

Software License Activator Technical Bulletin

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Document Introduction

This document describes the necessary steps to license the following *Metasys*® software:

- Application and Data Server (ADS), including the *Metasys* User Interface (UI)
- ADS-Lite, including the *Metasys* UI
- Extended Application and Data Server (ADX), including the *Metasys* UI
- ADX with *Metasys* for Validated Environments (MVE)
- Open Data Server (ODS)
- Export Utility
- Energy Essentials
- Advanced Graphics Application (AGA)
- Network Automation Engine (NAE) 85 Server (Nx85)
- Network Integration Engine (NIE) 85 Server (Nx85)
- NIE 89 Server (NIE89)
- LONWORKS® Control Server (LCS85)

Note: The following *Metasys* products enforce licensing immediately after installation or upgrading: ODS, Nx85, LCS85, and NIE89. If the license is not active at product startup, the software does not operate. If you try to log in to the Site Management Portal when the software is not operating, a message appears indicating that the product is not licensed. For details, see [Activating a Software License \(ODS, Nx85, NIE89, LCS85 Only\)](#).

Summary of Changes

The following information is new or revised:

- Removed *Metasys* UI as a separate list item to be licensed in the [Document Introduction](#). The *Metasys* UI is licensed when you license the Application and Data Server (ADS)/Extended Application and Data Server (ADX), or ADS-Lite.
- Removed Ready Access Portal from the document. Ready Access Portal is no longer available for *Metasys* sites at Release 9.0. Note that you cannot have a Release 8.1 version of Ready Access Portal installed on a *Metasys* Release 9.0 sites, including stand-alone installation of Ready Access Portal computers. The *Metasys* UI replaces most of the functionality of the Ready Access Portal. For more information on *Metasys* UI functionality, refer to the *Metasys*® *System Product Bulletin (LIT-1201526)*.
- Updated version numbers to Release 9.0 throughout.

Metasys Software Definitions

Here are some definitions of terms to help you determine when to license your *Metasys* software.

New Software: New *Metasys* software is available for new sites that do not have a previous version of the *Metasys* software installed.

Upgrade Software: *Metasys* upgrade software provides the latest software revision for Application and Data Servers/Extended Application and Data Servers (ADSs/ADXs) and Network Engines (NxEs) on sites with previous versions of the *Metasys* software.

Migration Software: *Metasys* migration software enables you to migrate from a previous major release to a more current release and increase or decrease the number of users on your existing *Metasys* site.

Major Release: Major *Metasys* software releases include significant new products, features, and enhancements. Major releases are indicated by a new major release number followed by a dot zero (x.0). For example, Release 7.0, Release 8.0, and Release 9.0 are major releases. Upgrading Release 4.x, 5.x, 6.x, 7.x, or 8.x software to Release 9.0 is a **major upgrade**.

Minor Release: Minor *Metasys* software releases provide minor product and feature enhancements. Minor releases are indicated by a new minor release number following the associated major release number. For example, Release 6.5 and Release 8.1 are minor releases. Upgrading Release 8.0 software to Release 8.1 is a **minor upgrade**.

Active License: A license that has been activated with a Site Key using the License Activator program. A license that is not active causes the ODS, NxE85, LCS85, or NIE89 software to stop functioning. For other products, a user warning message appears periodically while logged in to the Site Management Portal, but the software continues to function.

Valid License: A license that is active and is within the maximum object count for which it is licensed. If the product has an invalid license, a user warning message appears periodically while logged in to the Site Management Portal to indicate that you need to decrease the object count below the maximum or migrate to the product that permits additional objects.

When to License *Metasys* Software

The *Metasys* software must be licensed in the following circumstances:

- after **installing** a new software package, for sites that previously did not have the *Metasys* software installed (for example, a new installation of any *Metasys* release, for sites that previously did not have the *Metasys* software installed)
- after **upgrading** to a new major release from any release (for example, from Release 8.x or earlier to Release 9.0)

Software Licensing Overview

The License Activator application activates and deactivates licenses for *Metasys* software.

The License Activator licenses all *Metasys* software together. If you install software onto a computer with an active license, you cannot license the new software separately. You must first remove the current license and re-license all software together. For example, if you have an active license for ADX and want to add a *Metasys* Advanced Reporting System license, you need to first remove the current ADX license, then request a new license for the ADX and *Metasys* Advanced Reporting System combination.

Note: If the computer has both the ADS/ADX software and the *Metasys* UI software installed, licensing the ADS/ADX also licenses the *Metasys* UI. The License Activator does not license the *Metasys* UI separately, nor does it indicate on the View Licenses dialog box ([Figure 11](#)) that the *Metasys* UI is licensed on the computer.

Software Licensing Workflows

Figure 1 details the software licensing process for any new software installation.

