Cyberlogic Knowledge Base



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 (<u>http://www.cyberlogic.com/cyberlogic/docs/help files/Activation Help.pdf</u>) 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.

iii.	MBX Drive	r Configuration					
	MBX Devices	MBX Gateway Server	Diagnostics				
	MBX Devic 0	e Device Type SA85		Device Description Modicon SA85 Adapter	r		New
							Edit
							Delete
							More
				Close	Cancel	Apply	Help

b. Select the *Diagnostics* tab.

- Installed MBX Driver Modul	es		Troubleshooting Tools	
Module Name	Version		MBX Demo Us	sed to validate the driver's operation.
Ethemet MBX Driver MBX Driver MBX Gateway Driver Serial MBX Driver Product Name: MBX OPC Enterprise Suite	8.0 8.0 8.0 8.0	•	Performance Monitor Vis ME Event Viewer Dis driv	sually presents the performance of BX devices through various graphs. splays diagnostic messages from MBX ver products.
Activation Status: Activated			Configuration Backup/Resto	ore
License Type: Perpetual			Backup Sa driv	aves the current settings for all MBX iver products to a file.
Serial Number: CSS-MENT-ABC123			Restore Re	estores previously saved MBX ttings from a backup file.

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

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i data						
File <u>n</u> ame:	MBX Drivers Backup.bak					<u>S</u> ave
Save as type:	Backup Files(*.bak)		•	*		Cancel

- 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.

iii.	MBX Drive	r Configuration					
	MBX Devices	MBX Gateway Server	Diagnostics				
	MBX Devic 0	e Device Type SA85		Device Description Modicon SA85 Adapter	r		New
							Edit
							Delete
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				Close	Cancel	Apply	Help

b. Select the *Diagnostics* tab.

c. Click the *Restore…* button.

Restore From	n				? 🗙
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data	s Backup.bak				
File <u>n</u> ame:	MBX Drivers Backup.bak				<u>O</u> pen
Files of type:	Backup Files(*.bak)	`	/		Cancel

- 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, <u>www.cyberlogic.com</u>, has information on related products, news, software downloads and contact information.

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