XX License Manager Error Codes

Error Code 13 - license directory has been write protected.

The error message reports:

"Error opening file: C:\Documents and Settings\All Users\Application Data\Microchip\xclm/license/\microchip1.lic"

There are some unknown conditions which cause this to happen after a license installation -> the user then has to manually change the protection of that directory and re-run the installation. XC Compiler versions 1.11 fix this issue.

Error Code 83 - could not connect to the Microchip specific website.

Hence could not validate the activation of demo licenses. It could be because the license manager does not have the correct permissions to connect to Microchip server. The computer also cannot be behind a proxy.

This could be caused by a strict firewall that allows port access based on the application. You may have to create an exception for the xclm executable on port 80.

Execute this command from command prompt to check if the Microchip website can be reached:

>telnet   microchip.com   80

Error Code 85 - This error will occur if you try to reevaluate the compiler.

Evaluation period will be the days left after you first install the XC Compiler.
e.g. if you installed the XC16 v1.00 on Aug 1st and then you installed XC16 v1.10 on Aug 25th;
then the XC16 v1.10 will work as an evaluation version for 35 days (60-25)
Evaluation days counter will not reset when you install a new version of the XC Compiler.

After the 60 days of evaluation are over the Compiler will give you message as:
Options have been disabled due to restricted license
Visit **http://www.microchip.com/** to purchase a new key.

It is highly recommended that you purchase a license, after you are done evaluating the XC Compiler.

Error Code 88 - the license manager cannot contact the microchip website.

Please make sure internet is working correctly, and firewall settings allow you to connect to the microchip website.
You may also encounter this error if you are trying to activate from behind a proxy.

To use a proxy server, there are 2 environment variables which must be set:
1) HTTP_PROXY - the hostname and port of the proxy server, in the format hostname:port.
2) HTTP_PROXY_CREDENTIALS - the username and password to authenticate you to the proxy server, in the format user:password.

First make sure that version 1.10 (or higher) is installed on the computer.

```
> set HTTP_PROXY=myproxyhost:port
> set HTTP_PROXY_CREDENTIALS=joe:joes_password
> xclm.exe -actkey XXXX-XXXX-XXXX-XXXX
```

This option can only be run once for each product on each machine.
Running this command again will download the original license that was created the first time the command was run.

Error Code 127 - Internet activation may fail on some Linux distributions, most notably Fedora.

You can do manual activation, from another machine (Non Fedora Machine), as described in xclm command line reference (See below).

Both the Node Locked & the Floating Licenses can be activated offline from command line.
The compilers can be activated offline on a Windows, Mac and Linux machines.

Follow the step by step guide to activate the *Node Locked license offline*:

   a. Install the XC Compiler (version 1.10 or higher) in Free Mode on the offline machine, & the xclm License Manager will also be installed when the XC compiler is installed using the GUI installer
   b. Open command prompt on your offline machine
   c. Execute the command "`xclm  -hostinfo`"
   d. If xclm is not in your path, and you get an error similar to: **'xclm' is not found or recognized as a command**
      Navigate to the bin directory of the compiler that was just installed and retry step c.

e.g. `cd "C:\Program Files\Microchip\xc32\v1.10\bin"`

e. This gives you the Host Id and the Host Name information of the offline machine
f. Install the XC Compiler (version 1.10 or higher) in Free Mode on the online machine (the machine with internet access)
g. Execute this command on the online machine using the hostid information from the offline machine
> `xclm –actkey  "activation-key" hostid="mac"`
> where:
> activation-key is the key that was provided at the time of the compiler

purchase

> hostid is the mac address of the machine that will host the activated

license

h. The output of the previous command will display the license that was created. This file should be copied to the license directory of the offline computer
i. The location of the license directory can be found by opening the configuration file (of the offline computer):
> `Microchip/<XC_Compiler>/v###/etc/xclm.conf`

Follow the step by step guide to activate the *Network license offline*:
a. Install the XC Compiler (version 1.10 or higher) in Free Mode on the offline machine, & the xclm License Manager will also be installed when the XC compiler is installed using the GUI installer
b. Open command prompt on your offline machine
c. Execute the command "`xclm  –hostinfo`"
d. If xclm is not in your path, and you get an error similar to: **'xclm' is not found or recognized as a command**
Navigate to the bin directory of the compiler that was just installed and retry step c
e.g. `pushd "C:\Program Files\Microchip\xc32\v1.10\bin"`
e. This gives you the Host Id and the Host Name information of the offline machine (the machine with internet access)
f. Install the XC Compiler (version 1.10 or higher) in Free Mode on the online machine
g. Execute these commands on the online machine, (use hostid information from the offline machine) `xclm –actkey "activation-key" hostid="mac" hostname="host"`
> where:
> activation-key is the key that was provided at the time of the compiler

purchase

hostid is the mac address of the machine that will host the activated license

hostname is the username of the machine that will host the activated network license
h. The output of the previous command will display the license that was created. This file should be copied to the license directory of the offline computer
i. The location of the license directory can be found by opening the configuration file (of the offline computer), **`Microchip/xc_license_server/v###/etc/xclm.conf`**

Error Code 133 on Mac - MAC OSX version 10.5 or lower issue.

This issue is fixed in the XCLM version 1.10 To avert please download v1.10 (or higher) of the XC Compiler, begin installation, and retry the same action that caused the original error.

Error Code 134 and 136 - Firewall program or the Anti-Virus interference (especially Avast Antivirus).

1) First option:
This is a known issue and should be fixed in v1.11 of the compilers (at the time of writing, they were not yet released).
First course of action should be to tell the customer to update to these versions of the compilers, if available, and retry the activation process.

2) Second Option
For the duration of the Activation please deactivate the firewall and the Anti-Virus Program.
The License Manager on your machine communicates with the Licensing Server, and if this communication is hampered, this error occurs.

If for some reason disabling antivirus does not work, please log a ticket to support.microchip.com and send us the following details:
Execute the command "*`xclm        -hostinfo`*" on the command prompt
This will give you the Host Id and the Host Name (provide this information in the Ticket along with the License key).

Also send the dump of this command:
`xclm        -status`

Error Code 1005 - Too many activations

He has used up all activations. He will have to contact a marketing/compiler manager/VP in order to issue the order to "reset" activations.

Error Code 1007- Invalid hostid type

Currently XCLM does not support all Linux boxes, including any Fedora 15+ boxes. On Fedora the issue is due to a new naming scheme used for Network Interface Cards. Unfortunately, there is no work around, so the customer will have to wait for a future build of XCLM that is compatible with this variation of Linux.

Error Code 1021

If you encounter this Error, please write to swlicensing2@microchip.com, and they will assist you with the Activation of the XC16 / XC32 Compiler.

Error Code 1022

Description: User tries to connect to proxy, but proxy requires credentials and user has not provided any
 Remedy (Windows): Activate via command line and executes the following commands.

First make sure that version 1.10 (or higher) is installed on the computer.

```
> set HTTP_PROXY=myproxyhost:port
> set HTTP_PROXY_CREDENTIALS=joe:joes_password
> xclm.exe -actkey XXXX-XXXX-XXXX-XXXX
```