MY LICENSE KEY IS NOT RECOGNIZED

At software launch, the first execution ran by the program is a basic check of the license file located on the dongle USB key. If the key is not properly recognized or the file has been compromised, the following error message will appear:
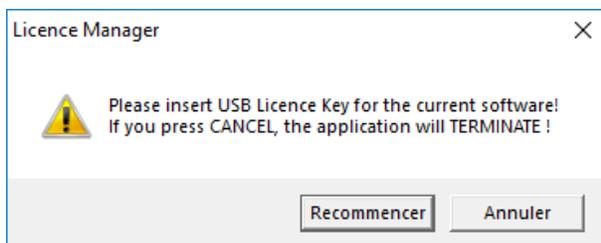
Figure 1: Licence Key Error Message

Execute the following troubleshooting guide and send answers and other requested information to SCIREQ Technical Support.

VERYFING KEY AND LICENSE FILE INTEGRITY

1. Verify the USB key integrity. Is the key recognized in Windows Explorer?

    » If so, make a screenshot of Windows Explorer and join it to the response to SCIREQ Technical Support and proceed with step 2.

    » If not, try another USB port, or another PC.

        » If key is recognized on another port of the same computer, keep this USB port for key location.

    » If key is recognized properly on another computer, then the problem is linked to the computer. Please contact your local IT to fix the issue.

    » If the key cannot be seen at all, it means that it is damaged and needs to be sent back to SCIREQ. Send the USB ID number and the software version with your answers. Technical Support will issue an RMA for the return of the USB stick.

2. Verify the integrity of the license file present on the key. The extension of this file is .xmli. Is the xmli file visible in Windows Explorer?

    » If so, make a screenshot of Windows Explorer and include it and the xmli file to the response to Technical Support.. Proceed with step 4.

    » If not, Technical Support will need to recreate the xmli license file. The USB key ID number is needed. It can be found in License Manager, under *C:\Program Files (x86)\Common Files\Emka Technologies.*
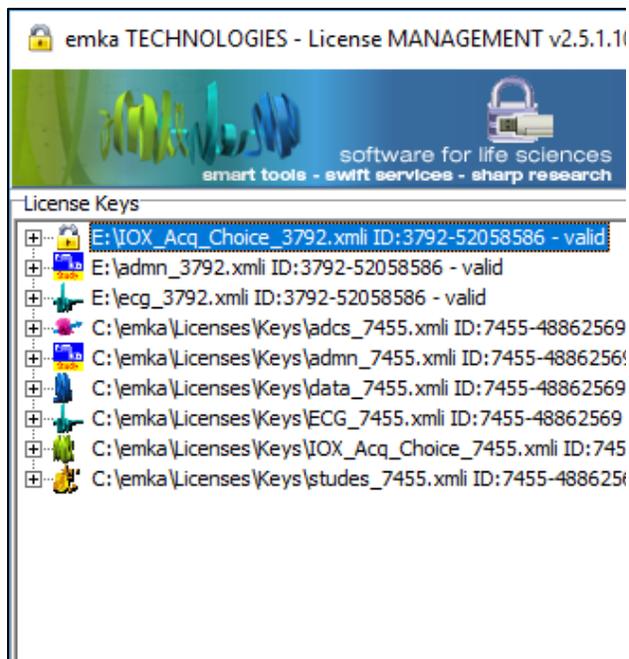
Figure 2: License Management

» Send the above screenshot to Technical Support. Then right-click in the white void area and select **View Key List.**
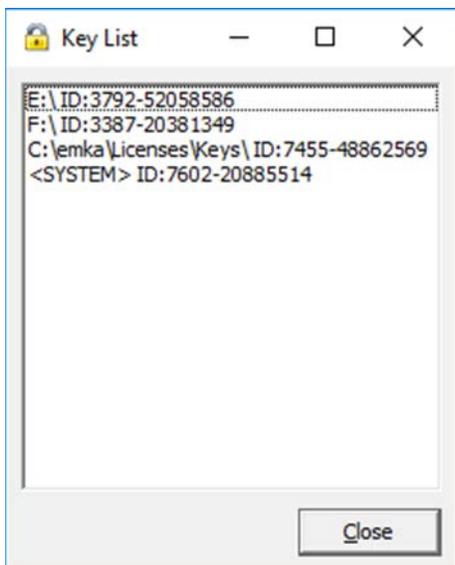
Figure 3: View Key list

» Send the above screenshot to Technical Support.

» Technical Support will send back a new xmli file to load on the key.

» Upon receipt, please delete previous xmli file present on the key after copying it on a local folder for back-up and replace it by the new updated xmli file.

» Note that renaming an xmli file will corrupt the license, hence keep the name exactly as sent by Technical Support. Do not keep several versions of same xmli file on the stick to avoid conflicts.

» If this step does not solve the problem, proceed with step 3.

3. If the problem is not solved by a new xmli file, Technical Support might ask you to format the key. It will provide a new USB ID number. A new .xmli file needs to be created by Technical Support with this new number.

