



Licensing – Diagnostics and Troubleshooting



APPLICATIONS NOTE

April 2010

Description: Guide to troubleshooting licensing problems.

OS Requirement: Win 2000, XP Pro, Server 2003, Vista, Server 2008, Windows 7

General Requirement: ICONICS Software Licensing must be installed

Background

There may be many reasons that a software license could be lost. Some of these reasons include: Hard disk failure, accidental moving or deleting of the license utility files or folder, repartitioning of the hard disk, or a running disk defragmentation utility. When you think your license is lost, you should perform the steps described in this document to verify whether your license is actually lost.

Confirming a License is Lost

Messages like “License Failure” or “License will expire in 2 hours” do not always mean that your license is permanently lost. It could mean that your ICONICS processes or services have simply lost contact with the license.

There are two types of licensing errors that you could 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, in many cases your license may still be intact.

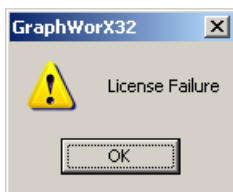


Figure 1 - License Failure from GraphWorX32

The other type of licensing error is from License Utility. These errors are associated with a CKERR error number and are generally more troublesome to resolve.

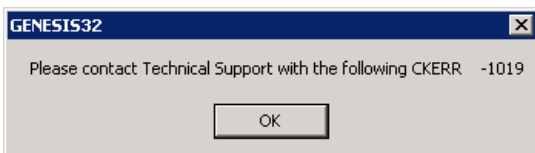


Figure 2 - License Utility CKERR

To determine if your license is truly lost or there is only some kind of problem with License Server, follow the steps below:

1. Open the License Utility by going to **Start → Programs → ICONICS Licensing → ICONICS Licensing**
2. From the Action menu select **View License** to see your license
3. If a CKERR error like the one in Figure 2 appears, continue to the section entitled **License Utility: CKERR** in this Application note. If no error appears and you see a valid license continue to the next step.
4. Open License Monitor by **Start → Programs → ICONICS Tools → License Monitor**
5. If you do not see a valid license in your License Monitor but you did in the License Utility then there is a problem with communication to License server. Continue to the next section.

License Monitor: Demo mode

Problem with communication to License server can be caused by many reasons. Please go through the list below to determine where the problem is.

Controlling node

Take a look at the Controlling Node and the Browser field (see Figure 3).

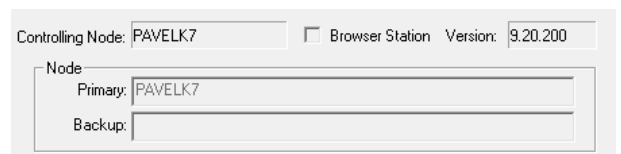


Figure 3 - License Monitor

The controlling node field should list a valid computer name. This computer can either be local or a remote computer on the network. Make sure the computer name is spelled correctly (check with the computer’s network settings). When the controlling node field lists a local computer name, the Browser Station field should not be checked. Otherwise, the network must be operating and this field can be checked.

DCOM Settings

When the License Monitor shows empty fields or Demo mode, even if there is valid license in License Utility, it can be a DCOM problem.

If you think it’s a DCOM issue, you can try running the Application Setup utility again. In most cases, this will resolve the issue.

If you would like to manually edit DCOM, you can refer to the application notes: *GENESIS32 - DCOM on Windows 2000 in a*



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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.

Restart the computer after applying the DCOM settings. You should see the valid license in License Monitor.

GENESIS32 Licensing Service

While this does not happen often, sometimes, it could be that the ICONICS Licensing Server (GenRegistrarServer) service is incorrectly registered. In such a case, you can do the following.

1. Open Windows explorer and browse to C:\Program Files\ICONICS\GENESIS32\Bin
2. Double-click on RegistrationContextMenu.reg, click “YES” and then “OK” for all the confirmation messages that come up.
3. Browse to C:\Program Files\Common Files\ICONICS and find the files GenRegistrarServer.exe and GenRegistrarServerps.dll
4. Right-click on each file one at a time and select Unregister Component.
5. Right-click on GenRegistrarServerps.dll and select Register Component
6. Right-click on GenRegistrarServerps.dll and select Register Service
7. Open your License Monitor to see if your license information is now displaying in the application.
8. If it does not, Unregister Components for GenRegistrarServer.exe and GenRegistrarServerps.dll files, restart your machine, and then re-register the files again.
9. Open the Windows Task Manager and verify that the GenRegistrarServer.exe service is running.
10. 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.

