



March 2013

Pervasive PSQL Repair FAQ

Pervasive introduced a new anti-piracy feature in version 11 that can invalidate the Pervasive license. Periodically, Pervasive will check itself through the internet and compare the current hardware to that of what was originally installed. If enough changes are detected, it will assume it has been pirated, and invalidate the key. This can cause a firm major frustration as it prevents Orion from working properly. Pervasive PSQL v11 SP3 introduced the license repair feature which allows firms to repair the key directly.

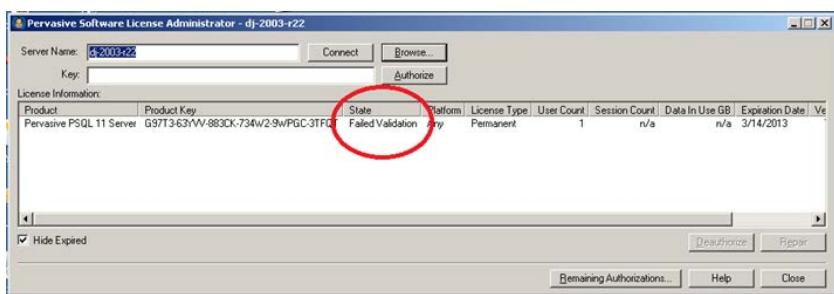
Here's a list of FAQ's to help you understand Repair.

What is the license Repair feature in PSQL v11 SP3?

Repair can fix a key when it is in a Failed Validation or Disabled state.

When should the Repair feature be used?

If changes are made to the server or virtual machine where PSQL is installed, the key may fail validation and eventually become disabled. If the key is in a Failed Validation or Disabled state, use Repair.

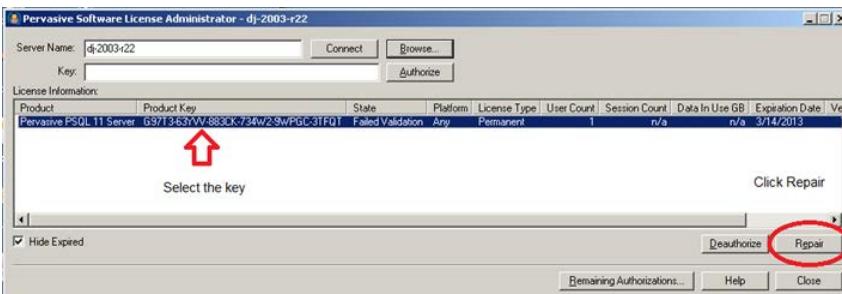


How do I use the Repair feature?

The Repair feature is part of the PSQL License Administrator.

When a key is in a Failed Validation or Disabled state:

- 1) Select the key, 2) Click Repair.

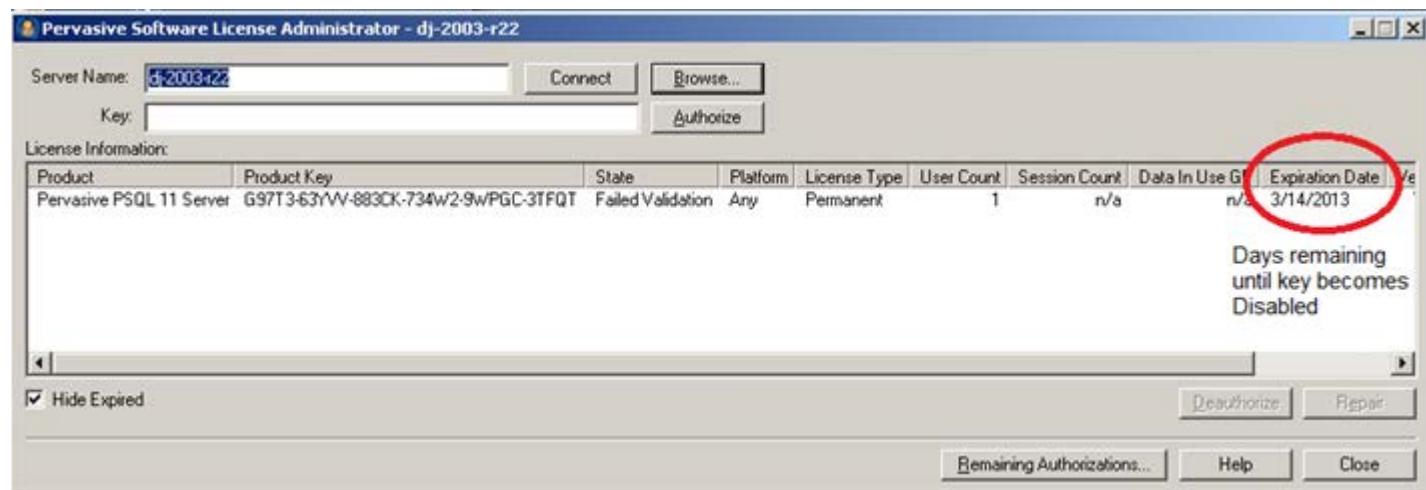


You Must Install SP3 at both the Workstation and Server

Orion is making an attempt to contact all firms that have Pervasive 11. We think that SP3 represents a significant improvement in both functionality and fixes that makes deployment a top priority. You can check your version by opening the Pervasive Control Panel in the program list found in Windows. To find your version, go Help and choose About. The Service Pack version is identified after the '.' (example 11.20 would be SP2). For assistance with deploying SP3, please contact Orion support today.

