CostsMaster Licensing User Guide

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Printed: March 2021

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Licensing Comparison

There are three different licensing options available for Quota and Draftsman. Not all may be suitable for your situation and the table below gives some indication of the suitability of each method in some common situations. There is no difference in cost between the different methods which is based solely on the number of licences in use.

Each method of licensing is discussed in more detail in the following chapters. Previously we also offered licensing via USB dongles. These are no longer being issued but any you have will still work with CostsMaster version 5. This guide still includes information on the dongles in case you need to configure an existing dongle on a new system.

	Local Activation	Network Activation	Online Activation
CostsMaster Draftsman	Yes	Yes	Yes
CostsMaster Quota	Yes	Yes	Yes
Each user runs CostsMaster on a single physical (non-terminal server) machine	Yes	Yes	Yes
Each user runs CostsMaster on more than one physical (non-terminal server) machine	Yes, but you will need to deactivate one machine and reactivate the other before you can work on it	Yes, as long as both machines are part of the same network and CostsMaster has been closed on the first machine.	Yes, as long as both machines have access to the internet and CostsMaster has been closed on the first machine.
Each user accesses CostsMaster via Terminal Services, Citrix or other form of remote access (including access from home to a standalone work machine)	No	Yes	Yes
CostsMaster is run on a Virtual Machine (individual or server)	No	Yes, but the Activation server must be installed on a physical machine	Yes
There is no physical machine	No	No	Yes

on which to run a licence server			
CostsMaster is run on a computer that is not connected to the internet	Yes, for up to 5 days without internet access	Yes, if the activation server can connect to the internet	No
CostsMaster is run on a computer that is connected to the internet with no more than 5 days continuously offline	Yes	Yes	Yes

Chapter

2

Local Activation

A Local Activation licence will allow you to authorise CostsMaster Draftsman or Quota to run on a single PC. When activated the licence is effectively locked to that hardware, though you can easily move it to other hardware at any time.

The licence requires an internet connection and cannot be activated on a virtual machine.

Activation

To activate a copy of CostsMaster Draftsman or Quota, start the program and go to Tools > Licence Management and select "Local Activation". There you can enter your product key and click the "Activate" button to begin the Activation process. This involves verifying your licence with our server so you will need a working internet connection to do this.

Once activated the licence is re-validated at intervals but you can use it without an internet connection for up to 7 days. It is possible to maximise this period (if you are going away with a laptop for example) by manually re-validating the licence just before you go. You can do this by clicking the button in the Licence Manager window.

Moving CostsMaster to a Different Machine

Once activated, a licence is locked to a physical computer but you can deactivate it and move it to another computer. To do this simply go to the Licence Manager window and click the Deactivate button.

This will connect to the licensing server and remove the licence from this machine. You can then re-use the same product key on a different machine by following the activation process described previously. Once you have entered the key on a machine, it can be recalled on subsequent occasions by clicking the "Show Previous Key" button.

Troubleshooting

Activation and deactivation require a fully working internet connection. Any firewalls (including the Windows firewall) need to allow CostsMaster to access the following:

- http:\\www.wyday.com
- https:\\www.wyday.com

If you can access these pages via a browser but CostsMaster fails to activate please ensure that Windows Firewall (or any other software firewall you are running) allows CostsMaster to access the above domains. We recommend that you use Internet Explorer to check for access to the domains as it uses the same routing methods as CostsMaster which other browsers may not. Also please be aware that even if the browser access is successful your firewall settings may allow HTTP access only and block other ports, and this may prevent the licence activation process to occur.

If you can and you are still experiencing difficulties please contact support for assistance.

Chapter

3

Network Activation

Overview

A network Activation licence will allow you to authorise multiple copies of CostsMaster on your network.

The network licence requires the presence of a licensing server on the network, a small service that manages access to the licences. Copies of CostsMaster connect to and are authorised by the licence server whilst the licence server periodically connects to our remote server for validation and updates to the licence count.

