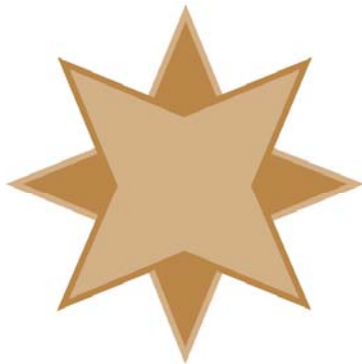


# Entering Your Pervasive PSQL Database Engine License

A White Paper From



**GOLDSTAR  
SOFTWARE**

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For more information, see our web site at  
**<http://www.goldstarsoftware.com>**

# Entering Your Pervasive PSQL Database License

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The Pervasive database engine is licensed via an electronic license key provided with the engine license. With Pervasive PSQL v10.00 through v10.20, license keys are a 24-character alphanumeric string with no dashes. Pervasive PSQL v10.30 uses a 25-character "activation key", which is indicated by five groups of five characters with separating dashes, as in this example:

1111E-65SU2-JK2ID-FHOS0-I1OG6

With Pervasive PSQL v11, the license key is 30 characters (6 groups of 5 each).

When you activate a license, the key is sent to Pervasive Electronic Licensing Server (ELS) and is used to pull the proper software license for your engine and mark the license as "in use". The activation keys can only be activated on ONE server at a time. If you need to move the license to a different server, you MUST remember to deactivate the license on the current server FIRST, and then activate it on the new server.

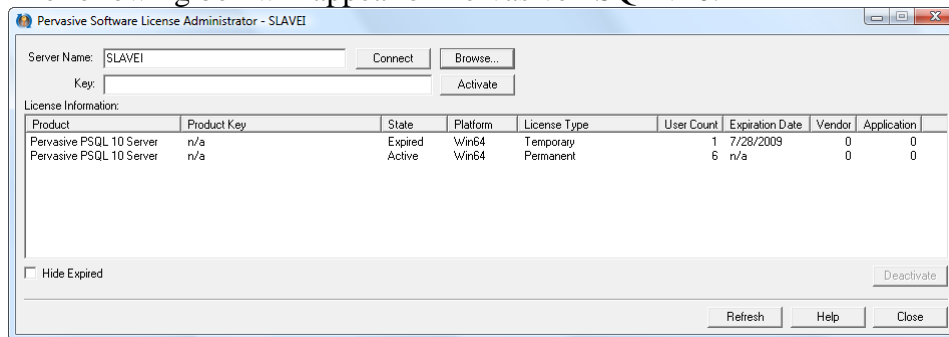
The process of activating a database engine is fairly simple, and is done with the License Administrator. This tool is available in both a GUI and command line versions.

## Using the GUI License Administrator

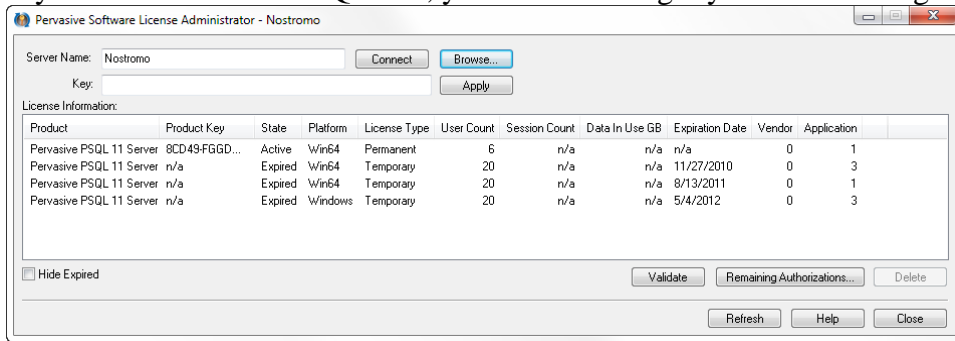
To add your license with the graphical License Administrator tool, follow these steps:

- 1) Go to the physical server itself and verify that you can access the Internet from the console. (Internet access is required for this process.) Please note that you can NOT do the install or basic management processes from a Remote Desktop (RDP) or Terminal Services session if you are upgrading from PSQLv9 or older. If you are doing a clean install of PSQLv10 or newer, then you may be able to do this from an RDP session without any problems.
- 2) On the server, select Start/All Programs/Pervasive/PSQL/Utilities/License Administrator.

