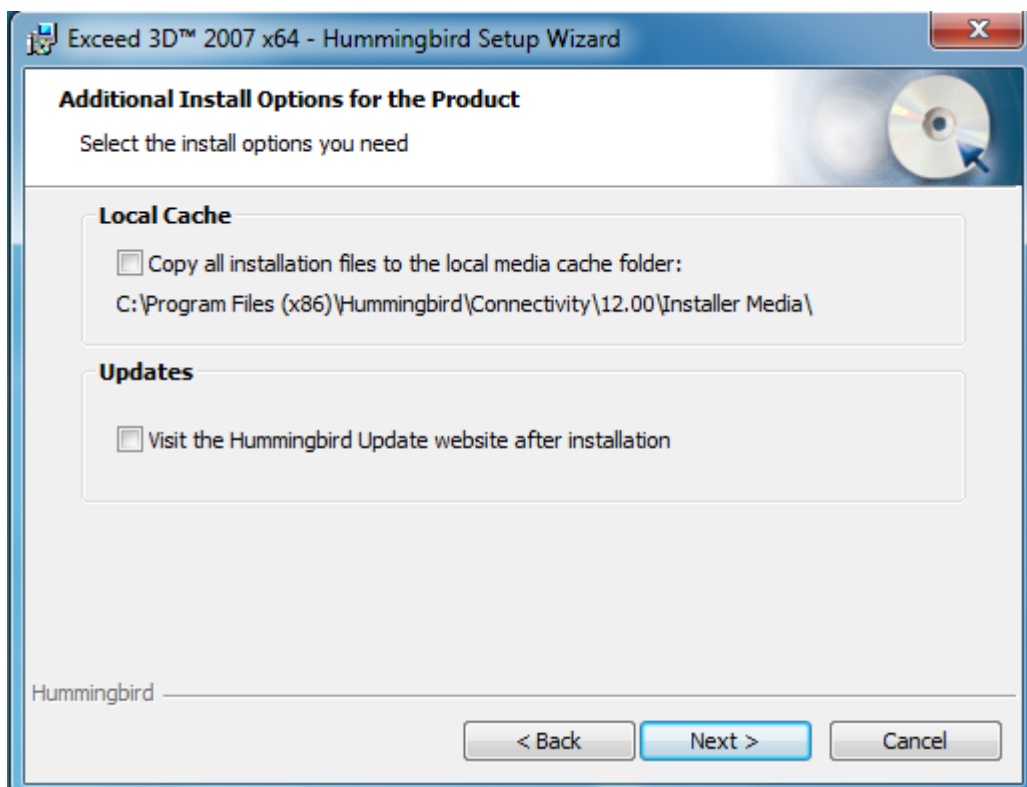
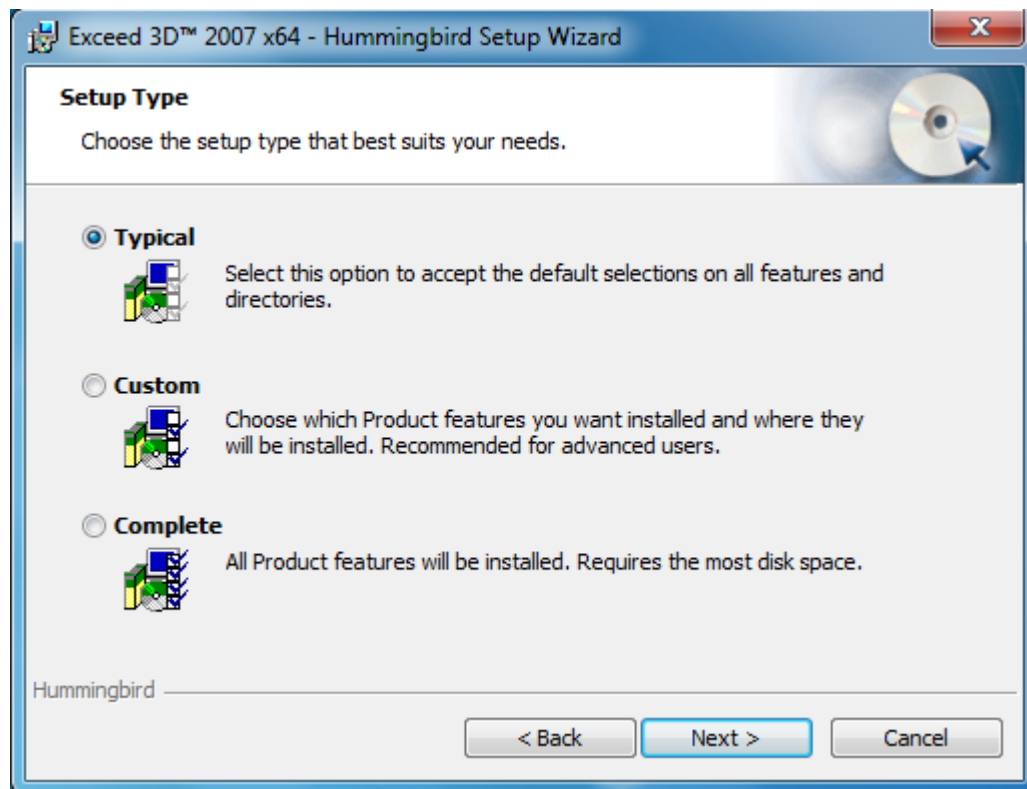


4.1.2 INSTALLING EXCEED 3D

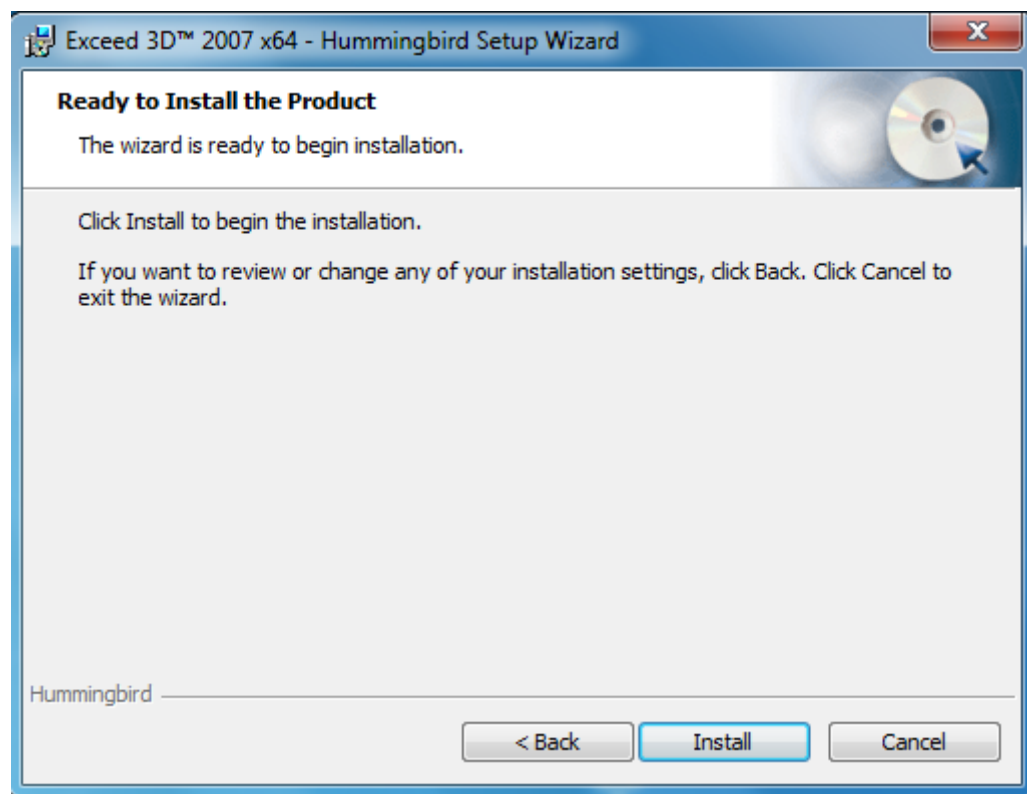
10. Similarly run the set up file in Exceed3D directory.



