



Description: Guide to resolving some common License Errors
OS Requirement: Win 2000 Pro/Server, XP Pro, Server 2003
General Requirement: Installation of the license software and logged into the machine with administrative privileges.

Introduction

From time and time, you may get a license error and there are many reasons why you would receive these error messages. This documentation will walk you through some troubleshooting steps to resolve your license issue.

There are two types of licensing errors that you would receive. Any ICONICS application can give you a license error when it cannot communicate to the license server. In this case, you would get a message similar to Figure 1. However, you do not need to be alarmed; your license is most likely intact.



Figure 1 - License Failure from GraphWorX32

The other type of licensing error is from License Utility. These errors are associated with a CKERR error number and are generally more trouble-some to resolve, but you can avoid most of these errors by following the advice in the application note *Licensing – Dos and Don'ts*. We will list a few of these errors and their respective solutions in this document. You can contact Technical Support if you do not see the error you are getting listed.

License Error from an ICONICS Application

1. Launch your License Utility from Start → Programs → ICONICS Software Licensing → License Utility.
2. In the menu, go to View → Actions → View License to make sure there is a valid license.
3. Once you have check to make sure that you still have a valid license, leave the screen on, and bring up the License Monitor from Start → Programs → ICONICS Tools → License Monitor.
4. Check to make sure your License Monitor displays the same information as your License Utility.

5. If you see a valid license in your License Monitor that matches the information shown in your License utility, then it is as DCOM problem, go to step 14. If you do not see a valid license in your License Monitor, go to the next step.
6. Open Windows explorer and browse to C:\Program Files\ICONICS\GENESIS32\Bin
7. Double-click on RegistrationContextMenu.reg, click “YES” and then “OK” for all the confirmation messages that come up.
8. Browse to C:\Program Files\Common Files\ICONICS and find the files GenRegistrarServer.exe and GenRegistrarServerps.dll
9. Right-click on each files one at a time and select Unregister Component.
10. Right-click and select Register Component for each of the files.
11. Open your License Monitor to see if your license information is now displaying in the application.
12. If it does not, Unregister Components for GenRegistrarServer.exe and GenRegistrarServer.exe files, restart your machine, and then re-register the files again.
13. Check in the License Monitor for your license, if it still does not show your license, then it could very well be a DCOM issue.
14. For basic DCOM Setup, you can refer to application notes: *GENESIS32 - DCOM on Windows 2000 in a Domain*, *GENESIS32 - DCOM on Windows 2000 in a Workgroup*, *GENESIS32 - DCOM on Windows XP and Server 2003 in a Domain*, and *GENESIS32 - DCOM on Windows XP and Server 2003 in a Workgroup*, depending on the operating system and network configuration of your computer.

License Error from License Utility

You can find some of the solutions for License Error from License Utility in our Knowledge Base. You will need a user name and password to login to access it. If you do not already have a user name and password, you can request one on our website.

There are two general ways to resolve most of the errors generated by the License Utility. Before you proceed with either of these solutions, you should make sure that you have support on your license. The solutions involve deleting license files and filling out the Site Key Replacement form to obtain a new license. If you do not have support for your license, you will not be able to get a new license. We will list some of the error numbers and it's solutions below, please make sure that you have support before you delete any files, we will not be responsible if you cannot obtain a new license due to a lack of support on your license.

CKERR 1005

You would get this error if 1) the license files had been moved or modified or 2) a shortcut is used and the working directory of it is not set to C:\Program Files\ICONICS\SoftLic. If you are using a short cut, please try deleting it and starting the License Utility through Start → Programs → ICONICS Software Licensing → License Utility

CKERR 1021

This error is generally cause by tampering with time while you are using a time limited license. Restart your computer cleanly and you should be able to see your license again. If not, please contact Technical Support.

CKERR 3002

You would get this error for two reasons: 1) A site key that does not match the site code was entered and 2) Reusing a once valid site key. If you are trying to enter an old site key, it will not work.

If you had lost your license, please go to http://www.iconics.com/support/Site_Key_Replacement.doc to download the Site Key Replacement form. Fill out the form and send it to us along with your new site code and GenLog.dat located in the root of your local drive for a new site key.

CKERR 4001

You would see this error if you are doing the first step of transferring a license using a floppy disk (or USB device) where you have activated a temporary license on your destination machine. Follow the steps below to kill the temporary license and should be able to prepare your floppy disk for transfer.

