

# Troubleshooting

This page provides information to help solve potential activation issues with the Chaos Licensing Server.

## Overview

This page lists the possible reasons for the Chaos License Server activation failure and the appropriate resolution steps. An activation failure means that the License Server could not establish a connection to your Chaos account and obtain licenses.

The connection could fail if:

- Your computer has no internet connection.
- A firewall is preventing the License Server from communicating with your Chaos account.
- Your proxy configuration is incorrect.
- The remote server's IP address is wrong.

Please follow the steps below to resolve the problem.

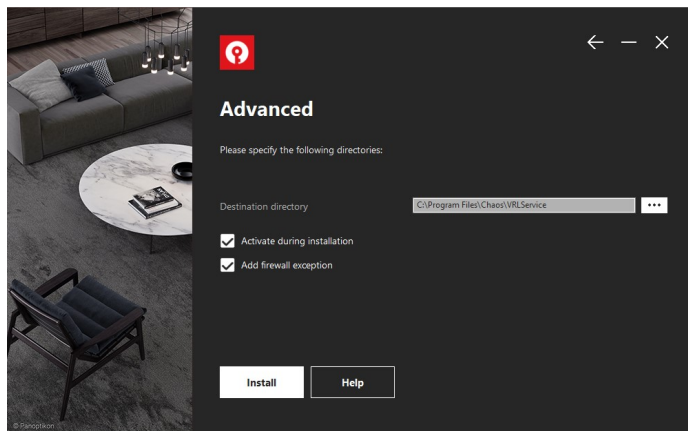
## Firewall

This section only affects **Windows** and **macOS** installations.

By default, the License Server installer adds a firewall exception to your system's settings. If you have opted to disable this setting while installing, or you have manually removed the firewall exception after the installation, this might prevent the License Server from establishing a connection. You can either re-install the License Server and make sure the option **Add firewall exception** is enabled in the [installer](#), or you can [manually add a firewall exception to your system's settings](#).

## Re-install the License Server

Re-install the License Server and make sure the option **Add firewall exception** is enabled. This option can be changed by clicking **Customize** after agreeing to the License Agreement but before installing.



*Windows installer with "Add firewall exception" option enabled*

## Proxy Settings

The License Server uses your operating system's Internet configuration settings by default. In some cases, it might still be required to change the proxy settings in the License Server settings. If your computer is using a proxy server to connect to the Internet, you'll need to contact your Network Administrator and obtain the server address, port, and, eventually, credentials.

1. Open a browser window.

2. Type <http://127.0.0.1:30304>.

**Note:** If the License server is not running on your local machine, type in the IP address of the machine where it's running instead of "localhost".  
For example 10.0.0.100:30304

3. Click on the burger menu in the upper-right corner and choose **Settings**.
4. Fill in your proxy configuration. You might need to contact your Network Administrator if you're not sure what your proxy configuration is.

## No Internet Connection

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The License Server requires an internet connection. To check if your machine has an internet connection, try loading any webpage in your browser. If that fails, then your computer has an internet connection problem. Contact your Internet Service Provider to solve this problem.

## License Server Logs

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There are log files automatically produced by Chaos's license server that can be leveraged to assist in case troubleshooting is needed.

The logs can be downloaded from the [license server's interface](http://localhost:30304) (<http://localhost:30304>).

Go to **Home** > **Notifications** > **Download Logs** button:



# chaos License Server

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[Home](#) > Notifications

Download the logs.

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The logs' locations and verbosity can be modified from the Settings section.

Chaos's support may require these logs in order to assist with troubleshooting the issue.

