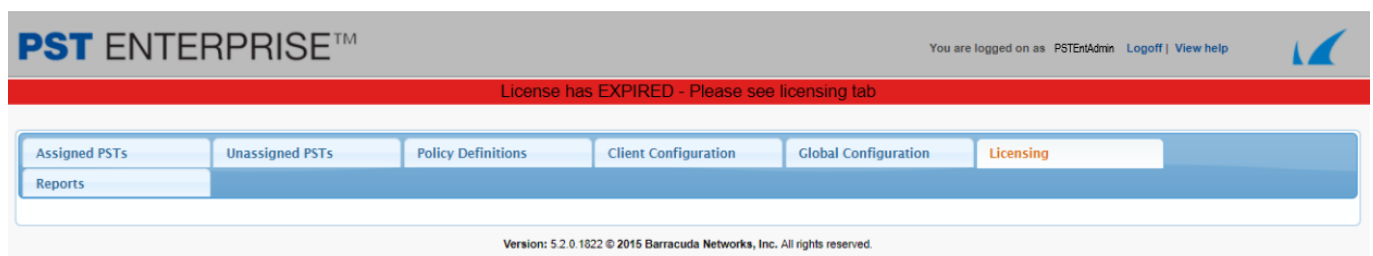


How To Resolve License Tab Failing To Load License Information

<https://campus.barracuda.com/doc/71863007/>

This article refers to the Barracuda PST Enterprise version 5.1 or later.

When viewing the license tab on the PST Enterprise Admin website, the page loads but the license shows as expired. The license information is missing and you have no option to load a valid license.



The **PSTEnterprise.log** file shows the specific error when attempting to load the license for an existing installation, or generate the evaluation license if this is a new installation. See the relevant section below for the error in the log file.

Failure to read registry key

The **PSTEnterprise.log** file shows the following error:

```
2017-08-03 13:21:51.0495 1: ChecklicenseStatus FAILED, it threw: Access to the registry key
'HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SymbolSet' is denied. at
Microsoft.Win32.RegistryKey.Win32Error(Int32 errorCode, String str)
  at Microsoft.Win32.RegistryKey.CreateSubKeyInternal(String subkey,
RegistryKeyPermissionCheck permissionCheck, Object registrySecurityObj, RegistryOptions
registryOptions)
  at Microsoft.Win32.RegistryKey.CreateSubKey(String subkey, RegistryKeyPermissionCheck
permissionCheck)
  at PSTEnterprise.Data.licenseManager.ChecklicenseStatus(Logger Logger, String& strError,
ISession session)
```

You should confirm the PST Enterprise service account is a member of the local Administrators group on the PST Enterprise server and has Full Control permissions on the specified registry key (**HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SymbolSet**).

Registry keys contain blank values for Organization or Owner

The **PSTEnterprise.log** file shows the following error:

```
2017-06-30 14:22:49.4841 1: ChecklicenseStatus FAILED, it threw: Object reference not set to an instance of an object. at AOneCommon.Useful.GetRegisteredOrganization() at PSTEnterprise.Data.licenseManager.ChecklicenseStatus(Logger Logger, String& strError, ISession session)
```

The generation of the evaluation license requires the owner and organization information which is stored in the registry keys

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\RegisteredOwner and

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\RegisteredOrganization. You should confirm the PST Enterprise service account is a member of the local Administrators group on the PST Enterprise server and has Full Control permissions on the specified registry key. If these registry keys are present and have the correct permissions but have no value set, you should ensure you are running at least version 5.2.1820 or later to ensure that blank values are correctly handled.

Figures

1. LicenceTabMissingInfo.png

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