Feature not Found (H0031) and Sentinel Key not Found (H0007)

Product type: pCon.planner
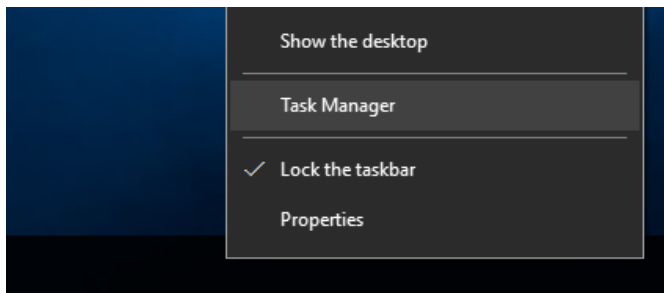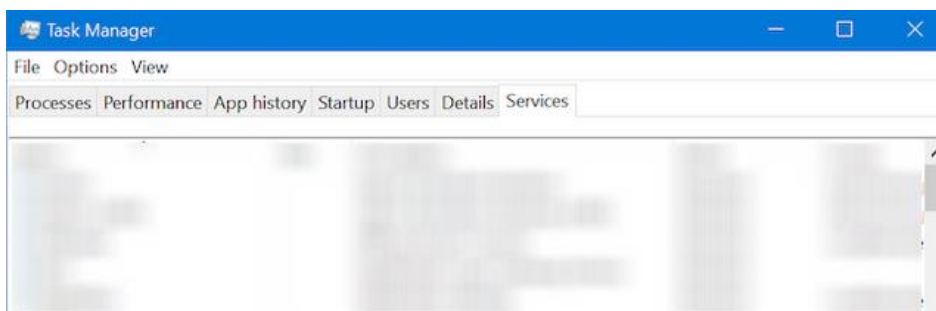
Content

1   Restart Safenet License Manager.

It can happen that after an update of pCon.planner, when starting pCon.planner you see one the following error messages: "Feature not Found (H00031) or "Sentinel Key not Found (H0007). This means that the Safenet Licence Manager no longer starts or that it is no longer found. To solve this please do the following.
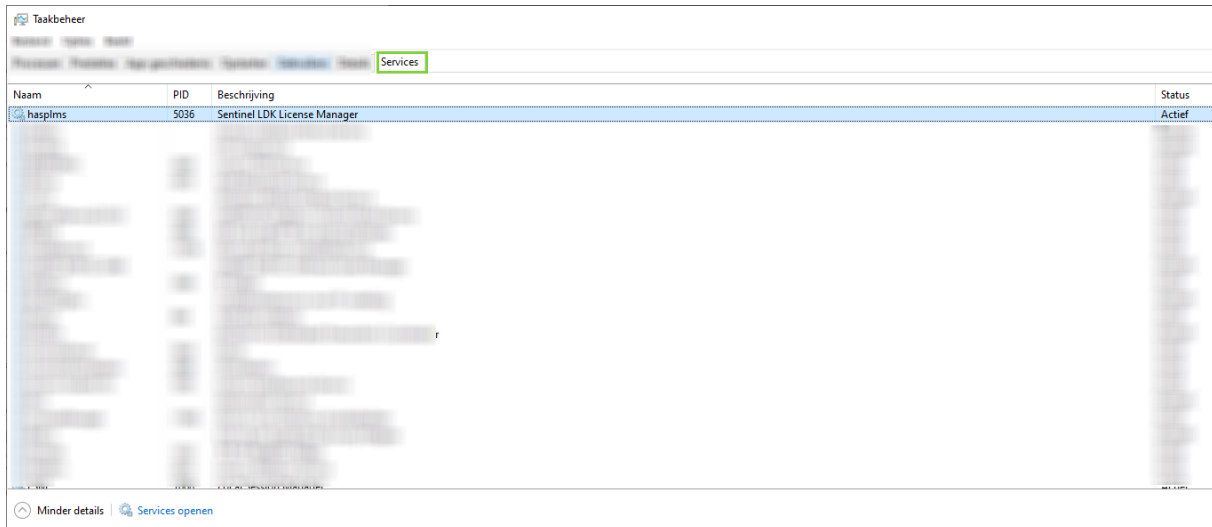
Open the Taskmanager in the Taskbar.

Go to Services

Go to (name) hasplm. (description) Sentinel LDK License Manager.

With the right mouse button click on haspl, and click on Start or Re-start. After that the Safenet Licence Manager will start again and you can open pCon.planner.

2   Reinstall Safenet License Manager.

It may happen that after an update of pCon.planner, the Safenet License Manager has disappeared. Then solution in chapter 1 will not work. Please reinstall the Safenet License Manager.

http://ftp.easterngraphics.com/egr_download/static/EGR/EGR-SafenetActivation/egr-sa_current_version.zip

After reinstalling the Safenet Licence Manager, pCon.planner will open again.

Legal remarks