The licence server cannot run on a virtual machine but can authorise copies of CostsMaster run on a virtual machine. If you have no physical machines on your network capable of running the licence server we would recommend the online licence.

The Licence Server Manager

The licensing server can be downloaded from our web site. Run the installer on the physical machine on which you want the licensing server to run and it will copy the necessary files to your computer.

Once installed, run the CostsMaster Licence Server Manager from the shortcut on the start menu or the desktop.

The Licence Server Manager allows you to configure, activate and install the Licence Server and configure the Windows firewall. When it opens it requires you to specify if you are configuring the server for CostsMaster Draftsman or CostsMaster Quota. If you need to configure it for both please see the section Installing the Server for both Draftsman & Quota.

Configure

This button allows you to specify the port on which the server will listen and the address of any proxy server. If you have no need to alter it, it is fine to leave it at the default values. Make sure that any hardware or software firewalls are configured to pass traffic to and from this machine to the following domains on the port specified:

- http:\\www.wyday.com
- https:\\www.wyday.com

Service Status

The Licence Manager shows the current status of the service. This could be
- "Not Activated"
- "Activated but the service is not running"
- "Service Running"

The status will change as you work through the process of activating and

installing the server.

Activating The Licence Server

You must activate the licence server before you can install the service. Click the Activate button and enter your product key in the box provided. When you close the window the program will attempt to validate the product key with our remote server. If successful you can move on to installing the service.

Once activated the licence server is locked to this machine. Should you need to move it to a different machine, the Deactivate button can be used to unlock it and you can then re-commence the activation process on the new machine.

If the activation fails please see the section on Configuring your Firewalls.

Installing the Licence Server Service

The Licence Server Manager takes care of the installation. All you have to do is click the "Install Service" button and the licence server service will be installed on the port specified. Should you need to remove the service you can do this via the "Uninstall Service" button.

Installing the Server for both Draftsman & Quota

If you have purchased a combination of Draftsman and Quota licences, it is possible to activate both on a single server. Simply follow the activation process for each entering the correct product key for each and ensuring the ports for each are different. You will end up with two services which will listen separately to requests from Draftsman and Quota.

Although Draftsman contains everything that Quota does, Draftsman users may sometimes wish to avail themselves of the fast streamlined interface when they need to prepare a budget quickly. This is no problem because Draftsman can be run in "Quota Mode" by running it with the "/quota" command line parameter. An appropriate shortcut that does this automatically should be installed with the program.

One thing to be aware of is that Draftsman run in Quota mode will use a Draftsman licence rather than a Quota licence. This is done to avoid someone in the costs team inadvertently stealing a licence from the fee earners who use Quota. You may also want to restrict the Draftsman users' access to Quota as if they invoke this directly it will utilise a Quota licence.

Connecting CostsMaster to the Licence Server

Once the licence server has been installed and activated you will need to direct CostsMaster to the Licence Server. There are two methods of doing this:

1. For each user in turn start CostsMaster, go to Tools > Licence Management, select Network Activation and enter the IP address of the

server and the port specified above, then click the Request Licence button.

2. If you are running a form of Terminal Services with multiple users on the same machine, for each machine running CostsMaster start CostsMaster with administrator privileges and activate as per step 1 above. Then click the "Admin" button at the bottom of the window and this will give you the option to apply the same settings to all users on the machine.

If CostsMaster fails to communicate with the Licence Server please see the section Configuring your Firewalls.

Once CostsMaster has connected it re-validates the licence at frequent intervals, but if communication with the licence server is lost, for example due to a blip on the network, the program will continue to work for a short while.

Configuring Your Firewalls

Configuring Firewalls for Activation

In order to activate the Licence server (and for the licence server to continually verify the licence) you may need to configure your hardware and/ or software firewalls on the machine running the Licence Server to allow communication between the Licence Server and the following domains:

- http:\\www.wyday.com
- https:\\www.wyday.com

In addition, if you are performing packet inspection on internet facing devices and you are having problems activating, you may want to try disabling it for the above domains to see if that resolves the problem. It appears that the remote site can in some cases detect that the packets have been interfered with and refuse activation.

