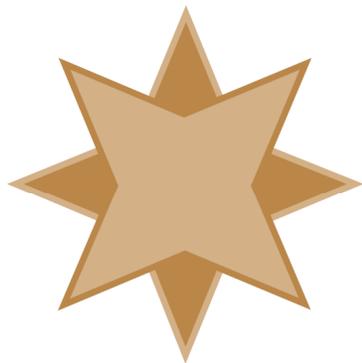


Entering Your Actian Zen v15 Database Engine License

A White Paper From



**GOLDSTAR
SOFTWARE**

www.GoldstarSoftware.com

For more information, see our web site at
<http://www.goldstarsoftware.com>

Entering Your Actian Zen v15 Database Engine License

Last Updated: August 2021

The Actian Zen database engine is licensed via an electronic license key provided with the engine license. Zen authorization keys are a 30-character alphanumeric string with dashes after every five characters. If you do not yet have this key, please contact your software vendor or Goldstar Software to purchase or obtain your key.

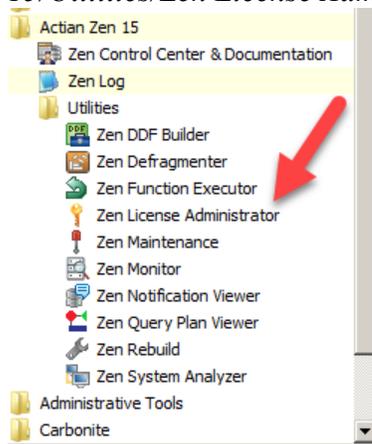
When you authorize a license, the key is sent to the Actian Electronic Licensing Server (ELS) and is used to pull the proper software license for your engine and mark the license as "in use". Only ONE server can be authorized by any one key at a time. If you need to move a key to a different server, you MUST remember to deactivate the key on the current server FIRST and then authorize it on the new server.

The process of authorizing a database engine is fairly simple, and is done with the License Administrator. This tool is available in both a GUI and command line versions.

Using the GUI License Administrator

To add your license with the graphical License Administrator tool, follow these steps:

- 1) Go to the physical server itself and verify that you can access the Internet from the console. (Internet access is required for the activation process.)
- 2) If you have an older version of Windows, select *Start/All Programs/Actian Zen 15/Utilities/Zen License Administrator*.



If you have Windows 10, you can go to the Start Screen (tiles) and just start typing "Zen", and then select the *Zen License Administrator* from the list of options.

- 3) A box that looks like the following will appear.



- 4) Paste or type your activation key into the box labeled "Key".
- 5) Click the **Authorize** button to authorize your database engine. You should receive a message about the license being applied successfully, and the License Administrator should then show the new license.
- 6) If you need to deauthorize or repair a license, select the license from the list FIRST, and then click the appropriate button in the lower right corner.

Using the Command Line License Administrator

To use the command line version of the License Administrator tool, follow these simple steps:

- 1) Go to the physical server itself and verify that you can access the Internet from the console. (Internet access is required for the activation process.)
- 2) Start a Command Prompt (Start/Run/CMD.EXE).
- 3) If you are on a 32-bit server or workstation, enter the command (without the quotes) of "clilcadm -i". (The "i" must be lowercase.) If you are on a 64-bit server, enter the command "w64clilcadm -i". When you are done, you should see a screen that shows you your current licenses:

```
C:\Users\Administrator>w64clilcadm -i
CLI License Administrator Utility, Version 15.00.050.000
Copyright (C) Actian Corporation
Decode all licenses installed: (FAD209BE-5028-4983-936A-5AD864579DE5)
-----
Product          Product Key  State  Platf  Lic Type  Usr Cnt  Sess Cnt  Data Use GB  Exp Date  Ven  App
-----
Actian Zen 15 Enterprise Server  n/a      Active Windows Temporary  20      n/a      n/a  9/15/2021  0  1
Note:
Platf = Platform, Lic Type = License Type, Usr Cnt = User Count, Sess Cnt = Session Count,
Data Use GB = Data In Use Gigabytes, Exp Date = Expiration Date, Ven = Vendor,
App = Application
```

- 4) To apply a new license, press the up arrow (or retype the line above), change the -i to -a (also in lowercase), add a space, and then add your license key (with the dashes) to the command line. As with the GUI, you should get a message that the license was applied successfully.
- 5) You can also use the -d or -e options to Deauthorize or rEpair your license.

