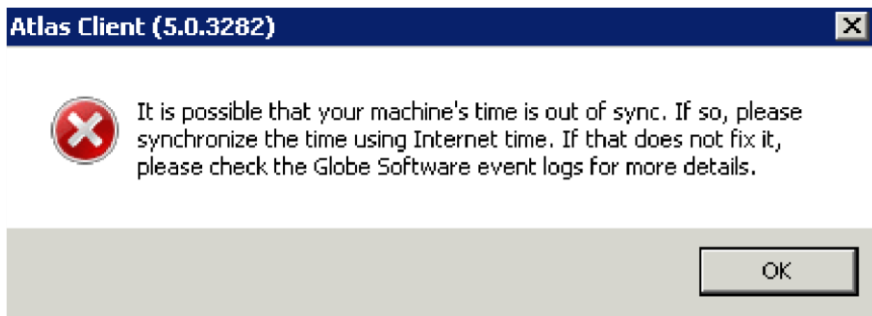


Machines' time is out of Sync

Symptoms



Causes

The Domain is out of sync with Internet time, hence failing one of the security measures put in place by our activation procedures or the Licensing Server Service is not started with enough privileges.

Resolution

- 1) If the Domain is out of sync with Internet time:

Open a CMD with Administrator privileges and execute the following on the Domain Controller:

```
w32tm /config /syncfromflags:manual /manualpeerlist:"0.oceania.pool.ntp.org 1.oceania.pool.ntp.org 2.oceania.pool.ntp.org 3.oceania.pool.ntp.org"
```

```
w32tm /config /update
```

```
w32tm /resync
```

```
net stop w32time
```

```
net start w32time
```

SYNCING TIME ON THE LOCAL MACHINE OR ON THE TERMINAL SERVER WILL NOT MAKE ANY DIFFERENCE, ON A DOMAIN THE TIME NEEDS TO BE SYNCED IN THE DOMAIN CONTROLLER AND THE IT WILL DISTRIBUTE IT ON THE DOMAIN.

- 2) Rarely, even when time is synced, this error still appears. In these cases, the error is misleading and you need to check the log for Globe Software from the Event Viewer of the machine where you have installed the Atlas Licensing Server for more details.

If you observe this:

```
"System.ServiceModel.Security.MessageSecurityException: The HTTP request is unauthorized with client authentication scheme 'Anonymous'. The authentication header received from the server was 'Basic realm="FW-1. Reason: no user FW-1 "'. ---> System.Net.WebException: The remote server returned an error: (401) Unauthorized.
```

```
at System.Net.HttpWebRequest.GetResponse()
```

```
at  
System.ServiceModel.Channels.HttpChannelFactory.HttpRequestChannel.HttpChannelRequest.WaitForReply(TimeSpan timeout)"
```

or

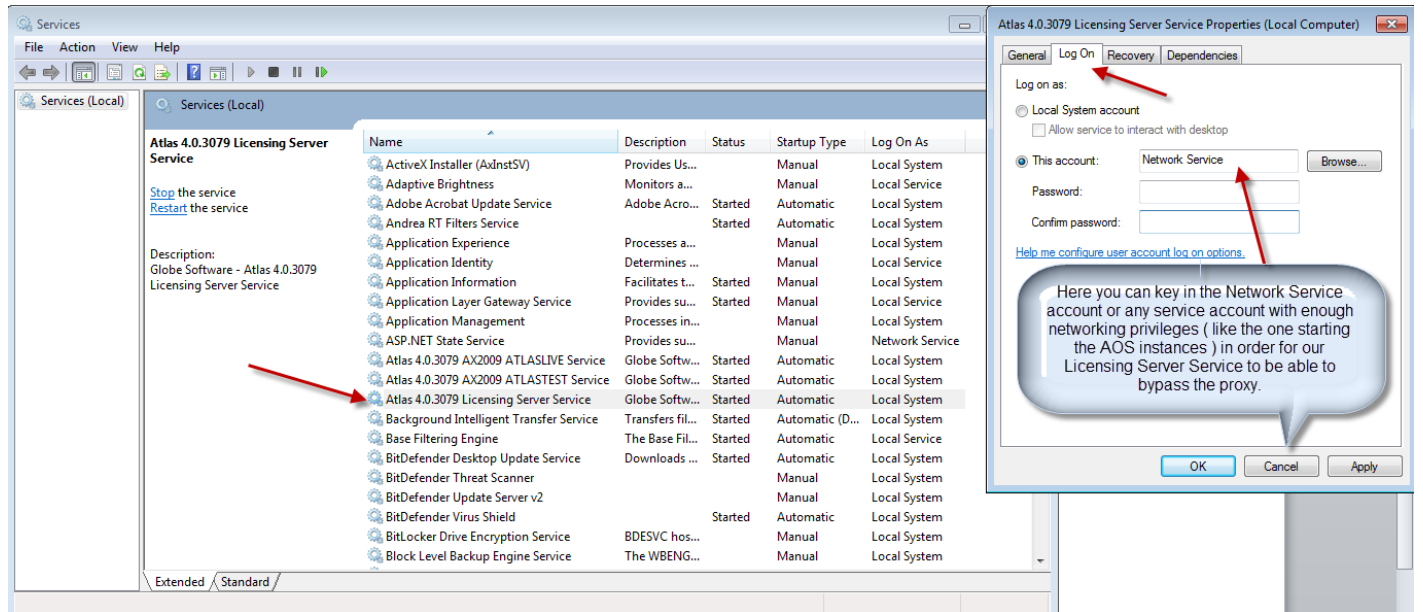
```
"System.ServiceModel.Security.MessageSecurityException: The HTTP request was forbidden with client authentication scheme 'Anonymous'. ---> System.Net.WebException: The remote server returned an error: (403) Forbidden.
```

```
at System.Net.HttpWebRequest.GetResponse()
```

```
at  
System.ServiceModel.Channels.HttpChannelFactory.HttpRequestChannel.HttpChannelRequest.WaitForReply(TimeSpan timeout)"
```

(key words: Anonymous, Unauthorized, Forbidden),

it means it is a permissions issue and you need to start the Atlas Licensing Server Service with a service name that has more privileges, as per the below printscreen:



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