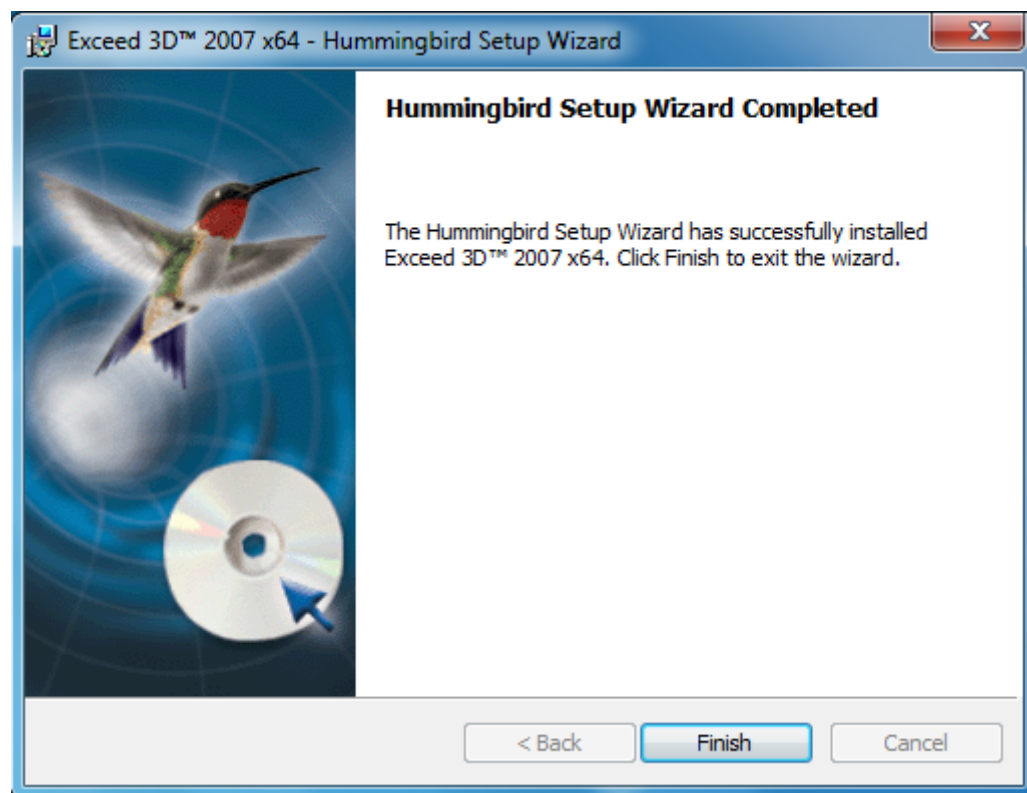




11. Click on 'Install' to start the installation process.

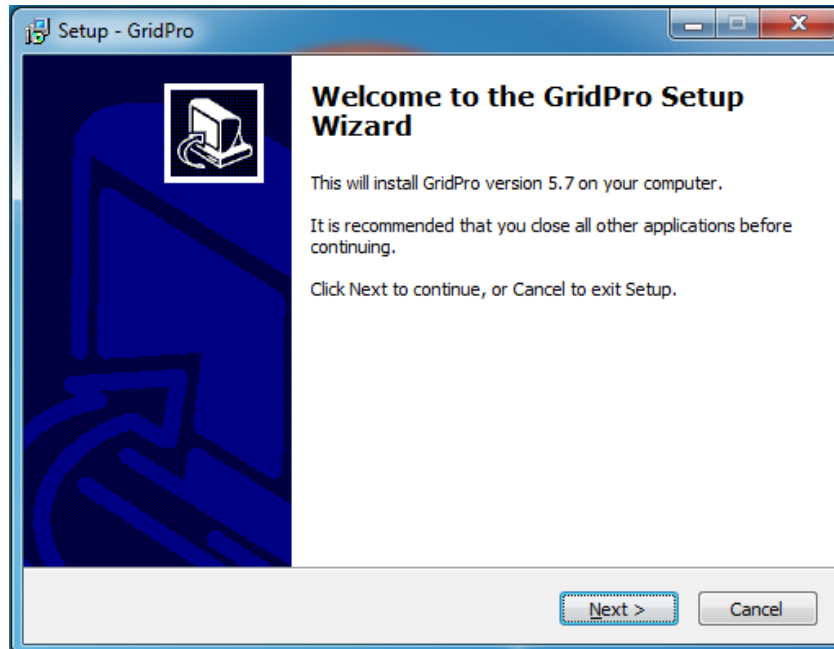


12. Click 'Finish' to complete the Exceed 3D installation.

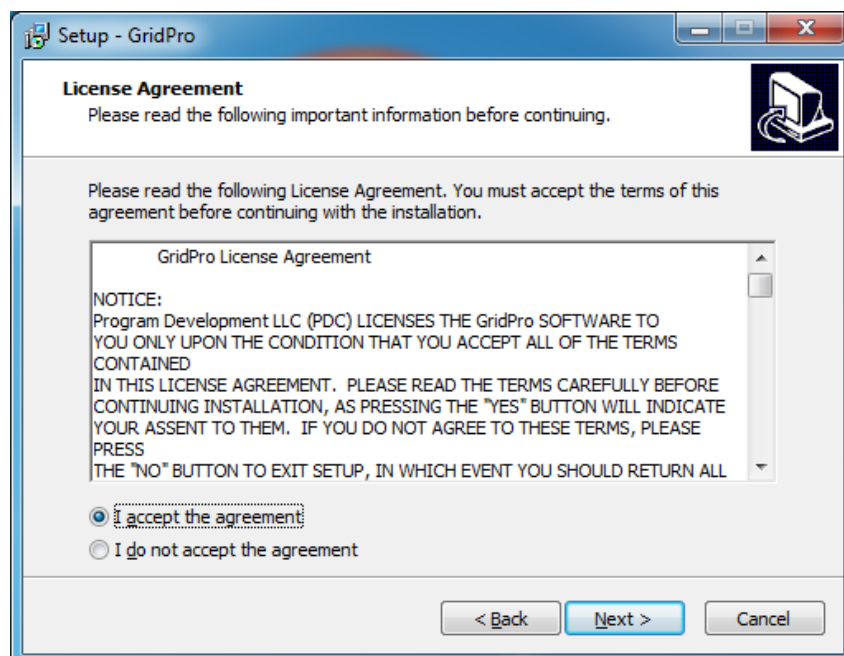


4.1.3 INSTALLING GridPro

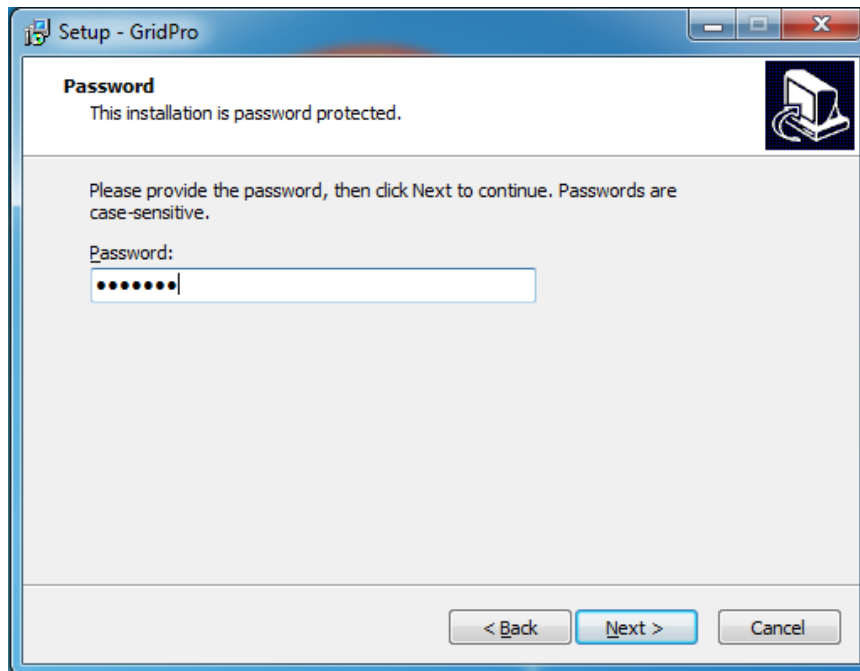
13. Right click on the GridPro setup file and click the 'Run as administrator' option.
14. Give administrator permission when it prompts.
15. Click 'Next' to continue.



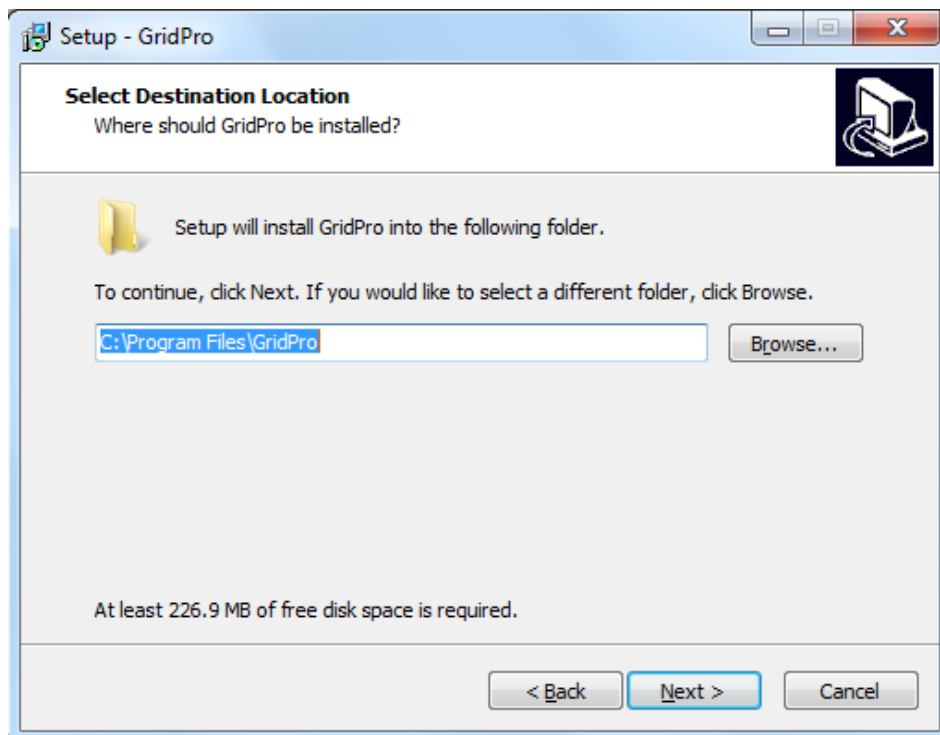
16. Accept the GridPro license agreement and continue.



17. Enter the password which you got from the GridPro support team. Contact support@gridpro.com to get the password if you have not received.

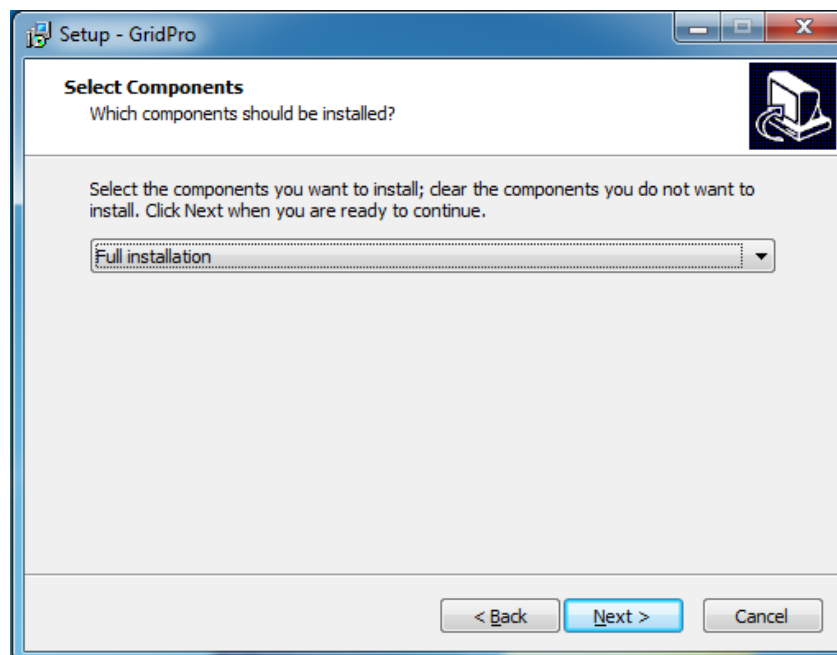


18. Click 'Next' to install GridPro v5.8 in the specified folder. **NOTE:** It is always recommended to install in the specified folder. The destination folder can be changed by clicking on the 'Browse' option.

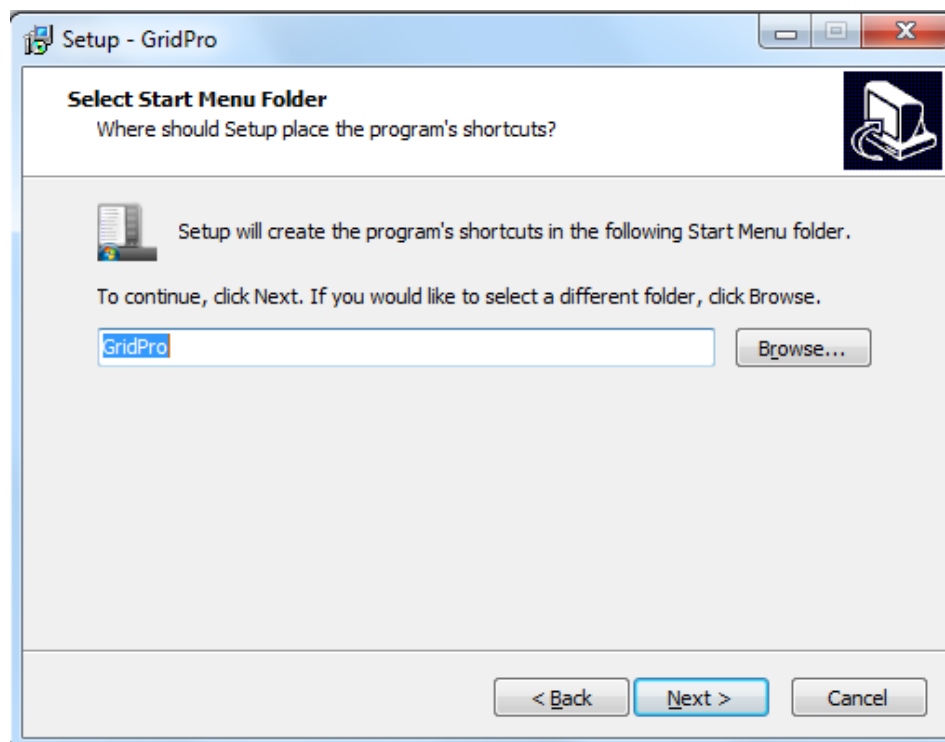


19. Select 'Full Installation' from the drop down to install the both the software and license manager.

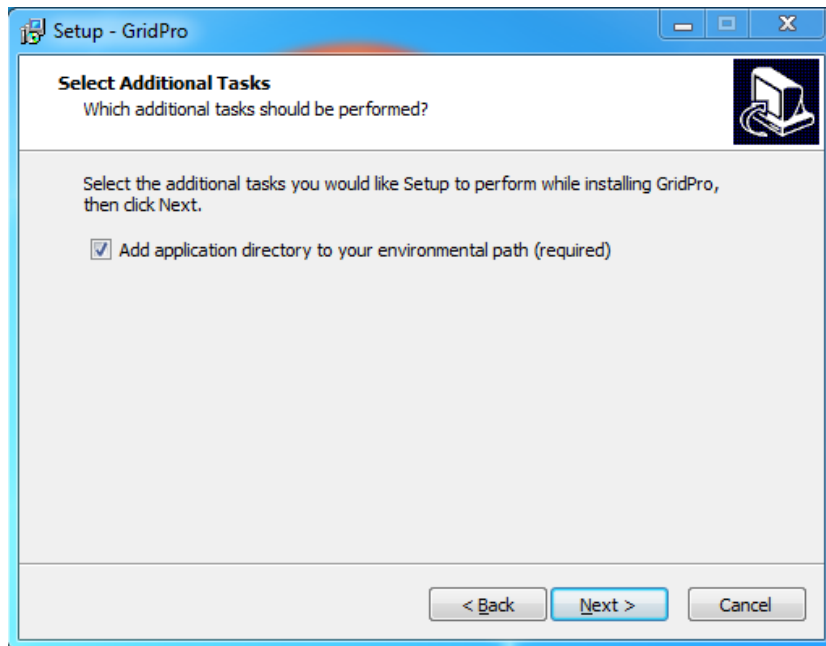
NOTE: Users who want to install *GridPro* in the server and access it from client machine can select the license manager only option in the server machine (To save the disk space in the server) and select the 'Full installation' option in the client machine.



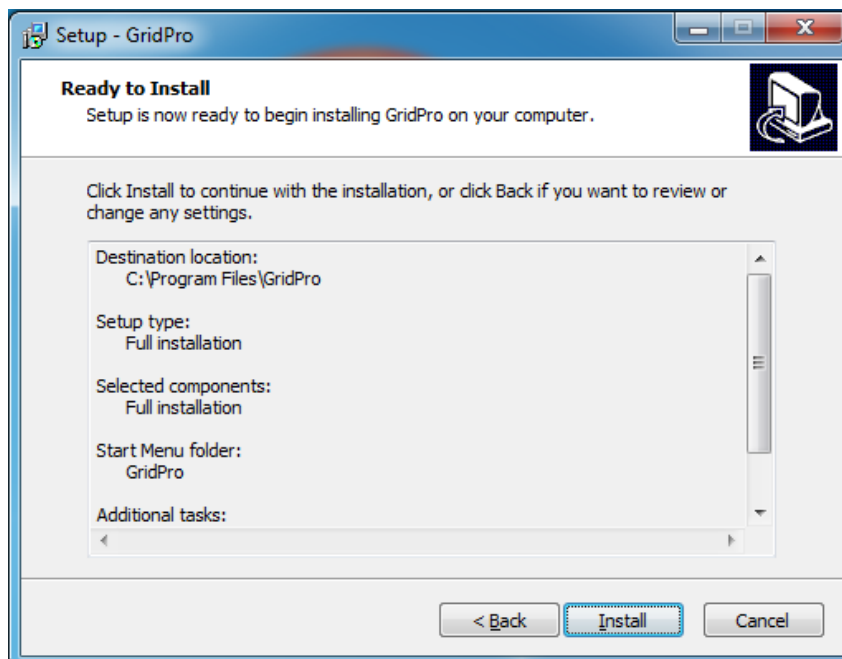
20. Click 'Next' to create a shortcut in the specified folder (Start menu). The destination folder can be changed by clicking on the 'Browse' option.



21. Click 'Next' to proceed further with the installation. Do not uncheck the check box, because it is must to add the directory to the environmental variable.