The following box will appear on Pervasive PSQL v10.



If you have Pervasive PSQL v11, you will see a slightly different dialog:

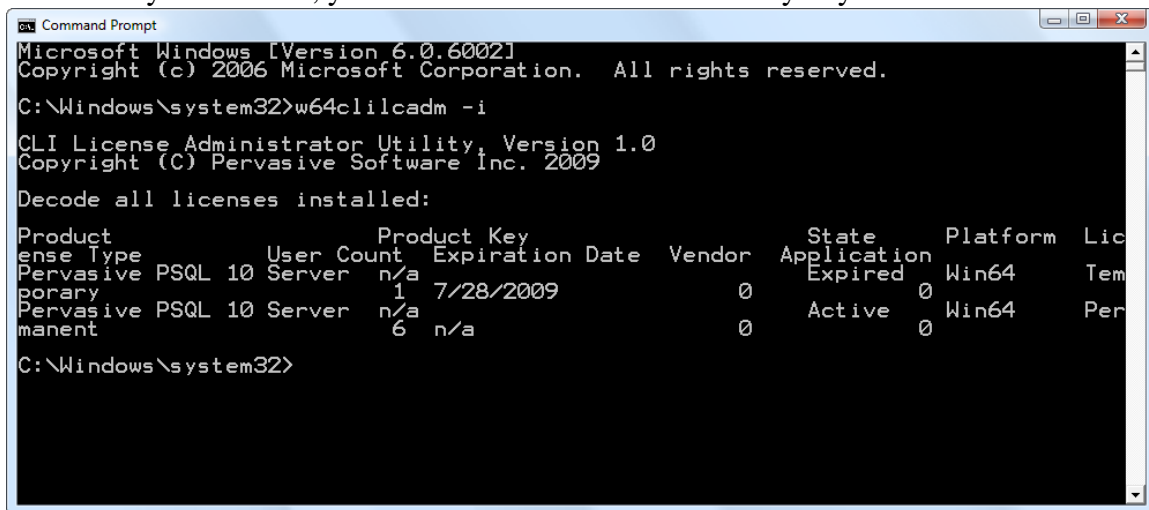


- 3) Paste or type your activation key into the box labeled "Key".
- 4) Click the **Activate** or **Apply** button to activate your license key. You should receive a message about the license being applied successfully, and the License Administrator should show the new license.

## Using the Command Line License Administrator

To use the command line version of the License Administrator tool, follow these simple steps:

- 1) Go to the physical server itself and verify that you can access the Internet from the console. (Internet access is required for this process.) Please note that you can NOT do the install or basic management processes from a Remote Desktop (RDP) or Terminal Services session if you are upgrading from PSQLv9 or older. If you are doing a clean install of PSQLv10 or newer, then you may be able to do this from an RDP session without any problems.
- 2) Start a Command Prompt (Start/Run/CMD.EXE).
- 3) If you are on a 32-bit server or workstation, enter the command (without the quotes) of "clilicadm -i". If you are on a 64-bit server, enter the command "w64clilicadm -i". When you are done, you should see a screen that shows you your current licenses:



- 4) To apply a new license, press the up arrow (or retype the line above), change the `-i` to `-a`, add a space, and then add your license key (with the dashes) to the command line. As with the GUI, you should get a message that the license was applied successfully.

## Problems with the License Administrator


We have seen several sites having problems with the License Administrator tools lately (which is one of the reasons this paper was created instead of simply referring to the manuals).

