Troubleshooting Nucoda and Phoenix license issues (Updated Feb 2013)

The license file is located in the directory given by the environment variable :

For 2011.X newer: NUCODA_LICENSE_DIR or PHOENIX_LICENSE_DIR (depending on product)

For 2010.0: NUCODA_LICENSE_DIR

For 2009.0: DV_LICENSE_DIR

- Make sure that the environment variable NUCODA_LICENSE_DIR has no odd spaces (at start/end) for its set value e.g. if NUCODA_LICENSE_DIR = "C:\Nucoda\License\"

- The license file is called "license.flic". If you are using Windows, make sure that no HIDDEN extension (e.g. .txt) has been added (see : folder properties/hide extensions ...)

- Make sure the license.flic file is the ONLY .flic file in the folder. We check all .flic files in alphabetical order!

- Make sure the date and time is CORRECT on your computer. The computer clock must never be put back!

- Make sure that the system ID in the license string (third field e.g. 003048671219) is correct for the machine you run on.

- The system ID (MAC) must be on an ACTIVE network interface i.e. it must NOT be DISABLED.

- Make sure that the license string is in the "license.flic" file on ONE line only (a single line per license string)

- If the license string has been given to you split over 2 lines with a "\" line continuation character used - delete it when placing the string on a single line i.e.

    FilmMaster 3.6 001F294EAEBC 12-Aug-2009 14 \
    Avid Enh Res Conv 89D82D4CD40EA4234668

    Should be:
    FilmMaster 3.6 001F294EAEBC 12-Aug-2009 14 Avid Enh Res Conv 89D82D4CD40EA4234668

- Make sure that the version of software you are running MATCHES the version in the license (second field e.g. 3.6)

- We read the license.flic file from top to bottom and choose the FIRST valid license. If this is an OLD license, we will use it, and you may still get expiration warnings.

- Make sure any new license line is before old ones.

- The license file has format "PRODUCT VERSION MAC DATE DAYS .." where DATE = date license created, DAYS = number of days license is valid for. So make sure that DATE + DAYS is a within your active period.

- Some virtualisation products (e.g. vmware, virtualbox) can interfere with the network devices we try and attach to. If you have such software installed, try disabling or uninstalling it.

- Make sure you are running the correct application, as specified in the license file i.e. run "Nucoda Fuse" when the license.flic file specifies "NucodaFuse" as the product name.