Moving a License to a New Computer

Actian Zen licenses can be installed on only ONE computer at a time. If you need to move your license from one computer to a new computer, please follow these steps:

1. First, install the 30-day trial of the Zen Engine onto the new computer and verify that everything works. (If you are not sure which engine to install, check your license document to see what license you own.)
2. On the OLD computer, go into the License Administrator, highlight the license you want to move, and click **Deauthorize** to remove the license from the old computer. You can also use the command line tool, as described above.

3. On the NEW computer, go into the License Administrator, paste in the license key, and click **Authorize** to add the license to this new computer. You can also use the command line tool, as described above.
4. Once you have moved the license, you can uninstall the engine from the old computer.

Problems with the License Administrator

We have seen several sites having problems with the License Administrator tools (which is one of the reasons this paper was created instead of simply referring to the manuals).

1. **DBU-Access Denied:** 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 will 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.
2. **Status 7239: Internet connection cannot access authorization server:** There are two possible reasons for this error.
 - a. You may not have Internet access on your server either because the server is in a DMZ or access has been specifically blocked at the firewall level.
 - b. You may have Internet access, but your access to the ELS server has been blocked. Since the ELS servers are in Europe, we see this from time to time. You can verify access by using your browser to go to <http://elspv.actian.com>. If you get back a one-line response, then your access is OK. If you get back an error, then something is blocked. In either case, you have 4 possible ways to resolve this:
 - i. Enable Internet access, at least long enough to apply the license.
 - ii. Run the License Administrator from a client workstation that DOES have Internet access, enter the server name into the “Server” box and click Connect. You will need to authenticate to the server using administrative credentials. Once you are connected, you can apply the license normally.
 - iii. You can follow the process for "offline activation", which generates the machine ID to a special file, which you then take to a computer that DOES have Internet access to activate, and then you bring the resulting file back to the server to apply.
 - iv. You can do a “telephone activation” by contacting Actian directly at 800-BTRIEVE.
3. **Status 7213: Product key does not pass checksum validation for authorization:** If you get a message that your license key is invalid, you should verify that you are typing it correctly. Some characters, like 2/Z, S/5, I/1 and 0/O can be easily confused. If you have a PDF invoice from Goldstar Software, you may wish to copy and paste the characters directly from the invoice to save typing (and your eyesight).
4. **Status 7313: Product key is already used on a different machine:** If you are moving a license from one computer to another, you must remove it from the old computer first. If

Information Provided By **Goldstar Software Inc.**

<http://www.goldstarsoftware.com>

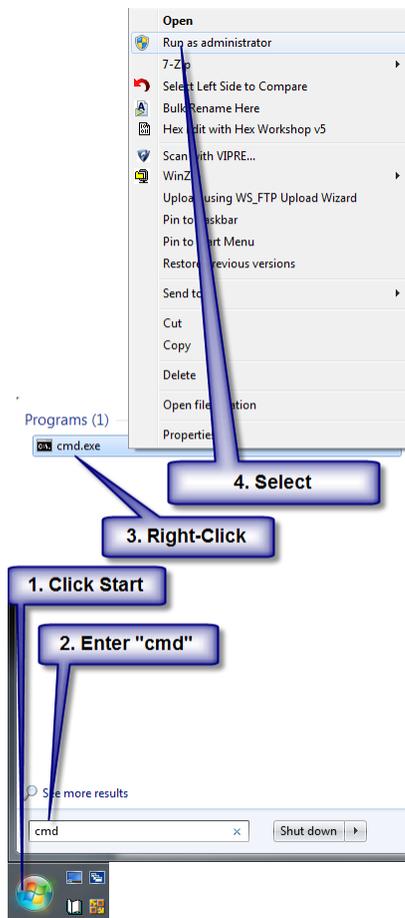
you no longer have access to the old computer, you will need to contact Action for assistance at 800-BTRIEVE.

