

# License errors and their resolution

Common licensing errors are listed in the tables below.

On this page:

## Licensing errors generated when running CSI software

Error Code	Problem Description
10	License not found though LM servers are running. <a href="#">Additional details and resolution for error # 10.</a>
11	User-defined license not found - level defined in level.txt or program.ini file not found. <a href="#">Additional details and resolution for error # 11.</a>
17	LM servers are not running. <a href="#">Additional details and resolution for error # 17.</a>
20	License found but update failed. May need to check their network connect or check out the license so there is no interruption. <a href="#">Additional details and resolution for error # 20.</a>
30	License found but license is not valid. Confirm system date on machine is correct and then send lserverc file to CSI to determine why license file is not valid.
40, 50	License not served or provided/issued by CSI.
110	License file may be corrupted. Please contact CSI.
120	License file incomplete. For standalone licenses, deactivate license and then reactivate the license.

## Other licensing errors

Error Code	Problem Description
75	Error when checking out license. <a href="#">Instructions to resolve error # 75.</a>
84	Error when installing authorization code for remote machine. <a href="#">Additional details and resolution for error # 84.</a>
92	Error when adding license. Usually related to the wrong version of LM (older version than required by license file). <a href="#">Additional details and resolution for error # 92.</a>
150	Error when adding license. "Error 150: The specified lock code is invalid." This error occurs when the locking code of the machine does not match the locking code of the license file. Run wechoid to check the locking code of the machine and compare it to the license file. If the license is locked to a USB key, the USB key driver may not be installed. To download the latest version of the Sentinel Driver, please visit <a href="#">here</a> .
403	Error when running activation tool for web-activated license . <a href="#">Additional details and resolution for error # 403.</a>
"Internal Error, Please contact..."	Received when running Standalonekey.exe. This is most likely due to the PC date/number format on the machine. Please change the PC date/number format to US mm/dd/yyyy to resolve.
": VLSrevokeByPermissionTicket"	Issue can occur when activating/deactivating license and may prevent any further activation/deactivations. May have multiple error numbers (such as error 143, ...). <a href="#">Instructions to resolve VLSrevokeByPermissionTicket.</a>

## License manager log file

To troubleshoot licensing problems, you may find it useful to review the [Sentinel RMS License Manager](#) log file, given as CSI\_SentinelLM.log in the [application data directory](#).

## External links

- [Licensing Library Error and Result Codes](#)