

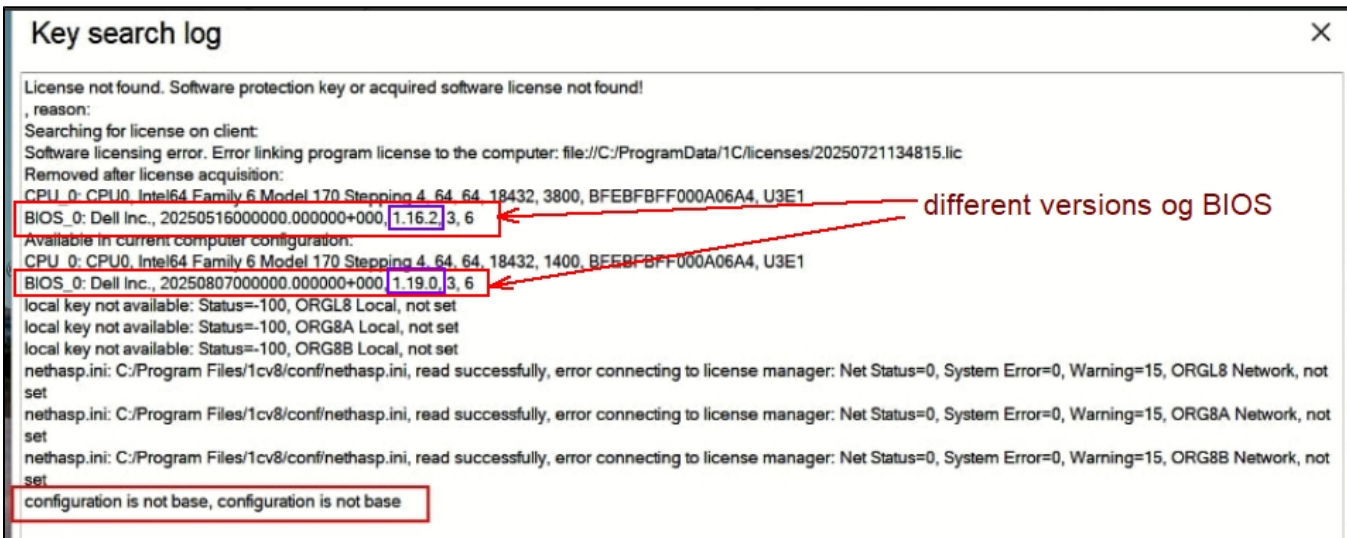
The list of reasons why a 1C license may stop working (Customers on premise host)

Problem: The 1C license fails regularly

Solution: Check your computer according to the following list of possible reasons, in the end of the list there is a table with recommendations for each case.

Note that you will need the help of your system administrator or other IT-specialist to check hardware and software in your IT-infrastructure.

Below is an example of an error message that a program may generate (License not found. Software protection key or acquired software license not found ; Error linking program license to the computer; Software licensing error):



Here's the list of reasons why a 1C license may stop working:

1. Technical reasons (hardware-related)

- 1.1. Replacing or failing hard drive / SSD where the license was installed.
- 1.2. Replacing the motherboard (hardware ID changes and the license becomes invalid).
- 1.3. Replacing the network card (MAC address is used for license identification).
- 1.4. Changing hardware configuration (e.g., adding/removing network interfaces or virtual adapters).
- 1.5. Using virtual machine images — cloning a VM breaks the hardware binding.
- 1.6. BIOS reset or motherboard firmware update.
- 1.7. Hardware failures (bad sectors, power surges, disk controller errors) damaging license data.

2. Software-related reasons

- 2.1. Reinstalling or upgrading the operating system (especially changing editions or architecture).
- 2.2. Restoring the system from a backup image that doesn't include license data.
- 2.3. Using registry cleaners (CCleaner, Reg Organizer, etc.) that may remove license keys.
- 2.4. Deleting the license folder manually (typically `C:\ProgramData\1C\licenses`).
- 2.5. Failed 1C or configuration update corrupting license files.
- 2.6. Antivirus or Windows Defender interference, blocking or deleting license data.
- 2.7. 1C services or RLM server malfunction (for network licenses) — service not running or can't detect the license.

