

CXpro^{HD} v1.04 “Expired licence” message

Summary

Users that have both an expired software license AND a valid HASP license on their PCs when they install the CXpro^{HD} v1.04.00 release may receive an Expired Licence. This bulletin explains how to fix the issue.

Background

A bulletin is required to explain this behaviour and explain how to change it when it causes difficulty.

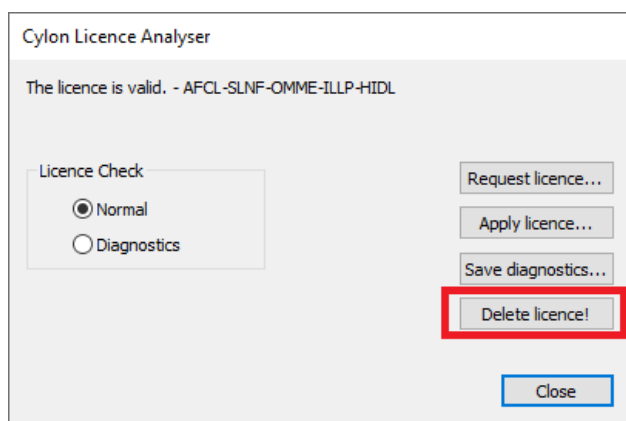
Features

The problem arises for users that have both an expired software license AND a valid HASP license on their PCs. When these users install and run CXpro^{HD} v1.04.00, it will not find their valid HASP license.

As a result, a message will be displayed to say that the software license has expired.

If this issue affects you, it may be fixed by deleting the software licence as follows:

1. Download `LicenceAnalyser.exe` from support.cylon.com > Software Downloads > CXpro^{HD}
2. Copy `LicenceAnalyser.exe` to `\CXPro1.04_Install_Folder\Utilities\ folder` (overwrite the existing file)
3. Double click `LicenceAnalyser.exe` to launch it:



- 4.
5. Use the highlighted 'Delete licence!' button to remove the expired license.
6. Restart CXpro^{HD} v1.04.00

Once the expired license has been removed, CXproHD 1.04.00 can be run using the valid HASP license on the PC.

Customer Impact

Customers who have both an expired software license AND a valid HASP license on their PC, and who receive an expired licence message should follow the steps detailed above.