

Facetwin Expiration Problems

Problem:

This is an actual example:

Recently, ABCS loaded 31 PC's with FacetWin. Approximately 10 Days later all of the PC's were unable to Login to the Unix Server. The error message that the PC's received was "Fatal Error License has expired". NOTE: The demo license was loaded somewhere between the August 6th-8th. It failed August 16th.

This is the Original Unix Server Setup

The FacetWin part number on this machine # **sco5.500.21a (330)** #
Under "Your Machine ID number it read " # **sc5-18auqjqf-k** #

The FACETWIN LICENSE INFORMATION was..

- a. The machines ID was correct **i8auwjfqf**
- b. The License was correct **wx2222**
- c. The License Type was **Demo**
- d. The User License count is **50**
- e. The Original Vrs. Number **Version 2**
- f. The Original Expiration Date was **September 1st (today is August 16th)**
- g. The Flags column read **<USED>**

The FacetWin rep (Tray) had the ABCS technician perform the following functions.

- a. From the prompt they had us type # **cd /usr**
- b. From the prompt they had us type # **cd facetwin**
- c. From the prompt they had us type # **fct_adm**
- d. At that point we were advised to select Option #2 **Edit FacetWin License**
- e. The next step was to again select Options #2 **Edit FacetWin License**
At this point we had 4 Options **(A)dd (R)enew(D)elele and (Q)uit**
- f. We were advised to select the Option to **(D)elele the License**
Once selected this option will prompt you "Are you sure". We answered "Yes"

This process completed the deletion of the original FacetWin License. The next step was to Add it Back.

We did so by,

- f. Simply following the original instructions of **Edit FacetWin>Edit FacetWin**
- g. Instead of deleting the license, we were now advised to select the “**ADD**” option
- h. Once selected we were prompted to enter in the following License Info
 - 1. Type of License- **demo**
 - 2. Registration Key #- **vwvd76cmerrea5** (50 user license)
- i. It now added the new License, and changed the Expiration date to September 15, 2000

The “**Altered**” FACETWIN LICENSE INFORMATION displayed as follows..

- a. The machines ID was correct **i8auwjf**
- b. The License was correct **wx2222**
- c. The License Type was **Demo**
- d. The User License count is **50**
- e. The Original Vrs. Number **Version 2**
- f. The Original Expiration Date was **September 15th (today is August 16th)**
- g. The Flags column read **<USED>**

Everything appeared to be correct, but Facetwin would still not work!

Tray, from Facetwin, requested a telnet session into the troubled system. We approved the request. Tray then enformed my department that someone had recently re-booted the system to finalize the installation of a 2nd Network Card. We concurred that we had indeed, the night before, installed the new network card. This helped to isolate the problem.

The Old Hosts File had the following server entrees

```
#  
#          SCCS IDENTIFICATION  
127.0.0.1      localhost  
192.168.131.101 kelly kelly.uucp.com      abcsdserver  
216.132.142.3  advantage  
192.168.131.102 tcserver
```

NOTICE: at the bottom of the file was the following (wrong) kelly entry

```
192.168.131.172 tcs172 #tcs172#  
192.168.131.172 tcs173 #tcs173#  
192.168.131.172 tcs174 #tcs174#  
24.244.132.63. kelly kelly.uucp.com
```

Below is the "corrected" NEW HOST file (with the entries that Facetwin made)

```
#  
#          SCCS IDENTIFICATION  
127.0.0.1      localhost  
192.168.131.101  kelly kelly.uucp.com      abcserver  
216.132.142.3   advantage  
192.168.131.102  tcserver  
24.244.132.63   kelly kelly.uucp.com  
#  
# Network Printers  
#
```

NO OTHER ENTRYS WERE MADE! Immediately all PC's started working

The problem evidently, was that Facetwin could not distinguish which Kelly address to utilize for its operation. Consequently none of the PC's operating with FacetWin worked. Re-addressing Kelly's in the proper order above appeared to fix the problem.