3. Network and server-related reasons (for server/network licenses)

- 3.1. Connection problems with the license server (RLM server - Reprise License Manager, a server that manages software licenses).
- 3.2. IP address change of the license server.
- 3.3. License service (RlmService / HASP License Manager) failure.
- 3.4. Server reboot or crash without proper service shutdown.
- 3.5. Firewall or antivirus blocking required ports.
- 3.6. Multiple RLM servers running in the same network.

4. Hardware key (If you are using a physical license key, which is inserted into the USB port in the form of a flash drive - HASP, Sentinel, etc.)

- 4.1. Physical damage to the USB dongle.
- 4.2. HASP / Sentinel driver issues.
- 4.3. Key inserted into a different USB port or not detected by the system.
- 4.4. USB power or connection instability, improper system shutdown.
- 4.5. Unplugging the dongle while 1C is running ("hot removal").

5. Virtualization-related reasons

- 5.1. Changing hypervisors (e.g., VirtualBox VMware).
- 5.2. Moving a virtual machine to a different host.
- 5.3. Changing the VM's UUID, MAC address, or hardware parameters.
- 5.4. Using snapshots or rollbacks that don't include the license state.

6. Other reasons

- 6.1. License expiration (temporary license).
- 6.2. Incorrect system date or time.
- 6.3. Activation errors — e.g., 1C activation server unavailable.
- 6.4. Administrative mistakes — license data accidentally deleted.
- 6.5. Corrupted registry or system files.

7. Here's a structured table summarizing all the main reasons why a 1C license might stop working and recommended recovery actions:

Reason	License Type Affected	How to Fix / Recommended Action
Hard drive / SSD replaced or failed	Software	Restore from backup if possible; reactivate by 1C license vendor.
Motherboard replaced	Software	Request reactivation from 1C license vendor (hardware ID changed)
Network card replaced (MAC changed)	Software / Network	Reactivate or reissue license;
BIOS reset / firmware update	Software	Ensure BIOS settings are stable; Reactivate license.
Hardware failure (bad sectors, controller issues)	Software / Hardware key	Repair hardware and reactivate by 1C license vendor.
Cloned or moved virtual machine	Software	Reactivate after moving VM; avoid cloning licensed VMs.
OS reinstallation or upgrade	Software	Reactivate license; keep backup of license files.
System restored from backup without license data	Software	Restore license folder or reactivate manually.
Registry cleaning tools removed license keys	Software	Exclude 1C registry keys from cleaners; Reactivate license.
License folder deleted (C:\ProgramData\1C\licenses)	Software	Restore from backup or reactivate.
Failed 1C update damaged license	Software	Reinstall 1C platform; reactivate license.

Antivirus or Defender blocked license files	Software / Network	Add exclusions to antivirus; restore and reactivate license.
1C service or RLM server not running	Network	Restart services; check ports and firewall
Lost connection to license server	Network	Check RLM server status and network connectivity
Server IP changed	Network	Update client connection settings
Firewall / antivirus blocking license ports	Network	Add exceptions for RLM ports
Multiple license servers in same network	Network	Leave only one active RLM server
License service crashed or failed to start	Network / Software	Restart service or server; check logs
Dongle physically damaged	Hardware	Replace key; request duplicate from 1C license vendor
Drivers not installed or corrupted	Hardware	Reinstall HASP/Sentinel drivers
Key inserted into different USB port / not detected	Hardware	Plug into same port; check Device Manager
USB instability or unsafe removal	Hardware	Use stable USB port; never unplug during use
VM moved to another host	Software	Reactivate license; avoid moving without reactivation.
Changed hypervisor (e.g., VMware VirtualBox)	Software	Reactivate license; avoid changing virtualization platform
Changed VM UUID / MAC address	Software	Restore original parameters or reactivate license.
Snapshot rollback without license state	Software	Reactivate after rollback.
License expired (temporary license)	All	Renew or purchase permanent license.
Incorrect system date/time	Software / Network	Correct time settings; restart 1C services
Activation failed (server unavailable)	All	Retry later.
Administrator deleted license data	All	Restore from backup or reactivate license.
Corrupted registry or system files	Software	Run system repair and reactivate license.

8. Important Notes:

8.1. Contact FirstBit Hotline if you need assistance with requesting reactivation key from 1C license vendor.

8.2. Please note that changing technical parameters of computers is the responsibility of Customer system administrators and is not related to FirstBit software.

Thanks for being a Firstbit Customer!

#License #Recovery