

# Licence key (Dongle) Troubleshooting

The DESKey licence keys or dongles are generally very robust and rarely fail. Most apparent failures are not actually failures of the key but are problems with installation or networking. This document describes possible problems and their solutions.

## 1 Licence key not installed properly in particular USB port.

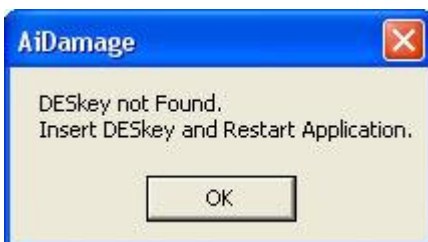
This can occur if the licence key is not installed properly in the first place or if the key is inserted into a different USB port on the computer. This usually results in a message similar to the following depending on what program you are trying to start,



Or,



Or for older installations you might see,



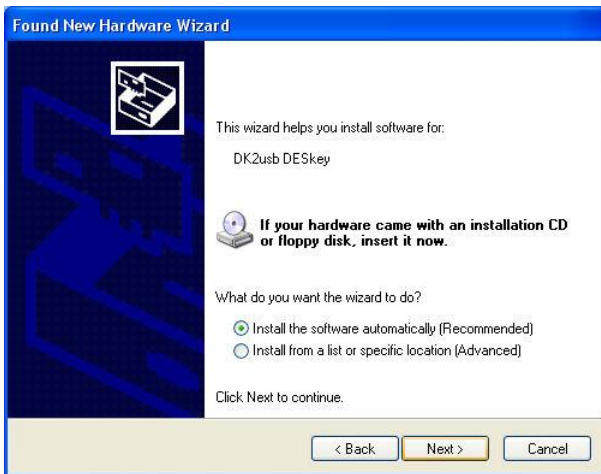
When you first install the software, it is important not to insert the licence key until the installation has been completed. If you have inserted the key before installation, then you will need to uninstall and start again as described at 2 below.

When you insert the licence key, either for the first time or when inserting it in another USB port Windows will detect this and display the dialog



You must select the 'No, not at this time' option and then click Next. DO NOT click cancel. If you do click Cancel follow the procedure described at 2 below to uninstall and start again.

Once you have clicked Next the next dialog is displayed,



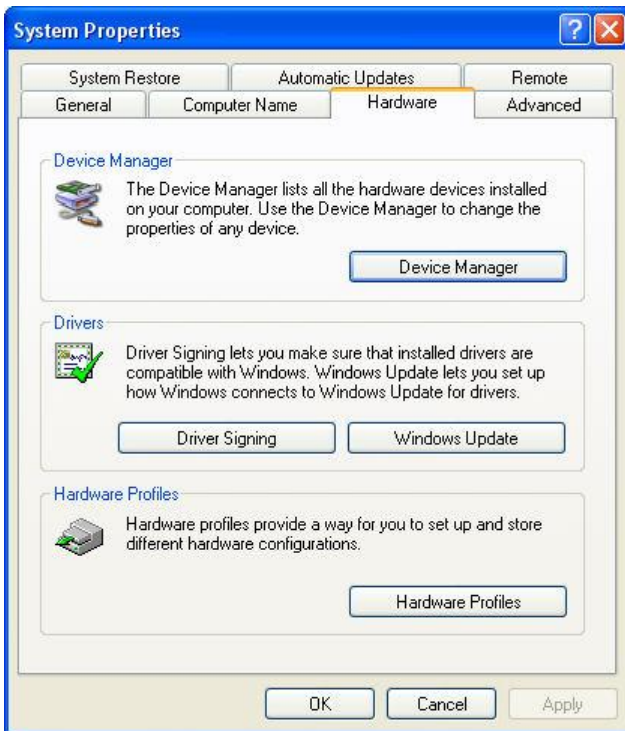
Select the 'Install the software automatically (Recommended)' option and click Next. This displays the installing hardware dialog. Allow this to finish and you will then see the Finish dialog,