Configuring Firewalls for Communication between CostsMaster and the Licence Server

If you are having difficulties getting CostsMaster to obtain a licence from the Licence Server, you may need to add a rule to any software firewall on either or both of the machine running the Licence Server and the machine running CostsMaster (if different).

Using the Licence Server Manager to Configure the Windows Firewall

If you are running the Windows Firewall the CostsMaster Licence Server Manager can allow you to perform any needed configuration directly. To do this click the "Firewall" button on the Licence Server Manager window. This will open a window with controls for manipulating the Windows Firewall

The Windows firewall can have several profiles set up for different types of network, the most common being Private and Public. Any that are defined on

your machine will be displayed here with a tick box to indicate if the firewall is enabled for that profile. If you wish to establish whether the Windows Firewall is the cause of any problem, you can untick the relevant box to disable the firewall entirely, though please ensure you do this only for as long as necessary to prove the existence of the problem.

If you find that disabling the firewall allows the licence request to succeed then probably the firewall is the cause of the problem and you can set the tick box at the bottom of the window for the appropriate type of network and click "Apply". This will add a rule to allow communication, and with this in place you should be able to re-enable the firewall and still activate or communicate as needed. If you are unsure which type of network needs the rule applied you might have to experiment by setting rules for each in turn.

Updating the Licence Server

Updates to the Licence Server may be made available from time to time. To update your copy you must first stop any running services. To do this locate the service in the list of Windows Services and stop it before installation and then re-start it afterwards. Depending on whether you have configured the Licence Server for CostsMaster Draftsman or CostsMaster Quota, the service will be called one of the following:

- CostsMaster Draftsman Edition V5 Floating Licence Server
- CostsMaster Quota Edition V5 Floating Licence Server

Sometimes your licence may be updated, for example to add more users. These changes will take effect when the licence server next verifies its status with our servers. To apply the changes immediately use the Licence Server program to take the following steps:
Remove the Service
Deactivate the key
Re-activate the key
Re-Install the service again.
If users are running CostsMaster while this occurs they may get a warning message stating that their licence lease has been lost but they can re-open the Licence Manager window and request a new lease once the service has been restarted on the Server, or they can re-start the CostsMaster application.

Troubleshooting

CostsMaster cannot request a licence from the Licence Server.

If you encounter problems with CostsMaster not finding the licence server please check

- the correct IP address and port have been specified
- all firewalls (including Windows Firewall) are configured to allow traffic

through to the machine running the licence server (please see the section on Configuring Firewalls for more details).

- the CostsMaster Draftsman Floating Licence Server appears in the list of Windows services and is shown as running.
- if you get Error Code 7 when the client tries to obtain a licence this indicates that the time on the client is more than 5 minutes different from the time on the machine running the licence server. Correcting whichever machine is incorrect should resolve this error.

CostsMaster Licence Server Manager cannot activate the licence

There are several possible causes for problems activating the Licence Server:

- No internet connection
- Incorrect product key entered
- Firewalls not configured to allow access (please see the section on Configuring Firewalls for more information).
- Packet Inspection Software modifying the information sent to the remote server (please see the section on Configuring Firewalls for more information)
- Windows WMI Corruption (see below)

WMI Corruption

In rare cases a failure to activate could be caused by a WMI corruption. You can verify this by opening a PowerShell command prompt and running the following:

```
Get-WMIObject MSFT_NetAdapter -Namespace root\StandardCimv2
```
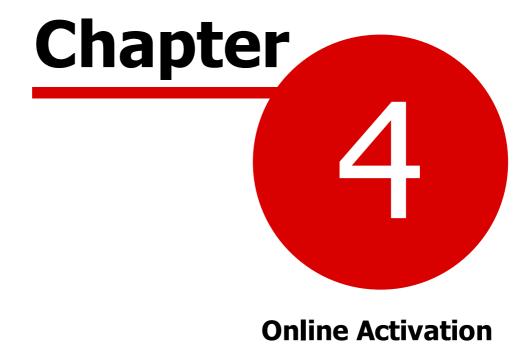
If you get any error messages then there is likely a WMI corruption. If so, you should be able to fix this by running an ordinary command prompt as administrator and enter the following:

```
cd C:\Windows\System32\wbem
mofcomp C:\Windows\System32\wbem\NetAdapterCim.mof
mofcomp C:\Windows\System32\wbem\en-US\NetAdapterCim.mfl
```

The first command navigates to the directory where the files need to be fixed. The next two commands attempt to fix the necessary broken files.

