

ETAP Installation FAQ # 6

Failed to Receive Authorization from ETAP License Manager

Description: Trouble Shooting – User from the client machine launches ETAP and receives this message: Failed to Receive Authorization from ETAP License Manager

Version: ETAP 5.5.6

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Keywords: ETAP License Manager, Authorization

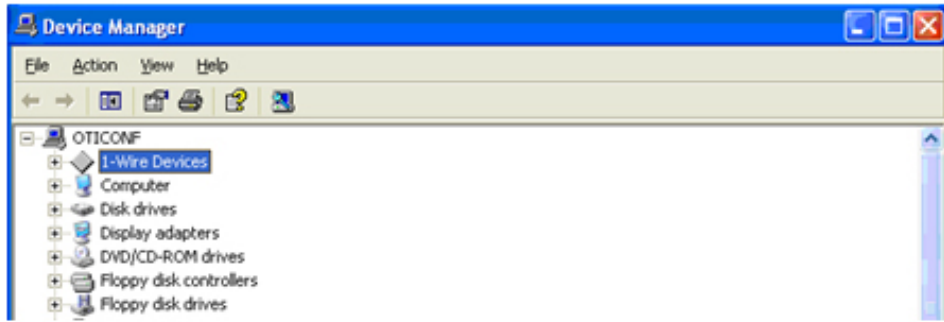


1. Make sure that you have installed the latest License Manager. The latest ETAP License Manager is provided in the ETAP 5.5.6 CD.
2. Go to the server and from Services verify that the License Manager (ETAP Lic Mgr) is started. (Control Panel \ Administrative Tools \ Services)
3. If the service is not started, then start it. If the service starts, go to the client machine and launch ETAP.
4. If the service does not start, go to the Event Viewer Application Logs and view the ETAP License manager Application log for clues regarding why the service does not start. Every attempt to start the service generates several entries. Review all logs.
5. If the problem is caused by failure of the application to find the key, then verify that the key is installed properly. For verification of the proper installation of the USB key, go to the Control Panel \ System \ Hardware \ Device Manager. If 1-Wire Devices is shown in the Device Manager, then the key is installed properly.

For USB Key – ETAP-OTI 1410



For verification of the proper installation of the USB key – ETAP-OTI 1410, go to the Control Panel \ System \ Hardware \ Device Manager. If the 1-Wire Devices is shown in the Device Manager then the key is installed properly.