Figure 1: New Software Installation

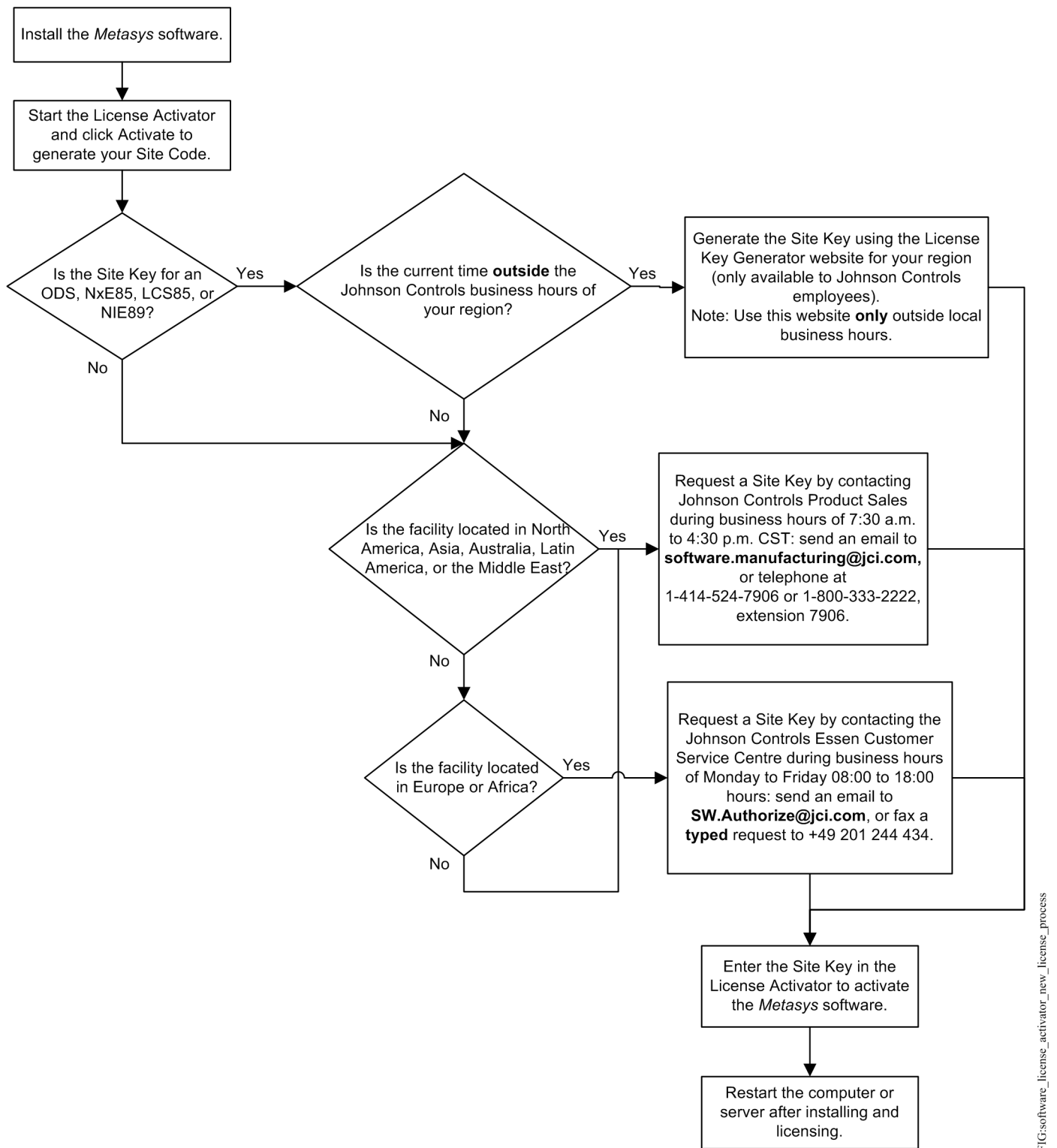
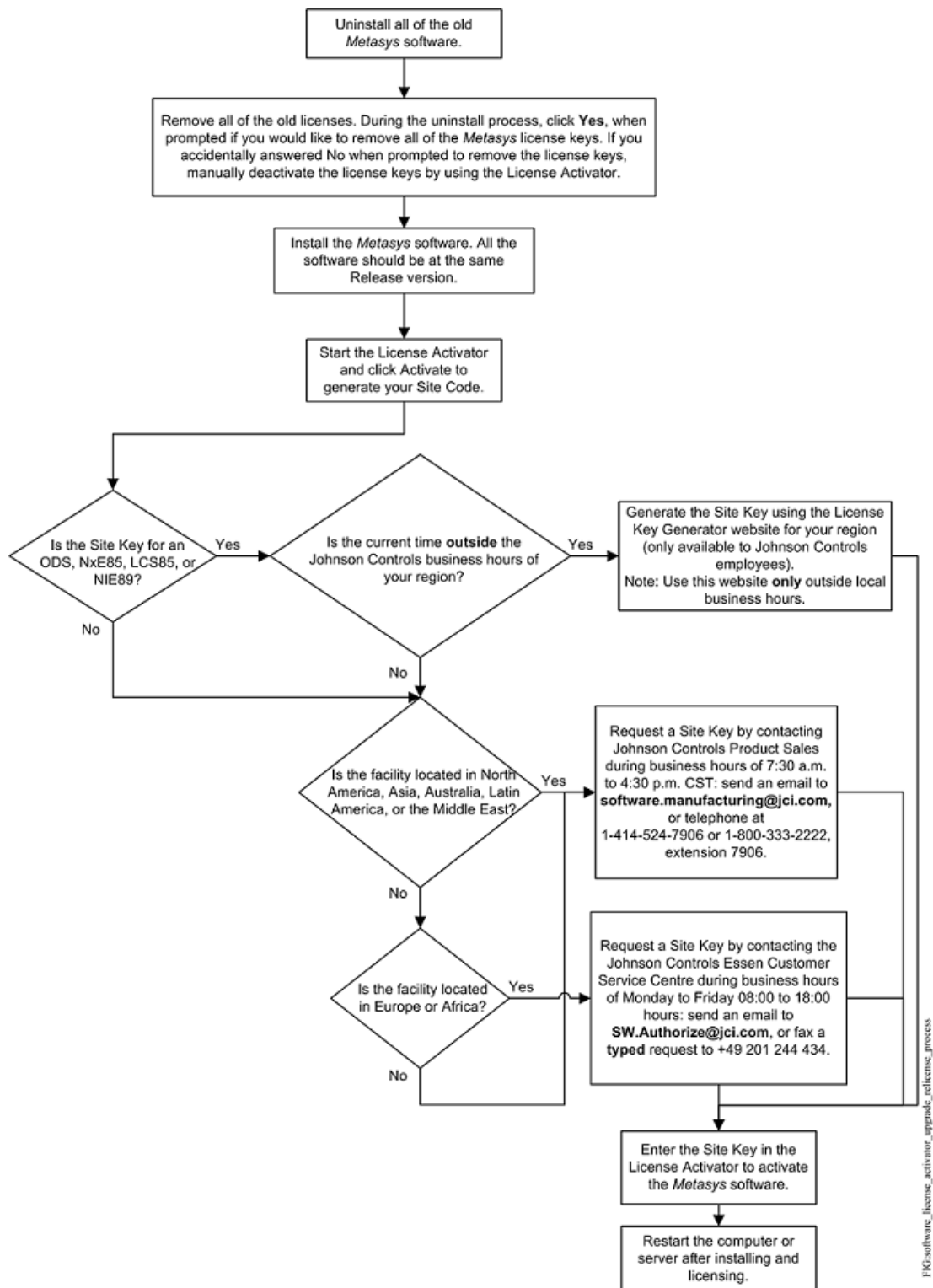