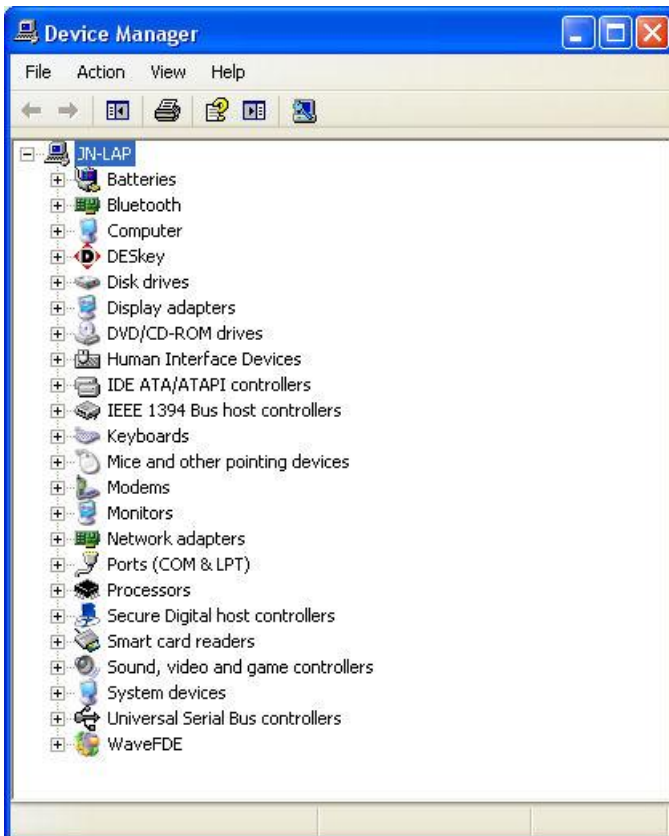
Select Finish. Your licence key is now installed on that port and is available for use.

## 2 Uninstall Licence Key from a particular USB port

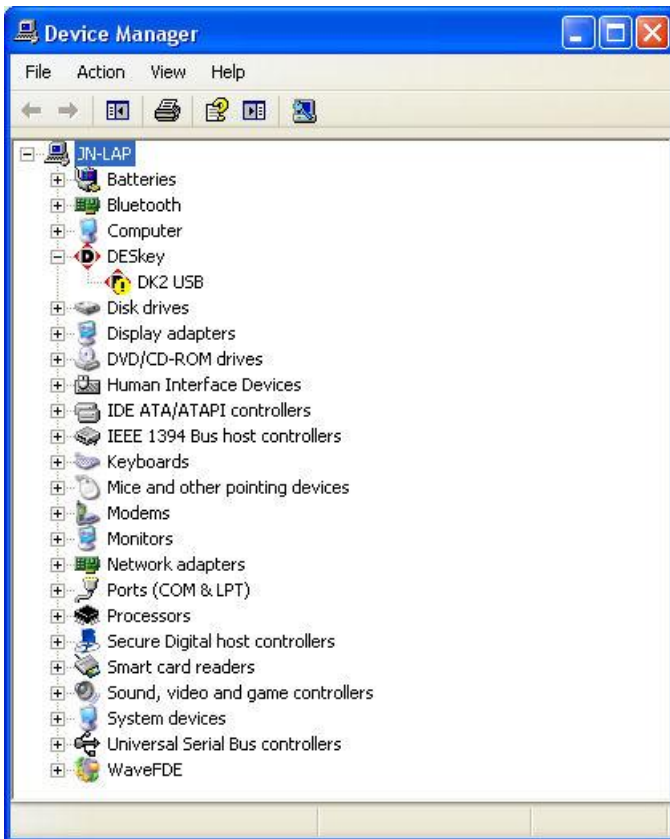
You may need to uninstall a licence key from a particular port for some reason. Usually this is because it has not been installed correctly. In this case open the control panel and open the System applet and click on the Hardware tab to obtain the tab shown below,



Select the Device Manager button and a dialog similar to the image below should be displayed,