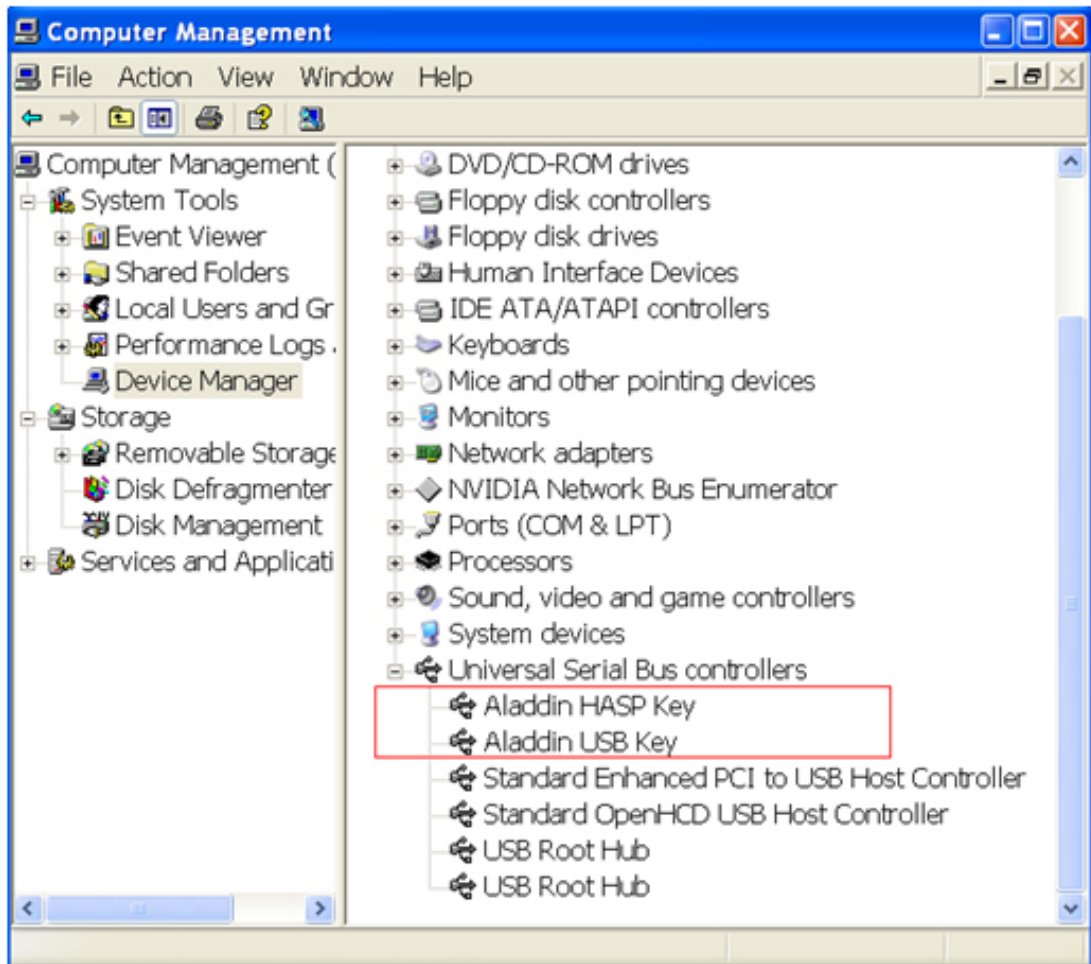


If the *1-Wire Devices* entry is not shown in the *Device Manager* then follow the instructions in the [USB Driver Installation](#) document to install the key. After the USB key installation, go to *Services* and start the **ETAP Lic Mgr** service.

For USB Key – ETAP-OTI 1600



For verification of the proper installation of the USB key – ETAP-OTI 1600, go to the Control Panel \ System \ Hardware \ Device Manager and you should see Aladdin drivers under the Universal Serial Bus Controllers.



6. If the service starts but the client machine fails to receive authorization check the License Manager computer to ensure that the Windows' **firewall** is not blocking incoming traffic.

To do this, go to the computer on which you have the license manager installed and select "Run/Control Panel/Windows Firewall". On the General page, note whether the Firewall is on or off. If it is on, go to the exceptions page and see if the License Manager is listed and checked. If not, you should select the Add Port... button. Enter Etap License Manager for Name: and enter 6260 as the Port Number:. Ensure that TCP is selected. Also check the check box that requests a notification if a program is blocked and click ok, clicking OK on the previous pages until you return to the control panel. We don't know if your IT department controls the Windows Firewall or if it is something that you can do locally, so if that is your problem, you may have to coordinate with them to get the port open on the computer running the License Manager software.

Go to your client computer and select "Run/Control Panel/Windows Firewall". If it is on, go to the exceptions page and check the check box that requests a notification if a program is blocked and click ok, clicking ok on the previous pages until you return to the control panel. This should cause Windows to notify you if it blocks a request from ETAP to access the license manager.

7. To determine if you have **TCP/IP installed**, go to Control Panel/Network Connections.
 1. It should list all network connections for your computer. Locate the appropriate connection under LAN or High-Speed internet.
 2. Right click on the connection and select properties.
 3. If you have TCP/IP installed, there will be an item listed and checked "Internet Protocol (TCP/IP)".
 4. If you do not have TCP/IP installed, the item may be listed but NOT checked. In such case, there is no need to continue with this procedure, since you don't have TCP/IP installed.
 5. If it is checked, select the Internet Protocol (TCP/IP), and then click on properties. The resulting Properties will have a general tab. I need to know the settings on this page. Generally, most companies use Obtain an IP address automatically and Obtain DNS server address automatically.

8. Now that we know you have TCP/IP installed, please do the same thing (exact same procedure) on the computer running the license manager.

If both your computer and the license manager computer have TCP/IP installed, do the following on the computer running the license manager:

1. Open a DOS Box (Start/All Programs/Accessories/Command Prompt).
2. Type the following in the DOS window (without the quotes of course) "netstat -a". (This will tell us what ports are set up on the lic mgr server).
3. Send the results to me by email (you should see an entry that lists "TCP the_server_computer_name:6260 ... LISTENING" which tells us that the computer is listening for a TCP connection on port 6260. Port 6260 is the license manager default port).
4. Next enter the following in the DOS Box - "ipconfig". You should see a listing which contains the IP address of the computer. Note the address to ensure that it matches the address that you have entered at the ETAP5.5 client computer.

Now go to your client computer, open a DOS Box, and enter "ping ip_address" where ip_address is a placeholder for the IP Address that you obtained above from you license manager computer. The ping results should indicate the time that it took to ping the computer. If the ping is not successful, it will print a timeout message.

You should also use ping to check address translation from your computer by entering "ping lic_manger_computer" where lic_manger_computer is a placeholder for the computer name on which you have installed the license manger. If both pings pass, you can enter either the name of the license manager computer *or* it's IP Address in the ETAP5.5 client. Both should succeed. Otherwise, make sure that you have entered the IP address of the license manager computer in the ETAP5.5 client license wizard.

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