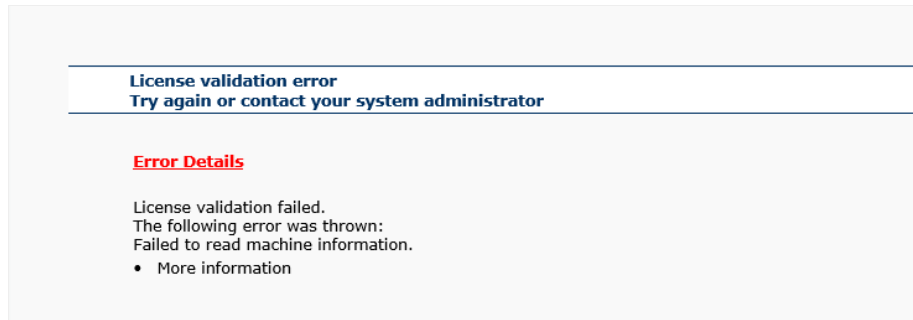


License Validation Error

Last Modified on 01/16/2018 7:25 am EST

Description

When you access the Cora SeQUENCE Administration site, you receive the following error.



The screenshot shows a web page with a light gray background. At the top, there is a blue header bar with the text "License validation error" and "Try again or contact your system administrator" in white. Below the header, the text "Error Details" is displayed in red. Underneath, the error message reads: "License validation failed. The following error was thrown: Failed to read machine information." followed by a bullet point: "• More information".

Cause

Cora SeQUENCE performs a license check based on machine information that is collected using WMI queries.

The user that is used to run the WMI queries is the application pool user for the Cora SeQUENCE Administration site.

The error displays when the application pool user does not have sufficient permission to run the required WMI queries.

Affected Versions

All versions

Solution

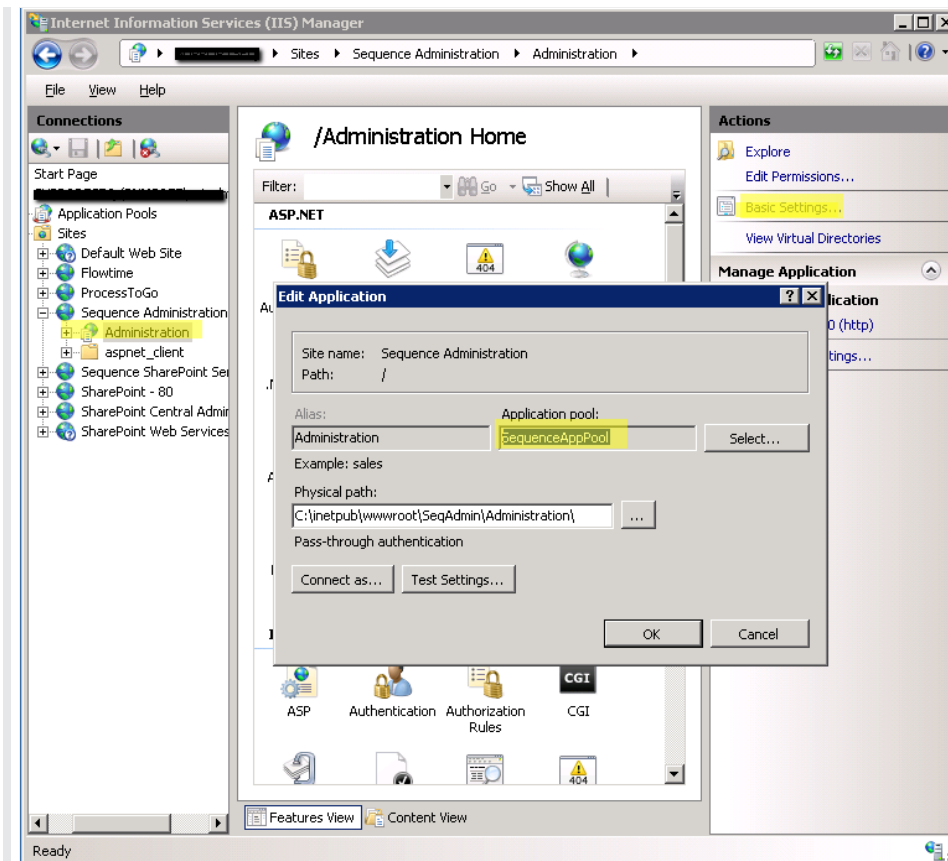
There are several steps for solving this issue.

