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 support@lighthouse.nl.

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 :
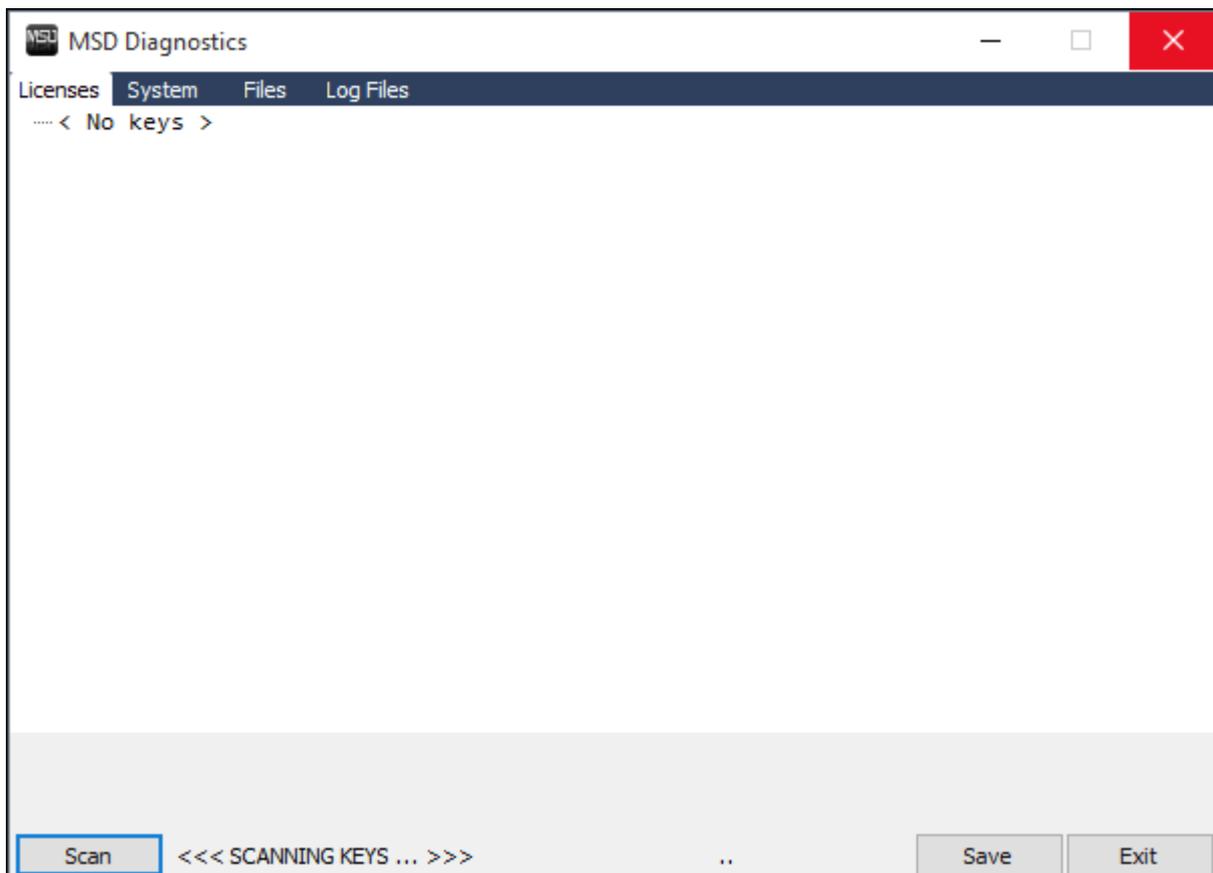
The program will automatically start to scan the local computer and other computers in your network for keys.
(If you make any changes to the setup, you can use the '**Scan**' button to start a new scan.)

