

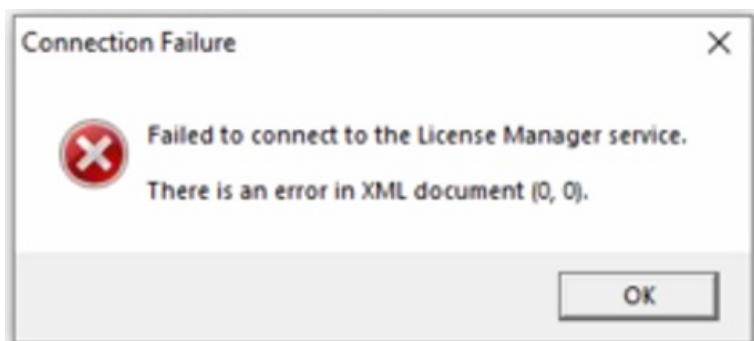
XML Error when opening the Bold License Client

12/21/2023 4:46 pm EST

Description of Issue:

Error opening the Bold License Client - occasionally when opening the Bold License Client, the following error may occur:

"Failed to connect to the License Manager Server. There is an error in XML document (0,0)."



Fixes:

- Navigate to C:\ProgramData\Bold Technologies.
- Rename the Bold License Manager folder.
- Restart the Bold License Manager Service.
 - This will re-write the folder and the XML document.
- Open the Bold License Client - it will now be empty.
- Follow the next steps to add the servers back to it.

Configuring the Bold License Client

1. Run the Bold License Client from the shortcut located on the desktop.



2. Once open, select the Add button.

3. Enter the following information:

- a. Machine Name - The Computer Name of the server to be licensed.
- b. System Type - The Role of the server to be licensed (Dropdown Menu).
- c. Description - A description of the server type (Typically Manitou Server or MG Server).
- d. IP Address(es) - IP address of the server to be licensed.
- e. Recommended IPv4 only.
- f. Can be retrieved automatically by selecting the arrow-world button.

4. Select Save to store the information entered.

- a. The configuration may present an error stating the config was updated previous to the save. This means the information unfortunately will need to be entered again to be saved. This will generally occur when it takes a large amount of time to enter in the system information.

5. Repeat steps on any additional servers to be licensed.