Afterwards run the above PowerShell command to verify the corruption has been fixed.

If you continue to have problems please contact support for assistance.

Chapter

4

Online Activation

Overview

An online Activation licence is similar to a Network Activation licence in that it will authorise multiple copies of CostsMaster. The difference is that the licence server is hosted by us remotely and the users connecting to it do not have to be part of the same network.

It requires all connected computers to have an internet connection though once CostsMaster has been started it can still be used for a short period without an internet connection.

Setting the Password

Before we can set up the server you need to create a password to protect access to the server.

We will send an email to the address on your order form which will contain a code and a link to a web page where you can create the password. The password will be encrypted so please ensure you remember it as we won't be able to tell you what it is.

We would recommend that you keep this password secure and restrict access as much as possible as anyone in possession of the password, IP address and port can gain access to your licences. You will see in the next section that there are methods to allow the admin to enter the password without the user needing to be aware of it, and once entered it is never shown to the user. However, should you need to change the password at any point please let us know and we will generate a fresh password request email for you.

Connecting to the Online Server

Once your password has been created we will create the online server for you. This can take a short while, but when it is ready we will email you with details of the IP address and port number. When you have these details you will need to direct CostsMaster to the Licence Server. There are two methods of doing this:

1. For each user in turn start CostsMaster, go to Tools > Licence Management, select Online Activation and enter the IP address and port of the server and the password you created previously, then click the Request Licence button. Once entered this password is not visible to the user but you may want an administrator to enter the details to avoid the password being shared too widely.

2. If you are running a form of Terminal Services with multiple users on the same machine, for each machine running CostsMaster start CostsMaster with administrator privileges and activate as per step 1 above. Then click the "Admin" button at the bottom of the window and this will give you the option to apply the same settings to all users on the machine.

If CostsMaster fails to communicate with the Licence Server please see the section Configuring your Firewalls.

Once CostsMaster has connected it re-validates the licence at frequent intervals, but if communication is lost the program will continue to work for a short while.

Configuring Your Firewalls

Running CostsMaster with an online licence requires a fully working internet connection. Any firewalls (including the Windows firewall) need to allow CostsMaster to access the IP address of the online server on the port specified.

If you are having difficulty connecting please ensure that Windows Firewall (or any other software firewall you are running) allows CostsMaster to access the IP address.
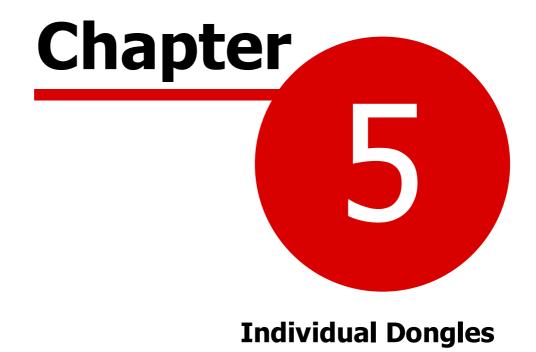
If you can and you are still experiencing difficulties please contact support for assistance.

Troubleshooting

If you encounter problems with CostsMaster not connecting to the online licence server please check

- the correct IP address, port and password have been specified
- all firewalls (including Windows Firewall) are configured to allow traffic through to the IP address of the online licence server (please see the section on Configuring Firewalls for more details).
- if you get Error Code 7 this indicates that the time on the client is more than 5 minutes different from the time on the machine running the licence server. The licence server time is set automatically so should be correct to within a couple of seconds, so correcting the time on the client machine should resolve this.