## Common Errors

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| Error      | Description   |
|------------|---|
| -98        | There are no available licenses for this V-Ray version on this account.   |
| -96        | The online license server is disabled.  |
| -197       | The license server version is not the correct one for the Chaos product.  |
| -199       | There is no IP address pointed to the license server. Check the <b>Change license settings</b> window for empty fields. |
| Error 1002 | All licenses are in use, and there are no available licenses of this type.  |
| -7         | The license server is installed, but you are not logged in.   |
| -2         | The firewall blocks the 30304 port.   |
| -200       | The License Server could not be reached.  |
| -198       | All the licenses for this product are currently engaged.  |
| 10061      | No access to the V-Ray license server.  |
| 111        | Could not connect to a working license server.  |
| 61         | Could not connect to a working license server.  |

## Resolution Checklist

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If you encounter any of the **Common Errors**, please see the possible resolutions for your OS:

## How to Safely Run Chaos License Server on macOS Catalina and Later

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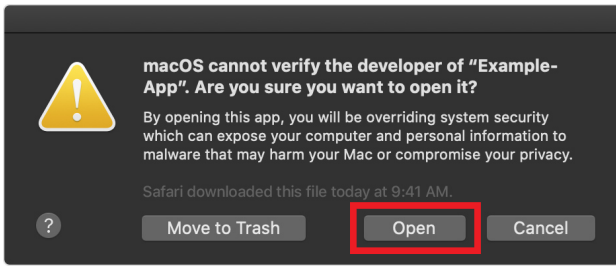
In macOS Catalina and later, the Chaos License Server might fail to install because it is flagged as unauthorized or that it's from an unidentified developer. If this is the case, you can find a message stating this in **System Preferences > Security & Privacy** under the **General** tab.

Click **Open Anyway** to confirm your intent to open or install the app.

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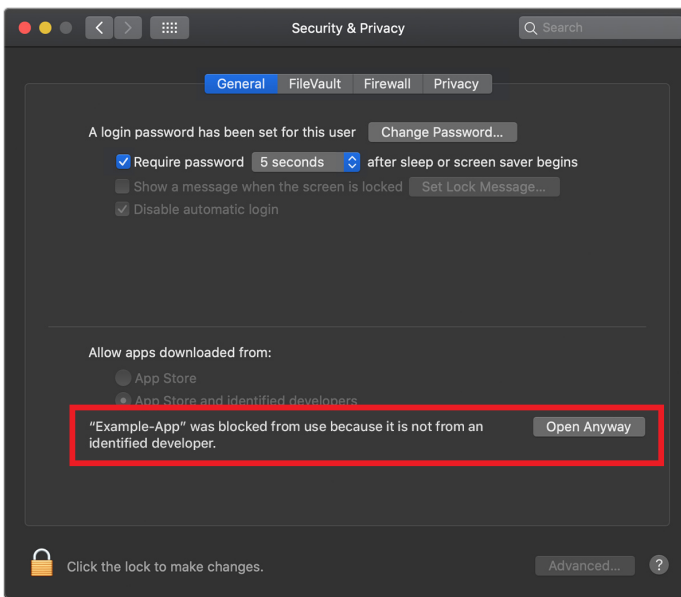
A warning prompt appears stating that **macOS cannot verify the developer of the app**. Confirm you want to open/install the app by clicking on **Open**.

[Click here to see an example of the warning prompt](#)



The app is now saved as an exception to your security settings. From now on, you can open the app by double-clicking it, just like any authorized app.

For more information, see Apple's [How to open an app that hasn't been notarized or is from an unidentified developer](#) article.



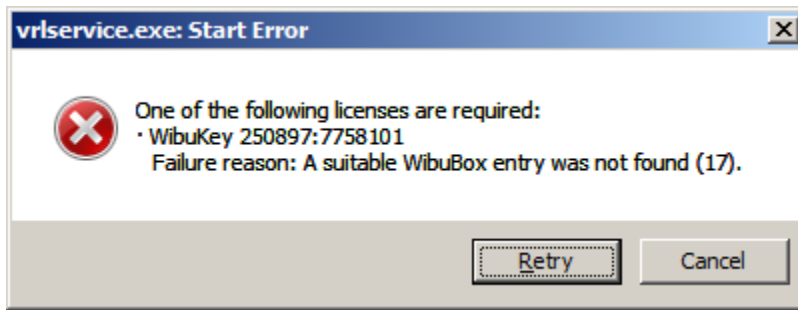
## Dongles

The following issues might occur with dongle usage only.