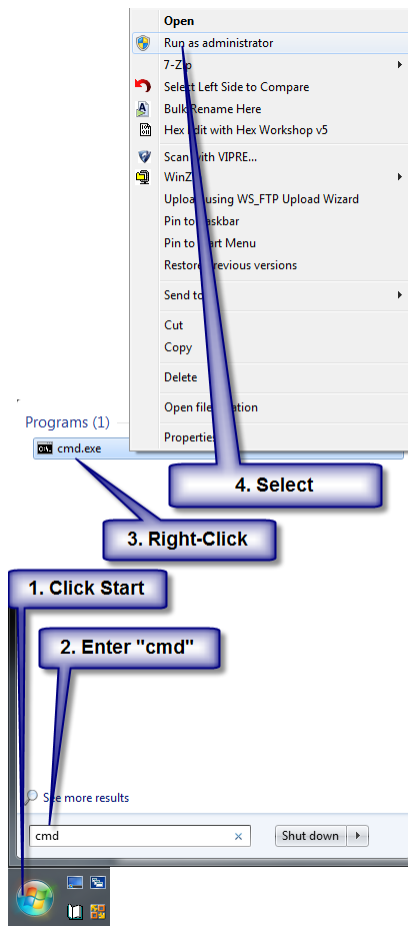
1. **DBU-Access Denied:** Apparently, some servers are not able to properly apply the license and return the error "DBU-Access Denied", even though you may be at the physical server console. This is likely a bug, or perhaps a new "feature" or newer versions of Windows. There are three workarounds to this issue.
  - \* The first workaround (if you get this from the GUI) is to use the command line version of the tool. This is quick and easy, and in most cases, it works just fine.
  - \* The second workaround is to use the GUI tool, but do it from the workstation. If you do this from a client computer, you'll have to enter the server's name in the box and click Connect, then provide your network administrator login name and password to the License Administrator tool. This works pretty well, too, but requires some extra steps and typing.
  - \* The final workaround is to manipulate a Pervasive Registry key, and should be used as the last resort option. To do this, start the Registry Editor (RegEdit) and go to *HKEY\_LOCAL\_MACHINE\Software\Pervasive Software\Utilities Interface\Settings* and change the value for the **Restrict Access on WTS Client** from 1 (Restricted) to 0 (Unrestricted). This should be the default value, but if your server had previously been installed with Pervasive.SQL V8 or Pervasive PSQL v9, then you might have this setting set to the old value.
2. **No Internet Access:** If you do not have Internet access on your server, then you will need to follow a different process for "offline activation". In essence, this process generates the machine ID to a special file, which you then take to a computer that DOES have Internet access to activate, and then you bring the data back to the server to apply. Pervasive PSQL v11 also supports a telephone activation process. For more information on offline activation, see the online copy of the Pervasive PSQL Users Guide in the chapter titled "License Administrator".
3. **Invalid License Key:** If you get a message that your license key is invalid, you should re-verify that you are typing it correctly. While the older license keys Pervasive eliminated the commonly-confused characters like I/1 and O/0, the activation keys use these characters one again, and they can be hard to discern on the license label in the small font. If you have a PDF invoice from Goldstar Software, you may wish to copy and paste the characters directly from the invoice to save typing (and your eyesight).
4. **Stacking Licenses:** If you have multiple licenses that you want to stack together with PSQLv10.10 or above, then you should have one of those licenses listed as a "Base" license, which is a normal PSQLv10 engine license. All other licenses should be special "User Count Increase" licenses. When entering the licenses, always enter the Base license first, and then enter all UCI licenses.