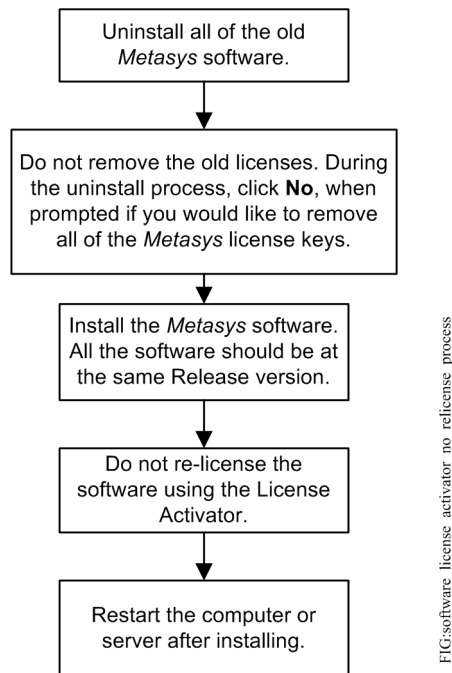
Figure 2 details the software licensing process for any upgraded software that needs to be re-licensed.

Figure 2: Upgraded Software Requires Re-licensing



[Figure 3](#) details the software licensing process for any upgraded software that does not need to be re-licensed.

Figure 3: Upgraded Software Does Not Require Re-licensing



The License Activator Overview

The License Activator is a software tool that activates and helps maintain software licenses. The tool is installed when you install the ADS/ADX, ADX with MVE, ODS, Export Utility, AGA, NxE85 software, NIE85 software, NxE89 software, and LCS85 software.

Note: The License Activator installs on the same disk drive as the *Metasys* software.

As shown in the [Software Licensing Workflows](#), you use the License Activator to generate the Site Code after you install all *Metasys* software on the computer. You provide the Site Code to the License Provider, either Johnson Controls® Product Sales (North America, Asia, Australia, Latin America, or the Middle East) or the Johnson Controls Customer Service Centre (Europe or Africa). The License Provider runs the Site Key Generator application to create a Site Key that is associated with your Site Code. The License Provider supplies you with the Site Key, which you enter in the License Activator to activate the software license.

The License Activator provides the following software license management options:

- activate the license for one or more purchased products
- view which products have activated licenses
- remove currently activated licenses

[Figure 4](#) shows an example of the License Activator dialog box when the system is in the Licensed state. The button options are described in detail in [Table 1](#).

Figure 4: License Activator Dialog Box



Table 1: License Activator Buttons

Button	Description
Activate	Launches the software licensing process.
View	Displays the products of the licensed software.
Remove	Remove the software license from the computer.
About	Displays information about the License Activator.
Close	Closes the License Activator dialog box.

Site Code

The Site Code consists of a unique combination of characters. The License Activator issues the Site Code for the computer with the *Metasys* software by identifying unique hardware and software parameters. The License Provider uses the Site Code to generate the Site Key.

Site Key

The Site Key consists of a unique combination of characters generated by the License Provider with the Site Key Generator. The Site Key is based on the computer's Site Code. A unique and valid Site Key is required for each computer that has installed a *Metasys* software product that requires licensing. You use the License Activator tool to activate your *Metasys* software with the Site Key.

Site Key Generator

The Site Key Generator is a software tool that the License Provider uses to generate the Site Key. When you contact the License Provider with the required product and customer information, the License Provider generates your Site Key with the Site Key Generator. You then enter the Site Key into the License Activator to license the software. For details, see [Activating a Software License](#).

If you have installed a *Metasys* software product that has the new licensing behavior, you can request the Site Key from the License Provider, or generate the Site Key yourself from the Johnson Controls Site Key Generator website. However, you can only use this website outside of Johnson Controls business hours, and only for obtaining a Site Key for the following products:

- ODS
- NAE85
- NIE85
- NIE89
- LCS85

For details, see [Activating a Software License \(ODS, Nx85, NIE89, LCS85 Only\)](#).

