

Technical Bulletin

Pervasive 11 Workstation License Key Authorizations

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Unlike previous versions of Pervasive SQL (PSQL), Pervasive 11 requires a separate license key for each workstation. This license key must be authorized once applied.

Once you have loaded Pervasive 11 onto a workstation, a temporary 30-day license key is in place. Once the 30 days have passed, ScanMaster will no longer function on that workstation until the temporary PSQL license has been made permanent.

Symptoms of this situation:

- When signing onto a register you will get a “Network Unavailable Switching to Offline Mode” message. (You will also need to click through a number of Btrieve errors.)
- In the Reglog.rrr you will see error 161 listed along with other errors and files.
 - The Pervasive 161 error on the terminal generally means your PSQL license has expired and no other applicable license is available on that machine.
- The mapped drives on the POS terminal will appear to have been deleted.
- Log-ons to a back-office machine will fail, and the system will display the 161 error.
- The Pervasive License Administrator will indicate that the temporary license has expired.

The full Pervasive 11 Workstation license key must be authorized within five (5) days. This required authorization can be executed online or by telephone – please see the white paper provided by Actian (Pervasive) for all information regarding this authorization. See:

http://www.pervasive.com/Portals/55/documents/WP_Whitepaper_Product_Authorization_for_Actian_PSQL.pdf

Please be aware of the following additional restrictions with Pervasive 11:

- Once activated, PSQL 11 is limited to 29 deactivations and reactivations.
- Do not ghost PSQL without first de-activating the license! A new license key will need to be generated and authorized if ghosting PSQL onto a device whose PSQL 11 license key was not deactivated.
- Mis-counts in the license quantities for previous PSQL releases caused immediate problems since unlicensed devices wouldn't work from the start. But each PSQL 11 machine now has its own code with 30 days to complete the authorization, so unauthorized devices will only stop working a month later.
 - For example, a 6-user server license might be mistakenly applied in a store that has 7 lanes plus 1 back-office machine, thus leaving the PSQL workstation count short by 2 users. Everything will work fine for the first 30 days since the grace period will cover the two missing authorizations, but the next day two machines will suddenly become unusable since PSQL 11 will allow only the server and 5 of the lanes to log into ScanMaster at any one time.