5. **Stacking Licenses:** If you have multiple licenses that you want to stack together with PSQL, then one of those licenses **MUST** be a "Base" license, and all other licenses should be "User Count Increase" licenses. When entering the licenses, always enter the Base license **first**, and then enter all UCI licenses.
6. **License is Accepted, But It Doesn't Work:** You should check your license in two different places. First, check the License Administrator to see what licenses are applied, and add up the sum of the base license plus any user count increase licenses. Then, go to the Zen Monitor and select **Microkernel/Resource Usage** to see the currently enabled license count that the engine has accepted. If these numbers do **NOT** match, then you have a problem with your license.
7. **License Count in License Administrator Doesn't Match Monitor:** Start the License Administrator and look at the **State** column to verify that the licenses you expect to be working all show "Active" in the License Administrator. Then, verify that the **Product** column and the **Platform** column both indicate the product that you are running. If you have old license keys (for Pervasive PSQL v9, for example), you may wish to remove them at this time to avoid confusion. You can verify which engine was installed in the Control Panel's Add/Remove Programs applet. We have seen several sites install a Server Engine download, and then attempt to apply a Workgroup Engine license. Strangely, the License Administrator allows you to add a license for the wrong product without even a warning. The solution here is to remove the incorrect product and reinstall the correct version.
8. **Status 7224: Insufficient Rights:** If you have installed the Workgroup Engine as an "Application" and you lack true Administrator rights, then you will receive Status 7224 when you use the normal License Administrator. At this point, you have two options:
A) Uninstall the engine and reinstall it as a "Service" (which is the default). The service is granted the needed rights during the install process, so this works just fine.
B) Activate the license from an elevated command prompt. These steps are shown below.

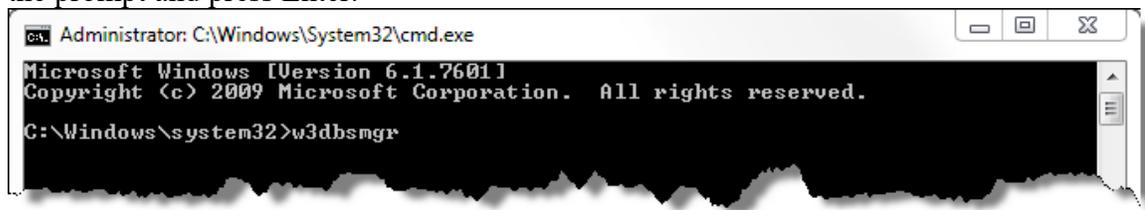
Working Around a Status 7224 Error Message

This is one of the most common issues with the License Administrator, and it appears on systems with User Account Controls enabled, like Windows 10. To work around this problem, carefully follow these steps:

1. Close the License Administrator and any other Zen applications.
2. Find the Zen Notification Viewer icon () in the system tray (the lower right corner by the clock), right-click on it, and select Exit.
3. Find the Workgroup Engine icon in the system tray (also a blue cylinder with a green light), right-click and select **Stop Engines and Exit**. This will shut down the engine.
4. Launch an elevated command prompt. If you have Windows 10, go to the Start screen (or start menu) and type in "CMD". Press and hold (or right-click) on **Command Prompt**, then select **Run as administrator**. You may see a UAC dialog box, so select **Yes** or provide login credentials if prompted. The graphic below shows you exactly what this will look like.



- You should now have a new (black) command prompt window with full rights.
5. We now need to start the Workgroup Engine with full rights. Enter W3DBSMGR.EXE at the prompt and press Enter.



- You will get to another command line and the Workgroup Engine icon will again be visible in the system tray.
6. Finally, use the command line License Administrator tool to apply your license, as described above. In short, enter the command "clilcadm -a <licensekey>". The option (in this case, "-a") *MUST* be in lowercase. If you are removing a license, use "-d" instead of "-a". If you are repairing a license, use "-e" instead.



When you press Enter, the system should activate the license and display the confirmation message within 45 seconds.

7. Type EXIT to close the command prompt window, then reboot. You should find your license properly activated now.

If you have other problems with your license, we urge you to contact Actian directly at 1-800-BTRIEVE or on the web at <http://www.actian.com>. As a reseller, Goldstar Software is not able to address many licensing problems (like lost license keys) or to deactivate licenses. We are, of course, able to help in any other way with your PSQL engine, and you can contact us via telephone at 1-708-647-7665 or via the web at <http://www.goldstarsoftware.com>.