KB2015-01: Activation Fails After Changes to Windows

Applies To:

Any system currently running the Schneider Electric MBX Driver Suite or any activated Cyberlogic software suite.

Issues:

Activating Windows, upgrading Windows, or replacing a system hard disk changes the system's identification. These changes invalidate the activation for the installed software suites. As a result, the software suite only runs for two hours at a time. The Cyberlogic License Server also logs a message in the Application Log stating, "An invalid computer ID was detected. Deactivate and reactivate the suite to correct the problem."

Procedure:

The procedures to restore full operation of the Cyberlogic suites and the Schneider Electric MBX Driver Suite follow.

Restoring operation of the Cyberlogic Suites:

To restore full operation of the Cyberlogic Suites, the software must first be deactived. After this, the suite must then be activated again. Review the Activation Help document (http://www.cyberlogic.com/cyberlogic/docs/help_files/Activation_Help.pdf) for detailed descriptions of both processes.

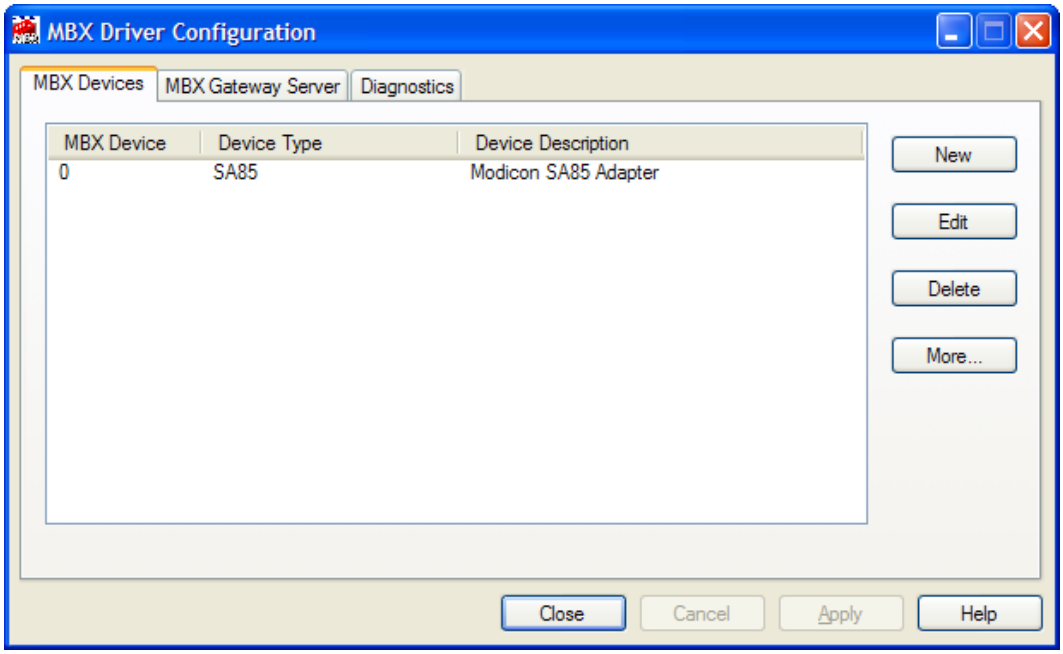
Restoring operation of the Schneider Electric MBX Driver Suite:

To restore full operation of the Schneider Electric MBX Driver Suite, the software must be uninstalled and then reinstalled.

