

Issue date: 2017-04-04

Question: Why does my activation fail with code 69?

Applies to: All FlexStand OI versions

Answer: When error code 69 is returned, it is usually because the product and the license does not match.

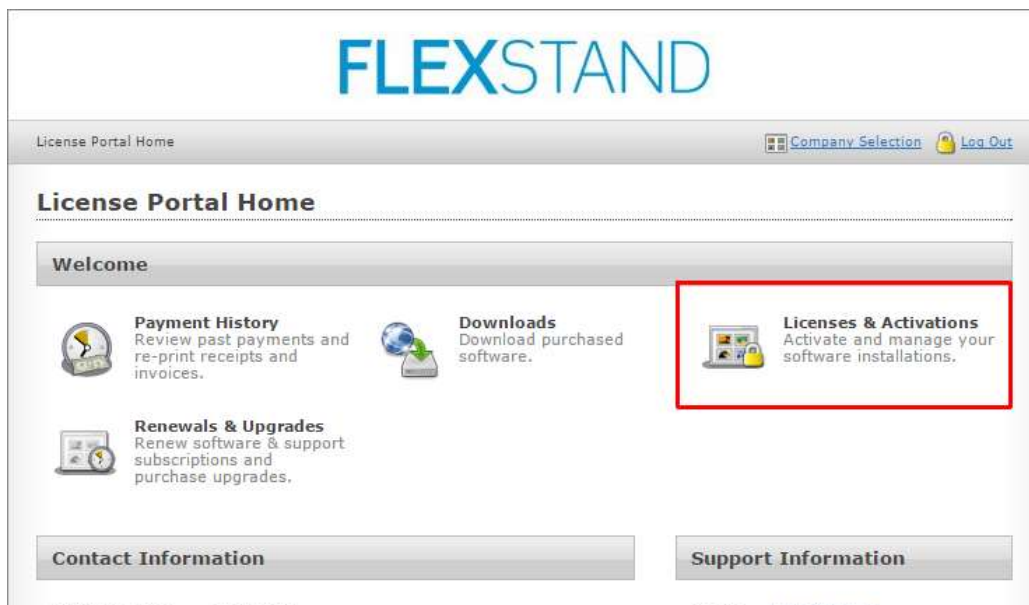
FlexStand is available as three different products: SDK, Editor and run-time. Each of these are available in a number of versions. There is a FlexStand version for each TestStand version.

The first thing to do is to check if the license and the FlexStand product and version match.

Please refer to the Order Confirmation and check if the product and version you have installed match.

You can also check your status on the Customer License Portal:

<https://secure.softwarekey.com/solo/customers/>



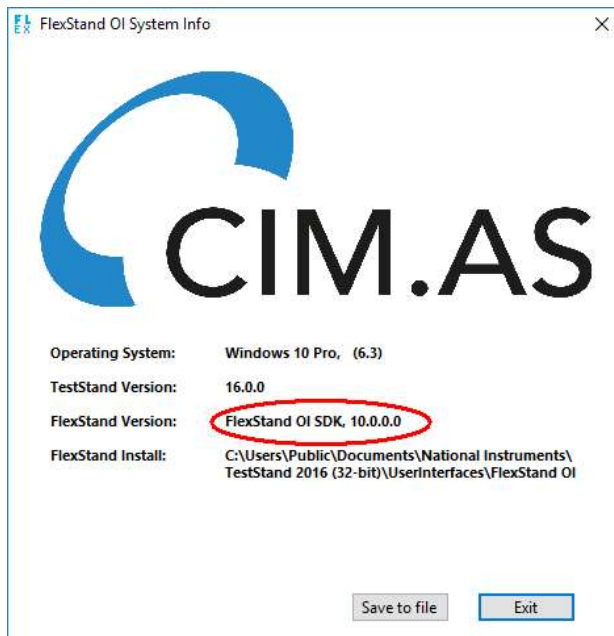
If you have installed a demo you can see the version of the currently installed FlexStand version in the Help-> About box:

FLEXSTAND Operator Interface

Frequently Asked Question



Press System Info and check the FlexStand Version:



In the above example, you should have a license for FlexStand SDK version 10.x in order to activate.

If the license and the installed version of FlexStand does not match an activation error of 69 will occur.

In that case go to www.flexstand.eu and download the version that matches your license. When you run the installer for the downloaded version the installer will prompt you to uninstall the current version. Answer yes to this question.

If you still experience problems activating, please contact support.flexstand@cim.as. Please include information about license, operating system, TestStand version and LabVIEW version.