

## Troubleshooting license issues with Allied Vision IEEE1394 cameras

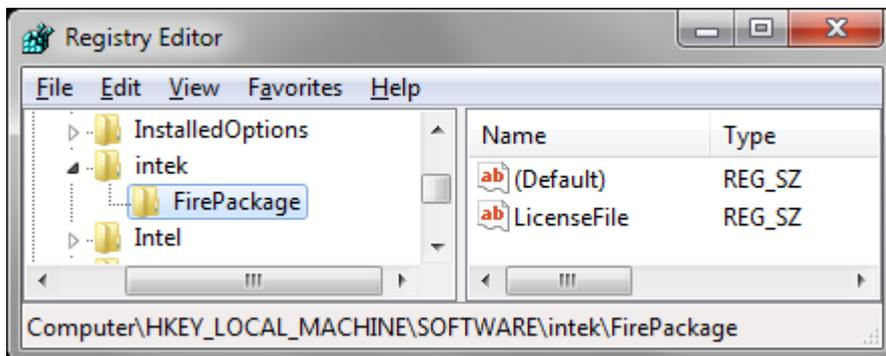
In order to run an Allied Vision 1394 camera, the driver needs a license. The license consists of a key embedded in every Allied Vision camera and a license file. Normally, the license file of your Allied Vision camera is automatically transferred to your PC. However, sometimes this file is lost or corrupt.

Examples for typical error codes indicating license issues:

- HALER\_NOLICENSE 14 (FirePackage)
- No license (SmartView)
- StartCapture Failed! Error: -13 (VIMBA)
- UNI\_RESULT\_UNKNOWN\_ERROR 0x88000001 (UniAPI)

If such an error code appears, the license file is either installed in the wrong path, missing, or has a wrong content. In most cases, you can restore the license in the following way:

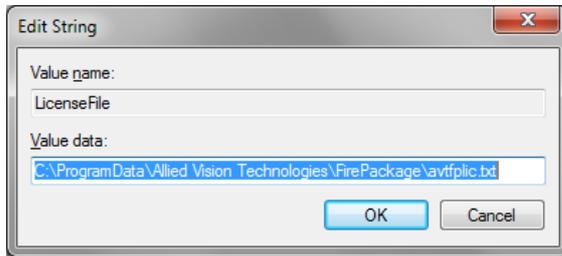
1. On your computer, go to the Windows button and type *regedit* into the search field. Start the Registry editor and open the registry path: [HKEY\_LOCAL\_MACHINE\SOFTWARE\intek\FirePackage]



2. Delete the `LicenseFile`

The `LicenseFile` key usually contains the path to `avtfplic.txt`.

```
"LicenseFile"="%PROGRAMDATA%\  
AlliedVisionTechnologies\Firepackage\avtfplic.txt"
```



3. Delete the key `LicenseFile` and close the registry editor (deleting only the .txt file does not solve the problem).
4. Reinstall (or repair) the Allied Vision SDK (if several SDKs are installed, reinstalling one of them is sufficient).

Alternatively, make sure the file `LICENSE.txt` is in the same folder as the DLL of the corresponding API. If necessary, copy the file `LICENSE.TXT` into the folder that contains the DLL. The DLL names for each API are listed in the table below:

API	Interface type	Licensing DLL
VIMBA	C / C++	FGCamera.dll
Universal API (UniAPI)	C	UniControl_F.dll
FireGrab	C++	FGCamera.dll
FireStack	C	FCTLMAIN.DLL
FireControl	C	FireCtrl.DLL

A typical license file for Allied Vision cameras looks as follows:

```
* FireControl License File
1EEAF9B450220075 Devicecontained Offset=F1000008 (Allied Vision)
```

... ..

After the top line starting with `*` each line contains one license.

If you still cannot run the camera, please verify the embedded license key of your camera. Read the register value at address `0xF1000008`.

