



TROUBLESHOOTING GUIDE

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REVISION: A

PROBLEM: Unable to license the CA3000 using a soft license (version 2.5.9 and later).

TROUBLESHOOTING TIPS:

- 1) Verify you have a CA3000 license number or a license file (CardAccess.Lic) supplied to you by Continental Access.**
- 2) Verify the “CardAccess Licensing” service is running. You must check this in your services. Click on “My Computer/Manage/Services”. Verify the “CardAccess Licensing” service is installed and running. If this is not installed, there is a batch file in the “Program Files/CardAccess3000” folder. The name of the batch file is “service.bat”. You can run this batch file to install the “CardAccess licensing” service again.**
- 3) If you have a “CardAccess.Lic” file from Continental, you need to copy this into the “Program Files/CardAccess3000” folder. Verify you have a valid Internet connection to activate and register the license. Refer to the CardAccess3000 licensing procure on the Continental website (www.cicaccess.com). Click support /library.**
- 4) Open up the “CardAccess3000 License Manager” utility and verify the license information displays. If the “CardAccess.Lic” file is in the “CardAccess3000” folder, the license information should display.**

- 5) Verify the computer has full local Administrator rights. If the computer is logged on to a Domain, have an IT employee log the computer on to the local machine (off the domain) with full Administrator rights. Also, if possible, temporarily use the IT employee windows login to see if this corrects the problem.**
- 6) If there are licensing errors, you need to check the Windows event viewer for errors. These error messages are very useful in isolating problems.**
- 7) After all the troubleshooting steps have been confirmed, contact Continental Access in regard to getting another “CardAccess.lic” to try.**
- 8) You must activate the license within a certain amount of days or it will expire. Registration is optional, but highly recommended. If you don’t register it, you will not be able to revoke the license and move it to another computer.**