AFMG Licence Manager – User Key Handling and Trouble Shooting

In order for the AFMG software to start on your computer, you need an active User Key on your PC. For your convenience, these User Keys can be downloaded and uploaded from the AFMG server via the internet. This allows you to share one or more User Key(s) flexibly between several engineers in your office, for example.

Downloading / Uploading User Keys

If you have not yet used the AFMG software on your computer before or if you want to use the AFMG software again after someone else has used your User Key, you need to start the AFMG Licence Manager from the icon on your Desktop or the Start Menu.

Pressing first the **Online Licencing** button and then the **Download Licence** button will connect to the AFMG server via the internet and install your User Key on this computer – as long as there is a User Key available for your licence ID.

Under certain circumstances, however, the download procedure might fail. When it does, you will receive error messages similar to the ones shown on the right. Should this happen, you have two possible courses of action; one is to try to figure out why the procedure failed and the second is to switch to the Licensing by File method.
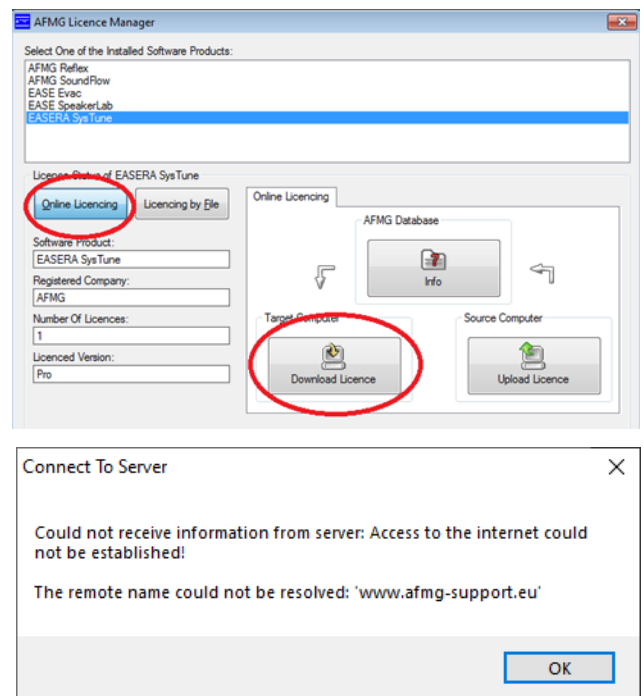

Solving Communication Issues

The most common reason for the download procedure not working is that the download is being blocked by your Firewall program and/or company network security settings. If you suspect this is the reason, turn off your Firewall and try again.

Other possible reasons include a slow acting connection to the web or your internet browser's HTTP1.1 settings. Slow acting connections may be overcome by establishing a web connection before attempting to download the User Key.

Your internet browser's HTTP 1.1 settings can be checked by opening its **Properties** window and checking the **HTTP settings**. To open the **Properties** window, type "Internet Options" into the search bar on the **Windows Taskbar** and select **Internet Options**.
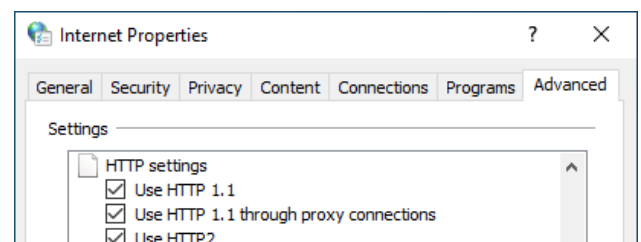
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The browser's HTTP 1.1 settings should be set to Use HTTP 1.1 if you do not have a proxy server between your computer and the web. Otherwise set it to Use HTTP 1.1 through proxy connections. This will often be the case in larger company networks. – Just try it to figure out what works best for you.

Security settings in company networks sometimes can be a hassle. Please ask your local administrators for help. It makes sense to settle these issues once, especially if you will be uploading/downloading the AFMG software User Keys more often.

A quicker solution than trying to find out why the download procedure did not work may be to use the **Licensing By File** routine described below. However, we suggest trying to figure out why the download method is not working. Please be reminded that **Licensing by File** might require an interaction with the AFMG Support Team based in Berlin, Germany. This may result in a delay due to different office hours.

Licensing by File

To obtain a User Key by the **Licensing by File** method, select the **Licencing by File** button in the **AFMG Licence Manager Manager** window and press the **Create Reference File** button on the **Licence** tab. Then click **OK** on the warning prompt that appears.

When the **Save As** dialog box appears, note where the ERF file (EASE Reference File) is saved.
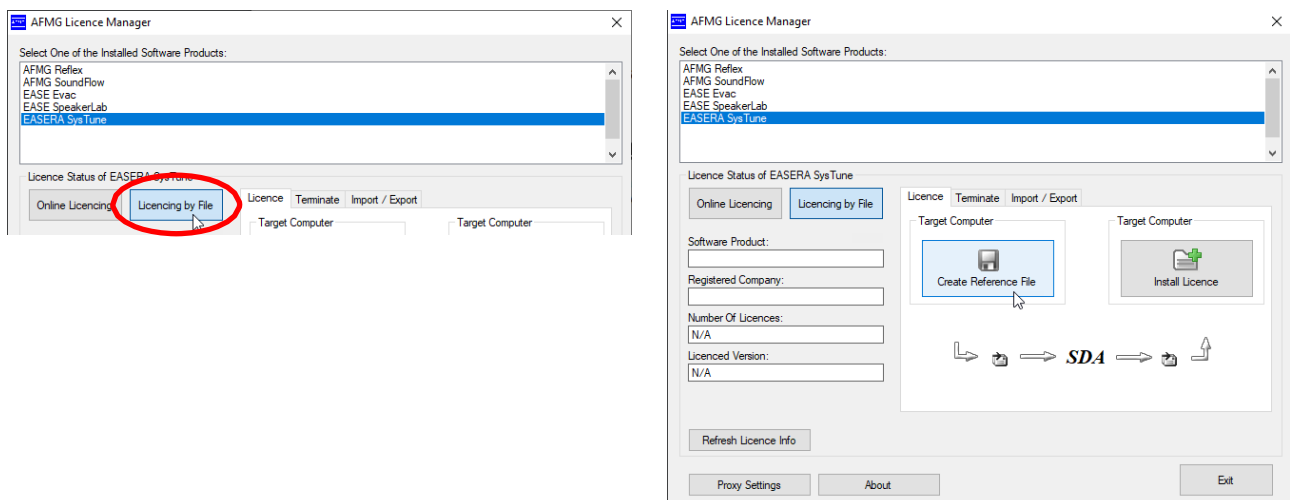
When the process is completed, a prompt will ask if you want to automatically email this file to AFMG. Clicking on **OK** will send the file to the AFMG Support Team. You will receive a timely answer within German office hours, Monday to Friday.
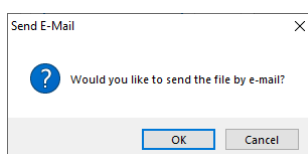
E-mail us at support@afmg.eu and ask for the AFMG software support if you run into any problems.