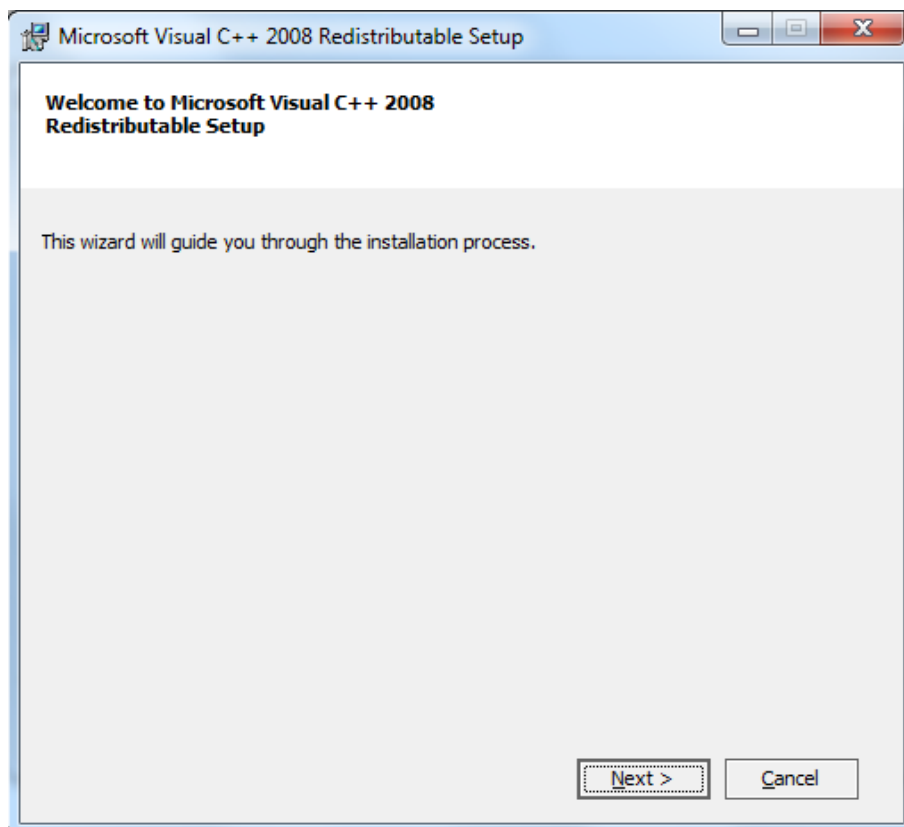
22. Click 'Install' to start the installation process.

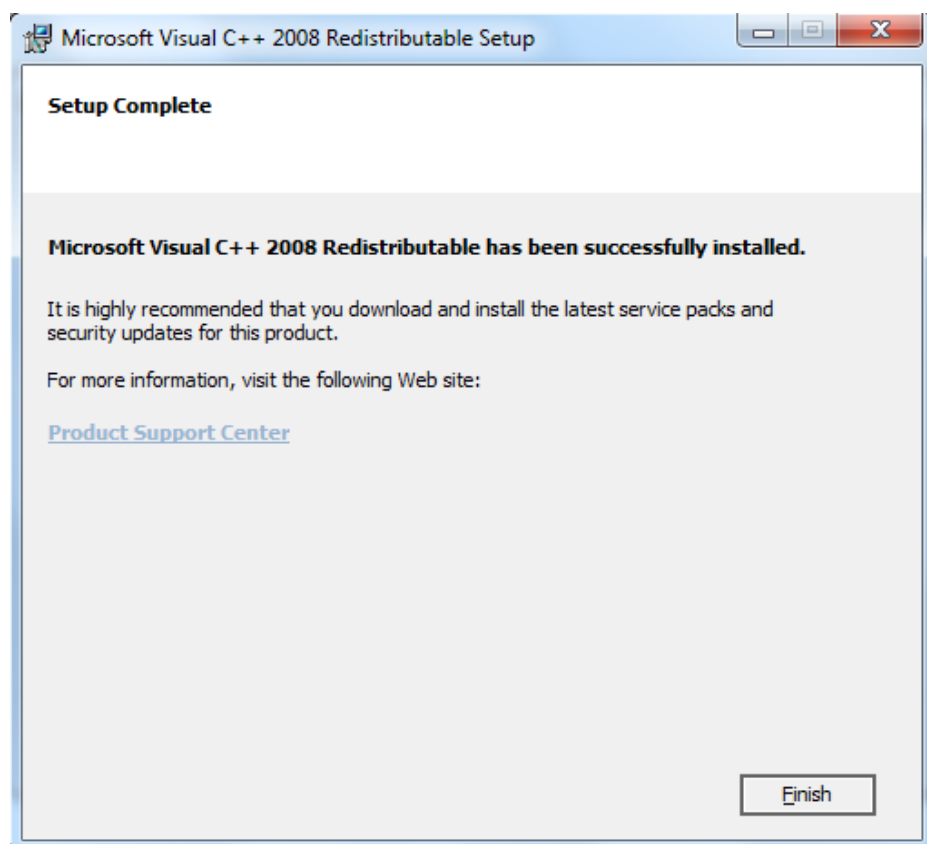
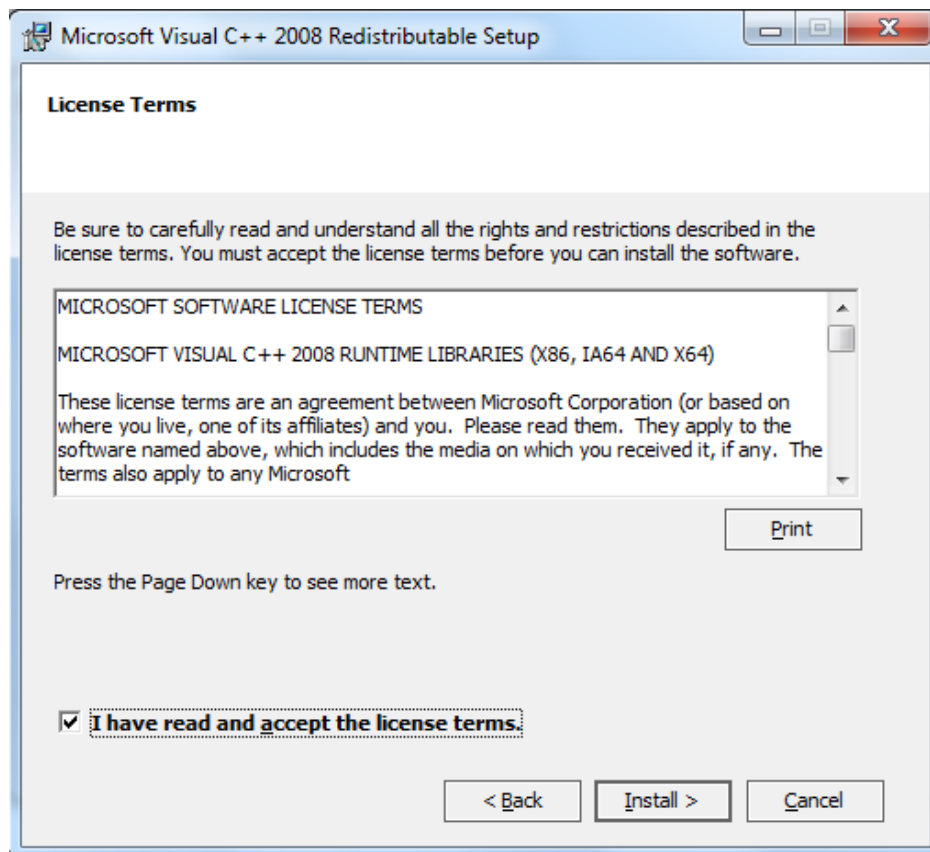


23. If portmap service is running in your machine, the setup file will prompt for confirmation. Select 'Automatically close the applications' option and click 'Next' to proceed.

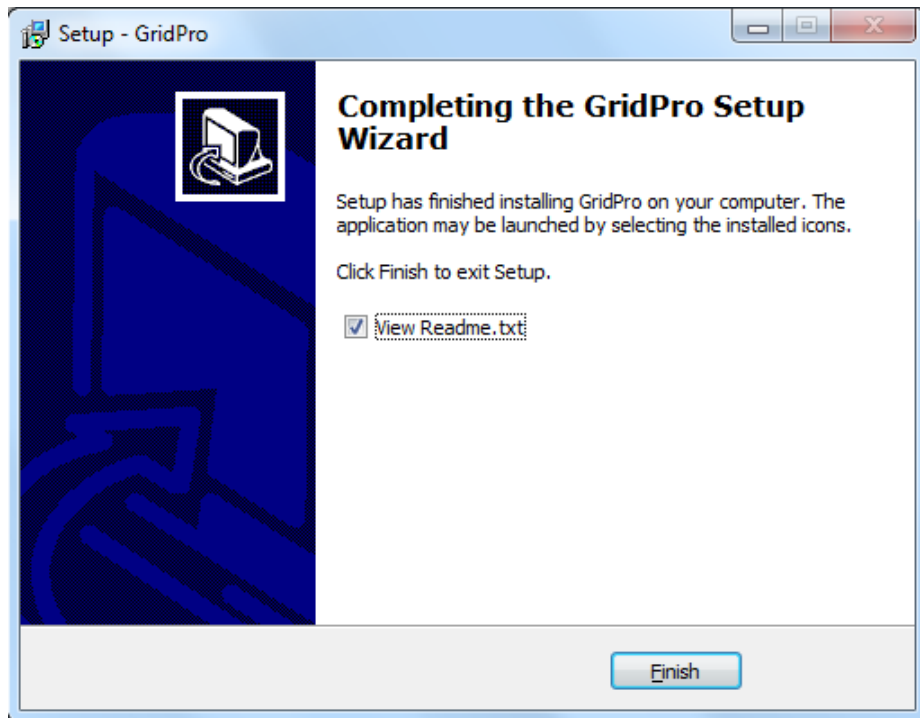


24. The application requires 'Microsoft Visual C++ 2008 Redistributable' to be installed. Click yes to install. If you have a previous installation of Microsoft Visual C++ redistributable, it would pop out asking you for uninstall or for repair. Clicking on repair will continue the installation.






25. Click 'Finish' to complete installation and go through the 'Readme' file to know from where to obtain the license file.



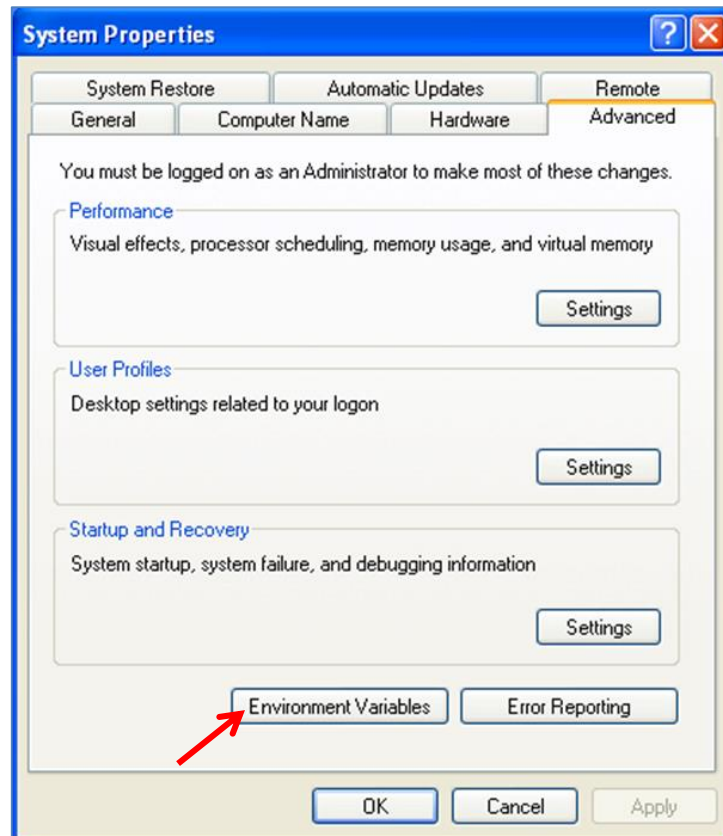
NOTE: Once the installation is done, the portmap will automatically restart if it has stopped while installation.

4.1.4 SETTING UP ENVIRONMENTAL VARIABLE

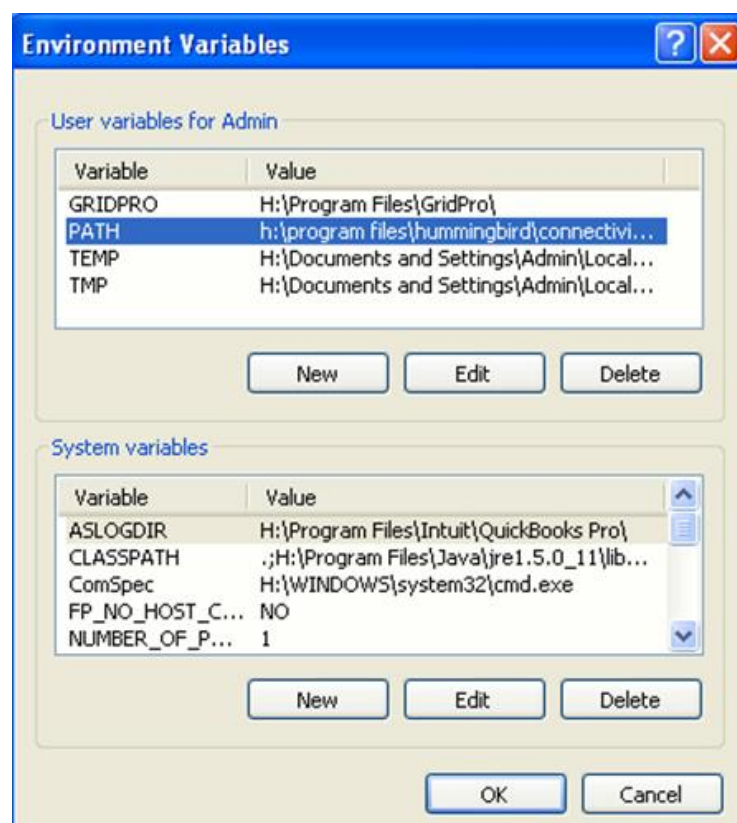
After installing GridPro, you will need to setup the Path to Hummingbird Exceed before you can start using the GridPro graphics. The following steps illustrate how to do this.