Licenses

After the scan has finished, it should look something like this:
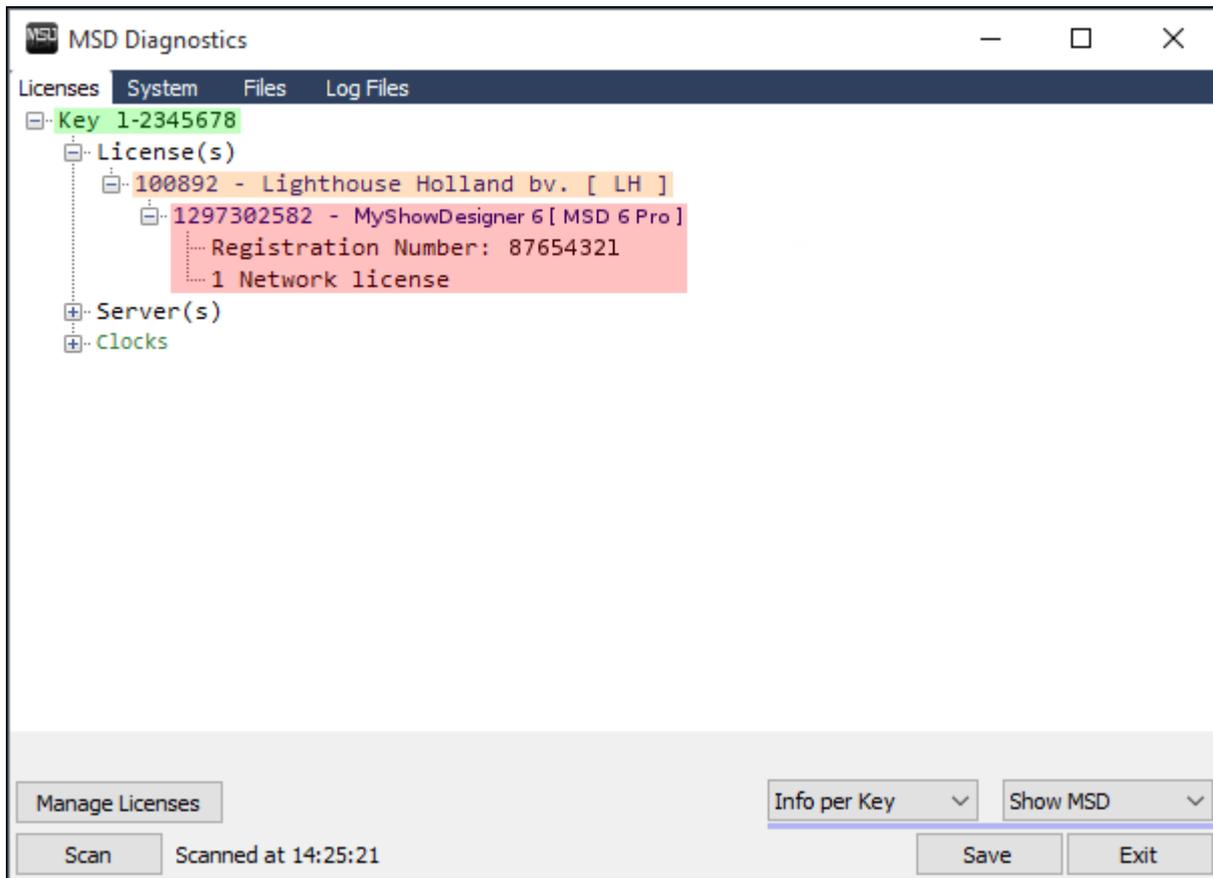
On the first tab *Licenses* you find information on the WIBU CodeMeter key(s) that are found.

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.

