



Licensing - What to do When a License is Lost

APPLICATIONS NOTE

August 2004



Description: What to do when your software license is lost.

OS Requirement: The operating system required is Windows 2003/XP/2000/NT/98/Me.

General Requirement:

A software license can be lost due to the following conditions: Hard disk failure, accidental moving or deleting of the license utility files or folder, repartitioning of the hard disk or a disk defragmentation. This document describes what to do when you think that you lost your license.

Is the license really lost?

The first thing to check is if the software license is really lost. You may think it is, because you are for instance only able to run **GENESIS32** in Demo Mode or you get a **License Failure** message when starting GENESIS32 in runtime. But, other things can cause this to happen, so you have to check the following:

Temporary License has expired

You are using one of the three different Temporary Licenses that could have expired:

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

If this is the case, please contact ICONICS.

Crypserv.exe service

Open the **Windows Task Manager** and verify that the **Crypserv.exe** service is running. If it does not run, you should start **Crypserv.exe** as a NT/2000 Service it and configure it to start as an automatic service. After rebooting the computer your license issue is probably solved.

License monitor

The license monitor can be found by selecting **Start → Programs → ICONICS GENESIS-32 → License monitor**. The monitor gives you all kinds of interesting information about your license. The **State** field should say **Valid license** and nothing else. If it doesn't, then take a look at the **Controlling Node** and the **Browser** field. See **Fig.1**.

	In Use	Available	Total
Client Units:	0	800	800
Points:	0	65000	65000
State:	Valid License		
Controlling Node:	BENELUX		
Browser Station:	☐		
Version:	6.10.97		

Fig. 1. License Monitor - Valid License

The controlling node field should list a valid computer name. This computer can either be local or a remote PC on the

network. Make sure the PC name is spelled correctly (check with the PC's network settings). When the controlling node field lists a local PC name, the browser field should **not** be checked. When it lists a remote PC name, the network must be operating and the browser field can be checked.

NOTE: You have to be logged on as an Administrator to be able to make any changes in the License Monitor.

When the License monitor fields are set correctly, your license issue should be solved.

The hard disk is full

When starting ICONICS software, the license utility will need some hard disk space to complete a couple of operations. When the hard disk is full, these operations cannot be completed thus resulting in an error message that the software license could not be found. So make sure the hard disk is not full.

Try to re-install the latest version of the ICONICS software licensing program

In the case your license monitor (Fig.1) shows that you have a valid license, but you cannot open the License Utility, you could install **E:\Genesis32\Software\Genlic32\Disk1\Setup.exe** from your GENESIS32 CD and install it over the already installed license software. The license will stay unharmed and you now may have access again to the License Utility interface of the ICONICS Software Licensing.

The license is lost!

If none of the above is the reason for your software license problem, your license is really lost. The rest of this document will tell you how to get your software license back as quickly as possible. We will start with two general things of importance:

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 there is a maintenance plan in place, you can get a new software license for free in the case the original gets lost. The maintenance plan is a yearly plan, which can be continued or cancelled each year.

Site Key Replacement Form

A replacement for a lost license can only be requested through the ICONICS Site Key replacement form. It has to be filled out completely and faxed to the ICONICS headquarters in the USA. The license will then, after approval, be made available again on the web site. You will be notified through email.



Obtaining a New License

New Site Code

One of the things to be filled out on the Site Key replacement form is the **new Site Code**. ICONICS needs your new Site Code in order to generate a **new Site Key**. Your old, original Site Code will not work, so you will have to look for the new Site Code. The new Site Code can be found by going to **Start → Programs → ICONICS Software Licensing → License Utility** and selecting **Authorize License** from the **Actions** menu as shown in **Fig. 2**. Just copy the Site Code to the clipboard and paste it into the Site Key replacement form.

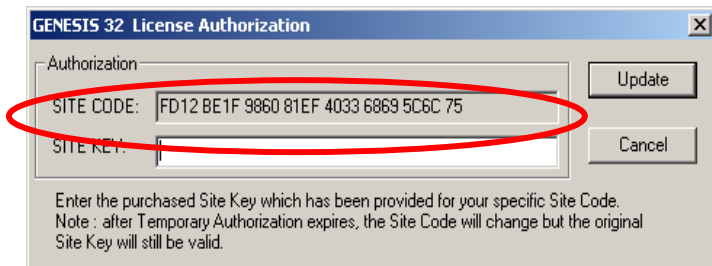


Fig. 2. License Utility – Authorize License

What if you cannot open the License Utility?