## V-Ray License Server Can't Start

### Symptoms:

When you start the V-Ray license server, it pops a dialog box like the one shown below:



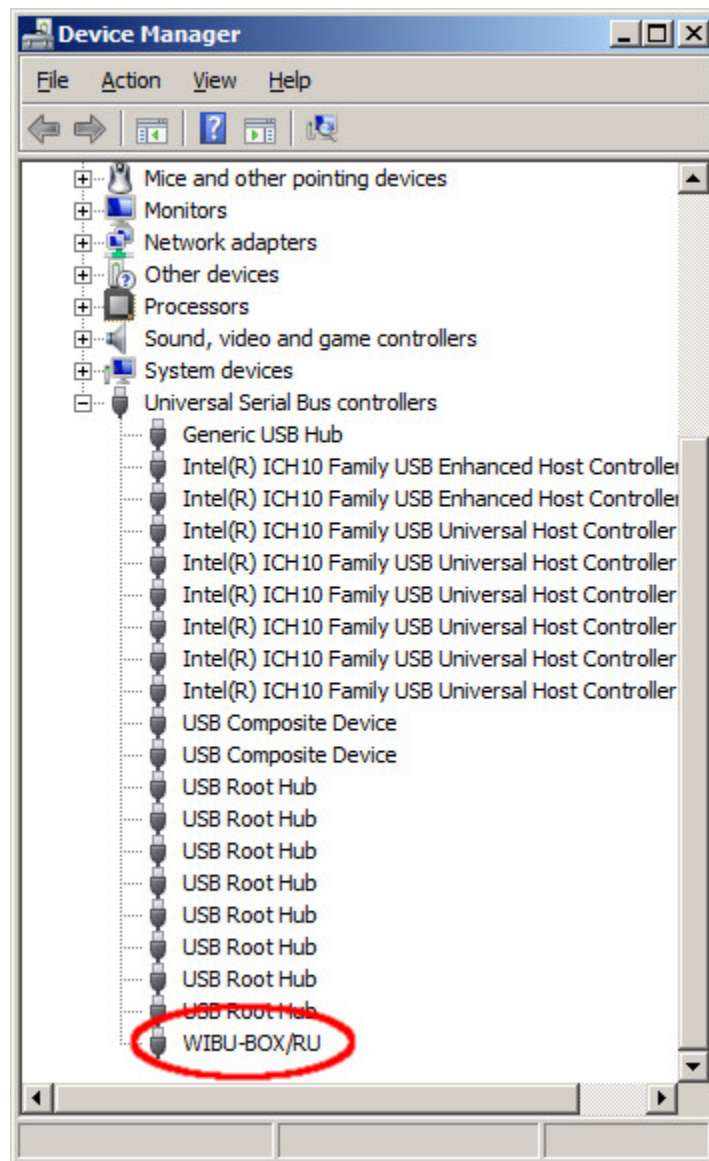
**Cause:**

This error message appears when the V-Ray license server cannot find a dongle attached to the machine.

**Resolution:**

Before you start, make sure the dongle is NOT plugged in.

1. Uninstall the WIBU-KEY driver from the **Windows Control Panel**.
2. Update your USB drivers to the latest version.
3. Restart your machine.
4. Download and install the latest WIBU-KEY drivers from [http://wibu.com/download\\_user.php](http://wibu.com/download_user.php).
5. Attach the dongle to a different USB port, preferably to USB 2.0. Make sure that Windows recognizes the dongle and doesn't show error messages. To verify that dongle is properly installed, please go to the **Windows Control Panel > System** applet. Choose the Hardware tab and then click on the **Device Manager** button. Expand the **Universal serial bus controllers** list and check for a WIBU-BOX/RU entry there:



## Dongle Disconnects Periodically

### Symptoms:

The dongle works for extended periods of time but periodically disappears for no apparent reason and is no longer detected by Windows as a USB device. This could cause the V-Ray license server to fail or V-Ray licenses to be refused.

### Cause:

There can be a number of reasons related to the hardware configuration and Windows settings, like the Power options.

### Resolution:

Please check your **Windows Power Options**, and make sure that your USB devices are not powered off.

Try to plug the dongle into a different USB port on the same machine, preferably USB 2.0, and restart the V-Ray license server. If you still experience problems, try to install it on a different machine.