26. After finishing the installation process, make sure the path to exceed exists in your computer. To do this, right-click on the  (My Computer) icon (do not right-click on the shortcut) and select properties and on the top tabs select advanced (in most cases, you need to add this path manually).

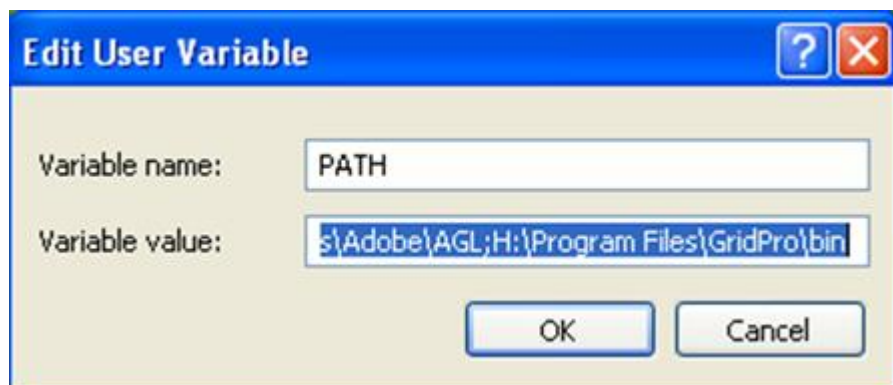
For vista and Win 7/8 users, after selecting the properties, click on 'Advanced system settings' option at the left side of the property window.



27. Click on the 'Environment variables' tab at the bottom of the window. The new window shows different environment variables as shown in the picture below.



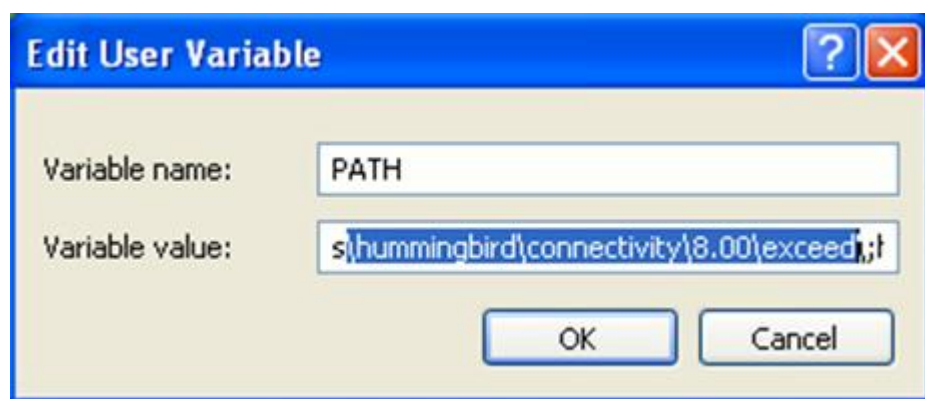
28. Double click on the PATH variable, and a smaller window will pop up.



29. Check for the Exceed Path that might be in the form:

C:\program files\hummingbird\connectivity\12.00\exceed.

The number after “ \connectivity\ “ indicates the version of exceed. For GridPro v5.8 an Exceed 8 version or above is required.



30. If the exceed path is not found or does not exist, you will have to enter this path manually. Before entering it, make sure you have Exceed installed in your computer.

Check in *C:\Program Files\Hummingbird\Connectivity\xx.00\Exceed* or *C:\Program Files\Exceed.nt*

*After finishing all the 4 stages of installation you can skip to Chapter 5 to get the license file.

4.2 INSTALLATION PROCEDURE FOR LINUX USERS

1. Open a command terminal by typing CTRL+ALT+T.
2. Navigate the path to the folder where the *GridPro* software file is. For e.g. if the software is in '**Downloads**' folder,

Syntax: **cd Downloads** (Note: The path of the terminal would be the HOME folder by default)

3. Unzip the file '*GridPro_v5.8_linux64bit.zip*' using the following command. Note: It should extract to '*GridPro*' folder. Rename it to '*GridPro*' if it extracts in some other name.

Syntax: **unzip <file name>**

4. Enter the password which you got from the *GridPro* support team. Contact support@gridpro.com to get the password if you have not received.

5. Once it is unzipped, install the application by typing the command,

./install.sh

6. You will be prompted to choose the installation directory. Press 'Enter' to install it to HOME directory. If you want to install it in different directory, type the full path and press 'Enter'.
7. Next, enter '1' to install full installation which will install both application and the license manager.

NOTE: Users who want to install *GridPro* in the server and access it from client machine can enter '2' (license manager only option) in the server machine (To save the disk space in the server) and enter '1' (full installation) in the client machine.

8. Then source the file,

Syntax: **source \$HOME/.bashrc**

*After installing the software you can skip to Chapter 5 to get the license file.

4.3 INSTALLATION PROCEDURE FOR MAC USERS

1. Open the command terminal.
2. Navigate the path to the folder where the *GridPro* software file is. For e.g. if the software is in '**Downloads**' folder,

Syntax: **cd Downloads** (Note: The path of the terminal would be the HOME folder by default)

3. Unzip the file '*GridPro_v5.8_mac64bit.zip*' using the following command. Rename it to '*GridPro*' if it extracts in some other name.

Syntax: **unzip <file name>**

4. Enter the password which you got from the *GridPro* support team. Contact support@gridpro.com to get the password if you have not received.
5. Once it is unzipped, install the application by typing the command,

./install.sh

6. You will be prompted to choose the installation directory. Press 'Enter' to install it to HOME directory. If you want to install it in different directory, type the full path and press 'Enter'.
7. Next, enter '1' to install full installation which will install both application and the license manager.

NOTE: Users who want to install *GridPro* in the server and access it from client machine can enter '2' (license manager only option) in the server machine (To save the disk space in the server) and enter '1' (full installation) in the client machine.

8. Then source the file,

Syntax: **source \$HOME/.bashrc**

5. HOW TO GET THE LICENSE FILE

Extracting license information:

1. Open the command window in any desired location.
2. Type 'lcst' and press 'Enter'.

```
C:\Users\GridPro2>lcst
pdclm: User Info: 8275896930(=0xe3236z5f0) 'GridPro=168.123.7.11'
pdclm: license file selected by GridPro default.
pdclm: licenser_id=0 release=Mar 07 16:17 2014
pdclm: create 'C:\Users\GridPro2/.clnt_lcst.log'
pdclm: load 'C:\Program Files\GridPro/lc_mngr/gridpro.lic' ...
pdclm: can't open 'C:\Program Files\GridPro/lc_mngr/gridpro.lic'
no requested licenses found:ñ=xs
```

Fig 4.1: Information from lcst

3. Fig.4.1 shows the message displayed. Note down the highlighted line '**pdclm: User Info: 8275896930(=0xe3236z5f0) 'GridPro=168.123.7.11'**'.
Info: 8275896930(=0xe3236z5f0) 'GridPro=168.123.7.11''.
4. Next type 'az'.

```
C:\Users\GridPro2>az
Version : 5.8 (Mar 07 16:17 2014)
User Info: 8275896930(=0xe3236z5f0) 'GridPro=168.123.7.11'
For Help: az -h <ret>
pdclm: delete 'C:\Users\GridPro2/.clnt_3180.log'
pdclm: delete 'C:\Users\GridPro2/.clnt_4056.log'
pdclm: licenser_id=0 release=Mar 07 16:17 2013
pdclm: create 'C:\Users\GridPro2/.clnt_4012.log'
pdclm: load 'C:\Program Files\GridPro/lc_mngr/gridpro.lic' ...
pdclm: can't open 'C:\Program Files\GridPro/lc_mngr/gridpro.lic'
```

Fig 4.2: Information from az

5. Similarly note down the highlighted line. **User Info: '8275896930(=0xe3236z5f0) 'GridPro=168.123.7.11'**'.
6. Close the GUI of GridPro and go back to the command window and type 'Ggrid'.

```

C:\Users\GridPro2>Ggrid
+----- Ggrid -----+
| The GridPro grid engine, 'helpaz <ret>' for help. |
|      !!! For Authorized Use Only !!!      |
| (c)Copyright 1993-2013, Program Development Comp. |
| ---- Licensed Materials, All Rights Reserved. |
| 300 Hamilton Ave., Suite 409, White Plains, NY 10601 |
| Tel: (914) 761-9152      Fax: (914) 761-1735 |
+-----+
Version : 5.8 (Mar 07 16:17 2014)
User Info: 8275896930(=0xe3236z5f0) 'GridPro=168.123.7.11'
USAGE   : Ggrid fn.fra options
PURPOSE : generate 3d multiblock grid.

```

Fig 4.3: Information from Ggrid

7. Similarly note down the highlighted line. **User Info: '8275896930(=0xe3236z5f0) 'GridPro=168.123.7.11''**.
8. Send all of the user info to license@gridpro.com in order to obtain the license file.
9. Compare all the 3 user info.
 - User Info: '8275896930(=0xe3236z5f0) 'GridPro=168.123.7.11'** (From lcst)
 - User Info: '8275896930(=0xe3236z5f0) 'GridPro=168.123.7.11'** (From az)
 - User Info: '8275896930(=0xe3236z5f0) 'GridPro=168.123.7.11'** (From Ggrid)
 - a. If all 3 are the same, send one of the user info's to the given mail id.
 - b. If they are different, please send all of them.

6. LICENSE INSTALLATION

The license file received from **Program Development Company** support should be renamed as *gridpro.lic* and copied to the *lc_mngr* folder of the *GridPro* installation directory.

6.1 MORE INFORMATION ON LICENSING

Two different types of licenses are provided, depending on the type of purchase, provided by **Program Development Company** for the use of **GridPro**.

LICENSE	FUNCTION
SNode	Allows <i>GridPro</i> to run on one machine through a server. A restricted number of copies can run at one time.
Floating	Allows <i>GridPro</i> to run on any machine on a network with a server. A restricted number of copies can run at one time.

Any license, whether floating or SNode, will be named '**gridpro.lic**' in the **GridPro/lc_mngr** directory.

Each license consumes two lines of the file, and depending on the type of license, the '*gridpro.lic*' will contain the, **Product Name, Version, Expiration Date, Server ID, Server Hostname** (or **IP Address**), **Client ID, Number of Concurrent Copies, License Type**, and **Client ID** (for Snode Locked licenses only).

For **Served licenses**, the contents of the '*gridpro.lic*' for all of the installations of **GridPro** should be identical on the LAN, and they should all be copied into all of the client machine's **GridPro/lc_mngr** directory (for each installation there is only one directory). In other words, all of the participating computers should see the same set and order of licenses so the system administrator must sync all of the..../**gridpro.lic** files that operate in the server system.

6.2 STARTING A LICENSE SERVER

USAGE: *lcmgr* [*lic_file*] [-p *port_number*] [-h]

OPTIONS:

lic_file -- the file contains *pdclm* licenses. By default, the file *\$PDC_LC_FN* or '*GridPro/lc_mngr/gridpro.lic*' is sought.

-h -- show help information.

-p -- specify port number for the license server.

When using float or snode licenses, default port is always random.

To specify a fixed port number for the server, use the -p <port_number> option.

NOTE: Setting an unavailable port number may result in assignment of another random available port or an error code depending on the system. Please check if the port is available before using it.

6.2.1 UNIX/LINUX SERVERS

1. Start the license on the server machine by typing “lcmgr” in the terminal and hitting ENTER. The license file directory is assumed to be ‘GridPro/lc_mngr/gridpro.lic’, if it is different you need to supply the full path to the license file in the command. A specific port can be set with the -p option.
2. The GridPro GUI can then be launched from a terminal on the **client machine** (open a different terminal if server and client are the same machine) by typing the executable name ('az' or 'gp_utilities').