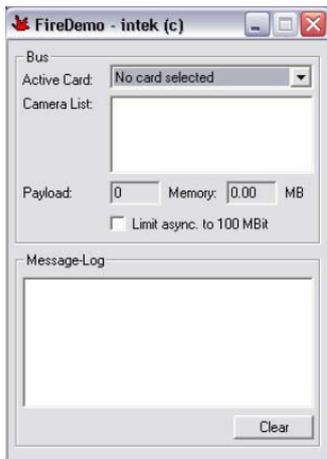
If the value is `0xFFFFFFFF` or `0x00000000`, go on with the next chapter and contact Allied Vision.

## How to obtain an Allied Vision license key

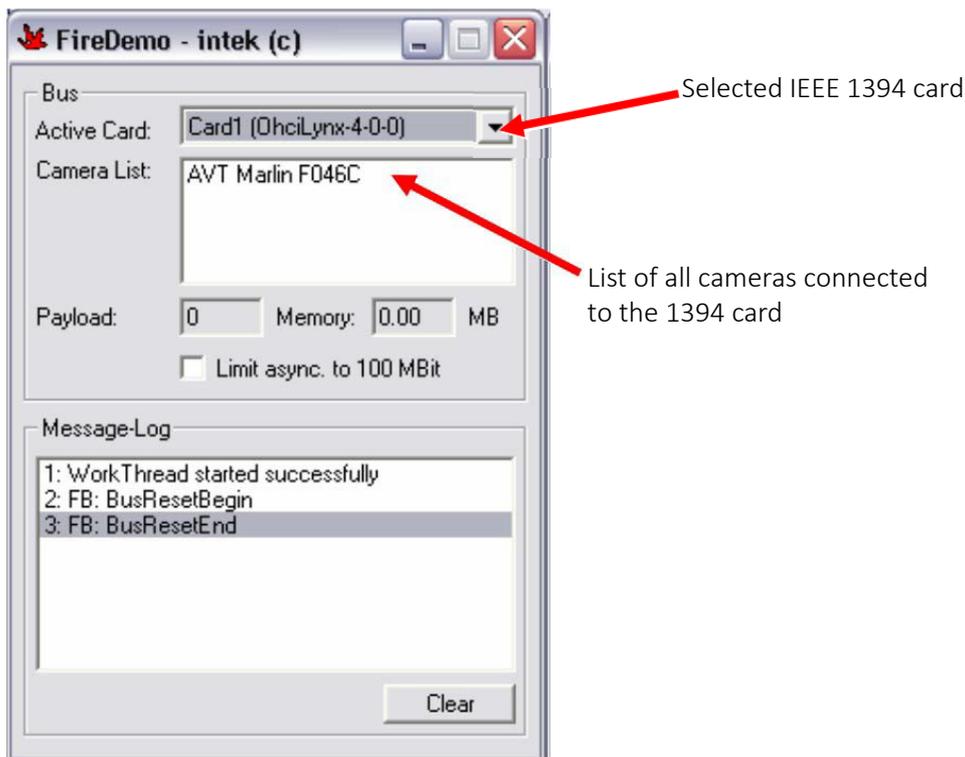
If your license key is corrupt (see above), please contact us. Before, carry out the following steps:

1. Install the FirePackage (even if you normally use a different API). See: <http://www.alliedvision.com/en/support/software-downloads>
2. Start the FireDemo Viewer application (Programs → Allied Vision Technologies → FirePackage → ...)
 

