
Problems with more than two users.

Posted by Liger - 2007/07/06 07:25

Hello

We have purchased a five user permanent licence file. Well I believe it is it contains the following line: INCREMENT session blm 3.1 permanent 5 79D23C846BA7 HOSTID=ANY \

Is that a five user permanent licence file?

Anyway the problem is with this file I cannot get more than one Mac user logged in at a time. When the second Mac user trys to login through Go Global they recieve the following error message: Logon failed due to a licencing problem.

I have checked the log files and they produce this information:

Log Entries

Entry Date Time Description

1 2007-07-06 06:57:52.984 Opened log for process ID #1036.

2 2007-07-06 06:57:53.031 The log output level has been set to 1. Errors will be reported.

3 2007-07-06 06:58:49.062 aps (1036) The service may have hung during initialization. Attempting to continue.

4 2007-07-06 09:30:27.359 Rachel douce on Cta01, aps (1036) Failed to obtain a license to access the session for the following reason: License file does not support this version. (Error code: -21).

5 2007-07-06 09:31:57.281 Rachel douce on Cta01, aps (1036) Failed to obtain a license to access the session for the following reason: License file does not support this version. (Error code: -21).

6 2007-07-06 11:26:51.437 Katarina minton on Cta01, aps (1036) Failed to obtain a license to access the session for the following reason: License file does not support this version. (Error code: -21).

7 2007-07-06 11:26:51.437 Closed log

The Go Global cluster manager is at version 3.2.0.4152 the clients are the latest download from the website.

All help greatfully received, thankyou in advance.

Calvin

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Re: Problems with more than two users.

Posted by Erik - 2007/07/12 00:01

Calvin,

Sounds like you are using GGW version 3.2 with an older 3.1.1 license. You can upgrade your license using the following form: <http://www.graphon.com/support/ggupgrade.shtml>

-Erik

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