

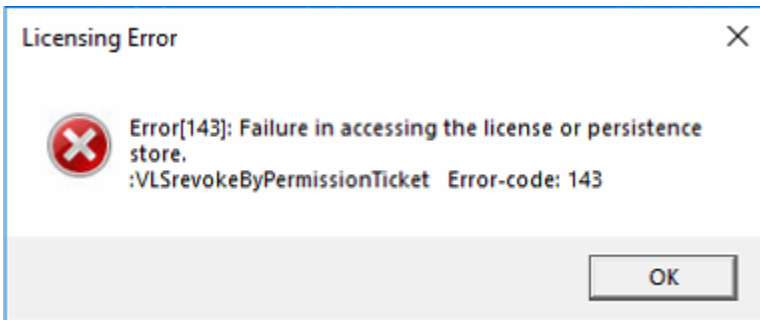
# :VLSrevokeByPermissionTicket Error

This licensing error can occur when activating/deactivating a web-activated license, most commonly standalone licenses.

On this page:

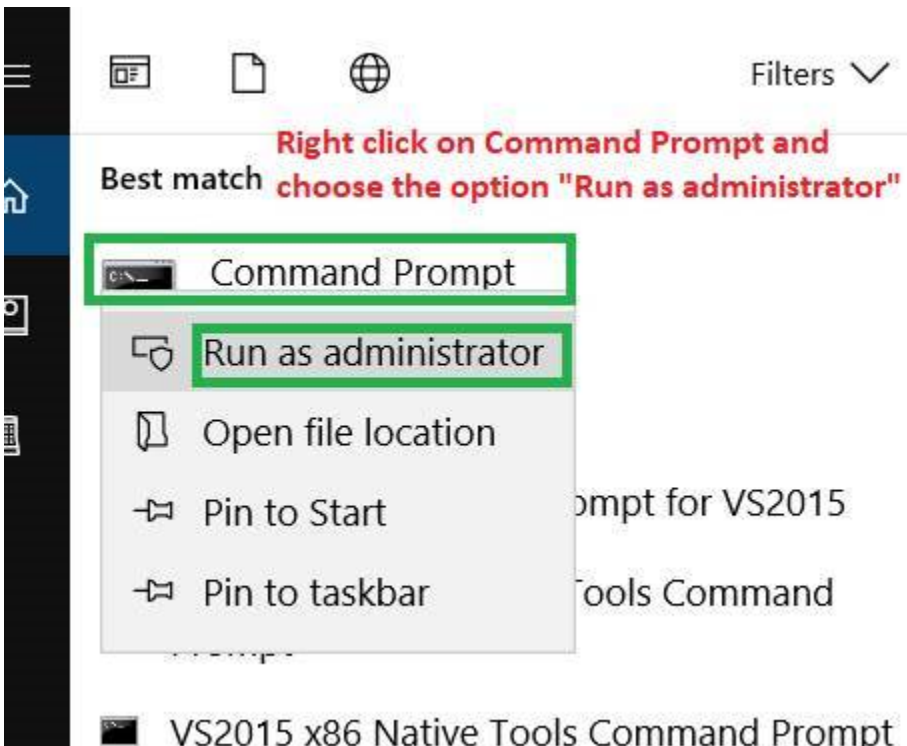
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## Error Message:



## Resolution:

1. You must be logged into the machine as Administrator to run the license cleaning utility, lsclean.exe.
2. Run a command prompt explicitly as Administrator (this is a right-click option):



3. Change the folder to the C:\Program Files\Computers and Structures\[PRODUCT NAME]\CSiLicensing folder and type the following command:

```
lsclean -fixrevoke
```

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.17134.523]
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C:\WINDOWS\system32>cd\

C:\>cd C:\Program Files\Computers and Structures\ETABS 17\CSilicensing

C:\Program Files\Computers and Structures\ETABS 17\CSilicensing>lsclean -fixrevoke_
```