6.2.2 WINDOWS SERVERS

The steps to be followed to install and run the license from a windows server are:

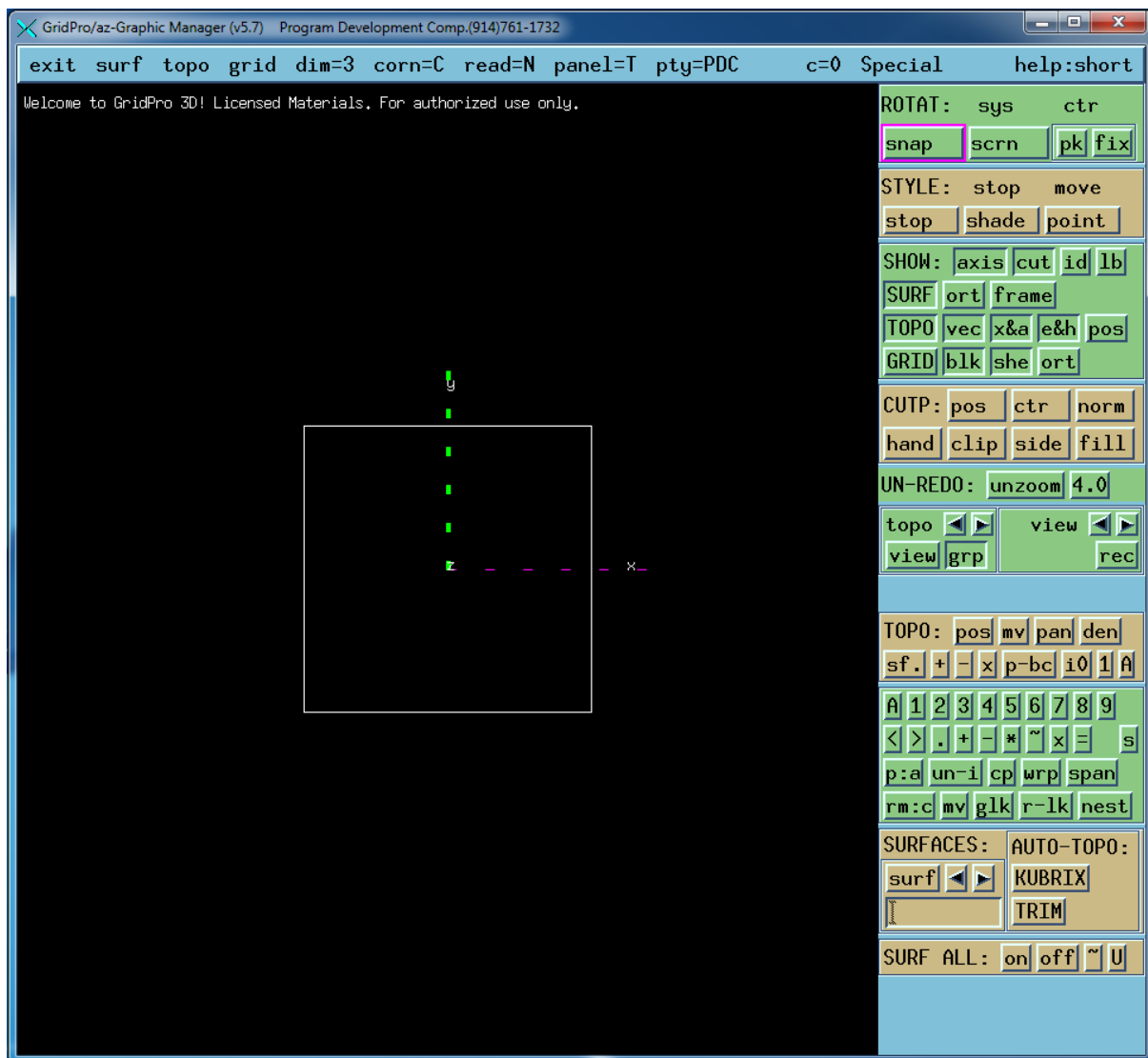
1. The RPC portmapper service (if not already installed) is now installed along with the GridPro installation. The startup type of the Portmap service is also set to automatic, so there is no need to start it manually.
2. Start the license on the **server machine** by typing in 'lcmgr' at a command prompt and hitting ENTER. The license file is assumed to be 'GridPro/lc_mngr/gridpro.lic', if it is different you need to supply the full path to the license file in the command. A specific port can be set with the -p option.
3. The GridPro GUI can then be launched from a command prompt on the **client machine** (open a different command prompt if server and client are the same machine) by typing the executable name ('az' or 'gp_utilities').

NOTE:

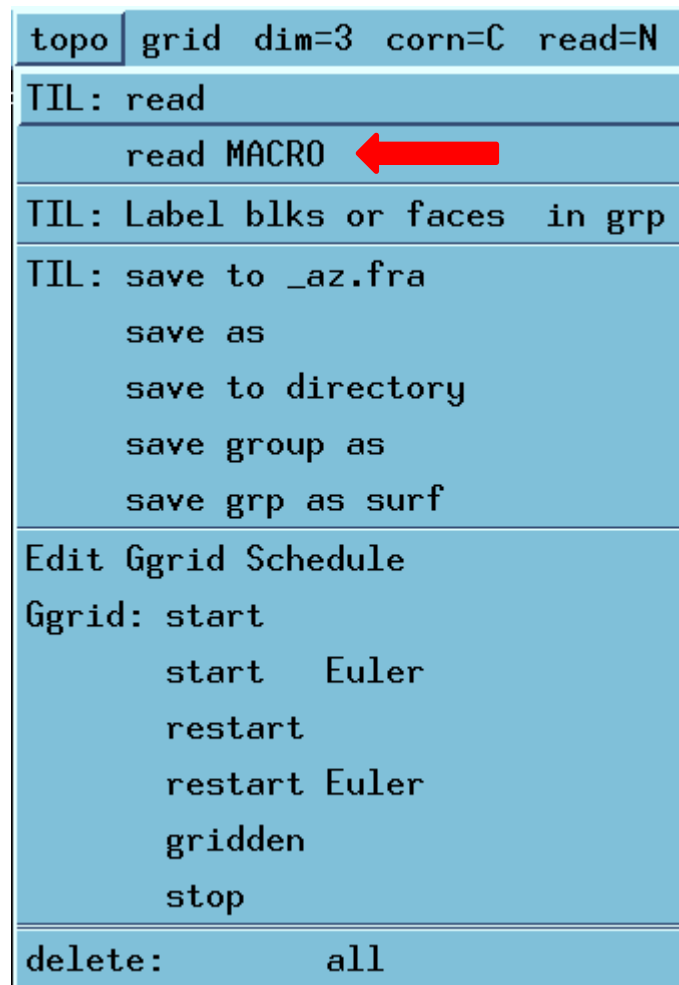
- You need to run the “lcmgr” command if you are accessing a server.
 - lcmgr can be run without root access
 - There can be only one lcmgr run per subnet.
 - For new net licenses, kill the existing lcmgr process and rerun it.
- ❖ On windows, if you already have portmap or lcmgr installed and running from your GridPro/bin directory, during installation you might see an error saying "Access is denied". These processes should be stopped before starting the installation. For details refer to the troubleshooting guide.

7. TESTING GridPro

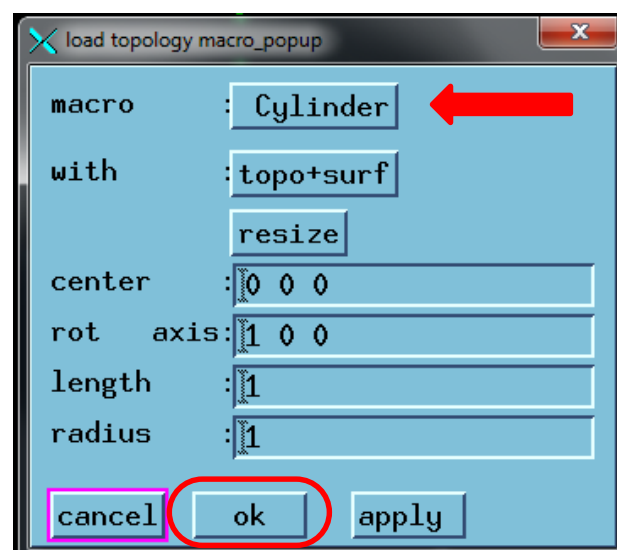
1. Open the command window.
2. Type “lcmgr”.
3. Open a new window, set path to **GridPro/az_test** folder of the GridPro installation directory.
4. Type ‘az’ in the command window and press enter.
5. Wait for the GridPro to open the GUI.



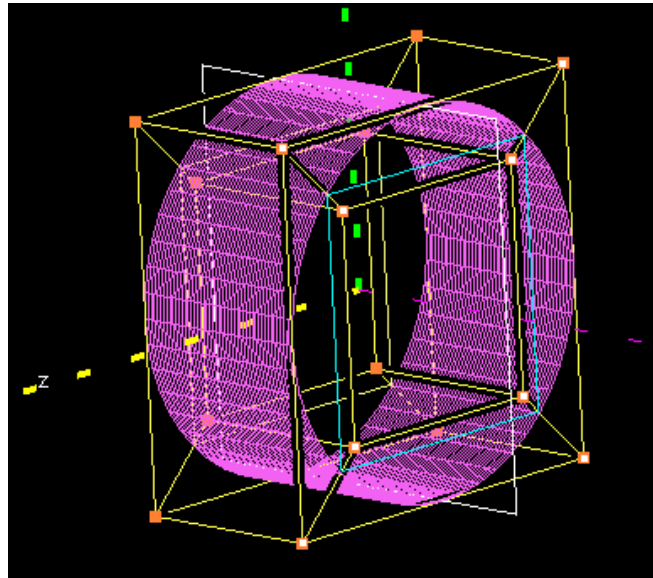
6. Go to the '*topo*' menu bar and select '**read macro**' option in the drop down.



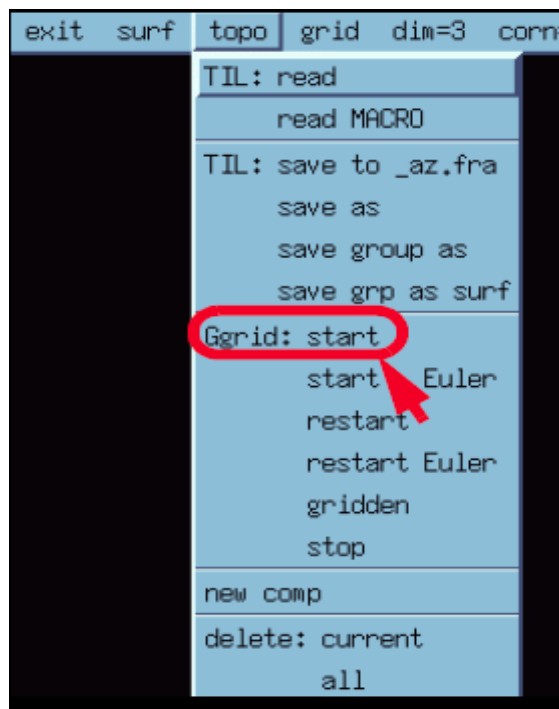
7. Select 'Cylinder' option from the pull down menu as shown and press '**ok**' in the '*load topology macro_popup*' window.



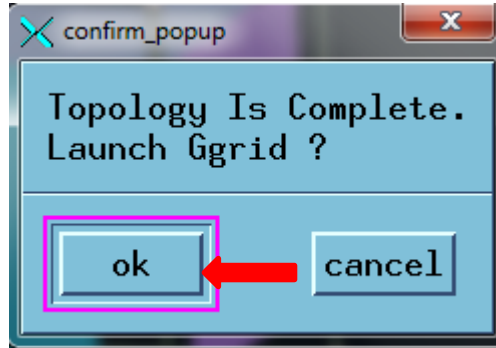
8. When the macro is loaded, you should be able to see a cylindrical topology as shown below.



9. Go back to the 'topo' menu and choose '**Ggrid: start**' to start the gridding process.



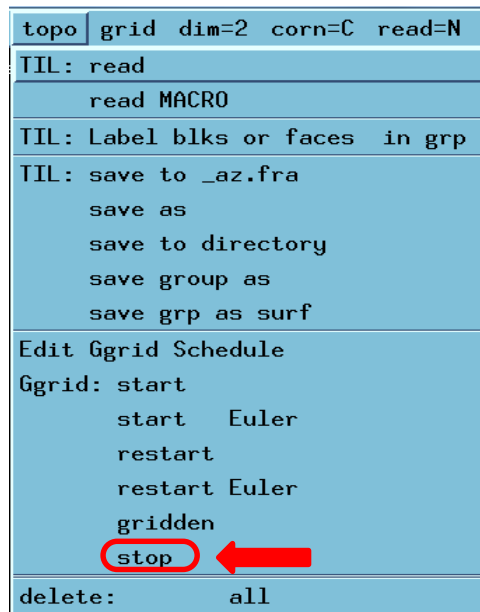
10. A dialog box stating that the **topology is complete** will appear,



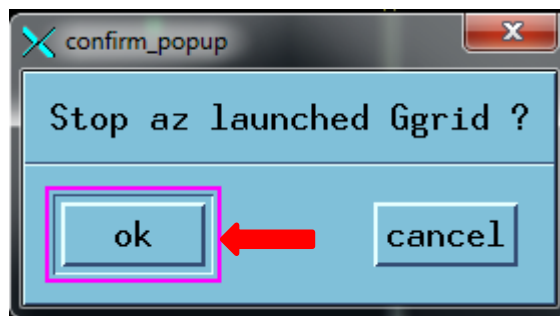
11. Click 'ok' to start the gridding process. Information about the gridding process will appear in the command window as in the picture below.

```
set static ctrl funcs... (0.4) (0)
swp 1036 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U98,F10
swp 1037 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U98,F10
swp 1038 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
swp 1039 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
swp 1040 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
set static ctrl funcs... (0.4) (0)
swp 1041 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
swp 1042 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U98,F10
swp 1043 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U98,F10
swp 1044 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
swp 1045 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
fold count: 0
set static ctrl funcs... (0.4) (0)
swp 1046 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
swp 1047 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
swp 1048 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U98,F10
swp 1049 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U98,F10
swp 1050 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
set static ctrl funcs... (0.4) (0)
swp 1051 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
swp 1052 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
swp 1053 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
swp 1054 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U98,F10
swp 1055 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U98,F10
set static ctrl funcs... (0.4) (0)
swp 1056 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
swp 1057 max(r0.0321,c{f11(0.00):e11(0.00)},s1.23(0.0011),a3.1),act(B100,U100,F1
*found exit flag file: '..GridPro/TUTORIAL/_az.killggrid'
*Exiting Ggrid.
```

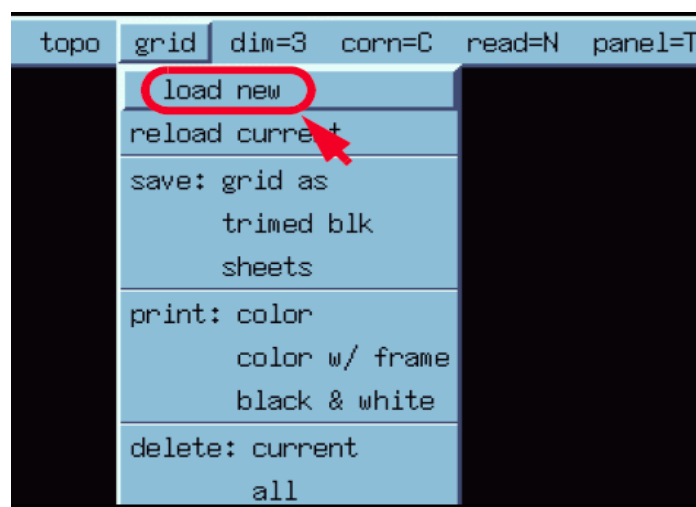
12. Stop the gridding process after 1000 sweeps. Go to '*topo*' menu bar and select '**stop**'.