License Provider

The License Provider uses the Site Key Generator to generate the Site Key needed to activate the *Metasys* software license. The License Provider for customers in **North America, Asia, Australia, Latin America, and the Middle East** is Johnson Controls Product Sales with business hours of Monday through Friday, 7:30 a.m. to 4:15 p.m. Central Standard Time. You can request a Site Key at any time by filling out and returning the *Metasys System Software Registration Form (Part No. 24-9897-7)* that ships with the software. The License Provider for customers in **Europe and Africa** is the Johnson Controls Essen Customer Service Centre with business hours of Monday through Friday, 0800 hours to 1800 hours. You can request a Site Key at any time by filling out and returning the *ADS, ADX and Nx8 Server Software License Activation Form* to the License Provider at SW.Authorize@jci.com. The form is available on the Downloads tab of the following website:

<http://be-ebusiness.eu.johnsoncontrols.com/vb/pages/series.jsp?seriesId=267>

ADX with MVE Licensing

License the ADX with MVE before you bring the system and all the validated and non-validated network engines online. If you license an ADX, and you later want to add MVE, you must first remove the existing ADX license. Then, use the License Activator to obtain a new site code, and submit the code to Johnson Controls® Product Sales with a request for a new ADX with MVE site key.

ADX and MVE software are sold and installed separately, but licensed together. For example, if you want the 10-user MVE system, order a 10-user ADX and a 10-user MVE. Install ADX first, then MVE. After installation, use the License Activator to license the two products together. If you license the ADX but not the MVE, a Not Licensed message appears and blocks the alarm pop-up window from appearing in front of all other windows. Therefore, we highly recommend that you license both products together before you bring the system online.

Whether you license a 5-user or 10-user MVE, select the 10-user ADX. A 5-user or 10-user MVE can be licensed with a 10-user ADX. When you install and license a 25-user MVE, you must install and license a 25-user ADX. Likewise, when you install and license a 50-user MVE, you must install and license a 50-user ADX. After licensing, use the License Activator to view the license to make sure that both ADX and MVE are licensed. If License Activator shows that one or neither are licensed, you need to obtain a new license key.

Finally, both the ADX and MVE software must be at the same *Metasys* system release level. The MVE installer halts if it detects a different release of ADX software on the computer.

ODS, NxE85, NIE89, and LCS85 Software Product Licensing

The ODS, NxE85, NIE89, and LCS85 software functionality requires active, valid licenses. A license becomes active when you enter your Site Key in the License Activator and click Activate. A license is valid if the software is running within the maximum object count for which it is licensed. The following licensing scenarios affect software operation:

- During startup, the *Metasys* system checks for an active license. If an active license is not found, the software does not operate (including Ethernet and trunk communications to the *Metasys* system). If you try to log in to the Site Management Portal when the software is not operating, a message appears that indicates the product is not licensed.
- During operation while you are logged in to the Site Management Portal, the *Metasys* system periodically checks the product license to ensure that the license has not been deactivated or that the license has not become invalid because the object count limit has been exceeded. To check the object count at any time, see the Object Count field on the Diagnostic tab of the ODS, NxE85, NIE89, or LCS85. If the license becomes deactivated or invalid, a message appears every 10 minutes to remind you that the software is no longer licensed.

Note: All system-generated warnings and error messages related to licensing are logged at Control Panel > System and Security > Administrative Tools > Event Viewer > Applications and Services Logs > JCI Enforced Licensing Log.

Detailed Procedures

Activating a Software License

Note: You must license *Metasys* software after a new installation. You must also re-license *Metasys* software if you are upgrading from *Metasys* Release 7.0 or earlier.

1. On the Start menu, select **Programs > Johnson Controls > Metasys > License Activator**. (If you are using a server-class operating system, type **License Activator** at the Start screen, then select **License Activator** from the Apps results.)

Figure 5: License Activator Screen



2. In the License Activator dialog box, click **Activate**.

Figure 6: Activate License Dialog Box

3. For customers in North America, Asia, Australia, Latin America, and the Middle East, email a completed *Metasys System Software Registration Form (Part No. 24-9897-7)* to the License Provider at software.manufacturing@jci.com. This form is shipped with the software.

For customers in Europe and Africa, email a completed *ADS, ADX and NxE Server Software License Activation Form* to the License Provider at SW.Authorize@jci.com. This form is available on the Johnson Controls Employee portal under the Downloads tab of the following website:

<http://be-ebusiness.eu.johnsoncontrols.com/vb/pages/series.jsp?seriesId=267>. The Johnson Controls Essen Customer Service Centre uses the AOMS number on the form to generate the Site Key for the products the customer has purchased.

Note: You can close the License Activator while waiting for the License Provider to return your Site Key.

4. After the License Provider sends you the Site Key, enter the Site Key information into the Activate License dialog box ([Figure 6](#)) and click Activate.

The Activate License dialog box closes, and the License Activator dialog box shows Licensed ([Figure 4](#)). The software license is now activated.

Notes:

- If the License Provider puts a time limit on the software, the License Activator dialog box indicates the time limit instead of showing Licensed.
 - If the licensed software has an unlicensed status when you open it, restart the computer to refresh the licensed status.
5. Restart the computer for the software license to take effect.

Activating a Software License (ODS, NxE85, NIE89, LCS85 Only)

Note: License your software **immediately** with the Software License Activator after you install the ODS, NxE85, NIE89, or LCS85.

