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Other Languages:	NONE	Author:	Joe Christopher
Viewed:	1464		

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Coding Information

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Title: Navkal and Diamond Logic Builder NEW Licensing System

Applies To: Navkal and Diamond Logic Builder

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

11/30/16 - Feedback received - No changes made.
10/4/2016 - Added DLB
08/29/2016 - Added improved Java 6u27 Installer and Remover Utilities.
08/24/2016 - Added NEW release 2.4.0.0 for the License Keygen Tool.
08/18/2016 - Added NEW release 2.3.0.0 for the License Keygen Tool.

DESCRIPTION

Navkal and Diamond Logic Builder software will change how it is licensed with the upcoming release which will happen automatically when the software is launched. Navkal has already been launched and Diamond Logic Builder will change on November 15, 2016.

The new licensing process will require an internet connection to activate the license and revalidate the license once every 30 days.

What will happen to my EZ-Tech computer?

The EZ-Tech computers will receive the new licenses automatically if the computers are still supported by Navistar. The software licenses will be valid for up to 5 years from the original shipping date of the EZ-Tech computer to the dealer.

The NEW licensing system requires the EZ-Tech computer to be connected to the internet at least once every 30 days to revalidate the license.

What do I do if my EZ-Tech is prompting me for a license?

If your EZ-Tech is prompting you for a license key and is still supported by Navistar then it may have not received the update Navistar has been pushing out in advance of this software update. This could happen if you just got a new EZ-Tech, have a leasing unit or if your computer was replaced by Panasonic under warranty.

To solve this problem please try the following:

1. Close Navkal or DLB software.

2. Download and execute the hotfix from the link below:

[EZ-Tech Navkal License Key](#) Release 2.4.0.0

3. Once the execution is complete, please relaunch Navkal or DLB software.

What do I do if I got an error message?

Error message 1: "The computer doesn't have a valid TEMP folder".

Nothing you can do. Please open a case file with the EZTech Support group.

Error message 2: "Please log into the EZTechUser account and run this program again!"

You are not using the default account on your EZ-Tech computer.

The EZ-Tech computer was designed to be used on the EZTechUser account at all times. Please log into that account and execute the EZ-Tech NavKal License program again.

Error message 3: "The computer doesn't have proper permissions to write to the windows registry!"

Nothing you can do. Please open a case file with the EZTech Support group.

Error message 4: "A healthy installation of Java 6u27 cannot be detected on the system!"

To try fix this error, please do the following:

1. Remove your current Java version from your EZ-Tech, using the link below:

Click [HERE](#)

2. Re-install Java 6u27 on your EZ-Tech, using the link below:

Click [HERE](#)

Note: You don't need to install Helios, TRW or AutoUpgrade at this time. Please skip this step.

3. Re-run the EZ-Tech NavKal License program.

Error message 5: "EZTechAdmin account password mismatch!"

This error is indicating that the default administrator password was change. The script will not be able to run until the default administrator password is restored.

Error message 6: "Process execution FAILED! An unknown problem prevented NavKal license to be written to your computer!"

Nothing you can do. Please open a case file with the EZTech Support group.

If you are still getting the prompt for the license key, please open a case file with the EZ-Tech support group for additional help.

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No Feedback Found	Viewed: 1463
	Helpful: 11
	Not Helpful: 5