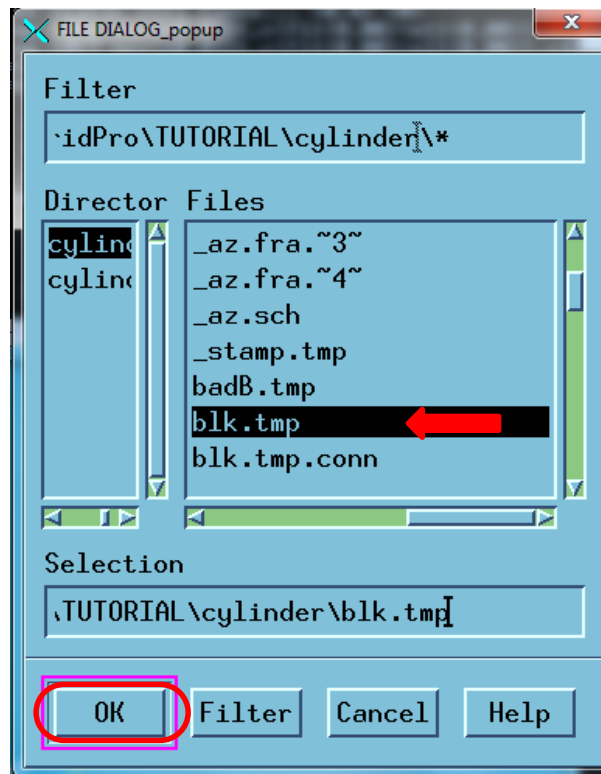
13. Click '**ok**' in the confirm_popup.



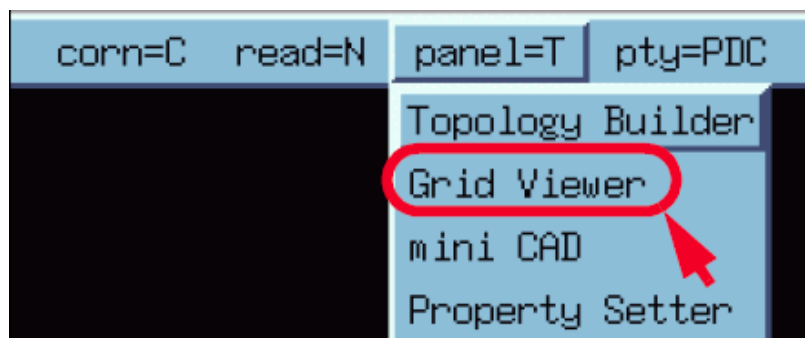
14. Load the grid by going to the '*grid*' menu bar at the top and choosing '**load new**'.



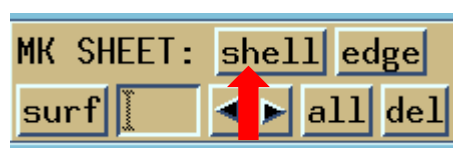
15. Select the 'blk.tmp' file from the list and click 'ok'.



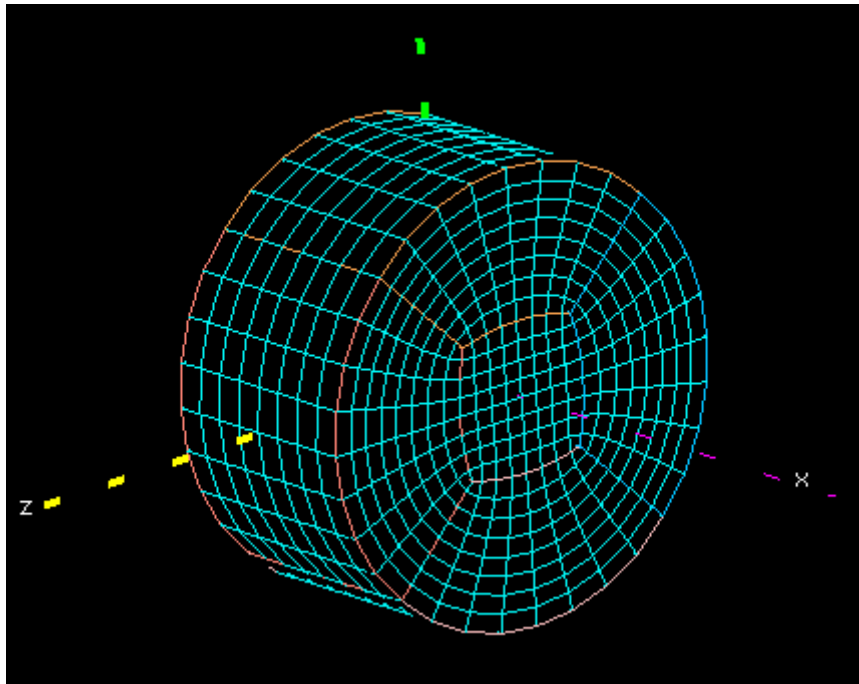
16. Click on the panel menu at the top and change the settings from **Topology Builder** to **Grid Viewer**.



17. Go to the **MAKE SHEET** sub-command panel in the lower-right hand corner of the command panel and click on **shell**.



18. You should see a grid similar to that shown in the below picture.




If you are able to do all these above mentioned steps properly in the GUI, it denotes that *GridPro* is working well.

8. TROUBLESHOOTING

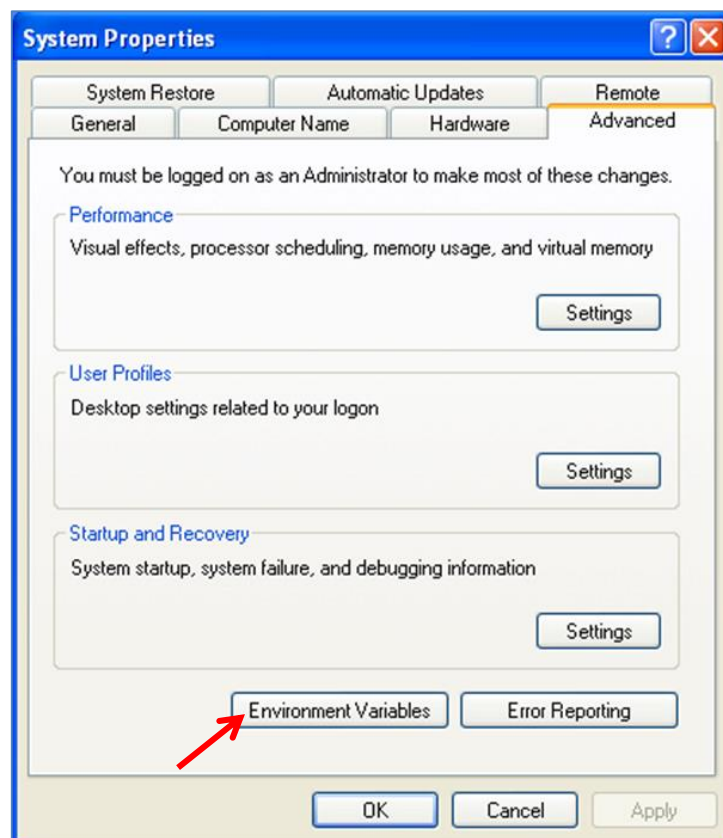
1. HCLGLU.dll and HCLXAW.dll is missing:

Solution: Set the environmental variables for exceed.

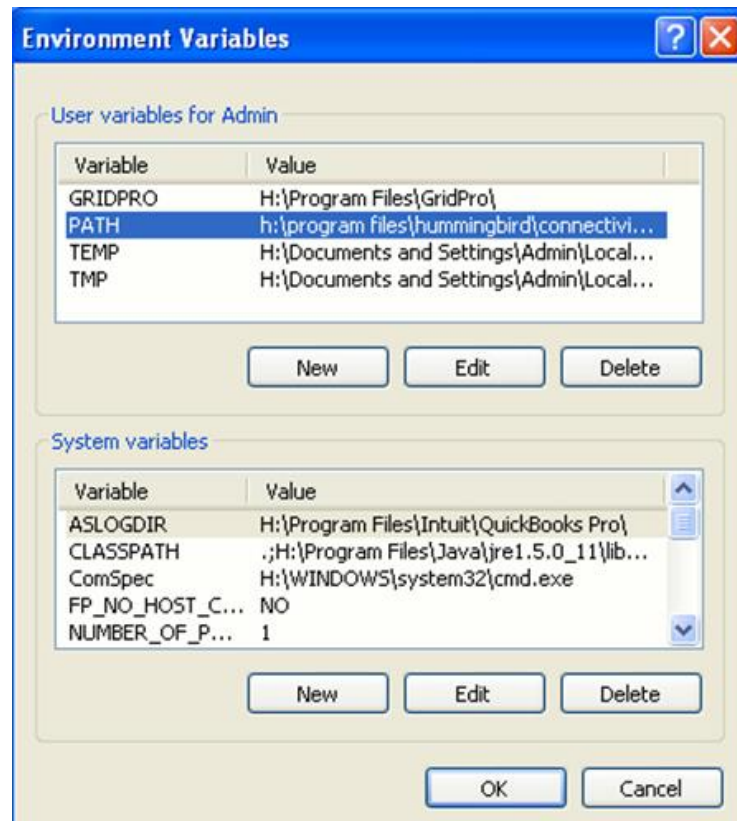
Have you installed both Exceed and Exceed 3D on your machine? If so, you will need to setup the Path to Exceed before you can start using the GridPro graphics. The following steps illustrate how to do this.

1. After finishing the GridPro installation process, make sure the path to exceed exists in your computer. To do this, right-click on the  (My Computer) icon (do not right-click on the shortcut) and select properties and on the top tabs select advanced (in most cases, you need to add this path manually).

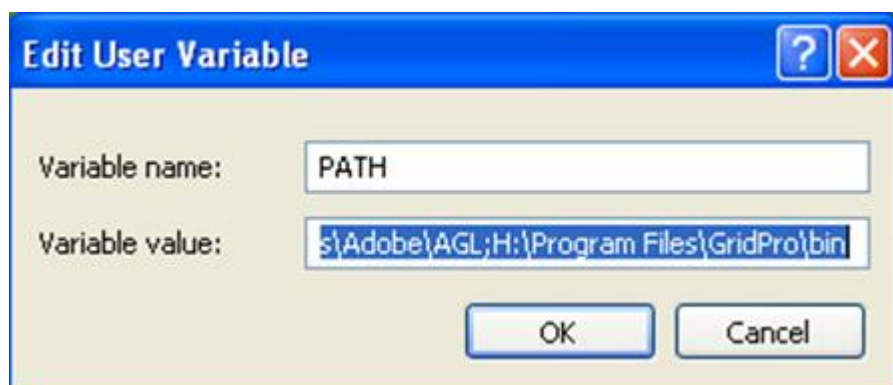
For vista and Win 7 users, after selecting the properties, click on 'Advanced system settings' option at the left side of the property window.



2. Click on the 'Environment variables' tab at the bottom of the window. The new window shows different environment variables as shown in the picture below.



3. Double click on the PATH variable, and a smaller window will pop up. NOTE: If there is no PATH variable exists under 'User variables for Admin, click on the 'New' button and Edit the variable name and variable value manually.



4. Check for the Exceed Path that might be in the form:

C:\program files\hummingbird\connectivity\12.00\exceed.

The number after “\connectivity\” indicates the version of exceed. For GridPro v5.8 an Exceed 8 version or above is required.



5. If the exceed path is not found or does not exist, you will have to enter this path manually. Before entering it, make sure you have Exceed installed in your computer.

Check in *C:\Program Files\Hummingbird\Connectivity\X.00\Exceed* or *C:\Program Files\Exceed.nt*

'x' in the above path is the version number of the Exceed installed on the machine.

2. ***glibc detected *** double free or corruption: 0x0937d008:***

Solution: Add **"export MALLOC_CHECK_=0"** in the bashrc file.

Step 1: Open the `/.bashrc` file. It can be opened in editors such as vi or gedit by typing ***vi or gedit \$HOME/.bashrc*** in the command line.

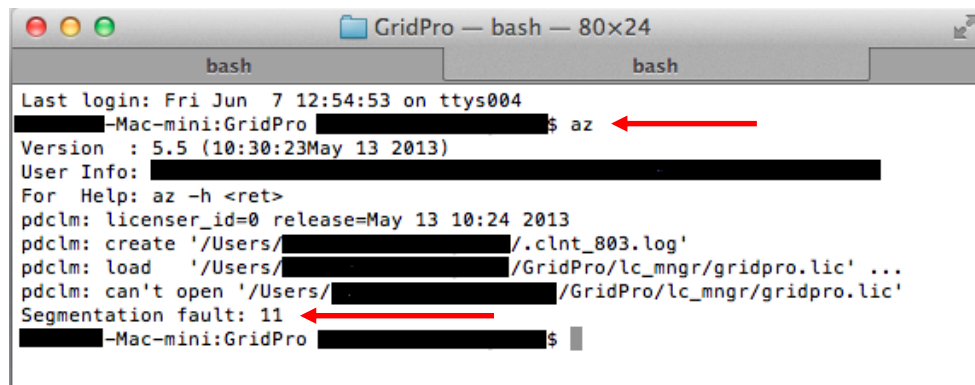
Step 2: Add the following line (within quotes) in the opened file and save it.