Note the DESKey icon. This is the licence key. If it is correctly installed you should see the dialog above. If the DESKey is not present, the DESKey icon will be absent from the list of devices. If it has not been installed correctly then the dialog will look something like this,



Click with the right mouse button on the DK2 USB icon which has the yellow exclamation mark and select the 'Uninstall' option. The Confirm Device Removal dialog will then be displayed,

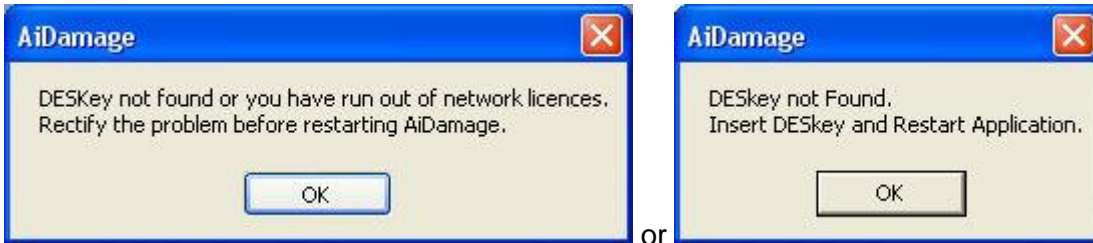


Select 'OK' and the DK2 driver will be removed from that USB port. Note that this does not actually uninstall the drivers from your computer, it just removes the drivers from that particular port.

Next, remove the licence key from the computer. Now reinsert it back into the same USB port. Follow the instructions listed above at 1 to reinstall the key properly.

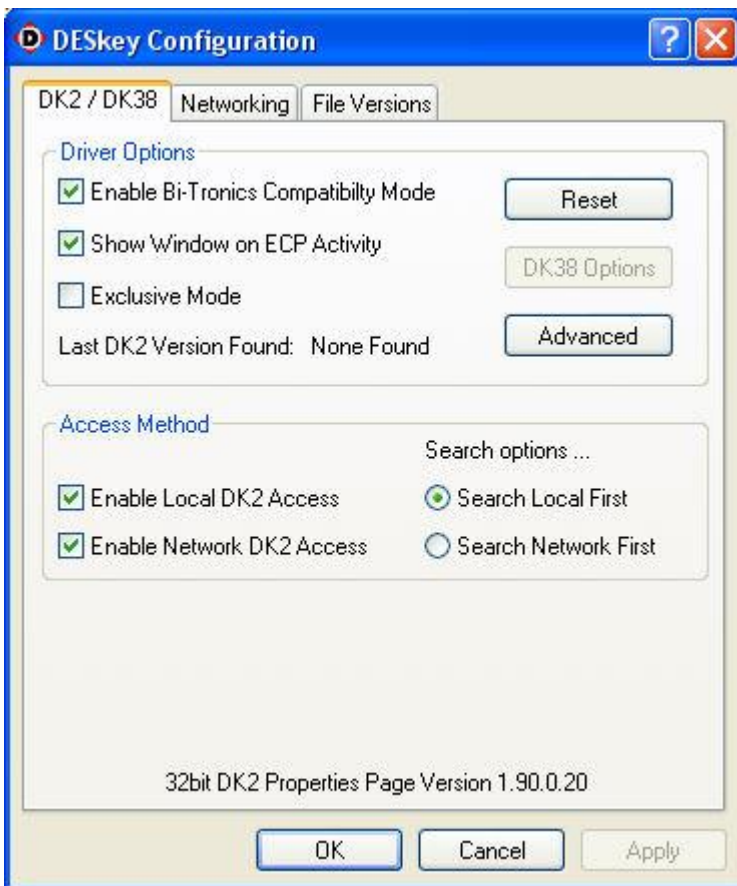
### 3 The licence key is in network mode

Although all the DESKey licence keys are designed to run in network mode, running in network mode on standalone machine can cause problems. This is because in network mode, the licence is allocated to a particular process not a particular machine. This means that you can only run as many copies of the software as your licence permits. Most users have one copy of each of the AiTS programs and the fact that only one process can be run at any one time means that only one program can be run. If you try and run more AiTS programs you will get an error dialog similar to,



