

Here is a basic look at our troubleshooting for licensing issues.

We first ascertain if the issue is occurring on all stations, or just some. If it is on specific stations, we check the productinfo.ini file at C:\Program Files\Common Files\Ellis Shared\Components\ProductInfo.ini. In this file, there is a path called "ELS\_Path=". It contains the path to the Ellis Licensing System folder on the server. We make sure that the path exists for that client station, and that it is accessible for read and write. All clients should have "Read and Execute", "List Folder Contents", "Read", and "Write" security permissions as well as "Full Control" share permissions to the Ellis share. This path information must be valid in that file, as well as in the registry key: HKEY Local Machine\Software\Ellis\P1\ in the "ELS\_Path data.

If the issue is on all stations, we go next to the server. We make sure the clients can launch on the server. If they get the same licensing error(s), we check the same file and path as mentioned above. Next, we try and launch License Manager. If this give an error, it is likely a problem with the license, and will probably need to be replaced. Give us a call and we can do that. If License Manager doesn't give an error, it likely fixed the problem, as it will force the "ILS Daemon" service to start. If you can error trap that, and make sure it is always running, that will probably solve many of your recurring problems.