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┌──────────────────────────────────────────────────────────────────────┐
│ 🗔 MSD Diagnostics                                    —    □    ✕       │
├──────────────────────────────────────────────────────────────────────┤
│ Licenses   System    Files    Log Files                                │
│ ⊟ Windows OS                                                           │
│    ┄ Version: Windows 10 (10.0  build 17134)                           │
│    ┄ Install date: 02-06-2018 18:53:46                                 │
│    ┄ Architecture: x64 (Running under WOW64)                           │
│    ┄ Computer Name: COMPUTER-NAME                                      │
│ ⊟ Network adapters                                                     │
│    ⊞ Name: Ethernet                                                    │
│    ⊞ Name: WiFi                                                        │
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│  ┌───────┐                                      ┌──────┐   ┌──────┐    │
│  │ Scan  │  Scanned at 14:50:34                 │ Save │   │ Exit │    │
│  └───────┘                                      └──────┘   └──────┘    │
└──────────────────────────────────────────────────────────────────────┘
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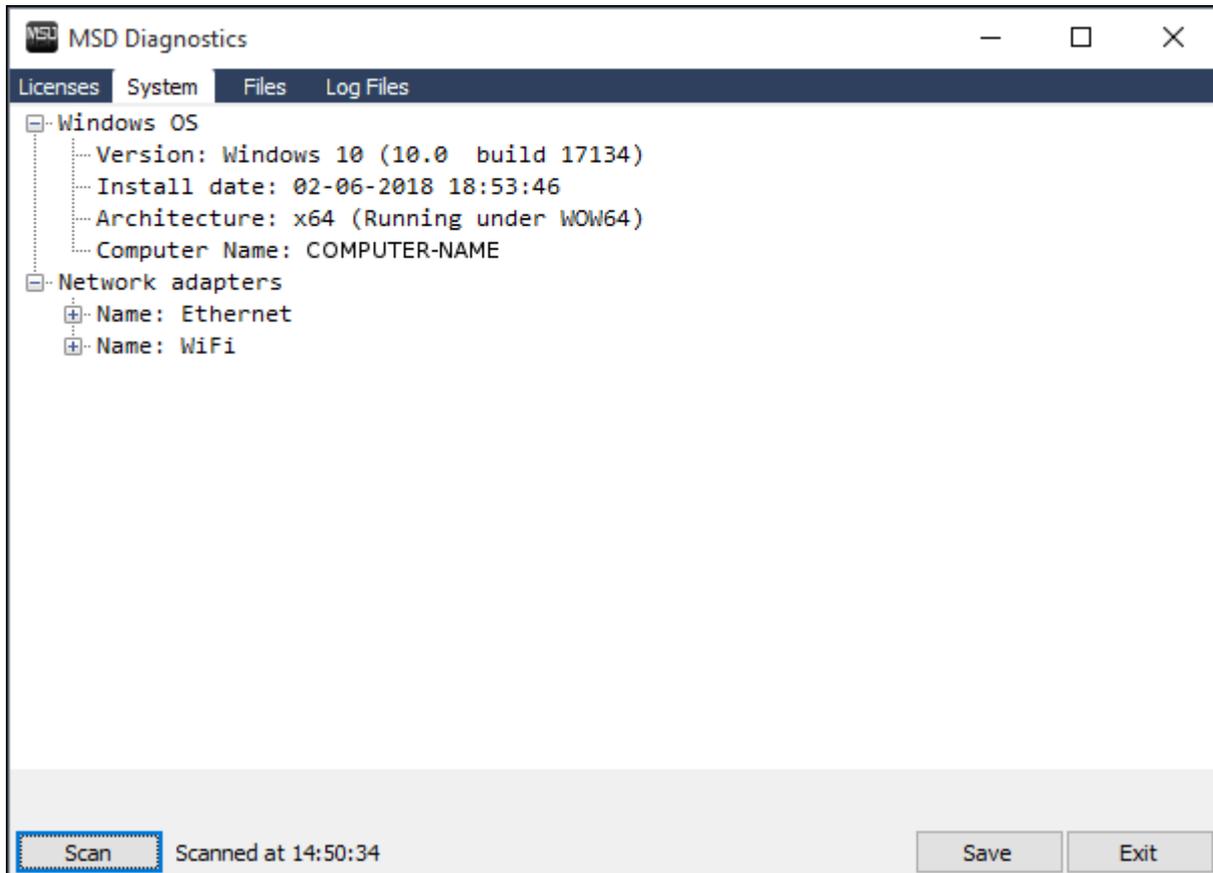
Files

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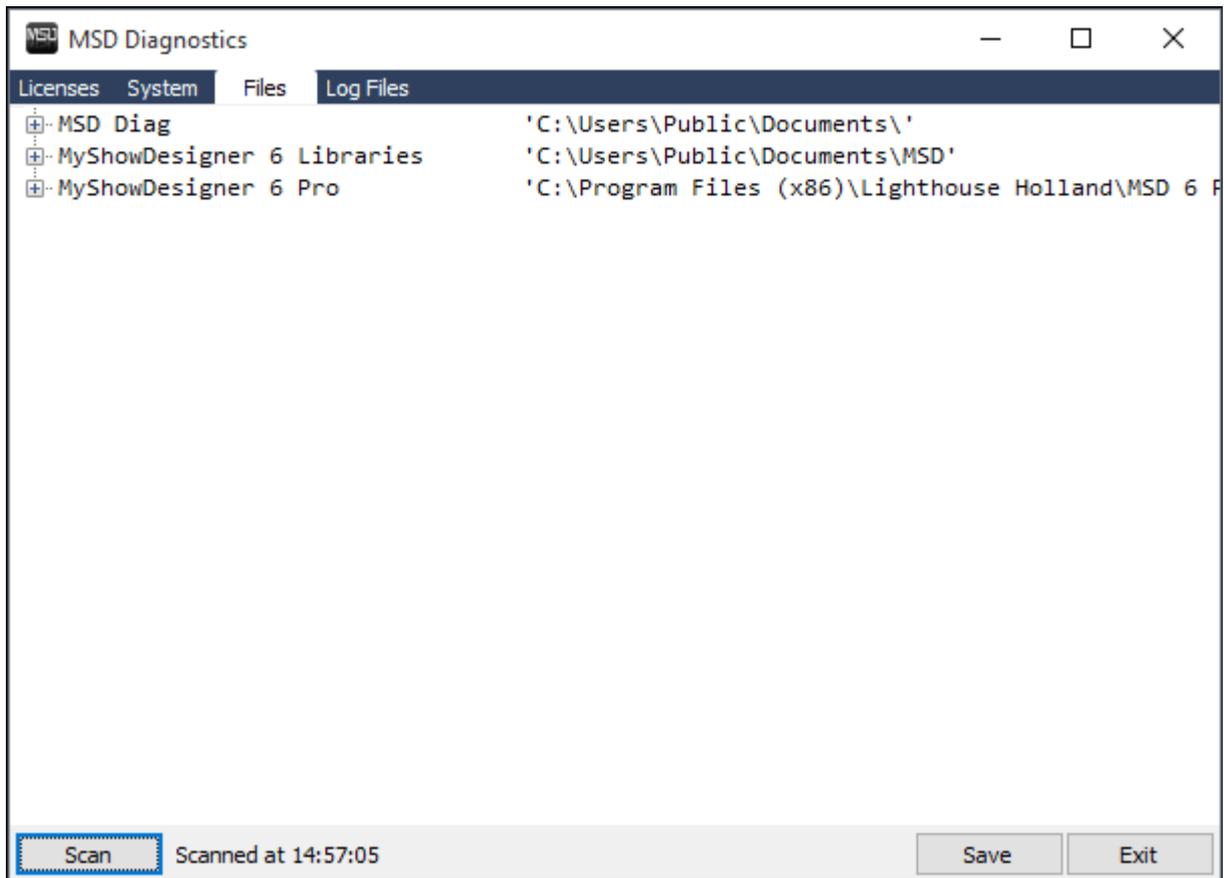
Log Files