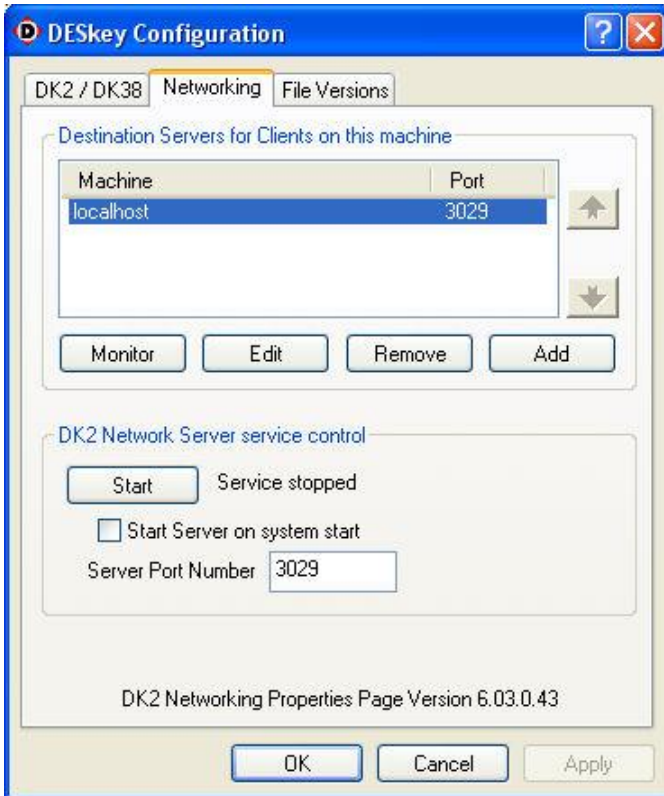
You will get the same message if the DESKey is not configured correctly.

Open the control panel and open the DESKey configuration applet. This displays the dialog



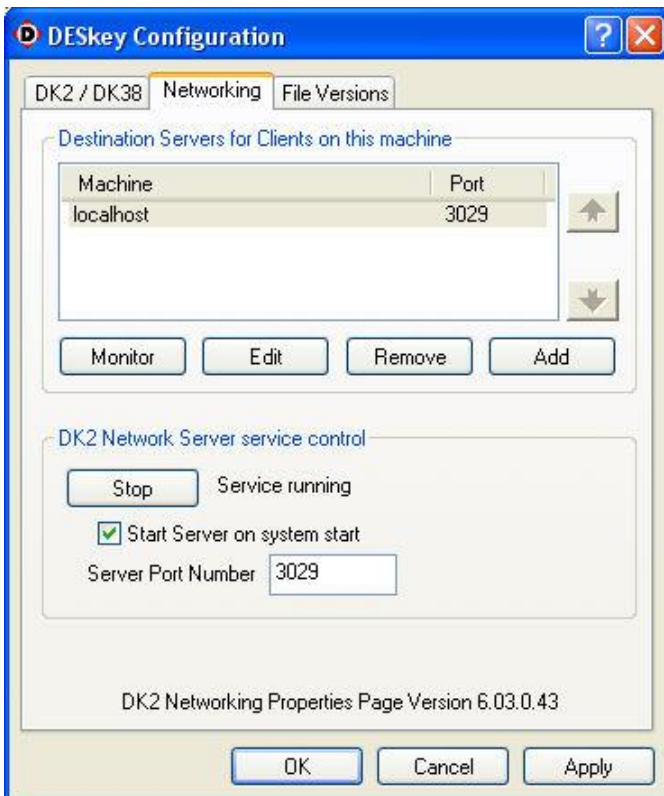
Unless you have particular reasons not to do so, make sure both the Access Method options (Local and Network) are checked as shown in the image above. If you have set up your licence key to run in network mode, then select the Search network first option. In all other cases select the Search Local First option.