If you continue to have problems please contact support for assistance.

Chapter

5

Individual Dongles

The CostsMaster dongle is no longer issued but as of version 5 can still be used to licence an individual copy of CostsMaster Draftsman. The dongle is a small hardware key that plugs into a spare USB port on your PC. Without the key the program will only run in restricted trial mode.

You will need one free USB port for the dongle. The dongle must be connected at all times whilst using the software and removing it may cause the program to revert to restricted trial mode.

Replacement Dongles

In the event that a dongle is lost or stolen we will provide you with a replacement software licence for Local Activation.

Installation

The individual dongle is very simple to install. Simply plug the dongle into a spare USB port. The dongle uses the standard Windows USB driver so no additional driver files need to be supplied.

When Windows has installed the driver you should get a message saying that the hardware has been installed and is ready to use. You can now start using CostsMaster.

Updating the Dongle

If you have a trial dongle and subsequently purchase CostsMaster you will be sent an update code to convert your trial dongle into a full dongle.

The dongle can be updated by Starting CostsMaster and going to Tools > Licence Manager and select Local Dongle. There you will find a box for entering your update code and a button which will attempt to apply the code to the dongle.

Troubleshooting

Occasionally you may encounter a problem with the dongle. We discuss the most commonly encountered issues here with details of how to resolve them.

CostsMaster suddenly drops into trial mode

This can happen if the checking of the dongle fails for any reason. The dongle is checked at random intervals and if Windows "loses" an individual dongle or a network blip means a network dongle cannot be checked, then the program will drop into trial mode.

Although you are limited to 15 hours work in trial mode this is a limitation on entering work. No work is lost when entering trial mode and although you cannot enter any more work you can safely save your file and restart CostsMaster. There is a Save button on the trial window that will do this, or you can click "Run Trial" to access the main toolbar and save your work in the
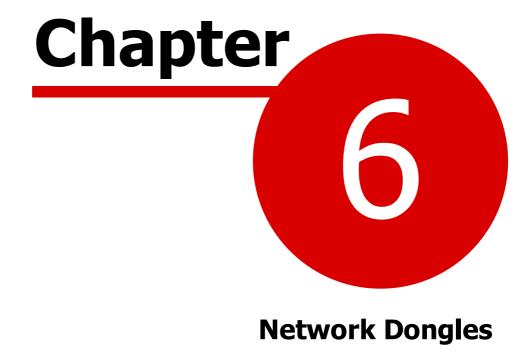
normal way.

CostsMaster starts up in Trial Mode

If the program was previously running fine, it may just be a temporary issue with your PC. We have found that Windows occasionally "loses" a dongle and refuses to acknowledge its existence. In this case the light on the dongle will probably either be extinguished or flashing. Usually, all that is necessary is to try the dongle in a different USB port, or to restart CostsMaster or Windows.

If you have just inserted the dongle into the PC and it doesn't work it may be that you started CostsMaster before Windows had properly installed the drivers for the dongle. In this case restarting CostsMaster should be all that is required.

If you are still having problems then please contact support for assistance.

Chapter

6

Network Dongles

Overview

The CostsMaster Network Dongle allows multiple users on a network to be authorised to run CostsMaster. It requires a program to be run on the machine to which it is attached. This application, DinkeyServer, listens for requests from copies of CostsMaster run on the network and validates them provided there are enough spare licences on the dongle.

Network dongles are no longer issued but as of version 5 will still work with CostsMaster. The dongle server software can be downloaded from our web site.

Network dongles are only suitable for Licensing CostsMaster Draftsman. Quota users must use one of the Activation methods.

Installing Dinkey Server

If you have not already done so attach the dongle to a spare USB port on your chosen server. Windows will install the driver software. The dongle uses the standard Windows USB driver so no special driver software needs to be installed.

Run the Dongle Server Installer on the machine to which the dongle is attached. This will copy the relevant files to a folder of your choosing and create shortcuts to them. When installed run DinkeyServer. When first run it will prompt you to enter some parameters. In the box at the top of the window it should display "CM3 (vba.dll)" which will show the dongle has been installed and is recognised.

