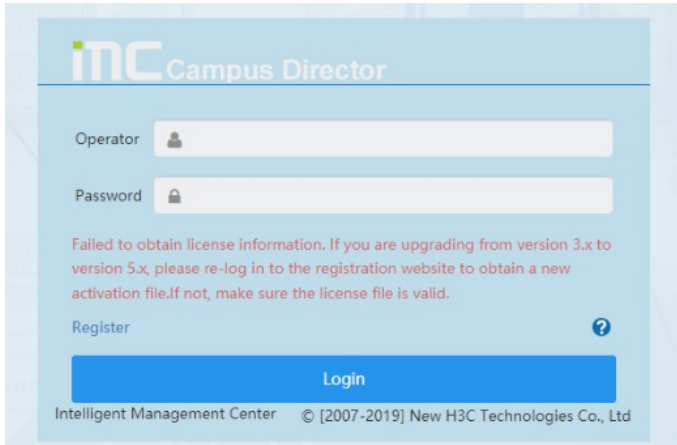


### Network Topology

adcampus version is E0508P07

### Problem Description

The client installed a adcampus envirement.It works normally until he registered the license .  
After he registered the license.There is an error in the login page.



### Process analysis

1.collect the logs in dr2000 installation path,the directory is iMC/client/log.  
There are details about the license error description.  
2020-11-24 14:52:22 [ERROR] [main] [com.imc.bootstrap.ApplicationContextLocator::loadAll SvcContext] com.imc.license.LicenseError[50933]  
Incorrect license expiration date of the trial version. The trail period cannot exceed 45 days.  
at com.imc.license.tools.EncryptedFileConvertor.readFileToLicenseEntity(EncryptedFileConv  
ertor.java:143)  
at com.imc.license.entity.LicenseBean.getLicenseBean(LicenseBean.java:291)  
at com.imc.license.control.LicenseAccess.getLicenseAccess(LicenseAccess.java:401)  
at com.imc.bootstrap.ApplicationContextLocator.loadAllSvcContext(ApplicationContextLoc  
ator.java:245)  
at com.imc.bootstrap.ApplicationContextLocator.<init>(ApplicationContextLocator.java:22  
9)  
at com.imc.bootstrap.ApplicationContextLocator.getInstance(ApplicationContextLocator.ja  
va:194) at com.imc.bootstrap.ApplicationContextLocator.getSvcInstance(ApplicationContex  
tLocator.java:123)  
at com.imc.bootstrap.IMCServer.load(IMCServer.java:80)  
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)  
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:57)  
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:  
43)  
at java.lang.reflect.Method.invoke(Method.java:606) at com.imc.bootstrap.ServerStartup loa  
d(ServerStartup.java:677)  
at com.imc.bootstrap.ServerStartup.start(ServerStartup.java:511)  
at com.imc.bootstrap.ServerStartup.process(ServerStartup.java:384) at com.imc.bootstrap.  
Bootstrap.process(Bootstrap.java:139)  
at com.imc.bootstrap.Bootstrap.main(Bootstrap.java:249)  
2.check the license file content.Open the license file with notepad++ , the content is normal .

### Solution

After check the installation,we find the selected country in the installatio process is United St  
ates.But when export hostid file,the coutry is China.The trial time for dr2000 is 60days out of  
China(including Hongkong).The trial time for dr2000 is 45 days in China (including Hongkon  
g).So if you export the hostid with China country region which is not consistent with the inst

allation country.

Select the operation to perform

Please input the password of admin \*

Select the operation to perform \*

Apply for a new license or update the current license ▾

Country/Region \*

China ▾

Next Cancel