

Licensing Upgrade

By Janet Smith

“What works with what?” The Technical Support department at BASIS commonly receives this question after a new product release. Often there is confusion on whether the systems administrator installed the correct license or version of the BASIS License Manager (BLM). The following column answers some of the more frequently asked questions.

Q. I just upgraded to BBJ® revision 4.0 and PRO/5® revision 5.0 and I started getting a licensing error that displays this message: FLEXlm Error = 25: Version not supported at server end. Why is this happening?

A. The FLEXlm Error = 25 (Error=18 or Error=21, as well) indicates that the version of your license file is not the correct version for the software. Upgrading to new products requires that you also upgrade the version of your license file.

Q. How do I upgrade my license file? I have a [SAM](#) (Software Asset Management) Plan subscription.

A. Follow the instructions below that correspond to the first three digits of your serial number. With the SAM Plan, you are entitled to upgrade your license, for no further cost.

BBJ##### Re-register the serial number to receive an updated license file.

BBX##### Re-register the serial number to receive an updated license file.

PRO##### Upgrade the product serial number and re-register the license file from the SAM Fulfillment link: www.basis.com/cgi-bin/sam.cgi. This process sends a new registration form, which allows you to re-register the serial number and receive an updated permanent license.

If you are not a SAM subscriber, contact your sales representative. For more information about the SAM Plan visit our web at www.basis.com/devtools/sam/index.html

Q. I upgraded both my license and PRO/5 product to revision 5.0 and now I receive a FLEXlm -5 “No such feature exists” error message. What is the problem?

A. BBJ revision 4.0 and PRO/5 revision 5.0 now use a newer client version of FLEXlm. This change requires the 9.2 version of the BLM, available from the [PRO/5 download](#) as shown in **Figure 1**.

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Enter the correct platform, operating system level, and revision for PRO/5; then click on the link to “Download only the BASIS License Manager for this product.” Once the download is complete, install the new BLM according to the [instructions](#) for your operating system.

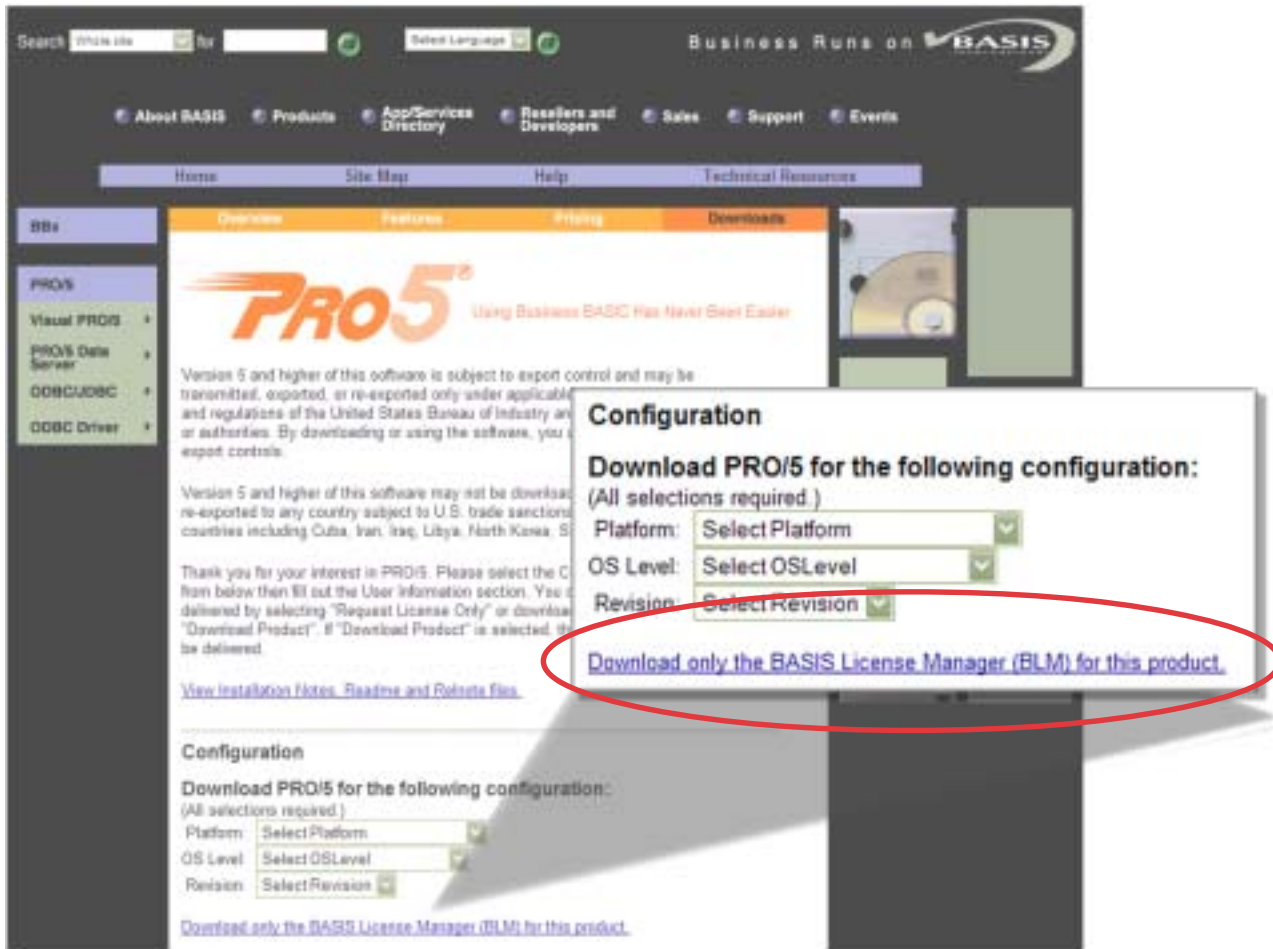


Figure 1. BLM download link

Q. I recently upgraded BBj to revision 4.0. I also upgraded my license and BLM to most current version. I am able to run BBj without errors but invoking PRO/5 produces a FLEXlm error -18 “License server does not support this feature.” I thought that PRO/5 and BBj use the same license. What’s wrong?

A. Yes, BBj and PRO/5 now use the same license file, **provided you are running a PRO/5 revision 4.0 or later.** Revisions of PRO/5, prior to revision 4.0, cannot checkout a revision 4.0 BBj license.

Remember, updating the product is only the first step in a full upgrade process. To avoid compatibility problems between products, it is also important to update the BLM, product serial number, and license file to the current version.

