**Licensing service is not running**
Technical Support FAQ

Category:        Technical Services->Licensing->Wibu Lizenzserver

Programs:        Allplan 2020
                 Allplan 2019
                 Allplan 2018
                 Allplan 2017
                 Allplan 2016
Document ID:     20180706094943
Internet:        https://connect.allplan.com/en/faqid/20180706094943.html

**Question:**

The licensing service crashes regularly or does not start at all. Afterwards, no license is available. How can I solve this problem?

**Answer:**

Problems with the licensing service may have various causes.

If this problem occurs with specific clients only, you can find the cause on these clients. If this problem occurs with all clients, you can find the cause on the server.
Check the following points:

**1. Virus scanner**
The Codemeter Runtime Server service is running both on the client and on the server.

If the service is blocked on the client, this is often caused by the virus scanner.
However, this may also happen on the server.

If communication with the Wibu service is blocked, Allplan cannot find the license anymore. This is often caused by the virus scanner.
**So, you need to exclude the "Codemeter" folder from virus scans.** You can find this folder in the virus scanner in the following path: **C:\Program files (X86)\Codemeter**or **C:\Programs (x86)\Codemeter. You can find the "Codemeter" folder in the following path:C:\Program files\Codemeter**or **C:\Programs\Codemeter**.

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.

## 2. Update the CodeMeter program
Go to the Wibu website and install CodeMeter User Runtime Version for Windows (64-bit version).
You can find the installation program at https://www.wibu.com/de/anwendersoftware.html

Start the "CodeMeterRuntime.exe" file.
To do this, right-click this file and select
"Run as administrator".
Confirm all messages displayed and the defaults by clicking "Next".
CodeMeter Control Center will be installed afterwards.

## 3. Other causes
Open the "C:\Windows\System32\drivers\" or "C:\Windows\SysNative\drivers\" folder and check whether this folder includes a file called "Multikey.sys". You must delete this file.
Before you delete this file, open Windows Device Manager (Control Panel) and check whether a driver called "Virtual USB Multikey X64" is installed.
If this driver is installed, uninstall it
before you delete the "Multikey.sys" file.
If this driver is not installed, delete the "Multikey.sys" file straightaway.

**Note:**
Sometimes, the system uses the "Multikey.sys" file in the c:\windows\system32\drivers\ folder to emulate a dongle.
This file is blacklisted by Wibu, as it interferes with the Wibu license system.

Sometimes, you can even find the "Virtual USB Multikey x64" device driver when you open Windows Device Manager.
If this driver exists, the "Multikey.sys" file will also exist.

## 4. Windows
The license server is based on .Net Framework. Allplan uses .NET 4.6. (Allplan 2019 and later will use .NET 4.7). Like any other Windows service, the Codemeter Windows service running on the license server depends on Windows components such as WMI. WMI depends on RPC, and RPC depends on COM distribution.

There may be a bug in Net. Framework of the operating system.
Fixing Net. Framework may solve the problem.

Check Windows Event Viewer and system information for .Net or WMI errors.
.Net may not be installed correctly,
Control Panel -> Administrative Tools -> Event Viewer -> Windows Logs
Check the application, installation and system.
Windows Event Viewer -> Windows Logs -> Application may include an application error in Allplan licensing.
This error may be connected with .Net Framework.
Event ID = 1026 This ID indicates an error which you may fix by repairing the installation of .Net Framework.

Fixing Net. Framework may solve the problem.
Go to the Microsoft Support website at https://support.microsoft.com/de-de/help/2698555/microsoft-.net-framework-repair-tool-is-available.

There you can find a repair tool for fixing errors in .Net Framework.

Check Windows Event Viewer and system information for .Net or WMI errors.
.Net may not be installed correctly,
Control Panel -> Administrative Tools -> Event Viewer -> Windows Logs
Check the application, installation and system.

**Note:**
Do you have a second server? Test the license server on this sever. Install the license server on this server and activate the license there. Use the description at
https://connect.allplan.com/en/faqid/20150618134224.html
Has this solved the problems?