"export MALLOC_CHECK_=0"

Step 3: Once it is edited, source the `/.bashrc` file. It can be done by typing **source \$HOME/.bashrc** in the command line.

Step 4: Open GridPro GUI in a new command terminal to make the changes take effect.

3. Segmentation fault 11 in MAC



```
GridPro — bash — 80x24
bash
Last login: Fri Jun 7 12:54:53 on ttys004
[redacted]-Mac-mini:GridPro [redacted]$ az
Version : 5.5 (10:30:23May 13 2013)
User Info: [redacted]
For Help: az -h <ret>
pdclm: licenser_id=0 release=May 13 10:24 2013
pdclm: create '/Users/[redacted]/.clnt_803.log'
pdclm: load '/Users/[redacted]/GridPro/lc_mgr/gridpro.lic' ...
pdclm: can't open '/Users/[redacted]/GridPro/lc_mgr/gridpro.lic'
Segmentation fault: 11
[redacted]-Mac-mini:GridPro [redacted]$
```

Solution: Install 'X11.app' library.

It can be downloaded from the following link: <http://xquartz.macosforge.org/trac>

4. Fonts not in path – Linux Distribution and

5. X error of failed request: badname (fonts doesn't exist)



```
[fedora19@localhost ~]$ az
Version : 5.5 (16:02:25Apr 25 2013)
User Info: 657732546(=0x273433c2) 'localhost.localdomain=127.0.0.1'
For Help: az -h <ret>
pdclm: licenser_id=0 release=Apr 29 18:07 2013
pdclm: create '/home/fedora19/.clnt_1769.log'
pdclm: load '/home/fedora19/GridPro/lc_mgr/gridpro.lic' ...
pdclm: can't open '/home/fedora19/GridPro/lc_mgr/gridpro.lic'
display size: 1024x768
load pty from 'ptypmap.default'
visuals: X=33 (TrueColor), GL=300 (TrueColor), hardware colormap=1
GLX configuration: (bit planes)
R= 8(255) G= 8(255) B= 8(255) I=24 D=32
load colormap array.
button font='7x14'
message font='7x14'
help font='7x14'
fonts not in path. Run,
'xlsfonts<ret>' for usable fonts.
'xfontsel<ret>' to see usable fonts.
'xset fp default <ret>' to reset font path.
'xset +fp SOMEWHERE/GridPro/fonts <ret>' to add font path.
get font path .. found 2
add font path 1: '/home/fedora19/GridPro/fonts'
```

```

'xset +fp SOMEWHERE/GridPro/fonts <ret>' to add font path.
get font path .. found 2
add font path 1: '/home/fedora19/GridPro/fonts'
WARNING: can't load button font:'7x14'.
WARNING: can't load message font:'7x14'.
WARNING: can't load help font:'7x14'.
You may retry with 'az -ftb [font_name]..'
[fedora19@localhost ~]$ az
Version : 5.5 (16:02:25Apr 25 2013)
User Info: 657732546(=0x27343c2) 'localhost.localdomain=127.0.0.1'
For Help: az -h <ret>
pdclm: licenser_id=0 release=Apr 29 18:07 2013
pdclm: create '/home/fedora19/.clnt_1785.log'
pdclm: load '/home/fedora19/GridPro/lc_mgr/gridpro.lic' ...
pdclm: can't open '/home/fedora19/GridPro/lc_mgr/gridpro.lic'
display size: 1024x768
load pty from 'ptymap.default'
X Error of failed request: BadName (named color or font does not exist)
Major opcode of failed request: 45 (X_OpenFont)
Serial number of failed request: 13
Current serial number in output stream: 14
[fedora19@localhost ~]$ su
Password:
[root@localhost fedora19]#

```

Solution for 4 & 5: Install “xorg-x11-fonts-misc”

Step 1: Type ‘su’ in the command terminal and enter the admin password to enable the super user.

Step 2: Type “yum install xorg-x11-fonts-misc” to install the necessary software to resolve this error.

*The solution shown here is for fedora 19, for other linux distributions find the appropriate x11 package and install it.

6. RPC unknown host - RHEL6.4

```

[user1@redhat ~]$ hostname
redhat.localdomain
[user1@redhat ~]$ hostname -s
redhat
[user1@redhat ~]$ az
Version : 5.5 (16:02:25Apr 25 2013)
User Info: 660695020(=0x276167ec) 'redhat.localdomain='
For Help: az -h <ret>
pdclm: delete '/home/user1/.clnt_lcst.log'
pdclm: licenser_id=0 release=Apr 29 18:07 2013
pdclm: create '/home/user1/.clnt_3257.log'
pdclm: load '/home/user1/GridPro/lc_mgr/gridpro.lic' ...
[13Sep18-15:20:02]WARNING: 'lcmgr' may not be running properly (1).
[13Sep18-15:20:02] You may try to manually restart it.
pdclm: licensee_id=0
redhat.localdomain: RPC: Unknown host
[13Sep18-15:20:02]redhat.localdomain: RPC: Unknown host
[13Sep18-15:20:02]redhat.localdomain: no response.
[user1@redhat ~]$

```

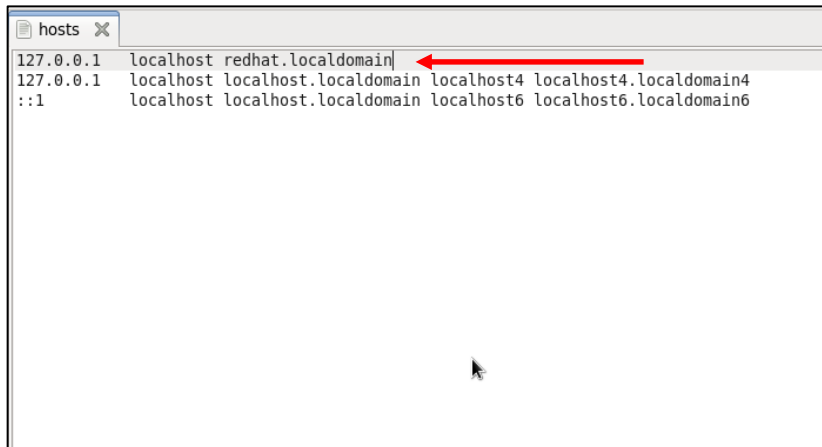
Solution: Add hostname to hosts file.

Step 1: Type ‘su’ in the command terminal and enter the admin password to enable the super user.

Step 2: Open the hosts file I text editor by typing,

gedit /etc/hosts

Step 3: Add the host name info of your machine in the hosts file and save it. For eg.:
“127.0.0.1 localhost redhat.localdomain” for this case.



7. Cannot register service: RPC cannot receive

```
pdclm: delete '/home/user1/.clnt_3257.log'
pdclm: licenser_id=0 release=Apr 29 18:07 2013
pdclm: create '/home/user1/.clnt_2409.log'
pdclm: load '/home/user1/GridPro/lc_mgr/gridpro.lic' ...
+-----+ lcmgr +-----+
| pdclm license server. 'lcmgr -h <ret>' for help. |
|                                     |
|      !!! For Authorized Use Only !!!      |
|                                     |
| (c)Copyright 1993-2013,   Program Development Comp. |
| ---- Licensed Materials, All Rights Reserved. |
| 300 Hamilton Ave., Suite 409, White Plains, NY 10601 |
| Tel: (914) 761-9152           Fax: (914) 761-1735 |
+-----+
Version : 1.1 (Apr 29 18:07 2013)
User Info: 660695020(=0x276167ec) 'redhat.localdomain=127.0.0.1'

licenser : id=0      file from: gridpro default
loading  : '/home/user1/GridPro/lc_mgr/gridpro.lic' ...
licensee : id=0
prepare server on redhat.localdomain(276167ec:2412) RPC=0x20012345(536945477):1
...
st:found old 1.
st:used 1/1/1
prepared:
Cannot register service: RPC: Unable to receive; errno = Connection refused
unable to register (PDCLMPROG, PDCLMVERS, udp). 'lcmgr' not ready, wait 1 seco
'lcmgr' may not be ready, proceed anyway!!
pdclm: licenser_id=0
redhat.localdomain: RPC: Remote system error - Connection refused
[13Sep19-10:35:37]redhat.localdomain: RPC: Remote system error - Connection refu
sed
[13Sep19-10:35:37]redhat.localdomain: no response.
[user1@redhat ~]$
```

Solution: Start rpcbind manually.

Step 1: Type ‘su’ in the command terminal and enter the password to enable the super user.

Step 2: Start the rpcbind service by typing,

service rpcbind start

Step 3: Verify whether the rpcbind is active

service rpcbind status

8. Cannot register service: RPC Authentication error:why - client credential too weak

Solution: Start rpcbind with -i option.

Step 1: Stop the rpcbind service by typing,

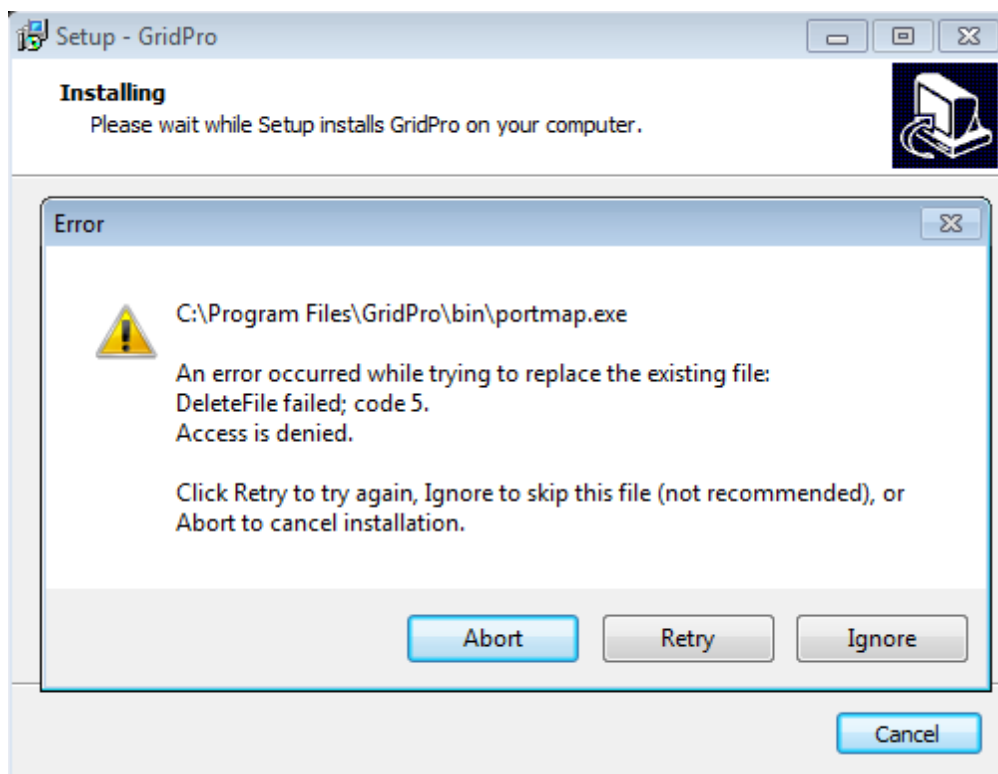
sudo -i service rpcbind stop

Step 2: Start the rpcbind with -i option

sudo -i rpcbind -i -w

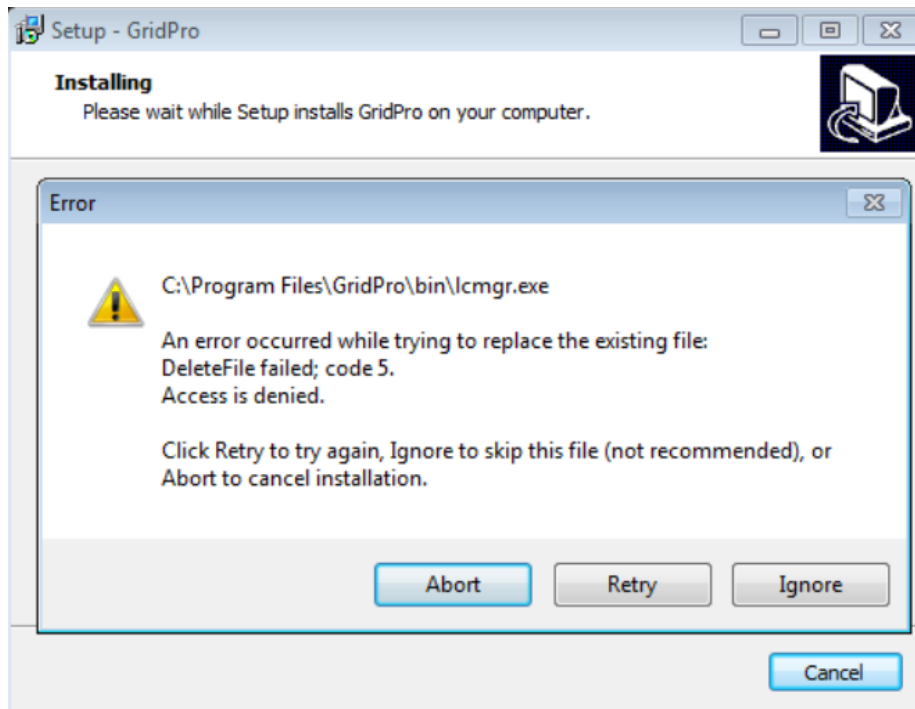
9. Access denied: When installing portmap

If the portmap is already running on your server while installing GridPro, you might encounter an error as shown in figure. In such case, click on '**Ignore**' to continue the installation process.