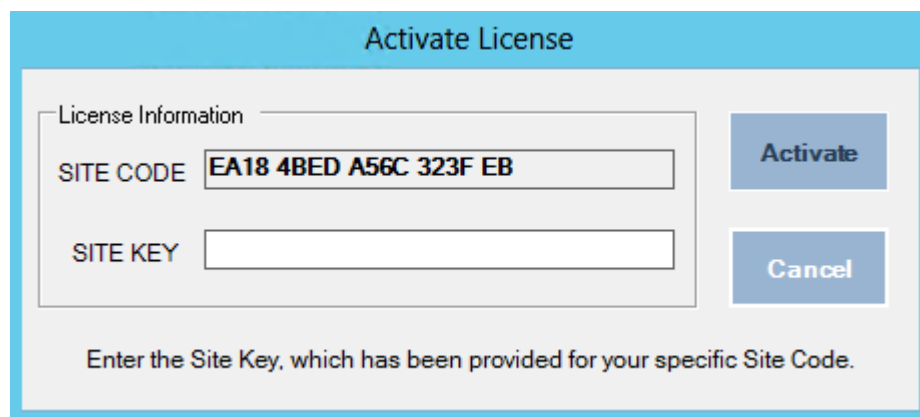
1. Type **License Activator** in the Search box of the Start screen, then select **License Activator** from the Apps results. The License Activator window appears.

Figure 7: License Activator



2. Click **Activate** to open the Activate License dialog box. You need to provide the site code listed here when requesting a site key.

Figure 8: Activate License Dialog Box



3. Obtain a site key in one of the following ways:

- **For a site in North America, Latin America, or the Middle East**, contact Johnson Controls® Product Sales in North America at 1-414-524-7906 or 1-800-333-2222, extension 7906, **during North American business hours** (Monday through Friday, 7:30 a.m. to 4:15 p.m. CST) or send an email to software.manufacturing@jci.com. Provide the following information:
 - the product serial number from the software disc. (If you purchased upgrade software [MS-15KUPG-x], provide this serial number.)
 - the project name
 - the object count limit that you selected at the time of purchase (either 10,000 objects, or 25,000 objects if you purchased the 15,000-object upgrade)
 - the site code from the License Activator
- **For a site in North America, Latin America, or the Middle East outside of North American business hours**, go to the Johnson Controls Site Key Generator site at <http://LicenseKeyGenerator:8080> or <http://LicenseKeyGenerator.cg.na.jci.com:8080> (alternate). **You must be on the Johnson Controls network in order to access this site.** After you accept the Site Usage Terms and Agreement, enter your information in each of the fields. Some of the fields are pre-filled from your Johnson Controls user profile. Select an option from License Details, and then select the product and options to license. (If you are making a correction to a previously issued license, select **Correction to an Issued License** in the License Details section. If you need to start over, click **Reset ALL Selections and Start Again** to clear the product and option fields.) Click **Generate**, and your site key appears in the Site Key field. An email is sent to you as the requestor and to the License Provider with the details of the transaction. The License Provider bills for any unauthorized licenses based on the details of the email.

Figure 9: North American Site Key Generator

SITE USAGE TERMS AND AGREEMENT

This online License Key Generator for JCI Products is meant to provide access to license keys for specific JCI products outside of the normal business hours of Product Sales Operations.

Please refrain from using this site on non-holiday weekdays between the hours of 7:30am - 4:15pm CST. Instead contact Product Sales Operations directly at 414-524-7906 to obtain license keys for JCI products.

Outside of the normal business hours, JCI Field personnel may generate a license key by completing all the required fields on the License Key Generator form. Upon generating a license key, an email will be sent to the Product Sales Operations team to verify submitted information. In the event the submitted information is incomplete or invalid, a Product Sales Operations team member will contact the Field person for additional information.

Any license keys generated for products that cannot be validated may invoke a purchase contract for such product that the Field will be expected to pay.

The Product Sales Operations team appreciates your cooperation to ensure this site remains a useful licensing aid for the Field.

Current User: CG*****

License Server Date: Friday, November 07, 2014

License Server Time: 5:11:51 PM

ACCEPT: Site Usage Terms and Agreement

Site Usage Terms and Agreement: [Click: 'ACCEPT:Site Usage Terms and Agreement'](#)

Change the Default Values in the Fields below:

Requestor's Name: *

Requestor's Phone Number: *

Requestor's Email Address: *

Requestor's Location: *

Original CD/DVD Serial Number: *

Upgrade CD/DVD Serial Number: *

NOTE: Serial Number Availability - If the CD/DVD software is not accessible provide the contract, project, or activity number for the installed software in the 'Original' and 'Upgrade' text boxes.

License Details: *

Site Code from License Activator: *

Select Product:

Select Option(s):

Reset ALL Selections and Start Again

Site Key:

Note: Use the North American Site Key Generator site only in North America and only outside of North American business hours when you cannot reach Johnson Controls Product Sales.

- **For a site in Europe during European business hours** (Monday through Friday, 8:00 a.m. to 6:00 p.m. CET), contact Johnson Controls Customer Service Centre by sending an email to SW.Authorize@jci.com or faxing a **typed** request to +49 201 244 434. Provide the following information:
 - end user company name
 - site address (street, city, postal code, and country)
 - AOMS order number
 - site code number from the License Activator
 - project, building, or room (needed for large sites only)
 - item code of software to be authorized (needed for large sites only)
- **For a site in Europe outside of European business hours**, go to the Johnson Controls Site Key Generator site at <http://LicenseKeyGenerator-EU:8081> or <http://LicenseKeyGenerator-EU.cg.eu.jci.com:8081> (alternate). **You must be on the Johnson Controls network in order to access this site.** After you accept the Site Usage Terms and Agreement, enter your information in each of the fields. Some of the fields are pre-filled from your Johnson Controls user profile. Select an option from License Details, and then select the product and options to license. (If you are making a correction to a previously issued license, select **Correction to an Issued License** in the License Details section. If you need to start over, click **Reset ALL Selections and Start Again** to clear the product and option fields.) Click **Generate** and your site key appears in the Site Key field. An email is sent to you as the requestor and to the License Provider with the details of the transaction.

