Entering Your Pervasive PSQL V8/v9 Database Engine License

A White Paper From
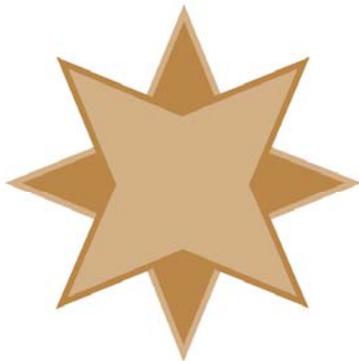
GOLDSTAR SOFTWARE

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Entering Your Pervasive PSQL V8/v9 Database License
Last Updated: 12/18/2018

The Pervasive database engine is licensed via an electronic license key which is provided with the engine license. For versions 8.x and 9.x, this license is a 24-character (text) keycode that contains information about the product version, platform, and user count.

In order to be properly recognized by your system, the license key must be provided to the software. This is done via the License Administrator tool.

Using the GUI License Administrator

To use the graphical License Administrator tool, follow these simple steps:
1) Go to the physical server itself. Please note that you can NOT do the install or basic management processes from a Remote Desktop (RDP) or Terminal Services session.
2) On the server, select Start/All Programs/Pervasive/Other Utilities/License Administrator. The following box will appear.
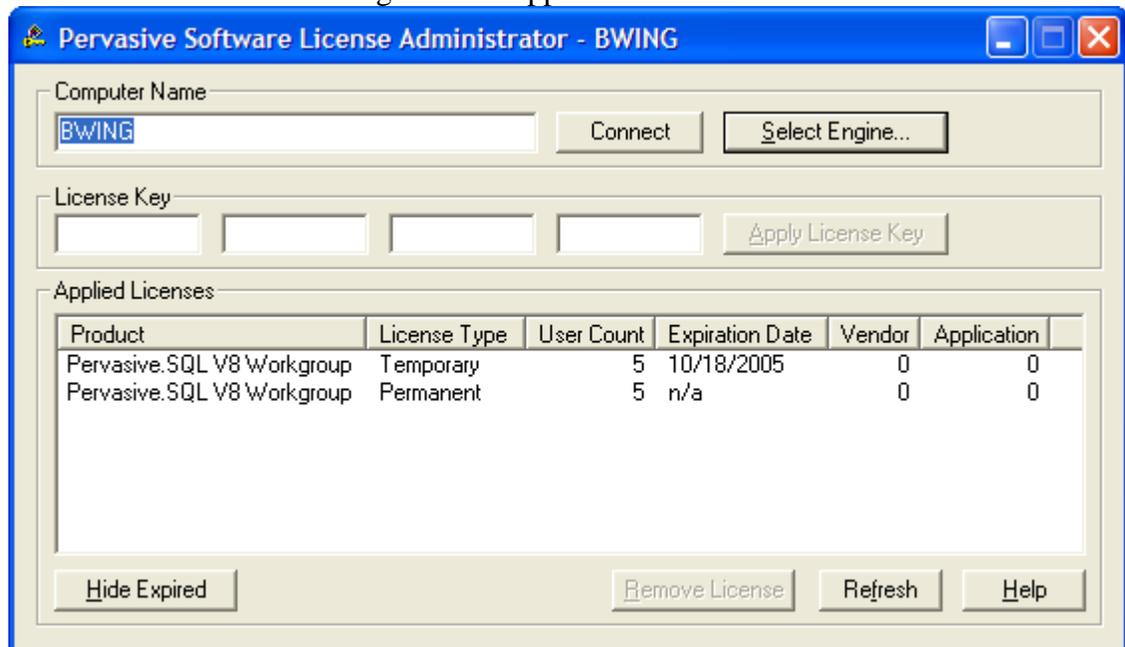
3) Enter your license keycode into the 4 boxes provided (each of 6 characters).
4) Click on *Apply License Key* to enter your license key. You should receive a message about the license being applied successfully, and the License Administrator should show the new license.

Using the Command Line License Administrator

To use the graphical License Administrator tool, follow these simple steps:
1) Go to the physical server itself. Please note that you can NOT do the install or basic management processes from a Remote Desktop (RDP) or Terminal Services session.

2) Start a Command Prompt (Start/Run/CMD.EXE).
3) Enter the command "clilcadm –i", and you should see a screen like the following:

```
Command Prompt                                                      _ □ ×

Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\WINDOWS>clilcadm -i

CLI License Administrator Utility, Version 1.0
Copyright (C) Pervasive Software Inc. 2005

Decode all licenses installed:

Product                    License Type  User Count  Expiration Date   Vendor
  Application
Pervasive.SQL V8 Workgroup Temporary            5  10/18/2005             0
         0
Pervasive.SQL V8 Workgroup Permanent            5  n/a                    0
         0

C:\WINDOWS>
```

4) Finally, enter the command "clilcadm –a <key>" where <key> is your 24-character keycode. As with the GUI, you should get a message that the license was applied successfully.

Problems with the License Administrator

We have seen several sites having problems with the License Administrator tools lately (which is one of the reasons this paper was created instead of simply referring to the manuals). Apparently, some servers are not able to properly apply the license and return the error "DBU-Access Denied", even though you may be at the physical server console. This is likely a bug, or perhaps a new "feature" or newer versions of Windows.

There are three workarounds to this issue.
* The first workaround (if you get this from the GUI) is to use the command line version of the tool. This is quick and easy, and in most cases, it works just fine.
* The second workaround is to use the GUI tool, but do it from the workstation. If you do this from a client computer, you'll have to enter the server's name in the box and click Connect, then provide your network administrator login name and password to the License Administrator tool. This works pretty well, too, but requires some extra steps and typing.
* The final workaround is to manipulate a Pervasive Registry key, and should be used as the last resort option. To do this, start the Registry Editor (RegEdit) and go to *HKEY_LOCAL_MACHINE\Software\Pervasive Software\Utilities Interface\Settings* and change the value for the **Restrict Access on WTS Client** from 1 (Restricted) to 0 (Unrestricted).

If you have other problems, you may wish to open a paid support incident with Goldstar Software (www.goldstarsoftware.com). You may also try contacting Actian directly at 1-800-BTRIEVE or www.actian.com.