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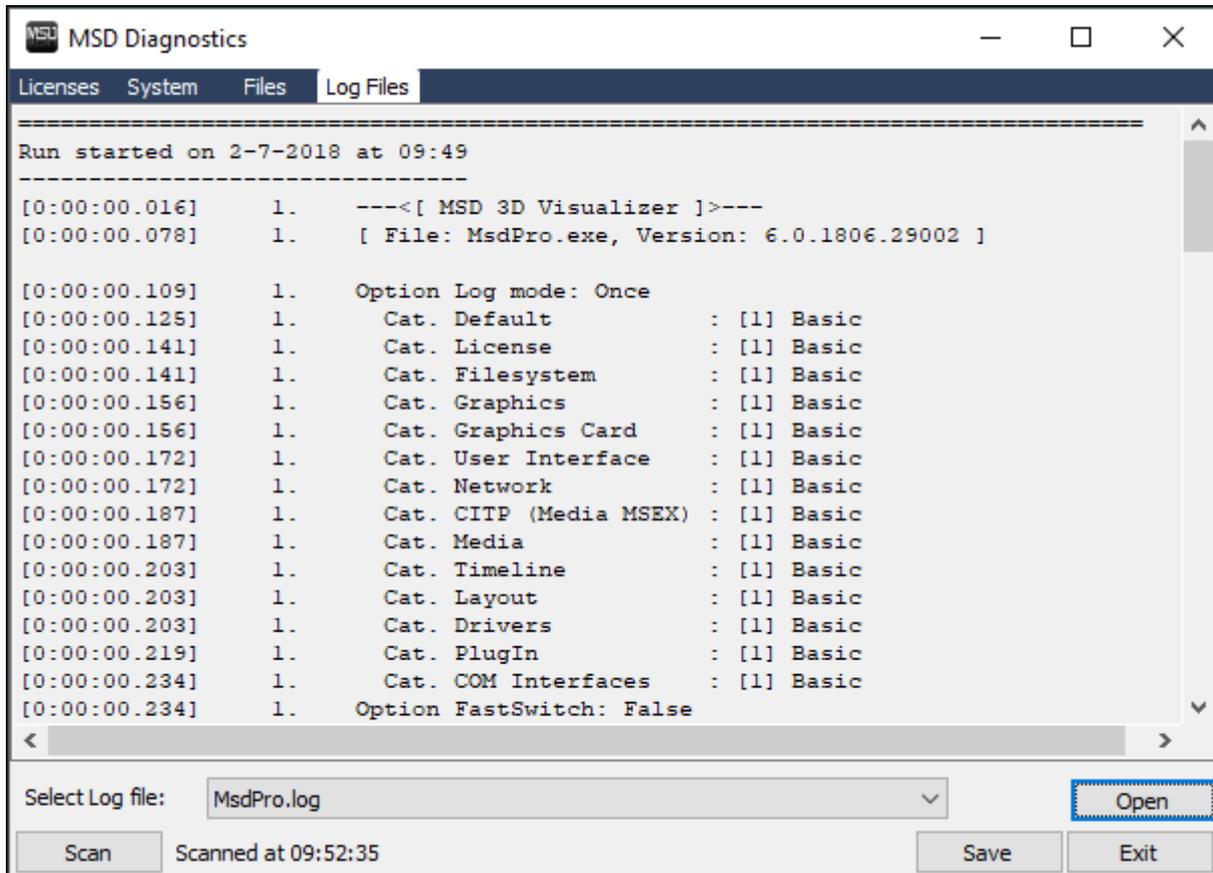
You can select which log file to view, and if you want you can Open the log file in a text editor.

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.