Obtaining license error 31 while[..]

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FAQ Article Print

Category:	FAQ in English::Software Protection	Last update:	06/09/2021 19:10:43
State:	public (all)		

Keywords

31, hasp, error license obtain

Problem (public)

While launching KOMPAS-3D obtaining license error-message with code 31 appears:

Solution (public)

This error occurs if you try to use application or add-on not having license for it.

First of all check what applications and libraries you are using:

- for current version - check in menu Applications/Configurator what licenses are used and absent, using filter

- for previous versions - check it in Library Manager.

Then open [1]Admin Control Center/Features page and check if you have licenses for these applications and if the licenses have already expired or not:

You may disable absent or expired licenses in Configurator and then restart KOMPAS-3D:

See also FAQ#[2]700614

If you need these absent licenses, please, email at [3]contact@ascon.net.

If recommendations above does not help to solve the problem, please, email at [4]support@ascon.net. Attach screenshot of the error and screenshot of [5]Admin Control Center/Features page.

[1] http://localhost:1947/features.html
[2] https://sd.ascon.ru/otrs/public.pl?Action=PublicFAQZoom;ItemID=614
[3] mailto:contact@ascon.net
[4] mailto:support@ascon.net
[5] http://localhost:1947/features.html