Error in Database Setup: "There was a problem communicating with the license server…"

Symptom

The following error message appears in the error logs when Database Setup is run:

"There was a problem communicating with the license server…
Host: localhost
Port: 8189
License: (61409504-D2B8-42B1-8E31-4C4E7414CA80)
Feature: ()
Message: The license for the product is not installed on the license server."

Resolution

To resolve the issue, follow these steps:

1. Ensure you have the current, correct license file for the affected system.
2. Start License Administration. To do this, click the Start button, then select **All Programs** > **OnGuard** *<version>* > **License Administration**.
3. Delete each license file that appears in the **Installed**
4. **Licenses** drop-down.
5. Click **Install New License**.
6. Browse to the location of the current, correct license file for the affected system, then click [Next].
7. Ensure the license file contains the correct features, then
8. Click [Next].
9. Click [Yes] to agree to the license terms and conditions, then click [OK].
10. Restart the LS License Server service.
11. You should now be able to run Database Setup successfully.

Applies To

OnGuard (all versions)

Additional Information

This issue was reported on a system where OnGuard 2008 Plus (6.1.222) was being installed and Database Setup was being run, but the system had an installed license for OnGuard 2008 (6.0.148).

Note that an OnGuard license may be corrupted if the contents of the file have been tampered with. Simply opening the file in a text editor, then saving the file to a new location, can violate the integrity of

the file, and cause corruption.