



## ERROR

### LICENSE FILE DOES NOT SUPPORT THIS VERSION

The following page introduces the solution for error: License file does not support this version.

#### Error:

When you launch application (take Sesam GeniE as example), if you meet license check failed dialog, click OK to close it. Below error messages pop up.

```
20200331_144017_GENIE.MLG - Notepad
File Edit Format View Help
Application name : GeniE
Application version : V7.14-05
ERROR: While checking out a licence.
License file does not support this version.
Feature:          GENIE
Application version > License version: 2020.0120 > 2019.0115
License path: C:\Flexlm\dnvs_38BAF847D542.lic;
```

#### Solution:

If the application version is newer than the supported license version, the checking out license will fail. You need to contact DNV sales or support to renew the license.

You can get supported application version from the license file. Below 2020.0115 means this license file support all the GeniE version that released before January 15<sup>th</sup>, 2020. If the GeniE version releases after it, this license file will not support.

```
INCREMENT GENIE dnvs1m 2020.0115 15-jan-2020 uncounted \
HOSTID=38baf847d542 ISSUER=0505-6990(s-03295) \
ISSUED=16-jan-2019 \
```

Author: Li Zheng Nan Anna, April 9<sup>th</sup>, 2020

Updated: July 6<sup>th</sup>, 2021