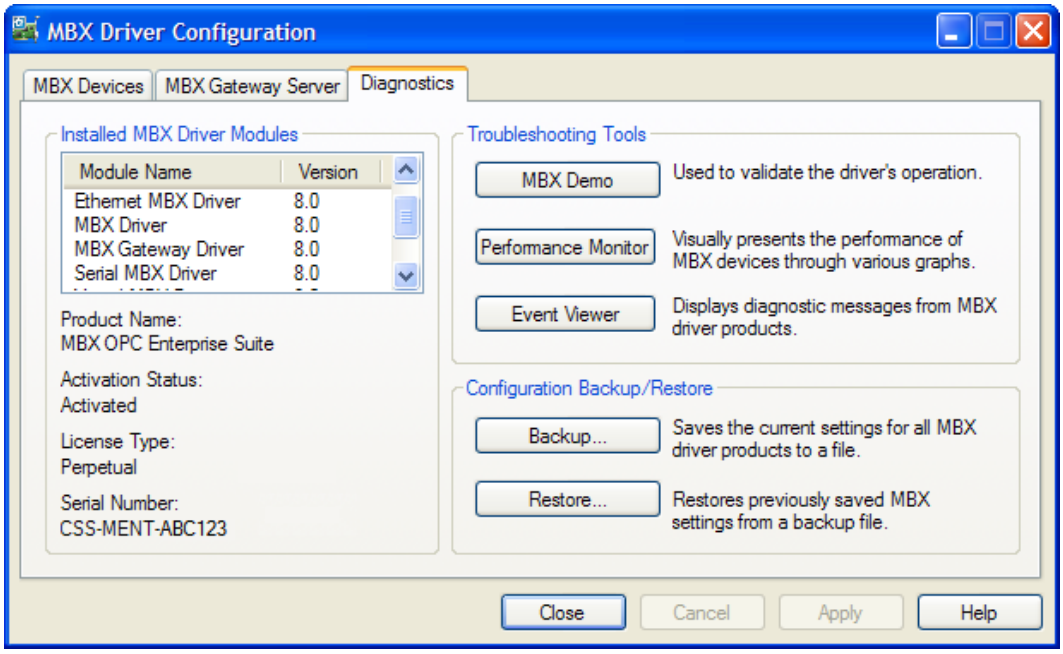
1. Backup the MBX Devices configured on the system.

    a. Start the MBX Driver Configuration Editor by navigating to the **Schneider Electric – MBX Driver Suite/Configuration** program group and selecting ***MBX Device Drivers***.

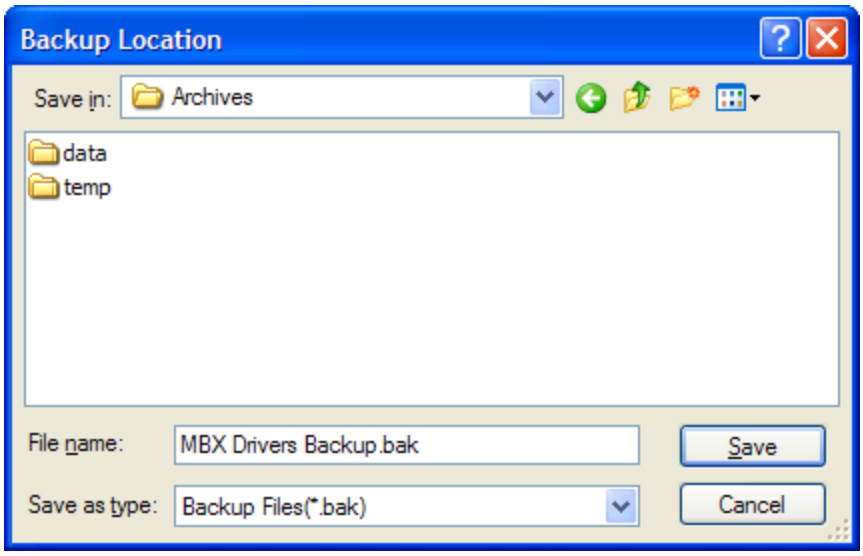
Copyright © 2015 Cyberlogic Technologies Inc.



b. Select the ***Diagnostics*** tab.



c. Click the ***Backup...*** button.



d. Browse for the backup directory. By default, the last-used directory will be selected.

Caution!	Do not store the backup file in a directory underneath the **Program Files\Cyberlogic** (32-bit Windows) or **Program Files (x86)\Cyberlogic** (64-bit Windows) directories. All files underneath those directories will be deleted when the software is uninstalled.

e. Enter the ***File name*** you want to use for your configuration backup file, and then click the ***Save*** button to complete the backup operation.

