

Bosch Motorsport License Migration Troubleshooting

BEG-MSD, 14.10.2024.



Bosch Motorsport License Migration Licenses ordered and created on/after 14.10.2024

- In Bosch Motorsports divison, we have migrated our servers. In order for your licenses to work it is
 important to install our Bosch Motorsport License Manager tool from our Bosch Motorsport <u>Website</u>.
- This tool not only performs migration of existing local licenses but also serves as a tool to administer the licenses installed locally.
- This tool can help view the details of current license, check for updates from server, change current license and more.
- More on this tool can be found in Bosch Motorsport License page.



Bosch Motorsport License Migration Licenses not working even after installing Bosch Motorsport License manager ..

- It is possible that you have installed a older version of the purchased tool after installing Bosch Motorsport License manager. In this case, execute the License patch installed in "C:\Bosch\Bosch License Patch\BoschLicensePatch.exe" with administrator rights.
- In the above path or executable not found, please install the Bosch Motorsport License Manager again from our <u>website</u>.
- If the above steps doesnt help, send the output of the patch "PatchOutput" from the above path to your Bosch contact person.



Bosch Motorsport License Migration Stop Windows defender from deleting License files

- **Step 1.** Open "Windows Defender > Virus & threat protection".
- **Step 2.** Click the "Virus & threat protection" settings

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- Step 3. Scroll down to "Exclusions" and click "Add or remove exclusions".
- Step 4. Click + plus icon to add an exclusion(C:\Bosch\<Tool name>\ACX.ULM.License.exe) that you
 don't want to get deleted or removed by Windows Defender. (.exe files and .dll files)



Bosch Motorsport License Migration Bosch License Manager not starting..

- It is possible that you have already installed a beta version of Bosch Motorsport License manager. In this case simple updating of latest Bosch motorsport license manager will not suffice.
- Uninstall the existing Bosch Motorsport license manager and reinstall the tool again from <u>website</u>.

5



Bosch Motorsport License Migration Bosch Motorsport License manager does not display even valid licenses ..

- In some windows version, it is possible that the registry keys are not correctly installed or installed in different registry path.
- Manually open registry editor and search for the following path -- "Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Bosch Motorsport\E0423433-AED9-421D- 857A-E72A14F5AF37" "Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Bosch Motorsport\E0423433-

"Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Bosch Motorsport\E0423433-AED9-421D-857A-E72A14F5AF37"

with key "WrapperDLL" and value "C:\ProgramData\Bosch Motorsport\WrapperPackage " is there.

- If the registry entry not found, you can create one manually with admin rights.
- Also check if the path "C:\ProgramData\Bosch Motorsport\WrapperPackage" exists. If not then, reinstall your purchased tool again or contact your Bosch Motorsport Team.

6



Bosch Motorsport License Migration Contacts

Contact Telephone Numbers

Email

In case of doubts / questions regarding migration, please call the following numbers.

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