



VERIFY AND REPLACING EXPIRED LICENSE

TECH TIP Ver. 4.0.1

DESCRIPTION: This Tech Tip is to determine if your server needs a license. Symptoms include the ARTECO server not starting when you click the service icon located on the desktop.

IMPORTANT: This Tech Tip applies to ARTECO Server version **4.0.2.1018** or earlier and is not intended or advised to be used with any other version of ARTECO Server. This tech tip is also only if you are running ARTECO Server as a service. If you do not know, contact your system administrator.

- 1.) On the Server Machine navigate to C:\ARTECO\ARTECO-SERVER
 - a. Run licenseInfo.exe
 - i. This will create a local.Sid file and place it in the same folder as the licenseInfo.exe
- 2.) Ensure you are still in the folder C:\ARTECO\ARTECO-SERVER
 - a. Select the files "local.arl, local.rgc, and local.sid"
 - b. Send these files to the email software2@artecous.com
- 3.) Await an email with the updated files.
- 4.) Place the files received from the ARTECO support team into the folder C:\ARTECO\ARTECO-SERVER.

