

ISSUE: Cannot login to AhsayCBS web management console (License Failure)

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Product Version:

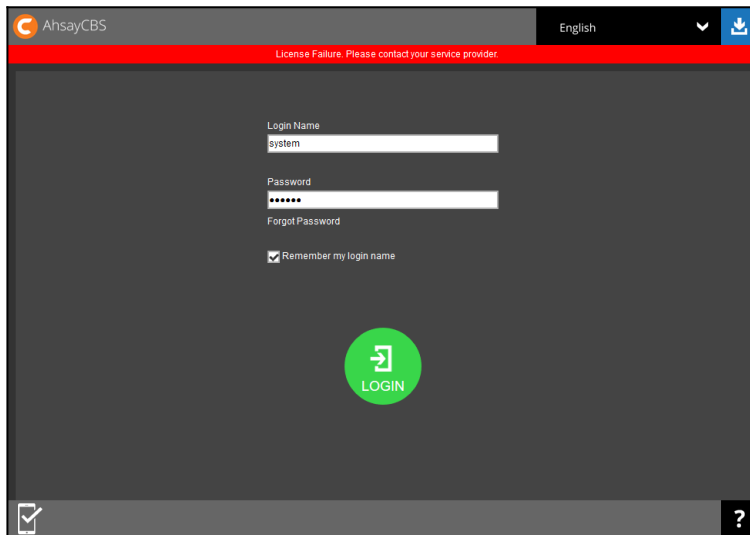
AhsayCBS: 8.1.0.0 or above

OS: All platforms

Problem Description

When logging into the AhsayCBS web console, the following error message is displayed:

License Failure. Please contact your service provider.



Cause

This issue can occur if a configuration *.xml (e.g. license.xml) file of the affected AhsayCBS server is corrupted.

Resolution

To resolve the issue, identify which config *.xml file(s) is corrupted. Config *.xml files of AhsayCBS are located in the installation conf folder at `${CBS-Install-Home}\conf`

1. Check by opening each config *.xml files with a web browser or XML file editor, to see if there is any error returned.

```
XML Parsing Error: unclosed token
Location: file:///D:/Program%20Files/AhsayCBS/conf/license.xml
Line Number 1, Column 1:
<?xml version="1.0" encoding="UTF-8" random="PV5r1-Tu73N-/oIfw-8v4EI+-kadBj-By6a2-3W+hI-W0YVv-UhRYL-olarP"
^
```

2. Also, check if any config *.xml file is empty (0 kb in size), which may suggest that the file is corrupted.
3. For any corrupted *.xml file, recover a previous version of the file by renaming *.xml.1, *.xml.2, *.xml.3, or the subsequent xml file to *.xml.

For example

If the license.xml file is found to be corrupted. Move the corrupted license.xml file out of the AhsayCBS installation conf folder, then rename license.xml.1 to license.xml afterward

4. Restart the AhsayCBS service afterward.

Keywords

cbs, ahsaycbs, login, license, error, failure

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