# Using MSDDiag

To retrieve information about MSD, we have a small tool called MSD Diagnostics (MSDDiag). This program will gather information on available License Servers in the computer network, WIBU CodeMeter keys connected to the License Servers and the MSD Licenses available on the detected keys.

It will also gather some information on the system, and which MSD files are installed.

After the information is gathered, please save the information as a file (using the '**Save**' button at the bottom right), and send the file with information on why you send us the file to <u>support@lighthouse.nl</u>.

#### **Required software**

You will need to make sure that CodeMeter Control Center is installed on your computer. If you already use the Martin One-Key, then the CodeMeter Control Center is probably already installed, otherwise you can download the latest version of the software from Wibu ( the manufacturer of the key ) using the this link :

https://www.wibu.com/downloads-user-software.html

From the web page you need to download and install the CodeMeter User Runtime.

#### Running MSDDiag

Make sure your key is connected and run MSDDiag, which should look something like :

MSD Diagnostics			_		×
Licenses System Files < No keys >	Log Files				
Scan <<< SCANNI	NG KEYS >>>		Save	E	xit

The program will automatically start to scan the local computer and other computers in your network for keys.

(If you make any changes to the setup, you can use the 'Scan' button to start a new scan.)

### Licenses

After the scan has finished, it should look something like this:

MSD Diagnostics		-	-		Х
Licenses System Files Log Files					
⊡ Key 1-2345678					
⊢ License(s)					
⊡ 100892 - Lighthouse Holland bv. [ LH ]					
🚊 1297302582 - MyShowDesigner 6 [ MSD 6 Pro ]					
Registration Number: 87654321					
- 1 Network license					
⊕ Server(s)					
⊕. Clocks					
Manage Licenses	Info per Key	$\sim$	Show	MSD	~
Scan Scanned at 14:25:21		Sav	/e	Exi	t

On the first tab *Licenses* you find information on the WIBU CodeMeter key(s) that are found.

If any keys are found, the information will be show as 'Info per Key', with respectively the Key (green), Manufacturer (orange) and Licenses (red).

If no keys are found, the information will be shown as 'Info per Server', with information on which servers were found in the network.

You can change between these modes using the left drop-down list.

By default, only the *MSD licenses* are shown, but you can also show *all available licenses* on the keys, using the right drop-down list.

In the example above a key is shown with serial number **1-2345678**, Lighthouse Holland as manufacturer, and the MyShowDesigner 6 [MSD 6 Pro ] license.

If you want to send the information from the scan to us, please use the 'Save' button to create a zip file with the gathered information, and send that to us.

# System

On the tab **System** you can find information on the Operating System of the computer, as well as information on the detected Network adapters.

MSD Diagnostics	_		×
Licenses System Files Log Files			
⊡ Windows OS			
Version: Windows 10 (10.0 build 17134)			
Install date: 02-06-2018 18:53:46			
Computer Name: COMPUTER-NAME			
- Network adapters			
Scan Scanned at 14:50:34	Save	E	xit

## Files

On the tab *Files* you can find information on the installed MSD software and libraries.

MSD Diagnostics		_		×
Licenses System Files Log Files				
Licenses System Files Log Files ↔ MSD Diag ↔ MyShowDesigner 6 Libraries ↔ MyShowDesigner 6 Pro	'C:\Users\Public\Documents\' 'C:\Users\Public\Documents\M 'C:\Program Files (x86)\Ligh	SD' thouse H	olland	∖MSD 6 F
Scan Scanned at 14:57:05		Save		Exit

## Log Files

the tab *Log Files* you can view the log file(s) with log information that is generated when you start a MSD with the 'Log information' startup option.

📟 MSD Dia	agnos	stics						_		×
Licenses Sys	stem	Files	Log Files							
Run starte	ed or	n 2-7-201	.8 at 09:	49						
					• •					
[0:00:00.0	016]	1.	<[	MSD 3D Visualizer	1>					
[0:00:00.0	078]	1.	[ File	: MsdPro.exe, Vers	ion:	: 6	.0.1806.290	02 ]		
[0:00:00.1	109]	1.	Option	Log mode: Once						
[0:00:00.1	125]	1.	Cat.	Default	:	[1]	Basic			
[0:00:00.1	141]	1.	Cat.	License	:	[1]	Basic			
[0:00:00.1	141]	1.	Cat.	Filesystem	:	[1]	Basic			
[0:00:00.1	156]	1.	Cat.	Graphics	:	[1]	Basic			
[0:00:00.1	156]	1.	Cat.	Graphics Card	:	[1]	Basic			
[0:00:00.1	172]	1.	Cat.	User Interface	:	[1]	Basic			
[0:00:00.1	172]	1.	Cat.	Network	:	[1]	Basic			
[0:00:00.1	187]	1.	Cat.	CITP (Media MSEX)	:	[1]	Basic			
[0:00:00.1	187]	1.	Cat.	Media	:	[1]	Basic			
[0:00:00.2	203]	1.	Cat.	Timeline	:	[1]	Basic			
[0:00:00.2	203]	1.	Cat.	Layout	:	[1]	Basic			
[0:00:00.2	203]	1.	Cat.	Drivers	:	[1]	Basic			
[0:00:00.2	219]	1.	Cat.	PlugIn	:	[1]	Basic			
[0:00:00.2	234]	1.	Cat.	COM Interfaces	:	[1]	Basic			
[0:00:00.2	234]	1.	Option	FastSwitch: False						~
<										>
Select Log file		MedDro lee						*		
Select Log file		msum 0.10g					× ×		Op	en j
Scan	Sca	nned at 09:	52:35					Save	Ex	dt

You can select which log file to view, and if you want you can Open the log file in a text editor.

If you want to send the information from the scan to us, please use the 'Save' button to create a zip file with the gathered information, and send that to us.