

Troubleshooting License Problems

No Valid License

Problem

After installing the license key, the error message **No (valid) license!** is displayed.

Solution

There is something wrong with the license you installed to your instance.

- The license has been not issued correctly.
- There has been an error while copying and pasting the license key.

Please contact our support team. See [Support Request for Standalone Integration \(Bridge\)](#) for more details.

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No License Subsystem Available

Problem

Upon service start-up, you get the following errors in the service standard log:

```
[...][0000000000][Fatal][Internal][SRVLM][9][No license subsystem available,
startup failed.]
[...][0000000000][Fatal][External][LCELM][34][Actual machine ip or name does
not match license ...]
```

Solution

Your BRIDGE is installed to a specific IP address, and you have changed the IP address of the system. Your BRIDGE installation is still using the old IP address.

To update the IP address your BRIDGE is bound to, you need to uninstall the BRIDGE and reinstall it.

A change of IP address cannot be done by a BRIDGE update.

1. Uninstall the BRIDGE as described on [Uninstalling a BRIDGE](#), and **keep the BRIDGE data directory**.
2. Install the BRIDGE applying the new configuration as described on [Installing a BRIDGE \(Installer\)](#).

License Violation

Problem

If the total of all xUML service requests is higher than applied on the **License** tab, a license violation error will be triggered. All requests, which are subject of a license violation will, not be processed by the Bridge.

A client, which sends a request that leads to a license violation will receive an **HTTP 500 Internal Error** response containing an error message in the SOAP body.

This license violation error message (belonging to error domain **BESM**, error code **10**) is also written to the xUML service standard log (see chapter [Logging](#)). The following example has been extracted from this log. It shows the error message and additionally the number of applied concurrent requests (**100**) that led to the license violation.

```
[...][Error] [Internal][BESM][10][License violation while accessing component
"Create_Simple_Object...171669626": Too many concurrent requests (>100). -
Callstack: createSimpleObject]
```

Solution

In order to solve this problem, you need to purchase additional licenses from E2E. Please contact E2E at **support@e2e.ch**.