
Subject: Re: suggestions for grabbing license from home

Posted by [davidf](#) on Mon, 06 Mar 2000 08:00:00 GMT

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dmarshall@ivory.trentu.ca (dmarshall@ivory.trentu.ca) writes:

- > I'm hoping to get some troubleshooting suggestions.
- > At work I can run IDL 5.2 from my office remotely via a floating license.
- > My machine has WIN98 and the server has WIN NT. Things work fine, if
- > someone is using the license when I try it tells me such else it fires up
- > properly otherwise.
- >
- > I have the same license file at home and cannot get the license.
- > I have the license file in the proper directory, I have tried hard-coding
- > the address in (as the error message suggests).
- > When I try from home, the demo mode starts and the error message is
- > something like "cannot find SERVERNAME in database, try using the address
- > as 123.456.789.123 in license file" error number is -14,7
- >
- > I can ping the server from home successfully, I see the modem send/receive
- > bytes when I try. I am using WIN98 and a private ISP.
- > Others have grabbed the license from home and I'm
- > wondering if anyone has words of advice for me.

I don't know what the problem is here, but I had a similar problem recently when I would try to send mail from remote sites. After a *lot* of investigation, including taking my computer down to their office and standing there with it until they *WOULD* deal with me, the ISP finally admitted they had turned certain IP addresses "off". Usually these were addresses that had been sending a lot of SPAM mail.

The fact that other people can do it and you can't just caused me to recall that stupid "Well, it is suppose to work" response I kept getting from the technical support people. :-(

Cheers,

David

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