1. Identify the Application Pool
2. Verify that the Application Pool Account is not a Built-in Account
3. Grant Required Permission to the Application Pool Account

Identify the Application Pool

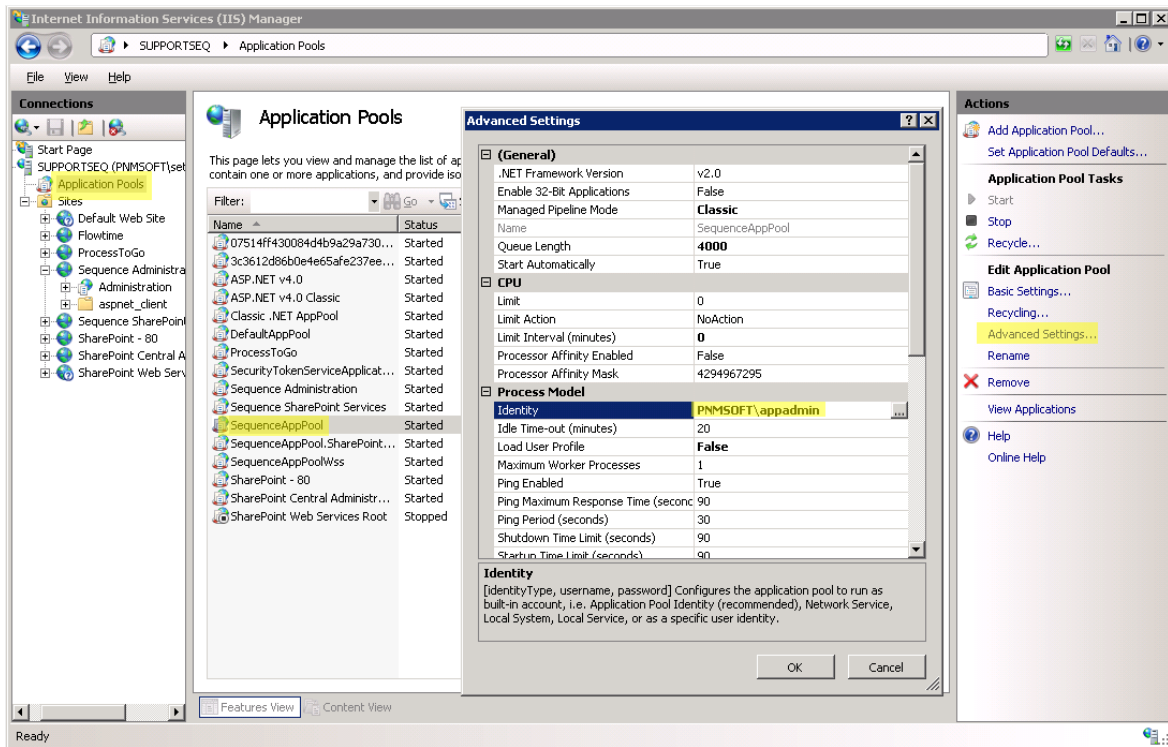
Make sure the application pool account for the the Cora SeQUENCE Administration site is not a built-in account, such as a custom account, and verify the account has permission to run the required WMI queries.

1. Access IIS Manager.
2. Expand the **Cora SeQUENCE Administration site application** node, and click **Administration**.
3. From the **Actions** panel, click **Basic Settings**.
4. Verify the application pool account.



Verify that the Application Pool Account is not a Built-in Account

1. Access IIS Manager.
2. From the **Connections** panel, click **Application Pools**.
3. Verify the application pool account (from the previous procedure).
4. From the **Actions** panel, click **Advanced Settings**.
5. In the Process Model section, verify the identity used for the application pool.



Grant Required Permission to the Application Pool Account

1. Run the `wmicgmt.msc` command to open the WMI Management console.
2. Right-click **WMI Control (Local)** and select **Properties**.
3. Click the **Security** tab.
4. Expand the **Root** node, and then select **CIMV2 > Security**.
5. Click **Add**, and add the application pool user.
6. Verify that the **Enable Account** permission is allowed.
7. Click **OK**.