1. Open the License Utility and click on Action → Kill License
2. You will get two warning message, click on OK to both of it.
3. You will see a screen pops up asking for your name and a password. Fill in your name and enter the password "itisok" (without the quotes) and hit OK.

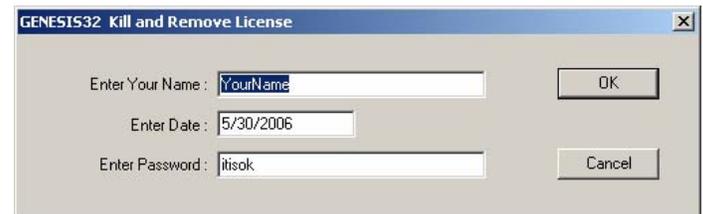


Figure 2 - GENESIS32 Kill and Remove License

4. You will get a message with your kill code. This information is also recorded into a text file.

CKERR 4003

This error occurs for two reasons: 1) You have already done step 1 of transferring a license using a floppy disk and 2) You are using a different floppy disk or a disk that has already been formatted for another computer. Please follow the steps below to resolve it.

1. Delete the file GenLic32._eg on the floppy disk.
2. Go to C:\Program Files\ICONICS\SoftLic and delete the file GenLic32.reg on the destination machine.
3. Redo step 1 of transferring a license using a Floppy disk.

CKERR 4004

This error occurs for two reasons: 1) You have already done step 1 of transferring a license using a floppy disk and 2) You are using a different floppy disk or a disk that has already been formatted for another computer. Please follow the steps below to resolve it

NOTE: If step two of transferring a license using a floppy disk was done successfully, DO NOT follow the steps below, continue on to step 3.

1. On the destination machine, go to C:\Program Files\ICONICS\SoftLic
2. Delete the file named GenLic32.reg

NOTE: If you do not see this file, you need to edit your folder options by clicking on Tools → Folder options. Once the Folder Option window opens, go to the View Tab, find Hidden Files and folders and select the option "Show hidden files and folders". You



may also want to uncheck “Hide extension for known file types” and “Hide protected operating system files”.

3. You should now be able to continue with step 1 of transferring a license using a floppy disk.

CKERR 5002

You would see this error if the License Utility versions are different on the source and destination machine. You can follow the steps below to resolve this error.

1. Delete the file GenLic32._eg on the floppy disk.
2. Go to C:\Program Files\ICONICS\SoftLic and delete the file GenLic32.reg on the destination machine.
3. Redo step 1 of transferring a license using a Floppy disk.

CKERR 6002

There are two reasons for this error to occur: 1) for transferring a license using a floppy disk, the GenLic32.reg file is no longer present on the destination machine and 2) You are attempting to perform Step 3 on a computer that is different from the original destination machine where you had performed Step 1. If you have already performed Step 2, you will need to complete Step 3 on the original destination computer where you had done Step 1 of the license transfer.

CKERR 6003

This error occurs when the registration file (GenLic32.reg) on the destination machine of transferring a license using a floppy disk has been tampered with or damaged. You can follow the steps below to resolve it.

1. Go to C:\Program Files\ICONICS\SoftLic (if you had installed ICONICS Software Licensing on your local C: drive)
2. Delete the named GenLic32.reg

NOTE: If you do not see this file, you need to edit your folder options by clicking on Tools → Folder options. Once the Folder Option window opens, go to the View Tab, find Hidden Files and folders and select the option “Show hidden files and folders”. You may also want to uncheck “Hide extension for known file types” and “Hide protected operating system files”.

3. Try the license transfer process again.

NOTE: You may get a CKERR 6006 error here, please follow instructions for fixing CKERR 6006.

4. If Step 3 does not work, download the Site Key Replacement form at http://www.iconics.com/support/Site_Key_Replacement.doc
 - c. Fill out the form and send it to us along with your new site code for a new site key.

CKERR 8101

You would see this error if you are not logged into windows with appropriate user rights. You should log into windows as a Power User if not an Administrator or a user with equivalent privilege.

CKERR 1007, 1009, 1014, 1015, 1022, 3103, 3002, 6006

If you received an above CKERR number, your license has been lost or corrupted. Please contact ICONICS technical support about how to fix the error.