Licence Server troubleshooting

When the /register command is run, the program fails to run, stops running or displays an error message.

• Check that Data Execution Prevention (DEP) has been disabled. To do this:

1. Open Computer / Properties / Advanced System Settings / Performance settings and select the Data Execution Prevention tab.

2. There are 2 options. If the 2nd option is selected (Turn on DEP for all programs and services except those I select) then you will need to exclude the licenceserver3.exe file. Click on 'Add', navigate to the licence server folder and select the executable file. If the first option is selected then no action is needed.

• Check that you are in the correct folder (with LicenceServer3.exe in it).
• Check that you are logged in with admin rights.
• Check that the Log Folder exists and is properly configured in the LicenceServer.ini file.
• Check that your virus checker is not interfering in some way.
• Try turning off User Account Control (UAC) if it is turned on.

When an 'Invalid Activation' code is reported.

• Check that you have entered the code correctly – using copy and paste is recommended. The digits should be either numbers, letters in the range A-F or dashes.
• Check that you have not added spaces to the start or finish of the code and that you have not missed out a digit.
• Has the hardware changed since the sitecode and MID were generated? These codes will only work on the same hardware and operating system installation. Moving the install to a different virtual server installation for instance will cause the activation to fail.

When the /install command is run, the program fails to run, stops running or displays an error message.

• Check DEP (as above if not already done)
• Check that you are in the correct folder (with LicenceServer3.exe in it).
• Check that you are logged in with admin rights
• Try to run the command prompt 'as administrator' – in other words, find the command prompt exe, right click it and select 'run as administrator'.
• Check that the Log Folder exists and is properly configured in the LicenceServer.ini file.
• Check that your virus checker is not interfering in some way.

When you start the service it doesn't start properly.

• Try starting it again – sometimes it just needs a bit more time.
• Check DEP (as above if not already done)
• Check that the Log Folder exists is properly configured in the LicenceServer.ini file.
• Check that the port you have selected in licenceserver.ini is not already in use. To do this, run a

command prompt and then run 'netstat –b'.
• Check that your virus checker or firewall is not interfering in some way.

The licence server is installed and working but the clients report themselves as unlicenced.

• Check that the service is started. Start it if not, or try restarting it anyway if it is (this step is important to force a flush of the log file).
• Look in the log folder for the most recent userlogxxx.txt text file (where xxx is the date/time). It should have a time and date of 'now'. Open it with notepad and look down a page or so for a line which has maxlicences=xx where xx is the number of licences. If this is 0 then the licence has dropped out and you will need to contact support.
• Check that the firewall is configured to open the port configured in licenceserver.ini.
• Check that the clients are configured correctly to communicate with the licence server. They will need to have the right IP address and port number set in the bizsim.ini file.
• Check that you have the most up to date version of the licence server and client. Older versions of the licence server (1.6) will be incompatible with the latest client versions.