Click the Networking tab to display the networking options,



Depending on whether the network server or the stand alone server is installed, there will be slight differences to the above image. The image above is from a system where the network server version of the DESkey drivers is installed. If the stand alone version of the drivers is installed the DK2 Network Service control options are absent.

Unless you are operating as a network server then the DK2 network server service should not be running. If it is running the dialog below will be displayed,



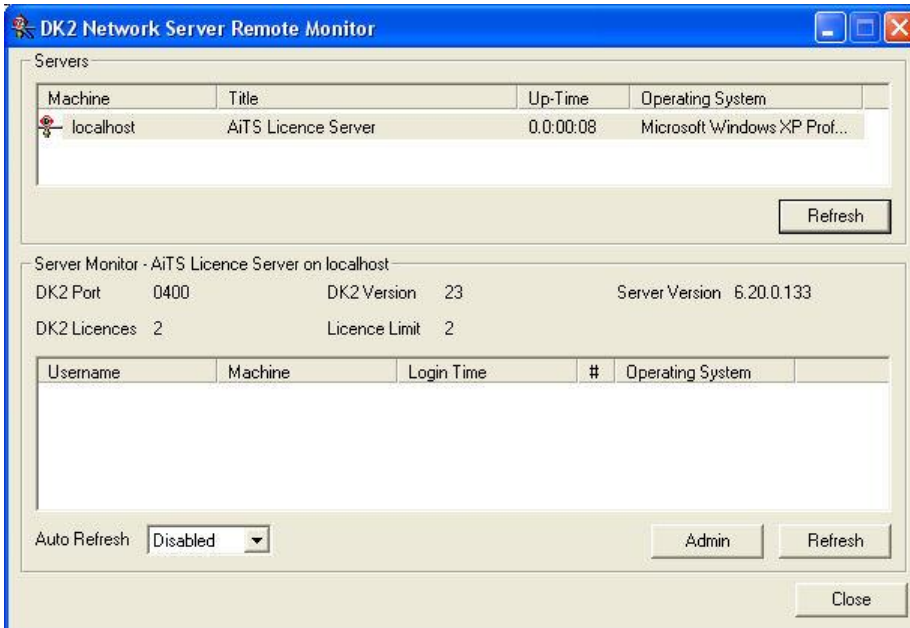
Click on the Stop button to stop the service and make sure the Start Server on system start option is unchecked. Try to start the AiTS licensed program again, it should now start.



#### 4 Remove unwanted licences

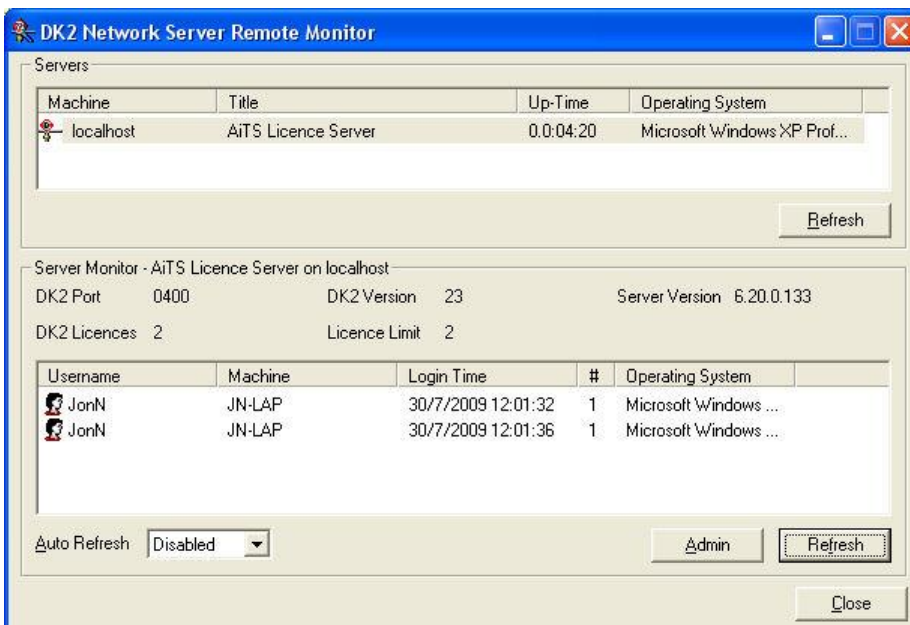
If you are running the DESKey licence server drivers, the situation can arise where network client programs do not properly release themselves from the licence server. This causes the DESKey drivers to believe more process licences are in use. DESKey should automatically recover the unused licences, but this may take a while. This procedure described below shows how to check and remove unwanted clients manually from the system.