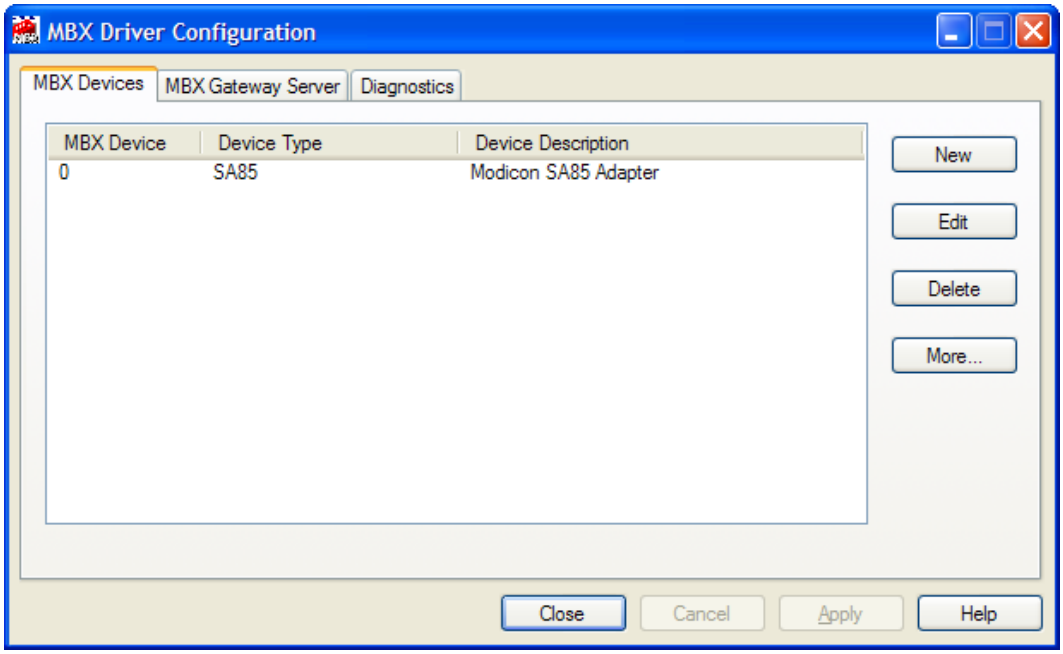
f. Close the MBX Driver Configuration Editor.

2. Uninstall the Schneider Electric MBX Driver Suite.

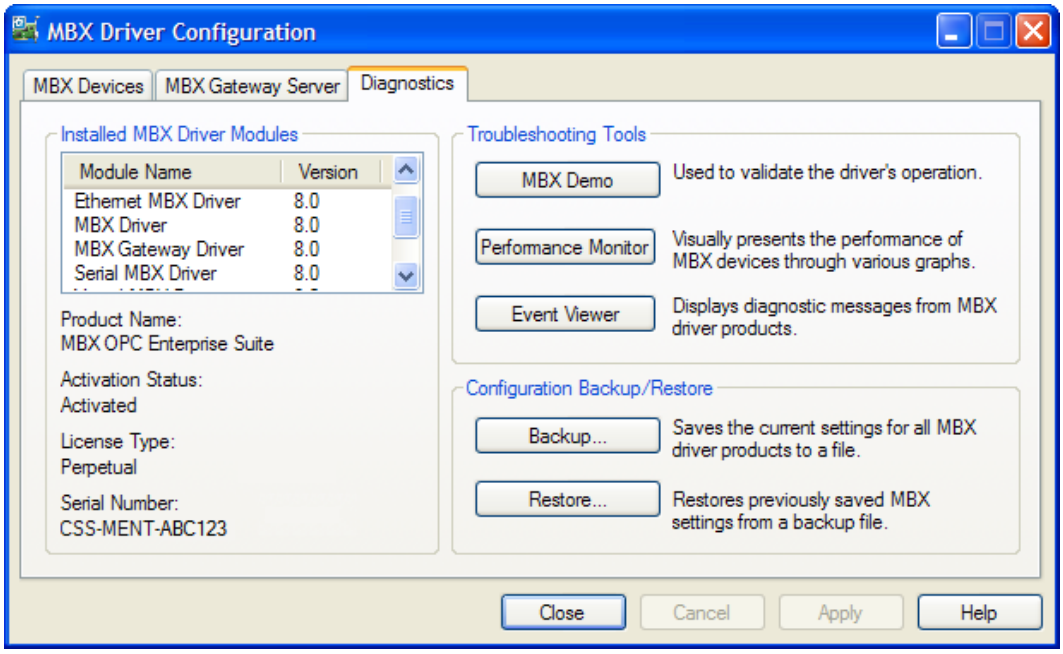
3. Install the Schneider Electric MBX Driver Suite.

