Error 31 while launching KOMPAS-[..]

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FAQ Article Print

Category:	FAQ in English::KOMPAS-3D Home	**Last update:**	06/09/2021 20:33:39
State:	public (all)		

Keywords

home, 31, license

Problem (public)

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

Solution (public)

If you have not activated KOMPAS-3D Home license yet, please, do it as described in FAQ#[1]7001157.

If you have already activated KOMPAS-3D Home license, please, open [2]Admin Control Center/Features page in your web-browser (Internet access is not necessary for it) and check that your license for KOMPAS-3D Home is shown on it:

If there is some problem with your license, e.g. it is disabled or corrupted, please, try to recover your license as described in FAQ#[3]7001157.

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

[1] http://sd.ascon.ru/otrs/public.pl?Action=PublicFAQZoom;ItemID=1157
[2] http://localhost:1947/features.html
[3] http://sd.ascon.ru/otrs/public.pl?Action=PublicFAQZoom;ItemID=1157
[4] mailto:support@ascon.net
[5] http://localhost:1947/features.html