Crypserv.exe Service

Open the Windows Task Manager and verify that the Crypserv.exe service is running. If it is not running, you should set Crypserv.exe as a NT Service and set its Startup Type to Automatic.

Temporary License has expired

If you are using a Temporary License that could have expired, please contact ICONICS. The available Temporary license could be any of the following:

- 30-day Temporary License
- 1-year ActiveX ToolWorX or OPC ToolWorX License
- 1-year SIP License

License Utility: CKERR

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.

The CKERRs listed below are errors that you can usually recover from without contacting ICONICS. If you have a CKERR number that's not listed here, or if the suggestions for your CKERR number do not help, please go to the next section.

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 caused by tampering with time while you are using a time limited license. Restart your computer cleanly and see if your license comes back.

CKERR 3002

This error usually appears when you are trying to add a new license to your machine or change your existing license. The error most likely means that you have either mistyped the site key, typed in a site key that does not match the site code, or are using a site key that was once valid but has already been used. (Note that site keys can only be used once, even on the same computer.)

Try retyping in the site key. If Copy and Paste option is available, copy the site key in and paste it into the License Utility. If it doesn't work, please contact Technical support.

CKERR 8101

You can see this error if you are not logged into windows with appropriate user rights. Try to log into windows as a Power User or an Administrator or another user with equivalent privileges.

CKERR 9019

You would see this error if your 30 day temporary license has expired. You can continue to work in 2 hours Demo mode, or you use the ICONICS Licensing website to activate a license you have purchased.



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If the License is Lost

If none of the above suggestions have resolved your problem or if you have a CKERR error not listed here then your license is probably lost. The rest of this document will tell you how to recover your software license as quickly as possible.

NOTE: To regain your license you must have a valid SupportWorX Maintenance Plan or pay a one-time recovery fee.

SupportWorX Maintenance Plan

Since you cannot make a backup of your software license, you have to get a new license from ICONICS. You will be charged for this. However, when an active SupportWorX plan is in place, you can get a new software license replacement for free. SupportWorX is an annual plan, which can be continued or cancelled each year.

License Utility Recovery Steps

Contact Iconics Technical Support with the description of the problem (including the CKERR number, of appropriate) and your SupportWorX plan number. It is often helpful to take a screenshot the License Monitor and the View License page of the License Utility. The GenLog.dat file from C:\ directory can also be useful to Technical Support.

Site Key Replacement Form

The license replacement form can only be found on the ICONICS Licensing Web Pages (go to <http://www.iconics.com/support/supportworx.asp>, and click on License Your Product). It has to be filled out completely. After submitting the form it is automatically sent to the ICONICS headquarters in the USA. After the form has been approved your license will be made available again on the web site and you will be notified by email that your license is ready to be activated again.

Licensing DOs and DON'Ts

Please refer to the app note titled *Licensing - Dos and Don't* for more information on how to prevent losing your license.

Temporary license

In emergency cases, technical support can provide temporary 30 day license.

ICONICS Key Replacement Form
supportworx.iconics.com

ICONICS Site Key Replacement Form

Please enter the following information:

Company:

Contact Name:

Order #:

Site Key:

Product Registration #	Customer Key
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Add Row Remove Row

Get Order# and Site Key

Replacement Reason:

Comments:

Support Call #:

Upload Genlog .dat file: Choose... (default location is C:\genlog.dat)

Notes: ICONICS will replace lost software keys or damaged hardware keys free of charge for 90 days from date of product shipment. Thereafter, ICONICS will only replace lost software keys or damaged hardware keys when a valid SupportWorX Plan is in place or if a one time license replacement service fee equal to 10% of the list price of the products on the license is paid.

I represent that I have the authority to request a site key replacement on behalf of the company listed above.

I certify that the information supplied above is accurate.

Submit Form Cancel

Figure 4 - Site Key Replacement Form