[Tech Note 1063](#)
Solving Issue "Invensys License Manager Shows Duplicate License after Renaming Computer"

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Introduction

This *Tech Note* will show steps to resolve the problem with the Invensys License Manager after a license such as ArchetrA.lic or ArchestrAServer.lic is re-installed. The license might appear in red (Figure 1 below), even though the corresponding Wonderware product using the license might be working fine.

Application Versions

- Windows Server 2012

- Windows 7 SP1 Professional, Enterprise, Ultimate(32/64 bit)

- 2008 R2 SP1 Standard, Enterprise(64 bit)

Situation

If you rename the computer having ArchestrA licenses being installed and configured using the Invensys Licence Manager and then reinstall the licenses on the same computer, you may run into the issue which some of the license might show in red indicating this particular license has been used somewhere else already. Note that the corresponding Wonderware product consuming the license might be still working fine regardless of this issue.
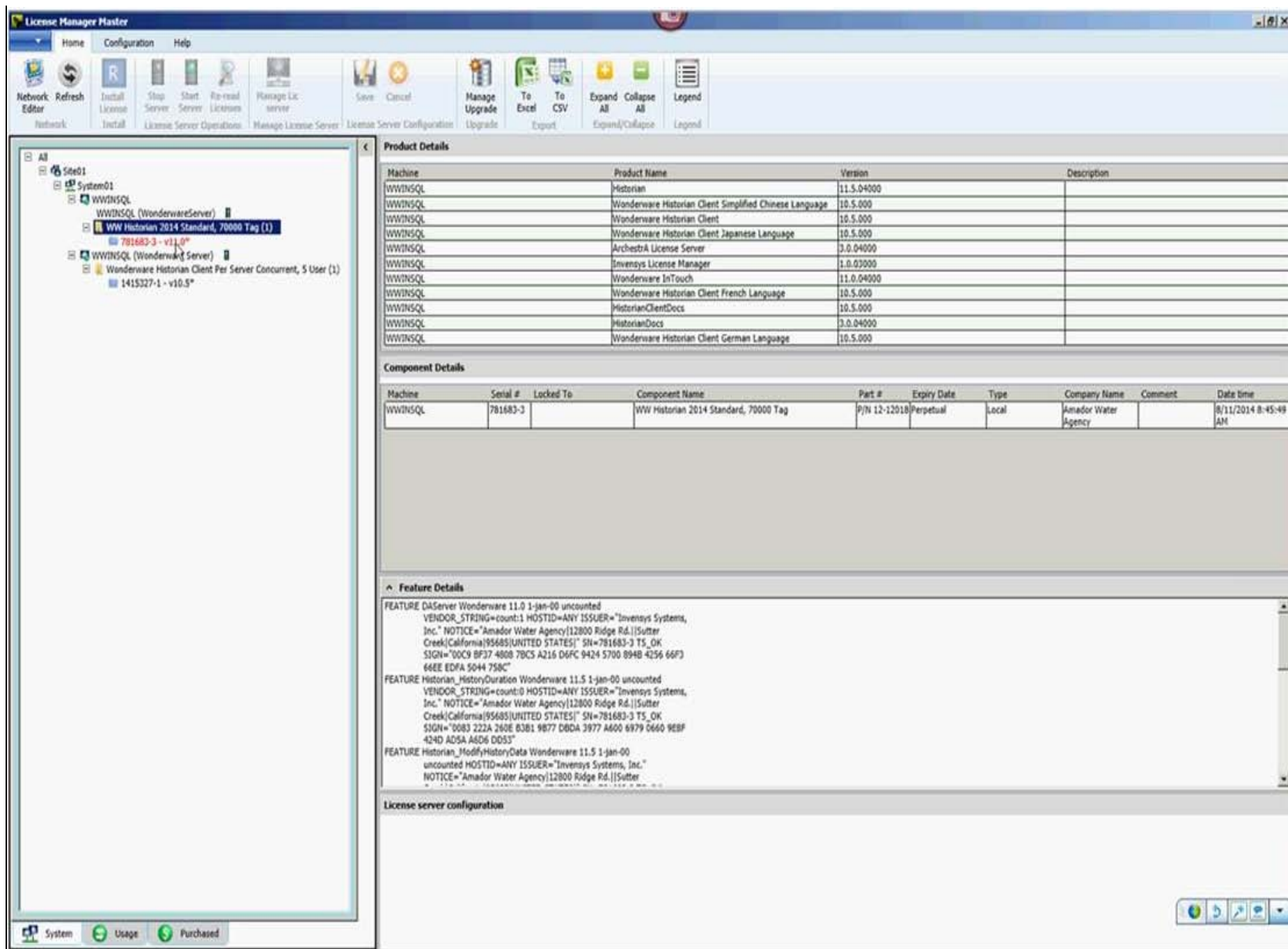
FIGURE 1: SYSTEM VIEW SHOWING LICENSE IN RED

To Resolve the Problem

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1. Go to C:\ProgramData\Invensys\LicenseManager\Data, Back up the **LicenseComponents.xml** file and then open it up using Notepad++. You can download it from the following link: **http://notepad-plus-plus.org/**.

2. Find out the corresponding XML element. For example:

   `<Component Name="WW Historian 2014 Standard, 70000 Tag" LicenseType="Local" Active="True">`

3. Now find out the ending of this element **</Component>**.

Hint: Notepad++ helps identifying the beginning and ending of an element. To do this, click on the word Component in the element in item 2 above, it will change the color of the word to purple. Scroll down to find the next purple word Component in the ending element </Component>.

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3. Now Delete the all the content between these XML tags including them. Here is the XML element and corresponding ending element pair in our example:

   <Component Name="WW Historian 2014 Standard, 70000 Tag" LicenseType="Local" Active="True">

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   -
   -

4. Now go to Invensys License Manager and click the **Refresh** button in System View, as shown in Figure 1 (above). The license item will be displayed in gray.

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For technical support questions, send an e-mail to **wwsupport@invensys.com**.

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