In some cases, when trying to open the License Utility you will get an error with a syntax like:

License Utility Error (CKERR - #):
(error details)

After you click **OK**, the License Utility will not open. Whatever you try to do, you do not get into the License Utility, which means you cannot get to your new Site Code. It is time to uninstall the License Utility and install it again from CD. Please follow these steps:

1. Log in to your PC as an Administrator.
2. Go to **Start → Settings → Control Panel → Add/Remove Programs → ICONICS Software Licensing** and remove it. If the uninstallation is successful go to Step 6. If it isn't, you probably get the following message:

“A valid license has been found. To enable this uninstallation, transfer the license to another machine using ICONICS License Utility.”

3. You should only perform this step if your license is really lost. At the DOS Command Prompt (Start/Run/cmd) change directory to the **ICONICS SoftLic** directory and enter the command **"setupex /u"** to uninstall the current CrypKey service. A message should post indicating user to reboot. But **DO NOT** reboot until step 4 is performed.
4. Delete the following files in the **\Program Files\ICONICS\Softlic** directory:
"GenLic32.41s"
"GenLic32.ent"
"GenLic32.key"
"GenLic32.ky2"
"GenLic32.rst"

If these files are not visible, make sure the folder properties are set properly as shown in figure 3.

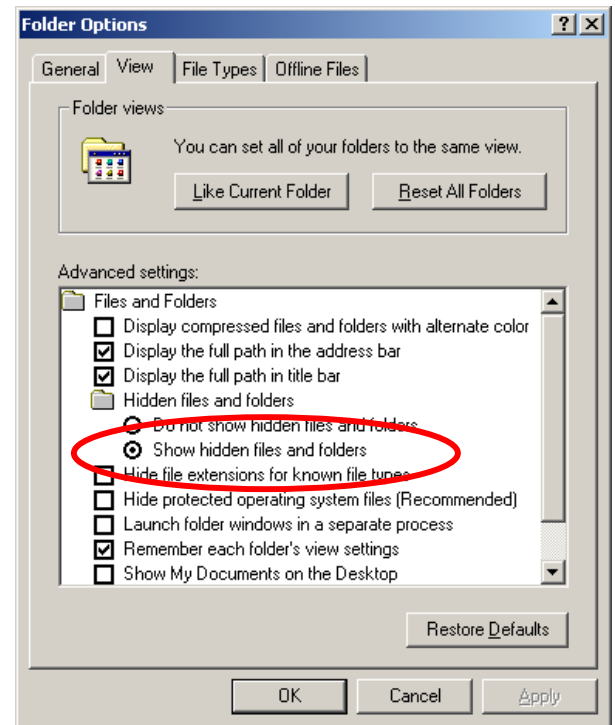


Fig. 3. Softlic Folder View

5. Delete the following files in the **\winnt\system32** directory: **"Esneclind"** and **"Esneclnlp"**.
6. You should now reboot the system.
7. Use a Windows File Explorer to browse to the **Iconics/SoftLic** directory and double-click on **setupex** or use DOS Command Prompt to run **"setupex"** (no switches this time) to extract, reinstall and start the



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CrypKey service. If using File Explorer, wait at least 5 seconds after double-click because files have to be extracted, copied, registered, service started and file cleanup.

8. This procedure is guaranteed to work. If it does not, the user has not followed it properly. Run the **License Utility** again and click **Yes** when asked to install the Temporary License. A message box may come up with an error. Just ignore this and press **OK**. The License Utility will still open. Select **Authorize License** from the **Actions** menu and copy/paste the new **Site Code** into the Site Key replacement form.
9. Fill out the rest of the ICONICS Site Key replacement form and fax it to ICONICS headquarters.
10. When ICONICS informs you about your New License, you must enter the **New Site Key** in the License Authorization window as shown in figure 4.
11. From your Windows Start button select **Programs → ICONICS Software Licensing → License Utility**.
12. The menu **Actions, Authorize License** allows you to enter the new Site Key. After entering the new key you can click the **Update** button.

GENESIS 32 License Authorization

Authorization

SITE CODE: FD12 BE1F 9860 81EF 4033 6869 5C6C 75

SITE KEY:

Update

Cancel

Enter the purchased Site Key which has been provided for your specific Site Code.
Note : after Temporary Authorization expires, the Site Code will change but the original Site Key will still be valid.

Fig. 4. License Utility – Authorize License