
AIK step 5.3 gives "Error: Failed during license check"

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
-

Desired Outcome Goal:

Correct the following error in the version 21 AIK step 5.3 (seen in the /exlibris/ftp_from_exlibris/AIK21/log/aleph_installation_kit.log):

```
Error: Failed during license check.... please check  
Mon Jul 23 10:44:14 CDT 2012 Step ikit_5_3 [ Failed ]
```

Procedure:

1. Make sure that the license and license.www_x files have been placed at /exlibris/aleph/a21_1/alephe/tab/ and that they correspond exactly to those which you were sent.

2. Make sure that the spaces in the license have been preserved; you should have:

```
ALEPH-VERSION          21
```

not:

```
ALEPH-VERSION 21
```

3.. Make sure that the first line of the license file (e. g. "User : 01ABC2T license.") is *not* included in the file placed on the server

4. Make sure that the IP ADDRESS line is correct

5. Make sure that the five lines at the begin of the license are all of the same length (10 chars)

6. After 1-4 have been checked, notify Ex Libris Support that the license doesn't work -- and include the \$alephe_tab/ license in a Notepad file and attach it to the Case. Ex Libris Support will inform the License Manager who can create a new license.

Additional Information

See also KB 16384-59409 {"AIK step 5.3 Error: Failed during license check (Cobol mismatch)"} for a more unusual cause.

Category: Installation & Upgrades (500)

Subject: New Installation (500)

- **Article last edited:** 10/8/2013