

## Error 7 or 50 while launching[..]

02/07/2025 05:30:58

[FAQ Article Print](#)

<b>Category:</b>	FAQ in English::KOMPAS-3D Home	<b>Last update:</b>	06/09/2021 20:24:13
<b>State:</b>	public (all)		

### Keywords

home, 7, 50, license

### Problem (public)

While launching KOMPAS-3D Home license obtaining message with code 7 or 50 appears:

### Solution (public)

Error 7 or 50 means that activated license disappeared for some reason.

Please, open [1]Admin Control Center/Features page in your web-browser (Internet access is not necessary for it) and check that KOMPAS-3D Home is shown on it:

If there is no license for KOMPAS-3D Home, please, reinstall Sentinel RTE as described in FAQ#[2]700484, then refresh browser page and check the license.

If there is no license still, try to recover it as described in FAQ#[3]7001157.

[1] <http://localhost:1947/features.html>

[2] <https://sd.ascon.ru/otrs/public.pl?Action=PublicFAQZoom;ItemID=484>

[3] <http://sd.ascon.ru/otrs/public.pl?Action=PublicFAQZoom;ItemID=1157>