



Licensing – What to Do When a License is Lost



APPLICATIONS NOTE

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Description: Guide to recovering a license.

OS Requirement: Win 2000 Pro/Server, XP Pro, Server 2003

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 disk de-fragmentation using non-Microsoft utilities. When you think your license is lost, you should perform the steps describe in this document to make sure that the license is actually lost.

Confirming a License is Lost

When you get a “license failure” or “License will expire in 2 hours” message, a number of things could be happening. This does not always mean that your license is lost. Please go through the list below to determine whether your license is truly lost.

☒ Temporary License has expired

If you are using a Temporary Licenses that could have expired, please contact ICONICS. Temporary licenses include:

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

☒ Crypserv.exe service

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

☒ License monitor

The license monitor can be found by selecting **Start → Programs → ICONICS Tools → License Monitor**. The monitor gives you useful information about your license. The State field should say “Valid License” and nothing else. If it does not, then take a look at the “Controlling Node” and the “Browser Station” fields. See Figure 1.

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

Figure 1 - License Monitor

The controlling node field should list a valid computer name. This computer can either be local or a remote PC. 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 Station box should not be checked. If Browser Station is checked then the Controlling Node must be a remote machine and your network must be functional between the two machines.

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

☒ The hard disk is full

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

☒ Cannot Access License Utility

Try to re-install the latest version of the ICONICS software licensing program. In the case your license monitor (Figure 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** (if your CD ROM drive is E:) 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 nothing above leads you to a solution then your license is probably lost. You must have a SupportWorX Maintenance Plan and fill out the Site Key Replacement Form to have your license recovered.

SupportWorX Maintenance Plan

When you have a maintenance plan in place you can get a new software license for free if the original is lost. The maintenance plan is a yearly plan which can be continued or cancelled each year. If you do not have a maintenance plan in place then you will be charged to recover a software license.

Site Key Replacement Form

A replacement for a lost license can only be requested through the [ICONICS Site Key Replacement form](#). It must be filled out completely. You can submit it electronically through ICONICS web site or it can be sent via e-mail or fax to the ICONICS headquarters in the USA. After approval, the license will then be made available again on the web site. You will be notified of this through email.

Licensing DOs and DON'Ts

Please refer to the app note titled “[Licensing - Dos and Donts](#)” for more information on how to prevent license problems.