What happens when a key fails validation?

When a key is in a Failed Validation state, the database will continue to function normally. A key will remain in Failed Validation for 14 days (or 30 days for Pervasive PSQL Vx Server) before becoming disabled. Once the key has failed validation or become disabled, it cannot be deauthorized - it must be repaired.



Why does a key fail validation?

If changes are made to a server or a virtual machine where PSQL is installed, the server or VM may be seen as a new machine during the validation process that occurs when PSQL services are started. If this happens, the key will go into a Failed Validation state.

What happens when a key is repaired?

Repairing a PSQL key 1) deauthorizes the key, and 2) reauthorizes the key with the updated machine signature.

Why does a key change from Active to Failed Validation?

Changes to server hardware or to a VM without first deauthorizing the PSQL key will often result in a Failed Validation state.

What is the difference between Failed Validation and Disabled?

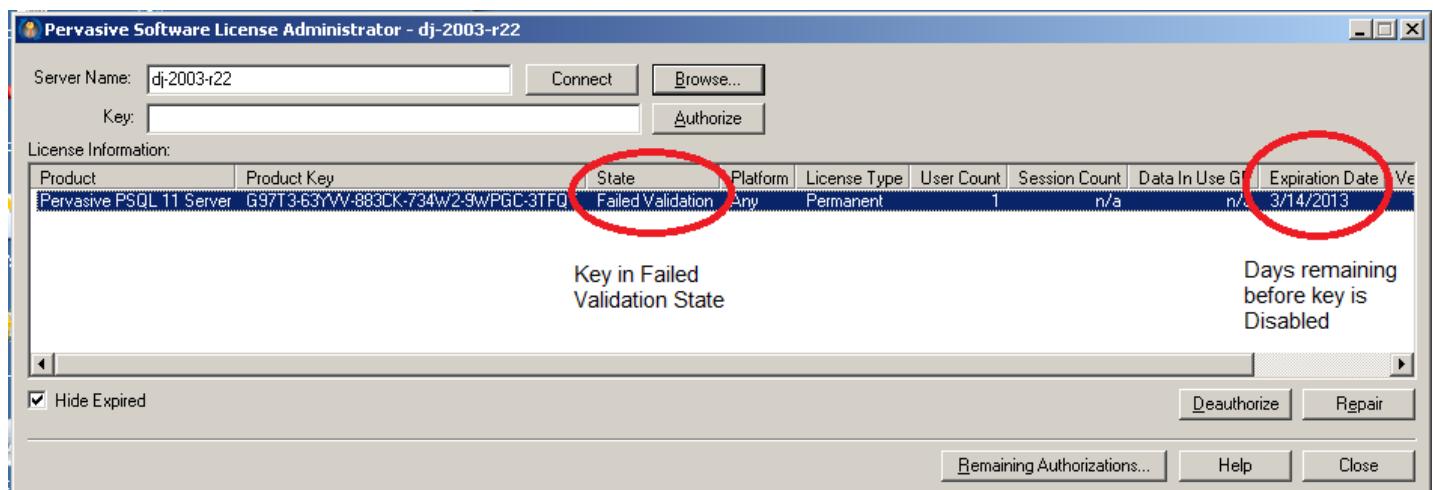
When a key is in a Failed Validation state, the database will continue to function normally. A key will remain in Failed Validation for 14 days (or 30 days for Pervasive PSQL Vx Server) before becoming disabled. When the key changes to Disabled, attempts to connect to the database will fail - returning 161 error messages.

How can I tell if a key is in a Failed Validation state?

Check the PSQL License Administrator or check the Notification Viewer for alert messages.