4. Restore the saved MBX Devices.

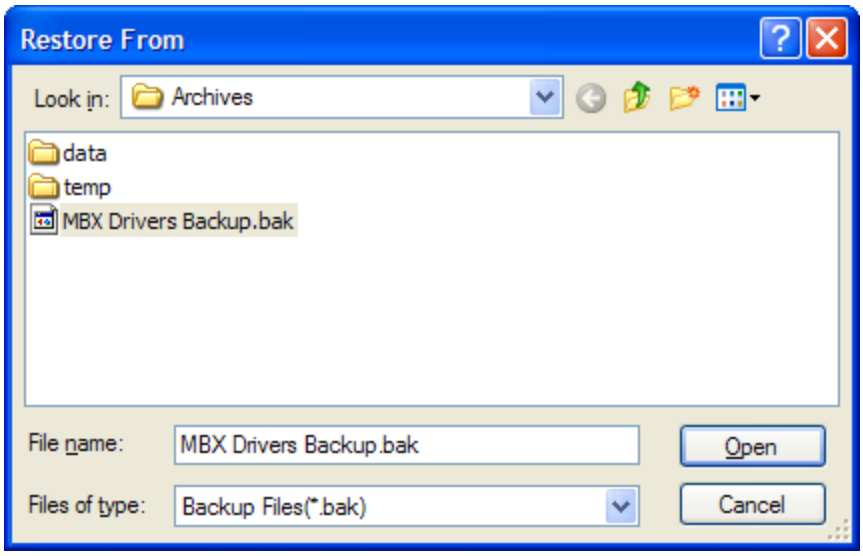
   a. Start the MBX Driver Configuration Editor by navigating to the **Schneider Electric – MBX Driver Suite/Configuration** program group and selecting ***MBX Device Drivers***.



b. Select the ***Diagnostics*** tab.



c. Click the ***Restore...*** button.



d. Browse for your configuration backup file. By default, the last used directory will be selected.

e. Select the backup file and click the ***Open*** button to complete the restore operation.

f. Close the MBX Driver Configuration Editor.

5. Reboot the system.

Technical Support

Cyberlogic's website, www.cyberlogic.com, has information on related products, news, software downloads and contact information.

Cyberlogic Technologies
5480 Corporate Drive
Suite 220
Troy, Michigan 48098 USA

Sales: 248-631-2200
sales@cyberlogic.com

Technical Support: 248-631-2288
techsupport@cyberlogic.com

Copyright © 2015, Cyberlogic® Technologies Inc. All rights reserved.

This document and its contents are protected by all applicable copyright, trademark and patent laws and international treaties. No part of this document may be copied, reproduced, stored in a retrieval system or transmitted by any means, electronic, mechanical, photocopying, recording or otherwise, without the express written permission of Cyberlogic Technologies Inc. This document is subject to change without notice, and does not necessarily reflect all aspects of the mentioned products or services, their performance or applications. Cyberlogic Technologies Inc. is not responsible for any errors or omissions in this presentation. Cyberlogic Technologies Inc. makes no express or implied warranties or representations with respect to the contents of this document. No copyright, trademark or patent liability or other liability for any damages is assumed by Cyberlogic Technologies Inc. with respect to the use of the information contained herein by any other party.

Cyberlogic®, DHX®, MBX®, WinConX® and Intelligent • Powerful • Reliable® are registered trademarks and DirectAccess™, OPC Crosslink™ and DevNet™ are trademarks of Cyberlogic Technologies Inc. All other trademarks and registered trademarks belong to their respective owners.