DinkeyServer can be run as an application or as a service. We would recommend that it is run as a service. If you run it as an application you will need to ensure that it always runs when the server is restarted.

In the Network Configuration section you will can choose from Automatic or custom configuration. If you select custom and click the options button you will be able to specify the the IP Address which DinkeyServer will accept connections on. The drop down box will list the IP address of each network card in your machine plus special entries for 127.0.0.1 (localhost) and 0.0.0.0 (any interface). This last option will allow DinkeyServer to listen on multiple adapters if installed. You will also need to choose a port number which the server will listen for connections on. Choose any one from the list and keep a note of it in case you need to configure your firewall later on. If that port is already being used then when DinkeyServer is started it will ask you to select another port.

To start DinkeyServer click the "Start" button. It will then either run as an application and launch the viewer screen or install itself as a service and run in the background. You will need to have Admin Rights to install a service.

Like any Service, DinkeyServer can be controlled through Windows Services Management (Control Panel | Administrative Tools | Services).

If you remove, update or add a dongle to the machine running DinkeyServer then you need to restart DinkeyServer in order for it to be detected.

Dinkey Server Viewer

When DinkeyServer is running as an Application, it will display the DinkeyServer Viewer. This utility displays the status of DinkeyServer, the Product Codes it is serving and the network users currently connected to it. A DinkeyServer icon will appear in the Windows System Tray.

You can view the server's log file using this utility by going to Server > Show Log File. The log file records important events during the running of the server and may need to be viewed to diagnose problems.

You can also see the IP addresses and ports that DinkeyServer is utilising by going to Server > Show Details. In addition this will list the Auto discovery address which you may need in order to configure your firewall (see below).

When DinkeyServer is running as a Service, it will not display the viewer because Services cannot display Graphical User Interfaces (GUIs). However, you can still use the DinkeyServer Viewer by running DinkeyServer.exe with the /viewer command-line parameter. A shortcut in created by the installer with this parameter already set.

Connecting to Dinkey Server from CostsMaster

There are two methods by which CostsMaster on the client machine can locate the server running DinkeyServer.

By default it will attempt to auto-detect DinkeyServer by performing a multicast broadcast to 239.227.121.243. If this does not work, or if you experience poor performance using this method, it is possible to tell CostsMaster where to look for the server. To do this you need to create a text file called CM3.ini in the CostsMaster program folder on the client machines. The contents of this file should look as follows

```
[ddpro]
server=<ip address>:<port>
autodetect=FALSE
```

So, if you have a server with an IP address of 192.168.0.10 and DinkeyServer is configured to use port 10731 the file contents would look like this:

```
[ddpro]
server=192.168.0.10:10731
autodetect=FALSE
```

If your server does not have a fixed IP address you can replace the IP address with the machine name as follows:

```
[ddpro]
server=MyServer:10731
autodetect=FALSE
```

After making any changes to this file you must restart CostsMaster.

Configuring Your Firewalls

You must configure any firewalls on your network to allow communication between CostsMaster on the client machines and DinkeyServer on the server. As well as hardware firewalls, this includes any software firewalls such as Windows firewall or firewalls installed as part of an internet security or anti-virus suite on the server and the clients. Failure to correctly configure your firewall(s) could result in DinkeyServer being inaccessible by client machines.

1. Your firewall must allow both TCP and UDP traffic through to DinkeyServer on the IP Address and Port that you chose when setting up DinkeyServer. If you selected automatic configuration you can obtain this information from the DinkeyServer viewer.

2. If you have not specified a CM3.ini file as mentioned in the section "Connection to DinkeyServer from CostsMaster", CostsMaster will attempt to auto-detect DinkeyServer by performing a multicast broadcast to 239.227.121.243 and whichever port you configured DinkeyServer to listen on. Your firewall must not block traffic destined for this address/port.