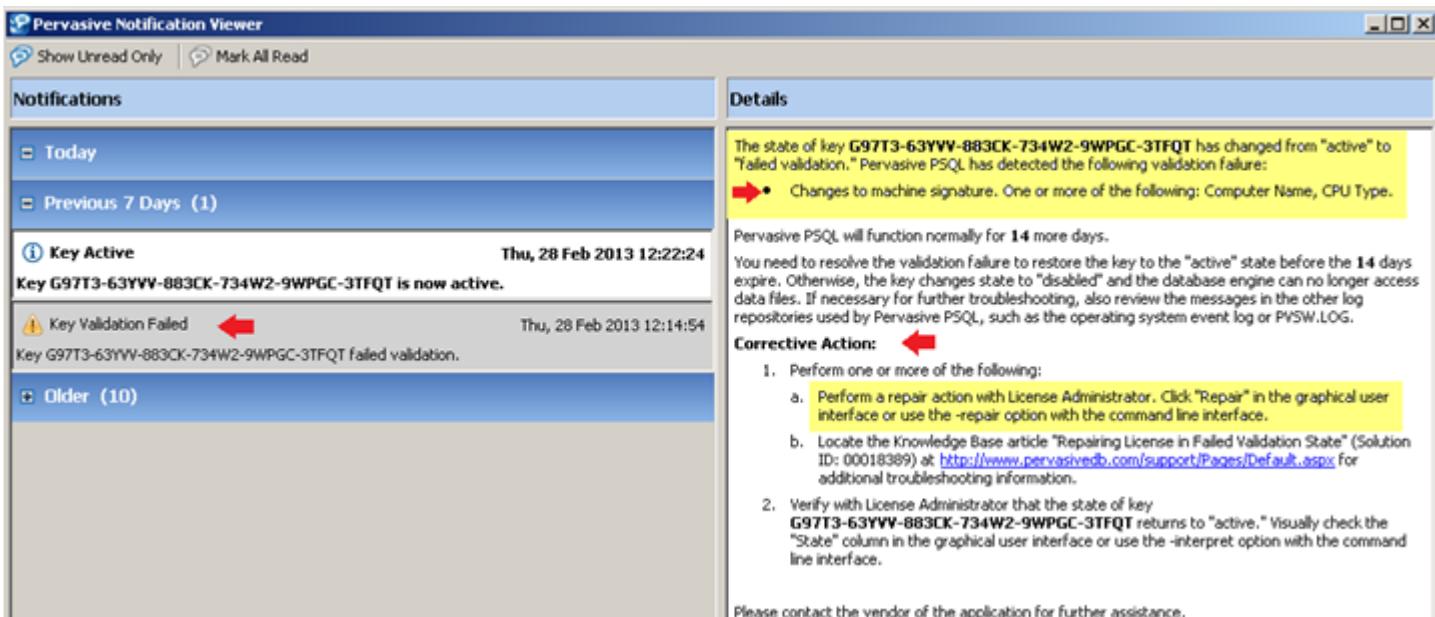


Notification Viewer Icon in Taskbar



How am I notified that a key has failed validation?

When a key first fails a validation check it goes into a Failed Validation state. PSQL will send alerts via the Notification Viewer and update PSQL and Windows logs, letting the user know that their key state has changed. Note: These notices are delivered to the server where PSQL is running. If customers are not checking the server, or haven't [set up an email alert](#), they may miss the notifications.

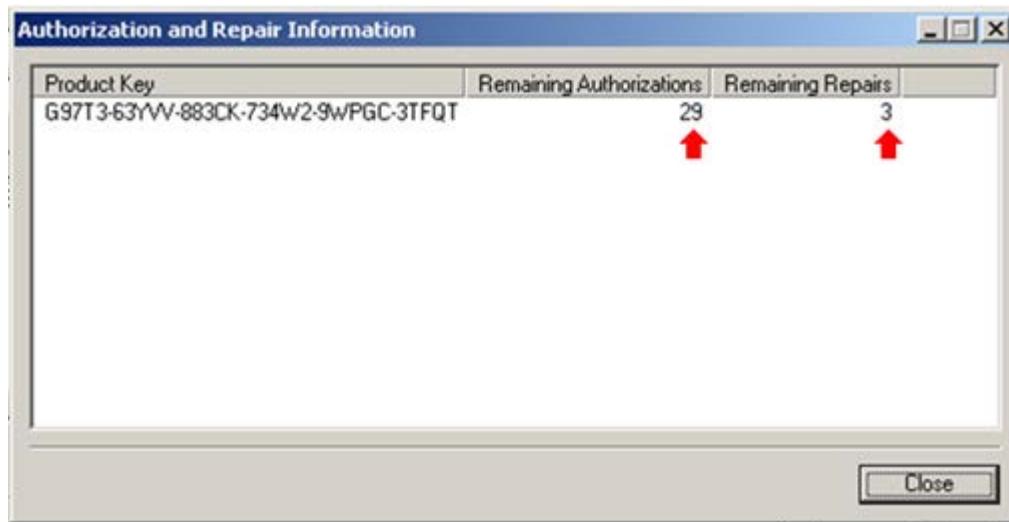


How many times can I repair the same key?

Pervasive PSQL keys have a default of 5 repairs allowed.

How can I determine the number of repairs remaining for a key?

Click the Remaining Authorizations button in the PSQL License Administrator. This will display the number of authorizations and repairs remaining for each key.



What should I do when there are no repairs remaining for the key?

Contact the vendor who created the key and ask for additional repairs. Check the PSQL License Administrator to identify the key vendor. Vendor 0 = Pervasive. Any other vendor numbers are a Pervasive OEM Partner.

If you still have questions, we can help. Feel free to contact Orion Support today.