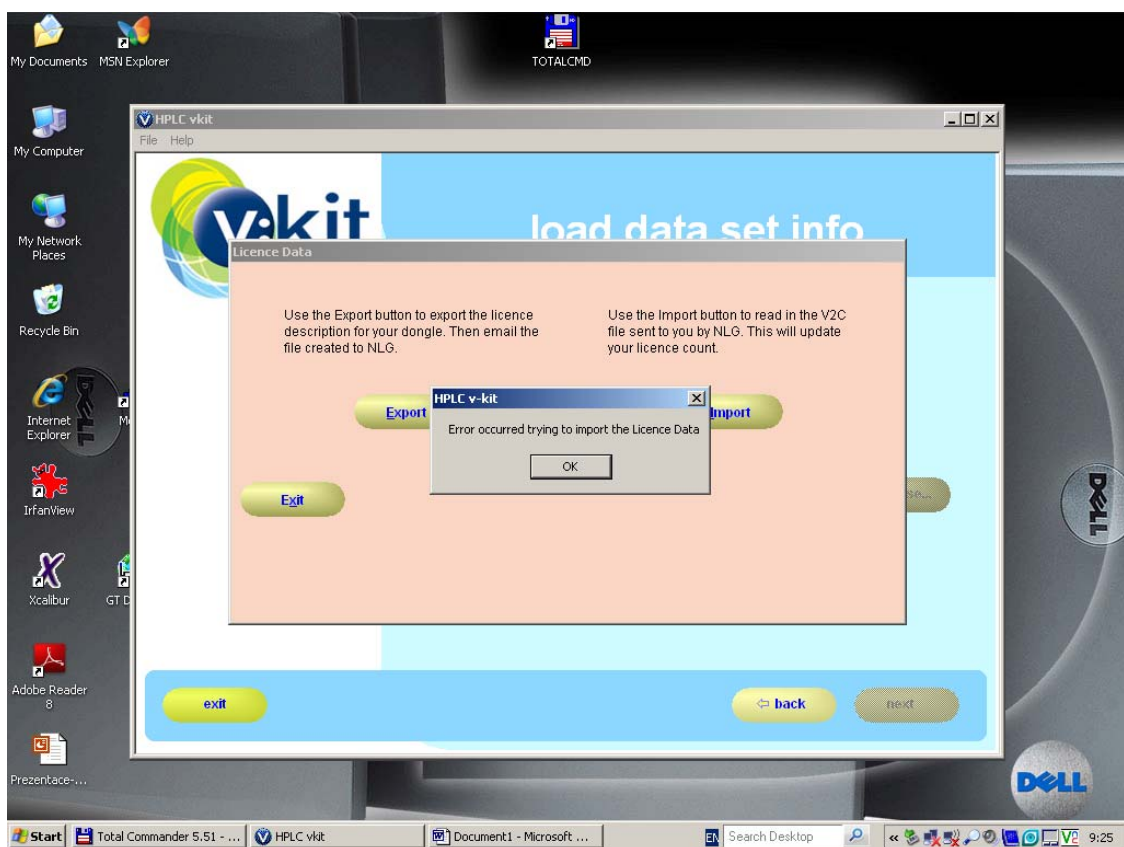


v-kit ver 3.1 error code “Error occurred trying to import the Licence data”

Details

When importing a v2c file the error message “**Error occurred trying to import the Licence data**” appears. See below.



Solutions

There are 3 main causes for this error:

[1] Importing a V2C file to the wrong Dongle.

Check that you are importing to the correct Dongle. Note that the name of the V2C file has the following format: HaspUpdate_[ID]_[Dongle ID].v2c.

[2] Importing a V2C file that has already been imported.

Check that the Licenses you require are not already activated on the Dongle.

[3]. Importing V2C files out of sequence.

Import V2C files for a given Dongle in sequence of the file ID. Note that the name of the V2C file has the following format: HaspUpdate_[ID]_[Dongle ID].v2c

To help diagnose which of these is occurring can you please e-mail the exported C2V file from the dongle.

c2v files are **customer to vendor** files.

They contain important information about the licence status of your dongle. NLG can use these files to help troubleshoot dongle/licence problems.

To create a c2v file:

In the **load data set info** screen

Select **FILE** then **LICENCE DATA** then **EXPORT LICENCE DATA**

e-mail the file named ***.c2v** to info@v-kit.com