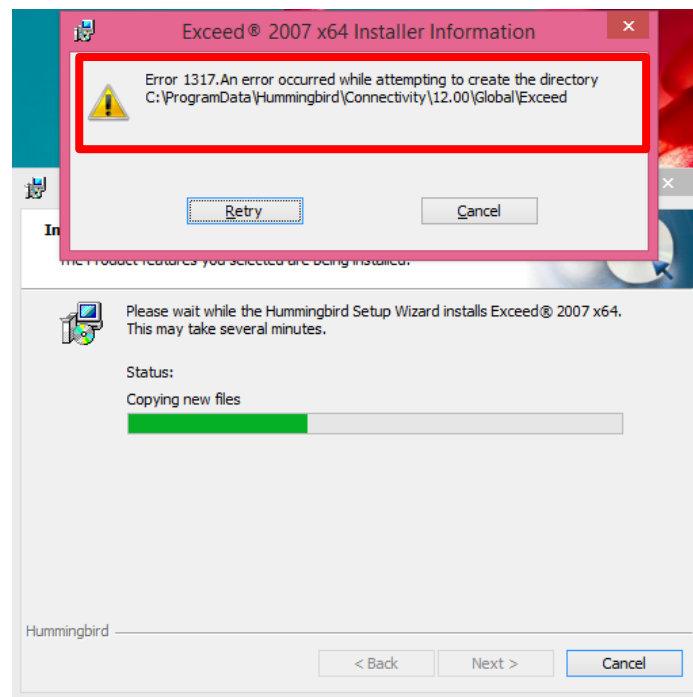


10. Access denied: When installing lcmgr

If the lcmgr (license manager) is already running on your server while installing GridPro, you might encounter an error as shown in figure. In such case, click on '**Ignore**' to continue the installation process.



11. Exceed installation – 1317 error in Windows



If you get “Error 1317” when you try to install exceed, it’s not having permission to create the files in the respective folder. Sometimes authorization is not propagated to last sub-folder.

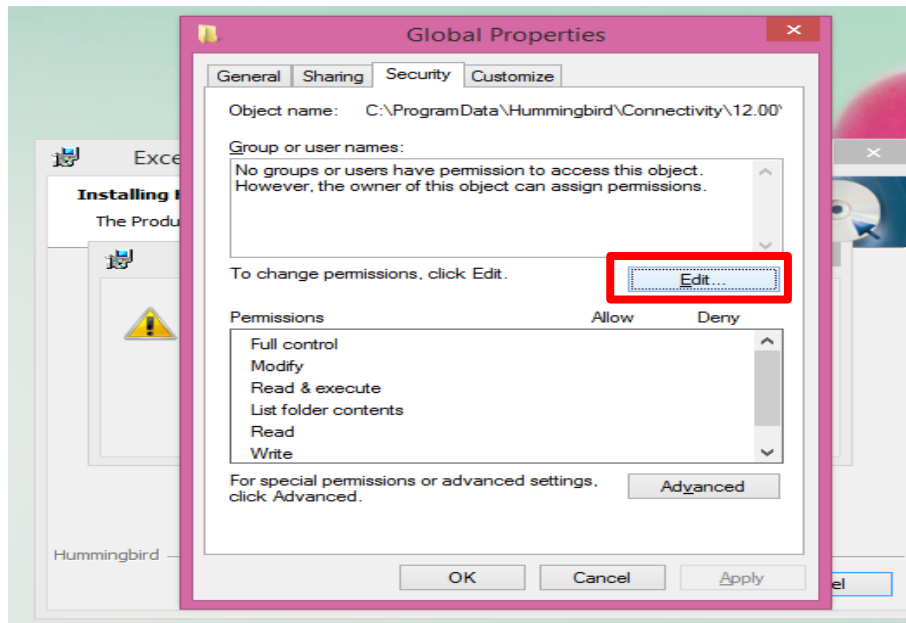
Solution:

Go to path **C:\ProgramData\Hummingbird\Connectivity\12.00.**

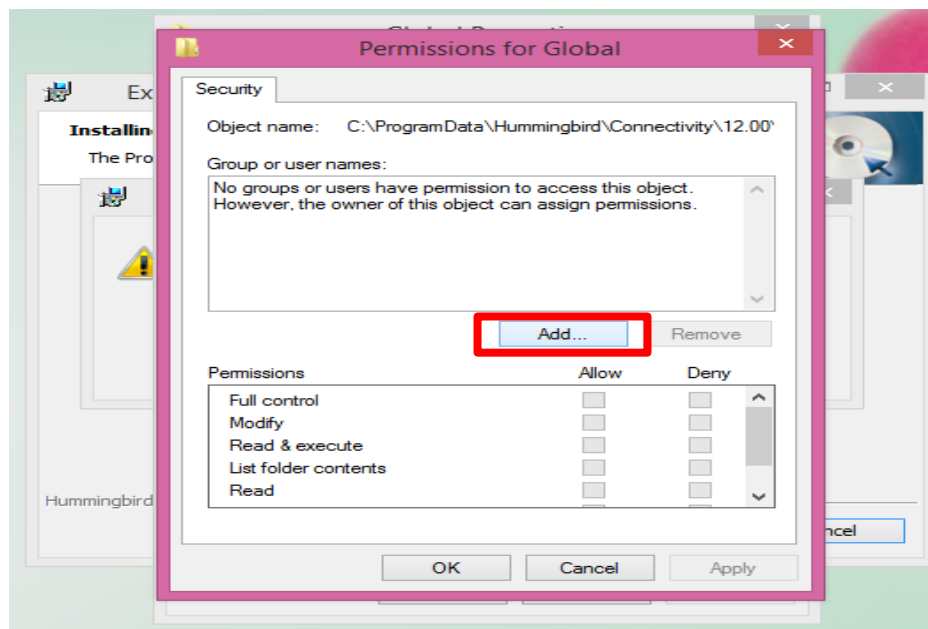
By default **ProgramData** directory is hidden, turn on the visibility of hidden folders to access the sub-folders in it.

Right Click on “**Global**” directory in “**12.00**” directory and select **Properties** option.

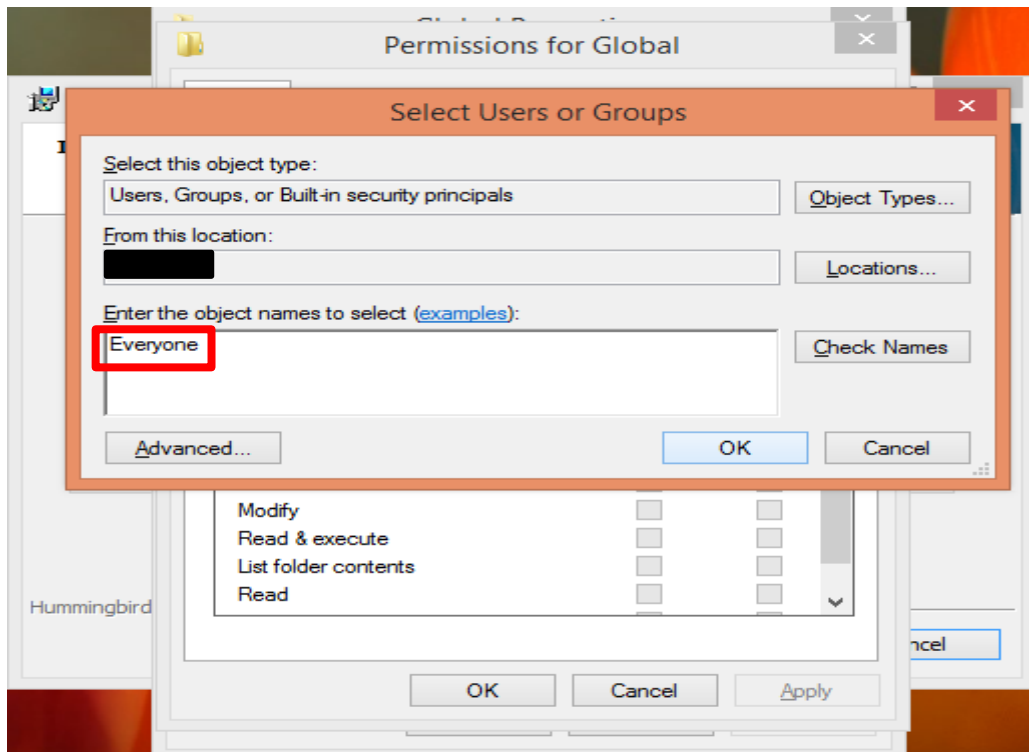
Switch to **Security** tab, Click on “**Edit**” to change the permissions as seen in below image.



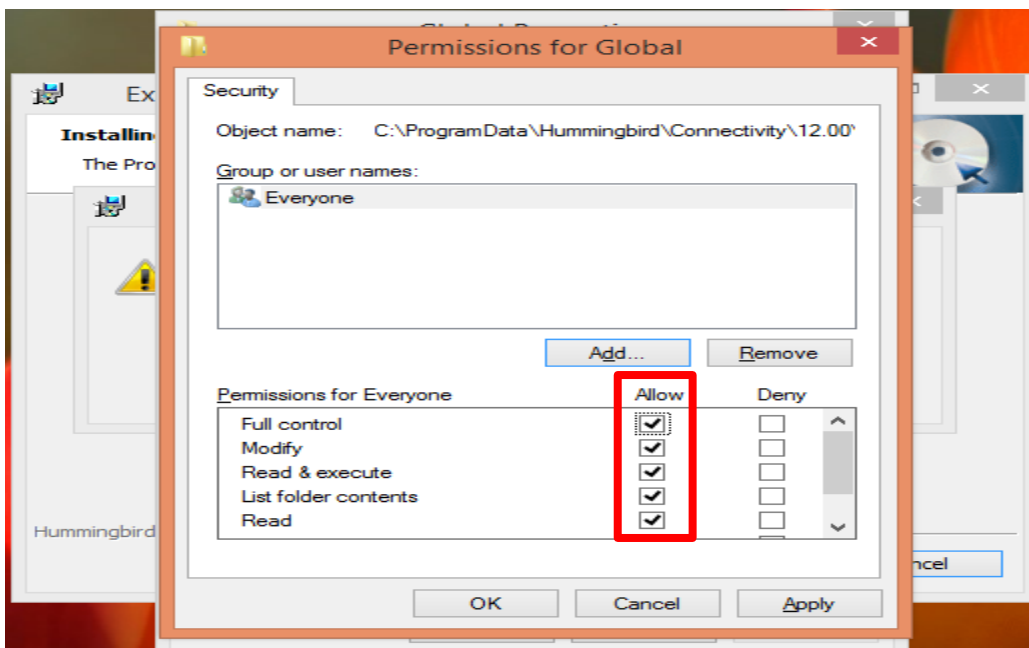
Click on **Add** to add the permission group in Permissions for Global window pop-up.



Enter **EVERYONE** in the space available to enter object name to select and click on “OK” as seen in image below. In the ‘From this location’ field, it should be your PC name.



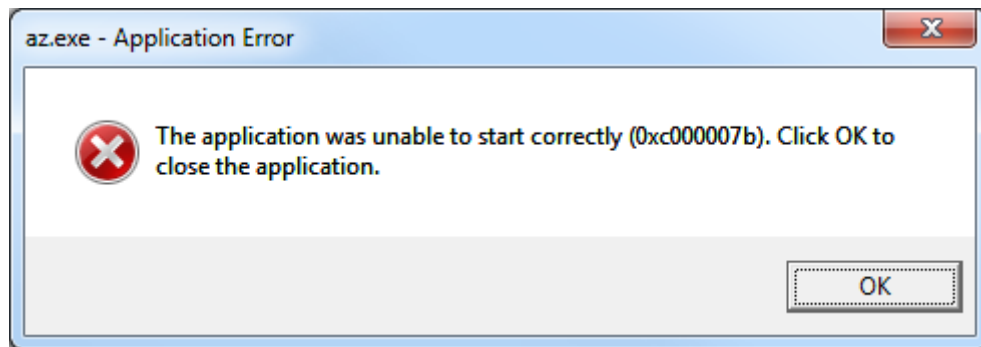
Check the box next to **Full Control** in **Allow** menu as shown in image.



Click on **Apply** to apply the effective changes and OK to close the dialog –box.

Try installing Exceed, it should work fine. If in case you are prompted for permissions to install the directory in **Start Menu**, please give the permissions to **Programs** Directory having path **C:\ProgramData\Microsoft\Windows\Start Menu\Programs** in a similar manner as given above. Select Properties option when right clicked on Programs directory. Switch to Security tab. Follow the same above procedure to change the security permissions.

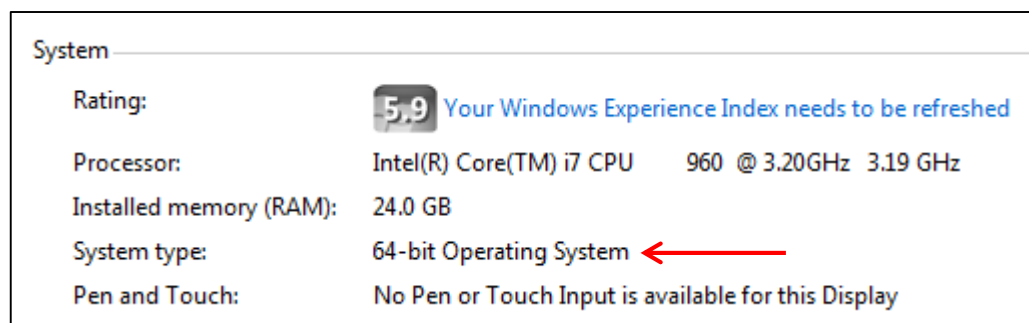
12. Application Error – az.exe in Windows



This error pops_out when you try to open the GUI of *GridPro*, 'az.exe'. The error is because of the difference in the architect of software and the OS. i.e. When you install a 32 bit software in a 64 bit OS.

Solution:

1. Find out the system type from the 'My computer' → properties.



2. Request the same system type software and install it.