Figure 10: European Site Key Generator

Johnson Controls Site Key Generator [After Hours (Only) Field Use]

SITE USAGE TERMS AND AGREEMENT

This online License Key Generator for JCI Products is meant to provide access to license keys for specific JCI products outside of the normal business hours of the Customer Service Centre. Please refrain from using this service during normal business hours, Monday to Friday 8:00hrs to 18:00hrs, except public holidays. During normal business hours please contact Essen Customer Service Centre, SW.Authorize@jci.com to obtain license keys for JCI products.

Outside normal business hours, JCI field personal and official agents for JCI may generate a license key by completing all the required fields on the license key generator form. Upon generating a license key an email will be sent to the Essen Customer Service Centre team to verify the submitted information. In the event the submitted information is incomplete or invalid, a Customer Service Centre team member will contact the requester for additional information.

Any license keys generated for products that cannot be validated and where an existing purchase order is not available will be charged.

The Customer Service Centre appreciates your cooperation to ensure that this service is used correctly and remains a useful licensing aid.

Current User: CG*****

License Server Date: Friday, November 21, 2014

License Server Time: 9:56:47 PM

ACCEPT: Site Usage Terms and Agreement

Site Usage Terms and Agreement: [Click 'ACCEPT:Site Usage Terms and Agreement'](#)

Requestor's Name: *

Requestor's Phone Number: *

Requestor's Email Address: *

Site Name: *

Site Address: *

AOMS Order No.: *

NOTE: AOMS Order No.

License Details: *

Site Code from License Activator: *

Select Product:

Select Option(s):

Change the Default Values in the Fields below:

+55 555 555 5555

*****@jci.com

e.g. Glencore Xstrata tower

e.g. Baarermattstrasse 3, CH-8340 Baar Switzerland

e.g. AOMS number or NONE

If the AOMS order no. is not available at the time of making the request using the on-line SKG, the AOMS Order number for the original purchase of the software should be emailed to the customer service centre during the next working day. SW.Authorize@jci.com

Select one of the following:

Original Software Install

Upgrade Software Install

Migration Software Install

e.g. 99E7 F875 BC78 1827 FF

☐ Nx8500/LCS8520 Series 10K Objects

☐ Nx8500/LCS8520 Series 25K Objects/15KUPG

☒ NIE89 Series 10k Objects

☐ NIE89 Series 25k Objects / 15KUPG

☐ ODS 25K Objects-5 Users

☐ Integration - Modbus TCP - NIE89/CIE89 Purchasable Option

☐ Integration - KNX IP - NIE89/CIE89 Purchasable Option

☐ Integration - Mbus TCP - NIE89/CIE89 Purchasable Option

Reset ALL Selections and Start Again

Site Key: Generate

Note: Use the European Site Key Generator site only in Europe and only outside of European business hours when you cannot reach Johnson Controls Customer Service Centre.

4. Return to the Activate License dialog box and enter your site key.
5. Click **Activate**. The license status in the License Activator window changes from **Not licensed** to **Licensed**.
6. In the License Activator window, click **View**. Verify that you have selected the correct licensing option.

If you have **not** selected the correct option, click **Remove** in the License Activator window. Remove the incorrect license, restart the computer, and return to License Activator to repeat the licensing process.

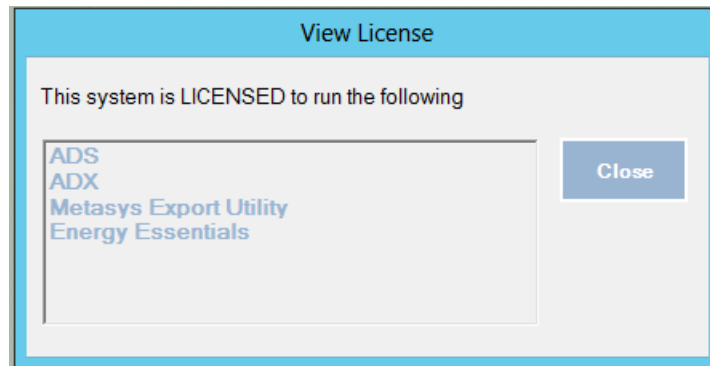
7. Restart the computer for the system to recognize the active license.

Viewing a Software License

To display the products that are licensed on the computer, click View in the License Activator window (Figure 4). The View License window appears (Figure 11).

Note: If you have the ADS/ADX software and Metasys UI software licensed on the computer, the View Licenses dialog box lists ADS or ADX, but **does not** list the Metasys UI.

Figure 11: View License Message Box Example



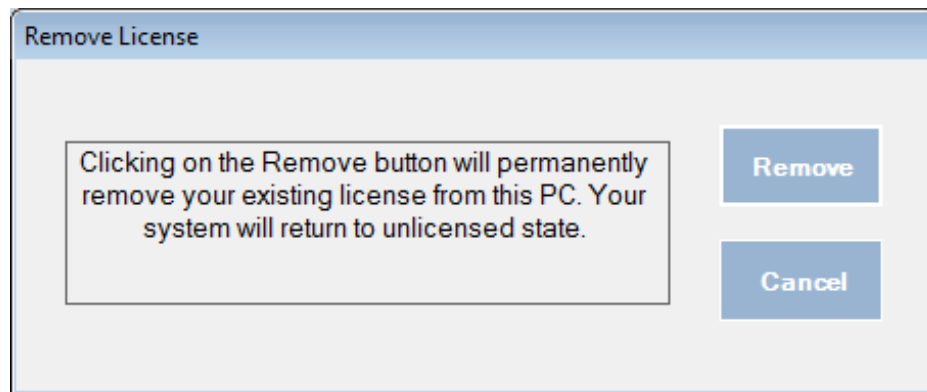
Transferring a Software License

Beginning at Release 8.0 transferring a license is no longer an option in the License Activator. To transfer a license to another computer, remove the license key from the original computer. Install the software on the new computer, and then obtain a new license key for the new computer.