» Once the key has been formatted, plug it to the computer and open License Manager. The right-click in the white void area and select View Key List.
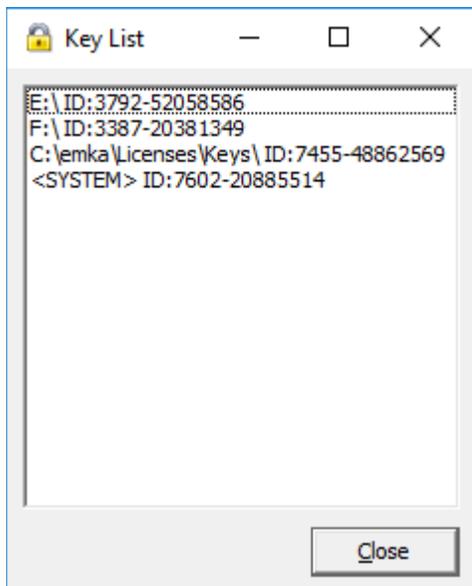
Figure 4: Key list

» Send the above screenshot Technical Support.

» Technical Support will send back a new xmli file to load on the key.

» Upon receipt, copy the new xmli file on the key.

» Note that renaming xmli file will corrupt the license, therefore keep the name exactly as sent by Technical Support. Do not keep several versions of same xmli file on the stick to avoid conflicts.

» If this does not solve the problem, proceed with step 4.

4. In case License Manager version would be inferior to 2.5.0, Technical Support would install a more recent version if that is possible. If not, please check that if a CD/DVD Rom exists, assigned letter

is prior than USB letter and not the other way round. Ex: CD/DVD Rom is D:\ and USB key is E:\.

If they are wrongly assigned, then please re-assigned letters manually by following the below procedure:

» Right-click on My Computer then select Manage and open the Computer Management panel

» Go into section Storage/Disk Management.

» Right-click on your USB drive and select a letter such as F:\, G:\ or … above N:\ or T:\ for some computers.
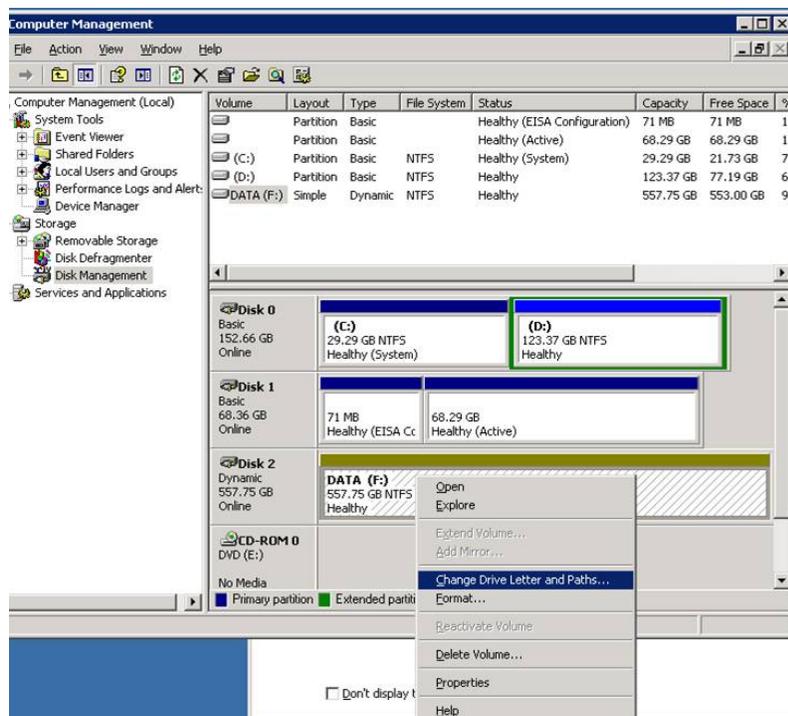
Figure 5: Computer Management

RECREATING A LICENSE ON OWN STICK

If the key is lost or damaged and a new license key needs to be urgently issued (long shipment delay or urgent experiment), it is possible to use any USB stick and create a corresponding license xmli file. In this case, and in agreement with Technical Support, please follow the below procedure:

1. Plug any preferred USB stick
2. Open License Manager and right-click in the white void area and select View Key List.
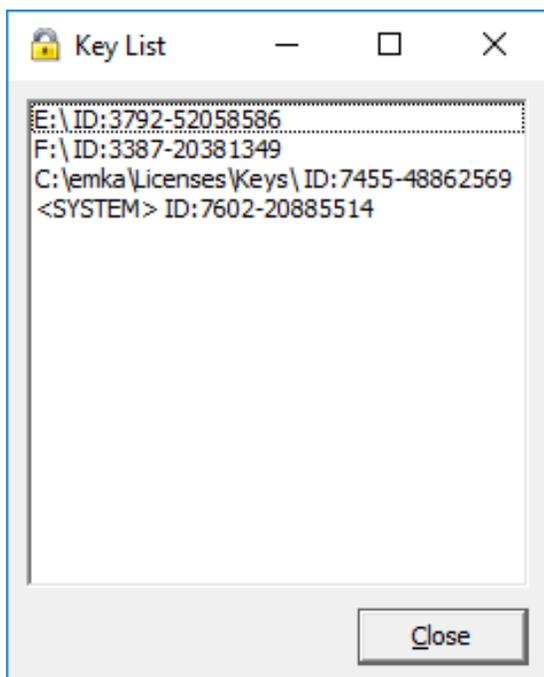
Figure 6: Key list - Creat own stick

» Send the above screenshot to emka Technical Support with your answer.

3. Technical Support will send back a new xmli file to load on your key.

» Upon receipt, please copy the new xmli file on the key.

» Note that renaming an xmli file will corrupt the license; therefore keep the name exactly as sent by Technical Support. Do not keep several versions of same xmli file on the stick to avoid conflicts.

CONTACT INFORMATION

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