

Allplan does not start after crashing - cannot find a license for running Allplan

Technical Support FAQ

Category: Technical Services->Licensing->Wibu

Programs: Allplan 2021
Allplan 2020
Allplan 2019
Allplan 2018
Allplan 2017
Allplan 2016

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Internet: <https://connect.allplan.com/en/faqid/20150728103529.html>

Question:

After crashing, Allplan does not start anymore. When you open license selection in the license settings, you can see the following message: "Cannot find a license for running Allplan." How to solve this problem?

Answer:

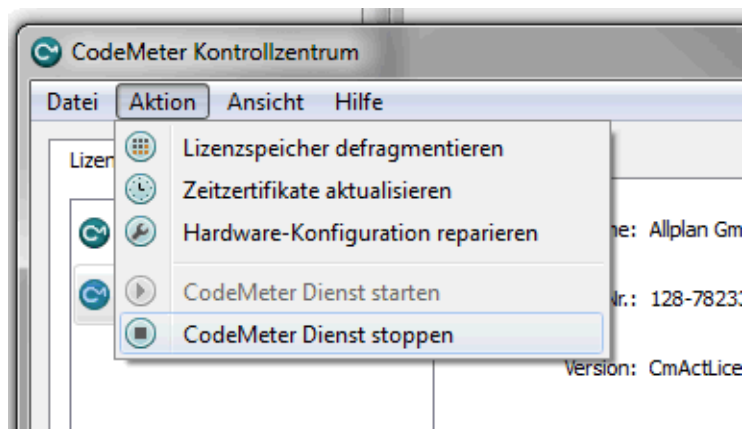
Restart the service:

Start **CodeMeter Control Center**.

To do this, use the Windows start menu and select CodeMeter -> CodeMeter Control Center. As an alternative, open Search by clicking the Search button on the Start screen and enter Codemeter.

CodeMeter Control Center -> Process -> Start CodeMeter Service

If the service is running, stop it and restart it.



The crash causes this problem. The fact that the license is not available is a consequential error.

Note:

If Allplan crashes often,

send the following information by email to your Allplan Support:

- a. An exact description of the last step before the error or crash occurred.
- b. The error message itself (as a screenshot). To find out how to take a screenshot, look at <https://connect.allplan.com/en/faqid/0001cb36.html>
- c. A support request (Hotinfo) with question 01. To find out how to create a support request, look at <https://connect.allplan.com/en/faqid/20140528094911.html>
- d. The 'Allplan.out' log file. To find out how to create a log file, look at <https://connect.allplan.com/en/faqid/0001a27a.html>

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