5. **License is Accepted But It Doesn't Work:** You should check your license in two different places. First, check the License Administrator to see what licenses are applied, and add up the sum of the base license plus any user count increase licenses. Then, go to the Pervasive Monitor and select **Microkernel/Resource Usage** to see the currently enabled license count that the engine has accepted. If these numbers do NOT match, then you have a problem with your license.
6. **License Count in License Administrator Doesn't Match Monitor:** Start the License Administrator and look at the **State** column to verify that the licenses you expect to be working all show "Active" in the License Administrator. Then, verify that the **Product** column and the **Platform** column both indicate the product that you are running. If you have old license keys (for Pervasive PSQL v9, for example), you may wish to remove them at this time to avoid confusion. You can verify the engine that was installed from the Control Panel's Add/Remove Programs applet. We have seen several sites install a Server Engine download from Pervasive, and then attempt to apply a Workgroup Engine license. Strangely, the License Administrator allows you to add a license for the wrong product without even a warning. The solution here is to remove the incorrect product and reinstall the correct version.
7. **Status 7224: Insufficient Rights:** If you have installed the Workgroup Engine as an Application and you lack true Administrator rights, then you may receive Status 7224 when you use the normal License Administrator. At this point, you have two options:  
A) Uninstall the PSQL engine and reinstall it as a Service. The service is granted the needed rights during the install process, so this works just fine.  
B) Activate the license from an elevated command prompt. These steps are shown below.

## Working Around a Status 7224 Error Message

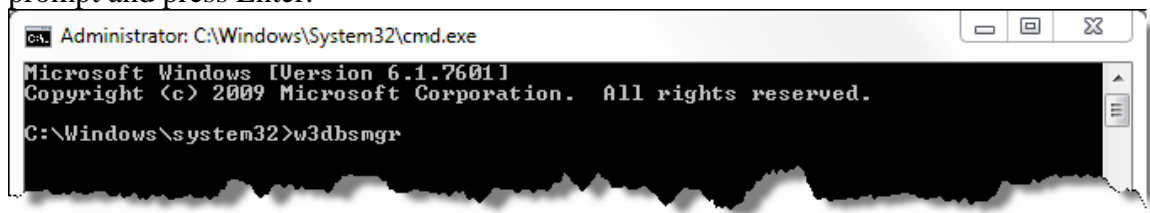
This is one of the most common issues with the License Administrator, and it appears on systems with User Account Controls enabled, like Windows 7. To work around this problem, carefully follow these steps:

1. Close the License Administrator and any other Pervasive applications.
2. Find the Pervasive Notification Viewer icon (  ) in the system tray (the lower right corner by the clock), right-click on it, and select Exit.
3. Find the Pervasive Engine icon in the system tray, right-click and select **Stop Engines and Exit**. This will complete shut down the database engine.
4. Launch an elevated command prompt. If you have Windows 8, swipe up from the bottom of the Start screen (or right-click the Start screen) and touch **All apps**. Locate the **Windows System** heading, which may be off screen to the right. Press and hold (or right-click) on **Command Prompt**, then select **Run as administrator**. If you have Windows 7, start by finding a command prompt window (Click Start and type CMD into the window), then right-click the icon and select **Run as administrator**. You may see a UAC dialog box, so select **Yes** or provide login credentials if prompted. The graphic below shows you exactly what this will look like.



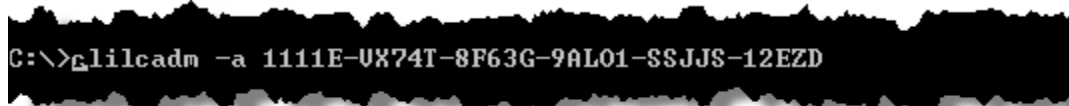
You should now have a new (black) command prompt window with full rights.

5. We now need to start the database engine with full rights. Enter W3DBSMGR.EXE at the prompt and press Enter.



You will get to another command line and the PSQL engine icon will load in the system tray.

6. Finally, use the command line license Administrator tool to apply your license, as described above. In short, enter the command "clilcadm -a <licensekey>".



When you press Enter, the system should activate the license and display the confirmation message within about 30 seconds.

7. Type EXIT to close the command prompt window, then reboot. You should find your license properly activated now.

Information Provided By **Goldstar Software Inc.**

<http://www.goldstarsoftware.com>

If you have other problems with your license, we urge you to contact Pervasive Software directly at 1-800-BTRIEVE or on the web at <http://www.pervasive.com>. As a reseller, Goldstar Software is not able to address many licensing problems (like lost license keys) or deactivate licenses. We are, of course, able to help in any other way with your Pervasive engine, and you can contact us at 1-708-647-7665 or via the web at <http://www.goldstarsoftware.com>.