

Knowledge Base Article

Product Group: Marlin I-Pro

Product: CMDM6600; CMDM6610; CMDM6620; CMDM6621

Version: N/A

Abstract

This article outlines a few situations in which users would encounter the error message: [0E] Connection Refused: Current license does not include this version of Microlog Inspector.

Overview

There are a few instances in which a user could experience this error message:

1. If @ptitude Analyst license (CMSW7400/CMSW7300, etc.) in the License Key Manager (LKM) does NOT have an expiration date.
 - **Resolution:** Obtain an updated @ptitude Analyst license key from Customer Service Group (CSG) csg-usa@skf.com.
2. If the CMDM6600 license in the License Key Manager (LKM) is NOT a version 1.5.
 - **Resolution:** Obtain an updated CMDM6600 Microlog Inspector key from CSG.
3. If the license versions in the License Key Manager (LKM) appear with commas (,) instead of periods (.). This is a result of a Regional Settings issue with @ptitude Analyst v6.0.0.34.
 - **Resolution:** Upgrade to @ptitude Analyst 2010 MR1 (version 6.2.0.8).
4. If the computer running the Microlog Inspector service does not have access to the location of the License Key (LicFile.alf) file.
 - **Resolution:** Either grant the computer running the MI service access to the drive where the LicFile.alf file is located, or else copy the LicFile.alf file to the computer where the MI service is running.