

Trial License Code Changes

December 26, 2016

Problem

You are asking for a trial license code that is different from a code we sent you previously. The problem is not with the trial license. It is because the code has changed. The code for a trial license is based on an encryption of MAC addresses for all network devices connected to your system. If you change the set of MAC addresses, then the code will change and the trial license will not work. Change the settings of your computer so that the original trial license works again.

You may have:

- Enabled a wireless network adapter between the time the original license was requested and when the ASE2000 was run. If so, disable the adapter
- Disabled a wireless network adapter between the time the original license was requested and when the ASE2000 was run. If so, enable the adapter
- Added or removed other network adapters. If so, restore the configuration to the state it was in previously
- Activated a VPN. A VPN normally generates a “pseudo” network device with a new MAC address every time the computer is started. The trial license does not work on machines with VPNs
- The same may be true of virtual machines

Resolution

Restore the computer to the same state as when the original trial license was requested. You can verify this by observing the generated trial license code in the menu used to request and activate a trial license. When this code matches the code of the installed license, the ASE2000 will operate