Removing a Software License

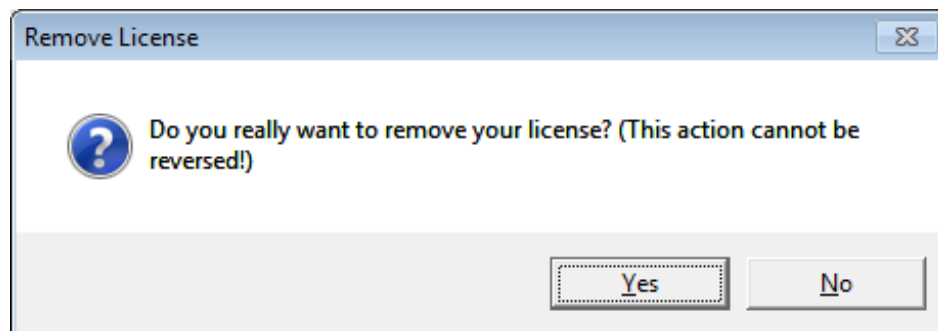
1. In the License Activator dialog box, click **Remove**. The Remove License message box appears.

Figure 12: Remove License Message Box



2. Click **Remove**. A Remove License confirmation box appears.

Figure 13: Remove License Confirmation Box



3. Click **Yes**. Your license is removed from the computer. The License Activator dialog box shows Not licensed.

Troubleshooting

Table 2: Troubleshooting

Error/Error Message	Description
You experience general problems with the License Activator.	To resolve general problems with the License Activator, try the following solution before you attempt other fixes: 1. In Control Panel, select Administrative Tools > Services. The Services window appears. 2. Look for the Crypkey License service. 3. Verify that the service is started. If the service is not started, right-click it and select Start.
You upgraded all the <i>Metasys</i> software, but even though the ADS/ADX appears licensed, the upgraded <i>Metasys</i> Export Utility and Advanced Graphics Application (AGA) software appear as unlicensed.	Remove the ADS/ADX license by using the License Activator. Request another Site Key for the ADS/ADX, <i>Metasys</i> Export Utility, and AGA by contacting Johnson Controls Software Product Sales and providing the CD serial number and the site code.
The License Utility does not initialize.	The following scenarios could affect the activated software license and could require you to obtain a new software license: Hard disk stops responding: If the hard disk on which the <i>Metasys</i> software is installed stops responding, the software license becomes invalid (for example, your system enters to an unlicensed state). After you recover the hard disk, you must obtain a new license. Backup software or defragmenter utilities: Backup software or defragmenter utilities may not maintain the license. The Norton Speed Disk™ utility or the Microsoft® Windows® Disk Defragmenter utility may cause the license to become invalid. If your <i>Metasys</i> software license becomes invalid, you must obtain a new license. Resetting the system clock: Do not set the system clock back more than 1 hour and 15 minutes. If your license has a time-based limitation, resetting the system clock may invalidate the license. In this case, you must obtain a new license. Reinstalling the License Activator: The License Activator licensing service monitors the files in the directory where the License Activator has been installed. Therefore, if you need to reinstall the License Activator, you must install the application in its previous location. Altering the files in the License Activator directory: Do not move, copy, or delete any files in the directory where the License Activator is installed. The License Activator service requires all files in the License Activator directory to function properly. Altering the location or the name of these files may cause the system to lose its license. Maintaining the hard disk: The License Activator follows a special licensing scheme to generate and store licensing information on the hard disk. Do not alter (for example, format or partition) your hard disk because doing so may cause you to lose your license.
The License Activator does not start.	Verify that the ActiveLic.exe file exists in the following directory: C:\Program Files (x86)\Johnson Controls\LicenseActivator
The View License screen is empty or displays different product options from the options you requested your license to include.	Verify the skw.ini file exists in the C:\inetpub\wwwroot\Metasys\IIS\LicenseActivator directory. If the .ini file does exist, its contents may not be in sync with the file that your License Provider uses. Contact your Johnson Controls License Provider to obtain an updated .ini file. This problem may occur if the <i>Metasys</i> software installed contains the wrong file or if the file has been altered.
Licensed software shows a Not licensed status.	If the licensed software has a Not licensed status when you open it, close the software and wait 20 minutes before running the software again. If the software still has an unlicensed status, restart the computer to refresh the status.

