

ETAP Installation FAQ # 4

ETAP License Manager Does Not Start

Description: Troubleshooting – ETAP License Manager Does Not Start

Version: ETAP 5.5.6

Published: May 2007

Keywords: ETAP License Manager, ETAP Lic Mgr, Services

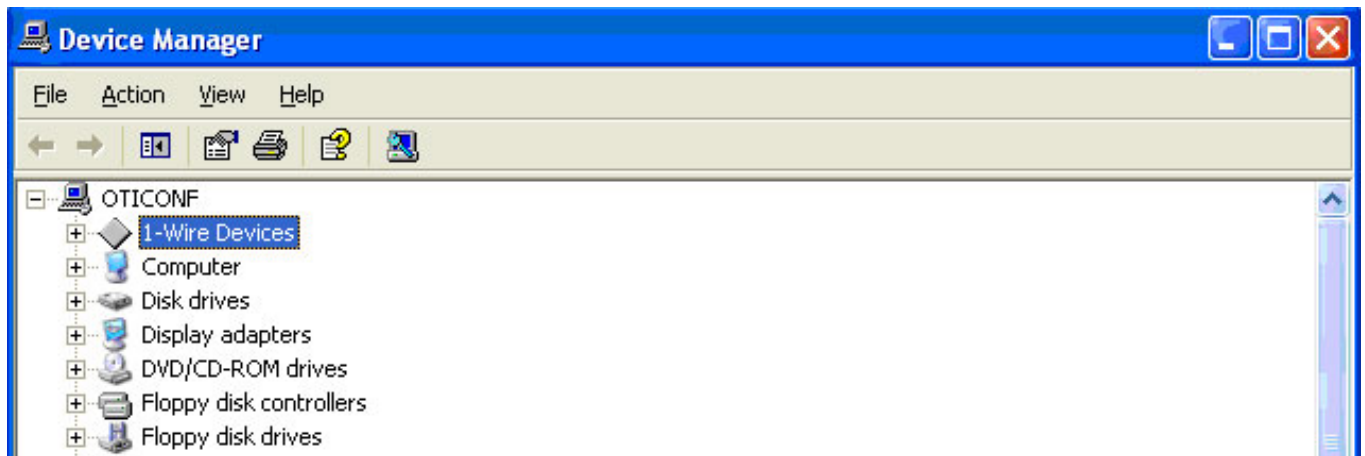
Make sure that you have installed the latest License Manager. The latest ETAP License Manager is provided in the ETAP 5.5.6 CD.

1. Go to the server and from Services verify that the License Manager (ETAP Lic Mgr) is started. (Control Panel \ Administrative Tools \ Services)
2. If the service is not started then start it. If the service starts go to the client machine and launch ETAP.
3. 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.
4. If the problem is caused by failure of the application to find the key, then verify that 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.