From the Windows Start menu open the DK2 Network Server folder and launch the DK2 Network Server Monitor application. Alternatively use the control panel to open the DESKey configuration dialog, click on the Networking tab and click the monitor button. These actions both launch the DK2 Network Server Remote Monitor dialog,



The top (Servers) window lists all the network servers discovered by the DESKey drivers. If no network servers are actually running on the network, then the Servers window will be empty.

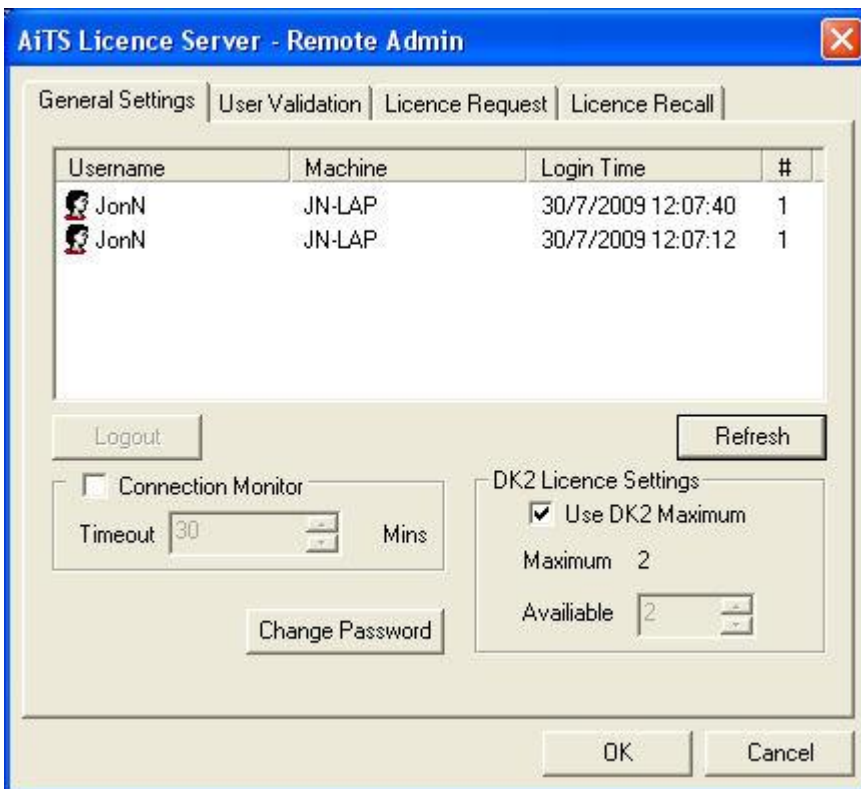
In the above dialog, no clients are actually running. If there are clients connected to a particular key, these are listed in the lower window as follows,



It is not possible to have more clients than the number of DK2 licences shown between the two windows. In this example, two is the number of process licences permitted and two AiTS software applications are running. If you are satisfied that no-one should be using a licence then you can manually disconnect them and free the licence for use with another AiTS program. Click on the Admin button and the following password dialog is displayed,



The default password is 'aits' without the quote marks. Click OK and you will see the following dialog,



Select the user you want to remove by clicking on the name. The 'Logout' button will become active. Click on the Logout button and the confirmation dialog will be displayed



Select 'Yes' and the user will be removed. Repeat the process for any other licences you want to remove.