

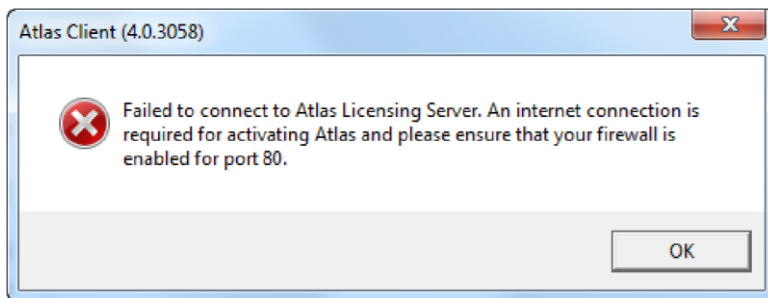
Internet Activation Issues

Atlas requires access to the Internet in order to activate the license keys.

In most cases activation is easily performed since either the customer's organization has direct access to the internet or their proxy/firewall accepts any connection to port 80 addresses by default.

However, in some cases, due to the organization's security policies, activation can fail because of a lack of connectivity to the port addresses.

This can result in an error message at activation:



Resolution

In order to resolve this issue, the two addresses need to be enabled on port 80:

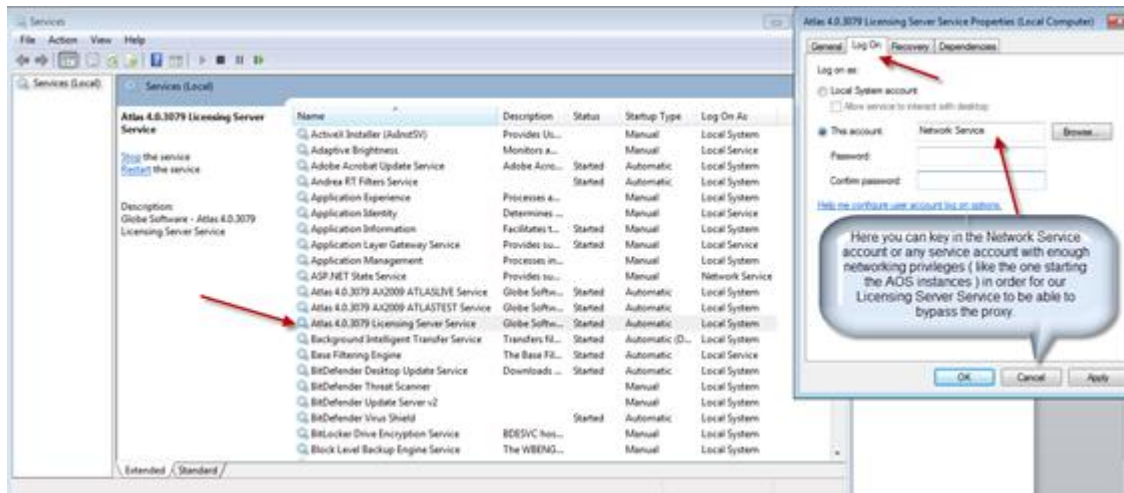
crl.comodoca.com – A certification authority in charge of encrypting the connection

!!! Test the connection is open with the following CMD command : telnet crl.comodoca.com 80

<http://203.161.118.73:80/LicensingServiceLibrary> - Our actual licensing server

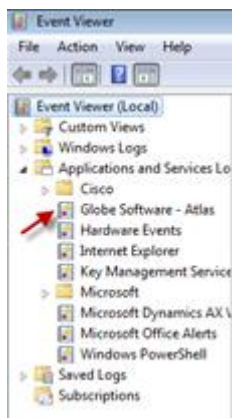
!!! Test the connection is open with the following CMD command : telnet 203.161.118.73 80

If the issue is not solved by the above, please follow the instructions as per the image below:



Experience has also shown that sometimes, due to of un-updated servers (again due to security policies) the encryption certificate which need to be imported into the Trusted Root Certificates list fails to be imported, hence breaking the link with Globe Software servers and denying the activation process. Usually this case only appears on Server OS (Win 2k8, Win 2k3), if you will try and put the Licensing Server component on a Client OS (Win7, Vista, XP) you will find that the activation will work.

You can determine if this is the case by opening the Event Viewer for Globe Software and verifying if any certificate related problems exist immediately after activation has failed.



Usually in this kind of cases our support is limited as this is an environment specific problem and the local IT administrator has to action the necessary updates/fixes.

The link below contains a Trusted Root update from Microsoft and can be helpful. However we strongly advise the windows updates are done - at least the ones related to certificates :

<http://www.microsoft.com/download/en/details.aspx?id=26609>

These are the most common activation issues we are encountering. If your case is not solved by the information in this document please contact helpdesk@globesoftware.com.au for further advice.

Amendment: Recent support issues have shown us that this error could be caused by a misconfiguration in the local proxy client of the Windows Server OS (the proxycfg command)

Example 1:

A nasty proxy server was enabled on the license server (disabled on the TS server but with no interest). The utility that you pointed out really helped me to lead to the solution. Shortly I used these commands :

```
NetSH WinHTTP Set Proxy proxy-server=""
```

Then registered one of the licenses (attempted Atlas Activation, successful)

Then restored the proxy server with

```
NetSH WinHTTP Set Proxy proxy-server="your proxy server:your proxy port" bypass-list=""
```

Example 2:

New change to Atlas, found a problem downloading Windows Update this week on the servers. Fixed that, the proxycfg on the whole network had got corrupted. Retried Atlas activation on the server (client's local server) and it activated.

Links:

[http://msdn.microsoft.com/en-us/library/windows/desktop/aa384088\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/aa384088(v=vs.85).aspx)

[http://msdn.microsoft.com/en-us/library/windows/desktop/aa384069\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/aa384069(v=vs.85).aspx)

SPECIAL NEW SETTINGS REGARDING TO ACTIVATION ON ATLAS 5

New settings available in Atlas 5 Licensing Server



New options explained

RESOLUTION

Option 1: Enable client-side authentication. Enable this option if the client is getting the following error:
System.ServiceModel.Security.MessageSecurityException: The HTTP request was forbidden with client authentication scheme 'Anonymous'. ---> System.Net.WebException: The remote server returned an error: (403) Forbidden

Option 2: Disable security. Enable this option if the client has problems getting to Comodo (Globe Software's certificate provider). Disabling security would mean that the channel would not be secured using a SSL certificate (no security on the communication channel between the client and Globe Software).

Below are the IP addresses and port numbers that need to be allowed on the client's firewall depending on the options chosen:

1) Option 1 NOT SELECTED, Option 2 NOT SELECTED (default/recommended setting) - <http://203.161.118.73:80>

2) Option 1 SELECTED, Option 2 NOT SELECTED - <http://203.161.118.73:81>

3) Option 1 NOT SELECTED, Option 2 SELECTED - <http://203.161.118.74:80>

4) Option 1 SELECTED, Option 2 SELECTED - <http://203.161.118.74:81>

By following the steps in this document, you should be able to activate Atlas in every situation presented.

Post your question to the Atlas Forums or follow our social pages for regular updates.