Table 2: Troubleshooting

Error/Error Message	Description
The License Activator displays the following error message when opened: From License Library... INITIALIZATION:DRIVER FAILED OR BUSY. If you click OK, the License Activator opens and displays the following error message: License Utility could not be initialized.	Try the steps below in the order they are listed. Run the License Activator again after each step. If the problem is resolved, do not try the remaining steps. Make sure you log in to your computer as a user with Administrator privileges. To troubleshoot these issues: 1. Close the License Activator. Use the Windows Task Manager to end the crp32002.ngn process. Find and end (or stop) the process named using the Windows Task Manager. Run the License Activator again. 2. Verify that the computer has a minimum of 50 MB of hard disk space available on the same drive where the License Activator is installed. If not, free a minimum of 50 MB of hard disk space before running the License Activator again. 3. Verify that the Microsoft Windows service named Crypkey License shows a Started status (Control Panel > Administrative Tools > Services). If the service is not started, right-click it and select Start. Then, run the License Activator again. 4. Restart the computer and try the action that previously failed (for example, Activate) again. Obtain a new Site Key if the License Activator Site Code has changed. 5. Verify that only one copy of the ActiveLic.exe file exists in the following directory: C:\Program Files (x86)\Johnson Controls\LicenseActivator. Delete all other ActiveLic.exe files and corresponding folders from your computer.
After you enter the Site Key and click Activate, you receive one of these messages: COULD NOT WRITE SITE KEY TO FILE--DISK FULL? COULD NOT OPEN ENTRY CHECK FILE.	
After you click Activate in the main window, you receive this message: COULD NOT OPEN ENTRY CHECK FILE If you click OK to dismiss the dialog box, the following message appears in the SITE CODE text box in the Activate License window: UNABLE TO OBTAIN SITE CODE	
During a release upgrade, in the <i>Metasys</i> system software installation, you selected the option to save the license (Site Key) of the previous release. However, the License Activator displays Not licensed after the installation. After you click Activate in the main window of the License Activator, you receive this message: COULD NOT OPEN ENTRY CHECK FILE. If you click OK to dismiss the dialog box, the following message appears in the SITE CODE text box in the Activate License window: UNABLE TO OBTAIN SITE CODE	To resolve this problem: 1. Find and end (or stop) the processes named crp32002.ngn and Crypserv.exe using the Windows Task Manager. 2. Using Windows Explorer, browse to c:\inetpub\www.root\MetasysIII\WS\LicenseActivator and double-click SetupEx.exe. 3. Restart the computer. 4. Find and end (or stop) the process named crp32002.ngn using the Windows Task Manager. 5. Run the License Activator again. 6. Verify the License Activator displays Licensed (indicating the license has been recovered).
A licensed NxE8500 or LCS85 has an unlicensed status in the <i>Metasys</i> user interface, even though it has been licensed.	The NxE85 or LCS85 might have more than the allowed amount of licensed objects. Purchase and license the upgrade. Or a computer restart might be required to fully activate the software. Restart the computer.

Table 2: Troubleshooting

Error/Error Message	Description
The License Activator displays the following error message when opened: Missing File Error <file name>	Uninstall and reinstall the ADS software. Not all of the License Activator files were successfully copied to the directory during the installation procedure.
The following message appears when you are trying to log in or are already logged in to a <i>Metasys</i> software product: This product is not licensed. Action Required: License and restart this product.	The <i>Metasys</i> software product is not yet licensed or the existing license has become deactivated. Click OK to clear this message, then run the Software License Activator to license the software. Restart the computer.
The following message appears when you try to log in to the ODS, Nx85, NIE89, or LCS85: This product exceeds the licensed object count. Action Required: Delete objects or obtain a license that supports more objects.	The ODS, Nx85, NIE89, or LCS85 has exceeded its 10,000 or 25,000 object count. Reduce the number of objects in your system.
After installing <i>Metasys</i> UI, you receive a licensing error on the <i>Metasys</i> UI login window. The <i>Metasys</i> System is currently unlicensed.	The ADS/ADX software and <i>Metasys</i> UI software are not licensed. For the steps on how to license the ADS/ADX software with the <i>Metasys</i> UI software, see Activating a Software License.

Related Documentation

[Table 3](#) lists the related documentation that describes how to install and configure software licensed by the Software License Activator.

Table 3: Related Documentation

For Information On	See Document
Installing or Upgrading the ADS/ADX	<i>Metasys® Server Installation and Upgrade Instructions Wizard (LIT-12012162)</i>
Installing or Upgrading the SCT	<i>SCT Installation and Upgrade Instructions (LIT-12012067)</i>
Installing or Upgrading ADS-Lite	<i>Metasys Server Lite Installation and Upgrade Instructions Wizard (LIT-12012258)</i>
Configuring and Commissioning the ADS/ADX	<i>ADS/ADX Commissioning Guide (LIT-1201645)</i>
Installing the ODS	<i>ODS Installation and Upgrade Instructions Wizard (LIT-12011945)</i> ¹
Configuring and Commissioning the ODS	<i>ODS Commissioning Guide (LIT-12011944)</i>
Installing the <i>Metasys</i> User Interface	<i>Metasys® UI Offline Installation Instructions (LIT-12011952)</i>
Installing Export Utility	<i>Metasys® Export Utility Installation Instructions (LIT-12011527)</i>
Installing the Advanced Graphics Application	<i>Advanced Graphics Application Installation Instructions (LIT-12011525)</i>
Specific Configuration and Commissioning Requirements and Detailed Procedures for Nx85s	<i>NxE85 Commissioning Guide (LIT-12011044)</i>

Table 3: Related Documentation

For Information On	See Document
Upgrading the Nx85	<i>NxE85 Installation and Upgrade Instructions (LIT-12011530)</i>
Specific Configuration and Commissioning Requirements and Detailed Procedures for LCS85	<i>LONWORKS® Control Server (LCS) 85 Commissioning Guide (LIT-12011568)</i>
Upgrading the LCS85	<i>LCS85 Installation and Upgrade Instructions (LIT-12011623)</i>
Installing the NIE89	<i>NIE89 Installation and Upgrade Instructions (LIT-12011962)</i>
Specific Configuration and Commissioning Requirements and Detailed Procedures for NIE89s	<i>NIE89 Commissioning Guide (LIT-12011920)</i>
Installing Energy Essentials	<i>Energy Essentials Installation Instructions (LIT-12011539)</i>

- 1 Use the wizard to generate instructions specific to your system.
- 2 This LIT number represents a print-friendly version of the Help.



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