

# The Activate link in License Administration does not work on OnGuard systems using a software-based license (FLEXnet)

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## Symptom

When attempting to activate a software-based license (FLEXnet) in License Administration you may find that nothing happens when the Activate link is clicked.

## Resolution

One possible resolution is:

- 1) In Internet Explorer, navigate to **Tools > Internet Options**.
- 2) On the **Security** tab, select **Trusted sites** and click [Sites].
- 3) Add the hostname for the computer running License Administration in the field labeled **Add this website to the zone:** and then click [Add]. This should look like the following example:  
http://servername
- 4) Click [Close].
- 5) Click [OK] to save any changes.

Clicking the Activate link in License Administration should advance you to the next screen where you can choose to activate online or by phone.

## Applies To

OnGuard (All Versions)

## Additional Information

None