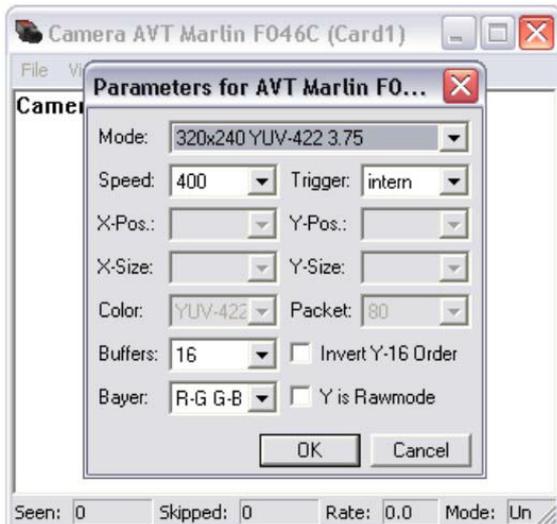
The following window appears:



3. Go to the drop-down field and select the IEEE1394 card your cameras are connected to.:

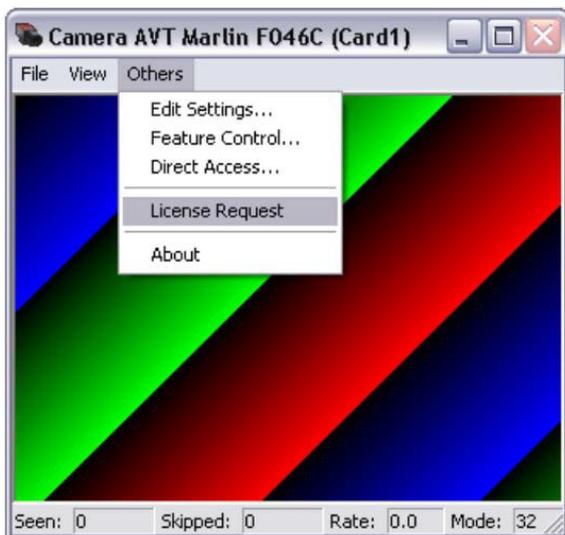


For each listed camera, this window appears:



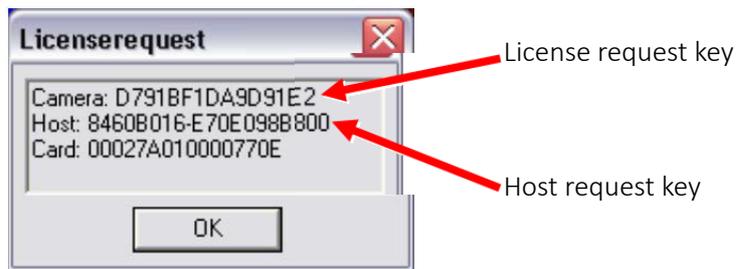
- To inquire a camera license key, select the *Parameters* window for this specific camera and click **OK**. Users of third-party cameras who want to obtain a system license can select the window of any camera.

The *camera window* appears:



- Select *Others* → *License Request*

The `LicenseRequest` window opens:



6. Copy license request key and host request key from the `Licenserequest` window.
7. Paste these data into a new email.
8. Send this email to <https://www.alliedvision.com/en/contact>

After receiving our response with the license key:

9. On your computer, search for the key `LicenseFile` (as described in the first chapter:  
`HKEY_LOCAL_MACHINE\SOFTWARE\intek\FirePackage`).
10. Open the file.
11. Add your 16-character license code after the last line. Optionally, you can add a comment (separated by a blank character).

Example:

\* FireControl License File

```
1EEAF9B450220075 Devicecontained Offset=F1000008 (Allied Vision)
```

```
... ..
```

```
84556C097FE332A6 your comment, e.g., camera model and serial number
```

You can now use your camera(s). Users who installed the `FirePackage` only for obtaining a license can uninstall it and use their Allied Vision camera with a different API.

## Additional References

Technical manuals and related documentation

<https://www.alliedvision.com/en/support/technical-documentation>

For technical support, please contact [support@alliedvision.com](mailto:support@alliedvision.com).

For comments or suggestions regarding this document, please contact [info@alliedvision.com](mailto:info@alliedvision.com).

## Disclaimer

For the latest version of this document, please visit the [Allied Vision documentation website](#).

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