

**PLEASE READ** - [Installation Troubleshooting Tips:](#)

1. **Server/Client Configuration.** If you planning to setup a server/client configuration for your installation of CAEPIPE LM, where the installation configuration is such that the SST License Manager is installed on one device, and then CAEPIPE LM is installed on other user devices then you need to follow the instructions in the SST License Manager - User's Manual on how to properly set that up (Section 1.1 and 1.3). Be sure to setup the SSTLM environment variable on the client machine or this installation won't work properly (Section 1.3.1).
2. **IP Address.** Please be advised that this is a device specific activation. The IP address/Device name in the product key file and the IP address/Device name of the device you are planning to use CAEPIPE-LM on must be the same in order for the SST License Manager to be able to confirm the license when loading the CAEPIPE-LM program. If you are using a laptop, or traveling and using CAEPIPE, etc., and you will have a variable IP address, then you will want to setup an additional environment variable called SKIPIP to allow for this. Please see the instructions on how to do this in the SST License Manager – User's Manual (Section 2.3.2).
3. **Multiple Network Adapters, such as Ethernet and Wireless adapter cards, on the same device require an additional Environment Variable to be setup.** Do you have more than one network adapter installed on the device selected for installation? If so, you will need to setup an additional environment variable called USEIP to set the primary network card as the "preferred" network card. See instructions on Page 13 of the attached SST License Manager User Manual for instructions on how to do this. If you don't do this, then you will have IP address conflicts and the CAEPIPE license won't be able to authenticate properly. (Section 2.13)
4. **Port 12000 need to be Listening and accepting Inbound and Outbound traffic through the Firewall (on all devices where the SST License Manager or CAEPIPE are installed).** Please ensure port 12000 is open and accepting inbound and outbound traffic through the firewall on both the server and client machines. The SST License Manager Service ("SSTLM") cannot run if port 12000 isn't listening, or if the Firewall isn't allowing both inbound and outbound traffic through. (Section 2.13)
5. **Stop/Re-Start SSTLM Service.** Still having trouble? Have you tried stopping/restarting the SSTLM service? This ensures that the SSTLM environment variables that have been set during installation become activate.
6. **SSTLM Service not running error & Log shows Loopback IP address of 127.0.0.1.** If you look at the SSTLM log and it shows the IP address as 127.0.0.1 then you need to Stop/Re-start your SSTLM service to acquire the correct IP. The loopback IP address of 127.0.01 is not a valid IP address and is only used for testing on that device.
7. **Nothing else is working?** Try rebooting the device. This ensures any new environment variables added or changes to old ones have been activated, and will reset any services that are not responding, etc.

If you require further assistance, please follow the instructions on our website at <http://www.sstusa.com/support.php>.