Updating the dongle

From time to time you may need to update the dongle, for example if you purchase additional licences. The dongle can be updated via an update code that we will send to you. The DinkeyChange.exe program, located in the same folder as DinkeyServer.exe, is used to apply update codes. When you run this it will identify any dongles on the system. CostsMaster dongles have the CM3 product code. The dongle number and update number will be shown also. We may ask you to confirm this information before providing an update code because if the details do not match those on our system the update code will not function.

To update the dongle you must first stop the DinkeyServer service using the Windows Services Applet or close DinkeyServer if run as an application.

We will send you the update code by email or give it to you over the telephone. After stopping the service enter the update code into the relevant box in DinkeyChange and click the "Make changes to dongle" button to update the dongle.

You can then re-start the service/application.

Updating Dinkey Server

From time to time you may need to update DinkeyServer itself in order to maintain compatibility with the latest version of CostsMaster.

The dongle server software comes in a msi file which must be run to install the new files on your machine. The installer will attempt to stop Dinkey Server if running as a service, but you may wish to stop the service manually in any event, as if the Installer fails to to do this Windows Installer may require a reboot before the new service becomes active.

Troubleshooting

Most users experience no problems in using the CostsMaster Dongle Server, but if you do run into difficulties here are a few things to try:

1. Check the dongle in the machine. It should have a green light which should be solid and not flashing. If the light is not lit or is flashing try the dongle in a different port or check for issues in Device Manager.

2. If CostsMaster if failing to find the dongle server and is running in trial mode the first thing to do is to override automatic detection by specifying the address of the server. Please see the section on "Connecting to DinkeyServer from CostsMaster" for details of how to do this.

If you have specified the server using the CM3.ini file but the server is not found the program will generate error 436. This usually means that either DinkeyServer is not running on the server or a firewall is blocking access to the server.

3. If you are running DinkeyServer as a service, check it is correctly installed as a service and that the service is started. Start the DinkeyServer Viewer. If this fails to start then the DinkeyServer service is is not running or the dongle is not functioning. If it starts check to make sure there is an entry for CM3. Check the Server > Show Details menu to make sure it is operating on the correct and expected IP ports and addresses.

4. If you are running DinkeyServer as an application check it is started and running. Check that it shows an entry for CM3 with a sub entry showing the maximum number of users. If there is no entry here there is a problem with the DinkeyServer installation. Please stop the application, ensure all DinkeyServer processes are terminated and reinstall it again.

5. If you get error 1731 when starting DinkeyServer it means that an instance of DinkeyServer is already running. You may have an existing service installed and running or you may have run DinkeyServer as an application and not closed it down fully (closing the viewer leaves the application running in the system tray).

6. If DinkeyServer is running correctly check your firewall configuration matches with what is displayed in DinkeyServer Viewer > Server > Show

Details. You can verify if the firewall is allowing traffic through by running a program on the client that connects to a particular port such as Telnet. If the firewall is allowing traffic through Telnet will give you a blank console window. If it fails to connect you will get an error.

Command Line Parameters

DinkeyServer can accept several command-line parameters which control it's behaviour. These are as follows:

/s Configures DinkeyServer to install/run as a Service.

/a Configures DinkeyServer to run as an Application.

/q Quiet mode. Only displays errors.

/u Uninstalls the DinkeyServer Service.

/viewer Just display the DinkeyServer Viewer.

/logfile Just open the DinkeyServer logfile.

/listen=IPADDRESS Sets the IP Address on which DinkeyServer accepts connections (replace "IPADDRESS" with your chosen IP Address).

/port=PORT Sets the port on which DinkeyServer listens for connections (replace "PORT" with your chosen port number).

/? Displays a help window documenting these command-line parameters.

Log File

DinkeyServer maintains its own log file in which it records various important events during its execution. While the server is running, all events are recorded to this log file rather than being displayed on-screen. The most common reason for needing to view the log file is to begin diagnosing a problem.

You can view the logfile by running DinkeyServer with the /logfile command-line parameter. Alternatively, you can view it from the DinkeyServer Viewer.

The logfile is actually stored on disk in the "All Users" profile under the DinkeyServer/11414 directories.

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